

October 2019 – LAUNCH DRAFT

Xerox® Instant Print Kiosk

Installation and Relocation Guide

1. Ready to Run

1.1



Open Tray 1 and retrieve Multifunction Kiosk Security Kit.

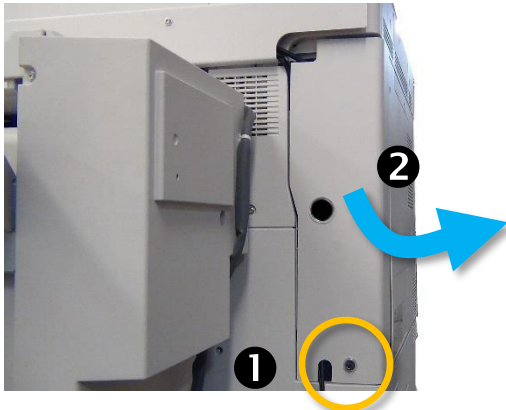
1.2



Paper MUST be loaded in trays as shown or a machine fault WILL OCCUR

Set paper guides for paper sizes in trays specifically as shown. Obtain paper stock from onsite contact and load trays.

1.3



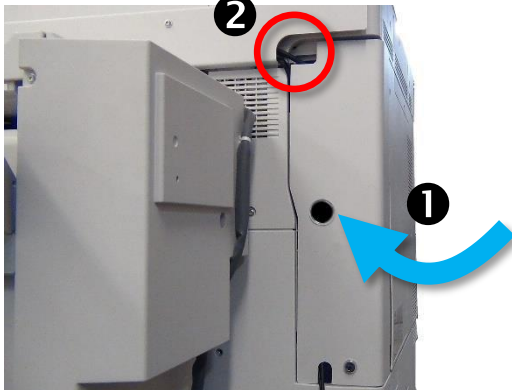
Retrieve a key from Security Kit to ① unlock right rear corner security door. ② Swing open security door.

1.4



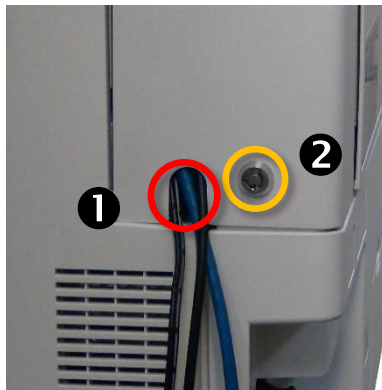
Obtain network cable from onsite contact and plug into jack on machine.

1.5



① Swing security door closed. ② Ensure no wires are being pinched at top of door.

1.6



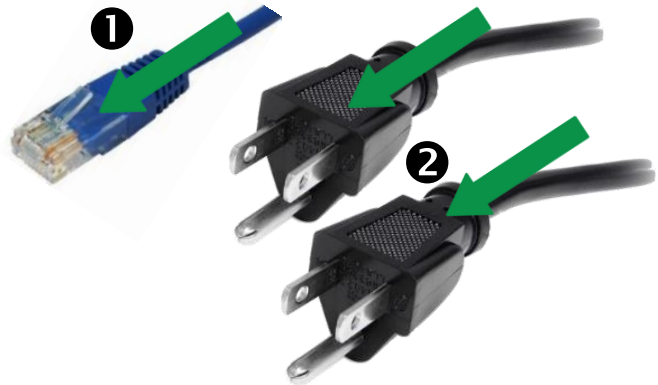
① Ensure all wires are routed through cutout at bottom of security door. ② Lock door using security key.

1.7



Return key to Security Kit. Set kit aside to give to onsite contact later in procedure (Step 1.44).

1.8



① Connect network cable to wall jack (if not already plugged in) then ② plug in power cords from processor and enablement kit into wall outlets.

1.9



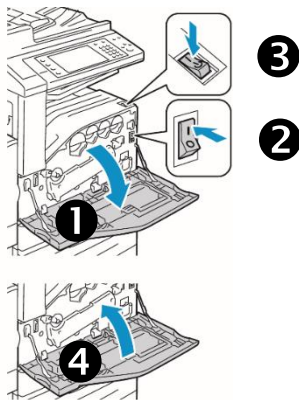
NOTE: if Android Pad UI display goes dark at any point while booting, press Reset Key (shown in Step 1.10) briefly to wake.

1.10



Android Pad UI Reset Key shown (press briefly to wake UI, if required).

1.11



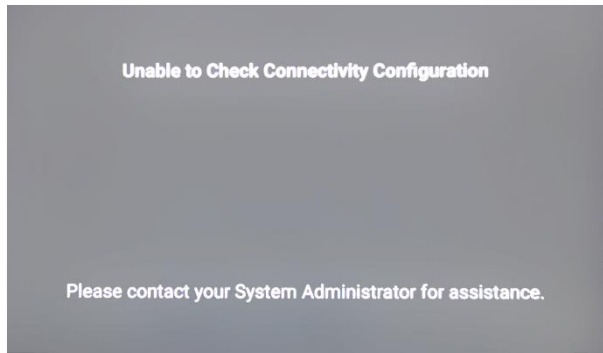
Lower front door ① to open position, switch on ② primary power switch, switch on ③ secondary power switch, raise front door ④ to closed position.

1.12



UI displays splash and status screens. **Note: machine will reboot several times.**

1.13



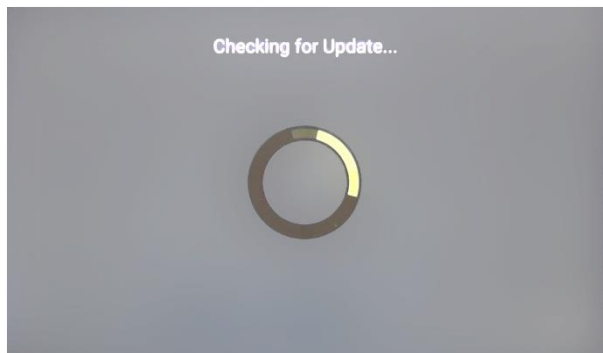
1.14



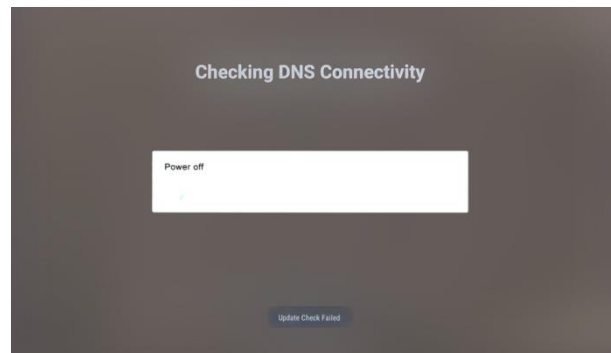
Note: if UI displays this message for more than 2 minutes see Step 2.1, Section 2 - Troubleshooting.

Finisher Output Tray will move up to “Home” position.

1.15



1.16



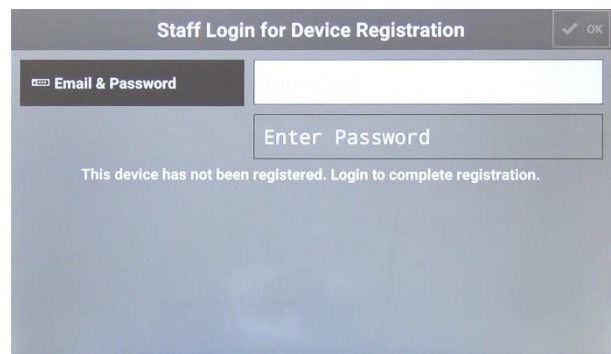
After approximately 1-2 minutes the **Checking for Update...** screen appears indicating machine is booting correctly.

Machine will reboot.

1.17



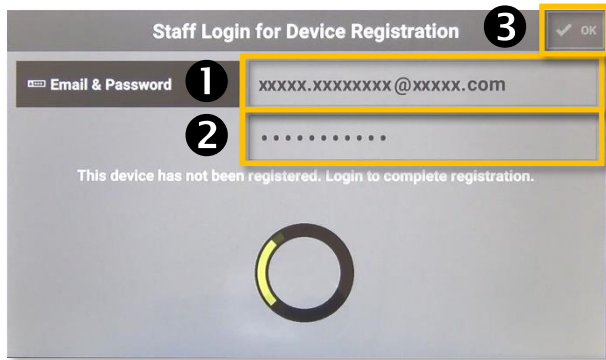
1.18



UI again displays splash and status screens.

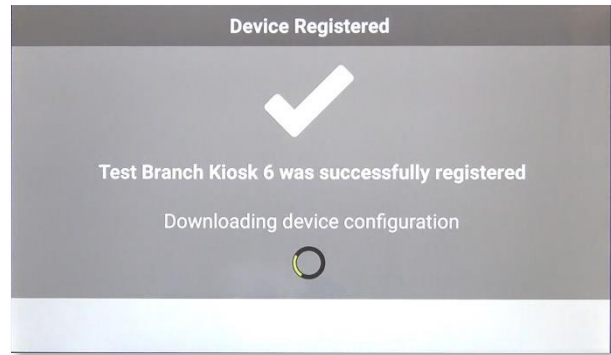
At **Staff Login for Device Registration** onsite contact **must be present** to enter Customer account specific information.

1.19



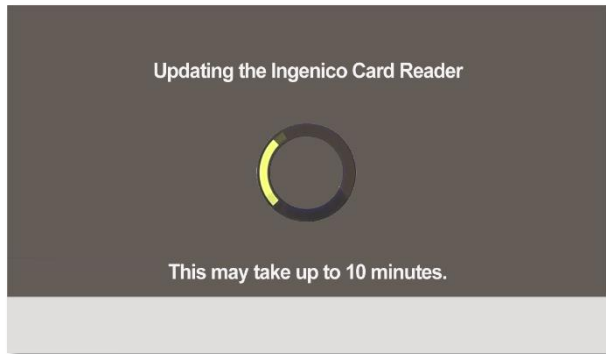
Onsite contact ❶ enters their Customer account specific email address and ❷ password, then ❸ taps ✓ OK. They will now proceed with system registration.

1.20



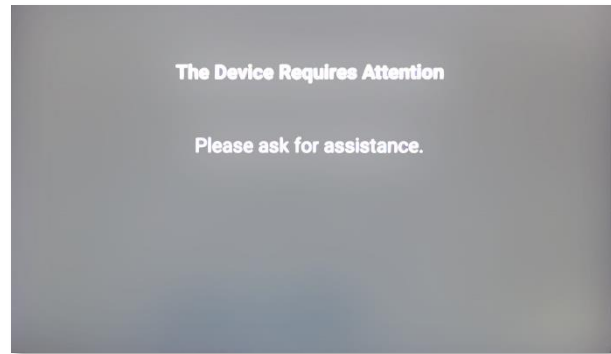
Once completed by onsite contact, **Device Registered** screen shows system is successfully registered and the required activity with onsite contact is concluded.

1.21



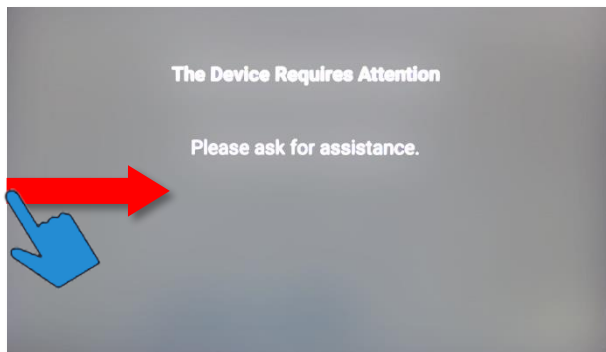
If **Updating the Ingenico Card Reader** screen appears, wait up to 10 minutes while update is installing.

1.22



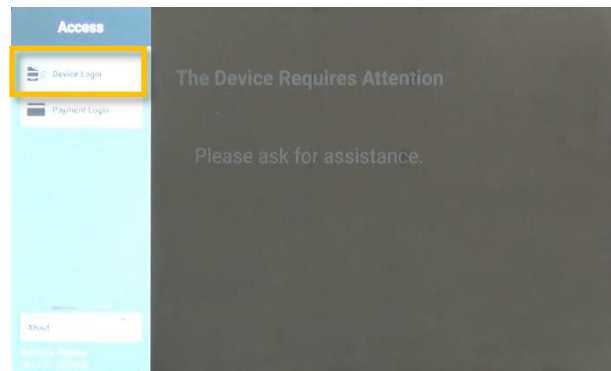
If a Hole Punch module is installed, **The Device Requires Attention** screen will appear. If no Hole Punch module is installed proceed to Step 1.30.

1.23



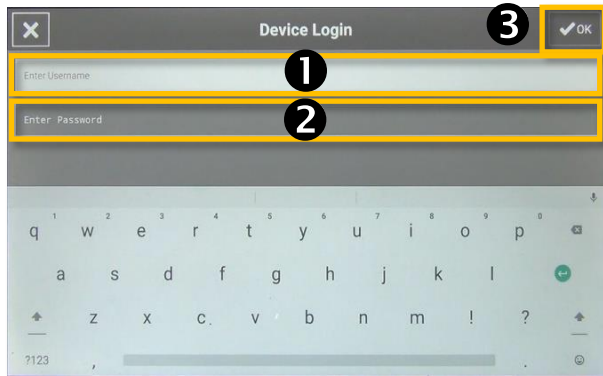
At **The Device Requires Attention** screen, swipe from left edge of UI to reveal **Access** submenu.

1.24



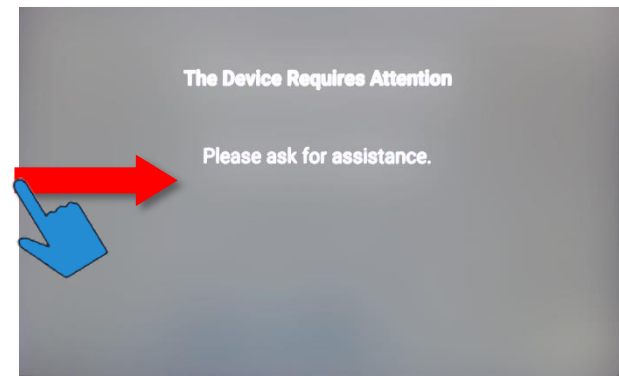
Tap **Device Login** from **Access** submenu.

1.25



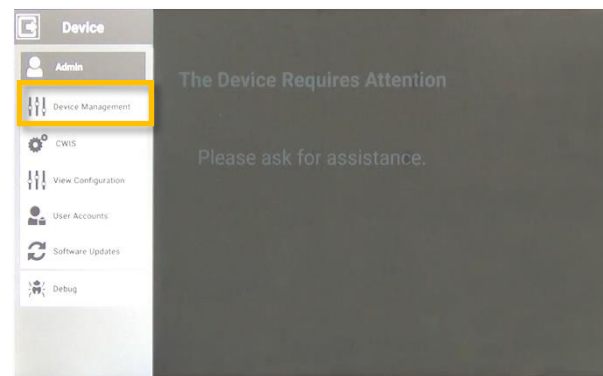
❶ Tap **Enter Username**, enter “assoc”. ❷ Tap **Enter Password**, enter “#New--Associate” (case sensitive). ❸ Tap **✓ OK** when completed.

1.26



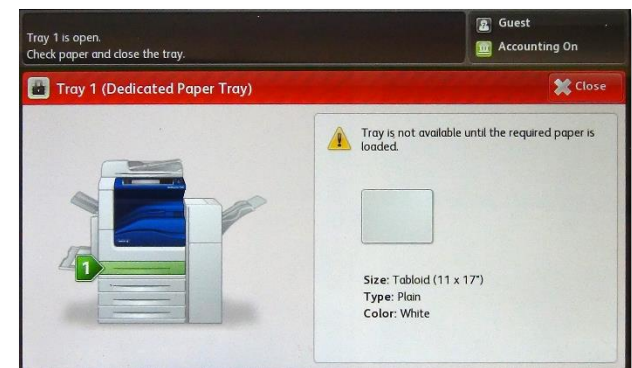
At **The Device Requires Attention** screen, swipe from left edge of UI (if necessary) to reveal **Device** submenu.

1.27



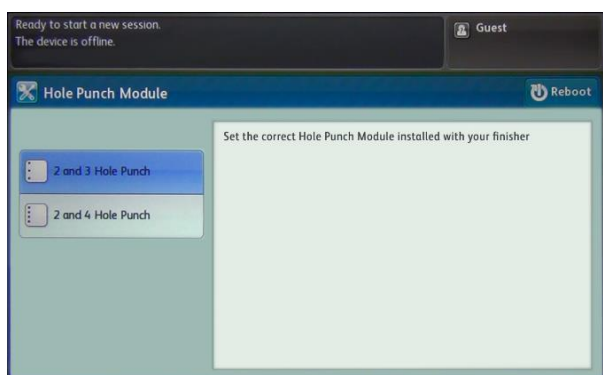
Tap **Device Management** from **Device** submenu.

1.28



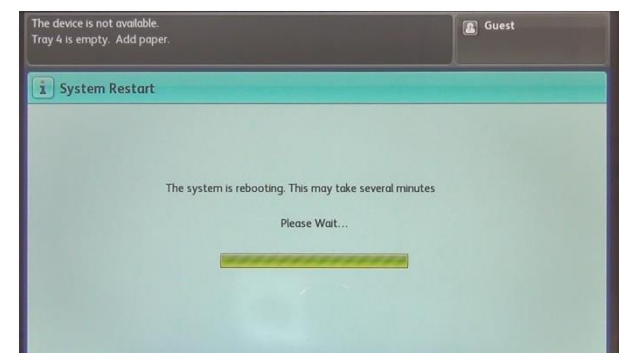
If a tray fault screen appears on UI, follow directions to address problem. Additional Troubleshooting areas are listed in **Step 2.8 in Section 2. Troubleshooting**.

1.29



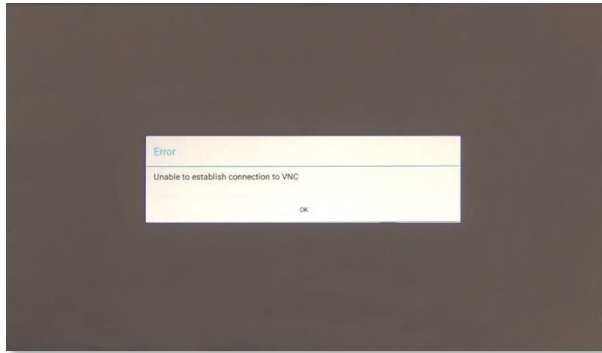
❶ Tap **2 and 3 Hole Punch**. ❷ Tap **Reboot**.

1.30



System will reboot.

1.31



System will display an **Error** screen. **Note: do not tap OK button at this time.**

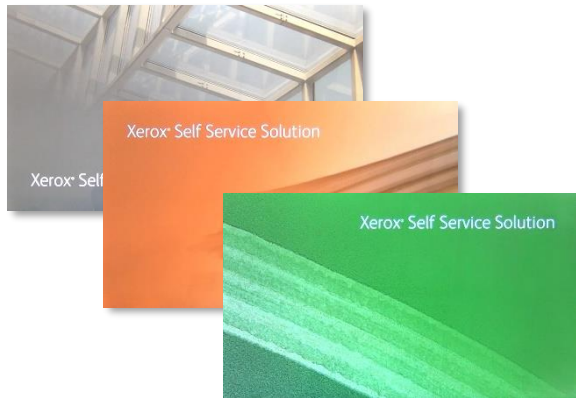
1.32



Max. 4 min.

If more than 4 minutes pass and Configuration Report does not print, refer to **Step 2.8, Section 2. Troubleshooting** for further actions.

1.33



System will display various screen saver images while it continues to boot.

1.34



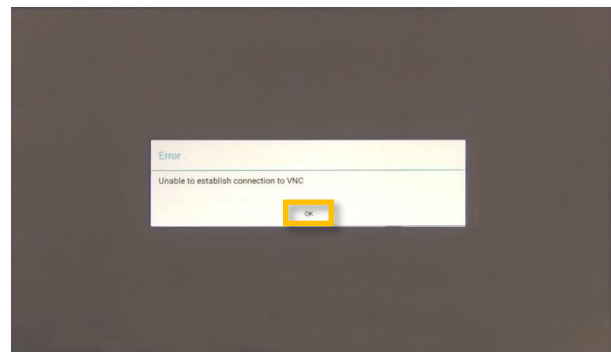
Wait for Configuration Report to print.

1.35



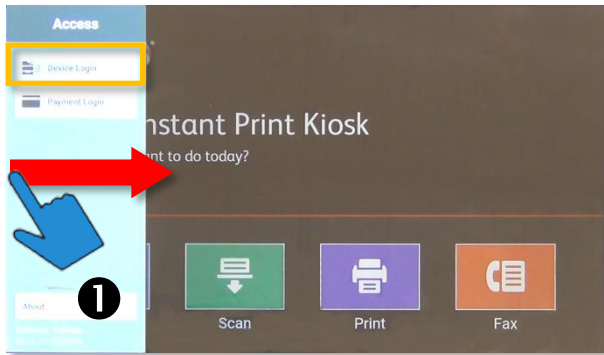
Once Configuration Report has printed, tap anywhere on UI screen while screen savers are displayed.

1.36



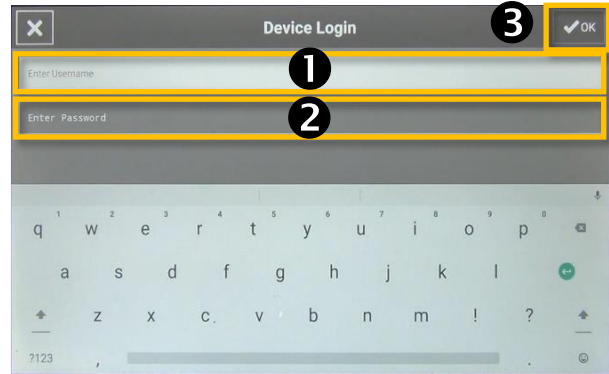
Tap **OK** on the **Error** popup message.

1.37



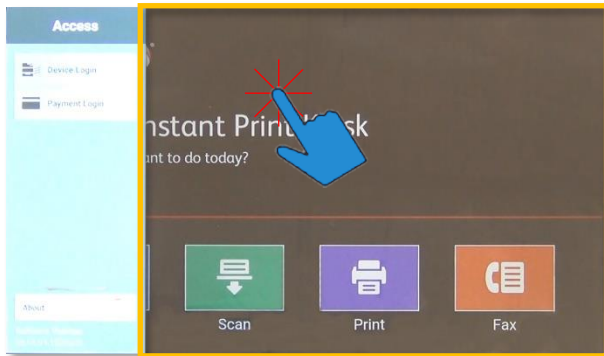
At main **Copy Scan Print Fax** screen, ❶ swipe from left edge of UI to reveal **Access** submenu. ❷ Tap **Device Login**.

1.38



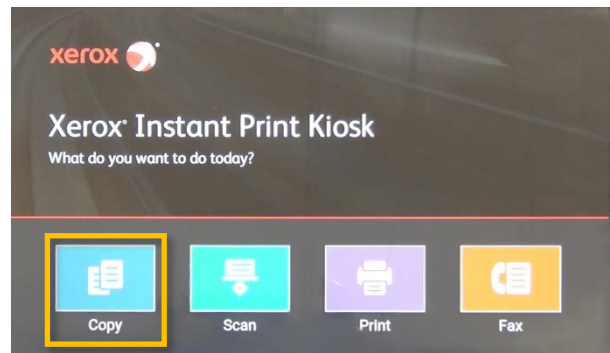
❶ Tap **Enter Username**, enter “assoc”. ❷ Tap **Enter Password**, enter “#New--Associate” (case sensitive). ❸ Tap ✓ **OK** when completed.

1.39



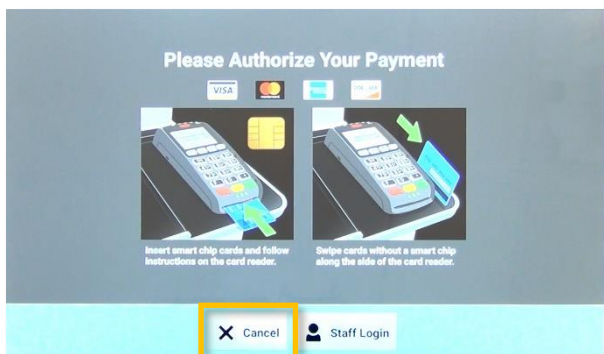
If required, tap outside **Access** sub-menu to close.

1.40



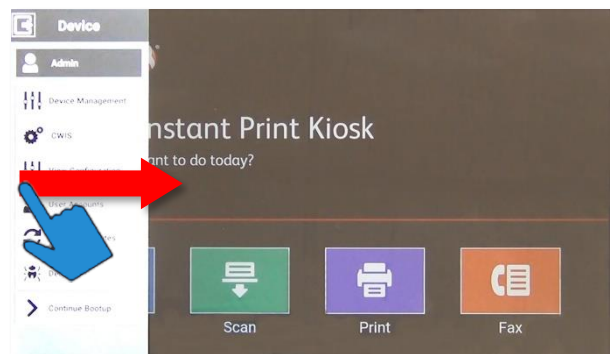
Tap **Copy**.

1.41



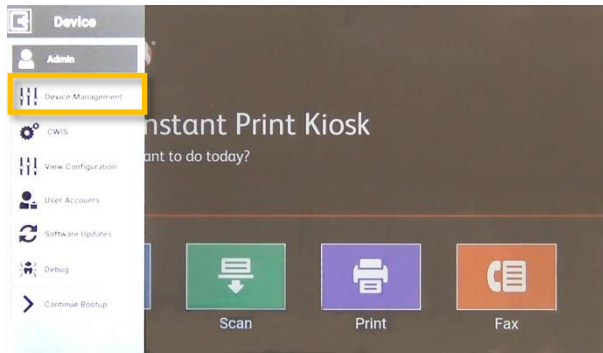
At **Please Authorize Your Payment** screen, tap **✕ Cancel**.

1.42



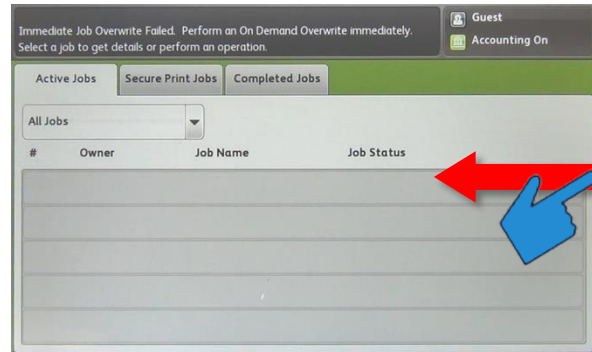
System returns to main **Copy Scan Print Fax** screen. **Note:** if **Device** submenu does not appear, swipe from left edge to open.

1.43



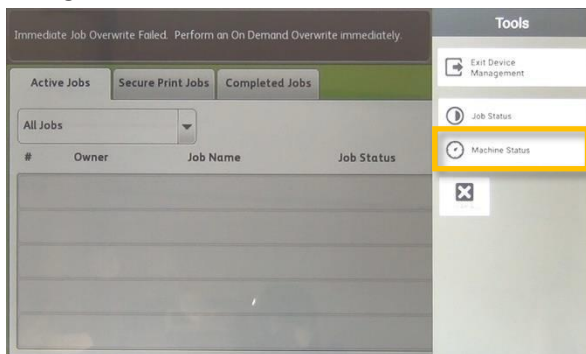
Tap **Device Management**.

1.44



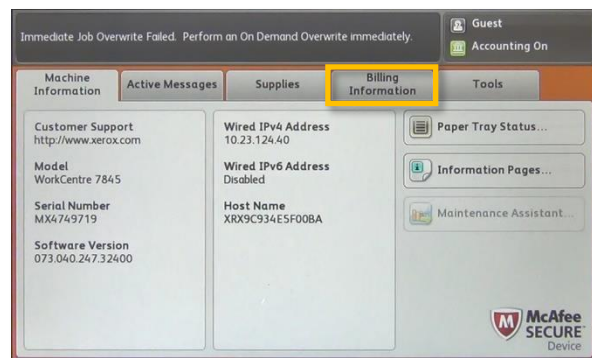
Swipe from right edge of UI to reveal **Tools** submenu.

1.45



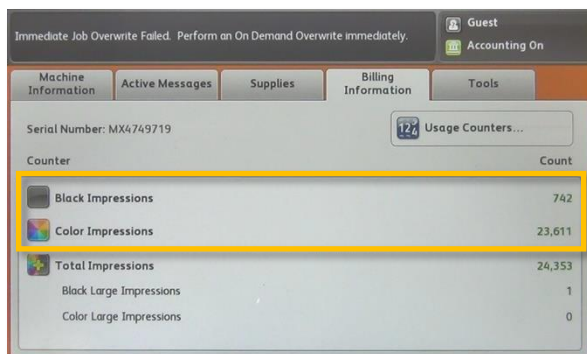
Tap **Machine Status**.

1.46



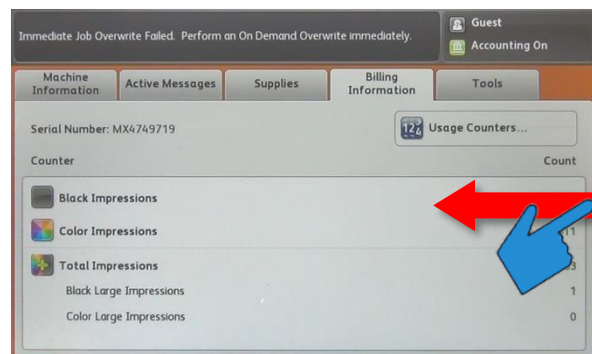
Tap **Billing Information**.

1.47



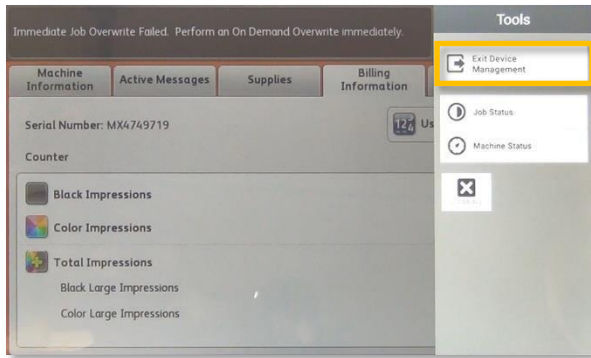
Record **Counter(s)**.

1.48



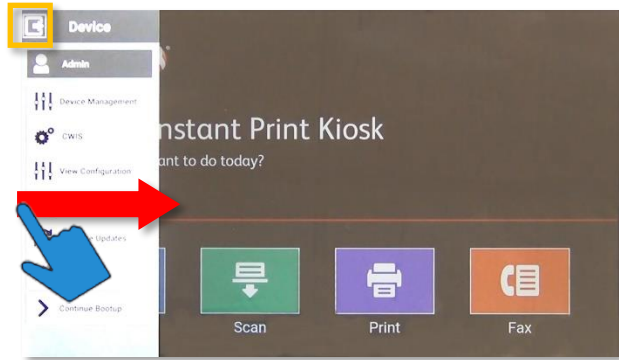
Swipe from right edge of screen to reveal **Tools** submenu.


1.49



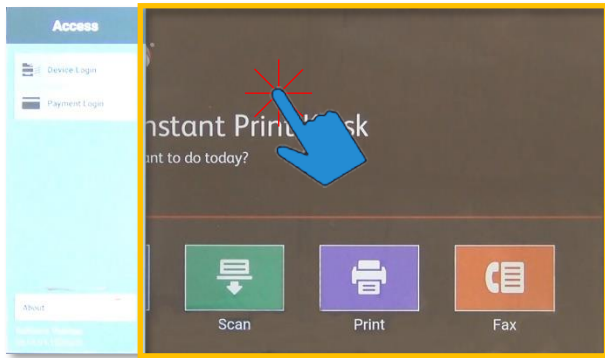
Tap  **Exit Device Management**.

1.50



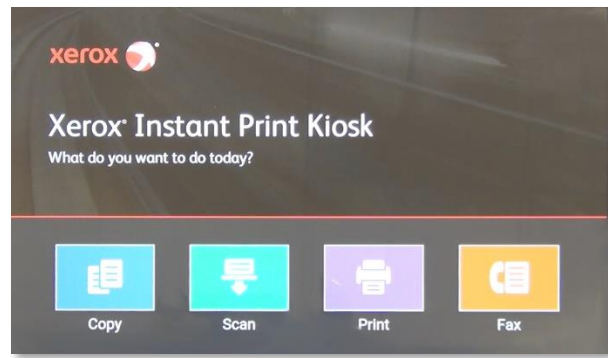
At main **Copy Scan Print Fax** screen tap  **Exit** icon on **Device** submenu. **Note: if Device submenu does not appear, swipe from left edge to open.**

1.51



If required, tap outside **Access** submenu to close.

1.52



Main **Copy Scan Print Fax** screen is shown on UI.

1.53



Give Initialization Kit, Multifunction Kiosk Security Kit, Toner Waste Container, and any remaining items and/or kits to onsite contact for storage.

1.54



Double check network connections at wall jack and machine.

1.55



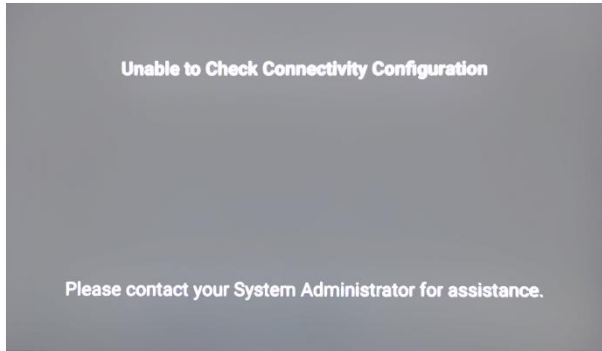
Retrieve **Configuration Report** and **Installation and Relocation Guide**.



End of procedure.

2. Troubleshooting

2.1



2.2



If UI displays this message for more than 2 minutes check 7-segment LED in right rear corner connections area (remove corner cover to view).

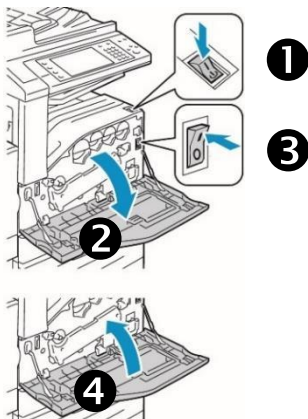
After approximately 2 minutes, proper display is a single flashing dot.

2.3



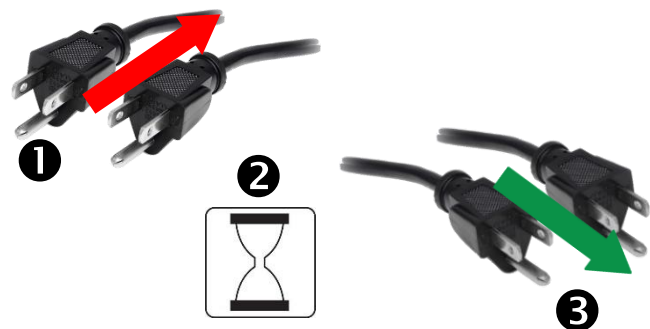
If UI is displaying any sequence of numbers / letters after 2 minutes, machine must be rebooted.

2.4



Switch off ❶ secondary power switch, lower ❷ front door to open position, switch off ❸ primary power switch, raise ❹ front door to closed position.

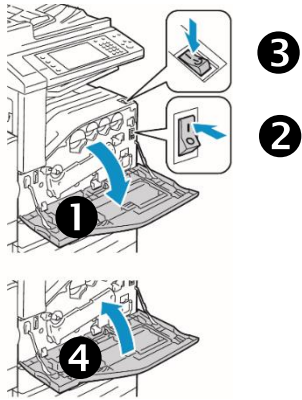
2.5



Wait 10 seconds

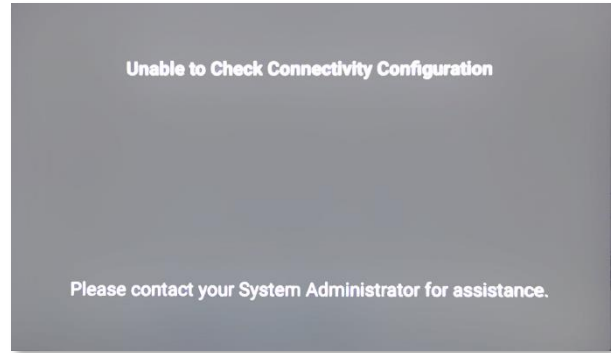
❶ Unplug both power cords from wall outlet, ❷ wait 10 seconds, then ❸ plug both cords back into wall outlet.

2.6



Lower front door ❶ to open position, switch on ❷ primary power switch, switch on ❸ secondary power switch, raise front door ❹ to closed position.

2.7



If problem reoccurs (machine hangs at this screen) abort install. Otherwise return to Step 1.13 and continue.

2.8

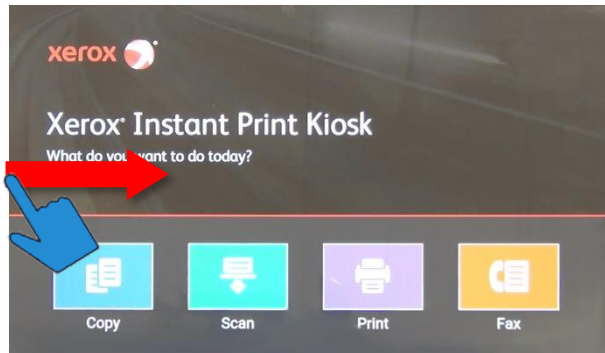


If UI shows a Paper Tray Error, or Configuration Report does not print, check status of these items, in order:

- ❶ Make sure all trays contain correct paper size, and paper guides are set correctly
- ❷ Open and close Horizontal Transport
- ❸ Open and close both left side doors
- ❹ Open and close front door
- ❺ Open and close Finisher top baffle door
- ❻ Make sure Finisher is correctly seated against machine.

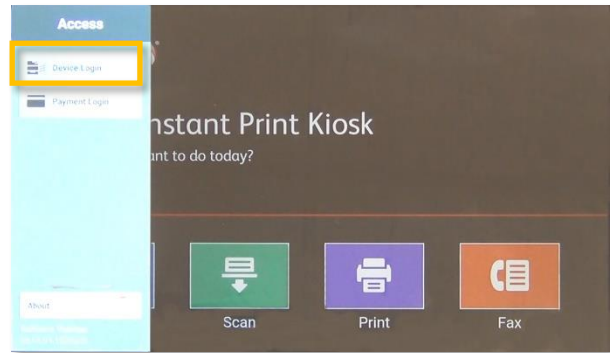
3. Relocation

3.1



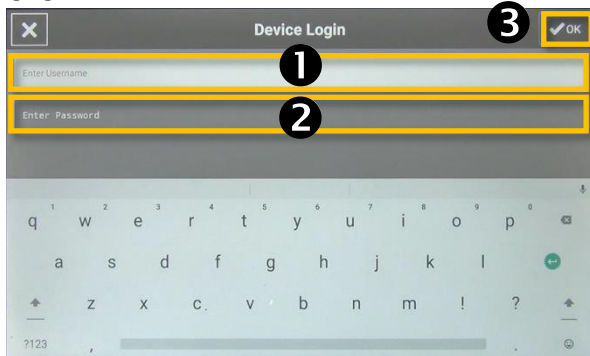
At main **Copy Scan Print Fax** screen swipe from left side of screen to reveal **Access** submenu.

3.2



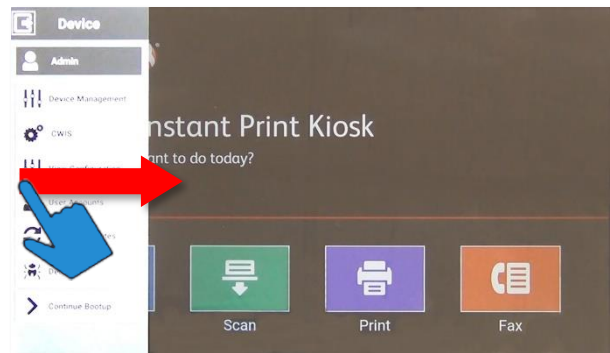
Tap **Device Login**.

3.3



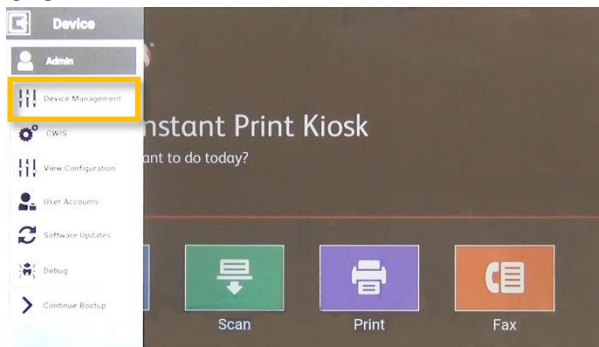
❶ Tap **Enter Username**, enter "assoc". ❷ Tap **Enter Password**, enter "#New--Associate" (case sensitive). ❸ Tap ✓**OK** when completed.

3.4



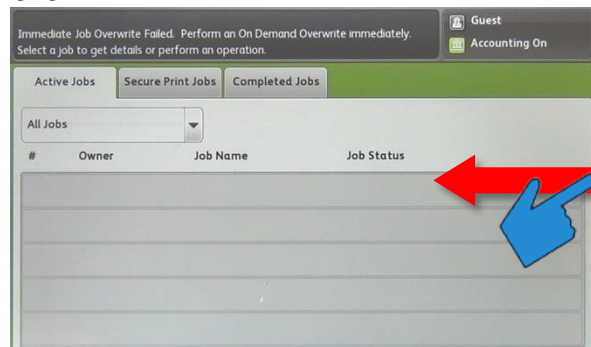
System returns to main **Copy Scan Print Fax** screen. Swipe from left edge to open **Device** submenu.

3.5



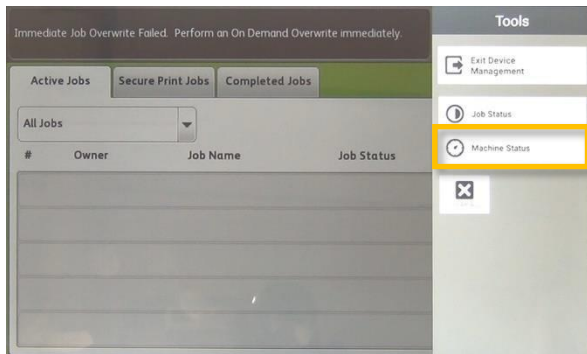
Tap **Device Management**.

3.6



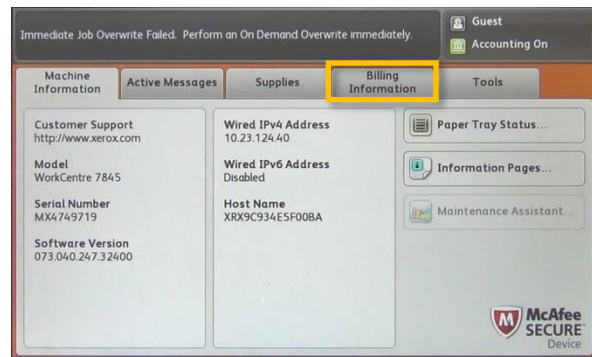
Swipe from right edge of UI to reveal **Tools** submenu.

3.7



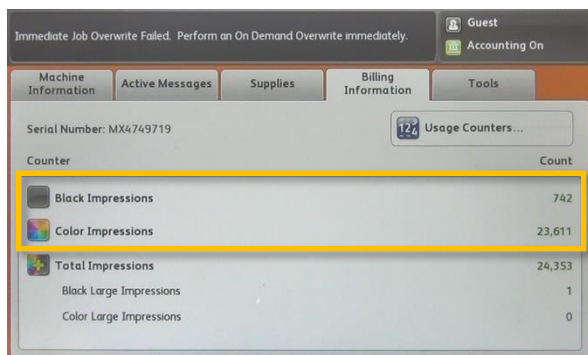
Tap **Machine Status**.

3.8



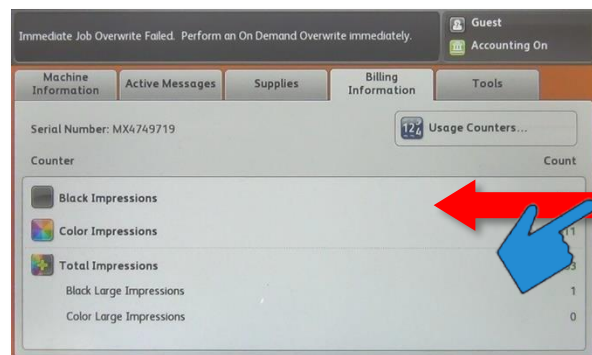
Tap **Billing Information**.

3.9



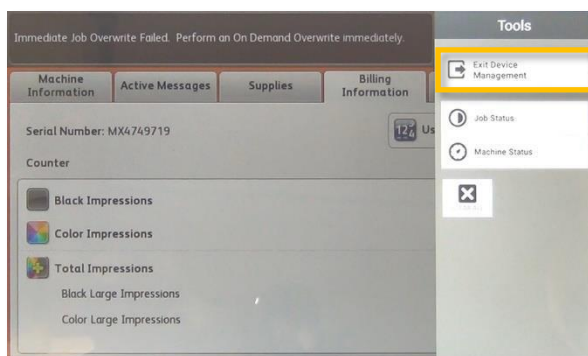
Record **Counter(s)**.

3.10



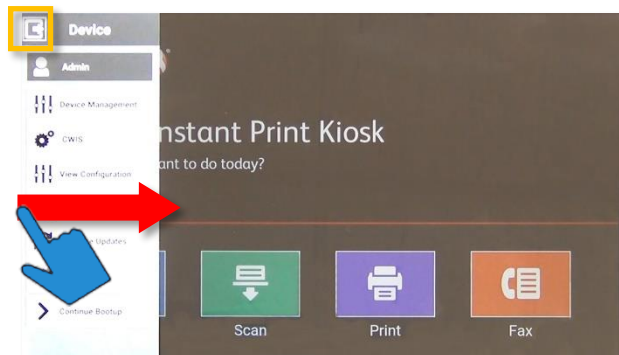
Swipe from right edge of screen to reveal **Tools** submenu.

3.11



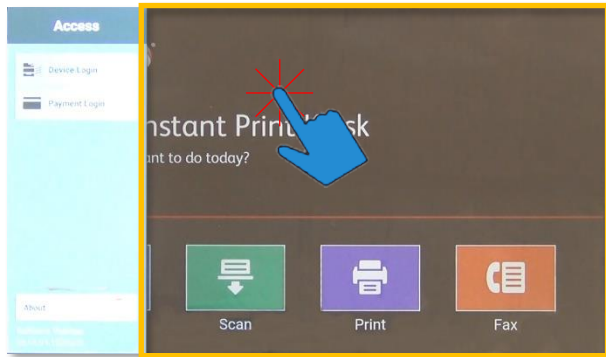
Tap **Exit Device Management**.

3.12



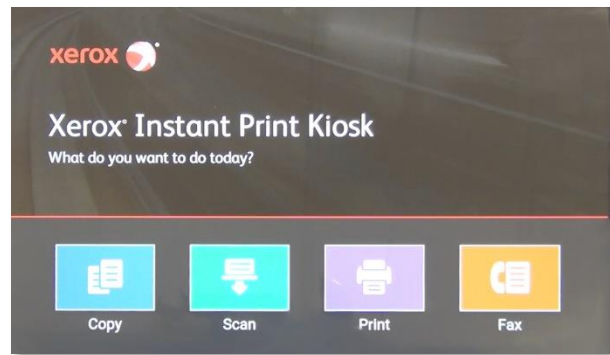
Tap **Exit** icon on **Device** submenu. **Note: if Device submenu does not appear, swipe from left edge to open.**

3.13



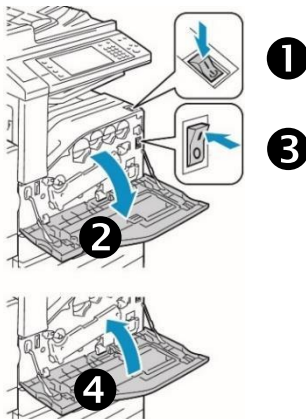
If required, tap outside **Access** sub-menu to close.

3.14



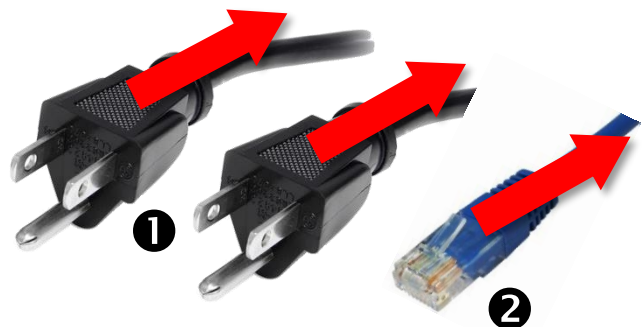
Main **Copy Scan Print Fax** screen is displayed.

3.15



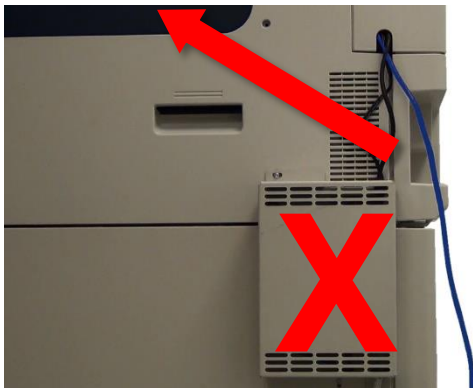
Switch off ❶ secondary power switch, lower ❷ front door to open position, switch off ❸ primary power switch, raise ❹ front door to closed position.

3.16



❶ Unplug processor and enablement kit power cords from wall outlet, then ❷ disconnect network cable from wall jack.

3.17



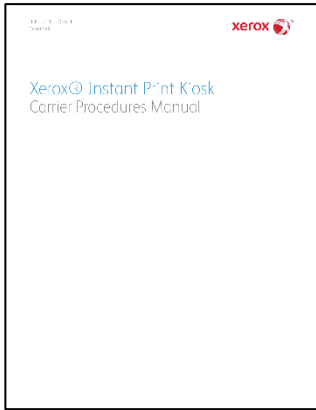
Coil and secure network cable in output cavity. **Do not disconnect network cable from machine or remove enablement kit enclosure.**

3.18



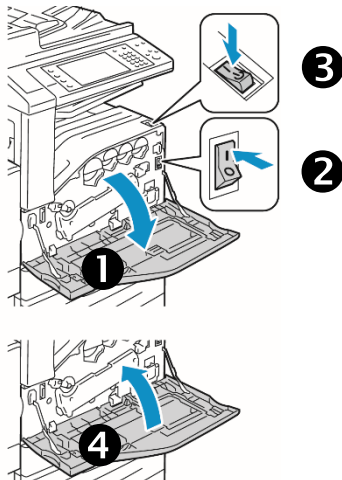
Obtain Multifunction Kiosk Security Kit from onsite contact. You will be providing to new location point of contact later in procedure (Step 3.38).

3.19



Refer to **Section 5 - Relocation/Removal of Xerox® Instant Print Kiosk Carrier Procedures Manual** to relocate machine.

3.21



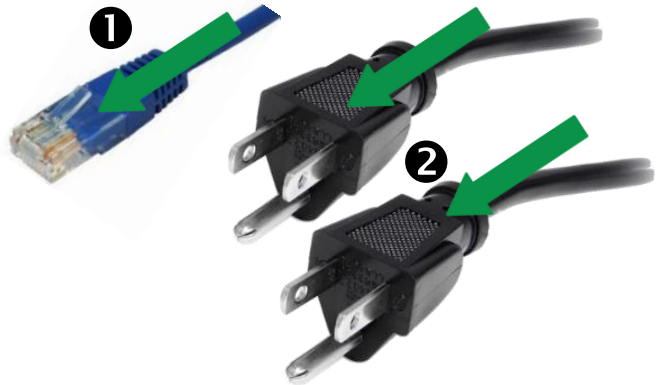
Lower ❶ front door to open position, switch on ❷ primary power switch, switch on ❸ secondary power switch, raise ❹ front door to closed position.

3.23



Android Pad UI Reset Key shown (press briefly to wake UI, if required).

3.20



❶ Connect network cable to wall jack (if not already plugged in) then ❷ plug in power cords from processor and enablement kit into wall outlets.

3.22



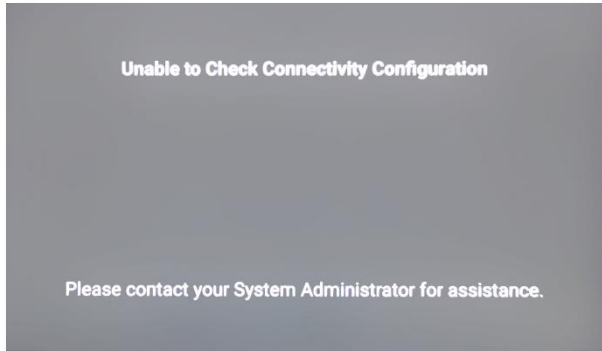
NOTE: If Android Pad UI display goes dark at any point while booting, press Reset Key (shown in Step 3.23) briefly to wake.

3.24



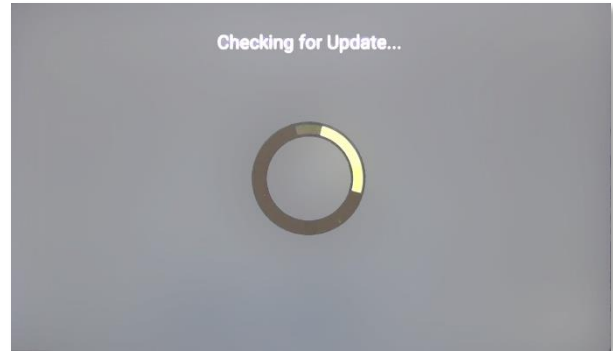
UI displays splash and status screens. **Note: machine will reboot several times.**

3.25



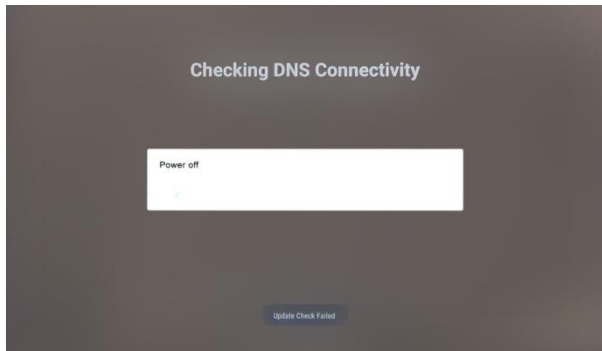
Note: If UI displays this message for more than 2 minutes see Step 2.1, Section 2 - Troubleshooting.

3.26



After approximately 1-2 minutes the **Checking for Update...** screen appears indicating machine is booting correctly.

3.27



Machine will reboot.

3.28



UI again displays splash and status screens.

3.29



A Configuration Report will print once network connectivity is fully established and boot is complete.

3.30



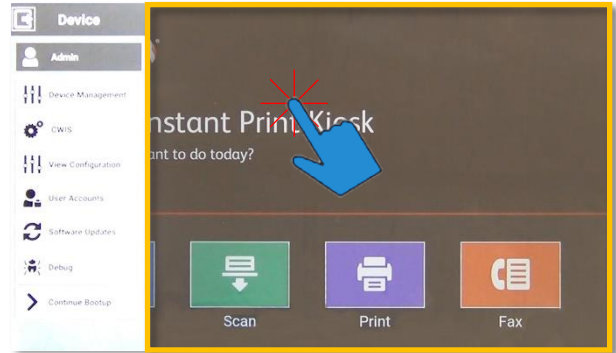
Once Configuration Report has printed, tap anywhere on UI screen while screen savers are displayed.

3.31



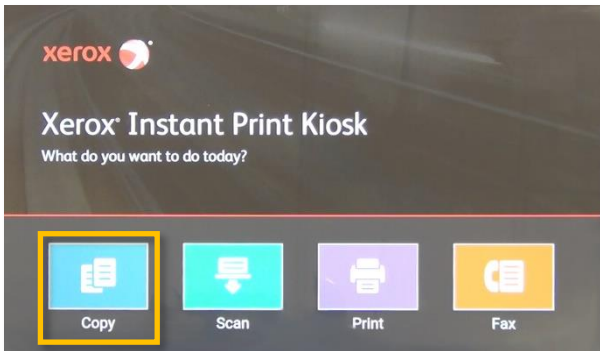
Tap **OK** on the **Error** popup message.

3.32



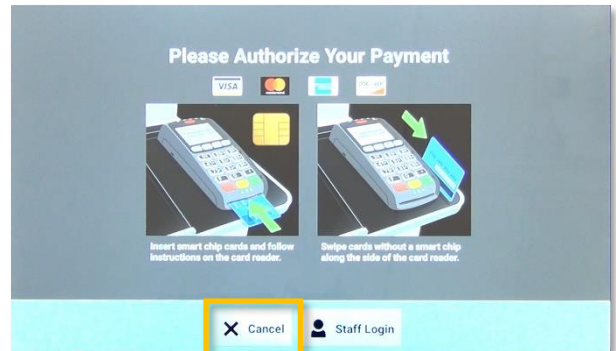
If necessary, tap outside **Device** submenu to close submenu.

3.33



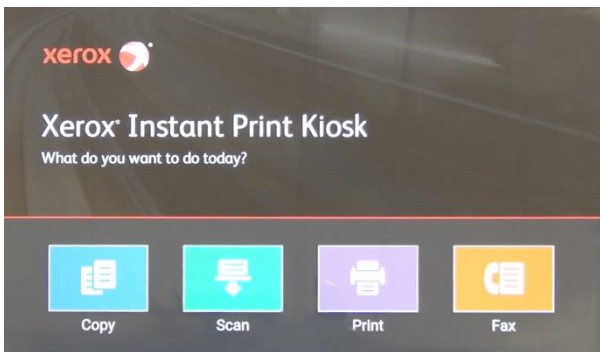
Tap **Copy**.

3.34



At **Please Authorize Your Payment** screen, tap **X Cancel**.

3.35



System returns to main **Copy Scan Print Fax** screen.

3.36



Double check network connections at wall jack and machine.

3.37



Retrieve **Configuration Report** and **Installation and Relocation Guide**.

3.38



Multifunction Kiosk Security Kit MUST be left with acting onsite contact

Give Multifunction Kiosk Security Kit and any other remaining items to Customer for storage.



End of procedure.