COMPanion®

Driver's License Camera Scanner

Packing List

Thank you for purchasing COMPanion's Driver's License Scanner. This package should contain the following items. If any are missing or damaged, please call COMPanion at 1-800-347-6439 or 1-801-943-7277. For Customer Support, call 1-800-347-4942.

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

❑ Driver's License Camera Scanner —V6453

Your package should contain the following:

❑ SnapShell IDR Driver's License Camera
❑ USB Cable
❑ Driver's License Scanner Software CD
❑ Scanner Installation Guide
❑ COMPanion Exchange and Warranty Repair Policy

KeepnTrack

Driver's License Camera Scanner
Installation Guide

System Requirements	Windows
Minimum	Windows XP SP2 (32-bit) 1 GB Free Hard Drive Space, 1 GB RAM, USB 1.1 connection Internet Explorer 8
Recommended	Windows 7 or Windows 8 (32 or 64 bit) 20 GB+ Free Hard Drive Space, 2 GB+ RAM, USB 2.0 connection Internet Explorer 10+

NOTE: YOU MUST HAVE INTERNET EXPLORER 8 OR GREATER INSTALLED TO USE THE DRVERS LICENSE SCANNER WITH KEEPNTRACK.   THIS SCANNER IS ONLY SUPPORTED ON INTERNET EXPLORER.

NOTE: While there are two different versions of this scanner, as shown in the images above, the installation procedures are identical.

Setting up the scanner

When unpacking, verify that you have received the scanner, manual, installation CD, and a USB cable. If any components are missing, contact COMPanion Customer Support at 1-800-320-5830 or support@keepntrack.com

Summary of Installation Steps

In order to use your scanner with KeepnTrack, you must first properly install the hardware and device drivers before configuring the scanner software:

1. Install the scanner on your computer by installing the required software and then plug in the scanner to set up the hardware.

NOTE: DO NOT PLUG THE SCANNER INTO THE COMPUTER UNLESS PROMPTED BY THE SOFTWARE OR THE INSTALLATION PROCESS IS COMPLETE.

2. Configure the KeepnTrack Administration Settings to use a scanner.

3. Finally, configure the KeepnTrack Kiosk to use your scanner. This step may require changing some of the default settings in your browser. For more information see the Browser Settings section toward the end of this guide.

These steps will be covered comprehensively below.

Before using your scanner to you must install the scanner software. The software can be found on the installation CD provided. Locate and Run the file named sdk_setup.exe to launch the installer (Image 1 & Image 2).

NOTE: THE SOFTWARE COMPONENTS MAY ALSO BE DOWNLOADED FROM:
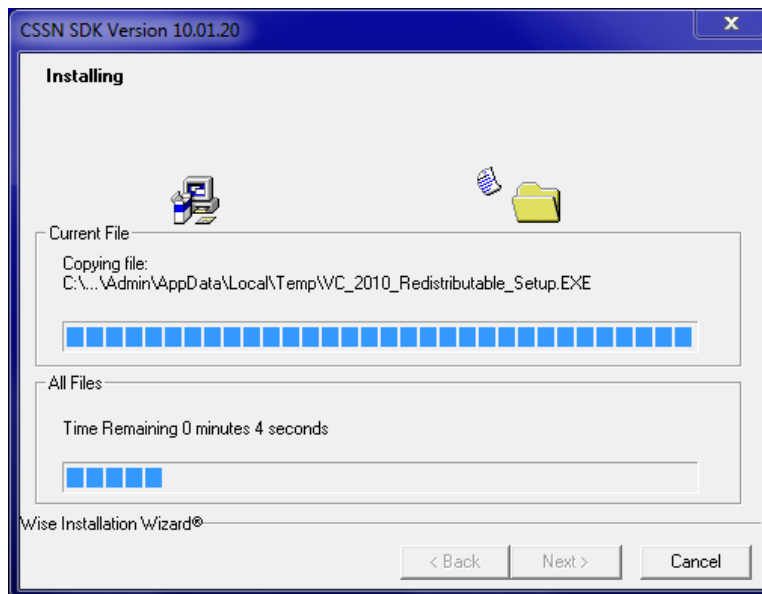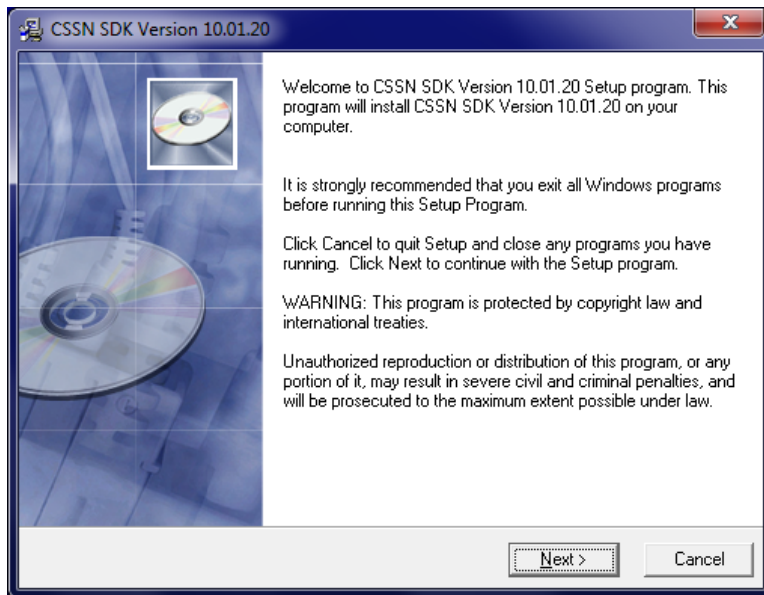http://www.keepntrack.com/files/sdk_setup.exe

Image 1

Image 2

After reviewing the CSSN SDK License Agreement, click **I Agree** to accept the terms and continue with the installation process (Image 3).
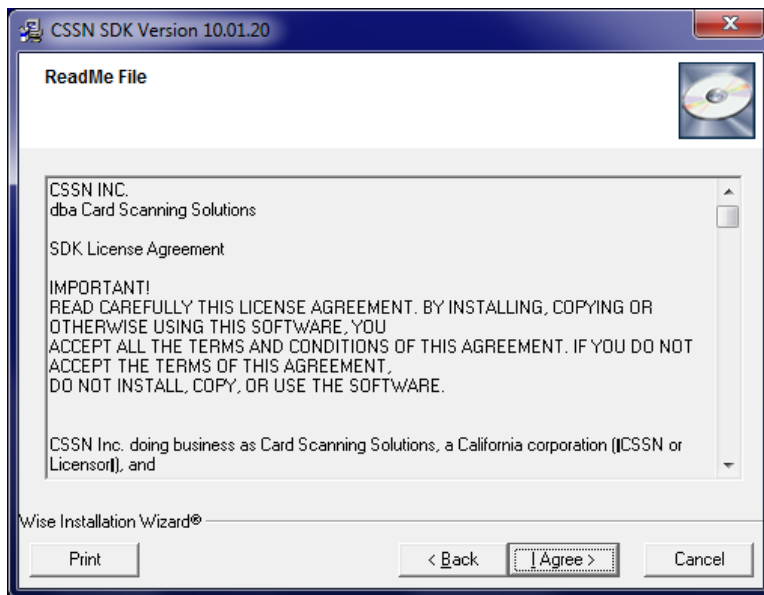

Image 3

Next, select a destination directory on your computer where you wish to install the Drivers License Scanner files. COMPanion Corporation recommends installing to the default directory. Once you have selected the installation directory, click **Next** to continue (Image 4).
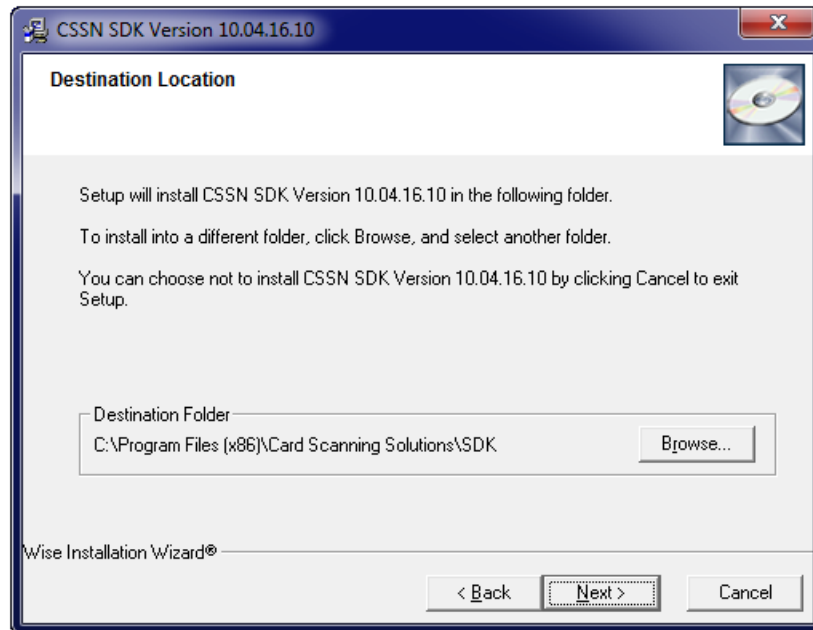

Image 4

Now you will need to select the components you wish to install. The Drivers License scanner requires the following components for use with KeepnTrack:

1. Driver License, ID & Passports.
2. Live Update SDK.

Select these components by placing a check mark in the box provided and then click **Next** to continue (Image 5).
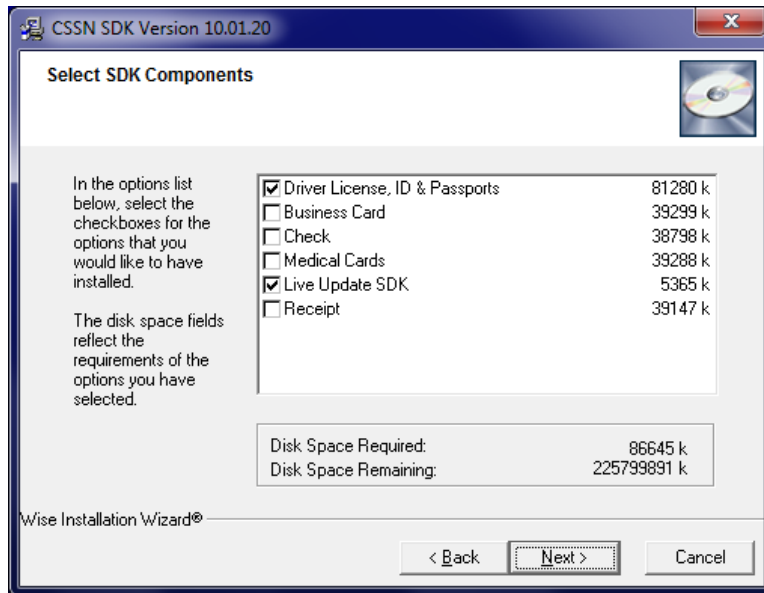

Image 5

In the next step specify **Express Install** and click **Next** to continue
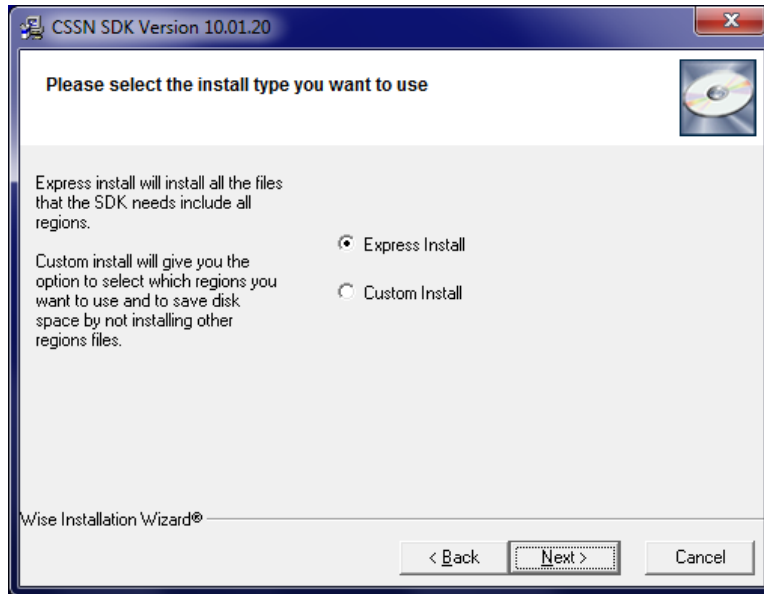

Image 6

Choose the software to install that matches the type of scanner you have purchased.
For this guide we will be selecting the **SnapShell Camera** driver. After choosing your scanner model click
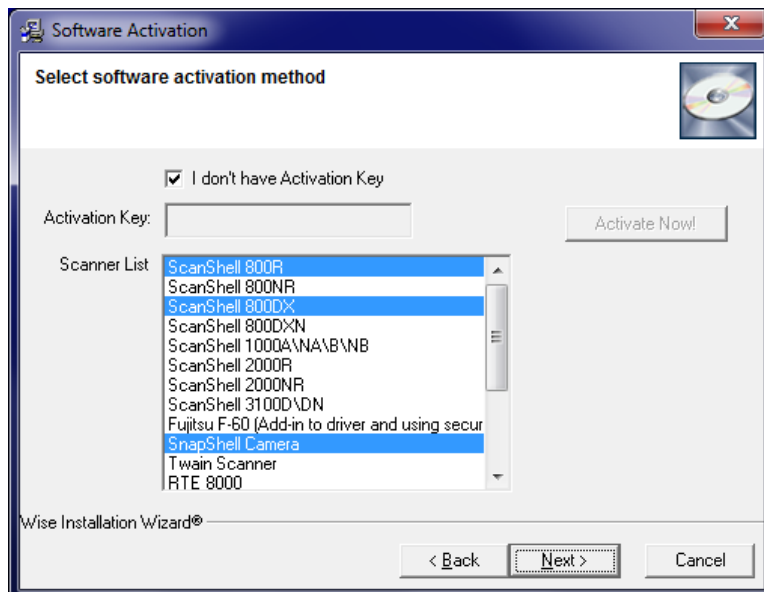**Next** to continue (Image 7).

Image 7

NOTE: THE THREE SCANNER MODELS CURRENTLY SUPPORTED ARE: SCANSHELL 800R, SCANSHELL 800DX, AND SNAPSHELL CAMERA.

Click **Next** to begin the installation (Image 8 & Image 9).

NOTE: KEEPNTRACK DOES NOT CURRENTLY SUPPORT THE RF READER, ENSURE THIS OPTION IS NOT SELECTED.
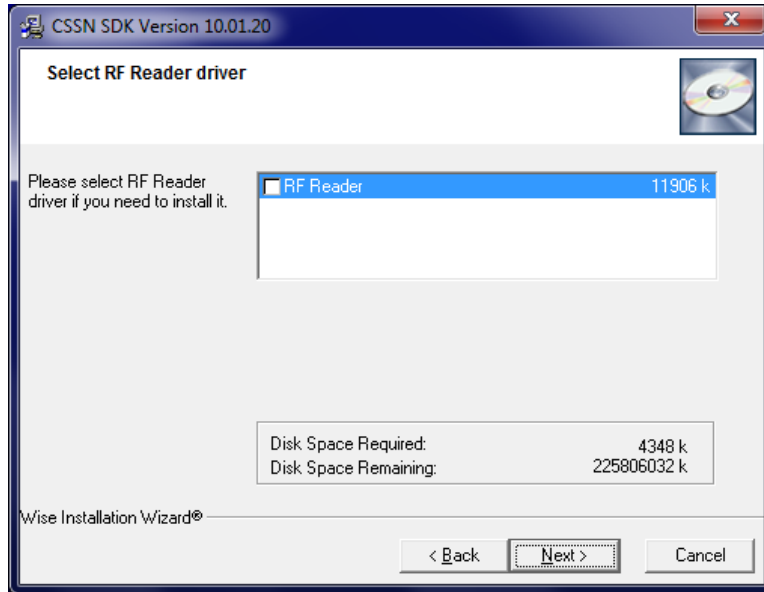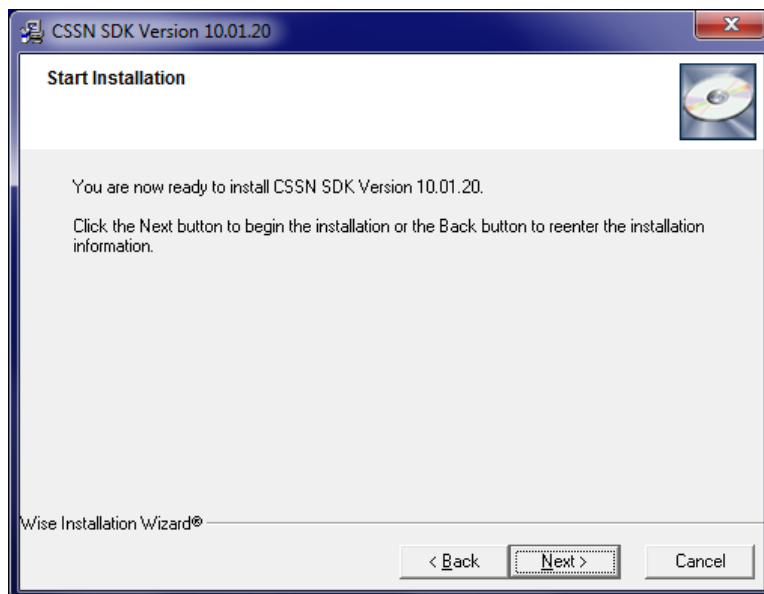

Image 8

Image 9

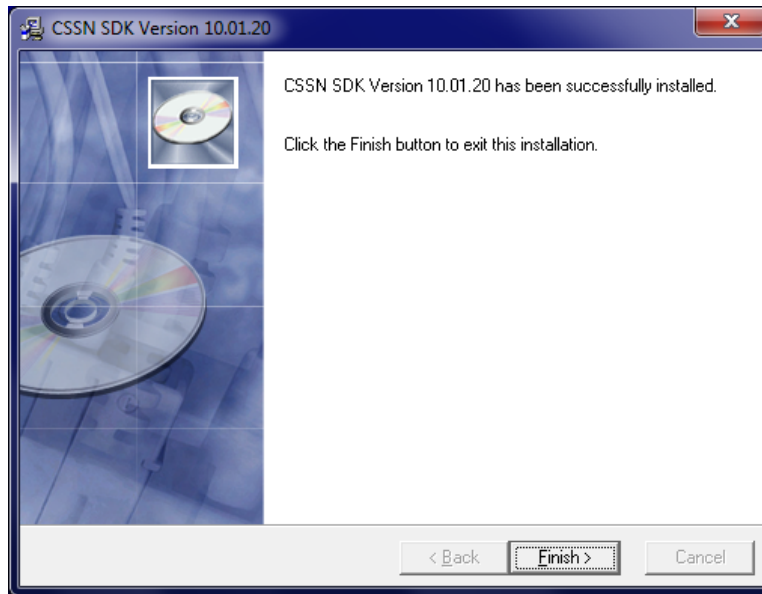When the installation is complete, select **Finish** (Image 10).

Image 10

Hardware Set-up

Once you have successfully installed the software you you will need to connect your hardware and configure it for use. Begin by connecting the small "D"-shaped end of the USB cable to the SnapShell IDR and then connect the USB cable from your scanner to the computer. The scanner is now installed and ready for use.

NOTE: DO NOT CONNECT THE PRINTER TO A USB KEYBOARD OR OTHER HUB AS THE POWER SUPPLIED BY THESE DEVICES IS INSUFFICIENT.

KeepnTrack Configuration

You will need to enable the ID Scanner for all operators that will be using the ID Scanner. First, log into KeepnTrack Administration. Under the **Manage** tab select the **Operators** sub-tab and perform a find for one of the operators that will be using the scanner. Select that user from the results list on the left. Unlock the record and select the **Permissions** sub-tab. Expand the **Devices** area.

KeepnTrack has several settings available which allow you to customize how the ID scanner performs at your facility. These controls can be modified independently for each operator as desired (Image 11).

1. ID Scanner is Enabled: This control allows you to hide the SCAN ID button on the Kiosk.
2. Show Scanner State Menu in Kiosk: This control allows you to enable the state issuing ID control at a kiosk.
3. Default ID Scanner State: This control allows you to select which state is set by default when scanning ID's. Auto Detect is the default setting.

4. Enable ID Scanner Maintenance: This control will display maintenance options to calibrate or clean the Scanshell 800R and Scanshell 800DX.

Ensure the option titled **ID Scanner is Enabled** is selected at this time (Image 11).
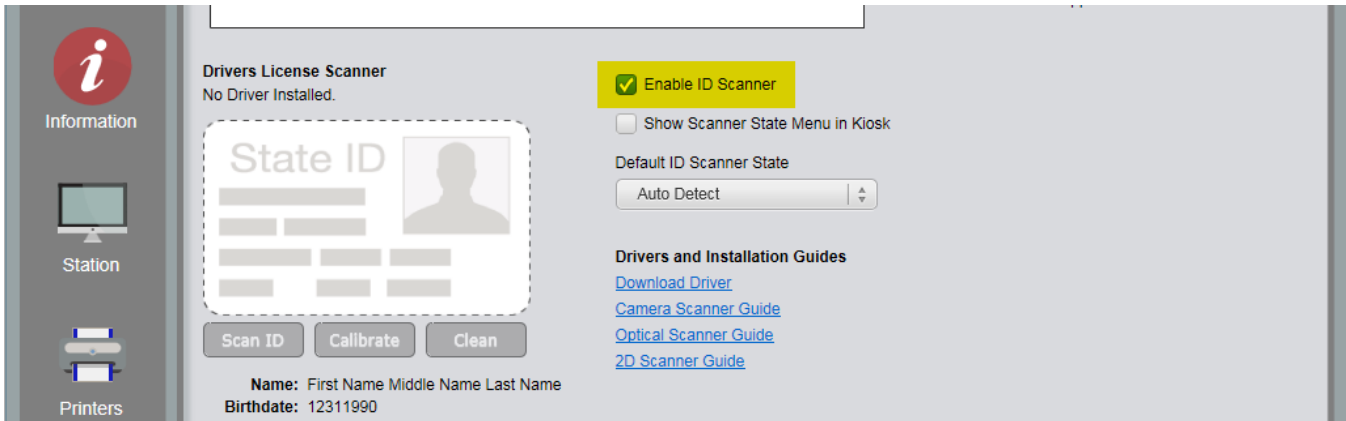

Image 11

You may now log into the **KeepnTrack Kiosk** to perform **Sign In** using a valid Driver's License. After selecting **Sign In**, verify the scanner is ready as indicated by a green colored light on the front of the scanner. Place an ID in the scanner tray, squarely aligned to the left, and click the **SCAN ID** button (Image 12).
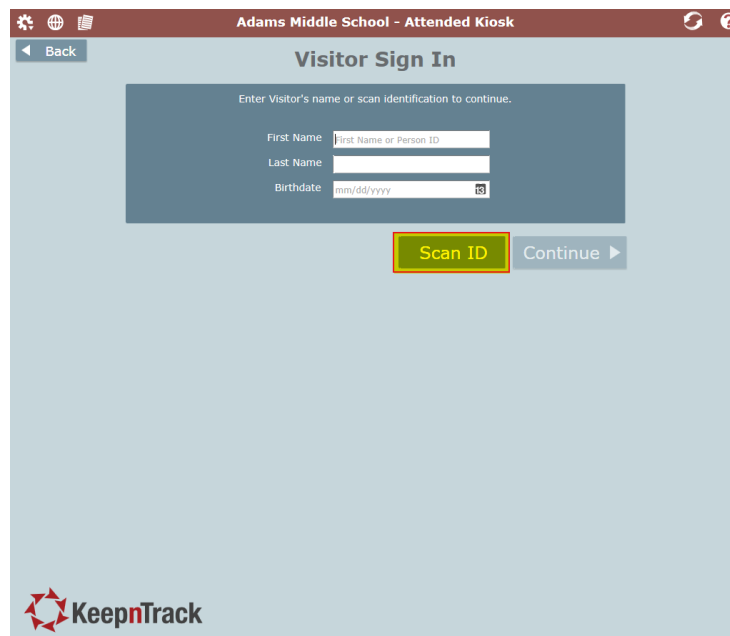

Image 12

NOTE: THE FIRST TIME YOU USE THE SOFTWARE WYOU WILL BE PROMPTED TO ENABLE IT. YOU MUST SELECT TO RUN THE ACTIVE X CONTROL FOR YOUR DRIVER'S LICENSE SCANNER TO FUNCTION WITH YOUR BROWSER (IMAGE 13).

Image 13

The Driver's License Camera Scanner will take a picture of the license and collect the required data. Shortly after the scan completes, KeepnTrack will process the data captured from the license and the appropriate fields in the browser will fill in with the Name and Birthdate of the person signing in (Image 14). When available, the picture on the license will also be captured and displayed.

You can review the information on the **Sign In** page and make any necessary corrections or additions, then click **Continue**. KeepnTrack will perform checks of the name and age and either allow the person to sign in or prompt them with an appropriate dialog (depending on your system settings).

If the scanner is unable to identify the information on the ID the user will be notified and prompted to try again.
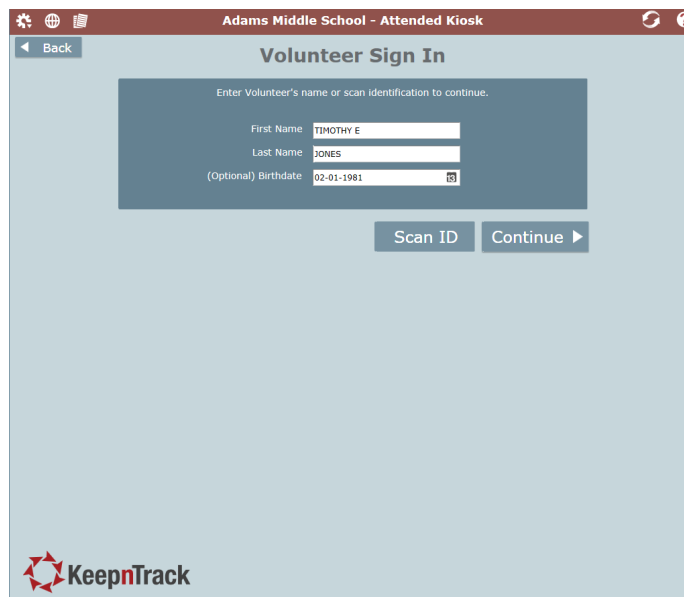

Image 14

Visitors or other people who do not require further review may then select an activity (Image 15) and print a badge if required. The badge will display the visitor's full name, picture, activity and the date and time of their visit.

Image 15

If you need any further assistance please refer to the troubleshooting steps below or contact COMPanion Customer Support at 1-800-320-5830 or support@keepntrack.com.

Troubleshooting Tips

Additional Browser Settings

If you are unable to use the Drivers License scanner with KeepnTrack or are unable to run or authorize the plugin or Active X control you may need to make additional adjustments within your browser settings following the steps below.

1. Right-click on Internet Explorer and select Run as Administrator.

2. Open Internet Options from the Tools drop-down menu (Image 16).
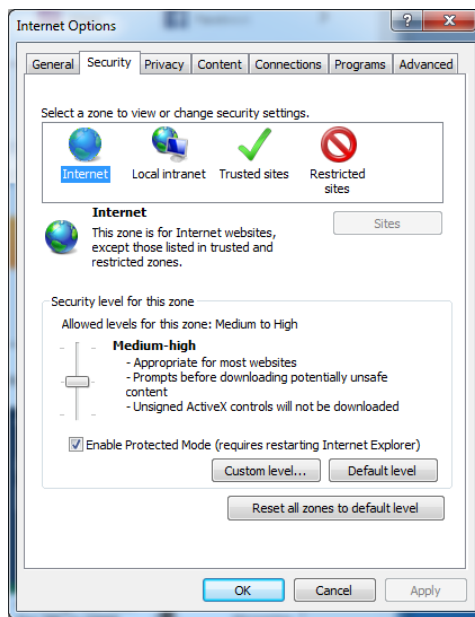

Image 16

3. Under the Security tab select the Trusted Sites icon and then click on the Sites button. You will need to add https://*.keepntrack.com to the list of trusted sites (Image 17). When done, click on the Close button.
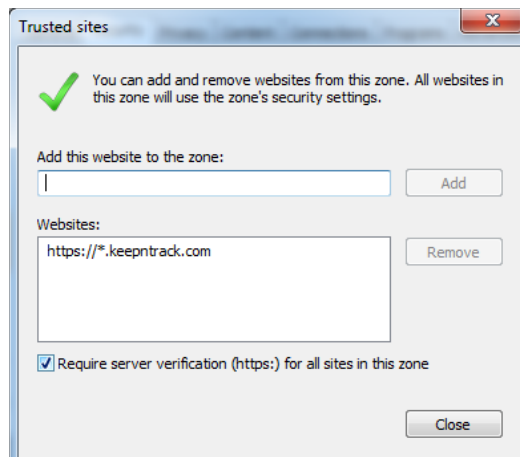

Image 17

4. Within the Security tab under Trusted Sites from the previous Internet Options window (Image 16) select Custom Level…This will open the Security Settings -Trusted Sites Zone window (Image 18).
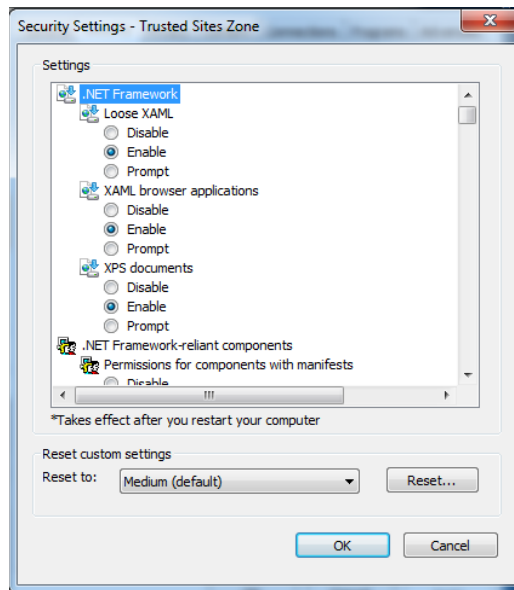
Image 18

MAKE THE FOLLOWING CHANGES TO THE AVAILABLE SETTINGS:

- Allow previously unused ActiveX controls to run without prompt – Enable

- Binary and script behaviors – Enable

- Download signed ActiveX controls – Enable

- Download unsigned ActiveX controls – Enable

- Only allow approved domains to use ActiveX without prompt – Enable

- Run ActiveX controls and plug-ins – Enable

- Script ActiveX controls marked safe for scripting* - Enable

Other Common Errors

- No Scanner Add-on available. Contact COMPanion for Technical Support.

- Either the software has not been installed correctly as outlined above, the scanner plugin has not been authorized in the browser, or the scanner plugin has been disabled in the browsers add-on management.   When you are prompted by your browser to allow the KeepnTrack Webpage to run the DYMO plugin (DLS SDK COM Library, DYMO Label Framework IE Plugin, etc.) authorize it permanently. These messages vary with different browser versions but they will all have a similar message (Image 19).

Image 19

It may be necessary to visit your browsers Add-Ons management to enable the plugin if you previously disabled or disallowed it (Image 20).
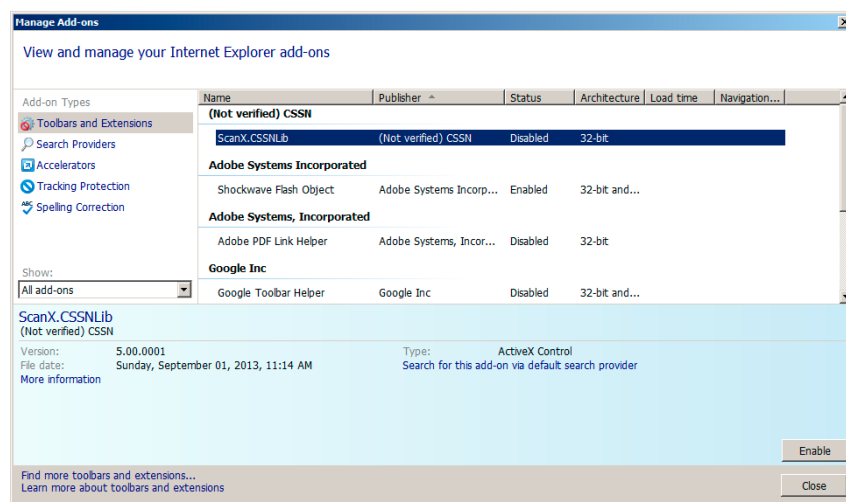

Image 20

In some cases the browser settings may be configured in such a way that it is impractical to trace them all to identify the individual setting causing di culty. If you are experiencing errors not mentioned here or if after following the suggested troubleshooting steps you are still experiencing errors you should Reset your browser settings to factory defaults. The procedures to perform this step vary with different browser versions but can generally be located within the browsers Internet Options, Tools, or Preference settings(Image 21).
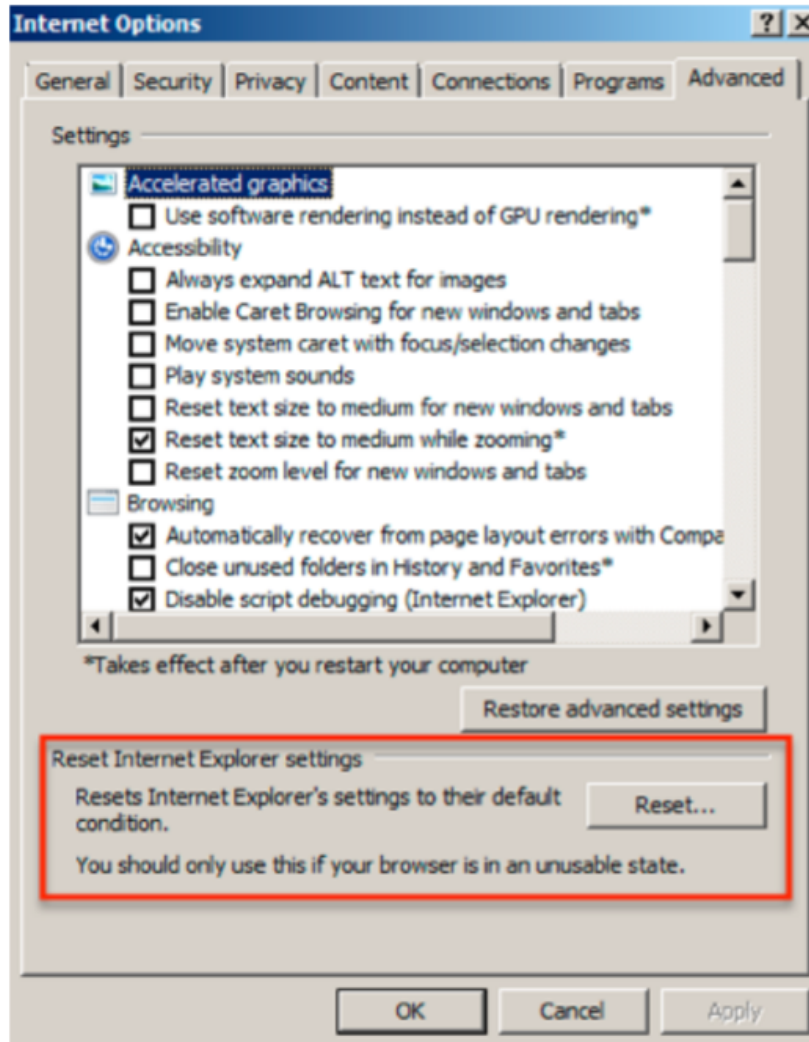

Image 21

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.