FAQs on the time terminal (kiosk)

How can I tell if the card reader at the kiosk is working normally?

If the reader is working normally, you should see the following behavior:

- The LED light should flash continuously, indicating the standby state
- No error messages when you hold a card to the reader
- Loading indicator after you hold a card to the reader
- Optional: beep when the server receives and processes your information after you have held a card to the reader (the volume of the beep can be controlled via the media volume in the Android settings)

The reader does not react to my NFC chip! What can I do?

Please follow these instructions to check:

- **Is the LED indicator flashing?**
  No # is the reader plugged in correctly?
- Click the version number/device ID in the bottom right corner # click the **"Reconnect"** button # try swiping the NFC chip again
- **Restart the kiosk:**
  - # click "System" in the bottom menu # tap the square button at the bottom of the screen # swipe right until you see the kiosk app # swipe up to close the app # tap the circular button in the bottom menu # click the "LAUNCH NOW" button in the top right corner
  - # Unplug the device from the power supply and wait 10 seconds before plugging it back in. If the app does not start by itself, click the "LAUNCH NOW" button in the top right corner.

How can I exit the kiosk app?

There are 2 ways to exit the kiosk app

1. **Log in as a kiosk administrator with your NFC chip** # click "Manage Kiosk" in the right menu # scroll down and click the "Exit Kiosk" button
2. **Tap 5 times on the bottom right corner of the screen** # enter the kiosk PIN # confirm the number # tap "Enter".

The language at the kiosk is not correct! How can I change it?

The display language at the kiosk is controlled by a few options.

1. The user's display language, which can be set in the user settings in Personalwolke
   This language setting takes effect when the user logs in with the NFC chip. All options are then displayed in the selected language.
2. Kiosk settings that are synchronized from the Personalwolke system to the kiosk when the "Use Webdesk configuration" option is active at the kiosk
   This language setting is used for the standby screen and for the user's display language only if the user has not selected a language in their user settings.
3. Language setting in the options at the kiosk
   If the "Use Webdesk configuration" option is not active at the kiosk, this language setting is used for the standby screen instead of the one from the option above.
4. Default language of the kiosk - German
   This language cannot be changed. It is applied at the first login before the kiosk is registered, because no language has been selected there yet.

Based on the points above, there are the following language settings to check if the language is not correct:

- Check the language in the user settings
- Check the language at the kiosk
- Check the language in the kiosk settings in Personalwolke