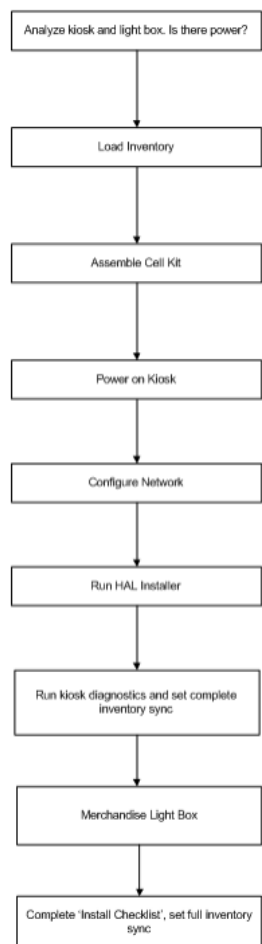# Kiosk Installation Procedure

TASK

This document is a guide for the process of installing a Redbox kiosk. These machines are the core of Redbox's retail business. Successful installs should be done with great care and planning.

AUDIENCE

FST and ROS

PROCEDURE STEPS

Kiosk Installation
Process Flow

Analyze kiosk and light box. Is there power?

Load Inventory

Assemble Cell Kit

Power on Kiosk

Configure Network

Run HAL Installer

Run kiosk diagnostics and set complete
inventory sync

Merchandise Light Box

Complete 'Install Checklist', set full inventory
sync

Initial Approach

Thumb drive Files

Before arriving to the kiosk, update the thumb drive with the most recent versions of the HAL installer/data.zip files and thumb drive field files. Download these items from the Field Ops drive:

- Operations\HAL\HAL Prerequisites

- Operations\ThumbDrive - **Copy this folder to the thumb drive**.

Analyze Exterior Kiosk and LightBox

1.Verify power to the lightbox.

If no power shows, please troubleshoot issue. If necessary, report the issue to Deployment.

2.Note any damage during transportation. Continue the install as normal and report damages found at the end on the install checklist.
3.Open kiosk door and inspect the "Shock Watch" sticker. When red is showing in the center indicator, please report on the install checklist. If color is clear, continue the install as normal.
4.Verify integrity of kiosk and light box locks.
5.Replace damaged kiosk stickers.
6.Verify Touchscreen Gasket is in place.

Verify Install kit in Kiosk
*New Install Kit – new inventory discs assigned to the kiosk
Remove Shipping Contents
**The kiosk will have pink foam and zip ties on the picker for secure shipment of the kiosk. Be sure all packaging material is removed.
7.Removed and dispose pink padding on top of the Uninterruptible Power Supply (UPS), and two foam blocks besides the computer as well and any additional foam padding that may have been left behind by trucking crew.
8.Check the picker, cut the ties holding the picker in place, and cut the tie holding the tracks together.
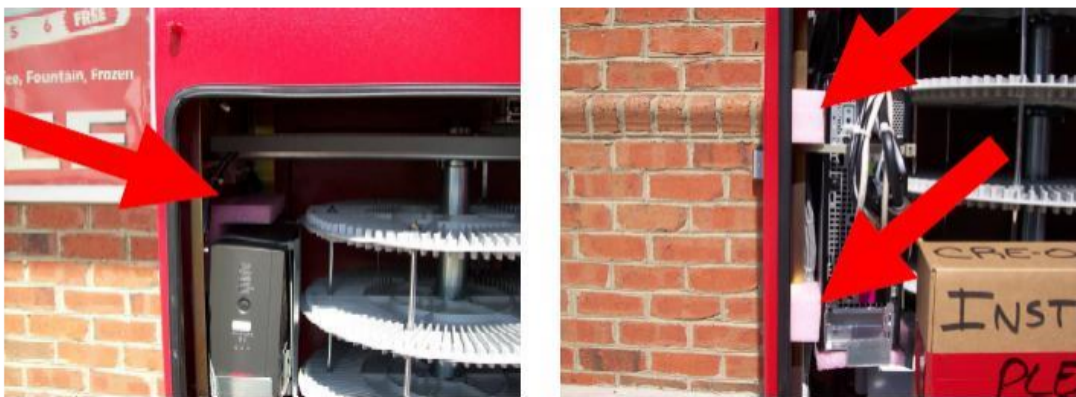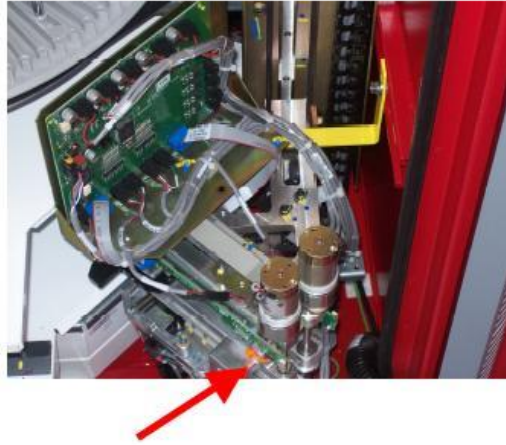
Load New Install Kit

9.VMZ Kiosks – Do not install discs into the VMZ zone. Begin with deck 1 slot 16 and load entire install kit using additional decks where necessary.

10. Non VMZ Kiosks – Begin with deck 1 slot 1; and load down until all disks are loaded.

*New install kits do not have replacement cases. FSR will need to supply kiosk upon loading inventory.

Replacement cases – load the first empty case into deck 1 slot 16. Insert the second empty case into the next available slot after the last movie that was loaded. The purpose of this is so that when the inventory sync has completed it can be verified that the kiosk contains 2 empty cases and ensuring that sync s been completed on all the decks of movies.

When inserting each DVD be sure the white arrows on the labels are facing you and the white arrows are facing forward into the slot.

Be sure to insert each DVD straight up into each slot, not at an angle.

Do not use the rods to move the drum. Instead place your hand under one of the decks to move the drum,as shown.

Assemble Cell Kit

1.Use cell parts out of your parts stock for kiosk installs (cell Kits no longer come with the Kiosk)

2. Place antenna in secure location (can also use a secure antenna). Assemble antenna connection

   a. Place the antenna in an inconspicuous location, insuring that the kiosk is getting a strong signal. If necessary, relocate the antenna to obtain the best possible signal. Pull all excess slack inside the kiosk.

3. Run power supply for router

   a. Zip tie the Cradlepoint router to the U channel. Mount upright so the heat can escape from the top. Bundle all extra cables and place in U channel beneath the router.

- 4.Run network cable from router to computer.

5.See Embedded Modem 3G Router instructions for installation procedures.

6.Before powering on the kiosk, confirm the kiosk contains a Windows 7 PC. This can be done by confirming the PC has a Windows 7 license sticker attached to the outside of the case. If the kiosk does contain a Windows 7 PC,

then please continue to step 9. If the kiosk does not contain a Windows 7 PC, please proceed to step 8.

7.

If Kiosk does not contain a Windows 7 PC

For US Kiosks:	a. Remove the existing PC from the kiosk and apply a RMA toe tag to the l b. Use a Windows 7 PC from your standard trunk stock and install into the c. Continue to step 9 to continue the standard kiosk installation procedure *Upon completion of the kiosk installation, a FVF will need to be filled out (Additional Services - Kiosk Install/Remove). A standard RMA will be issued the removed PC (these will all be p/n RDBX00552). Add the following word the RMA Comments: "WES 7 New Kiosk Install." Please write the following information to the toe tag of the removed PC: - RMA # - Kiosk ID - Date - FSR Name - WES 7 New Kiosk Install You should then return the PC to Addison. Addison will send a Windows 7 replacement PC to replenish your stock.

8.Power on kiosk.
a. Press power button on front of back up battery (UPS). This will power on every device in the kiosk.*
b. Plug in USB keyboard and flash drive.

*The computer begins the startup process (or boot sequence). Verify that the PC has been loaded with Windows 7 by watching the initial part of the startup sequence. The PC then loads the programming code and instructions on the BIOS chip into memory and then carries out the instructions in order. This will take some time. Once complete, Windows will be operating and ready for use.

*During installs an issue has been noted to arise when a kiosk has been sitting in the warehouse for months.

Sometimes the UPS loses its battery charge, and will come up with a "replace battery" light when first turned on. To fix:

1.Power off the UPS

2.Pull the 4 power plugs from the back of the UPS

3.Power the UPS on and let it sit for 5 minutes to charge

4.Turn it back off and plug the 4 plugs back into the proper receptacles on the back of the UPS.

5.Power it back on and see if the error lights have gone out.

6.If not then consider replacing the UPS.

Configuring a Network

1.Plug in USB keyboard and thumb drive to the PC.

2.Press "Ctrl-Alt-Del" to bring up the task manager.

3.Click "File", "Start New Task" and open "Explorer".

4.Click "+" sign beside "My Computer".

5.Open "Network Connections".

6.Right click on "Local Connection" and go to "Properties".

7.Go to 'TCPIP" and click on "Properties".

8.1 Make sure on the General tab that:

a. "Obtain an IP address automatically" is the chosen option.

b. "Obtain DNS server address automatically" is the chosen option.
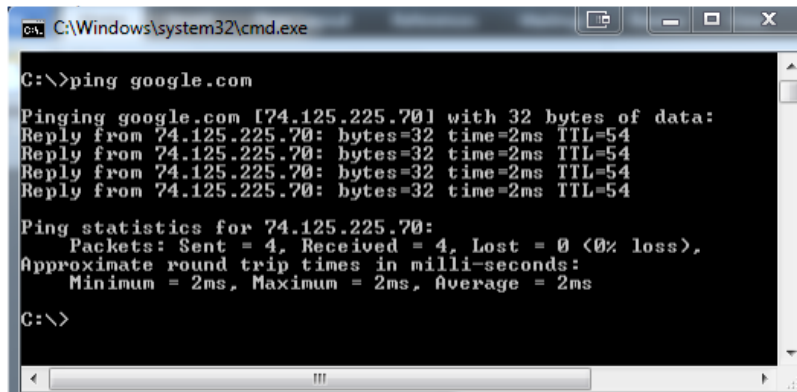
c. It should look like the image below.

8.2 Once done, click on the OK buttons until the windows are closed out.

Test Internet Connection (Comms)
Pinging is a command which tells you if the connection between your computer and a particular domain is working correctly.

1.Using your keyboard press "Ctrl-Alt-Del" to bring up the task manager.
2.Click "File", "Star", "RUN" and type "CMD" - no quotes, hit "Enter". This will open a black window with a white blinking cursor.
3.Once on command line, enter: ping google.com.

The response should look similar to below:

4.If you get 4 replies similar to above, then the Comms are good – ALL DONE!

5.If there is a reply like "Request timed out", "Destination host unreachable", "Request could not find host", or any other type of error, then comms are not connected or there is another issue. Please contact Machine Support.
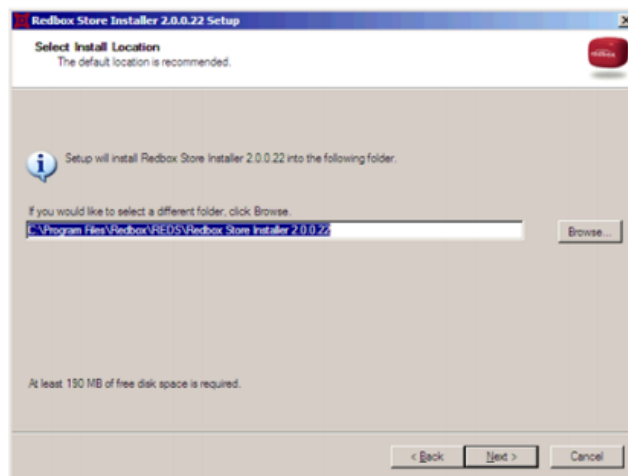
Installing HAL

1.If installing a VMZ kiosk, place the generic VMZ slotadata.dat and systemdata.dat in the C:/Gamp folder.

2.Locate the Store-Installer--setup.exe file on your thumb drive and double-click to run it.
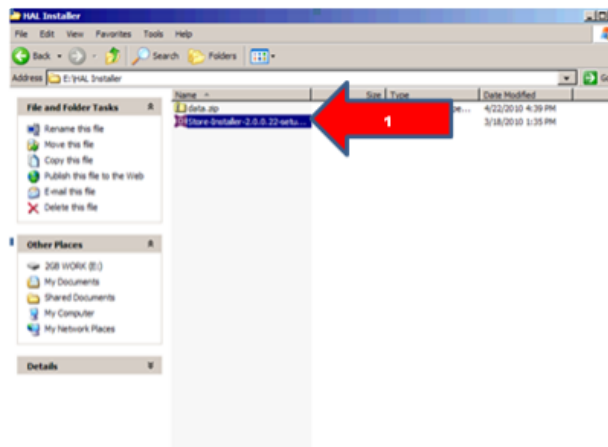
3.The "Welcome to the Redbox Store Installer Setup" screen displays. Follow the directions on the screen to install the software. It is recommended that to use the default values. Click the "Next" button.

4.After clicking "Next" the "Select Install Location" is next. Install the Redbox Store Installer application to the default location. Click the "Next" button
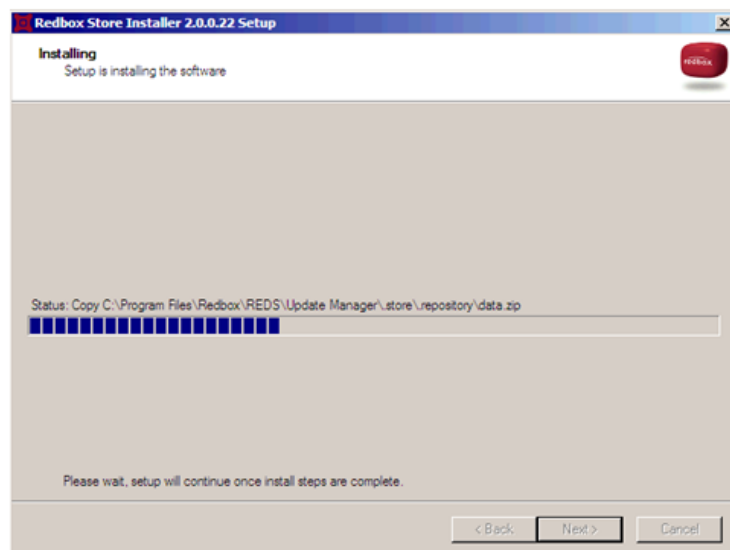

If the selected install location does not exist, you will be prompted to create it. Click the "Yes" button to create the installation folder.

5.The "Date and Time Properties" screen will be displayed. Select the "Time Zone" tab and select the time zone in which the kiosk is located.

6.Select the "Date & Time" tab and set the local date and time for the kiosk. Click the "OK" button. The "Set Date and Time" screen is displayed again. Click the "Next" button.

7.The installation screen indicates that the installation process has started. It may take 5 – 10 minutes to finish and the status bar may appear to stop moving. This is normal; please allow time for the installer to finish.


8.The "Store Installer" screen will list the applications being installed and the activities being performed. If successful, a green checkmark will display next to each application. If an error occurs, a red "X" will display.

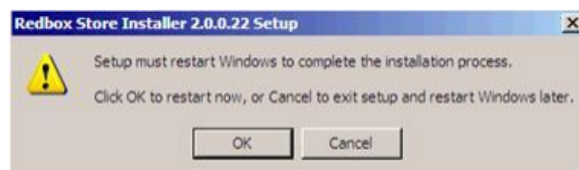Please contact Machine Support at 630-756-8611 for help with these issues.
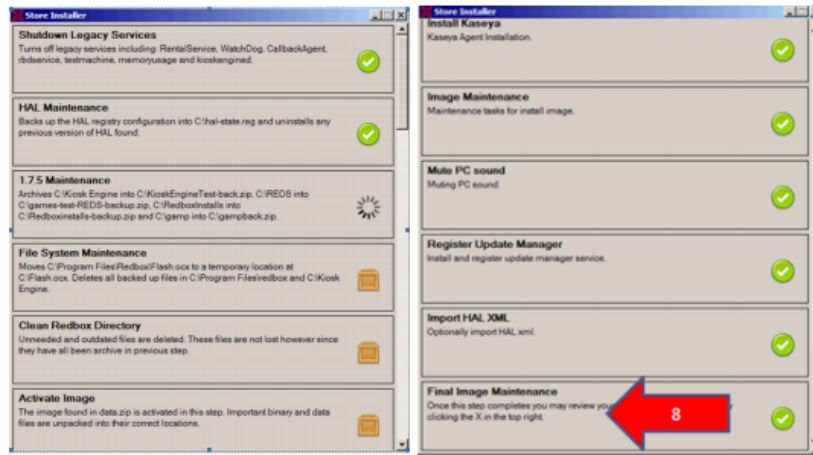
9."Final Image Maintenance" is the last step in the "Store Installer" process. When all files are installed and activities completed,close the window to continue the installation process. Click the "X" at the top right hand side of the store installer window to exit.

10. The installation screen displays and continues the install process. When the installation process ends, the "Finishing Redbox Store Installer Setup" screen is displayed. Click the "Finish" button.
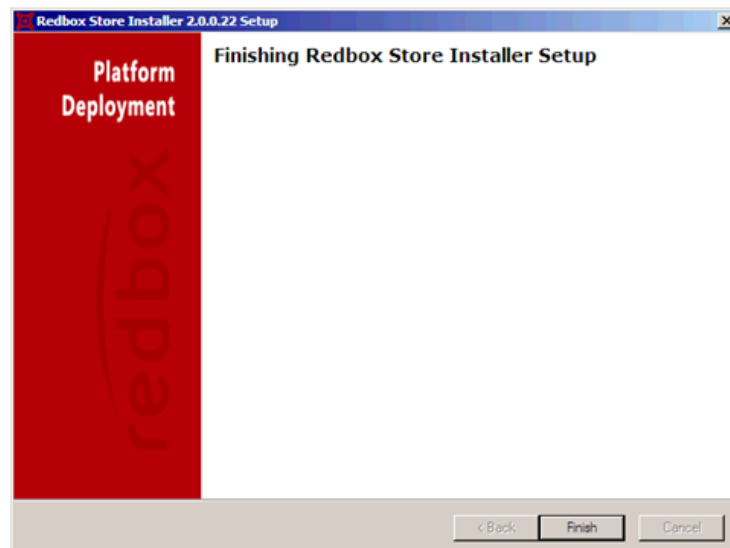
11. You will be prompted to restart the computer. Click the "OK" button to restart the computer.



*The computer will again begin the startup process (or boot sequence). It loads the programming code andinstructions on the BIOS chip into memory and then carries out the instructions in order. This will take some time. Once complete, HAL will be operating and ready for use.

*VMZ INSTALLS MUST KEEP THE DOOR CLOSED SO HAL CAN SUCCESSFULLYY INITIALIZE.

*NON VMZ INSTALLS - WATCH OUT FOR MOVING PARTS. ONCE HAL BEGINS TO INITIALIZE, PICKER AND DRUM MOTORS ARE MOVING.

12. After the computer reboots, a warning message displays stating that the kiosk is not configured. Click the "OK" button. Proceed to the "Configure Kiosk" section when the kiosk has rebooted.
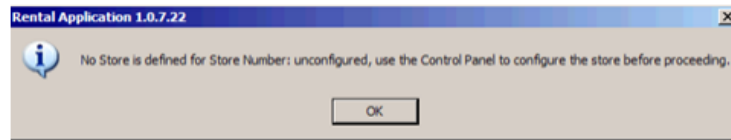
Configure Kiosk
After successfully running the Kiosk Installer application, you must configure the kiosk by selecting the state, banner, and store. Using the Control Panel application bundle, you will run the Configure Kiosk wizard to set up the kiosk.

1.Using your USB keyboard, log on to RBD by pressing Ctrl + Alt + Delete or activating the Control Panel application bundle.

2.Click the "Configure Kiosk" button to start the "Configure Kiosk" wizard.

Note: The gray box displays in the upper right hand of RBD shows information about the kiosk that includes the kiosk ID, the current date and time, and the time zone in which the kiosk is located. Notice that the Kiosk ID displays as "un-configured."

3.Scroll down the list and select the state in which the kiosk is located. When the state is selected the it is highlighted by a yellow box. Click the "Next" button to continue.

4.Scroll down and select the banner (or type of store) in which the kiosk is located, once again making sure that the proper banner is highlighted. Click the "Next" button to continue.

- 5.Scroll down the list and select the store address at which the kiosk is located. The "Select Store" window displays a list of kiosks on the install list or that are in the pending state. Click the "Next" button.

6.Review the selections. If your selections are correct, click the "Finish" button. A prompt will pop up requesting to reboot the computer.

7.Click the "Yes" button to reboot the kiosk computer.

   *The computer will again begin the startup process (or boot sequence). It loads the programming code and instructions on the BIOS chip into memory and then carries out the instructions in order. This will take some time. Once complete, HAL will be operating and ready for use.

8.Verify the correct drivers/firmware are installed for the components in the kiosk.

   1.Touch Screen

   2.Camera

   3.UPS

   4.Comms/Router firmware

Test Kiosk

1.Hold "Ctrl-Alt-Del" to get to the login screen. Log on using network ID and password.

2.Click the "HAL Tester" button.

3.Run the following checks:

    a.Verify position of vend door rent, sell, and close. (See if there is pressure when closing).

    b.Check picker sensor read with track opened and closed is clear.

    c. Select "Get" for Deck 1, Slot 1. Then select "Read Disc in Picker."

    d.Select "Camera Settings and Preview" and then choose "Snap and Decode". The camera should be reading 4 codes in under 1 second. If adjustments are needed, open the camera settings and adjust until desired reading is obtained.

    e.Test QLM presence sensor on AUX board.

    f. Engage QLM.

    g.Verify slot data by transferring a DVD from and to various slots. Test a minimum of 1 slot on decks 1, 4, 7, and 8. Disengage QLM.

    h.Click the "Exit" button to close the HAL Tester.

    i. Click the "Start Kiosk" button on the RBD to bring the rental application back up.

    j. Sync 5 slots and rent 2 unique titles. Return both titles.

Complete Install Checklist

The Install checklist should be completed on the "Secure Browser" prior to leaving the kiosk

    1.Click "Ctrl-Alt-Del", and login to the RBD.

    2.Login to the secure browser with username "corp\yourname" and password.

    3.Click the downward facing arrow and select "Install Checklist" from the browser drop down list.

    4.Complete the fields as follows:

        a.Kiosk ID – Enter the Kiosk ID for the location.
        b.Installation Type – Select either:

New Kiosk	Select this one for all new machine installations. If it has a new kiosk ID (not used previously) it is a new install.
Relocation	Select this one if the machine is moved and there are changes to be made in the HIVE (e.g store address, banner name or new lightbox). If in doubt, feel free to call Machine Support and ask.

Reload	Select this if changing out a PC or changing equipment (aircard, router etc.) and need to record new serial numbers. This could also include a machine being reinstalled after a remodel or Temp Closed situation.
Machine Swap	Select this if the machine is being exchanged for a new one. This includes "Blue Switcharoos", damaged machines, swaps from interior to exterior and vice versa. This could also be a reinstall of a machine taken for a remodel or other action. If the kiosk ID is the same as before with the same retailer it is probably a reinstall.

Note: Selecting and submitting a "New Kiosk" checklist will update the status of the location from "PENDING" to "OPEN" as well as update the open date. If you submit a New Kiosk checklist for a machine swap, the original open date for that location will change in the Hive. This is not acceptable; the other selections will not change the open date but will update the serial number info.

It is recommended that you also add a note in the comment section of what is taking place that required a new checklist. Any additional information helps.

In the field titled "On Site Contact" or "Customer Owner Operator" please include the Retailer name (e.g.; 7-11, Albertsons, Kroger etc.). DO NOT put "Manager, Joe, the guy hanging out by the phone" or other such things.

Please complete the Install Checklist from the kiosk immediately upon install completion. The checklist can be found in the "Secure Browser" folder on the kiosk. If not done from the kiosk, be sure to complete the checklist in the HIVE. The Machine Support site checklist does not update the Hive and to have the kiosk in an "Open Status" please complete the machine or Hive checklist.

c.

d.Installed By – Auto populated with your name. If necessary, change name to the correct name.

e.Address – This is auto-populated, however, it must be verified.

f. On Site Contact Name – This should be the banner name (i.e. Wal-Mart, Circle K, etc.).

g.On Site Phone Number – Update if blank.

h.Cellular ESN – Put the 11 digit all-numeric number from the back of the broadband card container. Include any leading zeroes; however do not include any letters such as "DEC" or "DEC-ESN".

i. Suffix – R for Refurbished, B for Wal-Mart Blue.

j. Install Kit PO # - The PO # from the box of movies. Format is "NK" + 3 digits for month +kiosk ID (i.e. NKJUN32456).

k.Light box Type - Select the best description of the light box type from the dropdown list.

l. Light box Serial # - Put the serial number from the light box. The serial number is located on a label inside the light box and typically begins with 2008, 2009, or RBX.

m. Machine Type – Select Indoor or Outdoor form the list.

n.Communication Type – Select the appropriate Comms type in the Comms Type drop down field. When you select a Comms Type, only the fields needed for that Comms type will be available.

o.Has Sunscreen Installed – Indicate whether or not a sunscreen is currently installed on the kiosk.

p.Was Demonstration Performed – Indicate whether or not a manager demo was performed.

q.Total Installation Time – Please put an accurate time of how many minutes the install required.

r. Installation Notes – Please make a note of any issues that you encountered during the install, whether or not a sunscreen is needed for an exterior machine, any issues that were uncovered in the initial inspection, and any issues or concerns brought up by location management.

s. Click on "Save" at the bottom of the install checklist, and wait for the confirmation screen that indicates that the save was successful.

t. Close browser.

Set Full Inventory Sync

Only sync the slot/decks that have discs. Empty slots do not need to be synced.

1.Log into the "Field Maintenance Application" window.

2.Select the "Inventory Sync" button.

3.Select yellow button on the bottom left hand side of the screen that states "Schedule Maintenance Sync".

Merchandise Light Box ([See Merchandise Light Box Procedure](#))

Report Out-of-Date Content