Chapter 1 - Introduction

Thank you for purchasing an Automated Photo Machine (APM) from Lucidiom, Inc. This User's Guide provides you with everything you will need to setup, customize, and begin using the APM. In the following pages, you will find:

- An overview of the APM software suite
- A walk-through and explanation of the APM user interface
- Instructions for configuring the APM to align with your business
- Descriptions of supporting applications
- An overview of the APM Network
- Information on Additional Software Components
- Guides to help you set up specific printer interfaces

Please note the information found in this manual will not apply to every installation or setup, and the software modules available on your APM may vary. To purchase a component not currently available on your kiosk, please contact the Lucidiom sales department or your regional sales representative for the latest available software components and pricing. In addition to setup and configuration settings, you will also find answers to frequently asked questions and troubleshooting tips.

If you experience any problems with your APM and are not able to find the information or help you need in the manual or FAQs provided here, please visit the Lucidiom website at www.lucidiom.com and click on the Support link to access the latest available information.

By using the APM Profit Watcher (aka APM Network) credentials you have been assigned, you can login to the www.lucidiom.com site to view the latest downloads, manuals and marketing materials available.

If you require further information or assistance, contact our Technical Support Specialists:

Email: support@lucidiom.com
Phone: 703-564-3400 (select option 5)

The APM Network enables advanced APM support and troubleshooting. Using an internet browser on your APM, you can access the remote technical support feature on the Lucidiom website at: www.lucidiom.com/911/. This feature allows a Lucidiom support specialist to connect to your kiosk from our offices to provide hands-on assistance and resolve issues quickly.

You can also access this feature by entering 911 on the key code screen (instead of the admin passcode) after touching the bottom left corner of the intro screen. When you enter 911 on this screen, a new key code screen will appear for you to enter a code issued by a technical support specialist to initiate a connection. If the machine needs to be accessed for troubleshooting purposes, please navigate to this screen prior to calling.

****Note:** For APMs outside the US, please check with your local sales team or distributor for the correct access code, as this may differ from country to country and region to region.

Additional Resources

Please contact support for the most current list of IP addresses, ports, and protocols that are used by the APM software suite to allow the software to function properly. This document should also be used to configure rules and exceptions to allow the APM to fully function within a secured network environment.

The Lucidiom Support site features training videos that walk you through product setup and configuration (as detailed in the chapters that follow) as well as a forum for posting questions and sharing marketing ideas.

The training videos may be found online at: http://www.lucidiom.com/support/training.aspx

The forum may be found online at: http://www.lucidiom.com/forum/

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