

Introduction

Purpose

This manual provides instructions for installing the Passport® PX60 Express Ordering Kiosk.

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Required Tools

The following tools are required to install the Passport PX60 Express Ordering Kiosk:

- Flat-blade Screwdriver
- Phillips® Screwdriver
- USB QWERTY Keyboard
- USB Mouse
- USB Thumb Drive - provided by Gilbarco® Veeder-Root®

Parts List

The following table lists the spare parts required to install the Passport PX60 Express Ordering Kiosk:

| Item | Description | Part Number | Quantity |
|------|---|-------------|----------|
| 1 | Double Data Rate (DDR) 3 Dynamic Random Access Memory (DRAM), 4 GB, 1066/1333 MHz | M09219B002 | 1 |
| 2 | PX60 Motherboard with Q67 Chipset | M09219B003 | 1 |
| 3 | Cable Assembly, Serial RJ-45 to DB9 15" | M09747B010 | 3 |
| 4 | Hard Drive, 2.5", Serial Advance Technology Attachment (SATA), V32.8.06 REBUILT | KS702A0022D | 1 |

Technical Support

If you need to contact Gilbarco Technical Assistance Center (TAC), call 1-800-743-7501. To contact Gilbarco Support Center, call 1-877-503-4971.

If you need assistance installing or configuring the kiosk software, contact Xpedient® for technical assistance at 1-888-501-8836, or e-mail support@xpedientsoftware.com.

If you need assistance configuring and troubleshooting the Kitchen Monitor system, contact MicroPlus Inc. at 1-919-816-9222.

Related Documents

| Document Number | Title | GOLD SM Library |
|-----------------|---|----------------------------|
| MDE-3620 | Point of Sale (POS) Systems Site Preparation Manual | Site Prep |
| MDE-4866 | Passport Firewall Router Start-up and Service Manual | Passport |
| MDE-4954 | Passport Start-up and Service Manual for the Cisco® Firewall Router (Q13708-08) | Passport |
| MDE-4956 | Honeywell® Xenon™ 1900 Scanner Setup/Service Instructions | POS Peripheral |
| MDE-5083 | Passport Hardware Start-up and Service Manual for PX60 Platform | Passport |
| MDE-5187 | Express Ordering Kiosk Quick Reference Poster | Passport |
| PT-1877 | Retail Automation Products Illustrated Parts Manual | Parts Manual |

Abbreviations and Acronyms

| Term | Description |
|------|---|
| AIO | All-in-One |
| BIOS | Basic Input/Output System |
| CAT5 | Category 5 |
| COM | Communications |
| DDR | Double Data Rate |
| DHCP | Dynamic Host Configuration Protocol |
| DIP | Dual Inline Package |
| DMZ | Demilitarized Zone |
| DRAM | Dynamic Random Access Memory |
| EPAD | Electrically Programmable Analog Device |
| GOLD | Gilbarco Online Documentation |
| HDD | Hard Disk Drive |
| LAN | Local Area Network |
| LED | Light Emitting Diode |
| MWS | Manager Workstation |
| NIC | Network Interface Card |
| OPOS | OLE for Retail POS |
| PLU | Price Look Up |
| POS | Point of Sale |
| QR | Quick Response |
| SATA | Serial Advance Technology Attachment |

| Term | Description |
|--------|---|
| TAC | Technical Assistance Center |
| TCP/IP | Transmission Control Protocol/Internet Protocol |
| TEA | Training Effectiveness Analysis |
| UPS | Uninterruptible Power Supply |
| USB | Universal Serial Bus |
| VESA | Video Electronics Standards Association |
| VGA | Video Graphics Adapter |

Obsolete

Pre/Post Installation Checklist for Express Ordering Kiosk

IMPORTANT INFORMATION



Ensure that the pre-installation checklist is completed before installation begins, preferably days before installation.

PRE-INSTALLATION CHECKLIST

| Check if OK | Procedure | Description |
|--------------------------|---|---|
| <input type="checkbox"/> | Verify the two LAN Drops/Ethernet® runs are completed to the main kiosk location and one to each of the others. | Main kiosk will have a dedicated Ethernet cable back to the site router (Internet access LAN1) and to the Passport Router via the Demilitarized Zone (DMZ) port (LAN2). All other kiosks will have one connection to the site router (LAN1). Kitchen Monitor will require a LAN drop as well. |
| <input type="checkbox"/> | Obtain TCP/IP properties from site IT personnel for proper configuration to allow access to the Internet to LAN1. | IP Address _____ Subnet Mask _____ Default Gateway _____ Preferred DNS Server _____ Alternate DNS Server _____ |
| <input type="checkbox"/> | Verify the site router has been configured to allow remote connection from Xpedient. | Site IT personnel is responsible for setting up the site router. |
| <input type="checkbox"/> | Verify the kiosk circuit (isolated/dedicated ground) location is correct. Ensure space is available for Uninterruptible Power Supply (UPS) near the mounting location (electrical outlets). | Kiosk and kitchen hardware will be on a dedicated isolated grounding circuit (not to be shared with any other equipment). Refer to <i>MDE-3620 Point of Sale (POS) Systems Site Preparation Manual</i> . |
| <input type="checkbox"/> | Verify the site has broadband Internet access. | Broadband is required for remote support. |
| <input type="checkbox"/> | Ensure space is available for the keyboard and mouse. | Keyboard and mouse are not required to stay connected to the kiosk. If they cannot be secured out of reach of site customers, remove them and have the site personnel keep available for future use. |
| <input type="checkbox"/> | Ensure Passport is on minimum version. | Passport minimum required versions: 8.02V, 8.03L, 8.05K, 8.06G, 9.0D, V10.00 V10.00L patch and later for third-party data interface functionality. |
| <input type="checkbox"/> | Ensure the Honeywell Xenon 1900 Scanner (Q12651-26) has been installed. | The Honeywell Xenon 1900 scanner is the only 2D scanner that has been tested and approved by Gilbarco. Refer to <i>MDE-4956 Honeywell Xenon 1900 Scanner Setup/Service Instructions</i> . |
| <input type="checkbox"/> | Verify if Kitchen Monitor was ordered. If yes, ensure proper cables are provided. | Site IT personnel to provide IP address for Kitchen Monitor setup. Refer to <i>MDE-5187 Express Ordering Kiosk Quick Reference Installation Poster</i> . |
| <input type="checkbox"/> | Ensure the site has back office computer or other means to provide a Price Book (Xpedient architect). | This information should have been determined during the site survey. |
| <input type="checkbox"/> | Confirm the software suite from Xpedient is available to install via USB drive provided by Gilbarco Veeder-Root or remote download from Xpedient. | If Passport is on V10L (minimum), then back office is not required for Pricebook. This is required only if kiosk was not previously set up at Xpedient or customer lab. Kiosk should be imaged with a PC60 Passport Client image from the factory. |
| <input type="checkbox"/> | Ensure that you have the latest version of Adobe® Flash® Installer from the USB drive provided by Gilbarco Veeder-Root. | This program is required to load Xpedient software but may have to be downloaded to the kiosk at the time of installation. Ensure all windows are closed prior to installing. |
| <input type="checkbox"/> | Obtain all equipment serial numbers and e-mail them to Xpedient (support@xpedientsoftware.com) to obtain an activation license. | This is required to be performed prior to installation of the system to ensure that the license is available during the day of installation. |

INSTALLATION CHECKLIST

| Check if OK | Procedure | Description |
|--------------------------|--|--|
| <input type="checkbox"/> | Expand the DMZ IP Range in the Passport Router 10.5.60.30-40 . | For proper programming, refer to <i>MDE-4954 Passport Start-up and Service Manual for the Cisco Firewall Router (Q13708-08)</i> and <i>MDE-4866 Passport Firewall Router Start-up and Service Manual</i> . |
| <input type="checkbox"/> | Enable second Network Interface Card (NIC) card. (This only applies to main kiosk.) | Kiosk has two NIC cards, one card needs to be manually enabled in Basic Input/Output System (BIOS). One Ethernet connection is used for Internet access and the other one is used for the Passport DMZ. |
| <input type="checkbox"/> | Connect LAN cables to LAN1 and LAN2. | The LAN1 connection is required for Internet access and to allow Xpedient to update software and provide remote support. LAN2 connects to the Passport Router DMZ Port (main kiosk only). |
| <input type="checkbox"/> | Login as Passport technician and elevate the Passport user to admin. | If this process is not completed, you will not be able to install the software properly. |
| <input type="checkbox"/> | Ensure receipt number range is set up properly for each kiosk (if necessary). Xpedient will try and make this process automated. | Kiosk 1 is typically set to 1-200. Kiosk 2 is typically set to 201-400, etc. All kiosks are defaulted to 1-200. |
| <input type="checkbox"/> | Ensure all kiosk printers are named LOCAL (all capitalized letters). | The Xpedient software is hard-coded to look for printer named LOCAL when sending receipt information. |
| <input type="checkbox"/> | Ensure printer Dual Inline Package (DIP) switch settings are completed. | TM-T88V settings (9600, 8, none, 1, DTR/DSR). All switches are off except DSW1 #7=on. To check settings, hold Feed button while powering on, receipt will print with DIP switch settings. |

POST INSTALLATION CHECKLIST

| Check if OK | Procedure | Description |
|--------------------------|---|--|
| <input type="checkbox"/> | Create order from each kiosk and verify scan code. | This should be performed on each Passport console to ensure proper functionality. |
| <input type="checkbox"/> | Verify kiosk configuration with the store manager. | Follow Xpedient's directions (call Xpedient for any questions at 1-888-501-8836). |
| <input type="checkbox"/> | Scan Quick Response (QR) Code and test Passport functionality. | Ensure Passport is processing QR codes properly and check that items on the Passport receipt match items on the kiosk receipt. |
| <input type="checkbox"/> | Complete the Training Effectiveness Analysis (TEA) interview. | A Gilbarco associate will ask a series of questions on the installation, training, and documentation provided. Provide an honest feedback. |
| <input type="checkbox"/> | Show the site personnel how to enter receipt information manually if the scanner or QR codes are not working. | Customer will need to manually enter items in Passport (process may be customer specific). |
| <input type="checkbox"/> | Verify the virtual keyboard is functional. | - |
| <input type="checkbox"/> | Verify remote connectivity with Gilbarco and Xpedient. | Call Gilbarco TAC at 1-800-743-7501 or Gilbarco Help Desk at 1-877-503-4971, and Xpedient at 1-888-501-8836 to confirm remote access is functioning. |
| <input type="checkbox"/> | Ping test all kiosks with each other and with back office/corporate computer. | - |

Installing Express Ordering Kiosk

To install the Express Ordering Kiosk, proceed as follows:

- 1 Ensure that the pre-installation checklist has been completed.
Note: This must be done to complete many of the following steps.
- 2 Unpack the system components.
- 3 Set the DIP switch settings on all printers (default setting may not work).

The following table shows the DIP switch settings for Epson® printers:

| DIP Switch Description | Settings |
|------------------------------------|------------------------------|
| TM T881V DSW 1 and 2 | All Off |
| OLE for Retail POS (OPOS) Settings | 19200, 8N1 with Flow Control |
| TM T88V DSW 1 | All Off Except #7 |
| DSW 2 | All Off |
| OPOS Settings | 9600, 8N1 DTR/DSR |

Note: Epson printers for Passport are shipped with different DIP switch settings than described in the table. Ensure that you configure the DIP switches to match the settings in the table.

Connecting the Kiosk

To connect the kiosk, proceed as follows:

- 1 Connect the 9-pin barrel connector of the AC power cable from the power brick located under the kiosk pedestal.
- 2 Connect the printer power cables.
- 3 Connect the two LAN cables via dual NIC card.
 - a Connect LAN 1 cable labeled “Router” to access the store/corporate network for Internet access and Xpedient remote support.
 - b Connect LAN 2 cable labeled “N/A” configured for DMZ on Passport Router on the main kiosk only.

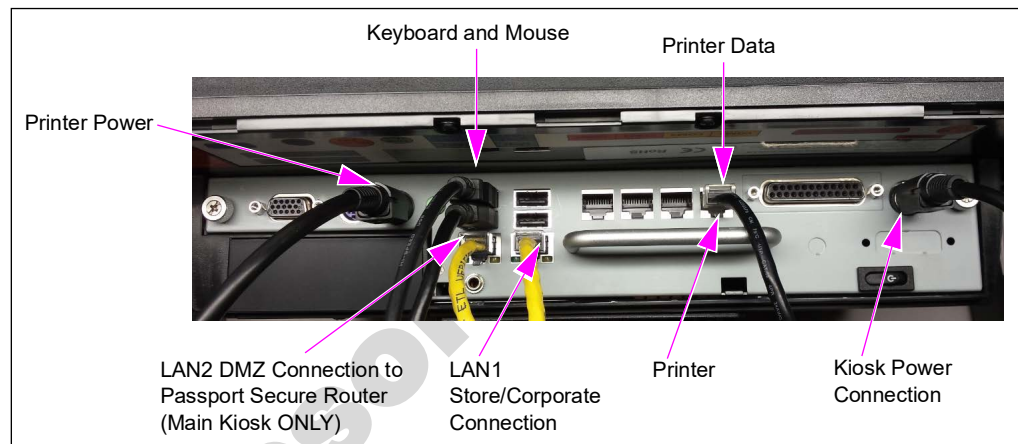
4 Connect the printer communication cable.

To connect the printer communication cable from the kiosk to the printer without the dongle:

- Red: M11247B050 connected to printer.
- Connect the CAT5 cable to COM port 5 on the kiosk.

After the setup is complete, USB keyboard and mouse (temporarily installed) can be removed and retained for reuse.

Figure 1: Connections



5 Apply power to the unit and enter BIOS setup. (Turn on secondary NIC for KIOSK001.)

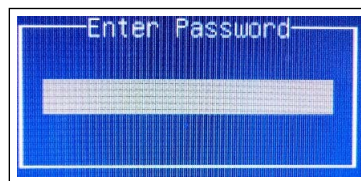
a When the logo shown in [Figure 2](#) is displayed, press **Delete** on keyboard to enter BIOS.

Figure 2: Logo Display



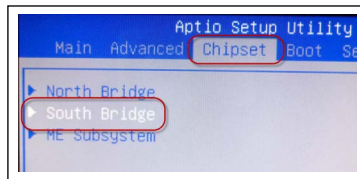
b Once prompted, enter the BIOS password **PASSASC**.

Figure 3: Entering BIOS Password



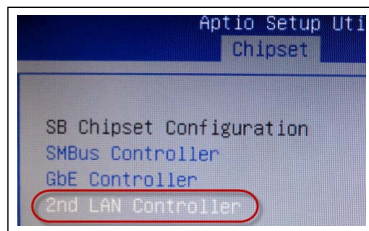
c Select **Chipset > South Bridge**.

Figure 4: Navigating to South Bridge



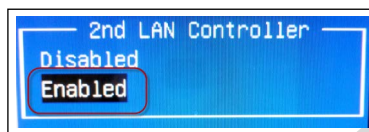
d Select **2nd LAN Controller**.

Figure 5: Navigating to 2nd LAN Controller



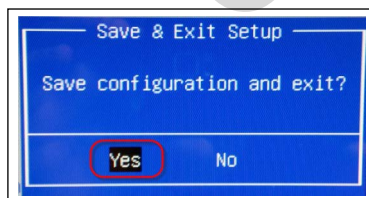
e Select **Enabled**, then press **Enter**.

Figure 6: Enabling 2nd LAN Controller



f Press **F4** on the keyboard. The dialog box shown in [Figure 7](#) opens.

Figure 7: Saving Configuration



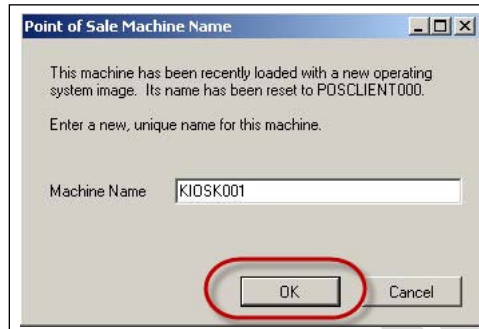
g Select **Yes** and press **Enter**.

- 6 Once the unit loads and the dialog box shown in [Figure 8](#) opens, rename the computer from the Standard Client Image convention.

- a Name kiosks based on the standard naming convention (KIOSK001, KIOSK002, KIOSK003), and then click **OK**.

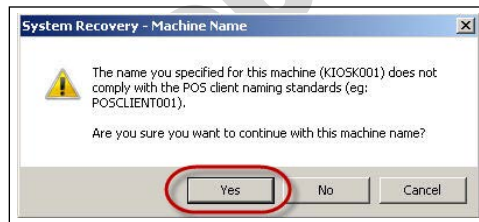
Note: You cannot name the kiosks the same system name or you will have issues with Kitchen Monitor printing.

Figure 8: Naming Kiosks



- b When the dialog box shown in [Figure 9](#) opens, select **Yes**. The unit will reboot.

Figure 9: Confirming Kiosk Name

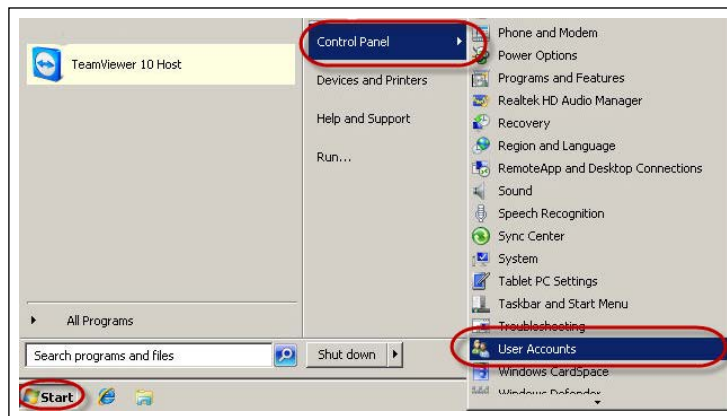


*Note: Prior to selecting **Yes**, record the requirement in step 7a.*

- 7 Once the system has booted, log in as Passport technician and elevate the Passport user to Admin.
 - a When the Windows® logo displays, hold the left **Shift** key until the login screen opens.
 - b On the Login screen, enter the following credentials:
 - Username: passporttech
 - Password: 911Tech

c Select **Start > Control Panel > User Accounts**.

Figure 10: Selecting User Accounts



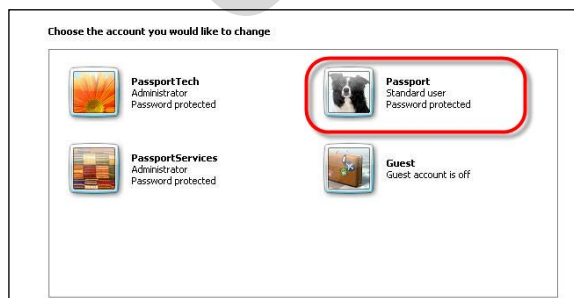
d Select **Manage another account**.

Figure 11: Selecting Manage Another Account



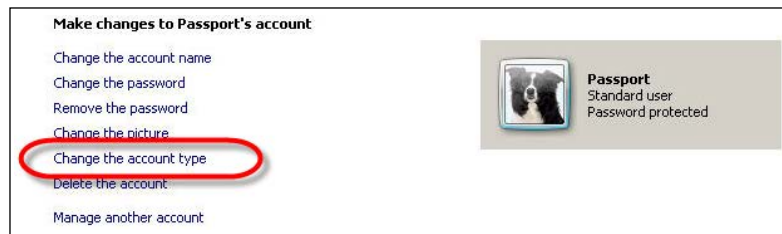
e Select **Passport**.

Figure 12: Selecting Passport Account



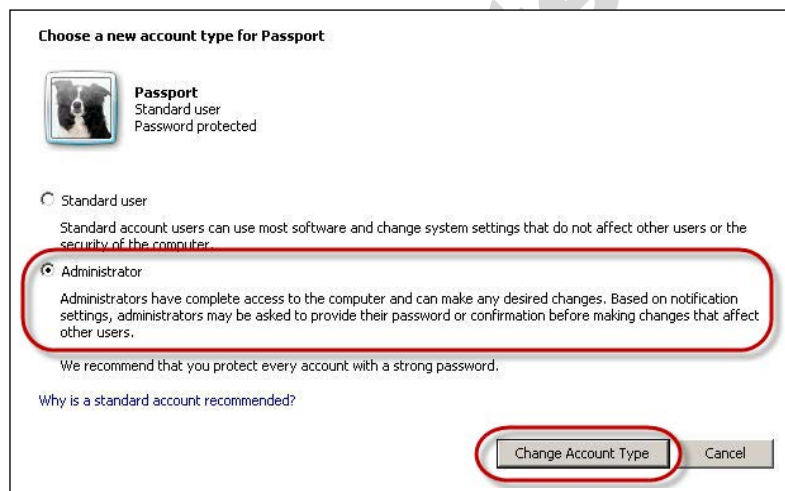
f Select **Change the account type**.

Figure 13: Changing Account Type



g Select **Administrator > Change Account Type** and exit.

Figure 14: Selecting Administrator Login



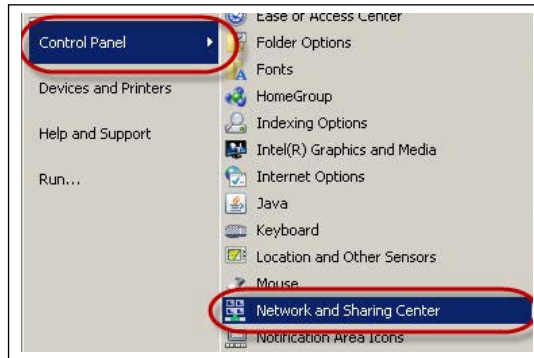
h Close the User Accounts window, and reboot the system to start as Passport.

8 Configure LAN1 network adapter settings.

To configure LAN1 adapter, proceed as follows:

- a** Select **Start > Control Panel > Network and Sharing Center**.

Figure 15: Selecting Network and Sharing Center



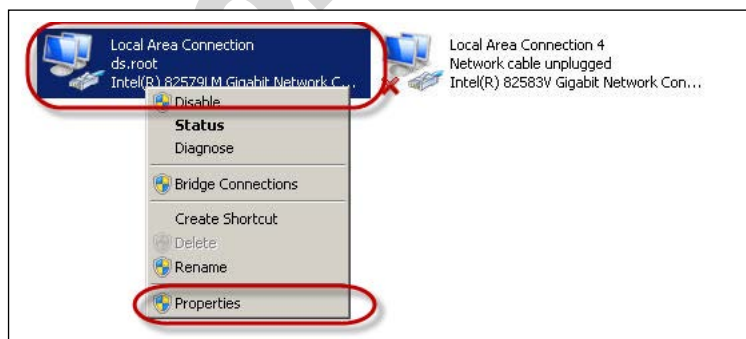
- b** Select **Change Adapter Settings**.

Figure 16: Changing Adapter Settings



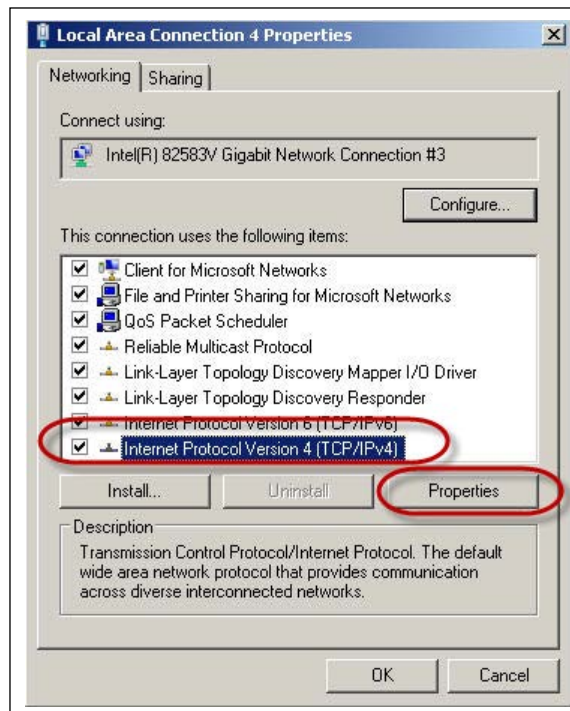
- c** Right-click **Local Area Connection** on the upper-left and select **Properties**.

Figure 17: LAN1 Adapter Properties



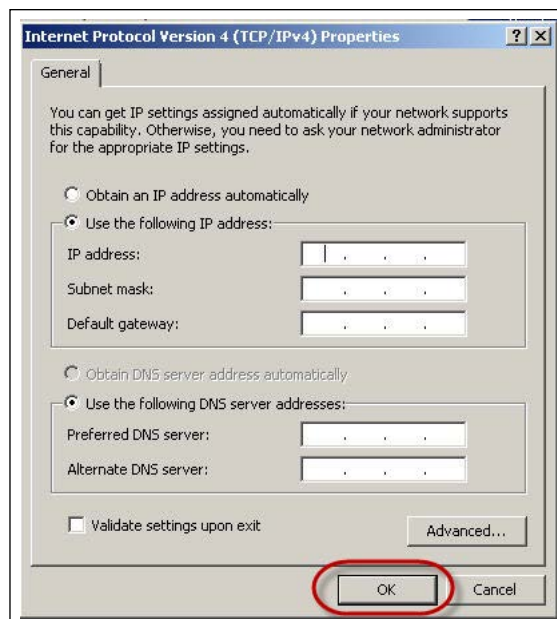
d Select **Internet Protocol Version 4 > Properties**.

Figure 18: Configuring LAN1 Adapter



e Enter the supplied IP address information and select **OK**. (This should have been obtained from the site IT personnel and recorded on the pre-installation checklist.)

Figure 19: Entering IP Address for LAN1

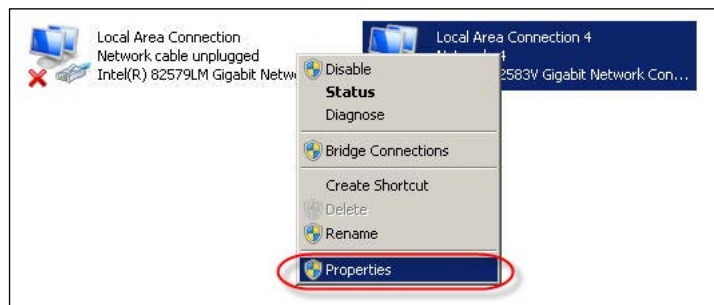


9 Configure LAN2 network adapter settings.

To configure LAN2 adapter, proceed as follows:

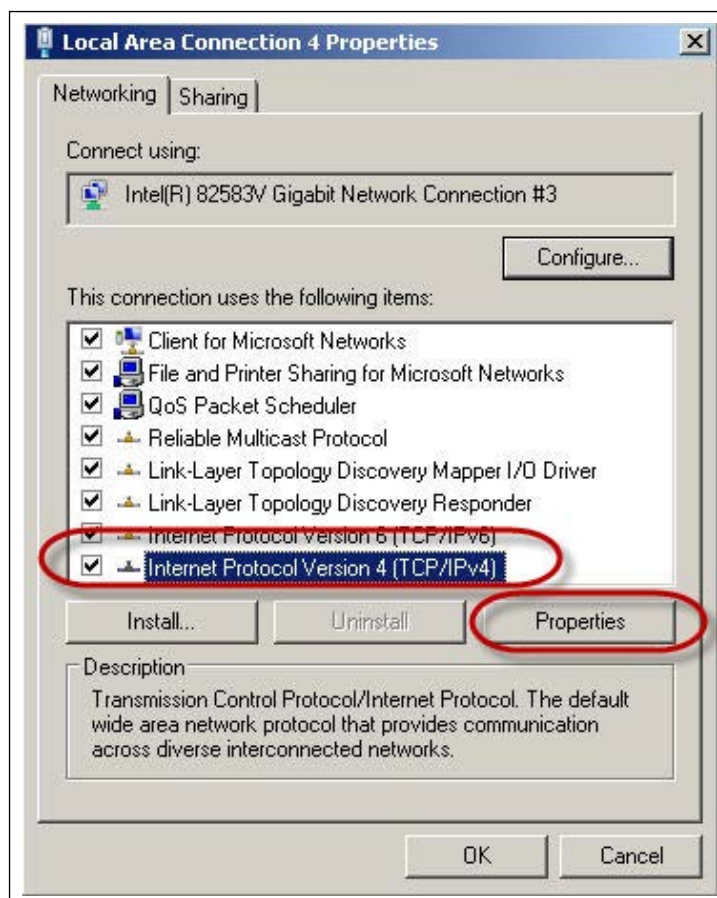
a Right-click the **Local Area Connection 4** on the upper-right and select **Properties**.

Figure 20: LAN2 Adapter Properties



b Select **Internet Protocol Version 4 [TCP/IPv4] > Properties**.

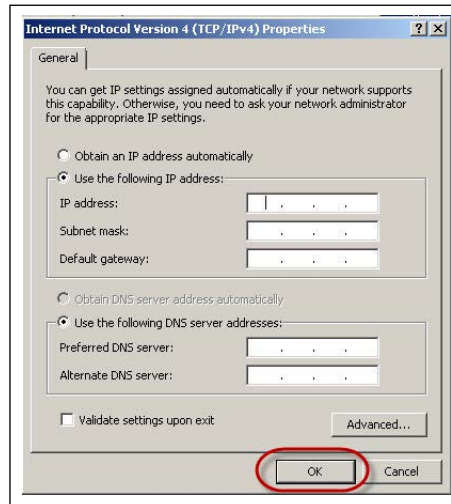
Figure 21: Configuring LAN2 Adapter



- c** Enter the appropriate IP address information from the following table for the kiosk being installed and select **OK**.

| Kiosk Unit | IP Address | Subnet Mask | Default Gateway |
|------------|------------|---------------|-----------------|
| Kiosk001 | 10.5.60.31 | | |
| Kiosk002 | 10.5.60.32 | | |
| Kiosk003 | 10.5.60.33 | 255.255.255.0 | 10.5.60.14 |
| Kiosk004 | 10.5.60.34 | | |
| Kiosk005 | 10.5.60.35 | | |

Figure 22: Entering IP Address for LAN2



- d** Close all open windows.

10 Copy files from USB.

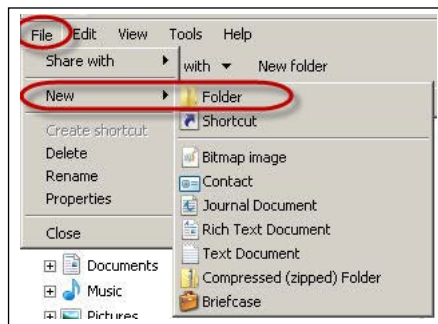
- a** Insert a USB storage device (provided in the installation kit) into an available USB port on kiosk to access the required Xpedient software.
- b** Select the Windows Explorer icon from the task bar.

Figure 23: Starting Windows Explorer



c Select **C:\ > File > New > Folder**.

Figure 24: Creating New Folder



d Name this folder **Xpedient**.

Figure 25: Naming Folder to Xpedient



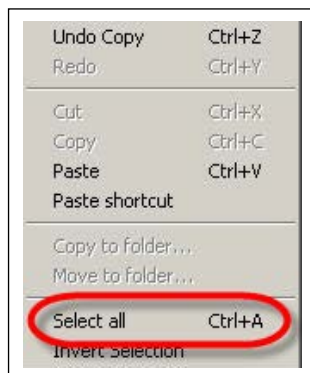
e From the left pane, select **Removable Disk (D:)**.

Figure 26: Selecting Removable Disk Drive



f From the toolbar, select **Edit > Select all**.

Figure 27: Edit Shortcut Menu



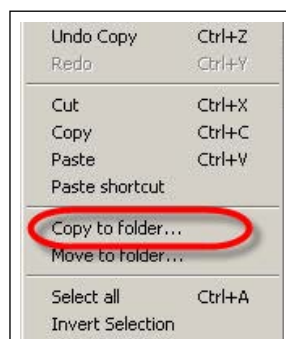
g Select all items on the USB drive as shown in [Figure 28](#).

Figure 28: Selecting USB Drive Files

| | | | |
|-------------------------------|---------------------|----------------------|------------|
| Flash Player 14 | 06/04/2015 11:46 AM | File folder | |
| OPOS | 06/04/2015 11:46 AM | File folder | |
| Team Viewer Host | 06/04/2015 11:46 AM | File folder | |
| Xpedient2011_Kiosk_7.0.27.zip | 12/01/2014 9:36 AM | Compressed (zippe... | 434,545 KB |

h From the toolbar, select **Edit > Copy to folder**.

Figure 29: Selecting Copy to Folder in Menu



i Select the **C:\Xpedient** folder and click **Copy**.

Figure 30: Copying to Xpedient Folder

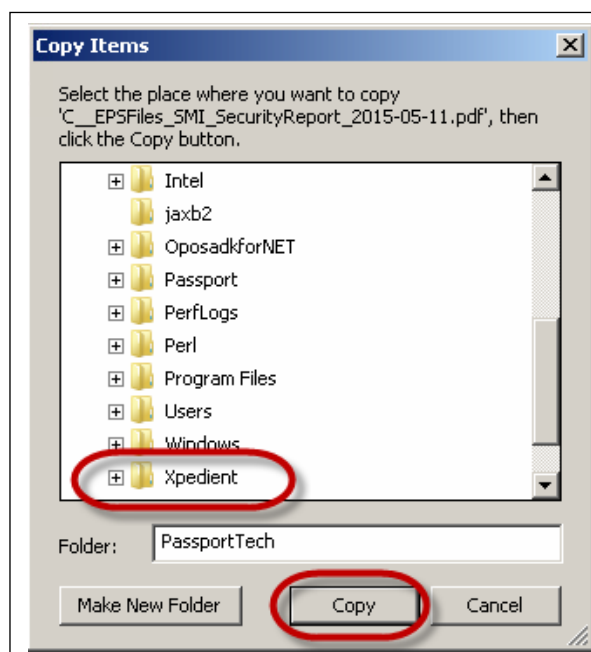


Figure 31 opens indicating the files are being copied.

Figure 31: Copying Files



Once all the files are copied, remove the USB storage device from the system.

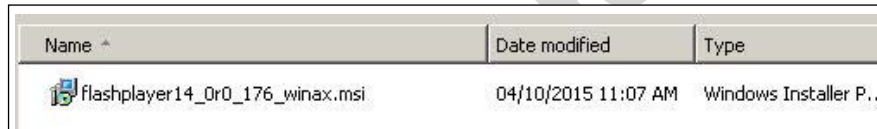
11 Install Adobe Flash.

To install Adobe Flash, proceed as follows:

a Select **Start > Windows Explorer > C: > Xpediant > Flash Player 14.**

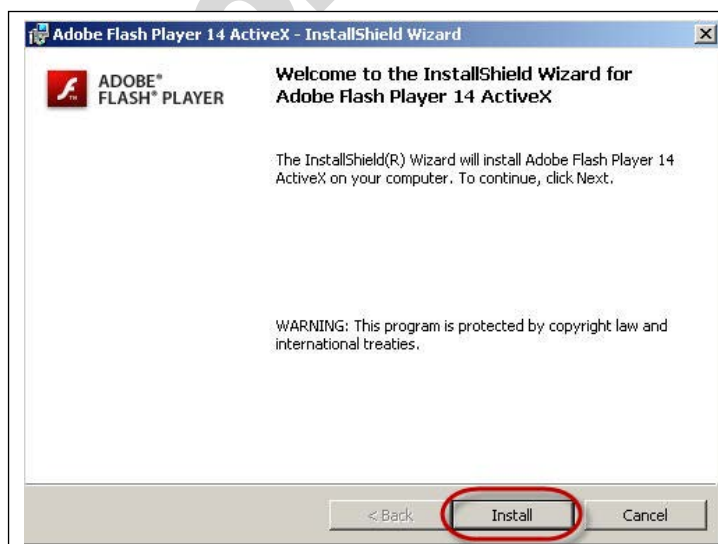
b Double-click **flashplayer14_0r0_176_winax.msi.**

Figure 32: Executing Adobe Flash Player



c Click **Install.**

Figure 33: Installing Adobe Flash Player



d Click Finish.

Figure 34: Completing Installation of Adobe Flash Player




12 Install TeamViewer (remote support software for Gilbarco Support).

To install TeamViewer, proceed as follows:

a Select Start > Windows Explorer > C: > Xpedient > TeamViewer Host.

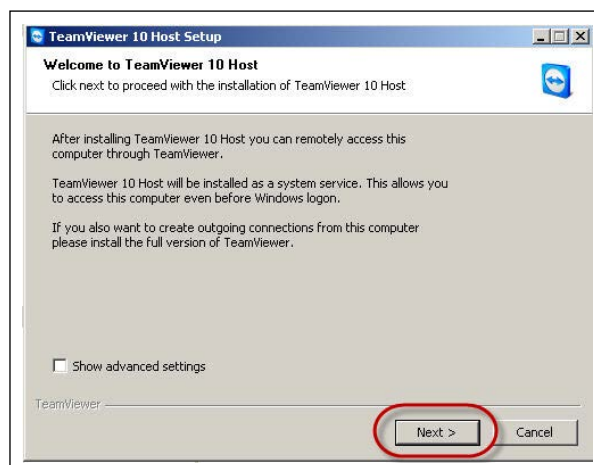
b Double-click Teamviewer_Host_Setup.exe.

Figure 35: Executing TeamViewer

| Name ^ | Date modified | Type |
|---|--------------------|-------------|
|  TeamViewer_Host_Setup.exe | 03/10/2015 1:58 PM | Application |

c Click Next.

Figure 36: TeamViewer Installation Welcome Screen



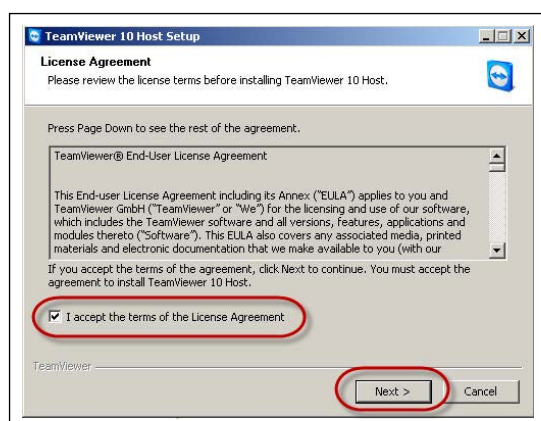
d Select **Both of the above**, and then click **Next**.

Figure 37: Selecting TeamViewer Environment



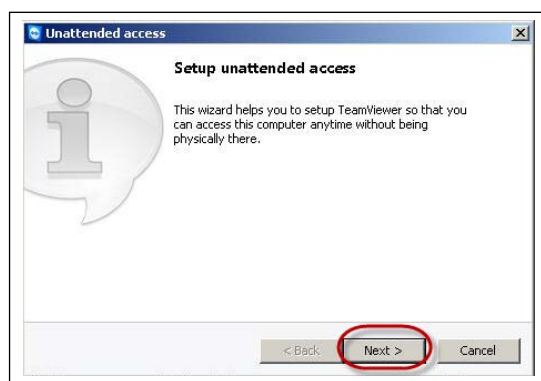
e Agree to the terms and click **Next**.

Figure 38: Accepting License Agreement Terms



f Click **Next**.

Figure 39: TeamViewer Setup Wizard Screen



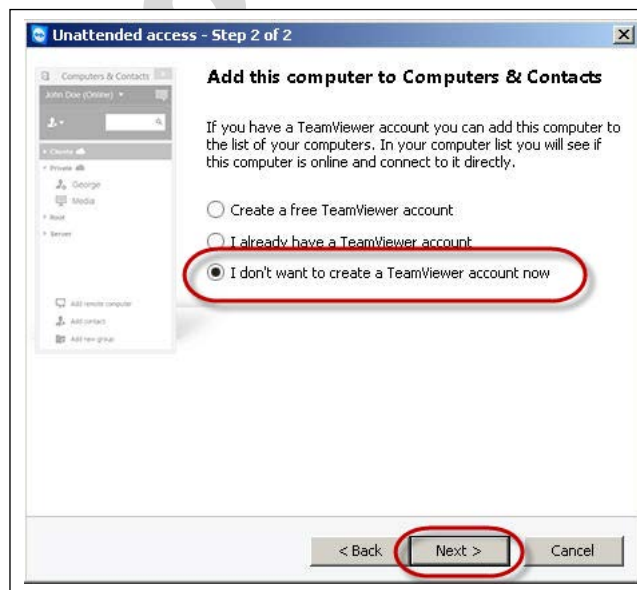
g Enter and confirm password **911Tech** and click **Next**.

Figure 40: Entering TeamViewer Password



h Select **I don't want to create a TeamViewer account now** and then click **Next**.

Figure 41: Selecting TeamViewer Account Option



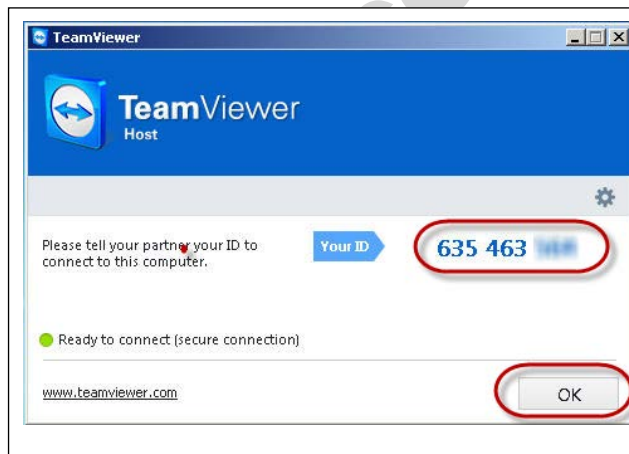
- i When the screen shown in [Figure 42](#) opens, do not enter any information, only click the **Finish** button.

Figure 42: Completing TeamViewer Wizard



- j Once TeamViewer is installed and connected to network, you should see that the unit is online and you have a unique TeamViewer ID. Notate the unique TeamViewer ID for Gilbarco Help Desk to configure into our system. After notating the TeamViewer ID, click **OK**.

Figure 43: TeamViewer Configuration Confirmation



13 Install Epson OLE OPOS drivers and test printer functionality.

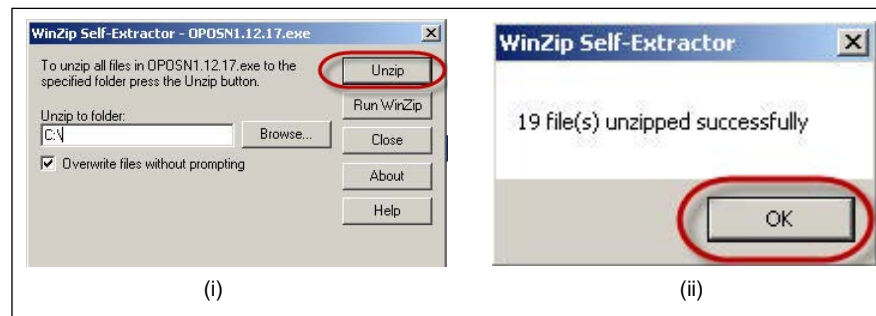
To install the OPOS printer, proceed as follows:

a Select **Start > Windows Explorer > C:/ > Xpedient > OPOS**.

b Double-click **OPOSN1.12.17.exe**.

c Select **Unzip**, and **OK** when it is successfully unzipped and close the file.

Figure 44: Extracting OPOS Printer Setup File

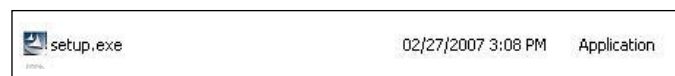


d Close the Winzip Self-Extractor window.

e Using Windows Explorer, navigate to **C:\OposadkforNET\Ver1.12.17**.

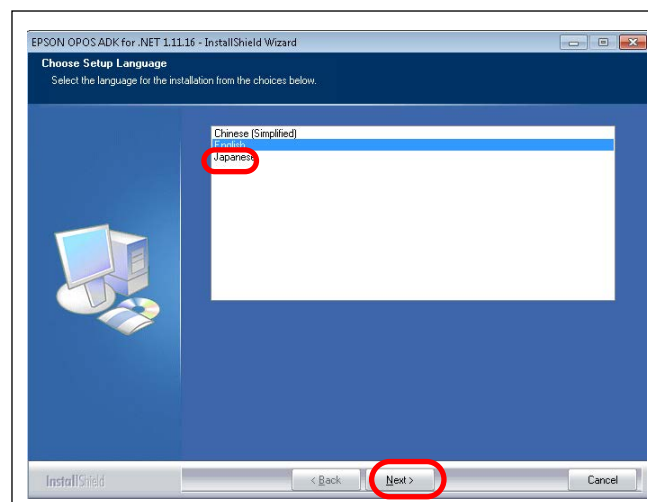
f Double-click **setup.exe**.

Figure 45: Executing OPOS Printer Extracted Setup File



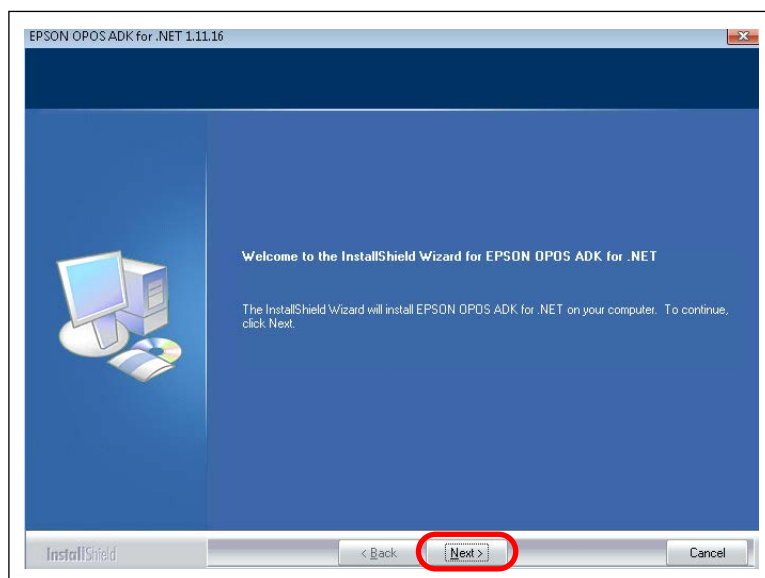
g Choose **English** as the setup language and click **Next**.

Figure 46: Choosing Setup Language



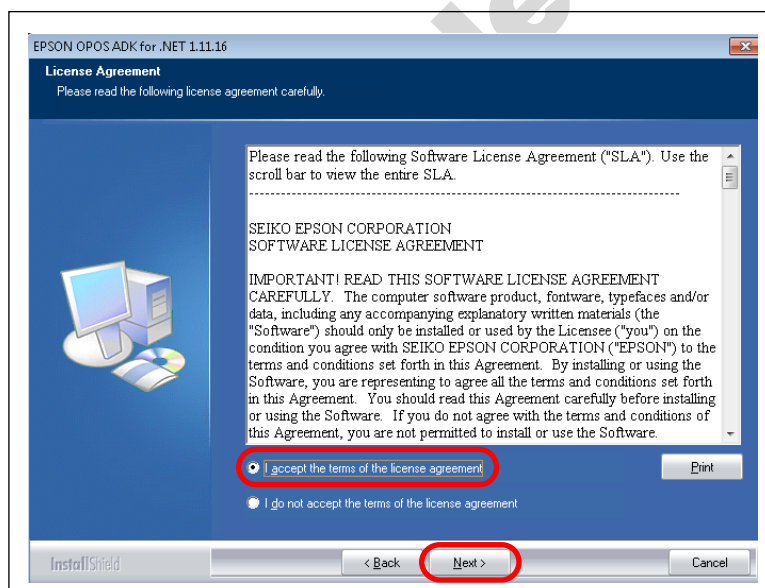
h Click **Next** on the Welcome screen to continue the installation.

Figure 47: Welcome Screen



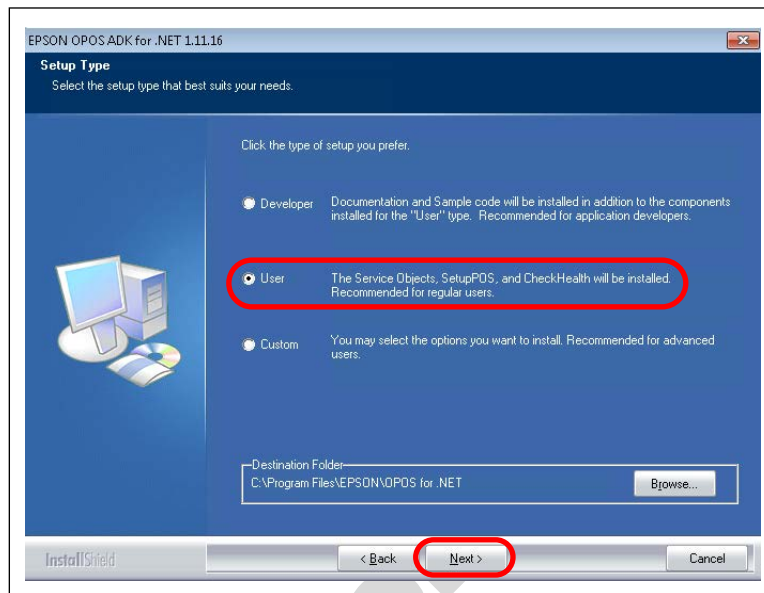
i On the License Agreement screen, select **I accept the terms of the license agreement** and click **Next**.

Figure 48: Accepting License Agreement Terms



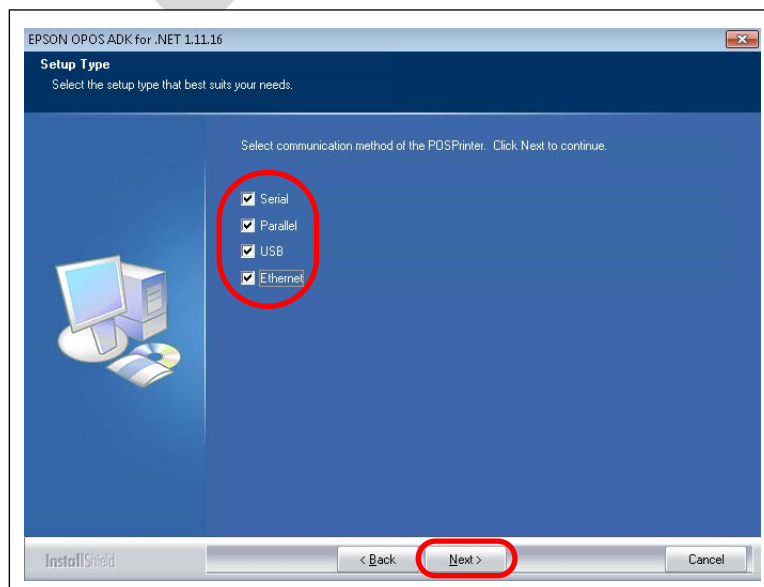
j Select **User** as the type of setup required. Click **Next** to proceed.

Figure 49: Choosing Setup Type



k Select all the check boxes (Serial, Parallel, USB, and Ethernet) as communication method and then click **Next** to proceed.

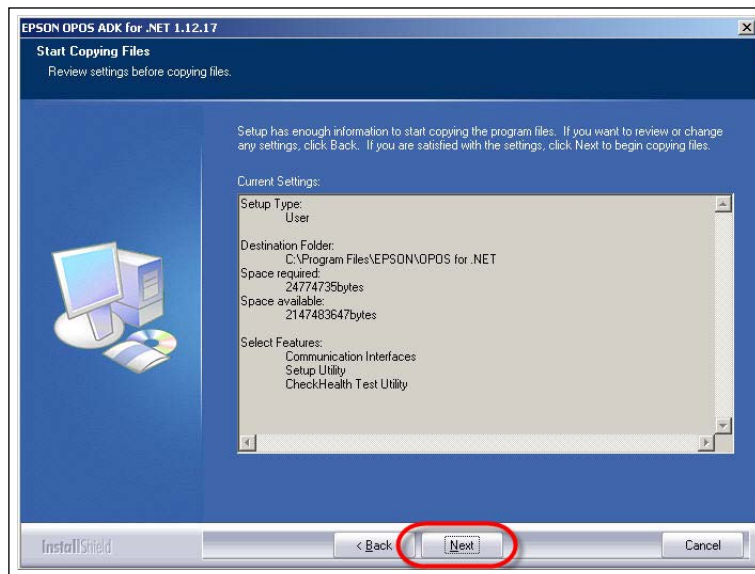
Figure 50: Choosing Communication Method for POS Printer - 1



The installer displays the current settings before copying files.

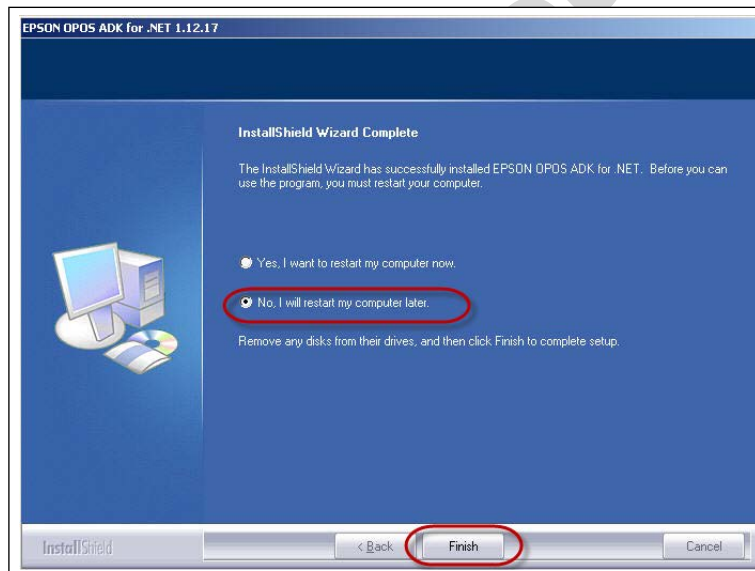
l Click **Next** to proceed.

Figure 51: Copying Files



m Select **No, I will restart my computer later** when asked to reboot. Click **Finish** to proceed.

Figure 52: Completing Installation

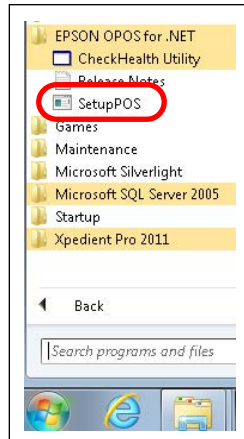


Installing Receipt Printer

14 Install the Receipt Printer.

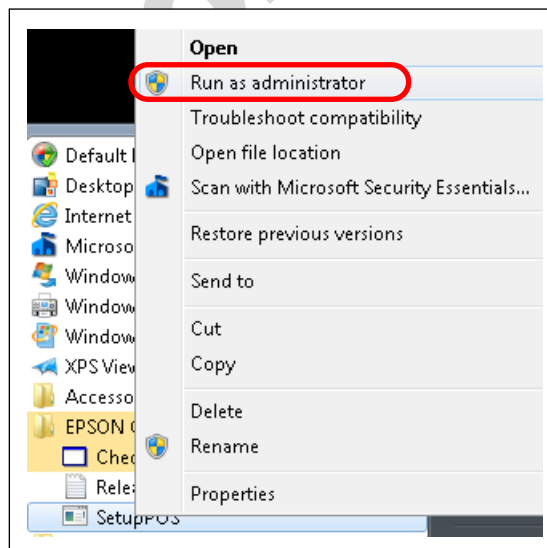
a Click the **Start > All Programs** menu to confirm that EPSON OPOS for .NET is installed.

Figure 53: EPSON OPOS for .NET



b Right-click **SetupPOS** to open the context menu and select **Run as administrator**.

Figure 54: Context Menu

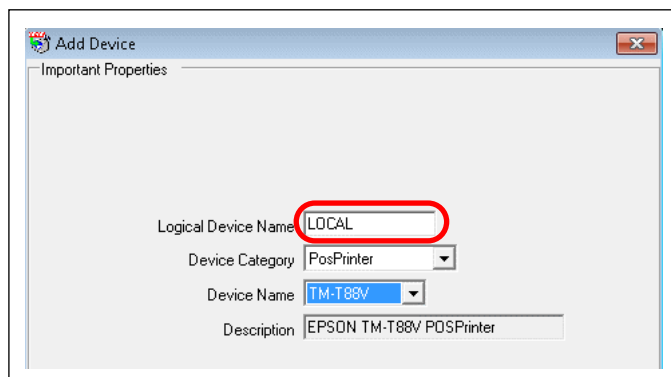


c Click  **Add**.

- d** On the Add Device screen, change the Logical Device Name to LOCAL (must be ALL CAPS). Select the appropriate printer model from the Device Name drop-down list and click **Next** to proceed.

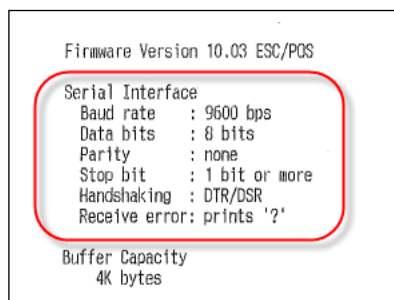
Note: In this example, TM-T88V is selected as the Device Name.

Figure 55: Adding Device



- e** Turn off your receipt printer, press **Print Feed**, and then turn on the receipt printer power to obtain the printout of printer serial specific settings. Cycle power to the printer to return it to normal operations once you have validated the settings.

Figure 56: Serial Specific Settings



IMPORTANT INFORMATION

For proper functionality, the printer serial settings must be set to:

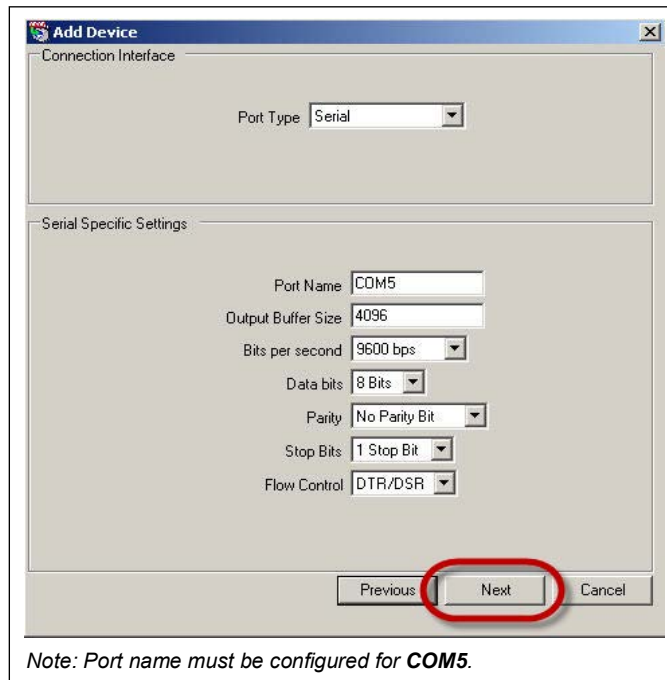
Baud = 9600

Data Bits = 8

Parity = None

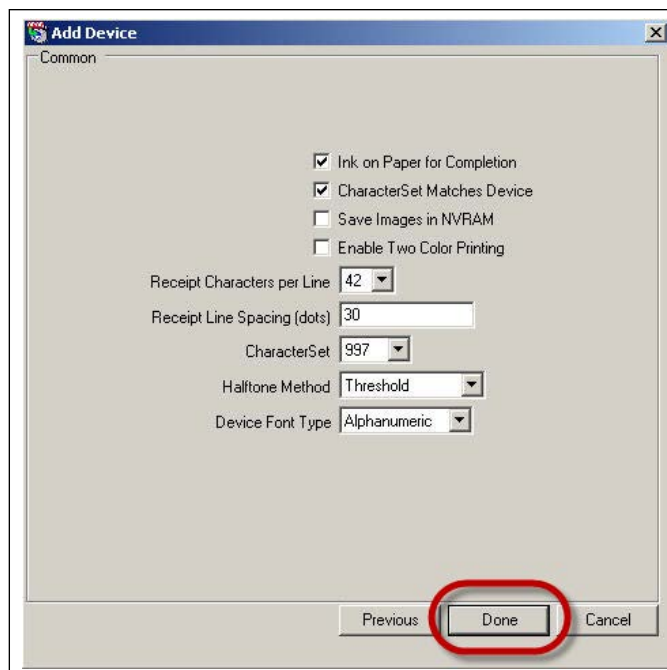
- f Return to the Add Device window and set the Serial Specific settings to match the printer receipt. After verifying that the information is correct, click **Next**.

Figure 57: Verifying Serial Specific Settings



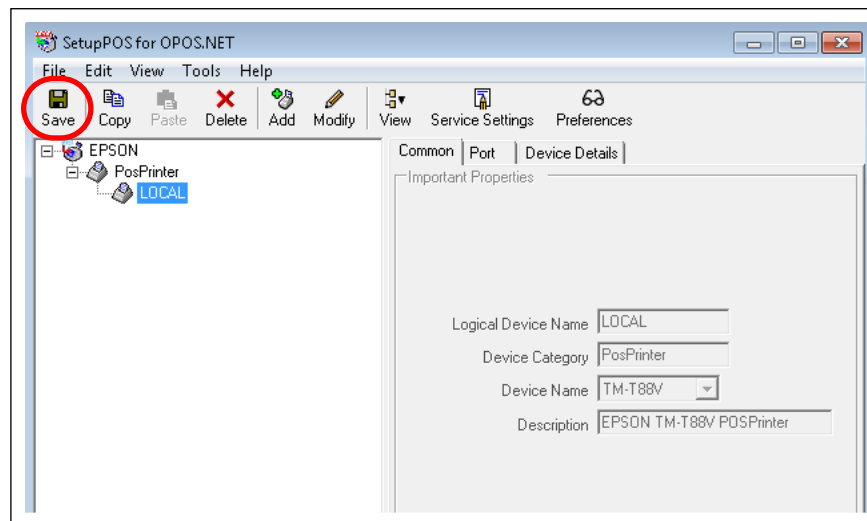
- g When the dialog box shown in [Figure 58](#) opens, click **Done**.

Figure 58: Confirming Serial Specific Settings



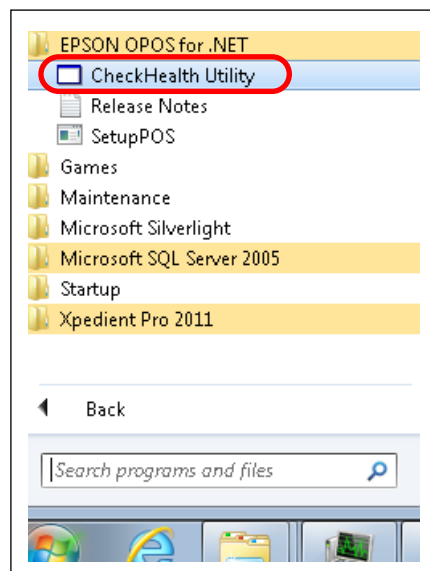
h Click **Save** to permanently update the printer configuration.

Figure 59: POS Printer



i Test the printer to ensure that it is functioning correctly. This can be done using the CheckHealth Utility located under **Start Menu > All Programs > EPSON OPOS for .NET**.

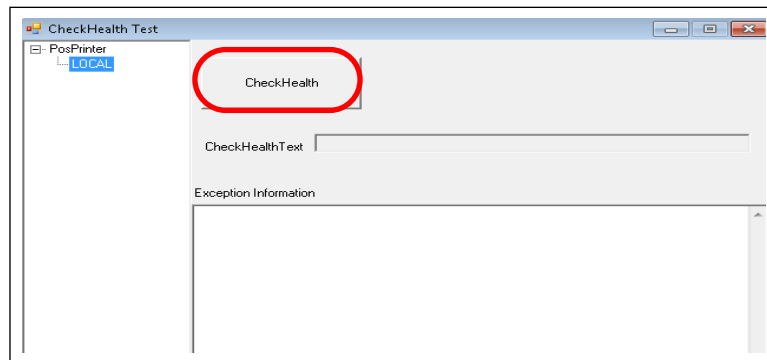
Figure 60: CheckHealth Utility



j Click the + sign beside PosPrinter and click **LOCAL** to select the specific receipt printer.

k Click **CheckHealth**.

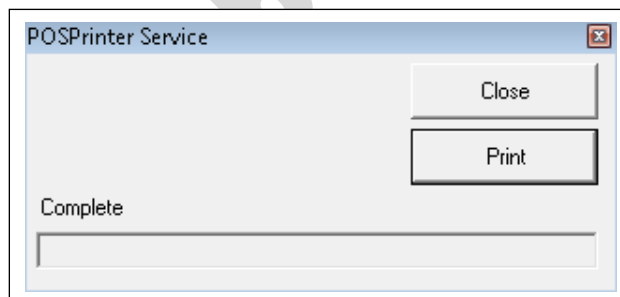
Figure 61: Selecting Specific Receipt Printer



l Click **Print** on the POSPrinter Service window. If your printer is successfully set up, the printer generates a small receipt and the POSPrinter Service window opens with a “Complete” message.

If the printer was not successfully set up, reprint the configuration from the unit and reattempt configuration.

Figure 62: POSPrinter Service



15 Configure Passport for third-party interface.

Passport Third-party Interface Configuration

Note: For Passport systems running software V10 Service Pack N or later, it is not necessary to activate the bundle as it is built into the base package. Proceed to step [c](#) on [page 33](#).

To configure Passport for third-party interface, proceed as follows:

- a Sign onto the Passport Manager Workstation (MWS) with the proper credentials and select **Feature Activation**.

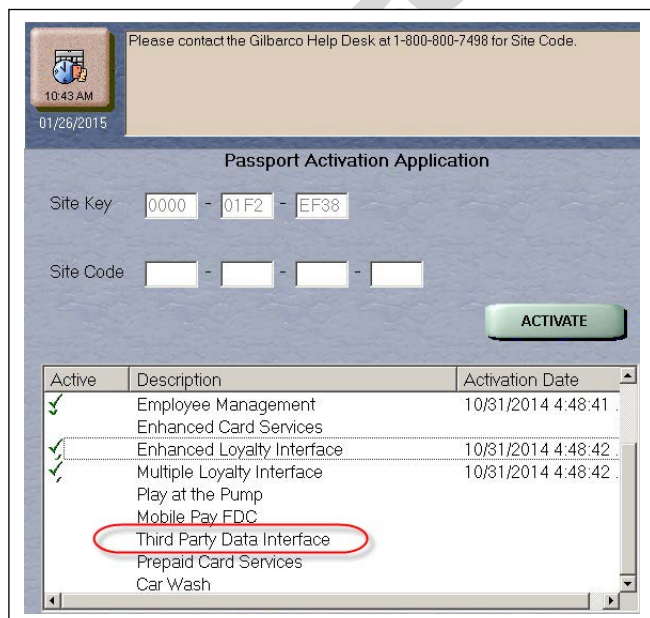
Figure 63: Selecting Feature Activation



- b Verify that the **Third Party Data Interface** bundle is activated.

If the bundle is not activated, call the Gilbarco Help Desk at 1-800-800-7498 for activation.

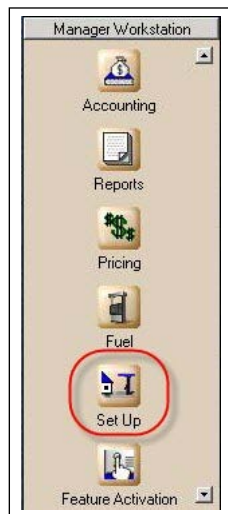
Figure 64: Confirming Third-party Data Interface Activation



If activation is required, it will be necessary to sign off and then back onto the MWS.

- c After validating or activating the Third-party Interface bundle, select **Set Up** in MWS.

Figure 65: Selecting Setup



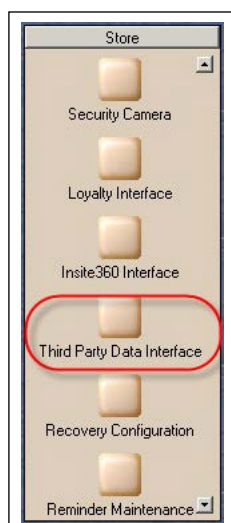
- d On the Set Up menu, select **Store**.

Figure 66: Selecting Store



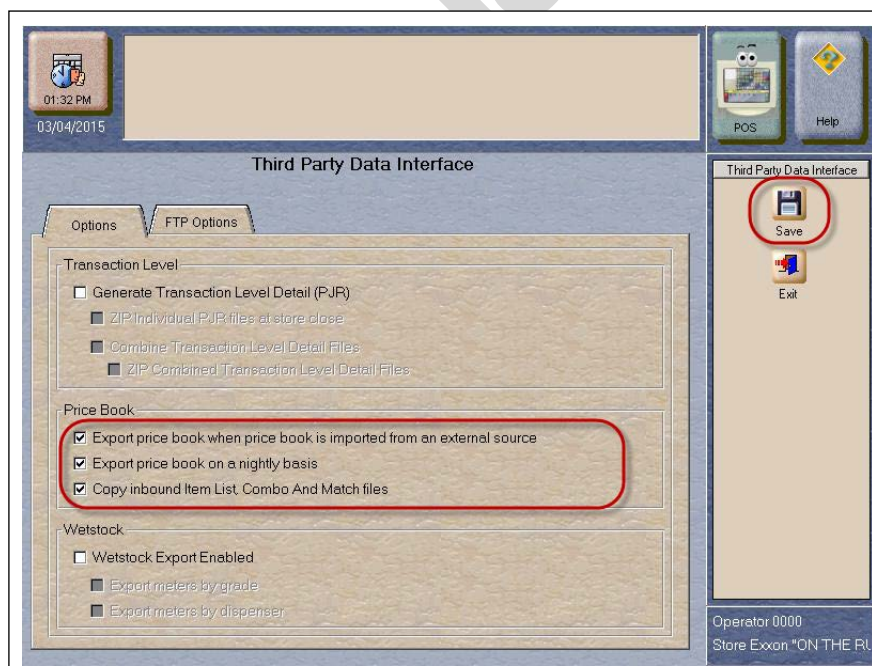
- e On the Store menu, select **Third-party Data Interface**.

Figure 67: Selecting Third-party Data Interface



- f In the Price Book section of the interface configuration, it is necessary to check all boxes for **Export price book when price book is imported from an external source**, **Export price book on a nightly basis**, and **Copy inbound item List Combo And Match files**. After selecting these boxes, click **Save**.

Figure 68: Third-party Interface - Options



- g Press **CTRL + ALT + P** on the keyboard to access the Passport System Maintenance login.

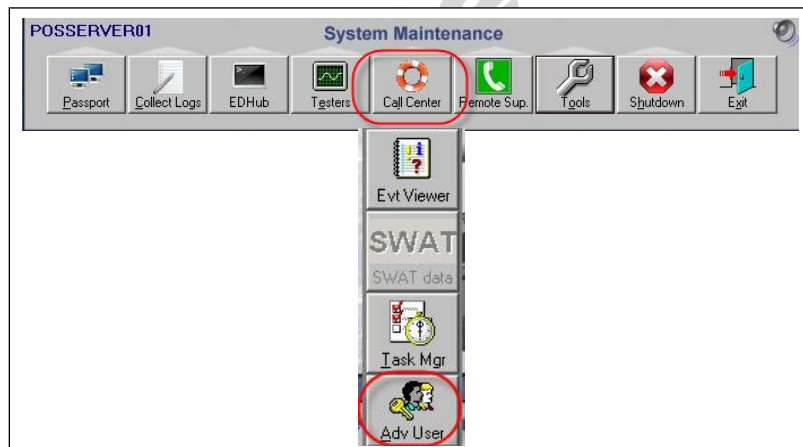
- h Provide the current call center credentials for access and click **Login**.

Figure 69: Call Center Credentials



- i When the System Maintenance toolbar opens, select **Call Center** and then **Adv User**.

Figure 70: Call Center Credentials - Adv User



- j When the Advanced User login dialog box opens, enter the appropriate username and password.

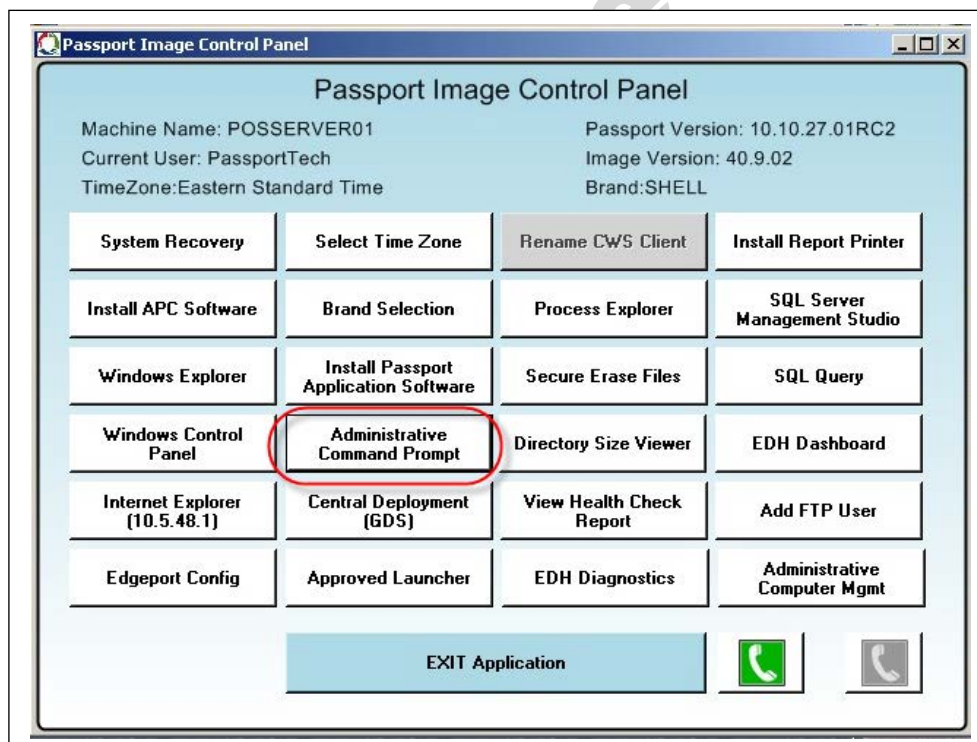
| | |
|-----------------|--------------|
| Username | PassportTech |
| Password | 911Tech |

Figure 71: Logging In - Adv User



- k When the Passport Image Control Panel opens, select **Administrative Command Prompt**.

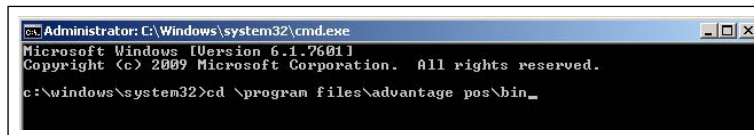
Figure 72: Selecting Administrative Command Prompt



- l When the command prompt opens, navigate to the C:\Program Files\advantage pos\bin\ directory.
- m To access the correct path, type the following and press **Enter**:

```
cd \program files\advantage pos\bin
```

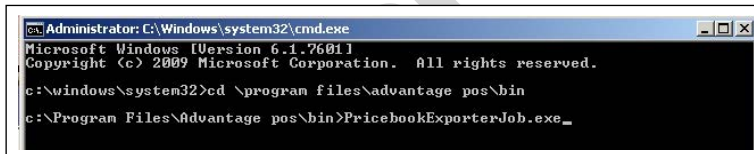
Figure 73: Navigating to Bin Directory of Advantage Pos



- n Once in the appropriate directory, type the following and press **Enter**:

```
PricebookExporterJob.exe
```

Figure 74: Executing PricebookExporterJob



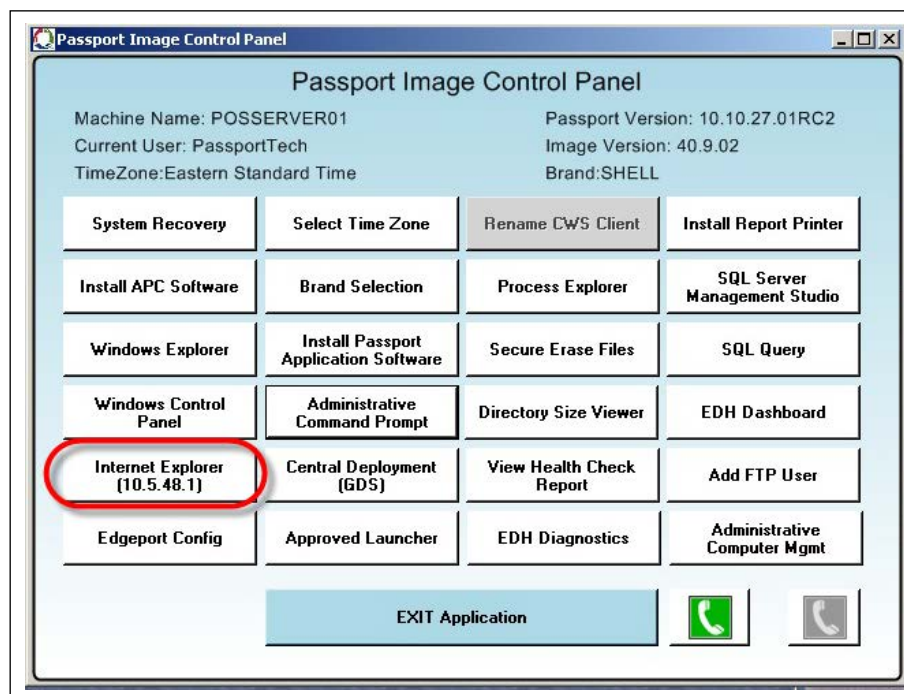
- o Minimize the command prompt.
- 16** Set up the Passport Secure Router.

Passport Secure Router Setup

To set up the Passport Secure Router, proceed as follows:

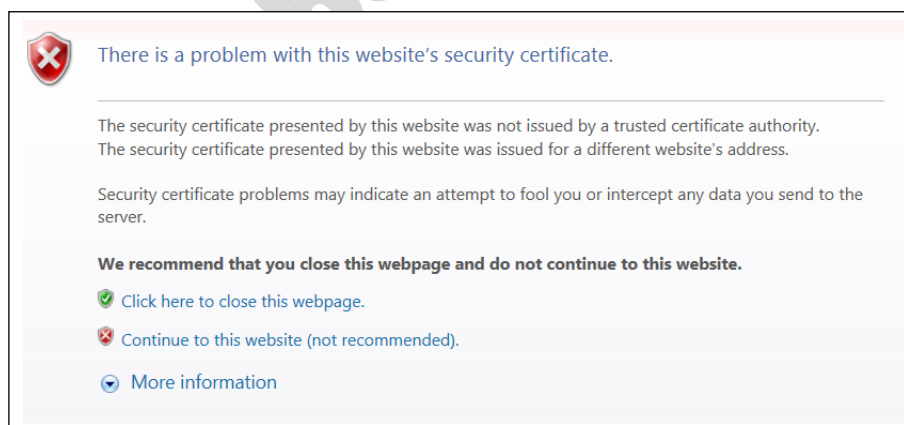
- a On the Passport Image Control Panel, click **Internet Explorer (10.5.48.1)**.

Figure 75: Passport Image Control Panel



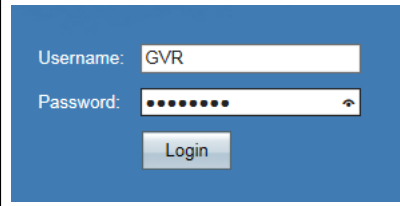
- b When the security dialog box opens, click **Continue to this website (not recommended)**.

Figure 76: Passport Security Dialog



- c Enter **GVR** as the username and **GVERRV042** as the password when the login screen opens.

Figure 77: Passport Router Login



The login screen has a blue background. It contains two input fields: 'Username:' with 'GVR' entered, and 'Password:' with ten dots. Below the fields is a 'Login' button.

Note: For locations with the Linksys® Secure Router, enter the following credentials:

| | |
|-----------------|------------|
| Username | admin |
| Password | GVR09RV042 |


- d On the System Summary section, select **Setup**.

Figure 78: Passport System Summary




- e In the DMZ Setting section, click the **Configuration** icon.

Figure 79: DMZ Setting



The 'DMZ Setting' screen shows a checkbox for 'Enable DMZ' which is checked. Below this is a table with two columns: 'Interface' and 'IP Address'. The table has one row with 'DMZ' and '10.5.60.1'. To the right of the table is a 'Configuration' button, which is circled in red.

| Interface | IP Address | Configuration |
|-----------|------------|---|
| DMZ | 10.5.60.1 |  |

- f Program the DMZ IP address to **10.5.60.1** and the Subnet Mask to **255.255.255.0** and click **Save**.

Figure 80: Programming DMZ

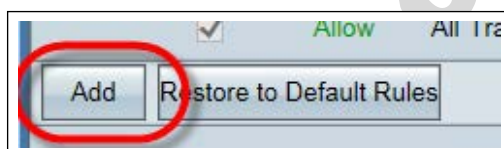
- g On the System Summary section, select **Firewall** and then **Access Rules**.

Figure 81: Firewall Access Rules



- h At the bottom of the page, click **Add**.

Figure 82: Adding Firewall Access Rule



- i Create a new access rule with the following parameters:

| Action | Allow | |
|------------------|--------------------------------|--|
| Service | PX52 hardware | BOSShare [TCP/139~139 (PX52 hardware)] |
| | PX60 hardware | BOSShare [TCP/445~445 (PX60 hardware)] |
| Log | Log packets to match this rule | |
| Source Interface | DMZ | |
| Source IP Range | 10.5.60.31 To 10.5.60.39 | |
| Destination IP | 10.5.48.2 | |

- j Verify that all the settings match the example shown in [Figure 83](#).

Figure 83: Verifying DMZ Settings

Services

Action :

Service :

Log :

Source Interface :

Source IP : to

Destination IP :

Scheduling

Time :

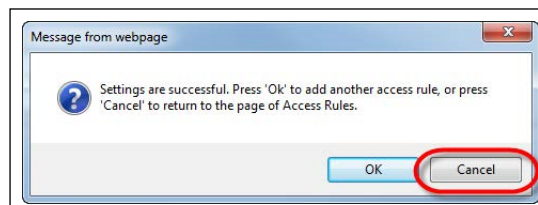
From : (hh:mm) To : (hh:mm)

Effective on : ☒ Everyday ☐ Sun ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat

- k Click **Save**.

- l When the dialog box shown in [Figure 84](#) opens, click **Cancel**.

Figure 84: Confirming DMZ Settings



- m When the Access Rules page is displayed, verify that the new rule is enabled and programmed properly.

Figure 85: Verifying New Access Rule

| Priority | Enable | Action | Service | Source Interface | Source | Destination | Time |
|----------|-------------------------------------|--------|----------------|------------------|-------------------------|-----------------------|--------|
| 1 | <input checked="" type="checkbox"/> | Allow | BOSShare [139] | DMZ | 10.5.60.31 ~ 10.5.60.39 | 10.5.48.2 ~ 10.5.48.2 | Always |

- n Close the Internet Explorer® page, Passport Image Control Panel and the System Maintenance tool bar.

17 Set up third-party router.

Third-party Router Setup

To set up third-party router, proceed as follows:

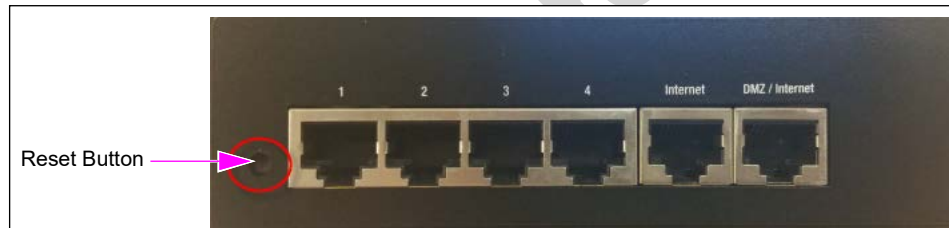
IMPORTANT INFORMATION

The following information is intended for the Passport Cisco Firewall Router. Refer to *MDE-4954 Passport Start-up and Service Manual for the Cisco Firewall Router (Q13708-08)*, if necessary.

If the location has a Linksys RV042 Router that is being used for the third-party router, refer to *MDE-4866 Passport Firewall Router Start-up and Service Manual* as necessary. To perform the same setup for any other router, you must follow the manufacturer's documentation.

- a Apply power to the Cisco RV042 Router.
- b Press and hold the Reset button on the back of the router for 30 seconds.

Figure 86: Resetting Router



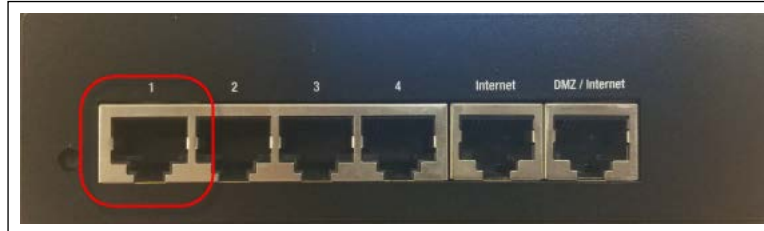
- c Using a computer with Internet access, connect to the Gilbarco FTP SERVER using the following credentials:

| | |
|---------------------|-------------------------|
| Gilbarco FTP | ftp://ftp.gilbarco.com/ |
| Username | pascget |
| Password | asc4get |

- d Navigate to **Passport/Peripherals/Router Configs** and download the **Secondary_RV042_Stratup_20131209.config** configuration file to your laptop.

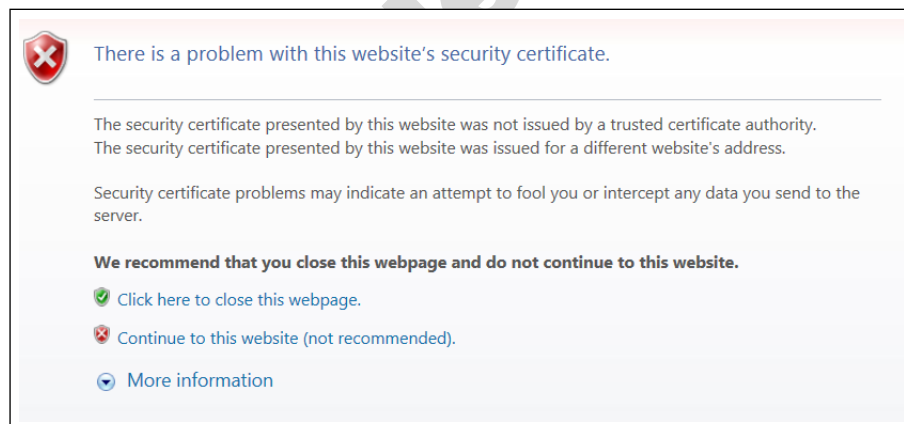
- e Disable your laptop's wireless adapter and connect a CAT5E cable to the network connection on your laptop and then to the port 1 of the router.

Figure 87: Connecting CAT5E Cable



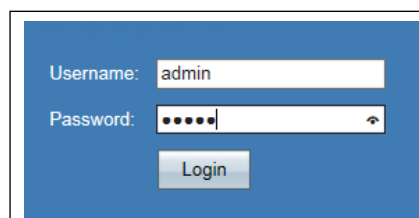
- f Open Internet Explorer and navigate to 192.168.1.1.
- g When the security dialog box opens, click **Continue to this website (not recommended)**.

Figure 88: Third-party Router Security Dialog



- h Enter **admin** as the username and the password when the login screen opens.

Figure 89: Admin Login Screen



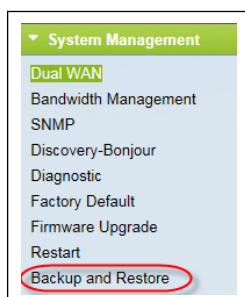
- i On the System Summary menu, select **System Management**.

Figure 90: System Management



- j On the System Management menu, select **Backup and Restore**.

Figure 91: Backup and Restore



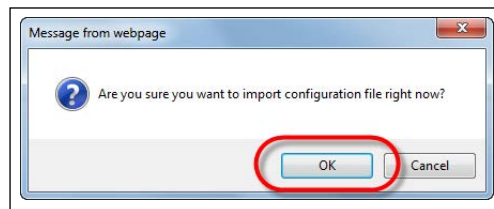
- k In the **Backup and Restore** section, click **Browse** and navigate to the location where you previously saved the configuration file on the Gilbarco FTP. Click **Restore**.

Figure 92: Restore



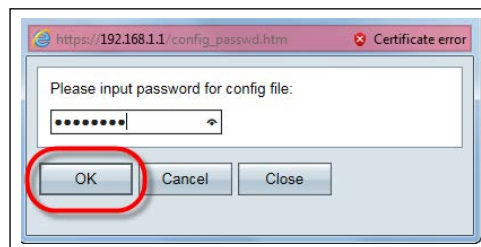
- l When the confirmation dialog box opens, click **OK**.

Figure 93: Confirming Restore



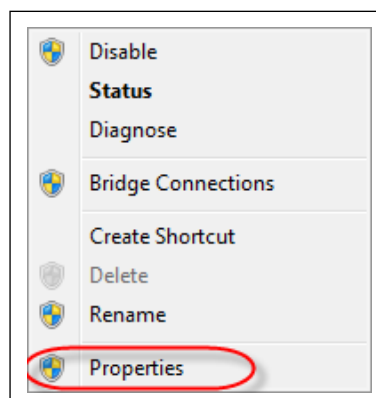
- m When the dialog box shown in [Figure 94](#) opens, enter the password as **GVRRV042**.

Figure 94: Restore Password



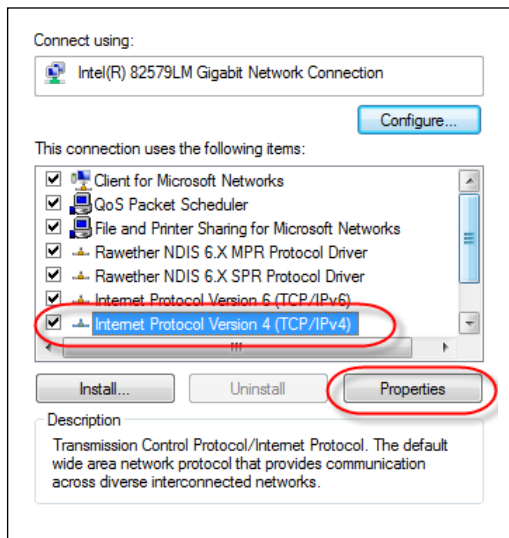
- n During this time, you will lose connection to the router as the configuration is loaded. Close Internet Explorer.
- o On your laptop, navigate to **Control Panel\Network and Internet\Network Connections**.
- p Right-click on **Local Area Connection**, and select **Properties**.

Figure 95: LAN Connection Properties



- q Select **Internet Protocol Version 4 (TCP/IPv4)**, and click **Properties**.

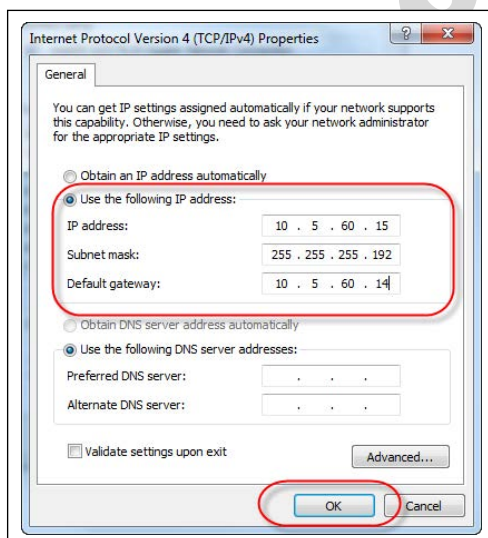
Figure 96: Protocol Version Properties



- r Select the option **Use the following IP address**, and click **OK** after entering the following parameters:

| | |
|------------------------|-----------------|
| IP Address | 10.5.60.15 |
| Subnet mask | 255.255.255.192 |
| Default gateway | 10.5.60.14 |

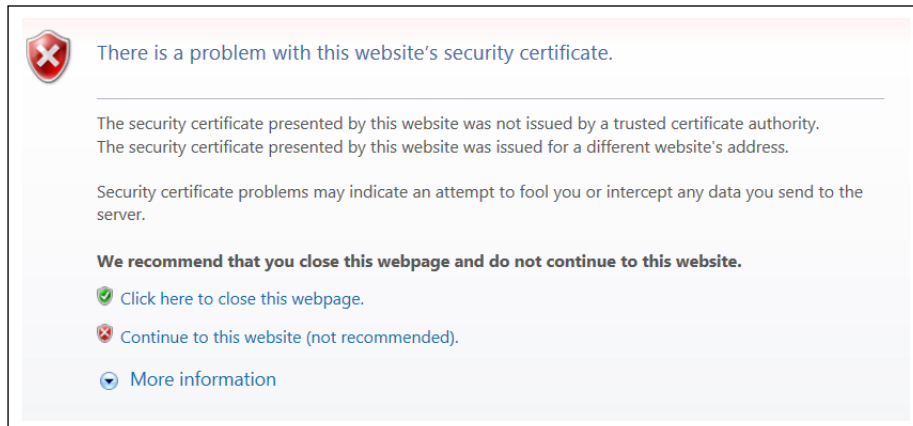
Figure 97: Protocol Settings



- s Open Internet Explorer, and navigate to 10.5.60.14.

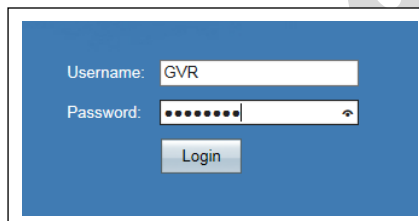
- t When the security dialog box opens, click **Continue to this website (not recommended)**.

Figure 98: Protocol Settings Security Dialog



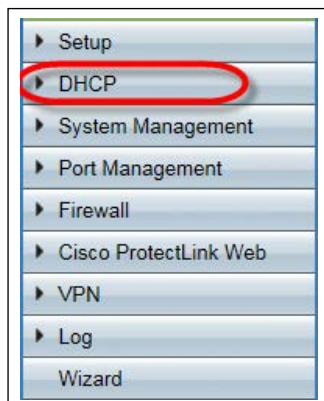
- u Enter **GVR** as the username and **GVERRV042** as the password when the login screen opens.

Figure 99: GVR Login Screen



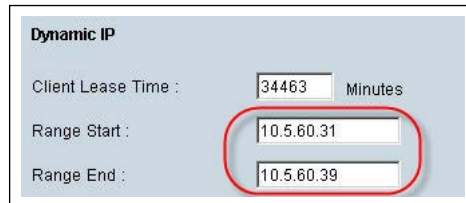
- v Once the RV042 System Summary screen is displayed, click **DHCP** in the left navigation column.

Figure 100: Navigating to Dynamic Host Configuration Protocol (DHCP)



- w** In the Dynamic IP section, enter the Range Start and the Range End IP addresses necessary for all units to communicate.

Figure 101: Dynamic IP Section



Dynamic IP

Client Lease Time : 34463 Minutes

Range Start : 10.5.60.31

Range End : 10.5.60.39

| Site Setup IP Range Variances | | |
|----------------------------------|------------|------------|
| Equipment | Start | End |
| Food Service Only | 10.5.60.31 | 10.5.60.39 |
| Food Service/Back Office | 10.5.60.15 | 10.5.60.39 |
| Food Service/Impulse | 10.5.60.31 | 10.5.60.49 |
| Food Service/Impulse/Back Office | 10.5.60.15 | 10.5.60.49 |

- x** After entering the valid Dynamic Range, scroll to the bottom of the page and click **Save**.
- y** Disconnect the CAT5E cable from your laptop and place the **Secondary Router** sticker (supplied in a box) on top of the router.
- z** Connect the CAT5E cable you disconnected from your laptop and connect it to the DMZ port on the RV042 Secure Passport Router.

Figure 102: Connecting CAT5E Cable to DMZ Port



- aa** Connect all Kiosk LAN CAT5E cables and the Back Office LAN CAT5E cable to ports 2, 3, and 4 of the secondary router.

IMPORTANT INFORMATION

For locations running more than two kiosk units, a 10/100 LAN switch will be required for proper operations.

Figure 103: Passport System with Two Kiosk Units and Back Office

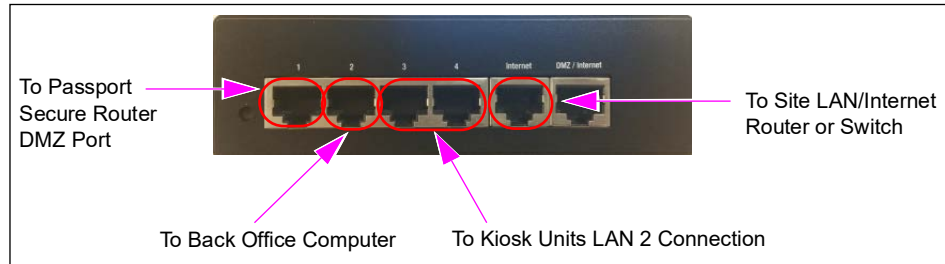
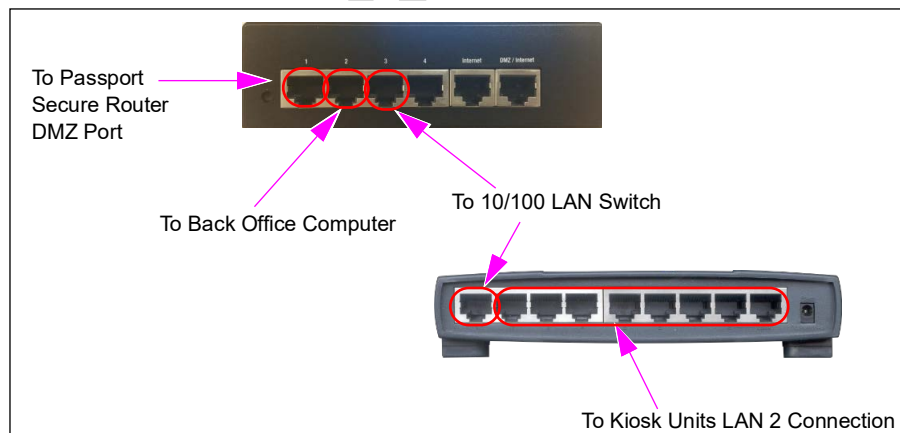


Figure 104: Passport System with Three Kiosk Units and Back Office



Mapping Z Drive for Pricebook Synchronization

Note: Mapping the pricebook is ONLY to be performed on the main kiosk (Kiosk001).

18 Map Z Drive for Pricebook Synchronization.

To map Z Drive for Price Synchronization, proceed as follows:

- a** On Kiosk001, click the Windows shortcut key on the keyboard and select **Windows Explorer**.
- b** In the Windows Explorer toolbar, click **Tools** > **Map network drive** in the drop-down list.

Figure 105: Mapping Network Drive



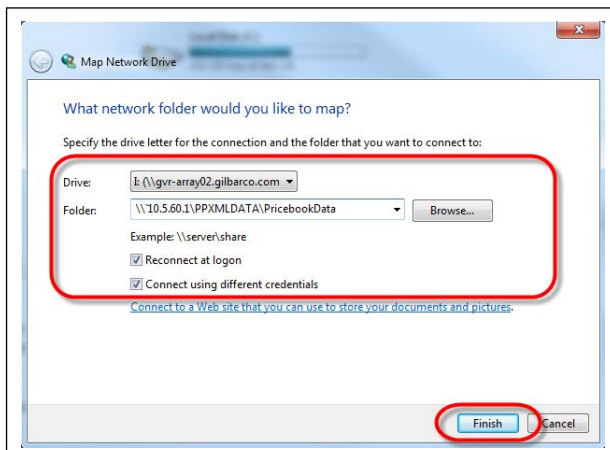
- c** Once the Map Network Drive window opens, enter information as follows:

| | |
|---------------|-------------------------------------|
| Drive | I:\ |
| Folder | \\10.5.60.1\PPXMLDATA\PricebookData |

IMPORTANT INFORMATION

If the system is staged off-site, it is necessary to map the folder to a local one and correct this once installed onsite.

Figure 106: Mapping Kiosk to Network Drive



Ensure that the **Reconnect at logon** and **Connect using different credentials** check boxes are selected.

d Click **Finish**.

e When the credentials window opens, enter the following credentials:

| | |
|-----------------|-------------|
| Username | PPXMLDATA |
| Password | LØØk4MyD@ta |

Figure 107: Entering Windows Security Credentials



f Once the username and password credential information have been entered, select the **Remember my credentials** check box, and then click **OK**.

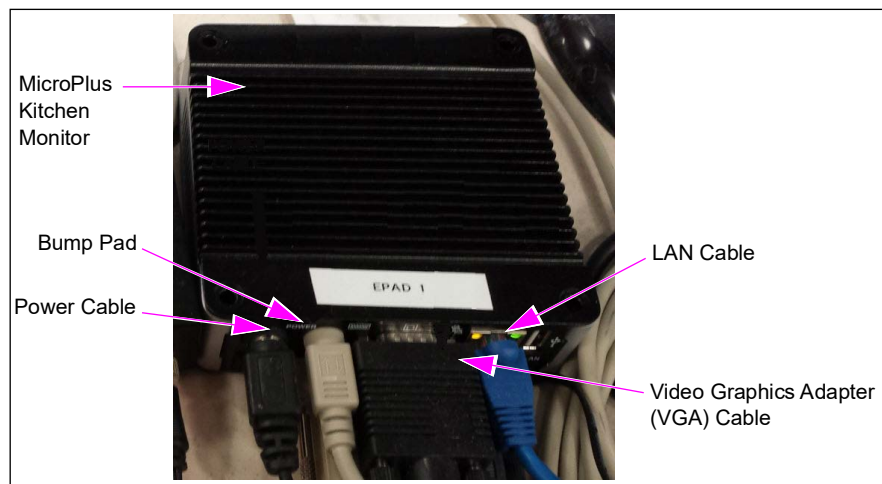
19 Connect the Kitchen Monitor to customer network.

To connect the Kitchen Monitor to customer network, proceed as follows:

- a** Connect MicroPlus Kitchen Monitor Electrically Programmable Analog Device (EPAD) to customer local network.
- b** Connect all peripherals to Kitchen Monitor, including monitor.
- c** Connect external QWERTY keyboard to MicroPlus EPAD terminal (USB port) and power on the unit.

- d Enter IP address of MicroPlus EPAD when prompted; confirm IP address is reachable from kiosk that is currently on the network (run ping test from Kiosk001).

Figure 108: Mapping Primary Kiosk to Network Drive



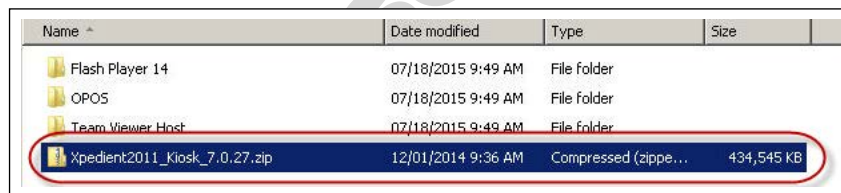
- 20 Install Xpedient software if not already installed.

To install Xpedient software, proceed as follows:

- a Select **Start > Windows Explorer > C: > Xpedient**.

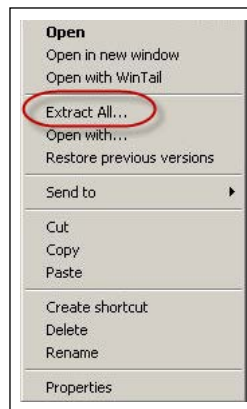
- b Right-click **Xpedient2011_Kiosk_7.0.27.zip**.

Figure 109: Xpedient Compressed File



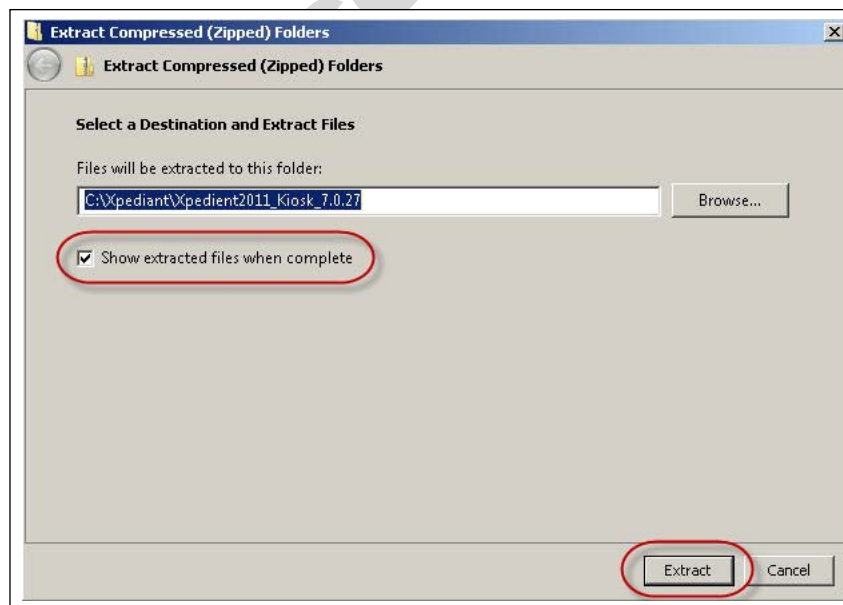
c Click **Extract All**.

Figure 110: Extracting Xpedient Compressed File



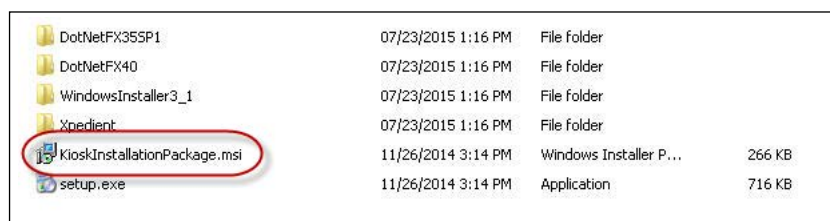
d When the screen shown in [Figure 111](#) opens, ensure that the box is checked for **Show extracted files when complete**, and click **Extract**.

Figure 111: Extracting Xpedient Compressed File



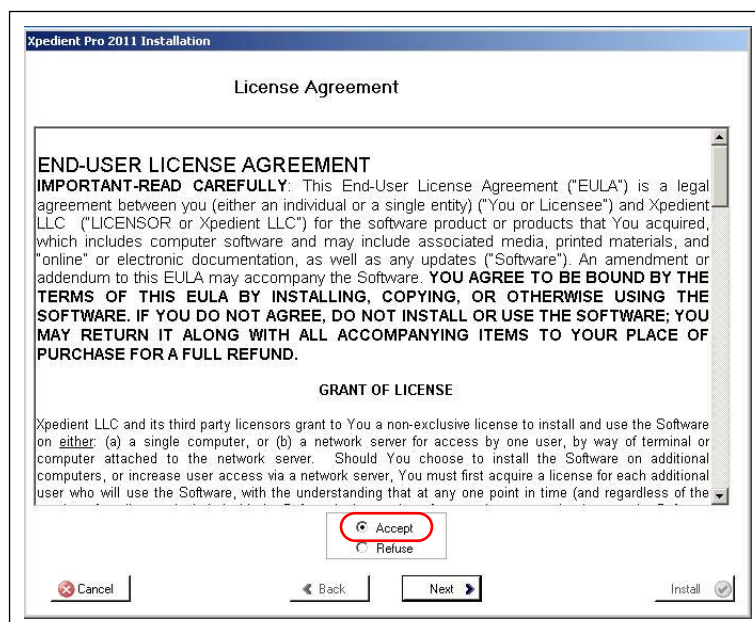
e When the new folder opens, double-click **KioskInstallationPackage.msi**.

Figure 112: Executing Kiosk Installation Package File



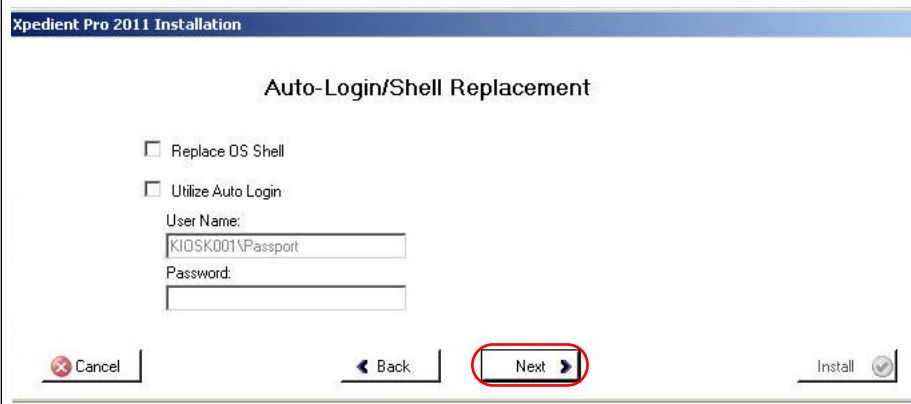
f Select **Accept** to accept the Xpedient License Agreement, and click **Next**.

Figure 113: Accepting Xpedient License Agreement Terms



- g** Leave both the optional settings check boxes cleared, and click **Next** to proceed (do not select Replace OS Shell or Utilize Auto Login).

Figure 114: Xpedient Auto-Login

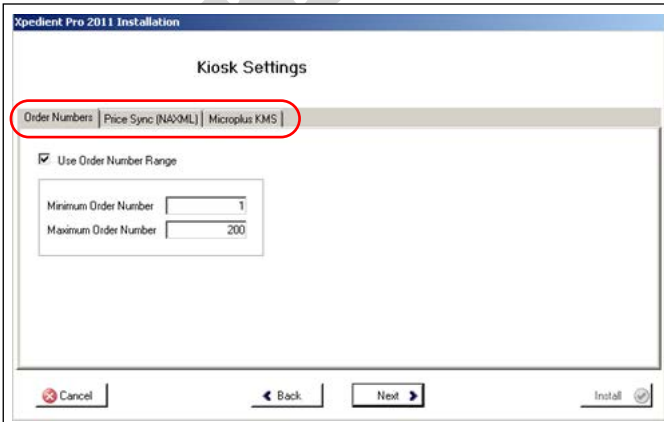


The screenshot shows the 'Auto-Login/Shell Replacement' window in the Xpedient Pro 2011 Installation process. It contains two unchecked checkboxes: 'Replace OS Shell' and 'Utilize Auto Login'. Below these are text fields for 'User Name' (containing 'KIOSK001\Passport') and 'Password'. At the bottom, there are four buttons: 'Cancel', 'Back', 'Next' (highlighted with a red circle), and 'Install'.

The Kiosk Settings screen has three tabs that require data entry or review before you can begin the installation.

Note: The second and third tabs are not applicable for kiosks (2 and higher).

Figure 115: Kiosk Settings



The screenshot shows the 'Kiosk Settings' window. It has three tabs: 'Order Numbers', 'Price Sync (NA/OML)', and 'Microplus KMS'. The 'Order Numbers' tab is selected and highlighted with a red circle. Below the tabs, there is a checked checkbox 'Use Order Number Range' and two text fields: 'Minimum Order Number' (set to 1) and 'Maximum Order Number' (set to 200). At the bottom, there are four buttons: 'Cancel', 'Back', 'Next', and 'Install'.

The following is description of the fields in each of the three tabs:

- **Order Numbers**

The order number range is 1-200 for the main kiosk, 201-400 for the second kiosk, and 401-600 for the third kiosk. Each kiosk order number range starts at the next number after the last and will have 200 order numbers.

Figure 116: Kiosk - Order Numbers

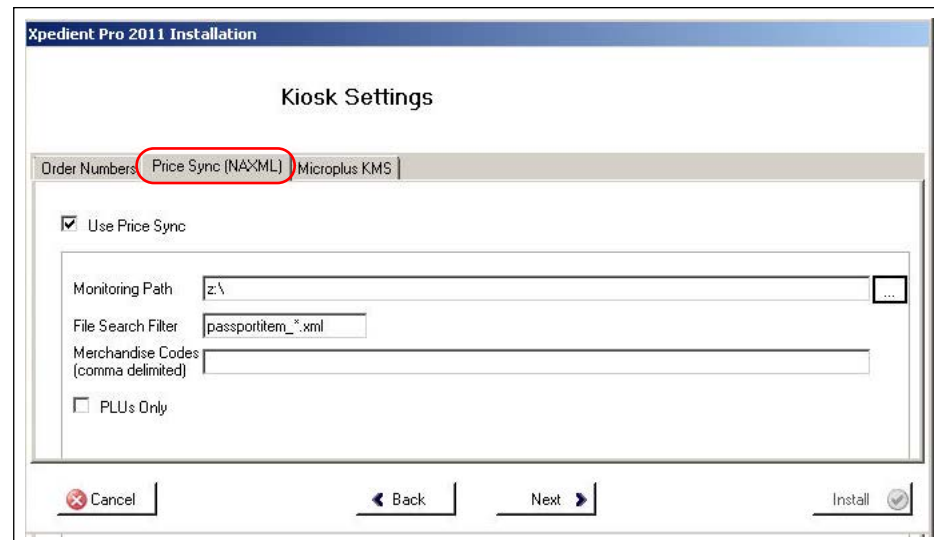
The screenshot shows the 'Xpedient Pro 2011 Installation' window with the 'Kiosk Settings' tab selected. The 'Order Numbers' sub-tab is active and highlighted with a red circle. It contains a checkbox labeled 'Use Order Number Range' which is checked. Below this, there are two input fields: 'Minimum Order Number' with the value '1' and 'Maximum Order Number' with the value '200'. At the bottom of the window, there are four buttons: 'Cancel', 'Back', 'Next', and 'Install'.

| Tab | Field | Value |
|---------------|----------------------|-------|
| Order Numbers | Minimum Order Number | 1 |
| | Maximum Order Number | 200 |

- **Price Sync (NAXML)**

This is where you enter the path to the Passport Server to retrieve the price book. The path is Z:\10.5.60.1\PPXMLDATA\Pricebook. If the Z: drive has already been mapped to this directory, you only need to enter **Z:** for this field.

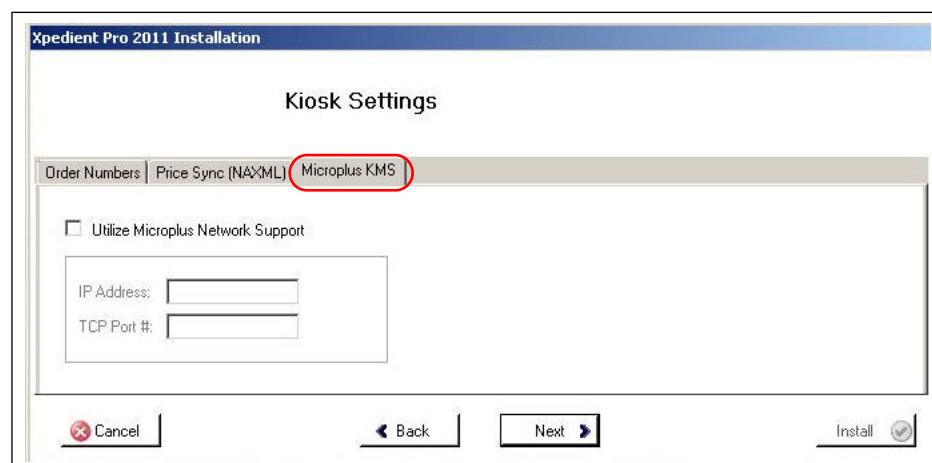
Figure 117: Kiosk - Price Sync (NAXML)



- **MicroPlus KMS**

This is where you enter the IP address for the Kitchen Monitor. The IP is supplied by the customer as it is on their store/corporate network. Prior to this step you should have already tested the connectivity to the MicroPlus Kitchen Monitor system from the main kiosk. If this has not been done at this time enter the IP address as it should be when all is connected. If this IP address should change, there is a tool under the Xpedient Installation folder MicroPlusIntegrationConfiguration.exe. This tool allows the technician to modify the IP address in case incorrect IP address was provided during installation.

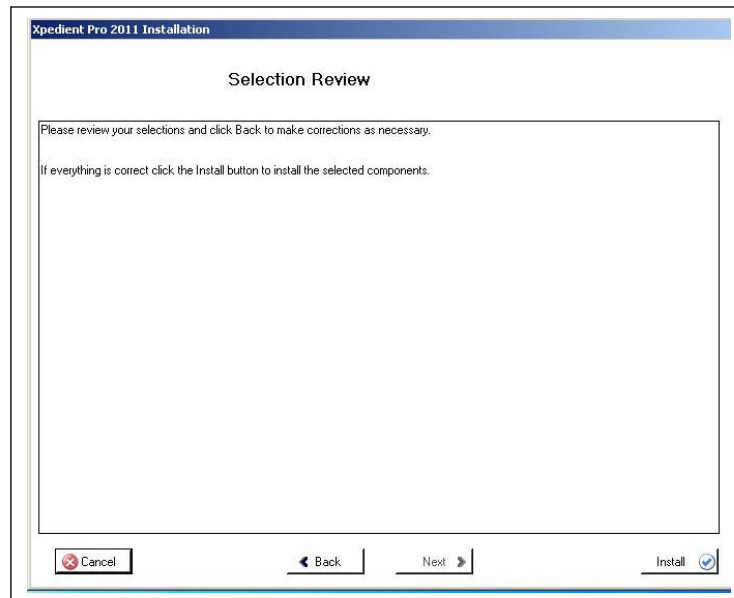
Figure 118: Kiosk - MicroPlus KMS



h Click **Next** at the bottom of the Kiosk Settings window.

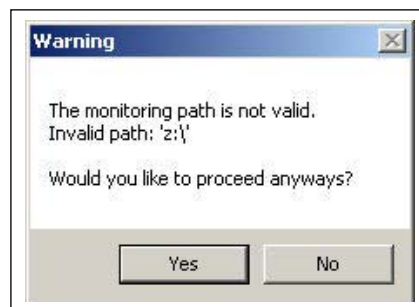
- i Click **Install** on the Selection Review screen. If successful, the installation displays the “The installation has completed successfully” dialog box.

Figure 119: Xpedient Installation - Successful



If the error shown in [Figure 120](#) opens, you need to correct the mapped drive issue.

Figure 120: Xpedient Installation - Error



Once the issue is resolved, continue with installation.

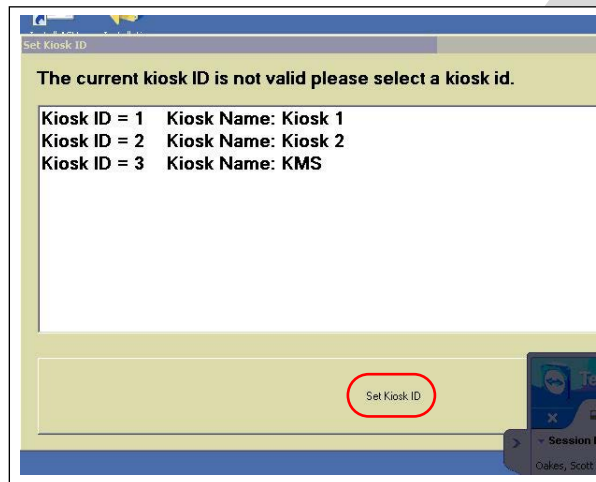
j Click **OK** and restart the system.

Figure 121: Xpedient Installation - Confirmation



k After the system restarts, select the Kiosk ID and select **Set Kiosk ID**.

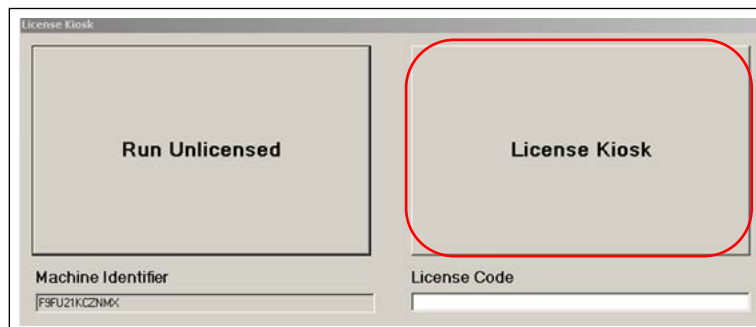
Figure 122: Setting Kiosk ID



l Enter the License Code and select **License Kiosk** as shown in [Figure 123](#).

Note: Make note of the Machine Identifier code; provide this information to Xpedient Help Desk to get a valid License Code.

Figure 123: Entering Xpedient License Code



21 Add remote printer configuration to kiosks 2 and higher.

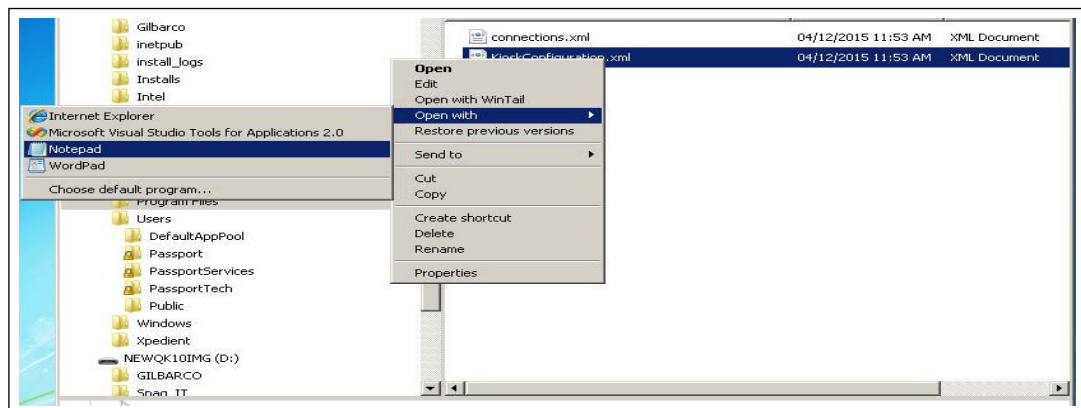
For all express ordering kiosks numbers 2 or higher, attachment to the Kitchen Monitor via TCP is only driven by the primary kiosk.

All subsequent kiosks must have the remote printer added to their configuration.

To add remote printer configuration to kiosks 2 and higher, proceed as follows:

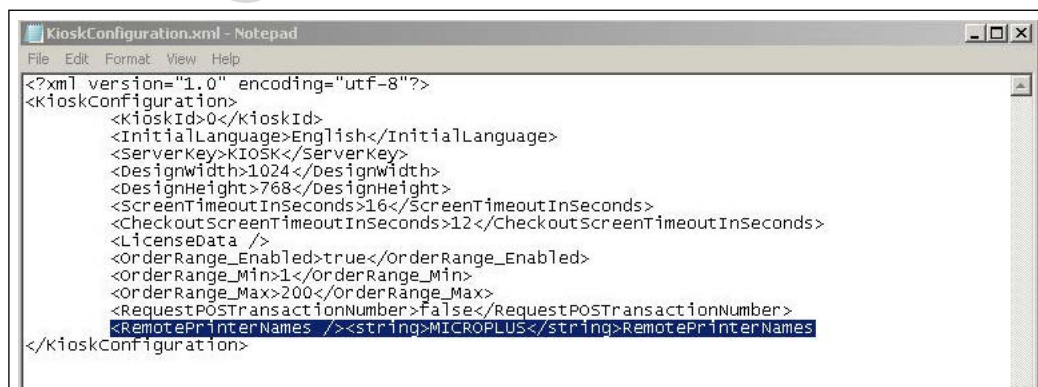
- a On the keyboard, press **CTRL + Shift + Alt + F12** simultaneously to minimize the Xpedient software.
- b Using Windows Explorer, navigate to **C:\Program Files\Xpedient\Kiosk\DefaultConfig**.
- c Right-click **KioskConfiguration.xml**, select **Open with** and then click **Notepad**.

Figure 124: Editing Kiosk Configuration File



- d Replace the `<RemotePrinterNames />` empty tag with `<RemotePrinterNames /><string>MICROPLUS</string>RemotePrinterNames`.

Figure 125: Replacing Printer Name



- e Save the file and restart the kiosk software (only Xpedient kiosk requires a restart, everything else can be left running).

22 Install the Kitchen Monitor system.

Note: For assistance on configuring and troubleshooting the kitchen monitor system, contact MicroPlus Inc. at 1-919-816-9222/1-919-816-9333.

a Connect to corporate network if not already connected.

Note: Best practice is to have a controller box attached to the screen using Video Electronics Standards Association (VESA) mount screws. Retain the screws and mounting brackets that are shipped with Kitchen Monitor system.

An example of a Kitchen Monitor mounted over kitchen preparation area is shown in [Figure 126](#).

Figure 126: Kitchen Monitor Mounted over Kitchen Preparation Area



An example of a Kitchen Monitor placed on the counter in the store area is shown in [Figure 127](#). The screen displays a bump bar and bump printer.

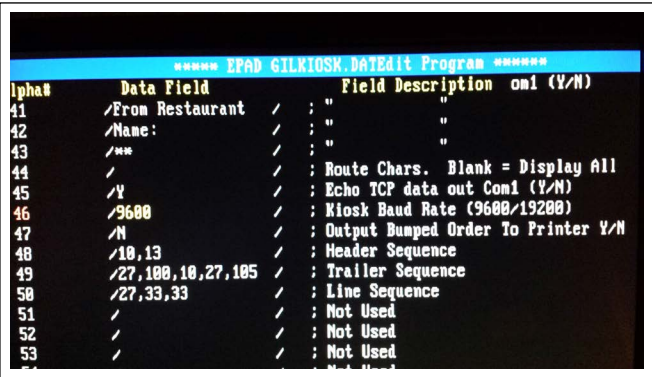
Figure 127: Kitchen Monitor on the Counter



To change the settings on the Kitchen System for a secondary screen or to add routing characters, plug in a keyboard into the MicroPlus system and proceed as follows:

- b Press **M** for menu then press **O** to change the existing configuration file EDIT GILKIOSK.DAT.
- c To change value, scroll on the keyboard and press **Enter** for the required field.
- d Press **ESC** and **Yes** to WRITE file and then reboot.

Figure 128: Changing Kitchen System Settings

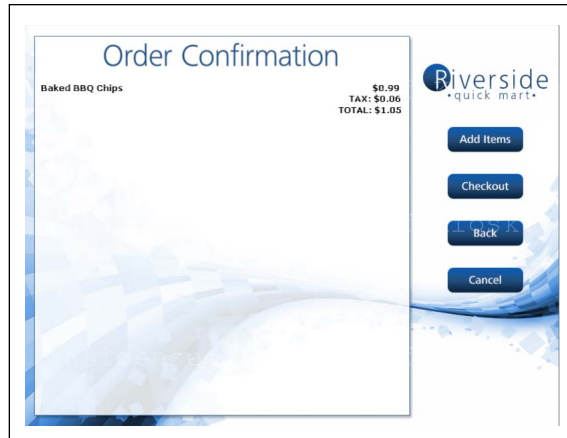
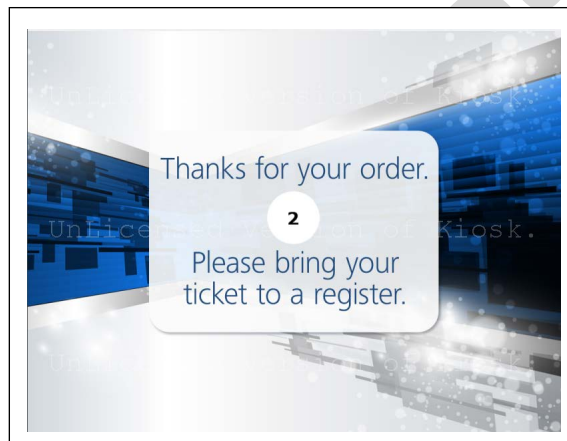


| Field | Description |
|----------|--|
| Field 43 | Used to create a place for a routing character that will be ignored by the first terminal in case you have two screens in place driving to kitchen screens with different items. |
| Field 44 | Used on secondary kitchen system to identify characters that are unique for that screen to display only particular food items. |
| Field 45 | Used to tell first kitchen system to echo signal out COM1 to secondary kitchen system. |
| Field 47 | Used to tell kitchen system that bump printer is connected and to bump orders to printer port on COM2 when configured to YES. |

- 23 Work with Xpedient Support team and site management to download site-specific content to the kiosk (using ‘GoToMeeting™’ or Xpedient Architect tool).
- 24 Run a transaction to print QR code, and verify PLUs and kiosk application with default configuration.

Figure 129: Kiosk Application Screen



Figure 130: Order Confirmation**Figure 131: Accepting Orders**

- 25** Verify transaction is visible on the Kitchen Monitor. Also, verify that the bump bar and printer are functional. If bump bar and printer are not functional, verify system name on all kiosks.
- 26** Validate the QR code on the Passport system by scanning and verifying all items accounted for are on the receipt. If some or all PLUs are missing or scanning fails, refer to [“Troubleshooting” on page 66](#).
- 27** Verify information on the Passport receipt is accurate and has order number for the correct kiosk.
- 28** Call Xpedient to set up a ‘GoToMeeting’ test session to verify remote access (if not already done).
- 29** Call Gilbarco Help Desk at 1-877-503-4971 to verify remote access.

Express Ordering Kiosk Internal Components

Hard Drive: SATA Hard Disk Drive (HDD)

SATA HDD (see [Figure 132](#)) provides mass storage for the Express Ordering Kiosk.

CAUTION

HDD is very sensitive to shock and vibration. Keep HDD in the original packaging materials until installation to avoid damage. Handle HDD carefully to avoid damaging the drives. When replacing a HDD, save the packaging material and use it to pack the failed HDD, if it is returned.

HDD Tests

To provide more accurate diagnostics, all requests for SATA HDD replacements must be accompanied by Drive Fitness Test results. Drive Fitness Test for PX60 allows you to test the HDD when it is inside the Express Ordering Kiosk. Refer to [“Troubleshooting”](#) on [page 66](#).

Figure 132: SATA HDD



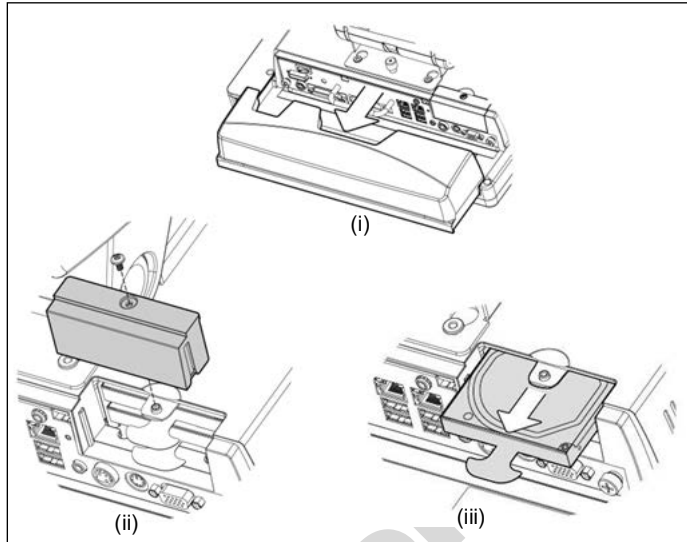
Replacing SATA HDD

To replace the SATA HDD, proceed as follows:

- 1 Replace the SATA HDD.
 - a Pull away the cable manager [see [Figure 133 \(i\)](#) on [page 65](#)].
 - b Remove the screw to open the HDD door [see [Figure 133 \(ii\)](#) on [page 65](#)].
 - c Remove the HDD by pulling on the plastic tab of the HDD caddy.
 - d Remove the HDD from the caddy, and install the replacement HDD.

- e Replace the HDD by sliding the caddy back into the backplane and securing the HDD door [see [Figure 133 \(iii\)](#)].

Figure 133: Installing SATA HDD



Replacing the HDD is now complete.

Connecting SATA HDD

The SATA HDD connects directly to the Express Ordering Kiosk HDD backplane through a slide-in tray.

Keyboard: USB QWERTY Keyboard

The USB QWERTY keyboard is a standard IBM®-compatible keyboard that connects to the Express Ordering Kiosk. This keyboard enables users to input alphanumeric data.

Mouse

A USB mouse connects to the Express Ordering Kiosk and is used to navigate through the Express Ordering software.

Troubleshooting

The following table describes the symptoms, causes, and possible solutions to troubleshoot Express Ordering Kiosk:

| Express Ordering Kiosk | | | |
|------------------------|--------------|------------------------|---|
| Component | Symptom | Probable Cause | Possible Solutions |
| All-in-One (AIO) | Blank screen | No Power | Check power switch, touch and release power switch. |
| | | | Look at Light Emitting Diodes (LEDs) visible on kiosk (lower-right corner of monitor). Check LED on the power supply (located under the base of the pedestal). If the LED is not lit, check the cables. |
| | | | Check status of the UPS. |
| | | | Check the AC plug and power from the outlet with a voltmeter. |
| | | Bad power supply/cable | If the wall outlet has power, but the blue LED on the power supply (brick) is off, swap with the known working cable. If no change is seen, swap the brick with the known working unit. |
| | | Loose or damaged cable | Remove and reseal all power cord connections. If the blue LED on the power supply (brick) is on, check for damaged pins on low voltage side of the cable connecting to the computer power port. |
| | | Bad monitor | If the blue LED on the bottom-right corner of the monitor is on, remove the hardware assembly tray, replace the AIO monitor/module, and reuse the original hardware assembly tray with components. |
| | | Bad motherboard | If the LED at the very bottom-right corner of the monitor is off, but there is adequate voltage from the power brick, you may need to replace the motherboard using the assembly tray (hard drive should be reused if not damaged). |

| Express Ordering Kiosk | | | |
|------------------------|--|--|--|
| Component | Symptom | Probable Cause | Possible Solutions |
| Printer | Not printing receipt | Power | Look at the power LED, if it is off, check the power switch, check connections, bad AIO motherboard (check for test points). If it is a bad printer, swap with a known working printer. If the printer is connected to an external power supply, troubleshoot power supply and outlet power. |
| | | Connections | Check AC (if the printer is connected via external power supply) and DC connections from AIO. AC cable for UPS, UPS outlet (120 VAC), AC cable to power brick, power brick (swap with a working brick if power is OK and LED is off). Verify connections at kiosk printer (Y-cable and gender menders depending on the type of Kitchen Monitor system) and printer DIP switches. Refer to "Connect the printer communication cable." on page 7 . |
| | | Printer configuration | For new installation, check the DIP switch settings and that the printer configuration name is programmed as "LOCAL" (all caps); wrong serial connection, and gender menders. |
| | | Printer drivers on kiosk | Run OPOS test program, notate error. Confirm that the proper printer drivers are installed and are not having issues. If not known, reinstall the drivers. |
| | | Printer error | Ensure that the printer is online with no errors. If errors exist, resolve by error type troubleshooting steps (for example, paper, offline, etc.) |
| | | DIP switch settings | Verify the DIP switch settings for specific model are used (settings will vary). |
| | Printer is printing "?????????" | | TM-T88V settings (9600, 8, none, 1, DTR/DSR). All switches are off except DSW1 #7=on. To check the settings, hold the Feed button while powering on, receipt will print with DIP switch settings. |
| | | | |
| | Printer not printing QR code clearly | Wrong paper, worn thermal printer head | Verify you are using the correct paper type. If the other kiosk(s) is working, use paper from the other printer to test. If the test fails, swap the printer with a known working printer. |
| | Printer not printing complete receipt | Wrong paper, worn thermal printer head, software glitch | Verify you are using the correct paper type. If the other kiosk(s) is working, use paper from the other printer to test. If the test fails, swap printers. If no change, reboot the kiosk. If no change, escalate or call TAC. |
| Receipts | QR code will not scan on Passport | Wrong paper, connections, printer configuration, bad printer | Check paper, power, verify connections at the kiosk printer (Y-cable and gender menders depending on the type of Kitchen Monitor system) and printer DIP switches. If other kiosk(s) is working, use paper from other printer to test. If the test fails, swap printers. If no change, reboot the kiosk. If no change, escalate or call TAC. |
| | | Poor print quality, wrong paper, scanner not programed properly, wrong scanner (Xenon 1900), Passport offline with MWS Server. | Check print and paper quality, ensure MWS is online, test receipt on another Passport POS, ensure Enhanced Store is activated, reprogram the Xenon 1900, reboot Passport. If scanner is not working for all scanning activities, troubleshoot scanner. For troubleshooting information on the scanner, refer to <i>MDE-4956 Honeywell and Xenon 1900 Scanner Setup/ Service Instructions</i> . If the site does not have Enhanced Store, they need to purchase it. |
| | PLUs on kiosk order not matching Passport PLUs | If scanning is not working customer will need to follow manager's standard work for manual data input. | Ensure customer knows they can input PLUs manually, but will need to be advised by their manager on the process. |
| | | Price Book not updating on Passport or kiosk back office connection to kiosk or Passport bad network drive mapping incorrect. | Compare receipts to determine which PLUs are missing; verify missing PLUs on Passport. If Passport recognizes PLUs run another transaction with the same PLUs. If not, check the QR code quality and follow QR code path. Network drive mapping incorrect. If on K Patch or above, Price Book will reside on Passport (check that kiosk is mapped to Passport). |
| | | | If kiosk is communicating to back office and Passport has the latest Price Book, call Xpedient at 1-888-501-8836. |

| Express Ordering Kiosk | | | |
|-----------------------------|--|--|---|
| Component | Symptom | Probable Cause | Possible Solutions |
| Communication | Cannot ping kiosk | IP configuration on kiosk | Ensure IP of each unit is set to the correct LAN configuration (kiosk must be a static IP to avoid future issues). |
| | | Router DHCP settings | Ensure DHCP addresses are expanded to accommodate all kiosks. |
| | | Windows internal firewalls settings | If unit can ping other units but cannot be pinged, ensure that Windows firewall settings are correct by temporarily turning off the firewall. |
| | After reboot, kiosk requesting new license for Xpedient software | No network connection | Ensure unit is connected to LAN and verify Internet functionality. |
| Remote Connectivity | Gilbarco cannot connect | Kiosk has wrong IP address. Passport Router configuration changed. LAN cable disconnected or connected to wrong LAN port on kiosk. No communication to router. Passport Server disconnected. NetOp not running on kiosk. LAN2 BIOS settings. | Check LAN connections and verify if correct ports are being used. Ensure that the kiosk(s) is connected to Passport Router and additional IPs were added to router configuration. If Passport Server is offline, the clients will also be offline. Verify NetOps is functioning on the kiosk(s). |
| | Xpedient cannot connect | Kiosk has wrong IP address. Site router configuration changed. LAN cable disconnected or connected to wrong LAN port on kiosk. No communication to router. 'GoToMeeting' software has not been setup. | Ensure that LAN2 is enabled in BIOS. Check LAN connections and verify if correct ports are being used. Check router configuration (will require site IT assistance). Ensure that LAN is plugged into the correct LAN port on the kiosk. Xpedient to provide a 'GoToMeeting' link that will install the proper software. |
| Intermittent Hardware Issue | Unit reboots or locks up Printer errors | Hard drive and motherboard performance issue (running slow, lock-ups). Printer hardware. Hardware drivers. | Event Viewer. OPOS for printer issues. Check drive space. Run CHKDSK. Reload driver. |
| | Windows related issues | Document all errors and status of kiosk. | Could be a hardware issue; follow intermittent hardware issue steps. Contact TAC as necessary. |
| Intermittent Software Issue | Xpedient software | Document all errors and status of kiosk. | Escalate to Xpedient. |
| | Miscellaneous problems during installation | Not following installation checklist. | Always follow the installation checklist. If checklist was followed properly, contact Gilbarco and report any problems that were not addressed on the checklist. |

| Express Ordering Kiosk | | | |
|--------------------------------|--|--|--|
| Component | Symptom | Probable Cause | Possible Solutions |
| Kitchen Monitor | Not displaying kiosk transactions (serial connections) | Connections on kiosk printer Y-cable and gender menders (MicroPlus serial setup), monitor configuration (programming). | If the site has more than one kiosk, verify if the symptoms are for one or all. Screen black, check connections and power. Display has power but is not displaying orders, check connections at KMS interface (MicroPlus solution), verify whether the gender mender A is used with B for each kiosk and power to interface, reset interface and monitor. If connections and configurations are fine, it may have bad cable or gender mender. If some kiosk transactions are displayed, but not all, check connections for each individual kiosk at the monitor interface and at kiosk printer. Reset monitor interface and reboot kiosk. |
| | Not displaying kiosk transactions (network IP config) This is the preferred method for the Kitchen Monitor setup | Check IP Settings on MicroPlus Screen. Either No IP Configured on MicroPlus or IP Address never entered into Express Ordering software | Confirm MicroPlus EPAD is connected to customer network. Run Ping test to confirm you can ping component from Kiosk 001. If no IP address configured on MicroPlus, refer to "MicroPlus KMS" on page 57 . If the connections are correct, you need to make sure that MicroPlus is connected with Express Ordering. During Express Ordering installation, there is a tab related to the IP addressing of the MicroPlus KMS system. If this was ignored, you will need assistance from Gilbarco/Xpedient Help Desk to get this configured. If Kitchen Monitor is working with primary Kiosk (001) but not secondary kiosks, you need to edit file to add remote printer to secondary kiosks. This was detailed above in Kitchen Monitor setup. You will need to edit the %localappdata%\xpedient\kiosk\kioskconfiguration.xml to address the issue. |
| Kiosk functionality (software) | Wrong prices for some items | Price Book not updated | Ensure kiosk is communicating to the store network if they have back office or to Passport network if using V10 L Patch, escalate to Xpedient. |
| | Wrong content | | Escalate to Xpedient. |

Obsolete

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