

KIOSK INSTRUCTIONAL, OPERATIONS & TROUBLESHOOTING MANUAL

## Three Square Market Kiosk Guide

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## Kiosk Introduction

*Assuming all tools needed are in place please proceed with installation and set-up of kiosk after familiarizing yourself with this introductory information.*

To save time in the future, print a copy of this document. Click **Print** on the **File** menu, and click **Print** again to receive all the pages of the manual. With the printed document in hand, or computer in front you, ensure you are in a well-lit area with easy access to components and devices. Each kiosk style will be laid out in the following sections regarding build, including components/devices used. Below is a list of items that will come shipped separately from the kiosk:

- Check contents box for all necessary parts and devices to make sure everything is in place. Contents box will contain:
  - Kiosk Computer / PC
  - 15" Touchscreen Monitor
  - Ethernet Cable
  - Ethernet Switch
  - Kiosk Leveling Feet
  - Mouse
  - Keyboard
  - USB type A to B Cord
  - Kiosk Lock Key
  - Warranty (See Appendix E, p25)
- Must match corresponding TSM # on computer to the last three on the kiosk shell number before building kiosk.
- Proper lighting is a must when working inside the kiosk shell, so have a flashlight ready and the work area well lit.
- Have adequate time to prepare, so as to not rush through this process.

## Kiosk Set-Up

The following covers all of our kiosk models and steps needed to ensure successful connection of all devices and hardware.

### **Full Kiosk Model**

This model is roughly 52" in height, 22" wide, 18" deep and weighs approximately 175 lbs. It leaves Three Square Market with a contents box (items listed above) and the Kiosk shell with all the items securely fastened inside. This and any additional information can be found at [www.32marketstore.com](http://www.32marketstore.com), as well as at the end of the manual in *Appendix A (p22)*.

## KIOSK OPERATIONS MANUAL

The kiosk will arrive in a couple of different formats depending on who your distributor is and their approach to shipping. Parts / Accessory / Device / Component check list:

- \*Kiosk Computer / PC (varies depending on date of order)
- 15" Touchscreen Monitor
- 4" AC Fan
- Fan Guard Grill
- AC Fan Power Cord
- Credit Card Reader/Striper
- 6 Outlet Power Strip
- \*\*MEI 2000 Series Bill Mech
- \*\*MEI AE Interface Cable Kit/Harness
- USB type A to B for MEI Harness
- Barrel Lock (for kiosk)
- JadaK Barcode Scanner
- Logitech C110 Webcam
- CAT5e Patch Cable
- Kiosk Leveling Feet
- Kiosk Snap Ring 1.5"
- M3-0 .5x10mm Screws for Credit Card Reader
- USB to Serial Adapter
- USB Hub
- Kiosk Cable Staple Clip
- 5 Port Network Switch
- \*\*\*Biometric Scanner
- \*\*\*Custom Decal
- \*\*\*Custom Wrap



This is an example of our Full Kiosk Model without any custom decals or wrap.

The kiosk shell will arrive with MEI Bill Acceptor, credit card reader, barcode scanner, biometric scanner (if ordered), outlet power strip, USB hub, power cords, MEI harness, webcam and other items not listed above in the contents box. Once ready, ensure the computer is mounted to the back of the touchscreen, and then align the bracket with the four bolts on the inside of shell. Finally, tighten nuts onto the bolts and ensure it is held firmly in place.

Now that everything has been securely fastened and attached to the kiosk, you will need to connect everything to the computer/USB hub, to power and then bring online. Utilizing the labels for devices and hardware, begin connecting those devices to the computer and hub as follows:

1. Connect the touchscreen monitor's VGA cable (large plug with screws) from the back to the computer.
2. Take the monitor's USB type A to B cord and connect the square shaped end into the back of the monitor (behind the bracket that holds the computer), then into a 2.0 USB port on the computer.

3. After checking that the power supply cord is securely in place on the monitor and computer, proceed to plug both into the power supply. Turn on and wait for the computer to start up Windows and the kiosk software.
4. Reference Troubleshooting Guide on page 14, and use the opening section as a guide to get to the desktop of your kiosk's computer.
5. On the desktop of computer, open the device manager as follows; to open device manager, click on the Windows start button (lower left corner of screen) and then type device into the search bar at the bottom. Once 'Device Manager' populates into the list, click on it.

*At this point, you can now start connecting your devices to the computer and USB hub (if needed). Also unplug any keyboard and mouse from the computer.*

6. Using the MEI Bill Acceptor harness, plug the USB into a 2.0 USB port on the computer. Then power on. *Three Square Market will finish the installing process when registering the kiosk.*
7. Take the credit card reader and plug the USB into a 2.0 USB port on the computer or USB hub. It will show up in the device manager as a generic communications (COM1) port.
8. Find the barcode scanner USB and plug it into a 3.0 USB port on the computer. It will then show in the device manager. This will be assigned a COM port, which typically is COM3, but *Three Square Market will finish when registering the kiosk.*
9. *\*\*\*If using a biometric scanner, follow this step:* simply plug into one of the computers or USB hub's 2.0 USB ports and the drivers are automatically installed after you plug in the reader for the first time.
10. Locate the webcam at the top of the kiosk (in the center), and plug it into a 3.0 USB port on the computer. Allow it to install itself, and then check the device manager to ensure it properly installs. *Three Square Market will ensure install process as a part of registering the kiosk.*
11. Double check the internet connection, in the bottom right corner of the screen, for a wireless icon or computer monitor/cord icon to ensure the computer is online. *Call Three Square Market if you experience any difficulty with this.*
12. At this point, call Three Square Market and we will work with you to complete the installation process and get your kiosk registered with the 32M system.

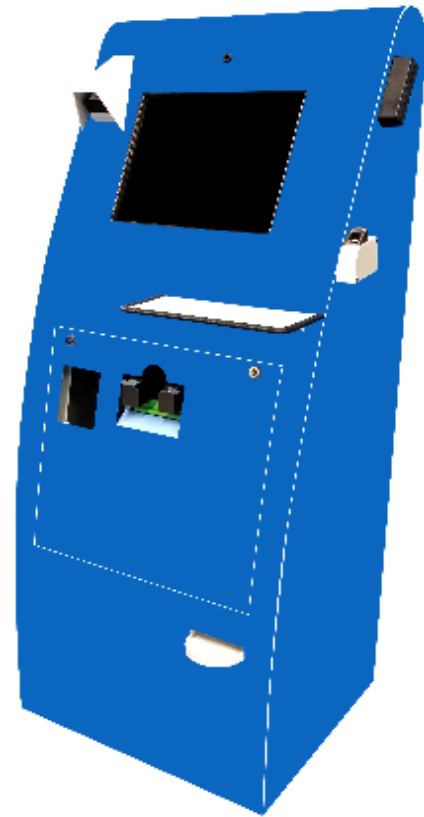
#### **Cash-Out Kiosk Model**

This model is roughly 52" in height, 22" wide, 18" deep and weighs approximately 190 lbs. It leaves Three Square Market with a contents box (items listed above) and the Kiosk shell with all the other items securely fastened inside. This and any additional information can be found at [www.32marketstore.com](http://www.32marketstore.com), as well as at the end of the manual in *Appendix B (p23)*.

The kiosk will arrive in a couple of different formats depending on who your distributor is and their approach to shipping. Parts / Accessory / Device / Component check list:

## KIOSK OPERATIONS MANUAL

- \*Kiosk Computer / PC (varies depending on date of order)
- 15" Touchscreen Monitor
- 4" AC Fan
- Fan Guard Grill
- AC Fan Power Cord
- Credit Card Reader/Striper
- 6 Outlet Power Strip
- \*\*MEI 2000 Series Bill Mech
- \*\*MEI AE Interface Cable Kit/Harness
- USB type A to B for MEI Harness
- MEI Coin Recycler
- USB to Serial Adapter
- Fujitsu F53 Bill Dispenser
- Fujitsu Power Supply
- Fujitsu Power Supply Outlet Cord
- Barrel Lock (for kiosk)
- JadaK Barcode Scanner
- Logitech C110 Webcam
- \*\*\*\*Zebra KR203 Receipt Printer
- \*\*\*\*Power Cord
- \*\*\*\*USB Type A to B Cord
- CAT5e Patch Cable
- Kiosk Leveling Feet
- Kiosk Snap Ring 1.5"
- M3-0 .5x10mm Screws for Credit Card Reader
- USB to Serial Adapter
- USB Hub
- Kiosk Cable Staple Clip
- 5 Port Network Switch
- \*\*\*Biometric Scanner
- \*\*\*Custom Decal
- \*\*\*Custom Wrap



This is an example of our Cash-Out Kiosk Model without any custom decals or wrap.

The kiosk shell will arrive with MEI Bill Acceptor, MEI harness, MEI Coin Recycler, Fujitsu Bill Dispenser, credit card reader, barcode scanner, biometric scanner (if ordered), outlet power strip, USB hub, power cords, webcam and other items not listed above in the contents box.

Once ready, ensure the computer is mounted to the back of the touchscreen, and then align the bracket with the four bolts on the inside of shell where the monitor goes. Finally, tighten nuts onto the bolts and ensure it is held firmly in place.

Now that everything has been securely fastened and attached to the kiosk, you will need to connect everything to the computer/USB hub, to power and then bring online. Utilizing the labels for devices and hardware, begin connecting those devices to the computer and hub as follows:

1. Connect the touchscreen monitor's VGA cable (large plug with screws) from the back to the computer.
2. After checking that the power supply cord is securely in place on the monitor and computer, proceed to plug both into the power supply. Turn on and wait for computer to start up Windows and the kiosk software.
3. Reference Troubleshooting Guide on page 14, and use the opening section as a guide to get to the desktop of your kiosk's computer.
4. On the desktop of computer, open the device manager as follows; to open device manager, click on the Windows start button (lower left corner of screen) and then type device into the search bar at the bottom. Once 'Device Manager' populates into the list, click on it.

*At this point, you can now start connecting your devices to the computer and USB hub (if needed). Also unplug any keyboard and mouse from the computer.*

5. Start with getting the Fujitsu Bill Dispenser USB cord plugged into a 2.0 USB port on the computer. Then power on the dispenser. *Three Square Market will finish the installing process when registering the kiosk.*
6. Next, get the MEI Coin Recycler's USB cord and plug into a 2.0 USB port on the computer. Then power on the coin recycler. *Three Square Market will finish the installing process when registering the kiosk.*
7. Using the MEI Bill Acceptor harness, plug the USB into a 2.0 USB port on the computer. Then power on. *Three Square Market will finish the installing process when registering the kiosk.*
8. Take the credit card reader and plug the USB into a 2.0 USB port on the USB hub. It will show up in the device manager as a generic communications (COM1) port.
9. Take the monitor's USB type A to B cord and connect the square shaped end into the back of the monitor (behind the bracket that holds the computer), then into a 2.0 USB port on the USB hub.
10. Locate the webcam at the top of the kiosk (in the center), and plug it into a 2.0 USB port on the computer. Allow it to install itself, and then check device manager to ensure it properly installs. *Three Square Market will ensure install process as a part of registering the kiosk.*
11. *\*\*\*If using a biometric scanner, follow this step:* simply plug into one of the computers or USB hub's 2.0 USB ports and the drivers are automatically installed after you plug in the reader for the first time.

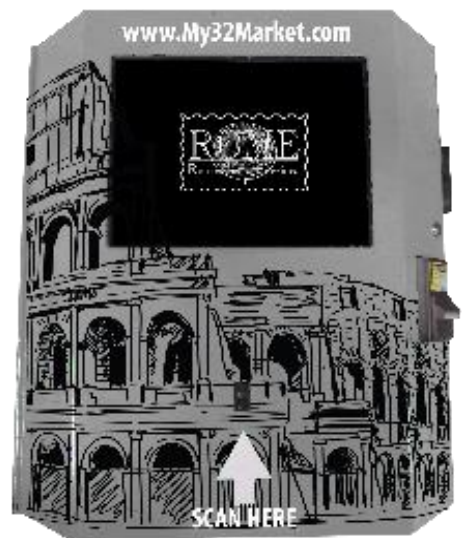
12. *\*\*\*\*If using a receipt printer, follow this step:* with the Zebra receipt printer, make sure the USB type A to B cord is securely inserted into the back of the printer with the square-shaped end. Firmly plug in the other end of the USB cord into a 3.0 USB port on the computer. Then power on the printer. *Three Square Market will finish the installing process when registering the kiosk.*
13. Find the barcode scanner USB and plug it into a 3.0 USB port on the computer; this will show in the device manager. It will be assigned a COM port, which typically is COM3, but *Three Square Market will finish when registering the kiosk.*
14. Double check the internet connection, in bottom right corner of the screen, for a wireless icon or computer monitor/cord icon to ensure the computer is online. *Call Three Square Market if you experience any difficulty with this.*
15. At this point, call Three Square Market and we will work with you to finish up the installation process and get your kiosk registered with the 32M system.

**Junior Kiosk Model**

This model is roughly 25" in height, 24" wide, 11.25" deep and weighs approximately 75 lbs. It leaves Three Square Market with a contents box (items listed above) and the Kiosk shell with all the items securely fastened inside. This and any additional information can be found at [www.32marketstore.com](http://www.32marketstore.com), as well as at the end of the manual in *Appendix C (p24)*.

The kiosk will arrive in a couple of different formats depending on who your distributor is and their approach to shipping. Parts / Accessory / Device / Component check list:

- \*Kiosk Computer / PC (varies depending on date of order)
- 15" Touchscreen Monitor
- 4" AC Fan
- Fan Guard Grill
- AC Fan Power Cord
- Credit Card Reader/Swiper
- 6 Outlet Power Strip
- \*\*MEI 2000 Series Bill Mech
- \*\*MEI AE Interface Cable Kit/Harness
- USB type A to B for MEI Harness
- Barrel Lock (for kiosk)
- JadaK Barcode Scanner
- Logitech C110 Webcam
- CAT5e Patch Cable
- Kiosk Leveling Feet
- Kiosk Snap Ring 1.5"
- M3-0 .5x10mm Screws for Credit Card Reader
- USB to Serial Adapter





- USB Hub
- Kiosk Cable Staple Clip
- 5 Port Network Switch
- \*\*\*Biometric Scanner
- \*\*\*Custom Decal
- \*\*\*Custom Wrap

This is an example of our Junior Kiosk Model with a custom wrap, but no custom decal.

The kiosk shell will arrive with MEI Bill Acceptor, credit card reader, barcode scanner, biometric scanner (if ordered), outlet power strip, USB hub, power cords, MEI harness, webcam and other items not listed above in the contents box. Once ready, make sure the computer is mounted to the back of the touchscreen, and then align the bracket with the four bolts on the inside of shell. Finally, tighten nuts onto the bolts and ensure it is held firmly in place.

Now that everything has been securely fastened and attached to the kiosk, you will need to connect everything to the computer/USB hub, to power and then bring online. Utilizing the labels for devices and hardware, begin connecting those devices to the computer and hub as follows:

1. Connect the touchscreen monitor's VGA cable (large plug with screws) from the back to the computer.
2. Take the monitor's USB type A to B cord and connect the square shaped end into the back of the monitor (behind the bracket that holds the computer), then into a 2.0 USB port on the computer.
3. After checking that the power supply cord is securely in place on the monitor and computer, proceed to plug both into the power supply. Turn on and wait for computer to start up Windows and the kiosk software.
4. Reference Troubleshooting Guide on page 14, and use the opening section as a guide to get to the desktop of your kiosk's computer.
5. On the desktop of computer, open the device manager as follows; to open device manager, click on the Windows start button (lower left corner of screen) and then type device into the search bar at the bottom. Once 'Device Manager' populates into the list, click on it.

*At this point, you can now start connecting your devices to the computer and USB hub (if needed). Also unplug any keyboard and mouse from the computer.*

6. Using the MEI Bill Acceptor harness, plug the USB into a 2.0 USB port on the computer. Then power on. *Three Square Market will finish the installing process when registering the kiosk.*
7. Take the credit card reader and plug the USB into a 2.0 USB port on the computer or USB hub. It will show up in the device manager as a generic communications (COM1) port.
8. Find the barcode scanner USB and plug into a 3.0 USB port on the computer; this will show in the device manager. It will be assigned a COM port, which typically is COM3, but *Three Square Market will finish when registering the kiosk.*

9. Locate the webcam at the top of the kiosk (in the center), and plug it into a 3.0 USB port on the computer. Allow it to install itself and check the device manager to ensure it properly installs. *Three Square Market will ensure install process as a part of registering the kiosk.*
10. *\*\*\*If using a biometric scanner, follow this step:* simply plug into one of the computers or USB hub's 2.0 USB ports and the drivers are automatically installed after you plug in the reader for the first time.
11. Double check the internet connection, in bottom right corner of the screen, for a wireless icon or computer monitor/cord icon to ensure the computer is online. *Call Three Square Market if you experience any difficulty with this.*
12. At this point, call Three Square Market and we will work with you to finish up the installation process and get your kiosk registered with the 32M system.

**Express Kiosk Model**

This model is roughly 25" in height, 24" wide, 11.25" deep and weighs approximately 70 lbs. It leaves Three Square Market with a contents box (items listed above) and the Kiosk shell with all the items securely fastened inside. This and any additional information can be found at [www.32marketstore.com](http://www.32marketstore.com).

The kiosk will arrive in a couple of different formats depending on who your distributor is and their approach to shipping. Parts / Accessory / Device / Component check list:

- \*Kiosk Computer / PC (varies depending on date of order)
- 15" Touchscreen Monitor
- 4" AC Fan
- Fan Guard Grill
- AC Fan Power Cord
- Credit Card Reader/Swiper
- 6 Outlet Power Strip
- Barrel Lock (for kiosk)
- JadaK Barcode Scanner
- Logitech C110 Webcam
- CAT5e Patch Cable
- Kiosk Leveling Feet
- Kiosk Snap Ring 1.5"
- M3-0 .5x10mm Screws for Credit Card Reader
- USB to Serial Adapter
- USB Hub
- Kiosk Cable Staple Clip
- 5 Port Network Switch
- \*\*\*Biometric Scanner
- \*\*\*Custom Decal
- \*\*\*Custom Wrap



This is an example of our Express Kiosk Model without any custom decals or custom wrap.

The kiosk shell will arrive with credit card reader, barcode scanner, biometric scanner (if ordered), outlet power strip, USB hub, power cords, webcam and other items not listed above in the contents box. Once ready, make sure the computer is mounted to the back of the touchscreen, and then align the bracket with the four bolts on the inside of shell. Finally, tighten nuts onto the bolts and ensure it is held firmly in place.

Now that everything has been securely fastened and attached to the kiosk, you will need to connect everything to the computer/USB hub, to power and then bring online. Utilizing the labels for devices and hardware, start connecting those devices to the computer and hub as follows:

1. Connect the touchscreen monitor's VGA cable (large plug with screws) from the back to the computer.
2. Take the monitor's USB type A to B cord and connect the square shaped end into the back of the monitor (behind the bracket that holds the computer), then into a 2.0 USB port on the computer.
3. After checking that the power supply cord is securely in place on the monitor and computer, proceed to plug both into the power supply. Turn on and wait for computer to start up Windows and the kiosk software.
4. Reference Troubleshooting Guide on page 14, and use the opening section as a guide to get to the desktop of your kiosk's computer.
5. On the desktop of the computer, open the device manager as follows; to open device manager, click on the Windows start button (lower left corner of screen) and then type device into the search bar at the bottom. Once 'Device Manager' populates into the list, click on it.

*At this point, you can now start connecting your devices to the computer and USB hub (if needed). Also unplug any keyboard and mouse from the computer.*

6. Take the credit card reader and plug the USB into a 2.0 USB port on the computer or USB hub. It will show up in the device manager as a generic communications (COM1) port.
7. Find the barcode scanner USB and plug it into a 3.0 USB port on the computer; this will show in the device manager. It will be assigned a COM port, which typically is COM3, but *Three Square Market will finish when registering the kiosk.*
8. Locate the webcam at the top of the kiosk (in the center), and plug it into a 3.0 USB port on the computer. Allow it to install itself and the check device manager to ensure it properly installs. *Three Square Market will ensure install process as a part of registering the kiosk.*
9. *\*\*\*If using a biometric scanner, follow this step:* simply plug into one of the computers or USB hub's 2.0 USB ports and the drivers are automatically installed after you plug in the reader for the first time.

10. Double check the internet connection, in bottom right corner of the screen, for a wireless icon or computer monitor/cord icon to ensure the computer is online. *Call Three Square Market if you experience any difficulty with this.*
11. At this point, call Three Square Market and we will work with you to finish up the installation process and get your kiosk registered with our system.

**Microsoft © Tablet Kiosk Model**

This model is roughly 13" in height, 17" wide, 10" deep and weighs approximately 30 lbs. It leaves Three Square Market boxed with keyboard, mouse, barrel lock key, Ethernet cable & switch and warranty. This and any additional information can be found at [www.32marketstore.com](http://www.32marketstore.com), as well as at the end of the manual in *Appendix D (p25)*.

The kiosk will arrive in a couple of different formats depending on who your distributor is and their approach to shipping. Parts / Accessory / Device / Component check list:

- Microsoft © Surface Pro 2 Tablet
- 10.6" ClearType Full HD Touchscreen
- Tablet Power Supply
- Credit Card Reader/Swiper
- Barrel Lock (for kiosk)
- JadaK Barcode Scanner
- CAT5e Patch Cable
- M3-0 .5x10mm Screws for Credit Card Reader
- USB to Serial Adapter
- USB Hub
- \*\*\*Biometric Scanner
- \*\*\*Custom Decal
- \*\*\*Custom Wrap



This is an example of our Tablet Kiosk Model without any custom decals or custom wrap.

The tablet kiosk will arrive with credit card reader, barcode scanner, biometric scanner (if ordered), and other items listed above. Now that everything has been securely put in place, you will need to connect everything to the tablet and USB hub, to power and then bring online. Utilizing the labels for devices and hardware, start connecting those devices to the tablet and hub as follows:

1. Power on the tablet and wait for it to load.
2. At this point, you can now start connecting your devices to the tablet through the USB hub. Also unplug any keyboard and mouse.
3. Take the credit card reader and plug the USB into the USB hub connected to tablet.
4. Find the barcode scanner USB and plug it into the USB hub on the tablet.

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5. \*\*\**If using a biometric scanner, follow this step:* simply plug into one of the computers or USB hub's 2.0 USB ports and the drivers are automatically installed after you plug in the reader for the first time.
6. Reference Troubleshooting Guide on page 14, and use the opening section as a guide to get to the desktop of your kiosk's computer. *Call Three Square Market if you experience any difficulty with this.*
7. Double check the internet connection, in bottom right corner of the screen, for a wireless icon or computer monitor/cord icon to ensure the computer is online. *Call Three Square Market if you experience any difficulty with this.*
8. At this point, call Three Square Market and we will work with you to finish up the installation process and get your kiosk registered with our system.

\*Depending on when your kiosk was ordered, you will have a couple different makes it could be.

\*\*MEI Series 2000 Bill Mechanism will be ordered from your distributor, unless Three Square Market is the distributor.

\*\*\*These are options you can choose when ordering from your distributor or through [www.32marketstore.com](http://www.32marketstore.com).

\*\*\*\*The Zebra KR203 Receipt Printer is only available on the Cash-Out kiosk and is optional from Three Square Market directly.

## Kiosk and DVR Network Set-Up

Please refer to this set-up guide before reaching out to Three Square Market for questions regarding the kiosk's online needs.

### Kiosk Network Set-Up

Please refer to picture below as to where you can check to see if kiosk is online in the 'Network and Sharing Center' of the 'Control Panel'.



Locate the internet icon at the lower right-hand corner of the monitor. This will either be an icon of a computer monitor (hardline) or an icon of wireless signal (hotspot or wireless). Click on the icon, and when opened, go to the bottom of the window and click

on 'Network and Sharing Center.' This will bring you to where you will be able to see if the kiosk is online; if not, this will show where the problem is located. You will see a red 'X' either between the computer name (TSM-xxx) and network, or network and internet. *Call Three Square Market if you cannot solve the problem by double-clicking on the red 'X' and letting the computer try to solve it.*

- We require access on port 8443 to stoked.32market.com and port 3000 and 3001 to ws.32market.com.
- Desired Internet Speeds of 3Mb Download and 2Mb Upload minimum.
- DHCP IP address configuration is preferred.
- A hardline (Cat5, Cat5e or Cat6) connection is preferred over a wireless or hotspot connection.
- All kiosk communication is strictly outbound and does not require any inbound communication.

### DVR (Night Owl) Product Information and Network Set-Up

The following information is the only support Three Square Market provides for the Night Owl Security System. Regardless of which system was purchased:

- [Night Owl 4-Channel DVR X9-44-50](#)
  - 4 Channel Security System with a 500GB HDD, 4 Hi-Res 900 TVL Cameras and Free Night Owl Pro App Night Owl's cutting edge X9-44-500 is a 960H complete security solution with a 500GB pre-installed hard drive, 4 hi-resolution 900 TVL cameras with 70° wide angle viewing and remote playback. Utilizing the included 6 ft. HDMI cable, view or playback footage seeing every detail clearer than ever! With this TRUE 960H DVR, now you can enlarge your images on a wide screen television and see all the details you never could before! Unlike other security systems Night Owl enables you to maintain your mobile lifestyle by giving you tools that allow you to remotely monitor your home or business with our exclusive Night Owl Pro App! Receive motion activated push notifications to your Smart Device when the sensors detect activity. Need to change your settings to your DVR but you're on the go? Want to live view or even playback footage? The X9 Series is fully controllable via your smart device! All of Night Owl products give you true 24/7 video security day or night around the globe.

- [Night Owl 8-Channel DVR X9-88-1TB](#)
  - 8 Channel Security System with a 1TB HDD, 8 Hi-Res 900 TVL Cameras and Free Night Owl Pro App Night Owl's cutting edge X9-88-1TB is a 960H complete security solution with a 1TB pre-installed hard drive, 8 hi-resolution 900 TVL cameras with 70° wide angle viewing and remote playback. Utilizing the included 6 ft. HDMI cable, view or playback footage seeing every detail clearer than ever! With this TRUE 960H DVR, now you can enlarge your images on a wide screen television and see all the details you never could before! Unlike other security systems Night Owl enables you to maintain your mobile lifestyle by giving you tools that allow you to remotely monitor your home or business with our exclusive Night Owl Pro App! Receive motion activated push notifications to your Smart Device when the sensors detect activity. Need to change your settings to your DVR but you're on the go? Want to live view or even playback footage? The X9 Series is fully controllable via your smart device! All of Night Owl products give you true 24/7 video security day or night around the globe.
- or [Night Owl 16-Channel DVR X9-168-2TB](#)
  - 16 Channel Security System with a 2TB HDD, 8 Hi-Res 900 TVL Cameras and Free Night Owl Pro App Night Owl's cutting edge X9-168-2TB is a 960H complete security solution with a 2TB pre-installed hard drive, 8 hi-resolution 900 TVL cameras with 70° wide angle viewing and remote playback. Utilizing the included 6 ft. HDMI cable, view or playback footage seeing every detail clearer than ever! With this TRUE 960H DVR, now you can enlarge your images on a wide screen television and see all the details you never could before! Unlike other security systems Night Owl enables you to maintain your mobile lifestyle by giving you tools that allow you to remotely monitor your home or business with our exclusive Night Owl Pro App! Receive motion activated push notifications to your Smart Device when the sensors detect activity. Need to change your settings to your DVR but you're on the go? Want to live view or even playback footage? The X9 Series is fully controllable via your smart device! All of Night Owl products give you true 24/7 video security day or night around the globe.

The network set-up information for any of the above models of the Night Owl DVR system is as follows:

- The DVR requires port forwarding (TCP/UPD) on ports 9000 and 2051.
- The forwarding should be to the Static IP address assigned to the DVR.
- Refer below for detailed example:

Public Port	Private Port	Protocol	IP Address (Example)
9000	9000	TCP/UPD	192.168.0.150
2051	2051	TCP/UPD	192.168.0.150

## Kiosk Device/Hardware Removal or Replacement

*If changing out devices or components of the kiosk, please use the following steps as a guide through this process. Assuming all tools needed are in place please proceed with the build.*

To save time in the future, ensure you make note of how the kiosk is built before swapping out devices and hardware. With the printed document in hand, or computer in front you, ensure you are in a well-lit area with easy access to components and devices, in conjunction with the appropriate tools. *Each kiosk style essentially has exact same build, with the tablet kiosk being the exception for all devices but the credit card reader and barcode scanner.*

In addition to the previous sections' steps, use the following options to help you with certain different aspects of physically installing or building parts of your kiosk:

- If changing out the locks; attach locks using Loctite and wrench or socket.
- If changing or replacing the barcode scanner; remove current one and mount with screws to bracket that holds it.
- If removing the barcode scanner bracket to swap out the barcode scanner, simply mount the bracket using the nuts provided.
- If changing or replacing the credit card reader, remove current one and secure the new one with the screws that were in place.
- If mounting a biometric scanner for the first time (or replacing), drill  $\frac{3}{4}$ " hole in side of kiosk for the conversion kit. Place the biometric scanner in the bracket and use  $1\frac{1}{2}$ " sheet metal screws to mount to the kiosk.
- If replacing the MEI Series 2000 Bill Mechanism, first disconnect the power supply. Then disconnect the harness from computer. Once those are done, remove the four nuts holding acceptor in place. Now, repeat the steps in reverse to finish changing out the new acceptor.
- \*If replacing the MEI Coin Recycler, first disconnect from the power supply. Then disconnect from the computer. Once completed, simply lift the coin mechanism straight up and remove. Before installing the new coin mechanism, check that the holding screw is still barely separated from bracket. Now, repeat the steps in reverse to finish changing out the new coin mechanism.
- \*If replacing the Fujitsu F53 Bill Dispenser, first disconnect the power supply. Then disconnect from the computer. Once those are done, remove the 2 screws from the front of the sliding drawer bracket and remove the dispenser. Now, repeat the steps in reverse to finish changing out the new dispenser.
- \*\*If replacing the biometric scanner on the Microsoft® Tablet, simply remove the old fingerprint scanner from the USB hub and replace with a new one.

\*These are Cash-Out Kiosk only steps.

\*\*Depending on when your tablet was ordered, you will have a fingerprint scanner located differently.



## Kiosk Troubleshooting Guide

*To log into kiosk computer desktop using a keyboard and mouse to check on devices and connectivity:*

*Ctrl + Alt + Del -> Select Start Task Manager -> Click on the tab "Processes" (if not already there) and locate (image name) process "Team2mon.exe" and right-click on it to 'end process tree' -> if you did not end process tree for team2mon.exe, locate the process "Stokedkiosk.exe" and right-click to 'end process' -> Now click on "File" (in upper left corner) -> select "New Task (Run)" hit ok -> type in "explorer" or if there just click 'ok'.*

*If possible, log into the kiosk (v153+) and hit the 'Site Admin' button. In there, click on the 'Exit to Desktop' button and you will be sent directly to the computer's desktop.*

*You can now access the computer's desktop, menu and setting screens as a normal PC. This process will be used throughout the troubleshooting guide.*

***\*If the following steps do not work or you have trouble getting through them, call Three Square Market at 715.386.2233, option #2.***

### **Item will not scan at kiosk**

- ***Restart the kiosk to reset the connection between PC and Scanner.***
- ***Beeps/flashes but screen does not change or actually scan:***
  - Go to the desktop of computer (through task manager or site admin button on kiosk when logged-in) and open device manager. To open device manager, click on Windows start button (lower left corner of screen) and then type device into search bar at the bottom. Once 'Device Manager' populates into the list, click on it. Check for errors, then unplug scanner from computer, wait 5 seconds, then plug back in and wait for device to install. Restart computer.
  - Go to the station settings in 32market.com site (Site Admin Manage -> Store -> Station Settings) and make sure COM port is set correctly. Make sure COMx matches with station settings for barcode scanner. Restart computer.
- ***Error item does not exist:***
  - Check that the item has an accurate UPC number listed. Adjust accordingly if there needs to be a change to the number and then re-scan.
  - If not in the Store – Import Items to Store and once completed, re-scan at kiosk.
  - If not in the Warehouse - Import Catalog Items to Warehouse and once completed, import to store then re-scan.
  - If not able to import the item into the Warehouse, then go to 32market.com site (Site Admin Manage -> Catalog -> Add Item to Catalog) and add new product to system.

*For any other error messages, please contact Three Square Market at 715.386.2233, option #2.*

**Bill acceptor not working (with or without 'Ba' message next to App version)**

- ***Restart the kiosk to reset the connection between PC and Bill Acceptor.***
- **Confirm the dip switches on the side of the validator (MEI 2000 Series) are all set to "Off".**
- **Check "Device Manager" for error. If present (yellow triangle), right-click on device and select 'scan for changes'. If that does not work, contact Three Square Market.**
- **Bills are not being accepted:**
  - Is the bill being inserted at a screen that is awaiting payment (deposit funds, or pay with cash)? If not, note that it will not randomly accept a bill and needs to be prompted through the system to take it.
  - Alternatively, go to the station settings in 32market.com site (Site Admin Manage -> Store -> Station Settings) and make sure COM port is set correctly. Double check COMx matches with station settings for bill acceptor.
- **Bill Jam:**
  - Open bill acceptor panel and remove the bill acceptor head (lift up on the small metal bar), check for a bill jam by opening the yellow portion of the head. Put acceptor back together.
  - After closing up acceptor, disconnect USB cord that goes from the bill acceptor to the computer. Next, power off the bill acceptor ONLY. After waiting 10 seconds, then plug the USB cord back into the computer. After that you need to power on the bill acceptor. Finally, restart the computer so that the connection reset.
- **Disabled from System:**
  - Check for red light blinking twice. Once confirmed, disconnect USB cord that goes from the bill acceptor to the computer. Next, power off the bill acceptor ONLY. Then plug the USB cord back into the computer. After that you need to power on the bill acceptor. Finally, restart the computer so that the connection resets.
- **Green Lights are Off:**
  - Has the USB or bill acceptor been unplugged recently? You need to check the cables are securely connected to the PC (USB harness) and the power supply is plugged-in.
  - Alternatively, go to the station settings in 32market.com site (Site Admin Manage -> Store -> Station Settings) and make sure COM port is set correctly. Double check COMx matches with station settings for bill acceptor.

**Touch Screen is not working**

- ***Restart the kiosk to reset the connection between PC and Touch Screen.***
- **Confirm the monitor is powered on (small button on top center of monitor), does a green light show on the back of the monitor?**
- **Open the start menu and then select "Devices and Printers" in the right column. Ensure that the top row has icon of a mouse with Elo underneath in the description. If not, monitor to computer USB cord is not plugged-in.**
- **Unresponsive or un-calibrated**
  - Check cables inside to make certain all are connected securely; power cord, VGA cord (with screws) and USB cord to computer.

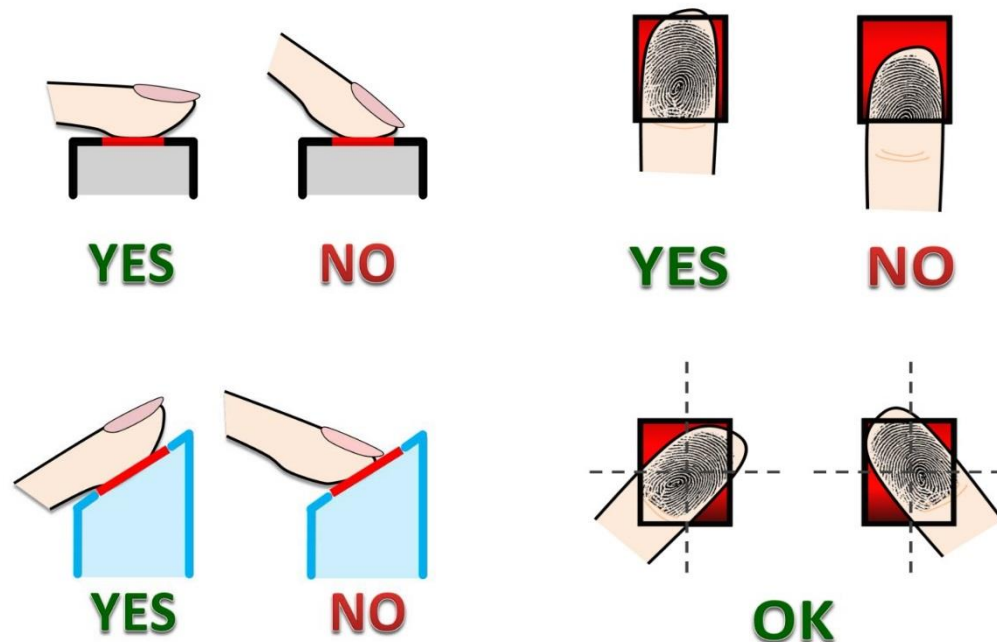
- On the desktop of the computer or in the start menu, locate icon that says “Elo Config” and double click. Once opened, click on ‘Calibrate Touch Screen’ and press your finger in the center of the target that pops up in the upper left then follow the next two with the same process. After completed, restart kiosk.

**Credit Card Reader is not reading cards**

- *Restart the kiosk to reset the connection between the PC and the CC Reader.*
- Double check the “Devices and Printers” menu has the ‘USB Swipe Reader’ in it. If not, ensure reader is plugged-in.

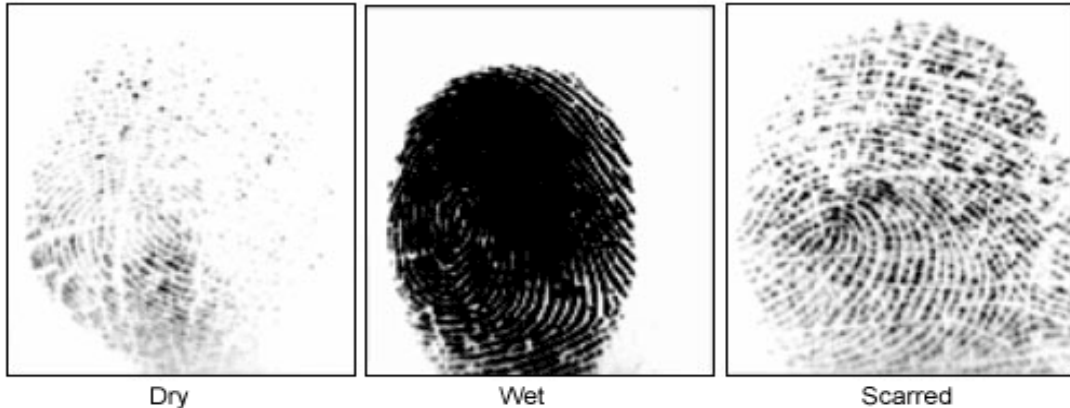
**Biometric / fingerprint scanner not working**

- *Restart the kiosk to reset the connection between the PC and the CC Reader.*
- Open the device manager once in the desktop. Keep this open to confirm the following instructions are carried out correctly. Locate ‘Biometric Device’ at the top to ensure there are no device errors registering with Windows. Then unplug it from the computer/USB hub, wait 5 seconds, plug back in and finally restart the computer.
- If the LED does not turn on, remove the finger and wait for 5 seconds to allow the sensor to reset. Then try again.
- Ensure proper usage by your location’s users:
  - The pad is the fleshy part of the finger, located in the middle of the first segment. Be sure that the pad (not the tip) covers as much of the sensor window as possible so that the core of their fingerprint can be scanned. It is okay for them to place their finger at an angle. Please see below for examples:



- Apply light pressure: Apply pressure lightly and evenly during the scanning process. Use as much pressure needed to hold a piece of paper between their fingers. Pressing too hard may result in a dark or blurred fingerprint.

- Keep their finger still: The LED will light up to scan their fingerprint. They need to keep the finger in place while the fingerprint is scanned.
- Find the core of the fingerprint: The core of the fingerprint is located between the middle and lower edge of the first segment of your finger. An easy way to ensure that the core is scanned is to place the finger on the reader so that the first joint of the finger aligns with the bottom edge of the sensor window.
- Problematic fingerprints: By following the above guidelines, you should be able to get consistently good results. Sometimes, however, certain skin conditions or environments may cause poor fingerprint images. Damp skin may cause fingerprints that are too dark or smudged, but can be remedied by wiping fingers before input. If your finger is extremely dry, you can safely use a moisturizing lotion before input.



**Black Screen and/or Kiosk Rebooting Continuously**

- Check internet connection, the kiosk will reboot every 2 minutes if no internet can be located.
- *Make note that the screen will be black just prior to the kiosk software loading.*
- Contact our customer support hotline, 715.386.2233, option #2.

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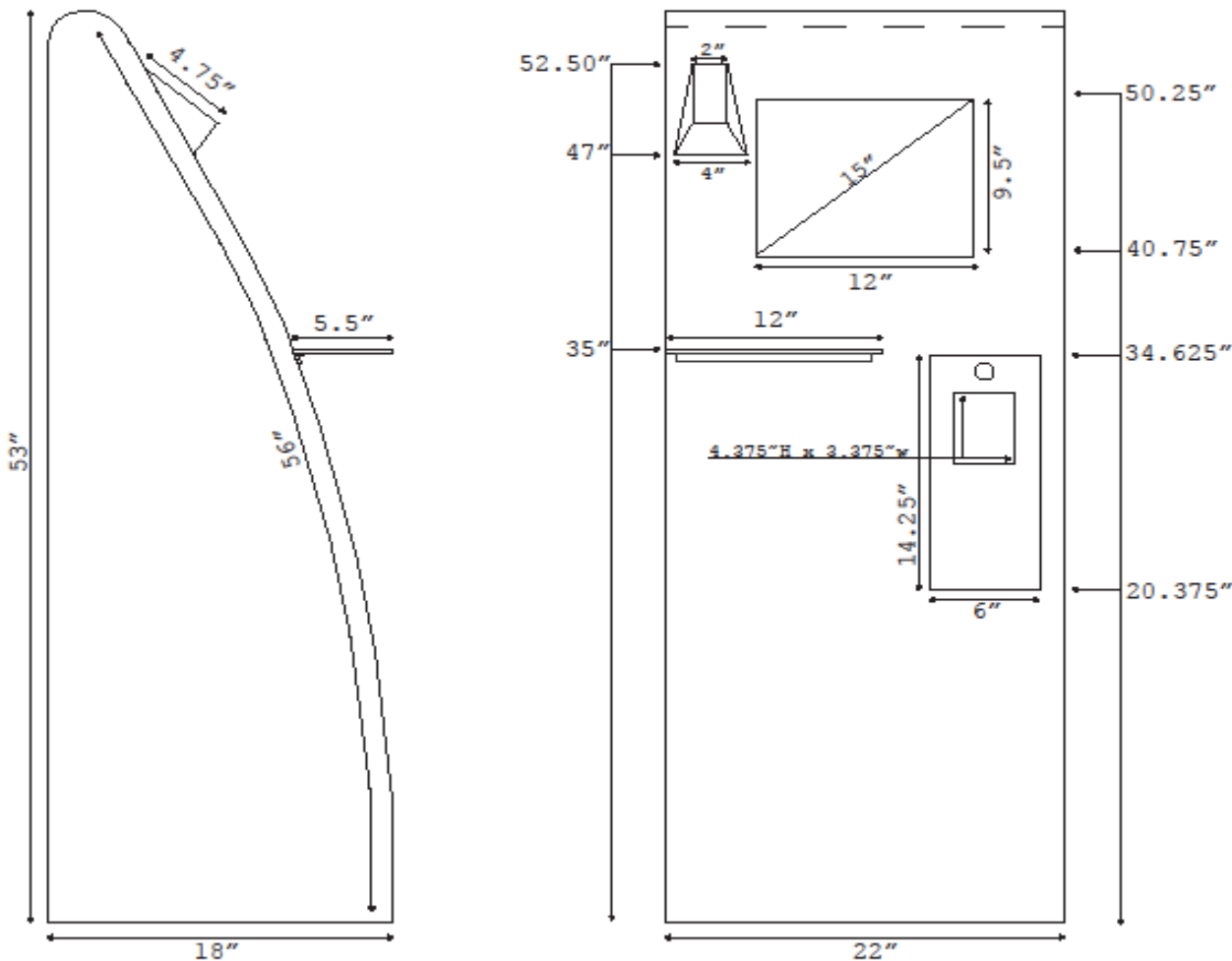
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Appendix A

32 MARKET KIOSK DIMENSIONS

AS OF 7/29/14

Kiosk Specs:		
Powder Coated Carbon Steel Shell	ID Tech Credit Card Swiper	10' Ethernet Cable
15" ELO Touchscreen	80MM Cooling Fan with Fan Guards	4 Detachable Kiosk Feet
Jadak Multidirectional Bar Code Scanner	7 Port USB Hub/Service Port	
MEI AE2631D5 Money Intake Unit	5 Outlet Surge Protector	
Sherlock Systems Custom PC with Solid State HDD	5 Port Ethernet Switch	



Optional Kiosk Accessories:	
Custom Powder Coat Color	
Custom Decal/Kiosk Wrap	
Biometric Fingerprint Scanner	
Long Range External Wireless Antenna	

N.T.

## Appendix B

# Cash Out Kiosk

### Kiosk Specs:

Powder Coated Carbon Steel Shell

15" ELO Touchscreen

Jadak Multidirectional Bar Code Scanner

MEI AE2631DS Money Intake Unit

Sherlock Systems Custom PC with Solid State HDD

Fijitsu Bill Out Mechanism

ID Tech Credit Card Swiper

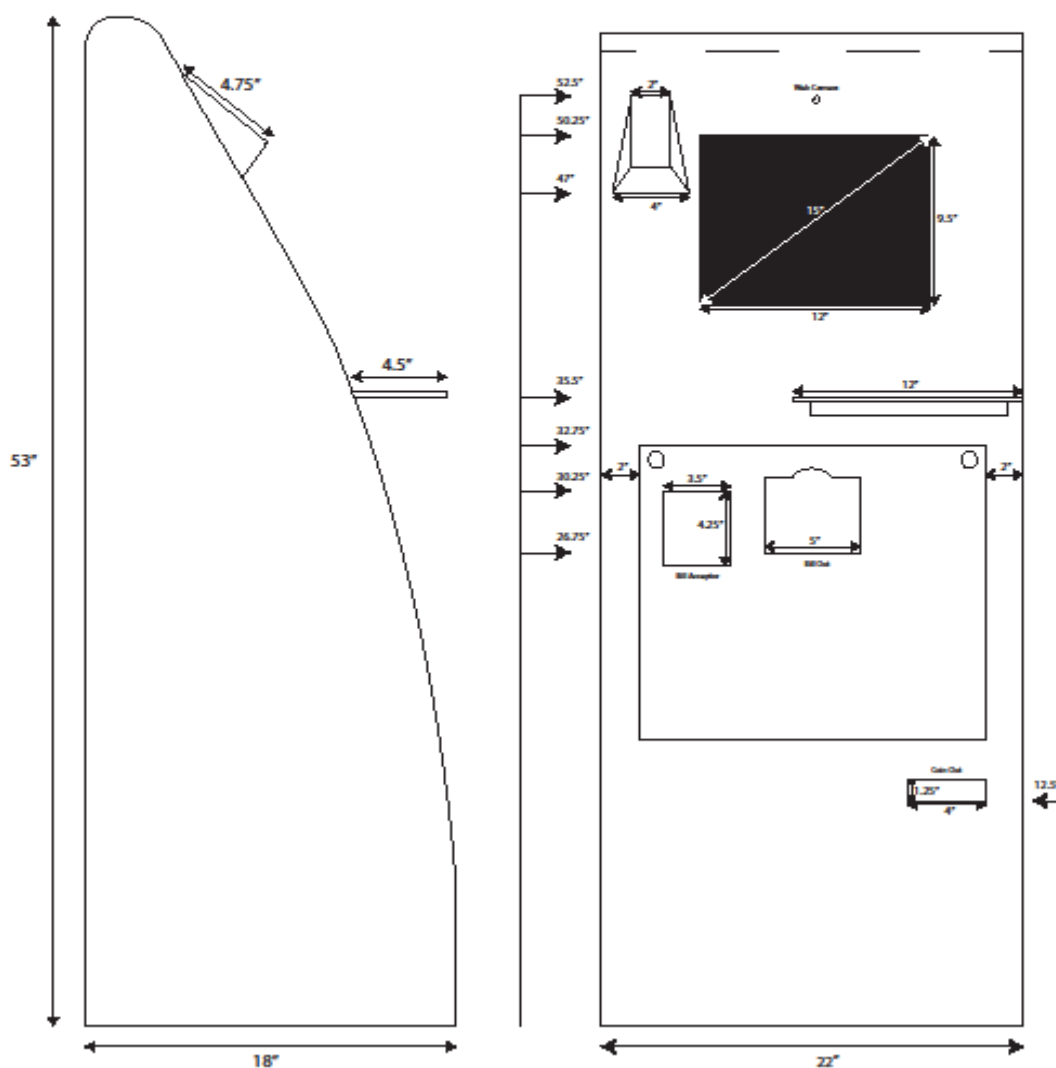
Dual Fans w/ Filter

7 Port USB Hub/Service Port

8 Outlet Surge Protector

5 Port Ethernet Switch

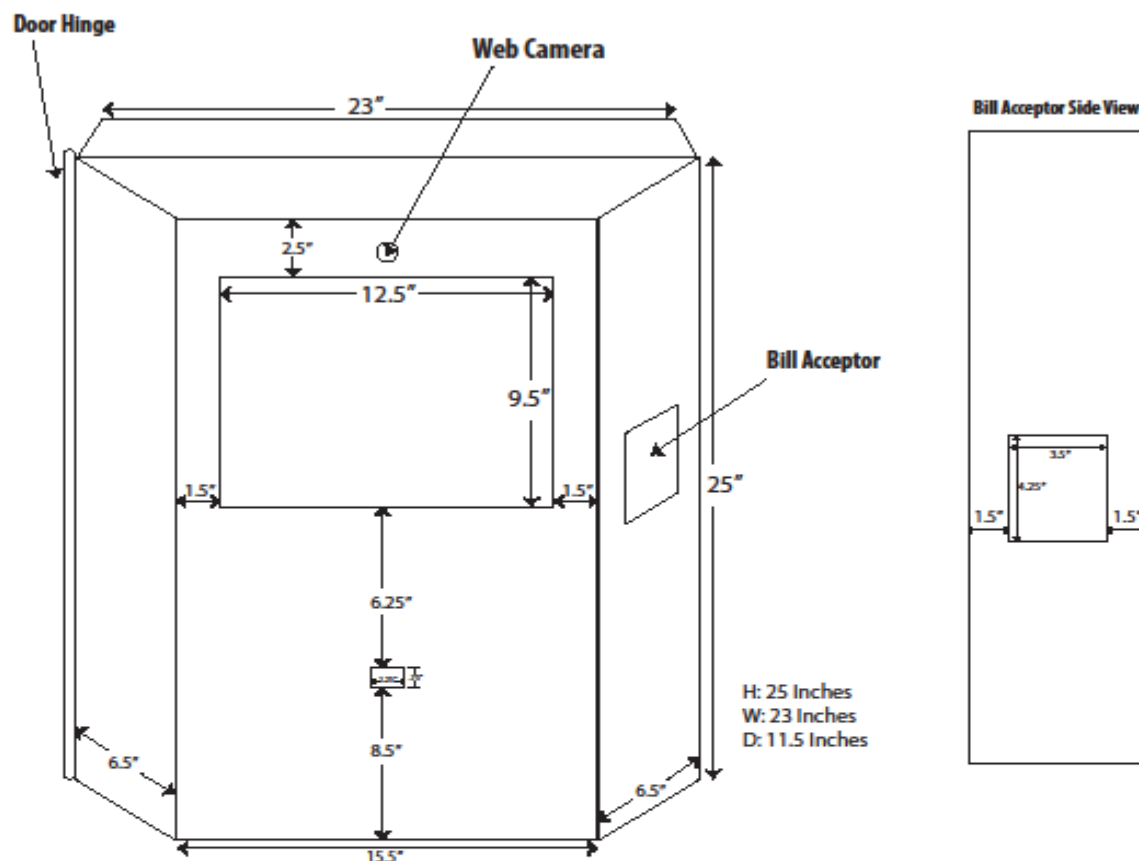
MEI Coin Out Mechanism





## Appendix C

# Kiosk Junior



### Kiosk Specs:

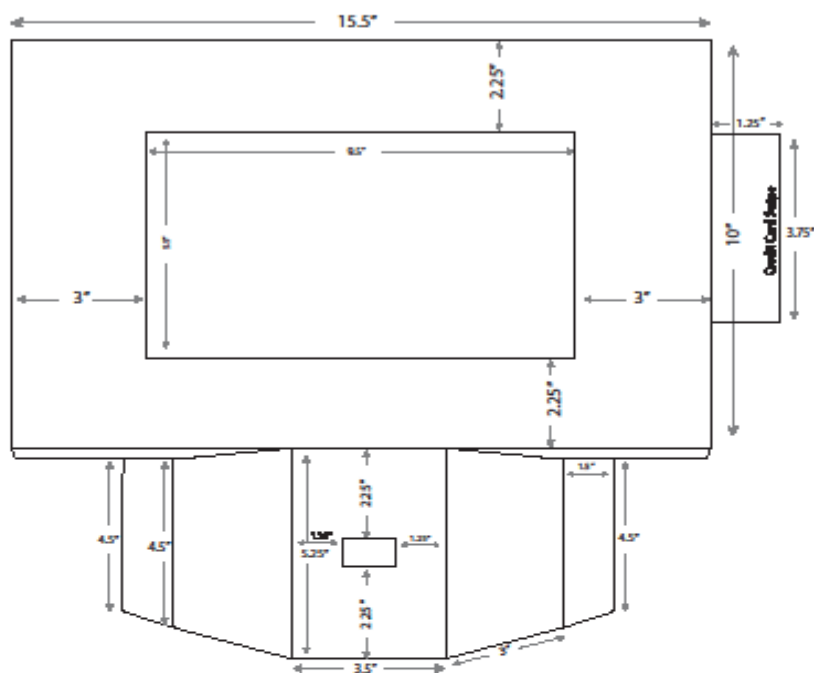
Powder Coated Carbon Steel Shell  
15" ELO Touchscreen  
Jadak Multidirectional Bar Code Scanner  
MEI AE2631D5 Money Intake Unit  
Sherlock Systems Custom PC with Solid State HDD  
ID Tech Credit Card Swiper  
80 MM Cooling Fan with Fan Guards  
7 Port USB Hub/Service Port  
5 Outlet Surge Protector  
5 Port Ethernet Switch  
10' Ethernet Cable

### Optional Kiosk Accessories:

Custom Powder Coat Color  
Custom Decal/Kiosk Wrap  
Biometric Fingerprint Scanner  
Long Range External Wireless Antenna

## Appendix D

### Windows Tablet Kiosk

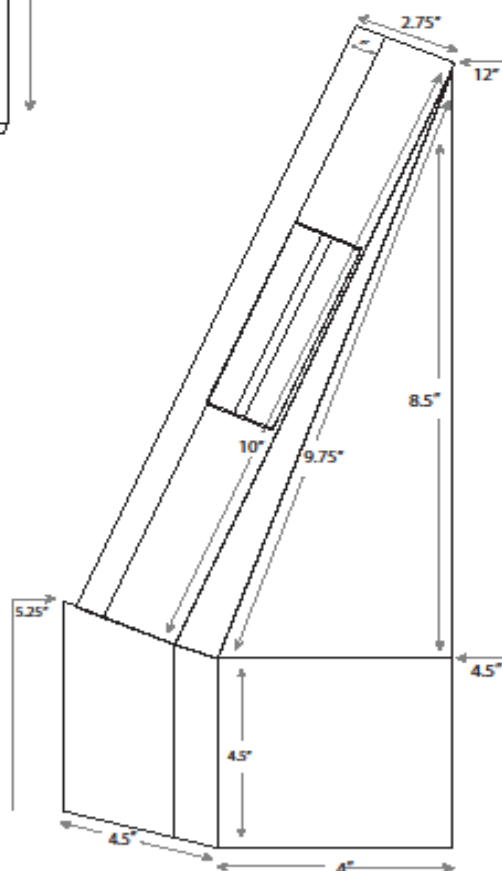


Front View

#### Kiosk Specs:

- Powder Coated Carbon Steel Shell
- Microsoft Surface Pro Tablet w/ Webcam
- Jadak Multidirectional Barcode Scanner
- ID Tech Credit Card Swiper
- 7 Port USB Hub/Service Port
- USB Ethernet Adapter
- 3 Outlet Power Strip
- High Security Mini Push Lock
- 5 Port Ethernet Switch
- 10" Ethernet Cable

Side View



## Appendix E



## 1 Year 'Zero Downtime' Free Replacement Limited Warranty Terms and Conditions

For all Three Square Market kiosks/inclusive parts we offer a 1-year 'Zero Downtime' Free Replacement limited warranty. 'Zero Downtime' is a phrase used to describe a service associated with this warranty, and is not meant to imply that there is literally no time lapse between a kiosk/inclusive part failing under warranty and it being replaced. Rather, that upon notification by kiosk/inclusive part owner for a replacement under the terms and conditions of this warranty, that we will replace the item immediately upon verification of the faulty/broken Three Square Market kiosk/inclusive part.

The terms and conditions of this Three Square Market limited warranty are:

1. The warranty only applies to Three Square Market kiosks/inclusive parts purchased from authorized Three Square Market dealers.
2. The warranty covers any defects in materials and workmanship of the Three Square Market kiosk/inclusive part, and is limited to the replacement of the Three Square Market kiosk/inclusive part. In its sole discretion, Three Square Market may (a) replace the Three Square Market kiosk/inclusive part with a new kiosk/inclusive part of the same model, or (b) replace the Three Square Market kiosk/inclusive part with a new kiosk/inclusive part of the similar specification, in circumstances where the same kiosk/inclusive part is no longer available.
3. The warranty does not cover any of the following: damage caused by the user; spillages or moisture; neglect, abuse or misuse, including but not limited to the failure to use the Three Square Market kiosk/inclusive part for its normal intended purpose in accordance with the manufacturer's instructions for usage, failure to properly maintain the Three Square Market kiosk/inclusive part in accordance with the manufacturer's instructions, and/or the failure to use the Three Square Market kiosk/inclusive part in accordance with the manufacturer's specifications; normal wear and tear; use of kiosk/inclusive part with incompatible or faulty equipment; unauthorized modifications; repairs conducted by unauthorized persons or service centers; the model and/or serial number being altered, removed or made illegible; accidents; or acts of God or any cause beyond the control of Three Square Market. Cosmetic defects, such as paint, finish, and general wear and tear are not covered under warranty.
4. The warranty is transferable during the term of the applicable warranty period of the Three Square Market kiosk/inclusive part.
5. The warranty does not affect any statutory rights that the original purchaser may have in accordance with the law applicable in the jurisdiction where the Three Square Market kiosk/inclusive part was purchased, or any rights that the original purchaser may have against the authorized Three Square Market dealer pursuant to their original purchase agreement. Such statutory rights may not apply to subsequent owners of the Three Square Market kiosk/inclusive part.
6. Once the Three Square Market kiosk/inclusive part has been verified as defective, the authorized Three Square Market service center will assess the warranty claim and then arrange replacement in accordance with the warranty procedure prescribed by Three Square Market for their authorized service center network. The warranty replacement will be conducted by the authorized Three Square Market service center as promptly as possible and within a reasonable time from the date of submission of the warranty claim.
7. In order to claim pursuant to this warranty in the period of 1 (one) year from the date of purchase of the Three Square Market kiosk/inclusive part, the kiosk/inclusive part must be returned to Three Square Market service center in the territory in which the Three Square Market kiosk/inclusive part was originally purchased.
8. The list of authorized Three Square Market dealers and service centers in each region is available on our dealers page ([www.threesquaremarket.com](http://www.threesquaremarket.com)).
9. In all circumstances, a claim under this warranty will be liable for all costs in delivering their Three Square Market kiosk/inclusive part to the authorized Three Square Market service center for warranty replacement. The Three Square Market service center may waive return shipping after the warranty replacement in that service center's sole discretion.
10. Three Square Market is not obliged to transfer proof of purchase to any subsequent owners of the Three Square Market kiosk/inclusive part.
11. Any replacement of a Three Square Market full kiosk (shell and all computer/peripheral parts) pursuant to this warranty will terminate this warranty, and a new warranty will apply to the replacement kiosk. (not applicable for part/peripheral replacement only)
12. Three Square Market shall not be liable for damages in excess of the purchase price of the kiosk/inclusive part arising out of the use or inability to use the Three Square Market kiosk/inclusive part insofar as allowed to be disclaimed by law in the jurisdiction where the Three Square Market kiosk/inclusive part was purchased.

Asset ID # \_\_\_\_\_

Date of Effect \_\_\_\_\_