

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

Owners Manual for  
***Thru-Wall Kiosk***

AK-TWK-OM-9/29/2020



# Table of Contents

## Contents

<b>INTRODUCTION .....</b>	<b>3</b>
PRODUCT DESCRIPTION .....	3
PRECAUTIONS .....	3
OUR SUPPORT .....	4
<b>SETUP AND OPERATION.....</b>	<b>5</b>
BASIC SETUP .....	5
<i>Before Powering On the Kiosk.....</i>	<i>5</i>
<i>Installation .....</i>	<i><u>5</u></i>
<i>Taking Out of Crate .....</i>	<i>6</i>
<i>Wall Mounting.....</i>	<i>7</i>
<i>Startup.....</i>	<i>11</i>
<i>Back Up Your Information .....</i>	<i>11</i>
<i>Adjusting Speaker Volume .....</i>	<i>12</i>
<b>SPECIFICATIONS .....</b>	<b>13</b>
COMPUTER .....	13
<i>Mini-ITX Main board.....</i>	<i>13</i>
<i>Power Requirements .....</i>	<i>14</i>
<i>General Dimensional Information .....</i>	<i>14</i>
<i>Equipment Manuals .....</i>	<i>15</i>
SUPPORT .....	<i><u>16</u></i>
<b>MAINTENANCE OF KIOSK .....</b>	<b>17</b>
CLEANING AND MAINTENANCE .....	17
<i>Touch Screen.....</i>	<i>17</i>
<i>Stainless Steel Cleaning and Maintenance .....</i>	<i>17</i>
<i>Painted Enclosure Cleaning and Maintenance .....</i>	<i>17</i>
<b>WARRANTY .....</b>	<b>18</b>
POLICY .....	18
<i>Limited Warranty .....</i>	<i>18</i>
<i>Returned Item.....</i>	<i>18</i>
<i>Shipping .....</i>	<i>18</i>

# Introduction

## Product Description

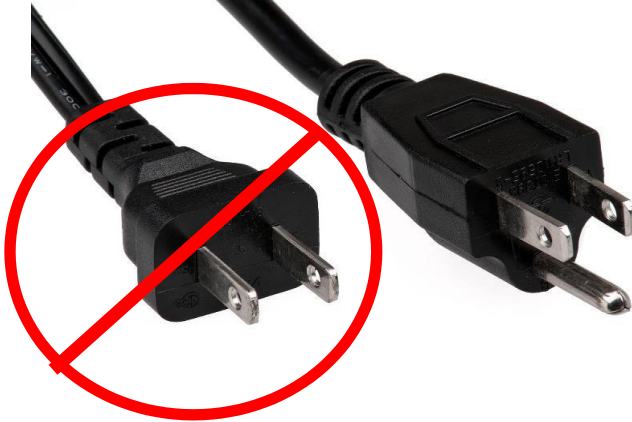
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The Thru-Wall Kiosk features include a 17" LCD touch screen monitor, amplified stereo speakers, Internet, and an all steel enclosure for sturdy and trouble-free use. With options such as a bill acceptor, credit card reader, camera, receipt printer, biometrics and bar code scanners, the Thru-Wall kiosk can be customized to suit a wide range of needs.

## Precautions

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- **Do not assemble the kiosk until all the directions have been read and understood. Have a minimum of 2 people to place in wall, as kiosk is fairly heavy. Having only 1 person can result in injury.**
- **Kiosk is designed to be installed in a building that is environmentally controlled. The area that the kiosk back end is installed in should be maintained between 40 to 85°F**
- 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.



- 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](mailto:technical@advancedkiosks.com). Hours are M thru F, 9:00 am to 5:00 pm EST

## Our Support

The Thru-Wall 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 networks, 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. We do not know your building codes.

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

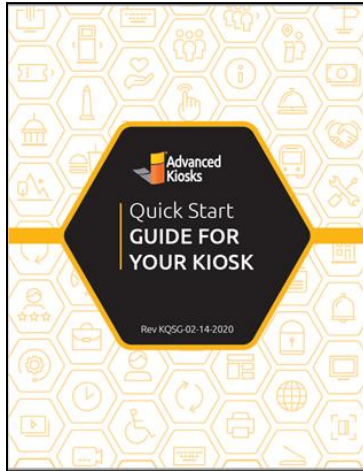
All products from Advanced Kiosks are made and shipped from New Hampshire. New Hampshire has no sales tax. If it is required for anyone who is purchasing one of our products to pay taxes to another state, this is the responsibility of the person or organization purchasing from us.

# 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

For ADA Compliance, ensure the top of the Kiosk Computer Screen is no more than 48” from the ground.

<https://advancedkiosks.com/products/technology-considerations-ada-compliance/>

Plug the kiosk into a standard 120v wall outlet. Take care that the power cord is managed, so that it will not catch anything and will not 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 are not 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.

## Installation

When receiving the kiosk, it will show up in a crate that will need to be opened. Everything is packaged and included, and should be assembled according to these instructions (Modify according to your buildings safety codes).

### Taking Out of Crate

Use a screwdriver or power drill to remove the screws on the crate cover. The kiosk will be carefully packaged with foam and bubble wrap in the crate. Take out foam and padding to reveal the kiosk and components. If anything looks wrong right away, refer to the support page.



The Packaged Kiosk



Kiosk Components Without Packaging

9/29/2020

*Thru-Wall Kiosk Assembly and Operation Instructions*

[www.advancedkiosks.com](http://www.advancedkiosks.com)



## Wall Mounting

1. Take out the main assembly panel of the kiosk. It should be all assembled together with bolts and rivets, as well as being welded.
2. Push into appropriate size hole (50.5"L x 25"W, 18" Off the Floor) which is shown in the dimensional drawing on our website. Mount with mounting hardware of your choice that works with your building and can support the entire kiosk. Make sure your kiosk is level before finishing mounting. Use shims if necessary. (Follow all of your building codes when mounting.)



1. Wall with Cutout for Kiosk



2. Kiosk Assembly Being Pushed into Wall

**Warning: Be sure to have at least 2 people to lift and insert the kiosk into the wall. It is heavy and having only 1 person can result in injury.**

3. Before kiosk is fully pushed into the wall, use Ice and Water Shield around the front edges of the kiosk, which will then be hidden by the front bezel. Use chalk or other marking agent to accurately place the shield under the metal, without any protruding from the sides. Trim the excess as needed.



Ice & Water shield Placed Under Metal Edges



Kiosk Fully Pushed into Wall

9/29/2020

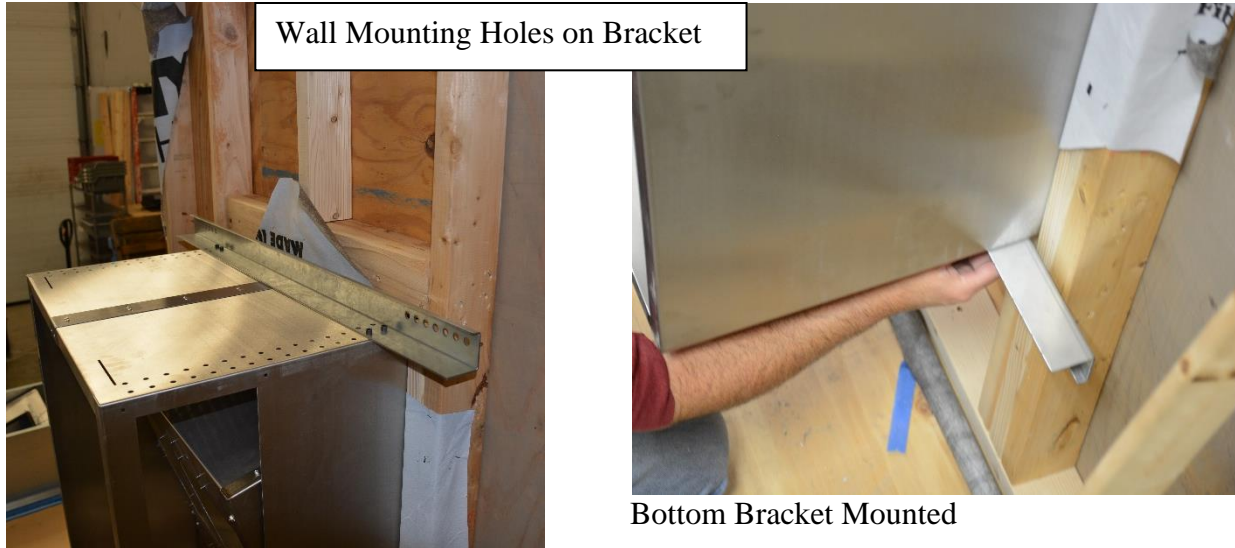
Thru-Wall Kiosk Assembly and Operation Instructions

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Page 8 of 18



4. Use provided brackets to lock kiosk into wall. Use  $\frac{1}{4}$  nuts and bolts to mount through the top and bottom of the back shroud. Use all 8 holes on both brackets to mount. If they do not sit directly on the wall, use shims to create a tighter fit to the wall. The holes on the bracket that are facing the wall can also be used to drill into the wall for added security.



Top Bracket Mounted



Shims Between Bracket and Wall

5. Install the computer in the bottom of the assembly and plug in all the necessary components to it, as well as plugging in all the power cords to the included power brick. Also connect your Ethernet cable to the white RJ45 port in the side of the back assembly.



Power Brick, RJ45 Port, and Filter

6. After all peripherals have been mounted and the kiosk has been shown to work, place the back door on the kiosk over the shroud. The door locks into two grooves on the top, and swings down to mount with a locking cam on the bottom of the door. If mounted correctly, the door should not move in any direction when locked.



Top Two Grooves



Door Mounted

9/29/2020

Thru-Wall Kiosk Assembly and Operation Instructions

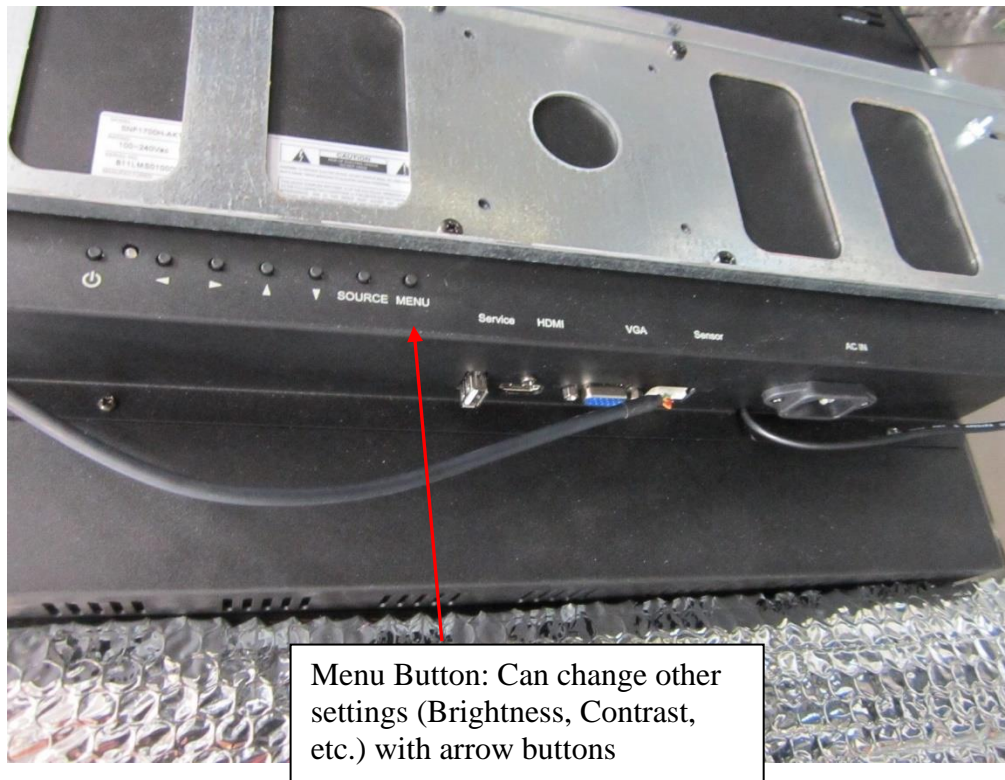
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Page 10 of 18

7. Be sure that all fans are plugged in (Fans are thermostatically controlled, will come on when it gets too hot), that all parts are mounted according to the instructions, and that all of the sheet metal is fixed securely to the walls. If every step was followed correctly, and all parts have been plugged in and used accordingly, then the Kiosk should work as intended. For any additional questions, refer to the support page.

## Startup

The first time that the kiosk is plugged in, the monitor and all other components should automatically turn on. There will be buttons on the side of the monitor to change the monitor settings.



A copy of this Thru-Wall Kiosk manual is located on your desktop.

For Touchscreen calibration, use the “PC Settings” in the Windows menu.

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

**Start Menu>Documents>Kiosk Files**

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

9/29/2020

Page 11 of 18

*Thru-Wall Kiosk Assembly and Operation Instructions*

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## **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

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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	AMD Ryzen 3
Memory Support	8 GB DDR4
Onboard USB	6 USB 3.0 ports
Onboard LAN	802.11b/g/n WLAN
Onboard Audio	High Definition Audio
Front Panel	1 x Headphone Jack 2 x USB 3.0 1 x Type-C
Back Panel I/O	2 x Displayport 1 x HDMI 1 x LAN (RJ45) Port 4 x USB 3.0 1 x Power Port
Operating Temperature	50°F ~ 95°F

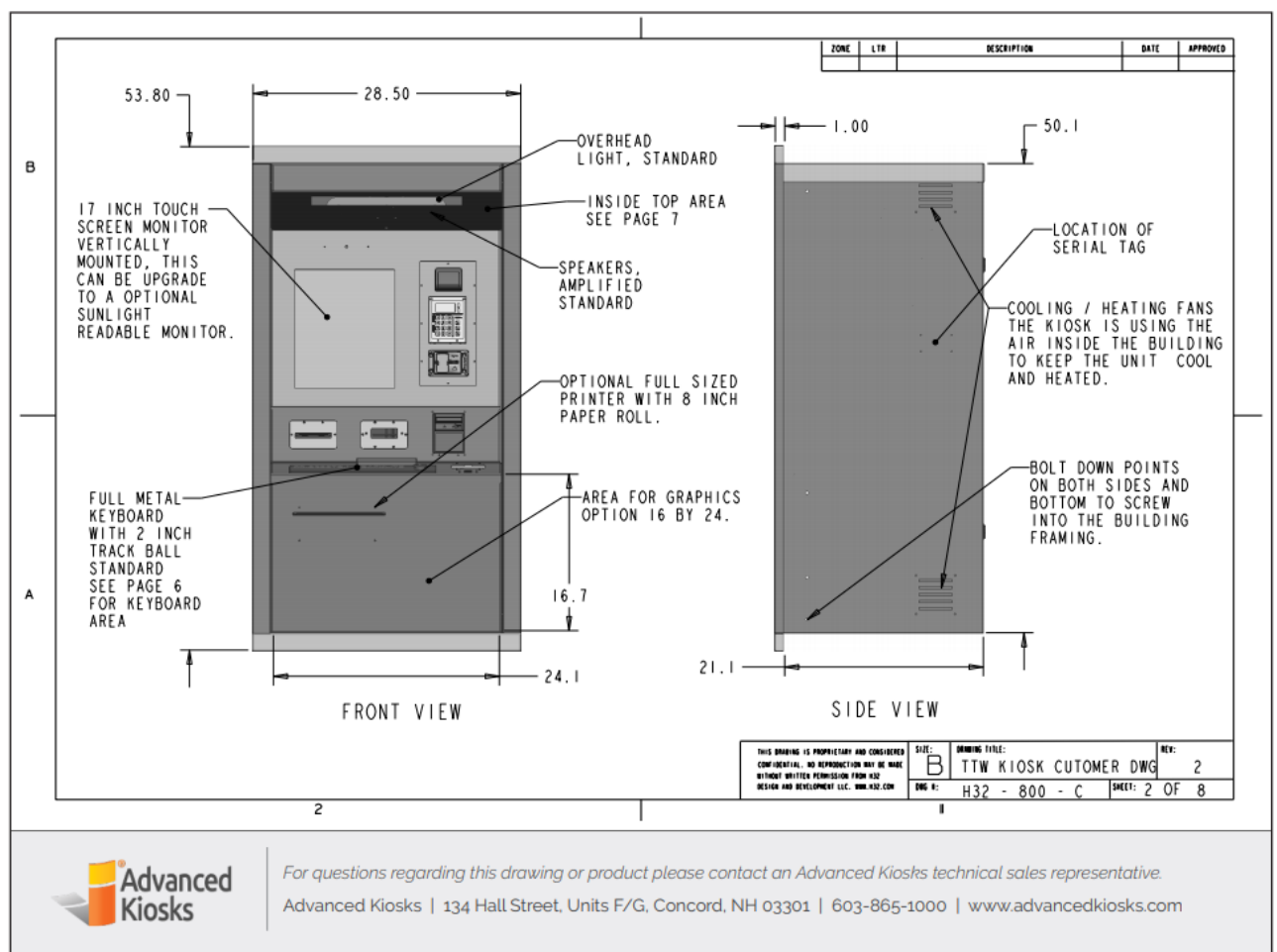


## Power Requirements

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



9/29/2020

Page 14 of 18

Thru-Wall Kiosk Assembly and Operation Instructions

[www.advancedkiosks.com](http://www.advancedkiosks.com)

## Equipment Manuals



The documentation included with the Thru-Wall Kiosk's components has been included with your kiosk. 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 #** \_\_\_\_\_

**Notes:**

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## Support




# 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](mailto: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/>

1/8/20



# 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.

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 Thru-Wall 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

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### Limited Warranty

For full Warranty Information, please refer to: <https://advancedkiosks.com/products/hardware-kiosk-warranty/>

Your Advanced Kiosks Thru-Wall 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 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 Thru-Wall Kiosk, it must be well packaged. Plan on using a minimum of four inches of bubble wrap on all sides. Having the ends well wrapped is critical.

For full Terms & Conditions, Please refer to: <https://advancedkiosks.com/about-advanced-kiosks/terms-conditions/>