



HarbaKiosk

Troubleshooting Guide

HARBAKIOSK INDEX

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If your error persists feel free to contact us:

Email us at: support@harba.co

Call us at: +45 27792005



Best Practices

Harba recommends the following to take care of your KIOSK and make sure it runs smoothly with a long lifetime.

- Connect it via a reliable ethernet cable (internet)
- Cover it from the sun as much as possible, this not only reduces the heat but also improves screen visibility.
- Cover it from the wind as this brings dust and sea salt inside the kiosk
- Avoid as much as possible to be in direct sight of the sea as water might reach the kiosk in stormy conditions.
- Building a small shed can reduce exposure to the elements significantly and improve lifetime
- Do not move or change cables/components inside the kiosk.
- Make sure the ventilation openings are clear from obstructions



HARBAKIOSK

Components

Cables running to Screen and Verifone Terminal

Power Sources



Printer Sticker Roll

Printer

Ethernet HUB

Verifone Terminal
Ethernet Dongle

PC

Fan

Out of Order / Restarting

Is the KIOSK displaying an “Out of Order” message ? Try a soft restart:

1. Click 5 times on the Harba Logo in the top left corner.
2. Then enter code 1111 and click “Enter”
3. Press the Windows button on the bottom left and click on restart (as you would with a normal computer)
4. Kiosk application should run automatically.

Is the KIOSK not responding in any way? try a hard restart:

1. Unplug and plug again the Kiosk
2. Kiosk application should run automatically.

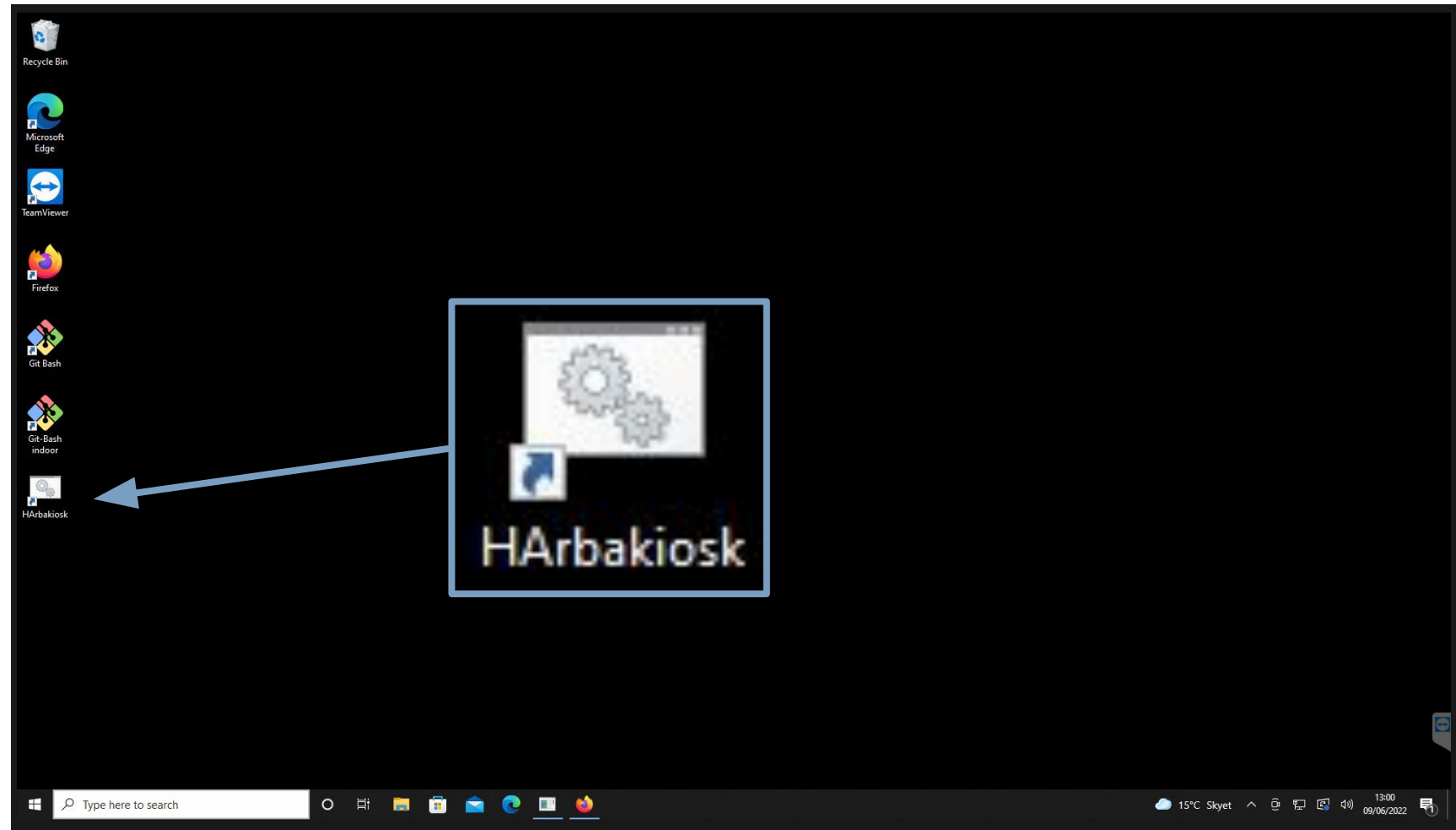
If once restarted the KIOSK application doesn't run automatically follow instruction in next page

Screen Display PC Desktop

Is the KIOSK displaying the PC Desktop?

If the KIOSK screen displays the PC desktop then you need to double click (on the touchscreen) on the Kiosk application.

The Kiosk application will be initialized and will go into fullscreen mode.



“Waiting for ECR Connection” error

If the Verifone terminal is displaying a “waiting for ECR connection” it can be because there is no internet connection or internet configuration has changed (for example, kiosk changed location). You can fix this with the following steps:

First, check internet connection is working

If internet is functional, then you must find the IP address. Enter the hidden menu on the KIOSK:

1. Click 5 times on the **Harba Logo** in the top left corner.
2. Then enter code **6666** and click “enter”
3. Then select a flag (you are now in the hidden menu where it is also possible to perform test printing)
4. Write down the IP address that appears on the screen on the Verifone Terminal (see below)

Then you need to set up the ECR connection on the VERIFONE TERMINAL

1. Hold **4** and **6** at the same time.
2. Enter code **1234**.
3. Choose **2nd** option “Admin Menu”
4. Choose **1st** option “Settings”
5. Choose **5th** option “ ECR”
6. Choose **1st** option, enter the IP address from the **Hidden Menu** - *Save it.*
7. Choose **2nd** option and enter port number: **9600** - *Save it.*
8. Choose **3rd** option. Choose common device Ethernet - *Save it*
9. Press the physical **red button** a couple of times to go back.



Screen not working

Is the screen not reacting to touched or it is inaccurate ?

- Clean the screen with a fine cloth and alcohol (to remove any grease and dirt it could have).

Does the screen appear to be turned off ?

- Make sure the Kiosk has power and that the computer is turned on
- Open the kiosk and check that the computer light is working, showing that is on and running
- Open the KIOSK and check that on the left bottom that the LEDs are showing the screen has power

Does the screen appear to be turned on but the background is black?

- Make sure all cables are connected: check both hdmi running to the computer and to the power source are correctly connected.

If the problem persists:

- Restart the KIOSK as seen in **Page 5**

Printer not working

Does the printer appear to be working but no sticker is coming out?

- Open the KIOSK and check that there is enough printer roll/stickers left

Is the printer not printing correctly or more than 1 ticket?

- Open the KIOSK
- Release the paper in the printer by pressing the open / close mechanism marked in the big square
- Insert the paper again and then make a sample print. This can be done quickly by pressing the nearest button as marked in the little square.

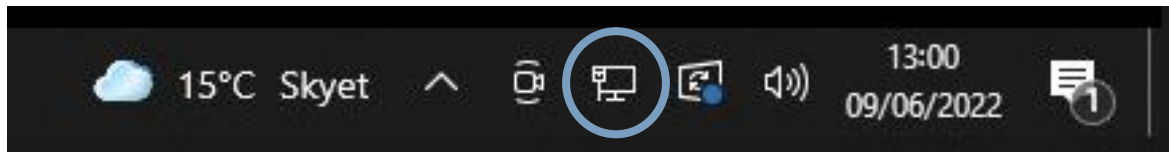
If the problem persists:

- Restart the KIOSK as seen in **Page 5**

Internet not working

Is your internet connection not working?

- Click 5 times on the Harba Logo in the top left corner.
- Then enter code 1111 and click "Enter" → you should then be seeing the PC's Desktop
- Check that the following icon is appearing on your bottom right corner, by pressing on it you can see the status of the connection.



- To reopen the kiosk software follow instructions on **Page 6**

Is your internet connection not working?

- Check that the white ethernet HUB has a blinking green light.
- Check that all ethernet cable are property connected.
- **If the light is not blinking then the KIOSK is not receiving internet connection from the marina, you need to check your cable connection and/or router to make sure it is running correctly.**