

CIPHERLAB 9700 WITH MOBILE ASSISTANT APPLICATION

Version 1.1
08/21/2018

User's Manual



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OVERVIEW

The purpose of this document is to describe how to work with the CipherLab 9700 handheld barcode scanner using its Mobile Assistant application. The document covers the following topics:

- The scanner's main characteristics.
- Before first use steps.
- Steps to connect to C-Store Office Cloud.
- Mobile Assistant main features.
- CipherLab 9700 troubleshooting.

GETTING STARTED WITH CIPHERLAB 9700

Device Characteristics

The CipherLab 9700 scanner (shown on Figure 1) box ships with the following items:

- Mobile Computer (CPT-9700)
- USB Cable
- Dock
- Rechargeable Li-ion Battery Pack
- Stylus

The CipherLab 9700 scanner has the following characteristics:

- Windows CE 6.0 OS
- TI OMAP3730 1GHz CPU
- 4GB HAND flash memory
- 512MB SDRAM
- 802.11a/b/g/n wireless support
- Storage expansion: Up to 32GB MicroSDHC, no SD card required



FIGURE 1 CipherLab 9700 handheld barcode scanner

Before First Use

To use the CipherLab 9700 scanner first time, follow the steps:

1. Plug the USB cable into the dock and the PC.
2. Plug power into the dock and into an outlet.
3. Install the battery into the handheld.
4. Place the handheld on the dock.



NOTE! Please charge the CipherLab 9700 device for at least 8 hours before first use.

For more information, refer to the CipherLab's manufacturer documentation.

Rebooting Handheld

To reboot the handheld, follow the steps:

1. Take the handheld off of the dock.
2. Press and hold the red power button for a few seconds.
3. On the handheld device's screen, click **Warm Boot**.
4. Once it is completely booted up, place the handheld on the dock.

Training and Help

You can attend online Hand Held Training hosted every Wednesday at 1 PM EST. To join the training, follow the steps as shown on Figure 2:

1. Log in C-Store Office using your account.
2. Open the training schedule of the Petrossoft Training Center. For that, do one of the following on the C-Store Office home page:
 - Click the help button > **Training Schedule**.
 - At the right of the C-Store Office home page, find the Hand Held training in the section with trainings information and then under the training name, click **Join the training**.

3. Find the Hand Held Training in the schedule and then click **How to join the training** and follow the instructions.

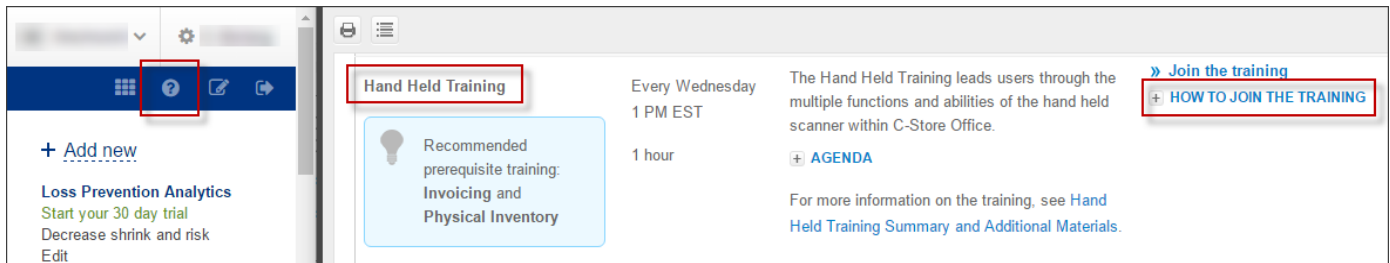


FIGURE 2 Hand Held training at Petrosoft Training Center

In case of any questions, please call 412-306-0640 or submit a ticket via C-Store Office web site.

CONNECTING TO C-STORE OFFICE CLOUD

To connect you CipherLab 9700 scanner to C-Store Office Cloud, follow the steps:

Step	Step description in manual
Step 1: Connect scanner to your PC	Connecting CipherLab 9700 Handheld to PC on page 7
Step 2: Connect scanner to Wi-Fi network	Connecting CipherLab 9700 Handheld Using LAIRD Wireless on page 7 or Connecting CipherLab 9700 Handheld to Wi-Fi on page 10
Step 3: Install drivers and WMDC	Installing drivers and WMDC on page 13
Step 4: Install the Mobile Assistant application and launch it first time	Installing Mobile Assistant on page 16 and Launching Mobile Assistant First Time on page 16
Step 5: Configure Mobile Assistant	Configuring Mobile Assistant on page 16

Connecting CipherLab 9700 Handheld to PC

To connect CipherLab 9700 scanner to your PC or Laptop, follow the steps:

1. Plug the handheld into the computer as shown on Figure 3.
2. Make sure the dock is connected to the power.
3. Place the handheld on the dock.



NOTE! Before beginning, make sure your handheld is charged so that way you don't lose anything due to it running out power.



FIGURE 3 Connecting CipherLab 9700 Scanner to PC

Connecting CipherLab 9700 Handheld Using LAIRD Wireless

You can connect the CipherLab 9700 handheld to a network over LAIRD wireless.

Prerequisites

Before you set up a wireless connection for the CipherLab 9700 handheld, make sure that the following prerequisites are met:

- You have information about network ports and settings of the router to which you are planning to connect.
- You have information about the name of the Wi-Fi network and password to connect to the router.
- The router is connected hardline on the site where you are setting up the CipherLab 9700 handheld.

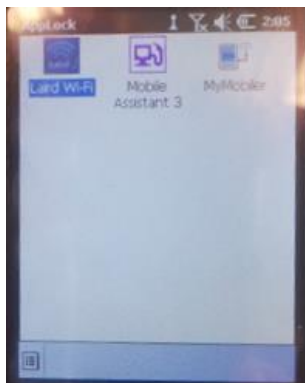


NOTE! It is recommended that you always have a spare Ethernet cable. Make sure that you do not connect the handheld to computer over USB.

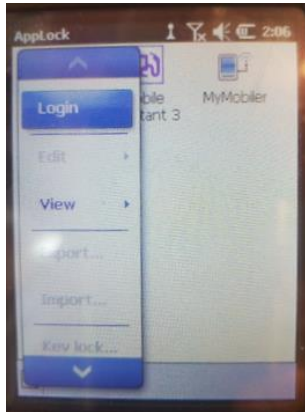
Connecting CipherLab 9700 Handheld To Router

To connect CipherLab 9700 Handheld to the router over LAIRD wireless, follow the steps:

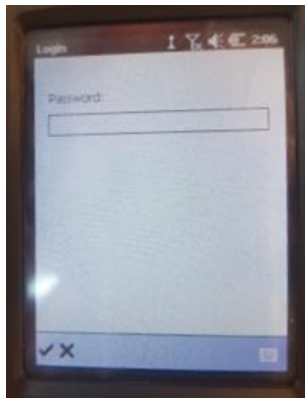
1. Power on the CipherLab 9700 Handheld.
2. On the **AppLock** screen, click the **Laird Wi-Fi** icon.



3. At the bottom left corner of the screen, click the menu button and then click the **Login** button.



4. On the **Login** screen, do not enter the password, just click the check box.



5. At the bottom left corner of the screen, click the menu button again, scroll down to the bottom and then click **Exit**.

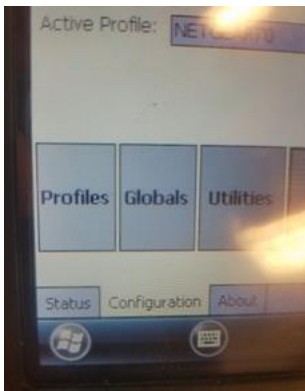


6. Click the **Start menu** button.

7. Click the settings icon (cogwheel), click the **System** button and scroll down to the **Laird Wi-Fi** icon.



8. At the bottom of the screen, click the **Configuration** tab.

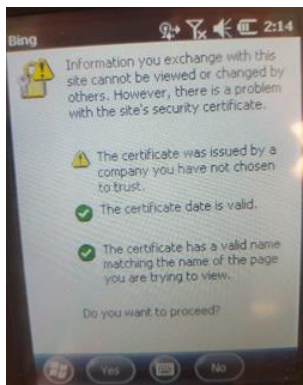


9. In the **Active Profile** list, select the default profile.
10. Click the **Profiles** button.
11. Change the profile to the default one and then click the **OK** button at the bottom right corner of the screen.



12. On the **Configuration** screen, click the **Scan** button, check the name of the network, click the network name and then click the **Select** button.
13. Enter the password to connect to the network and then click the **OK** button.

14. The dialog window will be displayed: *'Closing the dialog will not save security chances. Would you like to cancel?'* In the dialog window, click **No** and then click **OK**.
15. The dialog window will be displayed: *'Would you like to make this profile active?'* In the dialog window, click **Yes**.
16. Click the windows keys.
17. Click the window key and then click the Internet Explorer icon to open the browser.
18. In the browser, go to *google.com*.
19. The system message about the site security certificate error will be displayed. At the bottom of the screen, click **Yes**.



Result: The CipherLab 9700 Handheld is online and connected to the network.

To check if the CipherLab 9700 Handheld is working in a proper way, follow the steps:

1. To get back to the **Start** menu, at the bottom right corner of the screen, click the close icon.
2. Click the **Start menu** button.



3. Click the **Mobile Assistant 3** icon.



4. Click the **Setting Station** button.
5. Click the **Synchronize price book** button.
6. Go through the barcodes that you have, scan and process each barcode and make sure that each barcode works as anticipated.
7. Log on to C-Store Office using your account to check the results and then clean up to delete the test information.

Connecting CipherLab 9700 Handheld to Wi-Fi

To connect CipherLab 9700 handheld to a Wi-Fi network, follow the steps as shown on Figures 4-7 below:

1. Go to the handheld home screen and then click **Settings** > **System** > **SCU** (Summit Client Utility).



FIGURE 4 Opening Summit Client Utility on handheld

2. On **SCU**, go to the **Configuration** tab and then under the **Active Profile** list, click the **Scan** button.

3. Select the name of your network and then click **Configure**.



FIGURE 5 Selecting the network for configuring

4. On the **SCU** dialog window, click **Yes** to create a new profile.
5. Enter the profile name and then click **OK**.
6. Find the string with the **Passphrase** value in the **Property** column, specify the password for your Wi-Fi network in the **Value** column, and then click **Commit**.

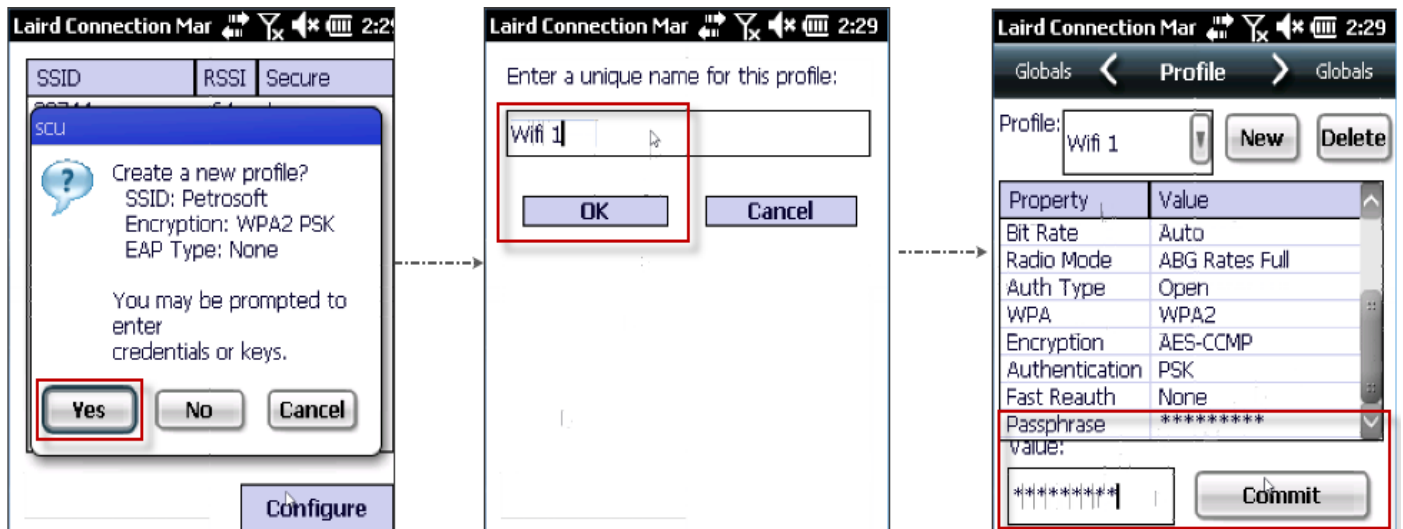


FIGURE 6 Configuring the network

7. Click **OK** at the right bottom corner.
8. In the **Active Profile** list, select the name of newly created profile.

9. Go to the **Status** bar to check that the newly configured network is working properly. Ensure that you see your network name and IP address on the screen. The connection to your Wi-Fi network has been successfully established.

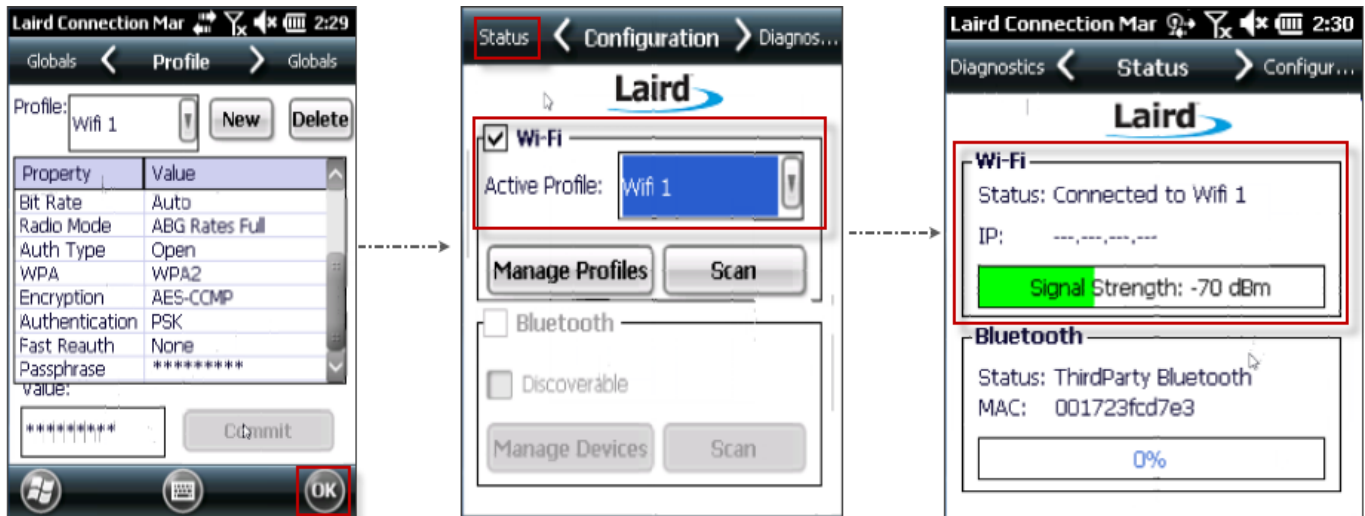


FIGURE 7 Checking the configured network

Installing Drivers and WMDC

To recognize the scanner and synchronize its data with C-Store Office Cloud and PC or laptop, you need to use the Windows Mobile Device Center application (WMDC).

WMDC is also used to install and update the Mobile Assistant application on the scanner.

To start working with WMDC after connecting the scanner to PC or laptop, follow the steps:

1. (Optional) Wait until Windows installs the required drivers and WMDC automatically. If not, install them manually from Windows Download Center located at the <https://www.microsoft.com/download>.



NOTE! As of Windows 10, WMDC is already installed on the operating system.

2. Wait until WMDC opens automatically. If not, open it manually, by clicking **Start > Control Panel > Windows Mobile Device Center**.
3. Make sure the scanner is connected to your PC or laptop. Check that WMDC displays the following on the left as shown on Figure 8:
 - Photo of your device
 - The Connected status below the photo as shown on Figure 8.

In case the Connected status does not appear, check the reliability of all handheld connections: to the computer and to the dock.

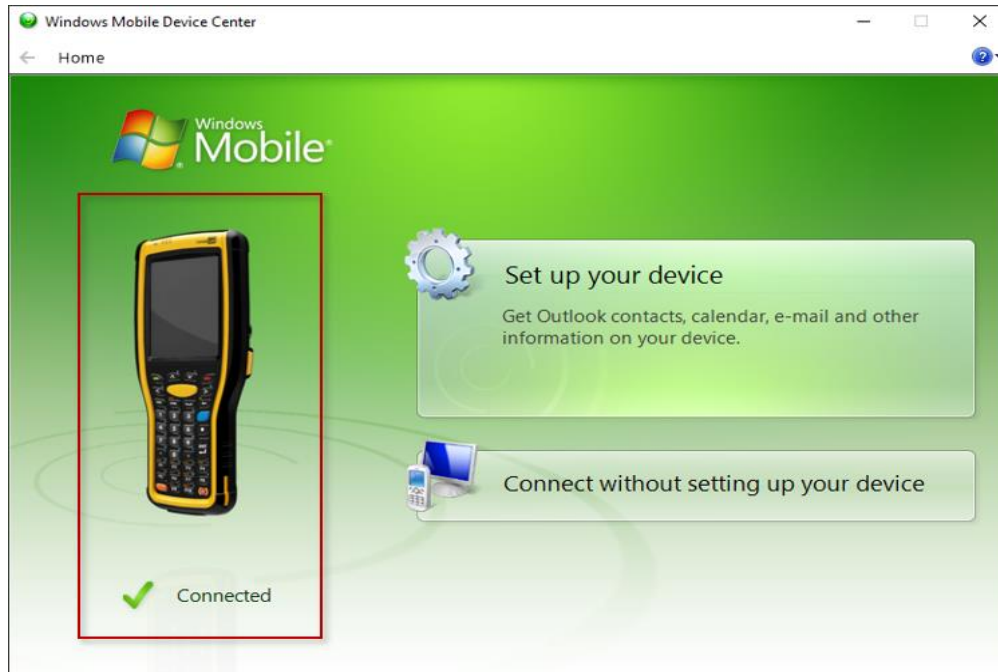


FIGURE 8 WMDC: Connected Scanner

4. On WMDC, click **Connect without setting up your device** as shown on Figure 9.

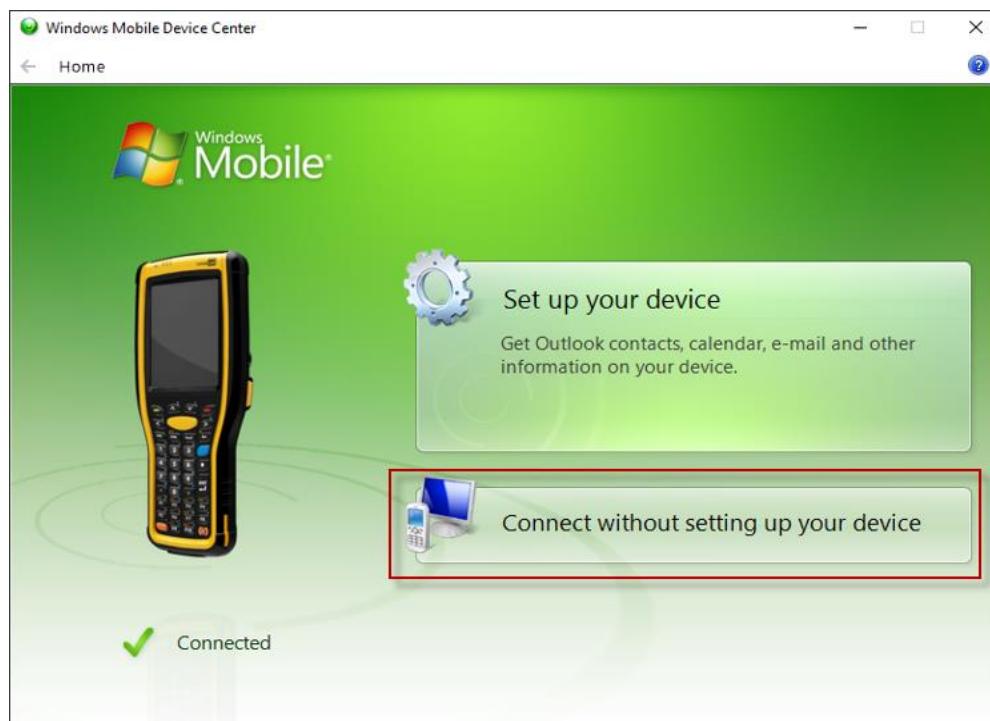


FIGURE 9 WMDC: Connecting with Device



NOTE! Every time you connect your handheld to PC, make sure you click the Connect without setting up your device button on WMDC.

Installing Mobile Assistant

To install the Mobile Assistant application on the scanner after connecting it to your PC or laptop, follow the steps:

1. Download the Mobile Assistant installation files from the web site.
2. Launch the Mobile Assistant installation by double clicking the setup file.
3. In the **Mobile Assistant Setup Wizard**, click **Next** as shown on Figure 10.

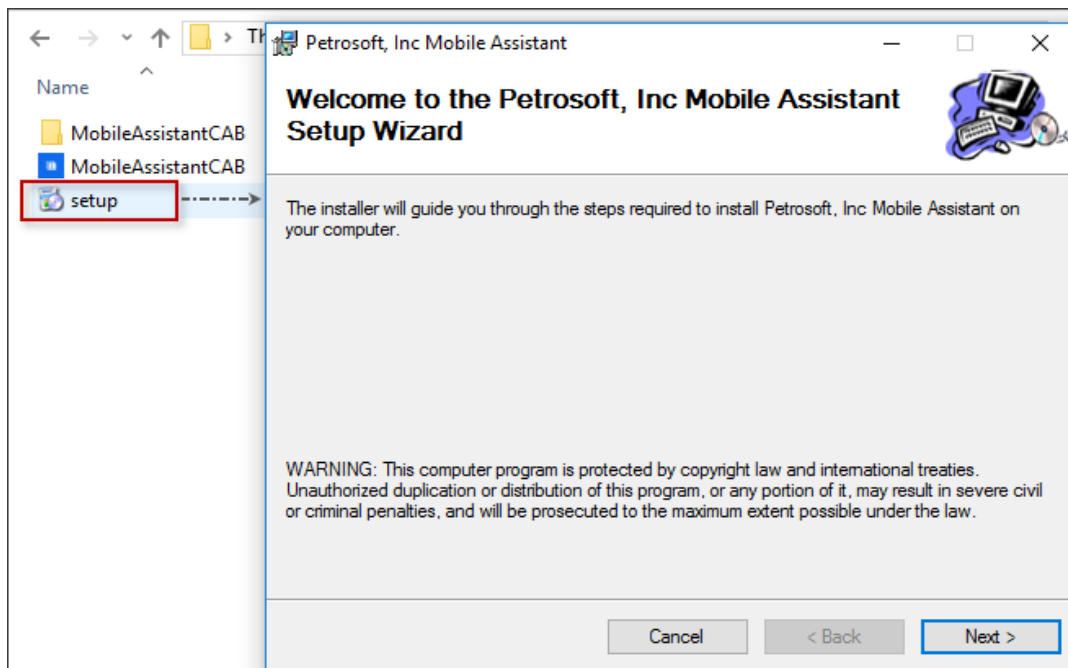


FIGURE 10 Mobile Assistant Setup Wizard

4. Wait until wizard installs the Mobile Assistant application and its components on the scanner. For successful components installation, do the following for each component:
 - a. Confirm the component installation on scanner's screen.
 - b. Wait until the component is installed on the scanner.
 - c. In the wizard on the laptop or PC screen, click **OK**.
5. After installation is complete, close the installation wizard and launch Mobile Assistant on the device. For more information, see [Launching Mobile Assistant First Time](#) at page 16.

Launching Mobile Assistant First Time

To launch Mobile Assistant on the device first time after installation, follow the steps:

1. On your scanner, click **Start > Programs > Mobile Assistant** or click the **Mobile Assistant** icon on the scanner's desktop.

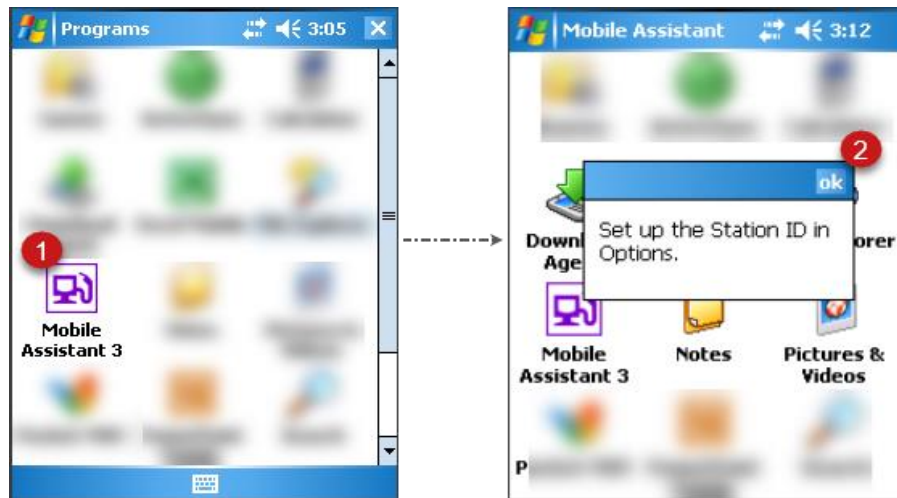


FIGURE 11 Launching Mobile Assistant first time

2. In the dialog window that opens, click **OK**.

Once you set up the station, the **Set up the Station ID in Options** dialog window doesn't appear any more when launching the application. For more information, see [Setting up Station](#) on page 16.

Configuring Mobile Assistant

To configure the Mobile Assistant application on the scanner, follow the steps:

Step	Step description in manual
Step 1: (Optional) Set up station from CSO account	Setting up Station on page 16
Step 2: Synchronize Price Book	Synchronizing Price Book on page 18

Setting up Station

Setting up the station is needed when you first run the Mobile Assistant application. CipherLab 9700 scanner synchronizes through Mobile Assistant with one station at a time.

To work with another station, you can do one of the following:

- You can use the same scanner and setup another station on it (see steps 1-3 described below).
- You can purchase one more scanner to setup another station on it.



NOTE! Your handheld device must be either connected to the dock or Wi-Fi network when setting up the station.

To setup the station used on your CSO account, follow the steps as shown on Figure 12:

1. On the Mobile Assistant main screen, click **Settings**.
2. On the **Settings** screen, click **Options**.
3. On the **Options** screen, in the **Station Name** and **Station ID** fields, enter the station name and ID and then click **Save**. The Station Name field is case sensitive.

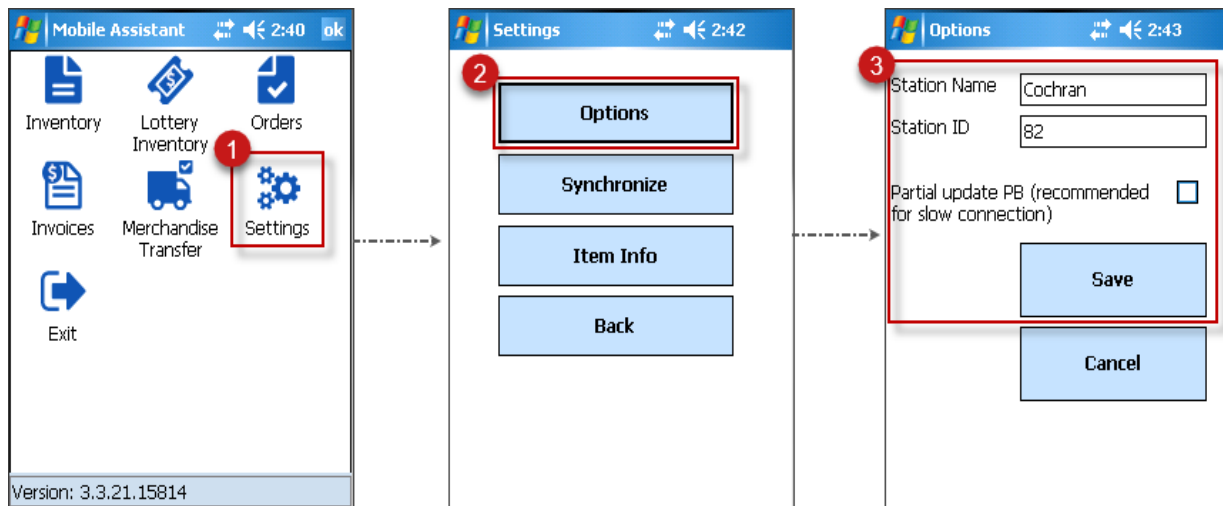


FIGURE 12 Setting up the station



NOTE! Station name and ID entered on the Options screen must exactly match the station name and ID of your CSO account as shown on Figure 13. In the given example, the station name is Cochran and station ID is 82.

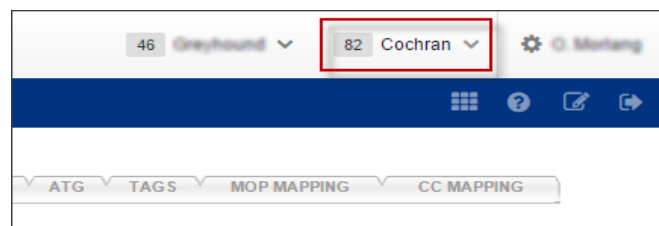


FIGURE 13 Station name and ID at C-Store Office side

Select the **Partial update PB** check box on the **Options** screen before saving the settings, if you encounter either of the following issues:

- If you have slow Internet connection.
- If there are any errors while synchronizing the price book data with the C-Store Office data. For more information, see [Synchronizing Price Book](#) on page 18.

To come back to the Mobile Assistant main screen from the **Settings** screen, click **Back**.

Synchronizing Price Book

To synchronize the price book data from your scanner with the C-Store Office data, follow the steps as shown on Figures 14 and 15:

1. On the the Mobile Assistant main screen, click **Settings**.
2. On the **Settings** screen, click **Synchronize**.
3. On the **Synchronize** screen, click **Update Price Book**.

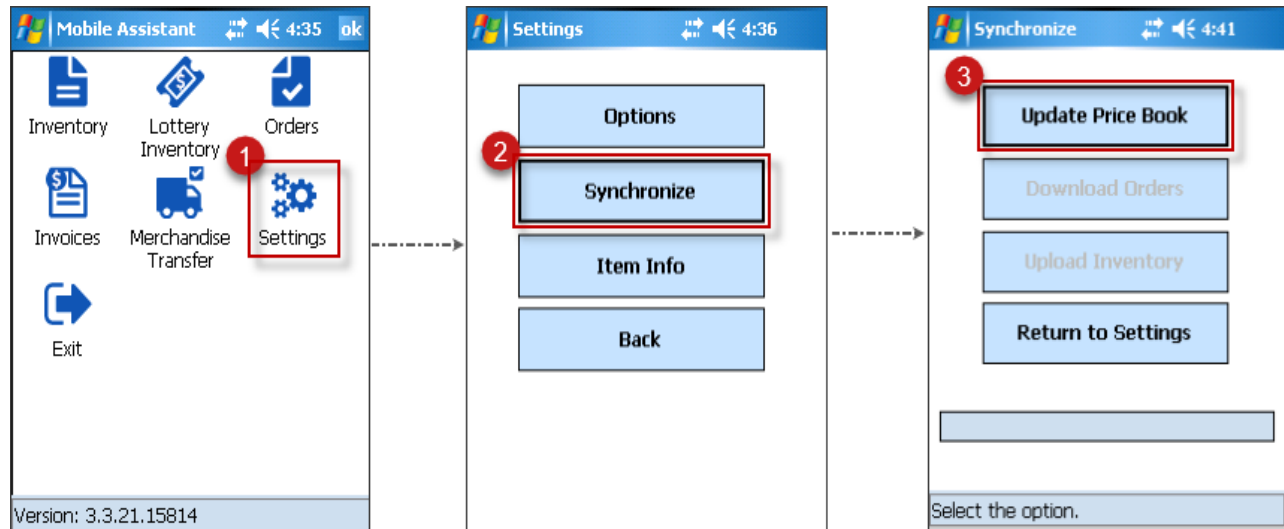


FIGURE 14 Updating price book

4. Wait until synchronization process is completed.

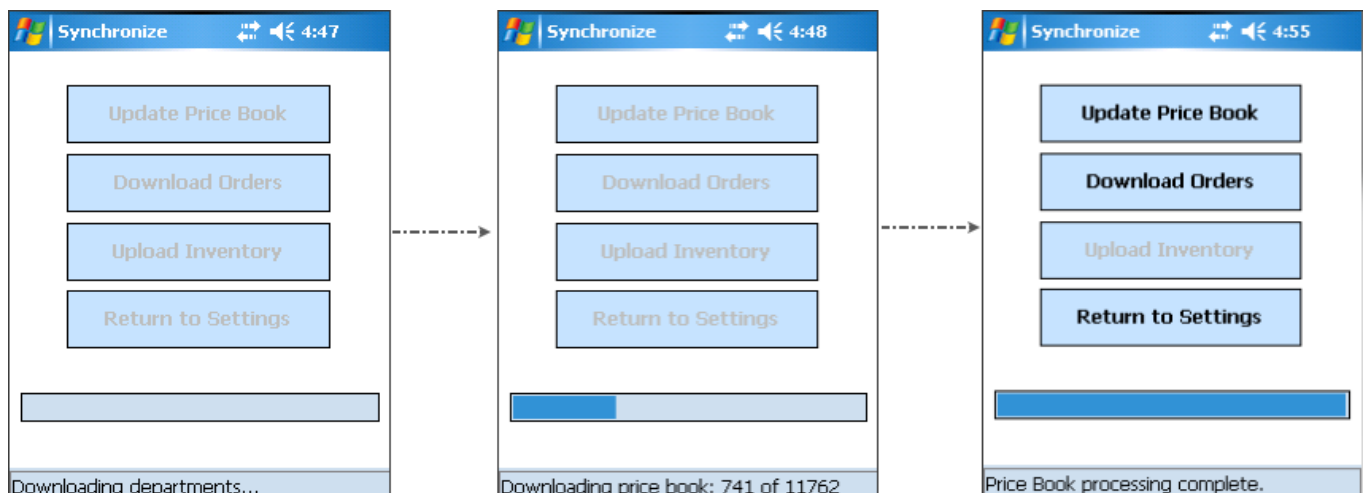


FIGURE 15 Price book synchronization

To come back to the Mobile Assistant main screen from the **Synchronize** screen, click **Return to Settings**, and then on the **Settings** screen, click **Back**.

CONNECTING TO PRINTER

To configure your CipherLab 9700 scanner with Mobile Assistant for interacting with printer via Bluetooth, follow the steps:

Step	Step description in manual
Step 1: Connect handheld to printer via Bluetooth	Connecting CipherLab 9700 Handheld to Printer via Bluetooth on page 19
Step 2: Configure Mobile Assistant Printer Settings	Configuring Mobile Assistant Printer Settings on page 24

Connecting CipherLab 9700 Handheld to Printer via Bluetooth

To connect CipherLab 9700 Handheld to a printer via Bluetooth, follow the steps:

1. At the top of the handheld display, click the icon with antenna sign as shown on Figure 16.
2. In the quick settings menu, click the icon with the phone and antenna.
3. In the **Phone** window, click **Wireless Manager**.

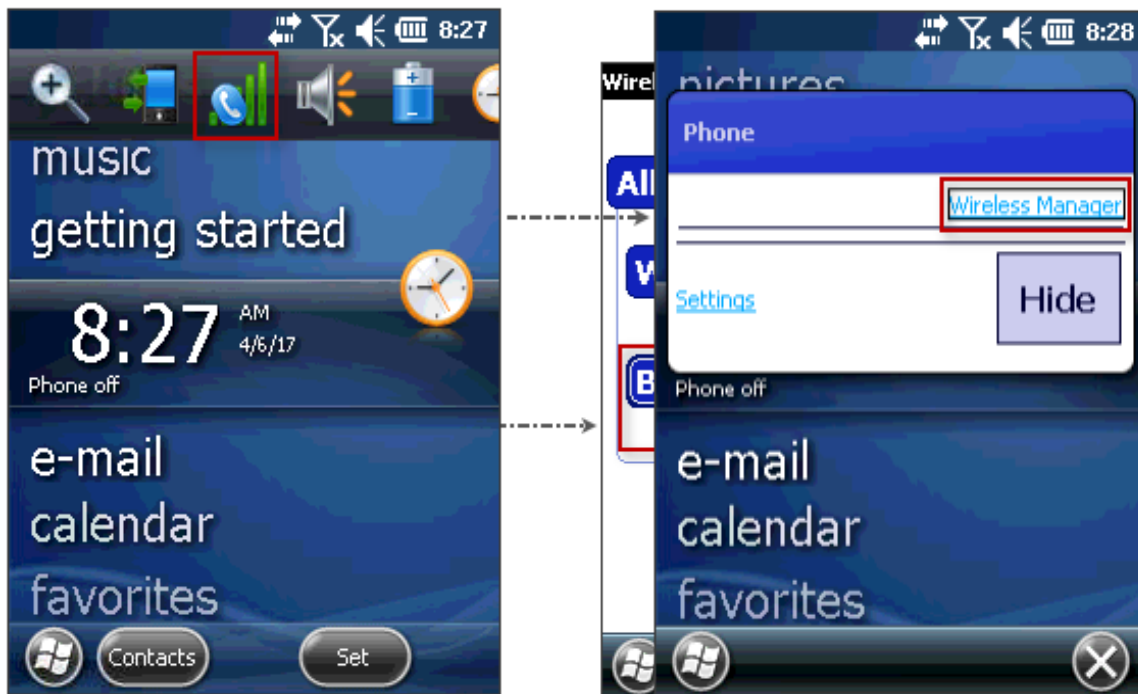


FIGURE 17 Activating Bluetooth
FIGURE 16 Configuring Bluetooth settings

4. The Blue Tooth ON / OFF should be toggled to on, if this isn't toggled to on click it to turn it from off to on as shown on Figure 17.

5. Pair handheld with a printer via Bluetooth. Do the following:
 - a. Click **Menu** > **Bluetooth Settings** as shown on Figure 18.
 - b. In the **Devices** tab, click **Add new device...**

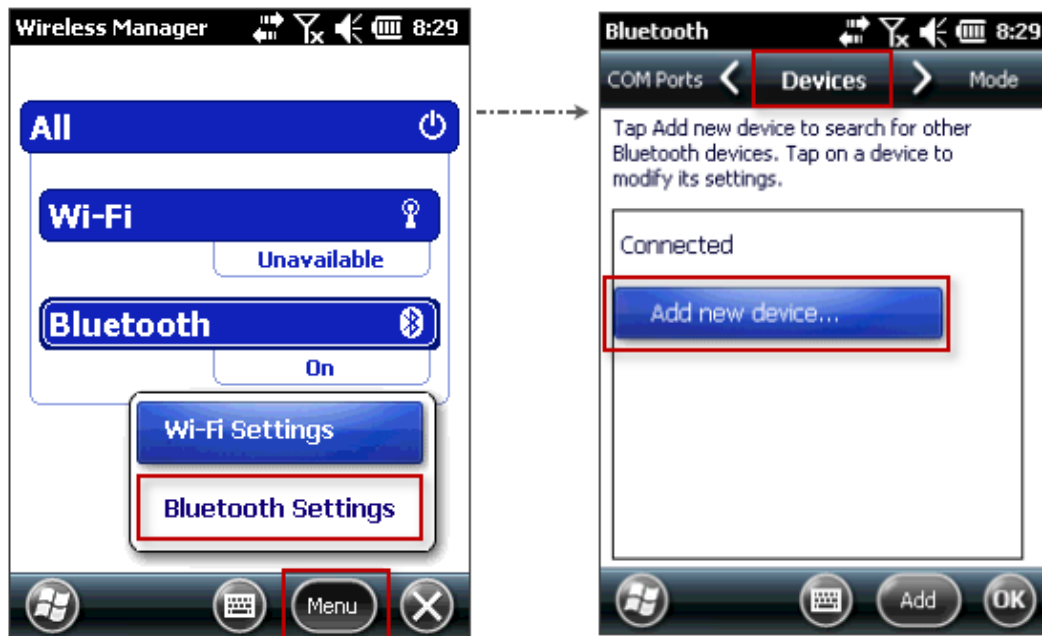


FIGURE 18 Adding new device

- c. Wait until handheld scans for available Bluetooth devices as shown on Figure 19.
- d. Make sure the available printer is displayed in the list of Bluetooth devices.
In the Figure 19 below you can see the printer's name, the last four digits of which indicates the four digits PIN code you will be required to enter to pair the printer to the handheld.

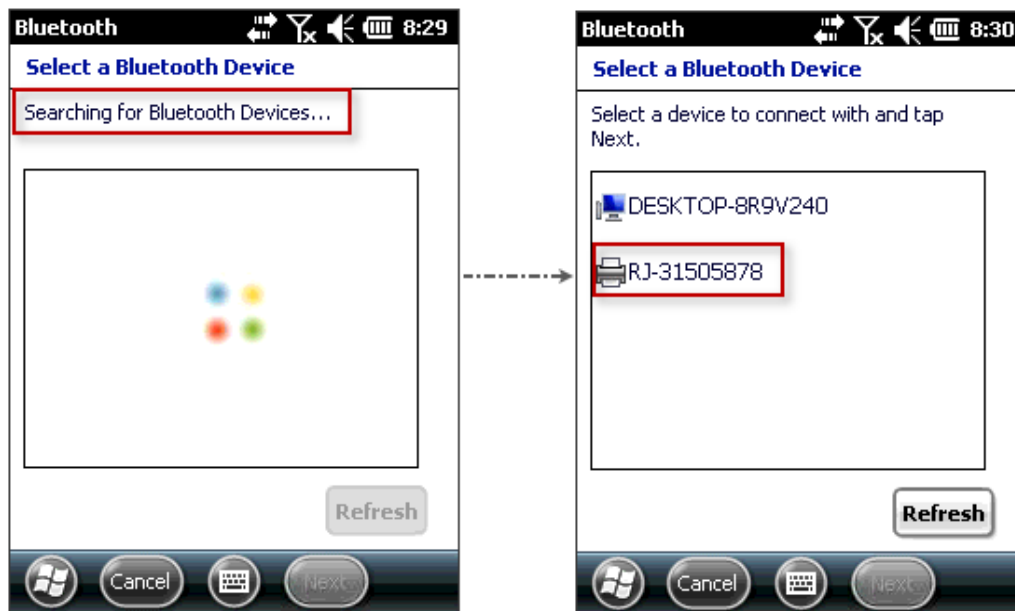


FIGURE 19 Scanning Bluetooth devices

- e. In the list of available Bluetooth Devices, click the printer name.
- f. In the **Passcode** field, enter the printer's PIN code and then click **Next**.
In our example (see Figure 20) the printer's PIN code equals to 5878.

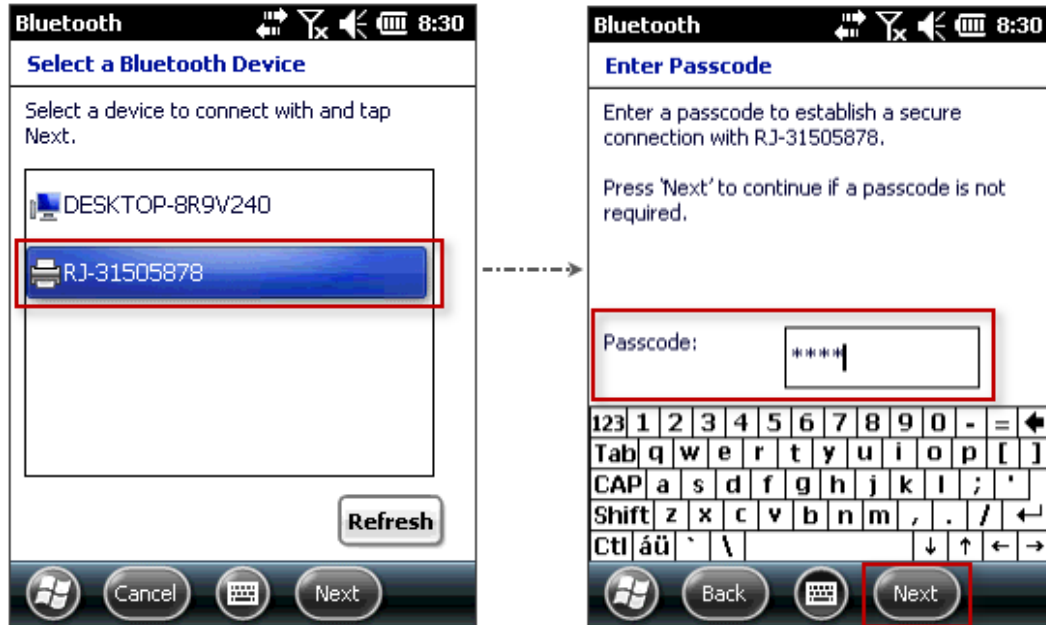


FIGURE 20 Entering passcode

- g. Make sure the pairing succeeds. Check the following data as shown on Figure 21:
 - The corresponding message is displayed on the handheld's screen after entering the PIN code and clicking Next.
 - The printer is displayed in the list of connected devices.

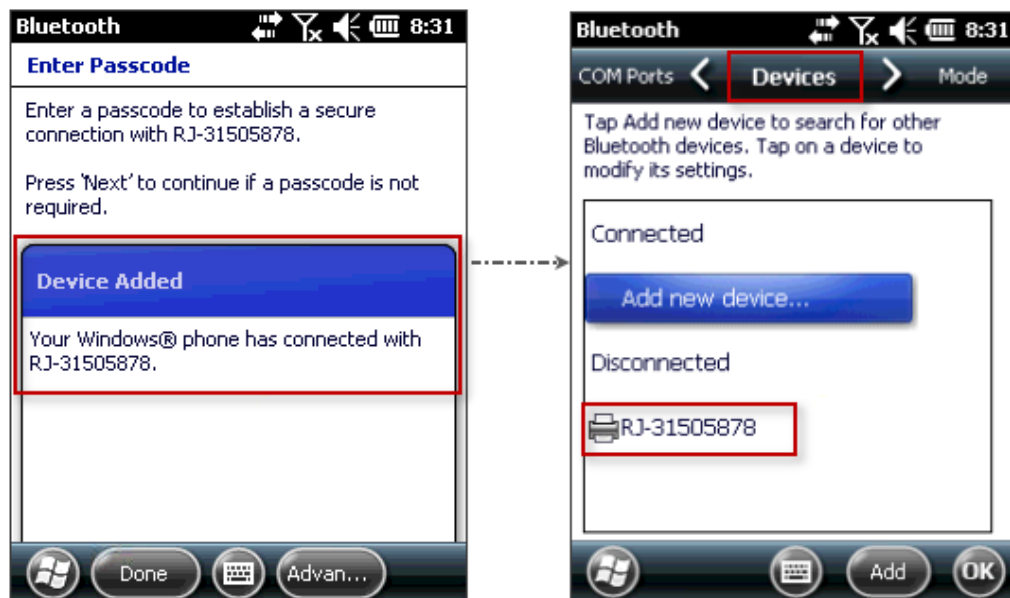


FIGURE 21 Successful pairing

6. Configure the interaction between the handheld and printer. Do the following:
 - a. In the **Devices** tab, click the printer name and then in the context menu, click **Edit**.
 - b. In the **Partnership Settings** form, select **Serial Port** as shown on Figure 22 and then click **Save**.



FIGURE 22 Selecting serial port

- c. Go to the **COM Ports** tab and click **New Outgoing Port** as shown on Figure 23.

- d. In the **Add a device** form, select your printer and then click **Next**.

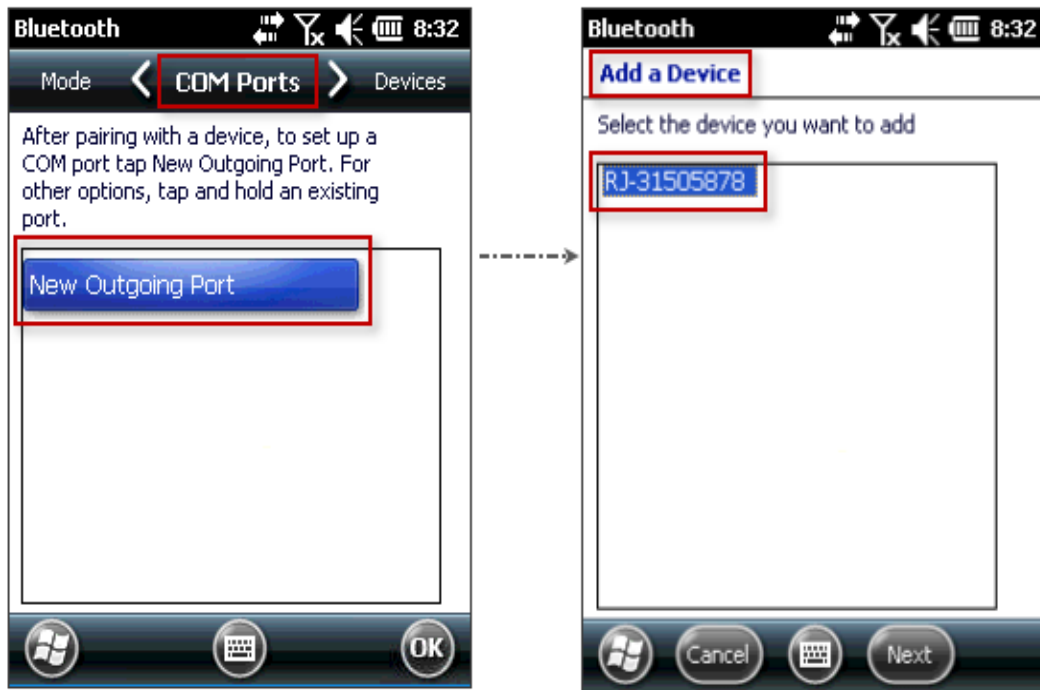


FIGURE 23 Configuring COM Ports

- e. In the **Bluetooth** form, select the **COM0** port from the **Port** list, select **Secure Connection** as shown on Figure 24 and then click **Finish**.

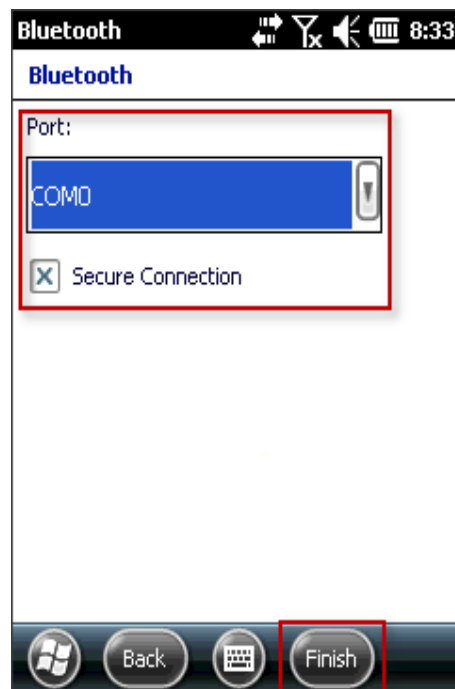


FIGURE 24 Completing COM ports configuring

- f. Make sure outgoing port is configured. Go to the **COM Ports** tab and check that the printer name with the port name in brackets is displayed as shown on Figure 25.



FIGURE 25 Configured ports

Configuring Mobile Assistant Printer Settings

To configure Mobile Assistant Printer Settings, follow the steps:

1. Launch Mobile Assistant on handheld.
2. On the Mobile Assistant main screen, click **Settings** as shown on Figure 26.
3. On the **Settings** screen, click **Printer Settings**.

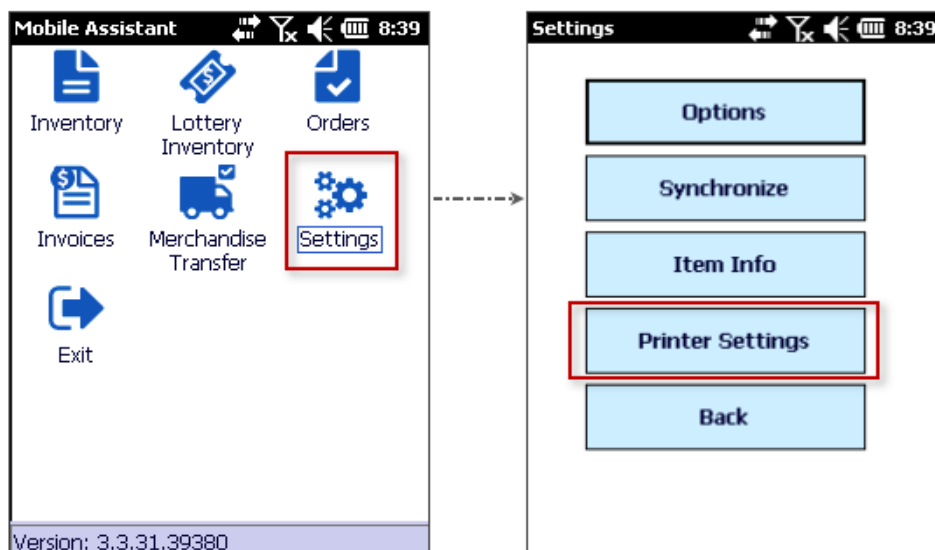


FIGURE 26 Opening Printer Settings

4. In the **Printer setting** form, specify the following data as shown in Figure 27 and then click **OK**:
 - a. In the **Printer** list, select **RJ-3150**.
 - b. In the **Port** list, select **COM0**.
 - c. In the **Paper size** list, select **Customize**.
 - d. In **Printing Orientation**, select **Portrait**.
 - e. In **Print mode**, select **Normal**.
 - f. In the **Number of copies** list, select **1**.
 - g. Clear the **Collate** check box.

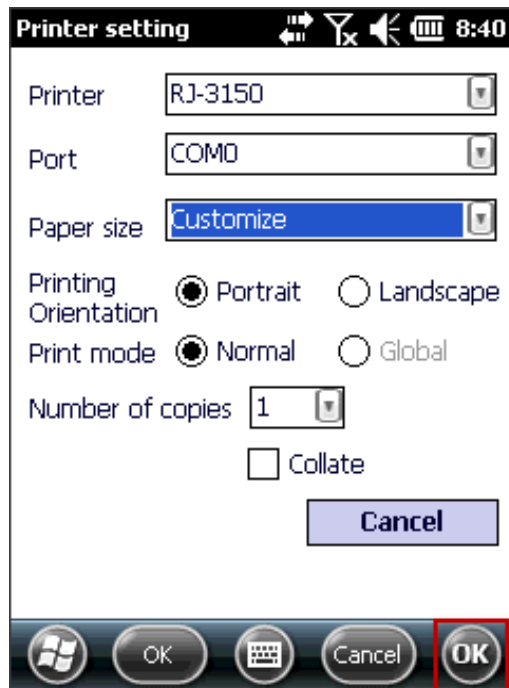


FIGURE 27 Configuring printer settings

MOBILE ASSISTANT MAIN FEATURES

With Mobile Assistant application, you can perform the following operations:

Operation	Operation description in manual
To setup items	Setting up Items on page 26
To scan/make inventory	Scanning/Making an Inventory on page 27
To make orders for vendors	Making Orders for Vendors on page 30
To transfer products from store to store	Transferring Merchandise between Stores on page 32
To verify invoices	Invoicing Orders on page 33

To make sure your handheld is up to date with all the new items, vendors and invoices, before starting any of the operations above, synchronize your price book with the C-Store Office data.

For more information on how to synchronize price book, see [Synchronizing Price Book](#) on page 18.

Setting up Items

With the Setting up Items feature, you can edit the scanned or newly added item's data on the following screens:

- The Inventory screen.
- The new order screen.
- The merchandise transfer screen.
- The simple and advanced Receive Invoice screens.

To edit the item's data, follow the steps:

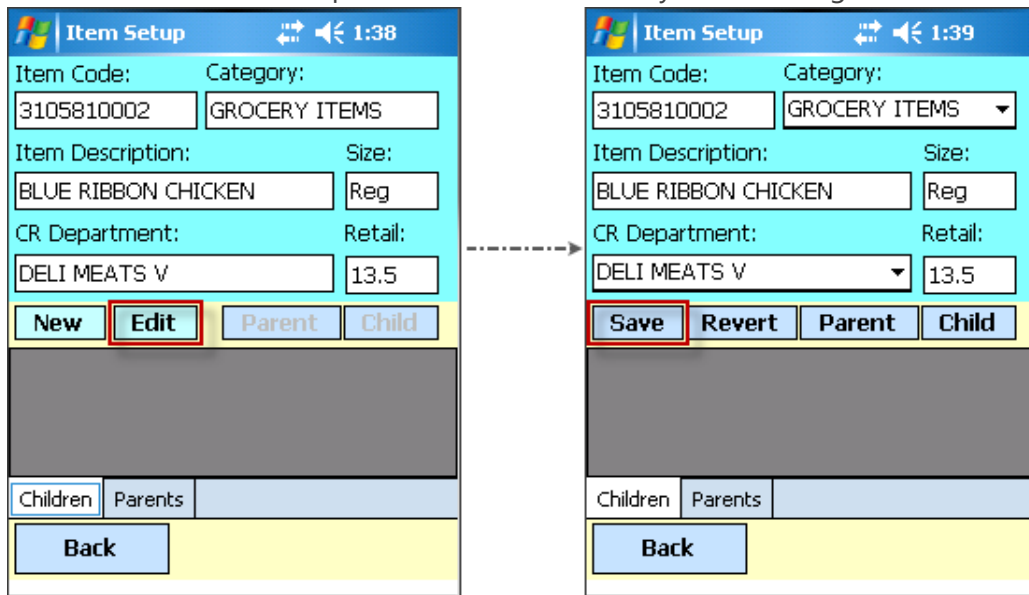
1. On any of the screens listed above, click **Setup**.



NOTE! You can click Setup to edit item's data only after the item is added to the scanner's database: the ENT button is pressed on the scanner's keyboard after the existing item is scanned or new item is added and saved.

2. On the **Item Setup** screen, click **Edit** and then enter the following item's data as shown on Figure 28:
 - **Item Code:** Enter item's barcode. Use one the following state of the U/E check box:
 - Select the **U/E** check box before clicking **Setup**, if you work with barcodes of the EAN-8 type.
 - Clear the **U/I** check box before clicking **Setup**, if you work with barcodes of the UPC-E type.
 - **Category:** Select the item's category from the list.
 - **Item Description:** Enter the item's name.

- **Size:** Enter the item's size, if any.
- **CR Department:** Select the category department from the list.
- **Retail:** Enter or edit the item's price to know how much you are selling an item for.



The figure shows two screenshots of the 'Item Setup' application interface. The left screenshot shows the 'Edit' button highlighted with a red box. The right screenshot shows the 'Save' button highlighted with a red box. A dashed arrow points from the 'Edit' button to the 'Save' button, indicating the transition between the two states.

Item Setup (Left Screenshot):

- Item Code: 3105810002
- Category: GROCERY ITEMS
- Item Description: BLUE RIBBON CHICKEN
- Size: Reg
- CR Department: DELI MEATS V
- Retail: 13.5
- Buttons: New, **Edit**, Parent, Child
- Bottom Bar: Children, Parents, Back

Item Setup (Right Screenshot):

- Item Code: 3105810002
- Category: GROCERY ITEMS
- Item Description: BLUE RIBBON CHICKEN
- Size: Reg
- CR Department: DELI MEATS V
- Retail: 13.5
- Buttons: **Save**, Revert, Parent, Child
- Bottom Bar: Children, Parents, Back

FIGURE 28 Setting up the item

Scanning/Making an Inventory

The key to a successful inventory is making sure all invoices are correct and accepted and all shifts are balanced.

To get a good inventory result, ensure the following:

- The current shift you are working with is closed.
- The brand-new shift is opened.

To start the inventory using scanner, follow the steps:

1. On the Mobile Assistant main screen, click **Inventory** as shown on Figure 29.
2. On the **Inventory** screen, scan the item and then press **ENT** on the scanner's keyboard.

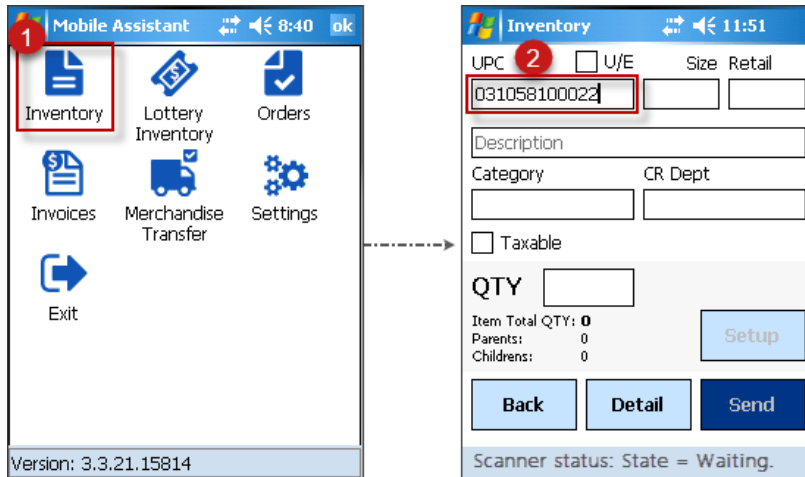


FIGURE 29 Scanning an item

3. (Optional) If you need to edit the scanned item data or the scanned item doesn't exist in the database and you want to add it to the inventory, do one of the following:
 - o To edit the scanned item data, click **Setup**. For more information, see [Setting up Items](#) on page 26.
 - o To add new item, follow the steps as shown on Figure 30:
 - a. On the **Item Not Found** screen, click **Yes** or press **ENT** on the scanner's keyboard.
 - b. On the **Add Item** screen enter the item's data and click **Save**.

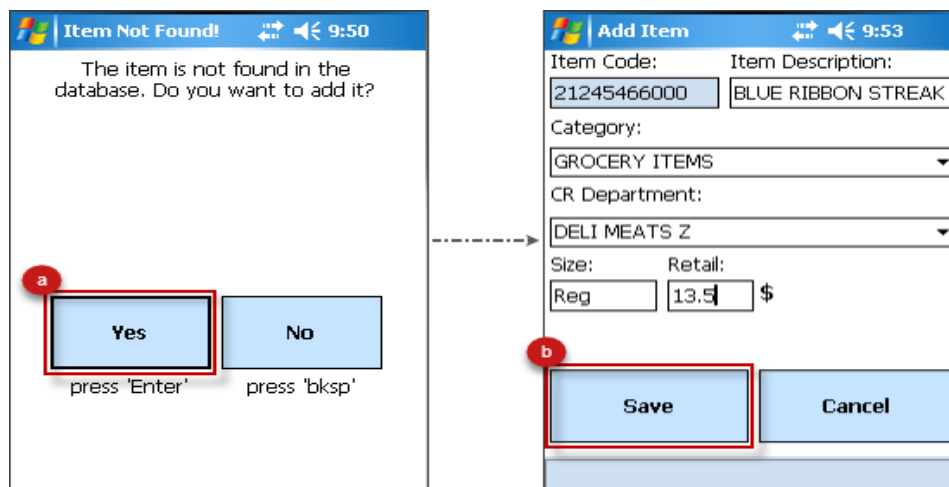


FIGURE 30 Adding new item



NOTE! The fields on the Add Item screen correspond to fields on the Item Setup screen. For more information, see *Setting up Items* on page 20 (go to step 2).

4. In the **QTY** field, enter the number of the items that you have as shown on Figure 31.
5. (Optional) If you need to continue inventory, press **ENT** on the scanner's keyboard and go to step 2.
6. On the **Inventory** screen, click **Send**. The inventory of all the scanned and newly added items send to C-Store Office Cloud.

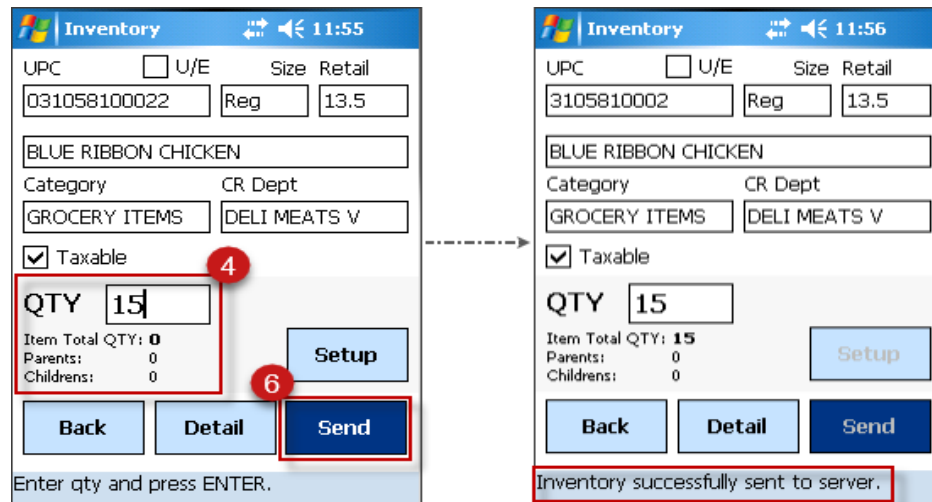


FIGURE 31 Completing inventory

You can perform the following actions with the items prepared to be included into the inventory on the **Inventory** screen:

- To see the list of added to inventory items, by clicking **Detail**.
- To go to the next or previous item, by using the right (**VW-R**) or left (**VW-L**) buttons on the scanner correspondingly.

Making Orders for Vendors

You can create an order with existing (scanned) or newly added items and send it to vendor or edit the existing orders from the scanner.

To create a new order, follow the steps as shown on Figures 32-33:

1. On the Mobile Assistant main screen, click **Orders**.
2. On the **Order** screen, select the vendor from the list, and then click **New Order** > **Next**.

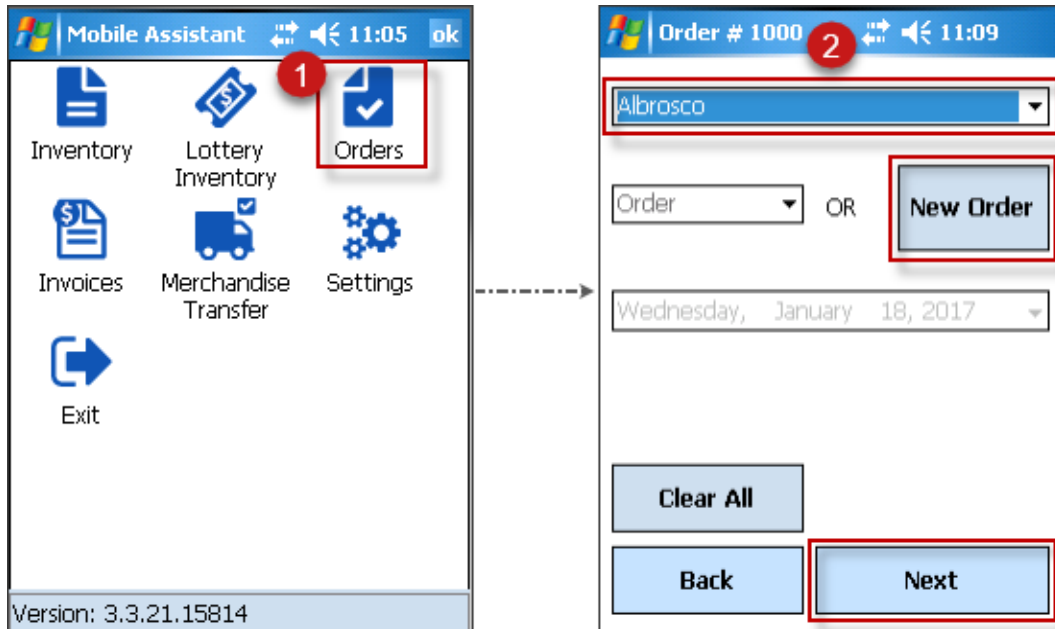


FIGURE 32 Creating order



NOTE! If there are no vendors configured for your station at the C-Store Office side, you won't be able to make an order. If the vendors list is empty on the Order screen, go the C-Store Office cloud to configure vendors first.

3. On the new order screen, scan the item and then press **ENT** on the scanner's keyboard.
4. (Optional) If scanned item doesn't exist in the database or the VIN value is not specified for the item, on the **Add VIN to Item** screen, specify the following fields and then click **Save Item**:
 - **VIN:** Vendor Identification Number
 - **UiC:** Units in Case
 - **Cost:** Cost per one unit

- **Case Cost:** This value calculates automatically when you enter values in the UIC and Cost fields.

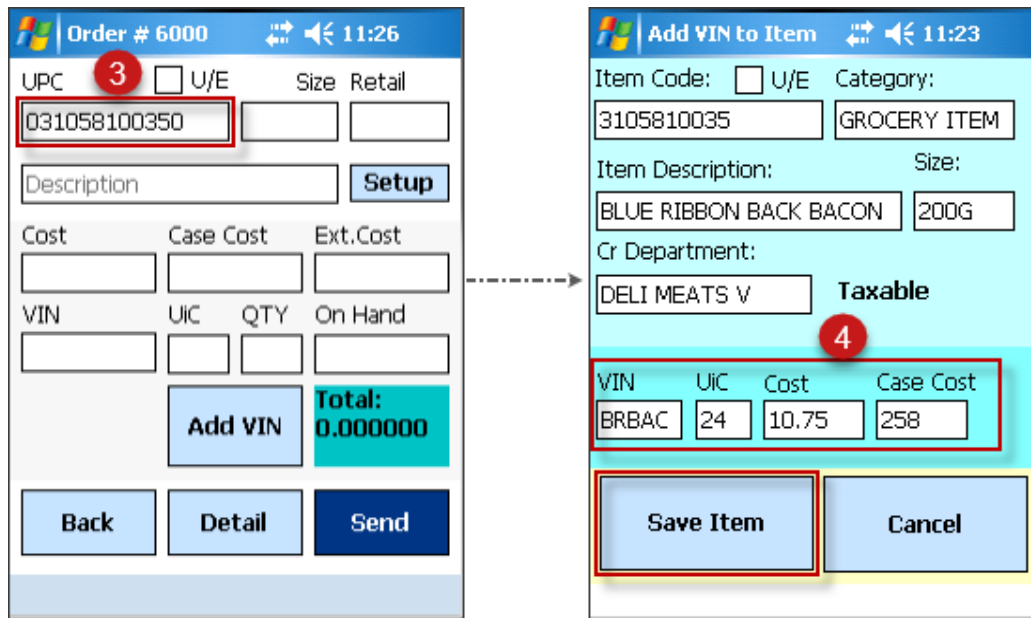


FIGURE 33 Adding an item to the order

5. (Optional) In case the item you scanned doesn't exist in the database, specify all the other fields on the **Add VIN to Item** screen. For more information on filling out the fields for newly added item, see [Setting up Items](#) on page 26 (go to step 2).
6. On the new order screen, specify the following fields:
 - In the **QTY** field specify the number of cases in the order. The extended cost value in the **Ext. Cost** field calculates automatically.
 - In the **On Hand** field, specify the number of items that are on hand.
7. (Optional) If you need to continue adding items to the order, press **ENT** on the scanner's keyboard and go to step 3.
8. On the new order screen, click **Send**. The order with all the scanned and newly added items send to C-Store Office Cloud.

To edit existing order, on the Mobile Assistant main screen, click **Orders** and then on the **Order** screen, select vendor, select order, and then click **Next**.

You can perform the following actions with the items prepared to be included into the order on the new order screen:

- To edit the scanned or added item, by clicking **Setup**. For more information, see [Setting up Items](#) on page 26.
- To see the list of added to order items, by clicking **Detail**. In the Order Detail screen, you can see the Total Order Cost value and the Total Items number.
- To go to the next or previous item, by using the right (**VW-R**) or left (**VW-L**) buttons on the scanner correspondingly.

Transferring Merchandise between Stores

To transfer items from one store/station to another, follow the steps as shown on Figure 34:

1. On the Mobile Assistant main screen, click **Merchandise Transfer**.
2. On the **Merchandise Transfer** screen, specify the following fields and then click **Next**:
 - Select the station where to send the items.
 - Select the transfer date.
 - Select the method of payment: cash, check #, or credit.
3. On the new merchandise transfer screen, scan the item and then press **ENT** on the scanner's keyboard.
4. (Optional) If you need to edit the scanned item, click **Setup**. For more information, see [Setting up Items](#) on page 26.
5. In the **QTY** field, specify the number of items to be transferred, and then press **ENT** on the scanner's keyboard.
6. (Optional) If you need to add one more item to the transfer, go to step 2.
7. On the new merchandise transfer screen, click **Send**. The merchandise transfer with all the scanned and newly added items send to C-Store Office Cloud.

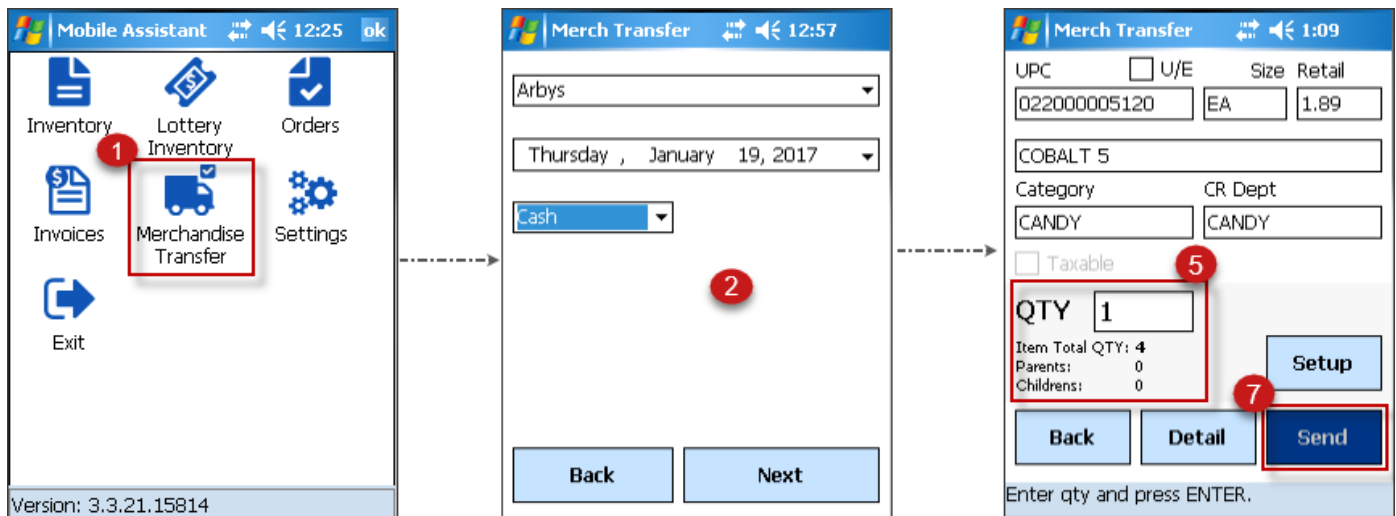


FIGURE 34 Transferring merchandise

You can perform the following actions with the scanned items on the new merchandise transfer screen:

- To see the list of scanned items, by clicking **Detail**.
- To go to the next or previous item, by using the right (**VW-R**) or left (**VW-L**) buttons on the scanner correspondingly.

Invoicing Orders

To create a new invoice, follow the steps as shown on Figures 35-36:

1. On the Mobile Assistant main screen, click **Invoices**.
2. On the **Receive Invoice** screen, specify the following fields and click **Advanced Invoice**:

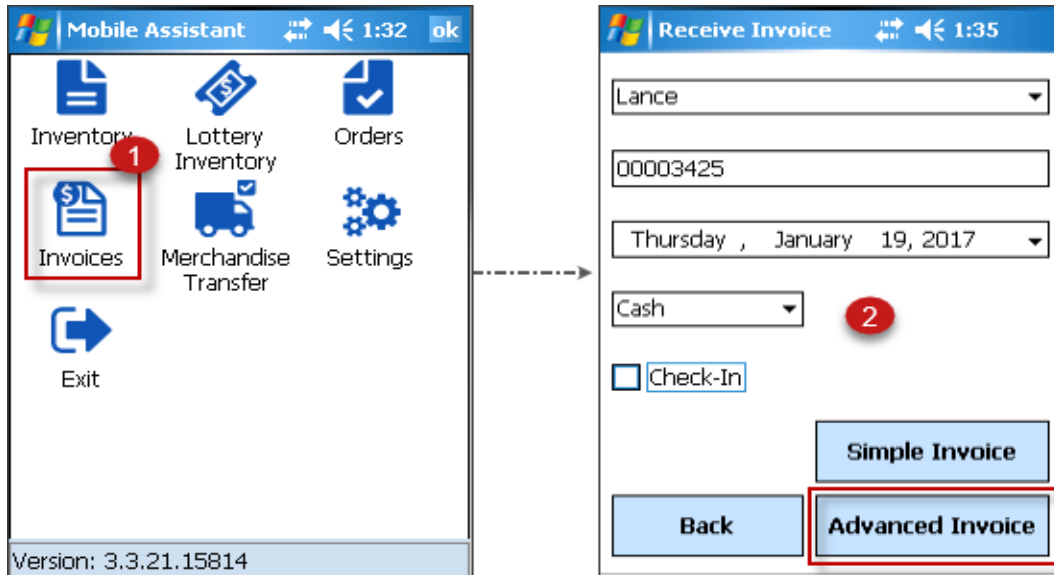
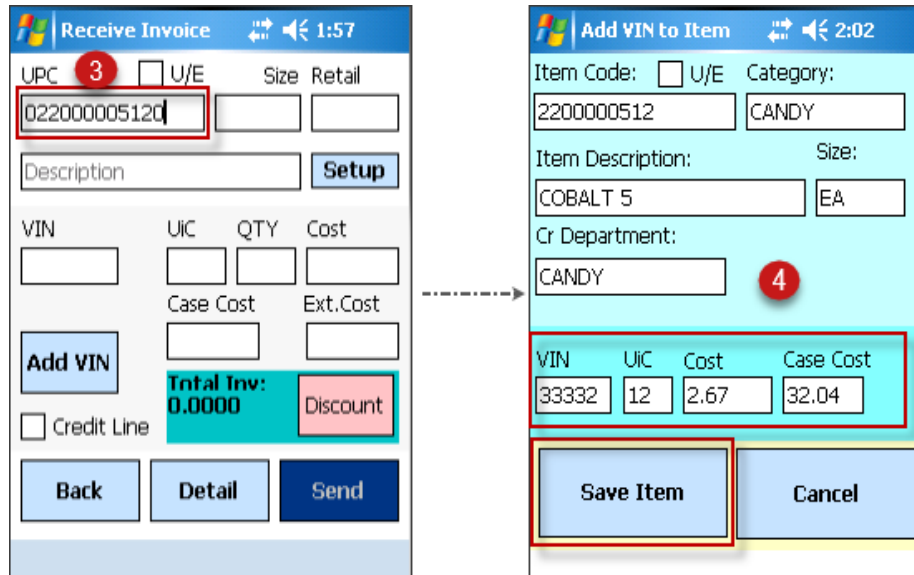


FIGURE 35 Creating invoice

- Select the vendor.
 - Enter the invoice number.
 - Select the received date for the invoice.
 - Select the method of payment: cash, check #, or credit.
3. On the new advanced invoice screen, scan the item and then press **ENT** on the scanner's keyboard.
 4. (Optional) If scanned item doesn't exist in the database or the VIN value is not specified for the item, on the **Add VIN to Item** screen, specify the following fields and then click **Save Item**:
 - **VIN:** Vendor Identification Number
 - **UiC:** Units in Case
 - **Cost:** Cost per one unit
 - **Case Cost:** This value calculates automatically when you enter values in the UiC and Cost fields.



NOTE! The simple Receive Invoice screen contains the same fields for entering invoice data, excluding the UiC, Cost, Case Cost, Extended Cost fields. Click the Simple Invoice button, if you don't need to enter data in these fields.



Receive Invoice 1:57

UPC **3** ☐ U/E Size Retail

022000005120

Description **Setup**

VIN UIC QTY Cost

Case Cost Ext. Cost

Add VIN

Total Inv: 0.0000 **Discount**

☐ Credit Line

Back **Detail** **Send**

Add VIN to Item 2:02

Item Code: ☐ U/E Category:

2200000512 CANDY

Item Description: Size:

COBALT 5 EA

Cr Department:

CANDY **4**

VIN	UIC	Cost	Case Cost
33332	12	2.67	32.04

Save Item **Cancel**

FIGURE 36 Creating invoice

5. (Optional) In case the item you scanned doesn't exist in the database, specify all the other fields on the **Add VIN to Item** screen. For more information on filling out the fields for newly added item, see [Setting up Items](#) on page 26 (go to step 2).
6. On the new advanced invoice screen, specify the following data and then press **ENT** on the scanner's keyboard:
 - In the **QTY** field specify the number of cases in the invoice. The extended cost value in the **Ext.Cost** field calculates automatically.
 - (Optional) Click **Add VIN** to specify one more vendor identification number, if the item belongs to more than one vendor.
 - (Optional) Click **Discount** to set a discount to invoice (in percent or in dollars).
7. (Optional) if you need to continue adding items to the invoice, go to step 3.
8. On the new advanced invoice screen, click **Send**. The invoice with all the scanned and newly added items send to C-Store Office Cloud.

You can perform the following actions with the items prepared to be included into the invoice on the new simple invoice or advanced invoice screens:

- To edit the scanned or added item, by clicking **Setup**. For more information, see [Setting up Items](#) on page 26.
- To see the list of added to invoice items, by clicking **Detail**.
- To go to the next or previous item, by using the right (**VW-R**) or left (**VW-L**) buttons on the scanner correspondingly.

CIPHERLAB 9700 TROUBLESHOOTING



WARNING! All Handheld devices have two batteries. The internal battery keeps the device memory. Before removing batteries, turn the handheld device off.

Communication Error

If “A Communication Error Has Occurred” error appears on the handheld, do the following:

1. Ensure that the handheld is connected to the PC and Power.
2. Ensure that Windows Mobile Device Center is running on the computer, and connected.
3. Reboot the computer.
4. Reboot the handheld. For more information, see [Rebooting Handheld](#) on page 5.

Station Data Mismatch Error

If “Name and Station ID must match CSO” error appears on the handheld during setting up the station, do the following:

1. Ensure that the station name is entered exactly as it is listed at CStore-Office Cloud, including spacing and capitalization.
2. Ensure that the handheld is connected to the dock.

Handheld Cannot Be Powered On

1. Ensure that battery is completely connected.
2. Ensure that battery is charged.
3. Press and hold the red power button for a few seconds to power on.

Scanner Has Stopped Working/not Functioning

If a handheld device does not allow entering text, do the following:

1. At the bottom left corner of the **AppLock** screen, click the menu button and then click the **Login** button.
2. On the **Login** screen, do not enter the password, just click the check box.
3. At the bottom left corner of the screen, click the menu button again, scroll down to the bottom and then click **Exit**. The blue screen is displayed.
4. Click the **Start menu** button and then go to **Settings > System > Reader configuration**.
5. Go to **Data Output > Keyboard Emulation** and make sure that **String Mode** is specified there.
6. Select the **Display code type** and **Display code length** check boxes, click **Apply** and then click **OK**.



NOTE! The Display code type and Display code length options must be enabled for work with EAN. 12-digit UPC do not require these options to be enabled.

Full Factory Reset is Required

If a handheld device is not functioning and there are other critical issues, you may need to reconfigure the device back to the original (out of the box) state.

To reset the device to the original state, do the following:

1. Press and hold the power button and then choose to power the device off.
2. Press and hold the following buttons simultaneously: orange one (**Shift**), blue one and **Power**.
3. Wait to see the tap on the screen to set up the device.
4. Take a very fine pen or a regular pen and tap in the middle of the plus icon. The application installation process will begin.
5. After the **AppLock** screen is displayed, reconfigure the site and Wi-Fi settings.
6. Go to **Power Settings**, click the battery on the blue screen and then clear the battery option.
7. Go to **Settings** > **System Backlight Settings** > **Battery Power** and clear the first two options, then go to the external power settings and configure the same settings and then click **OK**.
8. Scroll down to the power information, go to **Advanced**, clear the first option and then click **OK**.
9. Go to **Start** > **Settings** > **System** and leave the **USB to PC** option not selected. This will leave the device in the mobile device center serial mode.

If you need any further assistance with your CipherLabs 9700, please feel free to contact our technical support at 412-306-0640 or submit a ticket via C-Store Office web site.