

# KODAK MOMENTS Self-Service Print Station



## User's Guide

Software Version 24.X  
October 2024



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# Table of Contents

## 1 Overview

System Configurations .....	1-2
Turning On the System .....	1-2
Turning Off the System.....	1-3
Restarting the System .....	1-3
Restarting the Application.....	1-3
Toggling the Display .....	1-4
Checking the Status of Connected Hardware .....	1-5
General Care and Maintenance .....	1-5

## 2 Viewing and Changing System Settings

System Configuration .....	2-2
Localization .....	2-3
Network Configuration .....	2-4
Configuring the Network.....	2-4
Configuring the Kiosk Network .....	2-4
Set Date and Time.....	2-5
Store Information .....	2-6
Save/Load Settings .....	2-6
Configure Order Management .....	2-8
Image Preferences.....	2-8
Auto Shutdown and Startup .....	2-10
Checking the RBM Package Status .....	2-12
Order Routing .....	2-12
Manage Devices .....	2-13
Making a Test Print.....	2-14
Configuring the Tray Sensors.....	2-14
Disabling a Printer .....	2-16
Selecting a Default for the DL2100/DL2200 Duplex Printer .....	2-17
Manage Features .....	2-18
Remote Business Manager Setup .....	2-18
Passwords.....	2-19
Diagnostics.....	2-20
Printing a Test Print from the Print Test Images Screen.....	2-21
Copying Diagnostics to Media.....	2-21
Using Health Checks .....	2-21
Using Device Health Checks .....	2-21
Resetting Device Configuration.....	2-23
Using Application Health Checks .....	2-23
Using RBM Delay.....	2-25
Using Service Diagnostics.....	2-26
Using Thermal Printer Power Save .....	2-26
Starting the Event Viewer .....	2-27

- Exiting to the OS ..... 2-27
- Starting the Control Panel ..... 2-27
- Requesting Remote Assistance ..... 2-27
- Allow Remote Assistance ..... 2-27
- Checking the Hard Disk ..... 2-28
- Using Thermal Printer Diagnostics ..... 2-28
- Cleaning the System ..... 2-28
- Updating the RBM DMD Client ..... 2-28
- Install..... 2-29
  - Installing Software..... 2-29
  - Installing and Managing Modules..... 2-30
    - Installing Modules from a CD or USB device ..... 2-30
    - Viewing and Managing Installed Modules ..... 2-31
- Backup System ..... 2-32
- Restore System..... 2-32
- Using the Tools..... 2-32
  - Set Media and Equipment Availability ..... 2-33
    - Equipment Out of Service ..... 2-34
    - Media Out of Stock ..... 2-35
    - Finishing Material Out of Stock ..... 2-36
- 3 Managing Orders**
  - Managing Active Orders..... 3-1
  - Managing Completed Orders ..... 3-3
- 4 Creating an Order**
- 5 Using the Customer Order Display**
  - Configuring the Customer Order Display Options ..... 5-2
- 6 Troubleshooting**
  - Checking the System Status ..... 6-1
    - Resolving Alarms ..... 6-2
  - Software Manifest Alert Screen..... 6-2
  - Settings Manifest Alert Screen ..... 6-3
  - Enhanced Component Detection Screen..... 6-3
  - Troubleshooting Device Health Checks ..... 6-4
  - Troubleshooting the Touch Screen Display..... 6-4
  - Cable/Hardware Connections ..... 6-5
- Appendix A: System Specifications**
  - Physical Specifications ..... A-1
  - Power and Environmental Specifications ..... A-2

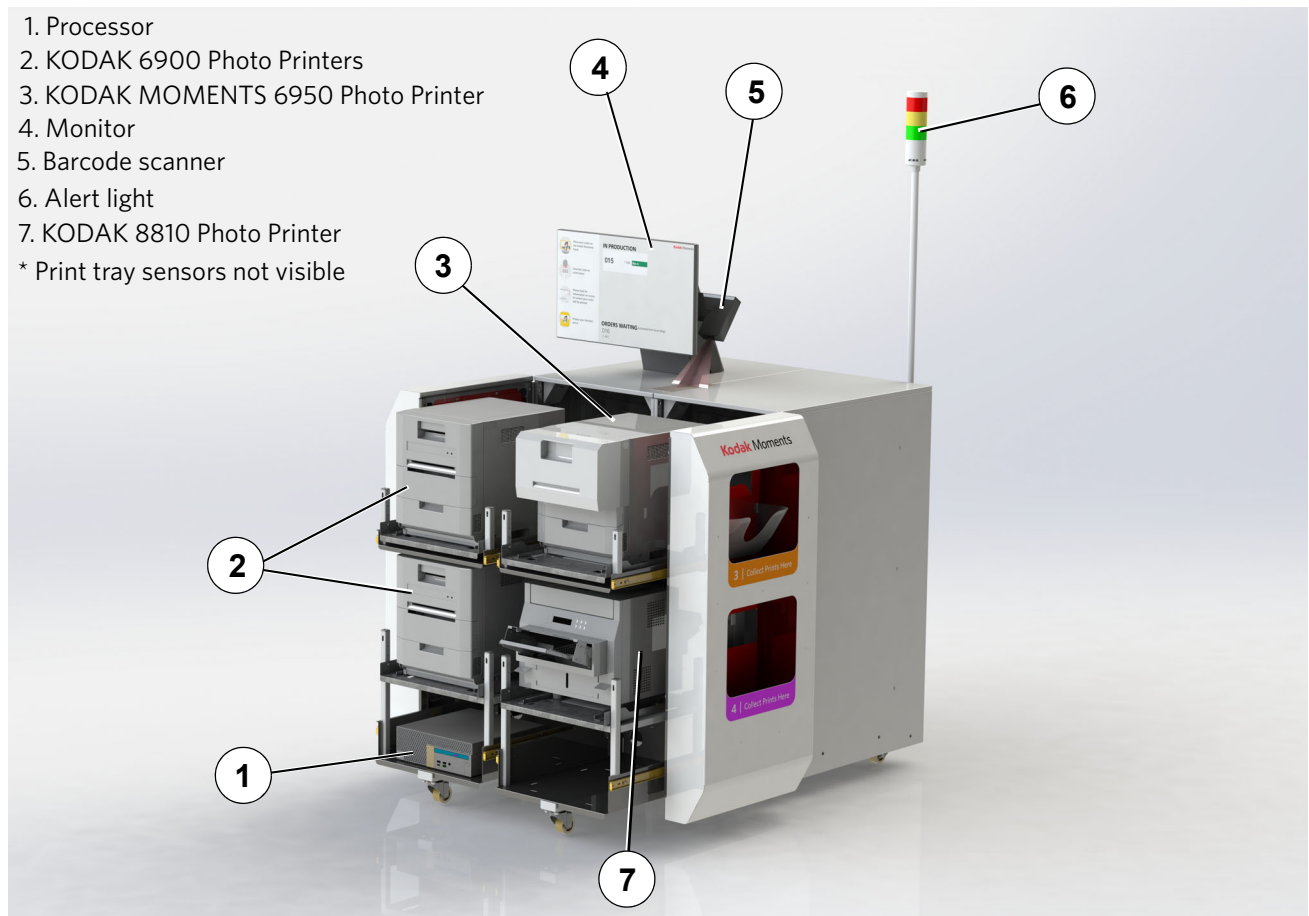
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# 1 Overview

A faster, friendlier consumer experience - this easy-to-use print solution makes it simple for customers to print their Kodak Moments.

The KODAK MOMENTS Self-Service Print Station works with the KODAK MOMENTS Picture Kiosk and KODAK Adaptive Picture Exchange to allow customers to order, pay, and print photo products without assistance from a store employee.

NOTE: See the user guides for the KODAK MOMENTS Picture Kiosk and KODAK Adaptive Picture Exchange for information on using these systems.



## System Configurations

To suit different business needs, the KODAK MOMENTS Self-Service Print Station is available in two different configurations. Whatever arrangement you may have, this user's guide contains the necessary information to operate your system.



## Turning On the System

If the system is:

- connected with a power strip, turn on the power strip.
- in one or more cabinets, turn on the power switch for the cabinet(s).

**IMPORTANT:** *To ensure that the system detects connected hardware, wait to turn on the power for the processor until all other hardware is powered on.*

*The clerk screen appears briefly when the system is turned on, and then it transitions to the consumer order display.*

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## Turning Off the System

Before you turn off the power:

1. If you are on the Customer Order Display screen, you must toggle to the Clerk View. See [“Toggling the Display” on page 1-4](#).
2. Select *Setup* or select *Tools*.
3. Select *Shutdown*.
4. Select *Shutdown*.
5. At “Do you want to shut down the system?”, touch Yes.
6. Wait for the system to shut down.
7. Turn off the system power using the power strip switch or the switch for each cabinet.



## Restarting the System

Before you restart the system:

1. If you are on the Customer Order Display screen, you must toggle to the Clerk View. See [“Toggling the Display” on page 1-4](#).
2. Select *Setup* or select *Tools*.
3. Select *Shutdown*.
4. Select *Restart*.
5. At “Do you want to restart the system?”, touch Yes.
6. Wait for the system to restart.



## Restarting the Application

Before you restart the application software:

1. If you are on the Customer Order Display screen, you must toggle to the Clerk View. See [“Toggling the Display” on page 1-4](#).
2. Select *Setup* or select *Tools*.
3. Select *Shutdown*.
4. Select *Restart Application*.
5. At “Do you want to restart the application?”, touch Yes.
6. Wait for the application to restart.

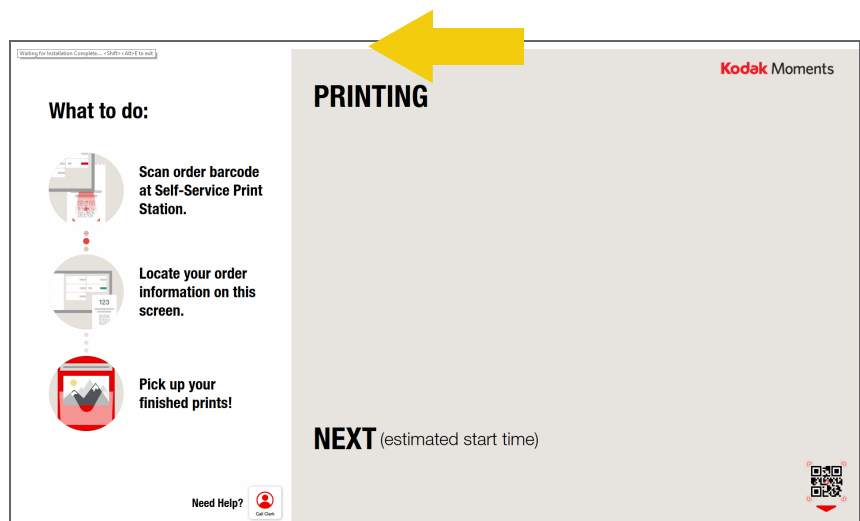


## Toggling the Display

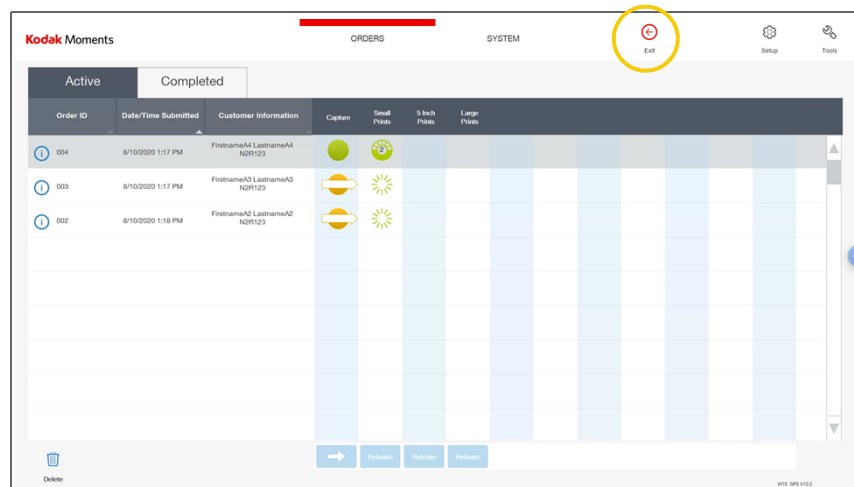
The Self-Service Print Station allows you to switch between two different views:

- Customer Order Display—view the status of customer orders and where they are being fulfilled.
- Clerk View—view active and completed orders. You can also access the Setup, Tools, and System screens.

To change the view from the Customer Order Display to the Clerk View, rapidly tap three times above the word “Printing”.



To change the view from the Clerk View to the Customer Order Display, select *Exit*.





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## Checking the Status of Connected Hardware

The Device Health Checks screen appears automatically each time you turn on the system. The information displays the status of connected hardware and is useful in identifying general problems with hardware configuration or performance.

For information on error messages that may have appeared during the Device Health Checks process, see [page 6-4](#).

NOTE: The Device Health Checks screen is also accessible from the Setup screen (see [page 2-21](#)).

## General Care and Maintenance

Regular cleaning of your work area and equipment and routine maintenance to the system is the key to its reliable operation.

- Always vacuum or otherwise remove debris on or around the cabinet.
- Protect the cabinet and connected hardware from tobacco smoke, dust, and liquid spills.
- With the system power off:
  - wipe the outside of the cabinet, connected hardware, and four tray sorter with a clean, soft, and slightly moistened lint-free cloth.
  - Remove dust, dirt, fingerprints, and marks on the touch screen by wiping the screen with a soft, clean, lint-free cloth slightly moistened with a non-ammonia based glass cleaner.

**IMPORTANT:** *Do not apply liquid or aerosol spray cleaners directly on the screen or cabinet. Do not use any type of abrasive pad, alkaline cleaner, scouring powder or solvent (such as alcohol or benzine) to clean the touch screen display. Avoid getting liquids inside the touch screen display. If liquid does get inside the touch screen, have a qualified service technician check it before you power it on again.*

*Make sure the touch screen display and connected hardware are completely dry before you turn the system power on.*

- See the Hardware User's Guide for the KODAK MOMENTS Picture Kiosk and KODAK Advanced Picture Exchange to perform regular maintenance on connected hardware, including:
  - KODAK 8810 Photo Printer
  - KODAK 6900 Photo Printer
  - KODAK MOMENTS 6950 Photo Printer

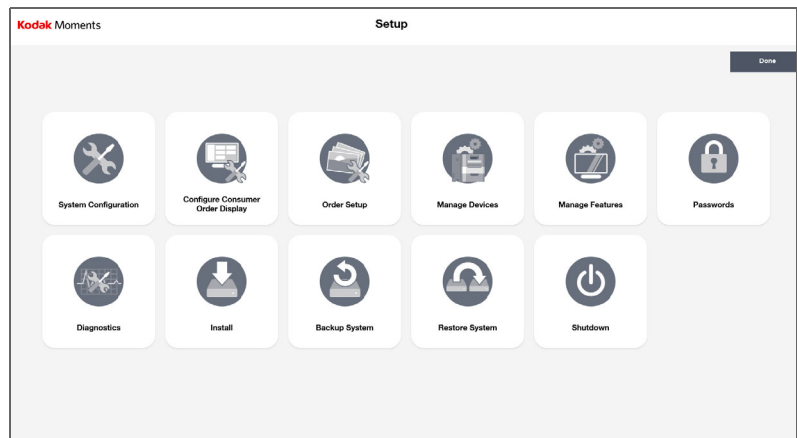
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## 2 Viewing and Changing System Settings

You can view and change the settings for your system from the Setup screen. If you are on the Customer Order Display screen, you must toggle to the Clerk View. See [“Toggling the Display” on page 1-4](#).

To access the Setup screen:

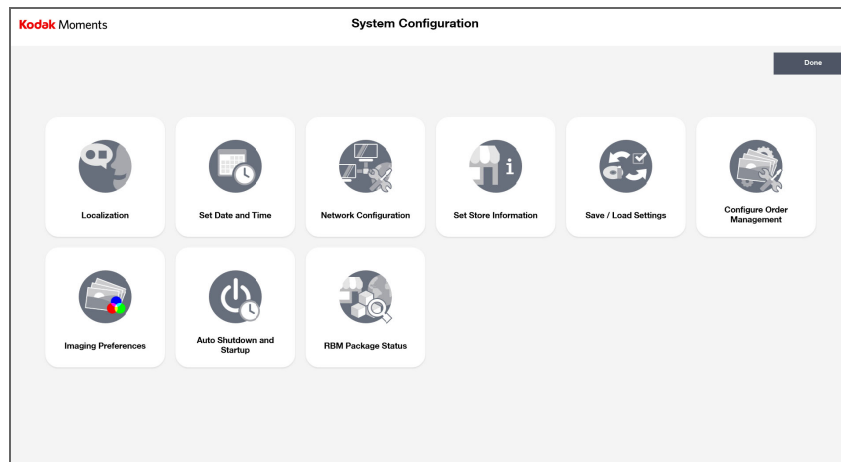
1. At the top right corner of the Clerk View, select *Setup*.
2. If you have the password for the Setup screen enabled, enter the password, then select *OK*.



From the Setup screen, you can select:

- *System Configuration* (see [page 2-2](#))
- *Configure Consumer Order Display* (see [page 5-2](#))
- *Order Setup* (see [page 2-12](#))
- *Manage Devices* (see [page 2-13](#))
- *Manage Features* (see [page 2-18](#))
- *Passwords* (see [page 2-19](#))
- *Diagnostics* (see [page 2-20](#))
- *Install* (see [page 2-29](#))
- *Backup System* (see [page 2-32](#))
- *Restore System* (see [page 2-32](#))
- *Shutdown* (see [page 1-3](#))

## System Configuration

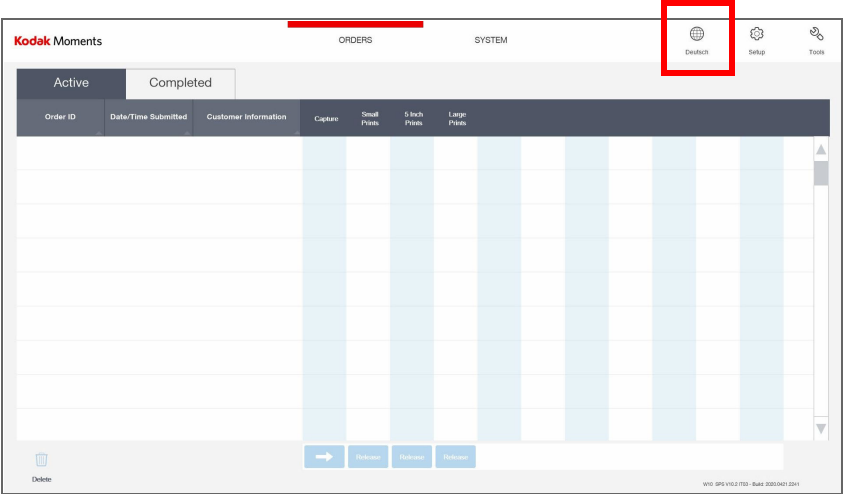


From the System Configuration screen, you can select:

- *Localization*—to set the primary language, secondary language, and measurement system (see [page 2-3](#)).
- *Set Date and Time*—to change the date, time, time zone, and to enable automatic daylight savings time adjustment (see [page 2-5](#)).
- *Network Configuration*—to view or enter network settings for your Self-Service Print Station configuration. (see [page 2-4](#)).
- *Set Store Information*—to view or set the K number and country code for your system (see [page 2-6](#)).
- *Save/Load Settings*—to save current system settings to a CD or the system hard drive, or to load settings from a previously created CD or the system hard drive (see [page 2-6](#)).
- *Configure Order Management*—to add enhanced order progress indicators to selected products on the Active Orders screen (see [page 2-8](#)).
- *Imaging Preferences*—to select a color effects profile that can be applied to prints (see [page 2-8](#)).
- *Auto Shutdown and Startup*—to enable your system to automatically shutdown and start up (see [page 2-10](#)).
- *RBM Package Status*—status of the RBM packages installed (see [page 2-12](#)).

## Localization

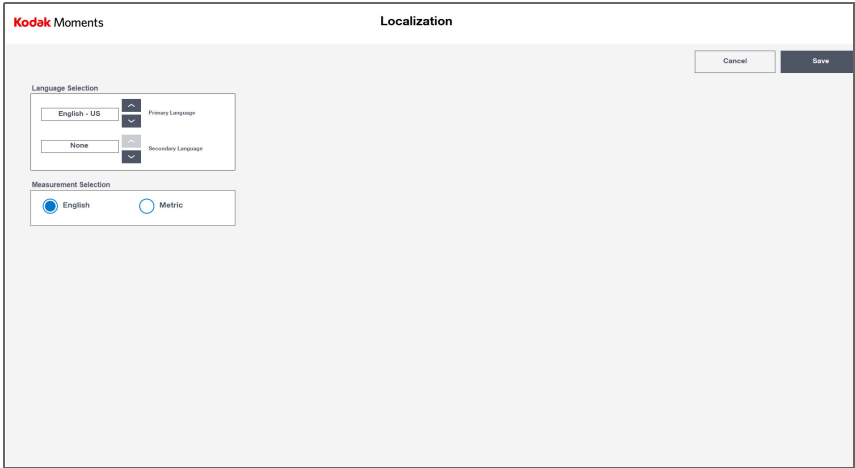
Use the localization setting to set the primary and secondary languages for your system interface. Once set, the secondary language appears in the language button near the upper right corner on several different screens.



Select this button to instantly change the system interface to that language. Select the language button again to return the system interface to the primary language that you selected.

You can also change the setting so that the language button does not appear on the screen, by setting the secondary language option to *None*.

NOTE: None is the default.



1. From the Setup screen, select *System Configuration*.



2. Select *Localization*.

3. Use the up/down arrows to select:

- *Primary Language*—sets the language for all screens, menus, and messages.
- *Secondary Language*—sets the language option of the secondary language button.

4. Select a measurement system:

- *English*
- *Metric*

5. Select *Save* to keep your changes. Otherwise, select *Cancel*.

## Network Configuration

Access the Configure Network and Kiosk Network screens. The Network screens are used to synchronize multiple systems on the same network. Typically, it is not necessary to make changes to these settings.

### Configuring the Network

The Configure Network screen is used to check the IP address and other network settings. Typically, it is not necessary to make changes to these settings.

### Configuring the Kiosk Network

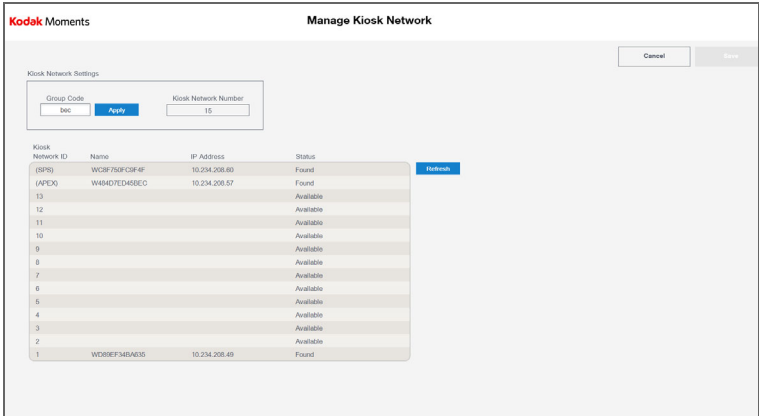
The Kiosk Network screen is used to synchronize multiple systems on the same network. When your system was installed, it was set up as a host system, and any Kiosks connected to it were set up as satellite systems. Typically, it is not necessary to make changes to these settings.



1. From the Setup screen, select *Network Configuration*.



2. Select *Kiosk Network*.



- 3. If necessary, enter a group code and select *Apply*.
- 4. Select *Refresh* to check the network connection.
- 5. Select *Save* to keep your changes. Otherwise, select *Cancel*.  
*The system restarts.*

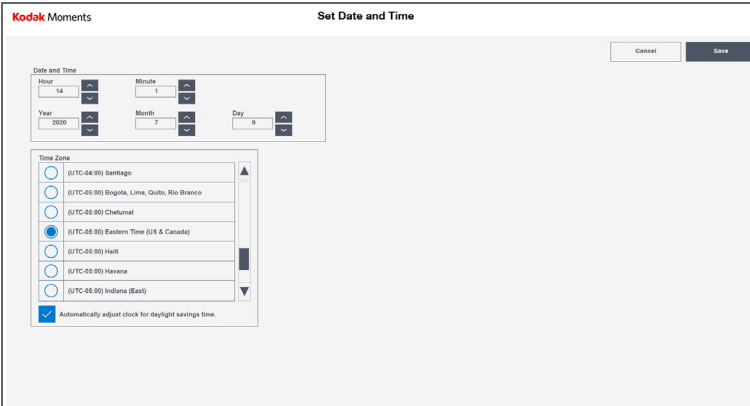
### Set Date and Time



1. From the Setup screen, select *System Configuration*.



2. Select *Set Date and Time*.



- 3. Use the up/down arrows to set the time and date.
- 4. Select the time zone for your region. To enable automatic adjustment during daylight savings time (observed in certain regions), select *Automatically adjust clock for daylight savings time*.
- 5. Select *Save* to keep your changes. Otherwise, select *Cancel*.

### Store Information

Store information is required if your system is connected to the KODAK Remote Business Manager.



1. From the Setup screen, select *System Configuration*.



2. Select *Set Store Information*.
3. View (or change **ONLY** if instructed by Service and Support) the store information, which includes:
  - *K Number*—matches the K Number found on your system equipment.
  - *Store Name*
  - *Address 1*—the Store Address
  - *City*—City location of the Store
  - *State/Province*—State/Province of the Store
  - *ZIP/Postal Code*—ZIP/Postal Code of the Store
  - *Country Code*—the relevant country code for your region
  - *Store ID*—Store ID
4. Select *Save* to keep your changes. Otherwise, select *Cancel*.

### Save/Load Settings

You can save your current system settings to a CD or the system hard drive, allowing you to easily restore them at a later time.



1. From the Setup screen, select *System Configuration*.



2. Select *Save/Load Settings*.
3. **To save the system settings to a CD:**
  - a. Insert a blank CD into the DVD/CD-RW drive.
  - b. Select *Save Settings*.

*After the settings have been saved, the CD is ejected.*
  - c. Remove the CD and label it appropriately, then store it with the other software for your system.

**To restore the system settings from a CD:**

- a. Insert the settings CD into the DVD/CD-RW drive.
- b. Select an option:
  - *Load All Configuration Settings*—restores all settings, **including** the settings specific to your processor, such as the K number and network settings.
  - *Load Retailer Personality Settings Only*—restores all settings **except** the settings specific to your processor.
- c. Select *Load Settings*.

*After the settings are loaded, the CD is ejected.*

- d. Remove the CD, and store it with the other software for your system.

**To save all settings to the system hard drive:**

- Select *Save Settings to Hard Disk*.

**To restore previously saved settings from the system hard drive:**

- Select *Load Settings from Hard Disk*.

NOTE: This option only appears if the *Save Settings to Hard Disk* feature has been used before.

4. When finished, select *Done*.



### Configure Order Management

Use the Configure Order Management screen to add progress detail to the status indicators in the Active Orders screen (see [page 3-1](#)). When enabled, values such as “1 of 10” and “30%” for example, appear on the status indicators for selected products. As an order is processed, the value changes according to the progress of each step.

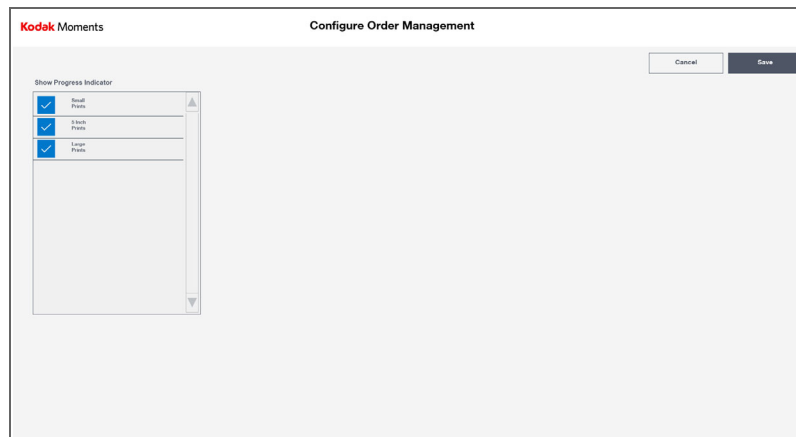
To activate this feature:



1. From the Setup screen, select *System Configuration*.



2. Select *Configure Order Management*.



3. Select the product types you want to activate this feature for.
4. Select *Save* to keep your changes. Otherwise, select *Cancel*.

### Image Preferences

Use the Image Preferences screen to configure the color effects options that will be available to the customer.

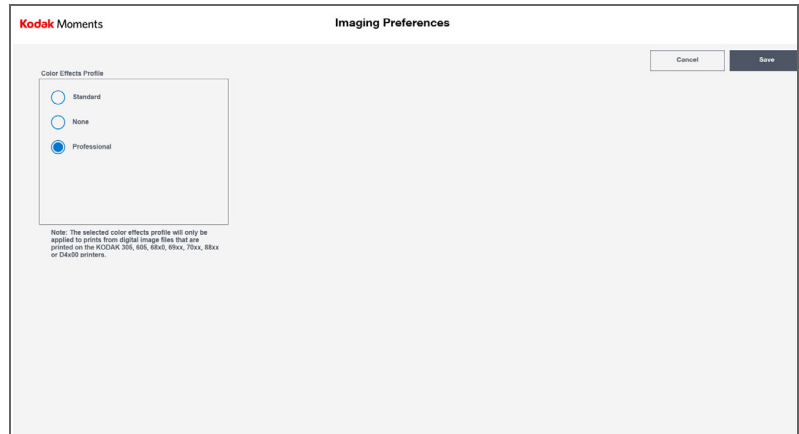
To activate these features:



1. From the Setup screen, select *System Configuration*.



### 2. Select *Imaging Preferences*.



### 3. Select a color profile:

- *Standard*—to apply a maximal modification of colors, making them more pleasing to most people
- *None*—to apply a minimal modification of colors
- *Professional*—to apply a moderate modification of colors, making them more natural and consistent with silver-based prints

NOTE: The selected color effects profile will only be applied to prints from digital image files that are printed on 305, 605, 68xx, 69xx, 70xx, 88xx, or D4x00 Printers.

### 4. Select *Save* to keep your changes. Otherwise, select *Cancel*.

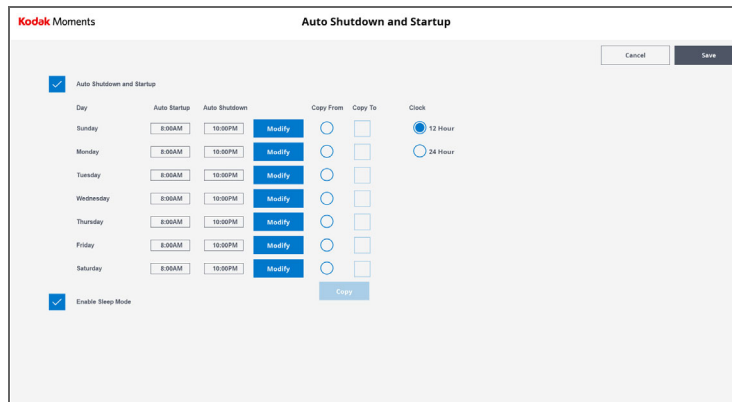
## Auto Shutdown and Startup

Configure the system to shutdown and start up at specific times. To activate this feature:

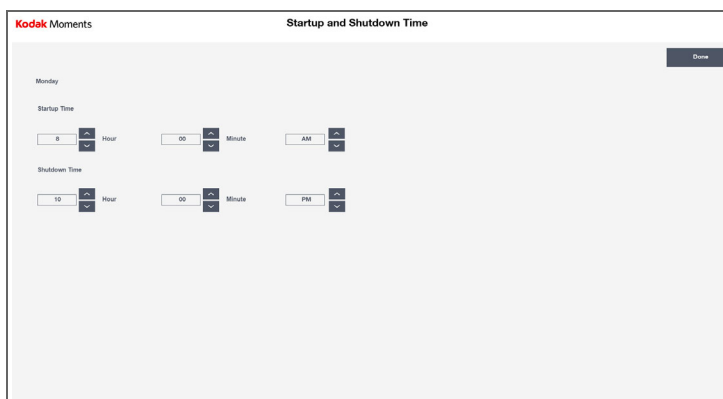
1. From the Setup screen, select *System Configuration*.
2. Select *Auto Shutdown and Startup*.
3. Select next to *Auto Shutdown and Startup* to enable the auto startup and shutdown feature.
4. Select a *12 Hour* or *24 Hour* Clock.
5. Select next to *Enable Sleep Mode* to enable the sleep mode feature.

NOTE: Sleep mode is a power saving state where all actions on the computer are stopped. Applications are put in memory while the computer goes into a low-power state. The computer technically stays on, but uses less power.

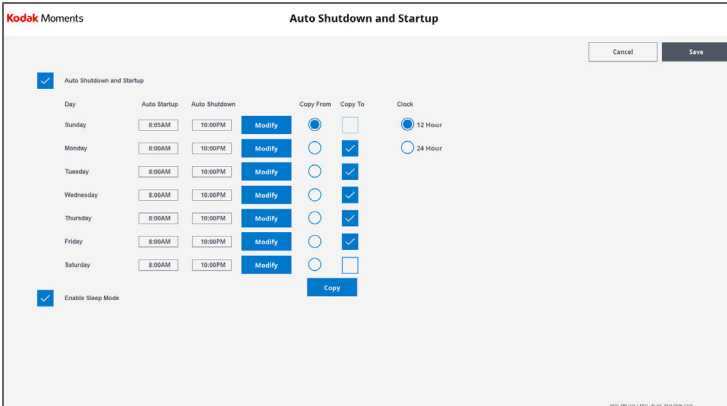
6. Select *Modify* next to the day of the week that you want to adjust.



7. Use the arrows to select the Hour and Minutes for the Auto Startup and Shutdown times.
8. Select *Done*.



- 9. If you would like to apply the changes to other days of the week, select the radio button in the "Copy From" column next to the day of the week that you updated.
- 10. Select the check box in the "Copy To" column next to each day that you want to change.
- 11. Select *Copy*.



- 12. Select *Save* to keep your changes. Otherwise, select *Cancel*.

## Checking the RBM Package Status

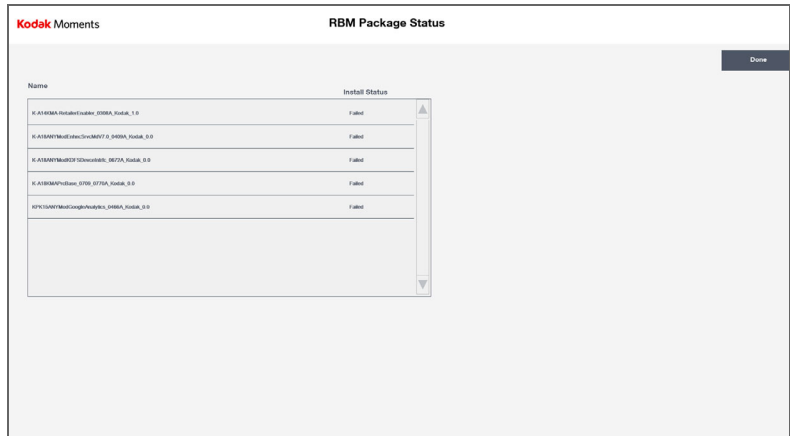
To check the RBM Package Status:



1. From the Setup screen, select *System Configuration*.



2. Select *RBM Package Status*.



3. Check the status of the installed RBM Packages.

4. Select *Done* when you are finished.

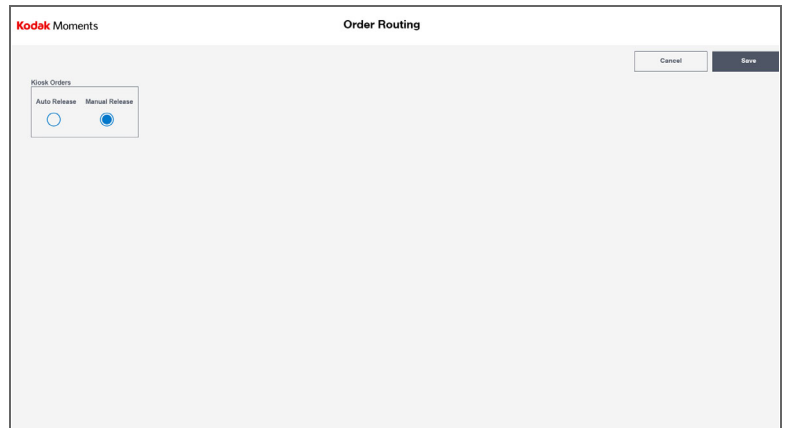
## Order Routing



1. From the Setup screen, select *Order Setup*.

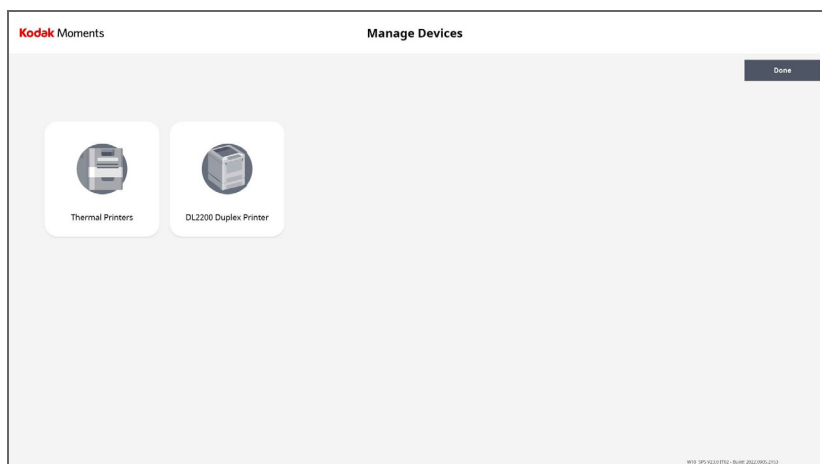


2. Select *Order Routing*.



3. Select an Order Release option:
  - *Auto Release*—to immediately fulfill all kiosk orders without operator intervention.
  - *Manual Release*—to hold all kiosk orders.  
See “[Chapter 3 Managing Orders](#)” for more information.
4. Select *Save* to keep your changes. Otherwise, select *Cancel*.

## Manage Devices



From the Manage Devices screen, select:

- *Thermal Printers* to display thermal printer information, print a test print, configure the tray sensors, access the operator control panel for the 6900/6950 Printer, change a thermal printer output location and priority, or disable a thermal printer.
- *DL2200 Duplex Printer* (if enabled and connected)—to select a default printer for the DL2200 Duplex Printer, if more than one is connected to your network.
- *KODAK DL2100 Duplex Printer* (if enabled and connected)—to select a default printer for the DL2100 Duplex Printer, if more than one is connected to your network.

### Making a Test Print



1. From the Setup screen, select *Manage Devices*.



2. Select *Thermal Printers*.

3. Select on which printer you would like to print the test print.

4. Select *Test Print*.

Printer	Output Location	Serial Number	Status	Ribbon Size	% Ribbon Remaining
KODAK Photo Printer 8800-1	4	001192	Enabled	Ribbon 347	13
KODAK Photo Printer 8800-1	2	007M038	Enabled Calibration Unknown	Ribbon 648	Unavailable
KODAK Photo Printer 8800-2	1	006Z700	Enabled Calibration Unknown	Ribbon 648	Unavailable
KODAK 8810 Photo Printer	5	P04F108	Enabled Calibration Unknown	Ribbon 826	4

Buttons: Test Print, Modify, Enable Printer, Done

5. Select *Done*.

### Configuring the Tray Sensors



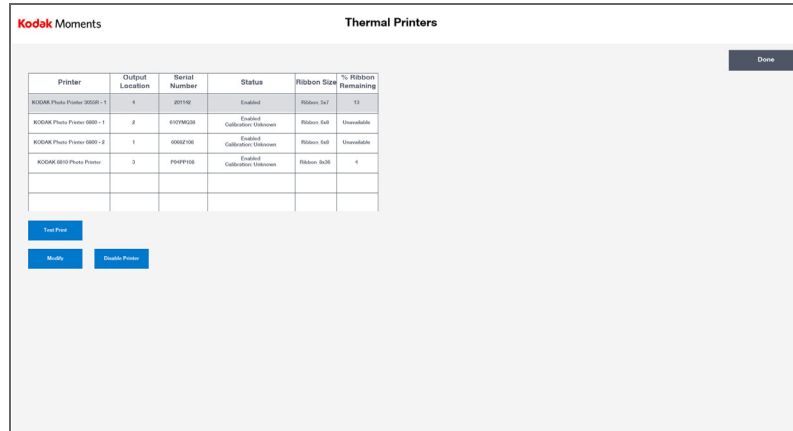
1. From the Setup screen, select *Manage Devices*.



2. Select *Thermal Printers*.

3. Select a printer.

4. Select *Test Print*.

5. Select *Modify*.

## 6. Select the output location associated with the test print.



7. Place the test print in front of the sensor. The number in the right column changes to 1.
8. Remove the test print from in front of the sensor. The number in the right column changes to 0.
9. Select *Save*.
10. Select *Modify*.
11. Place the test print in front of the sensor again. The number in the left column updates to the programmed chip number.
12. Select *Cancel*.
13. Repeat the procedure for each additional printer that needs to be configured.



## Disabling a Printer



1. From the Setup screen, select *Manage Devices*.



2. Select *Thermal Printers*.

3. Select the printer that you wish to disable.

4. Select *Disable Printer*.

Printer	Output Location	Serial Number	Status	Ribbon Size	% Ribbon Remaining
KODAK Photo Printer 8000 - 1	4	20194	Enabled	Ribbon 5x7	10
KODAK Photo Printer 8000 - 1	2	41070020	Enabled Calibration Unknown	Ribbon 8x6	Unavailable
KODAK Photo Printer 8000 - 2	1	6060700	Enabled Calibration Unknown	Ribbon 8x6	Unavailable
KODAK 8010 Photo Printer	3	2509700	Enabled Calibration Unknown	Ribbon 8x6	4

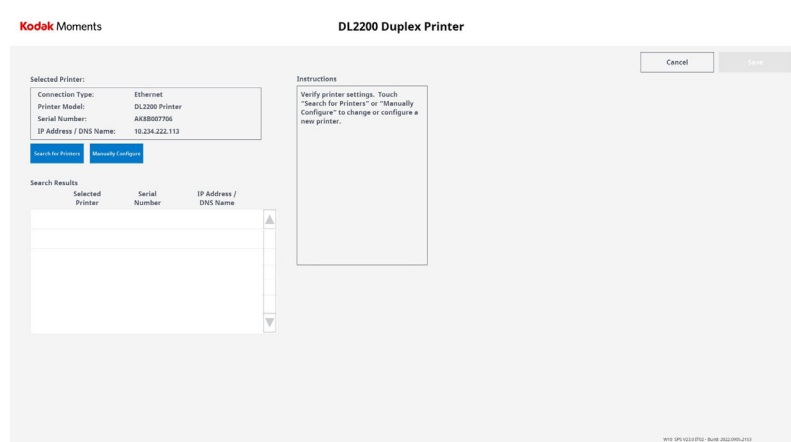
5. Select *Done*.

## Selecting a Default for the DL2100/DL2200 Duplex Printer

If you have more than one DL2100/DL2200 Duplex Printer connected to your network, you can select one as a default.



1. From the Setup screen, select *Manage Devices*.
2. Select:
  - *DL2200 Duplex Printer*—if you have a DL2200 Duplex Printer
  - *KODAK DL2100 Duplex Printer*—if you have a DL2100 Duplex Printer
3. Follow the instructions on the screen to search for connected printers.
4. Select the printer that you want to use as a default from the list.
5. If a printer does not appear, select *Manually Configure*.
6. Enter the IP Address of the printer and test the connection.
7. Select *Save* to keep your changes. Otherwise, select *Cancel*.



## Manage Features



From the Manage Features screen, you can select *Remote Business Manager Setup*—to register your system for Remote Business Manager (see [page 2-18](#)).

### **Remote Business Manager Setup**

When your system was installed, the installer entered the proper Remote Business Manager information for your system. Do not change this information unless you are instructed to do so by Service and Support.

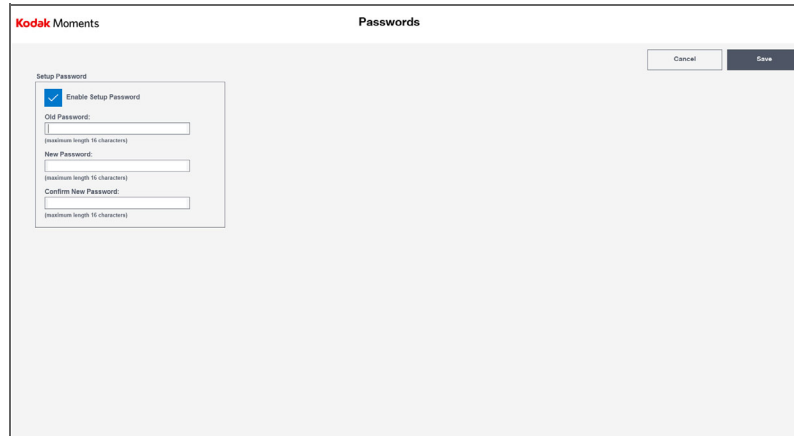
## Passwords

If your site uses passwords, change them regularly. Do not use your store number as a password.

You can set a password for Setup—allows authorized administrators to access the Setup screens, to perform operations such as order setup and enabling feature.



1. From the Setup screen, select *Passwords*.



2. Select the box next to *Enable Setup Password*.
3. Set the Setup Password (up to 16 characters). Use the keyboard to:
  - Enter the old password
  - Enter the new password
  - Confirm the new password
4. Select *Save* to keep your changes. Otherwise, select *Cancel*.

## Diagnostics

From the Diagnostics screen, you can select:

- *Print Test Images*—make test prints from any printer (USB or networked) from the same screen without having to go to the printer menu for each printer (see [page 2-21](#)).
- *Copy Diagnostics to Media*—to write system diagnostic information to a CD or USB Thumb Drive (see [page 2-21](#)).
- *Request Remote Assistance*—to electronically contact Service and Support for help (see [page 2-27](#)).
- *Update RBM DMD Client*—(see [page 2-28](#)).
- *Health Checks*—to display the status of connected hardware, system information and installed software versions, and to reset hardware connections (see [page 2-21](#)).
- *RBM Delay*—The installation of RBM Packages are delayed based on how you configure the feature (see [page 2-25](#)).
- *Thermal Printer Diagnostics* (see [page 2-28](#)).
- *Service Diagnostics\** (see [page 2-26](#)).
- *Start Event Viewer\** (see [page 2-27](#)).
- *Exit to OS\** (see [page 2-27](#)).
- *Start Control Panel\** (see [page 2-27](#)).
- *Check Hard Disk\** (see [page 2-28](#)).
- *Clean System\** (see [page 2-28](#)).
- *69XX Offset Adjustment Tool*— Use the Offset Adjustment Tool to adjust the:
  - Vertical and horizontal image position relative to the paper. The black bars on the edges of the image position target are cut off.
  - Left and right slit positions for the 6950 Printer. The slit lines must go through the black bars on the slit position target.

NOTE: See the Hardware and Accessory Guide for the KODAK MOMENTS Picture Kiosk, KODAK Adaptive Picture Exchange, and the KODAK MOMENTS Self-Service Print Station to use the offset adjustment tool.

\*Appears only if the Enhanced Service Module is installed (see [page 2-30](#)).

## Printing a Test Print from the Print Test Images Screen

Use the Test Print Images screen to print to local printers. When you have USB printers connected to an SPS, you will not be able to run the Test Print on the Satellite Kiosks.

1. From the Setup screen, touch *Diagnostics*.
2. Touch *Print Test Images*.
3. Touch *Select All*, or choose individual printers.
4. Select one of the test images.
5. Select *Test Print*.

## Copying Diagnostics to Media

You may be asked to review diagnostics information with Service and Support.

If you are copying the diagnostics to a CD, you must use a blank 70- or 80-minute CD-R with a certified write speed of at least 8X. **IMPORTANT:** *Do not use a KODAK Picture CD.*



1. From the Setup screen, select *Diagnostics*.
2. Insert the media into the processor.
3. Select CD or USB.

**IMPORTANT:** *Do not remove the media until copying is complete.*

## Using Health Checks

From the Health Checks screen, you can select:

- *Device Health Checks*—to display the status of connected hardware (see [page 2-21](#)).
- *Reset Device Configuration*—to re-detect the system hardware configuration whenever a device is connected or disconnected while the system is on (see [page 2-23](#)).
- *Application Health Checks*—to view system information and the installed versions of software (see [page 2-23](#)).

## Using Device Health Checks

The Device Health Checks screen appears automatically each time you turn on the system. The information displays the status of connected hardware and is useful in identifying general problems with hardware configuration or performance. You can also use this feature to discover a new device that was connected while the system was on. To run device health checks at any time:



1. From the Setup screen, select *Diagnostics*.



2. Select *Health Checks*.



3. Select *Device Health Checks*.

**Kodak Moments** Device Health Checks

**System Checks**

WIMBBD078EP - Print Tower

Category	Total	Available
Memory		
Physical	7.8 GB	4.8 GB
Virtual	3.9 GB	2.6 GB
Drive	Capacity	Available
C:\	88.8 GB	33.7 GB
D:\	39.0 GB	38.2 GB
E:\	267.7 GB	242.8 GB

**Instructions**

System status is complete. Touch the "Done" button to proceed.

**Device Checks**

Name	Status	Information
RAM	FOUND	
CD-ROM Reader Device	FOUND	LSI1094
USB Tower Printer	NOT FOUND	
USB Network	FOUND	ETHERNET
RAM	FOUND	4096 MB
KODAK Moments EP8 Printer - 1	FOUND	1110054 41 01 04 20 02 F1 Double-True
KODAK EP8 Printer - 1	FOUND	1010051 10 01 01 01 01 01 Double-True
KODAK EP8 Printer - 2	FOUND	1010054 41 01 01 01 01 01 Double-True
KODAK EP8 Printer - 3	FOUND	1010051 10 01 01 01 01 01 Double-True
CD-ROM Reader	FOUND	LSI1094
DVD & Video Device	FOUND	HL-DT-ST DVD-RW DS-8A0LH-010R
WIRELESS NETWORK	FOUND	None

**Done**

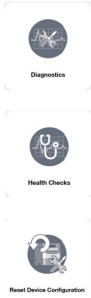
4. When finished, select *Done*.

For information on error messages that may have appeared during the Device Health Checks process, see [page 6-4](#).

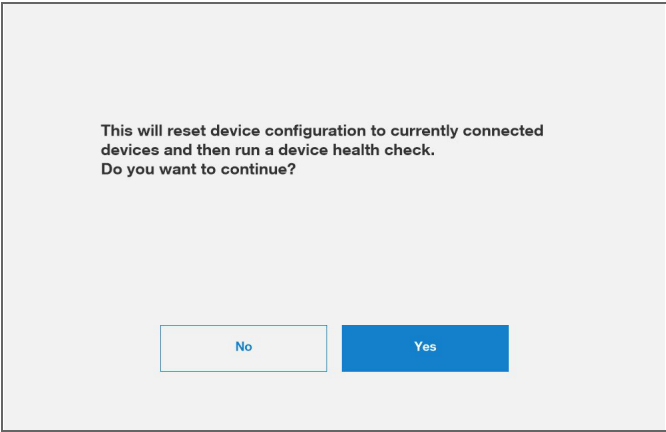
### Resetting Device Configuration

NOTE: Device configuration cannot be reset if there are active orders in the system (see [page 3-1](#)).

After you disconnect a hardware device from your system, you should use the Reset Device Configuration feature.



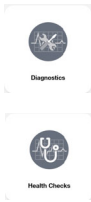
1. From the Setup screen, select *Diagnostics*.
2. Select *Health Checks*.
3. Select *Reset Device Configuration*, then select *Yes*.



The Device Health Check process runs and the system initializes.

### Using Application Health Checks

Use Application Health Checks to view system information and versions for installed software:



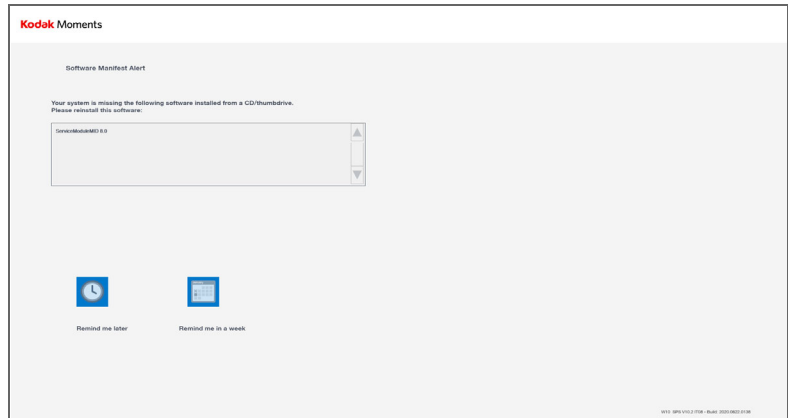
1. From the Setup screen, select *Diagnostics*.
2. Select *Health Checks*.





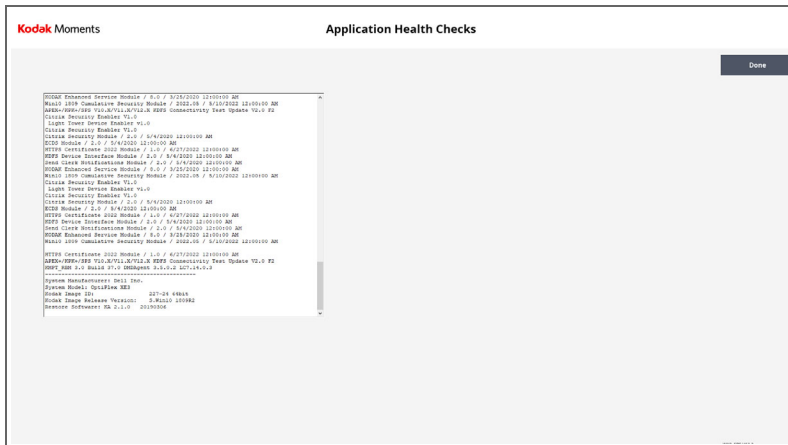
### 3. Select *Application Health Checks*.

*If your system detects that previously installed software is missing, the Software Manifest Alert screen appears.*



Select *Remind me later* to dismiss the screen and be reminded next time Application Health Checks runs, or select *Do not plan to load missing software* to permanently dismiss it.

*The system information is displayed.*



### 4. When finished, select *Done*.

## Using RBM Delay

The installation of RBM Packages are delayed based on how you configure the feature. This is a “One Time” delay (not reoccurring) that service personnel can activate while servicing a device. The delay prevents RBM packages from installing in between device reboots. You must set the delay each time you want to delay the RBM install. This feature is disabled by default.



1. From the Setup screen, select *Diagnostics*.



2. Select *RBM Delay*.

3. Select an expiration time for the delay:

- *Delay for 3 hours*
- *Delay Until the Select Time (Same Day)*

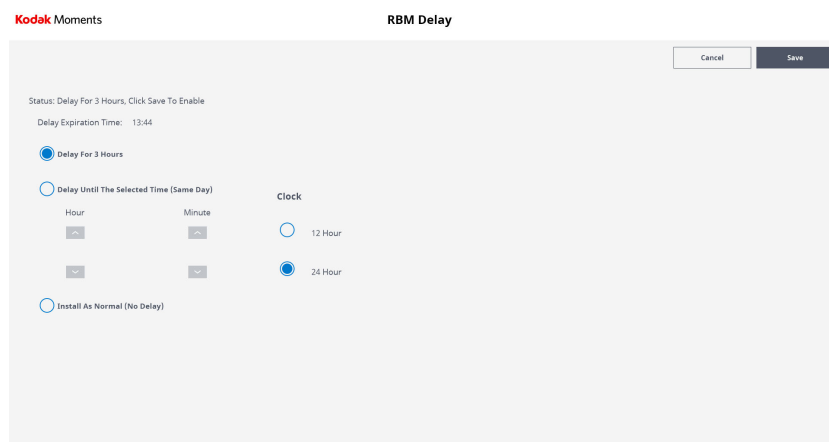
4. If you selected *Delay Until the Select Time (Same Day)*, select the:

- Arrow buttons to set the hour and minute of the delay.
- 12-hour or 24-hour clock

5. Select *Install as Normal (No Delay)* if you do not want to delay the RBM Packages.

6. Select *Save*.

NOTE: The RBM Packages will resume downloading when the time period expires and the system is restarted.



### Using Service Diagnostics

Service Diagnostics requires a service password. Typically, you do not need to use this option unless you are instructed to do so by Service and Support.

NOTE: This feature is only available if the Enhanced Service Module is installed (see [page 2-30](#)).

### Using Thermal Printer Power Save

When this feature is enabled, if the printer is turned on and no orders are being sent to it, the printer detects this and goes into a power save mode. When the printer detects a print order it automatically wakes up and starts printing the order.



1. From the Setup screen, select *Diagnostics*.



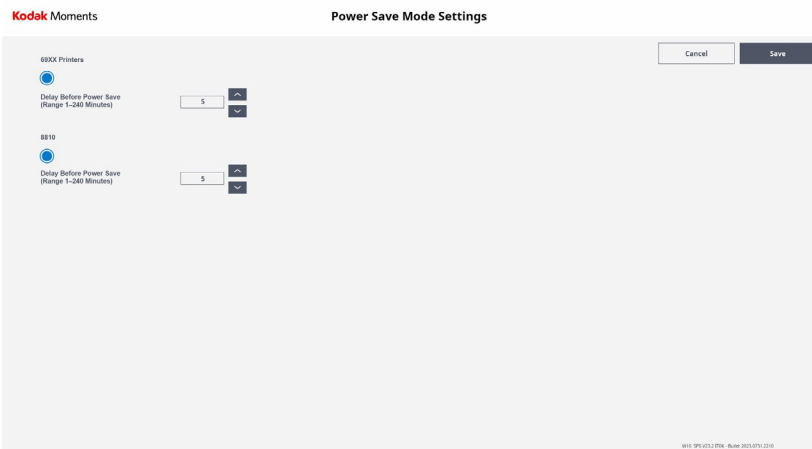
2. Select *Service Diagnostics*.



3. Select *Thermal Printer Power Save*.

4. Enable the power save mode for the printer(s).

5. Set the sleep mode time (in minutes). You can select a time between 1 and 240 minutes.



6. Select *Save*.

**Starting the Event Viewer** Use Start Event Viewer to view logs of recorded system errors and events. Typically, you do not need to use this option unless you are instructed to do so by Service and Support.

NOTE: This feature is only available if the Enhanced Service Module is installed (see [page 2-30](#)).

**Exiting to the OS** Exit to OS requires a service password. Typically, you do not need to use this option unless you are instructed to do so by Service and Support.

NOTE: This feature is only available if the Enhanced Service Module is installed (see [page 2-30](#)).

**Starting the Control Panel** Start Control Panel requires a service password. Typically, you do not need to use this option unless you are instructed to do so by Service and Support.

NOTE: This feature is only available if the Enhanced Service Module is installed (see [page 2-30](#)).

## Requesting Remote Assistance

If instructed, you can contact Service and Support for help from your system:



1. From the Setup screen, select *Diagnostics*.



2. Select *Request Remote Assistance*.

3. Select the name of your local service representative.

4. Select *Done*.

## Allow Remote Assistance

If instructed by Service and Support, do this to allow remote assistance:



1. From the Setup screen, select *Diagnostics*.



2. Select *Allow Remote Assistance*.

*The Service message displays on the screen, and the service representative can remote in to your system.*

3. Wait for further instructions from the service representative.

### **Checking the Hard Disk**

Typically, you do not need to use this option unless you are instructed to do so by Service and Support.

NOTE: This feature is only available if the Enhanced Service Module is installed (see [page 2-30](#)).

### **Using Thermal Printer Diagnostics**

Typically, you do not need to use this option unless you are instructed to do so by Service and Support.

NOTE: This feature is only available if the Enhanced Service Module is installed (see [page 2-30](#)).

### **Cleaning the System**

Use the Clean System option, only if instructed to do so by Service and Support, to maintain processor performance and free hard disk space.

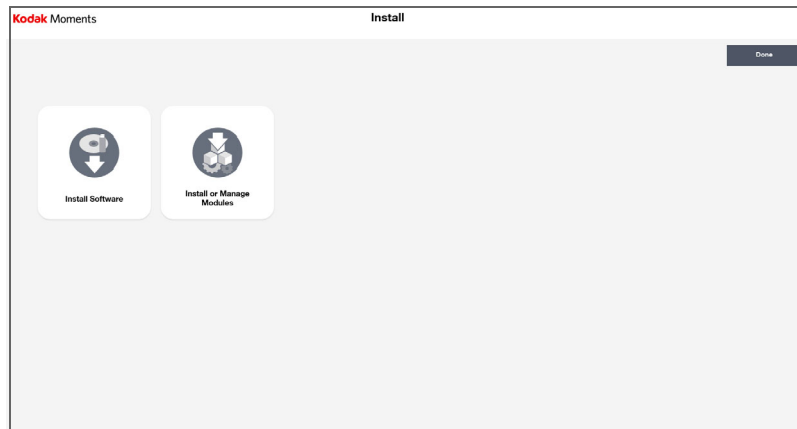
NOTE: This feature is only available if the Enhanced Service Module is installed (see [page 2-30](#)).

### **Updating the RBM DMD Client**

Use the Update RBM DMD Client option, only if instructed to do so by Service and Support.

NOTE: This feature is only available if the Enhanced Service Module is installed (see [page 2-30](#)).

# Install



From the Install screen, you can:

- Install Software
- Install or manage modules (see [page 2-30](#))

## Installing Software

The following procedure applies to the installation of software upgrades, patches, enablers, and firmware updates. Only perform this process if you are instructed to do so by Service and Support.



1. From the Setup screen, select *Install*.

2. Select *Install Software*.

*The following message appears:*

*“Software Installation. Please insert installation media.”*

3. Insert the installation media into the system and wait approximately 10 seconds.

4. Select *Check for Media*.

5. Follow the instructions on the screen.

NOTE: Do not interact with the screen unless prompted.

*A system backup may occur before software installation. When the installation is complete, the system restarts.*

6. Remove the installation media and store it with the other software for your system.

### Installing and Managing Modules

Modules are additional features that can be installed on your system. Once installed, new menu items and options that reflect the enhancements are added to the software.

#### Installing Modules from a CD or USB device

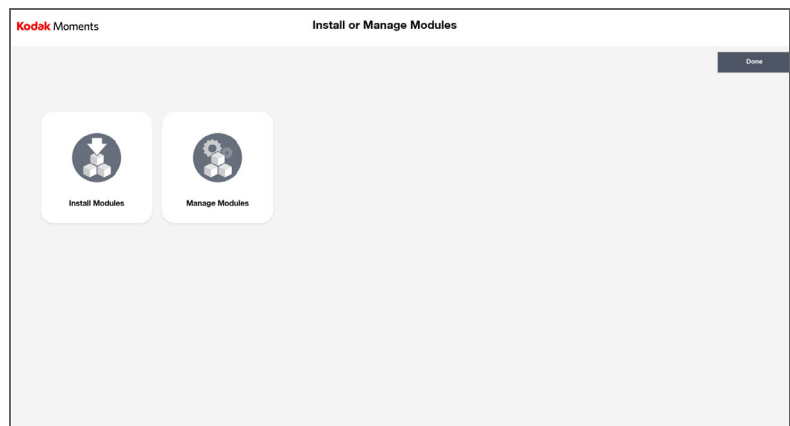


1. From the Setup screen, select *Install*.

2. Insert the installation media into the system and wait approximately 10 seconds.



3. Select *Install or Manage Modules*.



4. Select *Install Modules*. Follow the instructions on the screen.

5. When finished, select *Done*.

6. Remove the installation media and store it with the other software for your system.

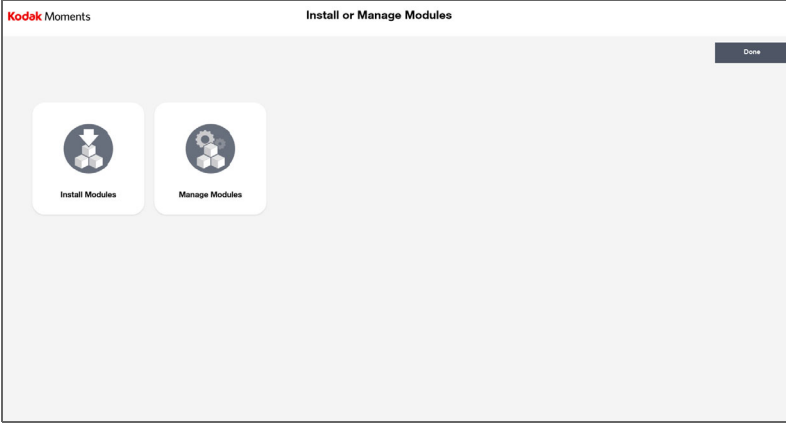
### Viewing and Managing Installed Modules



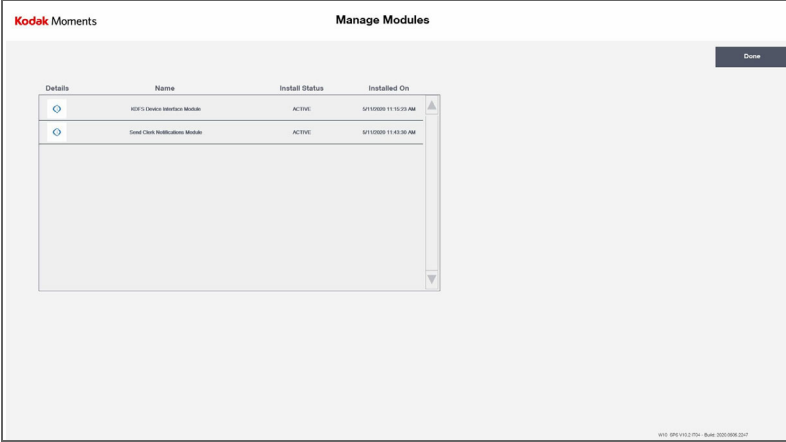
1. From the Setup screen, select *Install*.



2. Select *Install or Manage Modules*.



3. Select *Manage Modules*.



4. Select the *i* button to next to a module to view more information.

5. When finished, select *Done*.



## Backup System

When your system was installed, the installer saved a backup of your system. Typically, you do not need to use this feature, which requires a service password to access.

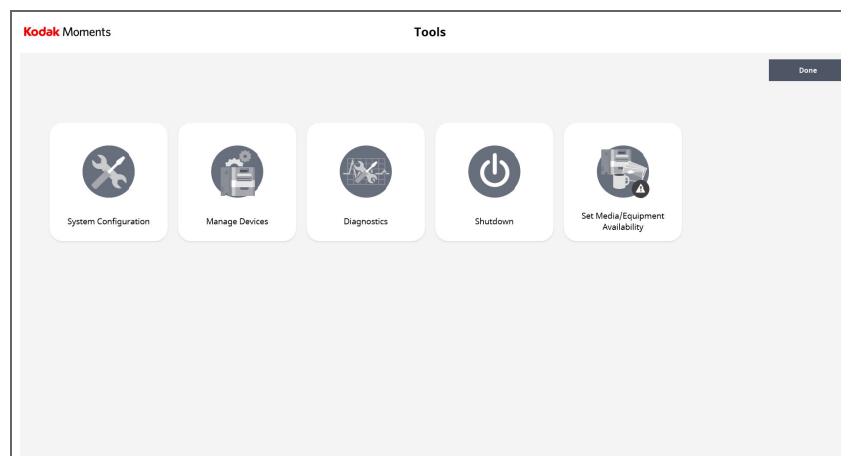
## Restore System

When your system was installed, the installer saved a backup of your system. Use Restore System to use this backup of your system. Typically, you do not need to use this feature, which requires a service password to access.

## Using the Tools

The Tools screen provides easy, non-password protected access to a number of functions:

- System Configuration (See [page 2-2](#)).
- Manage Devices (See [page 2-13](#)).
- Diagnostics (See [page 2-20](#)).
- Shutdown (see [page 1-3](#))
- Set Media / Equipment Availability (see [page 2-33](#))



NOTE: The tools available depend on your system configuration.

## Set Media and Equipment Availability

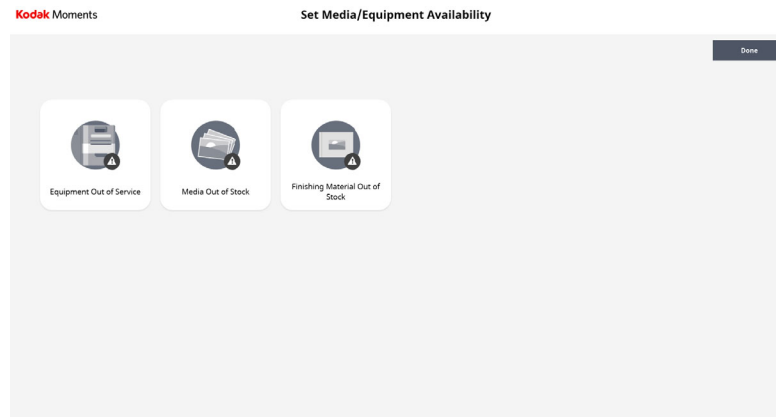
If you run out of media for a product (e.g., paper, ribbon etc.), have an issue with equipment (e.g., broken printer), or if you run out of a finishing material (e.g., photo book bindings) - you can deactivate a product so that the product does not appear on the Kiosk.

Once a selection is made, it will take approximately 5 minutes for the associated products to be deactivated on the Kiosk.

Once the media is available, or equipment is back on-line - you must activate the options that you previously deactivated.

You can select:

- *Equipment out of Service* - to take a piece of equipment out of service.
- *Media out of Stock* - to select media that may be out of stock.
- *Finishing Material out of Stock* - to select finishing material that is out of stock.



### Equipment Out of Service



1. From the Tools screen, select *Set Media / Equipment Availability*.



2. Select *Equipment Out of Service*.

3. Select the equipment that is out of service.

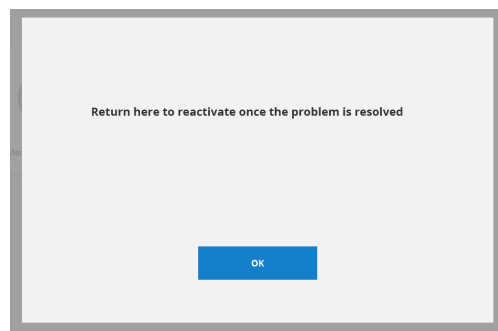


4. When finished, select *Save*.

5. Select *OK* at the message prompt.

6. Select *Done*.

7. Select *OK* at the message prompt.



8. Wait for the associated products to be temporarily removed from the Kiosk.

**IMPORTANT:** *You must repeat these steps to enable the products once the equipment is available again!*

Media Out of Stock

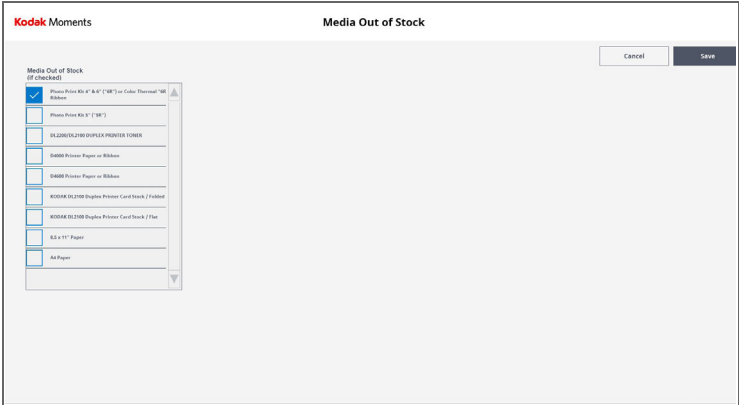


1. From the Tools screen, select *Set Media / Equipment Availability*.



2. Select *Media Out of Stock*.

3. Select the media that is out of stock.

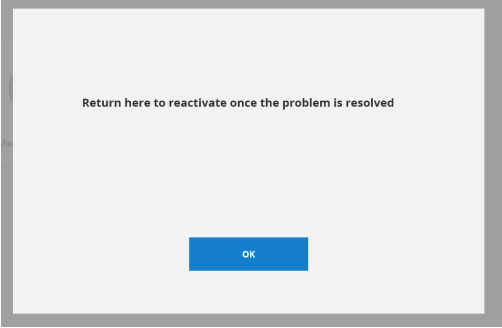


4. When finished, select *Save*.

5. Select *OK* at the message prompt.

6. Select *Done*.

7. Select *OK* at the message prompt.



8. Wait for the associated products to be temporarily removed from the Kiosk.

**IMPORTANT:** *You must repeat these steps to enable the products once the media is available again!*

### Finishing Material Out of Stock

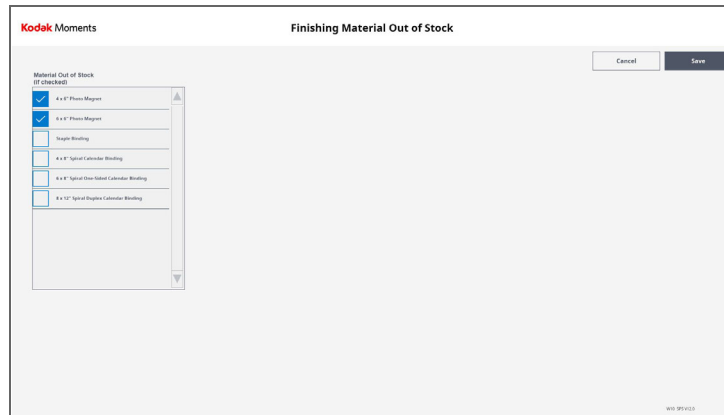


1. From the Tools screen, select *Set Media / Equipment Availability*.



2. Select *Finishing Material Out of Stock*.

3. Select the finishing material that is out of stock.

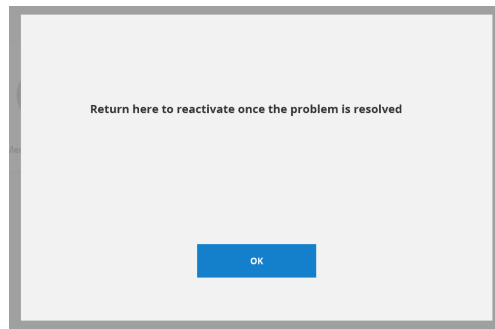


4. When finished, select *Save*.

5. Select *OK* at the message prompt.

6. Select *Done*.

7. Select *OK* at the message prompt.



8. Wait for the associated products to be temporarily removed from the Kiosk.

**IMPORTANT:** *You must repeat these steps to enable the products once the finishing material is available again!*

---

# 3 Managing Orders

NOTE: If you are on the Customer Order Display screen, you must toggle to the Clerk View. See [“Toggling the Display” on page 1-4](#).







At the top of the screen, select the *ORDERS* tab. From the *ORDERS* screen, you can access:

- Active Orders
- Completed Orders

## Managing Active Orders

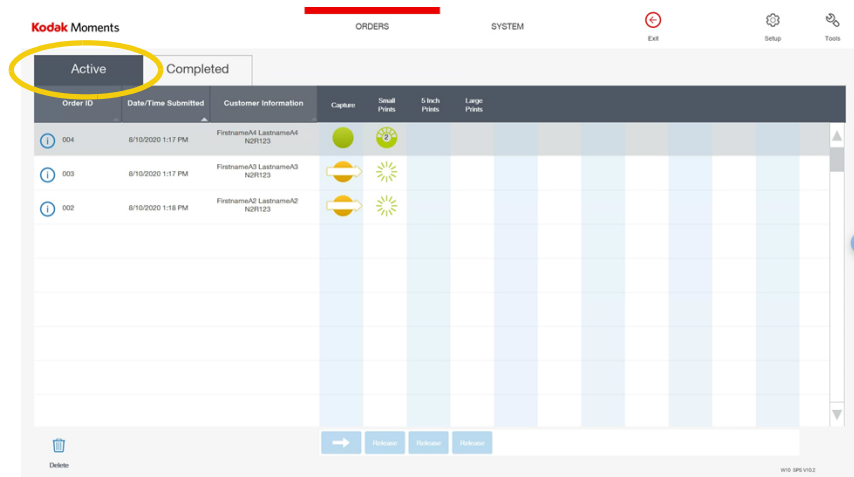
The Active Orders Queue:

- lists all queued jobs.
- lets you remove orders from the output queue.
- lets you release orders waiting for approval.
- lets you view order details.

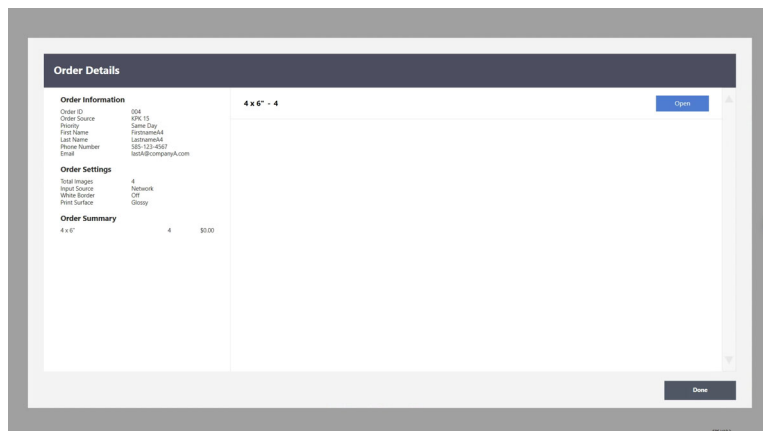
Indicator	Status
	The order is scheduled to complete this step of fulfillment some time in the future.
	The order is waiting at this step of fulfillment.
	This step of fulfillment is currently in progress.
	The order has completed this step of fulfillment.
	An error has occurred during this step of fulfillment.
	The order is ready for release. No other orders can be sent through this step until this step is completed.

NOTE: To add progress detail to the status indicators, see [page 2-8](#).

1. From the ORDERS screen, select *Active*.

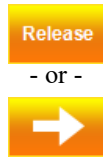


2. View the active orders.
3. Use the arrows or slider to view more orders.
4. Touch or click an active order to select it.
5. Select the *i* button to view the details of the order.



6. Select:
  - *Open* to view the products in the order.
  - *Close* to hide the products in the order.
  - *Done* to close the order details.
7. Select *Delete*—to delete the selected order.
  - *Delete*—to delete the selected order.

NOTE: If using a keyboard, you can select multiple orders to delete by pressing and holding [Ctrl] while making selections. To select a range of orders, press and hold [Shift] while selecting the first then last order in the range.



If there is an active release button at the bottom of a column, select it to release the selected order to the next stage.

Select one of the following column headings to sort the list by that column:

- Order ID
- Date/Time Submitted
- Customer Information

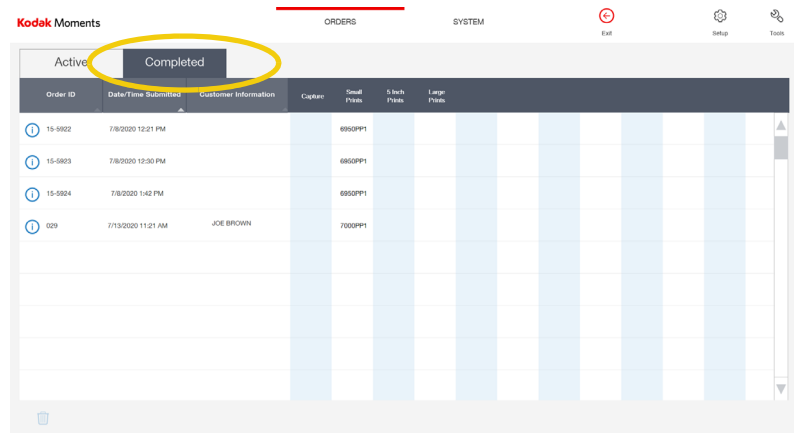
The remainder of the columns in the Active Orders screen indicate the current workflow stage and progress of the products for each order, including:

- Capture
- Small Prints
- 5 Inch Prints
- Large Prints

NOTE: To add progress detail to the status indicators, see [page 2-8](#).

## Managing Completed Orders

1. From the ORDERS screen, select *Completed*.



2. View the completed orders.
3. Use the arrows or slider to view more orders.
4. Touch or click a completed order to select it.





5. Select the *i* button to view the details of the order.



6. Select:

- *Open* to view the products in the order.
- *Close* to hide the products in the order.
- *Done* to close the order details.

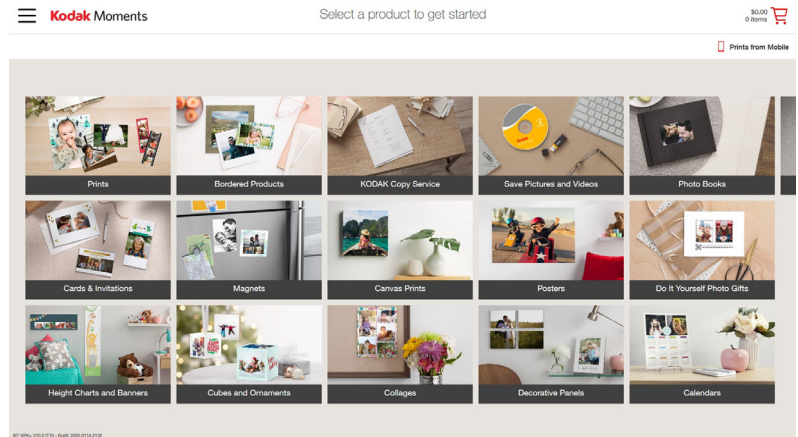
7. Select *Delete*—to delete the selected order.

NOTE: If using a keyboard, you can select multiple orders to delete by pressing and holding [Ctrl] while making selections. To select a range of orders, press and hold [Shift] while selecting the first then last order in the range.

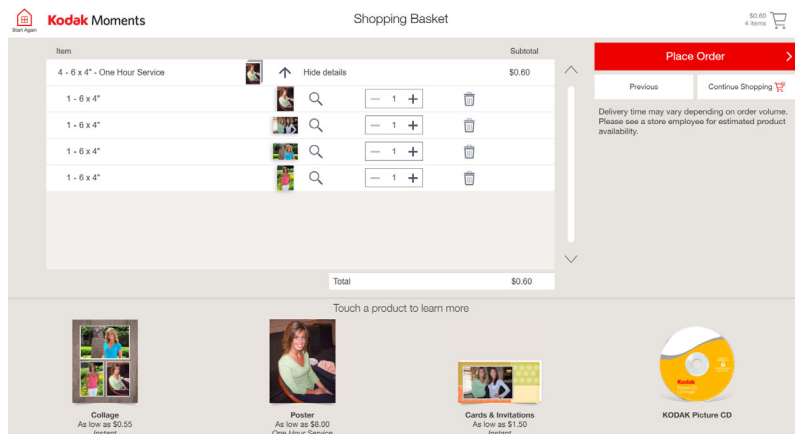
# 4 Creating an Order

1. From the KODAK MOMENTS Picture Kiosk, follow the on-screen instructions for selecting images and creating an order.

NOTE: For more information see the User's Guide for the KODAK MOMENTS Picture Kiosk.



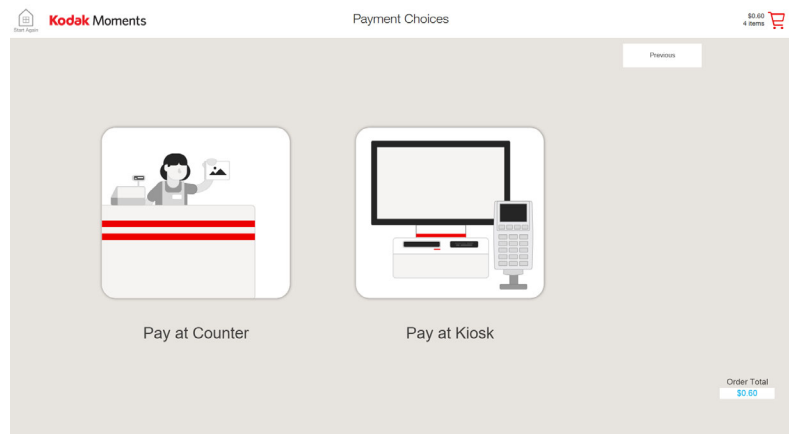
2. Select *Place Order*.



3. Select a payment option:

- *Pay at Counter*
- *Pay at Kiosk*

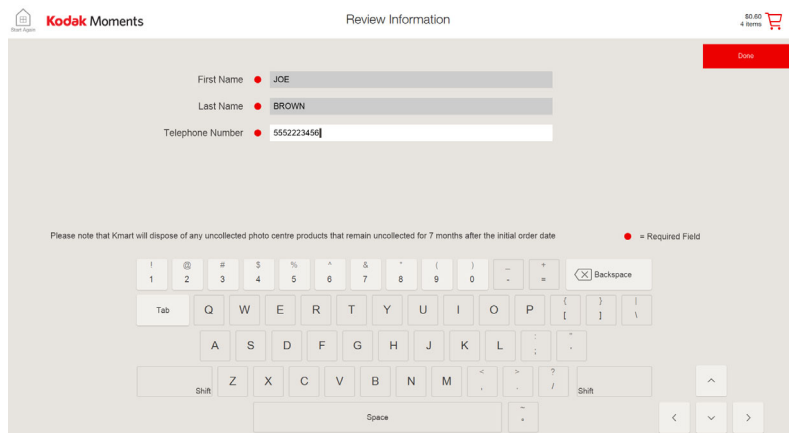
NOTE: The payment screen appears only if you have a payment kit installed and enabled.



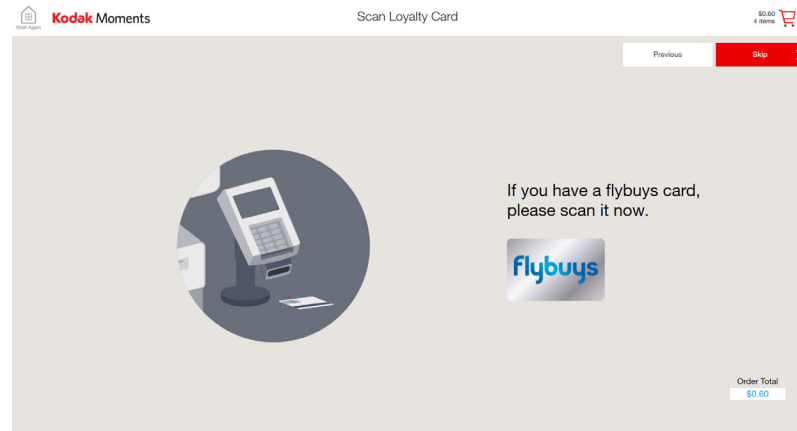
4. If enabled, use the on-screen keyboard to enter:

- First Name
- Last Name
- Telephone Number

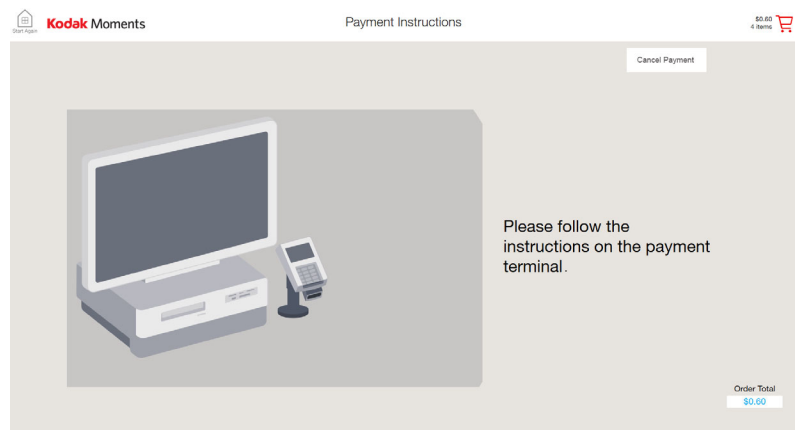
5. Select *Done*.



6. If you select *Pay at Counter*, take the printed receipt to the cashier and pay for the order.
7. If you select *Pay at Kiosk*, scan the customer loyalty card if there is a bar code scanner present. The customer can also choose to select *Skip* and go on to the payment screen.



8. Follow the instructions on the payment terminal to complete the transaction.



9. Remember to take the receipt.
10. See ["Using the Customer Order Display"](#) on page 5-1 to pick up the order.

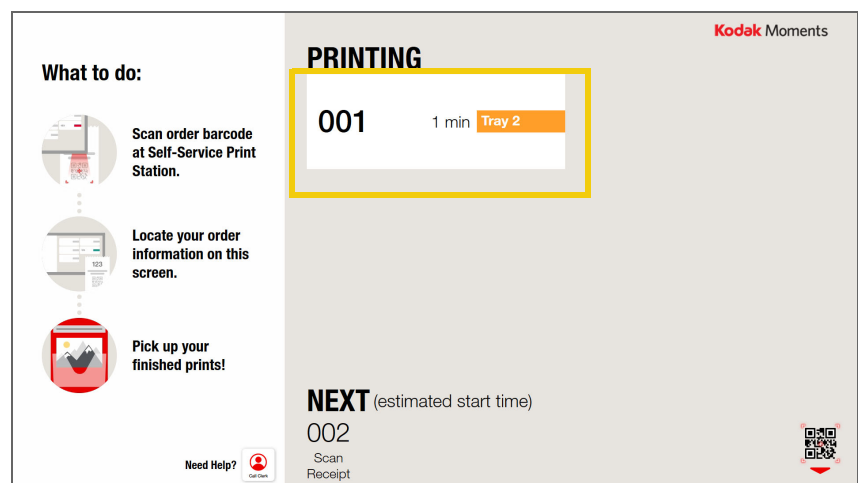
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# 5 Using the Customer Order Display

NOTE: If you are on the ORDERS screen, you must toggle to the Customer Order Display screen. See ["Toggling the Display" on page 1-4](#).

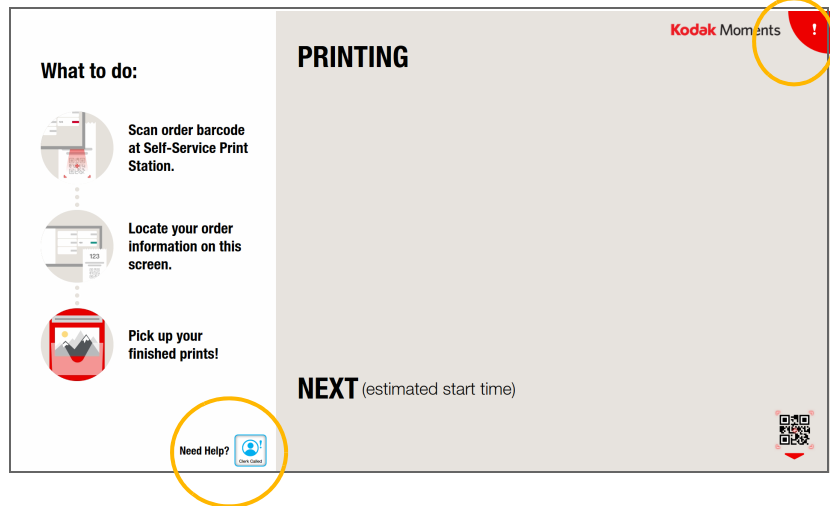
The Customer Order Display allows you to view the status of a customer order and its location.

Scan the QR code on the kiosk receipt using the bar code scanner. The order information appears on the screen.



## Configuring the Customer Order Display Options

The Call Clerk button allows customers to alert the clerk from the Customer Order Display. When the customer touches Call Clerk, a red alert icon appears in the upper right corner of the Customer Order Display, and the red alert light blinks.



1. From the Setup screen, select *Configure Consumer Order Display Options*.



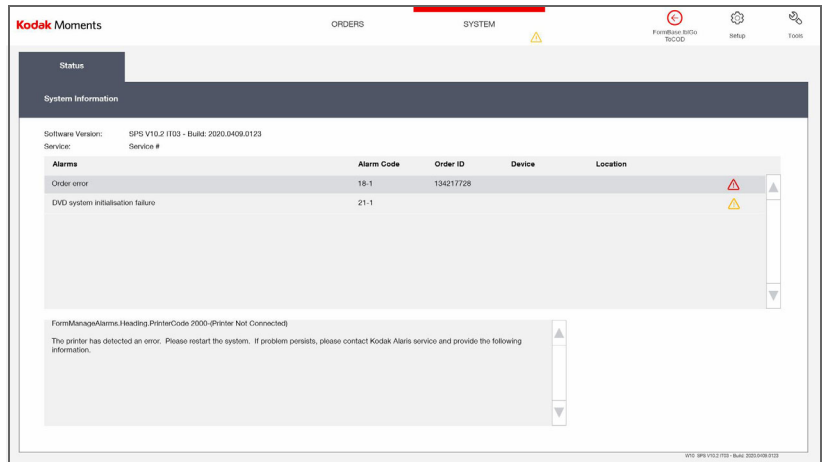
2. Select next to Enable to enable the Call Clerk button on the Customer Order Display.
3. Select Save to keep your changes. Otherwise, select *Cancel*.

# 6 Troubleshooting

## Checking the System Status

At the top of the screen, select the *System* tab. Active alarms are listed on the System screen which include the:

- severity of the alarm
- alarm code
- description of the alarm
- affected order ID
- affected device
- device location



Symbol	Status
	Yellow—An alarm needs attention, but the operator can finish other tasks first.
	Red—An alarm should be resolved as soon as possible because it could affect other orders.

## Resolving Alarms

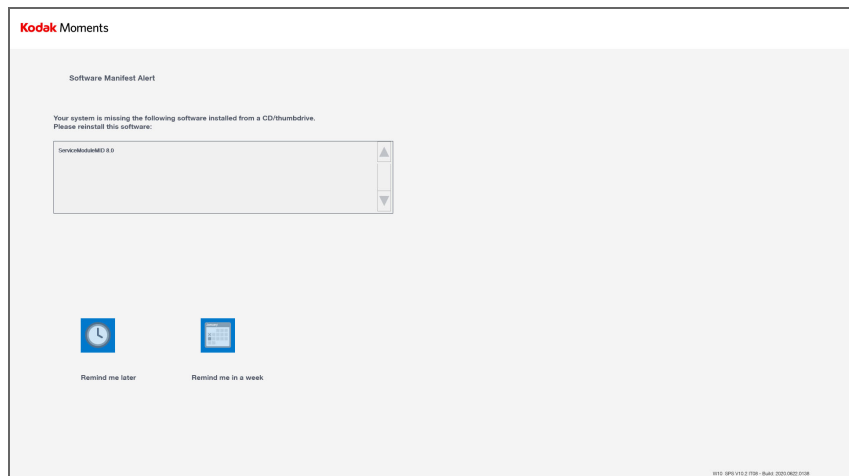
1. At the top of the screen, select the *System* tab.
2. Select an alarm from the list.
3. Refer to the information window for details about the alarm.
4. Resolve the alarm, then select *OK*.

NOTE: If the *OK* button is unavailable, the alarm will disappear after it is resolved.

## Software Manifest Alert Screen

When the system first starts up, it may display the Software Manifest Alert screen. You can select:

- Remind me later—take no action and continue with start up.
- Remind me in a week—take no action and continue with start up. A reminder appears in a week.

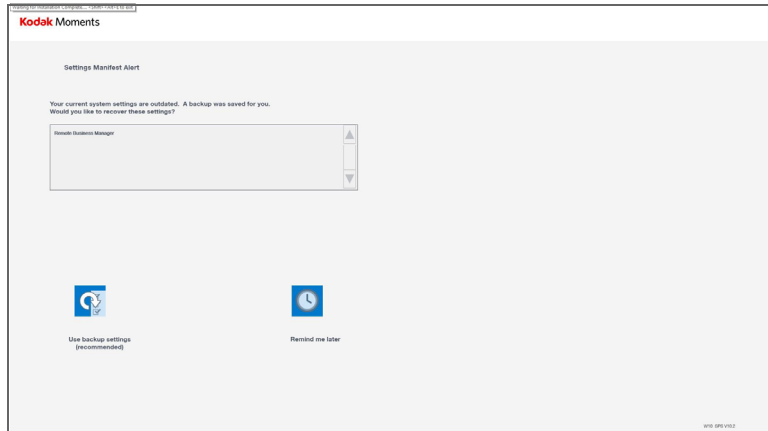




## Settings Manifest Alert Screen

When the system first starts up, it may display the Settings Manifest Alert screen. You can select:

- Use backup settings—to use the saved settings from your backup.
- Remind me later—take no action and continue with start up.

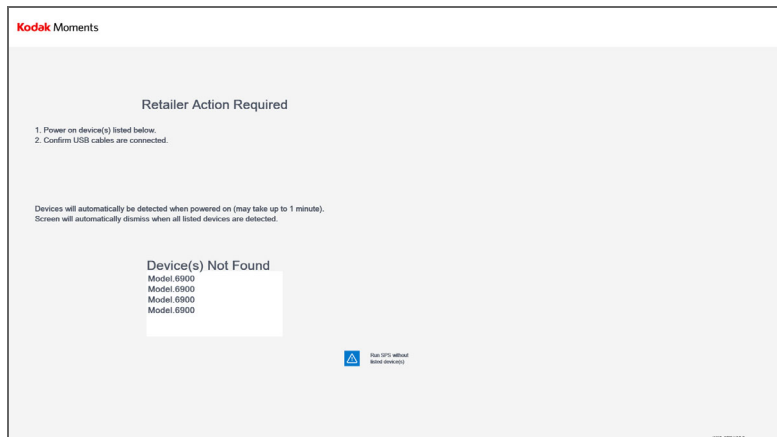


## Enhanced Component Detection Screen

When the system first starts up, it may display the Software Module Alert screen.

NOTE: This screen will appear only if the Enhanced Component Detection Module is installed.

1. Check all equipment listed.  
Devices are automatically detected when powered on. This screen will dismiss once the equipment is detected.
2. Select *Run SPS without detected device (s)* to start the system without the device.



## Troubleshooting Device Health Checks

Problem	Possible Solution
A hardware device indicates NOT FOUND.	<p>Verify that the:</p> <ul style="list-style-type: none"> <li>• device is turned on.</li> <li>• power cord is connected.</li> <li>• USB cable is connected to the hardware device and the processor.</li> </ul> <p>After turning on and connecting the device, use the Device Health Checks feature (see <a href="#">page 2-21</a>). If the Device Health Checks screen still indicates the device is not found, turn the system off, then back on. If the problem persists, contact Service and Support.</p>
Total Physical Memory indicates less than 384 MB.	Turn the system off, then back on. If the problem persists, contact Service and Support.
Hard Disk(s) indicates other than available.	

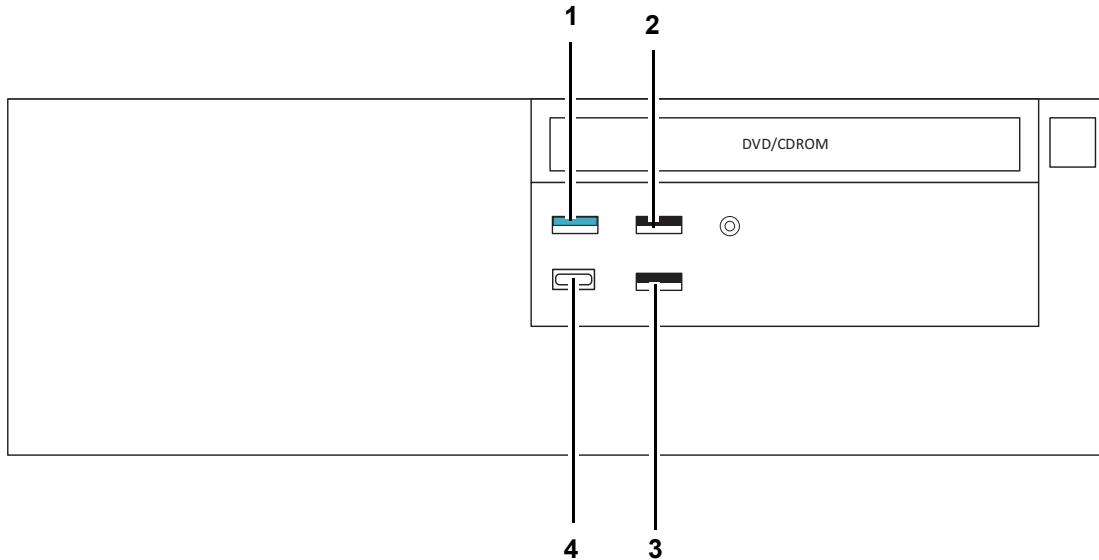
## Troubleshooting the Touch Screen Display

Problem	Possible Solution
No pictures displayed on the touch screen.	<p>Verify the:</p> <ul style="list-style-type: none"> <li>• “No Signal” Message displays on the monitor.</li> <li>• Processor is turned on.</li> <li>• Power cord is plugged in and the outlet is known to be working.</li> <li>• USB cable is connected to the monitor and processor.</li> </ul>
The touch screen display does not respond to touch.	<p>Verify the:</p> <ul style="list-style-type: none"> <li>• Processor is turned on.</li> <li>• Power cord is plugged in and the outlet is known to be working.</li> <li>• USB cable is connected to the monitor and processor.</li> </ul>

## Cable/Hardware Connections

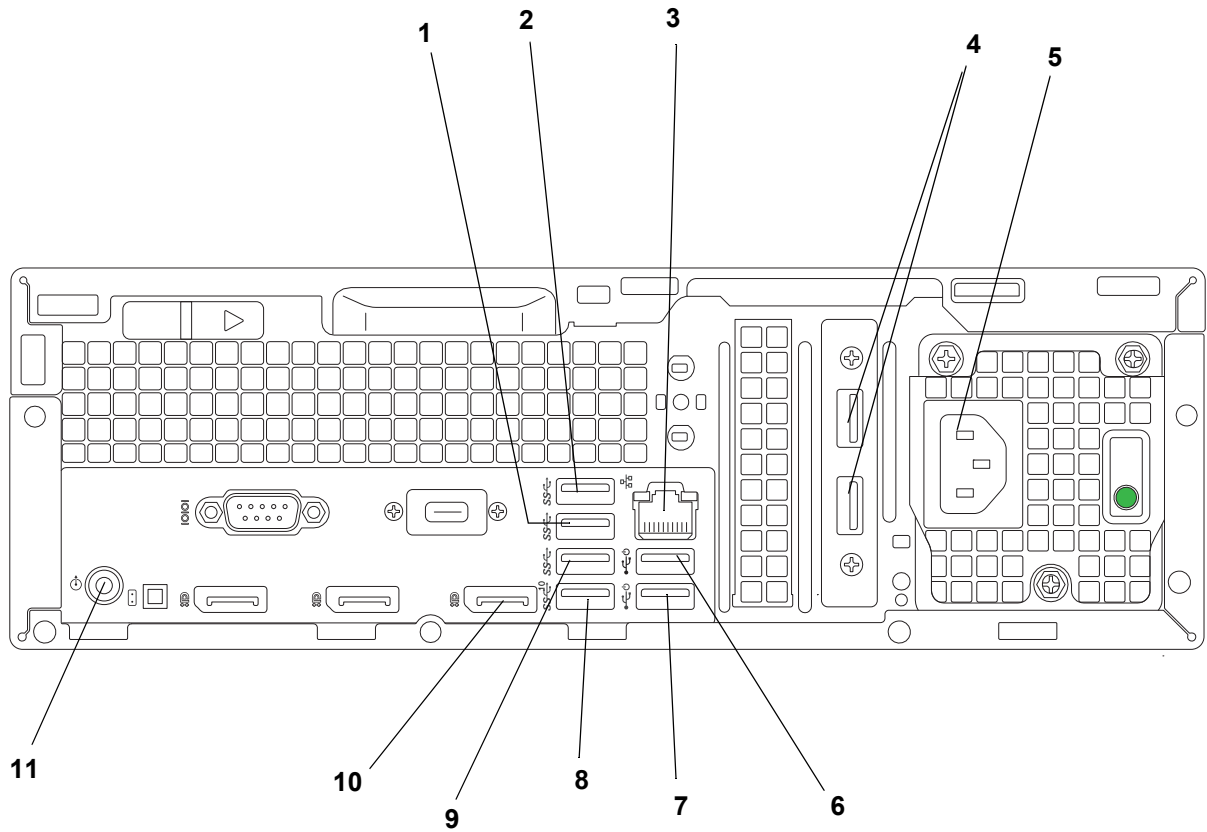
NOTE: If you connect hardware with the system power on, use the Reset Device Configuration feature to scan for and enable the device (see [page 2-23](#)).

### Front (DELL XE4 - PC52)



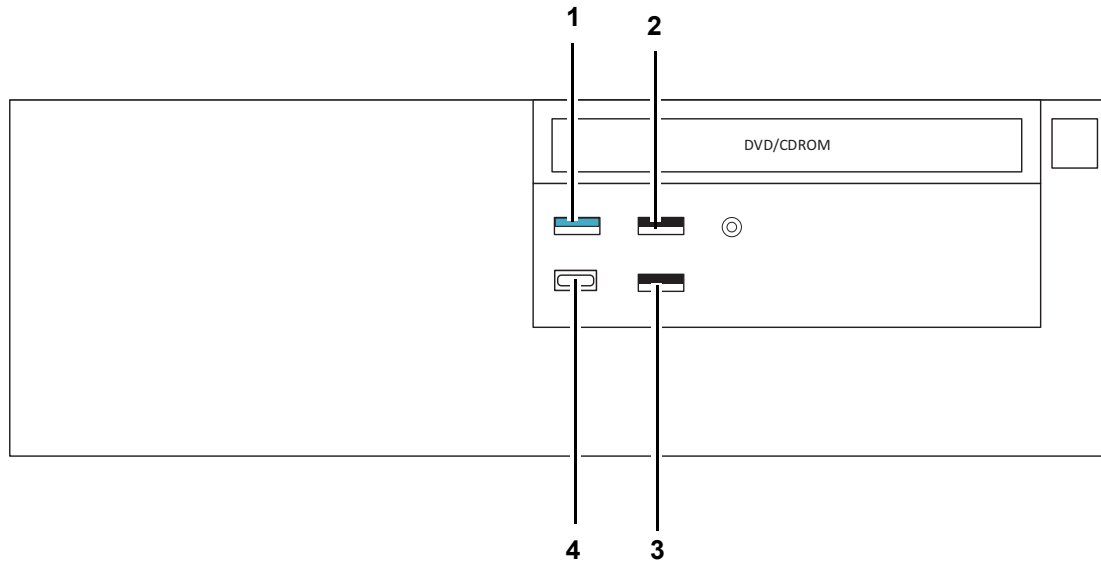
1	Alert Light
2	Bar Code Reader
3	Service Hub
4	Spare USB Port

Back (DELL XE4 - PC52)



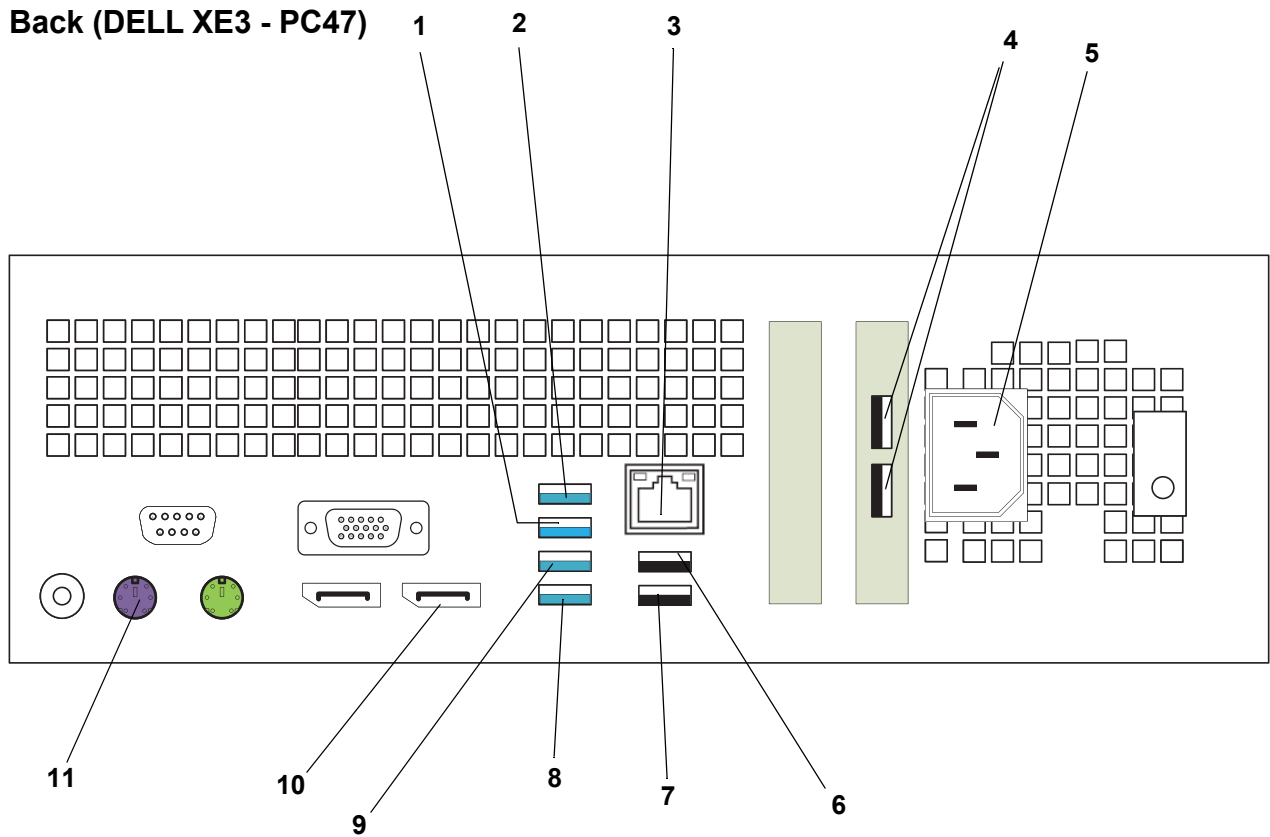
1	USB Printer
2	USB Printer
3	Network Cable
4	USB Connections for Remote Power Control
5	Connection for Power Cord
6	Tray Sensor Controller
7	Touch Screen
8	USB Printer
9	USB Printer
10	Video Cable for the Monitor
11	External PC Power Reset

### Front (DELL XE3 - PC47)



1	Alert Light
2	Bar Code Reader
3	Service Hub
4	Spare USB Port

Back (DELL XE3 - PC47)



1	USB Printer
2	USB Printer
3	Network Cable
4	USB Connections for Remote Power Control
5	Connection for Power Cord
6	Tray Sensor Controller
7	Touch Screen
8	USB Printer
9	USB Printer
10	Video Cable for the Monitor
11	External PC Power Reset

# Appendix A: System Specifications

## Physical Specifications

KODAK MOMENTS Self-Service Print Station - Single	
Size	Height: 45.02 in. (114.35 cm) Width (with stabilizers): 24.56 in. (62.39 cm) Depth: 34.95 in. (88.77 cm)
Weight (including typically installed components)	190 lbs (86.19 kg)

KODAK MOMENTS Self-Service Print Station - Double	
Size	Height (with monitor and alert light): 76.33 in. (193.87 cm) Width: 36.04 in. (91.53 cm) Depth: 34.95 in. (88.77 cm)
Weight (including typically installed components)	380.00 lbs (172.37 kg)

Processor: DELL XE4	
Size	Height: 6.29 in. (16 cm) Width: 14.37 in. (36.50 cm) Depth: 13.58 in. (35.50 cm)
Weight	Maximum 22.99 lbs. (10.43 kg)

Processor: DELL XE3	
Size	Height: 3.65 in. (9.26 cm) Width: 11.42 in. (29 cm) Depth: 11.53 in. (29.2 cm)
Weight	Maximum 11.57 lbs. (5.26 kg)

# Power and Environmental Specifications

KODAK MOMENTS Self-Service Print Station - Double		
Power	Voltage	Line 1: 110 - 240 V AC Line 2: 110 - 240 V AC
	Frequency	50/60 Hz
	Maximum current	10 A, each cabinet <i>IMPORTANT: If using a double receptacle, it must have a 20 A or better capacity with no other loads on the circuit. Otherwise two receptacles may be required.</i>
Environmental	Temperature	Operating: 15 - 30°C (59 - 86°F) Storage: -4 - 131 °F (-20 - 55 °C)
	Humidity	Operating: 15 - 76% Storage: 5 - 86%
	Altitude	2000 m (6561 ft) maximum
	Airflow	1.5 m3 / min





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