



User's Manual Indoor Kiosk

U.S. Configuration



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1. Introduction

Your GiftWise Kiosk

The GiftWise solution by Self-Service Networks provides a convenient way to sell your Gift Cards, giving your customers the power to make quick, easy purchases and freeing your employees to devote their valuable time to customer service and other active sales initiatives. GiftWise allows you to sell your Gift Cards virtually anywhere, anytime.

Daily Operations

Your GiftWise kiosk is continuously monitored by the Self-Service Networks support team. Your designated property contact will be notified if any system errors are detected or the replacement of consumables (e.g. paper, sleeves or Gift Cards) is required.

Cleaning Your Kiosk

Kiosk Enclosure

Should the kiosk enclosure and mechanical surfaces require general cleaning, they can be wiped down with a non-abrasive cloth moistened with a mild cleaning product or soap and water.

- Care should be taken not to saturate the enclosure with liquid.
- **DO NOT** clean the enclosure with solvent-based products as they may damage the finishes.
- **DO NOT** clean the painted surfaces with solvent-based products as they may damage the finish.
- **DO NOT** clean the enclosure with paper towels. The wood fibers present in paper towels will scratch the finish surface and overtime cause a scratched / scuffed appearance.
- Suggested cleaners include commercially available spray cleaners such as Windex or 409.
- Care should be taken **NOT** to disturb any internal wiring in the kiosk when vacuuming or performing any cleaning task.
- When vacuuming the kiosk interior, attention should be given to the PC grill openings and fan exhaust.
- **DO NOT** power vacuum cleaners or any other devices via the kiosks internal power strip.

Cleaning Your Kiosk (continued)

Touch screens and Displays

The touch screen of your kiosk utilizes a plastic overlay located over the LCD display. Care should be taken when cleaning this overlay to eliminate the possibility of scratching the overlay surface.

- **DO NOT** clean the touch screen overlay with paper towels. The wood fibers present in paper towels will scratch the surface of the plastic overlay and overtime cause a scratched / scuffed appearance resulting in degraded image quality.
- **DO NOT** use solvents or solvent based products to clean the touch screen or LCD surfaces as they may permanently damage the screen surface.
- Suggested cleaners include commercially available spray cleaners such as Windex or 409.

Graphic Panels

The graphic panels of your kiosk are fabricated in materials including PVC and polycarbonate plastics.

- **DO NOT** clean the plastic surfaces with paper towels. The wood fibers present in paper towels will scratch the surface finish of the plastic and overtime cause a scratched / scuffed appearance.
- **DO NOT** use solvents or solvent based products to clean the plastic surfaces as they may attach or dissolve the plastic material.
- Suggested cleaners include commercially available spray cleaners such as Windex or 409.

***Note:** Do not spray any kind of cleaner directly on the front fascia of the kiosk. Doing so will damage the graphic adhesive on the fascia.*

Printer

With the exception of paper replenishment, clearing paper jams and general printer cleaning operations, printer service should be left to the attention of trained service personnel.

- Printer **MUST** be turned off during cleaning operations.
- Clean by wiping with a damp cloth or use a clean dry natural bristle paint brush.
- **DO NOT** use liquid or spray products directly on the printer.
- **DO NOT** touch the print head or heating line with bare hands.
- **DO NOT** perform any cleaning operations inside the printer immediately after printing, as the head and motor tend to remain very hot. Allow time to cool sufficiently before proceeding.

***Note:** Failure to follow cleaning instructions may invalidate the warranty.*



Servicing Your Kiosk

Your GiftWise kiosk program includes one annual preventative service visit to be scheduled with an onsite technician. The service visit will include a general check and cleaning of hardware components to ensure the kiosk is operating efficiently.

If at any time your kiosk needs service, please contact Self-Service Networks Support department for assistance.

Ordering Kiosk Supplies

To replenish your kiosk supplies contact the following suppliers:

Gift cards

Contact your Gift Card provider to order more Gift Cards.

Gift card sleeves with pre-stuffed Terms & Conditions

Contact Self-Service Networks Support at support@self-servicenetworks.com or toll-free at (888) 666-8346, option 3 and we will send you a template and spec sheet that you can provide to your printer.

Receipt paper

Contact Self-Service Networks Support at support@self-servicenetworks.com or toll-free at (888) 666-8346, option 3 to place an order for receipt paper.

2. GiftWise Support

This User's Manual provides basic information you need to operate, maintain and troubleshoot your GiftWise kiosk. If you need further information regarding your kiosk not covered in this manual contact Self-Service Networks at the phone number below.

Self-Service Networks Contact Information

Phone Support

Monday thru Friday, 8am-5pm EST
Toll Free (888) 666-8346, option 3

Tel. (401) 619-4000
Intl. +001 401-619-4000

After Hours & Weekends
(888) 503-1444

Email Support

support@self-servicenetworks.com

GiftWise Training Portal

To download the latest manual in PDF format and watch video tutorials on how to maintain and troubleshoot your GiftWise kiosk please visit, www.self-servicenetworks.com/training

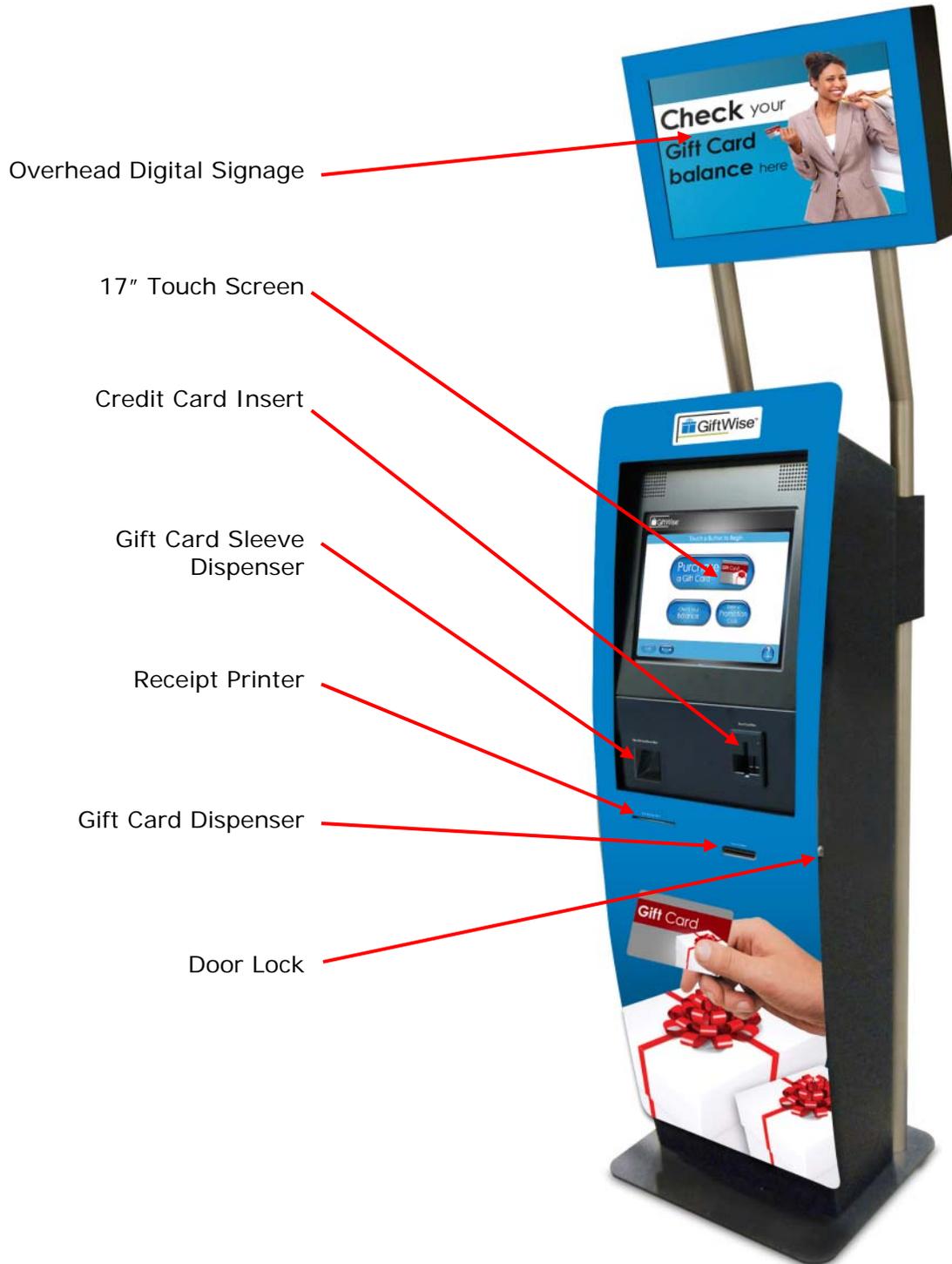
3. Kiosk Overview - Exterior

Figure 1.1: Indoor Kiosk Exterior



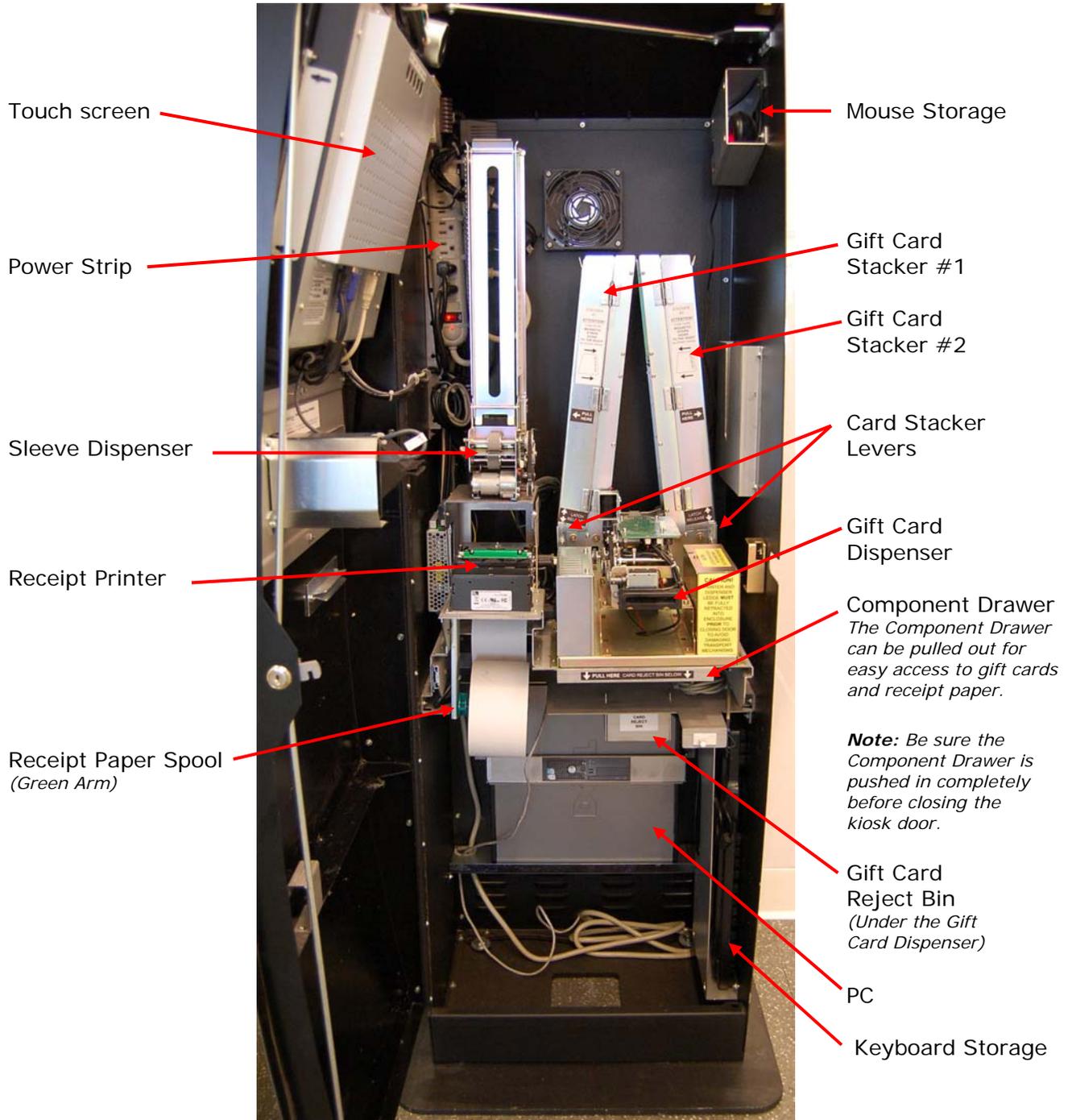
Kiosk Overview (Optional Overhead Digital Signage) - Exterior

Figure 1.2: Indoor Kiosk Exterior



4. Kiosk Overview - Interior

Figure 2: Indoor Kiosk Interior



5. Gift Cards

There are sensors in each card stacker that track your card inventory.

Self-Service Networks Support will notify you when the inventory levels in your kiosk are low (approximately 30 cards) and require refilling.

Be sure to follow your gift card provider's instructions for Gift Card inventory control.

How to Load Gift Cards

Step 1: Unlock and fully open the kiosk door.

Step 2: Gently pull the Component Drawer toward you to access the Card Dispenser.

Step 3: Push the lever in front of the Gift Card Stacker door down. (Figure 3)

Step 4: Open the Gift Card Stacker door to allow full access. (Figure 4)

Figure 3: Card Stacker Lever

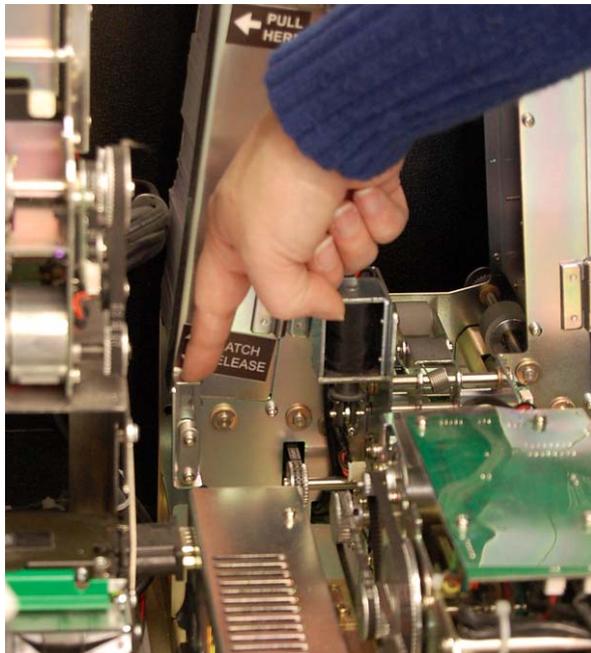


Figure 4: Card Stacker Door



How to Load Gift Cards (continued)

Step 5: Agitate the Gift Cards by moving a handful of Gift Cards around in your hands back and forth and sideways, creating separation between each Gift Card.

Note: *Agitating the Gift Cards breaks the manufacturer's seal and decreases any unexpected residue from bonding between the cards.*

Step 6: Lift the Card Holder to insert the gift cards (Figure 5)

Step 7: Load the Gift Cards into the Gift Card Stacker **magnetic stripe down and to the right for both Gift Card Stackers.** (Figure 6)

Note: *500 non-embossed Gift Cards will fit into each empty Gift Card Stacker.*

Figure 5: Remove Card Holder

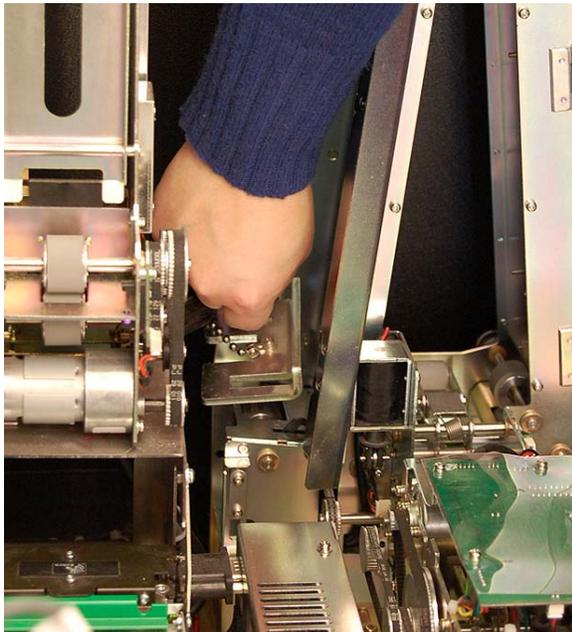
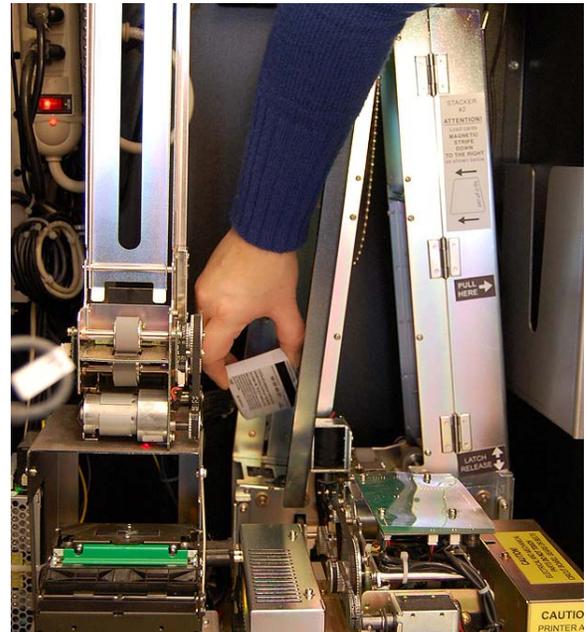


Figure 6: Load Gift Cards



How to Load Gift Cards (continued)

Step 8: Place the Card Holder on top of the stack of Gift Cards you just loaded, making sure that chain is clear of all Gift Cards to avoid a jam. (Figure 7)

Figure 7: Replace Card Holder



Step 9: Close the Gift Card Stacker door.

Step 10: Lock the door by pulling the lever up into place.

Repeat as necessary to fill both card stackers.

Step 11: Gently push the Component Drawer back into place.

Note: *Be sure the Component Drawer is completely pushed into the kiosk to avoid damage to the interior components.*

Step 12: Close and lock the kiosk door.

How to Clear a Gift Card Jam

In the event a Gift Card gets jammed in the Gift Card Dispenser a *power cycling* will be required. *Power cycling* is the action of turning *off* and *on* the power of the single hardware component.

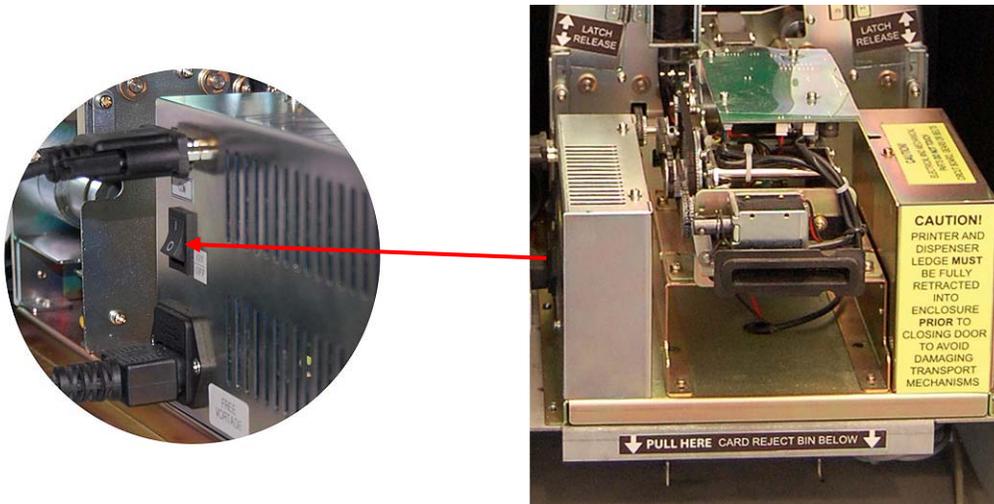
Note: *Power-cycling the Gift Card Dispenser is different than rebooting the entire kiosk. Never unplug the kiosk or turn off the kiosk PC to clear a Gift Card jam.*

Step 1: Unlock and fully open the kiosk door.

Step 2: Gently pull the Component Drawer toward you to access the Gift Card Dispenser.

Step 3: Locate the Gift Card Dispenser power switch on the left side of the Gift Card Dispenser, approximately 6 inches in from the front of the Gift Card Dispenser. (Figure 8)

Figure 8: Card Dispenser Power Switch



Step 4: Power the Gift Card Dispenser off by pushing the switch down.

Step 5: Wait 10 seconds.

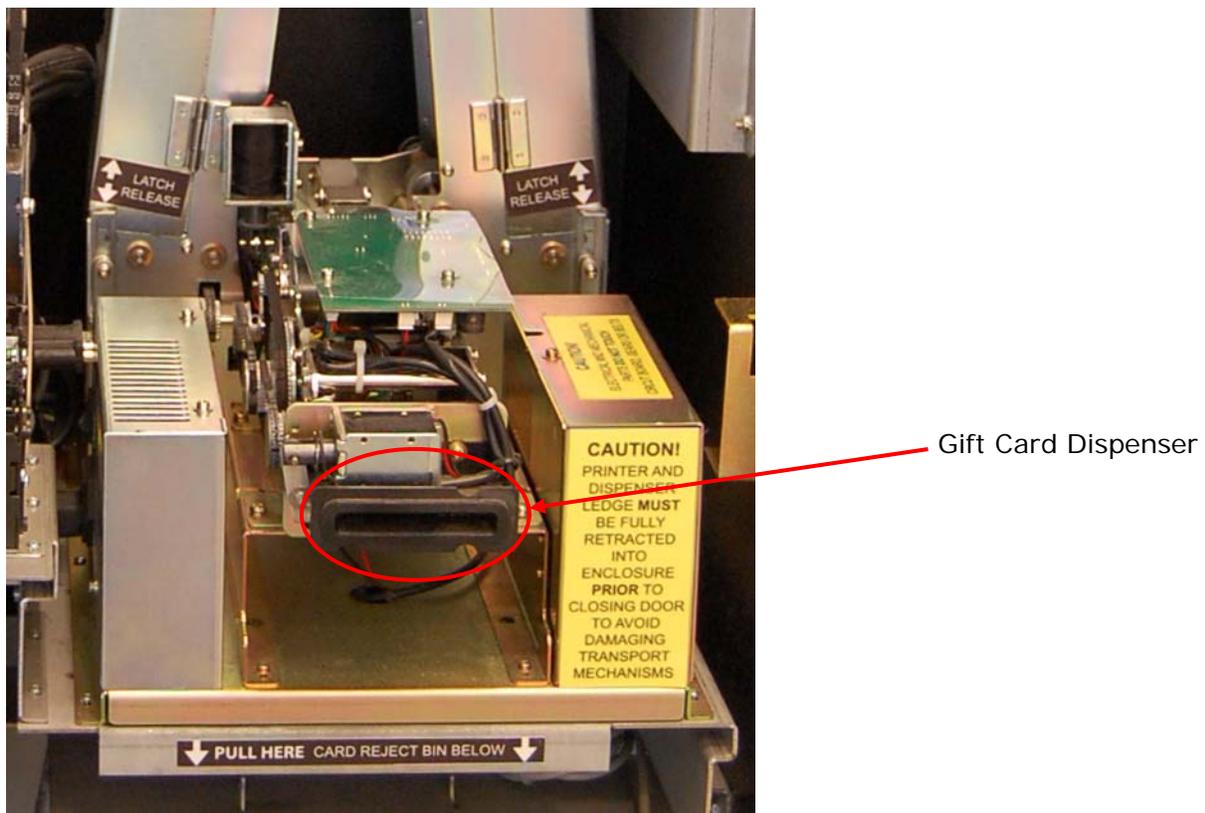
Step 6: Power the Gift Card Dispenser back on by pushing the switch up.

How to Clear a Gift Card Jam (continued)

Step 7: The jammed Gift Card should eject from the dispenser. Refer to your Gift Card provider for instructions on handling rejected gift cards. (Figure 9)

Note: *If the Gift Card doesn't eject contact Self-Service Networks Support for further assistance.*

Figure 9: Card Dispenser



Step 8: Gently push the Component Drawer back into place.

Note: *Be sure the Component Drawer is completely pushed into the kiosk to avoid damage to the interior components.*

Step 9: Close and lock the kiosk door.

6. Rejected Gift Cards

Occasionally, a Gift Card is defective or a customer forgets to take the Gift Card they have purchased. When this occurs, GiftWise will automatically retract the Gift Card, sending it to the Gift Card Reject Bin inside the kiosk for retrieval. (Figure 10)

The Self-Service Networks Support Team will notify your property when a Gift Card has been retracted to the Gift Card Reject Bin.

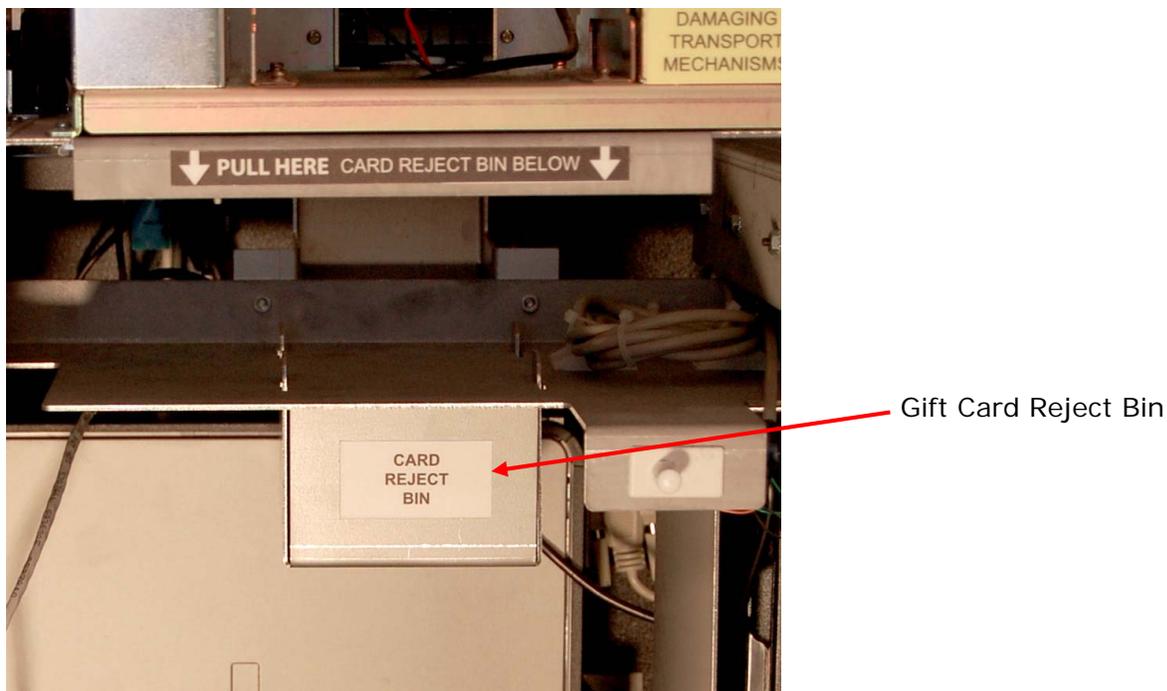
Note: Rejected Gift Cards should be emptied every time new Gift Cards are loaded, or as needed.

Rejected Gift Cards are most likely re-usable. To determine if a card is re-usable lookup the card number in your Gift Card provider's Gift Card activation software.

Inactive cards: If the Gift Card status is "Inactive", the Gift Card is re-usable. Refer to your Gift Card provider for instructions on handling rejected gift cards.

Active cards: Gift cards that have an "Active" status should be held for customers to claim. If the Gift Card goes unclaimed, follow your management's direction for handling this situation.

Figure 10: Gift Card Reject Bin



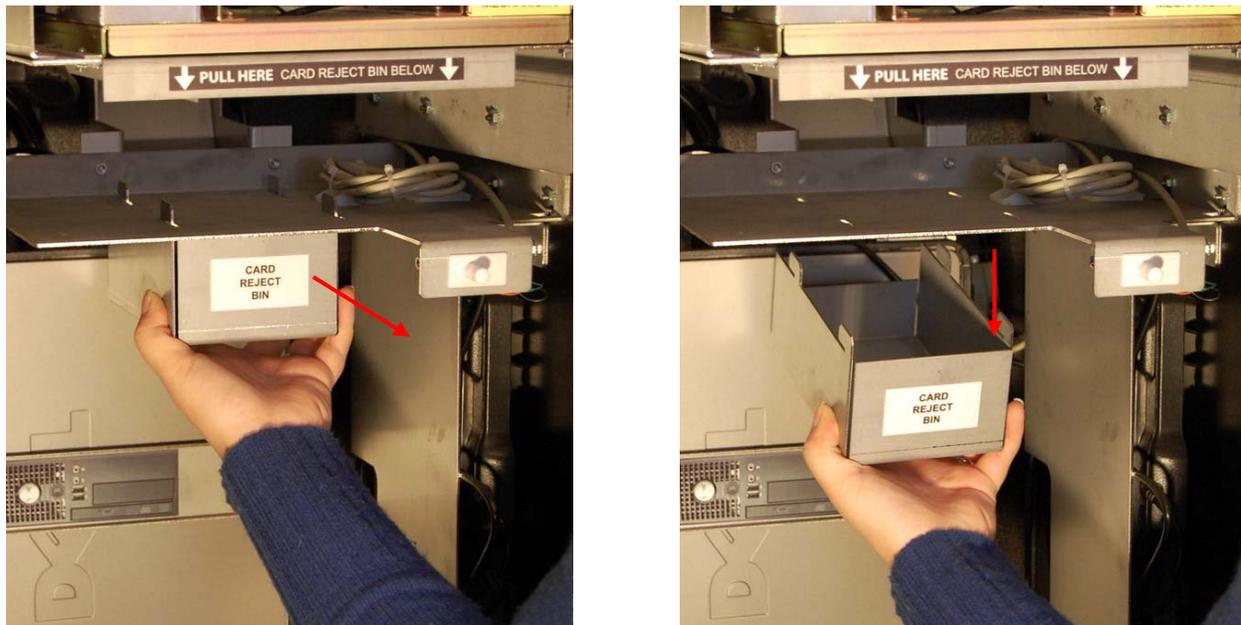
How to Retrieve Gift Cards From the Gift Card Reject Bin

Step 1: Unlock and fully open the kiosk door.

Step 2: Gently pull the component drawer toward you to access the Gift Card Reject Bin.

Step 3: The Gift Card Reject Bin is located under the Component Drawer in the center. Pull the Gift Card Reject Bin forward and pull down. (Figure 11)

Figure 11: Pull Gift Card Reject Bin Forward and Down



Step 4: Remove the Gift Cards from the Gift Card Reject Bin.

Step 5: Push the Gift Card Reject Bin up and backward to secure.

Step 6: Gently push the Component Drawer back into place.

Note: Be sure the Component Drawer is completely pushed into the kiosk to avoid damage to the interior components.

Step 7: Close and lock the kiosk door.

7. Receipt Printer and Paper

You will be notified by Self-Service Networks Support when your GiftWise kiosk is low on receipt paper and requires refilling.

If the paper bunches or jams, follow the directions below to remove the paper from the printer and reload.

Make sure the edge of the paper has a straight and clean cut and that there is no paper or debris on the printer feed or presenter rollers.

You may press the feed button on either side of the printer to advance the paper and produce a cut slip.

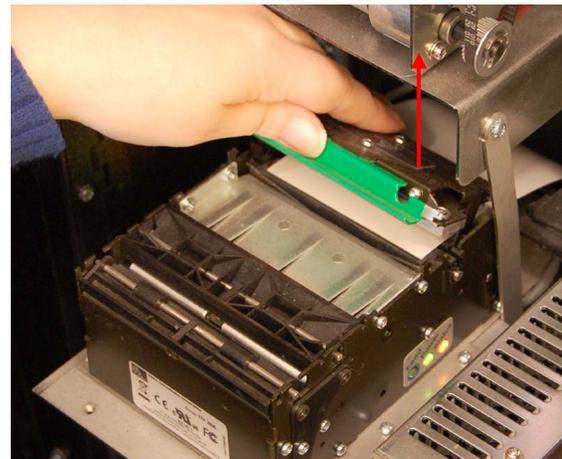
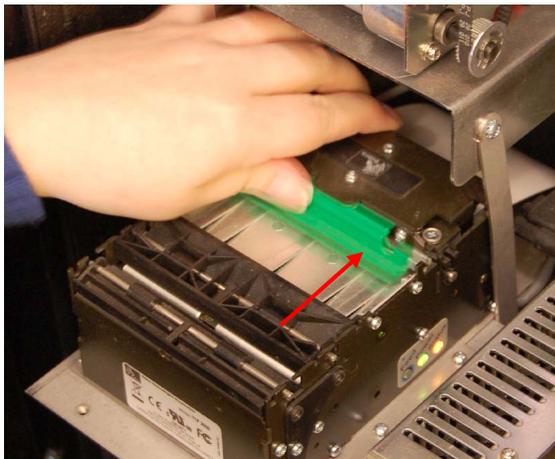
How to Load Receipt Paper

Step 1: Unlock and fully open the kiosk door.

Step 2: Gently pull the component drawer toward you to access the printer.

Step 3: Push the green release lever on top of the printer down and inward then lift it up and remove the partial or empty roll of paper from the printer. (Figure 12)

Figure 12: Printer Release Lever



Step 4: Pull out the paper from the back of the printer.

Step 5: Push down on the green release lever locking it back into place.

How to Load Receipt Paper (continued)

Step 6: Put a new paper roll on the green spindle.

Step 7: Feed the paper under the paper guide and up over the roller toward the back of the printer. (Figures 13.1 and 13.2)

Figure 13.1: Paper Guide and Spindle – Front View

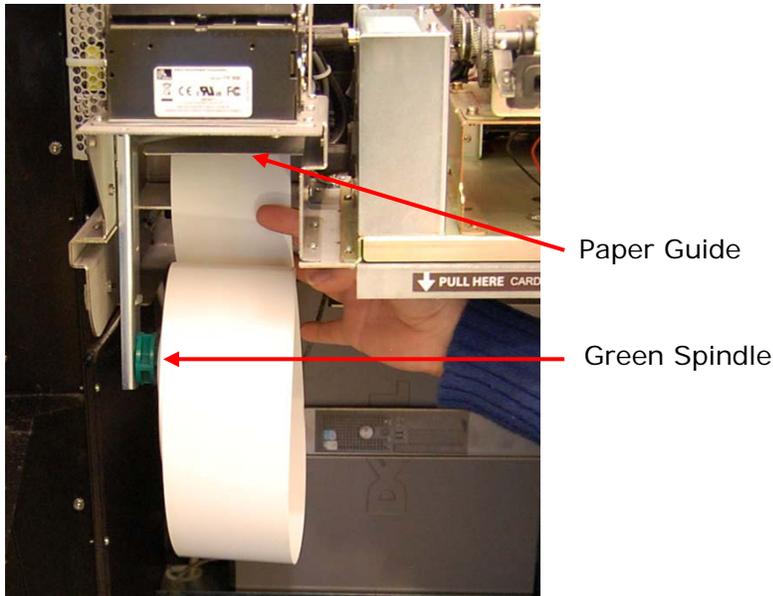
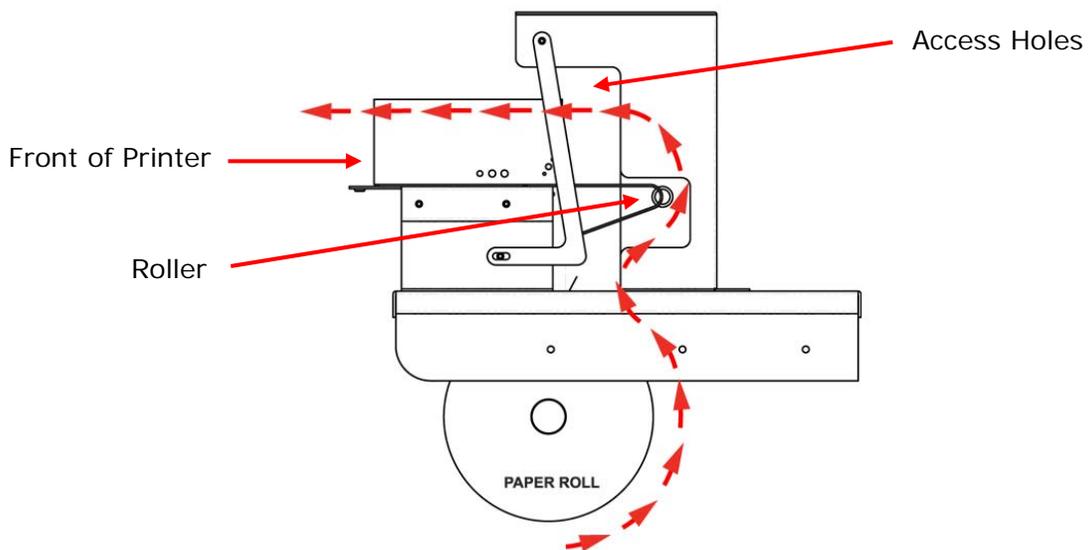


Figure 13.2: Receipt Paper Direction- Side View



How to Load Receipt Paper (continued)

Step 8: Use the access holes on the left and right sides behind the printer (Figure 15) to grab and feed the paper into the paper feed opening in the back of the printer. (Figure 16)

Figure 15: Printer Access Holes

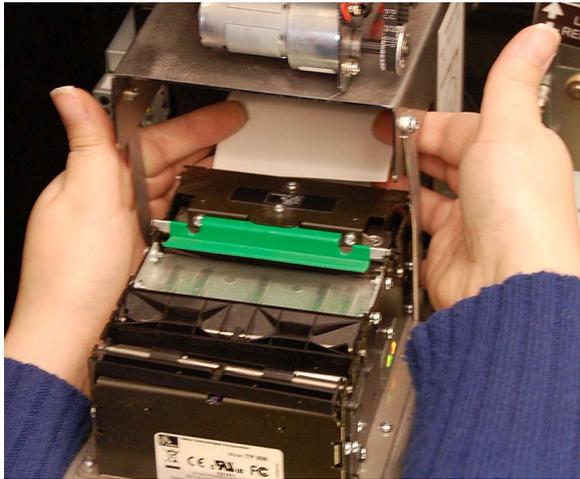
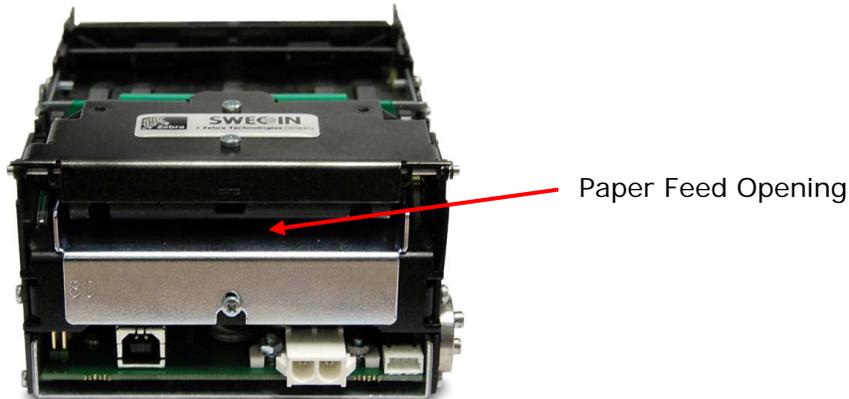


Figure 16: Printer – Back View



Note: The printer will automatically feed the paper, cut it, and eject a little piece out the front. If the paper feeds straight, then the paper has been correctly loaded.

Step 9: Gently push the Component Drawer back into place.

Note: Be sure the Component Drawer is completely pushed into the kiosk to avoid damage to the interior components.

Step 10: Close and lock the kiosk door.

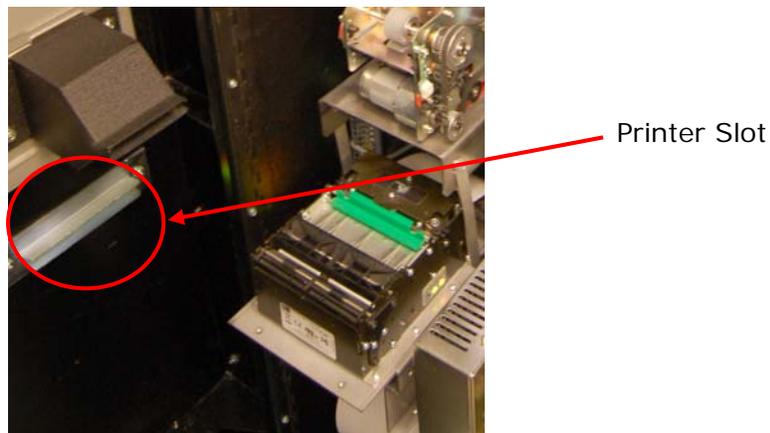
How to Clear a Paper Jam

Step 1: Unlock and fully open the kiosk door.

Step 2: Gently pull the component drawer toward you to access the printer.

Step 3: Clear any paper that may be jammed in the kiosk door at the printer slot. (Figure 17)

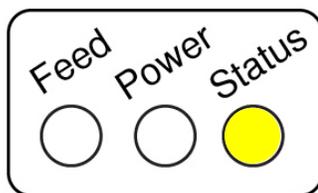
Figure 17: Kiosk Door Printer Slot



Step 4: Follow Steps 3-10 on pages 15 thru 17 – **How to Load Receipt Paper.**

Step 5: When the jam is cleared and the paper is reloaded, check the printer's status lights in the side of the printer, the *Status* light should appear solid yellow. (Figure 18)

Figure 18: Printer Lights



If the printer's status light is *blinking* yellow after the paper jam has been cleared, you will need to *power cycle* the printer. (See page 19 – **How to Power Cycle the Receipt Printer**)

Step 6: Gently push the Component Drawer back into place.

Note: Be sure the Component Drawer is completely pushed into the kiosk to avoid damage to the interior components.

Step 7: Close and lock the kiosk door.

How to Power Cycle the Receipt Printer

Step 1: Turn the printer off by removing the power cable from the standard power adapter block located on the back of the printer. (Figure 19.1 and 19.2)

Figure 19.1: Front View

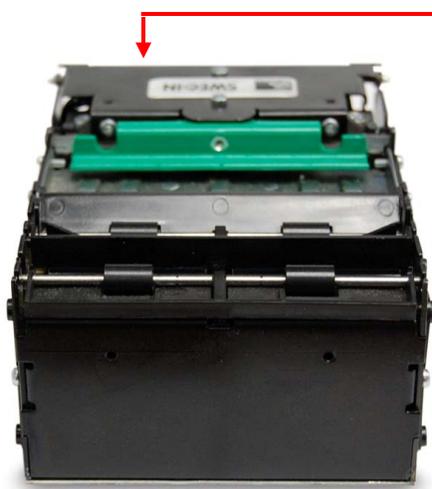


Figure 19.2: Back View

Standard Power
Adapter Block



Note: After the printer has been power cycled and has paper loaded in it, the Status light should be a solid yellow (Figure 18 - page 18).

Step 8: Gently push the Component Drawer back into place.

NOTE: Be sure the Component Drawer is completely pushed into the kiosk to avoid damage to the interior components.

Step 9: Close and lock the kiosk door.

If after power cycling the printer the Status light remains blinking yellow, please contact Self-Service Networks Support for further assistance.

8. Sleeve Dispenser

The Gift Card Sleeves contain the Terms and Conditions set forth by your Gift Card Provider. A printed Terms and Conditions insert must be provided with each sleeve distributed from the GiftWise kiosk. The sleeves come pre-stuffed with the Terms and Conditions directly from the print vendor.

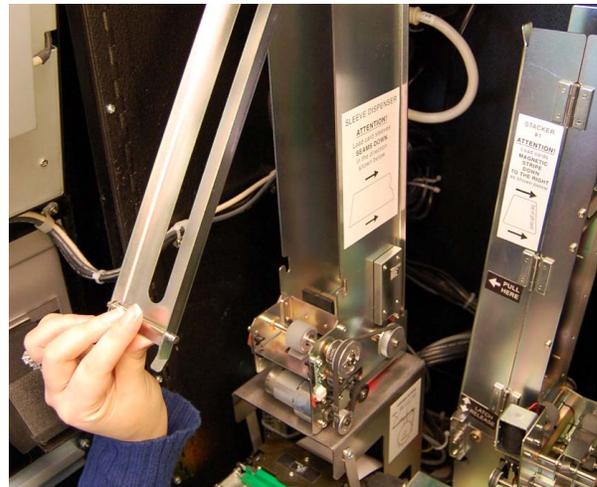
How to Load the Sleeve Dispenser

Step 1: Unlock and fully open the kiosk door.

Step 2: Gently pull the Component Drawer toward you to access the Sleeve Dispenser.

Step 3: Grasp the bottom bar on the front Sleeve Dispenser door and lift the door up out of the groove and forward to open. (Figure 20)

Figure 20: Sleeve Dispenser Door



How to Load the Sleeve Dispenser (continued)

Step 4: Reach around the back of the Sleeve Dispenser and lift the Sleeve Dispenser alignment weight up and out carefully. Gently hang the weight beside the sleeve dispenser until the sleeves have been loaded. (Figure 21)

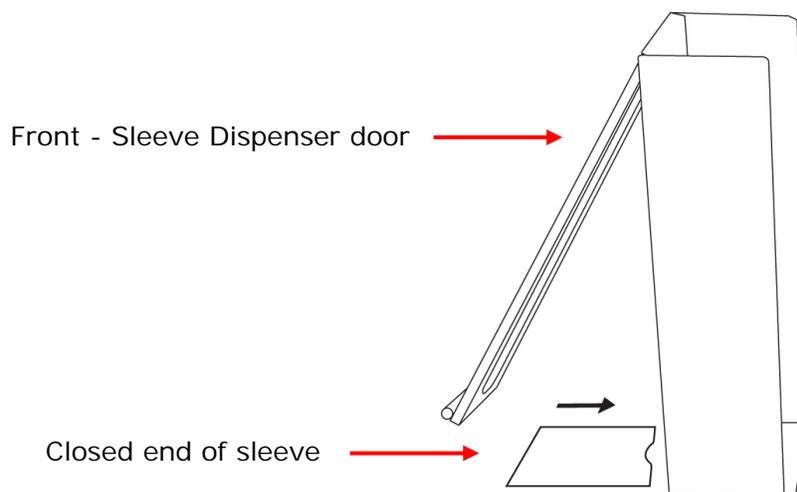
Figure 21: Sleeve Dispenser Weight



Step 5: load the appropriate amount of sleeves flat and with the closed end of the sleeve envelope facing the front of the dispenser to prevent jamming. Make sure all sleeves are facing the same direction

Note: Do not over load - the sleeves should not exceed the height of the dispenser stack with the weight on top. (Figure 22)

Figure 22: Sleeve Dispenser – Side View

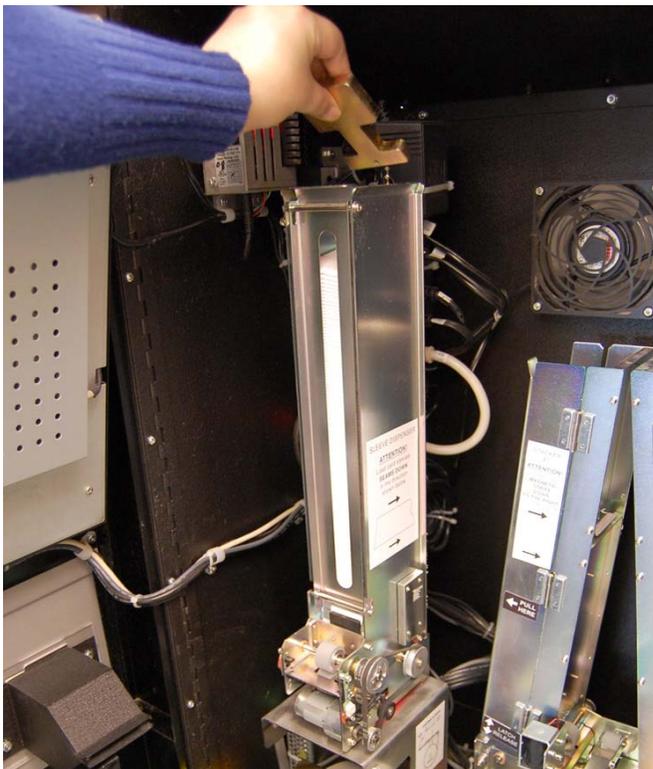


How to Load the Sleeve Dispenser (continued)

Step 6: Close Sleeve Dispenser by grasping the bottom bar on the front Sleeve Dispenser door and pushing it back into the closed position and securing the bottom bar into the groove.

Step 7: Place the dispenser weight back on top of the sleeves by reaching around to the back of the Sleeve Dispenser. Make sure the weight is completely flat and inside the dispenser stack to allow proper dispensing and that chain is clear of all sleeves to avoid a jam. (Figure 23)

Figure 23: Sleeve Dispenser Weight



Step 8: Gently push the Component Drawer back into place.

Note: Be sure the Component Drawer is completely pushed into the kiosk to avoid damage to the interior components.

Step 9: Close and lock the kiosk door.

How to Clear a Sleeve Dispenser Jam

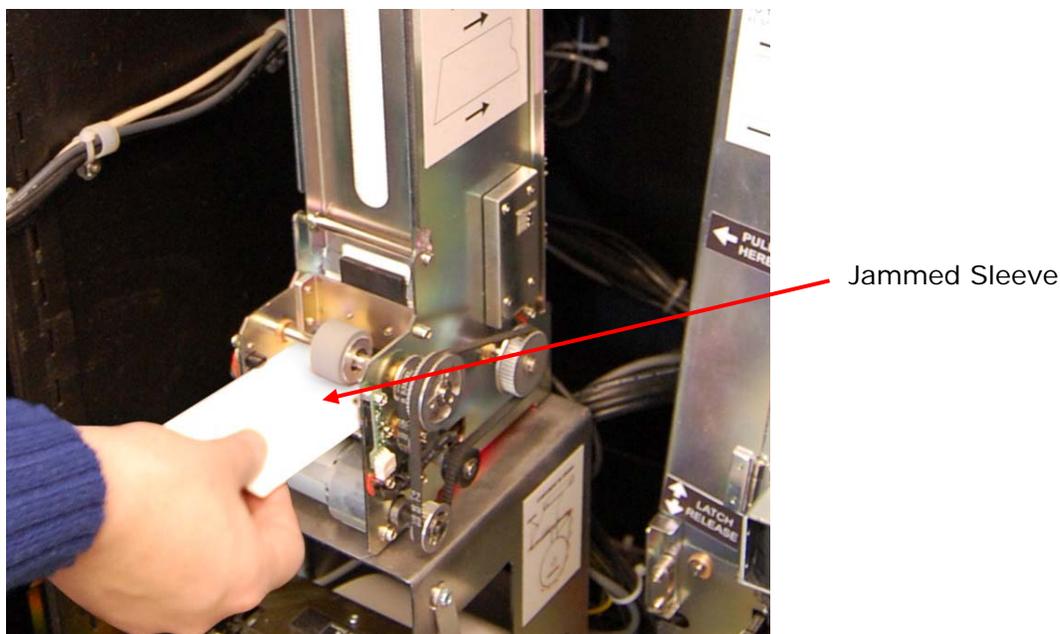
Step 1: Unlock and fully open the kiosk door.

Step 2: Gently pull the Component Drawer toward you to access the Sleeve Dispenser.

Step 3: Check if a sleeve is lodged at the bottom of the dispenser.

Step 4: Pull the jammed sleeve out. Once cleared, make sure the remaining sleeves in the dispenser are aligned properly. (Figure 24)

Figure 24: Sleeve Dispenser Jam



The system should return to a functioning status. If the system does not return to a functioning status contact Self-Service Networks Support for further assistance.

Step 5: Gently push the Component Drawer back into place.

Note: Be sure the Component Drawer is completely pushed into the kiosk to avoid damage to the interior components.

Step 6: Close and lock the kiosk door.

9. Troubleshooting

This section identifies basic problems along with their possible causes and solutions. If the following suggested solutions do not fix the issue, please contact Self-Service Networks Support for further assistance.

Hardware Issues

Problem	Possible Cause	Solution
Touch screen not responding	Touch screen does not have power.	Make sure all touch screen cables are connected and unit is powered on.
	System needs to be rebooted.	Reboot the PC by powering the power strip off and back on.
	Touch screen is not properly calibrated.	Contact Self-Service Networks Support to re-calibrate the touch screen.

Receipt not dispensed	Receipt printer out of paper.	See Pages 15-18 for instructions on how to load receipt paper.
	There is a paper jam .	See Page 15 for instructions on how to clear a paper jam.
	Printer needs to be restarted.	See Page 19 for instructions on how to power cycle the printer.
	Pending print jobs in print queue.	Contact Self-Service Networks Support to review print queue.
	System needs to be rebooted.	Reboot the PC by powering off the power strip and power back on.

No Gift Cards Dispensed	Dispenser out of cards.	See Pages 8-10 for instructions on how to load more gift cards.
	Card jammed.	See Page 11 for instructions on how to clear a card jam.
	Potential gift card read failure.	Please contact Self-Service Networks Support for assistance with this issue.

Hardware Issues (continued)

Problem	Possible Cause	Solution
Credit Card Not Read	Ensure it is a valid credit card.	The shopper should verify the card with their bank. Note: There is no way to manually enter a credit card number into the kiosk.
	Clear any obstruction in credit card swipe.	Manually inspect the card reader to verify there is not debris.
	System needs to be rebooted.	Reboot the PC by powering off the power strip and power back on.

Software Issues

Problem	Possible Cause	Solution
Error message appears on-screen: "Kiosk Not Available"	Internet connection is not available or offline.	Contact your property's IT or your local Internet Service Provider.
	A cable is unplugged or damaged.	Contact Self-Service Networks Support.

An unknown on-screen error message	System needs to be rebooted.	Reboot the PC by powering off the power strip and power back on.
	Back-end system needs verification.	Contact Self-Service Networks Support with exact error message.

Application not starting	PC is not currently in secure kiosk mode.	Contact Self-Service Networks Support for assistance.
	System needs to be rebooted.	Reboot the PC by powering off the power strip and power back on.



Visit our Training Portal at:

www.self-servicenetworks.com/training

to download this manual in PDF format and watch video tutorials
on how to maintain and troubleshoot your GiftWise kiosk.

www.self-servicenetworks.com/giftwise

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