

# Instruction Guide

for the

**SCANTEL**<sup>®</sup> 510/610

**SCANNER**



**IMPERIAL SUPPLIES LLC**

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# Getting Started

## • Unpacking the scanner

The scanner is shipped in a single box containing:

- Scanner
- Barcode wand
- Three alkaline batteries
- Guide to the scanner
- Scanner Agreement
- Warranty Card

## • Handling and Maintaining the ScanTel® 510/610 scanner

- Protect the scanner and its accessories from excessive heat, cold, and moisture.
- The ScanTel® 510/610 scanner contains alkaline batteries; do not store the scanner for more than two months without replacing the batteries.
- If the scanner fails to read the barcode labels try wiping off the tip of the scanner wand with a soft cloth.
- To keep your ScanTel® 510/610 scanner in top working condition please clean the scanner by slightly moistening a clean, soft cloth with a mild non-abrasive cleaner or isopropyl alcohol and wiping the outside surfaces. Do not soak the cloth and do not spray or pour cleaning liquids directly on the scanner.

*If the barcode scanner is missing any of the above items, please contact Imperial Supplies LLC.*

# 1-800-558-2808

# Trouble Shooting

PROBLEM	REASON	SOLUTION
• Nothing comes across when sending order	<ul style="list-style-type: none"> <li>• Sent order through ear piece of telephone</li> <li>• Scanner not at proper position to send order</li> </ul>	<ul style="list-style-type: none"> <li>• Must put scanner to mouth piece of telephone to send</li> <li>• Unit needs to display "Please dial 1-800-722-6835 send orders now?" <b>Yes/No</b></li> <li>1. If part # is displayed, press end key</li> <li>2. Menu displayed, select #4</li> <li>3. Send all orders? Yes/No select <b>Yes</b> when ready to send</li> </ul>
• Order scrambles when sending	<ul style="list-style-type: none"> <li>• Background noise</li> <li>• User has "Merlin" AT&amp;T phone</li> <li>• Bad phone</li> <li>• Bad line</li> <li>• Using speaker phone</li> </ul>	<ul style="list-style-type: none"> <li>• Reduce noise in immediate area</li> <li>• Need to hold the scanner on a 90 degree angle and press the scanner unit and the phone together as tightly as possible</li> <li>• Try a different phone or fax phone</li> <li>• Try calling back</li> <li>• Turn off speaker and use handset</li> </ul>
• Won't scan	<ul style="list-style-type: none"> <li>• Holding wand at wrong angle</li> <li>• Scanning too slow</li> <li>• Tip is dirty</li> <li>• Batteries low</li> </ul>	<ul style="list-style-type: none"> <li>• Tilt wand on a 45 degree angle</li> <li>• Scan faster</li> <li>• Clean tip with soft cloth and alcohol</li> <li>• Replace with AA alkaline batteries</li> </ul>
• Unit displays part number, never asks for a location code or P.O. number	<ul style="list-style-type: none"> <li>• Previous order has not been erased</li> </ul>	<ol style="list-style-type: none"> <li>1. Hit "<b>End</b>" key</li> <li>2. Order complete Yes/No - Hit <b>Yes</b></li> <li>3. Select #1 - Erase order(s)</li> <li>4. Answer <b>Yes</b> to both questions</li> <li>5. Start order entry process again</li> </ol>
• Scanner won't turn on	<ul style="list-style-type: none"> <li>• Batteries are dead</li> </ul>	<ul style="list-style-type: none"> <li>• Replace batteries with AA alkaline batteries</li> </ul>
• Letters on screen broken	<ul style="list-style-type: none"> <li>• Internal components broken</li> </ul>	<ul style="list-style-type: none"> <li>• Replace unit</li> </ul>

*If you are experiencing problems with the Imperial barcode scanner, please contact Imperial Supplies LLC.*

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# Advanced Scanner Instructions

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## Adding to existing order.

- When order numbers appear in the existing order field, you may add to any order number by selecting it from the list of order numbers available.
- Press **Enter**.
- Adding to an existing order from \_\_/\_\_/\_\_(date) **OK?** Yes/no
- Pressing yes, will allow you to enter more part numbers or to review your order. (see reviewing your order)
- Pressing no, will return you to the main menu. If you no longer want to keep this order in your scanner, follow the erase orders step on page 4.

## Hand Entering of Part Numbers

- Enter the part number as it appears in the catalog or on your scanner label. When you hit **Enter**, the scanner will move the number into place. For a number with a – (dash) in it, enter the first group of numbers, hit the – key (lower left corner) and then the last digit.

## Reviewing Your Order(s)

- Orders can only be reviewed when screen shows Part # \_\_\_\_\_ - \_.
- With screen displaying Part # \_\_\_\_\_ - \_.
- Press the blue top arrow key located on the right side of keypad once for each time you need to review a part number. This will continue allowing you to review purchase order and location fields.
- To delete a part number and its box quantity, press the “clear” key. The screen will indicate that the part number and quantity have been deleted.
- A new part number and box quantity can be added to the scanner when it displays a blank part number field.
- The P.O. number and/or location fields can also be updated or changed anytime during your ordering process. To delete the original entry for either field, access the specific field, hit clear, enter the new entry, press **Enter**.

# Features

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- **Automatic off**

To conserve battery power, the scanner turns itself off automatically after approximately one minute of inactivity.

- **Automatic return at on**

When you turn the scanner off (or when the scanner turns itself off), it remembers where it was in the data collection program. When you turn the scanner back on, it returns to that same point in the program. You do not need to review what you have done or perform any other start-up function to find your place.

- **Beeper**

The scanner has an internal beeper. The scanner will beep to warn you of problems or to prompt you to take an action.

- **Clock**

The scanner has a built-in clock that keeps track of the date (month, day, year and day of the week) and the time (hours, minutes and seconds). The clock operates continuously.

- **Power backup system**

The scanner has a power backup system which will protect stored orders for up to 20 minutes after you remove the scanner batteries.

# Basic Scanner Instructions

To turn the scanner on, press the on/off key.

## 1. Erase Order(s)

- Press **number 1** key.
- **Existing order:** (displays orders available).
- **Erase all orders?** Press yes key.
- **Are you sure?** Press yes key.
- **Erased** (# of orders erased or no data to erase).

## 2. Order Entry(s)

- Press **number 2** key.
- If adding to an existing order, go directly to instructions for “Adding to existing order” on page 6.
- **Existing orders:** (displays orders available).  
**Order nbr (1-8)** press 1, 2, 3, 4, 5, 6, 7, or 8.  
Press **Enter** key.
- **Location** (up to 16 digits) numbers or letters. Use shift key for letters.  
Press **Enter** key (to bypass press Enter key).
- **Purchase Order #** (up to 16 digits) numbers or letters. Use shift key for letters. Press **Enter** key (to bypass press Enter key).
- **Part #** \_ \_ \_ \_ \_ - \_ , if done-hit end.  
**Items ordrd** 0000 (displays number of items on order).
  - To scan a barcode label- place tip of wand to the left or right of the label. Make sure the wand touches the label and then draw the wand across the label with a smooth, quick ,motion. The scanner will beep when the part number is entered.
  - Do not draw the reader across the label too slowly. More failures occur from scanning too slowly than from scanning too quickly.
  - To hand enter a part number, please see instruction on page 6.  
**Boxes**, press the number of boxes wanted to order. Press **Enter** key.
- If order is done, press **End** key.
- **Order complete?** Press **Yes** key.

# Basic Scanner Instructions

## 3. Print Order(s)

- Disregard this step if you do not have a printer from Imperial.

## 4. Send Order(s)

- Press **number 4** key.
- **Existing orders:** (displays orders available).  
**Send all orders?** Press yes key.
- Please dial **1-800-722-6835**. Press the number **one (1)** key on the telephone anytime while listening to the recording. Next, you will hear “one moment please” a few seconds of music and a tone. During the tone hold the mouthpiece of the telephone tightly against the speaker on the back of the scanner. Press the **Yes** key on the front of the scanner to send the order.  
**DO:** Hold the mouthpiece of the phone against the back of the scanner.  
**DON'T:** Hold the earpiece of the phone against the back of the scanner.
- **Send OK?** Stay on the line to receive your confirmation number. If order is ok, press **yes** key. If order is received with errors, listen for further instructions.

To turn the scanner off, press the on/off key.

Bold print indicates the actual wording on the scanner screen or function key to use.

This scanner unit will automatically shut off when not in use. Simply push the on/off key to return to your previous screen.

*Should you experience any problems or questions, please contact Imperial's Customer Service Department.*

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