



KUARIO



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Uitgever

KUARIO B.V.

Productie

KUARIO B.V.

Inhoudsopgave

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Introduction

➔ Introduction

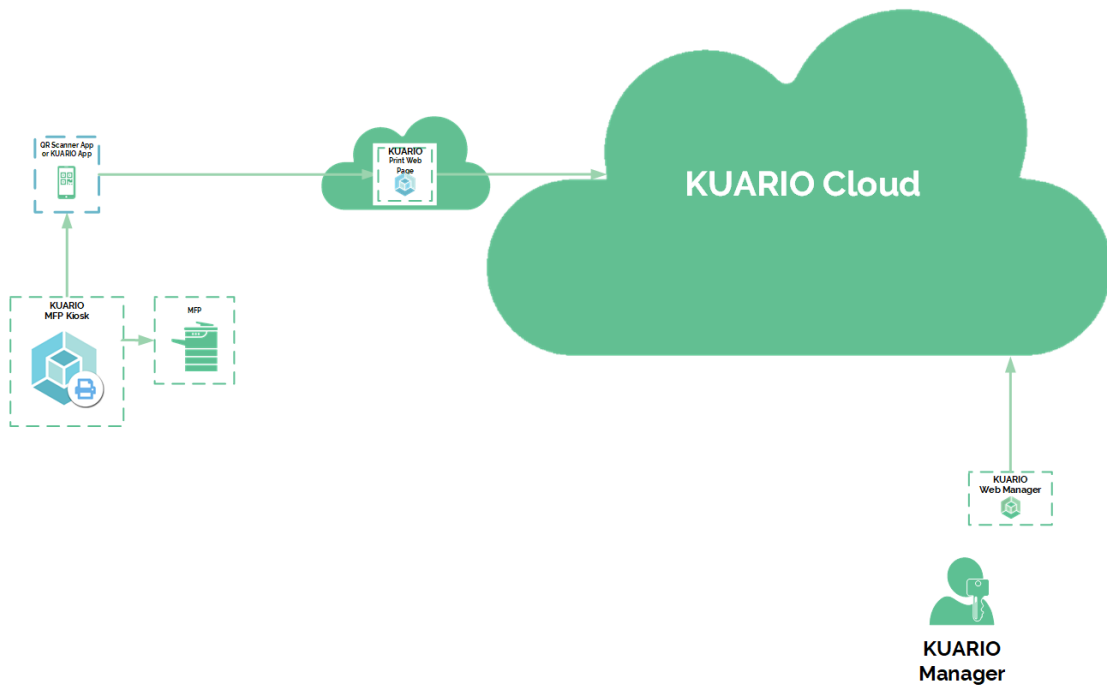
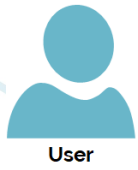
With this guide we will connect an Epson, Xerox or Konica Minolta MFP to our KUARIO Kiosk Web solution.

To do this we will need the KUARIO Kiosk Web Solution, an MFP and some specific data of that MFP and a [KUARIO account](#) with manager rights. All the requirements are listed under the 'Requirements' section further in this manual.

We hope you will enjoy the KUARIO Kiosk Web solution after completing this guide!

Architecture

Overview



The end-user will use the KUARIO User app to interact with the KUARIO Kiosk Web Solution. To install and configure the MFP we will need the KUARIO manager and a KUARIO account with manager rights to be able to use the KUARIO manager.

Terminology

? Terminology

- KUARIO app

The KUARIO App is the app for end users. The app is to be recognized by the green KUARIO logo. (<https://login.kuario.com/index.html>)

- 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).

- KUARIO site

A KUARIO site can be a location/environment or any group of KUARIO outlets. Sites can have a parent-child relationship.

- Devices

An automated self-service machine (like an MFP) that is connected to a KUARIO site.

- KUARIO outlet

A KUARIO outlet is synonymous to an automated self-service machine. This could be a combination of a device and a KUARIO Pay Box. The outlet delivers the products to the end-user and if configured as such, might handle payment for that product.

- KUARIO site manager

A KUARIO site manager is the person that is responsible for managing a KUARIO Site. The site manager can change prices and add products. The site manager is also the person that assigns field service engineers (also known as Service Managers).

Requirements

Requirements

- A 'clean' MFP (see explanation below)
- MAC Address of the MFP
- The IP Address of the MFP
- The Login Credentials of the MFP (Username and Password)
- An active [KUARIO Manager account](#)⁶⁷
- An active [site \(in KUARIO Manager\)](#)⁶⁷

 **Note:** What we mean by a 'clean' MFP, is an MFP without any external software installed. A 'Factory default' machine would not have these apps.

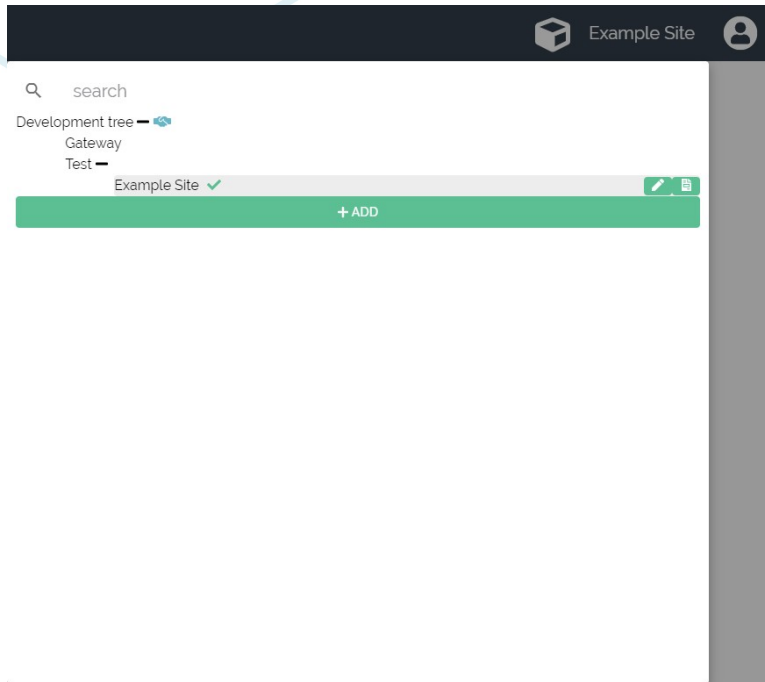
 **Note:** To get an existing machine 'cleaned', please contact your dealer and tell them you will need to remove all the external apps from the device.

Installation

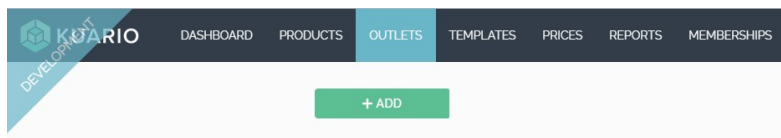
Installation

Login to the KUARIO manager and select the site where you want to install this MFP.

Creating an MFP Outlet



1. Go to Outlets and add an Outlet.
2. Click 'Add'.



3. Enter the 'Outlet name*' (The Outlet name is also the name used in financial reports, so choose a representable name).
4. Make sure the 'Is this Outlet active' box has been ticked, or tick it when is has not been ticked as this Outlet will be active.
5. Set this Outlet to be an 'MFP' Outlet by clicking the 'MFP' icon.
6. **Do not** tick the 'Is this Outlet private' box as we want this Outlet to be able to be used by everybody and not by a select group.

i Note: If you do want to give 'Exclusive Access' to this Outlet, please refer to [Appendix A](#)¹⁶ or to the KUARIO Manager manual -> 'Memberships'.

OUTLETS TEMPLATES PRICES REPORTS MEMBERSHIPS USERS

Info > Terminals > Extra

Outlet name
Demo Outlet

Please fill out this field

Is this outlet active?

CASH REGISTER	MFP <input checked="" type="checkbox"/>	VENDING MACHINE	PAY POINT
LINK TERMINAL	TIMER	COINVALIDATOR	GATEWAY
OPERATED PAYPOINT	ACCESS	ENERGY	FACILITYTYPEID-CASHTOPUPMACH
FACILITYTYPEID-MFPOFFICE			

Is this outlet private?

7. Click 'Next'.

PRODUCTS **OUTLETS** TEMPLATES PRICES

order-terminal

Device address
AA:BB:CC:DD:EE:FF

Please fill out this field
Device name
Demo Outlet

payment-terminal

option-disabled

8. Tick the 'order-terminal' box
9. At 'Device Address' fill in the MAC-Address of the MFP, making sure the segments are separated with a colon ':'.
Like: 00:0C:6E:D2:11:E6

Warning: Do not use this example MAC-Address, it won't work, you will need the MAC-address of your own MFP device!

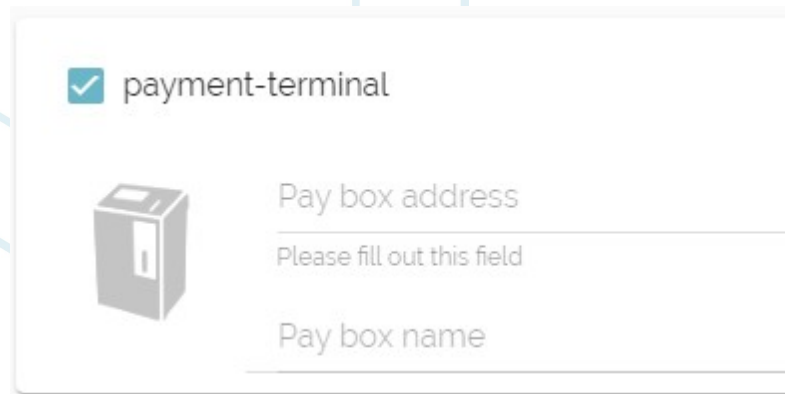
10. Finally enter the Device Name, we recommend that you use the same name here as you used as the Outlet Name, you can use the 'Back' button to go back and copy it.

If you do not have a PayBox (aka Payment-terminal) (see icon), Click 'Next'.


11. If you do have a set-up with a pay box, tick the payment-terminal box.

12. The PayBox address is for the MAC Address which can be found on a KUARIO sticker on the left side of the PayBox.

13. Finally enter the PayBox Name, we recommend that you use the same name here as you used as the Outlet Name, you can use the 'Back' button to go back and copy it.



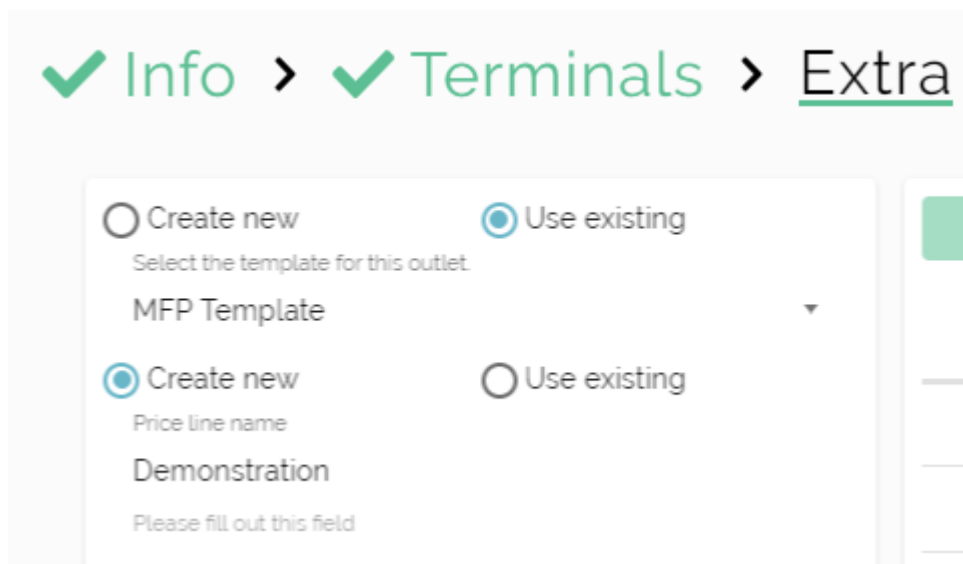
payment-terminal



Pay box address
Please fill out this field

Pay box name

14. Click 'Next'.



✓ Info > ✓ Terminals > Extra

Create new Use existing
Select the template for this outlet.

MFP Template

Create new Use existing
Price line name

Demonstration
Please fill out this field

At the final step of creating an Outlet you can select or create a Price Line and a Template.

i Note: A Template determines what product can be used in this MFP (Outlet).

i Note: A Price Line determines what prices are used at this Outlet. Prices are 'inherited' from their parents sites, so it is likely that the prices you see are already correct for your site if your parent site is also part of your organisation.

SAVE ITEMS			SAVE PRICES	
Paper size	Function	Color	Product name	Retail price
A3	Print		print A3 page	0.01
		BW	print A3 side bw	0.12
		Color	print A3 side color	0.23
	Copy		copy A3 page	0.01
		BW	copy A3 side bw	0.01
		Color	copy A3 side color	0.01
	Scan	BW	scan A3 side bw	0.00
		Color	scan A3 side color	0.00
		Fax	BW	fax A3 side bw
		Color	fax A3 side color	0.01
A4	Print		print A4 page	0.01
		BW	print A4 side bw	0.01

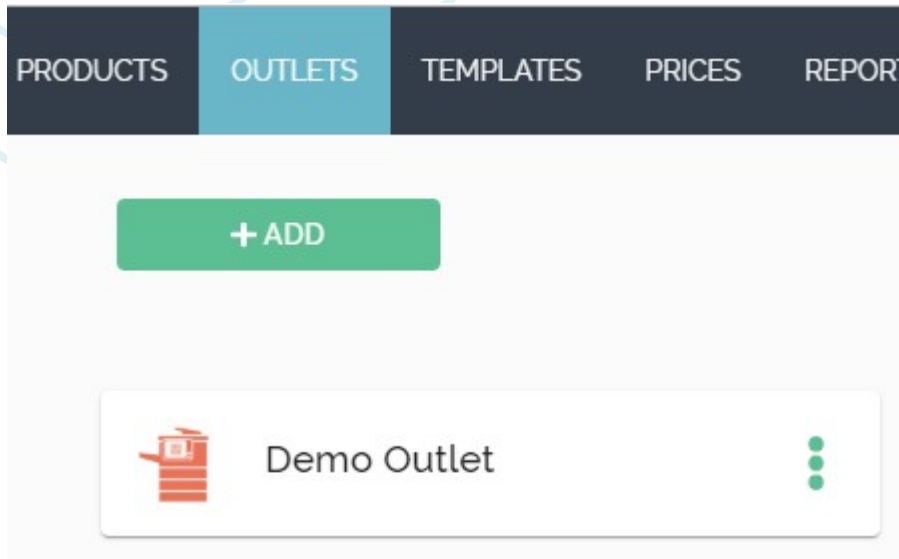
CANCEL ← BACK ✓ SAVE

15. Check if the products in the tables that you can and want to sell are in the table. Also check if products that you cannot sell are written with the strike-through style. ~~This effect is the strike-through style.~~ If any products should be able to sell and are not or products should not be able to sell then you will need a customized Template. Select. Only in that case select 'Create New' and enable / disable the products in the table accordingly. Finally click 'Save Items'. A new template will have been created and is now linked to this Outlet.
16. Check if the prices of the product you want to sell at this Outlet are correct, if they are not you will need a customized price line. In only that case, select 'Create new' and edit the prices in the table. Finally click 'Save prices'. A new price line will have been created and is now linked to this Outlet.
17. If everything turns out to be correct, click 'Save. You have now created an Outlet.

Configuration

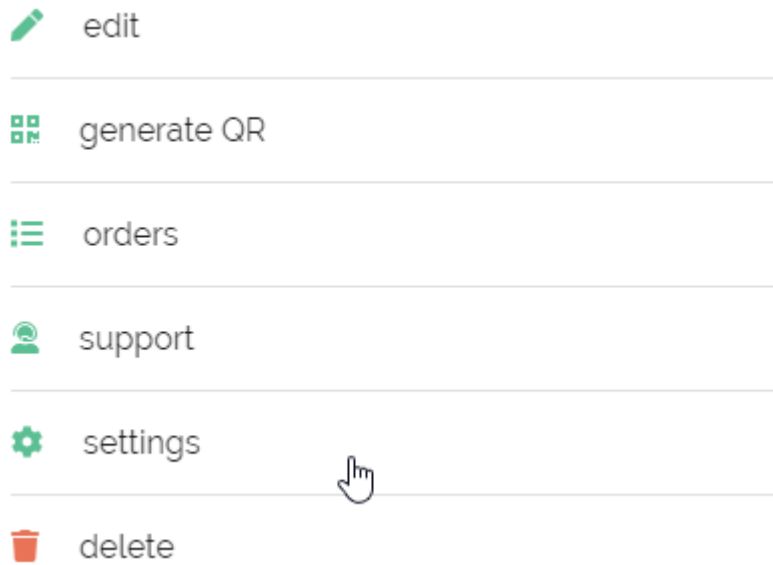
Configuration

We will now configure the Outlet to link it with the KUARIO Smart Connector.



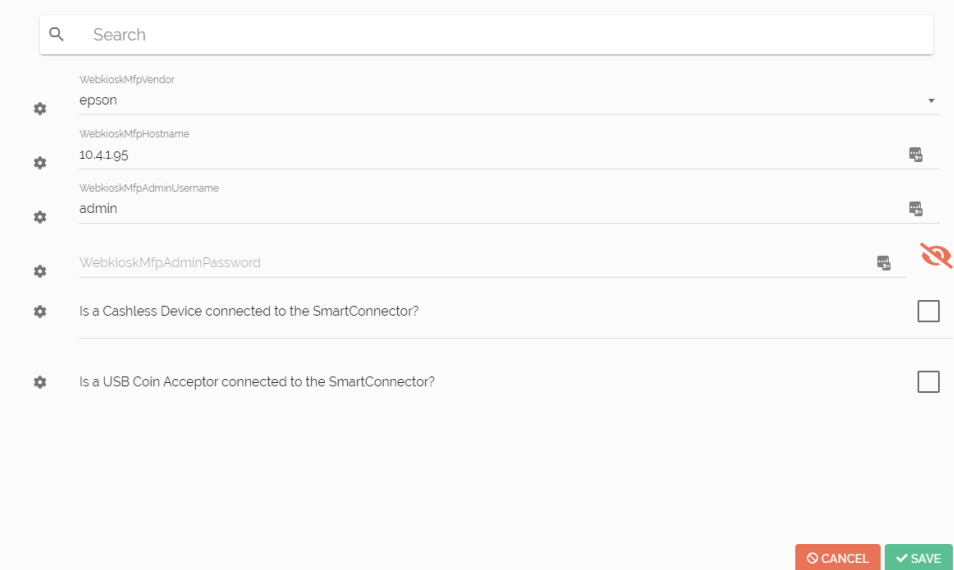
1. Click the 3 green dots on the right at the Outlet you have just created in the last chapter.

2. Select settings



3. At 'WebkioskMfpVendor', select your MFP Brand.
4. At 'WebKioskMfpHostname', enter the MFP IP Address.
5. At 'WebKioskMfpAdminUsername', enter the Administrator username of the MFP.
6. At 'WebkioskMfpAdminPassword', if required enter the password.
7. If a cashless device or coin acceptor or connected to the SmartConnector tick the appropriate boxes.

Settings



8. Click 'Save'.
9. The Smart Connector will start installing the application onto the MFP device.

Note: The required specific machine settings are automatically set during the installation.

Note: If your password needs to be blank, please double-check if it is and that there are no spaces or other characters in the password field.

Testing

Testing

If the installation was successful you should be greeted by the welcome screen of the KUARIO Web Kiosk.



Troubleshooting

1. 🛠 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): Message shown: "error-incorrect-authentication-settings':'Device authentication settings are incorrect. KUARIO username could not be written of read**

👤 **Prognosis: MFP Table with users is full, KUARIO can not create a KUARIO user in the MFP**

🏠 **Scope: All Devices**

☰ **Resolution:**

A - Make you yourself or a colleague has the right to delete users on the MFP

B - Check if the MFP is at its maximum capacity of users

C - If the device is at it's maximum capacity of users, please delete a user and retry the [configuration process](#)¹²¹

D - If the device is not at it's maximum capacity of users, please contact KUARIO support (support@KUARIO.com).

Appendix A: Set exclusive access to an Outlet

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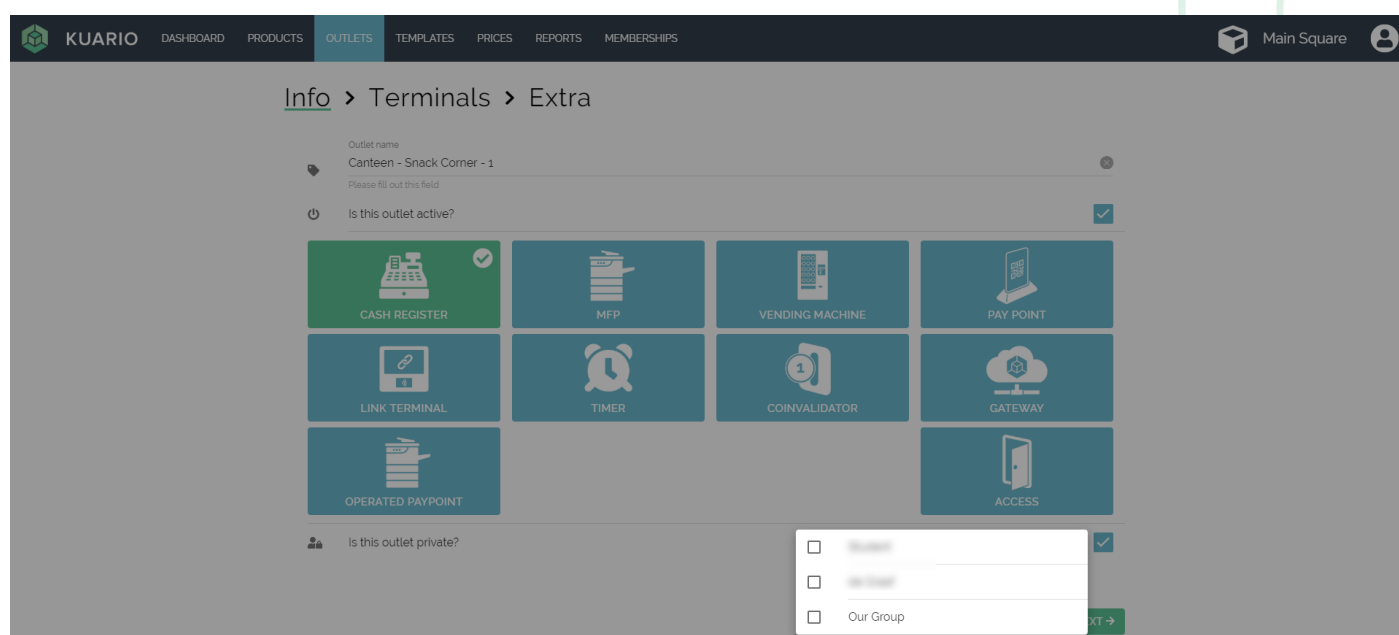
To set exclusive access to an Outlet, you will need to have Memberships. If you do not have Memberships or you do not know if you do, please refer to the KUARIO Manager Manual.

Memberships are groups that a user can be a member of and that may give that user extra rights or options.

Memberships can be used to grant exclusive access to an Outlet, provide a deduction of the product price and many other features, please refer to the KUARIO Manager Manual for more information.

Set exclusive access to an Outlet

1. Go to Outlets.
2. Select an Outlet that you want the Membership to have exclusive access to.
3. Tick the box 'Is this Outlet private?'. A pop-up selection list will appear.



4. Select the appropriate Membership(s) from that list.
5. Make sure the box is checked, click 'NEXT ->'.

Warning: The selected Memberships now have exclusive access to this Outlet. Users that are not part of the selected Memberships will not be able to use this Outlet!

