

Opening and Closing the Kiosk

Opening the Front and Back Door of the Kiosk

1. Unlock and remove the optional front door padlock, if necessary.
2. Insert the key, and unlock the two locks on the front door.
3. Lower the front door to open the kiosk.
4. Unlock the two back door locks.
5. Standing to the right of the kiosk, with your left hand lift the lever next to the currency acceptor, with your right hand open the back door.



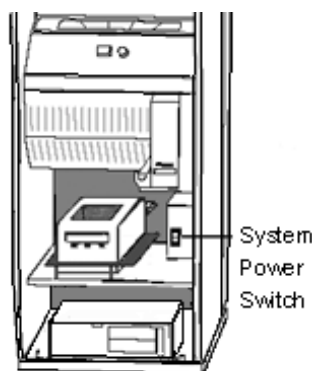
Closing the Front Door of the Kiosk

1. Lift and close the front door to the kiosk
2. Insert the key, and lock the two locks on the front door.
3. Lock and remove the optional front door padlock, if necessary.

Starting Up and Shutting Down

Starting Up the Kiosk

1. Unlock and remove the optional front door padlock.
2. Toggle the switch on the power distribution box to the On position labeled **1**. The system starts up. In about two minutes, the Sketch Express Ad Rotation starts.
3. Close and lock the front door.



Shutting Down the System

1. Unlock and open the front door.
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.

Note: Sketch Express uses the Linux operating system which is case sensitive.

5. Toggle the power switch on the power distribution box to the OFF (**0**) position. Disconnect the main power from the AC outlet.
6. Close and lock the front door, then put the key in a safe place.

Operating the Printer

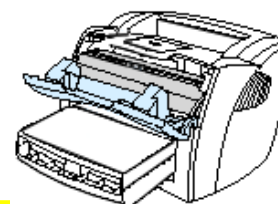
Loading Media

The enclosed main input tray holds up to 250 pages of 20-lb. paper.

1. Remove all the media from the input tray and straighten together with the new media to prevent multiple sheets of media from feeding through the printer at one time, reducing media jams.
2. Load the paper with the printed side facing up into the main input tray.
3. Adjust the media guides to prevent jams and skewing, always adjust the side and rear media guides.

Installing the Toner Cartridge

1. Open the toner cartridge door and remove the toner cartridge.
2. Reinstall the toner cartridge, and close the toner cartridge door.



Collecting Revenue

Before you collect revenue, you should print out an accounting page. Emptying the cash box, either a bill magazine or a coin box, and verify the cash count as part of the accounting process. To collect revenue, follow these steps:

1. Print an Accounting Page. See "Printing an Accounting Page".
2. Record the amounts on the Service and Collection Report.
3. Empty the bill magazine or coin box. See "Emptying the Bill Magazine" or "Emptying the Coin Box".
4. Count the currency in a safe location.

Printing an Accounting Page

1. Press the **Q** key to leave the 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.

Emptying the Bill Magazine

1. Unlock and open the front door.
2. Print an Accounting page. See "Printing an Accounting Page".
3. Unlock and remove the padlock, if a padlock is securing the cash acceptor.
4. Remove the security bracket.
5. Open the cash acceptor's access door.
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.
8. Place the security bracket on the cash acceptor.
9. Put on the padlock and lock the bill stacker, if a padlock is used.

Emptying the Coin Box

1. Unlock and open the front door.
2. Print an Accounting page. See "Printing an Accounting Page".
3. Slide the coin box out of the coin acceptor
4. Remove the coins and deposit them in a secure location.
5. Put the coin box back into the coin acceptor.

Maintaining the Kiosk

To help ensure smooth and uninterrupted operations, follow the maintenance schedule.

Component	Activity to Complete
Cabinet	Clean weekly or as needed
Cooling fan filter	Replace monthly or as needed
Bill acceptor	Clean weekly or as needed
Cash acceptor	Clean when it starts to reject coins
Monitor screen and mirror	Clean when you notice dust or fingerprints on the screen

Troubleshooting

Use the information in the table below to solve some of the problems you may have. If you cannot solve the problem, see "Obtaining Service and Supplies".

Out of Film - Blue Screen

1. Press the Spacebar.
2. View message in lower right hand corner.

Out of Film Message	Possible Remedy
Printer(s) not available	• Error light on printer - Clear error, reset printer • Cables loose - Re-seat cables. • No power to printer - Make sure printer is plugged in and power is available to the kiosk.
Out of paper	• Add paper to printer.
Bill & coin acceptor failure	• Loose cables - Reseat Cables • Check for Jams - Clear any jams. • Stack is full - Empty bill stacker
Video card ini failed	• Media Card is missing or loose - Replace Media Card and check connections. • Media Card is out of shots - Check accounting page for shots left, replace Media Card.

Printer Errors

Symptom	Possible Remedy
Print quality reduced	• Replace toner cartridge.

Monitor Errors

Symptom	Possible Remedy
No Video - Black screen	• Loose connection - Reseat cables. • Connect another VGA monitor and see if other monitor works. If monitor works replace monitor, If monitor does not work, replace video card.

Sound Errors

Symptom	Possible Remedy
No sound	• Loose connection - Reseat cables. • No volume - adjust volume control on amplifier. • Light indicator is not lit - check power connection.

Live Video Errors

Symptom	Possible Remedy
No camera video of customer	• Loose connection - Reseat cables. • In Vending cycle, open back door, unplug, then plug in power cable, look in camera mirror to see if camera lens moves. If not, replace camera.

Ad Rotation Errors

Symptom	Possible Remedy
Words are not readable	• If the computer was changed, call your Technical Support to replace the system Personality. • If the Media Card was changed, call your Technical Support to replace the Media Card.

Obtaining Service and Supplies

To obtain service or to order supplies, call your Technical Support Representative.

When you call to obtain service, have the following information available:

- Booth Number
- Your notes about the problem, what you were doing when the problem occurred, and what you did to try to solve the problem



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