

Before You Call About ...



CompactPad™



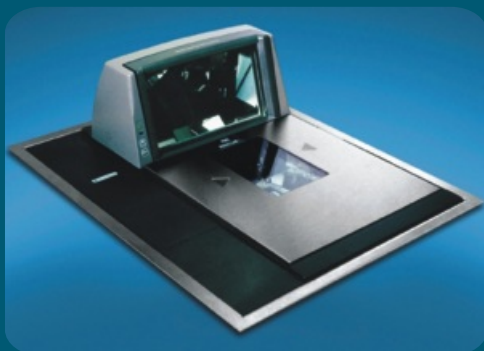
Low Profile Pad



SlimPad™

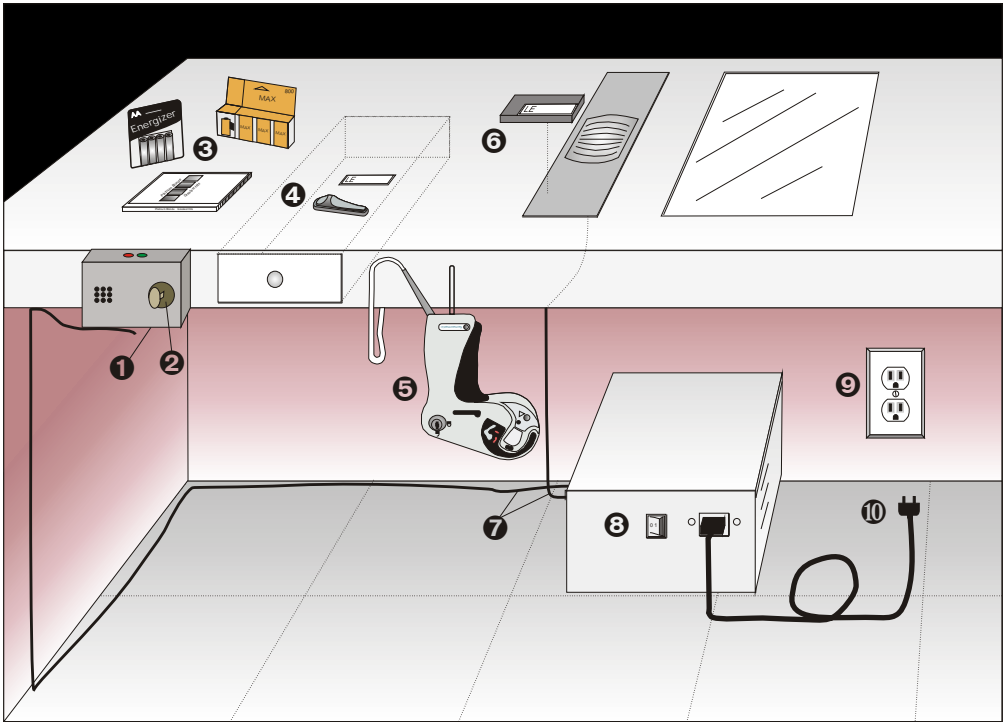


PowerPad™



ScanMax™ IP

ScanMax™ Deactivators



Common Deactivation Problems

Before you call the Sensormatic Customer Response Center because of problems with your deactivator, make sure it does not have one of these easy-to-fix problems.

Won't "thump"

- ! Power switch ③ on power pack is off.
- ! Power cord ⑩ is loose or unplugged.
- ! Wall outlet ⑨ has no power. Plug in another device to check.
- ! Keyswitch ② is turned off. Turn key clockwise to turn on.
- ! Cables ⑦ from power pack to pad or alarm module are loose.

"Thumps" when no item is near

- ! Hand detacher ⑤ or power detacher is within 3 feet of the pad. These items can cause deactivator to thump if they are too close.
- ! A tag ④ or label is within 1 foot of the pad. Look in drawers and under the counter.

Alarms at exit

- ! Cashiers don't deactivate items (especially batteries, CDs, or film ③) because they mistakenly believe it will damage the items.
- ! Cashiers don't put labels ⑥ close enough to the surface of the pad.

Pad	Max distance
PowerPad	6 inches
Low Profile Pad	6 inches
CompactPad	5 inches
SlimPad	5 inches
ScanMax IP	5 inches

If a pad is in magnetic media safe mode, the labels must be put as close as possible to the pad.

"Thumps" but doesn't beep

- ! Volume switch is set low. Move the recessed switch ① on the edge of alarm module to the right.

Sensormatic Customer Response Center
1-800-241-6678

Sensormatic
 securing today's business™

ScanMax, PowerPad, CompactPad, SlimPad, Sensormatic and the Sensormatic logo are trademarks of Sensormatic Electronics Corporation. No part of this guide may be reproduced in any form without written permission from Sensormatic Electronics Corporation. © Sensormatic 2001. All rights reserved.