Raptor – Installation and Setup

Prerequisite – To ensure best results, disconnect both the scanner and printer before you start.

1. Using Microsoft Edge, navigate to InTune and select the ‘Raptor Hardware Service’
   https://portal.manage.microsoft.com

2. Click on ‘Install’
   NOTE: The install can take up to an hour to complete and may restart your computer

When Raptor has completed the automated installation from Intune, there is one additional step that needs to be performed for the scanner and printer to function properly.

3. In the Windows task bar, click on the up arrow to expand tasks

4. You should see the Raptor service (R symbol), Right click on the raptor service then (left) click on Open Hardware Service

If the issue is not resolved, please use the following link and fill out a service request for the BCPS Help Desk. https://www.bcps.org/tech_support