

1831 Fort Union Blvd, Salt Lake City, Utah 84121 800-347-6439 • 801-943-7277 www.companioncorp.com

## **Driver's License Optical Scanner** Packing List

Thank you for purchasing COMPanion's Driver's License Optical 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 Optical Scanner–V6450

Your package should contain the following:

- □ ScanShell Driver's License Scanner
- □ Soft Protective Case
- □ USB Cable
- □ Fabric Cleaning Card
- □ 2 Calibration Cards
- 2 Clear Card Sleeves
- Driver's License Scanner Software CD
- Scanner Installation Guide
- COMPanion Exchange and Warranty Repair Policy



# Driver's License Optical Scanner Installation Guide



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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.

#### Setting up the scanner

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

#### 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. Calibrate the scanner.

4. 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: <u>http://www.keepntrack.com/support\_downloads.html</u>

CSSN SDK Version 10.01.20		×
Installing		
	۵	
Copying file: C:\\Admin\AppData\Local\Temp\VC_2010	)_Redistributable_Setup.EXE	
All Files		
Time Remaining 0 minutes 4 seconds		
Wise Installation Wizard®		
	< Back Next >	Cancel

Image 1

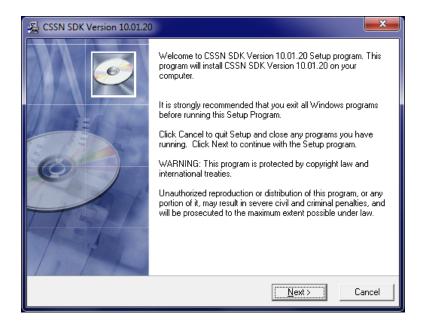


Image 2

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

셵	CSSN SDK Version 10.01.20	x
	ReadMe File	Q
	CSSN INC. dba Card Scanning Solutions SDK License Agreement IMPORTANT! READ CAREFULLY THIS LICENSE AGREEMENT. BY INSTALLING, COPYING OR OTHERWISE USING THIS SOFTWARE, YOU ACCEPT ALL THE TERMS AND CONDITIONS OF THIS AGREEMENT. IF YOU DO NOT ACCEPT THE TERMS OF THIS AGREEMENT, DO NOT INSTALL, COPY, OR USE THE SOFTWARE.	•
	CSSN Inc. doing business as Card Scanning Solutions, a California corporation (ICSSN or LicensorI), and	Ŧ
Wi:	se Installation Wizard® Print < <u>B</u> ack <u>IAgree &gt;</u> Can	cel

Image 3

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

월 CSSN SDK Version 10.01.20	<b>X</b>
Destination Location	<u>e</u>
Setup will install CSSN SDK Version 10.01.20 in the following	folder.
To install into a different folder, click Browse, and select anot	her folder.
You can choose not to install CSSN SDK Version 10.01.20 b	y clicking Cancel to exit Setup.
Destination Folder	
C:\Program Files (x86)\Card Scanning Solutions\SDK	Browse
Wise Installation Wizard®	Next Cancel

Image 4

You will need to select the components you wish to install. The Driver's 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).

🛃 CSSN SDK Version 10.01.	20	
Select SDK Components	3	
In the options list below, select the checkboxes for the options that you would like to have installed. The disk space fields reflect the requirements of the options you have selected.	Driver License, ID & Passports Business Card Check Medical Cards Live Update SDK Receipt	81280 k 39299 k 38798 k 39288 k 5365 k 39147 k
Wise Installation Wizard®	Disk Space Required: Disk Space Remaining: < <u>B</u> ack	86645 k 225799891 k

Image 5

In the next step specify **Express Install** and click **Next** to continue (Image 6).

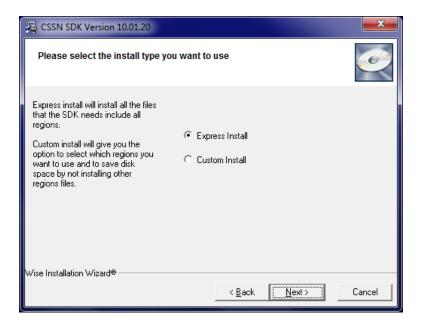


Image 6

Choose the software to install that matches the type of scanner you have purchased. For this guide we will be selecting the **ScanShell 800DX** driver. After choosing your scanner model click **Next** to continue (Image 7).

🛃 Software Acti	vation
Select softwar	e activation method
	✓ I don't have Activation Key
Activation Key:	Activate Now!
Scanner List	ScanShell 800R <ul> <li>ScanShell 800NR</li> <li>ScanShell 800DX</li> <li>ScanShell 800DXN</li> <li>ScanShell 800DXN</li> <li>ScanShell 2000R</li> <li>ScanShell 2000R</li> <li>ScanShell 2000NR</li> <li>ScanShell 200NR</li> <li>ScanShell 200NR</li></ul>
Wise Installation W	
	< <u>B</u> ack <u>Next</u> Cancel

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.

🚇 CSSN SDK Version 10.01.	20	<b>— X</b> —
Select RF Reader driver		<u>e</u>
Please select RF Reader driver if you need to install it.	RF Reader	11906 k
	Disk Space Required: Disk Space Remaining:	4348 k 225806032 k
Wise Installation Wizard®	< <u>B</u> ack	<u>N</u> ext > Cancel

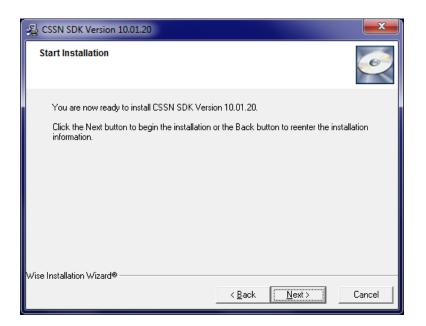


Image 9

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 ScanShell 800DX 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 SCANNER 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).

ID Scanner is Enabled: This control allows you to hide the SCAN ID button on the Kiosk.
 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 **Enable ID Scanner** is selected at this time (Image 11).

Information	Drivers License Scanner No Driver Installed.	Enable ID Scanner     Show Scanner State Menu in Kiosk
	State ID	Default ID Scanner State
		Auto Detect
		Driver end lastellation Guidea
Station		Drivers and Installation Guides Download Driver
		Camera Scanner Guide
	Scan ID Calibrate Clean	Optical Scanner Guide
		2D Scanner Guide
Printers	Name: First Name Middle Name Last Name Birthdate: 12311990	

Image 11

Once scanner maintenance has been enabled select the option to **Calibrate ID Scanner**. You will be prompted first to insert the calibration card into your scanner. Do so at this time, noting the alignment directions on the back of the card. Click **OK** to begin the calibration process (Image 12). Once calibration has finished, click **OK**.



Image 12

NOTE: FROM TIME TO TIME THE SCANSHELL 800DX MAY REQUIRE MAINTENANCE OR CLEANING. USE THESE CONTROLS WHENEVER NECESSARY TO CALIBRATE OR CLEAN THE SCANNER.

Once your scanner has been calibrated you may log into the **KeepnTrack Kiosk** to perform **Sign In** using a valid Drivers 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 opening, squarely aligned to the right, and click the **SCAN ID** button (Image 13).

*	Adams Middle School - Attended Kiosk	9	?
<ul> <li>Back</li> </ul>	Visitor Sign In		
	Enter Visitor's name or scan identification to continue.		
	First Name First Name or Person ID		
	Birthdate mm/dd/yyyy 🕃		
	Scan ID Continue ►		
Keep	onTrack		

Image 13

NOTE: THE FIRST TIME YOU USE THE SOFTWARE YOU 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 14).



Image 14

The Driver's License Scanner will draw the license through the scanner as it collects the required data. Do not force the license through as it will devoid the scan and could damage the devise. 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 15). 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 license the user will be notified and prompted to try again.

*	Adams Middle School - Attended Kiosk	<b>9</b>
<ul> <li>Back</li> </ul>	Volunteer Sign In	
	Enter Volunteer's name or scan identification to continue.	
	First Name TIMOTHY E	
	Last Name JONES	
	(Optional) Birthdate 02-01-1981	
	Scan ID Continue 🕨	

Image 15

Visitors or other people who do not require further review may then select an activity (Image 16) 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.

▲ Back Studen	Student Sign In		
Hello, Timot Please Selec Club	thy E Jones tt an Activity Below. Community Service	Computer Lab	
Detention	Late Arrival	Sports	
KeepnTrack			

Image 16

If you need any further assistance please refer to the troubleshooting steps below or contact COMPanion Customer Support at 1-800-320-5830 or <a href="mailto:support@keepntrack.com">support@keepntrack.com</a>

## 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 17).

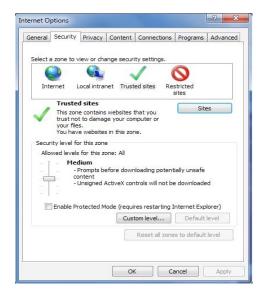


Image 17

3. Under the Security tab select the Trusted Sites icon and then click on the Sites button. You will need to add <a href="https://\*.keepntrack.com">https://\*.keepntrack.com</a> to the list of trusted sites (Image 18). When done, click on the Close button.

Trusted sites	×	
You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.		
Add this website to the zone:		
	Add	
Websites:		
https://*.keepntrack.com	Remove	
Require server verification (https:) for all sites in this	zone	
	Close	

Image 18

4. Within the Security tab under Trusted Sites from the previous Internet Options window (Image 17) select Custom Level...This will open the Security Settings – Trusted Sites Zone window (Image 19).

Prompt     ActiveX controls and plug-ins     ActiveX controls and plug-ins     ActiveX controls to run without p     Disable     Enable     Alow Scriptets     Otesable     Enable     Prompt	oron
Allow previously unused ActiveX controls to run without p     Disable     Enable     Allow Scriptets     Disable     Enable     Enable	noro
<ul> <li>Disable</li> <li>Enable</li> <li>Allow Scriptlets</li> <li>Disable</li> <li>Enable</li> </ul>	brom
Enable     Allow Scriptlets     Disable     Disable     Enable	
<ul> <li>Allow Scriptlets</li> <li>Disable</li> <li>Enable</li> </ul>	
<ul> <li>Disable</li> <li>Enable</li> </ul>	
Enable	
Prompt	
<ul> <li>Automatic prompting for ActiveX controls</li> <li>Disable</li> </ul>	
<ul> <li>Disable</li> <li>Enable</li> </ul>	
Binary and script behaviors	
<ul> <li>Administrator approved</li> </ul>	
Disable	
Enable	-
• m	•
Takes effect after you restart Internet Explorer	
set custom settings	
eset to: Medium (default)   Rese	et

Image 19

### 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 Customer 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 20).





It may be necessary to visit your browsers Add-Ons management to enable the plugin if you previously disabled or disallowed it (Image 21).

Manage Add-ons						×
View and manage your Inter	net Explorer add-ons					
Add-on Types	Name	Publisher 🔺	Status	Architecture Load time	Navigation	<u> </u>
Toolbars and Extensions	(Not verified) CSSN					
Search Providers	ScanX.CSSNLib	(Not verified) CSSN	Disabled	32-bit		
Accelerators	Adobe Systems Incorporated					
S Tracking Protection	Shockwave Flash Object	Adobe Systems Incorp	Enabled	32-bit and		
Spelling Correction	Adobe Systems, Incorporated					
	Adobe PDF Link Helper	Adobe Systems, Incor	Disabled	32-bit		
Show:	Google Inc					
All add-ons	Google Toolbar Helper	Google Inc	Disabled	32-bit and		-
ScanX.CSSNLib (Not verified) CSSN						
Version: 5.00.0001 File date: Sunday, Septemb	per 01, 2013, 11:14 AM	Type: A Search for this add-o	ActiveX Control			
More information		Scaler for this and o				
						Enable
Find more toolbars and extensions Learn more about toolbars and exter	isions					Close

Image 21

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 difficulty. 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 22).

Internet Options	? ×						
General Security Privacy Content Connections Programs Advance	ed						
Settings	-						
<ul> <li>Accelerated graphics</li> <li>Use software rendering instead of GPU rendering*</li> <li>Accessibility</li> <li>Always expand ALT text for images</li> <li>Enable Caret Browsing for new windows and tabs</li> <li>Move system caret with focus/selection changes</li> <li>Play system sounds</li> <li>Reset text size to medium for new windows and tabs</li> </ul>							
<ul> <li>Reset text size to medium while zooming*</li> <li>Reset zoom level for new windows and tabs</li> <li>Browsing</li> <li>Automatically recover from page layout errors with Compa</li> <li>Close unused folders in History and Favorites*</li> <li>Disable script debugging (Internet Explorer)</li> </ul>							
*Takes effect after you restart your computer	,						
Restore advanced settings	4						
Resets Internet Explorer's settings to their default condition.       Reset         You should only use this if your browser is in an unusable state.							
OK Cancel Apply							

Image 22



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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.