Advanced Kiosks

Engage Interact Satisfy

Table of Contents

Introduction

Product Description

The Document Kiosk features a 19" Touch Screen monitor, full-metal keyboard with a self-cleaning trackball in a 14-gauge steel enclosure for sturdy and trouble-free use. Included are amplified stereo speakers, thermostatically controlled cooling fan, WiFi and Cat5 connection and an adjustable shelf.

The Kiosk is powered by an Intel i3 Processor, 4 GB of Ram, a 120 GB SSD. The Document Kiosk operates Windows 10 Professional.

Precautions

- **Do not assemble the kiosk until all the directions have been read and understood.**

- Do not plug in the power until all the directions have been read and the kiosk is fully assembled.

- Do not use kiosk with an extension cord that does not have grounding.

- The *Document Kiosk* has been designed for indoor use only. Outdoor use to the Document Kiosk may result in damage to the kiosk, or injury to persons.

- If you have any questions on how to install this kiosk please call us at 603-865-1000, or email us at technical@advancedkiosks.com. Hours are M thru F, 8:30 am to 5:00 pm EST

Document Kiosk Assembly and Operation Instructions
www.advancedkiosks.com

Our Support

The Document Kiosk is a reasonably priced, high quality kiosk. We are happy to help you with any problems after you have read the manuals to learn about this product.

Advanced Kiosks will support you in ownership as long as you own your kiosk, **within reason**. Selling or giving it to another company or person will void any and all support and warranty. There are a few prerequisites:

- The person assembling and installing the kiosk must be familiar with setting up computers, printers, monitors and must be able to read and follow directions.

- You have read and followed the directions in this document as well as the directions for the touch screen monitor and computer. These documents are included with your equipment or are located on the computer. We strongly suggest you read these documents, so that you can get the full value of this kiosk.

- The following are questions we can not answer:

    o Network questions. This is not part of our equipment and we do not know your network, or your security procedures so we cannot help you here.

    o Virus questions - this is also part of your network/software.

    o Electrical wiring of your building or location.

For other questions, visit the knowledge base, or the support tab on our website:
https://advancedkiosks.com/knowledgebase/
https://advancedkiosks.com/about-advanced-kiosks/kiosk-support/

Taxes
All products from Advanced Kiosks are made and shipped from New Hampshire. New Hampshire has no sales tax. If it is required for anyone who is purchasing one of our products to pay taxes to another state this is the responsibility of the person or organization purchasing from Advanced Kiosks

Installation

Installing the Kiosk

One of the unique features of the Document Kiosk is that it can be secured to the ground, the wall or left free standing.

Location

The location for the kiosk should not be in an area where a heating vent is directly venting on the kiosk and is level. If the kiosk has to be in areas where the floor is not level the kiosk must be secured to the floor. Failure to secure the kiosk to the floor presents a danger of the kiosk tipping over.

Floor Mounting

To secure the kiosk to concrete floors, use anchor bolts to bolt the kiosks down. Use four #10 expandable anchor bolts to secure the kiosk to the floor. For wood floors use four #10 wood screws 1.5 inches long. Each screw must be able to take a pull force of 300 lbs and must securely go into the sub-flooring. If there is any question of the stability of the kiosk move it to a more secure location. Use at least a #10 anchor bolt - nothing smaller.

The holes in the bottom of the kiosk are 0.20 diameters. These are accessed through the lower section of the kiosk through the air vents on either side. With all mounting options, please be sure that the washers provided are used.

Wall Mounting

Another option to secure the kiosk is to attach the kiosk to a wall. This is done by placing the back of the kiosk close to a wall, and attaching the provided wall mounting ears to the kiosk and wall to secure the kiosk to the wall. Then, using 4 #10 wood screws, or anchor bolts depending on the material of the wall to ensure the kiosk is secure. See the table below for more information on dry wall anchors.

6. How much will TOGGLER hollow-wall anchors hold?

Tensile Test Results (Ultimate results in pounds)

Anchor / Grip Range		Plywood	3/8" Drywall	1/2" Drywall	5/8" Drywall
	TA 1/8" – 1/4" (3-6mm)	124 in 1/4"	–	–	–
	TB 3/8" – 1/2" (9-13mm)	175 in 1/2"	97	143	102
	TC 5/8" – 3/4" (16-19mm)	–	–	–	159

Be sure to check that your anchors can hold a min of 143 lbs. each. The above chart shows that 3/8 dry wall will not support this load. If you are unsure if the screw can take this load it is suggested that you locate your anchor to a wall stud or other wall support.

Shown below are the wall mounts on the kiosk, with the first image showing the mounts facing inward, so that they are less visible, and the second image shows them facing outward, where they are more visible. Both configurations will provide ample support for the kiosk. Use the allen head screws + allen wrench to attach to kiosk.

(Note: Kiosk standard color is black. White kiosk is used for clarity)

Wall Mounts Facing Inward

Wall Mounts Facing Outward

Document Kiosk Assembly and Operation Instructions
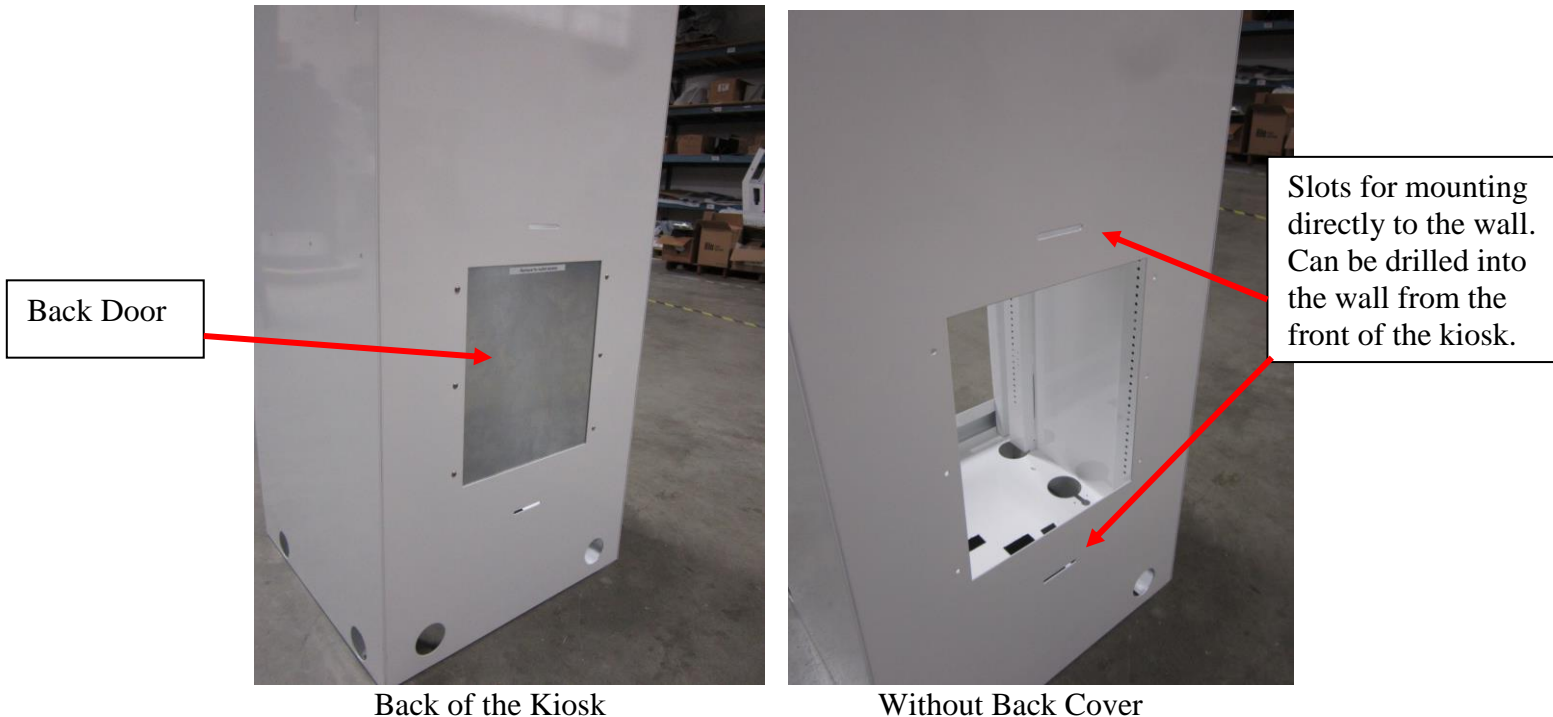www.advancedkiosks.com

Earth Quake Zones

The Document kiosk is a freestanding unit but for those that are located in an area prone to earthquakes it is recommended that a professional engineer review the mounting for the codes in your area. Also note the following.

- The Kiosks weight is about 125 lbs without the computer or printer.
- If needed Advanced Kiosks can supply additional brackets specified by your professional engineer's review.

Back Door Info

The back door on the kiosk enables the user to open the back of the kiosk and plug the kiosk in without having the cord showing. This mounting procedure would work best when there is a wall outlet directly behind the kiosk, where you can then utilize the slots in the back wall of the kiosk to drill screws directly into a wall stud, thus having the kiosk flush with the wall. This creates even more security for the kiosk and making the back of it tamper-proof. It is secured by #8 K-nuts that are only accessible from the inside. If you have bottom wall molding, use a piece of wood to offset the kiosk. Below are pictures of the outside with and without the door:

Back Door

Slots for mounting directly to the wall. Can be drilled into the wall from the front of the kiosk.

Back of the Kiosk   Without Back Cover

(Note: Kiosk back door will be black, as well as kiosk. Different colors used for clarity)

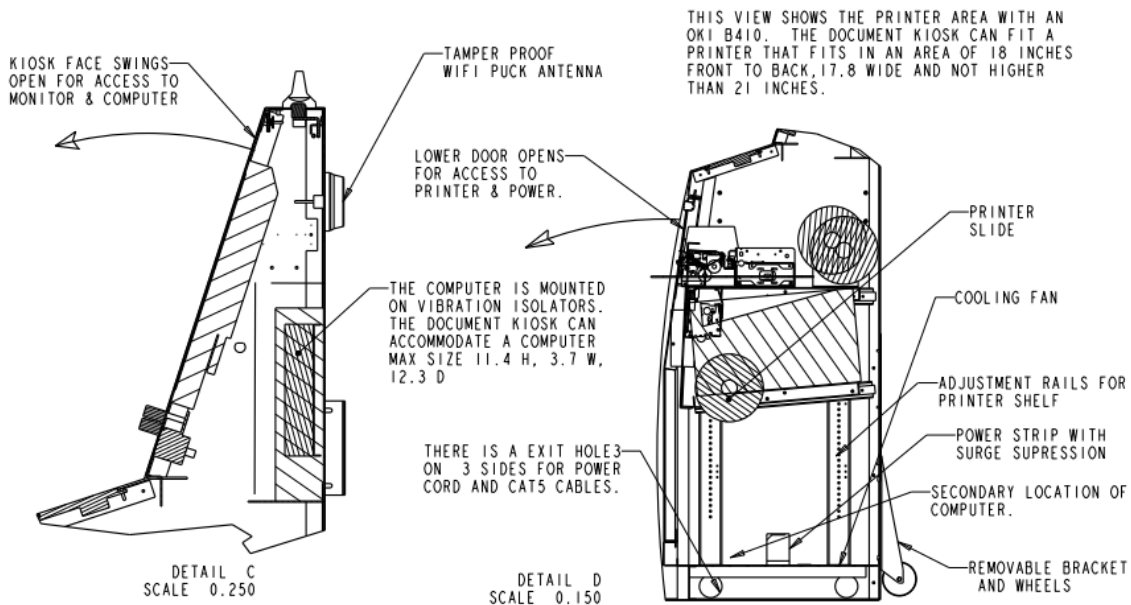Hint: Do not throw door away, it may be useful if you move the kiosk.

Document Kiosk Assembly and Operation Instructions
www.advancedkiosks.com

Installing Optional Equipment

Printers

A variety of printers can be housed in the Document kiosk. It is recommended that a small laser printer type is used. These use toner as a print medium rather than ink that can spill.

The printer that is shown in the drawing below is the OKI B410 monochrome laser printer. To use a printer with the Document printer, adjust the movable printer shelf to the height that best accommodates your size of printer. The B410 printer fits best with the back pins at 17th hole down from the top (approx 16"), and front pins at 20th hole down from the top (approx 14 ½").

KIOSK FACE SWINGS OPEN FOR ACCESS TO MONITOR & COMPUTER

TAMPER PROOF WIFI PUCK ANTENNA

THIS VIEW SHOWS THE PRINTER AREA WITH AN OKI B410. THE DOCUMENT KIOSK CAN FIT A PRINTER THAT FITS IN AN AREA OF 18 INCHES FRONT TO BACK, 17.8 WIDE AND NOT HIGHER THAN 21 INCHES.

LOWER DOOR OPENS FOR ACCESS TO PRINTER & POWER.

PRINTER SLIDE

THE COMPUTER IS MOUNTED ON VIBRATION ISOLATORS. THE DOCUMENT KIOSK CAN ACCOMMODATE A COMPUTER MAX SIZE 11.4 H, 3.7 W, 12.3 D

COOLING FAN

ADJUSTMENT RAILS FOR PRINTER SHELF

POWER STRIP WITH SURGE SUPRESSION

THERE IS A EXIT HOLE3 ON 3 SIDES FOR POWER CORD AND CAT5 CABLES.

SECONDARY LOCATION OF COMPUTER.

REMOVABLE BRACKET AND WHEELS

DETAIL C
SCALE 0.250

DETAIL D
SCALE 0.150

Document Kiosk Assembly and Operation Instructions
www.advancedkiosks.com

Setup and Operation

Basic Setup

The kiosk is shipped with a full, standard installation of Windows 10 Professional. See our Quick Start Guide for software setup located at https://advancedkiosks.com/about-advanced-kiosks/product-documentation/

Assembly of the Kiosk

The Document Kiosk has two main sections. The Head area and the Printer area.

Assembled Views

Document Kiosk Assembly and Operation Instructions
www.advancedkiosks.com
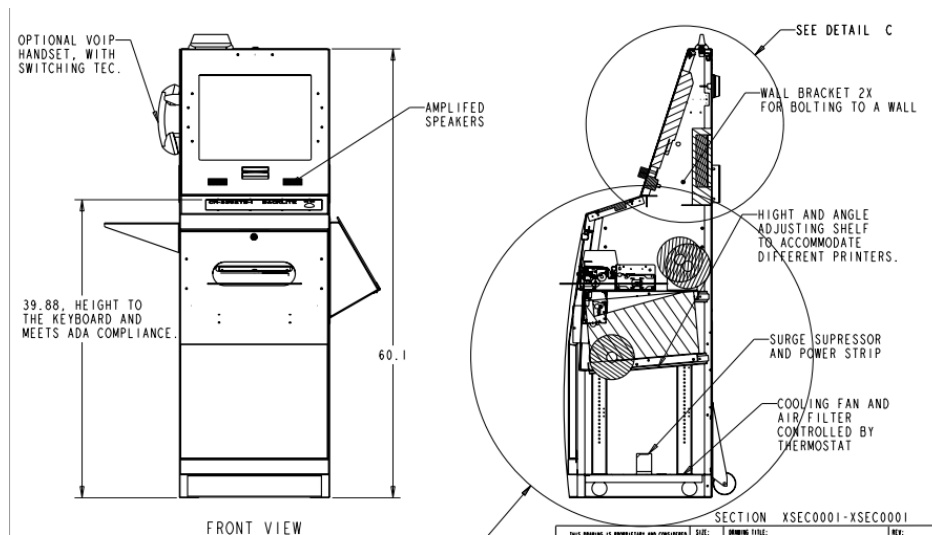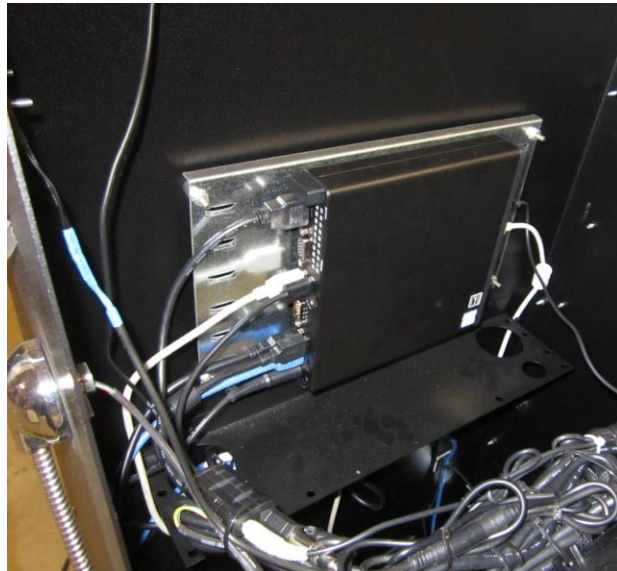
Head Area

The head area of the kiosk is accessed by unlocking the lock on the top of the kiosk, and pulling the face towards the keyboard. The face can be removed entirely from the kiosk if needed. There is a cotter pin that is located at the bottom of the kiosk face, under the slot that the door slides into, which will need to be removed. After disconnecting the chain, then in the open position, unfasten all connections between the kiosk enclosure and the head area, and then lift straight up. In this area you have access to the monitor controls, keyboard, computer and other peripherals.


Kiosk With Front Face Open   Vibration Mounted Computer

Note: Do not overtighten the vibration mounts, only hand-tighten.

Document Kiosk Assembly and Operation Instructions
www.advancedkiosks.com

Computer

The computer will come installed in the Kiosk on vibration mounts. With the head area of the kiosk open, attach all the cables to the computer and then set the computer into the holding bracket provided. If it is needed to remove the computer, disconnect all cables and then remove the nuts connecting the computer mount to the vibration mounts. Be careful not to over-torque the vibration mounts, or they may break.
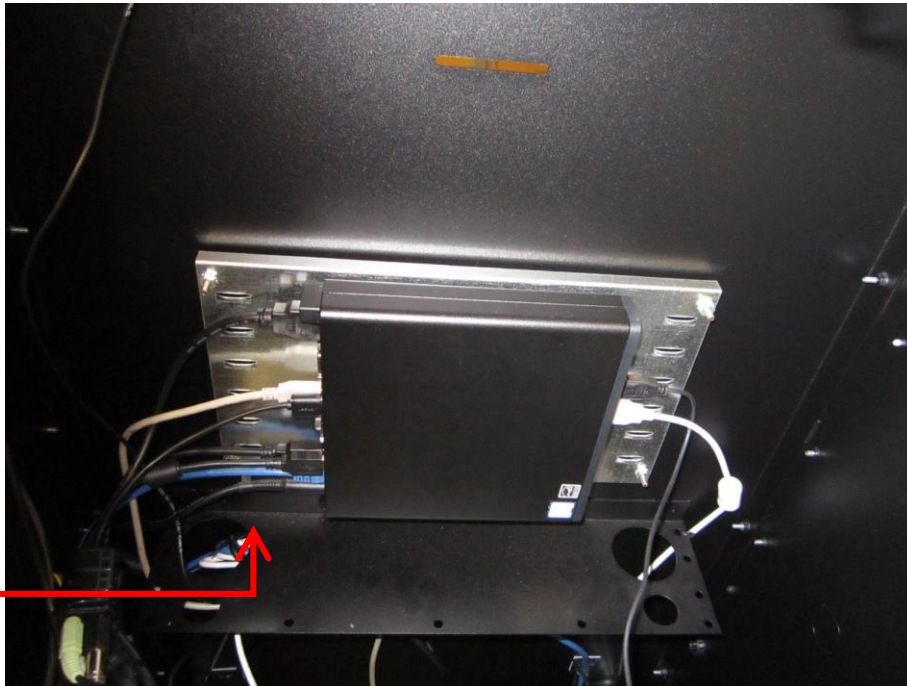
Computer Bolted on to Vibration Mount

Cables to Computer
- Monitor – VGA, DVI, or HDMI
- Speaker – USB and 3.5 mm plug to USB
- Keyboard – USB
- Power Cable
- Wi-Fi

Option cables
- Printer
- Credit Card Reader
- Handset
- Scanner
- Camera
- Finger print reader

Note: Our kiosks come with all cables labeled.

Document Kiosk Assembly and Operation Instructions
www.advancedkiosks.com

Startup

Turn power strip under the printer shelf "ON". Turn the computer power switch "ON".

Adjust the speaker volume with Windows control panel.

Wi-Fi is standard with the Document Kiosk and will arrive installed; however, you will need to configure the settings to connect with your network.

To setup the network, go to the Control Panel and click on the Network Connections or Wireless Network Settings tab and follow the directions.

A copy of this Document Kiosk manual is located on your desktop.

Drivers and other product manuals are located here:

Start Menu>Documents>Kiosk Files

Back Up Your Information

Superheroes need it, police depend on it and everyone that uses a computer should use some form of it. Computers aren't perfect. Files become corrupt, motherboards malfunction, electrical storms strike and CPUs call it quits taking our precious data with them.

Advanced Kiosks cannot recover your data. If a replacement, or repaired kiosk is required it will be shipped with our standard installation (see Warranty).

Specifications

Computer

Your kiosk comes with an integrated Mini-ITX computer. See the manufactures manual for any questions on the computer. Below is the standard specification. See your disk for additional information and drivers.

Mini-ITX Main board

Specifications	
Processor	2.7 GHz, Intel i3
Memory Support	4 GB DDR4
Onboard USB	4 USB 2.0 ports. 2 USB 3.1 ports
Onboard LAN	802.11b/g/n WLAN
Onboard Audio	High Definition Audio
Front Panel	
	1 x Headphone Jack 2 x USB
Back Panel I/O	1 x D-Sub 1 x HDMI 1 x LAN (RJ45) Port 4 x USB 1 x Power Port
Operating Temperature	50ºF ~ 95ºF

Document Kiosk Assembly and Operation Instructions
www.advancedkiosks.com

Power Requirements

The following matrix is the power requirements for the kiosk's components. Over time manufactures may change these setting please review the manual that comes with each of the following components for the most recent power information.

Computer	115/230 Vac	2.0 / 1.0 A	50 / 60 Hz
Monitor	19 Vdc	2.65 A	
Monitor Power Supply	100 - 240 Vac	1.5 A	50 / 60 Hz
Printer	100 – 240 Vac	1.6 A	47 – 63 Hz
Speaker	5 Vdc	500 mA	
Fan	110 – 120 Vac	.25 / .21 A	47 – 63 Hz

Graphic Area

If you are planning on adding graphics to the kiosk use the dimensions from the customer drawing to size your graphics. These are all in inches, call us if you need more information. Customer drawing can be accessed from:
https://www3.advancedkiosks.com/hubfs/Drawings/Document_Kiosk_DD.pdf

Document Kiosk Assembly and Operation Instructions
www.advancedkiosks.com

Equipment Manuals

With your Document Kiosk, all the software and documentation for all your components has been included. Please keep these in a safe place. We recommend you write down the serial number and other useful information for future reference.

Serial Numbers – Write all your equipment Serial Numbers here and keep this document in a safe place.

Serial # _____

Key # _____   **Color #** _____

Windows Product Key
_____

Notes: _____

_____

_____

_____

_____

_____

_____

Solving Problems

For any problems, suggestions, or concerns please call Advanced Kiosk at 603-865-1000, or contact us at technical@advancedkiosks.com   Hours are M thru F, 8:30 am to 5:00 pm EST. We will usually respond within 24 hours.

Troubleshooting Tips

If you added or removed a component before the problem started, review the installation procedures and ensure that the part is correctly installed.

If a peripheral device does not work, ensure that the device is properly connected and the appropriate drivers are installed.

If an error message occurs in a program, check the program's documentation for the cause.

If the Touch Screen repeatedly looses alignment, check for updated drivers and that the USB cable is making good connections at the computer and monitor.

Drivers can be accessed at our website by completely filling out the Technical Support Form.

See our support section for our knowledge base and our support ticket creator.

Maintenance of Kiosk

Cleaning and Maintenance

Touch Screen

Any standard glass cleaner can be used to clean the touchscreen, but avoid products containing ammonia.

Always spray the glass cleaner on the cloth or towel and then clean the touchscreen. Glass cleaner sprayed directly on the monitor could possibly leak inside the unit and cause damage.

Dirt and fingerprints do not affect the operation of a properly sealed AccuTouch or IntelliTouch touch display.

Painted Enclosure Cleaning and Maintenance

Use a mixture of warm water and dish soap to gently clean the outside of the enclosure. Use a soft cloth and avoid excess scrubbing. **DO NOT** wipe down any electronics (keyboard, credit card reader, etc) with a wet solution.

Warranty

Policy

Limited Warranty

Your Advanced Kiosks Document Kiosk is guaranteed for 3 years from the date of purchase. The electronics in the kiosk are guaranteed for 3 years including the monitor. In the case of any item not working you must call Advanced Kiosks to obtain an RMA # before shipping back the item. **All items must be well packaged for return shipment and insured for their full value.** All items shipped to us must have a tracking number and the RMA # on the outside of the box. Advanced Kiosks is not responsible for lost packages. Items that are damaged due to poor packaging will void the warranty. Please note that your warranty only covers usual and customary use of the kiosk and the electronics. It does not cover damage due to misuse, vandalism, water damage, etc. Any modification of the kiosk will void the warranty. All replacements will be shipped back UPS ground, or freight.

Reformatting the HDD and/or reinstalling the operating system due to file corruption, or any reason not related to defective hardware, is not included under this warranty and would have associated costs.

Returned Item

All items that are returned will be subjected to a 35% inspection and restock fee. There is no refund available for custom work. This includes: custom paint job, custom graphics, custom paint colors, custom software, or any design modification of the kiosk.

Shipping

When shipping the Document Kiosk, it must be well packaged, secured to a pallet and insured. We highly recommend taking pictures of packaged kiosk before shipping.

Document Kiosk Assembly and Operation Instructions
www.advancedkiosks.com