



**ZBD DISPLAYS LTD**

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Bounce Communicator 2  
& epop Support and  
Installation Guide

ZBD DISPLAYS LIMITED

## Support & Installation Guide

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## Bounce Communicator 2 and epop

*The Bounce Communicator 2 manages changes to product price, promotion and descriptive information, transmits the rendered high quality image to the correct epop and controls the status of the epop network.*

This guide shows you how to install the Bounce Communicator 2 onto a computer. Follow this guide for installing the Bounce Communicator 2 for use with the epop labels.

To install and use the Bounce Communicator 2 with the epop label, complete the following tasks in the order listed:

Unpack the system and verify the kit contents.

Follow these steps to complete the Bounce Communicator 2 installation.

### Check Package Contents

Your Bounce Communicator 2 and epop labels are shipped from the factory.

Inspect all shipping cartons for evidence of physical damage. If a shipping carton is damaged, request that the carrier's agent be present when the carton is opened. Keep all contents and packing material for the agent's inspection.

Check that you have received all of the parts you ordered. Contact your distributor/reseller or ZBD Displays Limited if you are missing anything.

All packing materials are recyclable.



Bounce Communicator 2



epop



Bounce CD



USB Cable

## Install the Bounce Communicator 2 for Windows XP

### System Requirements

In order to install and use the Bounce Communicator 2, your computer must meet the following requirements:

- An available USB port
- 10 Mb free disk space for utility and driver installation
- Windows XP

### Prepare for installation

**ATTENTION:** You must install your software and drivers before you physically connect the Bounce Communicator 2.

Turn on your desktop or laptop computer.

Before plugging in the 'Bounce Communicator 2'.

Insert the Bounce CD. If it does not start automatically, double click the Start Up CD icon in My Computer, Windows Explorer or on the desktop, then double click the Start icon.

Windows XP Users: The Bounce CD will automatically update the drivers needed on your system to support the Bounce Communicator 2.

### Bounce getting started guide

At this point you must have SQL Server Express and .NET framework 2.0 installed on your host machine.

\*\*\* Note if you have previously installed any older version of the Bounce software suite then you must

\*\*\* re-run the Database script DbaseCreate.bat - see the release notes and the 'SQL Express Database'

\*\*\* section below for more details

After a successful installation =>

### Installing the Bounce Communicator

With the Bounce Communicator "UNPLUGGED" from the host PC run the Windows driver installation script install.bat. This can be found at C:\Program\Files\ZBD\Displays\Bounce\BounceComms\CommunicatorDriver.

Now plug in the Bounce Communicator.

Plug the small square end of the included USB cable into the USB port on the Bounce Communicator 2.

### LED Information

**USB LED:** The USB LED is lighted **RED** when the Bounce Communicator 2 USB is connected and is receiving power and is unlighted when there is no USB power source or when the Bounce Communicator 2 is not plugged in.

**Status LED:** The Status LED is lighted **YELLOW** when the Bounce Communicator 2 driver is correctly installed and blinks **YELLOW** every 1.5 seconds. If the driver is not correctly installed, this LED will be off.



Locate an available USB port on your computer and insert the thin rectangular end of the included USB cable.

Windows will detect the new hardware and walk you through the new hardware installation wizard. Whilst going through the wizard choose not to look for a new version of the driver and then ask the wizard to automatically install the driver from your local PC.

**SQL Express Database**

The SQL database is created by running the batch file DbaseCreate.bat which can be found in C:\Program Files\ZBD Displays\Bounce\SQL Scripts\

The script requires "osql" to be on your path. If this is missing then add it manually to your path or explicitly add the location of osql in the script.

To clean out the database just re-run the script.

Note: If the database installation fails go back and check the details of your default SQL Express installation.

**XML Configuration Files**

All the Bounce services and applications have a configuration.xml file. This is used to configure the action of the service or application.

Within this file is the connection string for the database. By default this is set to the following -  
Data Source=(local)\SQLEXPRESS; Initial Catalog=bounceProd; Integrated Security=True

If your database is named differently you must change this entry before starting any of the applications or services.

Note : A good way to test that the database connection string is valid before starting either of the services is to try running either the BounceUpdater or Bounce application. Either of these will report back the status of the database connection that is currently set in their appropriate configuration.xml file (see below).

**Application Data**

All the Bounce services and applications write application data to  
C:\Documents and Settings\All Users\Application Data\Bounce

By default the Application directory is hidden so the user will need to change the "Explorer" attribute view hidden files to view any application data.

Generally the location of this application data is configurable from within the service or applications configuration.xml file.

**Bounce Services**

On installation both Bounce services - BounceCommsService and BounceSync will be installed. These are initially disabled.

The services should then be started manually using the windows services management. This can generally found in Control Panel->Administrative Tools->Services.

Both services have output log files, the location of which is described in their configuration.xml files. If you are having problems with a service this is the first place to look for clues.

**BounceSync**

By default BounceSync uses the "All users" Application Directory during its normal mode of operation, therefore the user of Bounce Sync will require Administrator rights to correctly use this service.

## Regulatory Information

### Safety Notices

Take some time to read through the safety notices before installing the Bounce Communicator 2. Please observe all safety markings and instructions when using this product.

### Radio Transmission Regulatory Information

The Bounce Communicator 2 and the epop label have been tested to comply with the following standards.

This product must be installed and used in strict accordance with the instructions given in the user documentation. The Bounce Communicator 2 and epop label complies with the following radio frequency and safety standards:

### USA - Federal Communication Commission Interference Statement



This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

### Europe - CE Declaration of Conformity



We, ZBD Displays Limited of Orchard Lea, Winkfield Lane, Windsor, Berkshire, SL4 4RU, England, declare under our sole responsibility that the ZBD Bounce Communicator 2 and epop, to which this declaration relates is in conformity with the following standards and/or other normative documents:

EN300 220-2 V2.1.1  
EN300 220-1 V2.1.1  
EN301 489-1 V1.6.1  
EN301 489-3 V1.4.1  
EN60950-1:2000 A11:4

We, ZBD Displays Limited, hereby declare that this product is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

This product can be used in but is not restricted to the following countries:

UK, Germany, Austria, Belgium, Switzerland, Netherlands, Luxembourg, Italy, France, Ireland, Spain, Portugal, Sweden, Norway, Denmark, Finland, Czech Republic, Hungary, and Greece.

## Warranty and Support Services

### Technical Support

Should you require technical assistance, please contact ZBD Displays Limited.

Tel. +44 (0)1344 887 685

Fax. +44 (0)1344 887 601

Email: [support@zbd.co.uk](mailto:support@zbd.co.uk)

Web: [www.zbd.co.uk](http://www.zbd.co.uk)

### Return Merchandise Authorization

Please contact our support center for an RMA number before sending your product to the repair address. Product sent to the repair address without an RMA number will be returned unopened.

In Europe: ZBD Displays Limited, Orchard Lea. Winkfield Lane, Windsor, Berkshire, SL4 4RU, England

Tel. +44 (0)1344 887 685

Fax. +44 (0)1344 887 601

Email: [support@zbd.co.uk](mailto:support@zbd.co.uk)

Web: [www.zbd.co.uk](http://www.zbd.co.uk)

### One Year Limited Warranty

- This device is guaranteed against manufacturing defects for One full year from the original date of purchase.
- This warranty is valid at the time of purchase and is non-transfer able.
- This warranty must be presented to the service facility before any repair can be made.
- Sales slip or other authentic evidence is required to validate warranty.
- This product should be installed and used in accordance with the instructions detailed in this user guide and serviced at an approved ZBD Displays Service Centre. Failure to comply with these conditions may render the warranty void.
- Damage caused by accident, misuse, abuse, improper storage, and/or uncertified repairs is not covered by this warranty.
- All mail or transportation costs including insurance are at the expense of the owner.
- Do not send any product to service center for warranty without a RMA (Return Merchandise Authorization) and proof of purchase. Ensure a track able method of delivery is used (keep tracking number).
- Warranty is valid only in the country of purchase.
- We assume no liability that may result directly or indirectly from the use or misuse of these products.
- "This warranty will be voided if the device is tampered with or improperly serviced"

### WEEE Statement (Waste, Electrical and Electronic Equipment)



The WEEE directive places an obligation on all EU-based manufacturers and importers to take-back electronic products at the end of their useful life.

ZBD Displays Limited accepts its responsibility to finance the cost of treatment and recovery of redundant WEEE in accordance with the specific WEEE recycling requirements.

The symbol (shown) will be on ZBD Displays products and packaging from 1<sup>st</sup> July 2006, which indicates that this product must NOT be disposed of with other waste. Instead it is the user's responsibility to dispose of their waste electrical and electronic equipment by handing it over to an approved reprocessor, or by returning it to ZBD Displays for reprocessing. For more information about where you can send your waste equipment for recycling, please contact your local city office or ZBD Displays support offices.

ZBD Displays has applied to become a member of a compliance scheme. Our Producer Registration Number has been filed and we are waiting for a registration number.

The regulations are due to commence July 2007, as we have more information we will update this data.

### RoHS - Restriction of Hazardous Substances



ZBD Displays is fully aware of the new legislation and has taken steps to ensure that all products are RoHS Compliant and as a "Producer" of product ensures that we meet the new regulations.

