

ADVANCED KIOSKS



Tower Kiosk Installation Manual

AK-TWR-IM-20170101

H32-280-100

OUR MISSION

To help people and businesses bring their services to those who need them through the art of engineering, quality craftsmanship, and the innovative nature of self-service technology

EDITOR

James Jameson

WRITER

Nathan Morse

DESIGN

Marshall E. Nye

CONTACT

Advanced Kiosks

20 Canal Street

Franklin, NH 03235

(603)865-1000

team@advancedkiosks.com

Copyright © 2017 by Advanced Kiosks

All rights reserved.

Printed in the United States of America

advancedkiosks.com

TABLE OF CONTENTS

ADVANCED KIOSKS.....	1
Required Tools.....	4
Receiving the Kiosk.....	5
Unpacking the Kiosk	6
Opening the Crate.....	6
Crate Contents	6
Removing Packing Material	1
Installing the Kiosk.....	2
Location	2
Securing the Kiosk to the Floor	3
Assembling the Kiosk.....	5
Installing the Shelf	5
Middle Section	6
Top Section	7
LEDs and Cable Management.....	9
Bottom LED Light Ring	9
Middle LED Light Ring	10
LED Wire Harness.....	11
Middle Section, Front Panel.....	13
Phone Cord	14
Front Panel – Cables and Locking	16
Connections and Computer Installation	17
Connections	17
Notes about Cable Management	17
Fire it up!.....	18
Bottom Door	18
Burning In/Testing	19

Checklist:.....19

WARRANTY POLICY 21

Limited Warranty..... 21

Returned Items..... 21

Return Shipping..... 21

SUPPORT INFORMATION 22

Sales Support 22

Technical Support 22

Basic Support (Included) 22

Advanced Support (Optional) 22

Required Tools

7/16" Deep Socket

Ratchet and Extensions

Phillips Head Screw Driver

6' Step Ladder

Service/Media Cart, or Small Table

It is a good idea to read all the way through each of these sections before taking action.

Receiving the Kiosk

The Tower Kiosk is shipped freight in a single crate. Please note when receiving the crate from the shipping company if there are any obvious signs of damage to the outside of the crate (splintered wood, holes, etc.).



Unpacking the Kiosk

The kiosk is shipped partially disassembled. All the items are wrapped in shipping material and carefully placed in the shipping crate. There is a fair amount of components, so unless you have a means to move the individual pieces around safely, it might be a good idea to move the crate next to the kiosk installation location before spreading everything out.

It's a good idea to use two people from here on out. In fact, let's just say it's required. The pieces aren't overly heavy, but they are awkward and it's pretty hard to hide a scratch, or dent in the stainless steel.

Opening the Crate

The crate is designed to open from the side. We attacked it with Sharpies to make your life easier.



Crate Contents

Here's the list:

- Bottom Section
- Middle Section
- Top Section
- Middle Section Front Panel
- Touchpad/Access Panel
- Computer Shelf
- Bottom Acrylic
- Middle Acrylic
- Bottom LED Light Ring & LED Harness
- Computer
- 7' Cat 5 Extension Cable
- Mini Keyboard
- Goody Bag with Assembly Hardware
 - Bottom & Middle Acrylic Spacers
 - Anchor Bolts
 - 1/4" Stainless Steel Washers
 - 1/4-20 Nylon Nuts
 - 6-32 Shelf Screws
 - Extra Mounting Blocks and Cable Management Pieces
 - Phone Cable Base Mount
 - Keys



Removing Packing Material

All of the components are thoroughly covered in packing material which is held on by pieces of shipping tape. The tape can generally be peeled off by hand, or cut with a box cutter. Be cautious not to slice through and cut the kiosk.

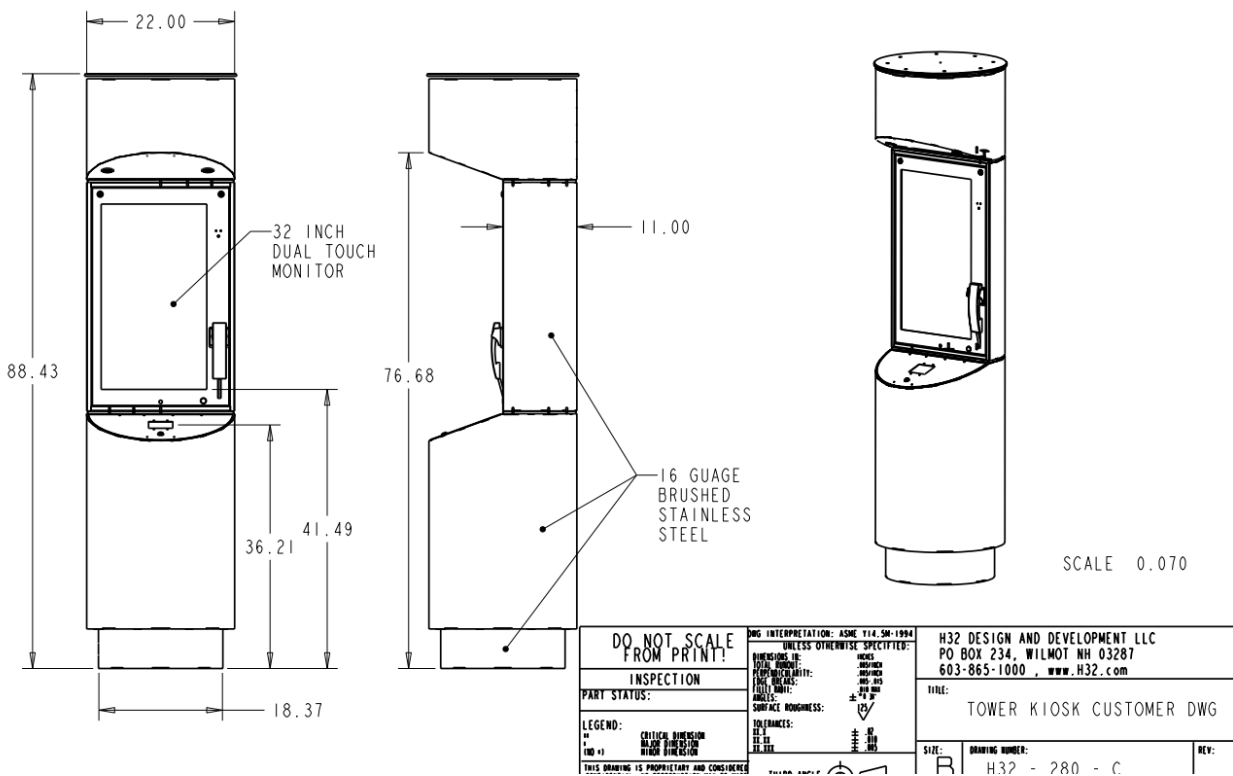


Installing the Kiosk

If you haven't already prepared the infrastructure to receive the kiosk (mounting holes/studs, power, network connection), please do that before continuing.

Location

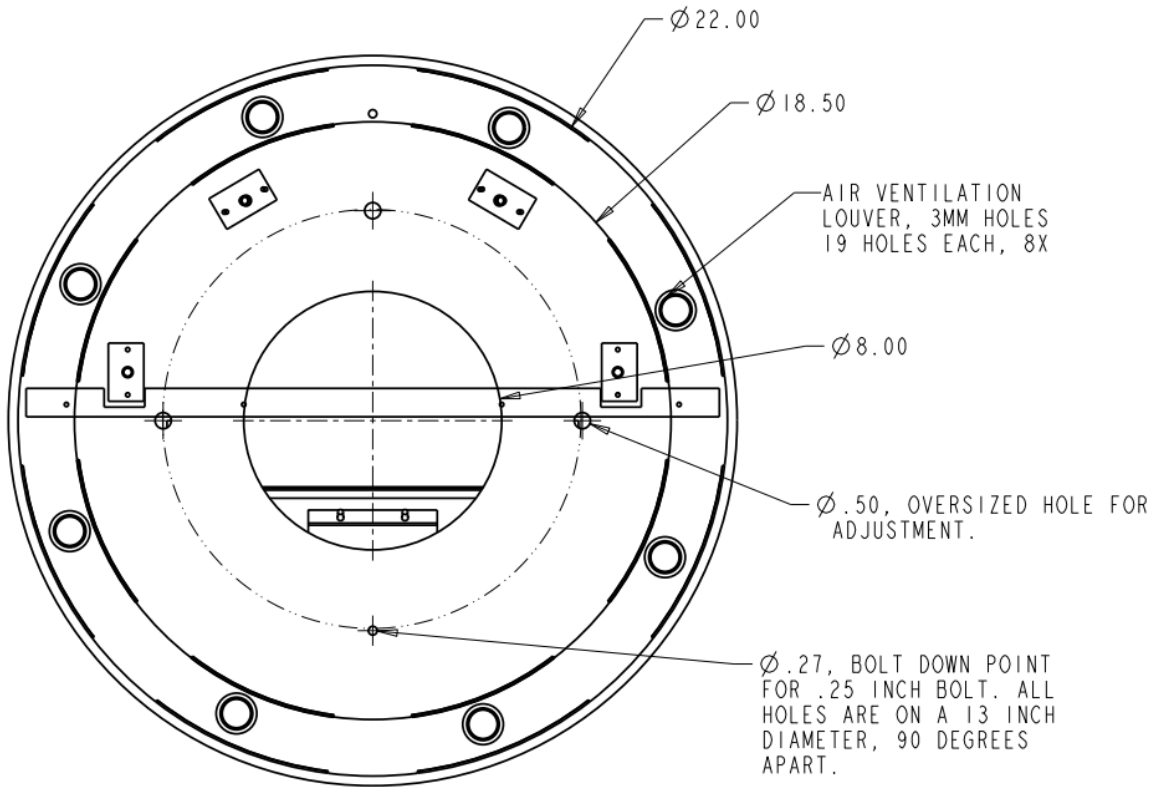
The Tower Kiosk is a 22" wide x 88" tall cylinder and needs to be securely attached to the floor to prevent tipping and wobble, so a level floor made of suitable material is necessary.



Securing the Kiosk to the Floor

To completely hide any cabling, observe the 8" diameter access hole in the bottom of the kiosk. This can be centered over available power and network connection in the floor. If that is not available, the power and network cable can enter the kiosk along the air ventilation ring.

The bottom of the kiosk can accommodate four, 1/4" diameter studs, Grade 5 bolts, anchor bolts, or other appropriate hardware depending on the surface you are installing to.



BOTTOM VIEW

TOWER-KIOSK

1 Cut Sheet

Shims may be needed and you should check the level of the kiosks on the front and side. There should be no wobble in the kiosk when fully tightened down.

For clarity of these instructions, let's *assume* studs have been installed. The process will be the same regardless of the means.

- Once you've unwrapped the bottom section, place it in position over the mounting holes/studs.
- Be sure to use washers (it helps distribute the load) on each stud.
- Before you completely tighten all the nuts, check the kiosk to make sure it's level. Insert shims between the floor and the kiosk to adjust if necessary.
- Once the nuts are tightened down, check level again and make sure there is no wobble.
- Correct if necessary.



Assembling the Kiosk

Now that we've got a good base to start from, it's time to assemble the rest of the kiosk. Do yourself a favor and plug the power strip and network cable into your floor box now while there is more room to work, before we put the shelf in.

Turn power strip off, or remove power to kiosk entirely before continuing.

Installing the Shelf

- Your shelf has the computer power supply and the LED power supply already installed.
- The shelf fits snugly between the four struts and on the exposed brackets.
- Put the shelf into the space at an angle, until it is in position, and then lower it down onto the brackets.
- Use the #6-32 pan head screws to attach the shelf to each of the four the brackets.



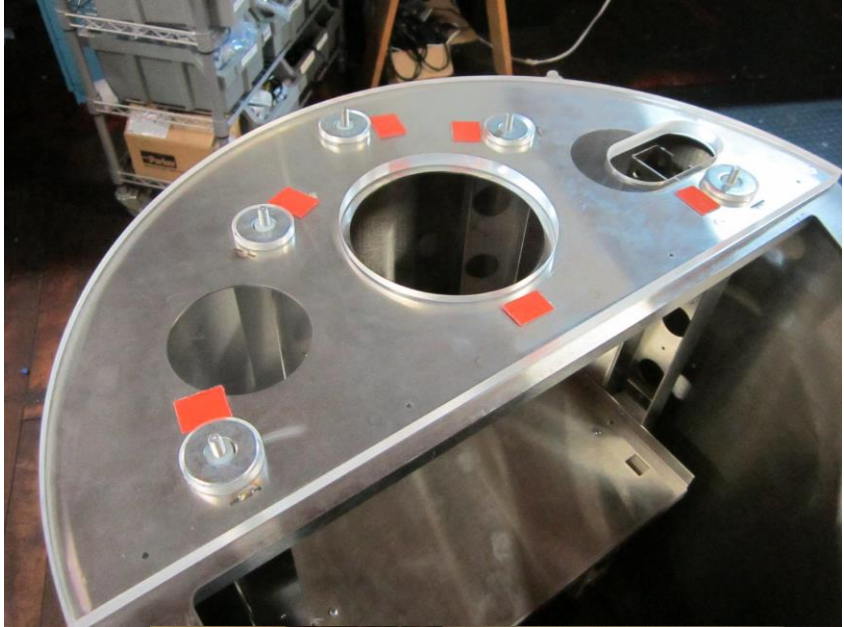
- Plug the computer power supply and the LED power supply into the power strip. Bundle cables with supplied zip ties, or Velcro straps. .



Middle Section

Between each section of sheet metal there is an acrylic transition piece. These ones, they light up. Yes, very awesome indeed.

- Unwrap the *bottom* acrylic piece and place it on the bottom section.
- The oval shaped hole belongs on the right side (*HINT* it matches the outline of the sheet metal).
- Center the holes over the studs.
- Insert spacers into each hole.
- Lift the middle section onto the acrylic.
- Place a ¼" washer over each stud.
- Place a ¼-20 nylon nut on each stud and tighten down 80%.
- Check position of acrylic. Straighten out if necessary, so equal spacing is observed all the way around it.
- Continue tightening the nylon nuts evenly until middle section is firmly attached to bottom section.
- Don't worry about the wires at this point – we'll tackle that after the top goes on.



Top Section

The top section contains the top acrylic cap, speakers and both the middle and top LED Rings. If you don't have NBA players around that can lend a hand, a 6' step ladder is necessary here.

- Unwrap the top acrylic piece and place it on top of the middle section. This piece is symmetrical; however, the thin rubber pieces should be facing down and making contact with the middle section.



- Center acrylic piece and insert the spacers into each hole.



- Carefully push the bundle of cables into the top section. There really is no need to fight with these while you're trying to place the top on.



- Lift the top section above the acrylic.
- With help, guide the studs from the top section through the spacers and into the middle section.
- Person on the ladder
- **DON'T LET GO OF TOP UNTIL IT IS SECURED**
- Place a ¼" washer over each stud.
- Place a ¼-20 nylon nut on each stud and tighten down 80%.
- Check position of acrylic. Straighten out if necessary, so equal spacing is observed all the way around it.
- Continue tightening the nylon nuts evenly until middle section is firmly attached to bottom section.
- Breathe a sigh of relief.

LEDs and Cable Management

Cool, so that is done. Now it's time to hook up those lights and manage a few other cables.

Bottom LED Light Ring

Dig out the LED Ring and Harness from the Goody Bag.

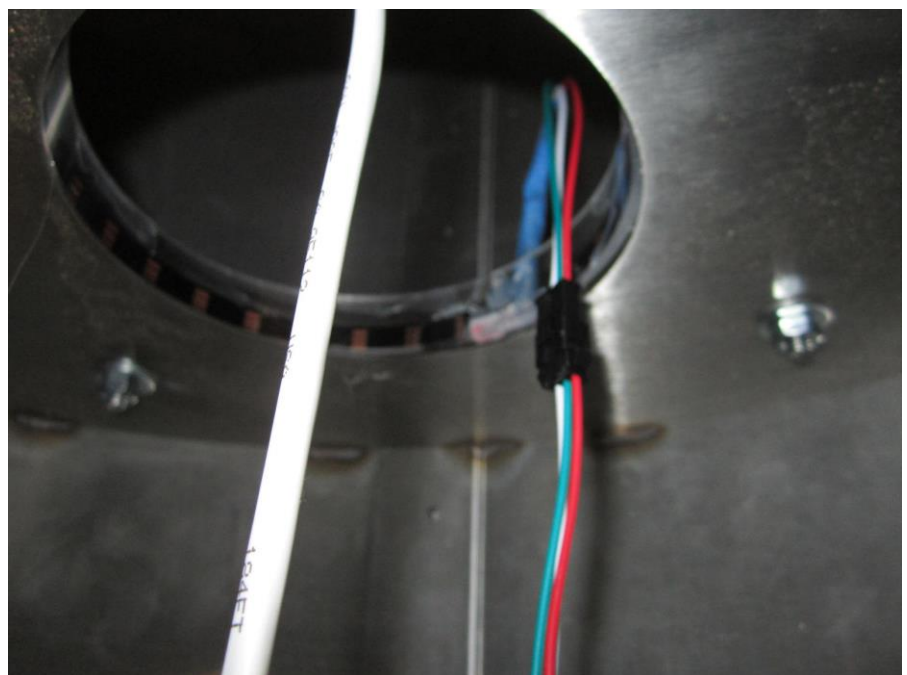
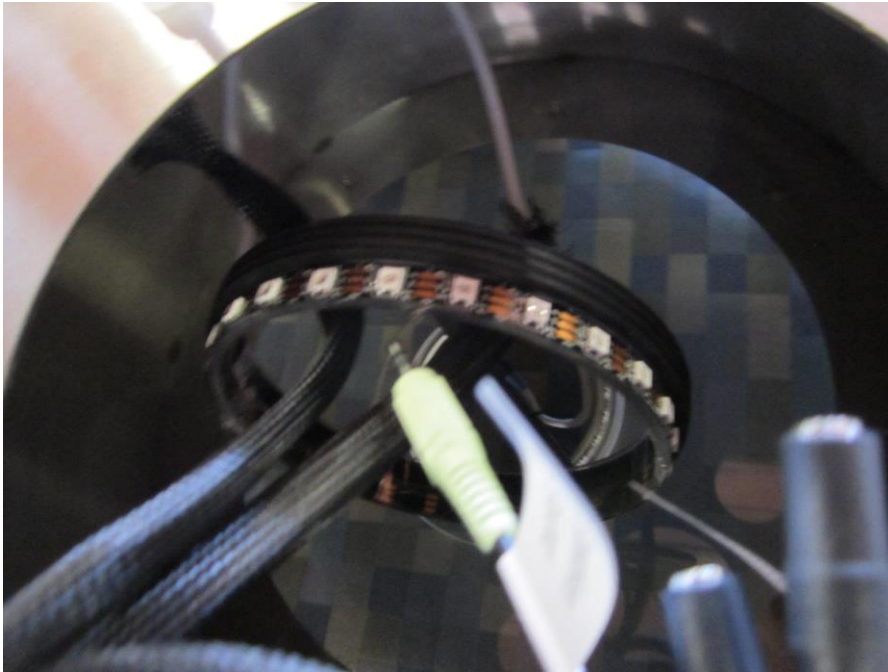


Go ahead and place the LED Ring into the hole between the middle and bottom section. You'll know it's installed correctly if the LED lights are on the same plane as the acrylic and the cable is pointing up.

Middle LED Light Ring

Reach up into that top section that was just so masterfully installed and take down the bundle of wires. Remove the Velcro Ties and feed the bundle with the USB plug all the way down to the bottom section through the LED Ring you just installed.

Reach through again and seat the Middle LED Ring into the center of the acrylic. Again, you'll know it's installed correctly if the LED lights are on the same plane as the acrylic and the bottom of the ring is flush against the sheet metal.



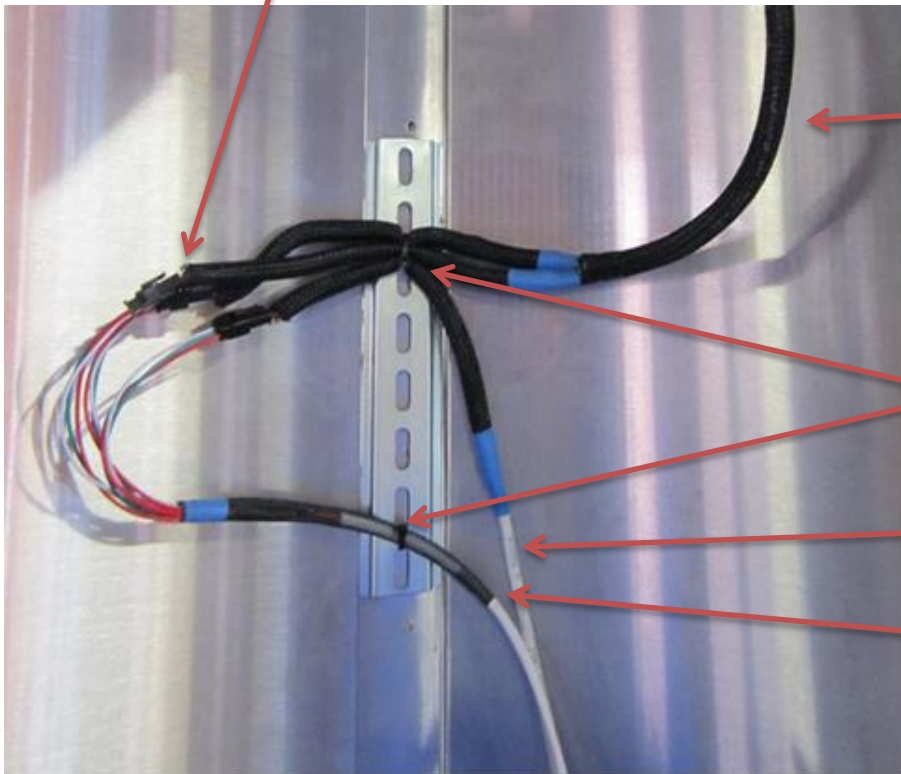
LED Wire Harness

It's time for that LED Wire Harness.

Connect the end with the single plug labeled "LED Controller" into the mating plug on the LED Controller.



Plug all 3 of the LED Rings into the Wire Harness. It does not matter which plug goes into which socket.



Middle and Top LED Rings

Use Zip Ties to secure the cables to the mounting bracket, so that there is no tension on the plugs

Bottom LED Ring

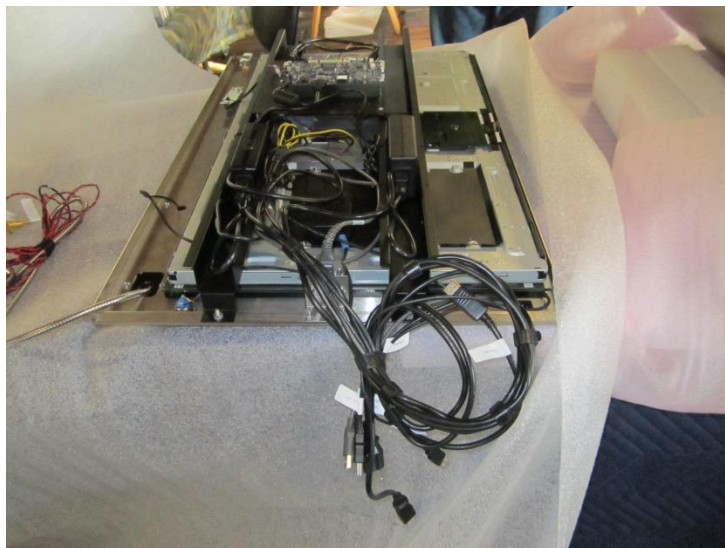
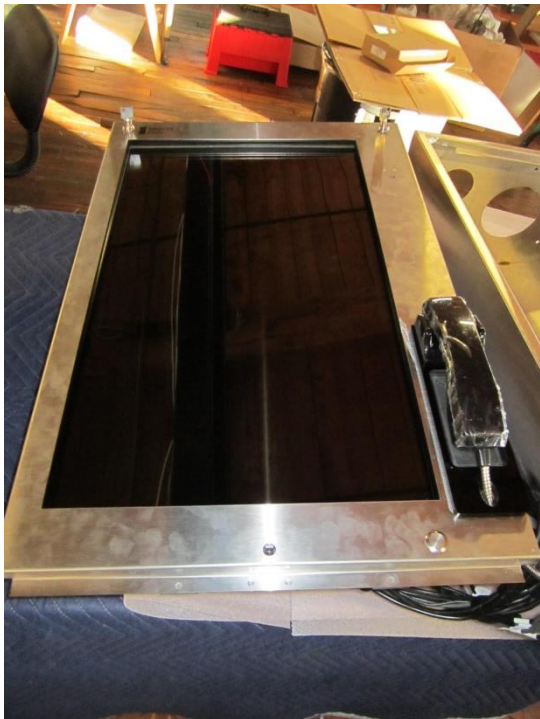
LED Wire Harness

Completed assembly of the LED Wire Harness



Middle Section, Front Panel

We're nearly done! For this next bit, a service/media cart, or small table is extremely helpful to lay the Front Panel on while you're installed the phone handset. If there is not one available, three people are necessary (a person on each side of the panel and one to install). Yay teamwork!



Lay the Front Panel on the cart with the monitor face down. It should be pretty close to the kiosk, so that you have ample cable to work with, but not so close that you risk scratching either surface.



Phone Cord

Insert the phone cord retainer (plugs too) down through the oval shaped hole and into the strut as pictured.

The *cables* do not live in the strut, but float on the right hand side of it.



The phone cord retainer will slide up and down the strut as the phone is pulled away from the kiosk and then put back onto the hook.

Get your hands on the [Phone Cable Base Mount](#), and the $\frac{1}{4}$ -20 x 1.5" Pan Head Screw. This fancy part is used to prevent the handset cable retainer from coming out of the strut when the user tries to walk away from the kiosk while holding the phone.



After the cord has been dropped into the strut, place the phone cable base mount as pictured.

Hold the base mount in place and insert the screw from the left side and tighten.



Front Panel – Cables and Locking

Feed the bundle of cables through the center hole, so that you can reach them through the bottom section. These will all plug into the computer and power strip.



Make sure the lock is in the OPEN position (FYI it's shipped CLOSED)

There are no switches here to turn on, so let's get this front panel put into the kiosk.

With a person on each side, lift the front panel up and place the bottom into the kiosk first.

Tilt the top, so that the face is flush with the kiosk. Don't pinch your fingers!

It's still possible for the face panel to fall forward – DON'T LET GO OF IT, until the locks have been set.



Connections and Computer Installation

The computer will sit on the shelf in the bottom section, between the two power supplies. Look for the sticker that says "Computer" and that's where it'll live.

It's far easier to hold the computer in front of the kiosk, plug the cables in and then set it in place.

When plugging in the USB cables, it matters not which port they are plugged into, however you should leave one of the two front USB ports open, so that when you're installing the touch pad (last piece!), the USB port is easily accessible

Connections

Computer		Cables	Power Strip
Speaker Power - USB	Speaker Sound - Plug	Hook switch <-> Hook switch	Computer
Push Button - USB	LED Controller - USB	Handset <-> Handset	LED Power
Touchscreen - USB	Camera - USB		Monitor 1
Barcode Reader - USB	Monitor - Display Port		Monitor 2
Mic. - Plug	Touch Pad - USB		
Power - Barrel Plug	Network - Cat5		

Notes about Cable Management

There should **not** be any unnecessary tension on the cables or plugs when items are in their final position.

The two red and black cables/stereo plugs coming from the handset need to have enough **free space** to travel up and down that strut unrestricted. If they are bound around other cables, or secured to a static point, when the handset is extended it could undo your hard work.

Fire it up!

Everything is bolted together. All the cables are plugged in, or connected. Locks are locked. Right? Maybe give it a once over...

OK! Flip that power switch!

Monitor should turn on

Computer should turn on (if it doesn't, don't panic – try the power switch on the computer)

Bottom Door

This is it. Seriously. The last piece!

Plug the USB device into the computer.



Insert the back with the flange (facing the kiosk) into the opening.

Lower the front (with the lock) down until it sits flush. There are alignment pins that help positioning.

Here First



Then Here



Turn the key and lock the door.

Burning In/Testing

Prior to being disassembled and shipped, our wizards tested each component.

Now that you've brilliantly put this all together, please do the same.

Checklist:

- Touch Screen should be responsive
- Touch Pad should be responsive
- Camera should do camera things (Desktop->Kiosk Files->Programs->AMCAP – Preview Program)

Navigate to youtube.com and play a video

- Internet should work (if the Network Gods allow it)
- Sound should be playing from the speakers

Pick up the handset

- Sound should stop playing through the speakers
- Sound should be coming from the handset

Stop the video – everyone is watching you

- Open Recording Devices and test microphone

Contact Advanced Kiosks 603-865-1000 option 2

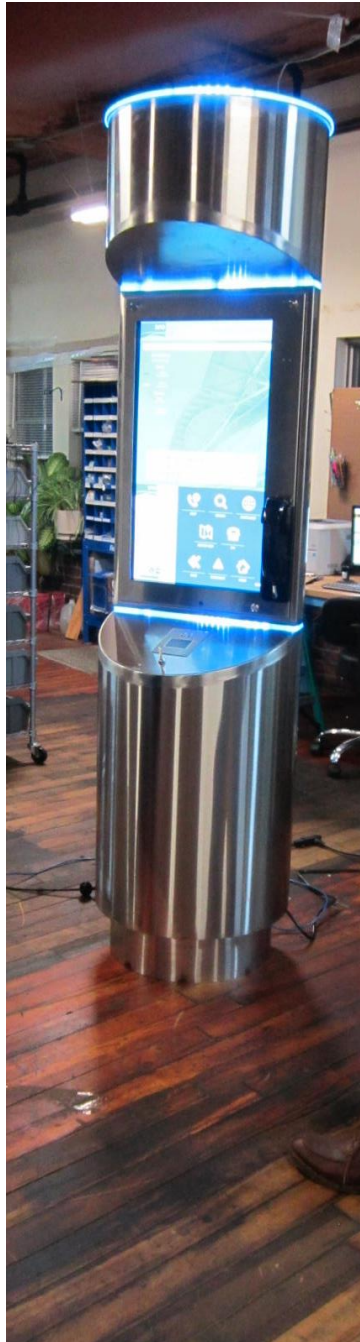
Open Zamok 2.0.

- Push the button and connect to endpoint

Log in and manage settings

- Change LED colors and intensity. So pretty.

Stand back and marvel. Well done.



WARRANTY POLICY

Limited Warranty

Your Advanced Kiosks is guaranteed for 3 years from the date of purchase. All 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 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 due to file corruption, or any reason not related to defective hardware, are not included under this warranty and will have associated costs.

Returned Items

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.

Return 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 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.