KUARIO

# KUARIO Kiosk For Ricoh

## Technical Manual - EN

R 18

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**Uitgever**

*KUARIO B.V.*

**Productie**

*KUARIO B.V.*

# Inhoudsopgave


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# Document Version

# Terminology

## ? Terminology

| Term | Description |
|---|---|
| KUARIO | The cloud payment solution for a cashless (or minimal cash) environment. |
| KUARIO MFP Kiosk | The self-service app for MFP's. |
| KUARIO app | The KUARIO App is the app for end users. It can be used to pay, at KUARIO Kiosks and to view the status of your KUARIO account.<br><br>The KUARIO app is to be recognized by the green KUARIO logo. |
| KUARIO Account | The KUARIO account is your registration to the KUARIO platform of services.<br><br>You can register your account via the KUARIO app (green logo). |
| MFP | Multi-Functional Printer. |
| Kiosk | A KUARIO Kiosk, a device that is connected to KUARIO. |
| Site | A KUARIO site can be a location/environment or any group of KUARIO outlets where KUARIO sales are made.<br><br>Sites can have a parent-child relationship. Typically they are a company or a sub-component of a company. |
| KUARIO Product | A KUARIO product is a service or an item that can be delivered by a KUARIO outlet. This could be a service like printing an A4 document, or a pure physical item like a candy bar. |
| KUARIO Outlet | A KUARIO Outlet could be a combination of a KUARIO Kiosk and a KUARIO Pay Box, a combination of a KUARIO Kiosk and a KUARIO Smart Connector or just a single MFP.<br><br>The KUARIO Outlet delivers the products to the end-user and if configured as such, might handle payment for that product. |
| KUARIO Outlet group | A KUARIO outlet group is a group of outlets and is used for reporting purposes only. |
| Site Manager | A KUARIO site manager is the person that is responsible for managing a KUARIO Site. The site manager can change prices, settings and add products. The site manager is also the person that assigns field service engineers, also known as Service Managers. |
| Field Service Engineer / Service Manager | A person, appointed by a Site Manager, with KUARIO Service rights. A KUARIO Field Service Engineer can service KUARIO Outlets and create KUARIO Kiosks, by connecting self-service devices to the KUARIO cloud, as well as connecting KUARIO Pay Boxes to these devices, both done with the service module in the KUARIO app.<br><br>The KUARIO app is to be recognized by the green KUARIO logo. |
| Service Module in the KUARIO app | Through the service module in the KUARIO app a KUARIO Field Service Engineer is able to connect the automated self-service machines, making them KUARIO Kiosks and link the KUARIO Pay Boxes to them in a quick & easy way.<br><br>The service module in the KUARIO app is to be recognized by the green KUARIO logo.<br>For this module you will need Service Manager rights, these rights must be requested with one of the managers of your Site. If you are one of the Site Managers you will be able to give yourself these rights.<br>The service module will appear in your KUARIO app. |

| Term | Description |
|---|---|
| KUARIO Pay Box | Via a KUARIO Pay Box users are able to pay for goods and services vended at a KUARIO Kiosk.<br>A KUARIO Pay Box can consist of different payment methods like coins, debit-/credit cards and mobile payment via the KUARIO app. The KUARIO Pay Box is linked to the cloud. |
| KUARIO Logo | This is the KUARIO logo, in the 3 most used colours:<br> Green - KUARIO app<br> Orange / Red - Reserved<br> Blue - Other Apps |

| Term | Description |
|---|---|
| RED<br>Remote Embedded Deployer | RED (Remote Embedded Deployer). This tool is used for installation and configuration for Inepro's DocuPRO embedded products. |
| WIM<br>Web Image Monitor | Ricoh Web Image Monitor allows users to remotely monitor and change the network configuration of Ricoh copiers, multifunctions and printers via common web browsers. Ricoh WIM can be used to install our solution if somehow our Remote Embedded Deployer can not perform the installation.<br><br>Check printer status<br>Once you have entered the right IP address, you can use common browsers to see whether the printer is ready or not.<br><br>Platform independent<br>Because Web Image Monitor works via web browsers rather than PC software, it is platform independent and can be used with any operating system. As long as the target printer is networked and has an IP address, you can check its status at any time.<br><br>User-friendly monitoring<br>Using Web Status Monitor is as easy as browsing the internet. Simply type in the IP address of the printer to check, and an HTML page will appear with the status of the target peripheral. |
| SOP<br>(Smart Operation Panel) | The Smart Operation Panel is the touch screen panel on the MFP. It offers a simple, flexible way to work. A quick UI gives one-touch access to common functions like copying and scanning or total print job control, intuitive UIs make even the most complex layout and finishing options easy to preview and configure.<br><br>The panel allows for a visually unique and tailored look, layout and content of the interface. |
| SP Settings<br>(Service Program Settings) | The Service Program (or SP) Settings are the settings within the MFP device used to configure behavior, enable or disable hardware, and manage other type of configuration. |

# Introduction

## Introduction

KUARIO MFP Kiosk is a self-service kiosk application for multifunctional print devices. It enables users to use the print/copy/scan/fax functionality and pay using the KUARIO app.

- A SD card with the KUARIO MFP Kiosk app or a zip file of the KUARIO MFP Kiosk app.

# Requirements

## Requirements

To be able to install the KUARIO MFP Kiosk app on the device, make sure to meet the following requirements.

### Ricoh specific requirements

- Ricoh SOP G2 devices.
- SmartSDK version: 2.40 or higher.
- Knowledge of how to enter the Service menu, note this is not the SP menu!

### Network requirements

- Port 443 must be open on your network for all KUARIO traffic on HTTPS and WSS.
- Access to https://api.kuario.com
- Access to all *.kuario.com addresses.

**Note: We strongly recommend using a cabled network and disabling the WiFi option in the MFP device. Conversely if WiFi is the only option possible and you must use it, please disconnect the network cable as switching between network interfaces could cause unwanted behaviour.**

### KUARIO User

To complete configuration of the app (to link the app to a KUARIO Outlet), a user with Field Service Engineer (or Service Manager) rights is required. To get these user rights, please contact your KUARIO Site Manager.
For payment, users are also recommended to use the KUARIO app, which requires a KUARIO Account with sufficient funds.

**Note:** Download the KUARIO app on your smart phone at the App Store or Google Play.

# Installation

## Installation

Install the KUARIO MFP KIOSK use the Remote Embedded Deployment tool or install manually.
To install the KUARIO MFP Kiosk app manually, please perform the following steps.

## Card reader (optional)

A card reader is an optional component attached to the MFP to read RFID cards and tags.

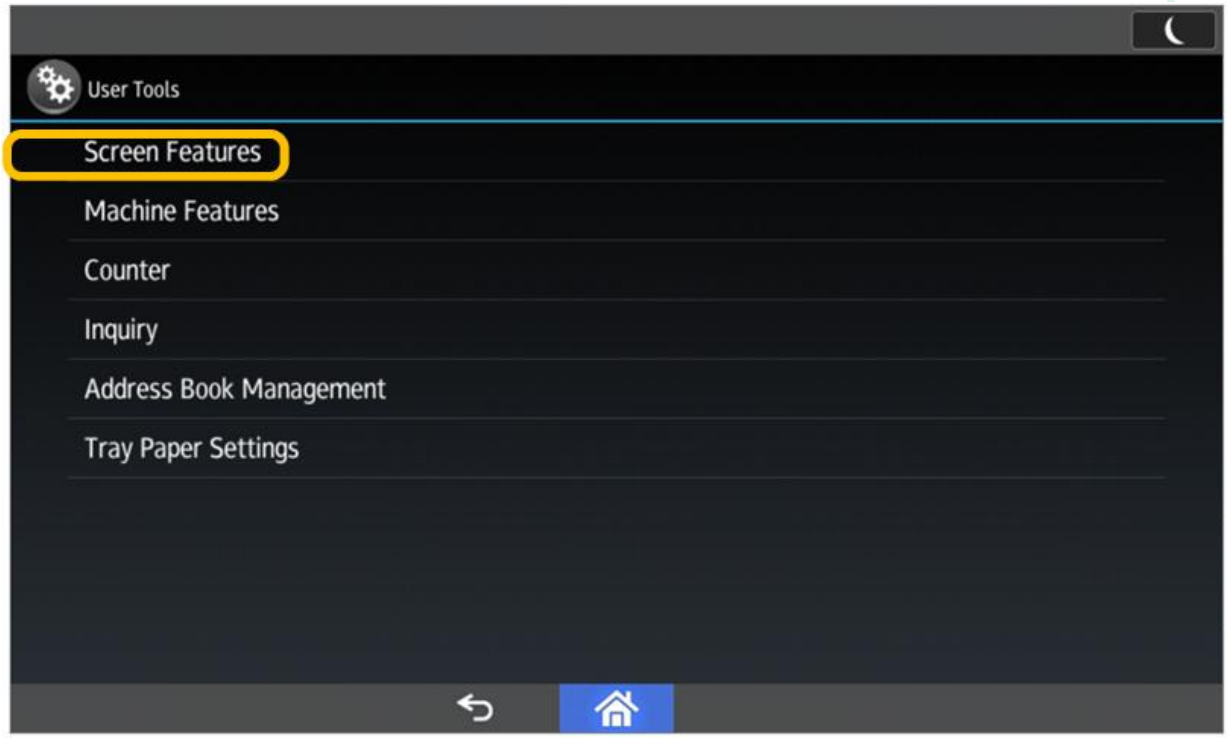
**Note:** You only need to read an execute these instructions if your installation features the card reader. The only supported card reader is the KUARIO RFID Reader (KUARIO order number SKH.200500). This must be ordered with KUARIO B.V.

**Warning: The card reader (if needed / wanted) MUST be installed prior to installing KUARIO Kiosk!**

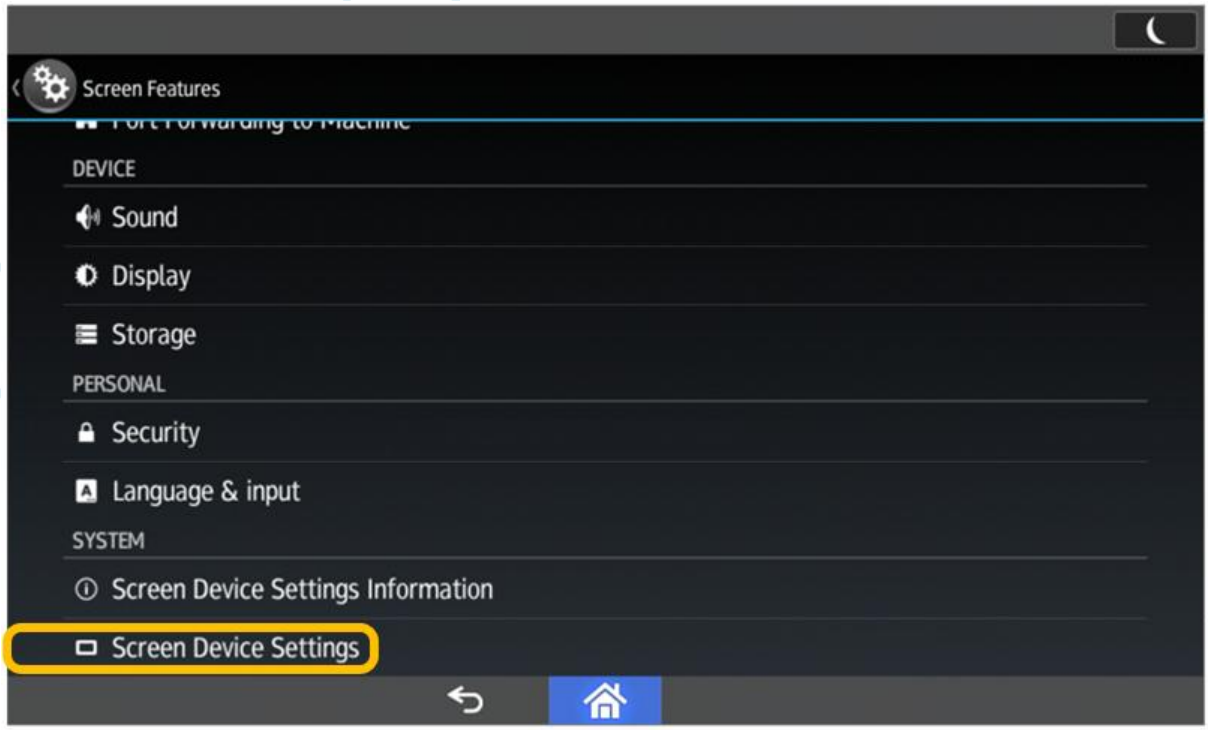
**Note: You must have 'KUARIO V2' as the card reader's configuration in order for KUARIO to work with the card reader.**

**Note: For IM C300/C400 follow the procedure at the end of this chapter.**

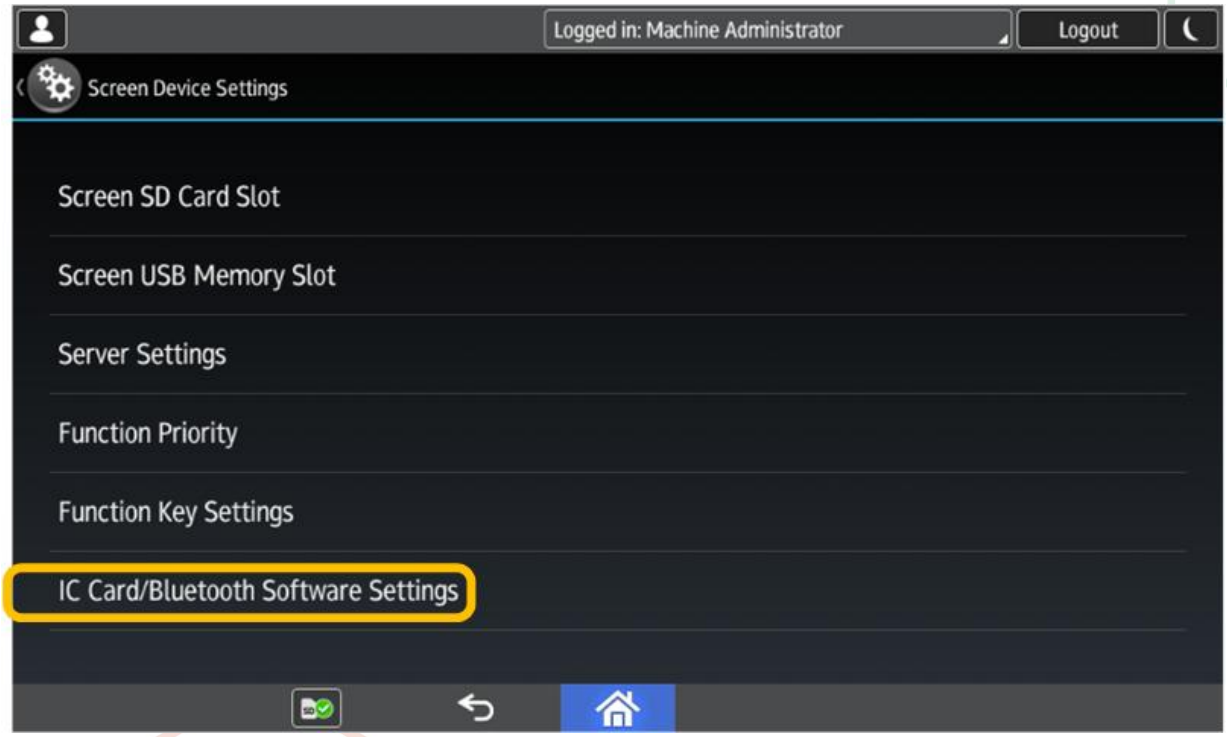
1. Please login to the Administrator menu.
2. Go to 'User Tools' -> 'Screen Features':



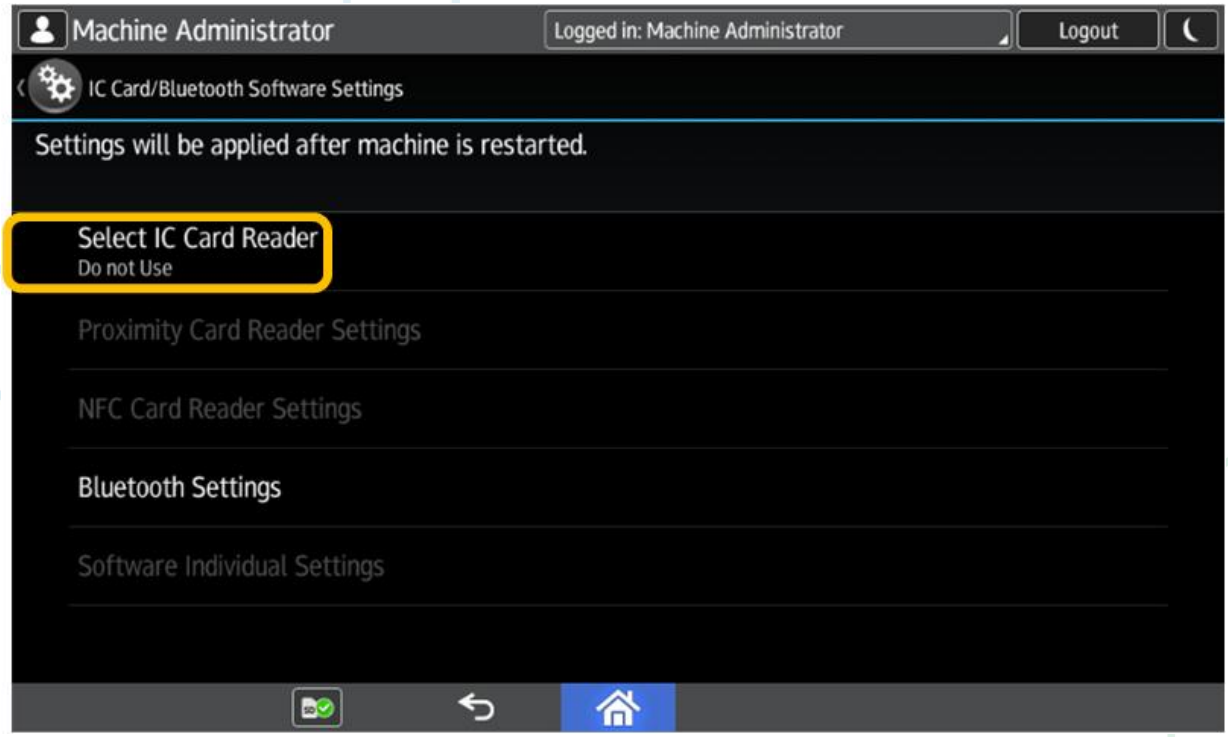
3. 'Screen Device Settings'.



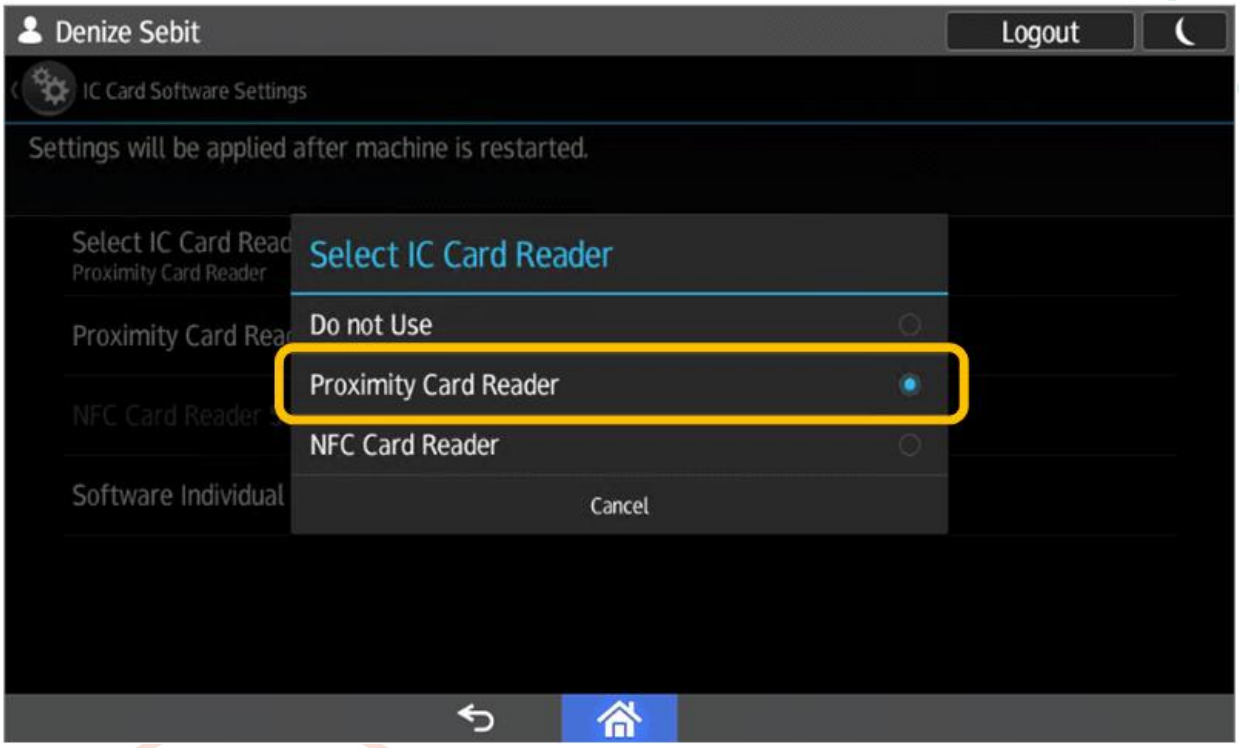

4. 'IC Card / Bluetooth Software Settings'.



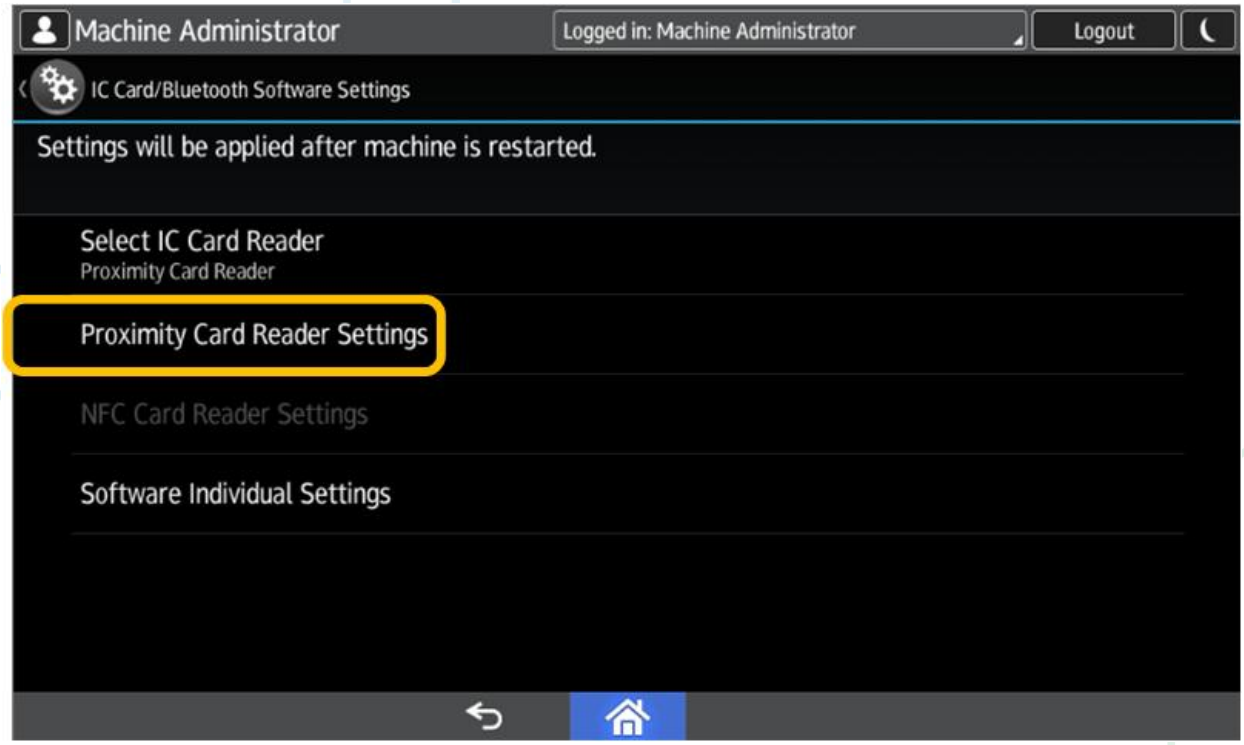
5. 'Select IC Card Reader'.




6. Select 'Proximity Card Reader':

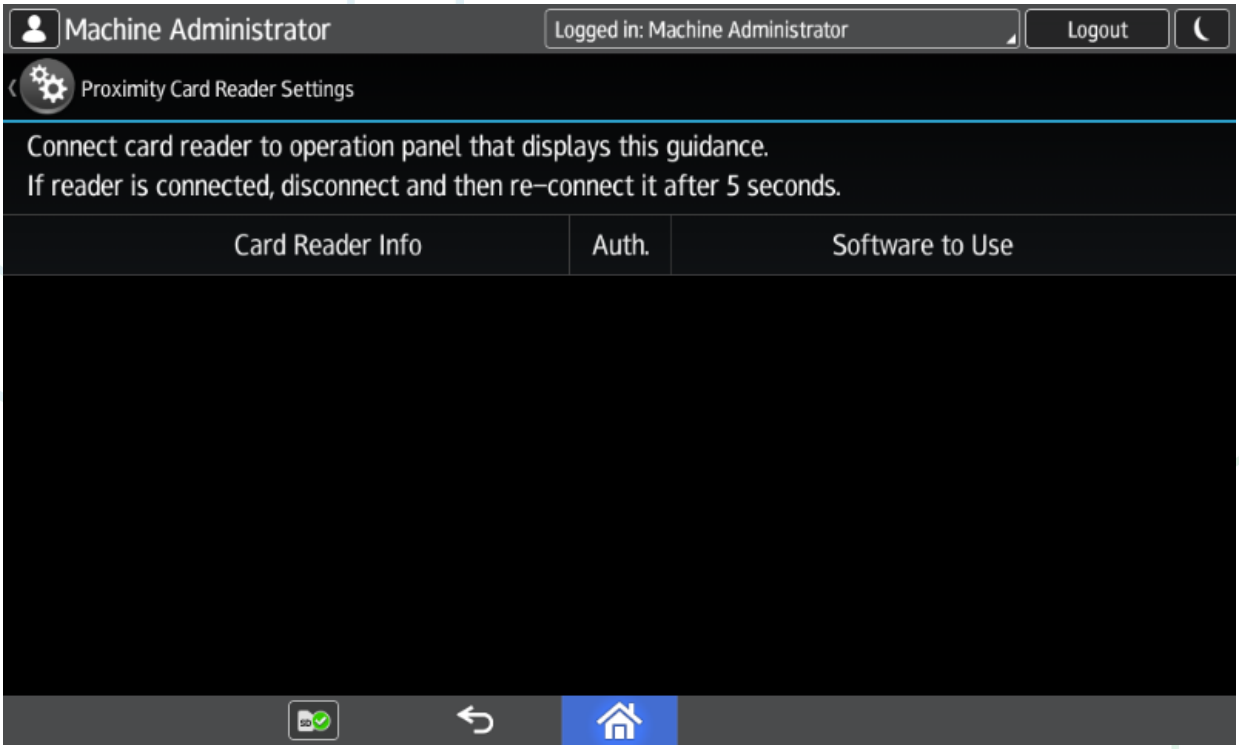


7. Click 'Proximity Card Reader Settings'.

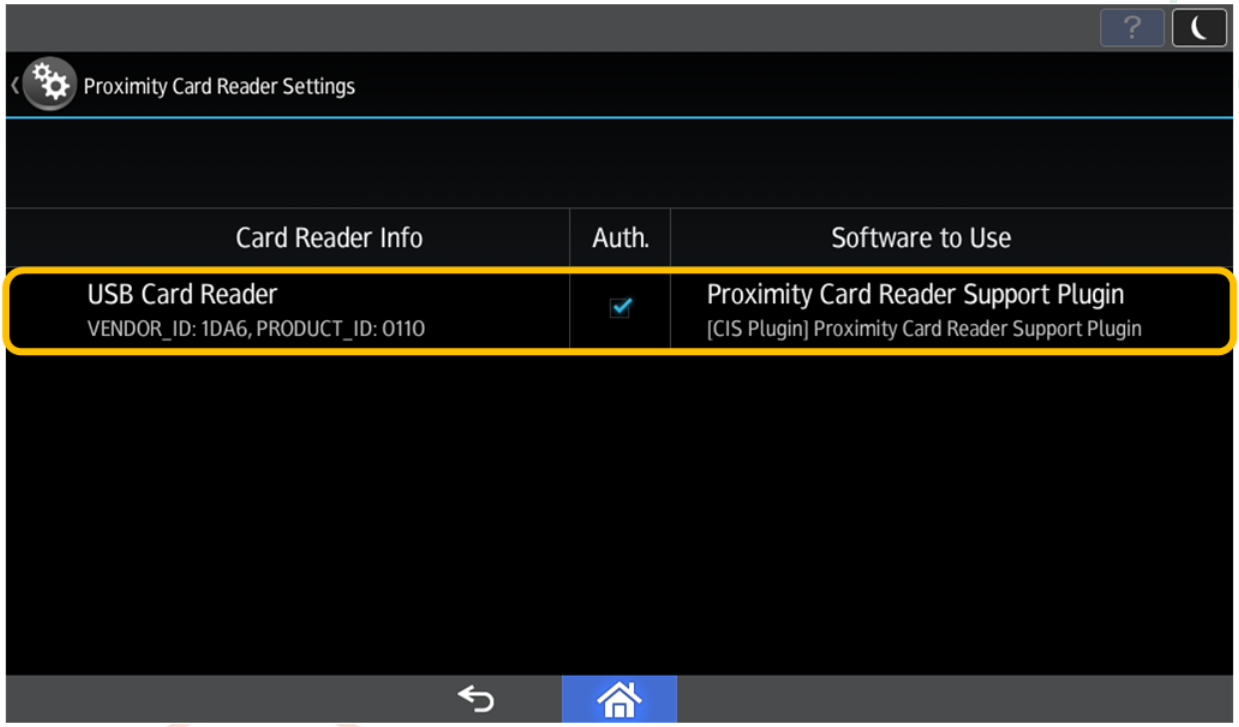



8. Connect the Inepro Card Reader to the SOP, preferably on the internal USB Mini-B port on the right side of the panel, behind the cover. The USB-A port on the left side could be used as an alternative.

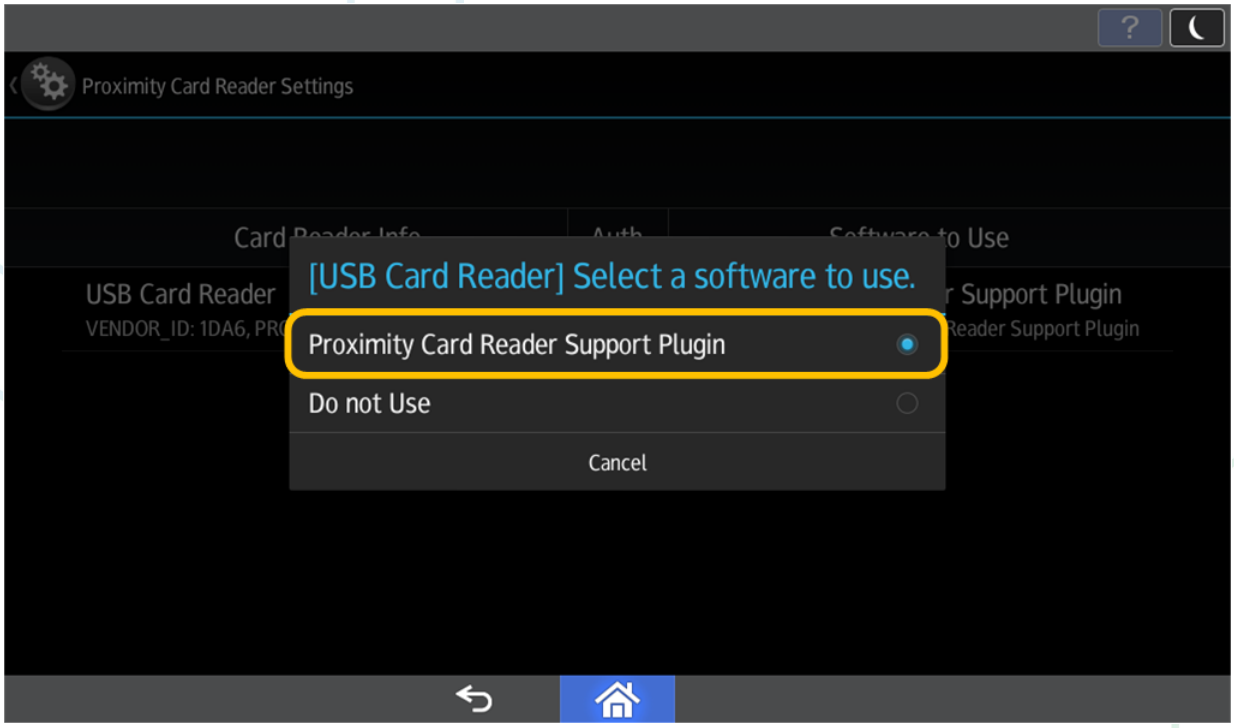
9. Wait for about 5 seconds for it to become visible.




10. The Inepro Card reader should now be available. Click on the reader.



11. Select 'Proximity Card Reader Support Plugin'.



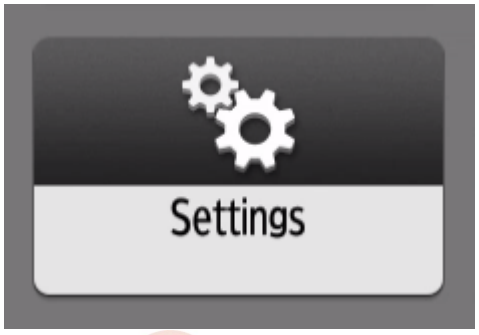

12. Reboot panel / machine to complete the changes.

## IM C300/C400 Procedure

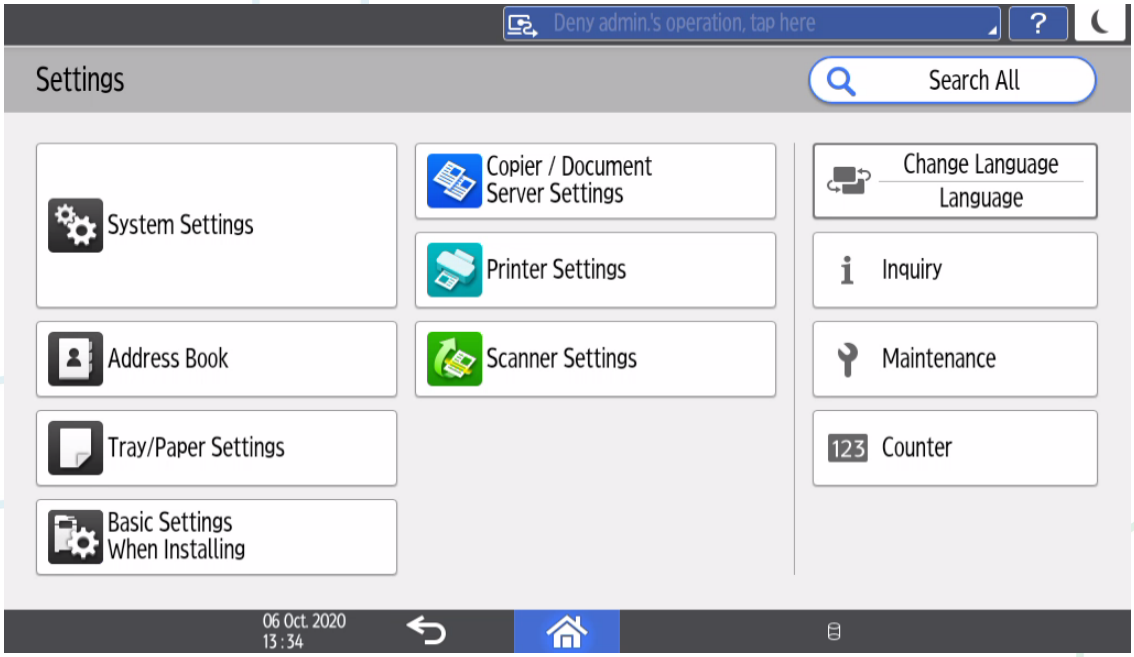
On the new IM series, such as IMC300/400, the Machine Settings are different from other IM models, the Screen Settings icon is no longer there. After the SOP embedded installation, and prior to connect the USB card reader to the USB socket in the 2.5 SOP panel, follow these steps:

### Set panel start-up mode:

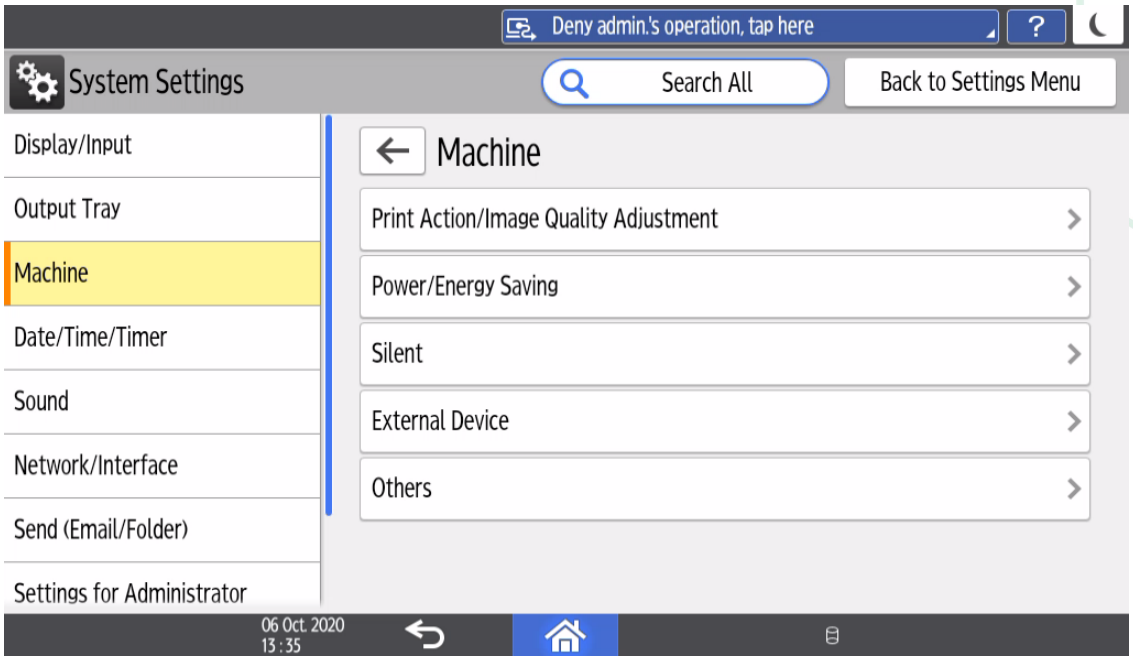
1. Go to *Settings*



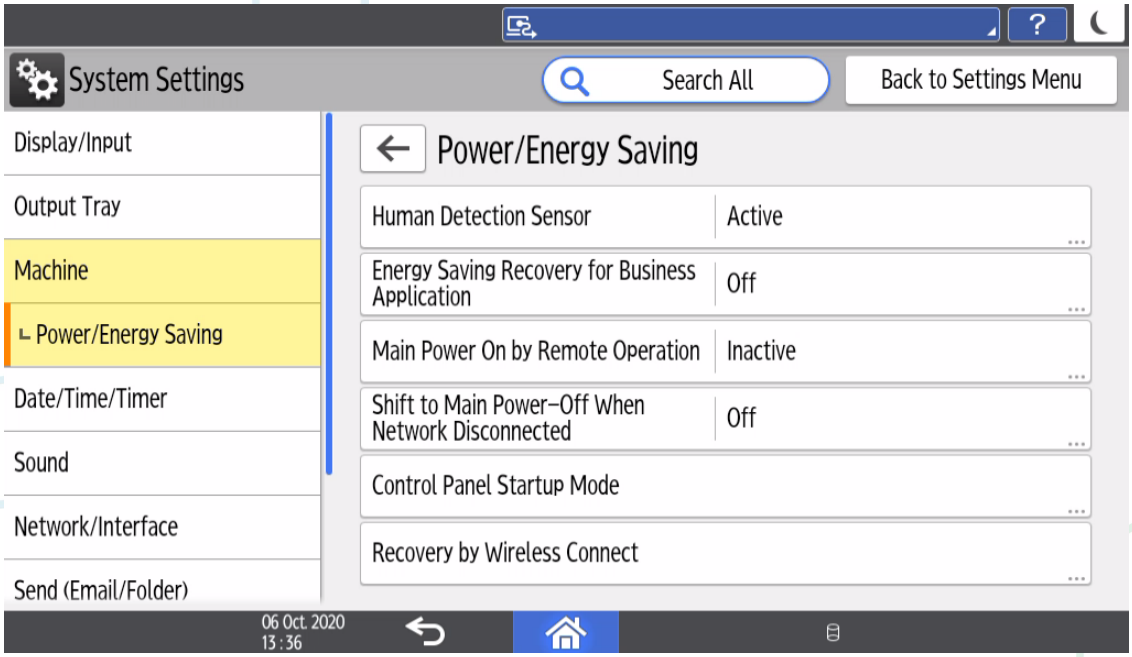

2. Press *System Settings*




3. Press *Machine*, then *Power/Energy Saving*



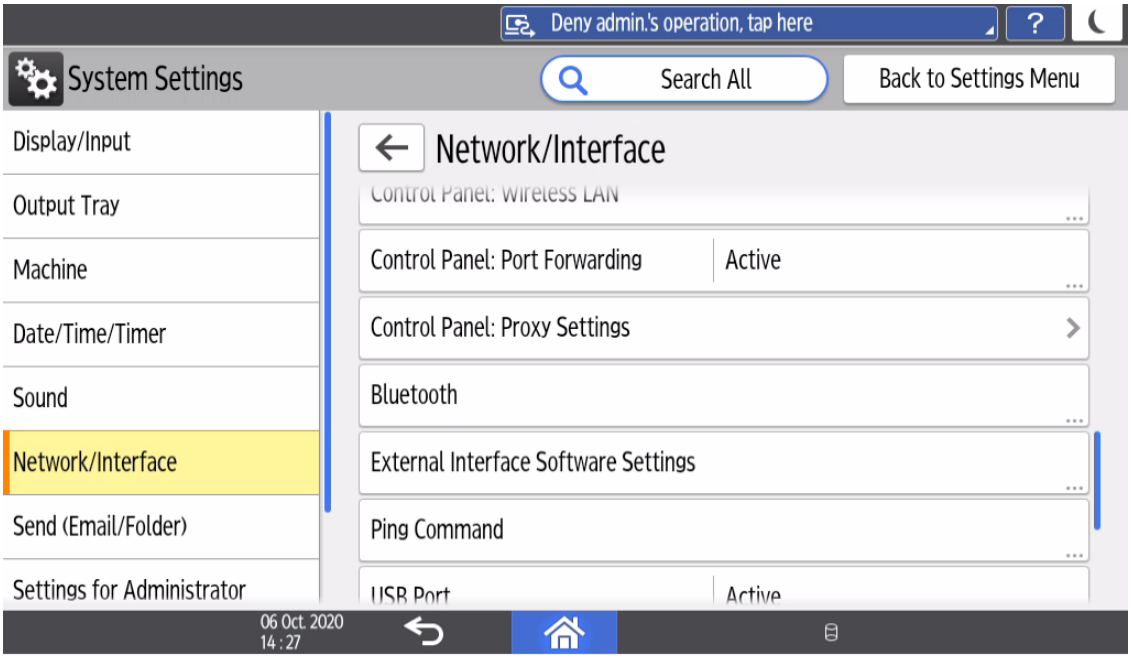

4. Press *Control Panel Startup Mode*



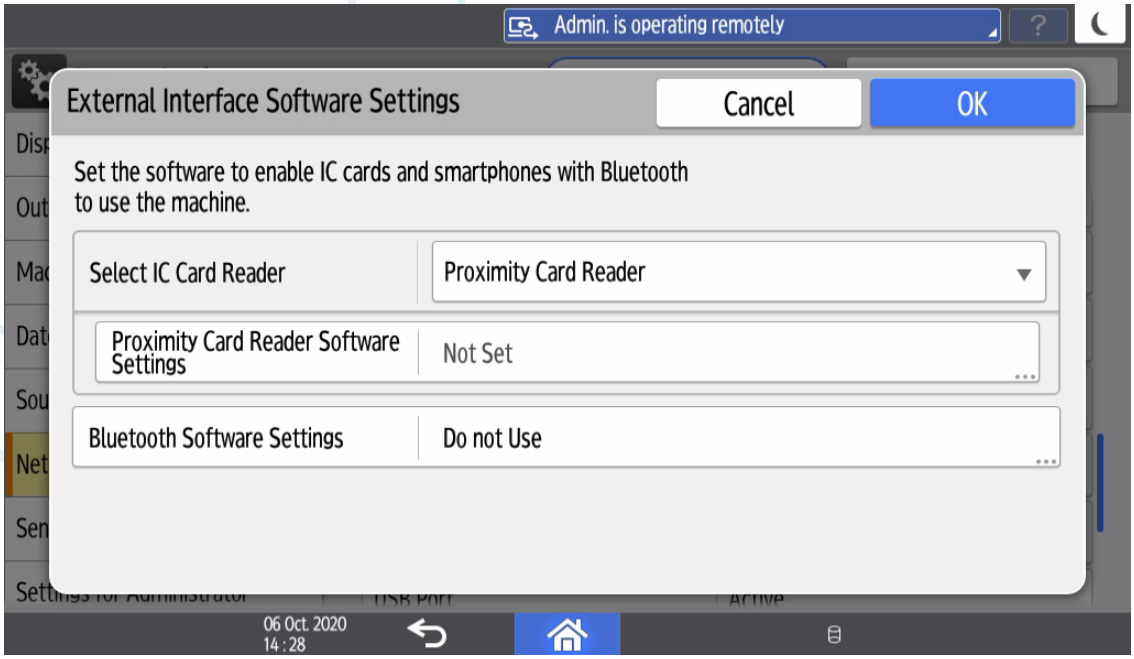

5. Change from *Quick* to *Normal* and OK

**Set card reader:**

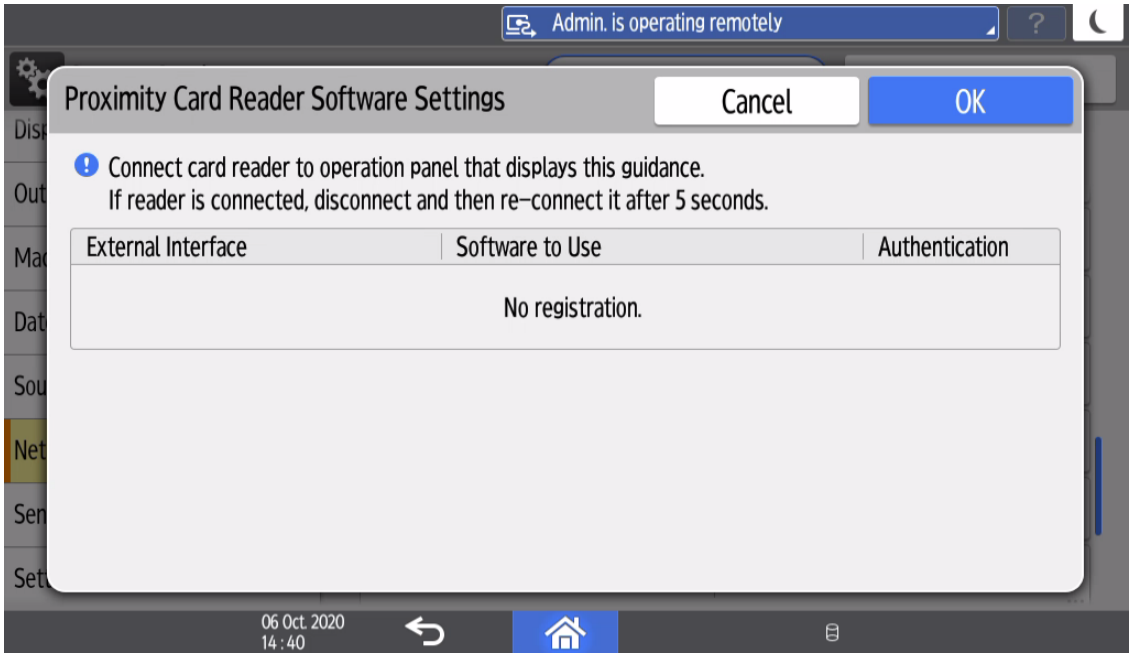
1. Go to *Settings*



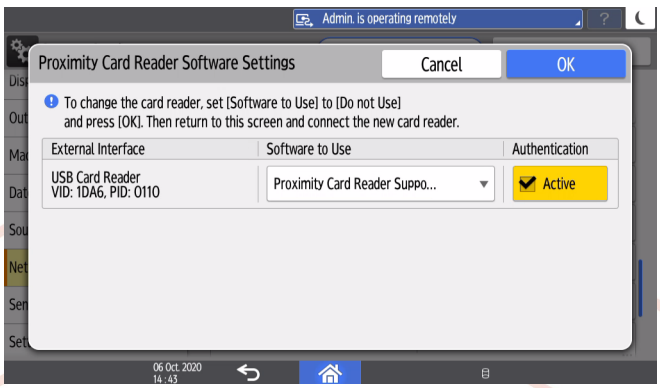

2. Press *System Settings*

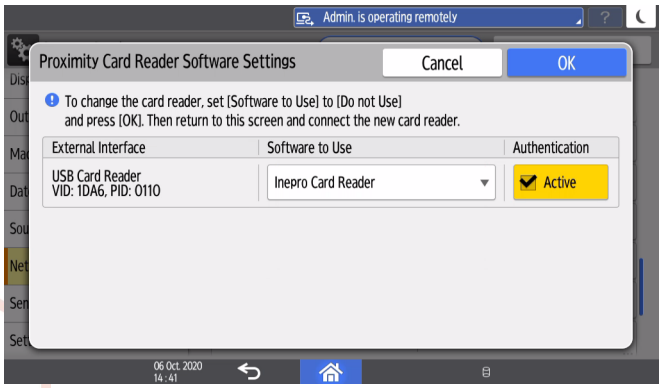



3. Select *Network/Interface*, then press *External Interface Software Settings*

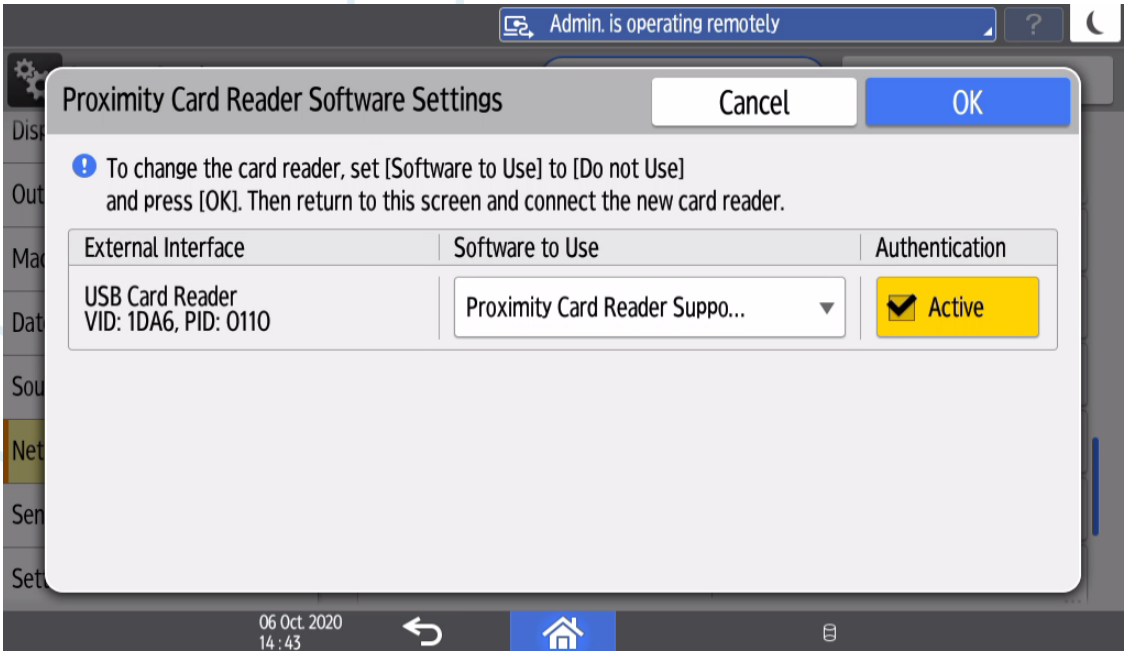



4. Select *Proximity Card Reader*, then enter into *Proximity Card Reader Settings*



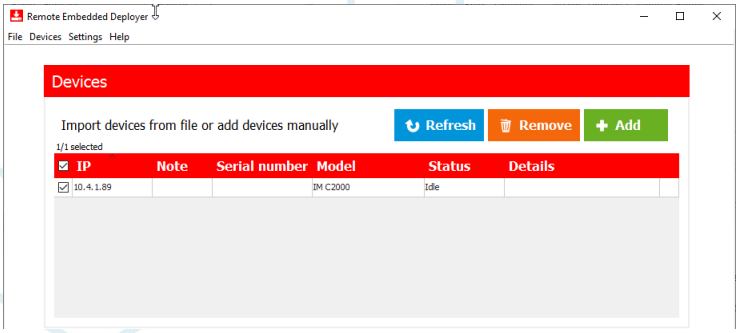

5. Connect the card reader and wait for a confirmation. Check the PID and VID, the change the software type to *'Inepro Card Reader'* if available, in case it is not available select *'Proximity Card Reader Support Plugin'* and press OK twice.



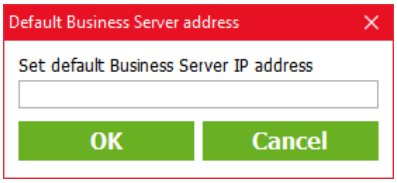

6. Close the admin session, then restart the machine.

## Install via RED Tool

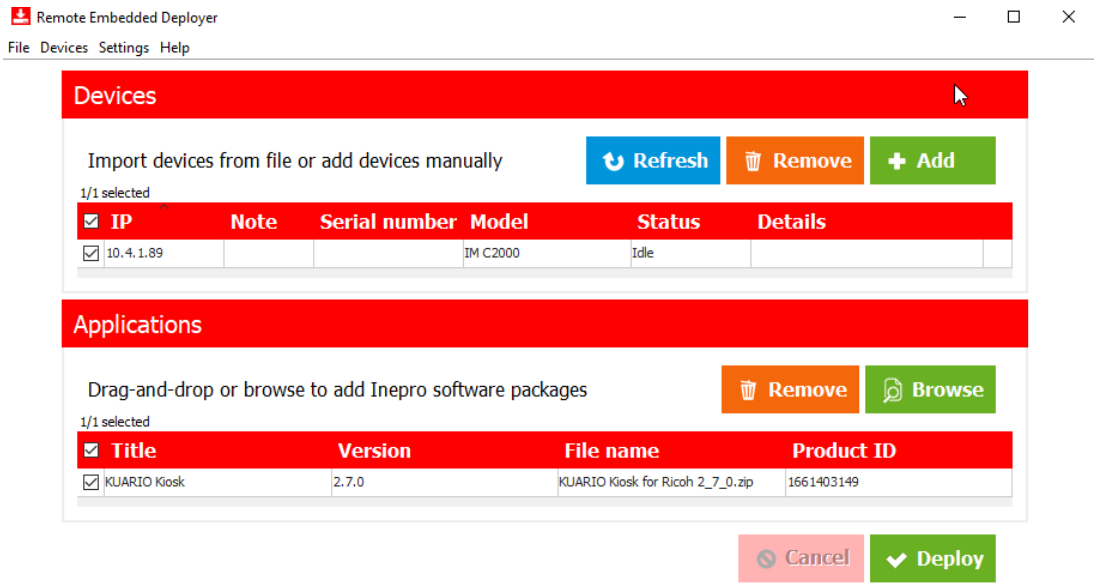
1. Open the RED (Remote Embedded Deployer) Tool.



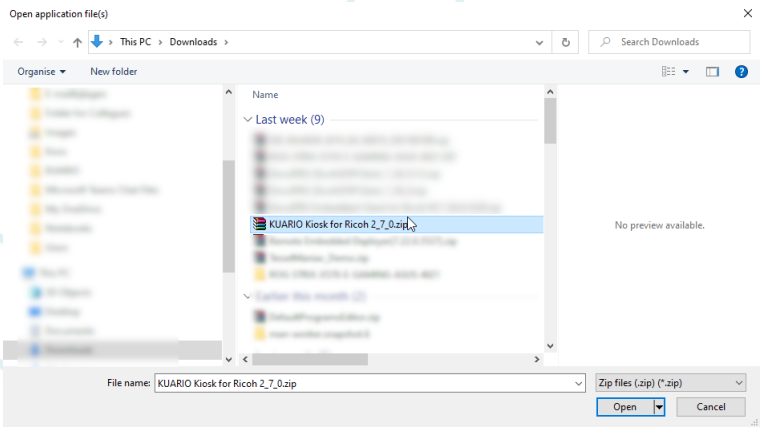

2. The Business server Address is not needed for the KUARIO application, click cancel.

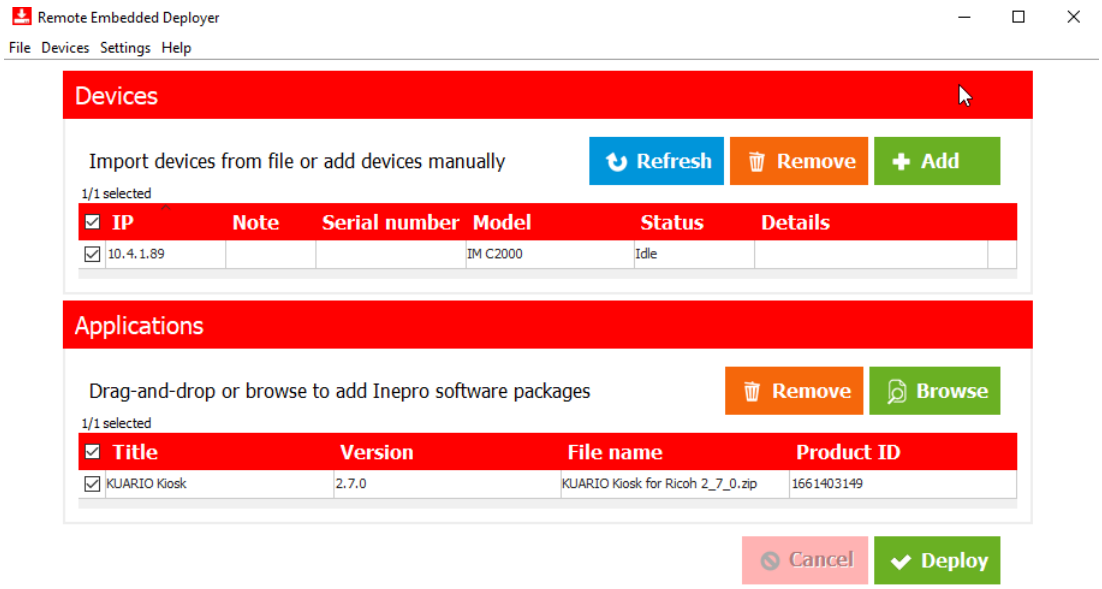



3. Make sure you have the Ricoh device, where the application should be installed in, listed. You can add a device using the 'Add button'.
4. Now in the 'Applications' section below, browse for the desired software package. This should either be a version of the 'KUARIO Kiosk for Ricoh'. Click the 'Browse' button to browse.

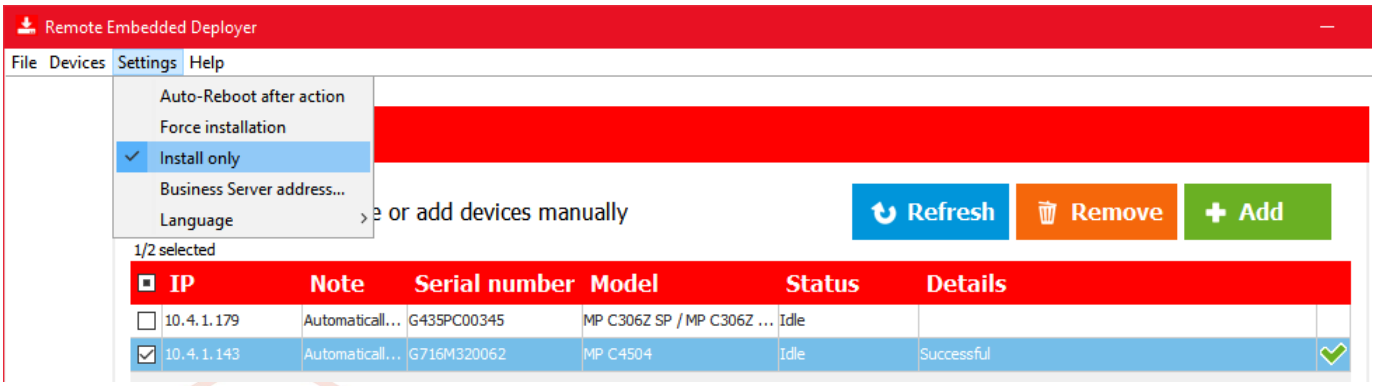


5. Select KUARIO Kiosk for Ricoh_<Version>.zip.
6. Click 'Open'.




7. Make sure the 'Install Only' option is selected in the Settings menu.




8. Add one or more devices by clicking 'Add', a dialogue box will appear.

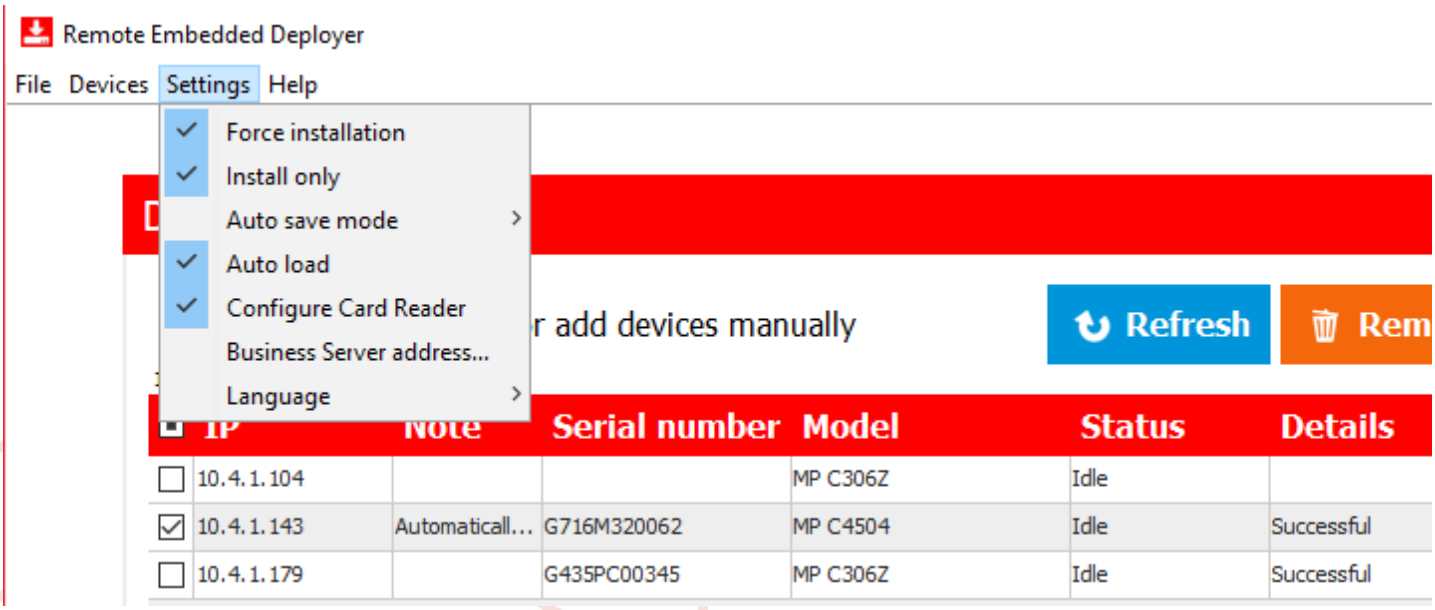
9. Make sure the Web Image Monitor (WIM) credentials are correct.
See 'Terminology: WIM on page: 6

10. Tick the IM box if you are using Generation 2.5, else if you are using Generation 2 leave it unchecked.
11. Click Scan or add one or more IP-address to the list and click 'OK'.

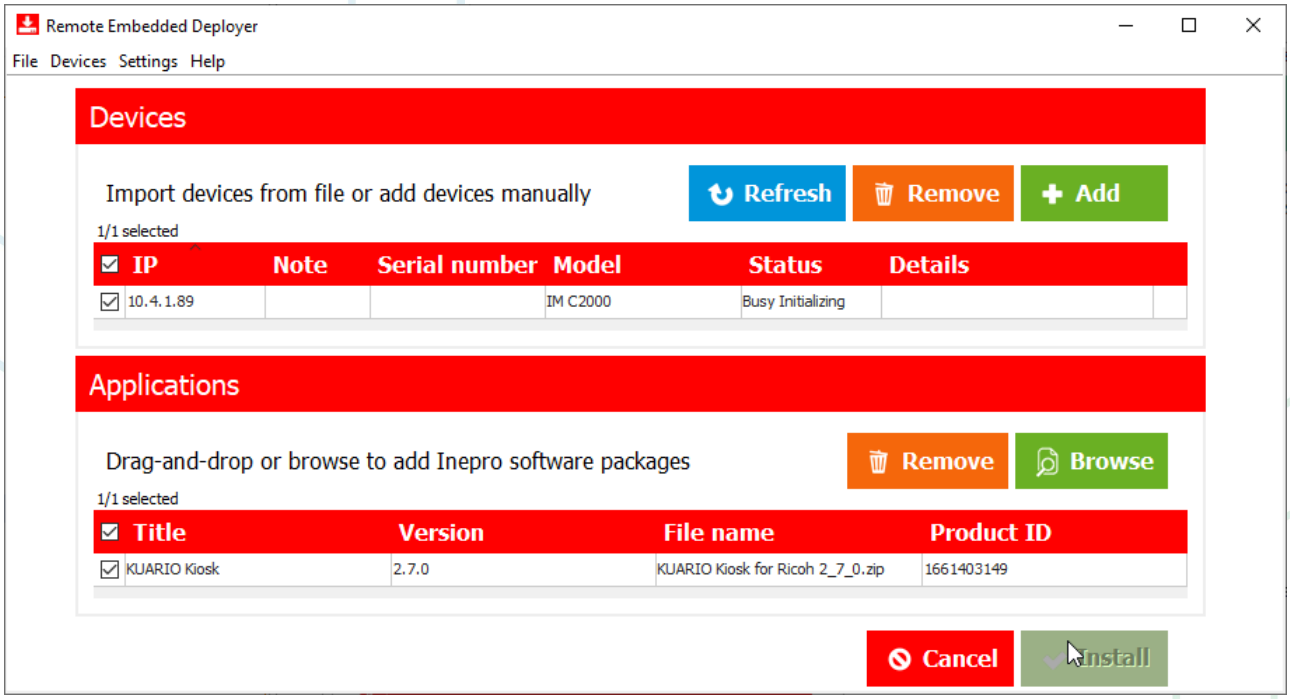
12. By default all devices are selected, click 'Refresh' to get the device details.
13. ⚠ Please make sure that the following ports are open in the network:
Depending on the MFP's device certificate (SSL) TCP port 80 or 443 for traffic to the MFP.
TCP ports 8080 and 51443 for traffic to the MFP.
See 'Terminology: MFP on page: 5
See 'Terminology: SSL on page: 5

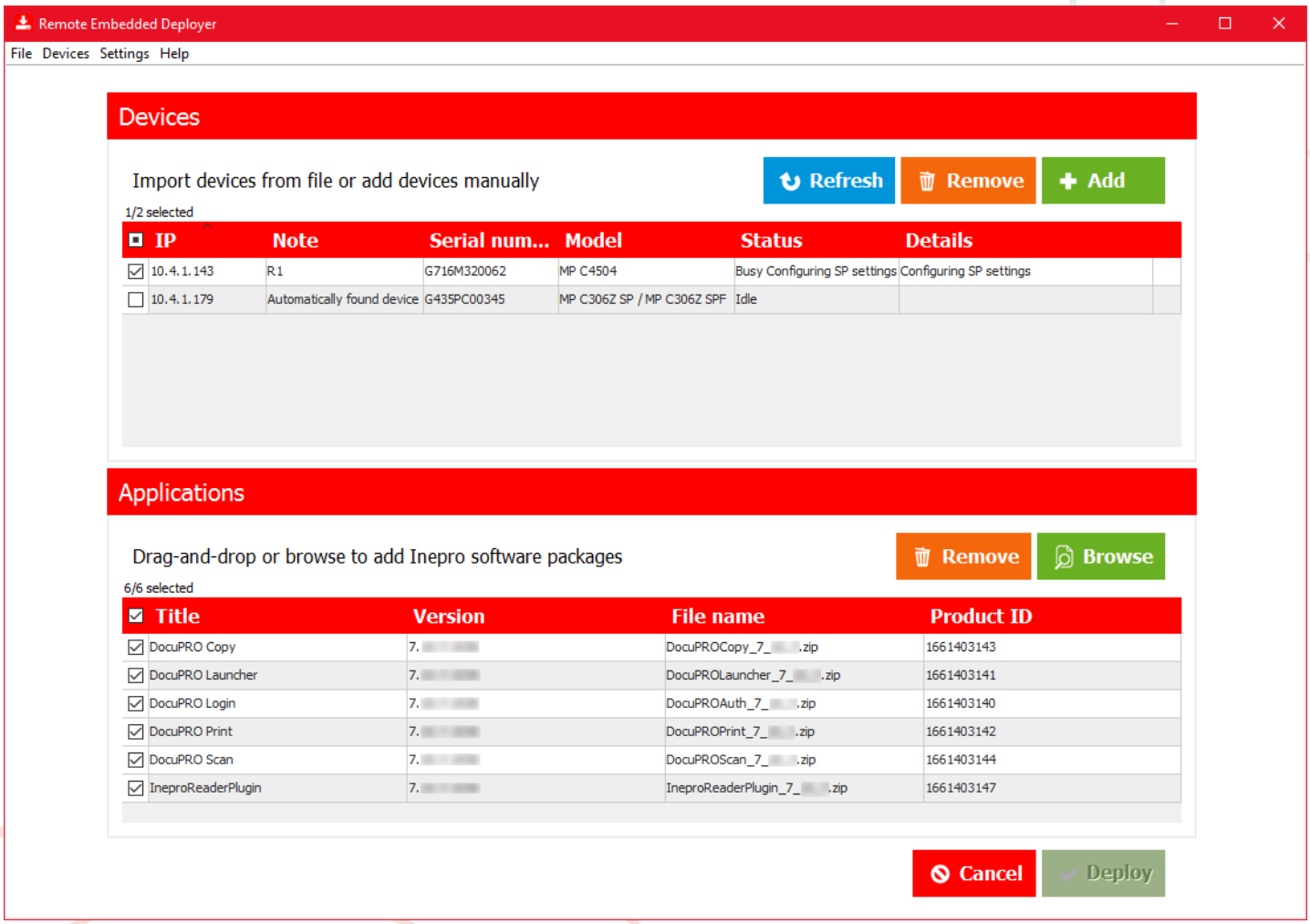
14. Select the applications you want to install.
15. Select the devices you want to install the applications on.

⚠ If you do not use an Inepro USB card reader, please uncheck the 'Configure Card Reader' option, under the 'Settings' menu!

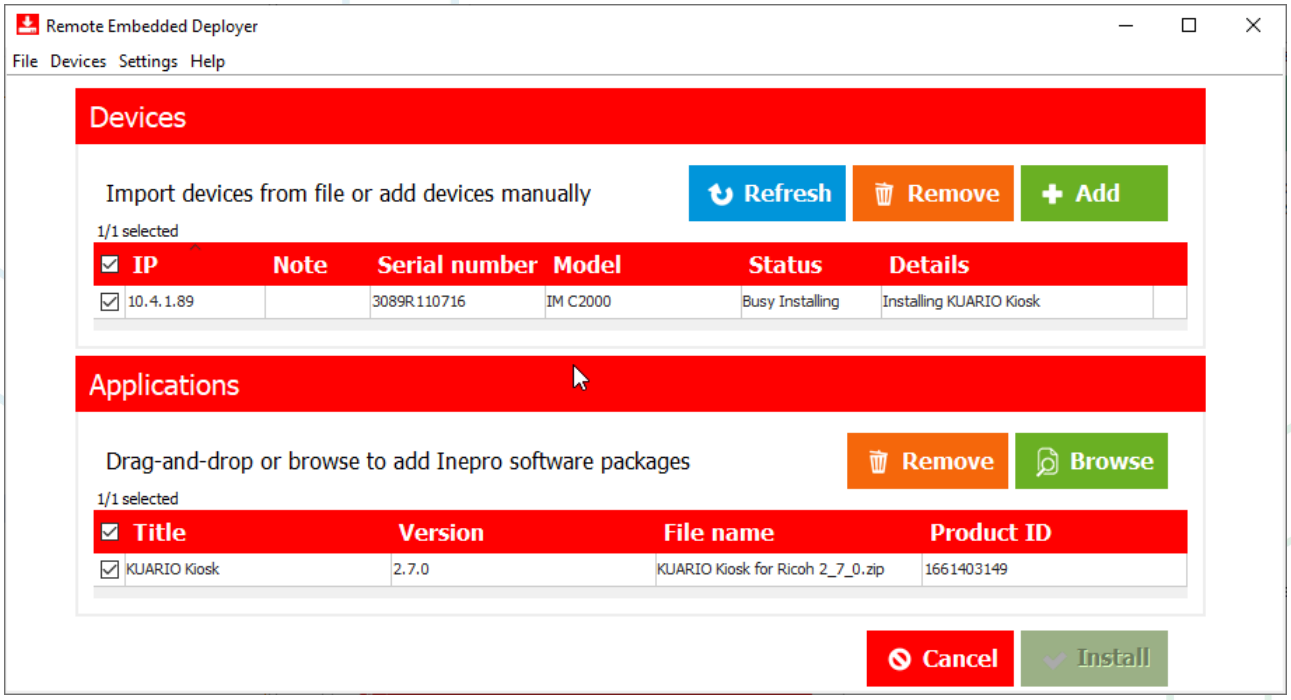


16. Click 'Install'.
17. The device will get the status 'Busy: initializing' and start to install the first app in the list.

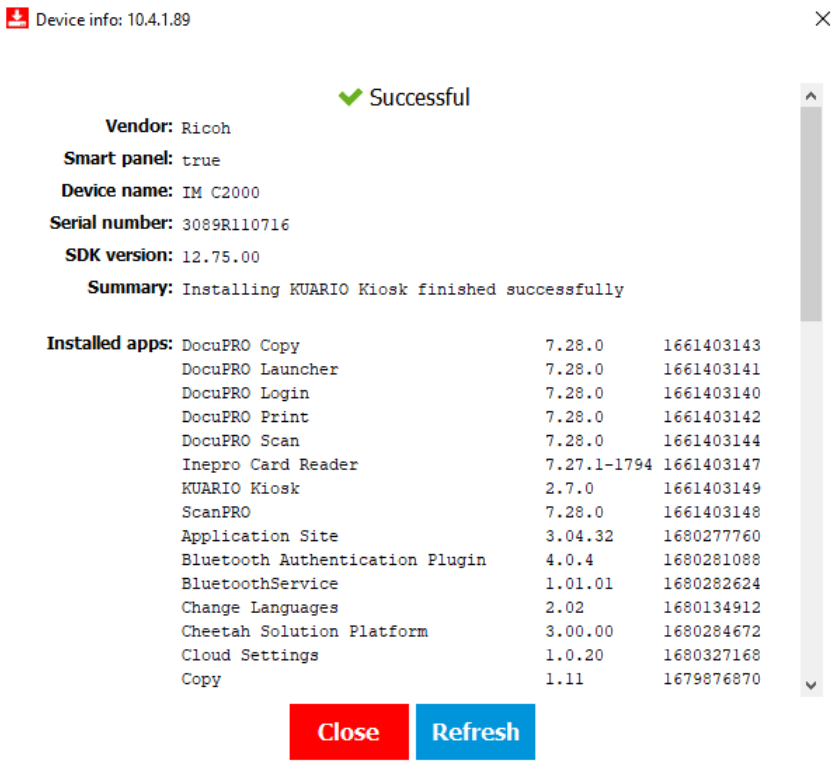


18. Installing…

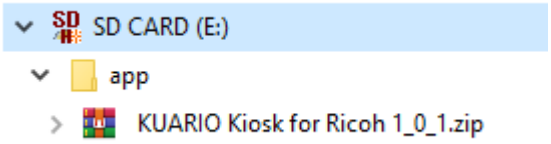



19. By double-clicking the device a installation result report will be shown in the summary section.

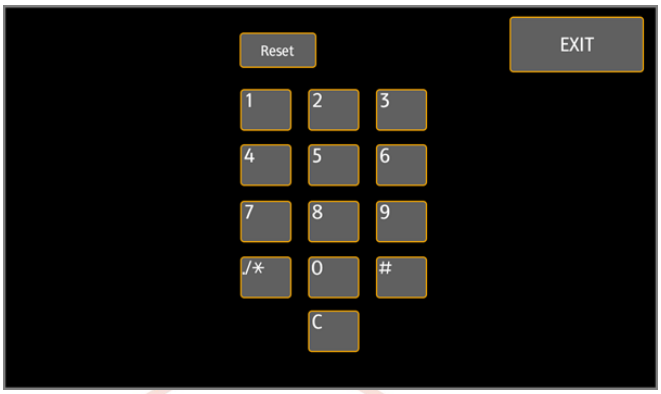


## SD Card Kiosk

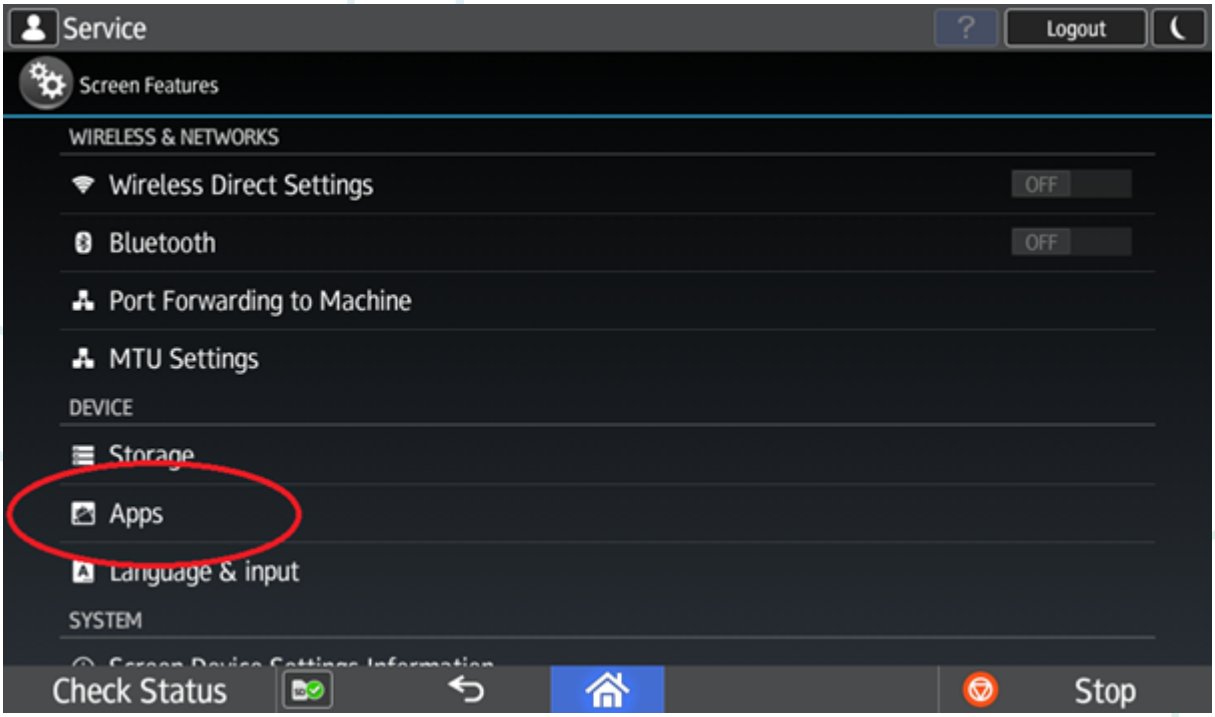
1. Put the KUARIO MFP Kiosk zip file on a SD card, in a root folder named: 'app'.



2. Press these buttons simultaneously to enter the menu.

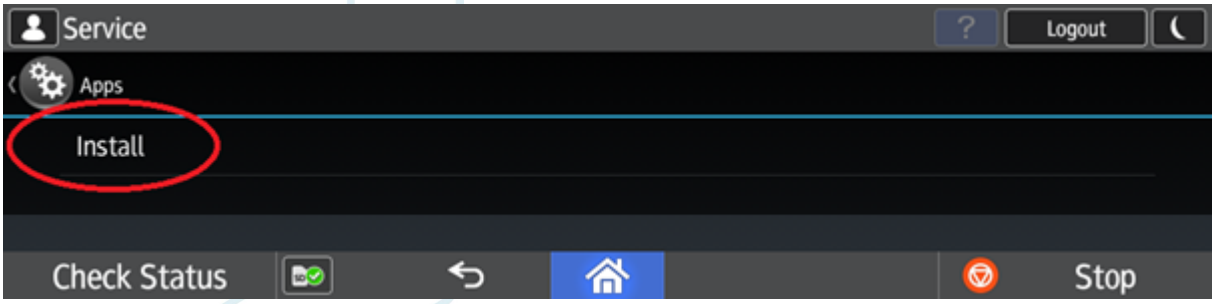



3. Key in the code to enter the service menu (Note: this is not the SP menu, so you will most likely need a different code than for the SP menu).

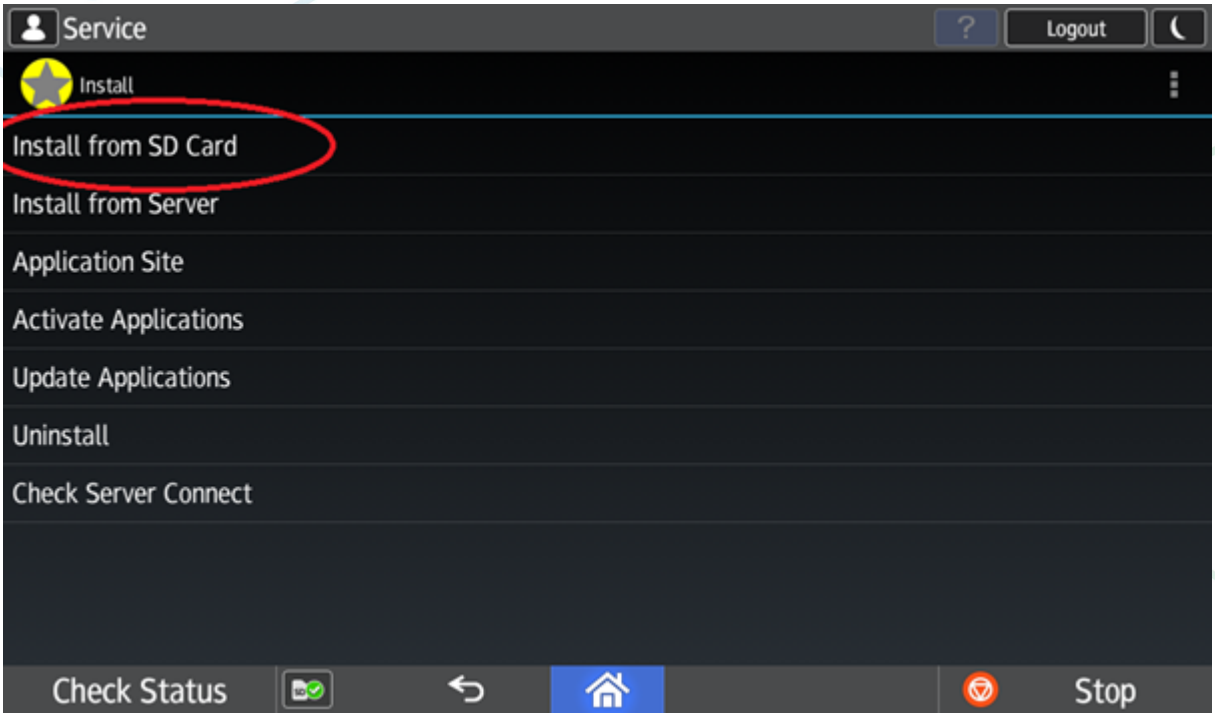



4. Select apps.

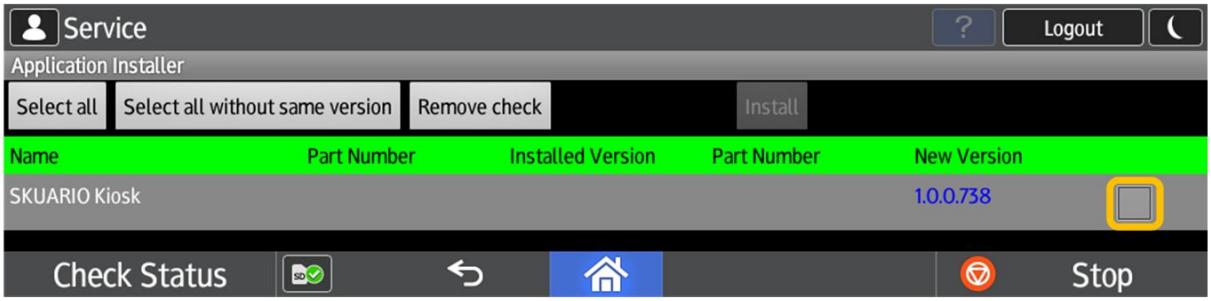
5. Insert SD card with KUARIO MFP KIOSK software.



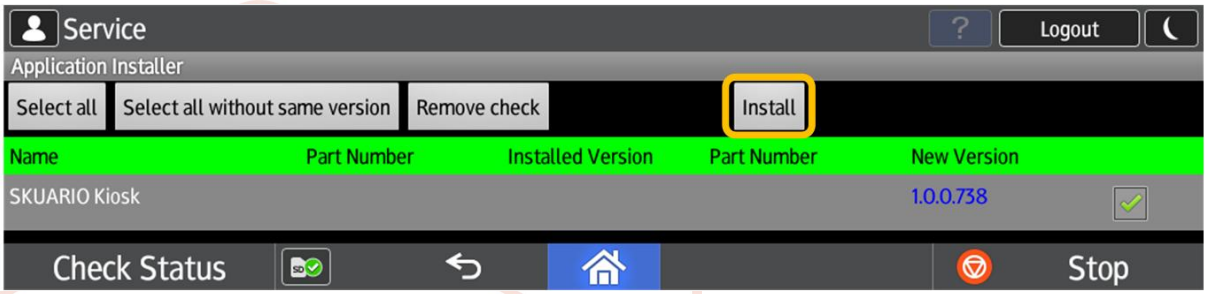

6. Select Install.



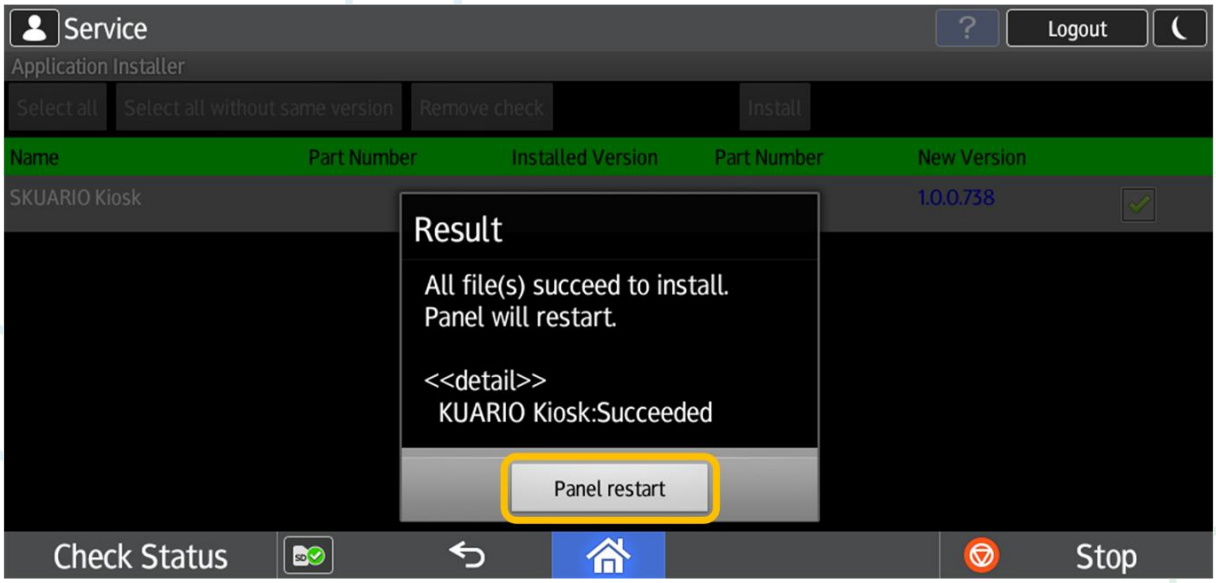

7. Select Install from SD Card.




8. Click on Select all.




9. Start Install.




10. Confirm Panel restart.

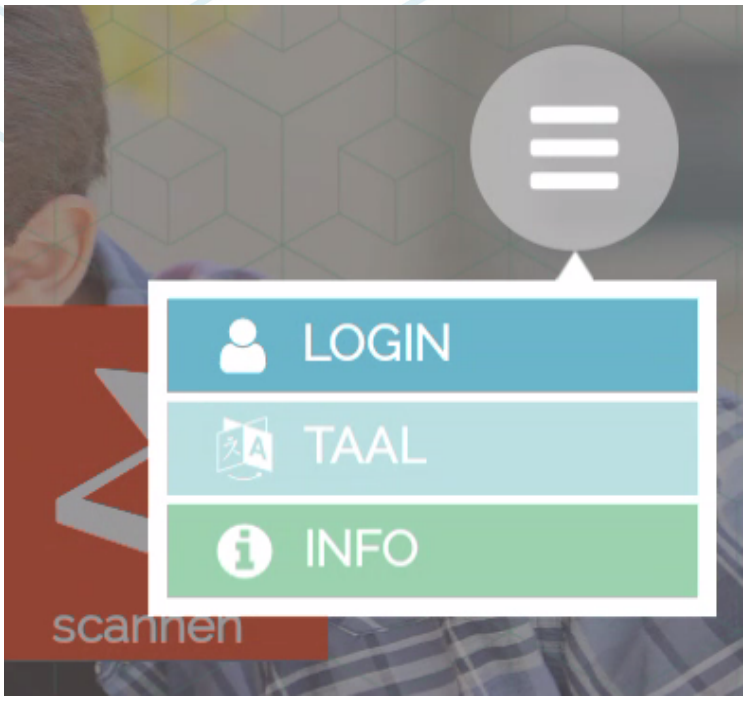
11. Wait until the panel has been rebooted.

# Locking Ricoh launcher

On the Ricoh launcher several applications can be started, risking access to the copier which than can be used without payment. Normally you cannot get to the Ricoh launcher from our app, but if unexpected behaviour of our app does make it possible, it is wise to prevent access to the other apps to prevent access to the copier.

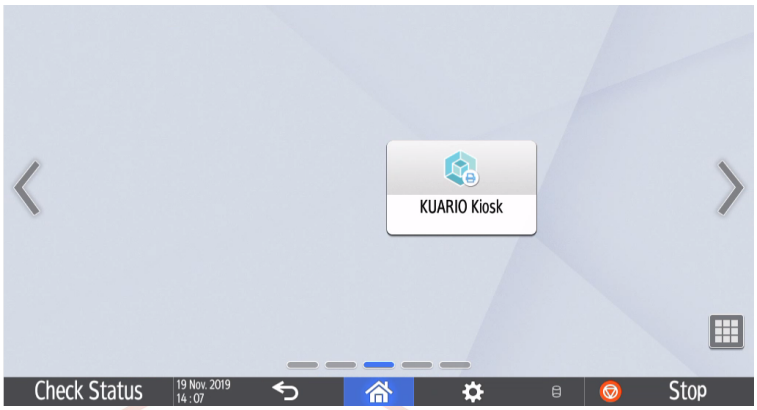
The only two options left in this screen, after this operation,  will then be start 'KUARIO Kiosk' or reboot the MFP.

1. In KUARIO Kiosk Press the menu button -> Info




2. In the information pop-up press

3. Login with Ricoh machine admin credentials
4. On the Ricoh Smart Panel set KUARIO Kiosk icon to the home launcher
5. Remove ALL other icons in ALL other launcher pages




6. Go to the Ricoh Web Image Monitor
7. Login as admin
8. Go to Device Management -> Configuration -> Administrator Authentication Management
9. Set Machine Administrator Authentication -> On

It will now not be possible for a user to gain copier access (without the Ricoh Machine Credentials), in the rare event he or she is able to get to the Ricoh launcher.

To set up and configure a new Ricoh device with a KUARIO web kiosk the following has to be taken in account.

## Authenticate

To change settings of the device an Administrator Login will be needed.
Default User Name for Ricoh devices: . By default the password is . But sound password policies would demand that your password and maybe even your user name are unique. So please double-check to be sure what your exact credentials are. More and more brands will now demand you create unique credentials.

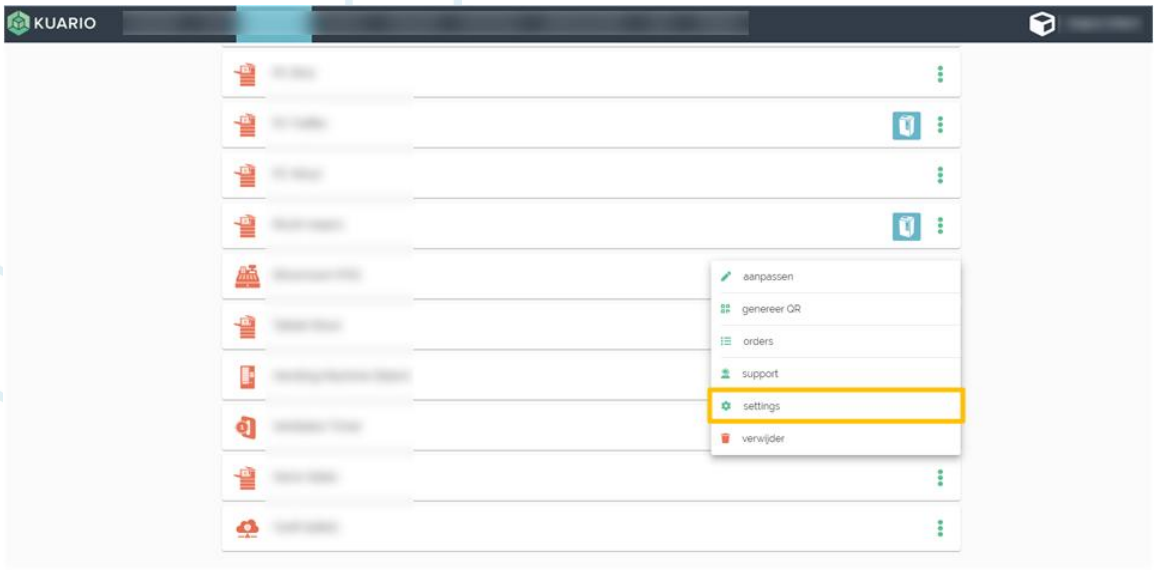
## Set outlet settings in manager

Make sure you have created a KUARIO Outlet for your Ricoh MFP.

Make sure you have the following:

a. The name of the Outlet, and it's place in the KUARIO tree.
b. The MAC-Address of the KUARIO Smart Connector.
c. The IP address of your Ricoh device.
d. The Ricoh device's Admin credentials (login name & password).

Browse to https://manager.KUARIO.com



Go to the Outlet and then to the context menu Settings (see image):
Enter these values:

1. The MAC-Address of the KUARIO Smart Connector.
2. The Outlet name, and it's place in the KUARIO tree.
3. The IP address of the  Ricoh device.
4. The device credentials (login name & password).

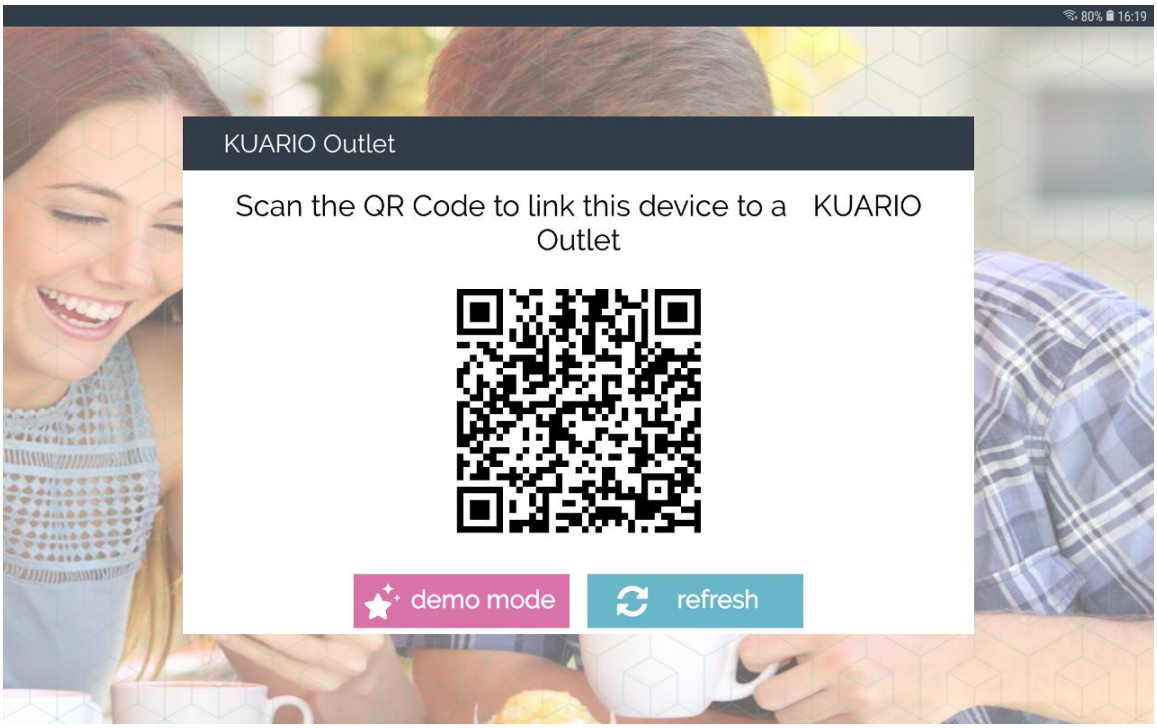
**Warning: From this moment on all the other apps on the embedded device will be hidden, they will no longer be accessible. Normally this should not be a problem, if it is a problem in your case please contact KUARIO Support for help .**

# Configuration

## Link to KUARIO Outlet

The MFP has to be linked to a KUARIO Outlet under a KUARIO Site. The device can be linked by scanning the QR Code with service module in the KUARIO Service app. When linking the KUARIO Kiosk to an Outlet, please make sure to select the MFP Outlet type. For more information about the service module in the KUARIO Service app, please refer to the KUARIO App manual. After adding the Kiosk to a KUARIO Outlet, the Kiosk should go to the home screen within a few seconds. When nothing happens, please press the 'refresh' button.

**Note: To complete configuration of the app (to link the app to a KUARIO Outlet), a user with Service Manager rights is required. To get these user rights, please contact your KUARIO Site Manager.**



# Demo Mode

An alternative to linking the KUARIO Kiosk to your own KUARIO Outlet, you could also use the application in Demo Mode (in versions v1.1.0 and higher). In Demo Mode the device features are enabled for demo purposes. The items - and the prices of the items - that can be bought in Demo Mode are managed by the KUARIO company. This enables you to demonstrate KUARIO Kiosk.

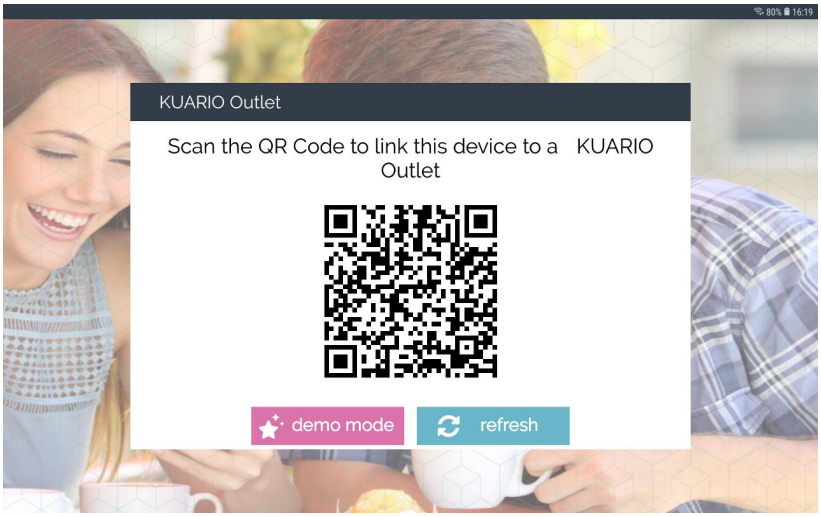
**Note: The funds spent for items bought in Demo Mode are not paid out. For the latest Terms & Conditions, please visit:**

https://KUARIO.com/terms.

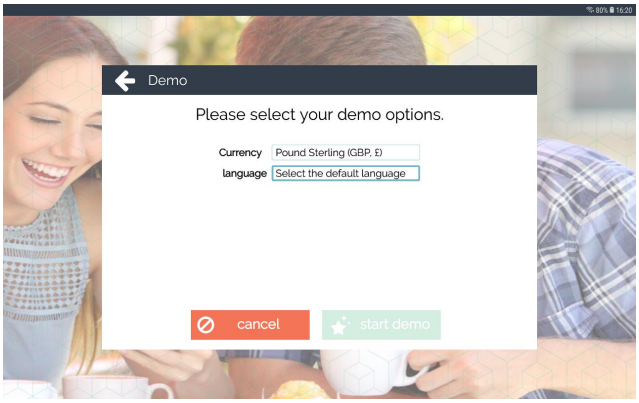
## Entering Demo Mode

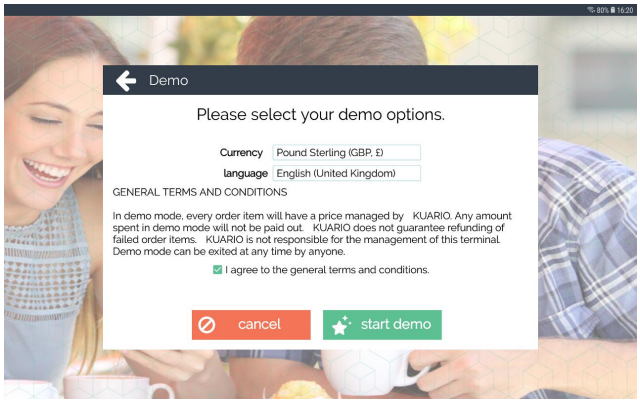
To enter Demo Mode on a new KUARIO Kiosk terminal, start the KUARIO Kiosk application.

- If the KUARIO Kiosk is not linked to an Outlet, the KUARIO Outlet screen is shown.



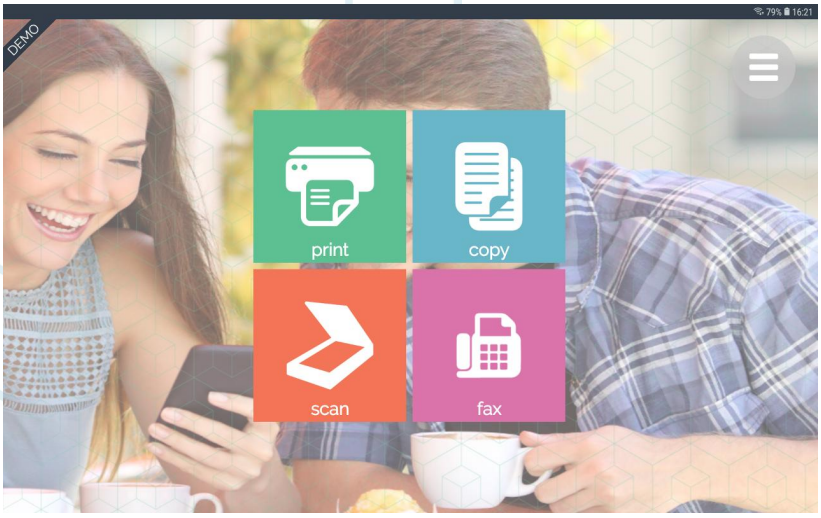

- Press the 'Demo Mode'-button. This brings you to the Demo Mode settings screen.




- Select the desired currency of the terminal.
- Select the default language of the terminal. (Users can still select their preferred language at any time)
- Read the Terms & Conditions, and check the "I agree to the general terms and conditions."-box.
- Press the 'start demo'-button.

The KUARIO Kiosk will now be restarted in Demo Mode.

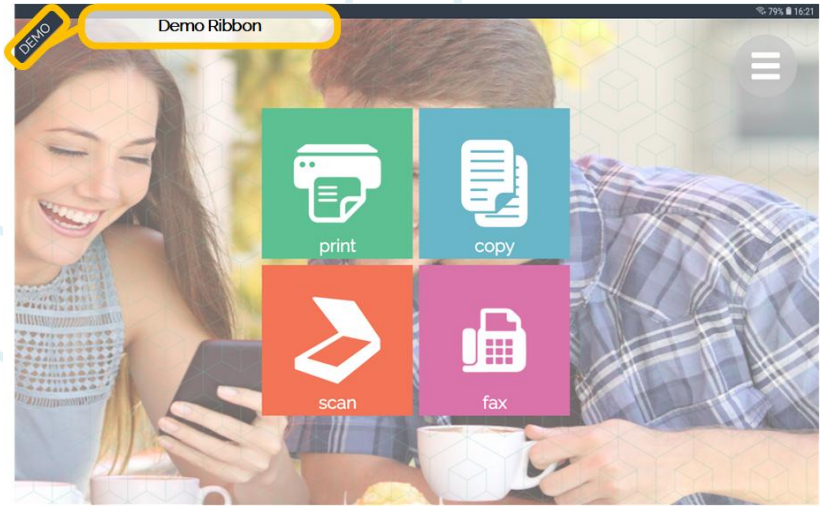



**Note: If the 'Demo Mode'-button is disabled, then the 'Demo Mode' is unavailable at this time. Please try again later.**

**Note: To put the KUARIO Kiosk into 'Demo Mode' it may not be to an KUARIO Outlet. If the KUARIO Kiosk must be put in 'Demo Mode' but is already linked to an KUARIO Outlet, you need to contact the Site Manager to request him/her to unlink this KUARIO KIOSK from the KUARIO Outlet.**

## Exiting Demo Mode

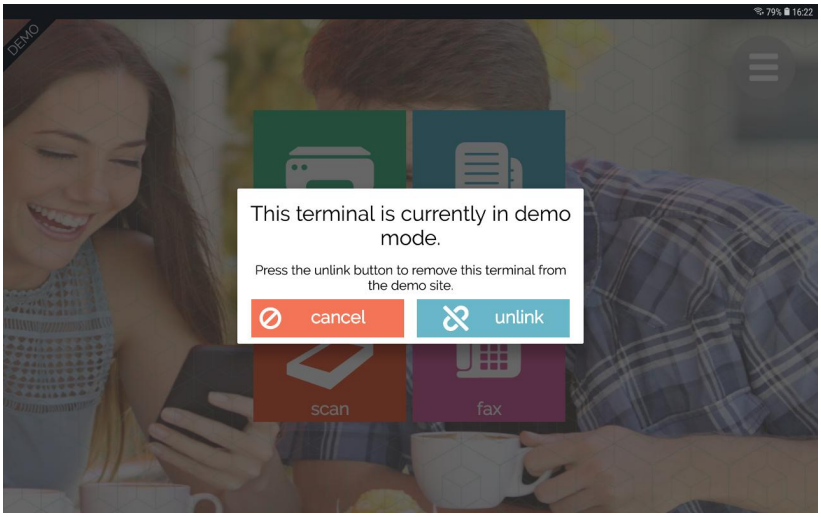
When the device is in Demo Mode, a DEMO ribbon is shown in the top left corner.




To exit Demo Mode:

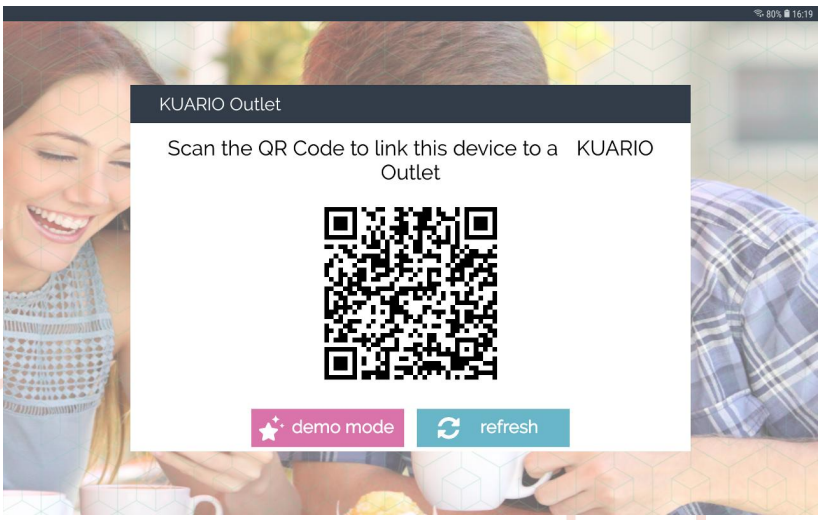
- Press and hold the DEMO ribbon.

- A dialogue is shown.




- Press the 'unlink'-button.

The KUARIO Kiosk will return to the KUARIO Outlet screen.



# User Interface

## User Interface

### General

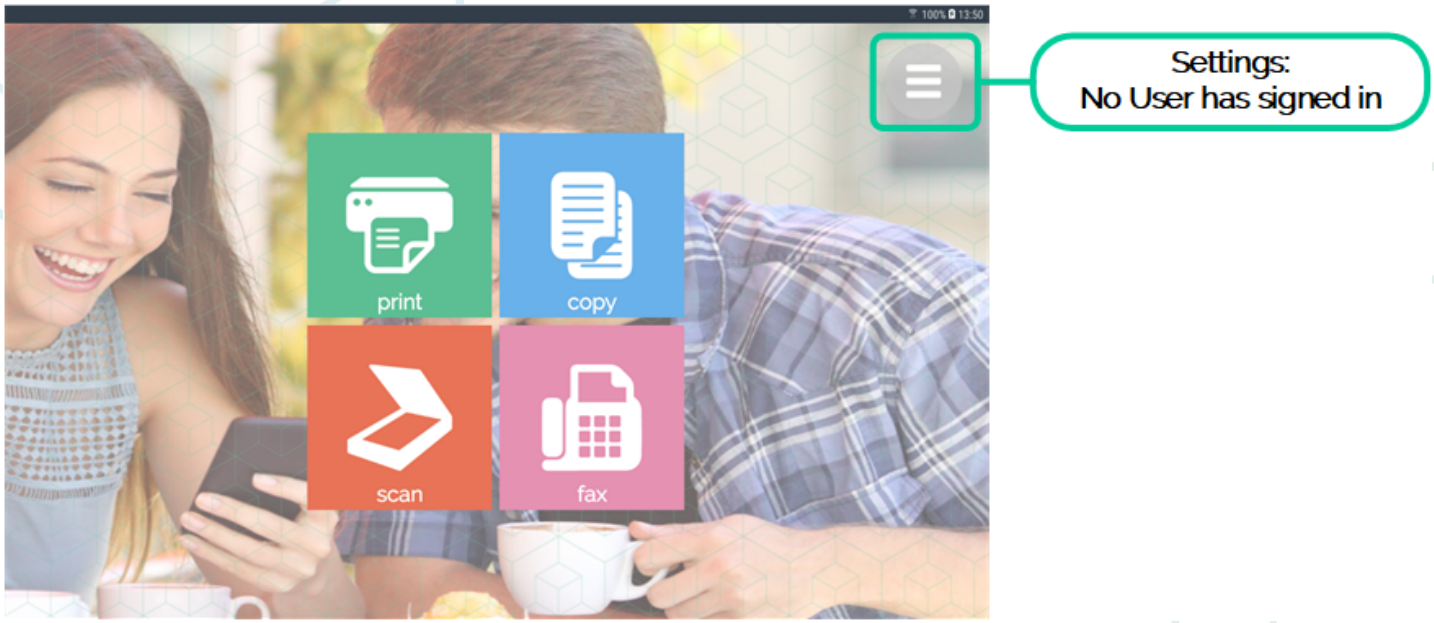
In general, the user flow is as follows:

1. A user orders any combination of print/copy/scan/fax items.
2. These items are placed in the shopping basket.
3. When a user is done adding items, the user can proceed to checkout.
4. The user can pay for the items, using the KUARIO app.
5. The items are now being processed by the MFP.

# Home screen

On the Home screen, the main 4 options are shown: Print, copy, scan and fax. In the top right corner there's also a Menu button shown.

**Note:** The actual view may look different when some features are disabled or no KUARIO items are available.

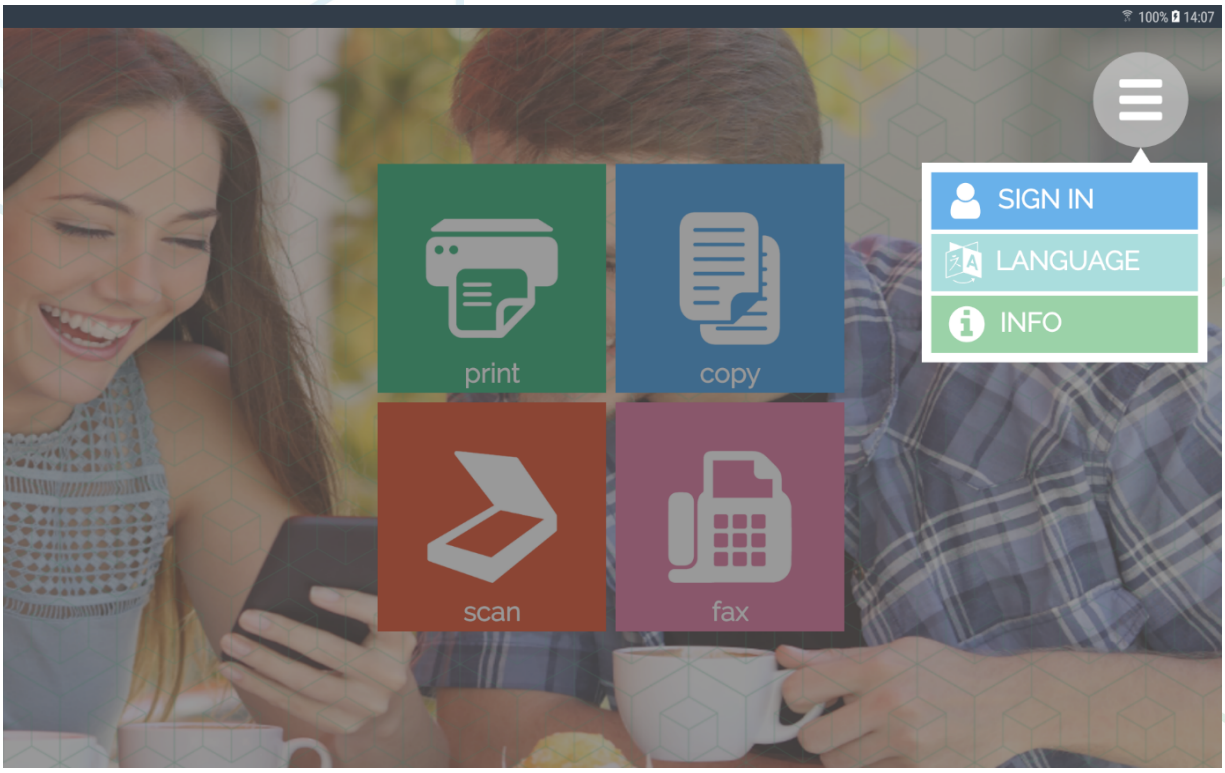



When there are items in the Shopping Basket, a Shopping Basket button is shown in the bottom right corner, with the current total price of all items. The top right menu button changes to a user icon when a user is signed in.

## Menu

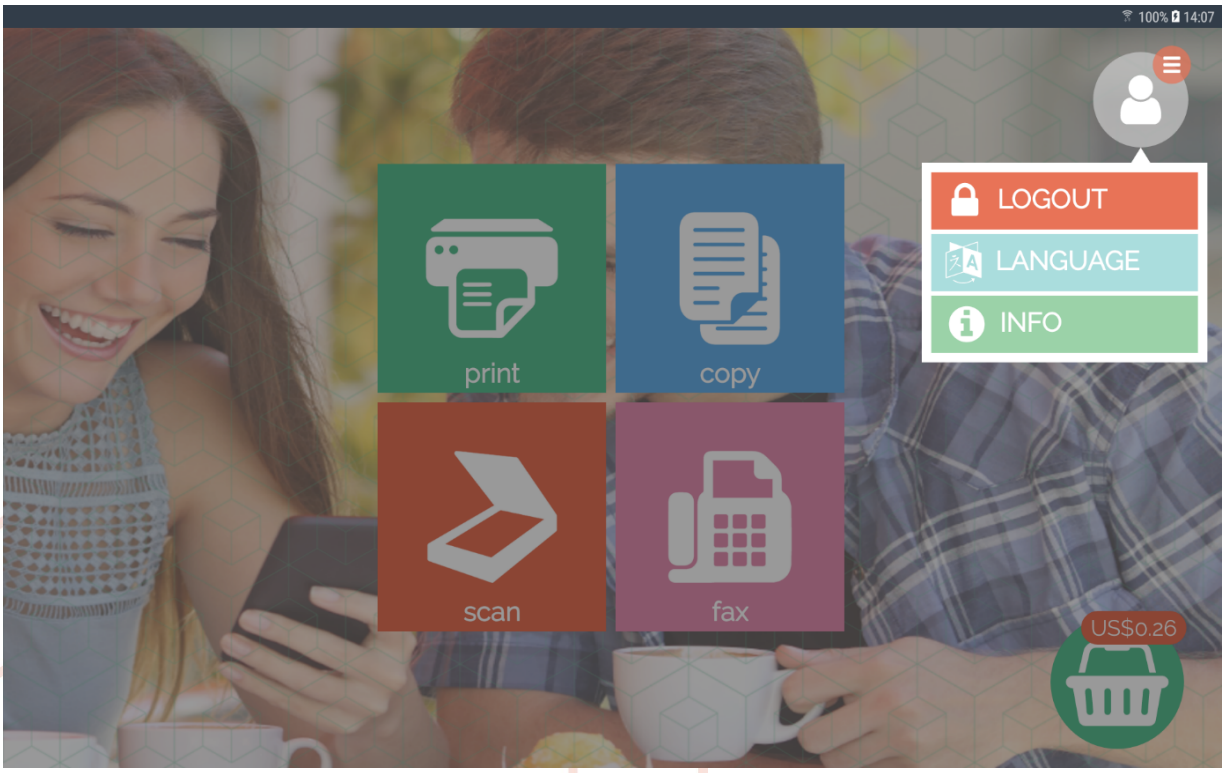
From the Menu the following options are available:

- Sign in / sign out.
- Change language.
- Open info dialogue.




## Sign in / Log out

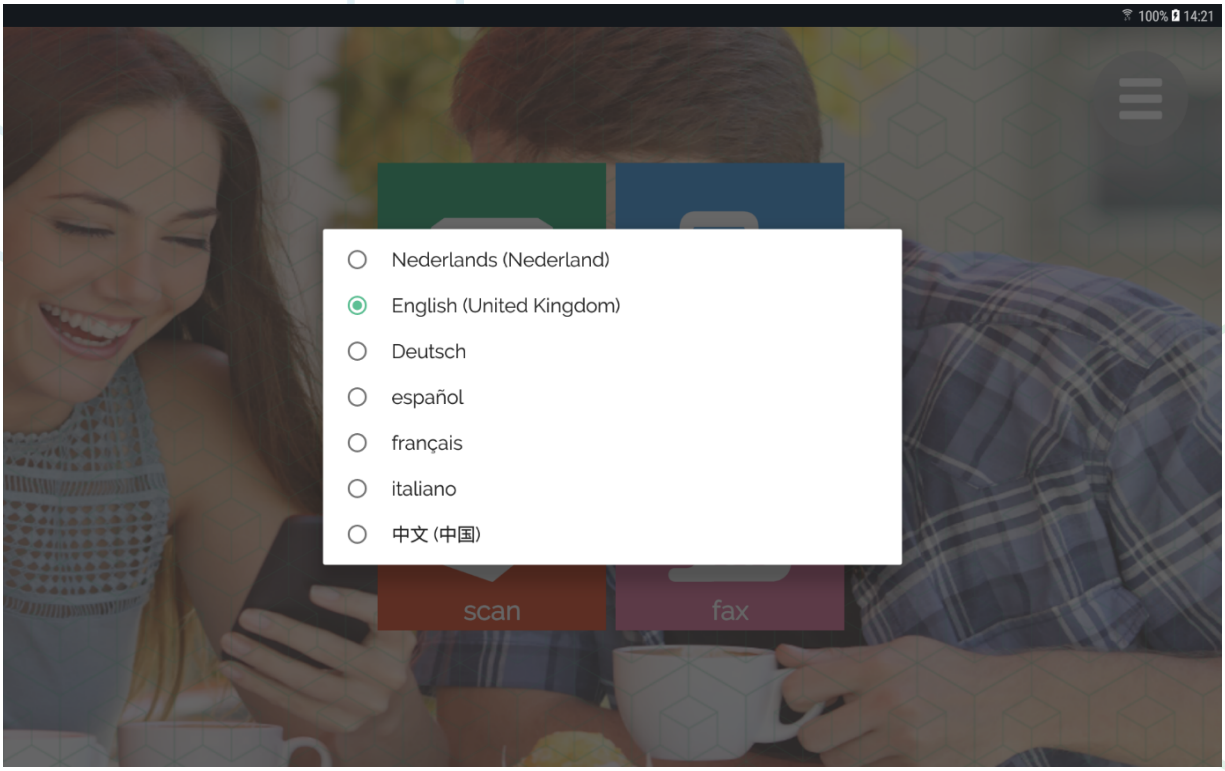
The 'Sign in' button allows you to sign in at almost every screen in the KUARIO KIOSK.
If you are already singed in it can log you out at almost every screen in the KUARIO KIOSK.



## Language

The user can change Language from the Menu.

**Note:** The list of supported languages may be subject to change.




## Open info screen

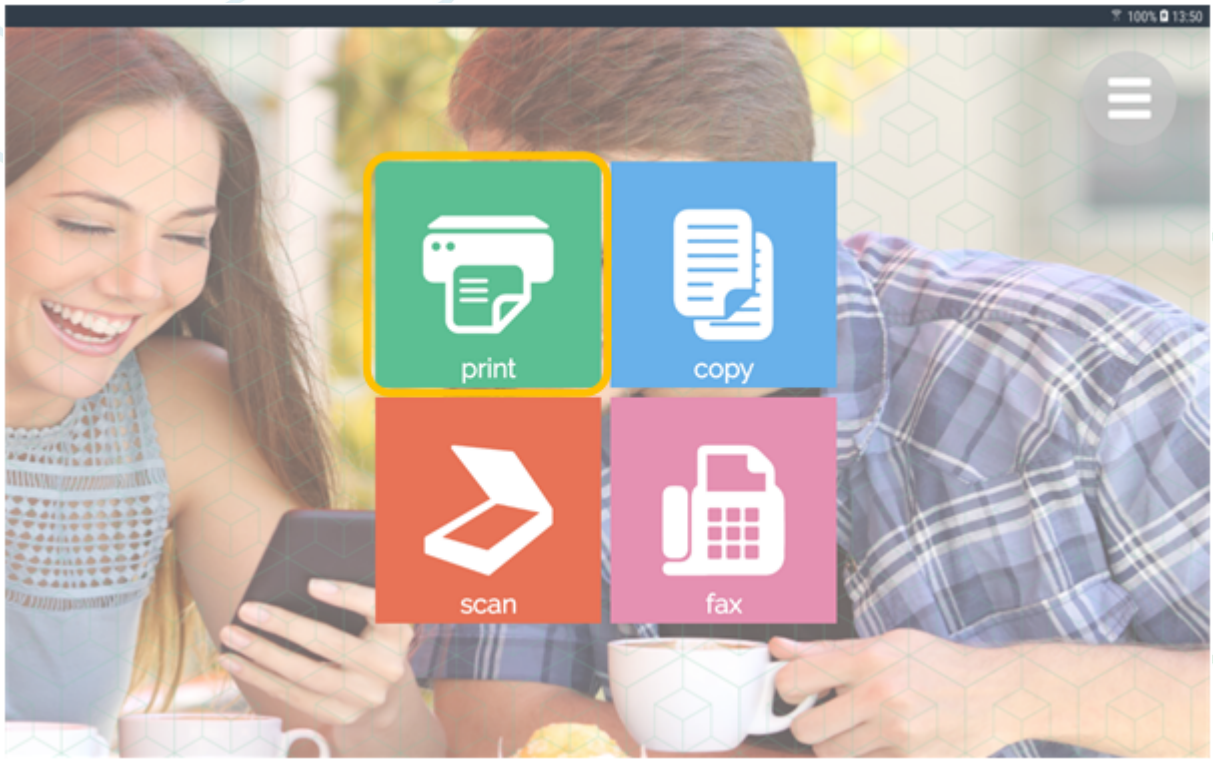
Click the 'Info' button to open the info screen. In the info screen the site owner can place useful information for you to read.

# Print

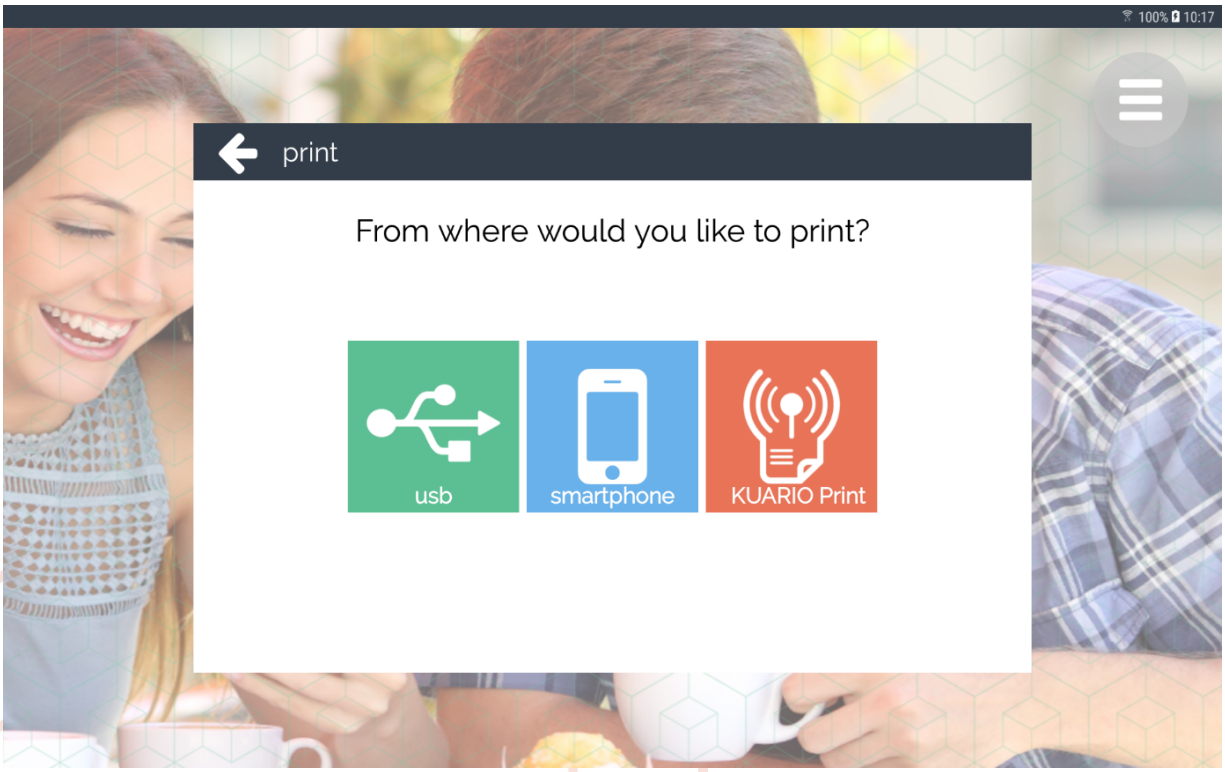
The general print flow is as follows:

## General print flow

1. Select Print on the Home screen.

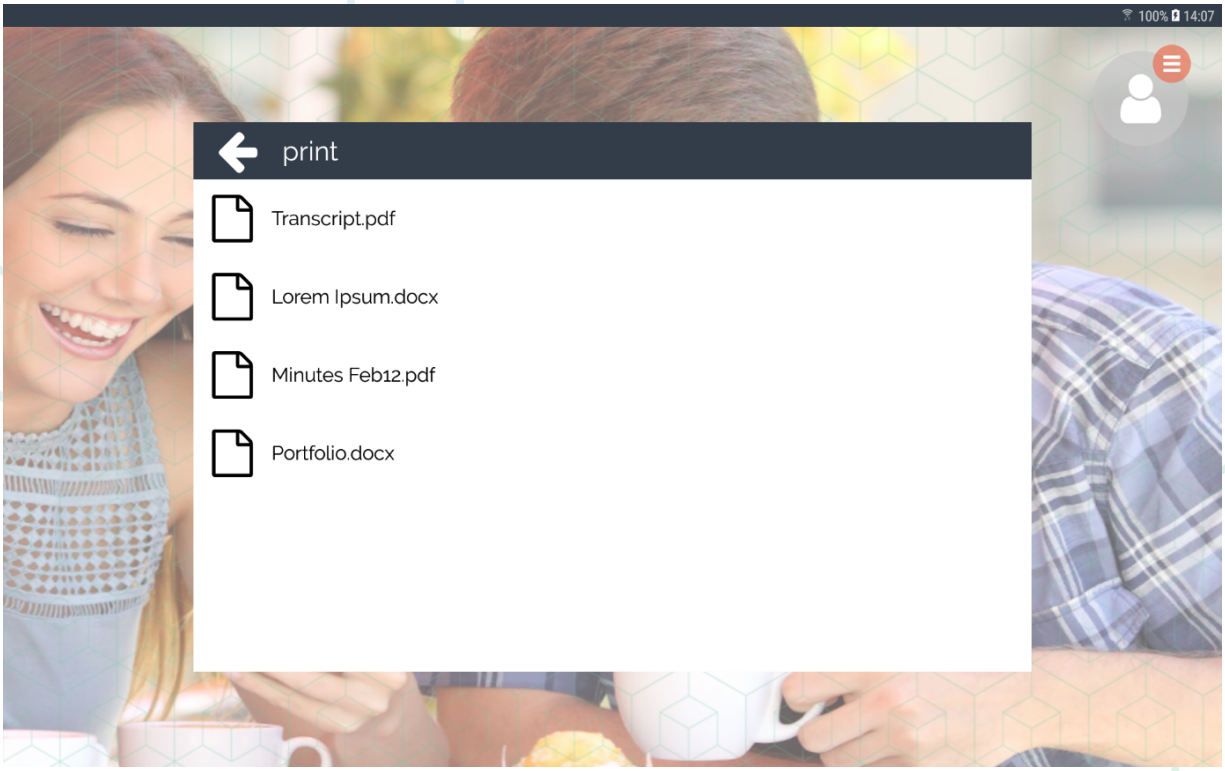



2. Select your file source, the file could be on an USB stick, on your smart phone or already on KUARIO Print.

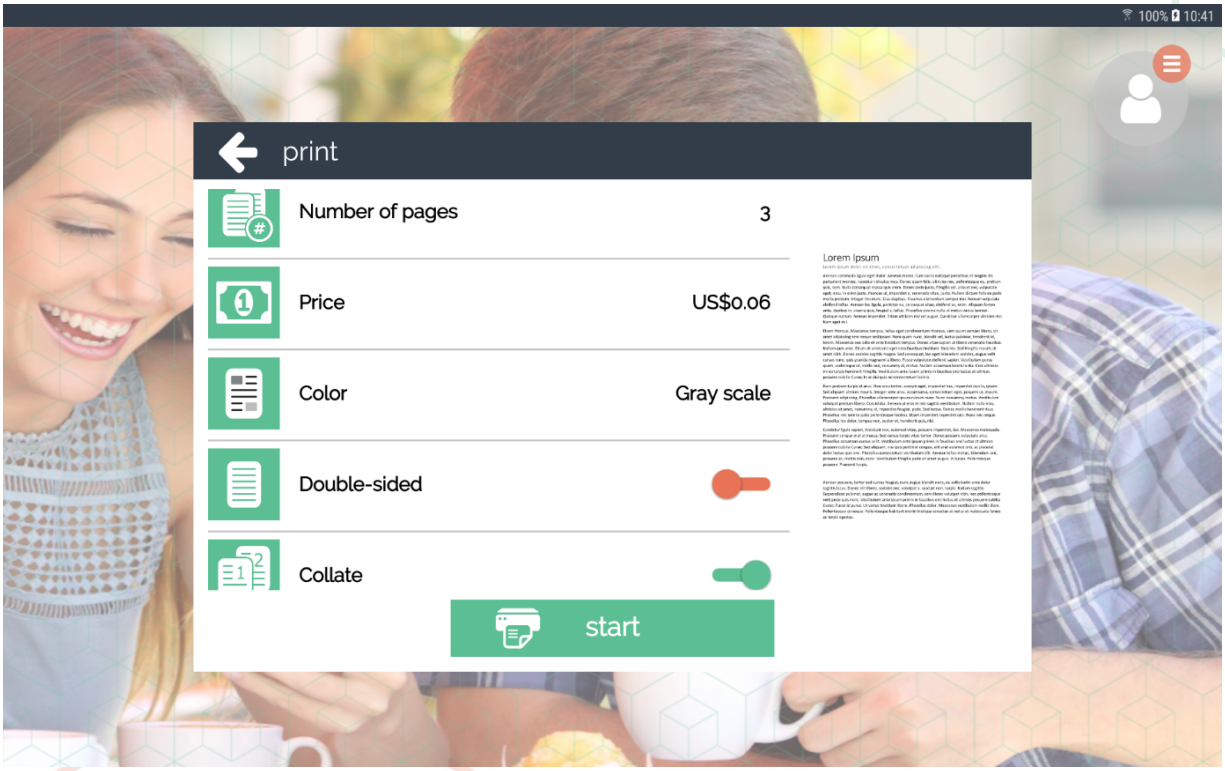



**Note: USB is an optional source and may not be enabled at your device.**

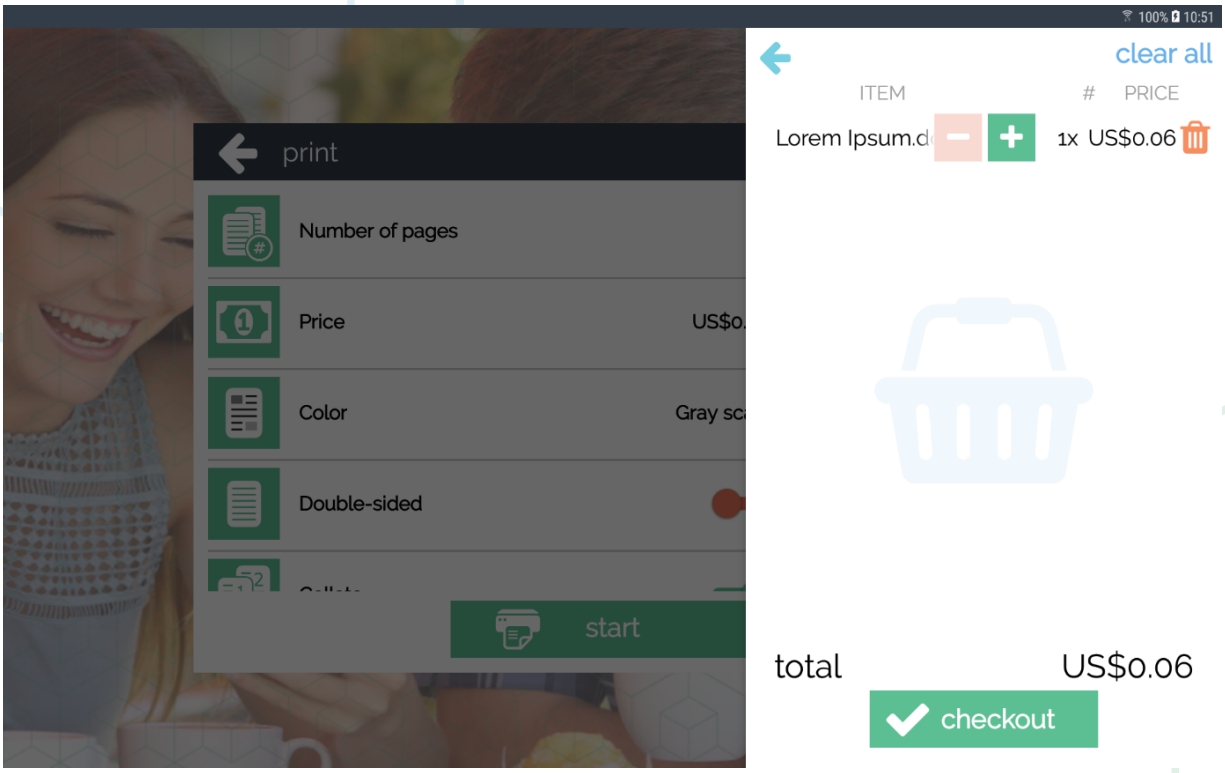
The uploaded files are presented, which the user can now select. The user can select one document to be printed.




3. The user can change the requested print options and must press the 'start' button to add the job to the basket.



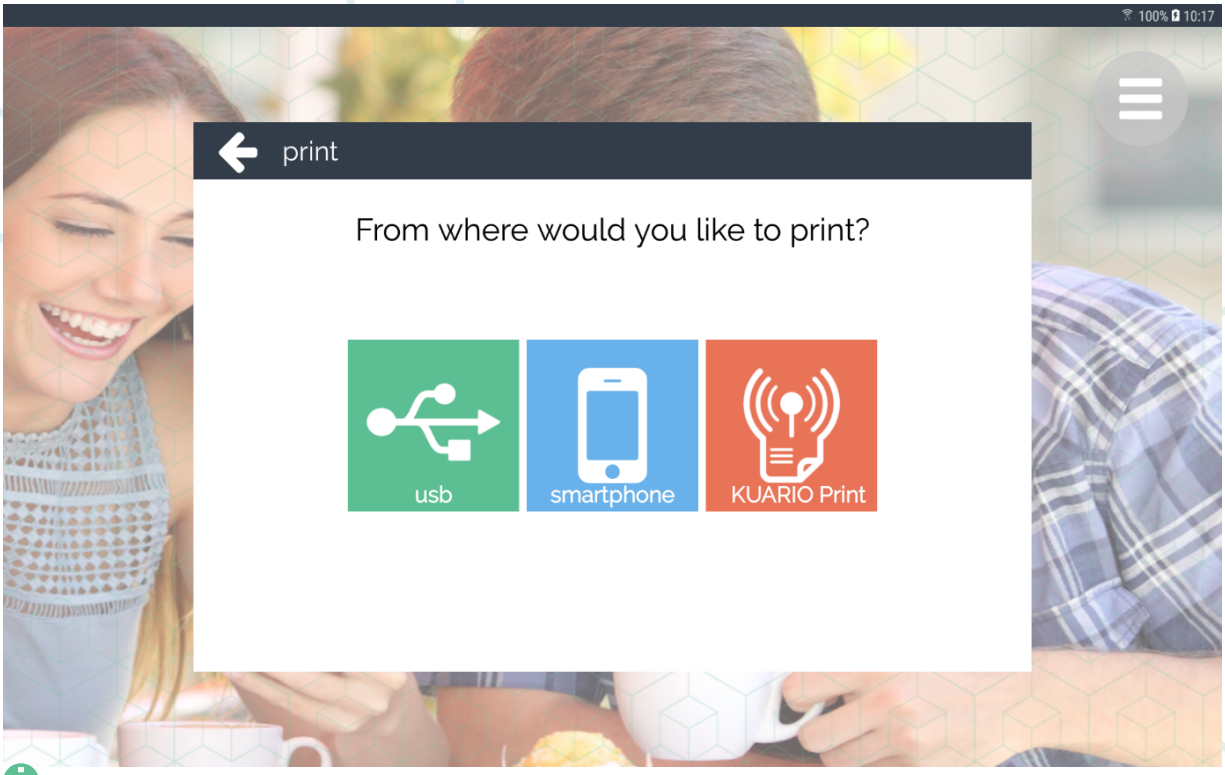
4. The document's print job is now added to the shopping basket. The documents are printed when the user has fulfilled the payment.
5. Either go back to copy, print, scan or fax another document or press 'checkout' to pay for the documents shown.



## USB (optional)

Users can print directly from a USB Mass Storage device (if this option has been enabled).

1. Plug in a USB Mass Storage device to the panel, wait until it is recognised.
2. Select print -> USB.




**Note: USB is an optional source and may not be enabled at your device.**

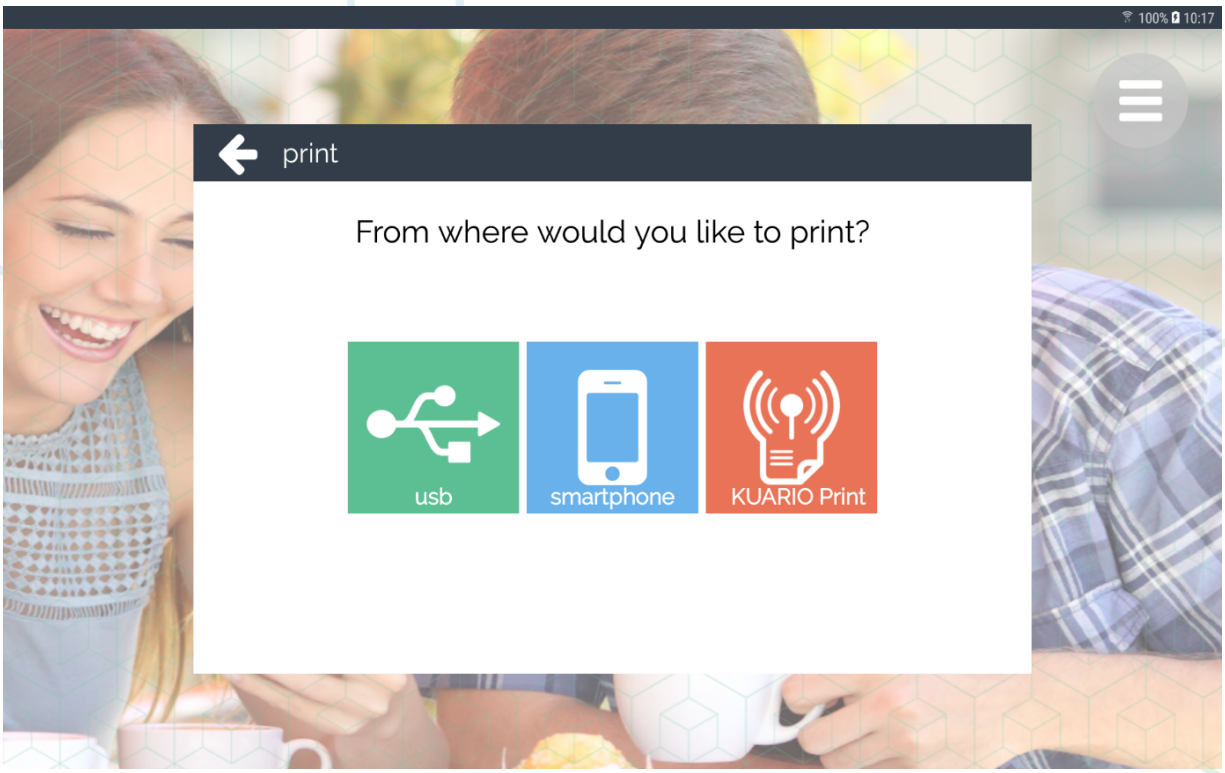
3. Browse to the file to be printed.
4. Continue the normal print flow (general print flow - step 6).

**Note:** It may take a few seconds for the MFP 5 to detect the mass storage device after it has been plugged in.

## Smart phone.

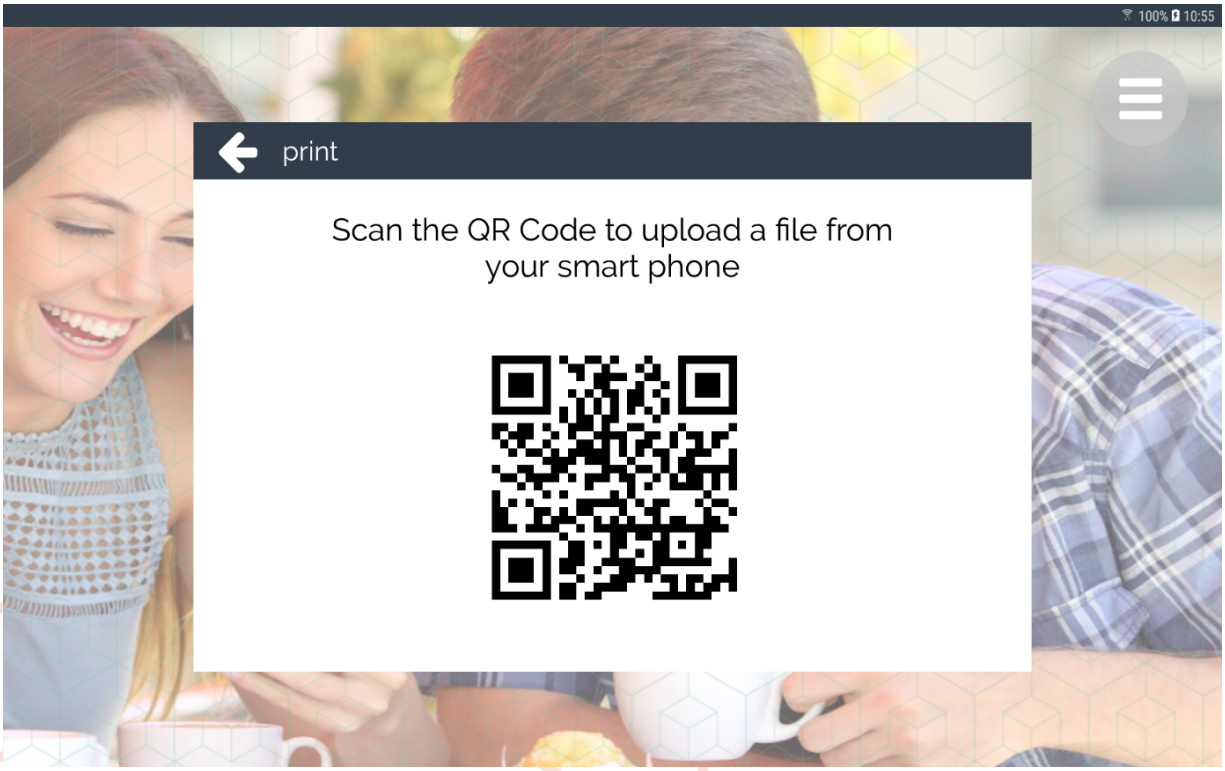
Users can upload their files directly as a guest from their smart phone.

1. Select print -> smart phone.



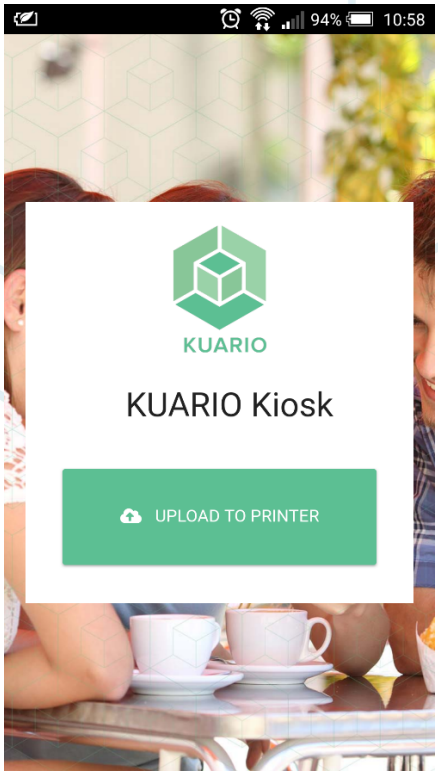

**Note: USB is an optional source and may not be enabled at your device.**

2. Scan the QR Code (with the KUARIO app 5, or any other QR Code scanner app).




**Note: This should open the KUARIO Print website on the device you used to scan the QR code (most likely your smart phone).**

3. On that device, click the 'print' button.

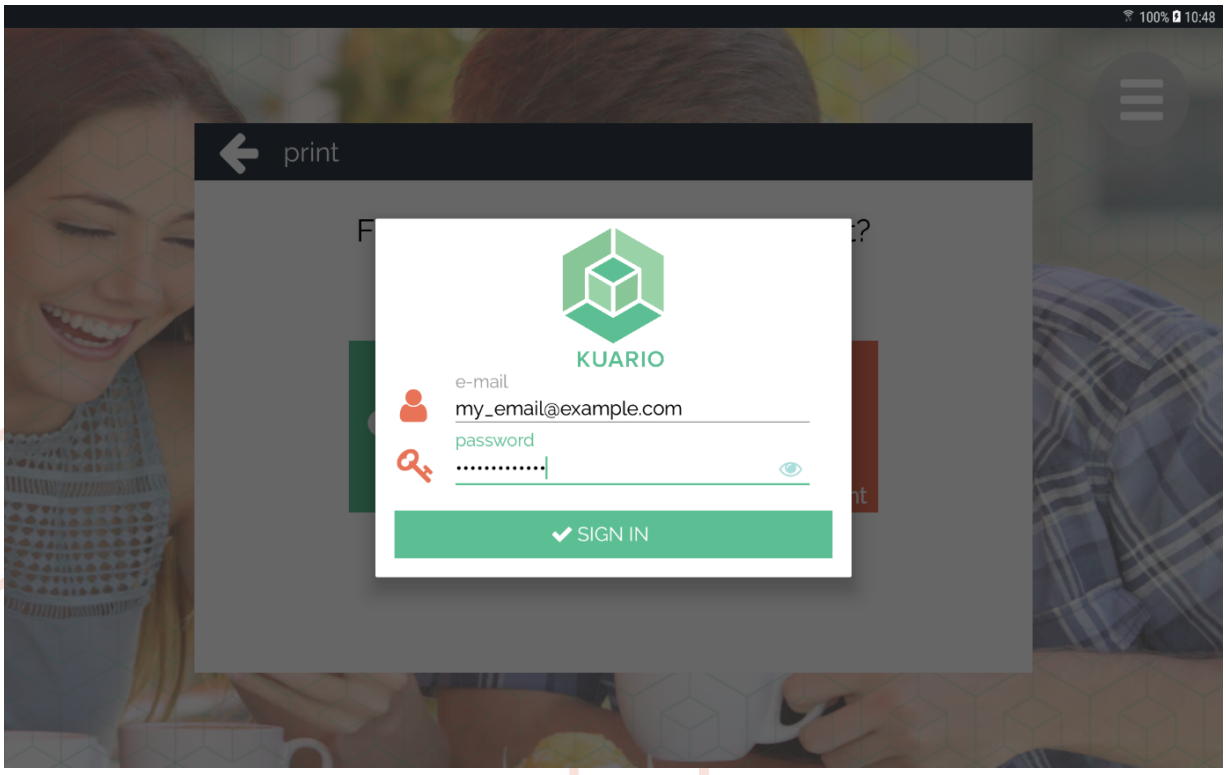



4. Select any document from any smart phone app. Within a few moments, the KUARIO MFP Kiosk should show the selected document.
5. Continue the normal print flow (general print flow - step 6).

## KUARIO Print

Users can also create a KUARIO account and upload files to that account. For a detailed description how to upload files to KUARIO Print, please see the KUARIO Print manual at https://KUARIO.com/manuals/.

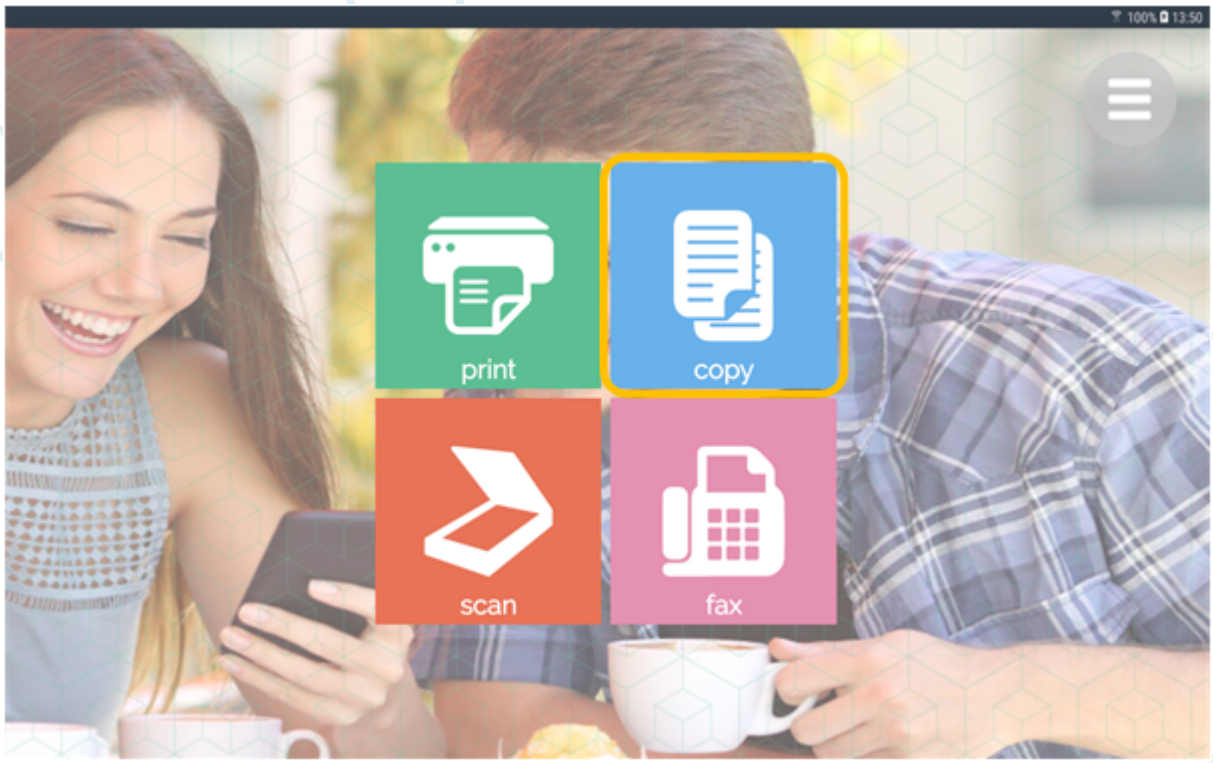
To receive the files at the KUARIO MFP Kiosk, it is required for the user to sign in to KUARIO. When clicking the KUARIO Print button when the user is not logged in, a Sign In dialog will be shown. After signing in, the user's documents are shown, and the normal print flow can be continued.



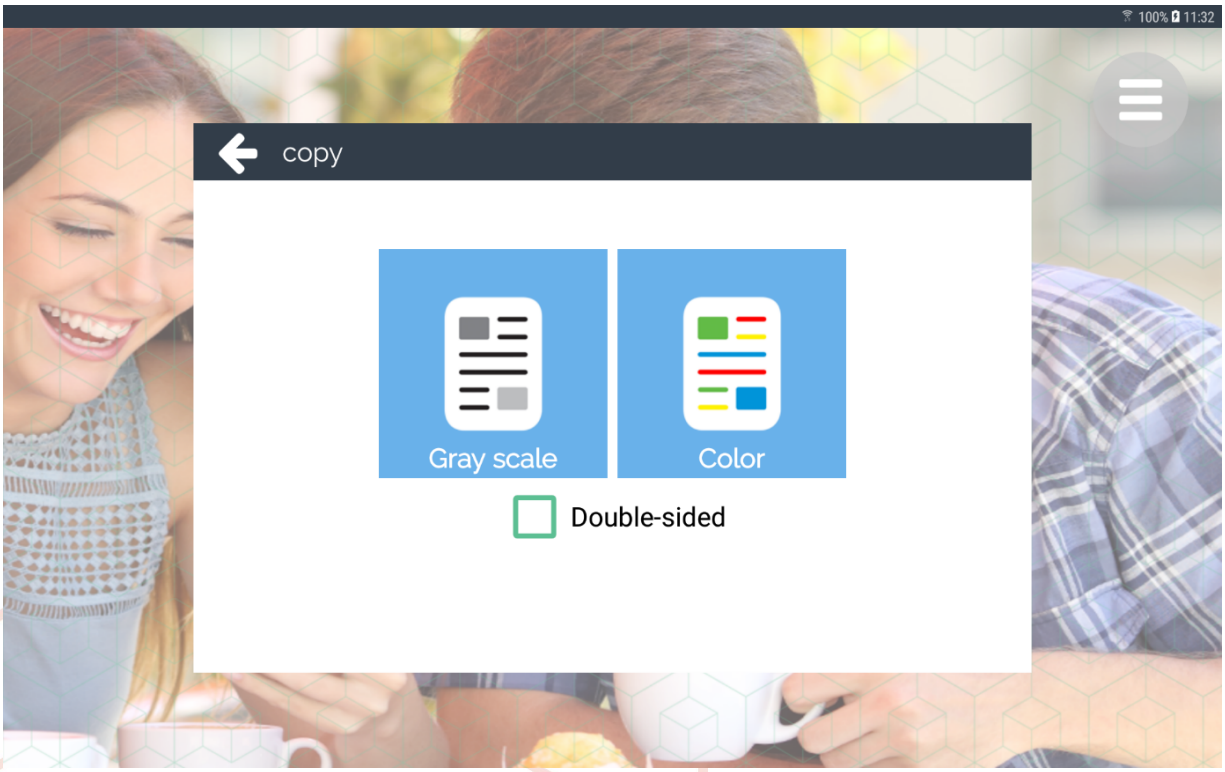
# Copy

The flow for copy jobs is as follows:

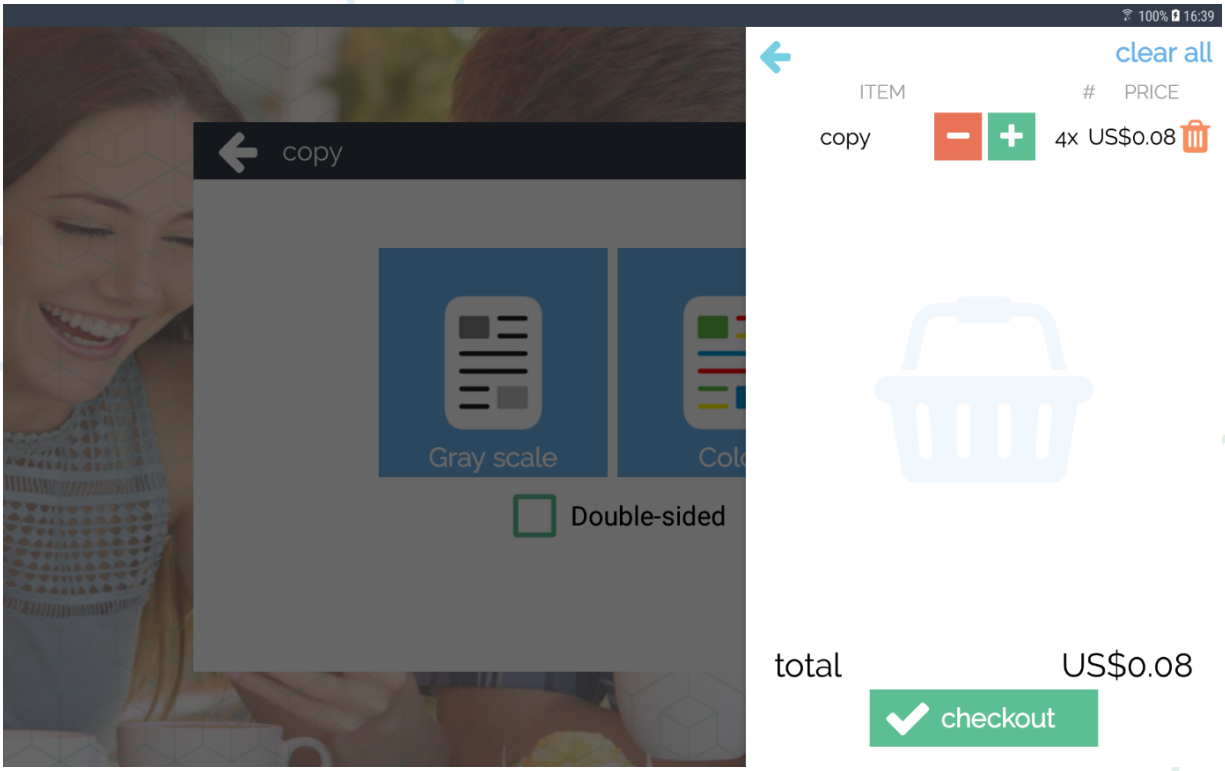
1. Select copy on the home screen.




2. Put the desired document in the ADF or on the glass plate.
3. (Un)check the box to enable/disable double-sided scanning.
4. Select grey scale or color. The device now starts to scan the document, please wait until scanning has finished.



5. The copy item is placed in the basket. Here the number of copies can be changed.
6. The scanned document shall be printed out when payment has succeeded.



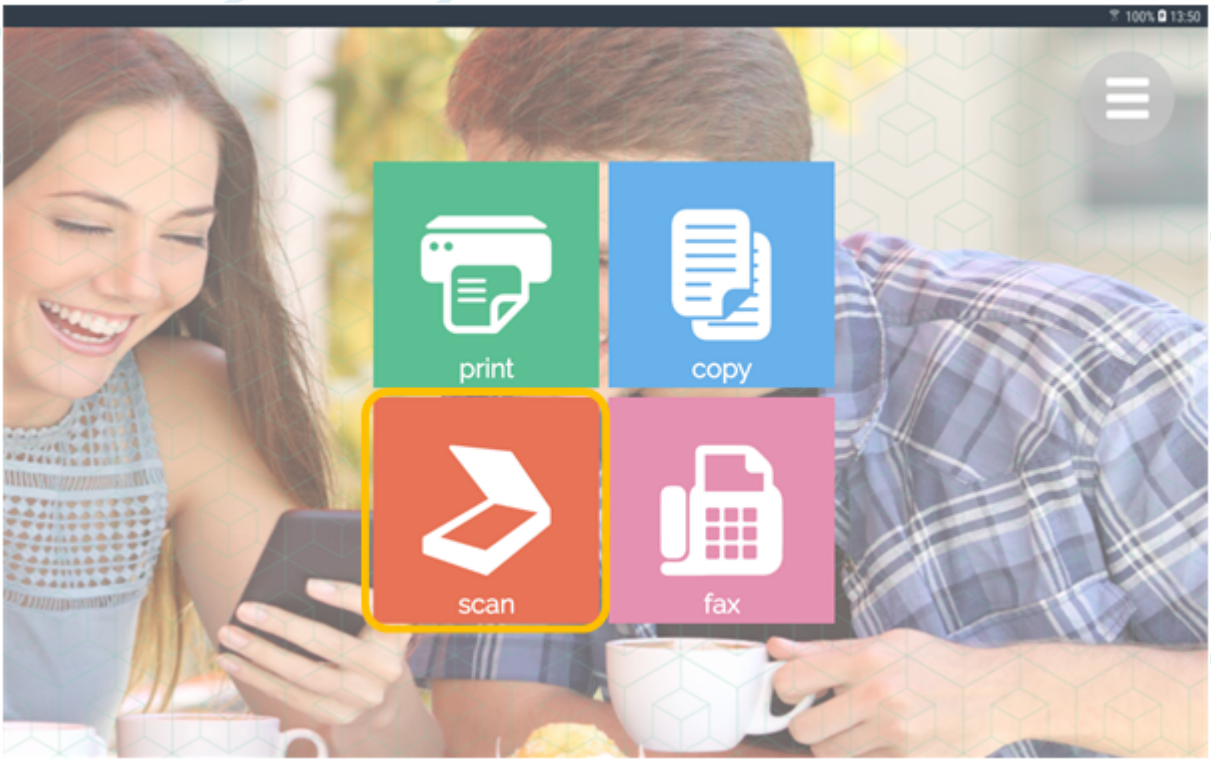

7. Either go back to copy, print, scan or fax another document or press 'checkout' to pay for the documents shown.

# Scan

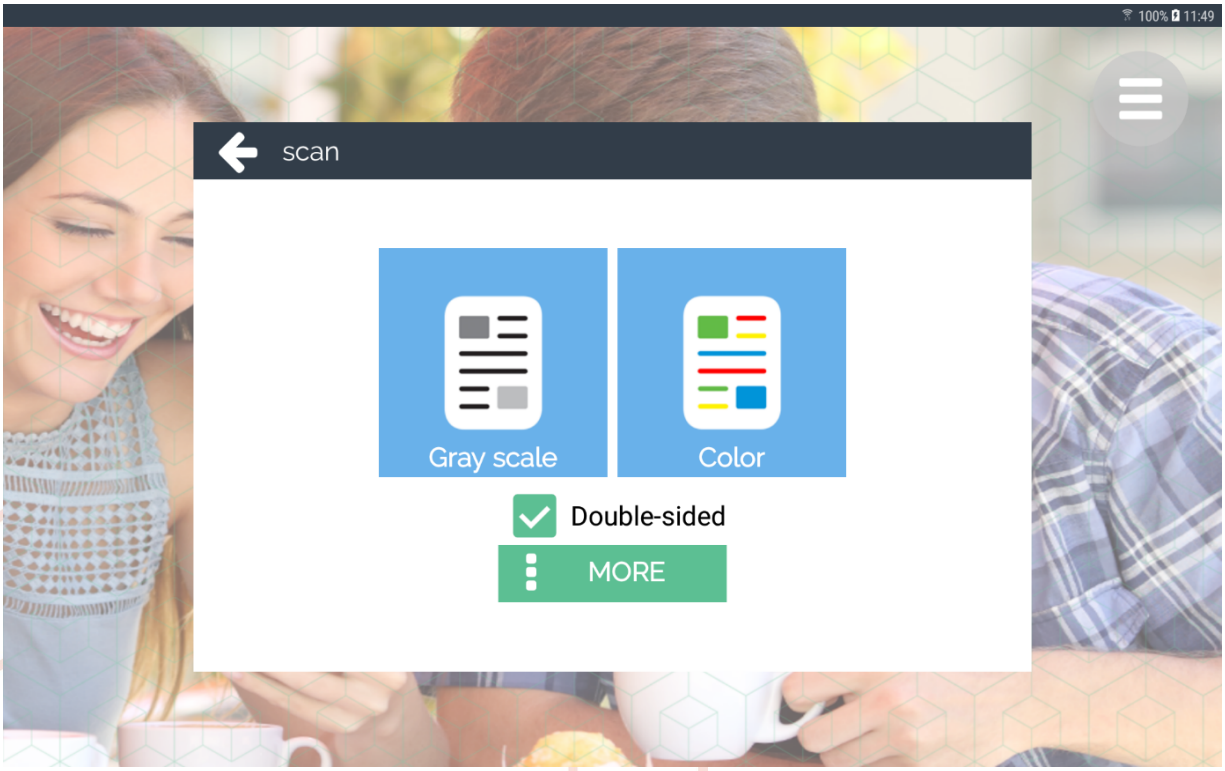
The KUARIO MFP Kiosk enables scanning documents and sending them to an email address.

## Simple Scan

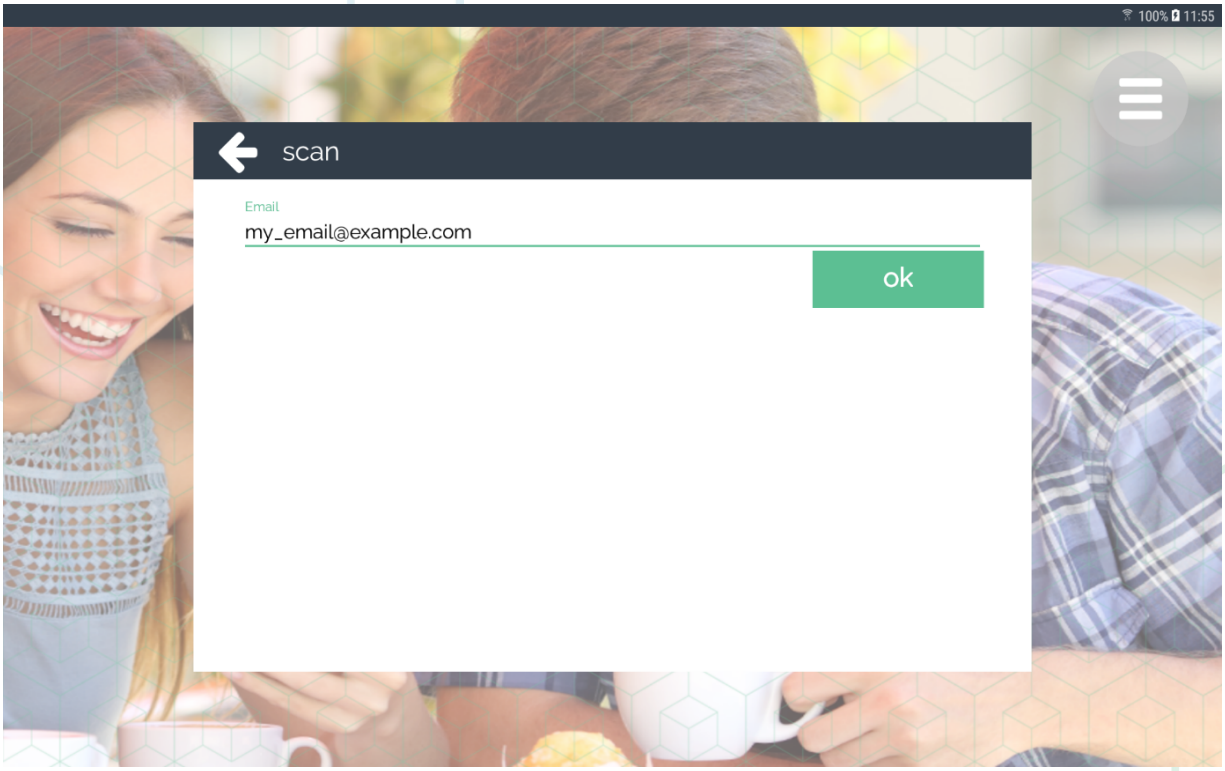
1. Select scan on the home screen.



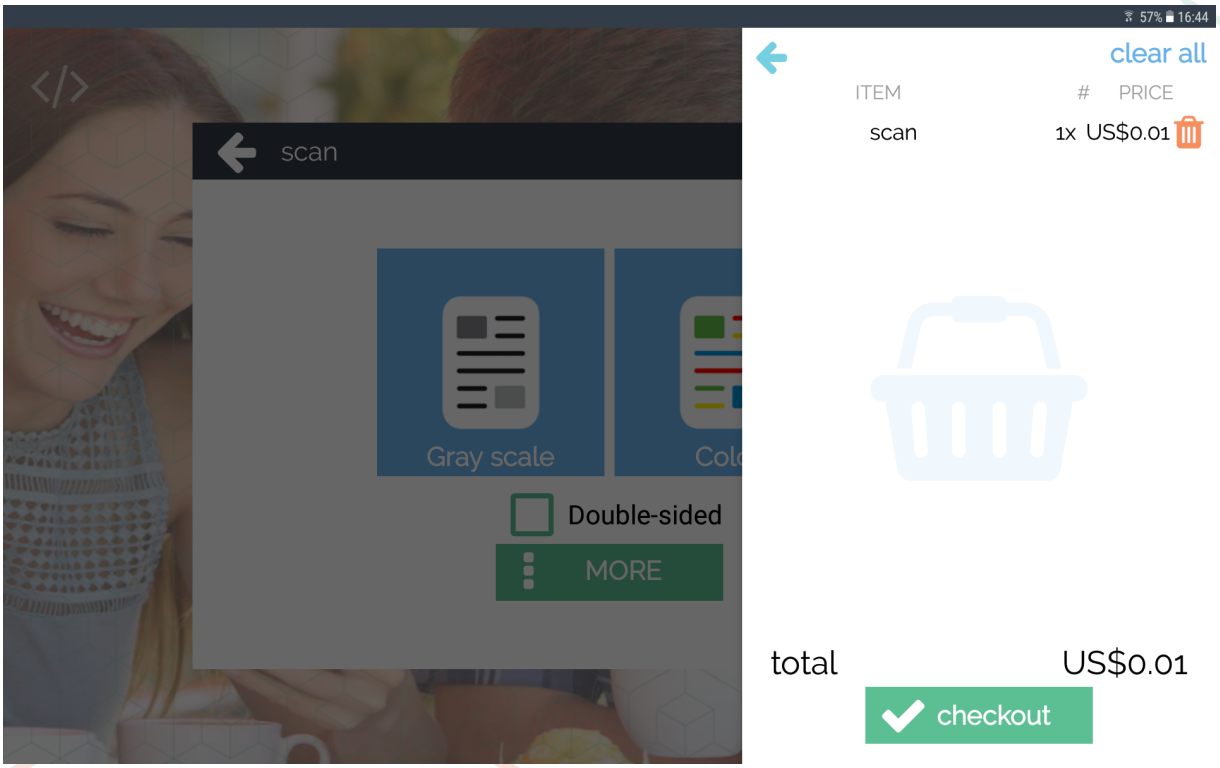

2. Put the desired document in the ADF or on the platen glass.
3. (Un)check the box to enable/disable double-sided scanning.
4. Select gray scale or color.



5. Fill in an email address where the document should be sent to and press OK.



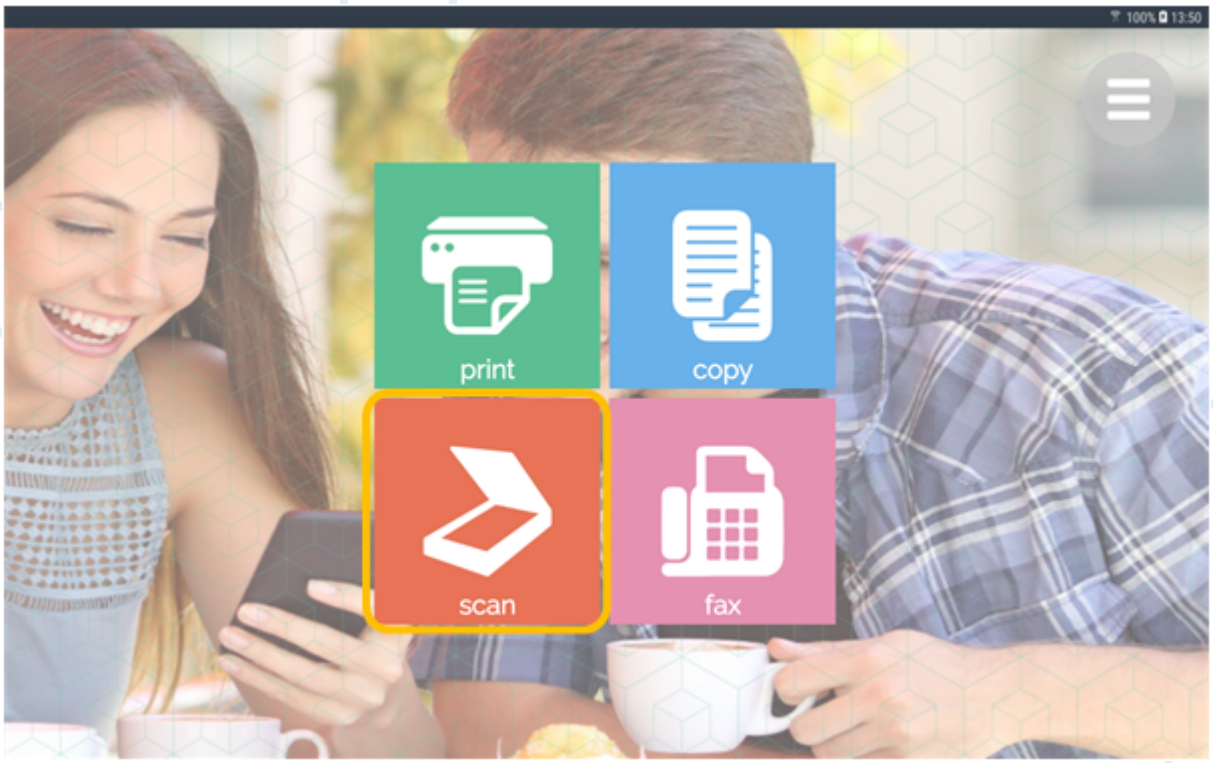

6. The device now starts scanning and adds the scan item to the shopping basket.
7. The scanned document is send to it's destination when payment has succeeded.




8. Either go back to copy, print, scan or fax another document or press 'checkout' to pay for the documents shown.

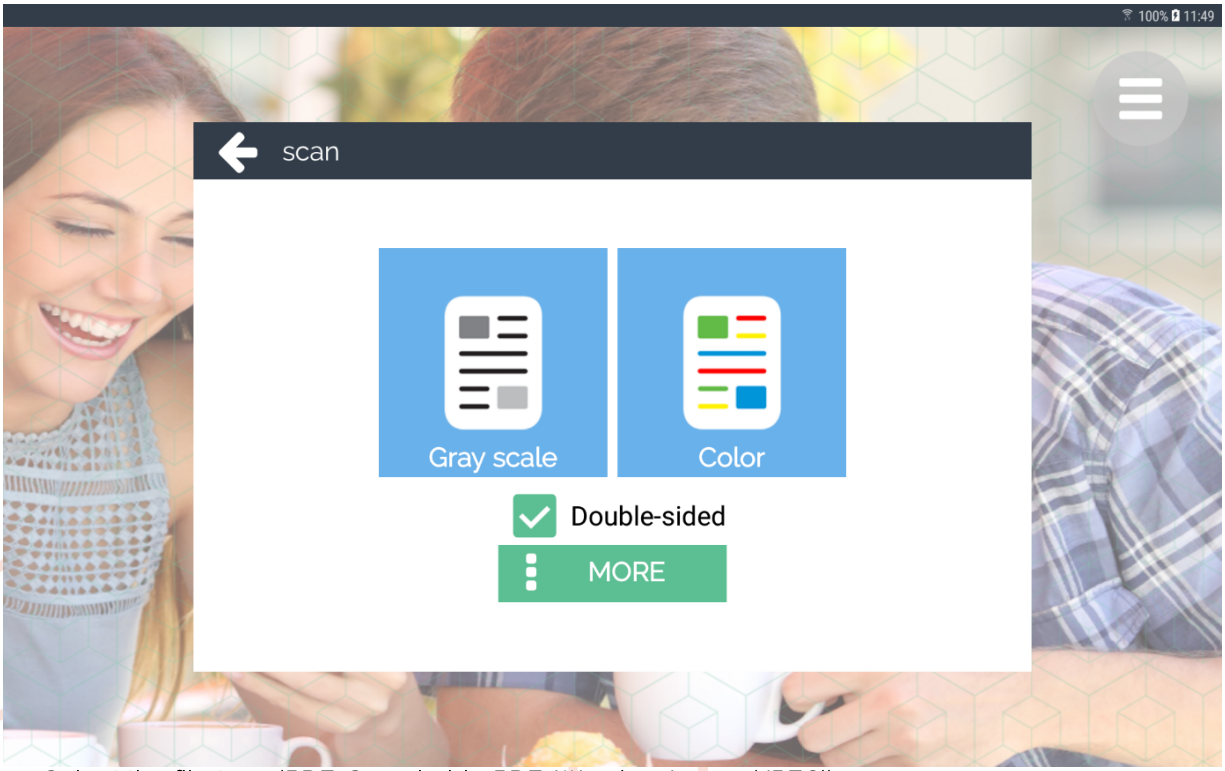
## Advanced Scan

1. Select scan on the home screen.



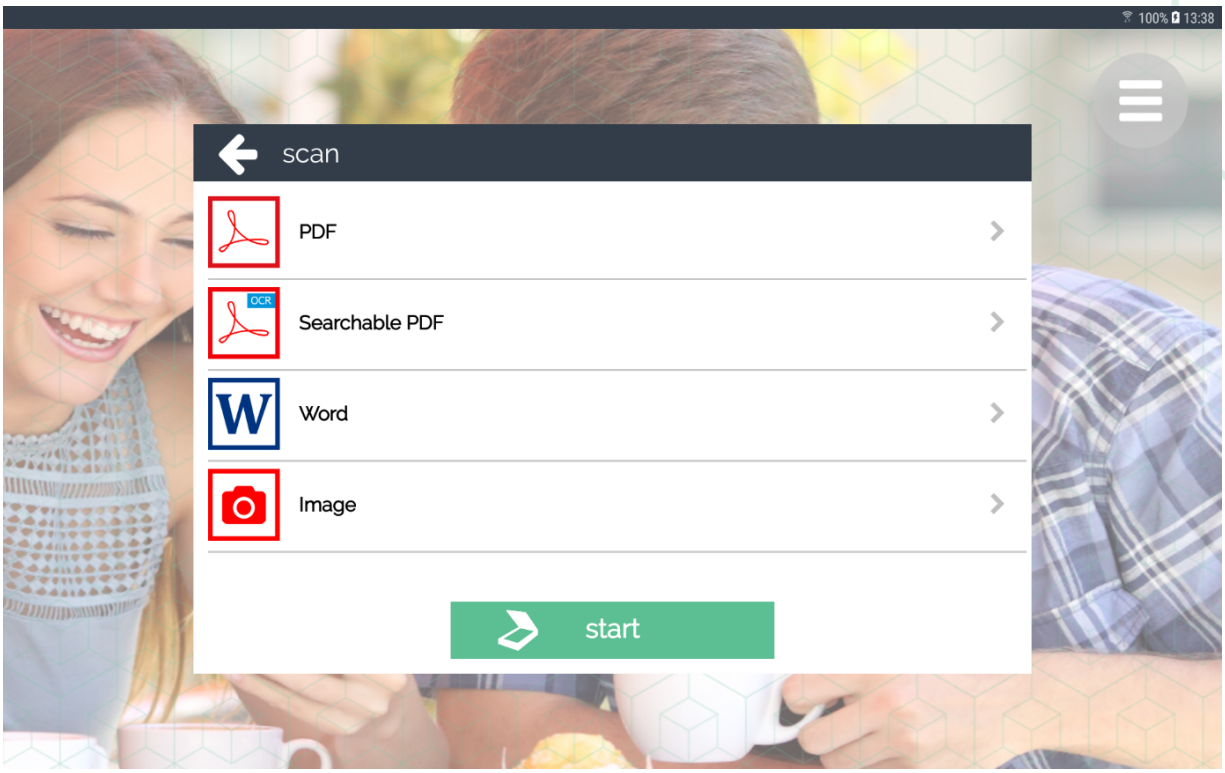

2. Put the desired document in the ADF or on the platen glass.
3. (Un)check the box to enable/disable double-sided scanning.
4. Select gray scale or color.

**Note: The Advanced Scan options are available after clicking MORE.**

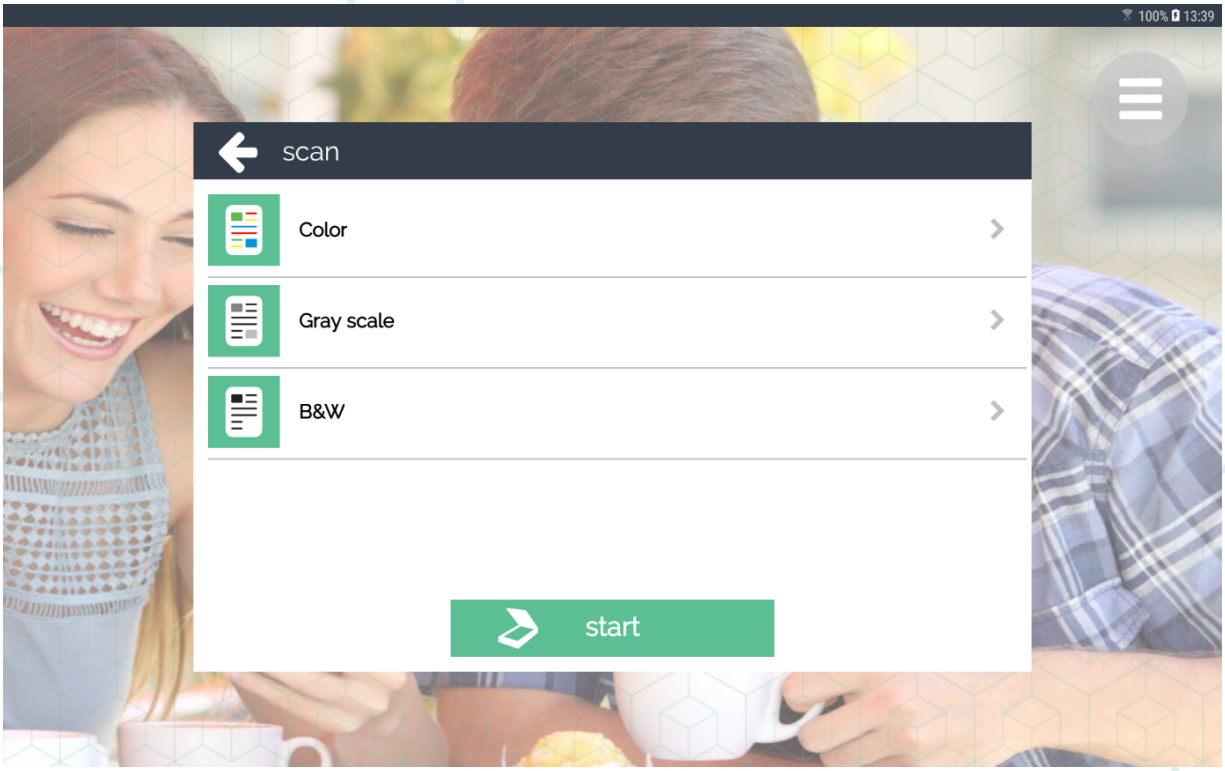



5. Select the file type (PDF, Searchable PDF, Word, or Image (JPEG)).
6. You can start the scan by filling in a 'Send to' email address.

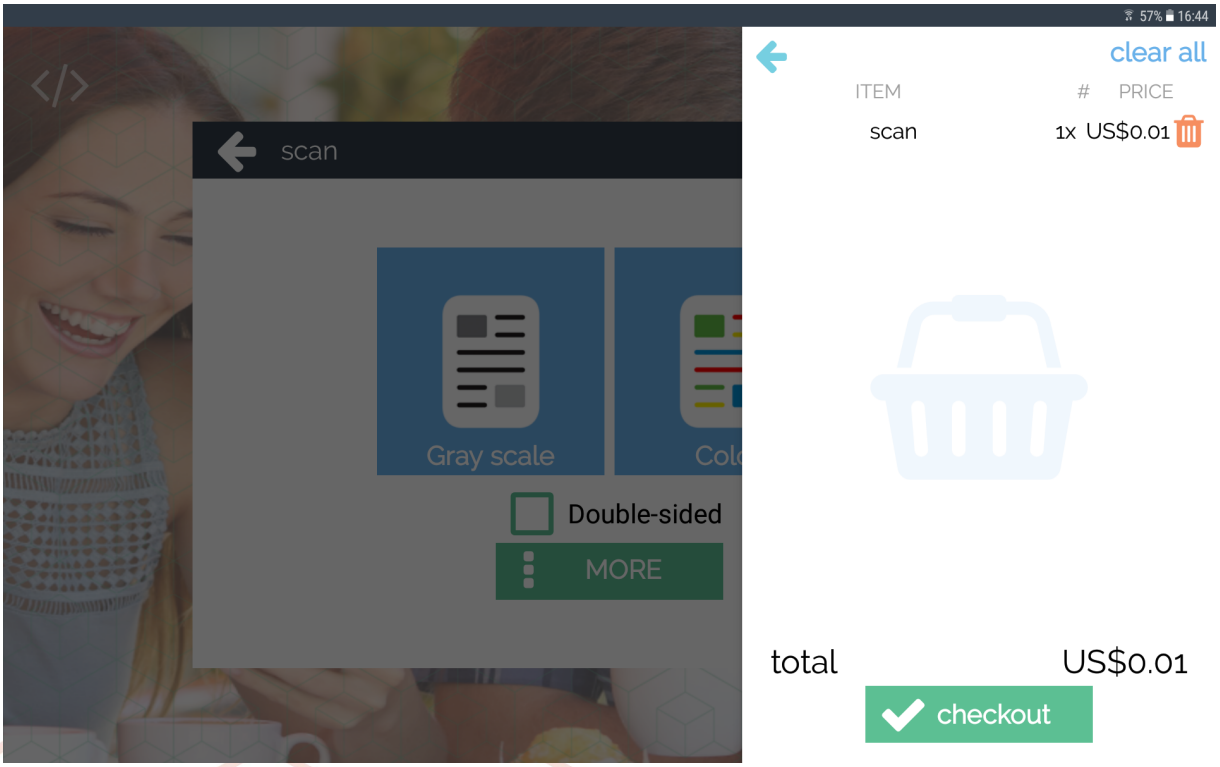
100% 11:53
scan
Send to
my_email@example.com
File type
PDF
Color
Color
Double-sided
start


100% 13:38
scan
PDF
Searchable PDF
Word
Image
start

7. Select the Color mode (Color, Gray scale or (B&W)).




8. Click the 'start' button.
9. The device now starts scanning and adds the scan item to the shopping basket.
10. The scanned document is printed out when payment has succeeded.



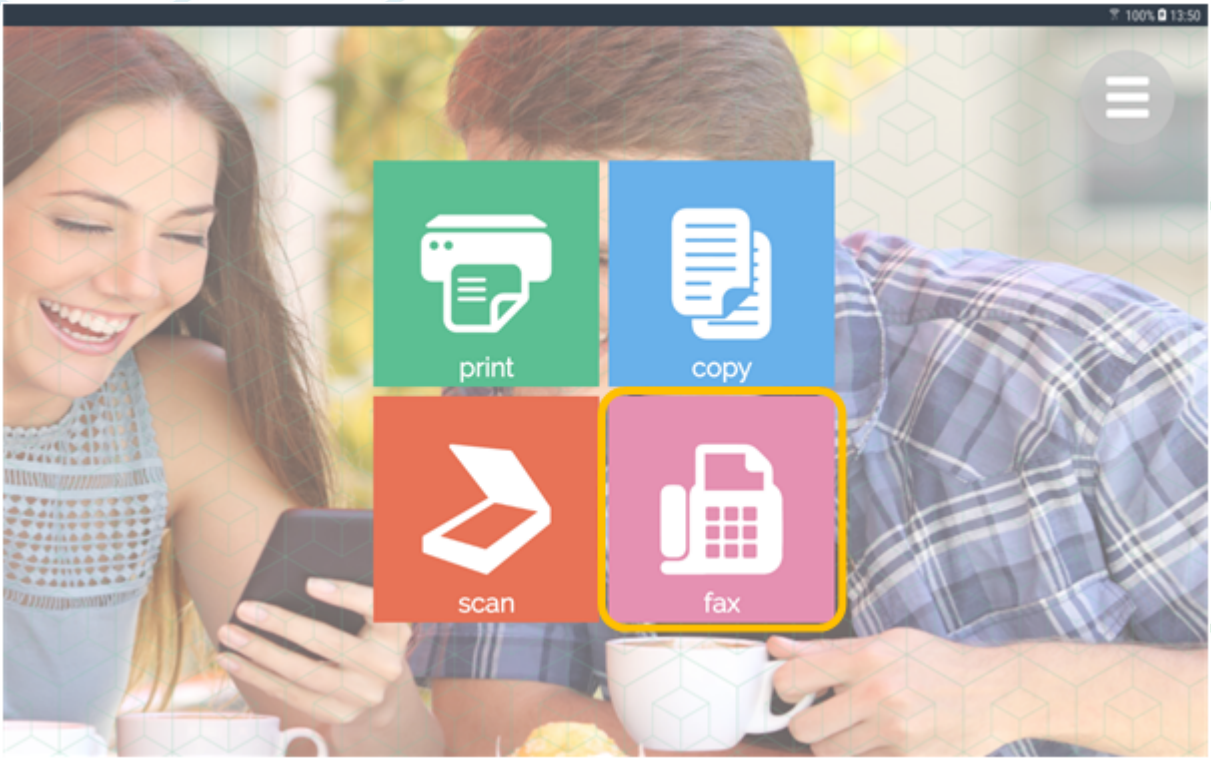

11. Either go back to copy, print, scan or fax another document or press 'checkout' to pay for the documents shown.

# Fax

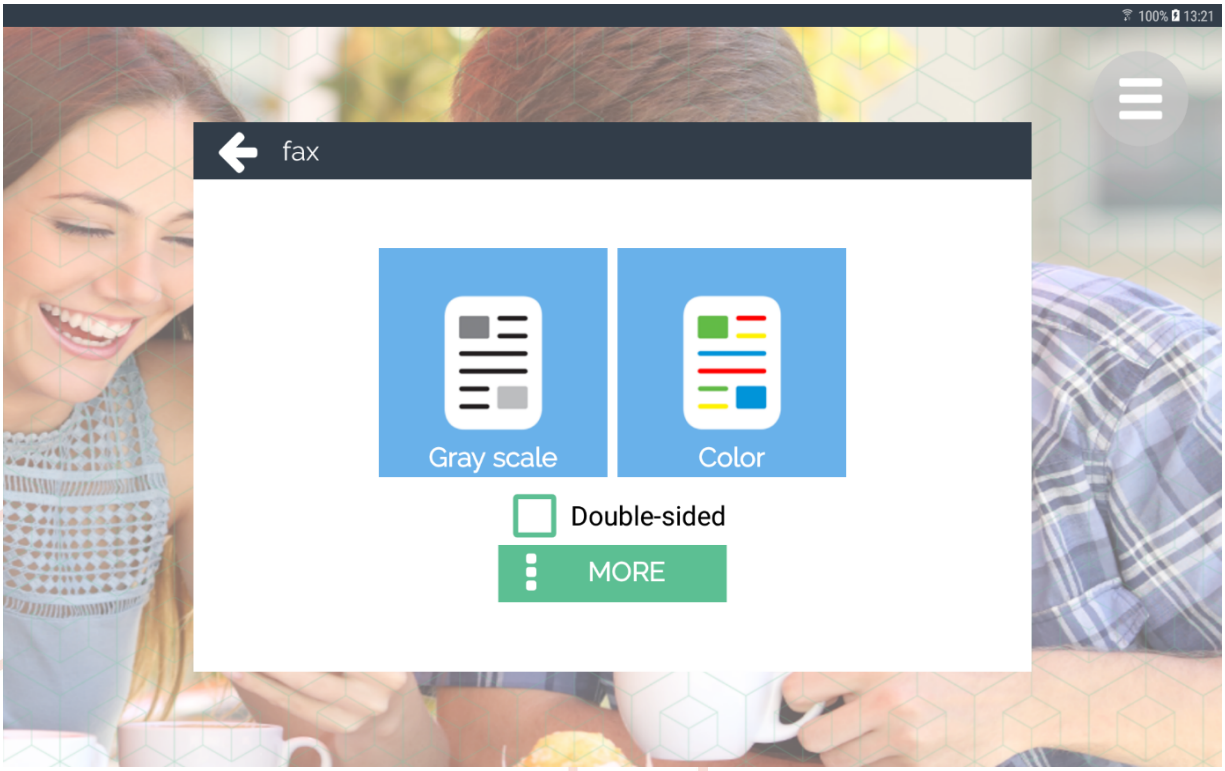
Fax works practically the same as normal scanning. The only difference is the destination where the scanned document is being sent: a fax machine instead of an email address.

## Simple fax

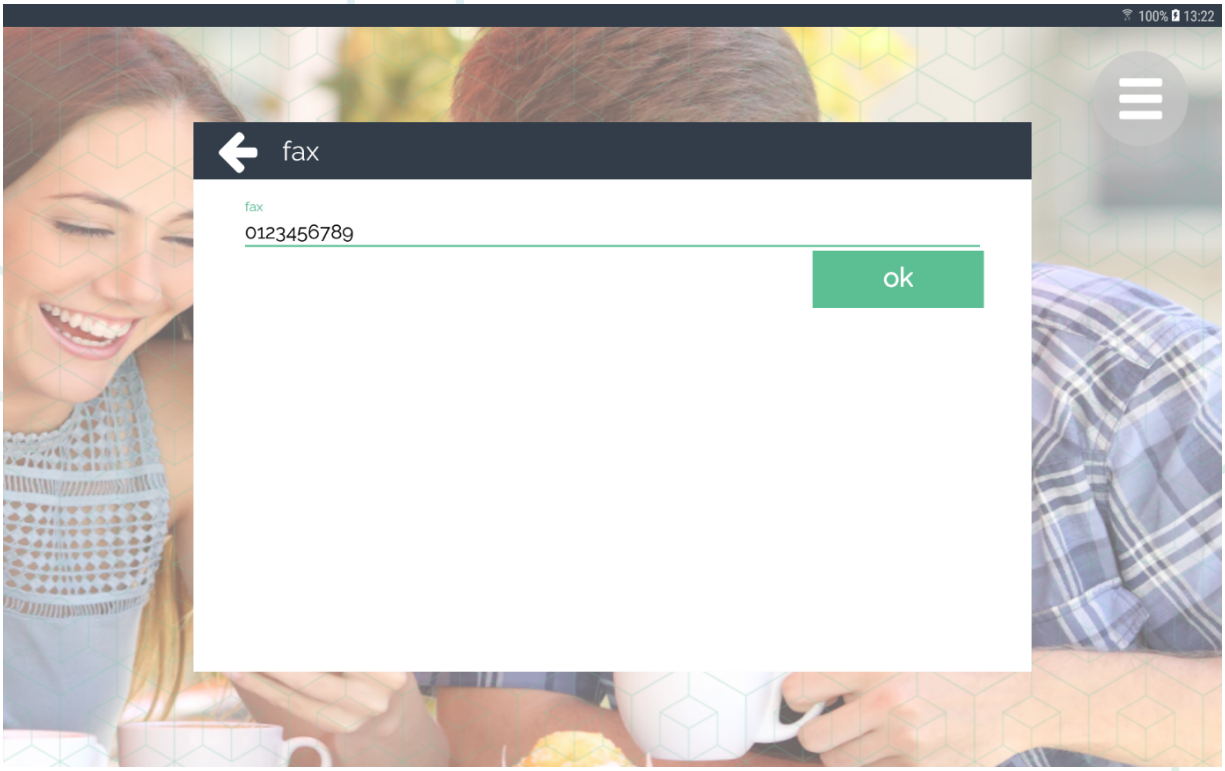
1. Select fax on the home screen.



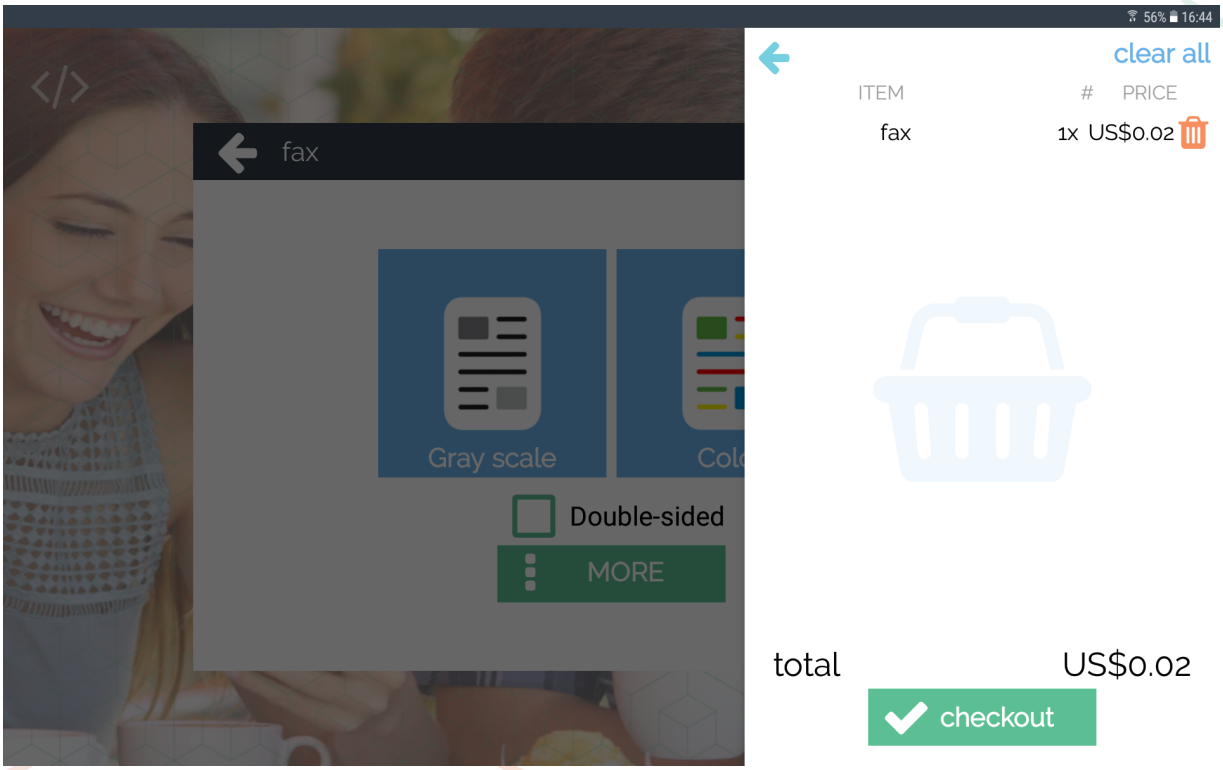

2. (Un)check the box to enable/disable double-sided scanning.
3. Select gray scale or color.



4. Fill in a fax number where the document should be sent to and press OK.



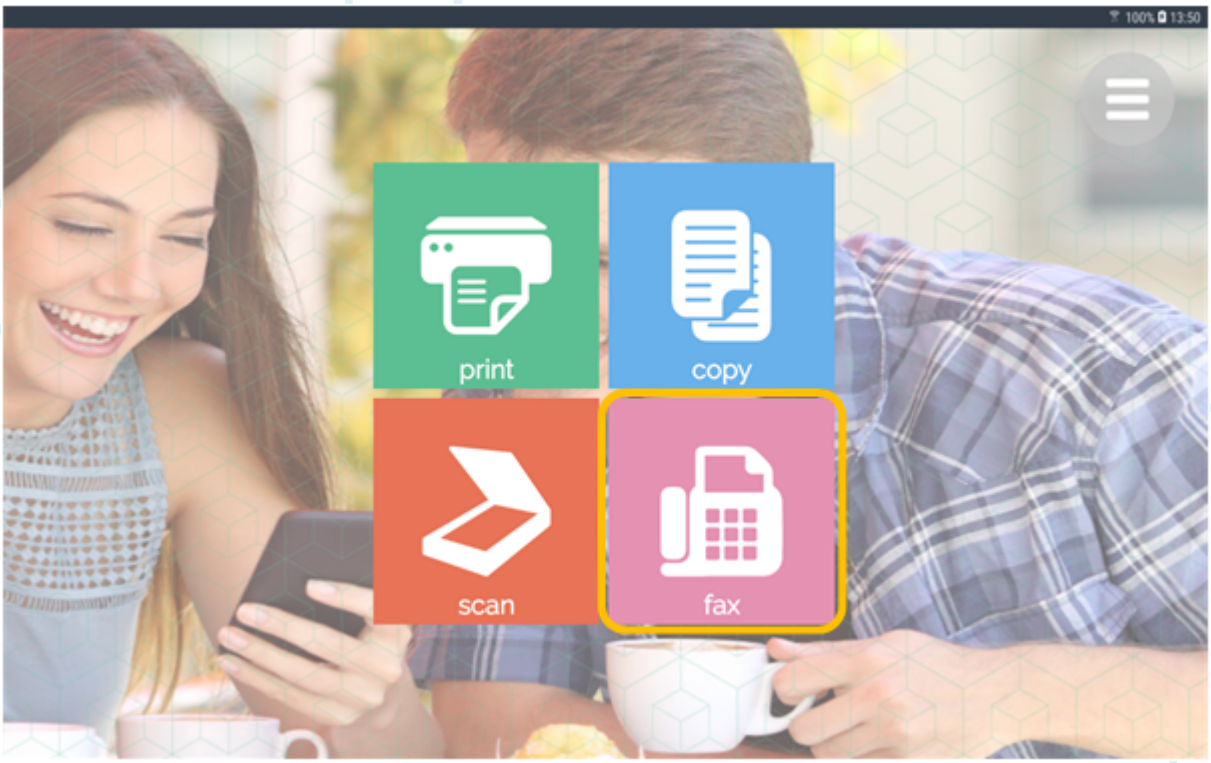

5. The device now starts scanning and adds the fax item to the shopping basket.
6. The scanned document is faxed when payment has succeeded.



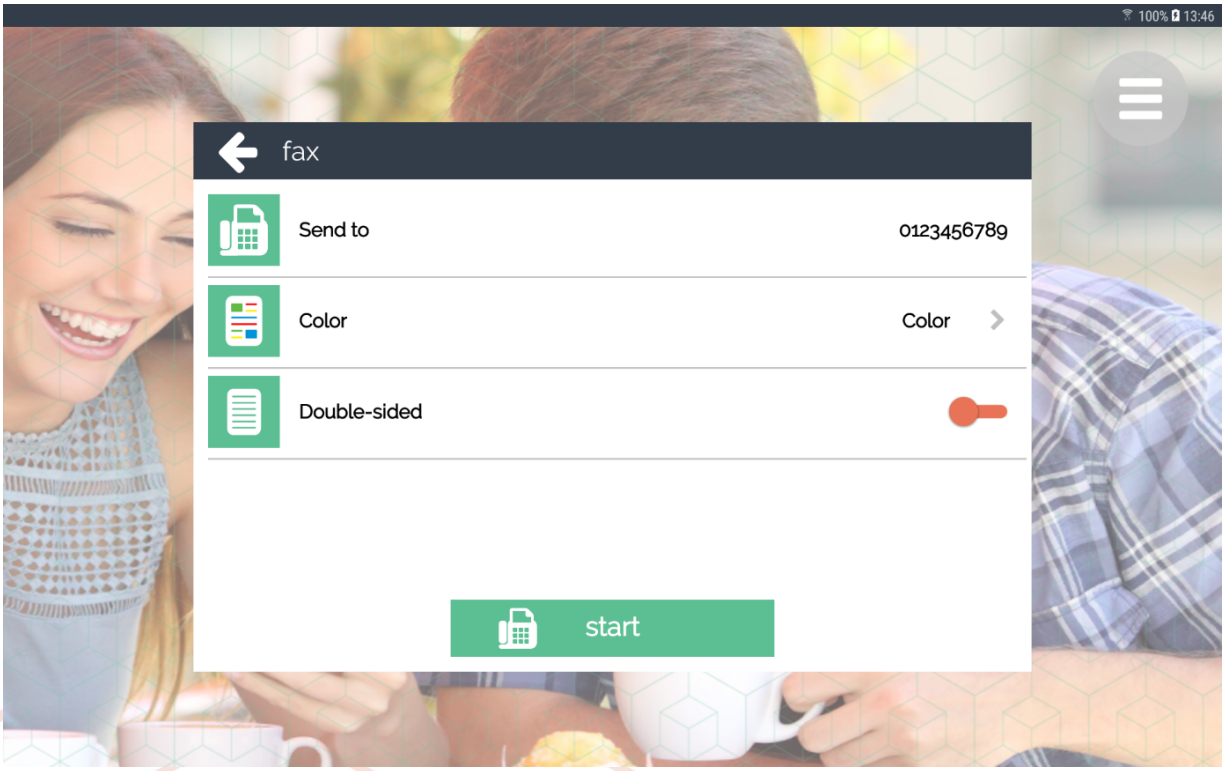

7. Either go back to copy, print, scan or fax another document or press 'checkout' to pay for the documents shown.

## Advanced fax

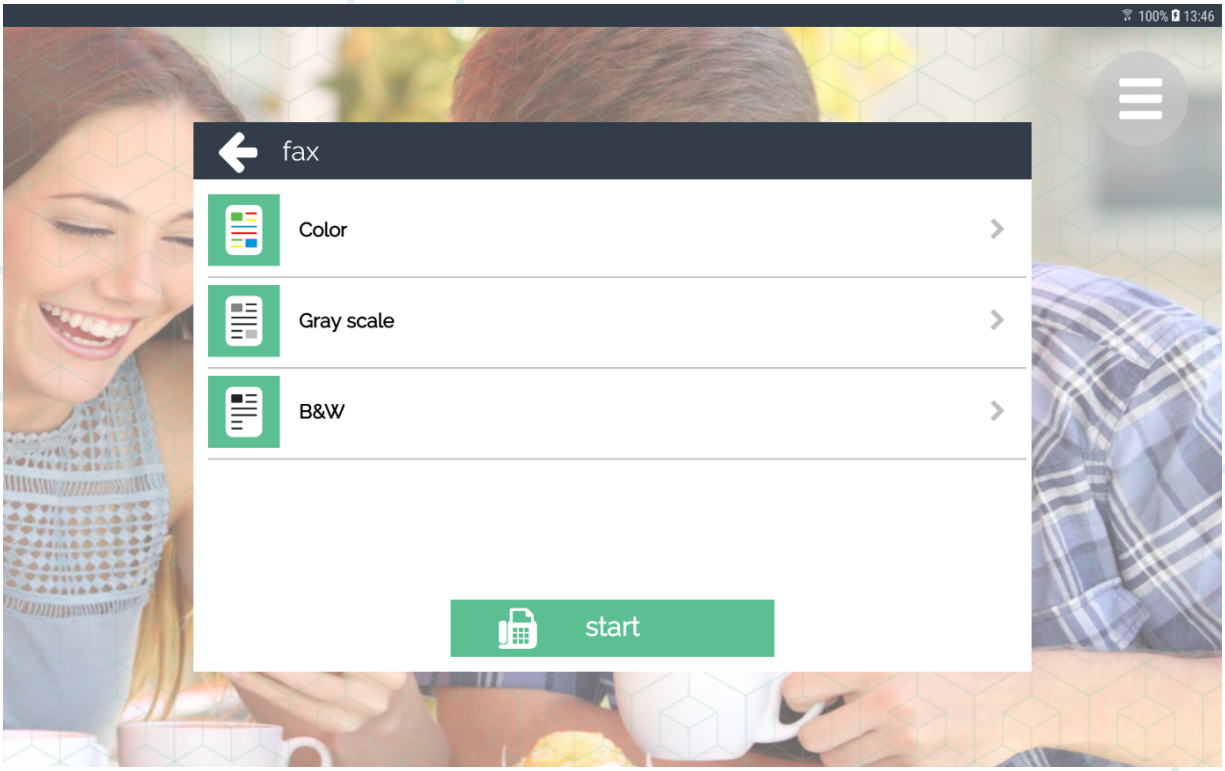
1. Select fax on the home screen.



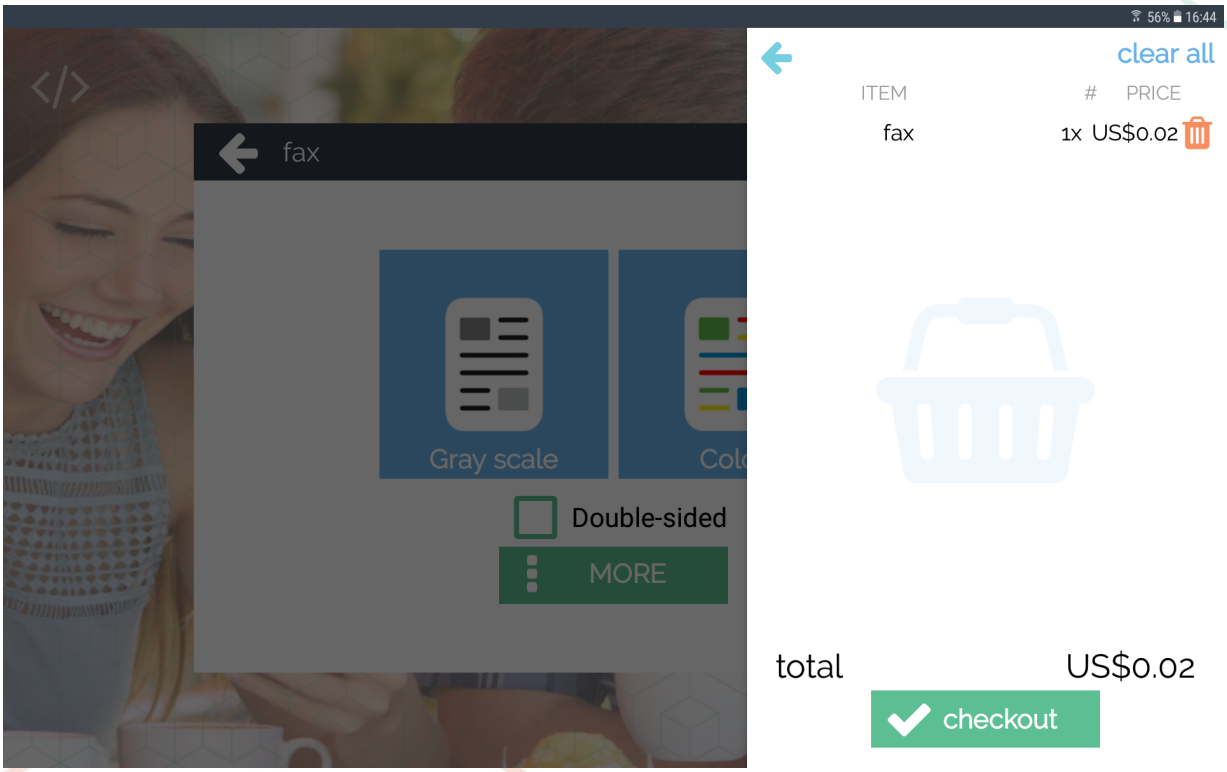

2. Click MORE to change the color mode to Black & White in Advanced Fax.
3. Enter the fax number under 'Send to'.



4. Specify the color settings and if the paper should be scanned on both sides.




5. Press 'Start'. The device now starts scanning and adds the fax item to the shopping basket.
6. The scanned document is send to the fax machine when payment has succeeded.

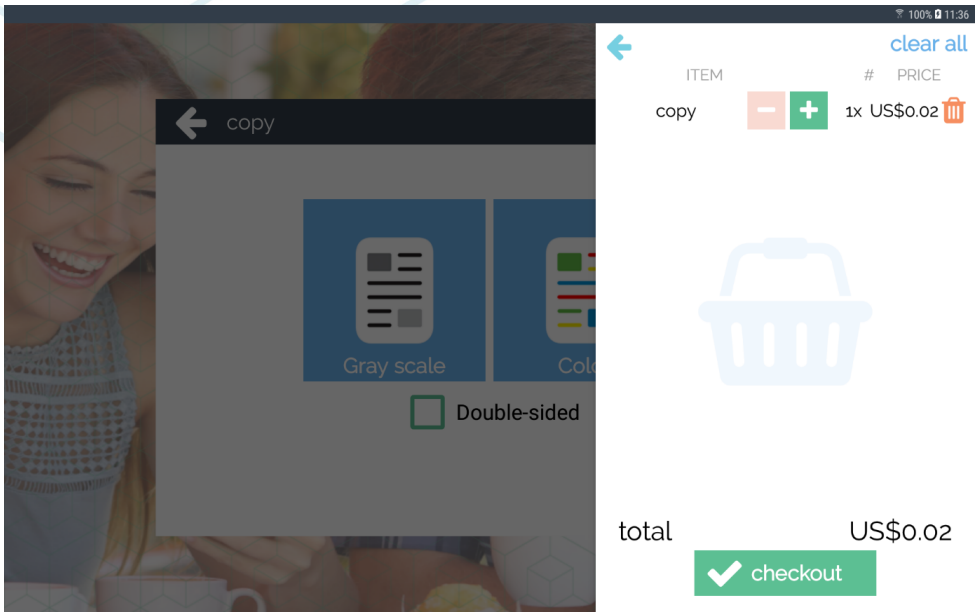



7. Either go back to copy, print, scan or fax another document or press 'checkout' to pay for the documents shown.

# Payment

To complete the transaction and process the documents in the shopping basket, the user has to pay for the items. To fulfill the payment, please do the following steps:

1. Make sure to have some items in your basket.
2. Navigate to the shopping basket side panel, by pressing the shopping basket button.
3. Press the 'Checkout' button. A payment dialogue will appear. The appearance of the Payment dialog may look different, depending if the user has already signed in or not.

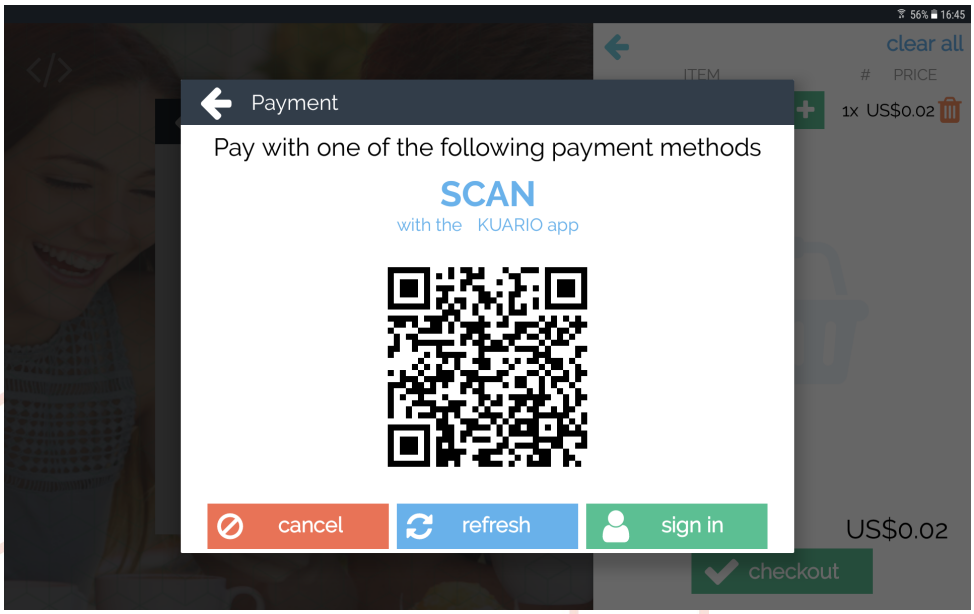



There are a couple of options for the user to fulfil payment:

- Scan the QR code with the KUARIO app[5].
- Sign in on KUARIO MFP Kiosk[5], without need for the app.
- (Only when a card reader is connected) Use the card reader to sign in with a card or tag attached to your KUARIO account[5].
- (Only when a KUARIO Pay Box[6] is connected) Pay with cash or debit/credit card directly via the KUARIO Pay Box. No KUARIO account[5] is required.

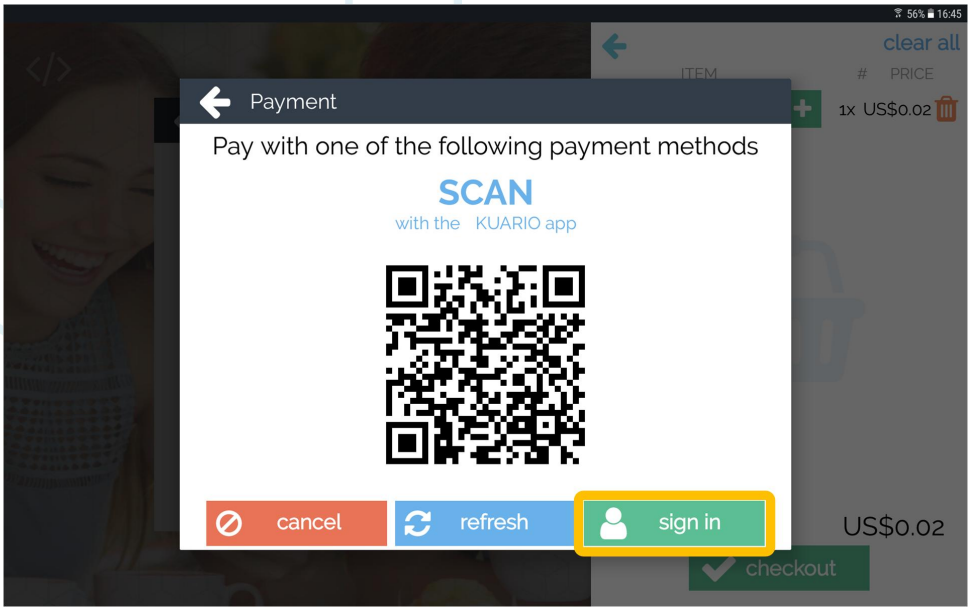
## KUARIO App Payment (with QR code)

1. Scan the QR code, continue payment on the KUARIO app[5].

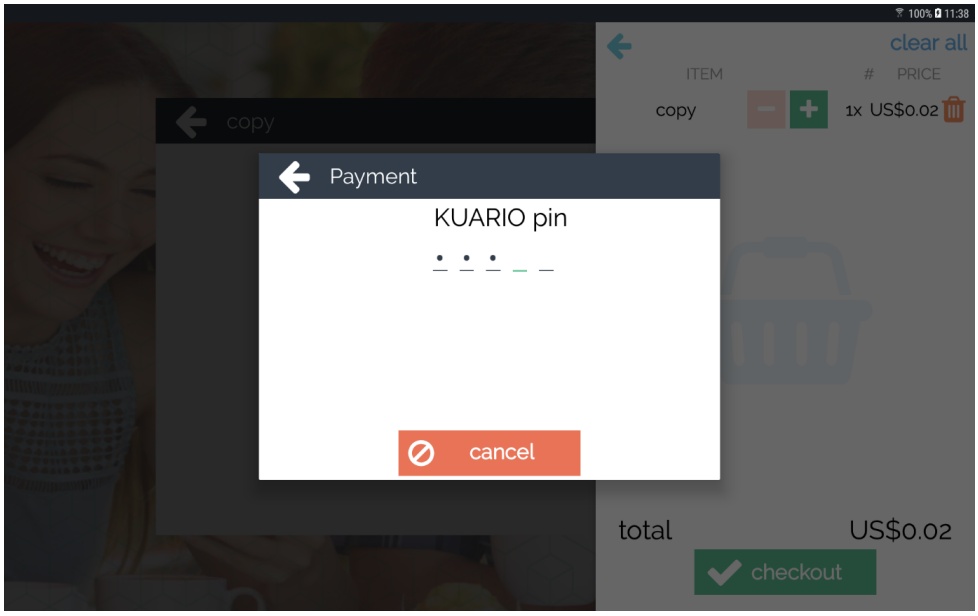


## KUARIO MFP Kiosk Payment

1. Log in to your KUARIO account.




2. A user may have a Transaction pin setting. In that case, the KUARIO MFP Kiosk will ask to fill in the KUARIO pin.




3. The payment will be completed automatically (provided it is possible to complete the payment) by withdrawing the appropriate amount from the user's KUARIO account.

## KUARIO Pay Box Payment

1. Pay the amount due via the KUARIO Pay Box, either with cash in coin, or credit / debit card.

**Note: If the user does not have a KUARIO account, it is still possible to fulfill the payment when a KUARIO Pay Box is linked to the same Outlet as the Kiosk.**

## Refund

Although the KUARIO MFP Kiosk takes all the necessary precautions to prevent errors, the processing of jobs may still fail. For instance, in the case of a paper jam, the device runs out of paper or toner during jobs. If a job fails, the KUARIO MFP Kiosk will try to refund the items of the failed jobs to the user.

**Warning: When a user has paid for the order with a KUARIO Pay Box, no refund is possible!**

# Troubleshooting

## Troubleshooting

Sometimes things do not work out as expected, if so please read through this section before contacting your service organisation or dealer. Changes are you are able to solve the issue yourself.
The section is set up in a symptom - Prognosis - Resolution format, that is first the symptom is given, then the possible causes and then the resolution for those causes.

### Symptom(s): I can't find /use a feature, how can I use that feature?

**Prognosis: Device does not have the capacity to use the feature.**
**Scope: All Devices with restricted capacities (like no scanner, or unable to print colour).**
**Resolution:**
A - Do not use restricted functions.
1) Do not try to scan if no scanner is available or do try not print in colour on a printer incapable of printing in colour.
B - Find an alternative.
1) Try to find a device that does have the capabilities you need.

**Prognosis: KUARIO items might be disabled in the KUARIO Manager.**
**Scope: All Outlets that have inherited items that are disabled**
**Resolution:**
C - If an item is disabled, it cannot be charged or processed and therefore the feature is disabled. For instance, when the fax start tariff item is disabled, fax items cannot be bought on this Outlet, so the fax button is hidden.
1) Enable the relevant disabled items yourself or ask the appropriate authorities at your site to enable them for you.

### Symptom(s): When installing the installation fails?

**Prognosis: Installation failure cannot be solved by this troubleshooting guide**
**Scope: All**
**Resolution:**
A - Contact KUARIO support.

### Symptom(s): The KUARIO MFP Kiosk does not automatically update the screen when I scan a QR Code (but does refresh when I push the 'refresh' button).

**Prognosis: MQTT messaging is not allowed on one or more of the networks you are using.**
**Scope: All Outlets on networks that do not allow MQTT messaging.**
**Resolution:**
A - Make sure MQTT messaging is allowed on the networks you are using.
1) Please contact your local network administrator to allow MQTT messaging on these networks in the firewall and packet inspections.

**Symptom(s): Device shows either of these error messages: “Could not reach the KUARIO server” or “Unable to resolve host 'api.kuario.com' : No address associated with hostname.”**

**Prognosis: This device cannot connect to the Internet or is unable to reach *.kuario.com addresses as is required.**

**Scope: All Outlets.**

**Resolution:**

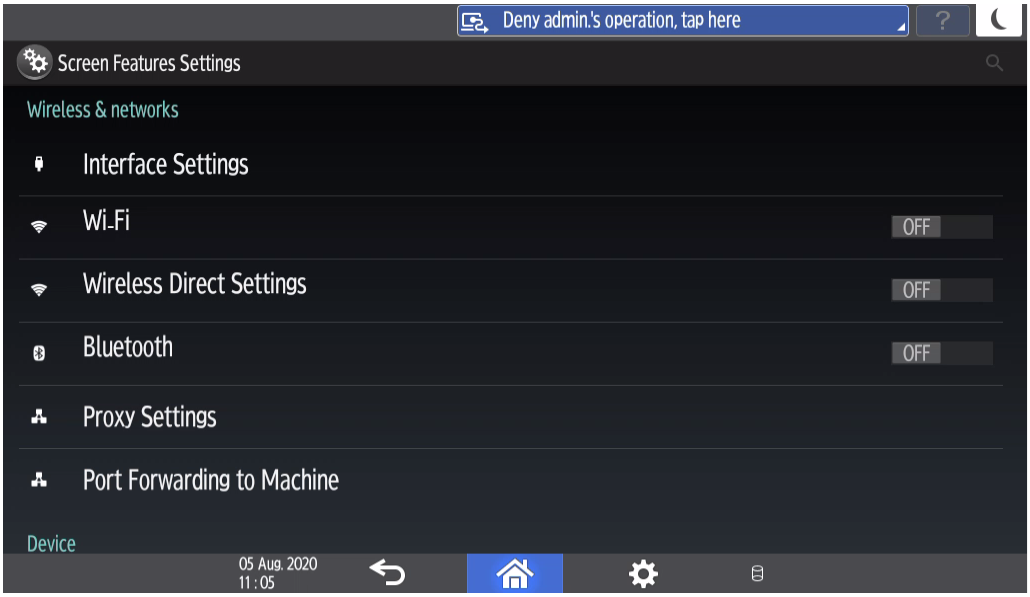
A - The cable network settings are preventing the device from connecting with the Internet and ultimately with *.kuario.com addresses.

I. Change the DNS, gateway or other settings

B - The device has WiFi enabled and the WiFi settings prevent the device to connect with *.kuario.com adresses.

I. Either change the DNS, gateway and other relevant settings, so *.kuario.com adresses can be reached or disable WiFi all together and depend solely on the cable network.

II. To disable WiFi go to User Tools -> Screen Features Settings -> Wi_Fi:




III. Check the network settings for the cabled network.

IV. Test the connection to one or ore of the *.kuario.com addresses with a laptop.

V. Test the connection by using KUARIO Kiosk.

**Prognosis: The device is set to only use the cable network and the cable is not plugged into a working network outlet.**

**Scope: One Device**

**Resolution:**

C - Test the network outlet with a laptop to see if it has Internet access.

D - Connect a standard network cable to both the network outlet and the device.

**Symptom(s): I have a problem that is not described and I cannot solve**

**Prognosis: This problem cannot be solved without external help.**

**Scope: All Outlets.**

**Resolution:**

A - Please contact KUARIO on https://api.kuario.com for help with your problem.

# FAQ

## FAQ

*Where can I send suggestions, bug reports or feedback?*
You can send all your wishes, feedback, bug reports and suggestions to support@KUARIO.com.

*Can I customize the background?*
No. With the current version, it is not possible to change the background. This might be possible in a future version.

*Can I change the default currency of this Kiosk?*
No. The default currency is determined by KUARIO. KUARIO deduces the currency from the region of the Site. After creation of a Site, it's not possible to change the default currency of the Site (or any Kiosks belonging to that Site).

*Is the KUARIO MFP Kiosk app available in my language?*
We currently support English, Dutch, French, German, Italian, Spanish and Chinese. When another language is added, or a translation has changed, the KUARIO MFP Kiosk will be able to update the list of languages and their corresponding translations. If your language is missing, please send a request for this language to info@KUARIO.com.

# URLs

## URLs

These links will lead you to find more information about products or concepts treated in this manual, or directly to components of the KUARIO system.

- Commercial web site: http://www.kuario.com
- KUARIO Site Management: https://manager.kuario.com/
- Card reader: https://www.inepro.com/cardreader

# Sign in / Sign Out

## Sign in / Sign Out

For some features of the KUARIO MFP Kiosk, it is required to sign in to KUARIO. The conditions that cause a user to sign out are also described. Use one of the methods below to sign in.

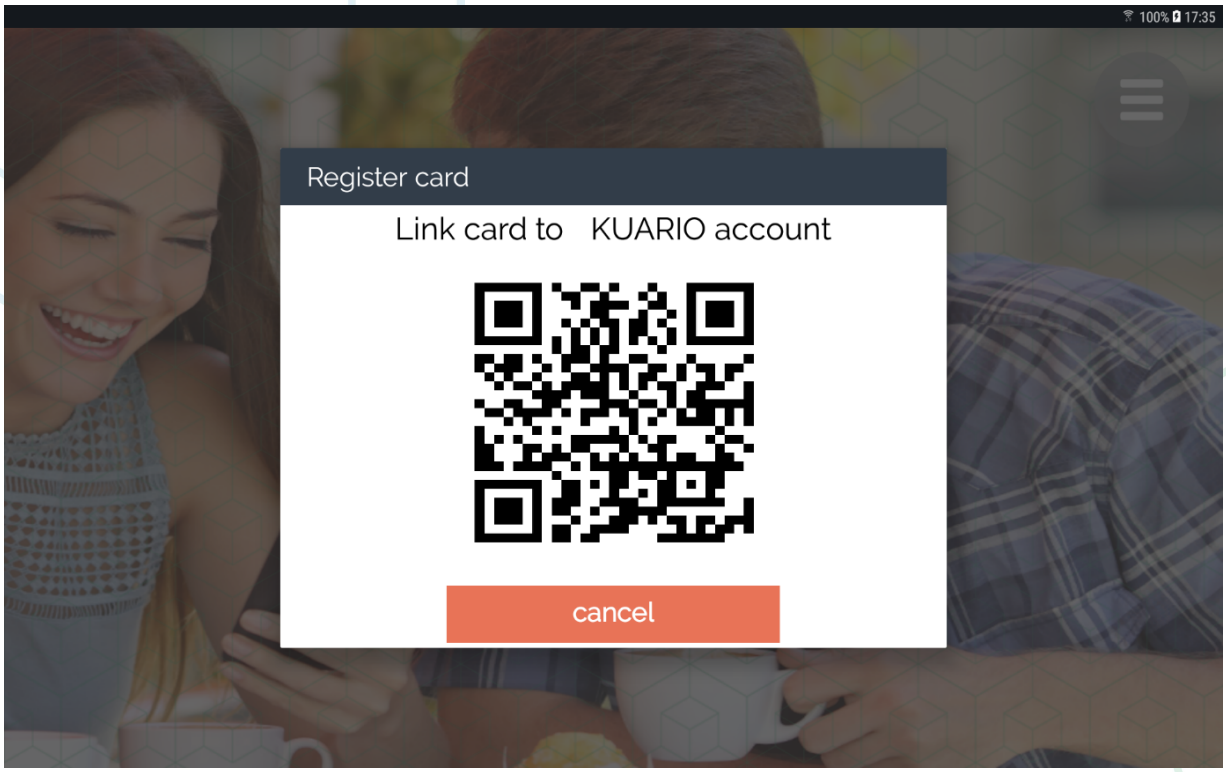
**Note:** A payment flow can continue completely on the KUARIO MFP Kiosk, without the KUARIO app on your smart phone as long as a user is signed in it's KUARIO account.

### Credentials

The user can sign in by filling in the KUARIO user name and password. The sign in dialog is shown whenever signing in is required and is also accessible from the menu. The user name should be a valid email address.

## Card (or tag)

Users can login using a card (or tag) that is linked to their KUARIO account. If a card (or tag) is shown that is not yet linked to a KUARIO account, the following dialog is shown:




## How to link a card or tag to your KUARIO account

1. Open the KUARIO App.
2. Log In.
3. Click 'Settings' in the upper-right corner.
4. Click 'Cards'.
5. Click 'Add'.
6. Click 'Scan QR code' and scan the QR code.
7. The card ID should now be linked.

## KUARIO app

When a user regularly visits the same KUARIO Outlet and has used the KUARIO app for this Kiosk, it is possible to sign in using the KUARIO app.

1. Login to the KUARIO app on your smart phone.
2. Show the Kiosk history by pressing and holding the QR Code button.
3. Select the desired Kiosk.
4. The Kiosk should now show the logged in user icon.

## Sign out

The following conditions will sign the user out:
- The user completes an order.
- The user explicitly logs out by pressing the the logout button in the Menu.
- The user cancels the order/session from the KUARIO app on your smart phone.
- The session timer (at the time of writing the timer has a duration of 3 minutes) expires.

When the session is about to expire, a warning will be shown to inform the user.

When the session has finished, the KUARIO MFP Kiosk will reset:
- The KUARIO MFP Kiosk will return to the Home screen.
- The items in the Shopping Basket will be removed.
- All the settings (print/copy/scan/fax options, language) will reset to default.

# Notes

## Notes

This area is meant for the reader's notes: