D1 Desktop Loan Station

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Introduction

The FE Technologies D1 Desktop Loan Station is a simple desktop loans station that will allow patrons to check out library items. This user document will help you harness the full potential of this equipment.

Document Legend:

✅	Do's (recommended action)	❌	Don't (not recommended action)
⚠️	Note (a note of advice)	❗	Caution (A note of warning or caution)
❓	(FAQ) Frequently asked question	💡	Tips for effective usage
✳️	Optional features		

Self-Loan Station Key Components

The FE Technologies D1 Desktop Loan Station features a computer with an integrated touch screen, omni-directional barcode scanner (or optional RFID card reader), receipt printer and an RFID reading pad and instruction insert.
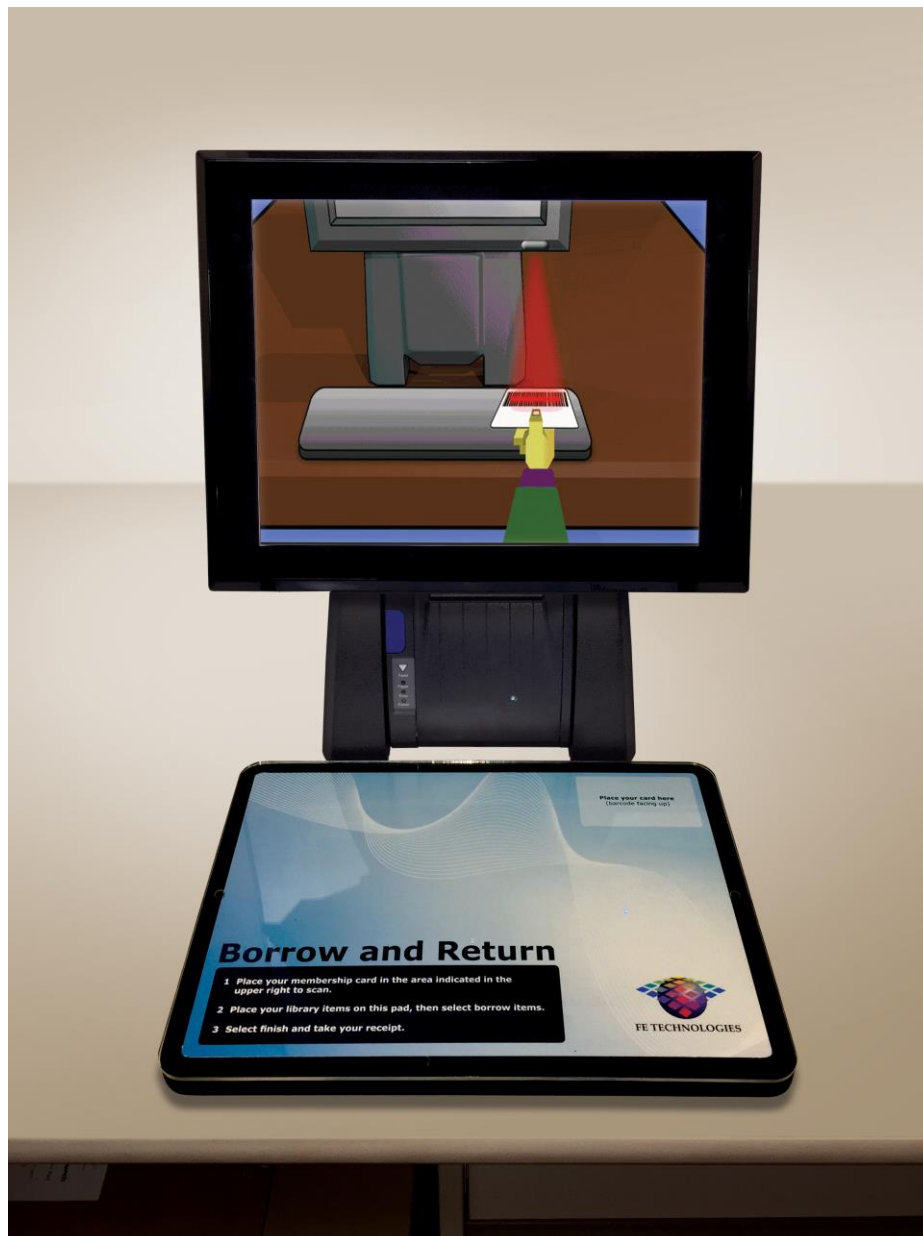
Installation Options:

The unit must be installed on a desktop surface. The surface must not have large metal componentry within 30cm of the unit.

Key Functions

Key functions available to users of the Loan Station include:

- Scan and authenticate patron
  - Barcode (optional password / pin for payment accounts)
  - Manual ID and Password entry using on screen key board
- Display summary information on login
- Borrow items
- Enhanced Borrow Items
- Return items
- View account status
- Renew items
- View reservations
- Administration (System administration, encoding tags, checking tags, close program, shut down computer, secure remote assistance)
- Several choices of workflows
- Language options
- Offline mode
- Increase/decrease font size

Receipt Printing Options

The following can be printed via the D1 Desktop Loan Station's receipt printer:
- Reprint receipt
- Print rejected offline transactions report
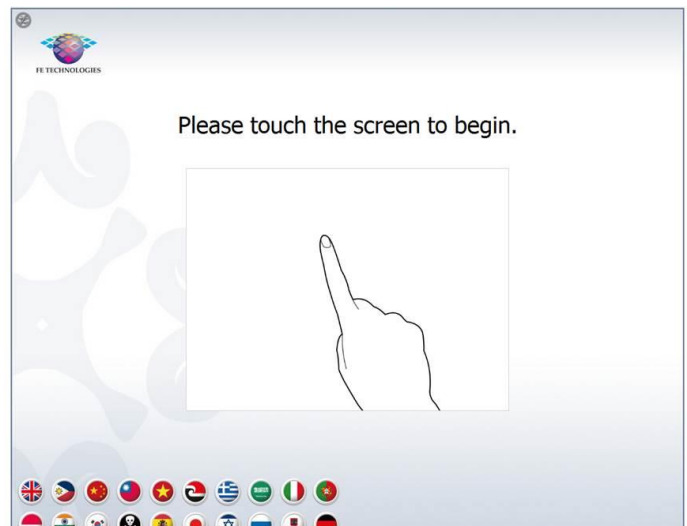
🔵 Print Smart Shelf Reports

💡 Loan Stations can be remotely configured using the Management Console software, which can be run from any computer within the library network. Changes can be applied to individual stations, a particular group of stations or to all stations. Workflows, colours, font face, font size, receipt, location of icons and language options can all be individually customised to suit your preference. The various Loan Station functions can be turned on or off depending on your preferences. Images used can be replaced using your own images if required. The user interface uses CSS (cascading style sheets) and these sheets can be modified to suit your preferences.

🛑 Only qualified personnel should edit CSS as incorrect editing can render your self-loan station unstable or inoperable.

Common Starting Pages:

Screen Saver Page: This page helps prolong the life of the Self Loan Station by switching off the barcode scanner, RFID reader etc. and placing computer in standby mode. This page can also be used for displaying information and advertisements.

Patron Authentication page:

This requests patrons to scan their membership card. An animation on the screen shows the patrons where to place their card for scanning. The instructions insert on the table top also displays a picture of the correct location to place the card for scanning. It is also possible to enable manual entry of their Patron Number followed by the password or pin using the onscreen keyboard.

Language option buttons are also available on these pages.

An optional copyright disclaimer is available at the start session also. The patron must agree to the disclaimer before proceeding. If the patron declines the session will end.

Borrow Item

This function allows the patron to borrow library items.

Selecting 'Borrow Items' prompts patrons to place their items on the RFID platform

- When the items are placed on the platform, they are instantly 'read' and displayed as a list showing title, asset number, due date and status.

- Items that have been successfully issued will have a green tick beside them. Those with a red error beside them indicate that the item has not been issued. Pressing the error button will provide more details on why the item was not issued.

- Patrons may add more items once they have removed previously scanned items.
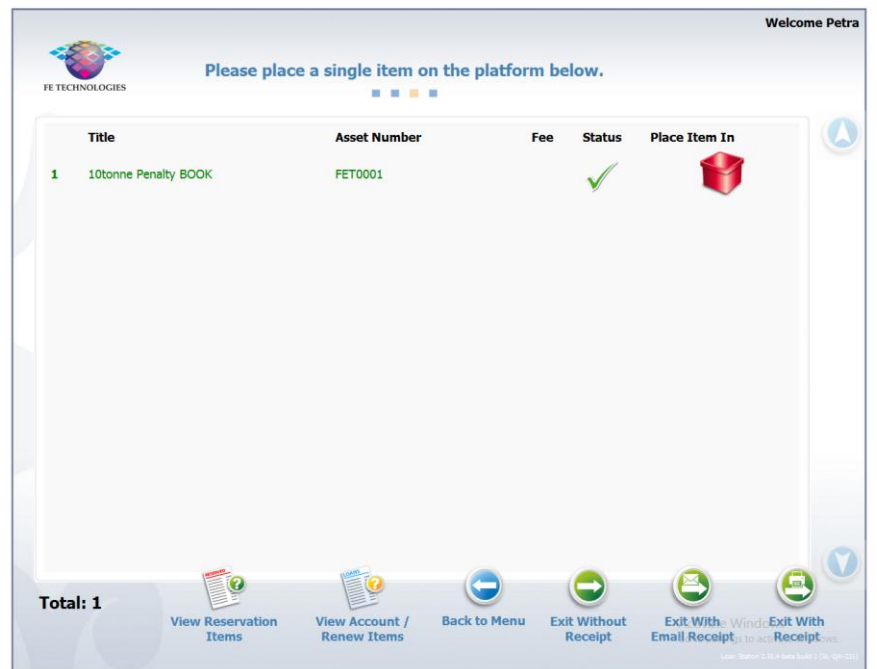
This document is supplied as 'Commercial In Confidence' business documentation. The contents of this document may not be released to a third party without prior consent of FE Technologies or its authorised representatives.

Enhanced Borrow Item

This function allows the patron to borrow library items. It executes the same functionality as "Borrow Items" detailed above. However, it uses a more elaborate layout, requires reduced screen scrolling and is more suitable for libraries where the average number of loans per transaction is high.

⚠️ Borrow items and Enhanced borrow items are mutually exclusive i.e., only one of these functions may be enabled.

- Selecting 'Borrow Items' prompts patrons to place their items on the RFID platform
- When the items are placed on the platform, items are processed in sequence, but are listed in two columns.
- Successful items are recorded in a column on the right in a green colour.
- Failed items are recorded in a column on the left in a red colour.
- Touching the failed item will display an error message and instructions (this is customisable).
- It is also possible to issue a two part receipt clearly showing the successful and unsuccessful items separately.
- Patrons may add more items once they have removed previously scanned items.
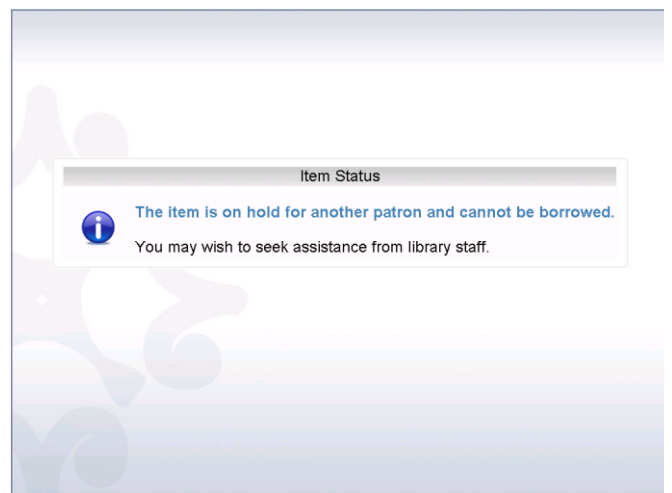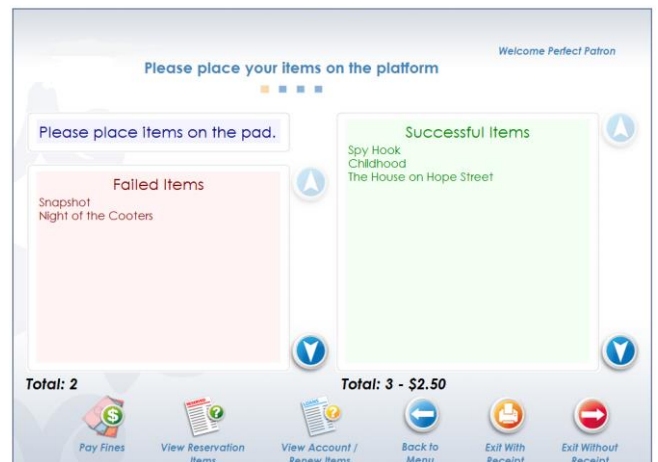
Account Status / Renew Items

A patron's account status lists all the items on loan to the patron, their call numbers and due dates, as well as:

- any fines owing
- an option to renew items (individually or all at once)
- an option to print (or email if available) a receipt
- Other function buttons such as pay fines, view reserved items, back to main menu etc. can also be added to this screen

The physical item is not required to renew items.

View reserved items:

This function is dependent on the capability of the LMS, as not all LMS's support this function via SIP2. It displays a list of items (by title) currently reserved by the patron and their status.

A green tick indicates the item is now available. A red cross means the item is not yet available for collection by the patron.

Additional features

The Member Alert, Session Timeout and Indicator features provide added benefits to both the patron and library staff.

Member Alert

Member Alert (below left) is used to communicate current messages to the patron, such as informing them that an item they had placed on hold is now available for collection (LMS Dependant).

Session Timeout

If an active D1 Desktop Loan Station screen has not detected any activity for a defined period of time (which is a configurable value), a Session Timeout screen will appear. Patrons can touch the screen to reset this timer and continue using the system. If there is no response to the Session Timeout screen for a defined period of time (which is also a configurable value), the system will log itself out.
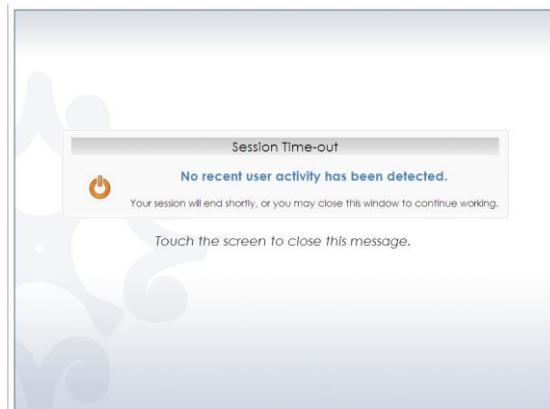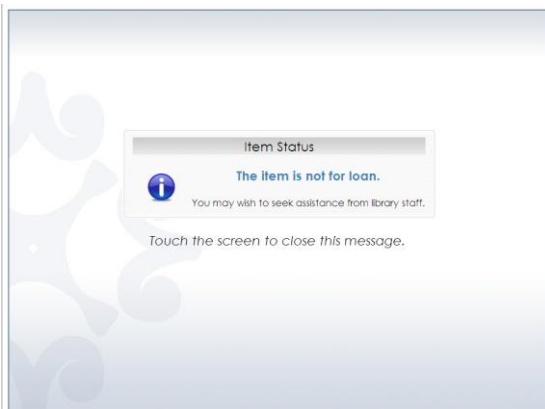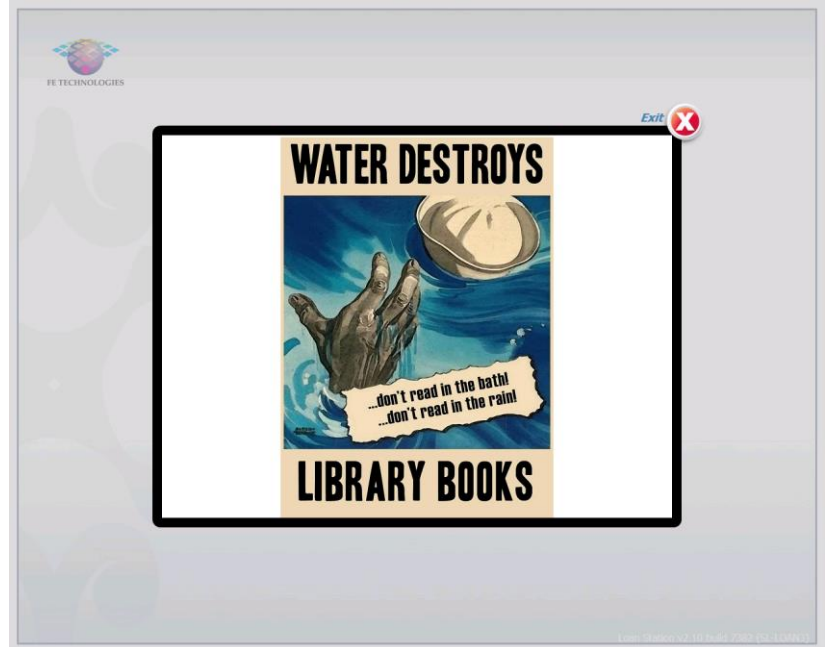
Advertising

Libraries can choose to display an advertisement (or community announcement, library information or any other information or imagery) at the start screen. This is simply a URL of an image or series of images of the library's choice. The patron can simply click the "X" in the top right of the image to exit the advertisement and continue with using the Loan Station.

This is configurable via the Management Console.

In the Management Console, you can setup the URL for the advertisement from:

Configuration>Loan Station>Group>Advertisement URL.

Indicators

Indicators are icons that may appear in the top left corner of every D1 Desktop Loan Station operating screen (excluding the screen saver). The indicators are designed to give an immediate visual cue to the librarian about the status of some key system functions. The currently supported indicators are listed below:

Indicator	Description	Action Required
	System is operating in offline mode.	Investigate why the LMS is offline. NOTE: Once the LMS comes back online, the system will process all queued transactions
	Rejected offline transactions exist.	The LMS has rejected offline transactions that were processed by the system after the LMS came back online. Print a "rejected transactions" report and manually process these via the LMS client.
	Paper is low in receipt printer.	Load paper soon (about 10 - 15 receipts can be printed before the paper runs out).
	Paper is out in receipt printer.	Load paper immediately

Administration functions

Administration functions, such as, encoding or checking a tag, are accessible on the D1 Desktop Loan Station by library staff. Access these functions by scanning your administration card. The 'Administrator Functions' screen will become visible, giving the following options:

- Encode Tag
- Tag Info Viewer
- Remote Assistance
- Diagnostics
- Explore Computer
- On Screen Keyboard (pictured at left)
- Reprint Receipt
- Close Program
- Shutdown Computer
- Minimise
- Restart

Encode Tag

Place the RFID tagged item that is to be encoded on the pad and scan or enter the item. Select encode to encode that data onto the tag.
The Encode settings are listed on the left hand side. (These are configurable via the Management Console.)

Tag Information Viewer

The 'Tag Info Viewer' function is used to read the information encoded in a tag. This function can be used to verify that the details encoded on a tag match the item.

- Place the item on the pad, the screen will display the details of the tag(s) that the RFID pad is able to read.

Remote Assistance

This program allows you to get remote support from FE Technologies. Using this program, you can give access to a remote support person who can diagnose and resolve issues. If you have not prearranged a remote session follow the instructions for the Support Officer-Initiated Method. If you have prearranged a remote session follow the instructions for Customer-Initiated Method.
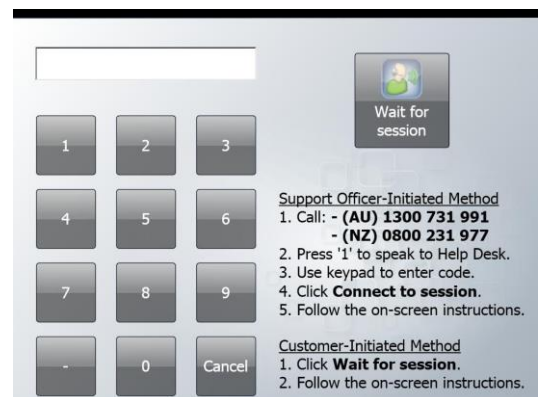
Selecting 'Close program' will shut down the D1 Desktop Loan Station program and return the library staff to the desktop.

Diagnostics

This is for FE Technologies to test various functionalities.

Explore Computer

To access other applications on the terminal.

On Screen Keyboard

Access to a keyboard when/if required.

Reprint Receipt

Reprint a patron receipt

Print Test Receipt

Prints a test receipt to verify that the printer paper has been replaced successfully and can assist in cutting paper to prevent it from having to be fed through the front panel.

Close Program

Shuts D1 Desktop Loan Station program down

Shutdown Computer

Selecting 'Shutdown Computer' will close all programs and turn off the computer.

Back

Selecting 'Back' will return the library staff to the 'opening' screen of the D1 Desktop Loan Station.

Replacing the receipt printer paper roll

The receipt printer uses thermal paper media. This can be purchased from major office supplies stores.

- Press the blue button at the front of the unit under the touchscreen to access the printer.
- Remove the used roll paper core and insert a new roll of paper.
- Ensure the direction of the paper roll is oriented as shown, and feed through slot.
- Close the cover.
- Make sure the printer panel is locked in place.
- Press the Feed button and then the test receipt button on the screen.
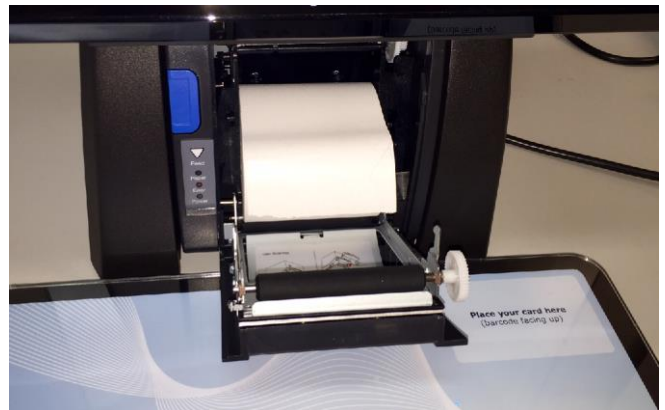
Printer Troubleshooting

Issue	Action required
Error LED on (not flashing) and not printing	If the PAPER OUT light is *on*, the roll paper is not installed or is near the end. If the PAPER OUT light is *off*, the printer cover is not closed properly.
Error LED flashing and not printing (no paper jam)	If printing stopped due to the head overheating, it will resume automatically when it cools. If overheating is not the cause, turn the printer off, then back on after 10 seconds.

Paper jam	- Turn the printer off and press the cover open button. - Remove jammed paper, reinstall the roll and close the cover. - If paper is caught in the cutter and you cannot open the printer cover, open the cutter cover, as shown below. - Turn the knob until you see a triangle in the opening. This returns the cutter blade to its normal position. - Close the cutter cover. - Open printer cover and remove the jammed paper.

Safety instructions

Do not expose the D1 Desktop Loan Station to liquids, rain, moisture or high temperatures, as it may cause electric shock to personnel.

Do not attempt to repair or service any hardware on the D1 Desktop Loan Station other than what is detailed in this manual. Work undertaken by unauthorised personnel can cause injury or electric shock to themselves or to others and void the warranty.

FCC ID: 2AM6N-FE-D1LOAN

FCC Compliance

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Warning: Any changes or modifications not expressively approved by FE Technologies could void the user's authority to operate this equipment

Support Options

<table>
<tr>
<td colspan="2">For any queries or to log a support call, please contact
FE Technologies Customer Care Centre via one of the following forum:</td>
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<tr>
<td></td>
<td>
Online Support

http://www.fetechgroup.com.au/online-support.html
Email: support@fetechgroup.com
</td>
</tr>
<tr>
<td></td>
<td>
Phone Support

1300 731 991 – Australia

0800 231977 – New Zealand

+85 2 3008 5757 – Hong Kong

+60 3 2788 4847 – Malaysia

+65 3158 0074 – Singapore

801 4033 – Brunei
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