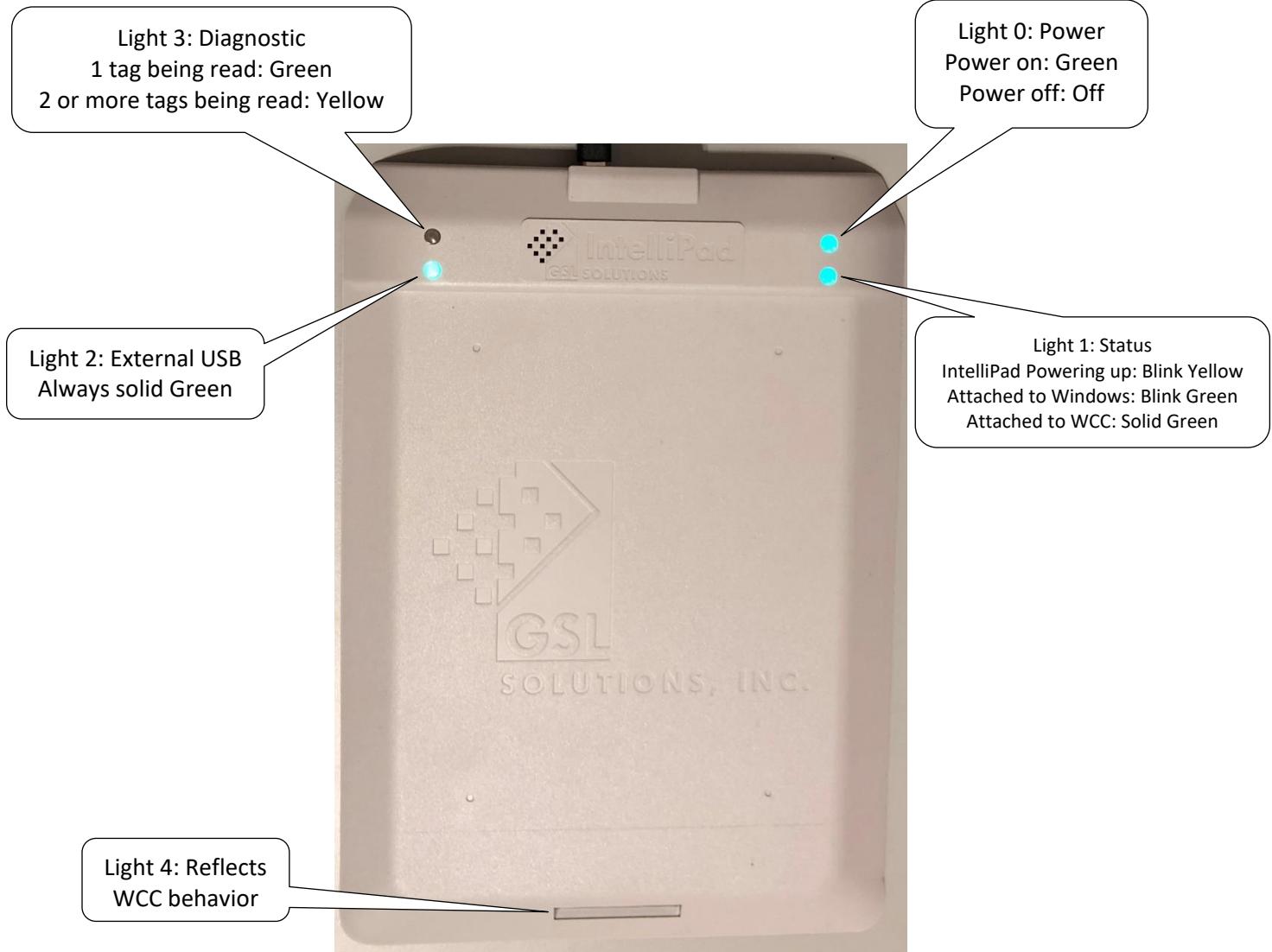


USB IntelliPad

LED Indicators



	Light #4 Color	Behavior
Multiple tags on pad	Red	On solid
Basket placed on the pad	Green	On solid
Basket requiring verification or reverification on the pad	Red	Blinking
ID Badge on pad	Blue	On solid
Basket in error	Red	On solid
Unknown RFID tag on the pad	Green	On solid
RFID tags removed from pad	Off	None

Troubleshooting Communication to Will Call Client (WCC)

1. Check that **there are not multiple RFID tags** (SmartBaskets or Badges) near the IntelliPad, including underneath the counter. Also check that there **is no metal underneath**.
2. Verify IntelliPad LED status
 - a. **If Light #1 is**
 - i. On Solid = Normal Operation
 - ii. Blinking Green = Attached to Windows but not attached to WCC
 1. Ask if WCC is currently open
 2. If already open, close and re-open WCC, wait 30-60 seconds
 - iii. Blinking Yellow = Powering up, not attached to Windows
 1. If new workstation and OS older than Windows 10, call Local IT to install WINUSB drivers
 2. Unplug USB cable at IntelliPad and plug back in
 3. Lights should cycle
 - iv. Still blinking yellow
 1. Move USB cable to another port on back of workstation
 - v. Still blinking yellow
 1. Swap just the IntelliPad with a known working IntelliPad from another workstation
 2. Wait 30-60 seconds
 3. If problem stays at original workstation, it is either a cable issue or workstation issue
 - a. Swap cables to verify if the issue stays with the USB Cable or the workstation
 - i. If it stays with the cable, call GSL Support for replacement cable
 - ii. If it stays with the workstation, call Local IT to uninstall and re-install WINUSB drivers
 4. If problem follows the IntelliPad
 - a. Unplug USB cable and plug back in, wait 30-60 seconds.
 - b. If it is still not working, call GSL Support for replacement IntelliPad
 - b. **If no lights:**
 - i. Check connections at both ends of USB cable
 1. Move USB cable to another port on back of workstation
 - ii. Still no lights
 1. Swap just the IntelliPad with a known working IntelliPad from another workstation
 2. Wait 30-60 seconds
 3. If the original IntelliPad starts working but the one moved to the original workstation does not
 - a. Call GSL Support for a replacement USB cable
 4. If the original IntelliPad does not work on moved to workstation
 - a. Call GSL Support for a replacement IntelliPad

GSL Support (866) 477-2682

English

Per FCC 15.19(a)(3) and (a)(4) 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.

Per FCC 15.21 Any change or modification to this device not expressly approved by GSL Solutions, Inc. voids your authority to operate this device.

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

French

Selon FCC 15.19 (a) (3) et (a) (4) Cet appareil est conforme à la partie 15 des règles de la FCC. Son fonctionnement est soumis aux deux conditions suivantes: (1) Cet appareil ne doit pas causer d'interférences nuisibles, et (2) cet appareil doit accepter toute interférence reçue, y compris les interférences pouvant entraîner un fonctionnement indésirable.

Conformément à la FCC 15.21 Tout changement ou modification de cet appareil non expressément approuvé par GSL Solutions, Inc. annule votre droit d'utiliser cet appareil.

Cet appareil est conforme aux normes RSS exemptes de licence d'Industrie Canada. Son fonctionnement est soumis aux deux conditions suivantes: (1) cet appareil ne doit pas provoquer d'interférences, et (2) cet appareil doit accepter toute interférence, y compris les interférences susceptibles d'entraîner un fonctionnement indésirable de l'appareil.