

Equipment Operation Tips

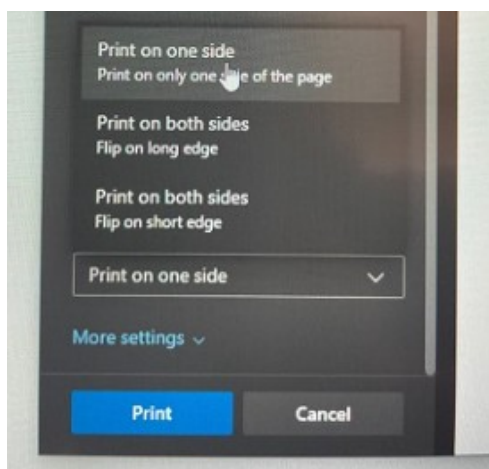
Leave the kiosk powered on: The kiosk will "check in" every night for any available updates. Make sure your equipment is plugged into the power strip that is plugged directly into a power outlet. Never plug the power strip into other power strips.

System Reboot: Reboot your machine periodically to ensure it is taking required updates. It can also refresh the connection to the internet allowing the system to operate faster. Minor operation errors can also be resolved with a restart.

Cleaning the Kiosk Screens: Use a clean damp rag, or a 50/50 solution of isopropyl alcohol and water. Always spray the solution on the cloth and not directly onto the screen. Never use glass clean-ers, caustic chemicals or vinegar based solutions.

Printing one-sided license documents:

Before the license is sent to the printer, there is a column on the left side with a blue print button. Just above that blue print button is a list of printer settings, including one to switch to one-sided printing. Please select this each time to make sure licenses print on one side of the paper.



Need Additional Assistance?

Contact Your Agent Support Line (agent use only):

866-381-7668

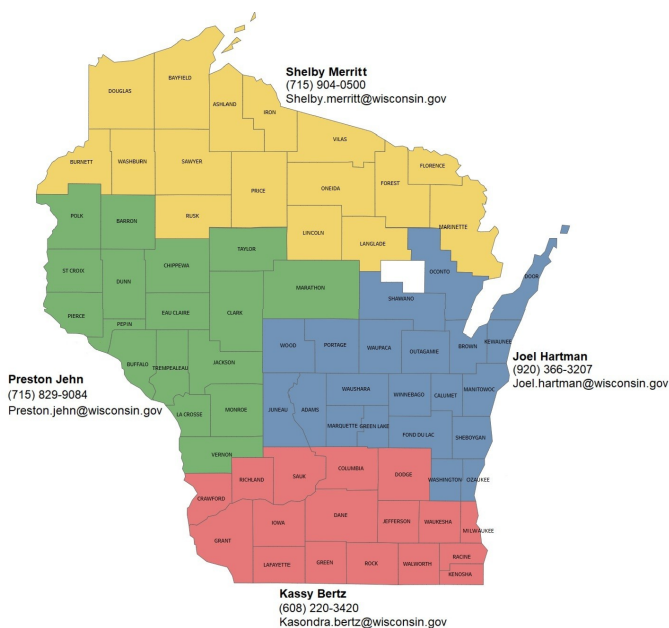
Press 1 Agent Login ID and Password Information

Press 2 Hardware Install and Equipment Issues

Press 3 License Voids, Customer Account Issues, DNR License and Regulation Questions

Contact Your Business Support Specialist:

- Assistance with licenses and regulation questions
- Training for your staff
- Hardware troubleshooting and replacement (or call tech support at 866-381-7668 and select Option #2)
- Financial questions regarding your weekly ACH
- Assistance with the closing or sale of your business

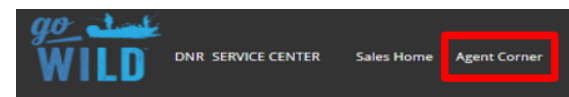


DNR License Equipment Troubleshooting Guide



The following is a list of troubleshooting methods that may help with minor issues encountered with your license sales equipment. Some of these issues may be resolved with a quick adjustment or calibration, or even a full system restart. You may also contact Technical Support at **1-866-381-7668** and select Option #2 for more advanced issues.

The information in this pamphlet can also be seen on the Agent Corner Training page of your sales kiosk.



WI Department of Natural Resources
Box 7921
Madison, WI 53707

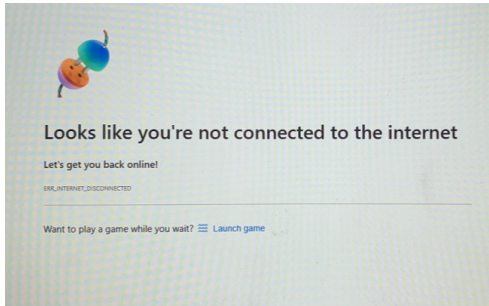
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KIOSK AND MONITORS

Lost connection to the internet: If your screen reads "You're Not Connected", the system is unable to connect to the internet. Try restarting the kiosk to reestablish the connection. If you still have issues, you may need to check your network devices or contact your internet service provider.



Monitors (screens) go blank: First check the power strip was not accidentally turned off, and check that all the power cables are plugged in securely. Then check the power indicator lights on the kiosk power buttons. If there is no light, try pressing the power button on the monitor. If it is confirmed there is no power to the unit, try turning the power strip off and back on to restore power.

Large Monitor

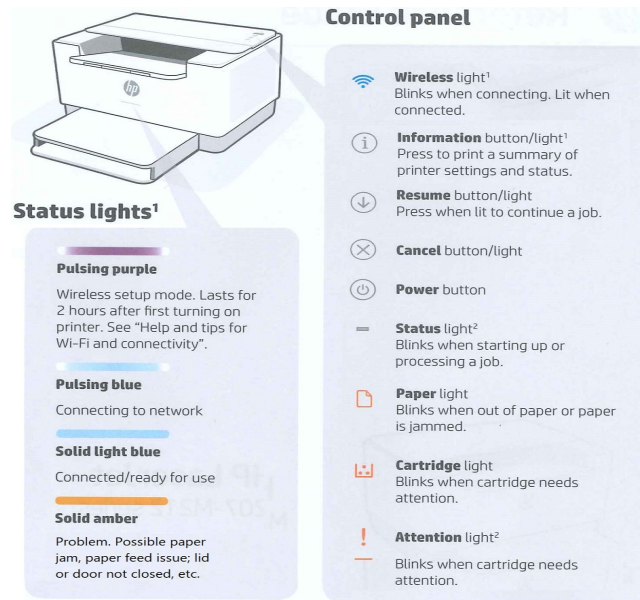


Small Monitor



PRINTER

Printer Status Lights



Printer Toner

License agents are responsible for providing a supply of printer paper and toner. They can be purchased at office supply stores or online. HP brand toner is recommended:



HP 134A Black Original LaserJet Toner
Yields ~ 1100 standard pages



HP 134X Black Original LaserJet Toner
Yields ~ 2400 standard pages

SCANNER

Scanner does not light up: Reset the scanner by unplugging the USB cord from the kiosk base for a few seconds and plug it back in. You may also try to restart the kiosk.

Scanner not scanning driver licenses properly: Try holding the scanner further away from the license (as much as 8-10 inches) when scanning. You can also calibrate your scanner for better scan results on driver licenses. The bar codes below will help program your scanner to read Wisconsin Driver Licenses. Scan the below bar codes slowly in order from top to bottom:

