WI-CAMS and RapidTAG

User Guide

January 17, 2018

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RapidTAG: An overview

RapidTAG is an on-scene badging solution supported by Salamander Technologies. RapidTAG accounts for non-credentialed responders with a temporary deliverable. Personnel are temporarily added to the Salamander exchange platform and subject to the same accountability functions as state-credentialed assets (e.g. timestamps, branch assignments, etc.).

Like all elements in WI-CAMS (Wisconsin Credentialing and Asset Management System), state policy directs agencies using RapidTAG to use a standardized template for temporary deliverables. This design standard comes pre-installed on every WEM-managed RapidTAG kit.

RapidTAG can be used in conjunction with other Salamander Technologies products. This kit includes instructions for 02 TRACK, which allows users to scan both permanent and temporary deliverables on a tablet or smartphone. Additional documentation on WI-CAMS-supported solutions can be found in the "User Tools" section at wicams.wi.gov.

RapidTAG kits are available to local and state agencies as resources for request through Wisconsin's 24-Hour Duty Officer: 1-800-943-0003

RapidTAG with internet

RapidTAG setup with internet

While the RapidTAG case is water-proof, the equipment inside it is not. Prior to setup, verify that the RapidTAG equipment is in a dry location.

1. Power on the RapidTAG kit's laptop and log into Windows with a DMA-issued profile. If you have not yet been issued a profile, you can submit a request to wicams@wisconsin.gov.

2. Verify that the laptop has an established internet connection. If no connection seems present, confirm that the laptop's network adapters have been turned on. Whenever possible, the network connection should always be secure.

3. Plug in the tethered scanner to one of the laptop's USB ports. The scanner should "beep" once it is recognized by Windows. Refer to the "Troubleshooting the USB scanner" section for additional assistance.

4. Connect the Zebra GX430t printer to a power source. Plug in the printer to another of the laptop's USB ports. Flip on the power switch at the back of the printer. Refer to the "Troubleshooting the Zebra printer" section for additional assistance.

Configuring RapidTAG with internet

1. Once you have verified the laptop has a network connection, click the RapidTAG icon on the desktop.

2. You may be prompted with a Windows administrator message. Click "No" and proceed.

3. From the RapidTAG main screen, click "File" and then "Options."

4. Select the "Organization" tab and verify the following settings.
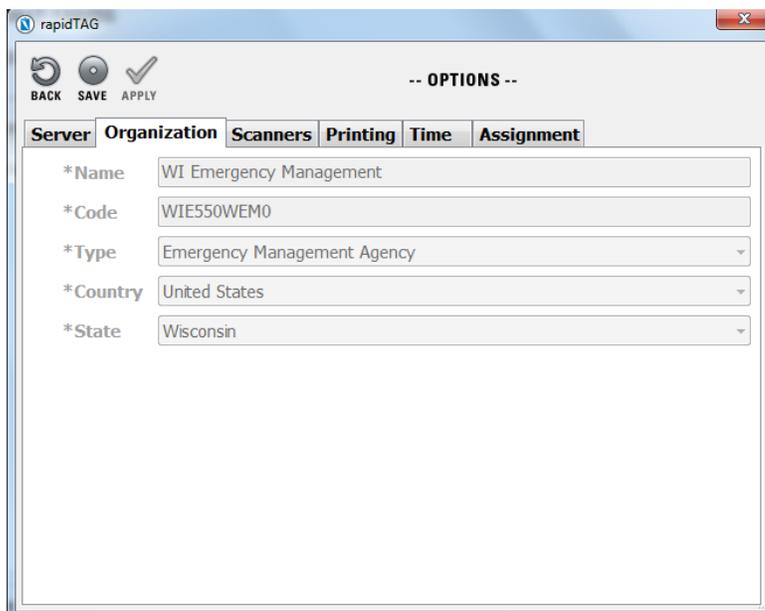
5. Select the "Scanners" tab, and confirm that "USB scanners" is enabled.

6. Click "USB Scanners" and verify that the USB device is named and that "Use Device" and "Connected" are both set to "Yes." Click "Close," or refer to the "Troubleshooting the USB scanner" section for additional assistance.
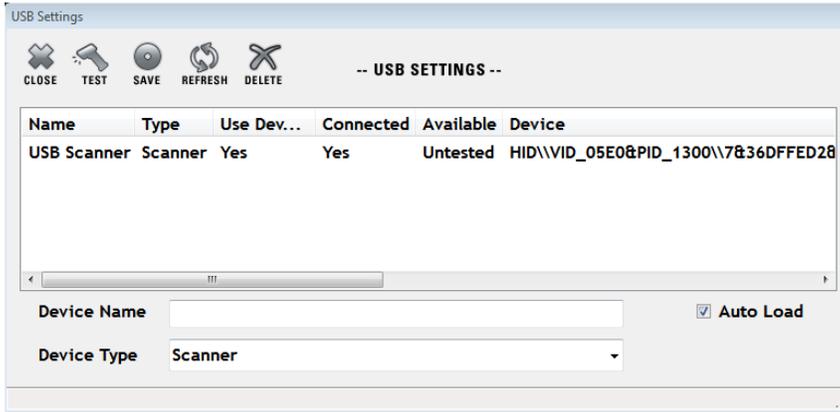
7. Click the "Printing" tab, and verify the following settings. Click "Save" and "Back."
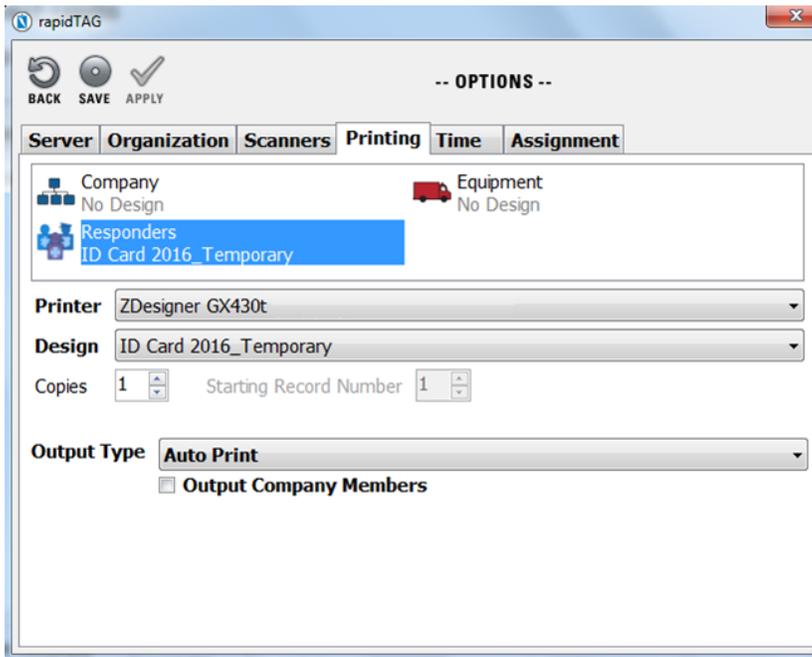
Merging RapidTAG with other Salamander solutions

Now that you have properly configured RapidTAG, you may also merge its data with data from an 02 TRACK or Command solution -- provided you are also using those products. Refer to the "Merging incident data in 02 TRACK" section in the "WI-CAMS and 02 TRACK User Guide" for more information.

RapidTAG without internet

RapidTAG setup without internet

While the RapidTAG case is water-proof, the equipment inside it is not. Prior to setup, verify that the RapidTAG equipment is in a dry location.

1. Power on the RapidTAG kit's laptop and log into Windows with a DMA-issued profile. If you have not yet been issued a profile, you can submit a request to wicams@wisconsin.gov.

2. Plug in the tethered scanner to one of the laptop's USB ports. The scanner should "beep" once it is recognized by Windows. Refer to the "Troubleshooting the USB scanner" section for additional assistance.

3. Connect the Zebra GX430t printer to a power source. Plug in the printer to another of the laptop's USB ports. Flip on the power switch at the back of the printer. Refer to the "Troubleshooting the Zebra printer" section for additional assistance.

Configuring RapidTAG without internet

Because you will be using RapidTAG without a wireless connection, you will <u>not</u> be able to join RapidTAG data with data from other computer-based solutions. The software may occasionally remind you of this. Simply close out of the prompt and resume operations.
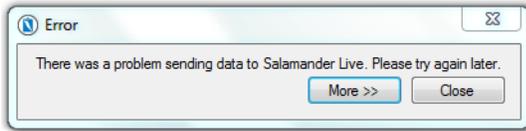
1. Click the RapidTAG icon on the desktop.

2. You may be prompted with a Windows administrator message. Click "No" and proceed.

3. From the RapidTAG main screen, click "File" and then "Options."

4. Select the "Scanners" tab, and confirm that "USB scanners" is enabled.

5. Click "USB Scanners" and verify the three settings below are all set to "Yes." Click "Close."
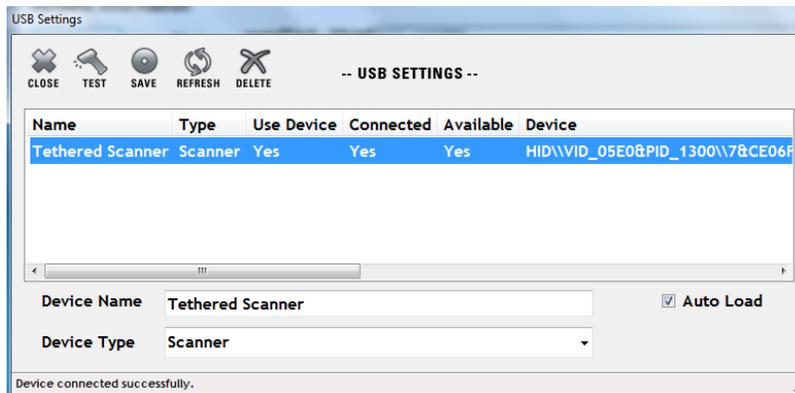
6. Click the "Printing" tab, and verify the following settings. Click "Save" and "Back."
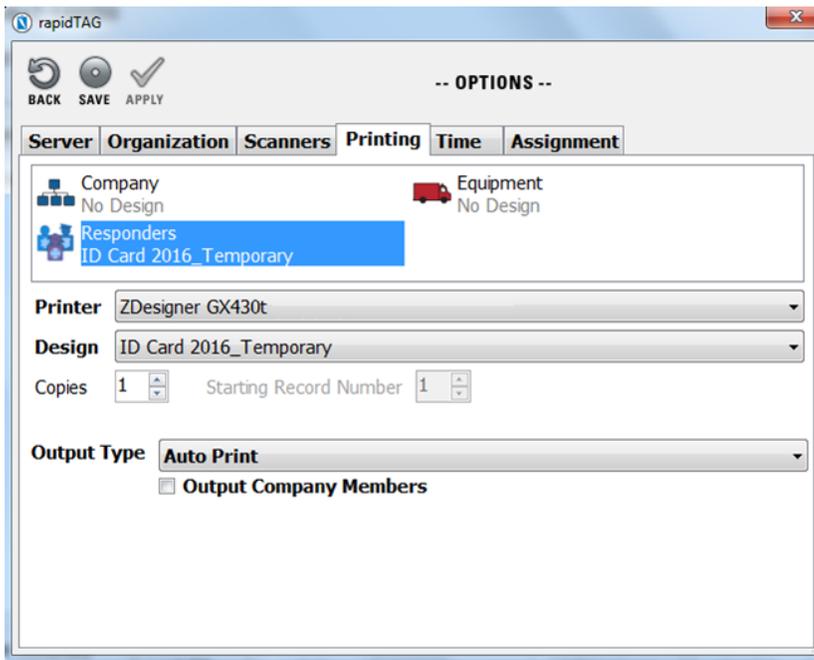
Printing RapidTAG badges

Before responder badges can be printed, RapidTAG requires any personnel you add to be associated with an organization.

1. If the incident in RapidTAG has not been started yet, click "Start" in the RapidTAG main screen.

2. Click the "Organization" tab and then click "Add."

3. Fill in the appropriate fields. Note that the ID field will auto-populate. Since temporary badges are not added to the statewide WI-CAMS database, you can leave the information in this field as is. Click "Finish."

4. This organization will now be available to you when printing temporary badges. Repeat these steps for every organization required.

RapidTAG can print temporary badges by scanning a driver's license or via manually entering data. Instructions on both methods are as follows:

RapidTAG with a driver's license

1. If the incident in RapidTAG has not been started yet, click "Start" in the RapidTAG main screen.

2. Verify the "People" tab is selected. With the USB Scanner, scan the barcode on a driver's license. Depending on the license, you may need to hold down the scanning function for several seconds before the barcode is recognized.

3. The following screen will appear:

4. Fill fields as needed. First Name, Last Name, and Organization are all required.

5. Select the organization from the existing dropdown list. You may also go back and add in a new organization using the above steps.

6. Verify the "Print when finished" checkbox is checked. Per WI-CAMS policy, the badge's expiration must not exceed 72 hours from the date/time of printing.

7. Click "Finish" or press the "Enter" key to print. Your RapidTAG badge can now be scanned and tracked through the Salamander exchange platform. (*Note: You must do so through an 02 TRACK device or handheld scanner. This kit's USB scanner is <u>not</u> for scanning WI-CAMS deliverables.)*

RapidTAG with manual entries

1. If the incident in RapidTAG has not been started yet, click "Start" in the RapidTAG main screen.

2. Verify the "People" tab is selected. To add a responder, click "Add," and fill fields as needed. First Name, Last Name, and Organization are all required.

3. Select the organization from the existing dropdown list. You may also go back and add in a new organization using the above steps.

4. Click "Finish" or press the "Enter" key to print. Your printed RapidTAG badge can now be scanned and tracked through the Salamander exchange platform. (*Note: You must do so through an 02 TRACK device or handheld scanner. This kit's USB scanner is <u>not</u> for scanning WI-CAMS deliverables.*)

Closing out of RapidTAG

1. When your incident has ended, you will need to close out of RapidTAG and power down the hardware. From the RapidTAG main screen, click "End." The software may prompt you to confirm this action.

2. Close out of the RapidTAG software, and power down the laptop.

3. Disconnect all power adapters. Re-wind all chords and return equipment pieces to their original locations in the RapidTAG case. Refer to the diagram included in the kit if needed.

4. If not yet filled out, complete the equipment checkout form enclosed in the kit.

Troubleshooting

Troubleshooting the USB scanner

If the USB scanner's settings are not correct or if the USB scanner will not recognize barcodes, the hardware will need to be calibrated.

1. From the main RapidTAG screen, click "Options" and select the "Scanners" tab.

2. Confirm that "USB scanners" is checked. Click "USB Scanners."

3. Highlight your scanner, and click "Test."

4. Scan the back of a driver's license until a window prompt appears. Close out of the prompt.

5. Verify that "Tested" now appears under "Available."

6. Enter a name for the scanner under "Device Name."

7. Check the "Auto Load" checkbox.

8. Verify the USB Settings now match the settings below. Note that "Connected" and "Use Device" should now both be set to "Yes."
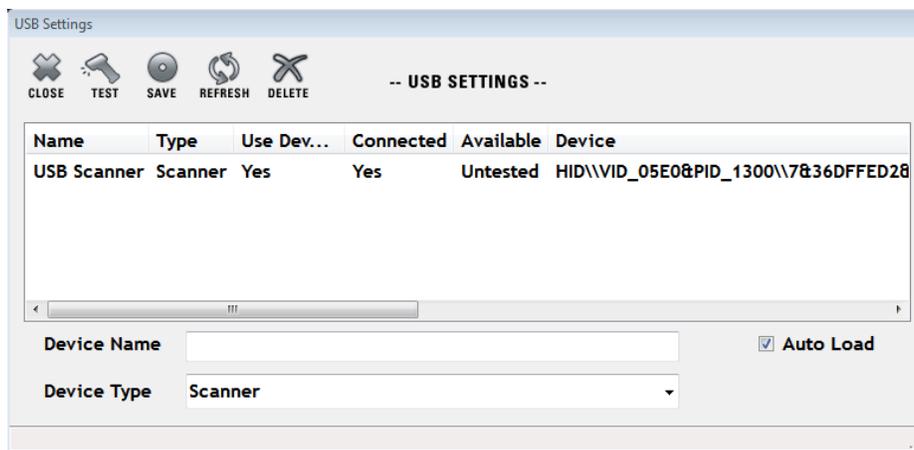
9. Click "Save" and then click "Close."

10. If problems persist, completely remove the USB Scanner by clicking "Delete" in the USB Settings. Unplug the scanner, plug it in once more, and repeat the above steps.

11. If problems still persist, send a support request to wicams@wisconsin.gov.

Troubleshooting the Zebra printer

If you have powered on the Zebra printer and the diagnostic light is not a solid green, the printer will need to be adjusted.

1. Squeeze both side tabs of the Zebra printer to open the printer lid.

2. Verify that the RapidTAG print stock is resting evenly on both of the printer's spools. The stock's justification cannot slant to one side.

3. Once the stock has been readjusted, close the printer lid and press the ream button to ready the print stock.

4. If the diagnostic light is still not a solid green, power-cycle the printer and repeat the above steps. If problems persist, send a support request to wicams@wisconsin.gov.

If the Zebra printer's diagnostic light is a solid green but is rendering a missing or incomplete image, the printer's settings will need to be adjusted in Windows.

1. From the Control Panel, select "Devices and Printers."

2. Locate the ZDesigner GX430t printer. The connected printer should have an opaque icon with a green checkmark next to it.
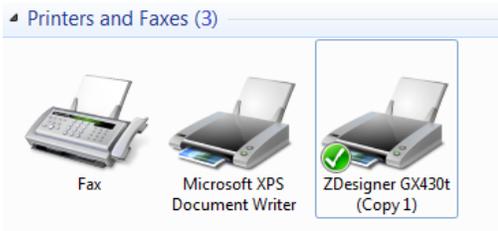
3. Right-click the printer and select "Printing Preferences."

4. Select the "Options" tab and verify the following settings.
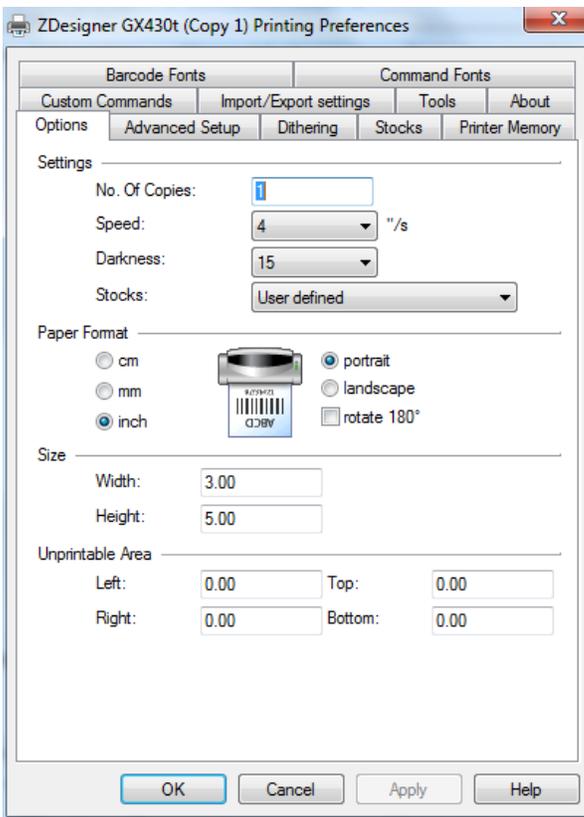
5. Select the "Advanced Setup" tab and verify the following settings.
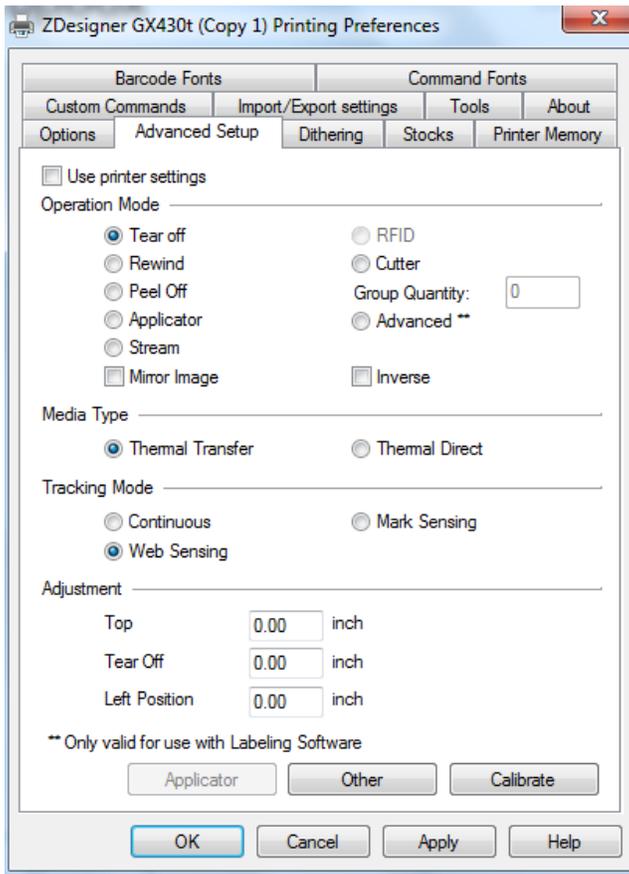
6. Click "OK." If problems persist, send a support request to wicams@wisconsin.gov.