Print Specs: "HP Photosmart Express Station Helping Kiosk Customers"

		1 of 2
Page Trim	A4	
Paper Stock	White 80 gsm	
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Cover Instructions:

	Place after Helping Kiosk Customers tab divider in Sales Associate's Handbook

Restocking and Maintaining the Kiosk Part Numbers

Languages	Press Ready Filename	Special Instructions by Part Number
Enuk	Helping Customers_UK_print.pdf	Insert behind Tab 3 as specified below
Fra	Helping Customers_FR_print.pdf	Insert behind Tab 3 as specified below
Esn	Helping Customers_ES_print.pdf	Insert behind Tab 3 as specified below
Deu	Helping Customers_DE_print.pdf	Insert behind Tab 3 as specified below
Ita	Helping Customers_IT_print.pdf	Insert behind Tab 3 as specified below
Nld	Helping Customers_NL_print.pdf	Insert behind Tab 3 as specified below

Printing supplier must not manipulate or modify any electronic files without HP approval.

Languages	Localized Tab Text by Language	Localized Filename by Language
UK English	Tab 3 Helping Kiosk Customers	Helping Customers_UK_print.pdf
French	Tab 3 Aider les clients du kiosque	Helping Customers_FR_print.pdf
Spanish	Tab 3 Ayuda a los clientes del centro de revelado	Helping Customers_ES_print.pdf
German	Tab 3 Kiosk-Kunden helfen	Helping Customers_DE_print.pdf
Italian	Tab 3 Supporto ai clienti del kiosk	Helping Customers_IT_print.pdf
Dutch	Tab 3 Klanten van de kiosk helpen	Helping Customers_NL_print.pdf

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Helping Kiosk Customers

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USA HP Support Center
800-252-4227
Hours: 8:00 a.m. through 11:00 p.m. (ET) daily

International Support Centers:

[place label here]

Contents

1   Introduction

This guide describes how the HP Photosmart pe1000 Express Station works and presents a list of frequently asked questions (FAQs), so you can respond to customer questions and concerns. It also contains a glossary of some photo-related terms with which you may not be familiar.

This guide was written for those responsible for helping customers use the kiosk.

Support

To report problems with the HP Photosmart pe1000 Express Station, contact the HP Support Center number on the inside front cover.

External View of Product

The illustration that follows is an external view of the HP Photosmart pe1000 Express Station.

1	billboard ad
2	touch screen
3	CD input/output slot (where customers insert their CDs)
4	brochures
5	barcode reader (for reading coupons)
6	envelope dispenser
7	camera card readers
8	credit card reader
9	receipt drop
10	CD output bin (where archive CDs are delivered)
11	photo output bin (where photos are delivered)

2   Helping Customers

The kiosk presents a series of images and messages to get customers' attention. We refer to this as the "attract loop." When customers are ready to use the kiosk, they simply touch the screen anywhere. The attract loop stops playing, and instructions appear on the touch screen to help customers order their prints and archive CDs.

The kiosk's user interface is friendly and easy to understand. Still, some customers may need a little help during the ordering process. This chapter explains how to use the kiosk, so you will be familiar when customers need your help. It also explains how to edit photos – crop them, change their orientation, remove red-eye, and so on. You will be able to answer customer questions after reviewing this information and after running through the ordering process yourself. For specific questions, also refer to the FAQ (Frequently Asked Questions) chapter in this book.

How the kiosk works

The HP Photosmart pe1000 Express Station downloads a copy of photos stored on customers' media devices (or sent via the Internet) and then allows customers to edit those images and select the number of copies they want to print. When credit or debit card payment is authorized, the photos are printed, and the CD is created (if one was ordered).

IMPORTANT: When customers edit photos, they modify a copy on the kiosk; their originals are not modified at all. If customers want to have a copy of the photos they modify, encourage them to add an archive CD to their order.
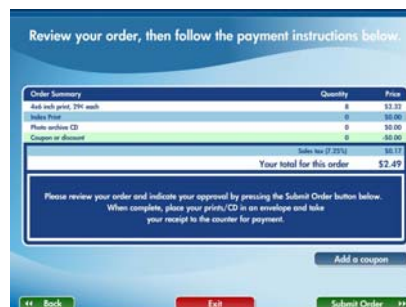
Three easy steps

To print their photos and make backup CDs, customers follow these three easy steps.

1 Transfer photos to the kiosk

2 Select and edit photos

3 Pay for the order

Step 1: Transfer photos to the kiosk

Customers can print photos from the following sources:

- Camera Card / USB Drive – compact flash, memory stick, xD, SD, MMC, miniSD, RS-MM, and MS-DUO cards; plus USB drives
- Internet – photos can be ordered via Snapfish (www.snapfish.com) and from some retailer websites
- CD / DVD – compact discs and full-size DVDs
- Wireless – Bluetooth®-enabled devices, such as camera phones and PDAs

The process for transferring files from camera cards and CDs/DVDs are similar. We will use this method in our samples below. The extra steps you need to follow for Internet orders are described on page 14. You will find explanations and additional steps for wireless devices on page 15.

To get started…

1. Touch anywhere on the "Attract loop" screen.

The "Where are your photos?" screen appears.

📝 **NOTE:** If you want to see directions in a language other than English, select **Change Language** and select a different language.

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2. The kiosk displays directions for ordering photos from each type of device. Most customers will bring in memory cards or USB devices. Both these items are covered under the Camera Card/USB Drive button. We will show the ordering process for this choice first. Select **Camera Card / USB Drive**.

3. You will next see a screen that shows where each memory card slot is on the front of the kiosk and what it is called. Insert your memory card into the appropriate slot.

4. The next screen lets you know how many photos are located on your memory card.

5. Make a choice:

- **Print all photos** – print a copy of all photos. This is the most economical choice, but you cannot edit the photos before printing them.
- **View & select photos** – display each photo and offer the opportunity to edit it. This is the best choice if you want to fix issues with the photos (like red-eye) or want to make other changes (like zoom/crop, change color to black & white or sepia, and so on).
- **Create a CD** – create a backup CD only; do not print photos. Choose this option if you simply want to make an exact copy of all the photo files on your memory device. You cannot edit the files first if you choose this option.

☼ **TIP:** If you know you want to make changes to photos and want to make a backup CD as well, choose the View & select photos option. You will be able to add an archive CD later in the ordering process.

6. You will see a message that your photos are being loaded, then small, thumbnail images are displayed on the screen.

Step 2: Select and edit photos

1. On this screen you can do the following:
   - Select the quantity of each photo to print.
   - Use the right and left arrows to view all the photos on your memory card.
   - Select **Touch up** if you want to edit a photo.
   - Select **Preview** to see a closeup of a particular photo.

   📝 **NOTE:** Notice that the running total for your print order changes as you add prints to your order.

1 Select the quantity of each print.
2 Select **Touch up** if you know you want to edit the image.
3 Select **Preview** if you want to see the image before deciding whether to edit it or not.

2. If you select **Preview**, the next screen will be a closeup of the image you selected.

3. If you are satisfied with the image, select **Return to selected photos** to return to the thumbnail collection of images. If you want to change the photo, select **Touch up**.

4. The "Touch up" screen gives you several options. Keep in mind that customers can play with all the options as much as they like. No changes are saved until the customer selects **Accept changes**.

    Auto-fix

    Auto-fix brightens dark photos. It does not adjust colors or eliminate red-eye.

    Red-eye

    Red-eye eliminates red-eye in the selected photo.

Black and white

Black and white converts the color photo to crisp black and white.

Sepia

Sepia converts the color photo to sepia tones (reddish brown).

Rotate

Rotate displays another screen where the customer can rotate the image vertically or horizontally 90 degrees and then see what the result will be.

Crop/zoom

Crop/zoom lets you choose where to trim the photo. The kiosk puts a yellow rectangle on top of your image. You can change the orientation of the rectangle to vertical by using **Rotate crop**. You can use the arrows and **Zoom in** and **Zoom out** at the bottom of the screen to position the rectangle perfectly around the part of the image you want to print. Then select **Crop** to see the results.

> 📝 **NOTE:** The image editing program will not let you zoom in and crop an image to a point where the image quality would result in poor-quality prints.

📝 **IMPORTANT:** To save changes made in the "Touch up" screen, you must select **Accept changes**. If you exit without saving the changes, you will need to redo the edits.

While you are working in the "Touch up" screen, you can make multiple changes to a photo. This image shows how the image was cropped and changed to Sepia.
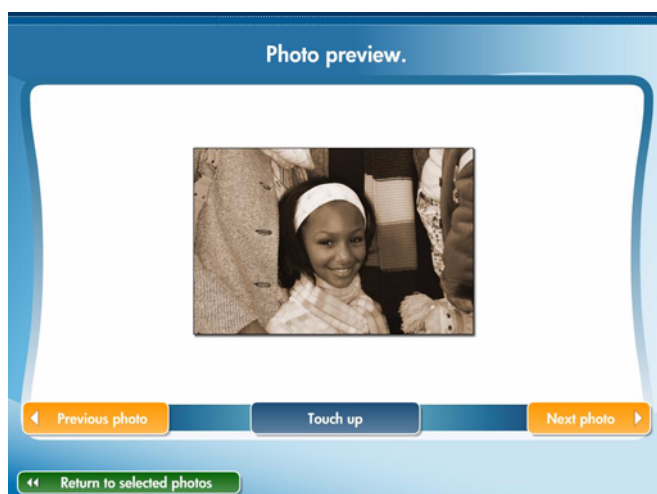
Brightness/Contrast

Brightness/Contrast lets you adjust the brightness and contrast of the image.
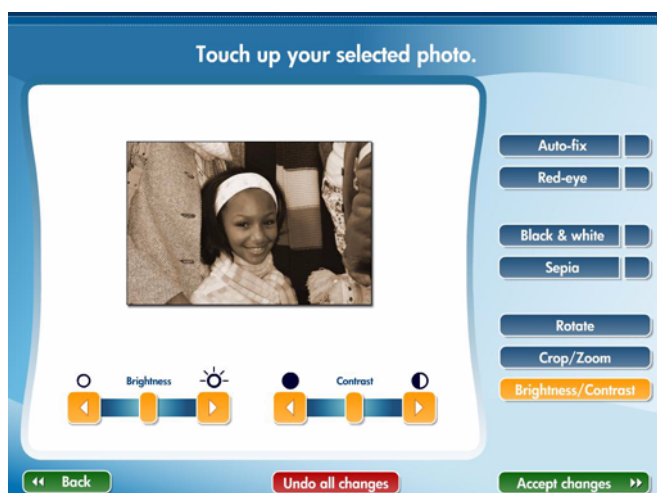
To move the adjustment bars, use the directional arrows.

5. When you have finished making all changes to the image, select **Accept changes**.

> ☼ **TIP:** If you want to go back to the original photo, the way it was before you made changes to it, select **Undo all changes**.

6. After touching up photos, select **Return to selected photos**.

7. Choose the quantity to print. You can select a quantity for individual photos (1) or select a quantity for all photos in the order (2).

1	Use these arrows to select the quantity for a specific photo
	or
2	Use these arrows to select the quantity for all photos.

8. Select **Done** to continue.

9. The next step allows you to choose whether the photo should be borderless or should have a white border around the image. Make a selection and then select **Next** to continue.

10. If you want to create a CD archive or add an index print to your order, select the appropriate option. Select **Next** to continue.

If added to the order, the archive CD contains a copy of all selected photos *with* all the editing changes you made.

📝 **IMPORTANT:** Remember that touched-up photos can be printed and saved to an archive CD (if selected), but they are not saved back to the customer's original memory device. If customers want a copy of the edited version, they must order an archive CD.

If added to the order, the index print includes all selected photos.

Step 3: Pay for photos

1. The "Terms of Use" screen is a contract between HP and each customer to ensure that no copyright infringement laws are violated and that customers print only images they own. Read the information, then select **I Accept** in the lower right corner of the screen.

2. The "Order review" screen lets customers see how many prints they have selected. It also lists whether an index print or CD archive was ordered.

3. To use a coupon, select **Add a coupon**. Then either pass the coupon under the barcode reader until it is read or type in the coupon number information using the touch screen keyboard. Select **Done** after the coupon is processed.

4. The Order review screen now lists the coupon discount. Select **Submit Order**. You will see a message letting you know that sales tax is being calculated. Then you will be directed to swipe your credit card. Swipe your card and select **Submit Order**.

5. You will see a series of messages, letting you know the status of your order. Then a receipt will be printed. Next, you will see a message asking you to remove your camera memory card. As soon as you remove the card, printing will begin. The prints you ordered will drop into the output tray.

1   Receipts come out
     here.
2   Archive CDs come
     out here.
3   Photos (and index
     prints) come out
     here.
4   Customers take
     envelopes from
     here.

Internet Orders

Internet orders, whether sent through the retailer's website or through www.snapfish.com, follow the same process as memory cards. The only difference is how you access the photos from the kiosk.

1. On the "Where are your photos?" screen, select **Internet**.

2. When customers order from the Internet, they are given an Order ID number in a confirmation email. They can type in this number using the touch screen keyboard. Or, if the email included a barcode for the order, they can pass the barcode under the kiosk's barcode scanner.

3. If customers have problems with an Order ID, contact the HP Support Center for help.

From this point on, the process continues the same way as for other transfer methods.

Wireless (Bluetooth) Orders

The HP Photosmart pe1000 Express Station will also accept transferred photos from many Bluetooth®-enabled devices, such as camera phones.

📝 **IMPORTANT:** Not every Bluetooth device will work with the kiosk.

1. Start by selecting **Wireless** in the "Where are your photos?" screen.

2. The next screen lists the kiosk's ID code.
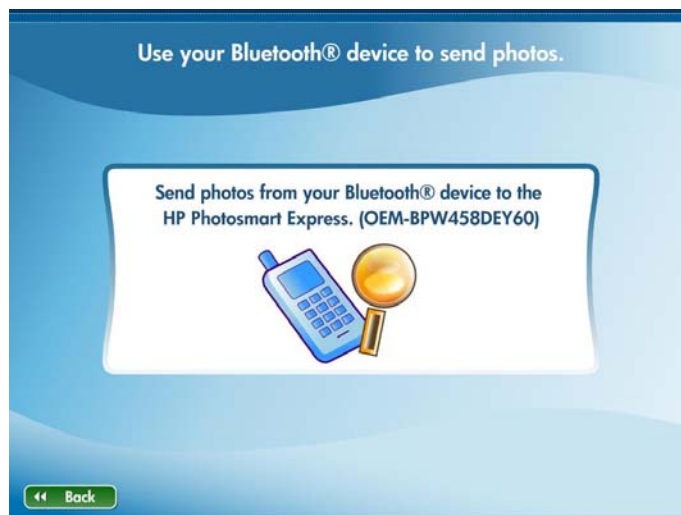
3. The same ID code should appear on the Bluetooth device's screen. Select it.

   📝 **IMPORTANT:** If there are other Bluetooth devices in the area, more than one device might be listed. Be sure to select the ID code for the kiosk.

4. The next screen lists the transfer code. Enter the transfer code on the Bluetooth device to begin transferring photos to the kiosk.
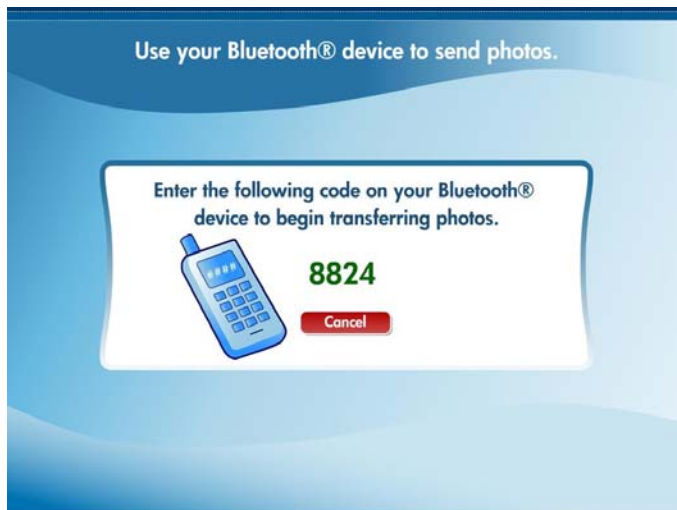
Once the photos have been transferred to the kiosk, the following message appears.
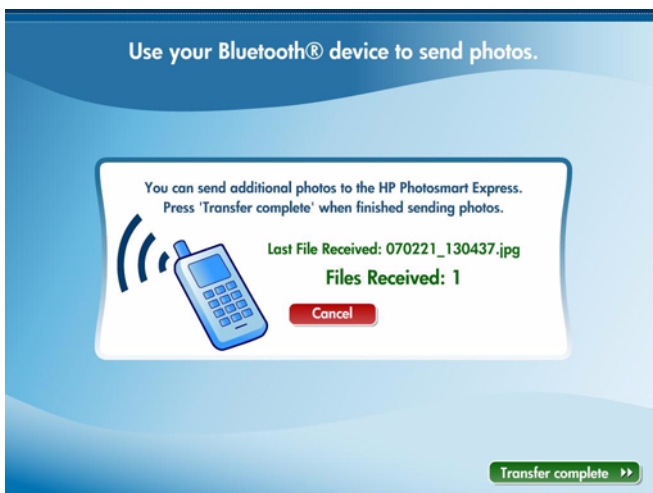
From this point on, the process continues the same way as for other transfer methods.

3 FAQs

This section presents a list of questions customers may ask you, by topic.

Table 3-1 Frequently Asked Questions

Question	Answer
General	
I started an order and have to leave. How do I save it?	You cannot save an order. You will need to restart the order.
I started an order and had to leave. When I came back, the ordering screens were gone and I had to start over. What happened?	After a period of inactivity, the kiosk sends a message asking whether the customer wants to exit. If no response is received, the kiosk assumes the customer wants to exit.
Uploading photos	
I have photos on two memory cards. Can I upload them all and print them all as one order?	No, the kiosk prints from only one input device (such as a memory card) at a time. You will need to finish one order and then start a new one with the second memory card.
Can I print photos from a video?	No, this capability is not currently available.
An uploaded picture seems to have been cropped so that heads are chopped off. What is causing this?	Digital photo aspect ratios in the camera do not match the 4 x 6 inch (10 x 15 cm) aspect ratio. Because of this, the center of the photo is cropped during the upload. If the subjects in the photo are positioned near the edge, you can use the Crop/Zoom touch-up function to adjust the crop region.
Are there any input devices that the kiosk does not support?	The kiosk does not currently support either infrared (IR) or Wi-Fi wireless transfers. Also, even though the kiosk accepts USB thumb drives, it cannot accept transfers from a laptop PC via a USB cable.
What graphic formats are supported?	The HP Photosmart pe1000 Express Station supports the following formats: .bmp, .jpg, .tif, and .gif. It does not support .mpg or digital RAW capture.
Selecting and editing photos	
If I select a photo and edit it, what happens if I select the back arrow to go to the previous screen? Will I lose my edits?	In this case your edits will not be lost. However, if you select the back arrow again to the starting screen (where you select Print all photos, View & select photos, or Create a CD), your selections will be lost. Note that the kiosk will first display a warning message.
I changed my mind about a photo I selected. I do not want to print it anymore. I already edited it and moved on, though. Is it too late?	It is not too late. To deselect this print, simply change the quantity to print for this photo to zero.
In Touch Up mode, when I choose the Crop function, I cannot zoom in at all. Why is that?	You cannot zoom in beyond a certain limit, when doing so would result in poor-quality prints. You may upload a photo that has a resolution that is already below an acceptable limit. In this case, you will not be able to do any cropping.
What does Auto-fix do?	This editing feature brightens photos that are too dark.
What is Sepia?	This editing feature lets you convert your photo to a reddish-brown, monochrome tint. This color gives the photo a warm, antique feeling.
When a photo is rotated in the Edit screen, does it stay in that rotation?	Yes, it does, as long as you saved your changes.
Why is the Red-eye feature grayed out?	The Red-eye feature is available only when the entire image from the memory device has been read. Many other editing features can be used on only the small, thumbnail image. The Red-eye feature requires that the entire image be uploaded first, before this feature can be used.

Table 3-1 Frequently Asked Questions (continued)

Question	Answer
Printing and saving photos	
Are there limits on how many photos I can print?	These limits are set by the store manager or retailer. You should find out from your store manager what those limits are so you can properly advise your customers. Limits are usually set at a particular dollar amount, for example $200. If customers order photos and this limit would be exceeded, they will receive a message to this effect, asking them to reduce their order.
I received a message telling me that 'a photo's resolution may be too low for quality printing'. What does this mean?	This means that the photo you selected is of poor quality. You can ignore this message and still print the photo; however, you may be disappointed in the print.
The kiosk seemed to be working fine, but now there is a message that 'there are insufficient resources.' What happened?	This message is displayed when there are not enough resources in the kiosk to complete an order. For example, a customer may order 10 archive CDs. If only 8 CDs are available, the customer will see this message. The same is true for print orders. If the customer is ordering 80 photo prints, and not enough HP Photosmart paper is available, the customer will see this message. In both cases, the customer will be asked to reduce the order.
Are the edits I make using the touch screen saved on my memory card?	No, the changes you make are made to the copy of the images that are uploaded to the kiosk. Your original photos are not touched. If you want to save the changes, you will need to add an archive CD to your order.
When I order an archive CD, does it include all the photos on my memory card, or only the ones I selected?	The archive CD includes all the photos you choose to print.
When I order an index print, does it include all the photos on my memory card, or only the ones I selected?	The index print includes all the photos you choose to print.
I ordered one archive CD and two were produced? Why?	An archive CD is a backup copy of all photos you choose to print. If the set of photo files will not fit on only one CD, two will be used.
I brought my photos in on a CD. Why would I want to make an archive CD?	Even though you already have photos on your CD, you might still want to make an archive CD if you edited any of the photos to improve them – for example, if you got rid of red-eye or cropped images. You might also want to take advantage of how easy it is to make a backup CD and make an extra copy for family or friends.
Free software	
What software is included on my archive CD?	The free software from HP allows you to view, edit, and share your photos from home. You can also easily send them to the HP Photosmart pe1000 Express Station. This software is included on all archive CDs.
Paying and using coupons	
Is sales tax included in the running total?	No, tax is calculated at the end of the order, after you confirm the order and submit it.
I cannot seem to get the barcode scanner to read my coupon. Why?	You will need to bring the coupon barcode directly under the scanner. You may need to pass it under the scanner several times. If you still have trouble, you can type the code in directly using the touchscreen keyboard.
Why does the price per print in the order summary box sometimes change when a certain quantity is selected?	The kiosk pricing may be based on tiered volume discounts so, when a certain volume is reached, the price per print may drop.
Will I still get the savings advertised in the starbursts next to the item if I use a coupon?	Yes, the savings advertised on the coupon are subtracted from the final subtotal, which takes into account any other savings the order might qualify for.
I had two coupons and scanned them both. The kiosk only used the last one. Why?	If you scan multiple coupons, only the last valid coupon will be applied.

Table 3-1 Frequently Asked Questions (continued)

Question	Answer
Will I have to pay for an order if the kiosk runs out of paper or ink in the middle of printing?	The kiosk keeps track of how much paper and ink are available *and* necessary for each order. If a customer orders more prints than can be produced with available resources, the customer will be asked to reduce the order. In the rare instance where an order is not completed, the customer will not be charged at all for the order, even for the prints that were already produced. The receipt that printed out before the order started shows what would have been charged to the credit or debit card. If the order is not completed, the credit or debit card will not be charged at all.
The kiosk is rejecting a coupon that has a valid code and has not expired? What could be causing this?	Check the terms and conditions on the coupon; it is likely that one of the conditions has not been met. For example, a coupon may require a $5 minimum purchase – before sales tax – in order to qualify for free prints. Check the coupon expiration date. The last day a coupon with an expiration date of August 1st can be used is July 31st.
Refunds	
What is the refund policy if I am not happy with my order?	Customer Service will gladly credit the credit or debit card used for the transaction if a customer presents a receipt and the order being returned. Receipts are required.
What if a customer is still not satisfied?	For customers whose concerns cannot be satisfied at your store's Customer Service desk, give them the HP Support Center number provided on the inside front cover of this manual. This number should only be given out to customers whose concerns go beyond receiving a refund for the money they spent.

FAQs

Glossary

archive CD	The backup compact disc produced by the HP Photosmart pe1000 Express Station. It contains a copy of all images the customer has chosen to print and reflects all changes made during the editing process. For example, uploaded photos may have had red-eye problems. The copy of the photo saved to the archive CD is the fixed version. The original image on the customer's memory device is not touched.
attract loop	A series of images and messages displayed on the kiosk touch screen, which are designed to get customers' attention.
crop/zoom	Photo editing feature that lets you choose where to trim a photo. You draw a rectangle around the portion of an image that you want to focus on. This feature lets you exclude background images and select a particular area of the image to enlarge and print. The image *inside* the rectangle is printed; anything *outside* the rectangle is not printed.
index print	A one-sheet print out of thumbnail images.
red-eye	Using a flash when photographing people or animals in a dark environment often results in "red eye." This is because the light of the flash reflects from the retina. The more open the pupils are, the more red eye will result. The HP Photosmart pe1000 Express Station "red eye" feature solves this problem.
sepia	This editing feature lets you convert your photo to a reddish-brown, monochrome tint. This color gives the photo a warm, antique feeling.
touch screen	An interactive visual display device that customers use to edit their photos and order prints and archive CDs.

CAUTION: Any changes of modifications not expressly approved by the grantee of this device could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Radiation Exposure Statement:
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

IC Statement
Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and
(2) this device must accept any interference received, including interference that may cause undesired operation of this device.

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.