

V6 Self Loan Station

User Guide

Thursday, 1 August 2024



FE Technologies
RFID your way

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Introduction

The FE Technologies V6 Self Loan Station is a modern, state-of-the-art system that can be used by library patrons to borrow and return items, unlock media cases, check their borrowing status and renew items.

The system has the following features:

- Customizable LED Halo – surrounds the screen and can be lit in any color of the library's choice
- Optional header signage that lights up in the same color as the Led halo
- Optional branding/wraps in the design of the library's choice (artwork templates are available from FE Technologies)
- Portrait oriented 23" touchscreen featuring capacitive touch technology, able to list 20 items at a time on one screen
- The ability to checkout up to 20 items at a time
- Integrated receipt printer
- Integrated CCD barcode scanner, capable of scanning barcodes from library cards, mobile phones and QR codes (other membership card reader types are also available).
- Slim design with large robust tabletop with shielded RFID readerpad
- Optional integrated DVD Unlocker, compatible with OneTime™ lockable DVD cases
- Optional integrated coin acceptor, coin and note acceptor and coin and note acceptor with change
- Optional integrated card payment facilities
- Option of fixed mounting or moveable unit with large base plate for stability
- Optional integration with MonitorBM PC reservation, payments and print release systems.
- ADA, AS/NZS1428 compliant, FCC compliant
- Customizable software including themes, graphics, header, advertisements, workflows, SIP translations and more



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This User Guide is designed to showcase all the functionality of the Self Loan Station with instructions on how to perform transactions on the Self Loan Station including patron interactions and administrative functions.

Configuration:

Configuration instructions for all software can be found in our online Configuration Guide. For access to our online Configuration Guide please login to our Work Ticket Portal Knowledge Base.

 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	

Installation Options

Please refer to the V6 Self Loan Station Architect Pack.

Key Functions

Key functions (some may be ILS/LMS-dependent) available to users of the Self Loan Station software "Envoy" include:

- Scan and authenticate patron
 - Barcode (optional password / pin for payment accounts)
 - Manual ID and Password entry using on screen keyboard
 - Charge-Coupled Device (CCD) scanner
 - Close contact (RFID) scanner
- Display summary information on login
- Borrow items
- View account status
- Renew items
- View reservations
- Return items
- Unlock media cases
- Pay fines/fees
- Add credit (to existing stored payment account)
- 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



Access to optional third party integrations such as:

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- E-book suppliers
- Events registration
- PC booking services
- Print release services
- Room booking services

Configuration

Configuration guides for the Self Loan Station are available via the FE Technologies Support Portal Knowledge Base and can be accessed and searched by any customer.



Receipt Printing Options

The following can be printed via the Self Loan Station's receipt printer:

- Reprint receipt
- Print rejected offline transactions report
- Print Smart Shelf Reports



Note that the Self Loan Station can be configured to offer the patron the choice of a printed receipt, no receipt or an emailed receipt. If the email address is not contained in the ILS, the email receipt option will not be displayed onscreen.



The receipt content and layout is customizable with the head and footer content customizable at a branch level. Logos and images can also be printed. For configuration information, please contact FE Technologies or log a Work Ticket (instructions at the end of this document).

Key Switch

On the left hand side of the unit is the key switch that powers on the unit. Turning it clockwise (towards you) powers on the unit, and turning it anti-clockwise powers off the unit. The key is supplied by FE Technologies at installation. For access to the front panel of the unit (to access the receipt printer) is performed using an administrator's access card. This is described later in this document.



Common Starting Pages

The Envoy software is available in a range of customizable themes and colors, and there is a choice of literal animation, or character animation. You can configure these via the Management Console. A searchable list of configuration instructions is available via our online Support Portal.

Screen Saver Page:

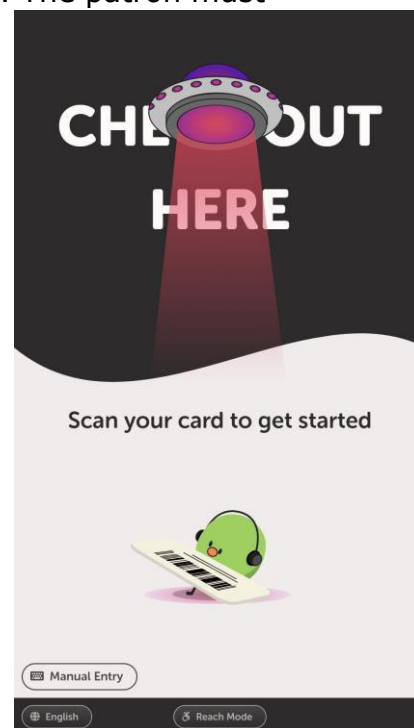
This page helps prolong the life of the Self Loan Station by switching off the barcode scanner, RFID reader etc. and placing computer in standby mode. This page can also be used for displaying information and advertisements.

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.



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 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.



Available Languages

The Self Loan Station currently has the option of 38 different languages including:

Arabic	Hindi	Pirate (just for fun, ideal for children's areas)
Bahasa Malaysia	Indonesian	Polish
Burmese	Irish Gaelic	Portuguese
Catalan	Italian	Punjabi
Croatian	Japanese	Russian
Dutch	Khmer	Samoan
English	Korean	Sinhalese
Filipino	Macedonian	Spanish
French	Malaysian	Tamil
German	Mandarin (Simplified Chinese and Traditional)	Thai
Greek	Māori	Turkish
Hebrew	Persian	Ukrainian
Vietnamese		

From the bottom of the screen, users choose the Language button to change from English to their preferred language.



All text is then displayed in that language until the end of the patron's transaction or until they choose another language. Our software is structured so text blocks are automatically changed to the relevant language. Banners which are managed by the library can be changed but must be provided by the library. If banners are not provided in the selected language, the default language banner will be displayed.

The receipts are automatically produced in the language selected onscreen.



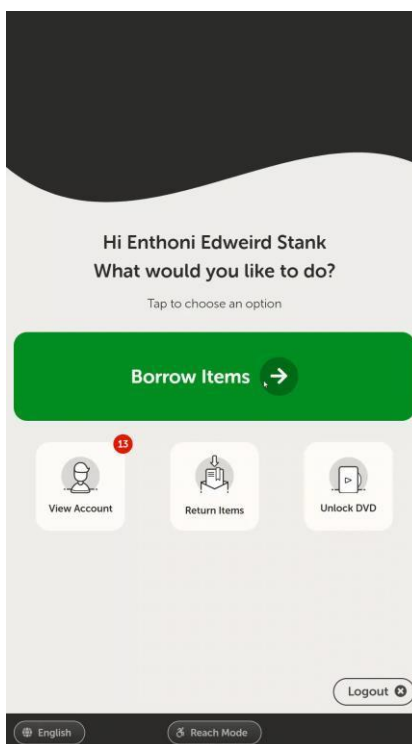


Borrow Items

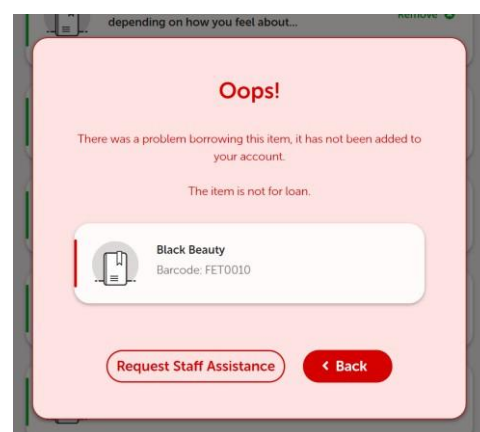
This function allows the patron to borrow library items. Note that the opening screen also allows the patron to access other functions (these are configurable), including View Account and Returns Items.

Badge alerts (small icons on the corner of a button) will show that patron that an item within that menu requires attention – a hold item that is ready for collection, for example.

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.
- The portrait-oriented screen will display a list of up to 20 items
- Items that have been successfully issued will have a green tick beside them. A red error message will alert patrons when an item has not been issued with a (customisable) error message. 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.
- Any items already issued to the patron in this session will automatically be ignored



- If a patron changes their mind about borrowing an item, they can select “Remove” button next to the item and this item will not be checked out or added to the patron’s account.
- If a patron encounters any block when using the Self Loan Station, such as item not for loan, loan limit reached, item on hold; this error can be over-ridden instantly by staff to allow the patron to continue their transaction, giving staff complete control over patrons’ user experience regardless of exceptions in the workflow.

Once all items have been processed, the optional ‘Unlock DVD’ function can be enabled (if present), and the patron will be guided to unlock the DVD cases that they have borrowed.

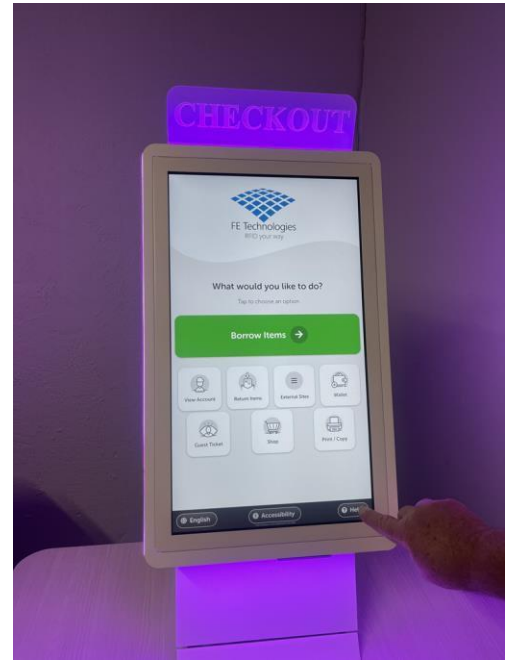
 Note that an optional calendar integration is available (depending on the patron’s email type) that will automatically add the due date of items into the patron’s calendar.

Item previously borrowed

If the loan station detects that an item has already been borrowed by that patron an (optional) onscreen alert will advise the patron of this.

LED alerts and patron help button

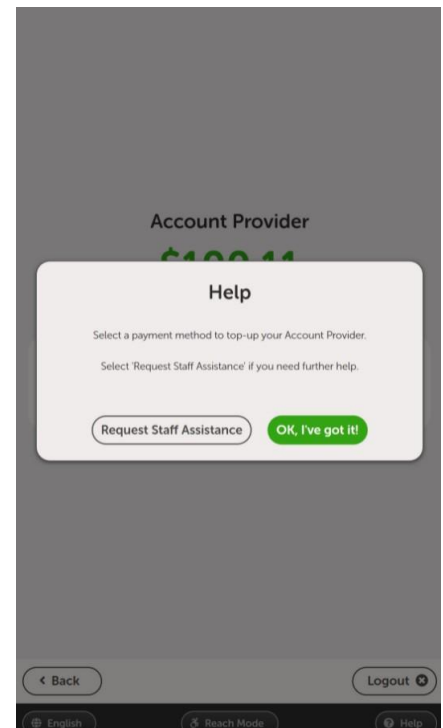
The top of the LED halo of the V6 unit will light up in a (customizable) contrasting color when the unit has an operating condition that requires attention, such as receipt paper out or offline functionality. And it also features a patron help button. When the patron selects “Help” on the screen, the top of the Self Loan Station will light up in a contrasting (customizable) color to alert staff to the fact that a patron has selected the help button.



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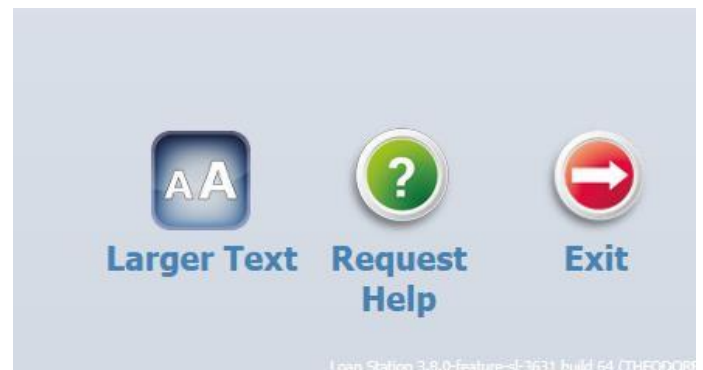
Help Modules

Patrons can request further assistance within many transactions. This will prompt an animation or text box offering further information to assist the patron through that transaction. They can then select the patron help button from here if staff assistance is then required.



Larger text option

Patrons can select a larger font size from any screen by selecting the "Larger Text" button at the bottom right of the screen.



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Height Adjustable Functionality

The V6 is also available in a height-adjustable version. The user can select the height via an onscreen interaction by selecting the up or down arrows onscreen (these are only displayed on height adjustable loan stations). The station will return to a standard height predefined by the library after a configurable amount of time. The feature has an anti-crush sensor where if it detects resistance during the movement, it will instantly stop and slightly reverse away from the object.



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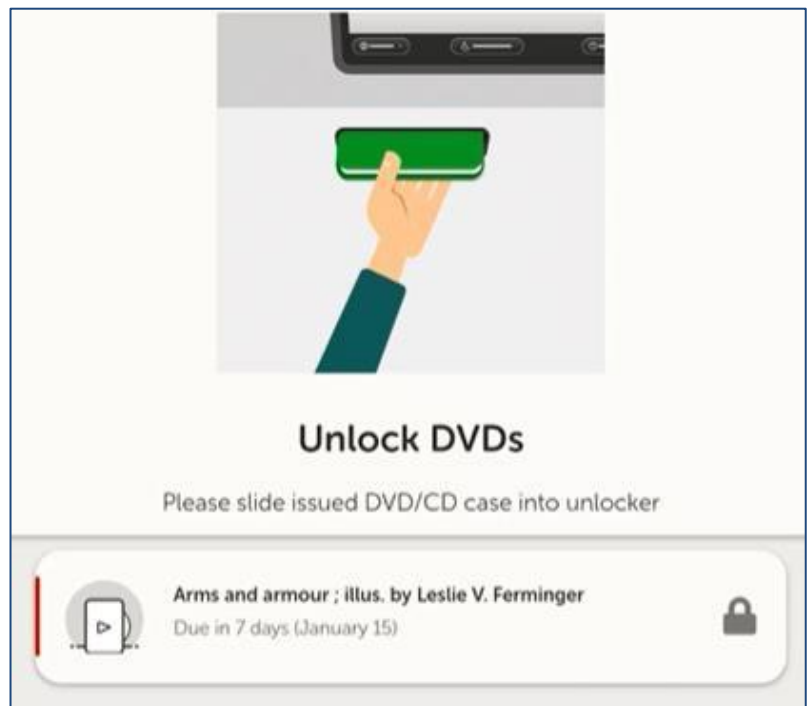
Unlock DVD Cases

The V6 is available with a DVD Unlocker (as an option).

 Only Onetime™ lockable DVD cases are compatible with the DVD unlocker system. These cases have a red  and a green  marker to show whether the case is locked or unlocked.



Patrons can place a mixture of book and DVD items on the Self Loan Station readerpad during the “Borrow Items” procedure. If DVD items are detected, a list of borrowed DVD items will appear onscreen, and an onscreen animation will commence prompting the patron to insert the DVD case into the unlocker. As the DVD items are unlocked they will be checked onscreen in green. If an item has not been checked out and is inserted into the DVD unlocker an error message will appear onscreen instructing the patron to re-insert the DVD case into the unlocker.



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Once all DVD cases have been unlocked, patrons may proceed by selecting 'Exit', which completes the transaction, prints a receipt and logs the patron out. (The screen returns to the screen saver page.)



When using the ISO 28560 data format, the system can be configured to only present the DVD menu when DVDs are borrowed.



When using the Self Loan Station hardware, the system will present a list of borrowed items requiring unlocking along with the lock status as they are processed.



For the system to work properly, the DVD Cases must be tagged exactly as detailed in the Tagging procedure in the Mobile Retrospective Encoder User Guide. The DVD Slicks must also be inserted in the correct orientation.

✔ Set Items

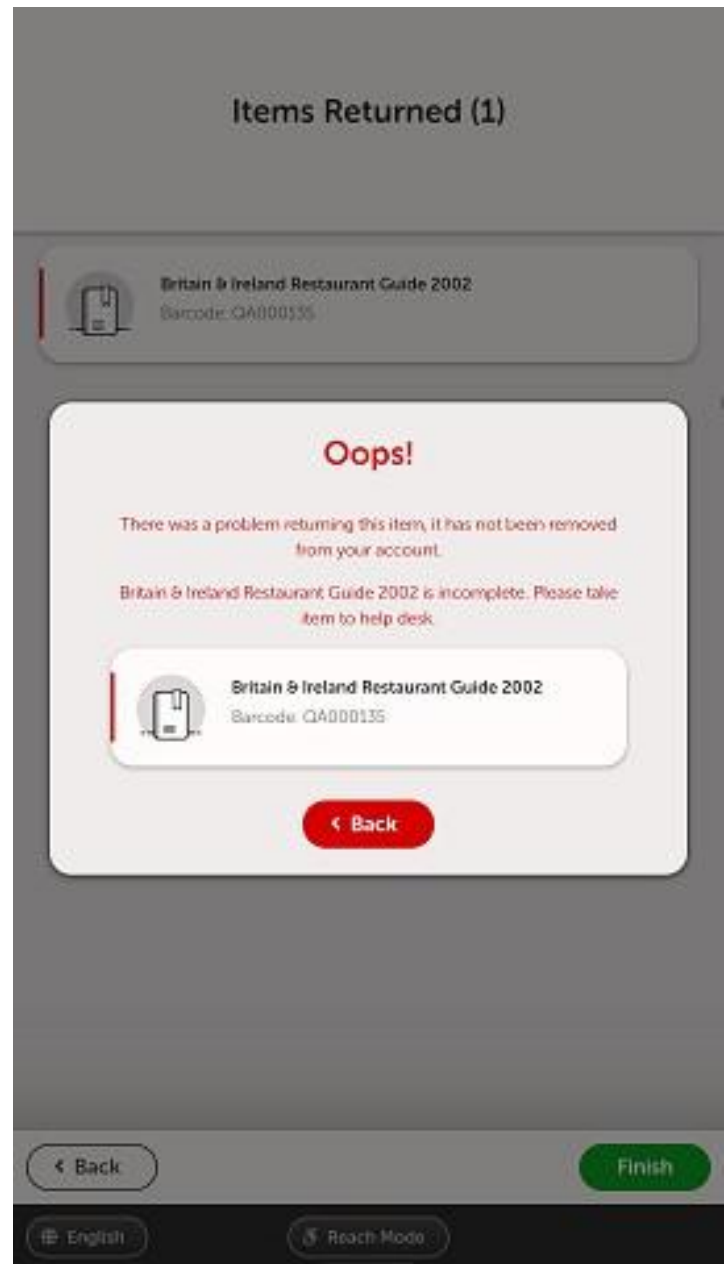
When Type 2 set management is used (where the first item of a set only is tagged, indicating the number of items that make up the set), a Set Verification message is displayed prompting the patron to confirm that they have placed all parts of the set on the pad. The Set item is then only checked out to the Patron if there is a positive confirmation to the Set Verification message.

If an incomplete set item is detected during a transaction an onscreen error message will alert the patron.

Return Items

This function allows the patron to return library items.

- Selecting 'Return Items' instructs the patron 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 returned will have a green tick beside them. Those not returned successfully will produce a large red alert onscreen with a (customisable) error message.



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- Patrons may add more items once they have removed previously scanned items.

Once all items have been processed, patrons may proceed by selecting 'Exit', which completes the transaction, prints a receipt and logs the patron out. (The screen returns to the screen saver page).



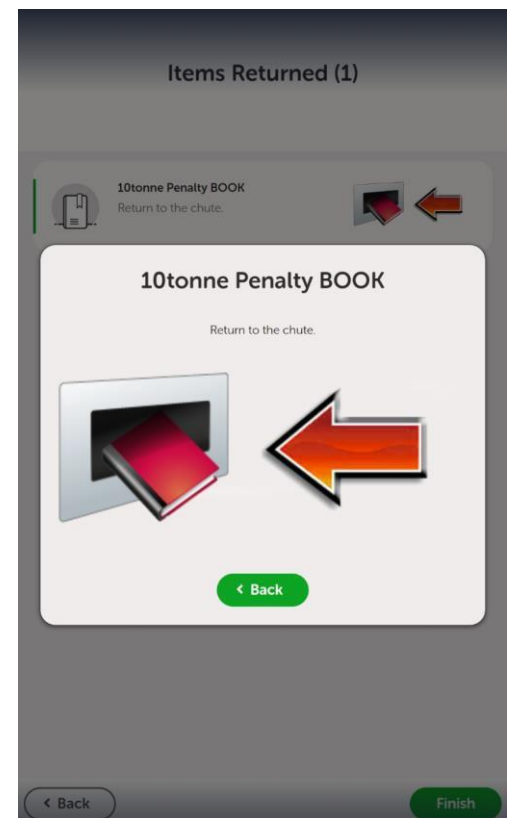
The library will need to provide a suitable receptacle for patrons to place the returned items.

You will also need to sort the returned items, using either the Sort Assistant or the Circulation Assistant to determine its sort criteria (ready to shelf, on hold etc.).

Sorted Returns – One at a time sorting

The 'Sorted Return' function is dependent on the SIP2 capabilities of the ILS and while it is available to all customers, it is only operational when used with a compatible ILS. FE Technologies can assess the suitability of your ILS for this function. A number of bins or other receptacles are required to be present adjacent to the Self Loan Station to enable patrons to place the items once they have been checked in. For example, a shelving trolley, a blue bin and a red bin can be used to sort items to be shelved; those that need to go to other locations and those that are on hold. Alternately, a shelving trolley and a bin may be used to sort items that are to be shelved from all other items that have alerts and hence need to be reprocessed.

Note that only one item at a time can be returned. If more than one item is placed on the pad an error message will advise the patron to remove all items and place a single item only on the pad.



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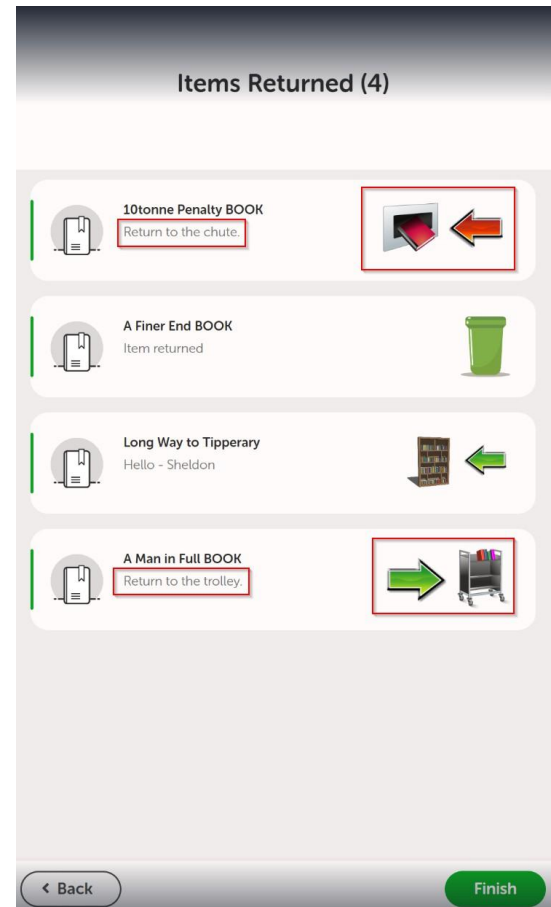
Standard returns and sorted returns functions are mutually exclusive i.e., only one of these functions can be enabled in a Self-Loan Station.

- Selecting 'Return Items' instructs the patron to place their items on the RFID platform one item at a time.
- When an item is placed on the RFID platform, it is instantly read and processed.
- The system then displays the sort criteria. This page can be easily customized with text and image instructions for the patron. E.g. an arrow pointing to the left and a picture of a shelving trolley, instructing patrons to place the item on the trolley, for items that are to be shelved.

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Sorted Returns – Multiple Items

You can also select to have Sorted Returns where the patron can return multiple items at a time. Up to 20 items can be placed on the reader pad of the Self Loan Station and a customizable graphic (for example a red or green bin and/or arrow to show the location of the bin) will show the patron where to place each item.



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View Account

This screen shows the patron a snapshot of their account, including

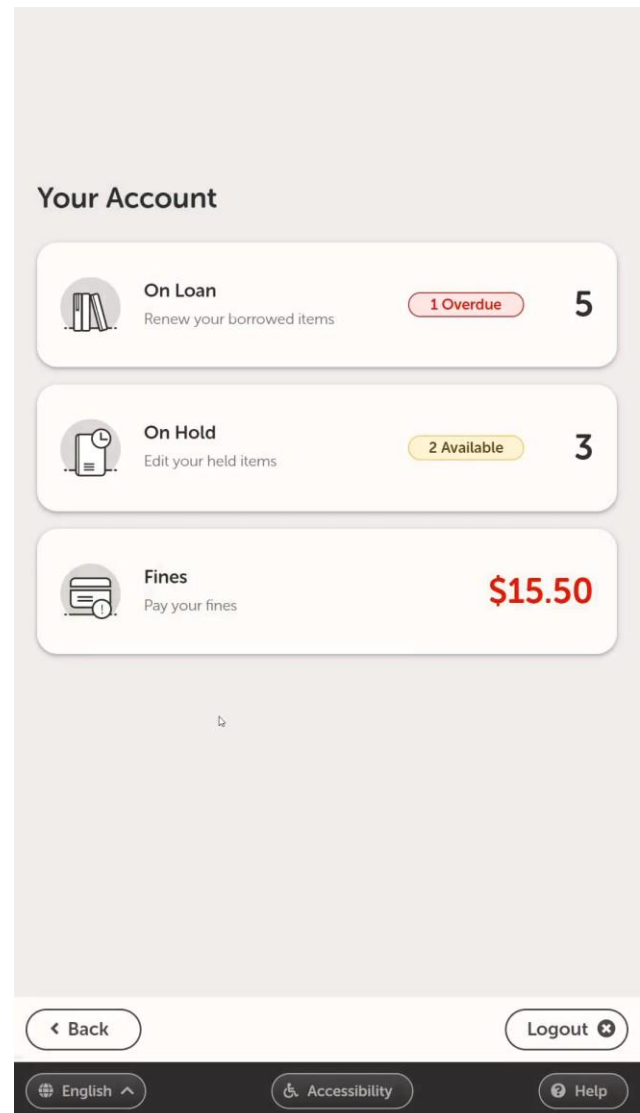
- Number of items currently on loan
- Number of items on hold
- Fines/fees owing

The patron can then select any of these options to expand the information.

Badge alerts (small icons on the corner of a button) will show that patron that an item within that menu requires attention – a hold item that is ready for collection, for example.

Items Currently on Loan

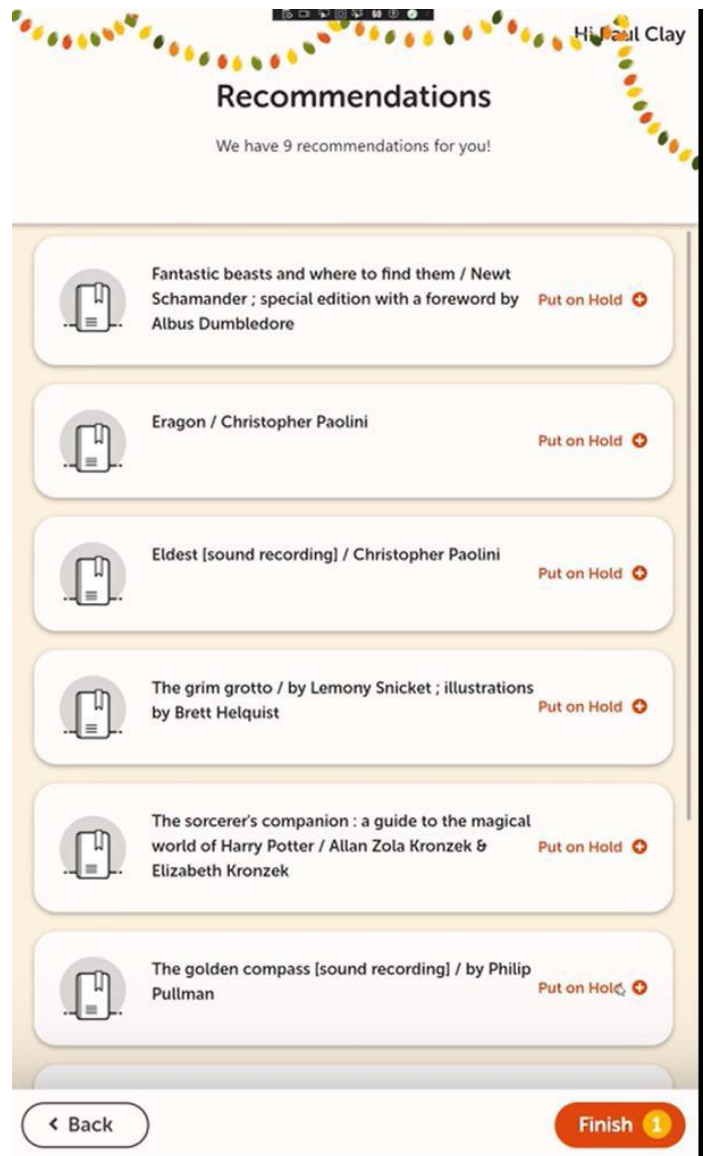
This screen lists the items currently on loan to the patron. The patron can select one, some or all of the items to renew and the due date will automatically be updated.



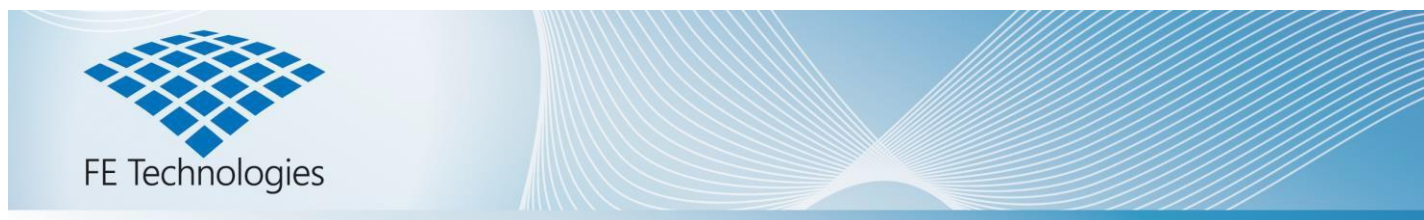
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Reading recommendations

Via Syndetics Unbound, the Self Loan Station offers reading recommendations based on the patron's borrowing history and filtered against the library's own holdings. Patrons can place recommended items on hold directly from this screen.



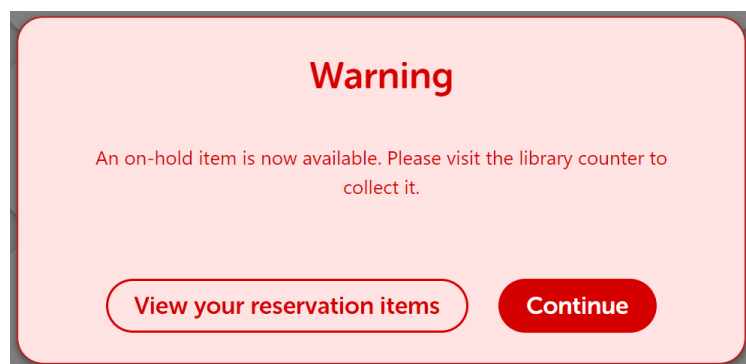
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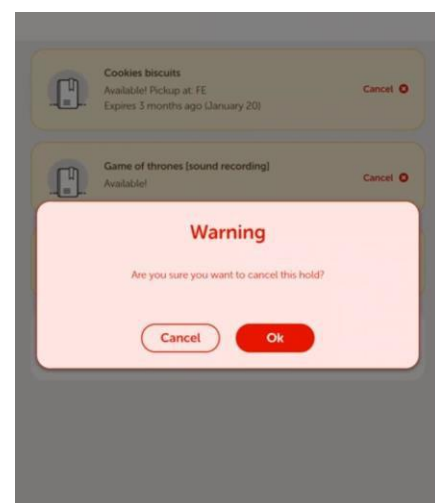
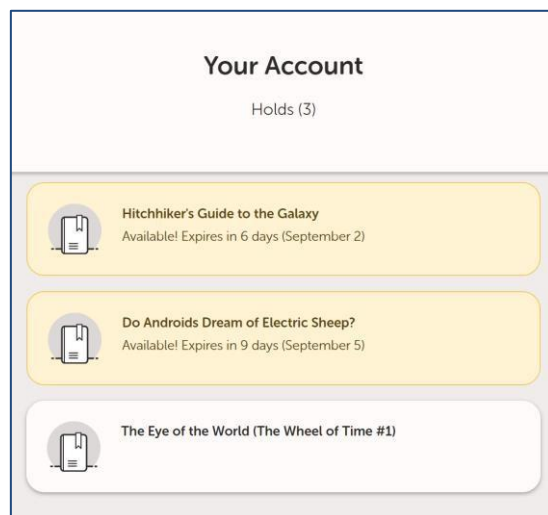
On Hold (reserved) Items

An alert for items on hold is available upon login.

By selecting "View your reservation items" patrons are taken to the Holds Screen.



From this screen patrons can view items currently on hold for them including their status and their pickup location. Patrons can also cancel holds from this screen. When a hold item is cancelled an onscreen warning will ask the patron to confirm the cancellation.



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Payment Options

Various payment gateways are available to enable the patron to pay fines and charges. The Self Loan Station can be configured to work with the following gateways:

- **EFTPOS, bank payment, close-contact payments**

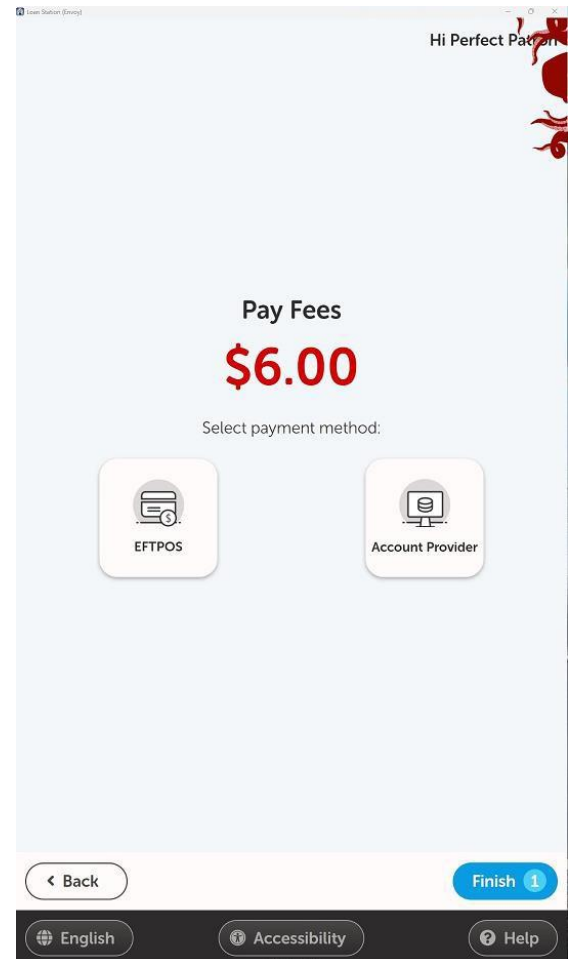
Patrons can pay for fines and fees via an onscreen interaction which then prompts the patron to interact with the attached pinpad/close contact device via their bank/credit card.

- **Third party cost recovery systems:** Integration to selected third party cost recovery solution (such as photocopy vending and print release systems), that uses a compatible central account management system is possible. The FE Technologies Library RFID system currently integrates to a large range of third party payment storage systems. NOTE: You may be required to purchase account management modules and additional licenses from your cost recovery solution provider.

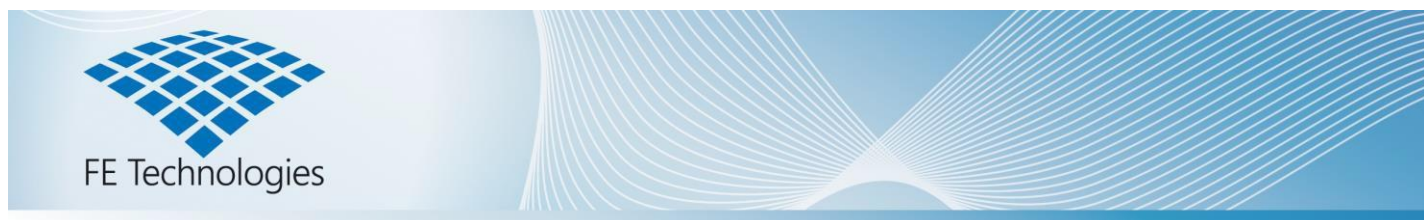
- **Coin acceptor:** A coin acceptor is available as an optional add-on. The Self Loan Station has provisioning for installing this into the main unit.

When a patron selects to make a payment, the system interacts with the attached coin and note module

- **Coin and Note Acceptor with Change** – a Coin and Note acceptor that dispenses change in coins is also available. The Self Loan Station has provisioning for installing this into the main unit. When a patron selects to make a payment, the system interacts with the attached coin and note module and dispenses change when required.



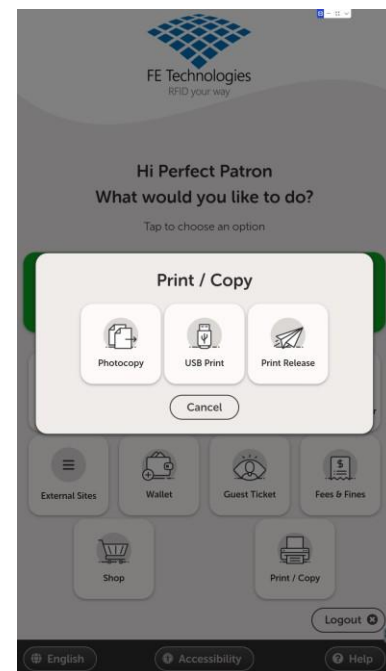
Payment options require an LMS that supports payments via SIP2 (Request 37 and Response 38). FE Technologies can provide you with tools to test if your LMS supports these functions.



MonitorBM Payment Systems, Print Reservation and PC Reservations

FE Technologies has partnered with MonitorBM to provide full integration with Monitor's fine/fee payment system, PC and print reservation system and guest ticket system via the Self Loan Station. The integration gives patrons the convenience of having access to all services from one point – the FE Technologies Self Loan Station.

It also means the library will save on hardware costs since an additional payment kiosk for these services is no longer required.



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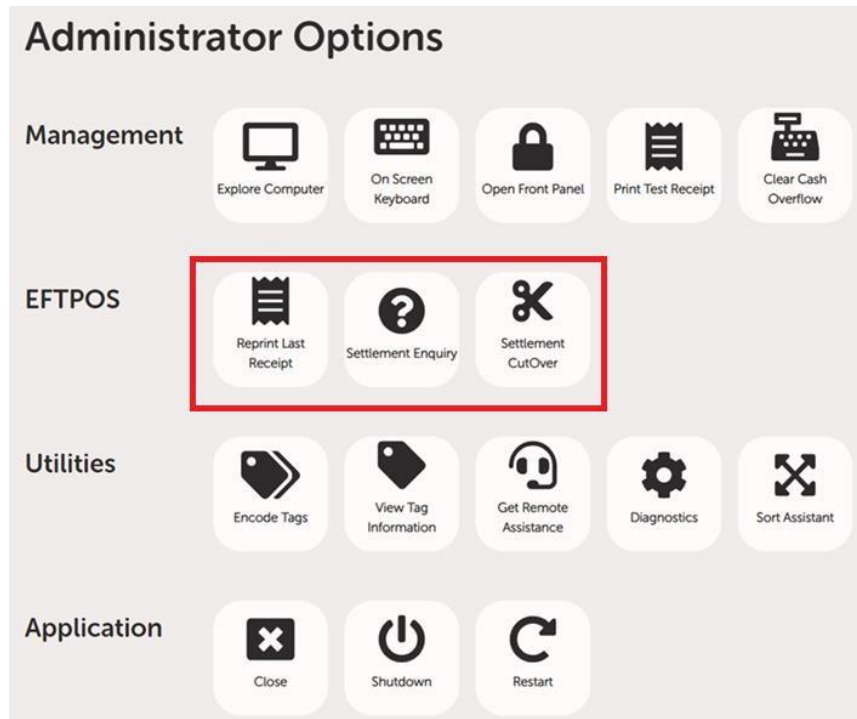
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Administrator payment settlement – EFTPOS and bank account

At the end of the day when staff need to reconcile payments from the Self Loan Station, staff use their administrator's card to access the Administration Screen on the Self Loan Station to access Settlement Enquiry and Settlement Cutover to view and reconcile payments over that day. For EFTPOS and bank account payments staff can select to print the last receipt, select Settlement Enquiry or Settlement Cutover.

(Note that some EFTPOS terminals can be configured to perform automatic settlement, so in this case the Self Loan Station software wouldn't be required to perform a manual settlement).

An example of a printout of a Settlement Enquiry is provided below:



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Coin acceptor clearing

By selecting Clear cash overflow, staff can reconcile the cash input at the end of day and print a receipt with this

```

Christchurch Upper Resorts
11 Main South Road
Sackburn

*-----EFTPOS-----*
TERMINAL 0001
TRAN 027931
SETTLEMENT INQUIRY
TERMINAL SN 4000028524
REPORT 26 Apr 2023 15:17

MERCHANT SUBTOTALS
26 Apr 2023

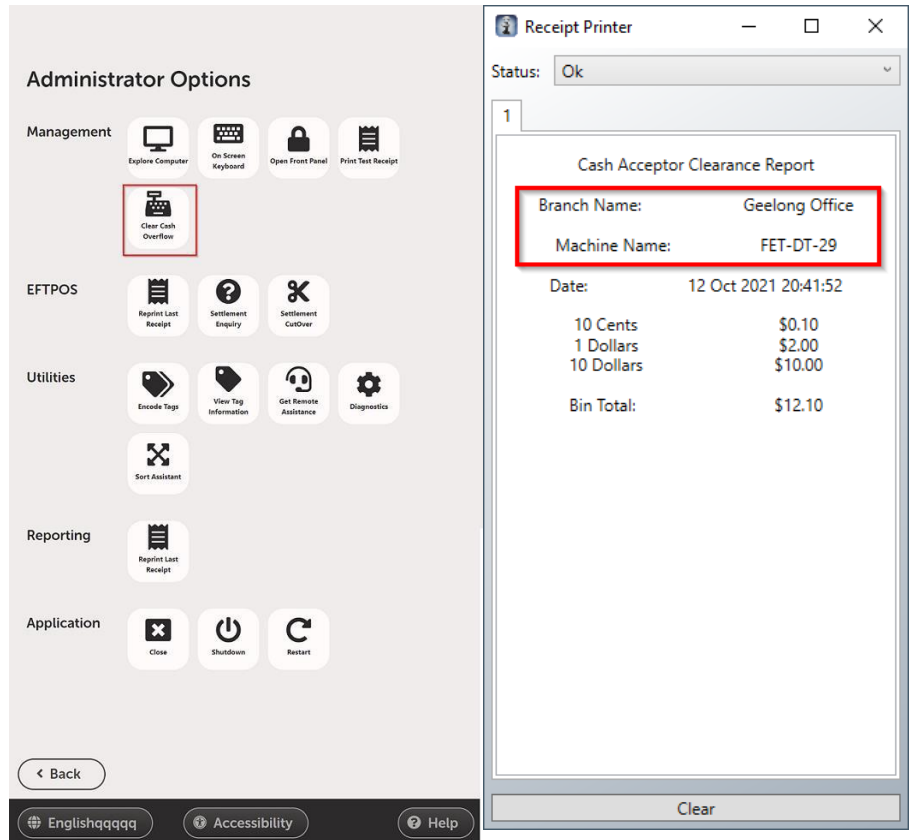
EFTPOS
PUR 1 NZD0.10
TOTAL 1 NZD0.10

NET 1 NZD0.10

IN SETTLEMENT WINDOW

*-----*
MERCHANT COPY
  
```

information (see images at right.) Note that the cash overflow only relates to those devices that accept coins.



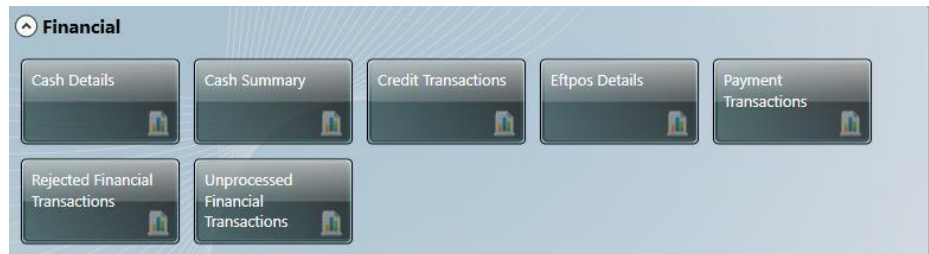
Financial Reports

A range of reports relating to payments is available via the Management Console and a full description of these can be found in the User Guide "Management Console Reports"; further details are also available via our online Support Portal by selecting "Configuration Guides".

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Available Financial Reports include:

- Cash Details
- Cash Summary
- Credit Transactions
- Eftpos Details
- Payment Transactions
- Rejected Financial Transactions
- Unprocessed Financial Transactions



Charge up account

Patrons can select to charge up their account via the Self Loan Station. From the opening screen they select "Add Credit". Patrons can choose EFT or cash to put credit onto their account. A numerical keyboard allows them to enter the required amount and they'll then be directed to interact with the EFTPOS/card pin pad for EFTPOS/card or the coin acceptor for cash payment.

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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 (ILS Dependent).



Session Timeout

If an active Self 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.

When a transaction has ended due to session timeout or when the RFID patron card is removed a receipt is emailed or if no email has been configured, then it's printed automatically. This is optional and configurable via the Management Console.

Barcode Scanning

This is an enhancement for those libraries which still have some non-RFID items that need to be processed at the Self Loan Station using the barcode scanner. Previously the barcode scanner needed to be enabled each time before scanning the item. This process has been changed now and after the first item is scanned by the barcode scanner, the scanner remains active to allow multiple further item scans.

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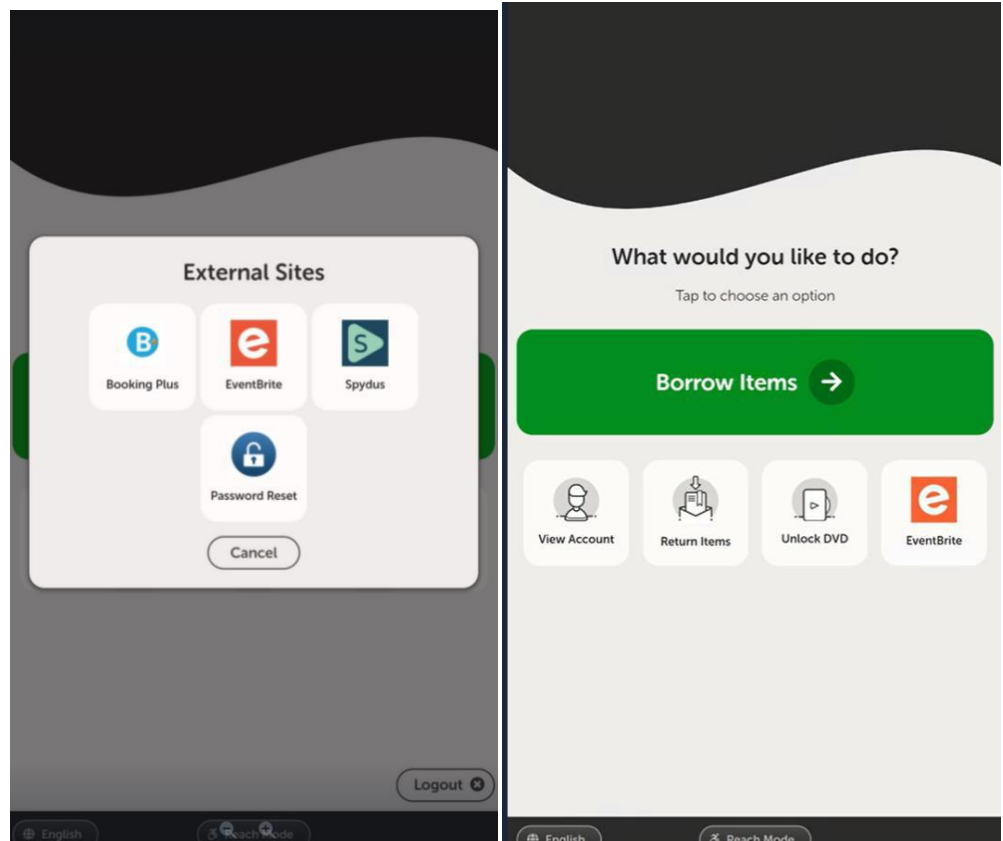
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Third party services integration

The Self Loan Station can be integrated with a range of additional library services, with icons on the opening screen to direct patrons to these services once the membership verification process has occurred. This allows the system to, for example book a room or PC under the patron's name. Integrations with additional services include:

including:

- Room booking
- PC booking
- Events registration and booking
- E-book providers



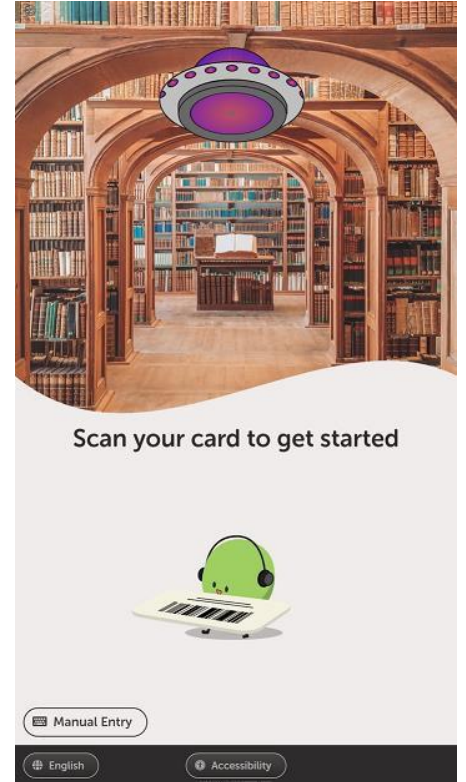
An onscreen keyboard allows patrons to interact with these services.

You can configure a whole menu of all external sites or just one site can feature as a button on the main screen.

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Advertising

Libraries can configure advertising on the screen saver or header of the Self Loan Station in the form of static, animated or video.



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Indicators

Indicators are icons that may appear in the top left corner of every Self 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 ILS is offline. NOTE: Once the ILS comes back online, the system will process all queued transactions
	Rejected offline transactions exist.	The ILS has rejected offline transactions that were processed by the system after the ILS came back online. Print a "rejected transactions" report and manually process these via the ILS 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

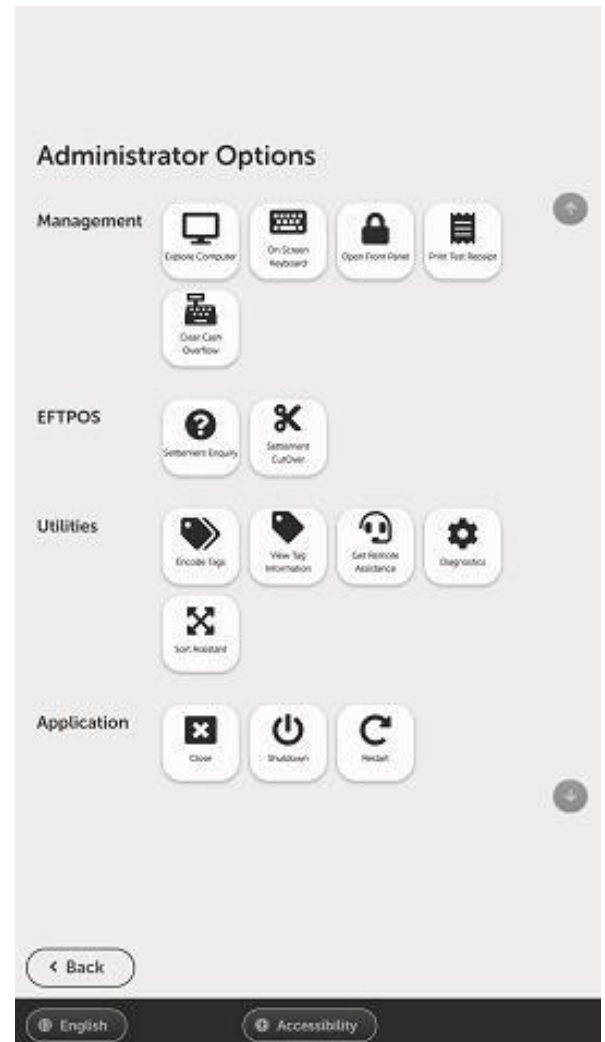
In addition the LED halo of the V6 Self Loan Station is designed so that the top half will light up in a contrasting (configurable) color to alert staff when the receipt roll is out, so the condition can easily be seen by staff from across the library.

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Administration functions

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

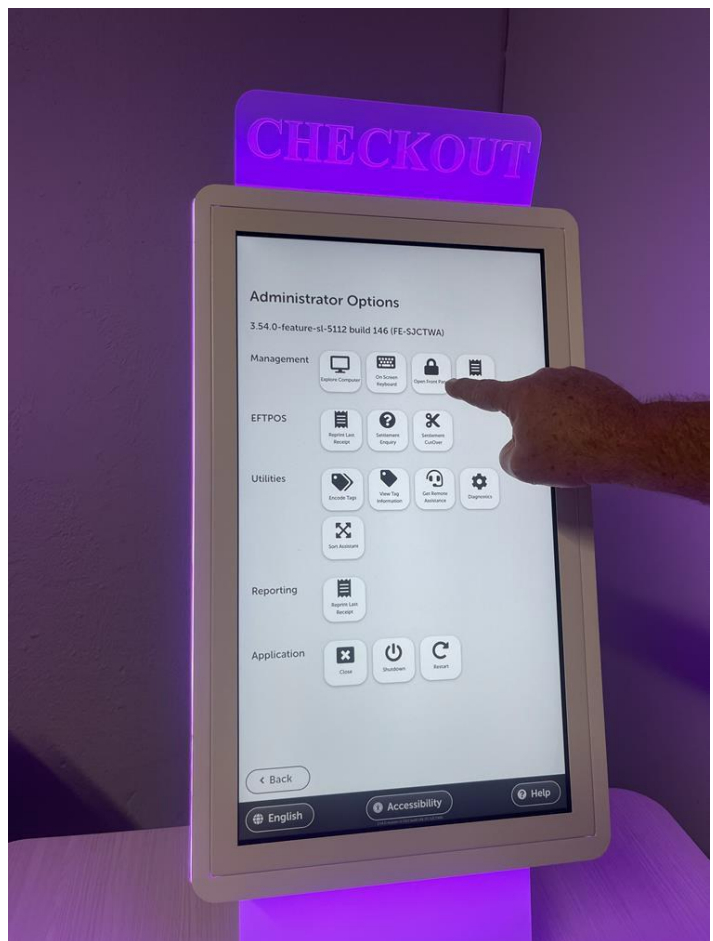
- Management – access to the computer including Explore computer, Onscreen keyboard etc
- Open front panel – allowing access to the receipt printer to change paper.
- EFTPOS
- Utilities including viewing and encoding tags
- Application – shutdown and restart



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Keyless entry - unlock panel

The front panel of the Self Loan Station allows access to the receipt printer for changing receipt paper, and also to the coin box if this option has been installed. Scan your Administrator Card (supplied during installation). Select "Open Front Panel". The front of the unit will automatically open. It will automatically lock upon closing.



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Receipt printer

The receipt printer is a thermal printer and is behind the front flap panel of the self-loan station.

Replacing the thermal paper roll

- The receipt printer uses thermal paper media. This can be purchased from major office supplies stores. Use the Administrator's access card to access the Administration screen. Unlock front flap panel at the front of Self Loan Station to access the printer.
- Press the button on the printer to open the cover.
- Remove the used roll paper core and insert a new roll of paper.
- Ensure the direction of the paper roll is oriented as shown.
- Close the cover.
- Make sure the printer panel is locked in place.
- Press the Print test receipt button on the screen.



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Printer Troubleshooting

Issue	Action required
Error LED on (not flashing) and not printing	If the PAPER OUT light is <i>on</i>, the roll paper is not installed or is near the end. If the PAPER OUT light is <i>off</i>, 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.

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Start-up Trouble-shooting Guide

Upon start-up of the Self Loan Station When occasionally the following message will appear to indicate a problem:

“A problem has occurred that is preventing this station from operating at this time, please seek technical assistance”. Further details of the error message can be found on the next line. A summary of these errors is provided below – note that in some instances an FE Technologies Technical Support Officer will need to assist, and in most cases this can be performed over the phone with remote access:

Library Management System has not been configured or is invalid

ILS Provider blank in System -> Configuration -> Branch. If this message appears it may be that the share folder or SmartLibrary.Configuration.sqlite file has been deleted. If this has occurred, all the settings will need to be re-configured, or a backup file will need to be copied into the central share folder. Contact FE Technologies for assistance if required.

SIP2 has not been configured or is invalid

IP Address/Host Name (System -> Configuration -> General -> Branch -> ILS Server) for Library Management System AND/OR SIP port details for the kiosk (System -> Configuration -> Self-Loan Station -> Branch -> Group -> Terminal -> edit ... for SIP2 Parameters) are blank.

Contact FE Technologies for assistance if required.

RFID Reader Encoder has not been configured or is invalid

The setting configuration in Management Console for the RFID reader for the antenna in the desk (System -> Configuration -> Self-Loan Station -> Branch -> Group -> Terminal -> RFID Reader Encoder) of the kiosk is blank. If this does not resolve the issue, replacement parts will need to be sent. This message may also refer to the RFID Reader Encoder for the Legacy DVD Unlocker having been left blank as well (System -> Configuration -> Self-Loan Station -> Branch -> Group -> Terminal -> Loan Station Controller for DVD Unlocker -> ... Edit button at

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the end of the line -> select the correct reader inside the DVD Unlocker). If this does not resolve the issue, replacement parts will need to be sent.

Failed to open primary reader controller

The RFID Reader setting in Management Console configuration has not been completed (older software) or is incorrect (communication method Serial/USB/TCP).

Contact FE Technologies for assistance.

Error opening serial port

This error will possibly appear for multiple devices when the software is unable to communicate with the external device on the port number configured in Management Console. Contact FE Technologies for assistance.

Patron Card Data Format has not been configured or is invalid

There are several possible reasons for this error message:

- The Patron Card Reader for the RFID/NFC library cards has been configured, but the data format of the cards has not been set. This can be set by going to System -> Configuration -> ... Edit button at the end of Patron Card Data Formats line. Chose the appropriate data format, Save and synchronize the setting. If this does not resolve the issue, replacement parts will need to be sent.
- The program is attempting to open the Patron Card Proximity Scanner, but it is not responding. Check that the connections are OK and that the device has power.
- The Patron Card Reader and Data format have been set, but the communications method and details have not been configured or are incorrect. This can be set by going to System -> Configuration -> Self Loan Station -> ... Edit button at the end of the Patron Card RFID Reader line -> select communication method -> ... Edit button at the end of the line to configure Communication details. If this does not resolve the issue, replacement parts will need to be sent – Contact FE Technologies.

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Failed to open webcam controller

The Webcam has been set for the Self Loan Station, but the device is not connected, or the device name has not been configured correctly. Browse to System -> Configuration -> Self Loan Station -> ... Edit button at the end of the Webcam line and confirm that the 'Device Name' listed exactly matches the device name in the Device Manager list. If this does not resolve the issue, replacement parts will need to be sent – contact FE Technologies.

Account Provider has not been configured or is invalid

The connection to the external account payment system is not functioning.
Contact FE Technologies for assistance.

The program is attempting to open the Patron Barcode Scanner but it is not responding. Check that the connections are OK and that the device has power

The barcode scanner model has been set in Management Console, but the device is not connected, or the COM port number is not correct. In Management Console go to System -> Configuration -> Self Loan Station -> select branch -> select group -> select terminal -> confirm that the model of barcode scanner selected from the drop-down list is correct -> ... Edit button at the end of the Barcode Scanner line -> set the COM port number that is listed in the Device Manager for the barcode scanner. If this does not resolve the issue, replacement parts will need to be sent.

Contact FE Technologies for assistance if required.

EFT Provider has not been configured or is invalid

The "EFTPOS Credit Enabled" and/or "EFTPOS Payment Enabled" setting in the Branch settings in Management Console have been enabled, but the EFTPOS provider has been configured incorrectly. The settings can be changed by browsing to System -> Configuration -> Self Loan Station -> select branch -> select group -> select terminal -> chose your EFTPOS Provider from the drop-down list of options. This will only work if the pin pad software has already been installed and configured by the pin pad provider (usually your financial institution).
Contact FE Technologies for assistance if required.

IP interface port for the PC-EFTPOS client has not been configured

When using PC-EFTPOS a Regedit file must be manually created after the PC-EFTPOS software has been installed and configured to communicate with the pin pad. Contact FE Technologies to setup the file.

Failed to open Payment Express ActiveX control

The Payment Express software has not been installed on the machine. Install the software that was provided by the pin pad provider and configure for the attached pin pad and restart the PC.

Contact FE Technologies for assistance if required.

Cash Acceptor has not been configured or is invalid

The "Cash Payment Enabled" setting at the Branch level has been enabled, but the cash acceptor has not been configured correctly. Go to System -> Configuration -> Self Loan Station -> select branch -> Select group -> select terminal -> choose "USB TL6" from the drop-down menu options -> ... Edit button at the end of the "Cash Acceptor" line to configure the correct COM port number for the device, as listed in the Device Manager.

Contact FE Technologies for assistance if required.

The cash acceptor is not responding on port (n)

The COM port number that has been configured for the USB TL6 cash acceptor – the setting needs to be changed. Contact FE Technologies for assistance.

Timed out after 15000ms while waiting for response

The "Complete" Loan Station Controller has been configured correctly in the Management Console, but there is a physical connection problem either on the COM port in the PC, or with the multiple serial cables that connect the Modtronix controller box to the PC or the internal DVD Unlocker (if present). Unplug/plug in the power and serial cables and confirm that the power remains on during machine start up. The power and serial cables can be zip-tied together to maintain the power connection. If doesn't resolve the issue, replacement parts will need to be sent. N.B.: Older versions of the software sometimes hang on "Opening connections to hardware" indefinitely during start-up. This is caused by the above problem, and the same resolutions apply.

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Contact FE Technologies for assistance if required.

Timed out after 2000ms while waiting for response

The V6 Loan Station Controller for the LED border panel that surrounds the screen is configured correctly and detected, but not responding as it should. Contact FE Technologies for assistance.

Open DVD Unlocker failed

The settings configured for the Legacy DVD Unlocker controller have been set but are not correct. Contact FE Technologies for assistance.

No Linak USB devices detected

The Height Controller has been selected in Management Console but no height adjusting device is connected to the PC. If the kiosk is the height adjustable model, check that the USB from the Linak motor is connected properly to the PC inside the kiosk. If the kiosk is not a height adjustable model, go to System -> Configuration -> Self Loan Station -> select branch -> select group -> select terminal -> change the "Height Controller" setting to the blank option in the drop-down menu. If this does not resolve the issue, replacement parts will need to be sent.

Failed to open printer

The receipt printer for the kiosk has been configured, but the Logical Device Name (LDN) setting in Management Console is not correct or the printer is not connected to, or configured on, the PC in the kiosk correctly. The EPSON OPOS ADK software can be opened to reconfigure or find out the LDN (default is "PosPrinter"). If using the Windows Epson printer driver, the name can be retrieved from the Devices and Printers list in the Control Panel. To change the name in Management Console, browse to System -> Configuration -> Self Loan Station -> select branch -> select group -> select terminal -> ... Edit button at the end of the "Receipt Printer" line -> enter the exact name of the receipt printer, Save, and restart. If this does not resolve the issue, replacement parts will need to be sent.

Contact FE Technologies for assistance if required.

Database is locked

The SQLite databases used by the default settings of the management Console are “2 dimensional” files, which means that only a few machines can access the file at any given time. If “SQLite” is still configured in System -> Configuration -> General -> Database Provider, then it is likely that too many terminals are trying to connect to the same database file, thus preventing the software from running. If the Database Provider is set to something else, then the local SQLite files may be being access by other software while the Self Loan Station program is starting up. Contact FE Technologies for assistance.

Cannot Find Table 0

This error occurs when vastly mismatched software versions are installed on the same machine. This most often occurs when upgrading from older to current versions. The Services, Management Console and Self Loan Station software should all be upgraded to the desired version before restarting the machine to test the functionality. This may also be caused by any of the local SQLite databases in C:\ProgramData\FE Technologies\Smart Library\Databases\ has become corrupt. The easiest solution is to remove/delete all the files except for the SmartLibrary.LocalConfiguration.sqlite, and then restart the PC.

N.B.: Not all software must be on the same version all the time, but it is best practice to ensure that all the software on each terminal is matching, and preferable that all software for terminals all connected to the same share folder is the same.

There is an error in XML document (x, y)

This is an error on older versions of the software which is caused when any of the local SQLite databases in C:\ProgramData\FE Technologies\Smart Library\Databases\ has become corrupt. The easiest solution is to remove/delete all the files except for the SmartLibrary.LocalConfiguration.sqlite, and then restart the PC.

Safety instructions

-  Do not expose the Self 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 Self Loan Station other than what is detailed in this manual. Work undertaken by unauthorized personnel can cause injury or electric shock to themselves or to others and void the warranty.
-  If the Self Loan Station is unbolted for any reason, it should be carefully stored away from any public use. It must be re-bolted/secured in place before used again. It is an Occupational Health & Safety requirement to secure the Self Loan Station prior to use.
-  Ensure unit is securely fastened to prevent it from tipping over during use. FE Technologies staff will advise on the most appropriate method of securing the unit (this applies to freestanding units only)
-  There is a possibility that library staff could trap their fingers in the bottom door when changing paper etc.
-  Children should not be permitted to climb on, sit on or hang from the desk of the left loan station to prevent risk of falling.

FCC ID: 2AM6N-FE-SELFLOAN

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

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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

Your FE Technologies Support Contact can access the FE Technologies Technical Support Team using either of the following:



Online: <https://tickets.fetechgroup.com/>

E-mail: support@fetechgroup.com



**Telephone: 9842970011 (USA)
1300 731 991 (Aust)**

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FCC Caution:

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.

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

NOTE: 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 or more 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.

To maintain compliance with FCC's RF Exposure guidelines, This equipment should be installed and operated with minimum distance between 20cm the radiator your body: Use only the supplied antenna.