MINNESOTA TERMINAL INSTALLATION GUIDE

For any technical issues, please contact the Agent Help Desk at 1-877-447-1319 for assistance.
For regulatory or enforcement questions, contact the Minnesota Department of Natural Resources (MNDNR) at 1-888-646-6367.

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Introduction

This guide will assist you with the installation of new terminals and printers for the Minnesota Department of Natural Resources (MNDNR).

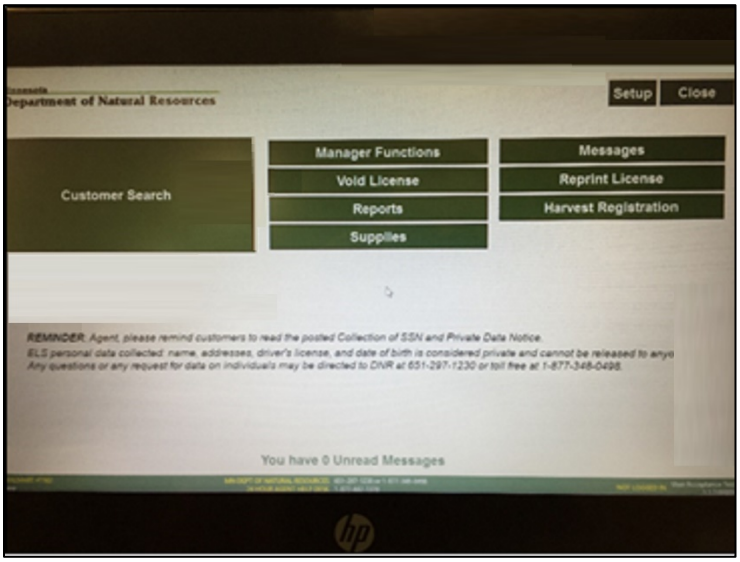

Figure 1: Minnesota HP RP2

Before You Begin Terminal Setup

Before you begin, take an inventory of the boxes received. The equipment and supplies (license paper rolls) are shipped in multiple boxes.

- If not all boxes have been received prior to installation, please wait 48 hours after receipt of the first box before contacting support.
- If any parts are missing or damaged, please immediately contact the:

Agent Help Desk 1-877-447-1319

- See the next page for the contents.

NOTE:	Unless there is an existing Ethernet cable that is needed for the connection, do NOT unplug any cables from any devices. They have been pre-installed for easier setup.

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Equipment for Retail Agents

Images of Packaged Contents

Figure 2: 2HP RP2 w/ Pre-Installed Cables

Figure 3: Datamax Printer w/ Pre-Installed Cable

Figure 4: Surge Protector

Figure 6: Media

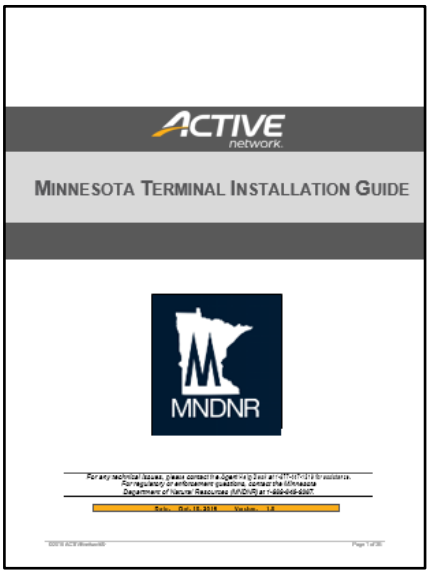

Figure 5: Installation Guide

Package Contents for Retail Agents

(Place checkmark once confirmed.)

√	#	Equipment	Part #	Description
	1.	Touch Screen Terminal with integrated barcode scanner and magnetic stripe reader	W6L75US#ABA	HP RP2 Retail System, Model 2030, ENERGY STAR Certified Label, Windows 10 IOT Enterprise for Retail 64bit OS US, 4GB DDR3-1600 SODIMM (1x4gb) RAM, 500GB 7200 RPM SATA 2.5 HDD, HP Retail Integrated Barcode Scanner-Left, HP RP2 with Stand, HP RP2 Retail System Country Kit US.
	2.	Power Cord	8120-5395	Power cord for HP RP2. Female connecter already connected to the terminal.
	3.	Ethernet Cable (Pre-installed to terminal)	N002-010-GY	For High Speed Clients
	4.	Surge Protector	TLP606	Tripp-lite, surge protector/suppressor 6 outlets 6' cord 750 joules, holds 3 transformers, no battery backup.
	5.	Installation Guide	N/E	
	6.	License Printer	EA2-W7-0J0A5A00	9pin adapter/male is already plugged into the printer
	7.	Power Adapter (Pre-installed to printer)	WDS060240	
	8.	Phone Cable	RG-11	For Dial-up Clients
	9.	Zoom Modem		For Dial-up Clients
	10.	Serial Cable		Serial cable with RJ50 and 9pin adapter provided for HP RP2 terminal. RJ50 adapter already pre-installed and connected to one of the COM ports on the touch screen terminal.

Table 1: Package Contents for Retail Agent

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Terminal Placement and Setup

For an existing Retail Agent, it is recommended that the new equipment be positioned where the old terminal and printer were located.

Please ensure the new terminal and printer are placed:

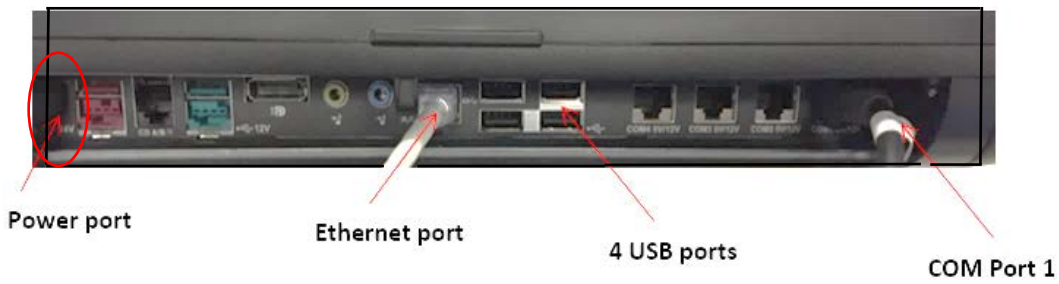
- Where licenses are to be sold.
- Close to a power or electrical outlet.
- Close to an Ethernet port or switch (Retail Agent).
- Indoors and in a climate-controlled environment.

NOTE:	Do not expose the equipment to high temperature, high humidity, excessive dust, rain or splashing liquids that could result in hardware damage.

Equipment Setup

Assemble Equipment for Retail Agents

For internet connectivity, plug the Ethernet cable from the HP RP2 Terminal into the Ethernet Switch/Router.

√	#	Action/Image
	1.	At the bottom of the HP RP2 monitor: • Verify one power adapter is connected to the brick and HP RP2 terminal. • Verify one Ethernet cable is connected to HP RP2 terminal. • Verify one USB printer cable is connected to HP RP2 terminal.  Figure 7: Monitor's Ports
	2.	Connect the serial cable from the printer into RJ50-D89 and connect the RJ50 end into com1 port. Figure 8: USB Printer Cable Connected to Datamax License Printer

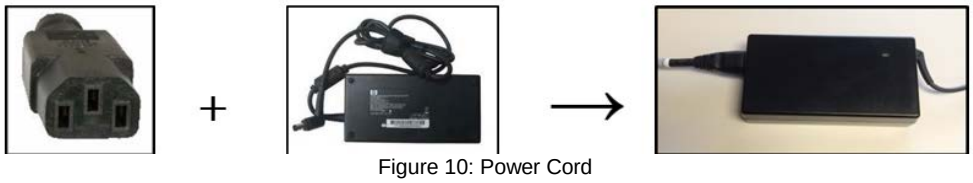
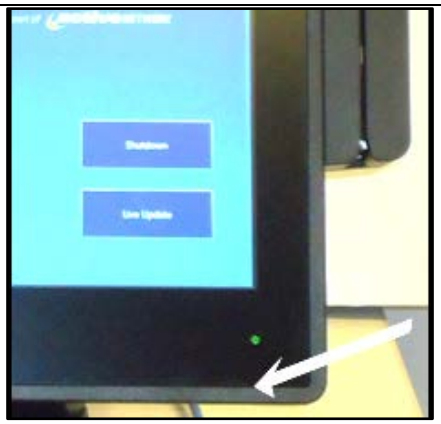
√	#	Action/Image
	3.	Confirm the Ethernet cable is connected to the wall outlet / router for internet connections. Figure 9: Ethernet Cable Connection
	4.	Connect the HP RP2 power cable and the Datamax License Printer power cable into the provided surge protector.  Figure 10: Power Cord Figure 11: Surge Protector
	5.	Connect the surge protector into power outlet, and then turn on. Figure 12: Surge Protector-Power On
	6.	• Hold in the Power Button for approximately two (2) seconds for the terminal to power up. • Push the power button on the right side of the Datamax License Printer.  Figure 13: Power Button on Terminal Figure 14: Power Button on License Printer

Table 2: Steps to Connect Terminal Power Cable

Boot Screen Options

There are two options when booting the terminal: “Continue to License Sales” and “Reimage Terminal”. By default, “Continue to License Sales” is selected. However, if the terminal does not work and/or the terminal needs to be reimaged, select “Reimage Terminal”, this option automatically reimages the terminal to its original state on which to re-run updates.

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Touch-Screen Calibration

Introduction

The touch-screen must be properly calibrated to accurately determine touch locations. Water, dust, oils from a user's hands, poor ventilation, and excessive pressure or pounding can throw off the touch-screen calibration. To ensure the terminal's touch-screen works correctly, the touch screen may need to be re-calibrated.

How to Calibrate the Touch Screen

√	#	Action/Image
	1.	From the **Start Page**, touch the **Touch-screen Calibration** button. Figure 15: Touch Screen Calibration
	2.	A new screen appears. Figure 16: Calibration Screen **NOTE**: To right- click, hold finger on screen for three (3) seconds.

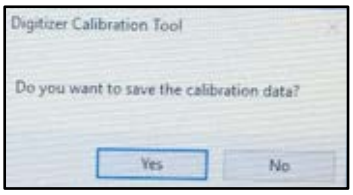
√	#	Action/Image
	3.	A target appears in the **top-left corner**. **Touch the center of this target** as lightly as possible.
	4.	A target appears in the **top-right corner**. **Touch the center of this target** as lightly as possible.
	5.	A target appears in the **bottom-left corner**. **Touch the center of this target** as lightly as possible.
	6.	A target appears in the **bottom-right corner**. **Touch the center of the target** as lightly as possible.
	7.	The calibration is complete once all targets are touched. When prompted to save the calibration data, tap **YES** or **NO**. The Start Page will appear.  Figure 17: Touch-Screen Calibration Complete

Table 3: How to Calibrate a Touch Screen

Paper Installation

How to Load the Media

√	#	Action/Image
	1.	Slide the Media Guides outward.
	2.	Slide the Media hangers outward and insert the Roll Media as shown. Allow the Media Hangers to retract and grasp the media roll. (1) Media Hangers (2) Media Guides (3) Roll Media
	3.	Set both the top and bottom media guides to 45 mm. Push the media through the cutter mechanism. Push through enough media to exit the front of the printer. Adjust the Media guides so they are lightly touching the edge of the media.
	4.	Close the printer cover and press downward until latched. (1) Printer Cover
	5.	Press the ⏯ button several times to advance the media. (If the Fault Light is on, see Tips and Troubleshooting on page 19.)

Table 4: Steps to Load the Media

Barcode Scanner Operation

Introduction

The barcode scanner is pre-installed on the terminal and can be manually adjusted to the user's needs.

How to Activate the Barcode Scanner

√	#	Action/Image
	1.	To activate the scanner, hold the document's barcode under the scanner light. Once the document is scanned, the scanner will beep. Figure 18: Integrated Barcode Scanner Figure 19: Position of Integrated Barcode Scanner

Table 5: How to Activate the Barcode Scanner

NOTE:	To avoid eye injuries, **DO NOT** look in to the scanner or point the red light in to another person's eyes.

Internet Setup

Introduction

Each terminal must be connected to the Internet to process license sales. The terminals are configured to allow for a High-Speed connection.

High-Speed connections include: DSL, Cable, Satellite and Network.

How to Establish Internet Connections

√	#	Action/Image	
	1.	Internet Connection	To use a high-speed Internet connection, plug the beige Ethernet cable into the router, modem, or network connection.
	2.	High-Speed Internet Setup	To connect the terminal to the network, connect the provided Ethernet cable into the High-Speed router/jack. Many High-Speed Broadband Internet connections do not require any configuration to connect the terminal to the network.
			NOTE: If you are unsure of your network configuration, consult your Network Administrator or Internet Service Provider (ISP).

Table 6: How to Establish Internet Connections

Internet Setup Options

√	#	Action/Image
	1.	From the **Main Menu**, touch **Diagnostics**.

Figure 20: Main Menu - Diagnostics

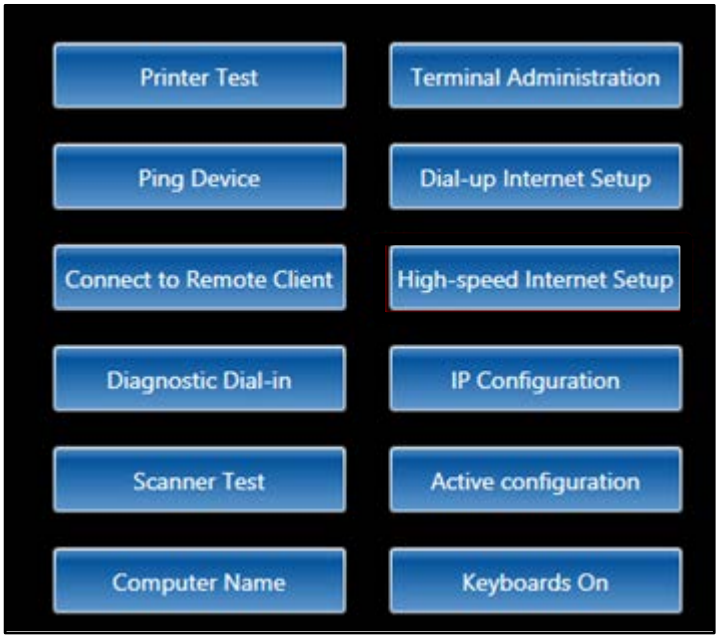
√	#	Action/Image
	2.	From the Diagnostics page, support and configuration options for the operation of the terminal may be accessed. High Speed Internet access configuration is located on this page, as well as tools to test the printer and Internet connection status. Figure 21: Diagnostic Options
	3.	For High Speed Internet Setup, on the Diagnostics screen, select the **High-speed Internet Setup** button.  Figure 22: Diagnostic Option - High-speed Internet Setup

Figure 23: Internet Setup Options.

DHCP Network

If it is NOT necessary to configure any network settings (i.e., IP, DNS, Gateway, and Subnet) to add a PC to the network, then use the DHCP network option. If DHCP is available on the network, then just plug the beige Ethernet cable into the network. The system will present the Main Menu where licenses can be sold.

NOTE:	Consult your License Sales Manual for help on selling licenses.

If you are unable to connect to the Internet, then before contacting the Agent Help Desk, try the procedures outlined in Tips and Troubleshooting on page 19 for power-cycling the modem.

Sample Settings:

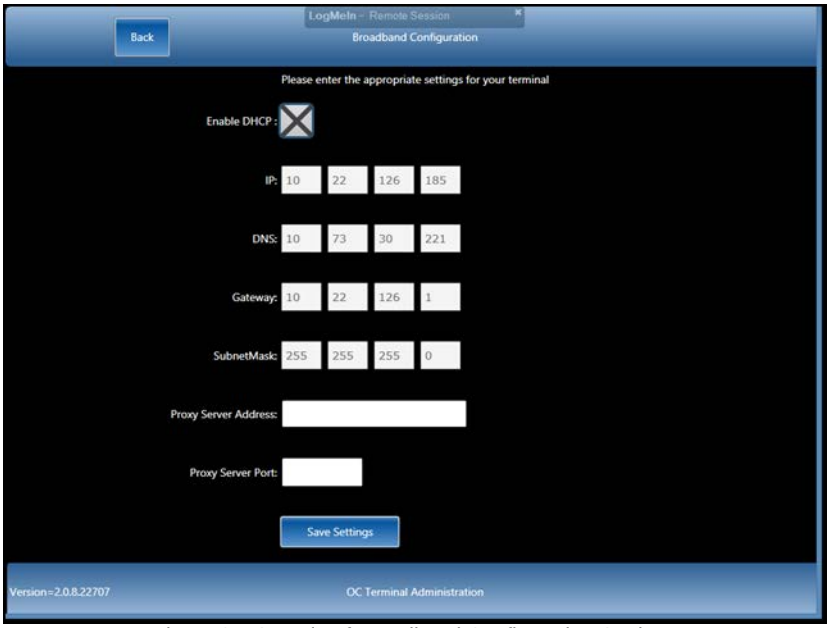


Figure 24: Sample of Broadband Configuration Settings

High-Speed Internet Setup for Static Networks

To configure the device to connect to the network, the following TCP/IP settings are needed.

TCP/IP Settings	Samples Only
IP Address	<192.168.0.2>
Subnet Mask	<255.255.0.0>
Gateway	<192.168.0.1>
DNS Server	<66.179.130.68>

Table 7: Samples of TCP/IP Settings

NOTE:	If the settings are unknown or needed to add a device to your network, then consult your Network Administrator or Internet Service Provider (ISP) and ask them how to connect a new PC to your Internet connection.

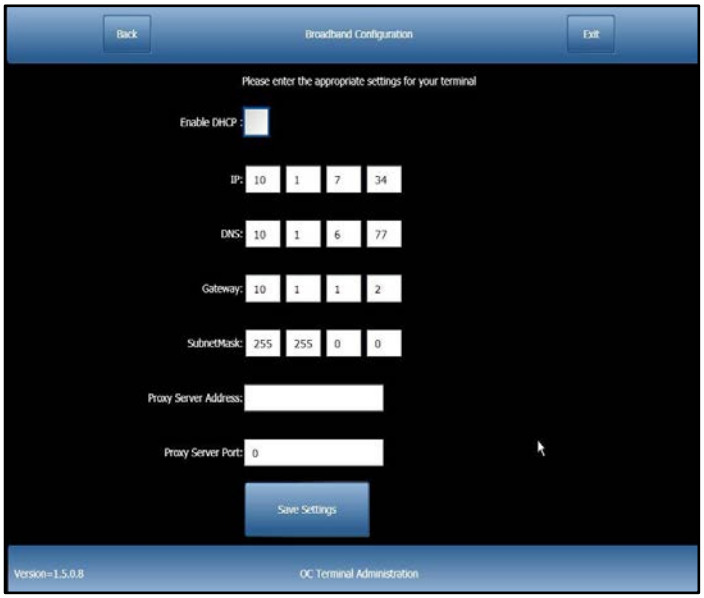
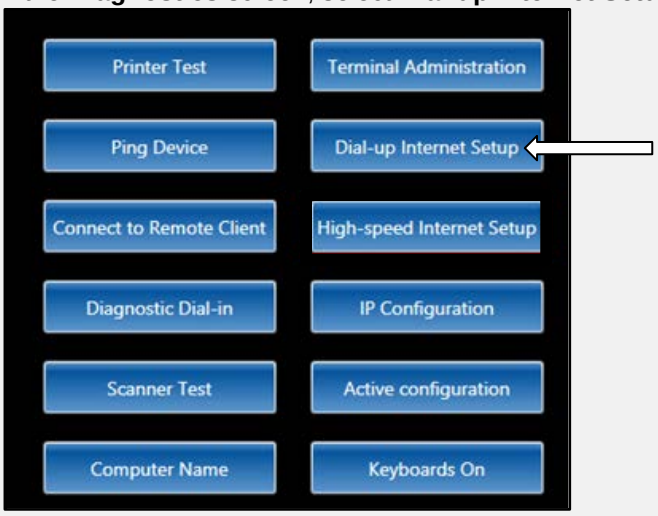
√	#	Action/Image
	1.	Once the TCP/IP settings are determined, go to the **Start** page, select **Diagnostics→High-speed Internet Setup** and **enter static IP settings**.  Figure 25: Diagnostic – High-speed Internet Setup
		NOTE: If the settings are unknown or needed to configure a proxy, then contact your Network Administrator or Internet Service Provider (ISP) and ask them how to connect a new PC to your Internet connection.
	3.	After the information is completed, press **Save Settings** (the "**Settings Saved Successfully"** pop up message appears). Press **OK→Back** to return to the Diagnostics page. If no other changes are needed on the Diagnostics page, then press **Back** to return to the Main Menu. If the IP settings were correctly entered, the system will automatically perform a live update.

Table 8: How to Setup High-speed Internet Settings

Dial-up Internet Setup

√	#	Action/Image
	1.	From the Main Menu, touch **Diagnostics**. Figure 26: Main Menu - Diagnostics
	2.	From the Diagnostics' page, support and configuration options for the operation of the terminal may be accessed. For Dial-up Internet, on the **Diagnostics** screen, select **Dial-up Internet Setup**.  Figure 27: Diagnostic Option – Dialup Internet Setup

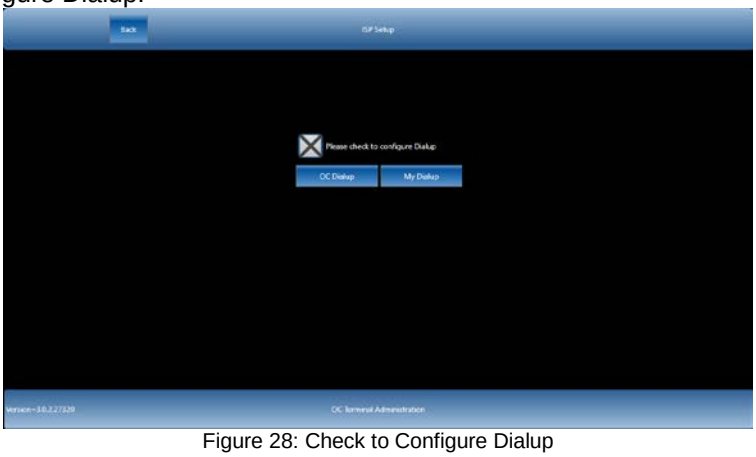
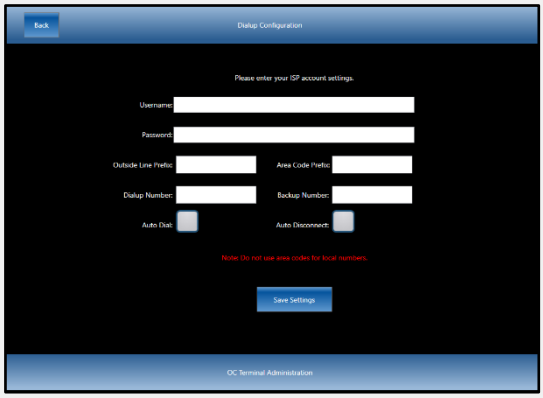
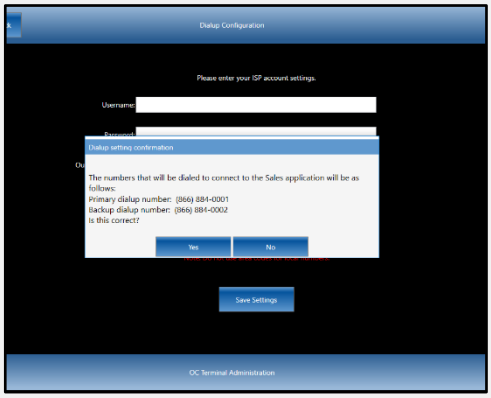
√	#	Action/Image
	3.	Check to configure Dialup.  Figure 28: Check to Configure Dialup
	4.	Fill in the dialup information, check **Auto dial**, and select **Save Settings**.  Figure 29: Dialup Information Screen  Figure 30: Dialup Confirmation Screen

Table 9: How to Setup Dial-up Internet

Tips and Troubleshooting

Introduction

There are several recommended troubleshooting steps that should be attempted before calling the Agent Help Desk to resolve issues, i.e., connection problems, hardware or touch-screen terminal issues. The Agent Help Desk functions as an advanced technical support center and technical resource.

NOTE:	Before contacting the Agent Help Desk, reboot your touch-screen terminal by powering the device off and then powering it back on to see if that fixes the problem.

How to Power-Cycle the Terminal from any Screen

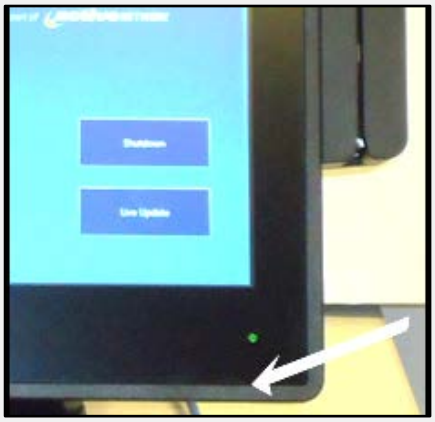
√	#	Action/Image
	1.	Hold in the Power button under the right side of the screen, until the terminal shuts down.
	2.	Once the screen is completely black, press the button again to power it on.  Figure 31: Power Button for Rebooting

Table 10: How to Power-Cycle the Terminal from any Screen

How to Solve Connection Issues for High-Speed Broadband (DSL/Cable)

How to Power-Cycle a Modem

√	#	Action/Image
	1.	To Power off the touch-screen terminal, press and hold the Power Button (under the right side of the screen) for **three seconds**. The terminal should shut down. Leave the touch-screen terminal powered off while checking the following devices: • If a **router** or **other device** is connected between your computer and the DSL/Cable modem, **power down this device**. • If there are multiple devices between your computer and the DSL/Cable modem, continue to **power down all devices**. • Power down the DSL/Cable modem by disconnecting the power supply line. • Leave the DSL/Cable modem unplugged for 20–30 seconds before reconnecting the power. • Power up the DSL/Cable modem. • Wait for the DSL/Cable modem light to stop blinking before proceeding. • After the **DSL/Cable modem** has been **powered** up, **continue to power** up any routers that may be between your computer and the DSL/Cable modem.
		NOTE: Make sure each device is fully powered up before proceeding to the next device.
	2.	**Power on** the touch-screen terminal.

Table 11: How to Power Cycle a Modem

How to Check Cable Connections

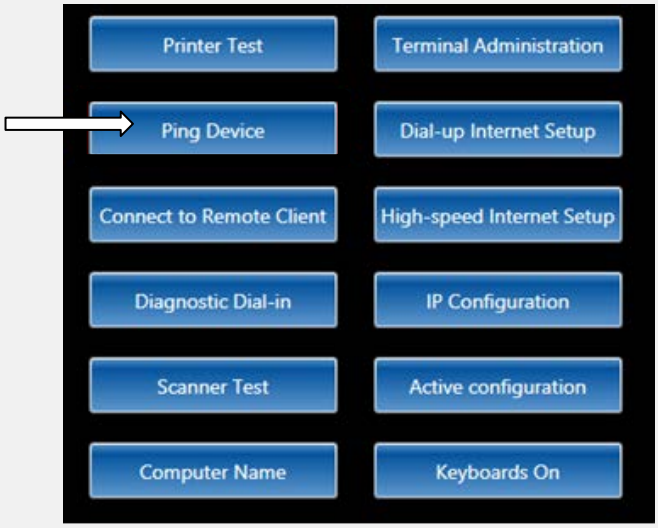
If there is still no connection after power-cycling the modem, confirm all cables are properly connected.

√	#	Action/Image
	1.	Turn the touch-screen terminal facedown.
	2.	On the back of the machine, locate the two tabs on the port cover.
	3.	With both hands, push the tabs in and pull the port cover toward you.
	4.	Once the cover is removed, the following ports are visible: • AC power connection • 4 USB ports • Ethernet connection Figure 32: Terminal Ports
	5.	Confirm all cables are properly connected and a yellow light shows in the Ethernet cable port.
	6.	If there is a yellow light, perform the Ping Device test to check the status of the Internet connection.

Table 12: How to Check Cable Connections

How to Ping a Device

This test ensures there is an active Internet connection by sending a small packet of data to a website.

√	#	Action/Image
	1.	From the Main Menu, select **Diagnostics**. Figure 33: Main Menu
	2.	In the Diagnostics menu, press **Ping Device**.  Figure 34: Ping Device
	3.	**Ping Results**: This test results in an ALERT popup bar listing the Ping statistics. It is used to verify that packets of data were sent to the test website and the touch-screen terminal has an active Internet connection. **NOTE:** If there is no an active Internet connection, contact the Agent Help Desk to report a hardware issue.
	4.	If the results of the Ping test return an error, follow these steps: • If there is a separate PC connected to the router, try accessing any website URL (such as https://www.wildlife.ca.gov/) from the PC to verify there is an active connection to your ISP. **Contact your ISP if you cannot connect**.

√	#	Action/Image
		• If you can access a website, follow the steps in the Internet Setup section on page 13 to confirm correct settings, including IP Address and Gateway, if that information has been supplied to you. • In case of further problems, please contact the Agent Help Desk for assistance.

Table 13: How to Ping a Device

Screen Turns Black After a Certain Period of Time

Every touch-screen terminal has a power saving mode that turns the screen off when the terminal is not in use for 4 hours. **Tap the screen** and the **image will re-appear**.

How to Reimage a Terminal

In certain scenarios, it may be necessary to reimage the terminal, to bring it back to the base image, or apply an update.

√	#	Action/Image
	1.	**Restart Terminal**.
	2.	From the **Windows Boot** options, select **Reimage Terminal**.
	3.	To confirm reimaging the terminal, select **Yes**.
	4.	To start reimaging the terminal, select **Okay**.
	5.	The terminal will restart a few times after it has finished reimaging. It will automatically reload into the Terminal Admin screen when finished.

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Contact Information

Questions regarding technical issues, such as equipment troubleshooting and connection problems, are handled by:

Agent Help Desk: 1-877-447-1319

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Revision Control

This is a controlled document so that all changes must follow the below outlined process to be updated. Changes to this document, and any supporting files under the control of this document, can only be modified by the Point of Sale (POS) Team. Changes to the document should be submitted to the document Owner for review; if appropriate, he or she will update the doc accordingly and follow the Point of Sale Document Change Control process.

Approver Notes

- The author is responsible for technical reviews and updates.

Ownership

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Approvals

Reviewer's Approval	Owner's Approval
Date: 12/19/2016 Approval on File Pam Reynolds	Date: 12/19/2016 Approval on File Justin Clark

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Archived Revision History

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