Barcode Scanner

Luke Bryant - 2025-07-29 - Hardware (Open)

Barcode Scanner

The barcode scanner hardware currently in use is relatively well aligned with our system software and as a result, problems are not usually as often.

Known list of problems and possible fixes/troubleshooting include:

- Nothing appears to be happening on the touch screen or PIN pad, but noise is being produced by the terminal.

The Support Team can usually assist as long as the exact time of the issue is confirmed.

- Incorrect barcode scanner configuration.

Support Team need to confirm which USB/COM Port is being used, a photo showing inside of the machine will assist this process.

- Nothing happens at all when attempting to scan voucher/barcode.

Support Team will need to assist with re configuring the barcode scanner.

- Unknown code error when trying to scan voucher/barcode - a physical error message is being displayed.

Support Team will need to confirm the barcode/voucher number in use when the occurred.

To troubleshoot the above effectively we would need to confirm the specific time the issue occurred, the exact location of the terminal in question and the booking or voucher code that is causing the problem. It would also be helpful to know if they are able to recreate the issue again.

Thanks and regards,

The Quick Parking Support & Assistance Team

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