

Technical Manual | KUARIO MFP Kiosk for HP

Product Version: 1.1

Version of this manual: 1.0.8

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Document Version

Document Version

Version	Date	By	Description
0.7.x	Aug 28, 2018	Wout	Concept version
1.0.0	Aug 31, 2018	Wout	First official version
1.0.1	Aug 31, 2018	Wout	Small mutations in text and images
1.0.2	Oct 24, 2018	Rick	Small mutations in text and images










? 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 ⁴ .
KUARIO Payment app	The KUARIO Payment App is the app for end users. It can be used to pay, at KUARIO Kiosks ⁴ and to view the status of your KUARIO account ⁴ . The KUARIO Payment app is to be recognized by the green KUARIO logo ⁶ .
KUARIO Account	The KUARIO account is your registration to the KUARIO platform of services. You can register your account via the KUARIO Payment app ⁴ (green logo ⁶).
MFP	Multi-Functional Printer.
Kiosk	A KUARIO Kiosk, a device that is connected to KUARIO ⁴ .
Site	A KUARIO site can be a location/environment or any group of KUARIO outlets ⁵ 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 ⁵ . This could be a service like printing an A4 document, or a pure physical item like a candy bar.

Terminology

Term	Description
KUARIO Outlet	<p>A KUARIO Outlet could be a combination of a KUARIO Kiosk^[4] and a KUARIO Pay Box^[5], a combination of a KUARIO Kiosk^[4] and a KUARIO Smart Connector or just a single MFP.</p> <p>The KUARIO Outlet delivers the products to the end-user and if configured as such, might handle payment for that product.</p>
KUARIO Outlet group	A KUARIO outlet group is a group of outlets ^[5] and is used for reporting purposes only.
Site Manager	A KUARIO site manager is the person that is responsible for managing a KUARIO Site ^[4] . The site manager can change prices, settings and add products. The site manager is also the person that assigns field service engineers.
Field Service Engineer	<p>A person, appointed to by a Site Manager^[5], with KUARIO Service rights. A KUARIO Field Service Engineer can service KUARIO Outlets^[5] and create KUARIO Kiosks^[4], by connecting self-service devices to the KUARIO cloud, as well as connecting KUARIO Pay Boxes^[5] to these devices, both done with the KUARIO Service app^[5].</p> <p>The KUARIO Service app^[5] is to be recognized by the orange / red KUARIO Logo^[6].</p>
KUARIO Service app	<p>Trough the KUARIO Service app a KUARIO Field Service Engineer^[5] is able to connect the automated self-service machines, making them KUARIO Kiosks^[4] and link the KUARIO Pay Boxes^[5] to them in a quick & easy way.</p> <p>The KUARIO Service app is to be recognized by the orange / red KUARIO logo^[6].</p>
KUARIO Pay Box	<p>Via a KUARIO Pay Box users are able to pay for goods and services vended at a KUARIO Kiosk^[4].</p> <p>A KUARIO Pay Box can consist of different payment methods like coins, debit-/credit cards and mobile payment via the KUARIO Payment app^[4]. The KUARIO Pay Box is linked to the cloud.</p>

Terminology

Term	Description						
KUARIO Logo	<p data-bbox="474 258 1097 288">This is the KUARIO logo, in the 3 most used colours:</p> <table border="1" data-bbox="474 320 1612 655"><tbody><tr><td data-bbox="474 320 853 655"></td><td data-bbox="862 320 1240 655"></td><td data-bbox="1249 320 1612 655"></td></tr><tr><td data-bbox="474 659 853 689">Green - KUARIO Payment app</td><td data-bbox="862 659 1240 689">Orange / Red - KUARIO Service App</td><td data-bbox="1249 659 1612 689">Blue - Other Apps</td></tr></tbody></table>				Green - KUARIO Payment app	Orange / Red - KUARIO Service App	Blue - Other Apps
							
Green - KUARIO Payment app	Orange / Red - KUARIO Service App	Blue - Other Apps					

➔ 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 Payment app.

- A *.hpk 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.

System requirements

The [KUARIO MFP Kiosk app](#) is only supported on models that support the JetAdvantage Link SDK.

- Minimal Future Smart Bundle: 4.6.2.1.
- 'Device Administrator' rights.
- One of the following models (last updated: August 27th).

HP Supported Models			
HP Color LaserJet Flow E77822	HP Color LaserJet MFP E72525	HP Color LaserJet Flow MFP E72525	HP PageWide Color Flow E77650
HP Color LaserJet Flow E77825	HP Color LaserJet MFP E72530	HP Color LaserJet Flow MFP E72530	HP PageWide Color Flow E77660
HP Color LaserJet Flow E77830	HP Color LaserJet MFP E72535	HP Color LaserJet Flow MFP E72535	HP PageWide Color Flow MFP 785
HP Color LaserJet Flow E87640	HP Color LaserJet MFP E82540	HP Color LaserJet Flow MFP E82540	HP PageWide Color MFP 780
HP Color LaserJet Flow E87650	HP Color LaserJet MFP E2550	HP Color LaserJet Flow MFP E82550	HP PageWide Color MFP E77650
HP Color LaserJet Flow E87660	HP Color LaserJet MFP E2560	HP Color LaserJet Flow MFP E82560	HP PageWide Color MFP E77660

Port 443 must be open on your network for all KUARIO traffic on HTTPS and WSS.

- Access to <https://api.KUARIO.com>

KUARIO User

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

i Note: Download the [KUARIO Payment app](#) on your smart phone at the App Store or Google Play.

Installation

Installation

To install the [KUARIO MFP Kiosk app](#)⁴⁾, please perform the following steps.



Installation

App Gallery

1. On the HP Print device, select App Gallery.
2. Log in as 'Device Administrator'.
3. Browse to the KUARIO MFP Kiosk.
4. Click install.

HPK tool

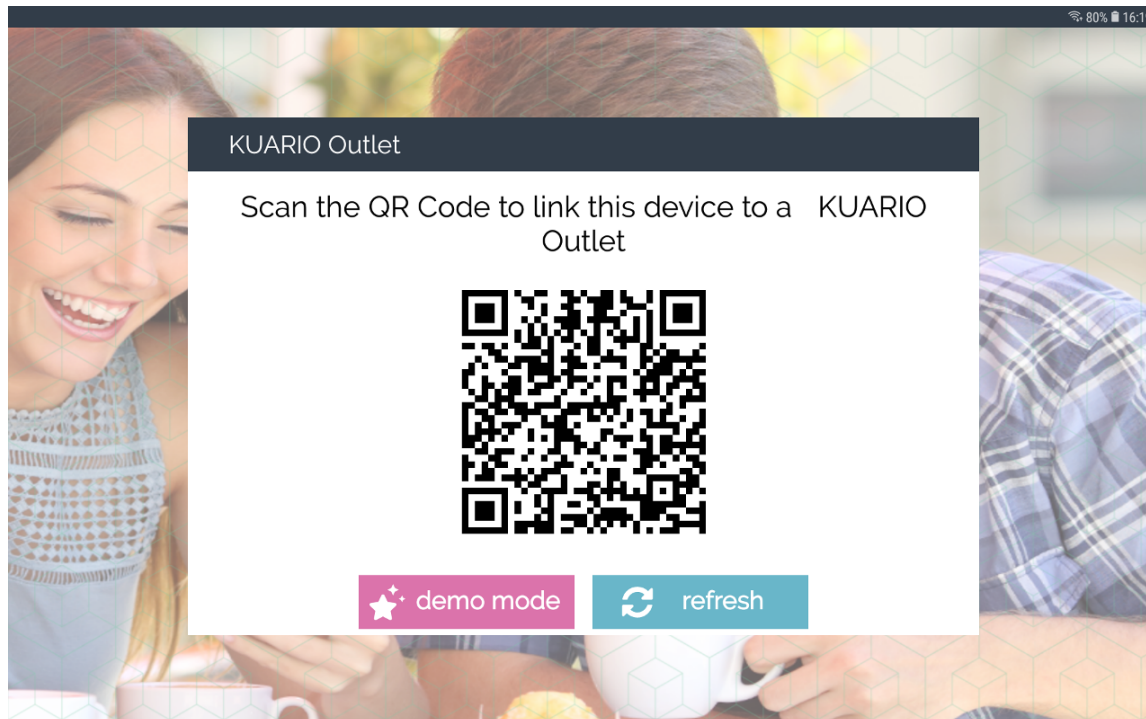
1. Open the HPK Tool.
2. Select Actions -> Install/Uninstall .hpk.
3. Select the KUARIO MFP Kiosk *.hpk file.
4. In the 'Host' field, fill in the IP address of the HP printer.
5. Fill in the admin password.
6. Click 'Install'.

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 [KUARIO Service app](#). When linking the [KUARIO Kiosk](#) to an [Outlet](#) type, please make sure to select the MFP Outlet type. For more information about the [Service app](#), please refer to the Service 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.

i 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](#) at info@KUARIO.com.



Configuration

⚙️ 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.

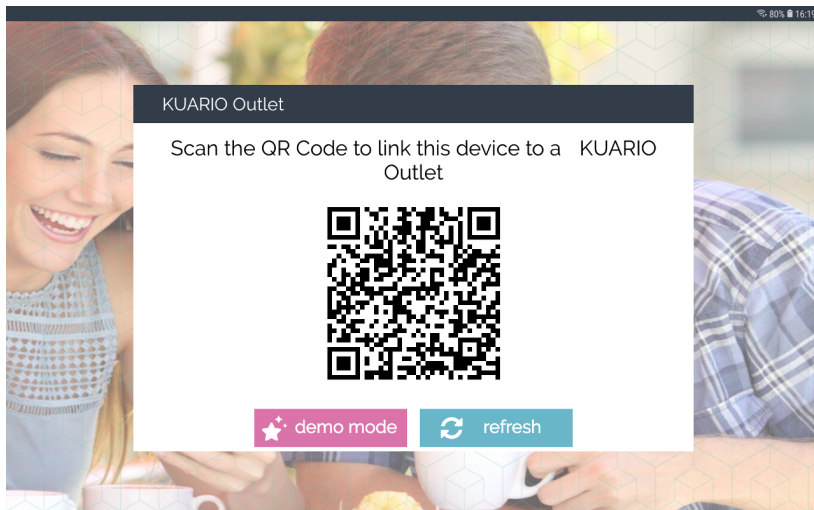
i Note: The funds spent for items bought in Demo Mode are not paid out. For the latest Terms & Conditions, please visit:

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

⚙️ Entering Demo Mode

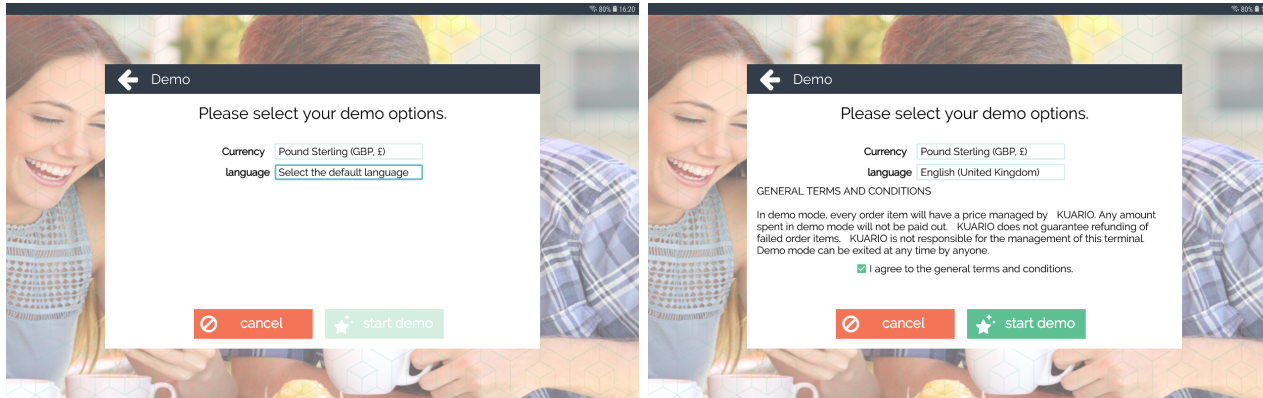
To enter Demo Mode on a new KUARIO Kiosk terminal, start the KUARIO Kiosk application.

- 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.

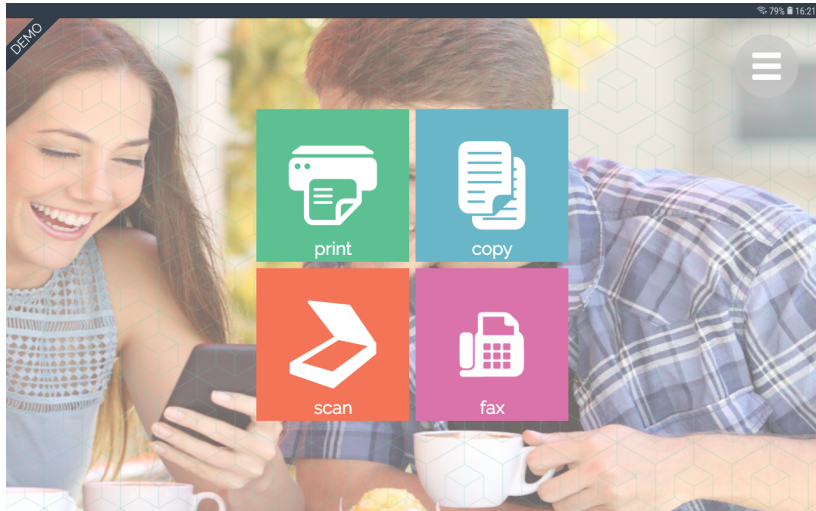
Configuration



- 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.

Configuration

The KUARIO Kiosk will now be restarted in Demo Mode.



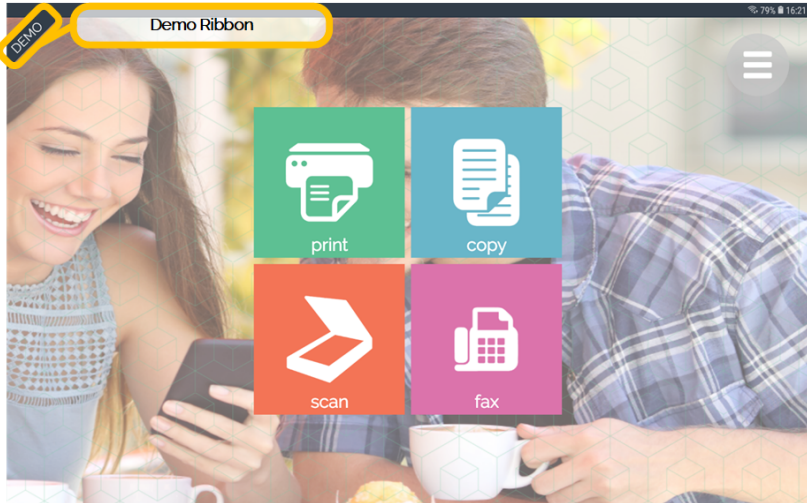
i Note: If the 'Demo Mode'-button is disabled, then the 'Demo Mode' is unavailable at this time. Please try again later.

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.

Configuration

⚙️ Exiting Demo Mode

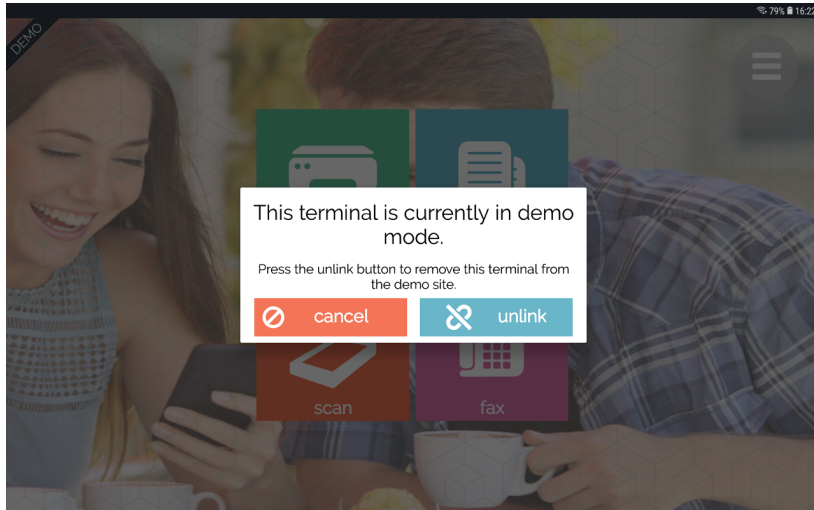
When the device is in Demo Mode, a DEMO ribbon is shown in the top left corner.



To exit Demo Mode:

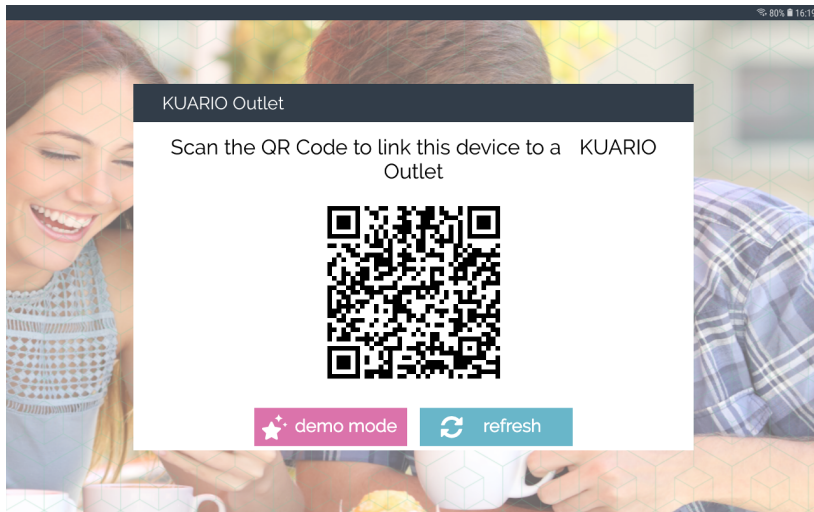
- Press and hold the DEMO ribbon.
- A dialog is shown.

Configuration



- 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:

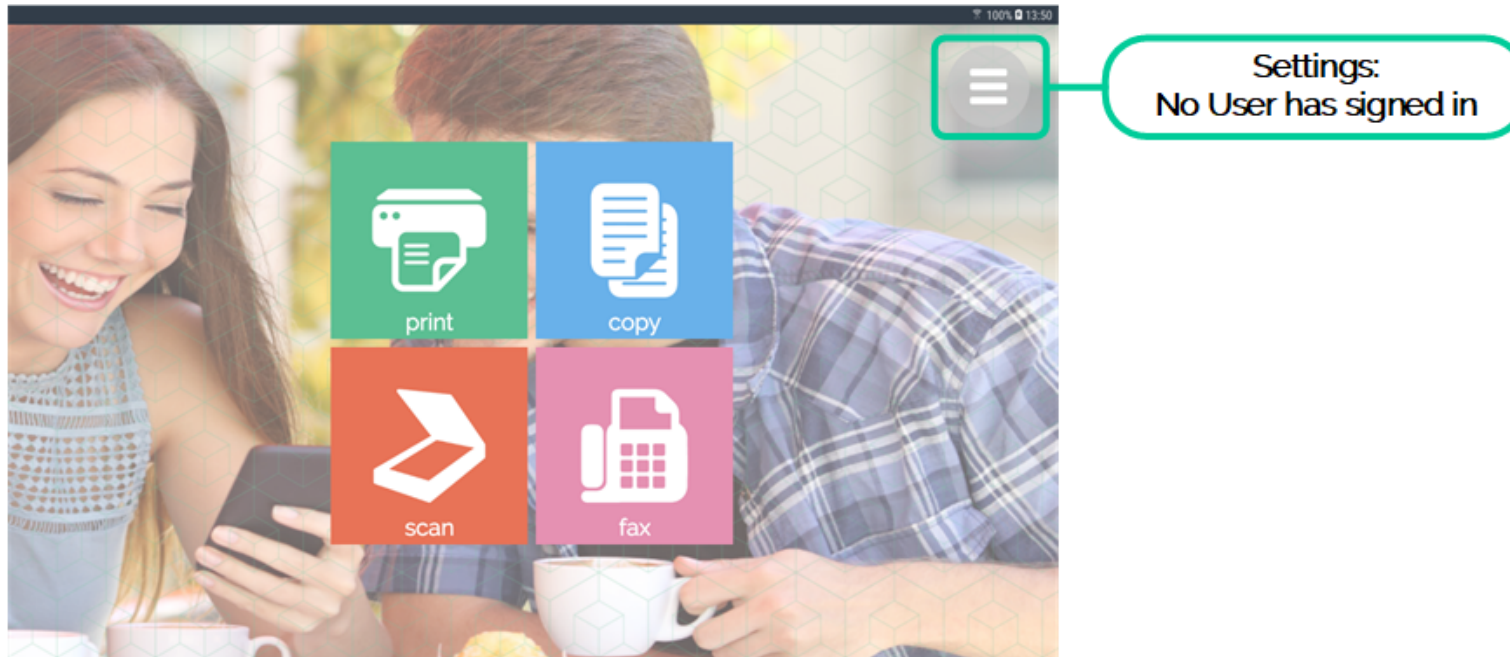
1. A user orders any combination of print/copy/scan/fax items.
2. These items are placed in the shopping basket.
3. When a user is done adding items, the user can proceed to checkout.
4. The user can pay for the items, using the [KUARIO Payment app](#)^[4].
5. The items are now being processed by the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

User Interface

Home screen

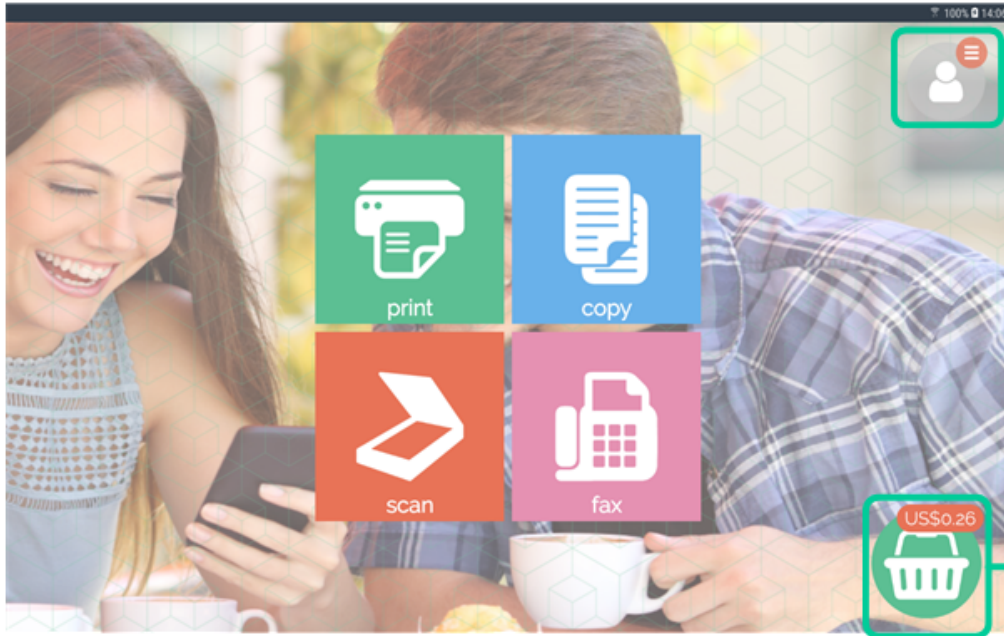
On the Home screen, the main 4 options are shown: Print, copy, scan and fax. In the top right corner there's also a Menu button shown.

i 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.

User Interface



Settings:
User is signed in

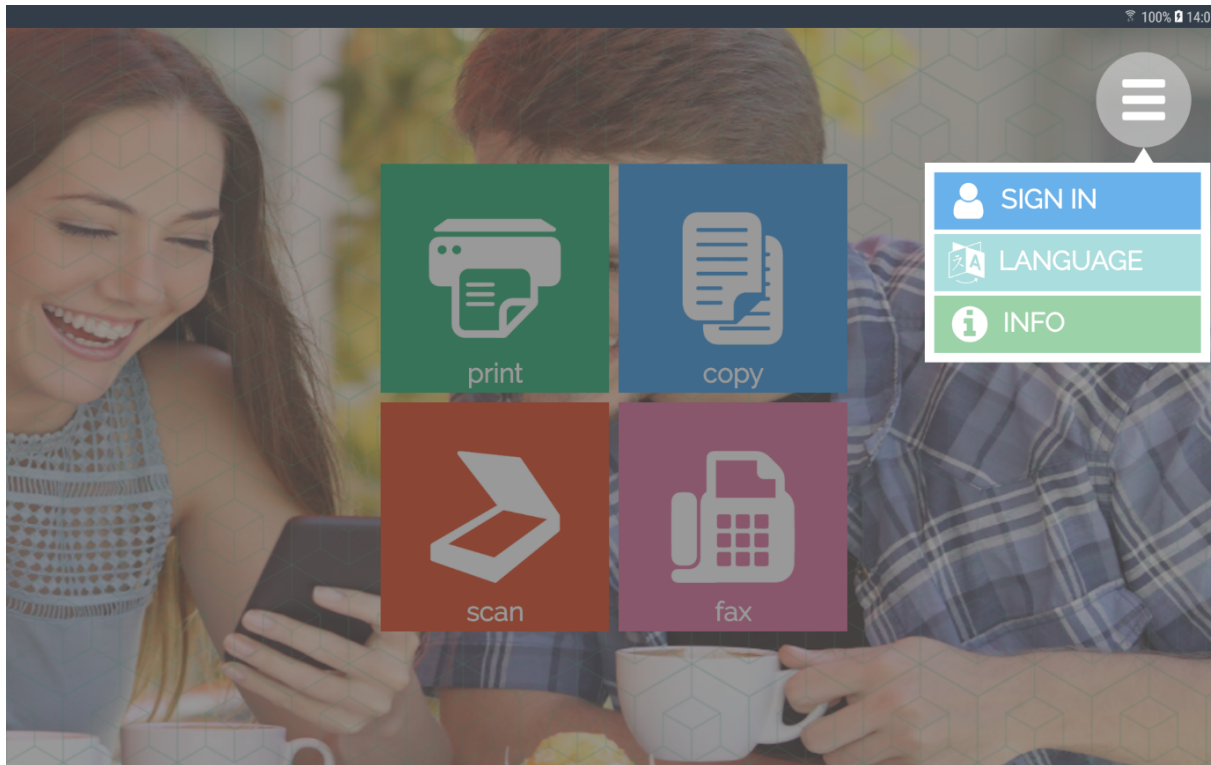
Shopping Basket:
Has US \$ 0.26 worth of items

User Interface

Menu

From the Menu the following options are available:

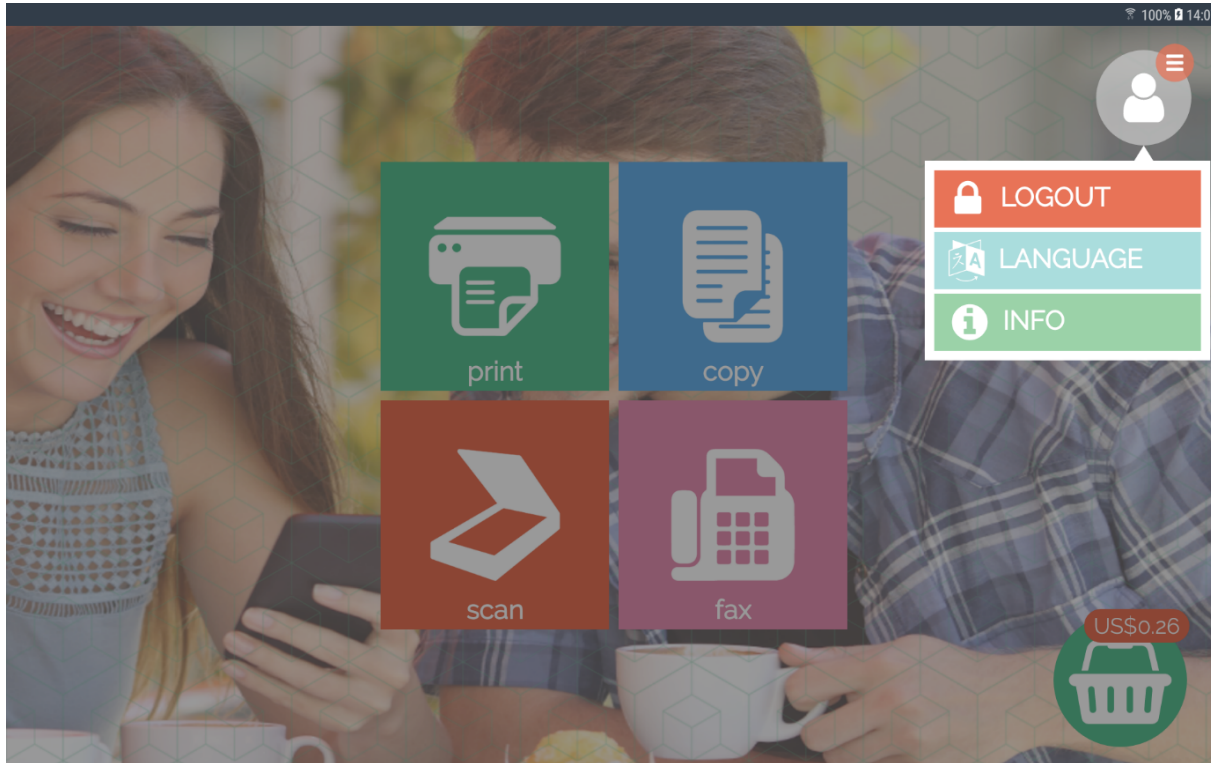
- Sign in / sign out.
- Change language.
- Open info dialog.



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.

User Interface

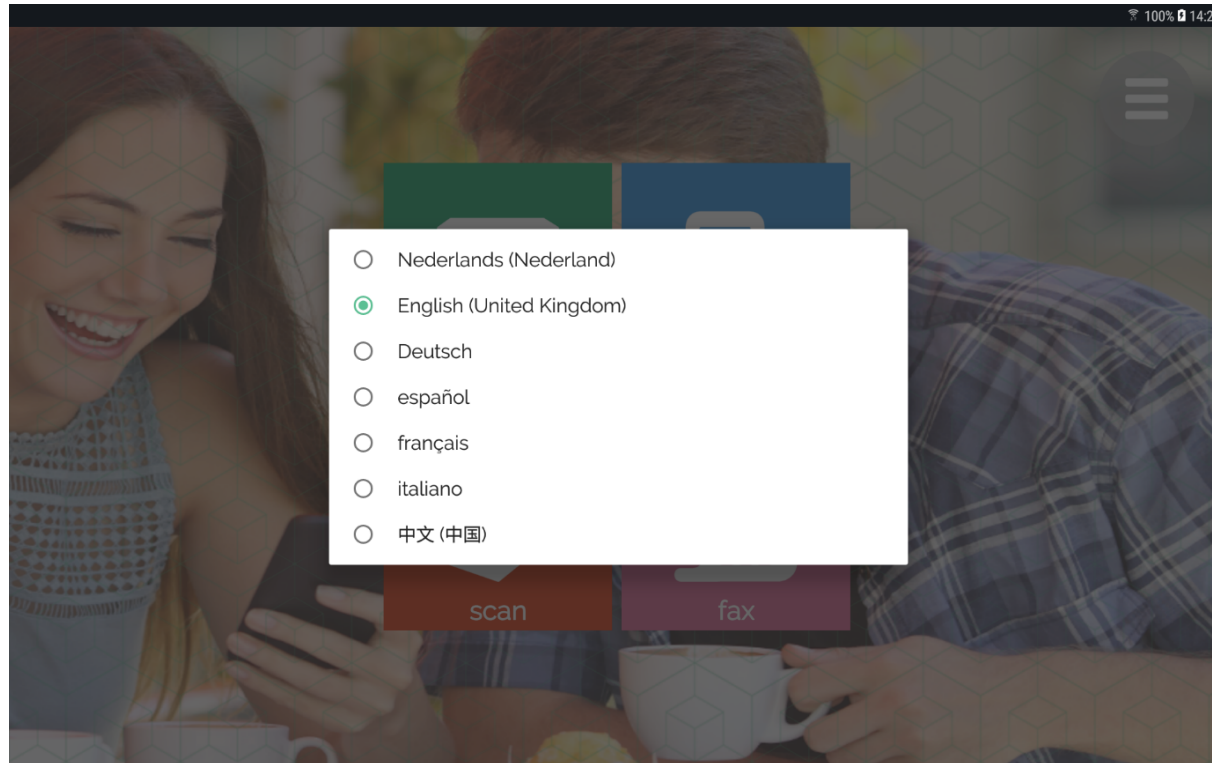


User Interface

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.

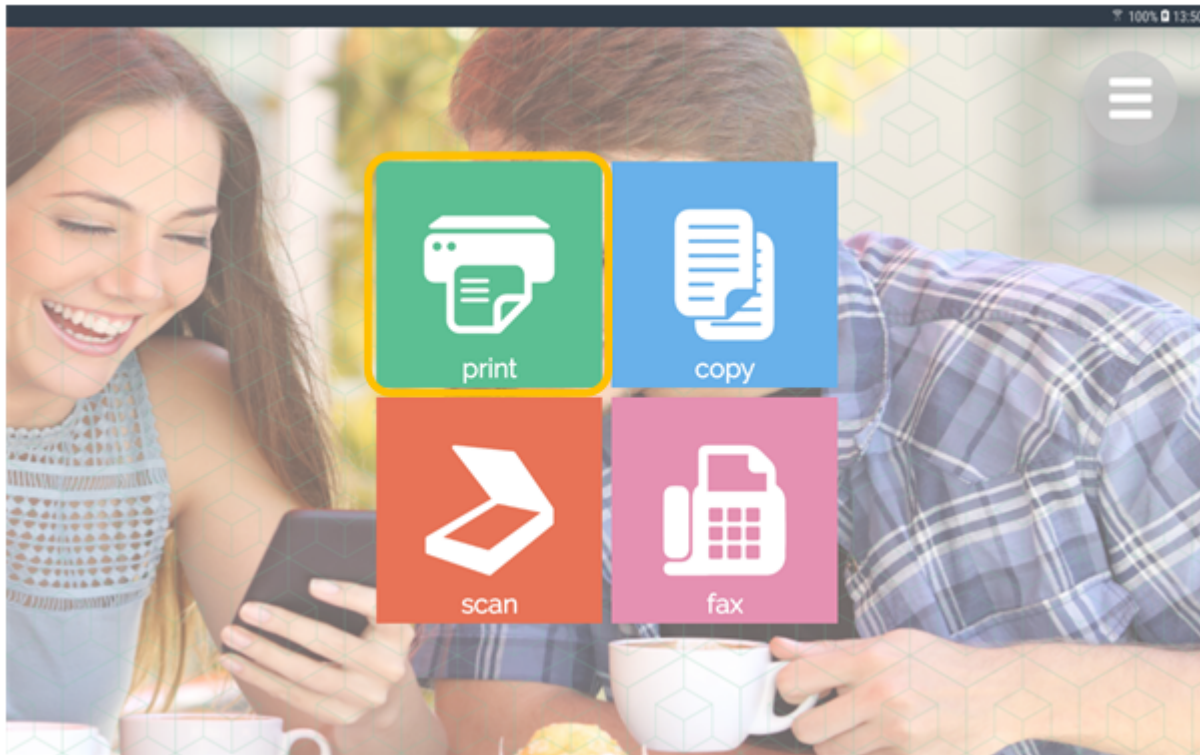
User Interface

Print

The general print flow is as follows:

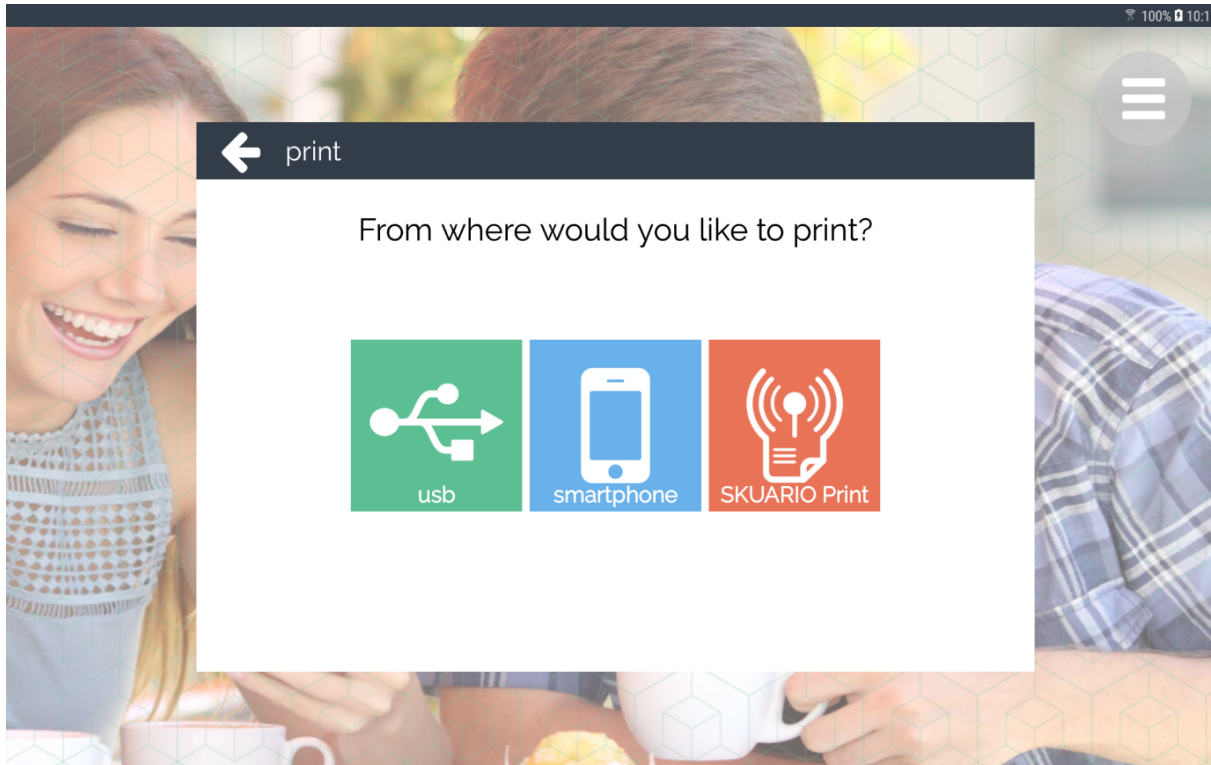
General print flow

1. Select Print on the Home screen.



User Interface

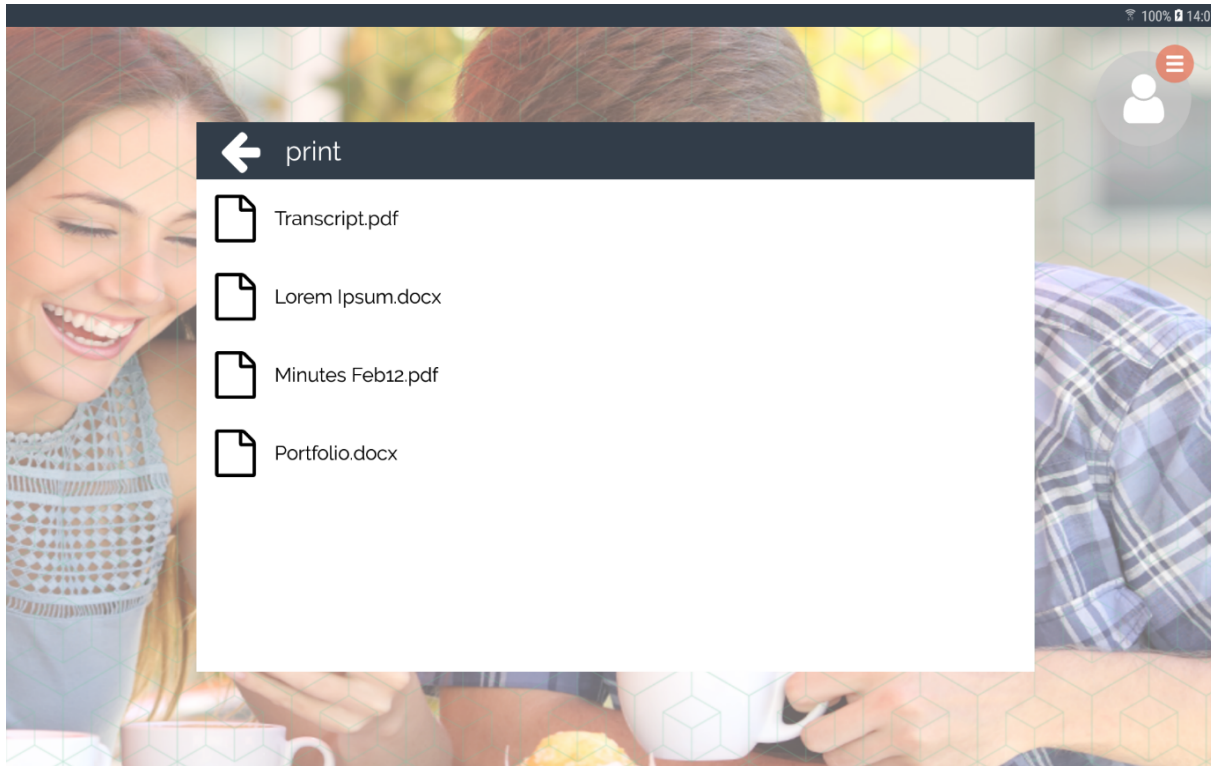
2. Select your file source, the file could be on an USB stick, on your smart phone or already on KUARIO Print.



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

User Interface

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



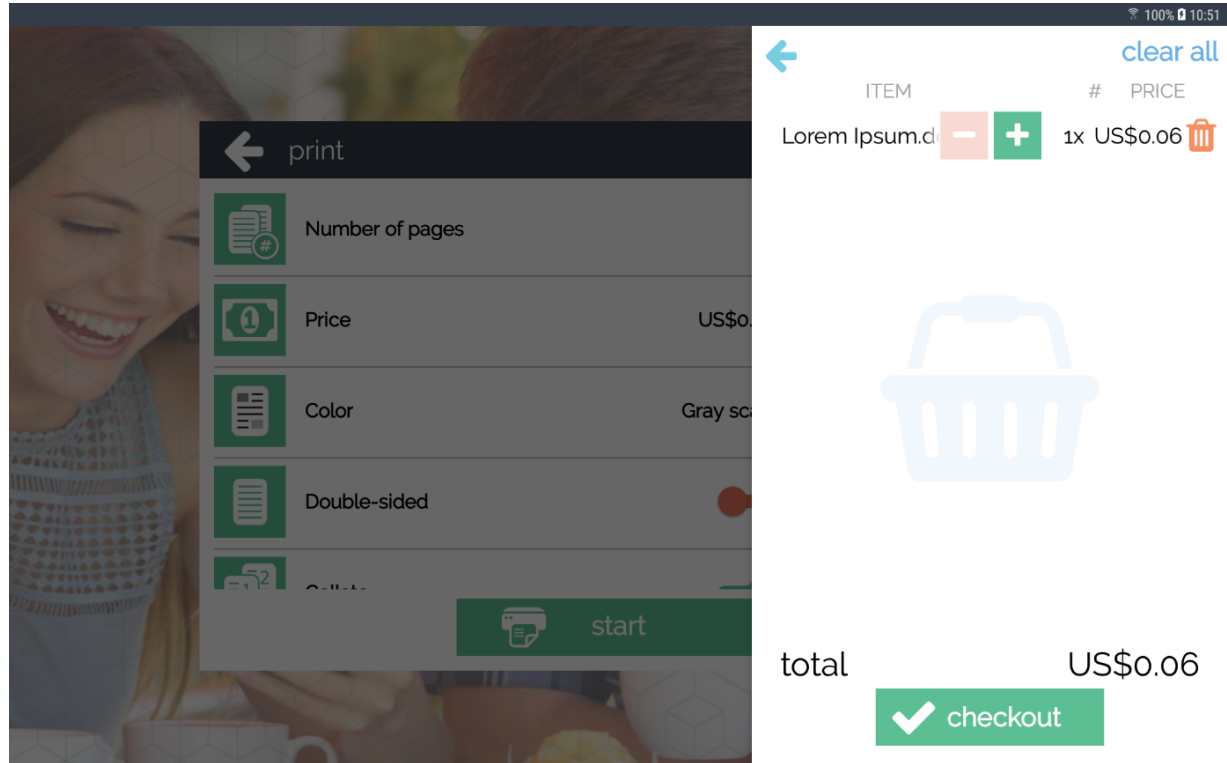
User Interface

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



User Interface

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.

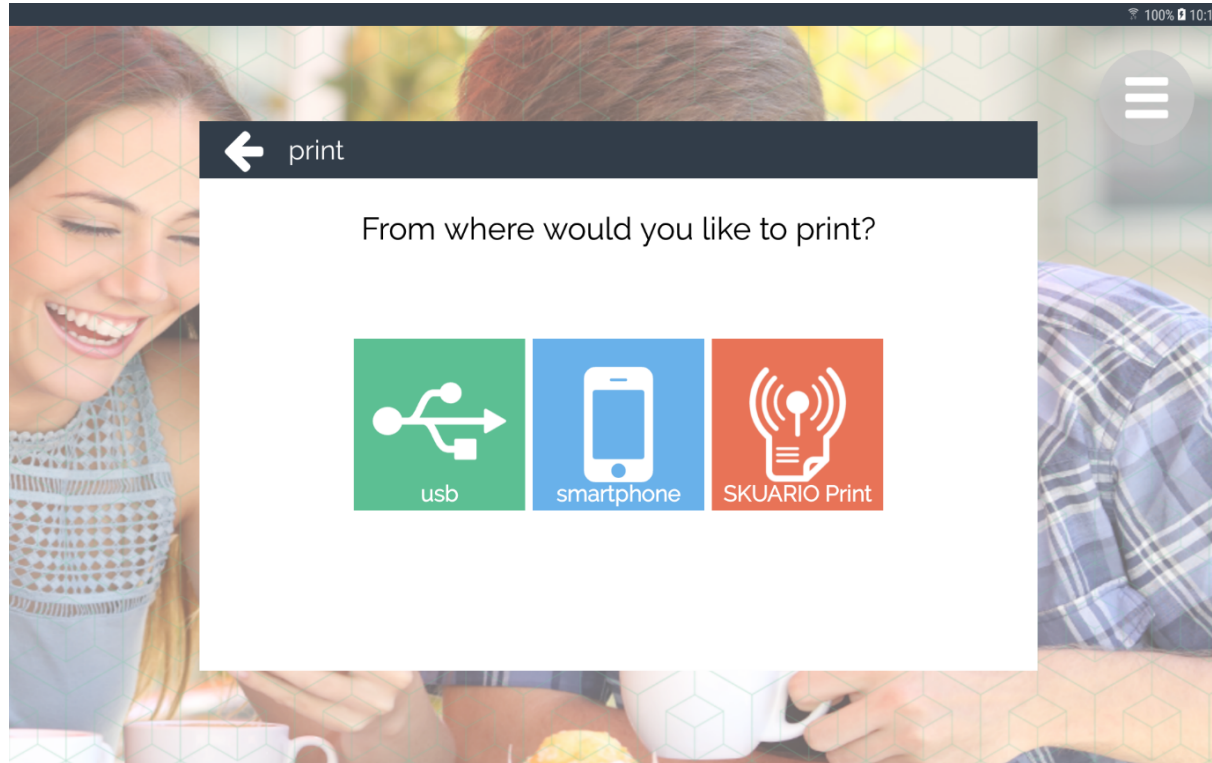


User Interface

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.



i 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).

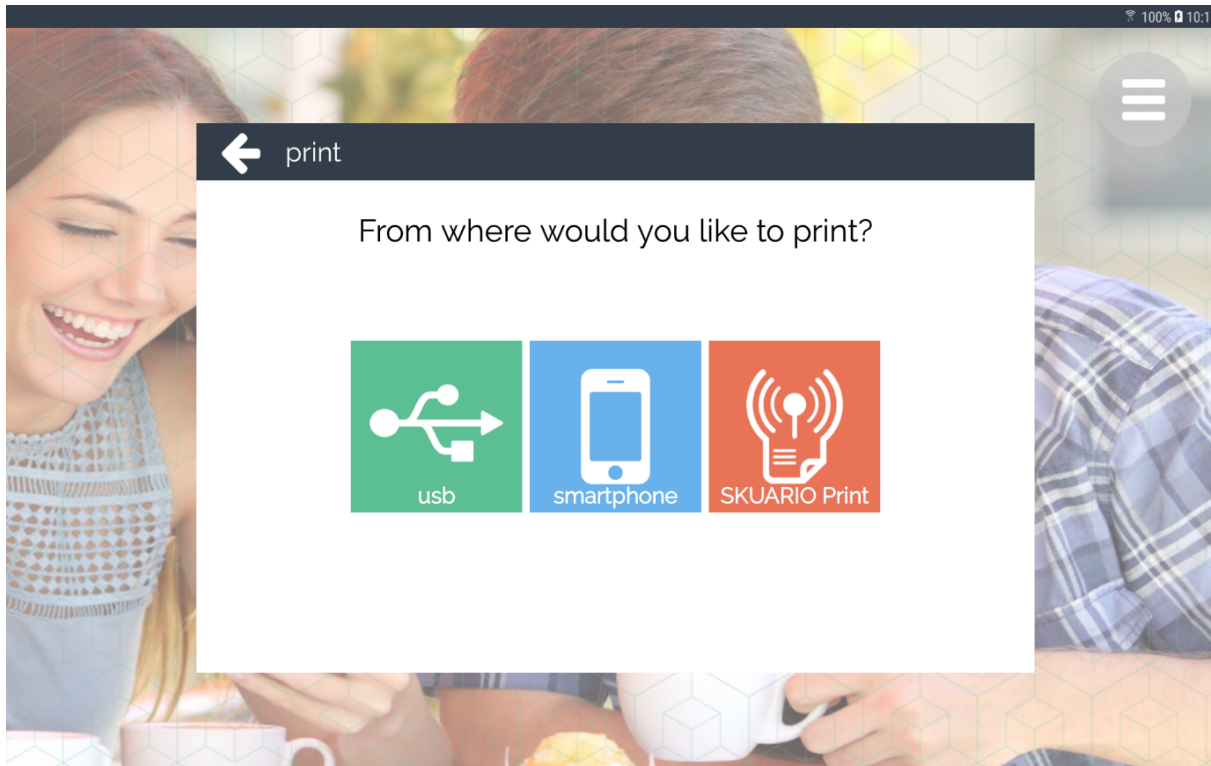
i Note: It may take a few seconds for the [MFP](#) to detect the mass storage device after it has been plugged in.

User Interface

Smart phone

Users can upload their files directly from their smart phone.

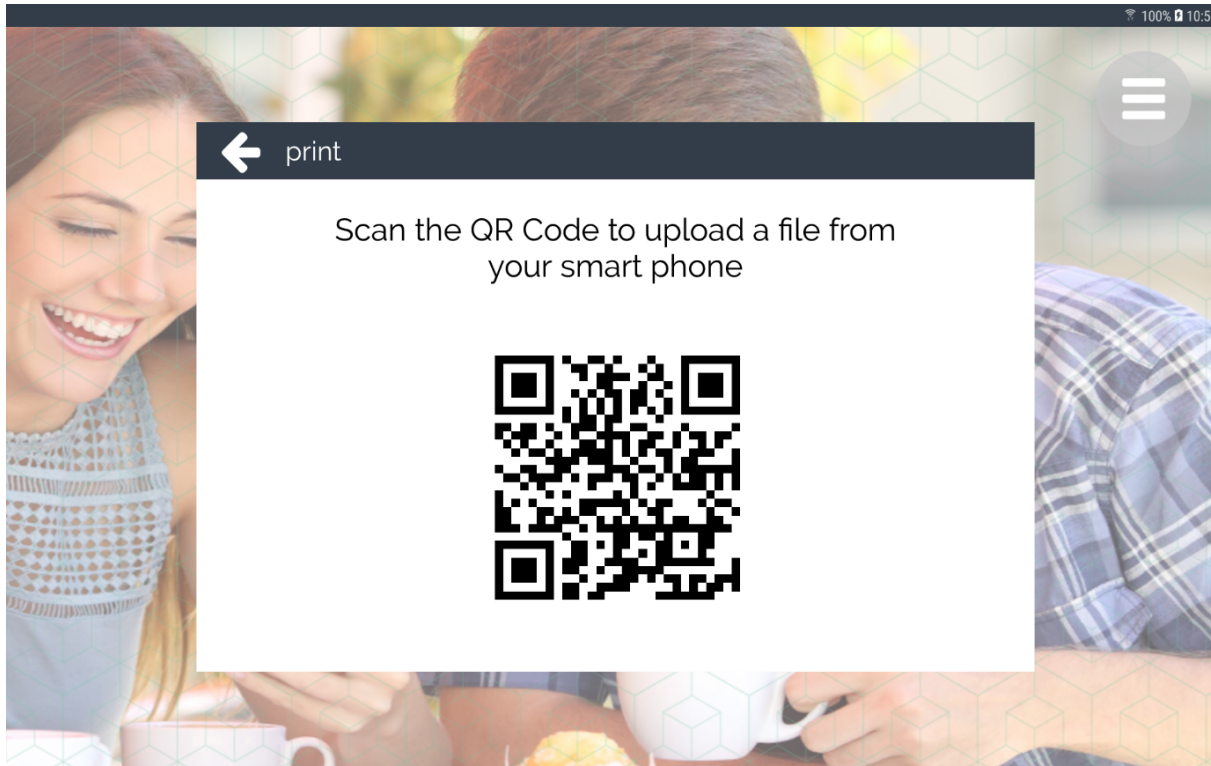
1. Select print -> smart phone.



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

User Interface

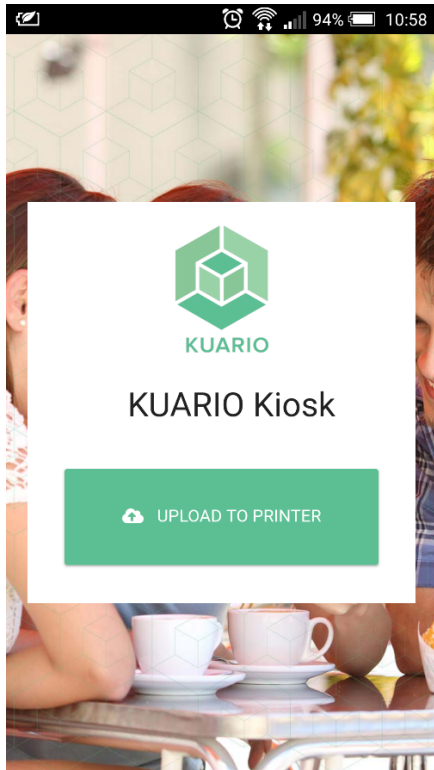
2. Scan the QR Code (with the [KUARIO Payment App](#) or any other QR Code scanner app).



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

User Interface

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



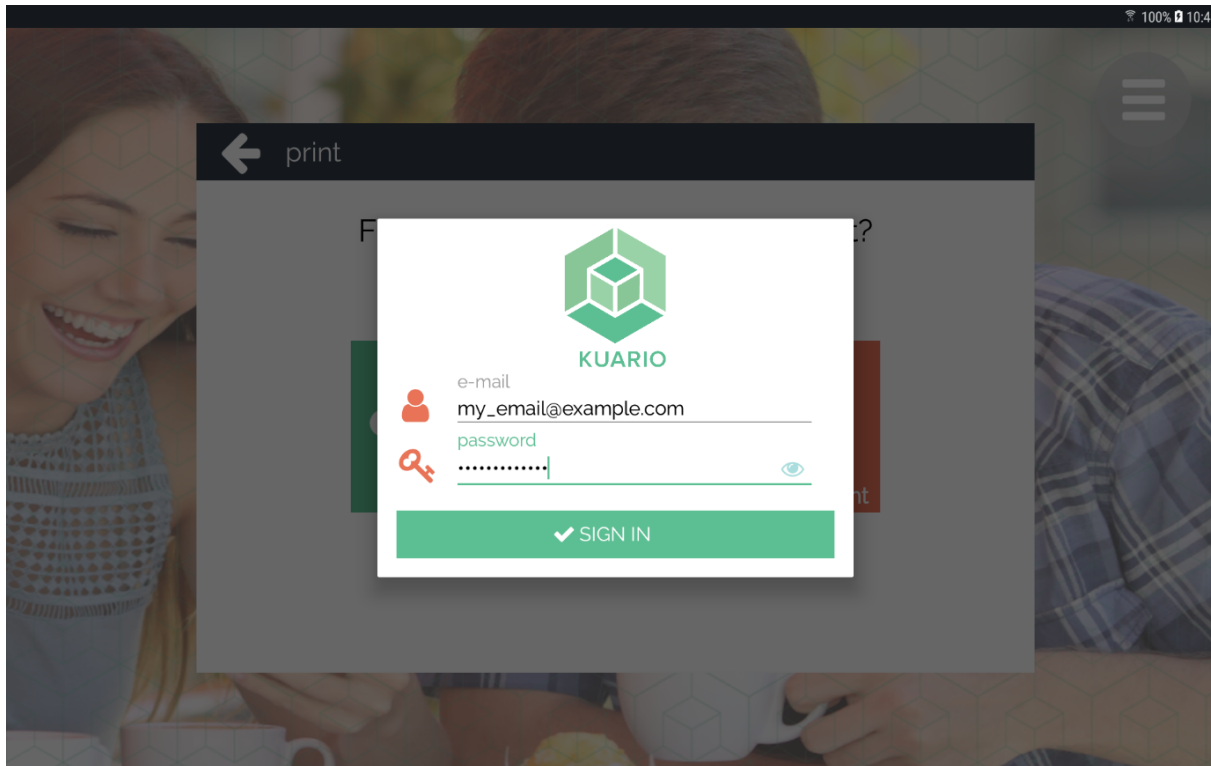
4. Select any document from any smart phone app. Within a few moments, the [KUARIO MFP Kiosk](#) should show the selected document.
5. Continue the normal print flow (general print flow - step 6).

User Interface

🖨️ 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.

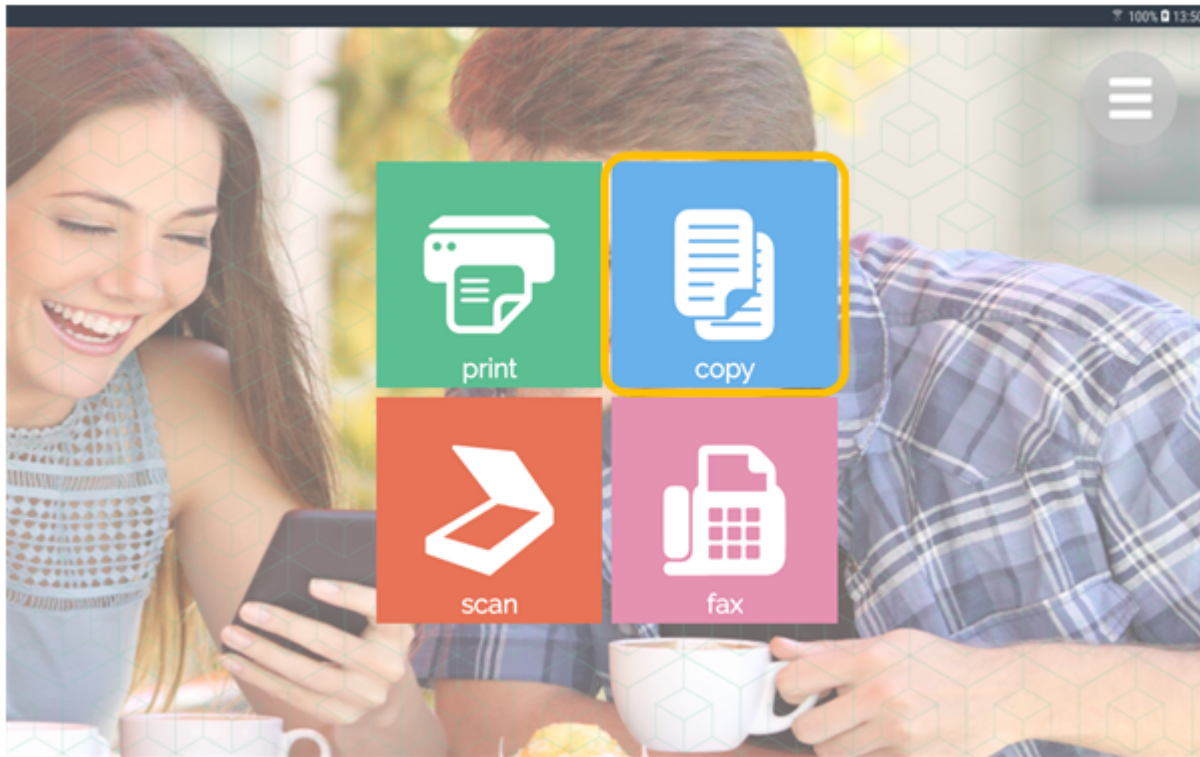


User Interface

Copy

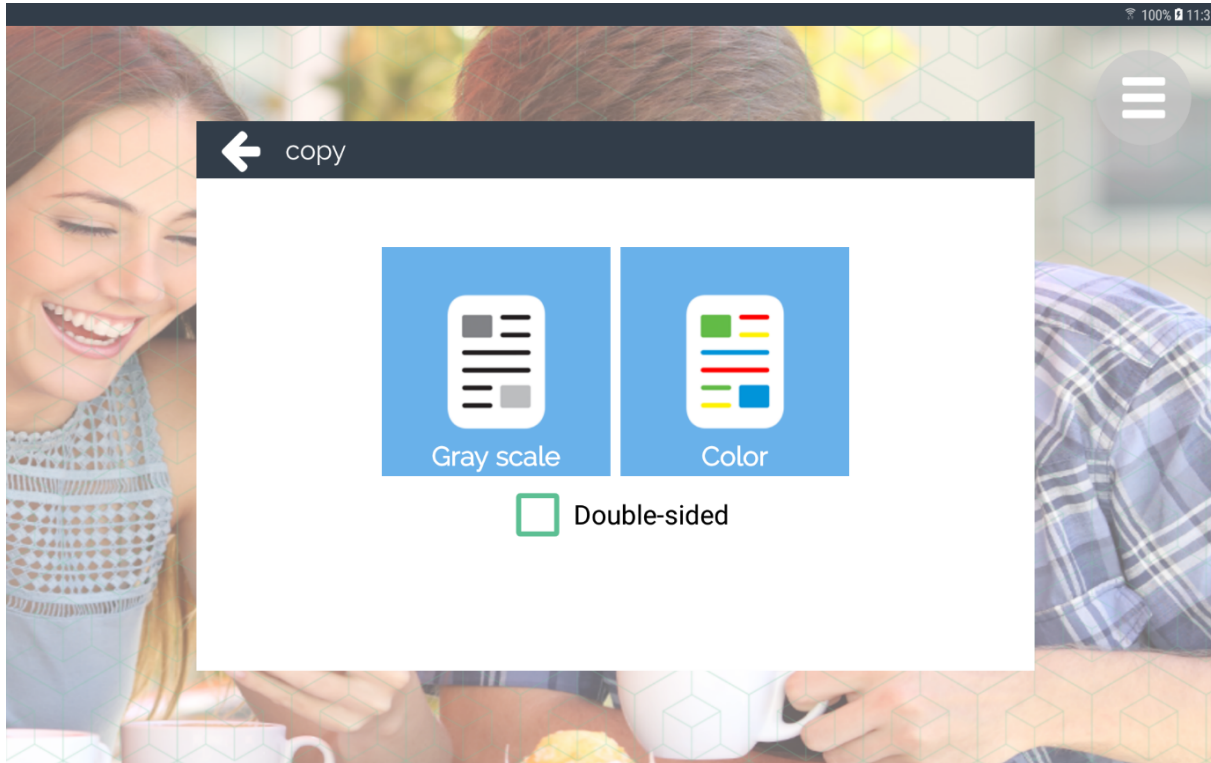
The flow for copy jobs is as follows:

1. Select copy on the home screen.



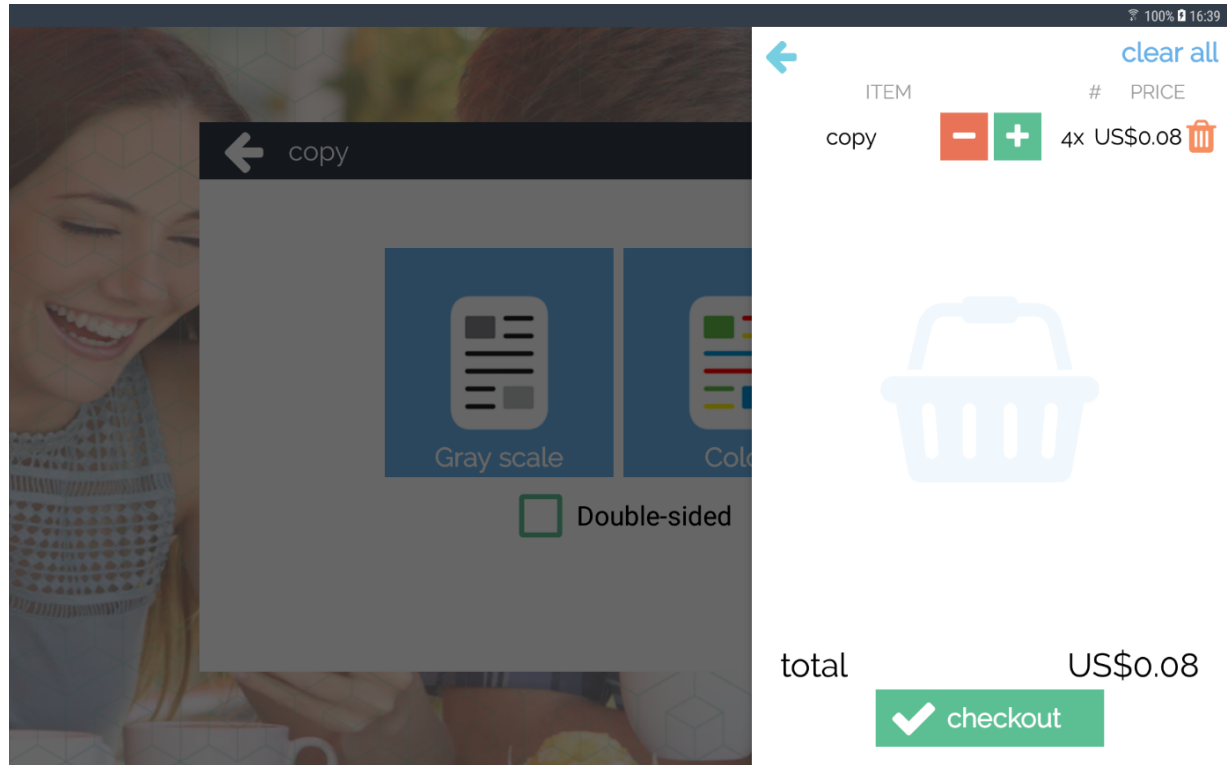
User Interface

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. The device now starts to scan the document, please wait until scanning has finished.



User Interface

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.

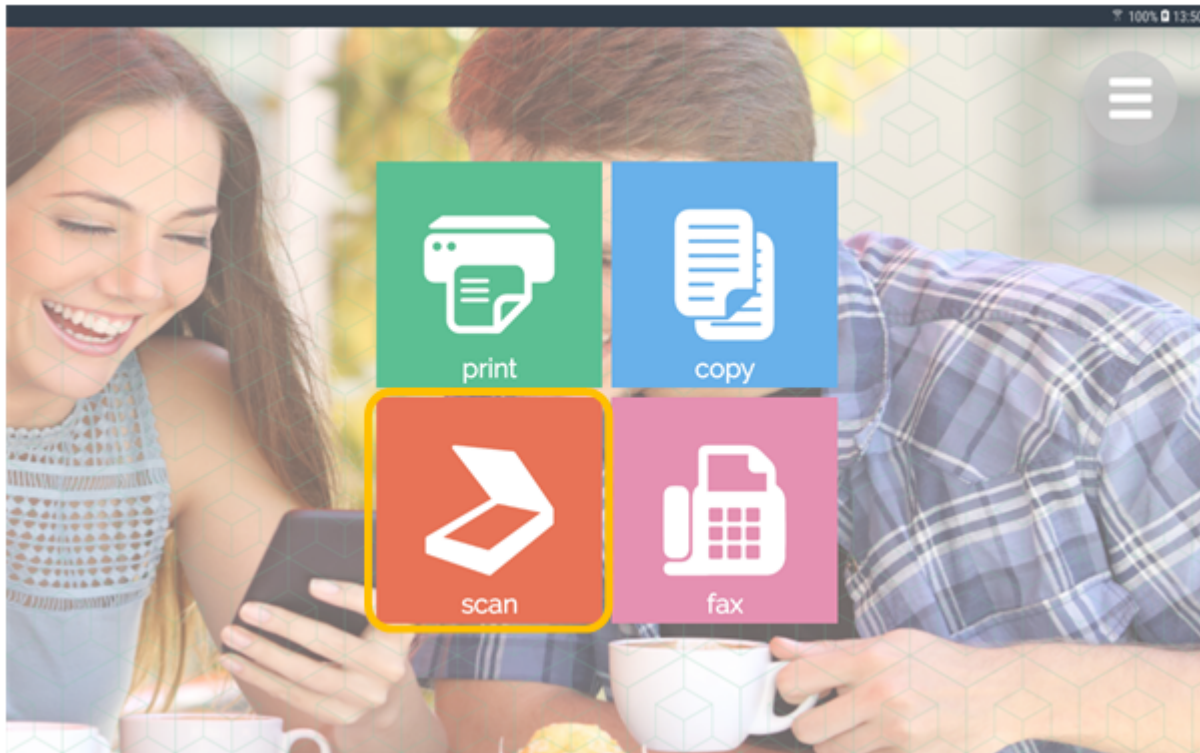
User Interface

🖨️ Scan

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

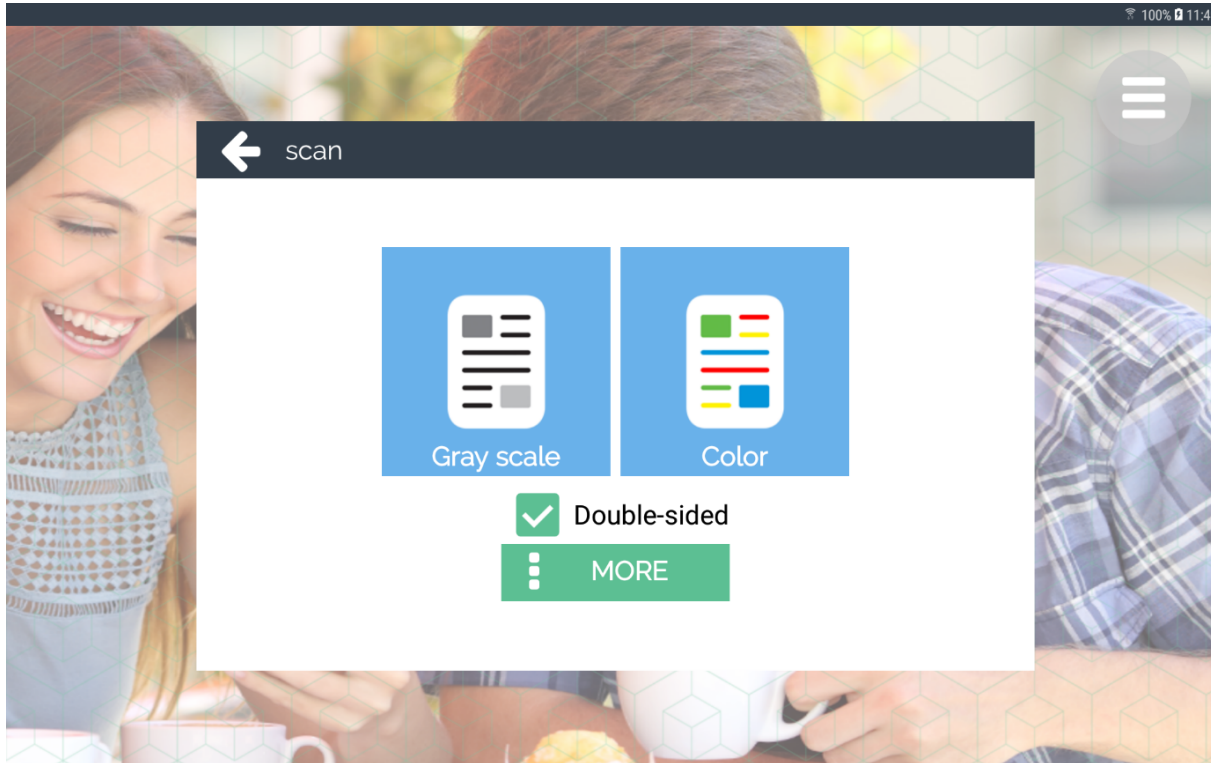
🖨️ Simple Scan

1. Select scan on the home screen.



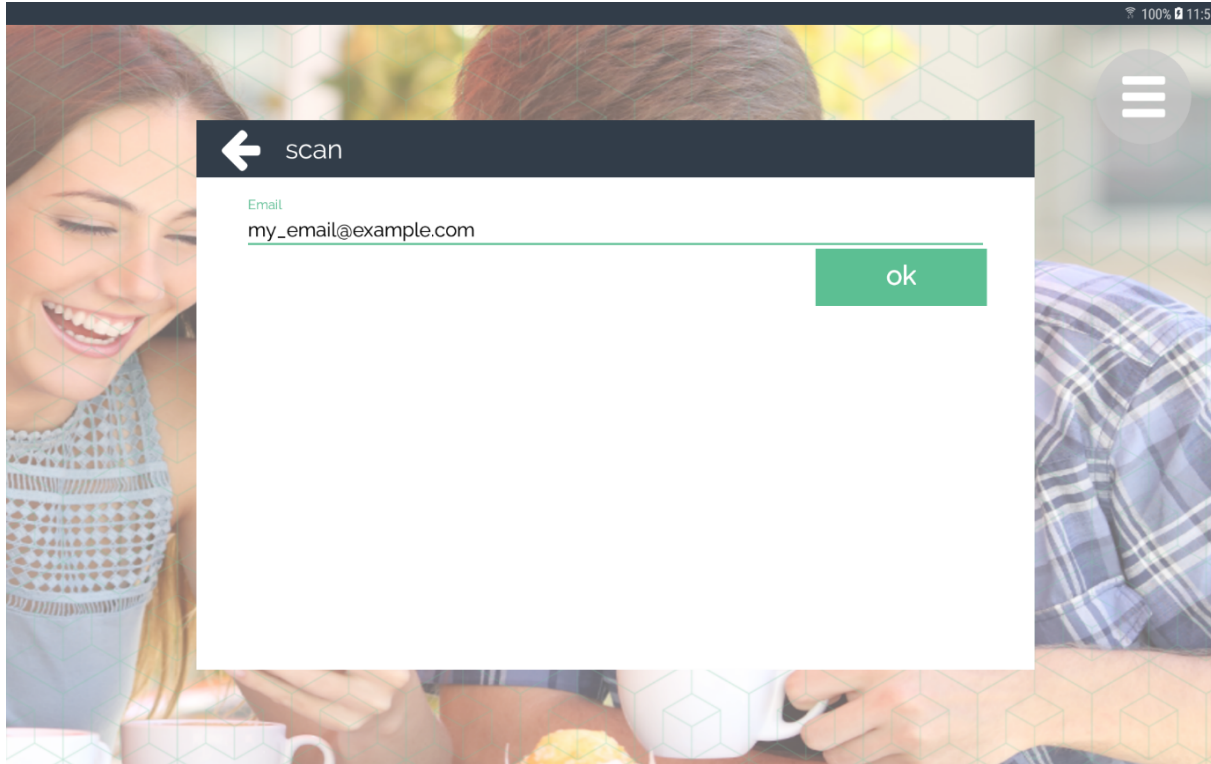
User Interface

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.



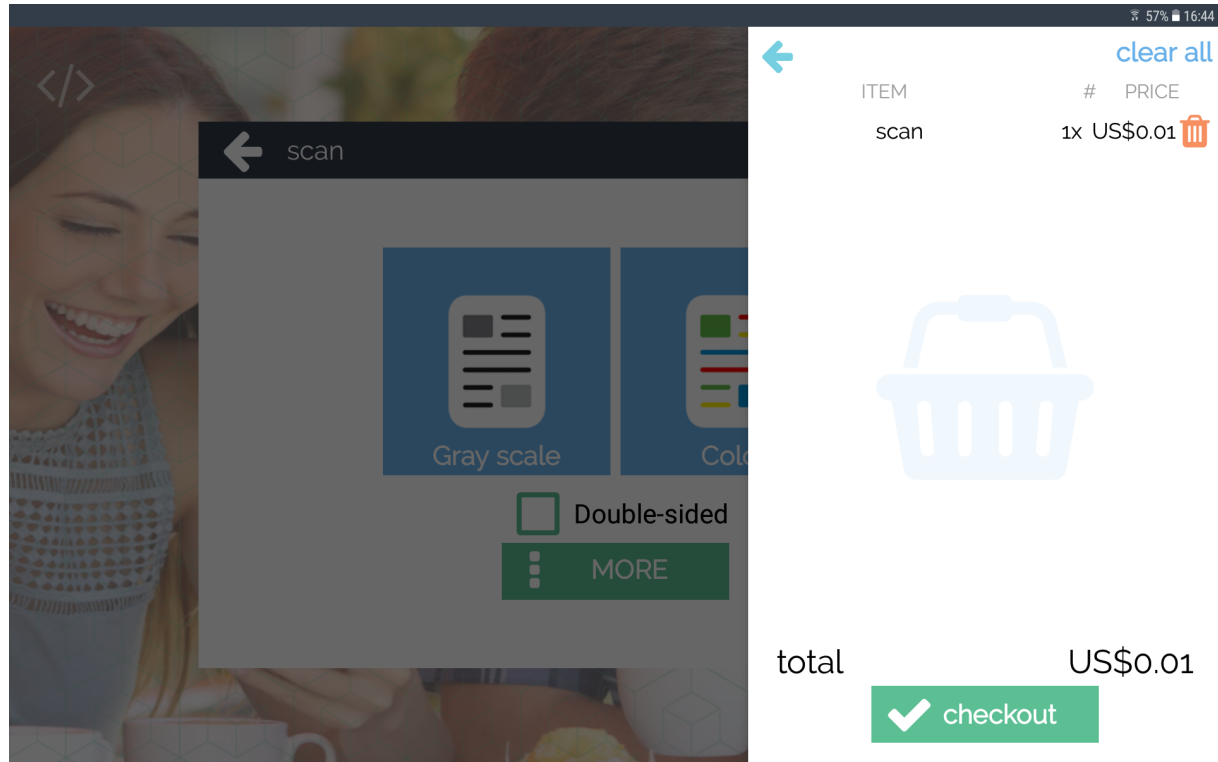
User Interface

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



User Interface

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.

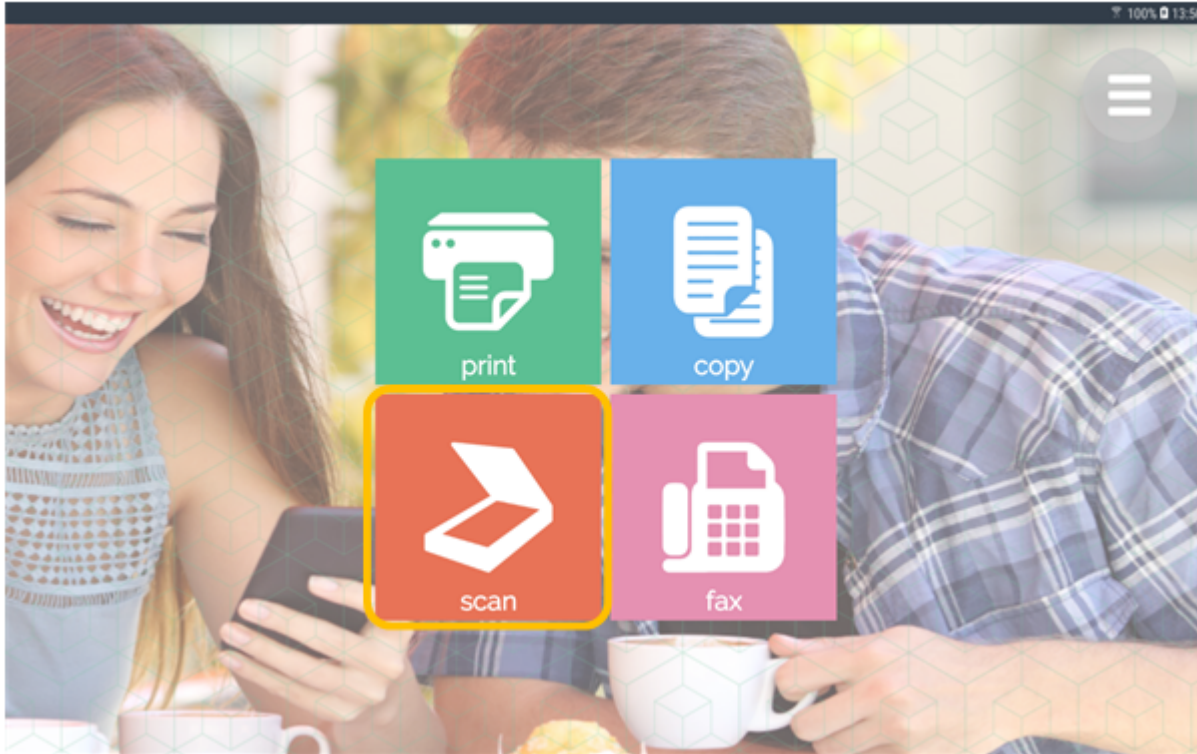


8. Either go back to copy, print, scan or fax another document or press 'checkout' to pay for the documents shown.

User Interface

Advanced Scan

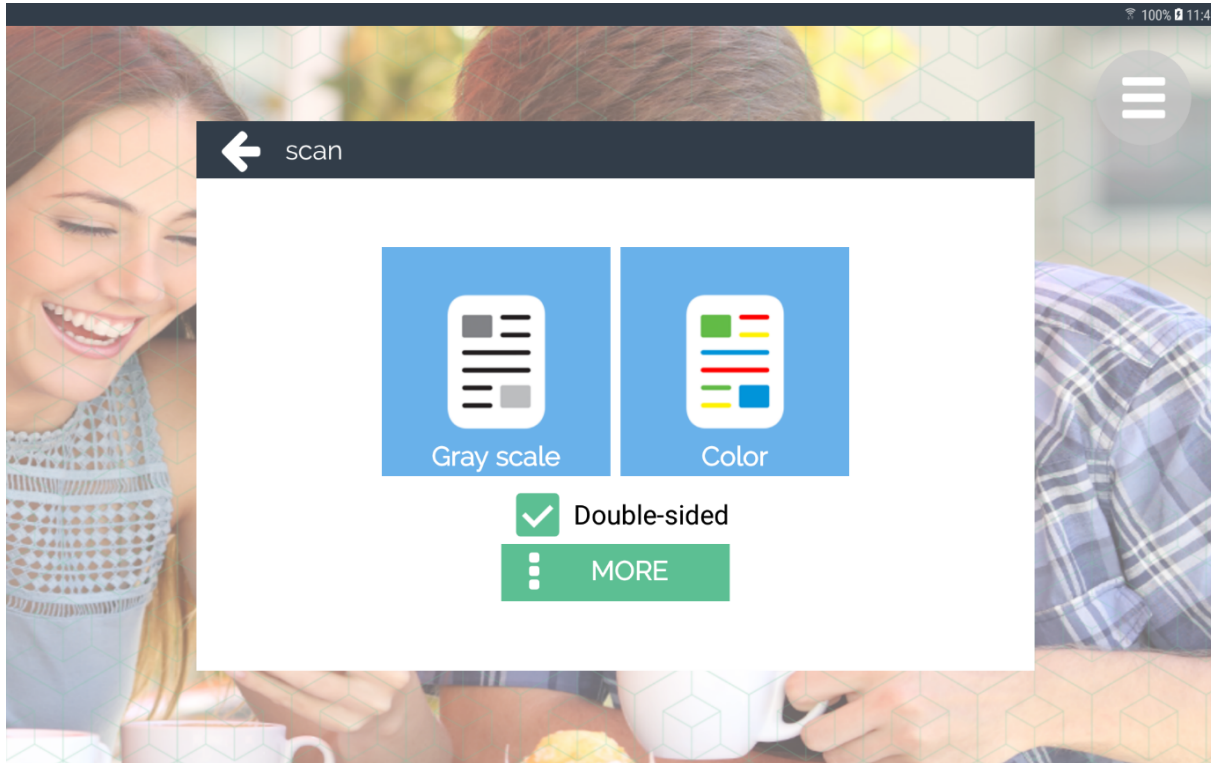
1. Select scan on the home screen.



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.

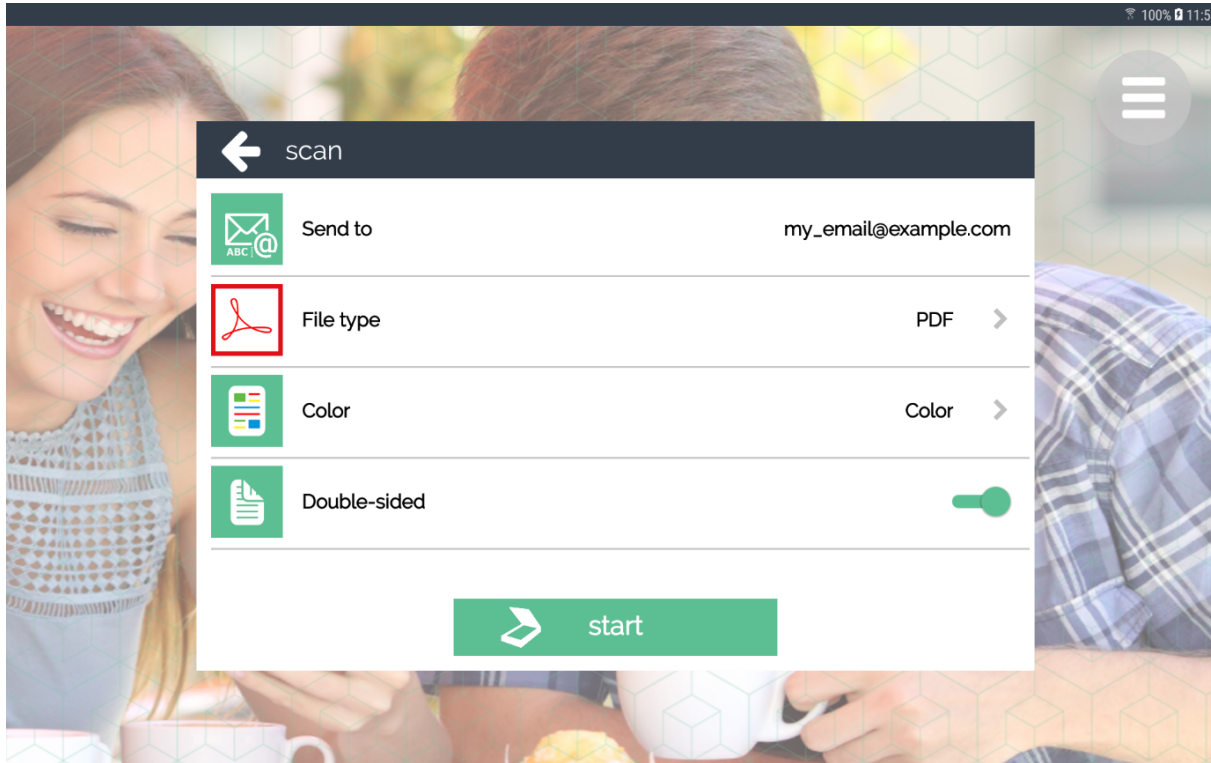
i Note: The Advanced Scan options are available after clicking MORE.

User Interface

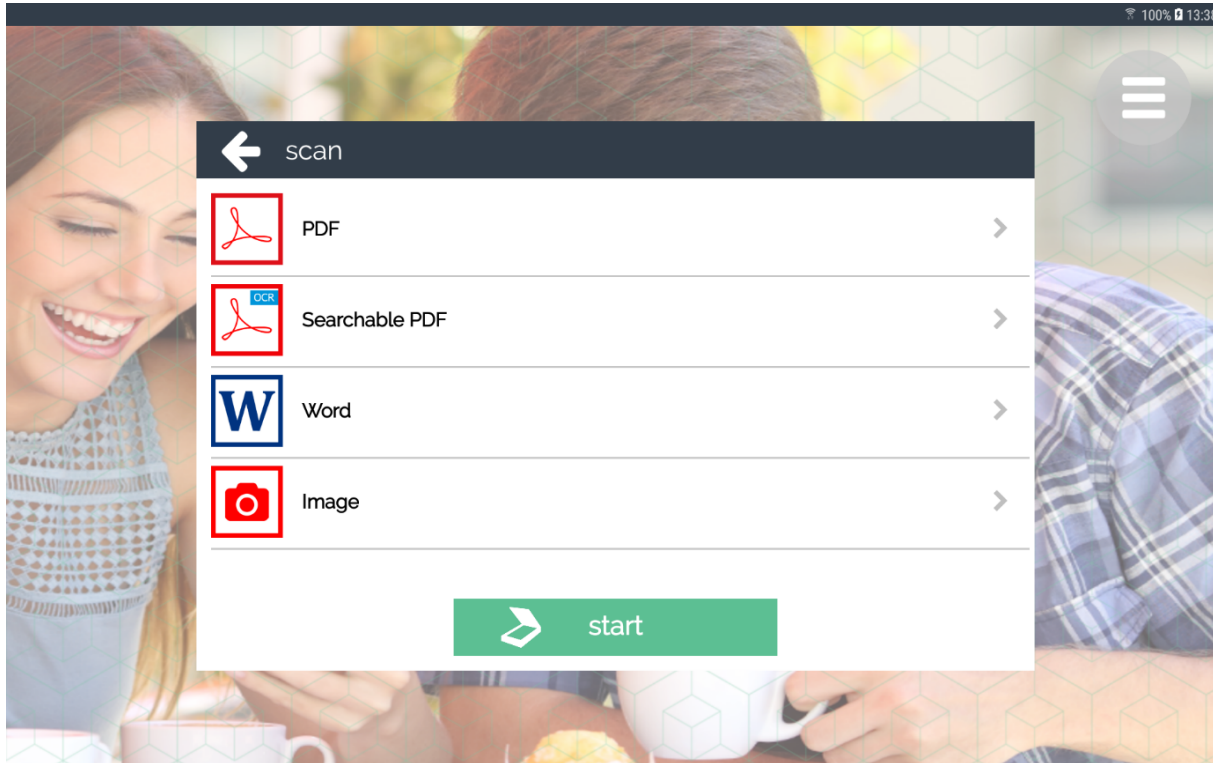


5. Select the file type (PDF, Searchable PDF, Word, or Image (JPEG)).
6. You can start the scan by filling in a 'Send to' email address.

User Interface

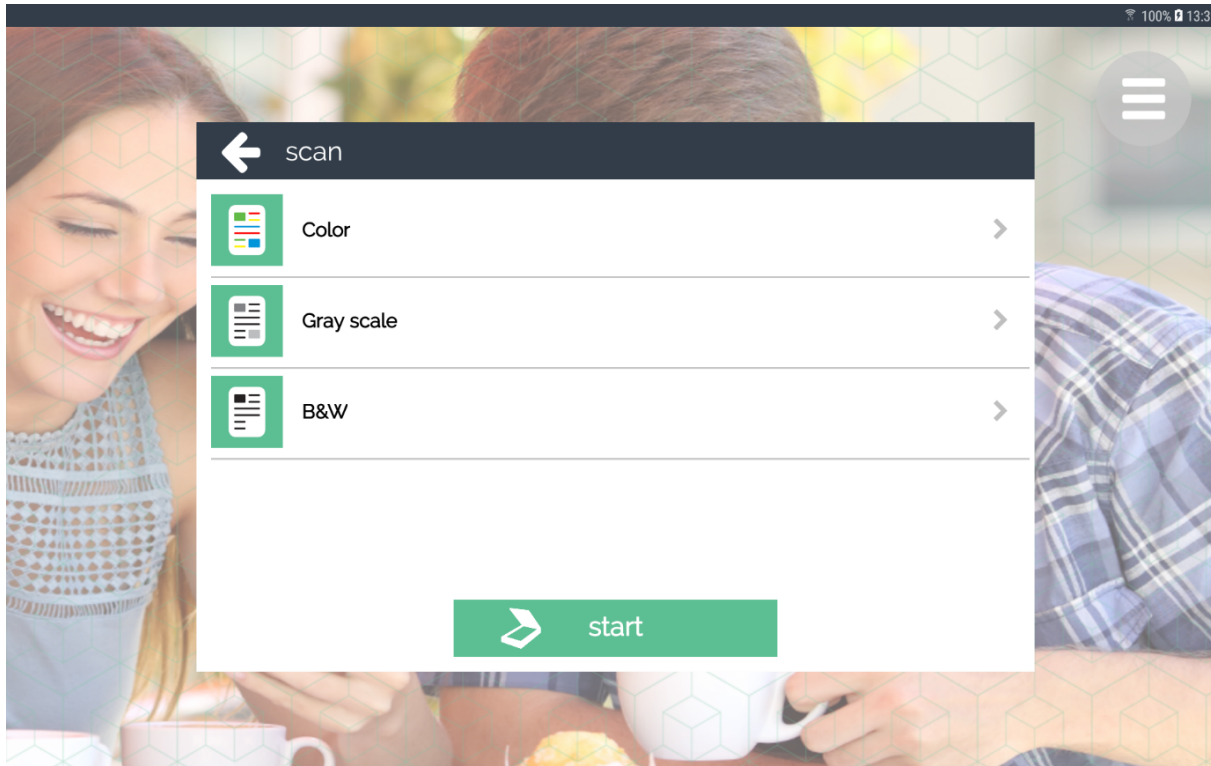


User Interface



User Interface

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

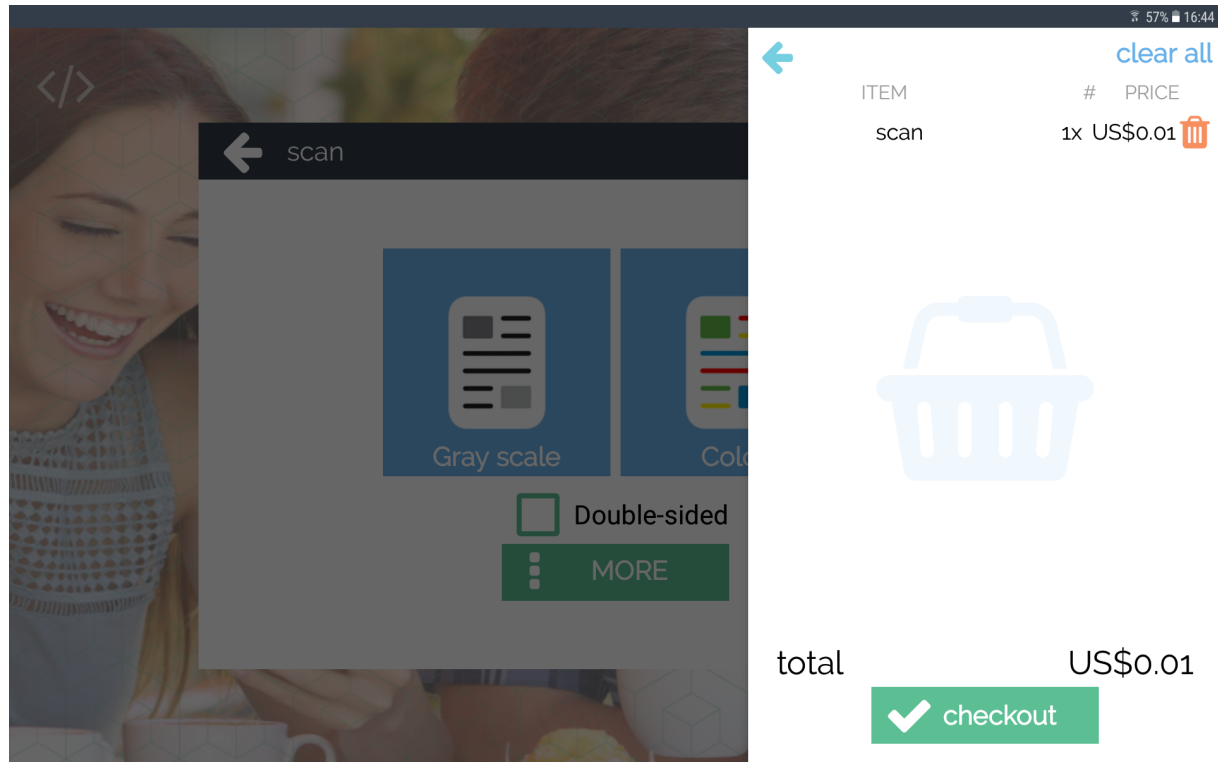


8. Click the 'start' button.

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.

User Interface



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

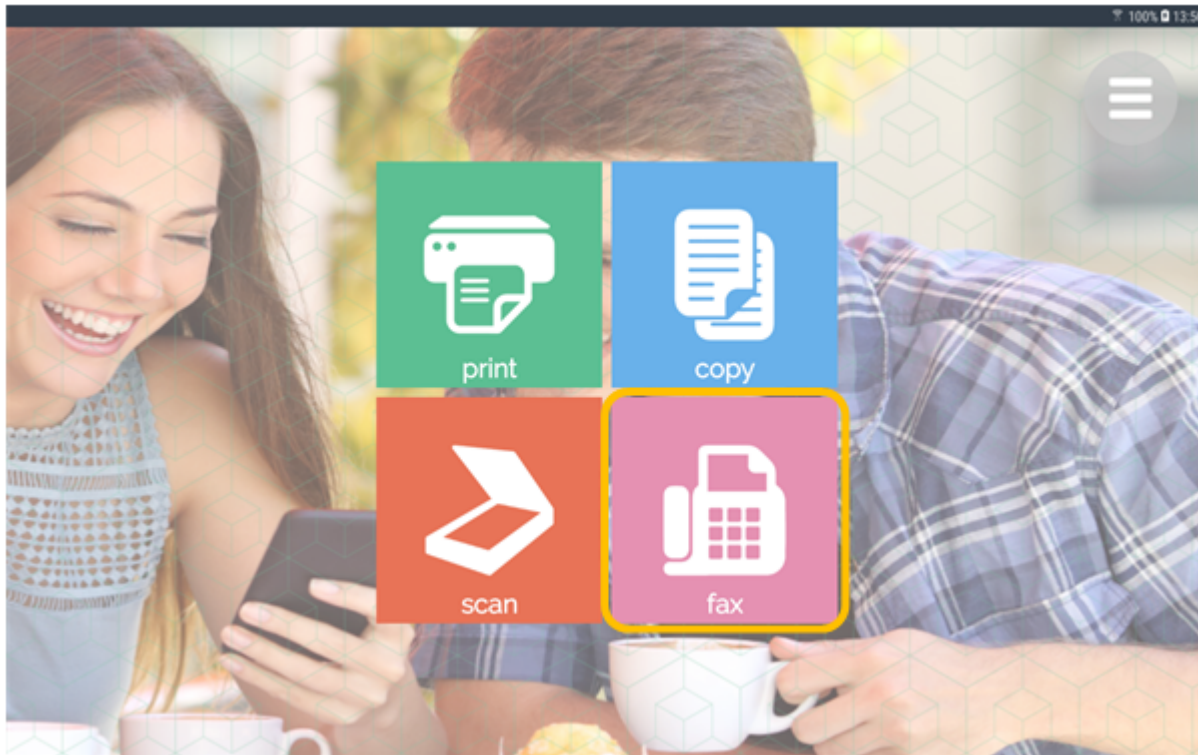
User Interface

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.

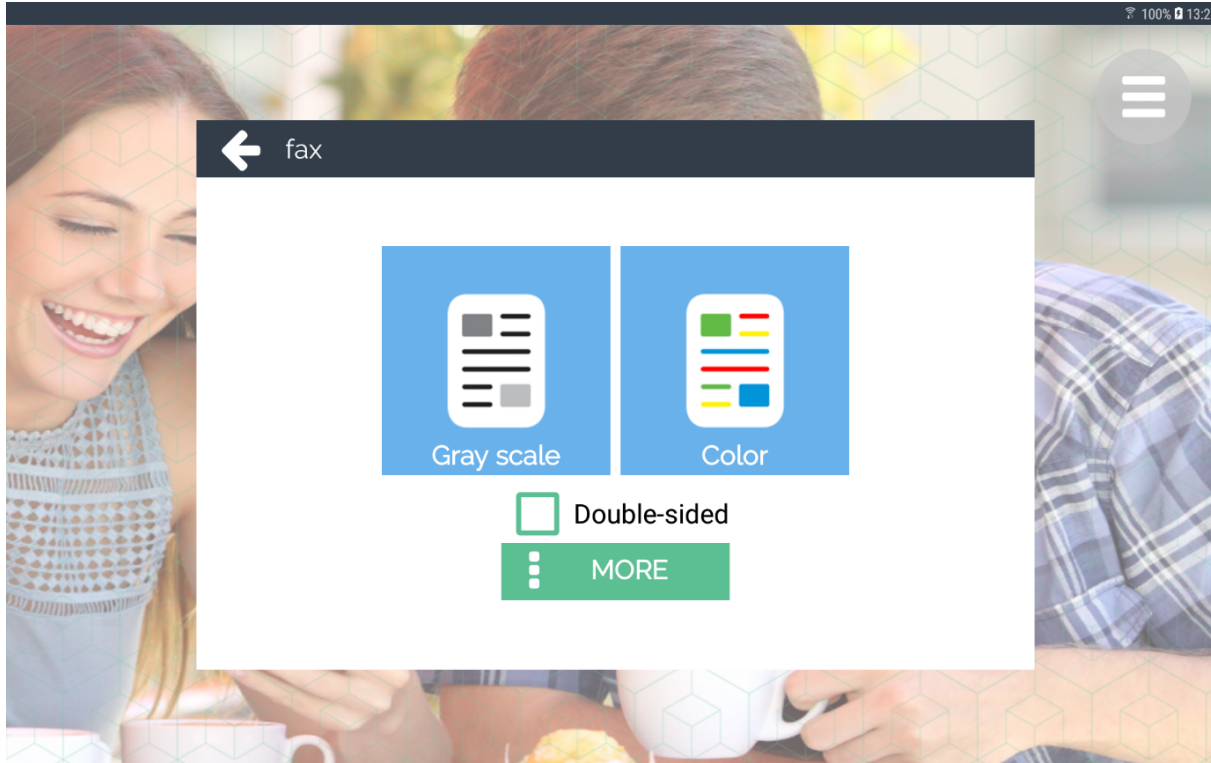
Simple fax

1. Select fax on the home screen.



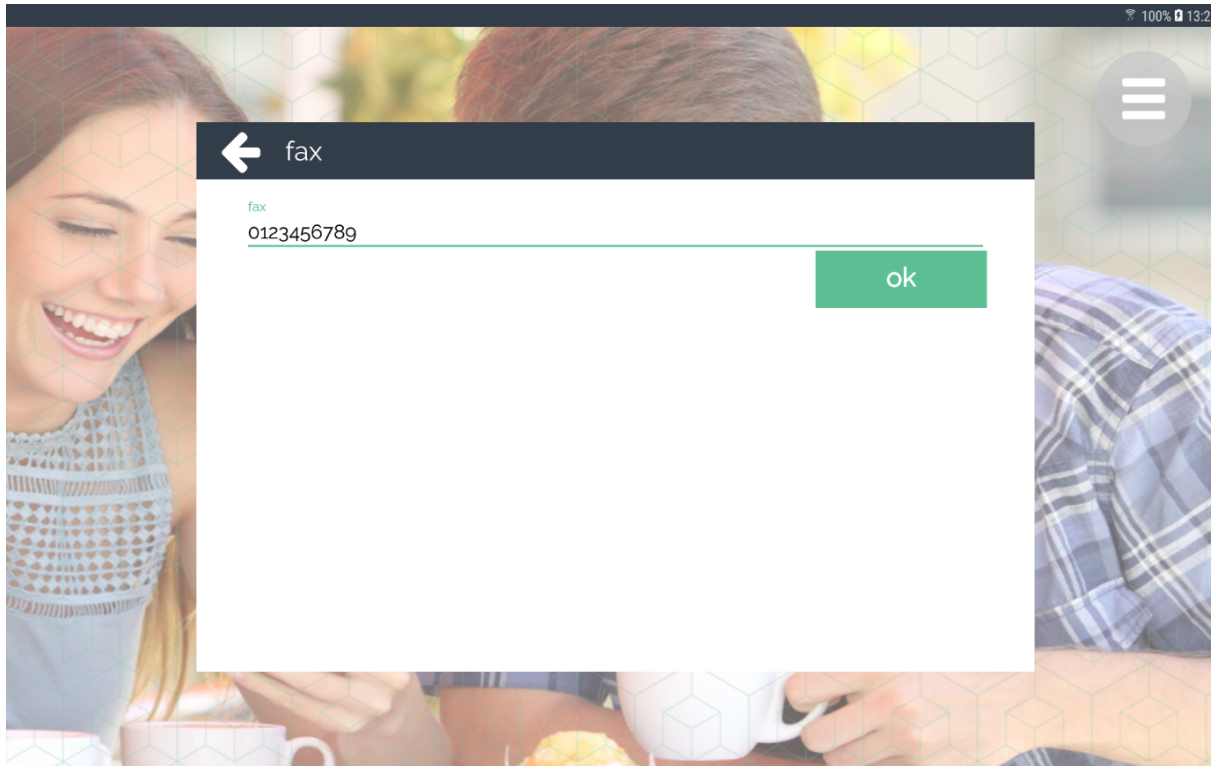
User Interface

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



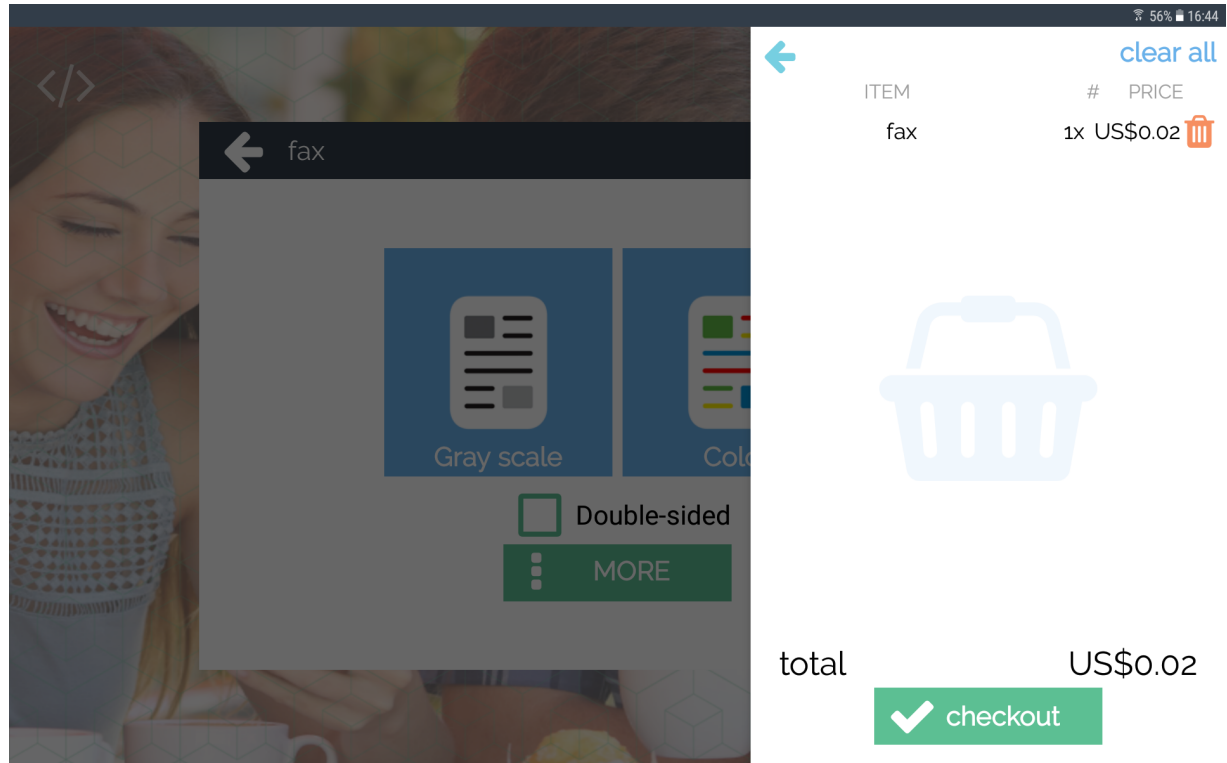
User Interface

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



User Interface

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.

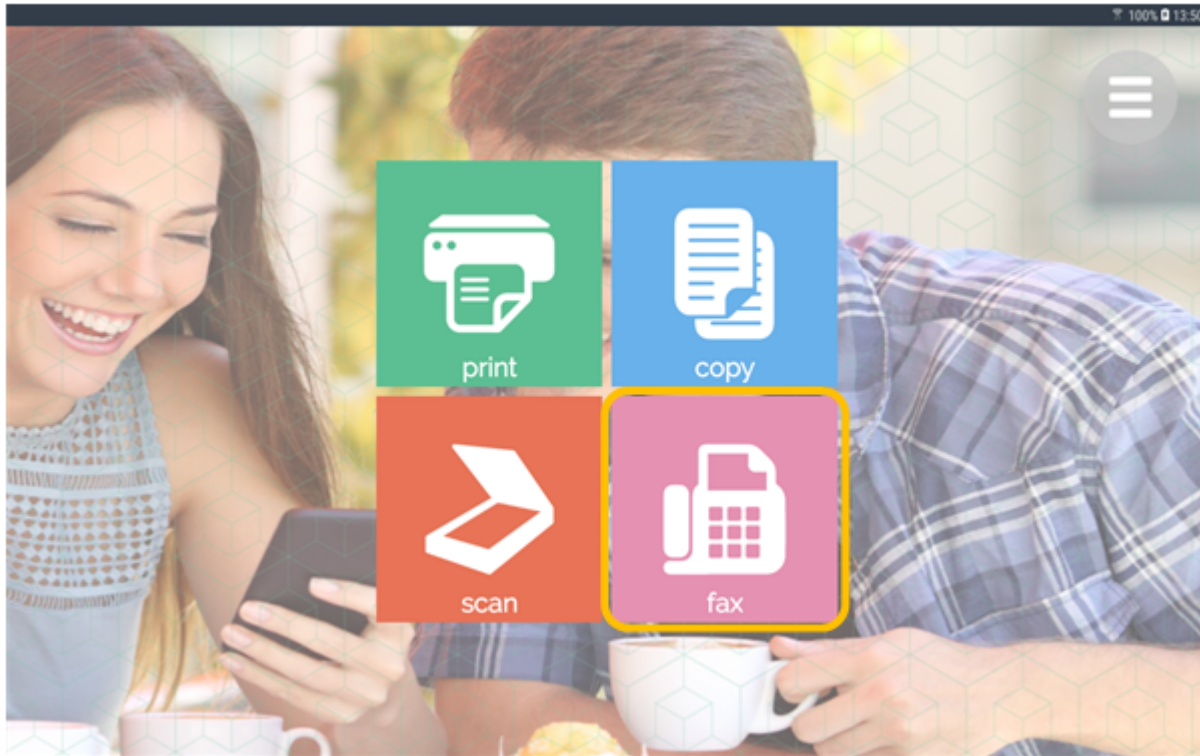


7. Either go back to copy, print, scan or fax another document or press 'checkout' to pay for the documents shown.

User Interface

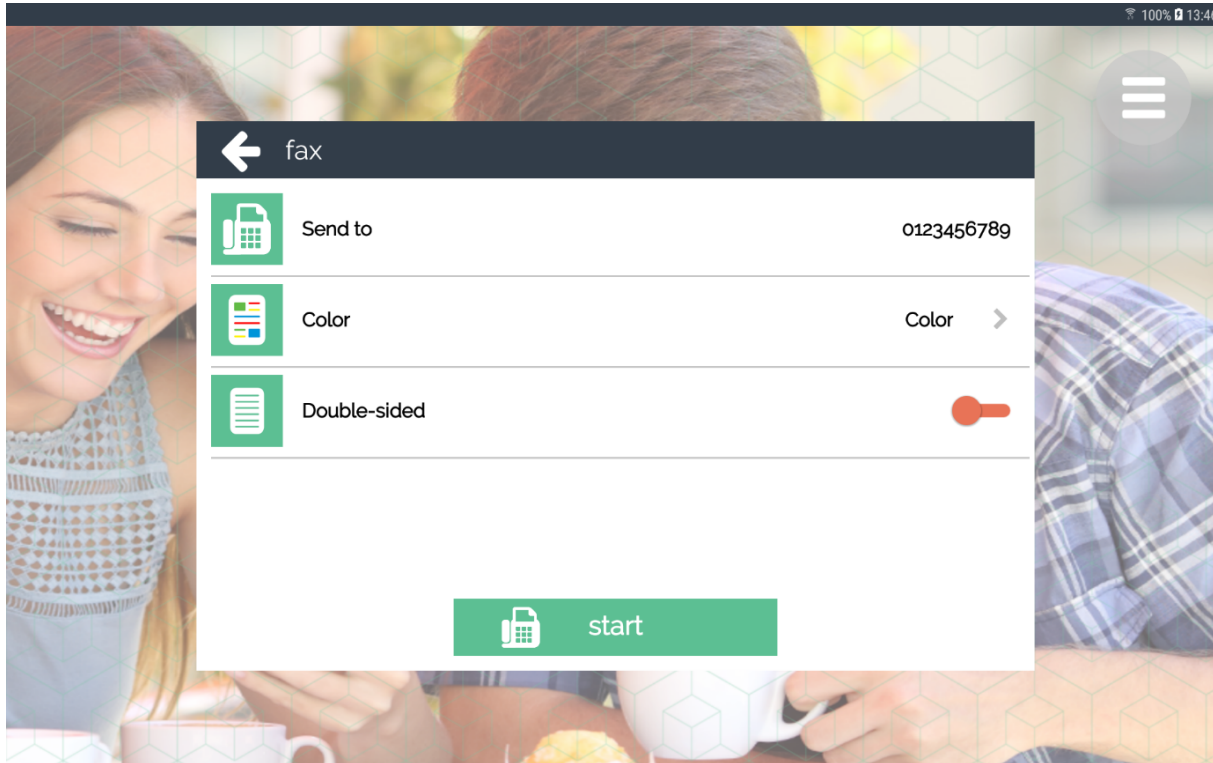
Advanced fax

1. Select fax on the home screen.



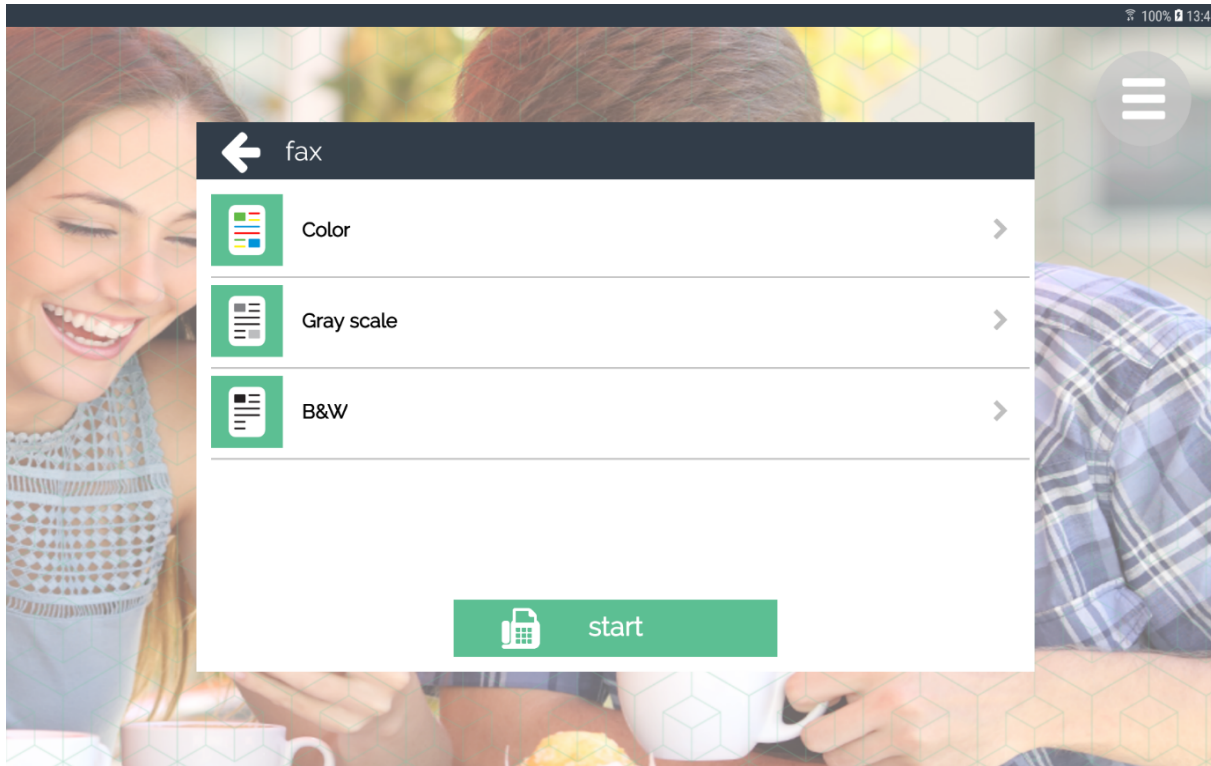
2. Click MORE to change the color mode to Black & White in Advanced Fax.
3. Enter the fax number under 'Send to'.

User Interface



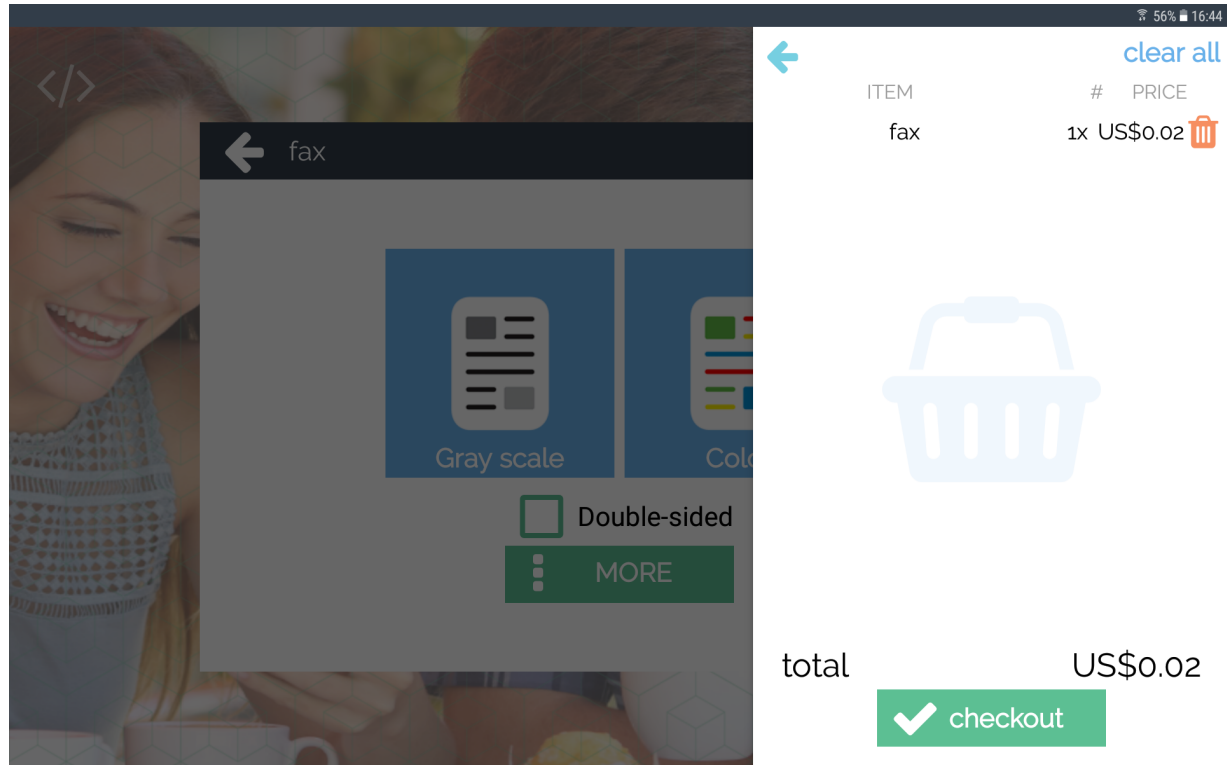
User Interface

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



User Interface

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.



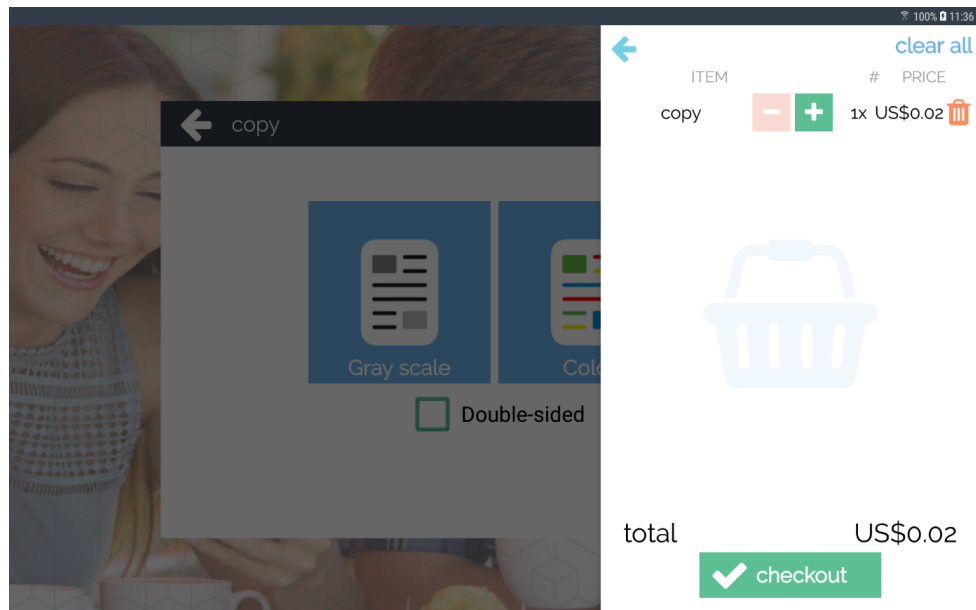
7. Either go back to copy, print, scan or fax another document or press 'checkout' to pay for the documents shown.

User Interface

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 dialog will appear. The appearance of the Payment dialog may look different, depending if the user has already signed in or not.



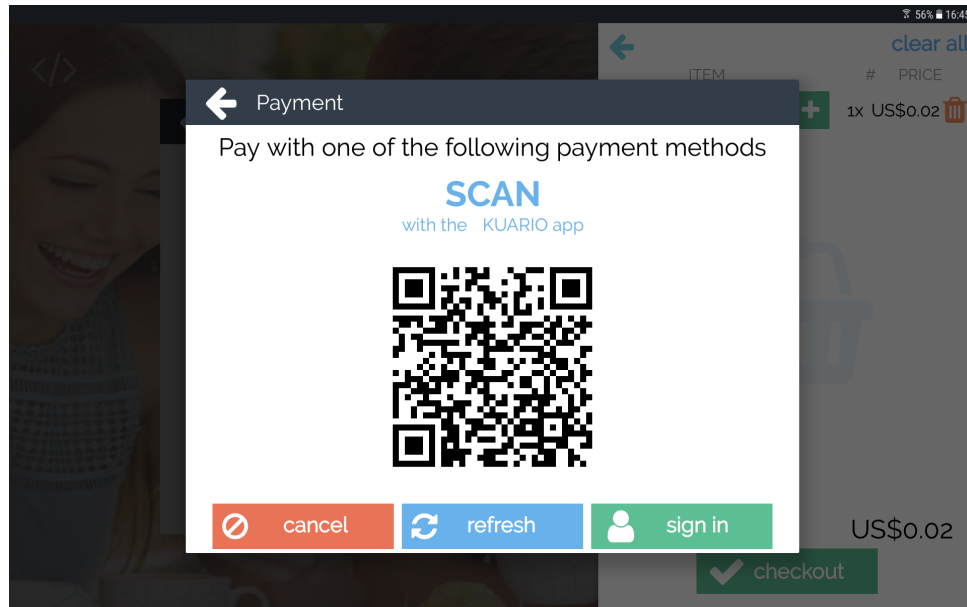
There are a couple of options for the user to fulfill payment:

- Scan the QR code with the [KUARIO Payment app](#)^[4].
- Sign in on [KUARIO MFP Kiosk](#)^[4], 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](#)^[4].
- (Only when a [KUARIO Pay Box](#)^[5] is connected) Pay with cash or debit/credit card directly via the KUARIO Pay Box. No [KUARIO account](#)^[4] is required.

User Interface

☑️ KUARIO App Payment (with QR code)

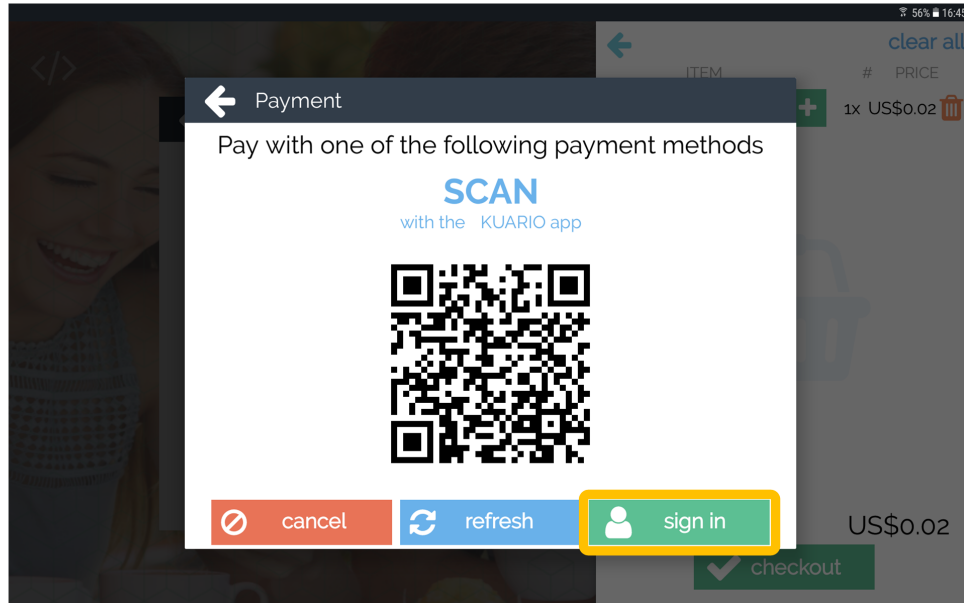
1. Scan the QR code, continue payment on the [KUARIO Payment App](#) ⁴



User Interface

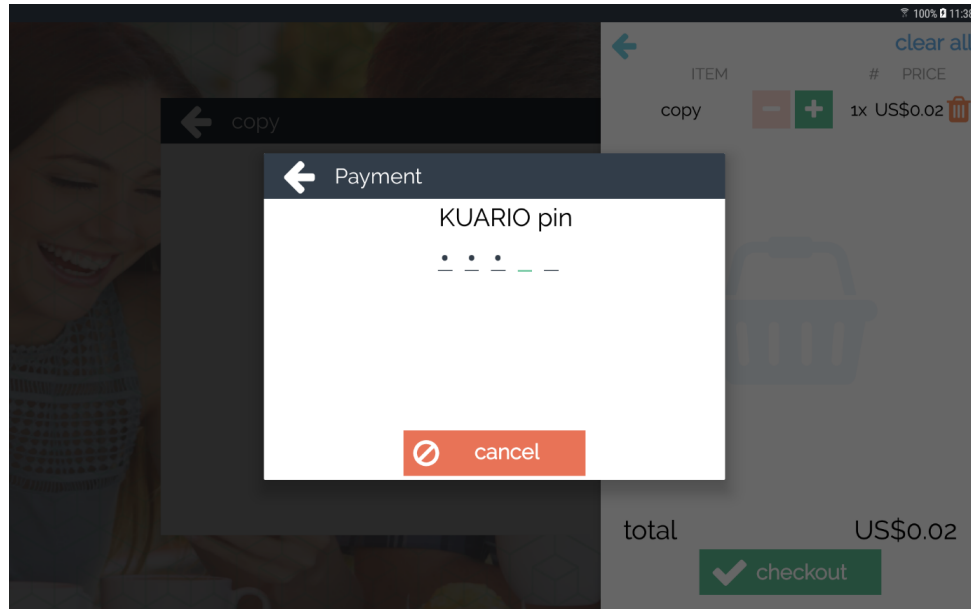
KUARIO MFP Kiosk Payment

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



User Interface

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](#).

User Interface


KUARIO Pay Box Payment

1. Pay the amount due via the [KUARIO Pay Box](#)^[5], either with cash in coin, or credit / debit card.

 Note: If the user does not have a [KUARIO account](#)^[4], it is still possible to fulfill the payment when a [KUARIO Pay Box](#)^[5] is linked to the same [Outlet](#)^[5] as the Kiosk.

Refund

Although the [KUARIO MFP Kiosk](#)^[4] 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](#)^[4] 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](#)^[5], no refund is possible!

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, why is it hidden / disabled?

 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.

Troubleshooting


 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): 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): 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 support@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](#)^[4]. After creation of a [Site](#)^[4], it's not possible to change the default currency of the [Site](#)^[4] (or any Kiosks belonging to that [Site](#)^[4]).

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


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 website: <https://www.KUARIO.com>
- User website: <https://www.KUARIO.net>
- KUARIO Site Management: <https://manager.kuario.com/>

Sign in / Sign Out

Sign in / Sign Out

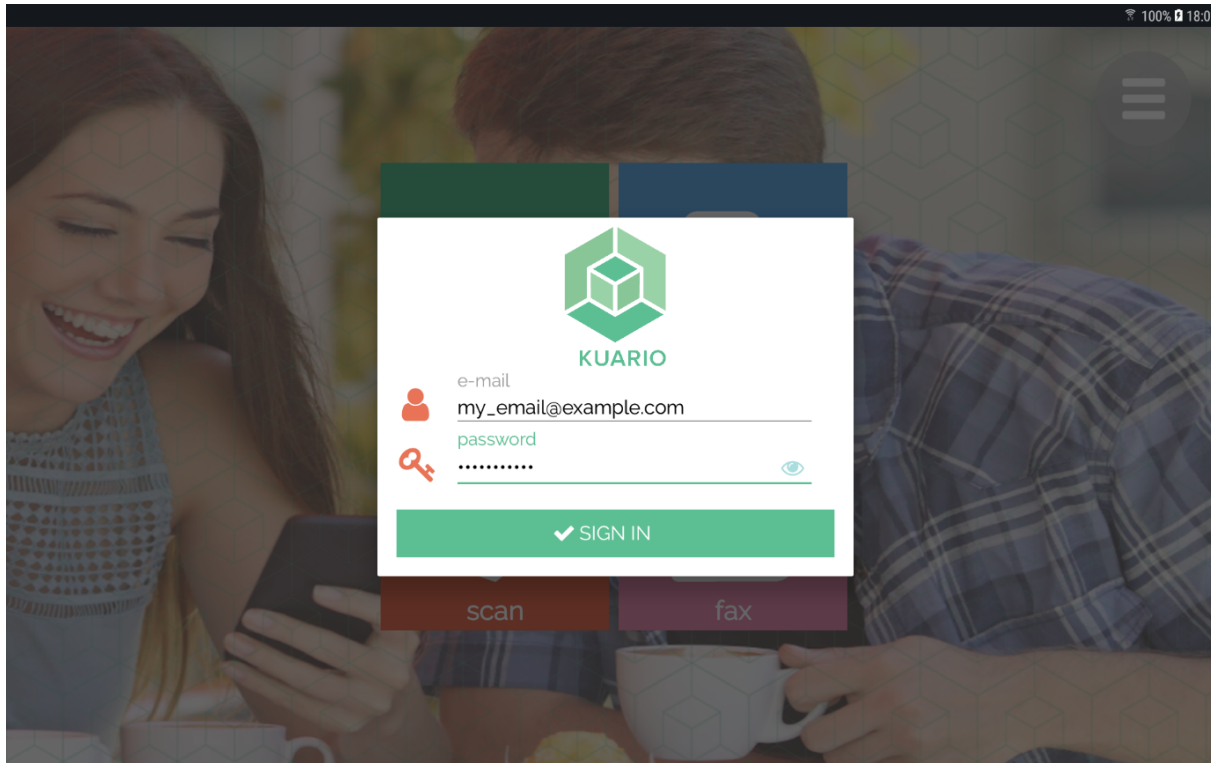
For some features of the [KUARIO MFP Kiosk](#)^[4], it is required to sign in to [KUARIO](#)^[4]. The conditions that cause a user to sign out are also described. Use one of the methods below to sign in.

 **Note:** A payment flow can continue completely on the [KUARIO MFP Kiosk](#)^[4], without the [KUARIO Payment app](#)^[4] on your smart phone as long as a user is signed in it's [KUARIO account](#)^[4].

Sign in / Sign Out

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.



Sign in / Sign Out

KUARIO Payment app

When a user regularly visits the same [KUARIO Outlet](#)^[5] and has used the [KUARIO Payment app](#)^[4] for this Kiosk, it is possible to sign in using the [KUARIO Payment app](#)^[4].

1. Login to the [KUARIO Payment app](#)^[4] on your smart phone.
2. Show the [Kiosk](#)^[4] history by pressing and holding the QR Code button.
3. Select the desired [Kiosk](#)^[4].
4. The [Kiosk](#)^[4] 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 Payment app](#)^[4] 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](#)^[4] will reset:

- The [KUARIO MFP Kiosk](#)^[4] 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

This area is meant for the reader's notes:

Notes



