aLien

Technology From another World

ALIEN WARP∞ HELP FILES

HARDWARE

Peripherals

1. **Drawer**
2. **Barcode Scanner**
3. **Signature Pad**
4. **Miscellaneous Devices**
5. **Tom Tom Connect**
6. **Pole Display**
7. **Scale**

How to set-up peripherals

1. Drawer – Standard Printer Cable Connection

1) Make sure the 12V or 24V cables connecting the cash drawer to the POS system are secure. You can try unplugging and reconnecting the cables.
2) Make sure the drawer is unlocked, not jammed, and isn't overfilled. You can also check for obstructions like papers or folders.
3) Make sure the cash drawer is assigned to the correct terminal in the Alien WARP POS system. The settings to open the cash drawer when a payment is made is turned on automatically.
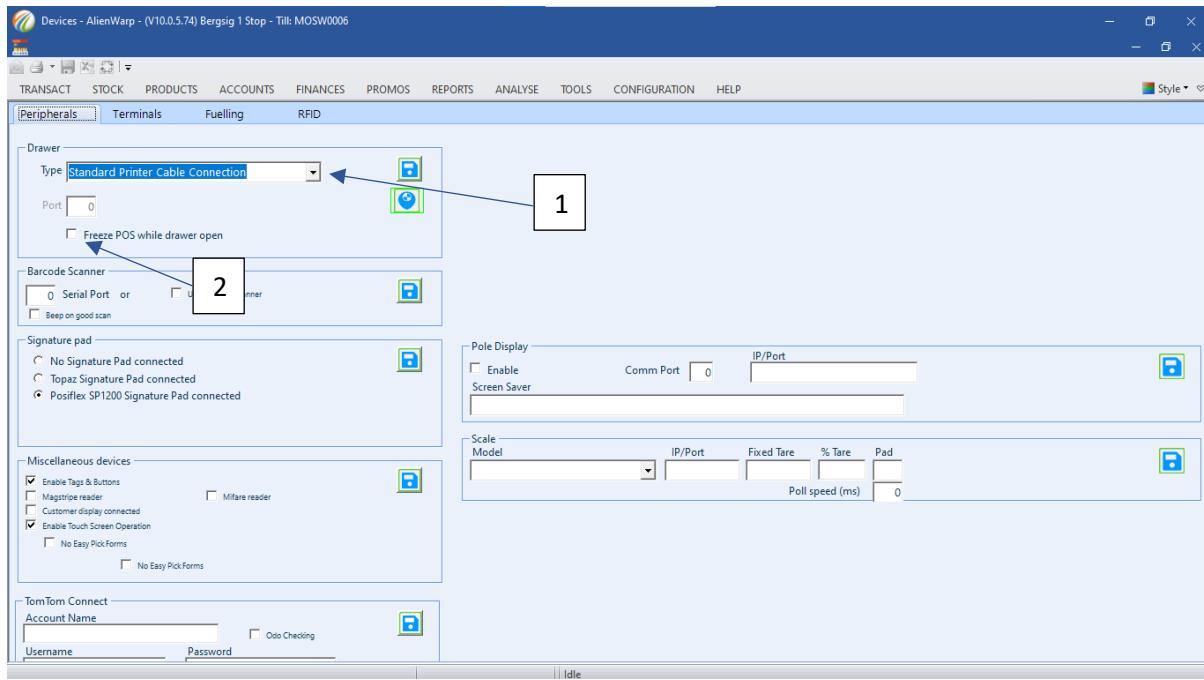
1) Click on the dropdown arrow and select the drawer type you want to configure, then click the save button to capture the system configuration.
2) Click in the tick box to activate the freeze point of sale functionality while the drawer is open, then click the save button to capture the system configuration.

2. Barcode Scanner – Standard Data Cable Connection

1) Check the connection: If you're using a USB scanner, try unplugging and replugging it into your device. If you're using a Bluetooth scanner, make sure it's properly connected.
2) Check the batteries: If your scanner has batteries, try replacing them.
3) Check the lens: Make sure the scanner's lens is clean.
4) Check the distance: Try scanning at different distances to see what works best for your scanner and the size of the barcode.

5) Check the label: If the barcode is damaged, dirty, or scratched, try replacing it.
6) Factory reset: If you're using a Bluetooth scanner, you can try resetting it to factory settings.
7) Check the sleep time: If you're using a Bluetooth scanner that goes into sleep mode too often, you can try adjusting the sleep time out.
8) Check the configuration: If your scanner beeps but doesn't output anything, you might need to check the configuration. You can try setting the communication parameters in a terminal service program to match your reader's settings.
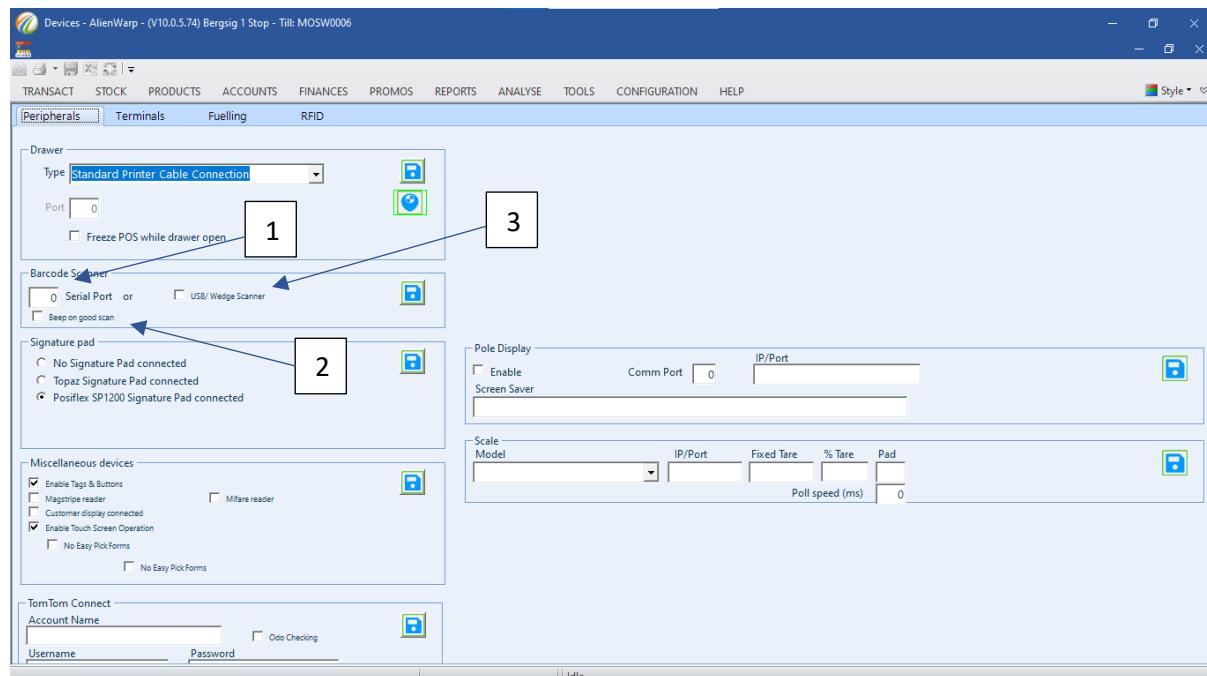

1) Enter the device serial port number and click the save button to capture the changes.
2) Click in the selection tick box to activate the beep when a good scan is done.
3) Click in the selection tick box to activate a USB wedge scanning device.

3. Signature Pad

1) Check the connection: Make sure the signature pad is connected to your computer using a USB cable or Ethernet. You can try reseating the cable, using a different cable, or checking that the cable works with another device.
2) Check the drivers: Uninstall and reinstall the signature pad drivers.
3) Check the firewall: Make sure Windows Firewall isn't blocking the signature pad.
4) Check the batteries: If the pen uses batteries, replace them.
5) Check the USB port: Try moving the signature pad to a different USB port
6) Check the warranty: If the signature pad is still under warranty, you can contact the manufacturer's support for a replacement.
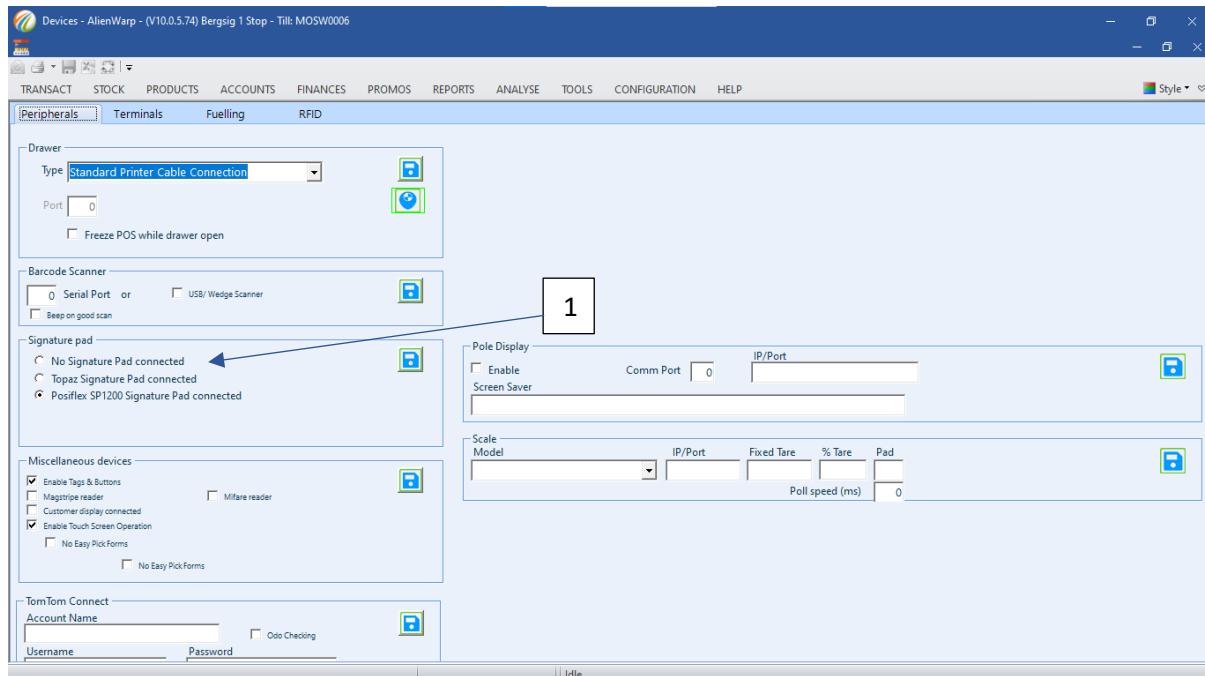
1) Click in the selection tick box to activate and connect a Topaz signature pad; or, a Posiflex SP1200 Signature pad; or, click in the selection tick box to deactivate the signature pad functionality completely.

4. Miscellaneous Devices
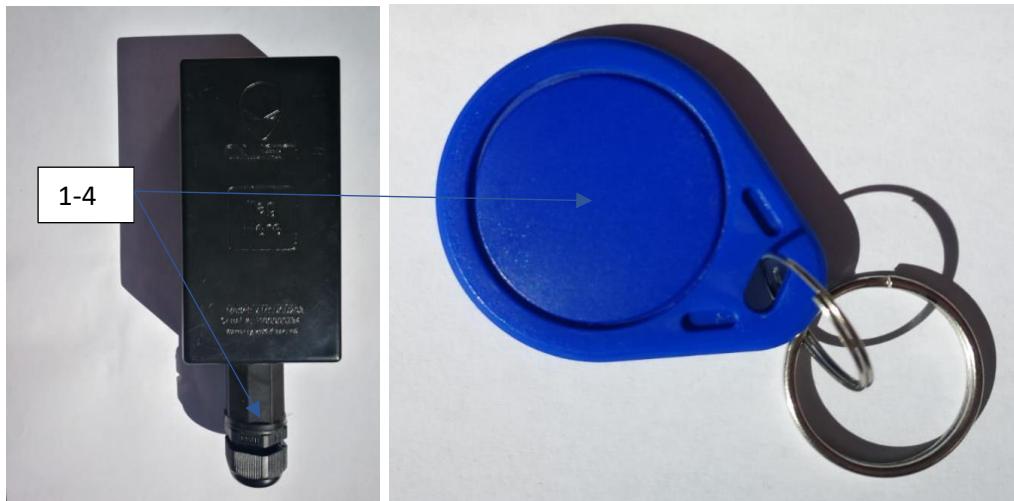
1) Check the cables: Ensure the cables are the correct type and length for the reader.
2) Check for interference: Other devices that emit radio waves, like WiFi or Bluetooth, can interfere with RFID signals. Try moving the reader away from other devices or changing their frequencies.
3) Check the tags: Make sure the tags aren't damaged, aged, or incompatible with the reader. The data format on the tag should also match the reader's requirements.
4) Check the environment: The reader shouldn't be in a location with extreme temperatures, vibrations, shock, dust, dampness, or high electromagnetic radiation.

5. Tomtom Connect

1) Make sure your device is fully charged and the charging light is on. Charge it for at least two hours before trying to turn it on.
2) Press and hold the power button until the device restarts. Keep holding the button until you hear the drums, then release it. Resetting your device deletes all saved places and settings, but you can restore them by logging into your TomTom account.
3) Make sure you're using the original USB cable that came with your TomTom and connecting it directly to your computer's USB port. Don't use a USB hub or a port on your keyboard or the front of your desktop
4) If you're having trouble downloading TomTom MyDrive Connect, check your internet connection speed and stability. Firewall settings might also be blocking the software from connecting to the server.
5) If your TomTom GO Navigation is freezing or crashing, make sure you're using the latest version of the app.
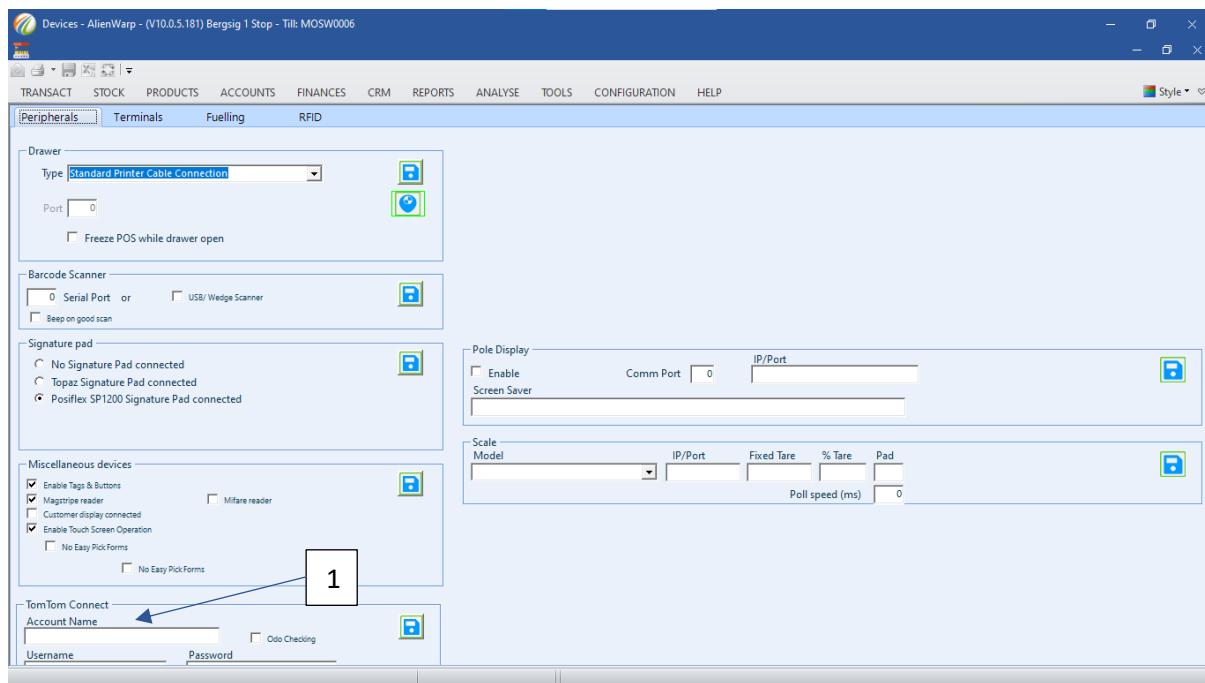
1) Enter your Account Name, Username and Password and tick in the Odo checking box to activate your odometer reading functionality.

6. Pole Display

1. Make sure the display is plugged in and the cables are tightly connected. If you're using a USB display, try disconnecting and reconnecting the USB cable.
2. If you're using a COM port, make sure the display is connected to the correct port. You can check the port in Device Manager.
3. Make sure the display is configured with the correct settings, such as baud rate and data bits. You can try resetting the settings to default.
4. Make sure the display is receiving power. You can try unplugging the power source and then plugging it back in.
5. Keep components that produce electromagnetic interference away from the display. Also, avoid connecting the display to the same power line as other equipment.
6. Try using a different cable to connect the display to the device.
7. If the above steps don't work, the screen itself may be damaged. You can try testing with a different display screen.
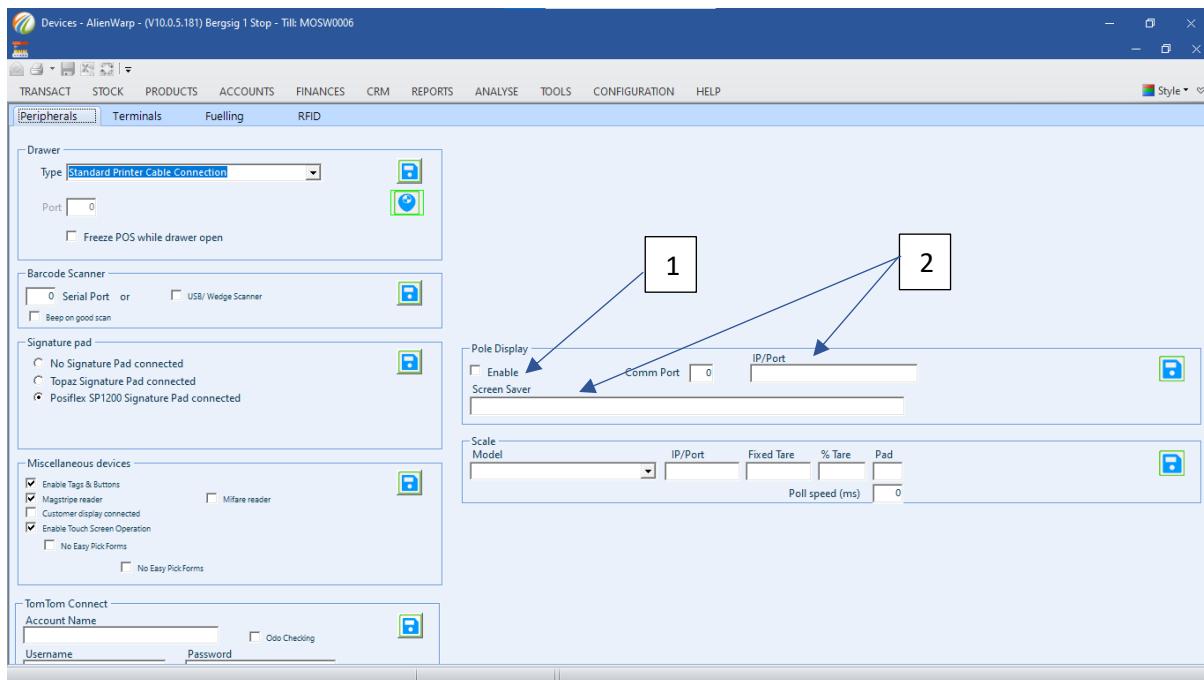
1) Enable your pole display by clicking in the Enable tick box.
2) Enter your number of communication ports, your IP/Port number and the Screen Saver wording and click the save button to capture the data.

8. Scale

1) Make sure your battery is charged and the scale is plugged in! We've seen this on many occasions after kindly asking our customers if the scale is plugged in.
2) Check for damage to the power cord or plug.
3) Test the power supply on another scale.
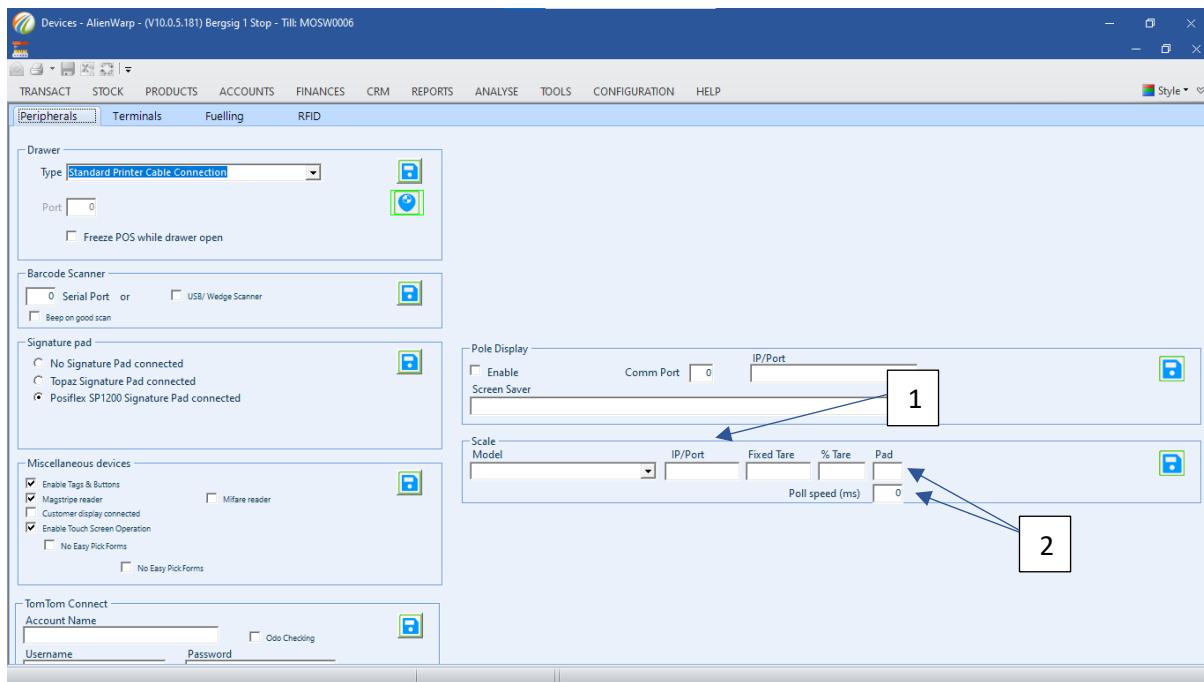
1) Select the scale model and enter the IP/Port number. Enter the Fixed Tare currency value with two decibels as cents - .00; or, include the percentage Tare - % Tare that automatically calculates the packaging weight.

2) Enter the number of pads your scale has in the pad data entry window, then enter the poll speed at which you want the scale to send back data to the computer it is connected to in minutes, then click the save button to capture the changes.

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