APM Software - General Settings

APM Activation:

Q: Im getting a warning saying that my license is about to expire in a few days, or I have activation license has expired message, whats this?
A: This is a reminder that your support and maintenance contract with Lucidiom is about to expire. Support renewal is required in order to receive phone support and software updates. Please contact your regional sales representative for information on renewing your support contract.

Q: I have several APMs that all expire at different times, can I get onto a support contract that covers all of them for the same amount of time?
A: Yes, there are enterprise support contracts available. Please contact sales to renew support for multiple kiosks.

Q: Do I have to have my kiosks online to reactivate or update the license?
A: No, there are ways that allow for updating licenses offline. However, having a kiosk online helps automate the process for updates and can save much time and hassle when it comes to updating, renewing, and changing licensing.

APM Statistics:

Q: How do I track the usage of my APM?
A: Assuming that the APM is connected to the internet, your APM automatically sends data to the APM Network. To see this data, log on to http://www.apmprofitwatcher.com. If you have lost or forgotten your APM Network password, please contact Support.

APM Icons:

Q: What are all those icons that appear at the bottom of my APM machine when I am at the desktop?
A: Several programs comprise the APM system, and these are setup to start automatically and run in the background. These applications are represented by icons in the system tray on the bottom right side of your screen. These typically include the APM Hardware Attendant, APM RAS Server, Remote Update, Print Server, and APM Dispatcher. For more detailed information on the functions of these applications, please see Chapter 9.

Archived Orders:

Q: How long are the orders archived on the APM?
A: By default, orders that are printed locally via Print Server are saved for 7 days. This time limit can be changed to as long as 60 days. These settings can be changed in the Printer Configuration section of the Setup Wizard on the APM.

Credit Cards:

Q: How can I implement credit card payments and tie them into my own credit card processing?
A: APM version 4.0 and up allows for integrating credit card payments from the APM into your own merchant account. The ,Merchant Services? add-on feature may be purchased by contacting the sales department. Once purchased, a form will be sent to get the necessary information needed to get the kiosk setup properly to use this feature.

Q: Does the APM support electronic transactions in other countries?
A: Yes, the APM does support other methods, such as Chip and Pin transactions in the United Kingdom. However, there are additional fees and additional setup steps necessary in order to make it work and are outside the general scope of this document. Please contact your distributor or sales agent for additional information and costs for electronic processing.

Order Options:

Q: What is the difference between crop-to-fit and shrink-to-fit?
A: An image's dimensions don't always match the chosen paper size. In these cases, the user has two choices: to crop pictures to match the selected print dimensions (,crop-to-fit?) or to preserve the original dimensions of the original picture and shrink the image to fit on the paper (,shrink-to-fit?).

Q: Can I turn on some Photo IQ features on and leave others off?
Yes, the Setup Wizard allows you customize the Photo IQ settings. You can have auto-only, manual-only or both auto and manual tools turned on for red-eye and color. You may set the crop to aspect-correct cropping or you may set an aspect ratio.

Q: If I make any corrections such as red eye removal, color corrections, or cropping will these be saved on the Image CD?
A: All red eye and color corrections will be applied to the images saved on the CD, but cropping changes will not be applied. You can enable the option to save both the edited and original versions of the images to the CD via the Setup Wizard. Please see Chapter 6 for additional information.

Q: Can a customer order a CD/DVD without ordering any prints?
A: Yes, a customer can order just an Image CD/DVD on the Quick Order screen. To turn on this screen, open the Setup Wizard, enable the Quick Order screen for the fulfillments that you have, then save the changes.

Q: My customers are getting warnings for their images, whats wrong with the images they have?
A: If a customer has small files that don't meet the minimum, industry standard resolution requirements, they are given a warning that the resolution of the photos may affect the quality of the printed image. The requirements vary from size to size based upon the needs to print a decent image. This warning can also be configured to prohibit them from printing images for a given size if they are too small.