Xerox® Instant Print Kiosk System Administrator Guide

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Introduction

This chapter contains:

Overview

This guide describes configuration procedures for the features and functionality that pertains to the Xerox® Instant Print Kiosk. You can use this guide to help you manage your kiosk.

You access the most of kiosk configuration settings from the kiosk touch screen. Some of the kiosk features appearing at the kiosk touch screen do not pertain to Xerox® Instant Print Kiosk. This guide does not include these features.

This guide is designed for a system administrator with network administrator rights who understands networking concepts.

The *Xerox® Instant Print Kiosk User Guide* provides information about the layout of the kiosk. This information includes the location of covers, card readers, power buttons, plungers, and other parts of the kiosk. The guide also describes operations that you can perform at the kiosk. These operations include the use of power buttons to restart, power on, and power off the kiosk. If you are unfamiliar with any aspect of the kiosk, refer to the *User Guide*.

Setting Up the Required Administrator Accounts

Before your kiosk is delivered, you must create and set up three administrator accounts. Xerox sends you an email with a Welcome letter that contains detailed instructions for setting up these accounts. Using the instructions in the email, create the following accounts:

- **FreedomPay**: Use this account to manage the enterprise, manage financial transactions, such as refunds, and generate reports.

- **EFI Self-Serve AdminCentral**: Use this account to configure, monitor, and manage elements of the system, such as product codes, pricing, and taxes. For details, refer to *X500 Configuration Guide*, available in the Support Center at selfserve.efi.com/Help.

- **XMediusFAX® Cloud**: Use this account to manage your fax service and to redeem the fax voucher code that you received in your Welcome letter. For details, refer to www.xmedius.com/en/support.

More Information

Asset	Location
Installation Guide	Packaged with the kiosk.
User Guide	Provides information on the physical layout of the kiosk, and on operations that you can perform at the kiosk. Available from www.support.xerox.com.
Quick Start Guide	Provides information on the basic functions of the kiosk. Available from www.support.xerox.com.
Other documentation for your kiosk	www.support.xerox.com
Recommended Media List	United States: www.xerox.com/rmlna
Technical support information for your kiosk, including online technical support and Online Support Assistant.	www.support.xerox.com
Information about error messages	At the kiosk touch screen, log in to the kiosk user interface as administrator, then select **Device Management**. Refer to Accessing Device Management.
Information pages	To get information pages from the touch screen, log in to the kiosk as administrator, then select **Device Management**. Refer to Accessing Device Management. From the Tools menu, touch **Machine Status**→**Machine Information**→**Information Pages**.
Order supplies for your kiosk	www.xerox.com/office/supplies
An asset for tools and information, for example interactive tutorials, printing templates, helpful tips, and customized features to meet your individual needs.	www.xerox.com/office/businessresourcecenter
Local sales and Technical Customer Support	www.xerox.com/office/worldcontacts
Shop Xerox	www.shop.xerox.com/
Third party and open-source software	To locate third party and open-source software disclosure notices and terms and conditions, refer to the device page at: www.support.xerox.com/support/open-source-disclosures/documentation

2

Initial Setup

This chapter contains:

Physical and Network Connections

Physically Connecting the Kiosk

1. Ensure that the two kiosk power cords are plugged into electrical outlets.

2. Ensure that an Ethernet cable is connected to the Ethernet port on the back of the kiosk and to a correctly configured network port.

   🖉 **Note:** Use a Category 5 or better Ethernet cable.

3. Power on the kiosk, then power on the kiosk user interface. For details, refer to the *Xerox® Instant Print Kiosk User Guide.*

Connecting to the Network

When you configure the kiosk for the first time, complete the following tasks.

1. Ensure that your kiosk is connected physically to your network with an Ethernet cable.

2. Confirm that your kiosk is recognized on your network. By default, the kiosk is configured to receive an IP address from a DHCP server over a TCP/IP network. If you have another type of network, or want to assign a static IP address, refer to IP.

3. Print a configuration report that lists the current kiosk configuration. A configuration report prints when the printer powers on, unless you have disabled this capability. Review the report. For details, refer to Printing the Configuration Report.

4. Record information about your network settings, including passwords, network paths, and server addresses.

🖉 **Note:** Not all options listed are supported on all kiosks. Some options apply only to a specific kiosk model, configuration, or operating system.

Network Address

The kiosk automatically acquires a network address from a DHCP server by default unless the kiosk is pre-configured with a static IP address. Address information is listed on the Configuration Report. For details, refer to Printing the Configuration Report.

Registering the Kiosk

Before the first use or before using the kiosk after it has been deregistered, you must register the kiosk.

✎ **Note:** Ensure that you have an unregistered kiosk defined in EFI Self-Serve AdminCentral for the location for which you are registering the kiosk.

To register the kiosk:

1. At the kiosk touch screen, type your EFI Self-Serve AdminCentral merchant email address and password.
2. Touch **OK**.
3. If prompted, select the Region and the District, then touch **Next** after each selection.
4. Select the Location, then touch **Next**.
5. Select the Device Name for this kiosk, then touch **Next**.
6. Touch **OK**.
7. After touching **OK**, observe the following:
   • A confirmation message appears, indicating that the device was successfully registered.
   • Any available upgrades for the kiosk user interface and the credit card reader are installed.
   • The registration confirmation message appears again.

Understanding the User Interface

The Xerox® Instant Print Kiosk uses three menu access points, which are available though the kiosk touch screen. The kiosk touch screen is the physical panel on which you log in and select menu items.

- **Kiosk User Interface**: The kiosk user interface refers to the user interface software that communicates with the kiosk through the kiosk touch screen.

- **Configuration Settings**: The term **configuration settings** refers to configuration settings for the kiosk itself. The kiosk user interface is configured separately. Configuration settings mirror the settings in Xerox® CentreWare® Internet Services.

- **Xerox® CentreWare® Internet Services**: This interface is the embedded Web server for the kiosk, which you can use to access more configuration settings.

Before you can access any administrator functions, you must log in to the kiosk user interface. The kiosk user interface administrator login credentials are specific to the kiosk user interface.

Xerox® CentreWare® Internet Services and the kiosk configuration settings share administrator login credentials. Settings made in Xerox® CentreWare® Internet Services are reflected in the kiosk configuration settings, and conversely as well.

Accessing Administration and Configuration Settings

You can access the administration and configuration settings from the Device menu on the kiosk touch screen.

After logging in to Device Management on the kiosk touch screen, you can access more kiosk administration and configuration settings from the Machine Status option in the device management Tools menu.

By default, the kiosk is configured to restrict access to some settings. The administrator password is required when accessing the locked settings at the kiosk touch screen.

Logging in to the Kiosk User Interface

To log in to the kiosk user interface:

1. From the left edge of the kiosk touch screen, swipe from left to right.

2. From the Access menu, touch **Device Login**.

3. For UserID, type **admin**. For Password, type the kiosk user interface password.

   ✎ **Note:** For the default kiosk user interface password, refer to the Welcome letter that you received when the kiosk was installed.

   The Device menu appears.

Accessing Device Management

To access Device Management:

1. Log in to the kiosk user interface as an administrator. For details, refer to Logging in to the Kiosk User Interface.

2. From the Device menu, touch **Device Management**.

   The kiosk functions appear.

Accessing Configuration Settings as Administrator at the Kiosk Touch Screen

You can access configuration settings from the Tools menu when you are logged in to Device Management.

To log in to Device Management, and open the Tools menu:

1. Log in to the kiosk user interface as an administrator. For details, refer to Logging in to the Kiosk User Interface.

2. Access Device Management. For details, refer to Accessing Device Management.

3. To access administrator functions for the kiosk, log in as an administrator:

    a.   In the upper-right corner of the kiosk touch screen, touch **Guest**.

>   🖉   **Note:** If the Tools menu obscures the Guest button, dismiss the Tools menu. For details, refer to Hiding the Tools Menu.

    b.   For User Name, type `admin`, then touch **Next**.

    c.   For Password, type the kiosk administrator password, then touch **Done**.

>   🖉   **Note:** The default kiosk administrator password is the device serial number. For information on locating the serial number, refer to Locating the Serial Number.

4. From the right edge of the touch screen, swipe from right to left.

   The Tools menu appears, and you can access the full range of administrator functions.

Hiding the Tools Menu

After you select an option from the device management Tools, some of the kiosk settings remain partially obscured by the Tools menu.

To hide the device management Tools menu and expose the hidden kiosk settings, use one of the following methods:

- Touch anywhere on the Tools menu and swipe right.
- Touch the screen anywhere outside of the Tools menu.

Accessing Configuration Settings as Administrator in Xerox® CentreWare® Internet Services

You can access more configuration settings from the Properties tab when you are logged in to Xerox® CentreWare® Internet Services. These settings require administrator login.

To access Xerox® CentreWare® Internet Services and log in as an administrator:

1. Log in to the kiosk user interface as an administrator. For details, refer to Logging in to the Kiosk User Interface.

2. From the Device menu, touch **CWIS**.

   Xerox® CentreWare® Internet Services opens.

3. To access configuration settings, log in as an administrator:

       a.   In the upper-right corner of the kiosk touch screen, touch **Login**.

       b.   For User ID, type `admin`.

       c.   For Password, type the kiosk administrator password, then touch **Login**.

>   🖉   **Note:** The default kiosk administrator password is the device serial number. For information on locating the serial number, refer to Locating the Serial Number.

Logging Out of Administration Settings

Xerox recommends that the administrator logs out after completing administrator tasks.

1. If you are logged in to Device Management, log out of Device Management.

2. If you are logged in to Xerox® CentreWare® Internet Services, log out of Xerox® CentreWare® Internet Services.

3. Log out of the kiosk user interface.

Logging Out of Device Management

To log out of Device Management, from the device management Tools menu, touch **Exit Device Management**.

> ✎   **Note:** If the device management Tools menu is not visible, refer to Accessing Configuration Settings as Administrator at the Kiosk Touch Screen.

Logging Out of Xerox® CentreWare® Internet Services

To log out of Xerox® CentreWare® Internet Services as administrator and return to the kiosk home screen:

1. In Xerox® CentreWare® Internet Services, on the upper right corner of the touch screen, touch **Logout**.

2. On the next screen, touch **Logout**.

3. To exit Xerox® CentreWare® Internet Services, on the upper left corner of the touch screen, touch the **<** icon.

   The kiosk home screen appears.

Logging Out of the Kiosk User Interface

To log out of the kiosk user interface as an administrator:

1. From the left edge of the kiosk touch screen, swipe from left to right.

2. From the Device menu, in the upper left corner, touch the square and arrow icon.

   The Access menu appears and the administrator is logged out.

Printing the Configuration Report

The Configuration Report lists all current settings of the kiosk. A configuration report prints at startup by default.

1. Log in to the kiosk user interface as an administrator and access Device Management. For details, refer to Accessing Device Management.

2. From the right edge of the kiosk touch screen, swipe from right to left.

3. Touch **Machine Status**.

4. Select the **Machine Information** tab.

5. Touch **Information Pages**.

6. Touch **Configuration Report**.

7. Touch **Print**.

8. Log out as administrator. Refer to Logging Out of Administration Settings.

To turn off automatic printing of a Configuration Report at startup, refer to Disabling the Configuration Report at Startup.

Disabling the Configuration Report at Startup

To prevent the Configuration Report from printing at startup:

1. Log in to the kiosk user interface as administrator. Log in to Device Management as administrator, then open the Tools menu. For details, refer to Accessing Configuration Settings as Administrator at the Kiosk Touch Screen.

2. From the Tools menu, touch **Machine Status**, then hide the Tools menu. For details, refer to Hiding the Tools Menu.

   The five tabs for the kiosk settings appear, with the Machine Information tab selected.

3. Touch the **Tools** tab.

4. Touch **Device Settings**.

5. Touch **Configuration / Information Pages**.

6. For Print Configuration at Power On, touch **No**.

7. Touch **OK**.

8. Log out as administrator. Refer to Logging Out of Administration Settings.

Changing the Administrator Passwords

Xerox recommends that you change the administrator passwords after you configure the kiosk.

There are two administrator passwords for your Xerox® Instant Print Kiosk:

- The kiosk user interface administrator password: This password allows access to the management functions for the kiosk user interface. You can find the default kiosk user interface administrator password in the Welcome letter that you received when the kiosk was installed.

- The kiosk administrator password: This password allows access to the configuration settings for the kiosk. The default kiosk administrator password is the device serial number. For information on locating the serial number, refer to Locating the Serial Number.

Changing the Kiosk User Interface Administrator Password

Xerox recommends that you change the kiosk user interface administrator password after you configure the kiosk. Be sure to store the password in a secure location. You need the password for day-to-day operations. If you place a service call, service representatives need the password to work at the kiosk user interface.

1. Log in to the kiosk user interface. For details, refer to Logging in to the Kiosk User Interface.

2. If the Device menu does not appear, from the left edge of the kiosk touch screen, swipe from left to right.

3. Touch **User Accounts**.

4. Touch **Admin**.

5. Type the new kiosk user interface administrator password.

6. Touch **OK**.

7. Log out of the kiosk user interface as administrator. Refer to Logging Out of the Kiosk User Interface.

Changing the Kiosk Administrator Password

Xerox recommends that you change the kiosk administrator password after you configure the kiosk. Be sure to store the password in a secure location. You need the password for day-to-day operations. If you place a service call, service representatives need the password to work at the kiosk.

1. Log in to the kiosk user interface as administrator. Log in to Device Management as administrator, then open the Tools menu. For details, refer to Accessing Configuration Settings as Administrator at the Kiosk Touch Screen.

2. From the Tools menu, touch **Machine Status**, then hide the Tools menu. For details, refer to Hiding the Tools Menu.

   The five tabs for the kiosk settings appear, with the Machine Information tab selected.

3. Touch the **Tools** tab.

4. Touch **Security Settings→Change Admin Password**.

5. Type the old password.

6. Type the new password, then type the password again.

7. Touch **OK**.

8. Log out as administrator. Refer to Logging Out of Administration Settings.

3

Network Connectivity

This chapter contains:

IP

Internet Protocol (IP) is a protocol within the Internet Protocol Suite that manages the transmission of messages from computer to computer.

If your kiosk has a valid network address, you can configure TCP/IP settings. For information on the kiosk configuration, refer to Printing the Configuration Report.

Configuring the Network Address Manually

1. Log in to the kiosk user interface as administrator. Log in to Device Management as administrator, then open the Tools menu. For details, refer to Accessing Configuration Settings as Administrator at the Kiosk Touch Screen.

2. From the Tools menu, touch **Machine Status**, then hide the Tools menu. For details, refer to Hiding the Tools Menu.

    The five tabs for the kiosk settings appear, with the Machine Information tab selected.

3. Touch the **Tools** tab.

4. Touch **Network Settings→TCP/IP Settings**.

5. Touch **Dynamic Addressing**.

6. Touch **Disabled**, then touch **OK**.

7. Touch **IPv4**, then type the IPv4 Address, IP Gateway, and Network Mask. After each address, touch **OK**.

8. When you are finished, touch **OK**.

9. To apply the settings, touch **Finish**.

10. Log out as administrator. Refer to Logging Out of Administration Settings.

Configuring DNS at the Kiosk Touch Screen

Domain Name System (DNS) is a system that maps host names to IP addresses.

1. Log in to the kiosk user interface as administrator. Log in to Device Management as administrator, then open the Tools menu. For details, refer to Accessing Configuration Settings as Administrator at the Kiosk Touch Screen.

2. From the Tools menu, touch **Machine Status**, then hide the Tools menu. For details, refer to Hiding the Tools Menu.

    The five tabs for the kiosk settings appear, with the Machine Information tab selected.

3. Touch the **Tools** tab.

4. Touch **Network Settings→TCP/IP Settings**.

5. Touch **DNS Configuration**.

    a. Touch **Host Name**.

    b. Type a host name.

    c. Touch **OK**.

   d.   Touch **Close**.

   > 🖉   **Note:** If DHCP is enabled, your DHCP server can provide the Domain Name and the
   > Requested Domain Name.

   e.   Touch **Domain Name.**

   f.   For Requested Domain Name, type the domain name.

   g.   Touch **OK**.

   h.   Touch **Close**.

6. Touch **DNS Servers**.

   a.   Touch **Primary DNS Server**, type the server address, then touch **OK**.

   b.   Touch **Alternate DNS Server #1**, type the server address, then touch **OK**.

   c.   Touch **Alternate DNS Server #2**, type the server address, then touch **OK**.

   d.   Touch **Close**.

7. Touch **Close**.

8. To apply the settings, touch **Finish**.

9. Log out as administrator. Refer to Logging Out of Administration Settings.

Configuring DNS in Xerox® CentreWare® Internet Services

1. Access Xerox® CentreWare® Internet Services and log in as an administrator. For details, refer to
   Accessing Configuration Settings as Administrator in Xerox® CentreWare® Internet Services.

2. Select the **Properties** tab.

3. Touch **Connectivity→Setup**.

4. In the Network area, for the Wired Connection profile, touch **Edit**.

5. For IP (Internet Protocol), touch **Edit**.

6. On the IP (Internet Protocol) page, for DNS, touch **Show DNS Settings**.

7. For Requested Host Name, type a unique name for your kiosk. If the host name registers to the
   DNS server successfully, the host name appears as a Verified Host Name. The default host name
   is XRXxxx, where xxx is the MAC address of the kiosk.

   > 🖉   **Note:** If no host name appears, the host name did not register to the DNS server
   > successfully. Configure your DHCP server to perform updates on behalf of the DHCP clients.

8. For Requested Domain Name, type the name of the domain to which the kiosk is connected. If
   the domain name registers to the DNS server successfully, the domain name appears as a
   Verified Domain Name.

   > 🖉   **Note:** If no domain name appears, the domain name did not register successfully to the
   > DNS server. Configure your DHCP server to perform updates on behalf of the DHCP clients.

9. To allow users to see and connect to the kiosk using Bonjour, for Multicast DNS Registration,
   select **Enabled**.

10. For Release this connection's DHCP leases and DNS registrations, select **Enabled** as needed. This option allows the kiosk to send a release request to the DHCP and DNS servers. If the servers grant the request, the servers release the current IP address and dynamic DNS names. The IP addresses and DNS names renew immediately and when the kiosk is turned off.

11. For Additional DNS Server Addresses, type addresses as needed. If you have a DHCP server, recognized addresses appear in the DNS Server Addresses list.

12. For DNS Connection Timeout, type the time in seconds that the kiosk waits to connect to a DNS server. After the timeout period, the kiosk attempts to connect to any additional DNS servers.

13. To add the kiosk domain to the Domain Name Search List, for Append Device Domain, select **Enabled**.

14. To add the parent domains of the kiosk to the Domain Name Search List, for Append Parent Domains, select **Enabled**.

15. If you have a DHCP server, recognized search domain names appear in the Domain Name Search List. The list of domain names allows the DNS server to recognize unqualified host names. If you want the kiosk to search for other domain names, for Additional Search Domains, type the names.

16. Touch **Apply**.

17. To renew the DNS setting, restart the kiosk. For details, refer to Restarting the Kiosk in Xerox® CentreWare® Internet Services.

Configuring IPv4 at the Kiosk Touch Screen

1. Log in to the kiosk user interface as administrator. Log in to Device Management as administrator, then open the Tools menu. For details, refer to Accessing Configuration Settings as Administrator at the Kiosk Touch Screen.

2. From the Tools menu, touch **Machine Status**, then hide the Tools menu. For details, refer to Hiding the Tools Menu.

   The five tabs for the kiosk settings appear, with the Machine Information tab selected.

3. Touch the **Tools** tab.

4. Touch **Network Settings**.

5. Touch **TCP/IP Settings**.

6. To enable IPv4, touch **TCP/IP Enablement**, then select **Enabled**. Touch **OK**.

7. To select an addressing option, touch **Dynamic Addressing**, then select **BOOTP** or **DHCP** as needed. Touch **OK**.

   - BOOTP: This option permits the kiosk to obtain an IP address from a BOOTP server that does not respond to DHCP requests.

   - DHCP: This option permits the kiosk to obtain an IP address from a DHCP server. This option permits the kiosk to obtain an IP address from a BOOTP server that is configured to accept DHCP requests. The kiosk requests that the server register the IP address and hostname of the kiosk with the DNS server.

8. To change the Broadcast type, touch **Broadcast**, then select **Broadcast** or **Unicast** as needed. Touch **OK**.

> Note: If the kiosk does not obtain an IP address from a DHCP/BOOTP server, select Broadcast. Select Broadcast when your DHCP/BOOTP server is on a different subnet than the kiosk and communicates through a relay agent router.

9. Log out as administrator. Refer to Logging Out of Administration Settings.

Configuring IPv4 in Xerox® CentreWare® Internet Services

1. Access Xerox® CentreWare® Internet Services and log in as an administrator. For details, refer to Accessing Configuration Settings as Administrator in Xerox® CentreWare® Internet Services.

2. Select the **Properties** tab.

3. Touch **Connectivity→Setup**.

4. In the Network area, for the Wired Connection profile, touch **Edit**.

5. For IP (Internet Protocol), touch **Edit**.

6. On the IP (Internet Protocol) page, for IPv4, touch **Show IPv4 Settings**.

7. For Protocol, select **Enabled**.

8. For IP Address Resolution, select an option:
   - **DHCP**: This option permits the kiosk to obtain an IP address from a DHCP server. This option permits the kiosk to obtain an IP address from a BOOTP server that is configured to accept DHCP requests. The kiosk requests that the server register the IP address and hostname of the kiosk with the DNS server.
   - **BOOTP**: This option permits the kiosk to obtain an IP address from a BOOTP server that does not respond to DHCP requests.
   - **STATIC**: This option disables dynamic addressing and allows you to type a static IP address. Type a Machine IP Address, Subnet Mask, and Gateway Address.

9. For Broadcast, select **Enabled** as needed.

> Note: If the kiosk does not obtain an IP address from a DHCP/BOOTP server, enable Broadcast. Enable Broadcast when your DHCP/BOOTP server is on a different subnet than the kiosk and communicates through a relay agent router.

10. In the Zero-Configuration Networking area, for Self Assigned Address, select **Enable** as needed. This option instructs the kiosk to assign itself an address when a DHCP server does not provide one.

11. Touch **Apply**.

> Note: If you select Default All, the kiosk disables FIPS 140 mode.

12. Log out from Xerox® CentreWare® Internet Services and exit the application. For details, refer to Logging Out of Xerox® CentreWare® Internet Services.

13. Log out of the kiosk user interface as administrator. Refer to Logging Out of the Kiosk User Interface.

Proxy Server

A proxy server acts as a go-between for clients seeking services and servers that provide them. The proxy server filters client requests and if the requests meet the proxy server filtering rules, it grants the request and allows the connection.

A proxy server has two main purposes:

- To keep any devices behind it anonymous for security purposes.

- To cache content from resources, such as Web pages from a Web server, to increase resource access time.

Configuring the Proxy Server in Xerox® CentreWare® Internet Services

1. Access Xerox® CentreWare® Internet Services and log in as an administrator. For details, refer to Accessing Configuration Settings as Administrator in Xerox® CentreWare® Internet Services.

2. Select the **Properties** tab.

3. Touch **Connectivity→Setup**.

4. For Proxy Server, touch **Edit**.

5. In the HTTP Proxy Server pane, select **Enabled**.

6. Select the Proxy Server address type. The options are IPv4 or Host Name. IPv6 is not enabled.

7. Type the appropriately formatted Proxy Server Address.

8. Touch **Save**.

9. Restart the kiosk. For details, refer to Restarting the Kiosk in Xerox® CentreWare® Internet Services.

> 🖉 **Note:** Proxy server settings apply to features that use HTTP or HTTPS, such as Smart eSolutions. Not all kiosk models support these features.

4

Faxing

This chapter contains:

Fax Overview

When you send a fax from the kiosk touch screen, the kiosk scans the document and transmits it over your network to XMediusFAX® Cloud. The XMediusFAX® Cloud fax server then transmits the document to the recipient fax device.

📝 **Note:** Xerox® Instant Print Kiosk does not support incoming fax.

Configuring XMediusFAX® Cloud

Before using the fax feature, you must configure settings for the following items in XMedius:

- Fax Profile
- Mail Notification Profile
- Fax Retention Policy
- Fax Cover Sheet

Activating the fax feature in EFI Self-Serve AdminCentral requires the following XMedius items:

- XMedius Login Name: This is the Login Name that you provided when you created your XMedius administrator account.
- XMedius User ID: This is the User ID that you provided when you created your XMedius administrator account.
- Access Token: You can retrieve the Access Token from Device Settings in your XMedius administrator account. For details, refer to Obtaining the Access Token.

Logging in to Your XMedius Account

You can manage your fax service and XMedius user account.

To access your XMedius user account:

1. In a Web browser, open the user-specific URL that was included in the email that you received from XMedius when you created your XMedius account. Refer to Setting Up the Required Administrator Accounts.
2. Type your XMedius account credentials.
3. Click **Login**.

Configuring Settings for the Fax Profile

To configure settings for the Fax Profile:

1. Log in to your XMedius account. For details, refer to Logging in to Your XMedius Account.
2. At the top of the window, click the enterprise account display name.
3. From the dropdown menu, select **XM Fax→Settings**.
4. In the navigation pane, click **Profiles**.

   In the main window, the Profile Name column lists the profile names. The default profile name is Basic. The listed profiles are active links.
5. To open the profile, in the Profile Name column, click the profile link.
6. Click the Fax Options tab.
7. In the Retries area, set the default number of retries to 0.

8. In the Other Options area, clear the check boxes for all notification types:
   - Notify Success
   - Notify Failed
   - Broadcast Notification
   - Notify Inbound Success
   - Notify Inbound Failed
   - Include Message Body When Sending Fax

9. Click **OK**.

Configuring the Mail Notification Profile

To configure settings for the Mail Notification Profile:

1. Log in to your XMedius account. For details, refer to Logging in to Your XMedius Account.

2. At the top of the window, click the enterprise account display name.

3. From the dropdown menu, select **XM Fax→Settings**.

4. In the navigation pane, click **Mail Notification Profiles**.

   In the main window, the Name column lists the mail notification profiles. The default profile name is Basic, and there are profiles for different languages. The listed profiles are active links.

5. To open a profile, in the Name column, click the required profile link.

6. For the following tabs, set Number Of Pages To Include to **None**:
   - Outbound Success
   - Outbound Failure
   - Inbound Success
   - Inbound Failure

Setting the Fax Retention Policy

To retain the privacy of your customers, contact XMedius to implement a Zero Retention Scheme on your fax account.

To set the fax retention time:

1. In a Web browser, go to the XMedius request submission page support.xmedius.com/hc/en-us/requests/new.

2. For Your email address, type the email address for the admin account.

3. For Subject, type **Fax Retention**.

4. For Description, type a request for XMedius to set your fax retention policy to a *Zero Retention Scheme*. Ensure that you use the term *Zero Retention Scheme*, and provide any information that you think is helpful to support the request.

5. Click **Submit**.

For details, refer to the XMedius fax retention knowledge base, which is in the XMedius Cloud Help Center. You can also access XMedius technical documentation in the Support area at xmedius.com.

Faxing to International Numbers

You can configure the Xerox® Instant Print Kiosk to allow faxing to international fax numbers.

To configure settings for faxing to international numbers, contact XMedius at xmedius.com.

Obtaining the Access Token

The fax setup in EFI Self-Serve AdminCentral requires an access token that you must obtain from XMedius.

To obtain the access token:

1. Log in to your XMedius account. For details, refer to Logging in to Your XMedius Account.

2. Click the Enterprise Display Name.

   Note: The Enterprise Display Name is the Display Name that you provided when you created your XMedius account. Refer to Setting Up the Required Administrator Accounts.

3. Select **Access Tokens**.

   The Access Tokens page opens. The access token for each enterprise displays beneath the Enterprise ID.

4. Make a note of the appropriate access token.

Setting Up the Fax Feature in EFI Self-Serve AdminCentral

Before you can enable faxing on your Xerox® Instant Print Kiosk, you must activate the fax feature in EFI Self-Serve AdminCentral.

Activating the Fax Feature

After obtaining the access token, you can activate the fax feature.

1. Log in to your EFI Self-Serve AdminCentral account.

   🖉 **Note:** For details, refer to Logging in to Your EFI Self-Serve AdminCentral Account.

2. Click the **Configuration** tab.

3. Click the **Global** subtab.

4. In left navigation pane, click **Device Settings**.

5. On the Device Settings page, click the **X500E** tab.

6. Click the **Fax** subtab.

7. For XMedius Login Name, type your XMedius user name.

8. For XMedius User ID, type the administrator email address for your XMedius account.

9. For Access Token, type the access token for your enterprise. For details, refer to Obtaining the Access Token.

10. For URL, create the URL as follows:

    a. Type the URL that you received in your email from XMedius.

    b. Add your Enterprise Account ID to the URL. In the following example, replace the EID portion with the unique identifier for your enterprise. You defined this identifier in the Home Page field when you created your XMedius account. Refer to Setting Up the Required Administrator Accounts.
    https://portal.xmedius.com/services/EID/fax/faxservice/url

Disabling or Enabling the Fax Feature

To enable faxing on the Xerox® Instant Print Kiosk:

1. Log in to your EFI Self-Serve AdminCentral account.

   🖉 **Note:** For details, refer to Logging in to Your EFI Self-Serve AdminCentral Account.

2. Click the **Configuration** tab.

3. Click the **Location** subtab.

4. If necessary, for Select Location, select the correct location.

5. Select **Device Profiles**.

6. In the list, locate the device name, then click **Actions**.

7. Click **Edit Profile**.

8. Select an option:
   - To disable the fax feature, clear the **Allow faxing** check box.
   - To enable the fax feature, select the **Allow faxing** check box.

9. Click **Save**.

Configuring Fax Settings

For details on configuring fax settings in EFI Self-Serve AdminCentral, refer to *X500 Configuration Guide*, available in the Support Center at selfserve.efi.com/Help.

Reports and Statements

Confirmation Reports

Upon completion of each fax job, a confirmation report prints automatically.

Usage Reports and Statements

You can view and print fax usage reports and billing statements:

- Usage Summary
- Usage Detail
- Call Detail Records
- Statements

Usage Summary

The Usage Summary provides details on number of pages faxed per day and per group.

To view or print a Usage Summary:

1. Log in to your XMedius account. For details, refer to Logging in to Your XMedius Account.
2. At the top of the window, click the enterprise account display name.
3. From the menu, select **Usage Summary**.
4. To print or download the Usage Summary:
   a. To print the Usage Summary, click the **Printer** icon, then follow the prompts.
   b. To download the Usage Summary, click the **Download** icon, select an option, then follow the prompts.

Usage Detail

The Usage Detail report provides details on the number of pages faxed per group. The Usage Detail report is view-only.

To view the Usage Detail report:

1. Log in to your XMedius account. For details, refer to Logging in to Your XMedius Account.
2. At the top of the window, click the enterprise account display name.
3. From the menu, select **Usage Detail**.
4. To filter the results, from the dropdown list, select an option:
   - To view usage details for a specific group, select the group name.
   - To view usage details for all groups, select **All Groups**.

Call Detail Records

The Call Detail Records report provides detailed fax job information, such as date, destination fax number, and number of pages sent. You can download this report.

To view or download a Call Detail Records report:

1. Log in to your XMedius account. For details, refer to Logging in to Your XMedius Account.

2. At the top of the window, click the enterprise account display name.

3. From the menu, select **Call Detail Records**.

4. To download a Call Detail Records report, for the date period for which you want a report, click a link option:
   - **CSV**: This option allows you to open or download a comma-delimited .csv file.
   - **Excel**: This option allows you to open or download a Microsoft® Excel® .xslx file.
   The Microsoft® Excel® file type contains more information than does the .csv file.

5. To view or save the file, follow the prompts.

Statements

On the Statements page, you can view and download monthly billing statements.

To view or download a statements report:

1. Log in to your XMedius account. For details, refer to Logging in to Your XMedius Account.

2. At the top of the window, click the enterprise account display name.

3. From the menu, select **Statements**.

4. Select options as needed:
   - To view a statement for a specific month, for the billing period, click **View**.
   - To view a statement in PDF format, for the billing period, click **PDF**.

     Note: To download or print the PDF, hover your mouse near the bottom of the page, then use the tools on the popup menu.

   - To download a statement in CSV or Microsoft® Excel® format, for the billing period, click **More Actions**, then select **Download CDR (CSV)** or **Download CDR (Excel)**.

Faxing

5

Administrator Tools

This chapter contains:

The kiosk is preconfigured upon installation. Administrators can access some configuration settings for the kiosk. Administrators can also access settings and functions for the kiosk user interface.

Kiosk settings and kiosk user interface settings are different from each other and require separate logins. For administrator login information, refer to Accessing Administration and Configuration Settings.

Administrator Kiosk User Interface Access and Capabilities

The following administrator access and capability information applies to the kiosk user interface.

Administrator credentials:

- User ID: admin
- Password: The default kiosk user interface administrator password is included in the Welcome letter that you received when the kiosk was installed.

The following administrator options are available from the Device menu:

- Device Management
- CWIS
- View Configuration
- User Accounts
- Software Updates
- Debug
- Continue Bootup

Kiosk Security

For kiosk security information, refer to the following documents at www.xerox.com/security:

- Information Assurance Disclosure
- White Papers on Xerox Security

Multifunction Kiosk Security Kit

The Multifunction Kiosk Security Kit is provided with your Xerox® Instant Print Kiosk. The kit contains the following items:

- Credit Card Reader Cable Puller: This tool removes the credit card reader plug from the underside of the credit card reader. The credit card reader should be removed only by Xerox service personnel.
- Rear Corner Cover Keys: Use these keys to unlock the rear cover and the SD card slot cover.
- Torx Security Bit: This tool removes the Torx security screws. The Torx security screws should be removed only by Xerox service personnel.
- Torx Security Screws: These screws are provided as spares.

Logging in to Your EFI Self-Serve AdminCentral Account

You can use your EFI Self-Serve AdminCentral account to view device status, generate reports, and configure the fax feature.

To log in to your EFI Self-Serve AdminCentral account:

1. In a Web browser, go to selfserve.efi.com.

2. Click **Login**.

3. Type your email address and password.

4. Click **Login**.

    The Device Monitor page opens in Self-Serve AdminCentral, showing a list of kiosk devices and status information for each device.

Monitoring Alerts and Status

In Device Management, you can view alert information, faults, and history.

To view alerts:

1. Log in to the kiosk user interface as an administrator, then access Device Management. For details, refer to Accessing Device Management.

2. Open the Tools menu.
   You do not need to be logged in to Device Management to use the Tools menu to monitor alerts and status.

3. From the Tools menu, touch **Machine Status**, then hide the Tools menu. For details, refer to Hiding the Tools Menu.

   The five tabs for the kiosk settings appear, with the Machine Information tab selected.

4. Touch the **Active Messages** tab.

5. To view active messages, from the dropdown list, select an option:
   - **Faults**: This option filters out alert messages and shows only error messages.
   - **Alerts**: This option filters out machine fault messages and shows only alert messages.
   - **Faults & Alerts**: This option shows all active alert and fault messages.

6. To view fault history, touch **Fault History**.

7. To return to the Active Messages screen, touch **Close**.

8. To return to the Tools menu, from the right edge of the touch screen, swipe from right to left.

9. Touch **Exit Device Management**.

10. Log out of the kiosk user interface as administrator. Refer to Logging Out of the Kiosk User Interface.

Resolving Alerts

When an alert message appears on the kiosk user interface, the logged-in kiosk administrator can view more information and suggested resolutions.

1. Log in to the kiosk user interface as an administrator, then access Device Management. For details, refer to Accessing Device Management.

   The alert screen appears and shows the problem and the solution.

2. Perform the suggested tasks.

   Upon completing the selected tasks, the alert screen closes.

3. To return to the Tools menu, from the right edge of the touch screen, swipe from right to left.

4. Touch **Exit Device Management**.

5. Log out of the kiosk user interface as administrator. Refer to Logging Out of the Kiosk User Interface.

Energy Saving Settings

Configuring Energy Saver Settings

Energy Saver is set to Scheduled by default. The kiosk is pre-configured to wake and sleep according to a schedule.

> 🖉 **Note:** You can set the schedule options, but leave the Energy Saver feature set to Scheduled.

1. Log in to the kiosk user interface as administrator. Log in to Device Management as administrator, then open the Tools menu. For details, refer to Accessing Configuration Settings as Administrator at the Kiosk Touch Screen.

2. From the Tools menu, touch **Machine Status**, then hide the Tools menu. For details, refer to Hiding the Tools Menu.

   The five tabs for the kiosk settings appear, with the Machine Information tab selected.

3. Touch the **Tools** tab.

4. Touch **Device Settings→General→Energy Saver**.

5. To set the schedule options, on the Energy Saver screen, touch **Scheduled**, then touch **Scheduled Settings**.

6. Touch a day of the week in the list.

7. Select wake and sleep options as needed:

   > 🖉 **Note:** Set the schedule for when the kiosk is not in use or is in low use.

   - To wake the kiosk at a specific time, touch **Time**.
   - To set the time that the kiosk wakes up on the specified day, touch **Warm Up Time**, then to select the time, touch the arrows. Touch **OK**.
   - To specify the time that the kiosk sleeps on the specified day, touch **Energy Saver Time**, then to select the time, touch the arrows.

8. Touch **OK**.

9. To exit, touch **OK**.

10. Log out as administrator. Refer to Logging Out of Administration Settings.

Viewing Usage and Billing Information

Billing Information

The Billing Information page displays current printed page count. You can view the number of impressions made in color, in black and white, and the total number of impressions made. The impression counts shown are used for billing.

🖉 **Note:** Not all options listed are supported on all kiosks. Some options apply only to a specific kiosk configuration.

1. Log in to the kiosk user interface as an administrator, then access Device Management. For details, refer to Accessing Device Management.

2. Open the Tools menu.
   You do not need to be logged in to Device Management to use the Tools menu to look at billing information.

3. From the Tools menu, touch **Machine Status**, then hide the Tools menu. For details, refer to Hiding the Tools Menu.

   The five tabs for the kiosk settings appear, with the Machine Information tab selected.

4. Touch the **Billing Information** tab.

   The page counters appear, filtered by impression type.

5. To return to the Tools menu, from the right edge of the touch screen, swipe from right to left.

6. Touch **Exit Device Management**.

7. Log out of the kiosk user interface as administrator. Refer to Logging Out of the Kiosk User Interface.

Usage Counters

The Usage Counters page displays the total number of pages printed or generated by the kiosk. You can view usage amounts for impressions made, sheets, images used, and images printed, copied, and faxed.

1. Log in to the kiosk user interface as an administrator, then access Device Management. For details, refer to Accessing Device Management.

2. Open the Tools menu.
   You do not need to be logged in to Device Management to use the Tools menu to look at usage counters.

3. From the Tools menu, touch **Machine Status**, then hide the Tools menu. For details, refer to Hiding the Tools Menu.

   The five tabs for the kiosk settings appear, with the Machine Information tab selected.

4. Touch the **Billing Information** tab.

5. Touch **Usage Counters**.

6. To filter the counter types, from the dropdown list, select an option.

7. To return to the Billing Information screen, touch **Close**.

8. To return to the Tools menu, from the right edge of the touch screen, swipe from right to left.

9. Touch **Exit Device Management**.

10. Log out of the kiosk user interface as administrator. Refer to Logging Out of the Kiosk User Interface.

Support Logs

Log files are text files of recent kiosk activity that are created and stored in the kiosk. Log files are used to monitor network activity or troubleshoot network problems. A Xerox Technical Customer Support representative can interpret the encrypted format log files.

🖉 **Note:** Use the Support Logs feature only if directed by Xerox Support.

Saving the Kiosk Logs

You can save the kiosk user interface logs to the kiosk or to an SD card for submission to Xerox. You can also download network logs to a USB drive.

🗩 **Important:** After saving the logs, you must send the logs to Xerox Technical Customer Support. For details, refer to Sending the Kiosk Logs to Xerox.

Saving the Kiosk User Interface Logs to Xerox

If Xerox instructs you to save the kiosk user interface logs, first try to save them using the Save to Xerox method. After saving the logs, you can send all kiosk logs to Xerox Technical Customer Support using Xerox® CentreWare® Internet Services.

If you are unable to use the Save to Xerox method, then save the logs to an SD card. For details, refer to Saving the Kiosk User Interface Logs to an SD Card.

To save the kiosk user interface logs to Xerox:

1. Log in to the kiosk user interface as administrator. For details, refer to Logging in to the Kiosk User Interface.
2. From the Device menu, select **Debug**.
3. Select **Tablet Logs**.
4. To save the logs, select **Save to Xerox**.
5. Touch **OK**.

To send the logs to Xerox Technical Customer Support, refer to Sending the Kiosk Logs to Xerox.

Saving the Kiosk User Interface Logs to an SD Card

If Xerox instructs you to save the kiosk user interface logs, first try to save them using the Save to Xerox method. For details, refer to Saving the Kiosk User Interface Logs to Xerox. If you are unable to use the Save to Xerox method, then save the logs to an SD card. After you have saved the logs, your Xerox support contact provides you with instructions on how to send the logs to Xerox Technical Customer Support.

Before you begin:

- Ensure that you have the Rear Corner Cover Keys from the Multifunction Kiosk Security Kit. You need these keys to open the SD card cover.

- If you are unfamiliar with the physical layout of the kiosk, refer to the *Xerox® Instant Print Kiosk User Guide*. This guide describes the location of the plunger power switch, and the SD card cover is next to that switch. You can get a copy of the *User Guide* from www.xerox.support.com.

ⓘ   **Important:** Xerox recommends that you use an empty SD card for saving log data.

To save the kiosk user interface logs to an SD card:

1. With the Rear Cover Corner Keys, unlock the cover to the SD card slot. Insert the SD card into the SD card slot.

    ✎   **Note:** The SD card slot cover is located beneath the kiosk touch screen panel next to the plunger power switch for the kiosk user interface.

2. To restart the kiosk user interface to allow writing to the SD card, hold down the plunger power switch. On the kiosk touch screen, touch **Restart**.

3. Log in to the kiosk user interface as administrator. For details, refer to Logging in to the Kiosk User Interface.

4. Select **Debug**.

5. Select **Tablet Logs**.

6. To save the logs, select **Save to SD Card**.

7. Touch **OK**.

8. Log out of the kiosk user interface as administrator. Refer to Logging Out of the Kiosk User Interface.

9. To send the logs to Xerox Technical Customer Support, work with your Xerox support contact.

Downloading a Network Log to a USB Flash Drive

You can save the network logs to a USB Flash Drive. After you have saved the logs, your Xerox support contact provides you with instructions on how to send the logs to Xerox.

1. Log in to the kiosk user interface as administrator. Log in to Device Management as administrator, then open the Tools menu. For details, refer to Accessing Configuration Settings as Administrator at the Kiosk Touch Screen.

2. From the Tools menu, touch **Machine Status**, then hide the Tools menu. For details, refer to Hiding the Tools Menu.

    The five tabs for the kiosk settings appear, with the Machine Information tab selected.

3. Touch the **Tools** tab.

4. Touch **Network Settings→Support Logs**.

5. Insert a USB Flash drive into an available USB port. You can use the front USB port or to access a rear USB port, remove the rear panel of the kiosk.

6. On the kiosk touch screen, touch **Download Log Files**.

> ⚠ **Caution:** Do not remove the USB flash drive until the download completes. If you remove the USB flash drive while the download is in progress, the USB flash drive can become damaged.

When the download completes, a confirmation message appears.

7. Remove the USB flash drive.

8. On the kiosk touch screen, touch **Close**.

9. Log out as administrator. Refer to Logging Out of Administration Settings.

10. To send the logs to Xerox, work with your Xerox support contact.

Sending the Kiosk Logs to Xerox

If you saved the kiosk user interface logs using the Save to Xerox method, you can send all of the kiosk logs to Xerox Technical Customer Support using Xerox® CentreWare® Internet Services. If you saved the kiosk user interface logs to an SD card, or if you saved the network logs to a USB flash drive, then your Xerox support contact can give you directions on how to send the logs to Xerox Technical Customer Support.

1. Access Xerox® CentreWare® Internet Services and log in as an administrator. For details, refer to Accessing Configuration Settings as Administrator in Xerox® CentreWare® Internet Services.

2. Select the **Support** tab.

3. On the General tab, in the Xerox Support area, touch **Send Diagnostic Information to Xerox**.

> ✏ **Note:** Do not exit the screen until the Communication Successful message appears. When the message appears, touch **Close**.

The logs are submitted to Xerox Technical Customer Support.

4. Log out from Xerox® CentreWare® Internet Services and exit the application. For details, refer to Logging Out of Xerox® CentreWare® Internet Services.

5. Log out of the kiosk user interface as administrator. Refer to Logging Out of the Kiosk User Interface.

Generating the Card Reader Report

To access the Card Reader Report on the EFI Self-Serve AdminCentral host:

1. Log in to EFI Self-Serve AdminCentral. For details, refer to Logging in to Your EFI Self-Serve AdminCentral Account.

2. Select the **Reports** tab.

3. From the Report Type menu, select **Card Reader Report**.

4. From the Location menu, select a location.

5. Select **Generate**.

Restarting the Kiosk in Xerox® CentreWare® Internet Services

When necessary, you can restart the kiosk using Xerox® CentreWare® Internet Services. During this procedure, the kiosk is unavailable for several minutes. While the kiosk is restarting, restart the kiosk user interface with the plunger switch below the User Interface. For information on the location of the plunger, and the restart procedure, refer to the *Xerox® Instant Print Kiosk User Guide*. This guide documents all the power and restart procedures performed at the kiosk.

To restart the kiosk:

1. Log in to the kiosk user interface as an administrator. For details, refer to Logging in to the Kiosk User Interface.

2. From the Device menu, touch **CWIS**.

   The Xerox® CentreWare® Internet Services Web user interface appears.

3. Log in to Xerox® CentreWare® Internet Services as an administrator. For details, refer to Accessing Configuration Settings as Administrator in Xerox® CentreWare® Internet Services.

4. Touch **Status→Description & Alerts**.

5. At the bottom of the page, touch **Reboot Machine**, then touch **OK**.

6. To restart the kiosk user interface:

   a. Press in and hold the plunger switch for 2 seconds.

   b. On the touch screen, touch **Restart**.

   The kiosk is unavailable for several minutes. At the end of the process, the kiosk prints a Configuration Report, and the kiosk user interface is available.

Preparing to Upgrade the Software

Before You Begin

Before upgrading any software, print the Configuration Report for the kiosk. For details, refer to Printing the Configuration Report.

Checking the Kiosk User Interface Software Version

To check the software version for the kiosk user interface:

1. While logged out of the kiosk, on the kiosk touch screen, swipe from left to right.

   The Access menu appears.

2. At the bottom of the Access menu, view the software version information.

3. To view software version information for all apps, touch the software version.

   The Software Versions screen appears.

   🖉 **Note:** To scroll through the list, on the kiosk touch screen, swipe upward.

4. To close the Software Versions screen and return to the main screen, touch **X**.

Updating the Kiosk Software

Your kiosk, and your Kiosk User Interface, are configured to update when Xerox releases a new version of software or firmware.

Before You Begin

To update the software, the following services must be enabled:

- Remote Services
- Remote Software Download
- Software upgrades

    ✏️ **Note:**

    - By default, software upgrades are allowed. If necessary, you can verify that software upgrades have not been disabled. Refer to Enabling Software Upgrades.

    - For details on Remote Services or Remote Software Download, refer to SMart eSolutions.

Enabling Software Upgrades

1. Log in to the kiosk user interface as administrator. Log in to Device Management as administrator, then open the Tools menu. For details, refer to Accessing Configuration Settings as Administrator at the Kiosk Touch Screen.

2. From the Tools menu, touch **Machine Status**, then hide the Tools menu. For details, refer to Hiding the Tools Menu.

    The five tabs for the kiosk settings appear, with the Machine Information tab selected.

3. Touch the **Tools** tab.

4. Touch **Device Settings**.

5. Touch **Device Software Upgrade**.

6. To allow software upgrades, touch **Enable**. To restrict software upgrades, touch **Disable**.

    ✏️ **Note:** If Enabled is selected already, software upgrades are allowed already.

7. To save the setting, touch **OK**.

8. Log out as administrator. Refer to Logging Out of Administration Settings.

SMart eSolutions

SMart eSolutions enrollment is required for kiosk upgrades. SMart eSolutions is a suite of features that simplifies kiosk ownership and administration. It provides free services to enable administration of metered billing and supplies replenishment plans for kiosks on a network.

Before you can use SMart eSolutions, the kiosk must be registered for SMart eSolutions. This registration is done automatically.

Before You Begin

- If your network uses an HTTP proxy server, provide information about your proxy server on the HTTP Proxy Server page. For details, refer to Configuring the Proxy Server in Xerox® CentreWare® Internet Services.

- Ensure that the kiosk recognizes your DNS server. For details, refer to Configuring DNS in Xerox® CentreWare® Internet Services.

Configuring SMart eSolutions

By default, the kiosk is enrolled in SMart eSolutions and Remote Software Download is enabled. If you have changed either of these settings, you must set them again.

1. Access Xerox® CentreWare® Internet Services and log in as an administrator. For details, refer to Accessing Configuration Settings as Administrator in Xerox® CentreWare® Internet Services.

2. Select the **Properties** tab.

3. Touch **General Setup**.

4. Touch **SMart eSolutions Setup**.

5. For Enrollment, select **Enrolled**.

6. For Remote Software Download, select **Enabled**.

7. For Daily Transmission Time, type the time of day that you want the kiosk to perform its daily communication with Xerox.

8. Touch **Apply**.

9. If your network uses an HTTP proxy server, provide information about your proxy server on the HTTP Proxy Server page. For HTTP Proxy Server, touch **Configure**.

   a. On the Proxy Server page, for HTTP Proxy Server, select **Enabled**.

   b. Select the Proxy Server address type. Options are **IPv4 Address** or **Host Name**.

   c. Type the appropriately formatted address or host name of your server and change the default port number as needed.

   d. Click **Save**.

10. To verify communication with the Xerox®server, on the SMart eSolutions Setup page, touch **Test Communication Now**. For Communication Setup, a status message appears indicating if your kiosk is able to communicate with Xerox.

11. Log out from Xerox® CentreWare® Internet Services and exit the application. For details, refer to Logging Out of Xerox® CentreWare® Internet Services.

12. Log out of the kiosk user interface as administrator. Refer to Logging Out of the Kiosk User Interface.

Identifying Non-Default Media

When you load non-default media into any of the paper trays, it is necessary to identify the size, type and color of the loaded media. To identify the non-default media:

1. Log in to the kiosk user interface as administrator. Log in to Device Management as administrator, then open the Tools menu. For details, refer to Accessing Configuration Settings as Administrator at the Kiosk Touch Screen.

2. From the Tools menu, touch **Machine Status**, then hide the Tools menu. For details, refer to Hiding the Tools Menu.
   The 5 tabs for the kiosk settings appear, with the Machine Information tab selected.

3. Touch the **Tools** tab.

4. Touch the **Device Settings** subtab.

5. Touch **Paper Management→Tray Settings**.

6. For the tray you wish to edit, touch the Edit icon. The Edit icon is a pencil symbol.

7. Change the paper size, type, and color as needed, then touch **OK**.

8. Touch **OK**.

9. Log out as administrator. Refer to Logging Out of Administration Settings.

6

Troubleshooting

This chapter contains:

Troubleshooting Touch Screen Problems

If the kiosk touch screen is unresponsive and dark, the display could be hidden. For details, refer to Showing the Kiosk Touch Screen Display.

If the kiosk touch screen is not functioning correctly or is unresponsive, contact Xerox Customer Service.

If the technician says that the touch screen needs replacement, before a new touch screen device can be installed and registered, you must deregister the existing device. For details, refer to Deregistering the Kiosk Using the Kiosk Touch Screen.

Showing the Kiosk Touch Screen Display

If the kiosk touch screen is dark, but the kiosk is powered on, the kiosk touch screen display could be hidden. For information on the location of the kiosk switches, refer to the *Xerox® Instant Print Kiosk User Guide*.

To show the kiosk touch screen display:

1. To locate the plunger switch, from the front of the kiosk, reach under the left front of the kiosk touch screen panel.

2. Press in the plunger switch briefly, then release the plunger switch.

Locating the Device Name

Before deregistering the kiosk, it is important to have a separate record of the device name. The device name is required for kiosk registration. When the kiosk has been deregistered for any reason, you must register the kiosk again before it can be used.

> **Note:** Xerox strongly recommends that the administrator maintains a list or spreadsheet of all device names and their respective kiosk serial numbers. The device name is used specifically for kiosk deregistration and registration. The kiosk serial number is used specifically for service calls.

To locate the device name:

1. From the left edge of the kiosk touch screen, swipe from left to right.

2. Touch **Payment Login**.

3. For UserID, type the email address for your EFI Self-Serve AdminCentral merchant account. For Password, type the password for your EFI Self-Serve AdminCentral merchant account.

4. From the menu, select **Device Information**.

5. Make a note of the Device Name. To exit, touch **X**.

6. Touch the arrow in the top left corner of the Payment screen.

Locating the Kiosk Serial Number

The kiosk serial number label is located behind the door on the left side of the kiosk.

Deregistering the Kiosk Using the Kiosk Touch Screen

ⓘ **Important:** Before deregistering the kiosk, make a note of the Device Name. For details, refer to Locating the Device Name.

To deregister the kiosk:

1. From the left edge of the kiosk touch screen, swipe from left to right.

2. Touch **Payment Login**.

3. For UserID, type the email address for your EFI Self-Serve AdminCentral merchant account. For Password, type the password for your EFI Self-Serve AdminCentral merchant account.

4. From the menu, select **Deregister**.

    A confirmation message appears.

To re-register the kiosk, refer to Registering the Kiosk.

Deregistering the Kiosk in EFI Self-Serve AdminCentral

ⓘ **Important:** Before deregistering the kiosk, make a note of the Device Name. For details, refer to Locating the Device Name.

✎ **Note:** Use this method only if you are not able to deregister the kiosk at the kiosk touch screen. For details, refer to Deregistering the Kiosk Using the Kiosk Touch Screen.

To deregister the kiosk in EFI Self-Serve AdminCentral:

1. Log in to your EFI Self-Serve AdminCentral merchant account. For details, refer to Logging in to Your EFI Self-Serve AdminCentral Account.

2. Select the **Dashboard** tab.

3. In the list, locate the device name for the kiosk to be deregistered, then click **Actions**.

4. Select **Deregister**.

5. To proceed, click **Yes**.

To re-register the kiosk, refer to Registering the Kiosk.

Setting the Date and Time in Xerox® CentreWare® Internet Services

The kiosk arrives pre-configured to acquire the correct date and time from an NTP server. If you encounter a time error, you can set the date and time manually. After the manual correction, reconnect the kiosk to an NTP server.

To set the date and time:

1. Access Xerox® CentreWare® Internet Services and log in as an administrator. For details, refer to Accessing Configuration Settings as Administrator in Xerox® CentreWare® Internet Services.
2. Select the **Properties** tab.
3. Touch **General Setup→Date and Time**.
4. For Date and Time Setup, select **Manual**.
5. Select the date and time format, and type the date and time in the appropriate fields. To show the time in 24-hour format, select **Display 24 hour clock**.
6. In the Time Zone area, from the menu, select your time zone.
7. Touch **Apply**.

   The kiosk restarts automatically. After the Configuration Report prints, Xerox® CentreWare® Internet Services appears.
8. Exit the Xerox® CentreWare® Internet Services window. To exit the application, on the upper left corner of the touch screen, touch the **<** icon.
   Follow the next steps to reconnect the kiosk to an NTP server.
9. Log in to Xerox® CentreWare® Internet Services as administrator again, then touch **Properties→General Setup→Date and Time**.
10. For Date and Time Setup, select **Automatic using NTP**.
11. Select the address type for the NTP server. Options are **IPv4 Address** or **Host Name**. Type the appropriately formatted address, alternate address, and port numbers.
    NTP server IP address examples:

    • 129.6.15.28:123

    • 129.6.15.29:123
12. Touch **Apply**.
13. At the prompt, touch **OK**.
14. Log out from Xerox® CentreWare® Internet Services and exit the application. For details, refer to Logging Out of Xerox® CentreWare® Internet Services.
15. Log out of the kiosk user interface as administrator. Refer to Logging Out of the Kiosk User Interface.

Troubleshooting Display, Payment and Account Issues

If the kiosk user interface shows an error message, clear the error condition. The kiosk is connected to remote payment and management applications. Report any issues with your accounts or applications to Xerox Technical Customer Support.

Troubleshooting Error Messages Displayed on the Kiosk User Interface

If the kiosk user interface shows an error message, clear the reported issue, then restart the kiosk user interface. The error messages are:

* The Device Requires Attention. Please ask for assistance.

* The Device Requires Attention. We are Unable to Complete Your Job at This Time. Please ask for assistance to complete your job or select 'Check Out'.

To restart the kiosk user interface, use the user interface plunger switch. For information, refer to the *Xerox® Instant Print Kiosk User Guide*.

1. Log in to the kiosk user interface, then access Device Management. For information, refer to Accessing Device Management.

2. If necessary, hide the Tools menu. For information, refer to Hiding the Tools Menu.

3. Resolve the issue shown in the Device Management window.

4. Restart the kiosk using the user interface plunger switch. For more information, refer to the *User Guide*.

Reporting Payment Issues

If the kiosk has any payment issues, report them to Xerox Technical Customer Support. Payment issues include:

* Refunds

* Transactions not processing

* Issues with your EFI AdminCentral Store ID, Merchant ID, and Terminal ID

* Issues with the customer payment applications Freedom Pay, cbord, and Blackboard

* Issues with XMedius Fax

1. Make a note of the issue, and include any error messages that appear in the application.

2. Ensure that you have your contact details:

    * Customer name and contact information

    * Kiosk device serial number

3. Call Xerox Technical Customer Support to report the issue.

Reporting Account and Registration Issues

To use the kiosk, it is necessary to set up accounts and register the kiosk, as outlined in your Welcome letter. If you have any issues during setup and registration, report them to Xerox Technical Customer Support.

1. Make a note of the setup or registration issue, and include any error messages that appear in the application.

2. Ensure that you have your contact details:

   - Customer name and contact information

   - Kiosk device serial number.

   🖉 **Note:** For information on locating the serial number, refer to Locating the Serial Number.

3. Call Xerox Technical Customer Support to report the issue.

Locating the Serial Number

When contacting Xerox® for assistance, ensure that you have the kiosk serial number. The serial number is behind door A, on a metal plate toward the rear of the kiosk. The serial number starts with the letters DZK.

1. To open door A, perform the following:
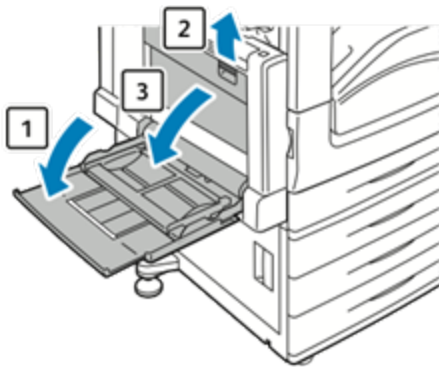
   a. Open tray 5 as shown (**1**).

   b. While lifting the release lever (**2**), open door A (**3**).

2. On a metal plate toward the rear of the kiosk, locate the kiosk serial number.

3. Before contacting Xerox® for assistance, record the serial number.

4. Close door A and tray 5.