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Banned Drinkers Register
ID Scanning Terminal User Manual

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1. Hardware Description

1.1. ID Scanning Terminal - Front

#	Short Description	Comment
1	Camera	Digital Camera - This can be rotated as required
2	Touchscreen	Colour Touchscreen Display
3	ID Scanner	Passport/ID Scanner

1.2.   ID Scanning Terminal – Back

#	Short Description	Comment
1	Power Button	Power button to turn the terminal on or off.
2	Power Port	Socket for power cable.
3	Vents	Allowing air flow so the Terminal does not overheat.
4	Network Port	This allows a data cable to be connected.

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1.3. Additional Parts

#	Short Description	Comment
1	Scanning Terminal Power Brick and Cable	Power supply for the Terminal. Make sure to shut down the machine using the power button before removing the power cable.

2. Setting up the Scantek ID Scanning Terminal

2.1. Connecting cable(s)

Ensure that the power cable and the ethernet cable are firmly connected to the ports before starting up the terminal. It should appear as below:

Be sure that the scanning terminal is not located in a direct bright light source. Bright light such as sunlight or halogen ceiling lights can trigger the scanner and result in random scanning. This will interfere with operating the Terminal and reduce functionality
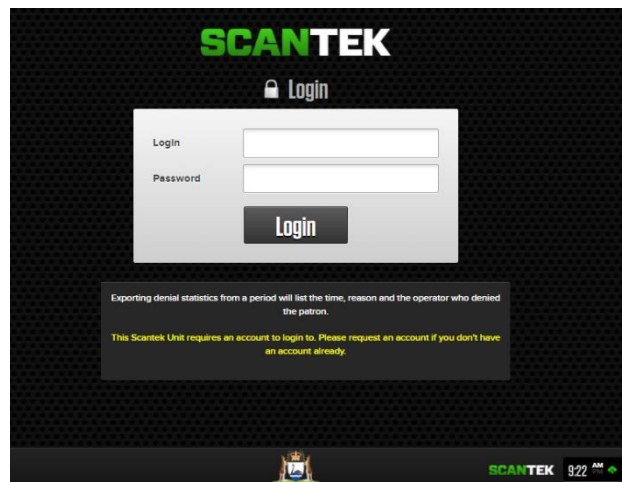
> !   Bright light may trigger the scanner and can lead to random scanning.

2.2.   Turning the Terminal on

Press the power button on the rear of the Scantek ID Scanning Terminal.

After the device has started (boot sequence completed), the screen below should be shown as per the image on the right.

3.   Accessing the Terminal - user accounts

You need to be an authorised user to use Scantek's ID Scanning Terminal. You should have been provided a user account as part of your scanning terminal set up.

If you have not been provided with an account, please contact the Department of Local Government, Sport, and Cultural Industries (DLGSC).

4.   Logging in

i.   To start typing, tap the text field
      (white box)
ii.   Use the keyboard (appears as a
      pop-up on the monitor) to enter
      your login and passport.

iii. You can enter capital letters by
      tapping the Caps Lock button.

iv.   Once your Login and Password
      have been entered, press the Login
      button to start
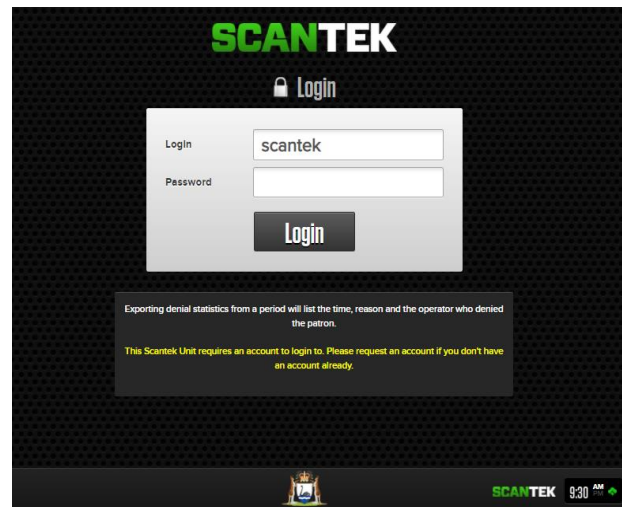
The Scanning Interface (see right)
screen shows that the Terminal is ready
for scanning.
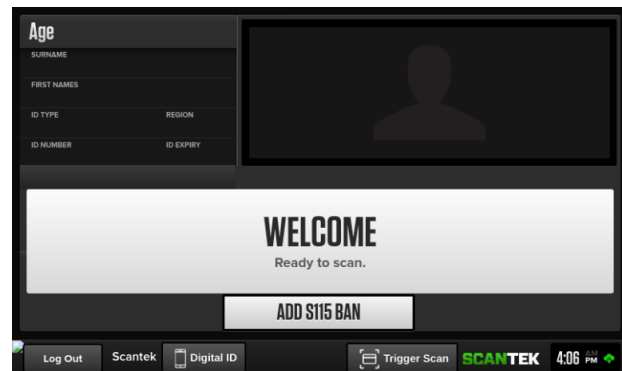
5.   Internet connectivity

The ID Scanning Terminal performs best when connected to the internet, which can be done
using an ethernet cable (typically a blue cable plugged into the back of the device as
described in 2.1) or Wi-Fi.

Video Tutorials:

- How to turn on the WIFI Dongle
- How to connect the BDR Terminal to Internet with WIFI dongle
- How to connect the BDR Terminal to Internet with Ethernet Cable

5.1. Enabling Wi-Fi

Wi-Fi can be enabled on the login page of the scanning terminal. In the bottom right corner, tap on the 'Scantek' logo.
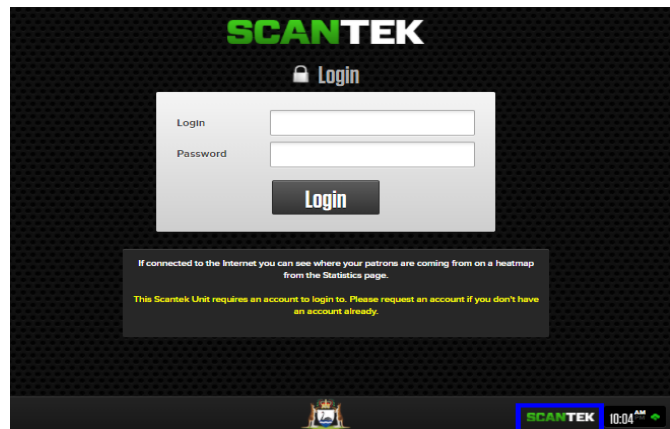
A pop-up will appear with a list of available networks. Select the Wi-Fi network you wish to connect with and enter the Wi-Fi network password.

If the network you are searching for does not appear in the list, please double-check your network and press 'Rescan'.
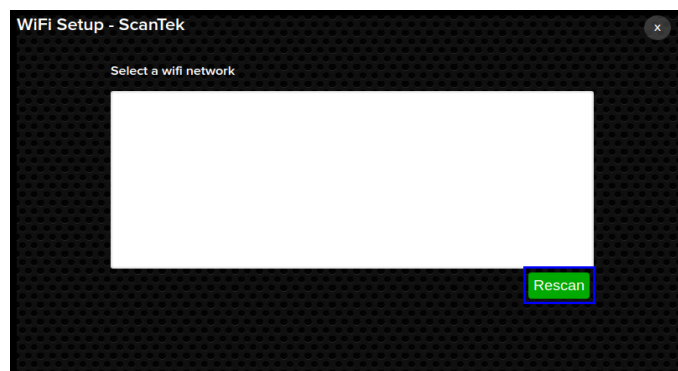
5.2.   Unable to connect to the internet

If the scanning terminal is unable to connect to the Internet, the icon in the bottom right-hand corner will turn red.

Tapping on this will give you more information about the network and diagnostics to help diagnose the problem.

The screen on the right-hand side shows the different diagnostics information available to help your IT representative to diagnose and assist you.

To exit, scroll down and tap 'Back'.
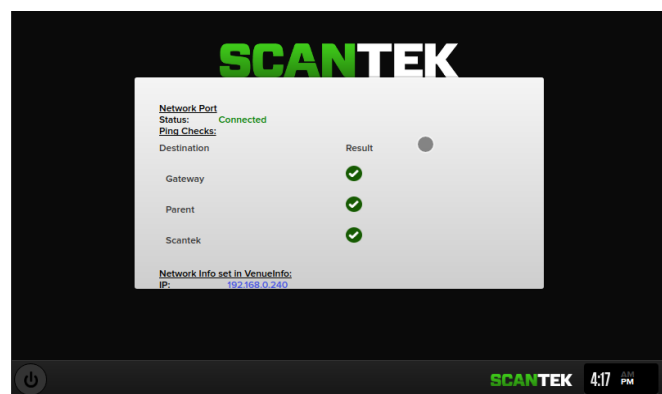
If you were able to rule out internet connectivity (your network) and site related hardware issues and your ID Scanning Terminal is still displaying an error message, please contact the Scantek Customer Service on 1300 552 106.

5.2.1.   Troubleshooting network connectivity issues

The most common reasons why an ID Scanning Terminal will show as unavailable/offline are:

- It has been disconnected from your network.
- The ethernet cable is faulty.
- The data port your ID Scanning Terminal is connected to is faulty or not patched.
- Your internet network is down.
- The IP settings on the ID Scanning Terminal are incorrect.
- The data port on the ID Scanning Terminal is faulty.

If your device is connected to the internet using an ethernet cable:

Check that the orange network light is flashing. A simple reboot (restarting your network & the Scantek ID Scanning Terminal) often resolves connection issues.

Try a different ethernet cable and port that you know are working (e.g., from a printer or similar). If the scanning terminal connects now, you will need to get your cables or data ports replaced/repaired.

6. Operating the Scantek Terminal

6.1. Scanning ID

Once logged in the scanning interface will be displayed:
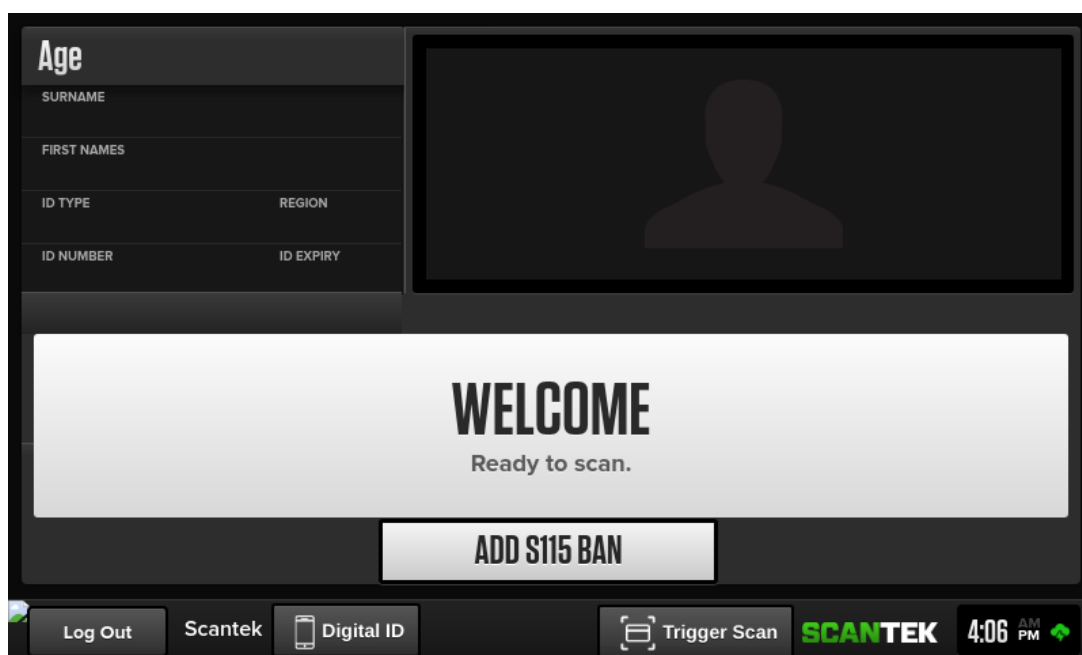
To scan an ID, insert the document into the scanner or tap the digital ID button and follow the instructions on screen.

The ID Scanning Terminal automatically detects when a document is placed on the scanner glass. Once the scanner has detected a document, it will initiate the scan, read the information, and display the results on the screen.

To increase the scan accuracy, ensure that:

- The picture is facedown.
- The ID is sitting entirely over the glass.
- The ID is placed centrally on the glass (i.e., not pushed to the far end or either side).
- The ID is not moving during the scan process.
- Remove hands and fingers from the scanner once the ID is placed.

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Video Tutorial: [How to scan an ID with a BDR Terminal](#)

If you do not use the scanner correctly, the quality of the scan will decrease, and you will likely experience misreads. This will force you to either rescan the ID or perform manual entry which will slow down your entrance speed.

A good position of an ID inside the scanner can be seen below.

ID Face Down
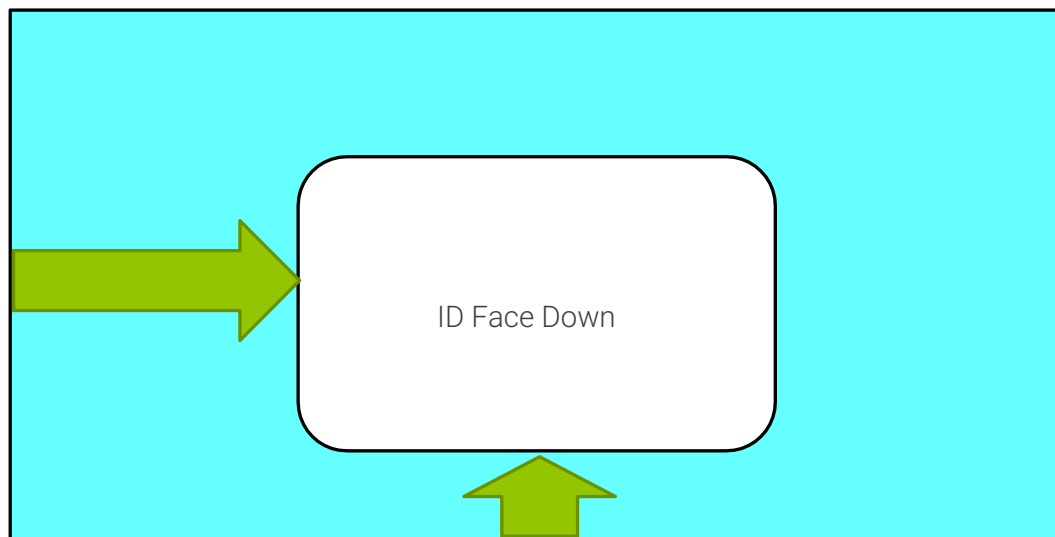
| ! | To avoid slowing down entrance speed please ensure all operators are aware of how to scan an ID correctly. |

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6.1.1.   Scanning Digital IDs

The scanning terminal must be connected to the network and have an available Internet connection to scan Digital IDs.

To scan an NSW Digital ID:

a. Tap the *Digital ID* button
b. Follow the on-screen instructions; the patron must scan the displayed QR code with their phone:
    i.   Log in to the Service NSW App,
    ii.   Select the driver license,
    iii. Tap the dots in the right-hand corner,
    iv.   Click Sign into a venue,
    v.   Follow the process and scan the displayed QR code.
c. The patron ID details will display on the main screen.

To scan the Australia Post Digital ID:

a. Patron's phone will display the QR Code in the App.
b. Place the phone face-down in the scanning terminal.
c. Ensure the top of the phone is pointing into the scanner.

If the scanning terminal doesn't detect the phone, tap the *Trigger Scan* button at the bottom-right of the scanning interface to initiate a scan.

> **!** To avoid damaging the physical terminals or mobile phones, remove bulky phone cases before scanning.

6.1.2.   Scanning Passports

When scanning passports, it is important to capture the Machine-Readable Zone (MRZ) at the bottom of the identity page. It is important that the MRZ is read properly and that the document is recognised as a passport.

> **!** Please ensure that passports are fully placed on the scanner glass so that the MRZ is not covered or folded over and can be read by the device

Please see the below image of the MRZ:

Common issues when scanning passports are due to dirt/scratches on either the document or the scanner glass. Operators are obliged to enter the patron's name and DOB manually if the scan is not successful.

6.1.3. Manual Scanning

If there are issues with document detection, a Trigger Scan button will appear on the bottom right corner of the scanning interface (next to the Scantek logo).

By pressing the Trigger Scan button, you can now manually initiate a scan after placing a document in the scanner.

The Trigger Scan button will disappear after a reboot. However, if the document detection is still faulty, it will be re-enabled after approximately 10 minutes.

6.2. Understanding Scan Results

6.2.1. BDR Only (TAMS disabled) – Results

The scan takes approximately three seconds, after which the ID information screen will appear. Scan time may vary depending on your internal network.

Video Tutorial: How to use the BDR Terminal – Without TAMS

#	Short Description	Comment
1	Patron Information	Indicates age, DOB, star sign, full name, region, license type and number and expiry date.
2	Identification	The scanned photo of the document.
3	Manual Entry	To manually add or fix misread patron information
4	Status Box	Indicates if the patron's ID is valid or fraudulent if the patron is underage or banned. As well as if the patron has previously purchased alcohol that day or not.
5	Action Buttons	Select whether you want to accept or deny entry to the patron; or add a S115 ban (refer to *8. S115 Bans*).
6	Digital ID	Select this to scan a digital ID.
7	Trigger Scan	If the document is not automatically scanned, tap on this button to manually trigger a scan.

The different scan results are outlined below:

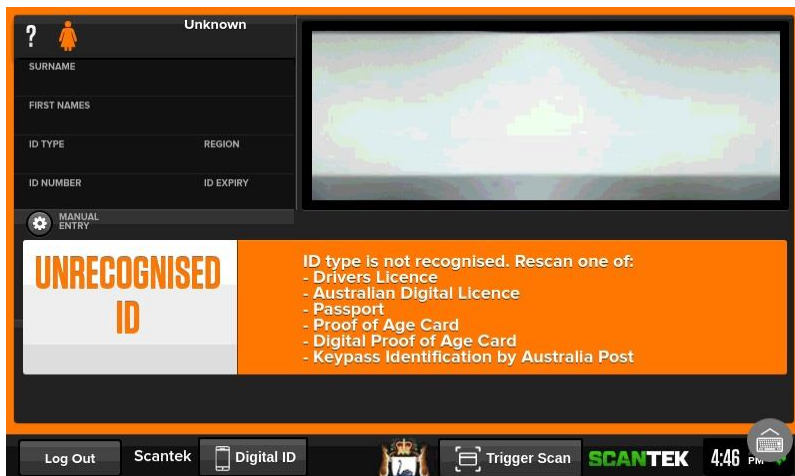|		
1	**Valid:** You will see a green screen if a patron's ID is valid - you can proceed with the purchase by tapping 'Accept'	
2	**Banned:** The red screen indicates that the patron is banned. The patron should not be permitted to enter the venue.	
3	**S115 Banned:** This orange screen indicates that the patron has been banned from the venue by the Licensee (refer to *8 S115 Bans*).	
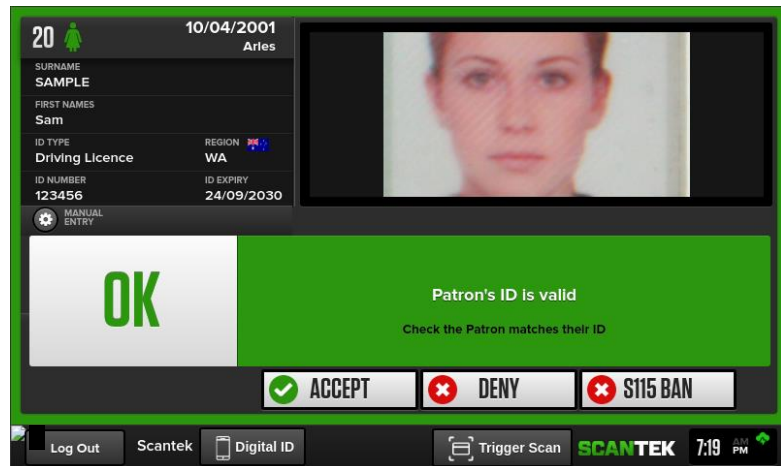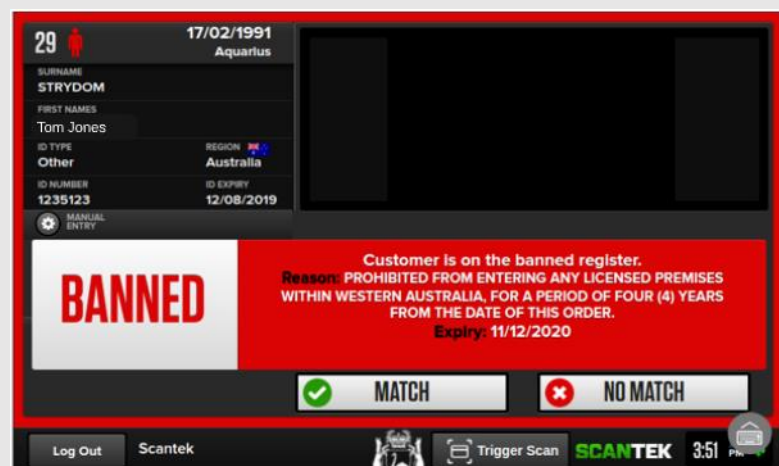
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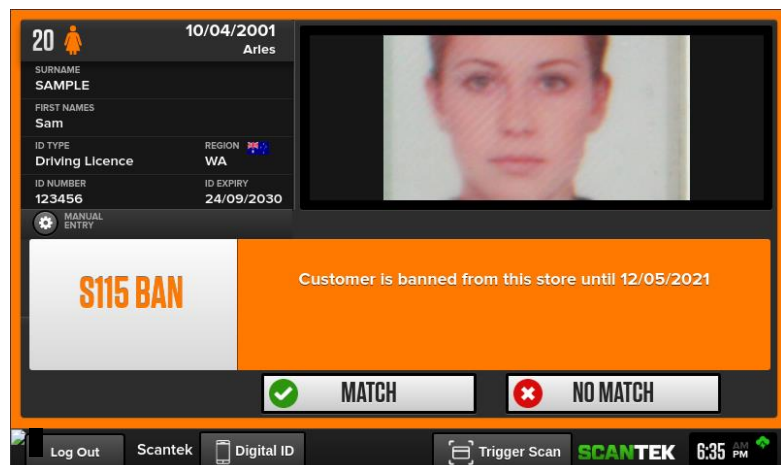
4	**Under 18:** This screen warns that the Patron is under 18 and should not be allowed into the venue.	
5	**Unrecognised:** This orange screen warns you that the ID scanned is not recognized by the system, and a new ID must be scanned.	
6	**Rescan:** This orange screen warns you that the ID document was incorrectly scanned; or there was a misread scan.	
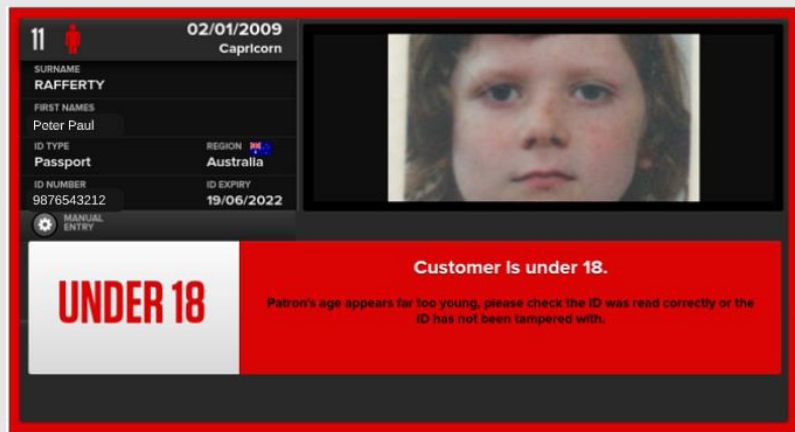
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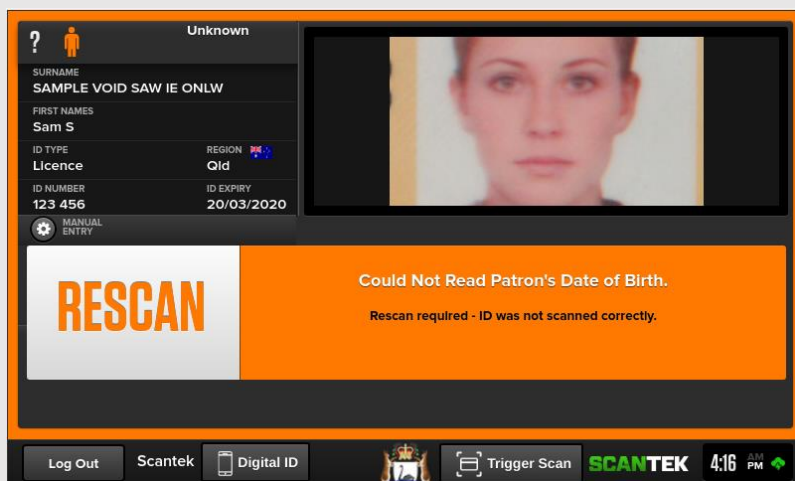
Expiry Date Not Read: This orange screen warns you that expiry date could not be read from the ID document. Rescan the document or try another document.
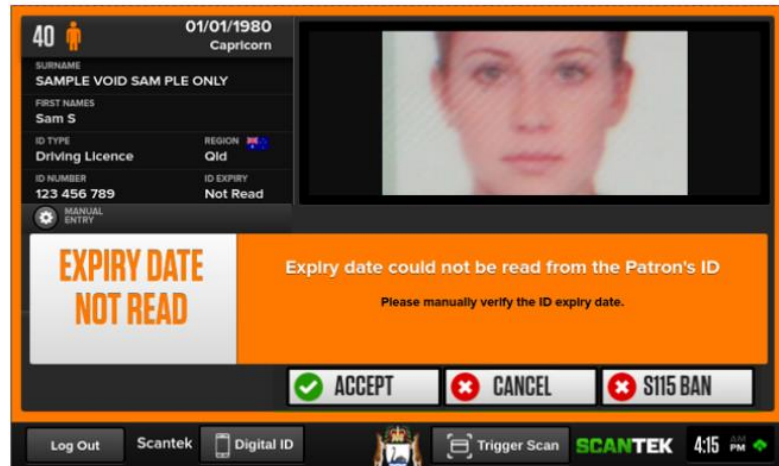
6.2.2.   TAMS Enabled – Results

Where TAMS has been enabled, once the system determines the Patron is not banned, the system will also determine whether a Patron is entitled to purchase alcohol, depending on what they have already purchased that day. The possible result for a TAMS enabled system are outlined in this section.

Video Tutorial: How to use the BDR Terminal – With TAMS Enabled

For details on recording TAMS purchases, refer to Section *7 – TAMS – Managing alcohol restrictions*.

The scan takes approximately three seconds, after which the ID information screen will appear. Scan time may vary depending on your internal network.

#	Short Description	Comment
1	Patron Information	Indicates age, DOB, star sign, full name, region, license type and number and expiry date.
2	Identification	The scanned photo of the document.
3	Manual Entry	To manually add or fix misread patron information
4	Status Box	Indicates if the patron's ID is valid or fraudulent if the patron is underage or banned. As well as if the patron has previously purchased alcohol that day or not.
5	Action Buttons	Select whether you want to accept or cancel purchase; or add a S115 Ban (refer to 8 S115 Bans).

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6	Digital ID	Select this to scan a digital ID.
7	Trigger Scan	If the document is not automatically scanned, tap on this button to manually trigger a scan.

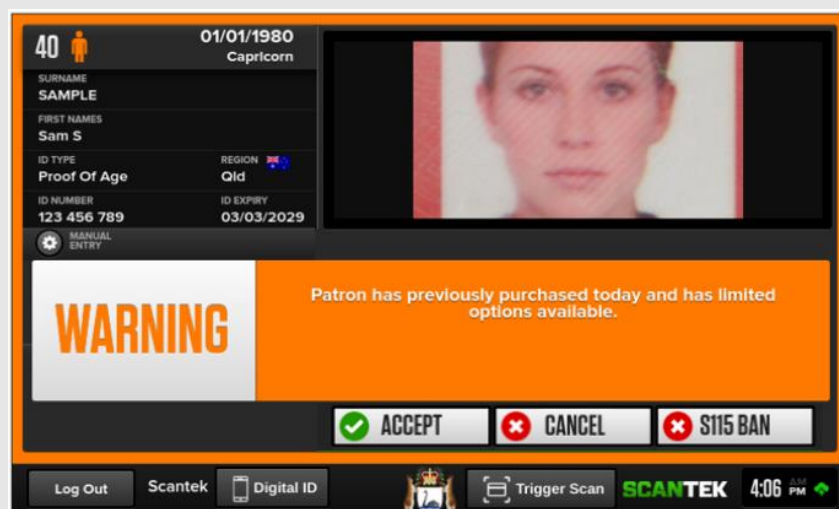There different additional scan results are outlined below:

1. **Valid:** You will see a green screen if a patron's ID is valid, and you can proceed with the purchase.	
2. **Warning:** This orange screen warns you that previous purchases have been made by the patron you have scanned in.	
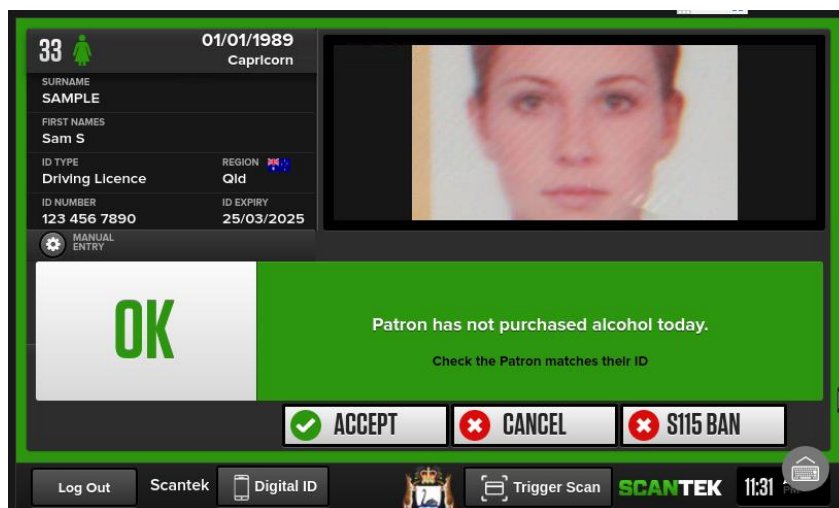
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3. **Limit Hit:** This red screen indicates that the patron has reached their daily purchase limit.
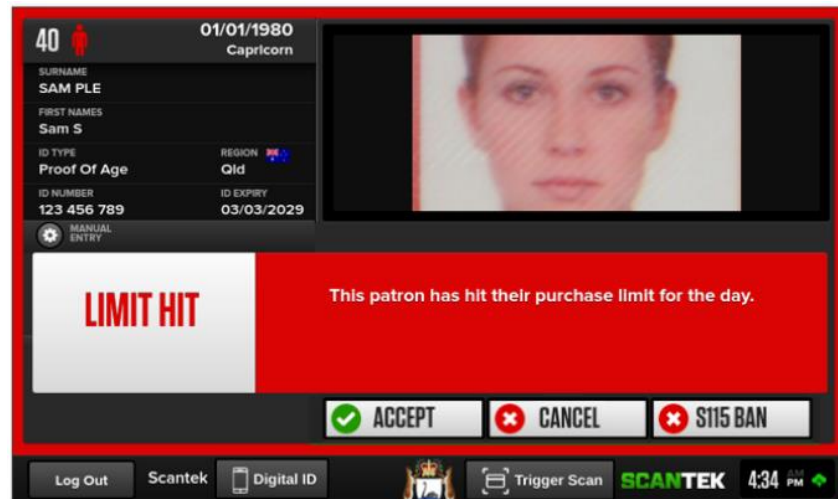
6.3. Manual Entry of Patron Details

If an ID did not scan correctly, it is possible to enter the patron's details manually.

- To begin manual entry, press the Manual Entry button (1).

- In order to change the DOB and gender press the appropriate button on the top (2). Tap each of the text fields to make changes to other details.

- Once you have completed entering the information required press the Update Manual Entry button (3).

7. TAMS – Managing alcohol restrictions

Where TAMS has been enabled, the system will also determine whether a Patron is entitled to purchase alcohol, depending on what they have already purchased that day. This section outlines how to use the TAMS functionality.

7.1. Recording purchases

If the patron's ID records as 'Valid', (see Section *6.2.2 TAMS Enabled - Results*) select the 'Accept' button.

Recording a Purchase:

Select the appropriate options and tap 'Sale'.

This will update the patron's alcohol purchase history on all online devices.

Once you've selected the purchase option, click the Save button that pops up.


Custom Purchases:
Manually enter a purchase by tapping on 'Custom' and selecting the 'Type' of purchase from the dropdown. Then enter the 'Size' (in mL) of the item and the 'Amount' the customer has purchased. Once complete, tap 'Save'.

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Earlier purchases: When a patron has already made a purchase earlier in the day, the 'Purchases' screen displays the limited options now available for purchase for that particular patron.
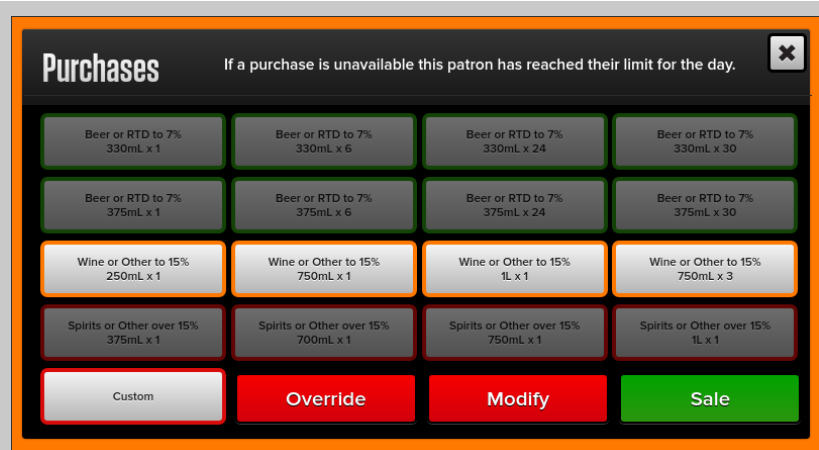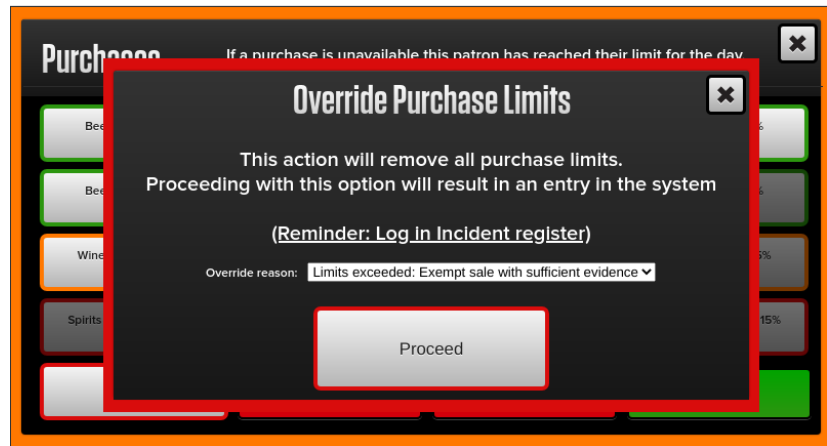

Incorrectly entered items: Use the Remove Items button.

Daily Purchase Limits Reached: When a patron has reached their daily purchase limit, all purchase options will be greyed out, indicating they are not available.

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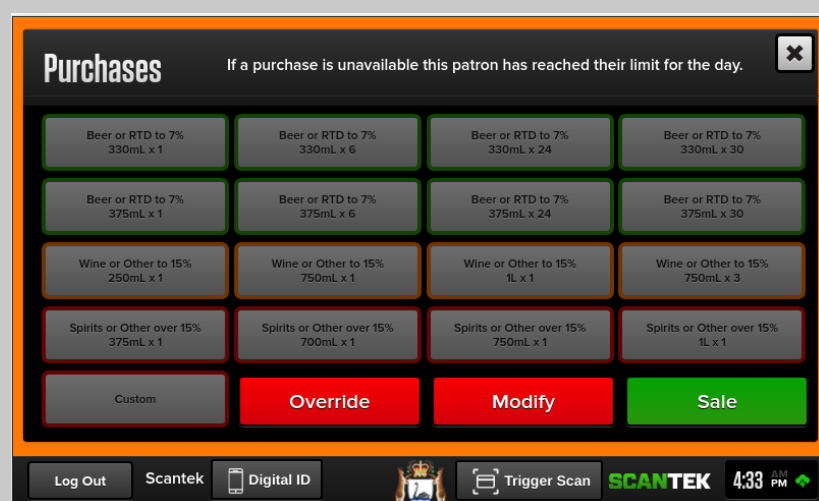
Override: Use the Override button to override purchase limits. Please check that sufficient evidence for exemption is available.
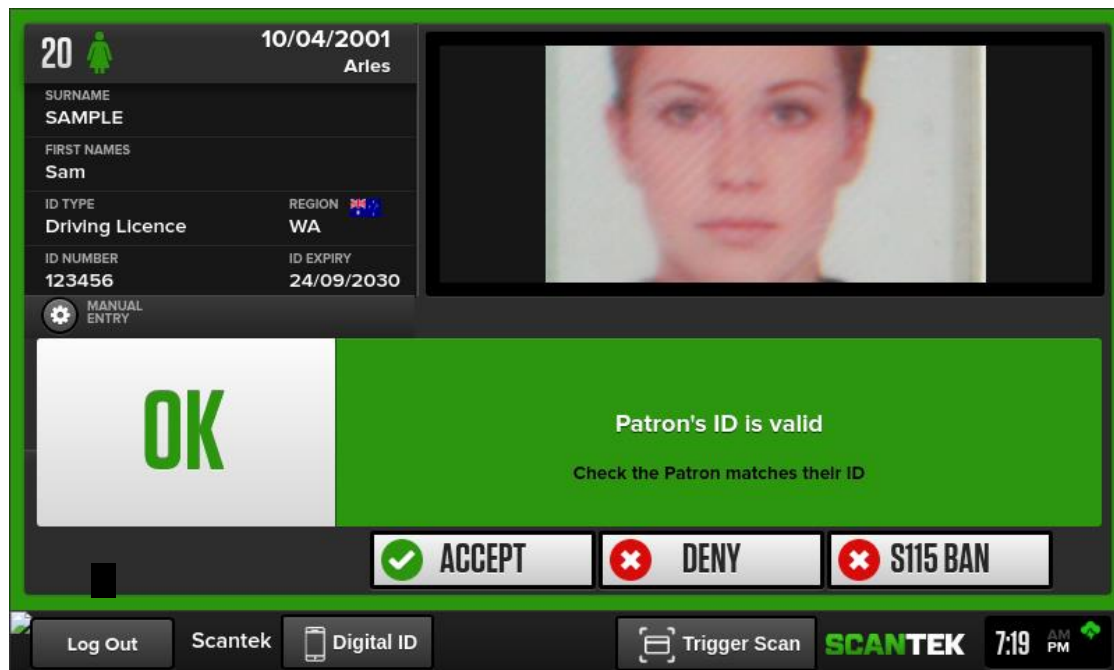
8. S115 Bans

The system has functionality to allow a Licensee to add a S115 ban to the BDR system so that the Operator can be alerted if the patron has been banned by a Licensee in accordance with s.115 of the *Liquor Control Act 1988*. Where a patron has been S115 banned, scanning their ID will produce result 3 shown in **Error! Reference source not found. Error! Reference source not found.**.

An Operator can add a S115 Ban from a result screen after an ID has been scanned; or the main screen.

8.1. Adding a S115 Ban from a Scan

When the Operator scans an ID (refer to 6.1 Scanning ID) the scan result screen is displayed (refer to **Error! Reference source not found. Error! Reference source not found.**). Where the functionality is available, the S115 Ban button will be displayed.

To add a S115 ban on the patron whose ID was scanned, select this button. This will display a screen for adding a S115 ban.

The following details will be required – the ID information will be pre-populated from the scan data.

#	Short Description	Comment
1	Surname	Surname of the patron to be banned.
2	First name(s)	First name(s) of the patron to be banned.
3	Date of birth	Date of birth of the patron to be banned.
4	Ban commencement date	Date that the S115 ban will commence.
5	Ban length	The length of time that the S115 will be valid for. This field allows the Operator to select a number and a unit of time (day, week, month, year).
6	Ban expiry date	Date the S115 ban will expiry.

Selecting the 'Add' button will save and add the S115 Ban to the system.

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8.2. Adding a S115 Ban from the Main Screen

The main screen allows the Operator to add a S115 Ban by selecting the 'Add S115 Ban' button.

This will display a screen for adding a S115 ban.

The following details will be required to be entered.

| #	Short Description	Comment
1	Surname	Surname of the patron to be banned.
2	First name(s)	First name(s) of the patron to be banned.
3	Date of birth	Date of birth of the patron to be banned.
4	Ban commencement date	Date that the S115 ban will commence.
5	Ban length	The length of time that the S115 will be valid for. This field allows the Operator to select a number and a unit of time (day, week, month, year).
6	Ban expiry date	Date the S115 ban will expiry.

Selecting the 'Add' button will save and add the S115 Ban to the system.

8.3.   Remove a S115 Ban

An existing S115 Ban can be manually removed before its expiry date. To do this, select the Scantek logo at the bottom of the main screen.
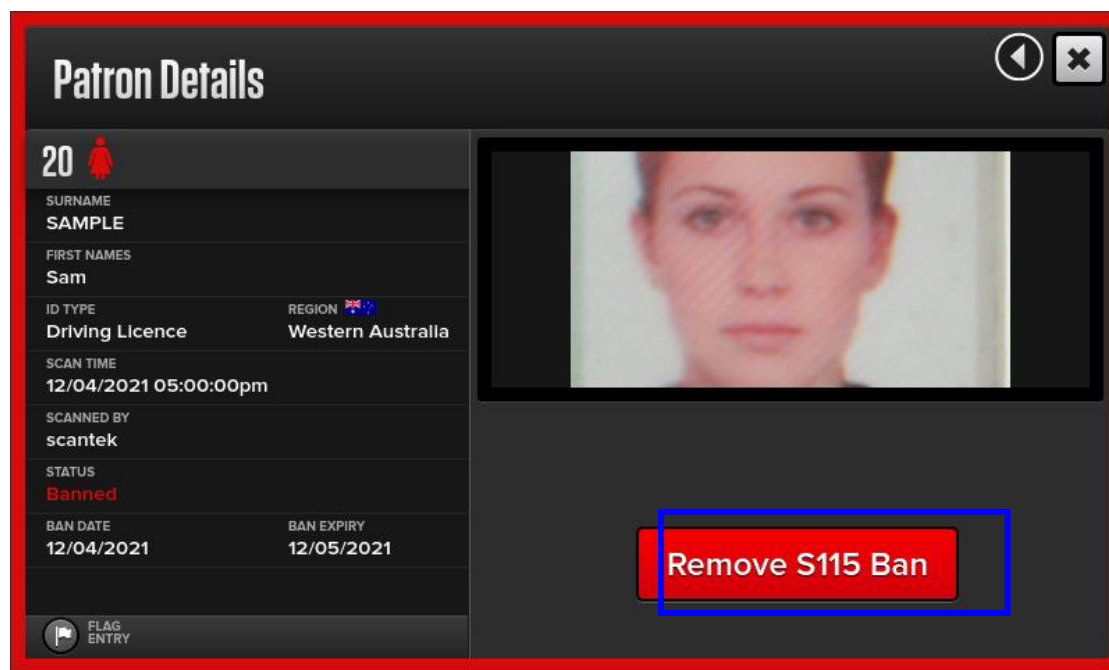
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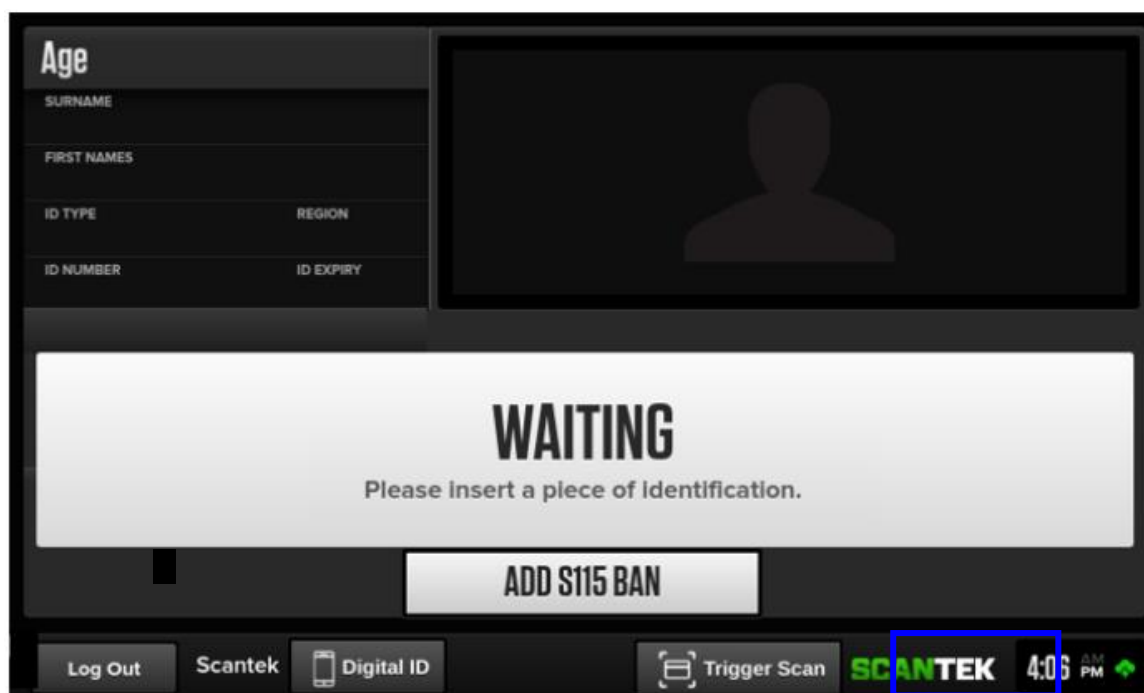
This will display a screen that allows the Operator to browse patrons that have bene scanned. Filter the list for S115 Banned patrons by changing the 'Status' field to "S115 Bans".
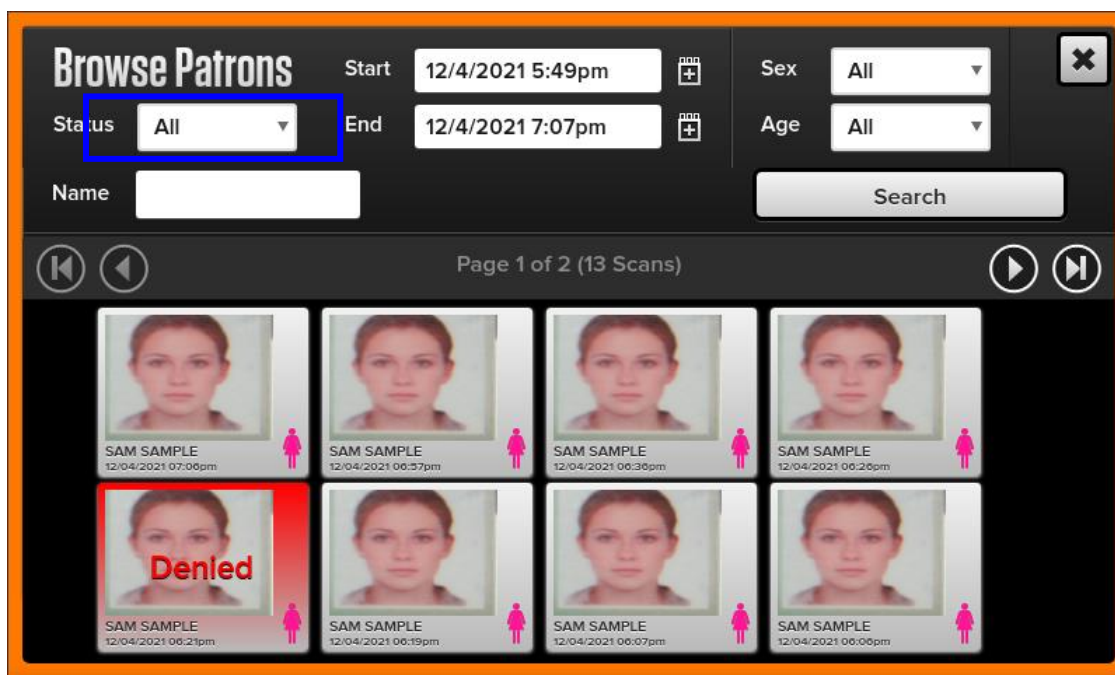
This will display only S115 Banned patrons.
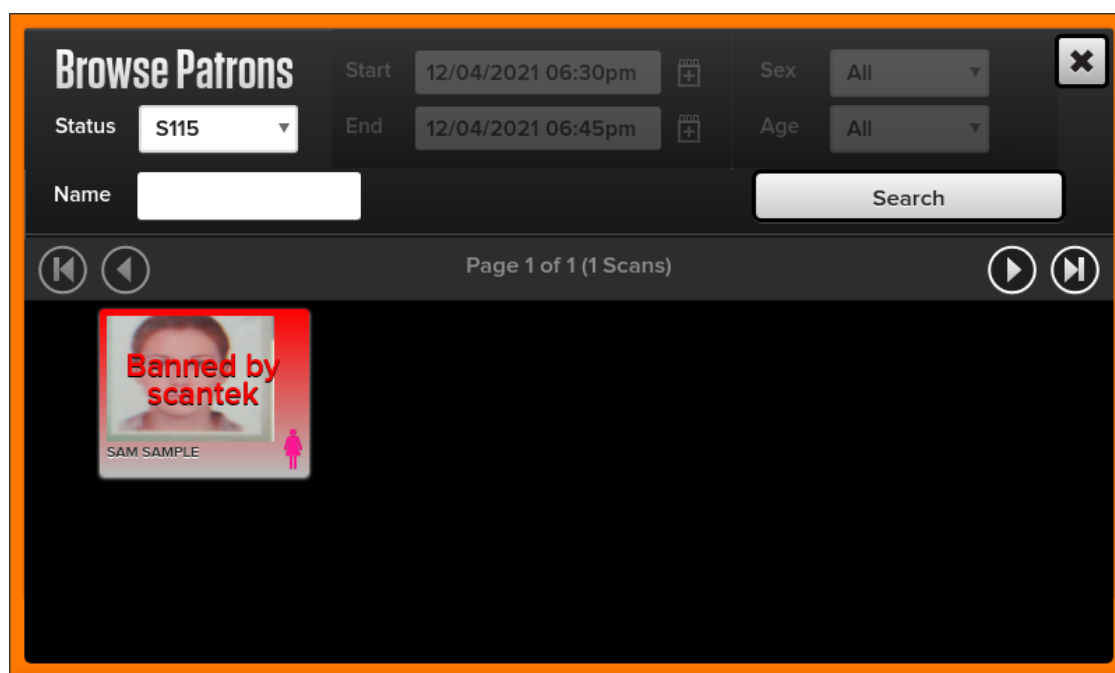
Select the patron whose S115 Ban you want to remove. This will display the patron's details, and a button to remove the S115 Ban.

Selecting the 'Remove S115 Ban' button will remove the S115 ban from the system.

9. Duplicate Scans

The system has a built-in function to minimise duplicate scans (and creating duplicate records). Where the same ID is scanned again within 2 minutes, only the latest scan (and purchases where TAMS is enabled) will be saved.

10. Offline scanning

The scanning terminal can still be used to scan IDs when it is offline. You will be notified the system is offline when you see the message in the screen below, and the icon in the bottom right-hand corner go red.

Any offline scans will be uploaded onto the system once the terminal is online again.

11. Troubleshooting

11.1. Scanning Issues

In a limited number of scenarios, the Scan information displayed by the ID Scanning Terminal can be incorrect.

The most common reasons for this to happen are:

- The ID is moved while the scanner is flashing

- The ID is damaged, tampered with or fraudulent

- There is dirt or scratches on the scanner glass

- The ID is not completely on the glass (pushed too far back to the sides or not fully on the glass)

- The ID was placed incorrectly (face up or edges cut)

If you are experiencing misreads despite adhering to the correct scanning procedures and believe that there is a technical issue with the device, you can call Scantek's Customer Service on 1300 552 106.

You are still required to manually enter the missing data (patron's name and DOB) until the issue has been rectified.

> ! Please be aware that costs may be incurred if a technician was requested, and it is determined that the issue was related to operator errors or damage to the equipment caused by the licensee or patrons.

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11.2. Connectivity error messages

The Scantek ID Scanning Terminal has been designed to allow easy discovery of faults or system errors. Please see below a list of common error messages:

Message	Troubleshooting Procedure
Scanner not connected	This is a possible false-positive. Reboot the terminal. If the error still appears call Scantek Customer Service on 1300 552 106.
Warning - Could not load previous purchases	Make sure that the scanning terminal is connected to a working data point and that you are using a working data cable. Or the Wi-Fi connection is active.

Try using knowingly working equipment to rule out hardware issues and ensure your network on site is working.

Reboot the terminal.

Note that you can continue to use the scanners to scan IDs offline. Network issues need to be resolved with your internal IT team. |
Terminal was not shut down properly	Please ensure that the scanning terminal is shut down using the power button on the rear of the terminal before being unplugged or disconnected from power. Improper shutdowns can cause damage to the device.
Touch Screen/DVI cable not connected	Reboot the scanning terminal. If the issue persists, please call Scantek Customer Service on 1300 552 106.
This Terminal has reported future failure	This error has been generated as the hard drive may fail soon. Contact Scantek as soon as possible on 1300 552 106.
This Terminal has an unrepairable fault	If you see this, please contact Scantek on 1300 552 106.
BIOS has detected unsuccessful POST attempt(s).	Shut down the scanning terminal and remove the power cable. While the power cable is unplugged press the on button several times for a power flush. Insert the power cable and power the scanning terminal back on using the power button.

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12. Safety Information

12.1. Installation location

- Do not use the ID Scanning Terminal near water.

- Do not block any ventilation openings and ensure that ventilation openings are not allowed to become blocked by dust, lint, or another clogging agent.

- Do not install near any heat sources such as radiators, heat registers, stoves, or other devices (including amplifiers) that produce heat.

- Protect the power cord from being walked on or pinched particularly where they exit from the ID Scanning Terminal.

12.2. Operating the ID Scanning Terminal

- To reduce the risk of fire or electric shock, do not expose the ID Scanning Terminal to rain, water, or moisture. This includes:

  a. Placing liquid containers (drinks, vases, cups, cosmetics, etc.) on top of the Terminal (including on shelves above, etc.).

  b. Ensure that liquid cannot be spilt on it.

- Please unplug the ID Scanning Terminal during lightning storms.

- Never push objects of any kind into the ID Scanning Terminal as they may touch dangerous voltage points or short out parts that could result in a fire or electric shock.

- Do not touch any cracked or broken glass inside the ID Scanning Terminal.

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12.3. Maintenance

Video Tutorial: How to clean the BDR Scanning Terminal

Clean the glass only with:

- an alcohol wipe; and/or

- a clean, dry microfiber cloth.

    Using gentle, circular motions wipe the glass with the alcohol wipe and then finish with the microfiber cloth. The micro fibre cloth will remove streaks from the alcohol wipe.

Powering Off the Scanning Terminals

To prevent data loss and system failure it is important the scanning terminals are powered off correctly.

1. To shut down the device; press the power button at the back of the unit OR select the 'Shutdown' option from the *Login* screen.
2. Wait for the device to boot down; the three scanner lights will turn off once this occurs.
3. Unplug the power cable from the terminal.
4. Store the device in a clean, dry, and secure location.

12.4. Servicing

Servicing is required when the ID Scanning Terminal has been damaged in any way, such as:

- power supply cord or plug is damaged or frayed; liquid has been spilled or objects have fallen into the ID Scanning Terminal

- the ID Scanning Terminal has been exposed to rain, water, or moisture, does not operate normally, or has been dropped.

    Please unplug the ID Scanning Terminal from the wall outlet and refer all servicing to qualified service personnel.