

# OPERATION MANUAL

## MARVEL ADVENTURE LAB

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## TERMS & CONDITIONS

### CONTENT AGREEMENT

THIS PRODUCT CONTAINS CONTENT LICENSED FROM A THIRD PARTY. THEREFORE, THE USAGE OF THIS PRODUCT IS SUBJECT TO THE RESTRICTIONS, TERMS AND CONDITIONS SET FORTH IN THE PHOTO BOOTH CONTENT AGREEMENT, WHICH MAY BE FOUND AT <HTTPS://FACEPLACEPHOTO.COM/CONTENT-AGREEMENT>

## UNIT UNPACKING & ASSEMBLY

### UNPACKING

Remove the outer cardboard to expose the shipping frame for disassembly.



*Figure 1 - Remove outer cardboard.*

Carefully disassemble the shipping frame to access the silver packing material.



*Figure 2 - Disassemble shipping frame.*

Carefully remove the silver packing material from the Unit.



*Figure 3 - Remove silver packing material*

## REMOVING FROM SKID

Before attempting to remove the Unit from the skid, raise the leg levelers allowing the Unit to move more easily.



Figure 4 - Raise leg levelers

Align ramps on the side of the skid with the yellow stickers adhered to the shipping palette. The Unit should only be removed from this side of the palette, with proper support and personnel.



Figure 5 - Ramp alignment stickers

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### CAUTION

*The Unit is very heavy and contains fragile parts.  
At least two people are required when removing the Unit from the skid.*

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## UNIT EQUIPMENT OVERVIEW

### Core Computing Module

At the heart of every Face Place Photo Unit is our exclusive, proprietary digital entertainment platform. Over the lifetime of any product new or different modules may become available to maintain Unit operation and provide opportunities to engage with your Patrons. The *core computing module* is responsible for coordinating and monitoring all the vital functions of your Unit.

While some versions of the core computing module may look or feel like personal computers please be aware that these are custom manufactured commercial computing modules that have been designed to operate under very specific conditions. Removing or replacing the core computing module with another computing module will void any warranty for the Unit and can cause the Unit to become inoperable.

Only use core computing modules purchased from the manufacturer or other authorized supplier.

### Product Security Key

Your Face Place Photo Unit uses a physical security device to both protect and identify the unit over the course of its lifetime. Each Unit comes with a small USB device pre-installed in the core computing module; this is the *Product Security Key*.

Each Product Security Key provides two critical functions for the Unit to operate correctly:

- Identifying the Unit by storing the serial number in a secure, encrypted format.
- Ensuring that the Face Place Photo platform is being run on an authorized core computing module.

The Product Security Key should not be removed unless the core computing module is being returned for service.

**The Product Security Key should always remain with the physical Unit; do not return it for service.**

If the core computing module is ever replaced in the Unit, the Product Security Key should be removed from the back of the original module and placed in the replacement module before returning the Unit to operation.

### Interactive Touchscreen

This Face Place Photo Unit comes with an interactive touchscreen to navigate the many Consoles and Application experiences. This is your Patron's way of interacting with the Unit during operation.

Certain service protocols might require a wired keyboard to complete, but only during active servicing.

### Camera

Face Place Photo Units come pre-installed with a camera to facilitate the many engaging Content Experiences available to your Patrons. The camera can be maintained and adjusted via the *Management Console* while in operation.

## REGISTRATION WIZARD

Upon powering on your new unit for the first time you should be presented with an on-screen, guided **Registration** process. The Registration wizard will help ensure your unit is up and running quickly and effectively for your location.

### Wizard Overview

The Registration wizard is divided into a series of sections, focusing on important **Engagement Settings**, **Management Settings**, and **System Settings** that can get your unit ready to accept payments. All Settings presented in the Registration wizard can be changed at any time from the **Management Console**.

In the following sections we'll explore the options presented by the Registration wizard with more detail.

### Section: WELCOME

The first section of the Registration wizard identifies the product that has been purchased and should match the branding and cabinetry of the overall unit.

In each section of the Registration wizard, pressing *NEXT* will move the wizard to the next most relevant section where Settings can be added. To go back to any prior section, simply press the icon for the appropriate section at the top of the screen to immediately return to the beginning of that section.

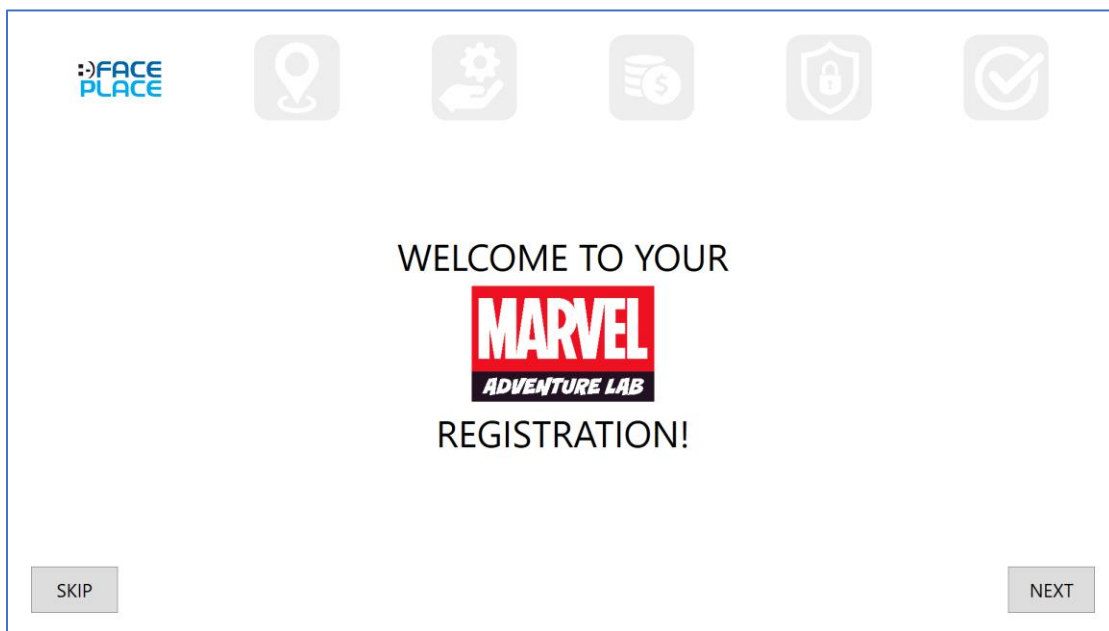


Figure 6 - Welcome Screen

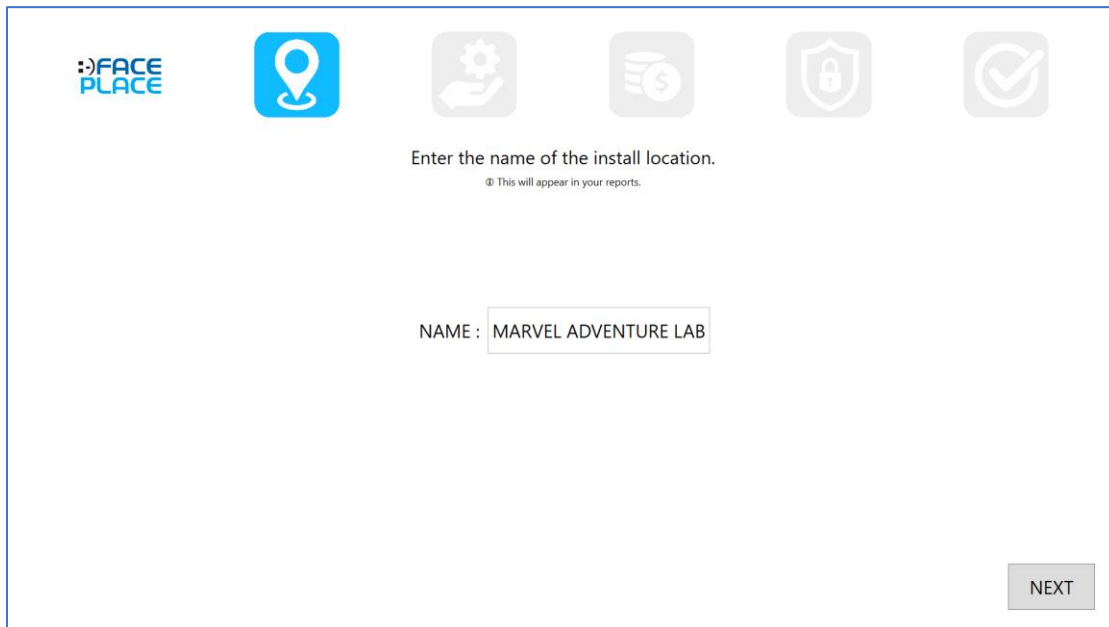
## Section: LOCATION

**Location** information, if available, is attached to each **Patron Engagement** and is used as an informational aid with various reporting functions. Certain pieces of the Location details are required, while others are optional; most required details will offer sensible defaults where appropriate.

### Name

The Location name, as a required portion of the Location information, should be a concise description of the facility where the unit has been/will be installed. Typically, it is the public name of the facility though any meaningful name can be used for your record keeping.

The Registration wizard will automatically force the name entered to be in upper-case letters, allowing simple punctuation, spacing, and numbers as well.



The screenshot shows a registration wizard interface. At the top left is the 'FACE PLACE' logo. To its right are six icons: a location pin (active), a gear, a stack of coins, a shield with a lock, and a checkmark. Below the icons, the text reads 'Enter the name of the install location.' followed by a small note 'Ⓜ This will appear in your reports.' Below this is a text input field labeled 'NAME :' containing the text 'MARVEL ADVENTURE LAB'. A 'NEXT' button is located in the bottom right corner of the wizard area.

Figure 7 - Location name.

Your Location name does not affect the operation of the unit and will only appear in reports to help identify Engagement trends. While you cannot change the Location name for any previously recorded Engagement, you can change the Location name at any time from the Management Console for all future Engagements.

### Industry

To enhance your operations ability to identify, report, and compare your units, the Registration wizard offers the ability to select a high-level **Industry** demographic category. You should choose the Industry that best describes the install Location of the Unit; there is no wrong choice.

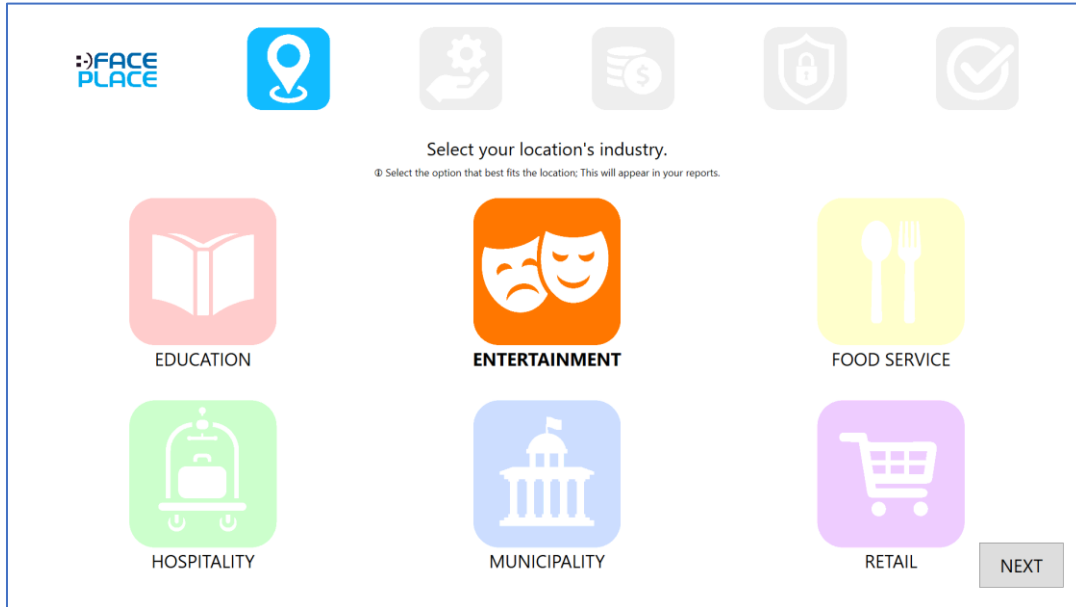


Figure 8 - Industry Demographic

### Venue

Having selected an Industry, the Registration Wizard will present you with a list of **Venue** options from within that category. You should choose the Venue that best describes the install Location of the unit, choosing *OTHER* if you feel none of the options are close enough; there is no wrong choice.

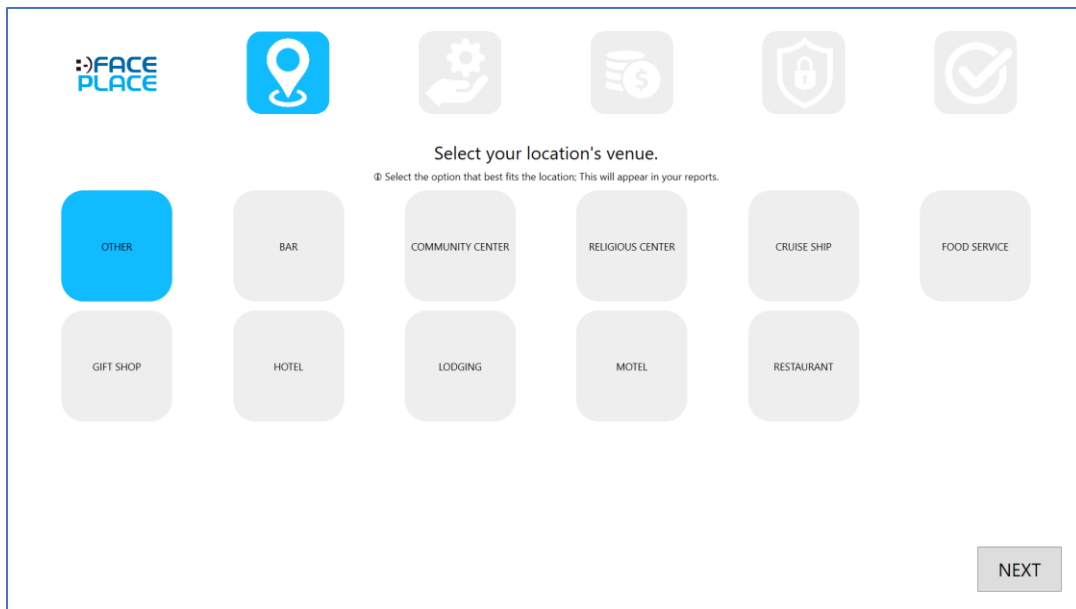


Figure 9 - Venue Demographic

## Address

The Location address is entirely optional, in whole and in part. You may add as much or as little address information as you would like to see in your reports; the more address information you provide the more reporting opportunities will be available to you.

FACE PLACE

Enter your location's address.  
Ⓜ This will appear in your reports.

STREET :  REGION :

POSTAL CODE :

CITY :  COUNTRY :

Q W E R T Y U I O P ⌫

A S D F G H J K L ' -

Z X C V B N M , . +

123 & @ < >

NEXT

Figure 10 - Location address

Your Location address information does not affect the operation of the unit and will only appear in reports to help identify Engagement trends. While you cannot change the Location address information for any previously reported Engagements, you can change the Location address information at any time from the Management Console for all future Engagements.

## Section: SERVICE PROVIDER

In the event of disruptions to your Unit's operation while installed, i.e. equipment damage, insufficient media quantity, or required maintenance, the **Disengagement Console** is displayed on-screen to Patrons. This Disengagement Console will display the **Service Provider** contact information, so the Patron can contact the preferred party.

All parts of the Service Provider contact information can be updated at any time from the Management Console.

FACE PLACE

Enter the service provider's contact information.  
This contact information will be displayed on the screen when the booth needs servicing.

NAME :

TELEPHONE :

EMAIL ADDRESS :

Q W E R T Y U I O P ✕

A S D F G H J K L ' -

Z X C V B N M , . +

123 & @ < >

NEXT

Figure 11 - Service Provider contact information

### Name

This should be the name of the person, company, or facility contact that a Patron can contact that is responsible for serving the unit; this information is required.

The Registration wizard will automatically force the name entered to be in upper-case letters, allowing simple punctuation, spacing, and numbers as well.

### Telephone Number

This should be a valid telephone number for the locality of the installed unit that a Patron can use to contact the person, company, or facility that is responsible for servicing the unit; this information is required.

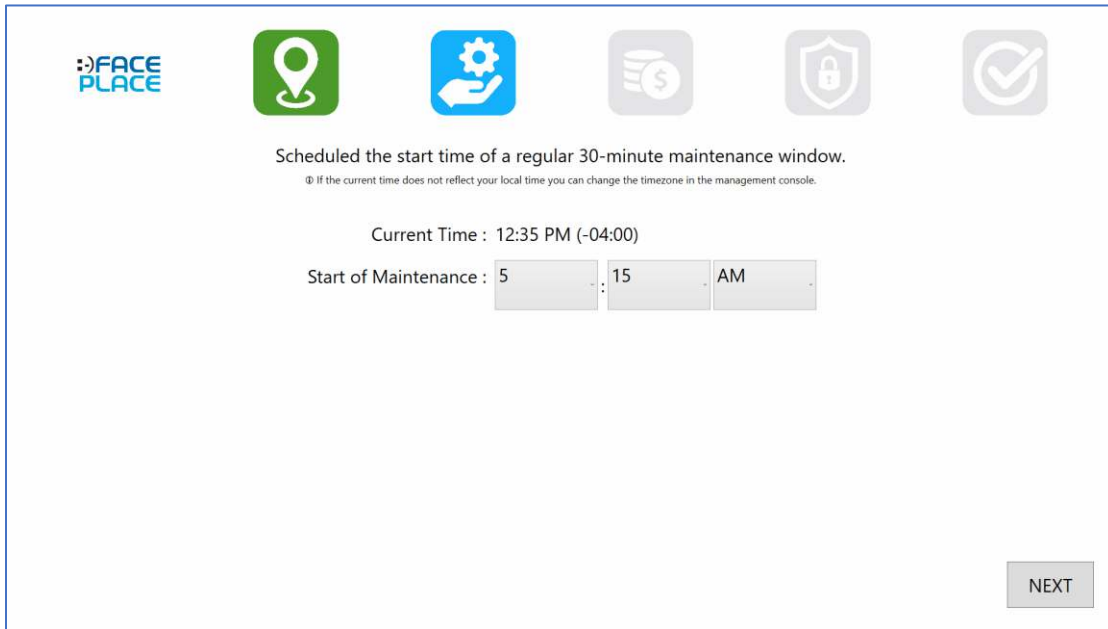
### Email Address

This should be a valid email address for the locality of the installed unit that a Patron can use to contact the person, company, or facility that is responsible for servicing the unit.

The Registration wizard will automatically force the name entered to be in upper-case letters, allowing simple punctuation and numbers as well.

## Section: MAINTENANCE WINDOW

To effectively maintain the Unit's health and integrity long term, you must designate a **Maintenance Window** for the Unit to preform necessary adjustments.



The screenshot shows the FACE PLACE management console interface. At the top, there are six icons: the FACE PLACE logo, a location pin, a gear with a hand, a dollar sign with a hand, a shield with a lock, and a checkmark. Below the icons, the text reads: "Scheduled the start time of a regular 30-minute maintenance window." followed by a small note: "If the current time does not reflect your local time you can change the timezone in the management console." The current time is displayed as "Current Time : 12:35 PM (-04:00)". The "Start of Maintenance" is set to "5 : 15 AM". A "NEXT" button is located in the bottom right corner.

Figure 12 - Maintenance window start time

The Maintenance Window should be a thirty (30) minute period when the Unit will be on but is not likely to be in use.

When the Unit enters the Maintenance Window, beginning at the time selected, it will internally check if there are any maintenance actions to perform. If there are maintenance actions to perform the **Maintenance Console** will be launched.

Please review the section of the manual for details regarding the **Maintenance Console's** function and behavior.

## Section: REVENUE COLLECTION

Most Units are installed in facilities where they are expected to accept revenue directly from Patrons with some combination of cash, debit/credit cards, embedded card systems, and/or other devices. Units are equipped with a dual harness ready for common bill validators and card readers.

Various currencies and operational modes can also be adjusted to affect Unit operation.

All units operate on the principal of converting **payments** into **credits** (in general). All payment collection methods act so that payments entered, in whatever form, are then saved to and deducted from the unit as credits.

FACE PLACE

Select a collection mode and pricing.  
ⓘ This will determine how much patrons will have to pay to use the booth.

COLLECTION MODE :

PRICING

CURRENCY :	US Dollar (USD)
INITIAL AMOUNT :	10.0

NEXT

Figure 13 - Revenue options.

### Collection Mode

This is the broad choice that materially affects how the unit will respect payment collection:

**FREE PLAY** – payment collection is disabled; unit will operate as normal but without requiring credits.

**PAY-TO-PLAY** – payment collection is required; unit will expect to receive credits during each Engagement.

For more details, please refer to the *PAYMENT COLLECTION* section of the manual for an in-depth review of the operational modes available.

### Currency

Defines the unit's install Location's local monetary denomination, like "United States Dollar" (USD) or "Mexican Peso" (MXN). If your local currency does not appear in the list of support currency you will need to select a supported currency you want your unit to report collections in.

### Initial Amount

The amount of initial credits required to proceed with selecting an Experience; also known as the initial vend price.

## Serial Pulse Device Line

Most units support at least one serial pulse device harness used in cooperation with a payment collection device such as a “dollar bill validator” or embed card system reader. Each Serial Pulse Device harness has several controls used in coordination with the device to be used effectively with the unit.

The screenshot shows a configuration screen titled "Configure your serial pulse devices." with a sub-note: "These determine how the booth will interact with connected serial pulse devices." The screen is divided into two columns: "PRIMARY PULSE DEVICE" and "SECONDARY PULSE DEVICE".

PRIMARY PULSE DEVICE	SECONDARY PULSE DEVICE
ENABLED : <input checked="" type="checkbox"/>	ENABLED : <input type="checkbox"/>
LABEL AS : CASH	LABEL AS : CASH
CREDITS PER PULSE : 1.0	CREDITS PER PULSE : 1.0
POLL FREQUENCY (ms) : 500	POLL FREQUENCY (ms) : 500

A "NEXT" button is located at the bottom right of the configuration area.

Figure 14 - Serial Pulse Line settings.

### Enabled

A simple on/off control that indicates the device connected to the harness should be used (assuming it is present).

The default for the *Primary* line is *enabled*; the default for the *Secondary* line is *disabled*.

### Labeling

Each Serial Pulse Device Line is a universal connection the unit must proactively label the payments collected by the device connected to the line as one of the designated payment types.

The default label for the *Primary* and *Secondary* line is *CASH*.

### Credits per Pulse Conversion

Each Serial Pulse Device Line is a universal connection the unit must proactively convert the received signals, e.g. **pulses** into the selected currency denominations. Each pulse is multiplied by the credits per pulse value and declared as the being the amount of payment collected.

The default credits per pulse conversion value for the *Primary* and *Secondary* line is *1.0*.

### Poll Frequency

Each Serial Pulse Device Line is attached to an installed **Input/Output Control Board**, commonly known as an **I/O Board**, that receives the pulses from each Serial Pulse Device Line; the unit must periodically ask the I/O Board if any new pulses have been received for each enabled Line. The poll frequency determines the amount of time allowed between each check of the I/O Board for that Line measured in milliseconds.

The default poll frequency value for the *Primary* and *Secondary* line is *500 milliseconds*.

In common terms, each Serial Pulse Device Line is checked every  $\frac{1}{2}$  second for newly received pulses.

## Section: ACCESS SECURITY

The unit offers several dedicated Personnel Identification Numbers (PINs) to access specific areas of the application.

Each PIN has a minimum required length and may not be longer than five (5) digits.

FACE PLACE

Configure access PINs.  
ⓘ These PINs are used to access secure areas of the booth.

MANAGEMENT : 12345

REPORTING : 54321

SERVICE : 14441

Custom PINs are recommended.

1	2	3	⊗
4	5	6	+
7	8	9	-
0	.		

NEXT

Figure 15 - Access PIN selection

### Management Access PIN

This PIN grants an Operator/Technician/Administrator complete access to the **Management Console**. All unit Settings and reports are available and can be altered.

### Reporting

This PIN is a convenience access control that grants an Operator/Technician/Administrator access directly to selected reports required for normal operations, i.e. the **Collection Report**.

### Service

This PIN grants an Operator/Technician/Administrator access to the **Service Console** from which temporary Settings overrides and on-site testing can be completed.

## Section: ACCESS PIN REVIEW

Having selected the access PINS in the prior step, the PINS are displayed on screen with the Location name and the Unit serial number, so you may record them for future reference.

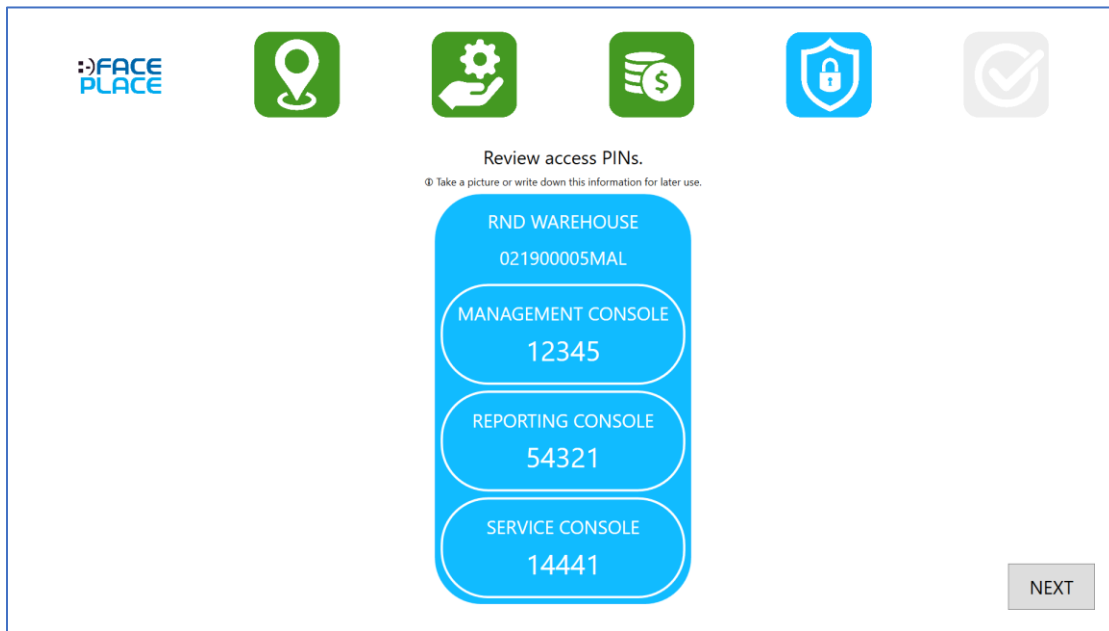


Figure 16 - Review Access PINs

## Section: COMPLETE

Registration is complete, and all Settings have been saved; press *NEXT* to launch the App.

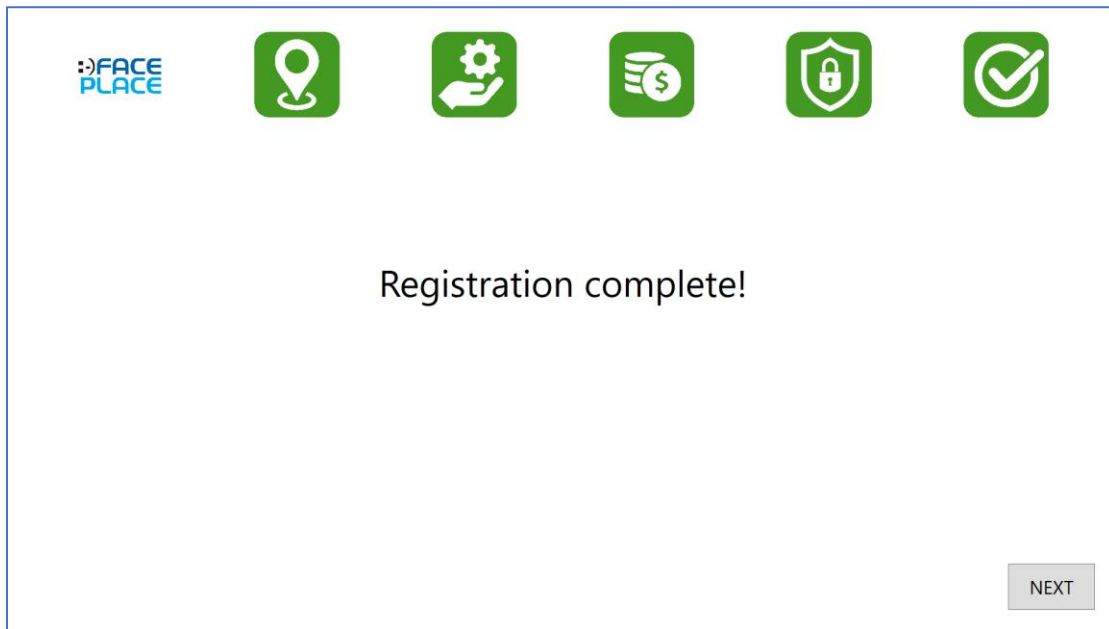


Figure 17 - Completion screen

## MANAGEMENT CONSOLE

The *Management Console* provides access to all the Settings to operate the Unit as well as diagnostic information, additional reporting capabilities, and system controls that affect the core computing module directly.

### DASHBOARD

The Dashboard provides an overview of the Unit and other details regarding peripherals (printer, camera, etc.), internal systems, and other pertinent information.

### UNIT DASHBOARD

High-level Unit information emphasizing the most important pieces of information.

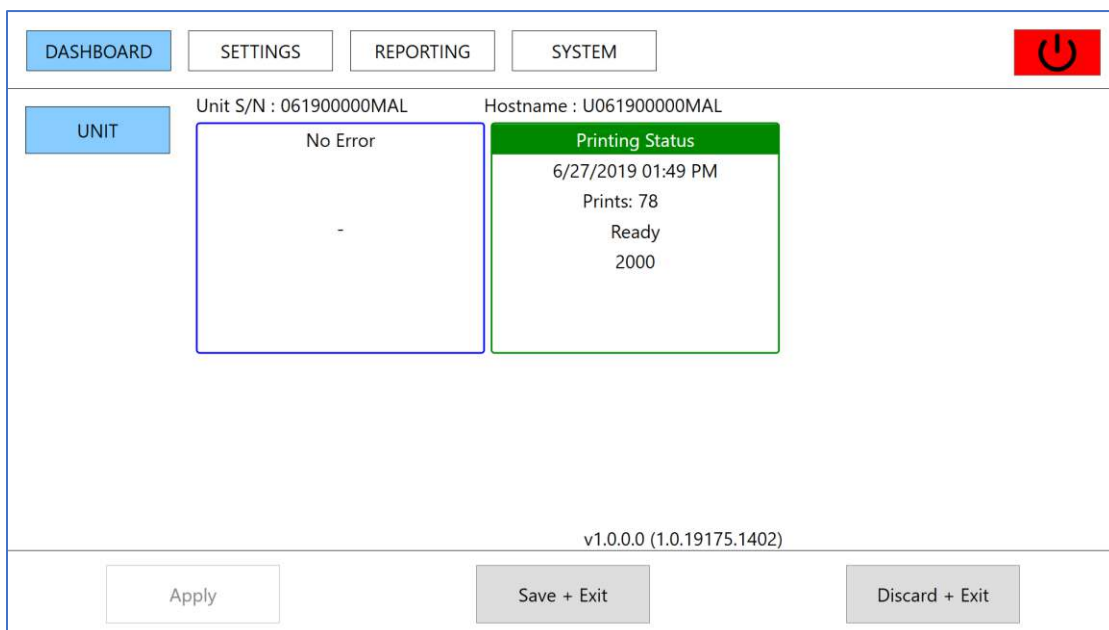


Figure 18 - Unit Dashboard

#### Unit Information

The main dashboard has several pieces of ambient information available such as (with example values):

- Unit serial number: **061900000MAL**
- Core computing module hostname: **U061900000MAL**
- Engagement Application version: **v1.0.0.0 (1.0.19175.1402)**

This information may be used when requesting additional Support.

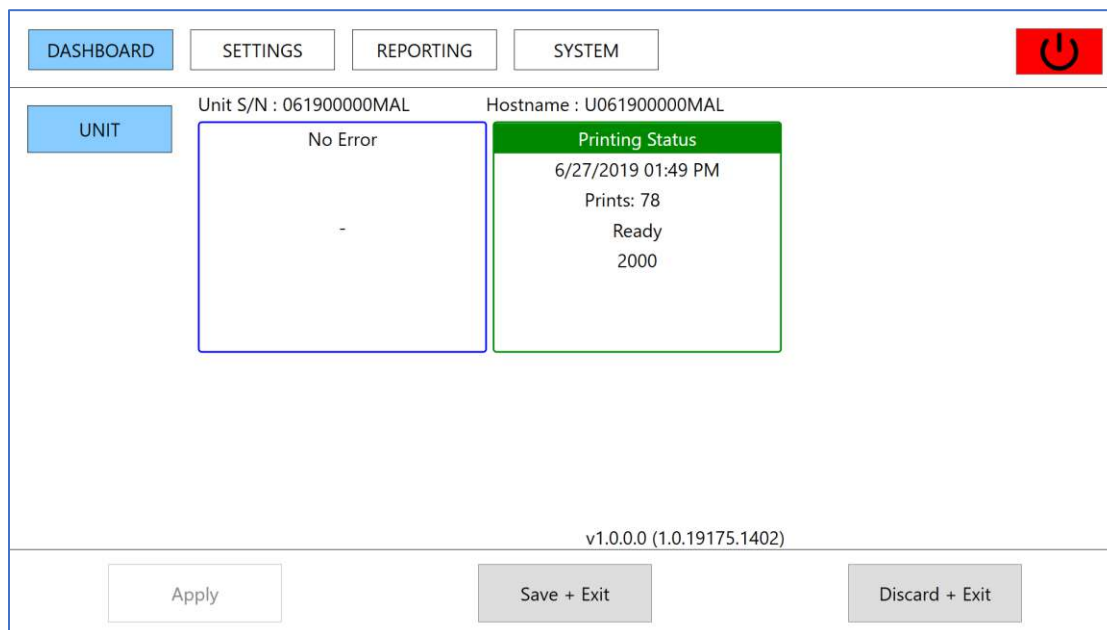


Figure 19 - Unit Dashboard (contd.)

*Disengagement Error*

If Unit encounters a Disengagement event during operation, the Alert Console will be displayed.

When you open the Management Console from the Alert Console, that error that caused the Disengagement will be displayed in the left-hand box on the Dashboard.

If there is no error, the box will be empty as shown.

*Printing Status Codes*

The core printing service standardizes response codes from a variety of supported printing platforms and recategorizes the underlying error states in the following responses:

Category	Code	State	Description
INFO	2000	READY	Printer is in an idle standby state ready to accept printing jobs.
INFO	2100	PRINTING	Printer is presently processing print one or more jobs.
WARNING	4000	REPLACE MEDIA	Printer requires a consumable media change.
WARNING	4100	PRINTER DOOR OPEN	Printer door is not closed, or sensor does not detect closed door.
WARNING	4200	UNSUPPORTED MEDIA	Installed media does not support required print sizes for this Unit.
WARNING	4300	UNRECOGNIZED MEDIA	Installed media is not intended for this Unit; replace with Apple Industries coded media.
ERROR	5000	FEED INOPERABLE	Printing feed is reporting as not operations due to paper jam etc.
ERROR	5100	HARDWARE ERROR	Generalized hardware error; advanced diagnostics required.
ERROR	5200	COMMUNICATION ERROR	Generalized printing error; advanced diagnostics required.
ERROR	9000	UNKNOWN	An unknown error has occurred; advanced diagnostics required.

The current printing status will be displayed (with appropriate category color) in the right-hand box.

## SETTINGS

The *Settings* section allows you to change any of the information that was entered during Registration, as outlined earlier in the manual.

### PAYMENTS

The payments screen will show the current collections mode, the Unit's corresponding currency and initial vend amount. The collection mode can be changed between FREE PLAY and PAY TO PLAY here.

The screenshot shows the 'PAYMENTS' settings screen. At the top, there are navigation tabs: DASHBOARD, SETTINGS (highlighted), REPORTING, and SYSTEM. A red power button icon is in the top right corner. On the left side, there is a vertical menu with buttons for: PAYMENTS (highlighted), SERIAL PULSE READERS, LOCATION, DEMOGRAPHIC, SERVICE PROVIDER, PINS, and MAINTENANCE. The main content area displays the following settings:

- COLLECTION MODE: PAY TO PLAY
- PRICING
  - CURRENCY: US Dollar (USD)
  - INITIAL AMOUNT: 10.0

At the bottom of the screen, there are three buttons: Apply, Save + Exit, and Discard + Exit.

Figure 20 - Payment Settings

#### Collection Mode

This determines if the Unit is receiving revenue or operating on free-to-play for all Patrons.

#### Currency

Determines how the revenue being received should be recorded.

#### Initial Amount

Determines the initial vend credits required in order to use the Unit when operating on pay-to-play mode.

SERIAL PULSE READERS

This screen will show the primary and secondary pulse readers, indicate which readers are enabled/disabled, their reporting label, credits per pulse and poll frequency. The reporting labels and the ability to enable/disable the readers can be modified here.

Figure 21 - Serial Pulse Reader Settings

LOCATION

The Location screen will show the Unit’s name, street, city, region/state, postal code, and country. The Location information is used for reporting and diagnostic information but does not affect Unit operation.

Figure 22 - Location Settings

### DEMOGRAPHIC

Here the Unit's Industry and Venue can be modified via drop down list boxes.

The Industry and Venue information is for reporting only and does not affect Unit operation.

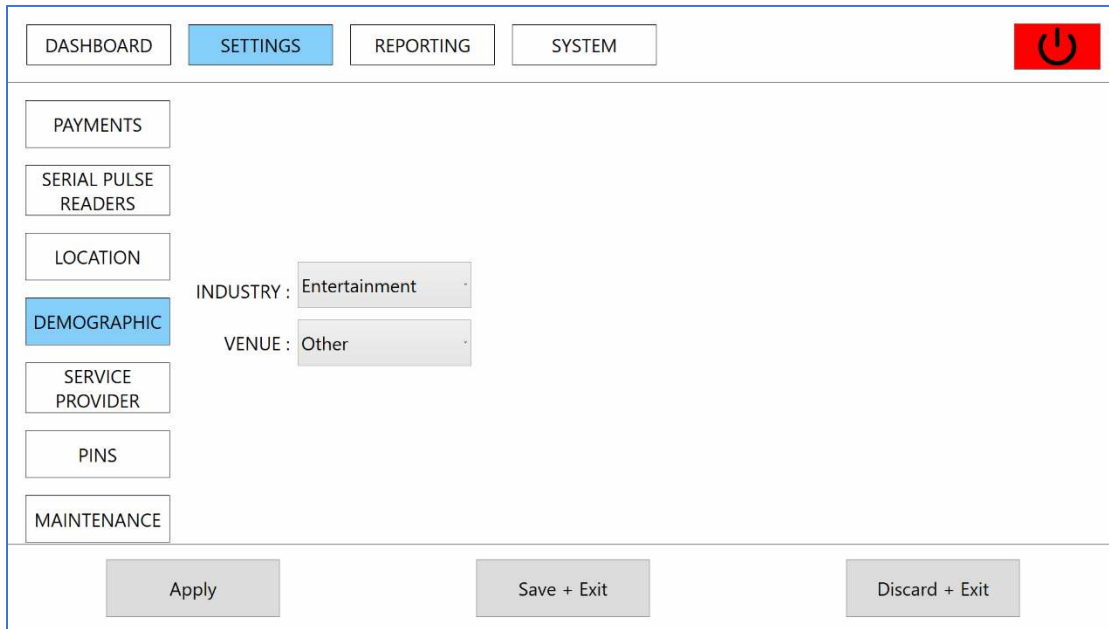


Figure 23 - Demographic Settings

### SERVICE PROVIDER

Here the Service Provider's name, telephone and email address can be modified.

This information appears on the Alert Console when the Unit has disengaged.

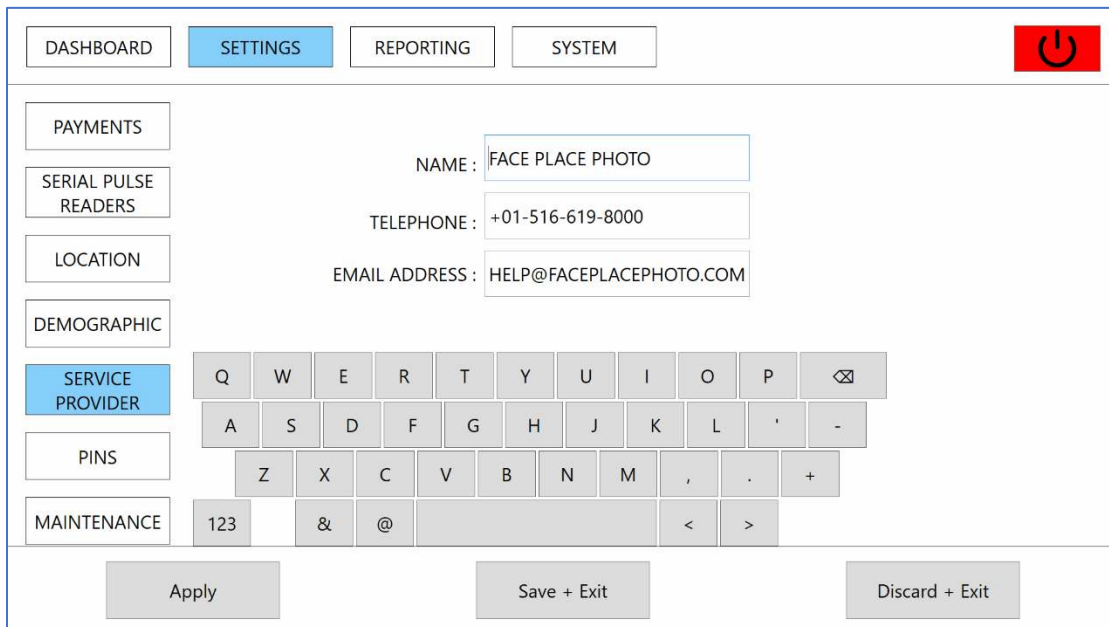


Figure 24 - Service Provider Settings

### ACCESS PINS

The access PINs used to open the Management, Reporting, and Service Consoles respectively can be changed here.

If you do not remember and cannot recover your current access PINs in order to change them, please contact Support to assist you.

Figure 25 - Access PIN Settings

### MAINTENANCE WINDOW

The Maintenance Window period can be changed to a more suitable starting time.

To change the Unit's current time zone, please use the **System** portion within the Management Console.

Figure 26 - Maintenance Window Settings

## REPORTING

### ENGAGEMENTS

This screen will reflect the Engagements on the Unit. There is a drop-down list on the upper right (where the 10 is displayed) that will show the number of rows per page. The columns are also sortable. This is a read-only screen.

DASHBOARD
SETTINGS
REPORTING
SYSTEM

ENGAGEMENTS

<<
<
1 of 1 page(s).
 >
>>
10 per page

Position	InitiatedAt	CompletedAt	DwellTime	ModeDesc	CoDesc	Collecter	Packages
ABANDONED	6/18/2019 9:24 AM -04:00	6/18/2019 9:24 AM -04:00	0m:29s	ROUTINE	FREE_PLAY	0.00	0.00
ABANDONED	6/18/2019 9:24 AM -04:00	6/18/2019 9:24 AM -04:00	0m:29s	ROUTINE	FREE_PLAY	0.00	0.00
ABANDONED	6/18/2019 9:24 AM -04:00	6/18/2019 9:24 AM -04:00	0m:29s	ROUTINE	FREE_PLAY	0.00	0.00

Apply

Save + Exit

Discard + Exit

## SYSTEM

The *System* section of the Management Console allows you to adjust system settings on the core computing module.

**NOTE: These settings are always applied immediately and cannot be discarded once changed.**

## NETWORK

This screen allows you to connect the Unit directly to an available WiFi network.

To connect to a WiFi network you will need:

- A wired keyboard.
- The broadcasted WiFi service set identifier (SSID) of the network.
- The security in place for the network: Open, WPA, WPA, WPA, WPA, WPA etc.
- The password, if any, of the WiFi network.

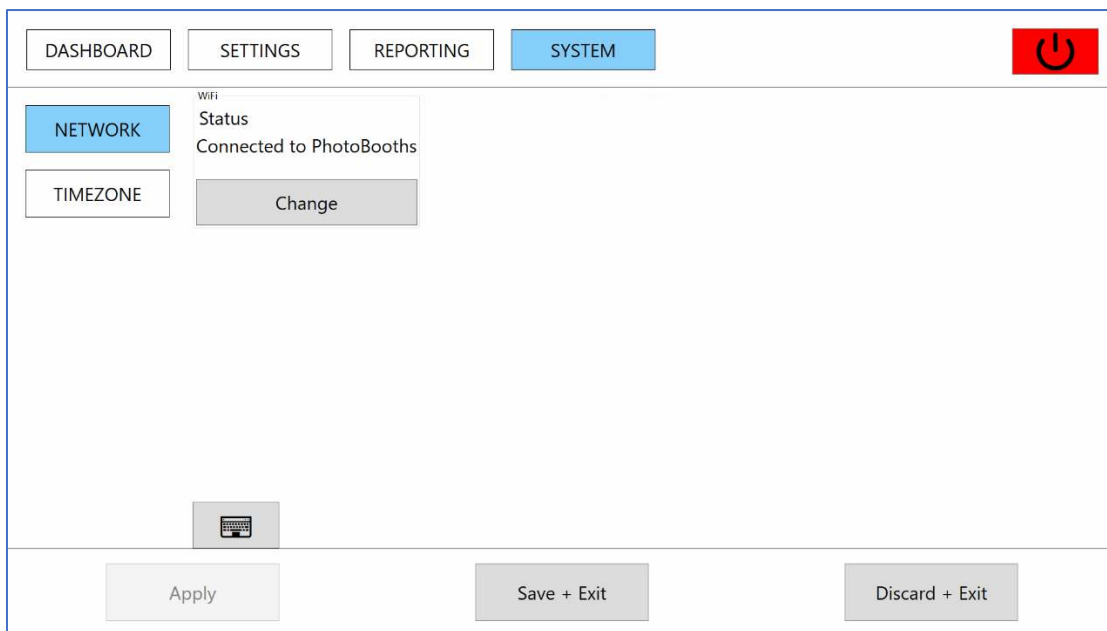
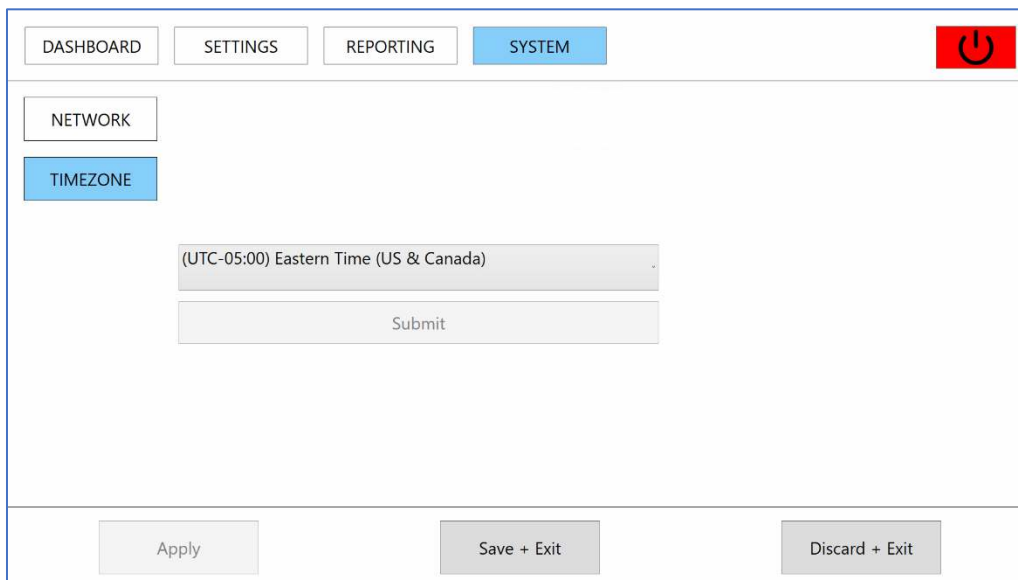


Figure 27 - WiFi Network settings.

The Unit can only be connected to one WiFi network at a time and will not display a list of available networks.

## TIMEZONE

The core computing module's timezone can be selected from the supported options.



The screenshot shows a web application interface for configuring the system timezone. At the top, there is a navigation bar with buttons for DASHBOARD, SETTINGS, REPORTING, and SYSTEM (which is highlighted in blue). A red power icon is located in the top right corner. Below the navigation bar, there is a sidebar with buttons for NETWORK and TIMEZONE (which is highlighted in blue). The main content area contains a dropdown menu showing the selected timezone: (UTC-05:00) Eastern Time (US & Canada). Below the dropdown is a Submit button. At the bottom of the interface, there are three buttons: Apply, Save + Exit, and Discard + Exit.

Figure 28 – Timezone Setting

## POWER OPTIONS

The red power button will display four different power options; each option will prompt you to re-enter the Management PIN to have the action take effect.

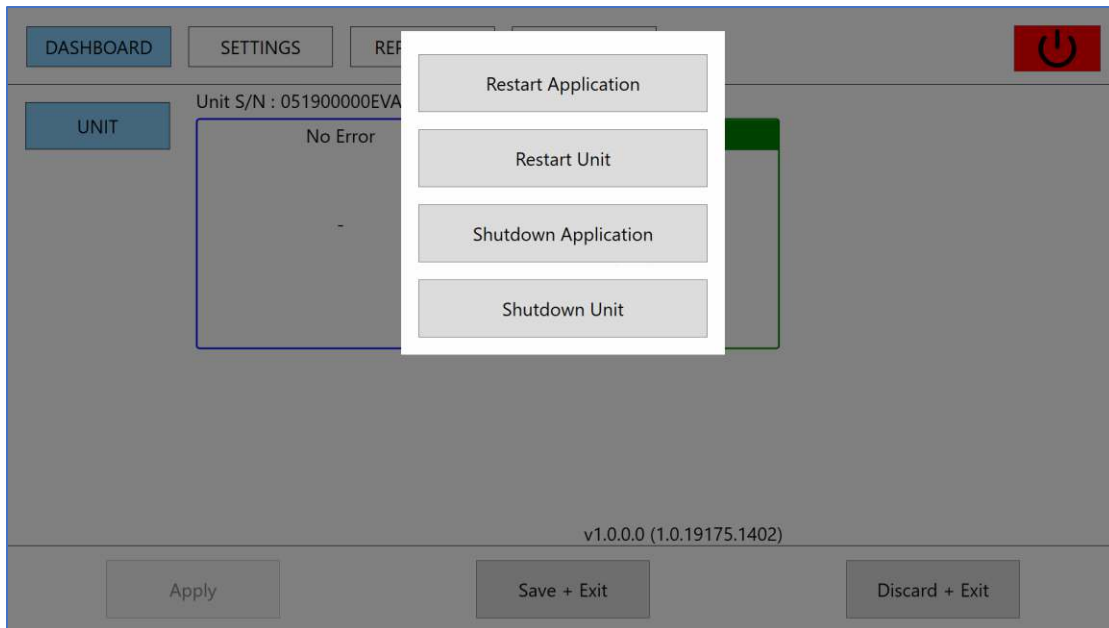


Figure 29 - Power menu options

### RESTART APPLICATION

Closes the current application and re-launches it.

### RESTART UNIT

Issues a reboot command to the core computing module.

### SHUTDOWN APPLICATION

Closes the current application and does not re-launch it.

### SHUTDOWN UNIT

Issues a shutdown command to the core computing module.

**NOTE: The core computing module will not restart without physically powering on the module.**

## REPORTING CONSOLE

You can access the **Reporting Console** by using the **Reporting PIN** set during Registration.

### COLLECTIONS REPORT

Collection reports summarize revenue received, vends, and upsell metrics in rolling periods.

When removing revenue from the Unit it is recommended to mark a collection has been made by opening the report and selecting the **COLLECT** option or **COLLECT AND PRINT** to print a copy of the report as well.

Pressing **COLLECT** or **COLLECT AND PRINT** permanently marks the Unit as having has it's collection preformed.

<b>COLLECTION REPORT</b>			<b>COLLECTION</b>								
LOCATION	RAD - EVAL 04		S/N	051900008EVAL04							
ADDRESS	200 FOREST DRIVE		FROM	6/24/2019 5:05 PM							
	SUITE 8		TO	6/25/2019 11:41 AM							
	GREENVALE NY 11758-123		REPORT NBR:	2							
	USA										
DEMOGRAPHIC SEGMENT	LIBRARY		SERVICE PROVIDER	FACE PLACE PHOTO +01-516-619-8000							
MUNICIPALITY			HELP@FACEPLACEPHOTO.COM								
<b>PAYMENT FORMS</b>											
FORM	COLLECTION	LIFETIME									
RAD - EVAL 04 (200 FOREST DRIVE,SUITE 8,GREENVALE,NY,11758-123,USA)											
CASH	\$0.00	\$0.00									
<b>ENGAGEMENT REVENUE SEGMENTS</b>											
MERCHANDISE	MODE	INITIAL REV.	INITIAL QTY	UPSELL REV.	UPSELL QTY	CRED WO PRINT	TOTAL REV.	TOTAL QTY			
RAD - EVAL 04 (200 FOREST DRIVE,SUITE 8,GREENVALE,NY,11758-123,USA)											
PRINT	FREE_PLAY	\$0.00	9	\$0.00	0	\$0.00	\$0.00	9			
<b>DETAIL SUMMARY</b>											
FROM	TO		MERCHANDISE	QTY	FORM	REVENUE	MODE				
RAD - EVAL 04 (200 FOREST DRIVE,SUITE 8,GREENVALE,NY,11758-123,USA)		2019-06-24 23:59	PRINT	9	CASH	\$0.00	FREE_PLAY				
2019-06-24 00:00											

EXIT
COLLECT
COLLECT AND PRINT

Figure 30 - Sample collection report

#### EXIT

Leaves the Reporting Console and returns to the Engagement App without any further actions.

#### COLLECT

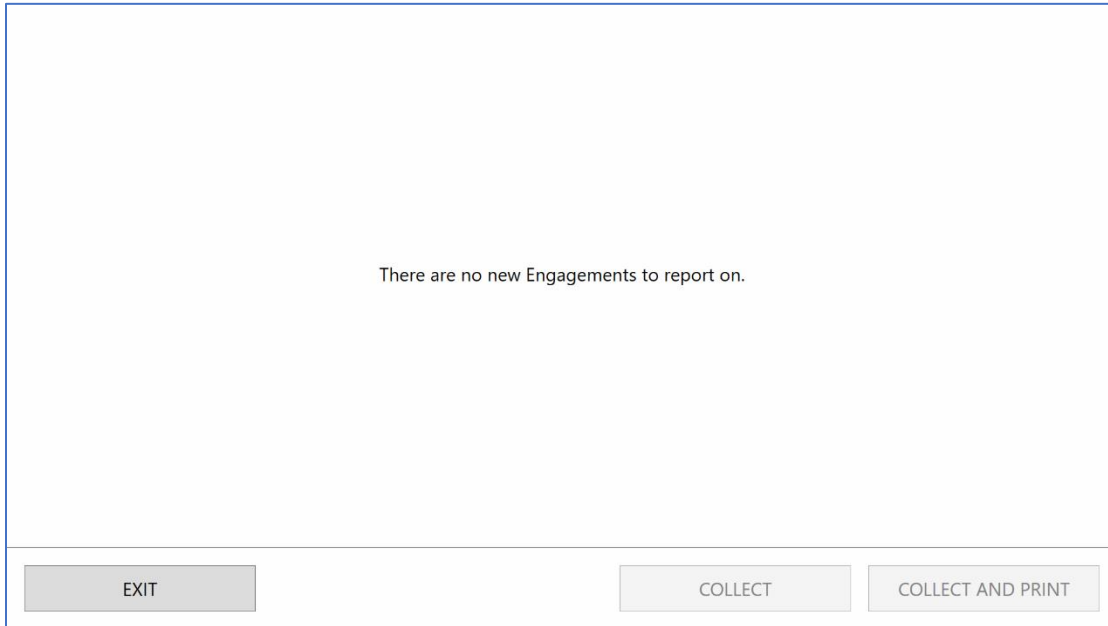
Permanently closes and saves the Collection Report for the displayed period without printing a copy.

#### COLLECT AND PRINT

Permanently closes and saves the Collection Report for the displayed period and prints a copy.

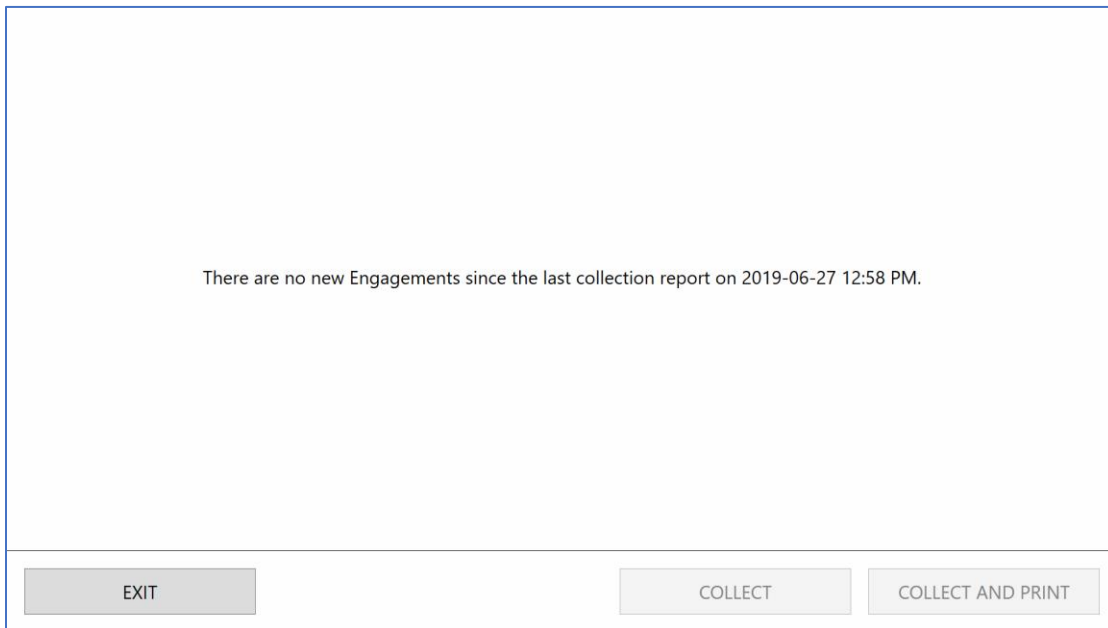
## EMPTY COLLECTION REPORTS

If the Unit has never had an Engagement, there is no collection report information to display.



*Figure 31 - No Collection Reports*

If the Unit has had no Engagements since the last Collection Report, the last collection report date will be shown.



*Figure 32 - No Engagements since last Collection Report*

## MAINTENANCE CONSOLE

During the Maintenance Window the Engagement App will check internally to see if there are any maintenance actions to perform. If there is at least one maintenance action to perform, the App will shutdown and launch the *Maintenance Console*.

The Maintenance Console is an automated function that manages the health and resources of the core computing module. It is also responsible for applying the automatic updates made available to the Unit.

*You cannot interact with the Unit while the Maintenance Console is performing its tasks.*

The Maintenance Console has two phases:

- A Maintenance phase where maintenance tasks are performed.
- A Reboot Countdown phase where the core computing module is preparing to reboot itself.

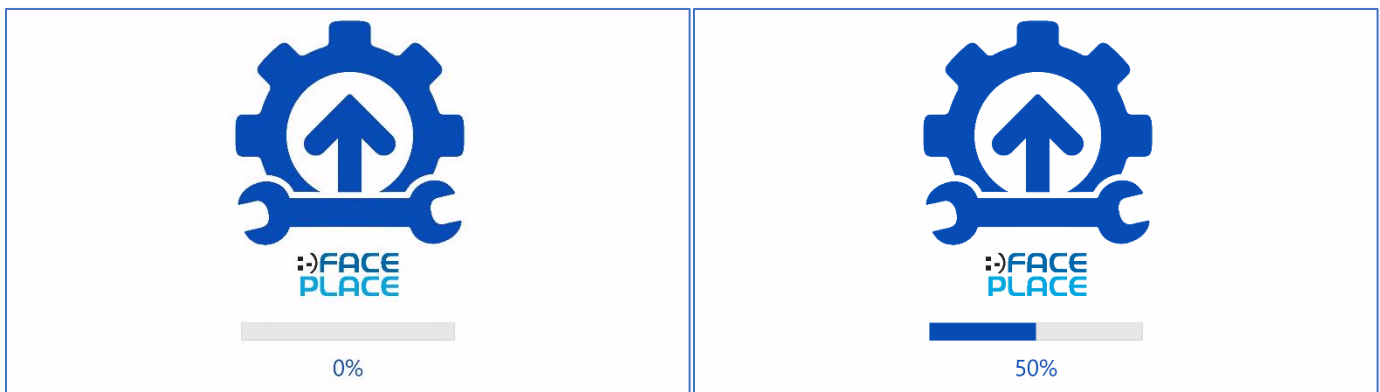


Figure 33 - Maintenance tasks in progress

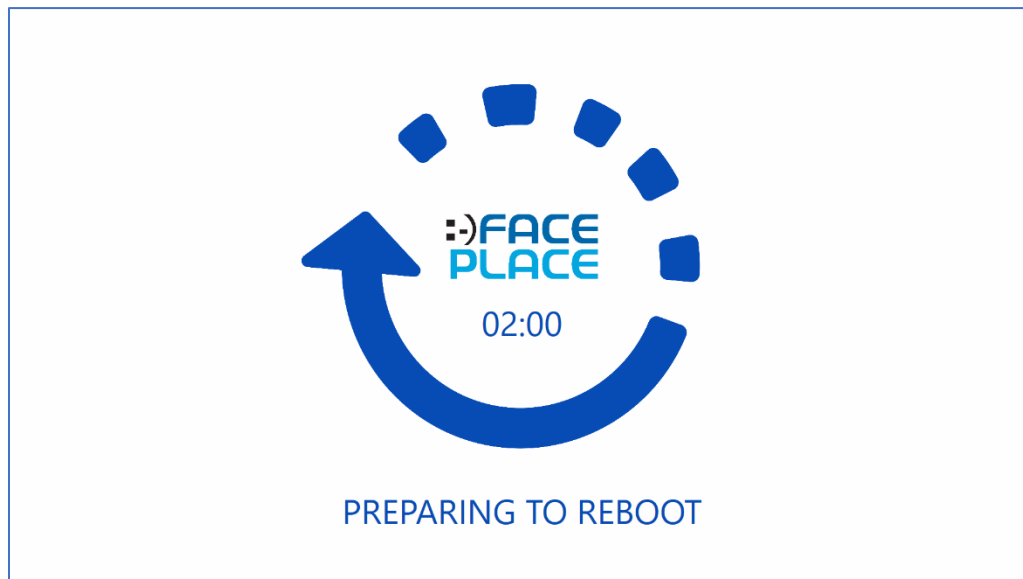


Figure 34 - Preparing to reboot

## ALERT CONSOLE

The *Alert Console* indicates the Unit has encountered an error preventing it from operating normally.

## DISENGAGEMENT

During normal operation, the Unit may experience conditions that prevent it from serving Patrons; when this happens, the Unit will *disengage* from normal operation and indicate that service is required.

When the Unit has disengaged from normal operations the **Alert Console** will be displayed with the Service Provider's contact information displayed as seen below.

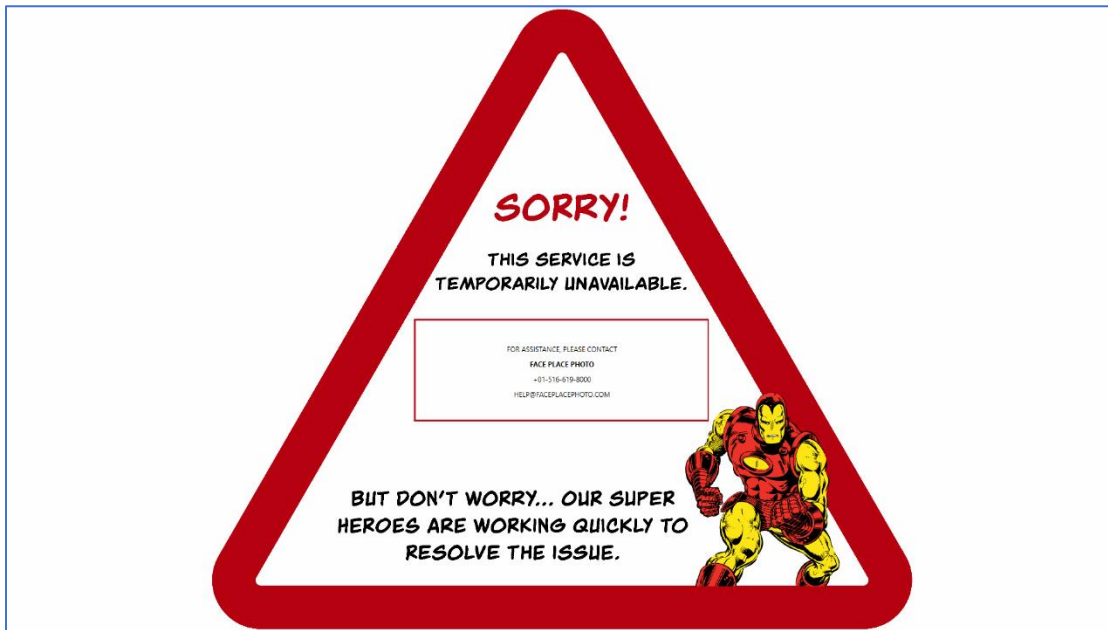


Figure 35 - Alert Console with Service Provider Information

An authorized service provider can access the **Management Console** from the Alert Console to determine what may have caused the Unit to disengage from normal operation.

## DISENGAGEMENT CODES

CODE	REASON (en-US)	QUICK FIX
10001100	Unable to connect to database.	Advanced diagnostics required.
10001110	Unable to access registry.	Advanced diagnostics required.
10002000	Unable to use selected currency.	Advanced diagnostics required.
10002100	Unable to receive revenue.	Enable FREE PLAY mode or alter payment collector Settings.
30002000	Camera was not found.	Check connected devices for camera; restart Application.
30002010	Camera feed disrupted during Scene.	Check connected camera for correct drivers; restart Application.
30002040	Failed to capture Patron image during Scene.	Usually an unavoidable, transient glitch; clear Disengagement and relaunch Engagement App.
30002050	Failed to register captured Paton image with Scene.	Usually an unavoidable, transient glitch; clear Disengagement and relaunch Engagement App.
50004000	Printer requires a consumable media change.	Change consumable media.
50004100	Printer door is not closed, or sensor does not detect closed door.	Open printer door and re-close.
50004200	Installed media does not support required print sizes for this Unit.	Replace consumable media with supported media size.
50004300	Media is not coded or not intended for this product.	Replace with Apple Industries coded media.
50005000	Printing feed is reporting as not operational due to paper jam etc.	Open printer door and remove obstruction.
50005100	Generalized hardware error.	Advanced diagnostics required.
50005200	Generalized printing error.	Advanced diagnostics required.
50009000	An unknown printing related error has occurred.	Advanced diagnostics required.
90008500	Product security dongle removed.	Reconnect security dongle and relaunch Engagement App.
90009000	Unclassified error occurred.	Advanced diagnostics required.



## APPENDIX – FACTORY RESTORE CORE COMPUTING MODULE

**NOTE:** Before performing a FACTORY RESTORE of the core computing module please contact your technical support representative to assist with alternate troubleshooting options.

**WARNING:** Performing a FACTORY RESTORE of the core computing module will erase all Settings, Updates, Content, History, and backups; the information cannot be recovered from the data storage drive after a FACTORY RESTORE has been performed.

### Manual Restore

#### Prerequisites

Before beginning the FACTORY RESTORE you will need to access the core computing module and connect via available ports the following peripherals:

- A *wired* keyboard; wireless keyboards will not function during a FACTORY RESTORE.
- The FACTORY RESTORE DRIVE that came with the Unit upon.

If you do not have or cannot locate the FACTORY RESTORE DRIVE that came with the original sale of the Unit, or you would like to request the latest compatible FACTORY RESTORE DRIVE for your Unit, please contact the manufacturer for more information.

#### Factory Restore Protocol

Before performing the FACTORY RESTORE of the core computing module please read the entire protocol as some steps are time-sensitive. Familiarizing yourself with the full protocol will help avoid repeated work if important time windows are missed.

#### *Power Cycle the Core Computing Module*

If the Application is running, use the Management PIN to access the Management Console.

From the Management Console, use the Power Options to select **RESTART UNIT**; re-enter the Management PIN.

If the Application is not running but the core computing module is powered on, use the reset button on the front of the core computing module to issue a restart.

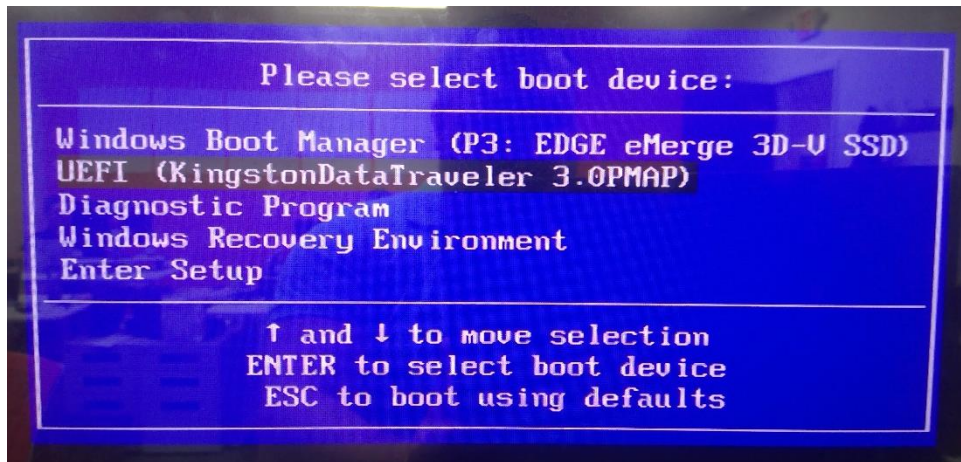
If the core computing unit is not on, use the power button to power it on.

### *Enter the Manual Boot Selection Menu*

As the core computing module powers on you will hear an audible tone indicating the boot process has begun; the core computing module's manufacturer logo will appear on the monitor.

When the core computing module's manufacturer logo appears on the screen begin repeatedly pressing the **F12** key on the keyboard.

If successfully timed, the boot selection menu will appear on screen (*Figure 1*).



*Figure 36 - Boot Selection Menu*

Using the keyboard's up and down arrows, select the **UEFI** option from the menu.

**NOTE:** The **UEFI** boot option will also display the USB drive manufacturer, which is subject to change without notice. In *Figure 1*, the USB drive manufacturer is *KingstonDataTraveler 3.0PMAP*.

Press *Enter* on the keyboard to launch the **UEFI** core computing module restore wizard.

The **UEFI** restore wizard will present you with a series of options to tailor the FACTORY RESTORE process; the remainder of this guide will walk you through the basic restore options.

*UEFI Wizard: Operation Selection*

Launching the **UEFI** wizard presents you with the option to choose the **UEFI** operation.

Using the keyboard's up and down arrow keys, highlight the **Restore** operation (Figure 2). Once highlighted, press the keyboard's **Enter** key to move to the next step.

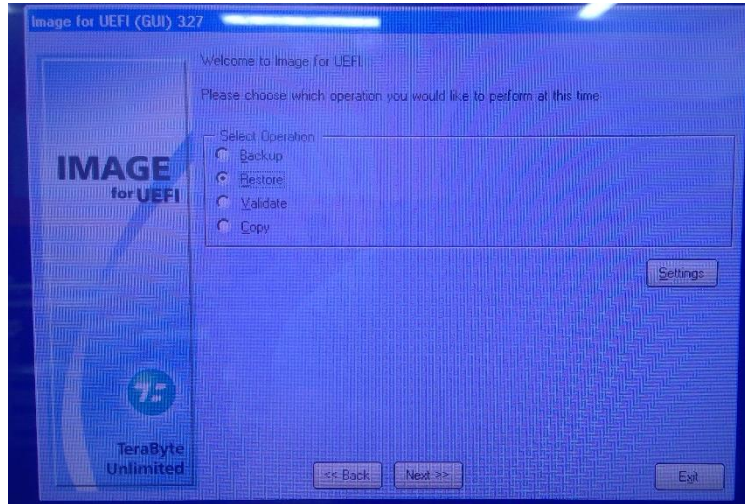


Figure 37 - UEFI Operation Menu

*UEFI Wizard: Restore Protocol Selection*

Having selected the **Restore** operation in the prior step, the wizard presents you with the option to choose the kind of restore procedure (Figure 3).

The default option **Automatic** should be highlighted.

Using the keyboard's up and down arrow keys, highlight the desired option. Once highlighted, press the keyboard's **Enter** key to move to the next step.

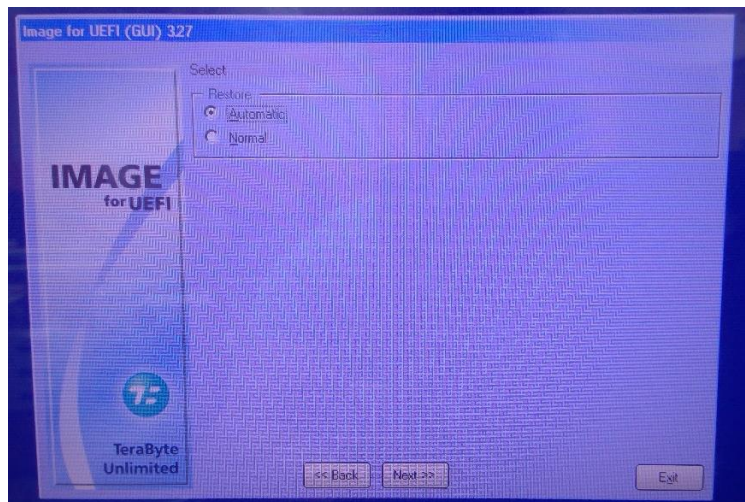


Figure 38 - Restore Protocol Selection

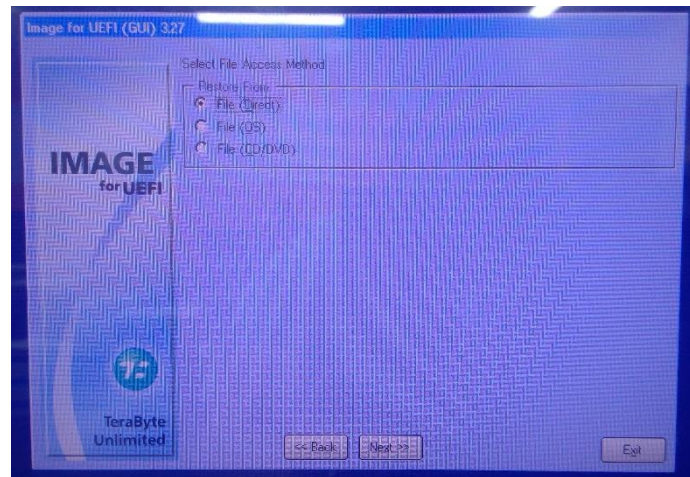
*UEFI Wizard: File Access Method*

Having selected the **Automatic** restore protocol in the prior step, the wizard presents you with the option to choose the method it will use to access the restore image on the FACTORY RESTORE DRIVE (*Figure 4*).

The default option **File (Direct)** should be highlighted (*Figure 4*).

Using the keyboard's up and down arrow keys, highlight the desired option.

Once highlighter, press the keyboard's *Enter* key to move to the next step.



*Figure 39 - File Access Method Selection*

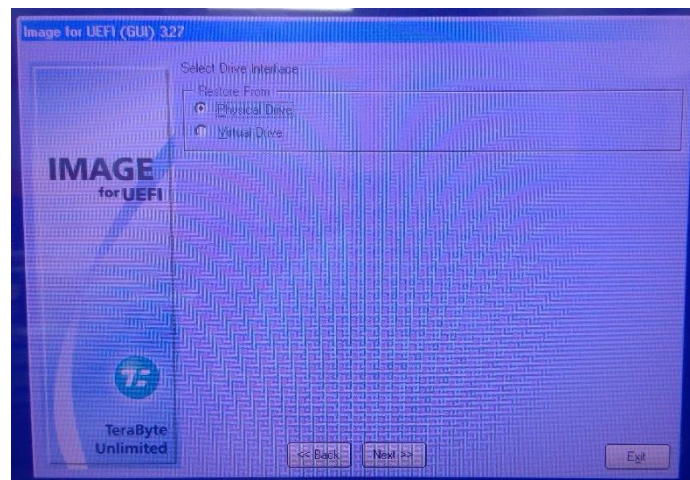
*UEFI Wizard: Restore Drive Interface*

Having selected the **File (Direct)** file access method in the prior step, the wizard presents you with the option of identifying the kind of drive that will be accessed directly.

The default option **Physical Drive** should be highlighted (*Figure 5*).

Using the keyboard's up and down arrow keys, highlight the desired option.

Once highlighter, press the keyboard's *Enter* key to move to the next step.



*Figure 40 - Restore Drive Interface Selection*

*UEFI Wizard: Physical Restore Drive Selection*

Having selected the **Physical Drive** interface option in the prior step, the wizard presents you with the available physical drives to choose from to locate the FACTORY RESTORE image.

The **USB FACTORY RESTORE DRIVE** will be highlighted by default, but that is not guaranteed in all cases.

Using the keyboard's up and down arrow keys, highlight the **USB Drive** option (Figure 6).

Once highlighted, press the keyboard's *Enter* key to move to the next step.

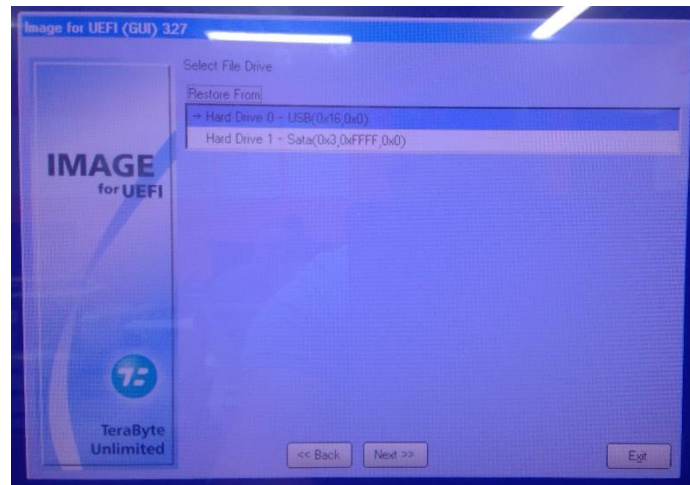


Figure 41 - Physical Restore Drive Selection

*UEFI Wizard: Restore Drive Partition Selection*

Having selected the physical **USB Drive** in the prior step, the wizard presents you with the available hard drive partitions to search for the FACTORY RESTORE image.

The FACTORY RESTORE DRIVE should have a single partition, which is highlighted by default.

Using the keyboard's up and down arrow keys, highlight the **IFU** drive partition (Figure 7).

Once highlighted, press the keyboard's *Enter* key to move to the next step.

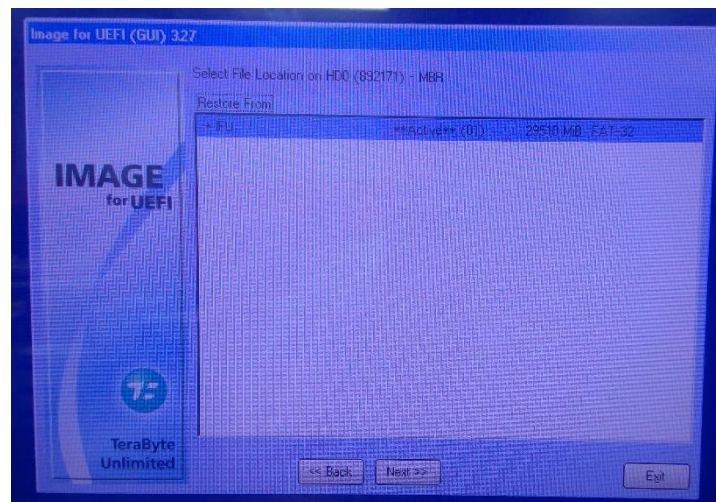


Figure 42 - Physical Drive Partition Selection

### UEFI Wizard: Factory Restore Image Selection

Having selected the **IFU** partition in the prior step, the wizard will present you with the available drive file system entries.

A **FACTORY RESTORE DRIVE** usually contains only a single restore image. If more than one image is available, please confirm with your technical support representative which is the appropriate image for your product.

Using the keyboard's up and down arrow keys, highlight the appropriate restore image file (*Figure 8*). Once highlighted, press the keyboard's *Enter* key to move to the next step.

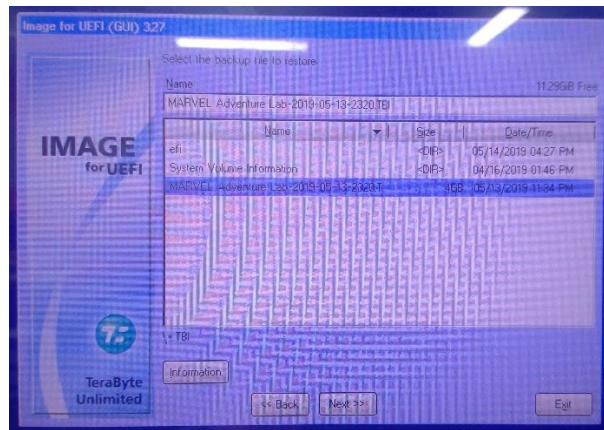


Figure 43 - Restore Image Selection

### UEFI Wizard: Select Partitions to Restore

Having selected the appropriate **FACTORY RESTORE IMAGE** in the prior step, the wizard will present you with the available partitions on the core computing module that should be restored.

A **FACTORY RESTORE DRIVE** is usually meant to restore all partitions on the core computing module. Unless otherwise directed by your technical support representative all partitions should be targeted for restoration.

Using the keyboard's up and down arrow keys, highlight the top-most empty check box. Once highlighted, press the keyboard's *Space Bar* key to target all partitions (*Figure 9*).

Having highlighted all the target partitions, press the keyboard's *Enter* key to move to the next step.

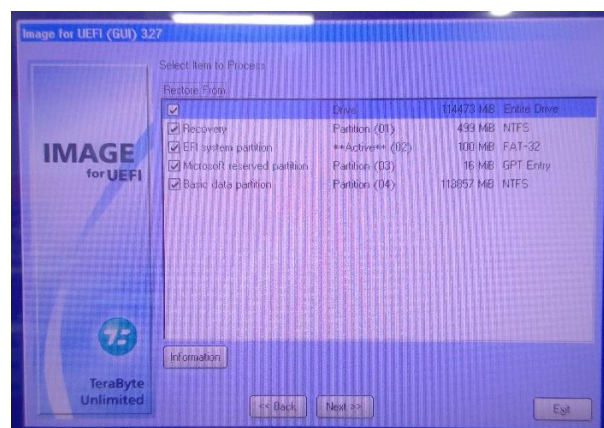


Figure 44 - Target Partition Selection

*UEFI Wizard: Confirm Partition Restore*

Having selected one or more partitions to restore in the prior step, the wizard will prompt you to confirm the restoration before proceeding (Figure 10).

Use the keyboard **Y** key to indicate **Yes**, acknowledging that all target partitions will be fully restored, losing all existing data.

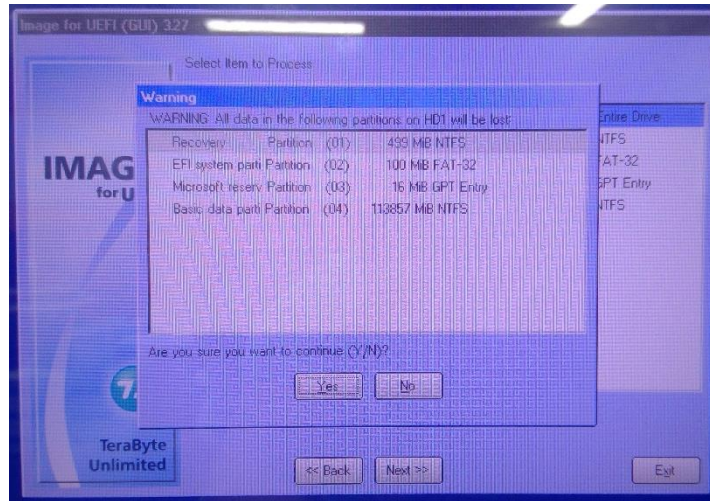


Figure 45 - Confirm Partition Restore

*UEFI Wizard: Initiate Factory Restore*

Having confirmed the target partition restoration in the prior step, the wizard presents you with the final screen to confirm the options selected and begin the core computing module restore (Figure 11).

Press the keyboard **Enter** key to confirm options and initiate the restore.

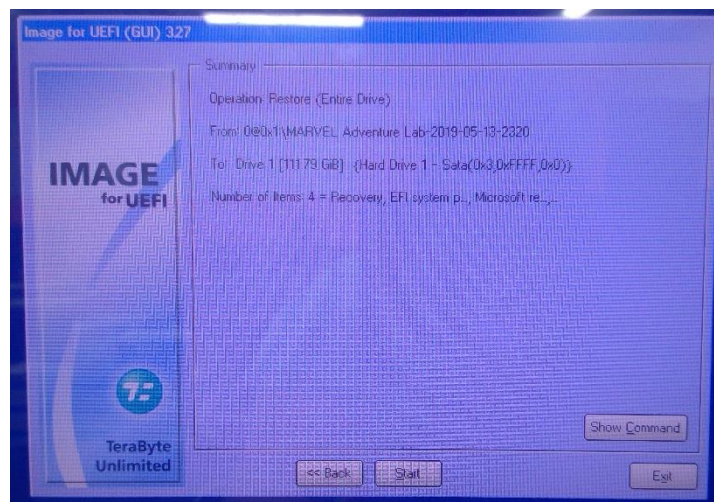


Figure 46 - Initiate Factory Restore

*UEFI Wizard: Factory Restore Progress*

Having initiated the factory restore in the prior step, a progress window is displayed (Figure 12).

A FACTORY RESTORE should take no more than thirty (30) minutes to complete though individual restore times vary based on image, core computing module, product line, and resources.

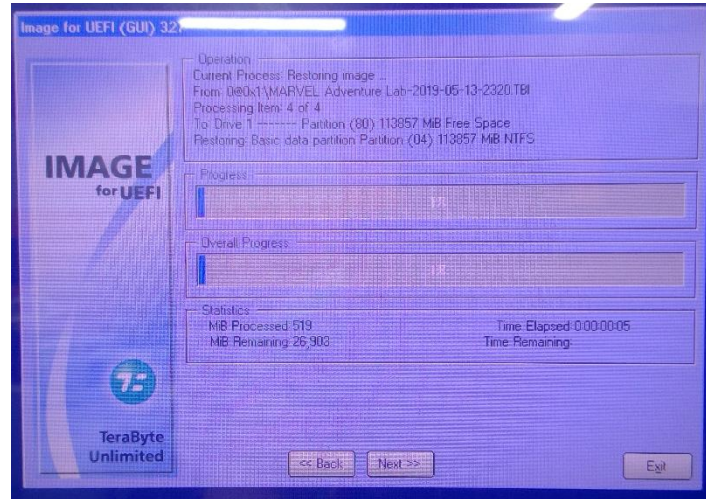


Figure 47 - Restore Progress Window

*UEFI Wizard: Restore Complete*

Once the FACTORY RESTORE has completed, a success window will be displayed (Figure 13).

The core computing module is now in a factory reset state.

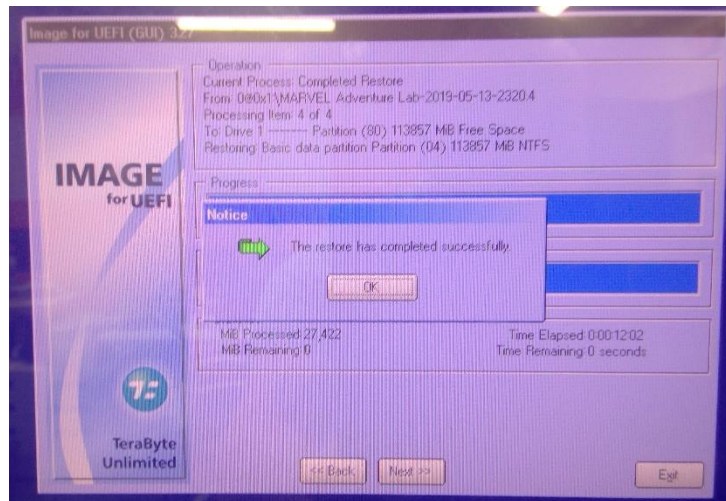


Figure 48 - Factory Restore Complete

### *UEFI Wizard: Exiting*

Having successfully restored the core computing module using the FACTORY RESTORE DRIVE a reboot of the module is required.

Use the keyboard's *Enter* key to clear the success notification and return to the *Operation Selection* screen.

Use the keyboard's **X** key to **Exit** the **UEFI** wizard and return to the boot selection menu.

Disconnect the FACTORY RESTORE DRIVE from the core computing module.

Use the core computing module's reset button to restart the module.

### *Returning the Unit to Operation*

Having disconnected the FACTORY RESTORE DRIVE and restarted the core computing module, the core computing module should boot into the Application like a normal startup.

Consult with your technical support representative regarding next steps including:

- Registering the Unit with the Operator.
- Applying additional platform upgrades.
- Acquiring additional content packs.
- Performing any additional maintenance.
- Performing any proactive diagnostics and/or field tests to confirm Unit is operating as expected.

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**This warranty shall be null and void if the equipment has been tampered with or serviced by a person not authorized by Apple Industries, Inc. to perform the service.**

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