



KUARIO



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Versie 1.0.19 geproduceerd op: 2023 in Nieuw-Vennep.

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 . 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. 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. 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. 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 . 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. The service module in the KUARIO app is to be recognized by the green KUARIO logo . 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. The service module will appear in your KUARIO app.

Term	Description						
KUARIO Pay Box	<p>Via a KUARIO Pay Box users are able to pay for goods and services vended at a KUARIO Kiosk^[5].</p> <p>A KUARIO Pay Box can consist of different payment methods like coins, debit-/credit cards and mobile payment via the KUARIO app^[5]. The KUARIO Pay Box is linked to the cloud.</p>						
KUARIO Logo	<p>This is the KUARIO logo, in the 3 most used colours:</p> <table border="1" data-bbox="437 365 1506 696"> <tbody> <tr> <td data-bbox="437 365 791 696">  </td> <td data-bbox="791 365 1145 696">  </td> <td data-bbox="1145 365 1506 696">  </td> </tr> <tr> <td data-bbox="437 696 791 734">Green - KUARIO app</td> <td data-bbox="791 696 1145 734">Orange / Red - Reserved</td> <td data-bbox="1145 696 1506 734">Blue - Other Apps</td> </tr> </tbody> </table>				Green - KUARIO app	Orange / Red - Reserved	Blue - Other Apps
							
Green - KUARIO app	Orange / Red - Reserved	Blue - Other Apps					

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.

Requirements

Requirements

To be able to install the [KUARIO MFP Kiosk app](#) on the device, make sure to meet the following requirements.

Xerox specific requirements

- The date and time (and time zone) must be set correctly in the Xerox MFP's before installation.

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

To install the [KUARIO MFP Kiosk app](#), please perform the following steps.

To set up and configure a new Xerox 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 Xerox devices: **admin**. By default the password is 1111. 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.

▶ Allow remote job start

Xerox must allow to 'start job via remote program', set 'start job via remote program' option

- 1) Go to the 'Properties' tab
- 2) Go to 'General Setup -> Extensible Service Setup' and the left menu bar.
- 3) Go to the 'Scan Settings' tab.
- 4) Set the 'Start Job via Remote Program' option under 'Remote Start (TWAIN)' to 'On'.
- 5) Retry the installation.

The screenshot shows the Xerox AltaLink C8035 web interface. The top navigation bar includes Home, Jobs, Print, Scan, Address Book, and Properties. The left sidebar contains a search bar and a list of settings categories: Fleet Orchestrator, Configuration Overview, Description, Configuration Report, General Setup (Language & Keyboard, Cloning, Backup & Restore Settings, Entry Screen Defaults, Paper Management, Date and Time, Status LED & Sounds, Internationalization, Extensible Service Setup, Remote Services Setup, Remote Management Server Setup, Display Device Information, Configure Driver Links, Energy Saver, Supplies Plan Activation Code, Feature Installation, Billing Impression Mode, Configuration Watchdog, Notification Settings, Software Upgrade), Connectivity, Login/Permissions/Accounting, Apps, and Security. The main content area is titled 'Scan Settings' and has tabs for Settings, Scan Settings, Diagnostics, Apps, and Memory profile. Under 'Scan Workflow Management Settings', there are two options: 'Require System Administrator Authentication for workflow operations' (unchecked) and 'Include user network filing account password in the exported workflow' (checked). Under 'Remote Start (TWAIN)', there is a section for 'Start Job via Remote Program' with radio buttons for 'On' (selected) and 'Off'. At the bottom right, there is a copyright notice: '©2017-2018 Xerox Corporation. All Rights Reserved. Xerox®, Xerox and Design® and AltaLink® are trademarks of Xerox Corporation in the United States and / or other countries. Home | Index | Site Map | Help...'

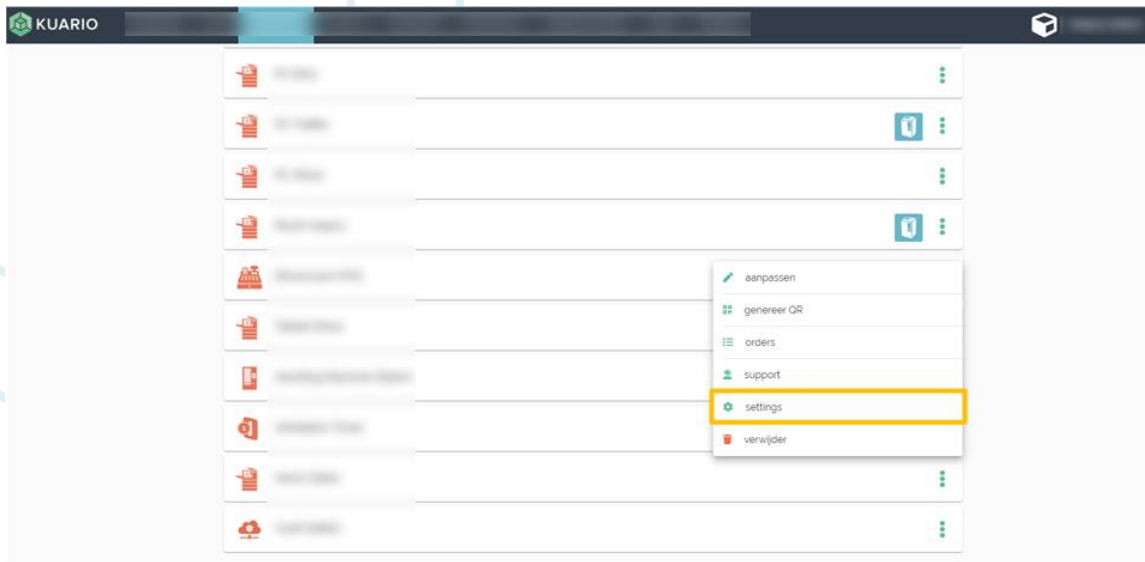
▶ Set outlet settings in manager

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

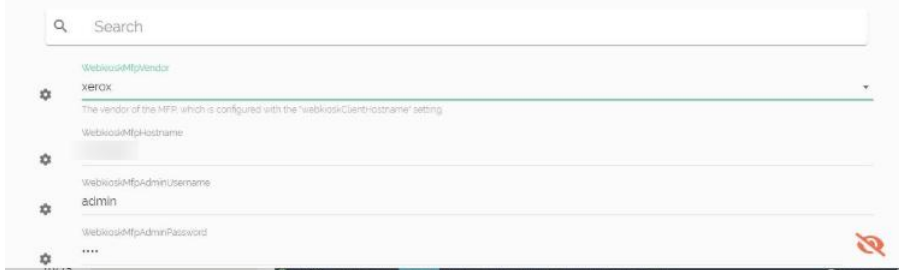
Make sure you have the following:

- 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 Xerox device.
- d. The Xerox device's Admin credentials (login name & password).

Browse to <https://manager.KUARIO.com>



Settings



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 Xerox device.
4. The device credentials (login name & password).

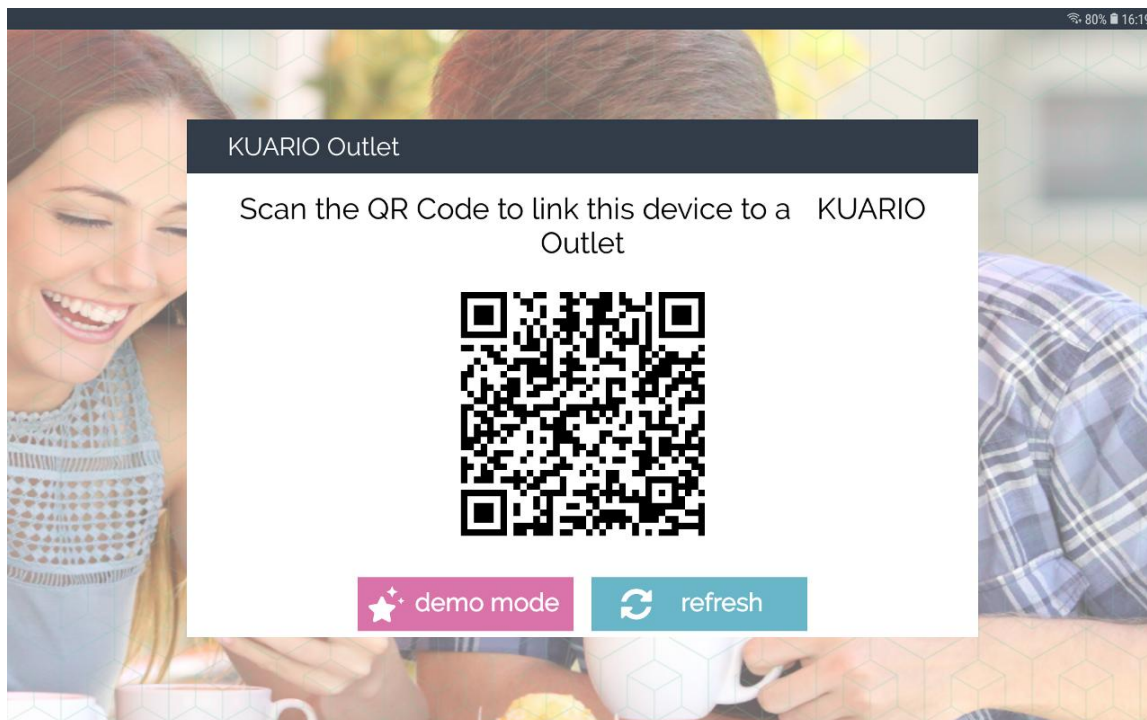
Warning: From this moment on all the other apps on the embedded device will be hidden, they will no longer be accessible. Normally this should not be a problem, if it is a problem in your case please contact KUARIO Support for help.

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.

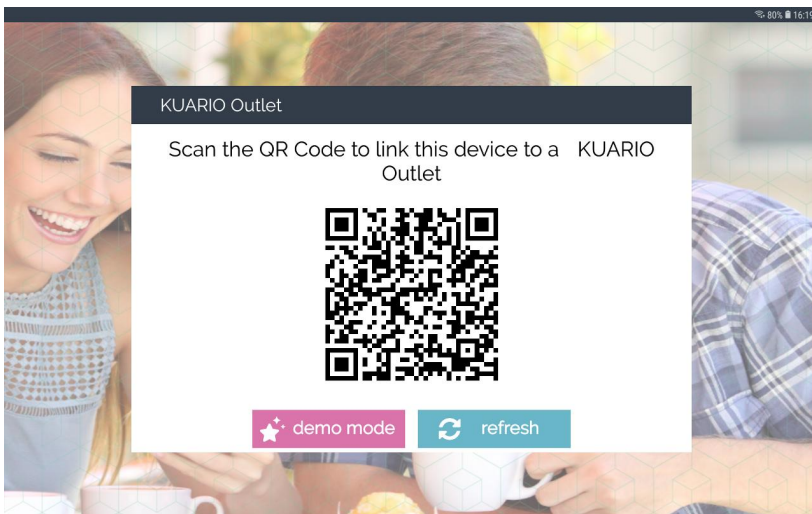
i **Note: The funds spent for items bought in Demo Mode are not paid out. For the latest Terms & Conditions, please visit:**

<https://KUARIO.com/terms>.

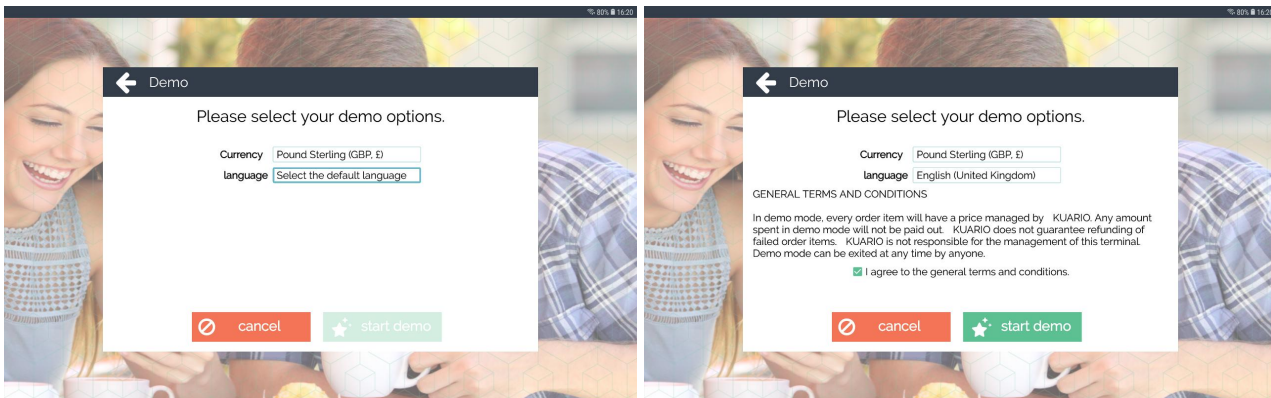
⚙️ Entering Demo Mode

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.

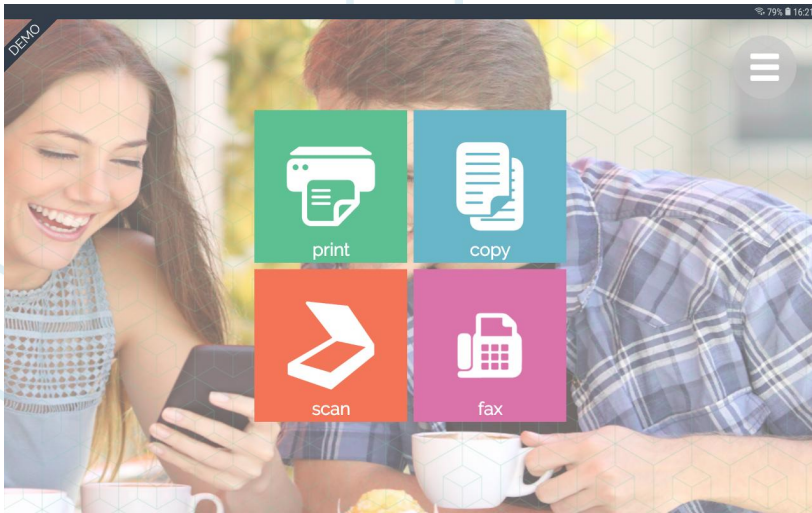


- Press the 'Demo Mode' -button. This brings you to the Demo Mode settings screen.



- 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.

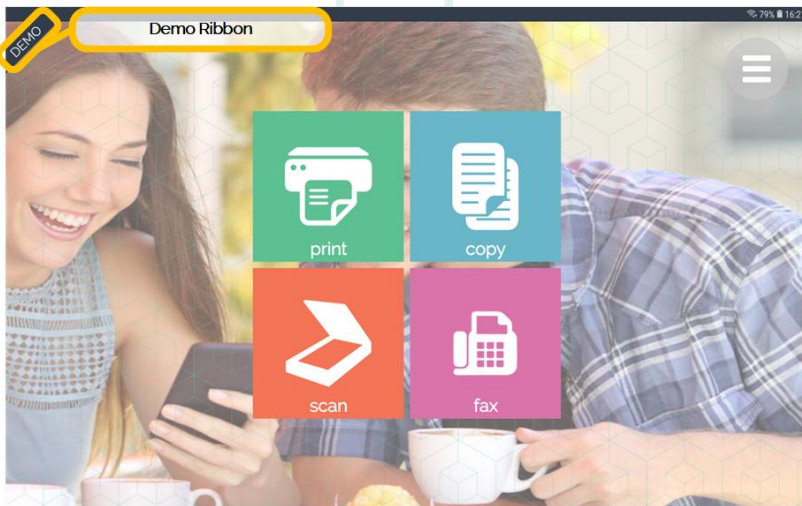


i Note: If the 'Demo Mode'-button is disabled, then the 'Demo Mode' is unavailable at this time. Please try again later.

i 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.

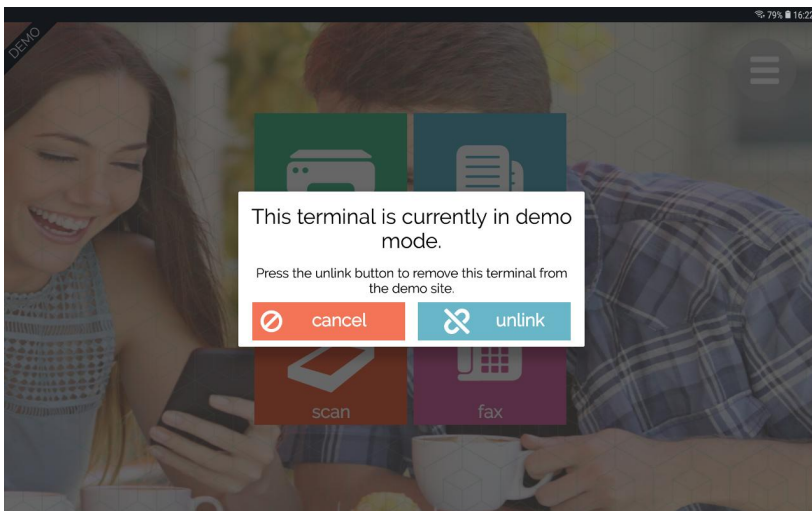
⚙️ Exiting Demo Mode

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



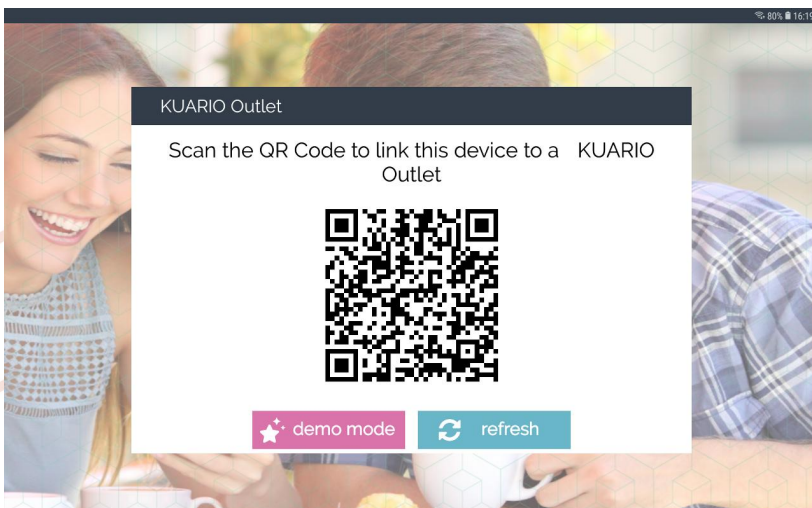
To exit Demo Mode:

- 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

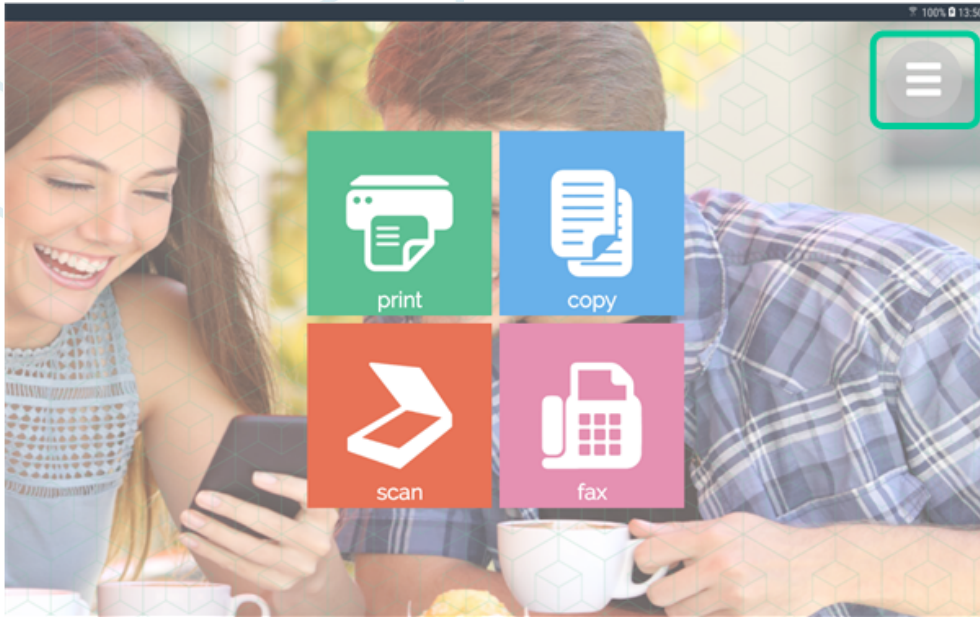
In general, the user flow is as follows:

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].
5. The items are now being processed by the [MFP](#)^[5].

Home screen

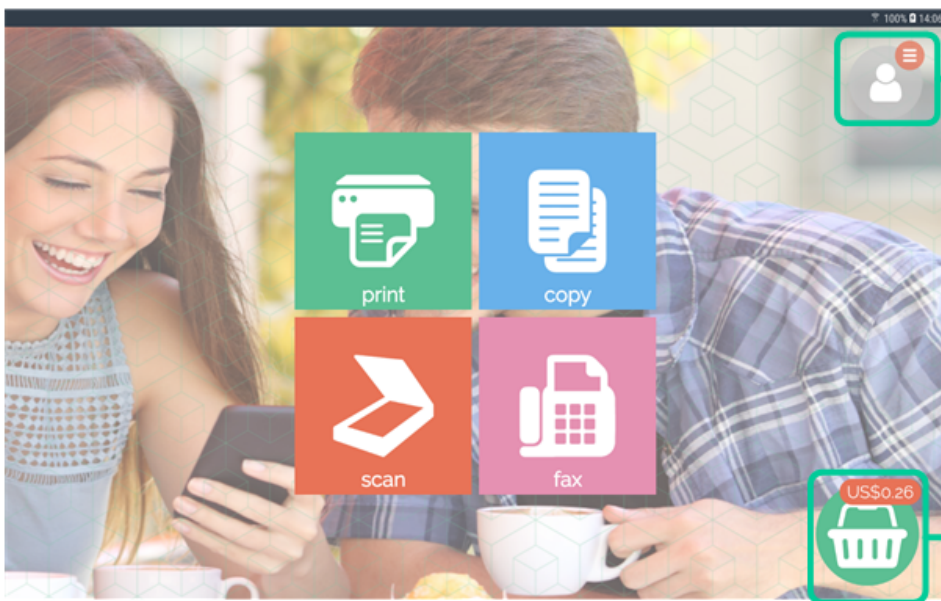
On the Home screen, the main 4 options are shown: Print, copy, scan and fax. In the top right corner there's also a Menu button shown.

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



Settings:
No User has signed in

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.



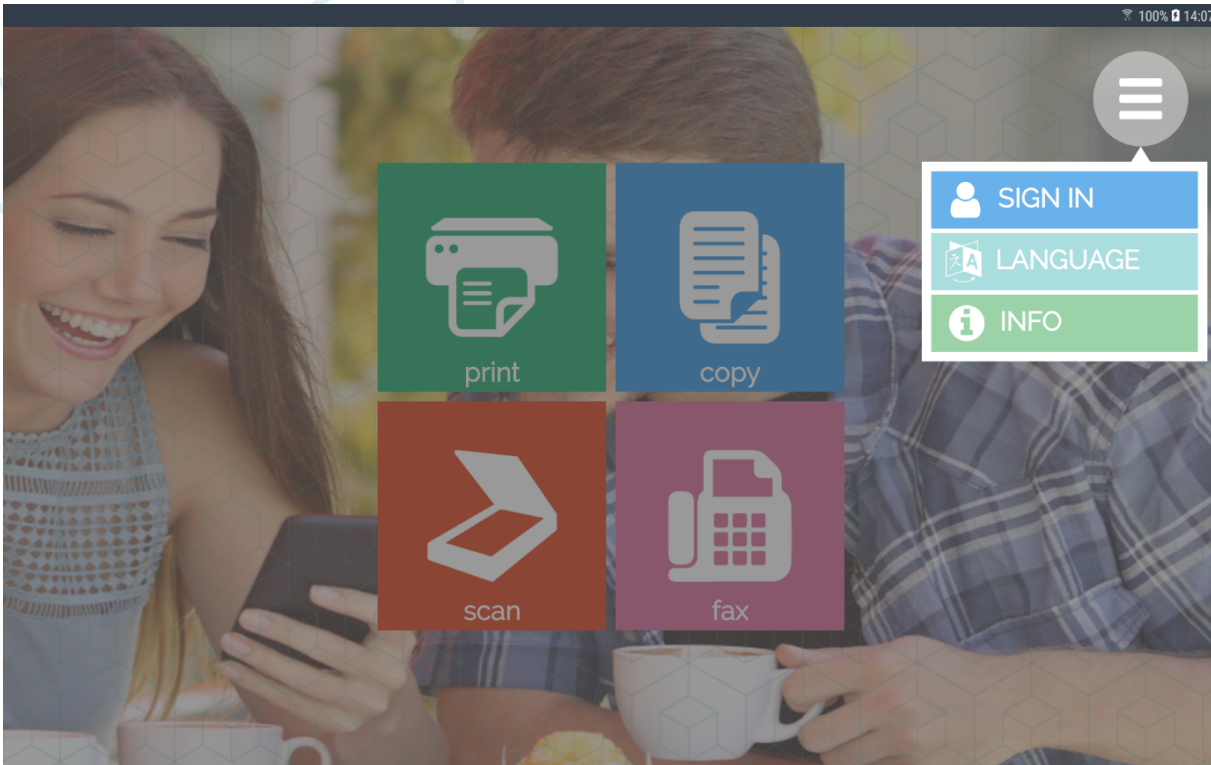
Settings:
User is signed in

Shopping Basket:
Has US \$ 0.26 worth of items

Menu

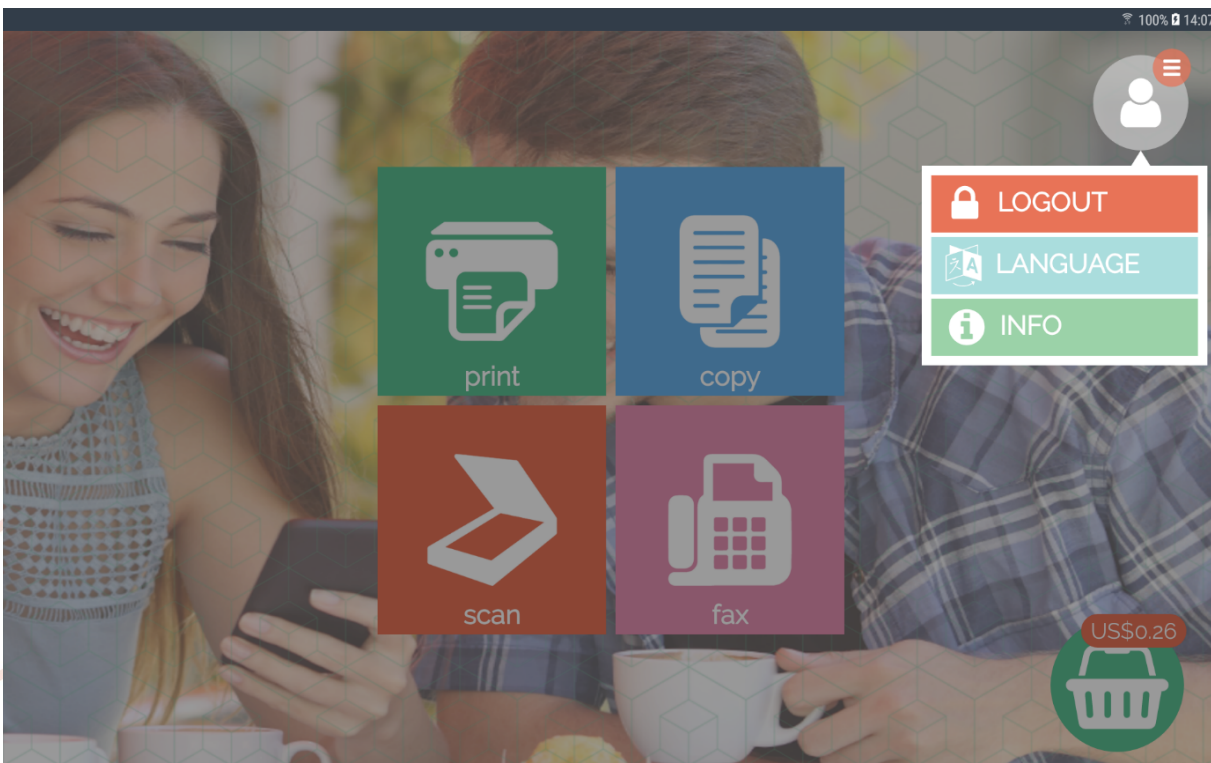
From the Menu the following options are available:

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




Sign in / Log out

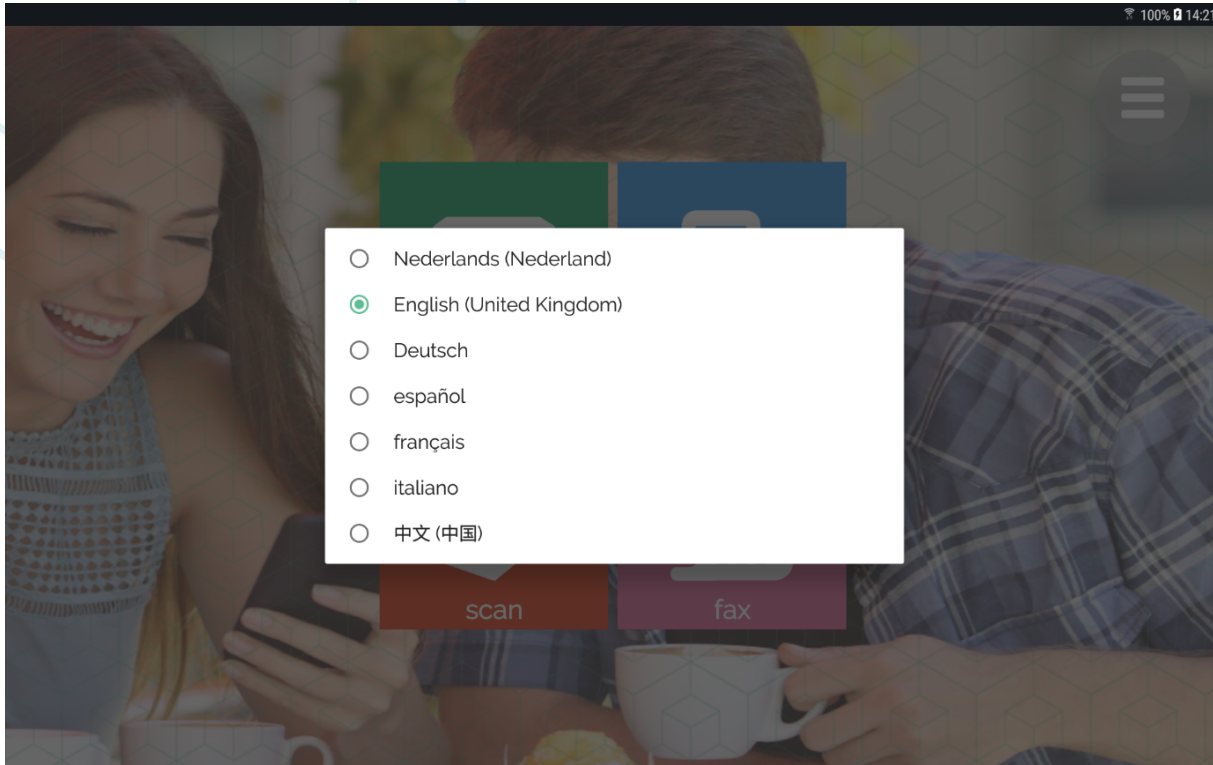
The 'Sign in' button allows you to sign in at almost every screen in the KUARIO KIOSK. If you are already signed in it can log you out at almost every screen in the KUARIO KIOSK.



Language

The user can change Language from the Menu.

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



Open info screen

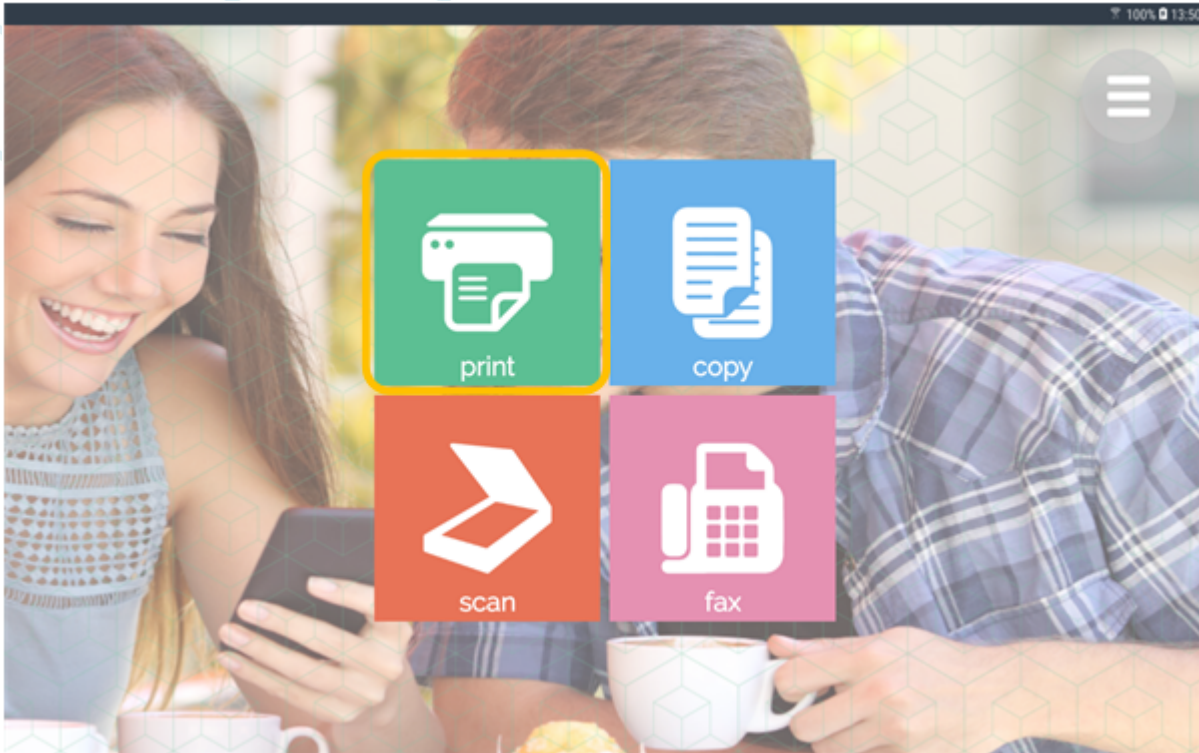
Click the 'Info' button to open the info screen. In the info screen the site owner can place useful information for you to read.

Print

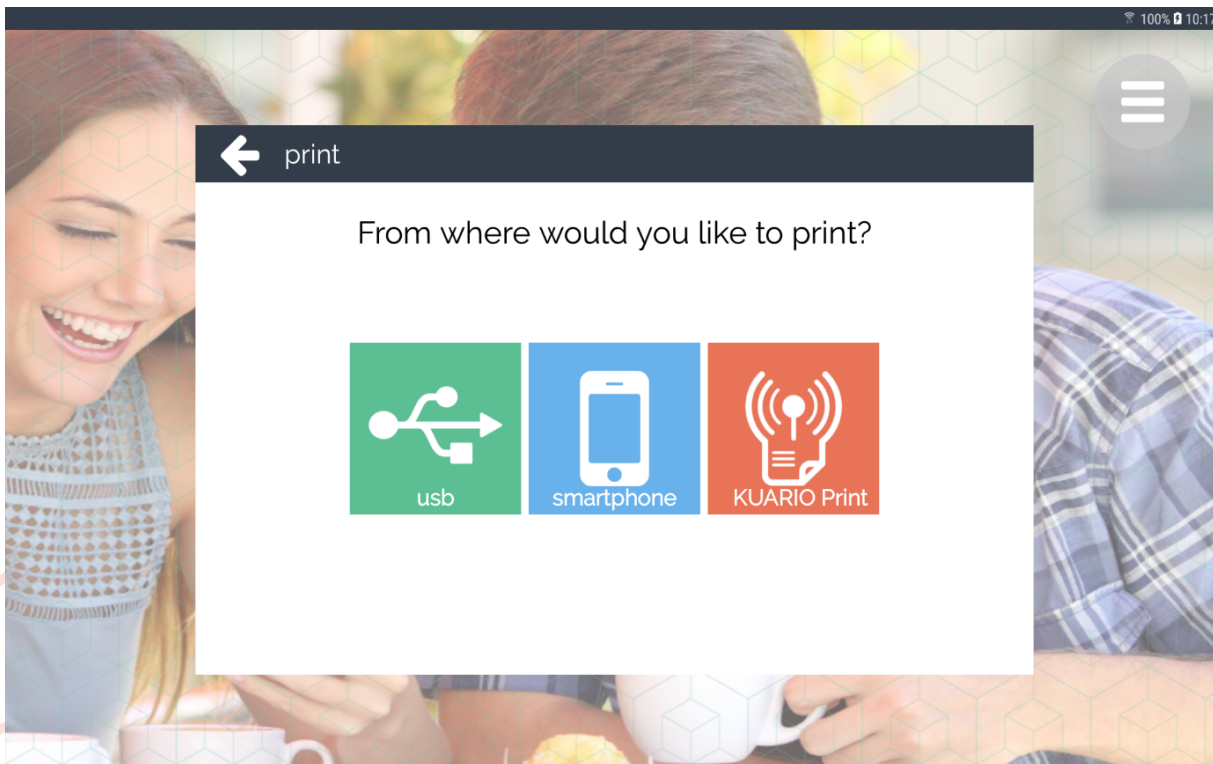
The general print flow is as follows:

General print flow

1. Select Print on the Home screen.

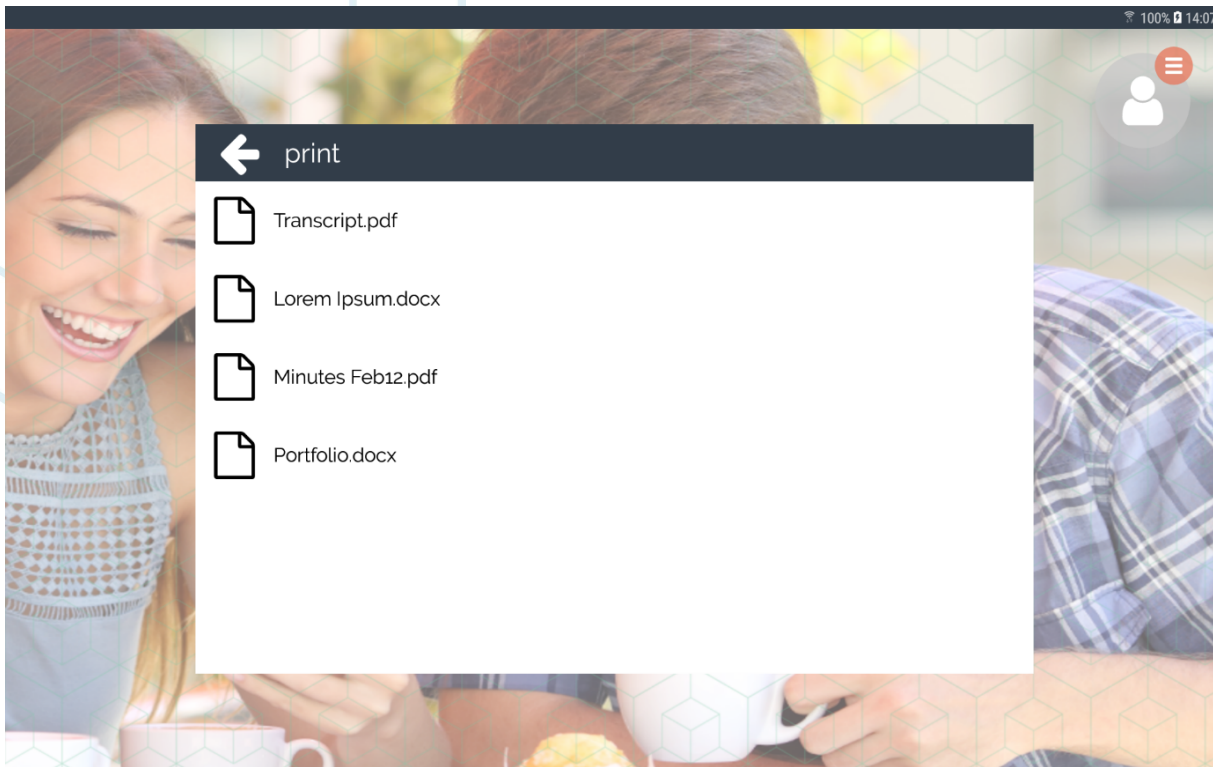


2. Select your file source, the file could be on a USB stick, on your smart phone or already on KUARIO Print.

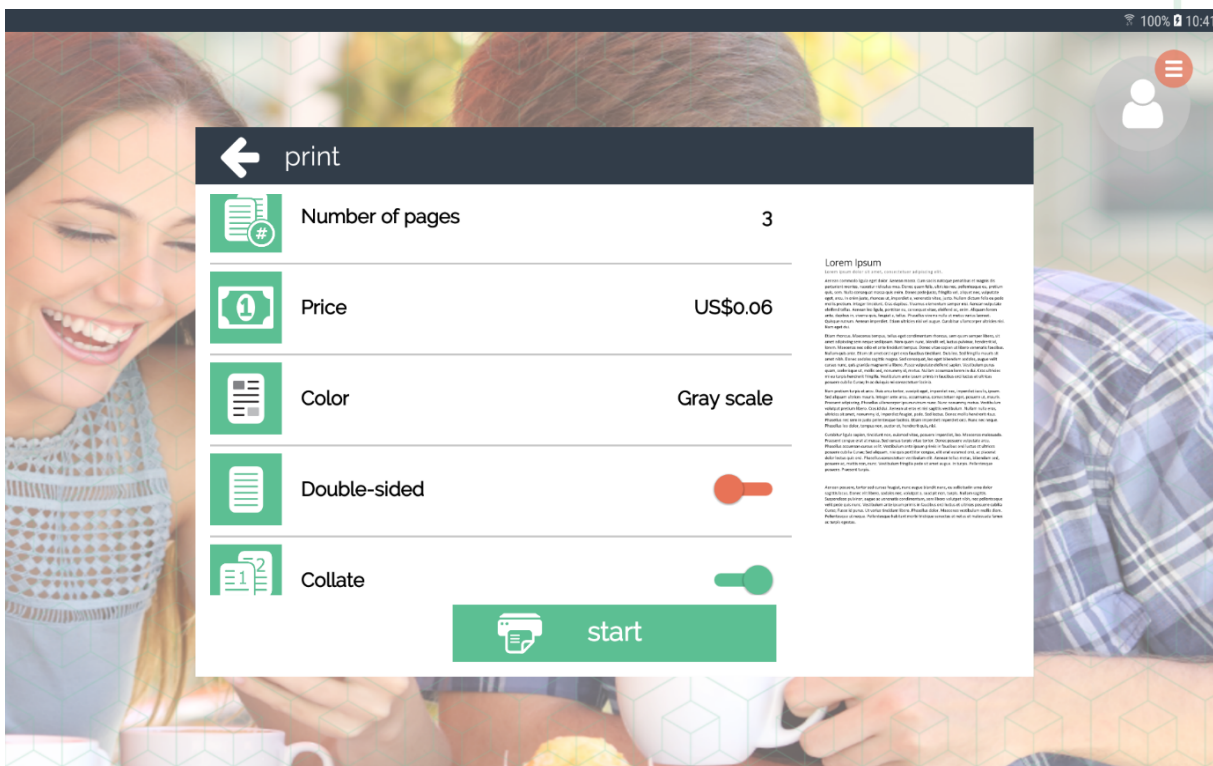


 **Note:** USB is an optional source and may not be enabled at your device.

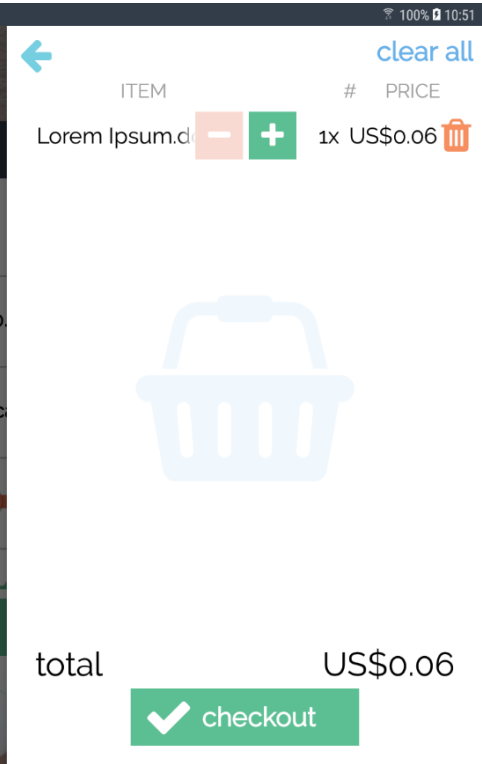
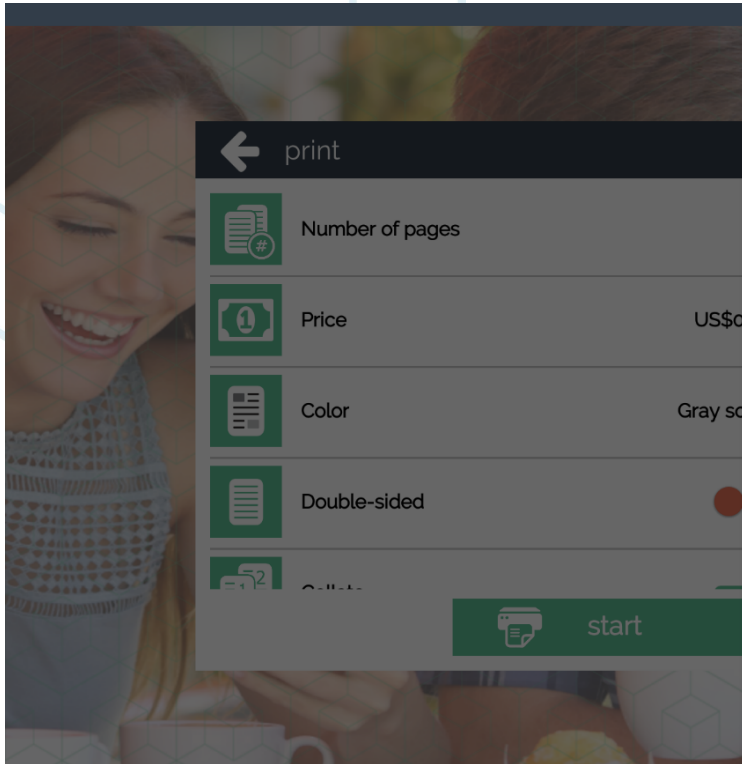
The uploaded files are presented, which the user can now select. The user can select one document to be printed.



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



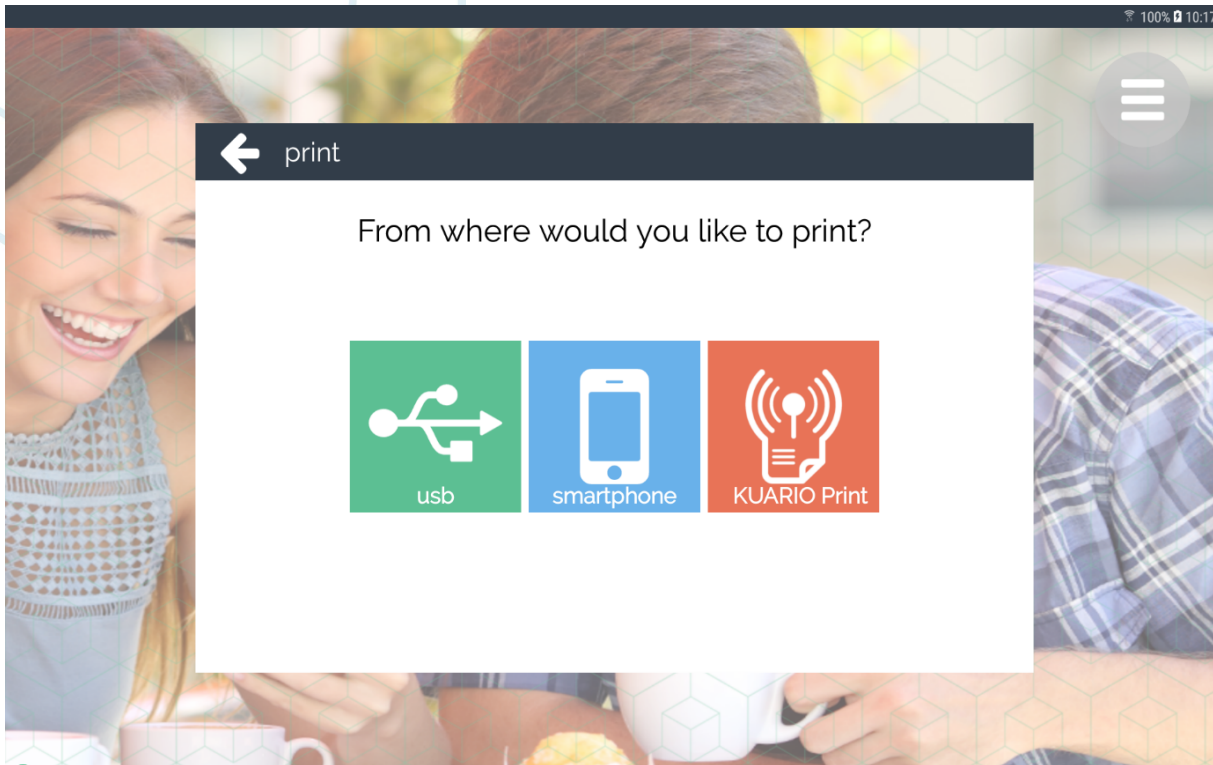
- The document's print job is now added to the shopping basket. The documents are printed when the user has fulfilled the payment.
- Either go back to copy, print, scan or fax another document or press 'checkout' to pay for the documents shown.




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.

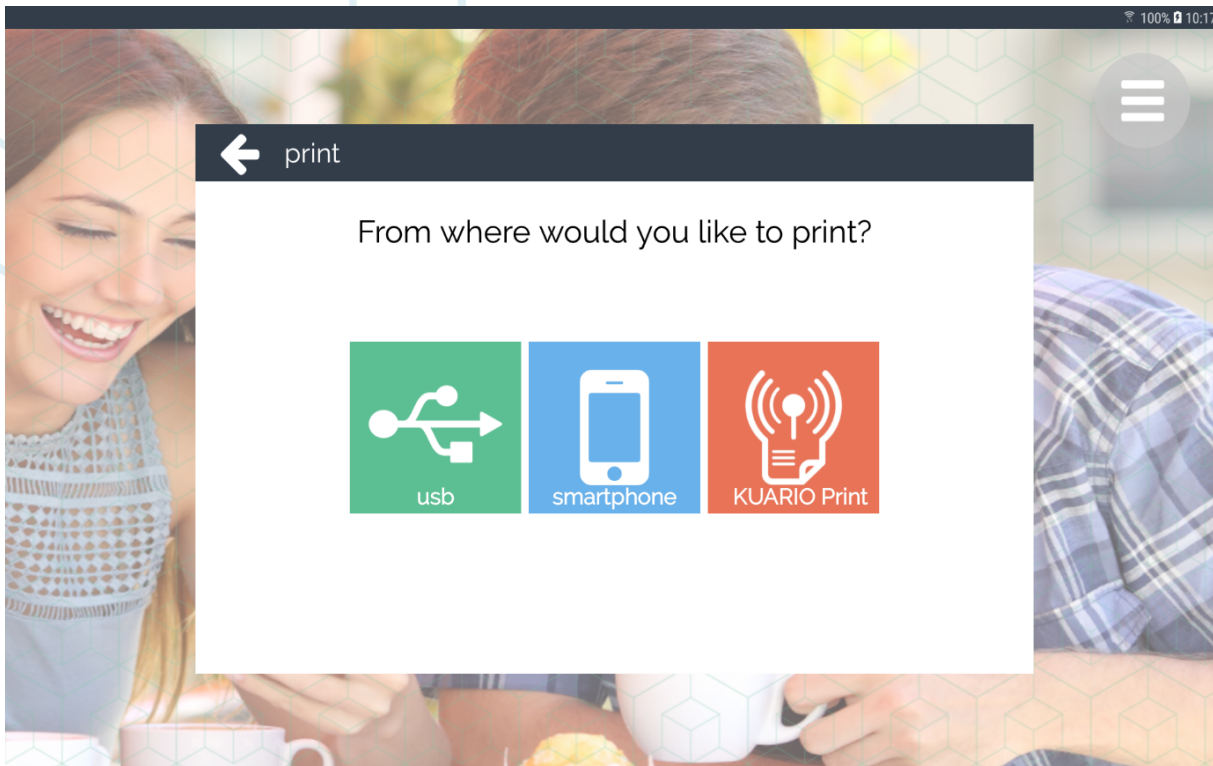
3. Browse to the file to be printed.
4. Continue the normal print flow (general print flow - step 6).

 **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.

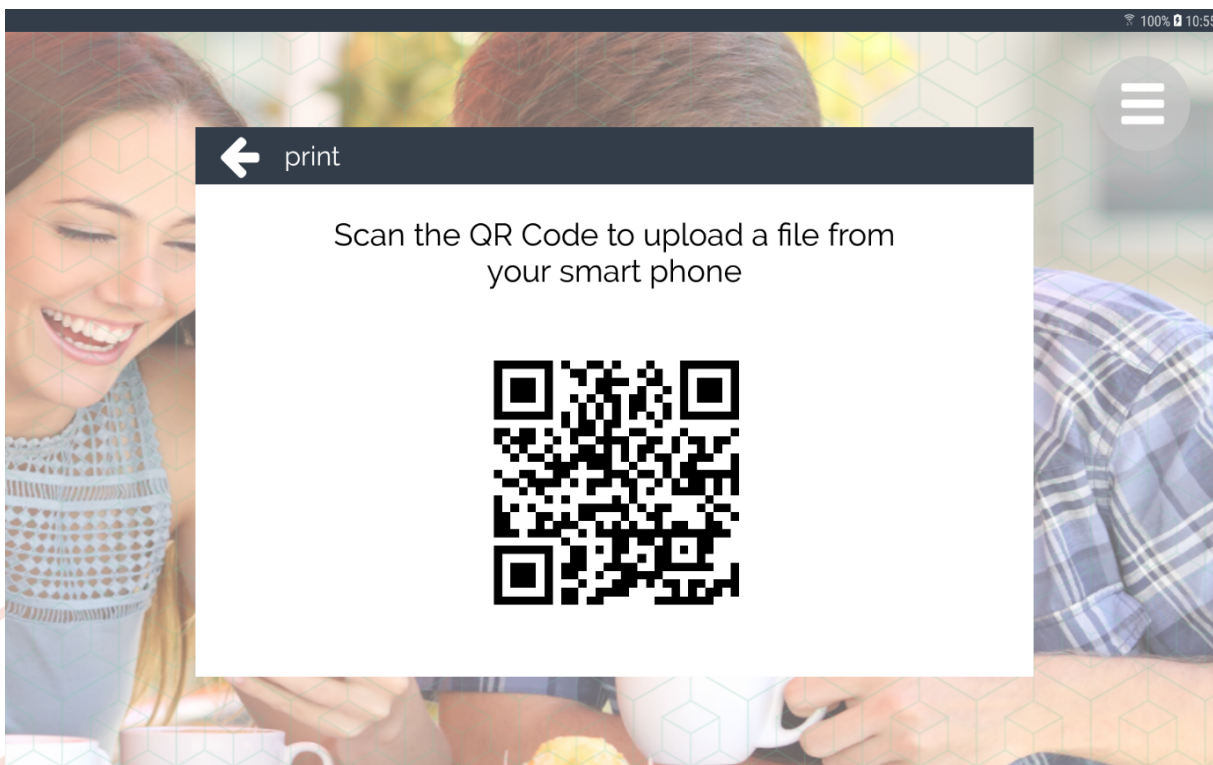
Users can upload their files directly as a guest from their smart phone.

1. Select print -> smart phone.



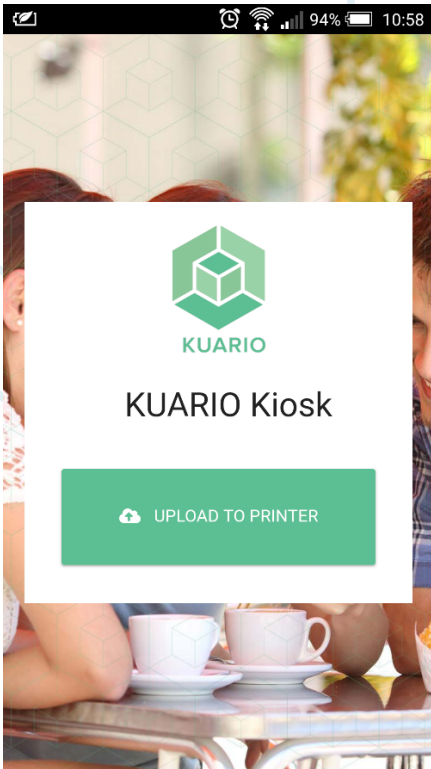
i Note: USB is an optional source and may not be enabled at your device.

2. Scan the QR Code (with the [KUARIO app](#) or any other QR Code scanner app).



i 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.

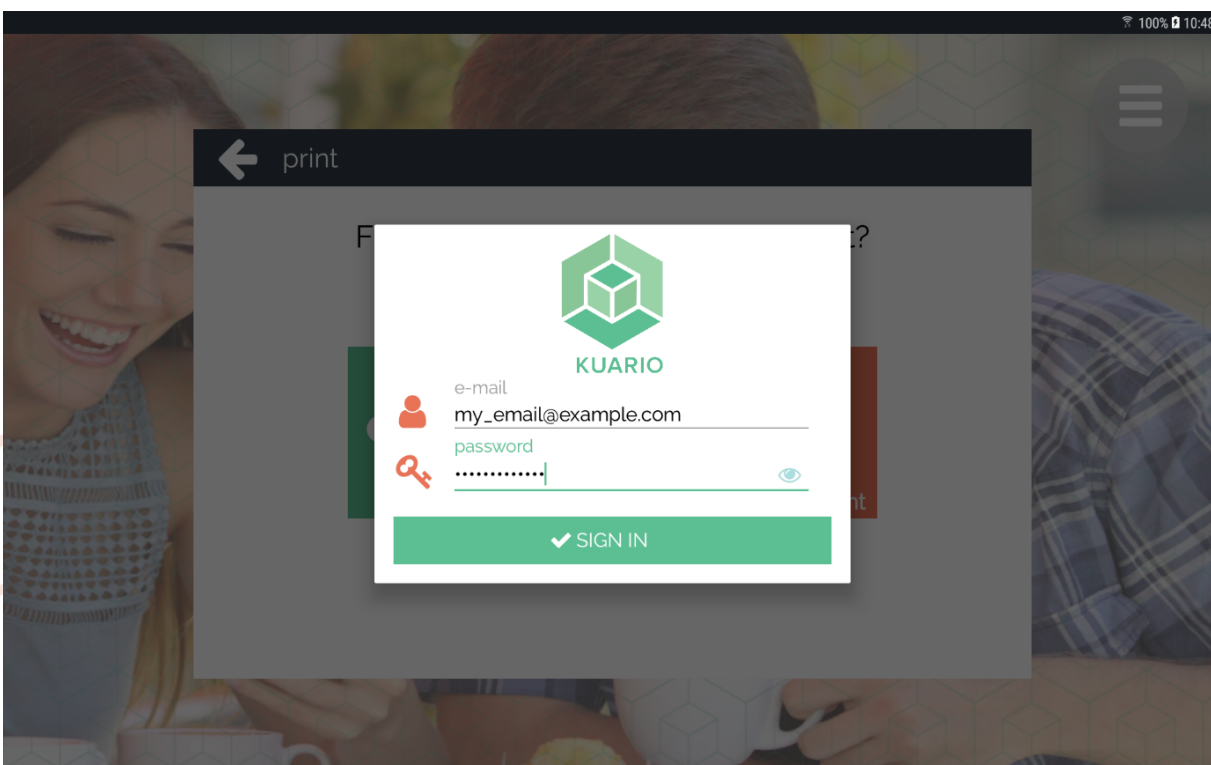


4. Select any document from any smart phone app. Within a few moments, the [KUARIO MFP Kiosk](#) should show the selected document.
5. Continue the normal print flow (general print flow - step 6).

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/>.

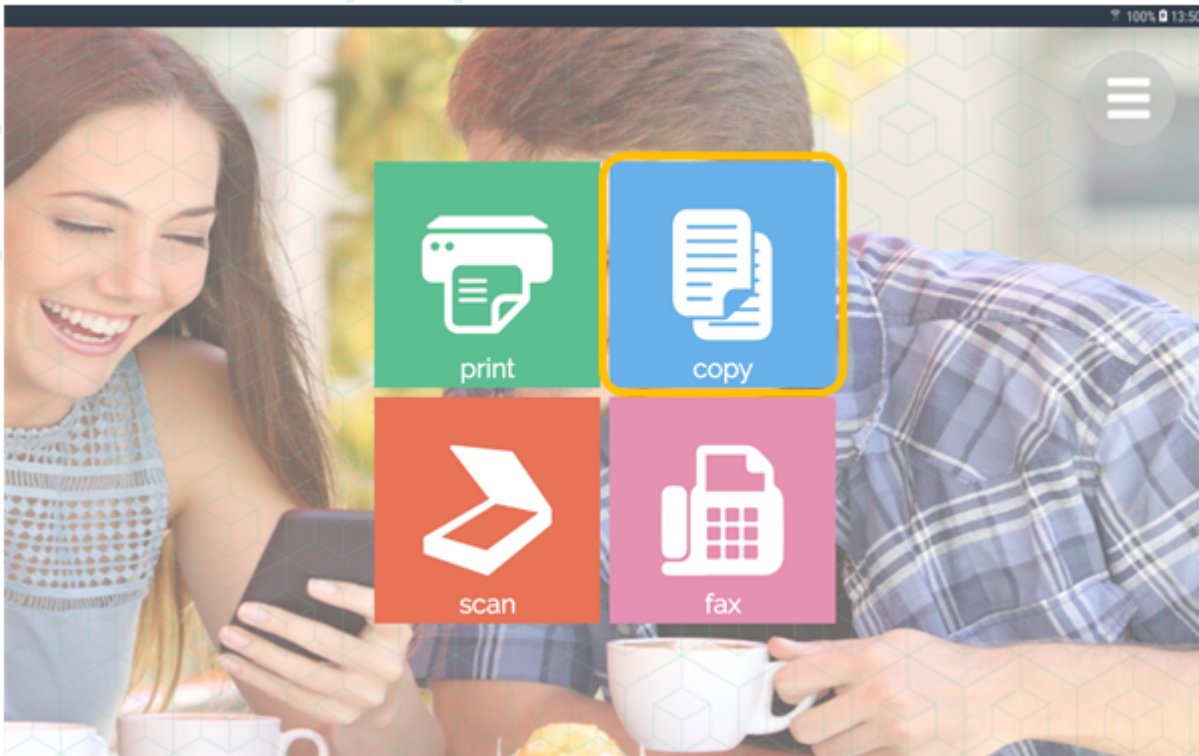
To receive the files at the [KUARIO MFP Kiosk](#), it is required for the user to sign in to [KUARIO](#). When clicking the KUARIO Print button when the user is not logged in, a Sign In dialog will be shown. After signing in, the user's documents are shown, and the normal print flow can be continued.



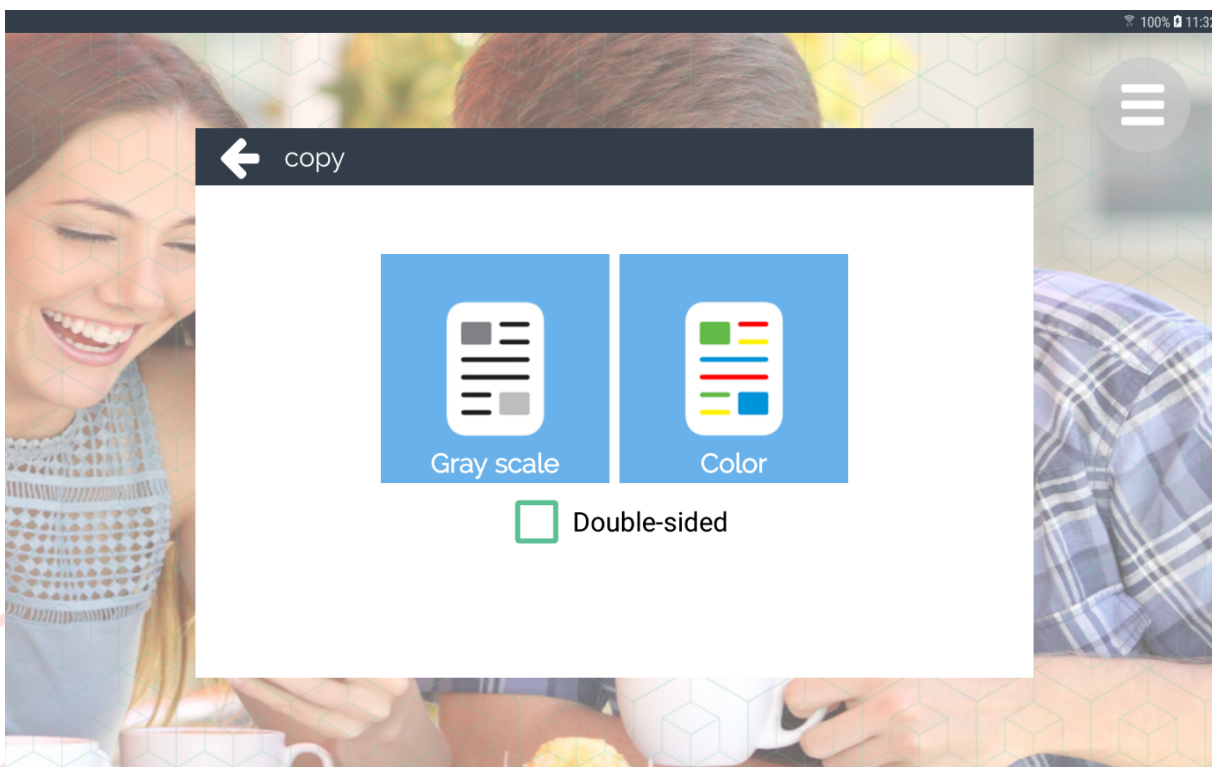
Copy

The flow for copy jobs is as follows:

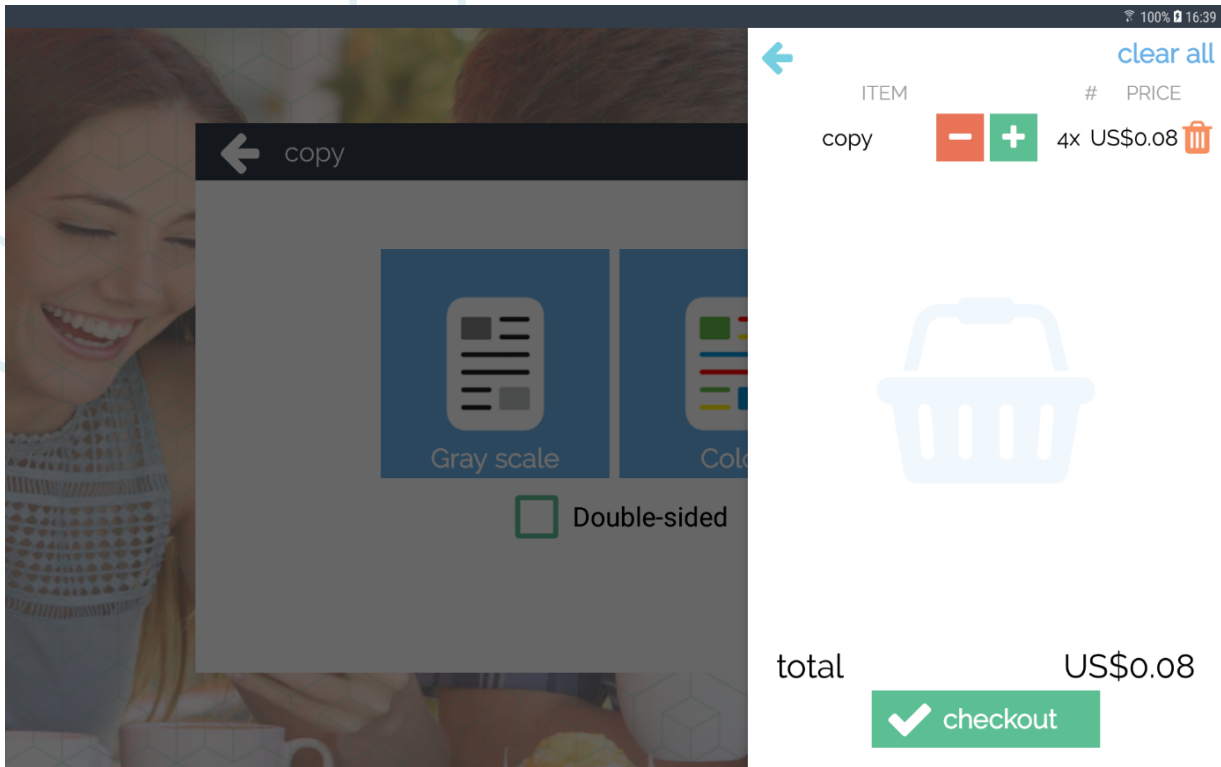
1. Select copy on the home screen.



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.



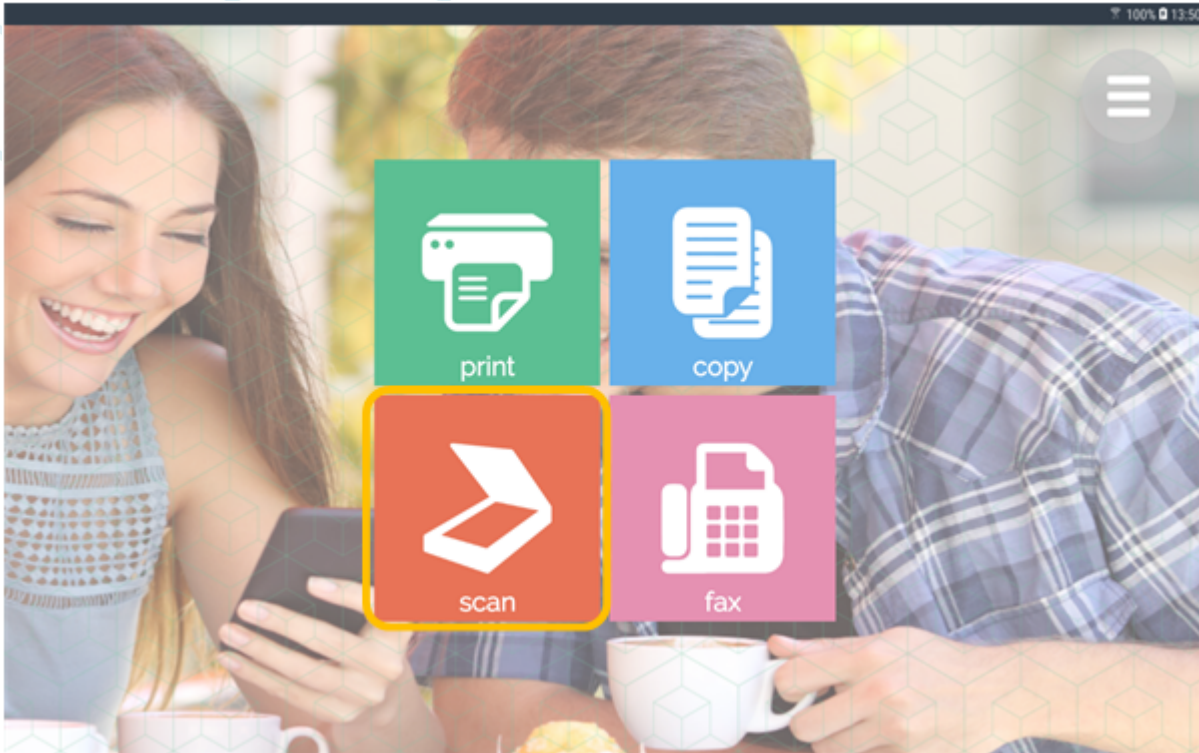
7. Either go back to copy, print, scan or fax another document or press 'checkout' to pay for the documents shown.

Scan

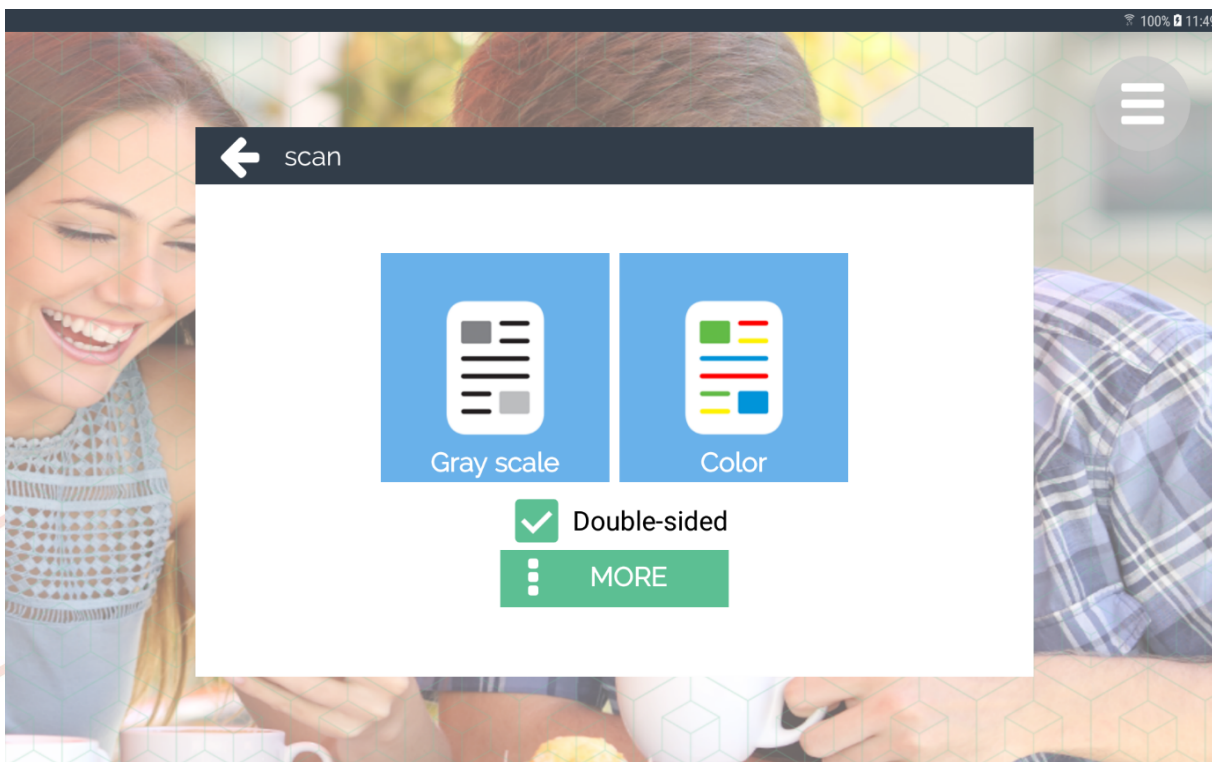
The KUARIO MFP Kiosk enables scanning documents and sending them to an email address.

Simple Scan

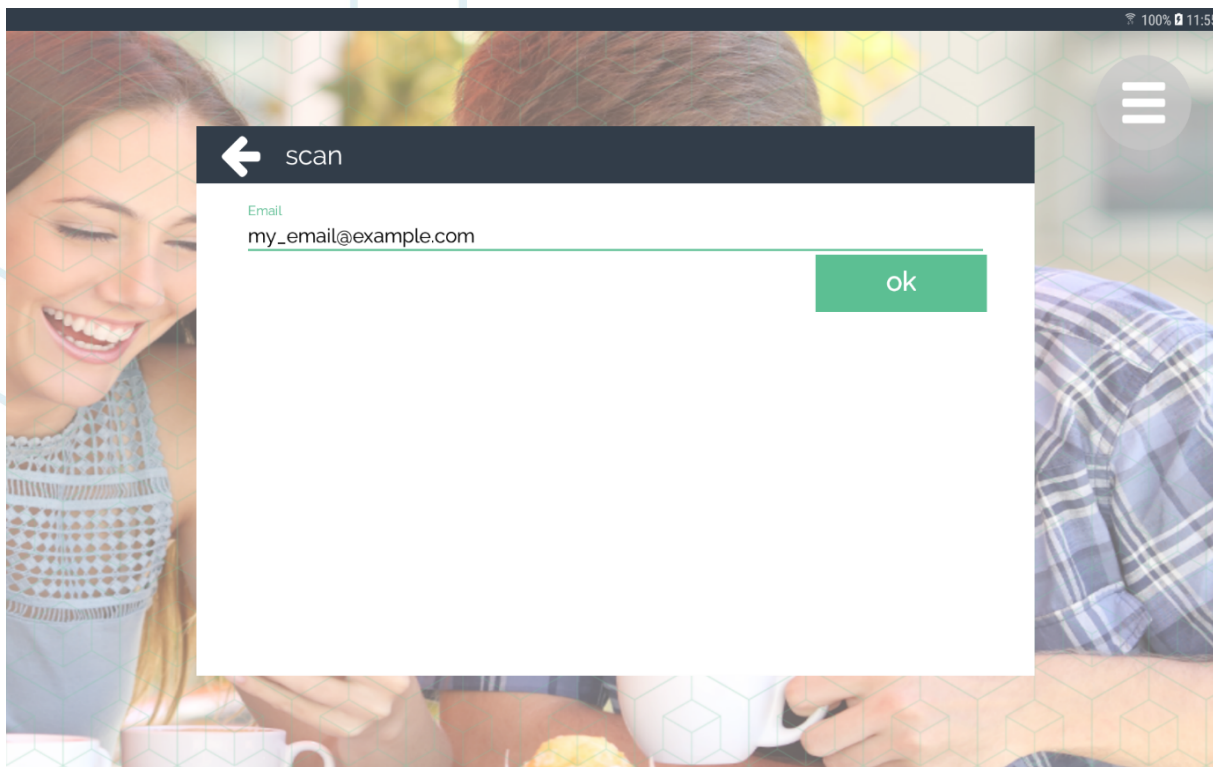
1. Select scan on the home screen.



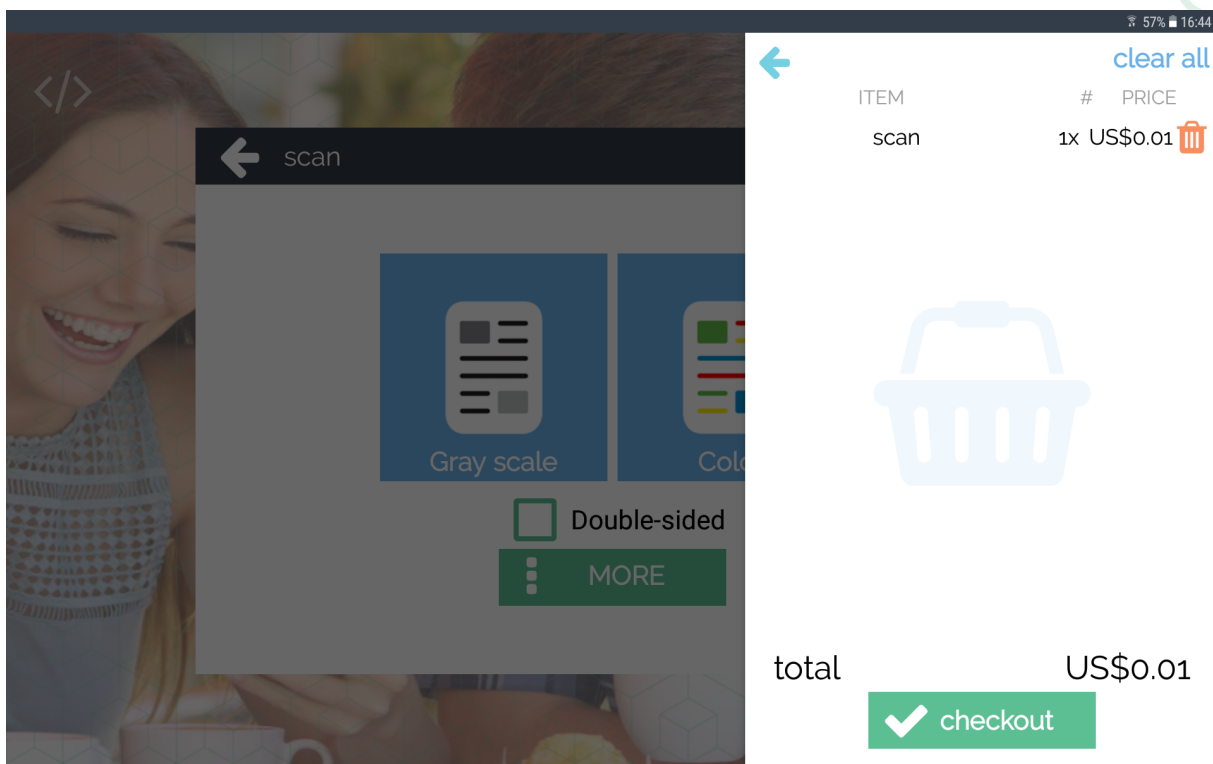
2. Put the desired document in the ADF or on the platen glass.
3. (Un)check the box to enable/disable double-sided scanning.
4. Select gray scale or color.



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



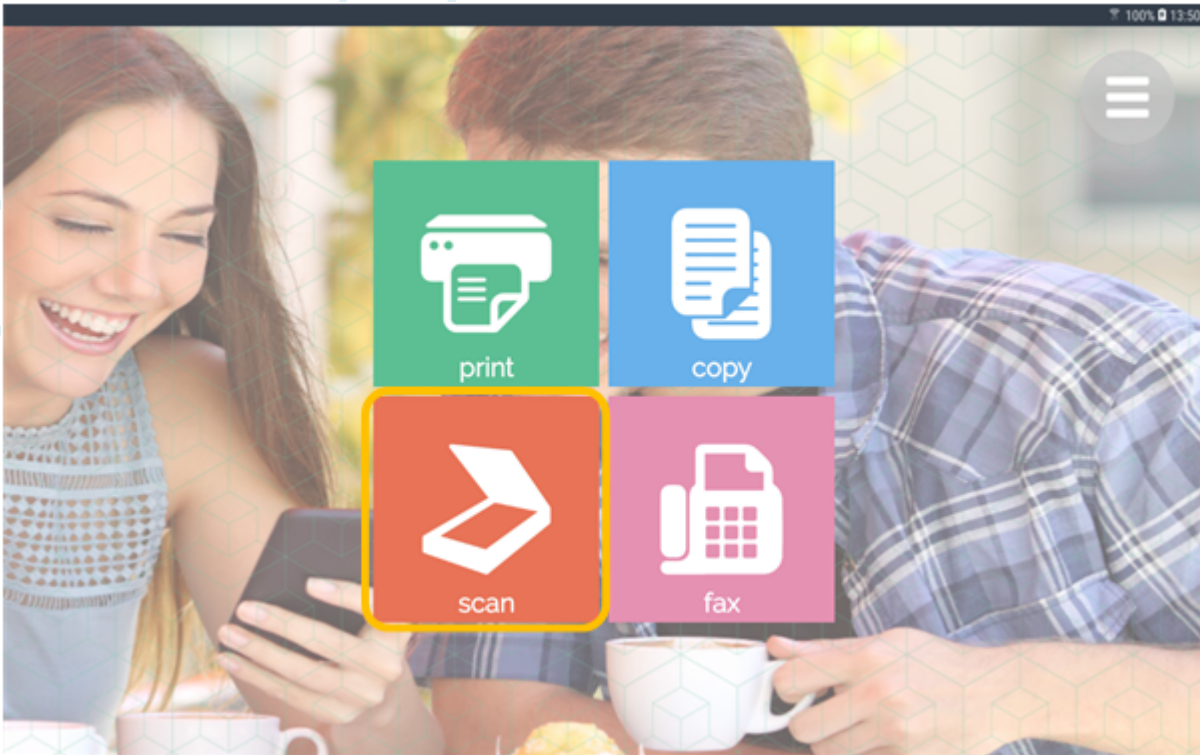
- 6. The device now starts scanning and adds the scan item to the shopping basket.
- 7. The scanned document is send to it's destination when payment has succeeded.



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

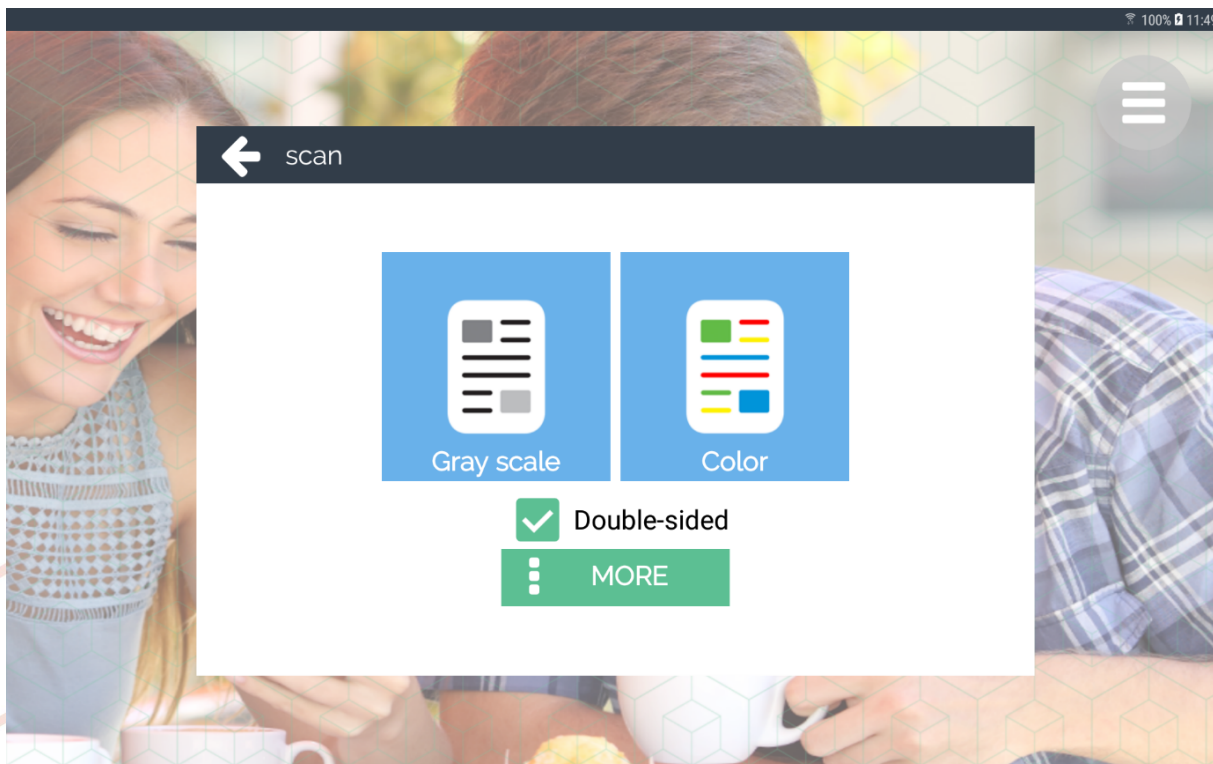
Advanced Scan

1. Select scan on the home screen.

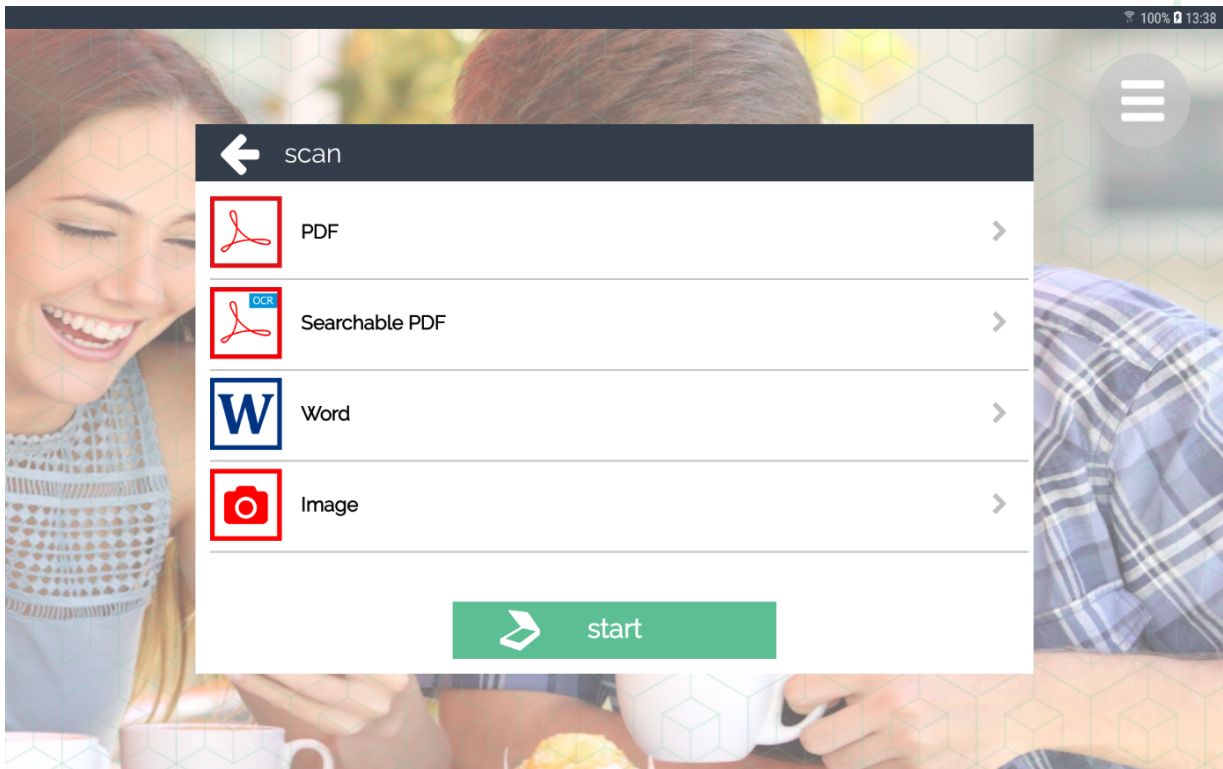
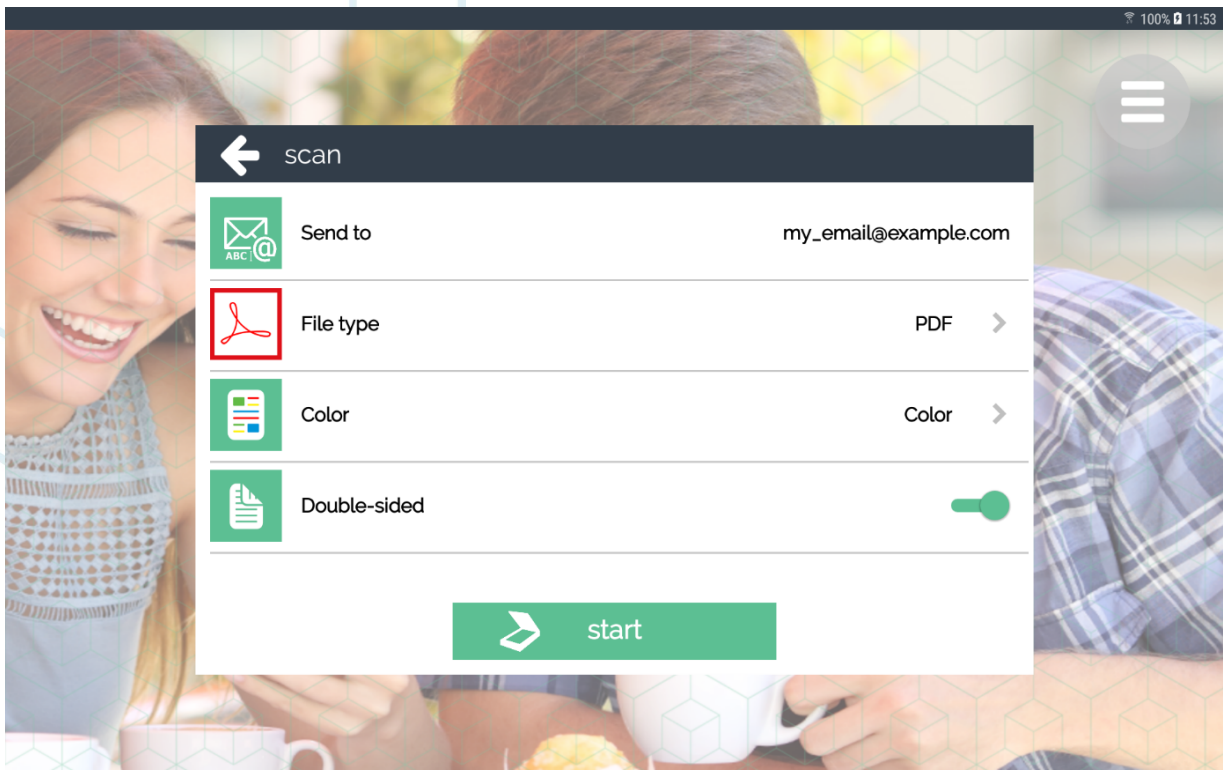


2. Put the desired document in the ADF or on the platen glass.
3. (Un)check the box to enable/disable double-sided scanning.
4. Select gray scale or color.

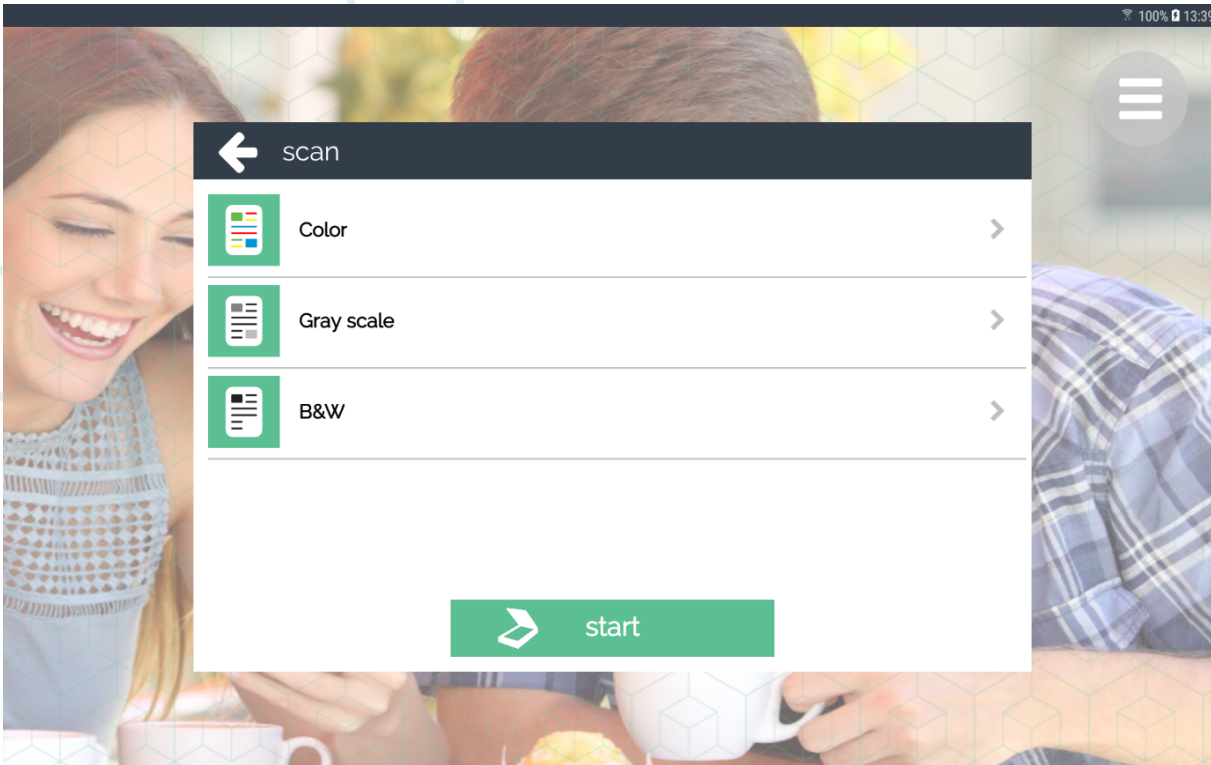
 **Note:** The Advanced Scan options are available after clicking MORE.



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.



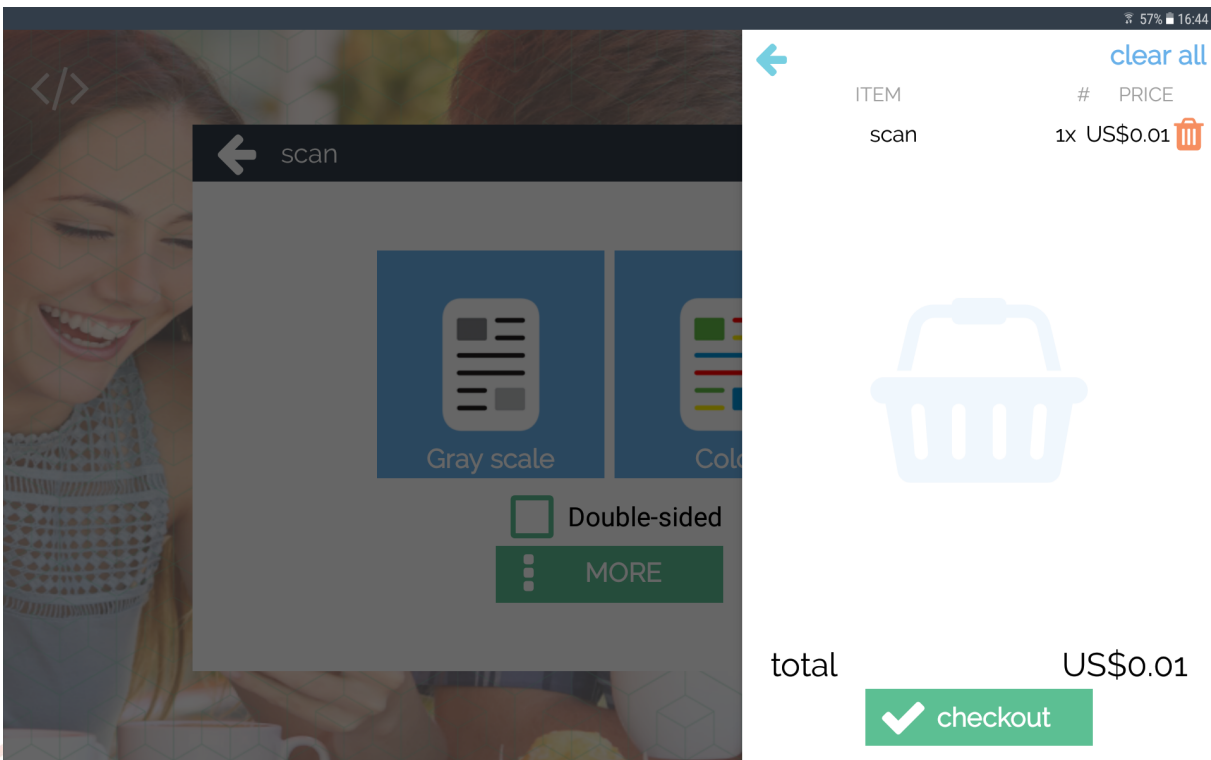
7. Select the Color mode (Color, Gray scale or (B&W)).



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.



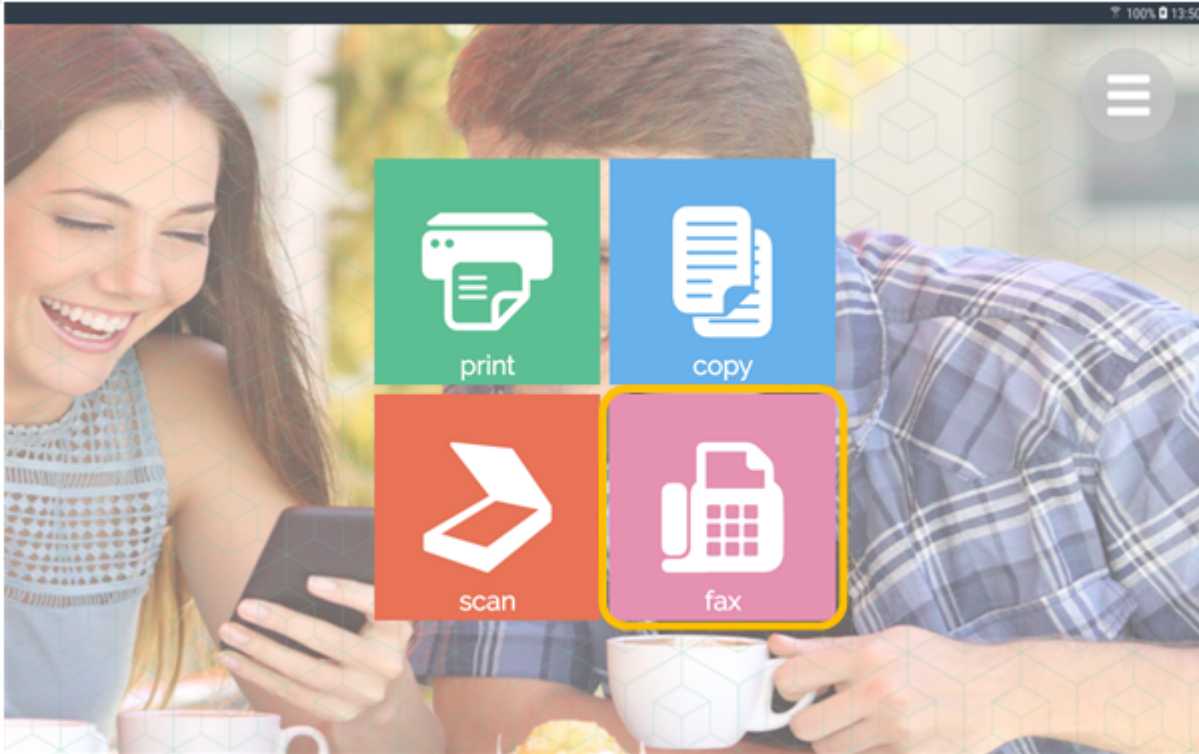
11. Either go back to copy, print, scan or fax another document or press 'checkout' to pay for the documents shown.

Fax

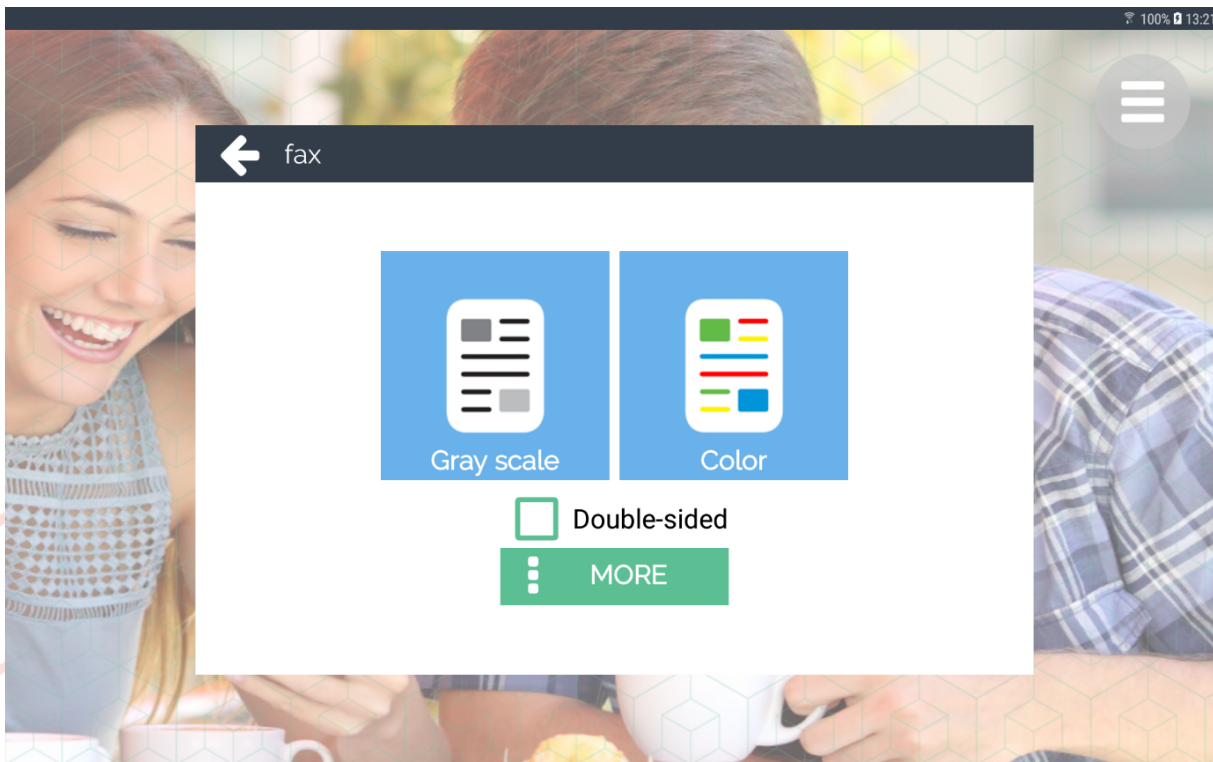
Fax works practically the same as normal scanning. The only difference is the destination where the scanned document is being sent: a fax machine instead of an email address.

Simple fax

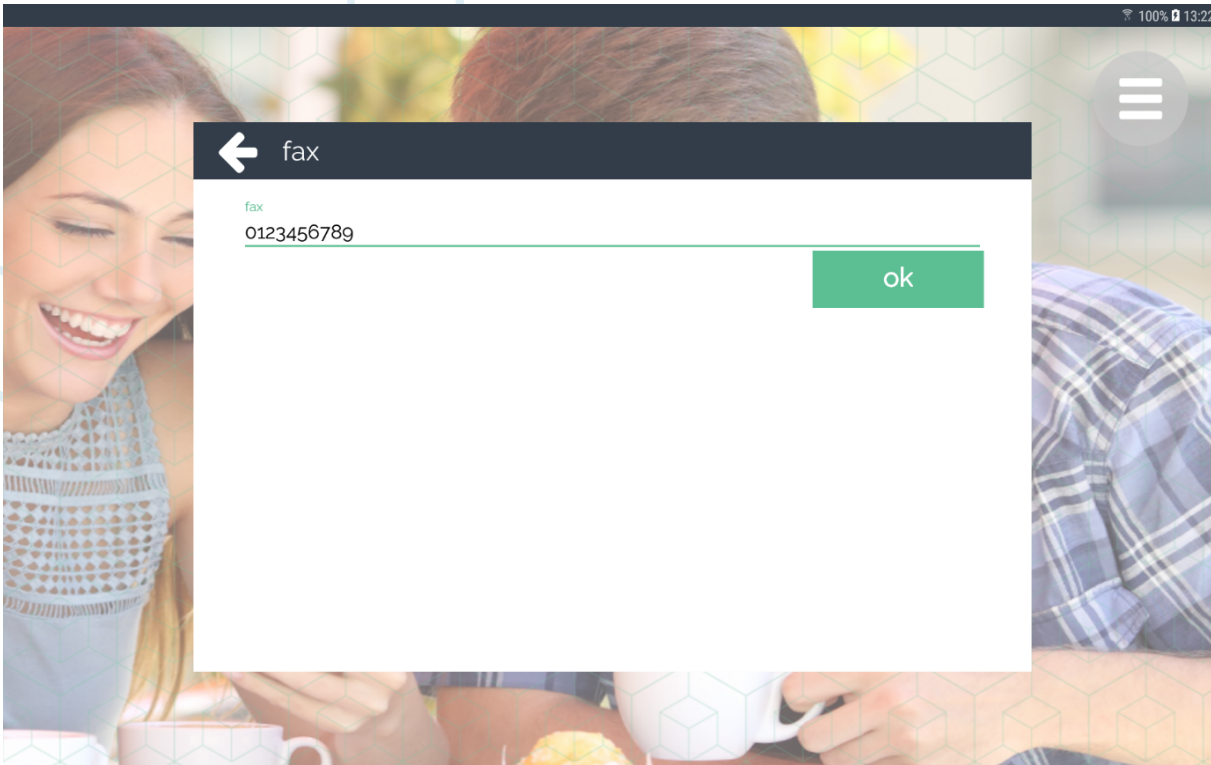
1. Select fax on the home screen.



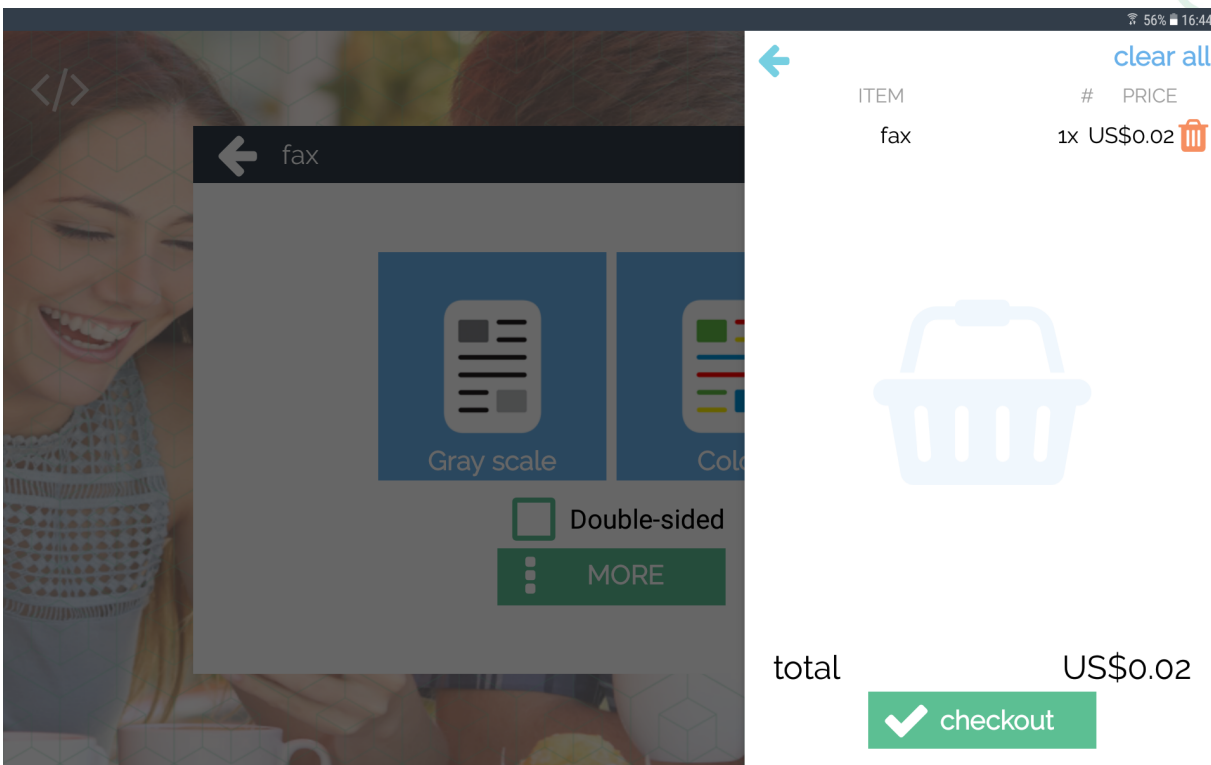
2. (Un)check the box to enable/disable double-sided scanning.
3. Select gray scale or color.



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



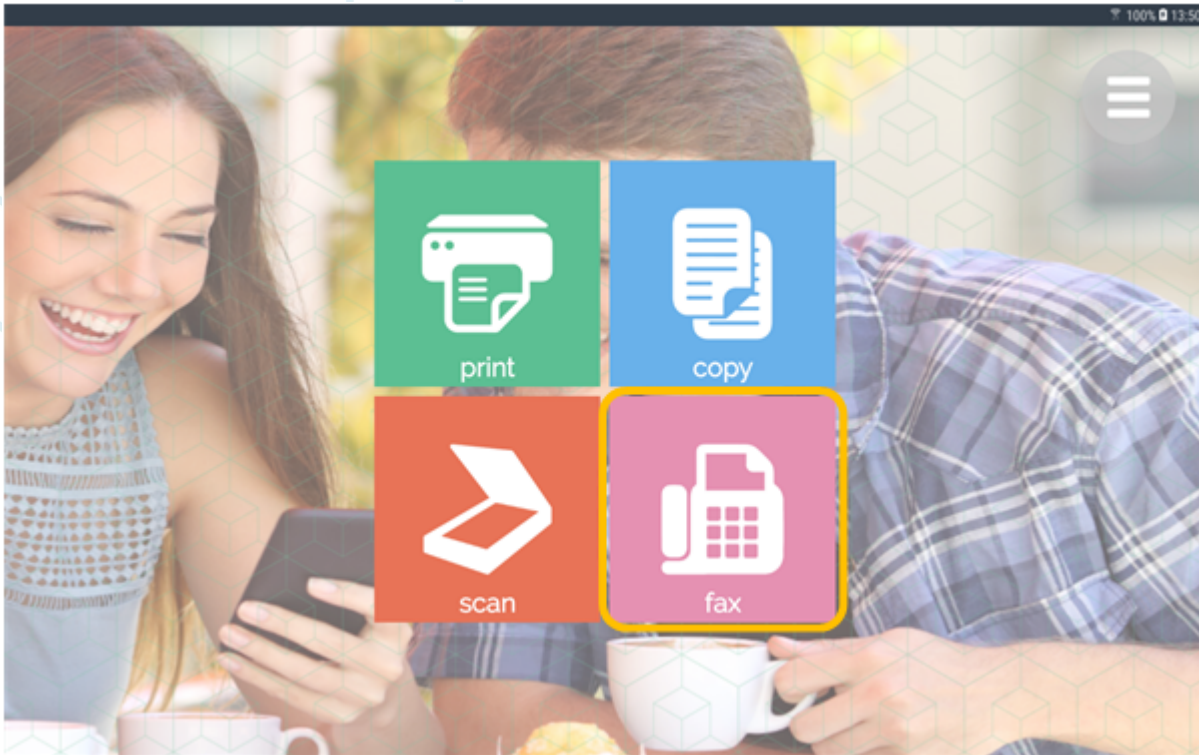
- 5. The device now starts scanning and adds the fax item to the shopping basket.
- 6. The scanned document is faxed when payment has succeeded.



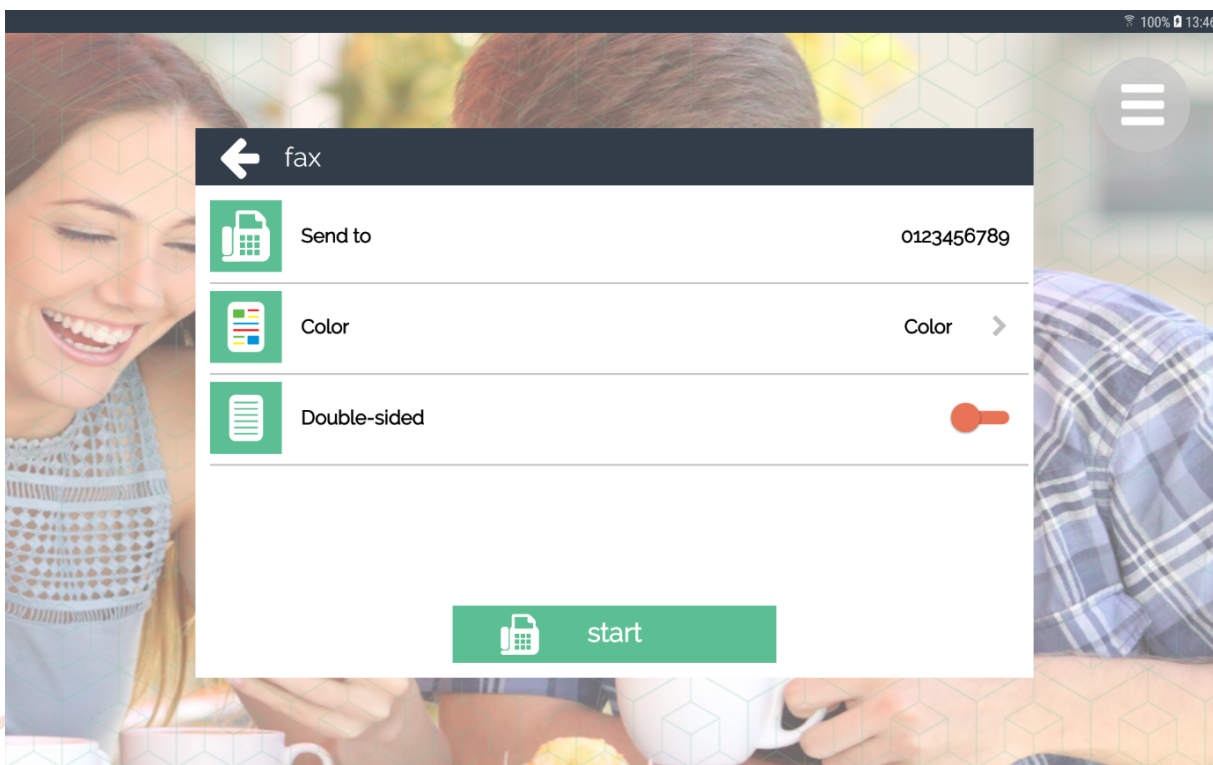
7. Either go back to copy, print, scan or fax another document or press 'checkout' to pay for the documents shown.

Advanced fax

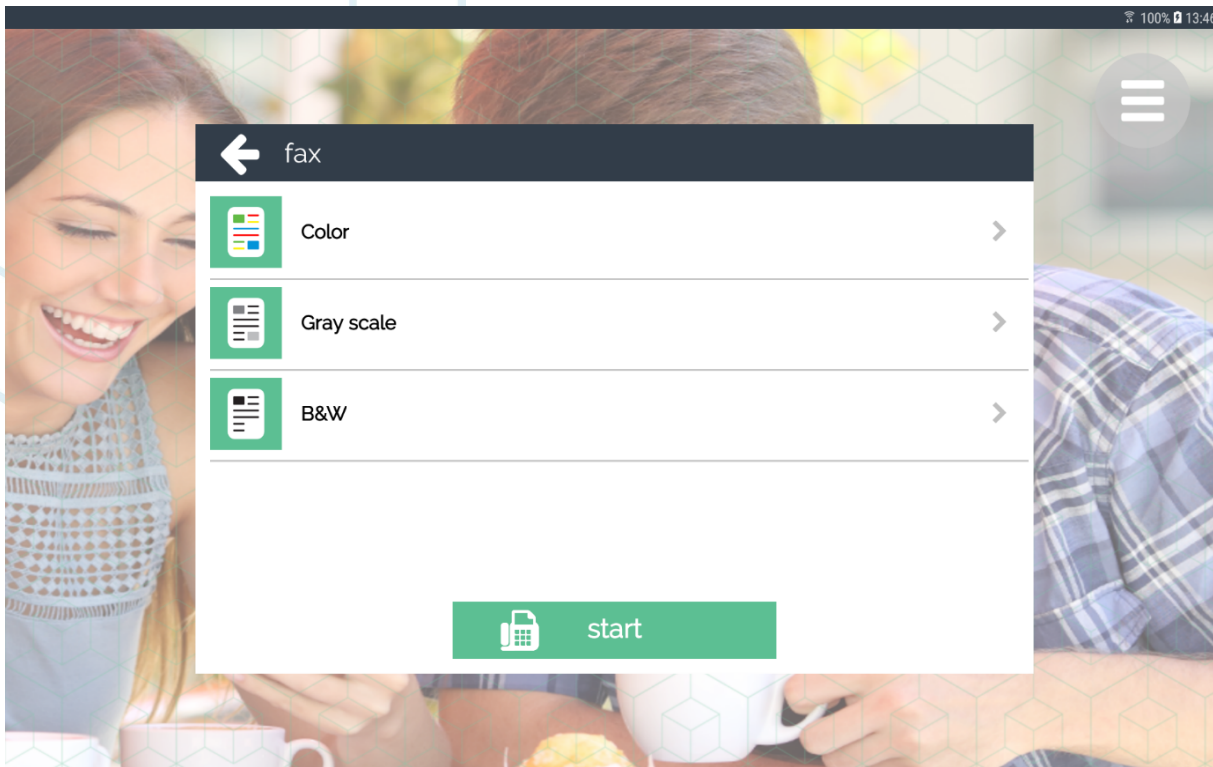
1. Select fax on the home screen.



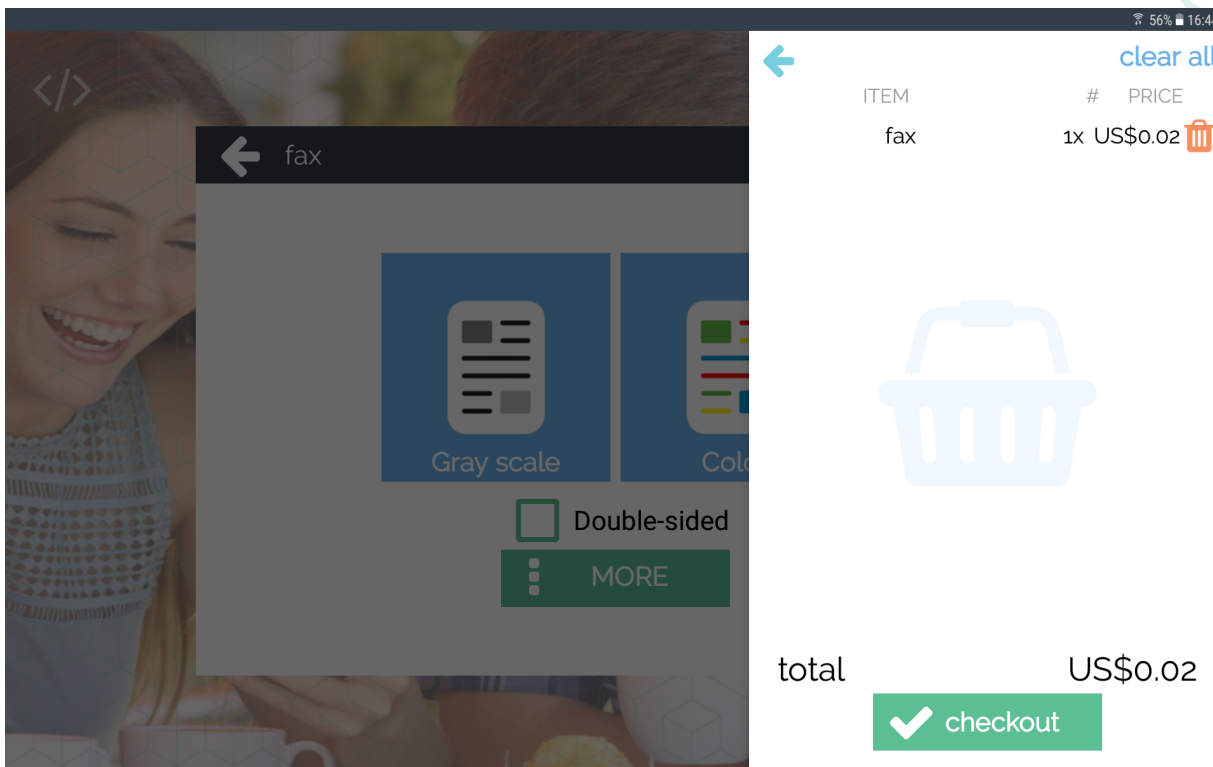
2. Click MORE to change the color mode to Black & White in Advanced Fax.
3. Enter the fax number under 'Send to'.



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 sent to the fax machine when payment has succeeded.

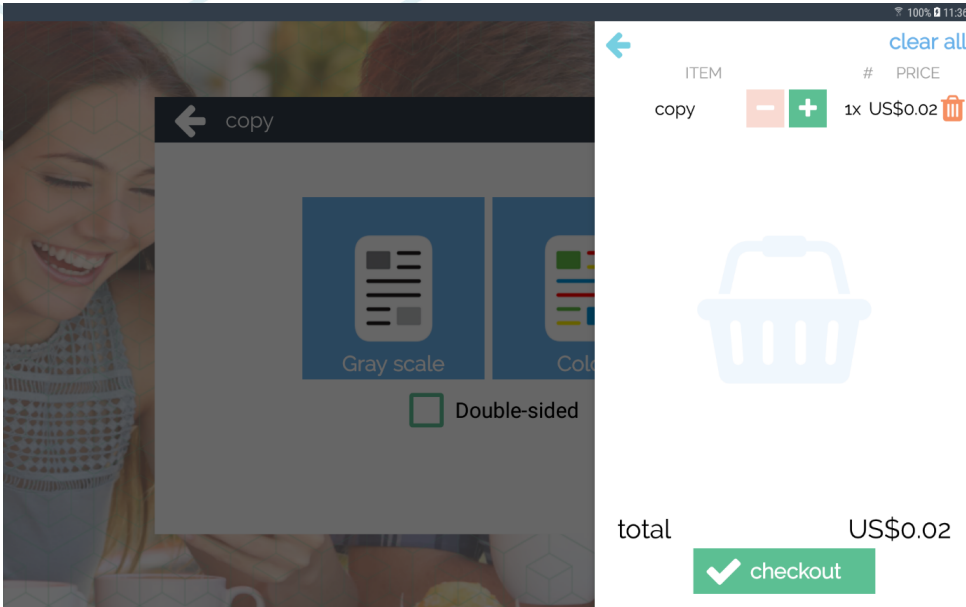


7. Either go back to copy, print, scan or fax another document or press 'checkout' to pay for the documents shown.

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.

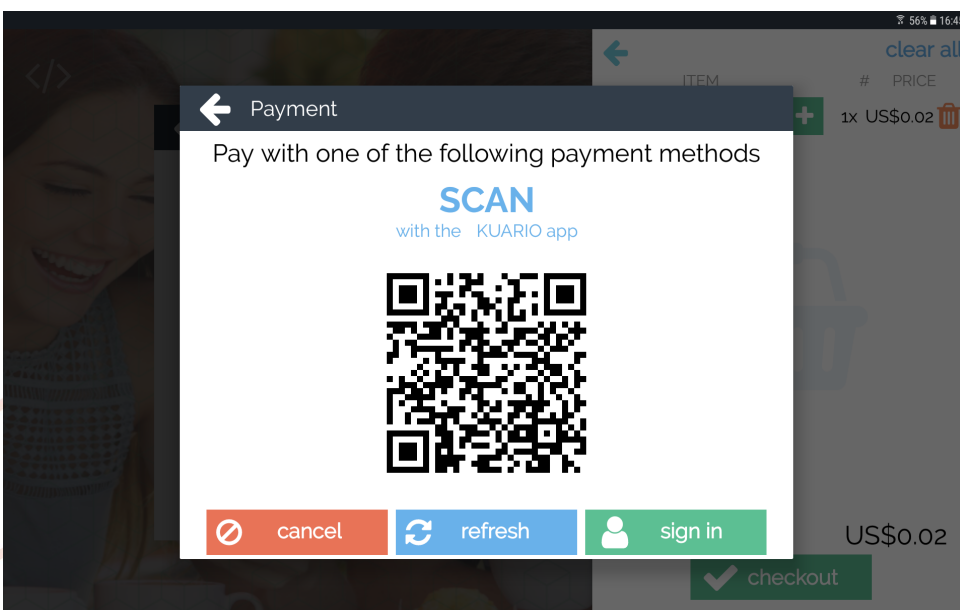


There are a couple of options for the user to fulfil payment:

- 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.

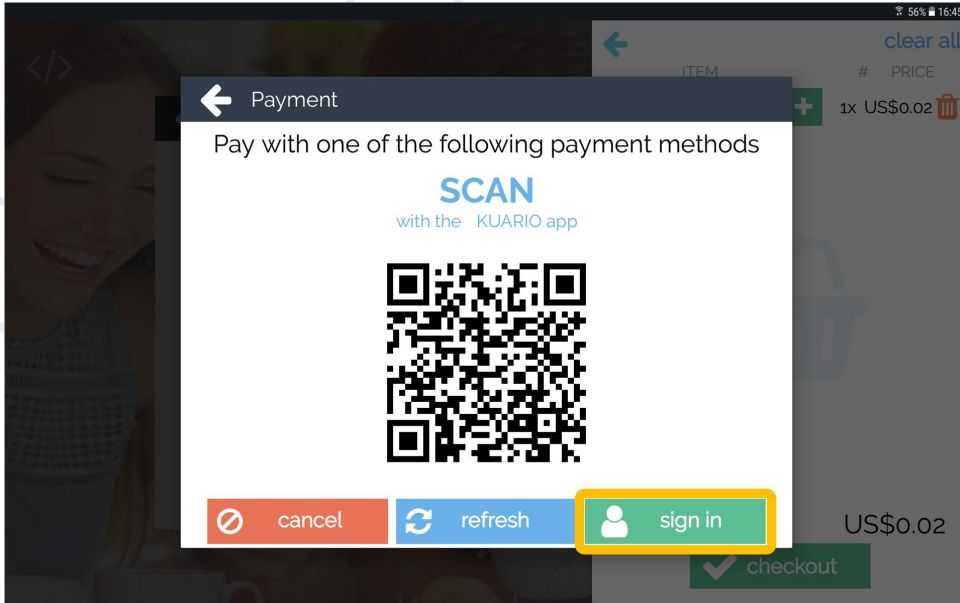
KUARIO App Payment (with QR code)

1. Scan the QR code, continue payment on the [KUARIO app](#)^[5].

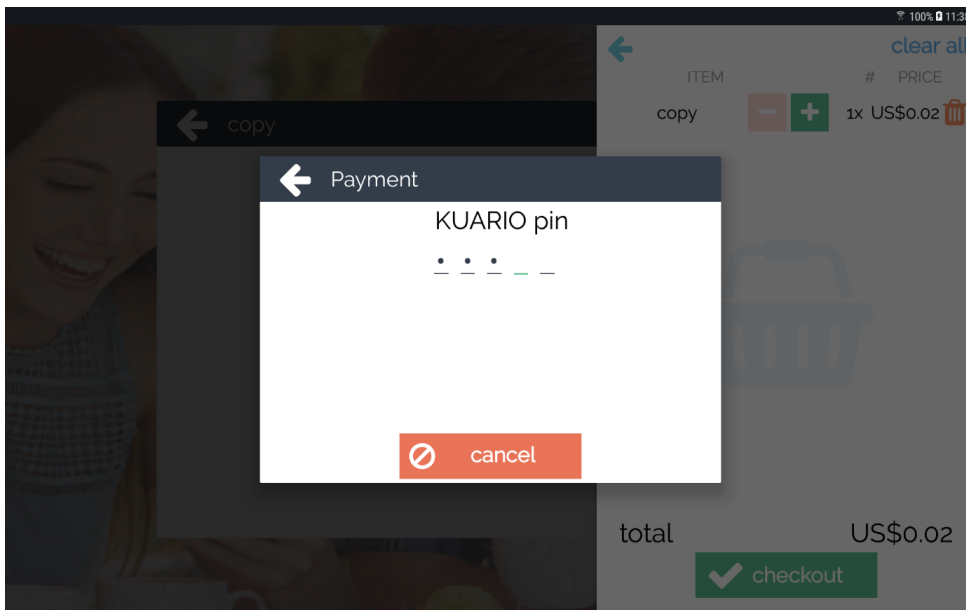


KUARIO MFP Kiosk Payment

1. Log in to your [KUARIO account](#) ⁵⁷




2. A user may have a Transaction pin setting. In that case, the [KUARIO MFP Kiosk](#) ⁵⁷ 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](#) ⁵⁷.

KUARIO Pay Box Payment

1. Pay the amount due via the [KUARIO Pay Box](#)^[6], either with cash in coin, or credit / debit card.

 **Note:** If the user does not have a [KUARIO account](#)^[5], it is still possible to fulfill the payment when a [KUARIO Pay Box](#)^[6] is linked to the same [Outlet](#)^[5] as the Kiosk.

Refund

Although the [KUARIO MFP Kiosk](#)^[5] 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](#)^[5] 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](#)^[6], 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:** Time/Date issue - Error message: There is time mismatch between the Device and Client

🏠 **Scope:** All Devices with incorrect time and date

📋 **Resolution:**

A - Set the time and date settings to their correct values.

- 1) Go to the 'Properties' tab
- 2) Go to 'General Setup -> Date and Time' and the left menu bar.
- 3) Set the time zone and current date and time correctly.
- 4) Retry the installation.

The screenshot shows the Xerox AltaLink C8035 web interface. The top navigation bar includes Home, Jobs, Print, Scan, Address Book, Properties, and Support. The left sidebar contains a search bar and a menu with categories like Fleet Orchestrator, General Setup, and Security. The main content area is titled 'Date and Time' and includes sections for Setup, Date and Time Setup, Date & Time, Format, Time Zone, and a world map. The 'Date and Time Setup' section shows 'Manual (NTP Disabled)' selected. The 'Date & Time' section shows the date set to 15/12/2020 and time to 10:31. The 'Format' section has 'DDMM/YYYY' selected. The 'Time Zone' section shows '(GMT +01:00) Amsterdam, Berlin, Rome, Stockholm, Vienna' selected. A note states 'Changes to this setting will require a Reboot.' and another note says 'Device will adjust for Daylight Savings Time.' An 'Apply' button is at the bottom right.

🗨️ **Prognosis:** Installation failure cannot be solved by this troubleshooting guide

🏠 **Scope:** All

📋 **Resolution:**

B - 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.

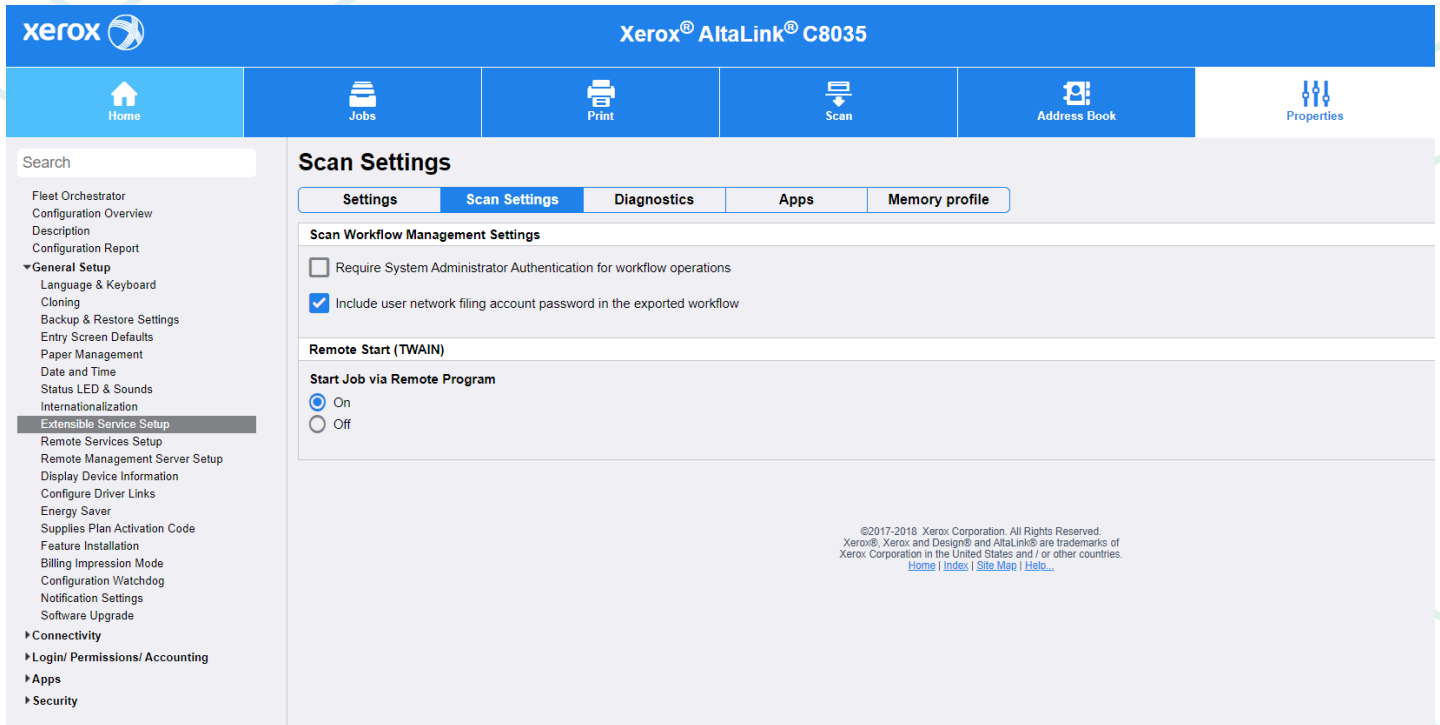
📋 **Resolution:**

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): Jobs cannot be started.**
-  **Prognosis: Time/Date issue - Error message: Failed to process file**
-  **Scope: All Devices with incorrect settings**
-  **Resolution:**

- C - Xerox must allow to 'start job via remote program', set 'start job via remote program' option
- 1) Go to the 'Properties' tab
 - 2) Go to 'General Setup -> Extensible Service Setup' and the left menu bar.
 - 3) Go to the 'Scan Settings' tab.
 - 4) Set the 'Start Job via Remote Program' option under 'Remote Start (TWAIN)' to 'On'.
 - 5) Retry the installation.



The screenshot displays the Xerox AltaLink C8035 web interface. At the top, there is a blue header with the Xerox logo and the model name. Below the header is a navigation bar with icons for Home, Jobs, Print, Scan, Address Book, and Properties. The main content area is titled 'Scan Settings' and includes a search bar and a list of settings categories: Settings, Scan Settings (selected), Diagnostics, Apps, and Memory profile. Under 'Scan Workflow Management Settings', there are two checkboxes: 'Require System Administrator Authentication for workflow operations' (unchecked) and 'Include user network filing account password in the exported workflow' (checked). Under 'Remote Start (TWAIN)', there is a section for 'Start Job via Remote Program' with two radio buttons: 'On' (selected) and 'Off'.

-  **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](#)^[5]. After creation of a [Site](#)^[5], it's not possible to change the default currency of the [Site](#)^[5] (or any Kiosks belonging to that [Site](#)^[5]).

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/>

Sign in / Sign Out

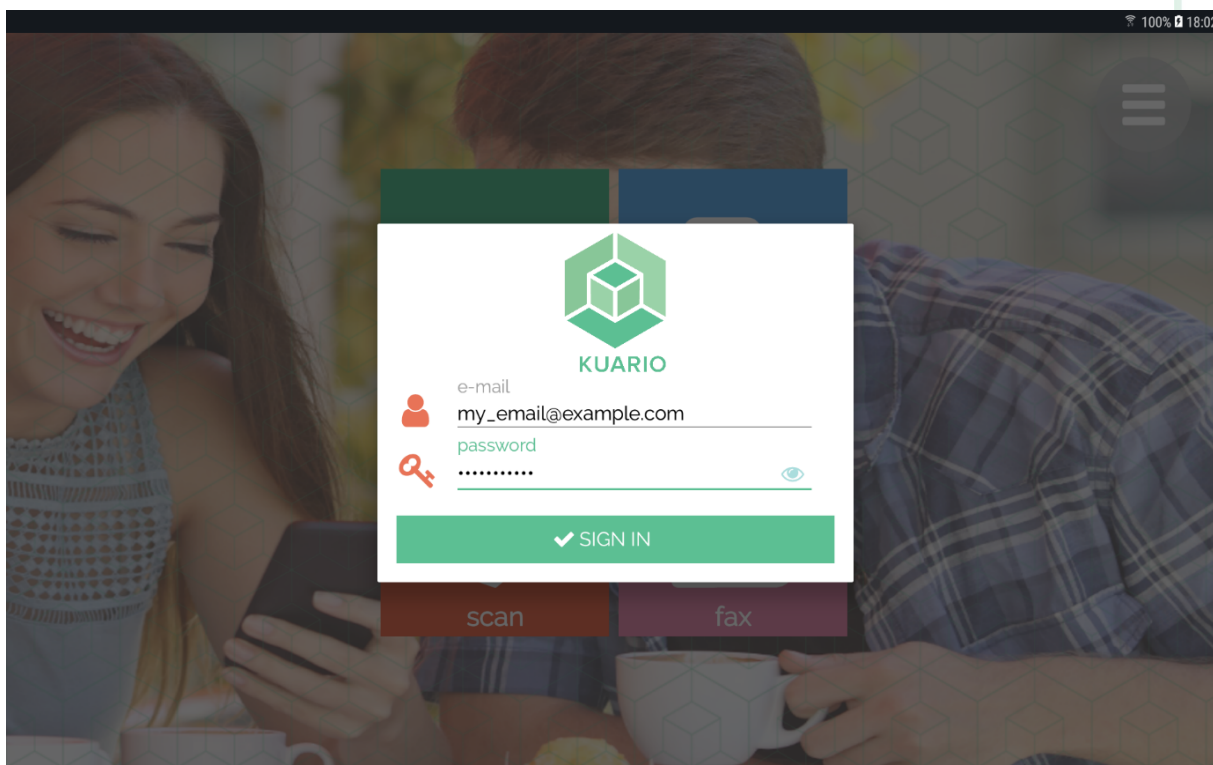
Sign in / Sign Out

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.



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.

