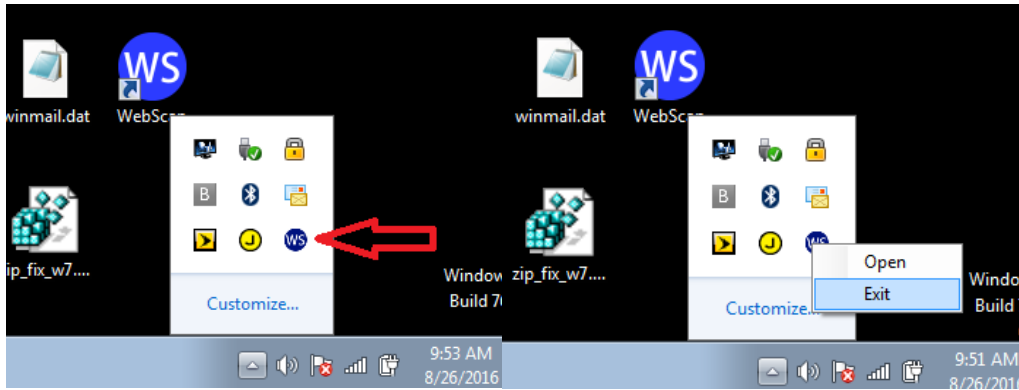
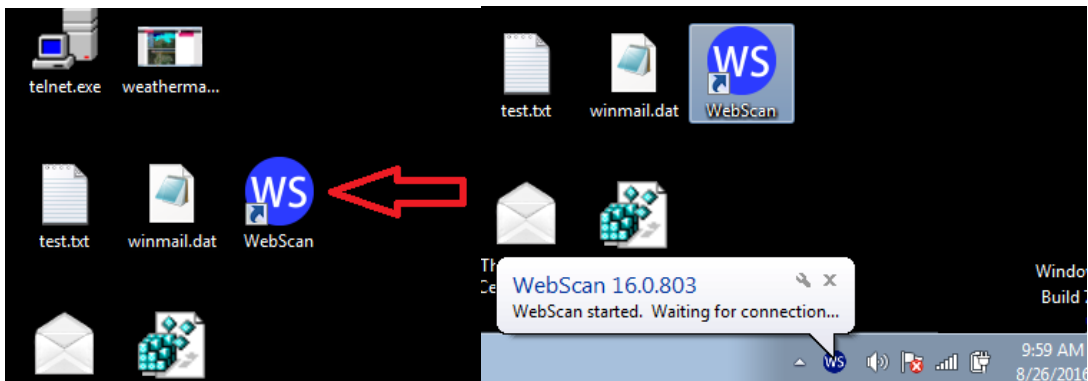


FIS DirectLink Merchant Procedure to Resolve Scanner Connection Error

- 1.) If WebScan is still running, right click on blue WebScan (WS) icon in tray and click exit, the WebScan window will close after the exit is complete.

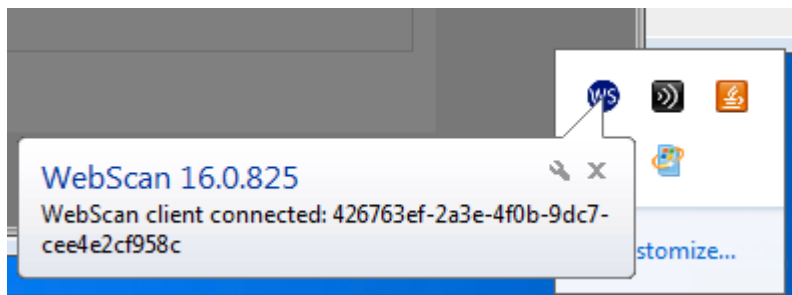
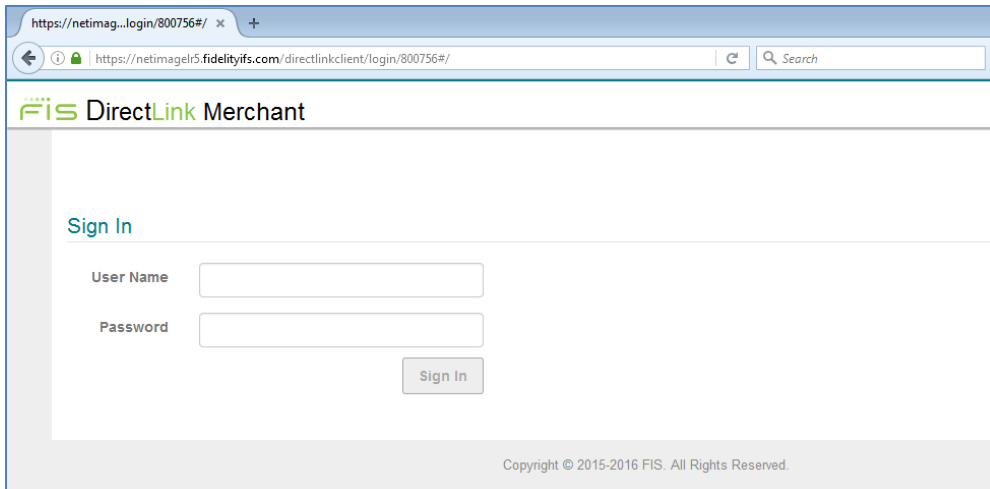


- 2.) Double Click the WebScan (WS) icon located on your desktop to open. The message “WebScan started. Waiting for connection...” is shown in the system tray. This will go away in a few seconds.

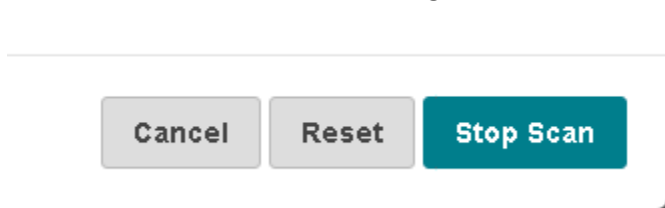


FIS DirectLink Merchant Procedure to Resolve Scanner Connection Error

- 3.) Click on DirectLink Website and sign in. When scanning is resumed, you are notified that “WebScan client connected:...”



- 4.) If there is still an issue with scanning, exit out of scanning by selecting “Stop Scan” or “Cancel”



- 5.) On the back of the scanner there is a toggle switch to turn off the scanner, the scanner LED lights will be turned off. (Note some scanners do not have a power switch, if so unplugged power cord).
- 6.) Turn the scanner power back on (or plugged power cord back in). The scanner LED light will turn back on.
- 7.) Select the DirectLink Merchant Capture button to begin capture again.
- 8.) If error still exists screen shot the error and contact support.