

# CipherLab Scanner Installation

## *How to Install and Troubleshoot*

The physical inventory scanner is a hand-held, portable scanner that can be used to take and then upload physical inventory counts to Point of Sale.

It is strongly recommended that you use the Hardware Setup Wizard to configure your Point of Sale hardware. You can access the setup wizard from the File menu and from individual hardware workstation preferences pages.

## Table of Contents

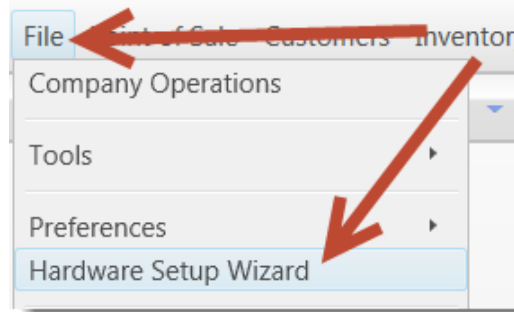
To Install the Physical Inventory Scanner .....	2
Crucial Notes for Success and Avoiding a Failed Test.....	3
Using the Hardware Troubleshooter in POS .....	4
To Change COM in the Device Manager to Match POS .....	6
To Change to COM in POS to Match the Device Manager.....	7
QuickBooks Desktop Point of Sale 18.0 Drivers .....	8
QuickBooks Desktop Point of Sale 12.0 and Older Drivers .....	8
Support .....	9

Click any item in the table of contents to go to that page.

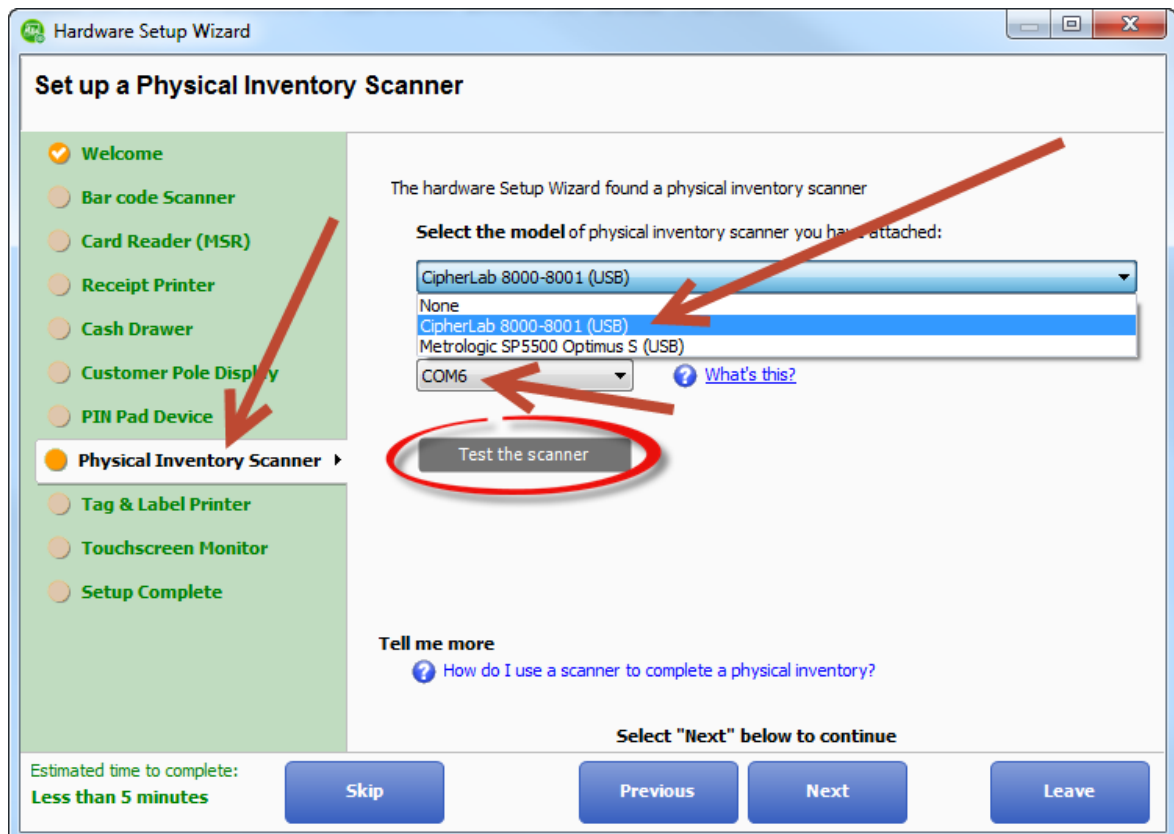
Type CTRL + HOME from anyplace in the document to return to your table of contents.

## To Install the Physical Inventory Scanner

1. Plug in your scanner.
  1. Make sure your scanner is plugged into the wall for power and the computer to connect to Point of Sale with the cables included.
2. Turn scanner on and place in cradle.
3. Launch Point of Sale.
4. Select **Hardware Setup Wizard** from the File menu.



5. Select **Physical Inventory Scanner** from the left-side menu.
6. Ensure that your model shows properly (CipherLab...)
7. Take note of the COM number displayed.
8. Click **Test the Scanner**



9. Follow the on-screen instructions to connect and setup your scanner.

Before hitting Begin Test, review Step 1 and 2 show on the screen in POS.

### To test the connection and operation of your Physical Inventory Scanner, a test upload needs to be performed.

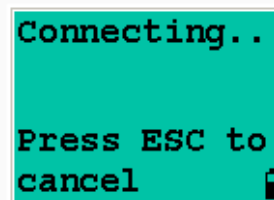


**Step 1:** Ensure the scanner has data (scans) to upload. If you are not sure, scan some barcodes around your store. The data will not be saved in Quickbooks Desktop Point of Sale and none of your inventory values will be affected. After the test upload, you will have the option to delete all scans from the scanner.



**Step 2:** Place the scanner in the cradle, turn it on, and from the main scanner menu, select option 2, "2. Upload". A sample of what should appear on the scanner screen is shown to the right.

**Note:** In order for data to be retrieved, scans must be present in the scanner. The unit will beep twice and return to the main menu if the scanner memory is empty when selecting option "2. Upload".



Sample Upload Screen

**Step 3:** Click "Begin Test" below to test uploading information from the scanner.

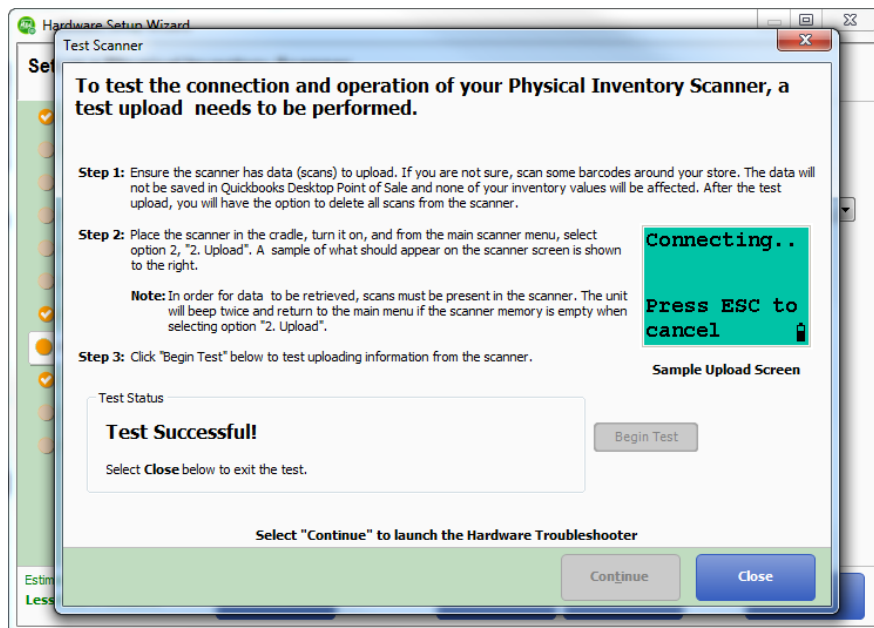
Click **Begin Test**

### Crucial Notes for Success and Avoiding a Failed Test

- Make sure you have a test scan or two in the scanner prior to testing.
- Make sure your scanner is properly placed in the cradle.
- It is not enough to have the scanner turned on to the main screen, you must hit (2) Upload and see the screen must read "Connecting... Press ESC to Cancel"
- COM ports must match (see instructions on how to change if they don't).

If all goes smoothly, you will have a successful test. Click Close and conduct your count!

*Not a perfect world? Continue reading for tips and troubleshooting advice.*

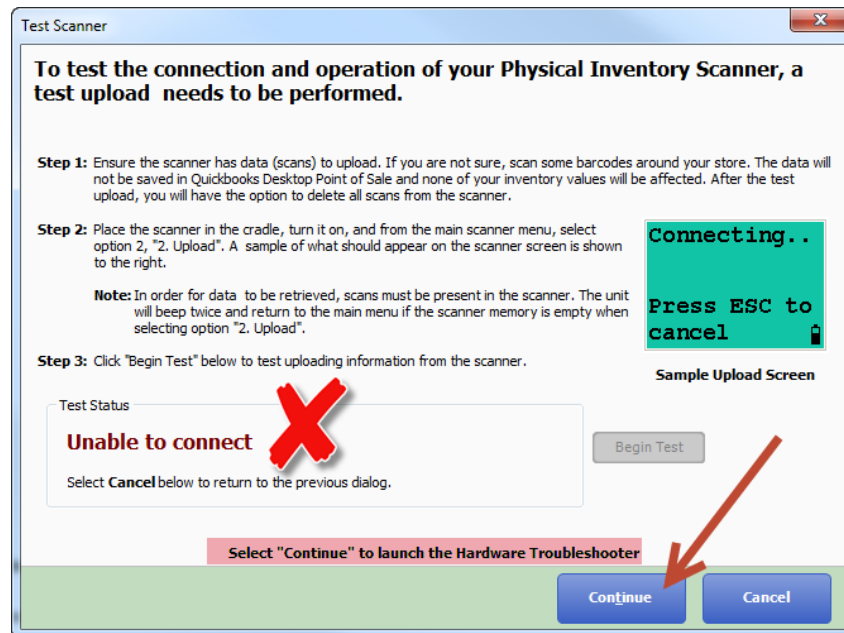


## Using the Hardware Troubleshooter in POS

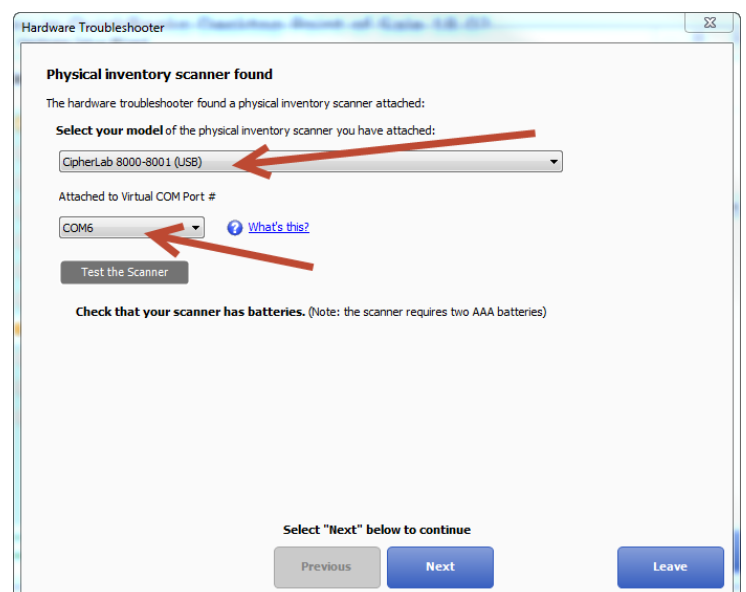
Both Point of Sale and your Windows operating system must be configured so that both reflect the same COM port (communications port) setting for the physical inventory scanner. POS typically defaults the scanner to COM Port 6.

If your scanner doesn't work when you test it, you can use the procedures below to verify or select a COM port in Windows Device Manager and then make the same selection in Point of Sale workstation preferences as described below.

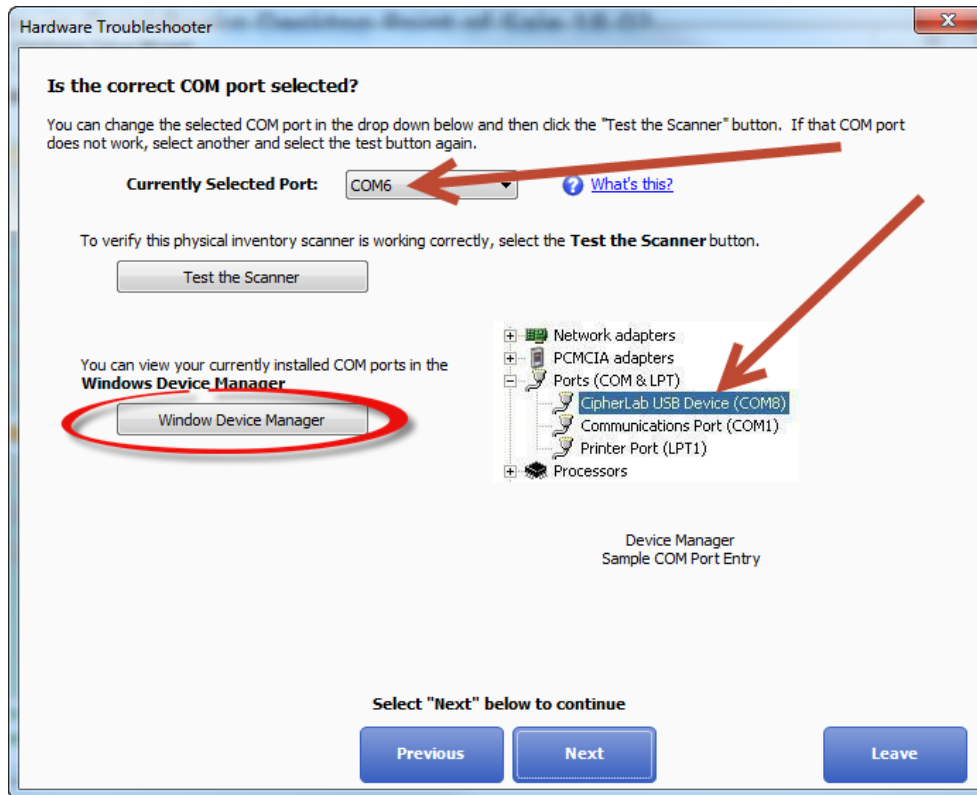
If your test fails, click **Continue** to launch the **Hardware Troubleshooter**



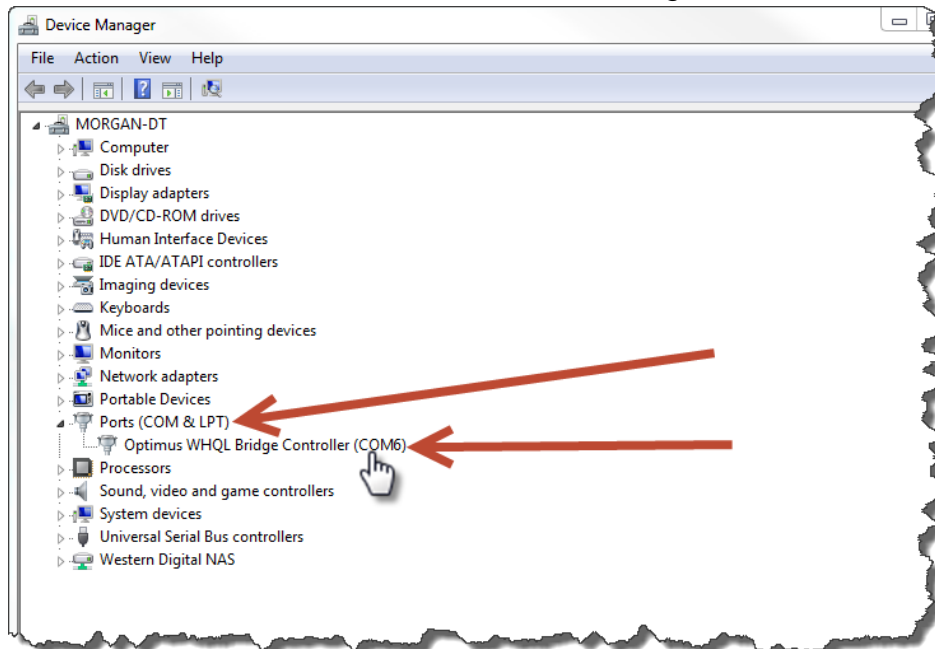
Look at your model and COM Port number – again, take note of this and click **Test the Scanner**. When you do this, and it fails, the second time you test it, it takes you to a screen that shows the COM Port POS is looking at.



This will show you an example screen and the **Windows Device Manager** button.



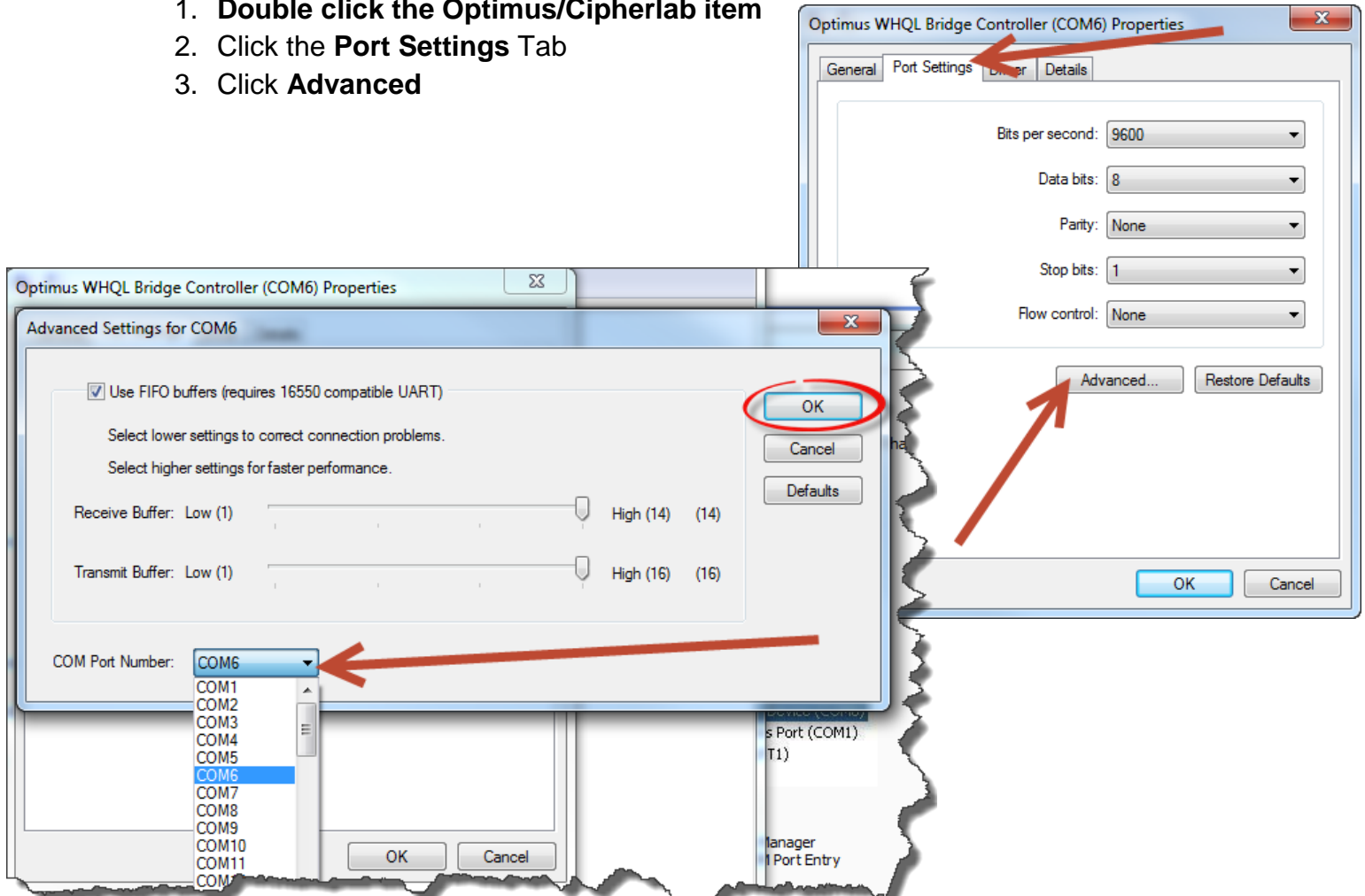
1. Click **Windows Device Manager**
2. Locate **Ports (COM & LPT)**
3. **Click the arrow** to expand the menu to reveal Optimus/Cipherlab
4. View the COM that the Windows Device Manager shows.



You must either change the COM port in the Device Manager for the scanner to match the POS COM port, **or** you have to take note of that COM port showing and go back to the screen in POS troubleshooting and change the COM port in POS to match the Device Manager.

### To Change COM in the Device Manager to Match POS

1. **Double click the Optimus/Cipherlab item**
2. Click the **Port Settings** Tab
3. Click **Advanced**

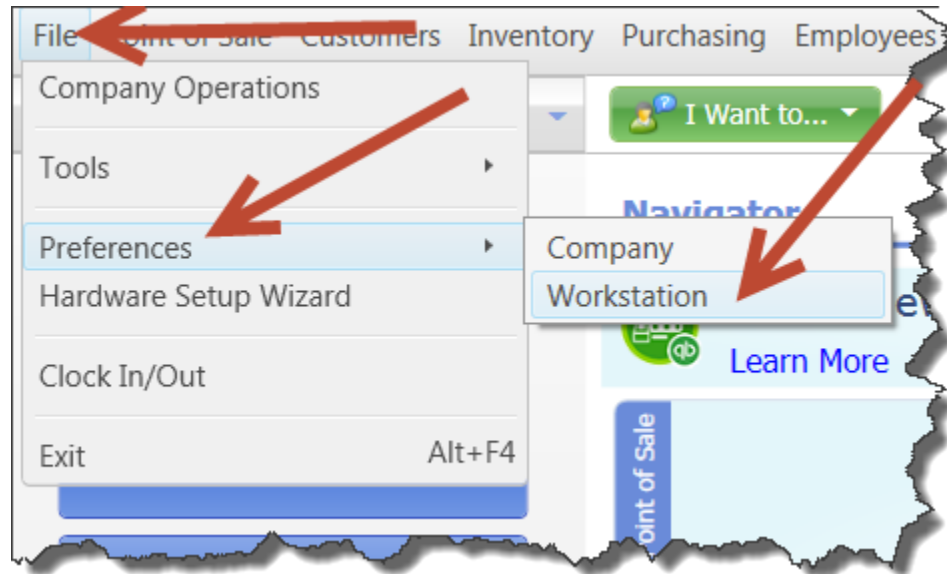


4. Select the COM number that displayed in POS if it is available and click OK.

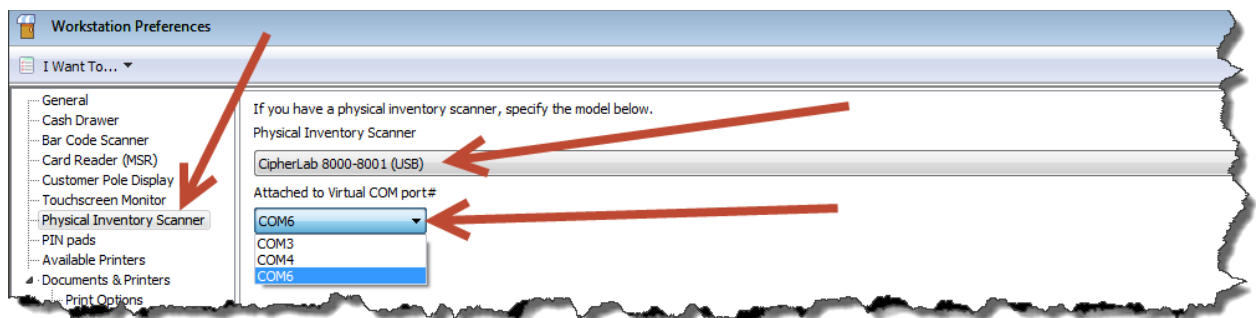
**Note:** If the default COM port is in use by another device, an unused COM Port should be selected. In such cases, you will need to change the port setting in Point of Sale to match the port selected here.

## To Change to COM in POS to Match the Device Manager

1. In Point of Sale, select **Preferences >> Workstation** from the Edit menu.



2. Select **Physical Inventory Scanner** from the left-side menu.
3. Select **CipherLab 8000 (USB)** from the drop-down list in the Physical Inventory Scanner field.
4. Select the COM Port number that matches the COM Port you assigned to the scanner in Device Manager.



5. Use the test button at the bottom of the window to test the device.
6. Select **Save**.

## QuickBooks Desktop Point of Sale 18.0 Drivers

QuickBooks Desktop point of Sale version 18.0 comes with a collection of drivers for compatible hardware. Making most of the hardware plug and play.

### Option 1: Install within Point of Sale

1. From the **File** Menu, click **Hardware Setup Wizard** and select the type of hardware you are installing.
2. Click **Next** and follow the on-screen instructions to connect, setup, and test each hardware.

If installing your hardware did not successfully go through within the hardware setup wizard, proceed to Option 2.

### Option 2: Re-install the driver

1. Go to **C:\Program Files (x86)\Intuit\QuickBooks Desktop Point of Sale 18.0\Drivers**
2. Look and open the folder of the driver you want to install.
3. Run the .exe file for the driver.
4. Follow the on-screen instructions to reinstall the drivers.
5. Complete the installation process by following the steps outlined in Option 1.

## QuickBooks Desktop Point of Sale 12.0 and Older Drivers

Visit: <https://community.intuit.com/articles/1588761-install-compatible-hardware-drivers-for-point-of-sale>

Select the driver you are trying to install from the list. The driver and installation instructions will appear for the specific device.



## Support

If you are still having trouble after reviewing the instructions and troubleshooting steps, here are the support options at your disposal.

### **Bianchi Consultants**

We will walk you through these steps and “double check” that all COMs match, and no procedures are missed. If this is a deeply rooted technical issue, other support will need to be involved.

**607-218-1132**

*Monday-Thursday*  
8:30am-5:00pm EST

*Friday-Sunday*  
CLOSED

### **Bianchi Tech Team**

Our team is wonderful and very knowledgeable with QB POS and connected hardware. You must be on the approved list to receive support from our team. Contact us to be added!

**800-708-4977**

*Monday-Friday*  
8:00am-8:00pm EST

*Saturday*  
9:00am-1:00pm EST

*Sunday*  
CLOSED

### **Intuit Point of Sale Support**

Intuit direct support may assist you with this installation, it is not guaranteed, and we can't speak to the cost of support if any.

**877-282-0782**

*Monday-Friday*  
7:00am-11:00pm EST

*Saturday-Sunday*  
10:00am-7:00pm EST