Core Kiosk

Trouble-Shooting & Guidance

Contents

1. Core Kiosk in Good Working Order

When Core Kiosk is in good working order, it should look like something similar to the picture displayed below*:

*Please note: At the top of the screen, it should say Carlton Bingo followed by whichever club you are at i.e. Dunfermline, Elgin, Partick, Stirling etc.

The scanner should be lit up with a blue light on the top **(it WILL NOT record swipes if this light is green)**, and the red scanning light should be visible as shown in the pictures below:

There should also be a 4-way USB hub attached to the tablet which will look similar to the two images below:


This 4-way USB hub should be plugged into the tablet, with two USB's connected to it. One is for the Epson printer, and the other is for the scanner. **It is essential that these are ALWAYS connected** to ensure proper functionality.

2. Testing Core Kiosk

To ensure that Core Kiosk is operating correctly, and to get the most out of this system for your club, it would be advisable to test this every session before customers arrive. **This should be carried out first thing in the morning when setting up FOH, and again in the evening around 4:30pm/5pm**

To do this, you should click on the clock on the top right-hand side of the screen should be clicked on (this is circled in red in the picture displayed below:
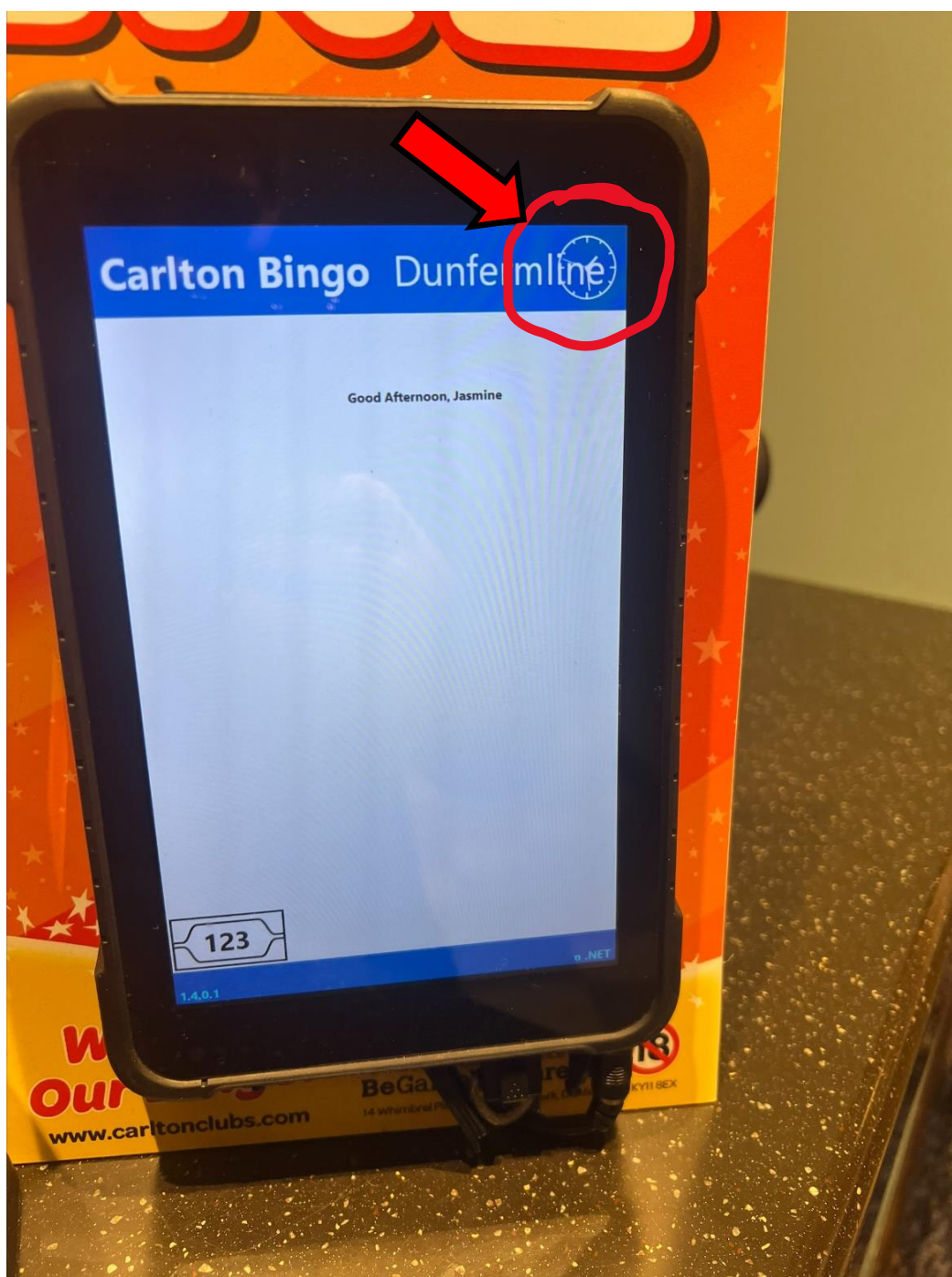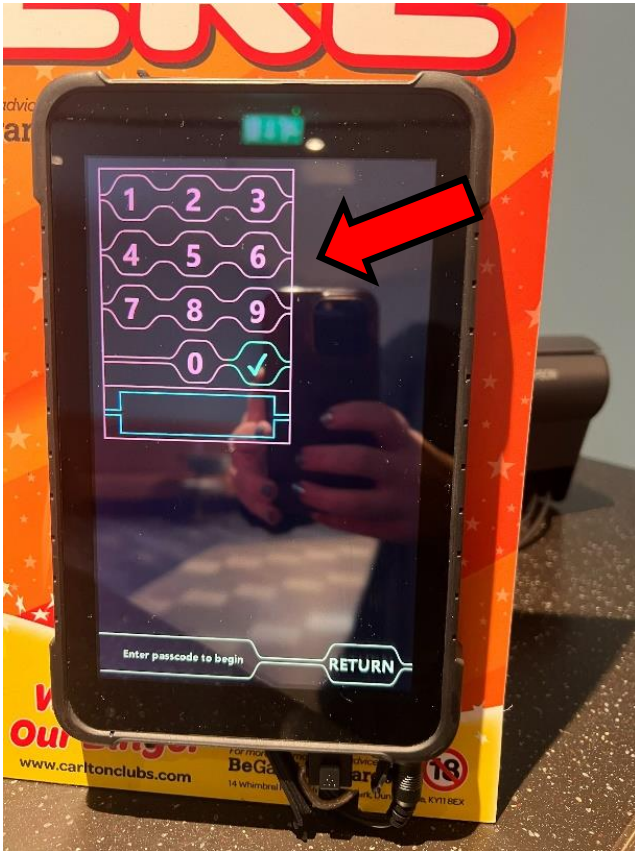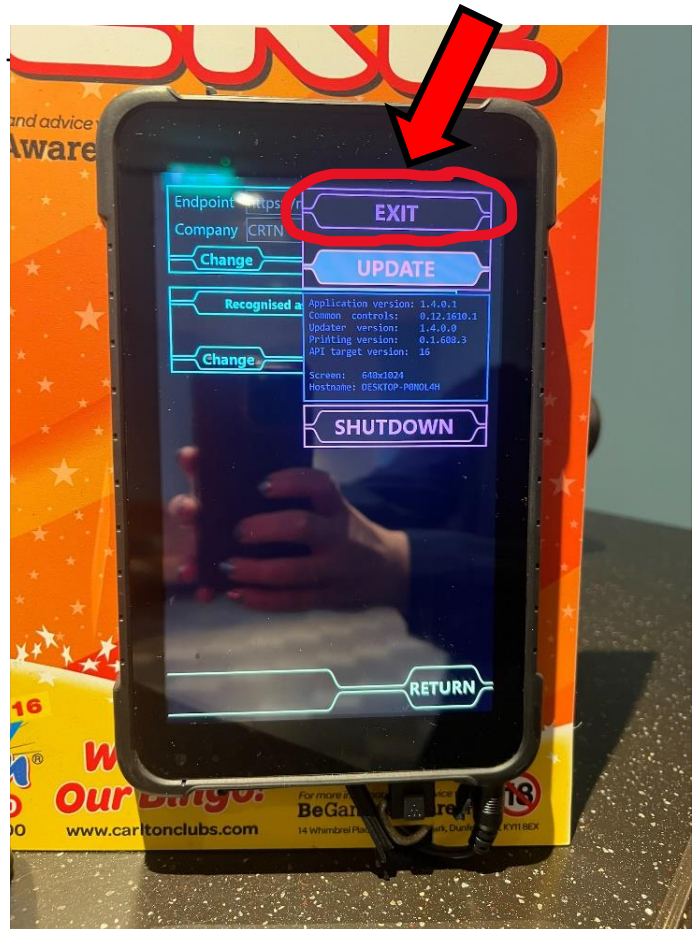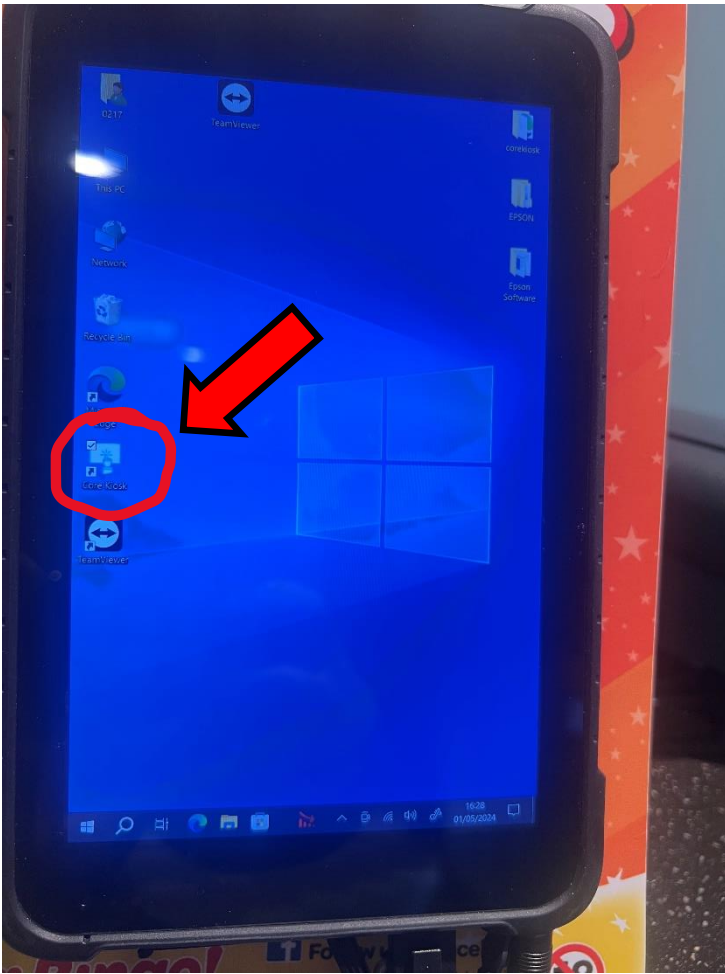
This will then bring up the screen shown to the left. You should key in "54321" and click on the green tick.

You should then see the screen shown to the right. Click on "Exit" (circled in red), which will close the Core Kiosk Software and take you back to the tablets desktop.

From here, you should see the Core Kiosk icon on the desktop (circled in red) which should you should click on to re-open the software freshly.


This will then take you back to the original Core Kiosk screen, as shown on the right, ready for customers to arrive and scan their cards or the Carlton App.

In order to test that everything is working correctly before customers arrive, a membership card should be scanned and it should come up with a message welcoming the customer like below – "Good Afternoon, Customer name"
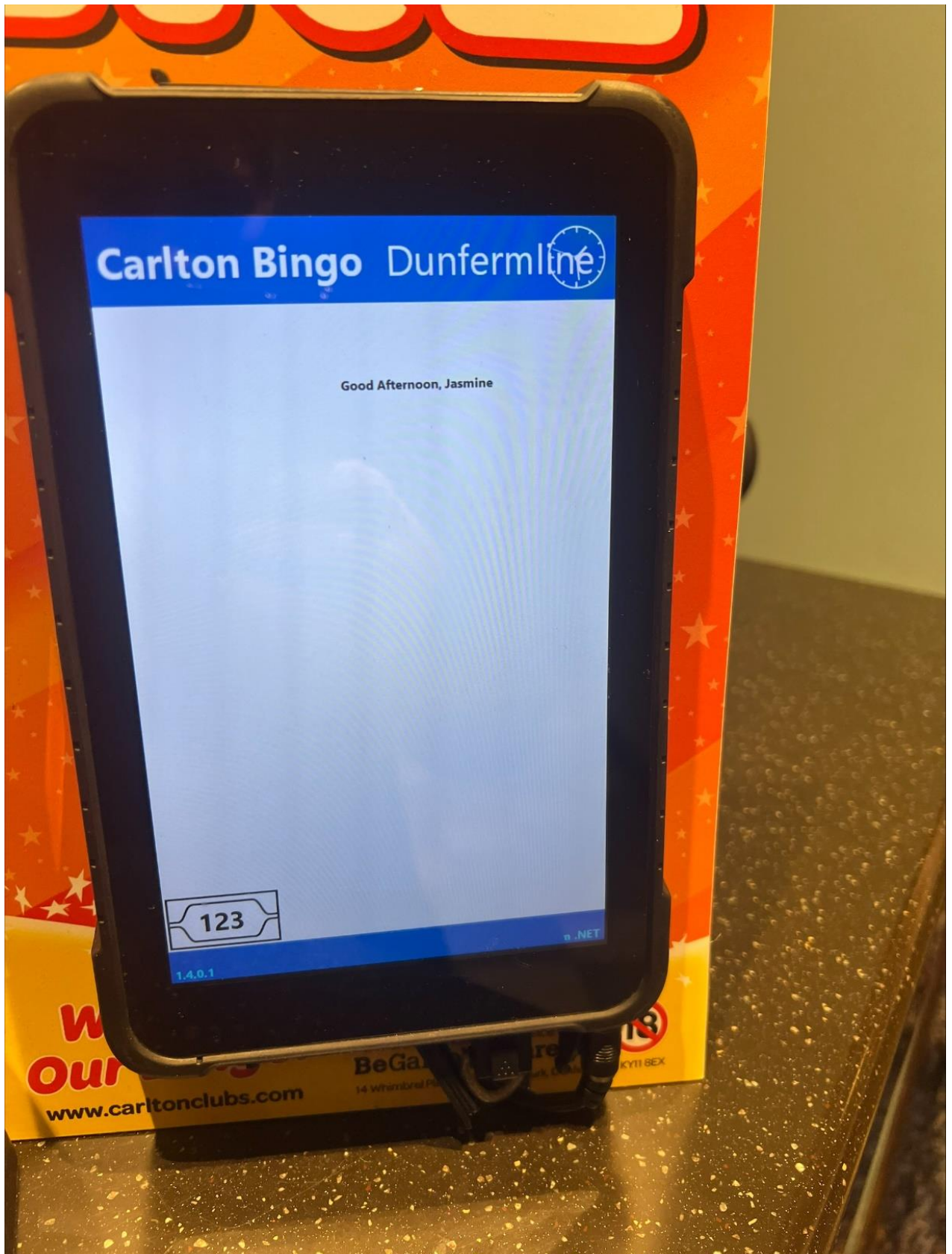
Another check should then be done on Maxim to ensure that the swipe has registered. The amount in this session should increase by one on the Maxim Live View Summary which is shown below:
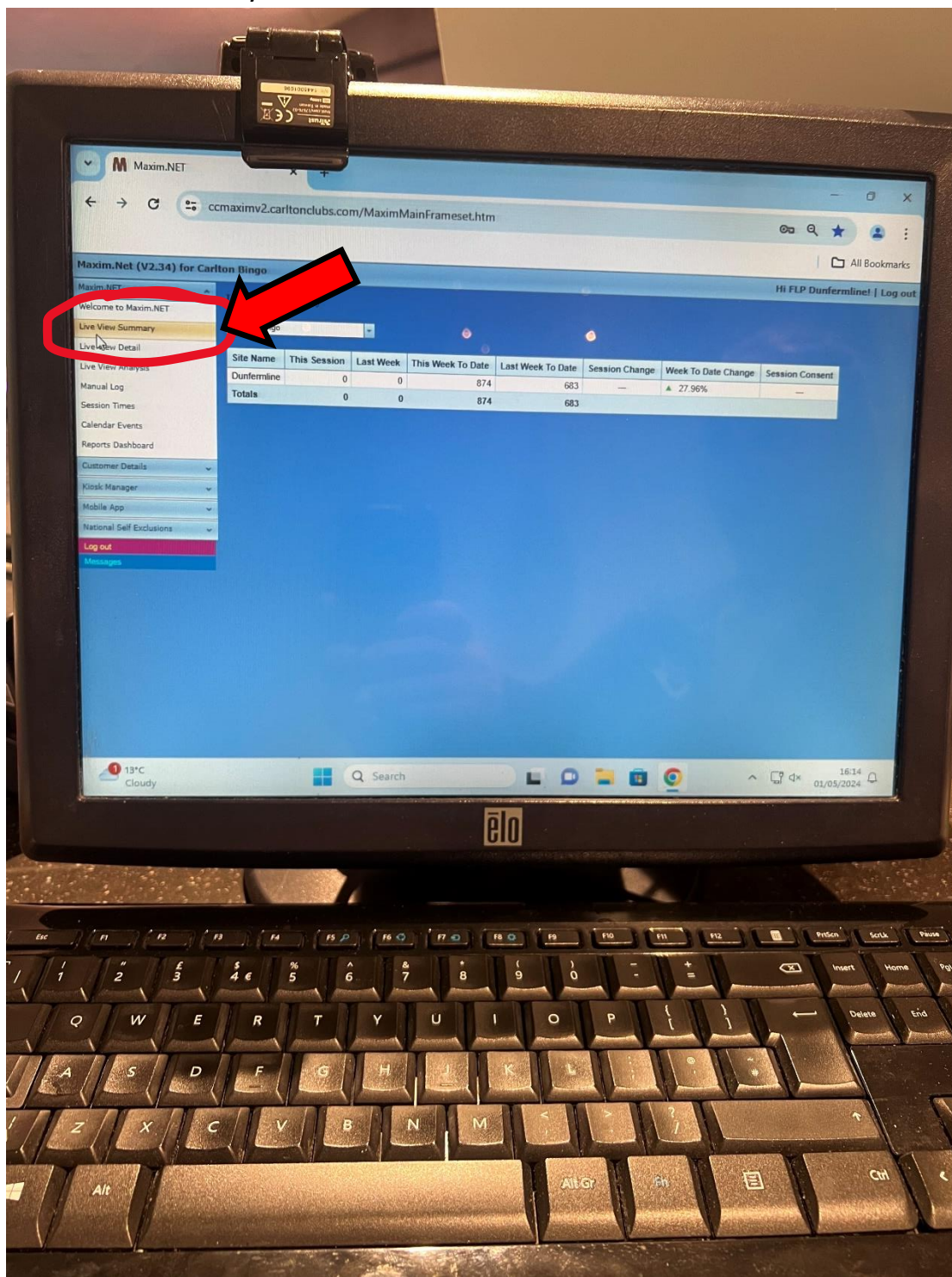

So long as the card scan has been recorded on Maxim, this would suggest that everything is working correctly. If it doesn't record the swipe, you may need to complete some updates – details of which are shown over the page.

3. Core kiosk Updates

Occasionally from time to time, Core Kiosk will show a white banner at the bottom of the screen which says "updates available". **This is one to be vigilant for as these updates are essential for optimal performance of the Core Kiosk Software. Please note: It is good practice to do these updates regularly (two or three times a week), ideally before this banner appears.**
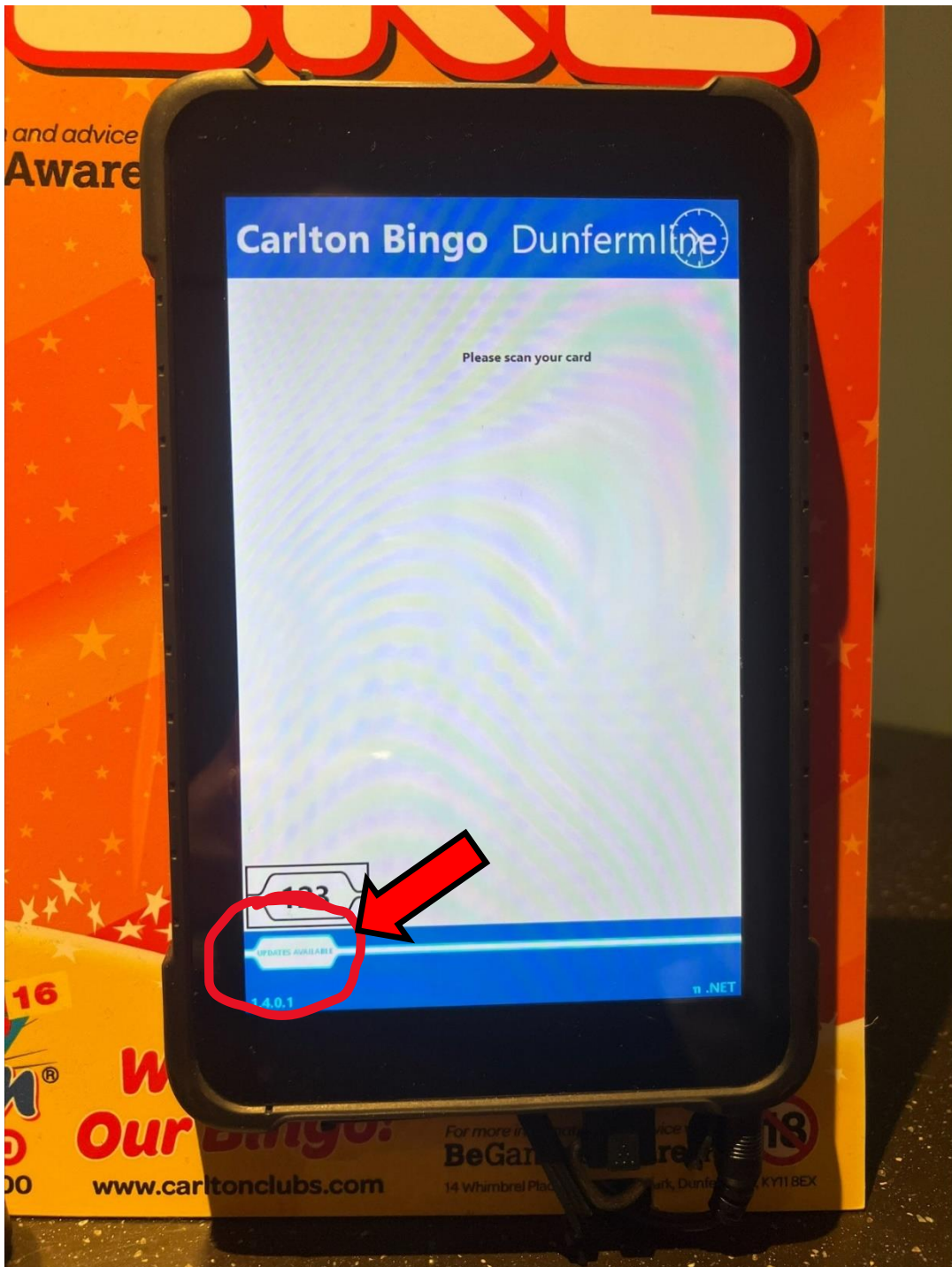
In order to carry out these updates, you should follow the instructions detailed above to click on the clock on the top right-hand side and key in "54321" followed by clicking on the green tick. This will then show the following screen which allows you to click on update on the right-hand side, as shown below:
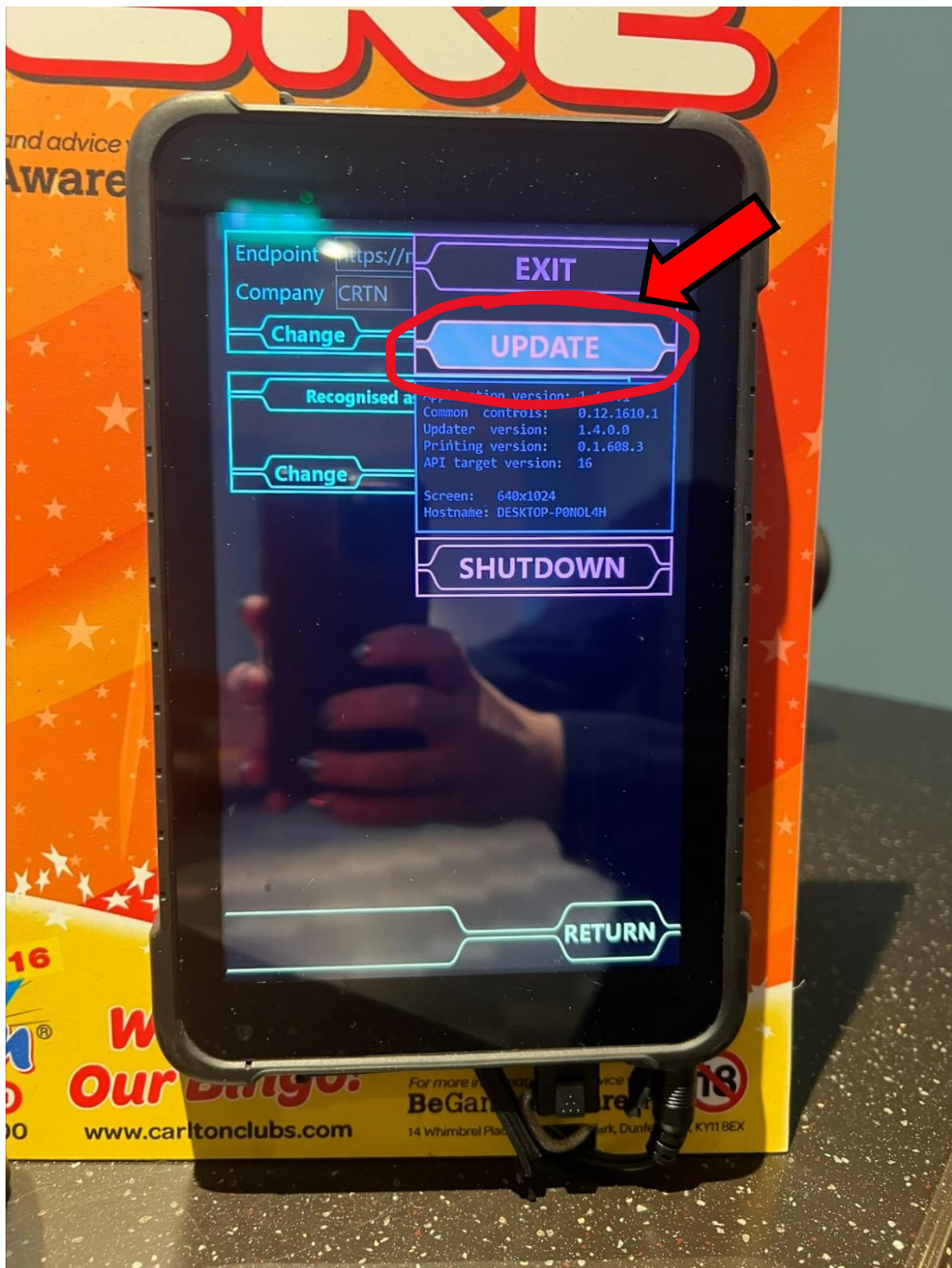
Click on "update" and Core Kiosk will update itself. This involves Core Kiosk closing down and opening back up once it has processed the update.
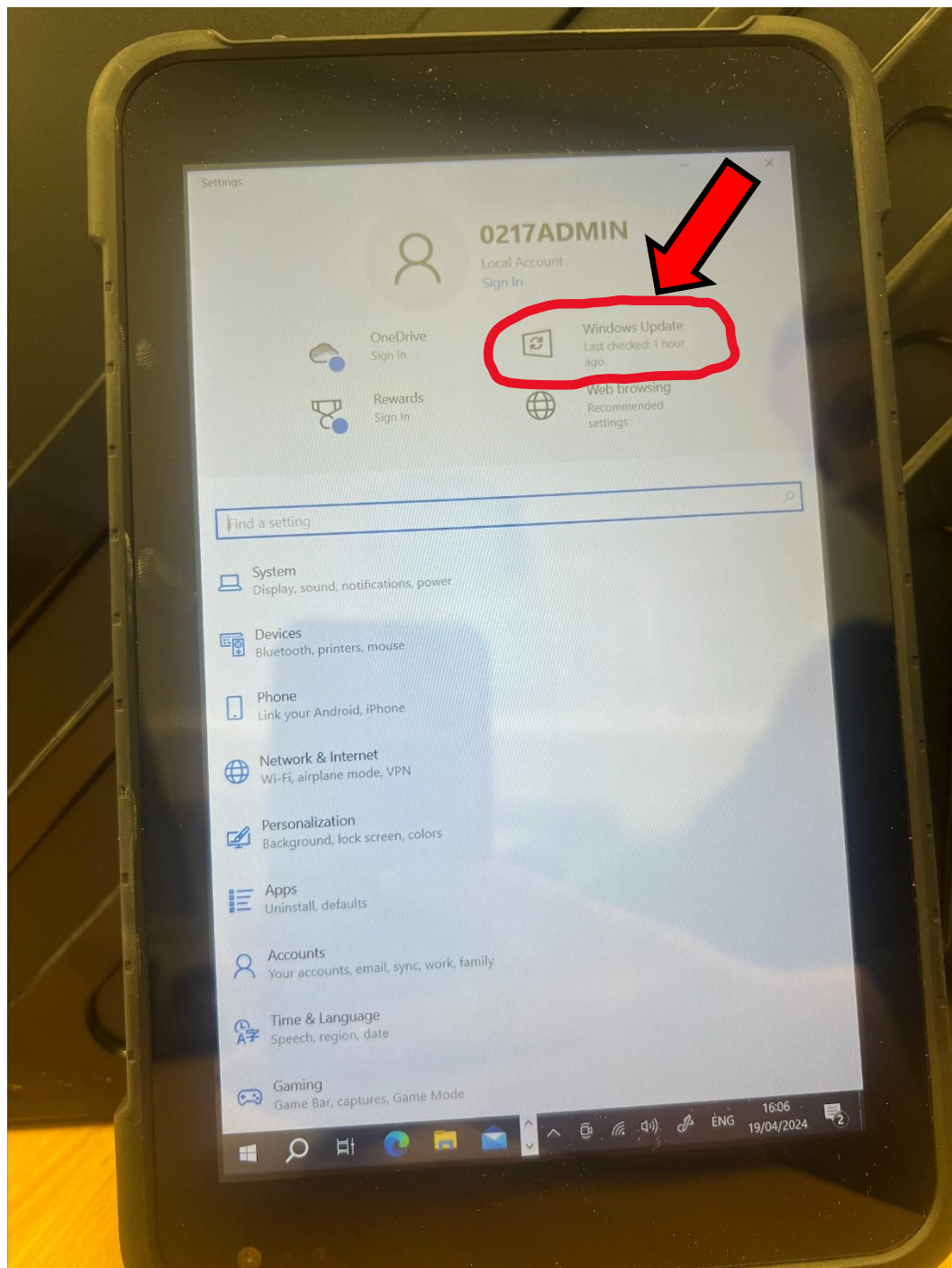
4. Windows Updates

There are also Windows updates that require to be carried out quite regularly. **It is advisable that this should be checked two or three times a week.** In order to check this, you should go into the settings as shown below:
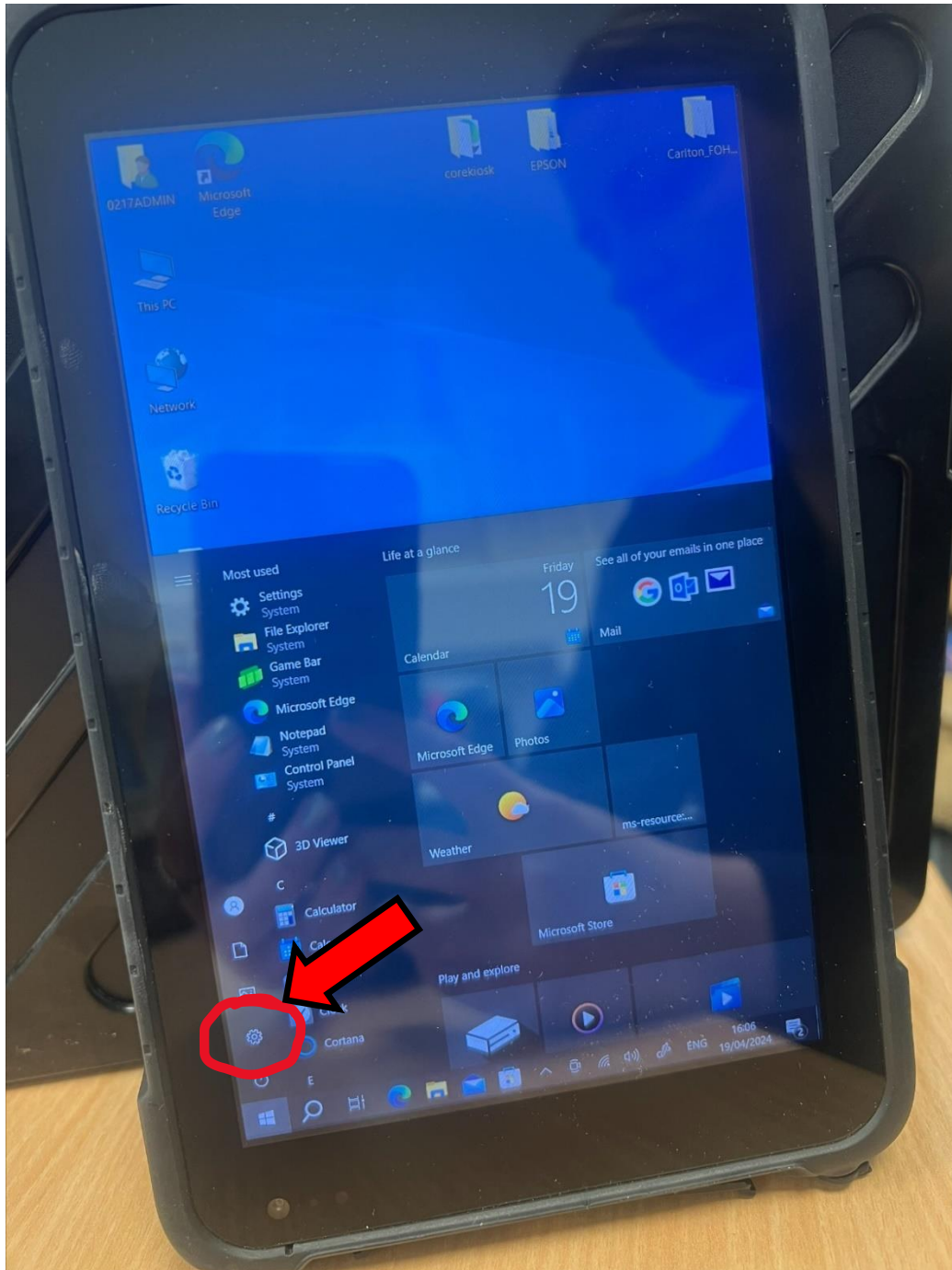
Click on the Windows start button > settings (cog icon which is circled in red in the picture above)

It will then load up a page similar to this shown below:

Click on Windows update which is shown at the top right-hand side (circled in red).
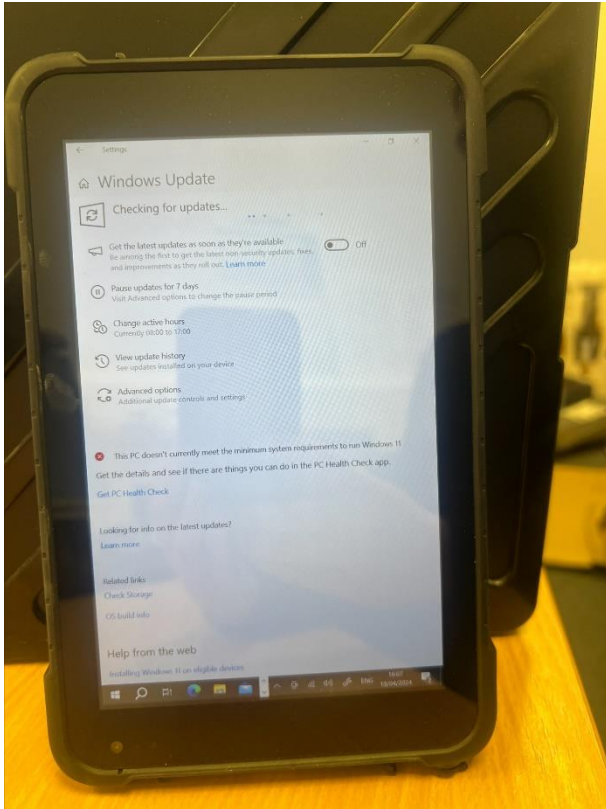
You should then see the following screen saying" checking for updates."

If there are no updates to complete then you will see the following screen which shows "you're up to date" and below this "last checked: Today, 15:04".

If you see this screen then you're up to date and should come back to check again in a few days' time.

Exit out of this, back to the desktop and then back into the Core Kiosk software with all the USB devices connected again.
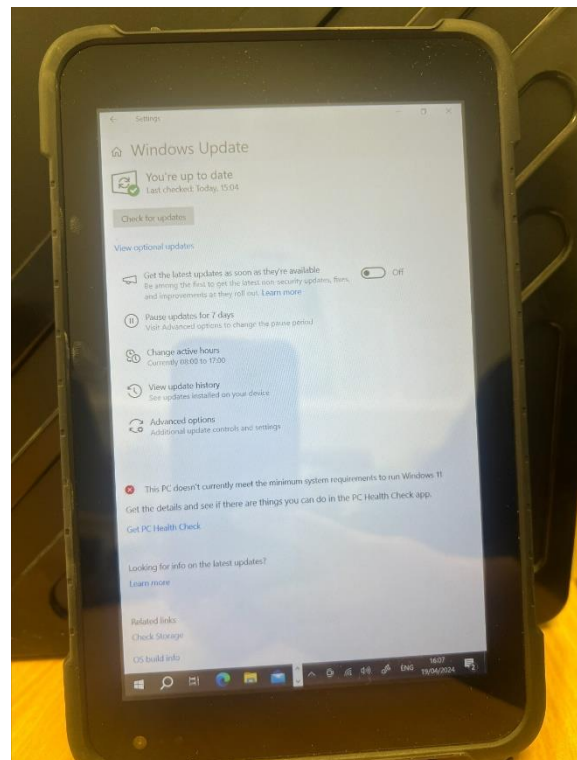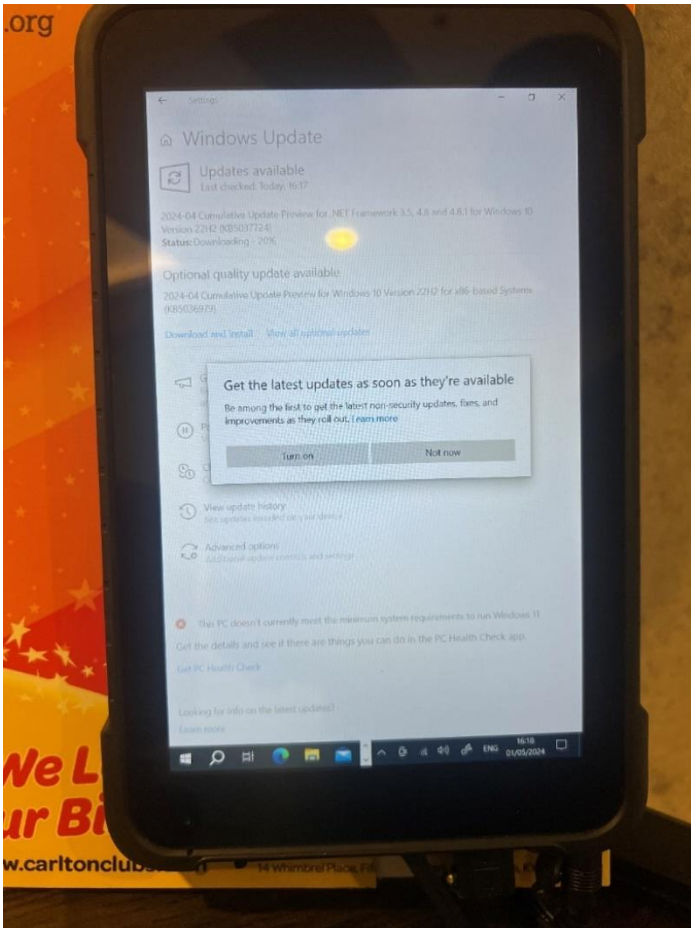
If there are updates, its recommended to carry these out ASAP. If the screen to the left is prompted, you should click to "turn on" the latest updates as they become available.

Please note: Some updates can require 1hr+ to complete, sometimes longer.

Once you have clicked on "turn on", you should see this screen to the right. Click on "Check for updates".

**Please note: This can take a little bit of time dependant on what updates are needed.**
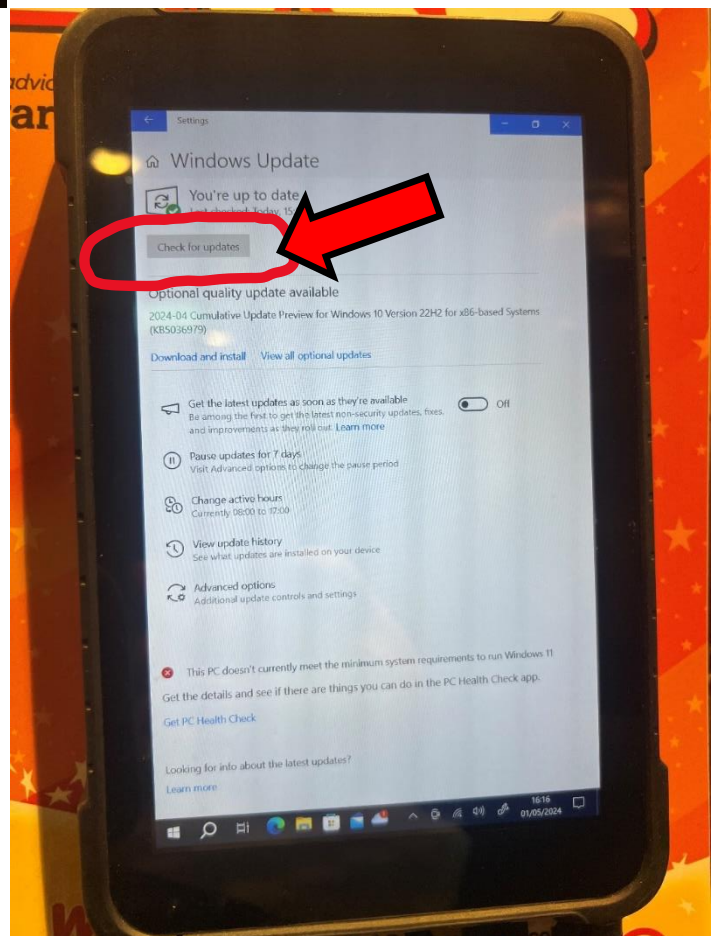
If there are updates required, it will list all updates with details of what they are. You should click on "download and install" and this will then go through the process of firstly downloading the update and then installing it. This will look similar to the screens shown below:
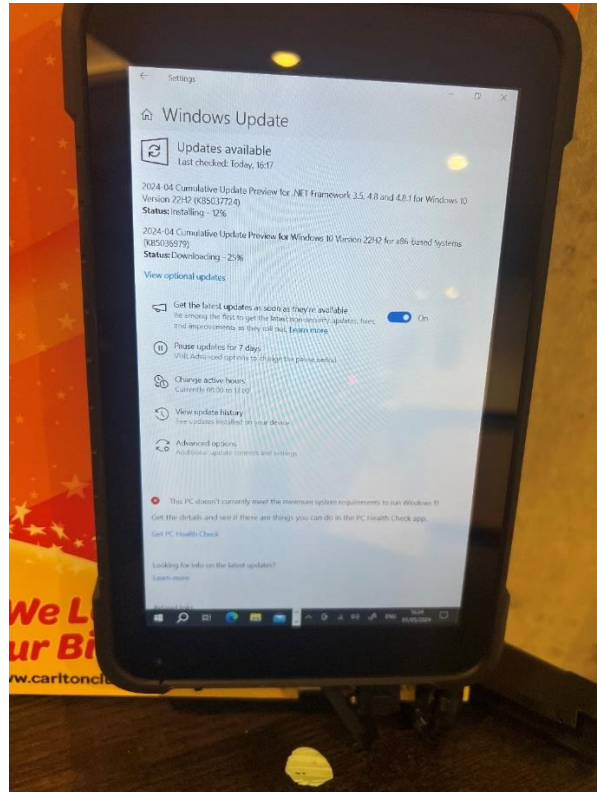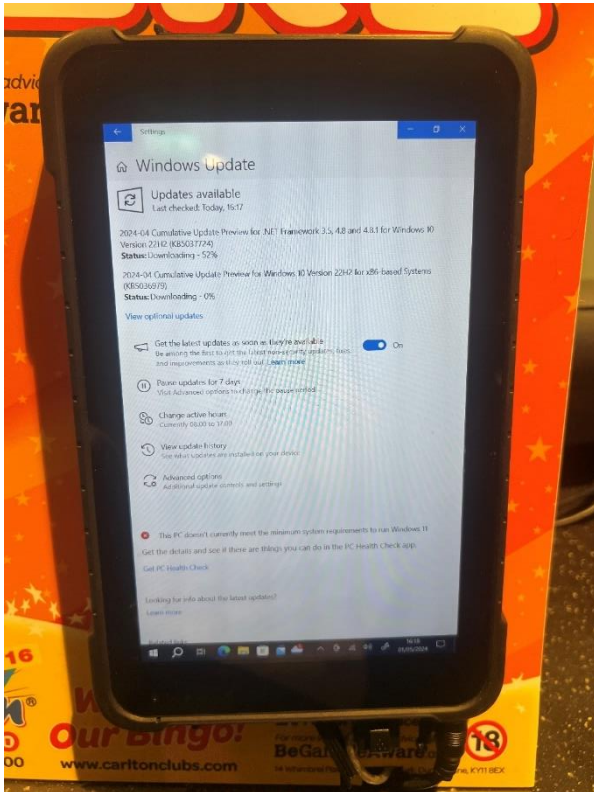
If there are no updates to complete, or after you have completed the updates, you should see on the screen "you're up to date". This means all updates have been processed.

5. Offline Swipes / Can't Connect to Server Errors

If Core Kiosk goes offline, you will see a screen similar to the following shown below:
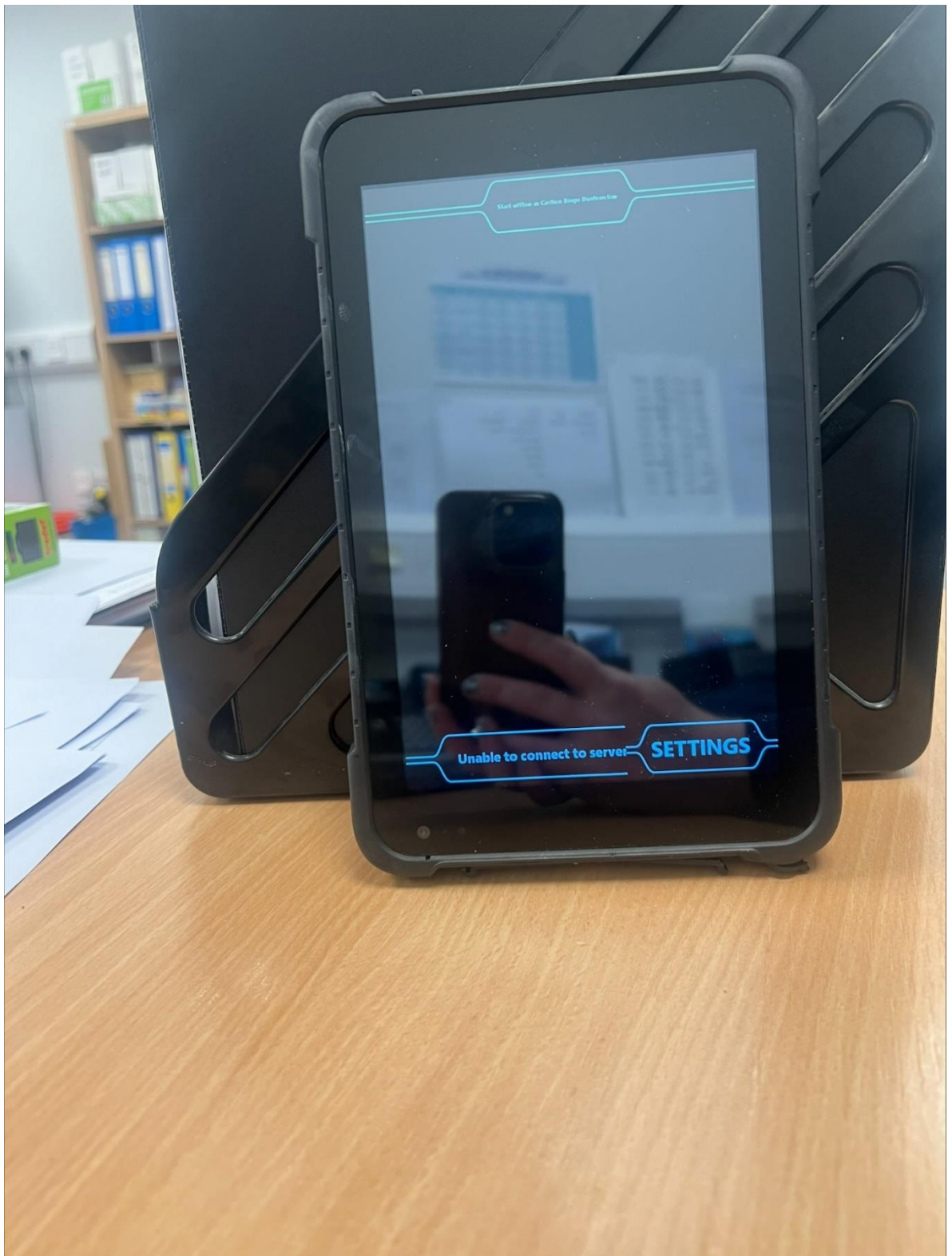
Or, you may not even be able to open core kiosk…..

From experience to date, there are three reasons this would happen:

1. Core Kiosk requires updates (page 8)
2. Windows requires updates (Page 10)
3. The Wi-Fi adapter needs refreshed (below)
4. The Wi-Fi has defaulted to Pan55 network instead of Maxim network

In order to check if you're connected to a network, go to:

Settings > Network & Internet > Status > Network Status

If there is a problem with the Wi-Fi, you will see either this screen below with "Not Connected",
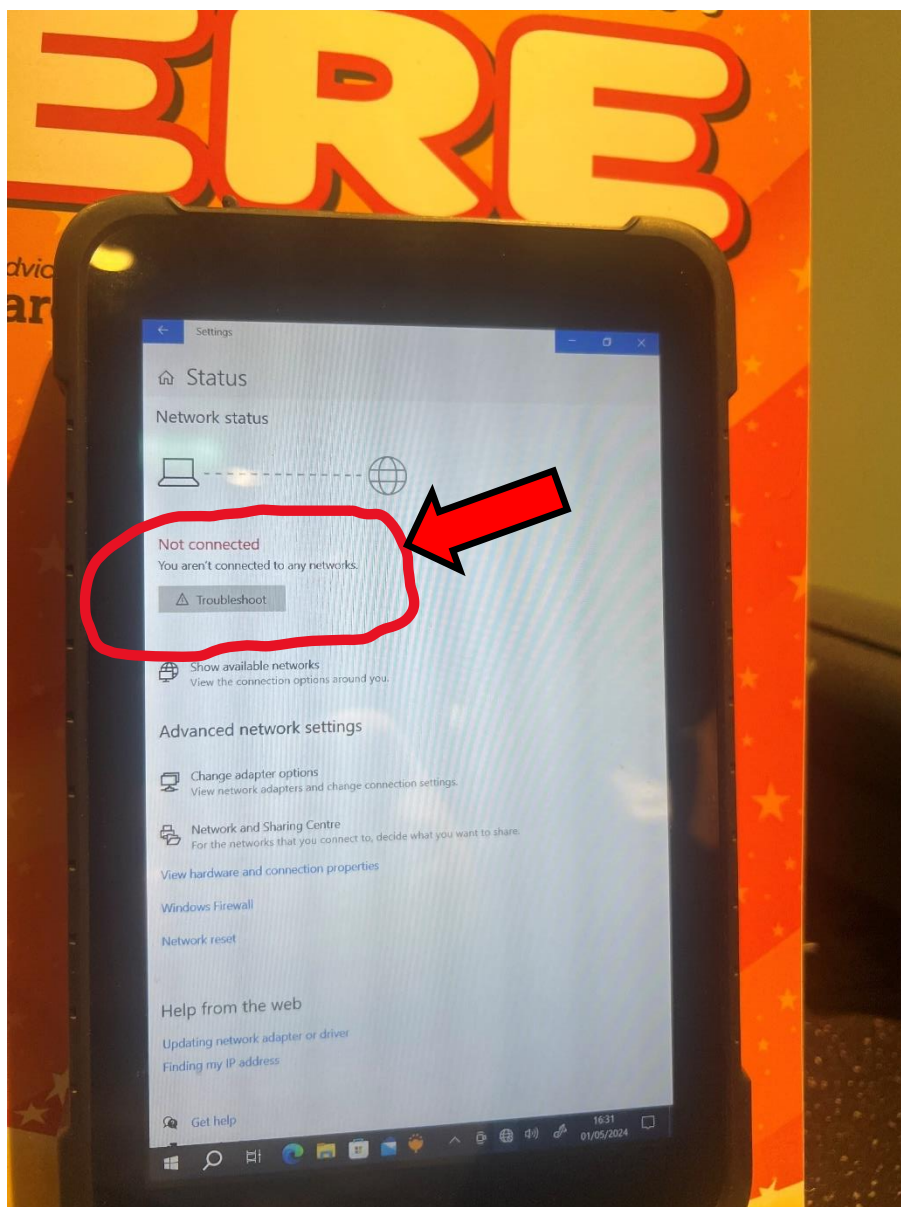
If this is the case, you should click on "troubleshoot" and go through the process – When prompted to select a network adapter to diagnose select Wi-Fi.

Windows will usually resolve the issue if there is a problem with the Wi-Fi adapter, and you will see on the screen at the end of the troubleshooting some sort of "Fix" i.e. Turn on Wireless capability" with a yellow triangle, you should apply this fix and this should resolve the issue.
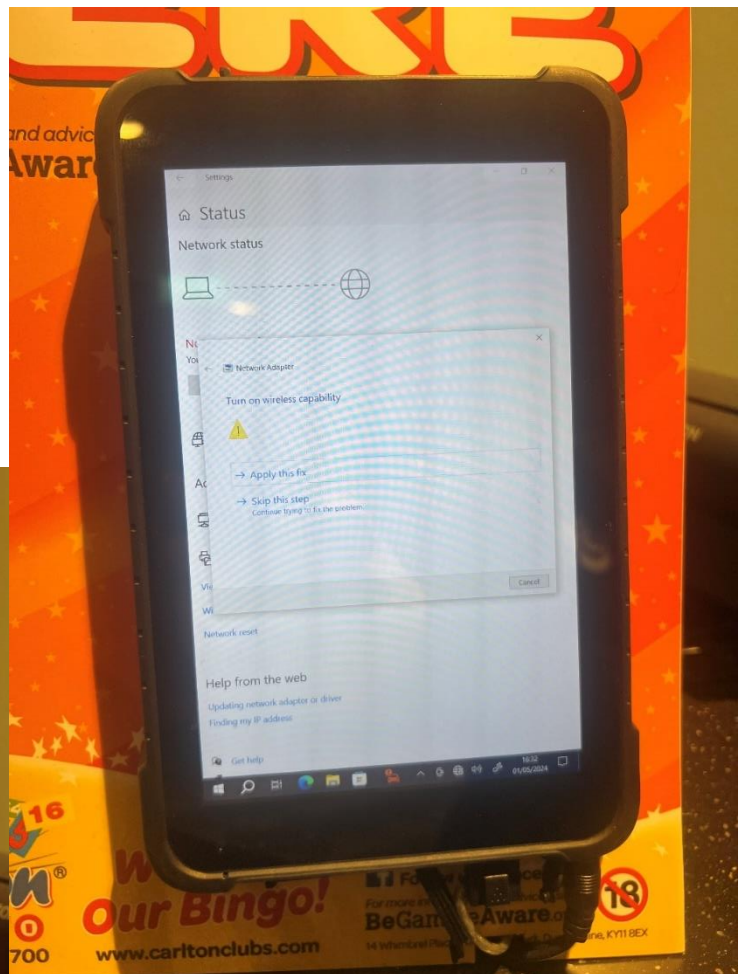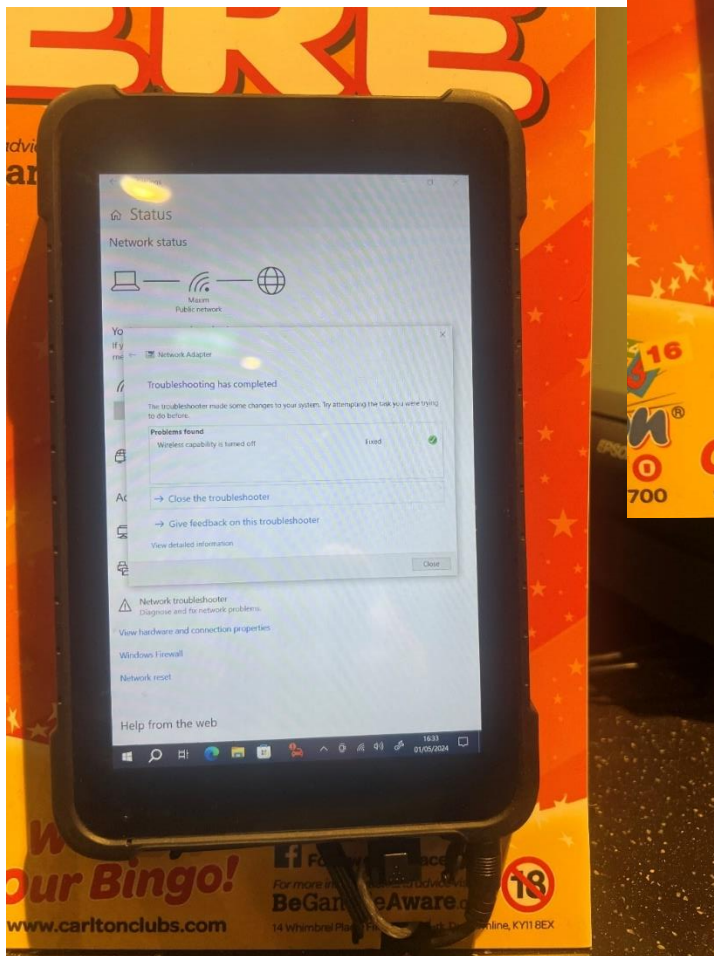
Or, you may see the network connected to Pan55 instead of Maxim. Assuming everything is ok, you should see the following screen:
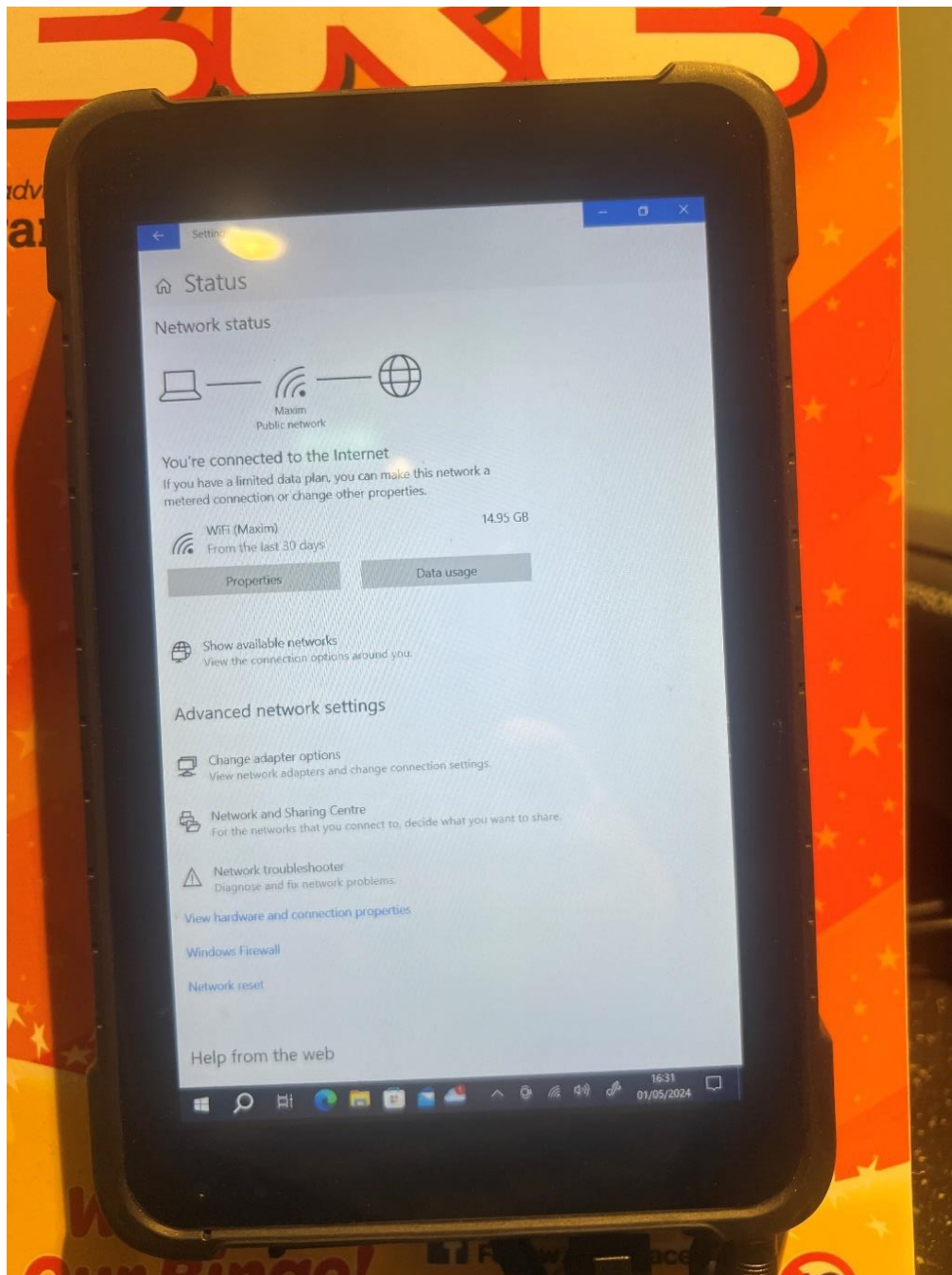
Note that the network is displaying Maxim Public network. This is what is needed for Maxim to communicate with the database.

Should you see Pan55, you should disconnect from this network and reconnect to Maxim Public Network.

Wi-Fi	Password
Maxim	F1dget18

6. Printing Cards from Maxim
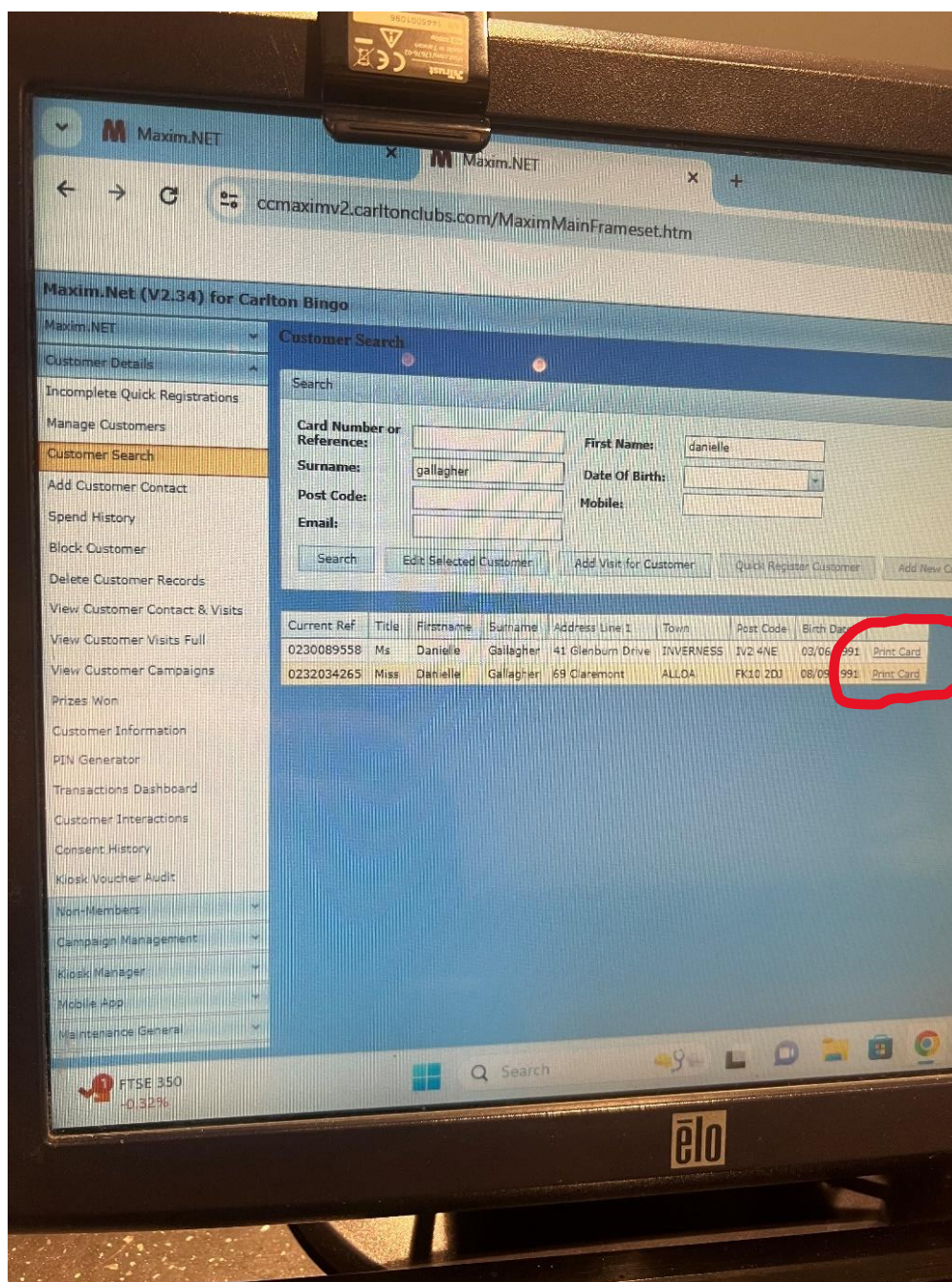
When logged into Maxim, you should use the left hand menu to select:

- Customer Details > Customer Search

Use this to search for existing members, confirm address and the click on "Print Card" shown to the right of the customer record (circled in red).

You should then see the following banner pop up on the page, stating "Card Printed. Please collect it from reception." shown below:
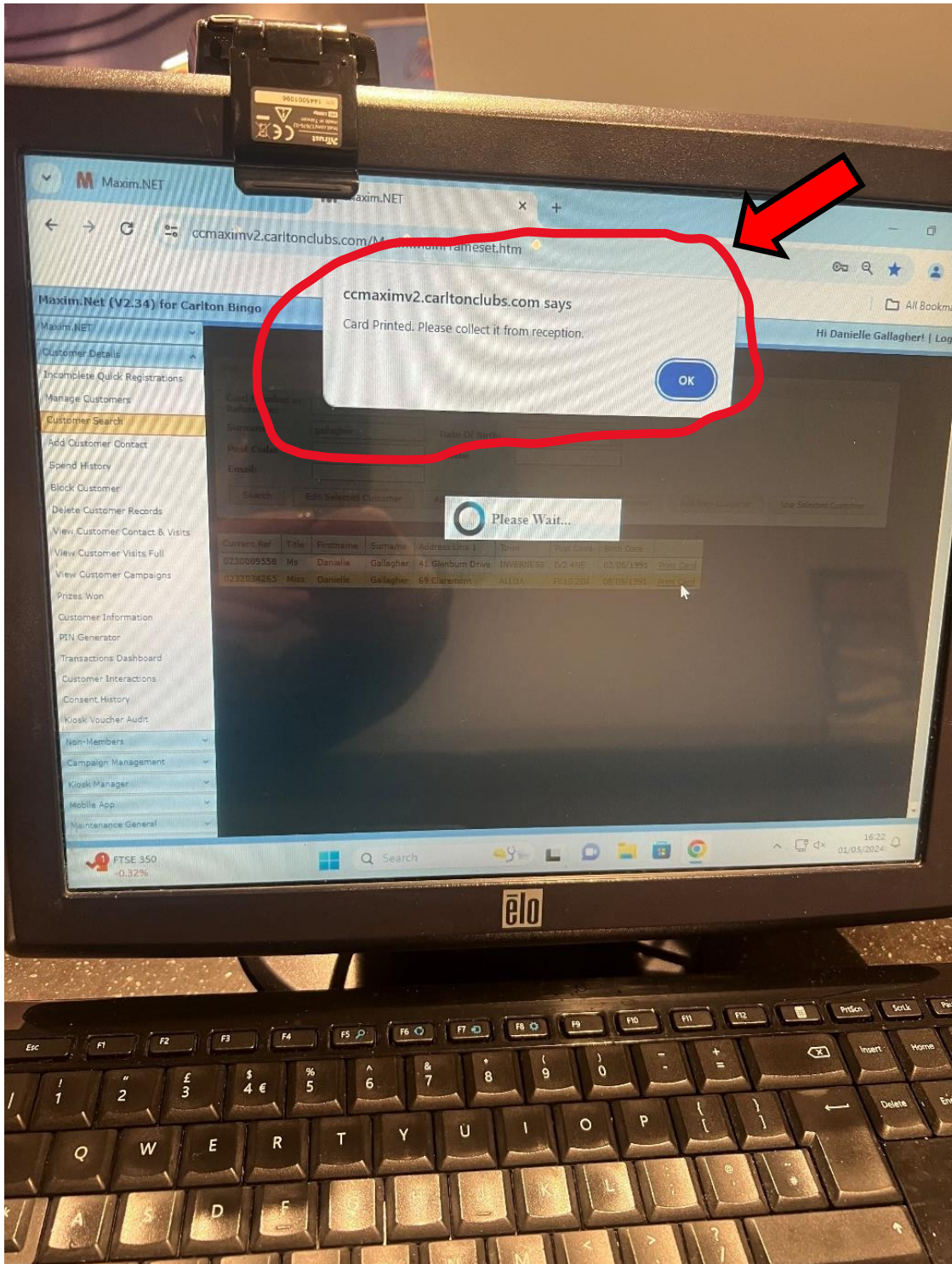
Click on "OK" and the card should print within 30 seconds.

7. Issues with printing cards from Maxim (Core Card Printing)
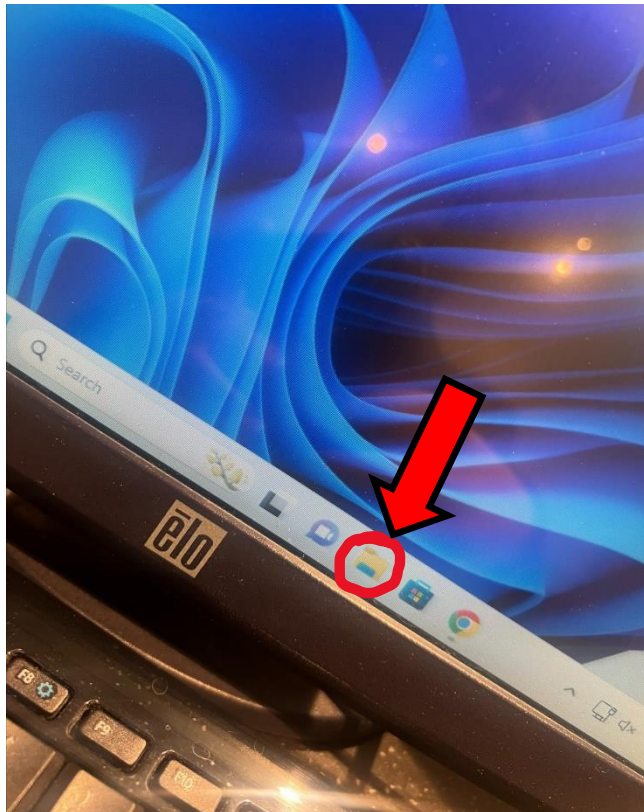
If you are experiencing issues with cards not printing, you need to check Core Card Printing. In order to do this, you should go to the home screen desktop and click on File Explorer (circled in red on the left):

This should then display the screen shown to the left. Down the left hand side, you should see a file called "CCP" (Circled in Red). If you can't see it there, you can search for "CCP" using the search bar located on the top right hand side (circled in Yellow).
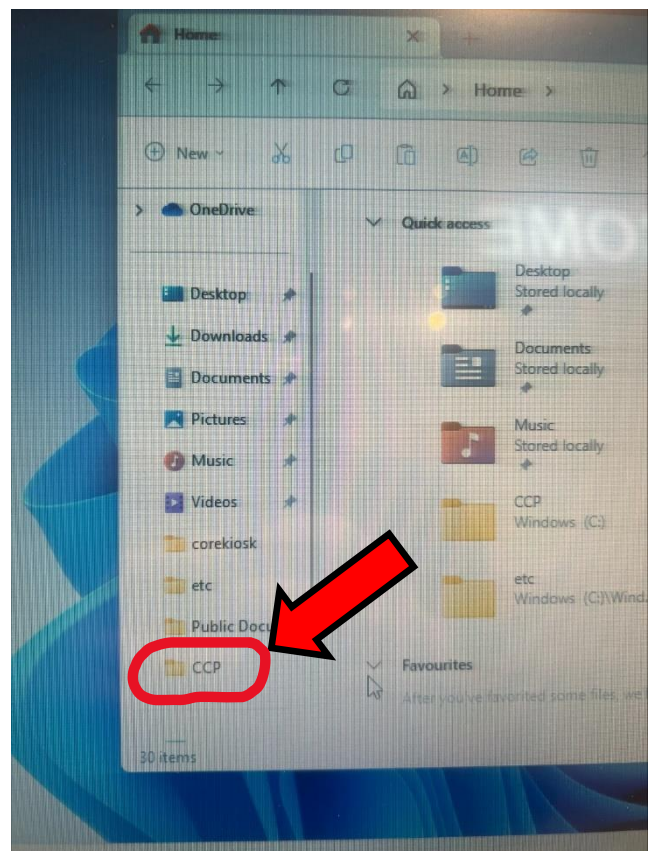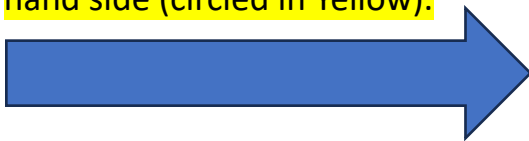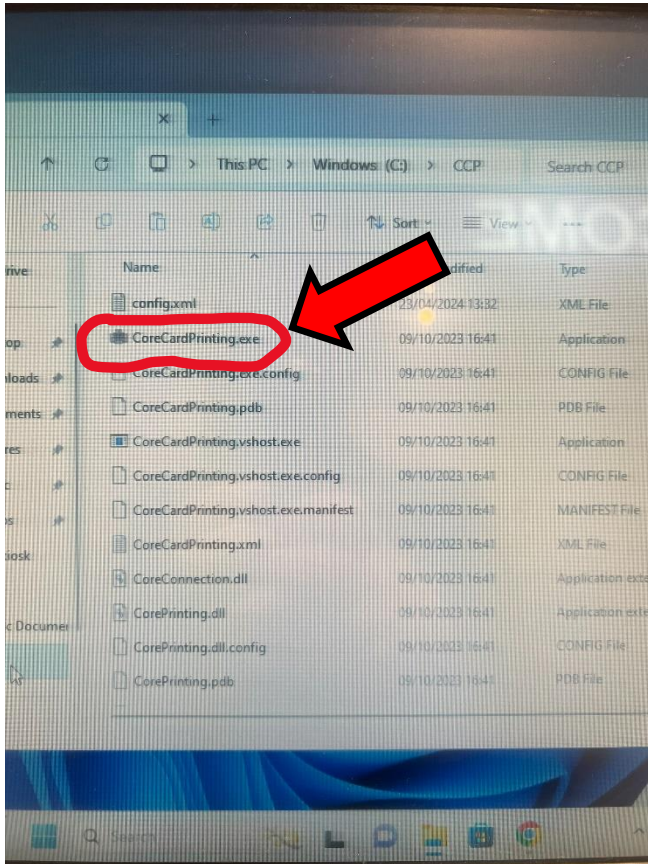
This should then display the screen shown to the left. Click on CoreCardPrinting.exe (circled in Red).

This will then show the following screen. Where it says "User Details", check to see if it shows recognised as (YOUR CLUB), or if it has forgotten the credentials and found itself logged out.
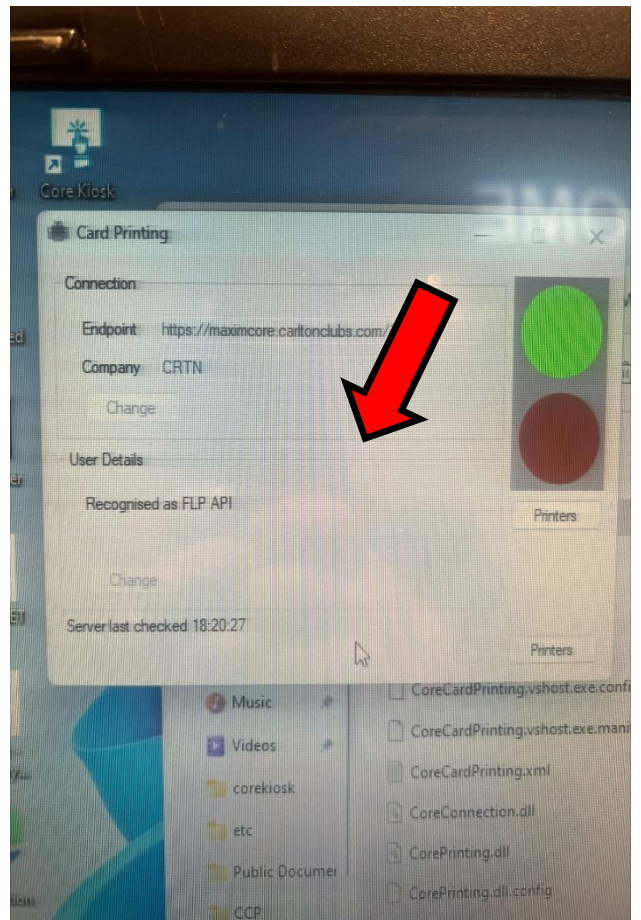
If this is the case, then you will need to enter in the credentials into the user details of which the username and passwords are shown below:
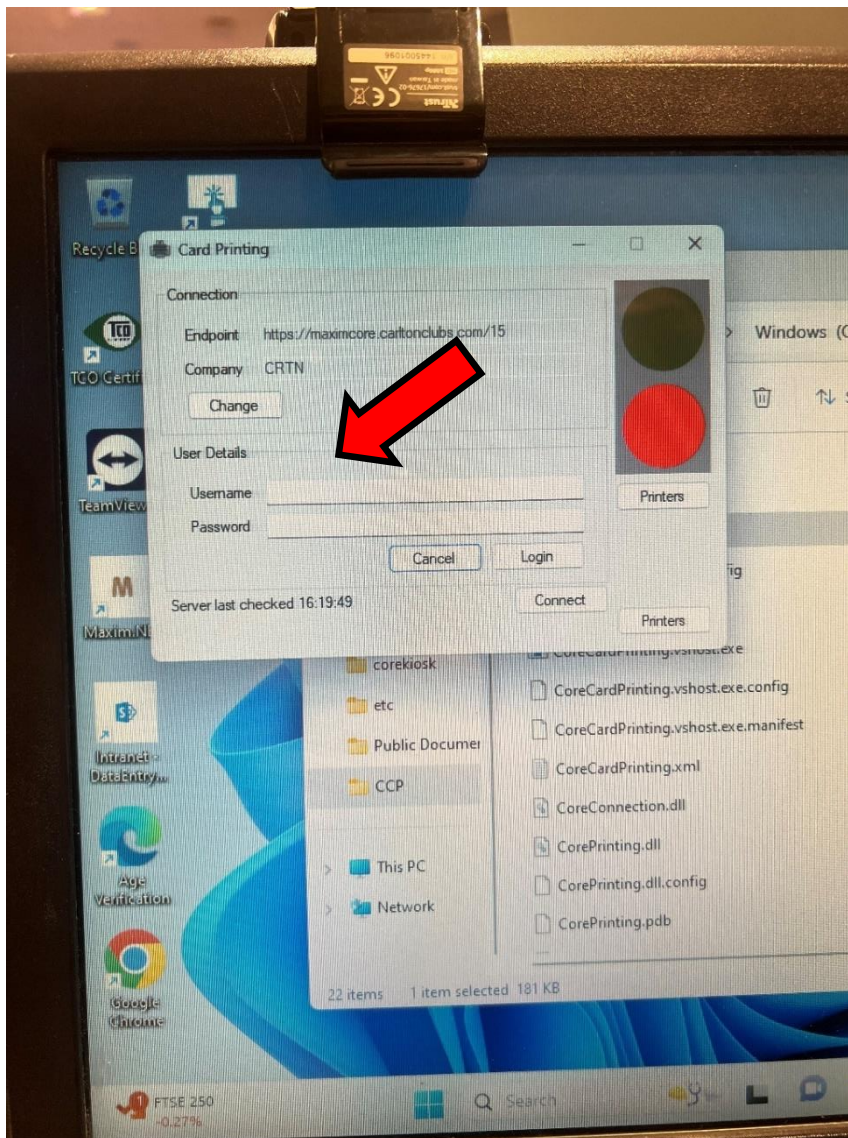
CLUB	USERNAME	PASSWORD
Buckie	buckieapi	buckieapi123
Dalkeith	dalkeithapi	dalkeithapi123
Dunfermline	flpapi	flpapi123
East Kilbride	kilbrideapi	kilbrideapi123
Elgin	elginapi	elginapi123
Fraserburgh	fraserburghapi	fraserburghapi123
Inverness	invernessapi	invernessapi123
Livingston	livingstonapi	livingstonapi123
Partick	partickapi	partickapi123
Stirling	stirlingapi	stirlingapi123

8. Setting up Kiosk Vouchers / Push Messages on App

Log onto Maxim and on the menu on the left you should click on:

Campaign Management > Campaigns > Create Instant Campaign (as shown in the images below:

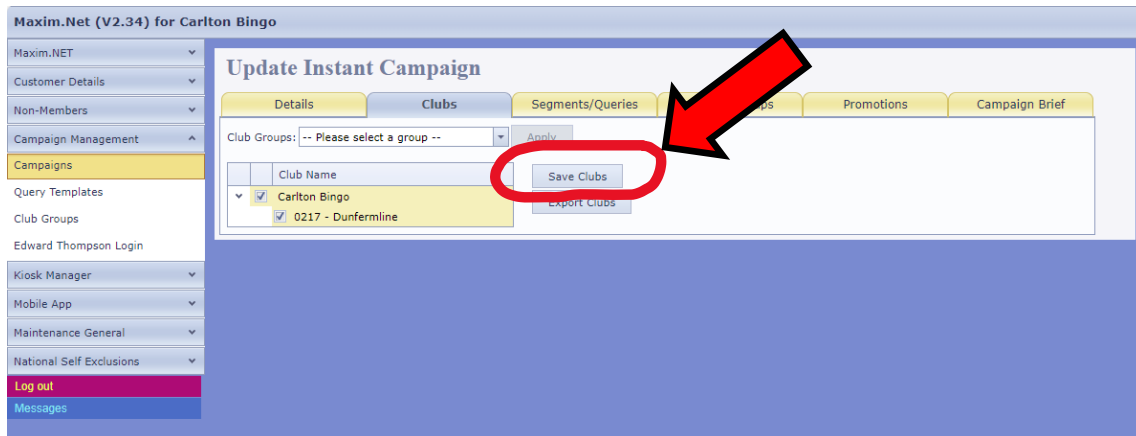Once you are here you should enter the relevant information and click on save as shown below (This is step 1 of 6):
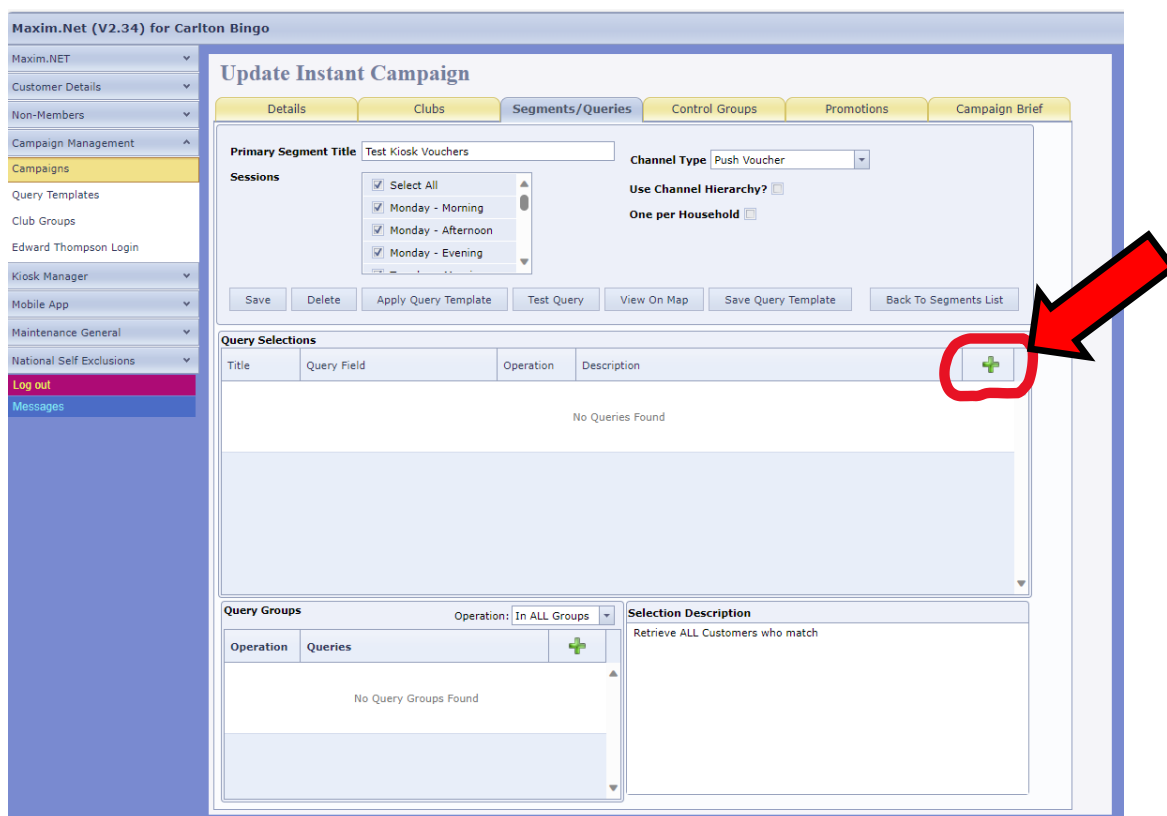
This will then enable the full steps as shown below:

Details > Clubs > Segments/Queries > Control Groups > Promotions > Campaign Brief

On step 2, you should ensure your club is selected and click on save club:

On step 3, you should see the screen below (Segments/Queries):

Enter the title of the campaign > select all sessions > choose push voucher as the channel type > Click on the green cross under Query Selections (circled in red in the image above).

On this screen, you should Keep the Title as Query 1 > Select Interests as the Group > Select Interests under Field > Enter Equals as Operation.

Underneath you should then see Interest Type which should be "Mobile App User" and Value = Yes. Click on Add.

Once you have completed this and added in any other criteria you are trying to target/capture, you should move to Step 4 (Control Groups):

Click on Re-Calculate estimated total customers. This will show you how many customers you are sending to.

Step 5, the Promotions tab, should look similar to below with the Title you entered > the channel as a Push Voucher and the Details > Push Voucher. Click on Step 6, the Campaign Brief" tab.

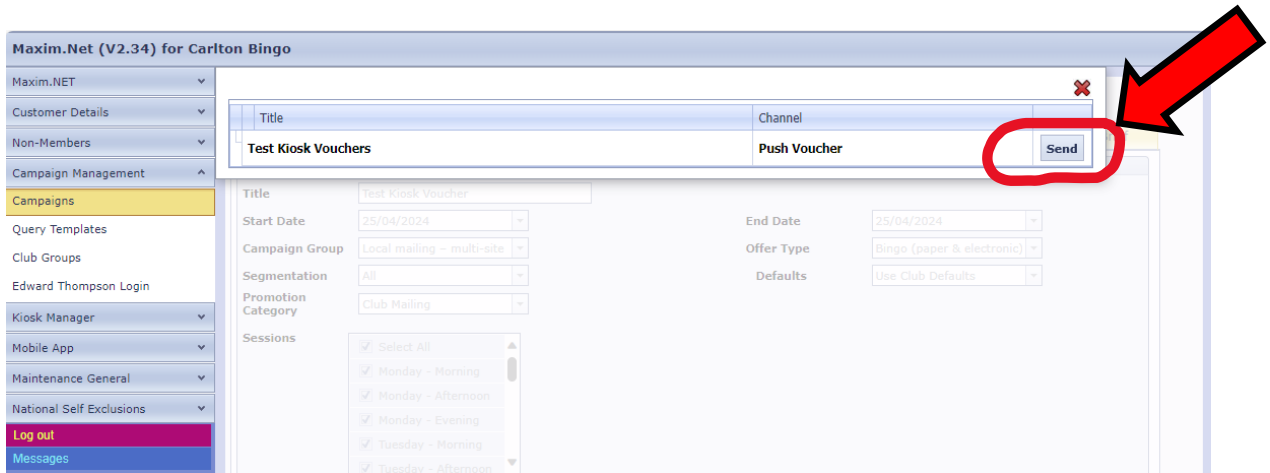The Campaign Brief will give you an overview of the campaign created before sending. If you are happy with everything detailed, you should then click on "Launch Instant Campaign".
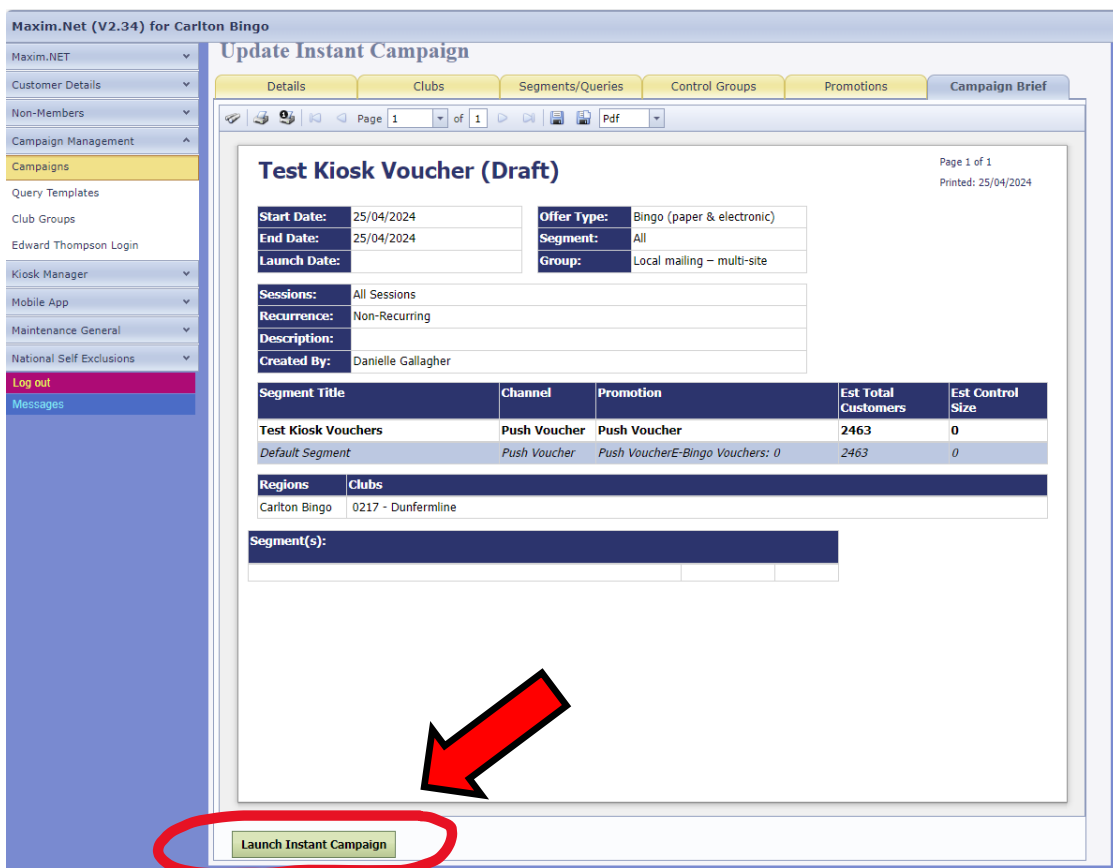
This will then show the following screen, where you should again click on send **(Please Note: This will not send anything yet!)**

Upon clicking on "send", you should then see the following screen as shown below. Here you can check or uncheck to set up either a Push Message alone, a Voucher alone, or you can set up the two at the same time. On this page, you should enter the informati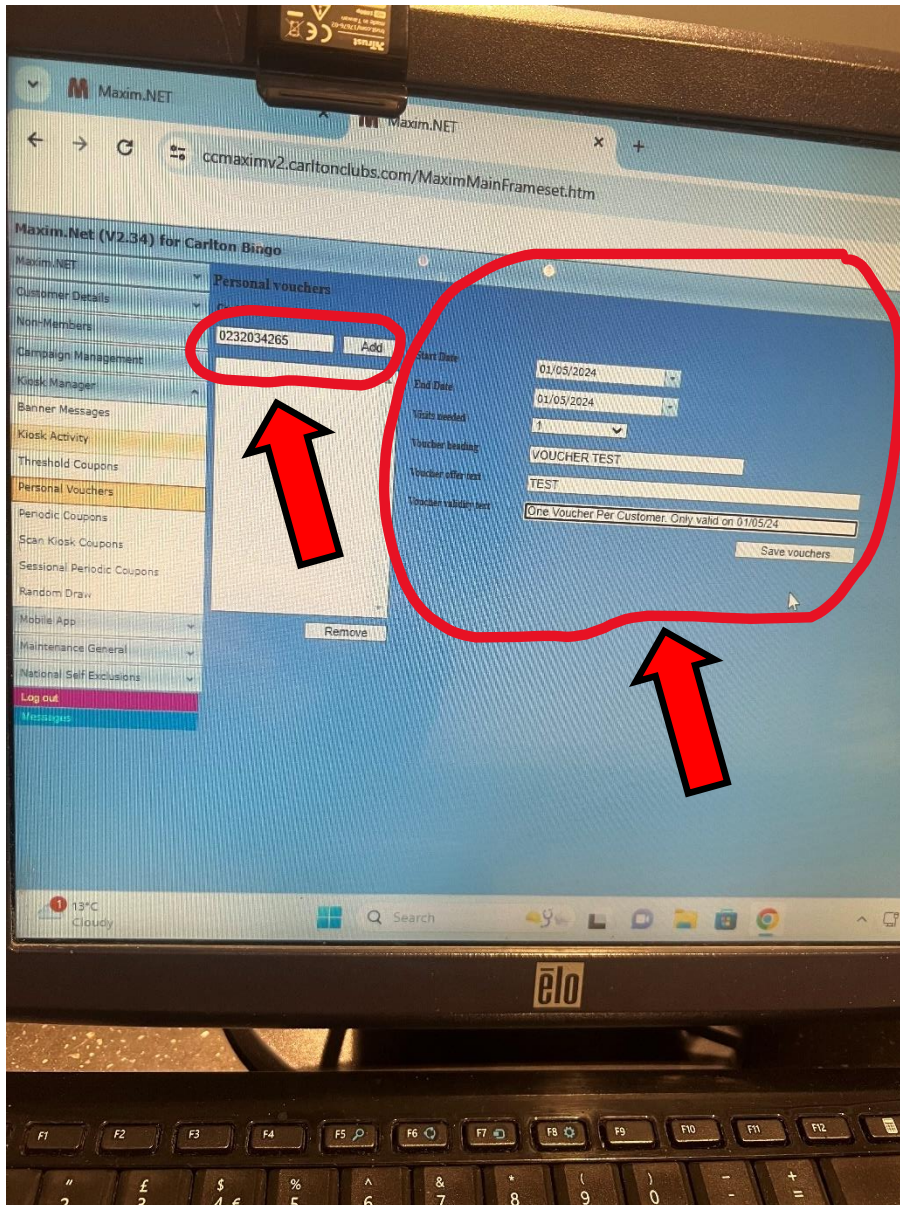on you wish to send and click on "Create/Send". **(Please Note: This will automatically send/be set up to be visible in App and then used at/between the scheduled times you select here.)**
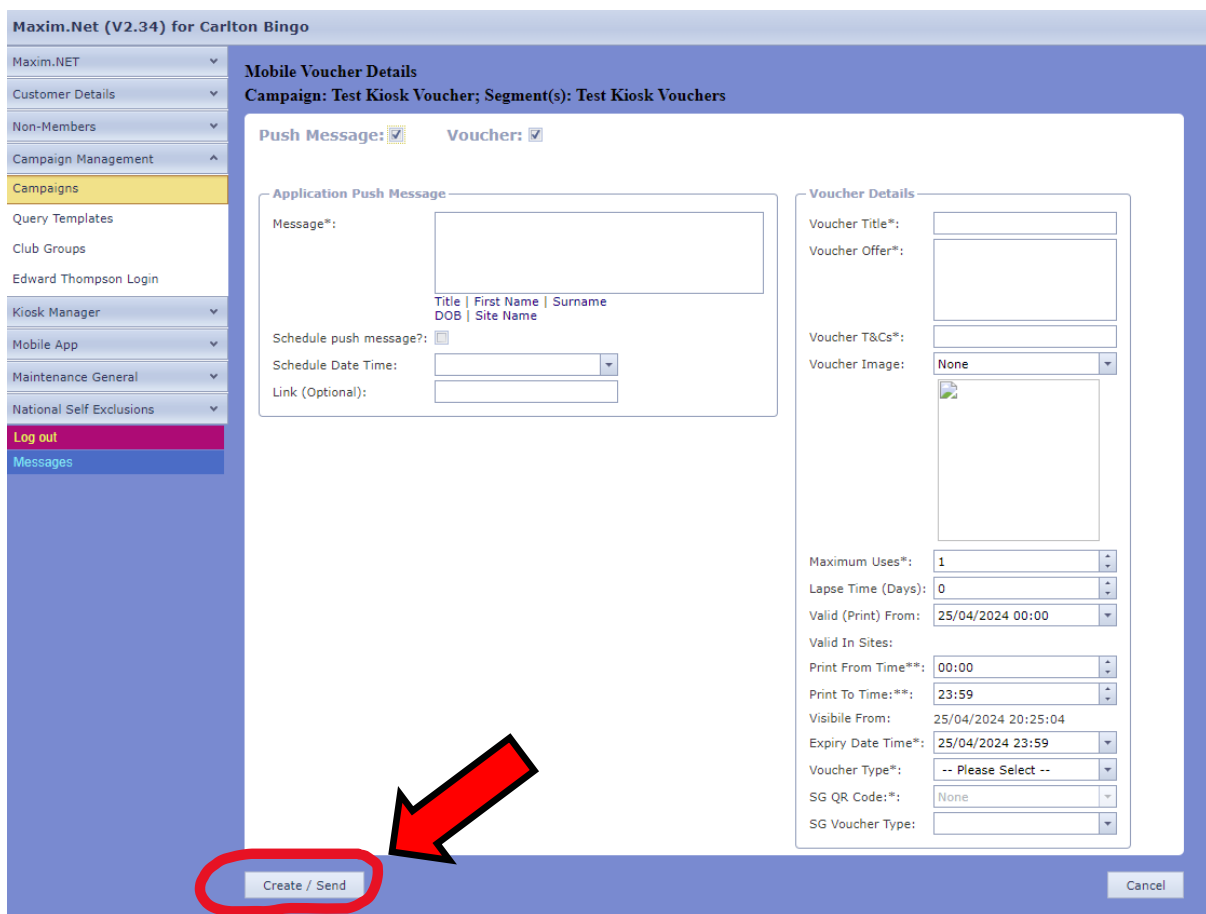
9. Testing Vouchers

On the Maxim Homepage, you should look at the menu on the left-hand side and click on:

Kiosk Manager > Personal Vouchers

Here, you should enter in your membership number (in the example above, I have joined myself up on Maxim and used my card membership number to test this). Enter in the details i.e. Start Date, End Date (both today's date), visits needed = 1, voucher heading = Voucher Test, Voucher offer text = test, voucher validity text = Only valid on Todays Date.

After this, you should click on Add at the top (circled in red) and this should move the membership number down into the box below, as shown in the image below:
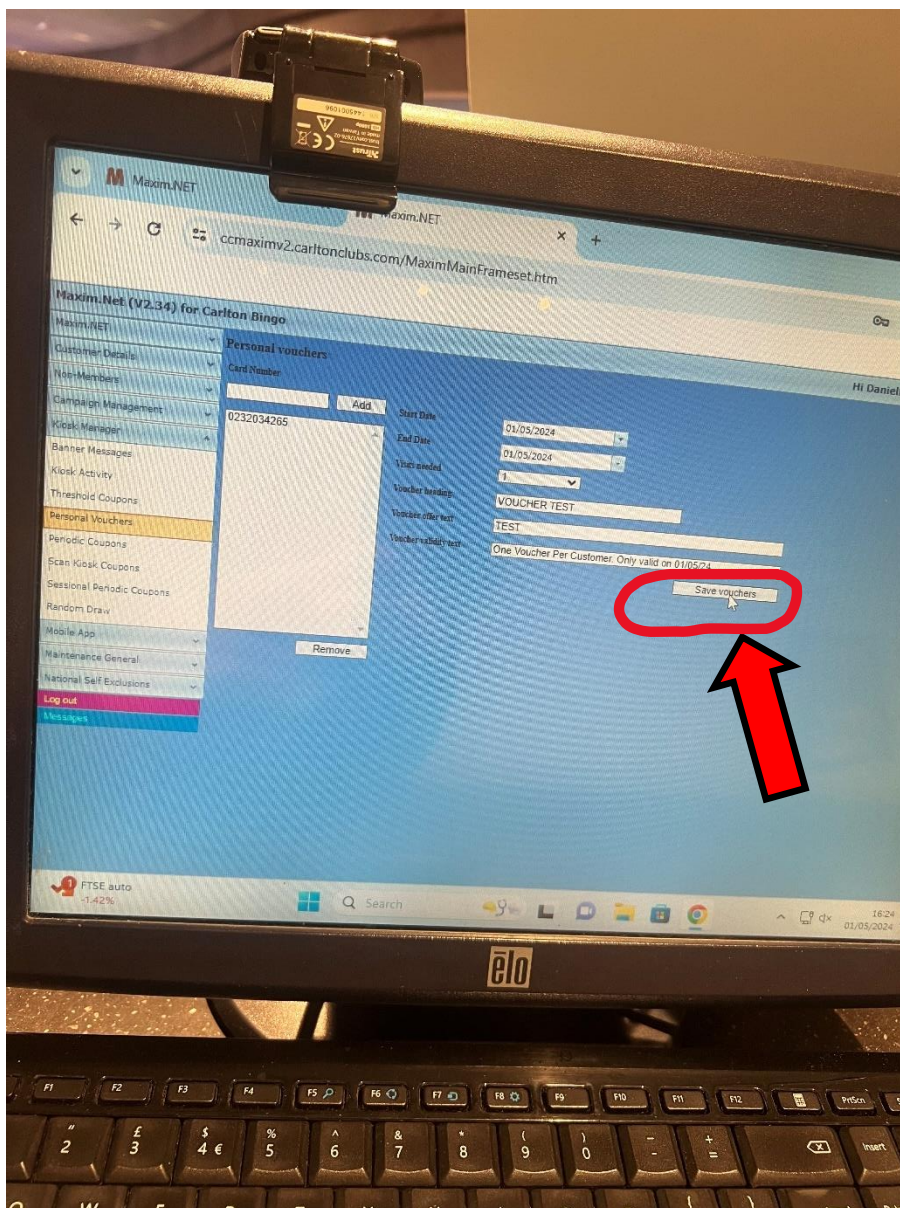

Once the membership number is added, you should click on save vouchers and this should display the following message "ccmaximv2.carltonclubs.com says: This will enable a voucher for all cards in the list on the left" as shown overleaf:
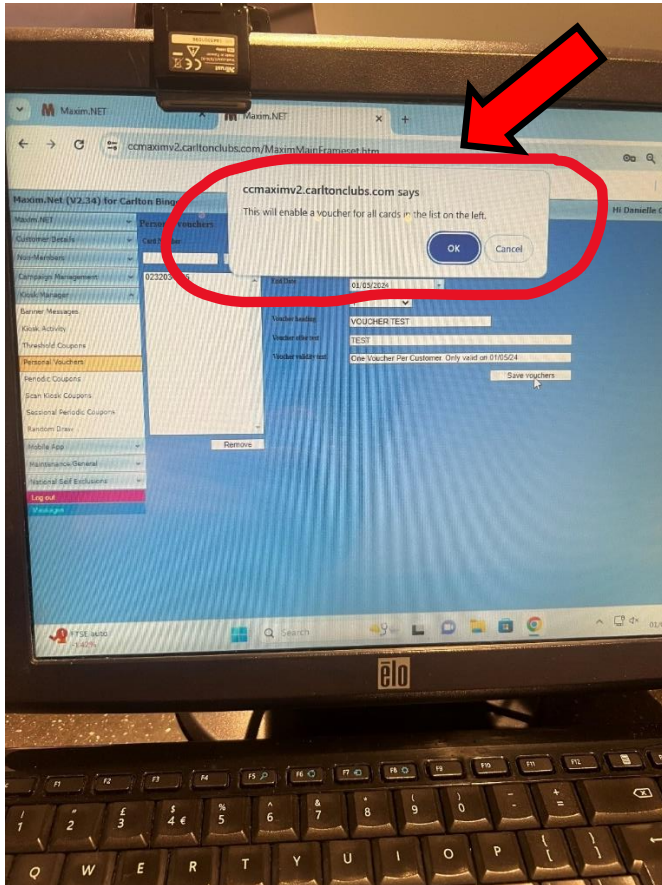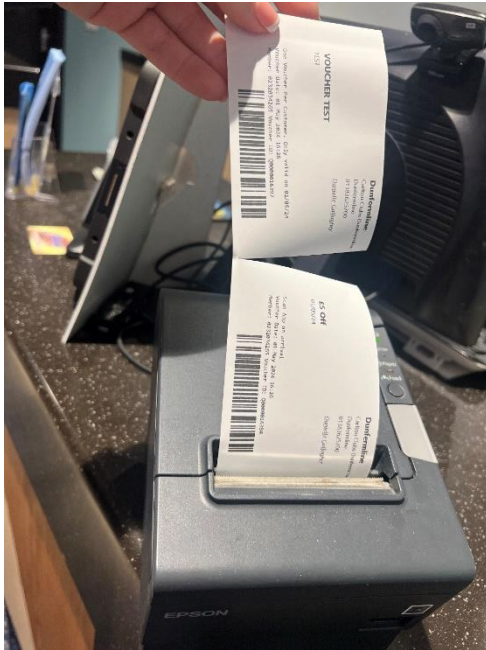
Click on "Ok".

Once this has been completed, you should scan the membership card that was set up to receive the personal voucher you just set up and this should show a welcome message stating "Good Afternoon, Name" as shown below:
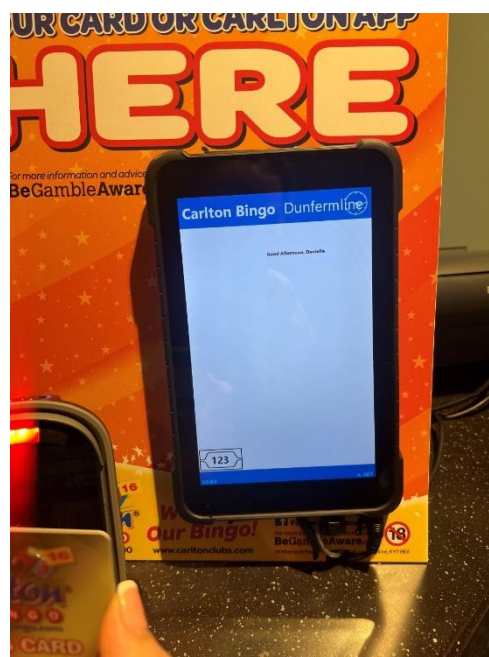
After a few seconds, the voucher should then print out from the Epson Printer as shown below:

So long as the voucher prints, it would suggest that everything is working as it should and you should be good to go for the customers to receive the App Voucher you have set up.