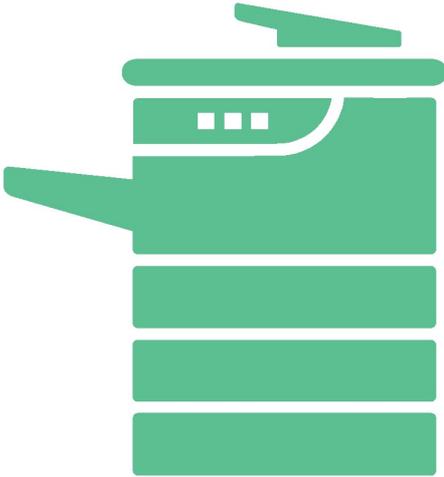




KUARIO



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Uitgever

KUARIO B.V.

Productie

KUARIO B.V.

Inhoudsopgave

Hardware Connections

4

Installation

5

Certified Devices

7

Troubleshooting

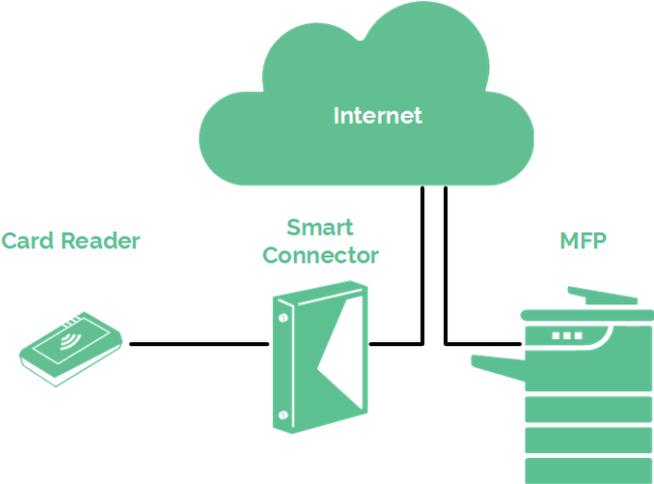
8

Notes

10

Hardware Connections

Hardware Connections



Please make sure that the card reader is connected to the Smart Connector (not to the MFP directly) and that the Smart connector and the MFP both are connected to the Internet.

Installation

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.

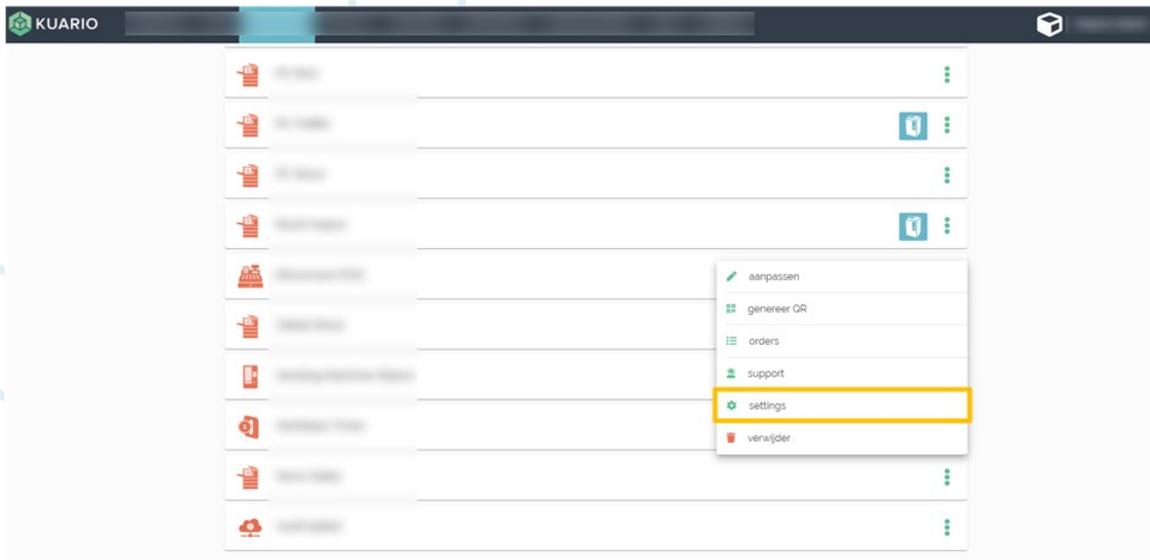
▶ Set outlet settings in manager

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

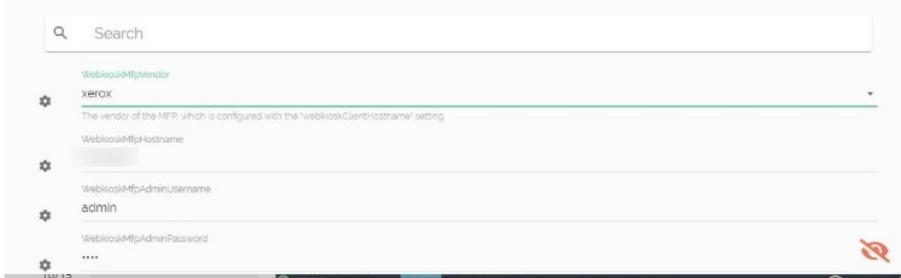
Make sure you have the following:

- 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.

Certified Devices

Certified Devices

The devices in this list are tested and found capable of running our software.

Xerox

Xerox® VersaLink® C405/C505/C605 Color Multifunction Printer
Xerox® VersaLink® B405/B605 B615 Multifunction Printer
Xerox® VersaLink® B7025/B7030/B7035 Multifunction Printer
Xerox® VersaLink® C7000/C7020/C7025/C7030 Color Multifunction Printer
Xerox® VersaLink® C400 Color Printer
Xerox® VersaLink® C500 Printer
Xerox® VersaLink® C600 Printer
Xerox® VersaLink® B400 Printer
Xerox® VersaLink® B600 Printer
Xerox® VersaLink® B610 Printer
Xerox® AltaLink® B8045/B8055/B8065/B8075/B8090 Multifunction Printer
Xerox® AltaLink® C8030/C8035/C8045/C8055/C8070 Color Multifunction Printer

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): KUARIO seems not correctly installed**

 **Prognosis: KUARIO installer was unable to communicate with the MFP**

 **Scope: One Device**

 **Resolution: Check for IP-address mismatch**

A - Check the IP-address of the MFP matches the IP-address that was reported to KUARIO Support as the IP-address of the MFP.

- 1) Check what the IP-address you send to KUARIO support was.
- 2) Check the actual IP-address of the MFP.
- 3) See if they match, if they don't, send KUARIO support the correct IP-address.

 **Resolution: Check for valid network connection**

B - Check the MFP can be reached via the Internet by an outside browser with the correct MFP credentials of the MFP.

- 1) Take a laptop outside of the network and try to connect to the MFP. Are you able to reach the MFP? If not there is a network problem that need to be solved by you or the site's network managers.
 - a. Check if the MFP if connected to a network wall outlet.
 - b. Check if that wall outlet is connected to the Internet.
 - c. Consult the site's network managers on why the MFP cannot be reached from outside your current site's network.

C - The credentials for the MFP may be invalid.

- 1) It is a sound policy to not use the default password for access to the MFP so double check you login name and password.
- 2) Check if you can log in with those credentials. If you can't, get hold of the correct credentials.
- 3) Check if these credentials match the credentials send to KUARIO support. If they don't send KUARIO support the correct credentials.

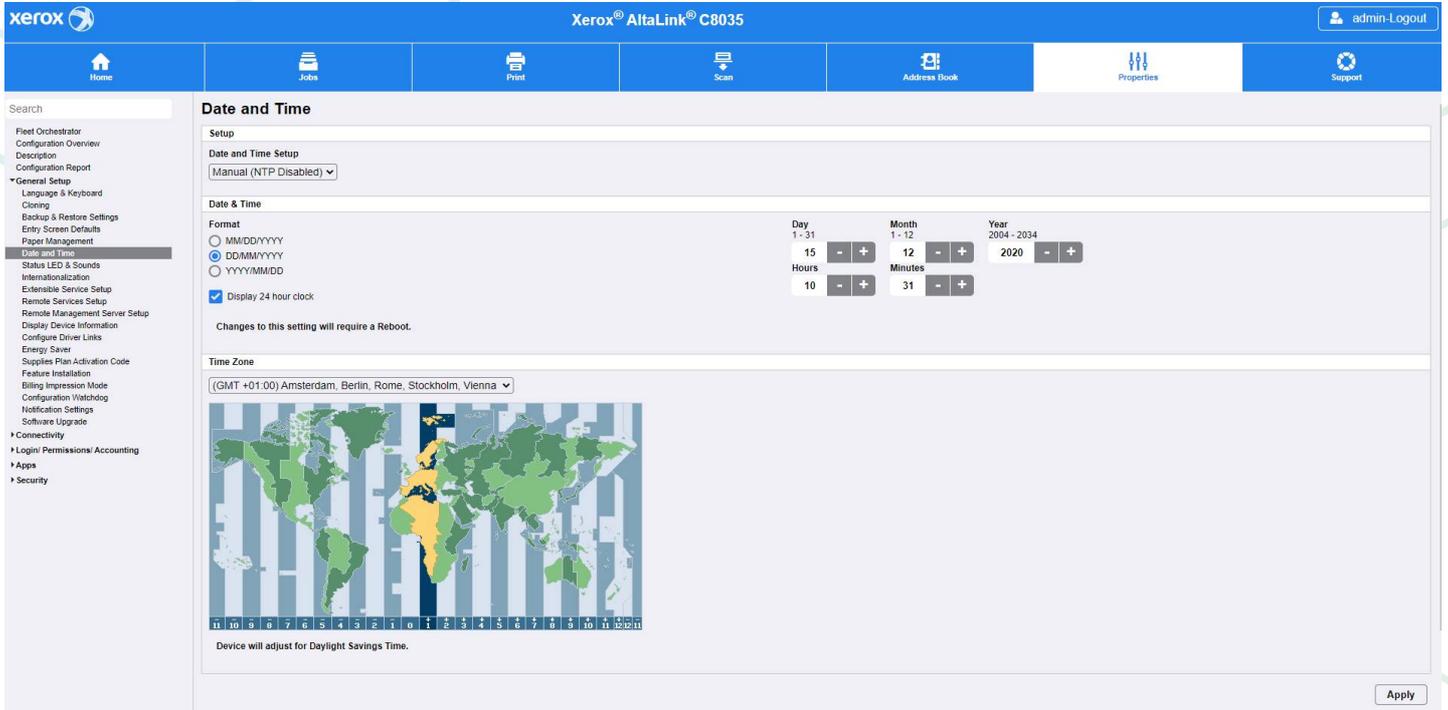
Prognosis: Installation failed because of a Time/Date mismatch

 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.



 Symptom(s): My problem is different / cannot be resolved with these instructions

 Prognosis: Your problems cannot be solved using this manual

Resolution: Contact KUARIO support

D - Please contact KUARIO Support - Email to support@KUARIO.com.

Notes

Notes

This area is meant for the reader's notes:



