

Best Buy Maintenance Instructions

May/June 2015



Before You Begin

Needed Items

- Mouse and Keyboard

How The Display Should Look

Before you begin with any troubleshooting, verify that the hardware is set up correctly.

Remove the green shroud from the display.

1. Lift up the green shroud and carefully set it aside.
(ask for assistance from an RSP if needed) *Figure A*



Figure A

Confirm that the following are the ONLY items plugged into the unit:

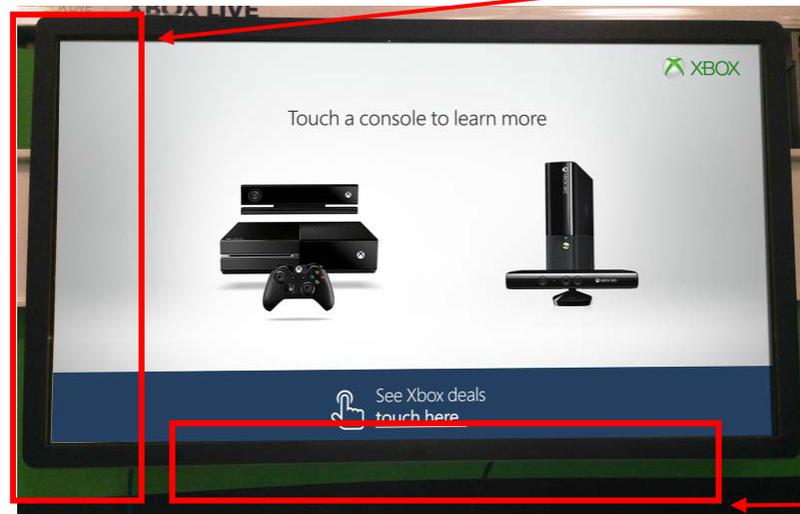
1. Power cord at the bottom right. *Figure E*
2. Monitor Controller at the bottom right. *Figure E*
3. Ethernet (CAT5) cable on the left directly into the computer (NOT the bottom). *Figure D*
4. **Any other cables or cords should be removed.**



Ethernet (CAT5) cable should be the only cable connected on the far left directly into the computer.

This cable should NOT be connected at the bottom.

Figure D



Power cord and Monitor Controller should be the only two cords plugged in.

Figure E

Quick Reference Guide

1st Check If The Touch Screen Is Connected To The Internet?



(Figure A)

Step 1

Plug your wireless (or wired) mouse and key board into the USB ports.

With the mouse, click anywhere on the touch screen and hit the escape button 2 times on the keyboard to exit out of the program.

Leaving you with just your desktop and possibly the Update Manager on the desktop. (Figure A)



(Figure D)

Step 3

With your mouse, hover over the bottom right corner to pull up the task bar.(Figure D)

Follow the instructions on the next page based on your connectivity.



(Figure B)

Step 2

With your keyboard, Ctrl + Alt + Delete to select the Task Manager.

Select the present icon named "Win8_1_Lockdown" and 'End Task'. (Figure B)

You can close the task manager after this point.

Quick Reference Guide

Internet is connected, follow these instructions:

Page 5	General Maintenance Upkeep – Touch Screen Updates
Page 6	General Maintenance Upkeep – Touch Screen Settings
Page 7	General Maintenance Upkeep – Final Check
Page 8	General Maintenance Upkeep – Windows Updates

Internet is not connected, follow these instructions:

Page 12	Trouble Shooting – No Internet Connection
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Trouble Shooting Solutions:

Page 9	Trouble Shooting – Touch Performance Issues
Page 10	Trouble Shooting – Stuck On A Green Screen
Page 11	Trouble Shooting – Blank Update Manager
Page 13	Trouble Shooting – Stuck On A Blue Screen
Page 14	Trouble Shooting – Stuck On A Black Screen

General Maintenance Upkeep – Touch Screen Updates

Step 1 – Run Touch Screen Updates

1. You should see the Update Manager. If you do not, click on the shortcut on the Desktop. *Figure A*
 - Make sure shortcuts for Update Manager and Xbox Landscape exist on the Desktop. If not, create them:
 - Go to the start menu and type 'xbox'
 - Right click on Xbox Updater and select 'Open File Location'
 - Right click on Update Manager and select 'Create Shortcut'
 - Do the same for Xbox Landscape if necessary



Figure A

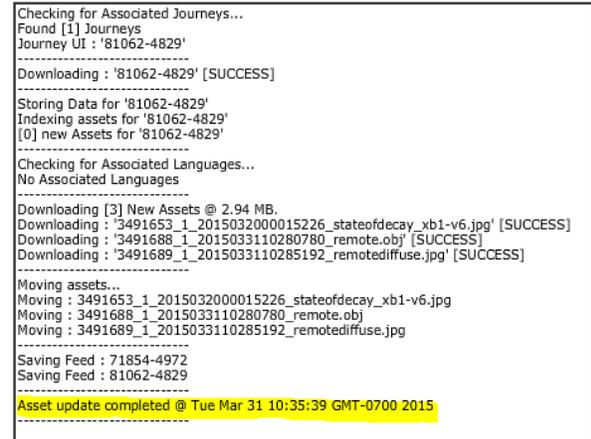


Figure B

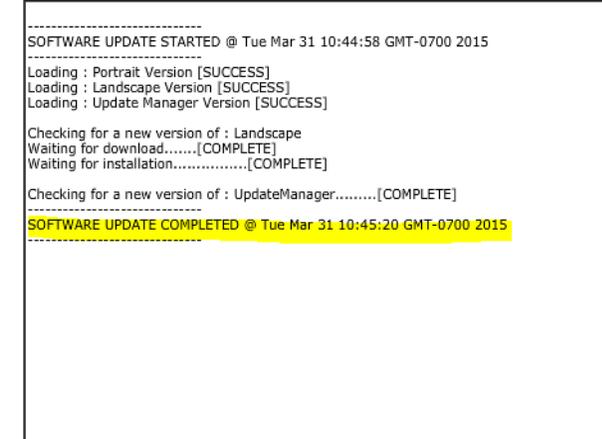


Figure C

2. Select the 'Update Assets' tile and select 'OK' for any prompts.
 - When assets are complete the screen will read, "Asset update completed @ (date and time you ran it)" *Figure B*
 - Select the back arrow when complete
3. If there was a software update available select the 'Update Software' tile and select 'Yes' for any prompts.
 - When assets are complete the screen will read, "Software update completed @ (date and time you ran it)" *Figure C*
 - Select the back arrow when complete

(Helpful Hint: While these assets are running skip to [page 8](#) and begin running Windows Updates in the background)

General Maintenance Upkeep (*continued*) – Touch Screen Settings

Step 2 – Confirm Touch Screen Settings Are Correct

1. On the Update Manager, select 'Update Schedule' tile and make sure it appears as follows:

- Auto Update = On
- Update Frequency = Daily
- Update Schedule Start Time = 00 hours 00 minutes
- Update Schedule End Time = 06 hours 00 minutes
- Select Save Changes

Figure A

2. Select 'Unit Settings' tile and make sure they appear as follows:

- Control Types = Touch
- Launch on Startup = On
- Other = all 3 are selected
- Save Changes

Figure B

3. Finally, check the Unit Profile and make sure it is correct. It should match the store you are currently in. *Figure C - Sample Store*

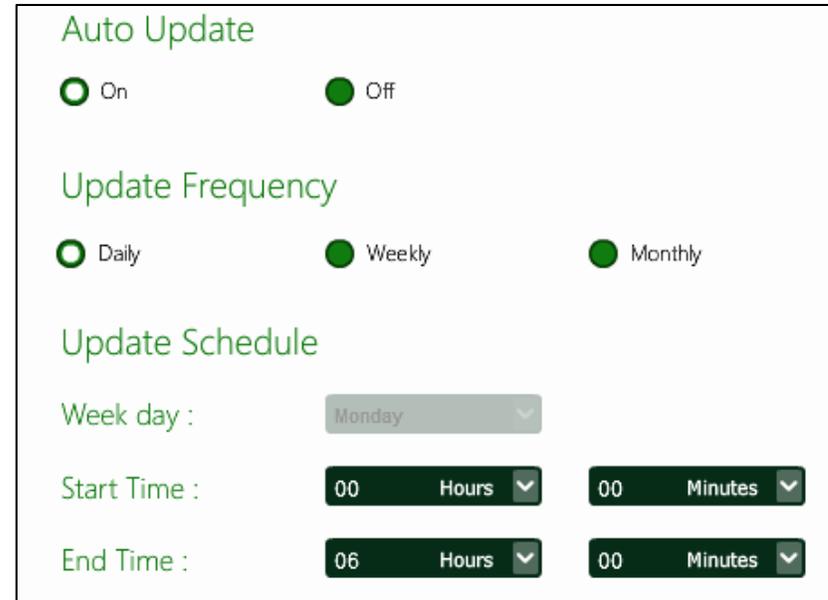


Figure A

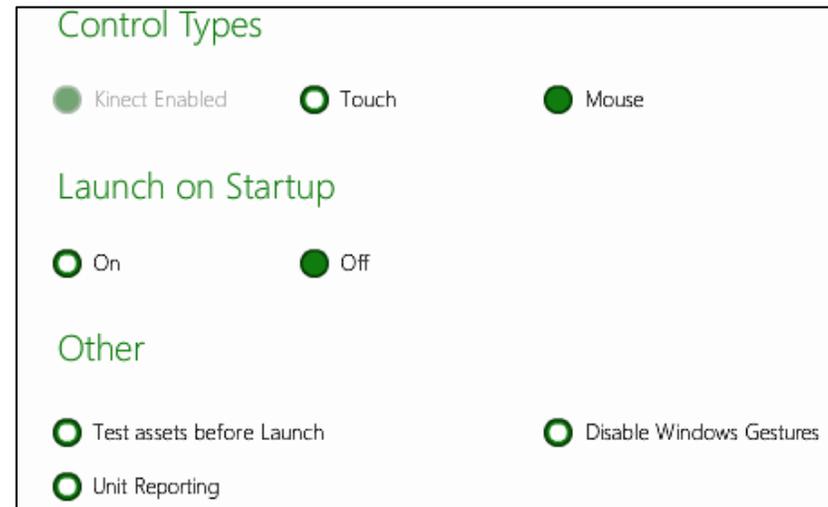


Figure B



Figure C

General Maintenance Upkeep (*continued*) – Final Check

Step 3 – Confirm Latest Versions Are Installed

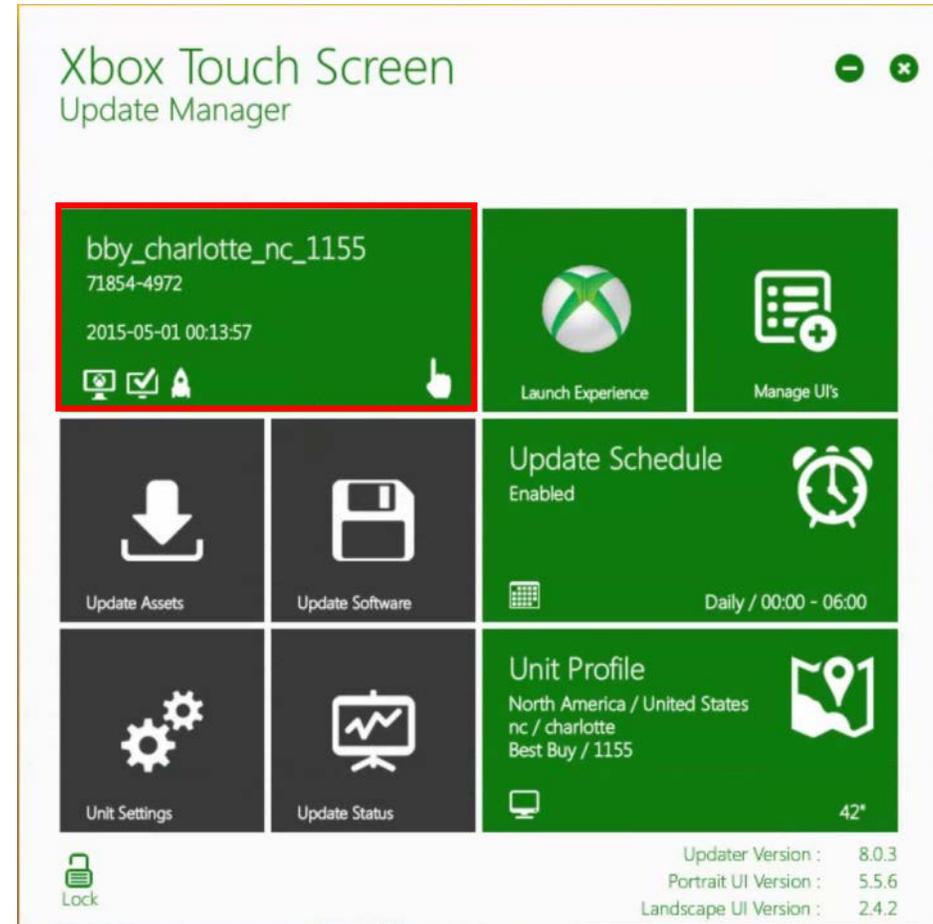
1. Once all software and assets have been updated, confirm that the latest is running. On the Update Manager, in the lower right corner and make sure it appears as *Figure A*. The 'Updater Version' should be 8.0.3 or higher and the Landscape 'UI Version' should be 2.4.2 or higher. If they are lower then run another software update until they are at these versions.

Updater Version : 8.0.3
Portrait UI Version : 5.5.6
Landscape UI Version : 2.4.2

Figure A

Step 4 – Confirm Unit Name Is Correct

1. On the Update Manager. The top left tile should have a unit name that follows this format: BBY_[City]_[State Initials]_[Store#].
2. If it does not, then select the Manage UI's tile. Select the UI and select Rename in the far left. Rename the UI to the appropriate name.



General Maintenance Upkeep (*continued*) – Windows Updates

Step 5 – Check and Run Windows Updates

1. On your keyboard, press the 'Windows' key between 'Ctrl' and 'Alt' in the lower left (*Figure A*) to access the 'Start' Screen. Start typing 'Control Panel.' Click on the search result to launch the Control Panel. *Figure B*
 - Select 'Date and Time' and confirm that is set correctly. *Figure C*
 - If it is not, please adjust
 - Uncheck the box that says, 'Notify me when the clock changes'
 - Select 'Apply' and 'OK' when complete
 - Select 'Windows Update' in the control panel (*Figure C*) and check and install important updates. *Figure D*
 - If it prompts for an immediate 'Restart of the computer,' restart at this moment. After reboot return back to the control panel and check for important updates once again
 - Restart if called for after updates are installed
2. After all windows updates are complete, make sure to launch the experience from the update manager if it has not already auto launched after rebooting. *Figure E*
3. If everything launches correctly, remove your mouse and keyboard and re-install the green shroud and plexi glass, leaving everything just as you found it.
 - Run into any issues? See the following pages for troubleshooting instructions.



Figure A



Figure B

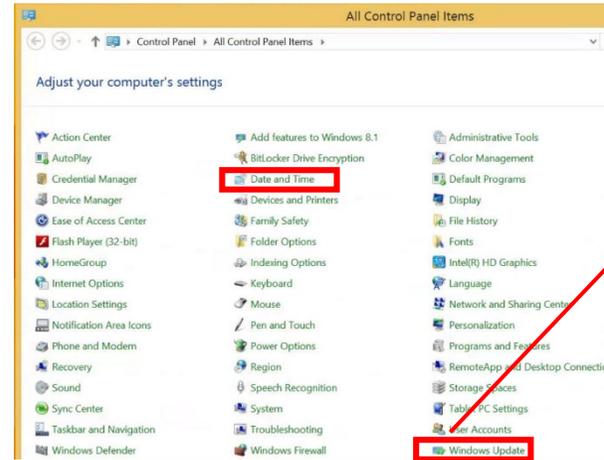


Figure C



Figure D

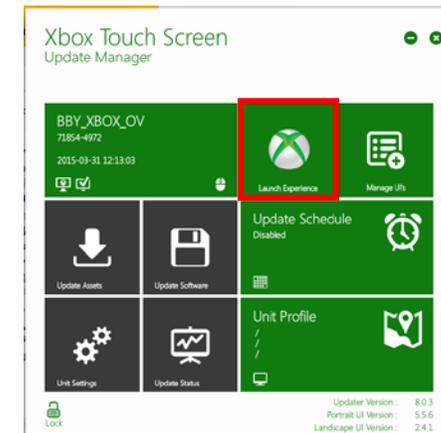


Figure E

(Helpful Hint: Okay to leave Windows update running in the background. The computer will auto restart when finished.

Be sure to return to [page 5](#) if you need to finish your asset and software updates.)

Trouble Shooting – Touch Screen Does Not Respond to Touch

No Touch Detected?

1. On your keyboard select the 'Windows' button between 'Ctrl' and 'Alt' in the lower left. On the 'Start' Screen, search and select 'ELO CrystalTouchManager' application.
 - Select 'User' and 'Restore Factory Settings' and 'Yes' when prompted to confirm the action *Figure A*
 - Wait until the red 'No hardware detected' message stops blinking
 - Close the application and re-open it
 - Select 'Advanced' and then 'Functional Settings' *Figure B*
 - Verify the following settings:
 - A. Under 'Touch Type' Re-Select 'Windows 7'
 - B. When 'Single Touch' becomes an option, select it
 - C. For 'Interface' select 'Mouse'
 - D. For 'Max Touches' select '1'
 - E. Verify all settings match *Figure C*
 - Click 'back.' The application will ask if you want to save changes. Select 'yes'
 - It may take a couple of minutes for the controller to reset and find the touch screen
 - Once it connects, close the application and restart the computer by selecting 'Ctrl + Alt + Delete' on your keyboard, then selecting the power button in the bottom right to restart
2. If the touch still does not work after reboot, try the following:
 - Unplug the power cord from the bottom right of the screen for 30 seconds. Plug back in and power on. Test the touch, and if it still doesn't work:
 - Remove the computer from the monitor for 30 seconds. It is located behind the right side of the screen. Insert the computer back in, power on, and test the touch. If it still does not work, please call the 1.877.41.KIOSK hotline for further assistance



Trouble Shooting – Stuck on Green Screen

Screen is stuck on a green 'Update in progress' or 'System Offline' message?

1. On your keyboard tap the escape button on your keyboard 3 times to exit out of the experience.
2. Start at page 4 'General Maintenance Upkeep Step 2 - Run Touch Screen Updates' and progress through page 6, 'Step 4'.
3. If you still get a green screen that does not go away, call the 1.877.41.KIOSK hotline for reporting and further assistance.



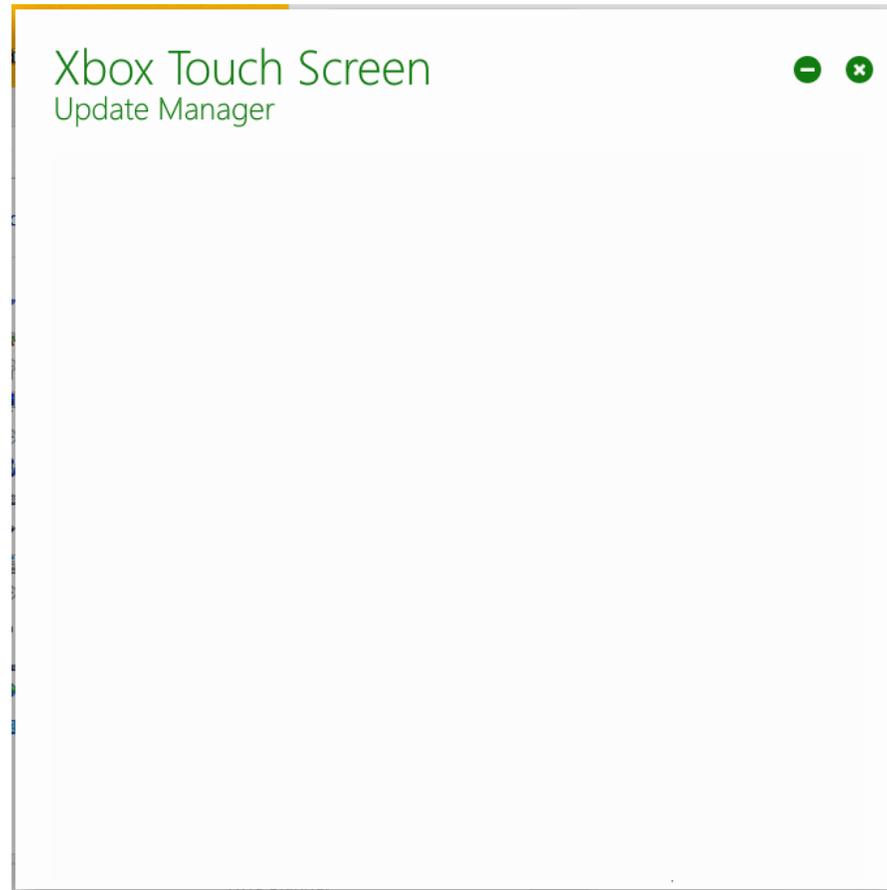
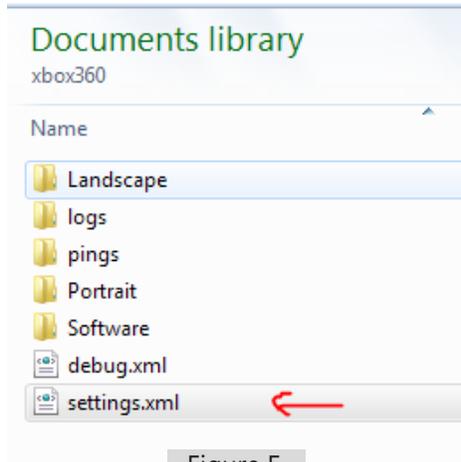
Figure A

Trouble Shooting – Blank Update Manager

Update manager has nothing on it?

When encountering the blank UM screen issue (Figure A), try the following:

1. On your keyboard, press the 'Windows' key between 'Ctrl' and 'Alt' in the lower left (Figure B) to access the 'Start' Screen. Start typing 'Libraries.' Click on the search result to launch Libraries. Figure C
2. Browse to the xbox360 documents folder Figure D
3. Exit the Update Manager
4. Select and delete the file called settings.xml Figure E



4. Double click the Update Manager shortcut on the desktop
 - You will be prompted to activate a UI
 - Check all settings and update schedule. See page 5 for full settings instructions

Trouble Shooting – Internet Not Connected

No Internet Connection?

When encountering no internet try the following:

1. Restart the computer
 - With a mouse and keyboard escape out of the program by selecting 'Escape' on the keyboard three times
 - Select 'Ctrl + Alt + Delete' on the keyboard
 - Select the power icon in the lower right and restart
1. If rebooting does not solve the internet issue try:
 - With a mouse and keyboard escape out of the program by selecting 'Escape' on the keyboard three times
 - Select 'Ctrl + Alt + Delete' on the keyboard
 - Select 'Task Manager' and End Task on the present icon "Win8_1_Lockdown" *Figure B*
 - With your mouse, hover over the bottom right corner to pull up the task bar.
 - Open Network Diagnostics by right-clicking the network icon in the notification area (lower right corner of the screen), and then clicking Diagnose and repair *Figure C*
 - Make sure that all wires are connected
 - If the Internet does not connect please contact a Geek Squad Agent or Retail Functionality Trainer. If an agent or trainer is not available then please log the matter and report back that the task was not completed.
2. If internet is restored start at [page 5](#) for maintenance instructions.

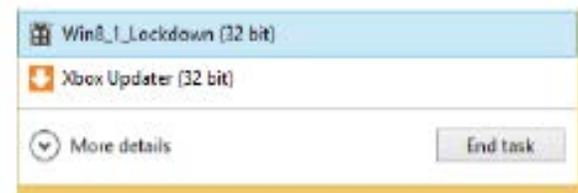


Figure B

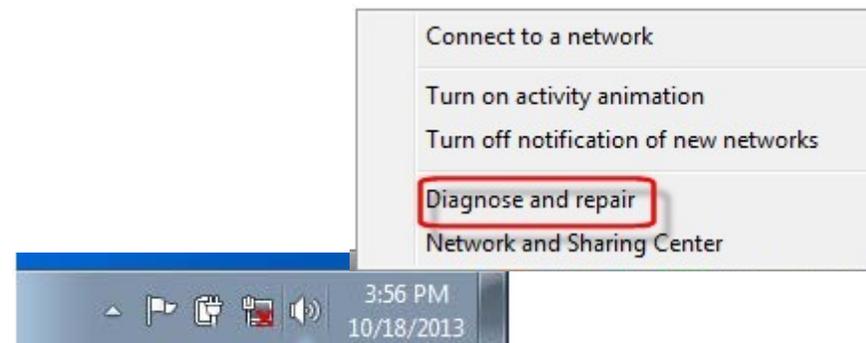


Figure C

Trouble Shooting – Big Blue Screen

Big blue settings screen?

This computer has recently installed and updated from Windows 8.0 to 8.1. Finish setting up Windows 8.1 by following the steps below:

1. On the Settings screen select 'Use Express Settings' *Figure A*
2. Accept License Terms *Figure B*
3. Settings will bring and eventually launch you to the Start screen where you will select 'Desktop'
4. With a mouse and key board escape out of the program by selecting 'Escape' on the keyboard 3 times
 - Select 'Ctrl + Alt + Delete' on the keyboard
 - Select 'Task Manager' and End Task on the present icon "Win8_1_Lockdown"
5. Right click in the taskbar and select "properties." *Figure C*
6. Select the Navigation tab and uncheck the top two boxes. Check the top two "Start Screen" boxes. Click "apply" then "okay." *Figure D*
7. Start at page 4 and run through steps 2 - 4

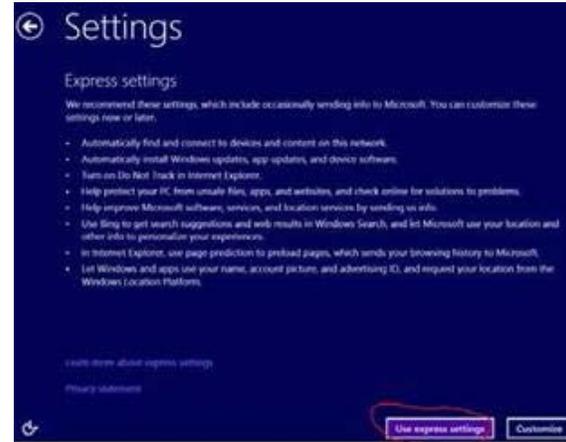


Figure A



Figure B

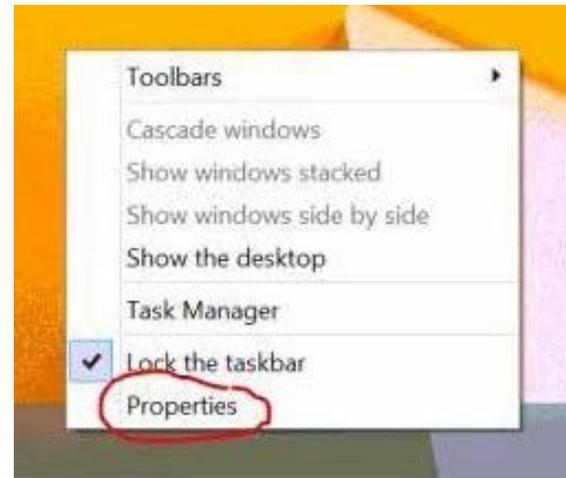


Figure C



Figure D

Trouble Shooting – Black Screen

Only see a black screen?

If you only see a black screen the computer most likely is not powered on:

- a) Solution: Power the computer on by selecting the power button on the remote control or unplugging the power supply for 30 seconds and plug back in. *Figure A*
- b) If it does not power on:
 - a) Confirm with an RSP that there is power in the outlet it is plugged in to.
 - b) Try removing the computer for 30 seconds, place computer back in and try powering on again *Figure B*
 - c) If problem still persists call the 1.877.41.KIOSK hotline for reporting and further assistance.

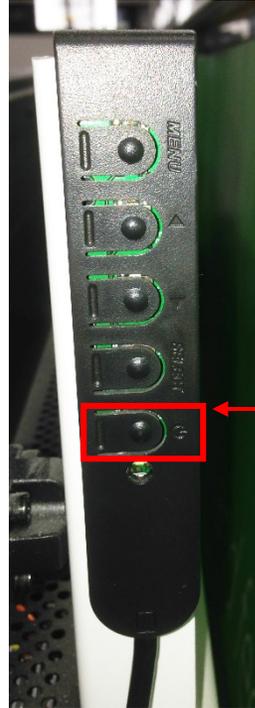


Figure A

Controller should be magnetically attached somewhere on the display. Typically found on the top but could have fallen. Removal of the shroud should help you locate it.



Figure B

The computer can be found on the left side of the screen.

Future Helpful Trick

Once all software and assets are up to date. Checking if the unit is connected to the internet or needs a software update will be easy.

Break the attract loop by touching the screen. Tap the top left corner three times, then tap the top right corner three times. The 'Settings' screen will pop up. *Figure A*

The top tile on the far right will indicate if the unit needs a software update. **The second tile** indicates if the unit is connected to the internet. Below is more information on these two tiles.

You can also choose to go back to the touch screen program (**'Close Settings'**) or exit the program entirely to go to the desktop (**'Exit Experience'**).

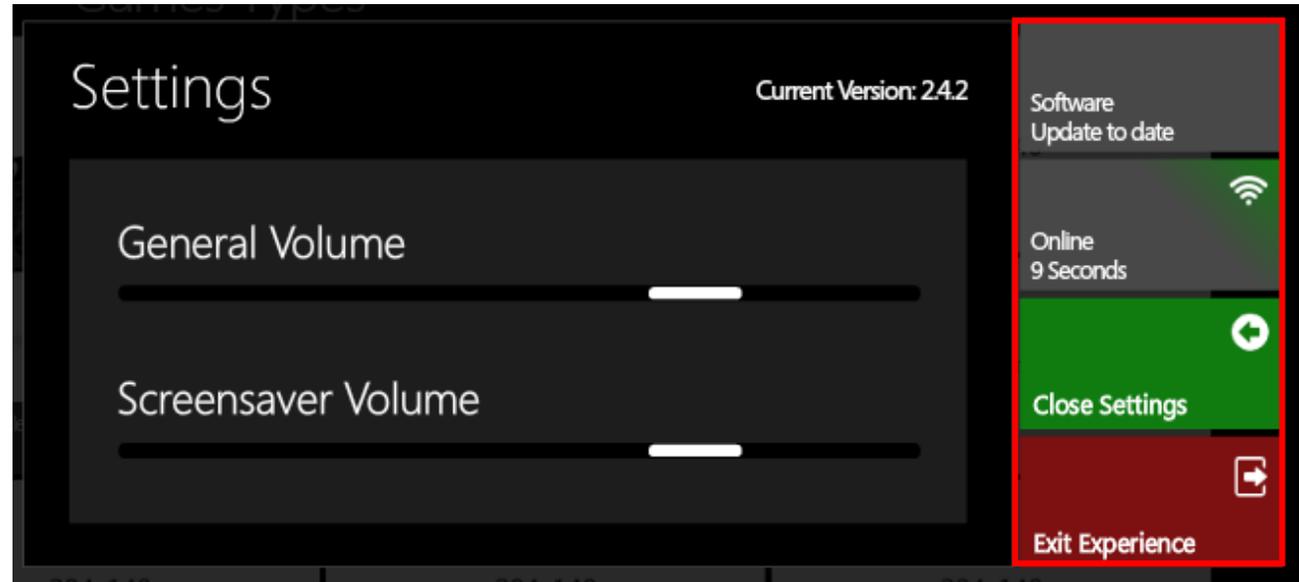


Figure A

Top Tile: Software

There are two states you will see for this tile.

1. "Software Update to date" means you don't need to run a software update for the touch screen program. *Figure B*
2. "Software Update Available" with a yellow hazard icon indicates that a software update is required. Internet is required to run this update; if internet is available then 'Exit Experience' and [move on to Step 1](#). *Figure C*

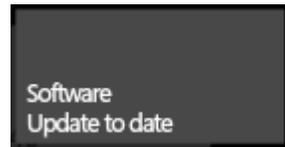


Figure B

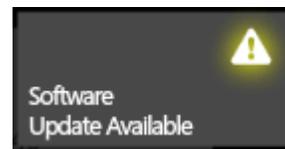


Figure C

2nd Tile: Online Status

There are three states you will see for this tile.

1. Green is good and internet is connected.. *Figure D*
2. Yellow means the internet recently went offline. This typically means you can easily get the unit back online. 'Exit Experience' and skip to [Internet Trouble Shooting](#). *Figure E*
3. Red means internet has not been available for some time. 'Exit Experience' and skip to [Internet Trouble shooting](#). *Figure F*

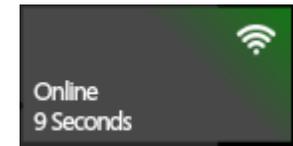


Figure D

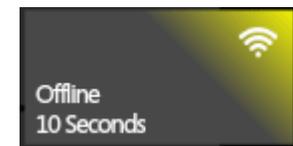


Figure E

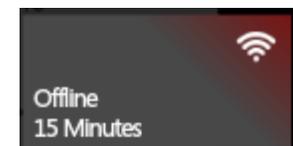


Figure F