

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

Owners Manual for  
*Lobby Kiosk* with Wi-Fi,  
Webcam, and Printer  
options.

AK-DK-OM-1/8/2019



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# Introduction

## Product Description

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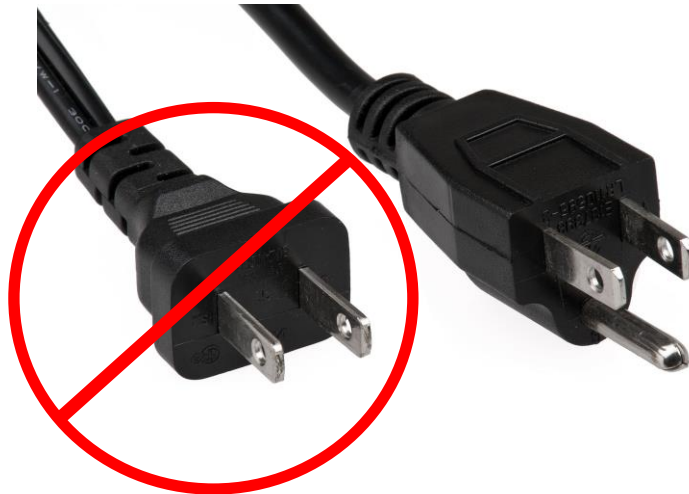
The Lobby Kiosk features a 19" Touch Screen monitor, full-metal keyboard with a self-cleaning trackball in a 14-gauge steel enclosure for sturdy and trouble-free use. Included are amplified stereo speakers, thermostatically controlled cooling fan, Wi-Fi and Cat6 connection.

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

## Precautions

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- **Do not install 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.



- Permanent mounting must only be done by trained electrician.
- The *Lobby Kiosk* has been designed for indoor use only. Outdoor use to the Lobby 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](mailto:technical@advancedkiosks.com). Hours are Monday through Friday, 9:00 am to 5:00 pm EST.



## Our Support

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The Lobby 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. We are happy to assist 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**. Unless you or your company is an authorized reseller, 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 desktop as a PDF. We strongly suggest you read these documents so that you can get the full value of this kiosk. They can also be found at our website at:  
<https://advancedkiosks.com/support/product-documentation/>
- 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.
  - Anti-Virus questions - this is also part of your network/software, and is not included with our standard kiosk.
  - 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, and should notify us at the time of purchase.

# Installation

## Installing the Kiosk

The Lobby Kiosk is able to be mounted to the floor or mounted on a base.

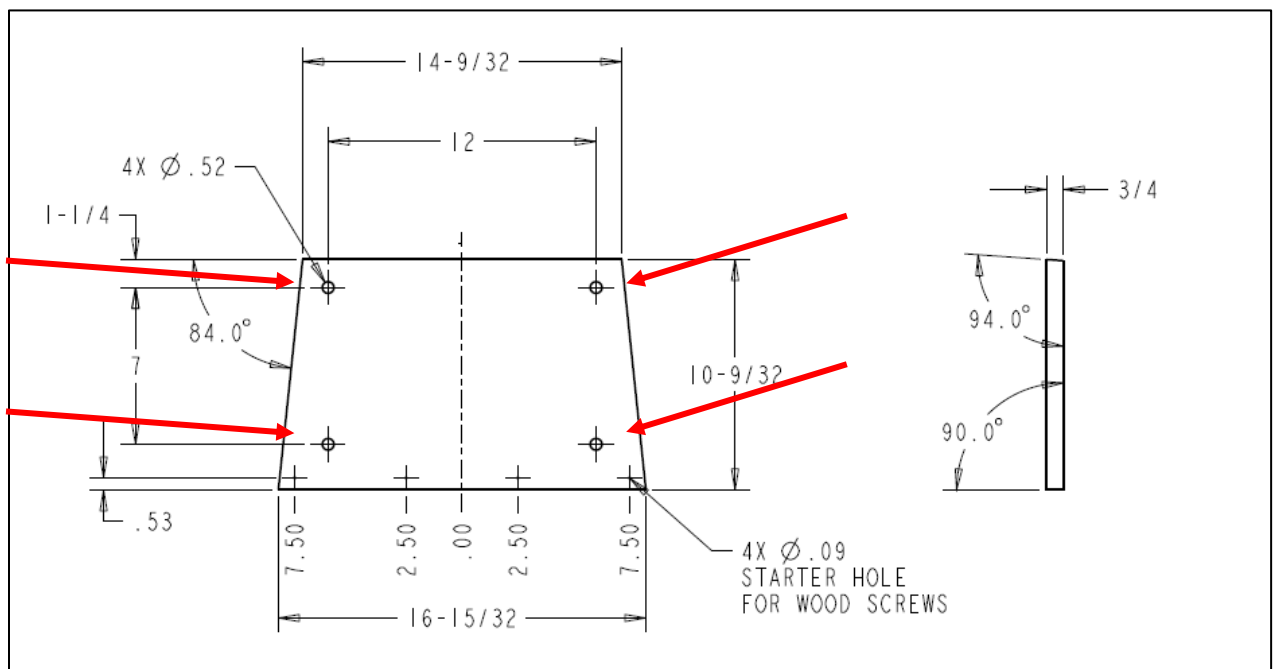
**Do not try to place the kiosk on a surface without a base, as it is top heavy and is very likely to tip over.**

### Location

The location for the kiosk should not be in an area where a heating vent is directly venting on the kiosk. 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

The Lobby Kiosk can be mounted directly to the floor. The bottom baseboard is made of wood and has four 0.52-inch diameter holes. The baseboard is  $\frac{3}{4}$ " thick, so choose appropriate mounting hardware depending on your location.



Kiosk Baseboard with Mounting Holes

## Earthquake Zones

The Lobby 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 codes in your area. Also note the following.

- The Kiosk's weight is about 105 lbs without the computer or printer.
- If needed Advanced Kiosks can supply additional brackets specified by your professional engineer's review.

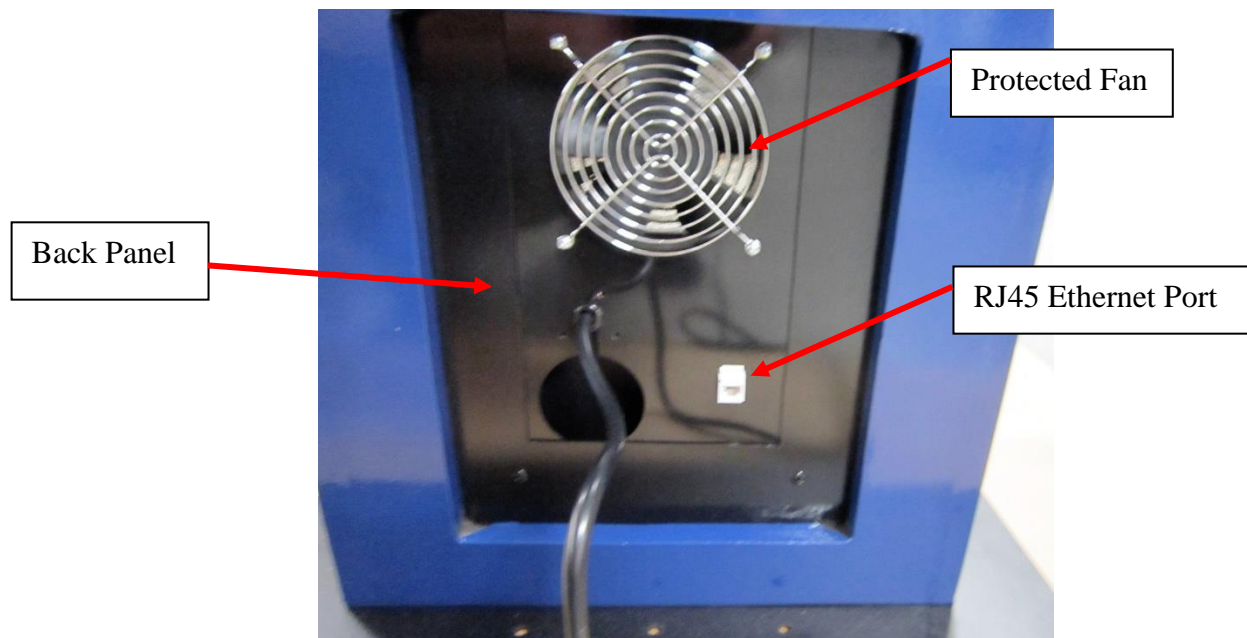
## Power

The power required to operate the Lobby Kiosk is standard US 120v power plug with grounding. The kiosk is programmed to turn on automatically upon being plugged into a power source.

If this setting changes, or you need to manually power off the device, then the power button to turn the kiosk on or off is located in the bottom of the kiosk, on the surge protector power strip.

## Back Panel Info

The back of this kiosk has a panel with a protected fan, RJ45 Ethernet port, and the kiosk's main power cable. This back panel can be removed from the inside if necessary.



Back of the Kiosk, with Panel

# Setup and Operation

## Basic Setup

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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/>



### Before Powering On The Kiosk

Ensure the Lobby Kiosk is on an even surface and a sturdy structure. Also be sure it is mounted correctly to the floor or base.

Plug the kiosk into a standard 110v wall outlet.

Take care that the power cord is managed, so that it will not catch anything and won't become tangled.

### 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.



## **Kiosk Standard Features**

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### **Backlit Keyboard**

On the front of the Kiosk is a high-quality stainless-steel backlit keyboard. This keyboard has a self-cleaning trackball and left and right click mouse keys for ease of use.



Kiosk Front Face with Trackball Keyboard



## **Kiosk Standard Features**

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### **Printer**

The standard printer that is shown in the picture below is the BK-L216II thermal printer with presenter and paper holder. The printer shelf is not adjustable, so if you need a replacement printer, it must be the same style of printer.



BK-L216II Thermal Printer Mounted to Printer Shelf

### **Plastic Light Ring**

The Lobby Kiosk has a plastic light ring in the center that acts as a diffuser for an internal LED strip. This LED strip is RGB, meaning it can be any color imaginable. The color can be changed through a program on the computer.



Kiosk with Blue Light Ring



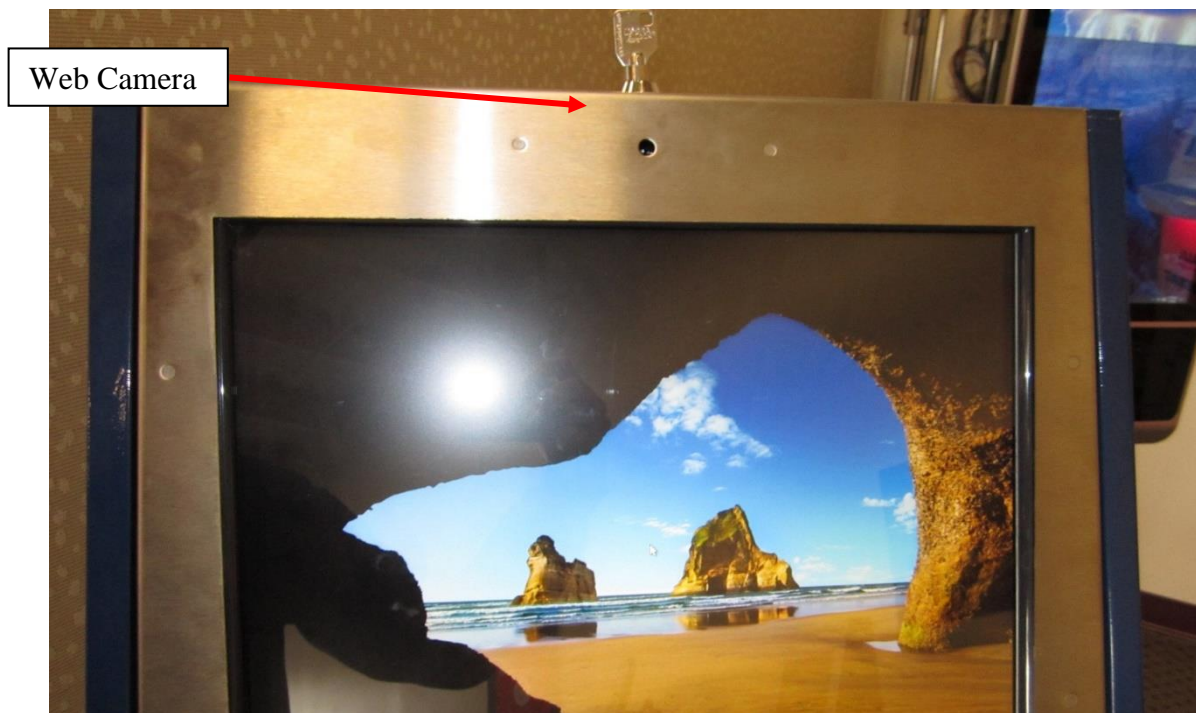
Kiosk with Light Ring Turned Off

## **Optional Equipment**

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### **Web Camera Option**

A web camera option can be added to the front of the kiosk. It would be located on the top of the monitor and is a 1080p resolution camera. This camera can be used for all web cam applications, and is mounted from the inside of the kiosk.

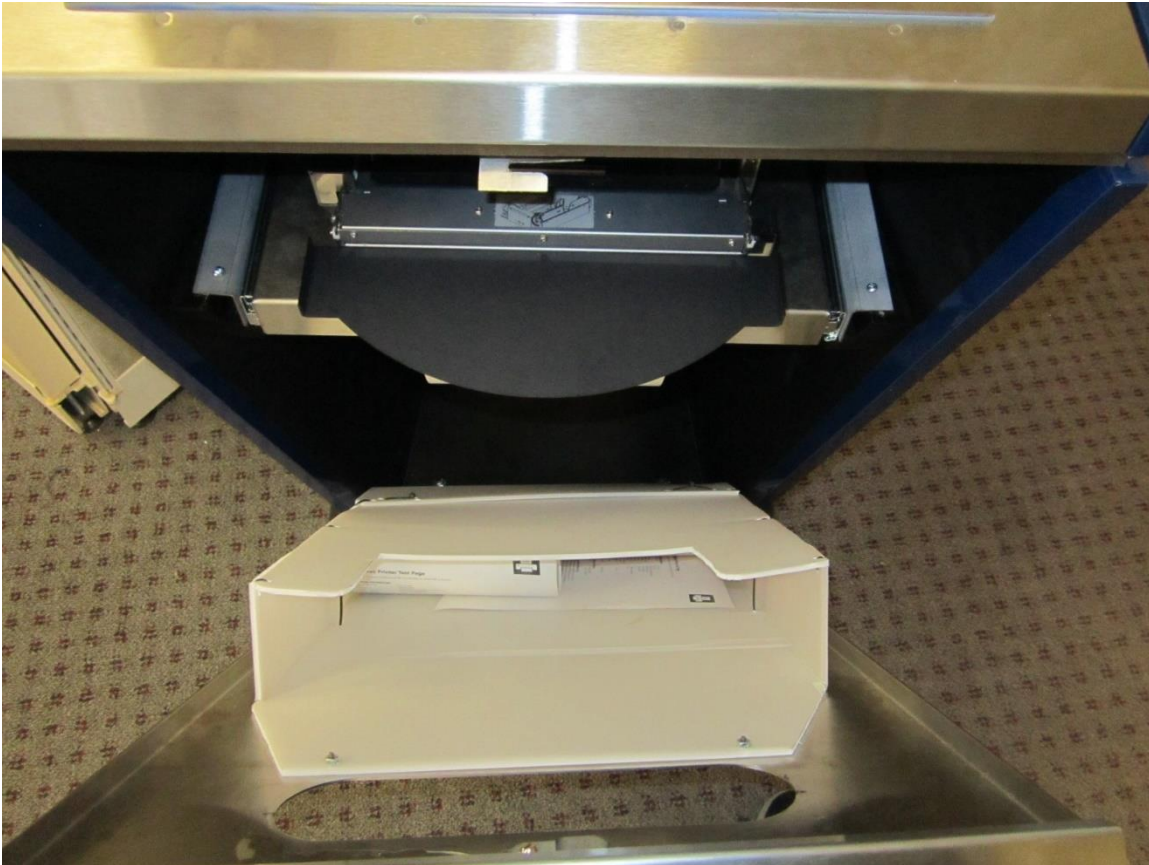


Camera Above Monitor on Kiosk Face



## Printer Paper-Catch

With the BK-L216II Printer option, a paper-catch area can be included. The Printer can have an auto-retract feature built in, which will discard your documents that have been printed, but not taken from the tray within a certain time limit. This paper-catch area will be located on the inside of the door, as shown below.



Printer Paper-Catch Mounted to the Front Door

## Other Potential Options

- RFID Reader
- Credit Card Reader
- VoIP Handset
- Signature Pad
- Computer Upgrades
- Barcode Scanner

## Assembly of the Kiosk

The Lobby Kiosk has two main sections. The Head area and the Printer 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 cable that will stop the kiosk from falling forward. After disconnecting the cable, 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

## Computer

The computer will come installed in the Kiosk on vibration mounts. 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. Only hand tighten.



Computer Bolted on to Vibration Mount with all Cables Attached



# Specifications

## Computer

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

### Computer Specifications:

OS	Windows 10 Professional
Processor	Intel i3
System Memory	4GB DDR3 1333/1600
Graphics	Iris Graphics 6100
Storage Device	120GB Hard Drive
Operating Temperature	0°C to 40°C (32°F to 104°F)
LAN Controller	Intel Gigabit Ethernet
Max LAN Speed	10/100/1000Mbps
USB 3.0	4 x USB 3.0 (Internal)
Audio	Realtek HD Audio Codec ALC269
Camera	1.3M Camera

## Monitor

### 19.0" Touch Screen

Aspect Ratio	Aspect 5:4
Touch Technology	Intellitouch
Display Technology	TFT LCD with LED backlight
Native (Optimal) Resolution	1280 x 1024
Brightness	225 nits
Response Time	5 msec
Viewing Angle	Horizontal: 178° total Vertical: 170° total
Contrast ratio (Typical)	Contrast 1000:1
Power Supply	12VDC



Power Consumption (Typical)	40W
Temperature	Operating: 0°C to 40°C (32°F to 104°F) Storage: -20°C to 60°C (-4°F to 140°F)
Humidity	Operating: 20%-80% Storage: 10%-95%
MTBF	50,000 hours

## 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



# Maintenance of Kiosk

## Cleaning and Maintenance

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### 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.

### Steel Enclosure/Mount Cleaning and Maintenance

The steel enclosure/mount is powder coated and can be cleaned with standard household cleaning agents. Do NOT use any acetone-based agents as that would remove the paint.

## Equipment Manuals

With your Lobby 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 Lobby in a safe place.

**Serial #** \_\_\_\_\_

**Key #** \_\_\_\_\_ **Color #** \_\_\_\_\_

**Windows Product Key** \_\_\_\_\_

**Notes:** \_\_\_\_\_  
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## Solving Problems

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### Troubleshooting Tips

If you have any issues with your kiosk, please try these steps before calling Technical Support:

1. Try turning Kiosk off and then on again
2. Confirm good internet connection/service
3. Confirm active subscriptions
4. Refer to the Knowledge Base at <https://advancedkiosks.com/knowledgebase/>

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

For Technical Support, or any problems or concerns, please call Advanced Kiosks at 603-865-1000 extension 121, or contact us at [technical@advancedkiosks.com](mailto:technical@advancedkiosks.com). Hours are Monday through Friday, 9:00 am to 5:00 pm EST.



# Warranty

## Policy

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### Limited Warranty

Your Advanced Kiosks Lobby 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 Lobby Kiosk, it must be well packaged, secured to a pallet and insured. We highly recommend taking pictures of packaged kiosk before shipping.