Set up your Magellan 9800i on two cables

Your Magellan is connected to the till with **two serial cables**. One carries the barcodes, the other the scale, which works out the price itself. This guide starts from the factory settings and takes you to a tested scanner and scale, one barcode at a time. It takes about 25 minutes. You need itsPOS Till 0.5.40 or later (tills update by themselves).

1 **Set the till profile** → 2 **Unplug both cables** → 3 **Scan barcodes 1 to 25** → 4 **Plug in and choose ports** → 5 **Test it**

Which cable goes where

Blue HOST PORT	to the till's **COM1**: barcodes
Green SCALE HOST port	to the till's **COM2**: the scale (Dialog06, the scale works out the price)

If you set the Magellan up on one cable before, these barcodes replace that set-up: barcodes 1 and 2 put everything back to the factory settings first.

Before you start

- **Print this guide at 100% size** (in the print window choose "Actual size", not "Fit to page"), on white paper. Don't scan from a phone or screen.
- Pages 10 and 11 are extra pages. Print them only if your shop has security tags, a handheld scanner plugged into the Magellan, or a reader on an arm above it.
- Do the set-up when this till isn't serving customers: it can't scan or weigh for sales until the test is done.
- Have a **blank sheet of paper** ready to cover barcodes, and a pen to tick the boxes.
- **For the test at the end:** a product, an itsPass code on a phone, and something you know the weight of, for example a 1 kg bag of sugar.
- **Use only this guide.** It has no Enter/Exit barcodes, so don't mix it with an older Magellan guide.
- Only an **Owner** or **Admin** can choose the scanner's and the scale's ports at the till.

1. Set the till profile (back office, done by itsPOS support or the Owner)

1. In **app.itspos.io**, open **Settings › Till profiles** and the profile your tills use.
2. Under **Scanner**, choose **Scanner on its own serial port (RS-232)**.
3. Under **Scale**, choose **Datalogic Magellan 9800i (Dialog06: the scale works out the price)**.
4. Press **Save changes**. The tills show **Scale needs re-checking** and **Not for trade use**: that's expected (see page 8).

2. Unplug both cables from the till

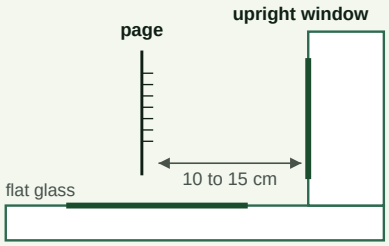
Unplug the cables at the **till end (COM1 and COM2)** before you scan barcode 1. Datalogic warns that changing the cable type while it's plugged in can damage the scanner or the till's port. Leave the Magellan's power on.

3. Scan barcodes 1 to 25, one at a time

Barcode 1 puts the Magellan back to its factory settings, and barcode 2 sets the HOST PORT to RS-232 Standard (barcodes only). Barcodes 3 to 12 turn on what the till needs, including QR codes for itsPass and fresh food barcodes. Barcodes 13 to 15 are for codes on phone screens, and barcode 16 tells the Magellan it has no top-down reader. Barcodes 17 to 19 set the SCALE HOST port to Dialog06. Barcodes 20 to 25 make sure the HOST PORT runs at the speed the till expects.

For each barcode:

1. Cover the other barcodes on the page with a sheet of paper, or fold the page.
2. Hold the page 10 to 15 cm from the upright window, with the barcode facing it.
3. The Magellan gives a short run of beeps and restarts by itself. This takes 2 to 3 seconds. Take the page away.
4. Tick the box, then scan the next barcode.



The Magellan seen from the side

Good to know:

- Every barcode is complete on its own: one scan sets it and saves it.
- Scan the barcodes in order, and keep the platter empty until the test.
- **No beeps?** Move the page slowly nearer and further away, and tilt it slightly.
- **Six very quick chirps?** The Magellan refused the barcode. Check that the others are covered and scan it again.

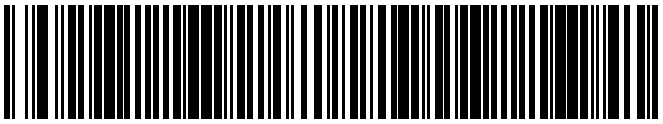
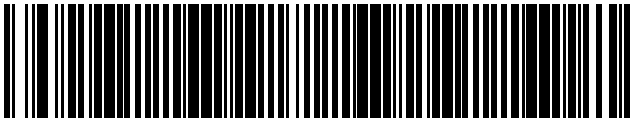
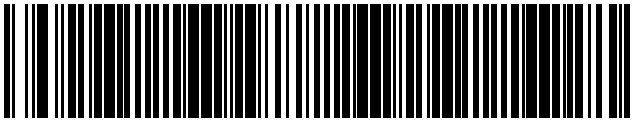
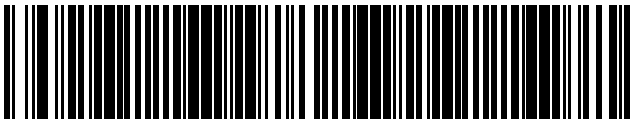
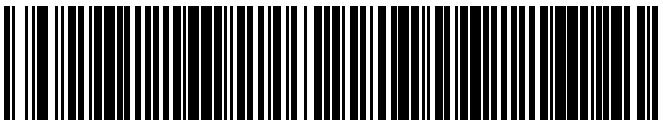
Barcodes 1 and 2: start here

These two clear every other setting. After them, always scan all the barcodes that follow.

No.	Setting	Scan this	Done
1	**Back to factory settings** Clears every setting from an earlier set-up. The cable type stays as it was. `Datalogic code 7FFC00`		☐
2	**HOST PORT: RS-232 Standard (barcodes only)** Scan it with both cables unplugged from the till. Don't use the RS-232 Single Cable barcode from the one-cable guide here. `Datalogic code 000105`		☐

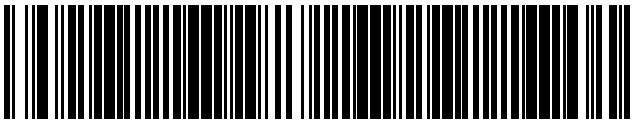
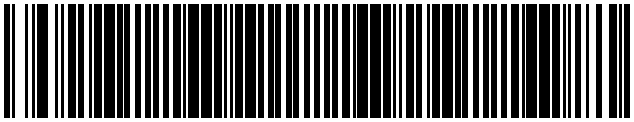
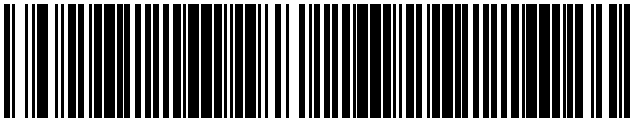
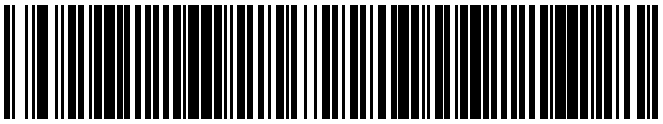
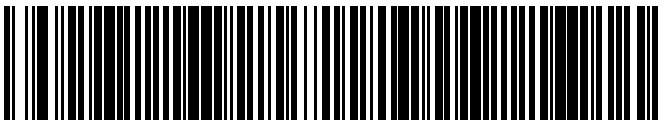
Barcodes 3 to 7: what the till needs

One barcode at a time · cover the others · wait for the beeps and the restart · tick the box

No.	Setting	Scan this	Done
3	**Code type prefix on (Global AIM ID)** Adds a short code that tells the till what kind of barcode it is. `Datalogic code 03A901`		☐
4	**Label ID off** Turns off the Magellan's own letter in front of each barcode. `Datalogic code 020500`		☐
5	**Scale goes back to zero between weighings** The scale gives no second weight until it has been back at zero. `Datalogic code 040802`		☐
6	**Can't force a weight while an item hangs over the edge** Switches off the button that overrides the edge guard. `Datalogic code 046300`		☐
7	**QR codes on (itsPass)** QR codes are off from the factory. itsPass codes need them. `Datalogic code 03D701`		☐

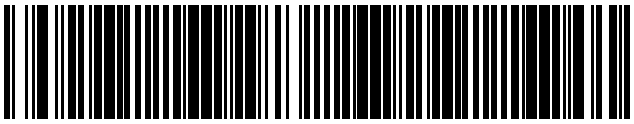
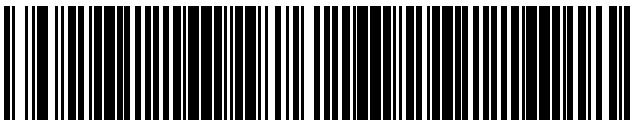
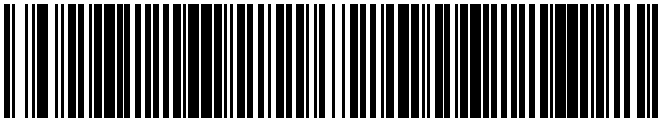
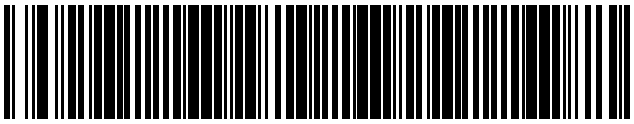
Barcodes 8 to 12: QR codes, Data Matrix and fresh food barcodes

One barcode at a time · cover the others · wait for the beeps and the restart · tick the box

No.	Setting	Scan this	Done
8	**GS1 QR codes on** QR codes that hold product details in the GS1 format. `Datalogic code 047501`		☐
9	**Data Matrix on** The small square codes printed on some packs. `Datalogic code 010001`		☐
10	**GS1 Data Matrix on** Batch and use-by codes. `Datalogic code 047401`		☐
11	**GS1 DataBar on (fresh food labels)** The small barcodes on loose and fresh food. `Datalogic code 04D001`		☐
12	**GS1 DataBar Expanded on** Fresh food barcodes that also hold a weight, a price or a date. `Datalogic code 04D101`		☐

Barcodes 13 to 16: phone screens and the top-down reader

One barcode at a time · cover the others · wait for the beeps and the restart · tick the box

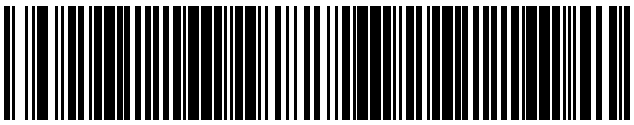
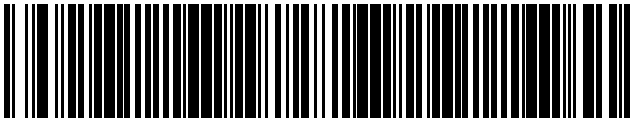
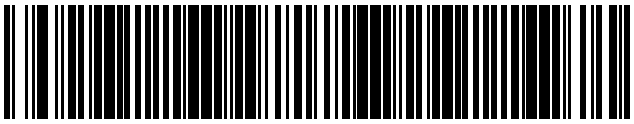
No.	Setting	Scan this	Done
13	**Phone screens: reading always on** So the Magellan reads a code shown on a phone, such as an itsPass. `Datalogic code 046702`		☐
14	**Phone screens: frame rate 20%** How often the Magellan looks for a phone screen. `Datalogic code 047101`		☐
15	**Phone screens: read at the two main windows** The flat glass and the upright window. `Datalogic code 046D03`		☐
16	**No top-down reader (TDR off)** Tells the Magellan there is no reader on an arm above it. If yours has one, scan this anyway, then do extra page 2. `Datalogic code 046000`		☐

Barcodes 14 and 15 are for newer Magellans. If yours answers one of them with six very quick chirps, carry on with the next barcode, and tell us if a phone doesn't scan in the test.

Barcodes 17 to 19: the scale (SCALE HOST port)

These make the scale work out the price and clear it after each weighing, so an old price is never used again.

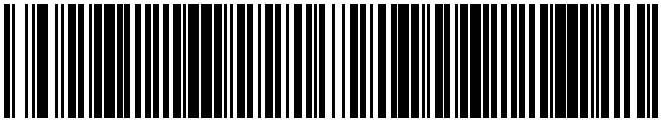
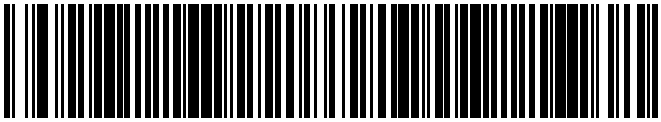
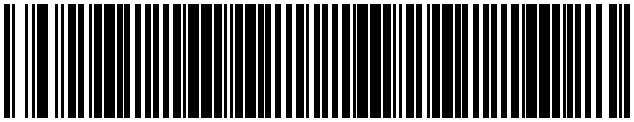
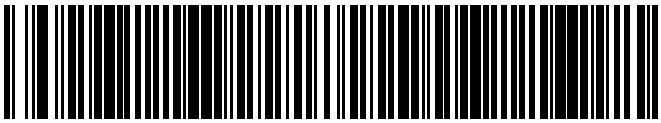
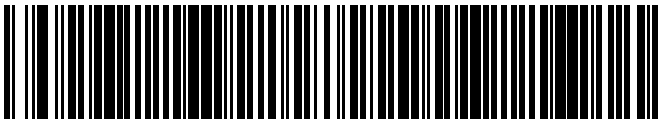
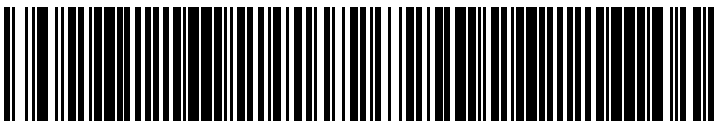
One barcode at a time · cover the others · wait for the beeps and the restart · tick the box

No.	Setting	Scan this	Done
17	**SCALE HOST port: Dialog06** The scale works out the price. `Datalogic code 040411`		☐
18	**SCALE HOST port speed: 9600** The speed the till uses on COM2. `Datalogic code 041304`		☐
19	**Clear the price after every weighing** So an old price is never used again. `Datalogic code 041708`		☐

Barcodes 20 to 25: the HOST PORT's speed

These are the factory settings for the HOST PORT. Scan them to be sure an earlier set-up didn't change them.

One barcode at a time · cover the others · wait for the beeps and the restart · tick the box

No.	Setting	Scan this	Done
20	**HOST PORT speed: 9600** Datalogic code 001D01		☐
21	**HOST PORT: 8 data bits** Datalogic code 009B01		☐
22	**HOST PORT: 1 stop bit** Datalogic code 002200		☐
23	**HOST PORT: no parity** Datalogic code 001F00		☐
24	**HOST PORT: no hardware handshake** Datalogic code 020F00		☐
25	**A carriage return after each barcode** Marks the end of each barcode for the till. Datalogic code 031E0D00		☐

All 25 boxes ticked?

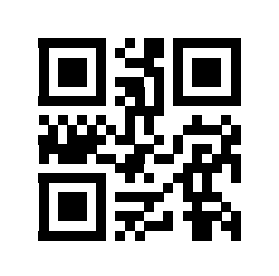
Go on to step 4 on the next page. If your shop has security tags, a handheld scanner plugged into the Magellan, or a reader on an arm above it, scan its extra page first: pages 10 and 11.

4. Plug both cables back in and choose the ports at the till

1. Plug the **HOST PORT** cable into **COM1** and the **SCALE HOST** cable into **COM2**.
2. On the till, open **Settings › Hardware** and press **Change** on the **Scanner** row. Tap **COM1** and press **Save**. The row says **Connected on COM1**.
3. Press **Change** on the **Scale** row. Choose **COM2** and press **Turn on** (**Save** if the scale was already on). The row says **Connected on COM2** and **The scale works out the price**.
4. The till never uses one port for both: the port the other device uses is greyed out.

5. Test it

On the till, open **Settings › Hardware**. Tests 1 to 4 use **Test scan** on the **Scanner** row. Tick each test when it works.



Test QR code
`ITSPOS QR TEST 123`

1. **A product:** press **Test scan** and scan a product. The till says **The scanner works**. ☐
2. **The test QR code:** scan the code on this page. The till shows **ITSPOS QR TEST 123**. ☐
3. **An itsPass on a phone:** show an itsPass code on a phone to the upright window: brightness full, 10 to 15 cm away, tilted slightly. No itsPass to hand? Take a photo of the test QR code and show the photo. ☐
4. **Fresh food:** scan a fresh food barcode if you have one. ☐
5. **Weight:** wait 15 minutes after switching on. On the **Scale** row press **Read weight**. The till sends a test price of £1.00 per kg. Put something you know the weight of on the platter (for example a 1 kg bag of sugar), press **Weigh**, and press **Yes** if it shows the right weight and price (1.000 kg · £1.00). ☐
6. There is no **Zero** button for this scale: zero it with the Magellan's own zero button.

A test fails? See "If something doesn't work" on page 9.

Selling by weight: "Not for trade use" until it's checked

In the UK, a scale used to sell by weight must be approved, and the scale and till must be checked together in your shop. Until an approved verifier or Trading Standards has done that and an **Owner or Admin** has switched on trade use in **Settings › Compliance › Weighed goods** (ticking the declaration), the till shows **Not for trade use** and won't sell a weighed item from the scale; that's expected, not a fault. We have asked Datalogic to confirm its UK approval covers this set-up with a PC till: ask your verifier, and us, before you switch on trade use. Changing the scale's port or cable later switches trade use off again.

If something doesn't work

What happens	What to do
A setting barcode gives no beeps	Cover the other barcodes and hold the page 10 to 15 cm from the upright window, or flat and face down about 10 cm above the glass. Move it slowly nearer and further away. If the Magellan's lights are off, wave a hand in front of the upright window to wake it. Make sure you printed at 100% size.
Six very quick chirps and no restart	The Magellan refused the barcode. Check that the other barcodes are covered and scan it again. Still the same: take everything off the platter, pull the Magellan's power plug, wait 30 seconds, plug it back in and scan the barcode again.
The green light flashes slowly, one second on and one second off	The Magellan is waiting for setting barcodes, usually after an Enter/Exit barcode from an older guide. Take everything off the platter, pull its power plug for 30 seconds, plug it back in and scan the barcode again.
The **Scanner** row says **Choose the scanner's port**	An Owner or Admin presses **Change** on the **Scanner** row, taps **COM1**, then **Save**.
The Magellan beeps but no barcode reaches the till	Check the cable is in the blue **HOST PORT** and in **COM1**. Still nothing: unplug both cables from the till and start again from barcode 1.
Scanner disconnected, or **Can't open the scanner's port**	Check the HOST PORT cable at both ends. If an old till program is still installed on the computer, close it: a port can only be used by one program at a time. The till tries again by itself every few seconds.
COM2 is the scale's port (or **COM1 is the scanner's port**)	Each cable has its own port: HOST PORT to COM1, SCALE HOST to COM2. Choose the other port.
Barcodes arrive with a letter in front, for example F5012345678900	Scan barcodes 3 and 4 again.
Products scan, but the test QR code, itsPass codes or fresh food barcodes don't	Scan barcodes 7 to 12 again. Still the same: unplug both cables from the till and start again from barcode 1.
The test QR code scans from paper, but not from a phone	Scan barcodes 13 to 15 again. Turn the phone's brightness up, hold it 10 to 15 cm from the upright window and tilt it slightly. The code must be dark on a white background: if the phone shows it white on black, switch off dark mode.
Scale not responding, **The scale isn't answering** or **The scale didn't accept the till's message**	Check the SCALE HOST cable is in **COM2** at both ends and the Magellan is on, then scan barcodes 17 to 19 again. If it keeps happening, call us; don't change the scale's other settings.
Press zero on the scale	Take everything off the platter and press the Magellan's zero button. If it keeps coming back, call us.
Make sure the item is fully on the scale	Something hangs over the edge. Move it onto the platter.
The scale is set to pounds	The scale must weigh in kilograms, and only an approved verifier may change it. Call us.

Need help?

The itsPOS support team is here 08:00 to 20:00 every day except Christmas Day.
Call or WhatsApp: +44 7488 880320 · **Email:** support@itspos.io
The full guide: **itspos.io/help/hardware/magellan-9800i-two-serial**
Tell us your shop's name and the till's name, and the number of the barcode that gave trouble. Send a photo of the Magellan's cables and of the till's **Settings › Hardware** screen.

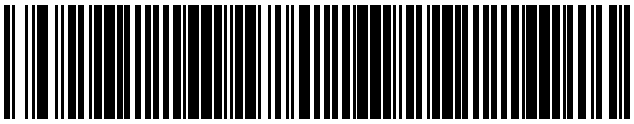
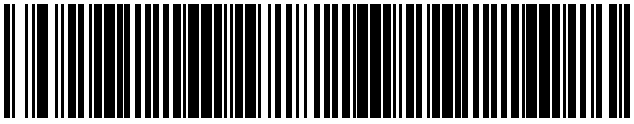
Built from Datalogic's Magellan 9800i Product Reference Guide and settings from Datalogic support. Datalogic and Magellan are trademarks of their owner. itsPOS by IT SOLVER LTD · itspos.io · 27 November 2026

Extra page 1: security tags or a handheld scanner

Skip this page if your Magellan has no security tag deactivator and no handheld scanner plugged into it.

Otherwise scan **only the line you need**, the same way as the other barcodes: once, then wait for the beeps and the restart. Your security system installer can tell you which tag system you have. Scanned a line you don't need? Call us, or start again from barcode 1.

One barcode at a time · cover the others · wait for the beeps and the restart · tick the box

No.	Setting	Scan this	Done
A	**Security tags: Sensormatic** The Magellan deactivates the tag when it reads the barcode. `Datalogic code 058001`		☐
B	**Security tags: Checkpoint, wired active high** `Datalogic code 00F901`		☐
C	**Security tags: Checkpoint, wired active low** `Datalogic code 00F900`		☐
D	**A handheld scanner plugged into the Magellan's AUX port** `Datalogic code 050901`		☐

Done? Go on with step 4 on page 8.

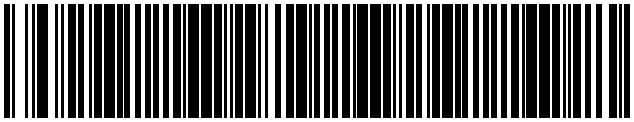
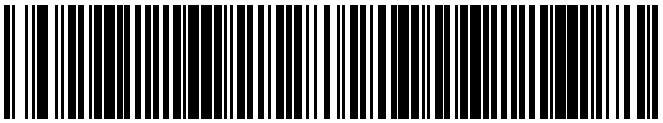
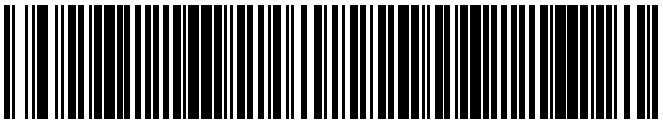
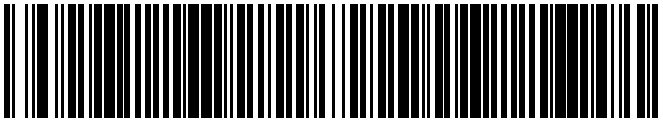
Extra page 2: a top-down reader with its customer-facing reader

Skip this page unless your Magellan has a reader on an arm above the scanner.

That arm is a top-down reader (TDR). It also holds a small reader that faces the customer. Most Magellans have neither. Don't scan this page without one: the Magellan may stop reading phones at its main windows.

Scan **T1 to T4 in order**, after barcode 25 and the same way as the other barcodes. Then go on with step 4. In the test, also pass a product under the arm with its barcode facing up, and show the itsPass code on the phone to the reader that faces the customer.

One barcode at a time · cover the others · wait for the beeps and the restart · tick the box

No.	Setting	Scan this	Done
T1	**Top-down reader on** Switches the reader on the arm back on. Barcode 16 switched it off. `Datalogic code 046001`		☐
T2	**Customer-facing reader on** The small reader on the arm that faces the customer. `Datalogic code 045F01`		☐
T3	**Customer-facing reader reads the same codes as the main scanner** So it reads QR codes such as an itsPass. `Datalogic code 03A800`		☐
T4	**Phone screens: read by the customer-facing reader** Datalogic's factory setting for a Magellan with this reader. `Datalogic code 046D00`		☐

Done? Go on with step 4 on page 8.