Having trouble with your LevelUp scanner?

These tips will help you get back up and running!

Is your scanner working?

- **What's normal?** A properly functioning scanner should display a pulsing white light and should light green when a QR code is flashed.

- **Scanner stuck on green?** This could indicate that the hardware has failed and that a replacement is needed.

- **Unlit scanner?** This indicates that the scanner lacks the necessary power or that the hardware has failed.

- **Scanner flashing red?** This may indicate that there is a problem with the transmission of data from the scanner to your POS terminal.

If the scanner is behaving abnormally, you'll want to troubleshoot the scanner; we'll cover these steps next!

Scanner Troubleshooting

- **Step 1**: Try changing the **USB port on the register.**
  - Typically, ports 1 & 2 pull from the same power source. If the scanner is plugged into port 1, please try port 3 or port 4.
- **Step 2:** Try swapping the **scanner to another register.**
  - Is the behavior repeated on another terminal? If so, this may indicate that the problem is hardware related.

- **Step 3:** Try swapping out the **scanner cable.**
  - A connection problem may arise if the scanner cable is damaged in any way.

Does your scanner connect to the register **via Bluetooth?** If so, please turn to the next page for troubleshooting your Bluetooth connection.

Bluetooth troubleshooting

- Some scanners connect to the POS system **via Bluetooth.**
- If this is the case with your hardware setup, please try **forgetting the device** in your Bluetooth settings and attempt to **repair the scanner** with your POS system.
  - To **repair the scanner**, unplug the scanner to power it down. Plug the scanner back into the power source and wait until you see the pulsing white light on the scanner. This may take a few moments.
  - Once you see the pulsing white light, **scan the Bluetooth pairing code**, and the scanner will **flash a bright blue color**. It's now ready to pair!
  - Head to your POS system's Bluetooth settings and and reconnect the scanner. After that, please **attempt a test transaction** to see if your issue is resolved.

Not a hardware failure?

If you have determined that the behavior you're experiencing is not due to an issue with the LevelUp hardware, another troubleshooting step you can take is to **restart your LevelUp interface service**. If your POS system is hosted locally on a master terminal or on a back-of-house computer, you'll be able to attempt this troubleshooting step.

If your POS system is not hosted locally, please note that you will be unable to attempt this troubleshooting step.

Restarting your LevelUp service:

- Click the Start menu on your back-of-house terminal; select 'Run' or hit CTRL + R to search files
- Type in 'services.msc' and hit Enter on the keyboard
- A new window will open that looks like the image opposite this text
- Locate 'LevelUp Interface Service' and right click on the service.
- Select "Start the service" or "Restart the service," depending on the options presented in the left-hand panel
- Close the Services window and attempt to run a test transaction

If the test transaction is successful, this means that your LevelUp service is running properly and you'll be good to go!
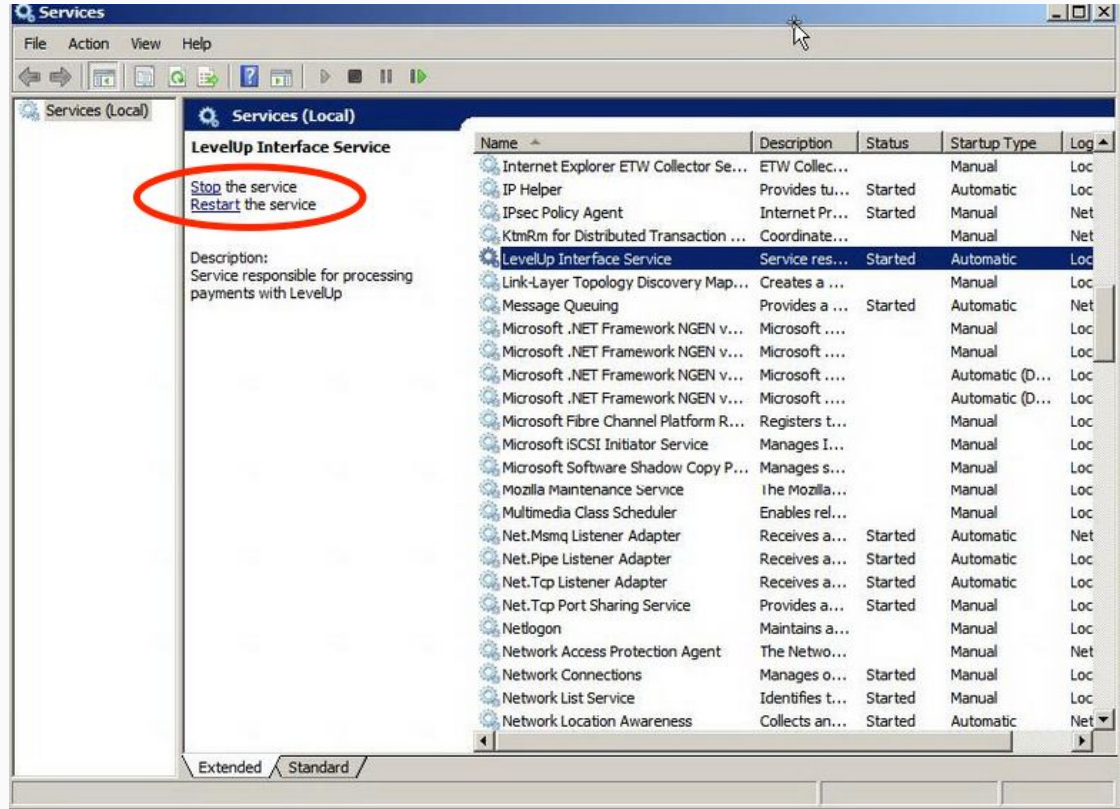
Still having trouble? Reach out to Support!

If you have attempted all the troubleshooting steps in this guide and the issue you're experiencing is still unresolved, please reach out to our Support team as soon as possible. Our agents will be able to diagnose the problem at hand and escalate the unresolved issue to the proper team here at LevelUp.

Our Support team is available 24/7 and can be reached by phone at 855.538.3542 or by emailing us at support@thelevelup.com. Please call at a time that is convenient for you, ideally when you have 10-15 minutes free for troubleshooting. We look forward to hearing from you soon!