Below are troubleshooting tips submitted by fellow Associates on things to check prior to submitting an eTicket for EAS Sensormatic repairs.

Issue - Door sensor not responding at all!

- Locate the breaker in the electrical room and verify whether it had been tripped or not. If you have experienced a disruption in your electrical service or a power surge; turning the breakers on and off for a minute will reset door senors.
- If not, on the top of one of the door units there is a pin hole. Straighten a paperclip to reset the device.

Issue - Door sensor devices beep continuously!

(Possible hidden EAS tag)

- Begin by removing all shopping carts, baskets, station signs within a 6' radius
- If Tech Center is located near malfunctioning sensor, remove **all** items from work station and under cabinets.
- Lastly, if a hidden tag cannot be located, on the top of one of the door units there is a pin hole. Straighten a paperclip to reset the device.

Issue - Register EAS Label Deactivators not deactivating tags

- Begin by verifying that there is power to the unit, there should be a solid green light at the key box
- Verify the cable is connected from the back of the key box to the power box
- Verify the power cord is connected to the back of the power box.
- The power box has its own power switch, locate this and switch it on/off verifying it is set to the on position (green light on key box)
- Lastly, use key marked 221 to reset key box.

Issue - Register EAS Label Deactivators has a constant beep

- Locate the contrast button (dial on side) on the monitor and lower the setting until beeping stops.

Issue - Scanner gun at POS will not operate correctly!

- Verify whether the gun has power and the infrared lights up or not.
- If no power verify at the back of the computer the cord has not become disconnected

Possible opened internet applications

- Begin by touching anywhere on the touch screen, then hold down the ALT key and F4 key at the same time to close down open applications. Continue to do this until all applications are closed down. Pull up Register application only and test scanner.

Possible bad scanner gun

- If the scanner still does not operate, disconnect the Ethernet cord at the base of the gun (small flathead screw driver is needed). Some older models will have a pin hole reset when the cord is removed, others will reset after the reconnection.
- If the scanner still does not operate, begin by powering down the register with the faulty scanner gun, disconnect from the back of the computer. Power down a computer with a known operational scanner gun, disconnect good scanner gun, and then exchange scanner guns. Power up computers, then open Register application only and test scanner gun.