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# *Electronic Licensing System Terminal Installation Guide*

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*For any technical issues, please contact Active Agent Help Desk at 1-877-288-6537 for assistance.  
For regulatory or enforcement questions, please contact Iowa Department of Natural Resources (DNR) at 515-725-8200.*

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This guide will assist you with installation of new terminal and printer for Iowa DNR Wildlife Licensing System that hosted by Active Network. Your terminal and printer package will be delivered to your registered address.



Figure 1 HP RP2 and Datamax Direct Transfer printer

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### **Before You Begin Terminal Set-up**

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Unbox the package that you received.

Please do not unplug any cables that pre-installed to the devices. They are packaged for easier setup.

To proceed;

- If you are authorized to use dial up connection for internet connectivity to the licensing system; please refer to [Inventory Checklist for Dial up Agent](#) section.
- For others, please refer to [Inventory Checklist for General Agent](#) section.

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## Inventory Checklist for General Agent

This hardware bundle is for general agent and do not require a dial up modem. Agent should be use existing ethernet for internet connectivity.

In this section, you will see list of items that included in the package. Please do not unplug any pre-installed cables. Take inventory of what you have received against this list. Call Active Agent Help Desk at 1-877-288-6537 for any missing or damage parts.

### Package Content for General Agent - List

No	Equipment	Part #	Description
1	Touch screen terminal with integrated barcode scanner	W6L75US#ABA	HP RP2 Retail System, Model 2030, ENERGY STAR Certified Label, Windows 10 IOT Enterprise for Retail 64bit OS US, 4GB DDR3-1600 SODIMM (1x4gb) RAM, 500GB 7200 RPM SATA 2.5 HDD, HP Retail Integrated Barcode Scanner-Left, HP RP2 with Stand, HP RP2 Retail System Country Kit US.
2	Power cord (Pre-installed to terminal)	8120-5395	Power cord for HP RP2. Female connecter already connected to the terminal. Male plug cap is ready to be plug to surge protector.
3	RJ50 to DB9 adapter cable (Pre-installed to terminal)	G3H13AV	Serial cable with RJ50 and 9pin adapter provided for HP RP2 terminal. RJ50 adapter already pre-installed and connected to one of the COM ports on the touch screen terminal. 9pin adapter/male is ready to plug to printer.
4	Ethernet cable (Pre-installed to terminal)	N002-010-GY	Tripp-lite, cat5e 350Mhz, gray molded patch cable, RJ45m/m - 10'
5	Surge protector	TLP606	Tripp-lite, surge protector/suppressor 6 outlets 6' cord 750 joules, holds 3 transformers, no battery backup.
6	Installation Guide	N/A	Installation documentation.
7	License printer	EA2-W7-0J0A5A00	Datamax-O'neil, E-4205a Mark III, Active Network kit, desktop printer/direct thermal, serial/parallel/usb/ethernet, 203dpi, 5ips, 64mb flash/16mb dram, us power. Replaces EA2-U9-0J0A0A00.
8	Power adapter (Pre-installed to printer)	WDS060240	Power adapter for Datamax printer. Cable has preinstalled to the brick and connected to the printer. Male plug cap is ready to be plug to surge protector.
9	Serial 9pin cable (Pre-installed to printer)	DP032-2300-01	Serial cable with DB9S to DB9P connector. 9pin male adapter already connected to printer. 9pin female adapter ready to plug to RJ50 to DB9 adapter

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Package Content for General Agent - Image



Figure 2 HP RP2 with pre-installed cables



Figure 3 Surge protector

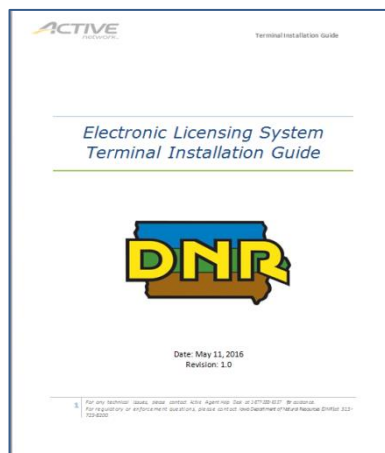


Figure 4 Installation guide



Figure 5 Datamax printer with pre-installed cable

## Inventory Checklist for Dial up Agent

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This hardware bundle includes an external modem for dial up agent.

In this section, you will see list of items that included in the package. Please do not unplug any pre-installed cables. Take inventory of what you have received against this list. Call Active Agent Help Desk at 1-877-288-6537 for any missing or damage parts.

### Package Content for Dial up Agent - List

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No	Equipment	Part #	Description
1	Touch screen terminal with integrated barcode scanner	W6L75US#ABA	HP RP2 Retail System, Model 2030, ENERGY STAR Certified Label, Windows 10 IOT Enterprise for Retail 64bit OS US, 4GB DDR3-1600 SODIMM (1x4gb) RAM, 500GB 7200 RPM SATA 2.5 HDD, HP Retail Integrated Barcode Scanner-Left, HP RP2 with Stand, HP RP2 Retail System Country Kit US.
2	Power cord (Pre-installed to terminal)	8120-5395	Power cord for HP RP2. Female connector already connected to the terminal. Male plug cap is ready to be plug to surge protector.
3	RJ50 to DB9 adapter cable (Pre-installed to terminal)	G3H13AV	Serial cable with RJ50 and 9pin adapter provided for HP RP2 terminal. RJ50 adapter already pre-installed and connected to one of the COM ports on the touch screen terminal. 9pin adapter/male is ready to plug to printer.
4	Ethernet cable (Pre-installed to terminal)	N002-010-GY	Tripp-lite, cat5e 350Mhz, gray molded patch cable, RJ45m/m - 10'.
5	External dial up modem	3095-00-00G	Zoom modem 3095 external 56K USB Mini Modem. USB adapter is already connected to one of the USB port on HP RP2. RJ11 or telephone cord is ready to be plug to wall outlet/telephone jack.
6	Surge protector	TLP606	Tripp-lite, surge protector/suppressor 6 outlets 6' cord 750 joules, holds 3 transformers, no battery backup.
7	Installation Guide	N/A	Installation documentation.
8	License printer	EA2-W7-0J0A5A00	Datamax-O'neil, E-4205a Mark III, Active Network kit, desktop printer/direct thermal, serial/ parallel/ usb/ ethernet, 203dpi, 5ips, 64mb flash/16mb dram, us power. Replaces EA2-U9-0J0A0A00.
9	Power adapter (Pre-installed to printer)	WDS060240	Power adapter for Datamax printer. Cable has preinstalled to the brick and connected to the printer. Male plug cap is ready to be plug to surge protector.
10	Serial 9pin cable (Pre-installed to printer)	DP032-2300-01	Serial cable with DB9S to DB9P connector. 9pin male adapter already connected to printer. 9pin female adapter ready to plug to RJ50 to DB9 adapter.

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Package Content for Dial up Agent - Image

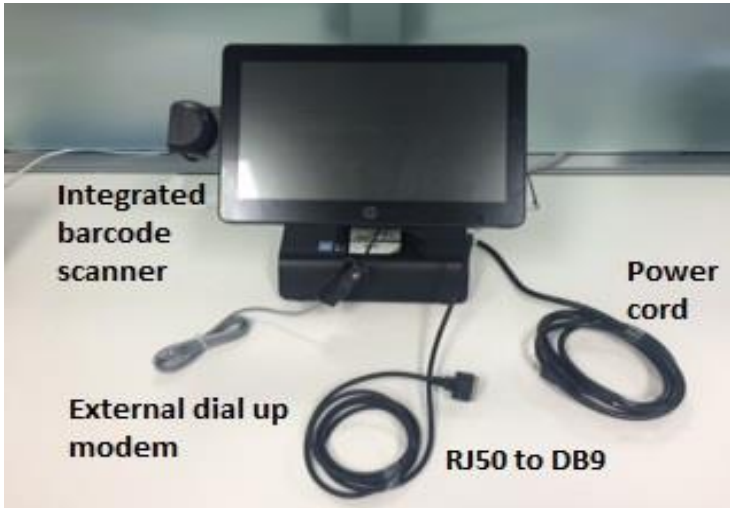


Figure 6 HP RP2 with pre-installed cables



Figure 7 Surge protector

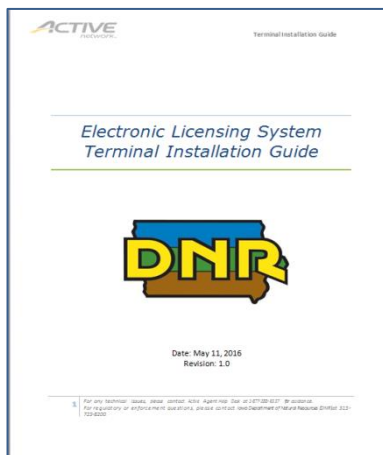


Figure 8 Installation guide



Figure 9 Datamax printer with pre-installed cable

### Terminal Placement and Setup

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

Please ensure new terminal and printer to be place

- Where licenses are to be sold.
- Close to power or electrical outlet.
- Close to Ethernet port or switch (General Agent) or Telephone Jack (Dial up).
- Indoor and in climate-controlled environment.

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







**Equipment Setup**

This section covers information procedures to setup terminal and printer.

Learn about pre-installed cables on touch screen terminal

There are pre-installed cables inserted in the lower back panel of the terminal. For dial up agent, external modem is included in the package.

Type	Cable	Color	Length
<b>Power cord</b>		Black	6 ft.
<b>RJ50 to DB9 adapter cable for printer</b>		Black	6 ft.
<b>Ethernet cable (only pre-installed for general agent)</b>		Beige	10 ft.
<b>Dial up modem (only pre-installed for Dial up agent)</b>		Black	6 ft.

## Verify cable positions on terminals

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- At the bottom of the monitor; you will see cables connected to available ports.
- Verify power adapter connected to HP RP2 terminal.



Figure 10

- Verify RJ50 to DB9 cable is connected to COM 1 port.



- Verify Ethernet cable is connected to RJ45 port. [Only applicable to General Agent.](#)



- Verify USB cable for the modem is connected to one of the USB ports. [Only applicable to dial up agent.](#)



Connect to Internet connectivity (Ethernet cable/dial up modem)

- For general agent,
  - Find Ethernet cable that already connected on HP RP2 terminal.



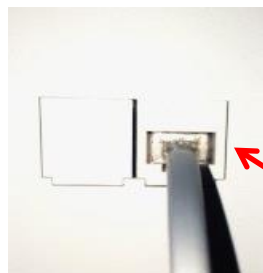
- Plug your available RJ45 connector to your Ethernet router/Ethernet switch/Ethernet port.



- For dial up agent,
  - Find RJ11 connector that already plug into external modem that connect to HP RP2 terminal.



- Plug the RJ11 connector to your telephone jack on wall outlet. Please do not use telephone splitter.



### Connect power supply for touch screen terminal

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- Find power cord that connected from the bottom of the terminal.



- Plug the male cap to surge protector.



### Activate surge protector

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- Ensure that HP RP2 terminal power cord already connected to surge protector at this point.
- Plug the surge protector power adapter to power outlet on your wall.





- Push down on RESET. It will turn on the surge protector. You should be able to see the green and red lights lit up.



Learn about pre-installed cables on printer

There are pre-installed cables inserted in the lower back panel of the printer.

Type	Cable	Color	Length
<b>Printer power adapter</b>		Black	6 ft.
<b>Serial 9pin cable</b>		Black	6 ft.

Verify cable positions on printer

- Verify that serial 9pin cable male adapter already connected to the printer.
- Verify power adapter already connected to the printer.



- Verify power adapter connected to the brick.



### Connect printer to the terminal

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- Find RJ50 to DB9 adapter cable that already connected to the terminal.



- Find serial 9pin cable that already connected to the printer.



- Connect serial 9pin-female adapter (printer) to the 9pin-male adapter (terminal).



### Printer power supply

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- Find power adapter that already connected to the printer.



- Plug the male cap to the provided surge protector. Now, you should have power adapters from terminal and printer connected to the same surge protector.



### Verify surge protector is switch on

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- You should see green light next to the switch on the surge protector.
- If it is not on, push on the RESET to turn it on.





Turn on terminal and printer

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- The power button is underneath at the bottom-right of the terminal.



- Hold power button for approximately 2-3 seconds for the terminal to power up. You will see monitor is turned on as indication that the terminal is booting up.
- For the printer, power button is at the right side.



- Press on the 'I' on the power button to turn on the printer.



- At the top of the printer, you will see the printer light turned green.





Installing Paper

- 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.



1	Media Hangers
2	Media Guides
3	Roll Media

Figure 11 Media Guide and Media Hanger

- Pull out enough media to exit the front of the printer. Adjust the Media Guides so they are lightly touching the edge of the media.




Figure 12 Roll Media

- Close the printer Cover and press downward until latched.



1	Cover
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- Press the  button several times to advance the media (if the Fault Light is lit, see “Troubleshooting”).

## 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.



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 into or point the red light into another person's eyes.**

## Boot Screen Option

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When booting the terminal you will be presented with 2 options:

- *Windows 10*
- *Reimage Terminal*



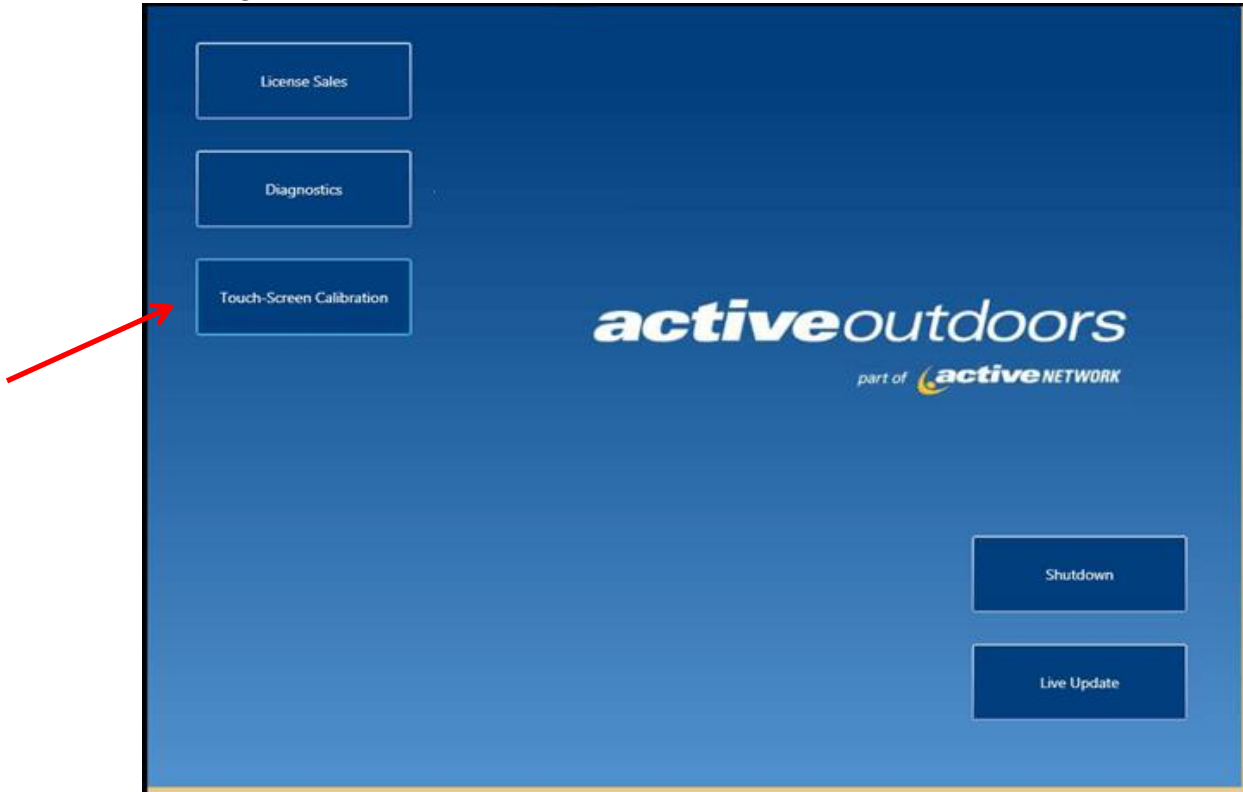
You do not need to select any options when booting. By default, the first option “Windows 10” will be selected. If you have an issue with your terminal and need to reimage the terminal you will select the second option “Reimage Terminal” this will automatically reimage the terminal to its original state allowing you to rerun updates.

## Touch-screen Calibration

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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. In order to ensure the 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:



This will bring up a new screen:



- 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.

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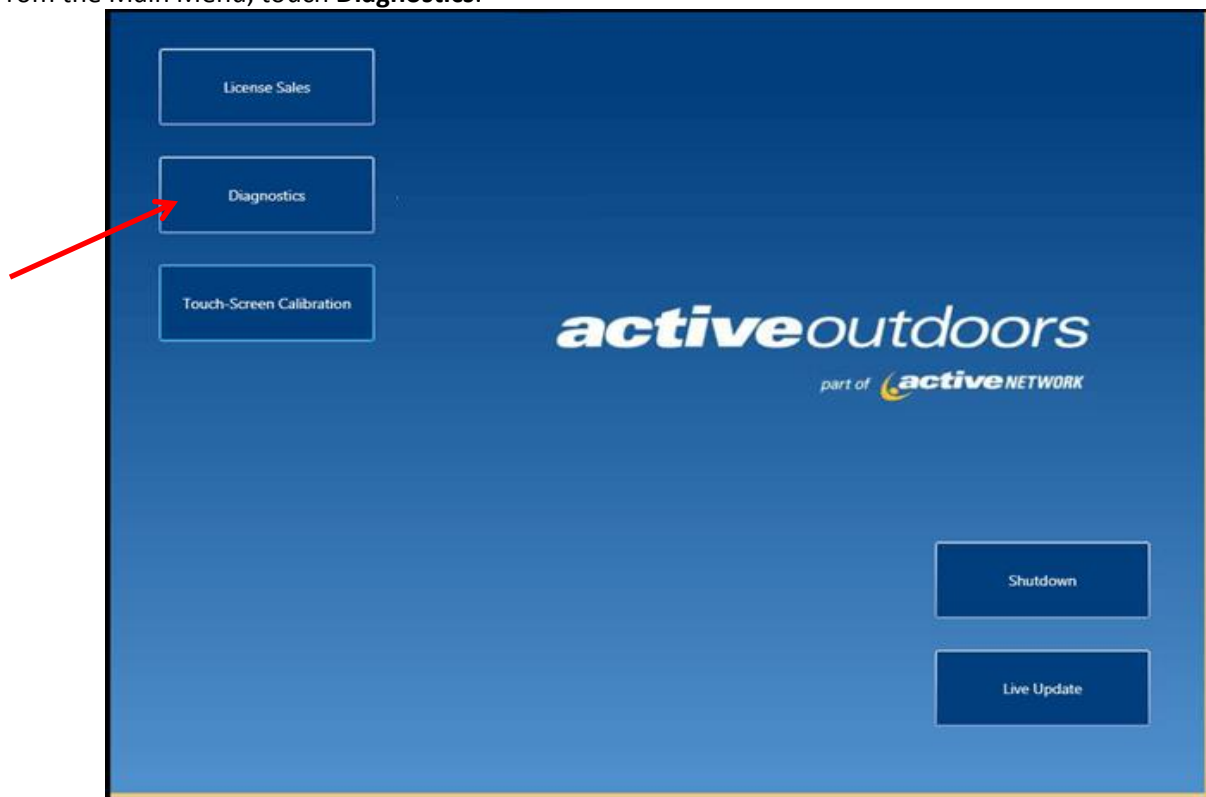
If you are planning to use a High-speed Internet connection, plug the beige Ethernet cable into your router, modem, or network connection.

## High-Speed Internet Setup

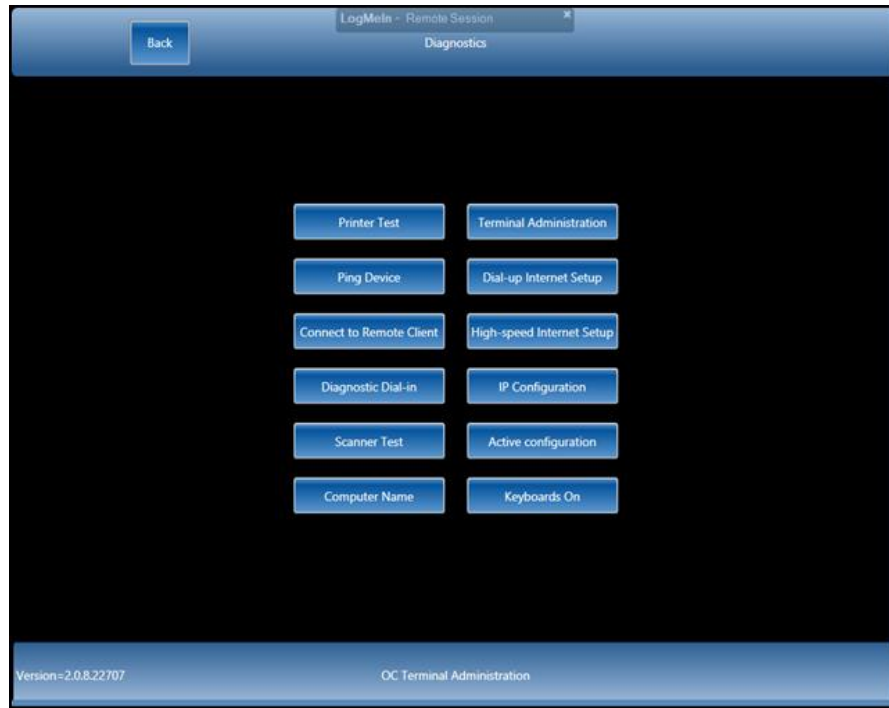
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In order to connect the terminal to your network, connect the provided Ethernet cable into your High-Speed router/jack. Many High-Speed Broadband Internet connections do not require any configuration to connect the terminal to the network. Consult 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.

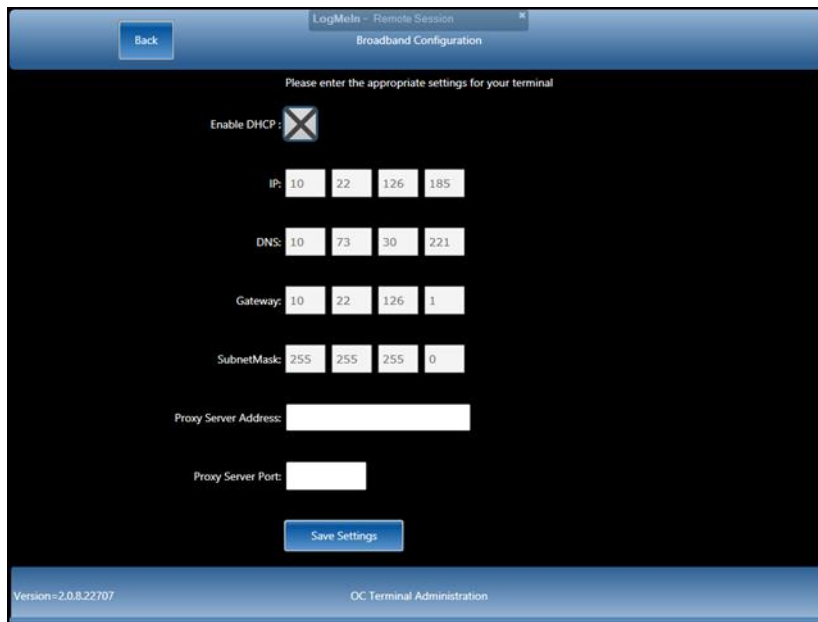


For High Speed Internet Setup, on the Diagnostics Screen, in the right hand column, press the **High-speed Internet Setup** button.



**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 you have 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 you are unable to connect to the Internet, try the procedures outlined in “Tips and Troubleshooting” for Power-cycling your modem 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 your 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.**

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 on the Start Page. Press the **High-speed Internet Setup** button and enter the static IP settings.

The screenshot shows the 'Broadband Configuration' window. At the top, there are 'Back' and 'Exit' buttons. Below them is the title 'Broadband Configuration'. The main area contains the instruction 'Please enter the appropriate settings for your terminal'. The settings are as follows:

- Enable DHCP:
- IP: 10 | 1 | 7 | 34
- DNS: 10 | 1 | 6 | 77
- Gateway: 10 | 1 | 1 | 2
- SubnetMask: 255 | 255 | 0 | 0
- Proxy Server Address:
- Proxy Server Port: 0

At the bottom of the main area is a 'Save Settings' button. The footer contains 'Version=1.5.0.8' and 'OC Terminal Administration'.

**Proxy Setup (Only if your network requires a proxy)** - If you need to configure the device to send all Internet traffic through a proxy in order 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 your Internet Service Provider (ISP) and ask them what proxy settings are needed to access your Internet connection.

This screenshot is identical to the one above, but includes a callout box with the text 'Enter Proxy information here.' Two red arrows point from the callout box to the 'Proxy Server Address' and 'Proxy Server Port' input fields.

## 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.

**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.**

To power-cycle the terminal from any screen:

- Hold in the Power button under the right side of the screen until the terminal shuts down.
- Once the screen is completely black, press the button again to power it on.



If you have a problem connecting to your High-Speed Broadband (DSL/Cable) connection, try power-cycling your modem as follows:

- Power off your touch-screen terminal by holding in the Power button under 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:
- If a router or other device is connected between your computer and the DSL/Cable modem, power down this device. If you have multiple devices between your computer and the DSL/Cable modem, continue to power down all devices.
- Power down the DSL/Cable modem by disconnecting the power supply line.
- Leave the DSL/Cable modem unplugged for 20–30 seconds before reconnecting the power.
- Power up the DSL/Cable modem.
- Wait for the DSL/Cable modem light to stop blinking before proceeding.
- 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.
- Power on your touch-screen terminal.

If you still cannot connect after you have power-cycled your modem, please make sure all cables are connected properly as follows:

- Turn the touch-screen terminal facedown.
- On the back of the machine, locate the two tabs on the port cover.
- With both hands, push the tabs in and pull the port cover toward you.
- Once the cover is removed, you will see the following ports:
  - AC power connection
  - 4 USB ports
  - Ethernet port
  - COM 1 port



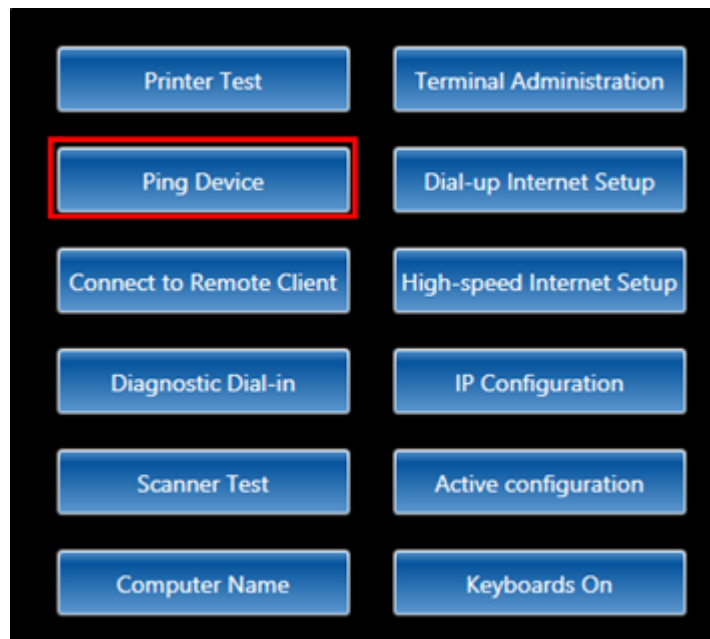
- Check that all cables are properly connected and there is a yellow light showing in the Ethernet cable port.
- If there is a yellow light showing, perform the Ping Device test to check the status of the Internet connection.

## 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.



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 an active Internet connection, contact the Agent Help Desk to report a hardware issue. If the results of the Ping test return an error, follow these steps:

If you have a separate PC connected to your router, try accessing any website URL ([https://jc.activeoutdoorsolutions.com/ia\\_customer/app/goHome.do](https://jc.activeoutdoorsolutions.com/ia_customer/app/goHome.do)) from the PC to verify there is an active connection to your ISP. Contact your ISP if you cannot connect.

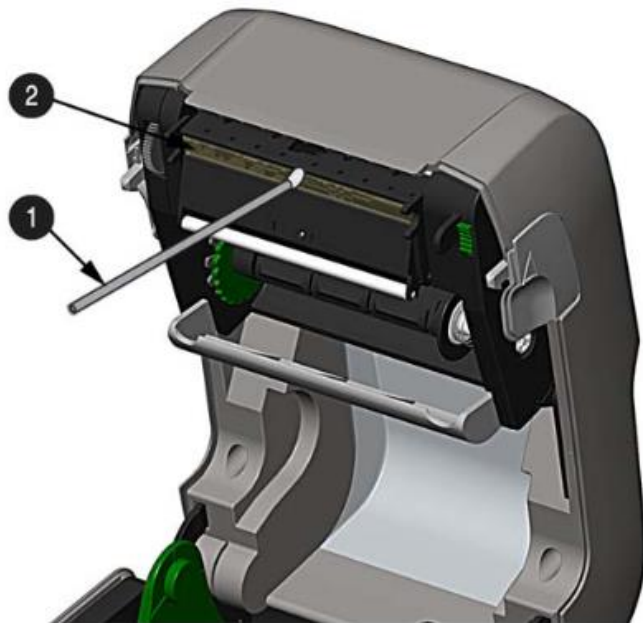
If you are able to access a website, follow the steps in the Internet Setup section to confirm correct settings, including the IP Address and Gateway if that information has been supplied to you. In case of further problems, please contact the Agent Help Desk for assistance.

### 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 the screen and the image will re-appear.

### Maintenance: Print Head cleaning (Clean after every Roll of Media)

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



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

## Terminal Reimaging

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In certain scenarios you may need to reimage your terminal, to bring it back to the base image or apply an update. Steps below:

- Power down terminal, and insert the USB into the respective port
- Power the terminal back up. You will see a screen stating “Terminal Reimaging”
- Once the message has updated to “Imaging Complete”, power down the terminal by holding down the power button. Remove the USB.
- Start the terminal, and let it set up. Do not power down or interfere with the terminal until you see the Terminal Admin screen.

## Contact Information

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

- Agent Help Desk: 1-877-288-6537
- Issues with individual customer records, regulatory, or enforcement questions, will be handled by contacting Iowa Department of Natural Resources: 515-725-8200