

Gym Assistant Barcode Reader Troubleshooting

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Diagnostics:

- 1. Confirm that scanner is reading barcodes**
 - a. Swipe a barcode through the reader.
 - b. Does the reader emit a high-pitched beep?
 - i. YES - Reader is scanning the barcode correctly.
 - ii. NO - Try swiping with the barcode facing in the other direction.
- 2. Confirm that GateKeeper is receiving info from scanner**
 - a. If GateKeeper is not displaying message “Swipe Card to check-in member”, then have user type “0” (zero) into the Member# field and then click Check-In.
 - b. Swipe a barcode through the reader. Did the message “Invalid Code” and barcode number appear?
 - i. YES – GateKeeper is receiving info from the scanner.
 - ii. NO – GateKeeper is not connected to the scanner. See “**GateKeeper Not Responding to Barcode Swipe**” below.
- 3. Confirm that Gym Assistant is receiving barcode info from GateKeeper**
 - a. Leave GateKeeper running and switch to Gym Assistant.
 - b. Bring up a member record in Gym Assistant.
 - c. Uncheck the “Auto Check-In” box (lower-left).
 - d. Click the Barcode button on the right.
 - i. If there is no Barcode button, then see “**No Barcode Button in Gym Assistant**” below.
 - e. A window appears asking user to “Enter barcode number for MemberName or swipe card.”
 - f. Swipe an unassigned barcode. Does the barcode number appear in the window?
 - i. YES – Gym Assistant is receiving barcode information from GateKeeper.
 - ii. NO – See “**Gym Assistant Not Receiving Barcode Info from GateKeeper**” below.
 - g. Click the OK button to save the member’s barcode number.
- 4. Confirm that Gym Assistant is displaying check-ins**
 - a. Clear the member display by either:
 - i. entering “0” and clicking View button, or
 - ii. clicking the X in upper-right corner of Browse window.
 - b. Swipe the newly assigned barcode. Does the member’s info appear in Gym Assistant?
 - i. YES – Gym Assistant and GateKeeper are operating normally.
 - ii. NO – see “**Gym Assistant Not Displaying Check-Ins**” below

Error Message “Error Opening COM: Port”

This error may be caused by a number of factors.

- A port previously chosen may no longer exist – for example, a USB/Serial adapter previously used may be unplugged. Choose Ports from the Settings menu and choose an available port.
- A port that exists may be in use by another application.
 - If you have a Palm Pilot or other device that connects through the serial port, then the device may have software that occupies a serial port. Look for software called HotSync (for Palm Pilot) and turn off the Always Stay Connected setting.
 - Try restarting your computer. Look in the icon tray at the lower-right corner of your screen for a program that may be trying to connect to a serial port.

GateKeeper Not Responding to Barcode Swipe

When you swipe a barcode, the reader should emit a high-pitched beep. GateKeeper should display either a member's information or “<<< Invalid Scan Code >>>” and the barcode number. If the barcode number does not appear, then GateKeeper is not receiving input from the scanner.

- Select **Ports** from the **Settings** menu.
- Confirm that **Barcode Reader Enabled** is checked.
- Confirm that the **Baud Rate** is set to **9600**.
- Confirm the **Serial Port** selection and click OK.
- If the barcode number still does not appear, try setting the Serial Port to each of the available settings.
- If you are still having problems, see **Testing Barcode Reader with HyperTerminal** below.

GateKeeper does not find Member Info

If GateKeeper is receiving input from the Barcode Reader, but does not find a member's information, then GateKeeper may be looking in the wrong place for the member information.

- In GateKeeper, select Preferences from the Settings menu.
- Data Path should be empty.

Barcode Button does not appear in Gym Assistant

- In Gym Assistant, select **Barcodes** from the **Settings** menu.
- Confirm that **Enable Barcode Features** is checked.
- Confirm that **Enable GateKeeper Features** is checked.

“Display GateKeeper Checkins checkbox” does not appear in Gym Assistant

- In Gym Assistant, select **Barcodes** from the **Settings** menu.
- Confirm that **Enable Barcode Features** is checked.
- Confirm that **Enable GateKeeper Features** is checked.

Gym Assistant Not Receiving Barcode Info from GateKeeper

Gym Assistant Not Displaying Check-Ins

- In the **Member Browse** screen, confirm that the **Display GateKeeper Checkins** box is checked. The **Show Alerts** box should be unchecked.

Testing Barcode Reader with HyperTerminal

HyperTerminal is an application that ships with all Windows computer. HyperTerminal can be used to test whether the barcode reader is functioning correctly.

- Open **HyperTerminal** from the Start/Programs/Accessories/Communications menu
- In the **Connection Description** window that appears, enter the name “test” and click OK.
- In the **Connect To** window that appears, set the **Connect Using** selection to **COM1** (or another COM port that you will be using) and click OK.
- In the **COM1 Properties** window that appears, set the **Bits Per Second** value to **9600** and click OK. (Leave all other values at their defaults.)
- An empty “test – HyperTerminal” window should appear with the word “Connected” in the lower-left corner.
- Swipe a barcode through the reader. The barcode reader should emit a high-pitched beep, and the barcode number should appear in the window. Each additional swipe should put the barcode number on a new line in the window.
- If the reader does not beep with each barcode swipe, then contact Bio-Logic.
- If the reader beeps but no number appears in the HyperTerminal window, then you should test using another serial port.
 - Select Disconnect from the Call menu.
 - Select Properties from the File menu.
 - In the **Connect To** window that appears, set the **Connect Using** selection to a different COM port and click OK.
 - Select Call from the Call menu. Confirm that the word “Connected” appears in the lower-left corner.
 - Swipe another barcode to test.

MetroLogic Serial Laser Barcode Reader

In some cases, the MetroLogic serial scanner may need to be reconfigured to work properly with GateKeeper or Pro-Shop. The scanner configuration can be changed by scanning special codes found in the MetroLogic **Single-Line Configuration Guide**.

- In the **Single-Line Configuration Guide** locate the section titled **RS-232**.
- Set the following values by scanning the code corresponding to each setting:
 - **Parity:** No Parity
 - **Baud Rate:** 9600
 - **Data/Stop Bits:** 8 Data Bits, 1 Stop Bit
 - **Hardware Handshaking:** Disable RTS/CTS
 - **Software Handshaking:** Disable XON/XOFF Handshaking

If you are using the MetroLogic serial scanner with Pro-Shop, then you may need to configure the scanner to properly format shortened UPC codes (found on some items like soda cans).

- In the **Single-Line Configuration Guide** locate the section titled **Code Formatting: UPC/EAN Formatting**.
- Scan the code corresponding to the **Expand UPC-E to 12 Digits** setting.