Question: How do I troubleshoot the ID Scanner?

Answer: For the ID scanner to work properly, the settings in two or three different places have to match. If your scanner is not working or not transferring the data properly to the workstations, please perform the following troubleshooting steps. Then if you STILL have a problem, call for help.

STEP 1. (easy) CLOSE THE SCANNER PROGRAM on the sanner-host station, then look for an icon called REPAIR SCANNER (it has a picture of a hammer). Double-click it. START THE SCANNER PROGRAM AGAIN and scan a license. See if that fixed the problem. 90% of the time this is all you need to do.

If not, then go through the following steps…

- Reinstall the scanner software on all stations.
- You can download the scanner software from www.dazzlepawn.com/downloads/dazzleidscaninstall.exe. Use the username and password you were given.
- Run this installation software on all stations. When you run it on the station that has the scanner physically attached, be sure to UNPLUG the scanner first. After installation, PLUG IN the scanner. Make sure the plug in the back of the scanner is firmly pushed in. Windows might say it wants to install the driver software. That's OK. Make sure you specify NO do NOT look on the internet for drivers. Then just choose the AUTOMATIC install option. The drivers should install quickly and easily.
- Start the scanner program by clicking on the Icon.
- Scan a license. (face down). If the scanner want to perform CALIBRATION, please do so, using the special calibration card. Then scan a license.
- After the license is scanned, click on the OCR button (bottom left of scanner screen). you should see all the text info from the license, (name, address, etc). If you do not see it, RE-CALIBRATE the scanner and try again. To recalibrate, click on the "gear-wheels" button, then click on the "**image**" tab at the top, then click the "**calibrate**" button.
- If the scanner still is not transferring data properly to the workstations, then call for further assistance.

ID Scanner Calibration Sheet

This is the Scanshel calibration sheet. To use the calibration sheet first print this page and then cut along the dotted line. Next place in the ID scanner face down and let the scanner scan the sheet. When complete, the Scanshell ID scanner will be calibrated and ready for use.