



# CipherLab 9700 with Mobile Assistant

## Application

### User Manual

Version 2.1

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# GETTING STARTED WITH CIPHERLAB 9700

Before you start with CipherLab 9700, learn the following sections:

- [Device Characteristics](#)
- [Before First Use](#)
- [Rebooting Handheld](#)
- [Training and Help](#)

## Device Characteristics

The CipherLab 9700 scanner box is shipped 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



## Before First Use

To use the CipherLab 9700 scanner first time:

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.



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:

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 watch recorded Handheld training which is available in the Petrosoft University Portal .

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

# CONNECTING TO CSTOREOFFICE® CLOUD

To connect your CipherLab 9700 scanner to CStoreOffice® Cloud:

1. [Connect scanner to your PC.](#)
2. [Connect scanner to Wi-Fi network.](#)
3. [Install drivers and WMDC.](#)
4. [Install the Mobile Assistant application and launch it first time.](#)
5. [Configure Mobile Assistant.](#)

## Connecting the CipherLab 9700 Handheld to PC



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

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

1. Plug the handheld into the computer as shown in the image below.



2. Make sure the dock is connected to the power.
3. Place the handheld on the dock.

## Connecting the Scanner to Wi-Fi Network

- [Connecting the CipherLab 9700 Handheld Using LAIRD Wireless](#)
- [Connecting the CipherLab 9700 Handheld to Wi-Fi](#)

### Connecting the CipherLab 9700 Handheld Using LAIRD Wireless

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

- [Prerequisites](#)
- [Connecting the CipherLab 9700 Handheld to Router](#)
- [Checking the CipherLab 9700 Handheld Work](#)

## 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 will 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 CipherLab 9700.

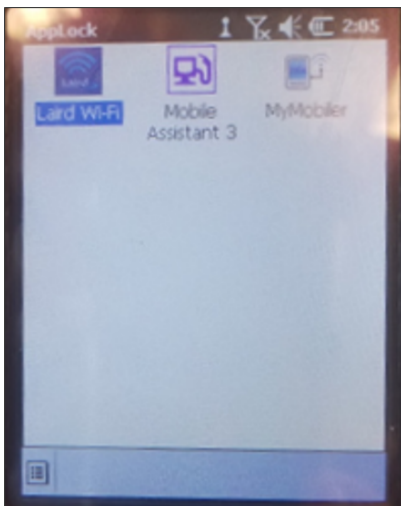


It is recommended that you always have a spare Ethernet cable. Make sure that you do not connect the handheld to computer over USB.

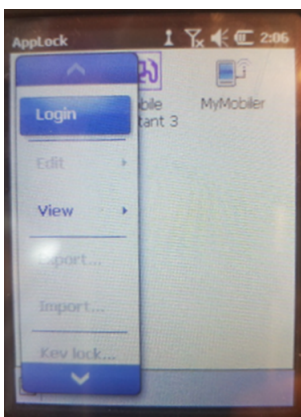
## Connecting the CipherLab 9700 Handheld to Router

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

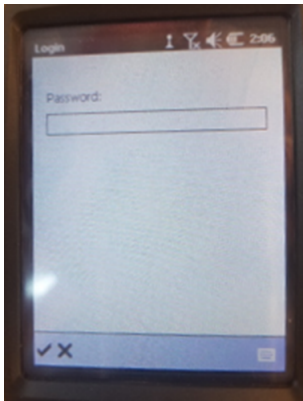
1. Power on the CipherLab 9700 Handheld.
2. On the **AppLock** screen, click the **Laird Wi-Fi** icon.



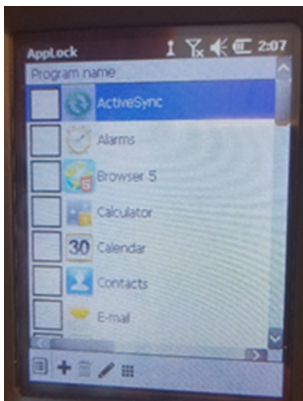
3. At the bottom left corner of the screen, click the menu button and then click the **Login** button.



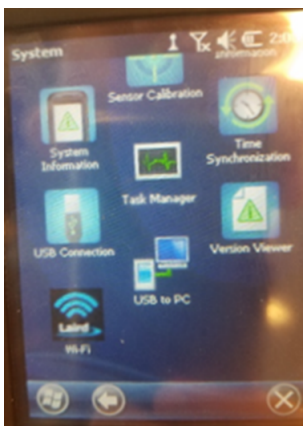
- On the **Login** screen, do not enter the password, just click the check box.



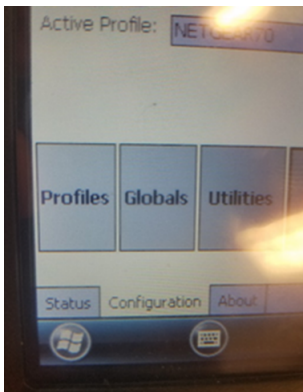
- At the bottom left corner of the screen, click the menu button again, scroll down to the bottom and then click **Exit**.



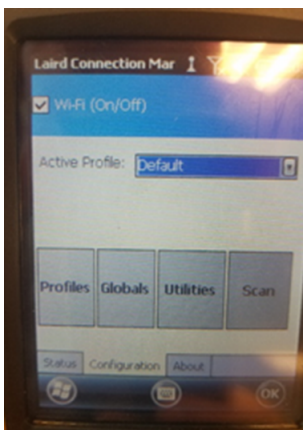
- Click the **Start menu** button.
- Click the settings icon (cogwheel), click the **System** button and scroll down to the **Laird Wi-Fi** icon.



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



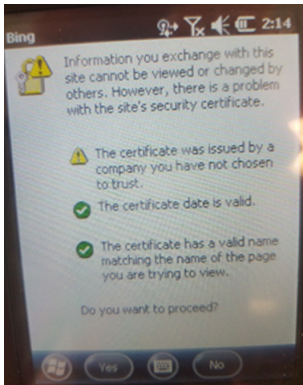
9. In the **Active Profile** list, select the default profile.
10. Click the **Profiles** button.
11. Change the profile to the default one and then click the **OK** button at the bottom right corner of the screen.



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?'*
15. In the dialog window:
  - a. Click **No**.
  - b. Click **OK**.
16. The dialog window will be displayed: *'Would you like to make this profile active?'* In the dialog window, click **Yes**.
17. Click the windows keys.
18. Click the window key and then click the Internet Explorer icon to open the browser.



19. In the browser, go to *google.com*.
20. 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.

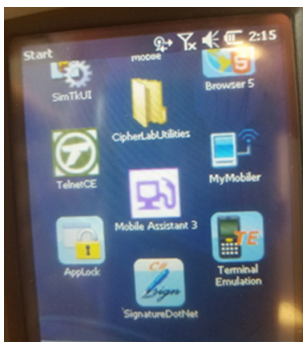
### Checking the CipherLab 9700 Handheld Work

To make sure the CipherLab 9700 is working in a proper way:

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 CStoreOffice® using your account to check the results and then clean up to delete the test information.

## Connecting the CipherLab 9700 Handheld to Wi-Fi

To connect the CipherLab 9700 handheld to a Wi-Fi network:

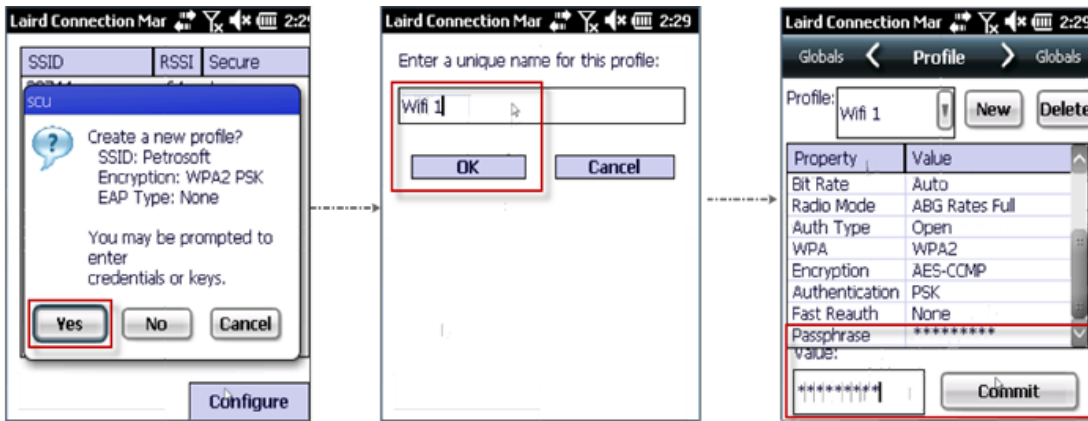
1. Go to the handheld home screen and then click **Settings > System > SCU (Summit Client Utility)**.



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**.



4. On the **SCU** dialog window, click **Yes** to create a new profile.
5. Enter the profile name **config** 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**.



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.



## Installing Drivers and WMDC

To recognize the scanner and synchronize its data with CStoreOffice® 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.

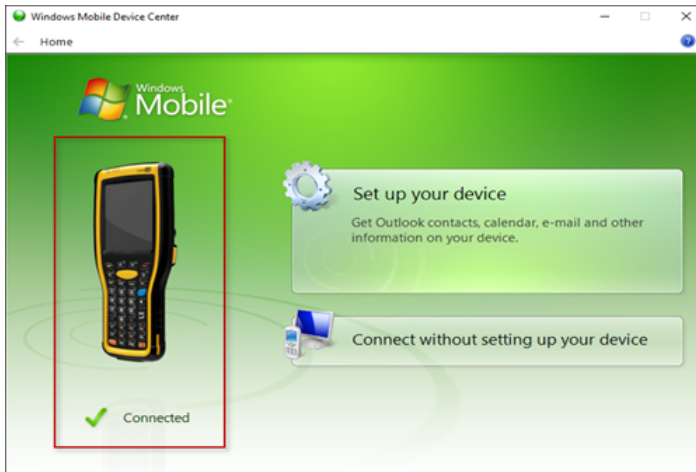
To start working with WMDC after connecting the scanner to PC or laptop:


1. (Optional) Wait until Windows installs the required drivers and WMDC automatically. If not, install them manually from [Windows Download Center](#).



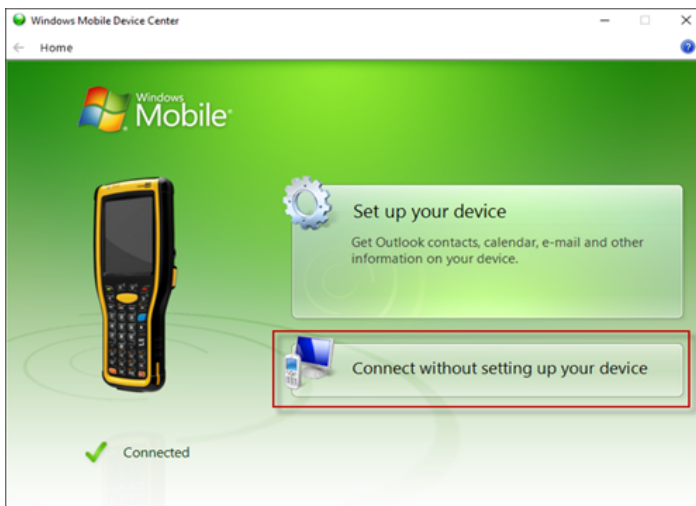
As of Windows 10, WMDC is already installed on the operating system.


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 photo of your device and the **Connected** status.



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

4. On **WMDC**, click **Connect without setting up your device** as shown in the image below.

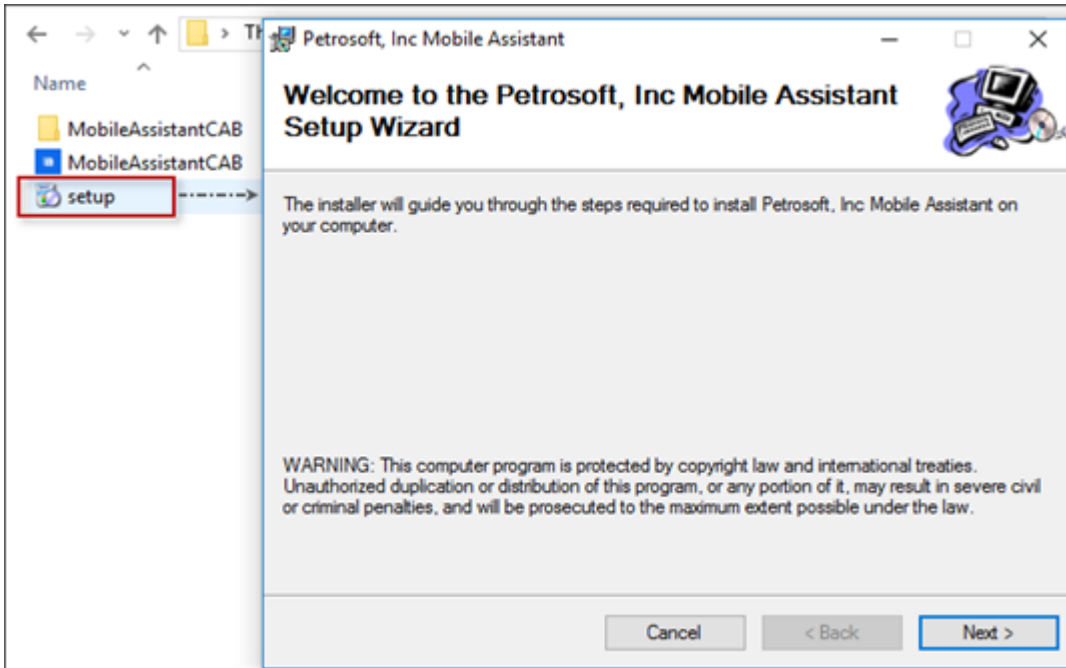


 Every time you connect your handheld to PC, make sure you click the **Connect without setting up your device** button on WMDC.

## Installing Mobile Assistant

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

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 in the image below.



4. Wait until wizard installs the Mobile Assistant application and its components on the scanner.
5. 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**.
6. After installation is complete, close the installation wizard and launch Mobile Assistant on the device.

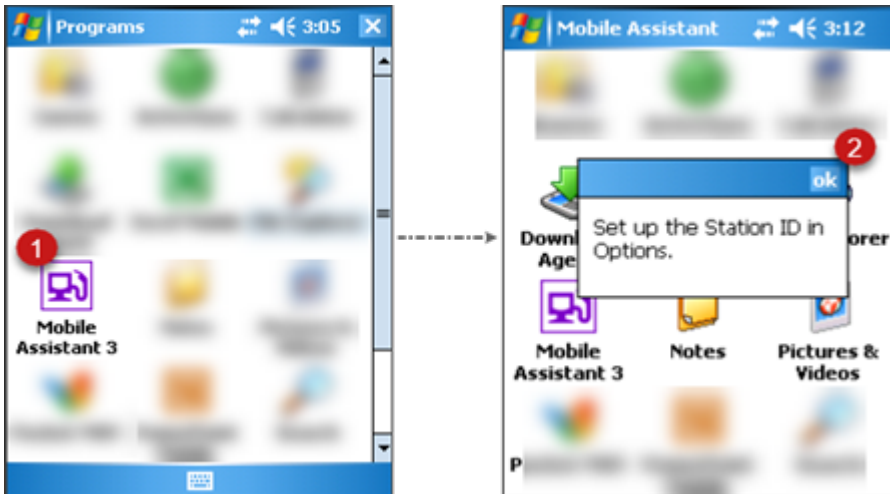


For more information, see [Launching Mobile Assistant First Time](#).

## Launching Mobile Assistant First Time

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

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

## Configuring Mobile Assistant

To configure the Mobile Assistant application on the scanner:

1. (Optional) [Set up the station from CSO account](#).
2. [Synchronize the Price Book](#).

## Setting Up the 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:

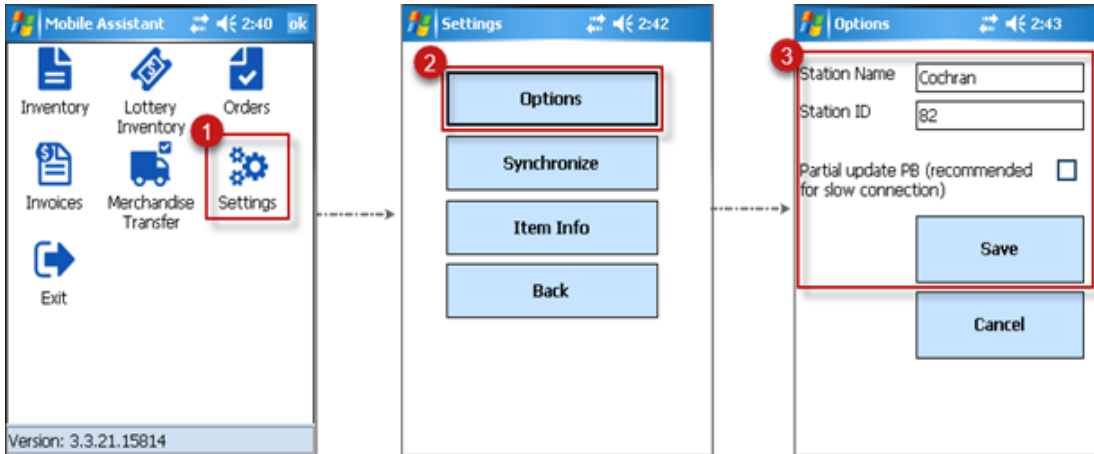
- You can use the same scanner and setup another station on it (see steps 1-3 described below).
- You can purchase one more scanner to setup another station on it.



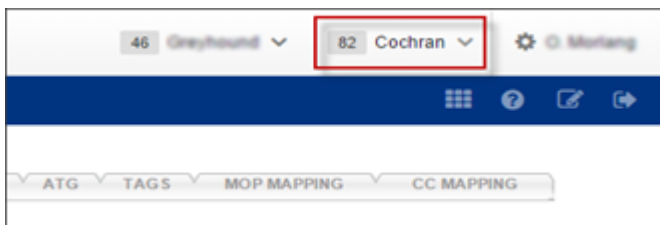
Your handheld device must be either connected to the dock or Wi-Fi network when setting up the station.

To setup the station used on your CSO account:

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.



Please note that the Station name and ID entered on the **Options** screen must exactly match the station name and ID of your CSO account as shown in the image below. In the given example, the station name is *Cochran* and station ID is *82*.



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

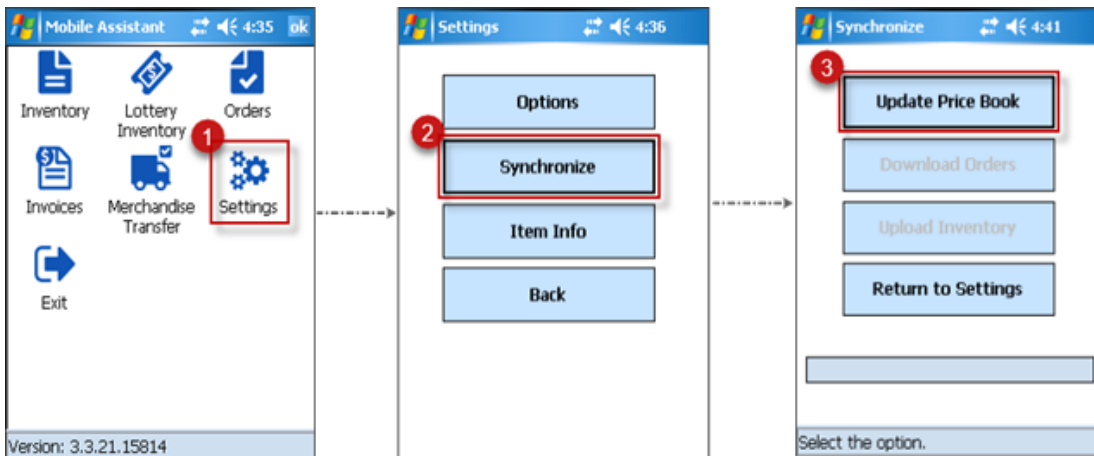
- If you have slow Internet connection.
- If there are any errors while synchronizing the price book data with the CStoreOffice® data. For more information, see [Synchronizing the Price Book](#).

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

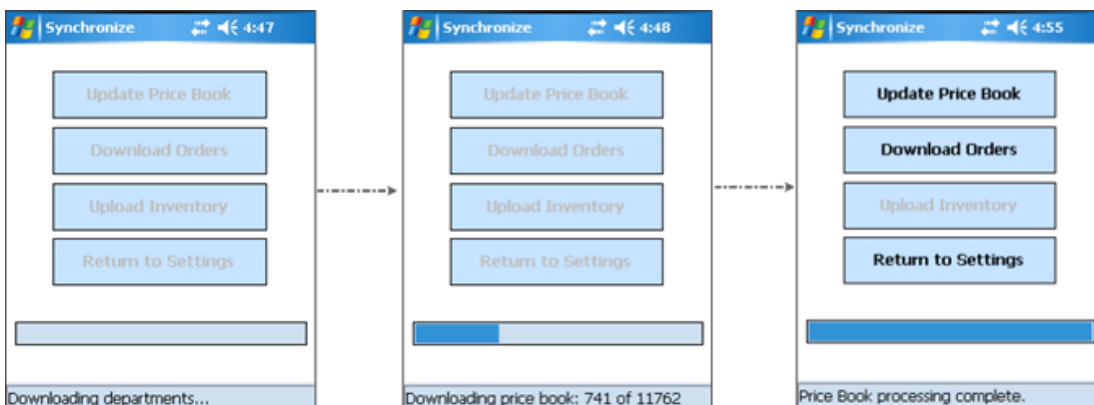
## Synchronizing the Price Book

To synchronize the price book data from your scanner with the CStoreOffice® data:

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



4. Wait until synchronization process is completed.



To come back to the **Mobile Assistant** main screen:

1. From the **Synchronize** screen, click **Return to Settings**.
2. On the **Settings** screen, click **Back**.



# CONNECTING TO PRINTER

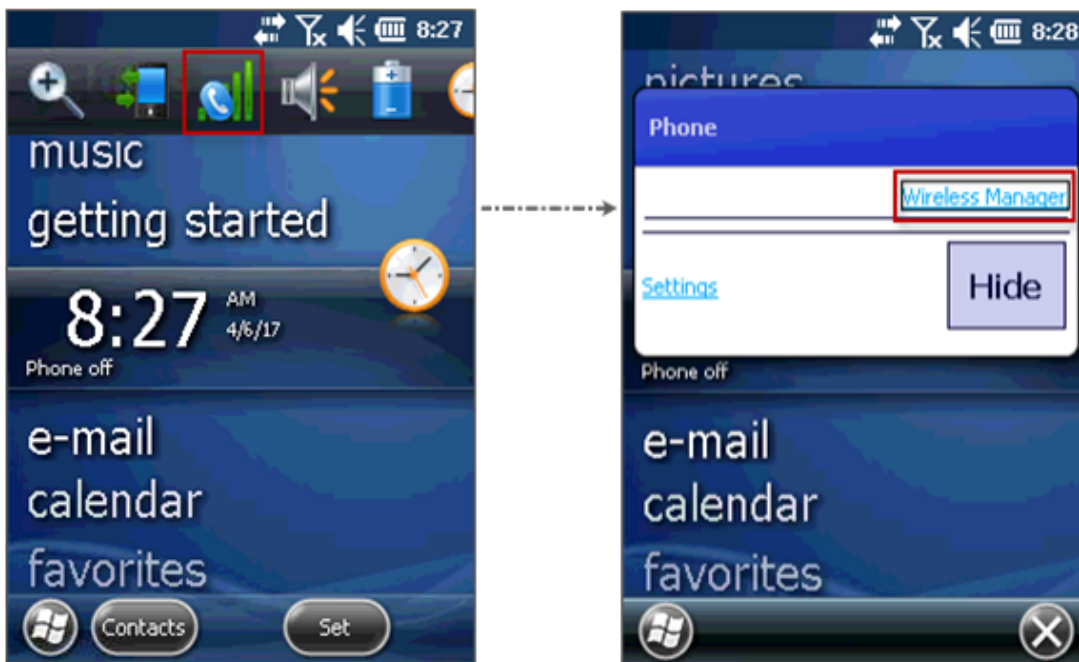
To configure your CipherLab 9700 scanner with Mobile Assistant for interacting with printer via Bluetooth:

1. Connect the handheld to a printer via Bluetooth.
2. Configure the Mobile Assistant printer settings.

## Connecting CipherLab 9700 to a Printer via Bluetooth

To connect the CipherLab 9700 handheld to a printer via Bluetooth:

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



4. Make sure that the **Bluetooth** option is set to the **On** position. If not, set it from **Off** to **On**.

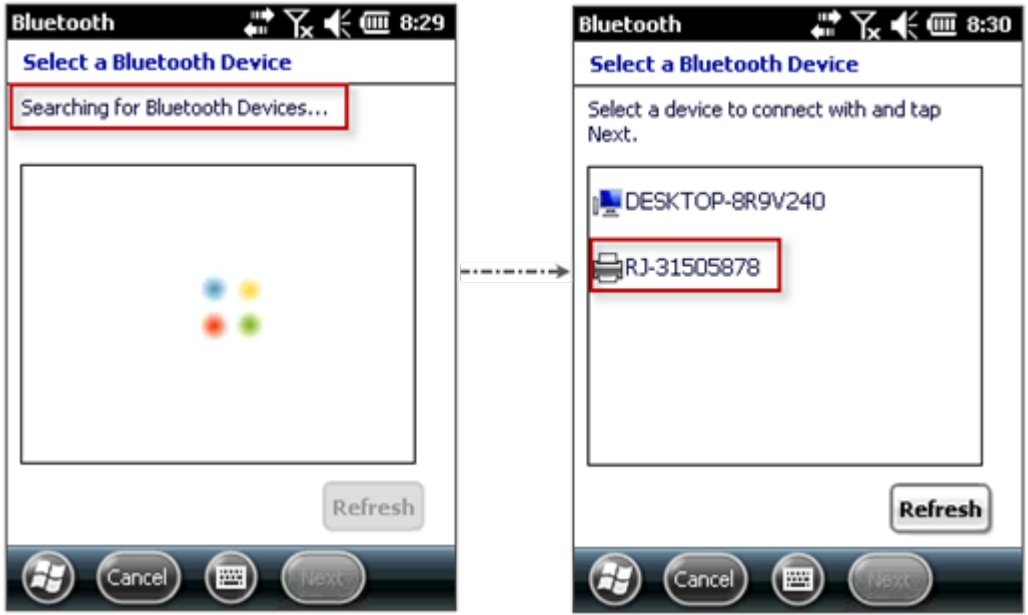


5. Pair handheld with a printer via Bluetooth:
  - a. Click **Menu** > **Bluetooth Settings**.
  - b. In the **Devices** tab, click **Add new device...**

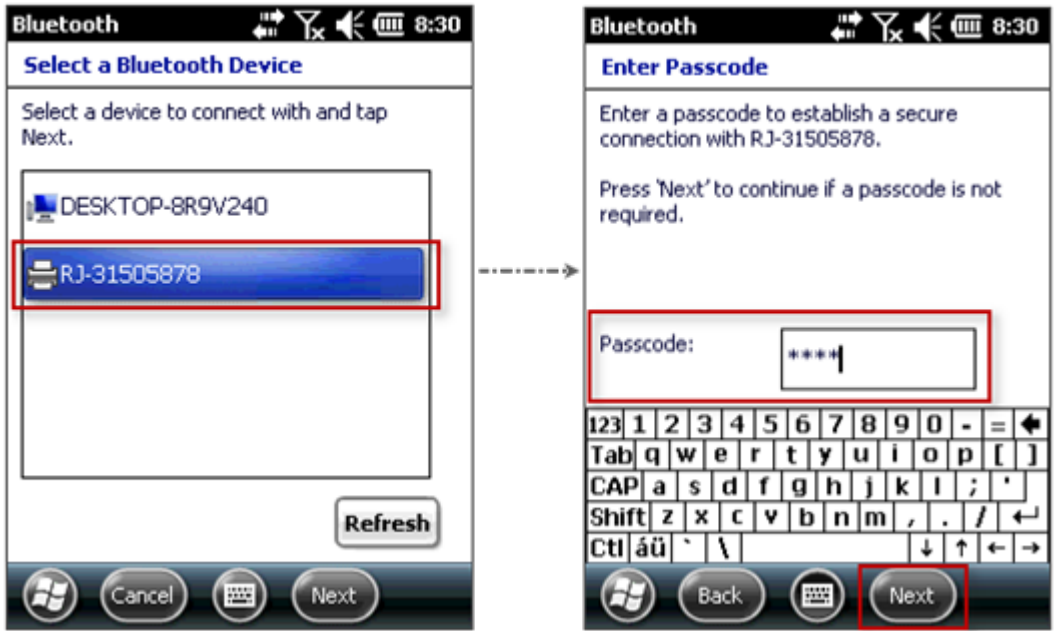


- c. Wait until handheld scans for available Bluetooth devices
  - d. Make sure the available printer is displayed in the list of Bluetooth devices.

In the image 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.



- 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 in the image below, the printer's PIN code equals to 5878.



- g. Make sure the pairing succeeds. Check the following data:
  - 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.



6. Configure the interaction between the handheld and printer:
  - 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** and then click **Save**.

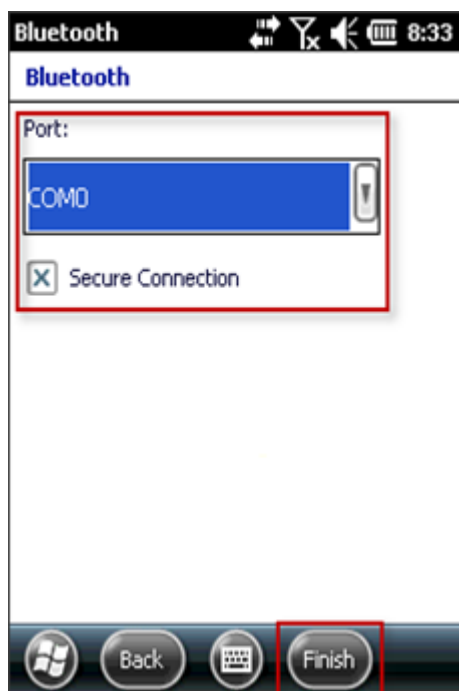


- c. Go to the **COM Ports** tab and click **New Outgoing Port**.

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



- e. In the **Bluetooth** form:
- a. Select the **COM0** port from the **Port** list.
  - b. Select **Secure Connection**.
  - c. Click **Finish**.



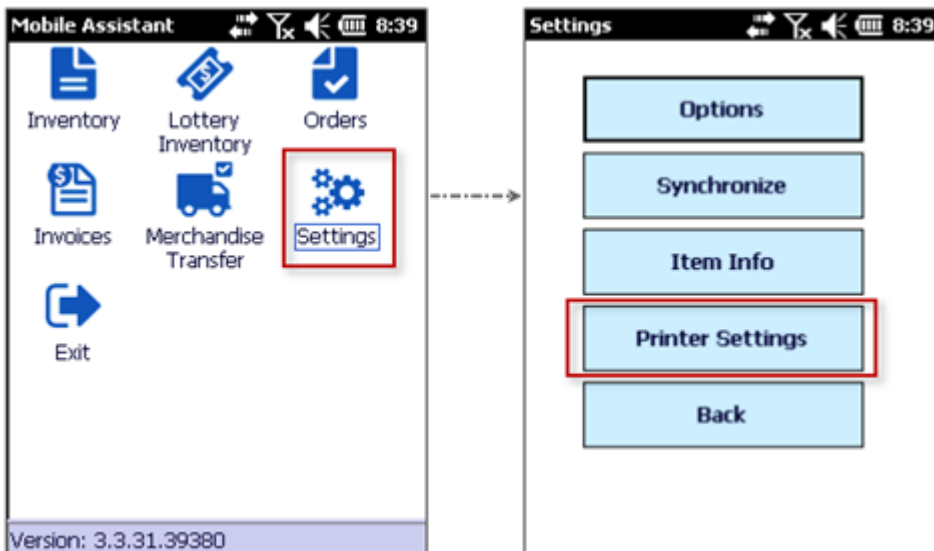
- f. Make sure outgoing port is configured. Go to the **COM Ports** tab and check that the printer name with the port name in brackets is displayed.



## Configuring Mobile Assistant Printer Settings

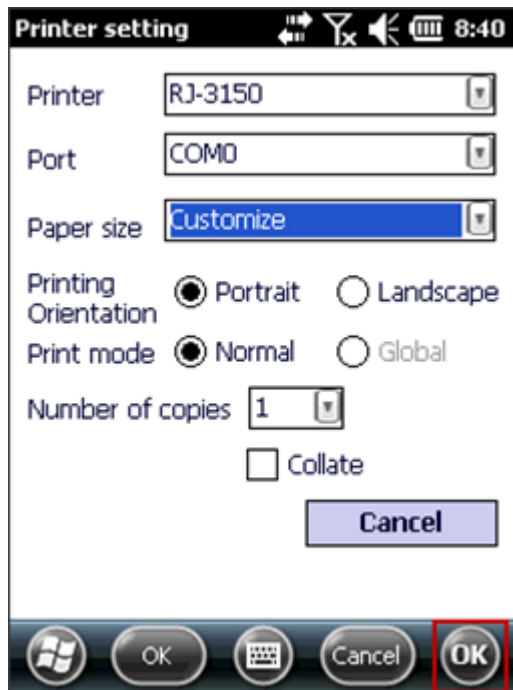
To configure the Mobile Assistant printer settings:

1. Launch Mobile Assistant on your handheld.
2. On the **Mobile Assistant** main screen, click **Settings**.
3. On the **Settings** screen, click **Printer Settings**.



4. In the **Printer setting** form, specify the following data 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.



## MOBILE ASSISTANT MAIN FEATURES

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

- Set up items.
- Scan/make inventory.
- Make orders for vendors.
- Transfer products from store to store.
- Verify invoices.

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 CStoreOffice® data.



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

## Setting Up Items

While setting up items, 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.

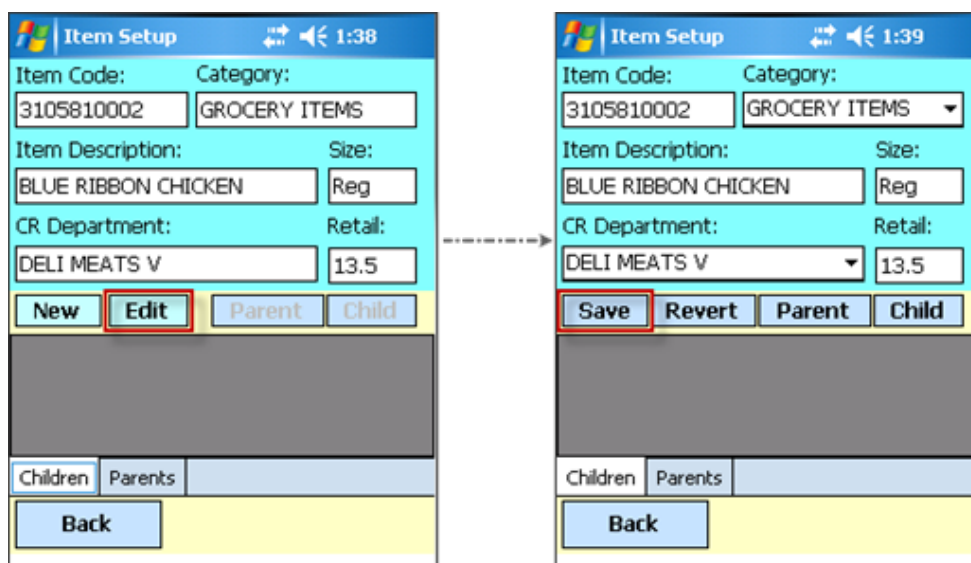
To edit the item's data:

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



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:
  - **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 EAN-8 barcodes.
    - Clear the **U/I** check box before clicking **Setup**, if you work with UPC-E barcodes.
  - **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 image shows two sequential screenshots of the 'Item Setup' application screen. 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.

Field	Value
Item Code	3105810002
Category	GROCERY ITEMS
Item Description	BLUE RIBBON CHICKEN
Size	Reg
CR Department	DELI MEATS V
Retail	13.5



## Scanning/Making an Inventory

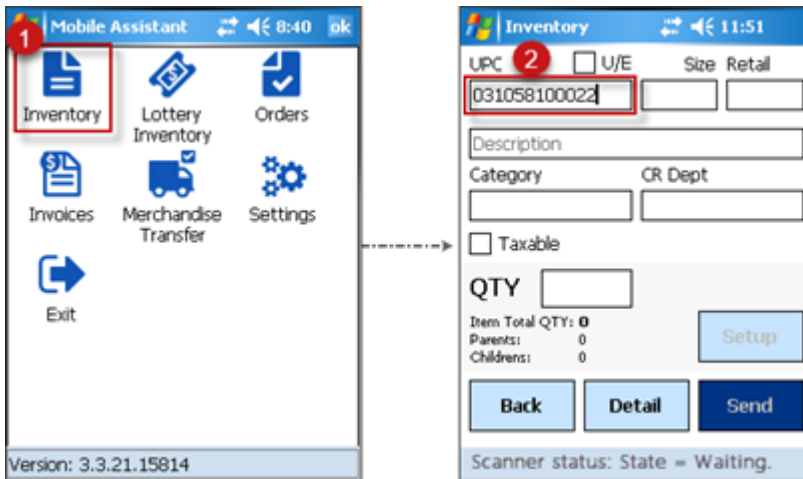
The key to a successful inventory is making sure all invoices are correct and accepted and all shifts are balanced.

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:

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



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:

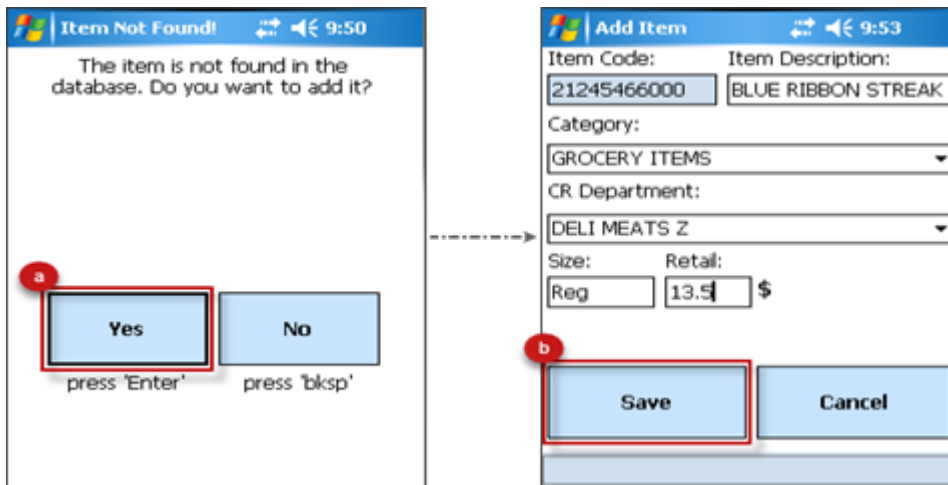
- o To edit the scanned item data, click **Setup**. For more information, see [Setting up Items](#).



If the existing item is not scanned from the handheld, see **CipherLab 9700 Troubleshooting** > [Existing item is not scanned](#) for troubleshooting steps.

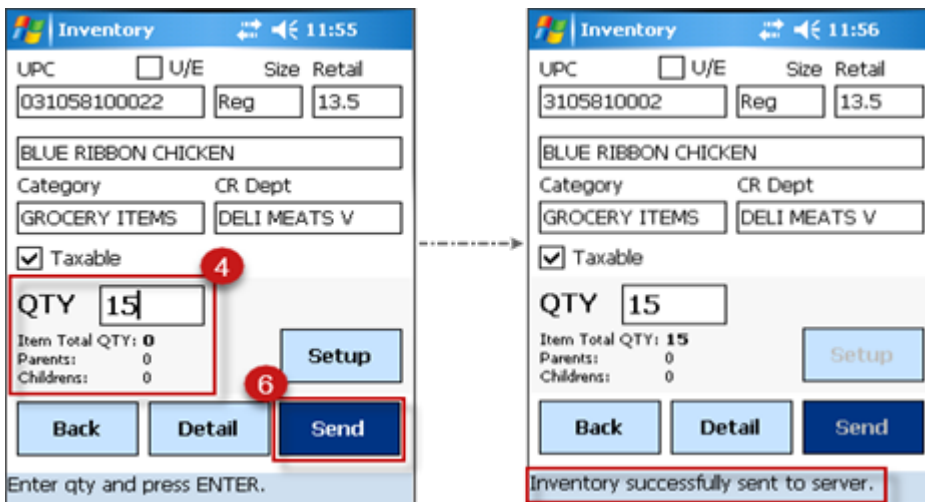
- o To add a new item:

- 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**.



**i** Please note that the fields on the **Add Item** screen correspond to fields on the **Item Setup** screen. For more information, see [Setting up Items](#).

4. In the **QTY** field, enter the number of the items that you have.
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 CStoreOffice® Cloud.



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

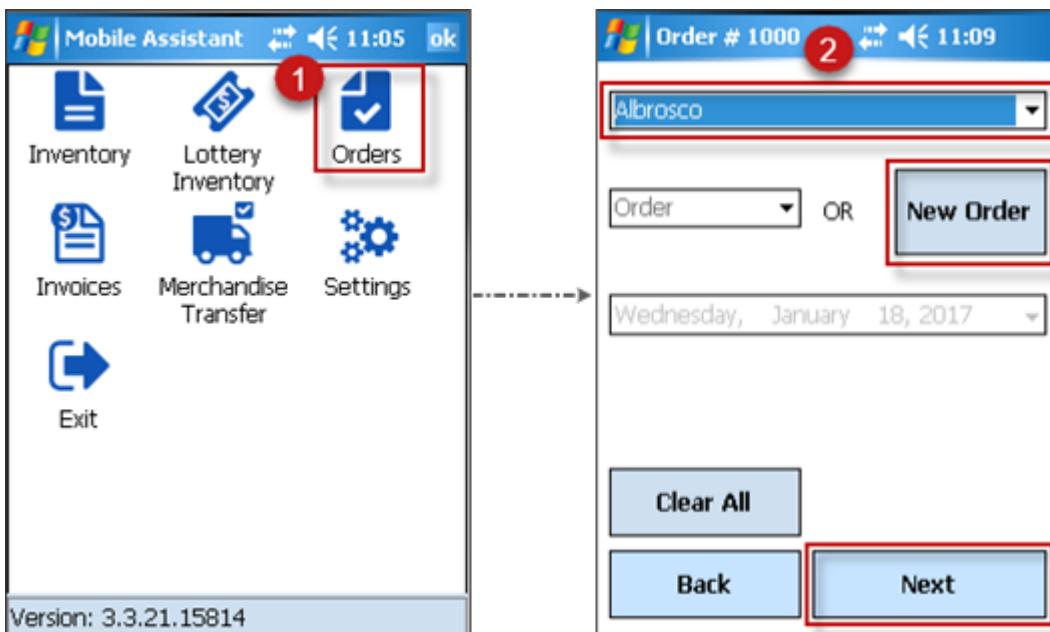
- To see the list of added to inventory items, by clicking **Detail**.
- To go to the next or previous item, by using the right (**VW-R**) or left (**VW-L**) buttons on the scanner correspondingly.

## 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:

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**.



If there are no vendors configured for your station in CStoreOffice®, you won't be able to make an order. If the vendors list is empty on the **Order** screen, go CStoreOffice® 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.

The left screenshot shows the 'Order # 6000' screen. The UPC field contains '031058100350' and is highlighted with a red box and a red circle with the number 3. The right screenshot shows the 'Add VIN to Item' screen. The 'Add VIN' button is highlighted with a red box and a red circle with the number 4. A dashed arrow points from the 'Add VIN' button in the left screenshot to the 'Add VIN' button in the right screenshot.

- (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 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.
- (Optional) If you need to continue adding items to the order, press **ENT** on the scanner's keyboard and go to step 3.
- On the new order screen, click **Send**. The order with all the scanned and newly added items send to CStoreOffice® Cloud.

To edit existing order:

- On the **Mobile Assistant** main screen, click **Orders**.
- On the **Order** screen, select vendor.
- Select order and then click **Next**.

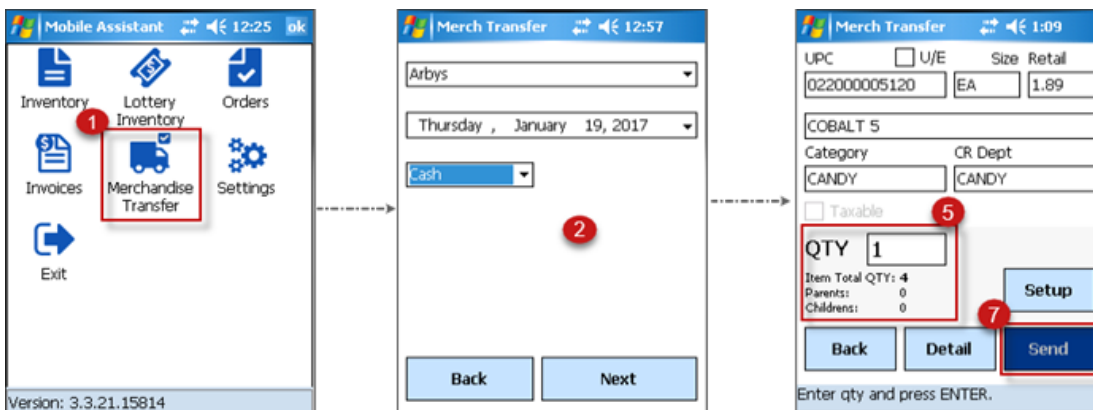
You can perform the following actions with the items prepared to be included into the order on the new order screen:

- To edit the scanned or added item, by clicking **Setup**. For more information, see [Setting up Items](#).
- 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:

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](#).
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 CStoreOffice® Cloud.



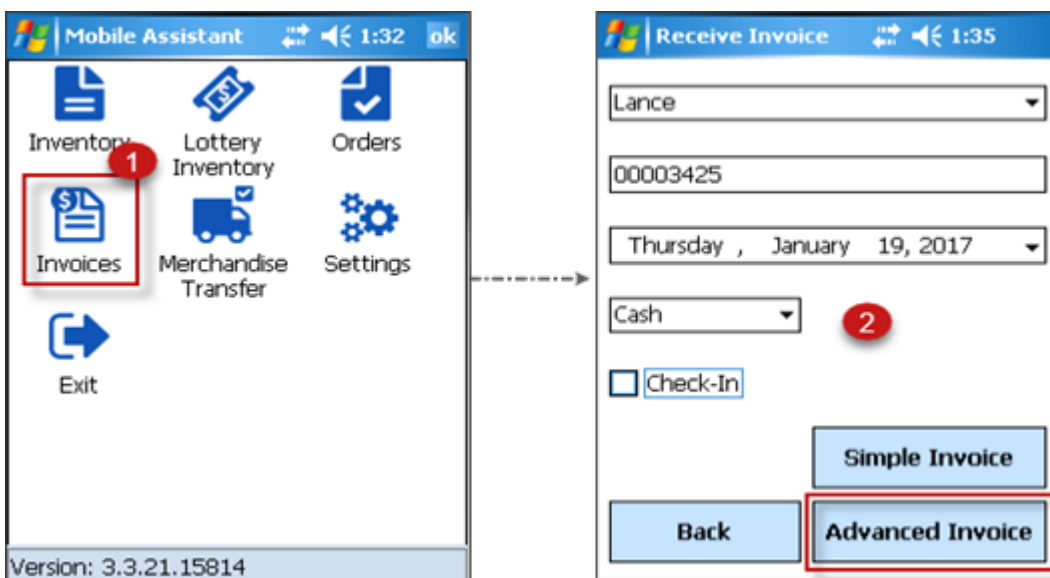
You can perform the following actions with the scanned items on the new merchandise transfer screen:

- 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

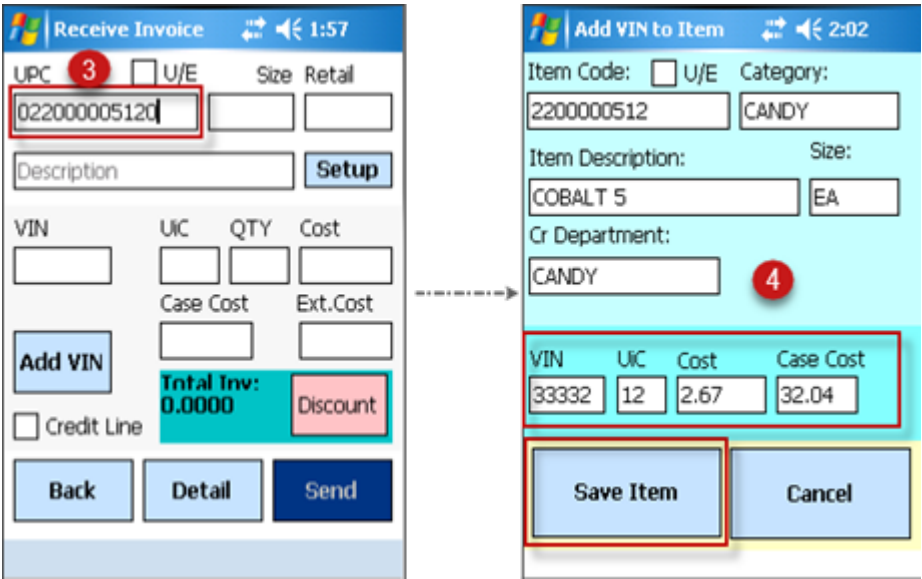
To create a new invoice:

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

 Please note that 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.



- (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 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).
- (Optional) if you need to continue adding items to the invoice, go to step 3.
- On the new advanced invoice screen, click **Send**. The invoice with all the scanned and newly added items send to the CStoreOffice® 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](#).
- 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.

### CHECK-INS ARE SCANNED INSTEAD OF INVOICES

**Problem:** Invoices scanned via CipherLab 9700 are recognized as check-ins in CStoreOffice®.

**Troubleshooting:** Make sure the handheld settings are configured properly in CStoreOffice®:

1. Go to cash register settings > **MISC** > **Check-in Options**.
2. In the **Handheld device creates** section, select **Invoices**.



If the **Check-ins** option is selected, the invoices scanned from CipherLab 9700 will be recognized as check-ins in CStoreOffice®.

3. At the top right of the form, click **Save**.



For more information on how to configure the cash register settings in the **MISC** tab, see [Station Options: MISC](#).

### EXISTING ITEM IS NOT SEARCHED FROM THE SCANNER

If you cannot find the existing item from your handheld scanner, try to refresh its settings and send them to the scanner from CStoreOffice®. For example, you can increase its cost a little and send updates from CStoreOffice® by clicking **Accept Changes** in the **Cash Register Updates Manager**.



Once your item is found on the handheld, make sure the item settings are reverted back in CStoreOffice® to their original state and all updates are sent to the handheld via the **Cash Register Updates Manager** form.



For more information about sending updates from CStoreOffice®, see [Reviewing and Accepting Changes](#).

#### HOW TO CHECK STORE'S RETAIL DATA USING THE CIPHERLAB 9700 SCANNER?

To check the item's retail data from the CipherLab 9700 scanner:

1. Scan the item's code from the scanner.
2. In the **Inventory** form, tap the **Setup** button.
3. In the **Item Setup** form, view the needed information about the item.



The screenshot shows the 'Item Setup' form with the following data:

Item Code:	3105810002	Category:	GROCERY ITEMS
Item Description:	BLUE RIBBON CHICKEN	Size:	Reg
CR Department:	DELI MEATS V	Retail:	13.5

Buttons at the bottom: Save, Revert, Parent, Child, Children, Parents, Back.



For more information, see [Setting Up Items](#).

#### SETUP BUTTON IS MISSING ON THE INVENTORY FORM

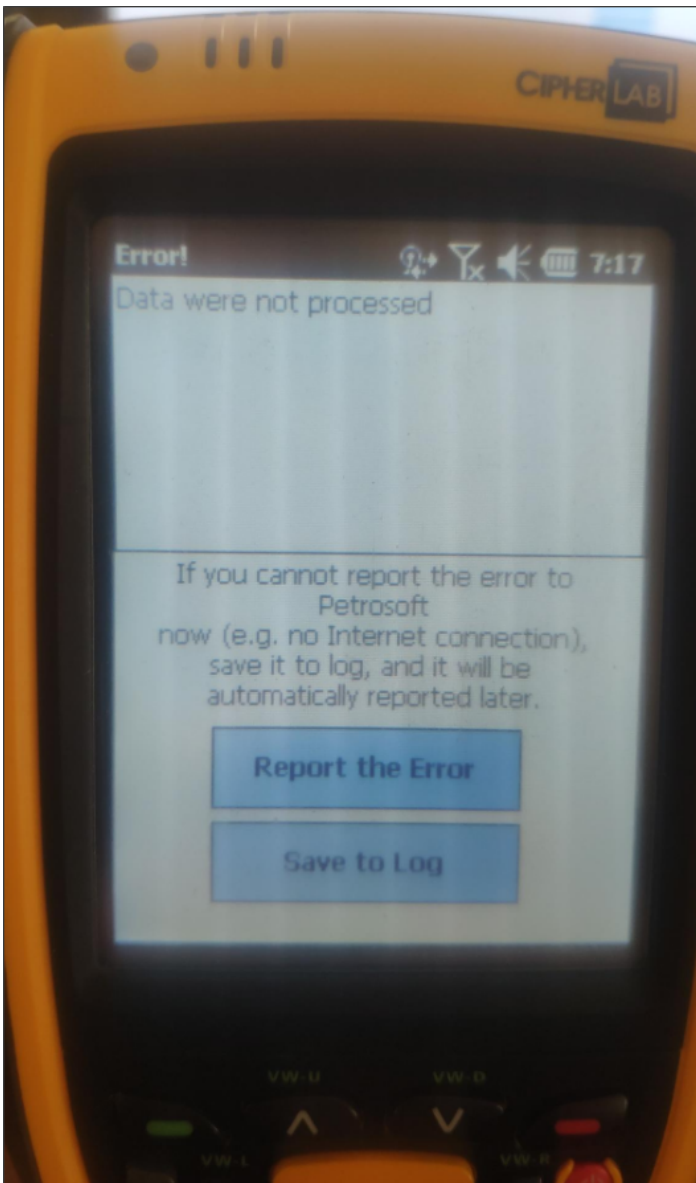
Once the item is scanned, the **Inventory** form opens where the **Setup** button is missing.



To troubleshoot this issue, synchronize the price book data from your scanner with the CStoreOffice® data once again. For more information, see [Synchronizing the Price Book](#).

### UNPROCESSED DATA ERROR

If the "Data were not processed" error appears on the handheld after the order was sent to the vendor, it means that the order is empty and contains no items.



Empty orders cannot be sent from the handheld.

To troubleshoot this error, create the order once again and make sure it contains the items to be purchased from the vendor.



For more information about creating orders from handheld, see [Making Orders for Vendors](#).

### COMMUNICATION ERROR

If the "A Communication Error Has Occurred" error appears on the handheld:

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](#).

#### STATION DATA MISMATCH ERROR

If "Name and Station ID must match CSO" error appears on the handheld during setting up the station:

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

#### HANDHELD CANNOT BE POWERED ON

If your handheld is not 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:

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



Please note that 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:

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.

#### EXISTING ITEM IS NOT SCANNED

**Problem:** The item exists in the system, but when it is scanned via the handheld, the **The item is not in the system** error is displayed.

#### Troubleshooting:

- Verify the item's settings in CStoreOffice®:
  - a. Check the item's vendor which was selected.
  - b. Make sure item's vendor has the **Cost** value configured in CStoreOffice®.
  - c. Make sure the item's cost has been changed within the last 720 days.



In case the vendor has no cost in CStoreOffice® or the item's cost has not been changed within the last 720 days, the item is not scanned by the handheld.

- Reset the handheld settings:
  - a. From the handheld, go to **Start Menu > Settings > System > Reader Configuration**.
  - b. From the bottom, tap **Menu**.
  - c. Go to **Factory Reset > Yes > Ok**.



To check if the vendor's cost is defined for the item in CStoreOffice®, go to [Purchases Section](#) (for account level) and [Purchases and Cost Section](#) (for location level).

If you need any further assistance with your CipherLab 9700, please feel free to contact our technical support at 412-306-0640 or [submit a ticket to the Petrosoft team](#).