

Media Card not being recognized by kiosk

When your media card is not being recognized by the kiosk software, please try the following tests to resolve this issue:

1. First, touch the bottom, left-hand corner of the screen and enter in your passcode.
2. Select "Minimize APM software".
3. Open up My Computer from the Windows desktop.
4. Insert your media card into the card reader and try opening the card up in Windows.

If you are unable to access the information from your media card, this means that it is a hardware issue, and it is likely your card reader has malfunctioned. You will need to contact sales to replace your card reader. Warranties on the card readers are valid for 6 months.

If you are able to access the images on the card in Windows, this points us in the direction of your drive letter configuration, which may be inconsistent between Windows and the Settings in the Device Settings section of the Setup Wizard.

Take note of the drive letter in Windows for the card you have inserted into your kiosk.

Next, follow these steps:

1. Bring up the APM software once again (should be minimized to the tool bar at the bottom of the screen).
2. Once again, touch the bottom, left-hand corner and enter in your passcode.
3. Go to Next Menu, and select APM Setup Wizard.
4. Click on Device Settings.
5. Verify that each drive letter corresponds with the correct device.