

## Windows / macOS Remote / Virtual

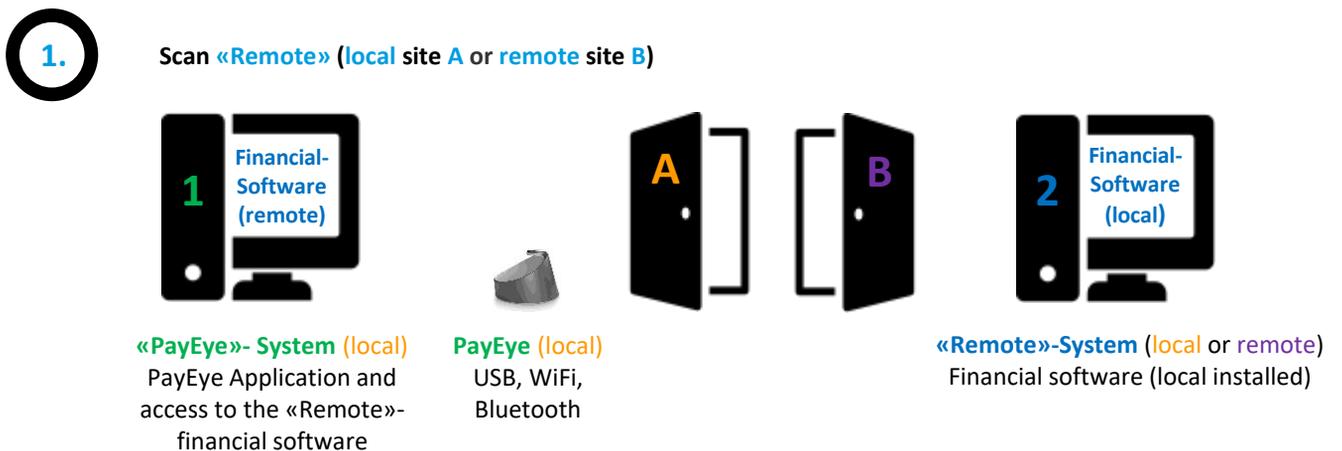


**Important:** PayEye was designed for **local installation** and **use on Microsoft Windows** and **Apple macOS**. Therefore any **remote scans, use with other operating systems** or **other constellations** are generally **not supported** (Microsoft Remote Desktop, Citrix, Terminal Server, Linux, Cloud, virtual Systems etc.)

**Why?** The reason is the **transmission / forwarding** of the **local keystrokes** to the remote system, which may **not** be able to **be set up at all** or only **insufficiently** (depending on the remote software used). The **different keyboard commands** of **macOS / Windows** also play a role, e.g. when using a **Windows financial software remotely** on a **macOS**

As a basic requirement, it must be **possible** to **install** the PayEye **software** on the **device** to which the PayEye is **physically connected**

The following three scenarios with further information:



**Initial situation:** At location **A**, PayEye and the PayEye application is **installed locally** and **connected** to «PayEye»-system **1**, but the **financial-software** is located on a «remote» system **2**, which is connected via Microsoft Remote Desktop, Citrix, etc. «Remote» system **2** can be located at **local location A** or **remote location B**.

**Challenge:** This is where the problem arises with the **transmission/forwarding** of **local keystrokes** to the «remote» system **2** (upside-down symbols <>, missing +, etc.) If the **corresponding settings** are **available** in the **remote software**, the **various available options** for **keystrokes/forwarding** can be **tested**. Use the «Switzerland/German» version as keyboard layout - both **locally** and remote

**PayEye:** is connected to the local «PayEye» system

**Software PayEye:** is installed on the local «PayEye» system

**Financial-Software:** is **locally installed** on a «remote» system and **remotely accessible** on the PayEye system

**Important:** This scenario only works if **both** the **local** and the **remote system** are **Windows-based**. With **local macOS** system and **remote Windows** system, the problem of **different keyboard commands** exists. Due to this situation, **configurations** for **Windows-based financial software** are **not** present in the PayEye application on **macOS**



2.

## Scanning «Virtual Machine» (local Systems)



**Host-OS with «Guestsystem»**  
Virtual Machine



**WiFi Access point**  
Bridge-Modus



**PayEye**  
USB, WiFi

**Initial situation:** Host-OS (e.g. macOS) on which a «guest system» (e.g. Windows) is operated in a local «virtual machine» via a local «virtualization SW» such as «Parallels Desktop», «VMware Fusion» or «VirtualBox» etc.

**PayEye:** must be connected to the «guest system» as hardware (see «USB»)

**Financial-Software and PayEye-Software:** is installed in the «guest system»

**USB:** PayEye must be connected to the «guest system» in the «Settings» of the «Virtual Machine»

**Bluetooth:** basically **not** supported (limitation due to virtualization)

**WiFi:** «Virtual Machine»-network and WiFi access point must be set up in **bridge mode** so that the **guest system** and **PayEye** are on the **same IP subnet** (NAT not supported)

For «Windows» guest systems, the «Apple Bonjour» service must also be installed  
Link: [https://support.apple.com/kb/DL999?locale=de\\_CH](https://support.apple.com/kb/DL999?locale=de_CH)

In Windows, the «network identification» must also be switched on.

To switch to WiFi, PayEye must first be connected via USB (see «USB»)

3.

## Scanning «Terminalserver», «Linux» & other constellations



**Host-Computer**  
Terminalserver, Linux etc.



**PPB (Plug&Play Box)**  
USB, Bluetooth



**PayEye**  
USB, Bluetooth

**Initial situation:** PayEye software must be **installed locally** due to the **required connection** between **software & hardware**. **Linux** as operating system is **not supported**

**Challenge:** Scanning via **terminal server, thin clients / zero clients** and any **other constellations** as well as the use under **Linux**

**Solution:** «PPB» a small smart **Plug&Play box** that is inserted **between** the **host computer** and **PayEye** and outputs to the host as a keyboard

«PPB» is **always connected** to the **host computer** via **USB**. The connection between **PayEye** and «PPB» can be made either via **USB cable** or **Bluetooth**. An optional **USB-Bluetooth adapter** to «PPB» is required

**Settings «PPB»** (configurations financial software) via QR codes - scanned via PayEye

**Important:** from firmware 1.5.4 «PPB» works with «GiroMat» as well as with «PayEye»

**Info:** «PPB» & **USB Bluetooth adapters** are available in our shop :  
<https://shop.crealogix.com/scanner/accessories.html>

«PPB» FAQ & Support: <https://support.crealogix.com/faq-gppbox/>