KUARIO

Versie 1.0.5 geproduceerd op: May 2023 in Nieuw-Vennep.

Inhoudsopgave

Introduction

➡ Introduction

The KUARIO app is your personal assistant to manage all your kiosk transactions.

With the user friendly KUARIO app you can order & pay cashless at unattended kiosks like i.e. print/scan/copy machines, vending machines, ticket machines, lockers, coffee machines, photo booths, laundry machines, kiddy rides etc.

It will give you complete control over all your transactions and expenses. If you also activate the KUARIO Print module (it's free, don't worry), you can also upload your documents and print them out at any KUARIO enabled MFP device.

And if you are a Service manager (someone who installs KUARIO sites) you can also use the app to install and configure KUARIO Outlets.

In short, it's a very versatile app that gives you a lot of control in your KUARIO environment.

Enjoy it, it's there to help you!

The KUARIO team

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)

- **Service module in the KUARIO app**

Through the service module in the KUARIO app a field service engineer is able to connect the automated self-service machines and link the KUARIO Pay Boxes in a quick & easy way.

- **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.

- **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.

- **Devices**

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

- **KUARIO Pay Box**

Via a KUARIO Pay Box users are able to pay for goods and services vended at a KUARIO device.
A KUARIO Pay Box can consist of different payment methods like coins, debit-/credit cards and mobile payment via the KUARIO app.

- **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 outlet group**

KUARIO outlets group is a group of outlets and is used for reporting purposes only.

- **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. A site manager can also be a field service engineer / service manager.
To become a site manager you must have another site manager in the same site or a site higher in the tree make you site manager. If you are a new organisation with KUARIO the first site manager within your organisation will be appointed by KUARIO according to your organisations wishes. Other site managers in your organisation should be created by that site manager, or site managers already created,

- **KUARIO Field service engineer / KUARIO service manager**

The field service engineer is the person who connects devices (MFP's) to KUARIO sites and links KUARIO Pay Boxes to devices with the service module in the KUARIO app. He is also known within KUARIO as a service manager.

Architecture

Overview

Outside
Main API
MQTT
Internal

Azure
Cloud

MQTT
mqtt.kuario.com – TCP/WS 443

KUARIO
main API api.kuario.com – TCP 443

KUARIO DB

KUARIO Print API
print.kuario.com – TCP 443
(api.kuario.com – TCP 443)

KUARIO Monitor
monitor.kuario.com – TCP 443

KUARIO Web Manager
manager.kuario.com – TCP 443

KUARIO
App

User

Browser
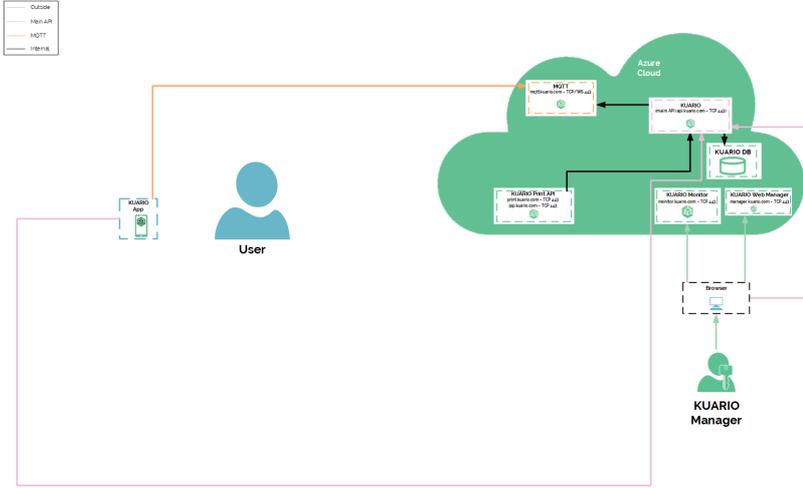
KUARIO
Manager

Requirements

≣ Requirements

KUARIO App Requirements:
- You must be a registered KUARIO user. See instructions at 'Register as new KUARIO user' in this chapter.
- KUARIO is a cloud-based solution and requires a stable Internet connection.

Site Requirements:
- KUARIO is a cloud-based solution and requires a stable Internet connection.
- Port TCP and UDP 80 (HTTP), TCP Port 443 (HTTPS) must be open.
- Optionally for KUARIO Cards or KUARIO Coins & Cards: TCP Ports 9000, 9001, 5000 must be open.

≣ Register as new KUARIO user
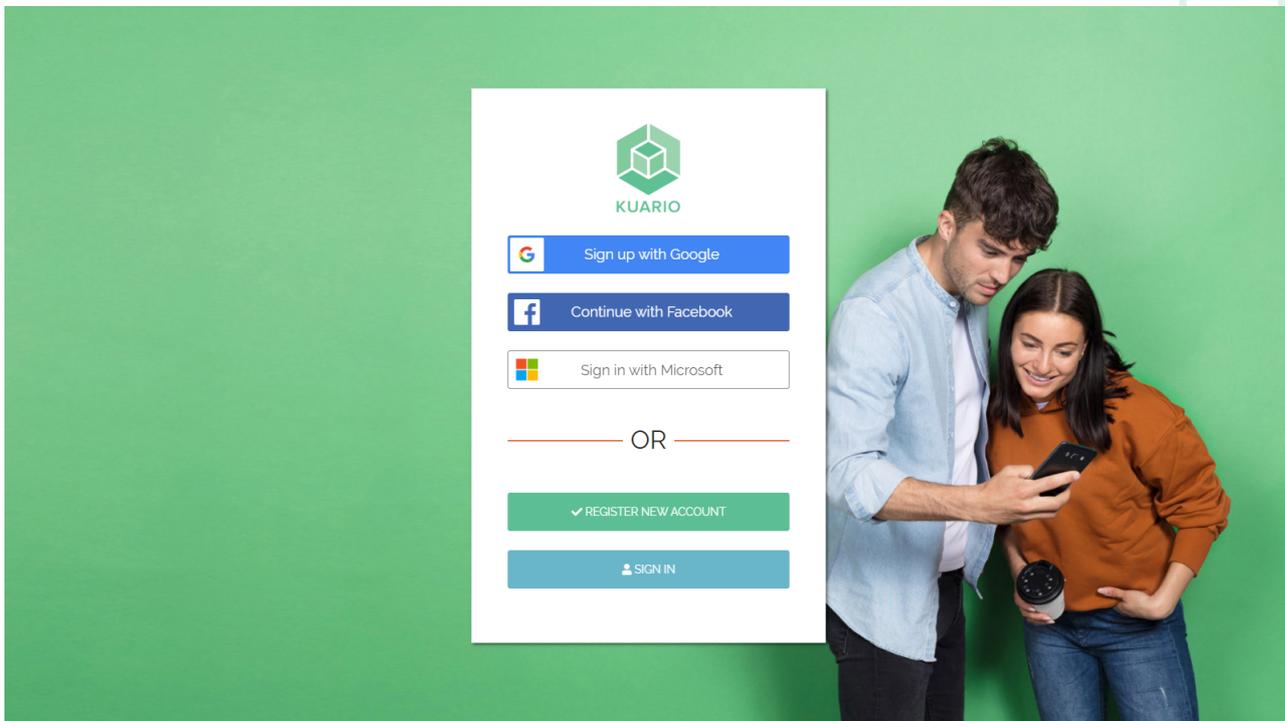
1. Go to login.kuario.com.
2. Click 'Register new account'
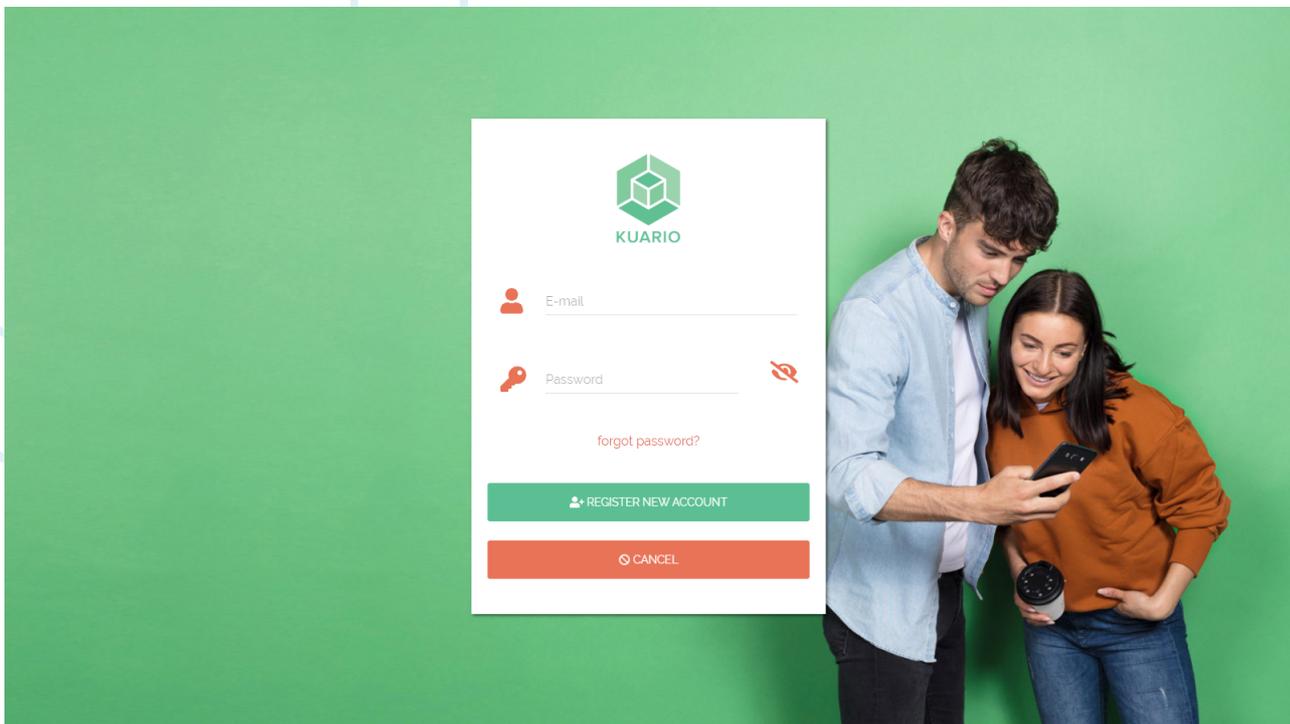
3. Enter an email address and a password.
4. Click 'Register new account'.

5. Confirm the terms & conditions
6. Confirm the message to activate your account in the email message sent to your email address.

Confirm your email address & activate your **KUARIO** account

Congratulations!
Your KUARIO account is created and ready to use.

The email address you used to register is ▓▓▓▓▓▓▓ Now you only have to verify this email address to activate your account.
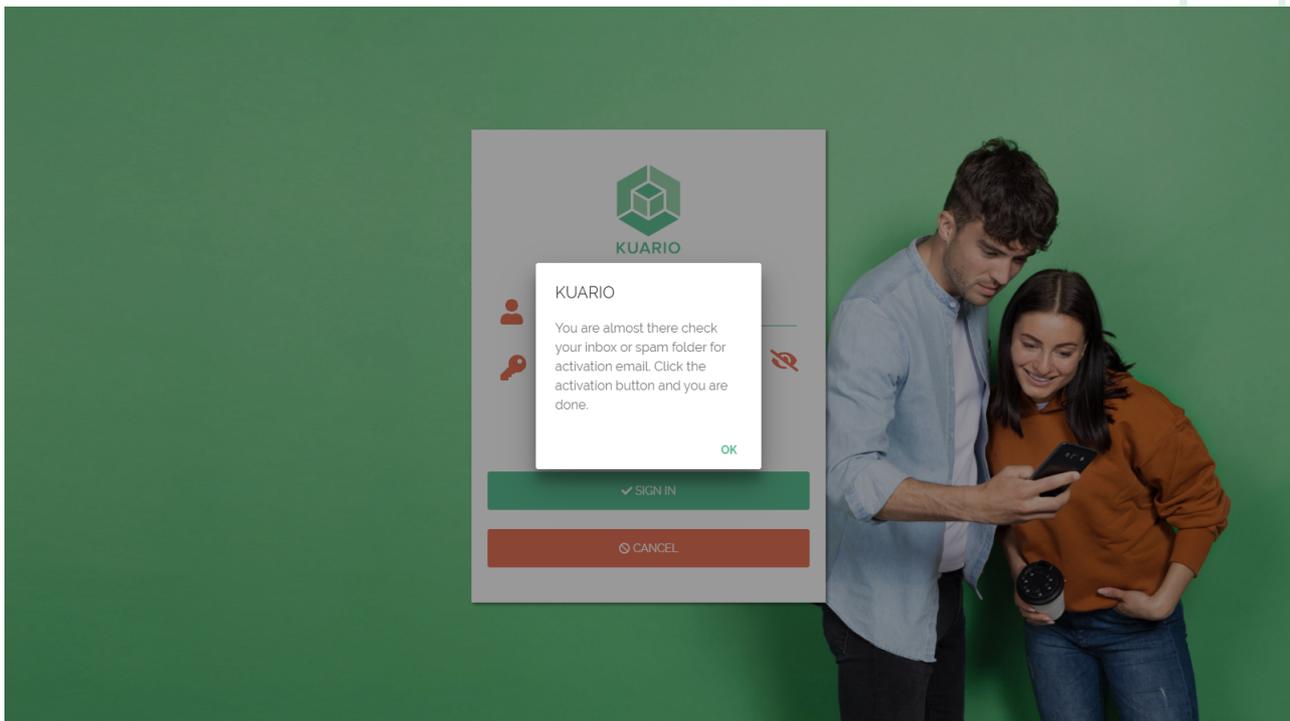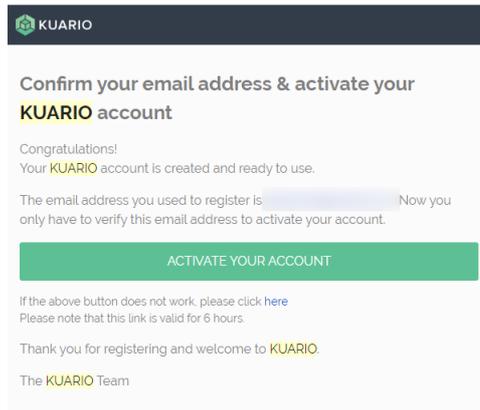
ACTIVATE YOUR ACCOUNT

If the above button does not work, please click here.
Please note that this link is valid for 6 hours.

Thank you for registering and welcome to KUARIO.

The KUARIO Team

7. Click 'Activate Account' to activate your new KUARIO account.

Your KUARIO account has now been activated!

Where would you like to go?

👤 User portal   👥 Manager portal
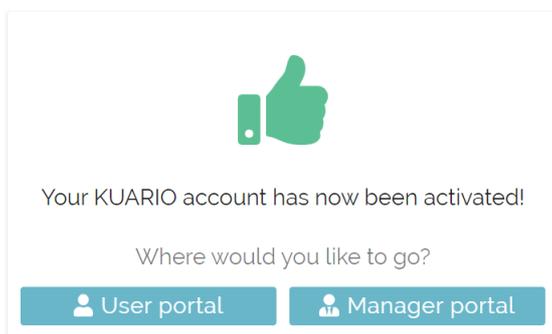
8. Select if you want to go to the user portal (This is the standard KUARIO app) or to the manager portal (the online KUARIO manager in which you can manage your Site(s), Outlet(s), and KUARIO devices if you have manager rights). You need to go to neither place at this point, so abort and go back to kuario.com.

Installation

▶ Installation

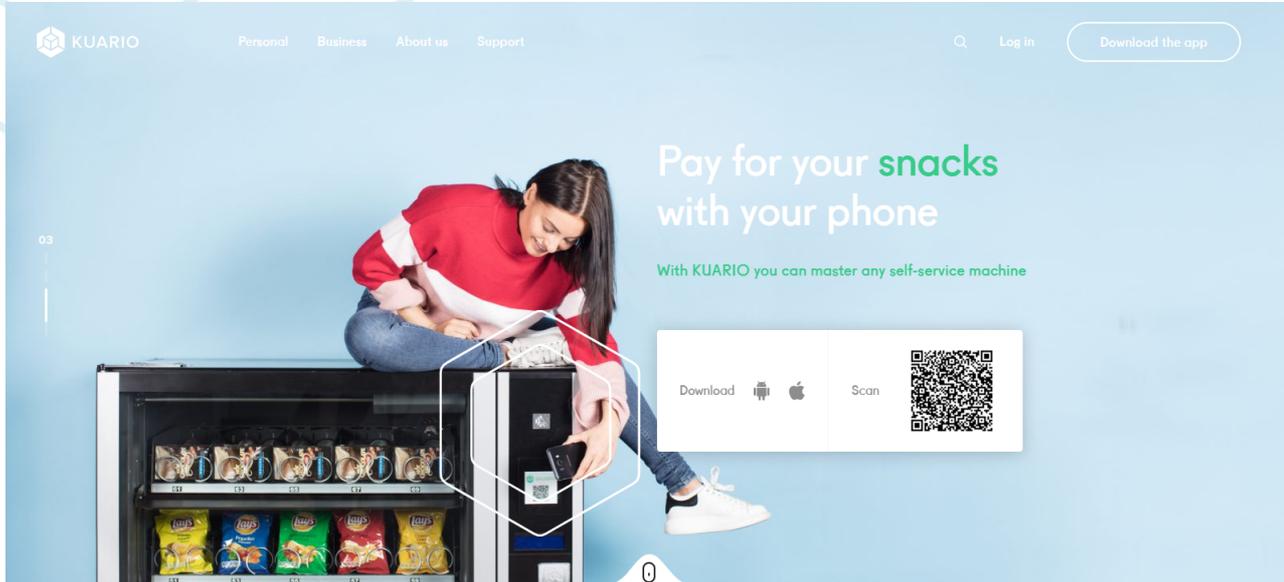To install the KUARIO app you need access to the Internet.

1. Go to kuario.com.
2. Click 'Download the app' or either directly scan the QR or click the Android or Apple.
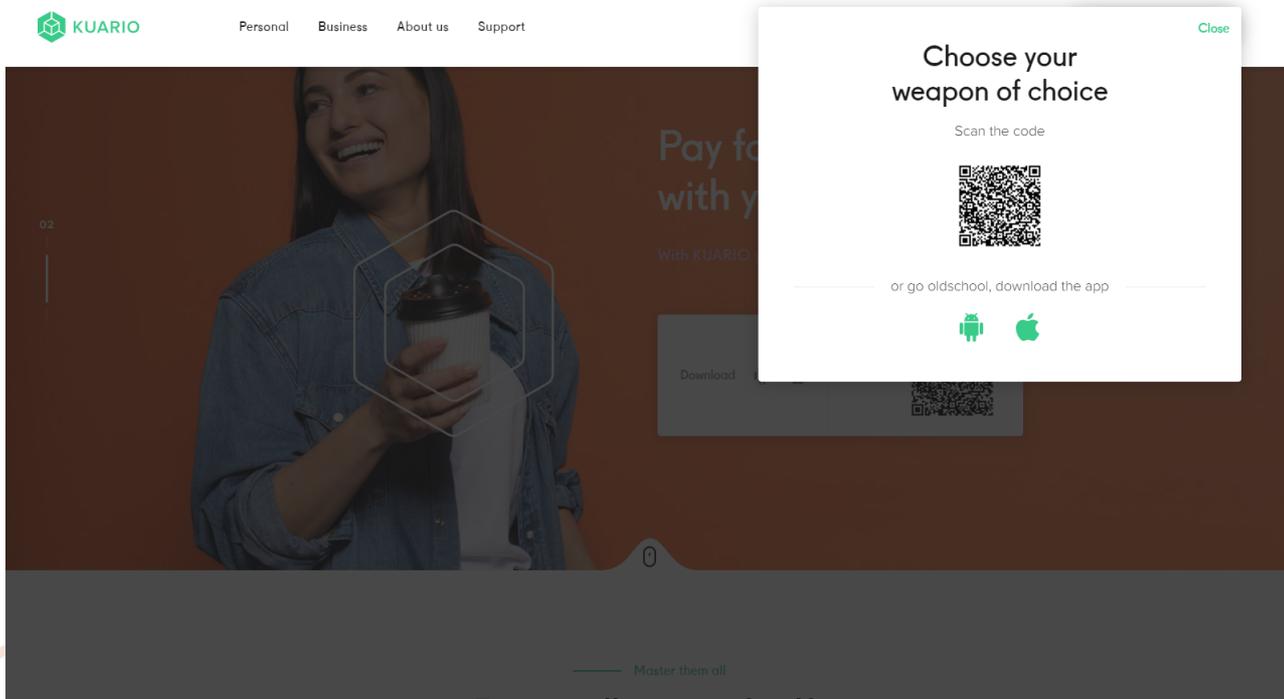
3. In the 'download app menu' either directly scan the QR or click the Android or Apple.
4. Follow the install process to install the app on your phone. For proper use, the app will need and therefore request permission to access the Camera and Bluetooth. Please grant those permissions. The camera usage (for scanning QR codes) is essential for the KUARIO app.

5. The app should now be ready to use, please place it somewhere on your phone's desktop for easy access. You can log in using your credentials (if you do not have a KUARIO account yet, please refer to the requirements section 7 in this document).

User Interface

🖥️ User Interface

The User Interface of the KUARIO app is divided into different elements. On top there is the settings bar with the KUARIO logo en a 'settings' cog wheel icon.

Below that there is Wallet(s) element, in which the current wallet is shown (if you have multiple wallets, you can slide to the side to go to the other wallets), each wallet has a balance which is shown per wallet. With multiple wallets one wallet can be the default wallet, this will be shown with a starred 'default wallet' label

The main element is the pay module, There are three modules, the 'KUARIO Pay' module with 'scan QR code', 'Top-Up', 'Transactions' and Transfer. Most actions will be done in this module. The app will always show this module at start-up. The second is the 'KUARIO Print' module. When KUARIO Print has been activated in your settings, the KUARIO Print module is accessible and you can swipe to it to make it the active module. The third module is the 'Service' module. The service module is only accessible when you have server manager rights at one of the sites in your site tree and are in essence a KUARIO field service engineer (or Service Manager). In the scan module you are able to scan an Service QR code, View your Outlets, view your history of service manager actions and select your current site. In the area where in the other modules the wallet is shown, you will now see the current site.

⚠️ You should not take over any names or values of the KUARIO environment shown in this manual, unless this is explicitly specified. For example the site 'KUARIO EN - Site 1' is such a name, it exists only as an exemple name and should not be copied or given any other notice.
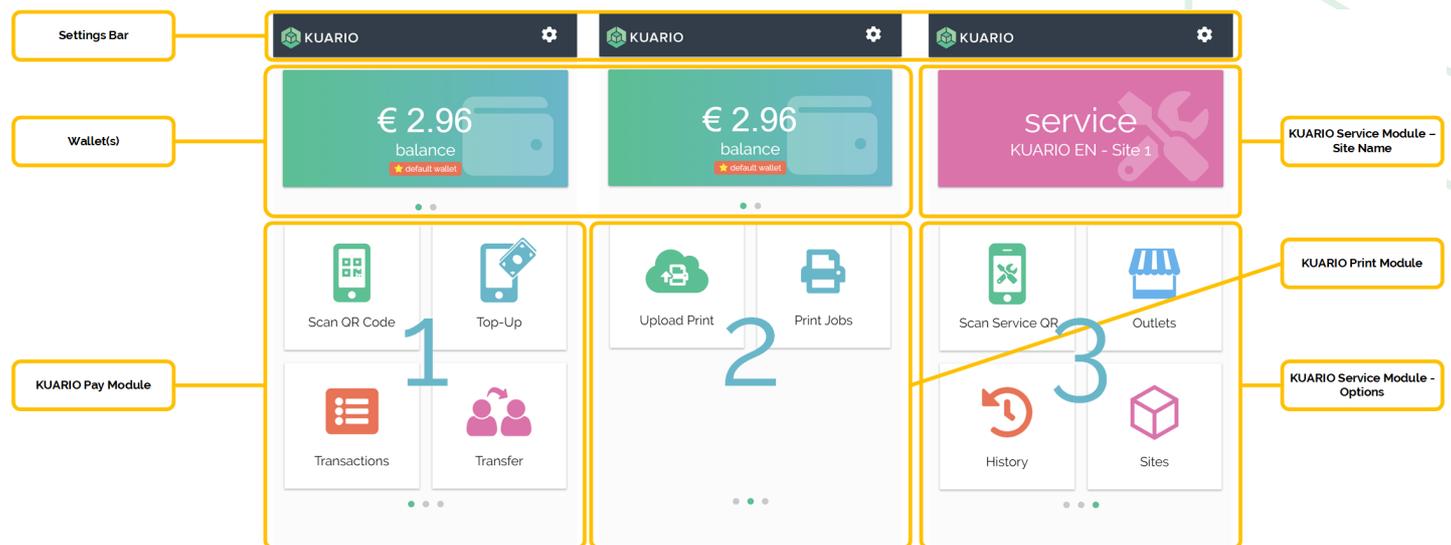
All these elements will be treated in the next sections.

🖥️ Settings Bar

In the settings bar you only have the settings cog wheel icon that opens the settings menu. In the settings menu you can determine not only the behaviour of the KUARIO app, but all KUARIO interfaces you will interact with.

👤 Settings Menu - Account

🔤	Language	Select the language in KUARIO interfaces
🌐	Country	Select your country
☁️	Cloud Storage	Connect your Cloud Storage spaces
👥	Memberships	Manage KUARIO Memberships
📊	Report	An user report about a specific month
💵	Currency	The currency in which KUARIO transactions are paid
↻	Refund	Start the KUARIO refund process, to get your balance refunded
👤🔒	Logout	Logout of the KUARIO app

🔒 Settings Menu - Security Settings

🔒	PIN Code	Your Personal Identification Code, a numeric security code to log in easily but secure. You can set if it asked for at start-up and/or at payment.
🖥️	Change PIN	Change your PIN Code
🔑	Change Password	Change your KUARIO user password
🖥️	Logged in devices	A list of all the devices you are currently logged in to

🖥️ Settings Menu - Printing

🖥️	KUARIO Print	Enable / Disable KUARIO Print

🪪 Settings Menu - Linked ID's

A list with all the ID's you have linked to your KUARIO account, like cards or key tags.

💳 Settings Menu - Wallet's

See [Wallets](#) 16.

ℹ️ Settings Menu - Information

💬	Contact	KUARIO's contact, Chamber Of Commerce and VAT information
🖥️	Legal	Use Terms & Conditions for KUARIO
❓	About	About information (about KUARIO)

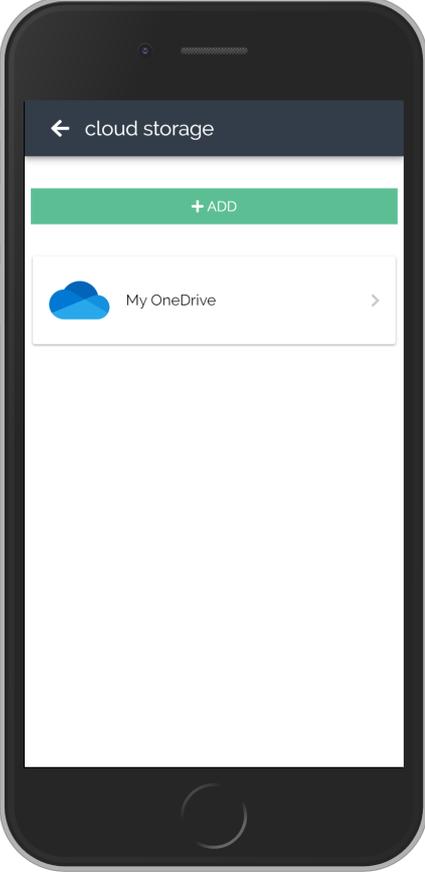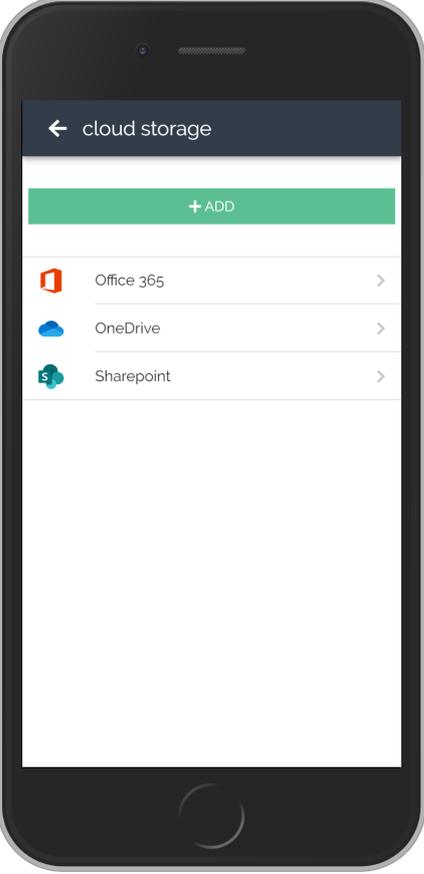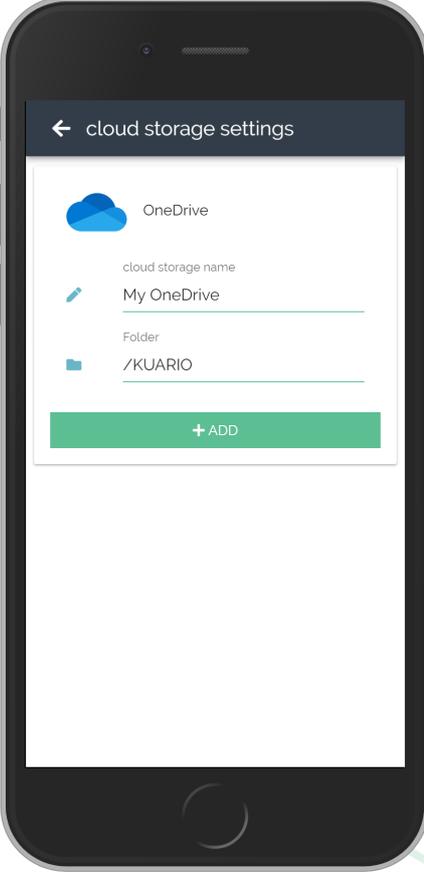## 🖥️ Tasks in the settings bar

We have done our best to make all the processes in the app as intuitive and self-explanatory as possible. But we will describe some task here which are used often or tasks that may still need some instructions.

🖥 Add Cloud Storage

Cloud storage let's you use documents on your cloud drive within KUARIO. You will be able to print documents from your cloud storage to a KUARIO enabled device.
To enable cloud storage follow these steps:

1. Click 'Add'	2. Select a Cloud Storage Provider.	3. Give this cloud a name to identify it in your KUARIO account. And enter a folder name (do not forget the forward slash) to store the KUARIO documents.

4. Click Add and follow the process unique to that storage provider.

🖥 Manage KUARIO Memberships

Memberships are user groups that are allowed extra functionalities.

A user that is part of a membership may:
- Have access to an Outlet that is otherwise restricted
- Buy on account
- Buy for deducted prices
- May pay a third-party application via a KUARIO gateway

⚠ **Memberships can only be created by [KUARIO Site managers](#) ⌐5⌐.**

If you are invited for a membership with your KUARIO account email, you will receive a message with an invitation in the KUARIO app.
If you are not a member of KUARIO yet, you will receive a QR code per email at your non-KUARIO email address. That QR code can be scanned with the KUARIO app to make you a member.

🖥 Be part of a membership if you do not yet have a KUARIO Account

You should have received an email by KUARIO looking like the email below:

Note! The site name 'Development tree' is an example and should be ignored, as your own site name would be in it's place.

Dear KUARIO invitee,

Welcome to KUARIO!
You have been invited by Development tree to become a special KUARIO Member. Via this membership you will be able to pay for products & services at different self-service kiosks operated by Development tree.

You can accept your membership by;
1. downloading the KUARIO mobile app via your store. Links are at the bottom of this email.
2. register yourself with the same email address we've sent this mail to
3. after registration & opening the app, please accept your membership via the pop up inside the app.

If you did not get the membership pop up when you open the app for the first time, then please go to the settings menu and select "Membership".

Note: when you already have a KUARIO account and you want to become a Special Development tree Member you need to accept the invitation via this link.

Regards,
The KUARIO Team

As you are instructed in the mail, please:
a. download the KUARIO app
b. register yourself **with the email address that you received the mail on.**
c. Continue with the steps below to accept the membership.

🖥 Be part of a membership if you already have a KUARIO Account

1. Click the 'new message(s)' icon in the settings bar.	2. Click the 'Unapproved membership(s) message'..	3. Click on a pending membership.	4. Confirm that you want to be a member of this membership.	5. Agree to the terms and conditions.	You have now become a member of this membership.

⚠ **If you did get the email, but did not get (or cannot find) the membership message in the KUARIO app, please refer to the troubleshooting section** 36 **of this manual.**

⚠ **If you did not get the email, please refer to your Site Manager.**

🖥 Create an monthly User Report

You can create a Transaction Summery Report over a particular month.
The Transaction Summery Report will give you an overview of all the transactions that you have made in that month. Select the month and the year and click 'Send'. the report will be send to the email address linked to your KUARIO account.

⬛ Get your balance refunded

The most economic way to empty your balance, is to use the balance to buy products you need or want to consume. If you do not want to do that it is always possible to request a refund. There will be an administration fee that must be paid to complete this process. When you request the refund, the amount of the administration fee and the amount of the remainder of your money will be calculated. You can then accept the charges and continue or cancel the action. The remaining funds will be refunded to you using the same payment method as the method that was used to load that fund.

⚠ **Some payment methods cannot be used to refund. PayPal is such a payment method.**

ⓘ **KUARIO Pro Tip! When you unexpectedly need funds that you have put on your KUARIO account, do not use the refund procedure but transfer the fund to a friend who can and wants to pay you out in cash!**

⬛ Edit PIN Code / Change password

These two processes are pretty self-explanatory, you enter the old PIN or the old password respectively and then the new one with a confirmation.
The PIN or password is now changed.

⬛ Review devices that you are logged in to

This function will show you a list of devices that you are currently logged into with your KUARIO account. You can click a row with log-in information to log out at that location or device.

⬛ Enable KUARIO Print

KUARIO print offers the possibility to print all you documents directly to the KUARIO platform. All KUARIO enabled MPFs are available for you to collect these documents.
To enable KUARIO Print simply toggle the slide to 'enable'. The KUARIO Print module is now available in this app. Just go back to the main window (with the payment module) and swipe to the right. You can now upload documents and print them out, you can also review those Print Jobs. KUARIO Print is as an app also available for your PC and a Chrome Print extension can also be downloaded for your Chromebook. These also provide you with a KUARIO printer enabling you to directly print to KUARIO.

⬛ Review Linked ID's

You can link ID's to your KUARIO account with the help of a KUARIO Link terminal. This will enable you to link any electronic ID to your account so you can use that ID (key tag, card or whatnot) to identify yourself at a KUARIO device. The KUARIO link terminal let's you label each linked ID, and those labelled ID's can be reviewed in this list.

Refer to the [Visual Help instruction of the Link Terminal](https://kuario.com/VisualHelp/visualhelp/KUARIO_Link_Terminal-Link_RFID-Short_Instruction-EN.html) for help on how link an ID
(https://kuario.com/VisualHelp/visualhelp/KUARIO_Link_Terminal-Link_RFID-Short_Instruction-EN.html).

🪪 Wallets

A Wallet is (like it's physical counterpart) a place to store money or credits. You will always have one Wallet, the main Wallet, that holds your personal balance which should be used for all your personal payments.
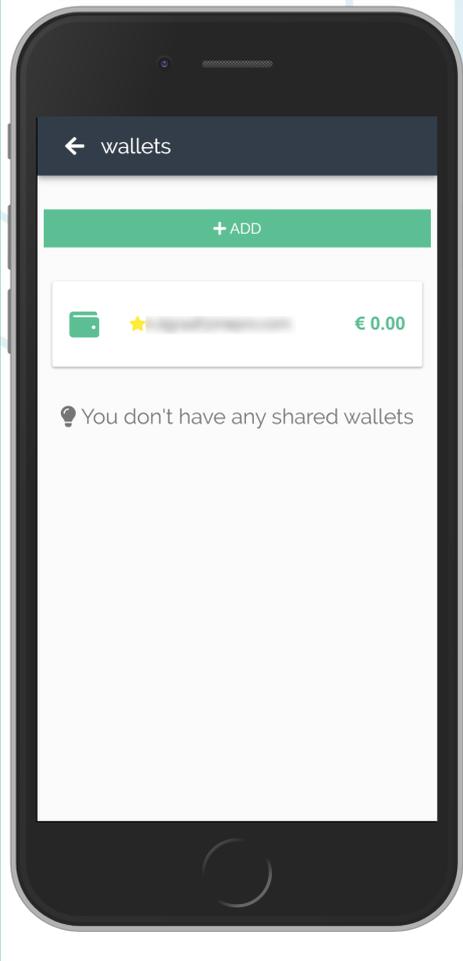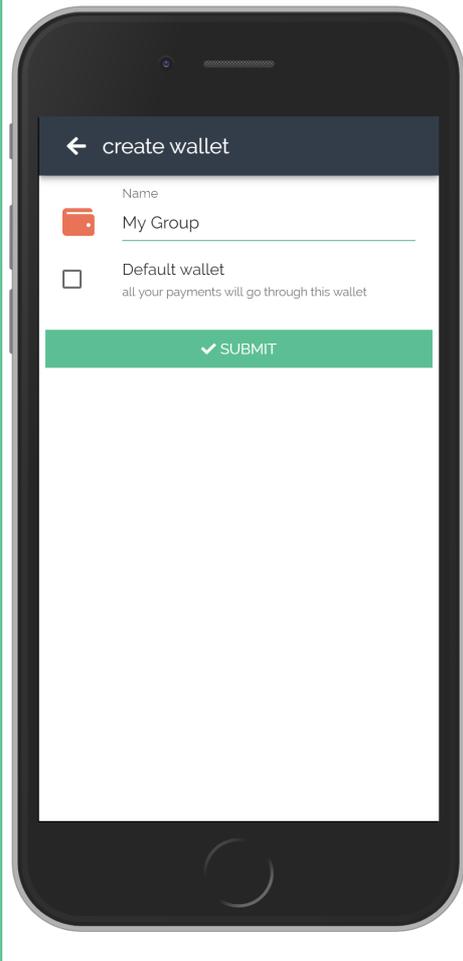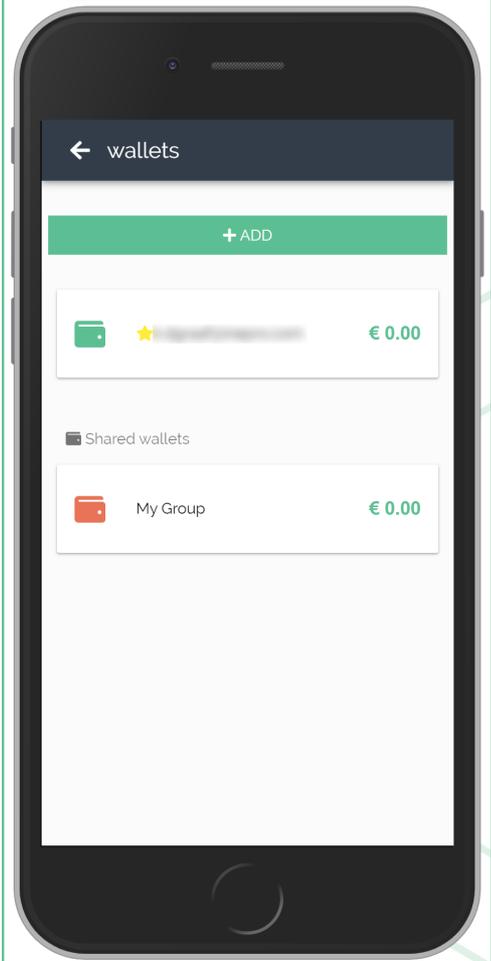You can have more Wallets, those can be used for credits for a specific purpose either by your own designation or that of a third party. You can also share a Wallet with other KUARIO users. In that way you can create a Wallet and share it with friends, that you and your friends use to pay for drinks when you go out in the weekend. That's why additional Wallets are called Shared Wallets.

The Wallet Index shows the number of Wallets that you have and which Wallet is selected. The starred 'default wallet' label shows you which Wallet is the default Wallet, the Wallet from which payments will be made.

Main (personal) Wallet

The default Wallet

Wallet Index
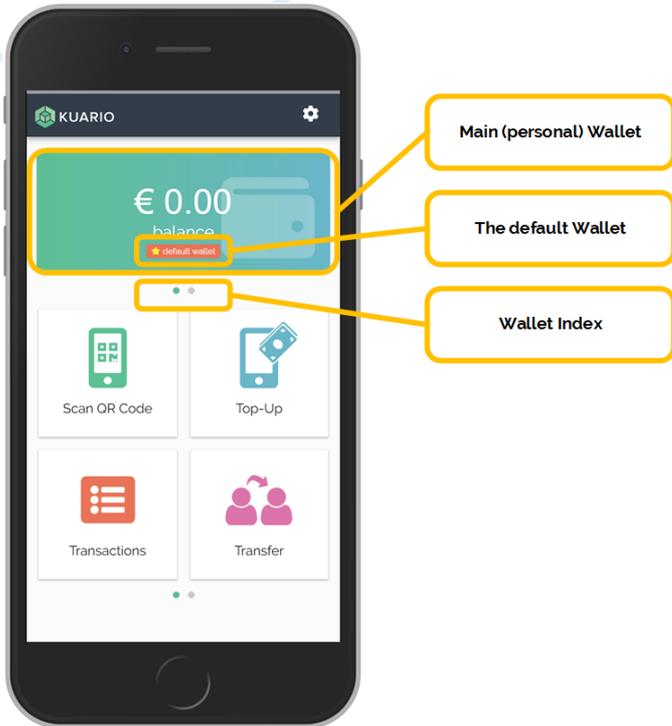
🗒 Add a shared Wallet

To add a (shared) Wallet) go to Settings (the cog wheel icon in the main screen) and then to Wallets.

|		
← wallets	← create wallet	← wallets
+ ADD	Name My Group ☐ Default wallet all your payments will go through this wallet **✓ SUBMIT**	**+ ADD**
💳 ⭐ ▓▓▓▓▓ € 0.00		💳 ⭐ ▓▓▓▓▓ € 0.00
💡 You don't have any shared wallets		🗔 Shared wallets 💳 My Group € 0.00
Click 'Add' to add a shared Wallet.	Give the Wallet a name, optionally tick the default wallet box and then 'Submit'.	The Wallet will now be added to your 'Shared wallets' lists.

📃 Select another Wallet

To select another Wallet, swipe the current Wallet to the left (or right depending on where you are and where you want to go on the Wallet index)..
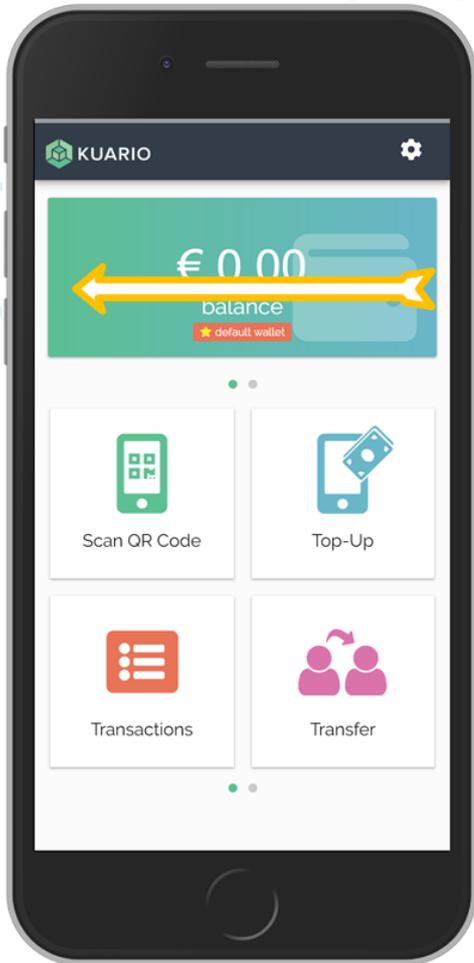
📷 Edit, share or delete a Wallet

To edit the properties, share or delete a Wallet click it in the list with shared Wallets.
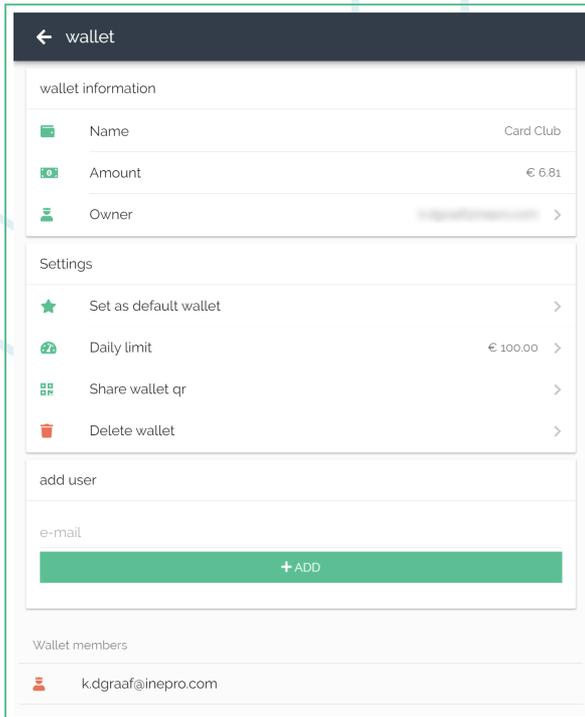
← wallet	
wallet information	
📷 Name	Card Club
📷 Amount	€ 6.81
👤 Owner	>
Settings	
⭐ Set as default wallet	>
🕐 Daily limit	€ 100.00 >
⬛ Share wallet qr	>
🗑 Delete wallet	>
add user	
e-mail	
+ ADD	

Wallet members

👤 k.dgraaf@inepro.com

Edit
You can Edit the properties of your Wallet like setting it as the default Wallet, the daily spend limit. or who the owner is.

Share
To share a Wallet, go to 'Add User' and add a member to the Wallet group, the Wallet is shared with all it's members.. A list with all the members of the current Wallet is available at the bottom of this window.

Delete
To delete this Wallet simply click the Delete wallet text or icon.

📱 Set a Wallet as the default Wallet

Payments by KUARIO are made from the balance of the default Wallet. To make sure a payment come from a specific Wallet, you must set it as the default Wallet.

To set a Wallet as the default Wallet, you can do that in the Wallet property menu or simply by swiping to the Wallet, and double-click it. The starred 'default Wallet' label will indicate that the current Wallet is now the default Wallet.

|		
Swipe to the desired Wallet.	Double-click that Wallet.	It should now be set as the default Wallet.

📗 Other actions

You can also transfer fund to a Wallet or top it up, but those actions will be treated in the User Interface - Modules - Pay section.

🖵 Pay

The KUARIO Pay Module is the main module in the KUARIO, it is used to assist you with the transactions made at KUARIO Outlets.
One of the option is to scan a QR code. That is for different purposes, but the most used are to obtain a product price or register yourself at a KUARIO device.
You can also transfer funds between Wallets, Top-Up your balance or review your transactions.
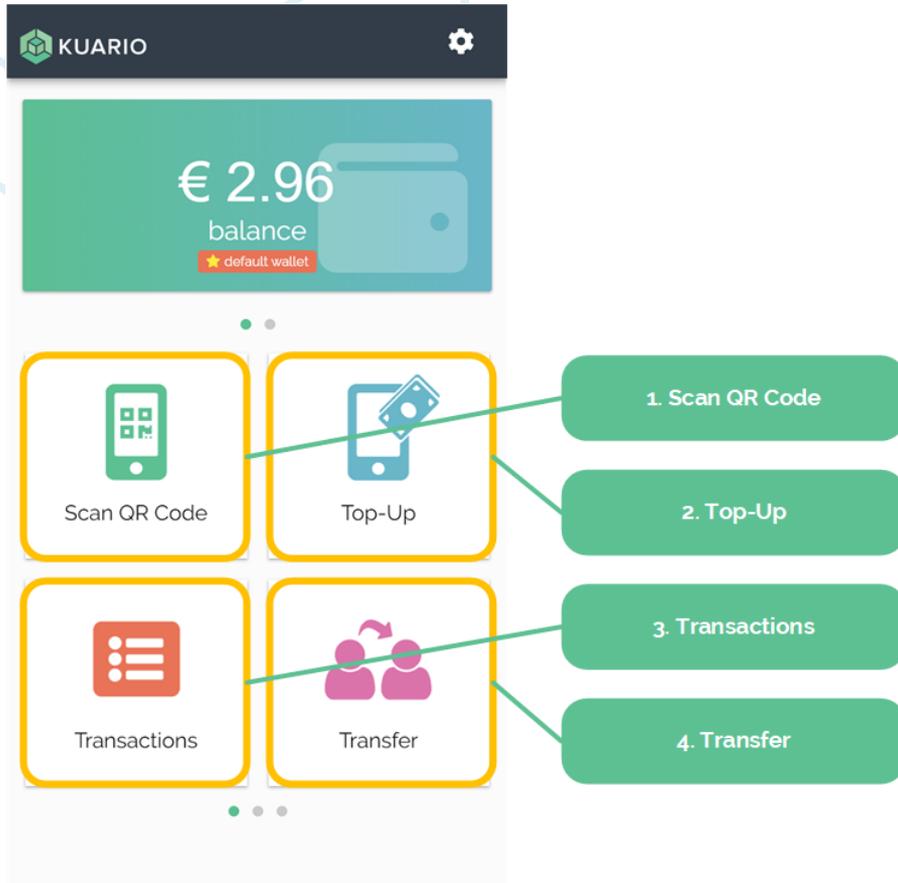
🖥 Scan QR

Click scan QR code and point the scanner towards the QR code.

QR codes must be scanned in the KUARIO environment for different purposes, but the most used are to obtain a product price or register yourself at a KUARIO device.

When you register yourself at a KUARIO device (like a Multifunctional Printer, vending machine, coffee machine or locker) the device and your KUARIO app will work together to create a nice interface to complete the transaction. You could buy a coffee, print a document, make a copy, buy a candy bar, rent a locker and many things more, and all of these transactions can be done with your KUARIO app, without even touching the device.

🖥 Top-Up
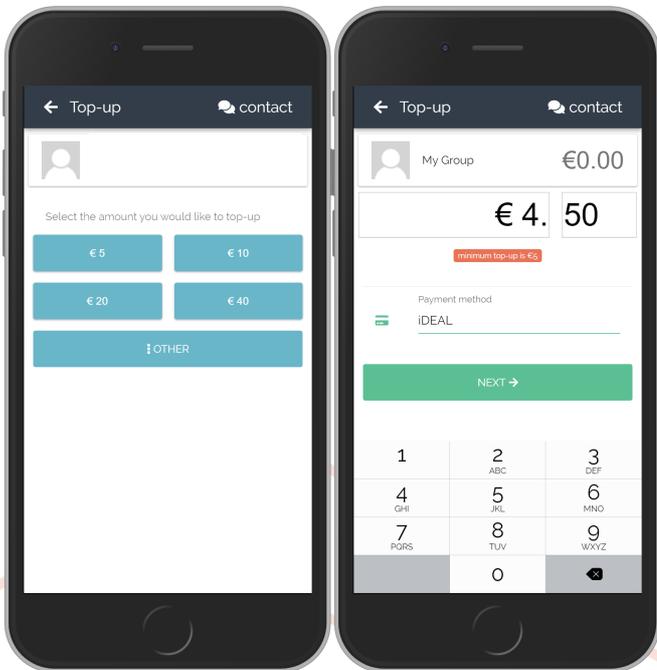
To pay for an item you must have balance.. You can top-up your balance buy selecting one of the pre-determined amounts (in this example 5, 10, 20, 40) or 'Other' to top up with an amount of your own choosing. You can pay with a variety of methods including non-international payment methods (like Sofort and iDeal which are only available in a couple of countries) . We aspire to support the payment methods that are popular in your region, but the major international system like (VISA, Mastercard and PayPal should be supported in your region).

Transactions
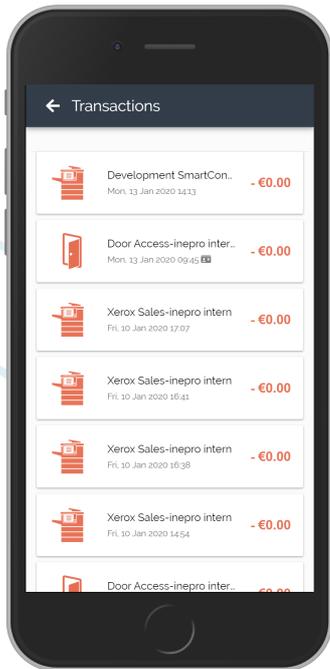
The Transactions overview will let you review the transactions that you have made. Transactions are broader then just payments you made to buy something. Transactions that cost you nothing are registered too, Other interactions with the KUARIO devices are also registered as transactions like opening a locker or entering a KUARIO Access door. The time stamp is also registered and a card icon is shown if you used a linked ID, You can review in detail what events occurred within your account
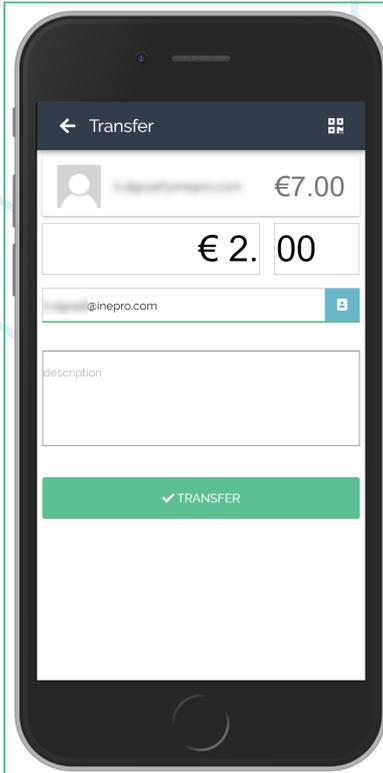
Transfer
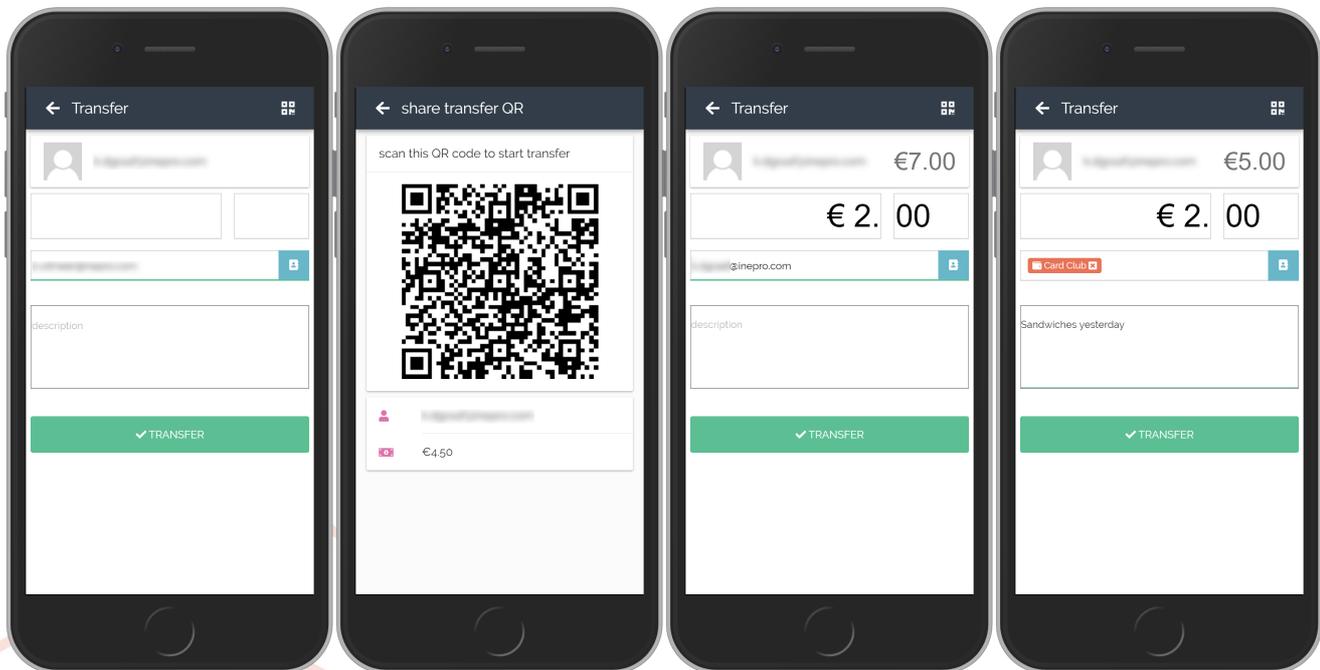
Transfer is used to transfer (part of) your balance to a friend or to one of your Wallets.

Transfer balance to another user

To transfer balance to another user, you must know their KUARIO email address (the email address they used to register their KUARIO account).

On the top you can see your user name and your balance. Enter the amount you like to transfer in the line below. Then enter the recipients KUARIO email address. If you have done this once before this email will now be in your contact list. To select another user from your contact list, click the blue icon right from the recipient field.

If you do not know the KUARIO email address of the recipient and he/she does not wants you to know it or if you do not want to add him to your contact list you can use the QR function.
Set the amount. Click the QR code button right of the 'E-MAIL' button (or in older versions the QR icon in the top-right corner) and let the recipient scan the QR code with his/her KUARIO app.

The description field below allows you to enter a description of this transfer. We recommend to use it because you will be better able to track your transfers if you have questions about them a few months later.

With the transfer button, you execute the transfer.

Transfer balance to a (shared) Wallet
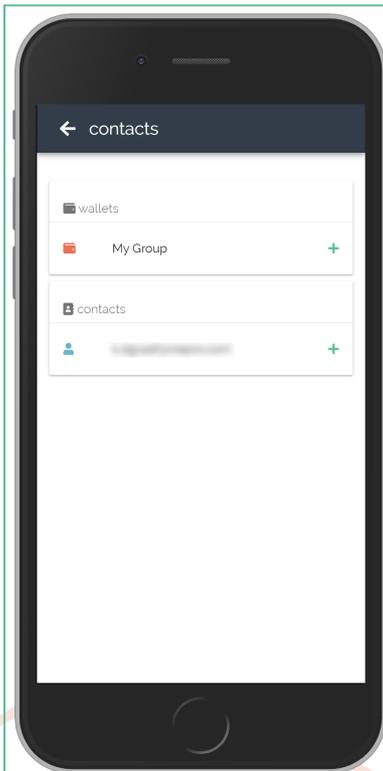
As with the process to transfer balance to another user, you set the amount first. Then click the blue icon.

You will see the Contacts Screen (similar to this example screen) where you shared Wallets are listed at the top. Select a shared Wallet. That Wallet will be th recipient of this balance transfer.

Back in the transfer screen enter a description and hit 'Transfer' to transfer the balance to the shared Wallet.

That concludes the features of the KUARIO Pay module.

⬜ **KUARIO Print**

The KUARIO Print module enables to to print and pay with your KUARIO account. KUARIO Print has also a desktop application for your PC, Apple Mac or Chrome-book.
You can upload documents from you phone and review pending print jobs (also from other sources like PC, Apple Mac or Chrome-book). At the MFP you can collect your print jobs.
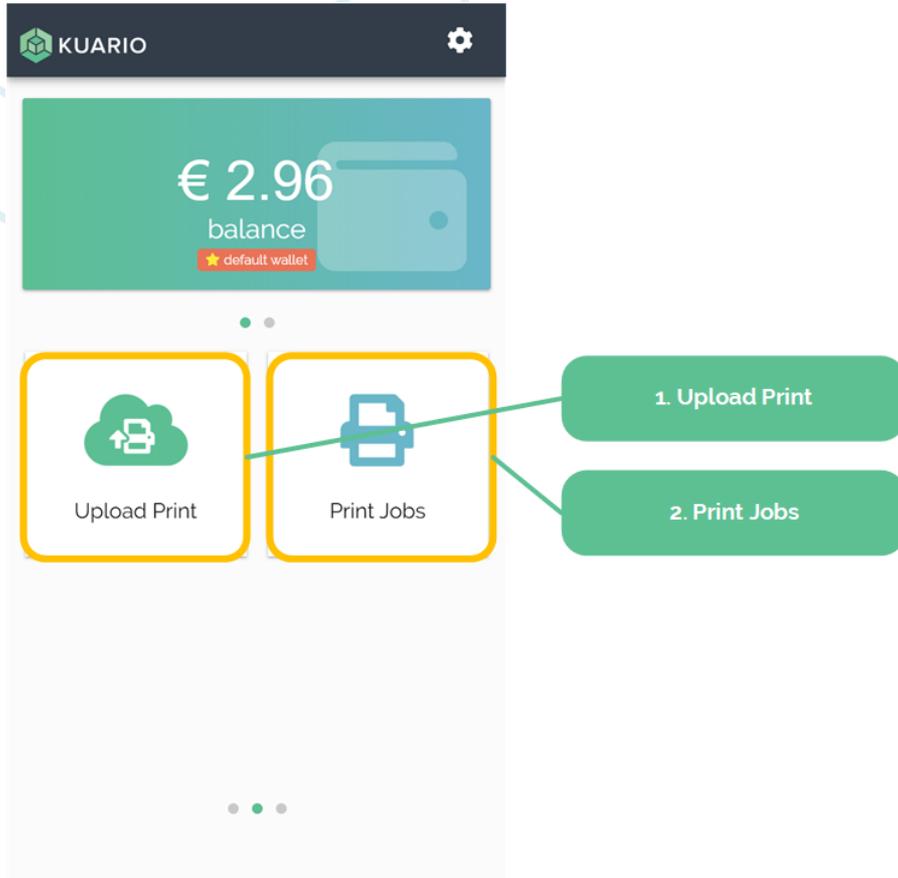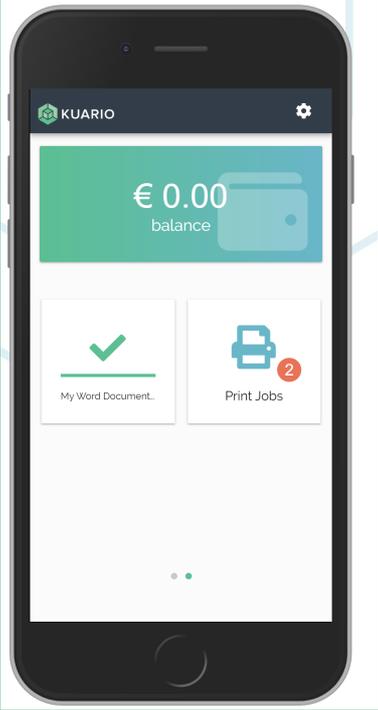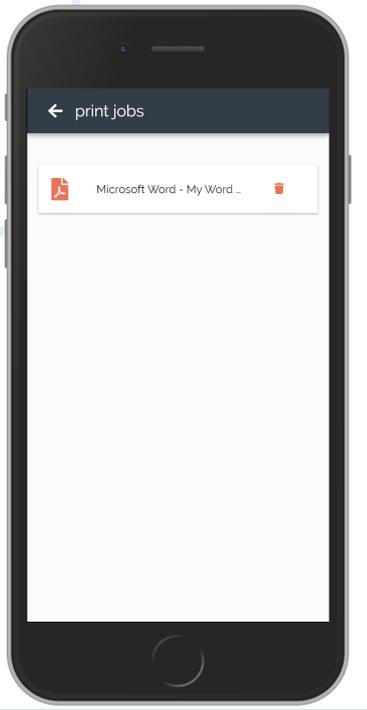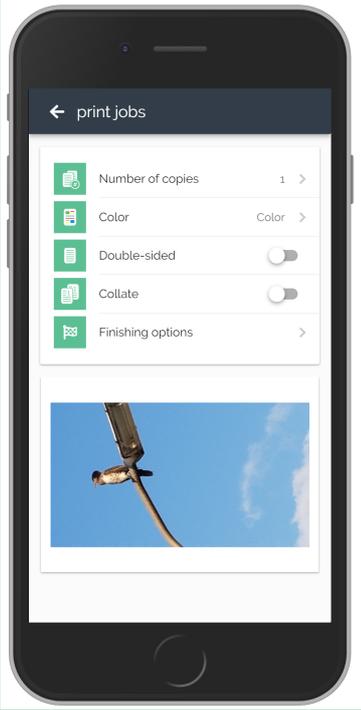

Upload Print
Print jobs can be uploaded from your phone. Just browse to them on your phone and they will be uploaded.

| 1. Click 'Upload Print'. | 2. Select a file from you phone. | 3. The file is being uploaded. |
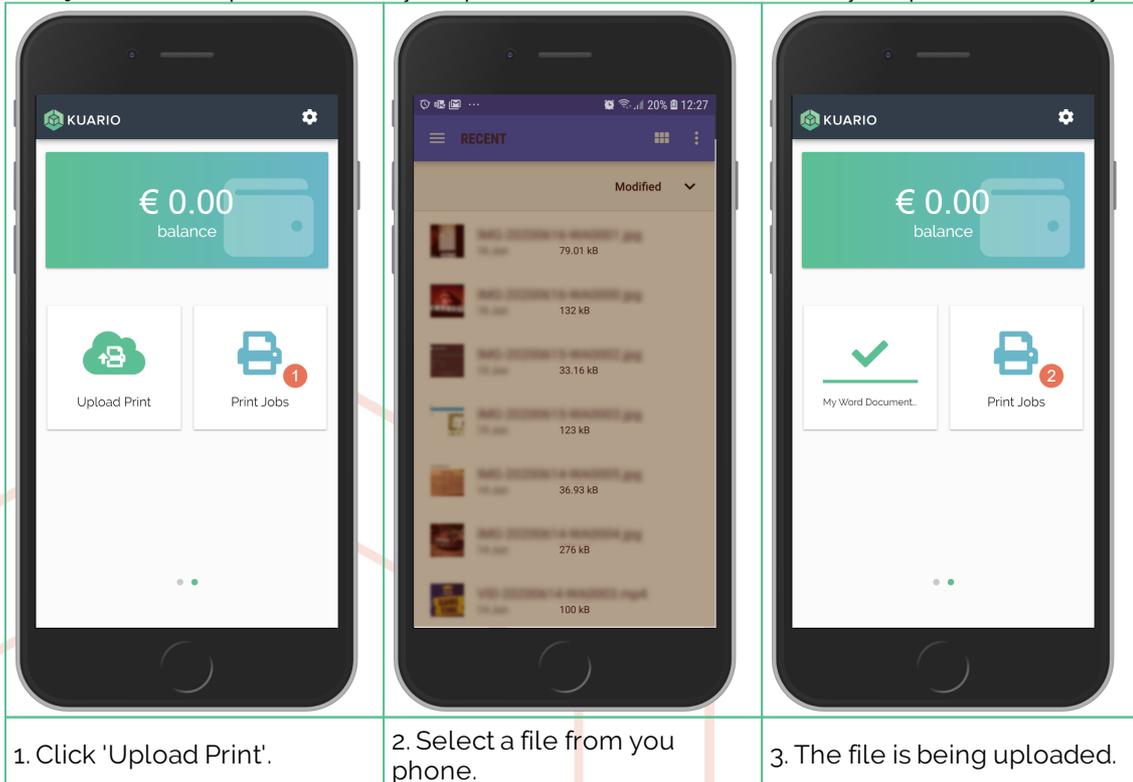
Print Jobs

4. The number of Print Jobs will be increased. Click on Print Jobs.	4. Click a Print Job for the details.	5. Check and adjust details.

The print jobs here will be available to you on any KUARIO Kiosk device word wide.

Print uploaded file on a KUARIO Kiosk device

Go to a KUARIO Kiosk device (a multifunctional printer), and log in on your KUARIO account (for instance by scanning the QR with your app).
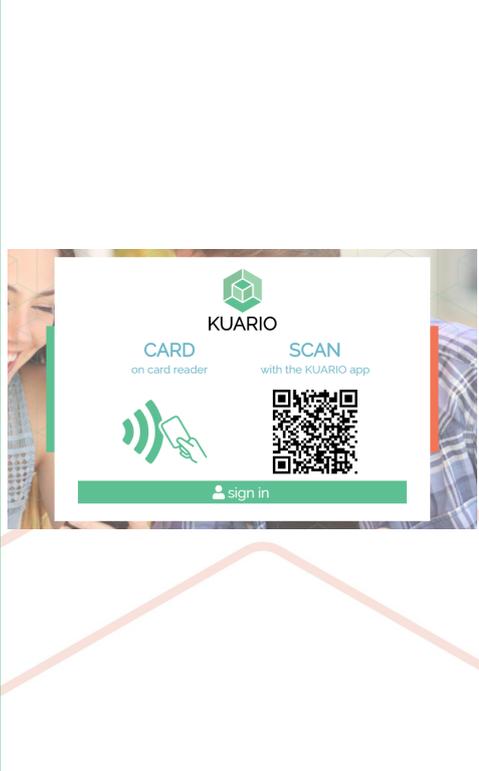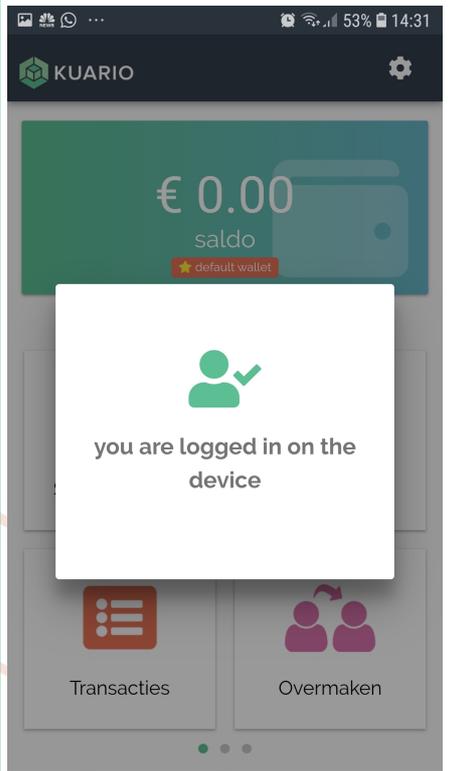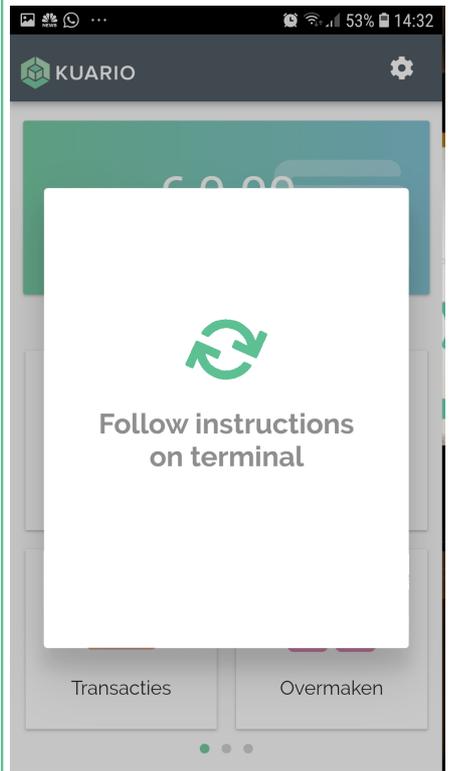

The number of Print Jobs will be increased. Click on Print Jobs.	Click a Print Job for the details.	Check and adjust details.
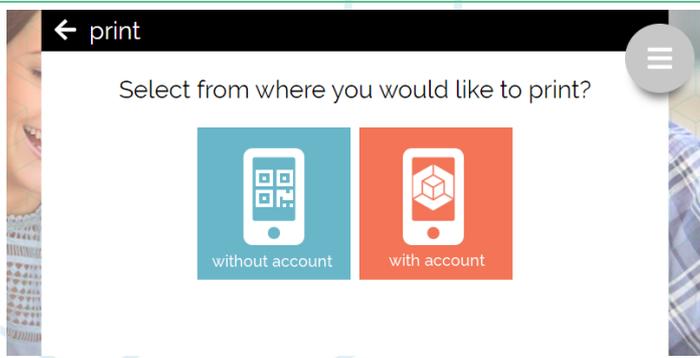
	In this example case we assume that you either upload a MS Word document named 'My Word Document' from your phone or have printed that document to your KUARIO printer from a PC, Chrome-book or Apple Mac.
Select to print with or without an account	

Print without an account
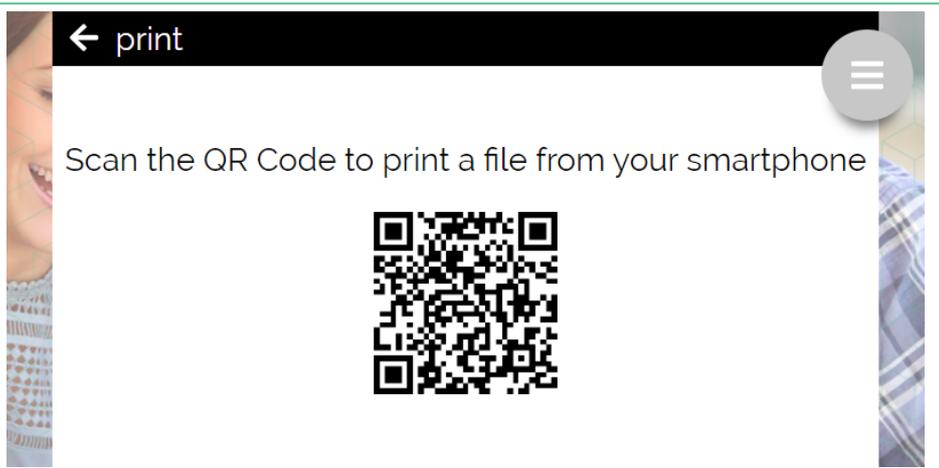
Scan the QR with any QR scanner app to upload a file to print.

Print with an account or continue from printing without an account
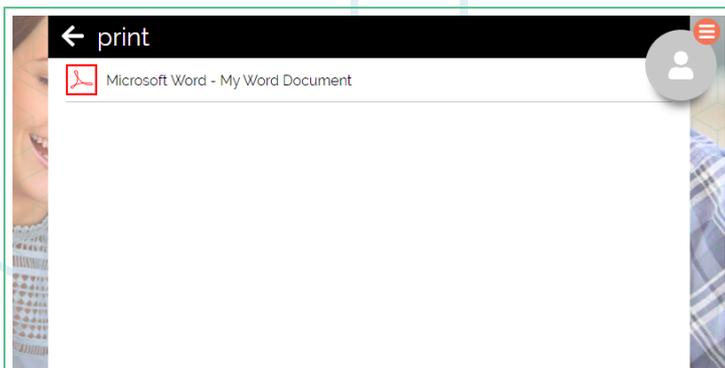
You will enter the Print Job screen and can see all your print jobs. Select the job to print.	The Job Details of that job are shown. Check if everything is ok. Press 'Print' to print the job.
Your document has been added to your shopping basket. In this case the basket also has a scan and a copy item. If you are using an office solution you might not have a shopping basket at all, because you do not need to pay. Click Checkout.	The document will now be printed.
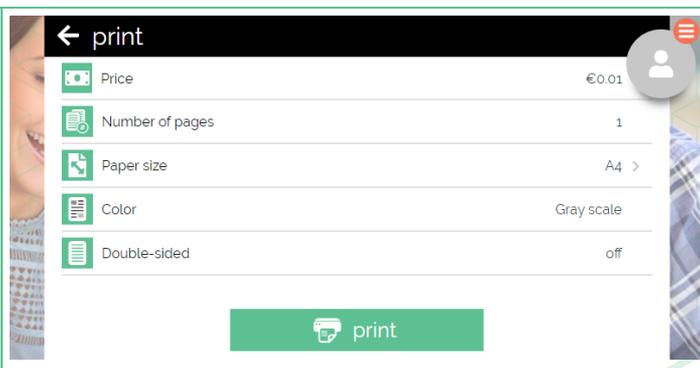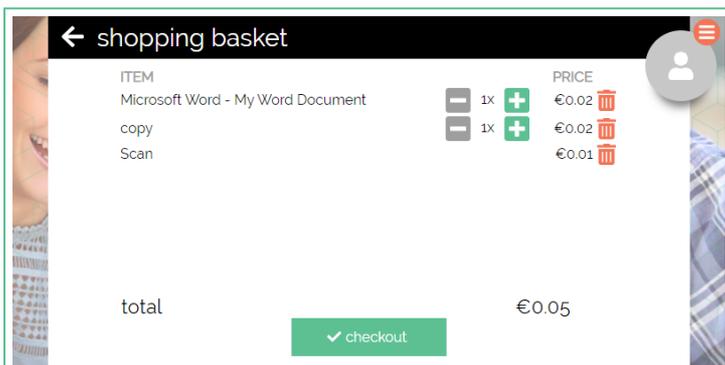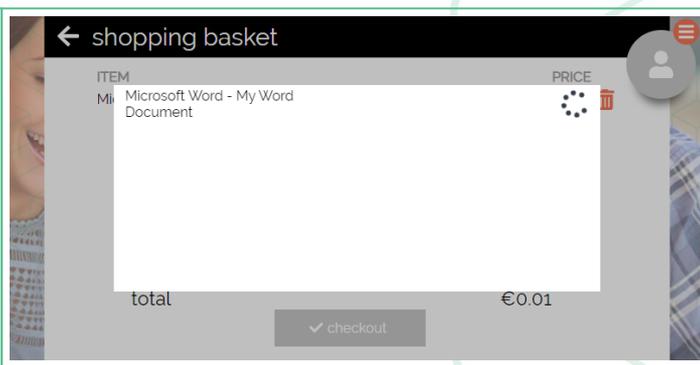
That concludes the features of the KUARIO Print module.

🖥 Service

De KUARIO service module is a special module that is only available to you if you are a Service Manager. If you are not a Service Manager this menu is not available to you. If you feel like you should be able to access this module, contact your Site Manager and ask him or her for Service Manager rights.

Roles

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 Service Managers (aka field service engineers). A Site Manager can also be a Service Manager.
To become a Site Manager you must have another Site Manager in the same Site or a Site higher in the tree make you Site Manager. If you are a new organisation with KUARIO the first site manager within your organisation will be appointed by KUARIO according to your organisations wishes. Other Site Managers in your organisation should be created by that Site Manager, or site managers already created,

Service Manager
The Service Manager (field service engineer) is the person who connects devices (MFP's, lockers, vending machines) to KUARIO sites and links KUARIO Pay Boxes to devices with the service module in the KUARIO app. To become a Service Manager you must have a Site Manager in the same Site or a Site higher in the tree make you Site Manager. A Service Manager can also be a Site Manager.

Sites

Sites is the fourth option, but it is so important that we will start with it here. A site is a group level, the highest group level within the KUARIO environment.

The root of all the KUARIO sites is de site of the KUARIO organisation. Below that there is a structure of countries and currencies, Somewhere lower then that in the tree will be your organisation. Let's say the site marked 'Prime Site' in the schedule is your site. The black Sites represents Sites higher and on the same level in the Site tree, those Sites are inaccessible for you. You can only access the prime Site or 'child' Sites of your site. As Site manager you are able to create child Sites and can even create child Sites of those Sites. A Site can have a Memberships, Products and Outlets. Outlets can have Price Lines, Templates, and Terminals.

The 'Sites' option allows you to select the Site you are providing service for. The name of the Site is shown at the top of the screen.
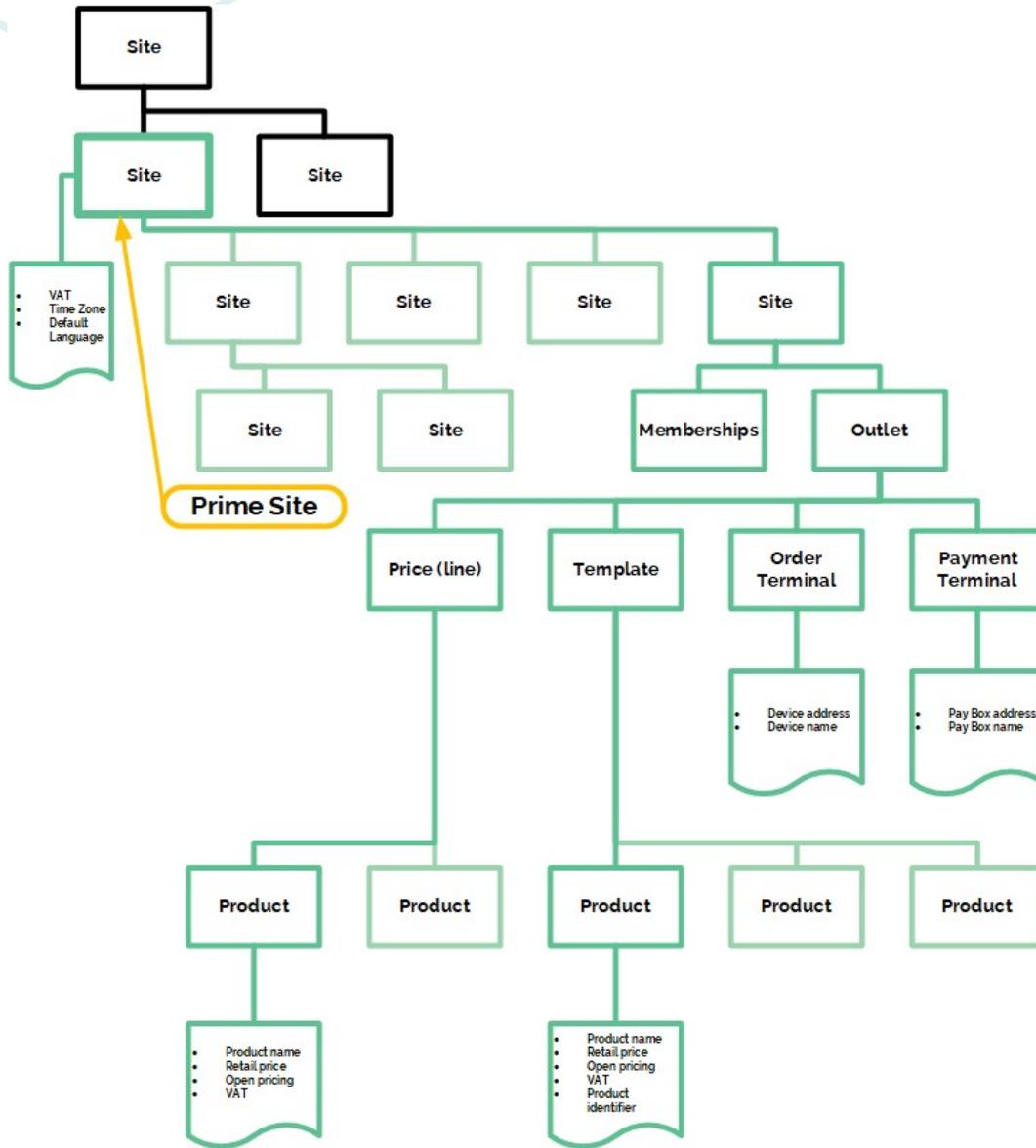
Scan Service QR

This will let you simply scan QR codes. We will use and explain this in the other sections.

Outlets - Linking a Smart Connector to a KUARIO Outlet

Before you link a KUARIO device to an Outlet, you must have:
▪ a KUARIO Outlet
Open the app, go to Outlets. Open the Outlet to which the KUARIO Smart Connector must be linked.
Scan the QR code. Follow the instructions in the app.

Filters

With Outlet filters you can filter a large number of Outlets on their Outlet Type.

Go to Outlets and click 'Filter'.	Click on 'Select all' to deselect it.	Click on the filter type you want to filter on.	In this example I'll filter on Vending Machines.	The Outlet list is now filtered on the Vending Machine type. You can select multiple Outlet Types at the same time.

Linking a Smart Connected KUARIO device with a KUARIO Outlet

Before you link a KUARIO device to an Outlet, you must have:
- a KUARIO Outlet
- a KUARIO device with a KUARIO Smart Connector attached.
- the Smart Connector should be linked to that Outlet.

Locate an unlinked KUARIO device with a Smart Connector. The device should have a KUARIO QR image located visible on the device.
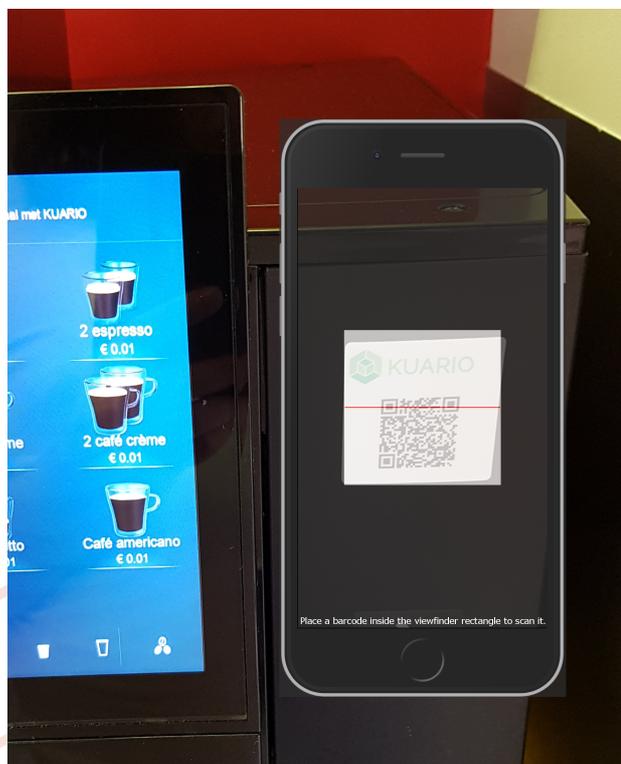
Scan the QR code on the Outlet with 'Scan Service QR'.

	In some cases, like in this example, a vending machine (coffee) there will be a specialized menu for the current device type.
The Outlet information will be shown.	

Vending Machine Info

In the specialized device type menu's you can execute useful actions for that device type.
For a Vending machine you can configure it's product layout, and set up which button gets you what product.

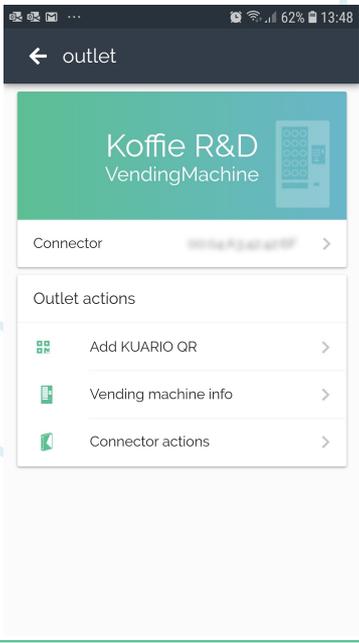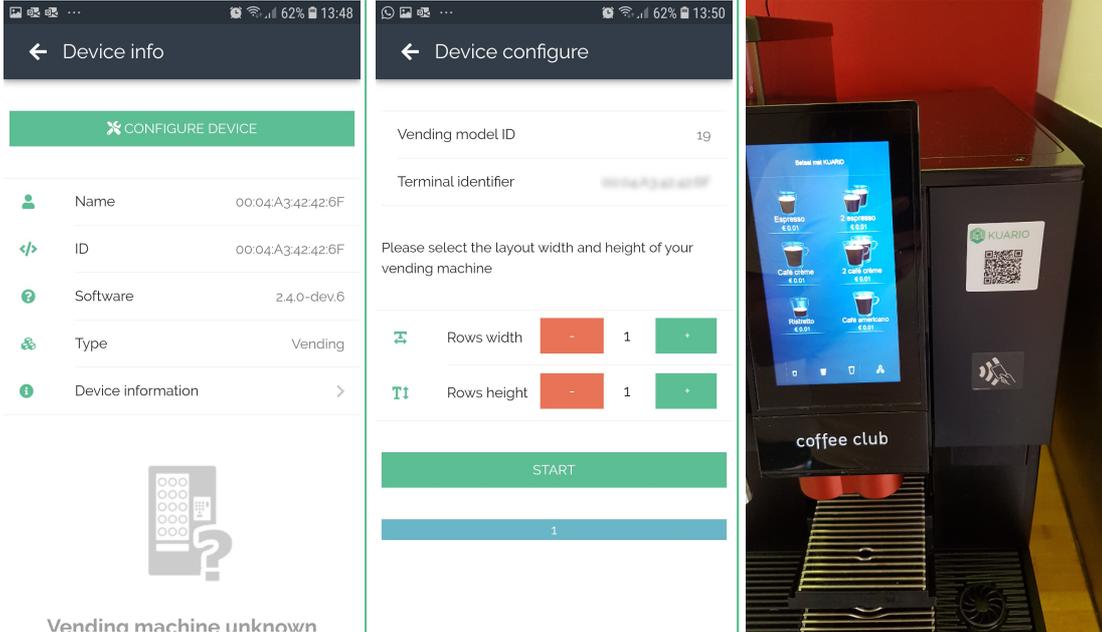|		
Go to vending machine info. Click Configuration Device.	Figure out the number of products in your device. If we keep it simple, our device has 2 x 3 = 6 products. 3 rows and 2 columns.	In reality coffee machines are notoriously complex as most products can have different sizes, strengths, and have (sometimes selectable) quantities of milk, sugar or other substances added.

ℹ **Note: It is not required to have your products arranged in a grid of rows and columns, this is done only for your convenience and sanity. The six products added in this example could also be a singe row of six columns (products). However in that case we recommend creating 6 rows of 1 column and not 1 row of six columns as single column rows can more easily be scrolled trough.**
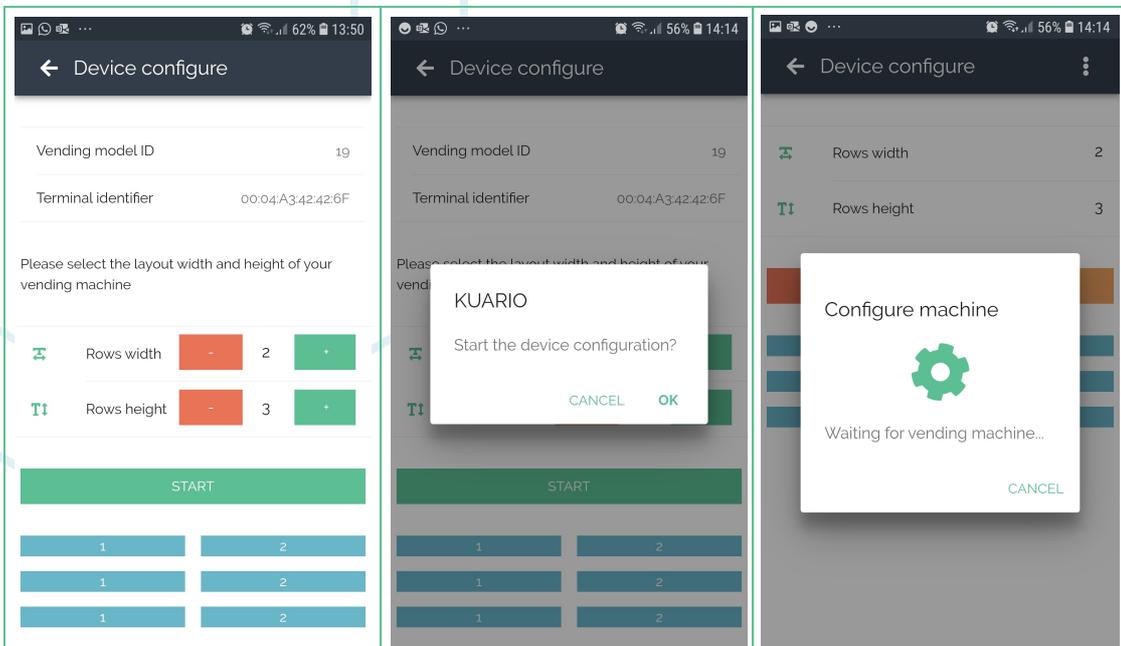
Enter the number of buttons by entering the number of rows and columns. Click Start.	Start the configuration.	The machine will now connect with KUARIO.

Device configure ⋮	**Device configure** ⋮	**Device info**
Rows width 2	Rows width 2	⚒ CONFIGURE DEVICE
Rows height 3	Rows height 3	Name
⊘ STOP / ⏮ STEP BACK	⊘ STOP / ⏮ STEP BACK	ID
↻ / 2	01 / 02	Software 2.4.0-dev.6
1 / 2	↻ / 2	Type Vending
1 / 2	1 / 2	Device information ›
		Device configuration complete CLOSE
An icon is spinning. Push the corresponding button on the Outlet, So in this case top-left button.	Continue until all the buttons have been assigned.	A toast message comes up and tells you that the configuration complete.

ℹ **Note: If you do want to create a complex array of products like in a coffee machine, take note of these tips:**

- **Write everything out, make a cross table with the base products as rows and in the column the strengths, cup size, quantities of sugar (and milk and such), creating a table with the whole range of product possibilities.**
  - **Run the config and create a button for each product.**
  - **Create one column with all the different products, because they have no reference to the button layout.**
- **Use that table to test if these complex products are registered as different products. (Make a purchase and check the log to see what product you have just bought). If they are you can micromanage the prices of these product variances (you can also make them all the same price). If they do not register as different products, run the config again, you will only be able to use the basic products and cannot create different prices for the product variance.**
- **Create one column with all the different products, because they have no reference to the button layout.**

📑 History

On the bottom of the welcome screen, the connection log is shown. In that log, which is stored only locally, you can see which Devices and KUARIO Pay Boxes you have visited and if they where successfully connected / linked.

- Please check if you see the names or ID codes of the Devices and KUARIO Pay Boxes you have visited, and check if they all have a green check mark.

- If they have a red cross as an image instead of a green check mark, the Device or KUARIO Pay Box did not successfully join the KUARIO Outlet, please try again or contact the support channel of your dealer when the problem persists.

That concludes the features of the KUARIO Service module.

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.

⊕ No membership message in the app
🎧 Prognosis: The power cord is not connected
🖧 Scope: All Devices
☱ Resolution: Become a member of the group using the email invitation

A - Check for the mailed invitation in your mailbox.
1)   Open that mail.
2)   Click the invitation link named 'this link'.

Dear KUARIO invitee,

Welcome to KUARIO!
You have been invited by Development tree to become a special KUARIO Member. Via this membership you will be able to pay for products & services at different self-service kiosks operated by Development tree.

You can accept your membership by;
1. downloading the KUARIO mobile app via your store. Links are at the bottom of this email.
2. register yourself with the same email address we've sent this mail to
3. after registration & opening the app, please accept your membership via the pop up inside the app.

If you did not get the membership pop up when you open the app for the first time, then please go to the settings menu and select "Membership".

Note: when you already have a KUARIO account and you want to become a Special Development tree Member you need to accept the invitation via this link.

Regards,
The KUARIO Team

B - In the membership invitation window click 'Join our community via the KUARIO App'.

KUARIO User

Gain access to your membership

Membership invite info	
🏢 Site	Development tree
👥 Membership	Koos de Graaf
🏷 Discount	15%

Join our community via the KUARIO App

Want to benefit from privileges as a member? Join our community by scanning the following QR Code with your KUARIO app.

JOIN VIA THE KUARIO APP

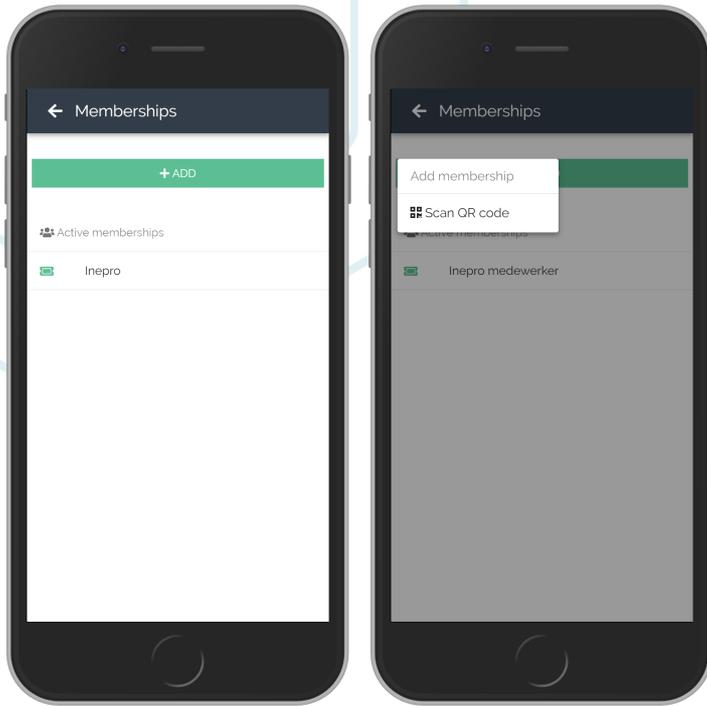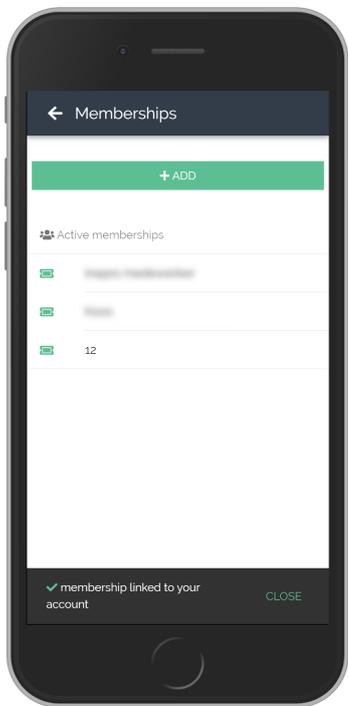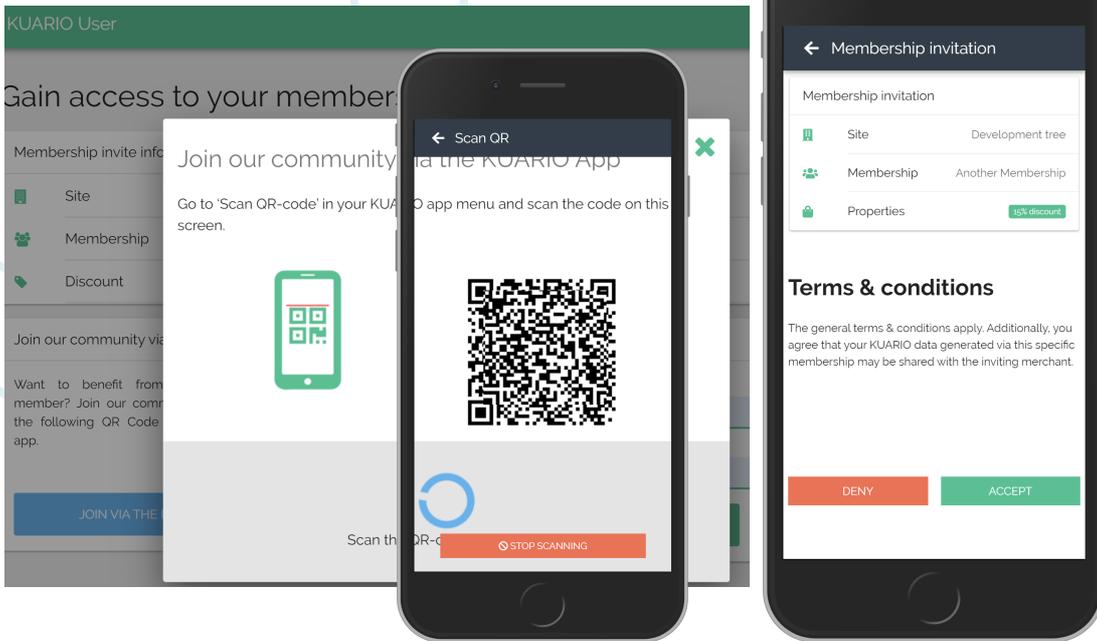**Join our community via the website**

E-mail
k.dgraaf@inepro.com

Password
●●●●●●●●●●

✔ SIGN IN   Forgot password?

C - Open the KUARIO User App. Go to Settings -> Account -> Memberships.. Click 'Add'.
D - Choose 'Scan QR code'.

KUARIO User

Gain access to your member...

Membership invite info

Site

Membership

Discount

Join our community via...

Want to benefit from...
member? Join our comm...
the following QR Code...
app.

JOIN VIA THE ...

Join our community via the KUARIO App

Go to 'Scan QR-code' in your KUARIO app menu and scan the code on this screen.

Scan th QR-c

← Scan QR

STOP SCANNING

← Membership invitation

Membership invitation

Site   Development tree

Membership   Another Membership

Properties   15% discount

Terms & conditions

The general terms & conditions apply. Additionally, you agree that your KUARIO data generated via this specific membership may be shared with the inviting merchant.

DENY   ACCEPT

← Memberships

+ ADD

Active memberships

12

✔ membership linked to your account   CLOSE

E - Now scan the QR code from step B. When the membership is scanned, and you accept the terms & conditions, your account will be part of the membership.

F - Accept the terms and conditions

Notes

✏️ Notes

This area is meant for the reader's notes: