

Hardware Manuals (Internal Use Only)

- [Setting Up Hardware Manual](#)
 - [Setup Procedure Once Hardware Arrive on Site](#)
- [Organising a Courier Manual](#)
 - [Organising a courier](#)
- [Ordering Hardware Manual](#)
 - [Hardware Ordering Process - Steps in order](#)

Setting Up Hardware Manual

Setup Procedure Once Hardware Arrive on Site

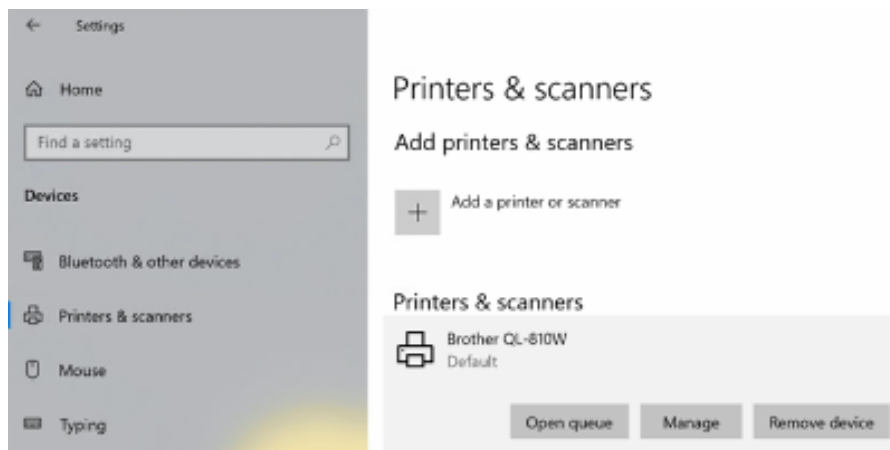
This setup is to be done via the Tablet over TeamViewer

1. Remote into the correct device using TeamViewer - ensure that you know the site/location
 2. Ask client to connect the tablet to the WiFi
-

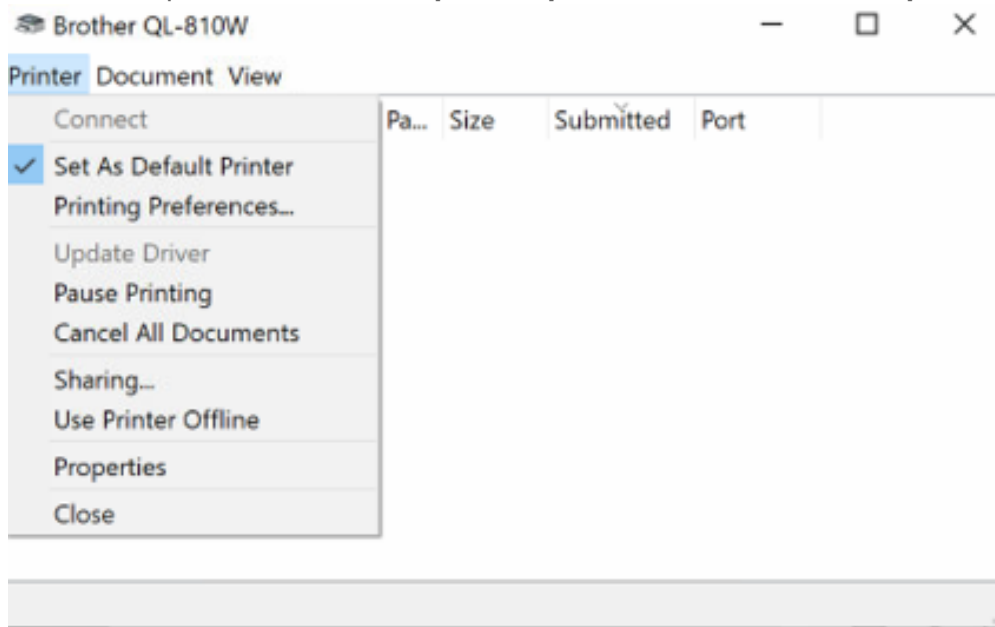
Wireless setup for the printer



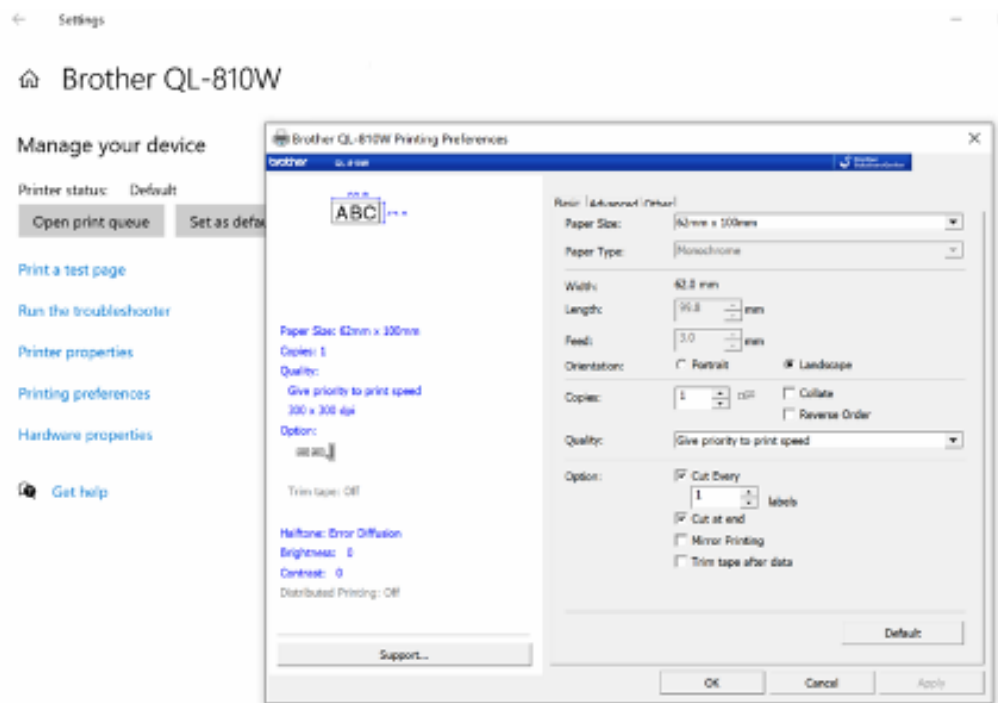
1. Setup the brother QL-810W printer.
2. Ask the client to plug in the grey USB cable from the printer to the surface Pro USB slot
3. Go to : <https://support.brother.com/g/b/downloadtop.aspx?c=au&lang=en&prod=lpql810weas>
4. Double click the video below the setup
5. Once the setup has been completed and set up wirelessly, the USB can be unplugged from the Surface Pro and plug in the image scanner into the USB slot of the Surface Pro. The client can re-assemble the hardware back inside the case.
6. Open up settings in the **Windows icon** on the **Taskbar**, once in settings go to **Devices**, then



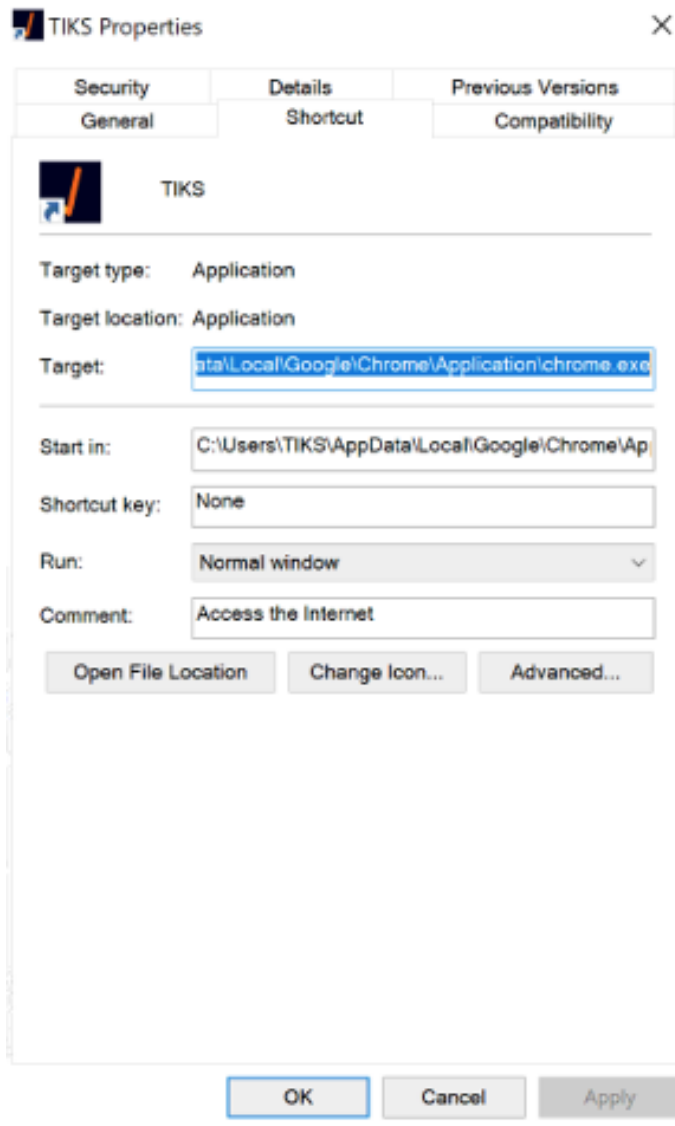
7. **Printers and Scanners** - this is where you will find the printer you just added in the above image, click on the printer and click on '**printer queue**' and '**set as default printer**'.



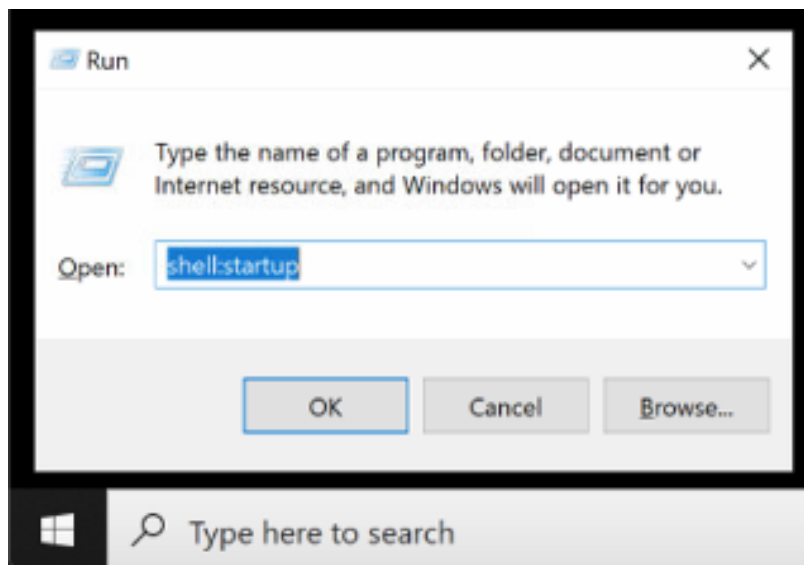
8. Close this down then click on 'Manager' once in there click on 'System Preferences' on the left-hand side in here you will need to change the paper roll size at the top right-hand side to (6mcm x 100mm). Printer is now setup, you may close all windows down.
- 9.



10. Right click on the TIKS icon in the middle of the page, once you have right clicked go down to **'properties'**. In the Target Field highlighted below, after .exe you will need to put the location ID in. use the below string and change the client ame at the start and the location number at the end to match the location in the admin portal. This number can be found in the admin portal by hovering over the induction button.
11. **Note** - make sure there is a space after exe when pasting the below sting!
12. --kiosk --disable-pinch https://company.visitor.tiks.com.au/?location_id=28
- 13.



14. Make sure you click '**Apply**' then '**Ok**'
15. On the windows taskbar at the bottom of the screen you will see a search field, inside the search field you will need to use your keyboard and click 'command' and the letter '**R**' at the same time to open up '**Run**' and once the '**Run**' command is open you will need to type in '**shell:startup**'
- 16.



17. Once this opens up you will need to copy the TIKS icon on the front screen and paste it into the startup folder. You will also need to do the same with '**Main**' from the silent print folder in '**C**' drive. This is found at the bottom of the windows taskbar, there is a yellow folder you will need to open.



- 18.
19. Inside the folder on the left-hand side you will see '**C**' drive folder, once this is open you will find '**Silent Print**' open this folder and copy '**Main**' then paste it into the same folder you pasted the TIKS icon. Once both files are pasted into the startup folder you will need to add numerical value to the file name, as shown below.



- 20.
21. Once this is all down, restart the Surface Pro and ensure that the two pasted items in startup items load correctly. Once the device restarts, the VMS page should be the only screen you see once you remote back into the device.

Organising a Courier Manual

Organising a courier

Book the courier through **InterParcel**:

<https://au.interparcel.com/>

Login details

- Username: joel@creatiks.com.au
 - Password: Choc3747*
-

How to order the courier

2. Type in pickup address
3. Type in delivery address
4. If chose you after 12pm it will deliver the next day
5. Pick earliest time before 12pm
6. **Parcel comments** - type in everything that is in the box (turnstile, VMS desktop hardware - surface pro, printer desktop mount, thermal, paper rolls etc)
7. Customer reference - VMS
8. Value of contents - international travel and remote areas \$38
9. Melbourne and Sydney - do not need 'value of contents'
10. Payment - PayPal
11. Download address label - send to sender and they can print off
12. Courier - will not deliver to the sender and they can print off
13. Courier - will not send you an email, leave at the front door
14. Don't chose ATL - this means left without a signature
15. Chose a courier that is well known

Ordering Hardware Manual

Hardware Ordering Process - Steps in order

1. Request from client
2. Enter this information into Capsule
3. Hardware opportunity to be separate from software
4. We are explicit in the hardware required and pricing is current (see quote process)
5. Raise a quote in Quotient
6. Refer to template for standard orders (who owns and where) - they need to be up to date and easy to use? We can only have standard templates for certain things so the Director of Hardware to review and add small items to standard quotes. All other bits and pieces to be provided to the Operations Support Manager to add to the hardware register.
7. Refer to pricing list in the hardware register
8. Ask the Director of Hardware for Bespoke
9. Quote goes to the client via email PDF and CC the Operations Support Manager
10. Client raises a PO (purchase order) and provides to CSM and/or Operations Support Manager (not accounts) to confirm
11. CSM updates quotient with PO and quote in the order reference number box (as Xero doesn't connect the two) and approve quote
12. That goes to Xero P&L
13. CSM emails the PO to the Director of Hardware and the CSM and/or Operations Support Manager adds to the hardware register (see point 4 below)
14. CSM sends standard email with important set up information
15. Hardware register:
https://docs.google.com/spreadsheets/d/1KNYiNAchsVvQjKRuC8QAEfTv5mjcn2_xg5Vs1hU9CNE/ε
16. Operations Support Manager enter information provided by CSM's to **columns A-F**
17. The Director of Hardware has responsibility for columns **G-K**
18. CSM's needs confirmation of critical dates agreed with client and the Director of Hardware
19. on the hardware register, there is a due date column for VMS hardware and a separate due date column for Turnstiles

20. Hardware register must have very specific address details and contact people for the site
21. Delivery column must be kept current by the Director of Hardware
22. Every order needs to have a tracking number (the Director of Hardware to enquire about DHL etc. to set up a single courier service with routine pick-ups etc. and assess costs) we want one place for tracking VMS related hardware etc. For kiosks they are sent from AMP (supplier) by Cope. Add tracking number and courier account log in details.
23. Operations Support Manager to manage **columns J,K,L,M**
24. We need to have delivery confirmation updated in the Hardware Register
25. When we get confirmation we need to raise a ticket for VMS set-up and a seperate tick for Turnstiles
26. Joel to plan a week ahead on Mondays for setup. When there are variation, send a slack message to the Operations Support Manager who will update software setup due date and inform the clients.
27. Anything that requires hardware must first set up as a project as the first trigger