Acrelec Kiosk System

The Acrelec kiosk system consists of three devices:

**Kiosk**: Also referred to as **Instore 1**, or **IS1**

The Kiosk will either be floor-mounted, or wall-mounted.

- **Floor-mounted**
    - Ships with a pedestal that is anchored to the floor. The kiosk is attached to the top of the pedestal. Typically in line with the front registers.
    - A power pole will be installed down next to the Kiosk with hot power. We will drop our cable down this power pole then run a patch cable and kiosk power cord out the bottom of the kiosk and plug into the ports in the pole.
- **Wall-mounted**
    - Anchored to the wall. Typically in a tenant space, or deli nook.
    - Power and data will be installed as receptacles on the wall above the kiosk at roughly 72" AFF. Power whip and patch cable will be routed down through the pass-through in the top of the kiosk.

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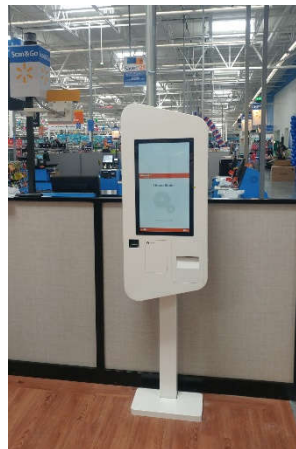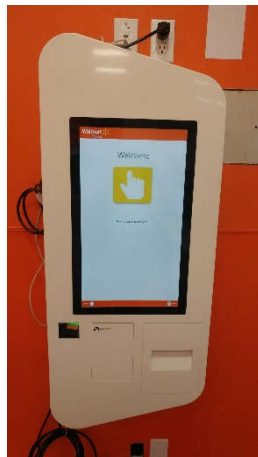
Opening the kiosk:
- Insert the provided key in the key hole on the bottom left hand side of the kiosk and turn. It will open a small panel on the front where the receipt printer is.
- To the right of the receipt printer, and near the top, there is a small white latch. This is the release for the main door.
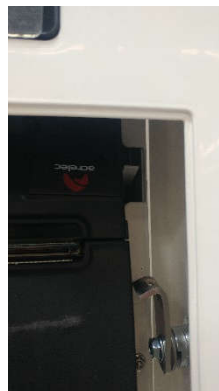
Inside the kiosk:

- The patch cable will need to be routed in and plugged into port GBE1 on the side of the computer
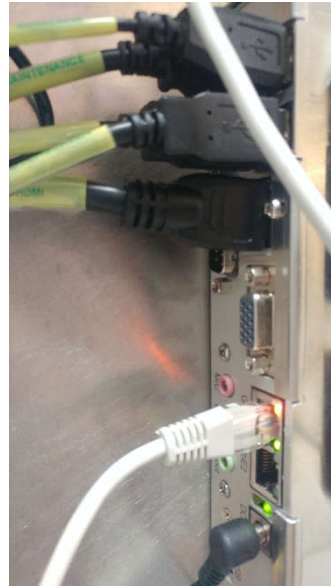
ORB (Order Ready Board): **The ORB is a 55" TV with a media player mounted behind it. BOTTOM OF ORB NEEDS TO BE 86" ABOVE THE FLOOR**

The ORB will either be wall-mounted, or hung from a ceiling pole.

- Wall-mounted
  - o Power and data will be installed on the wall behind the TV in the form of jacks and receptacles
  - o Typically only used in tenant space layouts
- Ceiling pole
  - o Power and data will be ran down the ceiling pole that is hung. Surface mount box and surface mount receptacle will be installed at the bottom of the pole
  - o Typically used in in-line or deli nook solutions
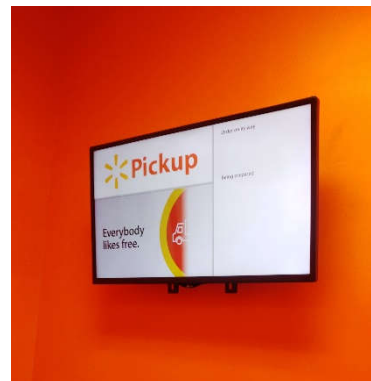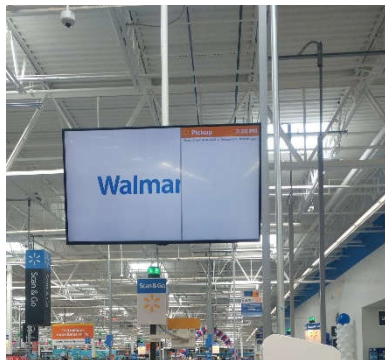
ORB connections

- The ORB has a media player mounted behind it. Our data cable will connect to the LAN port on the media player. This is the port on the same side of the media player as the HDMI port.
- Make sure there is also an HDMI cable plugged from the media player to an HDMI port on the TV
- When running the software updater, you will need to plug the mouse into the ORB. There is 1 usb port on 1 side of the media player, and 2 on the other side.

Running software updates on Acrelec devices:

*NOTE: We need to run the updater on both the kiosk and ORB

To bring the Acrelec devices online on the network, we need to run software updates on each of them. The process is the same for all 3 devices. This is done via a file on the desktop called ONI.BAT

**THE FILE NAME ON THE NEW DEVICES WILL BE "ONI_CINE", NOT ONI.BAT

Note: Cabling needs to be connected and ports configured with the vlan 35 vendorNET configuration PRIOR to running these updates. If the ports are not configured, the updates will not run successfully.

Required materials:
- **USB keyboard**
- **USB mouse**

- **Kiosk key (kiosk keys will come with the kiosk)**

- Before getting started
    - Verify the data cable is plugged into the correct port on the device.
    - Verify the other end of the cable is patched into the Wal-Mart switch, and the port is configured for a Vlan 35 device.
    - Verify the screen of the device is on.

1) Locate the USB ports on the device. Plug in the USB keyboard and USB mouse (NOTE: the mouse is only needed for the ORB. The touch screen on the OMS and kiosk can be used for mouse functions)
2) Locate the file on the desktop titled "ONI.BAT", or "ONI_CINE" it may also have a version number in it. i.e. ONIv13.BAT
3) Run the file and select OK if a dialog window pops up asking if you want to proceed
4) A window will open prompting you to select the device type. Select the name corresponding to the device you are currently working on.

    - Kiosk = IS1 or Instore 1
    - OMS = OMS Server or OMS 1
    - ORB = ORB or ORB1
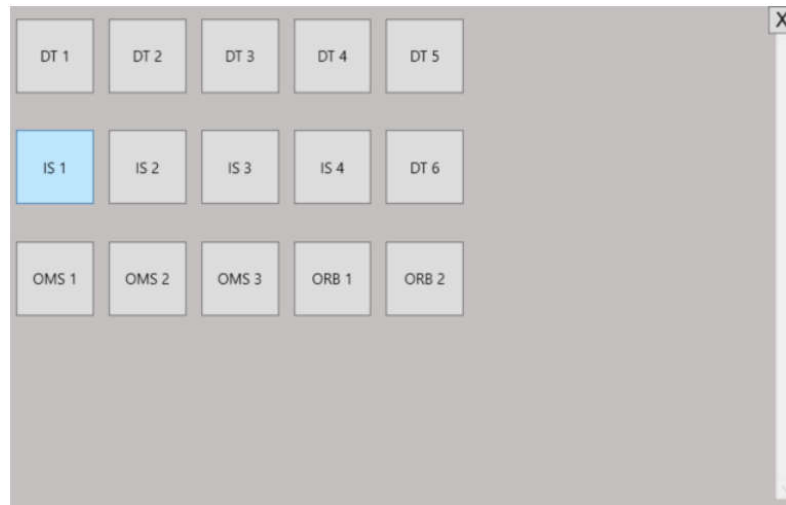
5) After you select the device, the program will start running. It will take between 15 – 20 minutes to complete. You will should see the mac address update to a 4000.8000.00xx address, and the IP update to a 7.x.x.x address. It will ask pop up with a window asking to download the updated software.
6) If the dialog window reports a valid admin username and password were not found, press ctrl+alt+del on the keyboard, log out, then attempt to log in with the following credentials, then re-run the updater program:
    a. Username: **Adminsecours**
    b. Password: **CzsEKQ&]_78GZFY**

- After the program completes, the devices should automatically reboot.

Repeat these steps for all of the Acrelec devices. Call NET support to verify each device is pinging by device name prior to calling Acrelec.

Reporting completed sites to Acrelec:

- If all 3 devices are verified online and site is complete, call Acrelec help desk to report that the site is complete and ready for commissioning. Make sure you have your store number handy

ACRELEC HELP DESK: (877) 257-1145 OPT2 for technician onsite.

 DO NOT CALL ACRELEC TO REPORT AN INCOMPLETE SITE. ONLY CALL IF ALL 3 DEVICES ARE ONLINE AND PINGING OR IF ACRELEC RELATED SOFTWARE/HARDWARE ISSUES NEED TROUBLESHOOTING

- If Acrelec does not answer within 15 minutes, press 1 to leave a voicemail. Leave your store number and report that the store is ready for commissioning. Leave NET support number as call back number (608) 827-7949 x1116

Take pictures of the screen of each device after they've been rebooted and send to DSS.

SOFTWARE UPDATES TROUBLESHOOTING

- If there are error screens or windows that pop up preventing you from getting to the desktop to run the updates, try pressing alt+F4

- If the password is not working, make sure you are NOT pressing shift when entering the "[" symbol, and ARE pressing shift when entering the "_" symbol.

REQUIRED PHOTOS:

1) Photo of Kiosk Serial Number place --------->
2) Photo of ORB PC Serial number sticker (below)

3) Photos of labeled faceplates and patch panel
4) Photos showing mounting hardware installed for ORB and Kiosk
5) (4) photos from different angles showing the devices mounted and pickup area.

Online Grocery Pickup (OGP) Project – Front pickup cabling

Contacts:
- NET Support – 608-827-7949 Ext 1116
- Deliverables - DSS@Nettechnology.com (only the NET work order ID in square brackets on the subject line   EXAMPLE [982335])
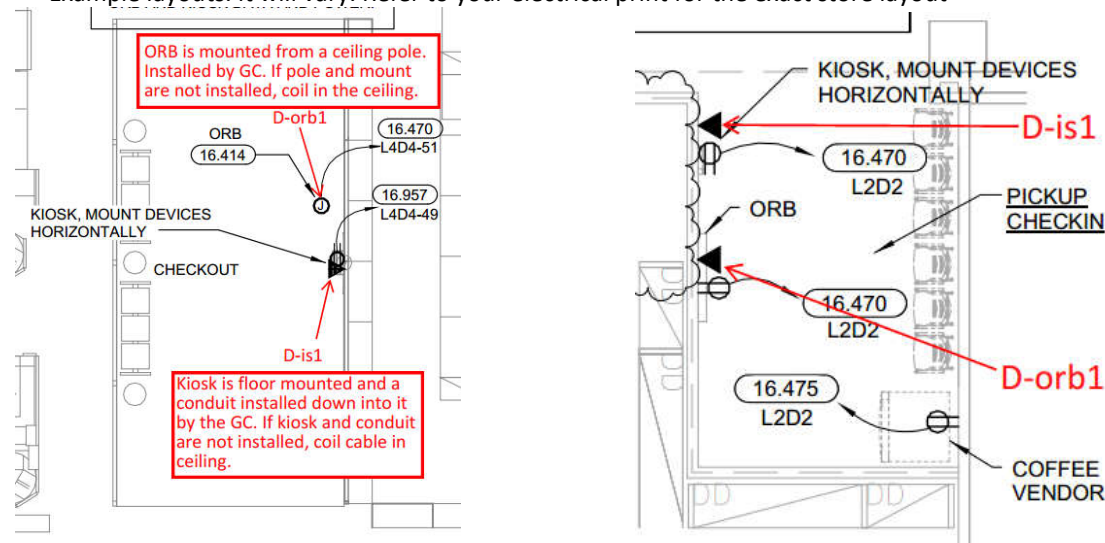
Type of Mounts:
- Kiosk: Floor Mounted or Wall mounted
- ORB: Pole Mounted or Wall mounted

Cables to be Installed – 2 total cables

Print Location	Cable Name (Label)	Switch	Port Configuration
Kiosk	D-IS1	Closest Switch	VLAN 35
ORB	D-ORB1	Closest Switch	VLAN 35

Example layouts. It will vary. Refer to your electrical print for the exact store layout

Pickup kiosk system cabling:
Front pickup area: ORB and kiosk
1.) Run (2) cat5e cables from the nearest switch to the front pickup area.
2.) Drop (1) cable down the power pole to the kiosk. Terminate to a jack and install a surface mount box. *If wall mounted, drop into box and install faceplate instead.
3.) Drop (1) cable down the ceiling pole for the ORB. Terminate to a jack and install a surface mount box on the outside of the ceiling pole. *If wall mounted, drop into box and install faceplate instead.
4.) Terminate to the patch panel at the switch. Label patch panel with cable names.
5.) Call NET for port assignments to patch the cables into the switch.
6.) Label the top of each faceplate with the cable name , switch name and switch port number
7.) Test each cable
8.) Take a picture of each labeled surface mount box
9.) Follow the Acrelec set up and configuration guide to patch in and configure the devices, if they are set and ready.
10.) Submit pictures to DSS@Nettechnology.com (only the NET work order ID in square brackets on the subject line   EXAMPLE [982335])