



USER MANUAL

SCAN & GO

Revision 2



FAAC Nordic AB
BOX 125, SE-284 22 PERSTORP SWEDEN TEL. +46 435 77 95 00

Table of contents

1	Introduction	3
2	Components.....	3
2.1	Scanner Units.....	3
2.2	Ticket generation	3
2.2.1	SGB-DT1.4 (desktop printer).....	3
3	Command cards.....	3
4	Operation.....	5
4.1	Desktop printer : operation and configuration.....	5
4.1.1	Print access tickets with the desktop printer	6
4.1.2	Print a timestamp ticket with the desktop printer (Admin mode)	6
4.1.3	Print statistics with the desktop printer (Admin mode).....	7
4.1.4	Print a Printer Identity ticket with the desktop printer (Admin mode).....	7
5	Configuration.....	8
5.1	How to link an additional printer to a scanner controller	9
5.2	How to choose languages.....	10
5.3	How to configure the flow direction of a controlled access	11
5.3.1	Exit	11
5.3.2	Entrance	11
5.4	How to configure an access in "Free access" mode?	12
5.5	How to configure an access in "Permanent closed" mode?.....	12
5.6	How to reset the controller (Factory defaults).....	13
5.7	Set timezone.....	13
5.8	How to add a permanent accesscard	13
5.9	How to remove a permanent accesscard	14
5.10	How to synchronize the internal clock of a desktop printer and a scanner controller	14
5.11	How to print parking tickets with the desktop printer	15
5.12	How to delete the event memory of the control unit	15
5.13	How to reboot the controller.....	16
5.14	How to trigger the output relay of the control unit.....	16
6	Troubleshooting.....	17
6.1	Fatal errors.....	17
6.2	Errors.....	17
7	FAQ's.....	17
7.1	I lost the "S&G Printer" identity of my desktop printer.....	17
7.2	I lost my command cards	17
7.3	I lost the « S&G Scanner »	17
7.4	What is the meaning of the symbol « ! » on the LCD display of the controller?	17
7.5	The scanner is taking more time than usual to read a barcode.....	17
7.6	The screen shows the message: "This ticket was already used!"	17
7.7	The message "Ticket invalid!" or "Ticket ignored" appears.....	18
7.8	The printer is virtually linked and yet the display shows the message:	18
	Notes	19
	Command cards	22-25

1 Introduction

This document is a manual for the “softwareless” commissioning of a Scan&Go Basic kit which includes one scanner housing and one desktop printer. Please read the relevant technical sheets and ensure the technical installation is done as described in this document before continuing.

2 Components

2.1 Scanner Units

The standalone scanner control unit, with integrated CCD scanner and LCD display, interprets the tickets without communication with printers or a network. It has one output to which you can connect a physical access.

2.2 Ticket generation

2.2.1 SGB-DT1.4 (desktop printer)

Desktop barcode printer for thermal paper. The SGB-DT1.4 comes with 3 push buttons. One of them is inactive. The other two generate **unique** tickets with different default access rights:

- Grey button: generates by default a single use ticket valid for 30 minutes.
- Blue button: generates by default multiple use tickets valid till the end of the day.

Plug in and start to print. The SGB-DT1.4 does not require any configuration and is thus immediately operational.



The optional configuration software ‘AdminTool’ allows customization of the above mentioned access rights and ticket layout ...

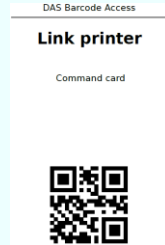
3 Command cards

Use our barcode command cards in order to carry out a “software-less” commissioning. Simply scanning these barcode cards to the scanner will allow easy & fast configuration. Please find hereunder a description of each command card:

- S&G Scanner: This card is a unique barcode representing the scanner’s identity. It is to be scanned prior to each configuration modification you want to program.
- S&G Printer: represents the printer’s identity.
- Link printer : is used to virtually link a printer and a scanner controller.
- Unlink printer : is used to virtually unlink a printer and a scanner controller.
- Permanent closed : is used to permanently close an access until a new command is given.
- Free access : is used to permanently open an access until a new command is given.
- Direction : Exit : is used to program the BCU in “Exit mode” thus allowing coherent messages to appear on the LCD screen.
- Direction : Entrance : is used to program the scanner controller in “Entrance mode” thus allowing coherent messages to appear on the LCD screen.
- Set language : is used to configure the languages in which the messages will appear on the LCD screen.
- Set timezone : is used to program the timezone.
- Timezone WET, EET, GMT, en CET : Scan one of these cards after you scanned “Set timezone”.
- Restore factory defaults : is used to do a reset of the scanner controller.
- Add permanent card: is used to add a barcode card with permanent access rights

- Remove permanent card: is used to remove a permanent card from the control unit memory
- Open barrier: is used to trigger one relay of the control unit
- Reboot: is used to reboot the control unit
- Set time: is used when synchronizing the time of a printer with a control unit.

These command cards can have the format of 1D as well as 2D (QR) barcodes. Both formats are compatible with Scan&Go Basic.



4 Operation

4.1 Desktop printer : operation and configuration

Plug the printer in and start to print. The SGB-DT1.4 does not require any configuration and is thus immediately operational.

Paper requirements:

- POS direct thermal paper 79.5mm +/- 0.5mm
- Max roll diameter: 83mm
- Paper thickness 53~60g/m²
- Be sure to load the paper the correct way, otherwise tickets will be printed blank



4.1.1 Print access tickets with the desktop printer

The desktop printer comes with three push buttons. The orange button is inactive. The grey and blue push buttons allow printing barcodes with a default validity.

- Blue button: generates by default single use tickets valid for 30 minutes
- Grey button: generates by default multiple use tickets valid until the end of the day



The default validity of the two push buttons can be modified using AdminTool.

4.1.2 Print a timestamp ticket with the desktop printer (Admin mode)

- Power the printer off



- Put the printer in Admin Mode by pushing on either the grey or blue push buttons while powering the printer on (keep the button pressed while powering on).



- Remove your finger from the push button after a few seconds. The printer is now in Admin mode. No access control barcodes can be printed anymore.
- Now push the grey and blue buttons simultaneously until the printer starts to print a "Timestamp" ticket.
- To return from admin mode to a normal operational status, power off the printer during a few seconds, then power on.

4.1.3 Print statistics with the desktop printer (Admin mode)

The desktop printer allows you to print statistics showing the number of tickets you generated with the grey and blue push button since the last statistics generation.

- Power the printer off
- Put the printer in Admin Mode by pushing on either the grey or blue push buttons while powering the printer on (keep the button pressed while powering on).
- Remove your finger from the push button after a few seconds. The printer is now in Admin mode. No access control barcodes can be printed anymore.
- Now push on the grey button until a statistics ticket is printed.
- To return to a normal operational status, power off the printer during a few seconds, then power on.

4.1.4 Print a Printer Identity ticket with the desktop printer (Admin mode)

- Power the printer off
- Put the desktop printer in Admin Mode by pushing on either the grey or blue push buttons while powering the printer on (keep the button pressed while powering on).
- Remove your finger from the push button after a few seconds. The printer is now in Admin mode. No access control barcodes can be printed anymore.
- Push the blue button until the printer starts to print a ticket "Printer Identity".



We refer to the manual AdminTool for advanced configuration.

5 Configuration

Configuring the scanner control units can be done without using configuration software. Simply scan barcode command cards and read the messages appearing on the display so you know where you are in the configuration process.

When powering on the controller, the LCD display shows the serial number of the controller during a few seconds:



BCU+2-0023-H42-F48H

Then the following default messages appear repeatedly:



Please scan your
ticket

And: date and time



Fri 04 Feb 2011
17:01

5.1 How to link an additional printer to a scanner controller



Each S&G Basic scanner control unit and printer comes with a “S&G Scanner” and “S&G Printer” identity card. This is a unique barcode card necessary for a softwareless commissioning.



Please notice that a S&G Basic scanner controller can read barcodes from up to two desktop printers. In other words, you can create a virtual link between one scanner and a maximum of two printers.

Barcode tickets will not be interpreted unless the printer(s) and scanner controller(s) are virtually linked.

- Scan the card « S&G Scanner» to the controller until the message 'Please scan: Command card' appears.

DAS Access & Revenue Control

S&G Basic identity

S&G Scanner-2549



Please scan:
Command card

- Scan the card “Link printer” until the message 'Please scan: Printer identity' appears.

DAS Barcode Access

Link printer

Command card



Please scan:
Printer identity

- Then scan the card “S&G Printer” of the printer you want to link virtually to the scanner controller. The message 'Printer linked' appears.

DAS Access & Revenue Control

S&G Basic identity

S&G Printer-2548



Printer linked

- Repeat this procedure for each printer that has to be linked.

To virtually unlink a printer, repeat the above-mentioned procedures and replace the card “Link printer” by the card “Unlink printer”.

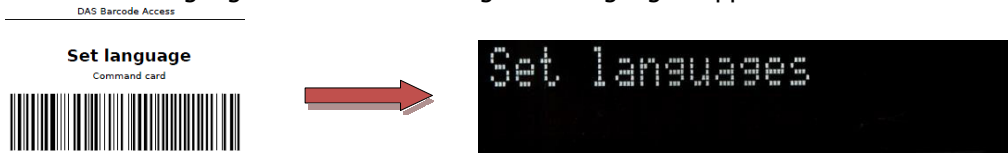


The message “Ticket printed by another printer” appears when scanning a ticket from a printed which was not virtually linked.

5.2 How to choose languages

In this example, we want the messages to appear in English, French and German.

1. Scan the card "S&G Scanner" to the scanner controller until the message 'Please scan: Command card' appears on the screen.
2. Scan the card « Set languages » until the message 'Set languages' appears.



3. Scan the card « English ». The message 'EN' appears on the screen.



4. Now scan the card « French ». The message 'FR' appears on the screen.
5. Now scan the card « German ». The message 'GE' appears on the screen.
6. Confirm your choices by scanning the command card «Set languages » until the message 'Languages set' appears.



7. If you want the messages only to appear in the first language (EN) Scan the card "Set language" after step 3.



The messages will appear on the display in the same order as the language cards were scanned.

5.3 How to configure the flow direction of a controlled access

The controller must be programmed in Entrance or Exit mode in order to allow coherent messages to appear on the display. The default mode is "Exit".

5.3.1 Exit

- Scan the card « S&G Scanner » to the controller until the message 'Please scan: Command card' appears.
- Then scan the card « Direction : Exit » until the message 'Access configured as exit' appears.



5.3.2 Entrance

- Scan the card « S&G Scanner » to the controller until the message 'Please scan: Command card' appears.
- Then scan the card « Direction : Entrance » until the message 'Access configured as entrance' appears.

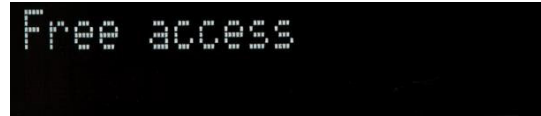


5.4 How to configure an access in "Free access" mode?

- Scan the card « S&G Scanner » to the controller until the message 'Please scan: Command card' appears.
- Then scan the card "Free access" until the message 'Free access configured' appears.



- The display shows from now on the message 'Free access'.



Free Access mode activates a permanent control of the relay. Please check the compatibility of your physical access with this command. For example, an automatic barrier could be configured to close automatically even after our permanent open command.

- To return to a controlled mode: Scan the card « S&G Scanner » until the message 'Please scan: Command card' appears.
- Then scan the card « Free access » until the message 'Access control activated' appears.

5.5 How to configure an access in "Permanent closed" mode?

- Scan the card « S&G Scanner » to the BCU until the message 'Please scan: Command card' appears.
- Then scan the card "Permanent closed" until the message 'Access closed' appears.



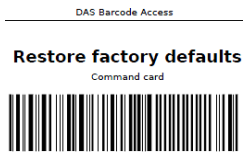
- From now on the screen will display the message "Sorry, this access is closed"



- To return to a controlled mode: Scan the card « S&G Scanner » until the message 'Please scan: Command card' appears.
- Then scan the card « Permanent closed » until the message 'Access control activated' appears.

5.6 How to reset the controller (Factory defaults)

- Scan the card « S&G Scanner » until the message 'Please scan: Command card' appears.
- Then scan the card "Restore factory defaults" until the message 'Resetting....' appears.



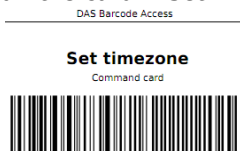
Resetting

- The message 'Reset OK' appears when the reset procedure is finished.

Reset OK

5.7 Set timezone

- Scan the card « S&G Scanner » until the message 'Please scan: Command card' appears.
- Then scan the card « Set Timezone » until the message 'Scan a Timezone card' appears.



Scan a Timezone
card

- Scan one of the cards "GMT" (Meridian), "WET" (Western European Time), "CET" (Central European Time) or "EET" (Eastern European Time).
- The message 'Timezone set' appears.

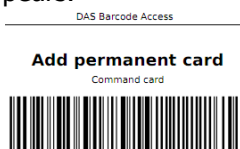
Timezone set



Select "CET" for an automatic daylight saving time management.

5.8 How to add a permanent access card

- Scan the card « S&G Scanner » until the message 'Please scan: Command card' appears.
- Then scan the command card "Add permanent card". The message 'Please scan: Permanent card' appears.



Please scan:
Permanent card

- Scan the "Permanent card" to be added until the message 'Permanent card added' appears.

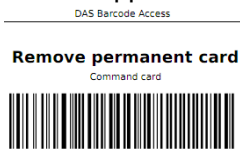
Permanent card
added

- Repeat the previous step for each "Permanent card" you want to add and then finish this procedure by scanning the command card "Add permanent card". The message 'Returning....' appears.

Returning...

5.9 How to remove a permanent access card

- Scan the card « S&G Scanner » until the message 'Please scan: Command card' appears.
- Then scan the command card "Remove permanent card" until the message 'Please scan: Command card' appears.

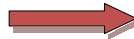
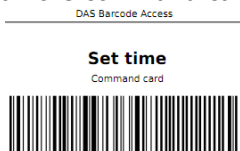


- Scan the "Permanent card" to be removed until the message 'Permanent card removed' appears.



5.10 How to synchronize the internal clock of a desktop printer and a scanner controller

- Put the printer in Admin Mode by pushing on either the grey or blue push buttons while powering the printer on.
- Then, after a few seconds, remove your finger from the push button. The printer is now in Admin mode. No access control barcodes can be printed anymore.
- Now push the grey and blue buttons simultaneously until the printer starts to print a "Timestamp" ticket. If you want to change the internal time of the printer use DAS Barcode AdminTool. Please use the adequate manual to do so.
- Scan the card « S&G Scanner » until the message 'Please scan: Command card' appears.
- Then scan the command card "Set time". The message 'Please scan: Timestamp' appears.



- Scan the time ticket generated by the desktop printer until the message 'Time synced' appears.



When applying the above mentioned procedure, a small delay between both internal clocks is unavoidable. Use AdminTool if a precise synchronization is required.

5.11 How to print parking tickets with the desktop printer

The desktop printer comes with three push buttons. The orange one is not active. The other two allow printing barcodes. Each button generate barcodes with a default validity.

- Grey button (Multiple entry):
 - This ticket can be used multiple times until the end of the day
- Blue button (Single entry):
 - This ticket can only be used once within 30 minutes after it was printed.



Use DAS AdminTool v4 to customize the validity of the two push buttons, to add a logo and specific text to the ticket, ...

5.12 How to delete the event memory of the control unit

- Scan the card « S&G Scanner » until the message 'Please scan: Command card' appears.
- Then scan the command card "Clear ticket memory" until the message "Ticket memory cleared" appears.



When the control unit is deleting the event memory, the LCD display is empty.



If you configured the desktop printer to print barcodes that are valid during a longer period of time than the default, the scanner might need some time to search through its event memory. In these cases, emptying the event memory from time to time might be useful.

5.13 How to reboot the controller

- Scan the card « S&G Scanner » until the message 'Please scan: Command card' appears.
- Then scan the command card "Reboot"



During the reboot process, the LCD display is empty.

5.14 How to trigger the output relay of the control unit

- Scan the card « S&G Scanner » until the message 'Please scan: Command card' appears.
- Then scan the command card "Open barrier"

6 Troubleshooting

6.1 Fatal errors

In most of the Fatal error cases, the electronic should be replaced. Please contact your DAS supplier.

- **Fatal Error SPI timeout:** Communication failure on the internal bus
- **Fatal error Database error:** Memory error
- **Fatal error Database not found:** Memory error
- **Fatal error I2C timeout:** Communication failure on the internal bus
- **Fatal error Scanner unresponsive:** Reader failure
- **Fatal error Scanner NACK:** Communication failure reader
- **Fatal error Display error:** Display failure
- **Fatal error Display timeout**
- **Fatal error Temp sense fails:** Broken thermometer
- **Fatal error Unknown**

6.2 Errors

- **Error Replace battery:** The internal battery of the reader must be replaced
- **Error System time lost:** This message appears when the battery was replaced. Please update the time using the DAS Configuration Software.
- **Error Overheating:** The surroundings temperature of the reader is too high.

7 FAQ's

7.1 I lost the "S&G Printer" identity of my desktop printer

See point 4.1.4 of this manual or ask your DAS supplier for duplication of the printer identity. To do so, the serial number mentioned on the back of the printer is required.

7.2 I lost my command cards

Please contact your DAS supplier who can easily reprint these cards.

7.3 I lost the « S&G Scanner »

Please contact your DAS supplier. Based on the serial number of the scanner controller, the "S&G Scanner" can be duplicated.

7.4 What is the meaning of the symbol « ! » on the LCD display of the controller?

This means that a problem occurred. At this point the LCD screen generally also shows an error message. Please contact your DAS supplier.

7.5 The scanner is taking more time than usual to read a barcode

- First try to empty the ticket memory. Read point 5.13
- Check if the plastic window behind which the scanner is installed, is scratched or damaged in any way.

7.6 The screen shows the message: "This ticket was already used!"



This ticket was
already used!

This message means you exceeded your "use credit limit". This message will for example appear after presenting a Single Use ticket for the second time.

7.7 The message "Ticket invalid!" or "Ticket ignored" appears

This message appears during a configuration process, when you don't respect the logical order of scanning command.

A black rectangular box containing the text "Ticket invalid!" in a white, monospaced, pixelated font.A black rectangular box containing the text "Ticket ignored" in a white, monospaced, pixelated font.

7.8 The printer is virtually linked and yet the display shows the message: "Ticket printed by another system!"

Please check whether the printer identity mentioned on your card corresponds to the internal identity of your printer. Go to point 4.1.4 of this manual.



FAAC

Direction: Exit

Command card



Set time zone

Command card



Restore factory defaults

Command card



Permanent closed

Command card



Link printer

Command card



Set time

Command card



Direction: Entrance

Command card



Set language

Command card



Free access

Command card



Unlink printer

Command card



FAAC Scan & Go

French

Language card



FAAC Scan & Go

English

Language card



FAAC Scan & Go

Clear ticket memory

Command card



FAAC Scan & Go

Open barrier

Command card



FAAC Scan & Go

Add permanent card

Command card



FAAC Scan & Go

German

Language card



FAAC Scan & Go

Dutch

Language card



FAAC Scan & Go

Status display

Command card



FAAC Scan & Go

Reboot

Command card



FAAC Scan & Go

Remove permanent card

Command card



FAAC Scan & Go

WET

Time zone card



FAAC Scan & Go

Norwegian

Language card



FAAC Scan & Go

Spanish

Language card



FAAC Scan & Go

Italian

Language card



FAAC Scan & Go

Polish

Language card



FAAC Scan & Go

CET

Time zone card



FAAC Scan & Go

United Kingdom

Time zone card



FAAC Scan & Go

Portuguese

Language card



FAAC Scan & Go

Russian

Language card



FAAC Scan & Go

Swedish

Language card



EET

Time zone card

