



Age & ID Verification Solutions

WE SCAN AV USER MANUAL

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Congratulations on purchasing WE SCAN AV, an easy to use age verification system that instantly identifies forged and expired IDs, legal age, restricted, and under age persons. WE SCAN AV may be customized to meet your specific business needs.

Please read this manual carefully to familiarize yourself with all the features of WE SCAN AV. Should you have any questions please call 888-559-5615 during standard business hours (9-5 CST) or 972.835.0910 for after-hours technical support.

Getting Started

Now that your WE SCAN AV system has arrived, please verify all equipment and supporting materials. The following items should be included in your package:

User Manual

Quickstart Setup Guide

WE SCAN Weather-Proof Poster(s)

WE SCAN Window & Store Front Decals

Copy of Senate Bill 1465 (Texas Customers only)

E-seek 200 with cable (optional, for customers who wish to read Barcode licenses)

VeriFone VX 510/570/3730/3740/3750 terminal (will not be included if you currently own a Verifone terminal and plan on loading software only)

Power supply cord (will not be included if you currently own a Verifone terminal and plan on loading software only)

Thermal Paper

Telephone cord

Symbols Used in This Manual



Caution – This symbol is used to alert the user to important information.



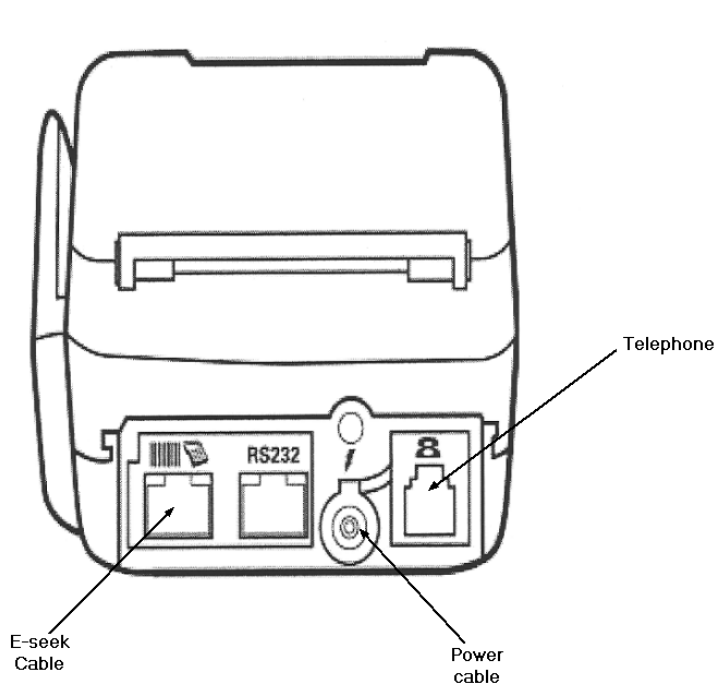
Attention – This symbol is used to alert the user to review the procedure before continuing.




WE SCAN Tip – This symbol is used to alert the user to information useful for using the Age Verification system.

Setting Up Your WE SCAN AV Terminal


After removing the terminal from the box, please use the following diagram to correctly connect your terminal.



 Your equipment may look slightly different. Please refer to the following symbols to ensure that the machine is connected correctly.

 - Telephone Line

 - Eseek Cable (optional)

 For Vx510/570 series terminals, the power cord connects on the side of the terminal.

Installing the WE SCAN AV Software



If your WE SCAN AV terminal came directly from We Scan IDs, you will not have to install the software. Proceed to *Getting to Know Your WE SCAN AV Terminal* (see pg 6)

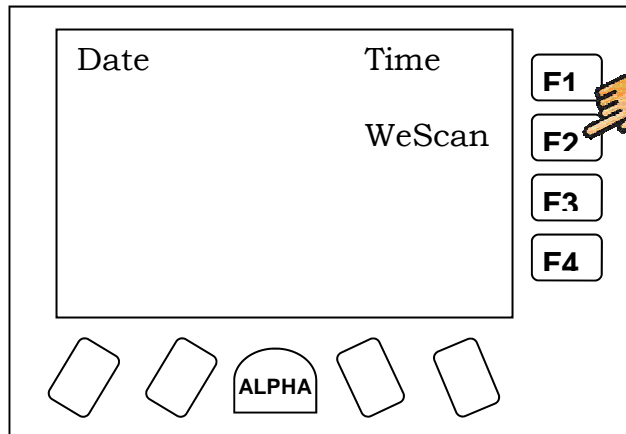


You must have a Software License Key from We Scan IDs before you can complete installation of your WE SCAN AV software. If you do not have a License Key, please contact We Scan IDs at (888) 559-5615 before continuing.

To install the software via your telephone line, please refer to your We Scan AV Quickstart Guide for instructions. If your terminal came without a We Scan AV Quickstart Guide, please call We Scan IDs for instructions or check our website, www.wescanids.com/downloads.html.

Updating Your We Scan AV Software License

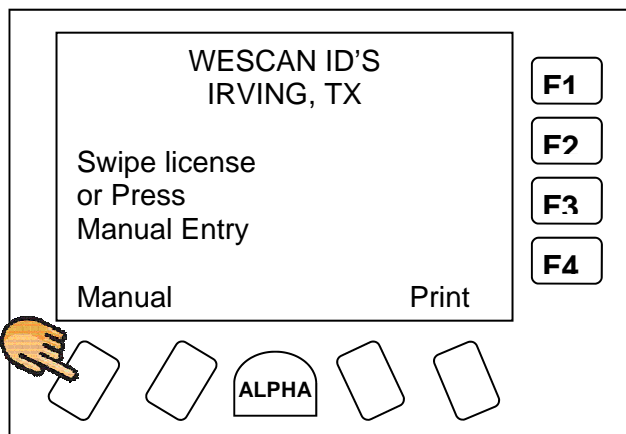
After installing your We Scan AV software, you will need to enter your We Scan AV software license for the machine to work properly.



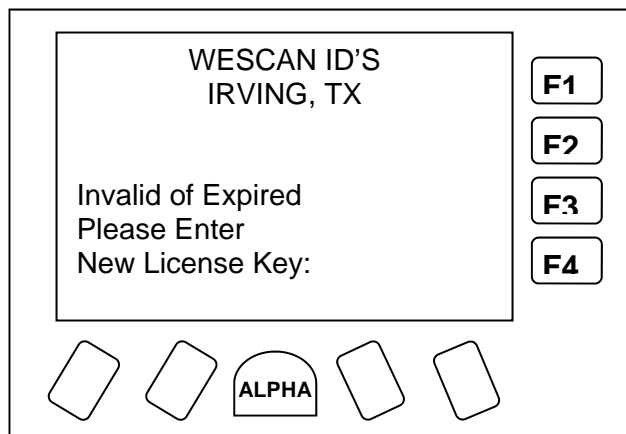
From the Application Menu Screen, press the Function button next to “WeScan”.



Depending on the number of applications your terminal has, you may have to scroll through the list to find WeScan.



From the Ready to Scan screen, press the far left purple button.



Enter the Software License Key supplied to you by We Scan IDs.



To enter a letter, press the corresponding number and then the Alpha key until the correct letter appears (for “B” press #2 key and then the Alpha key twice)

After keying in Software License, press enter to return to the Ready to Scan screen.

Getting to Know Your WE SCAN Terminal

Shown below are the major features of your Verifone Terminal. Understanding the parts of the terminal will assist you throughout this manual.



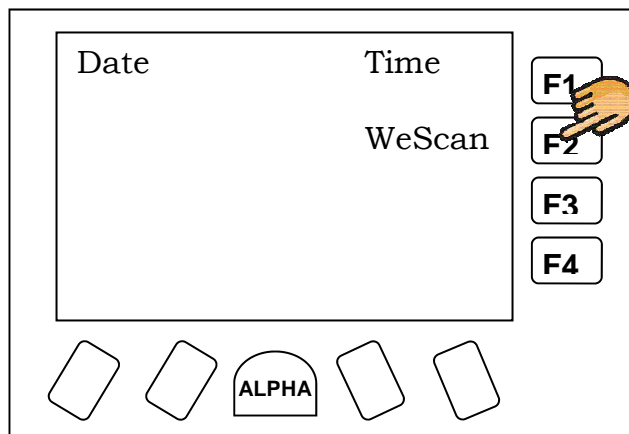
1. Display Screen
2. Application Buttons
3. Clear Key
4. Open Paper Door
5. Indicator Light

6. Function Buttons
7. Alpha Key
8. Magnetic Stripe Reader
9. Enter Key
10. Backspace Key

Age & ID Verification Mode

Age & ID Verification mode is used to quickly identify legal age and alert the operator of underage customers and expired IDs. In addition, WE SCAN AV can alert the operator about other age-restricted items, such as tobacco or paint products.

Application Menu Screen



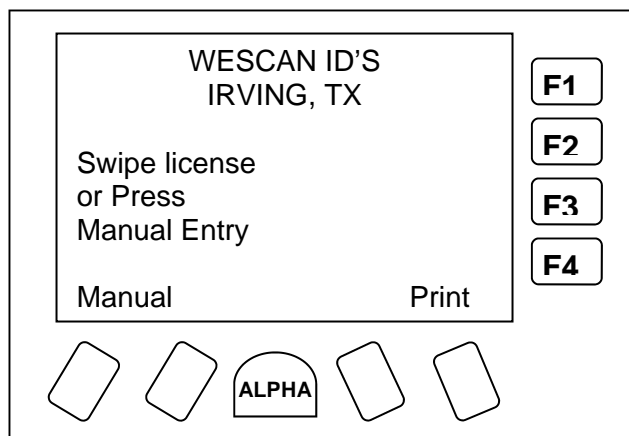
If your Verifone terminal contains other applications (e.g. credit card or loyalty card), you will need to select the function key immediately to the right of “WeScan AV” from the Application Menu Screen.

Depending upon the number of other applications you have you may need to scroll through the menu to find the correct button.



If you received your terminal directly from We Scan IDs you may not see this screen.

Ready to Scan Screen

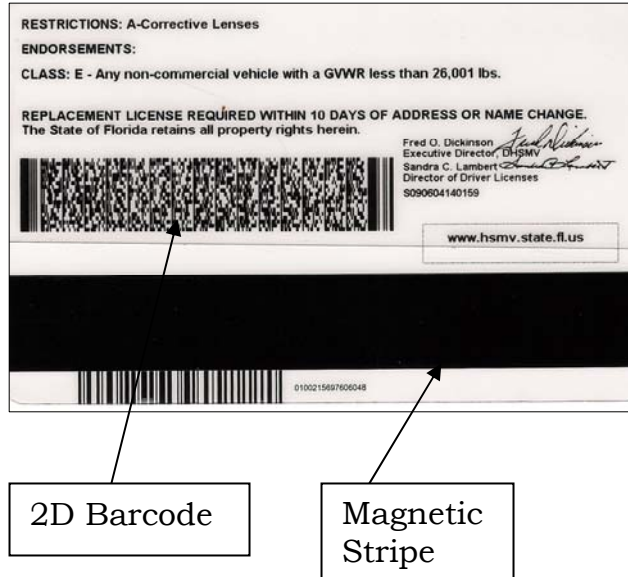


The *Ready to Scan* screen is the default startup screen of WE SCAN. Scanning an ID through the magnetic stripe reader instantly verifies age. WE SCAN always returns to this screen after a short period of time, or by pressing the *Clear Key*.



To return to the Application Menu Screen, press the “*” key.

Scanning a Driver's License



U.S. Driver Licenses and Identification Cards contain either a magnetic stripe or 2-dimensional barcode encoded with information about the card holder.



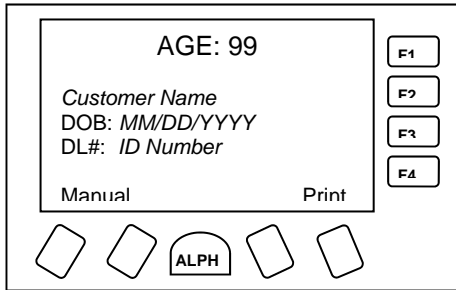
Some states have both magnetic stripe and barcode data



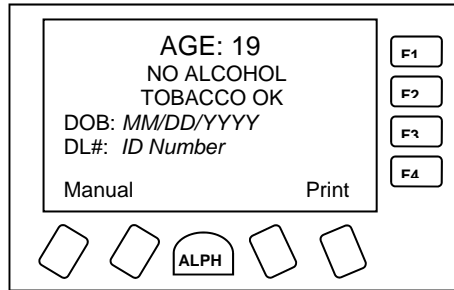
You must have an E-seek device attached to your terminal to read 2-D Barcodes. Please contact We Scan IDs if you need this device.

Your WeScan AV Terminal is designed to be able to decode this information and display the results. Simply swipe the magnetic stripe through the Magnetic Stripe Reader as you would a credit card. For a 2-D Barcode, place the card into the E-seek reader and remove promptly. A beep will sound if the card was read correctly.

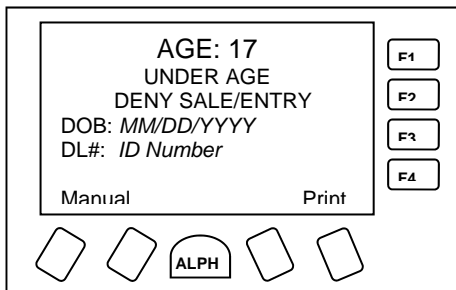
After scanning a license, one of four possible screens is displayed:



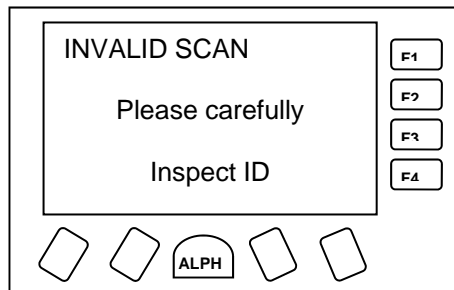
Over 21 Screen



Restricted Age Screen

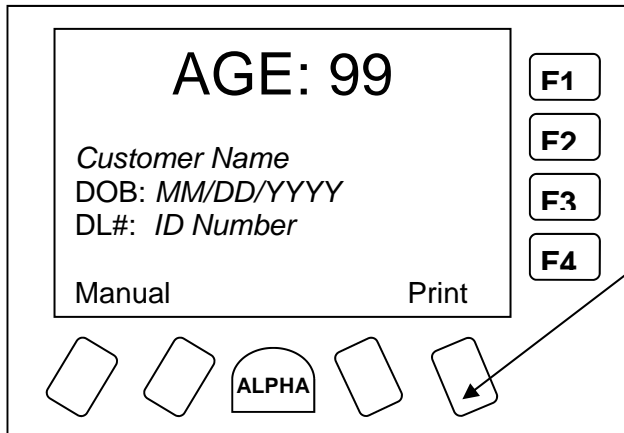


Under Age Screen



Invalid Scan Screen

21 or Over Screen



If the person scanned is of legal drinking age, the *21 or Over* screen is displayed, indicating the person is old enough to purchase alcohol.



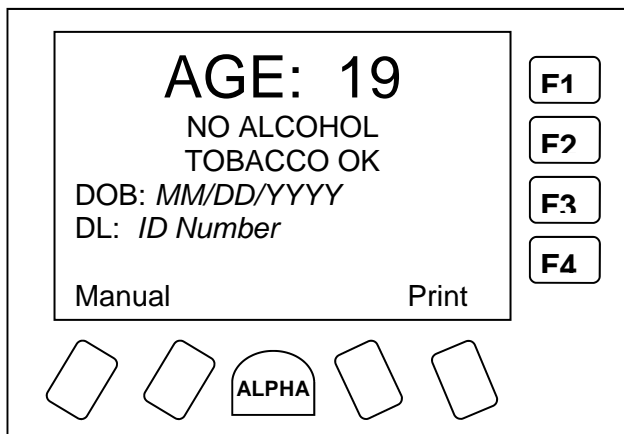
Press the *Application Button* under "Print" to print the last scan.

The *21 or Over* screen displays the age, date of birth, name of the ID holder and driver's license number. To perform another age verification just scan the next ID.



WE SCAN AV is a useful tool for age determination and ID validation; however it is your legal responsibility to ensure ID validity and the ID being presented belongs to the presenter.

Restricted Age Screen

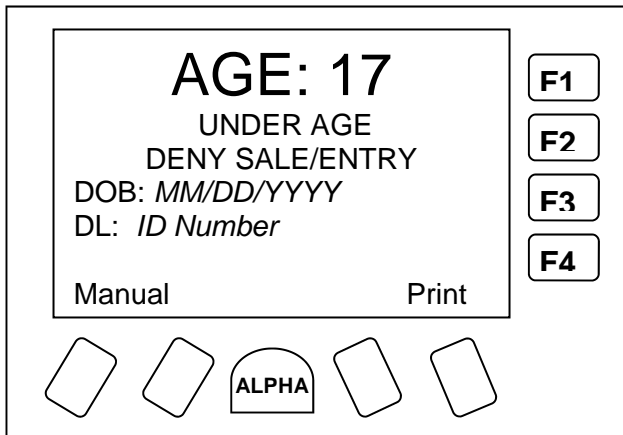


The *Restricted Age* screen is displayed when a scan is under 21 but older than the restricted age (see *Set Age Limits* in the *Maintenance Menu* section, pg. 24).



This screen is useful for establishments selling alcohol and age restricted items such as tobacco or paint products. An establishment selling only alcohol should never see this screen.

Under Age Screen

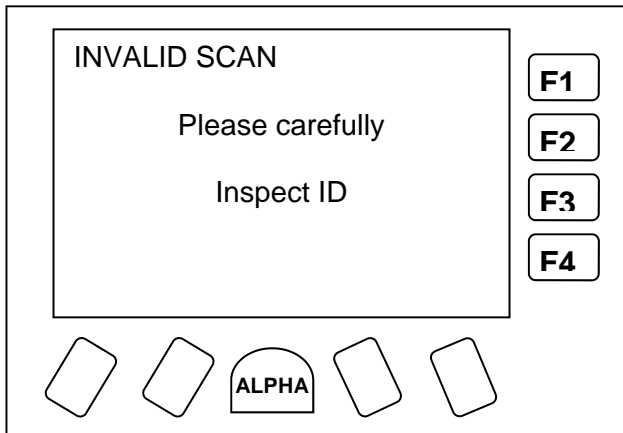


The *Under Age* screen is displayed when a person is under the age of 21 (or under the restricted age limit).

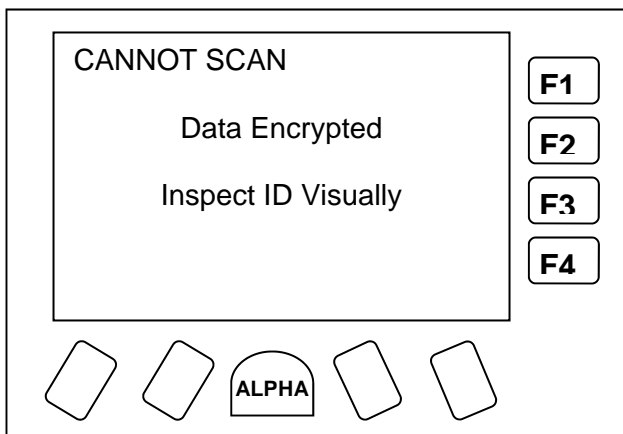


Upon display, the *Under Age* screen is accompanied by a warning tone as an additional alert to the operator.

Invalid Scan Screen



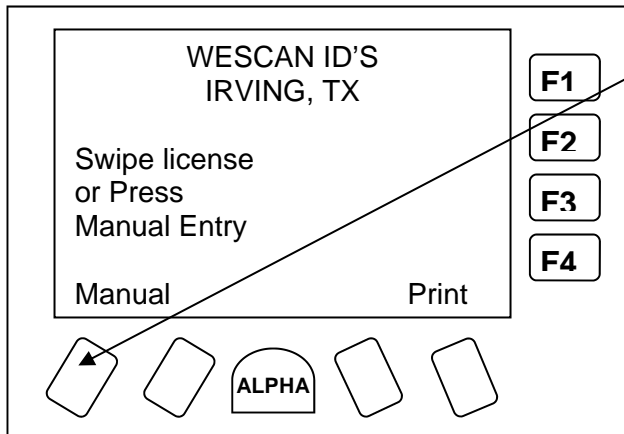
The *Invalid Scan* screen is displayed when there is a fake ID, damaged card or read error from the magnetic stripe reader or E-seek device.



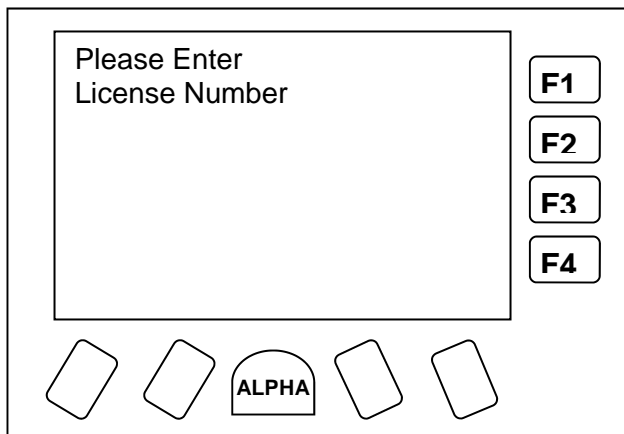
Some licenses have encrypted barcode data. These licenses will display the *Cannot Scan* screen

Manual Entry of a Driver's License

If a license is damaged or will not scan, you must enter the information manually.



From the *Ready to Scan* Screen, select the *Application Button* directly under “Manual”. This will display the *Manual Entry 1* screen.



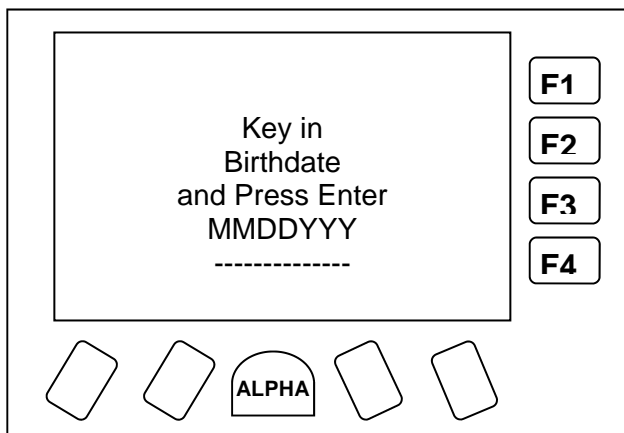
Enter the driver's license number and press the *Enter Key* to proceed to the *Manual Entry 2* screen.



To enter a letter, press the corresponding number and then the Alpha key until the correct letter appears (for “B” press #2 key and then the Alpha key twice)



Use the *Backspace Key* to correct data entry errors



The *Manual Entry 2* screen is used to enter a birth date if the ID is unable to scan. Enter the birth date and press the *Enter Key*. (August 1, 1980 would be entered as 08011980). The system will respond with the *Manual Entry 3* screen.



Press the *Clear Key* to return to the *Ready to Scan* screen

Manual Entry of a Driver's License (cont.)

ID Source:

1. In State
2. Out of State

Choice? : 1

F1
F2
F3
F4

ALPHA

The *Manual Entry 3* screen will prompt the user to enter whether the ID is an in-state or out-of-state license.

Choose “1” if the manual entry is for an in-state ID.

Choose “2” if the manual entry is for an out-of-state ID.



Press the clear key or backspace key if you need to change your choice.

Expired Driver's License Screen Message

AGE: 99

Customer Name
DOB: MM/DD/YYYY
DL: ID Number

License Expired

Manual Print

F1
F2
F3
F4

ALPHA

The *Expired License* message is displayed at the bottom of the WE SCAN screen after an expired license is scanned.

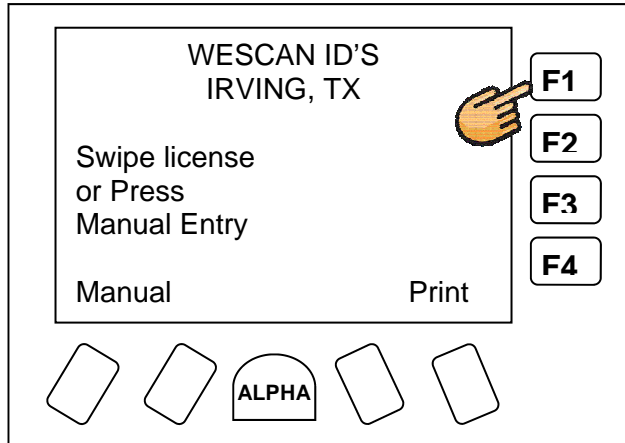


Upon display, the expired license message is accompanied by a warning tone as an additional alert to the operator.

Maintenance Mode

Maintenance mode is used to configure WE SCAN AV and perform routine tasks such as printing batch reports, clearing the batch file, and changing terminal settings.

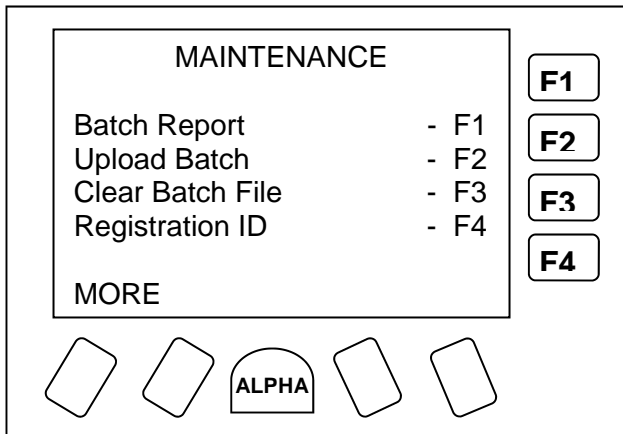
Maintenance mode is password protected and should only be used by a manager or someone with an understanding of WE SCAN.



To enter the *Maintenance mode*, from the *Ready to Scan* screen, press the *F1* button.

WE SCAN AV will prompt the user for a password. The default password is 12345. Correctly enter the password and press the *Enter* button. *Maintenance 1* screen will be displayed.

Maintenance 1 Screen



Batch Report – F1: Prints a report of all the scans stored in WE SCAN AV terminal.

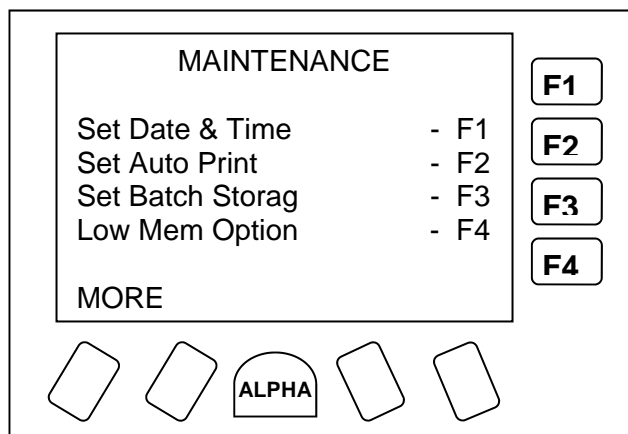
Upload Batch – F2: Sends saved data from the WE SCAN AV terminal to a PC.

Clear Batch File – F3: Permanently erases data stored in WE SCAN AV Terminal.

Registration ID – F4: Displays the registration information for the terminal.

More: Select the *Application* button under “MORE” to show the *Maintenance 2* Screen.

Maintenance 2 Screen



Set Date & Time – F1: Changes the date and time of the WE SCAN AV Terminal.

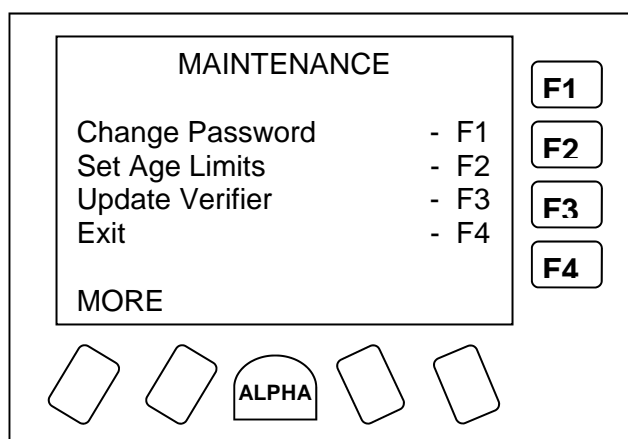
Set Auto Print – F2: Turning on this feature will cause the terminal to automatically print the response from each scan.

Set Batch Storage – F3: Enables or disables batch storage.

Low Mem Option – F4: Select this option to configure how WE SCAN AV terminal behaves when memory becomes low.

More: Select the *Application* button under “MORE” to show the *Maintenance 3 Screen*.

Maintenance 3 Screen



Change Password – F1: Changes the *Maintenance* screen password.

Set Age Limits – F2: Allows user to change Upper and Lower Age limits.

Update Verifier – F3: Allows updates for the WE SCAN AV software.

Exit – F4: Exits the *Maintenance* screen and returns to *Age & ID Verification* mode.

More: Select the *Application* button under “MORE” to show the *Maintenance 1 Screen*.

Printing a Batch Report

MAINTENANCE

Batch Report	-	F1
Upload Batch	-	F2
Clear Batch File	-	F3
Registration ID	-	F4

MORE

ALPHA

From the *Maintenance 1* screen, select F1-Batch Report.

Print Batch file?
 Are you SURE?

Batchcount : 99

Yes |
Cancel |
No |

ALPHA

The WE SCAN AV terminal will display the number of stored records.

Choose the desired *Application* button
 Yes – Print Batch Report
 No – Do not print Batch Report
 Cancel – Do not print Batch Report



Printing a Batch Report may take an extensive amount of time and paper. Press the *Clear* button to stop a batch report in progress.

Understanding Your Batch Report

The Batch Report prints all scans stored in your WE SCAN AV Terminal. Batch reports are printed by date of scan.

```

1/1/09
09:30 TX123456789012345678 BROWN L
10:40 FLWW3958567TJFN JONES XL
14:23 FL1234RT567YGDR SMITH R
15:12 FLTR596857YGHFJ BROWN U
.
.
.
23:45 TX12343ERTT5F8FNJFU BLACKSMITH L

1/2/09
10:15 TX98765432 STEWART L
11:25 FL698725814 WHITE R
    
```

Batch Report Details:

Time – displayed in 24 time HH:MM
Encrypted Driver License Number – first two characters indicates issuing State
Last Name – first 10 characters of the customer last name
Expired license code – X indicates the scanned license was expired
Scan Type code – indicates the age of the customer
 L – Legal Age (21 or over)
 R – Restricted Age (18-21 as set in age limits)
 U – Under age (under 21 or 17 dependent on age limits)

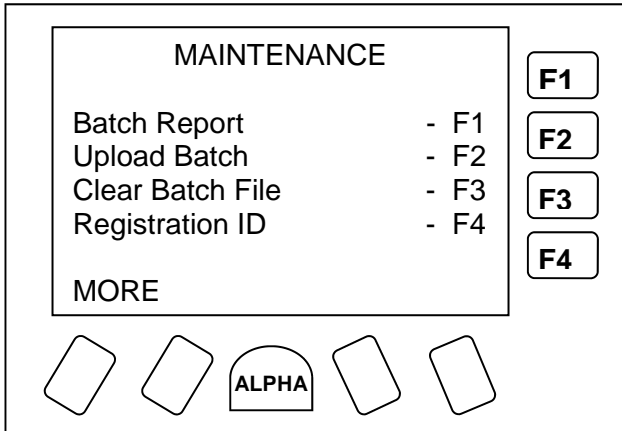
Uploading the Batch

Uploading your batch records requires additional hardware and software. Please contact We Scan IDs to receive instructions.

Clearing Your Batch File

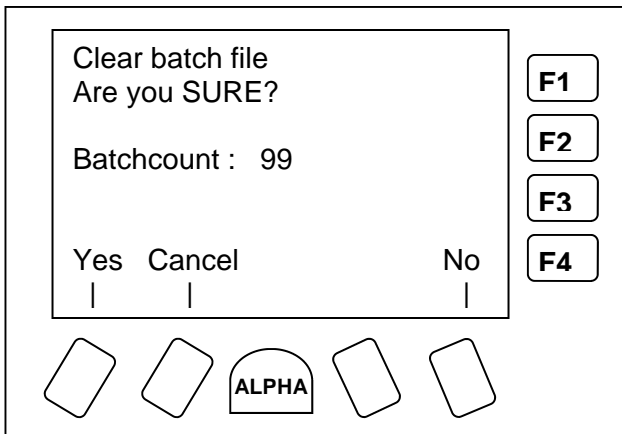


Clearing the Batch file will permanently delete all scans stored in the WE SCAN AV Terminal. We Scan IDs recommends that you print your Batch Report or Upload the Batch to a PC before clearing the Batch file



From the *Maintenance 1* screen, select F3 – Clear Batch File.

WE SCAN AV will display the *Confirm Clear Batch* screen to prompt the user to confirm deleting the batch file.

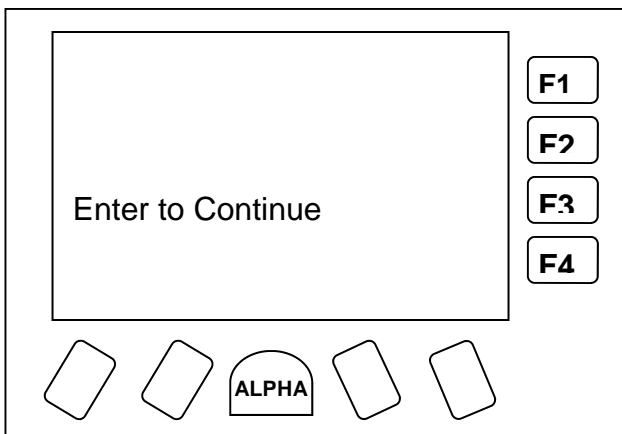


From the *Confirm Clear Batch* screen, choose the corresponding *Application* button:

Yes – Clears the batch file (all scans deleted)

No – Does not clear batch file

Cancel – Does not clear batch file

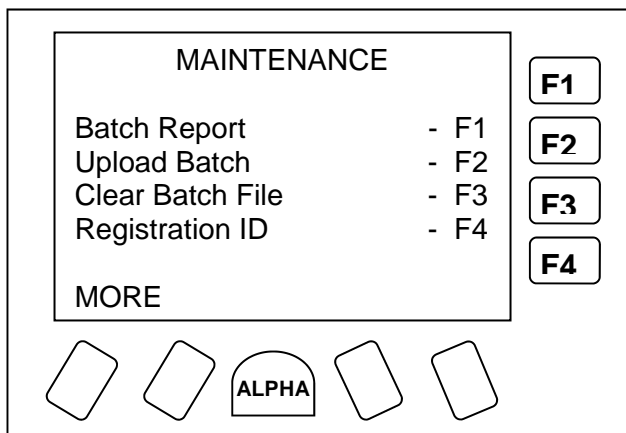


After selecting option from the *Confirm Clear Batch* screen, the system will respond with the *Enter to Continue* screen.

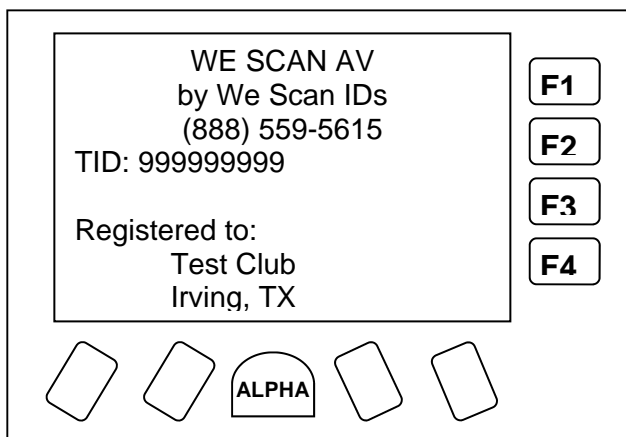
To accept your choice from the *Confirm Clear Batch* screen, press the *Enter Key*.

To cancel the Clear Batch and keep the records, press the *Cancel Key*.

Displaying Your Registration Information



From the *Maintenance 1* screen, select F4 –Registration ID.

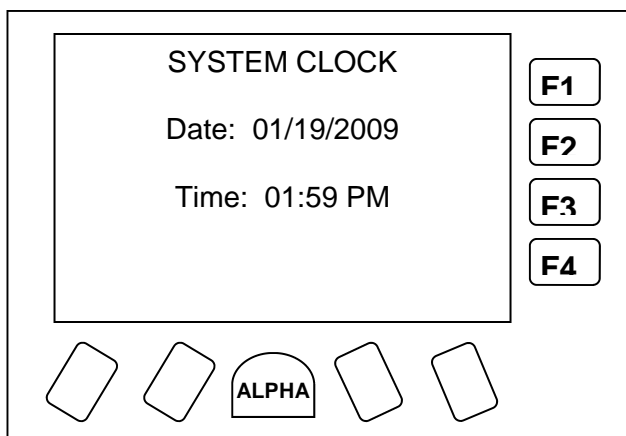


The *Registration ID* screen will display your Terminal number and registration information.

Setting the Date and Time on Your WE SCAN AV Terminal



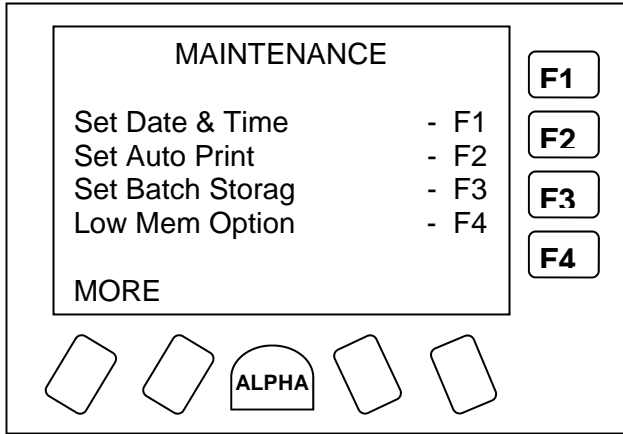
Since all age calculations are done using the internal clock of your WE SCAN AV Terminal, the correct date and time of your Terminal is essential.



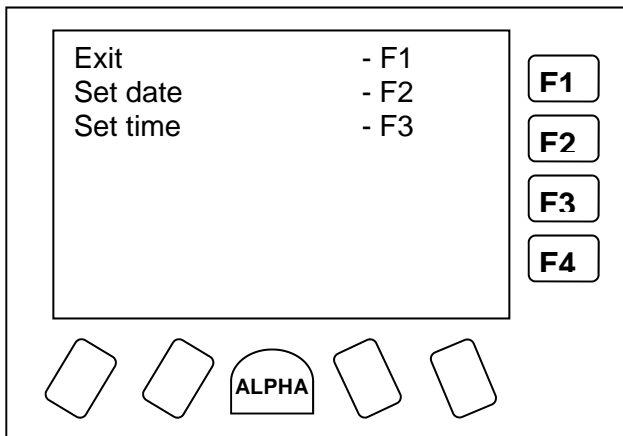
To check your Terminal current date and time, press the *F4* Key from the *Ready to Scan* screen.

The System Clock screen will be displayed.

Setting the Date and Time on Your WE SCAN AV Terminal (cont.)



From the *Maintenance 2* screen, select F1 – Set Date & Time.

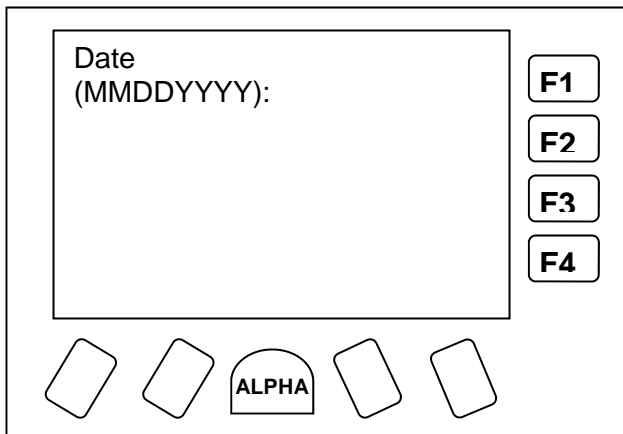


The *Main Set Date & Time* screen will display. Choose from the following:

Exit (F1) – will exit and return to *Maintenance 1* Screen

Set date (F2) – will open *Set Date* screen

Set time (F3) – will open *Set Time* screen



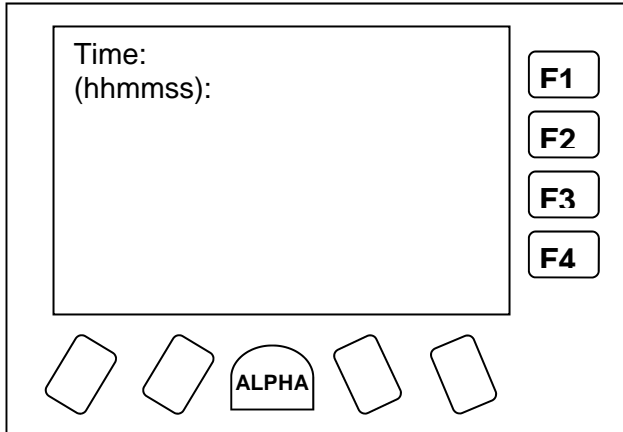
If you choose the *Set Date* screen, enter the date using the format MMDDYYYY and press the *Enter Key*.



Use the *Backspace Key* to correct errors

Press the *Cancel Key* if you don't want to change the Terminal date.

Setting the Date and Time on Your WE SCAN AV Terminal (cont.)

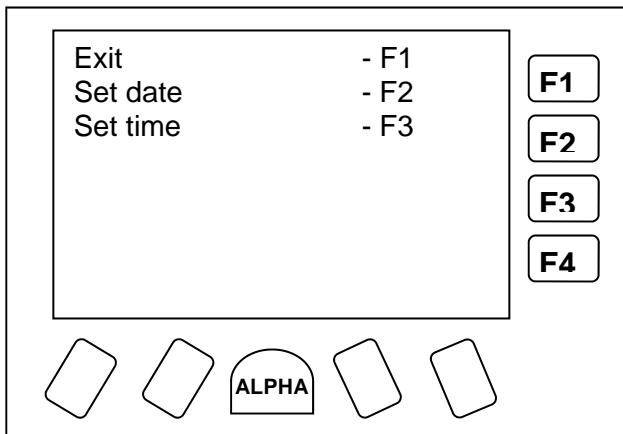


If you choose the *Set Time* screen, enter the date using a 24 hour format HHMMSS (1:39 PM would be 13:39:00) and press the *Enter Key*.

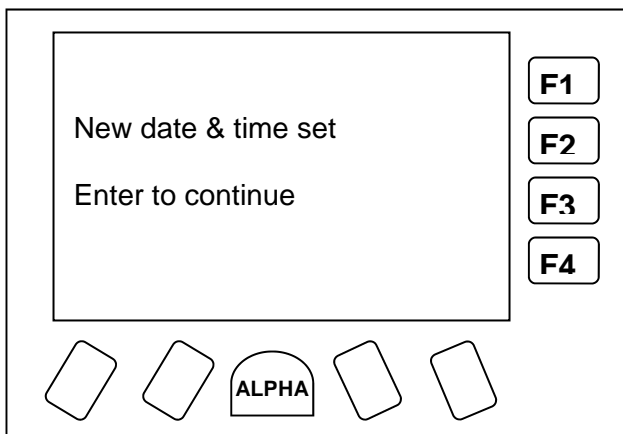


Use the *Backspace Key* to correct errors

Press the *Cancel Key* if you don't want to change the Terminal date.



After making changes to the Date and/or Time, press F1 to exit the *Main Set Date & Time* screen.

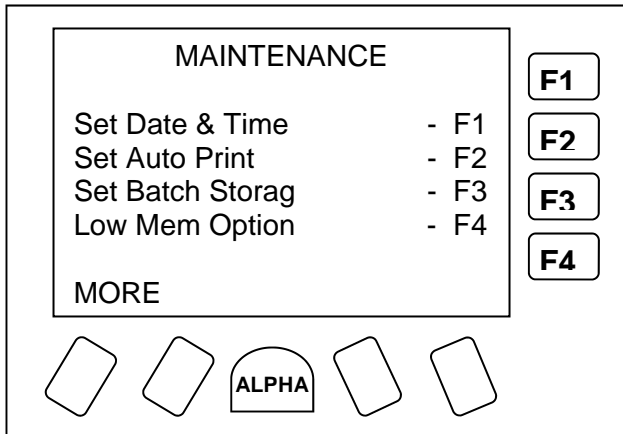


From the *New Date & Time* screen, press the *Enter Key* to return to the Maintenance 1 screen.



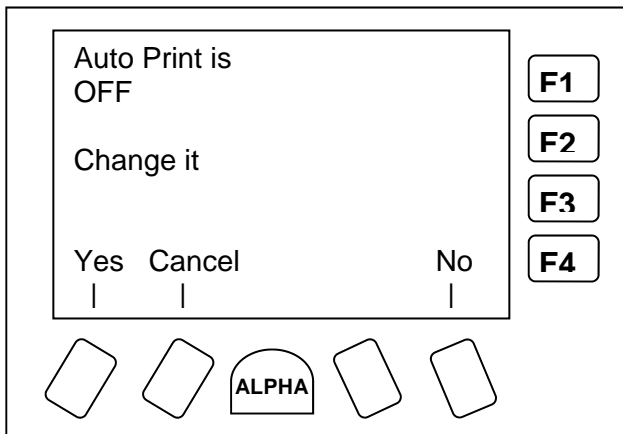
Verify your new date and time, by pressing F4 from the *Ready to Scan* screen

Setting the Auto Print Function



The Auto Print function determines whether or not the WE SCAN AV Terminal will automatically print the response from each scan.

From the *Maintenance 2* screen, select F2 – Set Auto Print.



The *Set Auto Print* screen will open. The setting of the Auto Print feature will be either OFF or ON. Press the *Application* Button under the correct option to change the setting or keep it.

Yes – changes the setting

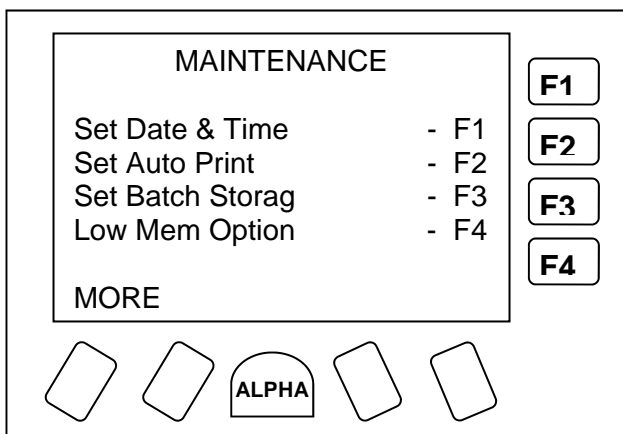
Cancel – does not change the setting

No – does not change the setting



The default setting for Auto Print is OFF.

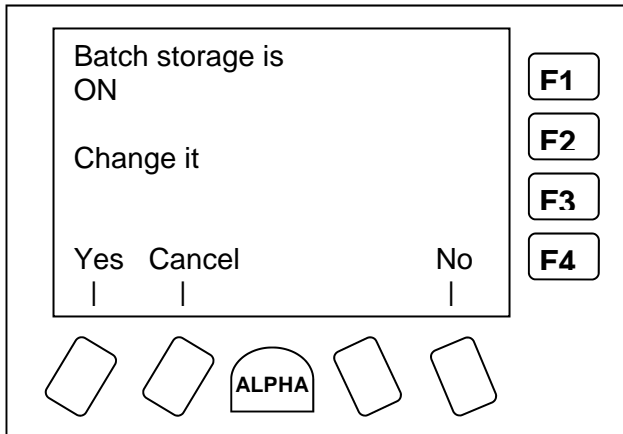
Setting the Batch Storage



Setting the Batch Storage for the WE SCAN AV Terminal determines whether or not you can later print Batch Reports or Upload the data to a PC. Turning the Batch Storage OFF is *not* recommended.

From the *Maintenance 2* screen, select F3 – Set Batch Storage.

Setting the Batch Storage (cont.)



The *Set Batch Storage* screen will open. The setting of the Batch Storage feature will be either OFF or ON. Press the *Application* Button under the correct option to change the setting or keep it.

Yes – changes the setting

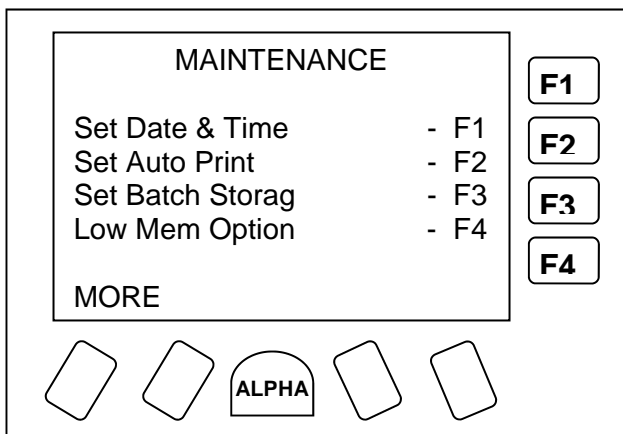
Cancel – does not change the setting

No – does not change the setting



The default setting for Batch Storage is ON.

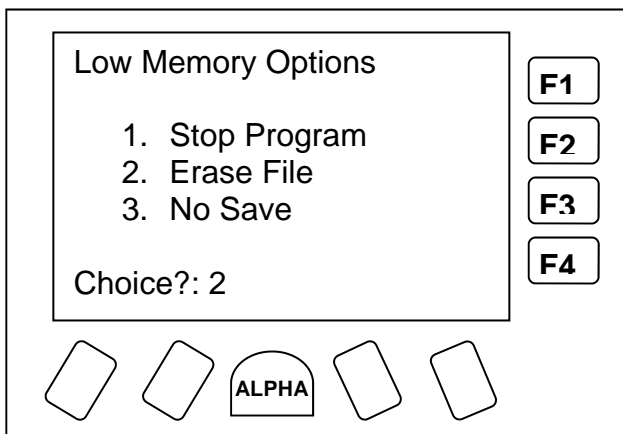
Setting Low Memory Options



Setting your Low Memory Options affects the way your WE SCAN AV Terminal saves scanned information. Low Memory occurs when the Batch Storage is not printed/uploaded and cleared on a regular basis.

From the *Maintenance 2* screen, select F4 – Low Mem Option.

The *Low Memory Options* screen will open. Select 1, 2, or 3.



1 – Stop Program: WE SCAN AV will stop working until the *Clear Batch File* option is selected. Remember to print your Batch Report or upload to a PC before clearing.

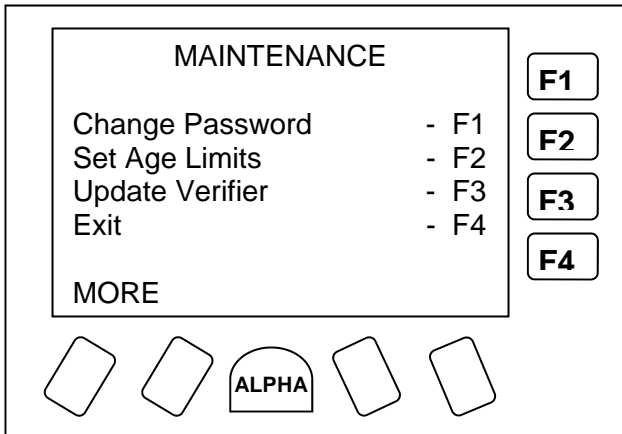
2 – Erase File: When memory storage is full, WE SCAN AV will overwrite older records with new records

3 – No Save: When memory storage is full, WE SCAN AV will stop saving new scans until the *Clear Batch* option is selected.



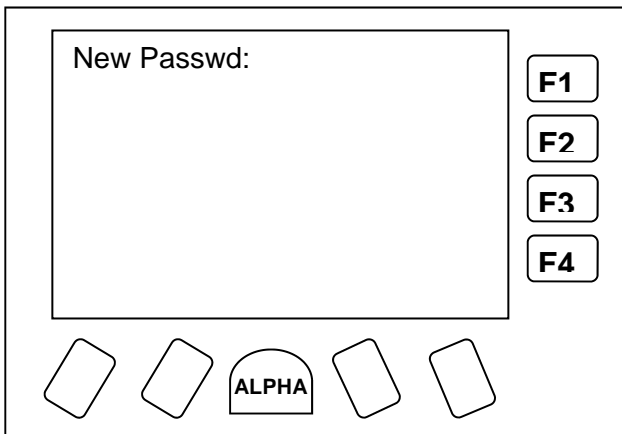
The default setting for Low Memory Options is 2.

Setting the WE SCAN AV Maintenance Password



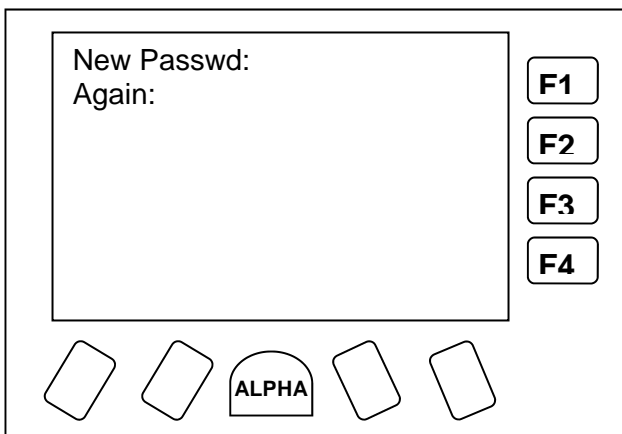
If you decide to change the default Maintenance Password, your WE SCAN AV Terminal could become inoperable. Please ensure that you store the new password in a safe location.

From the *Maintenance 3* screen, select F1 – Change Password.



The *New Password* screen will open.

Enter a valid password (8 digits or less, numeric values only); press the *Enter Key*



The *New Password Confirmation* screen will open.

Re-enter the new password; press the *Enter Key*



The default password is 12345.

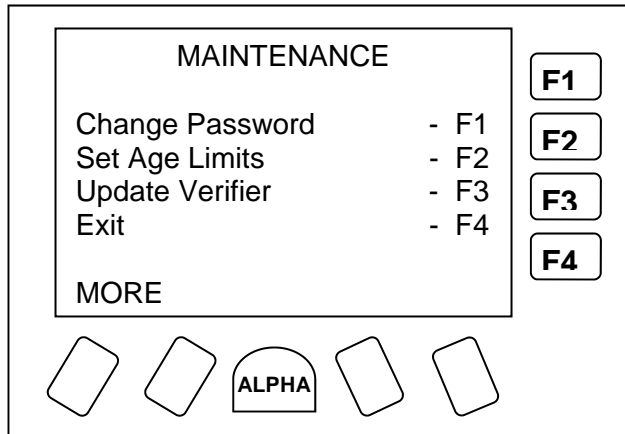


Press the *Clear Key* at any time to exit from the *Change Password* option.

Setting Age Limits

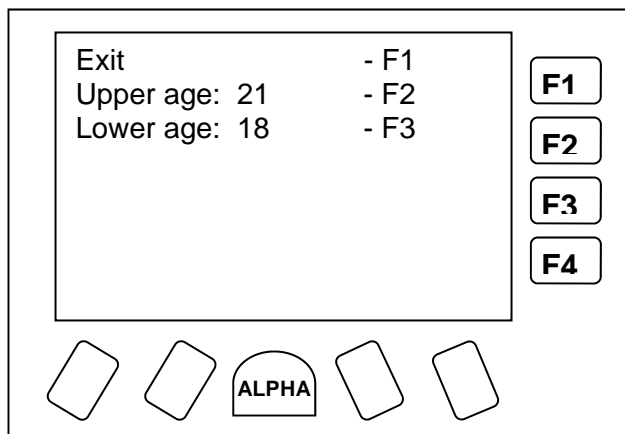


Select this option if you sell tobacco, paint products or any other age-restricted product. If you only sell alcohol, both the Upper Age limit and Lower Age limit should be set to 21. If you sell other age-restricted products, this setting should be set to the legal age for the restricted products.



From the *Maintenance 3* screen, select F2 – Set Age Limits

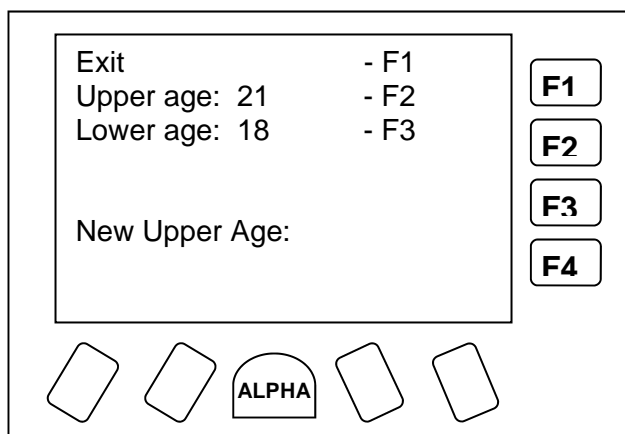
The *Age Limits* screen will open.



The *Age Limits* screen will show the current settings for the Upper and Lower Age limits.

Select from the following options:

- F1 - exits the Age Limits screen
- F2 – change the Upper Age Limit
- F3 - change the Lower Age Limit



The WE SCAN AV Terminal prompt for the New Upper Age/New Lower Age

Enter the new age limit and press the *Enter Key*.

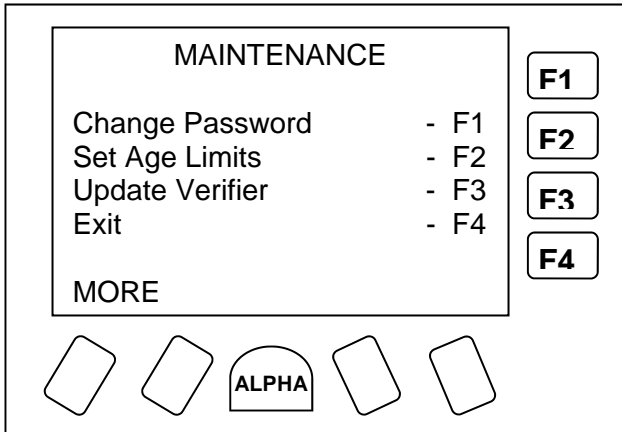


Pressing the *Cancel Key* will exit the *Age Limits* screen without making changes to the current age limits.

Updating Your WE SCAN AV Terminal

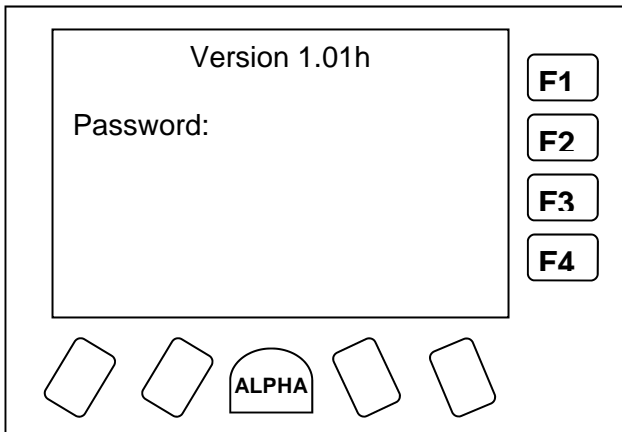


Updates to your WE SCAN AV Terminal should be sent by We Scan IDs on a quarterly basis. Additional updates may occur to update your WE SCAN AV software license key or for emergency releases of the software.



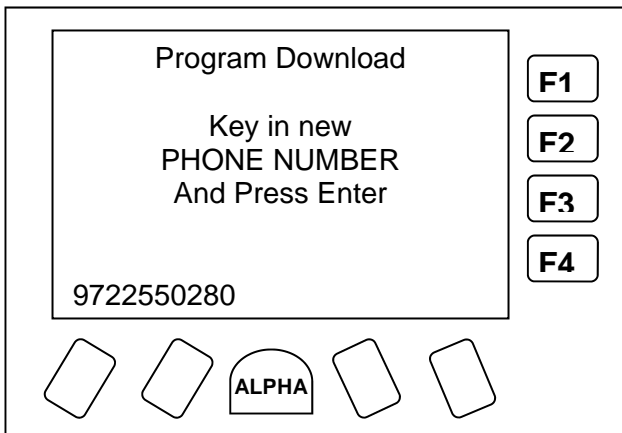
Before updating your WE SCAN AV terminal, you must connect the machine to a working phone line.

From the *Maintenance 3* screen, select F3 – Update Verifier



The WE SCAN AV Terminal will prompt for a password.

Enter the password (54321); press the *Enter Key*

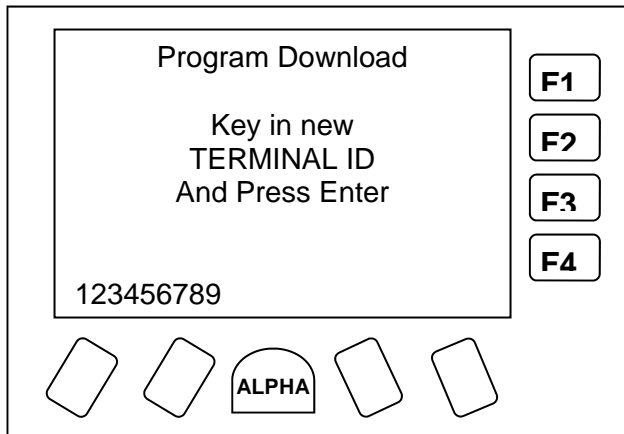


Confirm the correct phone number

Download #: **972-255-0280**

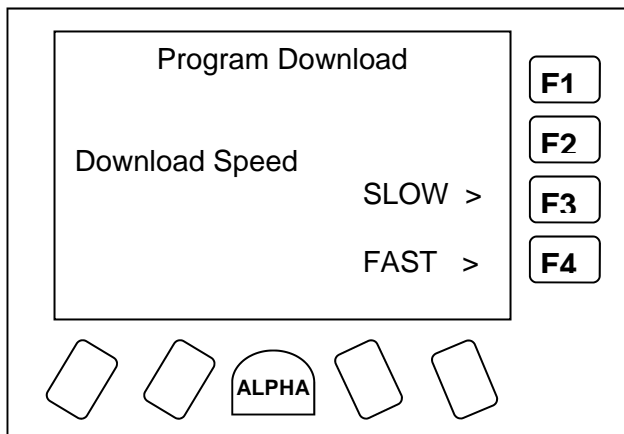
Enter the number without hyphens or spaces.

Updating Your WE SCAN AV Terminal (cont.)



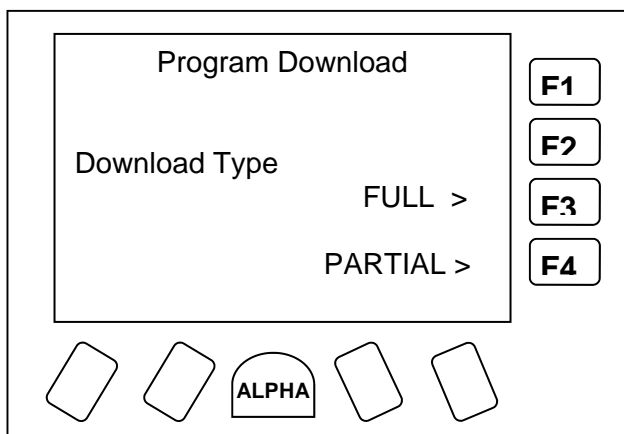
Enter the Serial Number of your terminal. This number can be found on the back of your terminal.

Enter the number without hypens or spaces.



Enter the *Function Key* to select your download speed

F3 – Slow
F4 – Fast



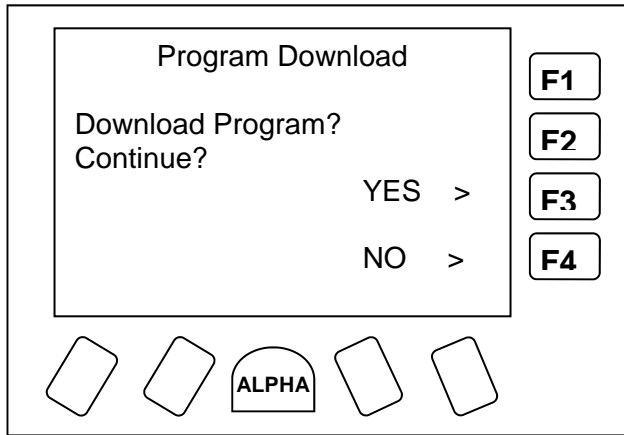
Enter the *Function Key* to select your download type.

F3 – Full
F4 – Partial



Most updates for your WE SCAN AV terminal will be a Partial download. Please follow the instructions sent to you when you received your notice of update.

Updating Your WE SCAN AV Terminal (cont.)



Enter F3 to continue with the program download.



If the program did not download, please check your WE SCAN AV terminal's telephone connection.

Additional Product and Service Terms

WE SCAN AV is a tool aiding in age determination and ID validation, however it is solely your legal responsibility to ensure IDs are valid and belong to the person presenting it.

WE SCAN AV must be used according to the state's laws in which your business operates. Any misuse of information obtained within this software shall not be associated with We Scan IDs. If any function of WE SCAN AV is deemed outside the state law in which it is being used, it is your responsibility to cease such applicable functions. You also agree not to illegally sell or distribute any private information obtained by using WE SCAN AV.

No liability for consequential damages. To the maximum extent permitted by applicable law, in no event shall We Scan IDs be liable for any damages whatsoever, including, without limitation, damages for loss of business profits, business interruption, loss of business information, or other pecuniary loss, arising out of the use or inability to use WE SCAN. In no event shall We Scan ID's be liable for any direct, indirect, special, incidental, or consequential damages, whether based on warranty, contract, tort, or any other legal claim. Some state/jurisdictions do not allow the exclusion or limitation of liability for consequential or incidental damages; therefore the above limitation may not apply to you.