

ScanVue Interactive Kiosk FAQ's

What power options are there?

- Wi-Fi and Ethernet Models: 11-29 VDC, 10 W typ. (24 VDC Nominal)
- PoE Hardwired Models: 48 VDC, 10 W typ. (IEEE 802.3af compliant)

What communication options are there?

- 11Mbps (IEEE 802.11b) Wi-Fi
- Ethernet 10/100 Base-T
- Power-over-Ethernet (PoE)

What operating systems / platforms will the ScanVue operate within?

MS Windows, Unix, Linux, VAX or any other platform that runs a TCP/IP network

What host server operating systems are supported?

Windows 98, ME, 2000, NT, XP, Windows 7 (32-Bit), Unix, Linux and Open VMS

What Operating System is used in ScanVue Web Client?

Embedded Linux

What image formats are supported?

GIF and PNG

Are all barcode types supported?

Yes. The 1D/2D Scan Engine is set for capturing any 1D and 2D bar codes including PDF417 codes.

Is ScanVue an infrastructure mode or peer-to-peer mode network device?

If wireless, it is infrastructure. Otherwise, peer-to-peer.

If the characters on the ScanVue screen need to be adjusted in terms of position on the screen, how can this be done?

The easiest way is to use "SPACE" characters as you generate the text.

What software do I need to write to run a ScanVue on my network?

None. ScanVue is a thin client and there is no provision for a user to download his own program. The client software interfaces the unit to any TCP/IP network. As well as the TCP/IP stack, configuration utility, display libraries, drivers for wireless cards and protocol handling, a number of user convenience applications are built-in. For example: automatic switching to backup servers, time clocks and slideshows on LCD models and personalized messages on VF models.

What all is necessary for me to accomplish in order to create a slideshow for the unit?

For a slideshow, there are two or three main components involved depending on the purpose of a slideshow. The main file is scanvue.ini found in your POS folder. This file usage and creation is outlined in the appendix of the user manual. Basically, this is the file where you specify what slideshow or group of slideshow to run (each PriceVerifier can be for different department or aisle). An example is provided in the User Manual. In a nutshell, these are the sequences that you can follow to understand the basic process.

1. In scanvue.ini, make note of the SlideshowFile = shows/clock.sho. The slides to show are in the file clock.sho.
2. Go to POS/shows and open clock.sho with Wordpad/notepad. This is the file where one enters the sequence of slides to be displayed on PriceVerifier. Here the path to get all the GIF files is Graphics/clock in POS folder.
3. You can create your own GIF or PNG file images (must be quarter VGA (320x240) format for ScanVue models 5000 and SVGA (800x600) for ScanVue 8000 models).

Can the ScanVue display video?

ScanVue was not designed to display video, but it can display animated gif files. You can also simulate a video with realistic results by increasing the frame rate of the displayed images from between 15 to 30 frames per second. If you use individual images in sequence extracted from a video, the results will be a simulation (slideshow) that appears to be a real video. See Slideshow reference above.

How do I send a graphic image over to the ScanVue?

The simplest way is to send the path and filename as the response to the query. The form is "/path/file.gif". The leading slash "/" is required, and "path" and "file.gif" are based on your directory. This tells the unit to contact the server and obtain the specified file. A much faster method (i.e., better response time for the customer) is to send the image as the response, on the already-connected socket. Source code for this is the function sendfile in demoserv.c.

How would one migrate the server software and the POS directory from a Windows to Linux?

Rename the WindowServ and WinServerIP to point to the servername and IP of the linux box. You can provide either the host name or IP. Also you need to create a share called pos on that box too. There is one caveat: linux systems have case-sensitive file names; Windows does not. Make sure the case matches for the share, and for all the file names and paths within the INI and show files.

The ScanVue can be configured but we cannot get a response from the demoserv program.

Make sure your ScanVue is setup correctly. Especially, make note that the WindowServ parameter should match your server/computer NAME. Use UnitConfig to read and change any modes.

Is the ScanVue concept patented?

Yes! The ScanVue's ability to display advertising and promotion, interrupted by customer interaction, and then switch back again to advertising/promotion/information is fully protected by United States patents, and pending in many countries outside of the US.

If the scanned barcode is not found can we force the unit to display another image? If so how?

MsgUnavail is used when the host cannot be contacted by default. If the host is contacted, and doesn't know what the bar code is, it can send any message (including both text and graphic) it likes. The INI file need to be modified to display other messages/graphics.

Where is the advertising / promotion information stored?

The data is stored on the customer's host system. ScanVue can store a small amount in its on-board memory for predefined tasks.

In using the UnitConfig or Modaset, the applications hang up and will not work until the ScanVue unit is restarted. What causes this?

ScanVue can only accommodate one connection at a time for configuration. Trying to use a second connection will make the second program hang (for a while). In addition, if you leave UnitConfig connected but idle for a long time, Windows will break the connection, which will hang UnitConfig and possibly the unit as well (or, at least, prevent further connections).

How does UnitConfig work? If I wanted to be able to use it to "manage" units across the WAN, how do I communicate to units? What TCP/IP ports/services does it use, in what direction. I would need to ask the network guys to open those ports/services across

On the host side, UnitConfig asks the host for an available port number, so the source port will change each time it's used. It connects to port 1283 on the price checker. There is currently no provision to have UnitConfig restrict the source port to either a specific port, or a range of ports. The sources for UnitConfig and the ProductInfo OCX are available should you need to change this.

What ports/services would I need to open up on our store network firewall to allow UnitConfig to access the units over our new IP Store WAN?

Port 1283, as registered with IANA as ProductInfo.