

CONCIERGE

QUICK START GUIDE



CONCIERGE
HUB

CONCIERGE
SCANNER
ACCESSORY



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Warranty

For the complete Motorola Solutions hardware product warranty statement, go to: <http://www.motorolasolutions.com/warranty>.

Service Information

If you have a problem using the equipment, contact your facility's Technical or Systems Support. If there is a problem with the equipment, they will contact the Motorola Solutions Global Support Center at: <http://www.motorolasolutions.com/support>.

Software Support

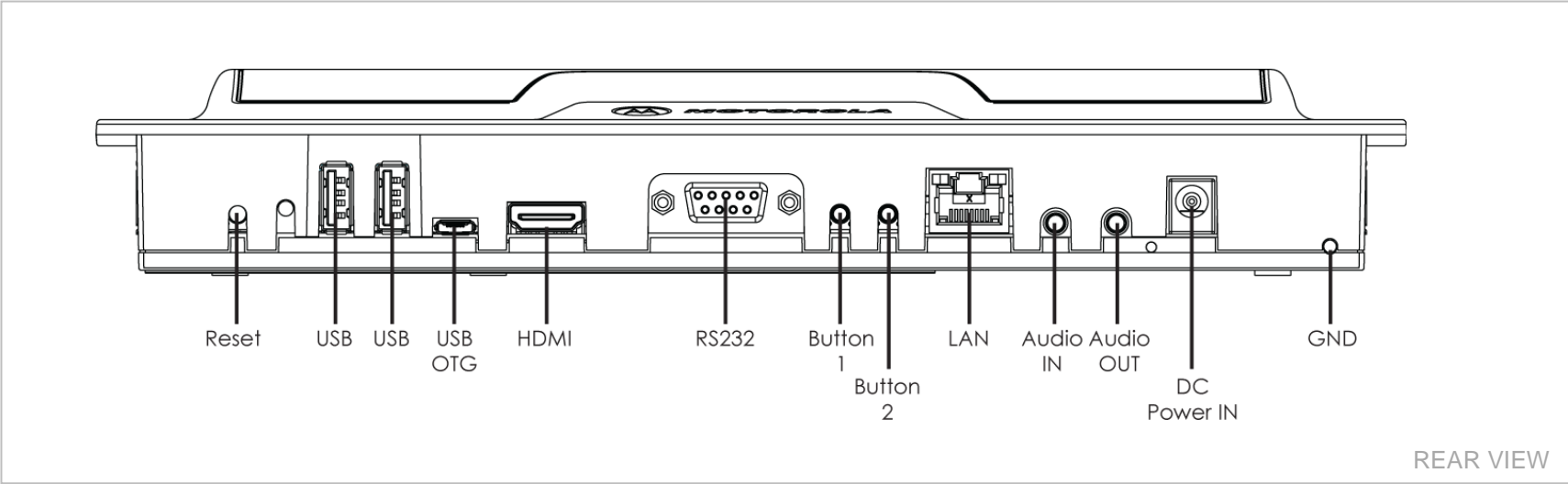
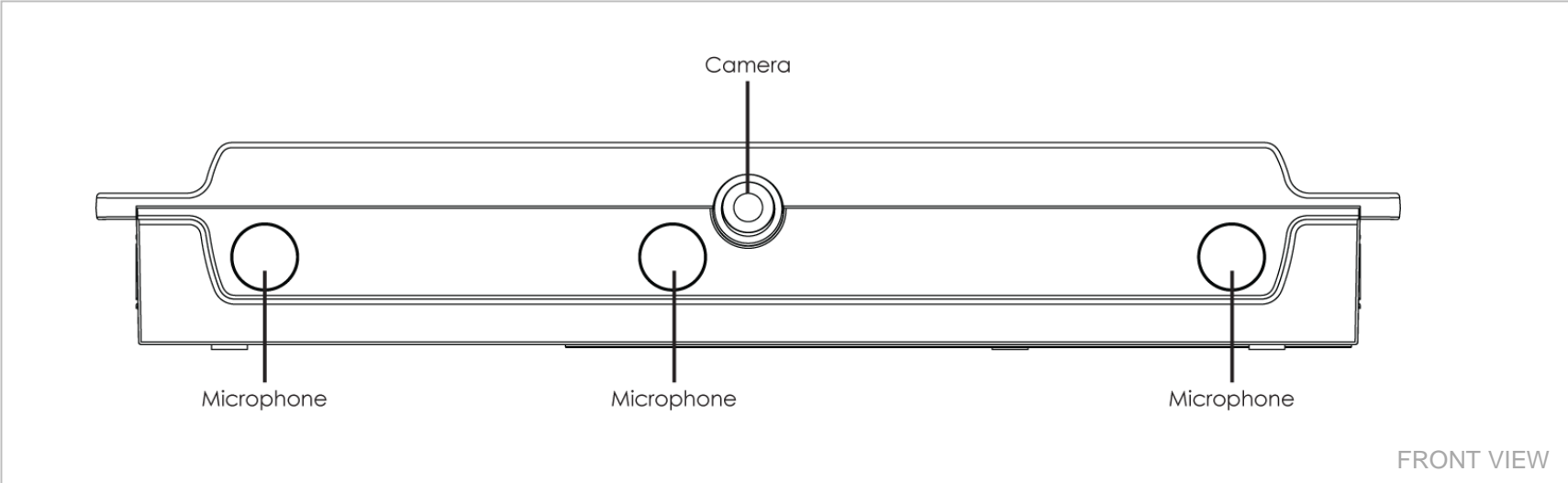
Motorola Solutions wants to ensure that customers have the latest release of entitled software at the time of product purchase. To confirm that your Motorola Solutions device shipped with the latest release of entitled software, visit:

www.motorolasolutions.com/support. Check for the latest software from Software Downloads > Product Line/Product > Go. If your device does not have the latest entitled software release as of your product purchase date, please e-mail a request to Motorola Solutions at: entitlementservices@motorolasolutions.com. You must include the following essential device information with your request:

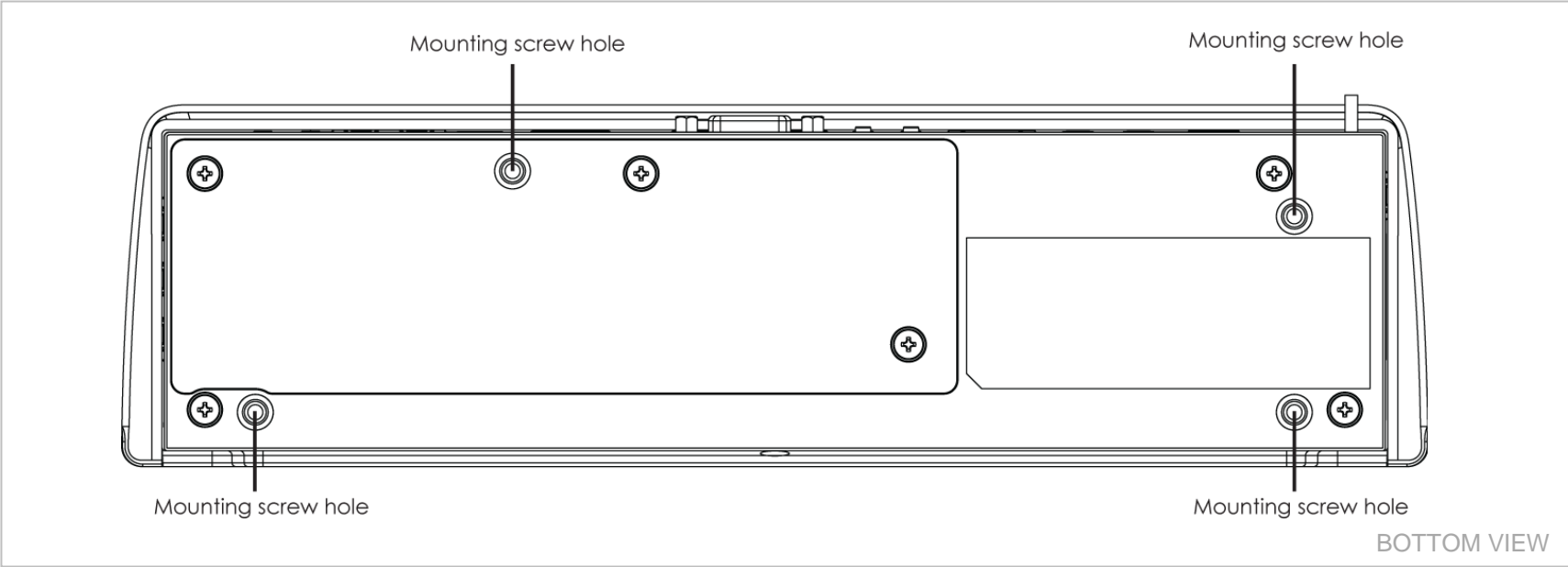
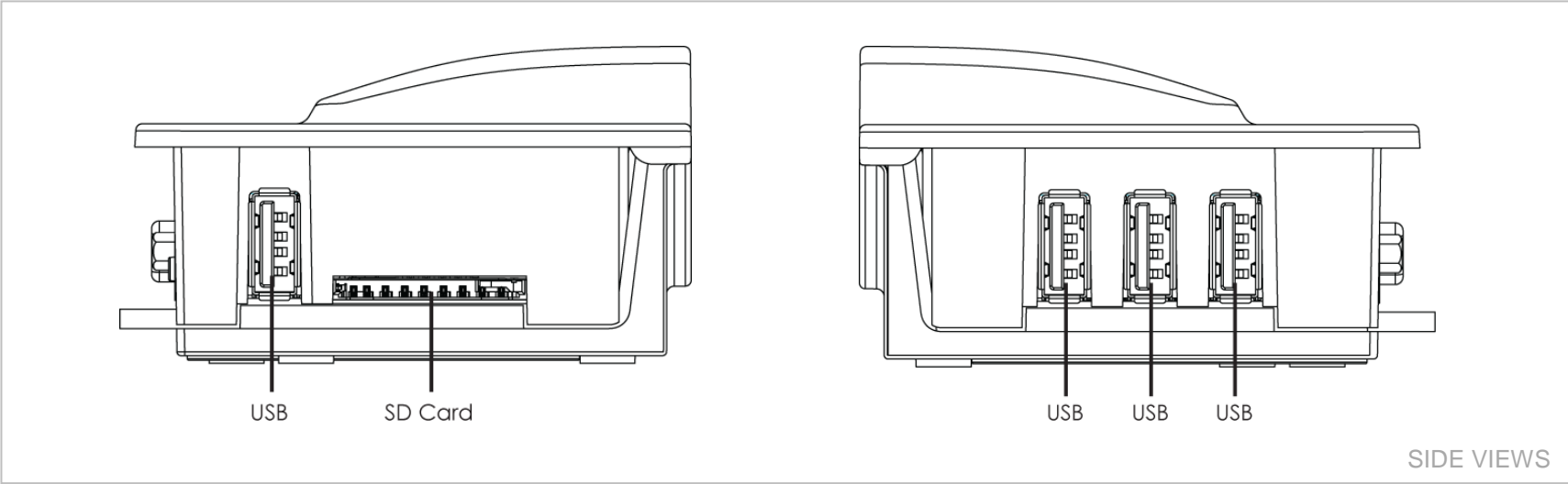
- Model number
- Serial number
- Proof of purchase
- Title of the software download you are requesting.

If it is determined by Motorola Solutions that your device is entitled to the latest software release, you will receive an e-mail containing a link directing you to a Motorola Solutions Web site to download the appropriate software.

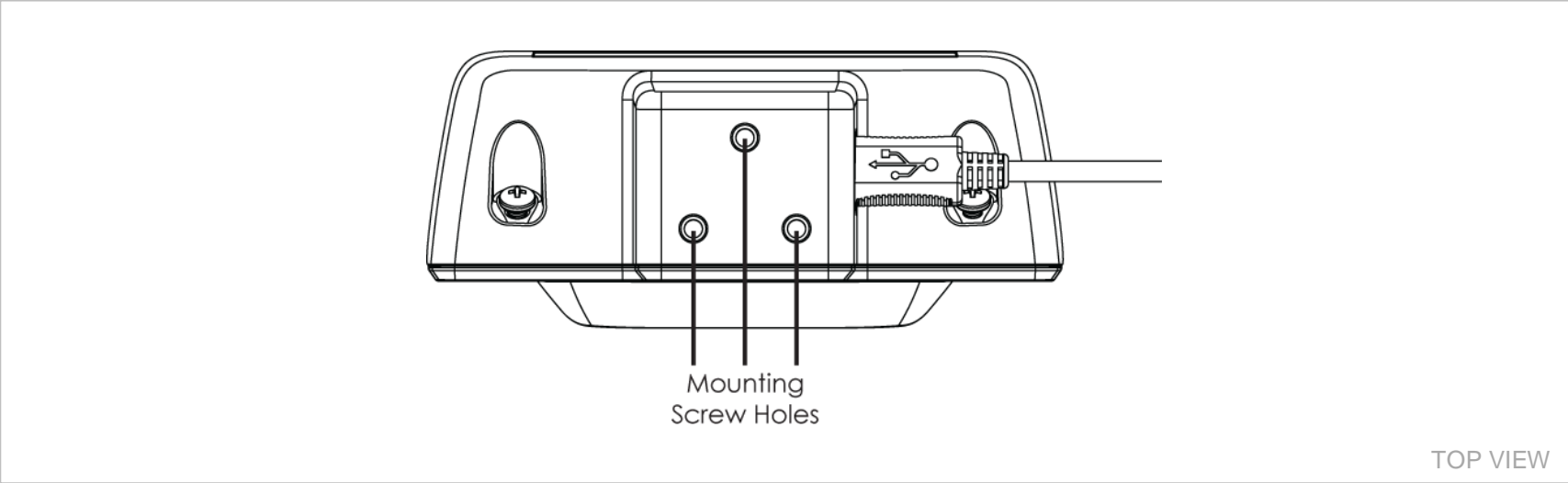
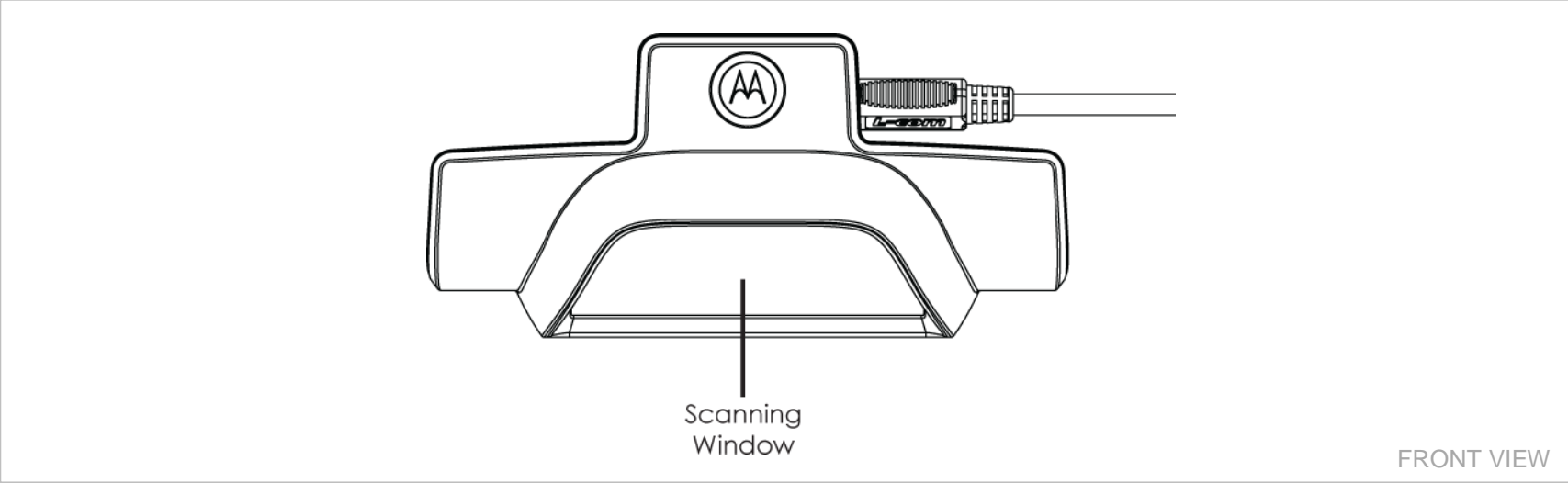
Features for the CONCIERGE HUB



Features for the CONCIERGE HUB



Features for the CONCIERGE SCANNER ACCESSORY



Configuration Notes

The instructions in this manual describe a typical CONCIERGE configuration.

 **The actual hardware and software configuration will vary for your installation configuration.**

Important hardware notes...

- The CONCIERGE HUB and CONCIERGE SCANNER ACCESSORY are designed to function with a touchscreen display that is selected and installed per the customer specified configuration.
- The customer may choose to an optional Magnetic Stripe Reader (MSR) to process credit cards (sold separately).
- The instructions below describe a basic system configuration of a CONCIERGE HUB and CONCIERGE SCANNER ACCESSORY connected to a touchscreen display.
- The actual hardware system configuration will vary based on customer preference.

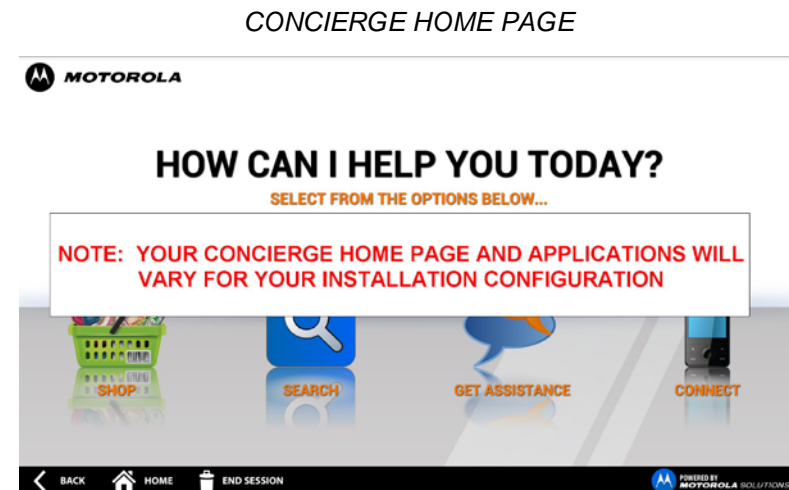
Important software notes...

- The customer may develop and install additional custom software applications which will run on the CONCIERGE HUB.
- The instructions below describe default software applications included with the CONCIERGE HUB.


Getting Started

To get started...

- Connect the CONCIERGE HUB (“HUB”) to a touchscreen display using the video cable, audio cable, and USB cable included with the touchscreen display.
- If using the CONCIERGE SCANNER ACCESSORY (“SCANNER”), connect the HUB to the SCANNER using the USB cable included with the SCANNER.
- Plug-in the power supply to the HUB.
- The HUB software will automatically boot to the Home Page.

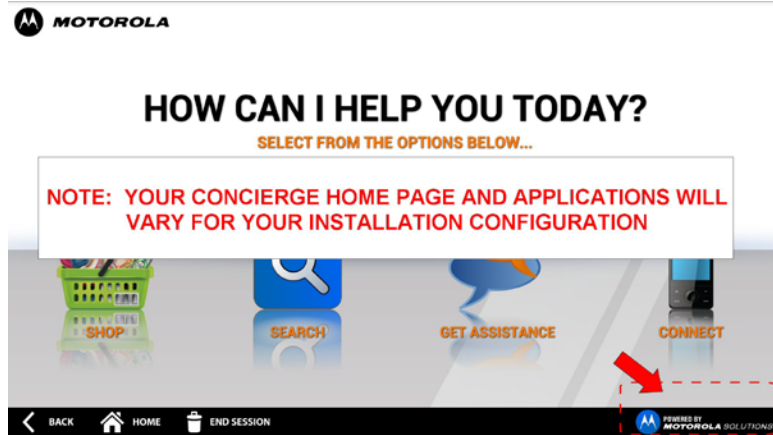


Connect to a WLAN Network

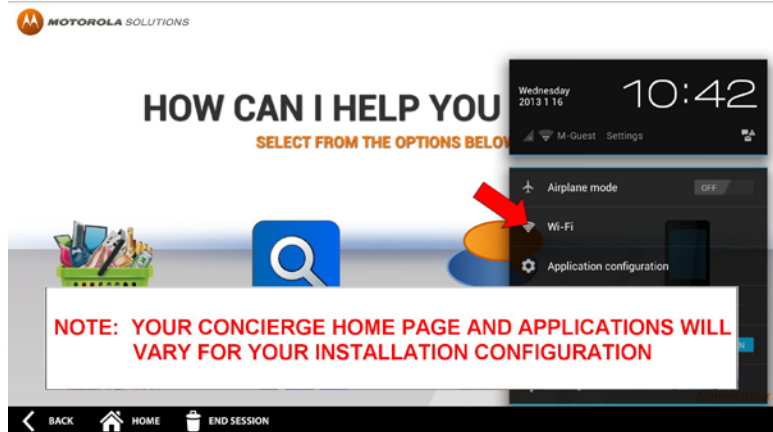
 **The actual software configuration will vary for your installation configuration.**

To set up a WLAN network:

1. From the touchscreen monitor, touch & hold the area in the bottom right of the Home Page to activate a hidden button (actual button may vary for your configuration)



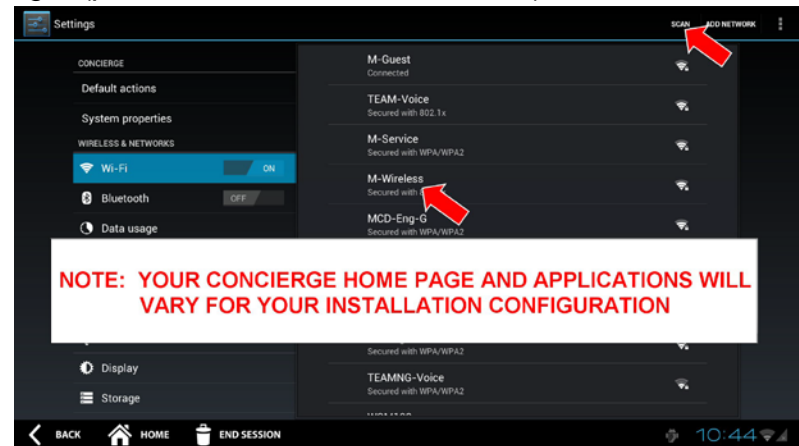
2. Touch the 'Wi-Fi' icon




3. Ensure 'Wi-Fi' is set to 'ON'



4. Identify the appropriate WiFi network from the list on the right (press 'SCAN' to refresh this list)

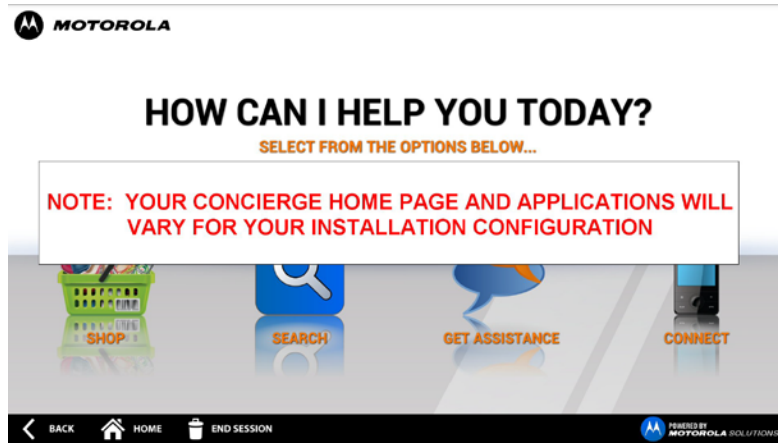



5. If your network is encrypted, then enter the security password and press 'Connect'
6. Press the  icon to return to the Home Page

Launching Applications

 **The actual software configuration will vary for your installation configuration.**

Touch an application icon to launch the application



Press the  HOME icon to return to the Home Page

Powering Down

To power down the CONCIERGE HUB, unplug the power supply from the back of the unit.

Scanning Barcodes

If you are using the CONCIERGE SCANNER ACCESSORY (“SCANNER”), then follow these instructions to scan barcodes...

1. Hold a bar-coded item approximately 6 to 12 inches from the SCANNER’s scanning window
2. The SCANNER’s proximity sensor will sense the item and begin projecting a red LED and laser aiming pattern which allows positioning the barcode within its field of view
3. Center the printed barcode symbol within the aiming pattern, ensuring the entire symbol is within the illuminated rectangular area formed by the cross pattern
4. A successful scan will pass the barcode data to the CONCIERGE HUB application



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