



KUARIO



All rights reserved. No parts of this work may be reproduced in any form or by any means - graphic, electronic, or mechanical, including photocopying, recording, taping, or information storage and retrieval systems - without the written permission of the publisher.

Products that are referred to in this document may be either trademarks and/or registered trademarks of the respective owners. The publisher and the author make no claim to these trademarks.

While every precaution has been taken in the preparation of this document, the publisher and the author assume no responsibility for errors or omissions, or for damages resulting from the use of information contained in this document or from the use of programs and source code that may accompany it. In no event shall the publisher and the author be liable for any loss of profit or any other commercial damage caused or alleged to have been caused directly or indirectly by this document.

Versie 1.0.12 geproduceerd op: April 2023 in Nieuw-Vennep.

Uitgever

KUARIO B.V.

Productie

KUARIO B.V.

Inhoudsopgave

Hardware Connections

4

Installation

5

Certified Devices

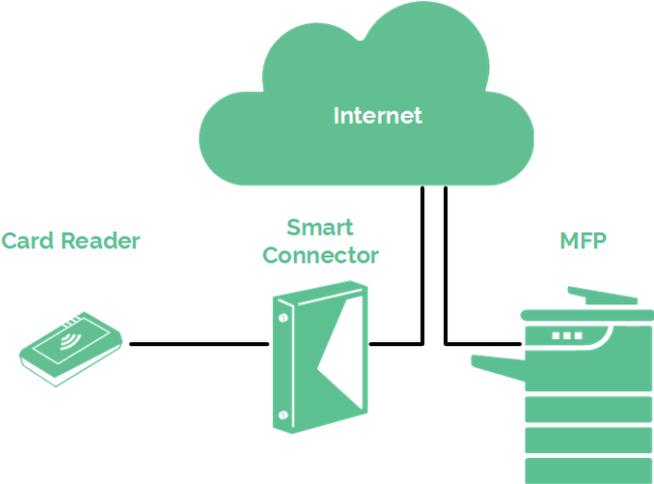
10

Troubleshooting

11

Hardware Connections

Hardware Connections



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

Installation

To set up and configure a new Epson device with a KUARIO web kiosk the following has to be taken in account.

▶ Navigation to device website

Just use the IP-address or host name from the device to see Epson 's device management website.
Redirected to: <http://<ip-address-epson-device>/PRESENTATION/ADVANCED/COMMON/TOP>

▶ Authenticate

To change settings of the device an Administrator Login will be needed.
Default User Name for Epson devices: **admin**. By default the password is empty. But sound password policies would demand that your password and maybe even your user name are unique. So please double-check to be sure what your exact credentials are. More and more brands will now demand you create unique credentials.

▶ First time use of Epson Open Platform

In case this is a new device or Epson Open Platform is never used, we must obtain a **Product Key** from Epson and enter the key on the device. (Check **Epson Open Platform Settings--> Product Key**)

⚠ Warning: Make sure the device is in an idle state before redeeming the Open Platform key and filling it in on the machine. No one else should use the device while executing these steps! If there is a job active, a job pending or the device is in an error state e.g. paper is out, the device will display an error message and the redemption of the key will fail!

Obtaining an Epson Product Key:

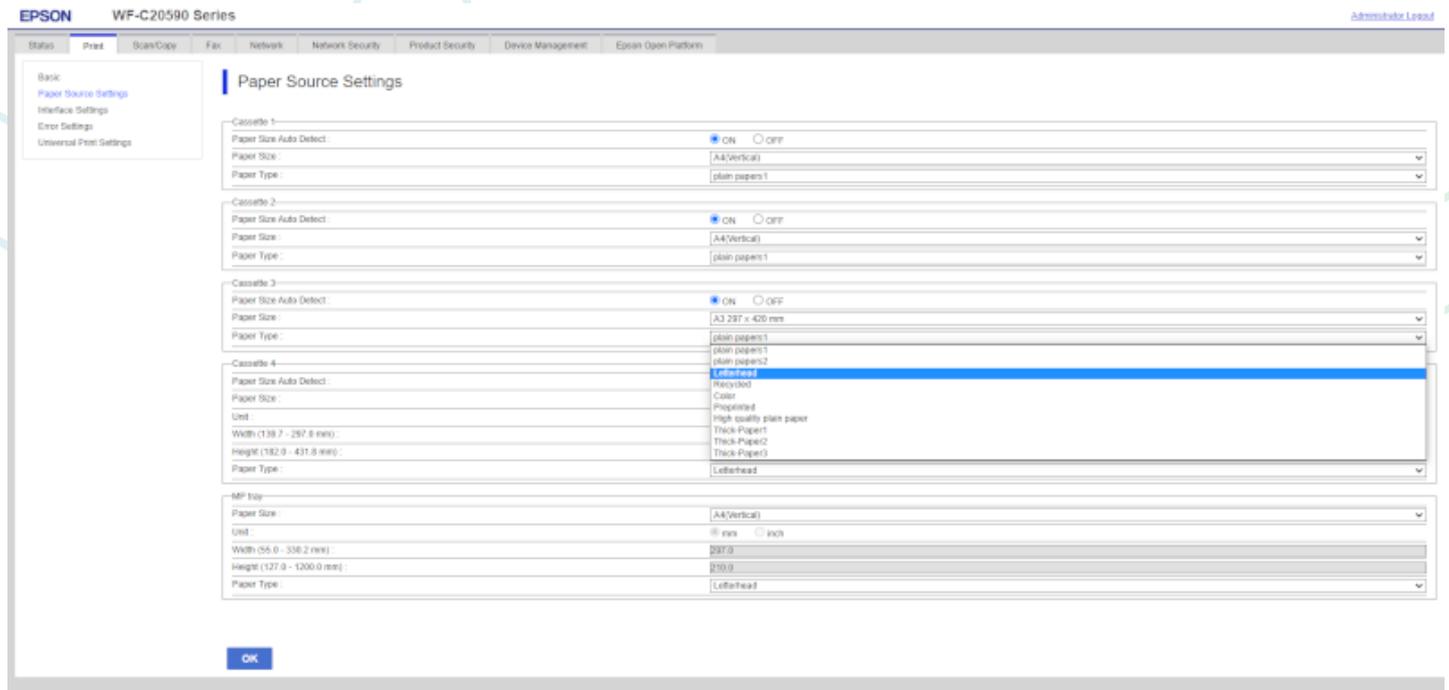
1. Browse to <https://openplatform.epson.biz/license-op/inputInformation.html>
2. Give up the **serial number** of the device, this can be found when you browse the device page (Status --> Product status). And enter **destination information, main uses: other**. Now a key would be given by Epson.
3. Enter the key using the Activation Page on WebConfig. (When the product key is wrong it will show an error)
4. Confirm on WebConfig. The product key is shown.
5. Reboot the Epson device.

▶ Paper Type Selection

The kiosk (SC version >= 2.8) supports special paper type selection when copying/printing. The user can choose between paper types 'normal' and 'special'. To configure a tray to show up as a 'special' paper type, the device tray configuration needs to be edited. For a paper type to show up as 'special', set the desired tray to paper type 'letterhead', via the web interface or embedded tray settings interface. You can check if this is done successfully by checking the paper settings in the advanced copy menu.

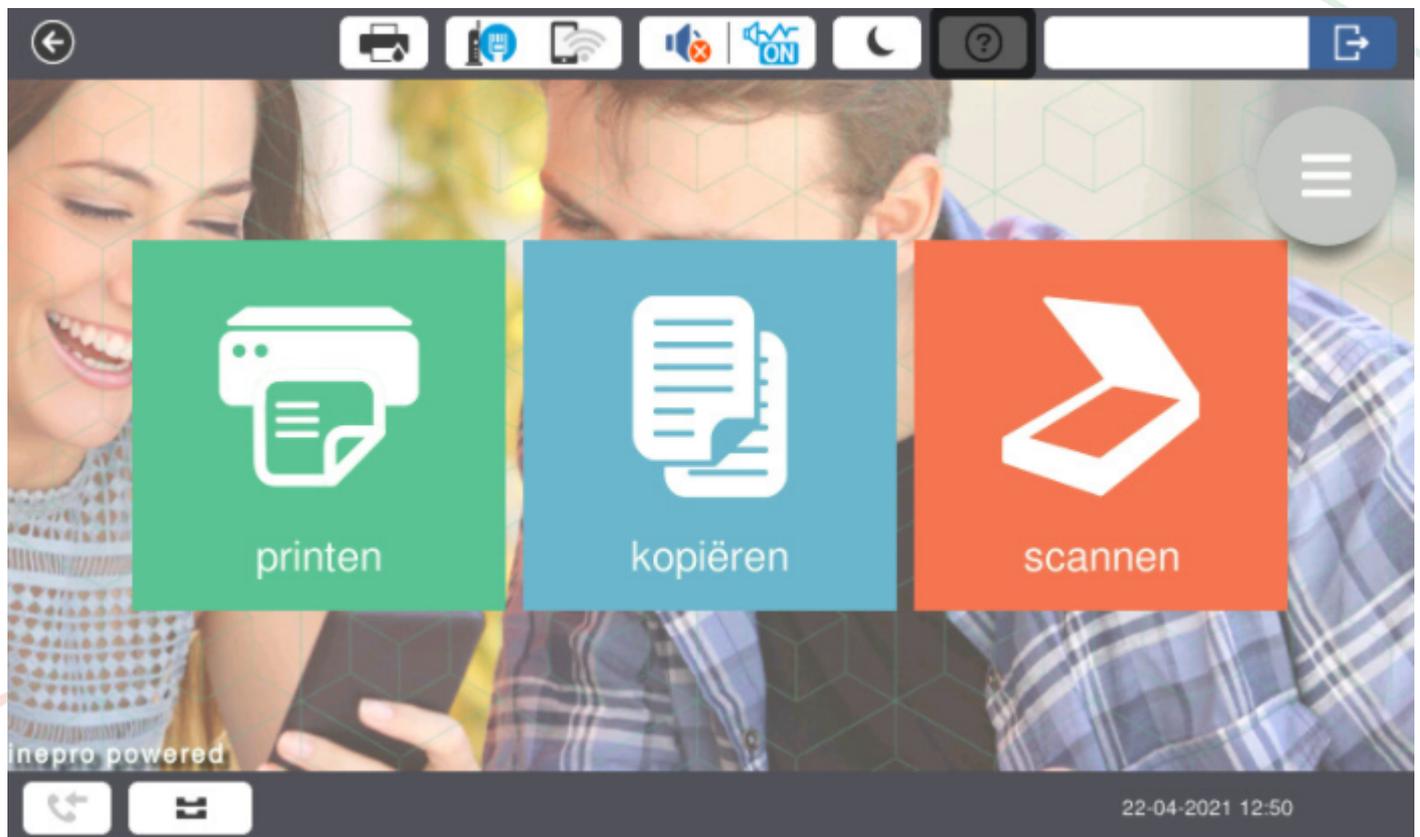
Configure via Web Interface / Embedded Web Server:

1. Log in to the Embedded Web Server of the relevant MFP.
2. Go to the 'Print' tab.
3. Go to the 'Paper Source Settings'
4. Go to the desired tray. Set 'Paper Size Auto Detect' to 'OFF' and the 'Paper Type' to 'Letterhead'.
5. Click 'OK' to save the setting(s).

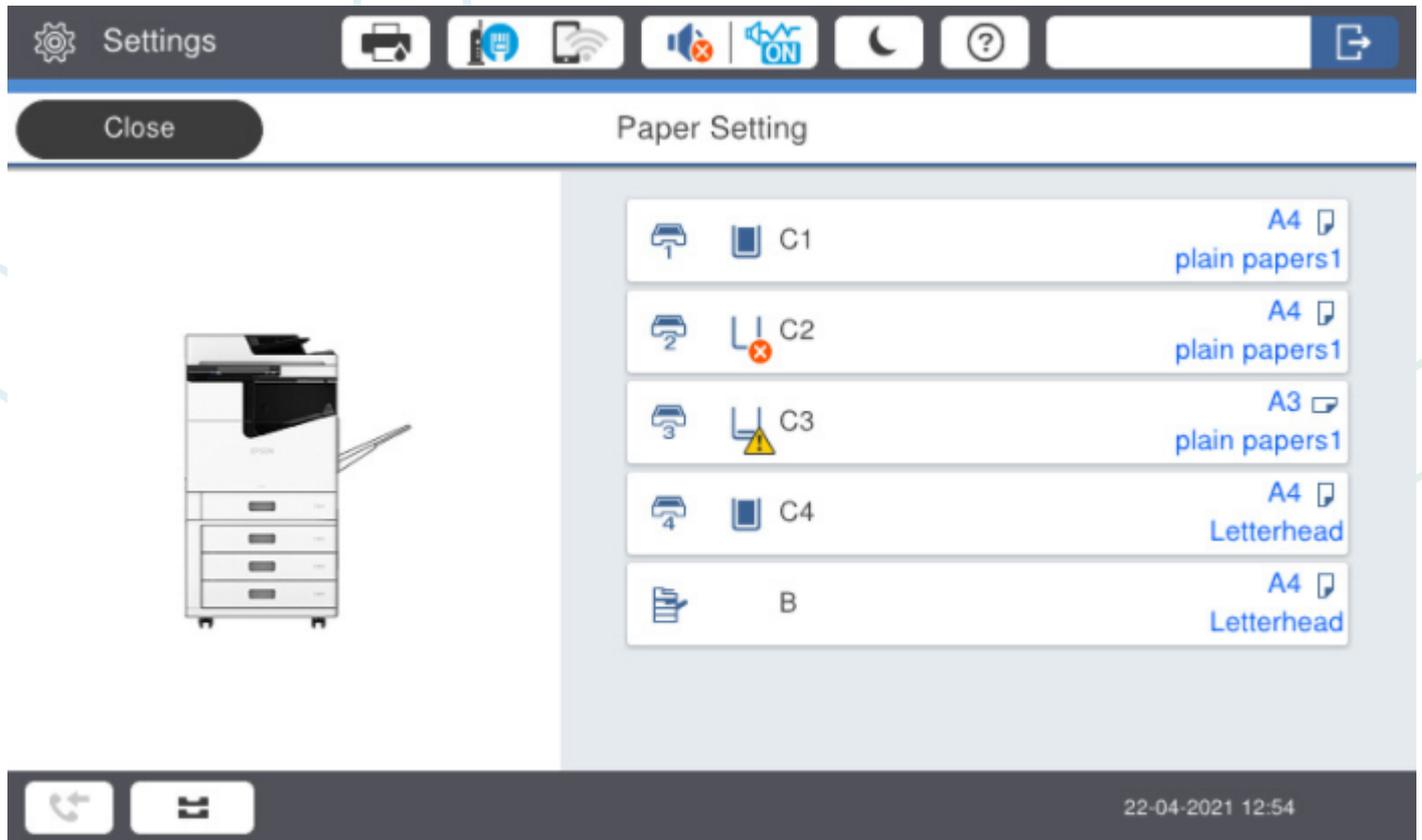


Configure via MFP Interface:

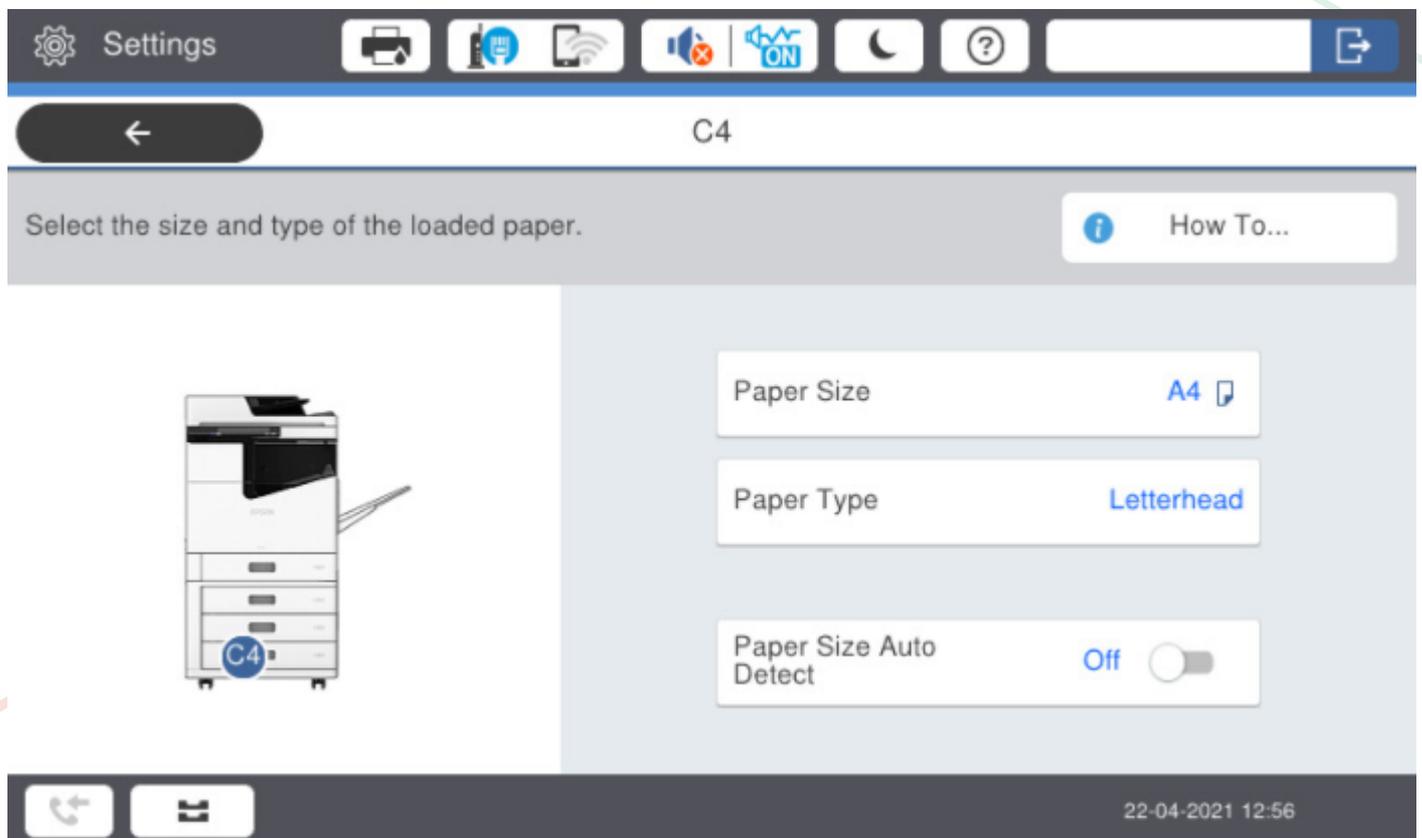
1. Click on the tray button at the bottom of the screen:



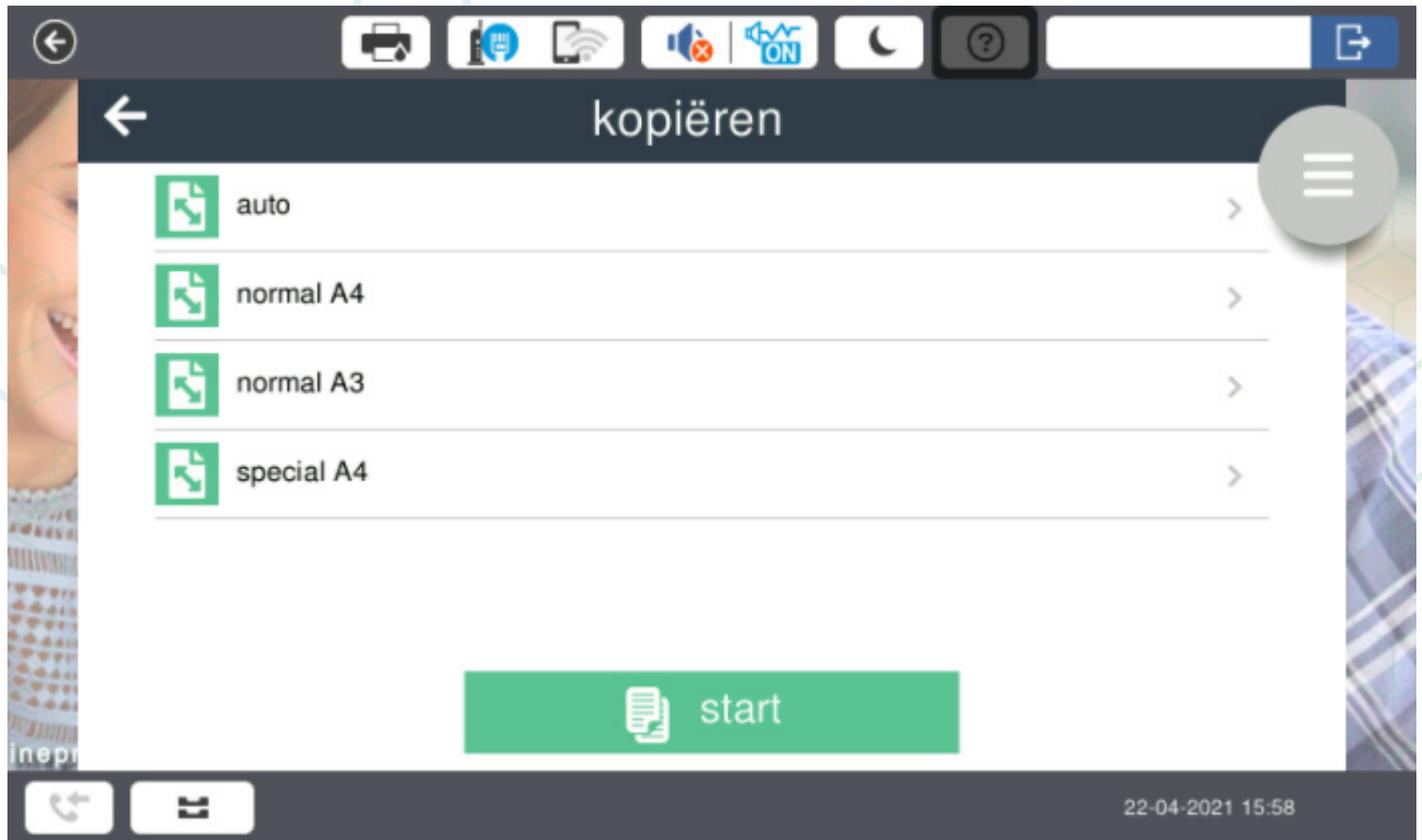
2. Go to the relevant tray.



3. Change Paper Type to 'Letterhead'.
4. Set 'Paper Size Auto Detect' to 'OFF'.



Finally check the options in the KUARIO interface. Make sure you now see the paper type option: 'special A4'.



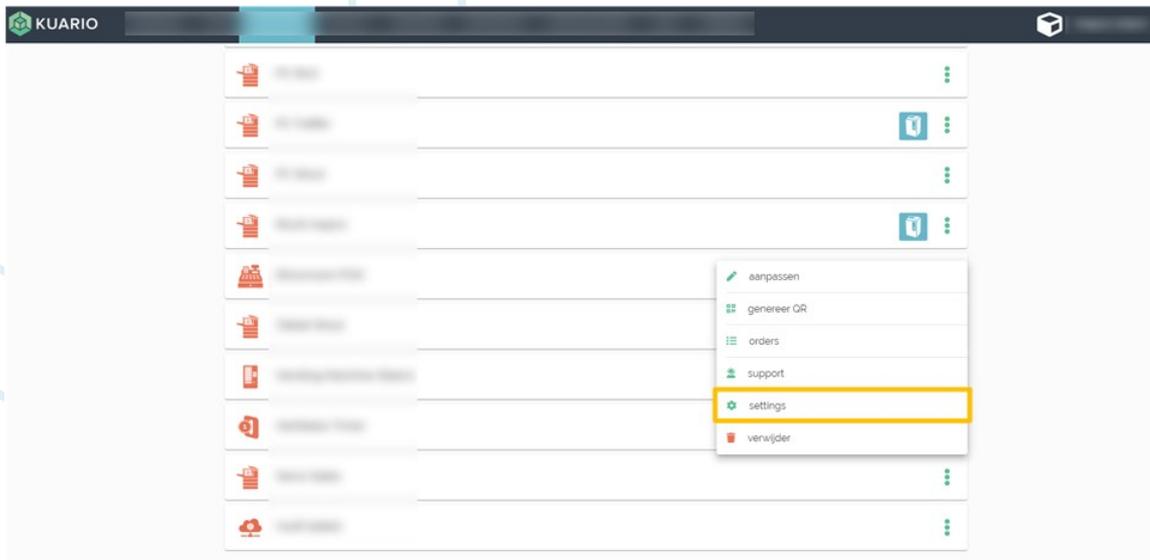
▶ Set outlet settings in manager

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

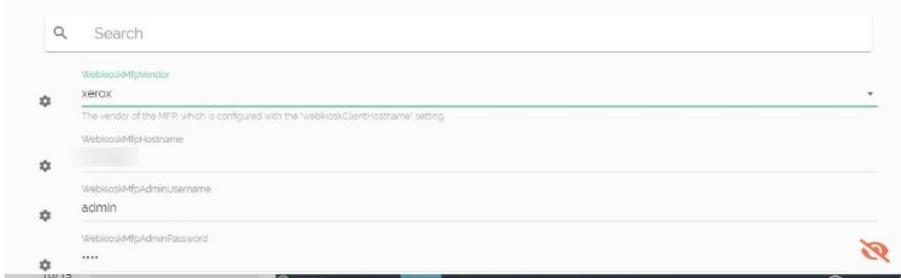
Make sure you have the following:

- a. The name of the Outlet, and it's place in the KUARIO tree.
- b. The MAC-Address of the KUARIO Smart Connector.
- c. The IP address of your Epson device.
- d. The Epson device's Admin credentials (login name & password).

Browse to <https://manager.KUARIO.com>



Settings



Go to the Outlet and then to the context menu Settings (see image):

Enter these values:

1. The MAC-Address of the KUARIO Smart Connector.
2. The Outlet name, and it's place in the KUARIO tree.
3. The IP address of the Epson device.
4. The device credentials (login name & password).

⚠ Warning: From this moment on all the other apps on the embedded device will be hidden, they will no longer be accessible. Normally this should not be a problem, if it is a problem in your case please contact KUARIO Support for help.

Certified Devices

Certified Devices

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

Epson

Devices that support Epson Open Platform 1.1 and PCL printing.

WF-C869R series
WF-C5790 series
WF-C20590 series

Troubleshooting

Troubleshooting

Sometimes things do not work out as expected, if so please read through this section before contacting your service organisation or dealer. Changes are you are able to solve the issue yourself.

The section is set up in a symptom - Prognosis - Resolution format, that is first the symptom is given, then the possible causes and then the resolution for those causes.

Symptom(s): Error 250: Failed to set up device

Prognosis: KUARIO installer was unable to communicate with the MFP

Scope: One Device

Resolution: Check for IP-address mismatch

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

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

Resolution: Check for valid network connection

B - Check the MFP can be reached via the Internet by an outside browser with the correct MFP credentials on the Epson 's device management website of the MFP.

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

C - The credentials for the Epson 's device management website may be invalid.

- 1) It is a sound policy to not use the default password for access to the Epson 's device management website so double check you login name and password.
- 2) Check if you can log in with those credentials. If you can't, get hold of the correct credentials.
- 3) Check if these credentials match the credentials send to KUARIO support. If they don't send KUARIO support the correct credentials.
- 4) The user name is case sensitive, this means there is a difference between the 'Admin' and 'admin' login name. Double-check the case of your login name.

Symptom(s): The MFP has just one service module (for example just 'PRINT' but not 'SCAN' and/or 'COPY')

Prognosis: Epson Open Platform was not installed correctly on the MFP

Scope: One Device

Resolution: Reinstall Epson Open Platform

D - Go to ['Installation - First time use of Epson Open Platform'](#) ⁵⁴ in this manual and follow the procedure making sure to not skip any steps.

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

Prognosis: Your problems cannot be solved using this manual

Resolution: Contact KUARIO support

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

