



Banned Drinkers Register ID Scanning Terminal User Manual

Version

4

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VIDEO TUTORIALS

- [How to connect the BDR Terminal to Internet with Ethernet Cable](#)
- [How to turn on the WIFI Dongle](#)
- [How to connect the BDR Terminal to Internet with WIFI dongle](#)
- [How to scan an ID with a BDR Terminal](#)
- [How to use the BDR Terminal – Without TAMS](#)
- [How to use the BDR Terminal – With TAMS Enabled](#)
- [How to clean the BDR Scanning Terminal](#)

1. Hardware Description

1.1. ID Scanning Terminal - Front



Figure 1

| # | 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



Figure 2

| # | 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. |

1.3. Additional Parts



Figure 3

| # | 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:

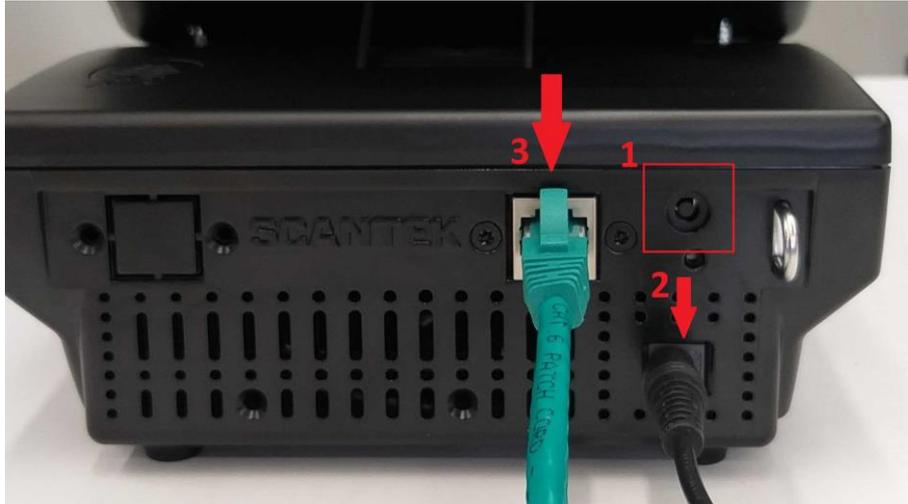


Figure 4

| # | Short Description | Comment |
|----|-------------------|---|
| 1. | Power Button | Power button to turn the Scanning Terminal on or off. |
| 2. | Power Port | Socket for power cable. |
| 3. | Network Port | This allows a data cable to be connected. |

2.2. Turning the Terminal on

Press the power button on the rear of the Scantek ID Scanning Terminal (see *Figure 3*, item #1).

3. Internet Connection

Once the terminal boots up, you will see the Scantek Login page.



Figure 5

3.1. Option One – Wired Connection

1. Connect an ethernet cable to the ethernet port (3) as shown in *Figure 4*.
2. Once connected a green cloud symbol will appear in the bottom right corner of the screen (*Figure 5*).

Video Tutorial: [How to connect the BDR Terminal to Internet with Ethernet Cable](#)

3.2. Option Two – Enabling Wi-Fi

Wi-Fi can be enabled on the login page of the scanning terminal.

Video Tutorials:

- [How to turn on the WIFI Dongle](#)
- [How to connect the BDR Terminal to Internet with WIFI dongle](#)

1. On the login screen, tap on the Scantek logo in the bottom right corner.



Figure 6

2. A pop-up will appear with a list of available networks.
3. 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, ensure the network is available and press 'Rescan'.



Figure 7

4. Once connected, a network connectivity indicator can be found near the time in the bottom right corner of the login screen.



Figure 8

3.3. Unable to connect to the internet

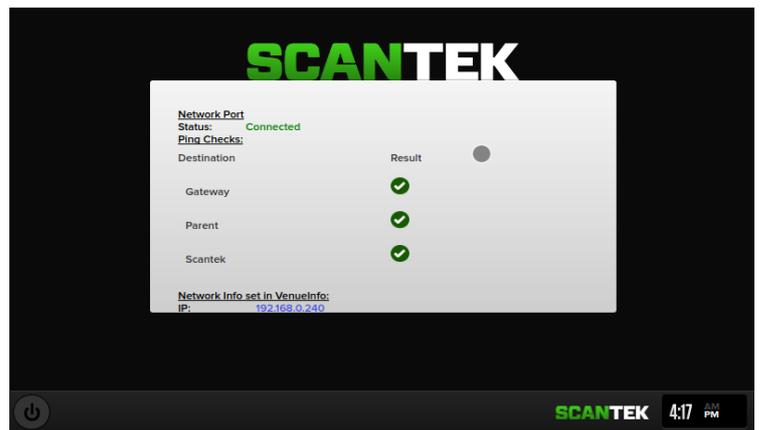
If the scanning terminal is unable to connect to the Internet, the icon in the bottom right-hand corner will turn red.

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 select '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.

3.3.1. Troubleshooting network connectivity issues

The most common causes for an ID Scanning Terminal to appear unavailable or offline:

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

Where your ID Scanning Terminal is connected to the internet via an ethernet cable:

- On the modem, 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.

4. Logging In

To login, enter your *Login* and *Password* at the login screen, and select 'Login' (Figure 5). After you have successfully logged in, the main screen will be displayed (Figure 9).

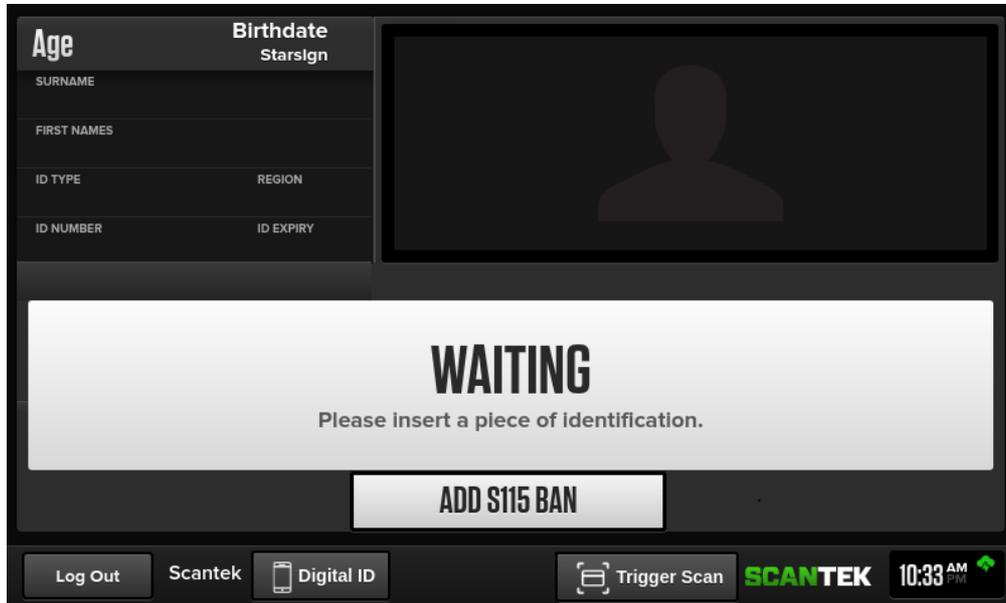


Figure 9

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).

5. Operating the Scantek Terminal

5.1. Scanning ID

To start scanning, please make sure that you are on the main screen (see *Figure 5*).

To scan an ID, insert the document into the scanner or tap the digital ID button and follow the instructions on screen.

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

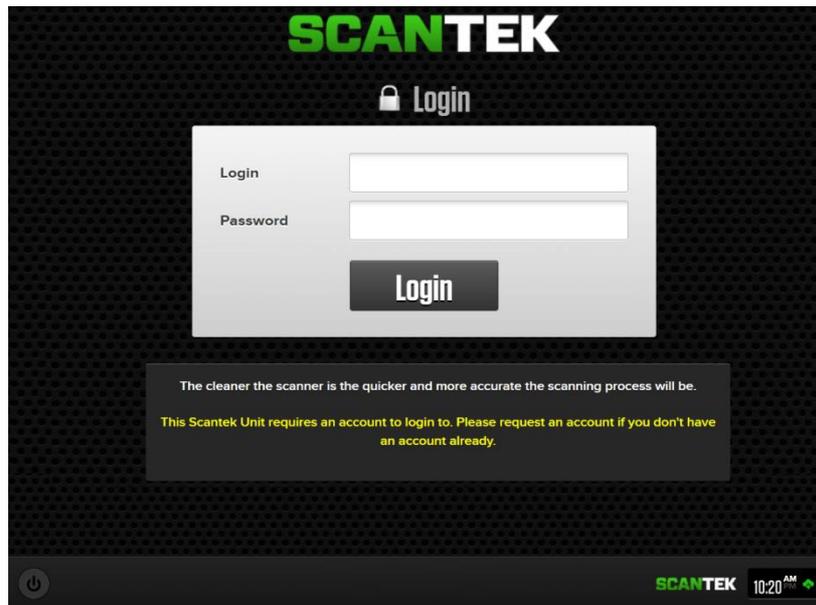


Figure 10

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.



Figure 11

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.

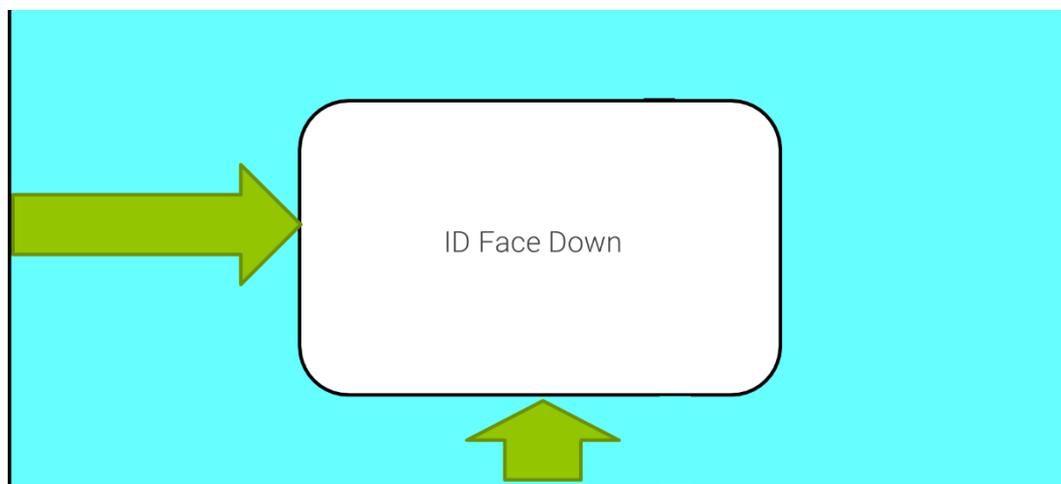


Figure 12



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

5.1.1. Scanning Digital IDs

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

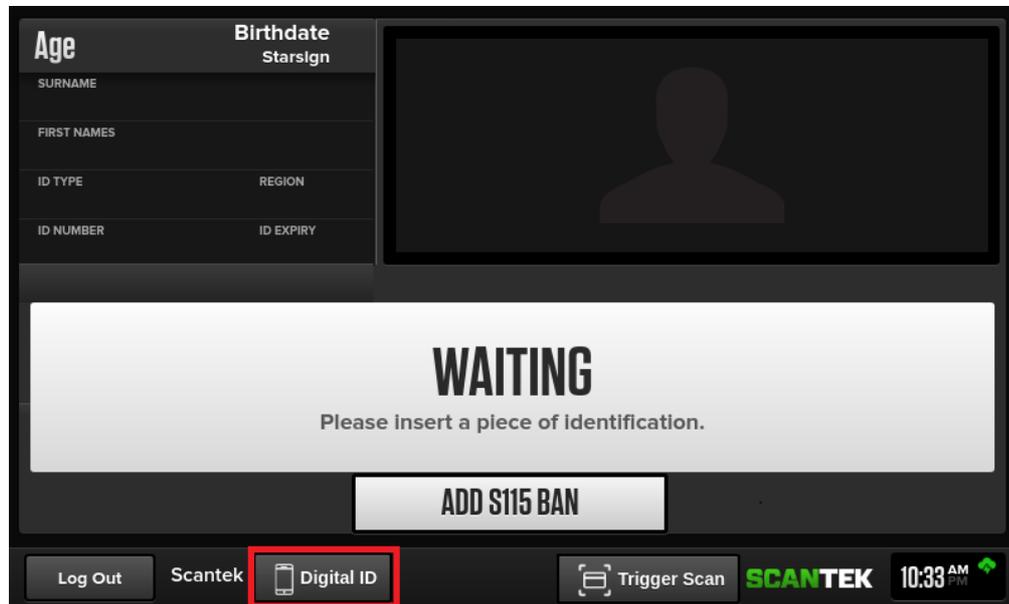


Figure 13

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.

5.1.3. Manual Scanning

If a document is not automatically detected, a *Trigger Scan* button will appear on the bottom right corner of the scanning interface.

Tap the button to manually initiate a scan after placing a document in the scanner.

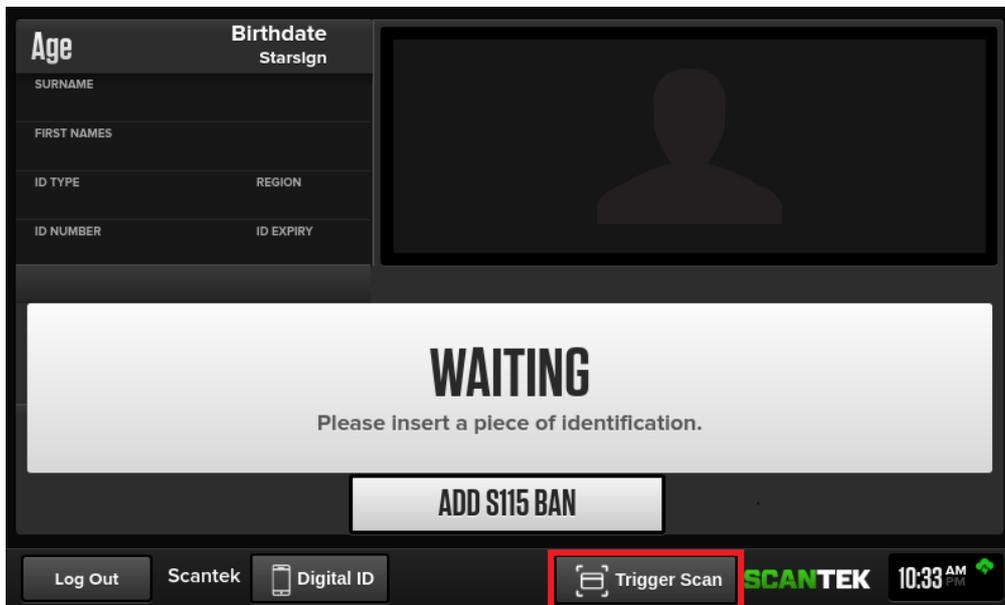


Figure 15

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

5.1.4. Manual Entry of Patron Details

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

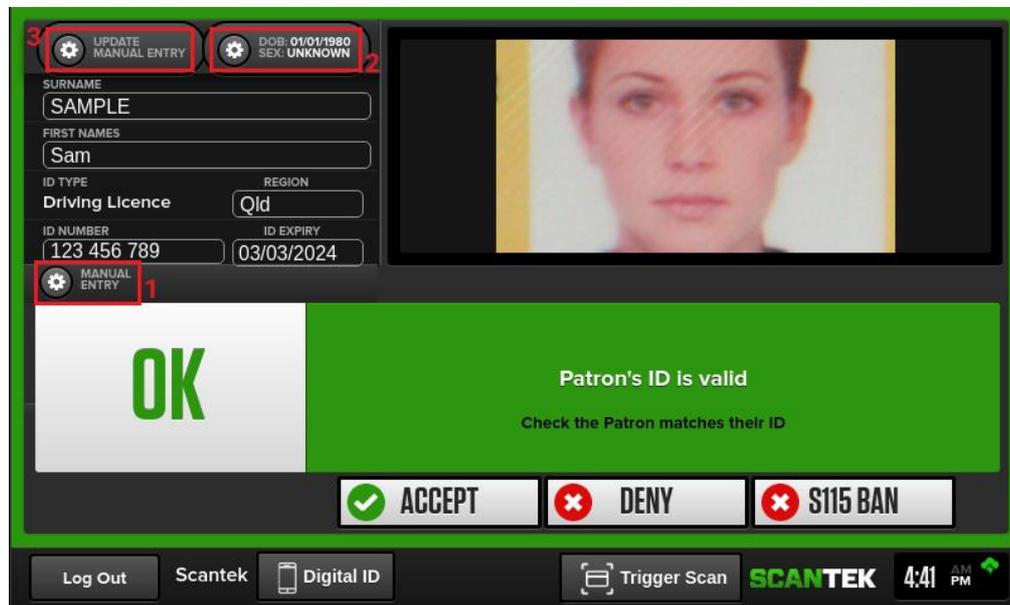


Figure 16

To begin manual entry,

- a. Select the *Manual Entry* button (1).
- b. To change the DOB and gender, select the appropriate button on the top (2). Tap each of the text fields to make changes to other details.
- c. Tap *Update Manual Entry* button (3) to save the changes.

5.1.5. Unprocessed Scans

You must complete a scan workflow by selecting an operator action before commencing a new scan. If you try to start a new scan while there is an unprocessed scan on the screen, you will be reminded to complete the current scan first.

To continue scanning a new document the operator must first action the on-screen scan.

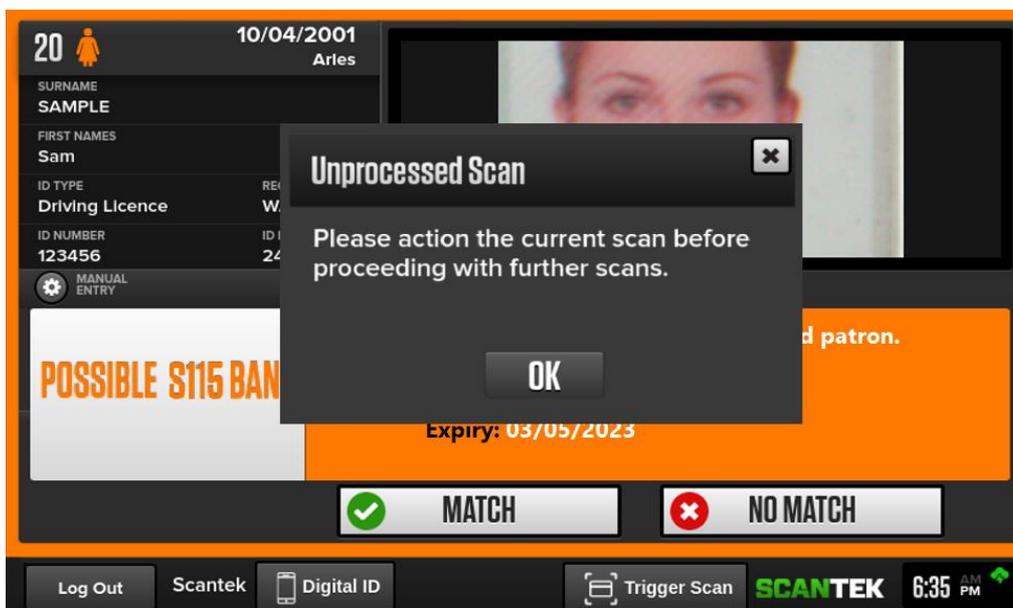


Figure 17

6. 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.

6.1. TAMS Purchase Screens

The TAMS screens will vary to accommodate local alcohol restrictions. Where TAMS is enabled, one of the following workflows will be enabled on the terminal (s). The workflow will be dependent on your venue's location.

The process to record a TAMS purchase will be the same across all workflows. For details on recording TAMS purchases, refer to section [6.2 – Recording purchases](#).

6.1.1. Workflow One

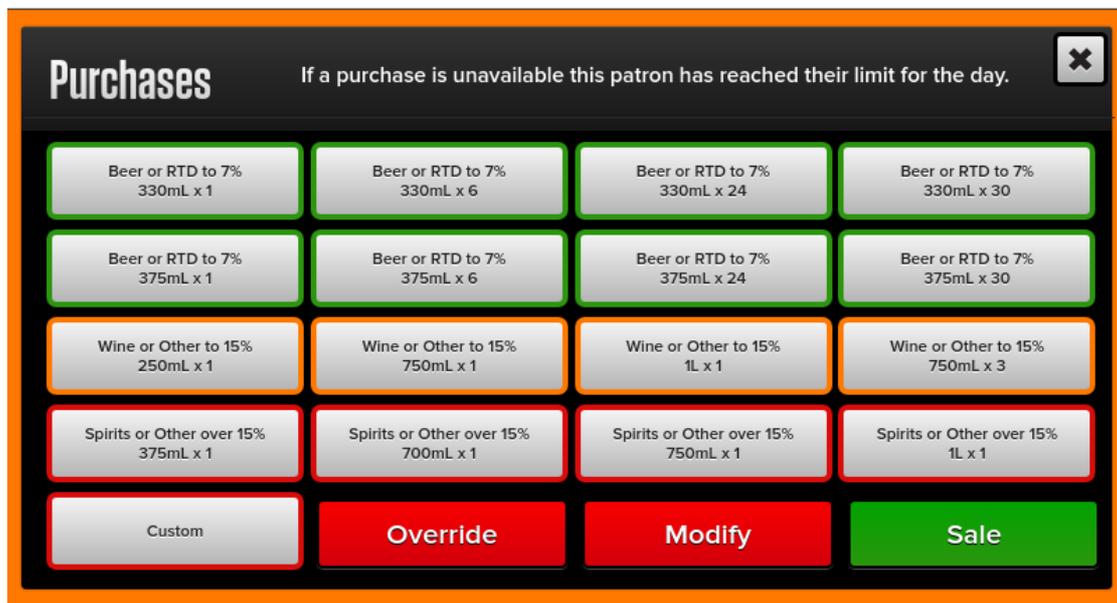


Figure 18

6.1.2. Workflow Two

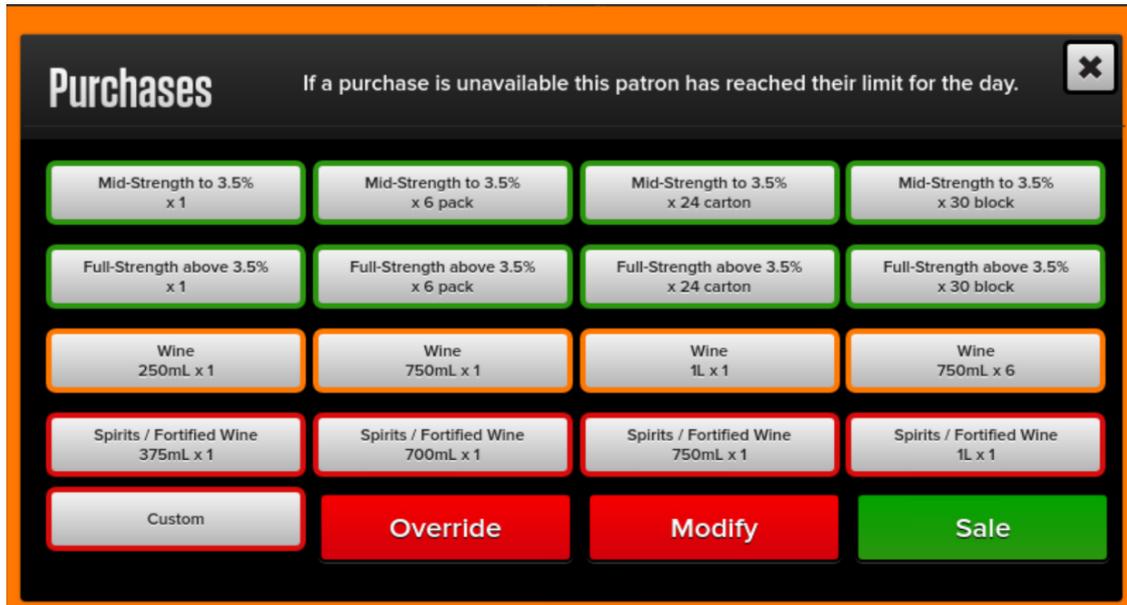


Figure 19

6.1.3. Workflow Three

Screen One – TAMS Menu

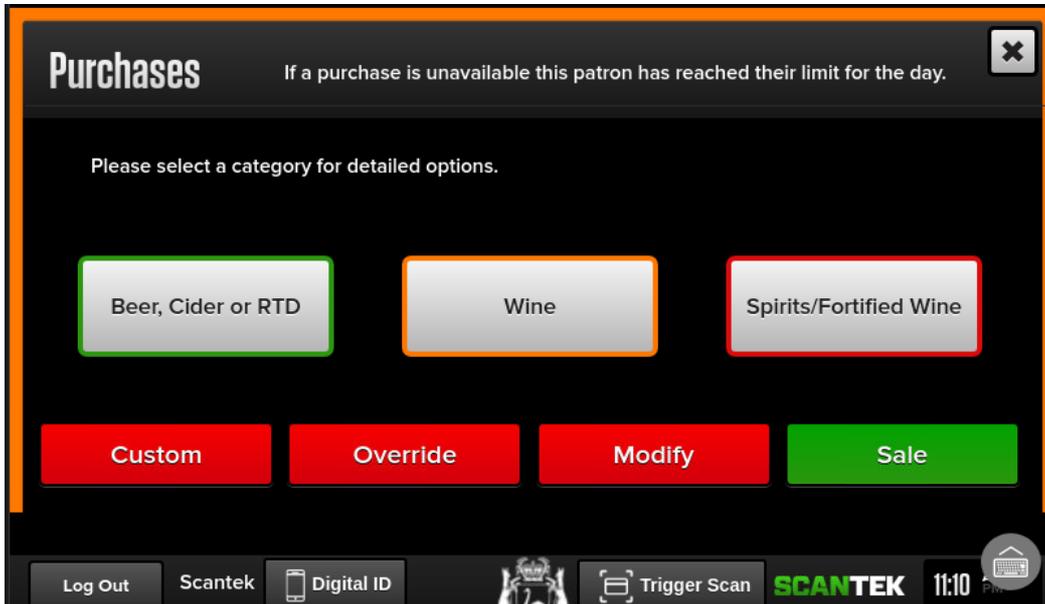


Figure 20

Screen Two – Beer, Cider or RTD

This screen is displayed when "Beer, Cider or RTD" is selected from the TAMS Menu.

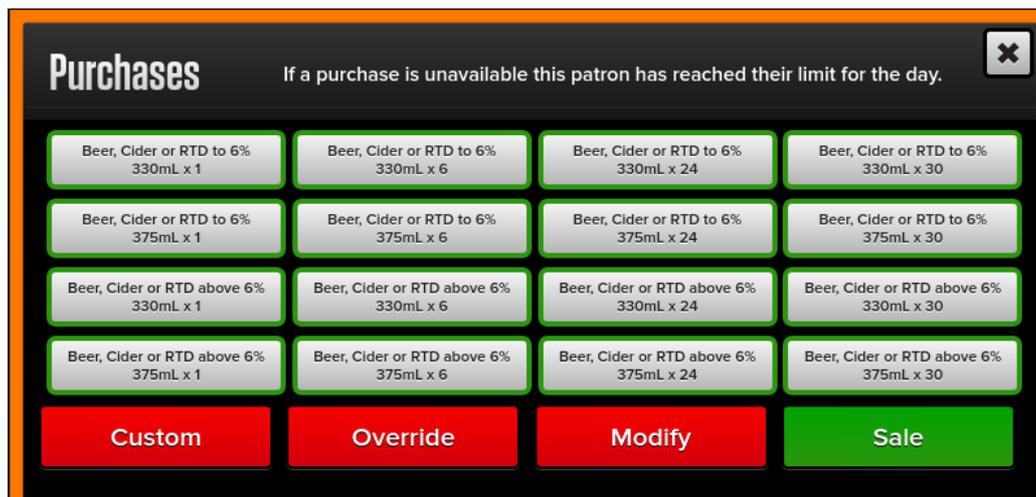


Figure 21

Screen Three – Wine

This screen is displayed when “Wine” is selected from the TAMS Menu.

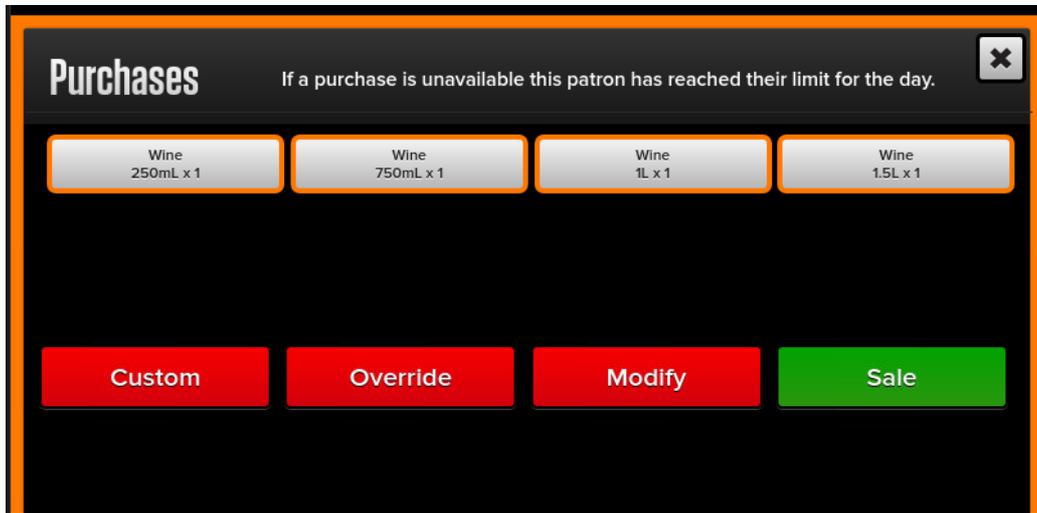


Figure 22

Screen Two – Spirits and Fortified Wine

This screen is displayed when “Spirits/Fortified Wine” is selected from the TAMS Menu.

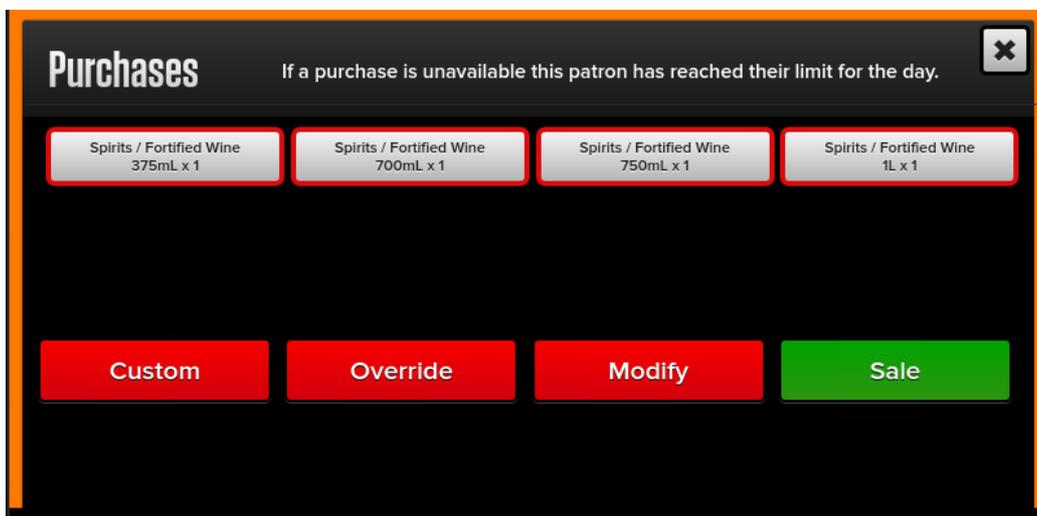


Figure 23

6.2. Recording purchases

If the patron's ID returns an OK or Warning scan result, select the 'Accept' button to proceed with the sale. Refer to [7.2 – TAMS Enabled - Results](#) for different scam results.

Where *Workflow Three* is enabled, first select the drink type from the *TAMS Menu*. Refer to [6.1.2 – Workflow Three, Screen one – TAMS Menu](#).

Recording a Purchase

- a. Select the appropriate options and select 'Sale'.

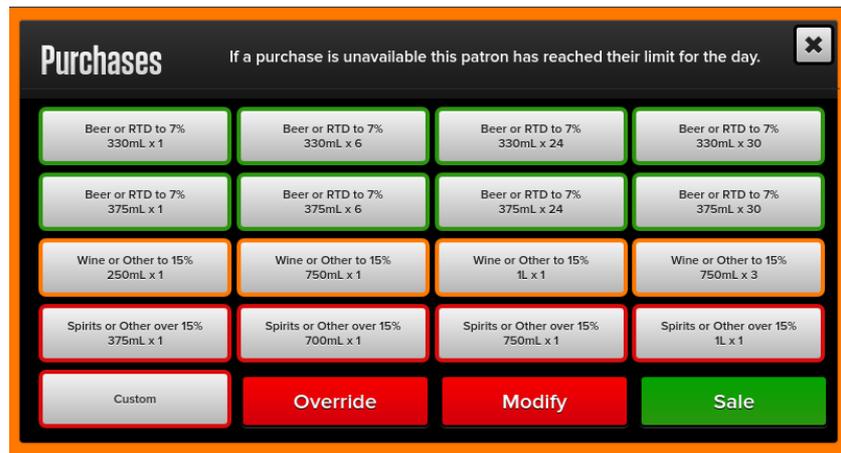


Figure 24

- b. Once you've selected the purchase option, tap 'Save' button that pops up.

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

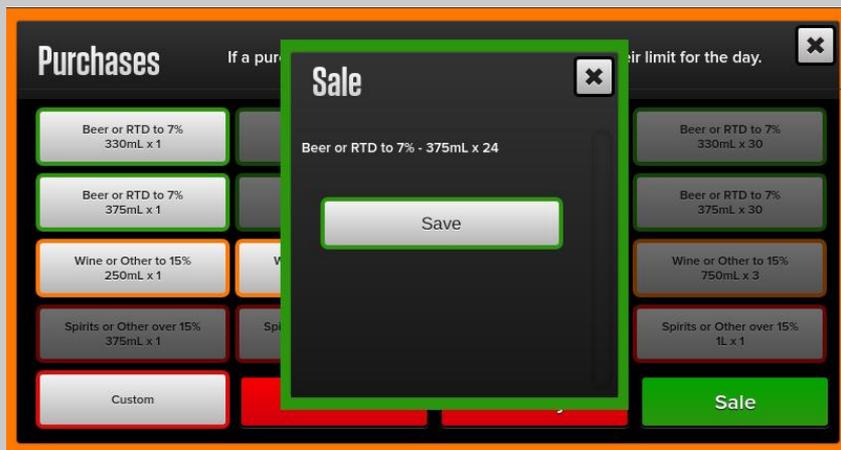


Figure 25

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.

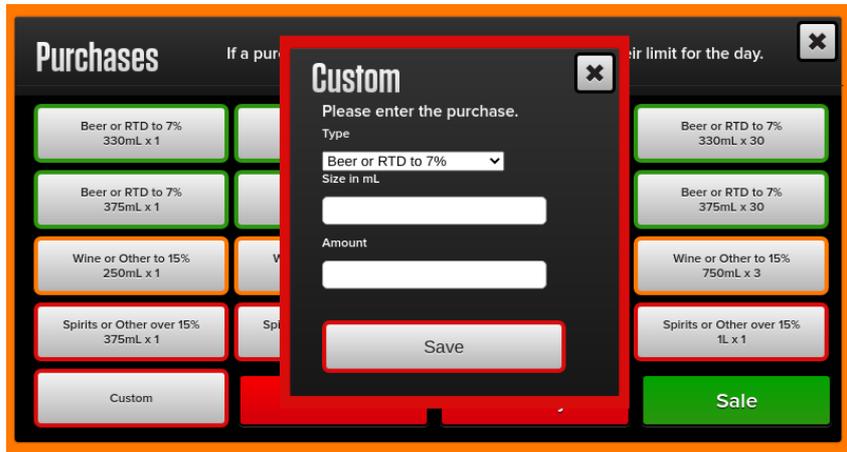


Figure 26

- Once complete, tap 'Save'.

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 patron.

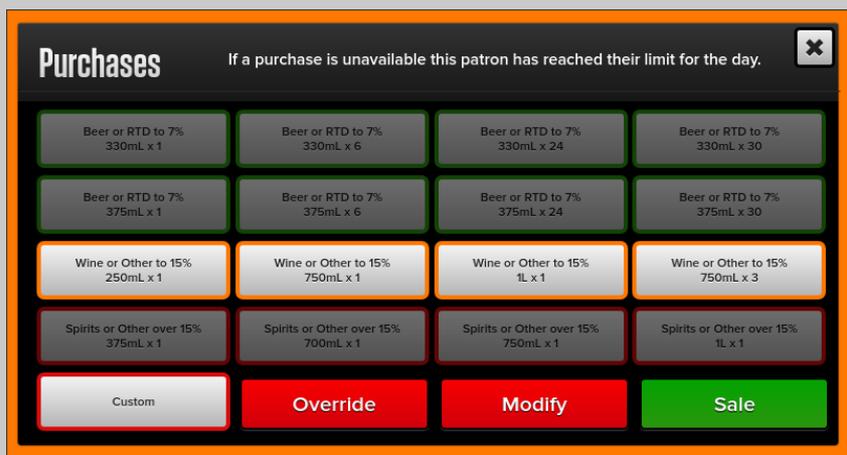


Figure 27

Incorrectly entered items

Use the *Remove Items* button.



Figure 28

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.

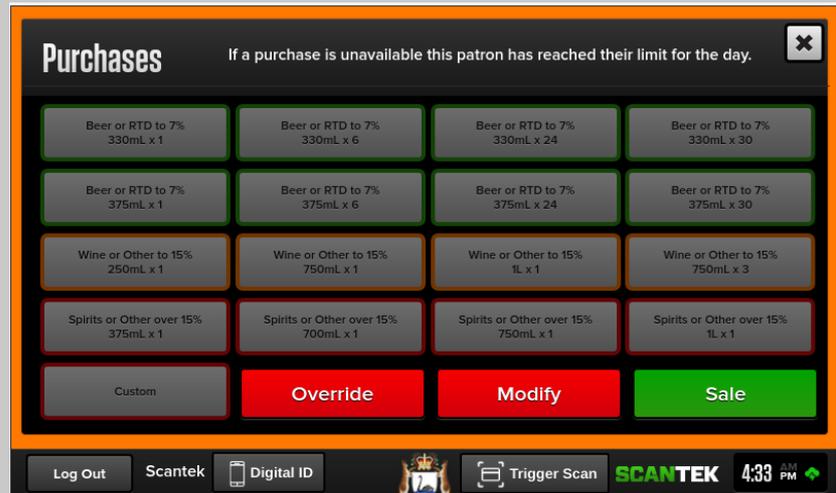


Figure 29

Override

Use the Override button to override purchase limits.

Please check that sufficient evidence for exemption is available.

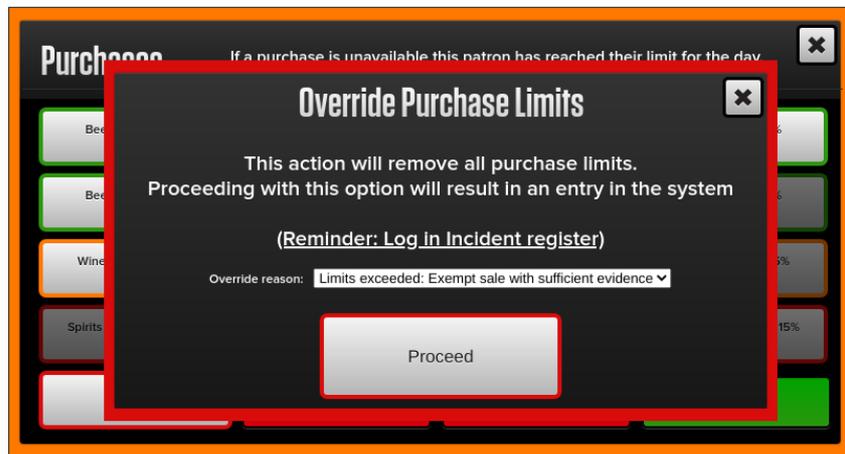


Figure 30

7. Understanding Scan Results

7.1. BDR Scan Results

The scan takes approximately three seconds, after which the ID information screen will appear (Figure 30). Scan time may vary depending on your internal network.

Video Tutorial: [How to use the BDR Terminal – Without TAMS](#)

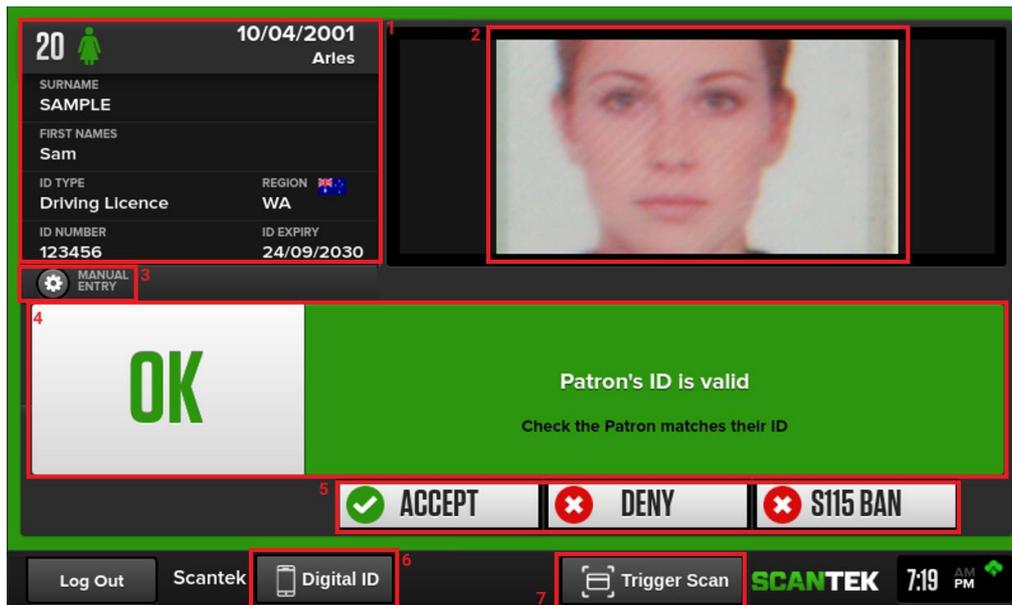


Figure 31

| # | 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 (see 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:

OK

You will see a green screen if a patron's ID is valid – you can proceed with the sale by tapping 'Accept'.

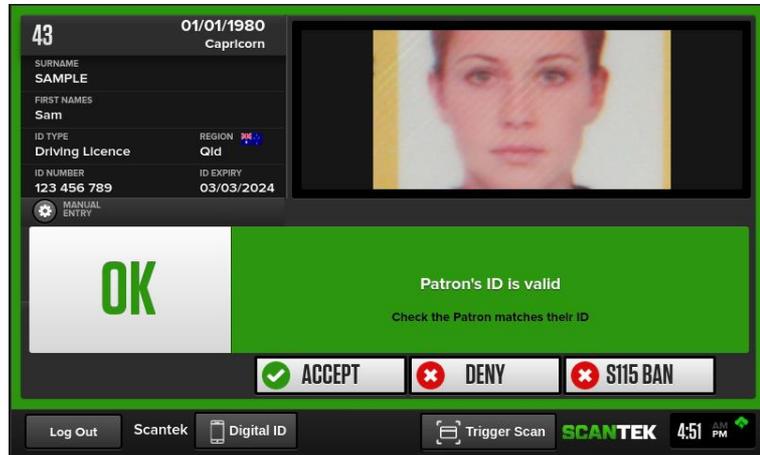


Figure 32

Banned

The red screen indicates that the patron is banned.

The patron should not be permitted to enter the venue.

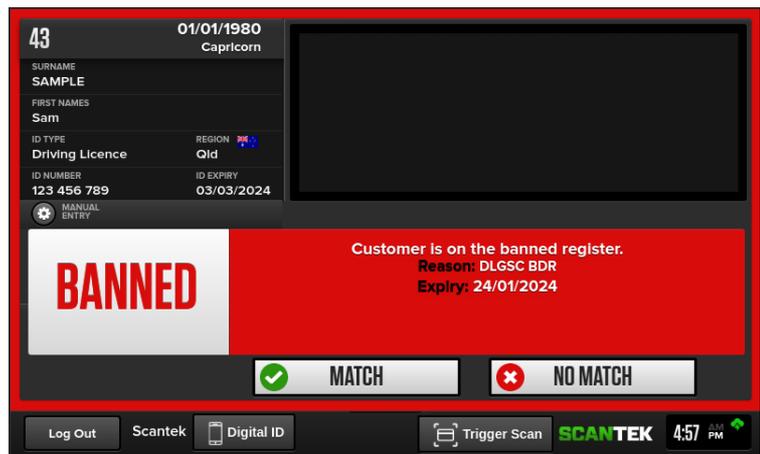


Figure 33

Possible Ban

This orange screen indicates that the patron's details are very similar to a banned Patron.

If the patron matches the ban, select Match. The patron must be refused sale and the ban match confirmed.

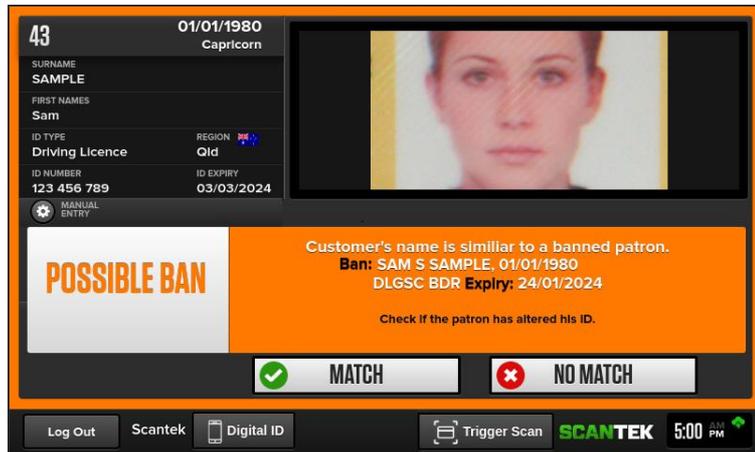


Figure 34

S115 Banned

This orange screen indicates that the patron has been banned from the venue by the Licensee.

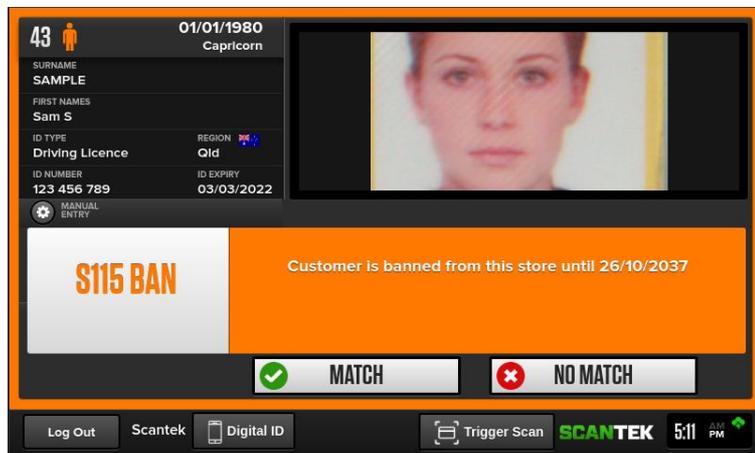


Figure 35

Possible S115 Ban

This orange screen indicates that the patron's details are very similar to a patron banned from the Venue by the Licensee.

If the patron matches the ban, select Match.



Figure 36

Under 18

This screen warns that the Patron is under 18 and should not be allowed into the venue.

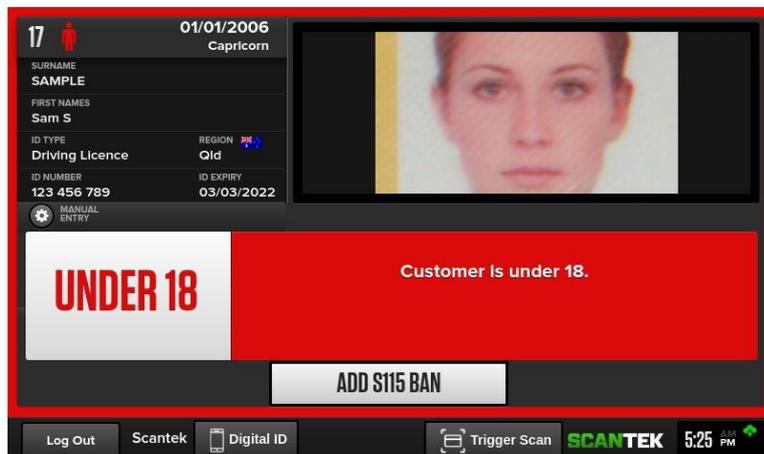


Figure 37

Unrecognised

This orange screen warns you that the ID scanned is not recognized by the system, and a new ID must be scanned.

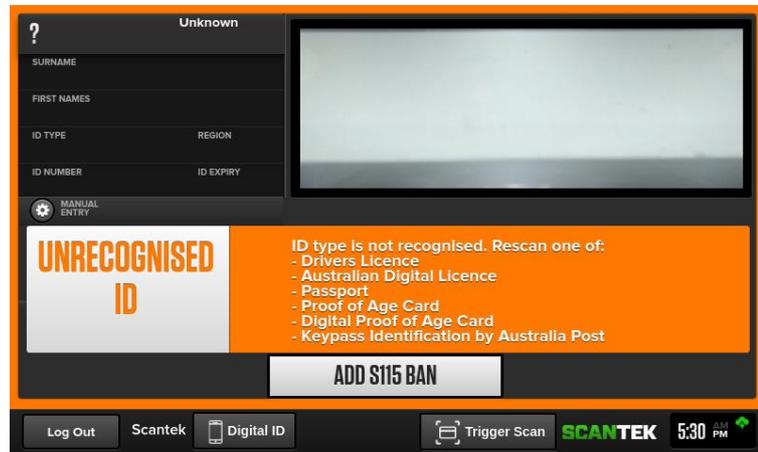


Figure 38

Possible Causes

- The document was removed before the scan could be initiated.
- Device is placed under direct, bright lights (e.g., sunlight or halogen lights)
- Document is **removed** while scanning is in process.

Solution

- Re-scan the document.
- Ensure it is placed face-down.

Do not remove the document until the screen is populated.

Rescan

This orange screen warns you that the ID document was incorrectly scanned; or there was a misread scan.

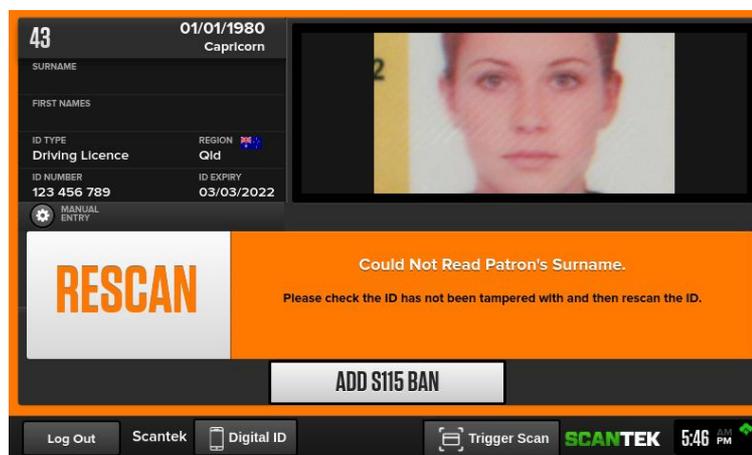


Figure 39

This green screen warns you that expiry date could not be read from the ID document.

You can proceed with the sale by tapping 'Accept' or rescan the document.

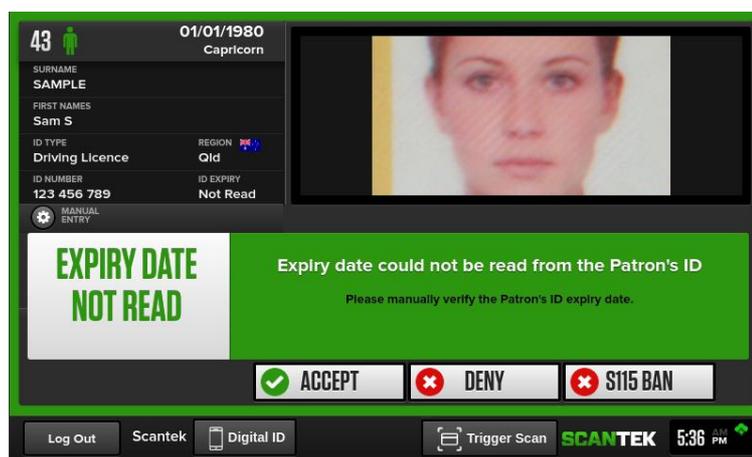


Figure 40

Possible Causes

- The document was removed before the scan could be initiated.
- Device is placed under direct, bright lights (e.g., sunlight or halogen lights)
- Document is removed while scanning is in process.

Solution

- Re-scan the document.
- Ensure it is placed face-down.

Do not remove the document until the screen is populated.

7.2. TAMS Enabled – Results

The possible result for a TAMS enabled system are outlined in this section. For details on recording TAMS purchases, refer to [6. TAMS – Managing alcohol restrictions.](#)

Video Tutorial: [How to use the BDR Terminal – With TAMS Enabled](#)

OK

Indicates a patron's ID is valid and you can proceed with the purchase.

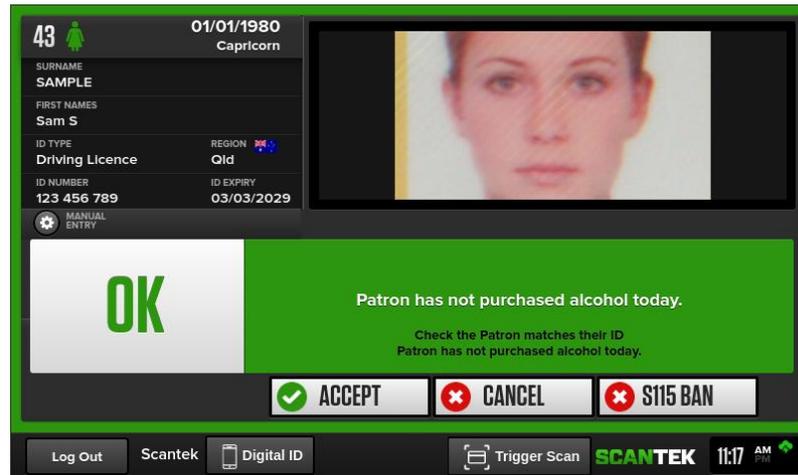


Figure 41

Warning

Indicates that previous purchases have been made by the patron you have scanned in.

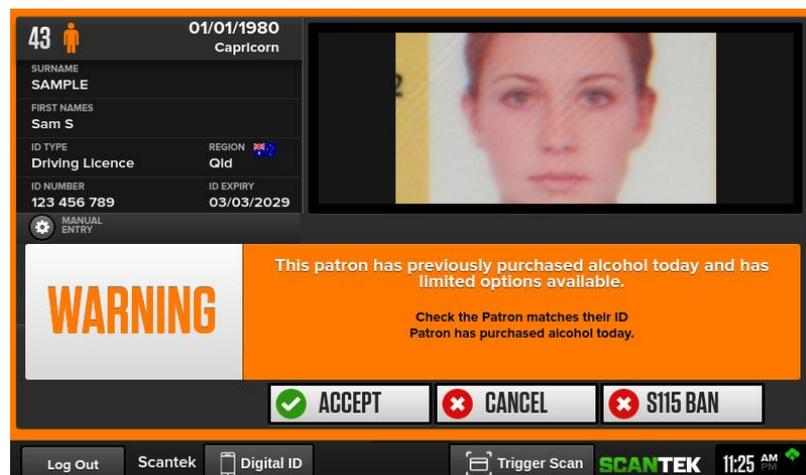


Figure 42

Limit Hit

Indicates that the patron has reached their daily purchase limit.

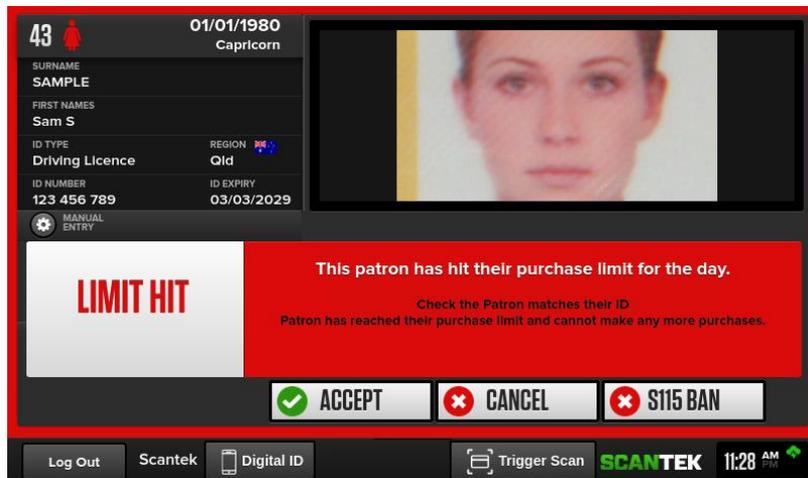


Figure 43

8. S115 Bans

The BDR system provides the functionality for 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 enabled, the S115 Ban button will be displayed. Scanning the ID of a S115 Banned patron will produce result 4 shown in section [7.1 – BDR Scan Results](#).

Adding a S115 Ban

A S115 ban can be created in a few ways – from a result screen after an ID has been scanned, the main screen, or from previous sales.

To create a ban, the following information is required:

| # | 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. |

Operators will be presented with a S115 Ban form:

Add Person To S115 Ban List [Close]

Surname*:

First names*:

Date of birth*: DAY: MONTH: YEAR:

Ban Commencement*:

Ban Length: Day(s) ▾

Ban expiry date*:

Fields marked * are required

Figure 44

Fields marked with an asterisk (*) are mandatory.

8.1. Adding a S115 Ban from a Scan

When the Operator scans an ID (refer to section [5.1 – Scanning ID](#)) the scan result screen is displayed.

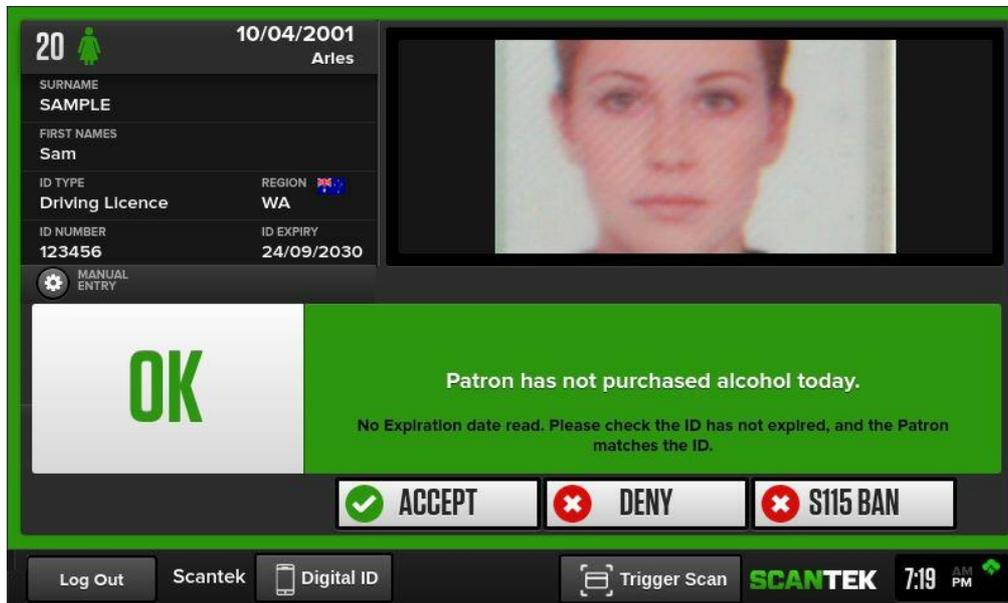


Figure 45

Select the 'S115 Ban' button to display the ban form. The patron information will be pre-populated from the scan data (Figure 46).

Complete the fields and select 'Add' to save and add the S115 Ban to the system.

The image shows a form titled 'Add Person To S115 Ban List'. The form fields are: Surname* (Sample), First names* (Sam), Date of birth* (DAY: 15, MONTH: 03, YEAR: 1990), Ban Commencement* (12/04/2021), Ban Length (30, Day(s)), and Ban expiry date* (12/05/2021). A note at the bottom left states 'Fields marked * are required'. An 'Add' button is located at the bottom center of the form.

Figure 46

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. Selecting this button will display an empty form for adding a S115 ban (Figure 44).

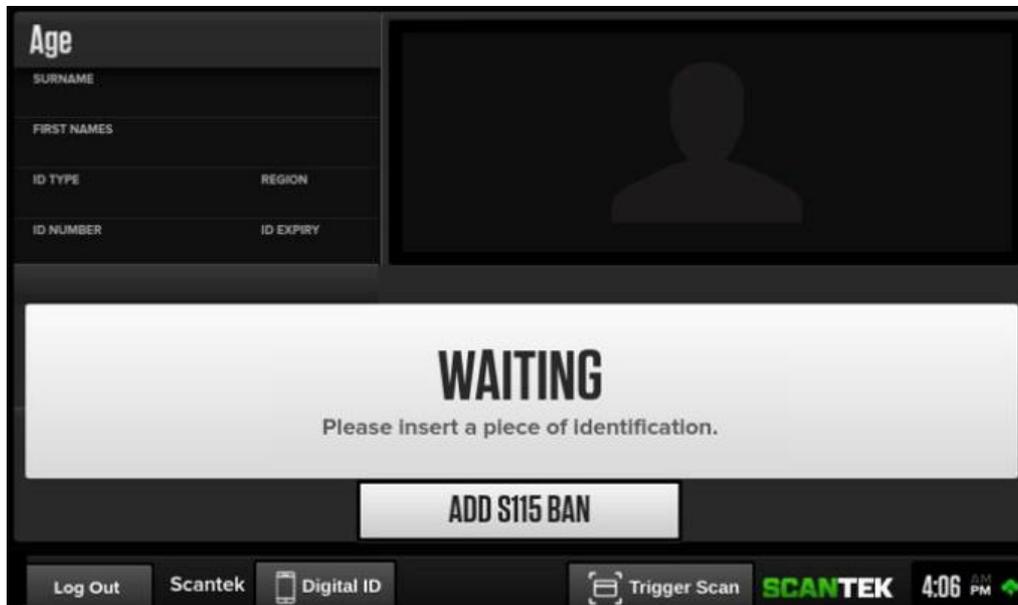


Figure 47

Fill in the mandatory fields marked with an asterisk (*) and select 'Add' to 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.

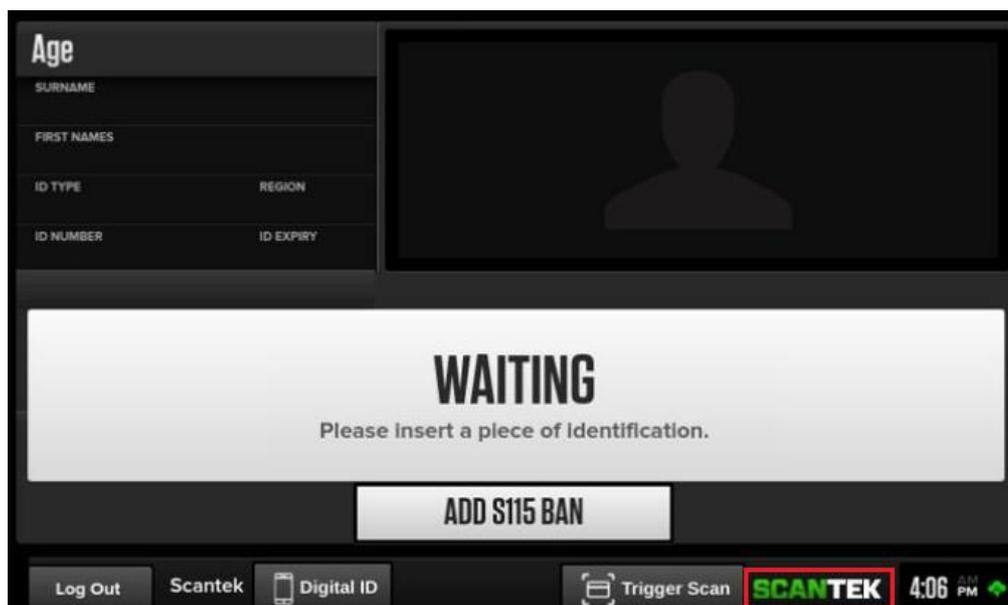


Figure 48

To do this, select the *Scantek* logo at the bottom of the main screen.

This will display a screen that allows the Operator to browse patrons that have been scanned. Filter the list for S115 Banned patrons by changing the 'Status' field to "S115 Bans".

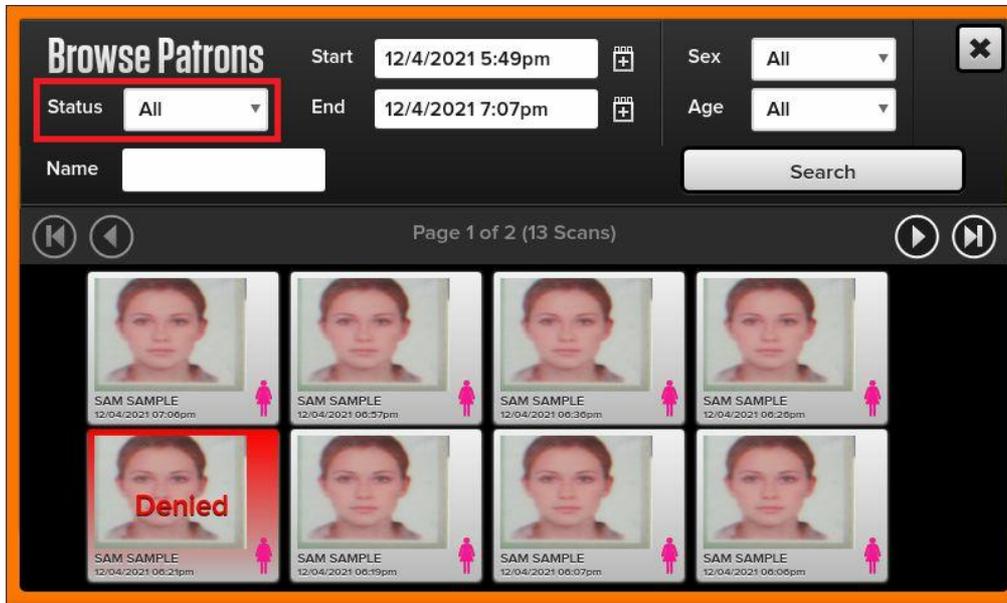


Figure 49

This will display only S115 Banned patrons.

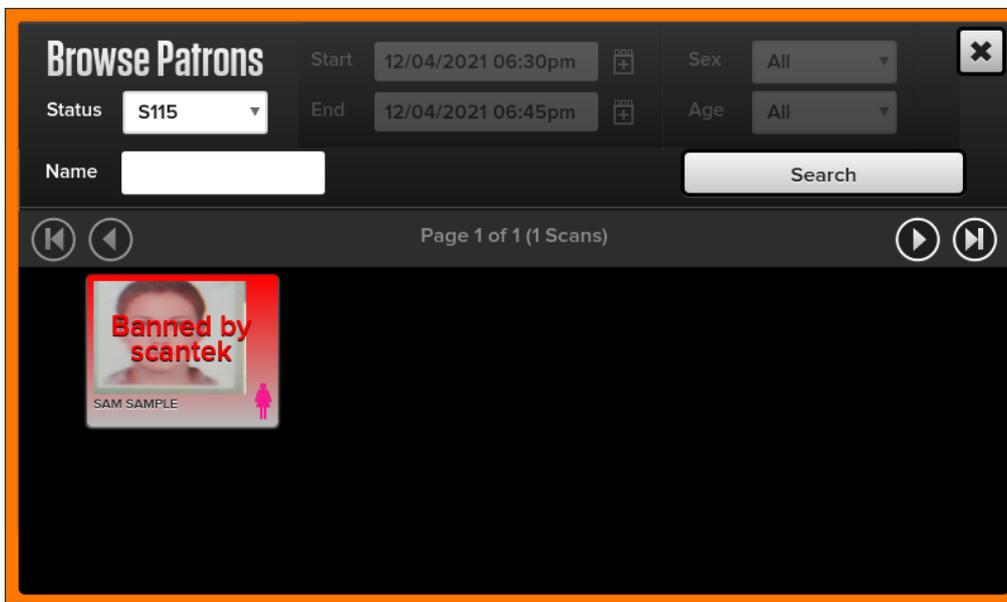


Figure 50

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.

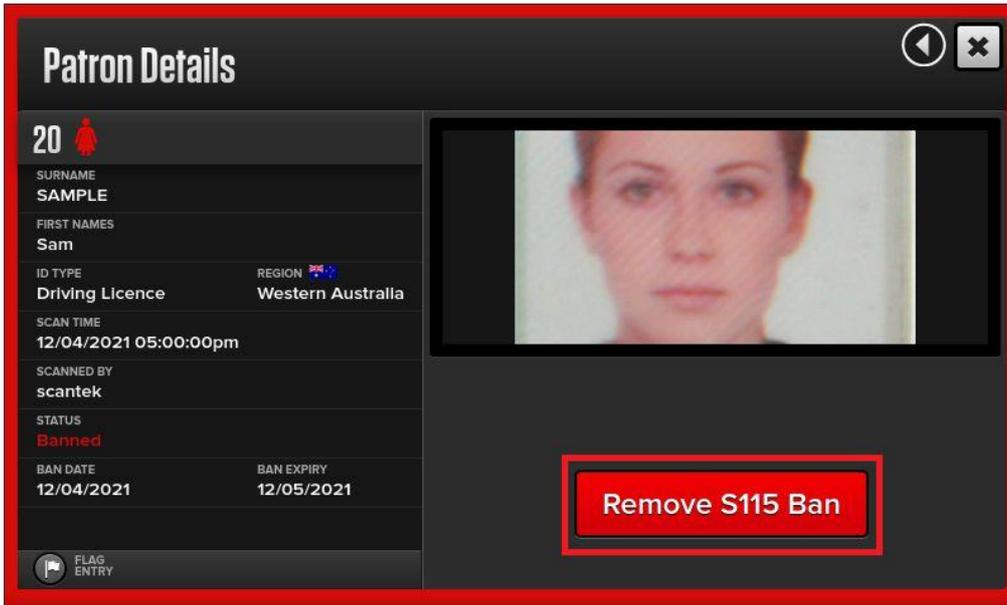


Figure 51

Select the 'Remove S115 Ban' button and confirm (Figure 51) to remove the S115 ban from the system.

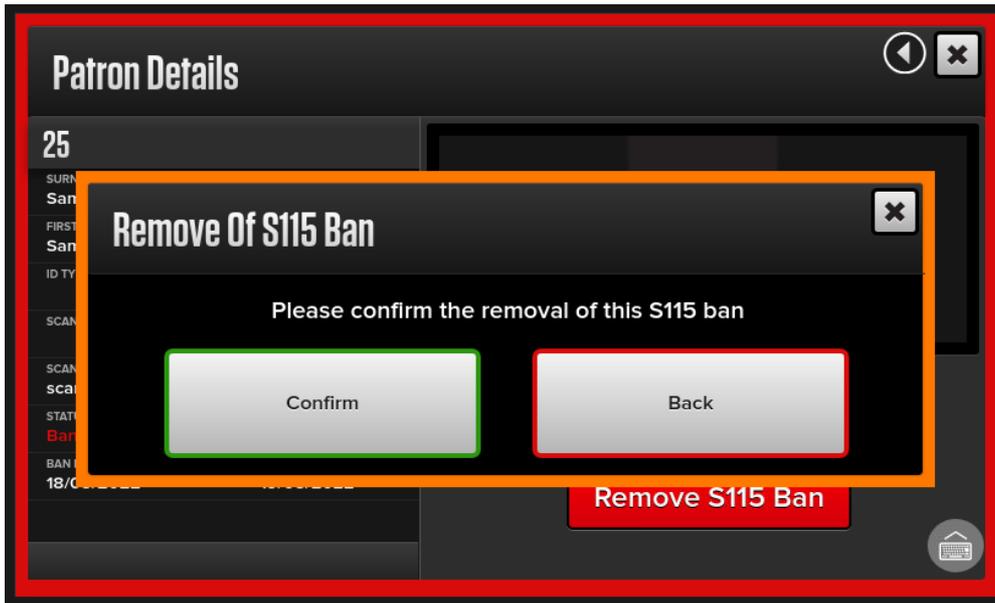


Figure 52

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.

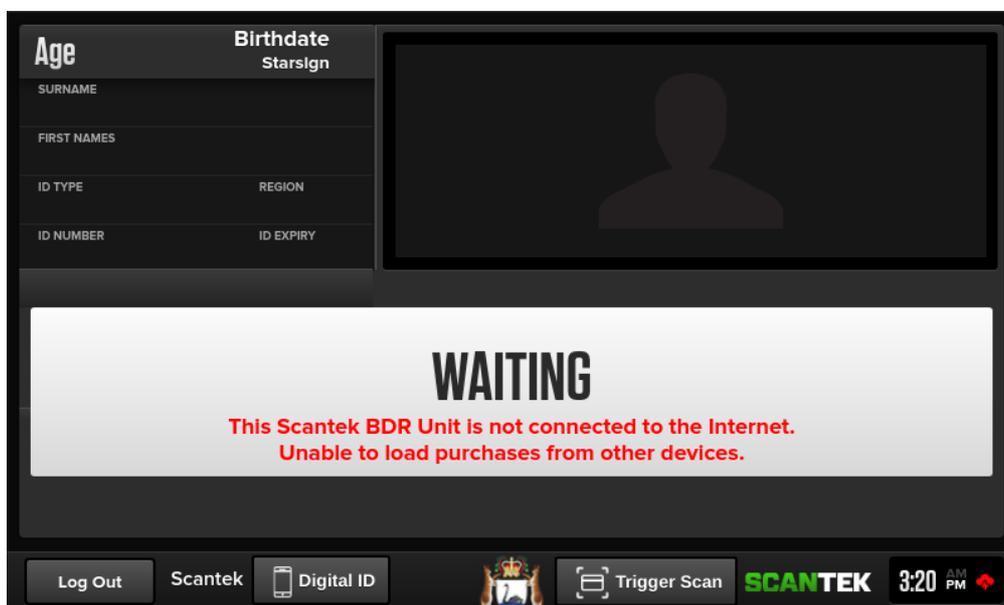


Figure 53

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; it's 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.

11.2. Connectivity error messages

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

| Message | Troubleshooting Procedure |
|---|---|
| <i>Scanner not connected</i> | 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 | <p>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.</p> <p>Try using knowingly working equipment to rule out hardware issues and ensure your network on site is working.</p> <p>Reboot the terminal.</p> <p>Note that you can continue to use the scanners to scan IDs offline. Network issues need to be resolved with your internal IT team.</p> |
| 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. |

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

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.