Having Issues Scanning Mediations?

If you are having trouble scanning medications please attempt to re-calibrate the scanner.

- To recalibrate your scanner use the following calibration sheet
  - Choose the appropriate scanner (Honeywell, Zebra wireless, Zebra wired) from the configuration sheet and scan the barcode
  - After scanning the code place the scanner back in its cradle (if applicable) and wait up to 1 minute for a series for beeps and/or chirps.
  - Do NOT scan the barcode on the back of the scanner cradle – this barcode is not calibrated for SJH

Once the scanner is recalibrated, attempt to scan the medication again. If the scanning still does not work, please call the help desk and provide:

  - Patient Identifiers (MRN, FIN)
  - Medication specifics

How do I know I need to configure my bar code scanner?

**Bar code scanners do NOT need to be configured unless there is a problem with the scanner.** Below are instructions that should be followed as step one to troubleshooting a bar coder that is not able to scan a patient arm band, medication or specimen label.

The model number will be displayed on the scanner. Look at your scanner to identify which code to use.

**Note:** Place scanner back in the cradle until you hear a series of chirps and a final beep to ensure configuration, this can sometimes take up to 30-40 seconds. If you’ve waited that long and haven’t heard the chirps and a final beep, try to scan the configuration barcode again and re-dock the scanner.
Honeywell 1902

Zebra WIRED (DS8108-HC)

Zebra WIRELESS (DS8178-HC)