Metrologic 9500 Voyager Series Single Line Handheld Laser Scanner Programming & Instructions for use with Service2000

Updated to reflect page number changes in manual 11/30/05

Overview & Setup
Any bar code scanner that is going to be used with Service2000 should be programmed to send an F8 prefix command. This procedure will vary with bar code scanner brand.

The instructions for doing this with the Metrologic 9500 Voyager Series Single Line Handheld Laser Scanners are included below. However, please read all this information before you begin.

You will be reading bar codes from the Installation & Users's Guide that came with the unit, and it is important that you get a clean read from each scan, so set up a comfortable work area near the computer, where the scanner can easily be used to read bar codes from the manual while the manual is laying flat. You do not need to use a bar code mask - the single line laser signal is very precise.

Unit behavior
Distance: The 9500 series comes programmed for long range scans, which is about 5", so this is the distance you should hold the scanner from the book. Note that the unit can be re-programmed for short range scans (about 2") but this is normally not needed and generally not advisable. (Metrogic support says doing this usually causes more problems, and is generally only needed for "old ladies that insist on holding the scanner right on top of the bar code their trying to scan".

Repeat scans: There will be a slight delay if you attempt to read the same bar code immediately. There should be no delay if you try to read a different bar code immediately.

Operating the unit in, and out of the stand (applicable to the 9535 and 9540): A magnetic sensor (visible underneath the unit) detects when the unit is in the stand. When it is, it will detect and scan as soon as a bar code is placed within 5" of the front of the unit. When the unit is not in the stand, you must press the trigger to scan.

Programming the unit to send an F8 Prefix
Connect the bar code scanner to your computer. Be sure to connect the power supply (it plugs into the data cable!). Then scan the bar codes contained in the manual as listed below. You will be scanning a total of 6 bar codes. It is recommended by Metrologic that you find each of these codes, on each page, mark the pages (tape flags work great for this), and familiarize yourself with the sequence, so that you can quickly move from one to the next. This is not only just to make the process easy, but also because you only have a certain amount of time to read the next scan before the unit leaves Configuration Mode on its own.

Scan the bar code on:

page 02: Enter/exit Configuration Mode (hear 3 quick beeps)
page 35: Configurable Prefix Character #1 (hear 1 beep)
page 69: Code Byte #1 (hear 1 beep)
page 69: Code Byte #5 (hear 2 beeps)
page 69: Code Byte #1 (hear 3 beeps)
page 02: Enter/exit Configuration Mode (Enter/Exit) (hear 3 slow beeps)

So long as you hear the 3 slow beeps, you were probably successful.

Testing your results with Service2000
Start Service2000 if it is not already running. Bring up a part using the Maintain Inventory window. Click Tools, Learn Bar Code. A small window should appear. Scan a bar code (presumably from the package for this part, but this is not absolutely required - you can use any bar code - even if it's wrong, you can always -re-teach the correct bar code to this part later). The small window will disappear. Close the Maintain Inventory Window. Now scan the part again. The Maintain Inventory window should immediately open, with that same part displayed. If this happens you were successful.

Note: you cannot scan parts if only the Main ToolBar is open. You must at least open the customer desktop.
Note: if you are in a place in Service2000 where parts can be added (such as the parts tab for a service order, the parts tab for an estimate, a counter parts invoice, or a P.O.), scanning a bar code for a learned part will add a quantity of 1 for that part (to that place in Service2000 where you are right now). If you are not in such a place, then that part will simply be "looked up".

The printing bar code labels is not covered by this document at this time.