

# Hardware Tips

## APM Sound Volume:

### **Q: The APM voice prompts are low or non-existent, what do I do to turn them on/off?**

A: The volume of the voice prompts in the APM Software can be adjusted in the Setup Wizard. If the sound works but is still too faint, you can go into the Windows Control Panel and adjust the volume accordingly.

## USB Devices:

### **Q: I have customers with images on USB storage devices. How can I let them access those images on the APM?**

A: Use the Setup Wizard to enable the "USB Device" option and set the device to use the next unused drive letter.

### **Q: I have had USB drives work in the past, but I have a U3 drive that doesn't seem to work, what do I need to do to make this one work?**

A: Use the Setup Wizard to enable the "USB Device" options. The U3 drives use two USB drive letters, but only the 2nd drive letter functions like a normal USB device, so it is important to make sure that two USB drive letters are enabled to make sure the APM can recognize the images on drives of this type.

## Receipt Printer:

### **Q: Receipt Paper:**

A: If you run out of receipt printer paper, refills can be purchased at most office supply stores. If you are unable to find refill rolls, please contact Sales at Lucidiom.

### **Q: Receipt Paper Jam:**

A: If the receipt printer does not print or paper is jammed, you will need to access the paper roll, clear the jam, and insert the paper again. Once you have cleared the jam, it is a good idea to go into Windows and navigate to the "Printers and Faxes" section, clear out any receipt prints in queue and then try to print a test page.

### **Q: The receipt printer won't print, what should I do?**

A: If the printer won't print, here are a few things to try:

1. Check the paper and make sure all the cords are inserted tightly.
2. Check that the receipt printer is the default printer in Windows. To do this, go to the desktop, click Start > Settings > Printers & Faxes. Make sure that the receipt printer (this should be called "Receipt") is the default printer. The default printer is marked with a small black circle containing a white checkmark. Print a test print from the printer setup folder. (Right-click on the printer and choose "Properties" then click the "Print test page" button.)
3. If you are still having trouble printing the receipt, you may find that rebooting the system will clear the problem.

## Touch Screen Monitor:

### **Q: I'm not getting a display, what do I do?**

A: If you have started the APM, but the monitor remains blank, make sure the monitor cables are firmly inserted. If the power light is off, but the APM computer is on, check the power cable to the monitor and the monitor's power switch.

### **Q: I get a Monitor 'No Signal' or 'No Sync' Message, what does this mean?**

A: If you see one of these messages, it means that the monitor is on, but the computer is off, or the monitor cable has come loose.

### **Q: I touch the screen but it does not respond properly. What do I do?**

A: If you find that the "touch area" is not aligned with the buttons, so that you have to press to the right of a button, for instance, to get it to "press," then you need to calibrate the touch screen. This can be done through the Setup Wizard, which is accessible through the hidden menu from the Intro/Looping Movie screen of the APM kiosk software. You can also use the driver outside of the software to make modifications and troubleshoot the touch screen.

### **Q: How do I keep my kiosk clean?**

A: To clean the APM, you may wipe it down with a damp cloth. Do not use abrasives or liquid cleaners on the APM. Never use products that contain ammonia on the LCD screen.

### **Q: What do I clean my screen with?**

A: Because the APM uses a touch screen monitor, fingerprints gather quickly, and the APM screen will need to be cleaned regularly. To clean the screen, use cleaning wipes made especially for LCD screens (alcohol, not ammonia-based) which can be purchased at a computer supply store. A cotton ball with rubbing alcohol on it may also be used to clean the monitor.

## Media Devices:

### **Q: The screen indicates my card is not recognized, or it is recognized but there are no images on it, what do I do?**

A: If one of the media devices is not working, or you repeatedly get an error that says "No Images Found" when you know there are images on the media card, remove the media and press the "Start Over" button and reinsert the media. On some systems, the USB cable that connects the card reader to the motherboard can be taken out and reinserted without restarting the system and will reset the drives. If the APM is still not able to read the card you have inserted, try rebooting the system. If you are still having difficulty, contact Lucidiom Technical Support.

### **Q: My APM doesn't have a credit card reader, how do I add one?**

A: There is a keyboard wedge card reader that will fit into the keyboard PS/2 slot on the back of your machine. Please contact our Sales department for this card reader.