



Portrait Studio™ Kiosk

Operations Guide

FANTASY
ENTERTAINMENT

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Foto Fantasy, Inc. (dba Fantasy Entertainment) was awarded US Patent #6,021,417 on February 1st, 2000 for a "method of simulating the creation of an artist drawing or painting, and the device accomplishing the same." The European and Japanese Patent Applications (European Application #98305106.1, Japanese Application #10-227425) have been published and are pending.

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About This Guide

This guide describes how to operate, maintain and troubleshoot any operations that happen during the normal use of the Portrait Studio™ Kiosk.

Audience

This guide provides instructions for service representatives and owners of the Portrait Studio™ Kiosk to operate and maintain their machine. This manual assumes that whoever uses this guide and operates this kiosk has a basic understanding of electricity and computer skills to maintain a safe operation of this unit.

How this Guide is Organized

This manual contains the following chapters:

- Introducing the Kiosk
- Presenting Customers Vending Options
- Operating the Kiosk
- Understanding the Kiosk Software
- Maintaining the Kiosk
- Troubleshooting the Kiosk
- Suggested Maintenance Schedule
- Portrait Studio™ Kiosk Parts
- Kiosk and Site Specifications
- Kiosk Wiring Diagrams
- Declarations of Conformity

Conventions Used

This manual uses the following conventions to convey information:

Buttons, Menu names, and options are in bold type. For example, Click the **Add** button.

Key combinations appear in uppercase with bold type. If joined with a plus sign (+), press and hold the first key while you press the remaining keys. For example, Press the **Ctrl+B** keys.

Commands and options that you type literally are printed in **bold**, for example, **ls -l**. Names of directories and files are also in **bold**, for example, **/config/SCRIPTS/build_device_file**.

Generic terms for which you are to substitute an actual name are printed in *italic* and are enclosed in less than (<) and greater than (>) symbols, for example **<file>**. When you see **<file>**, type the name of a file.



Indicates that the user should read the warning before continuing to service the kiosk.



Represents the presence of an electrical shock hazard and the user should disconnect the power before servicing the kiosk.



Indicates a suggestion or tip to make the task easier.

Chapter 1 Introducing the Kiosk

Welcome to the Portrait Studio™ Kiosk, which is a self-serve, walk-up kiosk that customers can use to make computer generated portraits, each containing the customer's captured image drawn in one of four famous artists styles within the selected border. It is a fun-to-use product for all ages, especially children and teens. The system is enclosed in an arcade-style cabinet.

1.1 Understanding Basic Operations

When you connect the Portrait Studio™ Kiosk to a power source, the system starts up using the Linux operating system. The power on procedure verifies that all components such as the printer, currency acceptor, camera, and media card are properly connected. After about two to three minutes, the Ad Rotation begins, also know as the Attraction Mode. The Ad Rotation simulates an artist drawing a sketch. The Vending Mode starts after the customer adds the correct amount of currency. For more information about the Vending Mode, see “Presenting Customers Vending Options” on page 9. The Ad Rotation attracts customers by displaying the following screens randomly until a customer starts the Vending Mode:

- Welcome to Portrait Studio audio sounds at random times and displays the Portrait Studio logo, the vending amount, and one of the following default languages on the customer and attraction monitors:
 - English
 - Spanish
 - French
 - Italian
 - Portuguese
 - German
 - Chinese

You can select other languages as the default through the System configuration Utility. See “Using SYSCFG: System Configuration Utility” on page 31.

- A sample sketch session displays in the center of the screen and toggles through the following four artist styles:
 - Leonardo using a sharp yellow pencil
 - Raphael using a soft blue pencil
 - Rembrandt using charcoal
 - Michelangelo using a purple pen and ink
- Examples of the rotation samples display the following models:
 - Two girls
 - Boy
 - Girl
 - Two boys

- Man
- Couple
- Caricature man

During the Ad Rotation Sketch sequence, the system randomly uses a male voice to announce the artist and a sentence or two making a comment such as:

- “Beautiful, beautiful”
- “I like the expression in your eyes”
- “You look great”
- “What a masterpiece”
- “You might want to hang this in the family gallery”
- “This is some of my best work”
- “This is going to be great”

The male voice then says "Now, let's add the final touches" and completes the sample sketch and then starts another Ad Rotation.

1.2 Describing the Basic Parts

The Portrait Studio™ Kiosk is shipped from the manufacturer assembled and configured. Installation and setup requires a minimum effort to get the kiosk operating. The main parts of the Portrait Studio™ Kiosk are:

- Kiosk shell
- Customer lights
- Vending lights
- Currency acceptor (bill or coin)
- Digital video camera
- 14-inch monitors
- Customer Panel
- Control Panel
- Computer with keyboard
- HP1200 or HP2200 printer
- Power Distribution panel
- Customer Speaker
- Amplifier
- Exhaust Fan
- Line Conditioner

For more detailed information about the kiosk parts, “Kiosk and Site Specifications” on page 93 and “Portrait Studio™ Kiosk Parts” on page 97.

Figure 1 is a sectional example of the basic internal parts that make up the Portrait Studio™ Kiosk.

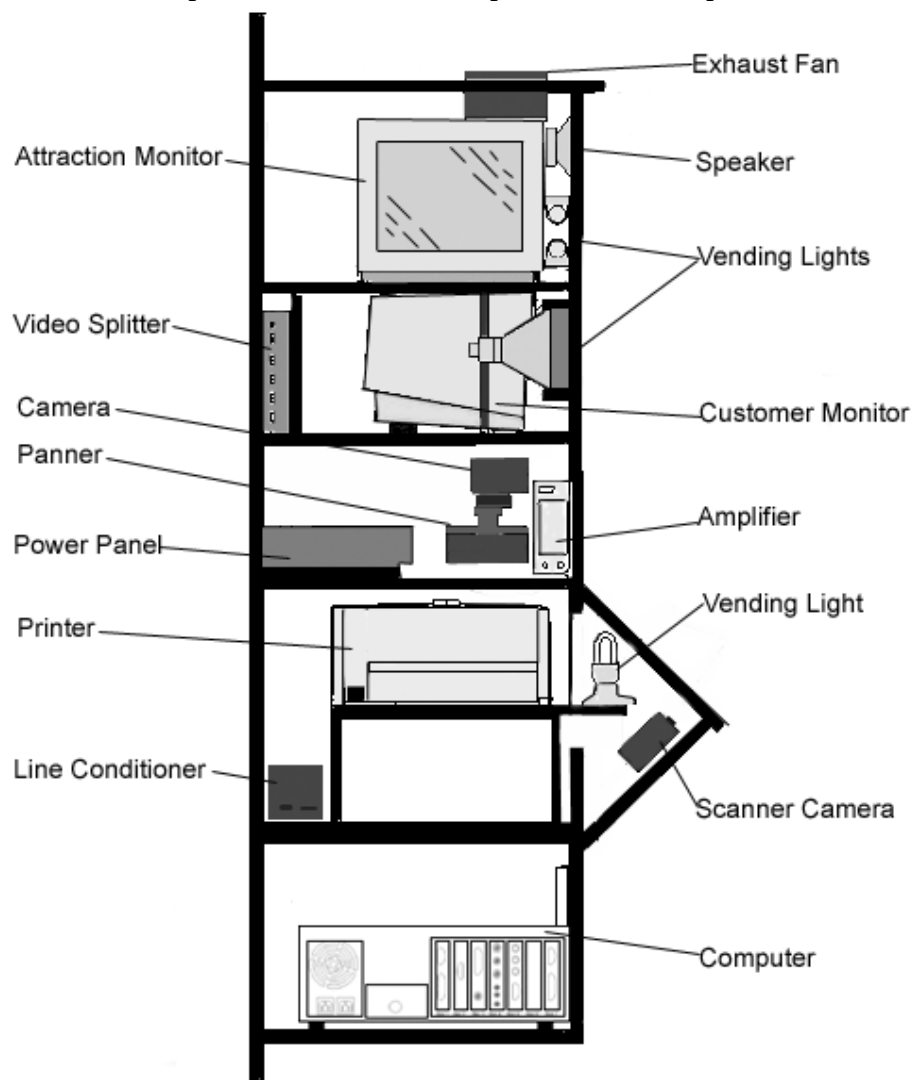


Figure 1. Left Side of Portrait Studio™ Kiosk Without the Side Door Assembly

When the customers steps into the kiosk and sits down, they see the Ad Rotation screen on the customer monitor. Just below the monitor are the customer's instructions. Below the instructions is the Customer's Control Panel, which consists of four buttons, Select, OK, Up, and Down buttons. Figure 2 shows an example of the customer panel.

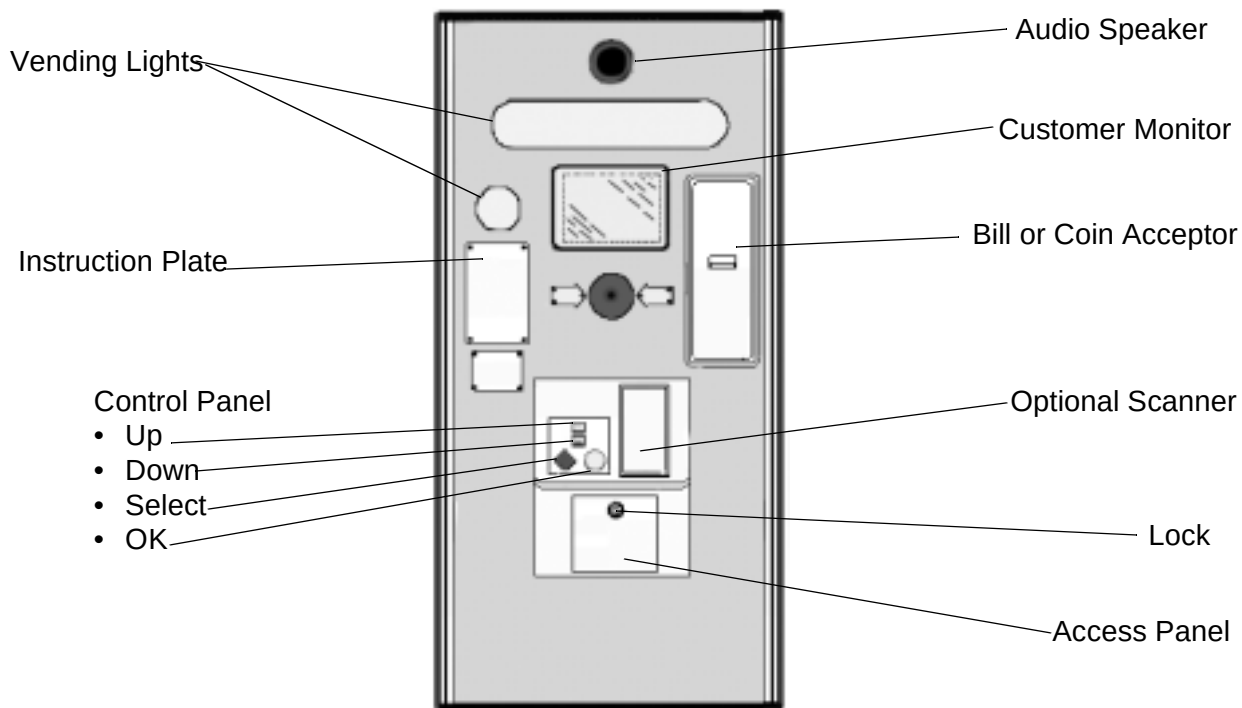


Figure 2. Customer Control Panel (as if the customer was sitting in the booth)

1.3 Describing the Optional Parts

The following optional equipment can be ordered for the Portrait Studio™ Kiosk. Contact your sales representative for information about ordering this equipment:

Table 1. Optional Parts

Item	Part Number	Description
Bill Acceptor - MARS VN-series	05.003XXX	Domestic Bill Acceptor, the specific model could vary - Specify the currency.
Bill Acceptor - GPT-IBSI	05.004XXX	International Bill Acceptor, the specific model could vary - Specify the currency.
Coin Acceptor - NRI	08.003XXX	Coin Acceptor, the specific model could vary - Specify the currency.

1.4 Customizing the Kiosk

The System Configuration Utility allows you to customize your kiosk. The languages, number of poses, and the Vend Type are just a few of the things you can customize. For more information, see “Using SYSCFG: System Configuration Utility” on page 31.

1.5 Understanding Security Considerations

When you move the kiosk to its final location, consider the location in terms of the traffic it will generate. The Portrait Studio™ Kiosk is intended to be fun for customers and profitable for your business.

To avoid vandalism and theft:

- Do not leave the kiosk unattended with the keys in or near the equipment.
- Do not leave the kiosk unattended with the side service doors open.
- Know where your keys are at all times. Consider keeping a set secured in a safe location.
- Empty the cash box and reset the counters before having service performed.
- Ensure that the cash box or stacker is emptied in a timely manner.

1.6 Understanding Safety Issues



Before using this product, read and understand the following warnings:

- Never work on or install equipment when the kiosk is plugged into AC Power. Always disconnect the power cable before performing maintenance on the kiosk.
- Trained technicians should only perform equipment installation, replacement, and maintenance.
- Mishandling this product could cause severe injury or death.
- Plug this equipment into a grounded receptacle, otherwise the user is subject to electrical shock.
- Two people are required to unpack the kiosk.

1.7 Ordering Supplies

Table 2 lists the consumable supplies for the Portrait Studio™ Kiosk.

Table 2: Ordering Supplies

Part Number	Description
74.017005	Supplies -Portrait Studio Paper
74.007005	Portrait Studio paper A4 Style
74.001200	Supplies - Toner Cartridge, HP1200, #C7115A
74.003103	Supplies - Toner Cartridge, HP2100
74.003100	Supplies - Toner Cartridge, HP5P
74.003101	Supplies - Toner Cartridge, HP6PXi
70.007007	Supplies - Security Screwdriver

1.8 Recommended Tools for Maintaining the Kiosk

The following tools are suggested to maintain the kiosk:

- 1/4" drive metric and SAE socket set with a 9" standard extension
- SAE Allen wrenches
- Phillips (#0, #1, #2, #3) and flathead (1/8", 1/4", 3/16", 3/8", 5/16", and jewelers) screwdrivers
- Soft, lint-free cloth for cleaning

In addition, the following tools may also be useful:

- Metric wrenches or combination wrench
- Pliers (standard, needle nose, diagonal cutters, slip joint)
- Digital voltmeter
- Utility knife
- Electrical tape
- Tie wraps
- Flashlight
- Glass cleaner
- Paper towels
- First aid kit
- Step Stool

Chapter 2 Presenting Customers Vending Options

This section describes the customers options when they use the Portrait Studio™ Kiosk to make sketched portraits.

The Ad Rotation displays the price to use the machine and shows several examples of artists sketches in various styles, which can be performed for the customer. The vending session begins with the customer inserting the amount of currency necessary to begin a session. The system asks the customer to make a few decisions before posing for the pictures. The customer takes three poses, selects one of the three pictures, and selects the artists style. The kiosk sketches the portrait, prints, and delivers it to the delivery chute on the outside right door. To purchase the session, the customer performs the following steps:

1. The customer inserts the correct type and amount of currency into the currency acceptor, which could be for a coin or bill acceptor. Figure 1 shows the location of the currency acceptor. The customer lights power on and the kiosk becomes active. The system prompts the customer to select one language out of several choices.
2. The customer depresses the **Select** button to toggle through the list of available languages.
3. The customer depresses the **OK** button to select the highlighted language. The rest of the system dialog and prompts are in the pre-selected language.



NOTE

Throughout the program, if the customer does not depresses the OK button within the specified time period, typically two minutes, the system selects the highlighted category.

The system prompts the customer to choose between a Classic Portrait and a Funny Caricature. Figure 3 shows examples of a Classic Portrait and one of the Funny Caricature choices.



Classic Portrait

Funny Caricature

Figure 3. Classic Portrait and Funny Caricature Examples

4. The customer depresses the **OK** button for a classic Portrait or the **Select** button for a Funny Caricature. What happens next depends on the customer's selections. The system prompts for a portrait are different than the prompts for a caricature. To follow the Classic Portrait, see "Selecting the Classic Portrait" on page 10. To follow the Funny Caricature, see "Selecting the Funny Caricature" on page 12.

2.1 Selecting the Classic Portrait

After the customer selects Classic Portrait, the system continues with the following steps:

The system prompts the customer to select the number of people.

1. The customer depresses the **Select** button to select one person or depresses the **OK** button to select two or more people. If the customer selects one person, the system prints the output in portrait mode. If the customer selects two people, the system prints the output in landscape mode. Figure 4 shows examples of the Portrait and Landscape sketches.



Portrait



Landscape

Figure 4. Portrait and Landscape Examples

The system prompts the customer to prepare for three poses using a countdown. You can select the length of the countdown as three or five seconds. See “Using SYSCFG: System Configuration Utility” on page 31. The customer depresses the **OK** button to freeze the pose.

The system prompts the customer to select one of the three poses.

2. The customer depresses the **Select** button to highlight the different poses and then depresses the **OK** button to make the final selection.

The system prompts the customer to select an Artist to sketch their portrait.

3. The customer depresses the **Select** button to view the different Artist styles. The Portrait Studio sketches in one of the four distinctly different textures or artist styles:
 - Artist Leonardo uses a sharp pencil
 - Artist Raphael uses a soft pencil
 - Artist Rembrandt uses charcoal
 - Artist Michelangelo uses pen and ink

The system powers off the vending lights and draws the customers portrait, which is displayed on the customer monitor and the two attraction monitors. The system asks the customer if they want an additional copy, to add more currency. The system tells the customer that the sketch will be done in approximately one minute and to look for it in the delivery chute. The system prints the sketch and the sketch drops into the paper chute.

2.2 Selecting the Funny Caricature

After the customer selects Funny Caricature, the system continues with the following steps:

The system prompts the customer to prepare for three poses using a countdown.

1. The customer depresses the **OK** button to freeze the pose.

You can select the length of the countdown as three or five seconds. See “Using SYSCFG: System Configuration Utility” on page 31. The customer depresses the **OK** button to freeze the pose.

The system prompts the customer to select a style to sketch their caricature.

2. The customer depresses the **Select** button to select which pose and confirm their choice by pressing the **OK** button.
3. The customer depresses the **Select** button to view the different caricature styles. The Portrait Studio sketches in one of the four following caricature styles or the Classic Portrait:
 - Happy
 - Grumpy
 - Tough
 - Nose job

4. The customer depresses the **OK** button to select the caricature style.

The monitor displays the three poses and the system prompts the customer to select the pose.

The system draws the sketch on the screen. The system asks the customer if they want the caricature, classic Portrait or Both. The system tells the customer that the sketch will be done is approximately one minute and to look for it in the delivery chute. The system prints the sketch and the sketch drops into the paper chute.

2.3 Portrait Studio Process Flow

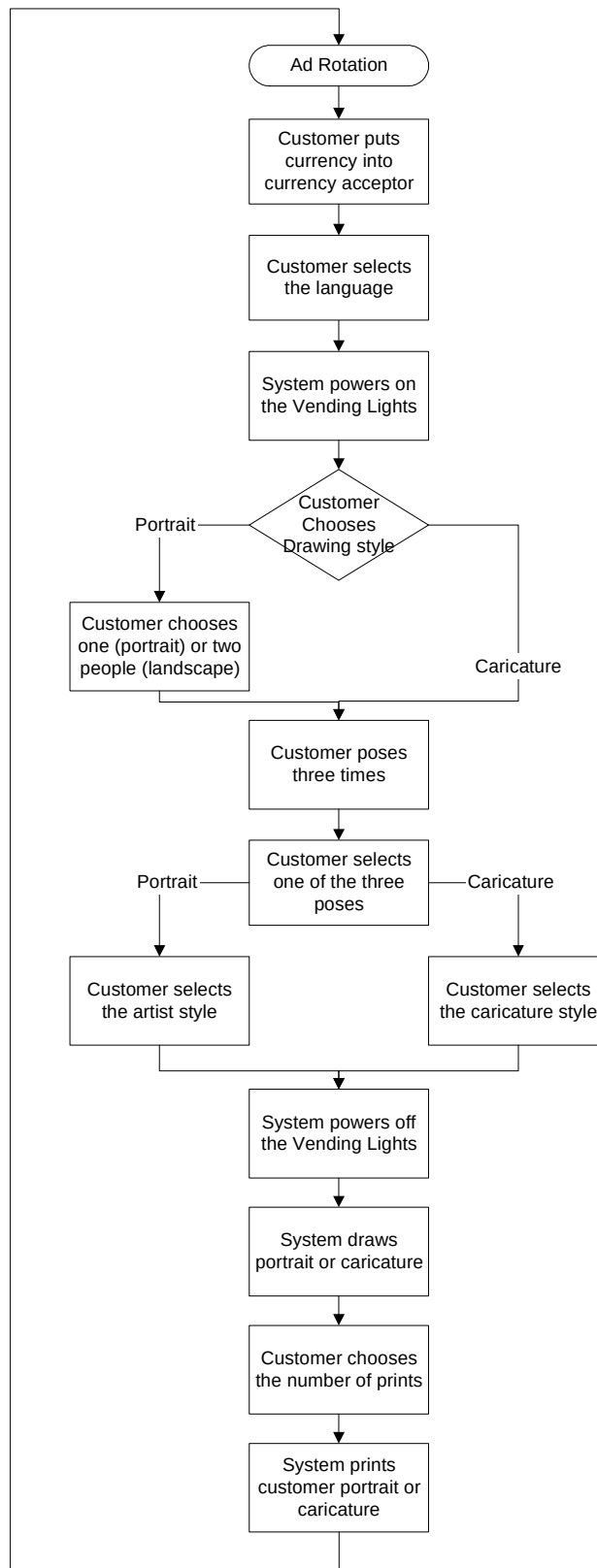


Figure 5. Portrait Studio™ Kiosk Process Flow

Chapter 1 Operating the Kiosk

This chapter describes the following sections to operate the Portrait Studio™ Kiosk. It includes:

- Opening the Side Doors of the Kiosk
- Closing the Side Doors of the Kiosk
- Powering On and Off the Kiosk
- Operating the Printer
- Collecting Currency From the Kiosk

1.1 Opening the Side Doors of the Kiosk

All references to the left and right side of the booth are as if a person was sitting inside the booth. For example, the long side to the left of a seated person is the left side of the booth. The long side to the right of a person seated in the booth is the right side of the booth.

To open the side doors of the Portrait Studio™ Kiosk, follow these steps:

1. Insert the key, press in and rotate the top and then bottom lock on the side door clockwise.
2. Insert the key, press the middle lock, push on the key and turn the screw lock counter-clockwise multiple turns until the door releases. Figure 6 shows the location of the locks.



Figure 6. Door Lock Locations

1.2 Closing the Side Doors of the Kiosk

To close the side doors of the Portrait Studio™ Kiosk, follow these steps:

1. Insert the key press in the middle lock, push on the key and turn the screw lock clockwise multiple times until the door is flush with the cabinet.
2. Insert the key, press in and rotate the key at the top and then the bottom lock on the side door counter-clockwise.

1.3 Powering On and Off the Kiosk

This section describes how to power on and power off the kiosk.

1.3.1 Powering On the Kiosk

To power on the Portrait Studio™ Kiosk, follow these steps:

1. Open the side doors. See “Opening the Side Doors of the Kiosk” on page 15.
2. Toggle the switch on the power Mains 15A Circuit Breaker. Figure 7 shows the location of the main power switch on the Power Panel.

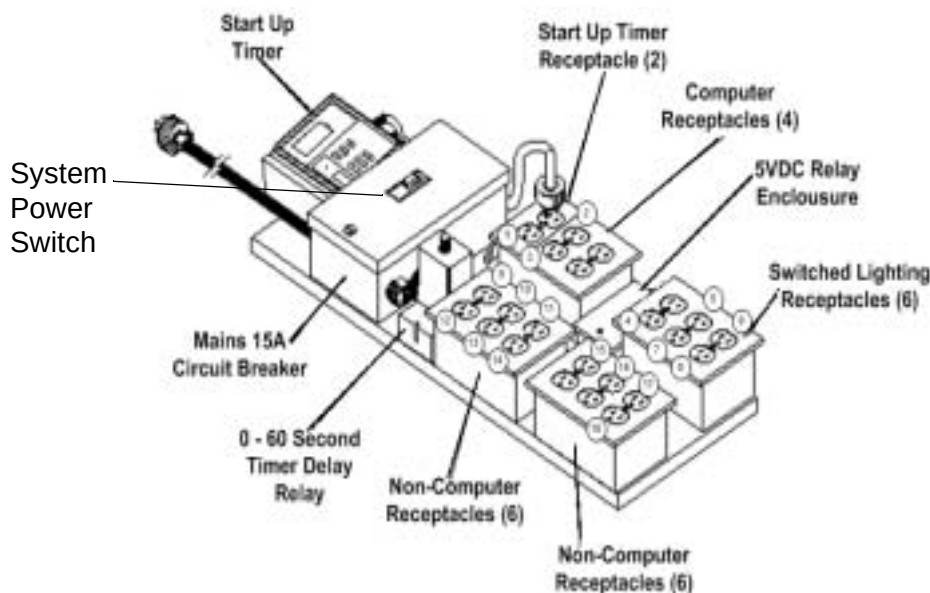


Figure 7. Power Panel

The system starts up. In about two minutes, the Portrait Studio Ad Rotation starts.

3. Close and lock the side doors.

1.3.2 Powering Off the Kiosk

To perform maintenance to the kiosk, this requires you to power off the kiosk. First halt the computer then shut off the power to the system. To power off the Portrait Studio™ Kiosk, follow these steps:

1. Unlock and open the left and right doors. See “Opening the Side Doors of the Kiosk” on page 15.
2. Press the **Q** key on the keyboard to quit the Ad Rotation.
3. Press the **K** key. The system displays the Linux command prompt.
4. Type **halt** at the system command prompt.



Portrait Studio uses the Linux operating system which is case sensitive. For more information about the Linux operating system, see the *Linux Quick Start Guide*. This means that “A” is not the same as “a”.

5. Toggle the power switch on the Mains 15A circuit breaker as shown in Figure 7.
6. Disconnect the main power from the AC outlet.
7. Close and lock the doors, then put the key in a safe place. See “Closing the Side Doors of the Kiosk” on page 16.

1.4 Operating the Printer

The Portrait Studio could have one of the following printers:

- HP5
- HP6
- HP1200
- HP2100
- HP2200

This section describes the basic printer operations of the HP1200 and 2200 printers such as loading the media and installing the toner cartridge.

1.4.1 Using the HP1200 Printer

This section describes the following operations for the HP1200 printer

- Installing The Toner Cartridge on the HP1200 Printer
- Loading the Printer Tray on the HP1200 Printer

1.4.1.1 Installing The Toner Cartridge on the HP1200 Printer

To install or replace the toner cartridge, follow these steps:

1. Open the toner door and remove the old toner cartridge as shown in Figure 8.



Figure 8. Opening The Toner Door



There will be some resistance when the toner door is opened. This operation conveniently lifts the toner cartridge for removal.

2. Remove the new toner cartridge from the packaging and gently shake it from side to side to distribute the toner evenly inside the cartridge as shown in Figure 9.



Figure 9. Shaking The Toner Cartridge Gently

3. Bend the tab on the right side of the cartridge to break it loose as shown in Figure 10.

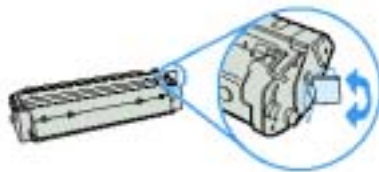


Figure 10. Bending And Breaking The Tab

4. Pull the tab until all the tape is removed from the cartridge as shown in Figure 11.



Figure 11. Pulling The Tab And Removing The Tape

5. Put the tab in the toner cartridge box, save the cartridge box to return the used cartridge for recycling.

6. Insert the new toner cartridge in the printer, making sure that the toner cartridge is in the correct position. Figure 12 shows where to insert the toner cartridge.

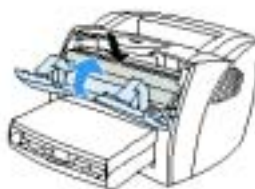


Figure 12. Inserting the Cartridge

7. Close the toner door.



Save the used toner cartridge and packaging for future shipping. For recycling information, see the instructions included in the cartridge package.



Hot water sets toner into fabric. If toner gets on any clothing, upholstery, or carpet, wipe it off with a dry cloth and wash with cold water.

1.4.1.2 Loading the Printer Tray on the HP1200 Printer

To load the media tray with paper, follow these steps:

8. Remove the printer media tray as shown in Figure 13.



Figure 13. Removing the Media Tray

9. Slide the media guides out and back to accommodate the media as shown in Figure 14.



Figure 14. Slide Media Guides Out

10. Place the media into the media input tray.

11. Slide the side guides and front guide until the guides are flush with the media. Figure 15 shows the location of the media guides.

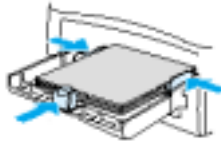


Figure 15. Closing the Media Guides



NOTE

If you are using preprinted paper, the paper goes into the paper tray with the border facing up. You can load the paper without removing the Media Tray by pulling out the media guides, loading the paper, and readjusting the media guides.

12. Install the printer media tray as shown in Figure 16.

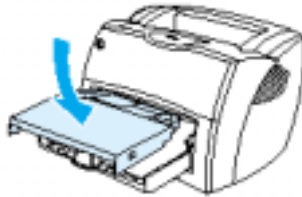


Figure 16. Printer Media Tray

1.4.2 Using the HP2200 Printer

This section describes the following information about the HP2200 printer:

- Using the HP2200 Control Panel
- Installing The Toner Cartridge on the HP2200 Printer
- Loading the Printer Tray on the HP2200 Printer

1.4.2.1 Using the HP2200 Control Panel

The HP2200 control panel controls the printer and has lights that provides troubleshooting information as shown in Figure 17.

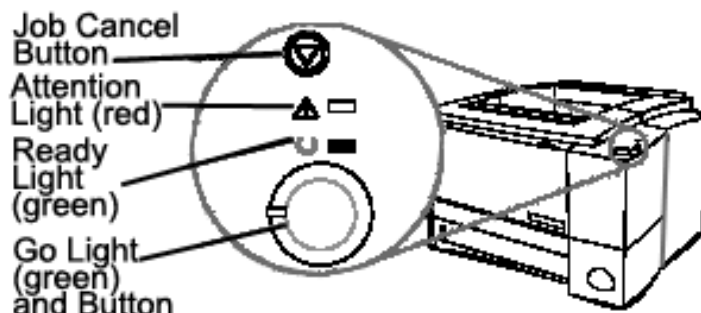


Figure 17. HP2200 Control Panel

The printer has two buttons: **JOB CANCEL** and **GO**.

Job Cancel

Press **JOB CANCEL** to cancel a job the printer is currently printing. The control panel lights cycle while the print job is cleared from both the printer and the computer, and then return to the ready state (Ready light on). This may take some time, depending on the size of the print job.

- If you accidentally push the **JOB CANCEL** button, you must reprint the job. There is no undo function.
- If you push the **JOB CANCEL** button when the printer is idle, the top panel status lights cycle, but nothing else will happen.

Go

- Press the **GO** button to resume printing when the printer is paused or when unprinted data is still in the printer.
- Press the **GO** button to clear some printer errors.
- Press the **GO** button to print a demo page. The printer must be in the ready state with the ready light lit.

1.0.0.1 Installing The Toner Cartridge on the HP2200 Printer

To install the toner cartridge for the HP LaserJet 2200 printer, follow these steps:

1. Open the printer's top cover as shown in Figure 18.

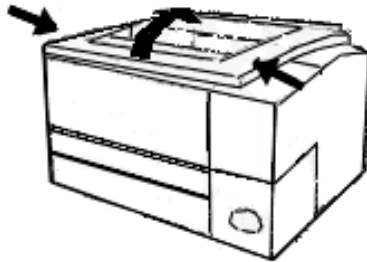


Figure 18. Opening The Printer's Top Cover

2. Remove the toner cartridge from its packaging. Rotate the cartridge as shown in Figure 19 and gently shake it from side to side to distribute the toner evenly inside the cartridge.

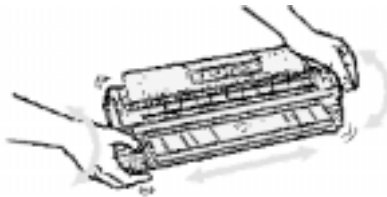


Figure 19. Rotating The Cartridge



To prevent damage to the toner cartridge, do not expose it to light for more than a few minutes.

3. Locate the sealing tape tab on the end of the cartridge. Carefully bend the tab back and forth until it separates from the cartridge. Firmly pull the tab straight out from the cartridge to remove the entire length of tape as shown in Figure 20. Avoid touching any black toner on the tape.

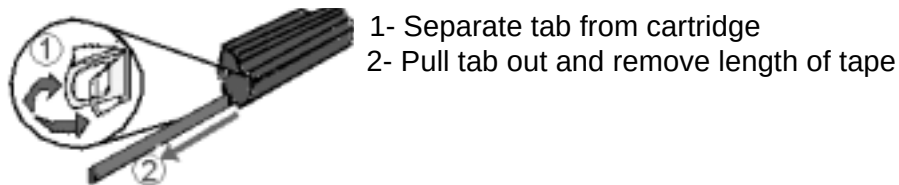


Figure 20. Removing The Sealing Tape



If toner gets on clothing or hands, wipe it off with a dry cloth and wash clothing in cold water. (Hot water sets toner into fabric.)

4. Position the cartridge as shown, with the arrow pointing into the printer. Slide the cartridge into the printer as far as it will go as shown in Figure 21 and close the top cover.

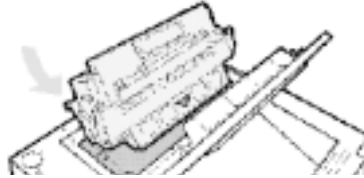


Figure 21. Sliding in the Cartridge

1.0.0.2 Loading the Printer Tray on the HP2200 Printer

To load the printer tray for the HP LaserJet 2200 printer, follow these steps:

1. Pull the tray out of the printer and remove any paper.
2. Move the side width guides outward to match the paper size as shown in Figure 22.

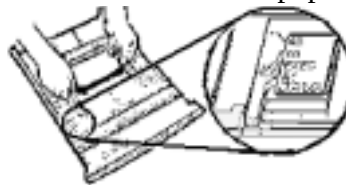


Figure 22. Moving the Side Width Guides

3. On the rear paper length guide, press on the blue tab and adjust it so the pointer matches the paper size as shown in Figure 23.



Figure 23. Matching the Pointer to the Size of the Paper

4. Add the media and make sure it is flat in the tray at all four corners. Keep the media below the height tabs on the paper length guide in the rear of the tray as shown in Figure 24.



Figure 24. Adding media

5. Push down on the metal paper lift plate to lock it in place as shown in Figure 25

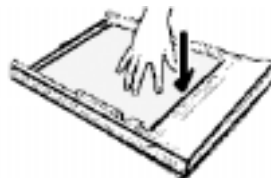


Figure 25. Locking media in place

6. Slide the tray back into the printer.



Whenever removing a 250-sheet tray from the printer, always push down the metal paper lift plate before putting it back. The metal paper lift plate will release and lift the paper up when pushing the tray into the printer.

1.0.1 Storing and Handling the Media

For the best print quality:

- Use conventional 24-lb. 25% cotton paper.
- Make sure that the paper is of good quality and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, and curled or bent edges.

Use Table 3 to assist troubleshooting paper problems.

Table 3. Troubleshooting Printer Media

Symptom	Problem with Paper	Solution
Poor print quality or toner adhesion, Problems with feeding.	Too moist, too rough, too smooth, embossed, or faulty paper lot.	Try another kind of paper: between 100-250 Sheffield and 4-6% moisture content.
Dropouts, jamming, or curl	Stored improperly	Store paper flat in its moisture-proof wrapping.
Increased gray background shading	Might be too heavy	Use lighter weight paper
Excessive curl, Problems with feeding	Too moist, wrong grain direction, or short-grain construction	Use long-grain paper. Print using the straight-through paper path.
Jamming or damage to printer	Cutouts or perforations	Do not use paper with cutouts or perforations
Problems with feeding	Ragged edges	Use good quality paper. Do not use paper with deckled edges.

1.1 Collecting Currency From the Kiosk

This section describes the suggested steps to collecting the kiosk revenue. The volume of business determines how often you need to empty the cash box. In addition, before servicing the kiosk, take an accounting page and empty the cash box.

To collect revenue, follow these steps:

1. Open the side doors to access the keyboard. See “Opening the Side Doors of the Kiosk” on page 15.
2. Print an Accounting Page See “Using ACCT: Accounting Page” on page 40.
3. Record the amounts on the Service and Collection Report as shown in Figure 57 on page 92.
4. Remove the currency from the bill magazine or coin box. If you are removing bills from the bill magazine, see “Removing Currency From the Bill Acceptor” on page 25. If you are removing coins from the coin box, see “Removing Currency From the Coin Acceptor” on page 26.
5. Close the side doors of the kiosk. See “Closing the Side Doors of the Kiosk” on page 16.
6. Count the removed currency in a safe location.



NOTE

We strongly recommend that you use discreet materials to cover and store the currency until you can count and record the amounts in a secure location.

1.1.1 Removing Currency From the Bill Acceptor

To remove currency from the bill acceptor magazine, follow these steps:

1. Unlock and open the side doors. For more information, see “Opening the Side Doors of the Kiosk” on page 15
2. Print an Accounting page. For more information, see “Using ACCT: Accounting Page” on page 40.
3. Unlock and remove the padlock, if a padlock is securing the bill acceptor.
4. Remove the security bracket.

5. Open the cash acceptor's access door as shown in Figure 26.

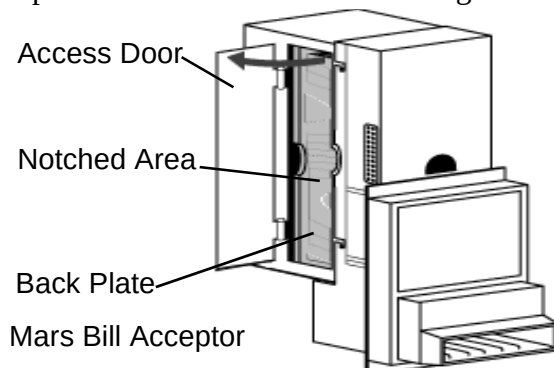


Figure 26. Removing the Cash

6. Place your finger in the notched area. Move and hold the back plate out of the way.
7. Remove the cash and deposit it in a secure location.



We strongly recommend that you use discreet materials to cover and store the currency until you can count and record the amounts in a secure location.

8. Place the security bracket on the cash acceptor.
9. Put on the padlock and lock the bill stacker, if a padlock is used.
10. If you are shutting down the booth, see step 2 in “Powering Off the Kiosk” on page 17.
11. Close the side doors of the kiosk. See “Closing the Side Doors of the Kiosk” on page 16.

1.1.2 Removing Currency From the Coin Acceptor

To remove currency from the coin acceptor coin box, follow these steps:

1. Unlock and open the front door. For more information, see “Opening the Side Doors of the Kiosk” on page 15.
2. Print an Accounting page. For more information, see “Using ACCT: Accounting Page” on page 40.

3. Slide the coin box out of the coin acceptor as shown in Figure 27.

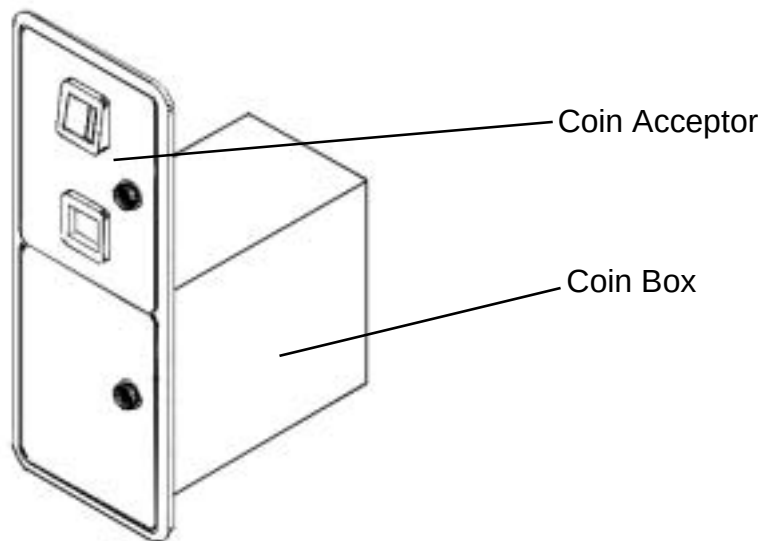


Figure 27. Coin Acceptor and Coin Box

4. Remove the coins and deposit them in a secure location.



We strongly recommend that you use discreet materials to cover and store the currency until you can count and record the amounts in a secure location.

5. Put the coin box back into the coin acceptor.
6. If you are shutting down, proceed to step 2 in “Powering Off the Kiosk” on page 17.

Chapter 2 Understanding the Kiosk Software

This section describes the following kiosk software:

- Accessing the Kiosk Menu
- Using the Kiosk Menu
- Using SYSCFG: System Configuration Utility
- Using ACCT: Accounting Page
- Using HCS: Adjust Image Quality
- Using SYSLOG: View System Log

2.1 Accessing the Kiosk Menu

To access the Booth Menu, press the **Q** key to quit the Ad Rotation. The system displays the Booth menu on all the customer monitors.

2.2 Using the Kiosk Menu

The Booth Menu contains utilities that allows the Service Representative or kiosk owner to perform accounting tasks and manipulate the booth software and operation.

This document displays a sample Booth Menu and description for booths with the Linux operating system.

Booth Menu
Version v3.01 Mar 29 2001

A.	REBOOT:	Resets System to Vending Program
B.	SYSCFG:	System Configuration Utility
C.	NOOP:	Option Not Available
D.	ACCT:	Accounting — Cash Page
E.	ACCT:	Accounting — Cash Page — No Print
F.	HCS:	Adjust Image Quality
G.	SYSLOG:	View System Log
H.	CPLOG:	Copy System Log to floppy
I.	TNAILS:	Copy Thumbnails to floppy
J.	INSTALL:	Run Install floppy
K.	SHELL:	Exit to Linux Bash Shell
L.	HALT	Shutdown System
Select A thru K		

- A. REBOOT: Resets System to Vending Program** reboots the system and starts the Ad Rotation.
- B. SYSCFG: System Configuration Utility** allows the user to set up system and site parameters. For more information about the System Configuration Utility, see “Using SYSCFG: System Configuration Utility” on page 31.
- C. NOOP: Option Not Available**
- D. ACCT: Accounting** - Cash Page displays and then prints the system accounting picture, which includes the following information:
- Date and time
 - Machine number and location
 - Totals of cash sales
 - Picture profile counts
 - Marketing and sales information
- For more information about the Accounting Page, see “Using ACCT: Accounting Page” on page 29.
- E. ACCT: Accounting - Cash Page - No Print** displays the system accounting picture, which includes the following information:
- Date and time
 - Machine number and location
 - Totals of cash sales
 - Picture profile counts
 - Marketing and sales information
- For more information about the Accounting Page, see “Using ACCT: Accounting Page” on page 40.
- F. HCS: Adjust Image Quality** allows Service Representatives to adjust the Hue, Contrast, and Saturation levels.
- For more information about the Adjusting the Image Quality, see “Using HCS: Adjust Image Quality” on page 44.
- G. SYSLOG: View System Log** displays a historical record of system activity. For more information about the system log, see “Using SYSLOG: View System Log” on page 45. Use the arrow keys or the Page Up and Page Down keys to scroll through the log. To exit the system log display, press the Q key to return to the Booth Menu.
- H. CPLOG: Copy System Log to floppy** copies the System Log files to a floppy disk located in the A: drive. To copy the System Log onto a floppy disk, follow these steps:
1. Press the **Q** key to quit from Ad Rotation. The computer displays the Booth Menu.
 2. Insert a blank, formatted floppy diskette in the computer’s floppy drive.
 3. Press the **H** key to copy the system log to a floppy.
 4. Press the **A** key to return to the Ad Rotation.
- I. TNAILS: Copy Thumbnails to floppy** copies customer thumbnail pictures generated by the system to a floppy disk located in the A: drive. Copy Thumbnails to floppy is not currently available.

- J. **INSTALL: Run Install floppy** installs software to the system from a floppy disk located in the A: drive. If the floppy disk is not an install disk, the system displays the contents of the disk.
- K. **SHELL: Exit to Linux Bash Shell** brings the system user to the Linux Bash Shell. To exit from the Bash Shell, type **exit**. The system returns you to the Booth Menu.
- L. **HALT: Shutdown System** closes open files and performs an orderly system shutdown.

2.3 Using SYSCFG: System Configuration Utility

You can use the System Configuration Utility (SYSCFG) to specify the type of printer, currency acceptor, and other information to make the booth work for your location. Most of the information is already set up when you receive the booth and some of the information can not be changed unless you use the syscfg switches. This is so you cannot change the information accidentally.

2.3.1 Accessing the System Configuration Utility

To change the System Configuration, follow these steps:

1. Press the **Q** key to quit from the Ad Rotation.
2. Press the **B** key to enter the **System Configuration** tool, from the Booth Menu. Figure 28 shows an example of the System Configuration screen.

System Configure v2.03			
Machine Number	99999	Country	USA
Location	Hudson	State	NH
Type of Vend	\$1-3+	Save Thumbnails	No
Bill Acceptor Model	MARS Accept Scrip: No	Daily Service Hours	16
Coin Acceptor	NONE	DIO Base	300
Accept Credit Cards	No	Accept Tokens	No
Print Stickers	Yes How Many: 16	Courtesy Vend	No
Processor Type	Normal	Printer Use	Parallel
User Timeout	360 seconds	Camera Input	COMPOSITE
Control Panel Style	MENU BUTTONS	Extron Box	No
Lights	UIB	Number of Pictures	8
Premium vend	Yes	Protection Block	LPT1
Paper Size	Letter	Use Scanner	No
Email Enable	No	Generate Ads 7 & 8	No
Video Overlay	Overlay	Print Quality	fast
Multiple Languages	Yes Which:	Primary:	English
Multiport Installed	No IRQ: 5 Ports: 4	Port 1:	110 DMA: 2
Soundcard Installed	Yes	Port:	260 IRQ: 10 DMA: 2
Type:	Sound Blaster	Vend Base Path	c:\vend
Picture Path	c:\vend\pics\	Tel# 2	(1-888-367-3686)
Out of Film Tel#	1-888-FOR-FOTO		
Installed Printer	DEFAULT		
Standup Booth	No	Zoom Buttons	No
Red Arrows	No	Freeze Countdown	No
CP710 Paper Size	large	Number of Poses	3

<ENTER> Finish entry, < > Line Dn/Up, <ESC> Lose Changes, <F10> Save Changes.
Enter the machine number (up to 5 digits).

Figure 28. System Configuration Utility

2.3.2 Navigating the System Configuration Utility

To move from one line to another you can use the **Arrow Keys**, **F7**, or **F8**.

To complete your changes, press the **ENTER** key to move to the next field.

To leave the program, do one of the following:

- To exit and save your changes press the **F10** key.
- To quit without saving, press the **ESC** key. The systems prompts you with the message, "Do you want to quit this form [y/n]?" Press the **Y** key to leave or the **N** key to continue.

Table 4 describes the available fields in the System Configuration Utility.

Table 4. System Configuration Utility

Field Name	Definition	Input Options
Machine Number Special Access Required	What is the machine number?	4 digits

Table 4. System Configuration Utility

Field Name	Definition	Input Options
Country	What is the booth country location?	AUSTRALIA BENELUX BRAZIL CANADA_GPT CANANDA CHUCKEC CROMPTON DENARK EURO1 EURO2 FINLAND GERMANY GREECE HONG_KONG IRELAND ITALY JAPAN ME_COMPAR MEXICO NORWAY PORTUGAL S_AFRICA SINGAPORE SPAIN SWEDEN UAE UK US_CAN USA ^a USA_ROW USA_TOKEN VENEZUELA
Location	What is the booth site name?	Alpha-numeric
State	What is the booth state location?	Two alpha-numeric characters.
Type of Vend	What is the price a customer has to pay for the first and additional photos?	Type of Vend depends on the country selected.
Save Thumbnails	Not available for the Portrait Studio™ Kiosk	

Table 4. System Configuration Utility

Field Name	Definition	Input Options
Bill Acceptor Model	What is the bill acceptor brand and model?	None OBA4 RBA7 IVO MARS GPT
Accept Scrip:	Not available for the Portrait Studio™ Kiosk	
Daily Service Hours	What is the number of booth service hours per day?	
Coin Acceptor	Does the booth have a coin acceptor?	No Yes
DIO Base	What is the address of the Coin Acceptor DIO card?	Default address is 300.
Accept Credit Cards	Does booth accept credit cards?	No ^a Yes
Accept Tokens	Does booth accept tokens?	No ^a Yes
Print Stickers	Not available for the Portrait Studio™ Kiosk	
How Many:	Not available for the Portrait Studio™ Kiosk	
Courtesy Vend	Does booth allow courtesy vends?	No ^a Yes
Processor Type	What is the booth processor type?	Normal ^a Slow 486SLC
Printer Use	What type port does the printer use?	Serial Parallel ^a
User Timeout Switch Access Required	What is the amount of booth time for the customer to use the kiosk after inserting currency?	360 ^a The default is 360 seconds.
Camera Input	What is the camera input type?	Composite RGB S-Video PAL

Table 4. System Configuration Utility

Field Name	Definition	Input Options
Control Panel Style	Not available for the Portrait Studio™ Kiosk	
Extron Box	Not available for the Portrait Studio™ Kiosk	
Lights	How does the system control the booth lights?	0x378 0x278 0x3BC UIB ^a PIO
Number of Pictures	What is the number of customer picture choices?	8 ^a
Premium Vend	Does the booth make premium vends?	No ^a Yes
Protection Block	What is the location of the protection block?	LPT2-0x378 LPT1-0x3BC LPT3-0x278
Paper Size	What is the paper size	Letter ^a A4 Legal A5
Use Scanner	Does this kiosk have a scanner camera?	No Yes ^a
Email Enable	Not available for the Portrait Studio™ Kiosk	
Generate Ads 7 & 8	Not available for the Portrait Studio™ Kiosk	
Video Overlay	What is the booth video overlay type?	Overlay ^a ChromaKey Sandwich
Print Quality	What is the booth print quality?	fast better
Multiple Languages	Does the booth display multiple languages?	No Yes ^a

Table 4. System Configuration Utility

Field Name	Definition	Input Options
Which:	What languages does the booth display?	012345 ^a English = 0 ^a Spanish = 1 ^a French = 2 ^a Japanese = 3 ^a Portuguese = 4 ^a German = 5 Atlas = 6 Dutch = 7 Swedish = 8 Norwegian = 9 Chuck E Cheese = 13
Primary:	What is the booths primary location?	English ^a Spanish French Japanese Portuguese German Atlas Dutch Swedish Norwegian Chuck E Cheese
Multiport Installed Switch Access Required	Not available for the Portrait Studio™ Kiosk	
IRQ:	Not available for the Portrait Studio™ Kiosk	
Ports:	Not available for the Portrait Studio™ Kiosk	
Port1:	Not available for the Portrait Studio™ Kiosk	
Stat Reg:	Not available for the Portrait Studio™ Kiosk	
Soundcard Installed Switch Access Required	Is there a sound card installed?	No Yes ^a
Type:	What is the installed sound card type?	ESS Sound Blaster MSS
Port:	What is the I/O port in hex for the sound card?	

Table 4. System Configuration Utility

Field Name	Definition	Input Options
IRQ:	What is the IRQ of the sound card?	
DMA:	What is the DMA for the sound card?	
Picture Path Switch Access Required	What is the directory path for the graphics?	/vend/pics/
Vend Base Path: Switch Access Required	What is the base directory path of the vend program?	/vend/
Out of Film Tel#1 Switch Access Required	What is the customer service number?	See Technical Support on the back page of this manual.
Tel#2 Switch Access Required	What is the customer service number?	See Technical Support on the back page of this manual.
Installed Printer	What is the installed printer?	DEFAULT SONY1800 PCL SONY1500 SONY2500 PS2 TEKPHASER SONY6500 FARGO NOPRINTER PSZE
Standup Booth	Is this a standup booth?	No Yes ^a
Zoom Buttons	Not available for the Portrait Studio™ Kiosk	
Red Arrows	Not available for the Portrait Studio™ Kiosk	
Freeze Countdown	Does the booth have a freeze countdown?	No Yes ^a
CP710 Paper Size	Not available for the Portrait Studio™ Kiosk	
Number of Poses	How many poses does the customer have?	3 ^a 2

2.3.3 Using the System Configuration Switches

Some of the fields in the System Configuration Utility are not available for modification unless you type the `syscfg` command through the operating system. This section describes the how to use these switches.

To use the Switch Access Codes, type `syscfg <switch>` from the operating system. All switches are uppercase. For example, to change the **Picture Path**, type the following command:

```
syscfg -P
```



NOTE

There is a space between the character g and the dash (-). Also the switch is a capital P.

2.3.3.1 [-P] Changing the Picture Path and Vend Base Path

The system uses the Vend Base Path and the Picture Path for the location of the vending software, languages, and graphics. The default setting is `c:\vend` for the Vend Base Path and `c:\vend\pics\` for the graphics. To change these fields, follow these steps:

1. Press the **Q** key to quit rotation and get to display the Booth Menu.
2. Press the **K** key to go to the Bash shell.
3. Type `syscfg -O` and press the **Enter** key.
4. Press the down arrow **10** times to highlight the **Picture Path** field.
5. Type the path address and press **Enter**. The cursor moves to the **Vend Base** field.
6. Type the path address and press the **Enter** key.
7. Press the **F10** key to save the changes and exit the System Configuration Utility.
8. Press the **A** key to restart the vending program and display the Ad Rotation.

2.3.3.2 [-H] Changing the Hardware

Sound Card Installed

If the system uses a sound card, default settings for the following fields are:

- Type: ESS AudioDrv or SoundBlaster
- Port:240
- IRQ:10
- DMA:1

To change this field, type `syscfg -H` at the system prompt.

Coin Acceptor

This field indicates if the machine has a coin acceptor. The field, DIO base, maps the address of the coin acceptor if the Coin Acceptor field is Yes. The default address for the coin acceptor card, DIO Base is 0x300. To set this field, type **syscfg -H** at the system prompt.

2.0.0.1 [-T] User Timeout

Use this to set the amount of time a user has to make a photo. In a 1-3-5 vend this is the amount of time to play. In the other vend types, where the customer has paid for a photo in advance, this is the amount of time before the snapshot. The normal setting is 6 minutes. The system protects this field. To change this field, type **syscfg -T** at the system prompt.

2.0.0.2 [-O] Phone Numbers

The Out of File Tel#1 is the primary phone number that displays for the out of film message. This number usually displays a phone with easy to remember words such as 1-888-FOR-FOTO. Tel#2 displays the numeric version of this phone number, for example, 1-888-367-3686. To change the phone number on the Out-of-Film screen in a kiosk, follow these directions from the Ad Rotation:

1. Press the **Q** key to quit rotation and get to display the Booth Menu.
2. Press the **K** key to go to the Bash shell.
3. Type **syscfg -O** and press the **Enter** key.
4. Press the down arrow **11** times to highlight the **Out of Film Tel#** field.
5. Type the phone number and press **Enter**. The curser moves to the **Tel# 2** field.
6. Type a second phone number and press the **Enter** key.
7. Press the **F10** key to save the changes and exit the System Configuration Utility.
8. Press the **A** key to restart the vending program and display the Ad Rotation.

2.0.0.3 Type Of Vend Options

The vending options are based on the number of values. For example, \$2, a single value is the price of the first portrait, a second portrait is not offered. Another example, \$3-3, a double value, the first amount indicates the cost of the first portrait and the second amount indicates the amount of the second photo price. Triple values such as \$1-3-5 indicates \$1 to play, then the customer adds \$3 to buy the first photo and can add \$2 to buy a second print.

The Type of Vend options depend on the variable in the country field.

2.1 Using ACCT: Accounting Page

The accounting page includes accounting information as well as statics about the booth. Figure 29 is an example of an Accounting Page and Table 5 on page 40 describes the Accounting Page.

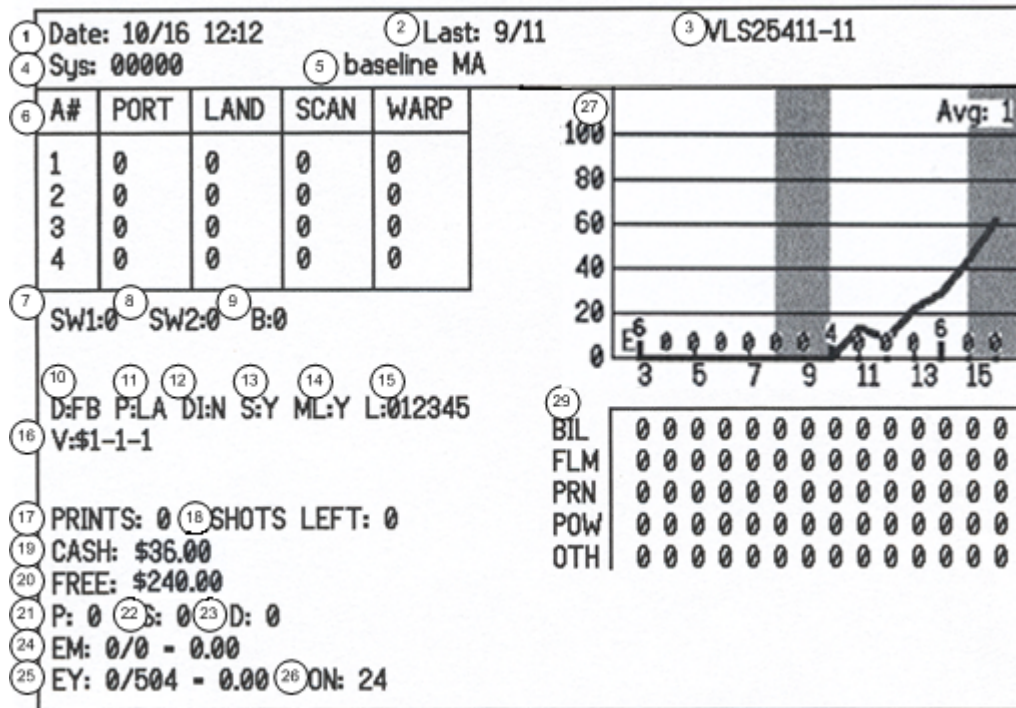


Figure 29. Accounting Page

Table 5. Accounting Page Descriptions

Callout Number	Field Name	Description
1.	Date:	Time and date of the accounting page.
2.	Last:	Date of the last accounting page.
3.	V	Current software version.
4.	Sys:	Manufactures Kiosk Identification Number (KIN)
5.	Location	Booth Location.

Table 5. Accounting Page Descriptions

Callout Number	Field Name	Description
6.	Portrait Sales Profile	This graph represents the customers picture choices. Column A# indicates the following artist choices: 1. Leonardo 2. Raphael 3. Rembrandt 4. Michelangelo The titles for each of the columns indicates the following portrait styles: PORT — Portrait LAND — Landscape SCAN — Scan WARP — Caricature
7.	SW1:	Software 1 represents the number of people who selected the classic Portrait.
8.	SW2:	Software 2 represents the number of people who selected the classic Portrait after the caricature was finished drawing.
9.	B:	Both represents the number of people who selected both a caricature and a classic Portrait.
10.	D:	Display type options, for example, FB is a Flashbus video capture card
11.	P:	Printer type, for example, LA is an HP LaserJet
12.	DI:	Is there a Digital I/O board (for color booths only) in use? Y N
13.	S:	Is the Sound enabled? Y N
14.	ML:	Are there multiple languages? Y N

Table 5. Accounting Page Descriptions

Callout Number	Field Name	Description
15.	L:	Which languages are enabled? 0 = English 1 = Spanish 2 = French 3 = Japanese 4 = Portuguese 5 = German 6= Atlas 7= Dutch 8= Italian
16.	V:	What is the Vend type?
17.	PRINTS:	Represents the cumulative number of pictures taken to date.
18.	SHOTS LEFT:	Indicates the number of shots left on the Dongle.
19.	CASH:	Represents the cumulative amount of currency accepted.
20.	FREE:	Represents the number of Free vends in cash.
21.	P:	Represents the number of Plays that customers paid \$1 on a \$1-3-5 vend or the number of customers that overpaid or underpaid on DOS systems.
22.	S:	Indicates the cumulative number of single vend sessions.
23.	D:	Indicates the cumulative number of double vend sessions.
24.	EM:	Represents the amount of time the system is running and able to make money.
25.	EY:	Indicates the amount of time this year that the booth was available to make money.
26.	ON:	Indicates from the SYSCFG utility the number of hours the system is set to be available.
27.	Efficiency and Daily Picture Graph	Represents the efficiency of the daily sales. The left column is the level of efficiency, while the bottom row indicates the number of days. The gray bars indicate weekend days.

Table 5. Accounting Page Descriptions

Callout Number	Field Name	Description
28.	Avg:	Represents the 14 day picture average.
29.	Fault Report	This table is a 14 day history of reported down time and the following responsible components: BIL — Bill Acceptor FLM — Out of Film PRN — Printer Down POW — Power Outage OTH — Other The left column represents the faults 14 days before the accounting picture date while the right column represents the day before the accounting picture date. Each time the booth is down the system increments the count in the appropriate column. If the system uses a timer, the power column indicates a 1 for each day the On/Off timer works. If an error occurs more than nine times in a 24 hour period an asterisk (*) displays in the appropriate column.

2.1.1 Printing an Accounting Page

To print an Accounting Page from the Ad Rotation, follow these steps:

1. Press the **Q** key to leave the Ad Rotation and enter the Booth Menu.
2. Press the **D** key to print the Accounting report.
3. Press the **A** key to reboot the computer and return to the Ad Rotation.

2.1.2 Printing Accounting Pages from Previous Months

Accounting Pages are available for one year, then the system overwrites the previous reports. You can print the last report in any given month by using the first three letters of that month. The following directions use January as an example. To print an accounting report for a previous month, have the kiosk in Ad Rotation and follow these steps:

1. Press the **Q** key to quit the At Rotation and display the Booth Menu.
2. Press the **Ctrl+Alt+F4** keys together to display the Linux login screen.
3. Type **vend** at the username prompt.
4. Type **fotofant** at the password prompt.
5. Type **acct jan** at the command prompt and press the **Enter** key. This example will print January's accounting page.

2.2 Using HCS: Adjust Image Quality

HCS represents Hue, Contrast, and Saturation, brightness, and focus, which are the main components that need adjustment for the video capture card. These settings are set at the factory, however the location of your booth could make it necessary to adjust the Hue, Contrast, Saturation, and Brightness.

Use the keyboard inside the booth to select the video function you want to adjust. Then use the control panel buttons in the booth to make the adjustment. Use the keyboard again to save and exit. From the keyboard, press the **3** key to save the new settings or press the **4** key to quit without saving. Use following keys to adjust the image quality:

- Hue — **h** key on keyboard
- Contrast — **c** key on keyboard
- Saturation — **s** key on keyboard
- Brightness — **l** key on keyboard
- Focus — **u** key on the keyboard.
- Decrease — **Select** button on Control Panel
- Increase — **OK** button on Control Panel
- Save — **3** key on keyboard
- Quit without saving — **4** key on keyboard

To adjust the image quality, follow these steps:

1. Press the **Q** key while in the Ad Rotation. The system displays the system prompt, C:\VEND.
2. Type **FOTO** and press the **ENTER** key. The system displays the booth menu.
3. Press the **E** key. The system prompts you to “Hit Any Key”.
4. Press the space bar.
5. Write down the current values in case you need to reenter these values.
6. Press the **O** key or press the **OK** button if you are sitting in the booth. The system displays the HUE:, CON:, SAT:, BRI:, and FOC: settings. Each menu displays a number that corresponds to the intensity level setting.
7. Use the **T** key to select Contrast, **H** to select Hue, **S** to select Saturation, **L** to select Brightness, and **U** to select Focus.



NOTE

We recommend you adjust the contrast, saturation, and then hue in that order. Do not adjust the focus settings.

8. Sit in the booth and look into the monitor.
9. Use the Control Panel **Select** button to decrease the intensity level of the selected setting and the **OK** button to increase the intensity level.
10. Adjust the picture quality to obtain a picture that is pleasing to the eye.

11. Press the **3** key to save the adjustments and exit or press the **4** key to exit without saving.

**NOTE**

If your booth is moved to a different location it may be necessary to readjust the HCS to compensate for changes in the lighting.

2.3 Using SYSLOG: View System Log

The system log uses a file viewer called Less that lets you move around the system log file. To access the Less help file press the **H** key. Table 6 describes the keys you use to move around the system log.

Table 6. Moving around the System Log

Keys	Description
Page Down or Spacebar	Scrolls forward one window.
Page Up or b	Scrolls backward one window.
Down Arrow or RETURN	Scrolls forward one line.
Up Arrow or y	Scrolls backward one line.
Home or g	Goes to the beginning of the file.
End or G	Goes to the end of the file.
q or Q	Exits the file.

Chapter 5 Maintaining the Kiosk

Routine maintenance will attract customers, keep the kiosk working and results in fewer service calls. Record the maintenance you perform on the Maintenance History log that should be kept in the pocket at the front of this guide. You can find a blank copy of the Maintenance History log at the end of this guide.

Maintenance procedures described in this chapter include the following sections:

- Understanding the Power Panel
- Understanding and Maintaining the Event Timer
- Setting the Time Delay Relay
- Maintaining the Computer
- Understanding and Maintaining the Printer
- Understanding the Camera
- Understanding the Panner
- Understanding and Maintaining the Monitors
- Understanding the Video Splitter
- Understanding and Maintaining the Bill Acceptor
- Understanding the Coin Acceptor
- Maintaining the Cabinet
- Understanding and Maintaining the Kiosk Lamps
- Maintaining the Exhaust Fan



Before working on any of the internal components of the Portrait Studio™ Kiosk, make sure the power to the kiosk is removed. See “Powering Off the Kiosk” on page 17.

5.1 Understanding the Power Panel

The power panel consists of a Mains Circuit breaker, a series of receptacles boxes, and timer delay relay and an optional event timer. Two of the receptacle boxes are dedicated to special functions. One receptacle box is dedicated to the vending switched lighting and the other box is dedicated to the event timer and other kiosk internal components. The vending switched lighting box does not get power until the customer puts in the correct amount of currency. This controls when the vending come on and helps to attract attention. The box dedicated to the event timer and computer peripherals controls when power is applied to the printer and the power amplifier. These two components must not power on as the computer is booting or the computer operating system will not recognize the printer.

The computer is not connected directly to the power panel, it is connected to the line conditioner, which is connected to Outlet 10.

Figure 30 specifies the location of each of the receptacles boxes and the corresponding connections.

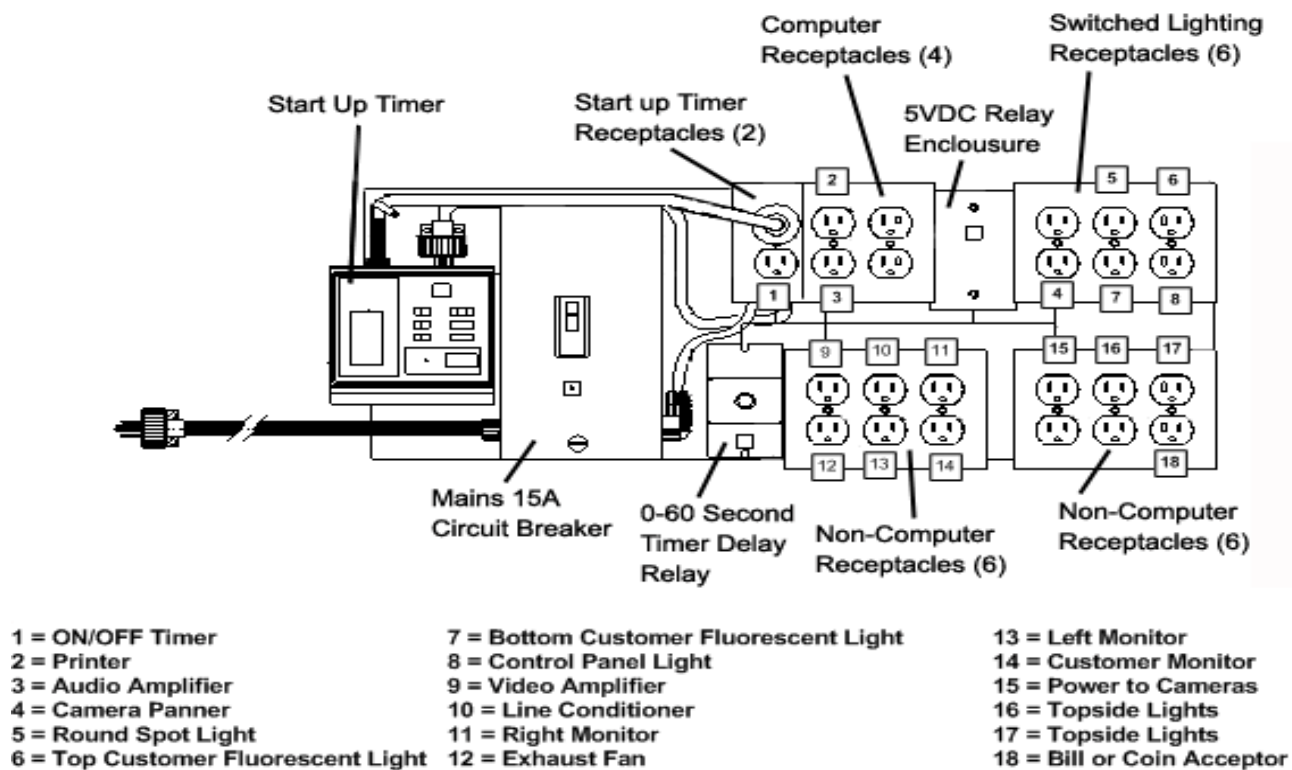


Figure 30. Power Panel Connections

5.2 Understanding and Maintaining the Event Timer

The purpose of the event timer is to start and stop the power to the kiosk when the facility and kiosk is not available to customers. This helps to save on the cost of maintaining the kiosk as well as reducing the wear and tear on the kiosk components. The event timer uses two AA alkaline batteries, which saves the time and program settings. This section describes the following:

- Setting the Clock
- Programming the Timer
- Bypassing the Event Timer

Figure 31 shows the event timer and an example of the timer control panel.

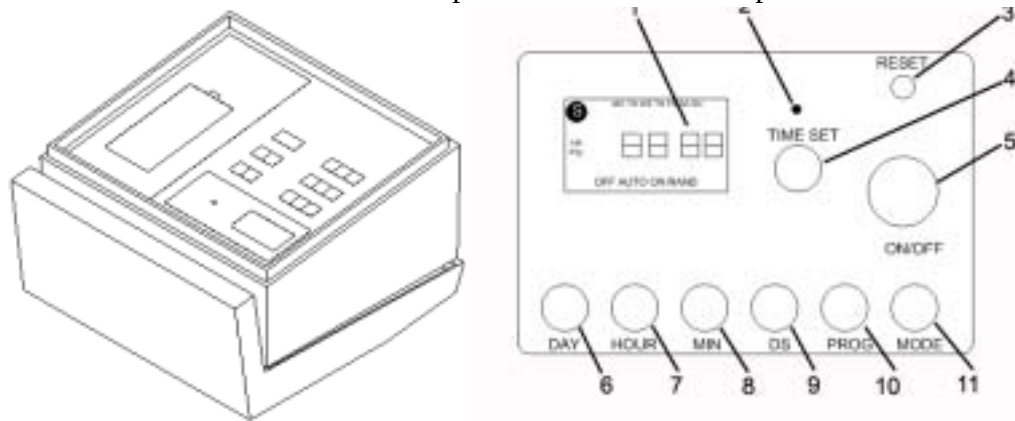


Figure 31. Event Timer and Timer Control Panel

- 1. Display** - displays the time and program settings.
- 2. On light** - displays the red light when the HB77 is working.
- 3. RESET** button -push the RESET button with a ballpoint pen to clear all programming and the clock.
- 4. TIME SET** button - push and hold to set the clock in On, Auto or Off modes.
- 5. ON/OFF** button - push and release to manually switch on or off at any time.
- 6. DAY** button -use during time set to set the day of the week, use during programming.
- 7. HOUR** button -use during time set or programming to set the hour.
- 8. MIN** button -use during time set or programming to set the minute.
- 9. DS** button -push and hold for a couple of seconds to switch to or from daylight savings time.
- 10. PROG** button -push and release to set or change programmed on and off times.
- 11. MODE** button -push and release to choose the mode.

5.2.1 Setting the Clock

To set the clock on the event timer, follow these steps:

1. Set the mode on the event timer to On, Auto, or Off.



If it is daylight savings time, push and hold DS for a couple of seconds so the daylight savings symbol appears. If it is not daylight savings time, push and hold DS for a couple of seconds so the daylight savings symbol is not visible.

2. Push and hold **TIME SET**. The blinking colon stops blinking.
3. Hold **TIME SET**, push and release **DAY** to change the day of week.
4. Hold **TIME SET**, push and release **HOURL** to change the hour and **AM/PM**.
5. Hold **TIME SET**, push and release **MIN** to change the minute.



If you push and hold DAY; HOURL or MIN the display changes quickly.

5.2.2 Programming the Timer

You can program the timer in Auto, On or Off modes. This example shows the programming in Auto mode. To program the timer, follow these steps:

1. Push and release **PROG** to start the programming. PROG 1 displays shows --: -- or the programmed time for Prog 1. timer on (lit light bulb symbol on). --: -- display means there is nothing programmed for that Prg number and the on/off time.



You can push and release ON/OFF button to switch between the Prg # on time and the Prg # off time. The light bulb symbol switches on or off but the plugged in light(s) do not.

2. Push and release **DAY** to choose the day.
*Push and release **DAY** several times to set: a single day **MO, TU, WE, TH, FR, SA, or SU**; or all week (all days of week displayed); or weekdays (**MO TU WE TH FR** displayed); or weekends (**SA SU** displayed); or all days but sunday (**MO TU WE Th FR SA** displayed).
3. Push and release **HOURL** to choose the hour.
4. Push and release **MIN** to choose the minute.
5. Push **ON/OFF** button to switch between programming on time and off time for that Prg number.
6. Push **PROG** to Prg 2, Prg 3, up to Prg 14, to program additional on and/or off times.
7. Push **TIME SET** or wait 15 seconds to exit programming.

5.2.3 Bypassing the Event Timer

If the kiosk will not start because of a faulty event timer or new batteries are not available, you can bypass the event timer and still run the kiosk. To bypass the event timer, follow these steps:

1. Power off the Kiosk. See “Powering Off the Kiosk” on page 17.
2. Toggle the switch on the power Mains 15A Circuit Breaker.



You must disconnect the power to the kiosk before making changes to the power panel.

3. Disconnect the kiosk main power from the AC outlet.
4. Remove the event timer power connection from the power panel. See “Understanding the Power Panel” on page 47. Figure 32 shows the rear of the Event Timer

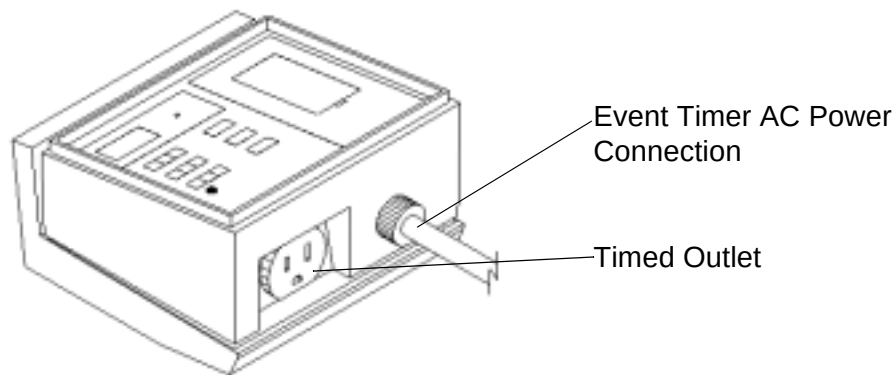


Figure 32. Event Timer Rear View

5. Remove the power connection from the event timer and connect it to the event timer location on the power panel.
6. Connect the kiosk main power to the AC outlet.
7. Toggle the switch on the power Mains 15A Circuit Breaker.

5.3 Setting the Time Delay Relay

The Portrait Studio™ Kiosk comes with a Time Delay Relay, which is located on the Power panel. The software requires that the operating system is running for at least two minutes before power is applied to the printer. The Time Delay Relay allows you to apply power to the kiosk and delay the power going to the printer. To set the time delay, rotate the knob on top of the Time Delay Relay.

We recommend that you set the time delay on the second tick mark on the top of the time delay. Figure 33 shows an example of the Time Delay Relay.

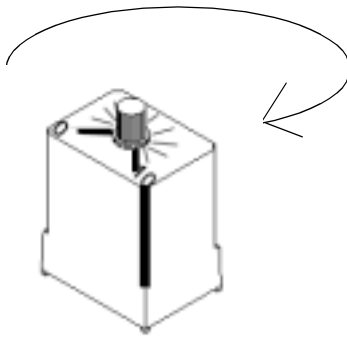


Figure 33. Time Delay Relay

5.4 Maintaining the Computer

The computer is connected to the line conditioner. It does not require any maintenance except to keep the computer clean and free of obstructions that could block its fan. If you move the kiosk, the movement could loosen the connections, especially the media card connected to the parallel printer port. After moving the kiosk, check all the connections to make sure they are all secure.

Figure 34 shows the location of the computer in the kiosk.

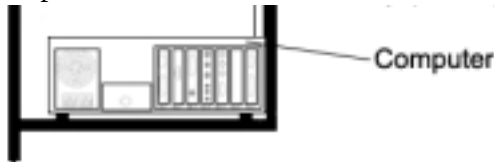


Figure 34. Computer Location from the Left Side of the Kiosk

Figure 35 is an example of the computer in the Portrait Studio™ Kiosk.

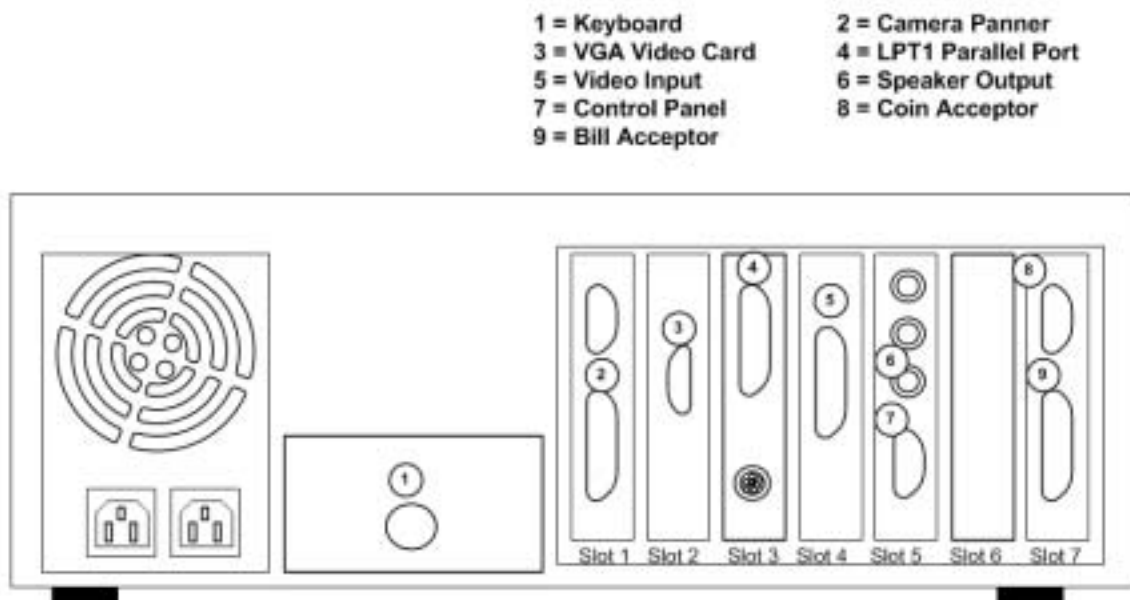


Figure 35. Computer Connections

5.5 Maintaining the Media Card

The Media Card or dongle is required to start the Ad Rotation. Check the accounting page to verify the number of shots left on the media card. See “Using ACCT: Accounting Page” on page 40.

To replace the media card, follow these steps:

1. Remove the printer cable connected to the media card by turning the two retention thumb-screws counterclockwise.
2. Remove the media card from the computer's back plane. Be careful to not remove the ports end nuts. If the port end nuts remain on the media card, carefully reinstall the end nut.
3. Install the replacement media card in the same location as the old media card.
4. Attach the printer cable to the new media card.
5. Reboot the computer. The kiosk begins the Ad Rotation.



NOTE

One complete vend cycle must be performed for the kiosk accounting to retain the current media card count.

5.6 Understanding and Maintaining the Printer

The printer has moving parts, which could wear out and break down over time. The following sections describe the printer and how to keep the printer in good working order:

The Portrait Studio™ Kiosk has one of the following HP LaserJet Printers:

- HP LaserJet 5
- HP LaserJet 6
- HP LaserJet 1200
- HP LaserJet 2100
- HP LaserJet 2200

Replacing the toner cartridge and adding paper is done from the right side of the kiosk. Most of the machines come with the toner cartridge installed and a small quantity of paper loaded in the paper tray. This section describes the HP LaserJet 1200 and HP LaserJet 2200 printers.

5.6.1 Understanding the Printer Connections

. Figure 36 shows the connections from the printer to the computer and power panel.

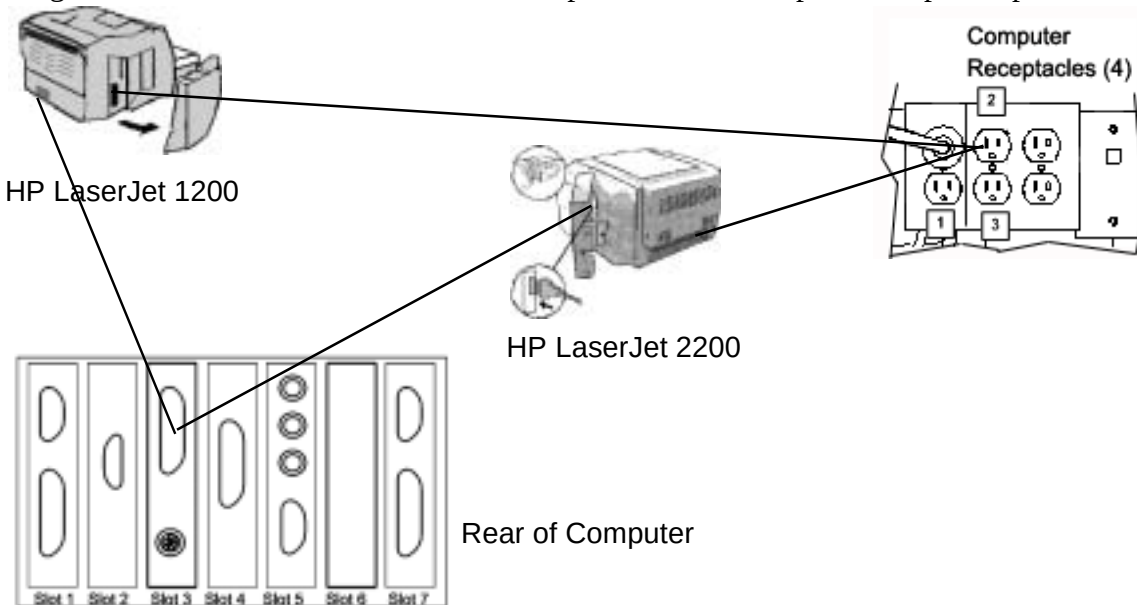
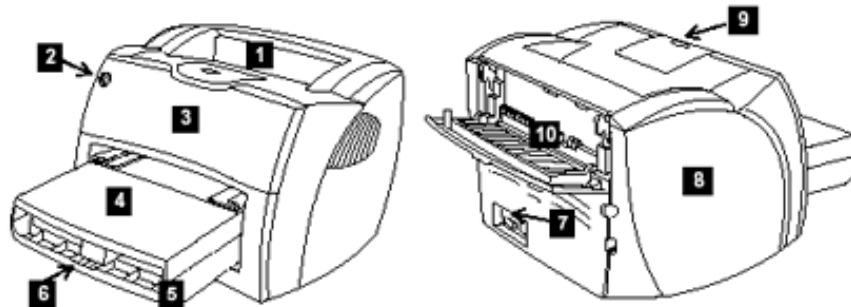


Figure 36. Printer Connections

5.6.2 Understanding and Maintaining the HP1200 Printer

Figure 37 describes the HP1200 printer components. For more information about replacing the toner cartridge or loading the print media see, “Using the HP1200 Printer” on page 17.



- | | |
|---------------------------------------|--|
| 1) Printer output bin. | 7) Power receptacle. |
| 2) Printer control panel. | 8) Left side panel. |
| 3) Toner door. | 9) Long media support. |
| 4) Printer media priority input tray. | 10) Printer straight-through media door. |
| 5) Printer media input tray. | |
| 6) Long media support. | |

Figure 37. HP1200 Printer Components

5.6.2.1 Cleaning the HP1200 Toner Cartridge Area

The toner cartridge area does not need to be cleaned often. However, cleaning this area can improve the quality of printed sheets. To clean the toner cartridge area, follow these steps:

1. Disconnect the printer from the power source and wait for the printer to cool, before cleaning the printer. Figure 38 shows the location of the power cord.

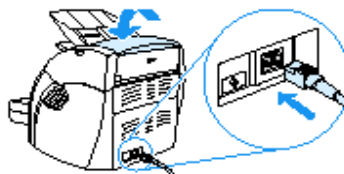


Figure 38. Power Cord

2. Open the toner cartridge door and remove the toner cartridge. Figure 39 shows the printer toner cartridge door open and the direction to remove the cartridge from the printer.

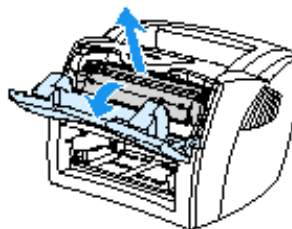


Figure 39. Toner Cartridge Door



To prevent damage, do not expose the toner cartridge to light. Cover the toner cartridge if necessary. Also, do not touch the black sponge transfer roller inside the printer. Touching it can damage the printer.

3. Wipe the media path area and the toner cartridge cavity with a dry, lint-free cloth as shown in Figure 40.

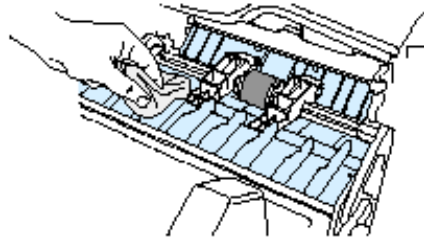


Figure 40. Media Path Area and Toner Cartridge Cavity



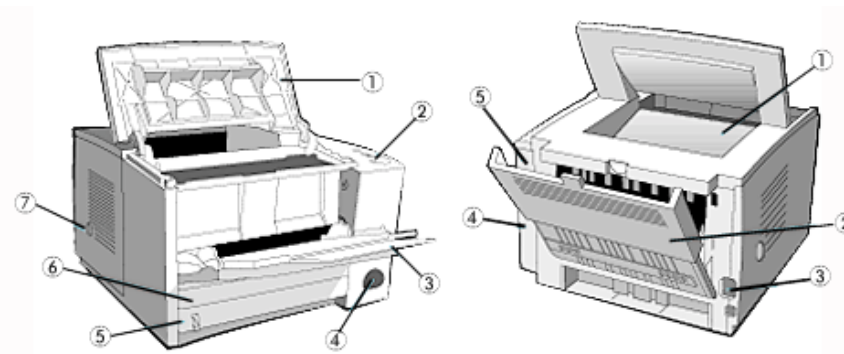
Use only a dry, lint-free cloth to remove dust and toner. Using a vacuum or other device to clean inside the product can damage the printer.

4. Replace the toner cartridge, and close the toner cartridge door.
5. Plug the power cord back into the printer.

5.6.3 Understanding and Maintaining the HP2200

For more information about replacing the toner cartridge or loading the print media see, “Using the HP2200 Printer” on page 20.

Figure 41 describes the HP2200 printer components.



- 1- Top cover
- 2- Control panel (GO button, JOB CANCEL button, and status light)
- 3- Tray 1 (with extension)
- 4- FIR port
- 5- Tray 2
- 6- Built in duplexer
- 7- Power switch

- 1- Top output bin
- 2- Rear output bin (with extension)
- 3- Power connector
- 4- Interface cable door
- 5- 1 EIO slot and 2 DIMM slots

Figure 41. HP2200 Printer Components

5.6.3.1 Cleaning the HP2200 Toner Cartridge Area

Over time, particles of toner and paper will begin to accumulate inside the printer. This may cause print quality problems during printing. Cleaning the printer will eliminate or reduce these problems.



Before cleaning the printer, turn the printer off and unplug the power cable.

1. Open the top cover as shown in Figure 42.

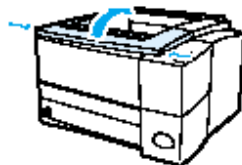


Figure 42. Open Top Cover

2. Remove the toner cartridge as shown in Figure 43.



Figure 43. Remove Toner Cartridge



To prevent damage, do not expose the toner cartridge to light. Place a piece of paper over the top of the toner cartridge to shield it while it is out of the printer.

3. With a dry, lint-free cloth, wipe any residue from the paper path area and the toner cartridge cavity as shown in Figure 44.

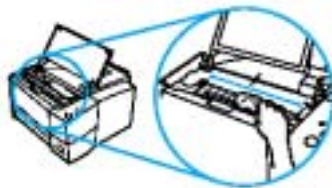


Figure 44. Clean Toner Cavity

4. Replace the toner cartridge and close the top cover as shown in Figure 45.



Figure 45. Replace Toner Cartridge

5. Plug in the power cable, and apply power to the printer.

5.7 Understanding the Camera

The Portrait Studio contains a Panasonic WV-450 series camera. The camera is mounted on an electronic motorized pan head panner. Figure 46 shows the camera connections.

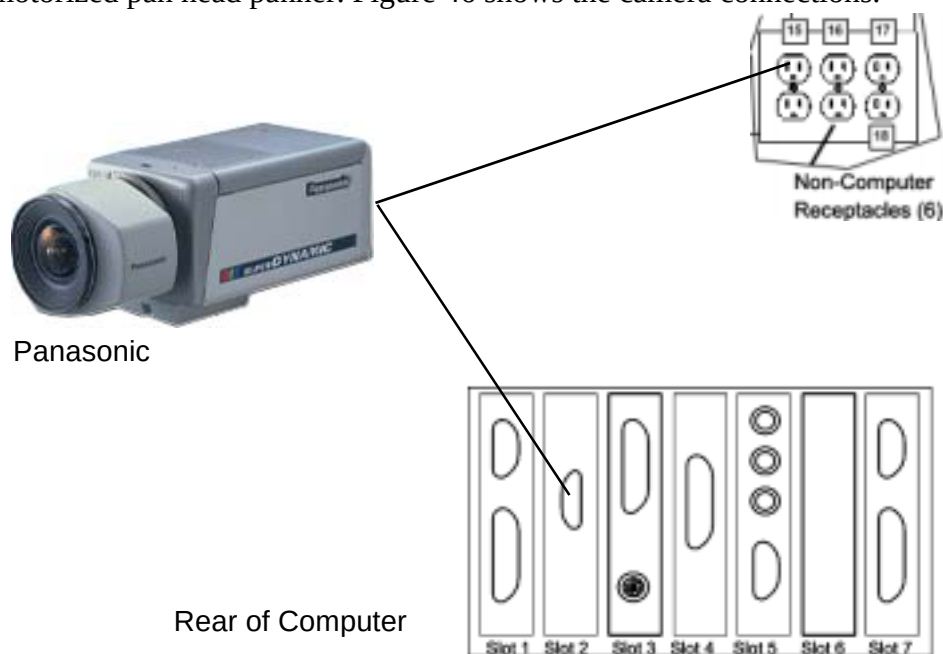


Figure 46. Panasonic Camera Connections

5.8 Understanding the Panner

The camera sits on top of the panner and controls the up and down movement of the camera through the up and down buttons on the customer control panel. Panner Controls shows the panner controls.

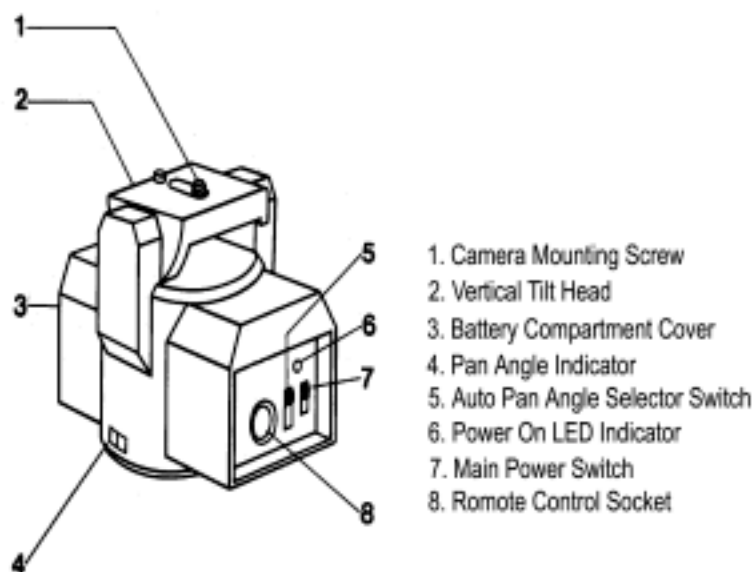


Figure 47. Panner Controls

5.9 Understanding and Maintaining the Monitors

The following sections describes the customer and attraction monitors:

- Understanding the Monitor Controls
- Understanding the Monitor Connections
- Degaussing the Monitors

5.9.1 Understanding the Monitor Controls

The monitor comes preset from the factory and rarely requires adjustment. Figure 48 shows the locations and of the monitor controls while Table 7 describes the monitor control functions.

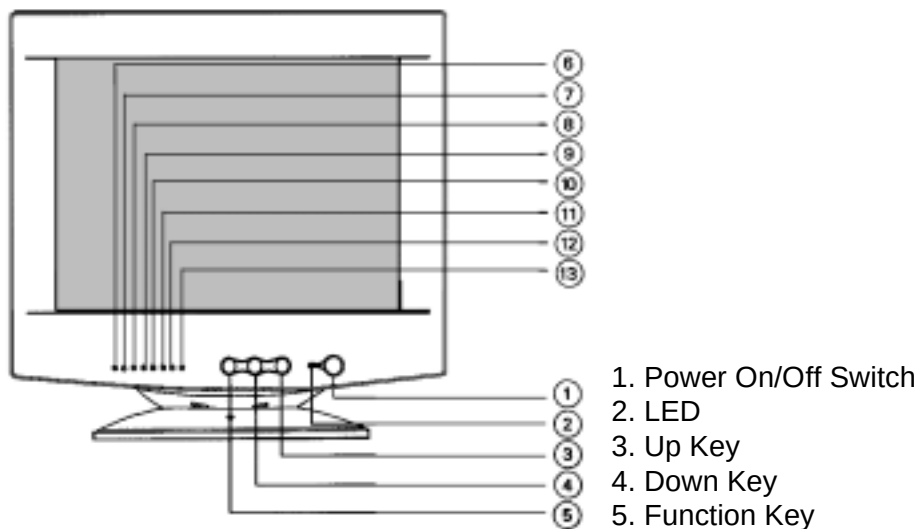


Figure 48. Monitor Controls

Table 7. Monitor Controls

6.		CONTRAST	Adjusts the picture contrast.
7.		BRIGHTNESS	Adjusts the picture brightness
8.		H-SIZE	Adjusts the picture's horizontal size.
9.		H-CENTER	Adjusts the horizontal position of the picture.
10.		V-SIZE	Adjusts the picture's vertical size.
11.		V-CENTER	Adjusts the vertical position of the picture.
12.		PINCUSHION	Adjust the pincushion and barrel.
13.		TRAPEZOID	Adjusts the picture's trapezoid distortion.
4 & 3.		RECALL	Recalls the original factory settings.

5.9.2 Adjusting the Monitor

To adjust the monitor with the power on, follow these steps:

1. Press the **Func** key, the LED flashes to indicate that it was selected.
2. Press the up or down keys to adjust the picture image.

5.9.3 Understanding the Monitor Connections

The Portrait Studio™ Kiosk contains three 14" monitors. All three of the monitors connect to a video splitter, which connects to the computers as shown in Figure 49.

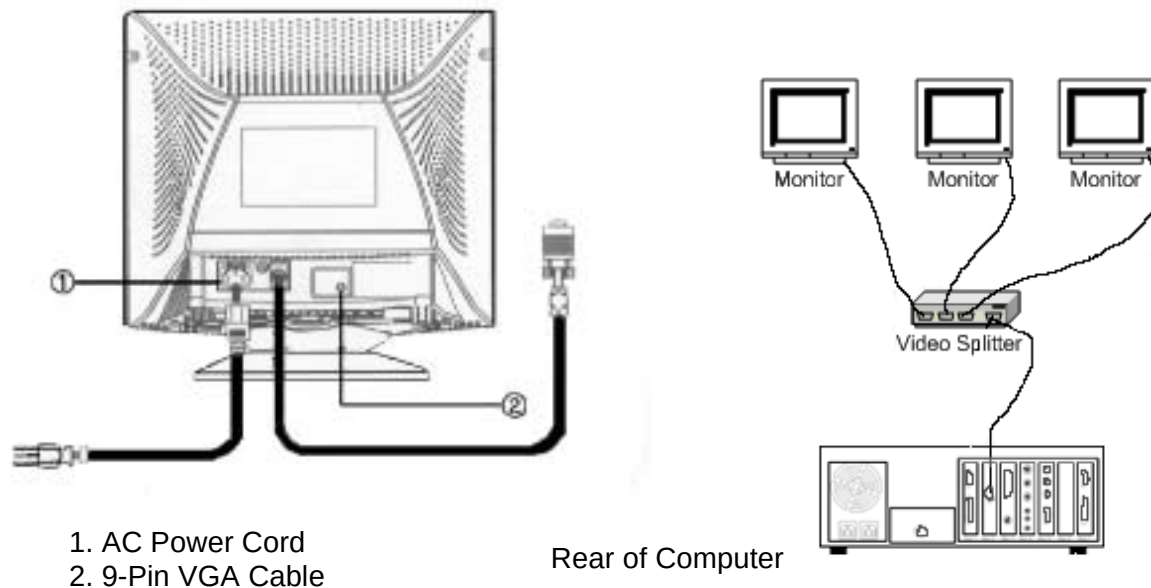


Figure 49. Monitor Connections



Before working on any of the internal components of the Portrait Studio™ Kiosk, make sure you have shut off the power to the kiosk. See “Powering Off the Kiosk” on page 17.

5.9.4 Maintaining the Monitors

1. Open the side doors of the Portrait Studio™ Kiosk. See “Opening the Side Doors of the Kiosk” on page 15.
2. Using a dry, lint-free cloth, remove any dust or prints from the monitor screen, the vertical glass in front of the mirror, and the mirror.
3. Dampen the cloth with **water only** to remove dirt that you cannot remove using a dry cloth.
4. Close and lock the front door. See “Closing the Side Doors of the Kiosk” on page 16.
5. Store the keys in a safe location.

5.9.5 Degaussing the Monitors

1. Power off the system. See “Powering Off the Kiosk” on page 17.
2. Remove the power cord from the power outlet.
3. Wait 20 minutes.
4. Reconnect the power cord to the power outlet.
5. Toggle the Mains switch on the Power Panel to power on the kiosk.

5.10 Understanding the Video Splitter

The video splitter takes the signal from the computer and amplifies and splits the signal so that all three of the monitors receive the video signal. Figure 50 shows the video splitter connections.

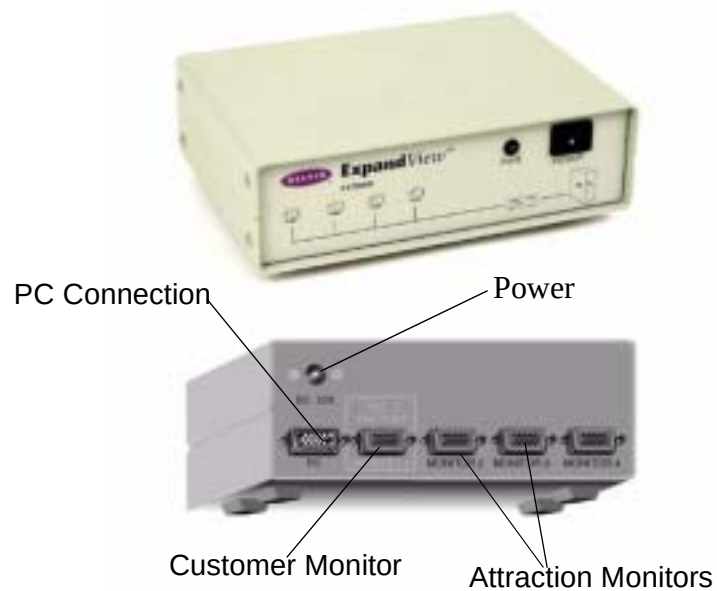


Figure 50. Video Splitter Connections

5.11 Understanding and Maintaining the Bill Acceptor

The bill acceptor can be the Mars VN series for domestic locations or the GPT IBSI series for international locations.

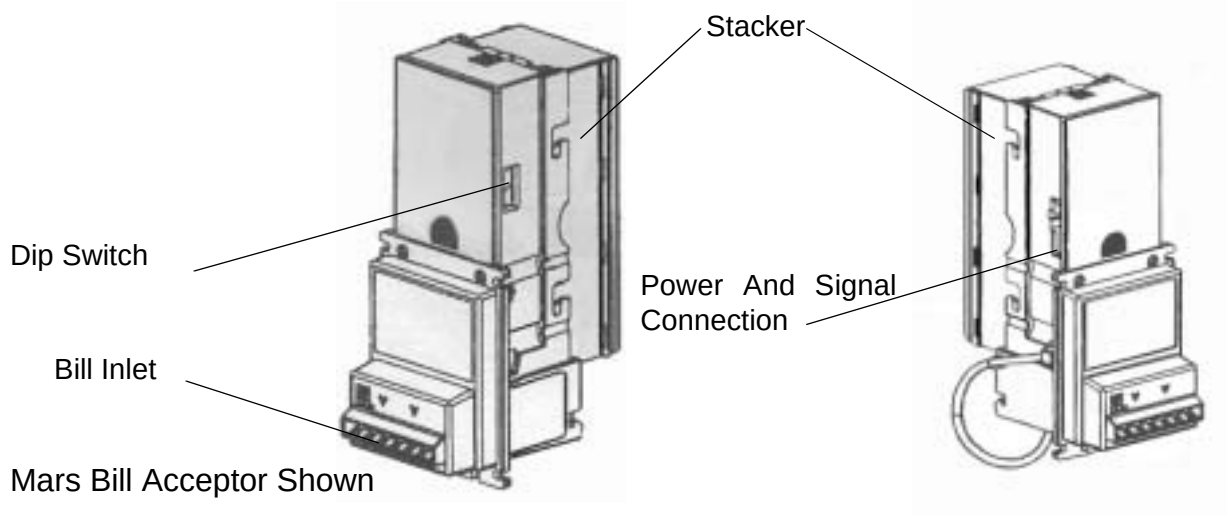


Figure 51. Bill Acceptor Components

Clean the bill acceptor periodically. Figure 52 shows the bill acceptor connections.

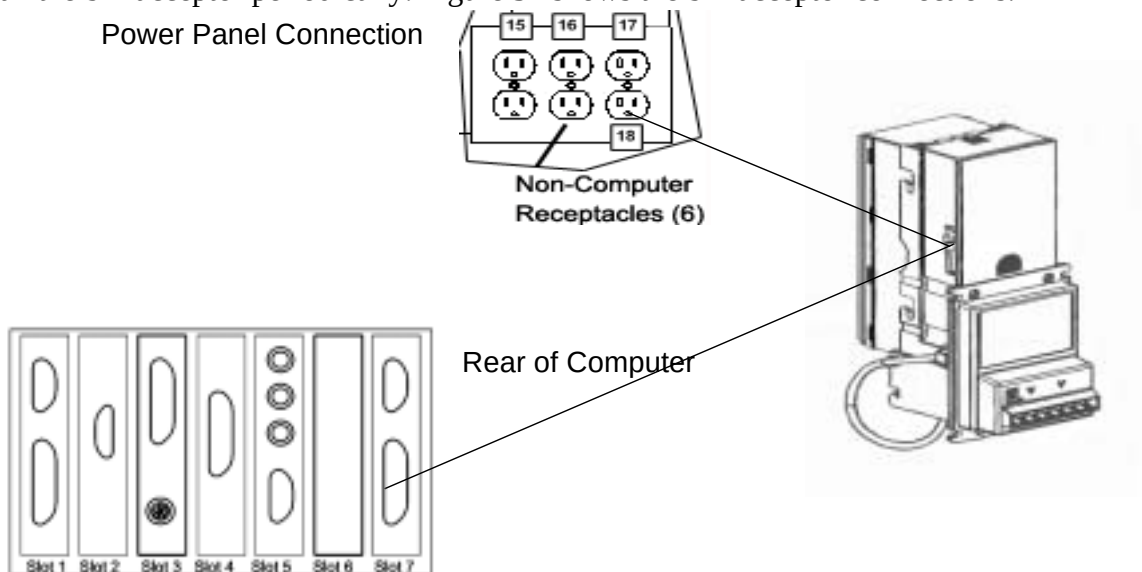


Figure 52. Bill Acceptor Connections



Before working on any of the internal components of the Portrait Studio™ Kiosk, make sure you have shut off the power to the kiosk. See “Powering Off the Kiosk” on page 17.

5.11.1 Cleaning the Bill Acceptor

Clean the bill acceptor weekly. To clean the bill acceptor, follow these steps:

1. Open the front door. See “Closing the Side Doors of the Kiosk” on page 16.
2. Power off the system. See “Powering Off the Kiosk” on page 17.
3. Shut off the power to the booth.
4. Unlock and remove the optional padlock securing the cash acceptor. Fold the cash acceptor security plate out towards your left and lift it up to remove the plate.
5. With one hand, pull and hold the blue latch on top of the cash acceptor forward. With the other hand, lift the bill stacker up and back and remove the bill stacker.
6. Lift up the metal bar at the back of the cash acceptor. Pull the bar back to remove the optical sensing unit and to expose the cash acceptor bill path. Figure 53 shows the bill acceptor components.

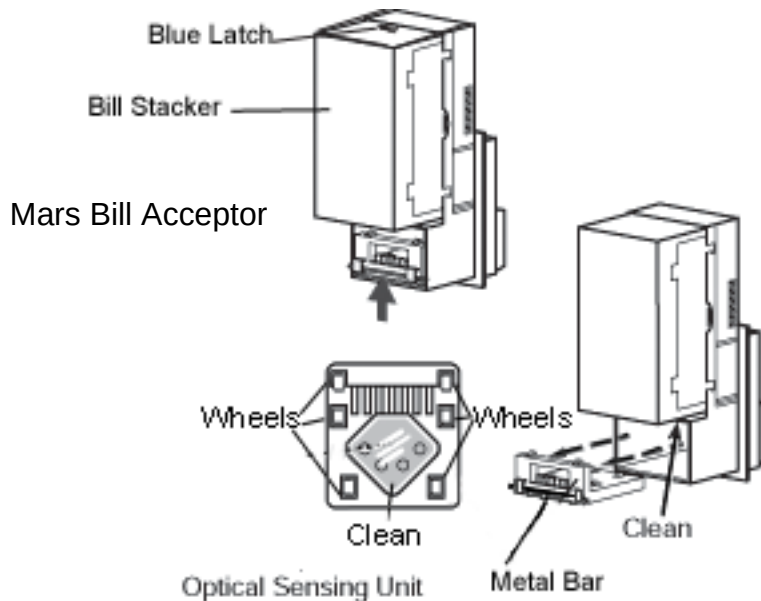


Figure 53. Bill Acceptor Components

7. Clean the plastic window on the optical sensing unit and the plastic window above the bill path using a soft cloth moistened with only water.



When you are cleaning the bill acceptor, be careful not to scratch the glass on the Optical Sensing Unit.

8. Clean the wheels on the Optical Sensing Unit with rubbing alcohol.
9. Look through the entrance to the bill acceptor with a flashlight.
10. Remove any debris that may have been causing problems.
11. Reinstall the optical sensing unit and the bill stacker.

5.12 Understanding the Coin Acceptor

Figure 54 shows the coin acceptor connections.

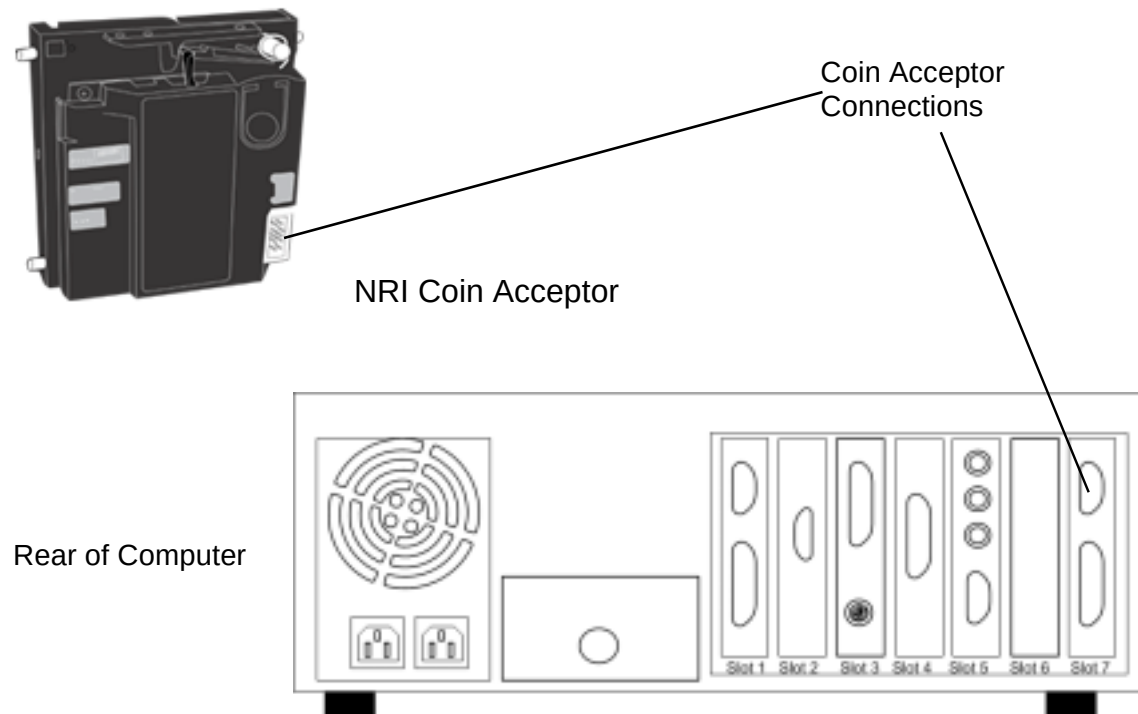


Figure 54. Coin Acceptor Connections

The coin acceptor does not require any maintenance.

5.13 Maintaining the Cabinet

Keep the outside of the cabinet clean and free of graffiti. Clean machines are more appealing for customers. Clean the following areas of the kiosk shell weekly or as needed:

- Wipe the kiosk shell with a soft cloth moistened with a mild, nonabrasive detergent
- Wipe the cabinet glass with a soft cloth moistened with glass cleaning spray



Apply the cleaning spray to the cloth, not directly to the glass.

- Remove any stickers, chewing gum or marks made by customers
- Clean up any paper or debris in the immediate area
- Keep the inside of the cabinet free of wrappers and other debris

The POP is attached to the kiosk using special security screws. These screws prevent the average vandal from removing the POP and at the same time allow Service Representatives to remove the

plexiglass that holds the POP to the kiosk. Figure shows the POP security screw and POP security hand tool.



Figure 55. POP Security Screw and Hand Tool

5.14 Understanding and Maintaining the Kiosk Lamps

The Portrait Studio™ Kiosk has two types of lights, the topside lights and the Vending lights. The topside lights consist of four florescent lighting blocks installed on the top of the kiosk, which are lit as long as there is power to the kiosk. Figure 56 shows the location of the topside lights.

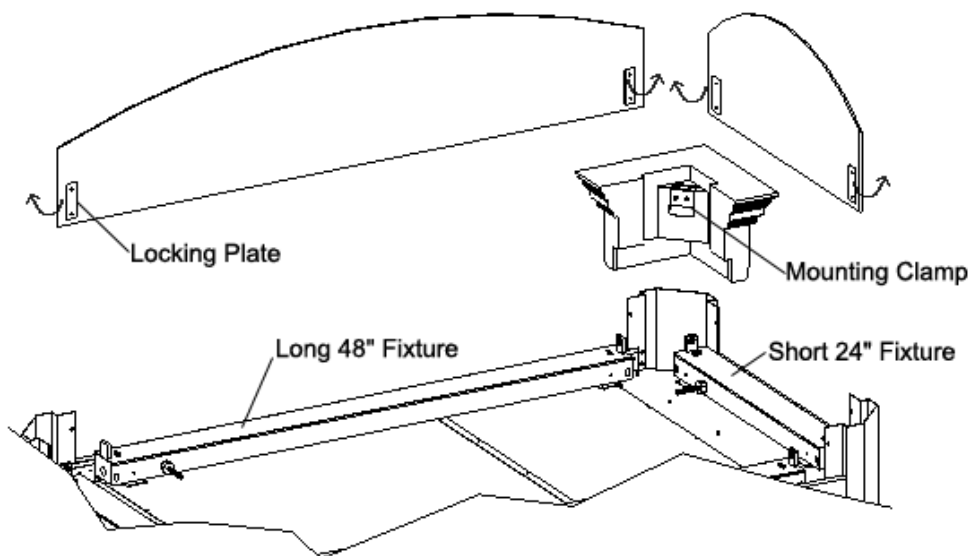


Figure 56. Topside Lights

5.14.1 Understanding the Vending Lights

The Vending lights are located in the customer area. The vending lights consist of a round spot light on the customer panel, the control panel light, and two customers. Figure 57 shows the location of the vending lights.

The vending lights are not active until the customer starts the vending cycle. The topside lights are on as long as there is power going to the kiosk. If these lights are not on, see “Solving Lamp Problems” on page 69. Figure shows the location of the Vending lights.

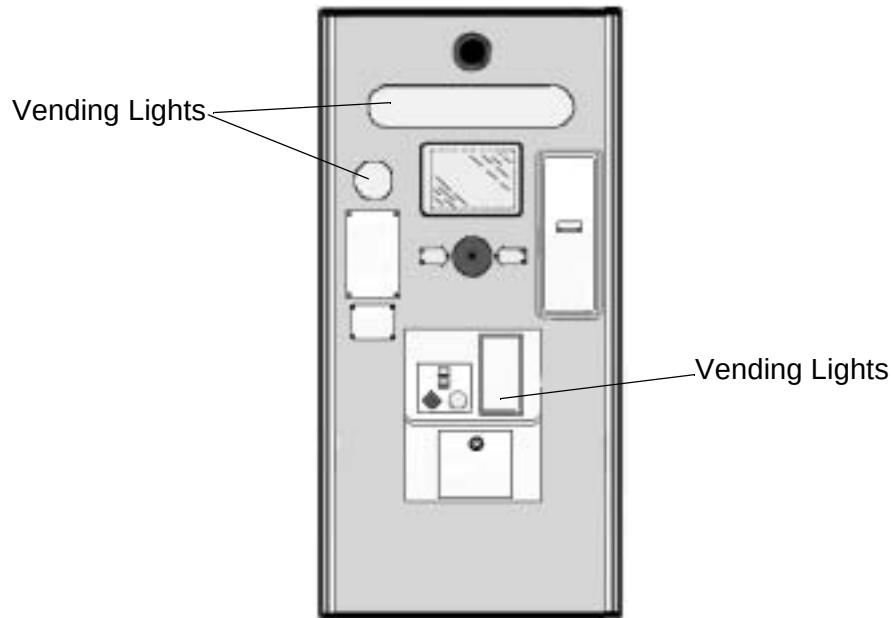


Figure 57. Vending Lights

The Vending lights are on after the customer inserts currency into the currency acceptor. Once a week perform a test, creating a sketch to make sure the Vending lights are working. For more information about test the kiosk, see “Presenting Customers Vending Options” on page 9.

To replace the Vending lights, follow these steps:

1. Switch off the kiosk power supply.
2. Disconnect the power cable from the AC power source.
3. Open the side doors. See “Opening the Side Doors of the Kiosk” on page 15.
4. Remove and replace the bulb.
5. Reverse these steps to reassemble.

If these lights are not working, see “Solving Lamp Problems” on page 69.

5.14.2 Maintaining the Customer Control Panel Buttons

The customer control panel contains four buttons, OK, Select, Up, and Down. The Up and Down buttons control the panner and only work during the vending session.

If the Customer Control Panel lights are not working, see “Solving Control Panel Problems” on page 72. Figure 58 shows the Customer Control Panel buttons.

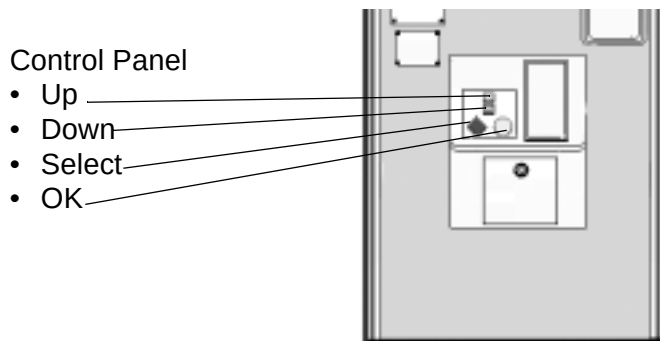


Figure 58. Control Panel

5.15 Maintaining the Exhaust Fan

The fan removes the hot air from the kiosk and is located on the top of the kiosk. Periodically dust the top of the fan. If the fan stops working, reseal the connections or replace the fan.

Chapter 6 Troubleshooting the Kiosk

This chapter is designed to help you solve problems you may have with the Portrait Studio™ Kiosk. It also contains the information you need to have when you before you call your Technical Support Representative.

6.1 Calling Technical Support

Before you call Technical Support, have the answers to the following questions available:

- Who is the appropriate service group handling the kiosk warranty and service contract?
- What are the booth number, booth type, and location?
- What is the reason for the service call?
- What are the booth symptoms?
- What actions you have you performed so far?
- What changes have happened from any actions you have performed?
- Were there previous calls relating to this issue? What was the Call Tag number

For more information about Technical Support, see “Technical Support” on page 120.

6.2 General Suggestions

This sections includes the following troubleshooting suggestions:

- You can find the location of the booth number on the asset tag, located inside the right door, on the wall above the power panel or look at the System Configuration Utility. See “Using SYSCFG: System Configuration Utility” on page 31.
- You can use the customer panel spot vending light to add light to the booth

6.3 Solving Lamp Problems

The Portrait Studio™ Kiosk has the following types of lighting:

- Topside lights - 2 - 24” and 2 - 48” fluorescent lights - are located on top of the kiosk
- Customer vending lights - 2 - 24” fluorescent lights - are located above the customer monitor
- Control Panel vending Lights - fluorescent light - located in the control panel through the control panel access door
- Customer Panel vending Lights - located near the left side door, next to the monitor

The topside lights are on whenever there is power to the kiosk. Table 7 describes how to troubleshoot the Topside light problems

Table 7: Troubleshooting the Topside Customer Lights

Customer Lamp Problems	Possible Remedy
One of the fluorescent customer lamps are not lit.	• Verify that the kiosk has power. • Verify the voltage is not too low; it is possible for the computer to start but not have enough power for the rest of the kiosk. • Verify that the power cord from the fluorescent lamps is securely seated in the non-computer receptacle on the power panel. See “Understanding the Power Panel” on page 47. • Make sure that no additional devices are plugged into the outlet used for the kiosk. • Connect the power cord from the florescent lamps to a good power source outside the kiosk. If the lights illuminate, call your Technical Services Representative. • If the problem persists, call your Technical Services Representative. See “Calling Technical Support” on page 69.

6.4 Customer Vending Lights

The vending lights are connected to the switched lighting receptacle and becomes active after the customer puts the correct amount of currency into the currency acceptor and starts the Vending cycle. Table 8, describes how to troubleshoot the Customer Vending Light problems, which includes the Control Panel and Customer Panel vending lights.

Table 8: Troubleshooting the Customer Vending Lights

Customer Lamp Problems	Possible Remedy
One of the Customer vending lights is not lit.	• Verify that the kiosk has power. • Verify the voltage is not too low; it is possible for the computer to start but not have enough power for the rest of the kiosk. • Verify that the power cord from the fluorescent lamps is securely seated in the switched lighting receptacle on the power panel. See “Understanding the Power Panel” on page 47. • Make sure that no additional devices are plugged into the outlet used for the kiosk. • Connect the power cord from the florescent lamps to a good power source outside the kiosk. If the lights illuminate, call your Technical Services Representative. • If the problem persists, call your Technical Services Representative. See “Calling Technical Support” on page 69.

6.5 Solving Control Panel Problems

The Customer Control panel is connected to the sound card on the computer. Table 9 describes some control panel problems and possible remedies.

Table 9: Troubleshooting the Customer Control Panel

Control Panel Problem	Possible Remedy
One or more buttons on the control panel are not working	• Verify that the cable between the buttons and the computer is securely connected. Secure the cables if needed. • Remove the micro switch from the underside of the button. Press the switch to test if it works. • Touch the two wires connected to the switch to see if it sends a pulse to the computer. • If the problem persists, call your Technical Services Representative. See “Calling Technical Support” on page 69.
If the customer inserts currency and the system responds without the customer responding.	• One of the Control panel buttons could be stuck. Clean or replace the button. • Check the keyboard inside the booth for a possible stuck key.

6.6 Solving Monitor and Monitor Screen Problems

Table 10 offers troubleshooting solutions for the monitor.

Table 10: Troubleshooting the Monitor

Problems with the Monitor	Possible Remedy
Monitor Image is blurred.	• Clean the monitor glass. • Check that the vending lights are not dim. Poor lighting could cause a blurred picture. Replace the vending light.
The monitor image is not centered or too small.	• The monitor needs adjusting. See “Adjusting the Monitor” on page 53.
The monitor image is dim.	• The monitor needs adjusting. See “Adjusting the Monitor” on page 53. • Check the surrounding area for magnetic interference. Is there an escalator or elevator running in the vicinity? If yes, move the kiosk.

Table 10: Troubleshooting the Monitor

Problems with the Monitor	Possible Remedy
Discolored monitor	• Check the surrounding area for magnetic interference. Is there an escalator or elevator running in the vicinity? If yes, move the kiosk. • Degauss to monitor. See “Degaussing the Monitors” on page 62.
The screen is blank (nothing is displayed).	• Check the power switch on the computer. If the switch is off, toggle the power switch to the on position. • Check the computer’s power indicator. If it is not lit, make sure that the power cord from the computer is securely connected to the line conditioner. • Look into the rear grill of the monitor for a orange glow at the end of the CRT. If the tube is not glowing, replace the monitor. • If the problem persists, call your Technical Services Representative. See “Calling Technical Support” on page 69.
All three monitors are not working.	• Verify there is power to the kiosk. • Verify that video splitter is connected to the correct receptacle. See “Understanding the Power Panel” on page 47. • Remove the customer monitor connection from the video splitter connect it directly to where the video splitter is connected to the computer. If the monitor starts working, the video splitter could be defective. Replace the video splitter. • If the problem persists, call your Technical Services Representative. See “Calling Technical Support” on page 69.
The screen shows color shift or color distortion, especially in the corners.	• Degauss to monitor. See “Degaussing the Monitors” on page 62. • If the problem persists, call your Technical Services Representative. See “Calling Technical Support” on page 69.
The screen image is flickering.	• Verify that no other electrical equipment is on the same circuit. Portrait Studio requires its own circuit. • If the problem persists, call your Technical Services Representative. See “Calling Technical Support” on page 69.

6.7 Solving Camera Problems

For help with camera problems, refer to Table 11.

Table 11: Troubleshooting the Camera

Problem	Possible Remedy
When making a sketch, there is no human image or live video. That is, either you do not see yourself or there is no movement.	• Check that the cables between the computer and the camera are securely connected. • Check the red light is lit while you are in vending or HCS mode. • If the problem persists, call your Technical Services Representative. See “Calling Technical Support” on page 69.

6.8 Solving Panner Problems

To solve panner problems, see table.

Table 12: Troubleshooting the Panner

Problem	Possible Remedy
The up and down buttons on the control panel are not working.	• Check that the cables between the up and down buttons and the panner are securely connected. • Check that the green light is lit while you are in vending mode. • Verify that the switches on the back of the panner are set to -O- and -M-. • If the problem persists, call your Technical Services Representative. See “Calling Technical Support” on page 69.

6.9 Solving Printer Problems

To solve printer problems, look at the printer lights. Figure 13 shows and describes all the printer light possibilities.

6.9.1 Troubleshooting the HP1200 Printer Lights

Table 13: Troubleshooting the HP1200 Printer Lights

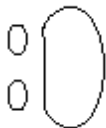
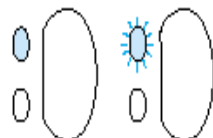
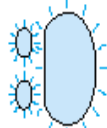
Problem	Possible Remedy
 No lights are on.	• Check the power cord, reseal if necessary. • Check the power source for power. •
 Top light is on or blinking.	• If the top light is on or blinking, press the Go button.
 All lights are blinking.	• If all lights are blinking, remove the DIMM (Memory Module) and replace it with a new DIMM.
 All lights are on.	• If all the lights are on, unplug the printer, wait five minutes, plug it back in, and retry.
 Bottom light is blinking.	• If the bottom light is blinking, check the toner cartridge for proper installation, put media in the input tray, make sure all doors are closed, or check for media jams.

Figure 49 shows the HP1200 Printer troubleshooting lights.

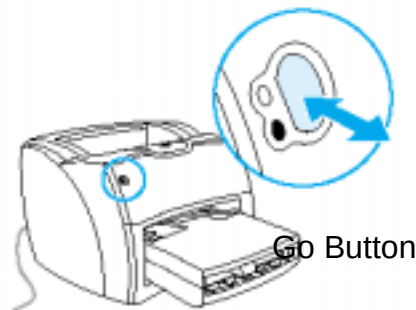


Figure 49. HP1200 Printer Troubleshooting Lights

Refer to Table 14 for help with paper handling problems.

Table 14: Paper Handling Problems

Printer Problems	Possible Remedy
Printer does not print	• Check your power and printer cables. • Make sure the lights are lit. See Troubleshooting the HP1200 Printer Lights. • Check the paper and toner. • Print a test page on the printer.
Paper jam	• See “Clearing Printer Media Jams” on page 78 for more information. • Make sure that you are printing with media that meets specifications. See “Storing and Handling the Media” on page 24 for more information. • Make sure that you are printing with media that is not wrinkled, folded, or damaged.
More than one sheet of media feeds through the printer at one time	• The media input tray might be too full. See “Loading the Printer Tray on the HP1200 Printer” on page 19 or “Loading the Printer Tray on the HP2200 Printer” on page 23. • Make sure that the media is not wrinkled, folded, or damaged. • If errors still exist, call HP Customer Support or your Technical Services Representative. See “Calling Technical Support” on page 69.

6.9.2 Troubleshooting the HP2200 Printer Lights

Table 15: Troubleshooting the HP2200 Printer Lights

Problem	Possible Remedy
	The Attention (red) light is blinking. There are four possible causes that will display the Attention light pattern: • Paper out • Door open • Toner cartridge missing • Paper jam Press the Go Button after addressing the problem. If the printer is unsuccessful, it will continue to display the Attention message until the cause is remedied. Pressing JOB CANCEL cancels the print job and the printer returns to the ready state (Ready light on) unless there is a paper jam still in the printer or the toner cartridge is not in the printer. See “Clearing Printer Media Jams” on page 78..
	The cable between the printer and computer has a bad connection or the cable is of poor quality. Check the cable connections to see if they are secure. Make sure you are using a high-quality cable. • Check the power cord, reseal if necessary. • Check the power source for power.

6.9.3 Printing a Test Page

To print a test page, follow these steps:

1. Apply power to the printer
2. Wait until the ready light is illuminated
3. Press the **Go** button on the HP1200 printer. Press and release the **GO** and **JOB CANCEL** buttons simultaneously on the HP2200 printer.

A configuration page prints showing the printer’s current configuration.

6.9.4 Clearing Printer Media Jams

Occasionally, paper can become jammed during a print job. Some of the causes include:



Be sure to remove all torn pieces of paper left in the printer.

- The input trays are loaded improperly or too full. See “Loading the Printer Tray on the HP1200 Printer” on page 19 or “Loading the Printer Tray on the HP2200 Printer” on page 23.
- The media does not meet HP specifications. See “Storing and Handling the Media” on page 24 for more information.



When you add new media, always remove all of the media from the input tray and straighten the stack of new media. This helps prevent multiple sheets of media from feeding through the printer at one time, reducing media jams.

You are notified of a media jam by an error in the software and the printer control panel lights. See “Troubleshooting the HP1200 Printer Lights” on page 75 for more information.

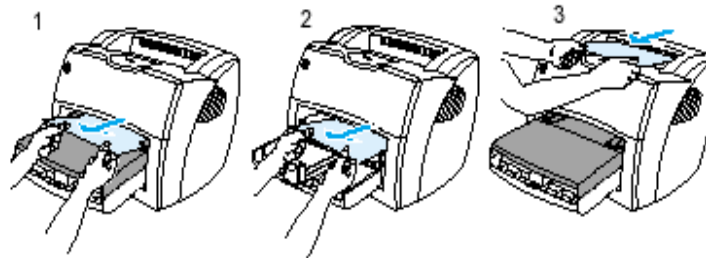


Figure 50. Typical Media Jam Locations

- **1. Toner cartridge area:** See “Removing A Jammed Page” on page 79 for instructions.
- **2. Input tray areas:** If the page is still sticking out of the input tray, gently try to remove it from the input tray without tearing the page. If you feel resistance, see “Removing A Jammed Page” on page 79 for instructions.
- **3. Output paths:** If the page is sticking out of the output bin, gently try to remove it without tearing the page. If you feel resistance, see “Removing A Jammed Page” on page 79 for instructions.



There might be loose toner in the printer after a media jam. This toner clears up after a few sheets print.

6.9.5 Removing A Jammed Page

To remove a jammed page, follow these steps:

1. Open the toner door and the straight-through output door as shown in Figure 51.

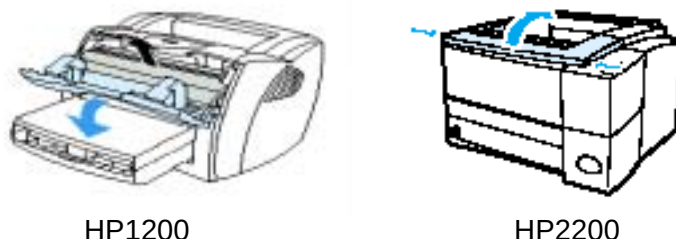


Figure 51. Opening the Toner door

2. Rotate the green pressure release levers downward on the HP1200 printer, as shown in Figure 52. If you can remove the media without removing the toner cartridge, do so, and continue with step 4.

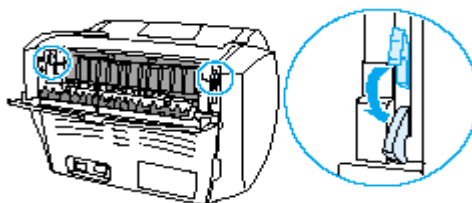


Figure 52. Location of Pressure Release Levers



Media jams might result in loose toner on the page. If you get any toner on your clothes, wash them in cold water. *Hot water will permanently set the toner into the fabric.*

3. Remove the toner cartridge as shown in Figure 53, and set it aside.

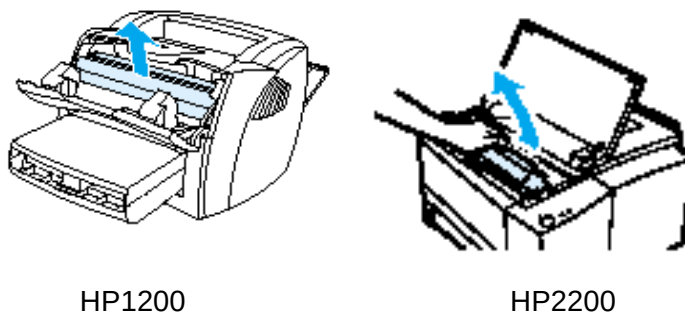


Figure 53. Removing the Toner Cartridge

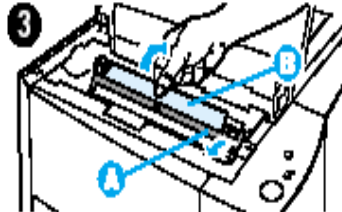


To prevent damage to the toner cartridge, do not expose it to direct sunlight for prolonged periods of time.

4. With both hands, grasp the side of the media that is most visible (this includes the middle), and carefully pull it free from the printer as shown in Figure 54.



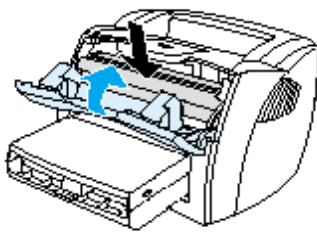
HP1200



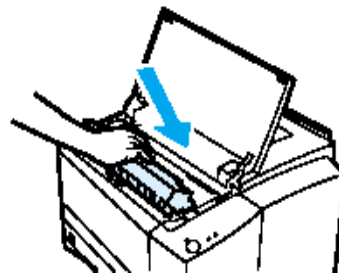
HP2200

Figure 54. Removing Jammed Media

5. When you have removed the jammed media, replace the toner cartridge, and close the toner door and the straight-through output door as shown in Figure 55.



HP1200



HP2200

Figure 55. Replace the Cartridge and Close the Toner Door



NOTE

The pressure release levers on the HP1200 printer automatically close when you close the straight-through output door. After clearing a media jam, you might need to turn the printer off and turn it back on.



NOTE

When you add new media, remove all of the media from the input tray and straighten the stack of new media.

6.10 Solving Problems with the Event Timer

Table 18 offers troubleshooting solutions for the event timer.

Table 16: Troubleshooting the Event Timer

Event Timer Problems	Possible Remedy
The 24 hour event timer LCD is blank and there is no power to the booth.	• Check the two AA batteries with a voltage meter. If the batteries do not hold a charge, replace the batteries. • If you do not have batteries, temporary bypass the 24 hour timer. See “Bypassing the Event Timer” on page 51.
The kiosk powers on and off at the wrong times.	• Check the time of day setting on the timer, verify that it is set for the correct day. • Check the on and off settings and reprogram if necessary.

6.11 Solving Problems with the Delay Relay

Table 17 offers troubleshooting solutions for the delay relay.

Table 17: Troubleshooting the Delay Relay

Delay Relay Problems	Possible Remedy
The delay relay produces a loud clattering noise.	• The delay relay is failing. Replace the delay relay.
No power to the printer or speaker amplifier.	• Replace the delay relay

6.12 Solving Problems with the Bill Acceptor

Table 18 offers troubleshooting solutions for the bill acceptor.

Table 18: Troubleshooting the Bill Acceptor

Bill Acceptor Problems	Possible Remedy
Bill acceptor does not have power.	• Check the harness, make sure all the connections are secure and the connectors do not have bent pins.
Bill jams in the validator	• Check the light on the back of the unit for diagnosis. • Reset the bill acceptor by disconnecting the power cable at the bill connector on the bill acceptor power cable and then reconnect the cable and reboot the system.
The bill acceptor does not accept bills (there is no motor noise).	• For the bill acceptor to accept bills, the application software must be running. • Clean the bill acceptor. See “Cleaning the Cash Acceptor” on page 3-6. • If the problem persists, call your Technical Services Representative. See “Calling Technical Support” on page 69.

Table 18: Troubleshooting the Bill Acceptor

Bill Acceptor Problems	Possible Remedy
The red light on the bill acceptor interface board is on.	• Check the condition of the red LED on the back of the bill acceptor. If it is flashing, note the pattern of flashes and take the appropriate action as indicated on the bill stacker: – 1 flash: Remove cash and straighten (the cash was jammed). – 2, 3, or 4 flashes: If the problem persists, call your Technical Services Representative. See “Calling Technical Support” on page 69. – 5 flashes: Install the bill magazine in the bill acceptor. – Continuous fast flashing: The bill magazine is full; follow the procedure to empty the cash box (see “Collecting Currency From the Kiosk” on page 25). – Continuous slow flashing: Call your Technical Services Representative. • Reboot the system to see if the problem fixes itself on reboot. • If the problem persists, call your Technical Services Representative. See “Calling Technical Support” on page 69.
The bill acceptor rejects bills (motor noise comes from the bill acceptor).	• Make sure that only wrinkle-free bills are inserted and are the proper currency. • Clean the bill acceptor. See “Understanding the Coin Acceptor” on page 65. • If the problem persists, call your Technical Services Representative. See “Calling Technical Support” on page 69.
The customer’s currency is accepted, but credit is not given on the screen.	• Verify that the cable between the bill mechanism and the computer is securely connected. • If the problem persists, call your Technical Services Representative. See “Calling Technical Support” on page 69.

6.13 Solving Problems with the Coin Acceptor

For troubleshooting help with the coin acceptor, see Table 19.

Table 19: Troubleshooting the Coin Acceptor

Coin Acceptor Problems	Possible Remedy
The coin mechanism does not accept coins or tokens (the coins or tokens go straight to the coin return area).	• Make sure you are using the correct coin or token. • Push the coin mechanism Eject button to free a possible coin jam. • If the problem persists, call your Technical Services Representative. See “Calling Technical Support” on page 69.
Coins or tokens are accepted but are not credited.	• Push the coin mechanism Eject button to free a possible coin jam. • If the problem persists, call your Technical Services Representative. See “Calling Technical Support” on page 69.

6.14 Solving Print Image Quality

Table 20 offers print image quality solutions.

Table 20: Troubleshooting Image Quality

Image Quality Problems	Possible Remedy
The image quality is unsatisfactory.	• Verify that the customer vending lights are not dim. If there is not enough light in the booth when the camera takes the customers picture that could result in poor picture quality. Replace the bulb. • Gently shake the toner cartridge to loosen the last of the toner and replace it in the printer. • Replace the toner cartridge. See “Using the HP2200 Printer” on page 20.

6.15 Solving Sound Problems

Table 21 offers solutions to sound quality problems.

Table 21: Troubleshooting Audio Quality

Sound Problems	Possible Remedy
There is no sound.	• Check the speaker cabling, the amplifier cabling, and the port the cable is plugged into. The cable must be plugged into the SPK Out or  plug on the sound card. Make sure these connections are tight. • Check the Amplifier power switch. Make sure it is in the On position. • Check that the volume control is in the audible range. • Verify that the sound card is configured correctly in the System Configuration Utility. See “Using SYSCFG: System Configuration Utility” on page 31. • If the problem persists, call your Technical Services Representative. See “Calling Technical Support” on page 69.

6.16 Solving Media Card Issues

Table 22 offers solutions to Dongle problems.

Table 22: Troubleshooting Dongle Issues

Dongle Problems	Possible Remedy
Kiosk boots to the Booth Menu	• Verify that a media card is attached. If necessary, replace the media card with a replacement. • Check the connections on the parallel port. • Press the space bar to see how many shots your system has available. This is only available in the later versions of the software. • Print the accounting page to see how many shots your system has left. See “Using ACCT: Accounting Page” on page 40. • If the problem persists, call your Technical Services Representative. See “Calling Technical Support” on page 69.
The kiosk starts the Ad Rotation, but the text prompts are scrambled	• Replace the media card. If a media card was incorrectly programmed, the text prompts will be scrambled and the voice commands will be missing.
The kiosk locks-up after a single vend.	• The media card is out of shots and needs replacing.

Appendix A Suggested Maintenance Schedule

This section describes the preventive maintenance tasks and the suggested times to perform the tasks. A sample Maintenance History Log is at the end of this chapter.

Maintaining the Kiosk

Table 23 is the suggested maintenance schedule for the Portrait Studio™ Kiosk.

Table 23. Suggested Maintenance Schedule

Timetable	Maintenance Task	Procedures	Tools and References
Daily	Clean monitor, glass windows and main mirror.	• Clean the monitor, glass windows, and main mirror. Spray the glass cleaner on the cloth, not directly on the mirror.	• Glass cleaner. • Anti-static cloth
Daily	Clean and inspect kiosk exterior	• Clean the booth exterior, especially the control panel and the door • Inspect the curtain and rod for cleanliness and damage. • Maintain a dust and dirt free area around the computer.	• Glass cleaner • Paper towels • Canned air. (Removing dust from hard to reach areas) • Portable vacuum. (Preferred not required) •
Daily	Inspect Printer	• Inspect the printer and delivery chute. Remove any dust or dirt. • Refill paper as necessary	• Paper • Canned air. (Removing dust from hard to reach areas) • Portable vacuum. (Preferred not required)
Weekly	Clean the camera lens.	• Clean and inspect the lens	• Clean lint free cloth • Canned air
Weekly	Clean the monitors.	• Clean and inspect the monitors.	• Clean lint free cloth • Canned air

Table 23. Suggested Maintenance Schedule

Timetable	Maintenance Task	Procedures	Tools and References
Weekly	Perform a Portrait session.	• Audio instructions play clearly and at a good volume for the site location. • Verify the bill acceptor validates the inserted bill or bills in all directions • Verify the currency acceptor accepts the correct vend price • Verify the coin acceptor validates and accepts the appropriate coins • Color monitor displays images correctly. • Verify the switched customer lighting, the sound and the camera become active • Verify the quality of the Portrait. The printout should not have any streaking and that the tone quality is not too dark or too light	• Coins or bills for testing
Weekly	Clean bill acceptor.	• Blow out bill inlet with canned air • Take apart the Mars bill acceptor by removing the stacker sensor unit by hand. Clean with a rag and mild cleaner.	• Canned air • Clean lint free cloth • Portrait Studio™ Kiosk Operations Guide
Weekly	Clean coin acceptor.	• Check the coin path for foreign matter • Check moving parts and oil if needed	• WD40 for coin acceptor moving parts

Table 23. Suggested Maintenance Schedule

Timetable	Maintenance Task	Procedures	Tools and References
Monthly	Clean and inspect the toner cartridge on the laser printer.	- Remove the printer toner cartridge - Pull back the shield covering the green roller drum on the bottom of the toner cartridge. - Remove any visible toner residue with a clean lint free cloth - Rotate or shake the cartridge back and forth to redistribute the toner before reinstalling  NOTE If you get toner on your clothing, wash your clothes in cold water.	- Clean lint free cloth - Portrait Studio™ Kiosk Operations Guide
Monthly	Clean and inspect the paper tray on the laser printer.	Remove the paper cassette and blow out any dust and dirt	Canned air
Monthly	Clean the laser printer toner cavity and internal mirror.  Turn the printer power off before accessing the toner cavity.	- Remove toner cartridge - Wipe any residual toner from the paper path area and toner cartridge area  Do not touch the transfer roller with your bare hands.	- Clean lint free cloth - Portrait Studio™ Kiosk Operations Guide

Table 23. Suggested Maintenance Schedule

Timetable	Maintenance Task	Procedures	Tools and References
Monthly	Inspect the power cord.	• Inspect for damage and cuts in the cord • Verify none of the parts or the door is crushing the cord	• Repair or replace the power cord • Portrait Studio™ Kiosk Operations Guide • Call Technical Support for directions
Monthly	Clean or replace fan filter.	• Clean or replace fan filter.	• Fan filter

Collecting Maintenance History

A kiosk with good records shows that the kiosk has had preventive maintenance and extends the life of the kiosk. We suggest you keep a record of the kiosk's service records as shown in Figure 56. This helps to save time and revenue when troubleshooting kiosk problems.

Service and Collection Report

It is important to maintain good accounting records of your booth. Figure 57 on page 92 is an example of a Service and Collection Report.

Service and Collection Report

Product Type: _____ Location: _____

Rep: _____ Model: _____ Machine #: _____ Vend Price: _____

Date	Testing	Tests in \$'s
	Total Testing	

Date	Graphic Changes

Date	Gross \$	Vends (pictures)	Push Toy Meter
	Current		
	Prior		
	Meter Change		

Actual Meter Cash ↓

Less: Testing Attach Tests

Less: Refunds Attach Refund Slip

Sub-Total

* For Penny Presses: multiply meter charge by \$.50

Actual Cash Collected

Less Sales Tax __ %

Net Sales

Rent __ % of Net Sales 2

Overage / Shortage ↓

↑ ←

1

2

Balance due to

-

=

Figure 57. Service and Collection Report

Appendix C Kiosk and Site Specifications

This appendix contains the following information:

- Understanding the Kiosk Site Requirements
- Specifications of the Internal Components

Understanding the Kiosk Site Requirements

This section describes the Portrait Studio™ Kiosk Site Location Specifications.

Dimensions and Space Requirements

Dimensions and space requirements are listed in Table 24.

Table 24. Dimensions and Space Requirements

Description	Specification
Height	2.2 m (87 in.)
Width	.89 m (35 in.)
Depth	1.5 m (60 in.)
Weight	200 kg (440 lb.)
Footprint	2.2 m H x .89 m W x 1.5 L (87 in. H x 35 in. W x 60 in. L)

Electrical Requirements

Electrical requirements are listed in Table 25.

Table 25. Electrical Requirements

Description	Domestic Specification	International Specification
Frequency	60 Hz	50 Hz
Current	15 A (7 amp draw on start-up)	15 A (7 amp draw on start-up)
Power Requirement	Single Phase (dedicated preferred)	Single Phase (dedicated preferred)
Voltage	Range 100-120 V AC	Range 215 - 240 V AC
Power Consumption	200 - 375 W maximum (per kilowatt/hour) depends on options included in the kiosk.	200 - 375 W maximum (per kilowatt/hour) depends on options included in the kiosk.



Avoid using other devices requiring significant power consumption on the same circuit as they may interrupt kiosk operation.

Environmental Requirements

Environmental requirements are listed in Table 26.

Table 26. Environmental Requirements

Description	Specifications
Temperature	+4 - +40 C (+40 - +95 F)
Relative Humidity	20 - 80% without condensation
Operating Restrictions	For indoor use only. Temperature must be maintained within the specified range. The kiosk must not be exposed to excessive dust, humidity, or direct precipitation.
Ambient Light	< 1000 lux Locate the kiosk in an indoor area free of excessive ambient lighting (that is, windows, strong fluorescent, spotlights, intense or changing daylight conditions). If the kiosk is installed near adverse lighting conditions, some alterations must be made or kiosk operation will be affected. Alternative modifications include turning off, removing, or redirecting strong room lights, or installing a shade on a window to block the sunlight.
Other	• Install on a flat, stable, hard, dry floor. • Water must not run or collect under the kiosk. Use caution when cleaning the area around the kiosk. For example, high pressure water sprays could enter the base of the kiosk and cause a short in the kiosk computer. • Avoid moving the kiosk over rough or uneven surfaces. • Do not install near heating elements.

Media Storage Requirements

Storage requirements for the media (Portrait paper and toner cartridges) used with the system are listed in Table 27.

Table 27. Media Storage Requirements

Description	Specification
Temperature	+5 - +25°C (+41 - +77°F)

Table 27. Media Storage Requirements

Description	Specification
Relative Humidity	20 - 80% without condensation
Restrictions	• Avoid storing near direct sunlight. • Do not use if damp or wet. • Do not expose paper to dust or fingerprints.

Specifications of the Internal Components

Table 28. Internal Components

Description	Specification
Printer	HP Laserjet (options include HP5, HP6, HP1200, HP2100, HP2200)
Monitors	14" VGA Monitor (3)
Video splitter amplifier	Belkin Expandview (one input, three outputs)
Camera	Panasonic WV-CP450/WV-CP454 or Sony EVI 400
Camera lens types	2.5 mm and 8 mm Panasonic only
Camera panner	Electronic Motorized Pan Head Panner
Camera scanner	Panasonic WV-CP450/WV-CP454 or Sony EVI 400
Computer	Computer with keyboard, hard drive, CD-ROM drive, floppy drive, UIB, Video capture board, Soundblaster Soundcard, and PCI Video board.
Event Timer (Optional)	Intermatic HB77 Programable Outdoor Timer 120V 60HZ
Bill Acceptor	MARS VN series (Domestic) or GPT IBSI series (International)
Coin Acceptor	NRI 6000 series

Description	Specification
Line Conditioner	Tripp Lite LS600 series (120V 60 HZ or 240V 50 HZ)
Lights	Customer Florescent Lights Florescent 15 watts, 24 inches - T8 Bi-Pin Domestic - 15W, 120V 60HZ Self ballasted sealed International - 15W, 240V 50HZ Ballasted sealed Control Panel Light Florescent 15W Domestic - 120V 60HZ Electronic Ballasted sealed International - 240V 50HZ Electronic Ballasted sealed Customer Panel Round Spot Light Florescent 15W Domestic - 120V 60HZ, Self Ballasted sealed International - 240V 50HZ Self Ballasted sealed Topside Lighting Left and Right T8-15Wx48”L, Bi-Pin Left and Right T8-15Wx24”L, Bi-Pin Domestic - 120V 60HZ Electronic Ballasted sealed International - 240V 50HZ Electronic Ballasted sealed • All ballasts are non-PCB.

Appendix C Portrait Studio™ Kiosk Parts

This section describes the parts that make up the Portrait Studio™ Kiosk:

- Right View of Portrait Studio
- Front View of Portrait Studio
- Topside View of Portrait Studio
- Customer Panel View of Portrait Studio
- Left Section View of the Electronics Area
- Control Panel Assembly
- Control Panel Assembly
- Power Panel Assembly
- Mars Bill Acceptor Assembly
- GPT Bill Acceptor Assembly
- NRI Coin Acceptor Assembly
- Cables and Harnesses

Right View of Portrait Studio

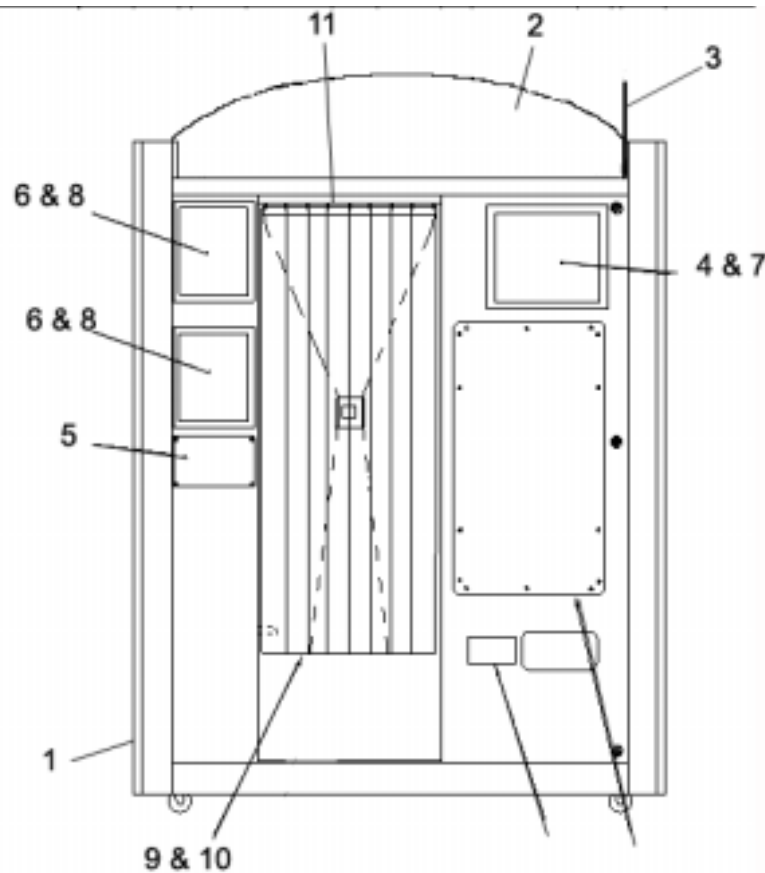


Figure 58. Right View of Portrait Studio

Table 29. Right Side of Portrait Studio

Diagram Number	Part Number	Description
1	01.001000	SHELL-FRAME,ASSY,PORTRAIT,STUDIO
2	09.002174	PLEXI-LG, TOP, SIGN, PORT, STUDIO
3	09.002175	PLEXI-SM, TOP, SIGN, PORT, STUDIO
4	11.000117	PLEXI-SIDE MONITOR DISPLAY/PORTRAIT STUDIO
5	11.002037	PLEXI-"INSTRUCTIONS" PLATE
6	11.002771	PLEXI-FRAME INSERT/8.5X11
7	21.002112	FRAME-DISPLAY MONITOR/PORTRAIT STUDIO
8	21.012112	FRAME-PICTURE FRAME-TEAK/PORTRAIT STUDIO
9	30.001073	HOOK&ROLLER,SET(7PER)

Table 29. Right Side of Portrait Studio

Diagram Number	Part Number	Description
10	30.001074	CURTAIN,BLACK,SIT-DOWN
11	30.001075	RAIL, CHANNEL, 23.5"L, ALUM

Front View of Portrait Studio

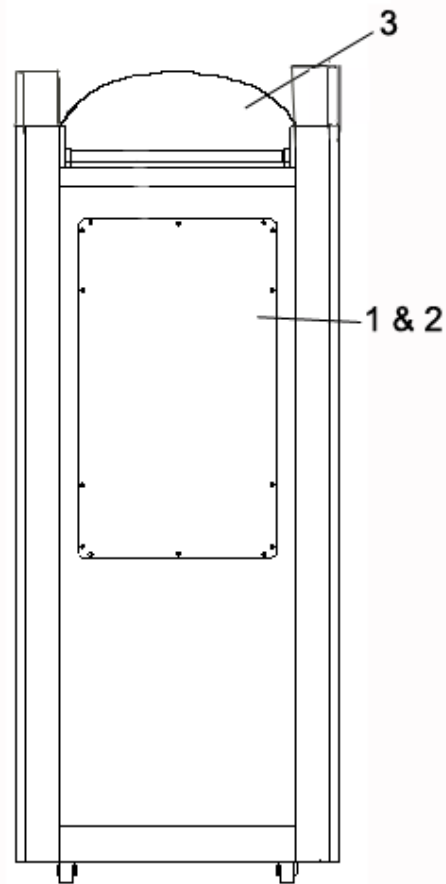
**Figure 59.** Front View of Portrait Studio**Table 30.** Front View of Portrait Studio

Diagram Number	Part Number	Description
1	09.000500	SIGNAGE-21X36.13,LG,POSTER,PORT,STUD
2	11.002073	PLEXI-BIG POSTER 36-1/8"X21"
3	09.002175	PLEXI - SM, TOP, SIGN, PORT, STUDIO
4	12.001097	DELIVERY CHUTE-BLACK DOOR MOUNT

Topside View of Portrait Studio

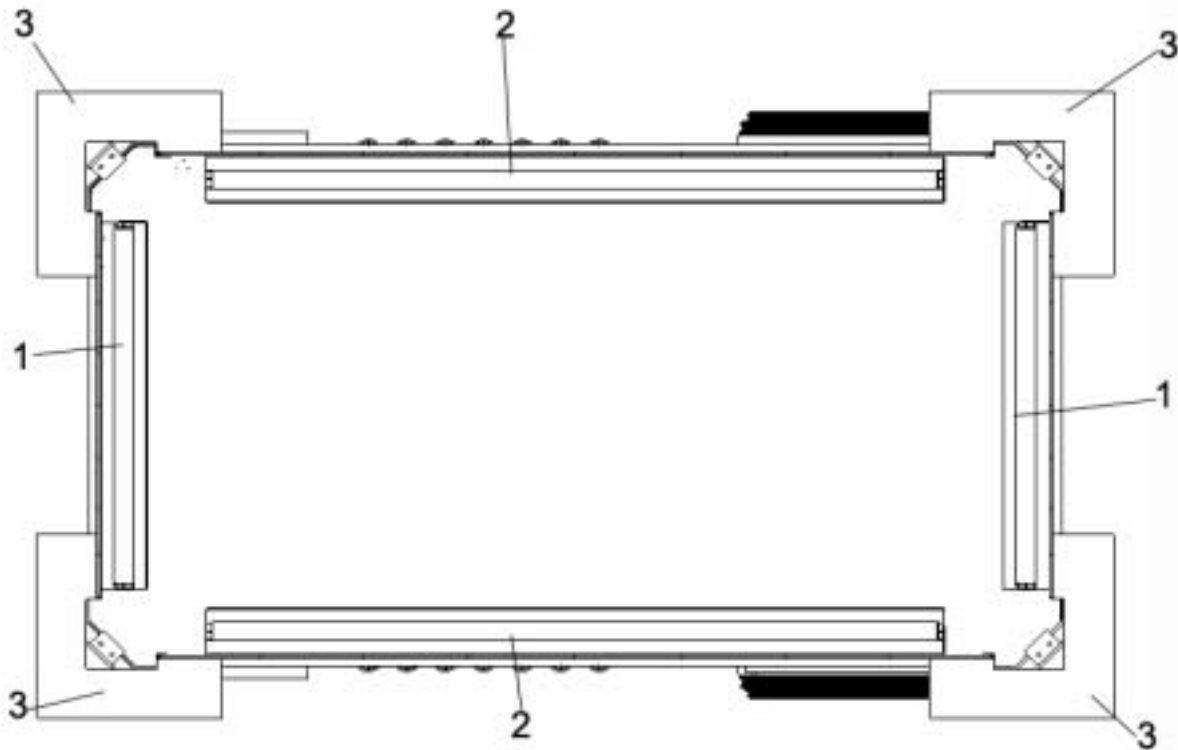


Figure 59. Topside View of Portrait Studio

Table 31. Topside View of Portrait Studio

Diagram Number	Part Number	Description
1	13.002040	LIGHTING-BULB-COOL,WHITE,24"
2	13.004153	LIGHTING-BULB-COOL,WHITE,48"
3	21.002176	SHELL-ORNAMENTAL TOP CORNER/PORTRAIT STUDIO

Customer Panel View of Portrait Studio

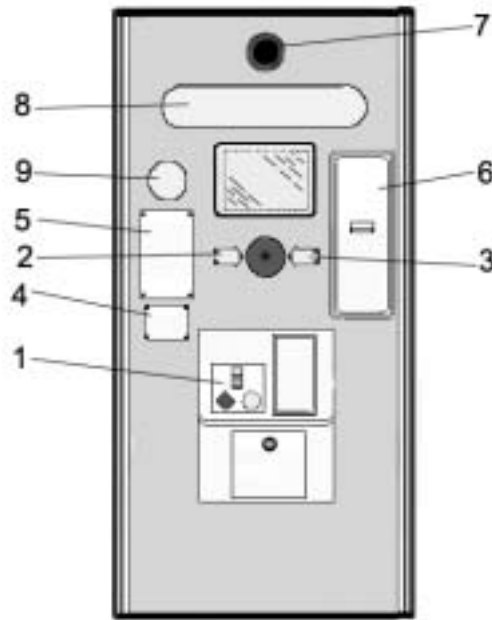


Figure 60. Customer Panel View of Portrait Studio

Table 32. Customer Panel View of Portrait Studio

Diagram Number	Part Number	Description
1	06.C00400	CONTROL,PANEL,4-BUT,ENGLISH,120V
2	09.002035	PLEXI-"LOOK HERE" ARROW/LEFT (PAINTED)
3	09.002036	PLEXI-"LOOK HERE" ARROW/RIGHT (PAINTED)
4	09.002048	PLEXI-"IF PROBLEM" SMALL PLATE (PAINTED)
5	11.002037	PLEXI-"INSTRUCTIONS" PLATE
6	12.002025	BILL,ACPTR-SECURITY,PLATE
7	32.002070	SPEAKER-COVER/PLASTIC
8	13.002040	LIGHTING-BULB-COOL,WHITE,24"
9	13.C04154	LIGHTING-ABOVE,CUST,MONITOR

Left Section View of the Electronics Area

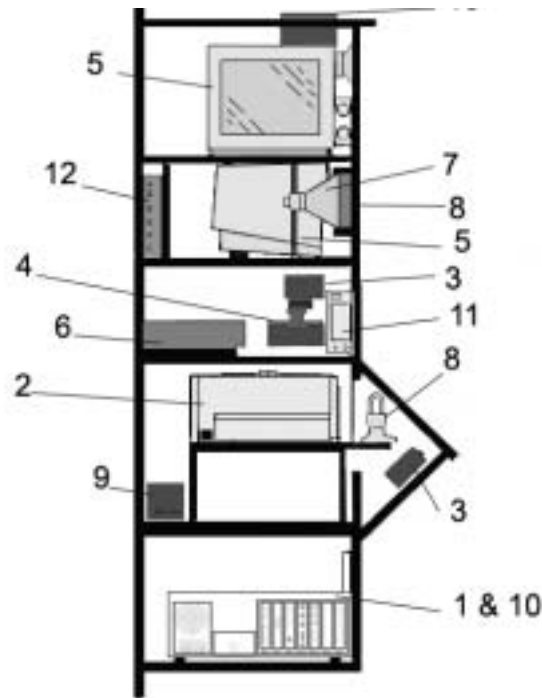


Figure 61. Left Section View of the Electronics Area

Table 33. Left Section View of the Electronics Area

Diagram Number	Part Number	Description
1	02.000341	CMPTR-PORT,STUD,LINUX,PRO,DSKTP
2	03.001200	PRINTER-HP,LASERJET,1200
3	04.003005	VID,CAM-SONY/EVI-400,W/ENCLOSURE
4	04.C04036	POWER,PANNER
5	07.003167	MONITOR-AOC,14"-COLOR
6	10.005056	POWER,PANEL,120V,W/O,AC
7	13.004155	LIGHTING-FIXTURE,ROUND,SPOT,LIGHT
8	13.012047	LIGHTING-BULB-15W,FLOURESCENT/CTL15
9	20.004145	CONDTNR,LINE,120VAC/60HZ,600W,2NEMA5-15R,LS600
10	27.003054	COMPUTER-PROTECTION,BLOCK
11	32.C04074	SPEAKER,S/D
12	90.004111	VIDEO SEPARATOR -EXPANDVIEW
13	34.002031	FAN-AC FAN 4-1/2"

Control Panel Assembly

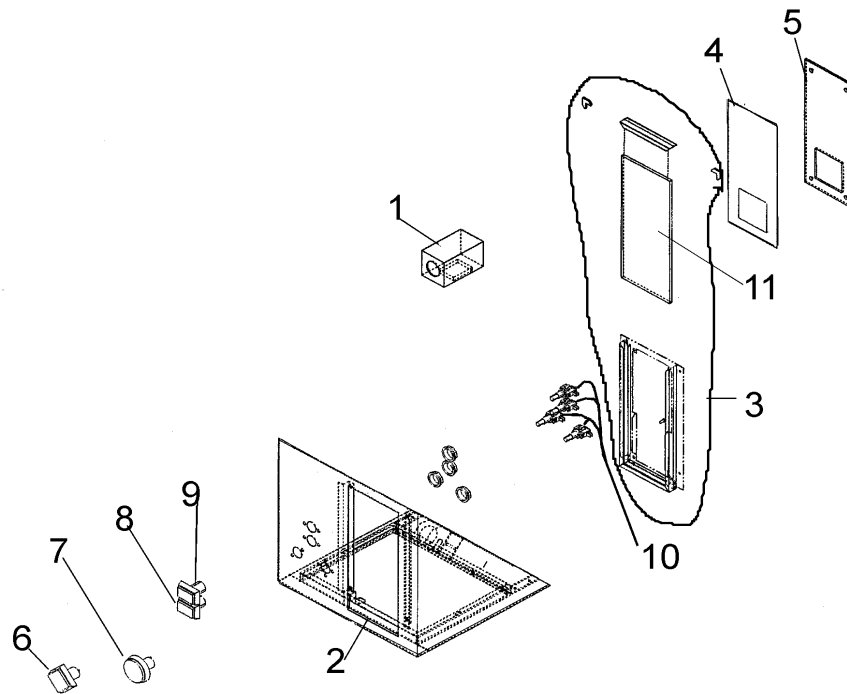


Figure 62. Control Panel Assembly

Table 34. Control Panel Assembly

Diagram Number	Part Number	Description
—	06.C00400	CONTROL PANEL, 4 BUT, ENGLISH, 120V
1	04.003005	VID,CAM-SONY/EVI-400,W/ENCLOSURE
2	06.000001	CONTROL,PANEL,4-BUT,METAL,PORT,STUD
3	06.002111	FRAME-CONTROL,PANEL/GOLD
4	09.002038	SIGNAGE-SCANNER-"PLACE PHOTO HERE"
5	11.040018	PLEXI-LIGHT COVER/SCANNER CONTROL PANEL
8	22.004034	BUTTON-RECTANGULAR-UP/54-0004-558C65
6	22.004127	BUTTON-SELECT-SQUARE-54-0004-322HP70
7	22.004129	BUTTON-OK-ROUND-YELLOW/54-0004-155HP71
9	22.014034	BUTTON-RECTANGULAR-DOWN/54-0004-558C64
Not Shown	25.C00810	CABLE-HARNESS,4/5-BUT,CNTRL,PNL,W/SCANNER
11	31.001034	GLASS-CONTROL PANEL

Power Panel Assembly

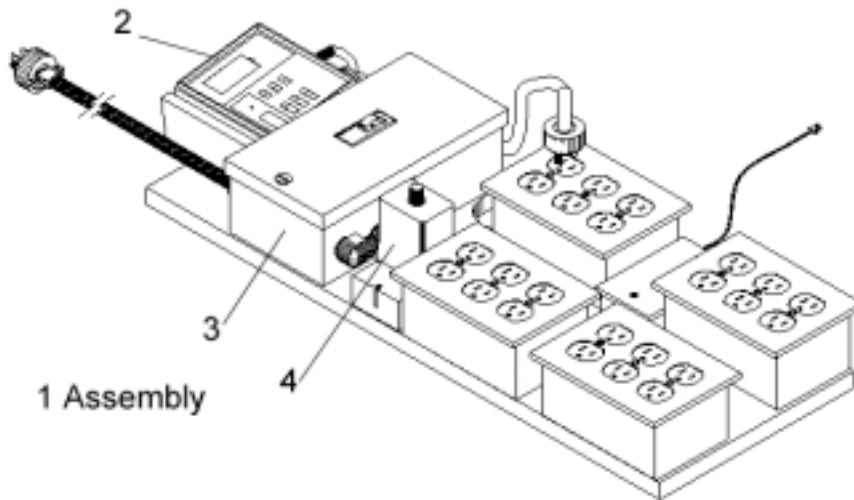


Figure 63. Power Panel Assembly

Table 35. Power Panel Assembly

Diagram Number	Part Number	Description
1	10.C04056 10.C04057	POWER, PANEL, 120V UNIVRSAL, DOMESTIC POWER, PANEL, 230V UNIVRSAL, INTERNATIONAL
2	10.004044	CIRCUIT, BREAKER 1 P, 15A 115/230V, 50/60HZ, PLUG-ON
3	10.004055 10.014055	ELECTRICAL, TIME, DELAY, RELAY, DOMESTIC ELECTRICAL, TIME, DELAY, RELAY, INTERNA- TIONAL
4	10.004055	SOLID STATE EVENT TIMER

Mars Bill Acceptor Assembly

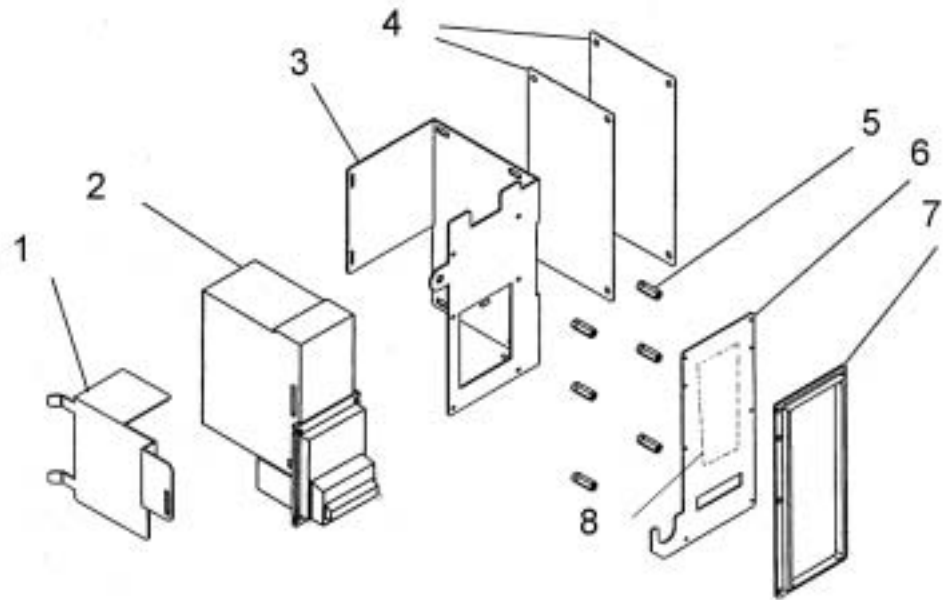


Figure 64. Mars Bill Acceptor Assembly

Table 36. Mars Bill Acceptor Assembly

Diagram Number	Part Number	Description
1	36.001899	Bill Acceptor Security Bracket
2	36.008492	Mars Bill Acceptor
3	36.001895	Bill Acceptor Plate Shield
4	12.000580	Bill Acceptor Mounting Bracket
5	36.001986	Yellow Front Plate for Bill Acceptor
6	36.001990	Silver Trim Bezel
7	36.004119	Bill Acceptor Harness
8	09.001014	Bill Acceptor POP (Specify Vend \$3 or \$5)

GPT Bill Acceptor Assembly

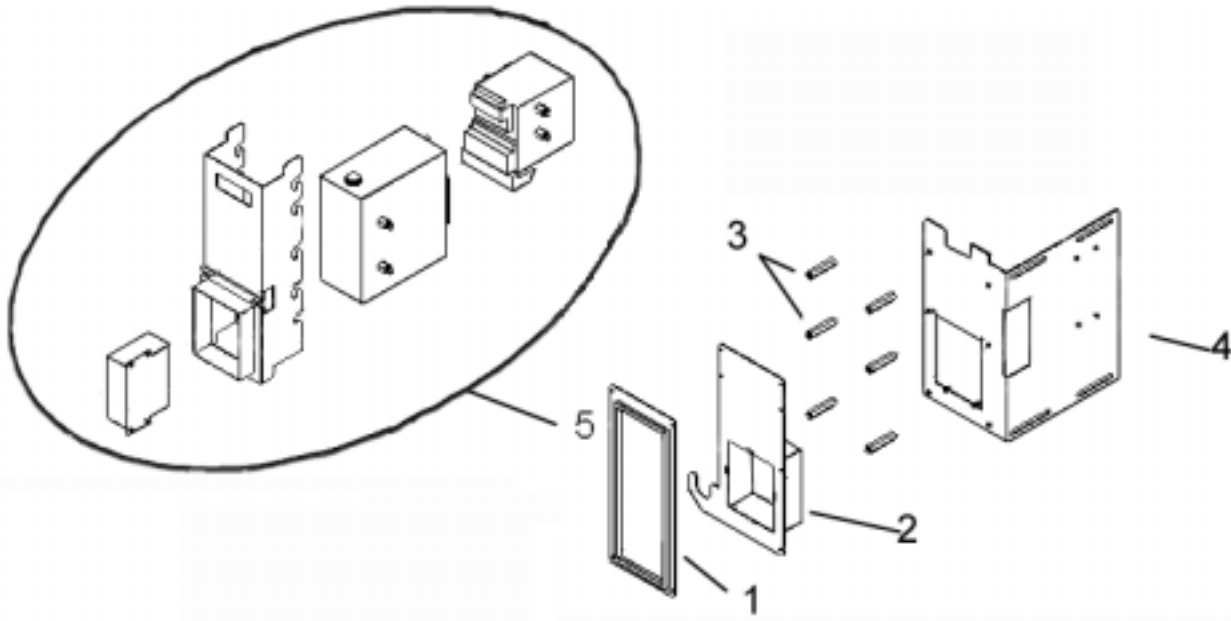


Figure 65. GPT Bill Acceptor Assembly

Table 37. GPT Bill Acceptor Assembly

Diagram Number	Part Number	Description
1	36.001899	BILL ACCEPTOR SECURITY BRACKET
2	12.000581	BILL ACCEPTOR MOUNTING BRACKET
3	17.002597	HEX STANDOFFS #4-40X1.75 L, STEEL/ZINC
4	12.000580	BILL ACCEPTOR MOUNTING BRACKET
5	05.004XXX	BILL ACCEPTOR (SPECIFY COUNTRY AND CURRENCY) PRINT HEAD CASH BOX WITH KEY CRADLE POWER SUPPLY

NRI Coin Acceptor Assembly

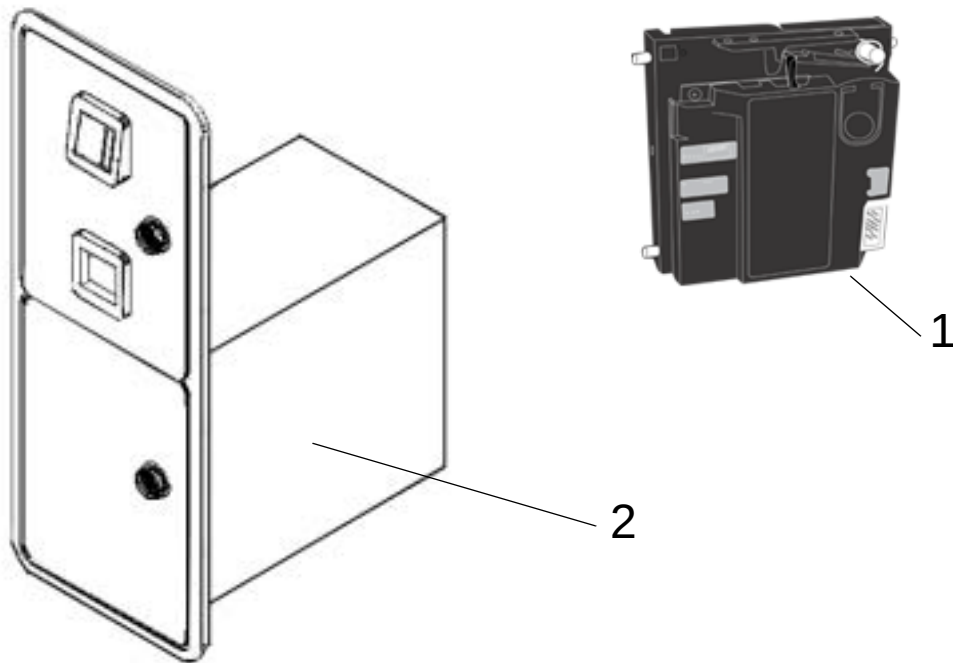


Figure 66. NRI Coin Acceptor Assembly

Table 38. NRI Coin Acceptor Assembly

Diagram Number	Part Number	Description
1	08.003XXX	NRI COIN ACCEPTOR (Specify Country and Currency)
2	08.003610	COIN OVER/UNDER DOOR

Cables and Harnesses

Table 39. Kiosk Cables and Harnesses

Diagram Number	Part Number	Description
—	25.004119	HARNESS, PORTRAIT STUDIO

Appendix D Kiosk Wiring Diagrams

This appendix contains the following drawings:

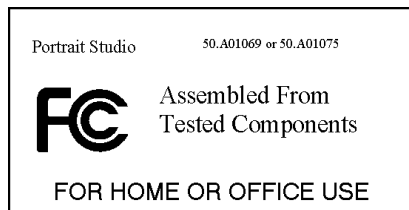
- 50.A01096 Wiring Diagram, 120 V / 60HZ.
- 50.A01075 Wiring Diagram, 240V / 50HZ.

Appendix E Declarations of Conformity

This appendix provides the declarations of conformity for the Portrait Studio™ Kiosk.

Manufacturers Federal Communication Commission Declaration of Conformity Statement

FCC (United States)



The computer equipment described in this manual generates and uses radio frequency (RF) energy. If the equipment is not installed and operated in strict accordance with the manufacturer's instructions, interference to radio and television reception may result.

This equipment complies with Part 15 of the FCC Rules. Operation is subject to the following conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

Part 15, Class B, of the FCC Rules, is designed to provide reasonable protection against radio and television interference in a residential installation. Although the equipment has been tested and found to comply with the allowed RF emission limits, as specified in the above cited Rules, there is no guarantee that interference will not occur in a particular installation. Interference can be determined by turning the equipment off and on while monitoring radio or television reception. The user may be able to eliminate any interference by implementing one or more of the following measures:

- Reorient the affected device and/or its receiving antenna.
- Increase the distance between the affected device and the computer equipment.
- Plug the computer and its peripherals into a different branch circuit from that used by the affected device.
- If necessary, consult an experienced radio/television technician for additional suggestions.

NOTE: Changes or modifications to the electronics or enclosure of this product must be expressly approved by Fantasy Entertainment; otherwise, the user's authority to operate this product may be voided by the FCC.

CE (European Community)

The Portrait Studio™ Kiosk conforms to the following European Directive(s) and Standard(s): Application of Council Directives: 73/23/EEC, 89/336/EEC. Standards to which Conformity is declared:

EMC Emissions:

- EN 55022:1998 Class A ITE emissions requirements (EU)\
- EN61000-3-2:1995/A14:2000 Limits for harmonic emissions (equipment input current up to and including 16A per phase)
- EN61000-3-3:1995 Limitation of voltage fluctuations and flicker in low-voltage supply systems for equipment with rated current up to and including 16 A

EMC Immunity:

- EN 55024:1998 Information technology equipment - immunity characteristics

EN 55022 Class A Warning Requirements:

EN 55022 does not restrict the marketing of Class A information technology equipment, but does require it to include the following warning in instructions for use.

Warning

This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

Department of Communications-Canada

Canadian Compliance Statement

This Class B Digital apparatus meets all the requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe B respecte les exigences du Règlement sur le matériel brouilleur du Canada.

This device complies with Class B Limits of Industry Canada. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

National Fire Protection Association Standard

The black curtain meets the requirements of the NFPA standard 701.

Obtaining Declaration of Conformity Information

You can obtain information related to the Declaration of Conformity related to this product by contacting the Manufacturer:

Attention: Engineering

Fantasy Entertainment
8 Commercial Street
Hudson, NH 03051-9984, USA
Telephone: 603-324-3240
Fax: 603-897-9200
Web site: www.fantasyent.com
Email: info@fantasyent.com

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We welcome your comments on this manual. If you have suggestions for improvements or find any errors, indicate the manual, chapter, section, and page number. Your input is valuable in improving our documentation and our products. You can send comments to us in the following ways:

- E-mail - TechnicalPublications@fantasyent.com
- FAX - 603-879-9200 Attention: Technical Publications
- Postal Service

Fantasy Entertainment
Attention: Technical Publications
8 Commercial Street
Hudson, NH 03051
USA

Name: _____ Title: _____

Address: _____ State: ____ Zip: _____

Phone Number: _____ E-mail: _____

Publication Title: _____

Part Number: _____ kiosk Number: _____

kiosk Type: _____

Were you able to find the information you required?

☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor

How do you rate Fantasy Entertainment's manuals in comparison to other manuals you use?

☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor

Rate this manual according to the following:

Technical accuracy:

☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor

Ease of finding information:

☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor

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Ease of reading information:

☐ Very Good ☐ Good ☐ Acceptable ☐ Poor ☐ Very Poor

Comments:

Technical Support

For support, contact your Fantasy Entertainment Technical Support Representative at 1-800-933-2682 in the USA or 603-324-3242 outside the USA.