

# Luna

Instruction  
Manual

**bouncepad<sup>TM</sup>**



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If you have any queries, please contact our  
Customer Care Team.

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## Safety Guidelines 1

Your Luna device should be installed and treated with care. The information below has been provided in the interest of safety, and to help you create a safe and successful installation.

- Before installing or using the product, first read this instruction manual in full.
- Only install and use the product as described in this instruction manual.
- For users of the installed product, ensure that they have also read the instruction manual, or have otherwise been made aware of the operational instructions of the product.
- DO NOT use a power supply other than the one supplied with the product.
- DO NOT install the product outside, or where it may be exposed to humidity, moisture, liquids, excessive low or high temperatures, mechanical shock or direct sunlight.
- DO NOT install in a low temperature environment as moisture could form inside the device, which may damage the electronics.
- DO NOT install in a high temperature environment as electronics and plastic parts may be damaged.
- DO NOT allow dust, dirt, food or drinks to be split on the unit, as this may damage the electronics and mechanics.
- DO NOT use harsh chemical cleaners or solvents or detergents to clean the product. Wipe carefully with a soft dry cloth to clean.
- DO NOT attempt to open the product, except for the opening of the tablet enclosure as part of its operation. There are no user serviceable parts of the product and unauthorised handling may damage the product and will void your warranty.
- DO NOT dock or undock the device without taking care.
- DO NOT use excessive force when handling the product and avoid any heavy impacts caused by dropping the product as this may cause damage to the product.

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## 2 Product Family Explained

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Luna has two types of Dock, Luna Lock and Luna Go.

Luna Lock Docks lock down your Luna Case when docked, and can be unlocked using an encrypted contactless RFID key fob.

Luna Go Docks retain your Luna Case when docked, and can be released simply by lifting the Case from the Dock.

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Both dock types seamlessly charge the tablet, whilst the Case is docked.

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#### 6.6.4.5



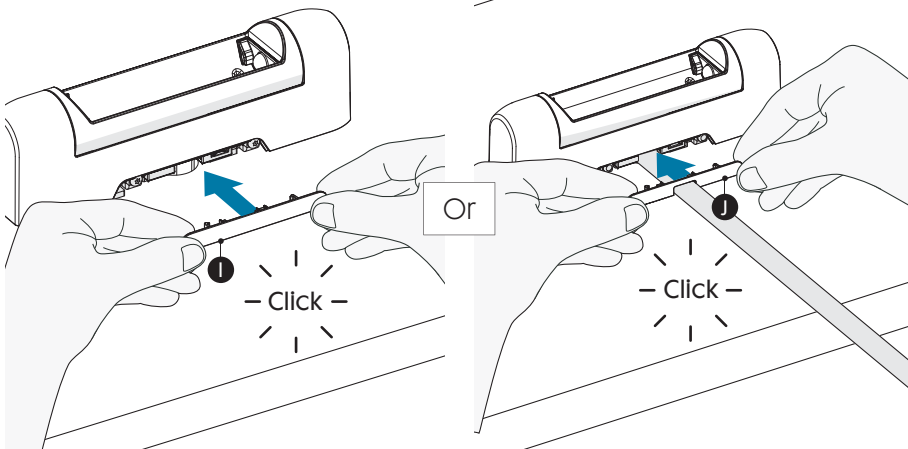
The first RFID Fob registered to the Luna Dock acts as the master RFID Fob. If using multiple RFID Fobs per Dock as part of an Access Pack, keep this master Fob safe.

#### 6.6.4.6



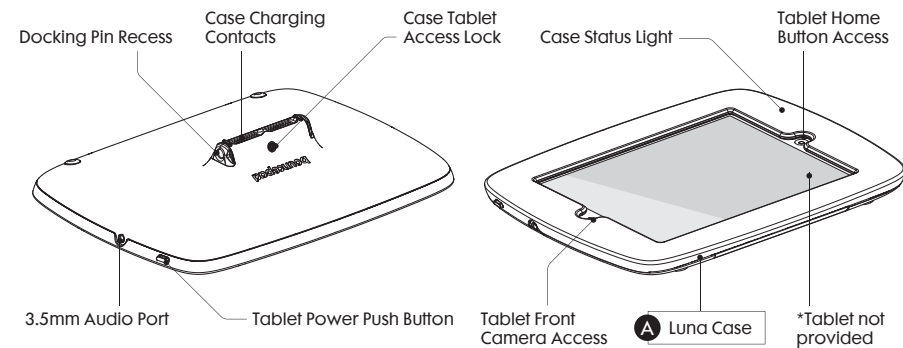
If adding additional RFID Fobs as part of an Access Pack, go to section 5.1.3 now. If only using one RFID Fob with your installation, go to 6.6.4.7

#### 6.6.4.7



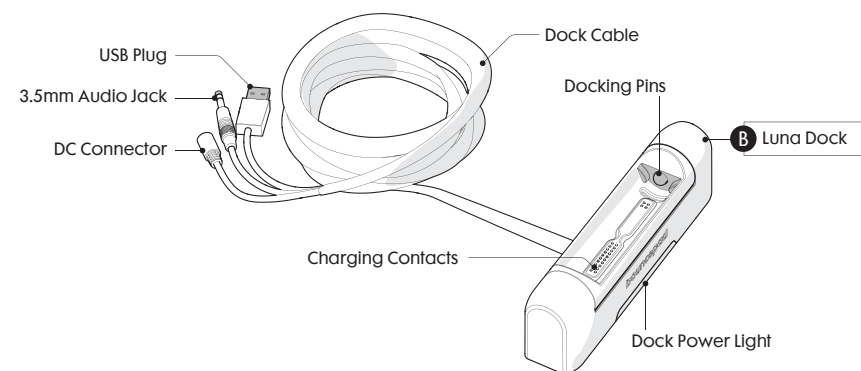
## 2.1

### Luna Case Close-up



## 2.2

### Luna Dock Close-up



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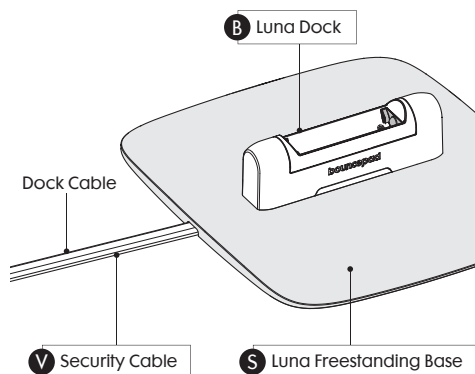
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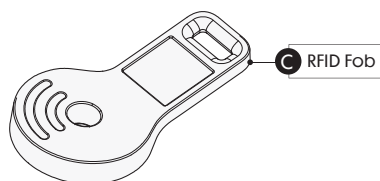
6

## 2.3 Luna Freestanding Base



Blurb about easy installation - consult marketing.

## 2.4 Luna RFID Fob Close-up

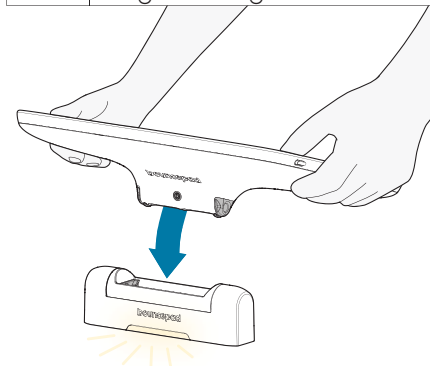


Presenting a valid Fob releases the Luna Case from the Dock.

RFID Fobs are only required for the Luna Lock Docks. One master RFID Fob is supplied with each standard Luna Lock.

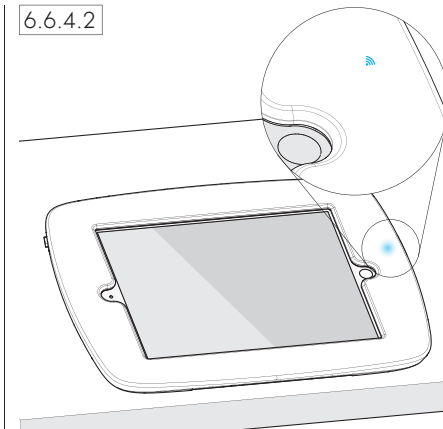
If requiring multiple RFID Fobs please contact our Client Service Team to order additional Access Packs.

### 6.6.4.1 Single Fob Registration



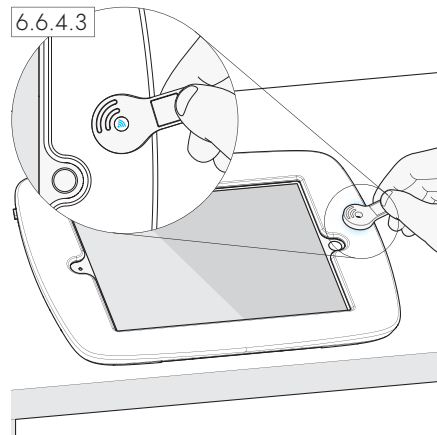
Dock your Luna Case into the rebooted and recalibrated Dock.

### 6.6.4.2



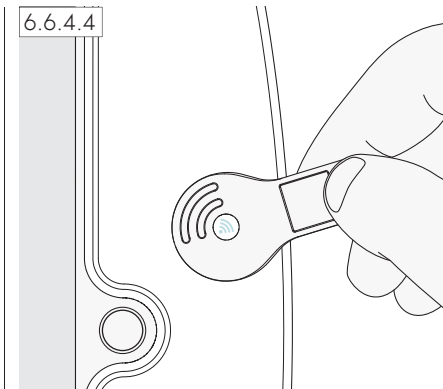
The Luna Case Status Light will be Blue when ready to accept your RFID Fob.

### 6.6.4.3



Touch the RFID Fob over the Luna Case Status Light to begin Fob registration.

### 6.6.4.4



When your RFID Fob has been successfully registered, the Case Status Light will Flash White, whilst the Luna Dock will Flash White and Beep once.

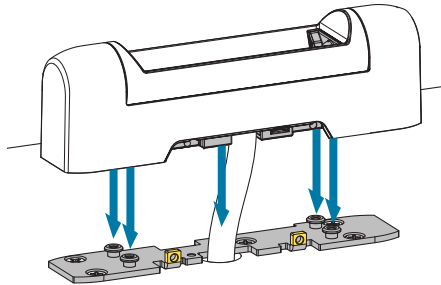
### 6.6.3.5



Go to section 6.6.4 if the Luna Dock was not removed from its Mounting Plate to allow for Hard Reset.

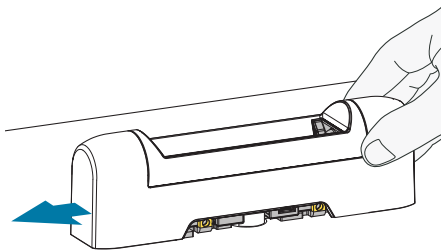
If the Dock was removed from its Mounting Plate to allow for resetting, go to section 6.6.3.6 to re-install the Dock to its Mounting Plate.

### 6.6.3.6



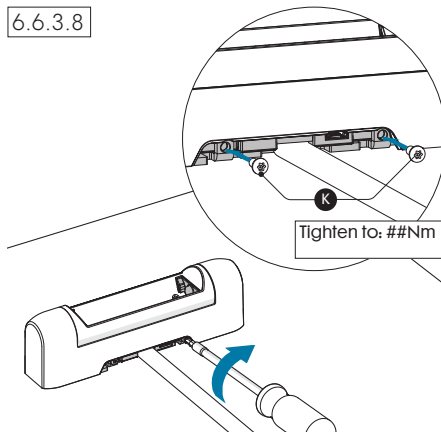
Locate your Luna Dock onto its Mounting Plate

### 6.6.3.7



Slide the Luna Dock into its locked position.

### 6.6.3.8

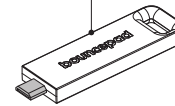


Go to 6.6.4 to re-registering your RFID Fob to the Dock.

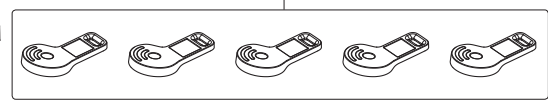
## 2.5

### Luna Access Pack (5)

H 1x Micro USB Dongle



C 5x RFID Fobs

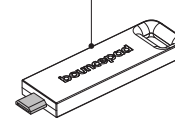


Your unique RFID Fob batch numbers are transferred to a Luna Dock using the Micro USB Dongle, that comes with your Access Pack.  
RFID Fob numbers are encrypted.

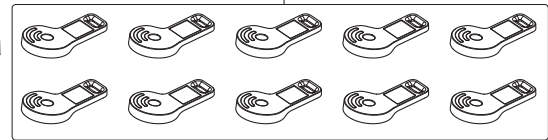
## 2.6

### Luna Access Pack (10)

H 1x Micro USB Dongle



C 10x RFID Fobs



Your unique RFID Fob batch numbers are transferred to a Luna Dock using the Micro USB Dongle, that comes with your Access Pack.  
RFID Fob numbers are encrypted.

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### 3 Luna Installation

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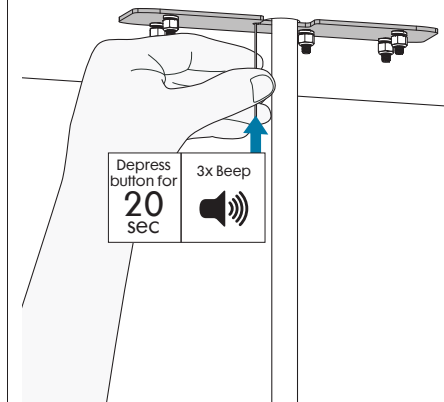
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#### 6.6.3.1 Hard Reset

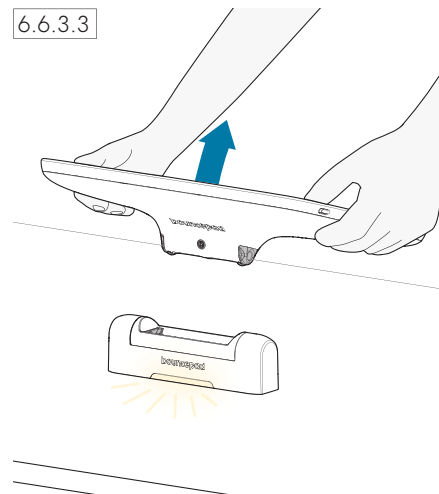


Carrying out a Hard Reset will completely erase the entire registry of RFID Fobs recognised by the Dock being reset. It will be necessary to re-register your RFID Fobs to this Dock.

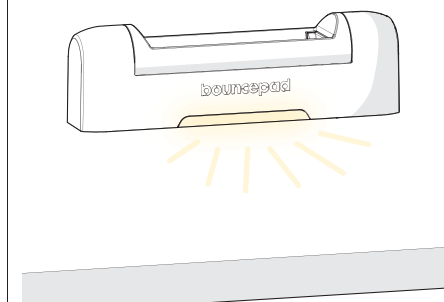
#### 6.6.3.2



#### 6.6.3.3



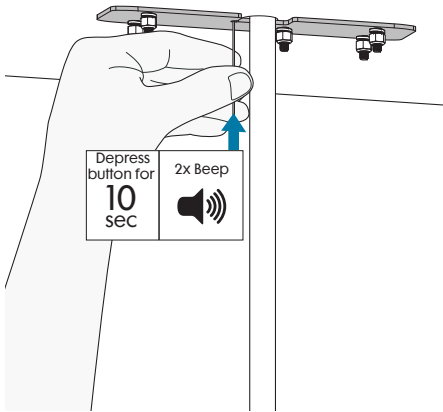
#### 6.6.3.4



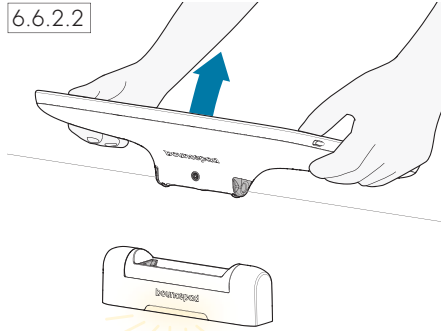
Wait 60 seconds for the Dock to boot up and calibrate - do not attempt to dock a Luna Case during this time.



### 6.6.2.1 Medium Reset



### 6.6.2.2



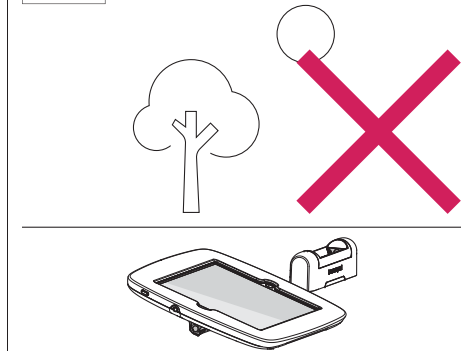
Undock the docked Luna Case. Wait 60 seconds before docking a Luna Case into the Dock.  
If the Luna Dock was removed from its Mounting Plate to access the Reset Button, go to 6.6.3

### 6.6.2.3

! If you removed the Dock from its Mounting Plate go to section 3.3.10 to re-install the Dock to onto its Mounting Plate.

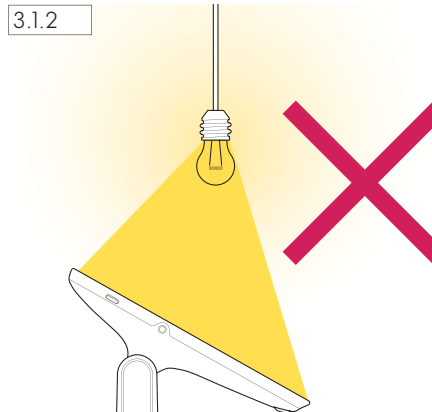
## 3.1 Installation Guidelines

### 3.1.1



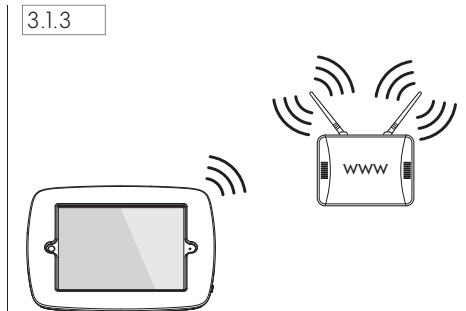
The Luna Dock and Luna Case is designed for use and installation inside only. Do not install the unit outside, or expose it to extreme environmental conditions.

### 3.1.2



Avoid positioning your Luna directly below bright lights to reduce screen glare.

### 3.1.3

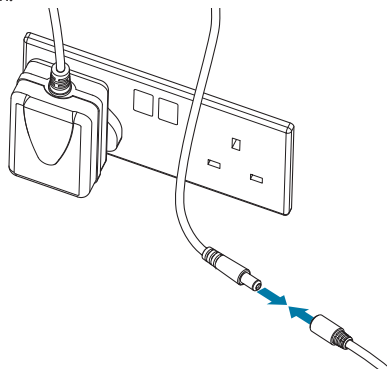


Ensure that a secure and strong Wifi connection is available if your tablet requires Internet access.

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## 3.1.4

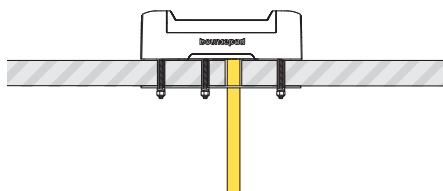
Consider the distance to an available power supply socket. The Dock Power Cable is 1.5m in length.



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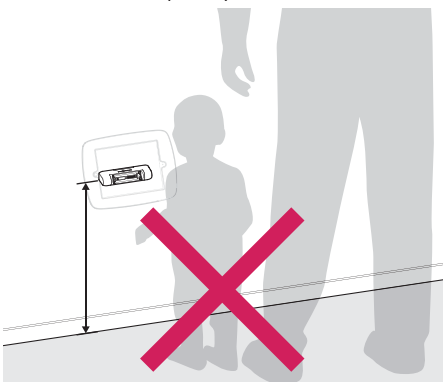
## 3.1.5



If your installation site allows it, we recommend following the [Fixing from Below](#) guide and routing the Luna Dock Cable below your surface ###. Route the Luna Dock Cable within cable trunking for additional protection.

## 3.1.6

We recommend not installing your Luna within reach of small children - especially a [Luna Go](#).



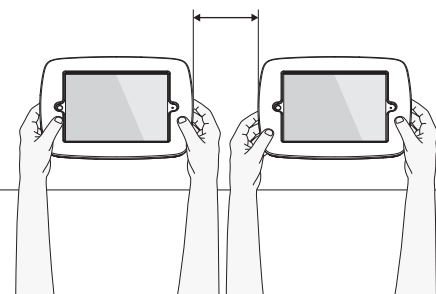
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## 3.1.7

Consider how your staff or customers will interact with the Luna Case when installing multiple units close together - can they be easily accessed for docking and undocking?



## 6.6

## Reset Options



Ensure the correct reset level is used . The appropriate reset level will be highlighted by the Troubleshooting flow charts. The level of reset will dictate what is necessary to return the Dock to its correct operating state.

There are three Dock reset levels, which are required for resolving specific problems:

Perform a [Soft Reset](#) when:

- ###

Perform a [Medium Reset](#) when:

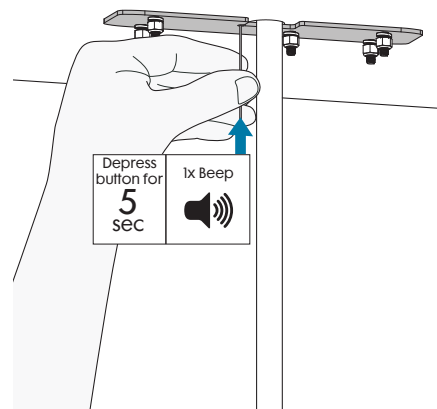
- ###

Perform a [Hard Reset](#) when:

- ###

## 6.6.1.1

## Soft Reset

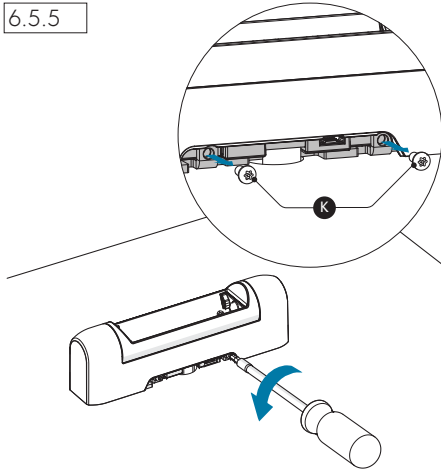


## 6.6.1.2

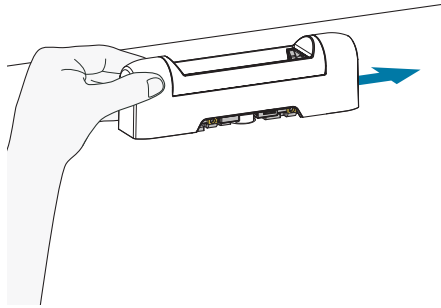


Wait 60 seconds before docking a Luna Case into the Dock. If the Luna Dock was removed from its Mounting Plate to access the Reset Button, go to 6.6.3

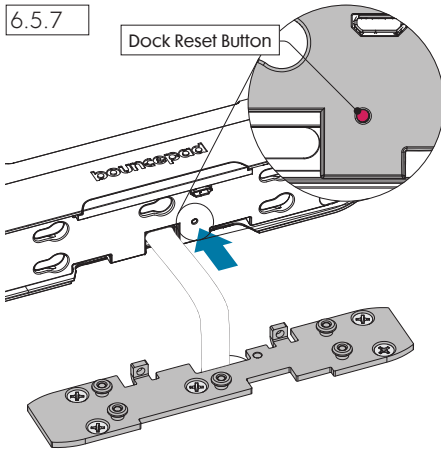
6.5.5



6.5.6

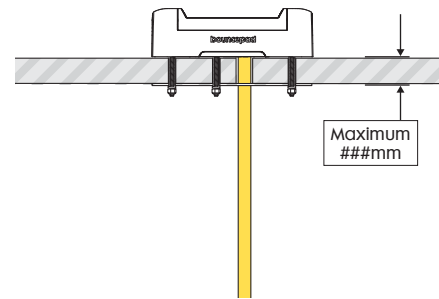


6.5.7



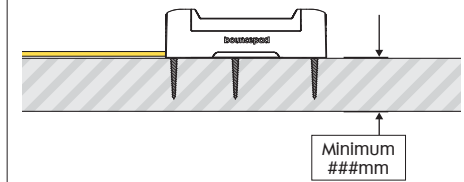
Ensure the correct reset level is used .  
The appropriate reset level will be  
highlighted by the Troubleshooting flow  
charts.  
The level of reset will dictate what is  
necessary to return the Dock to its correct  
operating state.

3.1.8



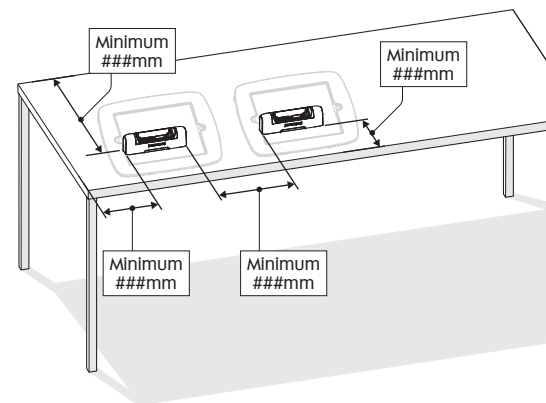
The recommended maximum surface thickness for  
Fixing from Below is ###mm.

3.1.9



The recommended minimum surface thickness for  
Fixing from Above is ###mm.  
You can route the Luna Dock Cable below if required.

3.1.10 Horizontal Surface Mounting Guidelines

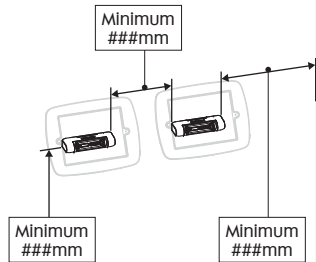


Docks must be mounted with at least  
these minimum distances between  
them.

Installing multiple units closer to each  
other than this may result in being  
unable to dock or undock your Luna  
effectively.

Where possible, we recommend  
routing the Luna Dock Cable  
underneath your mounting surface.

### 3.1.11 Vertical Surface Mounting Guidelines



Docks must be mounted with at least these minimum distances between them.

Installing multiple units closer to each other than this may result in being unable to Dock or Undock your Luna effectively.

We do not recommend using this mounting option if installing Luna Go.

Where possible, we recommend routing the Luna Dock Cable behind your mounting surface.

### 6.5.1 Dock Reset Access



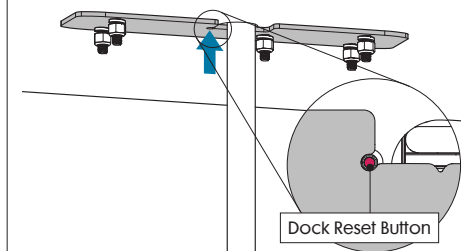
Ensure the correct reset level is used . The appropriate reset level will be highlighted by the Troubleshooting flow charts. The level of reset will dictate what is necessary to return the Dock to its correct operating state.



It is only possible to reset the Luna Dock whilst it is powered.

### 6.5.2

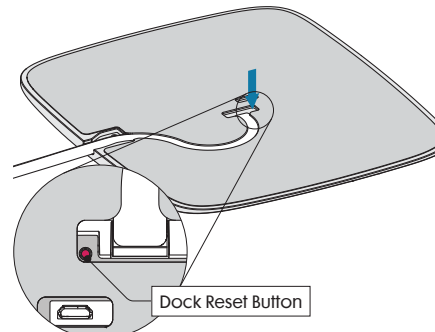
Fixing from Below or Fixing from Above



\*Proceed to 6.5.4 if your installation does not allow access to the Dock Reset Button from below your installation surface.

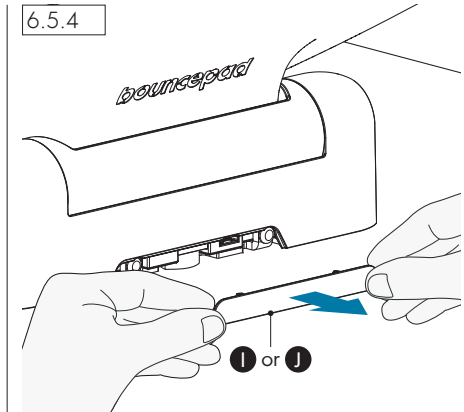
### 6.5.3

#### Freestanding Base



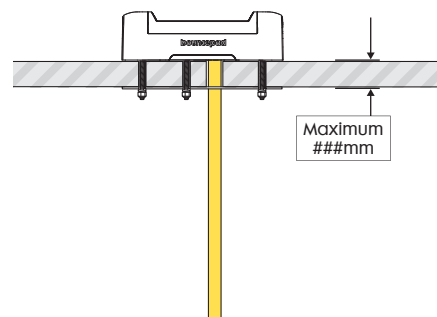
Rest the Freestanding Base on a soft surface to prevent damage to the assembly. The Rear Dock USB Cover doesn't need to be removed to reset the Dock.

### 6.5.4

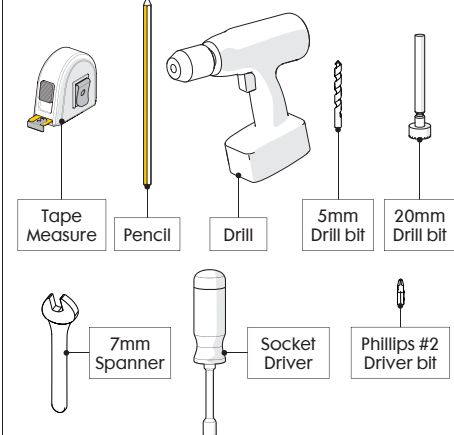


Only follow if there is no access to the Dock Reset Button from below your mounting surface.

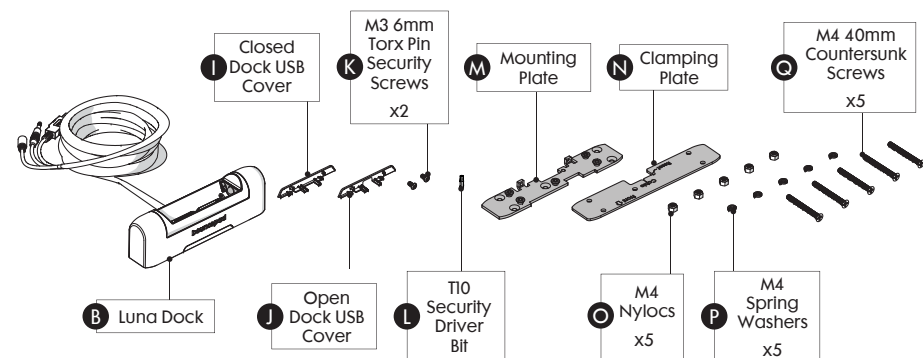
### 3.2 Fixing from Below



### Tools required



### In the Dock & Fixings Box



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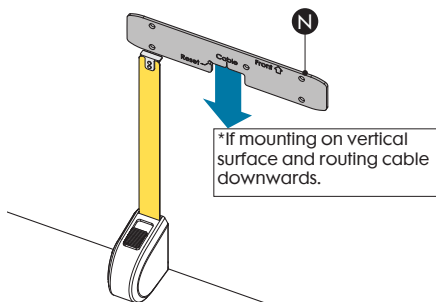
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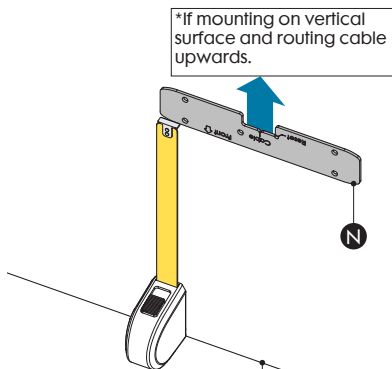
3.2.1



Bottom Edge of Vertical Surface

\*distance not representative of actual recommended measurement

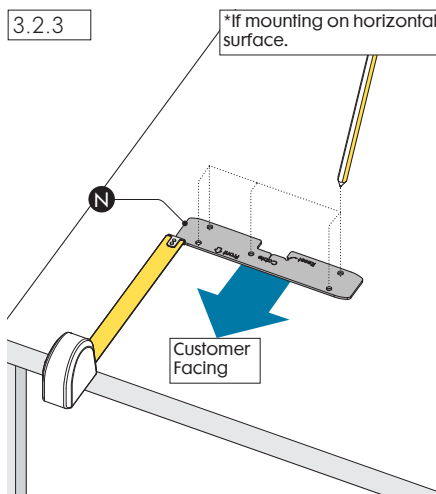
3.2.2



Bottom Edge of Vertical Surface

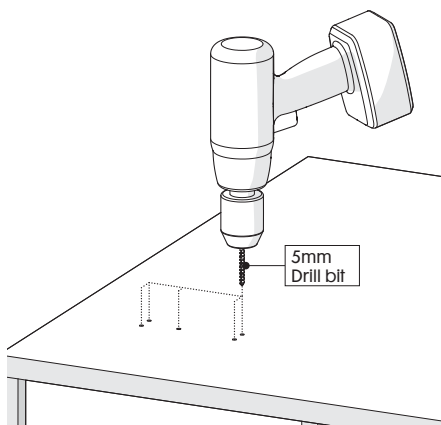
\*distance not representative of actual recommended measurement

3.2.3



Customer Facing

3.2.4

5mm  
Drill bit

1

2

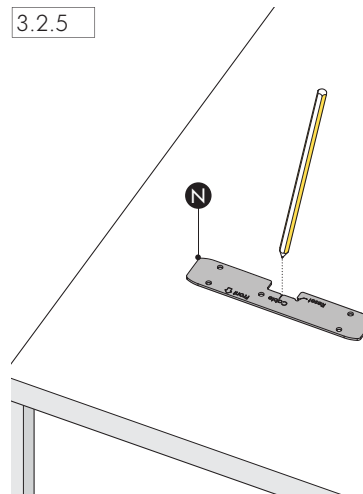
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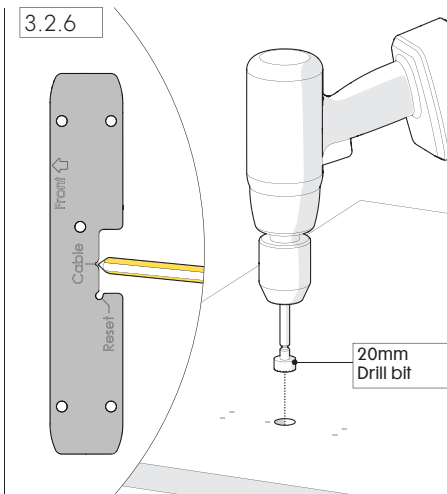
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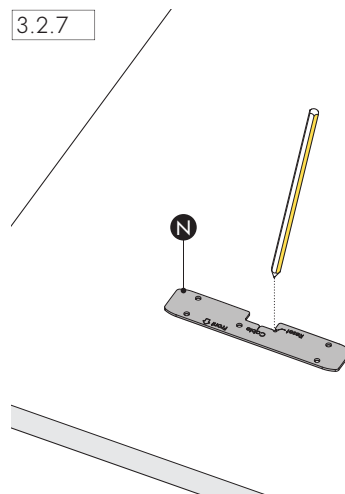
3.2.5



3.2.6



3.2.7



3.2.8

