



1831 Fort Union Blvd, Salt Lake City, Utah 84121

800-347-6439 • 801-943-7277

www.companioncorp.com

Wireless Universal KeepnTrack Scanner

Packing List

Thank you for purchasing COMPanion's Wireless Universal KeepnTrack Scanner. This package should contain the following items listed below. If any are missing or damaged, please call COMPanion at 1-800-347-6439 or 1-801-943-7277.

This packing list is used for the Indicated product(s):

Wireless Universal KeepnTrack Scanner, USB Interface, Mac & Windows—V6555

Your package should contain the following:

- Wireless Universal KeepnTrack Scanner with battery
- Wireless Universal KeepnTrack Scanner Base
- USB data and charge Cable
- Scanner Installation Guide
- COMPanion Scanner Exchange and Warranty Repair Policy



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Installation Guide

Thank you for purchasing COMPanion's Wireless Universal KeepnTrack Scanner.

If there is another scanner attached to your machine, it should be removed at this time. To properly program your scanner, first read and ensure that you understand the programming process, and then place the desired page(s) on a flat surface and scan the required codes for the desired operation.

NOTE: If you have previously attached a v6450 or v6451 Drivers License Scanner be sure to disable the Workstation Management option labeled 'Enable ID Scanner' at this time. This option is NOT required for the Wireless Universal KeepnTrack Scanner.

NOTE: This scanner uses a custom firmware which should not be updated or reinstalled except as directed by COMPanion.

Charging Information

The scanner is designed to charge when positioned in the cordless base unit. After plugging the base unit into an available USB port on the host system, or secondary system when configured for use with an iPad, laptop, or other supported portable device, power up the host system and place the scanner into the base. Batteries are shipped at approximately 30% - 60% charge capacity and should be charged for a minimum of 4 hours before initial use.

Battery Information

The battery is a lithium ion cell and can be used without a full charge and can also be charged without having to be fully discharged first. Following are some important tips regarding this type of battery.

- Keep the base connected to power and the scanner in the base when not in use.
- Replace a defective battery immediately as it could damage the scanner.
- The battery can be recharged many times, however it will eventually be depleted. Replace the battery when it is no longer able to hold an adequate charge.
- Use only COMPanion batteries with this device. Use of non-approved batteries may result in damage that is not covered by your warranty.

- Do not expose batteries to fire or excessive heat.
- Do not store the batteries together or with other batteries or metal objects.
- Do not expose batteries to water or allow them to get wet.
- Do not disassemble, modify, or short out the batteries.
- Batteries can explode if incorrectly handled or replaced, always use caution.
- Recycle your used batteries or dispose of them properly in accordance with your local laws and regulations.

LED Sequences and Tone and Meanings

The scanner contains LEDs on the rear of the unit that indicate linking status, decoding state, and battery condition. The base has LEDs on top of the unit that indicate its power up, communication, and battery charge condition. In general, the red LED=error; green LED=success. The scanner and base also have audible indicators: 1 “razz” error tone = error; 2 beeps = menu change; 1 beep = success.

Scanner LEDs and Tones

LED Indication	Beeper Indication	Cause
Red flash	None	Battery Low
Green flash	1 beep	Successful communication or linking
Red, blinking	Razz or Error Tone	Failed communication

Base LED

Red LED	Communication Condition
Off	USB suspended
On continuously	Power on, system idle
Short blinks in multiple pulses	Receiving data
Green LED	Communication Condition
Off	Battery not detected, or charge suspended
Slow flash: 1 second on, 1 second off	Pre-charge and charging
Fast flash: 300 milliseconds on, 300 milliseconds off	Charge error

Setup and Pairing

The Wireless Universal KeepnTrack Scanner supports a number of pairing options depending on the type of host system hardware you are using. When using a laptop or desktop system with USB ports, it is suggested that you use the scanner base station for charging AND wireless communication. When using the Wireless Universal KeepnTrack Scanner with an iPad, laptop, or other supported portable device you will need to disable pairing with the scanner base, plugging it into a USB port on another machine only for charging purposes, and pair the scanner directly with the tablet, laptop, or notebook for communication via

Charge Only Mode

To charge your scanner using the base without linking to it, scan the following bar code:



Charging and Link Mode

If you want to charge the scanner and have it link to the base, scan the Charge and Link Mode bar code, followed by the appropriate keyboard code for the type of machine the base is connected to. This is the default mode.

NOTE: If the base has been previously programmed for Charge Only Mode you must link a scanner to it in order to program it for Charge and Link mode. Scan the linking bar code on the bottom of the base to link the scanner, then scan the Charge and Link mode bar code, followed by the appropriate keyboard code for the type of machine the base is connected to.



Bluetooth Pairing to Portable Devices (i.e. tablet, laptop, mobile phone, etc.)

The scanner can be paired with supported portable devices for wireless functionality, however it must be disconnected in order to communicate with the base. Please review the section labeled Disconnecting Bluetooth Pairing for instructions on how to do so.

To pair the scanner with an iPad, laptop, or other supported portable device via Bluetooth:

1. Scan the **Charge Only Mode bar code** on the previous page.
2. Scan the following bar code to enable the Bluetooth Connect configuration:



3. Set your personal computer, laptop or tablet to search for other Bluetooth devices (refer to your device's User's Manual for Bluetooth settings).
4. Select the scanner name on your device. Some devices will automatically pair with the scanner. If your device pairs automatically with the scanner, it displays a successful pairing message and you do not need to continue to the next step.
5. If your device does not automatically pair with the scanner, a PIN is displayed. This PIN must be scanned within 60 seconds. Quickly scan Bluetooth PIN Code **on the next page**, then scan the numeric bar code(s) for the PIN code from the chart, then scan Save.



BT_PIN.

Bluetooth PIN Code



K0K

0



K1K

1



K2K

2



K3K

3



K4K

4



K5K

5



K6K

6



K7K

7



K8K

8



K9K

9



MNUSAV.

Save

6. Scan the following code to set the optimal inter-character delay for these devices. If this step is not performed, the scanner may output data at a rate the device is not able to handle, resulting in what appear to be misreads.



NOTE: Once your scanner has been connected directly to an iPad you can toggle the virtual keyboard on your device with a quick double pull of the scanner trigger.

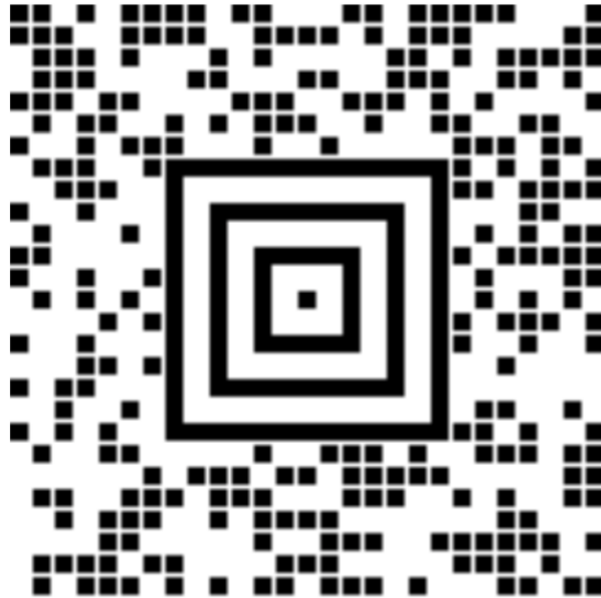
Disconnecting Bluetooth Pairing

If your scanner has been connected directly to an iPad you must disconnect it in order to once again communicate with the base. Scan the Bluetooth HID Keyboard Disconnect bar code to unlink the scanner from the currently linked device. Scan the linking bar code on the base to relink the scanner to the base.



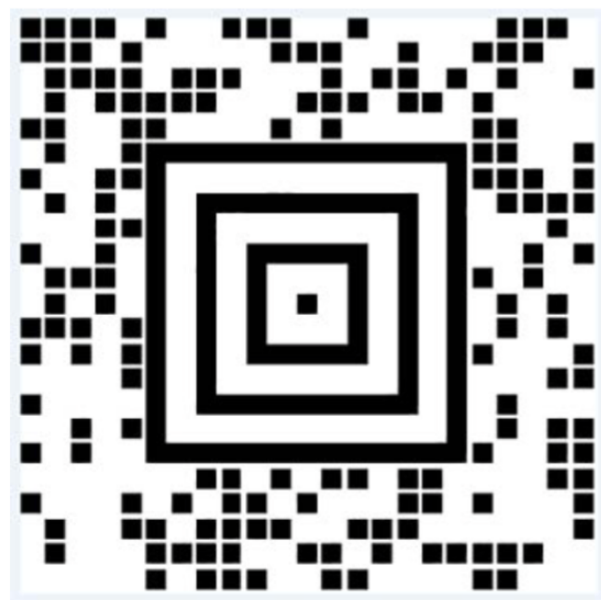
Attended Kiosk, Self-Service Kiosk and Express Kiosk Sign-In

Scan this bar code to use the Wireless Universal KeepnTrack scanner in the KeepnTrack Kiosk for Attended Kiosk, Self-Service and Express Kiosk Sign- In. This mode will enter the First, Middle, Last Name, and Birth Date from the scanned ID. The First Name field must be selected in order to use the Wireless Universal KeepnTrack scanner on this window.



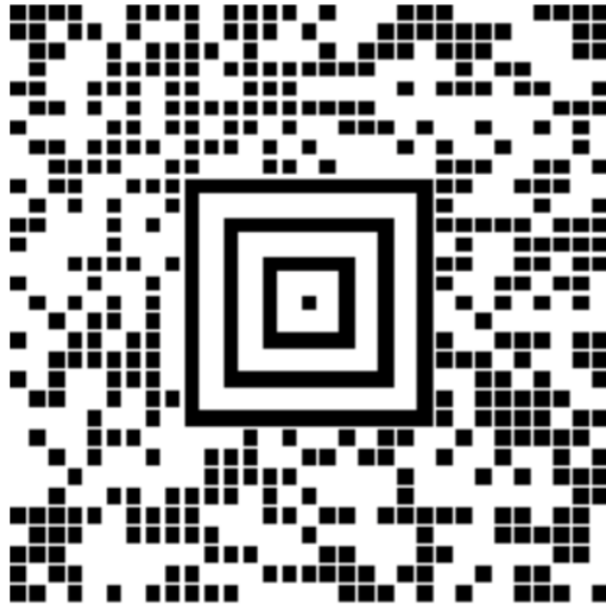
Attended Kiosk, Self-Service Kiosk and Express Kiosk Sign-In - ALTERNATE

Scan this bar code to use the Wireless Universal KeepnTrack scanner in the KeepnTrack Kiosk for Attended Kiosk, Self-Service and Express Kiosk Sign- In where a birthdate is NOT being required for sign-in. This mode will enter the First, Middle, and Last Name from the scanned ID. The First Name field must be selected in order to use the Wireless Universal KeepnTrack scanner on this window.



Volunteer Verification

Scan this bar code to use the Wireless Universal KeepnTrack scanner in the KeepnTrack Volunteer Verification Process. This mode will enter the First Name, Last Name, Birth Date, and Driver's License Number from the scanned ID. The First Name field must be selected in order to use the Wireless Universal KeepnTrack scanner on this window.



New Person (People Management)

Scan this bar code to use the Wireless Universal KeepnTrack scanner in the KeepnTrack Person Management interface. This mode will enter the First Name, Middle Name, Last Name, Sex, and Birth Date from the scanned ID. The First & Middle Name field must be selected in order to use the Wireless Universal KeepnTrack scanner in this window.



Optional Bar codes

The following bar codes will allow you to use the scanner in Manual Trigger mode, where you need to press the trigger to scan a bar code, or Presentation mode where the scanner is activated when it “sees” a bar code. When in Streaming Presentation mode, the scanner leaves the scan illumination on all the time and continuously searches for bar codes.



Trigger Mode



Presentation Mode



Disable 1D Scanning on Driver's Licenses

Scan the following sequence of bar codes to add a carriage return to 1D code 39 bar codes.



Scan First



Scan Second



Scan Third



Scan Fourth



Scan Fifth



Scan Sixth

Diagnostic Utilities

NOTE: The following bar codes are various utilities and diagnostic tools for the purpose of calibrating and resetting your Scanner. **Do not use any of these bar codes without first contacting a Customer Support Representative. Scanning these bar codes incorrectly or in the wrong context could cause irreparable damage to your scanner.**



Version Check



DEFAULT.

Activate Defaults



TSTMNU1.

On



TSTMNU0.

*** Off**

Please contact COMPanion Customer Support by phone at 1-800-347-4942 or by email at support@companioncorp.com if you have any questions or require assistance.



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Hardware Warranty

COMPanion Corporation's Scanners, Printers, Cash Drawers, and other hardware devices are warranted by COMPanion against defects in materials and workmanship for the specified period from the date of shipment by COMPanion to the end-user. During this warranty period, we, or our designated repair facility, will repair or replace (at our option) at no charge any device that proves to be defective, provided you return the device, shipping prepaid, to COMPanion, following the return guidelines below.

Your Standard Warranty Period: 1 Year

This warranty does not apply if the product has been damaged by accident or misuse or as the result of service or modification by other than COMPanion or our designated repair facility.

No other express warranty is given. The replacement of the device is your exclusive remedy. Any other implied warranty of merchantability or fitness is limited to the duration of this written warranty. Some states, provinces and countries do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

In no event shall COMPanion or its designated repair facility be liable for consequential damages. Some states, provinces, and countries do not allow for the exclusion or limitation of incidental or consequential damages, and so the above limitations or exclusions may not apply to you.

Return Guidelines:

Should your device fail to work during the period of this warranty, contact COMPanion Customer Support at 1-800-347-4942. Our staff will help resolve the issue or provide return instructions.

Should your device still fail to operate after a reasonable period of trouble-shooting, your COMPanion support technician will issue a Return Merchandise Authorization (RMA) number and provide information about how to properly return the device to COMPanion.