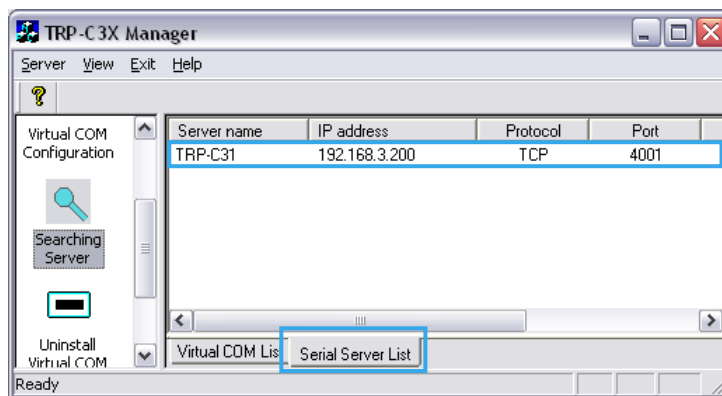Subject:

NUUO Capture Box SCB-C31 Troubleshooting
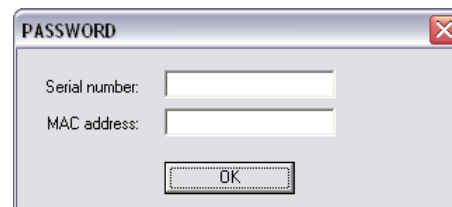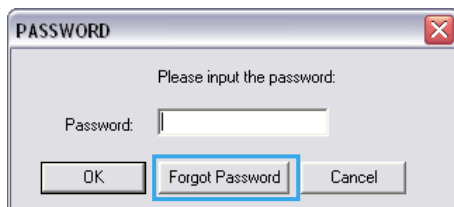
How to modify connection setting when users forget IP address and password?

Please install the search tool attached in CD to search SCB-C31 device. The steps are below:

1. Insert the Tool CD.
2. Move to URL: .\Tool\SCB-C31\install_xx (according OS to select associated install folder)
3. Run Setup.exe, and then following the installshield Wizard to finish installation.
4. Go to Start > All Programs > Trycom > TRP-C3X Manager
5. The application will run as below

6. Switch to Serial Server List, the table will auto search SCB-C31 devices and list in table. And then, you will find the IP address which you forget.
7. Double click on list will open the Server Properties window.
8. If user have forgot password, please click on Forget Password, and then enter the Serial number and MAC address.

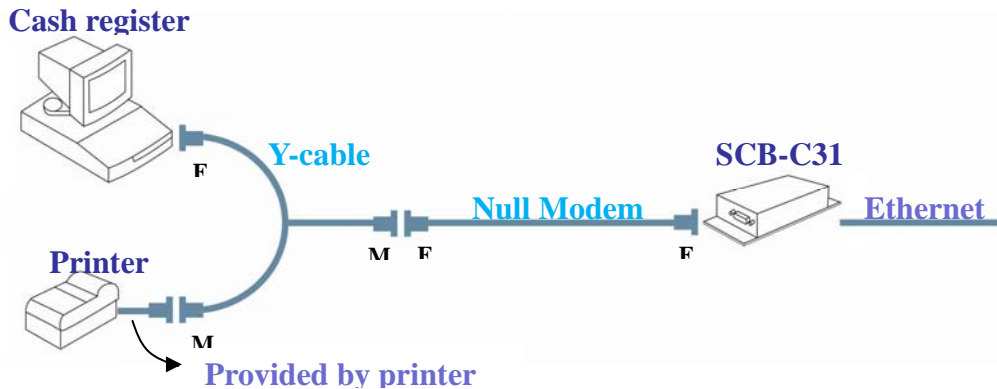9. If SN and MAC are correct, user can open the Server Properties window and reset password.

How to check the connection when I can't see transaction data on live video screen?

The data flow form POS to NUUO system is as below picture, please following below steps to check all setup and component are correct.
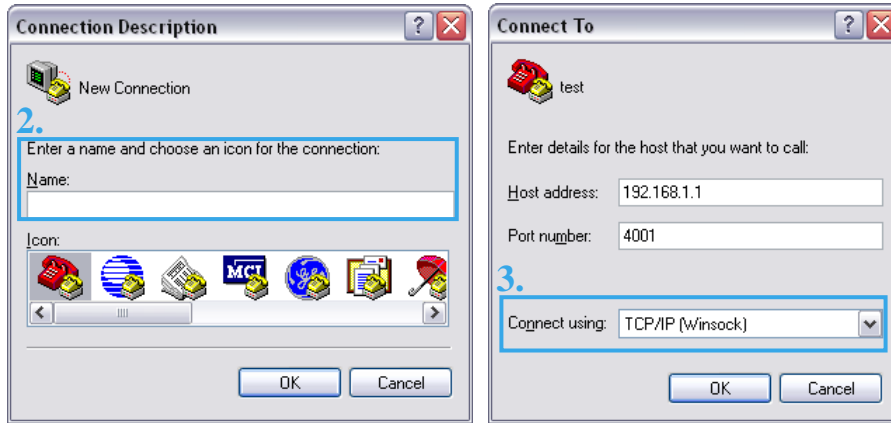

1. Check the printer setting
   Please connect Cash register and printer directly, and then send the transaction data to printer.
   If printer can work correctly, please move to step 2.
   If not, please refer user manual of cash register and printer to setup.
2. The serial connection of SCB-C31
   Please use the Y-cable and Null model to connect Cash register, printer, and SCB-C31. And then Connect power source with SCB-C31, if power connect normal, the PWR LED will blinking.
   After connecting devices, please send transaction data again.
   If connection correct, the RXA LED will blinking and printer can work normally.
   If RXA LED is not blinking, please check all connection cable is correct.
3. Check the Ethernet
   Please use RJ-45 cable to connect SCB-C31 and Hub, and the Link LED will blinking to show network connection is build up.
4. Check the data can be received by PC
   Please use the HyperTerminal to connect IP address of SCB-C31 and check transaction data can be received.
   1) Please go to Start > All Programs > Accessories > Communication > HyperTerminal
   2) Enter name of Connection and click OK.

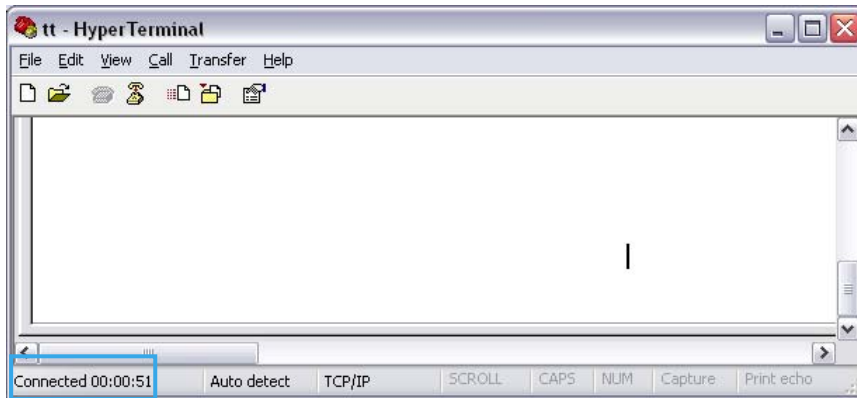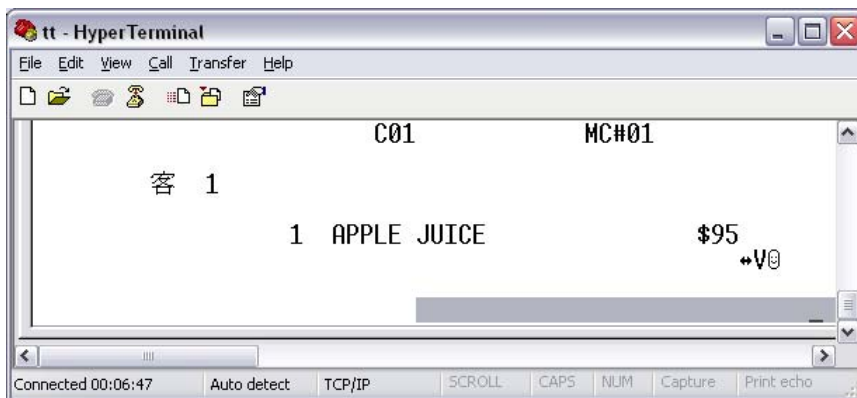3) Setup Connect using as TCP/IP, then enter IP address and port of SCB-C31 and click ok.

4) The HyperTerminal window will open and show connecting time in down-left corner if connection is reached.

5) Send transaction data from cash register, and then the data will show as below. If you can't received data or reach connection, please check the network connecting is correct.
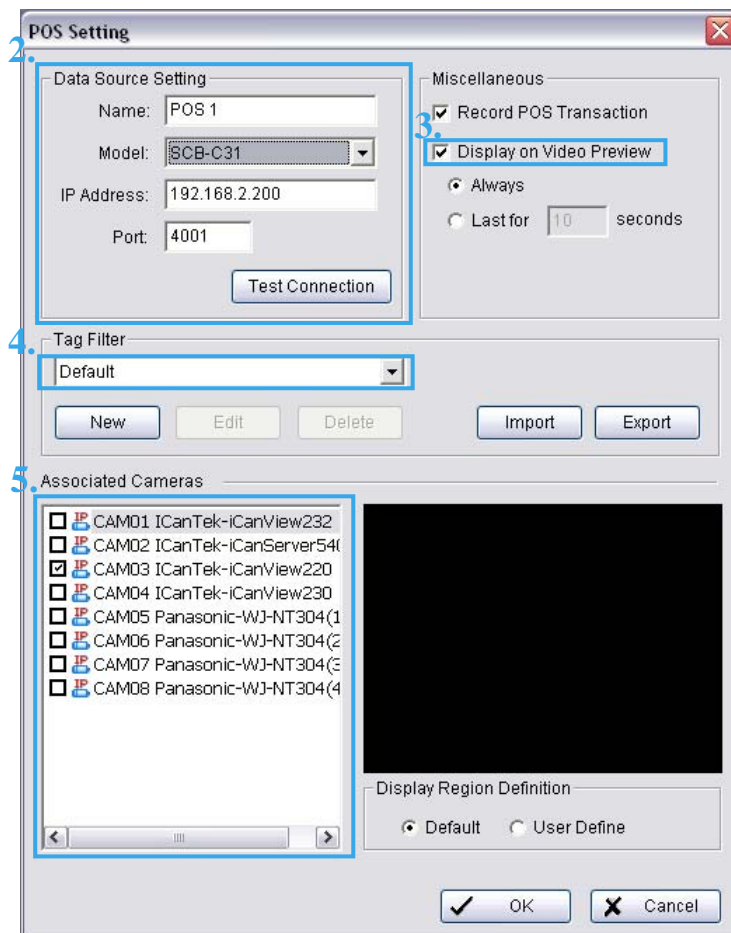
5. The NUUO system setup

If all settings in above step are correct, please check the below settings of NUUO system.

1) Please Run Main Console, and click Config > POS Application > Configure
2) Check the IP address and Port of SCB-C31 (You can click on Test Connection to test setup)
3) Check Display on Video Preview have been enable
4) Check Tag Filter has been select
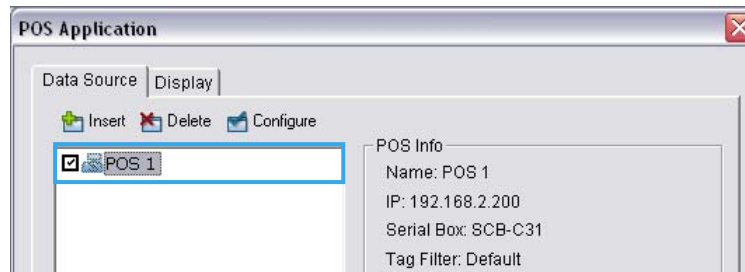5) Check Associated cameras have selected.

6) Back to POS Application and check POS device has been enable

6. If above troubleshooting can't resolve your problem, please mail to service@nuuo.com