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*Automated License Data System  
Retail Terminal Installation Guide*

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## Introduction

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This guide will assist you with the installation of the new terminal and printer for California Department of Fish and Wildlife Automated License Data System (ALDS).



**Figure 1 HP RP7 Terminal and Datamax License Printer**

## Before You Begin Terminal Set-up

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Unbox the received package.

Unless you have an existing Ethernet cable that you need to use for the connection, please do not unplug any cables that are pre-installed to the devices. They are installed for easier setup.

## Inventory Checklist for Retail Agent

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In this section, you will see list of items that are included in the package. Take inventory of what you have received against this list.

## List Package Contents for Retail Agent

No	Equipment
1	HP RP7 Terminal with integrated barcode scanner and magnetic stripe reader
2	Power adapter (Preinstalled to HP RP7 Terminal)
3	Ethernet cable (Preinstalled to HP RP7 Terminal)
4	USB printer cable (Preinstalled to HP RP7 Terminal)
5	Surge protector
6	Installation Guide
7	Datamax License Printer
8	Power adapter (Preinstalled to Datamax License Printer)

## Image of Package Contents for Retail Agent

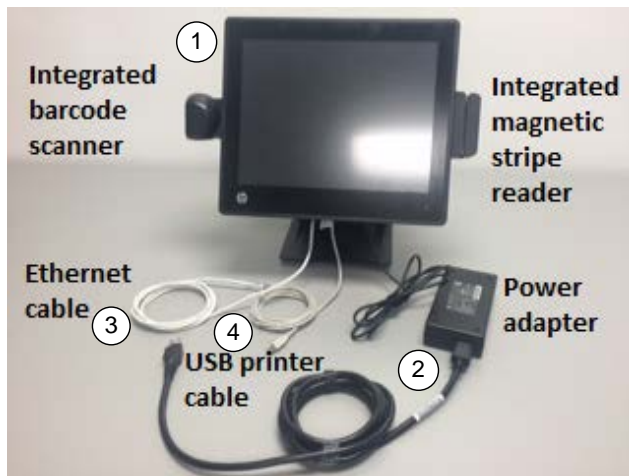


Figure 2: HP RP7 Terminal with Pre-Installed Cables



Figure 3: Surge Protector



Figure 4: Datamax License Printer with Power Adapter

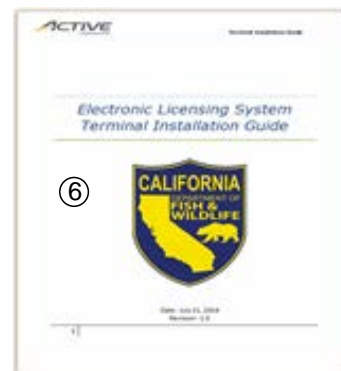


Figure 5: Installation Guide

## Terminal Placement and Setup

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For existing agent, it is advisable for you to reuse the existing counter space where the old terminal and printer are placed.

Please ensure new terminal and printer are placed

- Where licenses will be sold.
- Close to a power or electrical outlet.
- Close to an Ethernet port or switch (High Speed) or Telephone Jack (Dial-up).
- Indoor and in a climate-controlled environment.

Do not expose equipment to high temperature, high humidity, excessive dust, rain or splashing liquids as this may result in hardware damage.

## Equipment Setup

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### Assemble Hardware for Retail Agent

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#### Step 1: Unpack new equipment from the two (2) boxes and verify contents

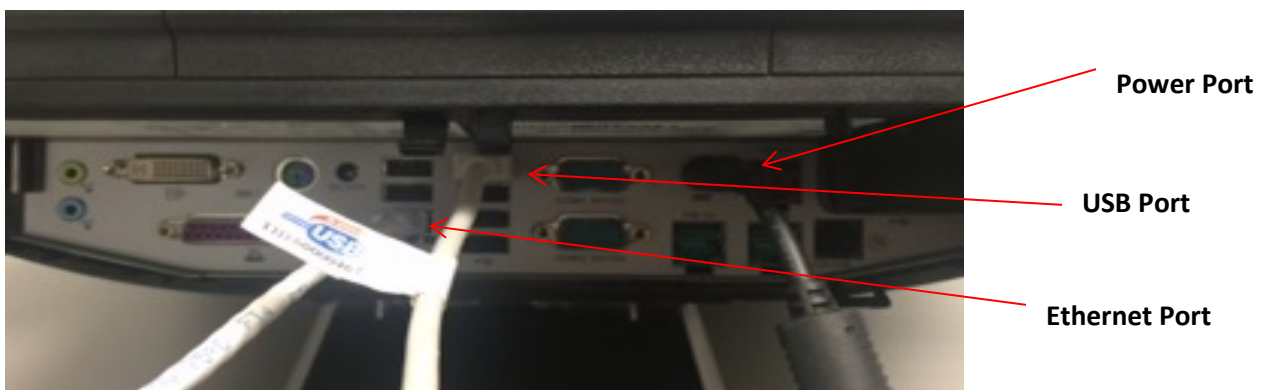
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- HP RP7 Terminal with power adapter, Ethernet cable, USB printer cable, surge protector, and Installation Guide
- Datamax License Printer with Power adapter

#### Step 2: Verify preinstalled cables attached to HP RP7 Terminal

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- At the bottom of the monitor, you will see cables connected to available ports.
- Verify one power adapter is connected to the brick and the HP RP7 Terminal.
- Verify one Ethernet cable is connected to the HP RP7 Terminal.  
**NOTE:** You may remove this Ethernet cable and replace with the Ethernet cable that was connected to the ELO terminal.
- Verify one USB printer cable is connected to HP RP7 Terminal.



### Step 3: Connect Ethernet cable to wall outlet or router

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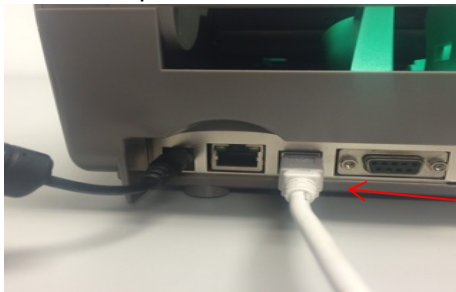
- Connect the Ethernet cable to the wall outlet or router for internet connection. (**NOTE:** This may already be done, if the existing Ethernet cable was used.)



### Step 4: Connect USB printer cable to Datamax License Printer

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- Connect the printer cable to the back of the Datamax License Printer.



**USB Printer Port**

### Step 5: Connect HP RP7 Terminal and Datamax License Printer power adapters to surge protector

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- Plug the HP RP7 Terminal power cable into provided surge protector.
- Plug the Datamax License Printer power cable into provided surge protector.

### Step 6: Connect surge protector to wall outlet

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- Plug the surge protector into a power outlet.
- Turn on the surge protector.



### Step 7: Power on HP RP7 Terminal and Datamax License Printer

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- Along the underside of HP RP7 Terminal screen on the right, push the power button.  
**NOTE:** Do not select any boot options. After a few seconds the system will load the main menu.
- At the right side of Datamax License printer, push the power button to power on device. Open the Datamax License Printer and load paper into the printer (see paper load instructions in the installation guide on page 9 for more details), close cover and press the Advance button ">|" to advance and cut the paper so that it will be ready for printing licenses.

### Step 8: Configure High Speed Internet Connection

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- From the HP RP7 Terminal menu go to Diagnostics then to High-Speed Internet Setup. Verify or Edit the settings to be identical to the settings that you noted earlier (Step 2 on page 5). If the settings have changed, click Save. See the Internet Setup section on page 11 for more details.
- Click the Back button to get to the Diagnostics page again. Click Ping Device to verify connectivity.
- If Ping Device fails, reboot the terminal and repeat the High-Speed Internet Setup before contacting technical support.
- Click on Live update
- Click on License Sales, click on Check for Update and allow update to proceed and click on license sales again if necessary.
- Log in to the application to verify setup

### Boot Screen Option

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When booting the terminal, you will be presented with two (2) options:

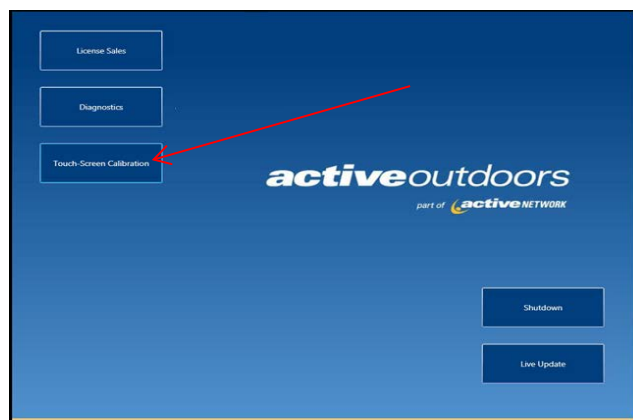
- Continue to License Sales
- Reimage Terminal (**NOTE: DO NOT SELECT UNLESS TERMINAL DOES NOT WORK.**)

You do not need to select any options when booting. By default, the first option “Continue to License Sales” will be selected. If you have an issue with your terminal and need to reimage the terminal you will select the second option “Reimage Terminal” this will automatically reimage the terminal to its original state allowing you to rerun updates. **NOTE:** Reimage Terminal will take up to 30 minutes to complete. See the *Terminal Reimaging* section at the end of this guide. If you touch the screen outside of these two options, the screen will not automatically move forward and you will need to select an option.

### Touch-screen Calibration

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The HP RP7 Terminal’s 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 HP RP7 Terminal’s touch-screen works correctly, you occasionally need to re-calibrate the touch-screen. From the Start Page, touch the **Touch-screen Calibration** button:



- A target will appear in the top-left corner. Touch the center of this target as lightly as possible.
- A target will then appear in the top-right corner. Touch the center of this target as lightly as possible.
- A target will then appear in the bottom-left corner. Touch the center of this target as lightly as possible.
- A target will then appear in the bottom-right corner. Touch the center of the target as lightly as possible.

Once you have touched all targets, the calibration is complete. You will be prompted to save the calibration data. Tap **YES** or **NO**. You will now return to the Start Page.

If unable to start the Touch-Screen Calibration using this method, you may scan a barcode with the barcode scanner to begin the calibration process.



### Installing Paper for Datamax License Printer

- Slide media guides outward.
- Slide media hangers outward. Insert the roll media as shown. Allow the Media hangers to retract and grasp the media roll.



Figure 6: Paper Placement

1	Media Hangers
2	Media Guides
3	Roll Media

- 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.

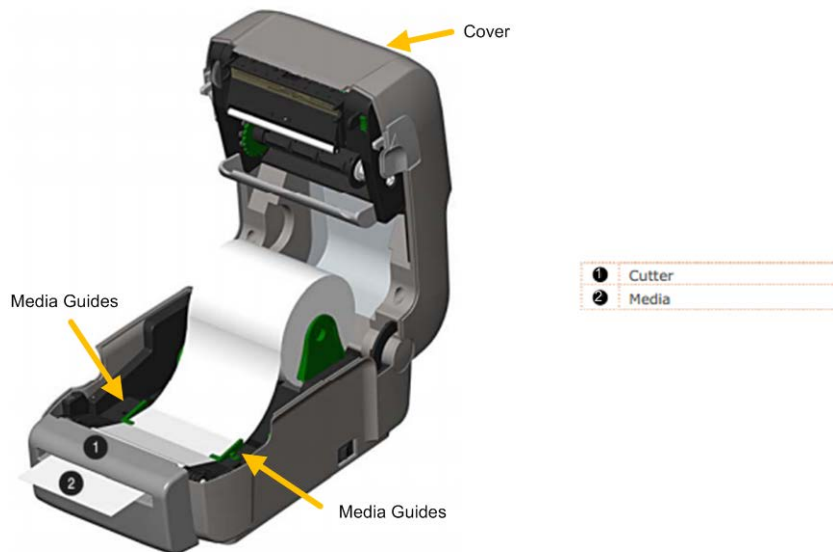



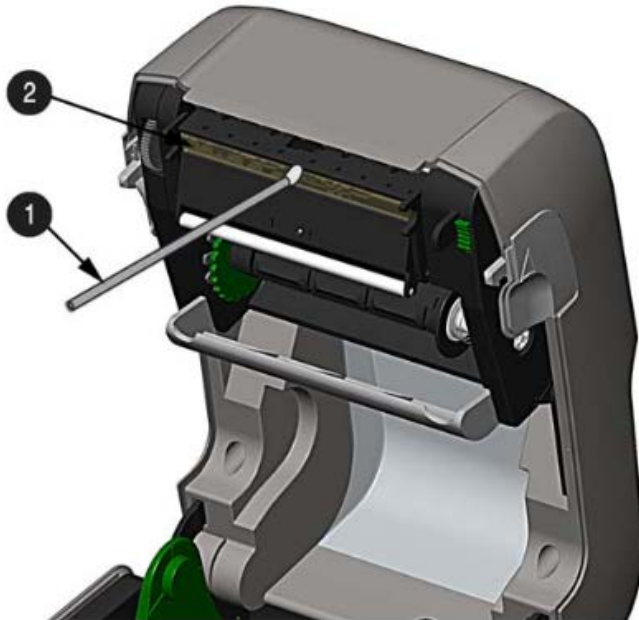
Figure 7: Media Roll

- Close the printer Cover and press downward until latched.
- Press the  button several times to advance the media (if the Fault Light is lit, verify the license paper is loaded per the instructions above.)

Printhead Cleaning Maintenance

**NOTE:** Clean after every Roll of Media.

1. Turn off the printer and wait briefly for the printhead to cool. Open the printer.
2. Use a Cotton Swab moistened (not soaked) with isopropyl alcohol, thoroughly cleaning the printhead.

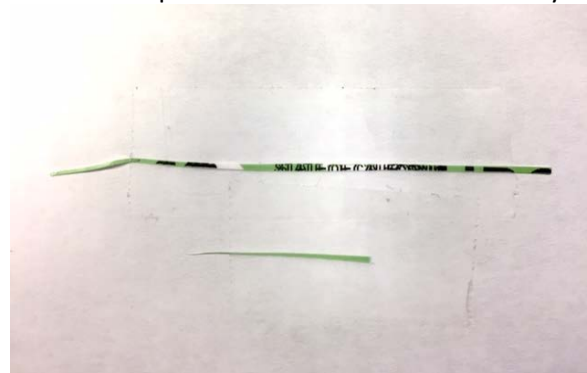


- |   |                          |
|---|--------------------------|
| 1 | Cotton Swab with Solvent |
| 2 | Printhead                |

Figure 8: Printhead Cleaning

How to Remove Paper Left in the Datamax Printer

1. For shredded paper left in the machine, turn off machine and open the Ribbon Handler Assembly.



2. Remove the shreds of paper, close the Ribbon Handler Assembly.
3. Turn back on the machine.

How to Calibrate the Datamax Printer

**NOTE:** Calibration is not necessary when using continuous stock.

Datamax Printer Calibrations				
<p>Hold down the feed button, the play and pause button, for 10 seconds.                      An orange/red light will flash a few times.                      When the light turns green, release the button and the printer automatically configures.</p>				
Button Action	LED 1 – Green Ready/Idle	LED 1 – Green Printing	LED 1 – Orange Paused	LED 2 – Red Faulted
Momentary Press	Printer feeds media to the next label.	Pauses Printer	Resumes printing	Clears Fault
Press and hold for five (5) seconds Release when LED blinks orange.	Prints Network Report Label		Cancel Batch	Cancel Batch
Press and hold for 10 seconds Release when LED blinks green.	Performs the Quick Media Calibration		Performs the Quick Media Calibration	Performs the Quick Media Calibration
Press and hold for 15 seconds. Release when LED blinks red.	Resets the printer's parameters to the stored Dealer Setting*		Reset the printer's parameters to the stored Dealer Setting*	Reset the printer's parameters to the stored Dealer Setting*
Press and hold for 20 seconds	Perform a 'warm reset'. It does not affect any stored printer settings.			
*Dealer Settings can be defined and modified using the DMX Config printer configuration utility.				

### Barcode Scanner Operation

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



Figure 9: Integrated Barcode Scanner



Figure 10: Position of Integrated Barcode Scanner

The scanner can be activated by simply holding the document's barcode under the scanner light. Once the document is scanned the scanner will beep.

**NOTE: To avoid eye injuries, do not look in or point the red light into another person's eyes.**

### Internet Setup

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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.

### Internet Connection

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If you are planning to use a High-speed Internet connection, plug the beige Ethernet cable into your router, modem, or network connection.

### High-Speed Internet Setup

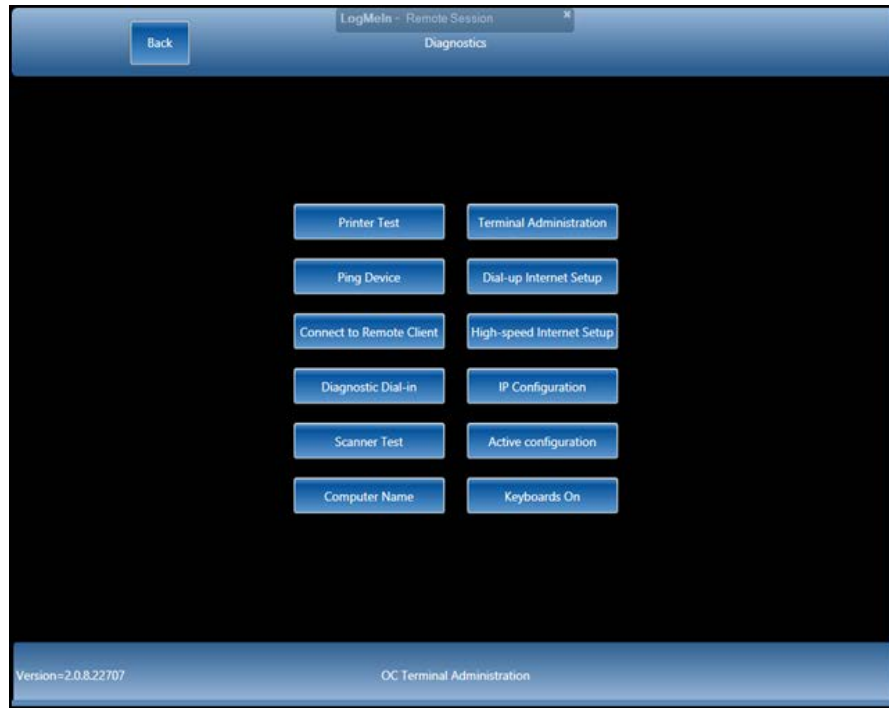
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To connect the terminal to your network, connect the provided Ethernet cable into your High-Speed router/jack. Many High-Speed Broadband Internet connections do not require any configuration to connect the terminal to the network. Consult your Network Administrator or your Internet Service Provider (ISP) if you are unsure what kind of network you have.

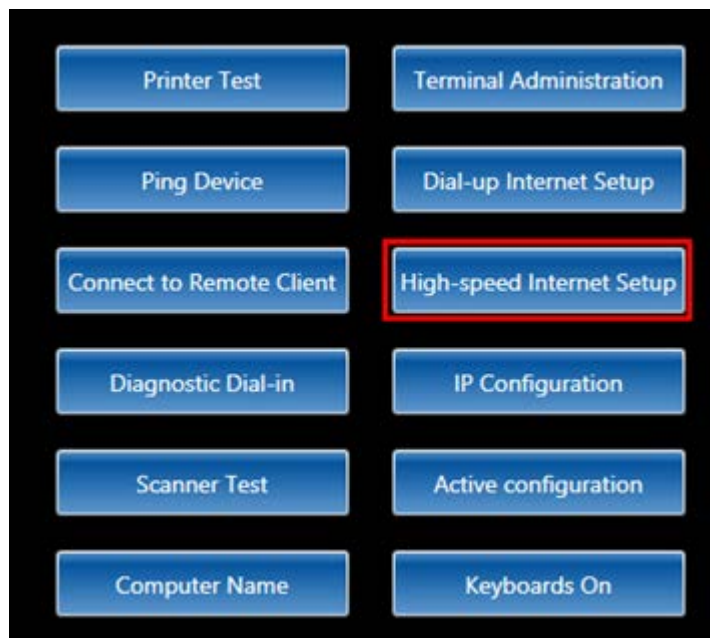
From the Main Menu, touch **Diagnostics**.



From the Diagnostics Page, you can access support and configuration options for the operation of your terminal. High Speed Internet access configuration is located on this page, as well as tools to test the printer and Internet connection status.

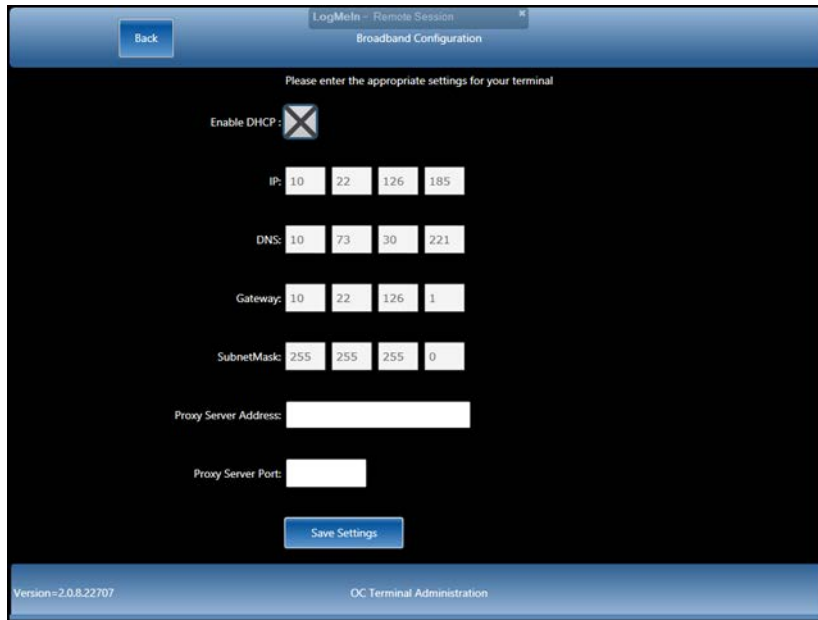


For High Speed Internet Setup, on the Diagnostics Screen, in the right-hand column, press the **High-speed Internet Setup** button.



**DHCP Network** – If you do not need to set any network settings (such as IP, DNS, Gateway, and Subnet) to add a PC to your network, then you have a DHCP network. If there is a DHCP network, just plug the beige Ethernet cable into your network. The system will present the Main Menu and you can sell licenses. Consult your License Sales Manual for help on selling licenses.

If unable to connect to the Internet, ensure the Enable DHCP box is checked and try the procedures outlined in “Tips and Troubleshooting” for Power-cycling your router before contacting the Agent Help Desk.

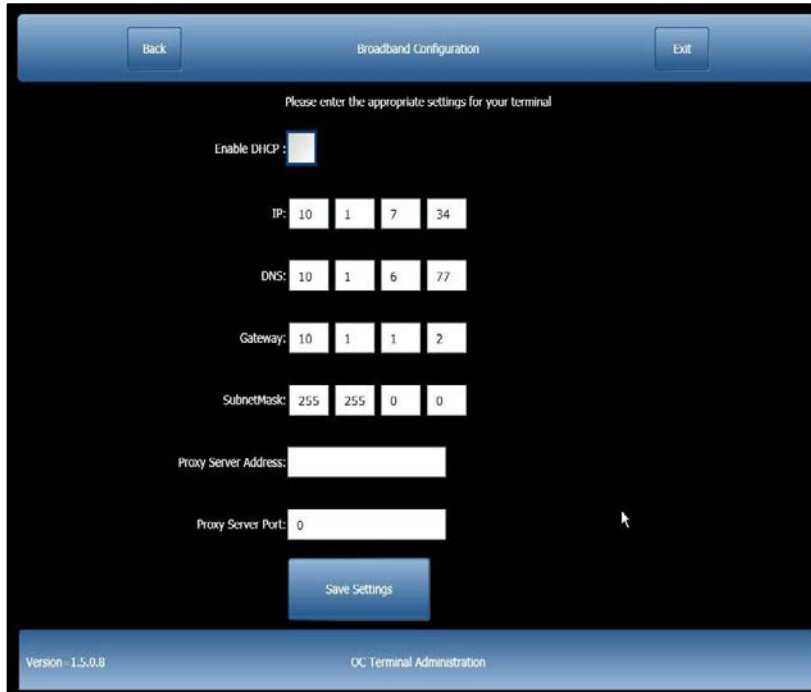


**High-Speed Internet Setup for Static Networks** - If you need to configure the device to connect to your network, then you will need the following TCP/IP settings. If do not know these settings or whether you need these to add a device to your network, consult your Network Administrator or Internet Service Provider (ISP) and ask them how to connect a new PC to your Internet connection.

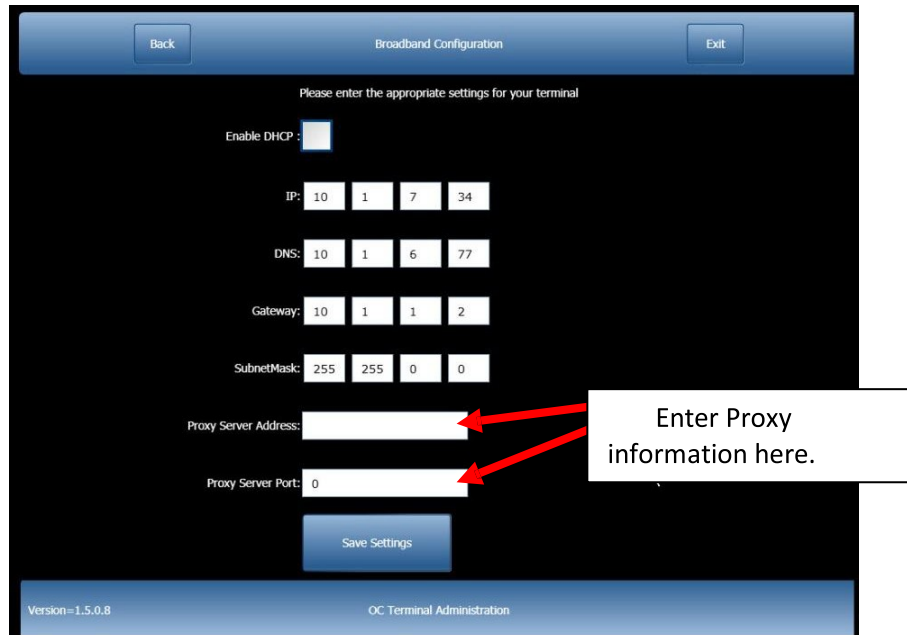
Below are examples of TCP/IP settings you will need to know. The settings listed on the image and following are for example only.

<b>IP Address</b>	(example 192.168.0.2)
<b>Subnet Mask</b>	(example 255.255.0.0)
<b>Gateway</b>	(example 192.168.0.1)
<b>DNS Server</b>	(example 66.179.130.68)

Once you have collected the above information, proceed by pressing the **Diagnostics** button on the Start Page. Press the **High-speed Internet Setup** button, uncheck the Enable DHCP box, and enter the static IP settings.



**Proxy Setup** (Only if your network requires a proxy) - If you need to configure the device to send all Internet traffic through a proxy to access the Internet, then you will need the Proxy address and port number. If you do not know these settings or whether you need to configure a proxy, consult your Network Administrator or Internet Service Provider (ISP) and ask them what proxy settings are needed to access your Internet connection.





## Tips and Troubleshooting

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This section outlines troubleshooting steps you may try before contacting the Agent Help Desk to resolve connection problems, hardware or touch-screen terminal issues.

The Agent Help Desk will function as an advanced technical support center and technical resource. They can be reached at 1-800-964-7812

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

### Frozen Screen/Lost Cursor

1. Scan any barcode from the main menu should start the touch screen calibration process.
2. If you cannot get to the main menu restart the touch screen terminal, then if the touch screen still does not work scan a barcode to start the touch screen calibration process.

### The touch-screen terminal cannot connect

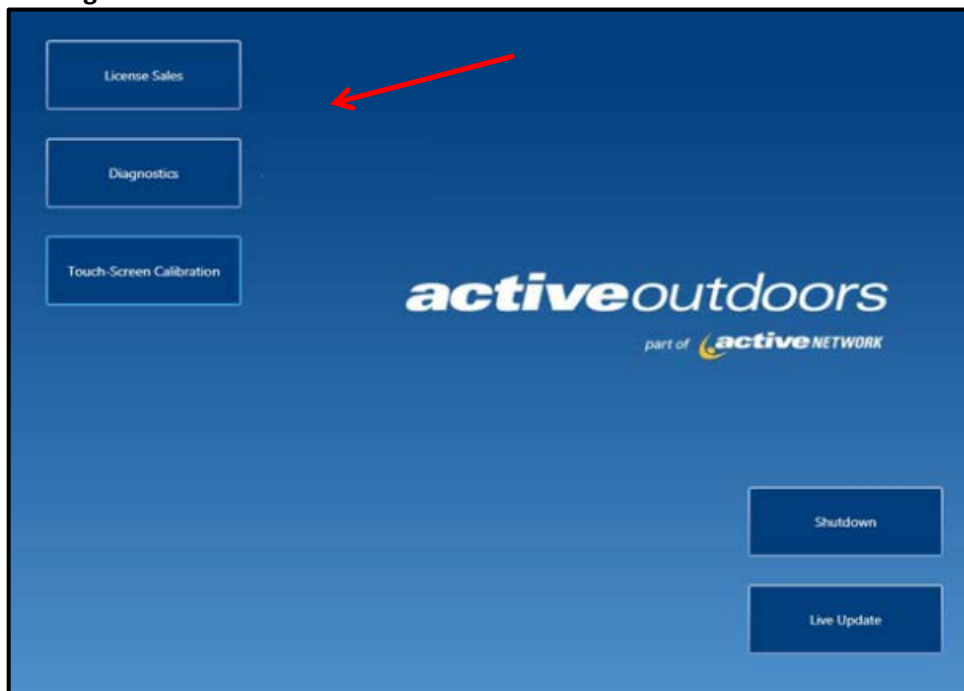
1. Reboot terminal:
  - a. Hold in the Power Button under the right side of the screen until the terminal shuts down.
  - b. Once the screen is completely black, press the button again to power it on.
  - c. Perform the *Diagnostics-Ping Device* test to check the status of the Internet connection. (See Detailed Ping Device instructions in the next section).
2. If the Ping Device fails, verify Ethernet cable is connected properly:
  - a. Power off the Terminal.
  - b. Turn the touch-screen terminal face down.
  - c. Remove the bottom panel by pressing the two release tabs and rotating the panel up
  - d. Lift bottom of screen.
  - e. Confirm all cables are properly connected.
  - f. Confirm a green light shows in the Ethernet cable port.
  - g. If NO green light is showing, the Ethernet cable is NOT connected to a live port.  
**Contact your internal technical support or Internet provider.**
  - h. If there is a green light showing, the Ethernet cable is connected to a live port.
  - i. Rotate the panel back down until both release tabs snap back into place.
  - j. Turn the touch-screen terminal upright.
  - k. Power on the terminal.
  - l. Perform the *Diagnostics-Ping Device* test to check the status of the Internet connection.
3. If the Ethernet cable is properly connected, but the *Diagnostics-Ping Device* test failed, cycle the High-Speed Broadband (DSL/Cable) cable modem and other devices:
  - a. Power off your touch-screen terminal by holding in the Power button under the right side of the screen for few seconds (you should notice the terminal shutting down). Leave the touch-screen terminal powered off while checking the following devices:
  - b. If a router or other device is connected between your computer and the DSL/Cable modem, power down this device.
  - c. If there are multiple devices between your computer and the DSL/Cable modem, continue to power down all devices.
  - d. Leave the DSL/Cable modem unplugged for 20–30 seconds before reconnecting the power.
  - e. Power up the DSL/Cable modem.
  - f. Wait for 2-3 minutes after the DSL/Cable modem light to starts blinking before proceeding.

- g. After the DSL/Cable modem has been powered up, continue to power up any other devices that may be between your computer and the DSL/Cable modem. Confirm each device is fully powered up before proceeding to the next device.
- h. Power on your touch-screen terminal.
- i. If you get an error during the Boot up System Update process, there may be a connectivity issue.
- j. Perform the *Diagnostics-Ping Device* test to check the status of the Internet connection. If it fails, you still have a connectivity issue.
- k. You can test connectivity with a separate device such as a Laptop or PC by disconnecting the Ethernet cable from the Terminal and connecting it to a laptop/PC (with Wi-Fi turned off) to accessing any website URL ([www.wildlife.ca.gov](http://www.wildlife.ca.gov)) from the PC to verify there is an active connection to your ISP. Contact your ISP if you cannot connect.
- l. If you can connect to a URL with a laptop or PC, but the terminal still does not work contact the Active Network Help Desk at 1-800-964-7812.

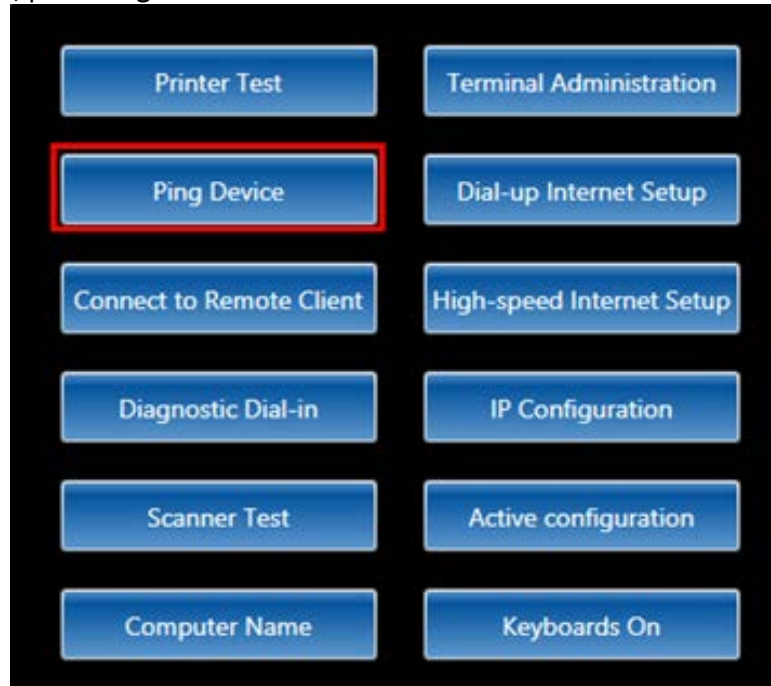
### Ping Device

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This test ensures there is an active Internet connection by sending a small packet of data to a website. To run this test press **Diagnostics** from the Main Menu.



In the Diagnostics menu, press **Ping Device**.



This test brings up an ALERT popup bar listing the Ping statistics. This tool is used to verify that packets of data were sent to the test website and the touch-screen terminal has an active Internet connection.

If there is no active Internet connection, follow the troubleshooting tips in the prior section before contacting the Agent Help Desk to report a hardware issue.

### Terminal Reimaging

In certain scenarios, you may need to reimage your terminal, to bring it back to the base image or apply an update. **IMPORTANT: The Reimaging process will take approximately 30 minutes.**

#### Reimaging from the Boot Options Menu

If the terminal needs reimaged, follow these steps:

- Restart the terminal.
- As the terminal is booting two options are offered: 'Continue to License Sales' or 'Reimage Terminal'. Within three (3) seconds, select the 'Reimage Terminal' option.
 

**NOTE:** If the screen is touched outside of these two options, the screen will not automatically move forward. If this happens, select the Reimage Terminal option.
- A dialogue box pops up, "Would you like to reimage terminal?"
  - If you select 'No', the terminal will restart again.
  - If you select 'Yes', another dialogue box pops up to confirm, then the terminal will restart. A screen appears with "Imaging in Process. Do not turn off machine." The terminal will reboot multiple times on its own as it finalizes the image. Do not power down or interfere with the terminal until you see the Terminal Admin screen with the 'License Sales' button

### **Reimaging from a USB Key**

If the help desk has recently sent an USB key to reimage the terminal follow these steps:

- Power down terminal, and insert the USB into the respective port.
- Power the terminal back up. A dialogue box pops up, “Would you like to reimage terminal?”  
If you select ‘Yes’, another dialogue box pops up to confirm, then the terminal restarts and a screen appears, “Imaging in Process. Do not turn off machine.”  
If you select ‘No’, another dialogue box states “Please Remove USB Key”. The terminal will then restart again.
- Once the message has updated to a green screen that states “Image Complete Power off Terminal and Remove USB”, power down the terminal by holding down the power button and remove the USB.
- Start the terminal, and let it set up (the terminal will reboot multiple times on its own as it finalizes the image). Do not power down or interfere with the terminal until the Terminal Admin screen with the ‘License Sales’ button is shown.

### Contact Information

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Contact Information Questions regarding technical issues such as equipment troubleshooting and connection problems will be handled by contacting:

- Agent Help Desk
  - 1-800-964-7812
  - Hours – 24 hours a day, 7 days a week
- Issues with individual customer records, regulatory, or enforcement questions, will be handled by contacting:
  - CA Department of Fish and Wildlife - 1-916-928-2537 or [agent@wildlife.ca.gov](mailto:agent@wildlife.ca.gov)
  - Hours: 8:00AM – 5:00PM PST Monday - Friday