

# Promo Kiosk: Basic Maintenance

This Quick Reference (QR) guide explains recommended basic maintenance for your Promotional kiosks.

## Best Practices

Monthly touch screen calibration and printer head cleaning are highly recommended. Additionally, any time team members visit a kiosk, it is suggested that they check printing quality/paper levels, touch screen response/accuracy, and test the card swipe. Daily checks to confirm cables are securely connected and the unit is free from dust/spills are highly recommended. Any items should be addressed on the spot if needed rather than waiting for the maintenance period to ensure kiosk functionality.

## IMPORTANT

When performing maintenance, please note that any time the cabinet door of the kiosk is opened, it is recommended to unplug the USB for the touchscreen monitor and then plug it back in before closing the cabinet door. This will keep the monitor from building up static and losing calibration.

## Printer Test - Daily

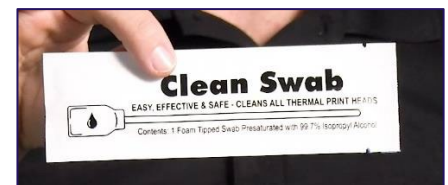
Either through the Windows Control Panel or an active test promotion (accessible only to test cards/casino staff), it is recommended to perform a daily test print on each kiosk to confirm printer connectivity, there are no paper jams, proper paper loading, and thermal burn. Perform Printer Head and Sensor Cleaning on demand as needed.

## Card Swipe Test - Daily

Swipe a test card daily to confirm proper reading and connectivity. If necessary, run a cleaning card through the card swipe to clean magnetic contacts and test again. A burst of canned air can help clear any dust/debris that may become lodged in the reader.

## Printer Head and Sensor Cleaning - Monthly

1. Open the cabinet, retrieve the keyboard, and close the Promotional program
2. Open an Alcohol Swab package and gently press the tip of the alcohol swab against the thermal print head and 3 path sensors.
  - a. Only clean the portion located below the two marked lines
  - b. **DO NOT** touch the thermal print heads with your hands.
3. Allow the alcohol to fully evaporate before continuing printer use.
4. Reopen the Promotional program, place the keyboard back inside, securely close and lock the cabinet.



### Touchscreen Calibration/Linearization - Monthly

1. Open the cabinet, retrieve the keyboard, and close the Promotional program
2. Double tap/click the Calibration icon on the desktop
3. Follow the on-screen prompts:
  - a. Complete the 3-target calibration process.
  - b. Select 'Yes' to test the calibration after targeting is complete.
  - c. The test is completed by touching/dragging a finger across every available square on the screen and around the edges of the screen.
  - d. Double tap the screen once completed to exit and answer the necessary prompts. Repeat test if necessary.
4. Double tap/click the Control Panel icon to proceed with linearization (**ONLY PERFORM IF CALIBRATION DOES NOT WORK**).
  - a. Select the Controller Tab, then select Linearize.
  - b. Complete 25-target linearization process.
  - c. Test Linearization through 16-target test mode.
  - d. If successful, select Okay on the pop-up. If unsuccessful, select Retry on the pop-up.
5. Reopen the Promotional program, place the keyboard back inside, securely close and lock the cabinet.

### Out of Cleaning Supplies?

Kiosk cleaning supplies can be ordered directly through Everi's Parts Department by emailing [PartsOrder@everi.com](mailto:PartsOrder@everi.com)

**LOYALTY KIOSK SUPPORT: SUPPORT @ATRIENT.ZENDESK.COM**

**Everi 24-hour support line: (888) 532-3913 x3**

**Visit our website at <http://www.everi.com>**

