CertaScan Reminders and Tips

Top Tips:

1) System must be plugged into a power outlet Before & After each use.

2) Keep the laptop lid OPEN at all times.

3) Use your normal PDI Sani Cloth wipes to disinfect the system. You can use these "purple/gray top" wipes to clean the entire system.

Security Photo:

1) Point the camera directly at the baby's nose.

2) The camera should be 15 inches away from the baby so the camera can focus correctly.

1) Hold the camera still after you press the capture button until you see the confirmation screen.

Footprint Tips:

1) If your footprints are too light, you need to use an Alcohol Wipe to add moisture.

2) If your footprints are too dark, you need to remove the foot from the scanner and let it dry slighting before placing it back on the scanner.

3) Once you are happy with the footprint preview on the screen press the capture button.

Saline or Ultrasound Gel

Data Entry:

1) Scan the baby's ID band when prompted. Most locations use the same barcode they would if they were giving the baby medication.

2) Triple check the information before you close out the session. Once the session is completed you CANNOT go back and edit the information.

3) *You can redo the session if you made a mistake and didn't catch it before you completed the session.*

4) If you need the information changed, please email the customer ID number along with the information that needs updating to support@certascantek.com. Edits take 72 hours to take effect.

5) THE CHANGES WILL ONLY UPDATE THE MASTER RECORD AND THE firstfootprint.com WEBSITE. This will make it so that when the parents login to customize their keepsake, they will see the correct information. THE HOSPITAL KEEPSAKE WILL STILL SHOW THE ORIGINAL INCORRECT INFORMATION.

CertaScan Support 1-800-240-9232   support@certascantek.com

Having Trouble?

How to Reboot the system

1) Press the Windows key at the bottom left of the keyboard.

2) When the menu appears on the bottom left of the screen, click on the **"Power icon".**

3) You will see three options appear. Please select **"Restart".**

Please NEVER use Control-Alt-Delete
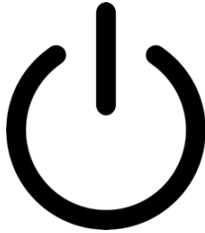
Troubleshooting Tips:

Remember to keep the system plugged in BEFORE & AFTER each session to ensure you have power to complete a footprint session. Also keep the laptop lid OPEN so the system doesn't go into sleep mode.

My Barcode Reader isn't scanning barcodes or is beeping constantly.

Locate the electrical can underneath where the barcode reader sits and turn the key to the right to open. ALWAYS UNPLUG THE CART FROM THE OUTLET BEFORE YOU OPEN THE ELECTRICAL CAN.

Follow the cord of the barcode reader into the can and disconnect it from the USB hub.

Reconnect it to the USB hub and reboot the system following the instructions above.

Please note when closing the can that the cables are in the openings and so you don't accidentally close the can on them.

Software is on the loading screen or is the unit screen seems frozen.

Make sure the system is plugged in and Reboot the system using the instructions above.

Footprint Scanner/Security Camera is disconnected.

Locate the electrical can underneath where the barcode reader sits and turn the key to the right to open. ALWAYS UNPLUG THE CART FROM THE OUTLET BEFORE YOU OPEN THE ELECTRICAL CAN.

Follow the cord into the can and disconnect it from the USB hub.

Reconnect the cord back into the USB hub and reboot the system following the instructions above. Please note when closing the can that the cables are in the cutout openings so you do not accidentally close the can on them.

Please report all issues immediately by calling 1-800-240-9232 or by emailing support@certascantek.com