

1 CS1700 consumer station

Unpack and set up

Follow the steps in this section to unpack and set up the CS1700 consumer station.

NOTE: Multiple consumer stations may be included in the installation. Repeat instructions to unpack and set up multiple consumer stations.

Unpack and set up CS1700 consumer station pedestal (optional)

****Mask pedestal? Similar to KIS or Sleek pedestals?**

Unpack and inspect the consumer station

1. Inspect the consumer station packaging for damage.
2. Remove the cardboard, plastic wrap, and styrofoam packaging from the consumer station.
3. Transport the consumer station to its final location (as specified in the design reference file).
4. Remove the rear access panel:
 - a. Remove the two Philips screws from the rear access panel, located in the lower corners of the rear access panel. Carefully set aside the screws (screws are tiny and may be easily lost).
 - b. If the power cord is folded up inside the rear compartment, unfold the power cord.
 - c. Inspect all visible internal parts for damage.
5. Remove the front access panel:
 - a. Rotate the monitor up by a few degrees, to access the underside of the monitor.
 - b. Remove the two Philips screws from the underside of the monitor. Carefully set aside the screws (screws are tiny and may be easily lost).
 - c. Unlock the sliding locks on the underside of the monitor.
 - d. Slide the front access panel down and off of the underside of the monitor.
 - e. Inspect all visible internal parts for damage.

Connect power and LAN

1. Plug the consumer station power cord into the dedicated consumer station outlet specified in the design reference file.
2. Connect the consumer station to the network switch, using the customer-installed LAN cable:
 - a. Locate the access hole that links the rear compartment and the under-monitor compartment. Thread the LAN cable from the rear compartment and into the under-monitor compartment, so it enters the compartment under the monitor from the rear compartment.
 - b. Connect the LAN cable to the port on the underside of the monitor.
 - c. Connect the other end of the LAN cable to the network switch.

NOTE: When connecting LAN cables to the network switch, use the LAN cable labels to label the LAN cables.

3. Replace the rear access panel and Philips screws, with the power cable and LAN cables exiting the rear compartment from the rear of the consumer station, threaded under the rear access panel.

Load paper in the claim ticket printer

1. On the front of the CS1700 consumer station, locate the claim ticket printer.
2. Locate the paper roll for the consumer station claim ticket printer (shipped separately).
3. Pull the claim ticket printer cover forward.
4. Lift the claim ticket printer paper roll cover up to access the paper roll slot.
5. Place the paper roll into the paper roll slot, with the correct orientation (paper should be oriented so that the paper unrolls from the bottom of the roll).
6. Close the paper roll cover.
7. Close the claim ticket printer cover.

Install software

Follow the steps in this section to install software on the CS1700 consumer station.

NOTE: Multiple consumer stations may be included in the installation. Repeat instructions to unpack and set up multiple consumer stations.

Load base image and customize consumer station operating system

1. If not already removed, remove the front access panel:
 - a. Rotate the monitor up by a few degrees, to access the underside of the monitor.
 - b. Remove the two Philips screws from the underside of the monitor. Carefully set aside the screws (screws are tiny and may be easily lost).
 - c. Unlock the sliding locks on the underside of the monitor.
 - d. Slide the front access panel down and off of the underside of the monitor.
2. Connect a PS2 or USB keyboard to the appropriate slot on the underside of the consumer station. Optional: if using a USB keyboard, connect the keyboard to the USB slot on the front of the consumer station monitor.

NOTE: A PS2 keyboard must be connected to the consumer station before turning on the consumer station or the keyboard will not be recognized.

3. Locate the CS1700 consumer station Base Load DVD.

NOTE: The CS1700 consumer station requires a specific Base Load DVD, which differs from the Base Load DVD used with the order manager PC or lab order station PC.

4. Toggle the power switch on the underside of the monitor to turn on the consumer station.
5. Immediately insert the DVD into the CD/DVD drive on the front of the consumer station.
6. Watch the monitor carefully. Wait until the PC starts to boot up, then press the F11 key on the keyboard.
7. A selection of drives will appear. Press the Enter key to boot from CD/DVD: 3m-MATSHITADVD-RAM UJ-85 (default).

NOTE: If the selection of drives screen does not appear, press and hold the consumer station power switch until the consumer station turns off, then repeat steps 4 through 7.

8. A progress bar appears. Wait for a message to appear with the options **Yes** and **No**. Press the Enter key to continue.
9. The PC should start to base load. This takes 7 to 10 minutes; a progress indicator will display on the monitor.
10. When the base load has completed, the DVD will eject automatically and a completion message will appear. Remove the DVD and press the Enter key to continue.
11. The consumer station restarts, and a "Please wait..." message displays.
12. A few minutes later, a screen appears that will allow you to set the computer name (from the work order). The naming convention is as follows (use all capital letters):

AAAA#####-CC-K# where...

AAAA is the stock ticker symbol for the company (up to 4 characters, example: HPQ for Hewlett-Packard).

is the store number with required leading zeros (must be 5 digits) (example: 00001).

CC is a country code (example: US).

K for an consumer station.

In K#, # is 1 for the first consumer station. Use 2, 3, or 4, etc. for additional consumer stations.

Example of the completed name would be: **HPQ00001-US-K1**

13. **Do not** attempt to change the administrator password.
14. Use the Tab key to select **Next** and press the Enter key. The PC will complete its setup and restart.
15. After the PC has restarted, the PC will display the user name (photosmart) and request a password:
 - Password: HP
16. Press the Enter key to submit the password.
17. Windows will launch, and then the PC will restart again.
18. When the PC has started up again, set the date, time, and time zone:
 - a. Click **Start > Control Panel > Date and Time**
 - b. Set to the current date and time.
 - c. Select time zone.

- d. Close the Date and Time window.

Install software

NOTE: Before installing software, determine whether you are installing a standard consumer station or a consumer station with front-of-counter instant products (see [Determine configuration of consumer stations on page 3](#)).

NOTE: Be sure to refer to any README files on the DVDs for updated installation instructions or instructions that are specific to the DVD build you are installing.

WARNING! Do not perform other PC operations while installing the software. Unexpected results may occur.

1. Insert the Software and Themes DVD into the CD/DVD reader of the consumer station.
 2. Open an explorer window (Windows +e).
 3. Navigate to the **E:\InstallScripts** directory.
 4. Run an installation script specific to the intended configuration of the consumer station:
 - For a standard consumer station, launch the `PhotosmartOrderStationSetup.vbs` file.
 - For a consumer station with front-of-counter instant products, launch the `PhotosmartOrderStation+PrintsSetup.vbs` file.
 5. The install application will request the name of the order manager PC. By default, it will suggest the name of the consumer station PC with the station ID changed to **S1** (example: HPQ00001-US-S1). In most cases, this will be the correct order manager PC name.
 6. Verify that the order manager PC computer name is correct and click **OK**.
 7. A command window will launch and multiple theme packs and software will be silently installed. This operation will take approximately 30 minutes.
 8. Accept all defaults and agreements during the installation.
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WARNING! If a fail message appears during the installation offering the options "Retry, Ignore, or Cancel", do not select Ignore or Cancel. If Retry does not work, the DVD may be defective. Cancel out of the themes and software installation and install themes and software from another copy of the Software and Themes DVD.

9. When installation is complete, the PC will restart.
 10. HP Order Station will automatically launch after the restart. Exit HP Order Station, using the method described in [Shutting down HP Order Station on page 182](#).
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NOTE: If the order manager PC is not up and running, then a 102 error message may be displayed on the consumer station. Exit HP Order Station using the method described in [Shutting down HP Order Station on page 182](#). If the order manager PC is up and running and the 102 error message is still coming up, refer to the *HP Photo Center Solutions Service Troubleshooting Guide*.

11. Remove the Software and Themes DVD from the CD/DVD reader.

Disconnect keyboard and replace the front access panel

1. Disconnect the keyboard from the consumer station.
2. Replace the front access panel:
 - a. Slide the front access panel up and onto the underside of the monitor, with the two tabs on the panel lined up with the corresponding slots in the underside of the monitor.
 - b. Lock the sliding locks on the underside of the monitor.
 - c. Replace the two Philips screws from the underside of the monitor.

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.