

MASS17 Workstation

Troubleshooting and Quick Start

Guide

MASSACHUSETTS



VEHICLE CHECK

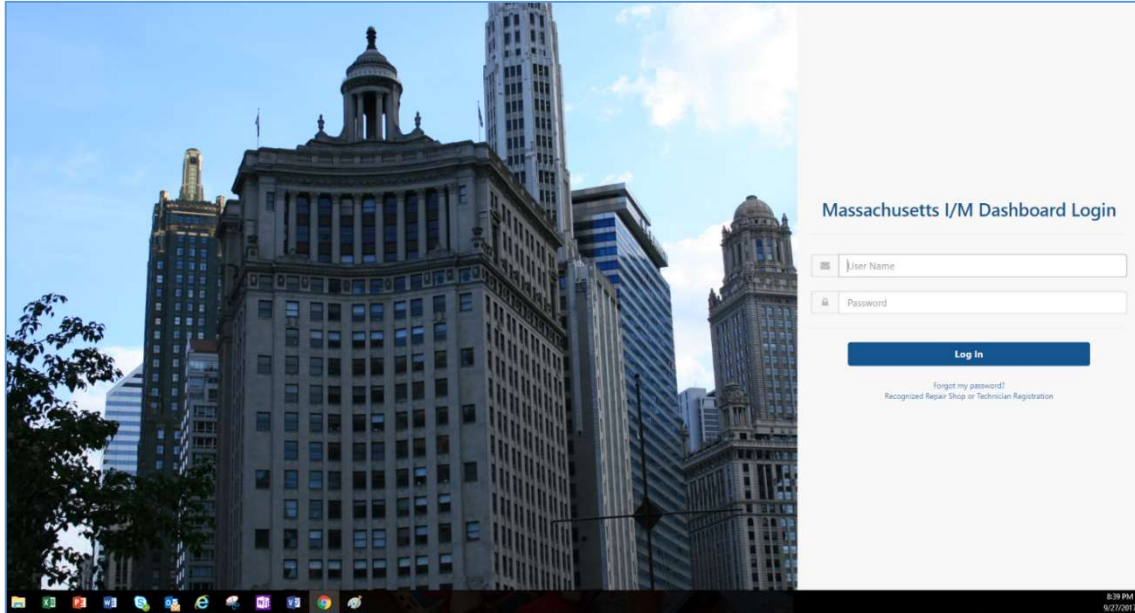
Cleaner Air • Safer Roads

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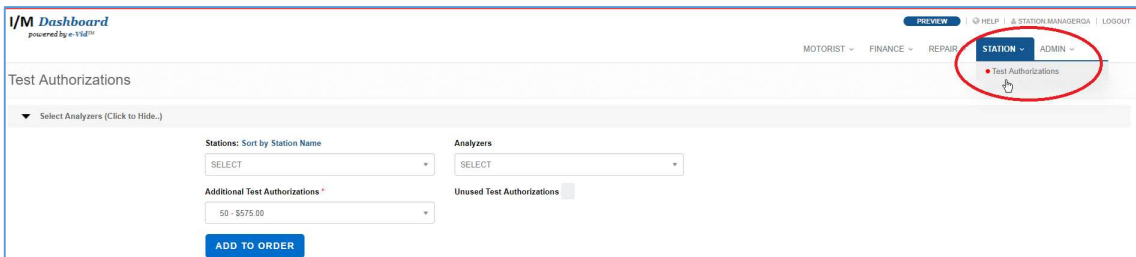
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1. How to Purchase Test Authorizations

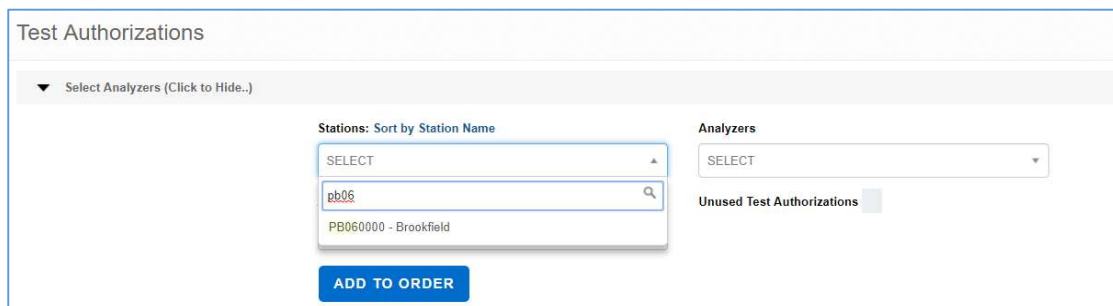
1. Login to the Massachusetts Vehicle Check Dashboard from the workstation, or access the Dashboard from your web-enabled device at www.massdashboard.com.



2. Click on the STATION tab, then Test Authorizations.



3. Select the station from the drop down menu.



4. Select the workstation from the Analyzer/Workstation list. The green box below displays the number of Test Authorizations available for the selected workstation/analyzer.

The screenshot shows a web form titled "Test Authorizations". At the top, there is a dropdown menu labeled "Select Analyzers (Click to Hide..)". Below this, there are two columns of selection options. The left column is titled "Stations: Sort by Station Name" and contains a dropdown menu with "PB060000 - Brookfield" selected. The right column is titled "Analyzers" and contains a dropdown menu with "MAW00001089" selected. Below the station dropdown is another dropdown menu labeled "Additional Test Authorizations" with "50 - \$575.00" selected. To the right of this is a field labeled "Unused Test Authorizations" with the value "0". At the bottom of the form is a blue button labeled "ADD TO ORDER".

5. Select the test authorization quantity from the drop down. Test authorizations are purchased in quantities of 25.

This screenshot shows the same "Test Authorizations" form as above, but with the "Additional Test Authorizations" dropdown menu open. The dropdown menu lists several options: "25 - \$287.50", "50 - \$575.00", "75 - \$862.50", "100 - \$1150.00", and "125 - \$1437.50". The "25 - \$287.50" option is highlighted with a red box. The "Unused Test Authorizations" field now shows the value "50".

6. Click ADD TO ORDER, then PURCHASE.

Test Authorizations

▼ Select Analyzers (Click to Hide..)

Stations: Sort by Station Name
PB060000 - Brookfield

Analyzers
MAW00001089

Additional Test Authorizations
200 - \$2300.00

Unused Test Authorizations 0

ADD TO ORDER

▼ Order Details (Click to Hide..)

#	Station ID	Station Name	Analyzer ID	Quantity	
1	PB060000	Brookfield	MAW00001089	200 - \$2300.00	REMOVE ORDER ITEM

Purchase Comments:

Payment Method:
ACH

Total Amount: \$2300.00

PURCHASE

7. If all is correct, click CONFIRM PURCHASE.

Verify and Confirm Purchase

Order Items

#	Station ID	Station Name	Bank Account	Analyzer ID	Quantity
1	PB060000	Brookfield	****5555 My Bank	MAW00001089	50 - \$575.00

Payment Information

Method of Payment: ACH (via Bank account draft) Total: \$575.00

Purchase Made By: LESLIE Purchaser IP Address: 199.17.211.10

Purchase Comments:

Email Receipt

The Station Owner will be notified of this purchase

Additional email address:

CONFIRM PURCHASE **CLOSE**

8. Print a copy of the receipt by clicking PRINT RECEIPT.

Purchase processed successfully. Purchase #: 350033

Order Items

Purchase #: 350033

#	Station ID	Station Name	Bank Account	Analyzer ID	Quantity
1	PB060000	Brookfield	****5555 My Bank	MAW00001089	50 - \$575.00

Payment Information

Method of Payment: ACH (via Bank account draft) **Total:** \$575.00

Purchase Made By: LESLIE **Purchaser IP Address:** 10.0.0.155 **Purchase Date and Time:** 09/27/2017 10:55 PM

Free Test Authorization Start Number: **Free Test Authorization End Number:** **Test Authorization Start Number:** 301 **Test Authorization End Number:** 350

Purchase Comments:

Email Receipt

The Station Owner will be notified of this purchase Email to Station Owner and Purchaser sent successfully.

Additional email address:

PRINT RECEIPT **CLOSE**

9. The Dashboard confirms that the purchase was successfully processed.

Test Authorizations

Purchase processed successfully. Purchase #: 350033

▼ Select Analyzers (Click to Hide..)

Stations: Sort by Station Name **Analyzers**

SELECT SELECT

Additional Test Authorizations * **Unused Test Authorizations**

50 - \$575.00

ADD TO ORDER

10. The Test Authorizations screen displays the number of Unused Test Authorizations.

Test Authorizations

▼ Select Analyzers (Click to Hide..)

Stations: Sort by Station Name

FL012047 - CITY OF NEW BEDFORD x ▼

Additional Test Authorizations *

25 - \$287.50 ▼

ADD TO ORDER

Analyzers

MAW00000850 x ▼

Unused Test Authorizations 0

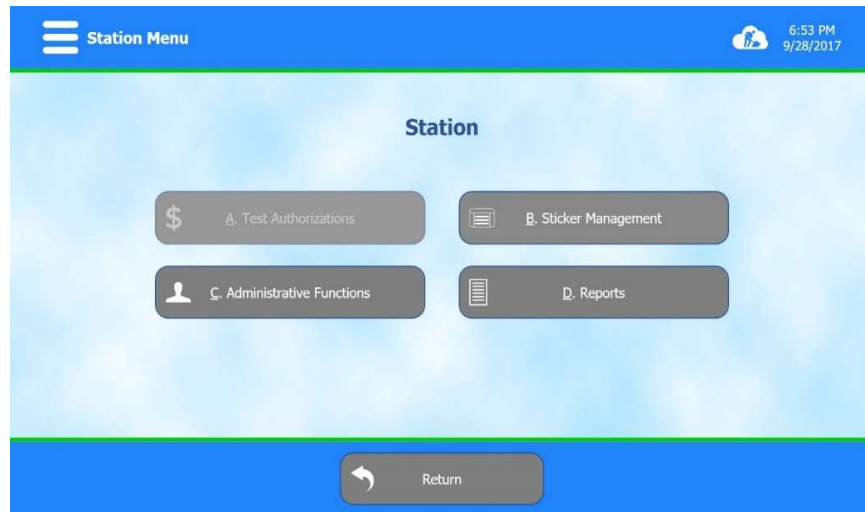
2. Sticker Management

Stickers will need to be loaded onto the workstation after they have been received by the station. Do this before you place stickers into the printer. The application to use is in the Station Menu.

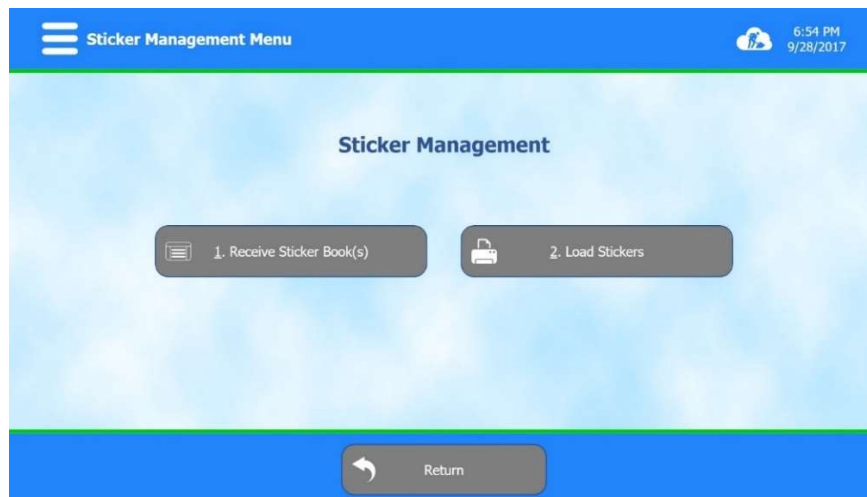
1. From the Main Menu click on 6. Station Menu



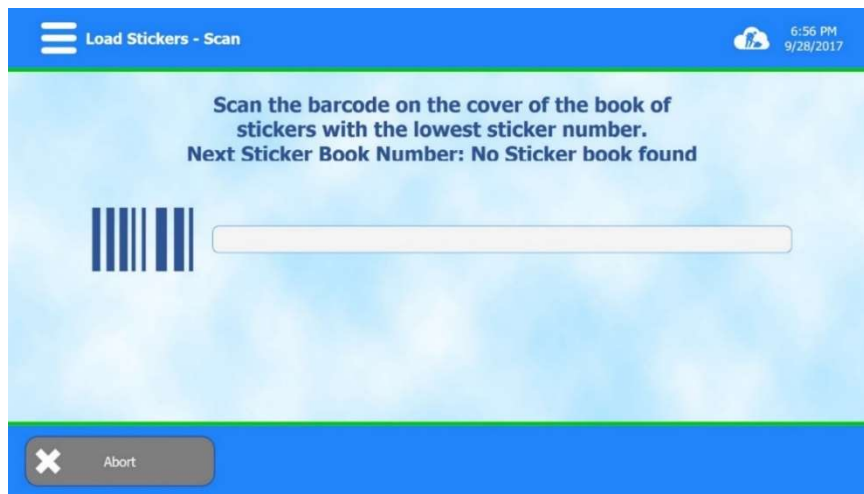
2. Click on B. Sticker Management



3. Enter your user ID and password, then click on Load Stickers.



4. Scan the barcode on the cover of the book of stickers with the lowest sticker number.



3. Hooking up a New Workstation

3.1. Power On

1. The workstation power cord and power switch are located in the upper left hand corner of the left side of the cabinet when facing the workstation from the front.



2. Make sure the workstation power switch is in the OFF position.
3. Verify the power cord is connected to the workstation and is seated firmly.
4. Verify the power cord is plugged into the wall outlet and seated firmly.
5. Check the power cord for any signs of damage (cuts, crushed, etc.).
6. If the power cord is in good condition, power on the workstation using the switch on the side of the cabinet.
7. The monitor will turn on; and the barcode scanner will beep in a short while.
8. The monitor will display screens showing the computer is booting up.
9. When the monitor displays the main menu, the workstation is ready to use.

3.2. Software Update Procedure

1. From the main menu, click on 7. Service Menu.



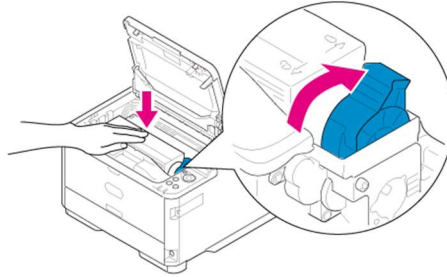
2. Click on C. Network Menu.
3. Click on 4. Software Update.
4. If the screen displays “No new updates found,” there is no new software available.
5. If there is software available, the workstation will display a progress bar and the new software will be downloaded and installed.
6. The workstation will reboot after the software installation completes and return to the main menu.

3.3. Load Paper Into Okidata B412 Printer

1. The workstation displays an out of paper lockout, when applicable (click on the lockout symbol on the screen in the upper right corner, the type of lockout will be displayed).
2. Pull the paper drawer out (located in the front bottom of the Okidata printer).
3. Load approximately 100 sheets of paper into the drawer, make sure they seat correctly without any binding along the edges.
4. Close the paper drawer.
5. The paper lockout should clear automatically in a few seconds.
6. Once the lockout is cleared, the printer is ready for use.

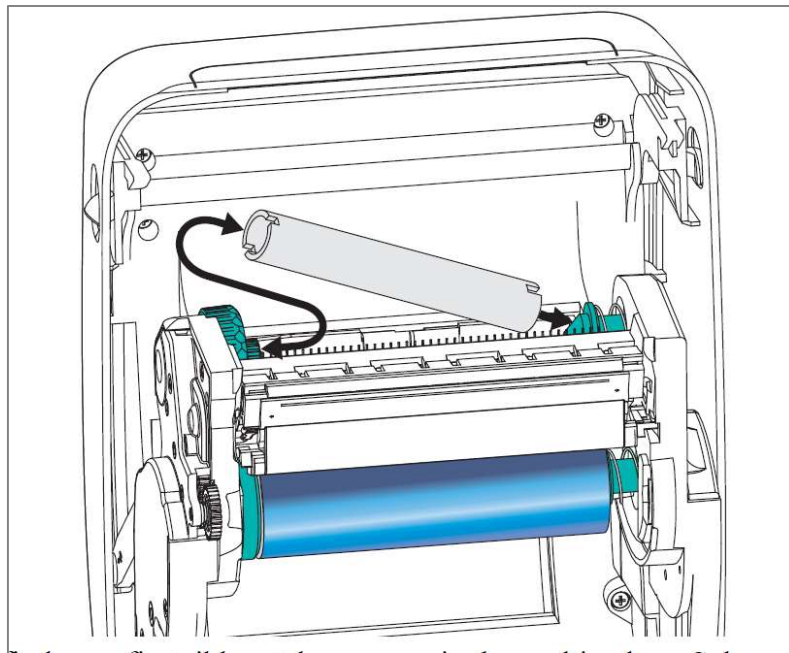
3.4. Load Ink Into the Okidata B412 Printer

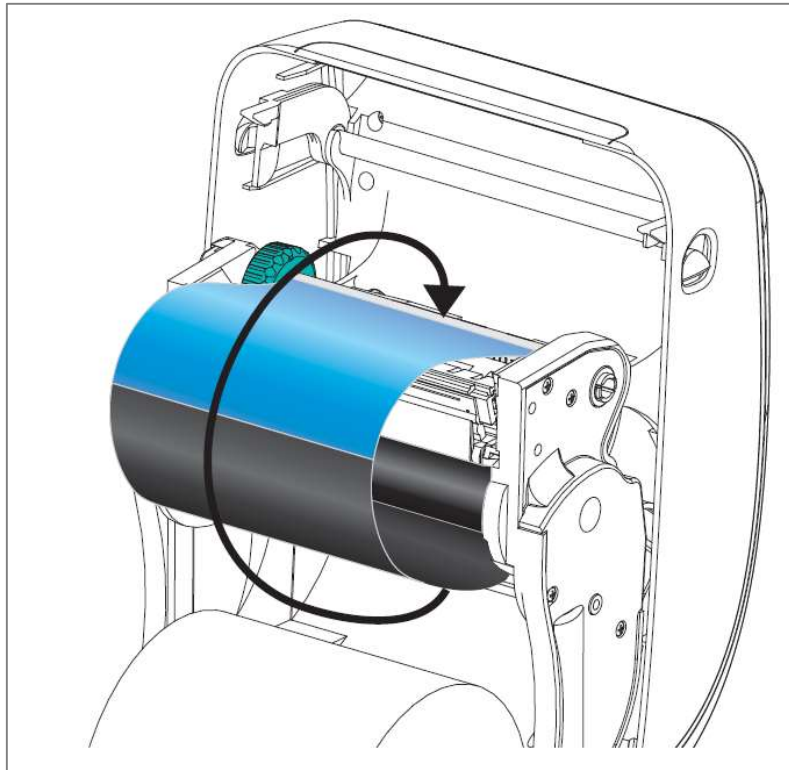
1. The ink cartridge for the OKI is in the top portion of the drum. The large blue handle is pushed to the rear to lock the cartridge in place for printing. Pulling it forward to the unlocked position will allow it to be removed for replacement.



3.5. Load Ink Into the Zebra GX430t Printer

1. The workstation displays an out of ink lockout, when applicable (click on the lockout symbol on the screen in the upper right corner; the type of lockout will be displayed).





3.6. Load Stickers into the Zebra GX430t Printer

ATTENTION: Special note for stations with the 7D Endorsement: 7D stickers should be loaded into the Zebra printer on the top shelf. Otherwise the procedure for loading 7D stickers is the same as the loading process for the regular stickers.

1. The workstation displays an out of stickers lockout, when applicable (click on the lockout symbol on the screen in the upper right corner; the type of lockout will be displayed).

2. Stickers are fed to the printer from a stack that is stored behind it.
3. Stickers are loaded into the printer from the stack. The start of the stack and the direction to load the stickers is marked by arrows on the first two stickers in the stack.



4. The stickers on the backing are loaded into the printer through the wide slot in the middle of the back.





5. Once inserted through the slot, open the hood of the printer by pushing forward on the green tabs on the front sides of the printer simultaneously.



- Pull the stickers through the green plastic guides and up to the roller at the front of the printer.



- Once the stickers have been fed up to the front roller, close the lid of the printer.



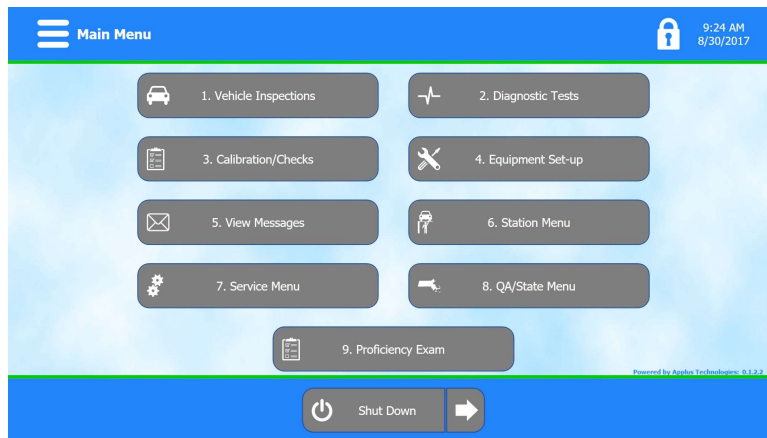
- Press the feed button once to feed the first sticker from the printer. Press it again to feed the second. If the stickers do not emerge from the printer correctly, do not tear them off. Realign them with the front roller again and perform a calibration on the printer.
- To calibrate the printer, press and hold the feed button. The indicator light will blink one time. Keep holding the feed button and the indicator light will flash two times. When the light flashes two times, release it. The printer will calibrate the feed sensor and align the

timing mark so the sticker stops in the correct place. After the calibration is complete, reload the stickers in the tray to the beginning and repeat step 8.

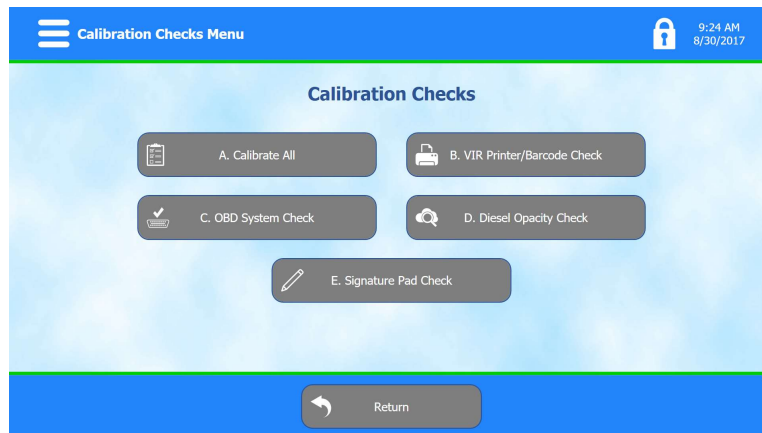
10. As part of the alignment process, the first two already-voided stickers will be cut from the stack. Those pre-voided stickers can then be discarded.

3.7. Calibrate Equipment

- There are four “calibrations” required by the workstation.
- To view the next date/time a calibration is due, view the Status Screen.
- If a calibration is not performed on time or fails, the calibration lockout will be displayed.
- To perform a calibration, go to the Main Menu and click on 3. Calibration/Checks.



- Enter your User ID and Password.
- EITHER click on “A. Calibrate All” or select an individual calibration to perform.



- If any of the calibration checks fail, they can be reattempted using the appropriate button on the Calibration Checks screen.

1. VIR Printer/Barcode Check

- Make sure the printer is ready to print, then click Continue.
- If the page prints correctly, click PASS, then click Continue.
- If the page does not print correctly, fix the problem and click Reprint.

- When the “Scan the 1D” screen is displayed, scan the first barcode.
 - The screen should transition to the “Scan the 2D” screen, scan the second barcode.
 - If the two scans are successful, the check will be passed.
2. OBD System Check
- Connect the OBD cable to the DAD’s one-foot long loop-back cable as shown on the screen.
 - Click Continue.
 - Click the “Perform Self-Test” button.
 - The workstation will perform the check and a Pass result should be displayed.
 - If a Fail is displayed, confirm the DAD is connected to the workstation (if this is a wireless DAD make sure it is paired - See section **6.4**).
3. Diesel Opacity Check (only for HD configurations of the workstation)
- Make sure the opacity meter is connected.
 - Click on Continue when prompted.
 - The screen will display a Pass or Fail result.
 - If the check fails, call our Customer Service Center at 1-844-358-0135 for service.
4. Signature Pad Check
- When the “Please Sign on Signature Pad” screen is displayed, write on the signature pad surface with the stylist.
 - If the writing appears on the screen, click the Accept button.
 - If the writing does not appear on the screen, click Malfunctioning.
 - If the signature pad is malfunctioning, call our Customer Service Center at 1-844-358-0135 for service.

3.8. Still Camera Connection

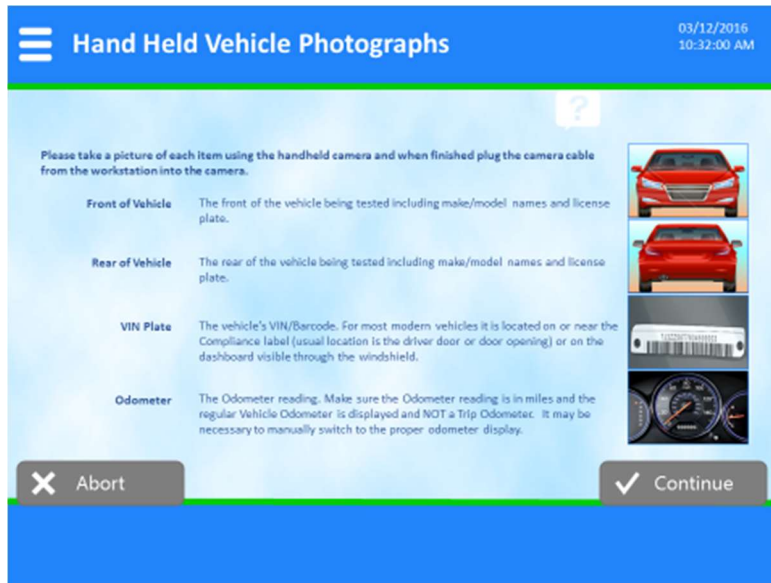
1. The still camera is connected to the workstation via a pigtail cable. The pigtail connection will serve as both the power and data connection for the camera.



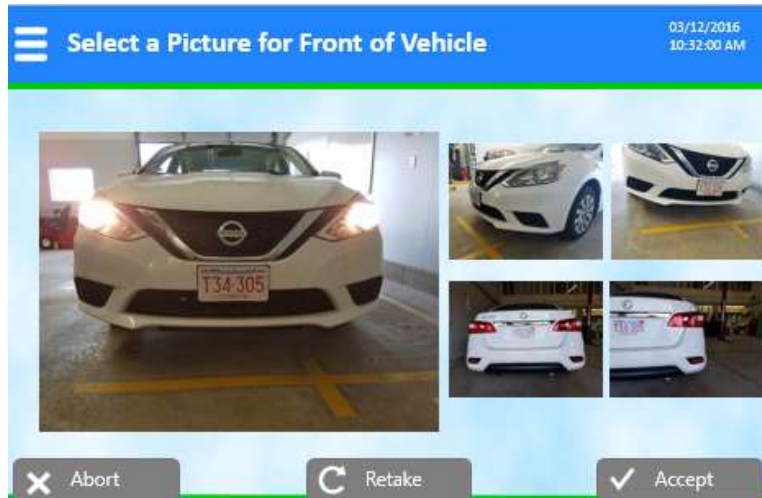
2. Disconnect the camera from the pigtail to take the four mandatory images during the test procedure.



3. Reconnect the pigtail after you have captured the four mandatory images.



4. The workstation software will retrieve the images you captured from the camera and display them on the screen you will use to attach the images to the test record. All captured images are on the right hand side of these screens. Drag and drop them over to the left hand side and click Accept to move on to the next mandatory image.



5. If the images retrieved are not good enough for the record, click Retake, remove the camera from the workstation, retake the images and return to step 3. (reconnect the pigtail).

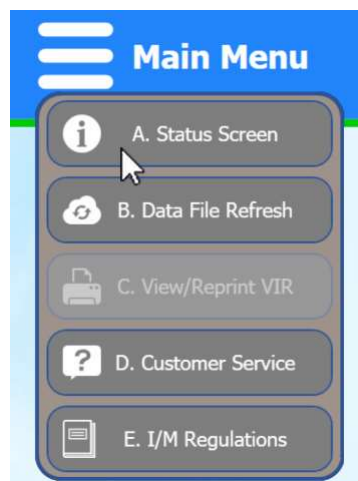
3.9. Hookup Smoke Meter

1. The opacity meter has an interface box that is on the back of the workstation. The box has a power cable (left), serial cable connection to the meter itself (center) and a cable connecting the box to the workstation (right). The interface also has a status light showing the unit has power.



4. Status Screen

1. From the main menu click on the A. Status Screen button.



2. The Status Screen will display.

- The user can confirm information from this screen and provide information to our workstation service team that will help them to diagnose problems.

Status Screen

Station ID	PB009803	Test Authorizations Remaining	10	Sticker Inventory Lockout	Unlocked
WorkStation ID	MAW00001406	Stickers in Station Inventory	0	Sticker Not Assigned Lockout	Unlocked
Next Printer/Barcode Calibration	9/26/2017 7:49:25 AM	Stickers in Workstation	120	Test Authorization Inventory Lockout	Unlocked
Next OBD Calibration	9/26/2017 5:04:54 PM	Next Sticker Number	120	Software Version Lockout	Unlocked
Next Diesel Calibration	9/26/2017 12:05:00 PM	7D Green Stickers in Inventory	0	Station License Lockout	Unlocked
Next Signature Pad Calibration	9/26/2017 7:47:24 AM	Next 7D Green Sticker Number	0	Barcode Scanner Detected	Pass
Station Expiration	1/6/2018 12:00:00 AM	7D Orange Stickers in Inventory	0	Internet Connection Check	Fail
		Next 7D Orange Sticker Number	0		
Workstation Software Version	17.1.4.16				
VID Software Version	17.0.1.1				

5. Lockouts

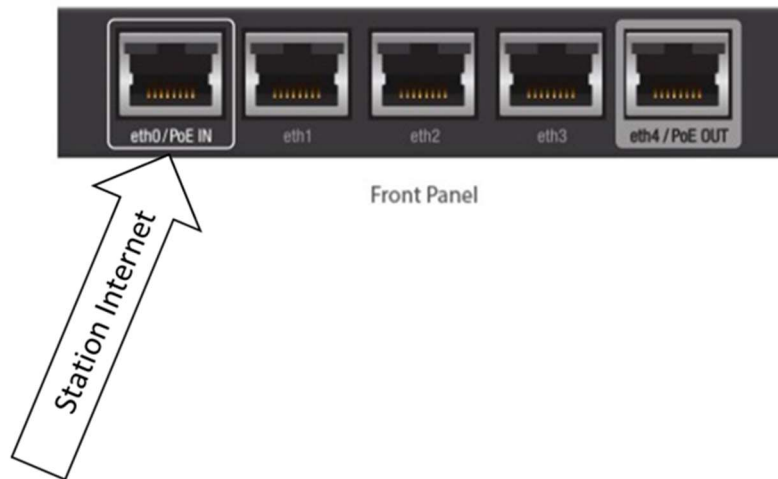
- If the workstation displays a lockout message you can click on the Lockout icon in the upper right corner of the screen to see more details.
- You can also go to the Service menu and click on D. Lockouts to view and clear lockouts.
- Take the necessary actions to clear the lockout (E.g., if the "Printer out of Paper" lockout is set, load paper into the printer paper tray).
- If the lockout is for a Database Failure, State Lockout, Hard Disk Full or Software Version Incorrect, call for service - 1-844-358-0135. The other types of lockouts should be able to be cleared by the station personnel.

Workstation Lockouts
Database Failure
State Lockout
Too Many Offline Records
Hard Disk Full
Printer out of Paper
Printer Problem
OBD Check Failed
OBD Check Required
OBD Connector Failed
Printer Barcode Check Failed
Printer Barcode Check Required
Diesel Opacity Calibration Failed
Diesel Opacity Calibration Required
Signature Pad Check Failed
Signature Pad Check Required
No Sticker Inventory
No Sticker Assigned
No Test Authorization Inventory
Software Version Incorrect
Station License Expired
QA Lockout

6. Basic Equipment Triage

6.1. Are Cables Plugged In?

1. The various cables from the equipment must be plugged into their assigned ports. Even USB cables that are “Plug and Play” have been assigned specific port numbers.



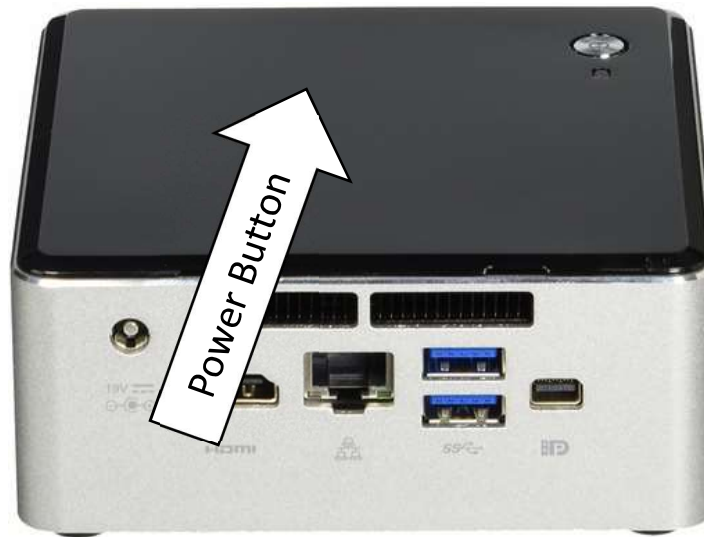
Rebooting a Workstation

1. From the Main Menu click on the right arrow next to the Shut Down button.
2. Click on Reboot button to have the computer perform a full reboot of the Windows software.
3. Click on the Restart button when you only want to restart the workstation without rebooting Windows.
4. When the workstation returns to the Main Menu is it ready for use.



6.2. Hard Booting the PC

1. If there is power to the workstation, yet it is still not responding (blank screen, despite being powered on), a hard boot of the PC may be required. To do this, press and hold down the power button on the PC for several seconds.
2. The NUC PC is located inside the workstation on the left hand side behind the locked door at the top back of the cabinet.



6.3. Network Communication Gear Status Lights

1. The white “Nano-Router” has no status light.
2. The Edge Router should have three green status lights for power, eth0 and eth2.



3. The TP Link Switch should have four green status lights, power, and port 6,7 and 8.



6.5. Data File Refresh

1. From the Main Menu, click on 7. Service Menu.
2. Click on C. Network Menu.
3. Click on 3. Network Refresh.
4. The screen should display, “The Workstation data has been successfully refreshed. Analyzer Refresh Complete”.

6.6. Network Diagnostics

1. From the Main Menu, click on 7. Service Menu.
2. Click on C. Network Menu.
3. Click on 1. Network Diagnostics.
4. The screen should display the “Network Diagnostic Results” and all items should PASS.

6.7. Barcode Scanner

If barcode scanner stops working or starts to beep loudly in a consistent manner:

- First, place it back in the cradle.
- If problem continues, scan the barcodes labeled below to match your type of barcode scanner.

For a WIRELESS barcode scanner scan both codes below.



USB Serial



Add CR Suffix

For a Wired barcode Scanner scan just the code below



Add CR Suffix