



Quick Start **GUIDE FOR YOUR KIOSK**

Rev KQSG-02-14-2020

Inspecting YOUR KIOSK

WARNING!

Before signing for the kiosk shipment, you must fully inspect all pallets, boxes or crates for any signs of damage. If there is damage, it must be noted on the acceptance sheet. If you have a camera, take a picture of the kiosk damage.

DO NOT OPEN

a damaged box or pallet.

CALL US IMMEDIATELY!

(603) 865-1000

so that we can help resolve any potential issues.

Getting STARTED

This Quickstart Guide contains general directions for all of Advanced Kiosks' self-service computer kiosk models, other models may vary, such as Outdoor or Custom models.

TOOLS YOU WILL NEED



- Phillips Head Screwdriver



- Box Cutter

WHAT YOU SHOULD RECIEVE WITH YOUR KIOSK



- Kiosk Keys
These should be attached to the end of your power cord.



- USB Keyboard (Standard or Mini)



- This Quick Start Guide

Unpacking YOUR KIOSK

CRATE SHIPMENTS

If your kiosk arrived in a crate, carefully remove the screws around the edge of the crate cover. Then lift the cover off and set aside.



If the kiosk is one of the free standing models, gently tip the crate up on end so the kiosk is resting on its bottom base (Use two people to do this).

This will make it easy to slide the kiosk out of the crate and remove the packaging material. It is highly recommended that you retain all protective packaging materials in case your kiosk needs to be returned to the factory for any reason.



Unpacking YOUR KIOSK

PALLET SHIPMENTS

If the kiosk arrives on a pallet, remove the plastic shrink wrap and cut the straps that are around the box. Certain kiosk models will have two screws securing the kiosk base to the pallet. Remove these screws and any remaining shrink wrap or protective shipping materials from the kiosk.



The kiosk can then be carefully removed from the pallet and moved to its location. The location where the kiosk will be used must have access to power and, in most cases, will require internet connectivity.

NOTE: Screws are located at the kiosk base.,

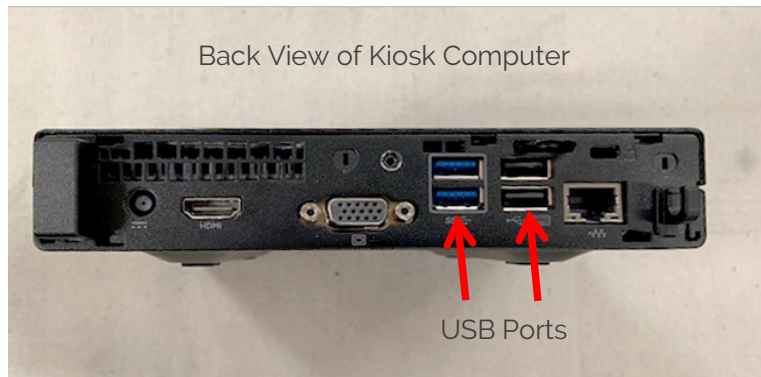


Powering Up YOUR KIOSK

CONNECTING THE USB KEYBOARD

Kiosk models will vary in the placement of available USB ports. If your kiosk model does not have an available USB port visible on the outside of the kiosk, use the kiosk keys provided to open the back-access panel and locate the internal computer.

In most cases the USB ports on the internal computer will be easy to see and access. Once you locate an available USB port, plug in the external keyboard supplied with your kiosk while you complete the set-up process.



OK NOW YOU ARE READY TO SET UP YOUR COMPUTER!

Skip to Page 11 if your kiosk does not have ZAMOK kiosk management software.

Powering Up YOUR KIOSK

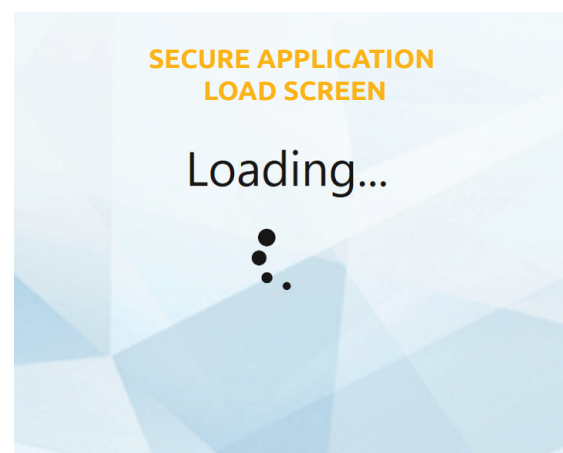
CONNECTING TO THE INTERNET FROM ZAMOK

Our kiosks are set up to run our ZAMOK™ software to provide security and stability. Should your kiosk ever experience a software failure, it will only go to a blank screen, preventing unauthorized access. Your kiosk will automatically relaunch Zamok and get your kiosk display back up and running.

This will require opening the door with the key and locating the USB port.

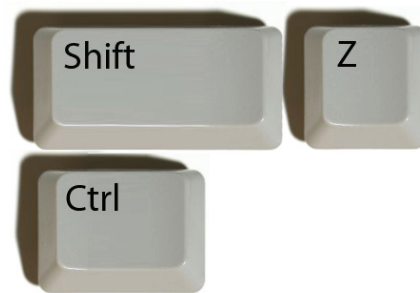
First you will press CTRL+SHIFT+Q, holding down each button in order.

You will get a loading screen with a swirling icon.

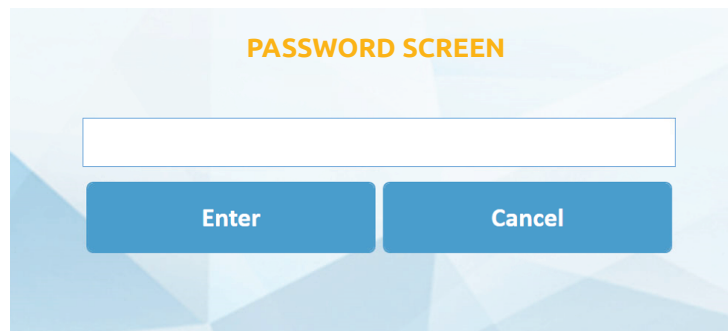


Powering Up YOUR KIOSK

You will then press CTRL+SHIFT+Z, again making sure to hold down each button.

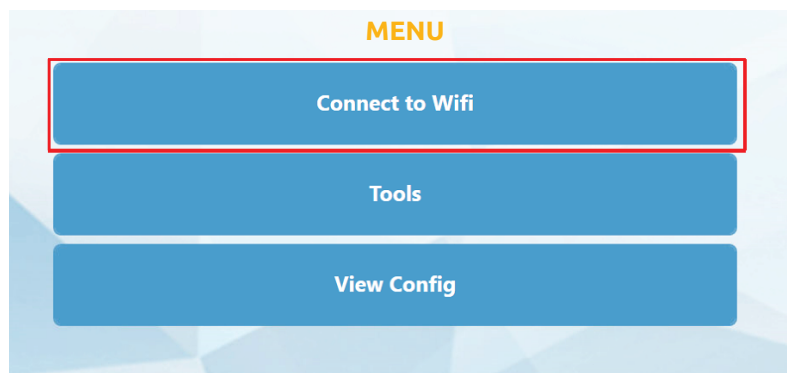


You will then be presented with a text box. In order to proceed, you will enter a password that we provided you via email or text. Then press the "Enter" button.



Enter the provided password into the text box and select the "Enter" button or press "Enter" on the keyboard.

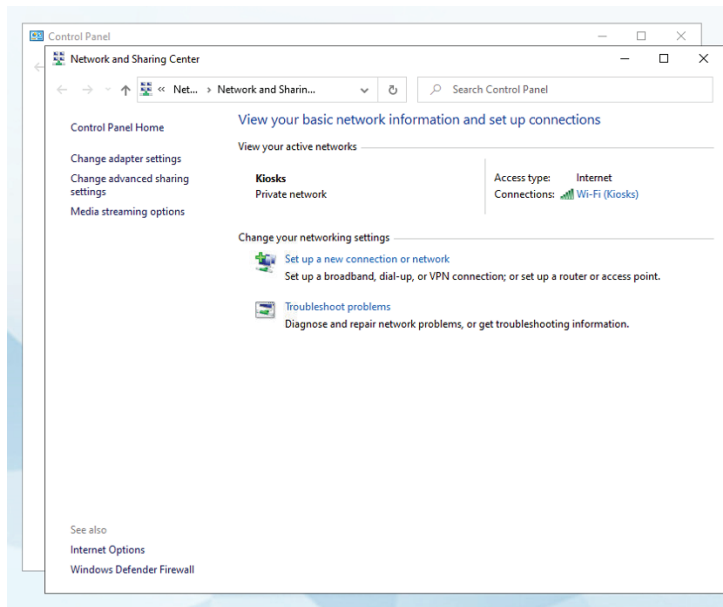
This will open a panel with several options. "Connect to Wifi" is where we want to go.



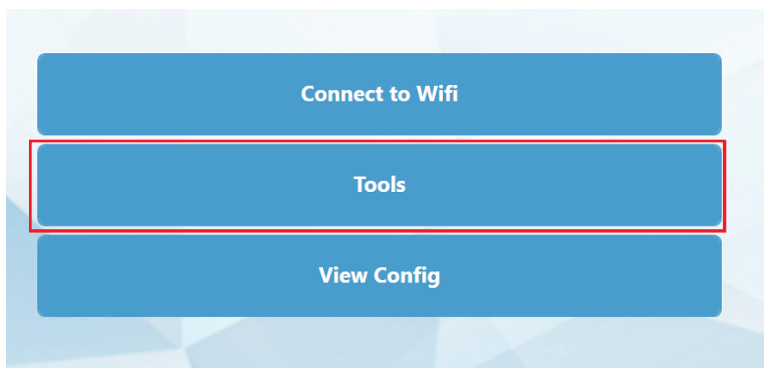
Powering Up YOUR KIOSK

Most of our kiosk setups follow this protocol, if your kiosk does not please reach out to your IT manager for further assistance.

This will open the "Network and Sharing Center" as well as the "Control Panel" for you to change internet options and connect to wifi.

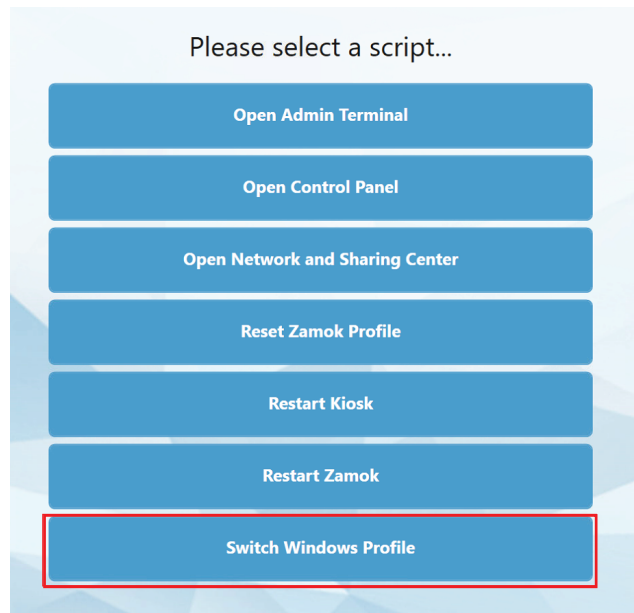


If you need to access settings further, you simply select the "tools" button on Zamok.

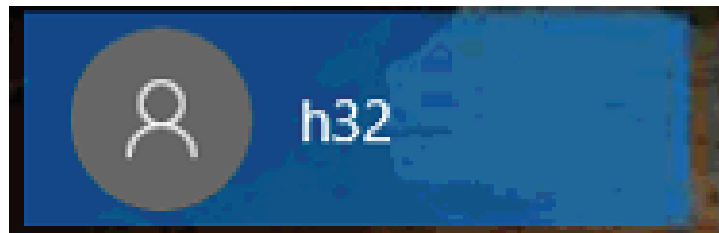


Powering Up YOUR KIOSK

From here you can hit "Switch Windows Profile" to get back to the previous windows desktop.



This will open the "switch user" view. It will display all profiles on the left. You will want to select "h32" from this list.

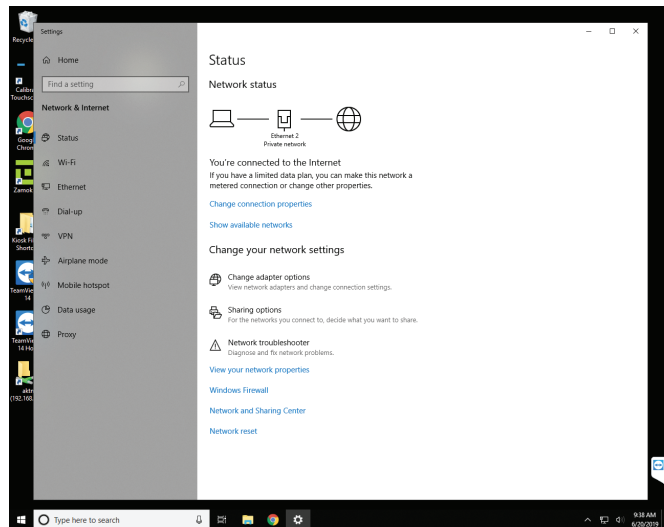
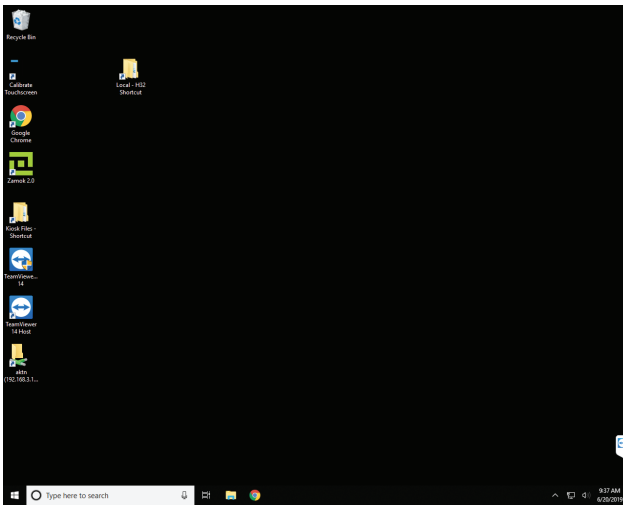


Powering Up YOUR KIOSK

Then select "Sign In" which will bring you to the desktop.

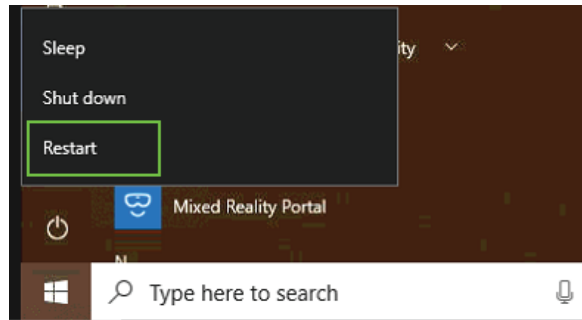
From there you will want to go down to the bottom right, and access your internet settings as you would on a normal desktop. Make sure you have a strong internet connection for best kiosk performance

Your settings will NOT mimic the images provided, it will depend on your connection type and settings. These are just an example.



Powering Up YOUR KIOSK

Once you are connected to the internet, you will want to reboot the kiosk. Then simply go to the bottom left. Then select "Restart".



Once restarted, your kiosk will boot into the proper profile. From there, your Zamok interface will launch and you can use it as intended.

IF YOU DIDN'T GET ZAMOK

When the kiosk is plugged into an electrical outlet, the kiosk computer will automatically power on. Once the boot-up process is complete, you will see the Windows Desktop appear on the kiosk display.

The desktop will have several icons that you should be able to identify, as shown below.



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ADDITIONAL RESOURCES

KIOSK MANUALS

Please download and review the Kiosk Owner's Manual for your specific kiosk model from our website at: <https://advancedkiosks.com/product-documentation>

A variety of support documents that may be required for use of the kiosk are located inside of the Kiosk Files directory on your kiosk computer. Select the Kiosk Files shortcut on the desktop and navigate through the folders and files within.

TOUCHSCREEN ALIGNMENT

When you first turn on your kiosk, or after long periods of heavy use, the touchscreen may become misaligned and lose accuracy. To correct this, the touchscreen must be re-aligned. This can be done with the "Calibrate Touchscreen" utility. Select the shortcut on the desktop of the kiosk computer to launch the utility. You will be presented with a list of options. Choose the "Align Elo Monitors" option and follow the onscreen instructions.

CLEANING AND MAINTENANCE

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 a non-sealed unit and cause damage. Dirt and fingerprints do not affect the operation of a properly sealed touch display.

Stainless Steel Cleaning and Maintenance:

The brushed Stainless-Steel enclosures should be cleaned with a stainless-steel cleaner and a damp cloth. This is available at most automotive, boat and hardware stores. Please read and follow all the directions on any cleaning product you use. Be careful not to get stainless-steel cleaner on the monitor since this is mild abrasive. Do not use a buffing wheel on the body of the kiosk.

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.



How to Get **SUPPORT FOR YOUR COMPUTER KIOSK**

134 Hall Street, Unit F Concord, NH 03301 ♦ Our Support is offered Monday-Friday 9am-5pm Eastern



CALL US

1 (603) 865-1000 Option 2

If you have a paid support plan, connect directly with an Advanced Kiosks Technical Support Specialist.



EMAIL US

technical@advancedkiosks.com

Provide your kiosk serial number, name, company name, phone number, email, and description of issue.



FILL OUT A SUPPORT TICKET

***[https://advancedkiosks.com/
support-ticket](https://advancedkiosks.com/support-ticket)***

Our technical support specialists are on stand by, just fill out a ticket!



CHECK OUR KNOWLEDGEBASE

***[https://advancedkiosks.com/
knowledgebase](https://advancedkiosks.com/knowledgebase)***

Common troubleshooting and other kiosk related problem solutions are at your fingertips!

PLEASE HAVE THE FOLLOWING INFORMATION READY:

Your Kiosk Serial Number, Name, Company Name,
Phone Number, Email, Description of the Issue and The Best Time to Reach You

Access to Advanced Kiosks' Support Terms & Conditions can be found here:

<https://advancedkiosks.com/support/technical-support/>

Kiosk NOTES

Key #:

Notes:

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TERMS AND CONDITIONS

JURISDICTION AND VENUE

Advanced Kiosks is a dba of H32 Design and Development LLC. Customer agrees that any legal action brought against Advanced Kiosks shall be governed by the laws of the State of New Hampshire without regard to its conflict of law principles. You agree that the sole jurisdiction and venue for any litigation arising from your use of or orders made from Advanced Kiosks shall be an appropriate federal or state court located in New Hampshire.

RETURN, EXCHANGE, AND REFUND POLICIES

No returns will be accepted without an issued RMA#. Unauthorized returns will be refused and returned to sender. To request a refund or repair, fill out a request online or call our Returns Department at 603-865-1000 ex 2. RMA numbers are good for 14 days. Customers are responsible for the cost of shipping the return products to Advanced Kiosks. Advanced Kiosks will use UPS Ground shipping when sending replacement Products and Systems. Shipping charges are non-refundable. Claims that the Product did not arrive must be made within 14 days after "item shipped" notification. Claims that the Product was damaged upon arrival, shortage, or incorrect product claims, at the fault of Advanced Kiosks or shipping company, must be made within 14 days of shipment.

RETURN FOR REFUND

Subject to the exceptions below, components and systems may be returned for a refund within 30 days of ship date. All systems are subject to a 35% restocking fee. Shipping charges are nonrefundable. Except in the event of a shipping error, customers are responsible for the cost of shipping items back to Advanced Kiosks. The following products are nonrefundable:

- Products that have been defaced, modified, or physically damaged.
- Products that have become non-functional due to user error or virus.
- Products that have the warranty label/mark removed by Customer.
- Products returned without original accessories (manual, CD's, cables, etc.)
- Software, including Software as a Service.
- Special Orders and Volume Orders, including volume system orders.
- All Custom Orders

NOTE: Due to the cost of administering returns, all non-U.S. sales are final.

Advanced Kiosks' TERMS AND CONDITIONS

PRICING AND PRODUCT POLICIES

Advanced Kiosks does not sell refurbished Products. Advanced Kiosks is not responsible for any compatibility issues. Consult with Advanced Kiosks before placing an order. Images on Site may not always represent the exact Product(s). Advanced Kiosks holds the right to change prices or discontinue Products at any time without prior notice in order to remain competitive. Any quotations given by Advanced Kiosks will be valid for the period stated on the quotation.

PAYMENT POLICY, PURCHASE ORDERS AND TAXES

Advanced Kiosks accepts the following payment methods: Visa, Master Card, Discover, American Express and PayPal. Advanced Kiosks may accept International Credit Cards, COD, Check, and Purchase Orders and extends terms on a case-by-case basis. Advanced Kiosks accepts wire transfers on orders over \$10,000.

Advanced Kiosks is based and is registered in New Hampshire and has no sales tax. Customer is responsible for any applicable sales, use or other taxes or federal, state, or local fees or assessments associated with the order.

Any purchase order issued is due within 30 days of the shipment date of the product. Overdue PO payment incurs a 10% processing fee, charged on the 22nd day following overdue status, and every 30 days following the first charged processing fee. All unpaid POs and overdue charges will be sent to a collections company after 120 days. The amount charged will be the original bill plus all late charges as described above and any and all additional costs for engaging the collections company. Orders from Canadian customers are subject to customs duties and/or brokerage fees.

ORDER CHANGES OR CANCELLATION POLICIES

All changes or cancellations must occur before the order is processed by the Advanced Kiosks accounting department. Cancellation requests after this time may result in a cancellation fee of 15% on Products and 15% on Systems (excludes any tax charged). Special orders and volume orders of 10 or more units are non-cancelable. Customers may request to make a change to or cancel their order by contacting Advanced Kiosks during business hours. Changes may be processed to orders as long as the total does not exceed the value of the original order. If the total is higher, contact Advanced Kiosks for instructions.

Our full Terms and Conditions can be found here:
<https://advancedkiosks.com/about-advanced-kiosks/terms-conditions/>

