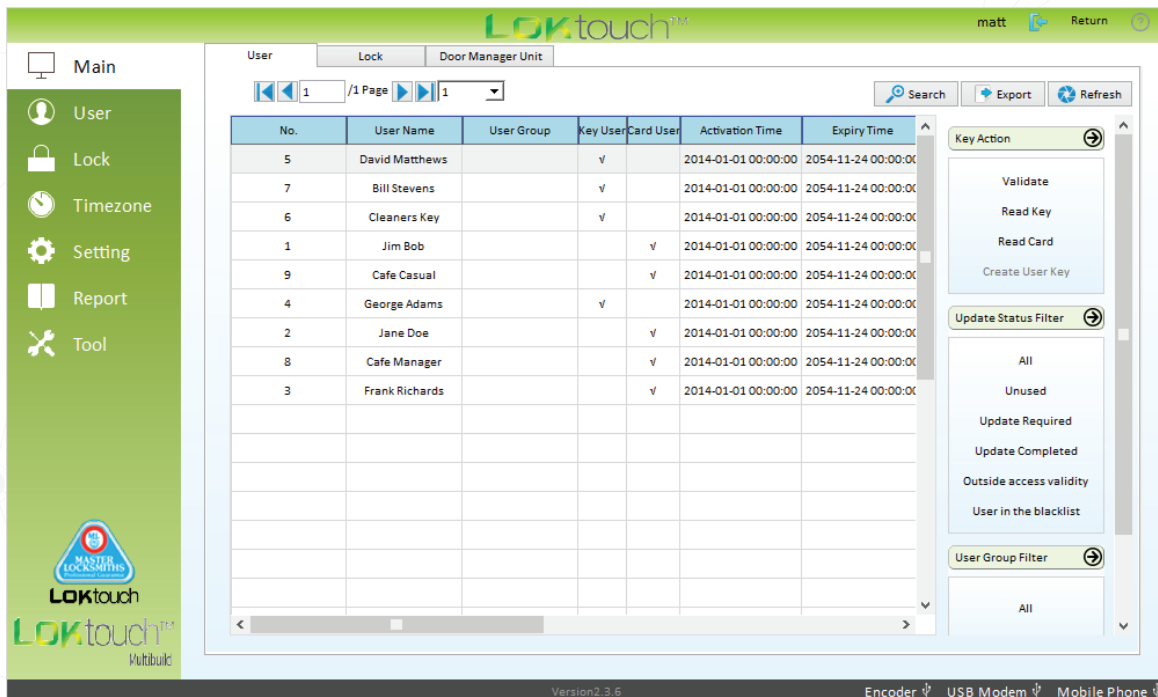


SOFTWARE LOGIN TROUBLESHOOTING

1. Double click on the LOKtouch icon on the desktop
2. Enter login credentials (username and password) and the click "Login" button once
3. You will be taken in to the software (refer to image below), skip to step 5.
4. If unsuccessful the following error messages will appear:
 - a. If error message ***"Warning (Login_Login_Recv) – Password Error"*** appears, then either the username or password has been entered incorrectly. Please re-enter them.
 - b. If error message ***"Warning (Login_Login_Timeout) – The Server has no response, please confirm if the background program is running"*** appears, then follow the steps in 4c and 4d.
 - c. Check the IP address of the PC by clicking "Start" on the desktop, then click on "Search" and type "cmd" and press "Enter". This will open the Command Prompt where you type "ipconfig" then press "Enter". A list of information will appear, under the heading "Wireless LAN adapter Wi-Fi" or "Ethernet adapter Ethernet" look for and note the entry for "IPv4 Address" (e.g. IPv4 Address: 192.168.1.101). Close this window and return to LOKtouch software.
 - d. Click on "Settings" on the login screen of the LOKtouch software. Under "Database IP" check that the entry is the same as the one found in step 4c above. If it is not, then enter the IP address found in the previous step in this field.
 - e. In the bottom right hand corner of the desktop on the Icon bar, there will be a "black circle with a white padlock inside" icon. Double click on this icon and this will open up the program we call the "Socket Server". Make sure the "Server IP" and the "Database IP" are the same as found in step 4c. Then minimise the Socket Server program by clicking "Close".
 - f. After following these steps attempt to login to the software again using your credentials. If you still can't login, contact LOKtouch.
5. After successfully being logged in to the software, a window will appear with a green LOKtouch logo banner (refer to image on the following page).



6. Please connect the USB encoder via one of the computer's USB ports.
7. Refer to the bottom black bar of the software window. Make sure the icon for the "Encoder" is highlighted in green (refer to image below).



For more information

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