

TROUBLESHOOTING FRED MOBILITY



This troubleshooting guide is for users responsible for installing, configuring, maintaining, or using the Fred Mobility (Datalogic Memor) handheld scanner. Use this troubleshooting guide to solve common problems you may have while using the Fred Mobility device.

Related Documents

This document contains basic troubleshooting procedures only and does not cover full technical information such as features and usage of the Datalogic Memor hardware, operating system, including other applications installed on the Datalogic Memor handheld device.

For further information on how to use the Fred Mobility device, you can download the *Fred Mobility User Manual* (as PDF) from the Fred Help Centre at <http://help.fred.com.au>, as well as browse news and forums about Fred products.

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FRED MOBILITY DEVICE

TROUBLESHOOTING

STEP 1: Reset Fred Mobility

If your Fred Mobility device is “*hanging*” or not responding, try the following:

A **Warm Boot** terminates an unresponsive application and clears the working RAM, preserving both the file system and the registry

To perform a warm boot:

- 1) On your Fred Mobility device, press the  +  keys simultaneously. All applications on Memor (including Fred Office) will close and the device resets.
- 2) Check if your Fred Mobility device is now working as expected. If your device is still not working, **Please proceed to Cold Boot**

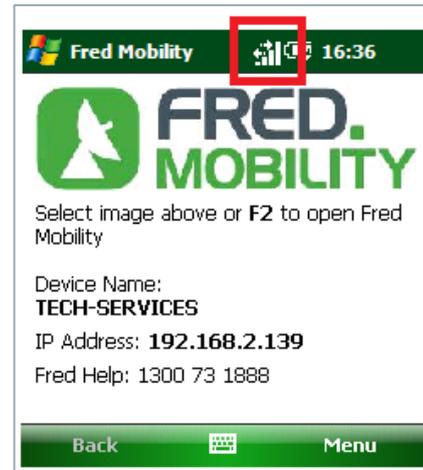
A **Cold Boot** forces all applications to close and clears working RAM and files not resident on the persistent flash memory.

To perform a cold boot:

- 1) On your Fred Mobility device, press the  +  +  keys simultaneously. All applications on Memor (including Fred Office) forcibly close and the device resets.
- 2) Check if your Fred Mobility device is now working as expected. If your device is still not working, please proceed to *Step 2*.

STEP 2: Check the wireless network connection

- 1) From the *Fred Mobility welcome* screen, confirm the wireless signal strength (it should appear as shown in the following image).



If there is a strong signal indicator, please contact Fred Help on **1300 731 888**

- 2) If there is minimal to no signal strength, please proceed to *Step 3* (page 3).

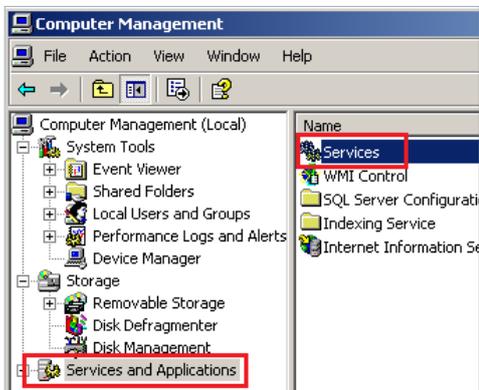
STEP 3: Restart Fred Office Services

To Restart Fred Office Services:

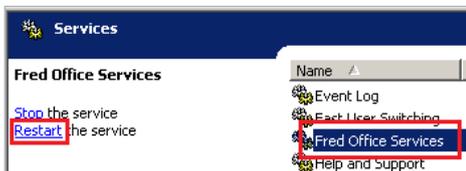
- 1) Exit out of Fred Office on all computers.
 - ▶ To exit out of Fred Office, click the **File** menu, and then choose **Exit**.
- 2) Go to your server computer.

If you have an SBS (Small Business Server) you will need to call **Fred Help** on **1300 73 1888**.

- 3) Right-click on **My Computer** and then select **Manage**.
- 4) Click **Services and Applications**, and then double-click **Services**.



- 5) Select **Fred Office Services** and then select **Restart**.



NOTE: You will need to wait until the "Status" column displays "Started".

- 6) From the desktop, click **Start** and select **"Run..."**.
The *Run* dialog appears.
- 7) In the *Run* dialog, enter 'iisreset' and then click **[OK]**.

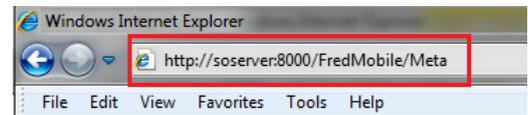


A black window appears to indicate services are being restarted.

- 8) Wait for this to close.
 - ▶ If your device is still not working, please proceed to *Step 4* (below).

STEP 4: Check Fred Mobility Connection

- 1) Go to a store computer.
- 2) Open *Internet Explorer* and in the **Address** bar, enter and go to the following web address:
http://<server name>:8000/FredMobile/Meta



NOTE: Replace <server name> with your server name (e.g. fileserver or SOServer).

- ▶ If the connection works, your browser will display an XML page which begins with the following `<?xml version="1.0" encoding="utf-8" ?>` (shown below).

```
<?xml version="1.0" encoding="utf-8" ?>
<wsdl:definitions name="MobileService" targetNamespace="http://tempuri.org/"
  xmlns:wsdl="http://schemas.xmlsoap.org/wsdl/" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:wsu="http://docs.oasis-open.org/wss/2004/01/oasis-2004-01-wss-wssecurity-secext-schema-1.0-http-base-schema.wsdl"
  xmlns:soapenc="http://schemas.xmlsoap.org/soap/encoding/"
  xmlns:wsam="http://www.w3.org/2007/05/addressing/metadata" xmlns:tns="http://schemas.xmlsoap.org/ws/2004/08/addressing"
  xmlns:wsp="http://schemas.xmlsoap.org/ws/2004/09/policy" xmlns:i0="http://localhost:8000/FredMobile/Meta"
  xmlns:wspol="http://schemas.xmlsoap.org/ws/2004/09/policy"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema"
  xmlns:msc="http://schemas.microsoft.com/ws/2005/12/wsdl/contract"
  xmlns:wswa="http://www.w3.org/2006/05/addressing/wsdl"
  xmlns:soap12="http://schemas.xmlsoap.org/wsdl/soap12/"
  xmlns:wsa10="http://www.w3.org/2005/08/addressing"
  xmlns:wsx="http://schemas.xmlsoap.org/ws/2004/09/mex">
  <wsdl:import namespace="http://localhost/FredMobile" location="http://localhost:8000/FredMobile/Meta" />
  <wsdl:types />
  <wsdl:binding name="BasicHttpBinding_IMobileService" type="i0:IMobileService">
    <soap:binding transport="http://schemas.xmlsoap.org/soap/http" />
    <wsdl:operation name="DeleteDevice" />
  </wsdl:binding>
</wsdl:definitions>
```

- ▶ Check if your Fred Mobility device is now working as expected.

If your device is still not working, please contact Fred Help on **1300 731 888**.

ITEM SCANNING ISSUES

Items not scanning

If you cannot scan items, this may indicate one or more of the following issues:

- The item does not have a barcode to scan;
- The item is listed in an invoice to be received but now has new Alias/Barcode;
- There is no existing item stockcard in Fred Office (i.e. item is new and was ordered over the phone);
- The item was not found.

Below you will find a summary of the most common reasons a product cannot be scanned with Fred Mobility along with a brief summary of how to fix these issues.

Item does not have a barcode to scan

To fix this issue:

- 1) Login to Fred Office.
- 2) Search for the item via **Inventory > Items**.
- 3) Open the *Item stockcard*.
- 4) Print a Label via the Item Stockcard toolbar.

Item is listed in an invoice to be received but now has new Alias/Barcode

To fix this issue:

- 1) Login to Fred Office.
- 2) Search for the item via **Inventory > Items**.
- 3) Open the *Item Stockcard*.
- 4) Add the new *Alias (barcode)* to the item stockcard.
- 5) Click **[Save and Close]**.

No existing item stockcard in Fred Office

To fix this issue:

- 1) Login to Fred Office.
- 2) Create an *Item Stockcard* from either **Inventory > Create Item Wizard**; or from **Ordering**.

Wrong item has been delivered in the order

N/A – based on your store procedure.

Item was not found

Some barcodes may not read correctly due to zeros at the start or end of the barcode.

To search for items:

- ▶ In Fred Office, go to **Inventory** and then search items based on item description.
 - ▶ If item is found, open the *item stockcard* and add the new *item barcode*.
 - or -
 - ▶ If the item is not found, create a new item via **Create Item Wizard**.



TIP! Make sure you are searching "All" items not only active items

Letters typing instead of numbers

To fix this issue:

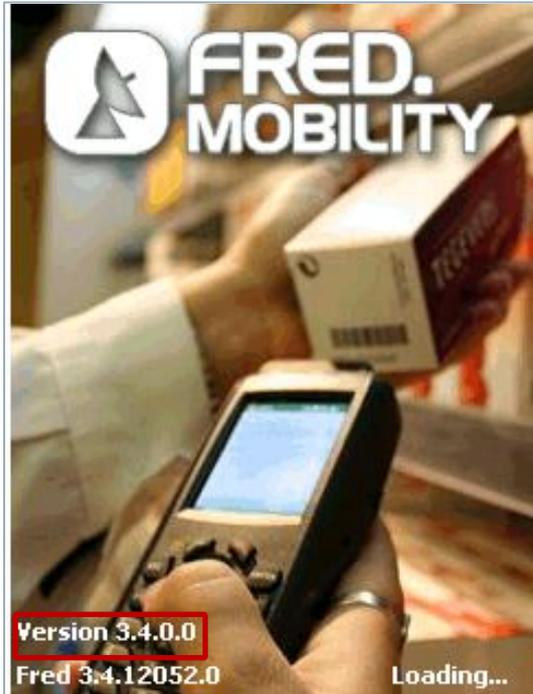
- ▶ Press either the **[Alpha]** key, *Yellow* function key or *Blue Modifier* to toggle "off" the setting and go back to numbers.



Key	Description
A Alpha key	Alternate between numeric and alphanumeric characters.
B Yellow function key	Press before a standard key to enable the character printed yellow above the key.
C Blue modifier	Press before a standard key to enable the character printed blue above the key.

UPDATING FRED MOBILITY

Before troubleshooting Fred Mobility, ensure that the current Fred Mobility software version matches the current software version of Fred Office.



Fred Mobility updates are released generally around the same time when Fred Office updates become available. When Fred Mobility updates become available, the device will prompt you to update and install the latest software version.

To update the Fred Mobility software version:

- ▶ Click **[OK]** at the *Installation* prompt.



Fred Mobility will begin installing the new software.



Once complete, Fred Mobility displays a confirmation message.





1300 731 888 (local Call Cost)

8.30am - 9.00pm (EST) Mon – Fri

8.30am - 5.00pm (EST) Sat, Sun & Public Holidays

Fred Help Centre: <http://help.fred.com.au>

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The word "FRED" in a large, bold, dark teal, sans-serif font.