



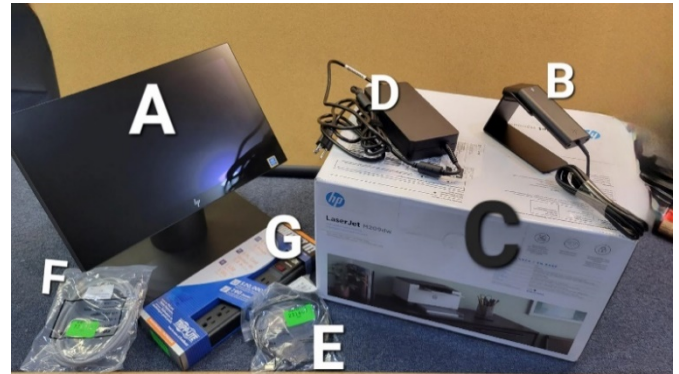
Installation Instructions for Wisconsin DNR GoWild Equipment Version 2

Important Information - Please Read Before Installation

- Please complete the installation of your Agent Equipment within 5 days of receiving it.
- Prepare a location for this terminal to be located. It must be in a place where the customer has access to the small monitor.
- Make sure you received two separate boxes prior to installing the equipment.
- Do not power on any items until the full unit is assembled.
- SAVE SHIPPING BOX AND FOAM PACKAGING FOR RETURN OF OLD EQUIPEMENT (VERSION 1). A return shipping label is in a plastic sleeve labeled “packing slip” on the outside of the box. DO NOT DISPOSE OF VERSION 1 EQUIPMENT. See attached document titled “Returning Version 1 Equipment”.

Shipment will include:

- A. Kiosk with Dual Monitors
- B. Handheld Scanner
- C. Printer (shipped separately)
- D. Kiosk Power Cord Brick
- E. Black USB Printer Cable
- F. Gray Network Cable
- G. Surge Protector/Power Strip



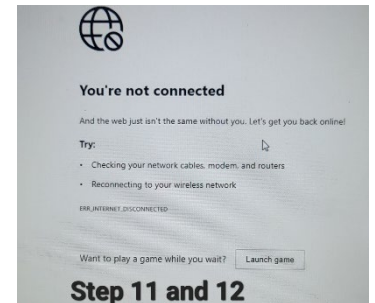
1. Carefully remove **Kiosk (A)** from the foam packaging. Remove any plastic and paper protectors. Please refer to the below image which shows the ports located on the base of the **Kiosk (A)**.



2. Attach gray **Network Cable (F)** to the RJ-45 port on the base of the kiosk (see image above). Attach other end of cable into your location’s network device (router, modem, etc).
 - a. If the included network cable is not long enough to support your equipment setup at your chosen location, you may use your own longer network cable.
 - b. Wired internet is preferred, but if wireless internet is your only option for a network connection, the network cable is not required. Please see attached sheet for Wi-Fi set up instructions once you reach step 12 below.
3. Attach **Power Brick Cable (D)** to **Power Connector Port** (see photo in step 1).
4. Unbox **Printer (C)** and place in convenient location.
5. Connect the **Black USB Printer Cable (E)** to the **Printer (C)** (see photo to the right). Connect other end of **Printer Cable (E)** to **Kiosk (A)** via one of the (4) USB 3.0 ports shown in the above photo.



6. Connect Printer Power Cord (located in printer box) to power port on the back of the printer (see photo to the right).
7. Install the paper tray cover to the printer (wrapped separately in the printer box). It will snap into place on the front of the printer to cover the paper tray.
8. Open the Handheld Scanner box and remove **Handheld Scanner and Stand (B)**. Connect the handheld scanner to one of the (4) USB 3.0 ports (see photo in step 1).
9. If you choose to connect a Keyboard or Mouse (not provided), connect those to the remaining (4) USB 3.0 ports.
10. Plug-in Kiosk and Printer power cords to the provided **Power Strip (G)**. **Power Strip (G)** must be plugged directly into a wall outlet.
11. Power on the **Kiosk and Small Display (A)** and **Printer (C)**. The kiosk's power button is located under the bottom left of the large display, and the small display's power button is located on the top left side of the screen.
12. Allow up to one minute for system to power on. You'll hear the scanner beep. The small display power light will be white. The printer light on the front face will be lit. If successfully connected to the internet, both large and small displays will show the agent login screens. You can then skip to Step 13.
If you see the screen to the right, it means the internet is not yet connected. If using the gray network cable, ensure it is securely connected to the kiosk port and your location's network device (router, modem, etc.). If wired internet is not available, see attached sheet for **Alternative WI-FI set up instructions**.
 - a. If you are unable to connect, please review with your IT administrator.
13. After all components are connected and powered on, restart the kiosk and printer by powering down large display and printer, then powering back up after 30 seconds. See attached sheet for **Restart the Go Wild Sales Equipment**.
14. On the printer, check if the blue Wi-Fi light on the top right is lit. If lit, turn this feature off by pushing the Wi-Fi button.
15. Ensure that all cables are tucked neatly away, making sure no cables are "pinched" under the base.
16. When you see the Agent Sign-in screen, enter your current username and password for GoWild.



For Assistance:

Contact your **Business Support Specialist** during regular weekday business hours (M-F: 8:00am-4:30pm) if you need assistance with wireless network configuration or have installation questions.

Who is your Business Support Specialist?

Eastern Counties - Joel Hartman (920) 366-3207 Joel.Hartman@wisconsin.gov

Northern Counties - Shelby Merritt (715) 904-0500 Shelby.Merritt@wisconsin.gov

Western Counties - Preston Jehn (715) 829-9084 Preston.Jehn@wisconsin.gov

Southern Counties - Kasondra Bertz (608) 220-3420 Kasondra.Bertz@wisconsin.gov

Contact **Wisconsin DNR's Go Wild Agent Support Line: 866.381.7668** and **Press Option 2** after business hours for Hardware Installation & Network Setup assistance.