DATALOGIC

LaneHawk™

Intelligent Lighting and Camera Unit

Quick Reference Guide

Datalogic ADC, Inc.
959 Terry Street
Eugene, OR 97402
USA
Telephone: (541) 683-5700
Fax: (541) 345-7140

© 2013 - 2015 Datalogic ADC, Inc.

An Unpublished Work - All rights reserved. No part of the contents of this documentation or the procedures described therein may be reproduced or transmitted in any form or by any means without prior written permission of Datalogic ADC, Inc. or its subsidiaries or affiliates ("Datalogic" or ‘Datalogic ADC”). Owners of Datalogic products are hereby granted a non-exclusive, revocable license to reproduce and transmit this documentation for the purchaser's own internal business purposes.
Purchaser shall not remove or alter any proprietary notices, including copyright notices, contained in this documentation and shall ensure that all notices appear on any reproductions of the documentation.
Should future revisions of this manual be published, you can acquire printed versions by contacting your Datalogic representative. Electronic versions may either be downloadable from the Datalogic website (www.datalogic.com) or provided on appropriate media. If you visit our website and would like to make comments or suggestions about this or other Datalogic publications, please let us know via the "Contact Datalogic" page.

Disclaimer

Datalogic has taken reasonable measures to provide information in this manual that is complete and accurate, however, Datalogic reserves the right to change any specification at any time without prior notice.
Datalogic and the Datalogic logo are registered trademarks of Datalogic S.p.A. in many countries, including the U.S.A. and the E.U. All other brand and product names may be trademarks of their respective owners.

LaneHawk is a registered trademark of Datalogic ADC, Inc. in the U.S.A. and the E.U.

Patents

See www.patents.datalogic.com for patent list.

See the Regulatory Addendum included with your product for additional regulatory, safety and legal information.

Quick Reference Guide

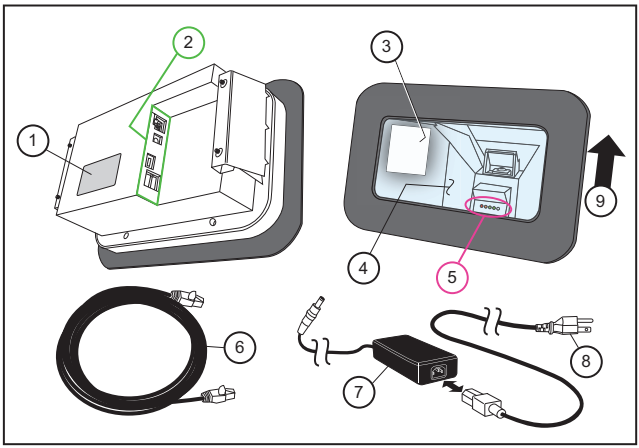
Introduction

These instructions provide basic connection and usage information for the LaneHawk™ intelligent lighting and camera unit that operates as a Bottom of Basket (BoB) loss prevention unit.

Nomenclature and Labeling

Figure 1 shows the unit, its cables and the position of the labels and connector bulkhead on its back side. Labels are shown here only for the purpose of indicating their location. For actual label content, view the labels on the product itself.

Figure 1. Nomenclature and Labeling



1 Serial Num./Regulatory Label
2 Connector Bulkhead
3 Illumination Panel
4 Window
5 Status Lights
6 Ethernet Cable
7 AC Adapter
8 IEC Power Cable
9 Top

Connection

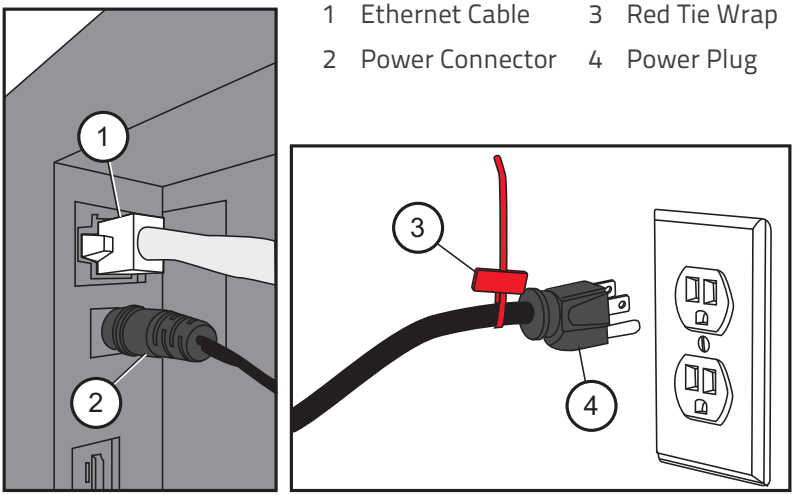
Plug in the cables on the unit's back side (usually beneath the counter). The Ethernet Cable (#1 in Figure 2) should be plugged in first to LaneHawk, then to the appropriate ethernet wall jack.

Next, plug the power connector from the AC adapter (#2 in Figure 2) into LaneHawk, then finish by plugging the IEC Power Cable (#8 in Figure 1) into the adapter (#7 in Figure 1), and its other end into the power outlet (#4 in Figure 2).

NOTE

For your convenience, the power plug has been marked with a red tie wrap (#3 in Figure 2) for easy identification.

Figure 2. Connect the Cables



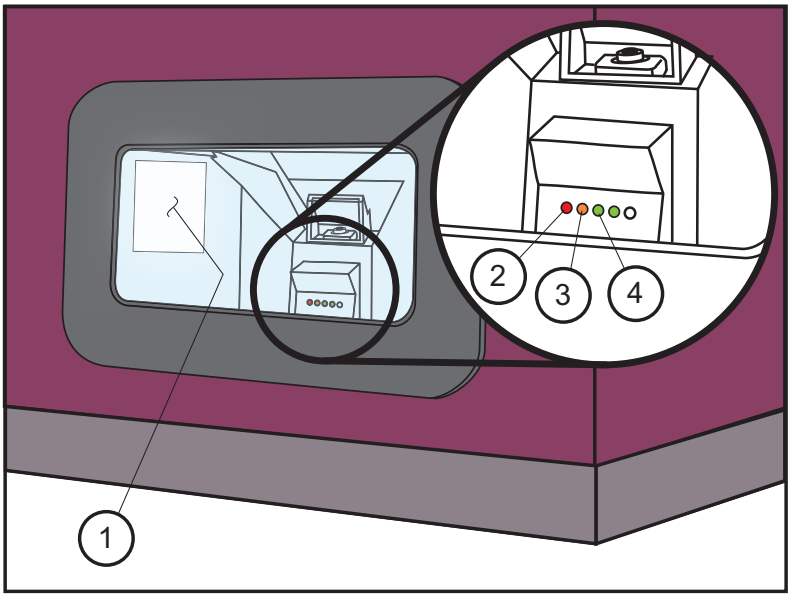
1 Ethernet Cable
2 Power Connector
3 Red Tie Wrap
4 Power Plug

The unit will take approximately 30 seconds to boot-up. During this cycle, the status lights viewed through the window in the front of the unit will flash, except the red (power) light will be on continuously as soon as power is applied.

Start-up Sequence

Refer to Figure 3. In normal operation, after the unit has booted-up, the status lights will settle. The Red Power Light (#2 in the illustration) should be on steadily and the adjacent Amber Ethernet Link status light (#3) should flash. After a few seconds, the first Green LaneHawk Server Status Light (#4), next to the Amber Ethernet Link Light, should flash, then remain on steadily. Shortly after that, the illumination panel (#1) should turn on.

Figure 3. Viewing the Status Lights and Illumination Panel



1 Illumination Panel
2 Red Power Status Light
3 Amber Ethernet Link Status Light
4 Green LaneHawk Server Status Light

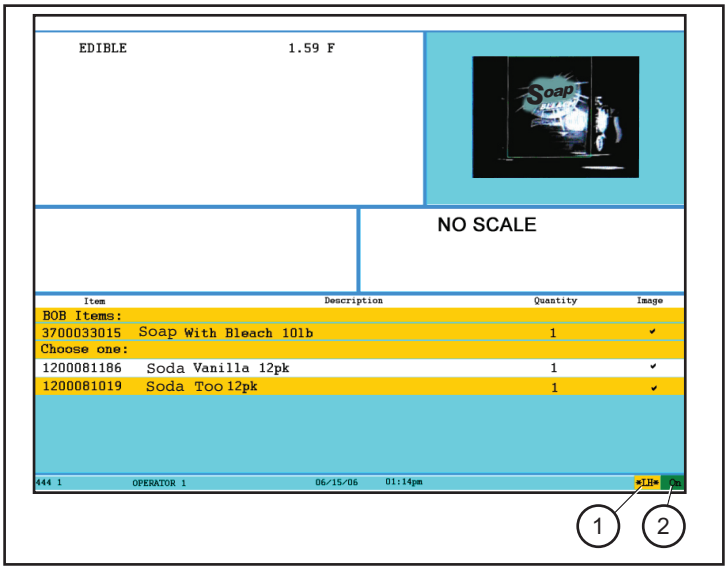
Communication with the POS

When boot-up has completed, the POS monitor should display an indication that LaneHawk is connected. The examples in Figure 4, Figure 5, Figure 6 and Figure 7 show evidence that the LaneHawk function is active.

NOTE

Your POS screen may not resemble the samples below, since POS equipment and software will vary from site to site.

Figure 4. Example 1 Monitor Screen



1 *LH* = LaneHawk has detected a BoB (Bottom of Basket) item

2 On = LaneHawk is enabled

Figure 5. Example 2 Monitor Screen

1 CONN = Connected

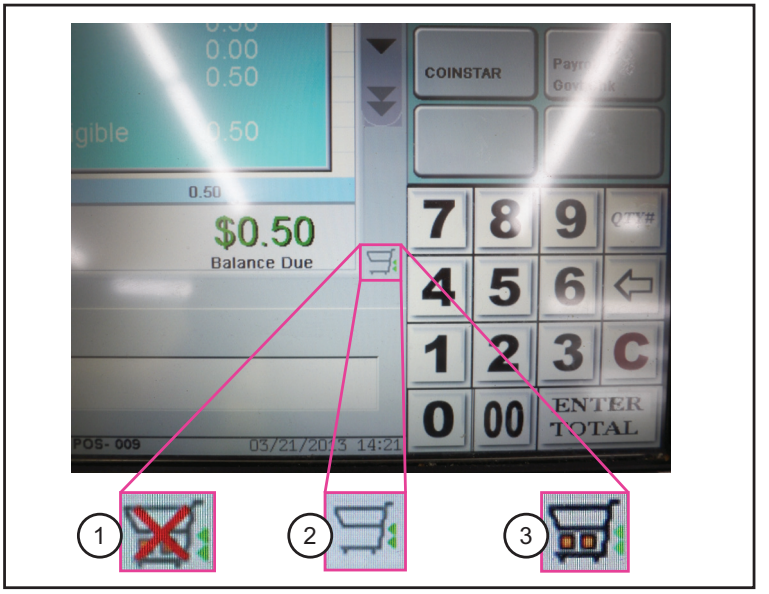
2 *LH* = LaneHawk has detected a BoB (Bottom of Basket) item

Figure 6. Example 3 Monitor Screen

1 Bottom of Basket = LaneHawk is enabled (can function) on this POS

2 LaneHawk is connected

Figure 7. Example 4 Monitor Screen



1 LaneHawk is not connected

2 LaneHawk is connected

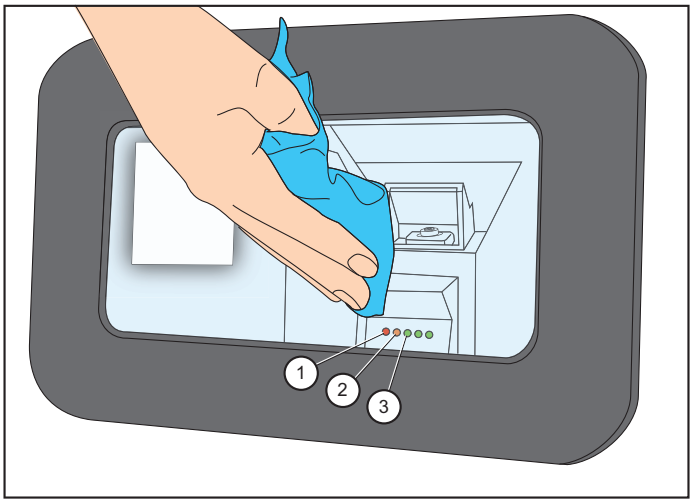
3 LaneHawk has recognized a BoB (Bottom of Basket) item

Maintenance

The LaneHawk unit requires only routine cleaning of its window using a soft, lint-free cloth dampened with an ammonia-based window cleaner.

The window should also be periodically inspected for cracks, scratches or other damage which could inhibit performance. Contact your service provider if there is window damage.

Figure 8. Cleaning the Window



CAUTION

DO NOT use abrasive cleaning agents or abrasive pads to clean this product. Harsh chemicals, disinfectants, and cleansers can cause damage which will adversely affect the unit's performance.

Status Lights

Here is the definition of each of the five status lights as identified in Figure 8:

1	Red Power Light	Power
2	Amber Ethernet Link Status Light	Network connection status: **Flashing** = Data is transferring on the network. (ie, the network connection is active)
3	Green LaneHawk Server Status Light	Connection to the LaneHawk server: **Flashing** = has connected to the network (has an IP address and can communicate on the network) **Solid** = has connected successfully with the LaneHawk server.

Troubleshooting

If the suggested solutions in the table below are unsuccessful, take note of the current condition of the status lights, then contact your service provider to resolve any problems.

SYMPTOM	POSSIBLE PROBLEM	SOLUTION
Red Power Light is off	No power	Ensure that all power connections are secure.
		Verify that the power outlet is live.
Amber Ethernet Link Status Light is off	Ethernet is not connected	Check that the ethernet cable is securely connected at the unit and at the network switch.
	No network communication	After checking that ethernet connections are secure, cycle power to the LaneHawk unit.
		Verify that the network switch is powered on.
		Confirm that the port on the network switch is working.
Green LaneHawk Server Status Light is flashing	Network connection is live, but there is no communication with the LaneHawk server.	Verify that the LaneHawk server is up and running.
		Check that the Ethernet cable is securely connected at the unit and at the network switch.
		Verify that the Ethernet cable is securely connected at the LaneHawk server and at the network switch.
		After checking that Ethernet connections are secure, cycle power to the LaneHawk unit.
LaneHawk performance has degraded unexpectedly	The window is dirty	Clean the window
Other problems		Contact your service provider

Warranty

Datalogic warrants to Customer that this product will be free from defects in materials and workmanship for a period of 30 days from product shipment.

Datalogic ADC Limited Factory Warranty

Warranty Coverage

Datalogic ADC ('Datalogic") hardware products are warranted against defects in material and workmanship under normal and proper use. The liability of Datalogic under this warranty is limited to furnishing the labor and parts necessary to remedy any defect covered by this warranty and restore the product to its normal operating condition. Repair or replacement of product during the warranty does not extend the original warranty term. Products are sold on the basis of specifications applicable at the time of manufacture and Datalogic has no obligation to modify or update products once sold.

If Datalogic determines that a product has defects in material or workmanship, Datalogic shall, at its sole option repair or replace the product without additional charge for parts and labor, or credit or refund the defective products duly returned to Datalogic. To perform repairs, Datalogic may use new or reconditioned parts, components, subassemblies or products that have been tested as meeting applicable specifications for equivalent new material and products. Customer will allow Datalogic to scrap all parts removed from the repaired product. The warranty period shall extend from the date of shipment from Datalogic for the duration published by Datalogic for the product at the time of purchase (Warranty period). Datalogic warrants repaired hardware devices against defects in workmanship and materials on the repaired assembly for a 90 day period starting from the date of shipment of the repaired product from Datalogic or until the expiration of the original warranty period, whichever is longer. Datalogic does not guarantee, and it is not responsible for, the maintenance of, damage to, or loss of configurations, data, and applications on the repaired units and at its sole discretion can return the units in the 'factory default" configuration or with any software or firmware update available at the time of the repair (other than the firmware or software installed during the manufacture of the product). Customer accepts responsibility to maintain a back up copy of its software and data.

Warranty Claims Process

In order to obtain service under the Factory Warranty, Customer must notify Datalogic of the claimed defect before the expiration of the applicable Warranty period and obtain from Datalogic a return authorization number (RMA) for return of the product to a designated Datalogic service center. If Datalogic determines Customer's claim is valid, Datalogic will repair or replace product without additional charge for parts and labor. Customer shall be responsible for packaging and shipping the product to the designated Datalogic service center, with shipping charges prepaid. Datalogic shall pay for the return of the product

to Customer if the shipment is to a location within the country in which the Datalogic service center is located. Customer shall be responsible for paying all shipping charges, duties, taxes, and any other charges for products returned to any other locations. Failure to follow the applicable RMA policy, may result in a processing fee. Customer shall be responsible for return shipment expenses for products which Datalogic, at its sole discretion, determines are not defective or eligible for warranty repair.

Warranty Exclusions

The Datalogic Factory Warranty shall not apply to:

(i) any product which has been damaged, modified, altered, repaired or upgraded by other than Datalogic service personnel or its authorized representatives;

(ii) any claimed defect, failure or damage which Datalogic determines was caused by faulty operations, improper use, abuse, misuse, wear and tear, negligence, improper storage or use of parts or accessories not approved or supplied by Datalogic;

(iii) any claimed defect or damage caused by the use of product with any other instrument, equipment or apparatus;

(iv) any claimed defect or damage caused by the failure to provide proper maintenance, including but not limited to cleaning the upper window in accordance with product manual;

(v) any defect or damage caused by natural or man-made disaster such as but not limited to fire, water damage, floods, other natural disasters, vandalism or abusive events that would cause internal and external component damage or destruction of the whole unit, consumable items;

(vi) any damage or malfunctioning caused by non-restoring action as for example firmware or software upgrades, software or hardware reconfigurations etc.;

(vii) the replacement of upper window/cartridge due to scratching, stains or other degradation and/or

(viii) any consumable or equivalent (e.g., cables, power supply, batteries, keypads, touch screen, triggers etc.).

No Assignment

Customer may not assign or otherwise transfer its rights or obligations under this warranty except to a purchaser or transferee of product. No attempted assignment or transfer in violation of this provision shall be valid or binding upon Datalogic.

DATALOGIC'S LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, ORAL OR WRITTEN, STATUTORY OR OTHERWISE, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NONINFRINGEMENT. DATALOGIC SHALL NOT BE LIABLE FOR ANY DAMAGES SUSTAINED BY CUSTOMER ARISING FROM DELAYS IN THE REPLACEMENT OR

REPAIR OF PRODUCTS UNDER THE ABOVE. THE REMEDY SET FORTH IN THIS WARRANTY STATEMENT IS THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDY FOR WARRANTY CLAIMS. UNDER NO CIRCUMSTANCES WILL DATALOGIC BE LIABLE TO CUSTOMER OR ANY THIRD PARTY FOR ANY LOST PROFITS, OR ANY INCIDENTAL, CONSEQUENTIAL IN-DIRECT, SPECIAL OR CONTINGENT DAMAGES REGARDLESS OF WHETHER DATALOGIC HAD ADVANCE NOTICE OF THE POSSIBILITY OF SUCH DAMAGES.

Risk of Loss

Customer shall bear risk of loss or damage for product in transit to Datalogic. Datalogic shall assume risk of loss or damage for product in Datalogic's possession. In the absence of specific written instructions for the return of product to Customer, Datalogic will select the carrier, but Datalogic shall not thereby assume any liability in connection with the return shipment.

www.datalogic.com

© 2013 - 2015 Datalogic ADC, Inc. All rights reserved.
Datalogic and the Datalogic logo are registered trademarks of
Datalogic S.p.A. in many countries, including the U.S.A. and the E.U.

Datalogic ADC, Inc.
959 Terry Street | Eugene | OR 97402 | USA
Telephone: (1) 541-683-5700 | Fax: (1) 541-345-7140

820068514 (Rev B) March 2015