FAQs to the Kiosk

How can I exit the Kiosk App?

There are 2 ways to exit the Kiosk app:

1. Authenticate as a Kiosk Admin # click on "Manage Kiosk" in the right menu # scroll down and click on the "Exit Kiosk" ("Exit Kiosk") button
2. Tap 5 times in the bottom right corner of the screen # enter the PIN of that Kiosk # confirm the number # tap on "Enter"

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

When the reader works normally, you should see the following behavior:

- LED light should flash on and off continuously, indicating the standby state
- No error messages when holding a card on the reader
- Loading indicator after holding a card on the reader
- (Optional) Beeping sound when the server sends your information after holding a card on the reader (the volume of the beeping sound can be controlled by the media volume in the Android settings)

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

Please follow these instructions for checking:

- If the LED is not flashing, verify the NFC reader is plugged in correctly
- Click on the Version number/device ID in the bottom right corner # click on the "Reconnect" button that appeared # try swiping the NFC chip again
- Exit the Kiosk app like described in the "How can I exit the Kiosk App" question # click on "System" in the bottom menu # tap on the square button at the bottom of the screen # swipe right until you see the Kiosk application # swipe up on the app to close it # tap on the circle button on the bottom menu # click on the "LAUNCH NOW" button in the top right corner
- Unplug the power supply from the device and wait 10 seconds before plugging in again. If the app didn't start by itself, click on the "LAUNCH NOW" button in the top right corner