

Terminal Installation & Setup Guide

*California Department of Fish & Game
Automated License Data System*



REVISION: 2.0
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Questions? Please contact the Agent Help Desk at 1-800-964-7812 for assistance with technical issues and the California Department of Fish & Game at 1-916-928-5805 for issues with regulatory or enforcement questions.

Table of Contents

Before You Begin Terminal Set-up..... 3

Terminal Placement and Setup 5

Equipment..... 5

Terminal Power Cable 5

Power Strip Connection..... 6

Terminal Power Button 6

Scanner Setup 7

Printer Connection..... 8

Printer USB Cable..... 8

Paper Installation..... 9

Barcode Scanner Operation 10

Cradled in the Stand (Automatic Scan/Preferred method)..... 10

Handheld 10

Touch-screen Calibration 11

Internet Setup 13

Internet Connection 13

Ethernet Cable 13

Telephone Cable..... 13

Accessing Your Internet Setup Options 14

High-Speed Internet Setup..... 16

Dialup Setup Using the OC Dialup Wizard..... **Error! Bookmark not defined.**

Tips and Troubleshooting..... 26

Ping Device..... 28

Screen turns black after a certain period of time..... 29

Dialup connection is very slow 29

The access number provided does not allow connection 29

Printer is not Printing 30

Contact Information 31

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NOTE: Do not unplug any cables from device. They have been pre-installed for easier setup.

This Terminal Installation & Setup Guide assists you with the setup of your new license terminal.

Before You Begin Terminal Set-up

- Before you begin, you must take inventory of the boxes you received. The equipment and supplies (license paper rolls) are shipped in three boxes. If all three boxes have not 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 contact the Agent Help Desk immediately at 1-800-964-7812.
- See next page for the contents of each box.

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LARGE BOX		
Equipment		
	Touch-screen Terminal	
	Barcode Scanner and Stand	
	Six-outlet Power Strip	
Cables		
Type	Color	Length
Ethernet Cable	Beige	10 ft.
Modem Cable (Telephone Cable)	Gray	6 ft.
Terminal Power Adapter	Black	6 ft.
Scanner USB Cable	Black	5 ft.
Printer USB Cable	Beige	6 ft.

MEDIUM BOX		
Equipment		
		
Cables		
Type	Color	Length
Printer Power Cable	Black	6 ft.
Printer Power Adapter	Black	6 ft.

SMALL BOX	
License Stock Kit	
Contents	Quantity
License Paper	4 Rolls

Questions? Please contact the Agent Help Desk at 1-800-964-7812 for assistance with technical issues and the California Department of Fish & Game at 1-916-928-5805 for issues with regulatory or enforcement questions.

Terminal Placement and Setup

Place the touch-screen terminal close to electrical outlets, your Internet connection, and where licenses are to be sold.

The terminals are computers and must operate indoors, in climate-controlled environment. Do not expose equipment to high temperature, high humidity, excessive dust, rain, or splashing liquids. Placing the terminal near a source of heat will lead to damage.

NOTE: Do not unplug the pre installed cables from the device. They were pre-installed for easier setup.

Equipment

There are pre-installed cables inserted through the base of stand.

Type	Color	Length
Ethernet cable (for network connection)	Beige	10 ft.
Terminal power supply	Black	6 ft.
Printer USB cable	Beige	6 ft.
Scanner USB cable	Black	5 ft. Coiled
Modem Cable	Gray	6 ft.

Terminal Power Cable

Plug the black power cable into black adapter as shown below:



Black Power Cable



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Power Strip Connection

NOTE: You are required to use the power strip provided with the terminal.

- a. Verify the power strip switch is switched to “Off”.
- b. Plug the power strip into a standard wall outlet.
- c. Plug the black terminal cable into the power strip.
- d. Switch the power strip switch to “On”.



Terminal Power Button

The Power button for the Terminal is located on the bottom right hand side. Hold in the Power Button for approximately 2 seconds for the terminal to power up.



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Scanner Setup

The scanner has been pre-plugged in to the terminal for easier set-up. Position the stand on either side of the terminal and place the scanner on the stand as shown. This will set scanner to automatically scan when you put a barcode in front of the scanner.

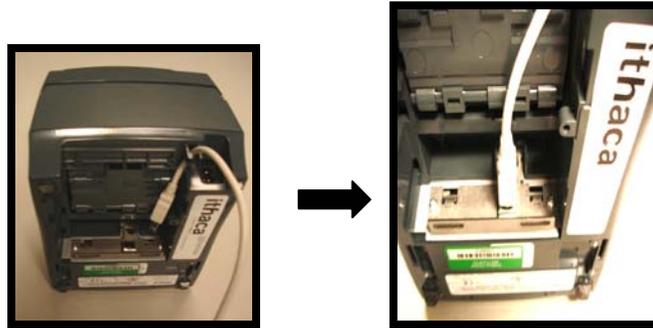


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Printer Connection

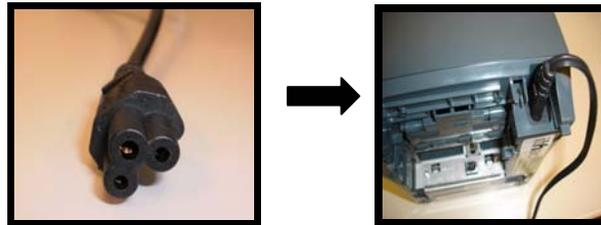
Printer USB Cable

Plug the beige, square-ended USB cable into underside of printer as depicted in the picture below.



Printer Power Cable

Plug the black, “three pronged”- ended printer power cable into the back of the printer as depicted in the picture below.



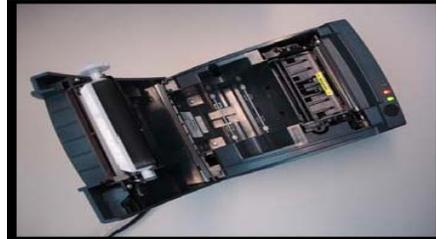
Then plug the other end into the power strip.



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Paper Installation

Locate the black OPEN COVER button on the top of the printer. Have them squeeze the button together so the printer cover clicks and pops up. Once the printer cover is opened, it will expose the inside of the printer.



The printer's lights should be facing you. With the top cover open, place the license paper roll in the printer DFG logo face down just like the photo below, and leave at least 4 inches of extra paper to start the printer's automatic feed function.



Once you have loaded the paper into the printer, close the cover with the extra license paper sticking out. The license printer should automatically feed the license paper and cut the extra paper.



If the license paper does not feed automatically and you have verified the license printer has power (GREEN light should be on) please repeat the loading license paper steps again or refer to Tips and Troubleshooting on page 26. If these steps do not work call the Agent Help Desk at 1-800-964-7812.

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Barcode Scanner Operation

There are two ways to use the barcode scanner:

Cradled in the Stand (Automatic Scan/Preferred method)

Place the scanner on the stand to illuminate the yellow light on the top of the scanner. Position the barcode in front of the laser until it captures the scan and the unit sounds.



Handheld

Point the scanner towards the barcode and squeeze the trigger button. The red light captures the scan and the unit will sound.

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

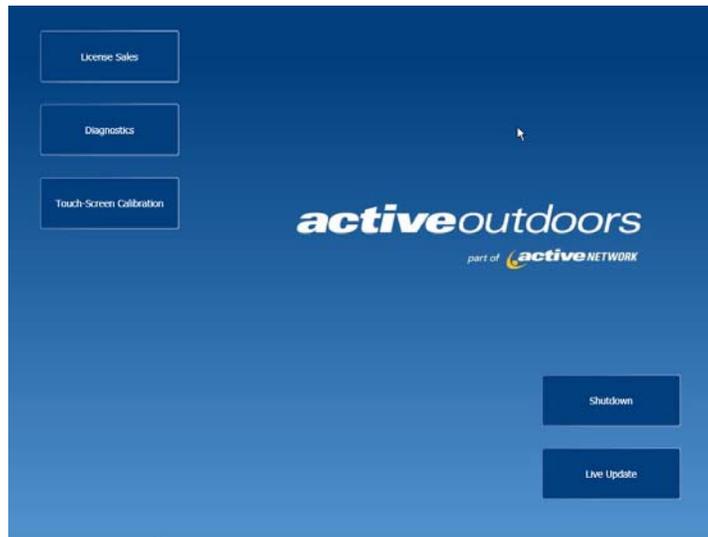


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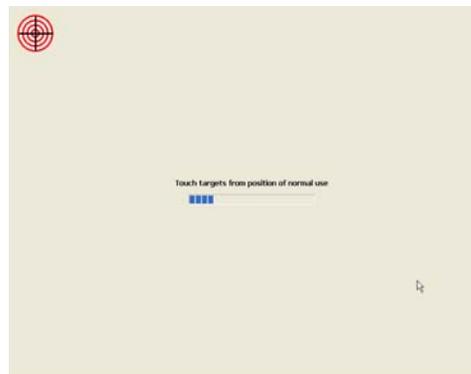
Touch-screen Calibration

All operations on your touch-screen terminal require that the terminal be properly calibrated to judge where on the screen you touch. Water, dust, oils from a user's hands, poor ventilation, and excessive pressure or pounding can throw the terminal's calibration off. In order to ensure the terminal's touch-screen interface is working properly and can accurately judge the position of your touches you will, on occasion, need to re-calibrate your touch-screen.

From the Start Page touch the Touch-Screen Calibration button:



This will bring up a new screen. A target will appear in the top left hand corner. Touch the center of this target as lightly as possible. A target will then appear in the bottom left hand corner. Touch the center of this target as lightly as possible. A target will then appear in the top right hand corner. Touch the center of the target as lightly as possible.



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Once you have touched all three targets, move your finger around the screen. The cursor should follow your finger. Once you have confirmed that the cursor is following your finger, press the *Green Check Mark* located in the middle of the screen. You will now return to the Start Page.

NOTE: The blue Progress Bar in the center is a Fail-Safe timer. If you have pressed the Touch-Screen Calibration button by accident or the terminal is not responding to your touch, allow the Progress Bar to proceed to the end. Your terminal will then revert to its most recent calibration.

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Internet Setup

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

High-Speed connections include:

DSL
Cable
Satellite
Network

Internet Connection

Option 1: To Use Your Own Internet Connection (DSL, Cable, or Other Broadband/High-Speed)

Plug beige Ethernet cable into your router or network connection as appropriate. (Please consult your Internet Service Provider (ISP) or Network Administrator for further instructions.)



Ethernet Cable

Option 2: To use your Dialup Internet Connection (Either as Main or Backup Connection)

Plug gray telephone cable into standard wall outlet.



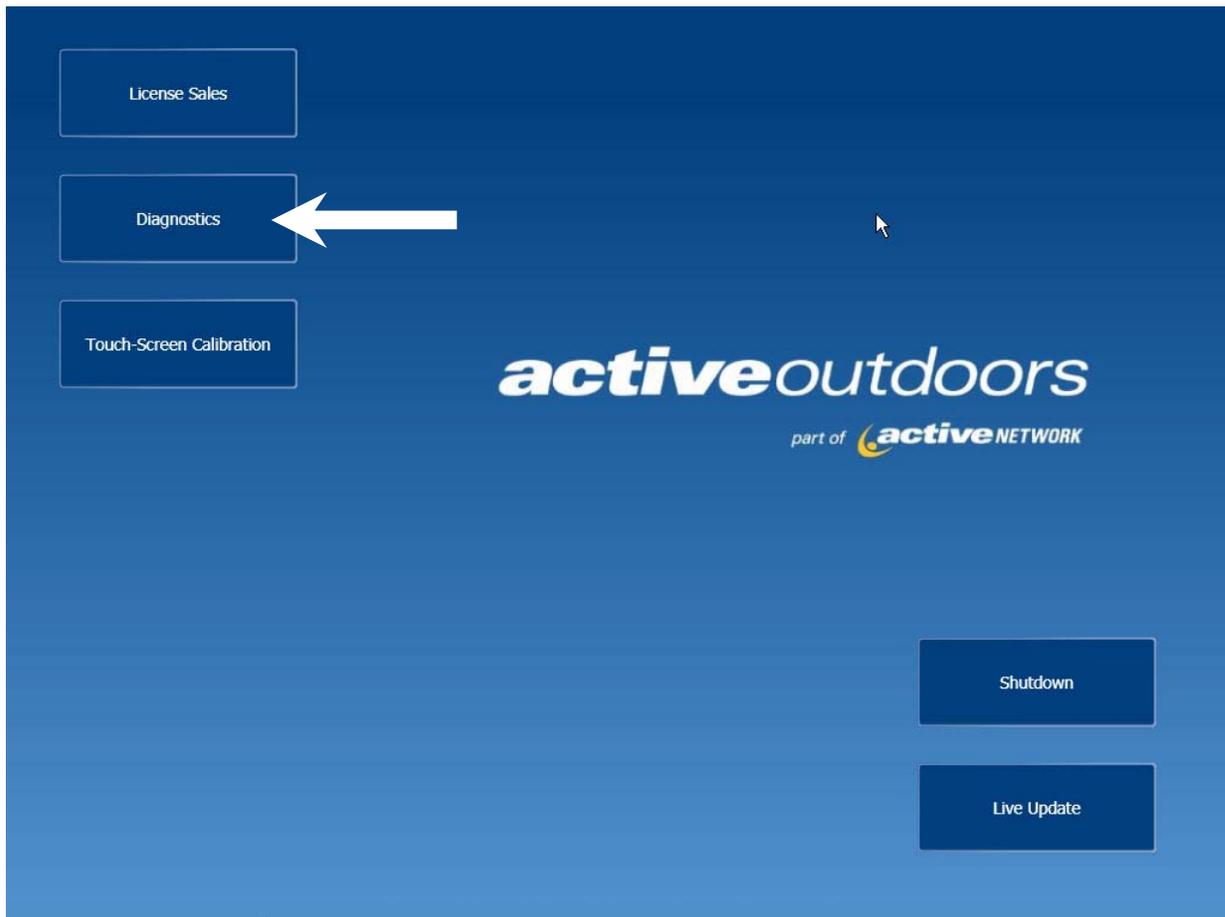
Telephone Cable

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Accessing Your Internet Setup Options

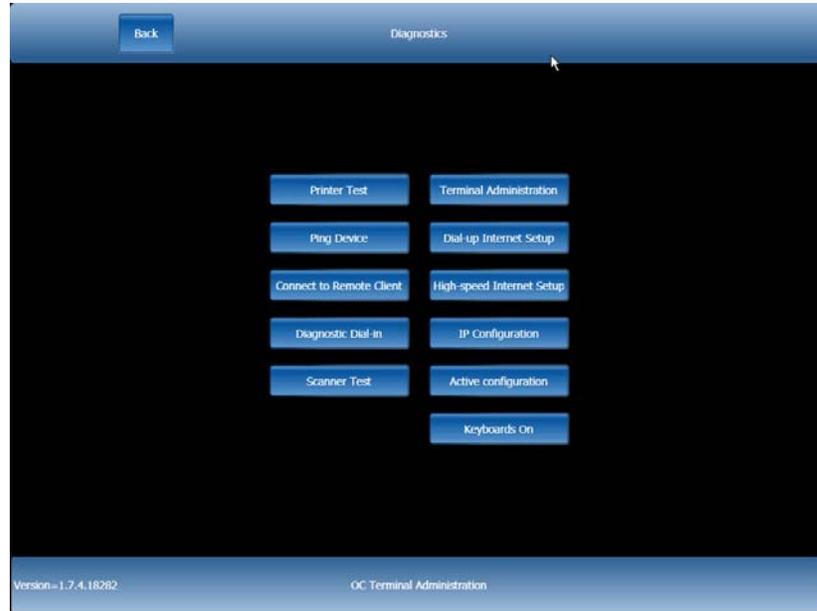
Touch *Diagnostics* on the *Main Menu* screen as shown below. Please note that sometimes this process may take several seconds. Only one touch of the Diagnostics button is required to begin the process. If you find that the Diagnostics button does not seem to be responding, please restart the terminal, by selecting the Shutdown option on the main screen. Press the power button after the terminal has shut down to restart the terminal. After the terminal has powered back up start this process again.

From the Start Page, touch Diagnostics.

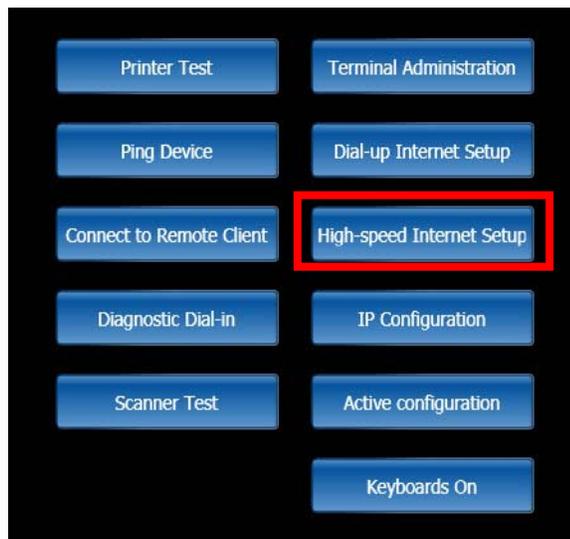


Questions? Please contact the Agent Help Desk at 1-800-964-7812 for assistance with technical issues and the California Department of Fish & Game at 1-916-928-5805 for issues with regulatory or enforcement questions.

From the Diagnostics Page, you can access all of your available support and configuration options for the operation of your terminal. Both High Speed and Dialup Configuration are located on this page, as well as tools to test the functionality of your printer and status of your high-speed Internet connection.



For High Speed Internet Setup, press the High Speed Internet Setup Button located in the right hand column on the Diagnostics Screen.



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High-Speed Internet Setup

In order to connect the terminal to your network, you will need to determine whether your Internet connection requires configuration. Many High-Speed Broadband Internet connections do not require any configuration in order 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.

DHCP Network – If you do not have to set any special network values to add a PC to your network (such as IP, DNS, Gateway, and Subnet) then you have a DHCP network. If you have a DHCP network, all you need to do is plug in the beige Ethernet cable to your network. The system will then take you to the Main Menu and you are ready to begin selling licenses. Consult the IPOS Retail User Manual for help selling licenses.

If you do not get a connection to the Internet, try following the procedures outlined in **Tips and Troubleshooting** (page 27) for Power-cycling your modem before contacting the Agent Help Desk.

NOTE: The settings listed are examples only.

High-Speed Internet Setup for Static Networks - If you have to configure the device to operate on your network, you will need the information settings called TCP/IP settings. If you are not sure if you know these settings, or even if you need these to put a device on your network, consult your Network Administrator or your Internet

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Service Provider (ISP) and ask them how to connect a new PC to your Internet connection. They will be able to provide you with this information.

NOTE: Below are examples of TCP/IP settings you will need to know.

IP Address	(example 192.168.0.2)
Subnet Mask	(example 255.255.0.0)
Gateway	(example 192.168.0.1)
DNS Server	(example 66.179.130.68)

Once you have collected the above information, proceed by pressing the Diagnostics button shown on the main menu. Select the High-Speed Internet Setup Button. Enter the static IP setting.

NOTE: The settings listed are examples only.

The screenshot shows the 'Broadband Configuration' interface. At the top left is a 'Back' button. The title is 'Broadband Configuration'. Below the title is the instruction: 'Please enter the appropriate settings for your terminal'. The settings are as follows:

- Enable DHCP:
- IP: 192 | 168 | 1 | 7
- DNS: 8 | 8 | 8 | 8
- Gateway: 192 | 168 | 1 | 1
- SubnetMask: 255 | 255 | 255 | 0
- Proxy Server Address: PROXY1
- Proxy Server Port: 8080

At the bottom center is a 'Save Settings' button. The footer contains 'Version=1.7.A.18282' on the left and 'OC Terminal Administration' on the right.

Proxy Setup (Only if your network requires a proxy) - If you have to configure the device to send all Internet traffic through a proxy in order to access the Internet, you will need the Proxy address and required port number. If you are not sure if you know these settings, or even if you need these to configure a proxy, consult your Network Administrator or your Internet Service Provider (ISP) and ask them what proxy settings is needed to access your Internet connection. They will be able to provide you with this information.

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Back Broadband Configuration

Please enter the appropriate settings for your terminal

Enable DHCP:

IP: 192 168 1 7

DNS: 8 8 8 8

Gateway: 192 168 1 1

SubnetMask: 255 255 255 0

Proxy Server Address: PROXY1

Proxy Server Port: 8080

Save Settings

Version - 1.7.4.18202 OC Terminal Administration

Enter Proxy information here.

Dialup Setup Using the OC Dialup Wizard

NOTE: If you are sharing this line with other devices (a telephone, fax, other computer, etc.), please make sure they are offline while using the terminal.

Check that you have connected the gray telephone cord from the terminal to a telephone wall outlet.

Check that the telephone line you are connecting the device to is free of excessive static or line noise. Noise and static interfere with dialup transmissions. You can check for line noise by plugging a phone into the line and making a call. Listen to the line and make sure it has no static or noise. If you hear static or noise, have the telephone company fix the line first.

NOTE: See *Tips and Troubleshooting* on page 35 for additional steps.

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From the Diagnostics windows, select Dial-up Internet Setup

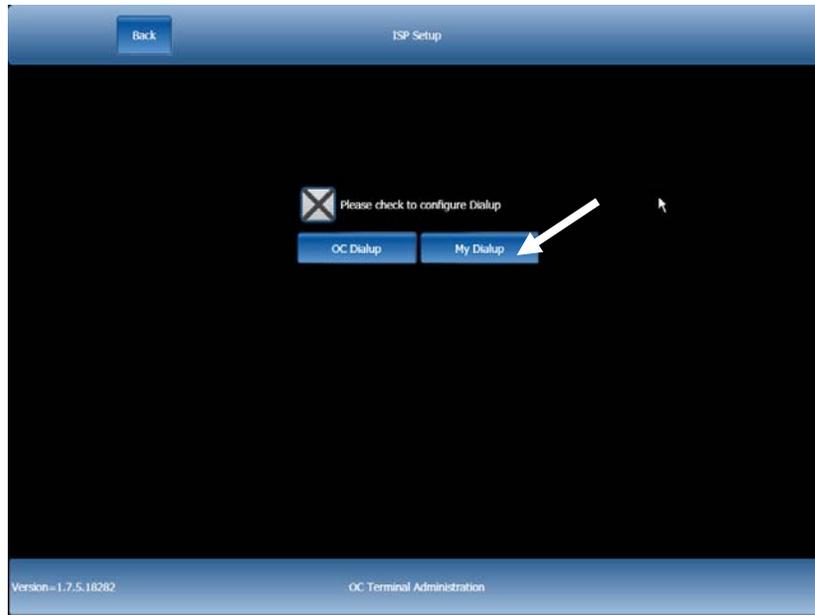


Dial-up Set-up From User's Service Provider

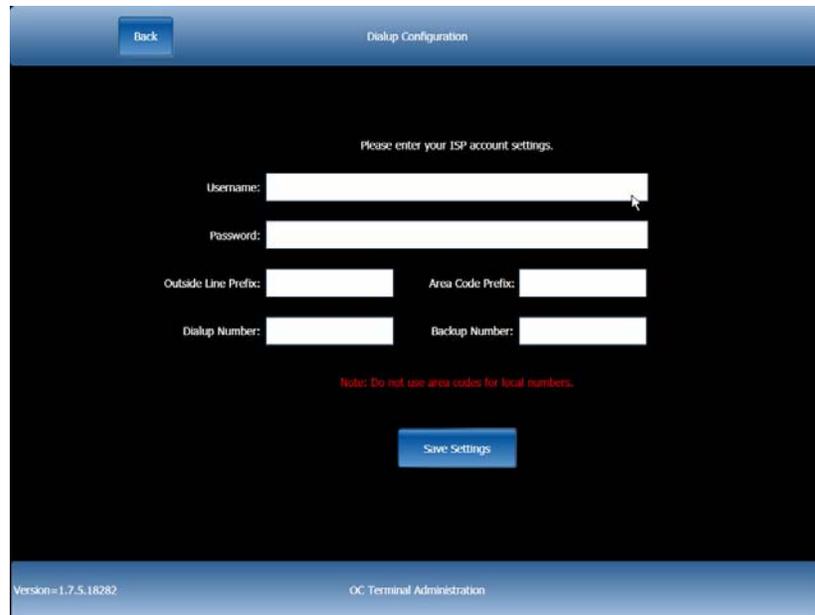
To setup dial-up service provided by you, touch in the box marked *Please check to configure Dialup*, the *My Dialup* button should change from grey to blue and white. Press the *My Dialup* button.

NOTE: Skip to page 30 to set up dial-up using DFG and Active service provider.

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Pressing the My Dialup button will bring you to the Dialup Configuration Page. To complete this page, you will need your Username and Dialup Password. If you don't know one or either of these, please contact your Internet Service Provider before proceeding. Your Internet Service Provider should have this information for you upon request.



You will need to know if your phone system requires an Outside Line Prefix. An Outside Line Prefix is any number that you must dial before you can dial your

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intended number. For instance, if you dial 9 before making an outside call from your location, you are using an Outside Line Prefix. If your phone system requires that you use an Outside Line Prefix, enter the appropriate number in the specified box.

Some of the numbers you use for dialup may be outside your local calling area. Also, some Internet Service Providers may use a 1-800 number to deliver dialup service. If the number you use for dialup Internet service is outside your local calling area or your Internet Service Provider uses a 1-800 number, enter the number 1 into the field marked *Area Code Prefix*. **Again the only number that should ever be entered into the field marked *Area Code Prefix* is the number 1, and only if you are using a 1-800 number or a long distance number.**

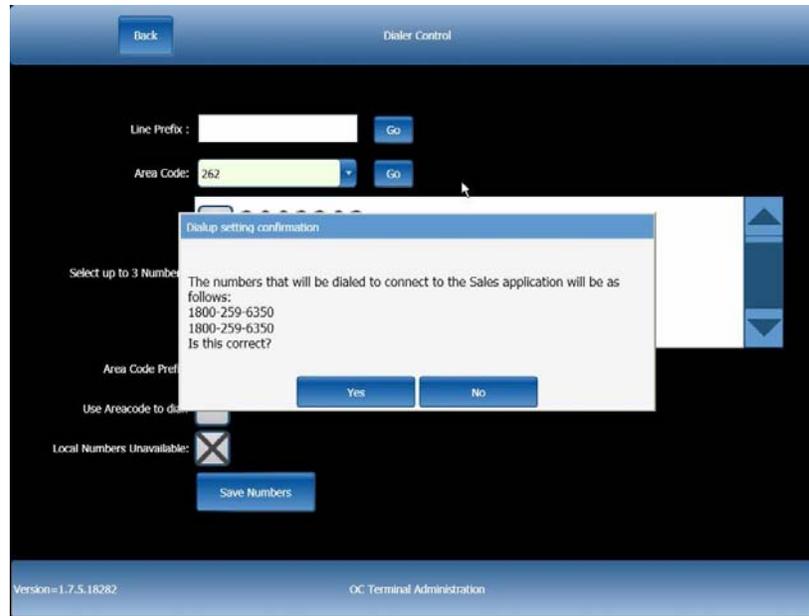
NOTE: If your Dialup Number or Backup Number requires an Area Code, you may be charged Long Distance Fees. The California Department of Fish and Game and Active Outdoors are not responsible for any fees incurred through use of long distance service.

Once you have entered in your *Username*, *Dialup Password*, *Outside Line Prefix* (if applicable), and the *Area Code Prefix* for your *Dialup Number* or your *Backup Number* (if applicable), enter your *Dialup Number* and *Backup Number*. Again, if you do not have this information, your Internet Service Provider should have this information available upon request. If you are dialing a long distance number enter the area code before the number. If your Internet Service Provider uses a 1-800 number to provide dialup service, enter 800 before your *Dialup Number* and/or *Backup Number* as may be required.

Once you have entered in all relevant information, press the *Save Numbers* button at the bottom of the Dialup Configuration page. A new window will appear on the Dialup Configuration page.

NOTE: As you fill out the Dialup Configuration Page, there may be some fields which do not apply to your configuration, such as Outside Line Prefix or Area Code Prefix. If this is the case, simply leave these fields blank and move on.

Questions? Please contact the Agent Help Desk at 1-800-964-7812 for assistance with technical issues and the California Department of Fish & Game at 1-916-928-5805 for issues with regulatory or enforcement questions.



The Dialup setting confirmation window will display the numbers that your touch-screen terminal will use to connect to the Internet over dialup. The displayed number will include any *Outside Line Prefix*, *Area Code Prefix*, and the number or numbers that were entered into the *Dialup Number* and *Backup Number* fields.

If any of the information displayed is incorrect, press the *No* button. The window will close and allow you to correct the necessary fields. When you are done making corrections, press the *Save Numbers* button at the bottom of the page.

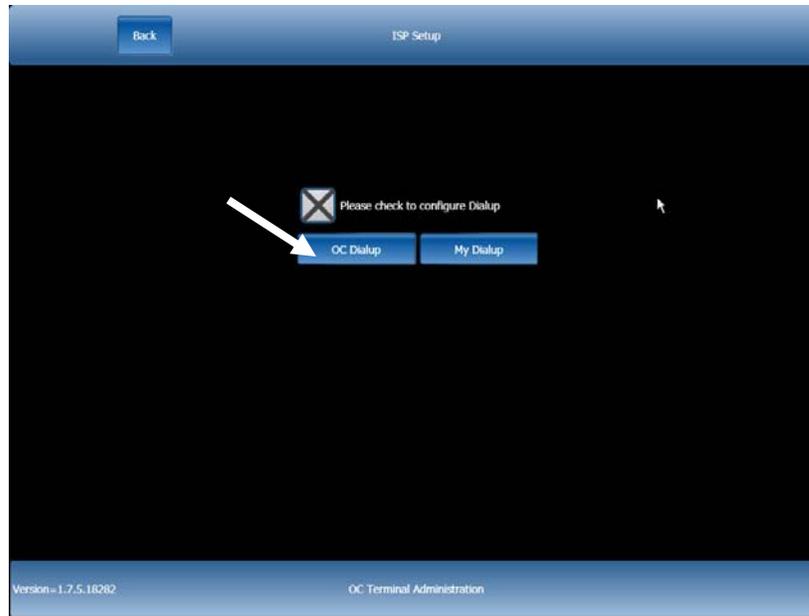
When you have completed the Dialup Configuration Page, press the *Save Numbers* button. Confirm your dialup configuration, and then press the *Back* button located in the top right hand corner. You will return to the Main menu Screen.

DFG and Active Dial-Up Internet Set-Up

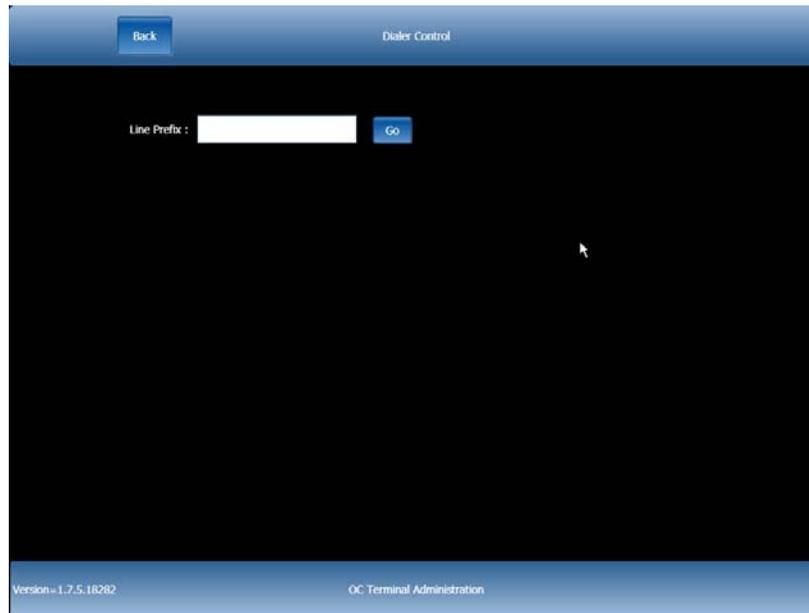
To set up Dial-up Internet service provided by California DFG and Active Outdoors, touch in the box marked *Please check to configure Dialup*, and then press the *OC Dialup* button.

NOTE: Pilot locations and new locations that are activated after Implementation call the Active Helpdesk at 1-800-964-7812 to add your login account before you set up dial-up.

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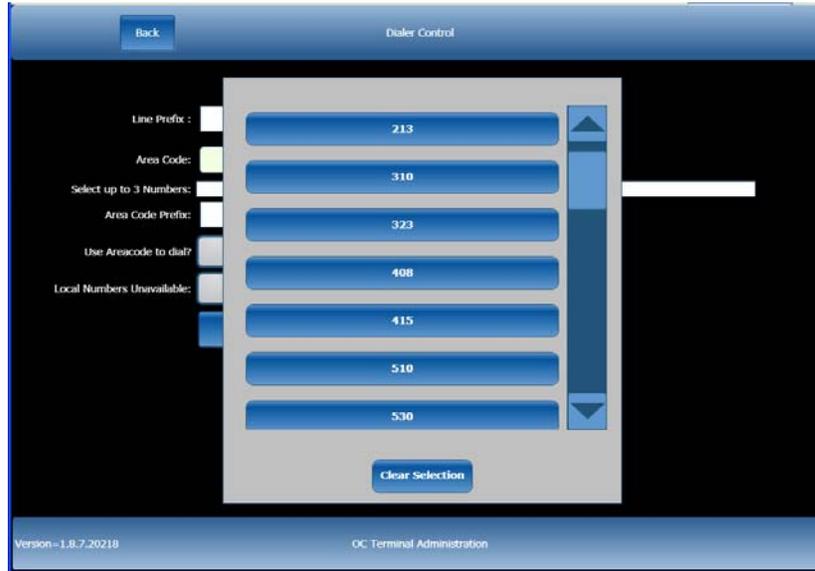


Pressing the *OC Dialup* button will bring you to the Dialup Configuration Page. The first screen will require you to enter your *Line Prefix*. A *Line Prefix* is any number that you must dial before you can dial your intended number. For instance, if you dial 9 before making an outside call from your location, you are using a *Line Prefix*. If your phone system requires that you use a *Line Prefix*, enter the appropriate number in the specified box. Once you have entered in your *Line Prefix* (if applicable), press the *Go* button. You should hear the dial tone; if you don't, check your telephone connections.

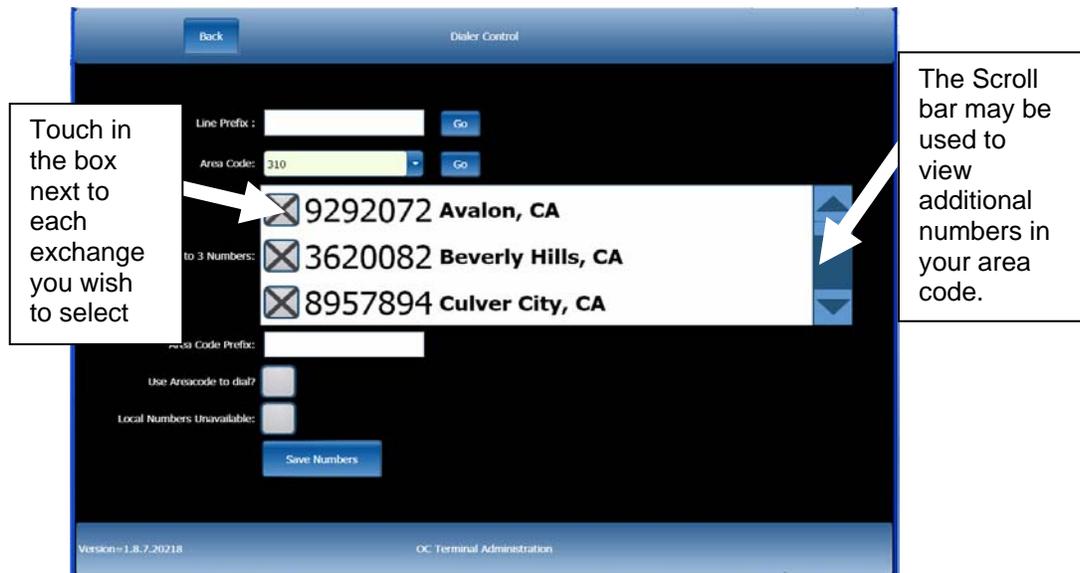


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The next screen will ask you for the Area Code your office resides in. Select the appropriate *Area Code* and press the *Go* button.



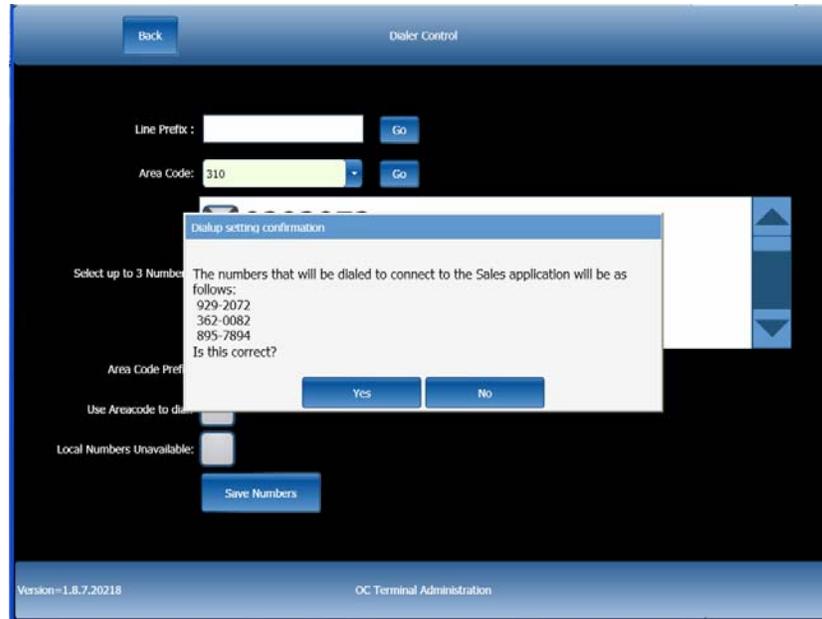
Once you press the *Go* button with your correct Area Code selected, the field below, labeled, *Select up to 3 Numbers*, will populate a list of all available Telephone Exchanges in your area code. Each exchange will display its location and number. Only select those exchanges that are a local call from your location. To view all the numbers, use the scroll bar located on the right hand side of the window displaying the available exchanges. Select an exchange by touching in the box to the left of the name and number of the exchange.



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If there are no local numbers available for your area code, touch the Local Numbers Unavailable box located toward the bottom of the page. If you select this option, the field marked *Area Code Prefix* will automatically populate the appropriate 800 number prefix.

Once you have entered in all relevant information, press the *Save Numbers* button found at the bottom of the Dialup Configuration page. A new window will appear on the Dialup Configuration page.



The Dialup setting confirmation window will display the numbers that your touch-screen terminal will use to connect to the Internet over dialup. The displayed number will include the *Line Prefix* and the number or numbers that were selected from the available exchanges.

If any of the information displayed is incorrect, press the *No* button. The window will close and allow you to correct the necessary fields. When you are done making corrections, press the *Save Numbers* button at the bottom of the page.

If there are no corrections press 'Yes'. Another pop-up box will appear stating "*changes have been successfully saved*". Press *OK* to continue.

When you have completed the Dialup Configuration Page, press the *Back* button two times located in the top left hand corner. You will return to the Main menu Screen to begin a license sale.

Questions? Please contact the Agent Help Desk at 1-800-964-7812 for assistance with technical issues and the California Department of Fish & Game at 1-916-928-5805 for issues with regulatory or enforcement questions.

Tips and Troubleshooting

This section outlines many of the 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.

NOTE: *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 you are experiencing.*

To do this from any screen:

- a. Hold in the *Power* button on 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.



If you are having a problem getting connected with your High-Speed Broadband (DSL/Cable) connection, try Power-cycling your modem with the following procedures:

- a. Power off your touch-screen terminal by holding in the Power button on the right side of the screen for three 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 also. If you have multiple devices between your computer and the DSL/Cable modem, continue to power down all devices.
- c. Power down the DSL/Cable modem by disconnecting the power supply line.

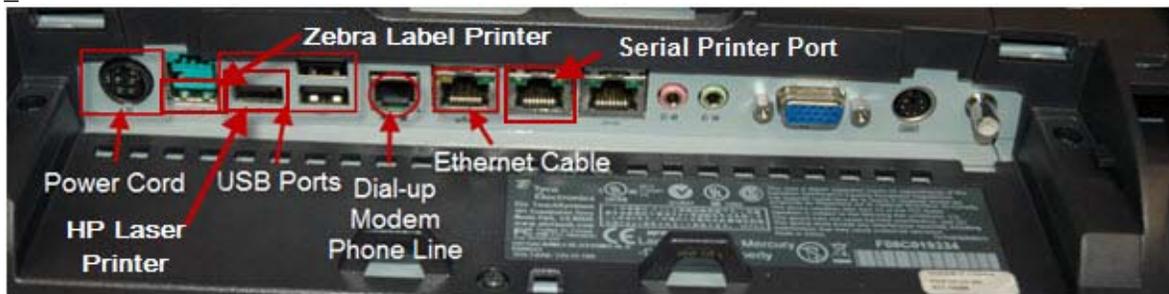
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- d. Leave it unplugged for 20–30 seconds before reconnecting the power to the modem.
- e. Power up the DSL/Cable modem.
- f. Wait for the DSL/Cable modem light to stop blinking before proceeding.
- g. After the DSL/Cable modem has been powered up, continue to power up any routers that may be between your computer and the DSL/Cable modem. Make sure that each device is fully powered up before proceeding to the next device.
- h. Power on your touch-screen terminal.

If you still cannot connect after you have Power-cycled your modem, please follow the steps below to make sure all the cables are connected properly:

- a. Turn the touch-screen terminal facedown.
- b. Find the two tabs on the port cover on the back of the machine.
- c. With both hands, push the tabs in and pull the port cover toward you.
- d. Once the cover is off, you will see the ports shown below:

- AC power connection
- 3 USB ports
- 2 serial ports
- Ethernet connection
- Optional keyboard connections
- Dial-up modem phone line
- 1 Zebra Label Printer Port (only used at CA-DFG locations)



- e. Check that all cables are properly connected and there is a yellow light showing in the Ethernet cable port.
- f. If there is a yellow light showing, perform the **Ping Device** (page 28-29) test to check the status of the Internet connection.

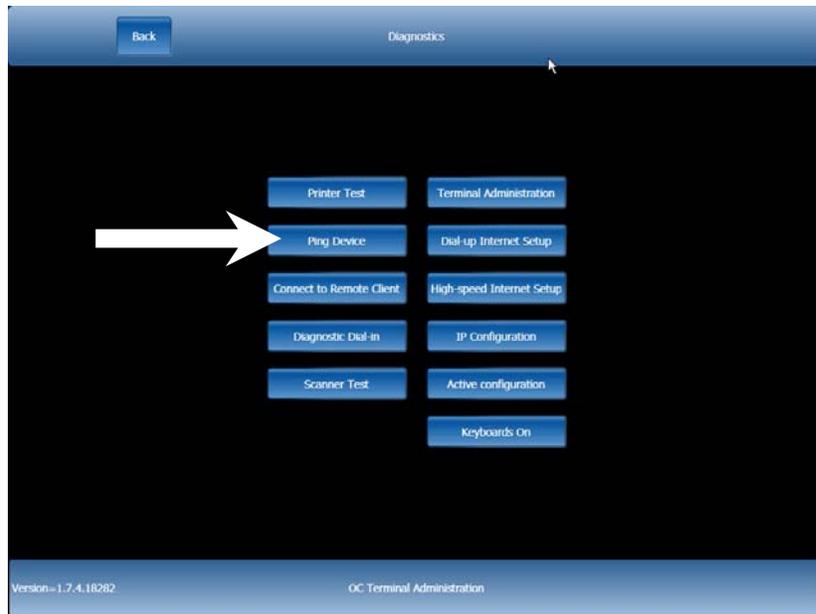
Questions? Please contact the Agent Help Desk at 1-800-964-7812 for assistance with technical issues and the California Department of Fish & Game at 1-916-928-5805 for issues with regulatory or enforcement questions.

Ping Device

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.



Press Ping Device from the Diagnostics menu.



Questions? Please contact the Agent Help Desk at 1-800-964-7812 for assistance with technical issues and the California Department of Fish & Game at 1-916-928-5805 for issues with regulatory or enforcement questions.

This test brings up an ALERT popup bar listing the Ping statistics. This tool is used to show that packets of data were sent to the test website. These results show if there is an active Internet connection to the touch-screen terminal.

If there is not an active Internet connection, contact the Agent Help Desk to report a hardware issue.

If the results of the Ping return an error, follow these steps.

- a. If you have a separate PC connected to your router, try accessing any website URL (such as <http://www.dfg.ca.gov>) from the PC to verify there is an active connection with your ISP. Contact your Internet Service Provider if you cannot get a connection.
- b. If you are able to access a website, go through the steps provided in the **Internet Setup** section while confirming accurate data entry, including entry of IP Address and Gateway information if that data has been supplied to you. In case of further trouble, please contact the Agent Help Desk for assistance.

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 on the screen and the screen will appear again.

Dialup connection is very slow

As noted before, the telephone line operates best if it is free of static. If the internal wiring of your building has static on the line, the performance of the device is degraded and speed is decreased.

The access number provided does not allow connection

- a. Check that the access number you are entering into the terminal is correct.
- b. Dial the number from a regular telephone connected to that line. If you hear a tone that sounds like a fax machine, you've reached the access computer.
- c. Add a 1 or 9 to the beginning of the number if dialing the number directly does not give you this tone.

Whatever dialing method gives you the tone; this will be the number you need to provide the terminal so it can dial into your ISP service to give you an Internet connection.

Questions? Please contact the Agent Help Desk at 1-800-964-7812 for assistance with technical issues and the California Department of Fish & Game at 1-916-928-5805 for issues with regulatory or enforcement questions.

Printer is not Printing

Make sure the printer has power. If the printer still will not print after making sure that the printer is receiving power, make sure the printer has paper, refer to the “How to load paper” section. Once you have determined that there is paper in the printer, check the USB connections on the bottom of the printer. Turn the printer up on its side, and look for the following connection:

The white USB cable should be securely connected to the USB port if the cable is connected; please reseal the cable to ensure the connection properly connected. Now check the USB connection to the terminal. Turn the terminal on its face and check the USB connection. If the USB connection is still connected, unplug the connection and reseal the connection. This will ensure that the connection is properly connected.

Questions? Please contact the Agent Help Desk at 1-800-964-7812 for assistance with technical issues and the California Department of Fish & Game at 1-916-928-5805 for issues with regulatory or enforcement questions.

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 Game - 1-916-928-5805 or agent@dfg.ca.gov**
 - **Hours: 8:00AM – 5:00PM PST Monday – Friday**

- **Issues with individual customer sales:**
 - **CA Department of Fish and Game Sales Support – 1-800-565-1458 or agent@dfg.ca.gov**
 - **Hours: 8:00AM – 5:00PM PST Monday - Friday**

Questions? Please contact the Agent Help Desk at 1-800-964-7812 for assistance with technical issues and the California Department of Fish & Game at 1-916-928-5805 for issues with regulatory or enforcement questions.