EZQUEUE · KIOSK

Kiosk – Setup and Care Manual

For staff who set up the kiosk and look after its printer.

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2. Set up the ticket printer
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1 Open the kiosk admin settings

Unlock the hidden admin panel with the kiosk passcode, and lock it again.

What this is for

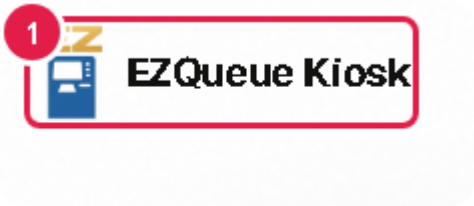
The kiosk has hidden admin settings for its printer and passcode. Clients cannot see them.

Before you start

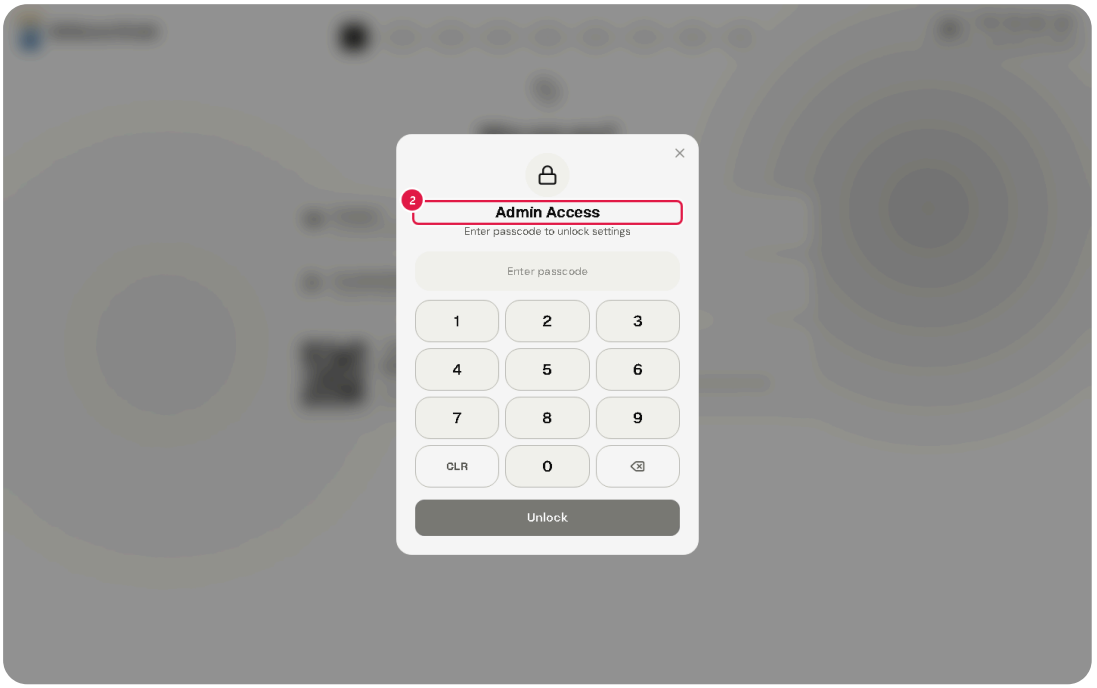
- You know the kiosk passcode.

Steps

1 Tap the **EZQueue Kiosk** logo at the top left 5 times, quickly (within 3 seconds).



2 **Admin Access** opens. Type the passcode with the number keys. **CLR** clears it.



3 Tap **Unlock**. **Kiosk Admin Settings** opens.

4 When you are done, tap **Lock & Return to Kiosk**.

> **Tip** The first time, the kiosk asks you to **Set Kiosk Passcode**. Choose 6 to 12 digits.

> **Warning** After 5 wrong passcodes, the kiosk locks for 1 minute. Each further wrong try doubles the wait, up to 15 minutes.

If something goes wrong

- **"Incorrect passcode"**: type it again. Mind the lock after 5 wrong tries.
- **Nothing opens**: tap the logo 5 times faster. The count starts over after 3 seconds.

2 Set up the ticket printer

Choose the thermal printer the kiosk prints tickets on, and test it.

What this is for

The kiosk prints each ticket on a thermal receipt printer. It needs to know which printer to use.

Before you start

- The printer is connected by USB, or its driver is installed.
- You opened **Kiosk Admin Settings** (see Open the kiosk admin settings).

Steps

1. Go to **Thermal Printer Configuration**.
2. Tap **Refresh** to find the printers.
3. Tap your printer in the list. It shows its port and driver.
4. Tap **Test Print Receipt**. Check that a test ticket comes out.
5. Tap **Save as Default Printer**.
6. Tap **Lock & Return to Kiosk**.

> **Tip** **Setup Guide** at the top of the panel opens the **Kiosk Setup & Hardware Guide**. It has steps for the printer driver and for printing problems.

If something goes wrong

- **"Print failed to reach device"**: check the cable and power, tap **Refresh**, choose the printer again and test again.
- **No printer in the list**: connect the printer or install its driver, then tap **Refresh**.

3 Change the kiosk passcode

Set a new passcode for the kiosk admin settings.

What this is for

The passcode keeps clients out of the kiosk admin settings.

Before you start

- You opened **Kiosk Admin Settings**.

Steps

1. Go to **Admin Security & Passcode**.
2. Type the **Current Passcode**.
3. Type the **New Passcode**, then type it again in **Confirm New Passcode**.
4. Tap **Update Passcode**.
5. Tap **Lock & Return to Kiosk**.

> ⚠ **Warning** The kiosk accepts 6 to 12 digits, numbers only.

If something goes wrong

- **An error shows after Update Passcode**: read the message. Check the current passcode and that the new one is 6 to 12 digits.