

# reply<sup>®</sup> **PLUS**

## Quick Setup Guide



### Reply<sup>®</sup> **PLUS**

Large Capacity. Small Package.

**Thank You!**



*Thank You* for choosing our Reply<sup>®</sup> brand of Wireless Response Systems. We appreciate your business, and we value you as a customer. In an effort to make your first experience with our products an enjoyable one, please use this Quick Setup Guide to first familiarize yourself with our system and its components, and then let it walk you through the system setup so that you can quickly get started.

**FLEETWOOD**

REV092308

There are three components to this Reply® Wireless Response System: Wireless Keypads (WRS7200), the Base Station (WRS970 or WRS971), and the Polling software. To get started, you need to install the base station computer drivers. Please follow the process below to install these drivers.

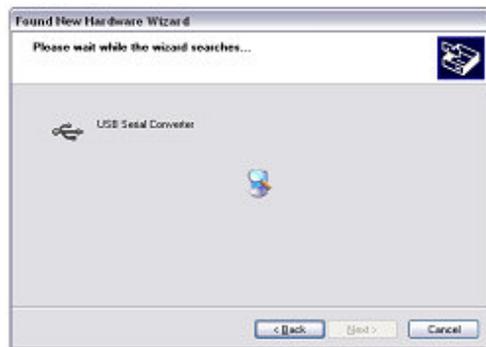
## INSTALLING YOUR NEW HARDWARE

- **IMPORTANT:** Before connecting the base or installing the NEW drivers, be advised of some incompatibility problems with the old Fleetwood (FTDI) USB Serial Converter drivers and the New drivers. See the Technical Bulletin: CRS940 Worldwide Base Update and FTDI Driver Usage, dated January 2008.
- Follow the Steps below to install the drivers from the internet (recommended), or from the CD provided.

1. Connect the device to a spare USB port on your computer. If the following dialog box appears, select “Yes, this time only.” And Click “Next” to proceed.



2. Choose “Install the software automatically” (recommended), and Click “Next”.
3. The Wizard will now search.



4. The FT8U2XX device driver will install. Click “Finish”.



- 5 **WAIT! YOU ARE NOT FINISHED. THIS PROCESS HAS ONLY INSTALLED 1 of the 2 DRIVERS REQUIRED.**

Please follow steps 1-4 again to install the USB Serial Port driver. After Clicking “Finish” on the current window, the “Found New Hardware” Wizard will appear again, prompting to install the USB Serial Port driver.

- *At the completion of the installation, only the specific USB port that was used is configured with the drivers. We recommend repeating the above process for all the USB ports on the computer. To do this, simply plug the base into each USB port, one at a time, and repeat the above steps.*

6. When completed, the “Found New Hardware” wizard will say the new hardware is installed and ready to use.



*The WRS970 offers several way of connecting it to a computer. For more details on the different ways of connecting it to a computer, please refer to the Users Manual provided with your system.*

## INSTALLING YOUR POLLING SOFTWARE

There are two software applications that you will need to install to use your Reply® Wireless Response System. The first is the Reply® Plus Software application, and the second is the Presentation/Polling Software application.

1. Reply® Plus Software Application: To install this program, place your Reply® Plus CD Menu into your DVD/CD-ROM, and wait for the software to run. When the Menu appears, click on either one of the bases (WRS970, WRS971 depending on which you have) to enter into that base's specific menu. When in that menu, click on the Reply® Plus Utility button. This will prompt you thru the installation of the Utility. Once installed, this software application allows you to change the base station settings, verify connection to the base, configure certain keypad settings, and test the full operation of the Reply® Wireless Response System. *Please Note: You do NOT need to run this software utility if your presentation/polling software includes similar features that allow you to change base and keypad settings. This utility program is designed to only supplement your presentation/polling software. In rare cases, the utility program may be used to verify hardware operation if you are having difficulty operating your presentation/polling software. This Utility is not meant to replace or be used as a presentation/polling software application.*
2. Presentation/Polling Software Application: To install this program, place the Software Application CD into the DVD/CD-ROM, and wait for the software menu to appear. Follow the steps on the accompanying install CD to install the software onto your computer. This software should also include any help files and/or manuals. Please contact the Presentation/Polling Software developer with any questions or technical support.

## AUTHORING QUESTIONS

There are numerous companies that write software for your Reply® Wireless Response System. Some of these applications are purpose-built for special uses like decision making, focus group research, delegate voting, classroom testing, gaming and more. Others are designed for use in multiple settings. Please refer to the software manual for instructions on authoring questions and running the presentation.

## RUNNING THE SYSTEM

Begin by plugging the base station into one of your computer's USB ports. If your drivers were installed properly, you will see notices in the task bar that new hardware was found and is installed and ready to use. *NOTE: If you see a "Found New Hardware" wizard, your drivers were not installed properly. Please stop and repeat the driver installation process shown earlier in this document.* Open the Reply® Plus Utility software, and select the connection type (either USB or Ethernet) from the "System" menu.

- If using USB, select which Base you are using (via the drop down list and Serial Number / Name of the base), and click connect.
- If using Ethernet, enter the IP address that was setup and the port (if different) and click connect.

Once connected, "connection true" will appear on the screen of the utility software, and the base will begin polling. At this point, check to make sure the keypad and base are set to the same address type (Static / Dynamic) and base ID (please refer to the user manual for more details), we are going to use Dynamic for our process here. Now, set the Base ID to match the Base ID of the keypads you are going to test.

Power on the keypads, and search for bases (this should happen automatically). Once the base is found, press either the center soft key or the send key of the keypad. At this point, the keypad is connected, and you can begin voting and changing the settings to verify they work. *NOTE: For troubleshooting, please refer to the user manuals.* When finished, you can use the "Power Down" feature of the Plus system. Go to the Keypads menu and select "Power Down". Once all the keypads are off, (make sure to unselect the power down) and go to the System – Connection Type menu and select Disconnect.

You do not need to use the utility software unless you are having problems running the presentation software. This procedure was only to verify that both drivers and hardware were working and installed properly. You are now ready to use your system!

## KEYPAD ADDRESS AND CHANNEL

### Static Mode Keypad

When a Static mode keypad is first powered up, it begins communication with a base matching the set Base ID (CH). Verify the down arrow is blinking on the keypad LCD. If so, the keypad is communicating with a base unit. If not, the keypad or the base setting for Base ID needs to be changed. See the User Manual for how to change the keypad setting.

With any keypad that is within range of its specific base, voting is immediately available to the user. If the system is configured with login enabled, the keypad prompts the user to enter the login value before allowing a vote. See the User Manual for the login description.

### Dynamic Mode Keypad

#### Searching for a Base

When the keypad is first powered up, the following message is shown on the display while the keypad looks for available bases. Pressing any key will stop the search prematurely.



If the keypad is previously connected to a base, press the Search key for a prompt to search again (When the "Search for Bases?" appears, press the 'SEND' key to confirm the choice. Press the 'DEL' key to cancel)



The number in the left corner changes to show the current Base ID the keypad is connected to. It will return to show the current keypad address after 5 seconds.

### Selecting a Base

Once the search has timed out or stopped, the display shows how many bases have been found. Either the Base ID (CH) of the base is displayed or the Session name. Use the left and right soft keys to scroll through the list.



For bases with login enabled, the key icon flashes on the display when the associated base is shown.



There may be times where the "x" is displayed in the icon region after searching for a base.



The x indicates the system is not ready to accept keypad requests. Once the system administrator has configured the system and the software is ready, proceed with the base selection. Searching for the available bases is not necessary. If the system is still not ready, the 'Base not accepting' message will be displayed.



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