

# MANAGER'S GUIDE

INSOMNIAC® Kiosks: 20 Series



**OpenTech Alliance**

602.773.1700

[support@opentechalliance.com](mailto:support@opentechalliance.com)

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# Preface

During training with one of our Onboarding specialists, you (or another of your managers) should have walked through the features and functions of your new 20 Series INSOMNIAC® Kiosk. This supplemental guide provides a refresher and answers commonly asked post-installation questions.

*Note: if you don't find the information you need in this guide, or if you are a new manager who needs additional kiosk training, please reach out to your Customer Success Manager (CSM) to discuss the options. Find your CSM's contact information [here](#).*

If you just received your kiosk and are wondering about pre-installation steps, the section below offers tips about how to safely remove your kiosk's packaging. You may want to wait for your installer to do this – we recommend that you have help.

For details about installation, refer to your model's *Installation Guide* and the *Kiosk Success Guide* (find both [here](#)), to ensure that the physical installation of your new kiosk is both correct and optimized for success.

## Unboxing your Kiosk

The photos on the following pages show the recommended steps to unbox a INSOMNIAC 720 – the 20 Series model with the most complex packaging. Your model will be the color you ordered, and it may not require all steps for unboxing.

***What you'll need:***

- Box cutter
- Strong flathead screwdriver (or small pry bar)
- T25 security screwdriver (included for Model 720)
- Ratchet socket set with 1/2" and 9/16" bits.
- Someone to assist you

### Step 1: Remove the outer wrapping

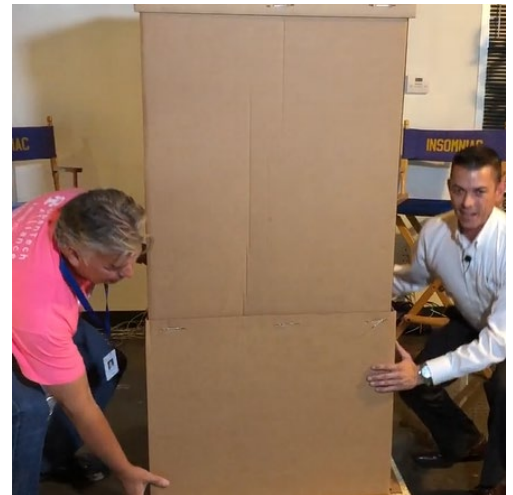
Without cutting through the cardboard, cut the plastic from the bottom up and remove.



### Step 2: Remove the staples

Use your flathead screwdriver or pry bar to unfasten the staples that secure the box to the pallet.

Now you can lift the box off the kiosk. Don't try this alone! For safety and to avoid damage to your kiosk, get some help.



### Step 3: Remove the inner wrapping

Carefully remove the clear wrap from the kiosk itself.



#### ***Tips to protect the finish***

- Cut along the seams, such as along the kiosk door.
- Anywhere else on the kiosk, carefully cut a slit in the shrink wrap and insert a piece of cardboard (cut from the shipping box) in between the wrap and the kiosk box as shown. Move the cardboard so it protects each area where you're cutting.



**Step 4: Remove the kiosk from the pallet**

Find your kiosk's keys attached to the credit card reader (pointed out in photo) and remove them. Now you can unlock and open the kiosk and find the T25 screwdriver inside (Model 720 only).

Use the T25 screwdriver to remove the four screws holding the base of the kiosk in place on the pallet (be sure to replace the screwdriver inside the kiosk so it always will be available).

Slide the base cover plate away to reveal the four lag bolts you will remove using the ratchet socket bits.

Your kiosk is now free to be relocated but, for your safety and to prevent tipping and scratching, do not attempt to move it by yourself. This is a minimum-two-person job.



# Your Kiosk is Your Business Partner

Your kiosk helps you connect with prospects and tenants. Their first impressions will be determined by its location, lighting, signage, and cleanliness.

For help with the first three, check out the *Kiosk Success Guide* [here](#). For tips on keeping your kiosk clean, click [here](#) to go directly to that section of this guide.



## INSOMNIAC® Kiosk 20 Series Universal Features

- Creates and completes new rentals
- Takes payments
- Updates accounts
- Provides rental insurance
- Sends email and/or prints receipts and leases
- Connects to Live Help with trained storage counselors

All models except the compact 120 also dispense locks, accept cash, and take photos of driver's licenses.

*Note: for a more detail comparison of models and features, click [here](#). The availability of some features and functions will depend on your preferred settings and the integration permitted by your Property Management System.*

# What Your Tenants and Prospects Can Do at the Kiosk

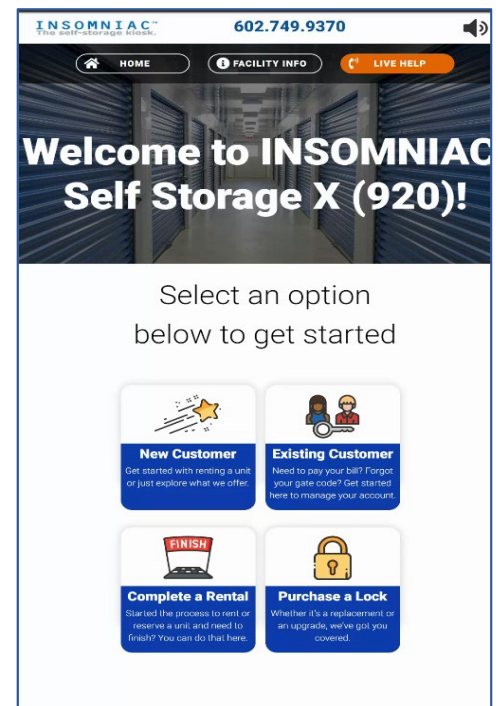
Kiosk users are greeted by a screensaver slide show that will give way to your facility's Welcome screen when they "slide to open." (After any kiosk session, the screensaver automatically restarts within a couple minutes.)

## Welcome to the Kiosk

The Welcome (or Home) screen features your logo, phone number and welcome message. If provided, your facility photo appears here; otherwise, a default storage photo appears in the background.

## Home, Facility Info and Live Help Buttons

- Tapping **HOME** from any kiosk screen will refresh the kiosk and return the user to the Welcome screen.
- Touching **FACILITY INFO** launches a pop-up screen with additional information about your location.
- Pressing **LIVE HELP** during Call Center hours will connect the user with a trained storage counselor for assistance. After hours, the user will either reach an after-hours counselor or be forwarded to leave a message, depending on the kiosk service you ordered.



*Note: Models 220, 720 and 920 prominently display a help button for customers with disabilities, helpful for anyone who may not be able to reach or use the touch screen. This serves the same function as pressing the on-screen Live Help button.*

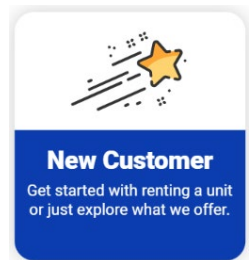


## The Four Options for Kiosk Customers

On the Home/Welcome screen, your prospects and tenants will select from four options:

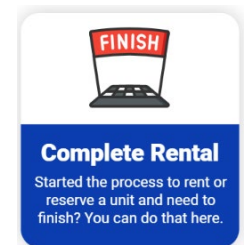
### New Customer

Tapping this option leads to the Rent A Unit process, taking the kiosk user through a new rental from beginning to end. There are screens and buttons to list available units and types, promotions and maps (if provided), and for selecting and renting units, buying locks, signing leases, and selecting insurance (if offered).



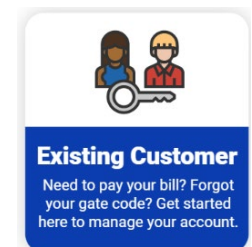
### Complete a Rental

This is the choice for completing a rental reservation that was started online. The new tenant can pull up the reservation using information provided in the reservation email, and complete the process for move-in.



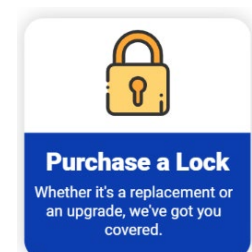
### Existing Customer

Current tenants select this option to check account balances and make payments. Depending on the preferences requested with your kiosk order, they also may be able to retrieve forgotten gate codes, make partial payments and update contact or payment information.



### Purchase a Lock

All models except the compact 120 have lock dispensing capabilities. Model 920 has two slots and can accommodate 10 locks; the other models have a single slot for 5 locks. The dispenser is configured in advance to handle the types of locks specified during your setup. For information on how to load locks into the kiosk, click [here](#).

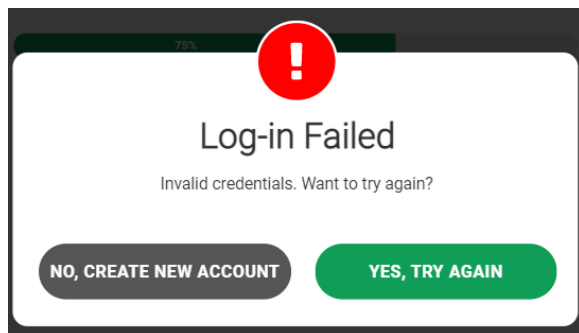
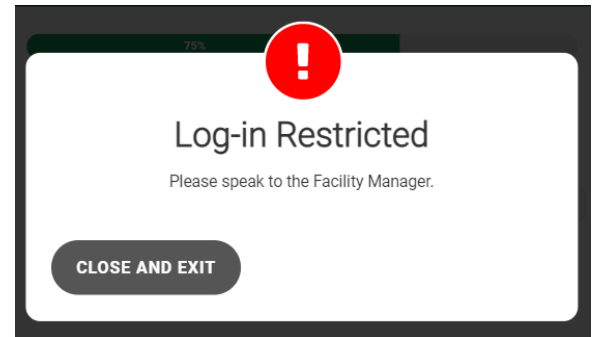


*Note: if the kiosk is out of locks, the option to purchase will no longer appear on the Home/Welcome screen and, during the rental process, a message will pop up to say the kiosk is currently out of locks. We recommend you check the lock inventory regularly, but the email address provided during setup also will be sent a notification when the kiosk is out of locks.*

## Types of Error Messages

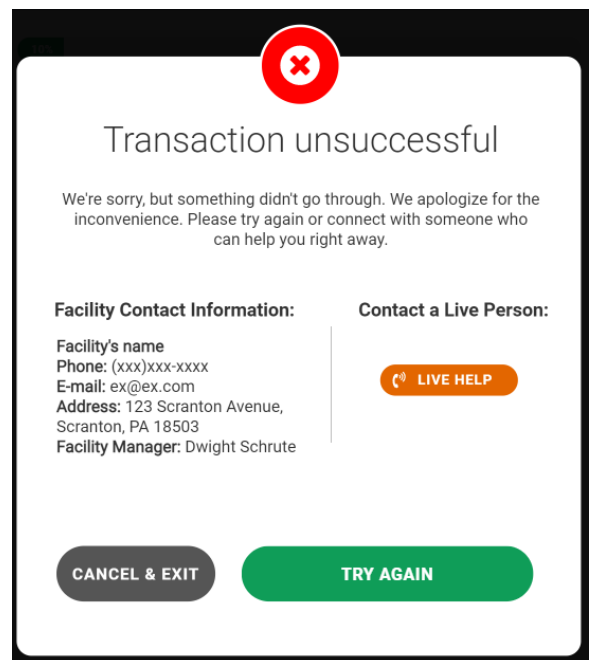
Error messages will pop up for many reasons (wrong information, long delays, payment issues, etc.). Below are some examples of the types of error messages that may pop up.

*In specific situations, such as a frozen account in your PMS, the user may be referred directly to facility management for assistance.*

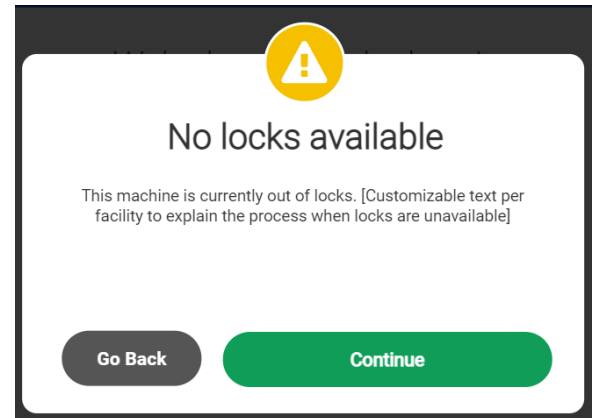
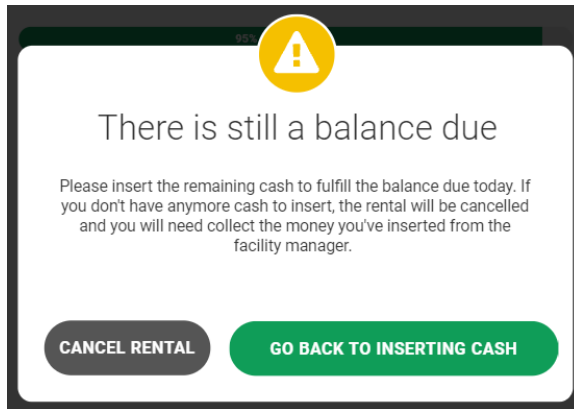


*This is a common pop-up, usually because the wrong information was entered.*

*Sometimes, an error message will advise the user to press Live Help for assistance from a storage counselor.*



*An error message may give instructions to take a different action or to complete a necessary step.*



## What You Can Do at the Kiosk

There are some kiosk tasks that only you can do, as an on-site manager. There also are tasks our Tech Support experts can do only with your on-site help, and other activities they can perform remotely. This section describes the tasks you are most likely to perform – or be asked to help with – at the kiosk. Remember to take your kiosk key with you!

### Reboot the Kiosk

You or a tenant may get a message saying the kiosk needs to be rebooted. You can do this with a power cycle. Just disconnect power from the entire kiosk for 3-5 minutes and reconnect. If this doesn't correct the situation, [Contact Us](#) for help.

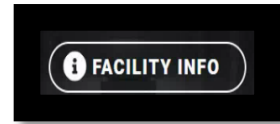
### Access the Admin Console

During setup and training with OpenTech's Onboarding Team, you or another manager were shown how to access the kiosk Admin Console and view its settings. Sometimes you will access the console at the request of an OpenTech support technician, but you will want to be comfortable using the Admin Console on your own to pull the cash from your machine (see more in the [Reporting](#) section).

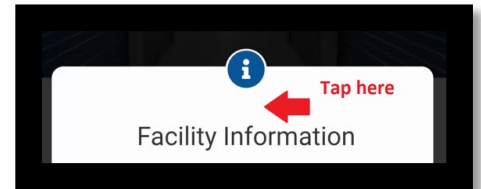
### Logging In to the Admin Console

Here is a refresher about how to access the Admin Console.

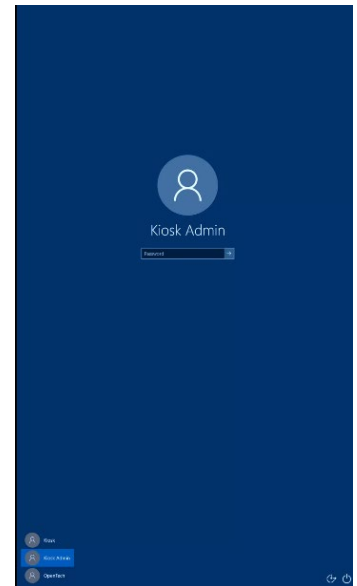
1. Be sure you have your kiosk key
2. On the Welcome screen, tap the **FACILITY INFO** button



3. On the pop-up, touch the empty space just above the words "Facility Information" and when prompted, enter the password provided during training



4. On the blue login screen, tap "Kiosk Admin" on the bottom left corner and then enter the Kiosk Admin password provided during training
5. When asked if you have access to the inside of the kiosk, tap Yes
  - You will need the key to perform various Admin Console functions



If you don't remember the required passwords, [Contact Us](#) for help.

## Sanitize the Kiosk

One key to great kiosk performance and longevity is preventive care. For outdoor kiosks, it is especially important to regularly clean dust and debris from the machine, inside and out. All touchscreen users appreciate a clean and disinfected surface. Routine upkeep is easy with a few supplies and a little time.

### **Handy to have for cleaning**

- The key to your kiosk
- Compressed air duster
- Disinfectant spray (*do not spray directly onto or into the kiosk*)
- Disinfecting or regular wipes
- Window cleaner (*do not spray directly onto or into the kiosk*)
- Microfiber or paper towels
- Shop vac
- *Avoid abrasive or corrosive products!*

## Inside

1. Unlock and open the kiosk
2. Turn off the lighted green power button (the screen must be off)
3. Spray compressed air through the unit, to disperse any collected dust and debris
4. Use a shop vac to remove any dust and debris that collects
5. Use a wipe (or spray some cleaner onto a towel) to wipe down the interior
  - a. DO NOT: spray directly inside kiosk
  - b. DO: wipe carefully around wiring and connections
  - c. DO: pull out any cash tray for cleaning, and then reseal it
6. Turn the power back on, then close and lock the kiosk (or begin cleaning the outside, see below)

## Outside

1. Unlock and open the kiosk
2. Turn off the lighted green power button (the screen must be off)
3. Close the door again, to work on the outside
4. Spray compressed air to clean out the card reader, bill acceptor and any nooks and crannies
5. Spray disinfectant on a towel (or use a disinfecting wipe) and wipe down all sides, *except the touch screen*
  - a. DO NOT: spray directly on kiosk surface
  - b. DO NOT: use disinfectant on touch screen AT ALL
6. Lightly spray glass cleaner on a microfiber towel and clean the screen
  - a. DO NOT: spray any cleaner directly onto the touch screen
  - b. DO NOT: drench the touch screen with cleaner
7. Finishing touches: Turn the power back on, close and lock the kiosk, and polish away any streaks with a dry towel. Your kiosk is ready for the showroom!

## Surge Protection

We recommend plugging your kiosk into a backup power supply. This can prevent power interruptions, voltage spikes and power surges from damaging or shutting down the kiosk or its components. The power strip inside the kiosk is not a surge protector and will benefit from the protection of an Uninterruptible Power Source (UPS). The UPS will keep the kiosk powered up during brief outages or brownouts, allowing for proper shutdown or even continued service (if still online).



*Note: if you did not add this extra protection during your kiosk installation, contact your installer to discuss the best options for your specific kiosk and installation.*

## Maintenance and Troubleshooting

Kiosks are machines, and machines require some attention and the kiosk always requires power and internet service. Aside from preventive cleaning, there are a few things you can do before you call for help:

1. If the machine won't turn on, confirm that the kiosk has electrical power.
2. If you suspect a PC or software problem (issues you might encounter with a personal or business computer), verify that your internet service is working properly by testing it with another computer or device.
3. If the power and internet are working, check the connections outside and inside the machine, one by one, to verify that each one is properly seated.

If you aren't comfortable with these DIY steps – or if the issue persists after you complete them – please [Contact Tech Support](#) for assistance.

*NOTE: for all models except 120, a 12v power supply oversees power for the speakers and amplifier, top camera, case fans and kiosk lights. If multiple devices are not working, reach out to support and inform your technician right away.*

For specific recommendations on troubleshooting for your kiosk model, click the correct link below.

[Model 120](#)

[Model 220](#)

[Model 720](#)

[Model 920](#)



### **Safety Tip**

*For your safety and to avoid damaging the kiosk, turn off power when working inside the kiosk, unless a technician requests otherwise (some procedures require power).*

## Recommended Tool Kit

You won't need tools often, but you'll want to have the right ones handy. Here is a suggested list, and a table showing which tools are used with specific components.

- Deep socket ratchet set with 1/4", 5/16", 3/8", 11/16" nut drivers
- No. 2 Phillips head screwdriver
- Adjustable crescent wrench
- 2.4mm instrument (mini) flathead screwdriver
- Snips for zip ties and assorted replacement zip ties
- *Model 720 only:* T25 security screwdriver (included and should be located inside the kiosk; if sure your installer didn't return it, you can also find one at the hardware store or online )

	No.2 Phillips Screwdriver	3/8" nut driver	1/4" nut driver	5/16" nut driver	11/16" nut driver	Small adjustable crescent wrench	2.4mm flathead screwdriver	T25H security screwdriver	Zip ties and snips
<b>Bill Acceptor</b>		X							X
<b>Credit Card Reader</b>	X								X
<b>Driver's License Camera</b>		X							
<b>Top Image Camera</b>		X				X			X
<b>Touchscreen</b>	X			X			(early units)		X
<b>IO Controller</b>				X					X
<b>Lock dispenser</b>									X
<b>Microphone</b>									X
<b>Speaker/amplifier</b>	X	X	X	X					X
<b>7-Port Hub</b>		X							X
<b>PC</b>		X							X
<b>Cooling Fan</b>					X				X
<b>Power supply</b>	X							X	X
<b>Power Strip</b>	X							X	
<b>Power Cycle/Hard Reset</b>								X	

## Restock the Kiosk (all models except 120)

Except for the compact model 120, all kiosks print receipts and dispense locks. Printer paper (ordered from OpenTech) and locks (ordered from your preferred vendor) are restocked by you, so we advise having extras on hand. The kiosk will send an email notification when it runs out of locks but that is not the case for receipt paper. Make it a practice to check regularly and keep your kiosk well-stocked.

## Install Printer Paper

When your kiosk's printer runs out of paper, it's easy to replace. Remove the empty spool and follow these simple instructions with a new roll:

- Keep the roll tightly wound
- With the printer powered on, position the roll in the paper tray so the paper feeds up from the back and push the paper into the gap circled in red (shown below) – the printer will automatically pull the paper through and feed a few inches out the front
- Tear off the excess paper from the front of the dispenser and your kiosk is ready to print (you will never have to replace ink for this thermal printer)



### Tip

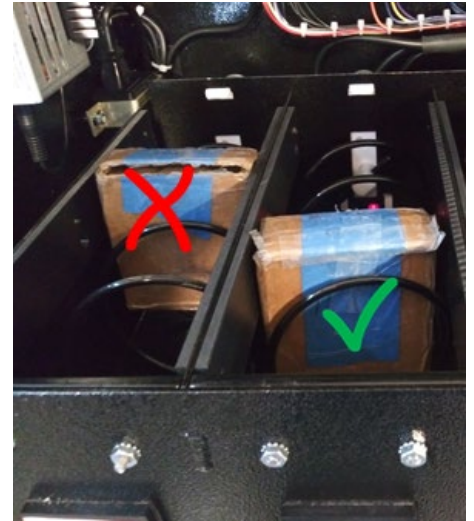
[Contact Us](#) to order printer paper directly from OpenTech. A regular roll is 200 feet, which can print a lot of receipts, but if you make it a practice to reorder when you only have one roll left and you'll never have to worry about running out or paying for expedited shipping.

## Reload the Lock Dispenser

Keep extra locks on hand so you'll be ready to reload as needed. Locks must fit comfortably in the vending coils. If you repackage locks to fit, do that first and *be sure the boxes are taped shut* (to avoid having the keys fall out and end up in the bottom of the kiosk).

Model 220 and Model 720 hold 5 locks; Model 920 holds 10. When it's time to reload, here are the steps:

- Grab the new locks and your kiosk key
- If your kiosk dispenses more than one type of lock, confirm the configuration so you put the right locks in the right slots
- Unlock and open the kiosk and locate the lock dispenser (you'll easily spot the coils)
- Load from the front coil (facing you) because an empty front coil means no lock will be dispensed
- To prevent the locks from getting hung up, seat them properly and not at an angle
- Confirm all locks are properly situated, then close and lock the kiosk



If you are unsure of these steps or have questions, [Contact Us](#) for assistance.

## A Note about On-Site Kiosk Testing or Training

At present, there is no “Demo Mode” for testing or training on a 20 Series Kiosk. Any information or payment that is entered into the kiosk is treated as ‘real’ information and will show as such in all reporting.

If you need test a function – or want additional training – please [Contact Us](#) with your questions.

## Kiosk Reports

From accounting for the cash in the kiosk to understanding how your kiosk is being used, to viewing your tenants prospects when they use the kiosk, reports can give you all the information you need to maximize its features. There are two places to find reports: at the kiosk and in OpenPortal.

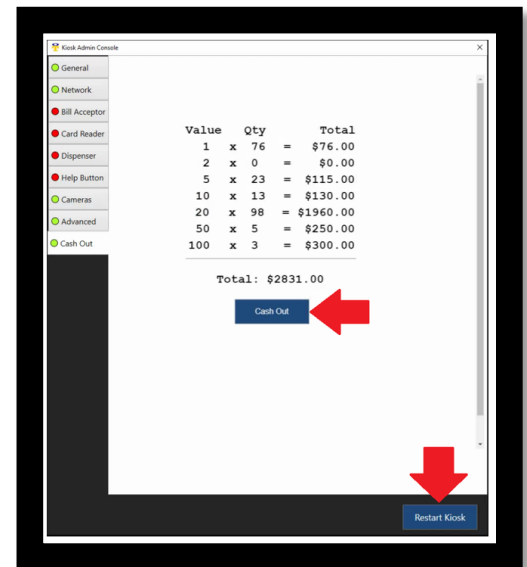
## Reporting from the Kiosk

There is one report issued directly from the kiosk:  
Cash Out

For accurate accounting, run this report every time you empty the kiosk of cash. Just grab your kiosk key and log in to the Admin Console (if you need instructions click [here](#)).

Clicking the Cash Out tab and then the Cash Out button does two things:

- Triggers the printer to issue a receipt that reports the amount of cash recorded by the kiosk since the last reset
- Resets the cash counter to zero



### Tip

Run the Cash Out Report every time you remove cash, or the report will not agree with the amount of cash you remove.

## Reporting from OpenPortal



Other than Cash Out, all kiosk reports are run from OpenPortal. This is the platform where your facility information was originally entered for our storage counselors (for Live Help) and where you can retrieve data about the kiosk's usage.

*Note: OpenPortal was designed to work with the Internet Explorer (IE) browser. Although IE is expiring, it still is installed on many computers Windows (type IE into your desktop search bar). For the best functionality, we recommend using IE 11, or Microsoft Edge (in Internet Explorer Mode). There are multiple sites online that can instruct you how to enable IE Mode on the Edge browser.*



### Logging in

Log in at <https://portal.opentechalliance.com>. If you don't know your username and password, contact your supervisor or your OpenTech Customer Success Manager (find CSM contact information [here](#)).

### Select a Report

On the main screen, hover your mouse over the **REPORTS** tab, select **INSOMNIAC KIOSK** and click on the report you want to run. Here are reports you can run for your 20 Series Kiosk:

**AT A GLANCE** – See an overview of all interactions at a specific kiosk

**AUTOPAY** – Get a list of tenants who signed up for autopay at selected kiosks

**CASH HISTORY** – See a list of cash accepted by selected kiosks, broken down by denomination

**ESCROWED CASH** – Show cash allocated to escrow (not to a tenant account) at selected kiosks

**FAILED LOGINS** – See names of users who failed to log in to an existing account at selected kiosks

**INSURANCE SALES** – Create a list of tenants who purchased insurance at selected kiosk

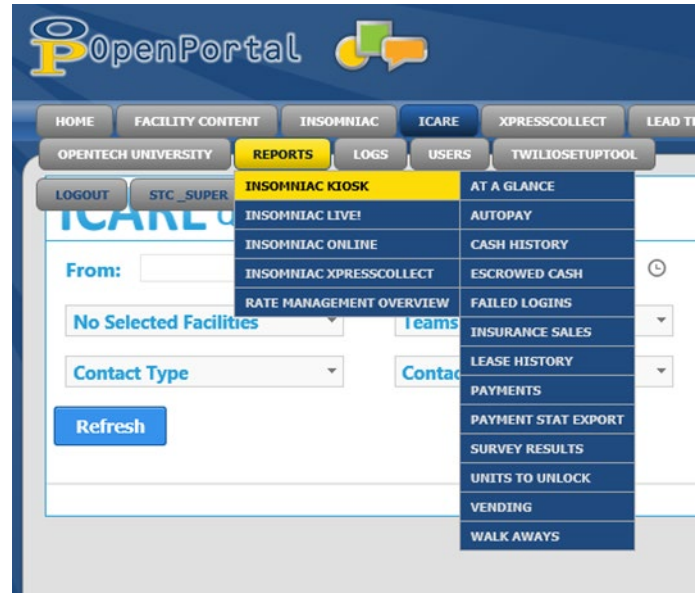
**LEASE HISTORY** – Show rentals done on selected kiosks, with links to viewable photos, videos, and leases (depending on your setup)

**PAYMENTS** – Show payments taken at selected kiosks, with links to videos

**PAYMENT STAT EXPORT** – Create a spreadsheet of payments made at all kiosks belonging to an account

**UNITS TO UNLOCK** – Create a list of available units at a specific facility, in preferred order of rental, so managers can ensure the units are unlocked and ready for kiosk after-hours rental.

**VENDING** – See a list of all lock purchase attempts (complete and incomplete) at selected kiosks



**WALK AWAYS** – Show interactions at selected kiosks where the tenant “walked away” without completing a transaction, with links to videos



*Note: If you have any questions about OpenPortal reports or Live Help from our call center counselors, just click on [Request Support](#) on any OpenPortal page (shown above) and fill out a request form. Your ticket will be immediately generated and sent to the correct department for response. And you can always [Contact Us](#) directly.*

# Contact Us

If you have questions after installation, and you can't find the answers in this guide – or if you need help troubleshooting an problem – please reach out to our dedicated support teams.

## For Non-Technical Assistance

Your Customer Success Manager (CSM) is your partner at OpenTech, and your go-to for best practices as well as questions ranging from account billing to kiosk reporting. If your CSM can't assist you, he or she will be able to make an immediate referral.

*Note: if you don't know how to contact your CSM, click [here](#) to go to OpenTech's Territory Map. Select the state where your company is headquartered to find your CSM's contact information.*

### **Customer Success Manager Hours**

CSMs are available during business hours Monday-Friday.  
(Business hours may vary depending on the time zone of your headquarters)

## For Technical Support

When you have issues with hardware or software, reach out to our Technical Support team.

**Call 602.773.1700**  
**Select option 2**

Or email: [support@opentechalliance.com](mailto:support@opentechalliance.com)

(For quickest response, include your facility name and kiosk model in any email subject line and any voicemail message)

## Support Hours

All hours are listed in Mountain Standard (Arizona) time. Holiday hours vary.

### Staffed Support

Monday-Friday: 7am - 5 pm

Saturday: 7am - 2 pm

### After Hours On-Call Support

*Voice and email messages are prioritized for urgency.*

Monday-Friday: 5 pm - 8 pm

Saturday: 2 pm - 8 pm

Sunday: 8 am - 5 pm

### Holidays

Holiday hours vary but usually include at least one technician on-call 8am-8pm.

Voice and email messages are prioritized for urgency.

# Appendix: Troubleshooting by Model

## Model 120

### Models 220/720/920

## Model 120

### *Compact Wall/Pedestal Mounted Kiosk*

Before contacting Tech Support, try these steps first:

1. If the machine is not turning on, check the electrical connections and breakers to confirm it has electrical power
2. Verify that your Internet service is working properly (test it with another computer or device)
3. Check the connections inside the machine, one by one, to verify each one is properly seated
4. If the problem persists, [Contact Tech Support](#) for assistance



#### **Safety Tip**

*For your safety and to avoid damaging the kiosk, turn off power when working inside the kiosk, unless a technician requests otherwise (some procedures require power).*

When you speak with Tech Support, you can expect the technician to ask you to:

- Check the kiosk Internet service and connection
  - Verify that your Internet service is working
  - Confirm the Ethernet Cable is properly plugged in and “clicked” into place
  - Describe the status and activity lights for the Network Interface Card (NIC) on the computer’s motherboard. One light indicates connection state while the other represents activity. Usually the connection state is **green/yellow/orange** where green means higher speeds while yellow or orange indicates lower speeds. The activity light is usually green and blinks/flickers to indicate there is activity going through the lines.





- Help the PC properly allocate power to turn on by disconnecting all USB cables and rebooting (we advise you do this with a technician the first time)
  - Once the PC reboots, you will be walked through the process of reconnecting
- Power cycle (hard reset) the PC (please don't attempt this unless advised by a technician)
  - Disconnect the PC power cable for 3-5 minutes.
  - Drain power by holding down the power button shown while the PC is off

## Components

Once you have confirmed the kiosk has power and internet, and its connections are secure, you will work with our Tech Support specialists for most issues. For troubleshooting information about specific components, click below to go directly to that section.

- [Computer and Software](#)
- [Microphone](#)
- [Speakers and amplifier](#)
- [Top camera](#)
- [Credit card reader](#)
- [Touchscreen](#)



### Safety Tip

*For your safety and to avoid damaging the kiosk, turn off power when working inside the kiosk, unless a technician requests otherwise (some procedures require power).*

## Computer and Software

The PC is the “brain” of your kiosk, connecting components to OpenTech’s INSOMNIAC® software. It has a Windows OS and most, but not all, connections use color-coded USBs cords:

## Microphone

For Microphone issues, check the connections first, then [Contact Tech Support](#)

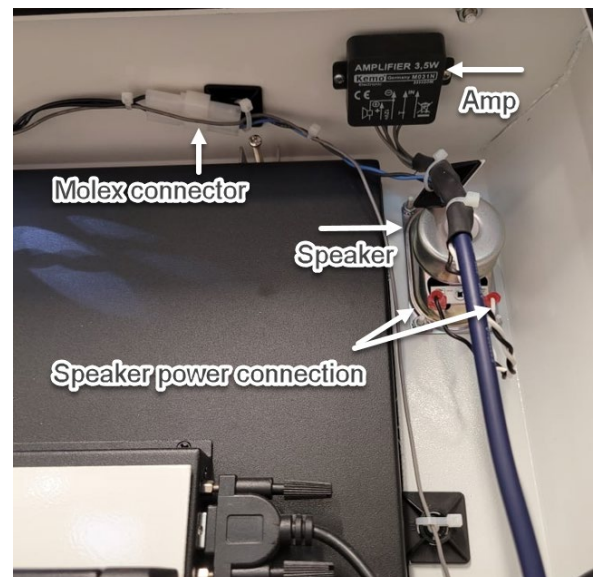
- The microphone connects to the PC using a 3.5mm audio cable that runs across the top of the kiosk to the speakers, and then down into the computer
- Troubleshooting with Tech Support
  - The most common microphone issue is damage from a customer thinking the microphone is a button and pressing it into the kiosk
    - Tech Support will send a replacement and walk you through the simple installation steps
  - If the device does not appear to be damaged, you will be asked to unplug the microphone cable from the PC and plug it back in

Common USB Colors	
Yellow	– IO Controller
Orange	– 7-port Hub
Purple	– Credit Card Reader
Brown	– Touchscreen
Grey	– Top Camera

## Speakers and Amplifier Assembly

For Speaker and Amplifier Assembly issues, check the connections first, then [Contact Tech Support](#)

- The kiosk speakers and amplifier use a single cable that plugs into the PC (blue shielded 3.5mm jack)
- Troubleshooting with Tech Support
  - We will ask you to check the audio jack, power, and Molex connections and possibly to unplug/replug the cables
  - If necessary, Tech Support will send a replacement and walk you through the



### Safety Tip

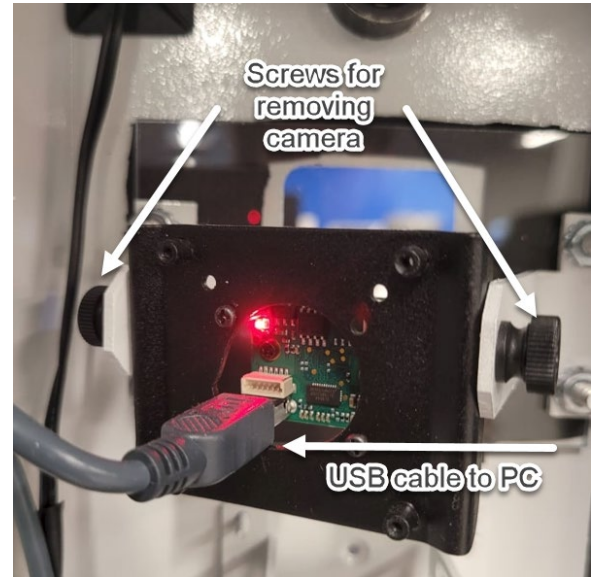
*For your safety and to avoid damaging the kiosk, turn off power when working inside the kiosk, unless a technician requests otherwise (some procedures require power).*

simple steps using a 1/4" nut driver, No. 2 Phillips screwdriver, snips and replacement zip ties

### Top Camera

For Top Camera issues, check the connections first, then [Contact Tech Support](#)

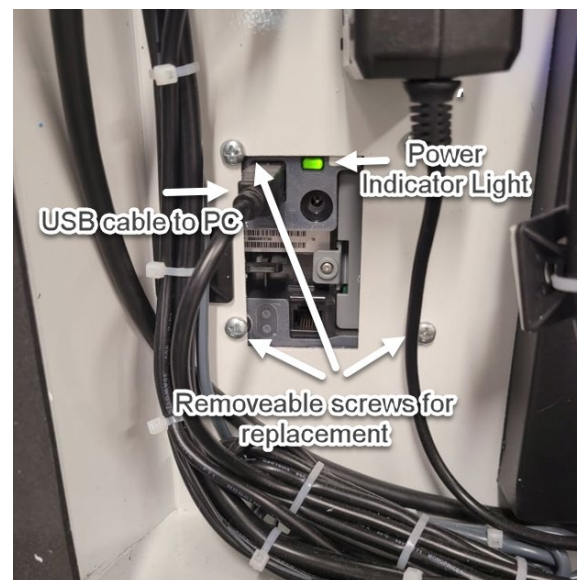
- The camera board plugs into the PC via USB cable
- Troubleshooting with Tech Support
- We will ask you to check that both ends of the cable are properly plugged in
- If necessary, Tech Support will send a replacement and walk you through the simple steps using a No. 2 Phillips screwdriver, snips, and replacement zip ties



### Credit Card Reader

For Credit Card Reader issues, check the connections and confirm that your PMS and card payment services are working properly (check them on the office computer or other devices), then [Contact Tech Support](#)

- The card reader plugs into the PC via USB cable
- Troubleshooting with Tech Support
  - We will ask you to confirm the USB cable is properly plugged into the reader and the PC
  - In some cases, we may send out a credit card "cleaning card" for you to run through the swiper and clean the mechanism that reads the magnetic strip on cards
  - If necessary, Tech Support will send a replacement and walk you through the simple steps using a No. 2 Phillips screwdriver, snips and replacement zip ties



- Until you are able to install the replacement, remember to advise your kiosk users that card information can be entered manually



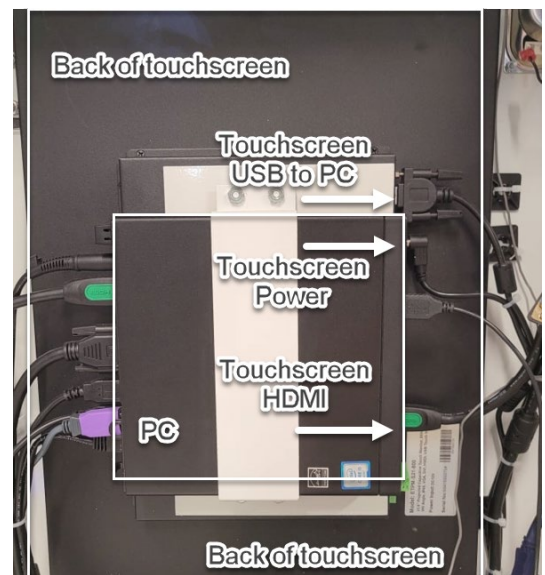
### **Safety Tip**

*For your safety and to avoid damaging the kiosk, turn off power when working inside the kiosk, unless a technician requests otherwise (some procedures require power).*

## **Touchscreen**

For touchscreen issues, be sure the screen is properly cleaned (instructions [here](#)), check the connections and then then [Contact Tech Support](#)

- The touchscreen uses three cables to connect to the PC
  - Touch function cable plugs into USB port
  - Video cable plugs into the HDMI port
  - Power cable plugs into the power port
- Troubleshooting with Tech Support
  - You will be asked to confirm that all 3 cables are plugged in correctly
  - You may be asked to disconnect the power cable for a couple minutes, then reconnect
  - You may be asked to power cycle the kiosk (do not do this unless advised by a technician)
- If necessary, Tech Support will send a replacement screen and walk you through installation
  - It takes at least two people to install a replacement, plus a No. 2 Phillips head screwdriver, snips, and replacement zip ties



*Note: the touchscreen installs from the front, so when the brackets are removed it will be “pushed” from the inside out and then replaced from the outside front panel. This is a two-person job.*



## Model 220, Model 720, Model 920

Other than installation style and minor repositioning of some components, these models are the same for troubleshooting.

Before contacting Tech Support, try these steps:

1. If the machine is not turning on, check the electrical connections and breakers to confirm it has electrical power
2. Verify that your Internet service is working properly (test it with another computer or device)
3. Check the connections inside the machine, one by one, to verify each one is properly seated
4. If the problem persists, [Contact Tech Support](#) for assistance

*NOTE: a 12v power supply oversees power for the speakers and amplifier, top camera, case fans and kiosk lights. If multiple devices are not working, be sure to tell the technician right away.*



### **Safety Tip**

*For your safety and to avoid damaging the kiosk, turn off power when working inside the kiosk, unless a technician requests otherwise (some procedures require power).*

When you speak with Tech Support, you can expect the technician to ask you to:  
Check the kiosk internet service and connection

- Verify that your Internet service is working
- Confirm the Ethernet Cable is properly plugged in and “clicked” into place
- Describe the status and activity lights for the Network Interface Card (NIC) on the computer’s motherboard. One light indicates connection state while the other represents activity. Usually the connection state is **green/yellow/orange** where green means higher speeds while yellow or orange indicates lower speeds. The activity light is usually green and blinks/flickers to indicate there is activity going through the lines.





- Help the PC properly allocate power by disconnecting all USB cables and rebooting (do this with a technician)
  - Once the PC reboots, you will be walked through the process of reconnecting
- Power cycle (hard reset) the PC (don't attempt unless advised by a technician)
  - Disconnect the PC power cable for 3-5 minutes.
  - Drain power by holding down the power button shown while the PC is off



## Components

Once you have confirmed the kiosk has power and internet, and its connections are secure, you will work with our Tech Support specialists for most issues. For troubleshooting information about specific components, click below to go directly to that section.

- [Computer and Software](#)
- [Microphone](#)
- [Speakers and Amplifier](#)
- [Top camera](#)
- [Credit card reader](#)
- [Touchscreen](#)

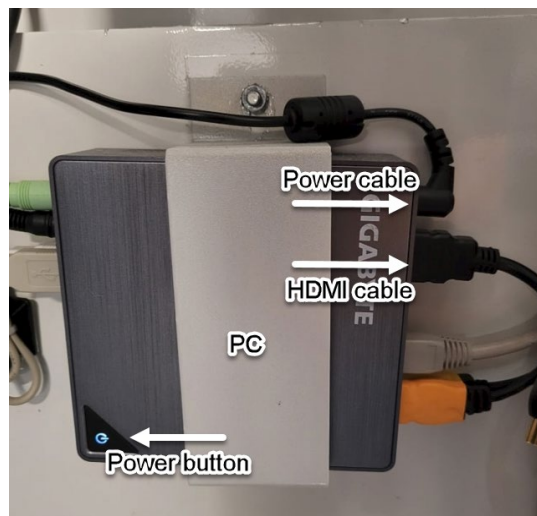
*Note: Interior component photos were taken with the Model 220. All models have the same components but they may be in a different configuration or location in your kiosk. From the outside locations highlighted above, you can see where to find components located within.*

- [Driver's license camera](#)
- [Bill acceptor](#)
- [Printer](#)
- [Handicap button](#)
- [Lock vending](#)
- [7-port USB hub](#)
- [Power supply units](#)
- [IO controller](#)

### Computer and Software

The PC is the “brain” of your kiosk, connecting components to OpenTech’s INSOMNIAC® software, and it uses a Windows operating system.

Models 220, 720 and 920 use a small Micro-PC mounted to the back wall of the kiosk and held in place with a metal bracket. Most connections use color-coded USBs cords.



If you confirm that the power and internet are operating properly, problems with the PC will require technician assistance. You may be asked to open the [Admin Console](#) for rebooting, or to help with performing tests.



#### **Safety Tip**

*For your safety and to avoid damaging the kiosk, turn off power when working inside the kiosk, unless a technician requests otherwise (some procedures require power).*

### Microphone

For Microphone issues, check the connections first, then [Contact Tech Support](#)

- The microphone connects to the PC with a 3.5mm extension cable
  - The microphone's black cable plugs into the extension cable's green port; the other end of the extension cable plugs into the PC
- Troubleshooting with Tech Support
  - The most common issue is damage from a customer thinking the microphone is a button and pressing it into the kiosk
    - In this case, Tech Support will send a replacement and walk you through the simple installation steps
  - If the device does not appear to be damaged, you will be asked to unplug the microphone cable from the PC and plug it back in
  - If that does not fix the problem, we will ask you to disconnect the microphone from the extension cable and then reconnect

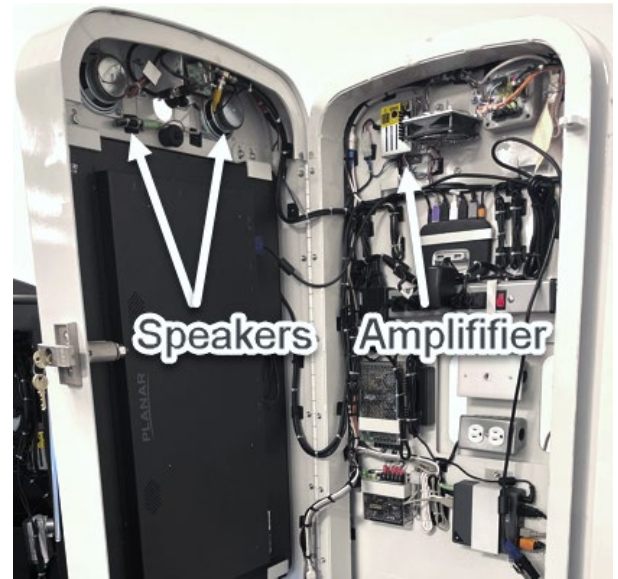


### Speakers and Amplifier Assembly

For speaker/amplifier issues, check the connections first, then try turning the volume control knob (located on the amplifier shown in the photo); if the issue persists [Contact Tech Support](#)

*NOTE: tell the technician if other devices are not working – it may be a power supply issue*

- Model 220/720/920 kiosks have two speakers attached to the door that connect to an amplifier attached to the back wall, upper left-hand corner
  - Speaker cables run down the right side of the open door to the amplifier
  - Amplifier cable runs down the left side of the main cabinet to the PC
- Troubleshooting with Tech Support
  - We will ask if you can see the glowing red power indicator light on the amplifier
    - If there is no light, we will ask you to unplug and re-plug the amp's power cable
  - We may ask you to remove the 3.5mm cable from the PC and reseal it so we can verify the speakers are being recognized by the operating system
- If necessary, Tech Support will send replacement parts and walk you through installation using a 1/4" nut driver, No. 2 Phillips screwdriver, snips and replacement zip ties



### **Safety Tip**

*For your safety and to avoid damaging the kiosk, turn off power when working inside the kiosk, unless a technician requests otherwise (some procedures require power).*

### Top camera

For Top Camera issues, check the connections first, then [Contact Tech Support](#)

*NOTE: tell the technician if other devices are not working – it may be a power supply issue*

- This camera connects to the PC by USB and can be tied into your facility's CCTV network via a BNC (Bayonet Nut Coupling) connection plugged into your DVR.

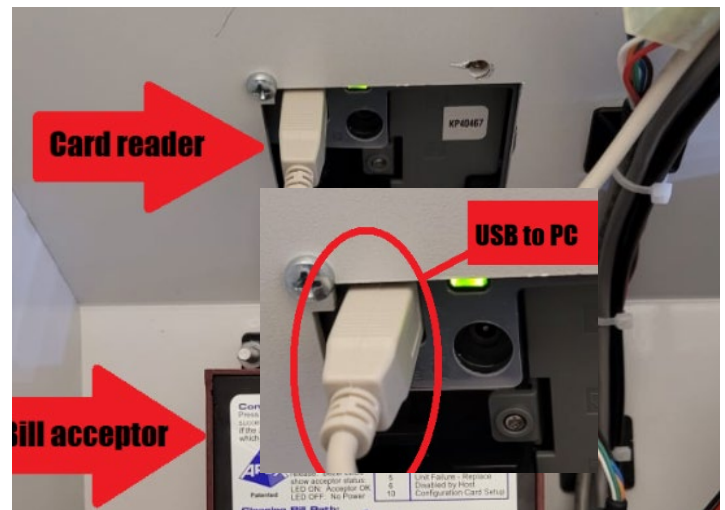


- Troubleshooting with Tech Support
  - You will be asked to remove the camera's USB cable from the PC and reseal it to ensure it is being recognized by Windows
  - If the issue is power-related, you will be asked to remove the power connection from the board, make sure all the pins are straight, and then plug it back in
- If necessary, Tech Support will send replacement parts and walk you through installation with a No. 2 Phillips head screwdriver, snips, and replacement zip ties
  - You may need a 3/8" nut driver (to remove the mount from the kiosk frame)
  - You may need a small adjustable crescent wrench if the wing nuts securing on the camera are too tight to remove by hand



### Credit card reader

- The credit card reader sits at an angle above the bill acceptor in the kiosk door and runs off a single USB cable that plugs directly into the PC
- Troubleshooting with Tech Support
  - We will ask if the screen of the card reader is displaying an error message
  - We will ask you to make sure the USB cable is snugly plugged into the reader and PC
  - In some cases, we will send out a "card" to run through the swiper to clean the part that reads the magnetic strip on cards



- If necessary, Tech Support will send a replacement device and walk you through the simple installation using a No. 2 Phillips screwdriver, snips, and replacement zip ties

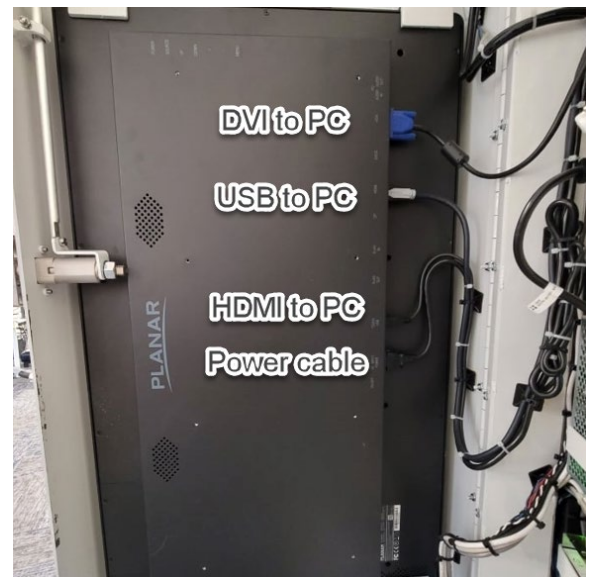
**Safety Tip**

*For your safety and to avoid damaging the kiosk, turn off power when working inside the kiosk, unless a technician requests otherwise (some procedures require power).*

### Touchscreen

For touchscreen issues, be sure the screen is properly cleaned (instructions [here](#)), check the connections and then [Contact Tech Support](#)

- The touchscreen uses three cables to connect to the PC
  - Touch function cable plugs into USB port
  - Video cable plugs into the HDMI port
  - Power cable plugs into the power port
- Troubleshooting with Tech Support
  - You will be asked to confirm that all cables are plugged in correctly
  - You may be asked to disconnect the power cable for a couple minutes, then reconnect
  - You may be asked to power cycle the kiosk (do not do this unless advised by a technician)
- If necessary, Tech Support will send a replacement screen and walk you through installation
  - It takes at least two people to install a replacement, plus a No. 2 Phillips head screwdriver, snips, and replacement zip ties





*Note: the touchscreen installs from the front, so when the brackets are removed it will be “pushed” from the inside out and then replaced from the outside front panel. This is a two-person job.*



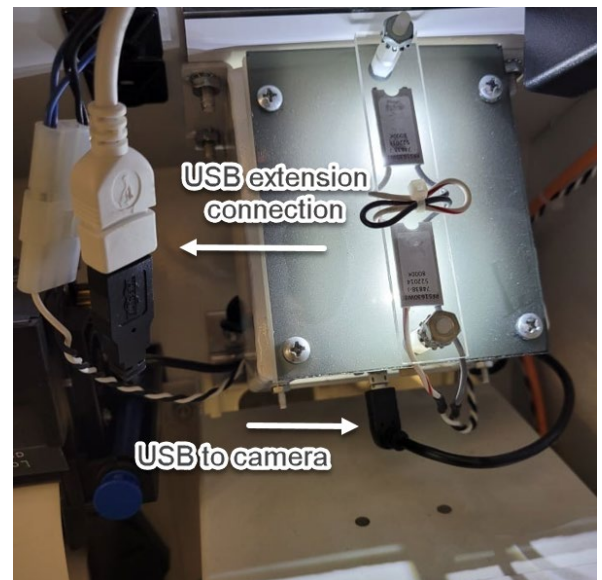
### **Safety Tip**

*For your safety and to avoid damaging the kiosk, turn off power when working inside the kiosk, unless a technician requests otherwise (some procedures require power).*

### **Driver's license camera**

For driver's license camera issues, check the connections first, then [Contact Tech Support](#)

- The driver's license camera is installed in the door of the kiosk directly above the lock vending chute. It plugs into an extension USB cable that runs all the way to the PC. Before the cable plugs into the extension, it coils underneath the camera itself.
- Troubleshooting with Tech Support
  - You will be asked to check the 3 connections of the USB cable (camera to extension to PC)
  - You may be asked to move the USB connection to a new port on the PC and/or 7-port hub.
- If necessary, Tech Support will send a replacement camera and walk you through the steps using a 3/8" nut driver, snips, and replacement zip ties



### **Safety Tip**

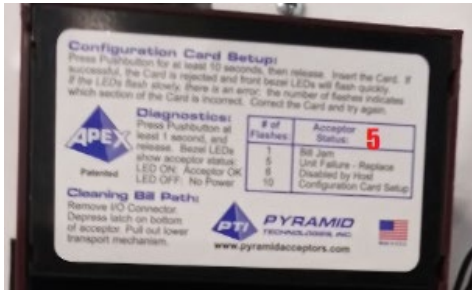
*For your safety and to avoid damaging the kiosk, turn off power when working inside the kiosk, unless a technician requests otherwise (some procedures require power).*

### **Bill acceptor**

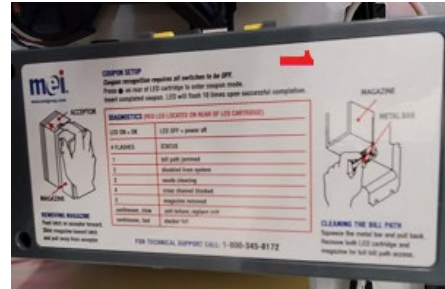
For driver's license camera issues, check the connections first, then [Contact Tech Support](#).

Depending on your kiosk's model and issue date, your machine will have one of two bill acceptors installed. Identify which one is in your kiosk and click on the correct link for troubleshooting.

## Pyramid



## MEI



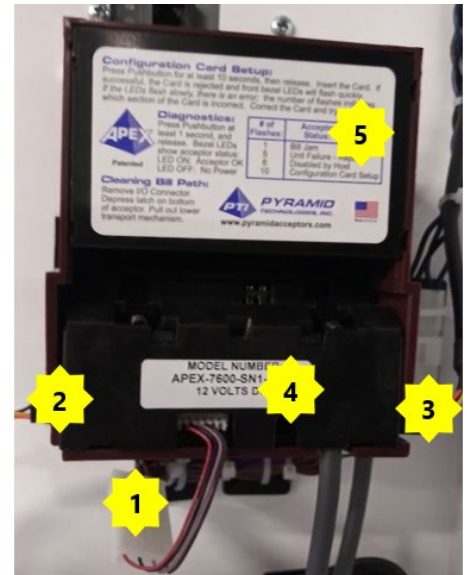
## Pyramid bill acceptor

Parts descriptions – use photo for reference

1. Power connector strip – used to power cycle the device. There are **red, black, purple, and brown** wires.

*Note: Do Not Discard! Replacement devices do not include this cable so remove (pull firmly on all 4 wires at once) and keep the one from the original unit*

2. Flash Memory Port and cable – one end is plugged into the bill acceptor port labeled “Flash Memory Port” and the other end stays coiled underneath the BA unless we need to flash the device’s firmware
3. USB cable – **orange, black and yellow** wire combination that goes into a black Molex connection on the right side of the bill acceptor (the other end is a white USB cable that plugs directly into the PC)
4. The label provides the device’s model number and voltage in case your technician asks, and a legend to decipher the flashing blue lights



- Troubleshooting with Tech Support
  - You may be asked to check all connections and reseal them as needed
  - The most common issue is that a bill doesn't fully drop into the collection bin and the acceptor registers it as being jammed
    - Removing any cash that hasn't fully dropped into the bill bin will generally fix this
  - Less common is a bill acceptor that won't accept bills – you will be walked through a reboot for this fix
- If necessary, Tech Support will send a replacement device and walk you through the simple installation using a 3/8" nut driver, snips, and replacement zip ties



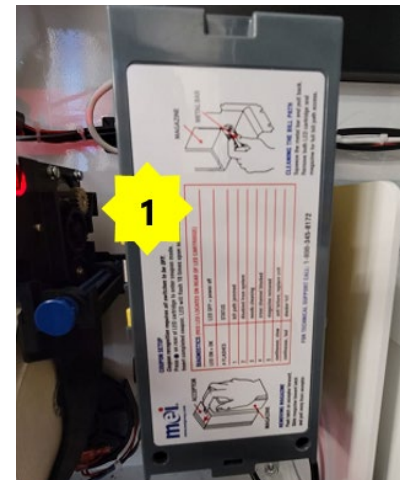
### **Safety Tip**

*For your safety and to avoid damaging the kiosk, turn off power when working inside the kiosk, unless a technician requests otherwise (some procedures require power).*

### MEI bill acceptor

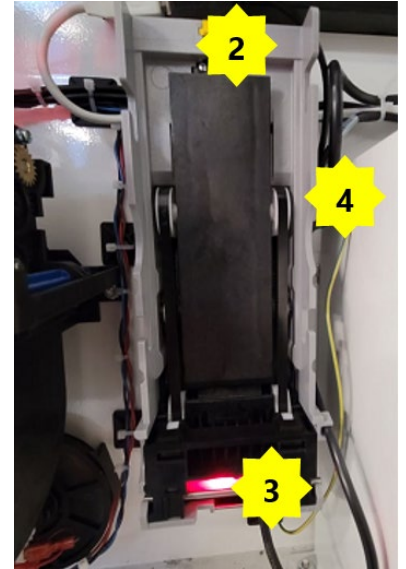
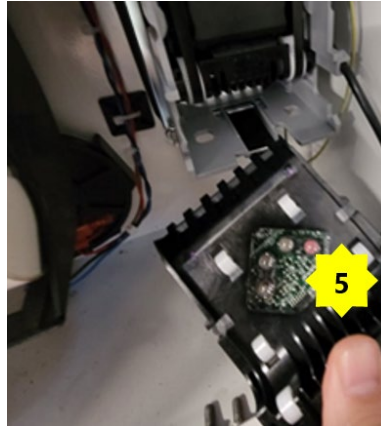
Parts descriptions – use photos for reference

1. The bill cassette, where the cash is stored, is removable from the rest of the device and label shows how to remove the cassette
  - a. Label includes a legend to decipher flashing red lights
2. The yellow tab at the top of the device is the latch to remove and reinstall the bill cassette
3. The bill reader, can be removed as seen in #5 by compressing the silver bar and pulling straight out
4. The power and data cables that plug into the right side of the device using Molex connections



5. Shows a sensor removed from the reader

- a. There are two identical sensors, one facing up and one down (the one in the photo is facing up)
- Troubleshooting with Tech Support
  - You may be asked to check all connections and reseal as needed
    - If the bill acceptor is spitting bills out, the bill cassette probably isn't properly seated. Remove the cassette and reattach it to the device until it "clicks" into place
  - You may be asked to remove the sensor as shown in #5, to clean its "eye."
    - Spray a little Windex on a paper towel and gently clean the surface area of the reader – do not spray directly onto the sensor
    - Reach into the device and clean the other (non-removable) sensor as well
  - You may be asked to power cycle the device by unplugging the cables (#4 in the photo)
    - There are 2 groups of wires that plug into 2 different Molex connections. Remove and reconnect one at a time to avoid putting the connectors back in the wrong spot.
- If necessary, Tech Support will send a replacement device and walk you through the simple installation using a 3/8" nut driver, snips, and replacement zip ties



## Printer

The thermal receipt printer is simple, resilient, and reliable. As with most printers, the most frequent problem is a paper jam.



- Troubleshooting with Tech Support
  - Paper is jammed
    - You will be asked to remove the paper roll, clear the printing path, and replace the roll
  - The printer doesn't turn on
    - You will be asked to flip the power switch and tell us if you hear a slight electrical "bzzt" sound
      - If not, Tech Support will send a replacement and walk you through the reinstallation using a 3/8" nut driver, snips, and replacement zip ties



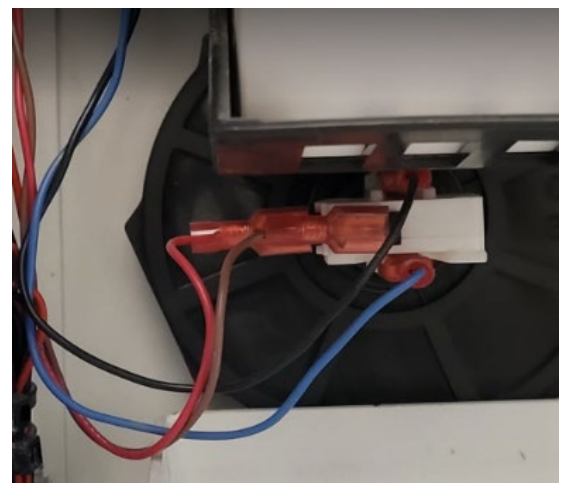
#### **Safety Tip**

*For your safety and to avoid damaging the kiosk, turn off power when working inside the kiosk, unless a technician requests otherwise (some procedures require power).*

### Handicap Button

The button rarely fails, but if it does, [Contact Tech Support](#)

- There are four wires connecting the button:
  - Blue = Positive power
  - Black = Negative power
  - Red = Positive communication
  - Brown = Negative communication



- Troubleshooting with Tech Support
  - If the light is not illuminated, you may be asked to unplug the black/blue connections and then reconnect (black first, then blue)
  - If the light is illuminated but not connecting, you may be asked to unplug the brown/red connections and then reconnect (brown first, then red)
- If necessary, Tech Support will send a replacement device and walk you through the installation

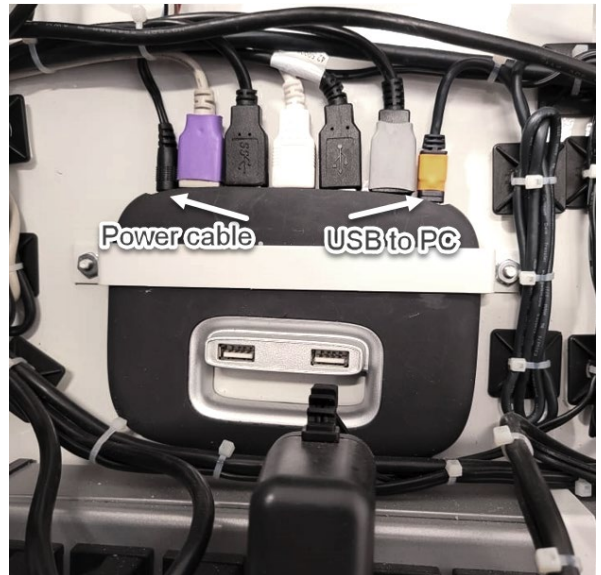
**Safety Tip**

*For your safety and to avoid damaging the kiosk, turn off power when working inside the kiosk, unless a technician requests otherwise (some procedures require power).*

### 7-port USB hub

For hub issues, check the connections first, then [Contact Tech Support](#)

- The 7-port hub is mounted on the back wall of the kiosk and connects to the PC using the orange tipped USB cable.
- Troubleshooting with Tech Support
  - You may be asked to move the USB cable to a different port
  - You may be asked to power cycle the hub by disconnecting the power cable for a specified time
  - In rare cases the hub will overload and your technician will walk you through the power cycle/hard reset process
- If necessary, Tech Support will send a replacement device and walk you through the simple installation using a 3/8" nut driver, snips, and replacement zip ties

**Safety Tip**

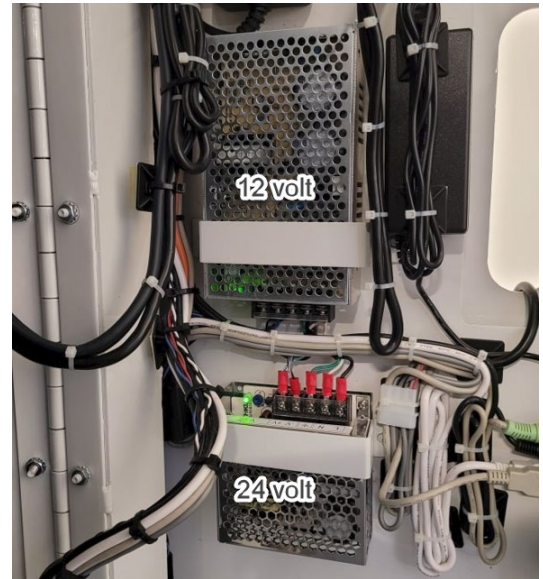
*For your safety and to avoid damaging the kiosk, turn off power when working inside the kiosk, unless a technician requests otherwise (some procedures require power).*



### Power supply units

There are two supply units that power specific components. If a power supply fails, it must be replaced. Tech Support will send a replacement device and walk you through the simple installation using a 3/8" nut driver, snips, and replacement zip ties

- The 12v power supply (top in photo) powers the speakers, amplifier, case fans, driver's license camera fan and light, top camera, and lights on the kiosk
- The 24v power supply (bottom in photo) powers the lock vending motors, IO controller and the handicap button



#### Safety Tip

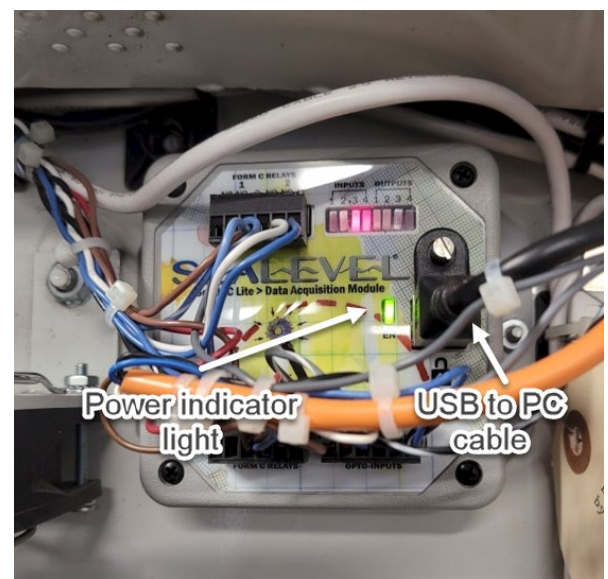
*For your safety and to avoid damaging the kiosk, turn off power when working inside the kiosk, unless a technician requests otherwise (some procedures require power).*

### Lock Vending

Most lock dispensing issues can be fixed by properly reloading locks. Review [lock loading instructions here](#). For lock vending issues not corrected by reloading, see the IO Controller section below.

### IO controller

The Input/Output (IO) controller converts electronic signals to computer signals and vice versa. It controls the lock vending motors and makes it possible to contact Live Help via the kiosk screen or handicap button. For any issues, check the connections first. If the problem persists, [Contact Tech Support](#)



- Troubleshooting with Tech Support
  - You will be asked if the power indicator light is illuminated on the controller (shown above)
  - You will be asked if the USB cable is properly seated on both ends – at the device and at the PC port
- If necessary, Tech Support will send a replacement device and walk you through the installation using a 5/16" nut driver, snips, and replacement zip ties