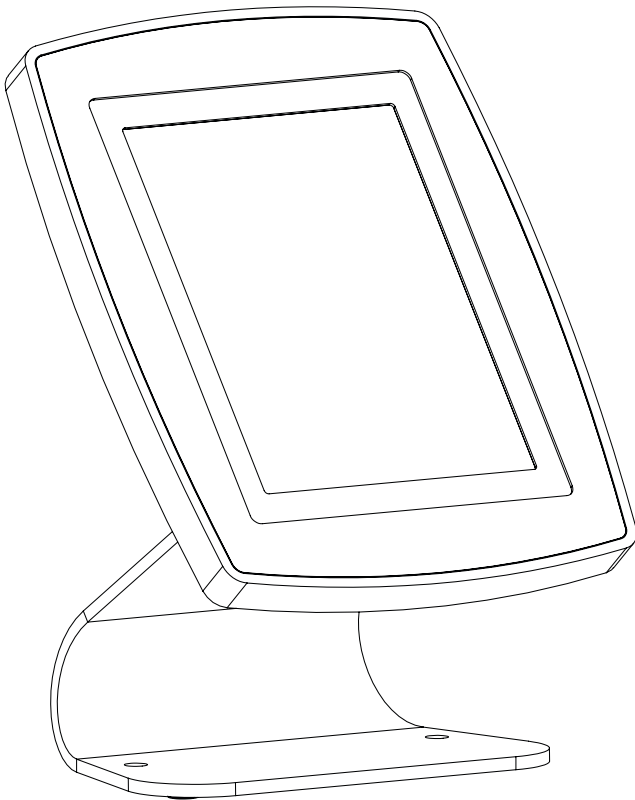




Kiosk setup guide



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Welcome to Meescan

Introduction

Thank you for choosing Meescan!

Meescan subscribers have access to Kiosk Mode on the Meescan app. Simply by installing the app, turn any iPad into a self-checkout kiosk that is accessible to all library patrons.

Our kiosk is made up of portable, replaceable parts, making it affordable to maintain and upkeep. Reach out for technical support at any time through our online support portal at **support.meescan.com** or our email: **support@meescan.com**, and we will get back to you promptly.

Meescan's Kiosk Mode is available on iPads supported by Apple iOS. For specific information on compatible models, please contact us.

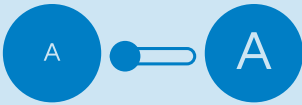
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Our features

We are dedicated to giving you the best self-checkout experience possible. Every patron has access to our core app features, delivering convenience, accessibility, and user privacy.



Adjustable text size

Dynamic slider to adjust the font size.



Language selection

Freely switch between language options.



Data privacy

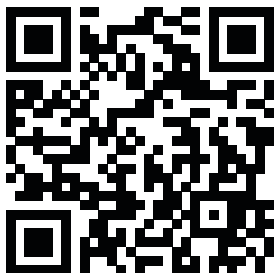
Kiosk Mode does not retain a patron's login information.



Auto-Timeout

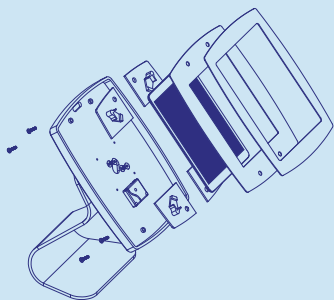
Automatically revert to the Meescan home screen after a period of inactivity.

Kiosk assembly

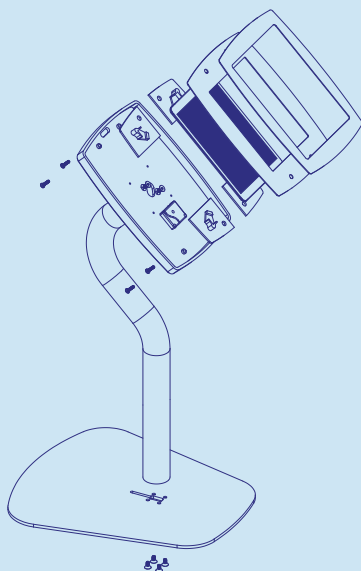


A kiosk assembly instruction sheet will be included in your kit. Scan this QR code to go to our webpage of video tutorials. Navigate to the correct video depending on your Kiosk Model.

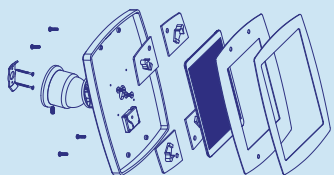
Countertop Model



Floor Model



Wall Model



Getting started

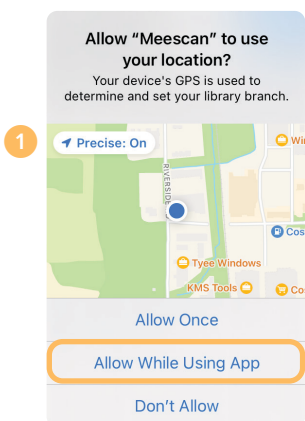
Follow these steps to install and set up the app on your iPad.



Meescan

Self-checkout in your pocket!

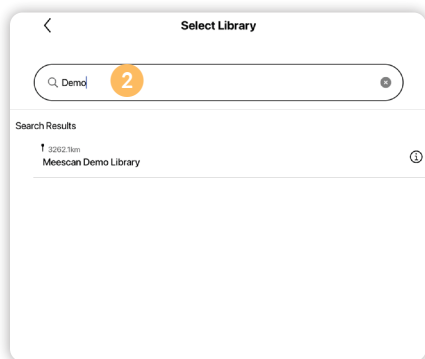
Get



- Download the Meescan app (or the custom branded version created specifically for your library) from the App Store.

- Open the app and follow the on-screen directions. When prompted, grant permissions for the camera and location service. Ensure that precise location services are toggled 'On'. 1 Tap 'Allow While Using App'.

- If you are **not** using a branded app, search for your library by name or library code. Your device will automatically detect your location if you are at your library.

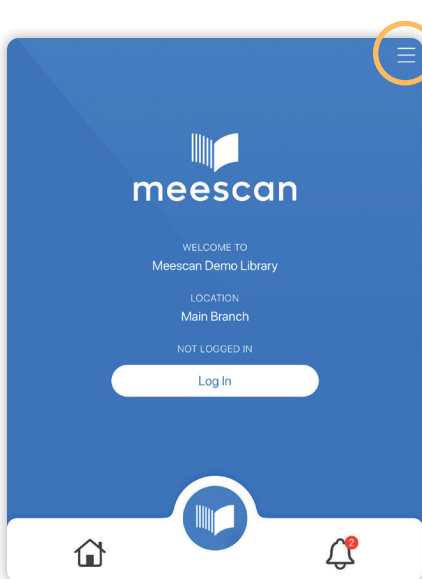


What if my library is hidden?

In the case that your library is configured to be hidden on mobile devices, please search and select the 'Meescan Demo Library' and choose any location. 2 Continue with next steps as normal.

Switching to Kiosk Mode

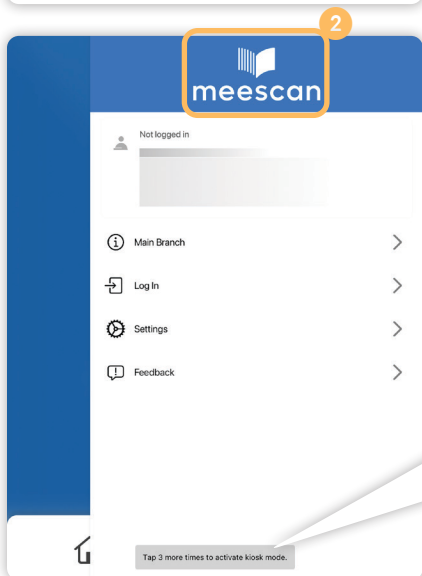
To turn your iPad into a self-checkout kiosk, you must leave the mobile experience and switch to Kiosk Mode.



Kiosk Mode is only available on the iPad, not mobile devices.

Complete the first two steps within 30 seconds of opening the app. If the app has been running for longer than 30 seconds, close and reopen the app.

- Tap the menu icon **1** on the top right corner to open the flyout menu.
- Begin tapping the logo multiple times. You will see a countdown **2** appear at the bottom of the screen indicating the number of taps left before activating Kiosk Mode.



Tap 3 more times to activate kiosk mode.

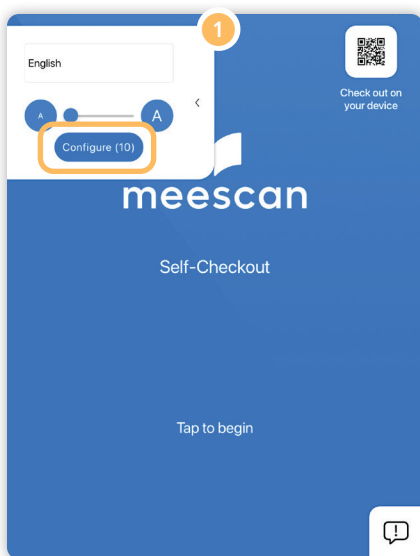
- Enter your kiosk ID **3**. It is usually your nine-digit library code prefixed with a Tilde '~'. Your Kiosk ID is labelled on the back of this setup guide.
- Select the location where this kiosk will be installed **4**.
- Bluetooth must be enabled to use Kiosk Mode. Please grant permission when prompted.



Your iPad will now switch to Kiosk Mode. The instructions on screen should reflect your library's log in methods.

Kiosk settings

Customize your kiosk's settings in the Configurations page.



Go to Configurations page

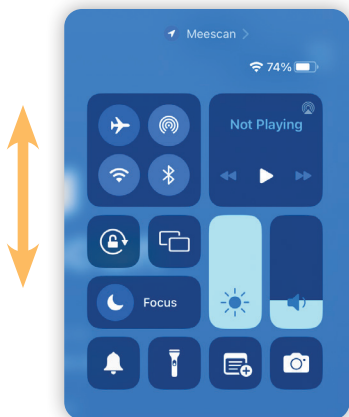
In Kiosk Mode, ensure you are logged out of any active sessions. Tap the Configurations Panel **1** on the top left of the screen, then the Configure button. The Configure button will only appear within the first **15 seconds** of opening the app or entering Kiosk Mode. After that, it will be hidden for security purposes.

The Configure button has disappeared?

To restore the Configure button after it has disappeared, simply switch away from the app and reopen it. You can do this in several ways, including:

- Closing the app, then opening it again.
- Swiping down from the top to open the iOS Control Centre.
- Open and close the app switcher.

Now the button should reappear in the Configurations Panel



Adjust your configurations to suit your library's needs. Your settings are saved as soon as they are adjusted. You may find some settings greyed out if you are using an MDM (Mobile Device Management) that controls these configurations.

The screenshot shows the 'Configurations' screen with a close button (X) at the top left. The screen is divided into several sections: CONFIGURATION, OPTIONS, Printed Receipt Settings, Email Receipt Settings, ASSOCIATED DEVICES, Instructional Graphics, and ADVANCED. Numbered callouts point to specific elements: 2 points to the 'Kiosk Location' field (set to 'Main Office'); 3 points to the 'Unique Kiosk Name' field (with a note 'This will identify the kiosk in analytics reports.' and a checkmark icon); 4 points to the 'OPTIONS' section, which includes 'Suppress Guided Access Mode Warning', 'Display QR Code', and 'Use Sound', all with toggle switches; 5 points to the 'Printed Receipt Settings' and 'Email Receipt Settings' sections, both with dropdown menus set to 'by default'.

Configurations

CONFIGURATION

2 Kiosk Location Main Office
Select the library location this kiosk is configured for.

3 Unique Kiosk Name This will identify the kiosk in analytics reports. ☒

OPTIONS

4 Suppress Guided Access Mode Warning ☒
Choose whether you want to be warned about guided access when the app is on the screen.

Display QR Code ☒
Choose whether the QR code should be displayed on the main page.

Use Sound ☒
Choose whether the kiosk plays sounds.

Printed Receipt Settings Print receipt by default
Choose what to set as the default print receipt setting.

5 Email Receipt Settings Email receipt by default
Choose what to set as the default email receipt setting.

ASSOCIATED DEVICES

Station Serial Number No Stations Selected

Printer Mac Address No Printers Selected

Payment Terminal ID No Payment Terminals Available

Instructional Graphics

Choose how to instruct the patrons by choosing the station type video

ADVANCED

Bluetooth Diagnostics

End Kiosk Mode

Kiosk location 2

Displays your current location, tap to switch.

Unique Kiosk name 3

An identifying name for your kiosks in analytic reports.

Toggle features on and off 4

- Suppress Guided Access warning
- Display mobile app QR code on the main screens
- Kiosk sounds

Receipt settings 5

Patrons may choose their receipt preferences during checkout. Set the default receipt preferences or turn off multiple receipt options.

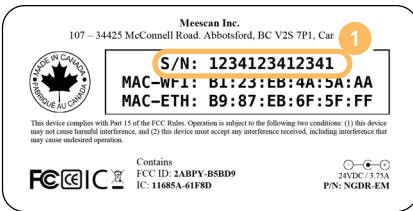
If you do not have any external devices, your setup process is finished. Otherwise, continue to the next page to set associated devices. Tap the 'X' at the top left corner to navigate back to the kiosk Home Screen.

If you wish to exit Kiosk Mode tap 'End Kiosk Mode'.

If you are experiencing Bluetooth connection issues, our team may ask you to open the Bluetooth Diagnostics menu.

Set associated devices

In the Configurations page, link external devices such as Meescan desensitizing stations and cloud printers to the kiosk under the 'Associated Devices' section.



Desensitizing station

Your Meescan EM (electromagnetic) or RFID desensitizing station(s) should already be pre-registered with the Meescan system.

- Set up your desensitizing station using the provided **Station setup guide** and ensure it is connected to a power source.
- Find the serial number labelled on the bottom of your Meescan desensitizing station 1.
- Go to the Configurations page by Home Screen > Configurations Panel > 'Configure' (see p.10).
- Under 'Associated Devices', select the serial number 2 of the station you would like to link with this kiosk.
- The kiosk will play an Instructional Graphic during checkout. Once you connect the station, additional videos will become available. Tap the thumbnail 3 to see video options.

ASSOCIATED DEVICES

Station Serial Number	1234123412341 2
Printer Mac Address	No Printers Available
Payment Terminal ID	No Payment Terminals Available

Instructional Graphics

Choose how to instruct the patrons by choosing the station type video





- Select the appropriate video according to the orientation of your station. Choose between playing a pre-recorded video, lineart animation or your own custom instructions. Your custom instructions can be sent to support@meescan.com.

Your station is now ready to desensitize items for this kiosk.

Receipt printer

Meescan is compatible with Star printers that support CloudPRNT protocol.

Your printer(s) will need to be set up and registered with the Meescan system before linking to the kiosk. See [page 18](#) on how to register a printer.

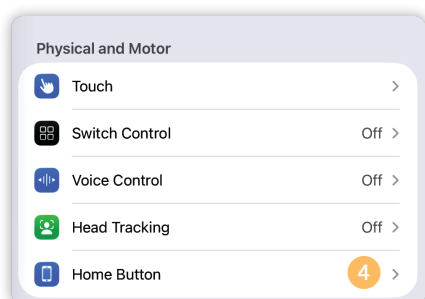
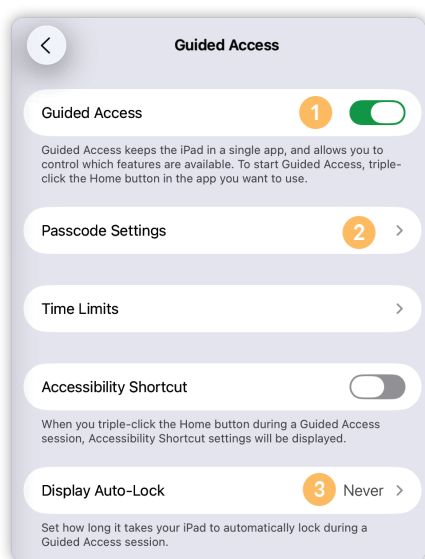
- Once your printer has been registered, go to the Configurations page by Home Screen > Configurations Panel > 'Configure' (see [p.10](#)).
- Under 'Associated Devices', select the Printer Mac Address or name of the printer you would like to connect with this kiosk.

Your printer is now ready to print receipts from this kiosk.



Locking your iPad for public use (Guided Access)

To prevent unauthorized tampering with the iPad kiosk, we recommend that you enable Guided Access or enable Single App Mode via third-party Mobile Device Management (MDM) software. This will lock your iPad into one app for the duration it is in use by the public.



Turn on Guided Access

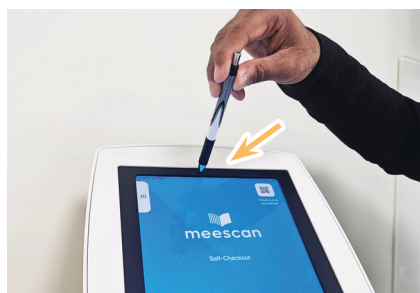
- Go to iOS Settings > Accessibility > Enable Guided Access (1)
- Set a strong passcode and leave the other settings at default. (2)
- Set Display Auto-Lock as 'Never'. (3)
- Go to Accessibility > Home Button (4)
- Set the speed to 'Slow' or 'Slowest' to reduce the speed required to triple-click the button. This will simplify starting Guided Access.
- Open the Meescan app.



- Triple-click the power button using the provided power key **5** OR the Home Button pinhole for older iPads. Follow any prompts and tap the Start or Resume button.

- Exit Guided Access Mode by triple-clicking and entering your passcode.

Adjust application settings



- While in Guided Access Mode, triple-click and enter your passcode to bring up this screen (*bottom left*) for additional settings.

- Tap 'Options' or 'Session Settings' at the bottom. **6**



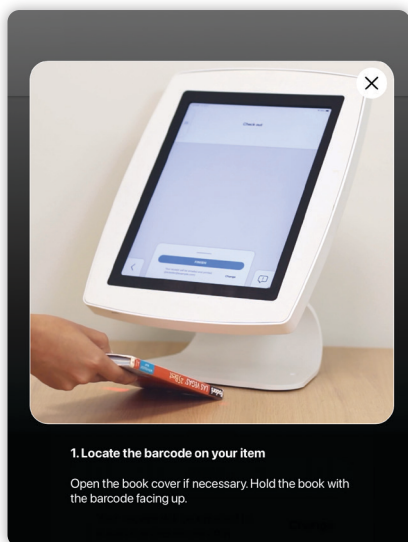
- Configure the following settings: (*Terminology may vary*)

Top Button	☐
Volume Buttons	☐
Motion	☐
Keyboards	☒
Touch	☒
Time Limit	☐

- Tap 'Start' or 'Resume' at the upper right corner. **7**

Custom instructions

Your instructional video and text should match your specific checkout system. You can customize the text or record your own video to suit your library's needs. Just send your custom instructions to Meescan support to be uploaded. No updates to the app are necessary.



Custom text

The text will appear below the video. There are length limitations to the text, so keep your instructions brief. If there are multiple steps, number them in a list and the app will scroll through each step while the video plays.

Custom video

Follow these tips for best results:

- Keep the first and last frame of your video the same so that the video loops seamlessly.
- Use a tripod for stable footage and ensure proper lighting.
- Film the video against a clean, unobstructed background.
- Film from enough distance away so that the video can be cropped into a square frame. Your video can show multiple items being checked out (for instance, if you have multiple barcode placements), but keep the video as short as possible.

Additional iOS settings

For the optimal experience, please make the following modifications to the default iOS settings when using Meescan Kiosk Mode.

(The location of these settings may vary by iOS version. Use the search bar to find them, or contact our support team for assistance.)

Setting	Location
Disable Auto-lock Auto-lock causes the iPad to 'sleep' after a period of inactivity.	Display and Brightness > Auto-Lock > Never
Disable Siri Siri is an automated voice assistant that can be activated by voice command or the Home Button.	Siri > Talk to Siri > 'Off' Disable: Press Home for Siri Accessibility > Home Button/Top Button/ Touch ID > Siri: Off
Disable Auto-Brightness Auto-brightness adjustment may not work correctly in the kiosk enclosure and should be disabled.	Accessibility > Display & Text Size > Disable: Auto-Brightness
Reduce Click Speed Reduce the speed required to triple-click the power button to activate Guided Access.	Accessibility > Home Button/Top Button/ Touch ID > Click Speed: Slowest

Printer configuration

Meescan cloud printing gives your patron the option to print receipts in addition to our eco-friendly email option. Printing is available on both the iPad kiosk and mobile app.

System description

Meescan compatible printers can be installed anywhere in the library and do not require a direct connection to any Meescan equipment. Instead, printers are connected to the cloud and remain in constant communication with our Meescan print server.

Meescan is compatible with Star printers that support CloudPRNT protocol. For current models that support this technology and more information about Star printers, scan the QR code below:



Initial printer setup

Please follow the instructions below to configure your printer and integrate with Meescan. *Disregard the user guide provided with the printer, as it can be misleading when integrating with our private printing ecosystem.*

```
*****
Network Configuration
*****
MAC Addr(Printer) 00:11:62:1D:46:50
MAC Addr(iPad)    00:11:62:26:06:50

IP Address       : 0.0.0.0
Subnet Mask      : 0.0.0.0
Default Gateway  : 0.0.0.0
DHCP             : ENABLE
DHCP Timeout     : DISABLE

DNS 1            : 8.8.8.8
DNS 2            : 8.8.4.4

"user" Login Password : "guest"
"root" Login Password : "*****"
Web Refresh Time (Sec.) : 5
9100 Multi Session    : DISABLE
9100 Data Timeout (Sec.) : 0
Disconnect Message    : DISABLE
SteadyLAN             : DISABLE
TCP#9100              : ENABLE
TCP#9101              : ENABLE
LPR                   : ENABLE
UDP#22222             : ENABLE
Telnet               : DISABLE
TCP#80               : ENABLE
TCP#443              : ENABLE
TCP#22222            : ENABLE

<< SSL/TLS >>
Certificate           : CA-Signed
Self-Signed Certificate : Not exist
CA-Signed Certificate : Not exist

<< Star Micronics Cloud >>
Service              : ENABLE
Receipt Upload       : DISABLE
Device ID            : iq7jdcclqqr

<< Star CloudPRNT >>
CloudPRNT Service    : ENABLE
Poll Interval        : 2 seconds
ID                   :
Encryption Level     : MEDIUM
TLS1.3               : DISABLE
HTTP Timeout         : 60 seconds

*****
Current IP Parameters Status
*****
IP Address           : 192.168.0.143
Subnet Mask          : 255.255.255.0
Default Gateway      : 192.168.0.1

QR Code
```

- Ensure your printer is powered off. Plug your printer into an active Ethernet port on your network.
- Power up the printer while holding the 'feed' button. 1 Keep holding until the printer starts printing the 'Network Configuration' (left). This could take several seconds.



- Open a browser on a computer that is connected to the same network as your printer. Navigate to the IP address listed under 'Current IP Parameters Status'. 2 This will open a screen called 'Network Utility.'

Home

> Home

Display Status

> Device Status

System Access

> Login

Username is "root"
 Default password is "public"

If you forgot your password,
 refer to [online manual](#) to initialize
 network settings

Manual

> Online Manual

Home

Device Information

MAC Address :

00:11:62:1D:46:50

Clone MAC Address :

(Invalid)

Firmware Version

Main F/W : 3.81

Boot F/W : 3.81

- Click on the 'Login' link listed on the left menu bar. Log in using the default login username and password. **2**

Username: root Password: public

We recommend that you change the default password after configuration.

- After logging in, go to Network Configuration > 'CloudPRNT', **3** enter exactly these settings (right) and click on 'submit'.



CloudPRNT Service > ENABLE

Server URL:

<https://api.meescan.com/print>

Polling time: 2

HTTP Response Timeout: 60

HTTPs trust level:

Use trusted CA-Certificate list

NTP Server:

Use Star NTP service

TLS1.2 Cipher Suites

Encryption Level > MEDIUM

TLS1.3> DISABLE

Home

[Home](#)

Network Configuration

- [IP Parameters](#)
- [System Configuration](#)
- [Change Password](#)
- [Star Micronics Cloud](#)
- [CloudPRNT](#)**
- [SSL/TLS](#)
- [Miscellaneous](#)
- [Save](#)
- [Set Default](#)

Display Status

[Device Status](#)

System Access

[Logout](#)

Manual

[Online Manual](#)

CloudPRNT

CloudPRNT Service

ENABLE

Server URL

https://api.meescan.com/print

Polling time (Sec.)

2

HTTP Response Timeout (Sec.)

60

User Name

Password

submit

cancel

HTTPS Client Settings

HTTPS trust level:

- ☒ Use trusted CA-Certificate list
- ☐ Use custom CA-Certificate set
- ☐ Accept all (Warning - not secure!)

NTP Server

- ☒ Use Star NTP service
- ☐ Use custom NTP server

TLS1.2 Cipher Suites Encryption Level

MEDIUM

TLS1.3

DISABLE

submit

cancel

```

*****
Network Configuration
*****
MAC Addr(Printer) 00:11:62:1D:46:50
MAC Addr(IPAd) 00:11:62:26:06:00

IP Address : 0.0.0.0
Subnet Mask : 0.0.0.0
Default Gateway : 0.0.0.0
DHCP : ENABLE
DHCP Timeout : DISABLE

DNS 1 : 8.8.8.8
DNS 2 : 8.8.4.4

"user" Login Password : "guest"
"root" Login Password : "*****"
Web Refresh Time (Sec.) : 5
9100 Multi Session : DISABLE

```

Register printer with Meescan

- Go to meescan.com/print
- Enter your printer's MAC Address exactly as shown on the Network Configuration printout. 4
- Fill out the rest of the form with your library's information. Allow up to **48 hours** for your printer to be added to the Meescan cloud services.

MAC Addr *

00:11:62:1D:46:50 4

Please fill out one complete form entry per printer.

Organization Name *

Branch Name

Printer Name *

This information will be shown to the users of the mobile application

Connect printer to kiosk

- Go to the Configurations page by Home Screen > Configurations Panel > 'Configure' (see p.10).
- Under 'Associated Devices', select the Mac Address of the printer that you would like to connect to the kiosk. 5
- Tap the 'X' at the top left corner to navigate back to the kiosk Home Screen.

ASSOCIATED DEVICES

Station Serial Number No Stations Selected

Printer Mac Address No Printers Selected 5

Payment Terminal ID No Payment Terminals Available

Your printer is now ready to print receipts from this kiosk.

Troubleshooting

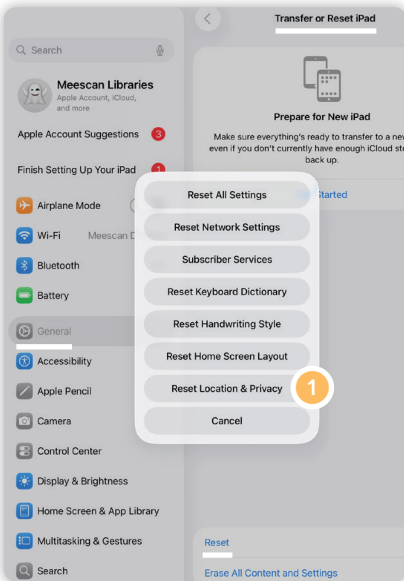
Temporary glitches on your kiosk may be fixed by restarting your iPad. Additionally, if you experience these common problems below, please follow the steps to remedy the situation or contact our support team for further assistance.

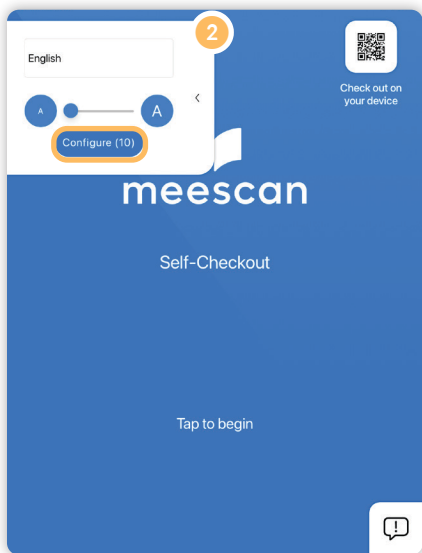


Flashing scanner light

If the back of the kiosk is flashing blue (*left*), it indicates that your Bluetooth-based barcode/RFID/magnetic stripe card reader is disconnected. To reconnect:

- Ensure the iPad's Bluetooth function is enabled.
- Unplug the scanner from its power source.
- iOS Settings > General > Transfer or Reset iPad > Reset > Reset Location & Privacy **1**
- Open the Meescan app.
- Plug in the scanner. It should automatically connect to the nearest iPad using Kiosk Mode.

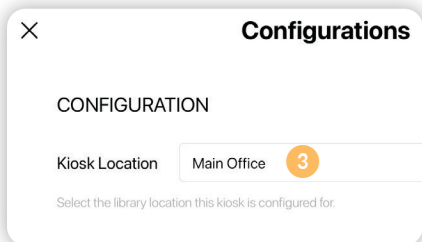




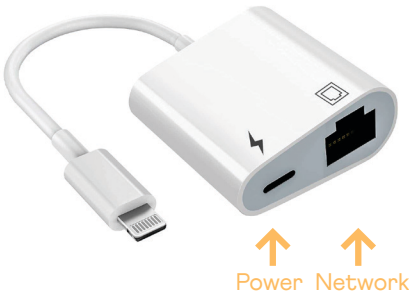
Incorrect branch/location

Follow these steps to reset and select the correct location:

- Go to the Configurations page by Home Screen > Configurations Panel > 'Configure' (see p.10). **2**
- In 'Kiosk Location', you will see the location your kiosk is currently set for. Tap the field **3** and select a new location.
- After your kiosk switches to the correct location, press the 'X' in the top left corner to return to the kiosk Home Screen.



Unstable Wi-Fi connection



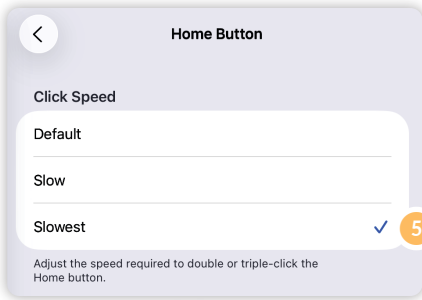
The kiosk may experience intermittent or unstable Wi-Fi connectivity, resulting in delayed responses or inability to communicate with Meescan. To improve network stability, perform the following checks:

- Ensure the kiosk is within effective range of the wireless access point.
- If the signal is weak, consider adding a Wi-Fi range extender or relocating the access point.
- Use a wired network connection when possible. A wired network connection can be established using a compatible Ethernet adapter for the iPad.



Confirm the adapter supports **simultaneous** power and network connectivity, as the iPad must remain powered while connected to Ethernet. Please reach out if you require recommendations on a suitable adapter for your specific iPad model.

Ensure that all wires are long enough to be pulled through the back centre hole of the kiosk. 4



Unable to activate Guided Access

You may experience difficulties activating guided access if the default click speed is too fast. To slow down the click speed:

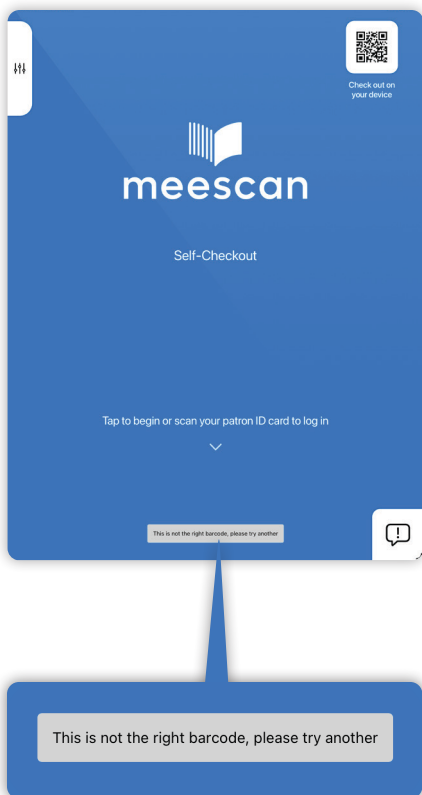
- iOS Settings > Accessibility > Home Button > Click Speed: Slowest 5



Grey unresponsive areas

After activating Guided Access, you may notice greyed-out areas where buttons may be disabled. Guided Access allows users to circle areas on the screen they want to disable. To remove them:

- When you are in Guided Access mode, triple-click again to access settings. Enter your passcode.
- Tap the 'X' on all grey shapes you see on the screen 6
- Tap 'Resume' to continue using the app as usual. 7



‘Not the right barcode’

During implementation, some barcode symbologies may be missed or incorrectly configured, which can prevent certain items or cards from scanning properly. When you scan a barcode that does not have a recognized symbology, you may receive the error message: 'This is not the right barcode'. To resolve:

- Email a clear photo of the barcode that is not scanning to support@meescan.com.
- Include your library name. This ensures the update is applied to the correct system.
- Once the sample is received, the missing symbology will be added, and you will be notified when the update is complete.



Missing tool for kiosk enclosure

Your kiosk kit will include a specialized tool for assembling the enclosure. Keep it in a safe place in case the iPad needs to be removed.

If your specialized tool, or any part of your kiosk kit, is lost or broken, please contact our support team to procure another.

Support

The Meescan team is available to answer any questions and ensure that your installation is a success. For assistance, please submit a ticket through our online support portal or email.



support@meescan.com



<https://support.meescan.com>



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