Advanced Kiosks

Engage Interact Satisfy

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Pedestal Kiosk Assembly and Operation Instructions
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Introduction

Product Description

The Pedestal Kiosk is a touch screen kiosk that enhances any lobby, interactive exhibit, or open space in need of a modern touch. With its 46" horizontal, touch screen monitor, this interactive kiosk has been known to make a statement when providing information for visitors to your location. Because of this, the Pedestal Kiosk has been known to attract architects, developers, engineers, interior designers and others involved in the creation of new, exciting smart buildings and indoor spaces.

The Kiosk is powered by a 2.8 GHz Dual Core i3 Processor, 4 GB of Ram, and a 120 Gb SSD. The Pedestal Kiosk has a Windows 7 or Windows 10 operating system.

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 *Pedestal Kiosk* has been designed for indoor use only. Outdoor use of the Pedestal 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 option 2, or email us at technical@advancedkiosks.com. Hours are M - F, 9:00 am to 5:00 pm EST

Our Support

The Pedestal 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 must 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:

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

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

    o Electrical wiring of your building or location.

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.

Getting Started

Inspect Boxes/Crates

Great care has been taken to ensure that your kiosk is packaged well. Before you sign any paperwork from the shipping company, inspect all boxes or crates to ensure that none of them have been damaged. If there is damage to any outside packaging material, call the shipping company immediately and <u>make a note of the damage on the acceptance paperwork when signing for the shipment</u>. Your kiosk has been shipped fully insured, so please keep any shipping paperwork. If damage has occurred, it is recommended that you take pictures of the damaged. Any damage due to shipping **must** be reported to Advanced Kiosk within 48 hours after the arrival of the shipment. After this allotted time, shipping insurance is void.

Unpacking the Kiosk

The Pedestal Kiosk is always shipped in a crate and will look like the picture below. Remove the screws to open the face of the crate. Arrows indicate where they are located.

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After the side is taken off of the crate you can carefully slide the kiosk out of the crate. This is a minimum of a **two-person lift**, so ensure you have the proper help when unpacking

You will find the keys to the kiosk loosely cable tied to the power cord. **Carefully** remove the cable tie. The hardware and software are contained in a bag, inside the box tapped to the front of the kiosk. Keep the keys in a safe place.

Hint: Write down the number and manufacturer that are on the key and keep it in a safe place. If you lose your keys you will be able to call Advanced Kiosks and have it remade.

Note: Keep the boxes and packaging material that the kiosk and computer were shipped in. This packaging has been specially designed to handle these delicate items. Shipping the kiosk with out proper packaging will void your warranty.

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Installation

Assembling the Kiosk

The directions below are detailed for installing all the components of the kiosk and instructions for permanent mounting. **The standard kiosk comes already assembled.**

Installing the Computer

To access the compartment that houses the computer, unscrew the two bolts in the back of the kiosk located at the top. Once the back panel is unsecured from the kiosk, lift the panel **up** and **away** set aside
.

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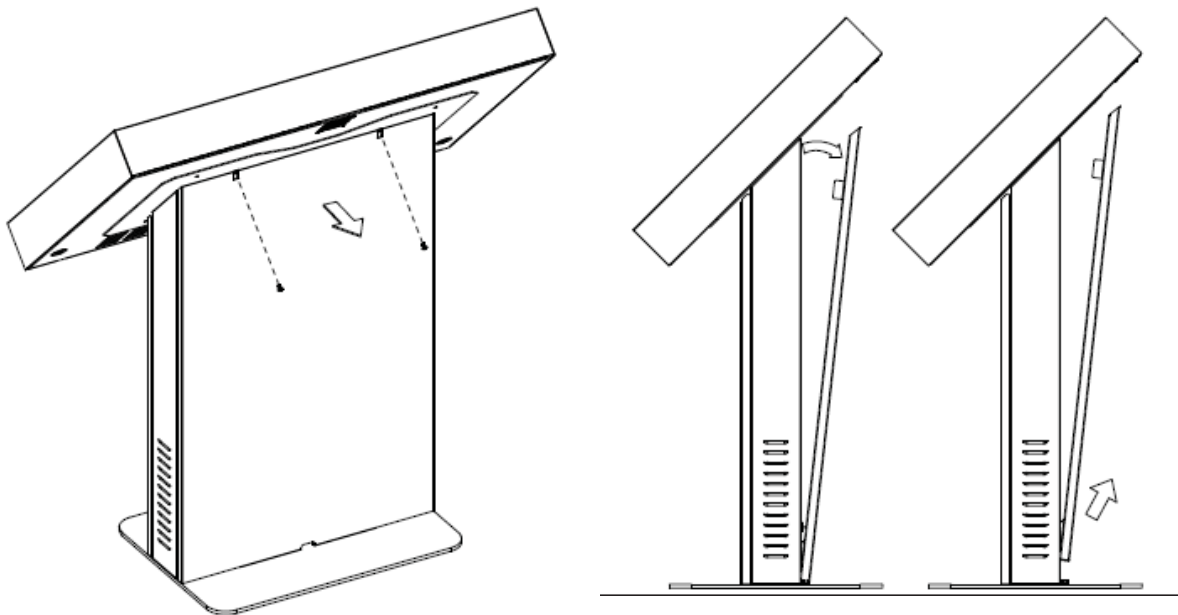
Once the screws holding the back panel are removed, lift the panel up and set aside. Unpack the computer and plug all the cables into the computer. They are labeled for your convenience, and the sticker on the computer shows the orientation for installation.
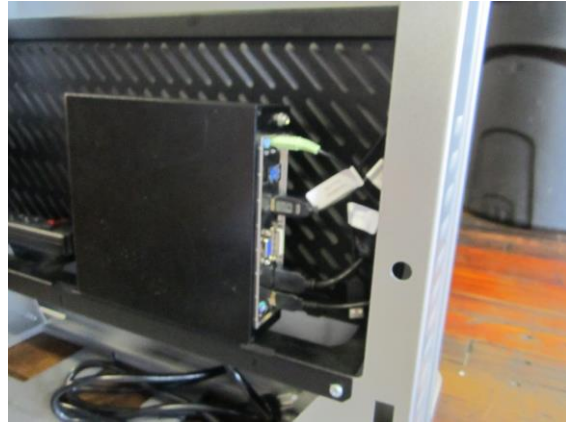
Turn the power strip switch "ON".

Install the computer into the bottom of the kiosk. This is accomplished by opening the bottom door. Plugging in the cables *before* the computer is physically inside the kiosk is much easier. Set the computer right next to the kiosk's opening and plug the cables in there.

When installing the computer, it is important to follow the orientation label. If the computer has fans, they need to be centered and pointing up. This is required for the kiosk to cool efficiently.

The following cables should be connected for a standard Pedestal Kiosk:
Note: The USB plugs are not port specific and can be plugged into any open USB jack.

Cables to Computer	Optional Equipment
Network Cable – Cat5 plug	Camera - USB
Monitor – VGA or Display Port or HDMI	Keyboard - USB
Speaker – USB and 3.5 mm TRS plug	Bar Code Scanner - USB
Wi-Fi – USB	Credit Card Reader - USB
Power Cable	
Touchscreen - USB	

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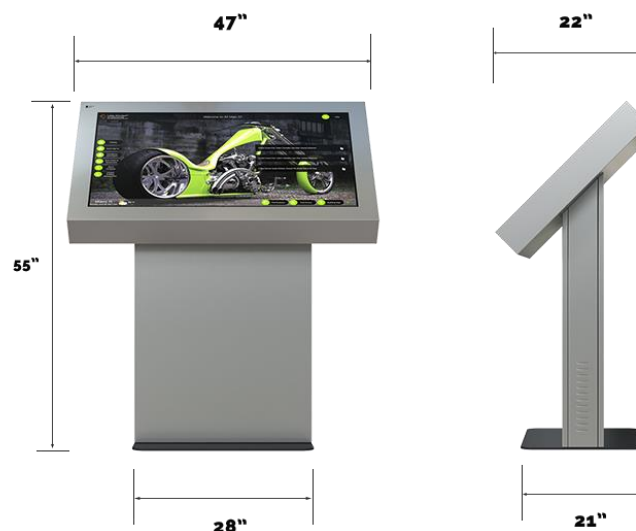
Installing the Kiosk

The *Pedestal Kiosk* can be left free standing or secured to the floor permanently. Find a suitable location that you would like to mount the kiosk.

Location

The kiosk should not be placed in an area where a heating vent is directly venting on the kiosk. The floor area also must be level, so that the kiosk does not wobble. Also take into consideration how the area lighting and foot traffic may affect the kiosk project result.

Securing the Kiosk to the Floor

There are two holes located in the back of the base for securing the kiosk to the floor, see image below, these holes are located evenly spaced apart. Place the kiosk in the location that you want it to be mounted at, keeping enough room for people to use the kiosk and not interrupt the flow of traffic. Use the kiosk as a template and mark the location of the holes. Drill the holes at the marked locations sized for the hardware. Then with appropriate hardware for your floor, bolt, or screw through the holes in the back of the kiosk base and into the floor. Your kiosk is now secured in place.

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Setup and Operation

Basic Setup

The kiosk is shipped with a full, standard installation of Windows 7 Professional or Windows 10 Professional.

Before Powering the Kiosk ON

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

Attach the included Wi-Fi antenna to the threaded connection on the back of the kiosk.

Plug the kiosk into a standard 110v wall outlet.

*Note: It is possible for a power cord to exit the bottom of the kiosk and connect directly to a floor outlet, but the kiosk **MUST** be secured to the floor to prevent the cord from being damaged. See "Permanent Mounting".*

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

Startup

To begin setup, unscrew the two bolts in the back of the kiosk located at the top. Once the back panel is unsecured from the kiosk, lift the panel **up** and **away** set aside.

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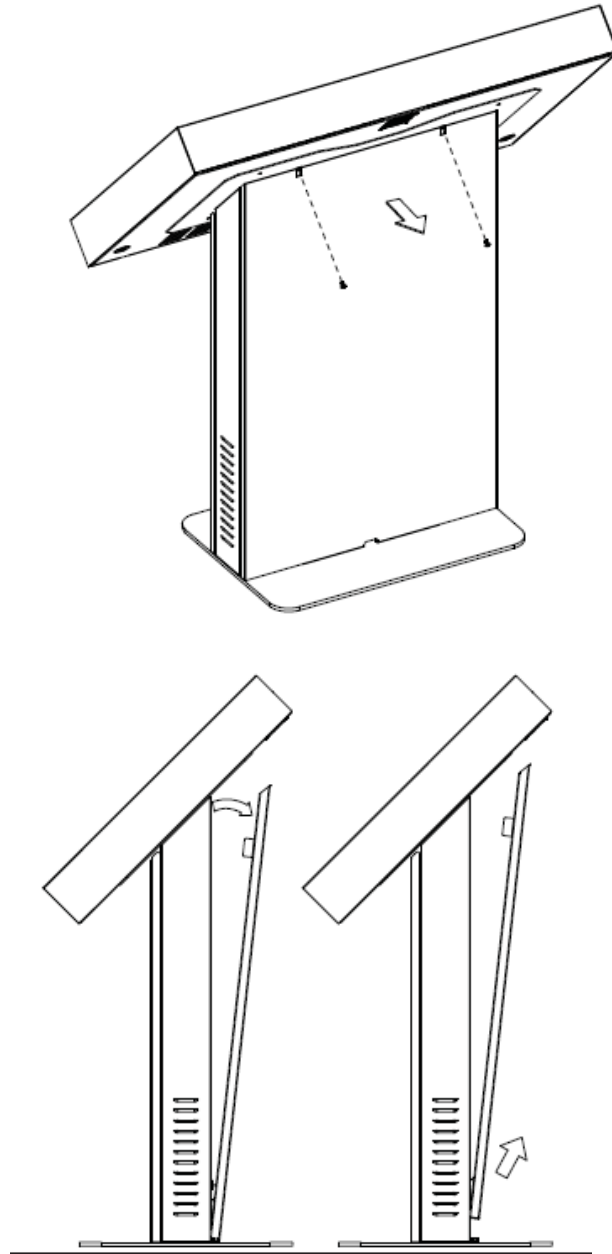
Unpack the computer and plug all the cables into the computer. They are labeled for your convenience, and the sticker on the computer shows the orientation for installation.

Turn the power strip switch "ON".

The monitor and computer will automatically turn on when power is applied to each unit. Everything should be plugged into the power strip, and when the power button on the strip is flipped on the unit will automatically start the computer and monitor.

Once everything is on and workings put the back panel into place and secure it with the

bolts.

If the touch screen needs configuration (mouse doesn't follow your finger), "Align" the monitor by selecting touchscreen alignment located on your desktop, or control panel.

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

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

Start Menu>Documents>Kiosk Files

The Pedestal 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.

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

OS	Windows 7 Professional
Processor	Intel i3 3.2 GHz Dual Core
System Memory	4GB DDR4 2133 MHz
Graphics	Intel HD Graphics
Storage Device	120GB Solid State Drive
Operating Temperature	10°C to 35°C (50°F to 95°F)
Wi-Fi	2.4GHz Wireless N (backward compatible with 802.11b/g) with external high-gain 5 dBi antenna
Wireless Security Encryptions	WEP 64/128, WPA, and WPA2 with TKIP and AES capable
LAN Chipset	Realtek 8111HSH-CG
Max LAN Speed	10/100/1000Mbps
USB 2.0	2 x USB 2.0
USB 3.0	4 x USB 3.0
Video Ports	1 x VGA, 1 x DVI
Audio	Stereo, 192 kHz

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	19 Vdc	5A	

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Computer Power Supply	100/240 Vac	1.6 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	

Monitor Standard

46.0" Touch Screen	
Aspect Ratio	Aspect 16:9
Touch Technology	Infra-Red Dual Point Touch (Upgradable to Multi Point)
Display Technology	TFT LCD with LED backlight
Native (Optimal) Resolution	1920 x 1080
Brightness	500 nits
Response Time	6.5msec
Viewing Angle	Horizontal: 178° total

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	Vertical: 178° total
Contrast ratio (Typical)	Contrast 4000:1
Power Supply	12VDC
Power Consumption (Typical)	90W
Temperature	Operating: 0°C to 50°C (32°F to 122°F)
	Storage: -20°C to 60°C (-4°F to 140°F)
Humidity	Operating: 10%-90%
	Storage: 10%-90%
MTBF	50,000 hours

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Equipment Manuals

The documentation included with the Pedestal 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 you equipment Serial Numbers here and keep this document in a safe place.

Serial #   _____

Key #   _____   **Color #**   _____

Windows Product Key
     _____

Notes: _____

     _____

     _____

     _____

     _____

     _____

     _____

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Solving Problems

For any problems, suggestions, or concerns please call Advanced Kiosk at 603-865-1000 option 2, or contact us at technical@advancedkiosks.com   Hours are M thru F, 9:00 am to 5:00 pm EST.

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 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.

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.

Please see the ELO Website for more cleaning information. The information above is from the ELO website www.elotouch.com/Support/TechnicalSupport/cleaning.asp

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 Pedestal Kiosk. If you have damage to the front call us and we will help you resolve this.

Painted Enclosure Cleaning and Maintenance

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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 Pedestal 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 back ground, or freight.

Reformatting the HDD and/or reinstalling the operating system do 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. Reverse the *Unpacking the Kiosk* instructions. Shipments will not be accepted without

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and RMA number. Any item shipped to Advanced Kiosks must be well packaged. We are not responsible for damage due to poor packaging.

Support information

Advanced Kiosks
Franklin, NH 03235
Mon-Fri 8:30 am-5 pm (EST)

Sales Support

1.603.865.1000 Option 1
sales@advancedkiosks.com
From Website

Technical Support

1.603.865.1000 Option 2
technical@advancedkiosks.com
From Website

Basic Support (Included)

Included with your purchase of the kiosk

- All interaction is through our technical support portal using email.

- Correspondences will be answered in 24 hours, not including weekends.

- In the event of a hardware failure and the customer submits an RMA and sends in the hardware we send it back repaired in 1 to 3 weeks.

- Customers will only be helped with software by email only; we will only answer questions on our software.

Advanced Support (Optional)

Included for the first 30 days. All the features of the Basic plan PLUS the following:

- All software updates for Zamok.

- Phone support, 9 to 5 EST from our in house, experienced technicians.

- Priority processing of any hardware that requires repair

- We will use Team Viewer to remote in and support the kiosk, as long as the kiosk has an internet connection, and your network allows this.