

# PF Kiosk - Quick Start Installation Guide

## Requirements

- Photo Finale Kiosk (PFK) requires Windows 10 x64 or higher.
- Administrative rights are required to run the installer, but the user account used to run PF Kiosk does **not** need to be a local administrator.
- Computer must be connected to the internet.
- A Photo Finale Website online catalog. (The kiosk will use the same one as your PF website. If you do not have a website, you will need one, although whether you take online orders is optional—email [support@photofinale.com](mailto:support@photofinale.com) and we will set one up for you.)
- Monitor resolution must be 1400 x 1050 or larger.

## Prerequisites

- The following four prerequisites must be installed, in the order shown, before running the installer. You may download them individually from these links, or download one zip file:

1	.NET 4.8	<a href="https://dotnet.microsoft.com/download/dotnet-framework/thank-you/net48-web-installer">https://dotnet.microsoft.com/download/dotnet-framework/thank-you/net48-web-installer</a>
2	.NET Core 3.1.8	<a href="https://download.visualstudio.microsoft.com/download/pr/854cbd11-4b96-4a44-9664-b95991c0c4f7/8ec4944a5bd770faba2f769e647b1e6e/dotnet-hosting-3.1.8-win.exe">https://download.visualstudio.microsoft.com/download/pr/854cbd11-4b96-4a44-9664-b95991c0c4f7/8ec4944a5bd770faba2f769e647b1e6e/dotnet-hosting-3.1.8-win.exe</a>
3	Visual C++ Redist 2019 x86	<a href="https://aka.ms/vs/16/release/vc_redist.x86.exe">https://aka.ms/vs/16/release/vc_redist.x86.exe</a>
4	Visual C++ Redist 2019 x64	<a href="https://aka.ms/vs/16/release/vc_redist.x64.exe">https://aka.ms/vs/16/release/vc_redist.x64.exe</a>

- **Alternatively**, you can download this .ZIP file, which has all 4, named in the order in which they should be installed: <https://secure.photofinale.com/share/dev/pfkiosk/prerequisites.zip>

## Installation

1. **License:** A license for the PF Kiosk software is being included with the current term of all kiosk existing support agreements and license subscriptions, as of Jan. 1st. If you pay a yearly fee, this is included. If you pay a subscription rate, this is included. If you are out of support, you will need to be back under a support contract in order to install.
2. **Kiosk ID:** Your PF Kiosk ID will be the same as your APM ID\* for that machine and will continue with support and expiration under that ID, just as with any software update did under the old APM kiosk. (\***Note:** 5-digit IDs will carry over automatically—if you have a 4-digit ID, please add a "2" to the front, so APM ID 1234 > would be: PFK ID 21234.)
3. **Installation:** Once you have the prerequisites installed, run the PF Kiosk installer: [The link to the most current version is in the Software & Downloads section of myLab under the "Photo Finale Kiosk" section.](#)
4. **Activation:** Your first time installing the new PF Kiosk will have the additional step of activating the license. Please enter the existing Kiosk ID and your Dealer Code to activate.
5. **Configuration:** If this is the first time you are running PFK, you will need to configure the media drive letters and intro movie.
  - a. Drives: See the Configuration section below for details on drives and optional/advanced configuration settings.
  - b. Intro movie, in myLab go to Store Mgmt > PF Kiosk > Banner Slides and add/arrange the slides you'd like to show.
  - c. *You will need to restart to make sure all settings are applied.*
6. **Re-install:** In the case where you are updating from an earlier or beta version of the new PF Kiosk, you do not need to delete the previous version. The installer will automatically overwrite any existing version of PFK, and will even take care of shutting down all of the apps first if you've forgotten.
7. **Update/install Lab 50:** [Lab 50 has a new update as well. The link to the most current version is in the Software & Downloads section of myLab under the "Photo Finale Kiosk" section.](#)

### Need Help?

Check the [Troubleshooting & FAQ page](#) for questions and solutions to common issues

## What Gets Installed for PF Kiosk

- The home directory for the PFK software is c:\PF Kiosk\

This PC > C Drive (C:) > PF Kiosk >		
Name	Date modified	Type
LPS	1/1/2021 12:00 AM	File folder
PF Kiosk	1/1/2021 12:00 AM	File folder
pfRouter	1/1/2021 12:00 AM	File folder
PrintServer	1/1/2021 12:00 AM	File folder
Test Photos	1/1/2021 12:00 AM	File folder
TwainBridge	1/1/2021 12:00 AM	File folder
Photo Finale Kiosk	1/1/2021 12:00 AM	Shortcut

- The software consists of five apps which are installed into separate subdirectories:

Directory	App	Description
PF Kiosk	Photo Finale Kiosk.exe	The main kiosk app.
LPS	LocalPhotoService.exe	Provides support for local media files (media cards, USB, and CD/DVD).
pfRouter	pfRouter.exe	Provides support for order routing after order submission.
PrintServer	PrintServer.exe	Provides support for kiosk receipt printing.
TwainBridge	TwainBridge.exe	Utility for the forth-coming flatbed scanning functionality.

- A shortcut to Photo Finale Kiosk.exe (PFK.exe) is installed in the root of the folder, as well as on the desktop.
- PFK.exe is the only app that needs to be launched. It takes care of launching its four helper apps (LPS, pfRouter, TwainBridge, PrintServer), as well as monitoring by the minute and restarting them as needed.
- The new PFK installer will set the computer to prevent the old APM from running at startup.

## Test Photos

- The installer includes an option to also install a small batch of test photos. This will allow you to easily demo the kiosk with photos loaded from the hard drive (by double-tapping a hidden button in the upper-right corner of the Import page), without having to insert a media card or USB.
- Whether you choose to install the test photos or not, you can always place photos into this directory on your hard drive and PFK will automatically find them during a kiosk session if you invoke demo mode by double-tapping on the Import page: c:\PF Kiosk\Test Photos\

## Configuration

- All configuration for PFK is done centrally in myLab, under Store Management > PF Kiosk. The configuration is broken up into 4 tabs:

### 1. Licenses

PF - Silverline Photo - a PFM demo site (dealeradmin) | Sign Out | English

Dashboard Orders Customers Fulfillment Marketing **Store Management** Report

PRODUCTS
PRODUCT PRICING
PRODUCT CATALOGS
PRODUCT TAGS
STORE LOCATIONS
SHIPPING GROUPS
FULFILLMENT ZONES
PAYMENT METHODS
REPORT SUBSCRIPTIONS
COMPONENT LICENSING
PAY INVOICE
WEB LINKS
SOFTWARE & DOWNLOADS
**PF KIOSK**

## PF Kiosk

Licenses
**Settings**
Banner Slides
Advanced Configuration

Kiosk Id	Store	License Expires	Last Check In
1064	Tysons Center (101)	2030-07-04	2020-12-28 9:40:40 PM
9997	Tysons Center (101)	2021-12-01	2021-01-05 8:28:40 PM
9998	Bethesda Mall (102)	2021-12-01	2020-12-31 11:20:53 PM

DuPont Circle (1655)

Kinney Drugs - Virtual Store (993331)

Potomac Mills (103)

Tysons Center (101)

University City Philadelphia

Total Items: 3

- The Licenses tab lists all of your licensed Kiosk IDs, when they expire & when they have last checked-in with the servers. It also allows you to assign each Kiosk ID to the appropriate store location, using the dropdown list. This assignment is important because orders placed on the kiosk will automatically default to this selected store location for pickup.

## 2. Settings

PF - Silverline Photo - a PFM demo site (dealeradmin) | Sign Out | English

Dashboard Orders Customers Fulfillment Marketing **Store Management** Report

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**PF KIOSK**

## PF Kiosk

Licenses
**Settings**
Banner Slides
Advanced Configuration

Settings For

default

Local Media Drive Letters

C:\

D:\

E:\

F:\

G:\

H:\

I:\

J:\

K:\

L:\

M:\

N:\

O:\

P:\

Q:\

R:\

S:\

T:\

U:\

V:\

W:\

X:\

Y:\

Z:\

Pre-Payment Requirements

Accept in-store payment only

Offer In-Store Pickup Only

☒

Skip Store Pickup Page

☒

Skip Promotions Page

☐

Print Receipt

☒

Admin PIN Code

2459068

Limited-Access PIN Code

4489

Failed Order Email Notifications

store-account@email.com;store-mgr@email.com

Daily System Reboot

☒

03:00 AM

Daily System Shutdown

☐

--:-- --

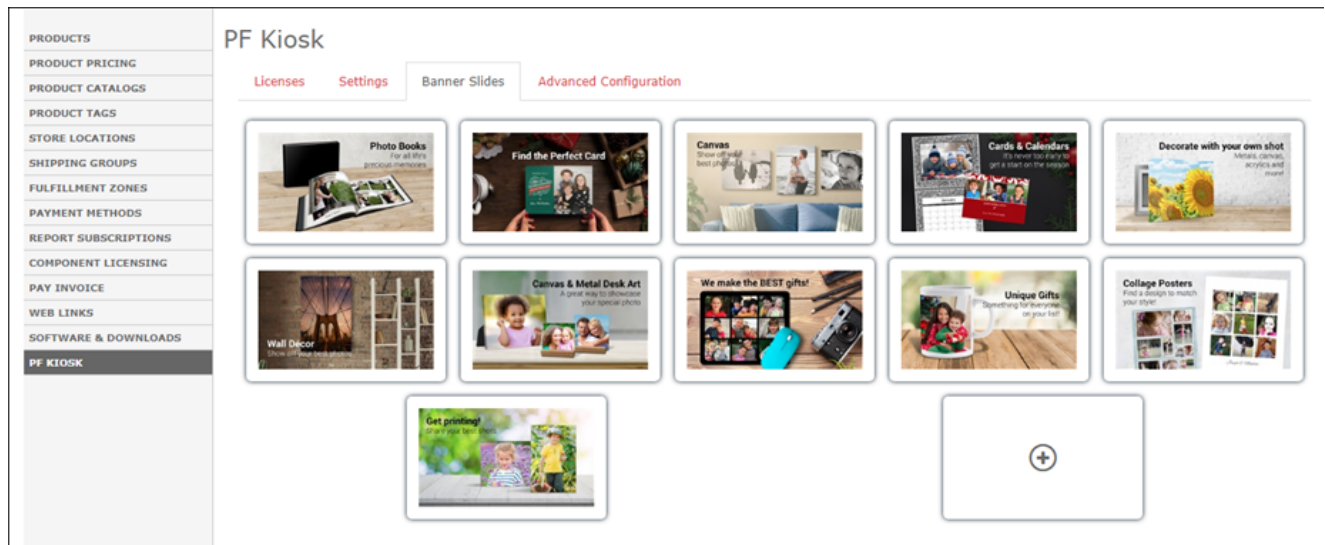
Sandbox Mode

☐

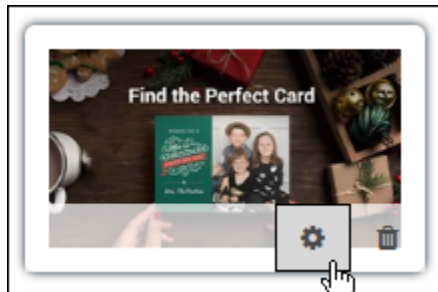
- After making changes, you will need to reboot your kiosk (open Admin and tap Restart Machine) for the newly entered settings to take effect.

- The Settings tab gives you easy control over the most common PFK settings. Changes are saved automatically as you make edits.
- The "**Settings For**" dropdown allows you to select which Kiosk ID the settings will be applied to. You begin by configuring your **default** settings which will apply to all kiosks. You can then select individual Kiosk IDs from the dropdown and override just the specific settings that you wish to change for the kiosk.
- The media drive settings config isn't transferred from the old APM. For most dealers, enabling drives E through M should cover it. (If you are updating from an earlier versions of PFK, all settings will be kept intact since they are managed centrally through the API and database.)
- **Tech notes regarding the drive letter settings:** (we will improve how this works over time, but until that point, it is helpful for operators to know...  
 )
  - PFK settings changes made in myLab don't take effect until the next time the software is relaunched.
  - Different settings are used by different apps. The media drive letter setting is used by the LocalPhotoService app.
  - Quitting the PF Kiosk does not quit the utility apps -- pfRouter, LPS, PrintServer, TwainBridge.
  - So if someone makes a drive letter settings change in myLab, then quits & relaunched their kiosk, the changes won't have taken effect. They could either reboot the kiosk machine to ensure that all settings take effect, or in this case they could right-click on the LPS icon in the system tray and choose "Restart LocalPhotoService".

### 3. Banner Slides



- The Banner Slides tab allow you to configure the slideshow of banner ads displayed on the kiosk Home page.
- Click the **+** button to add a new slide. You can select from our built-in slide graphics, or upload your own.
- You can click and drag slides to rearrange their order.
- When you hover over a slide, buttons appears to delete the slide or access the slide options.



- In the Edit Slide window, you can choose the animation transitions for the slide's entrance and exit, along with the time it remains on screen. Click the white Play button in the bottom-right corner will display a preview of your selected transition & wait settings. The Start Date and End Date settings allow you to schedule slides to appear for a limited period, such as a seasonal or weekly promotion.
- Note: the kiosk doesn't need to be restarted for banner slide changes to take effect.

Edit Slide

Enter animation

Dwell Time (seconds)

Exit animation

fadeIn

7

fadeOut

Start Date

End Date

Save

Cancel

#### 4. Advanced Configuration

- The Advanced Configuration tab allows access to some esoteric settings that should only be adjusted under advisement of the support team.
- When done, **make sure to click the Save button**. Unlike the Settings tab, changes on the Advanced tab are only committed to the database when the Save button is tapped.
- Then, reboot your kiosk (open Admin and tap Restart Machine) for the newly entered settings to take effect.**

PRODUCTS

PRODUCT PRICING

PRODUCT CATALOGS

PRODUCT TAGS

STORE LOCATIONS

SHIPPING GROUPS

FULFILLMENT ZONES

PAYMENT METHODS

REPORT SUBSCRIPTIONS

COMPONENT LICENSING

PAY INVOICE

WEB LINKS

SOFTWARE & DOWNLOADS

PF KIOSK

PF Kiosk

Licenses

Settings

Banner Slides

Advanced Configuration

```

"sandbox": true
},
"9998": {
  "SourceFolders": "X:\\,Y:\\,Z:\\",
  "printReceipt": "false"
},
"9999": {
  "fullscreen": "false",
  "pfapiUrl": "https://api3-sandbox.photofinale.com"
},
"default": {
  "SourceFolders": "F:\\,G:\\,H:\\,I:\\,J:\\,K:\\,L:\\",
  "paymentOption": "isp",
  "pickupOnly": "true",
  "bypassPickup": "true",
  "bypassPromotions": "false",
  "printReceipt": "true",
  "adminPincode": "2459068",
  "adminJuniorPincode": "4489",
  "emailList": "store-account@email.com;store-mgr@email.com",
  "machineRebootTime": "03:00:00",
  "machineShutdownTime": "",
  "sandbox": "false"
}
}

```

Save

## Operations

### Kiosk Usage

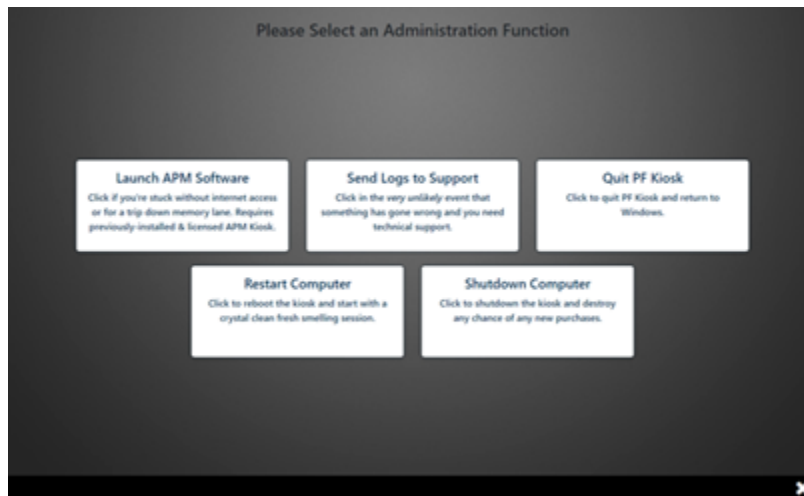
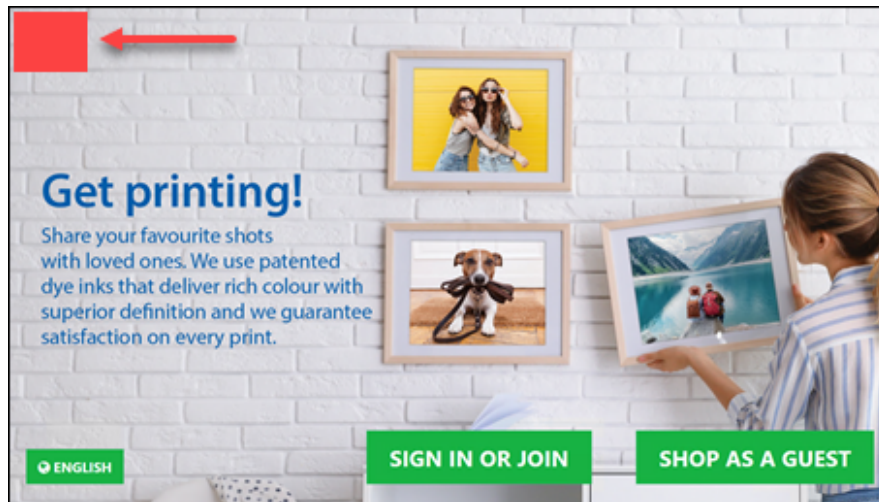
- When using the EasyLink Mobile Upload to import photos, in addition to scanning the QR code or sending an SMS to your mobile number, you can also click on the QR code and the link will be copied to your clipboard. You can then alt-tab to a browser window outside of PFK and paste the link in and proceed.
- After an order is placed, the kiosk will automatically reset after 12 seconds. Note: if you move your mouse this counter is reset.

## Admin Keystrokes

Key Combo	Function
CTRL-SHIFT-L	Quit PF Kiosk
CTRL-SHIFT-M	Minimize PF Kiosk
CTRL-SHIFT-P	Navigate to the Platform Info page

## Accessing the Admin Page

Get to the admin menu by tapping the hidden button near the top-left corner of the Home page. The Admin PIN Code can be set in myLab.



From the Admin screen, an operator can:

- Launch the APM (if installed & licensed) [this feature was for beta and will be removed in a coming release]
- Send log files to support
- Quit PF Kiosk
- Restart the computer
- Shutdown the computer

A second, lesser-privileged PIN code option can also be configured in myLab for store personnel use, which only gives access to:

- Send logs to support
- Restart the computer

- Shutdown the computer

## Known Issues

- None presently

### Need Help?

Check the [Troubleshooting & FAQ page](#) for questions and solutions to common issues