



SmartPackageRoom
Lite™

User's Guide

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Position Imaging, Inc.
155 Fleet St.
Portsmouth, NH 03801
Phone: 603-686-7800
Fax: 603-237-1616

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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 Lite, 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 packages 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 Smart Package Room Lite™ (SPRLite™). It will show you:

- How to Assign Staff and Courier Key Cards/Fobs
- How a Courier or Staff delivers and places packages in the Package Room
- How a Recipient picks up their packages

Getting Your Smart Package Room Lite Ready

Areas of the room can be highlighted for specific types of packages or custom messaging for your location.

Position Imaging offers signage for some of these areas.

To get started, you first need to assign Staff and Courier Key Cards/Fobs.

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

For Staff or a Courier to access the 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:

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 PIN** or **Couriers PIN**. Tap the **Eye icon** to show/hide your PIN. Refer to [Figure 1](#). See the *Portal User's Guide* for information on how to assign a PIN.

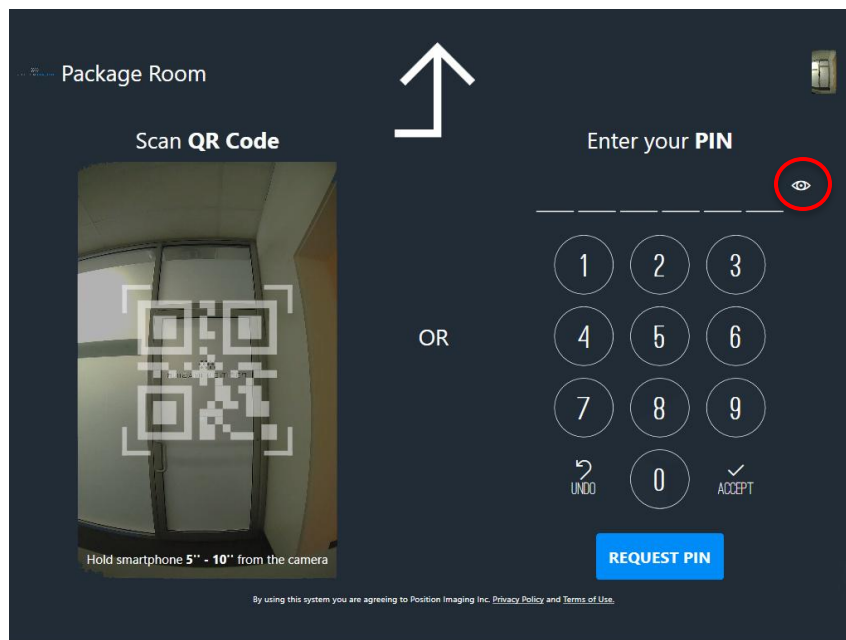


Figure 1: Enter Staff member or Courier 6-digit PIN

- From the screen, tap the **User Profile** in the upper-right corner, see [Figure 2](#).



Figure 2: User Profile

The User Profile screen displays. See [Figure 3](#).

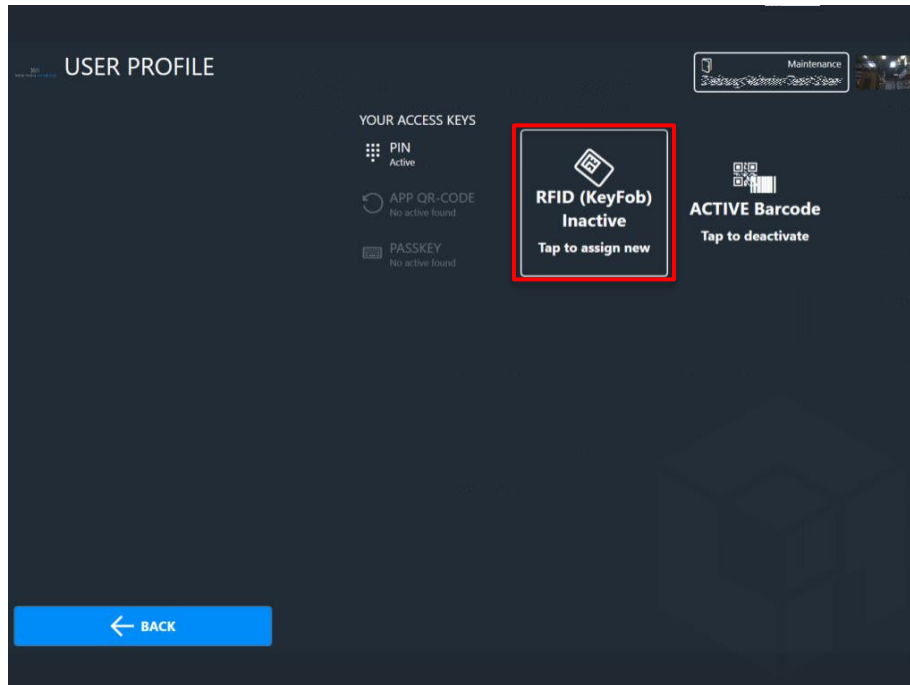


Figure 3: Activate an RFID (KeyFob)

- Tap **RFID (Key Fob) Inactive Tap to assign new** to assign the Key Fob, see [Figure 4](#).

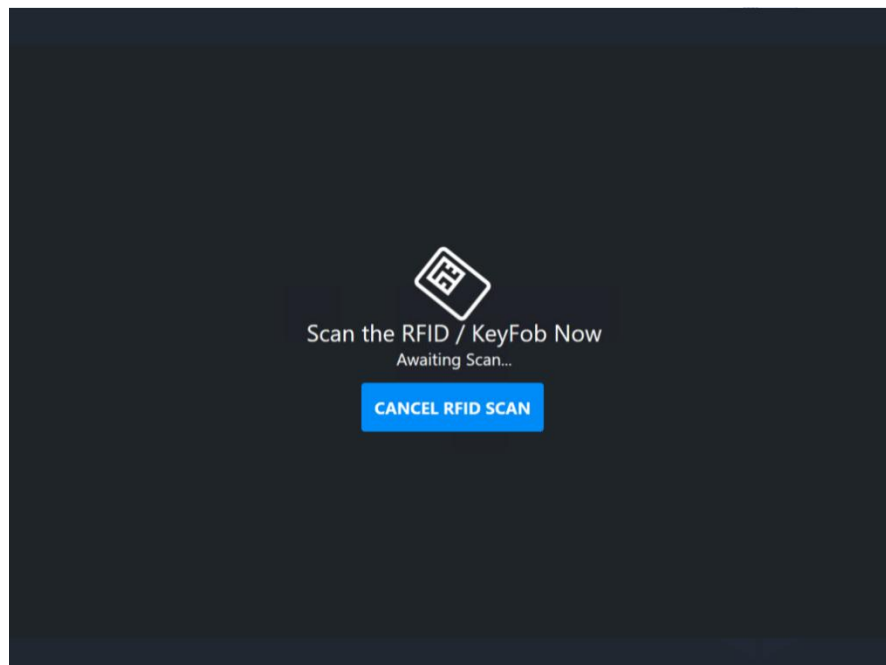


Figure 4: Scan the Key Fob

4. Scan a Key Fob (Staff) or Key Card (Courier) across the RFID Reader on the side of the Kiosk. For the location of the Key Fob reader, see [Figure 9](#).

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 Fob you want to deactivate.
2. From the screen, tap the **User Profile** in the upper-right corner, see [Figure 5](#).



Figure 5: User Profile

The User Profile screen displays. See [Figure 6](#).

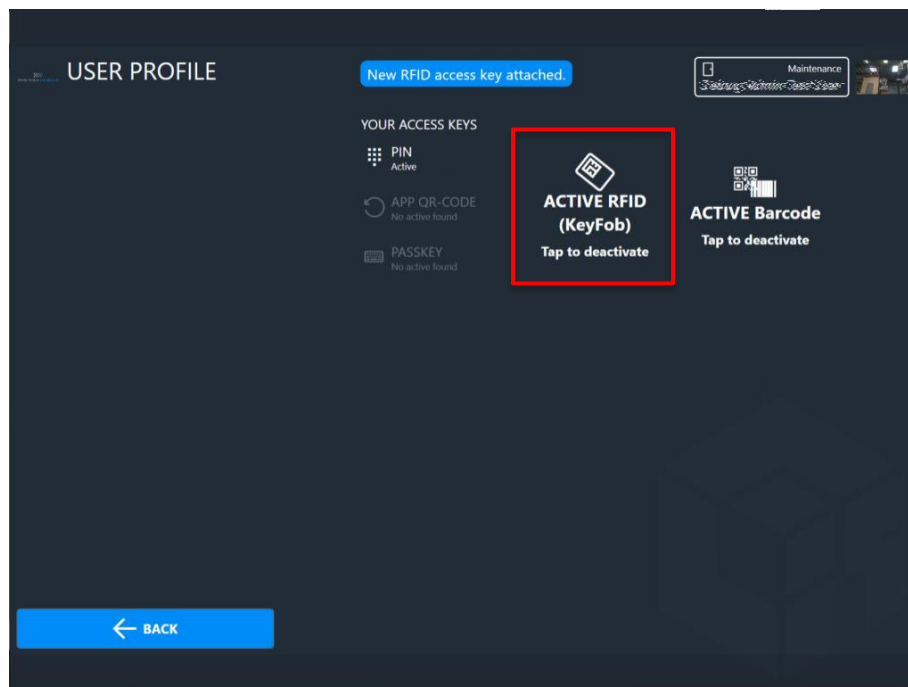


Figure 6: Activate an RFID (KeyFob)

3. Tap **RFID (KeyFob) Active Tap** to deactivate. See [Figure 6](#).

A confirmation dialog opens asking if you want to deactivate, see [Figure 7](#).

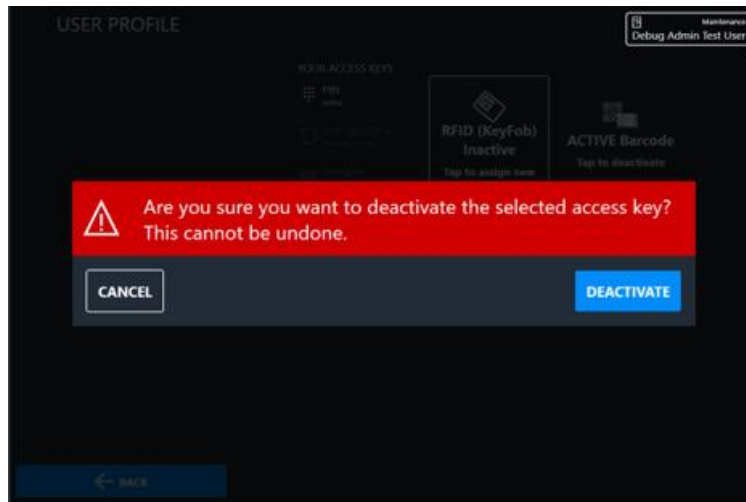


Figure 7: Deactivate confirmation

4. Tap **Deactivate**.

How to Deliver to the Package Room – Courier or Staff

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

Obtaining a Key Card or PIN

In most cases, onsite Staff at the complex/company has a Key Card or PIN (a six-digit number) that they hand to a Courier upon arrival. The Courier will scan the Key Card or enter the six-digit pin at the Kiosk to deliver their packages. After the Courier has delivered the packages, they should return the Key Card back to onsite Staff.

Note: Each complex/company has their 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** number (see [Figure 8](#)) or use the **Key Card/Key Fob scanner** (see [Figure 9](#)). Tap the **Eye icon** to show/hide your PIN.

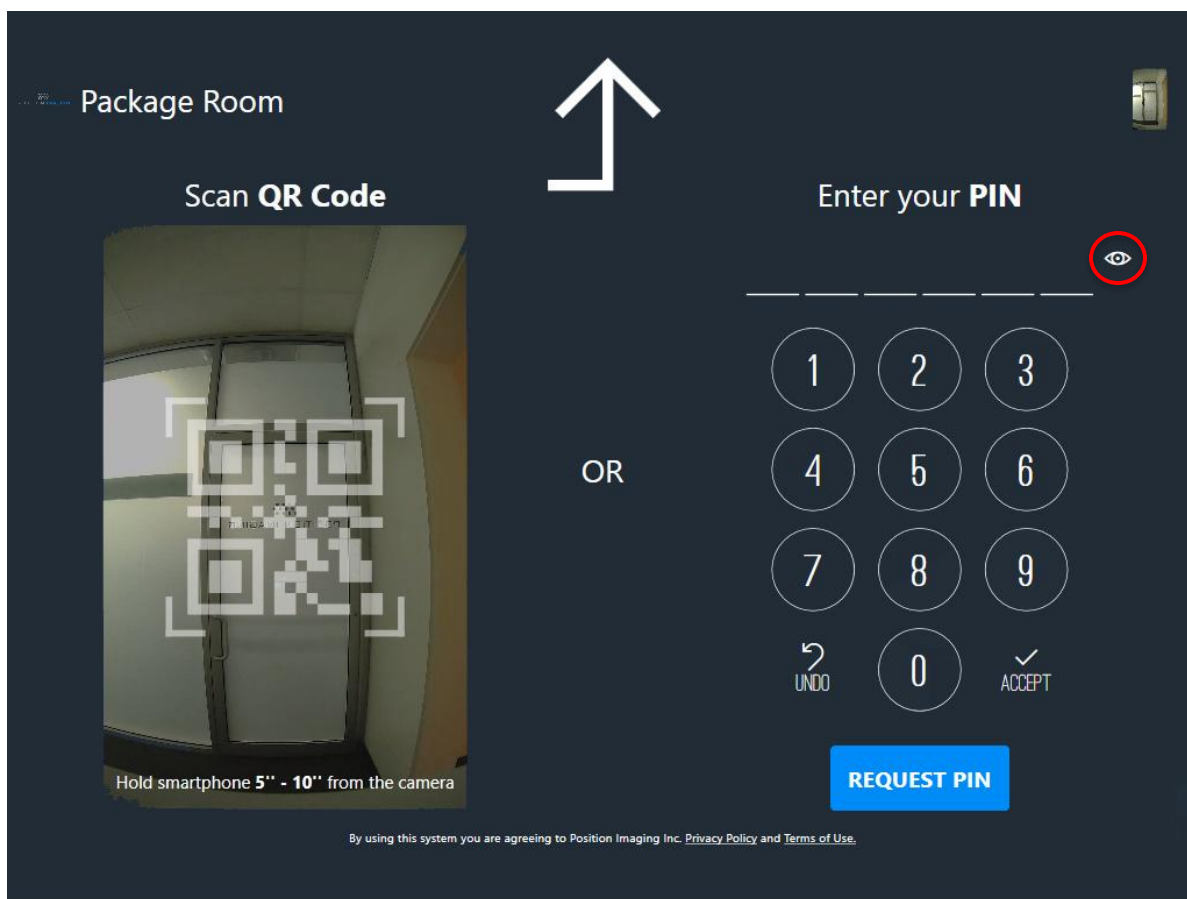


Figure 8: Enter your Access PIN

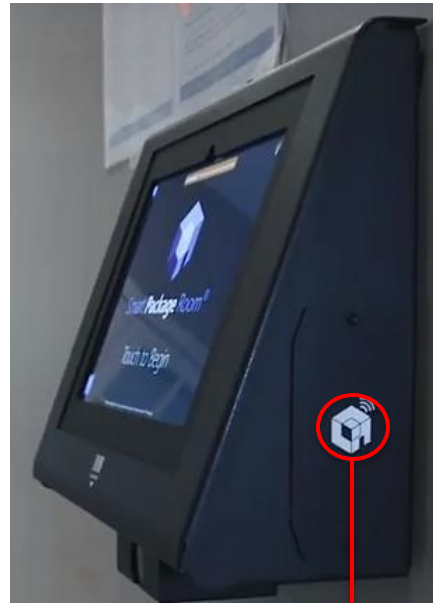
If you are Staff, the Main Menu screen appears after you scan your Key Fob, tap **Delivery**.

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.

3. 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 9: Location where to scan a Key Card or Key Fob

4. 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 10](#).

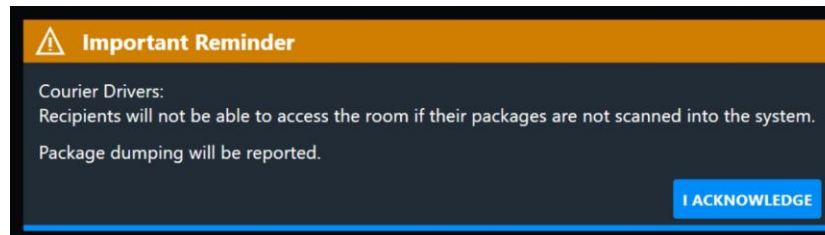


Figure 10: Courier acknowledgement

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.

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 [16](#).

2. Once in the room, the MobileKiosk will say “Tap to Capture”. See [Figure 11](#). 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.

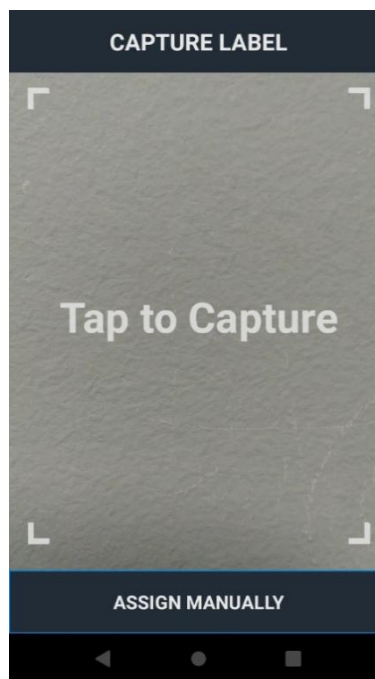


Figure 11: MobileKiosk ready to capture

3. Position the screen over the **entire label** ensuring the label is facing upright and is readable, then tap **Tap to Capture**. See [Figure 12](#).

The barcode and address are captured, and the system displays a brief image of the captured label, see [Figure 12](#).

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)

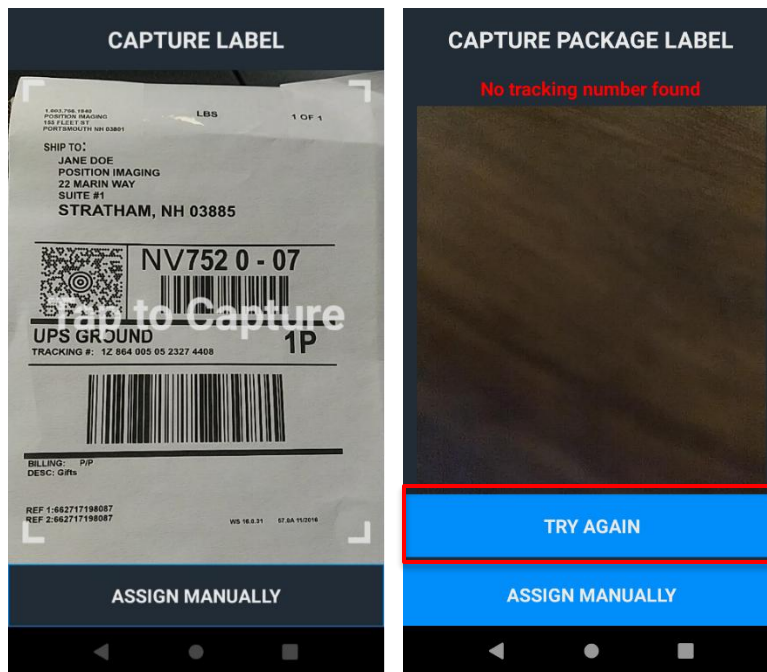


Figure 12: Captured label (left) and an issue with a captured label (right)

4. If presented with a list of names, **tap the recipient**. See [Figure 13](#).

If the system cannot auto-assign (locate) the recipient, use the Search bar to find them manually, see [Figure 13](#). 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 [22](#).

To see the entire list of names, click the **Down Arrow** button to hide the keyboard. Tap **Show All Results**, then scroll and tap the name. See [Figure 13](#).

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 13](#).

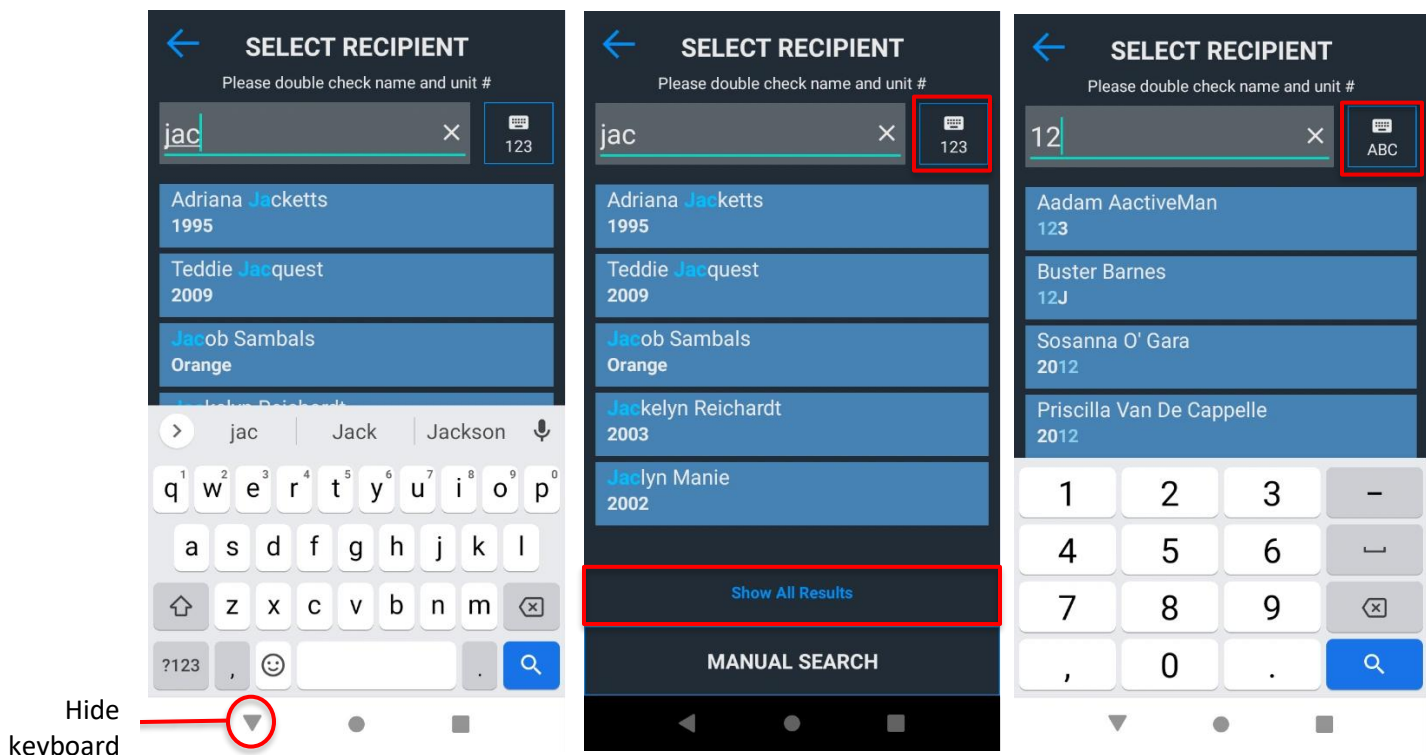


Figure 13: Search bar, Hide Keyboard, Show All Results, Numeric Keyboard

5. Tap the **type of package** being delivered: Standard, Flat, Oversized, Dry Cleaning, etc. See [Figure 14](#). This indicates in what area within the room the package will be placed.

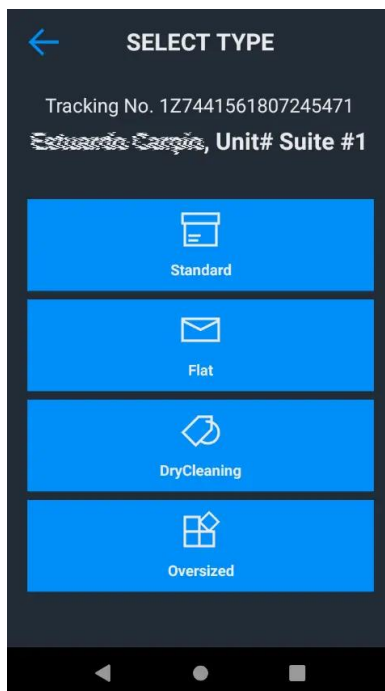


Figure 14: Select type of package

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 [Assigning Special Notes to the Package](#) on page [17](#).
7. Place the package in the appropriate area in the room with the label facing forward, see [Figure 15](#).

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



Figure 15: Package placed, label facing forward

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

8. After placing the package, tap **Confirm Delivery** (to let the system know it has been placed). See [Figure 16](#).

Note: When using the MobileKiosk, if your room only has one type (no Oversized or Envelope) area to deliver to, you can place the package right after selecting the recipient. The package will be placed in the "Room" as the package location.

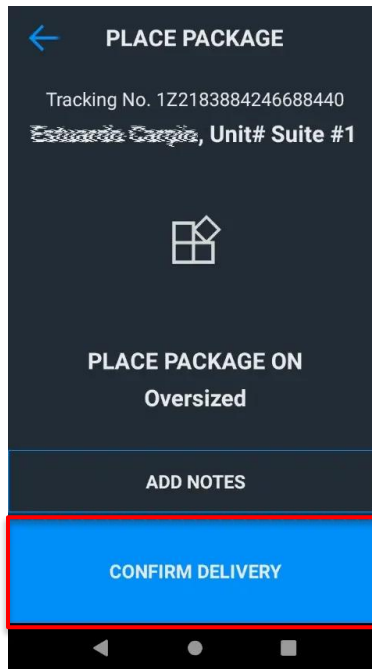


Figure 16: Add Notes and Confirm Delivery

9. To scan additional packages, tap **Next Item**. See [Figure 17](#).

Note: The door can remain opened as you scan additional packages. But each package **must** be scanned in separately.

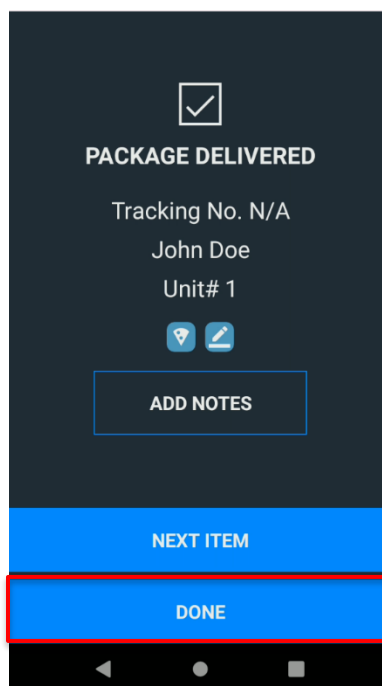


Figure 17: Scan additional packages

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.

10. When finished with deliveries, tap **Done**, then place the device in the charger.
11. 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

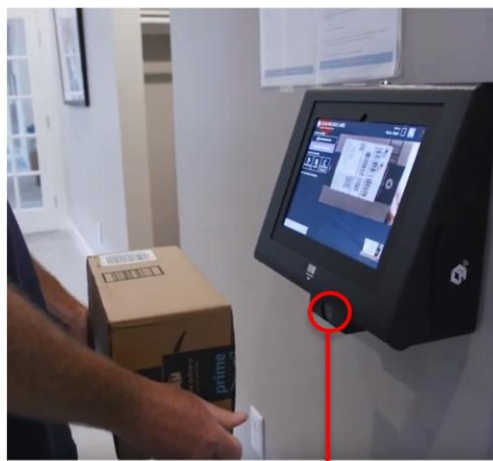
You should always use the MobileKiosk to capture packages, but if the MobileKiosk is unavailable (not fully charged), you can use the kiosk to scan in packages.

- a. After you scan your Key Card/KeyFob, 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 18](#).

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



Scanner camera



Scanner camera

Figure 18: 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, Envelope or Flat, Oversized, etc.
- e. **Place the package** in the designated area in the room.
- f. Tap **Confirm Delivery** after placing the package.
- g. 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 the 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 19](#). For information on the Multi-door Access feature, see [Appendix B: Multi-Door Access](#) on page [55](#).

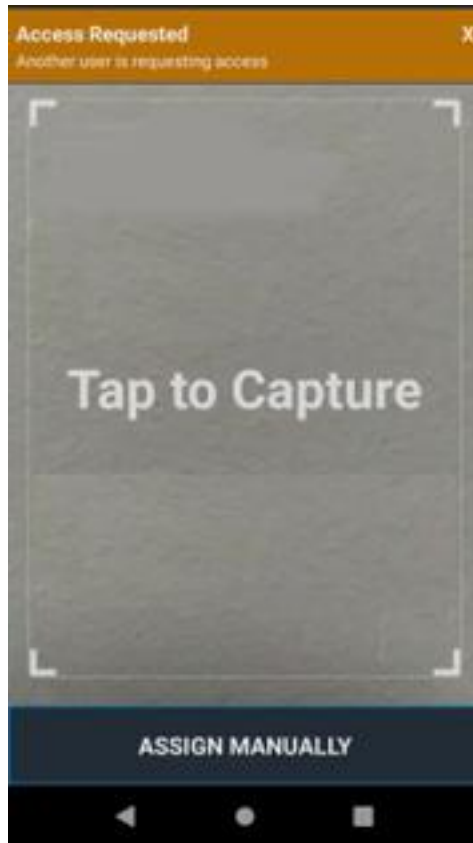


Figure 19: Multi-door access message on the MobileKiosk

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 20](#).

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 20](#).

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.

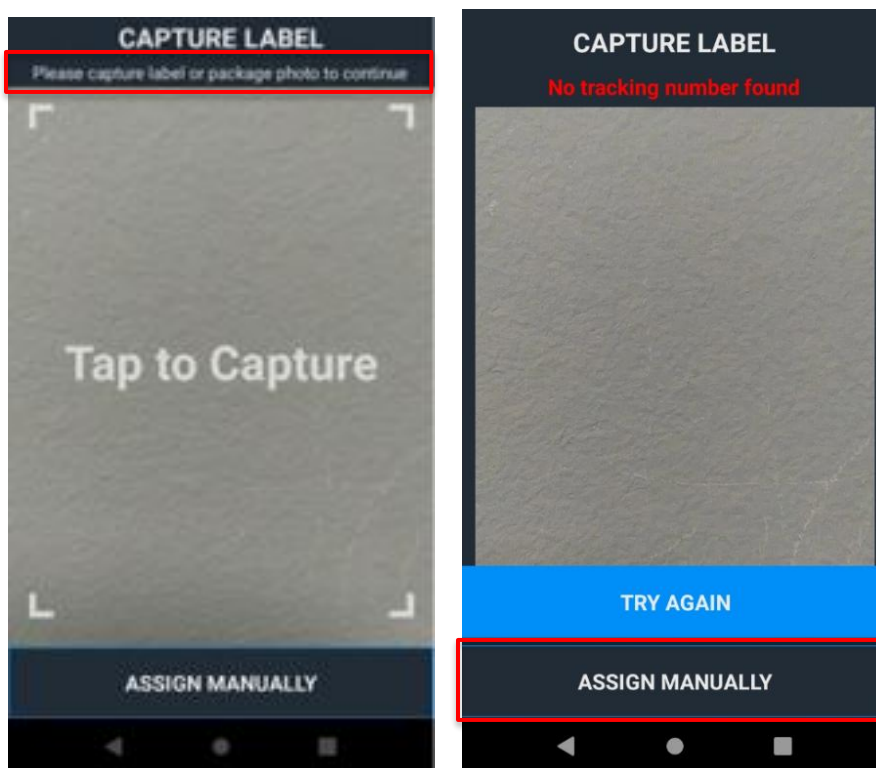


Figure 20: Capture photo of package

5. Tap **Assign Manually**. See [Figure 20](#).

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** in the designated area, then tap **Confirm Delivery** after placing.
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 21](#).

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.

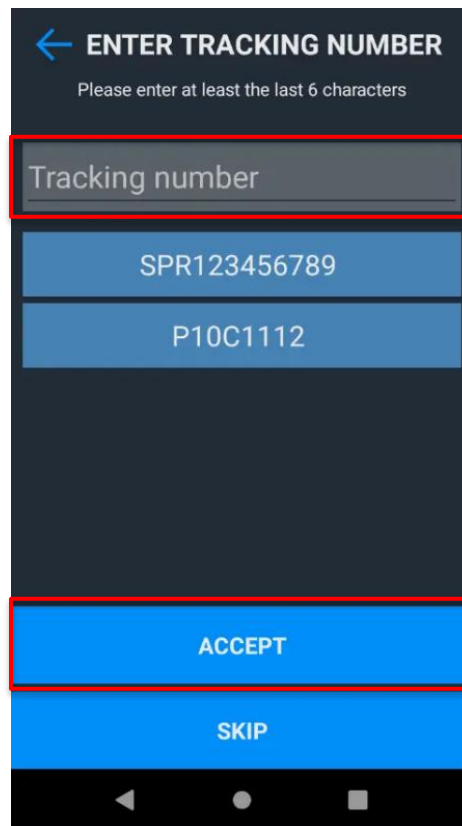


Figure 21: Enter tracking number manually

6. Tap **Accept** or tap the Enter button on the device. See [Figure 21](#).
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** in the designated area, then tap **Confirm Delivery** after placing.
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 Courier **PIN** or use a **Key Card**.
2. Tap **Continue Inside**.
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 22](#).

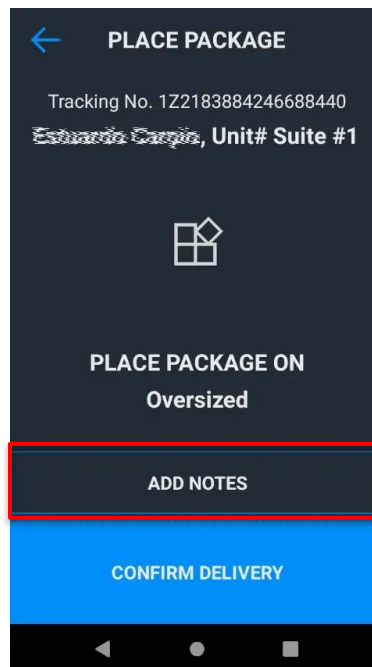


Figure 22: Add Notes option

7. Tap any of the following notes (you can select all, if necessary). See [Figure 23](#):
 - 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.

8. With a note selected, tap **Apply**, see [Figure 23](#).

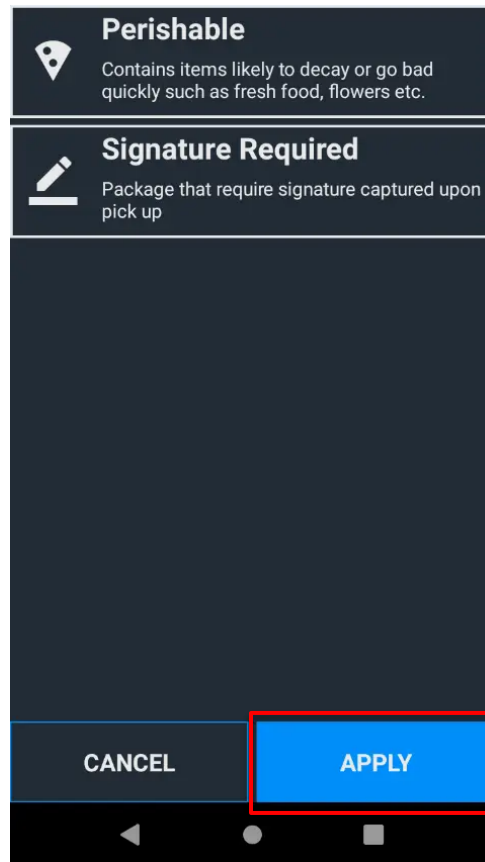


Figure 23: Assign package notes

9. Place the package in a designated area in the room.
10. Tap **Confirm Delivery** after placing the package.
11. Continue to deliver additional packages.
12. 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 scan 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**.
2. Tap **Continue Inside**.

The Capture Package Label screen appears, see [Figure 24](#).

3. Tap **Assign Manually**. See [Figure 24](#).

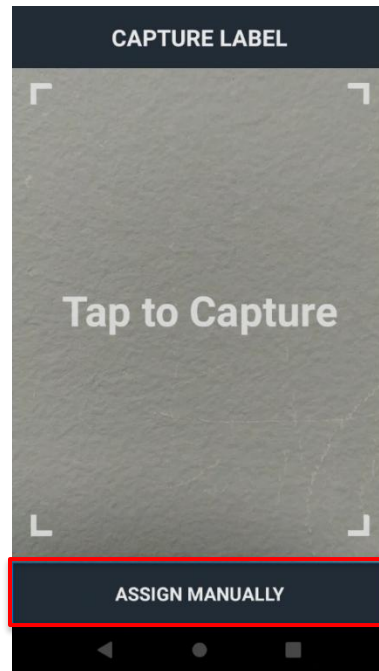


Figure 24: Tap Assign Manually to search for a recipient

The keyboard displays. See [Figure 25](#).

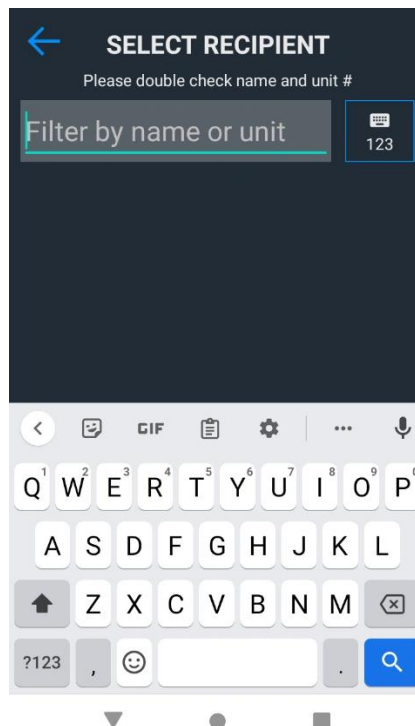


Figure 25: Enter recipient's name

- 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 26](#).

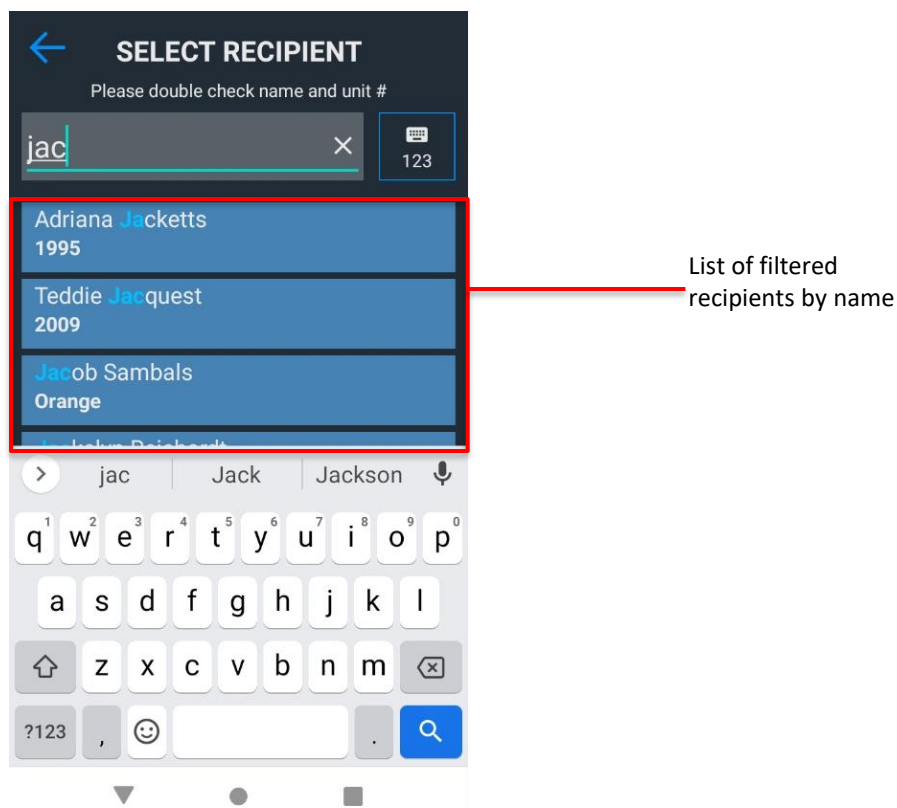


Figure 26: List of recipients

- Tap the **recipient's Name** in the list.
- Select the **type** of package: Standard, Flat, Oversized, etc.
- Place the package in the designated area in the room.
- Tap **Confirm Delivery** after placing the 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.

Important Things to Know When Placing a Package

Here are some helpful guidelines when placing packages:

- Every package must be scanned and assigned before placing in the room.
- Place all packages in their designated area (Standard, Flat, Oversized, etc.).
- The label should be facing out.
- Confirm delivery after you have placed the package.
- Always listen to the audio instructions.
- When you have completed delivering packages, you should *always* close the door.

How to Pick Up Package(s) - Recipients

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 (Realpage), Salesforce, Entrata, etc.) imports your Recipient's data into the SPRLite 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 27](#). The Recipient can scan their QR code at the Kiosk or enter their 6-digit PIN to gain access to the room to pick up their package.

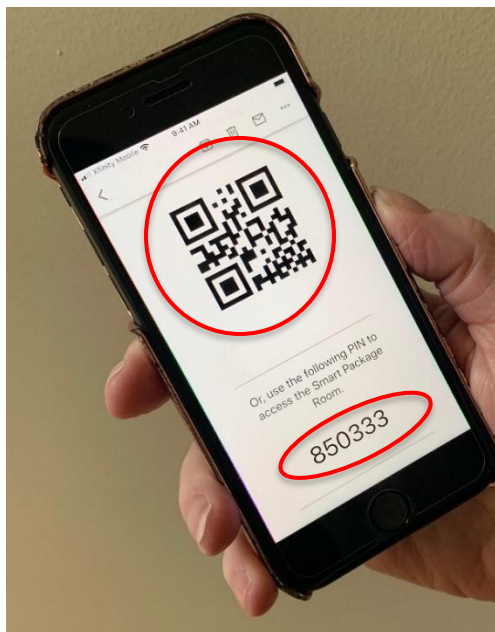


Figure 27: Displays QR Code and PIN on your phone

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

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

Any deactivated recipient with packages in the 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. A Recipient approaches the Kiosk of the Smart Package Room Lite. The Welcome screen appears, the system recognizes a presence and automatically takes you to the sign-in screen, or you can **Touch to Begin**.

The Sign-in screen displays.

2. They should scan their QR Code in the upper-middle of the Kiosk screen (see arrow). Or enter the 6-digit PIN they received from the Email notification. See [Figure 28](#) and [Figure 29](#).

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**.

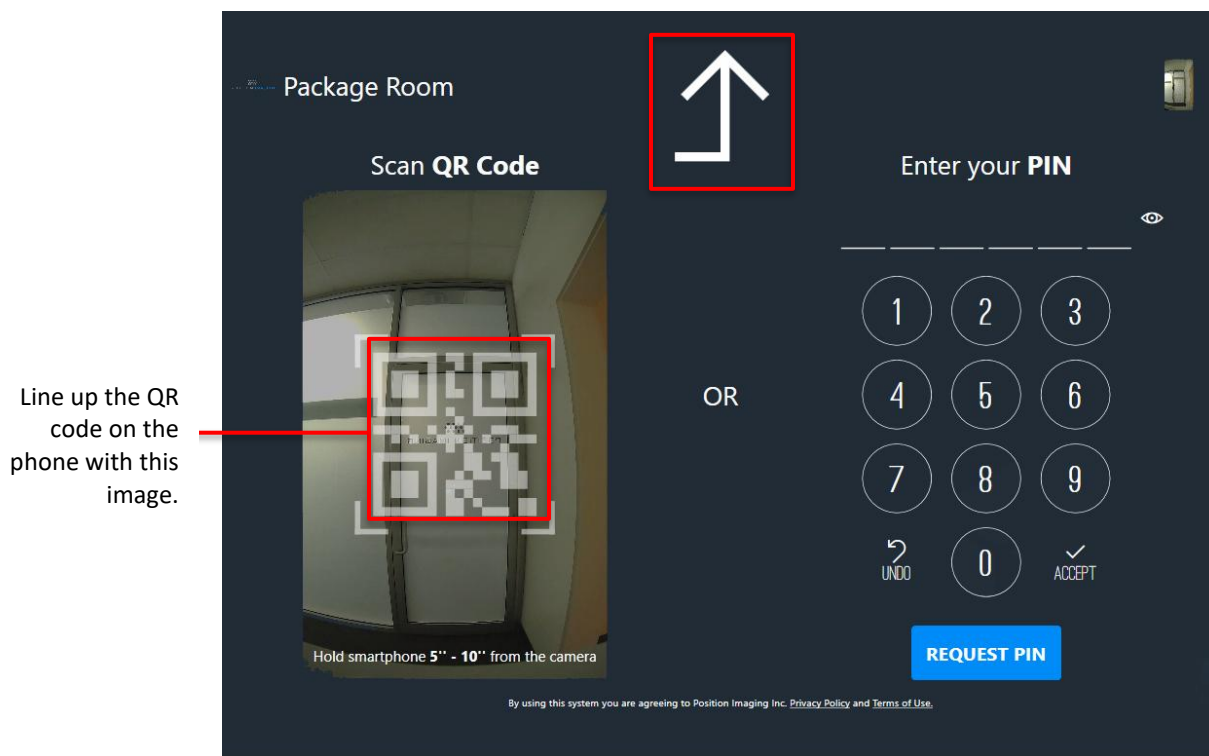


Figure 28: Location to scan QR Code

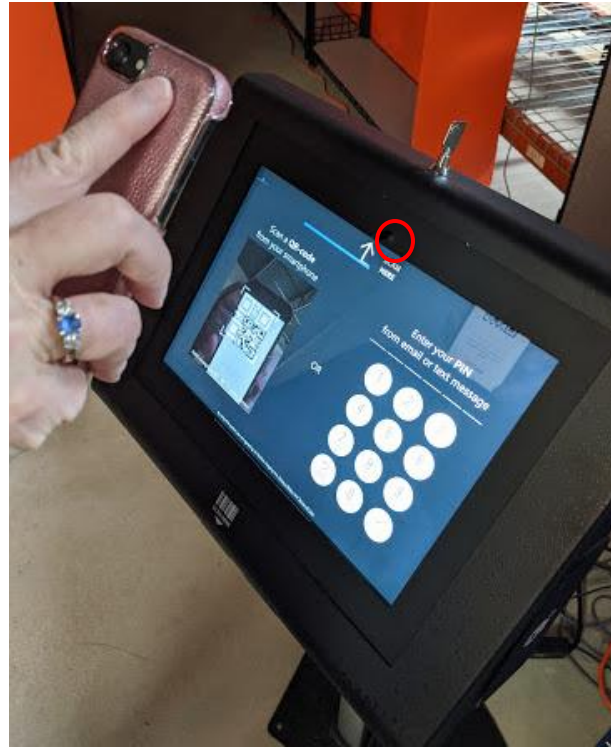


Figure 29: Scanning a QR Code with your phone

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

Depending on your property, you might have multiple package rooms. If this is the case, and the Recipient has several packages located in multiple rooms, a dialog opens indicating where each package is located, see [Figure 30. Tap to Continue.](#)

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

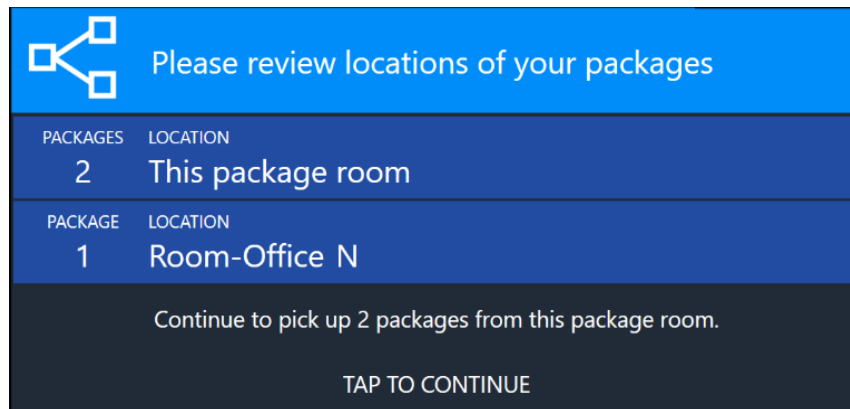


Figure 30: Multi-Room package locations

The system displays a map of the room and indicates where the package(s) are located (blue areas) within the room. See [Figure 31](#).

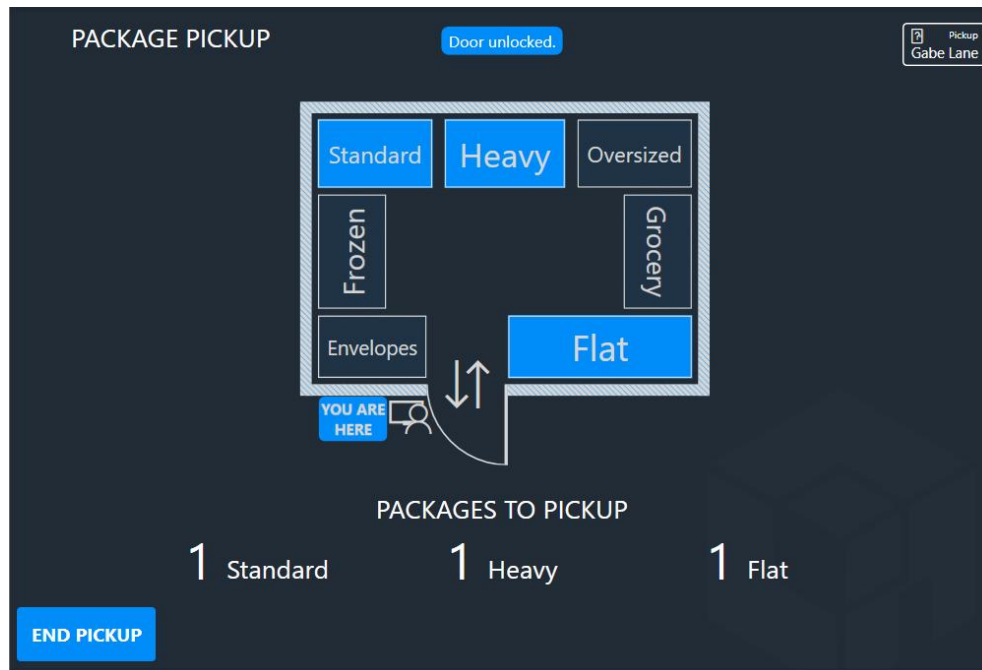


Figure 31: Room map

The door will unlock.

3. The Recipient should enter the room and head towards the area indicated on the Room Map. Look for room signage and listen to the audio instructions.
4. The Recipient should **pick up** all of their **packages**.
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 32](#).

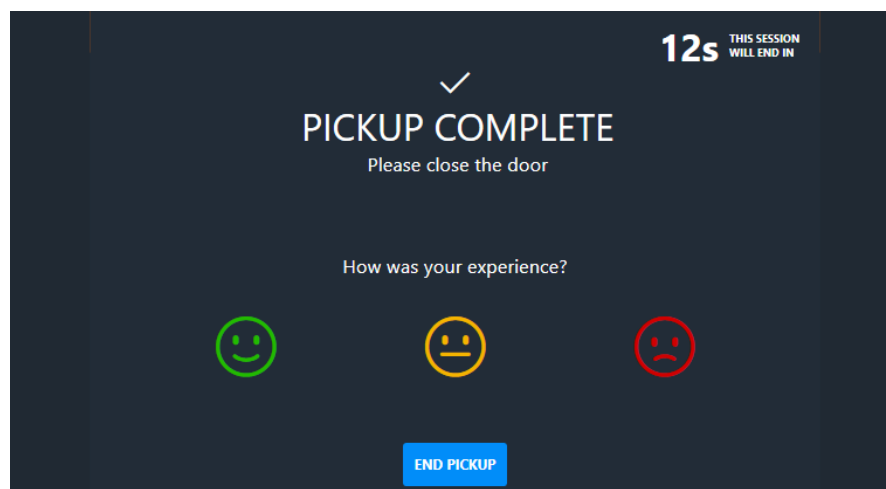


Figure 32: Satisfaction survey

6. They should **exit** the room and **close** the **door**.

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

7. If they have 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: This feature is only enabled when requested. Contact Support if you want access to this feature.

A recipient 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 33](#).

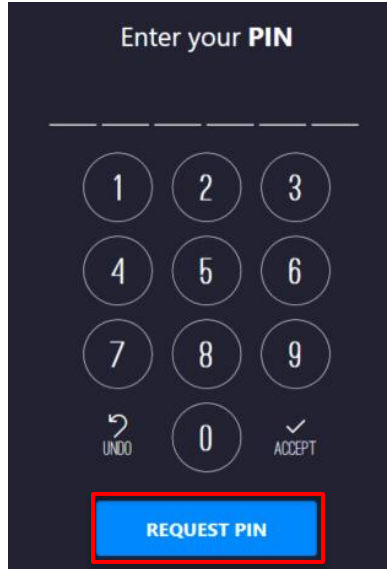


Figure 33: Request PIN button

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 34](#).

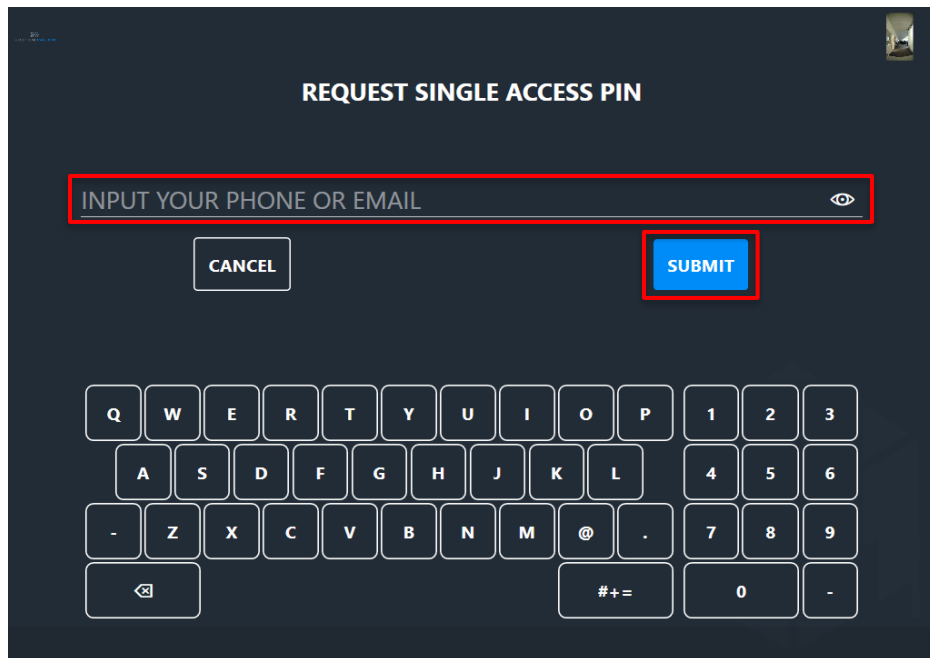


Figure 34: Enter phone or email

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 will display 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 35](#).

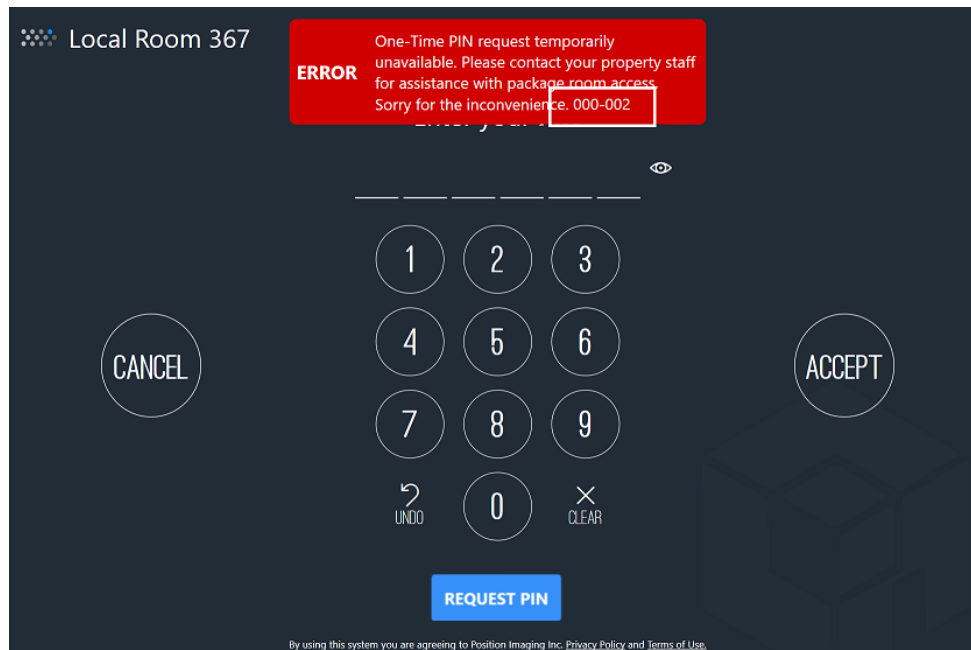


Figure 35: Error code displays in Error message

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 36](#).

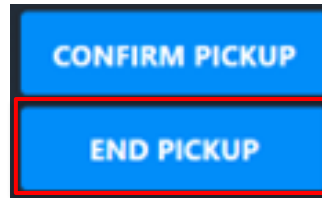


Figure 36: End Pickup

2. The kiosk will ask if you picked up all of your packages or if you want to pick them up later. Tap **Pickup Later**, see [Figure 37](#).

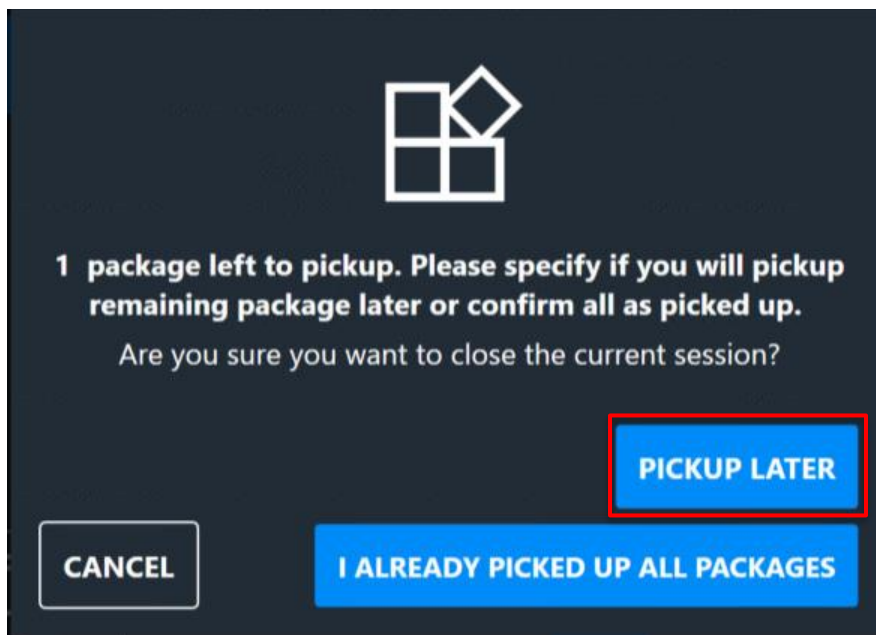


Figure 37: Pickup later

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.

Pick Up Tips for Recipient

- The “You Are Here” on the Room Map indicates the location of the Kiosk and where the recipient is standing prior to entering the room. This gives an overall view of what areas are in the room in relationship to where they are standing
- DO NOT move packages around trying to find your 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.
- All questions should be communicated with onsite Staff.

Room Maintenance

Items in This Room

The Room Maintenance window displays how many items are currently in your package room.

1. At the kiosk, **enter** your assigned **PIN** or scan your **Key Card**.
2. Tap **Room Maintenance** from the Main Menu screen, see [Figure 38](#).

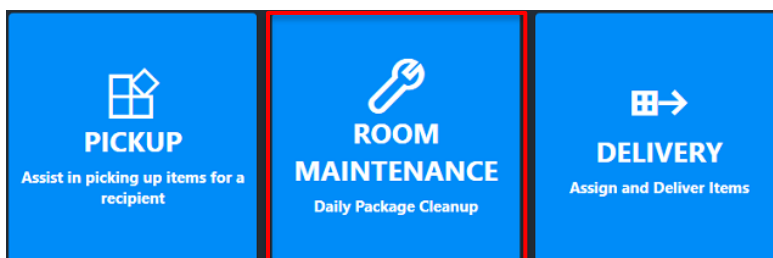


Figure 38: Room Maintenance selection

The Room Maintenance screen opens, see [Figure 39](#).

The “Items In This Room” displays the number of items (packages) in your room.

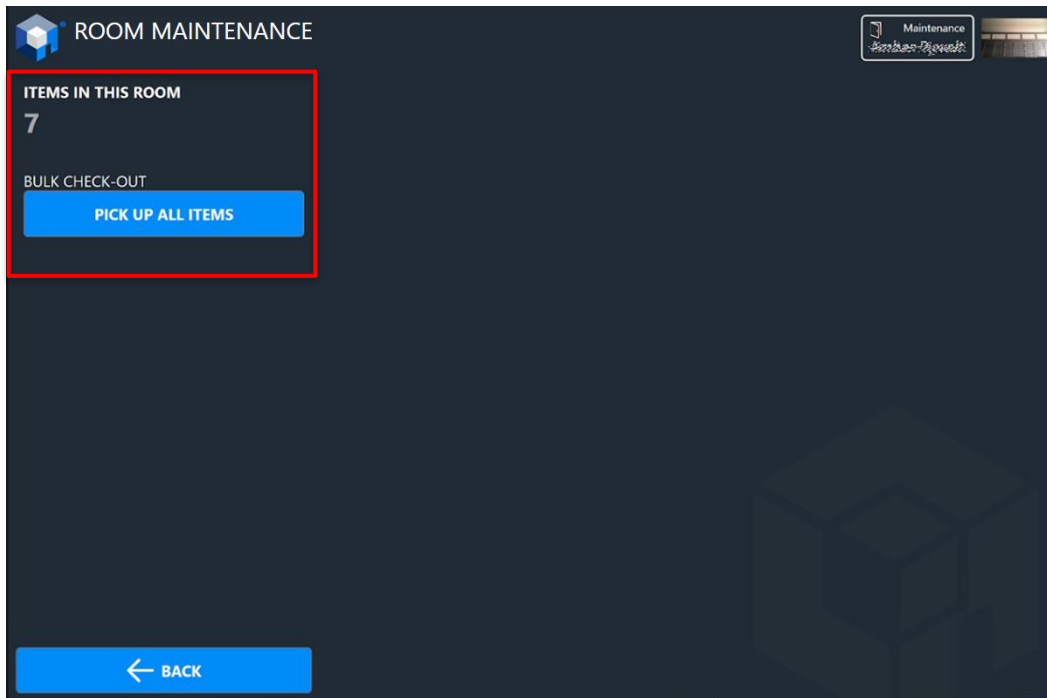


Figure 39: Room Maintenance screen

Bulk Check-Out

When you need to remove or clear out all packages from the Smart Package Room Lite, you can use the Bulk Check-Out feature.

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 while the room is down.

1. At the kiosk, **enter** your assigned **PIN** or scan your **Key Card**.
2. Tap **Room Maintenance** from the Main Menu screen, see [Figure 38](#).
The Room Maintenance screen opens, see [Figure 39](#).
3. Tap **Pick Up All Items**.
4. Confirm you want to clear the package room.

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 40](#).

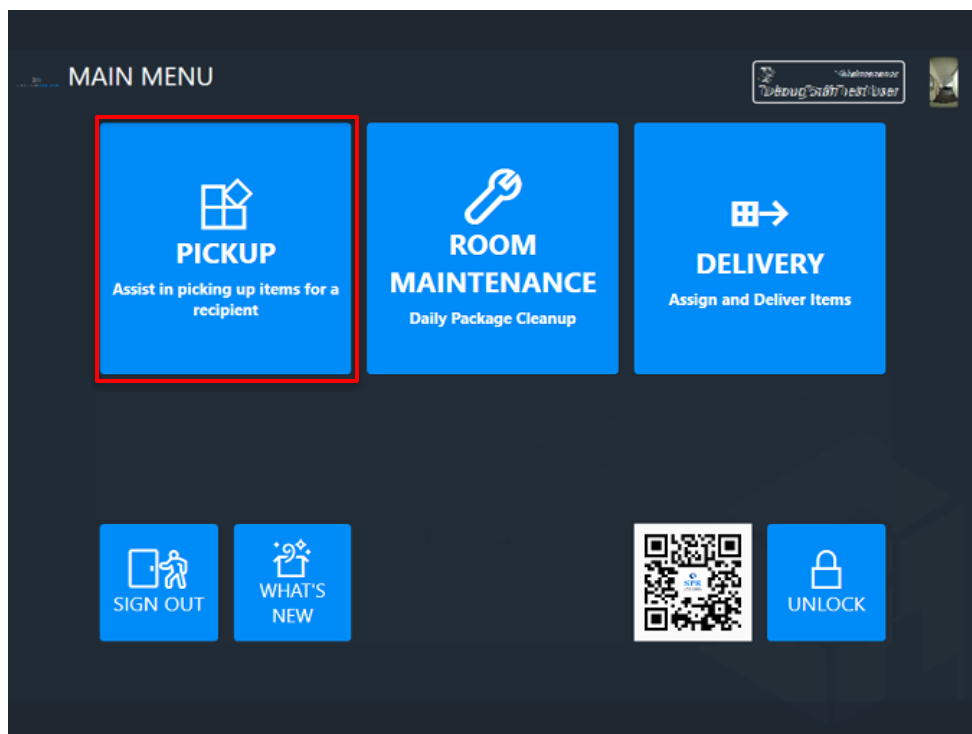


Figure 40: Main Menu screen

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 41](#).

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

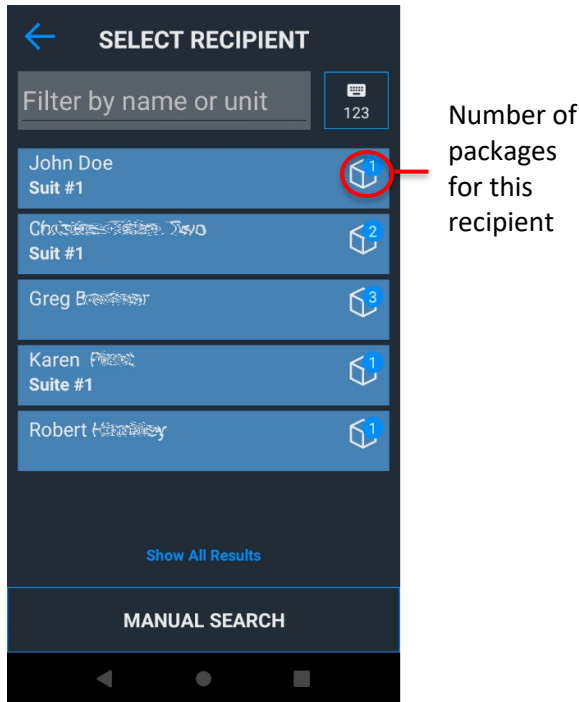


Figure 41: Select Recipient screen

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 42](#).

The screen indicates the area where the package is located: either Standard, Flat, Oversized, Refrigerated, Laundry area, etc. See [Figure 42](#).

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

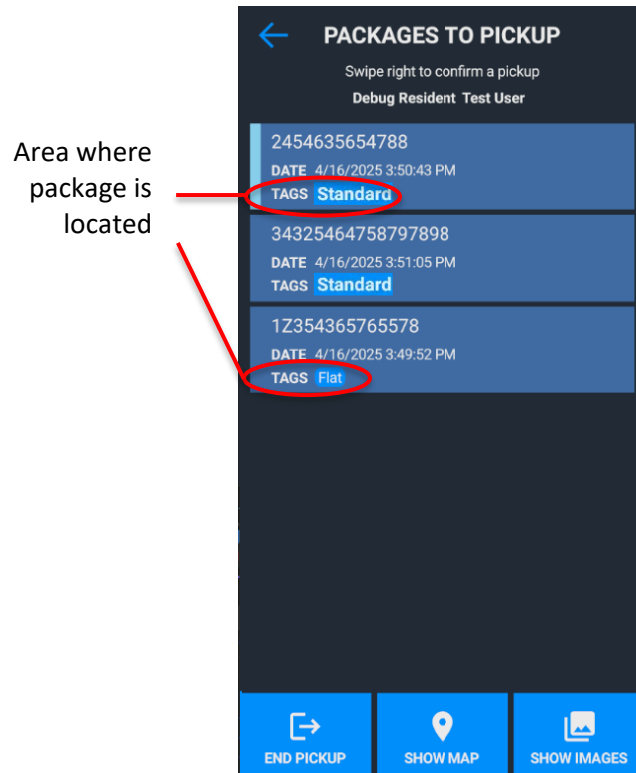


Figure 42: Recipients package location

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 43](#). The Packages to Pickup screen opens for the recipient.

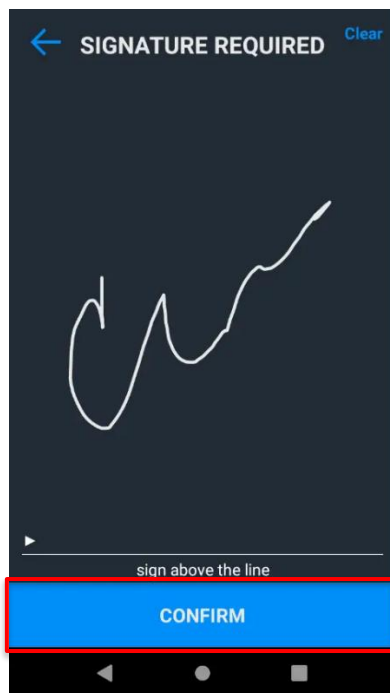


Figure 43: Signature required

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 44](#). Tap the **Back** button to return to the Pickup page.

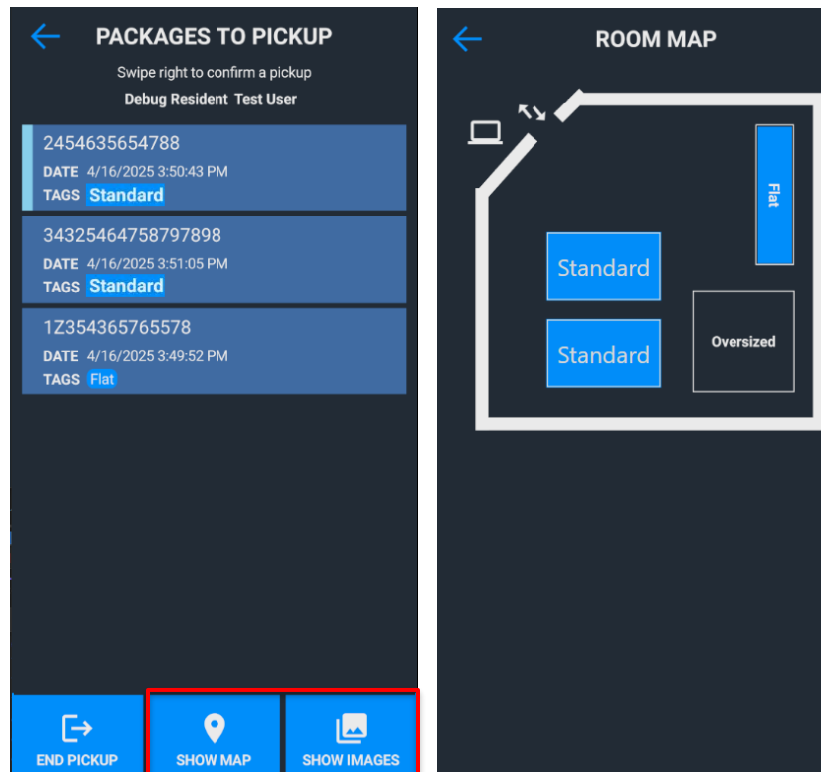


Figure 44: Room Map and Show Images

9. To view an image of the package label, tap **Show Images**. See [Figure 44](#). Loading images may take a few seconds, you can tap the “X” to cancel loading images.
10. Swipe in any direction to view the next image (if any).

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.

11. **Pick up** the recipient's package(s) and **confirm pickup** of each package.

A green checkmark appears when a package is successfully picked up, or you swipe right to confirm pick up. See [Figure 45](#).

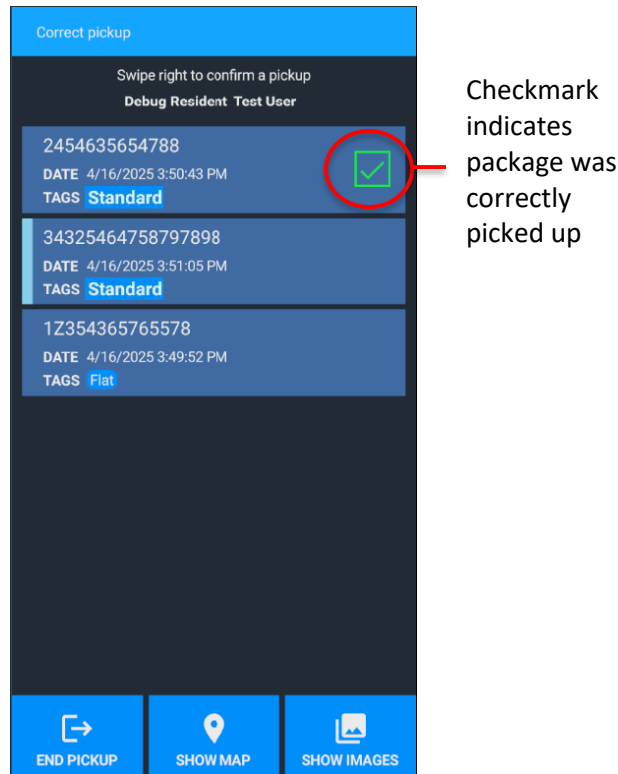


Figure 45: Packages picked up displays with green checkmark

12. When all packages have been picked up, tap **End Pickup**. See [Figure 46](#). Place the MobileKiosk in the charger, exit the room and close the door with the packages.

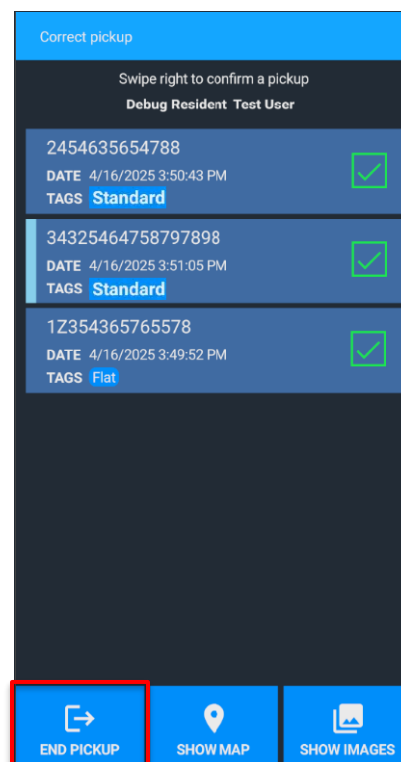


Figure 46: End Pickup

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 47](#). You can tap “I have picked everything up” or “Pick up remaining items later”. The Back button will hide the pop-up.

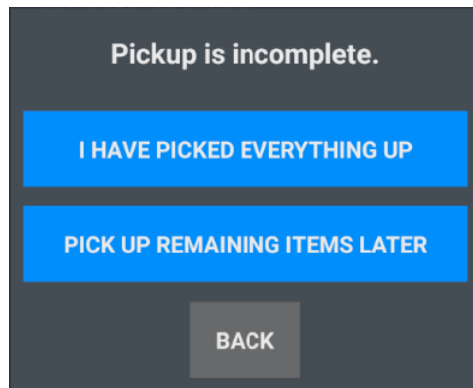


Figure 47: Pickup Incomplete

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 48](#).

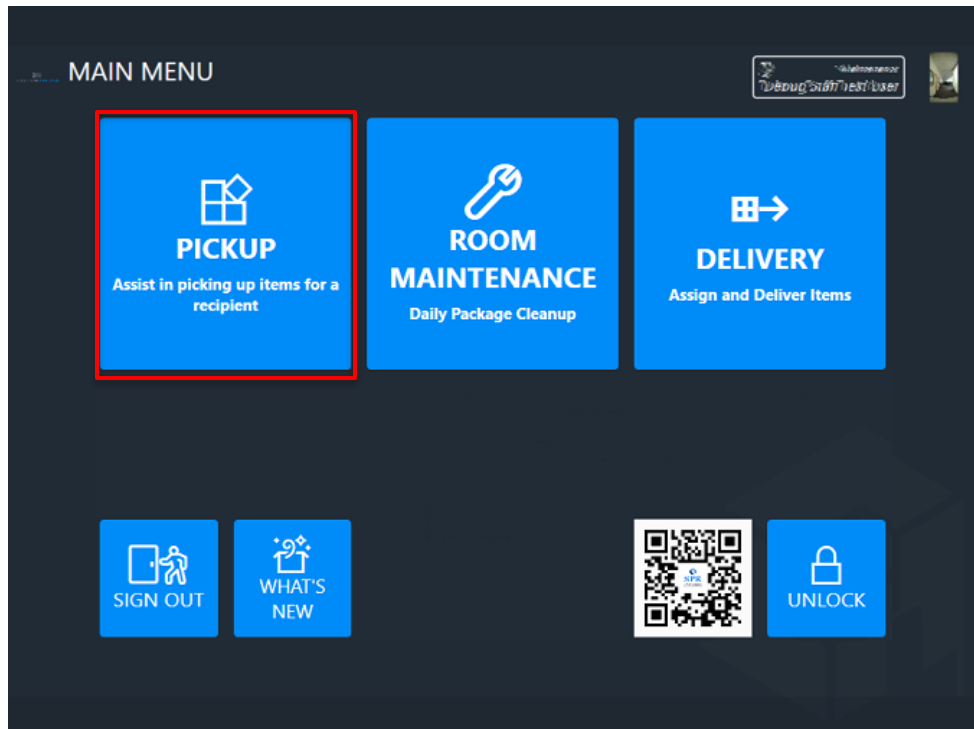


Figure 48: Main Menu screen

The Select Recipient screen opens. Refer to [Figure 49](#).

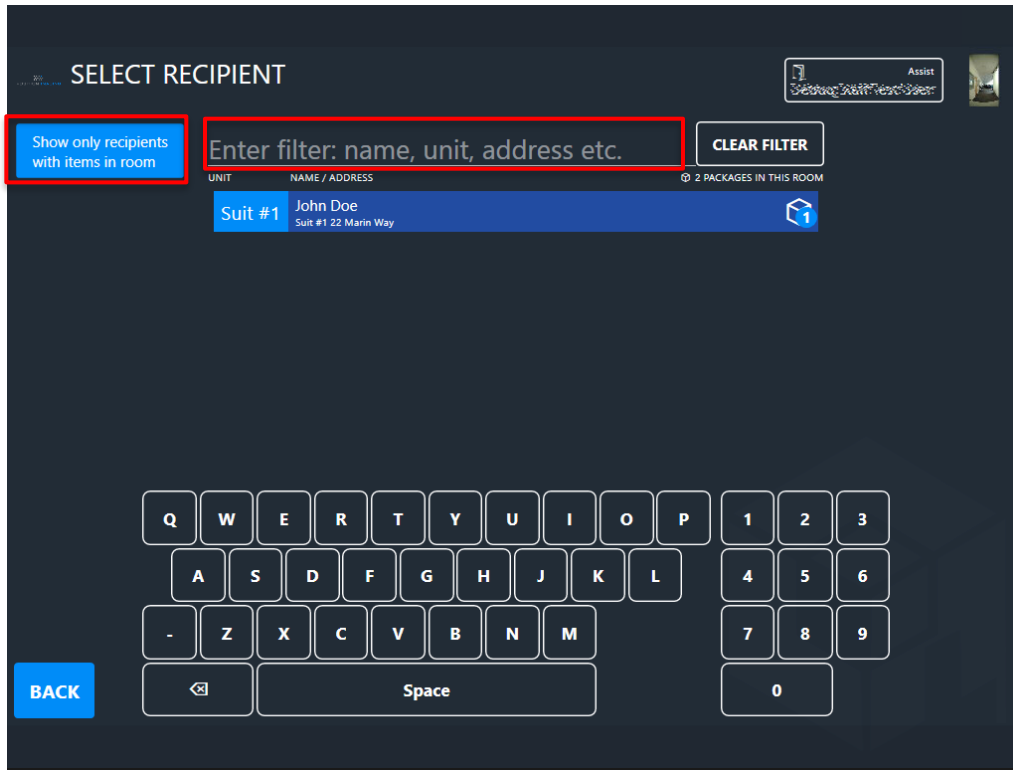


Figure 49: Select Recipient screen

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 50](#).

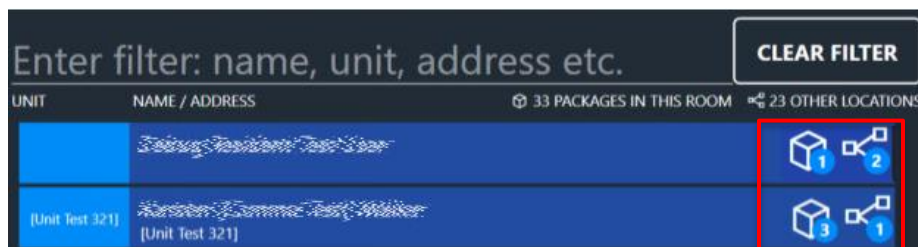


Figure 50: Multi-Room information

5. Pick up the recipient's package, then tap **Confirm** on the screen to confirm the pickup.
6. Exit the room with the packages and close the door.

System Maintenance

SPRLite 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 Kiosk, you receive a Windows System message to Update.	Swipe to Dismiss and Exit the message. Contact Position Imaging Technical Support.
SPRLite 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 Kiosk key handy to perform a reboot of the system.
Cleaning the Kiosk screen	It's a good habit to wipe down the 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 51](#).

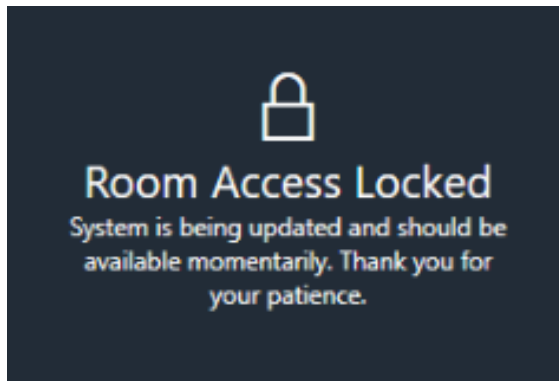


Figure 51: Room Access Locked notification on kiosk screen

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 52](#). Click the banner to dismiss or click “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.

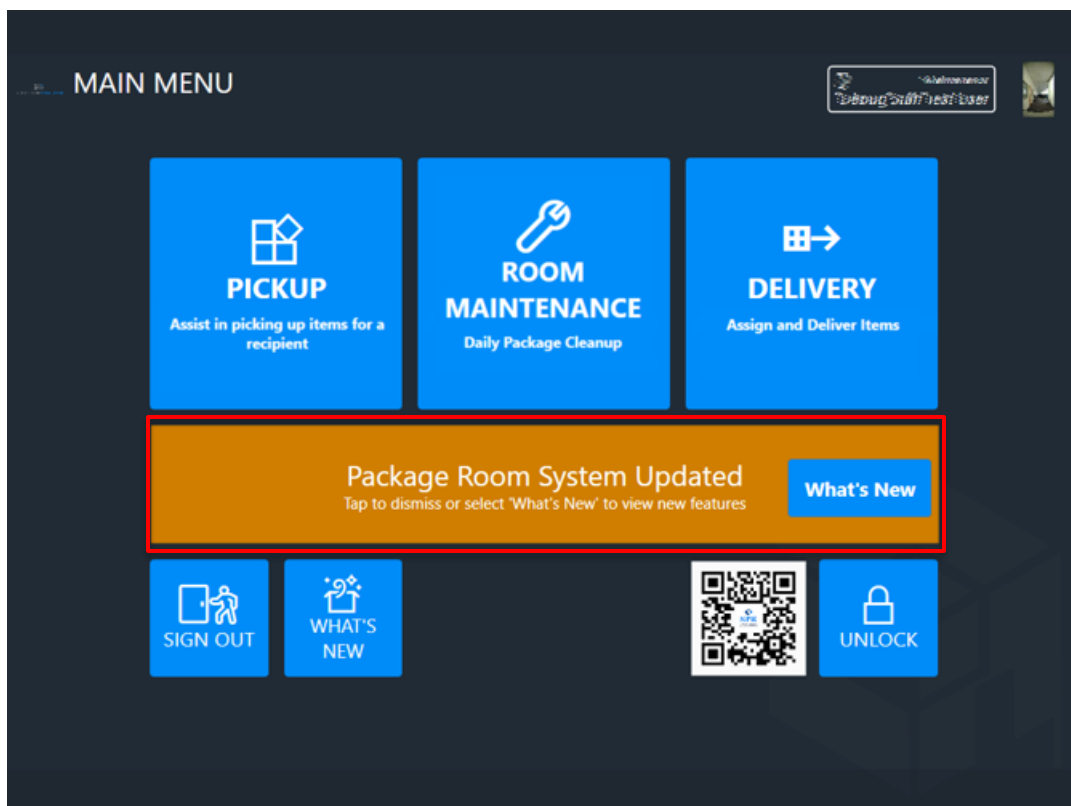


Figure 52: System Update banner and What’s New

Note: Click 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 download a document:

1. Click this link: <https://www.smartpackageroom.com/spruniversity/>.
2. Scroll down to the tabs: Getting Started, Basic Training, and Room Maintenance, see [Figure 53](#).
3. Click any **tab**. See [Figure 53](#).
4. Click a video to view it or a document or guide to open it.
The *Smart Package Room Lite User's Guide* is located under Getting Started.
5. If you want, you can download the document to your PC. Click the **Download** button under the document.

Download

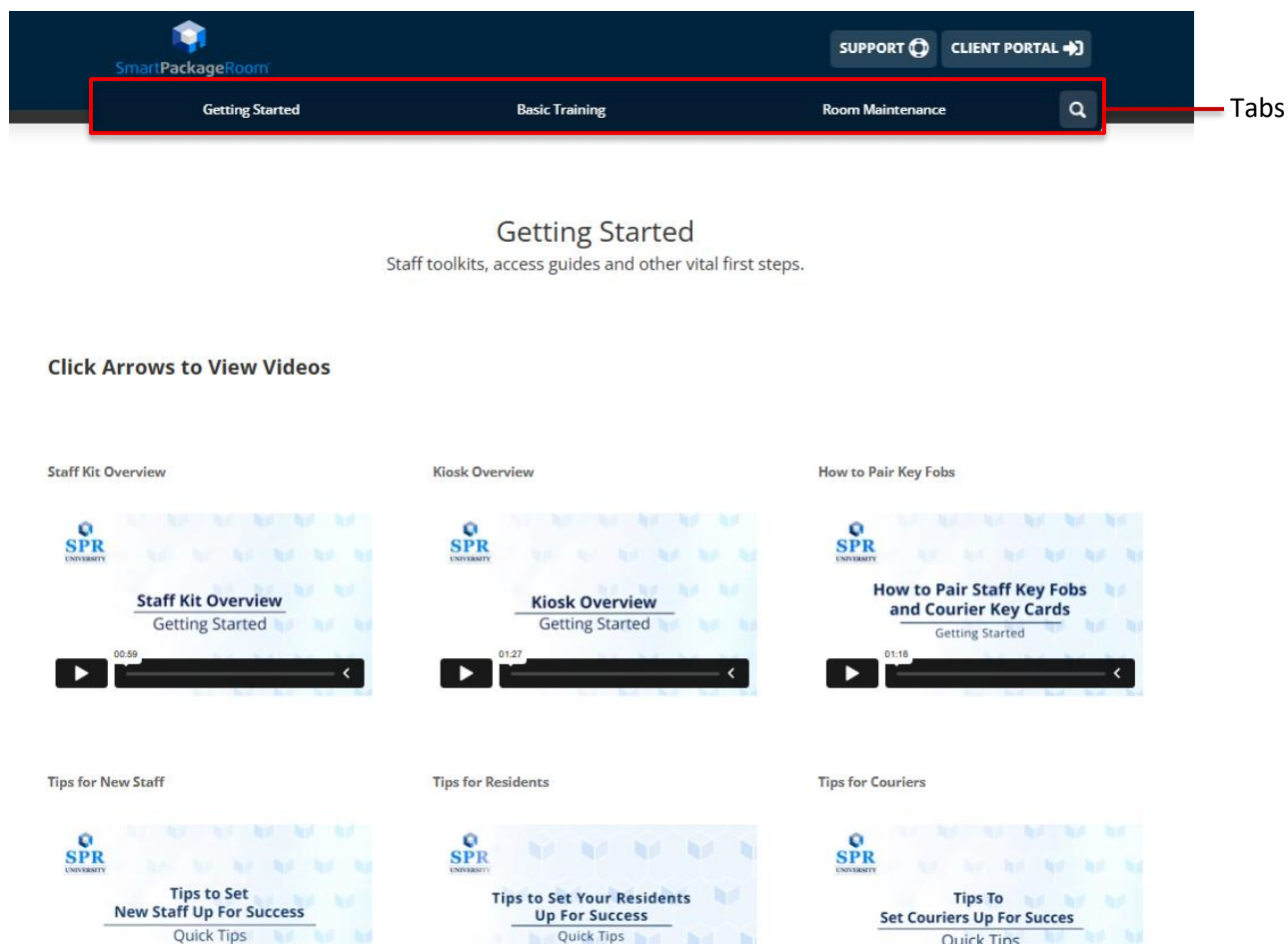


Figure 53: SPR University > Getting Started tab

To watch a video:

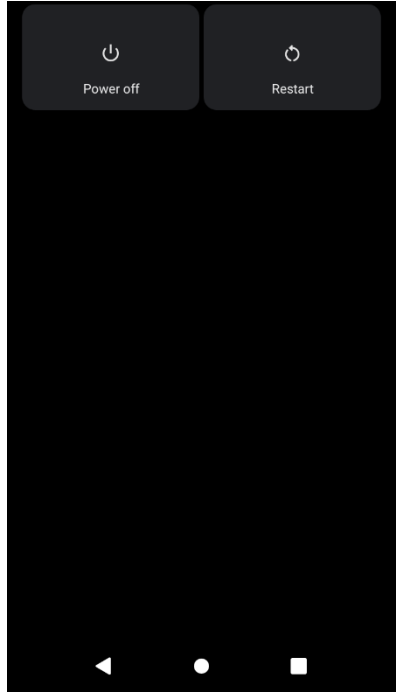
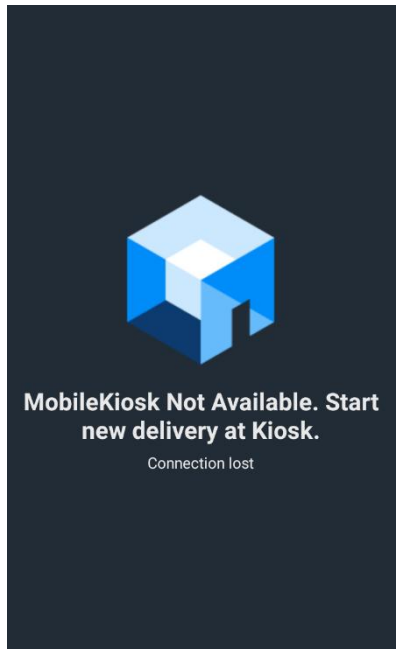
1. Click the SPR University link: <https://www.smartpackageroom.com/spruniversity/>.
2. Scroll down to the tabs: Getting Started, Basic Training, Room Maintenance, Quick Tips, and FAQ's & User Guide. See [Figure 53](#).
3. Click a **tab** (most tabs have a video), for example **Getting Started**. See [Figure 53](#).
4. Click the **Play** button. See [Figure 54](#).
5. To enlarge the video, click the **Show Controls** button (<) to display buttons. Click the **Fullscreen** button. See [Figure 54](#).

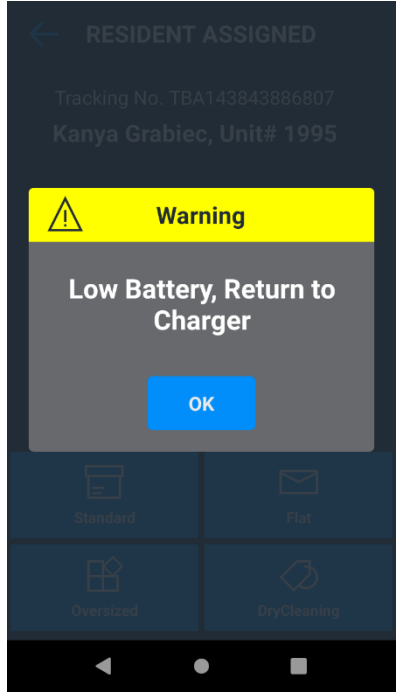
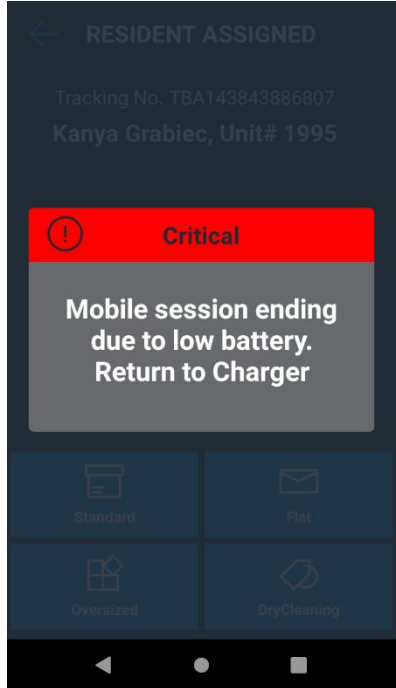


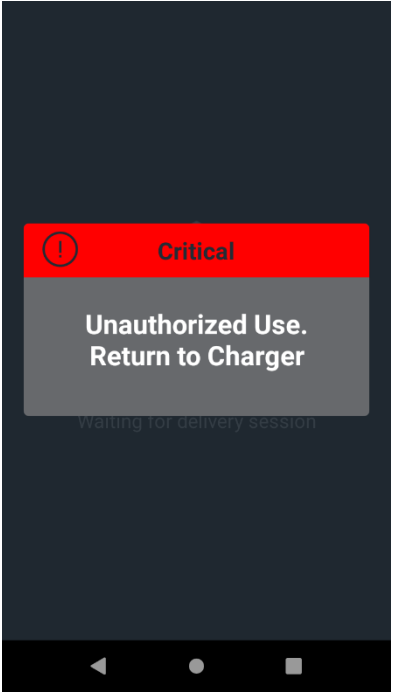
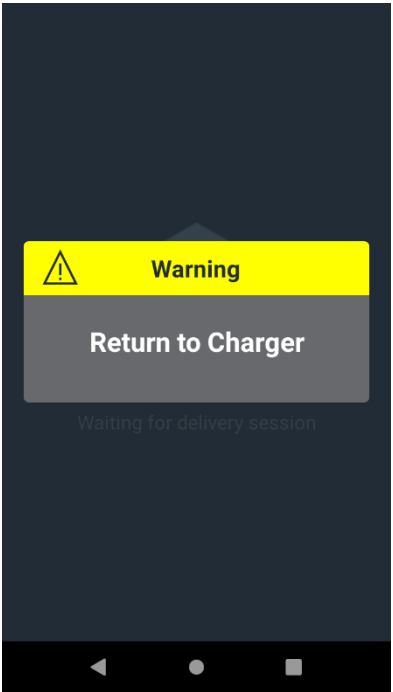
Appendix A: Troubleshooting the MobileKiosk

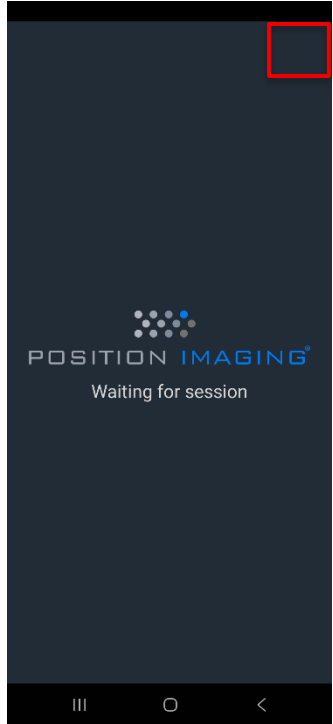
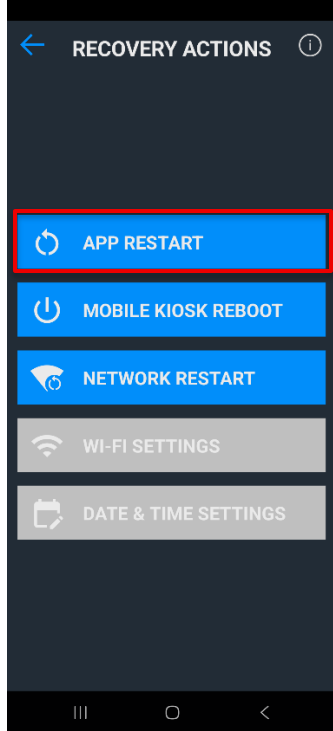
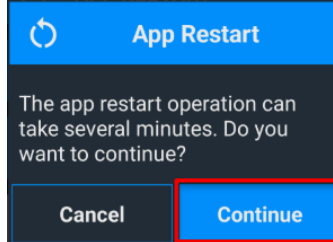
This table lists possible issues and error messages that may display on the MobileKiosk screen and possible resolutions.

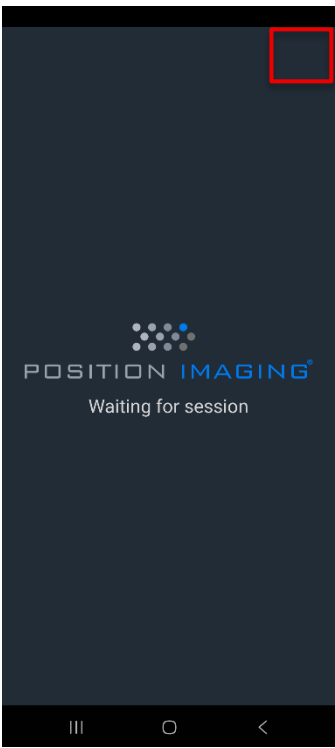
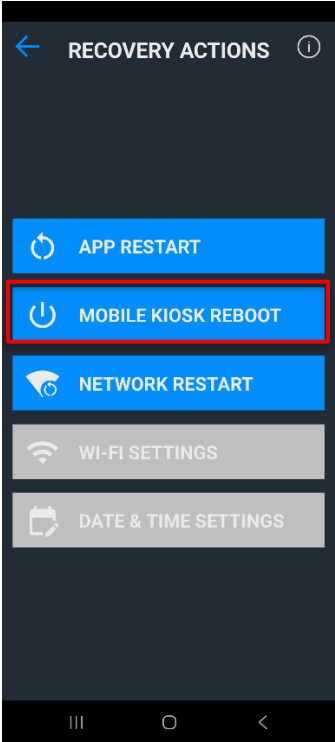
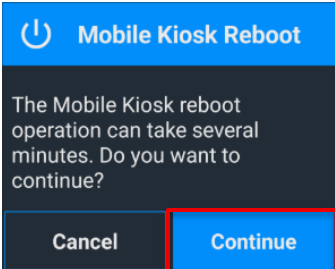
Error	Description/Cause	Resolution	Screenshot
Display the MobileKiosk Software Version	If Position Imaging Support asks you for the software version of the MobileKiosk, follow these procedures.	Display the Software Version: 1. Tap the bottom-left corner on the MobileKiosk screen 10 times in rapid succession.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

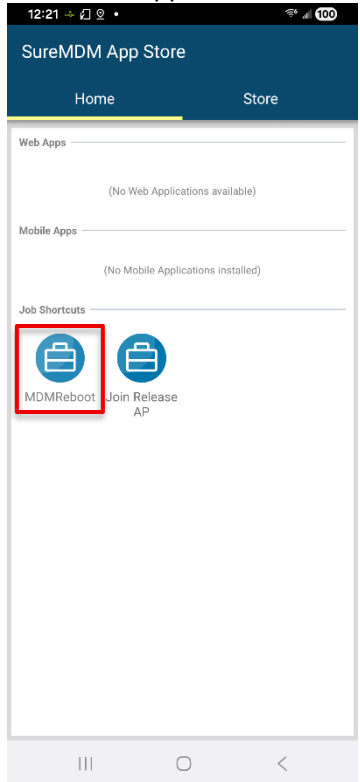
Error	Description/Cause	Resolution	Screenshot
Possibly No Wifi/Internet Connection	If the MobileKiosk screen is blank and you can't get it to respond, it could be it lost Wifi connection.	Restart the MobileKiosk: 1. Make sure there is Wifi connection in the building. 2. On the device, press and hold 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 Manger 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 Manger components list. 2. Make sure SPR Manager and Mobile are in the same network. 3. Make sure SPR Manager app is running.	

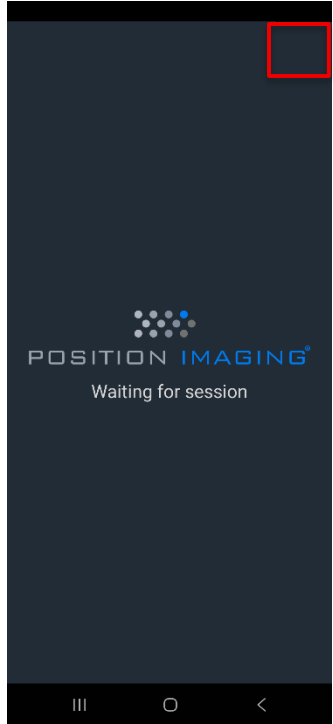
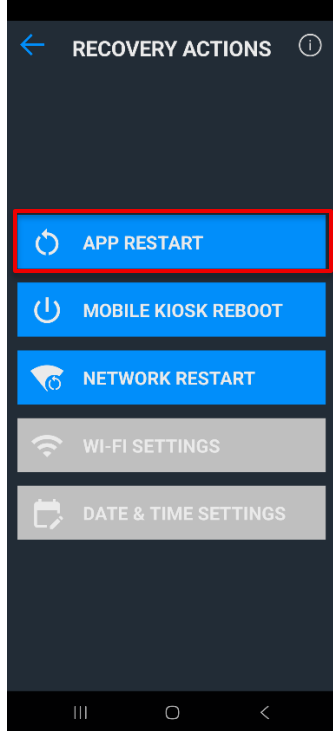
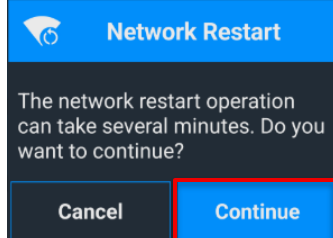
Error	Description/Cause	Resolution	Screenshot
Low Battery	MobileKiosk displays warning message: “Low Battery, Return to Charger”. Mobile device battery is drained under 30%. Note: A full battery charge should hold for approximately 10 hours.	Complete delivery, then place MobileKiosk in charging cradle 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.	

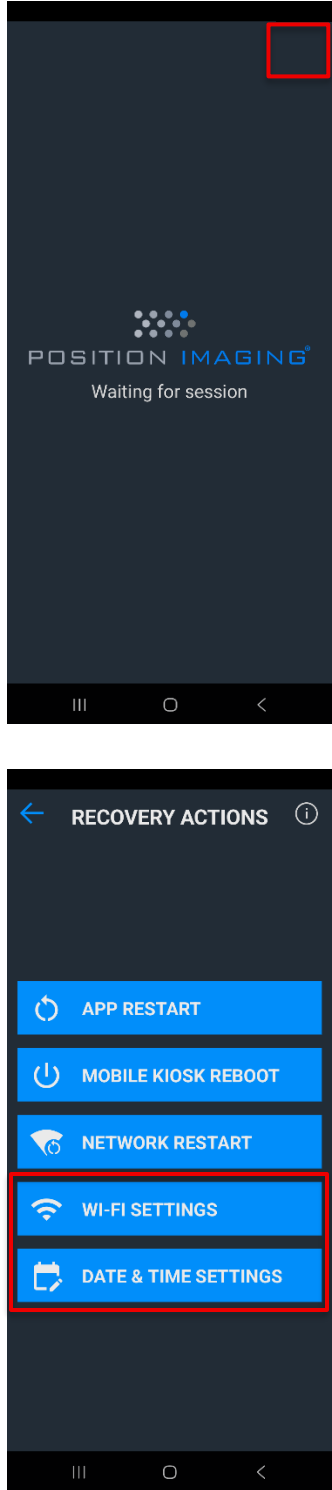
Error	Description/Cause	Resolution	Screenshot
Unauthorized Use	MobileKiosk displays critical message: “Unauthorized Use. Return to Charger”. The MobileKiosk was removed from the charging cradle outside of an authorized delivery session.	Return the MobileKiosk to the charging cradle.	
Return to Charger	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.	  
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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 55](#).

2. You can wait and inform the person in the room that you are waiting by tapping the **Wait, Notify User** button. See [Figure 55](#). Or, come back later.

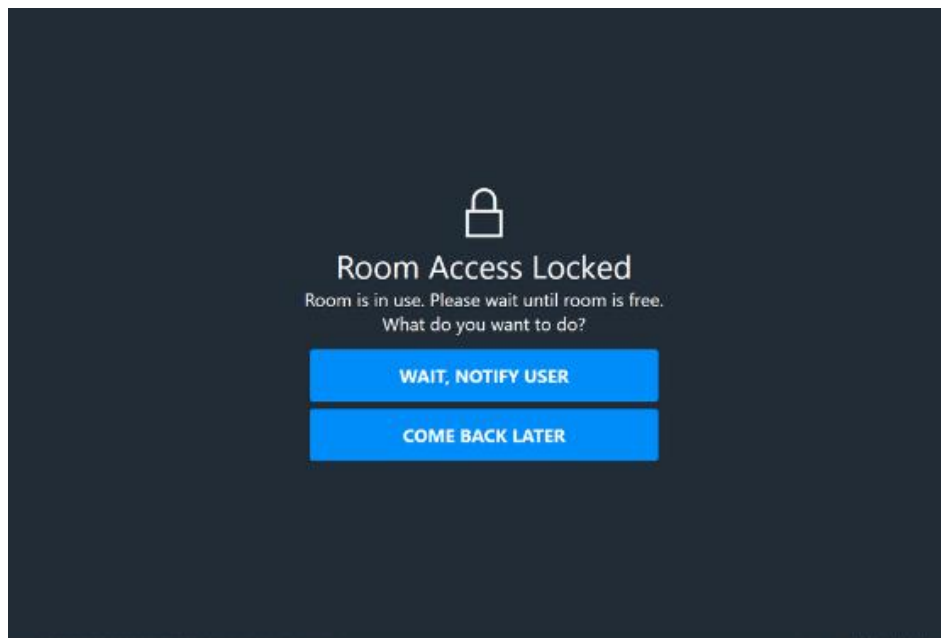


Figure 55: Interrupt or Wait button

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 56](#). In addition, audio informs the user inside of the room that someone is waiting.

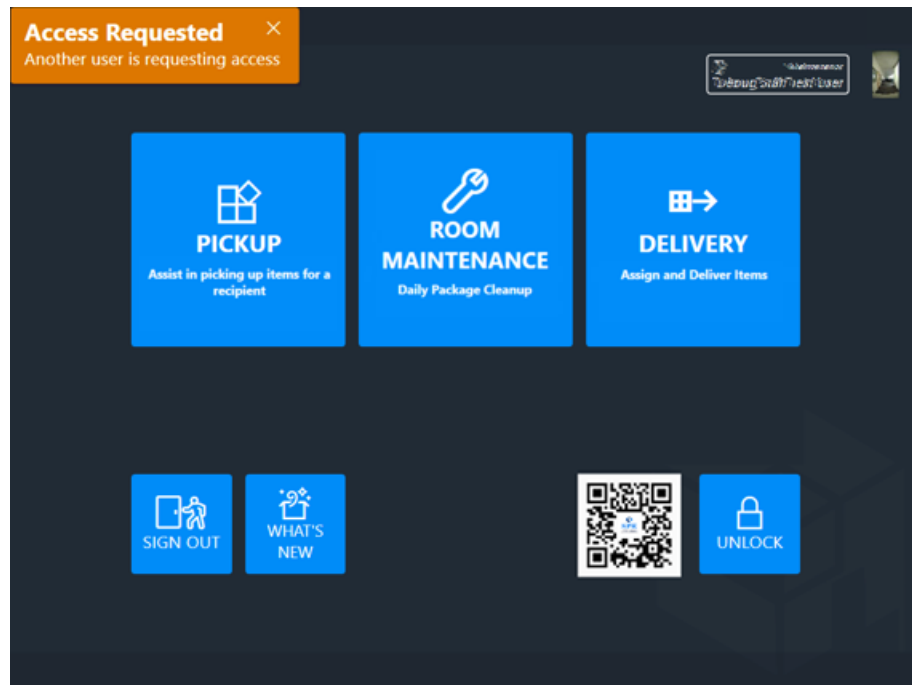


Figure 56: Access requested message

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 57](#) and [Figure 58](#).

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 has 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. The courier enters their PIN.

An error message appears informing them that this kiosk is for pickup only. See [Figure 57](#).

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

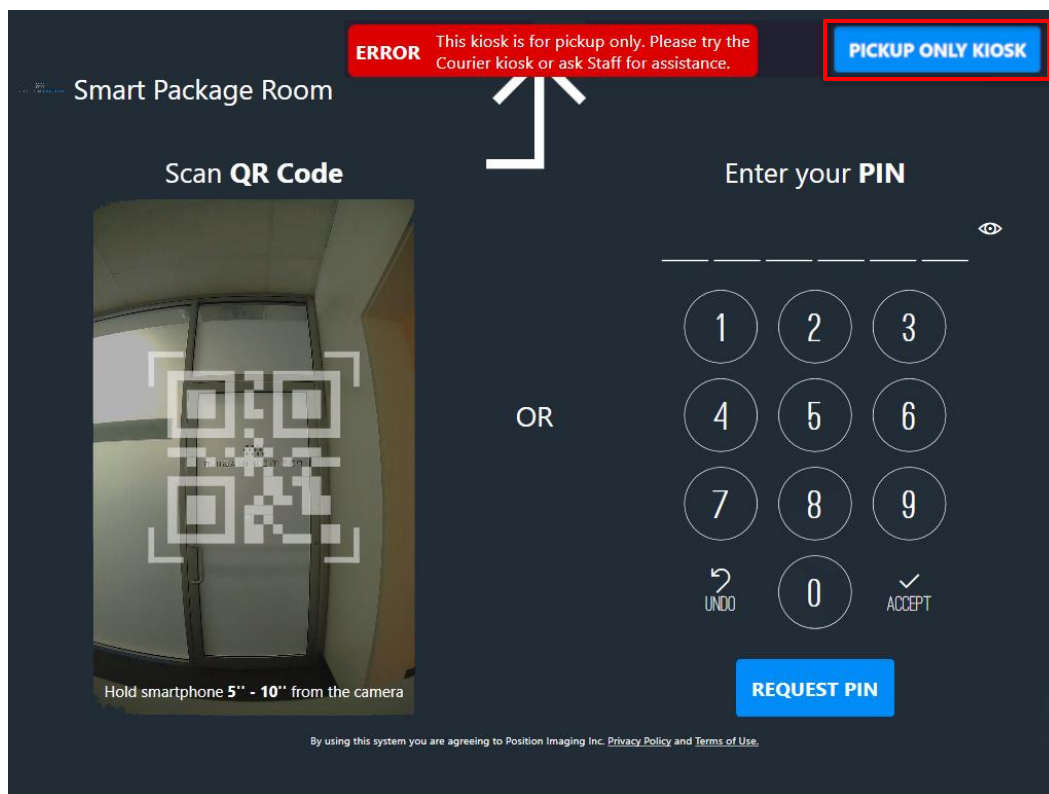


Figure 57: Pickup only kiosk

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 58](#).

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

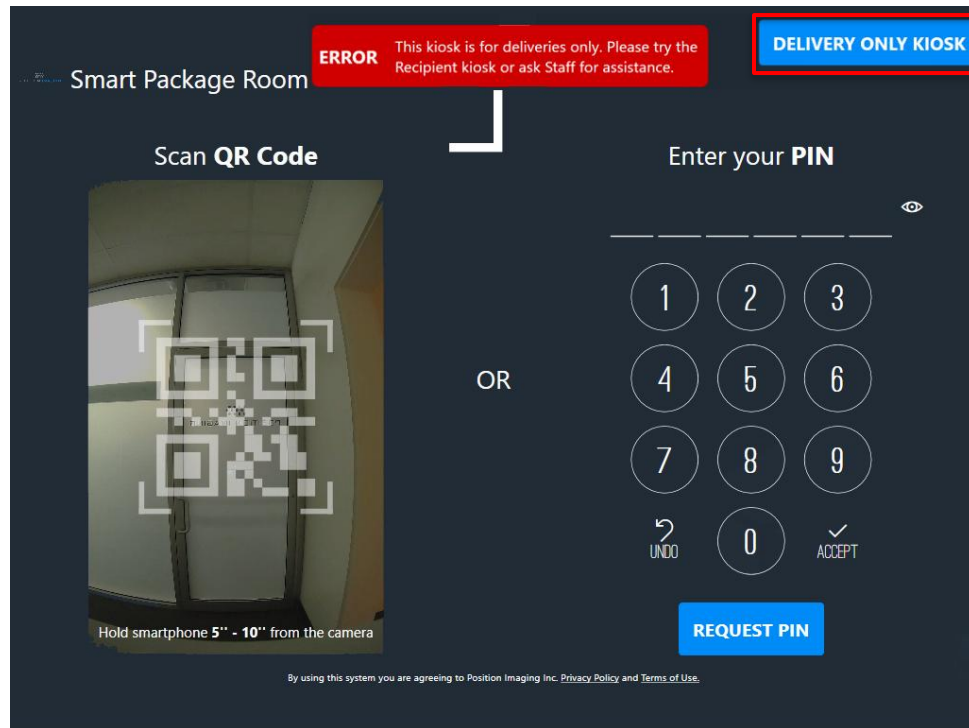


Figure 58: Delivery only kiosk