



Important:
**Read this whole manual
before assembling**

Owners Manual for
Free Standing Kiosk with
WiFi, Mag Strip Reader,
VoIP, Printer and
Keyboard options.

AK-FSK-OM-8/7/2019



Table of Contents

INTRODUCTION	3
PRODUCT DESCRIPTION	3
PRECAUTIONS	3
OUR SUPPORT	4
SETUP AND OPERATION.....	5
BASIC SETUP	5
<i>Before Powering On the Kiosk.....</i>	5
<i>Startup.....</i>	6
<i>Back Up Your Information.....</i>	7
<i>Adjusting Speaker Volume</i>	7
INSTALLING OPTIONAL EQUIPMENT	8
<i>Label Printer.....</i>	8
<i>Receipt Printer.....</i>	9
<i>Printer Paper Thickness.....</i>	10
<i>External Keyboard Installation.....</i>	11
SPECIFICATIONS	12
COMPUTER	12
<i>Mini-ITX Main board.....</i>	12
<i>Power Requirements</i>	13
<i>General Dimensional Information</i>	13
<i>Equipment Manuals</i>	14
SOLVING PROBLEMS.....	15
<i>Troubleshooting Tips</i>	15
MAINTENANCE OF KIOSK	16
CLEANING AND MAINTENANCE	16
<i>Touch Screen.....</i>	16
<i>Stainless Steel Cleaning and Maintenance</i>	16
<i>Painted Enclosure Cleaning and Maintenance.....</i>	16
WARRANTY	17
POLICY	17
<i>Limited Warranty.....</i>	17
<i>Returned Item.....</i>	17
<i>Shipping</i>	17



Introduction

Product Description

The Freestanding Kiosk's features include a 19" LCD touch screen monitor, amplified stereo speakers, Wi-Fi and an all steel enclosure for sturdy and trouble-free use. With options such as wheels, credit card reader, camera, label, receipt printer, external keyboard, biometrics, bar code scanners, and side table the Freestanding kiosk can be customized to suit a wide range of needs.

The Kiosk is powered by an Intel i3 Processor, 4 GB of Ram, and a 120 Gb SSD. The Freestanding Kiosk operates on Windows 10.

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.
- When moving the kiosk using the wheels, never run, only walk with the kiosk in a controlled manner. Running, or not having control of the kiosk while moving can result in injury. The kiosk *must* only be moved by an adult.
- The *Freestanding Kiosk* has been designed for indoor use only. Outdoor use to the Freestanding 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 x110, or email us at technical@advancedkiosks.com. Hours are M thru F, 9:00 am to 5:00 pm EST

Our Support

The Freestanding 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 to read and follow the directions in this document as well as the directions for the touch screen monitor and the computer. These documents are included with your equipment or may be on the computer as a PDF. 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:
 - Network questions. This is not part of our equipment and we do not know your network, so we can not help you here.
 - Virus questions - this is also part of your network/software.
 - 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 a 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 us.



Setup and Operation

Basic Setup

The kiosk is shipped with a full, standard installation of Windows 10 Professional.

Before Powering On the Kiosk

Verify that the required cables are plugged in (it's possible for cables to become loose or unplugged during shipping).

Plug the kiosk into a standard 110v wall outlet.

Take care that the power cord is managed so that it will not catch someone walking by.

Refer to the Quick Start Guide included with every kiosk for more information. You can find this and all kiosk documents at:

<https://advancedkiosks.com/about-advanced-kiosks/product-documentation/>



Startup

The first time that the monitor is used, the monitor should automatically turn on. There will be a monitor controller (as shown below) with a power button, menu button, and other functions magnetically mounted to the inside of the bottom of the kiosk. This will allow you to change the monitor settings.



Back of Monitor



Monitor Controller

Power
button



Computer Mounted in Louver Area

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

Drivers and other product manuals are located on your computer here:

Start Menu>Documents>Kiosk Files

The Freestanding Kiosk comes standard with Wi-Fi. This hardware is installed already; 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.

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 setup with our standard format.

Adjusting Speaker Volume

This speaker bar uses a USB connection for amplified power. If you are connecting your own speaker system disconnect the USB and audio connector. To adjust the volume, use the volume settings in Windows.

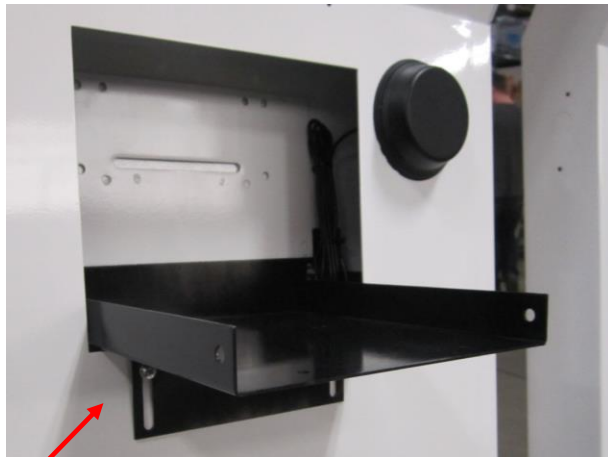
Installing Optional Equipment

Label Printer

Note: This should come installed, but if needing to install after purchasing the kiosk, follow these instructions.

To install the printing hardware, you first must remove the printer slot block and then mount the printer shelf with provided bolts and washers. Insert the printer shelf through the back of the kiosk. Secure to the shelf to the studs on the inside of the kiosk, and secure with #8 k-nuts. Then secure the shelf to the outside of the kiosk with bolts and washers.

Once the printer shelf is installed, place the printer on the shelf. Before sliding the printer forwards, pull out some of the media to make sure that the printer paper lines up with the printer slot. The label should exit the middle of the slot. Having the labels come out too high can interfere with tearing off the labels. Adjust the shelf up and down if needed and then tighten screws. The cables for connection to the computer and the power supply should be connected. Slide the printer in place and secure it. Place the printer enclosure over the top of the printer and mount it. Secure the cover with the key and cam lock. See pictures below:



Printer Shelf in Place, With
Bolt + Washer in Bottom Slot



Bolt in the Top Slot for Mounting



Printer and Shelf Mounted in Kiosk

Receipt Printer

Note: This should come installed, but if needing to install after purchasing the kiosk, follow these instructions.

The receipt printer is mounted to a plate using wing nuts to make servicing the printer easy. The printer is mounted in the kiosk upside down in reference to the labels on the printer. This makes it easy for the user to connect the power cable and the USB cables. The cover is then mounted to the kiosk over the printer. It is mounted by placing the top lip in the top of the opening, and then securing the locking cams on each side in place by turning them to the correct position.





The printer takes standard Receipt Thermal Paper. Please be aware that the quality of the paper can greatly affect your print out.

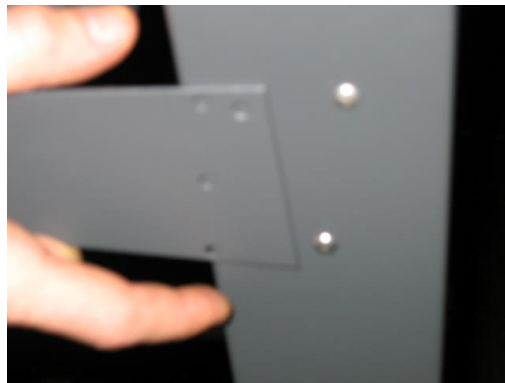
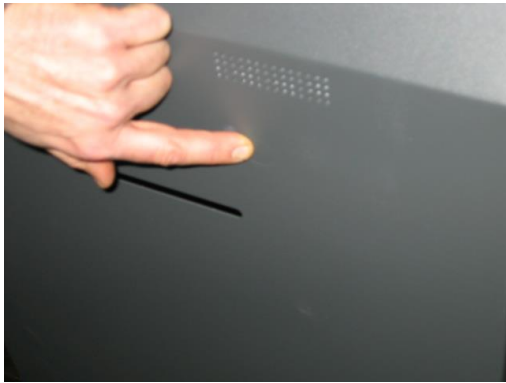
Printer Paper Thickness

- If using the Label Printer option, paper or stock must be a minimum of 0.003 Inches thick. Any less will cause Jamming in the Label Printer. The maximum for the Label Printer is about 0.078 inches thick.
- If using the Receipt Printer option, paper or stock must be a minimum of 0.002 Inches thick. Any less will cause Jamming in the Receipt Printer. The maximum for the Receipt Printer is about 0.004 inches thick.

External Keyboard Installation

Note: This should come installed, but if needing to install after purchasing the kiosk, follow these instructions.

The keyboard tray will be installed for permanent use. For the permanent installation have the USB cable come out the hole in the back of the keyboard. The knockout hole in the front of the kiosk will need to be punched out. You will need a hammer and a metal punch, or screwdriver to knock out the plug. First locate the knockout. It is under the speaker holes, on the right side, above the printer slot. Place some duct tape or foam over the hole - this will keep the punch from sliding and scratching the front of the kiosk. Place the punch on the knockout plug (make sure you are in the center of the plug) and hit with a hammer until the plug falls out. See pictures below.



Now the keyboard can be assembled to the front of the kiosk. Use a hex wrench and socket head screws to secure the keyboard to the kiosk. There are 4 holes on each side of the keyboard. The bottom holes must be installed first, then choose which of the two top holes are best for the angle of the keyboard you would like. Then fish the USB cable through the hole and connect to the computer.



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

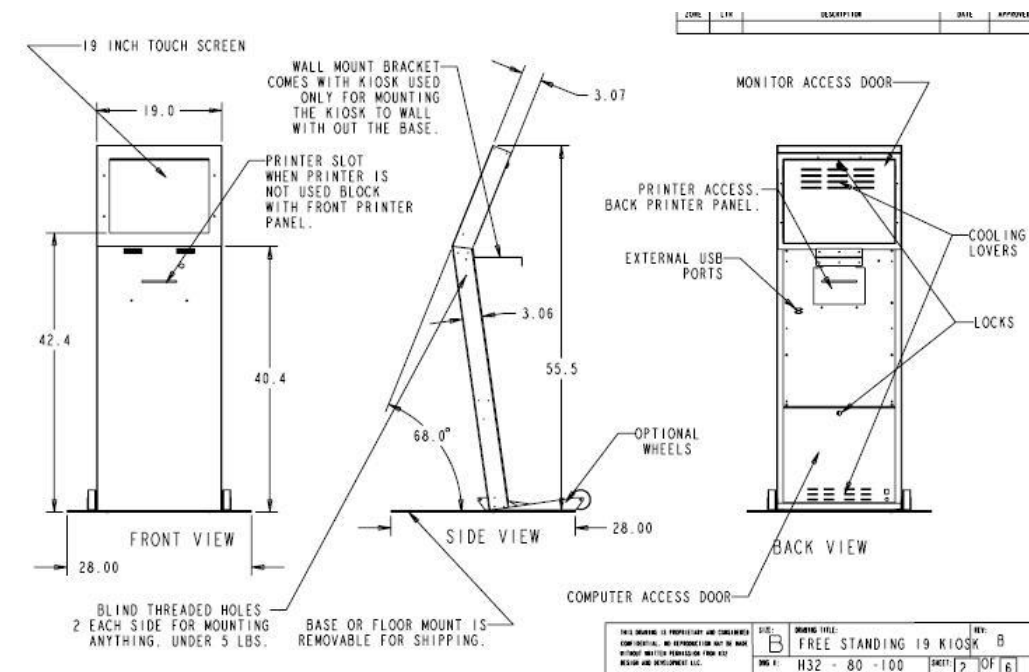
Operating Temperature 50°F ~ 95°F

Power Requirements

The following matrix is the power requirements for the Kiosk's standard 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	12 Vdc	5A	
Computer Power Supply	120/230 Vac	2.0 A	50 / 60 Hz
Monitor	12 Vdc	4.16 A	
Monitor Power Supply	100 - 240 Vac	1.5 A	50 / 60 Hz
Speaker	5 Vdc	500 mA	

General Dimensional Information



Equipment Manuals

The documentation included with the Freestanding Kiosk's components has been included with your kiosk.

Drivers and other product manuals are located on your computer here:

Start Menu>Documents>Kiosk Files

Please keep these in a safe place. It is recommended that all serial numbers are also written down.

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 x110, or contact us at technical@advancedkiosks.com Hours are M thru F, 9:00 am to 5:00 pm EST. We will usually respond within 24 hours.

Also refer to the [Knowledge Base](#) under the [Support](#) tab on <https://advancedkiosks.com/> to see if there is a solution there.

Troubleshooting Tips

If you added, or removed a part 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 loses 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.

Stainless Steel Cleaning and Maintenance

The brushed Stainless Steel should be cleaned with a Stainless-Steel Cleaner and a damp cloth. Please read and follow all the directions on any product you use. This is available at most automotive, boat and hardware stores. **Be careful not to get this on the monitor since this is mild abrasive.** Do not use a Polishing Wheel on the front of the Freestanding Kiosk. If you have damage to the front call us and we will help you resolve this.

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 Free Standing Kiosk is guaranteed for 3 years from the date of purchase. The electronics in the kiosk are guaranteed for 3 year including the monitor. In the case of any item not working you must call Advanced Kiosks to obtain a RMA # before shipping back the item. **All items must be well package 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 by 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

If an entire Kiosk is being shipped to Advanced Kiosks, it must be shipped freight. Shipments will not be accepted without and RMA number. Any item shipped to Advanced Kiosks must be well packaged. We are not responsible for damage due to poor packaging