

Welcome to Locale

Locale Support Hours: Monday to Friday 9:00 AM – 5:30 PM

Tel: +44 (0)1865 249 758 | **Email:** support@locale.co.uk

Hardware Setup Guide

Setting up the Newland Scanner

- Plug the Ethernet cable end of the USB lead into the base of the scanner and the USB end into the computer.
- Place the scanner securely into the base (You should hear a beep when this is done correctly). Be sure to also use the electrical charger to plug the base into the mains for a faster, more effective charge.
- Leave the scanner to charge until the green light appears on both the base and the scanner.
- Once charged, hold down scanner trigger firmly for at least 30 seconds or until you hear it beep.
- Place the scanner back onto the base and press the 'M' button. This will pair the devices.
- Test the scanner by scanning a barcode into a blank word document.

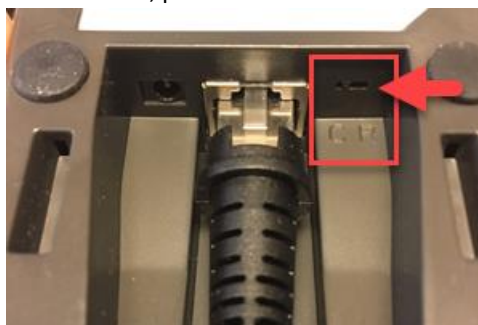
** To avoid problems with the scanner, please ensure that the scanner is being **charged at all times** using the electrical charger. Using the electrical charger will allow your scanner to fully charge within 2 hours, whereas it will take 4-6 hours for the scanner to fully charge if done only via your computer/laptop.

Also, please avoid unplugging/plugging the scanner as this disrupts the hardware drivers installed on to the computer/laptop. If the scanner needs to be unplugged, please ensure that it is connected to the same exact USB port when plugged back in.

Troubleshooting the Newland Scanner

If your scanner has stopped working correctly, please run through the following steps:

- Please check the C-R toggle switch at the bottom of the scanner base and see if the switch is toggled to C, see below image for reference. If not, please switch it to C.



- Unplug the scanner at the USB port, restart the computer, and then plug it in again to the same USB port.
- Charge the scanner until the green light appears on both the base and the scanner. Please ensure that the electrical charger is used to charge the scanner.
- Once charged, lift the scanner off the base and press the yellow button at the bottom of the scanner handle, see below image for reference.



This should switch the hardware off so the light on the scanner head should be switched off. Press the yellow button again to turn the hardware on.

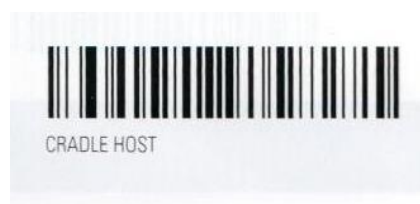
- Hold down scanner trigger firmly for at least 30 seconds or until you hear it beep.
- Place the scanner back onto the base and press the 'M' button which will pair the devices.
- Test the scanner by scanning a barcode into a blank word document.
- If none of the steps above resolves the issue, please contact the Locale Support Team.

Setting up the Symbol Scanner

- Plug in the USB cable to both computer and cradle.
- The scanner should boot up and you should hear a Low/medium/high beep to indicate power on.
- Once fully charged, a green light should appear solid on the scanner.
- Using the hand-held scanner, scan the barcode underneath labelled 'USB'.



- You should hear a Short medium beep from the scanner to indicate the barcode decoding.
- Now scan the barcode underneath 'Cradle Host'.



- Finally, scan the barcode that is located on the barcode cradle itself it will start with 'S/N:'. This will pair the barcode scanner to the cradle. Once done, your scanner has been successfully setup and is ready to use.

Setting up your Topaz Signature Pad

- Login as an admin on the computer. If you don't have access to the admin login, you will need your IT support team to install the Topaz software for you.

- Click on the following link and install/re-install the below plugin:
<http://www.topazsystems.com/Software/sigweb.exe>.
- Click Next.
- Select the first two letters of the serial number of the signature pad (in this case, it will be **T-L**).
- Select the model of your signature pad (T-LBK460) and click OK.
- Select your connection type (USB type) and click OK.
- Read the License Agreement and click OK.
- Once the installation is complete, click Finish.
- Test the signature pad by going to: https://www.sigplusweb.com/sigwebtablet_demo.htm.

Troubleshooting the Topaz Signature Pad

- Check first if the issue lies on the Topaz hardware or software. One way to do this is by checking the colour of the signature box that pops up when you click 'Topaz' on the Deliveries or Key Holding module.
- If the signature box appears white, this means that the Topaz software should be working as expected and the issue may lie on the hardware. If the signature box appears black, you can conclude that the issue is with the software



- For hardware-related issues, please contact the Locale Support Team and they may be able to send you a replacement signature pad if your hardware is on a lease agreement.
- For software-related issues, please follow the re-installation steps below.

Topaz Re-Install

- Ensure that you are logged in to the computer as an admin user.
- Please remove the 'SigWeb' and 'Topaz SigWeb Browser API' programs from your Control Panel.
- Once the software has been uninstalled, please click on the following link and re-install the following plugin: <http://www.topazsystems.com/Software/sigweb.exe>. Please follow the previous installation steps under **Setting up your Topaz Signature Pad**.
- When installation is complete, test that the hardware is working using the signature demo: https://www.sigplusweb.com/sigwebtablet_demo.htm. If the demo does not work at this stage, please try restarting your computer and try again.
- In case the demo does not work after restarting your computer then follow the below steps:
 - Search for Command Prompt, right-click and choose Run As Administrator.
 - Once the command prompt is open, type in: **netsh http show sslcert** and click Enter.
 - Check whether you have an entry for the IP:port combination: **0.0.0.0:47290?**
 - If the installation was successful, the signature should work. If not, then the certificate was not installed correctly.
 - Run the Command Prompt again, type in the path to the sigweb.exe installer you downloaded and click Enter to run it.
 - Follow the installer through and test again using the signature demo: https://www.sigplusweb.com/sigwebtablet_demo.htm.

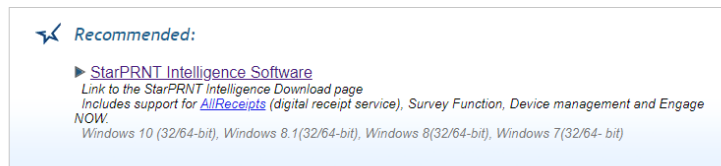
** Once re-installed, please allow approximately 24-48 hours for the software to sync with the computer. If you are still experiencing issues, please contact the Locale Support Team.

Setting up your Star TSP Printer

It is important to note that the set up for the printer may take **up to an hour** depending on the size of the drive file selected for your computer and also your network speed. Please do allow plenty of time to complete this.

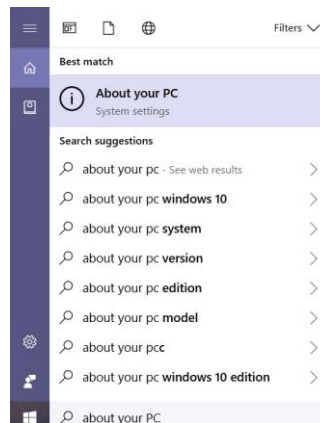
- Click the following link to download the driver: <http://www.starmicronics.com/support/default.aspx>
- Select the following from the dropdowns:
 - Product Type: Thermal
 - Printer Family: TSP700II
 - Interface: USB / Powered USB
 - Operating System (choose as appropriate)
- Click on the recommended link that appears underneath the Drivers tab, e.g. Windows:

Star Micronics TSP700II Driver Downloads



- Click on the appropriate drivers from the selection that follows.

If you are working on a Windows Operating System, you need to find out first if your computer works on a 32-bit or 64-bit system. To do this, type in 'About your PC' on the Windows search function and select:

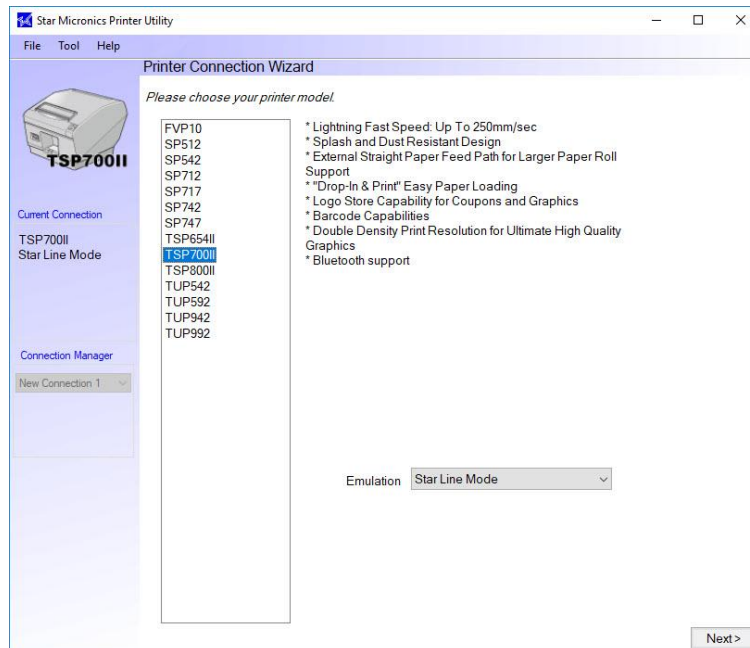


Then, you should be able to find the System type under Device Specifications on the pop-up:

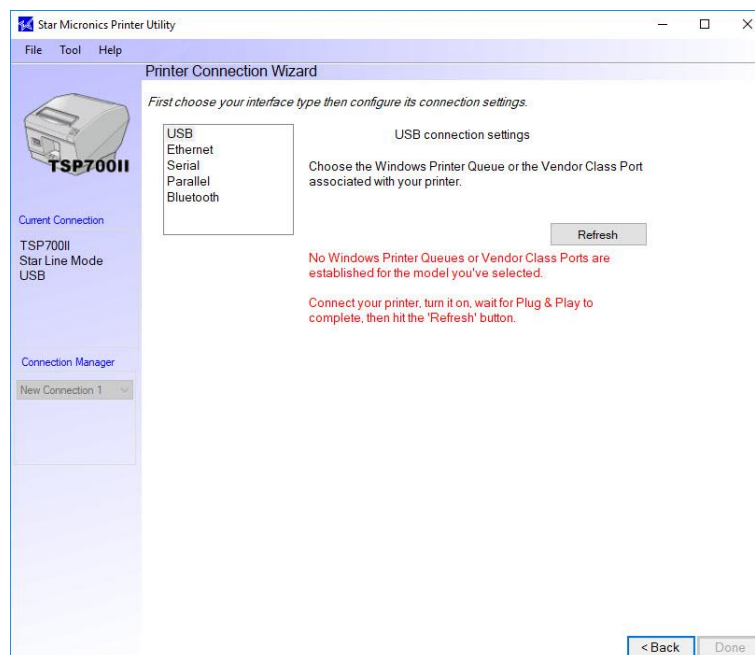
System type 64-bit operating system, x64-based processor

- Once the driver is selected, a .zip file download should appear. Please note that the download may take up to 45 minutes depending on the size of the .zip file and your internet speed connection.
- After the download is complete, open up the folder and click on 'Extract All Files'. Extracting may take another 10-15 minutes.

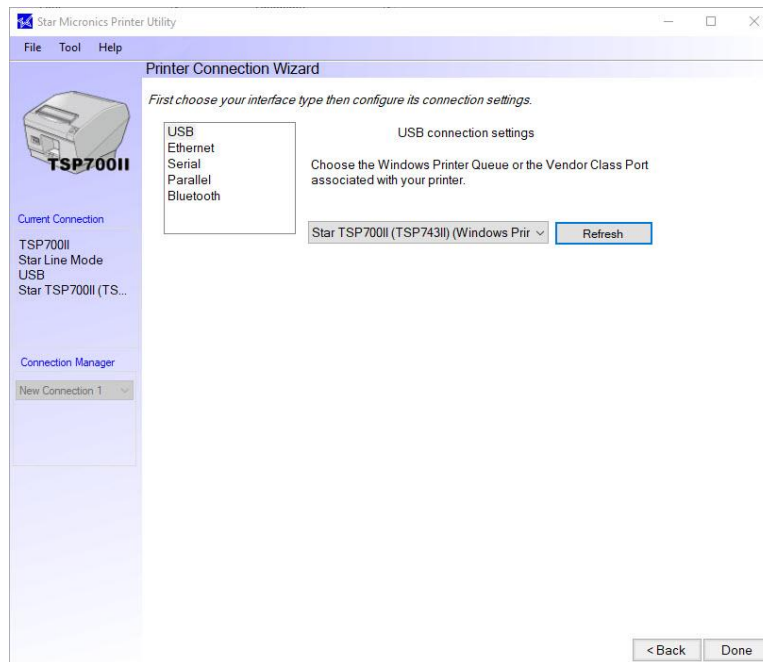
- After extraction, double-click on the installation software. It may be called 'Autorun' or 'Set up'. Follow the instructions and once complete, restart your computer.
- Plug the printer into a power socket and into computer's USB port using the supplied cable. Do not switch on just yet.
- Open the 'Star Micronics Printer Utility' program.
- Select your printer module 'TSP700II', choose the Emulation drop down 'Star Line Mode' and click next.




- Turn on the printer and wait for 'Power' and 'Error' lights to stop flashing and for the 'Power' button to stay solid green.



- Click 'Refresh', the printer should now display, then click 'Done'.



- Go to Printers & Scanners (use Windows search function) and on the printer list, select 'Star TSP700II (TSP743II)' and click 'Manage'.
- Click on 'Printing preferences' > Advanced... > select Paper Size: 80mm x 200mm > click OK. Click Apply then OK.
- Test out that the printer works by going to the Visitor Bookings section of the portal > sign a dummy visitor in > type in or select Pass Number > tick 'PRINT VISITOR PASS' > click Save.
- The pass should now be appearing on the screen. Click the print icon  on the top-right hand corner.
- For the Destination, click Change and select Star 'TSP700II (TSP743II)' > click Print and your Visitor Pass should be printed.

** We advise that the printer is plugged into your computer's USB port rather than a USB splitter as the splitter may interfere with the hardware's connection. When unplugging the printer for relocation or restarting purposes, please re-plugged the printer via the same USB port it was connected to originally (if using the same computer). This would prevent the computer from re-installing the printer again, which may cause you further issues.

Returns Instructions

If you require hardware to be returned, please ensure that the hardware is packed carefully to avoid damage during transit.

Please cut out the below returns label(s) and stick on the outside of the parcel:

FAO: Peter Rae

Locale Ltd

Blue Boar Court

9 Alfred Street

Oxford

OX1 4EH

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