



SmartPackageRoom®

User's Guide

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Getting Assistance

If you need assistance from Technical Support, please contact Position Imaging, Inc. on their toll-free number:
1-888-909-2468
Or, email: SPRSupport@position-imaging.com.

If you have questions or comments about Smart Package Room, please email: SPRAssist@smartpackageroom.com.

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About This Guide

This User's Guide uses the following to indicate useful and important information.

Note: Position Imaging will attempt to update information in this guide as much as possible, but please note, some screenshots might not reflect the current release.

Guide Conventions

The following typographical conventions are used throughout this guide:

- Keyboard entries are indicated in "quotes".
- Menu selections, menu items and entries in screen images are indicated as **bold**.
- References to other guides are *italicized*.
- References to internal [online links](#).

Note: Provides useful information about the current topic.

Caution: Provides information for the prevention of damage to the software.

WARNING! PROVIDES INFORMATION FOR THE PREVENTION OF PERSONAL INJURY OR DAMAGE TO THE HARDWARE.

Regulatory Requirements

Per IEC 60825-1 (Lasers)



LASER RADIATION
AVOID DIRECT EYE EXPOSURE
CLASS 2 LASER PRODUCT



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.

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.

Getting Started

This User's Guide assists a Property Manager and Staff on how to use the Smart Package Room®. It will show you:

- How to deliver and place packages in the Smart Package Room
- Clear issues from the Room
- What to do if a package is moved or picked up incorrectly
- How a recipient picks up their packages
- How to assist a recipient with a package pickup

Note: For information on how to register your account, invite Staff members, add Couriers, and activate/deactivate PINs, see the *Portal User's Guide*.

Getting Your Smart Package Room Ready

The following sections help you maximize the best use of your Smart Package Room®:

- [Setting up for Envelopes and Oversized Packages](#)
- [Assigning a Key Fob or Key Card for Staff or Couriers](#)

Setting up for Flats/Envelopes and Oversized Packages

Oversized packages and flats are often unable to be tracked due to their size or unconventional shape. For this reason, we have an area for "Area Tracked" packages, the system does not track this package on a shelf. When these types of packages are delivered to the room, they are captured in, and then you select the option Oversized, Flat, Refrigerated, Dry Cleaning, etc. (the option name is site specific) and place the package in the designated area for that package. Even though the individual package is not tracked, the area is tracked and monitored.

The Property Manager or Staff should make sure that a clearly designated area is set up for these types of packages. When your room is designed, you should inform Position Imaging where your oversized area and flats will be placed.

The Smart Package Room should have a designated area for these types of packages:

For envelope/flat packages:

- One solution for a large volume of flats: a labeled bin system for incoming flats (set up alphabetically by recipient's last name (A-E, F-J, etc. or by Unit # 1-20, 21-40, etc.). See [Figure 1](#). Position Imaging has other solutions for flats as well.

For oversized packages:

- An area should be designated for extra-large packages.

When a flat or oversized package is delivered, you will indicate the type of package after capturing, then place the package in the designated area, and confirm that you have placed it. See [Delivering Non-Standard Packages \(Envelopes, Oversized, Refrigerated, etc.\)](#).

When a recipient arrives to pick up their oversized package or flat, the notification email will indicate that they have a flat or oversized package, and the Room Map and room audio will indicate this as well.

Note: It's important to have both of these locations properly labeled for both delivery and pickup. Position Imaging supplies signage.



Figure 1: Sample envelope bins

Assigning and Deactivating a Key Fob or Key Card for Staff or Couriers

In order for Staff or a Courier to access the Smart Package Room, they need a PIN, Key Card, or Key Fob.

You can create one Key Card or PIN for each carrier (FedEx, UPS, Amazon, USPS, etc.), then as the Courier arrives you hand them the “FedEx” Card or give them the 6-digit PIN to use as a FedEx carrier. After they complete the delivery, they give the card back to Staff, ready to use for the next FedEx Courier.

To assign a Key Fob/Card, you will need to start with their PIN. See the *Portal User’s Guide* for information on how to assign a PIN.

To assign a Key Fob for Staff or Courier:

1. At the kiosk, the system recognizes a presence and automatically takes you to the sign-in screen, or **Touch to Begin**. Enter the **Staff** or **Couriers PIN**. Tap the **Eye icon** to show/hide your PIN. Refer to [Figure 2](#). See the *Portal User’s Guide* for information on how to assign a PIN.

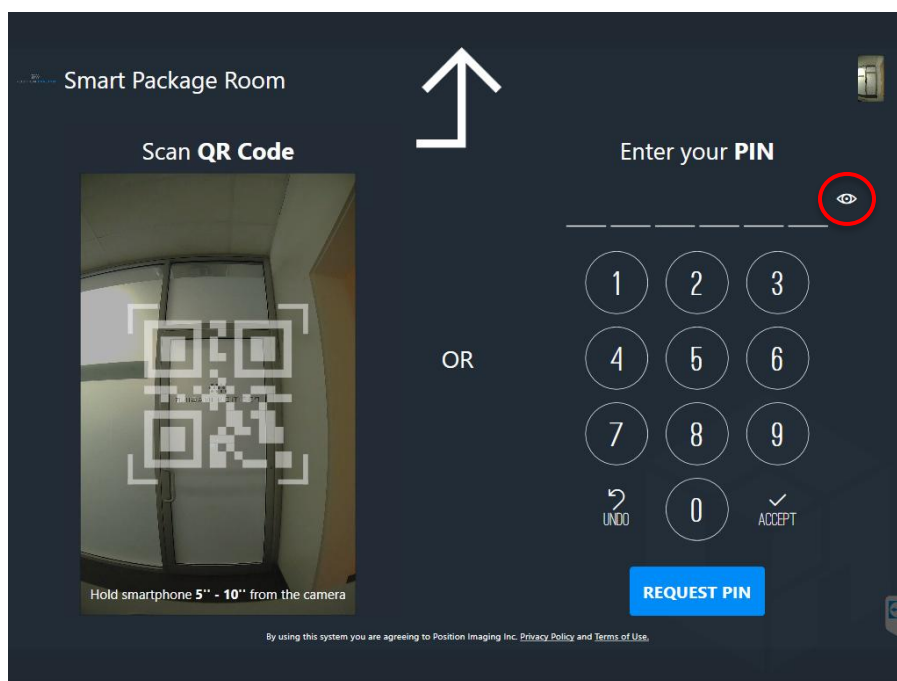


Figure 2: Enter Staff member or Courier 6-digit PIN

- From the screen, tap the **User Profile** in the upper-right corner, see [Figure 3](#).



Figure 3: User Profile

The User Profile screen displays. See [Figure 4](#).

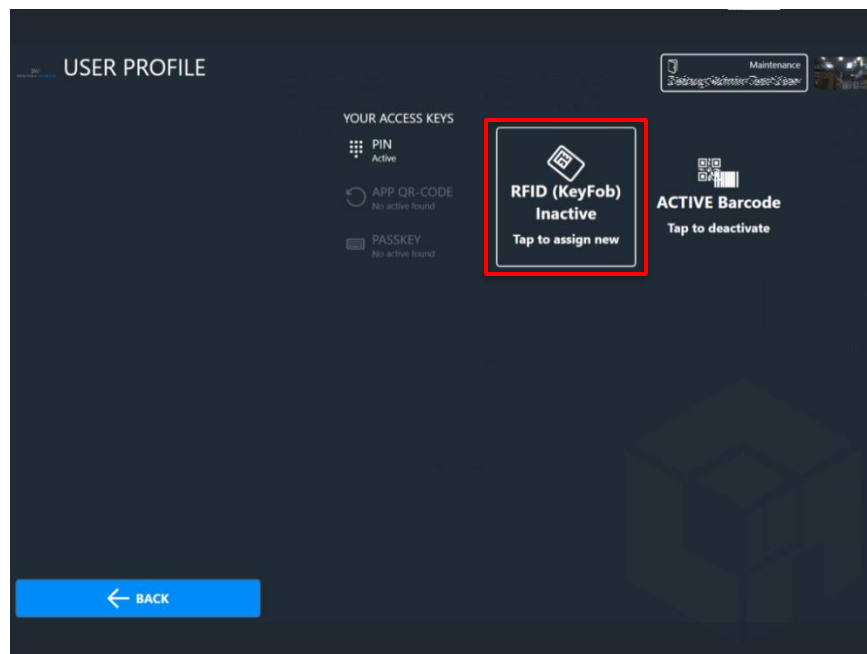


Figure 4: Activate an RFID (KeyFob)

- Tap **RFID (Key Fob) Inactive Tap to assign new** to assign the Key Fob, see [Figure 5](#).

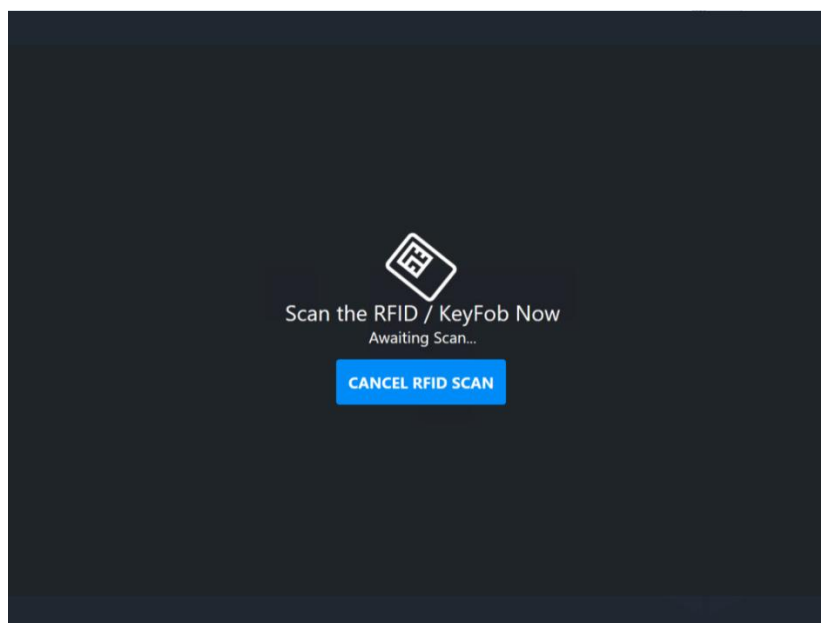


Figure 5: Scan the Key Fob

- Scan a Key Fob (Staff) or Key Card (Courier) across the RFID Reader on the front of the kiosk. For the location of the Key Fob reader, see [Figure 10](#).

The Key Fob/Key Card is activated and the Profile page RFID (Key Fob) changes to "deactivate."

To deactivate a Staff's Key Fob:

1. At the kiosk, scan the Key Card/Fob you want to deactivate.
2. From the screen, tap the **User Profile** in the upper-right corner, see [Figure 6](#).



Figure 6: User Profile

The User Profile screen displays. See [Figure 7](#).

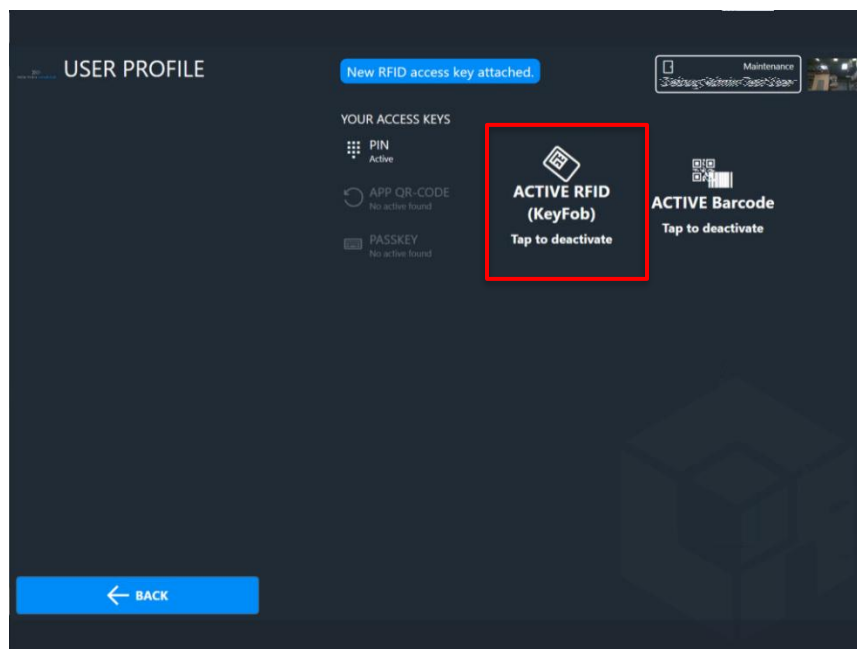


Figure 7: Activate an RFID (KeyFob)

3. Tap **Active RFID (KeyFob) Tap to deactivate**. See [Figure 7](#).

A confirmation dialog opens asking if you want to deactivate, see [Figure 8](#)

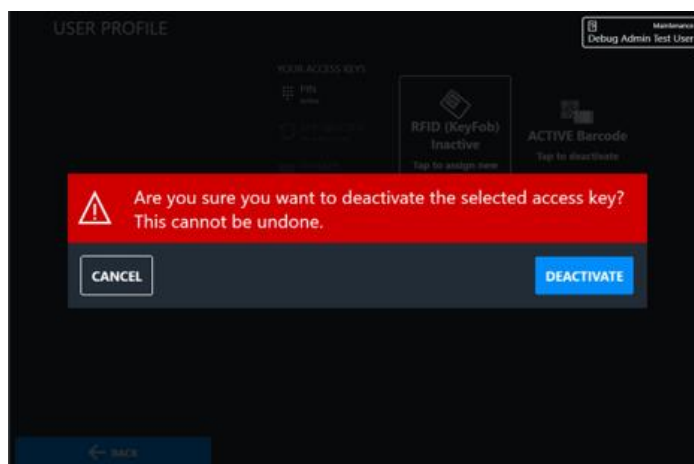


Figure 8: Deactivate confirmation

4. Tap **Deactivate**.

How to Deliver to the Smart Package Room

The following procedure explains how a Courier (UPS, FedEx, USPS, etc.) or a Staff member delivers packages to the Smart Package Room using the MobileKiosk™.

Accessing the Room with a Key Card, Key Fob or PIN

In most cases, onsite Staff has a Key Card or PIN (a six-digit number) that they hand to a Courier upon arrival. Scan the Key Card or enter the six-digit pin at the Smart Package Room kiosk to deliver the recipient's packages. After the Courier has delivered the packages, they should return the Key Card to the Staff.

Note: Each site has its own customized PIN or Key Card for a Courier. A Courier cannot use the same PIN or Key Card from one delivery location to the next.

1. At the kiosk, the system recognizes a presence and automatically takes you to the sign-in screen or **Touch to Begin**.
2. **Enter** your assigned Courier or Staff **PIN** (see [Figure 9](#)) or **scan** your **Key Card/Key Fob** (see [Figure 10](#)). Tap the **Eye icon** to show/hide your PIN.

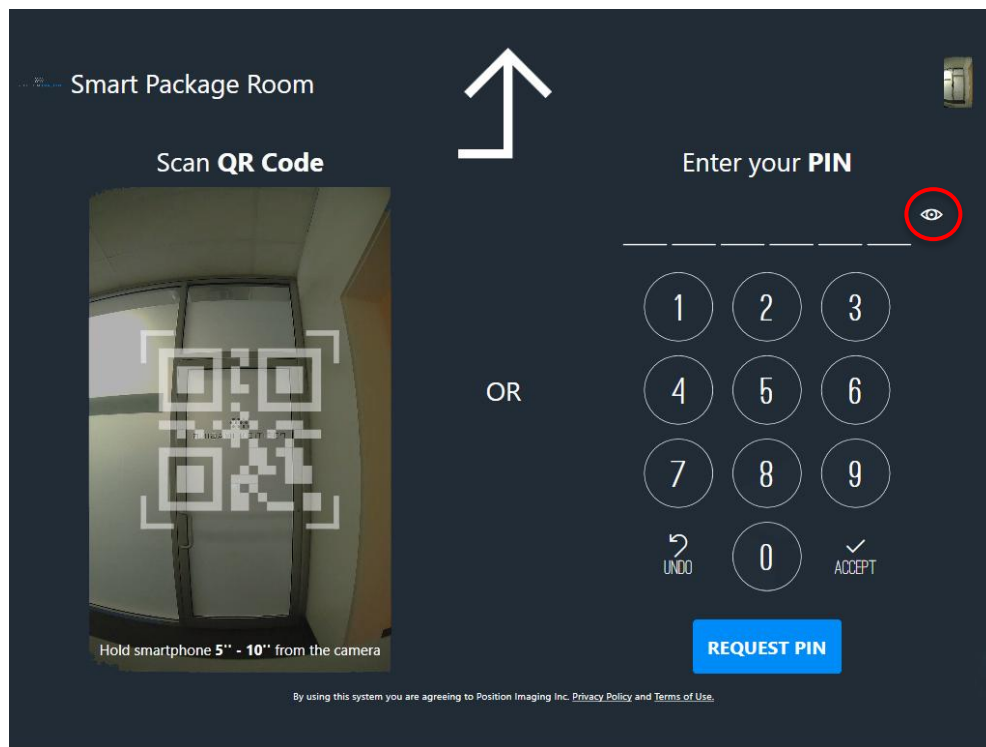


Figure 9: Enter your Access PIN

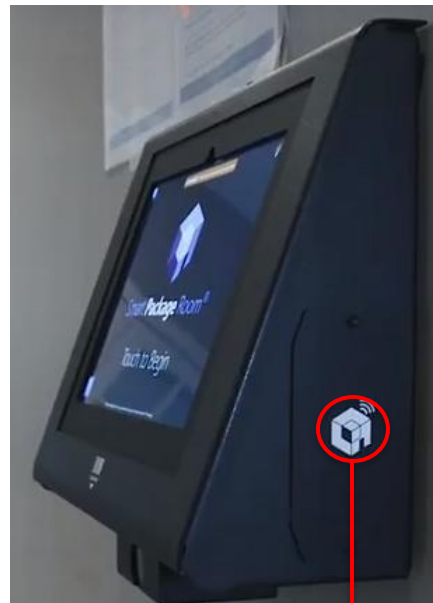
3. If you are Staff, the Main Menu screen appears after you scan your Key Fob, tap **Delivery**.

Note: Some sites can enable a feature to require a Courier to scan a package at the kiosk to verify it is who they say they are (a UPS driver is scanning UPS packages). If the tracking number is identified as the correct package, the courier will gain access to the room to continue delivering packages. If you are interested in this feature (Courier Verification), contact Support.

4. Some sites are set up to choose where to continue (Continue Here) at the kiosk or (Continue Inside) to use the MobileKiosk. Choose where you wish to continue delivering packages.



Scan Key Card or
Key Fob here



Scan Key Card or
Key Fob here

Figure 10: Location where to scan a Key Card or Key Fob

5. For couriers only, a dialog appears that asks them to acknowledge that they understand they need to scan **every** package into the package room system. Tap **I Acknowledge** (this button will be available to tap after 5 seconds to give you time to read the statement). See [Figure 11](#).

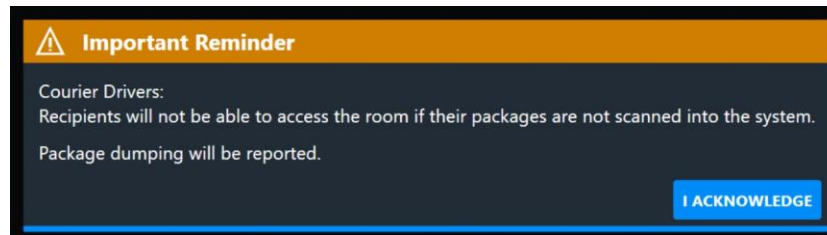


Figure 11: Courier acknowledgement

Delivering and Placing a Package

1. The door unlocks and informs you to enter the room to begin capturing.

The kiosk will display “Delivery in progress. Please wait outside.” to inform any other users that the room is in use. Dollies or carts holding packages should **not** be parked in front of the shelves where packages are placed.

Follow the guiding sound to locate the MobileKiosk inside the room. The sound stops as soon as the MobileKiosk becomes active (picked up, tap on screen, etc.).

Note: If the MobileKiosk is not charged properly or not available, the kiosk will inform you and you will need to scan at the kiosk. See [Scanning a Package at the Kiosk](#) on page 17.

2. Once in the room, the MobileKiosk will say “Tap to Capture”. See [Figure 12](#). Pick up the MobileKiosk from the cradle.

Note: The MobileKiosk screen may appear dark, but once picked up from the cradle, the screen will brighten.

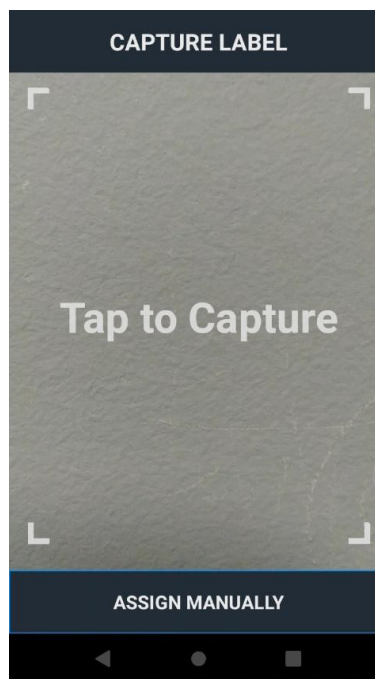


Figure 12: MobileKiosk ready to capture

3. Position the screen over the **entire label** ensuring the label is facing upright and is readable, then **Tap to Capture**. See [Figure 13](#).

The barcode and address are captured, and the system displays a brief image of the captured label, see [Figure 13](#).

If the system is having trouble capturing the label, (the label could be torn, wrinkled, the image is blurry and not readable). Tap **Try Again** to recapture the label again or tap **Assign Manually** to enter information on the keyboard. (In most instances, the system will find the correct recipient.)

Tips for capturing a label:

- The whole label is in view
- The address/name is visible
- The barcode is in view and level
- The label is flat (not bent)



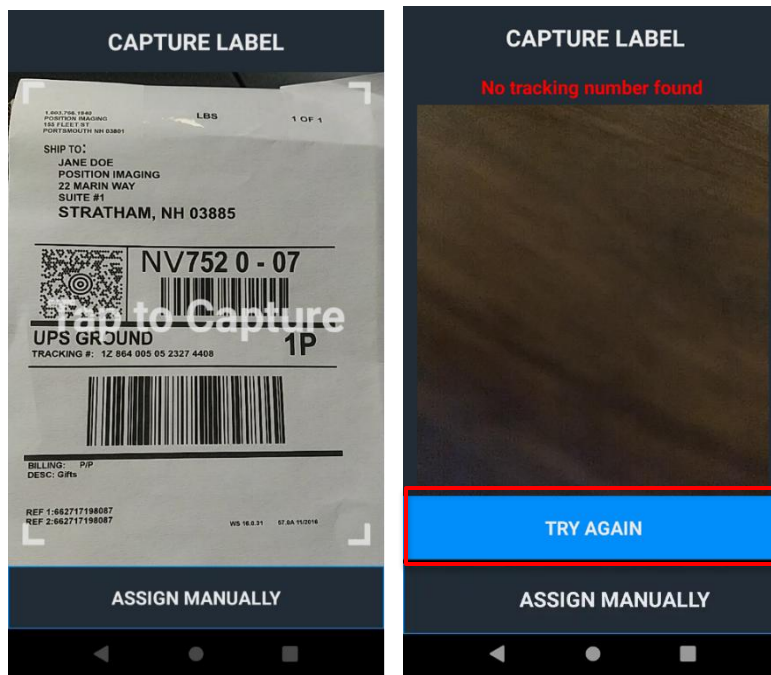


Figure 13: Captured label (left) and an issue with a captured label (right)

4. If presented with a list of names, **tap the recipient**. See Figure 14.

If the system cannot auto-assign (locate) the recipient, use the Search bar to find them manually, see Figure 14. You can tap the Search bar or the **Manual Search** button, then type the recipient's information. For more information, see [Searching for a Recipient's Name](#) on page 23.

To see the entire list of names, tap the **Down Arrow** button to hide the keyboard. Tap **Show All Results**, then scroll and tap the name. See Figure 14.

You can also use the **Numeric Keyboard** toggle button to switch between numeric and text keyboards. Allows you to easily search for a unit number. See Figure 14.

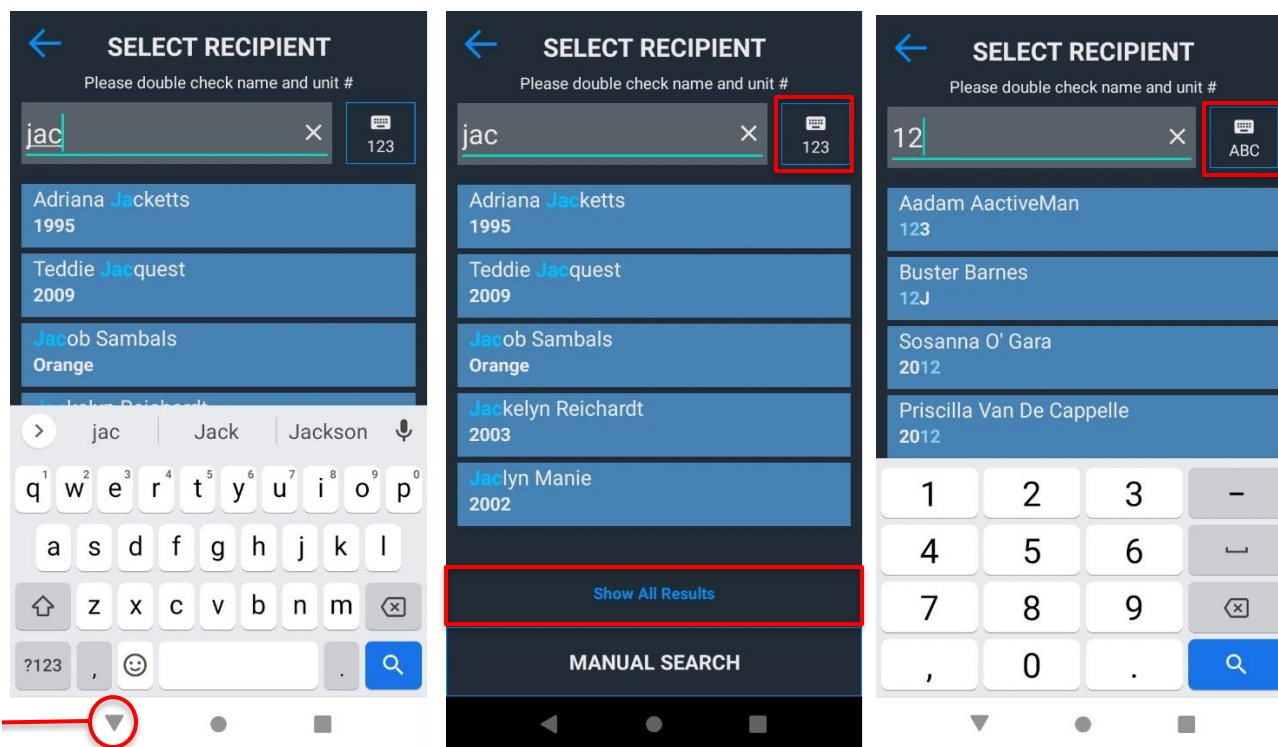


Figure 14: Search bar, Hide Keyboard, Show All Results, Numeric Keyboard

5. Tap the **type of package** being delivered: Standard, Flat, Oversized, Dry Cleaning, etc. See [Figure 15](#). This indicates in what area within the room the package will be placed.

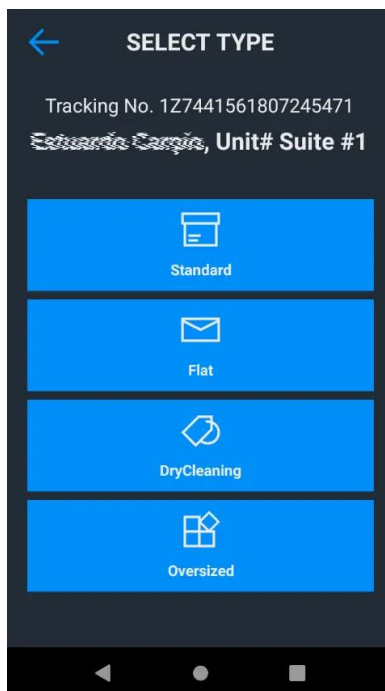


Figure 15: Select type of package

6. If you would like to add a signature upon pickup or indicate that the package is perishable, tap **Add Notes** and select the appropriate note. See [Figure 17](#). See [Assigning Special Notes to the Package](#) on page [19](#).
7. **Place the package** in the appropriate area: on the shelf (see [Figure 16](#)), in the Envelope bins, in the Oversized area, etc.

Note: Some rooms may have signage indicating the package type area.



Figure 16: Package placed on shelf

Note: For information on placing packages on shelves, see [Important Things to Know When Placing Packages](#).

8. Move away from the shelf after you place the package in order for the system to register the package.

Obstruction Detected: If the system detects that the package is too close to the shelf’s edge (it may be too large) or a person or object is in front of the shelf, the Select Type window may display “Obstruction Detected” after you place your package. Tap **Obstruction Detected**, and depending on your site (if they allow obstructions), then you should:

- Push the package further back on the shelf or remove the obstruction (if any). The system should accept the adjustment. Tap **Accept Obstruction Detected** to close the popup.
- If the package is too large for the shelf, tap **Oversized Item**, and pick up and move the package to the oversized area. Tap **Confirm** after placing.
- If your site has chosen not to accept Obstruction Detected situations, then tap **Cancel Delivery** and follow your property’s instructions.

Note: If the system can’t detect where you placed the package on the shelf, a “Last action did not register. Please move the package to a different place.” message appears. Either place the package in another location on the shelf, or if the package is too small, you will need to change the package type. Tap the back arrow to go back to Select Type, tap Flat and place the package in the Envelope bin. Tap **Confirm Delivery**.

9. If the package is placed in an area other than the shelf (an Envelope bin or an Oversized area), tap **Confirm Delivery** after you place the package. See [Figure 17](#).

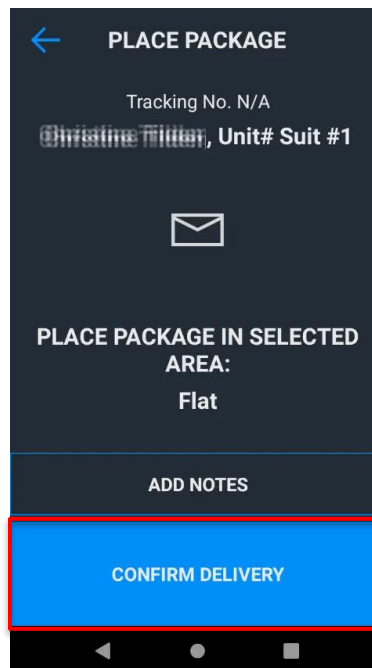


Figure 17: Add Notes and Confirm Delivery

The Package Delivered screen displays the tracking number, recipient name, unit number and notes icon (when notes are added).

10. To capture additional packages, tap **Next Item**. See [Figure 18](#).

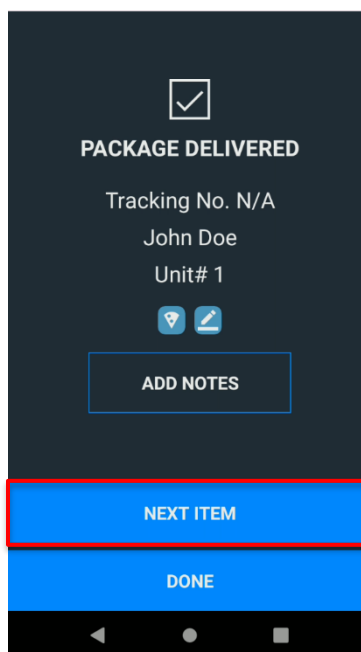


Figure 18: To scan additional packages

Note: If you need more time in the room, and the session time out starts counting down on the kiosk, you can tap anywhere on the MobileKiosk to cancel the countdown.

11. When finished with deliveries, tap **Done**, then place the device in the charger.
12. Exit the room and close the door.

No Scanning Required Workflow – MobileKiosk Feature

If your site **does not** rely on OCR for scanning package labels, we can turn off scanning on the MobileKiosk. Instead of scanning a label, the Select Recipient screen appears immediately and you can enter the name or unit number to locate the recipient. Place the package, then continue with the next package.

Contact Support if you are interested in this workflow.

Some things to keep in mind when using this workflow on the MobileKiosk:

- All couriers and staff would need to use this workflow.
- Tracking number and label images will not be available.
- The Back button on the Select Recipient screen cancels the package delivery and asks if you want to move to the next package.

Scanning a Package at the Kiosk

You should always use the MobileKiosk to capture packages, but if the MobileKiosk is unavailable (not fully charged), you can use the kiosk to scan in packages.

- a. After you scan your Key Card/Key Fob, you may be asked to acknowledge you will scan in every package.
- b. **Scan** the first package - make sure the entire label is visible and the package is not moving. Hold the package so that the tracking UPC lines are level in front of the scanner camera. See [Figure 19](#).

If you are experiencing trouble scanning a package, try to zoom in on one bar code.

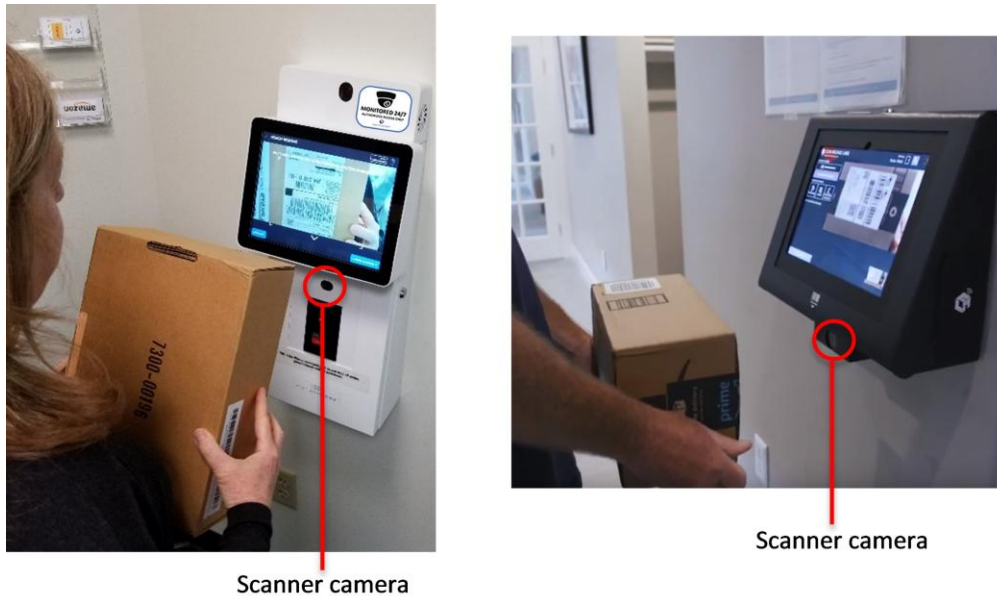


Figure 19: Scanning a package at the kiosk

The camera will read the barcode and attempt to read the name and address of the recipient to automatically assign them.

If the recipient's name does not appear or if there is no label to scan, see [Searching for a Recipient's Name](#).

- c. Tap to **select the recipient**, if it isn't already selected from the list.
The door unlocks.
- d. Tap the **type of package**: Standard, Flat/Envelope, Oversized, etc. The system default for all packages is Standard.
A popup indicates where to place the package in the room: Standard (shelf) area, Flat area, Oversized area, etc.
- e. **Place the package on any shelf** in the room or in the designated area if not a standard package.
- f. Tap **Next Item** to deliver additional packages or **exit** the room and close the door if finished delivering.

Multi-Door Access Feature

If your site includes a multi-door access feature, multiple doors accessing your package room, the MobileKiosk will inform you if another user is trying to access the room. The system can detect that someone is already in the room and will inform the current user in the room that someone is waiting. See [Figure 20](#). For information on the Multi-door Access feature, see [Appendix B: Multi-Door Access](#) on page [90](#).

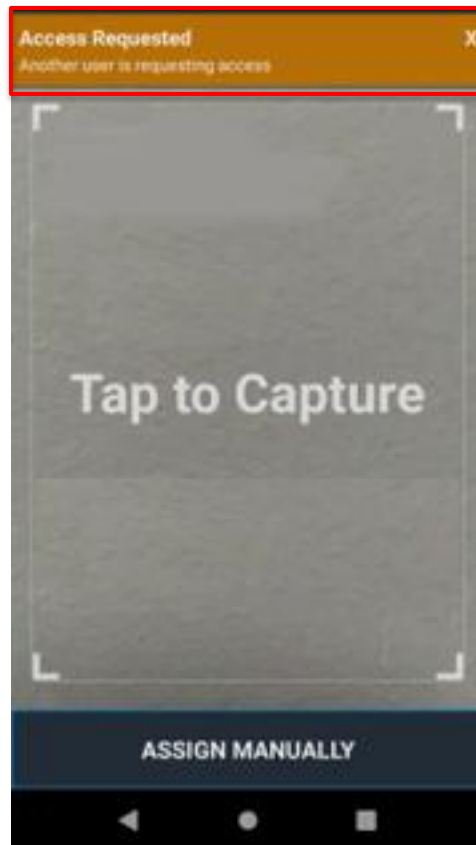


Figure 20: Multi-door access message on the MobileKiosk

Package Photo Always Required (When No Tracking Number is Found)

Note: This feature is only available with the MobileKiosk and turned on at the request of the site.

If a package does not have a label, does not have a valid tracking number, or a valid tracking number can't be captured (label is damaged) and if your site requires that a photo of the package label must be taken before continuing with the delivery process, see the steps below. To tell if this feature is turned on at your site, the text "Please capture label of package photo to continue" will display under Capture Package Label, see [Figure 21](#).

1. At the kiosk, **enter** your assigned Access **PIN** or use a **Key Card**.

You can tap the **Eye icon** to show/hide your PIN.

2. Enter the room.
3. Pick up the MobileKiosk.
4. **Tap to Capture** the package label. See [Figure 21](#).

If no tracking number is available, the system will require a picture of the package label. If a tracking number is captured, the label photo will serve as the package photo.

Only one image is required, with or without the tracking number.

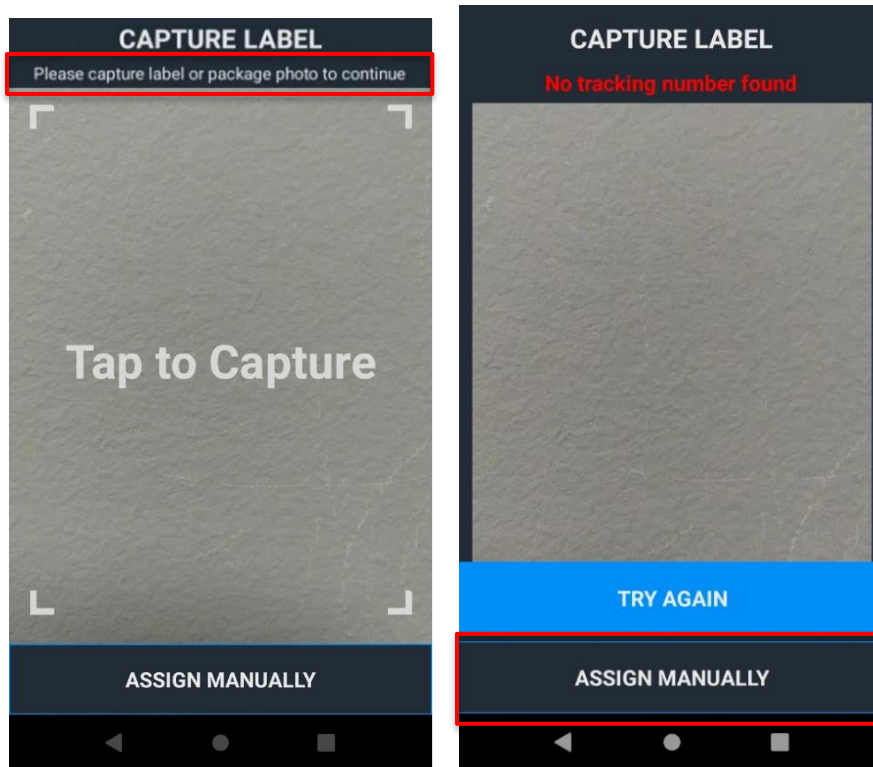


Figure 21: Capture photo of package

5. Tap **Assign Manually**. See [Figure 21](#).

If a picture was not taken of the label, Assign Manually will not display. You will need to Tap to Capture the package label first.

The photo of the package label will be visible in the Notification and in the Portal.

6. Select the recipient.
7. Select the Package Type: Standard, Flat/Envelope, Oversized, etc.
8. Place the package on any shelf in the room, or in a designated area if not a standard package.
9. Continue to deliver additional packages.

Manual Assignment of Tracking Number (When Tracking Number Can't Be Captured)

Note: This feature is only available with the MobileKiosk and turned on at the request of the site.

If a tracking number can't be captured (label is damaged, etc.) or the package does not have a valid tracking number, you can manually enter the tracking number on a MobileKiosk.

1. At the kiosk, **enter** your assigned Access **PIN** or use a **Key Card**.
You can tap the **Eye icon** to show/hide your PIN.
2. Enter the room.
3. Pick up the MobileKiosk.
4. Tap **Assign Manually**.
5. **Enter** at least the **last 6 characters** of the **tracking number**. See [Figure 22](#).

You can also tap an already existing number if displayed. This list will include barcodes that were captured but that the system did not recognize as valid tracking numbers.

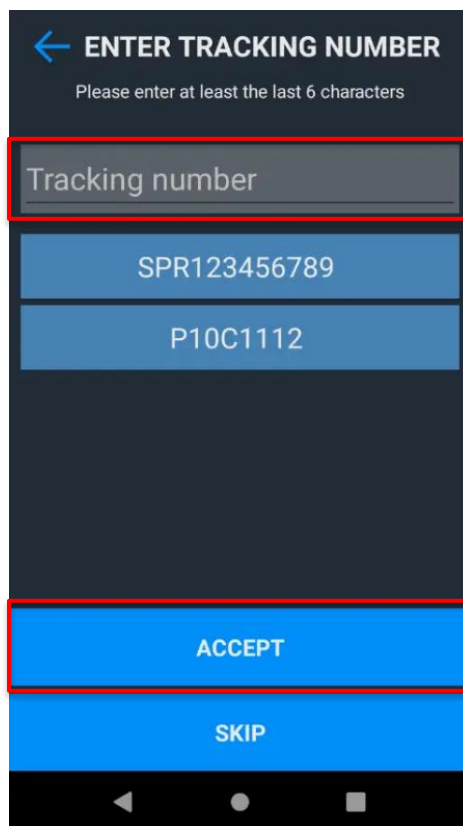


Figure 22: Enter tracking number manually

6. Tap **Accept** or tap the Enter button on the device. See [Figure 22](#).
If the tracking number is not validated, an error message appears to enter again.
7. You can also tap **Skip**, if you do not want to enter a tracking number. N/A will be used.
8. Select the recipient.
9. Select the Package Type: Standard, Flat/Envelope, Oversized, etc.
10. Place the package on any shelf in the room, or in a designated area if not a standard package.
11. Continue to deliver additional packages.

Assigning Special Notes to the Package

If the package is perishable or requires a signature, follow these steps to assign those notes to the package. When a recipient is sent a notification email, they will be informed that a package note: Perishable, Signature Required, or a custom note is associated with their package.

1. At the kiosk, **enter** your assigned Access **PIN** or use a **Key Card**.
You can tap the **Eye icon** to show/hide your PIN.
2. Enter the room.
3. Using the MobileKiosk, capture the package.
4. Select the recipient.
5. Select the Package Type: Standard, Flat/Envelope, Oversized, etc.
6. In the Place Package window, tap **Add Notes**, see [Figure 23](#).

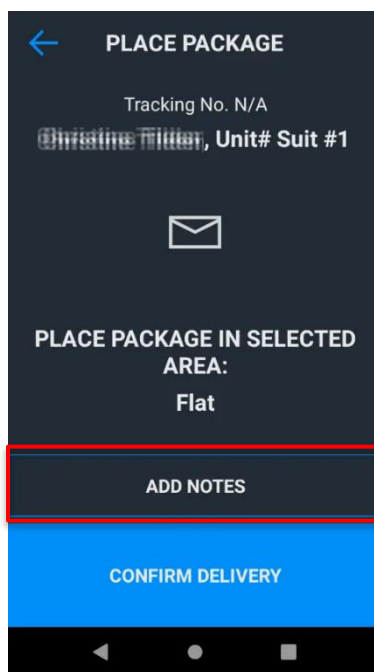


Figure 23: Add Notes option

7. Tap any of the following notes (you can select all, if necessary). See [Figure 24](#).
 - Perishable – The package may be food related and probably needs to be refrigerated. Selecting this note will notify the recipient that this package contains a perishable package and should be picked up as soon as possible.
 - Signature Required – Selecting this note will notify a recipient that this package requires a signature upon pick up. They will sign for the package directly on the Kiosk.
 - Your site may have additional notes displayed. See the *Portal User's Guide* in the SPR University for instructions on how to add additional notes.

- With a note selected, tap **Apply**, see [Figure 24](#).

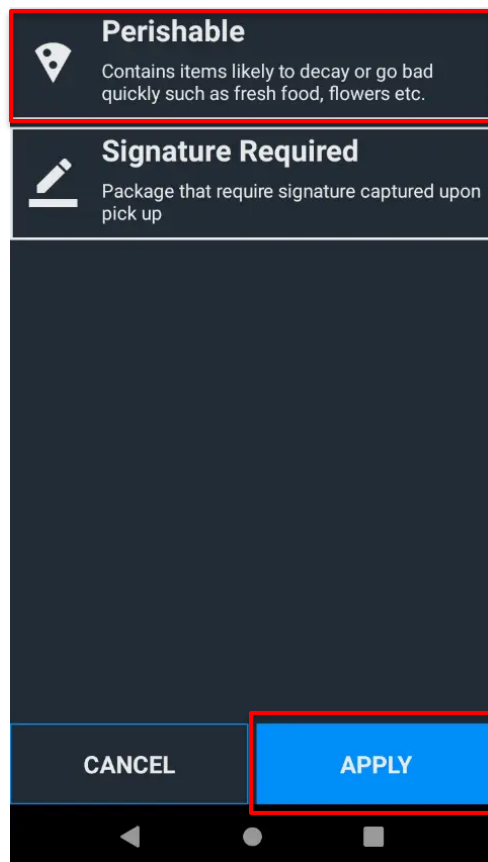


Figure 24: Assign package notes

- Place the package on any shelf in the room, or in a designated area if not a standard package.
- Continue to deliver additional packages.
- When finished with your deliveries, tap **Done**, then place the device in the cradle. Exit the room and close the door.

Searching for a Recipient's Name

If after you capture the package, the recipient does not appear, you can search for a recipient.

1. At the kiosk, **enter** your assigned **PIN** or scan a **Key Card/KeyFob**.

You can tap the **Eye icon** to show/hide your PIN.

2. Enter the room.

The Capture Package Label screen appears, see [Figure 25](#).

3. Tap **Assign Manually**. See [Figure 25](#).

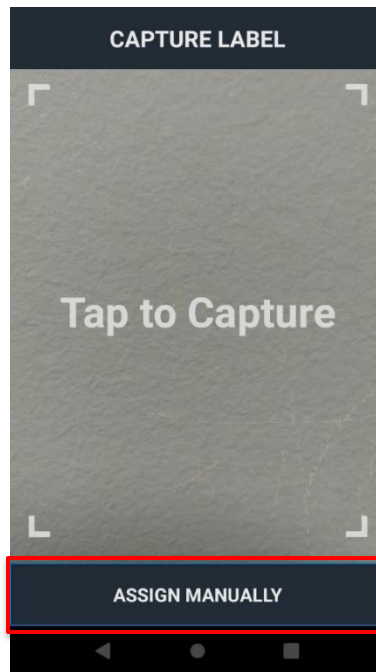


Figure 25: Tap Assign Manually to search for a recipient

The keyboard displays. See [Figure 26](#).

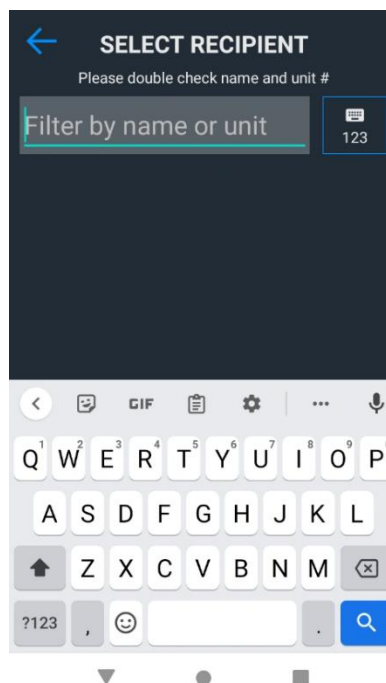


Figure 26: Enter recipient's name

- Using the keyboard, **enter** the **recipient's Name** or **Unit #** located on the package.

As you type, the system auto populates with recipient's names. See [Figure 27](#).

You can also use the Numeric/Text keyboard toggle to switch keyboards. Helpful when searching for a Unit number.

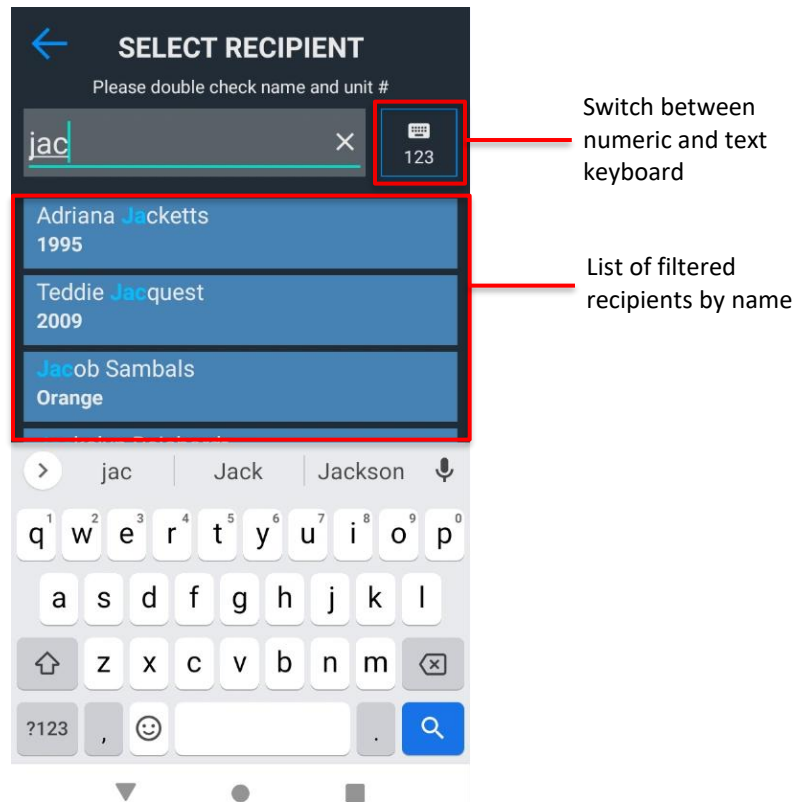


Figure 27: List of recipients

- Tap the **recipient's Name** in the list.
- Select the **type** of package: Standard (shelf) area, Flat area, Oversized area, etc.
- Place the package on any shelf in the room, or in a designated area if not a standard package.
- Continue to deliver additional packages.
- When finished with your deliveries, tap **Done**, then place the device in the cradle. Exit the room and close the door.

Delivering Area Tracked Packages (Flats, Oversized, Refrigerated, etc.)

If a package is oversized, an envelope/flat, or needs refrigeration, you can place the package in a designated area. By identifying the package in an “Area Tracked” location, you are letting the system know that there is a package, however, it may be located in a different area, and not on a shelf. When a recipient arrives to pick up, they will be informed where to retrieve their package from.

The Smart Package Room should have a designated area for these types of packages.

For flats/envelopes:

- Typically, a shelf is designated as Envelope bins. One solution we offer for large volumes of envelopes are bins set up alphabetically or by Unit #. After capturing, the envelope should be placed in the designated bin alphabetically by the recipient’s last name or by their Unit # (depending on the site’s preference). The Envelope bin is also available for small packages that are not recognized by the system on a shelf.

For oversized packages:

- An area should be designated for extra-large or oversized packages, most times this is another area of the room, but every site is different. After capturing, the extra-large packages should be placed in the Oversized/Storage area.

Placing an Area Tracked package (flat, oversized, or refrigerated):

- At the kiosk, **enter** your assigned Access **PIN** or use a **Key Card**.
You can tap the **Eye icon** to show/hide your PIN.
- Enter the room.
- Using the MobileKiosk, capture the package.
- Select the recipient.
- Depending on the type, tap **Oversized** or **Flat**, see [Figure 28](#). This option is site-specific and may have a different option name.

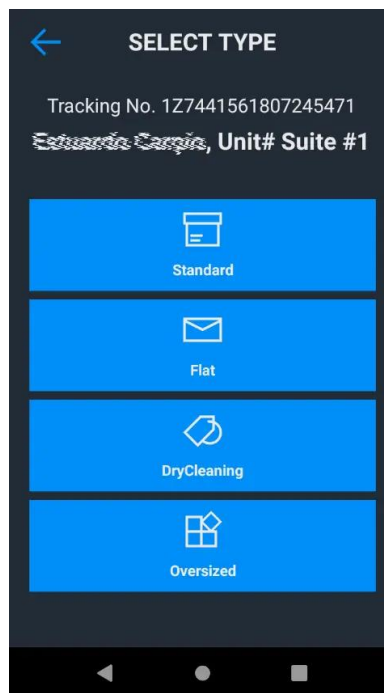


Figure 28: Indicating an oversized or flat package

A popup indicates where to place the package: Standard (shelf) area, Flat area, Oversized area, etc.

6. Place the package in the designated area:
 - a. If it's an envelope or flat, place the package in the correct bin, if alphabetized: by the recipient's last name, or if it's by Unit #: place by the recipient's Unit #.
 - b. If the package is oversized, place the package in the designated area for oversized packages.
 - c. If the package is perishable, place it in the refrigerated section.
7. Tap **Confirm Delivery**. See [Figure 29](#).

This informs the system that you have placed the package even though it is not being placed and monitored on a shelf.

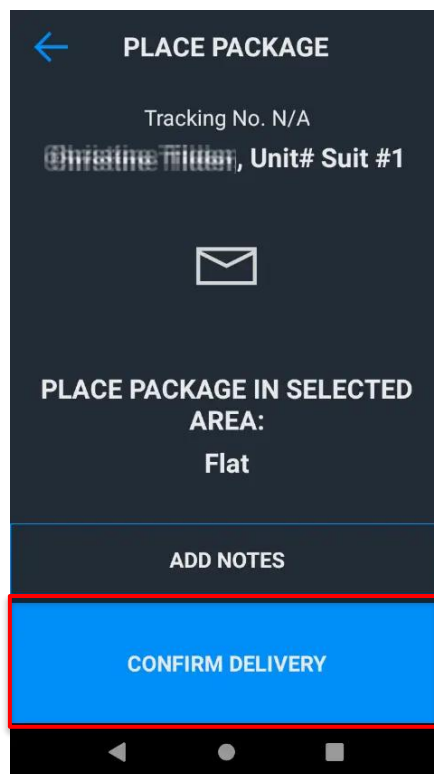


Figure 29: Confirm delivery of oversized package or flat

Note: If you are not sure where to place the package, check with onsite Staff.

8. Continue to deliver additional packages.
9. When finished with your deliveries, tap **Done**, then place the device in the cradle. Exit the room and close the door.

Important Things to Know When Placing Packages

Here are some helpful guidelines when placing packages:

- Every package must be captured and assigned before placing in the room. Each package needs to be placed *one* at a time.
- Place all oversized packages in the designated oversized area.
- Place all flats/envelopes in the designated area for envelopes.
- Once the package is placed on the shelf, **DO NOT MOVE** or rearrange it. Before placing packages, keep in mind that additional packages may be added to the shelf. If you do move a package, see Staff.
- Do not place packages on top or behind other packages. If it is for the same recipient, you can stack them.
- Packages can be close together.
- The label does not have to be facing out.
- If you are having trouble placing a package, for example, the system is not accepting the placement, try placing it again or change the package type to Flat (and place in the designated area). This might occur if the package is too small or the package is too flat.
- After placing a package on a shelf, you may receive a placement error. If you do receive this message, you can tap **OVERHANGING PACKAGE** and follow the instructions.
- Always listen to the audio instructions.
- When you have completed delivering packages, you should *always* close the door.

How to Pick Up Package(s)

When a package is ready to be picked up, the recipient will receive a delivery notification via email or text.

Receiving Delivery Notifications

Your Residential Data Management Program (Yardi, OneSite (Realtor), Salesforce, Entrata, etc.) imports your recipient's data into the Smart Package Room system daily (including a recipient's Email and/or Text). You should not have to manually enter any recipient data into the system.

On the Email or Text notification sent to the recipient, a QR Code and a 6-digit PIN will be displayed, see [Figure 30](#). The recipient can scan their QR code at the Smart Package Room kiosk or enter their 6-digit PIN to gain access to the Room to pick up their package.

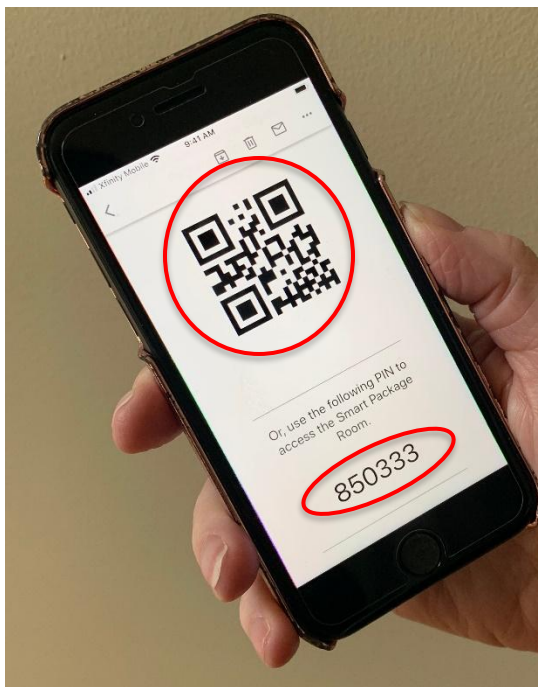


Figure 30: Displays QR Code and PIN on your phone

Depending on your property, you might have multiple Smart Package Rooms. The Delivery Notification will specify in which room(s) your package(s) are located.

Note: If a recipient is removed from your Residential Data Management system or deactivated through the SPR Portal, a warning message appears if they attempt to gain access to the Smart Package Room.

Any deactivated recipient with packages in the Smart Package Room will need to request their packages from Staff.

Signing-In and Picking Up a Package

Note: If someone is already in the package room, wait until they are finished to proceed.

1. At the Smart Package Room kiosk, the Welcome screen appears (see [Figure 31](#)), the system recognizes a presence and automatically takes you to the sign-in screen, or you can **Touch to Begin**.

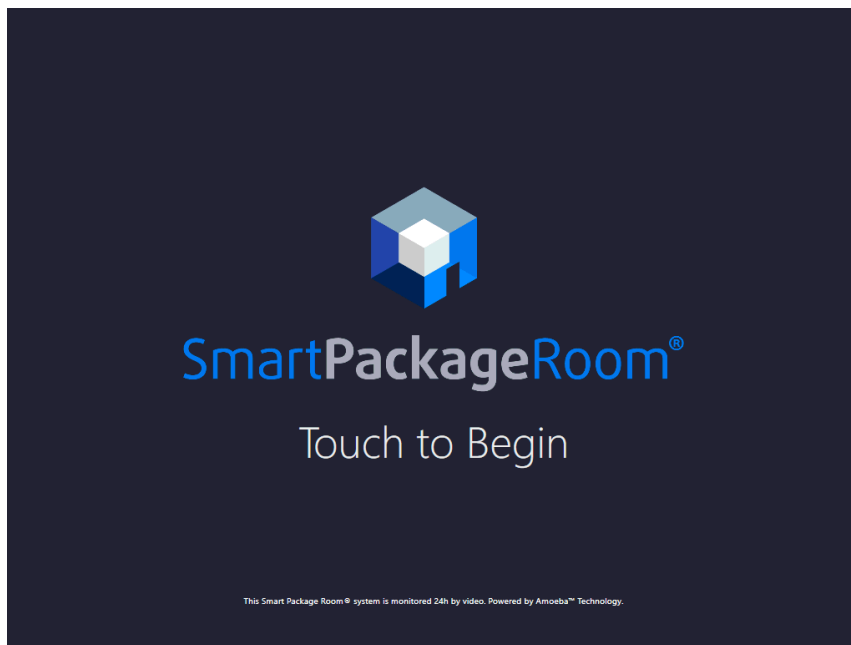


Figure 31: Touch to Begin screen

The Sign-in screen displays.

2. **Scan** your **QR Code** in the upper-middle of the kiosk screen (see arrow). Or enter the 6-digit PIN you received from the Email notification. Tap the **Eye icon** to show/hide your PIN. See [Figure 32](#) and [Figure 33](#).

Use the QR code image on the kiosk screen to line up the QR code on the phone. Keeping the phone straight, not at an angle

As a Staff member, if you scan your Key Fob on the right-side, the Main Menu screen appears. Tap **Pickup**.

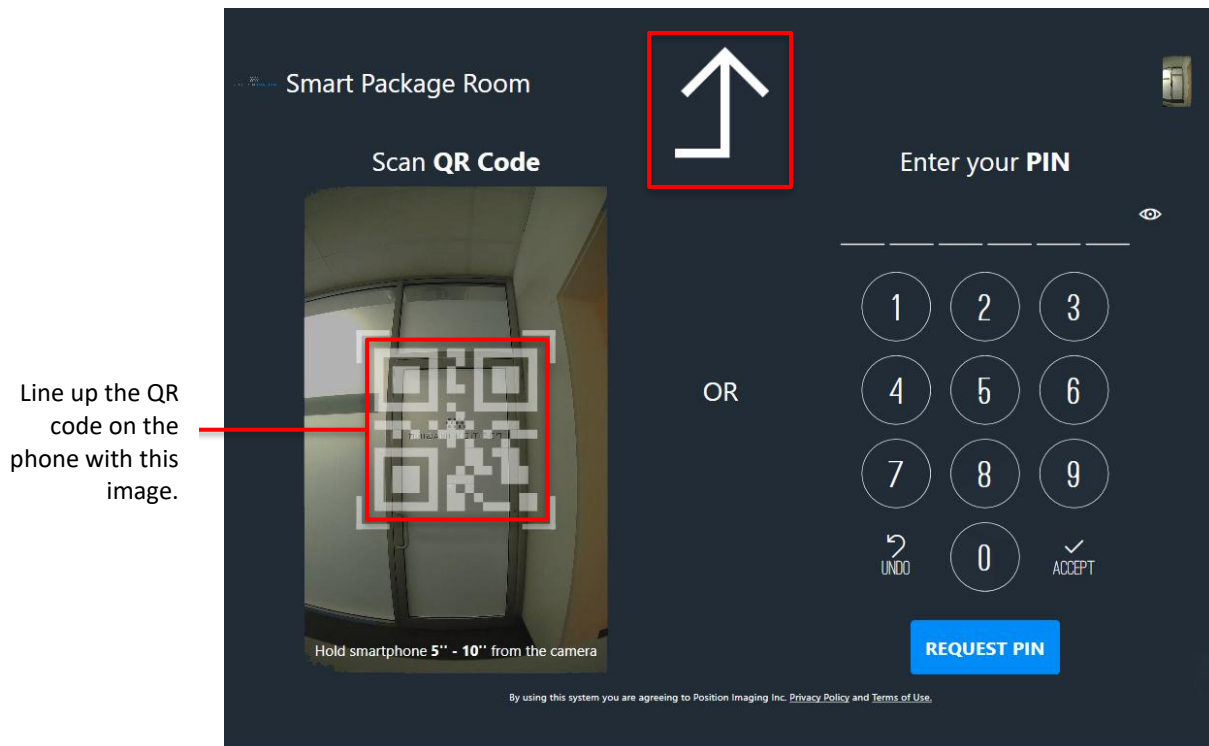


Figure 32: Location to scan QR Code

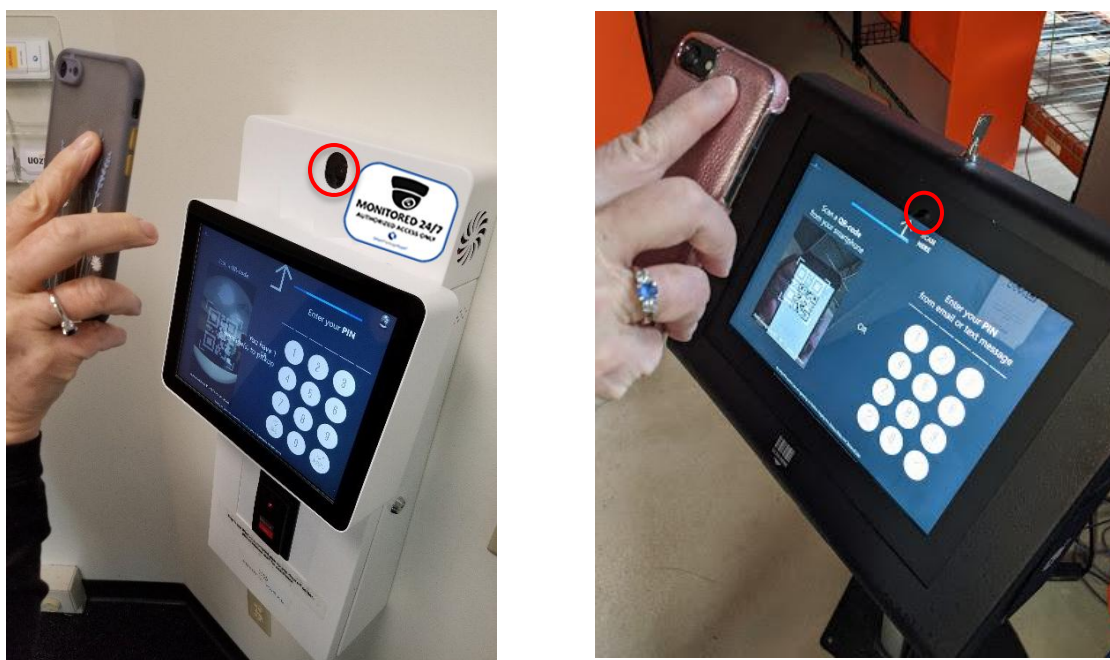


Figure 33: Scanning a QR Code with your phone

The screen will display how many packages you have awaiting pickup.

Depending on your property, you might have multiple Smart Package Rooms. If this is the case, and you have several packages located in multiple rooms, a dialog opens indicating where each package is located.

Tap to Continue. See [Figure 34](#).

Note: Synchronization between multiple Smart Package Rooms may take up to a minute during which time package location information may not be completely up-to-date.

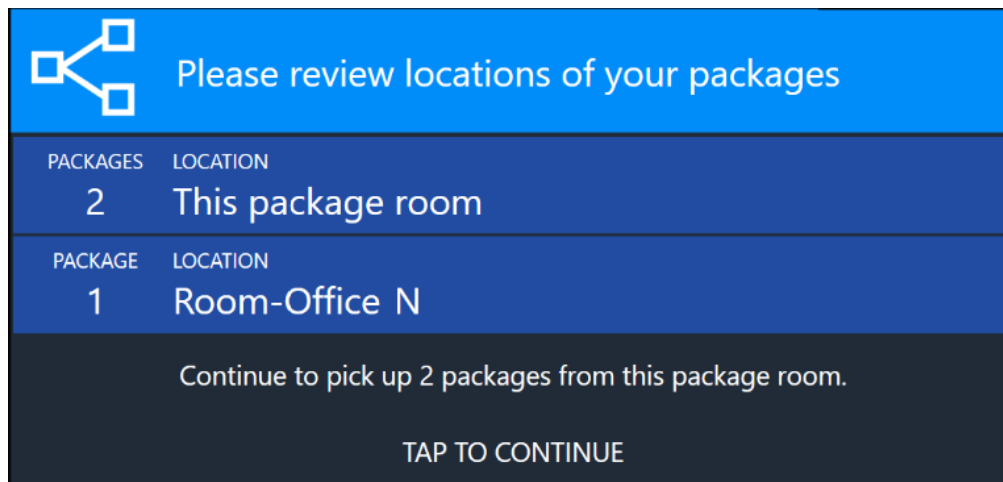


Figure 34: Multi-Room package locations

The system displays a map of the room and indicates where the package(s) are located (blue area) within the room. See [Figure 35](#). For more information, see [About the Room Map](#).

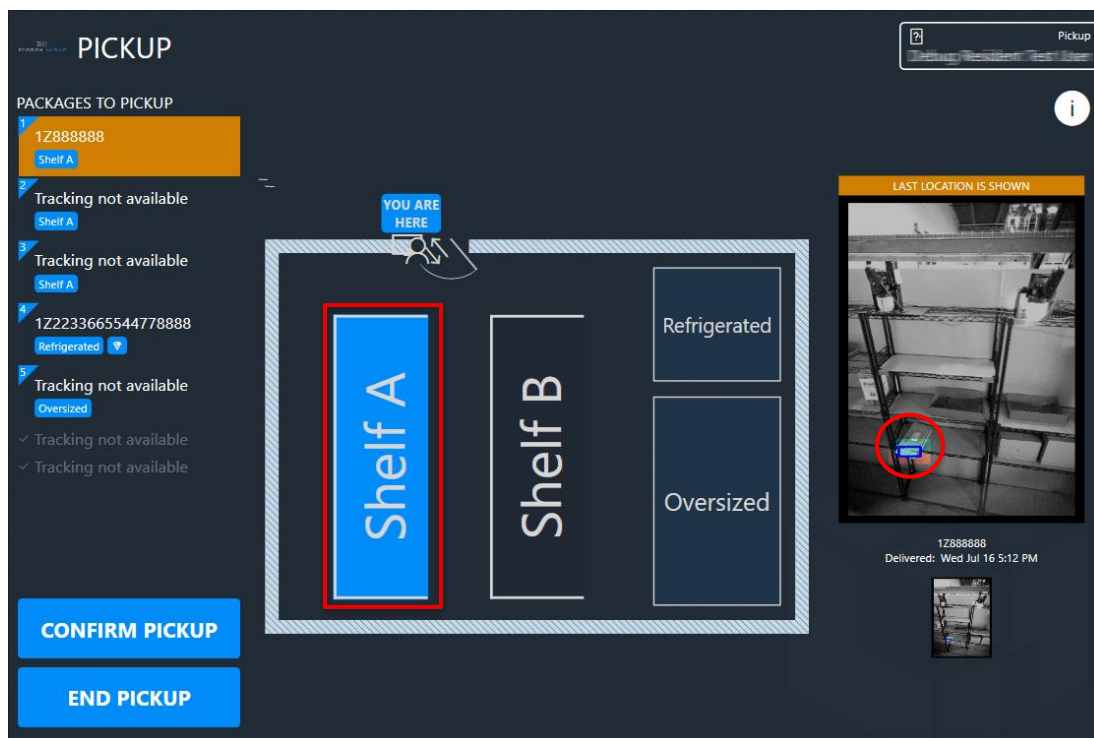


Figure 35: Room map

The door will unlock.

3. Enter the room and head towards the shelf indicated on the Room Map. The blinking blue light above indicates the general area across from where the package is located. A red laser points with a circular motion on the package. Listen to the audio instructions.

If the package was moved at one point, the red laser will make its best attempt at locating the package by circling the approximate area where it was last located, instead of pointing to the package directly.

4. Pick up your package and move away from the shelf, so the system will register the pickup.

Note: Recipients should NOT move packages around trying to find their package. If they can't find their package, they should reach out to onsite Staff for assistance.

The overhead light changes to green if the package has been picked up correctly.

Listen to the audio to instruct you when and where to pick up the next package.

When complete, the system informs you that the package(s) have been picked up successfully.

Note: If the system doesn't recognize that a package is picked up, tap **Confirm Pickup** to clear the package from the system. This sometimes occurs when picking up Area Tracked packages (oversized, envelope).

5. At the end of the pickup, you can rate your experience by **tapping** the appropriate **face** to indicate if your experience was **Good**, **Fair**, or **Poor**. You will have 15 seconds to respond. See [Figure 36](#).

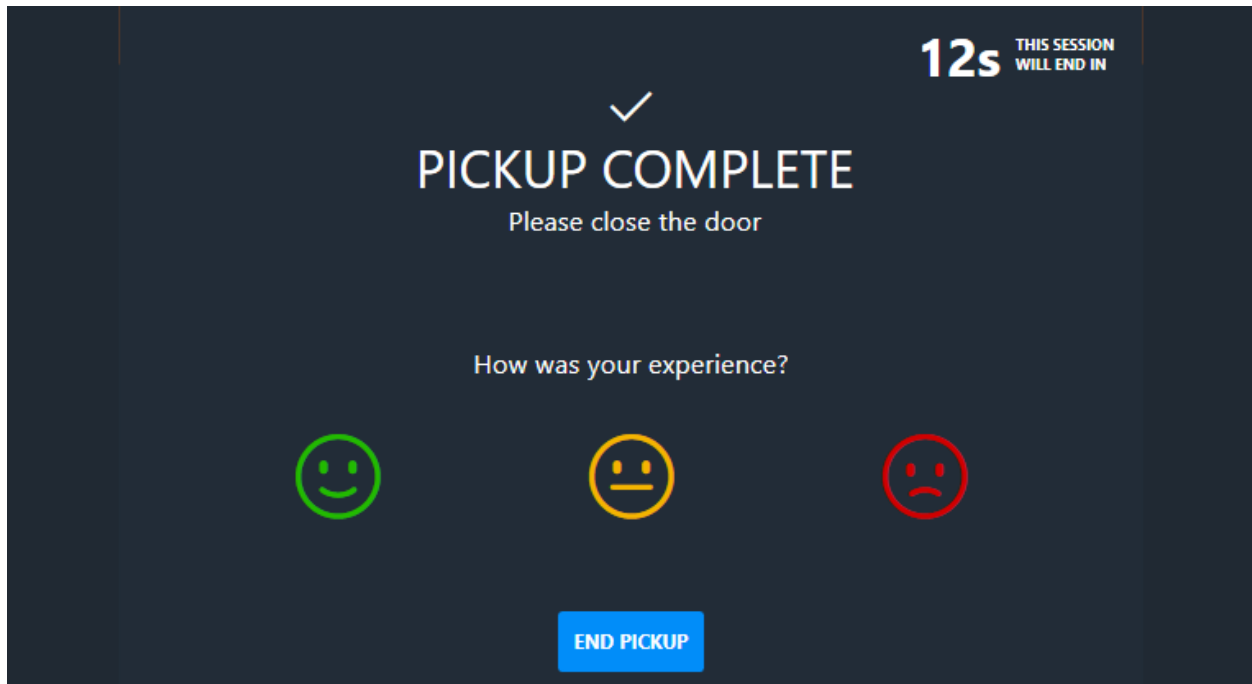


Figure 36: Satisfaction survey

6. Exit the room and close the door.

Note: If closing the door doesn't end the session, tap **End Pickup**. This might occur when there are automatic door closures. End Pickup can also be used to end the session early, if needed.

7. If there are other packages to pick up in other rooms, they will need to scan their QR code or enter their PIN again at the next room.

Single Access PIN Request

(Optional: Not available at all sites.) Recipients receive a PIN and QR Code through a notification sent via email or text, however, if a recipient forgot their PIN or they didn't receive the original email/text, they can request a single use access PIN at the kiosk if they don't have their PIN available. They would need to know what email and/or phone number is used for them to receive packages from the Smart Package Room.

1. At the Sign-in screen, the recipient would **tap Request PIN**. See [Figure 37](#).



Figure 37: Request PIN button

2. **Enter the phone number or email address** the recipient uses which is associated with their package deliveries to the Smart Package Room. Tap **Submit**. See [Figure 38](#).

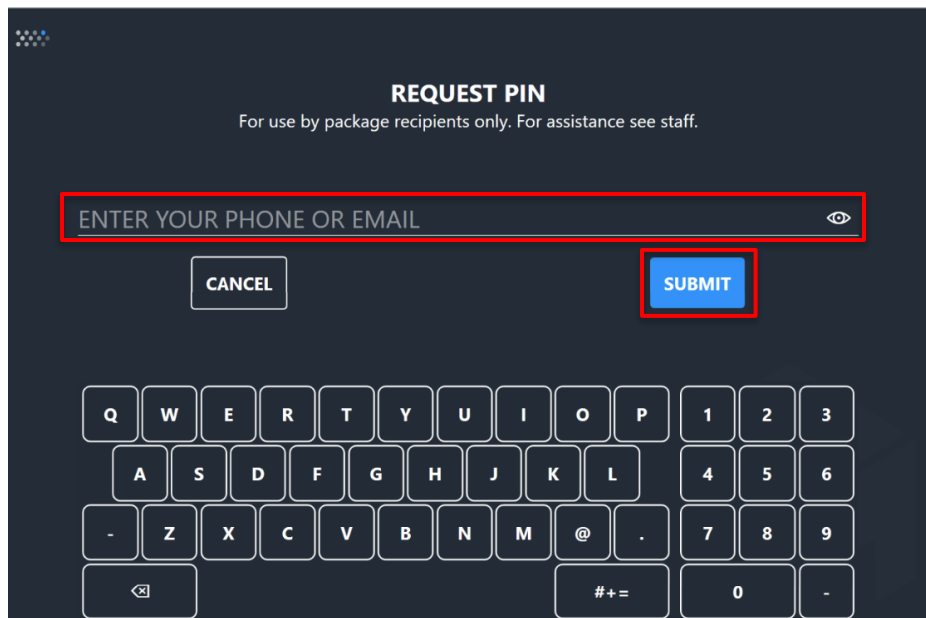


Figure 38: Enter phone or email

If the email or phone number entered is found in the system, a message displays and the system will send a one-time PIN to the email address or phone number.

If the email address or phone number is not found, an error message displays along with an error code. You can try again to re-enter the email address or phone number. You can use this error code when speaking with Technical Support to help them determine what is wrong. See [Figure 39](#).

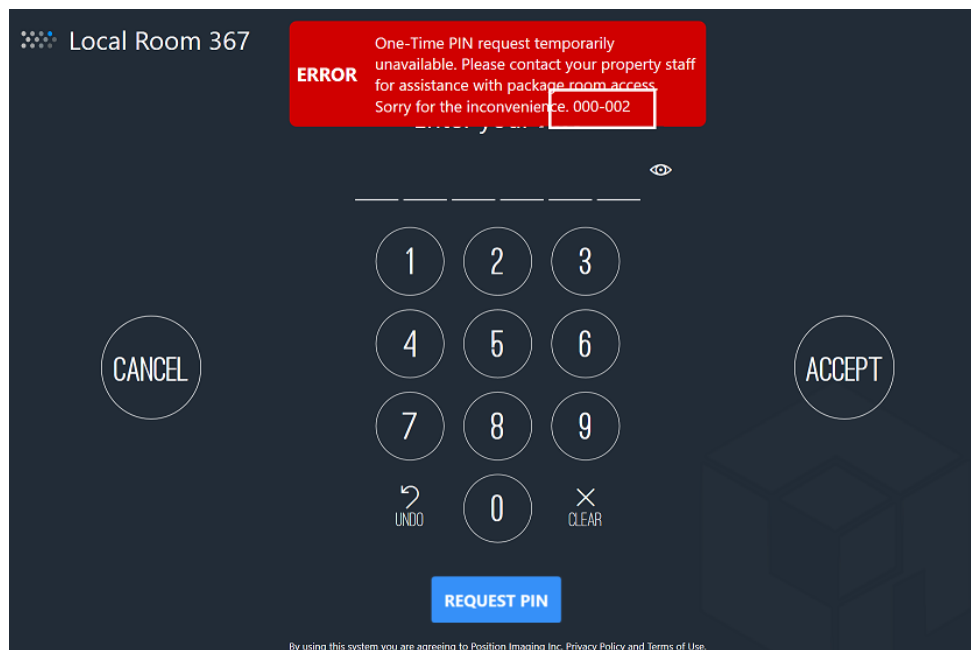


Figure 39: Error code displays in Error message

Leaving a Package to Pick Up Later

If a package is too large or a recipient has too many packages to carry and wants to pick them up later, they can end the session and pick up their package later.

1. If you decide to pick up later, tap **End Pickup**, see [Figure 40](#).

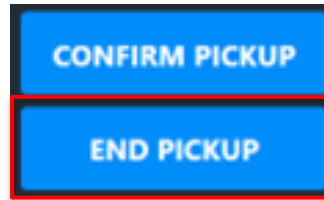


Figure 40: End Pickup

2. The kiosk will ask if you have picked up all of your packages or if you want to pick them up later. Tap **Pickup Later**, see [Figure 41](#).

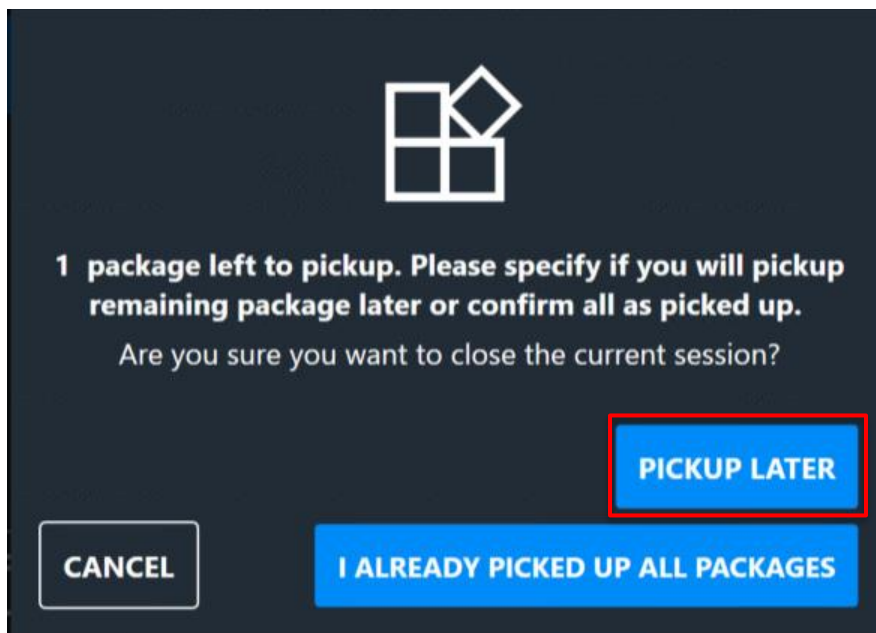


Figure 41: Pickup later

The next time you come back to the kiosk, it will ask you to pick up these packages first before picking up any newer packages that may have arrived.

Picking Up Flat/Envelope or Oversized Package

If a recipient's package is oversized or a flat/envelope, the package will be placed in a designated area. When the recipient arrives to pick up, they will be informed where to retrieve their package from.

The Smart Package Room should have a designated area for these types of packages:

For envelope/flat packages:

- Typically, for large volumes of envelopes/flats, a shelf is designated as Envelope Bins. Bins should be set up alphabetically by last name or by Unit #. There are other solutions for flats.

For oversized packages:

- An area should be designated for extra-large packages, most times this is another area of the room.

To pick up an oversized package or flat/envelope:

1. At the kiosk, the system recognizes a presence and automatically takes you to the sign-in screen, or **Touch to Begin**.
2. **Scan** the **QR code** or **enter** the 6-digit **PIN** they received from the Email notification. See [Figure 32](#) and [Figure 33](#) in the previous section.

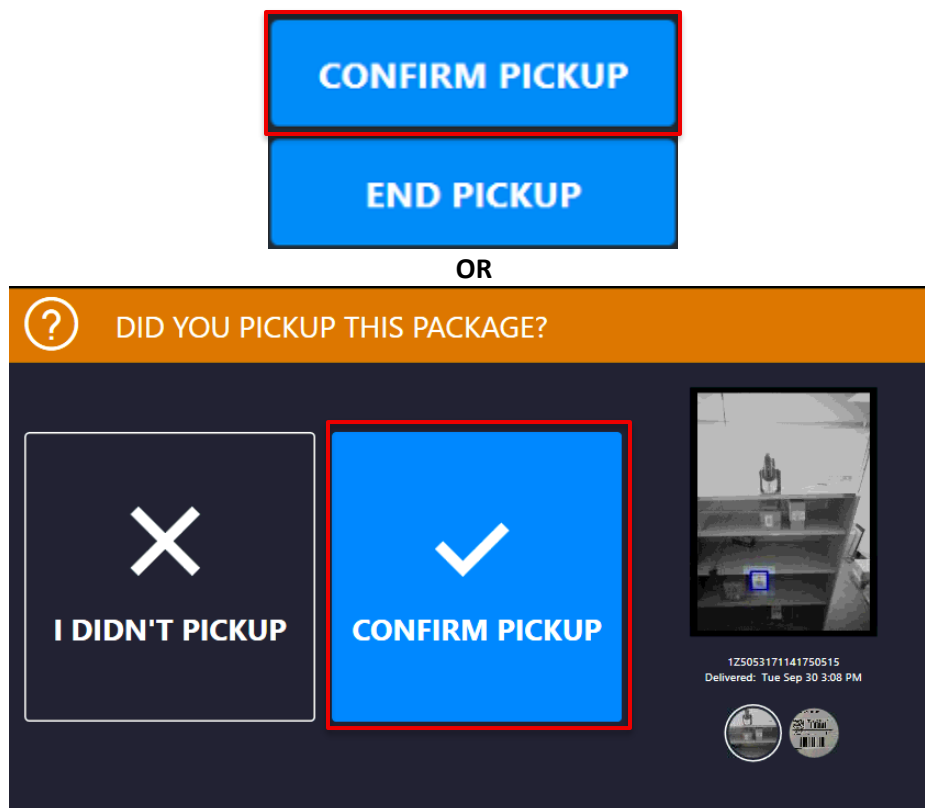
The screen will display how many packages they have awaiting pickup.

The system displays a map of the room and indicates where the package(s) are located within the room. If the package is oversized or an envelope, the map should display the pickup location as well.

The door will unlock.

3. Enter the room and listen to the audio instructions.
4. Pick up their package and move away from the shelf.

5. **IMPORTANT:** Tap **Confirm Pickup** on the kiosk. See [Figure 42](#).



Figures 42: Confirm Pickup

This is important for a recipient to confirm pickup. This notifies the system that the package has actually been picked up. If a recipient does not tap Confirm Pickup, the package is still identified as “in the room.”

The system informs you if there are additional packages to pick up by announcing through audio and pointing to the next package. If they have more than one package to pick up, they should listen to the audio to instruct them when to pick up the next package.

When complete, the system informs them that they have successfully picked up all packages.

6. Exit the room and close the door.

Pick Up Tips for Recipients

- DO NOT move packages around trying to find a package. (If a recipient can't find their package, they should reach out to onsite Staff for assistance.)
- Retrieve packages promptly to avoid them being returned.
- If you can't pick up your package promptly, communicate with onsite Staff.
- Ensure we have the recipient's correct Email/cell phone information for delivery alerts.
- If an issue occurs (i.e., a recipient picks up an incorrect package), the room will instruct them what they should do.
- All questions should be communicated with onsite Staff.

About the Room Map

The Room Map indicates where a recipient's packages are located in the Smart Package Room.

Some helpful guidelines about the Room Map, see [Figure 43](#):

- The “You Are Here” indicates the location of the kiosk and where the recipient is standing prior to entering the room. This gives an overall view of what shelf the package is located on in relationship to where they are standing.
- The shelf number will blink blue indicating what shelf the package is on. See Shelf A in [Figure 43](#).
- The live image on the right will indicate with a blue box the actual package and its' location.
- The “Packages to Pickup” section indicates the number (upper-left corner) of packages to be picked up for that recipient, the Tracking Number, package notes, and packages already picked up are grayed out and a checkmark displays done.
- In the lower-right, a small image of the package location, tracking number and delivery date.
- For pickup instructions, tap the “i” icon in the upper-right to display additional details.

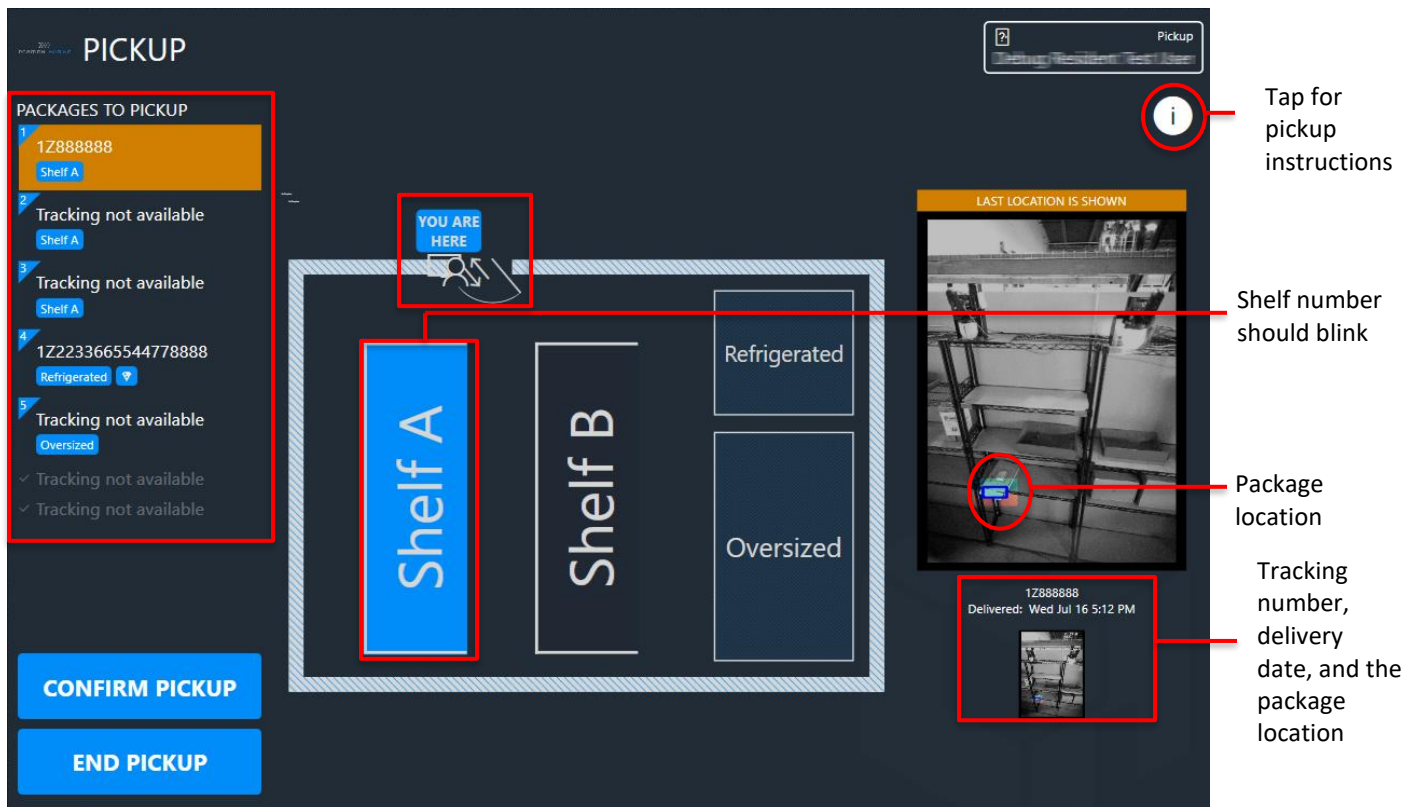


Figure 43: Room Map details

Light Guidance

Below lists the colors the Amoeba® Module displays in the Smart Package Room. Use this as a reference to understand what each color indicates.

Blinking Red – Potential issue (an incorrect package was picked up, an incorrect placement occurred, or a package was knocked over).

Blinking Blue – There is a package on the shelf waiting to be picked up (a recipient arrives, enters their PIN/scans QR Code, the audio instructs, the light blinks blue indicating that a package can be picked up from the shelf).

Green – The correct action was performed (a package was picked up correctly). The pickup is complete.

Solid white – Someone is in the view (Staff or a recipient has walked into the shelving area).

Blinking white – A static object is in the view in front of the shelf (Staff or a recipient is standing for a long time in front of a shelf).

Solid purple – The light module is calibrating. System maintenance.

Note: Position Imaging can customize colors or pattern settings, if there is a reason you need the default colors changed, contact Position Imaging Support for more information.

Room Maintenance

Room Maintenance allows you to clear out issues in the Smart Package Room; these can include: an incorrect package was picked up, a package was knocked over, packages were not captured, a package was moved or removed, or a package has been sitting in the room over its time limit (storage time).

Depending on how your site is set up, you can use the Room Maintenance feature directly on the kiosk or use the MobileKiosk, in the room. When using the MobileKiosk to perform Room Maintenance, a Wizard assists you with the steps.

- [Room Maintenance – Using the MobileKiosk](#)
- [Room Maintenance – Using the Kiosk](#)

It is recommended that you look at the Room Maintenance screen to check for any issues 1 to 2 times per day. In most cases, the package will need to be cleared and then redelivered. See below for clearing issues out using the kiosk Room Maintenance screen.

Note: Packages with issues (Incorrect pickup or Unassigned delivery) will remain in the system for up to 7 days, after that, they will automatically be cleared from the system. See [Storage Time](#) for additional information. Position Imaging recommends you perform periodic maintenance to clear issues in your room, but this feature will help with some of those issues.

Room Maintenance – Using the MobileKiosk

Performing Room Maintenance inside the room, using the MobileKiosk uses a “Wizard,” which steps you through the process.

The Wizard will start with the most important group of issues first:

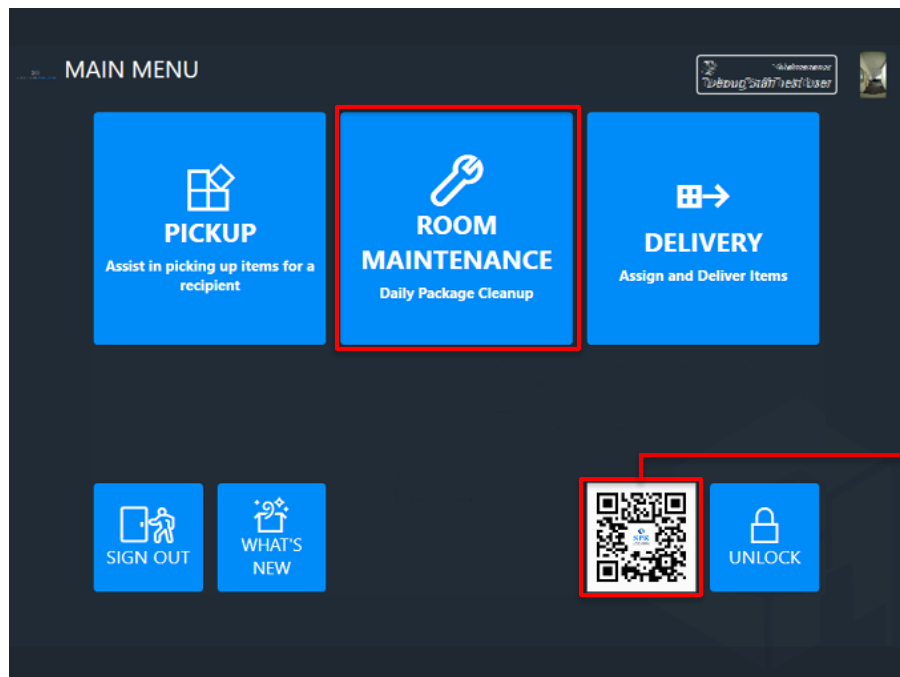
- [Packages Not Assigned](#)
- [Packages Incorrectly Picked Up](#)
- [Storage Time Exceeded](#)

The Wizard will stop at tracked items first (packages on shelves) starting with shelf 1, 2, 3, etc., then area tracked (flat, oversized, etc.) starting with containers (flats) A, B, C, etc.) .You can always Skip over packages or Exit Maintenance at any time. If your site does not have this option turned on, contact Technical Support.

1. At the kiosk, **enter** your assigned **PIN** or scan your **Key Fob**.

The Main Menu screen opens, see [Figure 44](#).

2. Tap **Room Maintenance**, see [Figure 44](#).



Scan the QR Code with your phone to open up SPR U to view helpful videos and documentation about your room.

Figure 44: Room Maintenance and SPR U QR Code

3. Some sites are set up to choose where to continue (Continue Here) at the kiosk or (Continue Inside) to use the MobileKiosk. To continue, tap **Continue Inside**.

This screen will display how many issues are found. This will help determine if you want to continue with the room maintenance. If there are no issues you can navigate back to the main screen.

4. Enter the room.

The MobileKiosk displays the Room Maintenance screen with the number of issues for “Packages Not Assigned,” “Incorrect Pickups,” and “Storage Time Exceeded”. If there are no issues, the item will be grayed out and a checkmark appears. See [Figure 45](#).

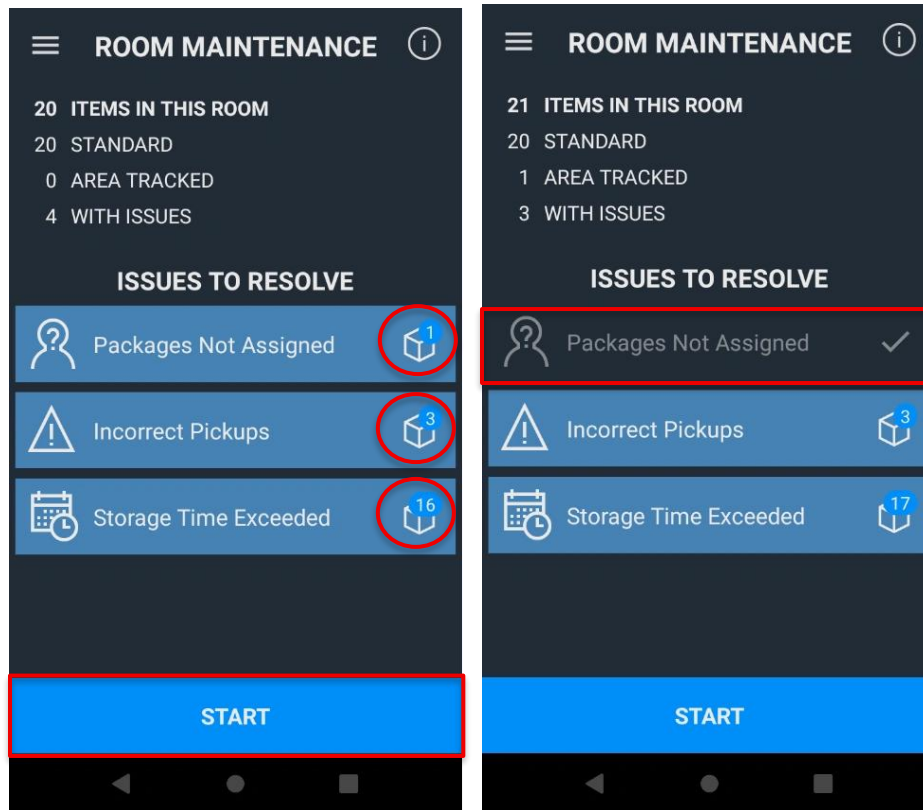


Figure 45: Two examples – With issues (left) and no issues for Packages Not Assigned (right)

5. Tap the **Start** button to begin room maintenance. See [Figure 45](#).

The system goes to each package with an issue, one at a time, until all issues are resolved. The system will take you zone by zone, starting with “Packages Not Assigned,” then “Incorrect Pickups,” and finishes with “Storage Time Exceeded”.

Packages Not Assigned (without an assigned recipient)

6. The Wizard stops at the first “Package Not Assigned” issue. Determine what you are going to do with the package and tap the appropriate selection (see [Figure 46](#)):
 - **Package Not Found:** The package is not there (the laser is pointing to a blank spot). Removes the package from the system.
 - **Redeliver Package:** The package is there –it will *immediately* redeliver by following the prompts. See [To Redeliver a Package](#) on page 45.

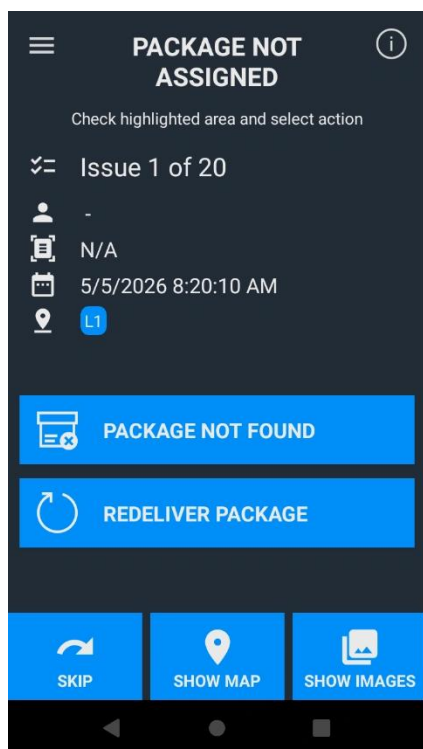


Figure 46: Package Not Assigned choices

The system continues to the next package.

Packages Incorrectly Picked Up (or moved)

7. The Wizard stops at the first “Package Incorrectly Picked Up” issue. Determine what you are going to do with the package and tap the appropriate selection (see [Figure 47](#)):
 - **Package Not Found:** The package is not there (the laser is pointing to a blank spot). Removes the package from the system.
 - **Package in Place:** The package is there and laser is pointing to the correct package. Leave package there.
 - **Redeliver Package:** The package is there, but laser is *not* pointing to the correct package (check the label), see [To Redeliver](#) on page 45.

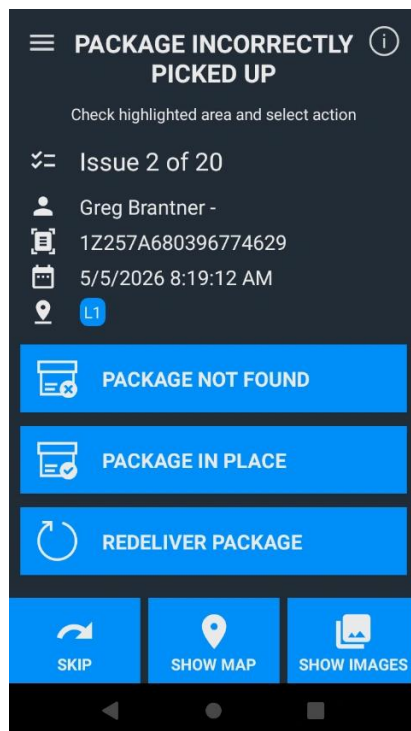


Figure 47: Package Incorrectly Picked Up choices

The system continues to the next package.

To Redeliver a Package:

If you choose to Redeliver Package, see [Figure 48](#):

- a. Remove the package from the shelf.
- b. Step away from the shelf.
- c. Tap **Start Re-Delivery** (system may automatically select and start).
- d. Scan the package.
- e. Assign a recipient, if one is not selected.
- f. Tap the type of package.
- g. Place the package on the shelf.

If the package doesn't register in the same location, try moving it to a different shelf.

- h. To stop the redelivery process at any time, tap **Cancel**.

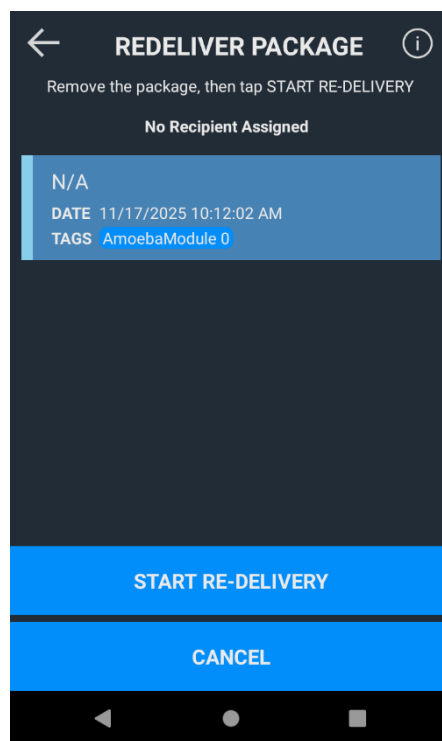


Figure 48: Redeliver Package screen

Storage Time Exceeded

8. The Wizard stops at the first “Storage Time Exceeded” issue. Determine what you are going to do with the package and tap the appropriate selection (see [Figure 49](#)):

- **Check Out:** The package is there and you want to check the package out from storage. You will need to determine what you are going to do with the package, send it back to the carrier or rescan and resend back to recipient.
- **Package Not Found:** The package is not where it is supposed to be (laser is pointing to an open space). Removes the package from the system.
- **Package In Place:** The package is in its expected location. Leave the package in storage.

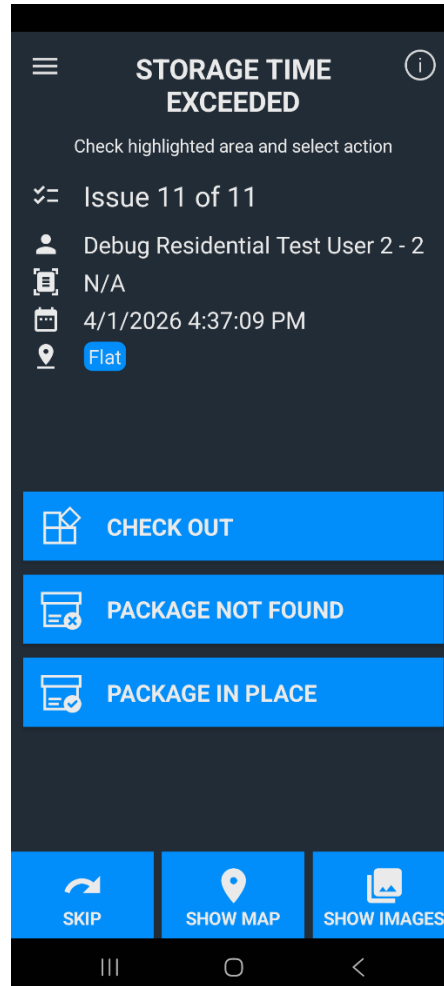


Figure 49: First package

The system continues to the next package in storage.

When all issues have been viewed and either resolved or skipped, the Maintenance Summary screen opens. The first row shows the number of issues that were resolved (Resolved Issues), the second row shows a combined count of packages that were skipped with their issues still remaining, as well as any new issues that were created during this session (Active Issues). See [Figure 50](#).

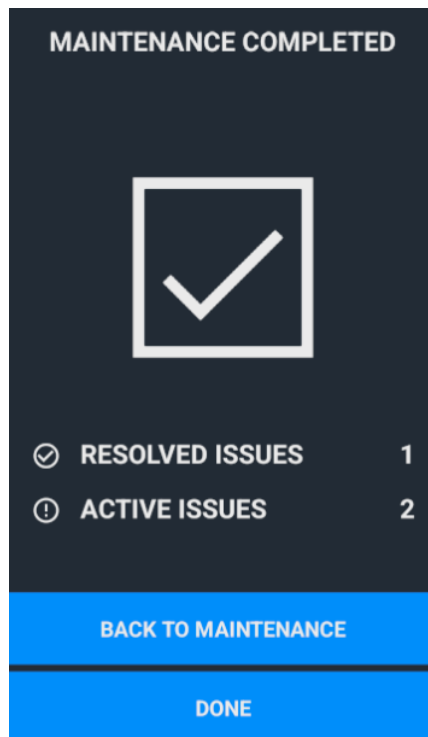


Figure 50: Maintenance Summary screen

9. Tap **Back to Maintenance** to return you to the beginning of the maintenance screen. Tap **Done**.

The screen displays "Return to Charger". Tap **Back Arrow** at the top-left of screen to show a pop-up. Tap **Yes** to return to the Room Maintenance screen. Tap **No** to close the pop-up.

If no issues, the screen displays the "Room Status Clear" message. **Return** the **device** to the **Charger** and **Exit** the room.

Room Maintenance Additional Options (see [Figure 51](#))

- To see information about the issue types and how to resolve them, tap the “i” icon in the top-right. See [Figure 51](#). Click **OK** to close the Information window.

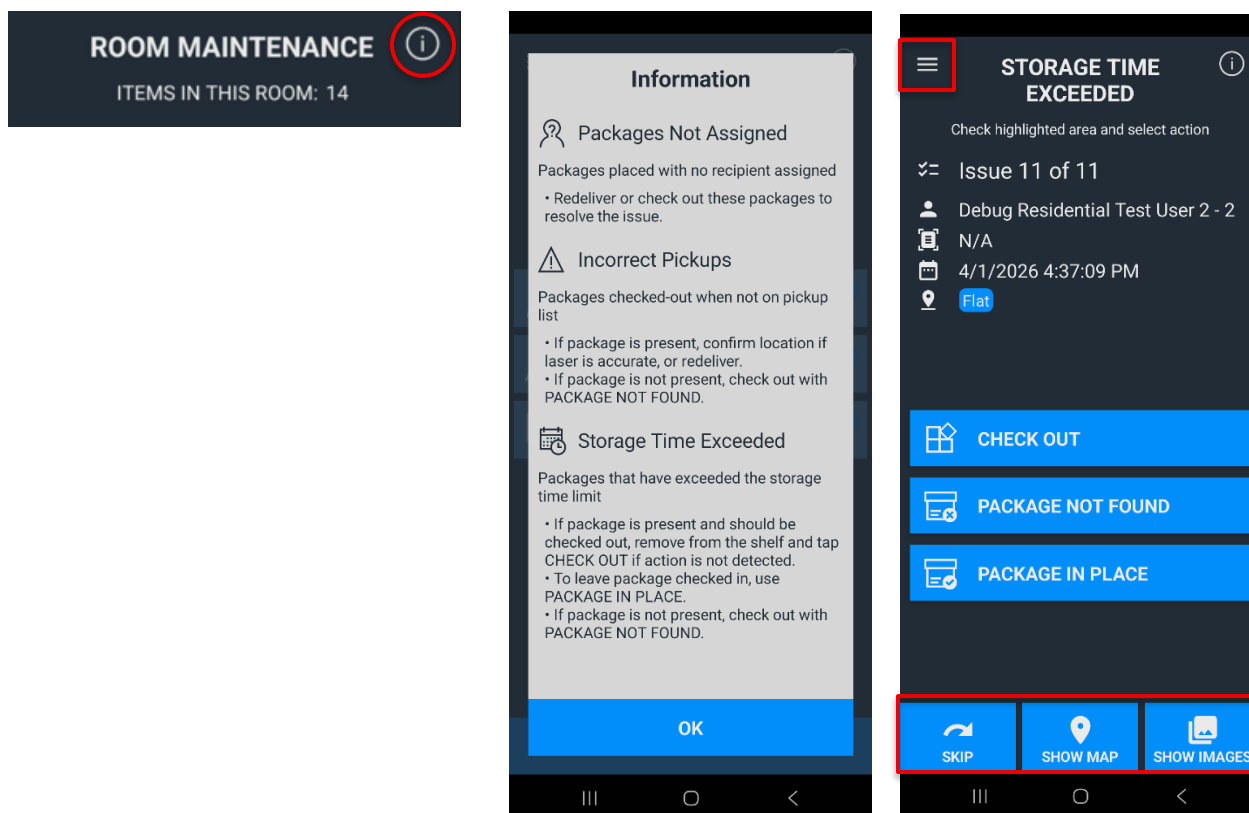


Figure 51: Displays information about the issue types; Three Line button; Other options

See [Figure 51](#):

- Tap **Three Lines** button (top-left corner) opens the side menu, which allows you to:
 - Skip Remaining Packages Not Assigned or Skip Remaining Incorrect Pickups (depending on the current type you are in) – goes to the first package issue of the next issue type.
 - Exit Room Maintenance – skips all remaining issues and opens the Maintenance Summary screen.
 - When the Three Lines button does not display, a Back Arrow button displays instead to go back to the previous screen.
- Tap **Skip** - skips the current package and leaves it in an issue state.
- Tap **Show Map** – Displays the Room Map with the last known location of the package highlighted and blinking blue. Tap **X** to close.
- Tap **Show Images** – Unassigned packages should display the shelf image. Incorrect pickups will show the shelf image and the package label image, if available. Tap **X** to close.

Room Maintenance – Using the Kiosk

Room Maintenance (at one time, called Troubleshooting) using the kiosk, allows you to clear out package issues in your room directly at the kiosk.

You can clear out *all* issues from the kiosk Room Maintenance screen. There are 2 types of issues displayed on the Room Maintenance screen, see [Figure 52](#).

Once an issue is cleared from the Room Maintenance screen, they are removed from the system. Once removed, you will need to “re-deliver” the package back to the Room, if necessary.

- Packages w/o Recipient - This occurs when either a package was moved, or a package was placed on a shelf and not assigned to a recipient. You need to clear these issues in the system. See [If a Package was Moved or Not Assigned to a Recipient](#).
- Incorrect Pickup – This occurs when someone moves or removes a package on the shelf, or if a package falls off the shelf. The system will first ask to put the package back on the shelf. You can also bring the package to onsite Staff. Note: Sometimes clearing the Packages w/o Recipient, clears the Incorrect Pickup. See [If a Package is Incorrectly Picked Up](#).
- Storage Time – Displays the number of packages that are coming up or over the storage time limit. See [Storage Time](#).

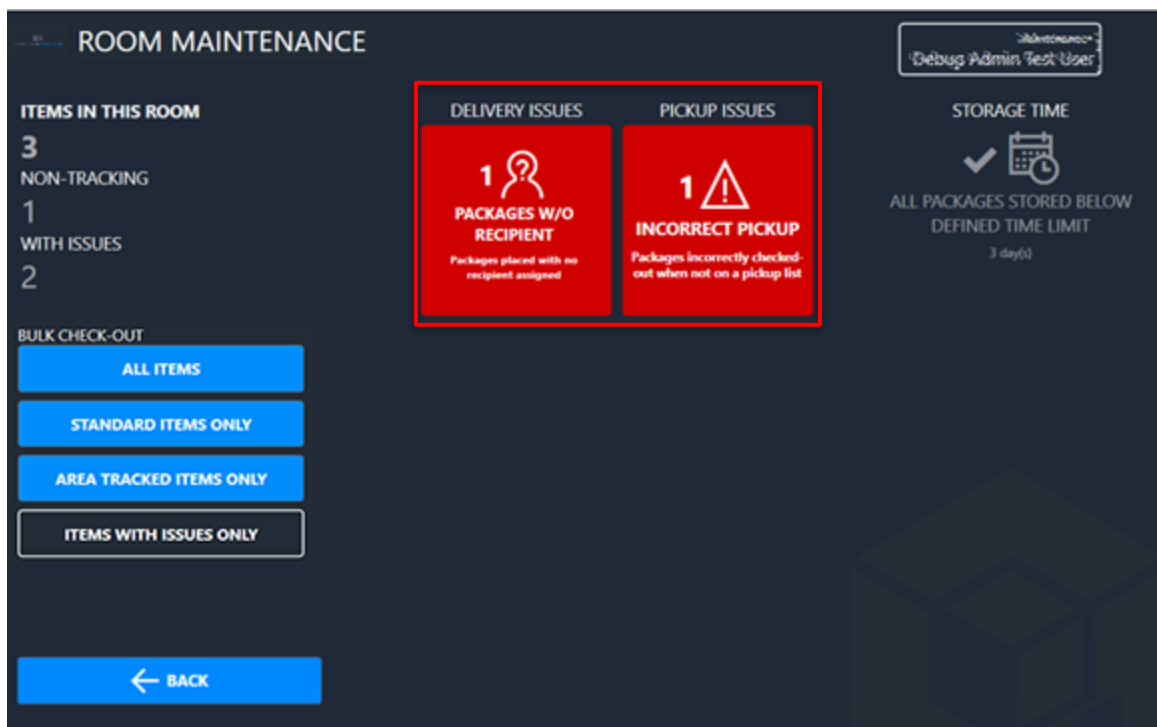


Figure 52: Room Maintenance screen on kiosk

How to Perform Room Maintenance Using the Kiosk

Follow these steps to clear issues in your Smart Package Room. For detailed procedures, see the links in the [About the Room Maintenance Screen](#) section on the previous page.

As you follow these high-level steps, listen for system audio to help you through the process.

- a. At the kiosk, **enter** your assigned **PIN** or scan your **Key Fob**.

You can tap the **Eye icon** to show/hide your PIN.

The Main Menu screen opens, see [Figure 44](#) in the previous section.

- b. Tap **Room Maintenance**, see [Figure 44](#) in the previous section.

The Room Maintenance screen opens showing any Delivery issues. Refer to [Figure 53](#).

- c. Tap **Delivery Issue: Package w/o Recipient**.

The Unassigned Package dialog opens, see [Figure 53](#).

- d. Tap **Start pickup**. See [Figure 54](#).

- e. Remove the package from the shelf where the laser is pointing to.

- f. If there is no package on the shelf, tap **Package Not Found**, see [Figure 55](#).

- g. Once all packages are removed, recapture and redeliver the packages to the room.

Note: Redelivering may clear some incorrect pickup issues automatically.

- h. Once delivered, go back to the Room Maintenance screen. (Tap **Back**, then **Room Maintenance**, if this appears.)

- i. If Incorrect Pickup still displays issues, tap **Incorrect Pickup**, see [Figure 56](#).

- j. Tap **Start pickup**. See [Figure 57](#).

- k. If you are able to locate the package in the room, remove it for redelivery.

- l. In most cases, you will not locate the package. Tap **Package Not Found** to clear the issue.

You can notate the recipient's information in case they ask for help locating the package in the future.

- m. Capture and re-deliver any packages you were able to find.

If a Package was Moved or Not Assigned to a Recipient

If a package was moved or a package was placed in the room on a shelf, and not assigned to a recipient, you can clear the issue and place the package again. The steps below will help you clear these Delivery Issues.

1. At the kiosk, **enter** your assigned **PIN** or scan your **Key Card**.

You can tap the **Eye icon** to show/hide your PIN.

The Main Menu screen opens, see [Figure 44](#).

2. Tap **Room Maintenance**, see [Figure 44](#).

The Room Maintenance screen opens showing Delivery Issues (Package w/o Recipient). Refer to [Figure 53](#).

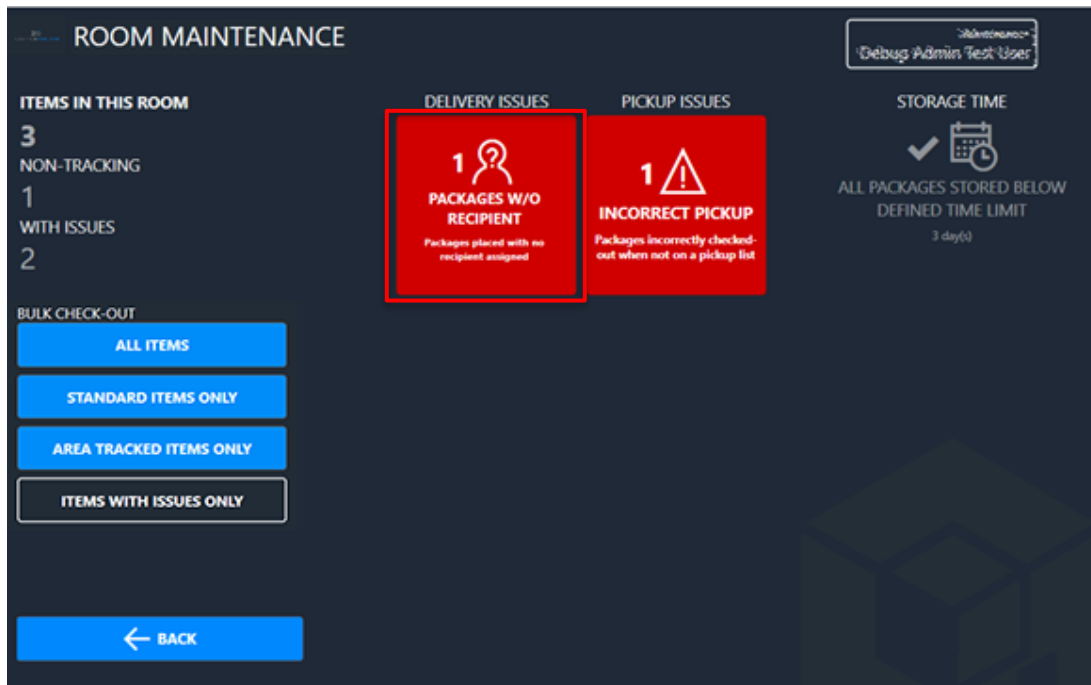


Figure 53: Room Maintenance screen showing “1 Package w/o Recipient” issue

3. Tap **Package w/o Recipient**.

The Unassigned Packages dialog opens, see [Figure 54](#).

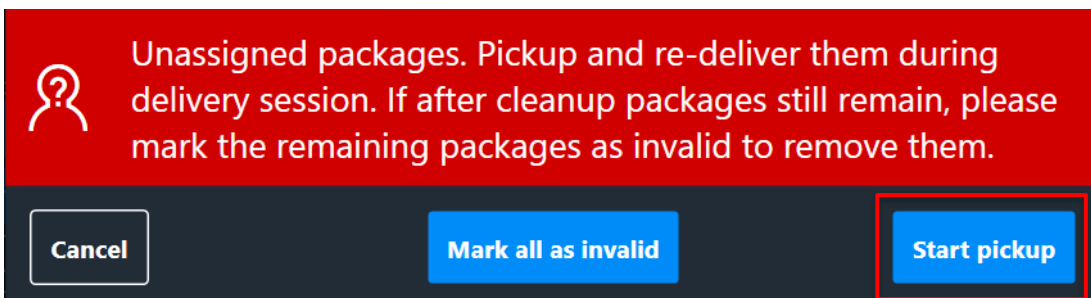


Figure 54: Unassigned package dialog

4. Tap **Start pickup**. See [Figure 54](#).

The list of packages to pick up displays. A blinking blue appears on the Room Map, the laser will point to the package with the issue, and audio will instruct you what to do.

In the example below, for “Tracking not available”, R1 is blinking on the Room Map. The blue box in the image indicates the package with the issue, the red laser points to the location where the package is. Refer to [Figure 55](#).

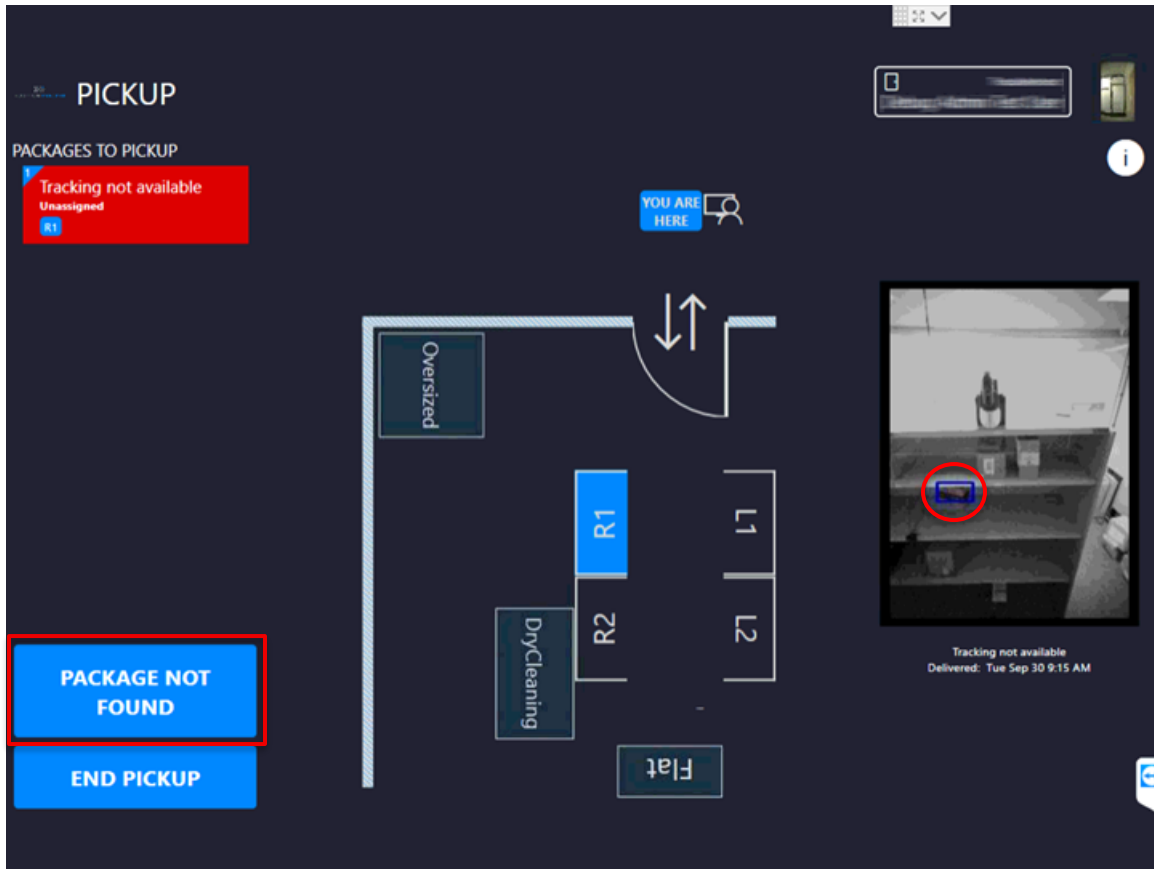


Figure 55: Package to pick up with issues

5. Remove the package from the shelf where the laser is pointing to.

Audio confirms the correct pick up.

The system then moves to the next unassigned package, by pointing to the next package with the issue.

Audio instructs you to remove the package from the shelf.

6. If there is no package on the shelf, tap **Package Not Found**.

This removes the package from the system.

The packages are removed from the shelf and the list; you have cleared all Unassigned Delivery issues.

Next, you can recapture the packages and place them back on the shelf for pickup. For detailed instructions on delivering a package, see [How to Deliver to the Smart Package Room](#).

To learn about the features in the Pickup window, see [Features in the Pickup window](#) on page [55](#).

If a Package is Incorrectly Picked Up

An Incorrect Pickup issue can occur if a package is moved or removed from the shelf, or if a package falls off the shelf.

The scenario could be that the someone picked up the incorrect package, placed the incorrect package somewhere else on the shelf, placed the incorrect package on the floor, or returned the incorrect package to Staff. In any case, the system will inform you that there was an Incorrect Pickup. Note: Sometimes clearing the Package w/o Recipient, clears the Incorrect Pickup.

1. At the kiosk, **enter** your assigned **PIN** or scan your **Key Card**.

You can tap the **Eye icon** to show/hide your PIN.

2. Tap **Room Maintenance** from the Main Menu screen. Refer to [Figure 44](#) in the previous section.

The Room Maintenance screen opens showing any Incorrect Pickup Issues. Refer to [Figure 56](#).

Before fixing the Incorrect Pickup Issue, fix the “Packages w/o Recipient” issues first, see [If a Package was Moved or Not Assigned to a Recipient](#). Sometimes fixing a Delivery Issue fixes an Incorrect Pickup. If this isn’t the case, continue with these steps.

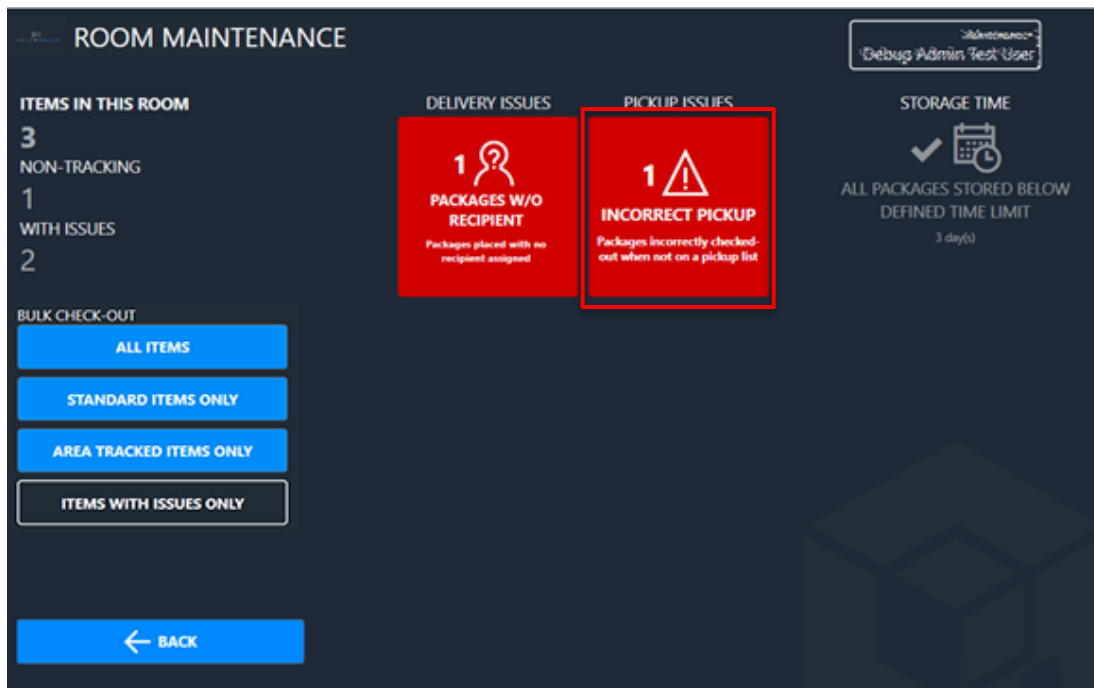


Figure 56: Room Maintenance screen – Incorrect Pickup

3. Tap **Incorrect Pickup**, see [Figure 56](#).

A Confirmation Pickup message opens, see [Figure 57](#).

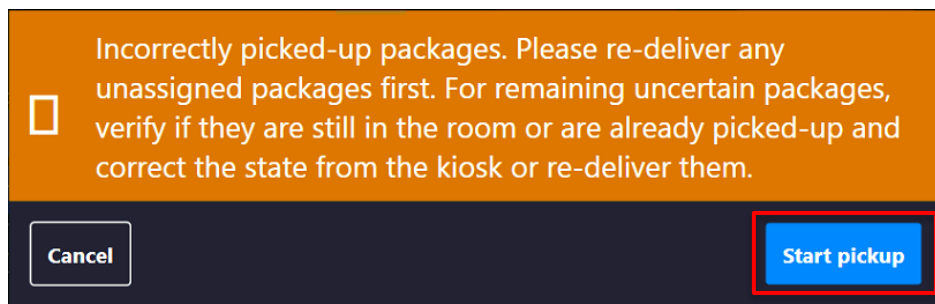


Figure 57: Start pickup for an Incorrect Pickup

4. Tap **Start pickup**. See [Figure 57](#).

The Room Map opens displaying where the package is or where the last location of the package was. Indicated by the blue box. See [Figure 58](#).

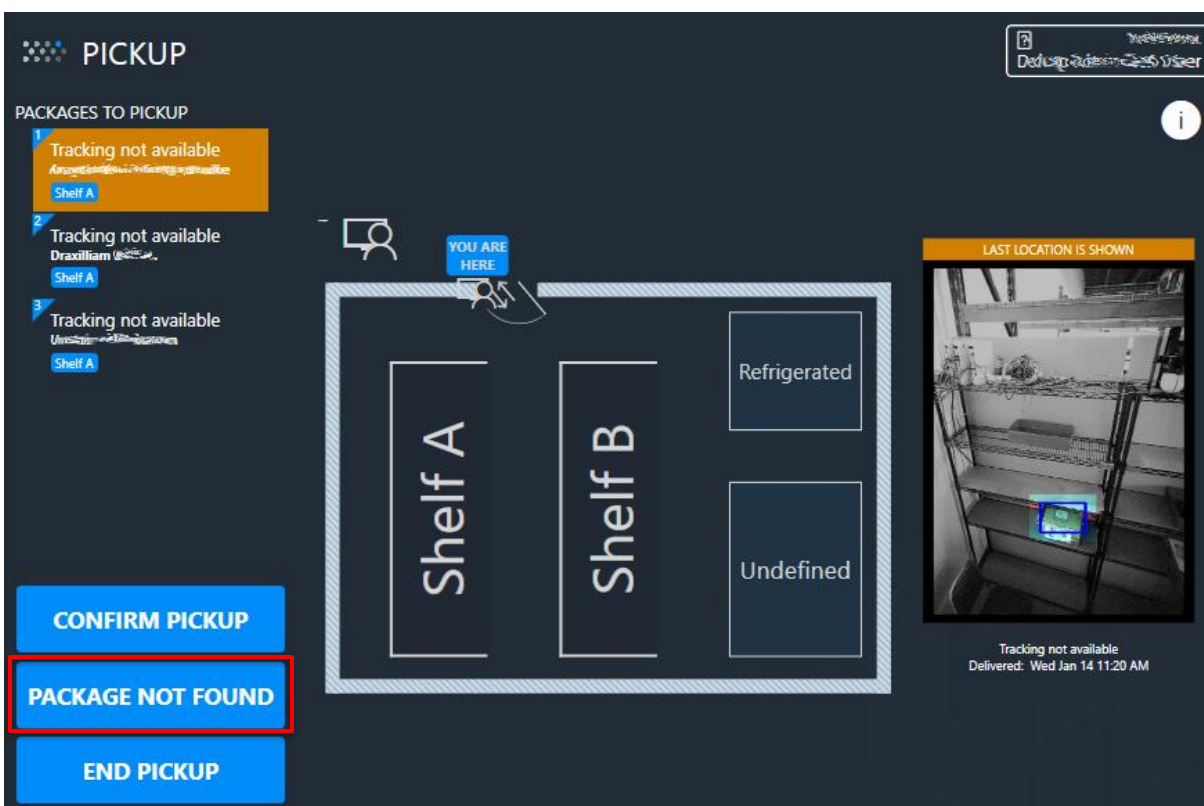


Figure 58: Package to pick up with issue

The Audio will instruct you what to do.

5. If the package is not in the room, tap **Package Not Found** to remove the package from the system. See [Figure 58](#).

The system automatically goes to the next package with this issue, if any. The audio instructs you what to do.

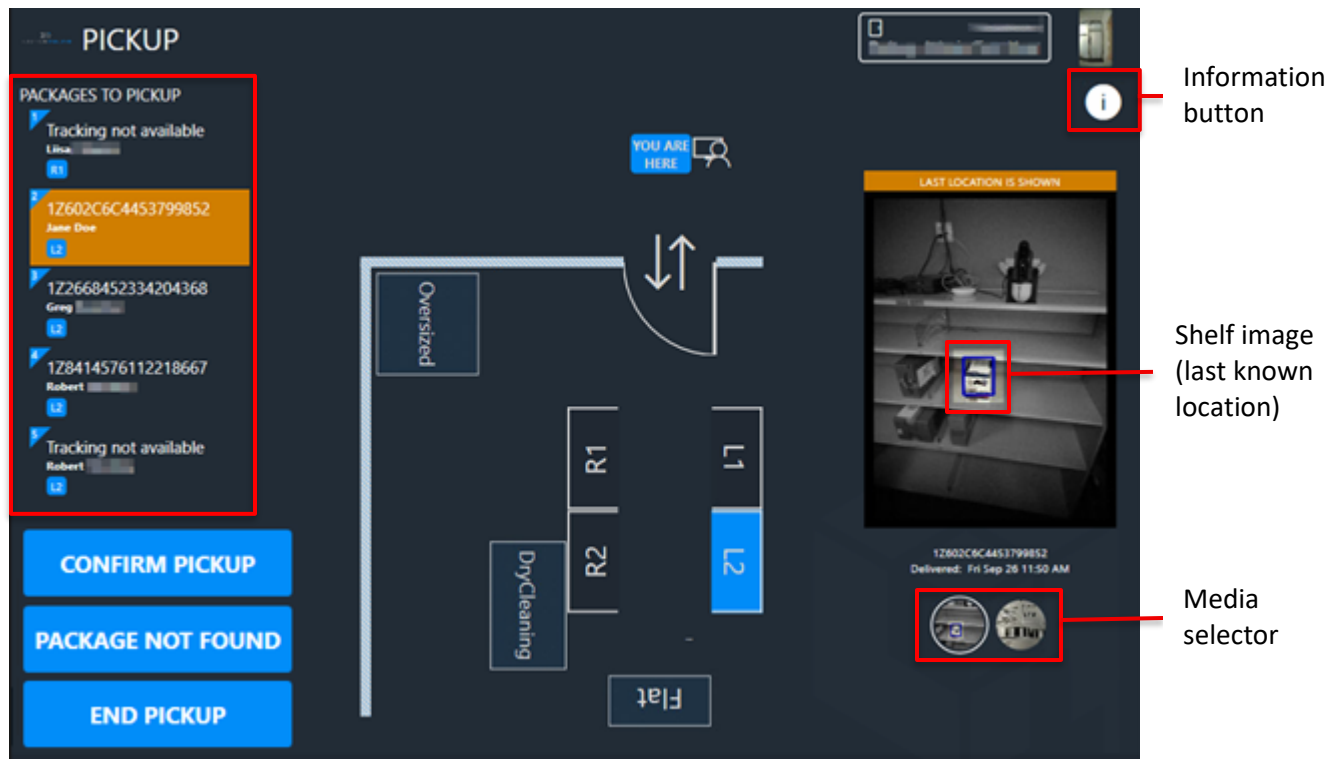


Figure 59: Package pickup options

Features in the Pickup window, see [Figure 59](#).

- The “Packages to Pickup” list displays the item number in the blue triangle (upper-left corner), the tracking number (if available), the recipient’s name, the shelf number (location), and any package notes (if any).
 - The shelf image shows where the last location of the package was, outlined with a blue box. This will help in locating a package that was picked up incorrectly.
 - You can view the package/label images (if available) using the Media selector.
 - Tap the “i” button to display instructions on how to pick up a package.
6. Listen to the audio instructions and proceed.
 7. When all issues have been resolved, audio informs you that all packages have been picked up. Close the door to end the session, tap **End Pickup**.
 8. If you need to recapture and redeliver any packages that were incorrectly picked up, see [How to Deliver to the Smart Package Room](#).

Storage Time Using the Kiosk

Storage Time (using the kiosk) displays on the Room Maintenance screen. It displays the number of packages in your room which are over the storage time limit. A resident has not picked up the package and it's time to make a decision on what to do with the package. The time limit warnings include: 3-7 days, 7-15 days, and 15+ days. See [Figure 60](#).

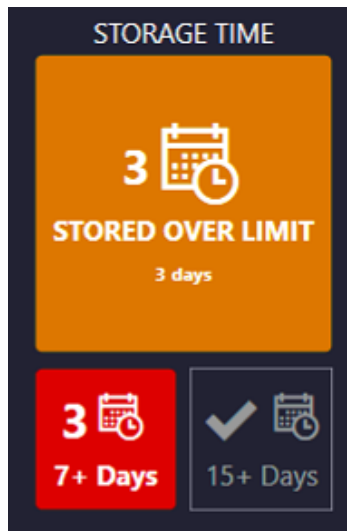


Figure 60: Packages (3) over the 7+ Storage Time limit – on the Kiosk

You have a few choices:

- Remove the package from the room (system) and move it to:
 - Another location (overflow area) and look up/contact the recipient via the Portal informing them they have an overdue package to pick up.
 - Send the package back to the courier.
- You could redeliver the package again in order to send another notification to the resident; but would need to remove the package from the system first.

You can remove a package from the Storage Time section using the MobileKiosk or the Kiosk. The MobileKiosk includes a Wizard and steps you through the process.

See the following steps to view the storage time of a package and remove it from the system using the Kiosk:

1. At the kiosk, **enter** your assigned **PIN** or scan your **Key Card**.
2. Tap **Room Maintenance** from the Main Menu screen. Refer to [Figure 44](#) in the previous section.

The Room Maintenance screen opens on the Kiosk.

On the right side of the Room Maintenance window, you will see a display indicating whether there are any packages that are coming up or over a storage time limit. See [Figure 61](#).

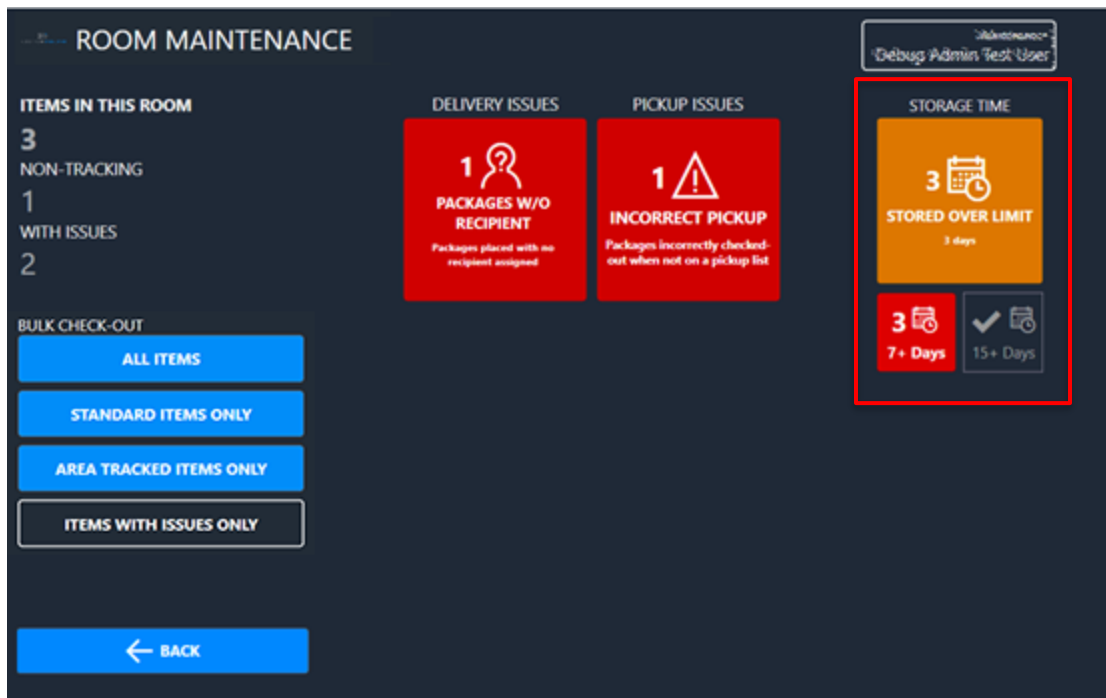


Figure 61: No packages over the Storage Time limit

3. Tap the **7+ Days** or **15+ Days** button to start a pickup session for all the overdue packages. See [Figure 61](#).
The system will indicate in the “Packages to Pickup” list which package is highlighted to pick up.
4. Physically pick up the package from the shelf.
5. Repeat for all other overdue packages.

Bulk Check Out

Bulk check out allows you to remove or clear out packages in your room. This removes the packages from the system and the only way to return them back to the room would be to rescan and place all the packages again. Removing packages in the room might be helpful when the room has been offline for a period of time, and you would like to redeliver the packages inside of the room to resolve any movement that happened while the room was down.

You can check out packages using the MobileKiosk or the Kiosk.

You can check out packages in the following way:

- All Items (every package in the room)
- Standard Items Only (packages only on the shelves)
- Area Tracked Items Only (packages located in the Oversized, Flat, Refrigerated, Dry Cleaning, etc. area)
- Items With Issues Only (packages listed under the Delivery and Pickup Issues)

For a description of each Check Out button, see the table under [Bulk Checkout – Using the MobileKiosk or Kiosk](#) on page [76](#).

Bulk Check Out – Using the MobileKiosk

To check out packages using the MobileKiosk:

1. At the kiosk, **enter** your assigned **PIN** or scan your **Key Card**.
2. Tap **Room Maintenance** from the Main Menu screen. Refer to [Figure 44](#) in the previous section.
3. Enter the room.

The Room Maintenance screen opens on the MobileKiosk.

4. Tap the **Three Lines** button in the top-left. The Bulk Check-Out options appear. See [Figure 62](#).

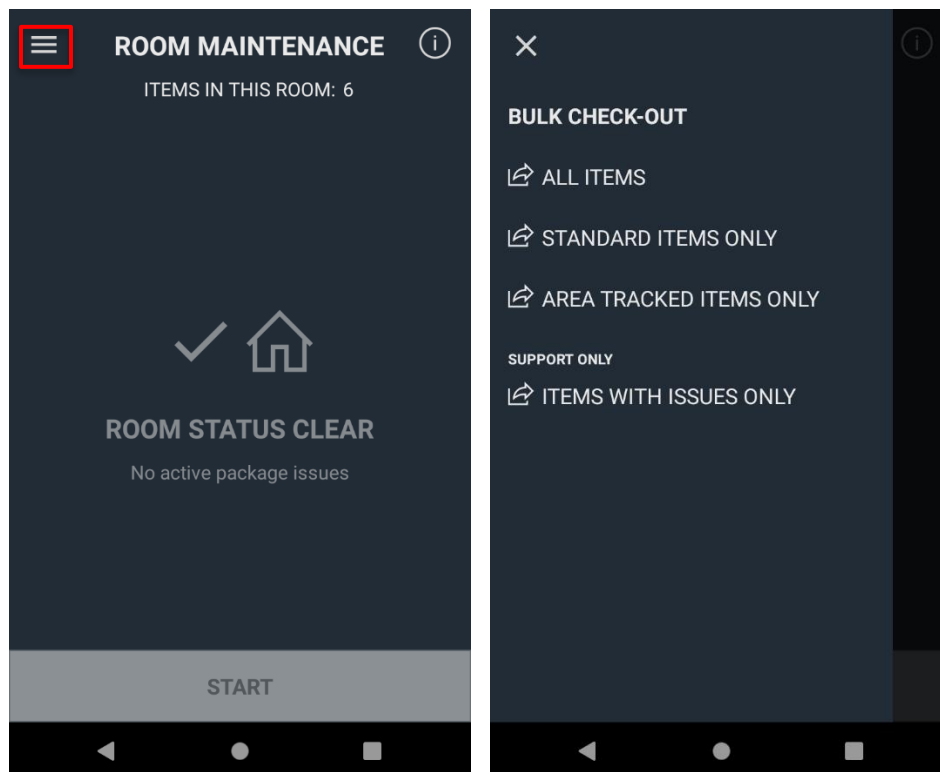


Figure 62: Bulk Check Out menu and options

5. Depending on what you are checking out (all packages, shelf packages only, area tracked packages only, or packages with issues only), tap the appropriate button.
6. For example, under Bulk Check Out, tap **Standard Items Only**, to remove all packages on the shelves.

A warning dialog opens informing you that once you proceed, the action cannot be reversed. The locations listed are site specific. In the example below, all standard items are located on shelves L1 and L2. See [Figure 63](#).

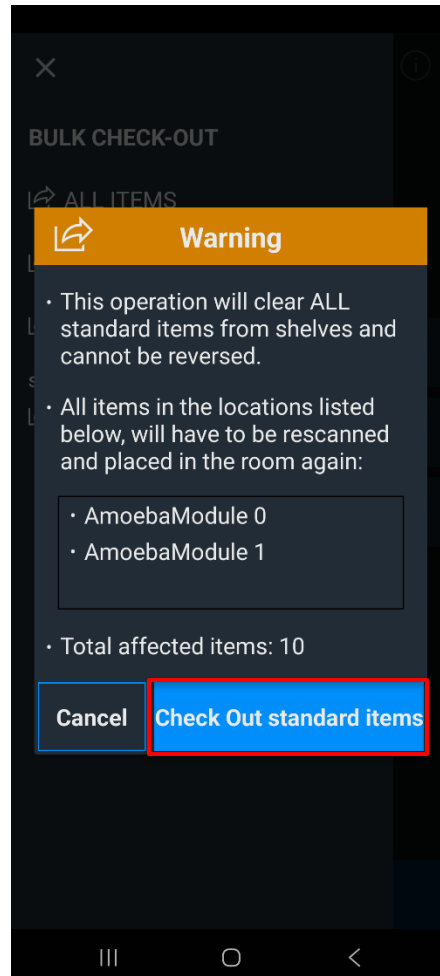


Figure 63: Standard items warning

7. To remove all packages from the shelves, tap **Check Out standard items**. See [Figure 63](#).
8. Physically remove all the packages from the shelves (indicated on the list).
9. When all packages are removed, you can rescan each package and place them back on the shelves. A new notification will be sent to the recipient, once you close the door and end the session.

For a description of each Check Out button, see the table under [Bulk Checkout – Using the MobileKiosk or Kiosk](#) on page [76](#).

Bulk Check Out – Using the Kiosk

To check out packages using the Kiosk:

1. At the kiosk, **enter** your assigned **PIN** or scan your **Key Card**.
2. Tap **Room Maintenance** from the Main Menu screen. Refer to [Figure 44](#) in the previous section.

The Room Maintenance screen opens. The Bulk Check-Out buttons are located in the lower-left. See [Figure 64](#).

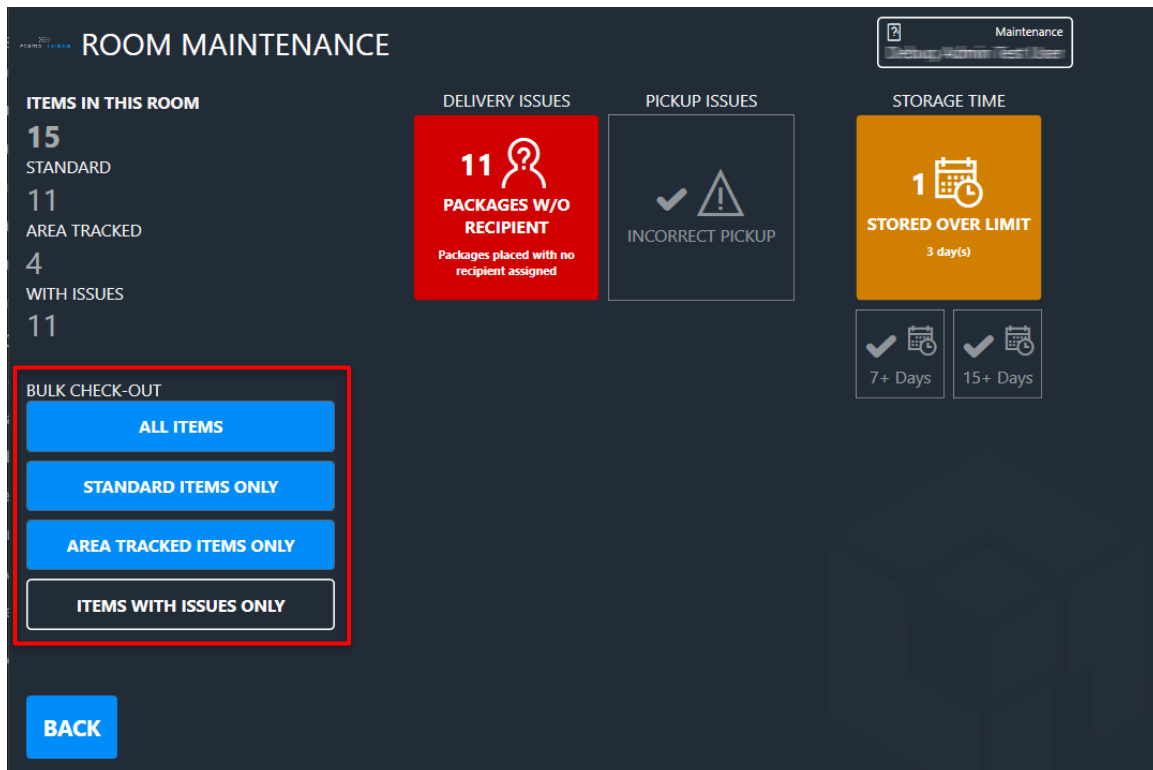


Figure 64: Bulk Check Out buttons

3. Depending on what you are checking out (all packages, shelf packages only, area tracked packages only, or packages with issues only), tap the appropriate button.
4. For example, under Bulk Check Out, tap **Standard Items Only**, to remove all packages on the shelves.

A warning dialog opens informing you that once you proceed, the action cannot be reversed. The locations listed are site specific. In the example below, all standard items are located on shelves L1 and L2. See [Figure 65](#).

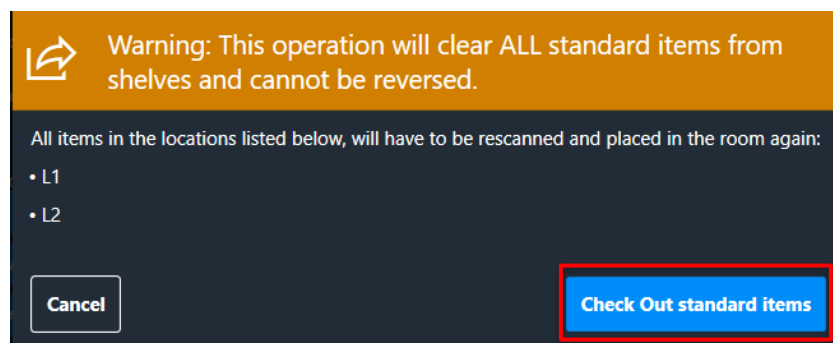


Figure 65: Standard items warning



5. To remove all packages from the shelves, tap **Check Out standard items**. See [Figure 65](#).
6. Physically remove all the packages from the shelves (indicated on the list).
7. When all packages are removed, you can rescan each package and place them back on the shelves. A new notification will be sent to the recipient, once you close the door and end the session.

For a description of each Check Out button, see the table under [Bulk Checkout – Using the MobileKiosk or Kiosk](#) on page [76](#).

Assisting a Recipient Picking Up a Package – Using the MobileKiosk

This section helps you assist a recipient if they need help picking up a package, using the MobileKiosk.

You will hear “success” or “error” sounds to confirm your action instead of voice prompts.

Note: While using the MobileKiosk, you will not hear audio output from the kiosk, messages will be provided directly from the MobileKiosk.

If You Need to Pick Up a Package

If you need to pick up a package for a recipient, they don’t have their Notification PIN, they are out of town or can’t get to the Smart Package Room to pick up their package, you can pick up a package for them using the MobileKiosk.

1. At the kiosk, enter your **PIN** or scan your **Key Card**.
You can tap the **Eye icon** to show/hide your PIN.
2. Tap **Pickup** from the Main Menu screen. See [Figure 66](#).

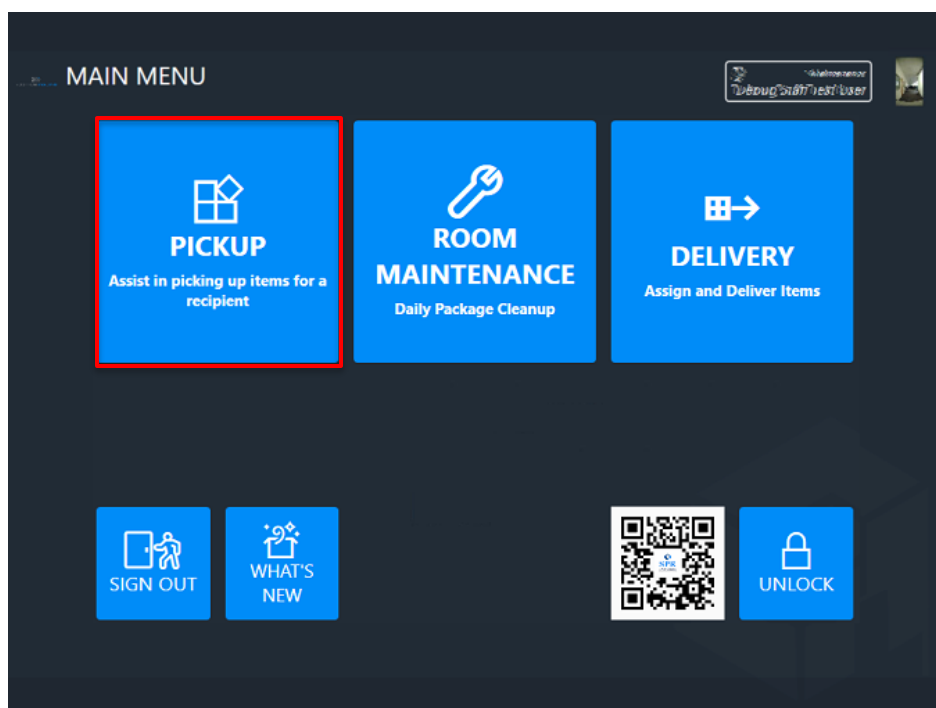


Figure 66: Main Menu screen

3. If your site displays a “Continue Here” or “Continue Inside” screen, tap **Continue Inside**.

4. Enter the room.

The Select Recipient screen displays on the MobileKiosk. The number of packages for each recipient is indicated on the right. See [Figure 67](#).

You can leave the MobileKiosk in the charger or pick it up to use it.

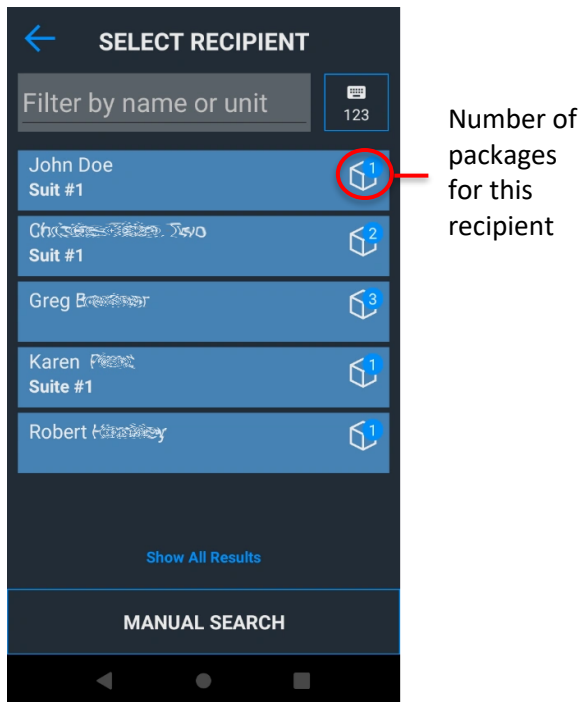


Figure 67: Select Recipient screen

5. If the name does not appear, **enter the name or unit number** of the recipient in the “Filter by name or unit” area, or tap “Manual Search”. The system auto-populates with the filtered criteria.

If there are no packages to pick up, the system will indicate that: “No packages to pick up”.

6. Tap the **recipient's name** when you locate it.

The Packages to Pickup screen displays for the recipient, with a list of packages available to pick up. See [Figure 68](#).

The screen indicates the area where the package is located: either Shelf number (on a shelf), Flat or Oversized, Refrigerated, Laundry area. See [Figure 68](#).

The screen will also indicate if there are no packages to pick up for this recipient.

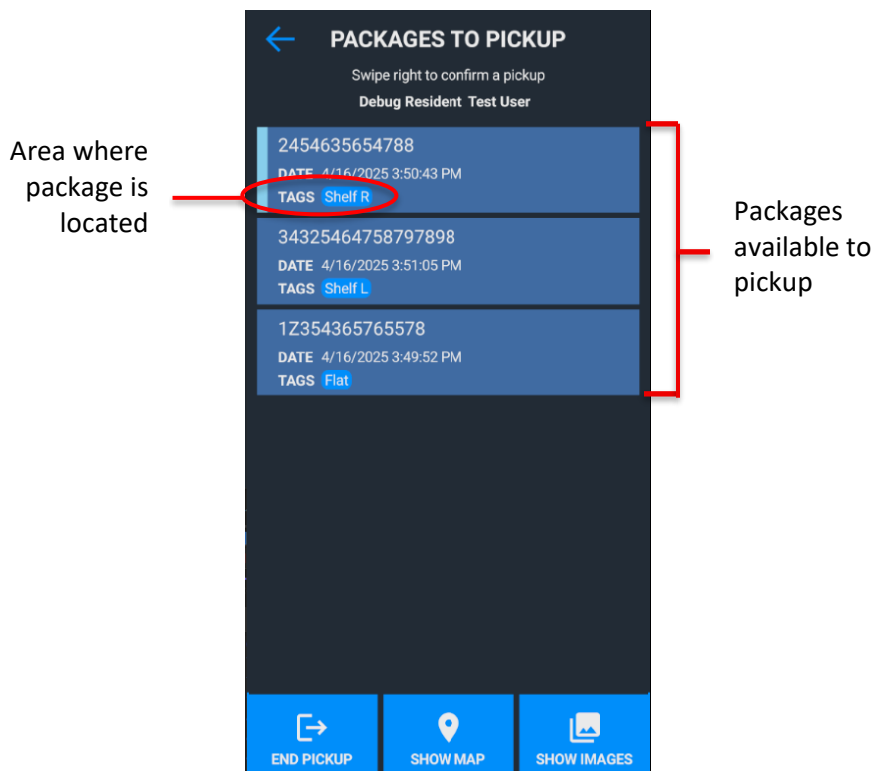


Figure 68: Select Recipient screen

7. If a signature is required, the “Signature Required” screen opens and you will be prompted to enter a signature, then tap **Confirm**. See [Figure 69](#). The Packages to Pickup screen opens for the recipient.



Figure 69: Signature required

Signature Required Options	
Back	Located at the top left. Cancels the checkout session and navigates back to the Select Recipient screen.
Clear	Clears the current signature from the signature pad, allowing you to re-enter the signature.
Confirm	Confirms the entered signature. After Confirm is tapped, the signature is uploaded to the Portal. If Confirm is tapped and the Signature is empty, a popup opens informing the recipient to enter a signature. Tap OK to close the popup.

8. To view the Room Map, tap **Show Map**.
The Room Map appears with the selected package location highlighted in blue. See [Figure 70](#). Tap the **Back** button to return to the Pickup page.

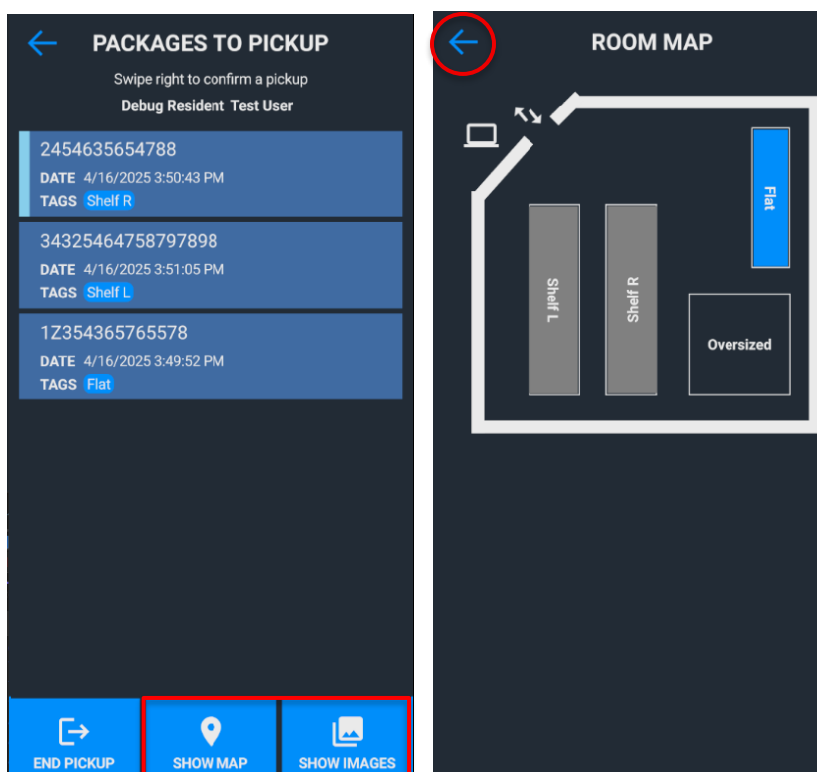


Figure 70: Recipients' package location and Room Map

9. To view an image of the package and display where the package is located on the shelf or an image of the package label, tap **Show Images**. See [Figure 70](#).
Loading images may take a few seconds, you can tap the "X" to cancel loading images. See [Figure 71](#).

10. Swipe in any direction to view the next image.

Both location and label photo will be shown, when available. Continue to swipe to display available images. A dot displays at the bottom indicating the current image in the group of images. If just one is available, only that image will display. If a package has no images available, a message will display.

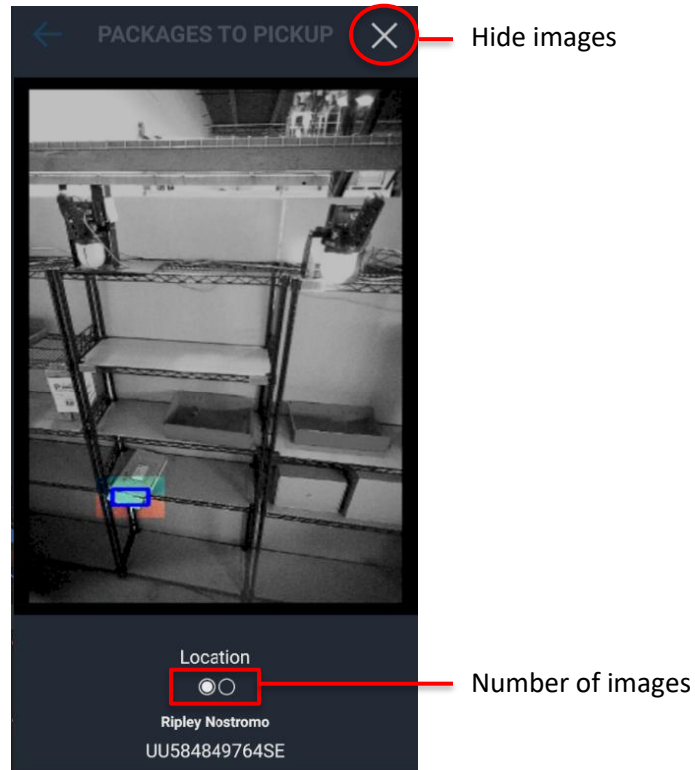


Figure 71: Showing images

11. Pick up the recipient's package:

- If the package is located on a shelf, pick up the package and move away from the shelf to allow the system to register the pickup.
 - If the package is picked up correctly, a “success” sound will play, and the screen will display “Correct pickup”. The MobileKiosk will also vibrate briefly.
- If the package is located in the Flat or Oversized area, pick up the package then swipe right on the screen (for the package you are picking up) to confirm the pickup.

A green checkmark appears when a package is successfully picked up, or you swipe right to confirm pick up (for a Flat or Oversized). See [Figure 72](#).

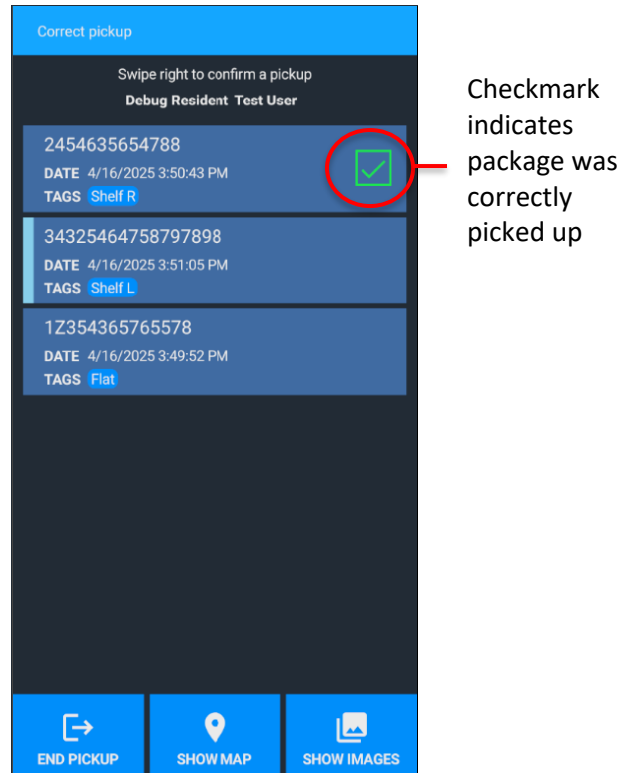


Figure 72: Packages picked up displays with green checkmark

If you pick up a package not on the list, an “error” sound will play, and the screen will display “Incorrect pickup” at the top of the screen (see [Figure 73](#)). The MobileKiosk will vibrate briefly.

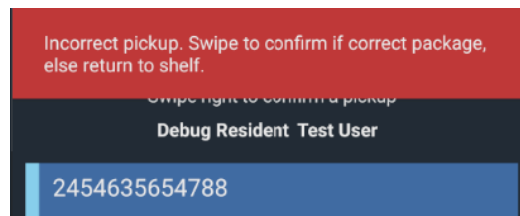


Figure 73: Incorrect pickup error

- When all packages have been picked up, tap **End Pickup**. See [Figure 74](#). Place the MobileKiosk in the charger, exit the room and close the door with the packages.

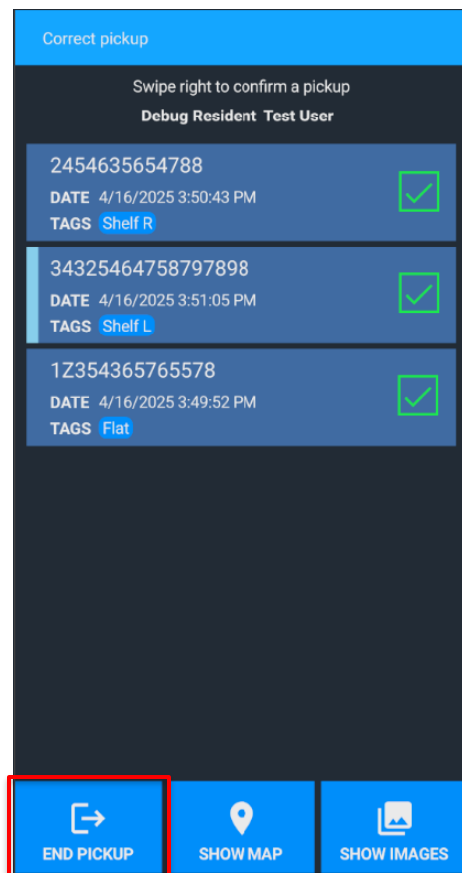


Figure 74: End Pickup

If there are still packages waiting to be picked up, tapping the End Pickup button will display a pop-up informing the user that the pickup is incomplete. See [Figure 75](#). You can tap “I have picked everything up” or “Pick up remaining items later”. The Back button will hide the pop-up.

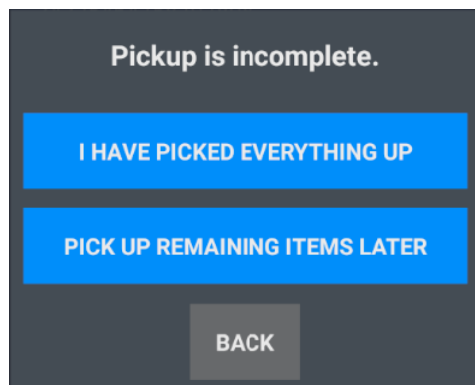


Figure 75: Pickup Incomplete

Assisting a Recipient Picking Up a Package – Using the Kiosk

This section helps you assist a recipient if they need help picking up a package.

If You Need to Pick Up a Package for a Recipient

If you need to pick up a package for a recipient, they don't have their Notification PIN, they are out of town or can't get to the Smart Package Room to pick up their package, you can pick up a package for them.

1. At the kiosk, enter your **PIN** or scan your **Key Card**.

You can tap the **Eye icon** to show/hide your PIN.

2. Tap **Pickup** from the Main Menu screen. See [Figure 76](#).

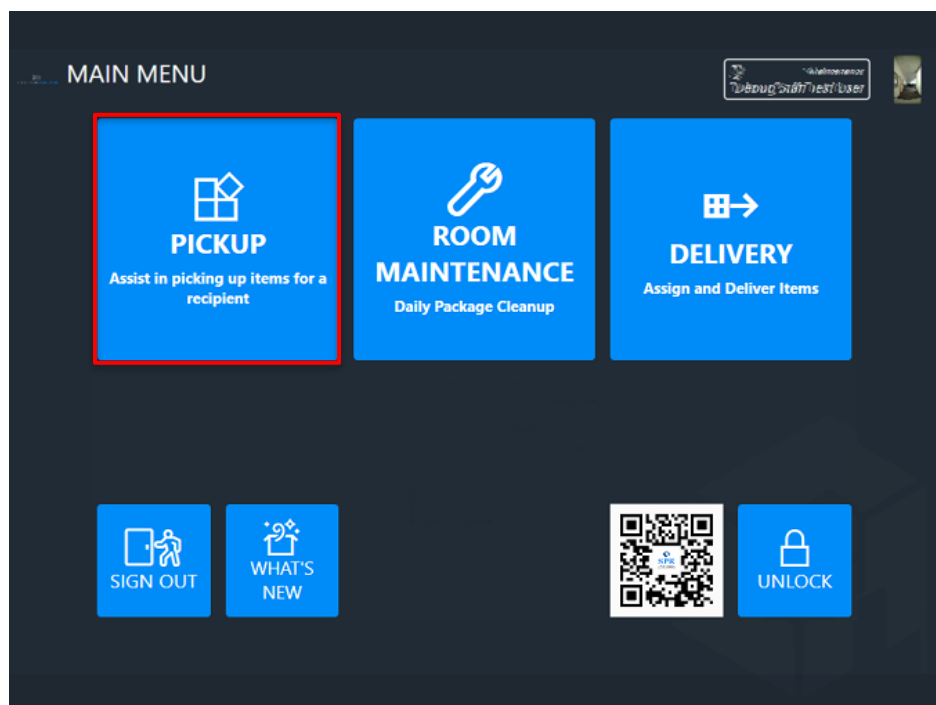


Figure 76: Main Menu screen

The Select Recipient screen opens. Refer to [Figure 77](#).

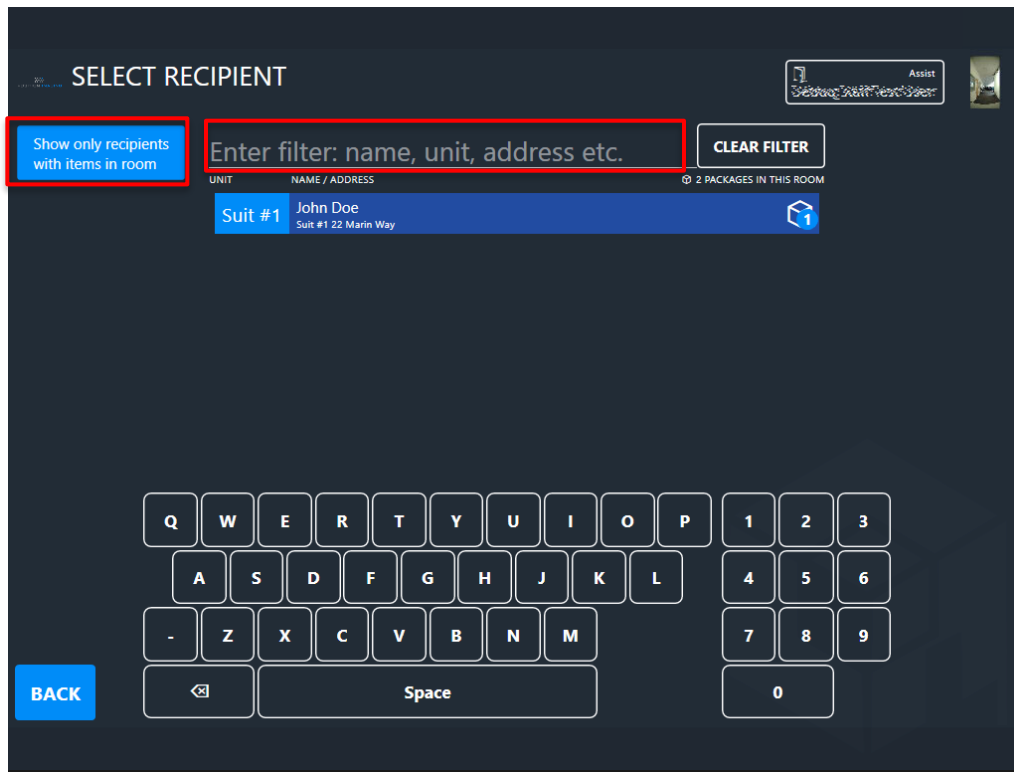


Figure 77: Select Recipient screen

3. Choose from the list or use the keyboard, **enter** the **name**, **address**, or **unit number** of the recipient. The system auto-populates with the filtered criteria.
4. Tap the **recipient's name** when you locate it.

If the package is in the Room, the kiosk should display the Room and location of their package.

If there is no package, the kiosk will say that there are no packages for this recipient.

If your property has multiple Smart Package Rooms, and the packages are located in other rooms, the screen will display this information next to the recipient's name. See [Figure 78](#).

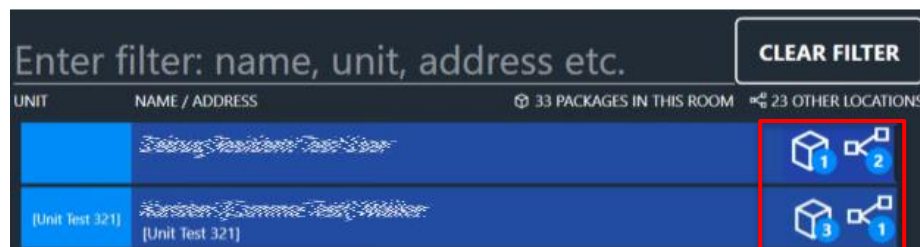


Figure 78: Multi-Room information

5. Pick up the recipient's package:
 - If the package is located on a shelf, pick up the package and move away from the shelf to allow the system to register the pickup.
 - If the package is located in the Flat or Oversized area, pick up the package then tap **Confirm** on the screen to confirm the pickup.
6. Exit the room with the packages and close the door.

Useful Commands to Use at the Smart Package Room

The tables below describe commands/buttons used at the Smart Package Room.

Capture Package and Delivery Buttons

Button	When to Use
ASSIGN MANUALLY	When you need to search for a Recipient's name or Unit number manually. This could occur if the capture is not capturing the package. Tap ASSIGN MANUALLY to display the keyboard to search for a recipient.
BACK (arrow)	To exit and go back to the previous screen, tap BACK .
TRY AGAIN	If the system is having trouble capturing the package label, you can TRY AGAIN .
NEXT ITEM	To capture additional packages, tap NEXT ITEM .
DONE	When you are finished delivering packages with the MobileKiosk, tap DONE and place the device in the charger.
ADD NOTES	Adds a note to the delivered package, such as the package contains a perishable, or the package requires a signature upon pick up. This will notify the recipient of a special note.
CANCEL	Tap CANCEL to cancel and close the note dialog.
APPLY	After a note (Signature Required/Perishable) is selected, tap APPLY .
MANUAL SEARCH	If the recipient's name does not appear. Allows you to type in a recipient's information (name or unit #) to search for them.
SHOW ALL RESULTS	After entering the start of a recipient's name in the Search bar, tap SHOW ALL RESULTS to display all recipient's name starting with those letters (not just what shows in the first half of the screen, you will need to scroll to see additional names).
OVERHANGING PACKAGE	After placing a package on a shelf, you may receive a placement error. If you do receive this message, you can move the package to make sure it fits on the shelf better or tap CANCEL DELIVERY to redeliver the package to the Oversized area.
ACCEPT	Enter a tracking number then tap ACCEPT or tap the Enter button on the device to input the tracking number.
SKIP	If you don't want to enter a tracking number, tap SKIP , N/A will be used.
CONFIRM DELIVERY	After placing an Area Tracked (Oversized, Envelope/Flat) package that does not get placed on a shelf, tap CONFIRM DELIVERY after you have placed the package in an Area Tracked (designated) location.
CLEAR FILTER	To clear text, you entered into the Unit/Name/Address field to filter criteria, tap the CLEAR FILTER button.

Package Pickup Buttons

Button	When to Use
REQUEST PIN	If recipient doesn't have their PIN to pick up a package, they can tap REQUEST PIN to get a one-time PIN to gain access to the room.
CONFIRM PICKUP	If the system is having trouble confirming that a package was actually picked up (usually for a flat or oversized package), tap CONFIRM PICKUP to inform the system you did pick up the package.
END PICKUP	To end/stop an ongoing pick up. When used, the recipient has the option to either confirm I ALREADY PICKED UP ALL PACKAGES or decide they want to PICKUP LATER .
PICKUP LATER	During a pickup, if you decide not to pick up the package at that time, tap PICKUP LATER .
I ALREADY PICKED UP ALL PACKAGES	Tap I ALREADY PICKED UP ALL PACKAGES if you did pick up the package. The system is just confirming.
"i" Button	Tap the "i" (Information) button to display instructions on how to pick up a package.

Staff Assisted Pickup – Using the MobileKiosk

Button	When to Use
MANUAL SEARCH	To clear text you entered into the Unit/Name/Address field to filter criteria, tap the CLEAR FILTER button.
CONFIRM	After entering a signature, tap CONFIRM to confirm the entered signature. After Confirm is tapped, the signature is uploaded to the Portal.
CLEAR	Clears the current signature from the signature pad, allowing you to re-enter a signature.
END PICKUP	To end/stop an ongoing pick up. When used, staff has the option to either confirm I HAVED PICKED EVERYTHING UP or decide they want to PICK UP REMAINING ITEMS LATER .
SHOW MAP	Displays a map of the room indicating where the package you are picking up is located in the room.
SHOW IMAGES	Displays any images of the package, an image of the package label, and where the package is located on the shelf (if available).
I HAVE PICKED EVERYTHING UP	Indicates that you have picked up all items.
PICK UP REMAINING ITEMS LATER	Indicates that you have left some items to be picked up later.
BACK	To exit and go back to the previous screen, tap BACK .

Staff Assisted Pickup – Using the Kiosk

Button	When to Use
Show only recipients with items in room	Displays only those recipients who currently have packages to pick up in the Room.
CLEAR FILTER	To clear text that you entered into the Unit/Name/Address field to filter criteria, tap the CLEAR FILTER button.
BACK	To exit and go back to the previous screen, tap BACK .

Room Maintenance – Using the MobileKiosk

Button	When to Use
START	Starts the Room Maintenance process.
PACKAGE NOT FOUND	If you can't locate the package, tap PACKAGE NOT FOUND to remove the selected package from the system.
PACKAGE IN PLACE	If the package is still on the shelf where the highlight is indicating, tap PACKAGE IN PLACE to update the package status.
REDELIVER PACKAGE	If the package has been moved, and not in the last known location, tap REDELIVER PACKAGE to start the redelivery process.
CHECK OUT	The package is in room but has exceeded the storage time limit. Tap CHECK OUT to check the package out of storage and the system.
SKIP	Tap SKIP to skip the current package, leaving it in its issue state, and move on to the next package.
SHOW MAP	Tap SHOW MAP to display the room map with the last known location of the packages highlighted and blinking blue.
SHOW IMAGES	Tap SHOW IMAGES to display the package media: shelf image and label image, if available. Swipe to display images.
START RE-DELIVERY	Starts the redelivery process.
"i" Button	Tap the "i" (Information) button to display instructions on how to pick up a package.
CANCEL	To stop the redelivery process at any time, tap CANCEL .
BACK TO MAINTENANCE	Tap BACK TO MAINTENANCE to return to the beginning of the maintenance screen, beginning the process again.
DONE	Tap DONE to take you back to the "Return (device) to Charger" screen.

Room Maintenance – Using the Kiosk

Button	When to Use
ITEMS IN THIS ROOM	Displays the number of every item in the room; includes standard and area tracked items.
STANDARD	Displays the number of standard items (packages) in the room. Packages on the shelves.
AREA TRACKED	Displays the number of area tracked items in the room. Packages located in Oversized, Flat, Refrigerated, Dry Cleaning, etc.).
WITH ISSUES	Displays items listed under the Delivery and Pickup Issues section.
BULK CHECK-OUT	See Bulk Checkout table.
PACKAGE NOT FOUND	If you can't locate the package, tap PACKAGE NOT FOUND to remove the selected package from the system.
BACK	To exit and go back to the previous screen, tap BACK .
PACKAGES W/O RECIPIENT - Cancel - Mark all as invalid Start pickup	Occurs when either a package was moved, or a package was placed on a shelf and not captured in. You need to clear these issues from the system. When displayed in red, tap PACKAGES W/O RECIPIENT. Choose to: Mark all as invalid or Start pickup. Cancel if you need to exit the screen.
INCORRECT PICKUP Cancel Start Pickup	This occurs when a recipient enters the room and picks up the wrong package. They may leave it on the floor, put it back on the shelf, or return it to Staff. When displayed in red, tap INCORRECT PICKUP. Choose to: Start Pickup. Cancel if you need to exit the screen.
STORAGE TIME	
STORED OVER LIMIT	Displays the number of packages over the pre-defined time limit in the Room.

Bulk Checkout – Using the MobileKiosk or Kiosk

Button	When to Use
ALL ITEMS	When you need to remove or clear out all packages from the Smart Package Room, tap ALL ITEMS. This removes all packages from the system and will no longer be recognized in the room, unless placed again. This operation will clear the whole room to an empty state and cannot be reversed. This might be helpful when the room has been offline for a period of time, and you would like to redeliver the packages inside of the room to resolve any movements that happened while the room was down. Choose to: Check Out all items. Cancel if you need to exit the screen.
STANDARD ITEMS ONLY	When you need to remove or clear out all standard items (packages on a shelf) from the Smart Package Room, tap STANDARD ITEMS ONLY. This removes all standard packages from the system and will no longer be recognized in the room, unless placed again. Choose to: Check Out standard items. Cancel if you need to exit the screen.
AREA TRACKED ITEMS ONLY	When you need to remove or clear out all non-standard items (items not on a shelf) from the Smart Package Room, tap AREA TRACKED ITEMS ONLY. This removes all oversized, flat, refrigerated, dry cleaning, etc. packages from the system and will no longer be recognized in the room, unless placed again. Area-tracked items include those packages in a Bin or Storage area, oversized and not on a shelf. Choose to: Check Out area-tracked items. Cancel if you need to exit the screen.
ITEMS WITH ISSUES ONLY	Clears out all packages in the room. This operation can cause some packages in the room to remain outside of the system tracking. To clear all packages, tap ITEMS WITH ISSUES ONLY. Choose to: Check Out items with issues or tap Cancel if you need to exit the screen, then tap Back.

System Maintenance

Smart Package Room Maintenance

If you ever have any concerns or receive any system messages that you don't understand, contact Position Imaging Technical Support at 1-888-909-2468 or Email: SPRSupport@position-imaging.com. Below are some Maintenance procedures that might help:

System Message or Maintenance	What to do
On the Smart Package Room kiosk, you receive a Windows System message to Update.	Swipe to Dismiss and Exit the message. Contact Position Imaging Technical Support.
Smart Package Room kiosk screen is black. This could mean that the screen is off or if it says that Maintenance is underway then it means the UI is unavailable.	Contact Position Imaging Technical Support but have the Smart Package Room Kiosk key handy to perform a reboot of the system.
Cleaning the Smart Package Room kiosk screen	It's a good habit to wipe down the Smart Package Room kiosk screen daily. Using a mild glass cleaner, it's best to spray the cleaner on a soft cloth first, then wipe the screen with the cloth. You can also use a disposable screen cleaning wipe.

Software Updates

A software release installs new features, enhancements, and fixes issues in the system. When an update occurs, it generally happens later at night (10 p.m.) and should take no longer than 15 minutes. If a recipient is using the room at that time, the system will let them complete their pickup and then update the system afterwards.

The kiosk will display a “Room Access Locked” notification until the system has been updated. See [Figure 79](#).

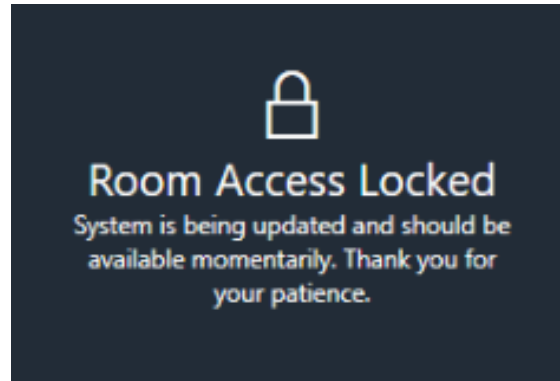


Figure 79: Room Access Locked notification on kiosk screen

You will be notified when a software update occurs when Staff logs into the kiosk; they will see a “Package Room System Updated” banner on the screen, see [Figure 80](#). Tap the banner to dismiss or tap “What’s New” to see a list of the new features and enhancements. If a feature needs more explanation, the User’s Guide (this guide) should have more information.

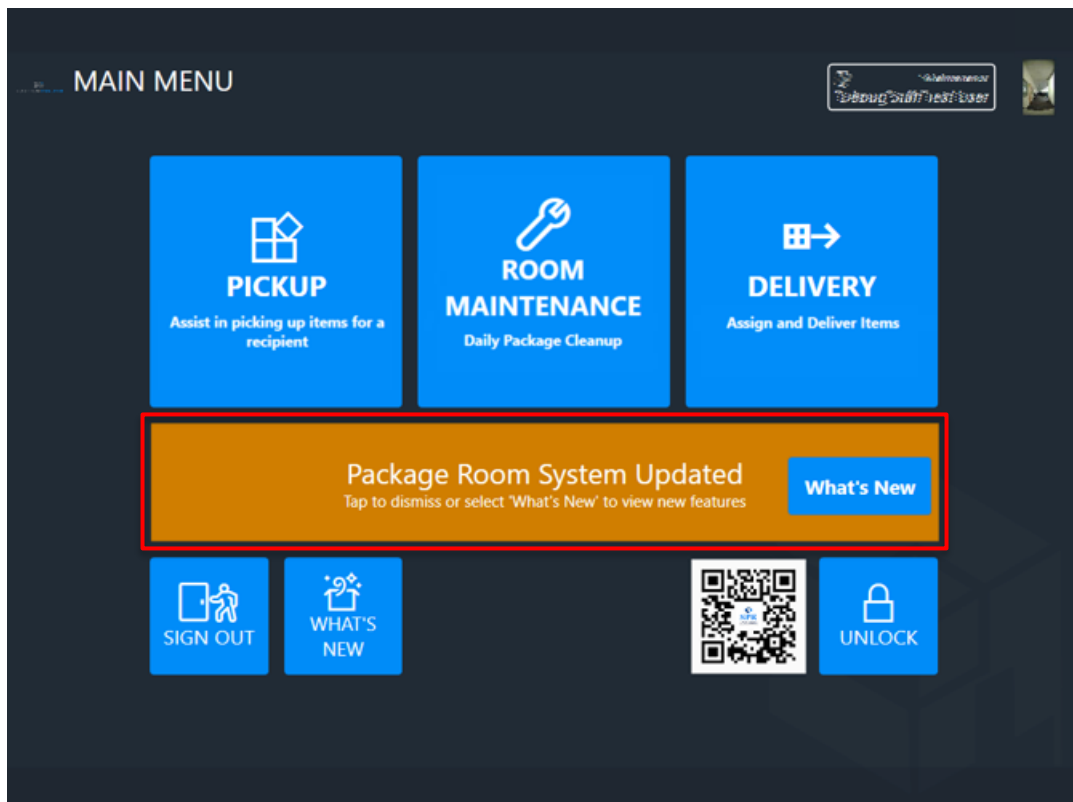


Figure 80: System Update banner and What’s New

Note: Tap the What’s New button (next to Sign Out) to look at the history of all the system updates.

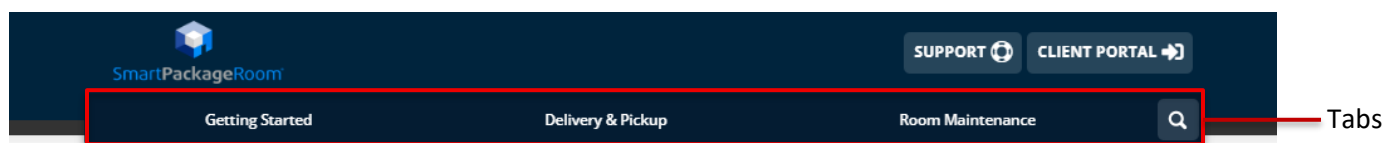
Getting Help with SPR University

SPR University includes documentation, videos, and helpful information to assist you with managing your room.

Click this link to go to SPR University: <https://www.smartpackageroom.com/spruniversity/>

To view videos and documents:

1. Click this link: <https://www.smartpackageroom.com/spruniversity/>.
2. Click any tab: Getting Started, Delivery & Pickup, or Room Maintenance, see [Figure 81](#).

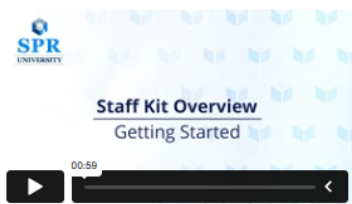


Getting Started

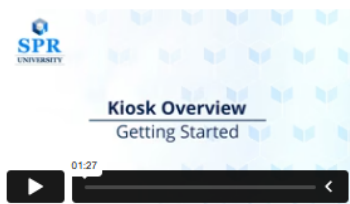
Staff toolkits, access guides and other vital first steps.

Training Videos

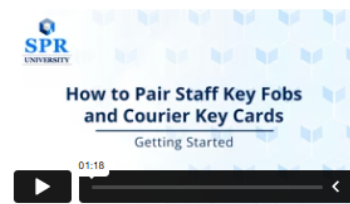
Staff Kit Overview



Kiosk Overview



How to Pair Key Fobs



Tips for New Staff



Tips for Residents



Tips for Couriers



Figure 81: SPR University > Getting Started tab

3. Scroll through “Training Videos” or “User Guides & Documents”.

4. To view a video: Under Training Videos, click the **Play** button on any video. See [Figure 82](#).
5. To enlarge the video, click the **Show Controls** button (<) to display buttons. Click the **Fullscreen** button. See [Figure 82](#).

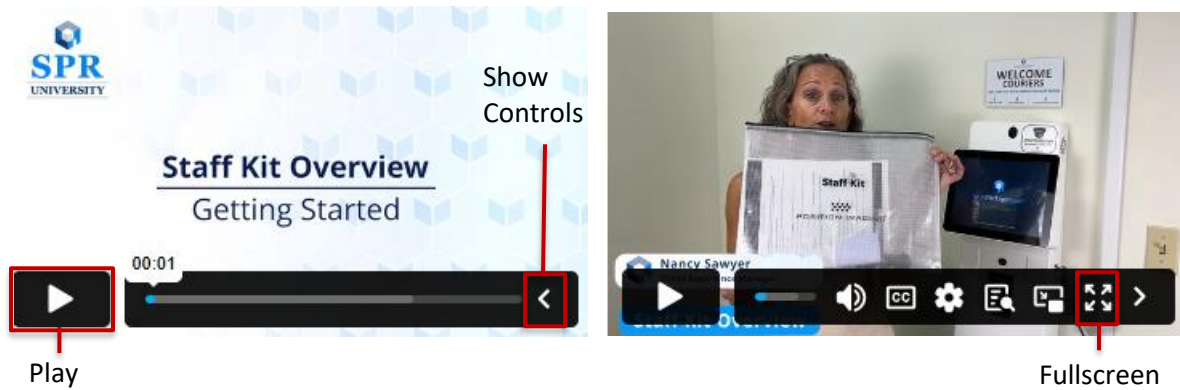


Figure 82: Video controls

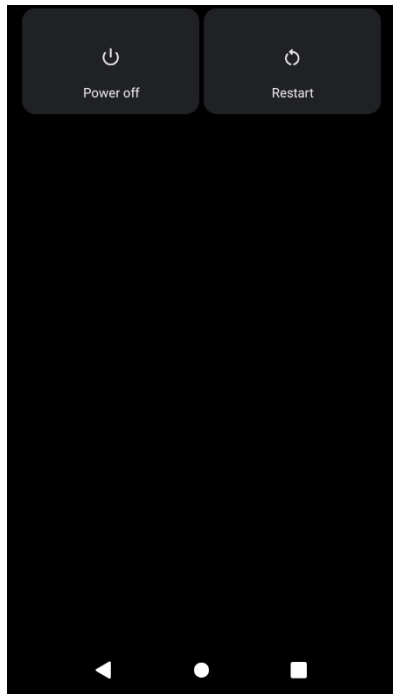
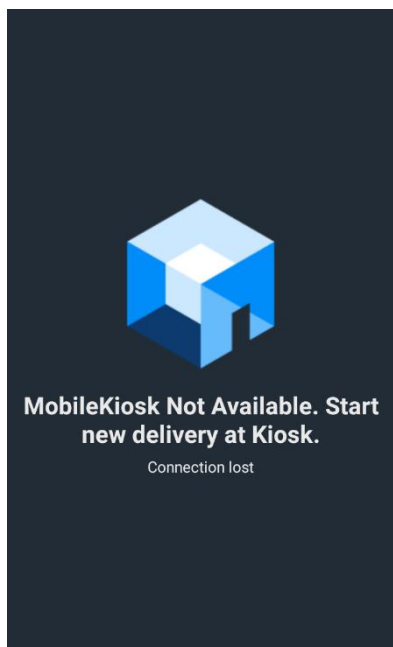
6. To view or download a document: Scroll to the User Guides & Documents section. Under the document, click **View** or **Download**. If you click Download, the document will be downloaded to your PC.

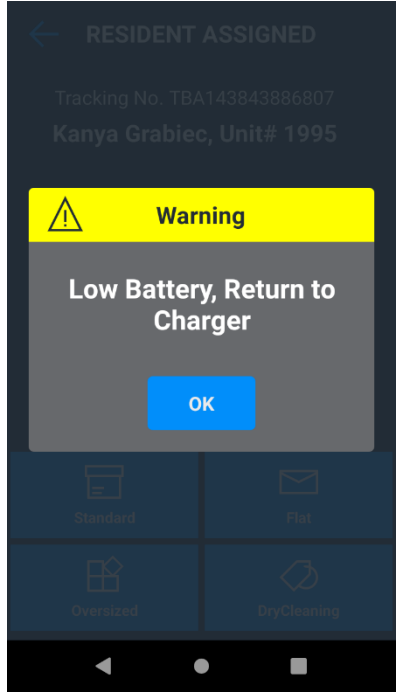
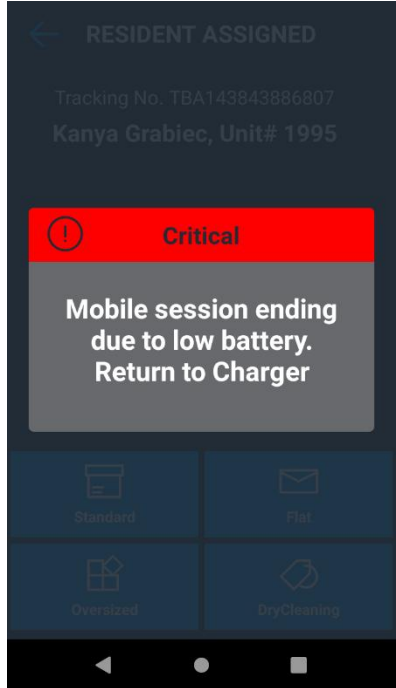


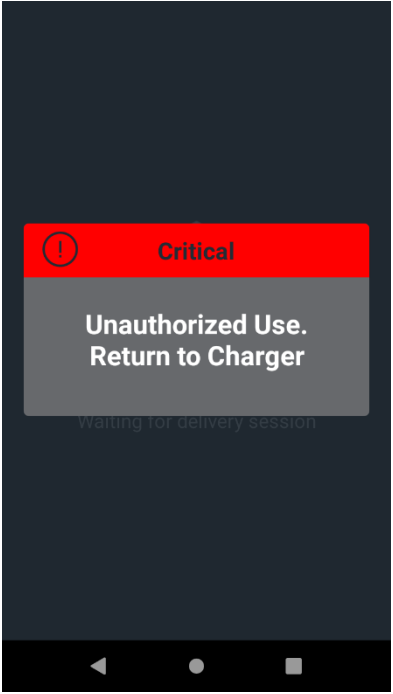
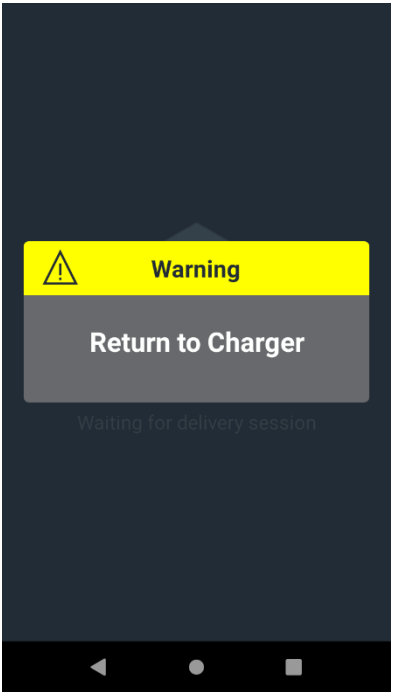
Appendix A: Troubleshooting the MobileKiosk

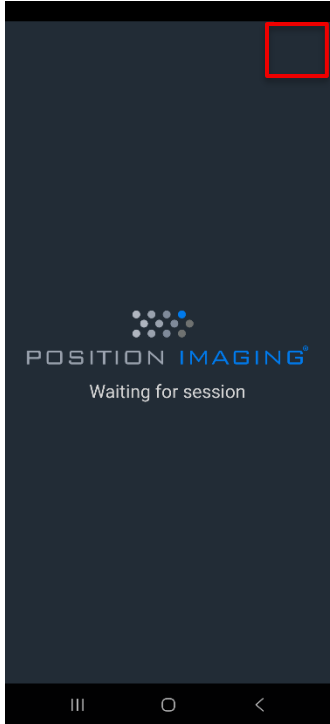
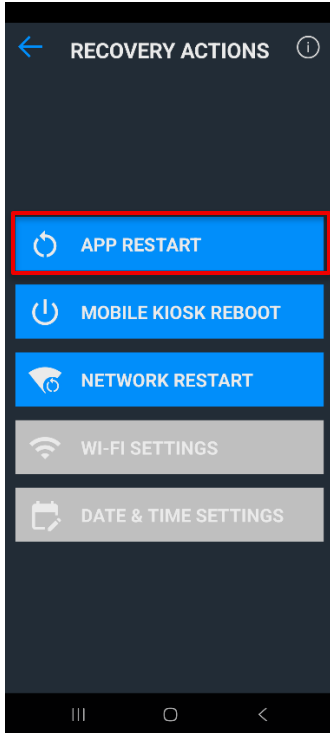
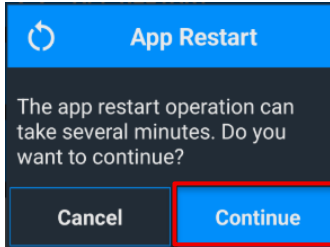
This table lists possible issues and error messages that may display on the MobileKiosk screen and possible resolutions.

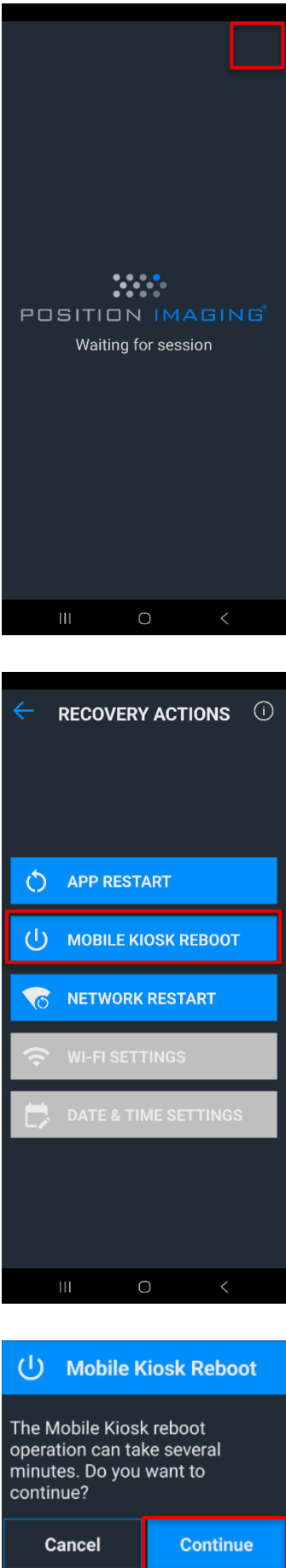
Error	Description/Cause	Resolution	Screenshot
Display the MobileKiosk Software Version	If Position Imaging Support asks you for the software version of the MobileKiosk, follow these procedures.	Display the Software Version: 1. Tap the bottom-left corner on the MobileKiosk screen 10 times in rapid succession. The version number displays. 2. Tap on the version number to hide it.	

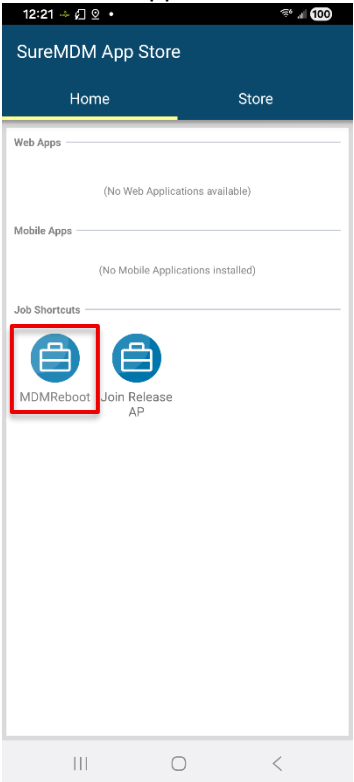
Error	Description/Cause	Resolution	Screenshot
Possibly No Wi-Fi/Internet Connection	If the MobileKiosk screen is blank and you can't get it to respond, it could be it lost Wi-Fi connection.	Restart the MobileKiosk: 1. Make sure there is Wi-Fi connection in the building. 2. On the device, press and hold the Power button (black button on the top-right of the device) while very quickly tapping the Restart button, which will display on the right side of the screen. You may have to attempt this a few times since the Restart button only displays for a very short time on the screen. 3. Wait for the device to restart. 4. If this doesn't solve the issue, contact Position Imaging Support.	
Manager Disconnected	MobileKiosk not able to communicate with SPR Manager. • MobileUI component not created under the Manager components list. • SPR Manager and Mobile in two different networks. • SPR Manager app closed. Contact Position Imaging Support	Contact Position Imaging Support and continue delivering packages through the kiosk. <u>PI Support will:</u> 1. Create MobileUI component under Manager components list. 2. Make sure SPR Manager and Mobile are in the same network. 3. Make sure SPR Manager app is running.	

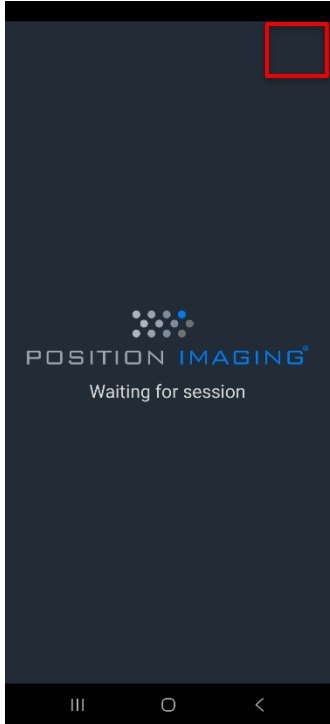
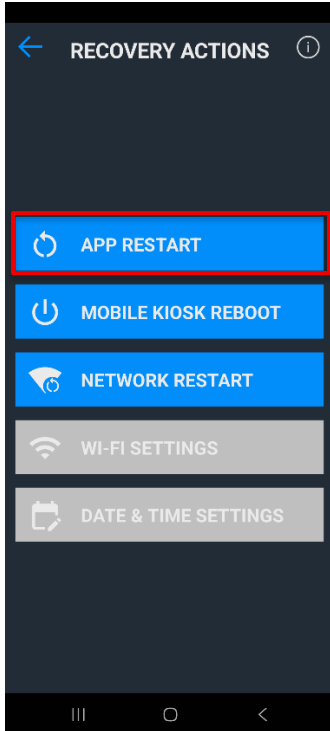
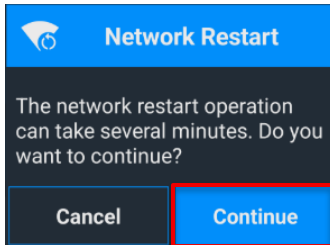
Error	Description/Cause	Resolution	Screenshot
Low Battery	MobileKiosk displays warning message: “Low Battery, Return to Charger”. Mobile device battery is drained under 30%. Note: A full battery charge should hold for approximately 10 hours.	Complete delivery, then place MobileKiosk in charging cradle and let battery charged up to 35% or above.	
Critical Battery	MobileKiosk displays critical message: “Mobile session ending due to low battery. Return to Charger”. Mobile device battery drained under 10%.	Place MobileKiosk in charging cradle immediately and let battery charge up to 15% or above.	

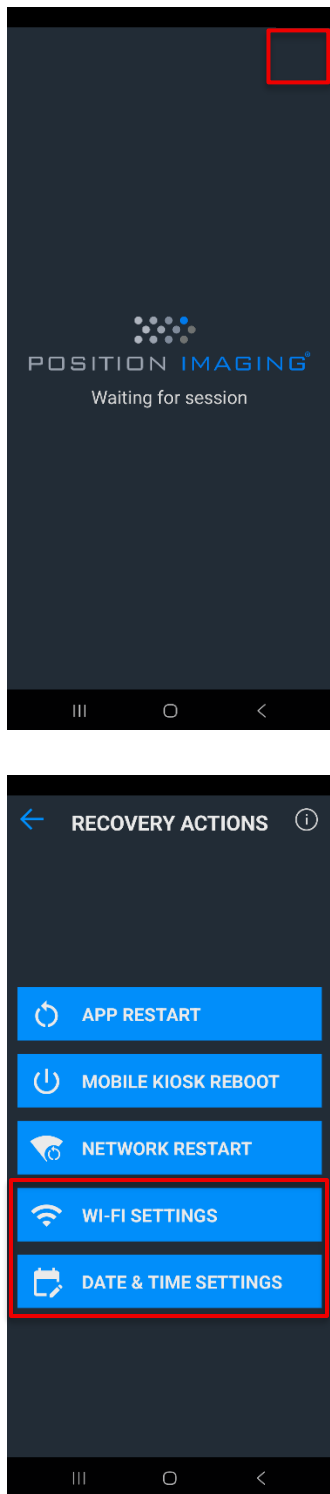
Error	Description/Cause	Resolution	Screenshot
Unauthorized Use	MobileKiosk displays critical message: “Unauthorized Use. Return to Charger”. The MobileKiosk was removed from the charging cradle outside of an authorized delivery session.	Return the MobileKiosk to the charging cradle.	
Return to Charger	MobileKiosk displays warning message: “Return to Charger”. A delivery session was started with the MobileKiosk; however, the MobileKiosk is not in the charging cradle.	Locate the MobileKiosk and place it in the charging cradle.	

Error	Description/Cause	Resolution	Screenshot
Connection Lost	The MobileKiosk loses connection to the Internet (Wi-Fi) and Position Imaging asks you to perform an Application Restart.	When instructed to do so by Position Imaging to perform an Application Restart: 1. Tap 10 times in less than 5 seconds in the upper-right corner of the MobileKiosk screen (the location will be in the area of the red square. 2. Tap App Restart from the list. 3. Tap Continue. The MobileKiosk application should restart.	  

Connection Lost	The MobileKiosk loses connection to the Internet (Wi-Fi) and Position Imaging asks you to perform a Phone Reboot.	When instructed to do so by Position Imaging to perform a Phone Reboot: 1. Tap 15 times in less than 5 seconds in the upper-left corner of the MobileKiosk screen (the location will be in the area of the red square, see image.) 2. Tap Mobile Kiosk Reboot. 3. Tap Continue. 4. Tap the MDMReboot icon. The MobileKiosk device should restart.	 The first screenshot shows the MobileKiosk screen with the text "POSITION IMAGING®" and "Waiting for session". A red square is located in the upper-left corner of the screen. The second screenshot shows the "RECOVERY ACTIONS" menu. The options are: APP RESTART, MOBILE KIOSK REBOOT (highlighted with a red box), NETWORK RESTART, WI-FI SETTINGS, and DATE & TIME SETTINGS. The third screenshot shows the "Mobile Kiosk Reboot" dialog. The text reads: "The Mobile Kiosk reboot operation can take several minutes. Do you want to continue?". There are two buttons: "Cancel" and "Continue" (highlighted with a red box).
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Error	Description/Cause	Resolution	Screenshot
			SureMDM App: 

Error	Description/Cause	Resolution	Screenshot
Connection Lost to Server	The MobileKiosk loses connection to the Server and Position Imaging asks you to perform a Network Restart.	When instructed to do so by Position Imaging to perform a Network Restart: 1. Tap 10 times in less than 5 seconds in the upper-right corner of the MobileKiosk screen (the location will be in the area of the red square. 2. Tap Network Restart from the list. 3. Tap Continue. The MobileKiosk reconnects to the network.	  

Error	Description/Cause	Resolution	Screenshot
Wi-Fi Settings Date & Time Settings	Follow Position Imaging Support instructions (if asked) regarding these settings.		

Appendix B: Multi-Door Access

The Multi-Door Access feature allows for multiple access doors leading into your Package Room. The standard multi-door setup would include two doors and a kiosk at each of these doors.

This setup is ideal for large rooms, or if you want to allow for couriers to deliver through one door and recipients to pick up through the other door.

This section describes how the Multi-Door Access feature works.

Note: It is recommended that you exit through the door you entered, however, if you do exit through a different door than where you entered, the kiosk UI will eventually time out and you should make sure the door you entered from is closed (if you don't have an automatic door close).

Requesting Access and Waiting

After signing in at the kiosk, if the system informs you that someone is already in the room, you have the option to inform the person in the room that you would like to use the room, or you can just wait.

1. Enter your PIN to deliver or scan the QR Code to pick up.

If the room is being used, a message appears informing you that the room is in use. See [Figure 83](#).

2. You can wait and inform the person in the room that you are waiting by tapping the **Wait, Notify User** button. See [Figure 83](#). Or, come back later.

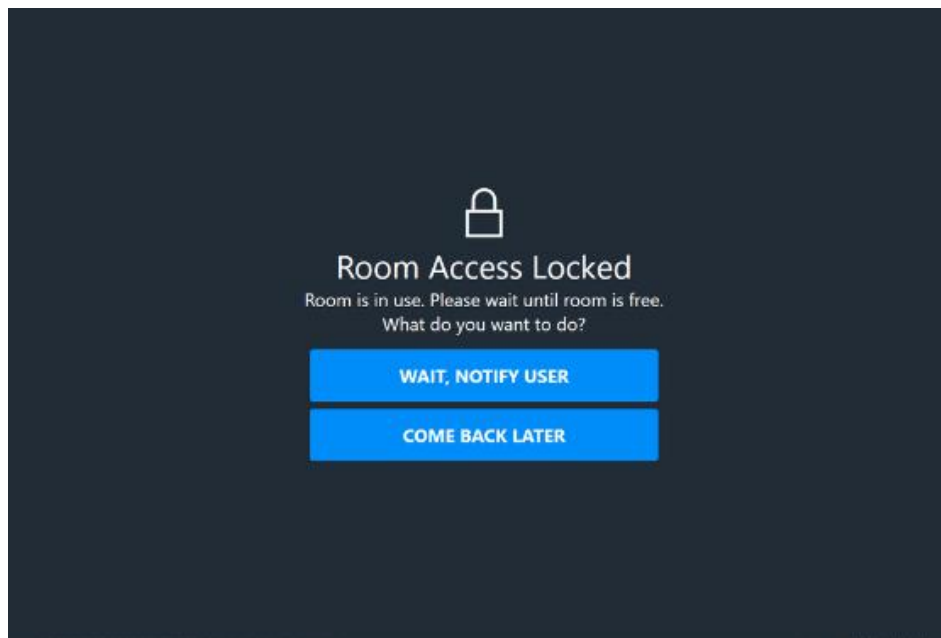


Figure 83: Interrupt or Wait button

If you wait, the “Wait, Notify User” button changes to “Interrupt Requested”.

A message is sent to the other kiosk informing them that someone is waiting to use the room. See [Figure 84](#). In addition, audio informs the user inside of the room that someone is waiting.

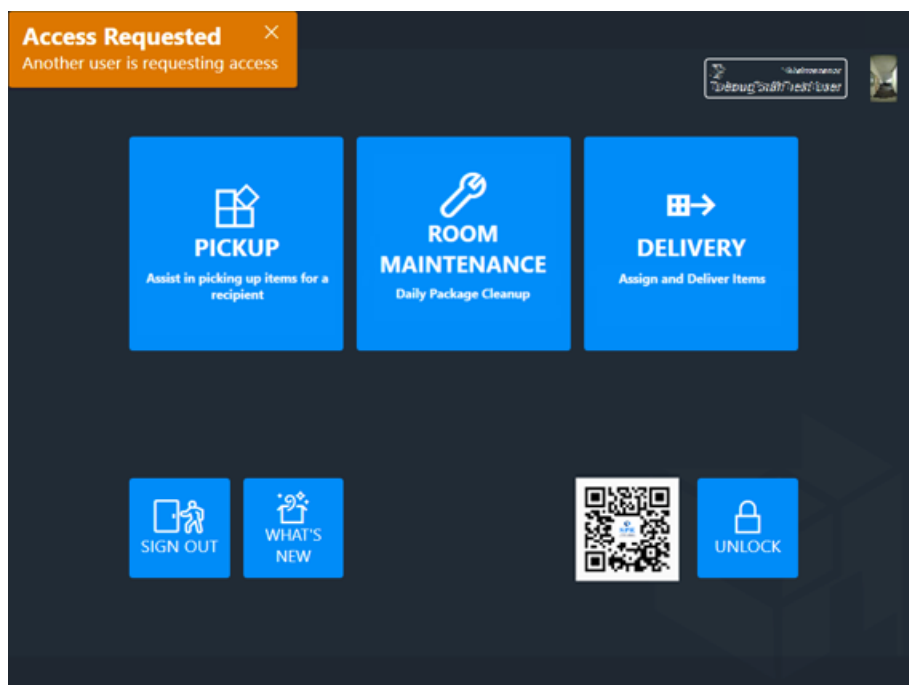


Figure 84: Access requested message

If the person inside the room decides that they will be in the room for a long period, they can elect to end their session and allow the person waiting to proceed with using the room. If they want to complete their session in the room, the person at the other kiosk will wait until they are notified that the room is available.

When the room is available, a message “Room is now available” displays and the Access Requested message goes away and you are ready to use the kiosk and the room.

Specific Doors for Delivery and Pickup

If your room has the option turned on to specify an entrance for deliveries (couriers) only and pickup (recipients) only, this section details this option. A heading on each kiosk will indicate that the kiosk is for “Pickup Only Kiosk” or “Delivery Only Kiosk”. See [Figure 85](#) and [Figure 86](#).

You can specify any setup, a “delivery only” entrance and a “pickup only” entrance, or you can leave them both as delivery and pickup. Or even one as delivery only and one has both delivery/pickup. This is done during the installation but can be changed if needed.

Note: Staff always have access to enter and exit through both doors.

Note: It is recommended that you exit through the door you entered, however, if you do exit through a different door than where you entered, the kiosk UI will eventually time out and you should make sure the door you entered from is closed (if you don’t have an automatic door close).

Pickup Only Kiosk

1. Enter their Access PIN.

An error message appears informing them that this kiosk is for pickup only. See [Figure 85](#).

They should proceed to the Delivery Only kiosk to deliver their packages.

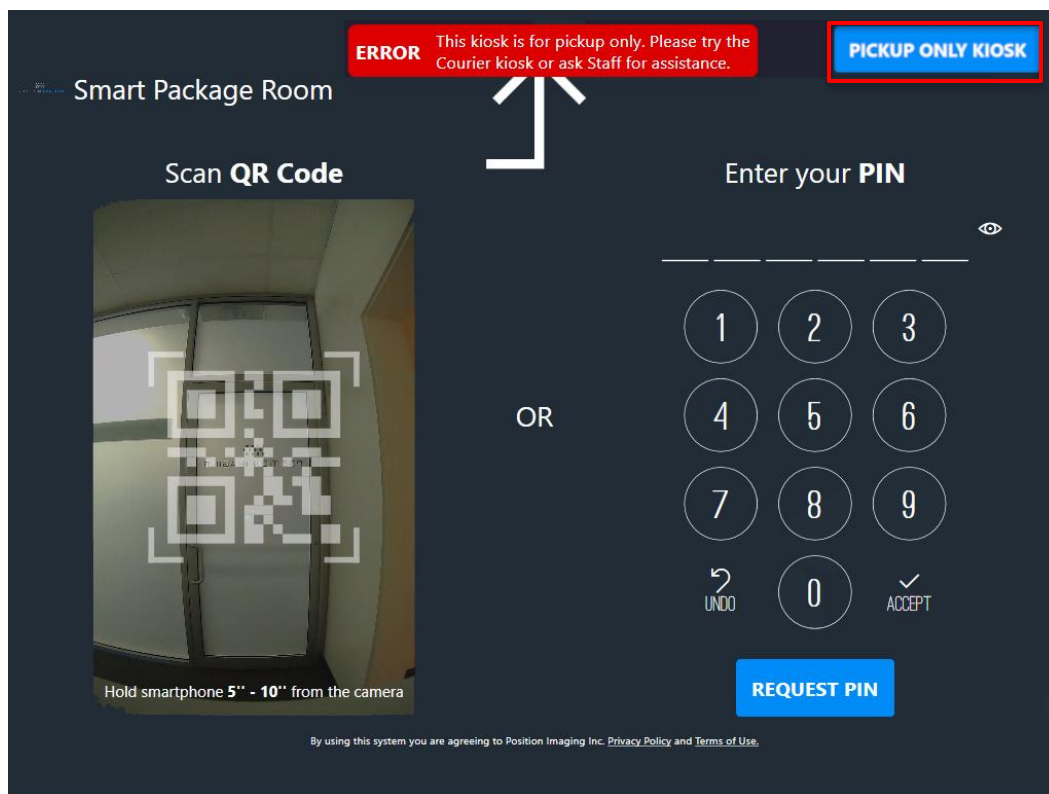


Figure 85: Pickup only kiosk

Delivery Only Kiosk

1. A recipient scans their QR Code.

An error message appears informing them that this kiosk is for delivery only. See [Figure 86](#).

They should proceed to the Pickup Only kiosk to pick up their packages.

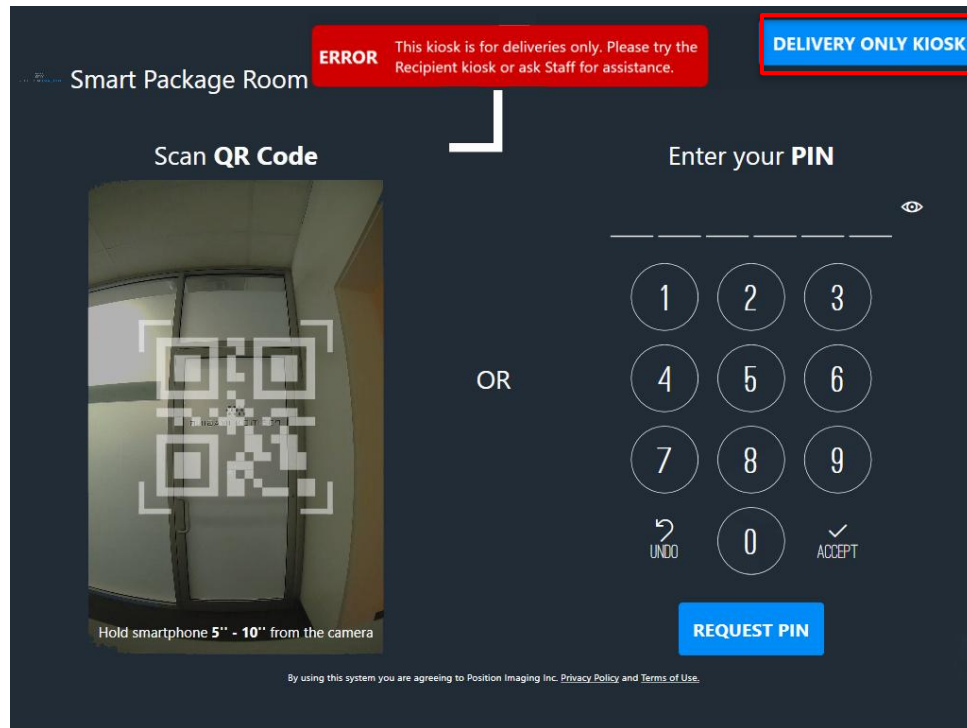


Figure 86: Delivery only kiosk