Kiosk installation and set up

This article is a guide to setting up a Windows 10 device with the required software to run an Entegy Kiosk for the first time. The following is covered:

Dependencies: required to install before installing Kiosk Application
Kiosk Installer Software: for initial setup of the Kiosk Application
Device settings: these are recommended to ensure the Kiosk Application can run efficiently without interruptions

Dependencies

- Installing required software
- Printer Settings (Epson TM-C3500)
- Scanner Setup

Installing required software

1. Open the bundled Required Software Folder. The required software Zip file can be downloaded from here

2. Within the dotNet 4.6.1 folder is a setup file called NDP461-KB3102436-x86-x64-AllOS-ENU

3. Execute the installer and follow the prompts

4. Go back to the required software folder

5. Open the Redistributables C++ folder

6. Within are 4 setup files

    2013_vcredist_x86

    2013_vcredist_x64

    2015_vc_redist_x84

    2015_vc_redist_x64

7. Install all four in any order by following the prompts

8. Go back to the required software folder

9. Open the Scanner Driver folder

10. Execute the file USBCOMInstaller and follow the prompts

11. Go back to the required software folder

12. **Make sure the printer is nearby and ready to be connected to the computer before proceeding.**

13. Open the Printer Drivers Folder

14. Tap on the file c360d64_1103a

15. A dialog will open, click Unzip.

16. When the unzip process is finished the installer will launch, follow the prompts to install the printer driver. If the installer does not launch after the unzip process follow steps a to d else go to step 17

    a. Open the newly made folder with the same name

    b. Tap on the folder WINX64

    c. Tap on the folder Setup

    d. Tap on the file Setup 64, follow the prompts to install the printer driver.

17. At the end a dialog will show to confirm that the printer was setup successfully.

Printer Settings (Epson TM-C3500)

1. With **Epson printer connected by usb and turned on**, from windows desktop navigate to Control Panel > Hardware and Sound > Devices and Printers - assure the default printer is the Epson TM-C3500 and its name is exactly "Epson TM-C3500" without any other characters or whitespace within the name and remove any other instances of this printer if exists.

2. If you need to alter the printer name Right click on the printer then select Printer Properties then within the textbox with the name make the required changes, then select OK.

3. To initialize the paper settings Right Click the printer then select Printing Preferences, within the Print Settings section click the User Defined… button.

4. A new dialog will appear, under Media Layout Name type a recognisable name such as "A6" or "Entegy Badge", then from the Media Form drop down menu select Continuous Paper this will change the Layout Information.

5. Within the Layout Information section change Media Width to '100.00' and Media Length '152.00', now select the Save button and accept the message pop up.

6. Close that menu then select your new layout from the Media Layout drop down menu, accept the next couple of pop ups then select Continuous Black Marked from the new screen.

7. Next setting to be changed is within the Settings For Paper Handling After Print section, select the Auto Cut radio button then from the drop down menu select Only After Last Page.

8. Lastly, select Printer Utilities from the upper tab bar. Under Printer Preferences subsection click Printer Settings Utility, accept the Windows dialog and a new window will open. Under General -> Media Settings change the Media source selected option from Roll Paper to Fanfold Paper and Media detection settings to Continuous paper, click the Apply Settings button and accept the prompt, now click OK.

Scanner Setup

With the correct drivers installed for the scanner, default scanner should be usb COM communication, currently the only test for this test scanning QR within the kiosk application with a project setup for scanning, if the kiosk reacts the scanner is operating correctly.
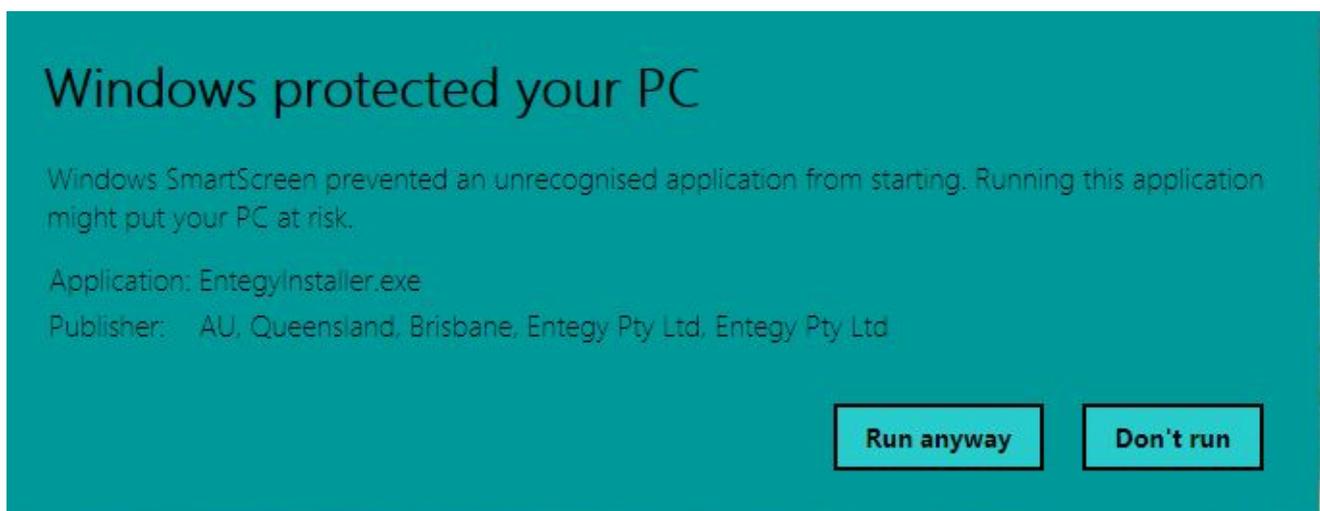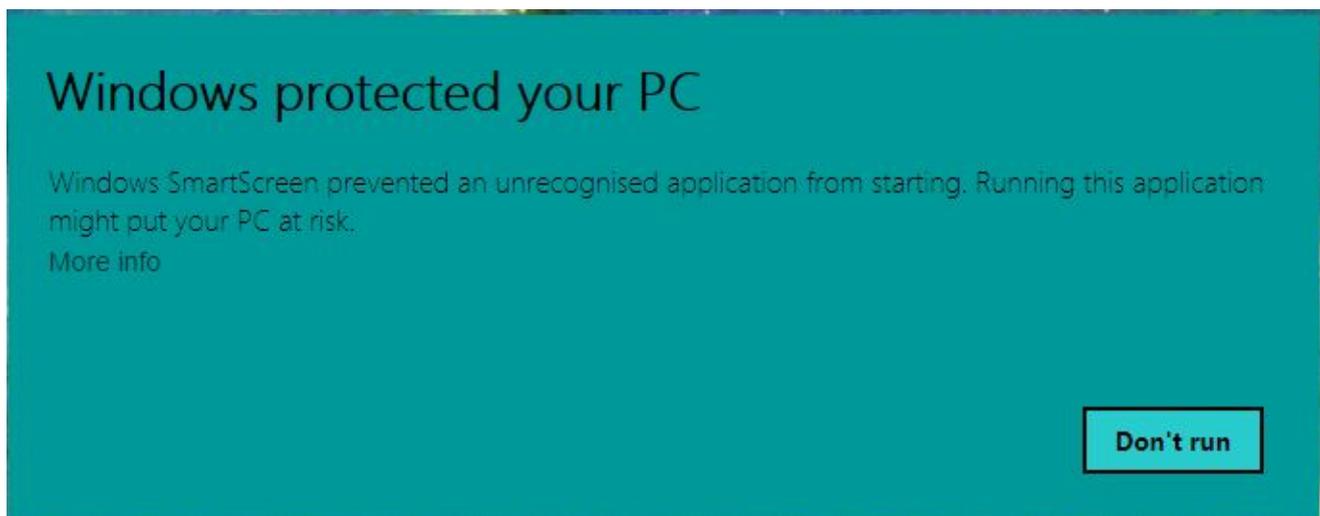
If the kiosk does not react, from the admin menu print the USB-COM matrix code then scan the code, a multi "beep" sequence will indicate the change, then repeat the test.

Kiosk Installer Software

Once you have set up the dependencies and printer, click here to download the Kiosk Installer

1. Ensure all other applications are closed

2. Open Entegykioskinstaller.exe

3. Accept windows prompts

If the following appears, click more info - then run anyway

Installation may take a few minutes depending on your internet connection

Device settings to ensure kiosk runs efficiently

Close all applications
1. Open the task manager and close all other applications before starting the Kiosk

Disable computer sleep
1. Swipe in from the right of the screen. Select All Settings > System > Power & Sleep

2. Change both settings to Never.

Disable notifications
1. Swipe in from the right of the screen. Select All Settings > Notifications and Actions

2. Turn off the following:

   - Show me tips about windows

   - Show app notifications

   - Show notifications on the lock screen

   - Show alarms, reminders and incoming VOIP calls on the lock screen

Disable wireless network discovery
1. Choose the wireless network you're connecting to

2. Enter the password for the network

3. Do not press the enter key. Instead tap next

4. The next panel should show a message of "Do you want to allow your PC to be discoverable....." Tap on No

5. Once done, click on the wireless / local network icon in the taskbar

6. Tap on Network Settings

7. Scroll to the bottom of the list and tap on Advanced Options

8. Under Metered connection, toggle the Set as metered connection option to On, if available.

   This will prevent windows updates from occurring

Defer Windows Updates

1. Swipe in from the right

2. Click on Update & Security

3. At the bottom of the Windows Update tab is Advanced Options, tap on it

4. In Advanced Options tap on Defer upgrades

5. It's recommended to Install any available updates now to prevent them from installing at a later date. I.E. during the event.

Disable Surface touch keyboard

1. Press the Windows key

2. Type "services," and press Enter

3. Scroll down to "Touch screen keyboard and handwriting panel"

4. You can either right click and "Stop" or you can double-click and change it from "Automatic" startup to "Manual."

Run Launcher

1. Open Kiosk from desktop to run the Launcher

2. Refer to Kiosk applications and options for Launcher details