

Message

From: Umbleby, Mike [mike.umbleby@walgreens.com]
Sent: 5/24/2012 10:00:29 PM
To: Polster, Tasha [tasha.polster@walgreens.com]
CC: Creek, Cheryl [cheryl.creek@walgreens.com]; Dughri, Darem [darem.dughri@walgreens.com]; Murray Jr, Denman [denman.murray@walgreens.com]
Subject: Sorry this is so late....
Attachments: District Checklist for CII plus 2 Removal_vF.pdf; Store Action Plan CII Plus Two_vF.pdf

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CONFIDENTIAL

WAGMDL00317139

P-25655_00001

District Leadership: Removal of CII and Xanax / Soma

Confidential:

This action plan is confidential and should only be distributed to those who are required to execute the plan and only on the day prior to the activity.

DISTRICT LEADERSHIP ACTION PLAN

Walgreens policy is to cooperate with regulatory agencies and law enforcement consistent with our obligations under applicable state and federal law. The DEA is currently reviewing controlled substance dispensing and distribution practices at certain Walgreen locations.

Walgreens has made the decision to voluntarily and temporarily remove and discontinue dispensing **all CII controlled substances and the drugs Xanax and Soma** (brand/generic and all strengths) from the affected pharmacies beginning Saturday morning May 26, 2012. The store Action Plan will outline the procedures to address patient concerns, remove the controlled substances and prescriptions and respond to any media inquiries.

Although we are implementing this action plan, if the DEA should issue an Immediate Suspension Order (ISO), the previously distributed DEA contingency plan must go into effect.

The district will be notified by corporate leadership that this plan will be activated. Members of district and market leadership must familiarize themselves with the stores' Action Plan.

If you have questions from the Media,

Refer all media questions to Corporate Communications should a newspaper, TV or radio reporter contact you or one of your employees. Please let them know it is company policy to refer all media inquiries to the Corporate Communications department. **Reporters can contact media relations representatives Michael Polzin: (847) 315-2920 or Jim Cohn: (847) 315-2950 directly.**

- If it is outside of normal business hours, the voice mail includes information on contacting Corporate Communications immediately.
- Should a TV station show up in your store with the cameras rolling, please demonstrate the utmost professional courtesy and direct all inquiries to corporate communications. It's best to simply say: "We ask that you direct any questions to our corporate office, and I'll be glad to provide you with that phone number."
- No matter what they ask, you can use that answer to respond to the cameras without having to answer the questions directly. Never attempt to place your hand over the camera or demand the camera be turned off.

District Checklist:

Friday:

- Review store Action Plan.
- Notify Pharmacy and Store Managers of the action plan. They should be present from 7pm till completion of Store Action Plan.
- Confirm that message has been communicated to the entire store staff.
- Create a coverage plan so that a Pharmacy Supervisor or District Manager is present at each affected location by 7pm on Friday. Remain at each location to ensure procedures are completed.
- Arrange for additional support staff at the affected store after 7pm on Friday to complete the inventory process within 4 hours.
- Ensure each affected store understands the procedures and has printed copies stored in the *pharmacy* and the *office*. The plan should have the neighboring store identified.
- Contact neighboring stores to ensure they are aware of action plan at affected store and are aware to follow usual procedures for transfers.
- Verify that the affected store has received the DEA 222 forms by noon to support the process.
- Ensure the Store Action Plan begins at 7pm and is completed.
- Schedule a pharmacist to be at the store at 7am. An AIT Worldwide Logistics courier will pick up salvage claim boxes for return.

Saturday:

- Ensure that the store is following new procedures outlined in the store action plan.
- Remind your affected store that although their DEA registration has not been suspended, the pharmacy can no longer be in possession of or dispense any C-II controlled substance or Xanax / Soma products.
- The affected pharmacies may only accept prescriptions for Xanax and Soma products for the purpose of transferring to other pharmacies. For CII prescriptions, assist the patient in finding another Walgreens location that can fill the prescription.
- Ensure that the impacted controlled substances have been removed and shipped.

Store Action Plan (CII and Xanax/Soma)

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STORE LEADERSHIP ACTION PLAN

Walgreens policy is to cooperate with regulatory agencies and law enforcement consistent with our obligations under applicable state and federal law. The DEA is currently reviewing controlled substance dispensing and distribution practices at certain Walgreen locations.

Walgreens has made the decision to voluntarily and temporarily remove and discontinue dispensing **all CII controlled substances and the drugs Xanax and Soma** (brand/generic and all strengths) from the affected pharmacies beginning Saturday morning May 26, 2012. The store Action Plan will outline the procedures to address patient concerns, remove the controlled substances and prescriptions and respond to any media inquiries.

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- No matter what they ask, you can use that answer to respond to the cameras without having to answer the questions directly. Never attempt to place your hand over the camera or demand the camera be turned off.

Procedures:

Friday

- Store and Pharmacy Managers to complete the following:
 - Inventory teams will be assigned by district leadership and should consist of at least four technicians and one pharmacist.
 - Store manager should verify that their store has at least 4 working telxons. If a store has less than the required telxons, additional telxons may be brought from other stores and reassigned.
 - Store manager should ensure that their store has adequate supplies to support the inventory returns process. Supplies include: 10-15 boxes (prescription vial boxes are preferred), packing tape, and use diapers in a ziplock bags as packing material for liquids

ALL INSTRUCTIONS REFER TO THE FOLLOWING PRODUCTS ONLY :

- All CIIs
- All strengths of **Xanax** and **Soma** including their generics
- Inform team members of situation and Store Action Plan
- Patients must stay and wait when filling the impacted controlled substance prescriptions. Stores should mark the prescriptions as urgent.
- Complete all partial fills for these drugs. Do not create any new partial fills or OOSs.
 - Tell patients that we are out of stock and offer to help the patient find another store ensuring the patient pays the appropriate amount.
- Inventory:

Your store will be assigned an inventory team to perform a Controlled Substance Salvage Return. The team will generate salvage claims for impacted drugs. Due to time limitations the team will arrive at 7:00 PM Friday night and must be finished by midnight. Reminder: SIMS is unavailable each night at 1:00 AM.

Stores will receive a SIMS Inventory On-hands (IOH) report via e-mail, which will include impacted controlled substances with inventory in the SIMS system. Inventory teams should use this report as a guide to help them identify drug items to return. The report is generated 24 hours in advance and may not reflect current on-hand quantities. All returns must be done in exact counts; the process will be described in detail below.

- a. Store Manager and Pharmacy Manager shall:
 - i. Locate their DEA 222 forms (should have been delivered on Thursday.) Contact Barb Martin immediately (847-315-3044 or 224-235-2522) if you have not received your DEA 222 forms.
 - ii. Print SIMS on hand inventory report received
 - iii. Ensure all supplies are there
 - iv. Locate the Telxons
 - v. Reprogram additional Telxons from another store. See Appendix for details on how to reprogram.
 - vi. Create the AS400 back-up delay
 1. Sign-on to SIMS
 2. F12

3. Tab to Special and <enter>
 4. Page down three times
 5. Choose “Delay Today's Back-up”
- b. Inventory team and Pharmacy Supervisor and / or District Manager arrive at store by 7:00 PM.
 - i. Create SIMS sign on when inventory team arrives
 - c. Assign team members
 - i. 2 technicians and 1 pharmacist for CII salvage
 - ii. 1 technician for Xanax and Soma salvage

Start inventory count procedures for authorized controlled substance salvage claim

- Salvage CII Return:
 - a. Ready Prescriptions
 - i. All CII prescriptions not sold to patient at the end of business (10:00 PM for 24 hour stores) should be deleted and quarantined for return.
 - ii. Process as customer returns in SIMS and remove HIPAA information.
 - iii. Save the leaflets to locate hardcopies and call patients on Saturday.
 - b. Obtain the pre-populated DEA 222 forms
 - i. Stores will automatically receive a completed DEA 222 form from Genco to return CII drugs. The quantities entered on the form reflect current inventory on-hand quantities as of 5/22/12.
 - c. Create a CII salvage claim following the current process:

Stoynet -> Rx -> Rx Inventory Mgt -> CII->CII Drug Returns -> Other Rx Claim Process
 - d. Starting with line 1 of the first DEA 222 form, locate the first item and begin return process
 - i. Compare the actual inventory amount listed on the DEA 222 Note: Full and partial quantities for CII items are listed on separate lines
 - ii. Begin scanning product to create claim
 - iii. If any actual on-hands are greater than those in SIMS, the on hand quantities must be adjusted to reflect current quantity.
 - iv. Continue to process in the order presented on the DEA 222 form
 - v. Do not split the contents of a DEA 222 form between 2 boxes, however multiple forms can be included in one claim as long as they fit into one box.
 - vi. If actual inventory is different from what is listed on DEA 222, adjust the on hand quantity on the form as described in the table below
 1. If actual quantity is less than the amount listed on the DEA 222, manually cross out the quantity and write in the lower value
 2. Hand written changes to quantities on the DEA 222 are permissible only if the actual inventory is **LESS** than what is preprinted.
 3. Stores are **NOT** allowed to return more than the quantity on the DEA 222 form - if the store has additional product to return, they should call Barb Martin at (224)235-2522 or Denny Murray at (224)723-4547.

Guidelines for Adjusting Quantities on DEA 222 Forms

For Dosage Form:	Actions:
<p>If the full bottle quantity listed on the DEA 222 matches the actual inventory of full bottles.</p> <p>and</p> <p>The partial bottle quantity listed on DEA 222 is greater than actual inventory:</p> <p>Example: if the preprinted quantity is 360 (3 full bottles of 100 and 60 partial) and the actual inventory is 330</p>	<p>Change only the partial quantity value on the DEA 222</p> <p>Example: Do not change the 3 full bottles line. Adjust partial bottle line to 30.</p>
<p>If the full bottle quantity listed on the DEA 222 is greater than the actual inventory of full bottles.</p> <p>and</p> <p>The partial bottle quantity listed on DEA 222 matches the actual inventory:</p> <p>Example: if the pre-printed quantity was 360 (3 full bottles of 100 and 60 partial) and the actual inventory is 260</p>	<p>Change only the full quantity value on the DEA 222</p> <p>Example: Adjust full bottles line to 2. Do not adjust partial bottle line at 60.</p>
<p>If the full bottle quantity listed on the DEA 222 is greater than actual inventory of full bottles</p> <p>and</p> <p>The partial bottle quantity listed on DEA 222 is less than actual inventory:</p> <p>Example: if the pre-printed quantity was 360 (3 full bottles of 100 and 60 partial) and the actual inventory is 290</p>	<p>Cross out the partial quantity (zero it out). Reduce the full quantity to a decimal fraction of the full quantity.</p> <p>Example: The actual inventory quantity is 290, adjust the partial quantity to zero and the full quantity to 2.90.</p>
<p>If preprinted quantity is less than actual inventory</p> <p>Example: if the pre-printed quantity was 360 (3 full bottles of 100 and 60 partial) and the actual inventory is 470</p>	<p>Return the quantity listed on DEA 222. Quarantine remaining product. On Saturday, contact Barb Martin at (224)235-2522 or Denny Murray at (224)723-4547.</p> <p>Example: Return 360. Do not change full bottle quantity or the partial bottle quantity.</p>
<p>For patches, lozenges, suppositories and other items measured as “each”</p> <p>Example: 37 patches that are packaged in 5’s</p>	<p>Reminder: You can only reduce the quantity listed.</p> <p>Example: Quantity would be 37, not 7.4.</p>
<p>For Liquids the quantity should reflect the total number of mL’s. Do not use decimals.</p> <p>Example: 150 mL of liquid that is packaged in 120 mL</p>	<p>Reminder: You can only reduce the quantity listed.</p> <p>Example: Quantity would be 150, not 1.25.</p>

Store Action Plan – Removing CII plus Xanax and Soma

- e. If any quantities are changed on the DEA 222 form, the store must include a photo copy of the altered form in the return claim box with the controlled substance products
- f. If necessary, Genco will reissue a corrected DEA 222 form after the shipment is received.
- g. After posting the claim, cross out the MedTurn information and add in Genco information on each copy of the SIMS return claim
- h. Stores should package the products per protocol.
 - i. All liquids should be wrapped in a diaper and placed in a sealed (Ziploc type) bag
 - ii. No Hazardous materials are accepted, nothing flammable, no aerosols. (If you have any products of this nature, please contact rxinventory@walgreens.com for specific shipping requirements)
- i. AIT Worldwide Logistics will be the courier. Manually create address labels and securely attach to each box addressed to:

Genco Pharmaceutical Services (DEA #: RS0230778)

6101 North 64th Street

Milwaukee, Wisconsin 53218

- j. Stores will need to forward the DEA copy to the local DEA office following standard procedures. Remember to forward any additional corrected DEA 222 forms received at a later date.

- Salvage Return for Xanax and Soma products:

- a. Create a CIII-V salvage claim following the current process:

Storenet->Rx->Rx Inventory Mgt->Returns and Claims->New Rx Returns Process Using RF Device

- b. If any actual on-hands are greater than those in SIMS, the on hand quantities must be adjusted to reflect current quantity.
- c. Ready Prescriptions
 - i. All Xanax and Soma prescriptions not sold to patient at the end of business (10:00 PM for 24 hour stores) should be deleted and quarantined for return.
 - ii. Process as customer returns in SIMS and remove HIPAA information.
 - iii. Save the leaflets for calls to patients on Saturday.
- d. Automation
 - i. Remove all Xanax and Soma products, place in prescription vial and label with drug name manufacturer, NDC, lot number, expiration date and exact count.
- e. Stores should package the products and send by AIT Worldwide Logistics to:

Walgreen Rx Return Center

4400 Highway 19

Windsor, WI 53598

- i. Use the address label that prints once a claim is posted. Securely attach this label to each box

- Walk-through
 - a. As sections are completed, a pharmacist will do an inspection of all areas of the pharmacy to ensure that impacted controlled substances have been accounted for; this should include but is not limited to: alpha section, fast rack, automation, compounding section, safe, refrigeration, unit of use, liquid sections and customer return / quarantine.
 - b. The pharmacist will confirm that impacted controlled substances have been removed from the shelves and properly packaged for shipping.
 - c. Verify that all CII shipping labels are being routed to Genco and that all Xanax and Soma products are routed to Windsor.
 - d. Leave boxes in pharmacy for Saturday pick-up.
- Exceptions
 - a. Any product received or found any time after the authorized salvage return should be returned using the appropriate Rx Return Claim process found on StoreNet
- For Questions
 - a. Contact your Supervisor or District Manager immediately.

Saturday

- 7am EST - Rx Inventory Management will arrange for AIT Worldwide Logistics (courier) to pick up of salvage claim boxes for return.
- 9am EST - Corporate will set controlled substance on-hands to zero.
- To prevent the inadvertent dispensing of an impacted controlled substance prescription, a CAP Block will be implemented.
- Begin following Procedures for handling patients with impacted controlled substance prescriptions below.

Procedures for Handling Patients with Impacted Controlled Substance Prescriptions

For patients with impacted controlled substance prescriptions:	Actions:
Saturday Morning - Check work and exception queues for any impacted controlled substance prescriptions.	<ul style="list-style-type: none"> • Inform the patient that we are unable to fill this controlled substance prescription using provided talking points below. • Identify an alternate Walgreen location. • Identify additional prescriptions for the same patient / household (including non-controls). • Transfer prescription(s) accordingly. • If you are unable to speak with the patient, leave a message asking the patient to call the store back. Document calls in exception queue comments with date and time patient called.
Saturday Morning - Using saved leaflets, contact patients that had ready prescriptions that were deleted during salvage return.	
Ongoing - Check OOS queue frequently to identify newly entered prescriptions for impacted controlled substance.	
<p>Ongoing - Accepting prescriptions from patients and prescribers:</p> <p>You may only accept prescriptions for Xanax and Soma products for the purpose of transferring to other pharmacies. For CII prescriptions, assist the patient in finding another Walgreens location that can fill the prescription.</p> <p>If a WCB has gone to the prescriber, accept the authorization then follow the actions on the right.</p>	

Deliveries

- WHSE and vendor controlled substance deliveries for impacted products have been stopped by the corporate office.
- Stores may accept front of store and non-controlled pharmacy products from the warehouse truck.
- Last Central Fill box of Xanax and Soma prescriptions will be delivered Friday morning.
 - Central fill deliveries will continue for all other controlled prescriptions.
- Do **not** interstore any impacted controlled substances from other Walgreens pharmacies
- Do **not** manually order any impacted controlled substances including PDQs.

STORE TALKING POINTS FOR PATIENTS AND PRESCRIBERS

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Response to the question “Why”?

Walgreens has made the decision to voluntarily and temporarily remove and discontinue dispensing certain controlled substances from the affected pharmacies. Because of this, our location will no longer be able to stock or dispense your prescription. We apologize for any inconvenience.

Talking Points for Patients with Impacted Controlled Substance Prescriptions

SAY

“I’m sorry.

Due to a voluntary decision by Walgreens, our store no longer carries this medication.

I can help you locate another Walgreens that will be able to fill the prescription.

We apologize for any inconvenience.”

DO Suggest another Walgreens that is convenient for the patient.

DO Call the other pharmacy and transfer the prescription.

DO Remind the patient that we can still fill most of their other prescriptions. Provide the other store’s address and phone number for the patient’s convenience.

Reminder: If contacting patients by phone, follow all HIPAA guidelines when leaving messages for patients.

Prescriber Messaging

SAY

We have voluntarily stopped dispensing certain controlled substances at this location. However, we are still able to dispense other medications. We will work with your patients to ensure that their prescriptions get filled at another location.

This impacts a small number of our pharmacies and does not affect the sale of all prescription drugs at other Walgreens pharmacies across the country.

DO Accept the prescription and contact the patient to determine another Walgreen location.

DO Call the other pharmacy and transfer the prescription.

Talking Points for Neighboring Stores

Due to a voluntary decision by Walgreens, a small number of Walgreens are currently unable to fill certain prescriptions.

However, our pharmacy is able to fill all medications. The majority of Walgreens are not affected and are able to fill all prescriptions.

Store and Pharmacy Manager Checklist

Friday:

- Store Manager and Pharmacy Manager should review store Action Plan and inform team members.
- Both the Store Manager and Pharmacy Manager should be present from 7pm till completion of Store Action Plan.
- Store Manager must verify that they have 4 working telxons in the store. Additional telxons may be brought from other stores if necessary.
- Store Manager to ensure that their store has adequate supplies to complete inventory return process.
- The Store Manager and Pharmacy Manager must print and review Store Action Plan with all team members.
- Immediately implement the Store Action Plan at open of business.
- Review media policy with all team members.
- Ensure receipt of DEA 222 forms. If not, contact Barb Martin at (847) 315-3044 or (224) 235-2522
- Print SIMS On-Hand Inventory Report received via email
- Reprogram Telxons if received from another store. Ensure Telxons are fully charged for inventory return process.
- Create AS400 back-up delay.
- Ensure inventory return process begins at 7:00pm.

Saturday:

- Ensure a Pharmacist and member of Store Management are present for AIT Worldwide Logistics pick-up at 7:00am.
- Begin following procedures for handling patients with impacted controlled substance prescriptions as outlined in the Store Action Plan.
- Ensure all team members are using the Talking Points provided for patients and prescribers.

APPENDIX

PROCEDURES TO PERFORM A 3 KEY BOOT WITH EDISK ON A PTC 960 OR A PTC 960SL TELXON

1. On the Telxon, have store look in top right corner to determine the model of the Telxon.
 - If a model PTC 960, start at step 2.
 - If a model PTC 960SL, start at step 5.

2. Access the option screen.
 - If the 1-2-3 screen is displayed on the unit, continue with step A.
 - If the Options (Use '!') screen is displayed on the unit, continue with step 3.
 - If any other screen is displayed on the unit, continue with step B.
 - A. Press and hold the H key for 3 beeps to access the Options screen. Continue with step 3.
 - If the H key is unresponsive and screen does not change, continue with step B.

 - B. Power off the telxon. Continue with next step.
 - If unable to power off unit, remove/replace the battery pack so display goes blank. DO NOT POWER BACK ON.Continue with step C.

==>> The Telxon must be powered off in order to proceed with the next step.

 - C. With the Telxon powered off, press and hold the ENTER and SP keys.
 - D. While continuing to hold the ENTER and SP keys, press and hold the ON/OFF key for 5 seconds. Then release only the ON/OFF key. Continue to hold the ENTER and SP keys until the Options screen appears.
 - E. When the Options screen appears, release the ENTER and SP keys.
 - If the 1-2-3 screen appears, press and hold the H key for 3 beeps to access the Options Screen.Continue with next step.
 - If the Option screen does not appear, repeat step B - E.
 - If the Option screen still does not appear, return to original solution and Assign to Shipping Depot for a new handheld.
 - If the option screen appeared, continue with next step.

3. Obtain the IP address of the unit.
 - A. On the Option screen, press the '.' (Period) key once to highlight Unit Information on the screen.
 - B. Hit Enter.
 - C. Record the IP address.

==>> If the message PKT.INI is missing appears, the IP address has been erased from the unit.
Round up the store's working units,

obtain the IP Addresses from the working units, and by process of elimination, choose a IP address that is NOT currently being used.

After determining an IP address, continue with the next step.

- D. Press ENTER to exit the screen.
 - E. Continue with next step.
4. Perform the EDISK procedures on the telxon.
- A. Press the '.' (Period) key twice to highlight Clean Unit.
 - B. Press ENTER. This will wipe out the existing IP Address.
 - C. The screen will display "E DISK is reformatted, Press Enter..." DO NOT PRESS ENTER at this point.
 - D. Quickly press and release the <SP> key, then press and release the <C> key.

==>> The <SP> and the <C> must be pressed in quick succession, otherwise the gun will return to the Options screen. If the gun returns to the Options screen, start again at step 4.

- E. Screen will display 'Terminate batch job (Y/N)?'
- F. Type Y
- G. Telxon will display a prompt 'A>'
- H. Type EDISK.2 (Period '.' will appear as a blank space),
- I. Press ENTER.
- J. The Screen will display 'WARNING - This will destroy the contents of EDISK and reboot. All data will be lost. Are you sure? (Y/N)'
- K. Type Y and press ENTER. The unit will begin to Reboot.
- L. When prompted, input the IP Address obtained in step 3C (using leading 0s in XXX.XXX.XXX.XXX format).
- M. The unit will continue to reboot. When prompted, press Enter.

==>> Display will scroll (display will be very dim), then the 1/2/3 screen will appear. This may take up to 5 minutes. During these 5 minutes, do not power off/3-key boot/ or press any keys.

==>> If the Telxon freezes in the middle of the reboot procedure and the caller is in the Office, have them go onto the sales floor with the Telxon.

There have been instances where the Telxon completes the reboot procedure and the 1-2-3 screen appears.

- If the 1-2-3 screen now appears, return to original document and continue troubleshooting.
- If the 1-2-3 screen does not appear, find the appropriate solution for the current problem.

5. Access the Help Menu.

- If the 1-2-3 screen is displayed on the unit, continue with next step.
- If the HELP Menu is displayed on the unit, continue with step 6.
- If any other screen is displayed on the unit, continue with step B.

- A. Press and hold the H key once to access the Help Menu. Continue with step 6.

- If the H key is unresponsive and screen does not change, continue with step B.

B. Power off the telxon. Continue with next step.

- If unable to power unit off, remove/replace the battery pack so display goes blank. DO NOT POWER BACK ON.

Continue with step C.

==>> The Telxon must be powered off in order to proceed with the next step.

C. With the Telxon powered off, press and hold the ENTER and SP keys.

D. While continuing to hold the ENTER and SP keys, press and hold the ON/OFF key for 5 seconds.

Then release only the

ON/OFF key. Continue to hold the ENTER and SP keys until the Help Menu appears.

E. When the Help Menu appears, release the ENTER and SP keys.

- If the 1-2-3 screen appears, press and hold the H key for 3 beeps to access the Help Menu.

Continue with next step.

- If the Help Menu does not appear, repeat step B - E.

- If the Help Menu still does not appear, return to original solution and Assign to Shipping Depot for a new handheld.

- If the Help Menu appeared, continue with next step.

6. Obtain the IP address of the unit.

A. On the Help Menu, press 2 to select Unit Information.

B. Record the IP address from the Unit field.

- If the message PKT.INI Is Missing appears, the IP address has been erased from the unit. Round up the store's working units, obtain the IP Addresses from the working units, and by process of elimination, choose a IP address that is NOT currently being used.

After determining an IP address, continue with the next step.

C. Press ENTER to exit the screen.

D. Continue with next step.

7. Perform the EDISK procedures on the Telxon.

A. On the Help Menu, select 3 to Clean Unit.

==>> This will wipe out the existing IP Address.

B. The screen will display:

```
File not found A:\P
TC.ASC
File not found
```

```
Unit Cleaned
Press key
```


C. When the message "Unit Cleaned Press Key... " displays, quickly press and release the <SP> key, then press and release the <C> key.

==>> The <SP> and the <C> must be pressed in quick succession, otherwise the gun will return to the Help Menu. If the gun returns to the Help Menu, start again at step 7.

D. Screen will display 'Terminate batch job (Y/N)?'

E. Type Y.

F. Telxon will display a prompt, A>

G. Type EDISK.2 (The period '.' will appear as a blank space).

H. Press Enter.

I. The Screen will display 'WARNING - This will destroy the contents of EDISK and reboot. All data will be lost. Are you sure?'

J. Type Y and press ENTER. The unit will begin to Reboot.

K. When prompted, input the IP Address obtained in step 3C (using leading 0s in XXX.XXX.XXX.XXX format).

L. When prompted, type the date in XX/XX/XX format (do not enter the / between numbers), time (hour, minute) in XX:XX format, AM (yes or no), and the Time Zone.

M. The unit will continue to reboot. When prompted, press Enter.

==>> Display will scroll (display will be very dim), then the 1/2/3 screen will appear. This may take up to 5 minutes.

During these 5 minutes, do not power off/3-key boot/ or press any keys.

- If the 1-2-3 screen now appears, return to original solution and continue troubleshooting.
- If the 1-2-3 screen does not appear, find the appropriate solution for the current problem.