www.advancedkiosks.com

Advanced Kiosks | OVER 15 YEARS OF EXPERIENCE IN SELF-SERVICE TECHNOLOGY

ZAMOK 2.0

SOFTWARE SUITE

USER MANUAL

Version 1.1.0

2018-04-04

EDITOR
Nathan Morse

WRITER
Marshall E. Nye

CONTACT
Advanced Kiosks
20 Canal Street
Franklin, NH 03235
(603)865-1000
technical@advancedkiosks.com

CONTENTS

1 Product Overview 6
1.1 Parts and Pieces 6
1.1.1 Cloud Management 7
1.1.2 Zamok Kiosk Application 8
1.1.3 Solutions 9
2 System Requirements 10
2.1 Kiosk Hardware Requirements 10
2.2 Network Requirements 10
3 Installation 11
3.1 Cloud Management 11
3.2 Zamok Kiosk Application 11
4 Getting Started 13
4.1 Symbols/Icons Legend 13
4.1.1 Zamok Navigation Bar Icons 13
4.1.2 Zamok Cloud Management Icons 15
4.1.3 Dashboard Screen Reporting Icons 15
4.1.4 Kiosk Screen Icons 16
4.1.5 Webfiler Icons 16
4.1.6 Layout Solution Icons 18
4.1.7 Homepage Solution Icons 18
4.1.8 Homepage button Icons 19
4.2 Creating an Account 20
4.3 Cloud Management 22
4.3.1 How to Access the Cloud 22
4.3.2 Log in 22
4.3.3 Navigating the Cloud 23
4.3.4 Navigating the Menu Content 24
4.4 Zamok Kiosk Application 36
4.4.1 Starting the Application 36
4.4.2 Login 36
4.4.3 Zamok Standard Elements 37

5 Configuring Core Solutions 40
5.1 Zamok WebView 40
5.2 Session Idle Timer 41
5.3 Zamok Menu Password 41
5.4 Zamok Webfilter 42
5.4.1 Patterns: 42
5.4.2 Zamok Patterns 43
5.4.3 Blocked Sites: 44
5.4.4 Formatting URLs with regular expression 44
5.4.5 Wildcard Patterns 45
5.5 Popup Settings 45
5.6 Printing Settings 46
5.7 Keyboard Settings 46
5.8 Basic Authentication 47
5.9 Portrait Slideshow Settings 48
5.10 Video Settings 50
5.11 Screen Layout Settings 52
5.12 Screensaver Settings 53
6 Configuring Premium Solutions 55
6.1 Credit Card Interpreter Solution 55
6.1.1 Features 55
6.1.2 Accessing Configuration 55
6.1.3 Configuration 56
6.1.4 Mapping Fields in Your Pages 57
6.2 Driver's License Interpreter Solution 62
6.2.1 Features 62
6.2.2 Notes 62
6.2.3 Accessing Configuration 62
6.2.4 Configuration 63
6.2.5 Mapping Fields in Your Pages 64
6.3 LED Controller Solution 68
6.3.1 Features and Benefits 68

6.3.2 Accessing Configuration 68
6.3.3 Configuration 68
6.3.4 Interaction with your kiosk 71
6.4 VOIP Calling Solution 72
6.4.1 Features 72
6.4.2 Benefits 72
6.4.3 User Interaction at the Kiosk 72
6.4.4 Configuration 75
6.4.5 Usage Reporting 80
6.5 Slideshow Solution 81
6.5.1 Features and Benefits 81
6.5.2 Accessing Configuration 81
6.5.3 Configuring Your Slideshow 82
6.5.4 User Experience at the Kiosk 84
6.6 Issue Notification Solution 85
6.6.1 Features and Benefits 85
6.6.2 Accessing Configuration 85
6.6.3 Configuring the Notification System 86
6.6.4 Managing Notifications 87
6.7 Video Player Solution 89
6.7.1 Features 89
6.7.2 Accessing Configuration 89
6.7.3 Configuring Your Videos 90
6.7.4 User Experience Inside Zamok 92
6.8 Zamok Homepage Solution 93
6.8.1 Features and Benefits 93
6.8.2 Accessing Configuration 93
6.8.3 Configuring your Homepage 94
6.8.4 User Experience at the Kiosk 100
6.9 Customer Satisfaction Survey 101
6.9.1 Features and Benefits 101
6.9.2 Accessing Configuration 102

6.9.3 Configuring Your Survey 102
6.9.4 Reporting 106
7 FAQ 107
7.1 Network Requirements 107
7.1.1 Configuring Networks for VOIP 107
7.1.2 HOW MUCH DATA WILL VOIP USE? 108
8 About Advanced Kiosks 110
8.1 Company History 110
9 Additional Resources 111
9.1 Sales 111
9.2 Technical Support 111
9.3 Knowledge Base 111

1 PRODUCT OVERVIEW

Zamok 2.0 is pioneering the next generation of kiosk management software, built from the experience and feedback of over 15 years developing unattended self-service applications. Zamok's got you covered with system security, remote management, critical system alerts, updates and tools to make your vision a reality.

The modular design makes this robust suite very light to manage and very reliable. Within this manual you will find an installation guide, an overview of the application, cloud management, and the various solutions available through the Zamok 2.0 platform.

1.1 Parts and Pieces

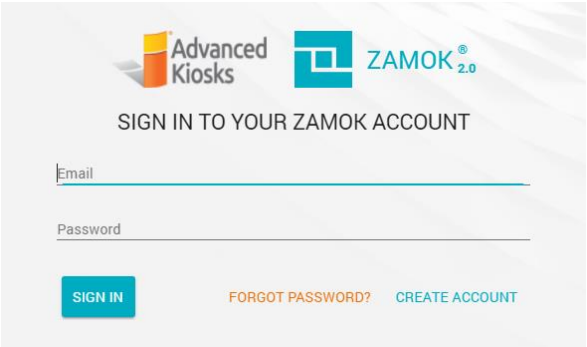
Zamok is comprised of three main components: Understanding these components will help you with configuration and management of the product.

1) The Cloud – Management Console
2) Zamok Kiosk Application – Runs on the kiosk and is what the users interact with
3) Solutions - Premium components.

1.1.1 Cloud Management

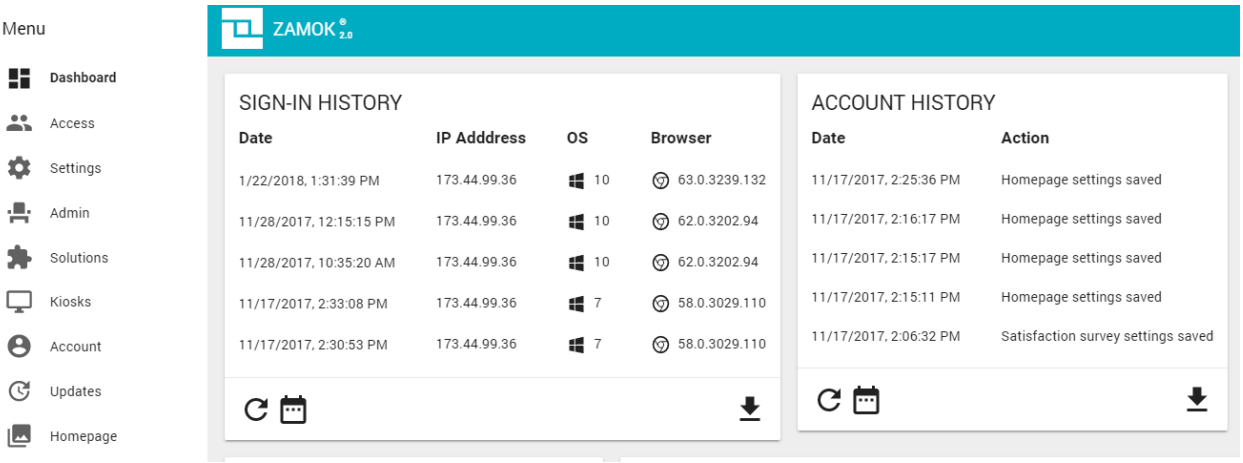
The Cloud Management portal is easily accessible from any device with an internet connection and **Chrome** browser.

Simply navigate to https://zamok2.com where you can sign in, recover your password or create an account.



This Cloud is where you will:

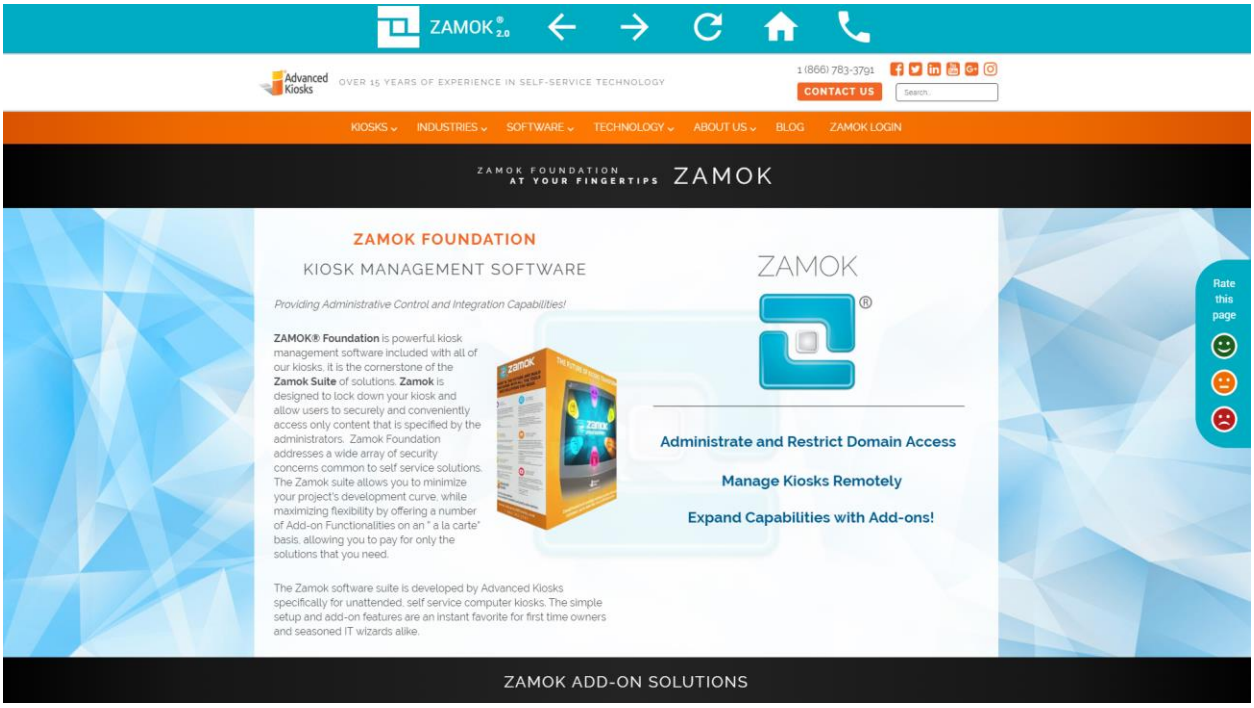
- Manage your account
- Add users
- Configure the Zamok Kiosk Application
- Setup alerts
- Configure your software
- View analytics
- Manage updates
- Configure the solutions



1.1.2 Zamok Kiosk Application

The Zamok Kiosk Application is the component that runs on your kiosk and is what your users will interact with. The application runs in full screen mode whenever the kiosk is running. Rest assured knowing Zamok adds layers of security to your kiosk and content while providing an intuitive interface for your users.

It is a standalone executable than will run on any version of Windows 7 and newer.



1.1.3 Solutions

The Solutions are a la carte modules that give Zamok powerful new features. These range from LED illumination systems, to VoIP calling, to credit card parsing.

- Screen Saver Solution
- Reporting/Analytics
- Credit Card Solution
- Driver's License Scanning Solution
- LED Lighting Solution
- VoIP Calling Solution
- Premium Templates
- Printing Solution
- Secure Browsing
- Customer Survey Solution
- Homepage Solution
- Notifications Solution
- Website Authentication Solution
- Video Player Solution

These are seamlessly integrated into the cloud management system and Zamok Kiosk Application. For a complete list of solutions and how Zamok can be tailored to work for you, please call sales at 603-865-1000 x1

2 SYSTEM REQUIREMENTS

For Zamok to operate correctly, certain system requirements must be met.

2.1Kiosk Hardware Requirements

Zamok requires the minimum:

- 2.6 GHz Dual Core Processor
- 4 GB RAM
- 1 GB available storage
- Touchscreen
- Stable Network connection
- Power source

2.2 Network Requirements

Zamok requires an internet connection. To function correctly, Zamok must be able to contact our servers and download resources. For more restricted networks, please ensure the following URLs can communicate with the Zamok Kiosk Application through your network security and/or firewalls:

- fonts.gstatic.com
- *.googleapis.com
- *.zamok2.com
- *.firebaseio.com
- ifconfig.co
- crt.comodoca.com

Additionally, please ensure that traffic can communicate with Zamok through ports 443, 80 and 6984.

If you have additional questions regarding network configuration requirements, please email us at technical@advancedkiosks.com.

3 INSTALLATION

Follow steps below to install Zamok.

3.1 Cloud Management

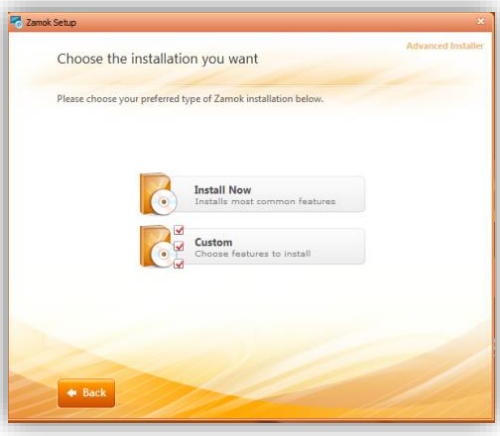
The cloud management system does not require any installation. In fact, you can access your kiosk settings from any Chrome browser version 63.0.3239.132 or higher. Login to access the Cloud Management at https://zamok2.com

3.2 Zamok Kiosk Application

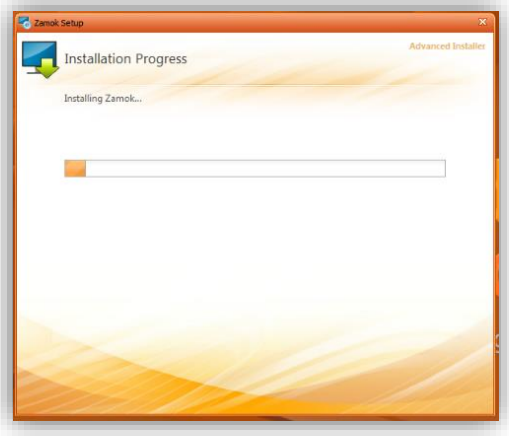
Installation is easy; simply run the installer provided to you by your sales or technical support representative. If you've purchased a kiosk from us, Zamok is already installed. You can also download it here. Once the installer has downloaded, run the file and follow the Zamok Setup Wizard.

1. At the welcome screen, select “next”

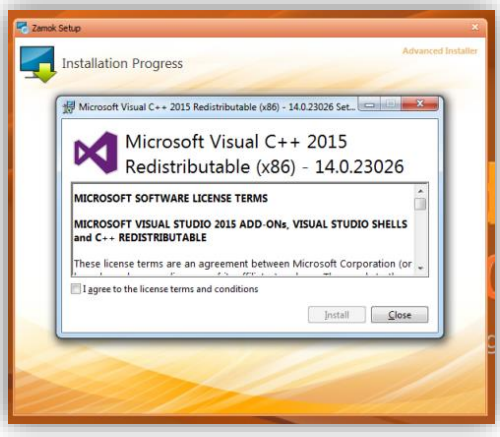
2. Select “Install Now”



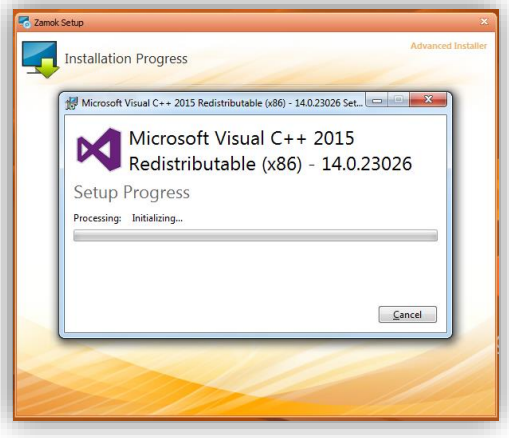
3. The installation will begin. It will check for C++ libraries and install if needed



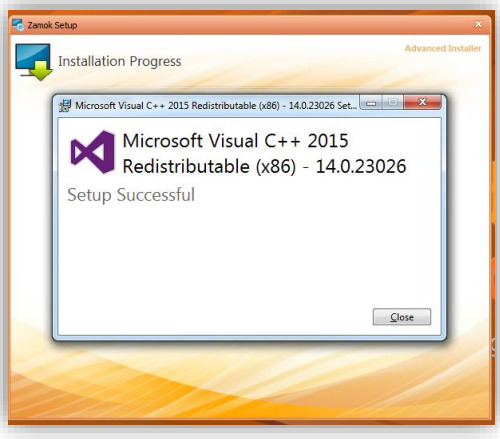
4. Agree to the terms and conditions and select install.



5. C++ libraries will begin installing



6. Once complete, select close. The installer will continue until completion.



4 GETTING STARTED

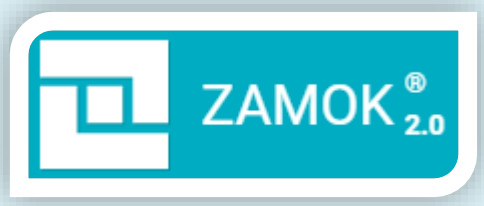
Now that you've got Zamok installed, let's cover how and where to make things happen. This section will cover:

- Symbols and Icons
- Account Creation
- Cloud Management
- Zamok Kiosk Application

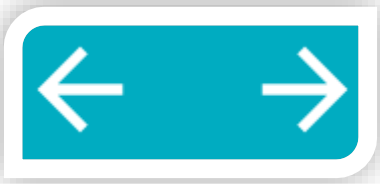
4.1 Symbols/Icons Legend

Zamok Suite uses many Symbols and Icons to represent actions, features and functions. We've collected them all below for quick reference.

4.1.1 Zamok Navigation Bar Icons



Zamok Icon
Clicking will open a password entry screen. (see "Password Protection and Exiting Zamok" below)



Forward and Backward Button
Allows you to navigate back and forth between content you've browsed through

Refresh Button
Refreshes the web content you're viewing

Home Button
Brings you back to the home content you've set your kiosk to display

Phone Button
Press this icon to open the VoIP calling interface

Dial Pad, Call Timer and Hang Up
The dial pad icon brings up a numeric 0-9 dial pad during a call

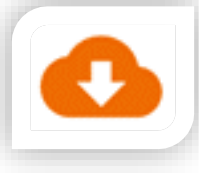
The Call timer shows you the current call duration

The hang up button ends your current call

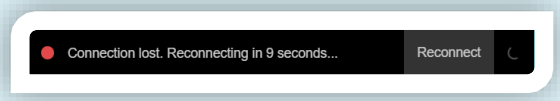
4.1.2Zamok Cloud Management Icons

Exit Button
To log out of the cloud management portal, click on the blue exit icon in the top right-hand corner of the screen

Load Indicator
Indicates that Zamok is currently NOT downloading data from the database



Load Indicator
Indicates Zamok is currently downloading information from database.



Offline indicator
As defined above, Zamok loads a database into a cache, to make subsequent loads faster. Due to the longer load times of the initial database pull, we wanted to make it obvious if you have lost your internet connection. If you see the above notification, it means Zamok cannot connect to zamok2.com.

4.1.3Dashboard Screen Reporting Icons

Refreshes the current report.

Date Range Button
Allows you to define the range of dates that the report would display data for.

Download Button
Allows you to download the current report to a CSV file

4.1.4 Kiosk Screen Icons

Indicates that a kiosk is online

Indicates that a kiosk is offline

4.1.5 Webfiler Icons

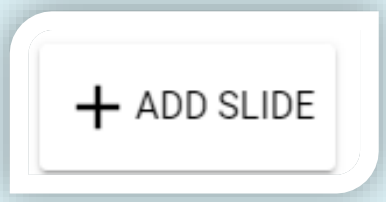
Deletes the URL entry that is next to this icon

This button automatically formats and adds all URLs in the blocked sites list to the whitelist

Allows you to add or remove elements

Indicates that you will be able to add an element once another condition has been met (adding a URL, etc.)

Allows you to define a color. This is used by many different solutions

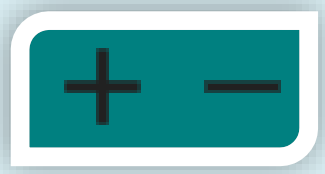


Allows you to add a slide to the slideshow or screensaver solutions

Allows you to define the image of a button slide or video

4.1.6 Layout Solution Icons

Move elements up and down within the interface



Increase or decrease the size of elements in your interface

4.1.7 Homepage Solution Icons

Move a homepage button left and right

Link your button to a URL

Delete the current button from the Homepage

4.1.8 Homepage button Icons

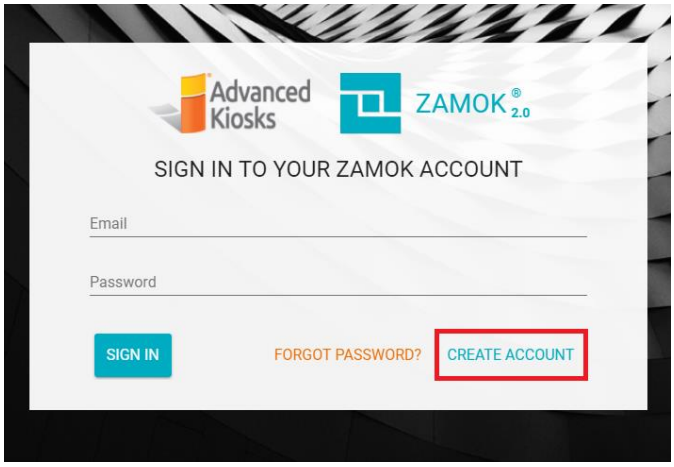
Change a homepage button image

Delete a homepage button image

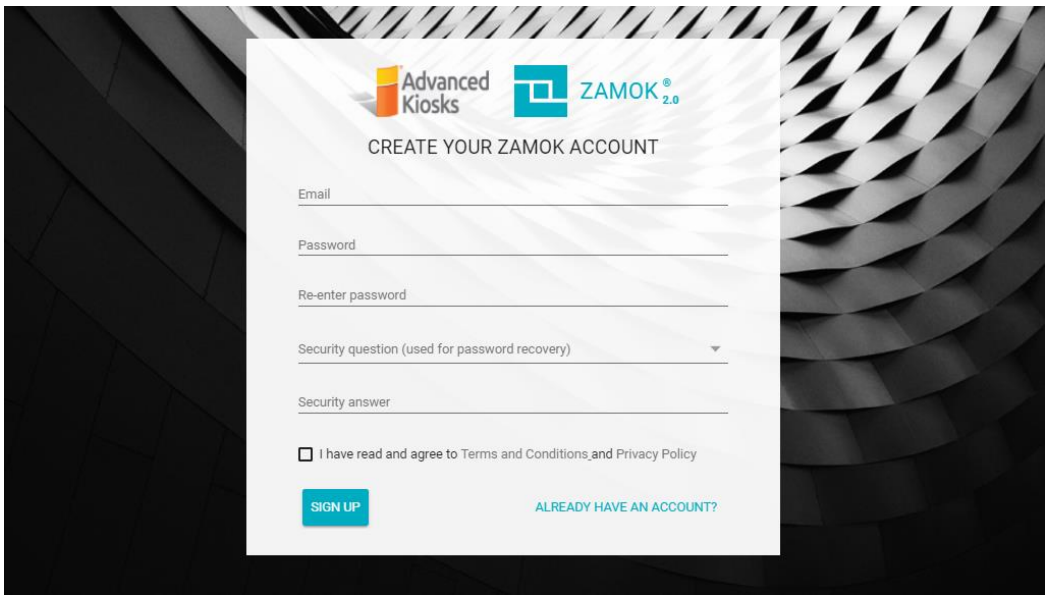
4.2 Creating an Account

If you're using Zamok 2 with our hardware, Advanced Kiosks will create your account for you before the device ships.

If you do not have an account because Zamok is being installed on different hardware, or you've purchased the product after your kiosk shipped, you can create a new account by clicking on 'Create Account' at zamok2.com.



You will be prompted to enter an email, password and a security question. Agree to the terms and conditions to proceed.



We will email you a confirmation code.

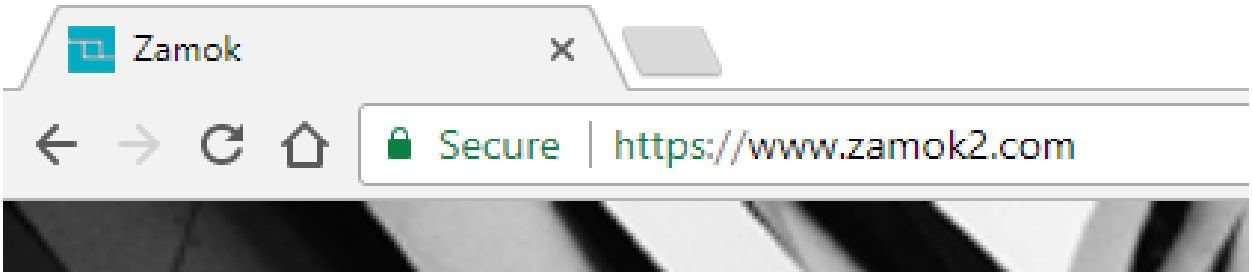
Enter the code once you receive it and you can sign into the account.

Be aware, you will only have access to basic account settings and functionalities of Zamok. You will still need to call service and support at 603-865-1000 to purchase/activate solutions and kiosk profiles.

4.3 Cloud Management

4.3.1 How to Access the Cloud

Navigate to https://zamok2.com from any Chrome web browser.



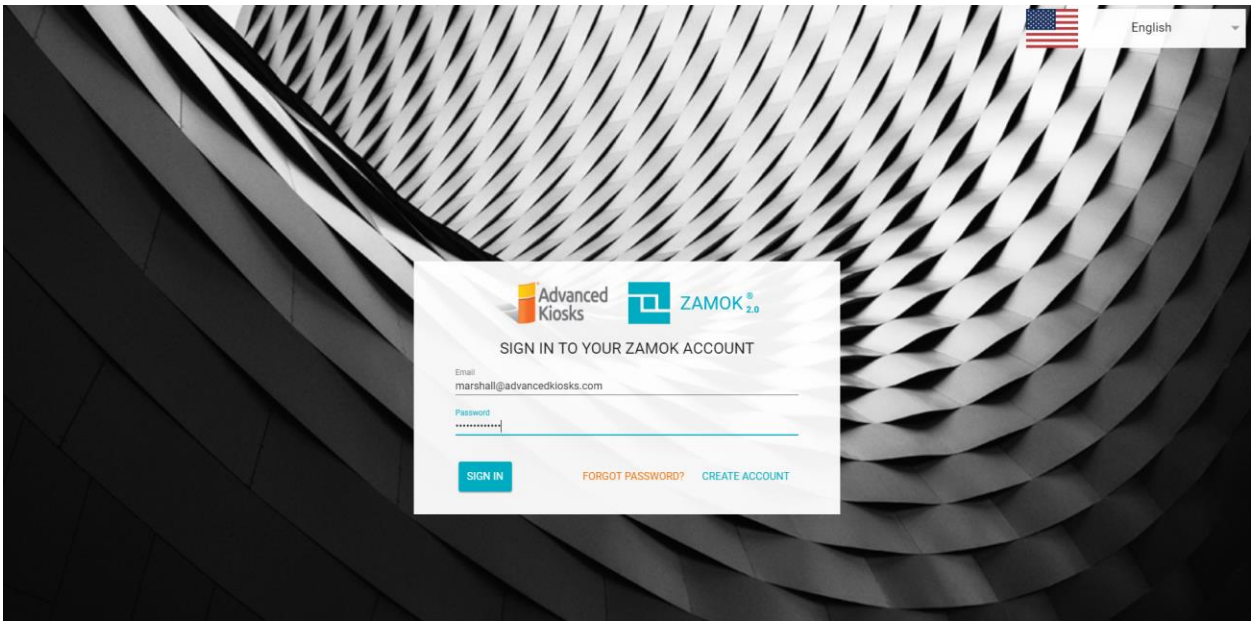
4.3.2 Log in

To log in, enter your:

- Email address
- Password

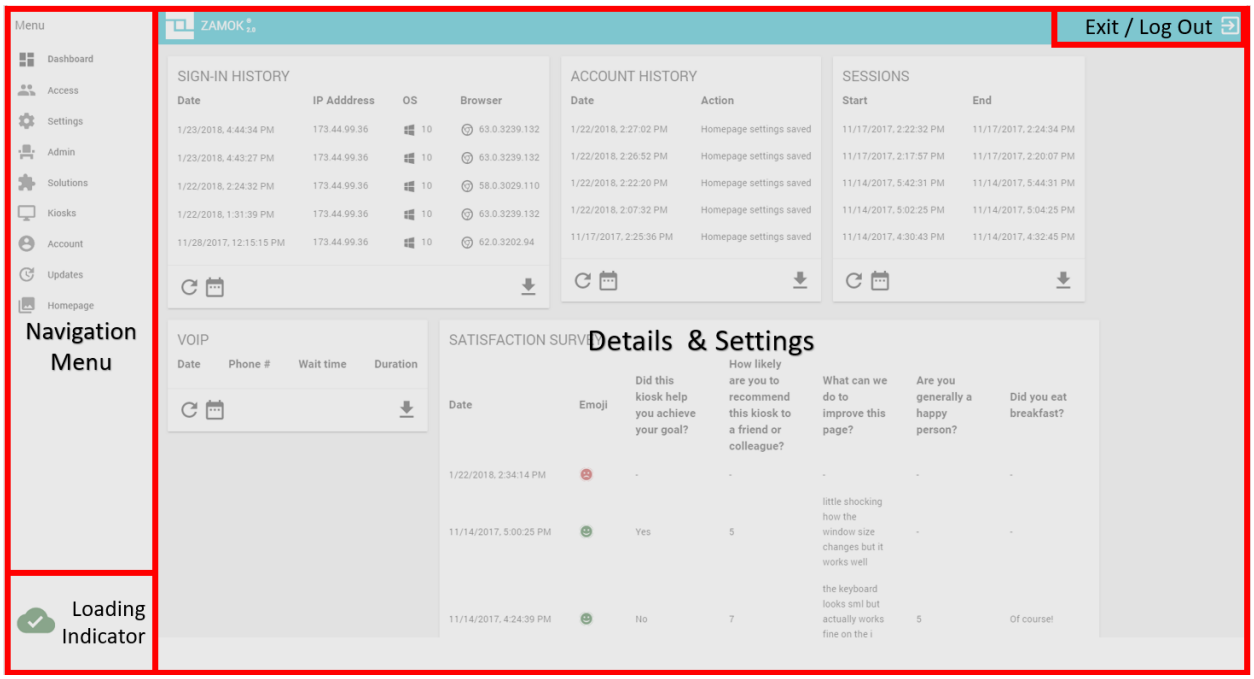
Your login credentials can be generated in one of three ways:

1. Advanced Kiosks created your account
2. You created your own the account
3. Your administrator created an account for you



4.3.3 Navigating the Cloud

Once signed in, you will have access to all your kiosks, solutions and account settings from one portal. In this section, we'll walk you through how to navigate the Zamok Cloud.



4.3.3.1 Navigation Menu

The Navigation Menu is your quick access list to the different management categories. When you choose an option, the content is loaded into the Details and Settings Window.

4.3.3.2 Details & Settings Windows

The Details & Settings Window is where the customizing, configuring and analysis happens. All the dynamic content is loaded into this window and is changed when a menu item is selected. Don't forget to save your changes!

4.3.3.3 Loading Indicator

In the bottom left corner, you will notice a small green cloud with a check mark. This indicates if Zamok cloud is actively loading data.

Indicates that Zamok is currently NOT downloading data from the database

Indicates Zamok is currently downloading information from database.

Some solutions, such as our listing solution, will need to pull a copy of a database the first time the interface loads on a new computer. Depending on the size of this database, load times may initially exceed 5 minutes, and then be much faster on subsequent loads.

4.3.3.4 Exit / Log Out

To log out of the cloud management portal, click on the blue exit icon in the top right-hand corner of the screen

4.3.3.5 Offline indicator

Zamok loads a database into a cache to make subsequent loads faster. Due to the longer load times of the initial database download, we added an indicator to identify any problems with your internet connection during this process. If you see the above notification, it means Zamok cannot connect to zamok2.com and you should retry when the connection becomes stable.

4.3.3.6 Automatic Inactivity Log Out

After two minutes of inactivity, the cloud management system will begin a one-minute countdown timer. Once the timer hits zero, you will be logged out of your session. Any unsaved changes will be lost.

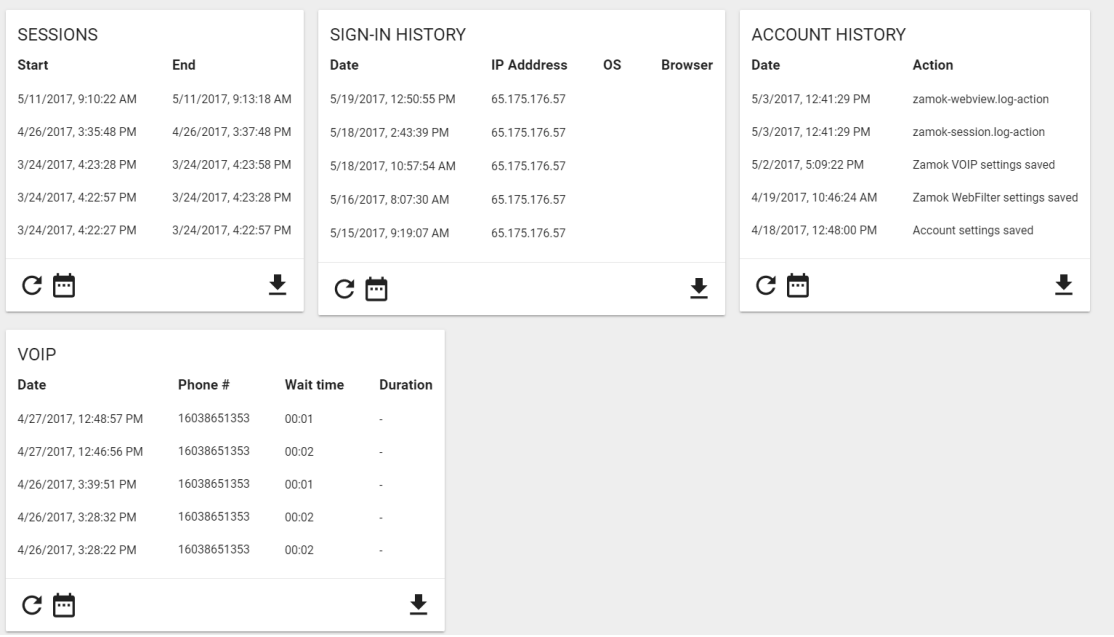
From the Menu, you can access the following functions:

- Dashboard – Shows your account history, error logging and usage statistics.
- Access - Allows you to provide sign-in access for other users in your organization
- Settings – Gives you access to the settings for all kiosks
- Updates – The screen allows you to update the solutions your kiosks use
- Account – You can define contacts used in your account. These contacts are used by solutions like VoIP and the Notification System.
- Kiosks – Shows you an at-a-glance overview of your kiosks' statuses, health, connection information and software version.

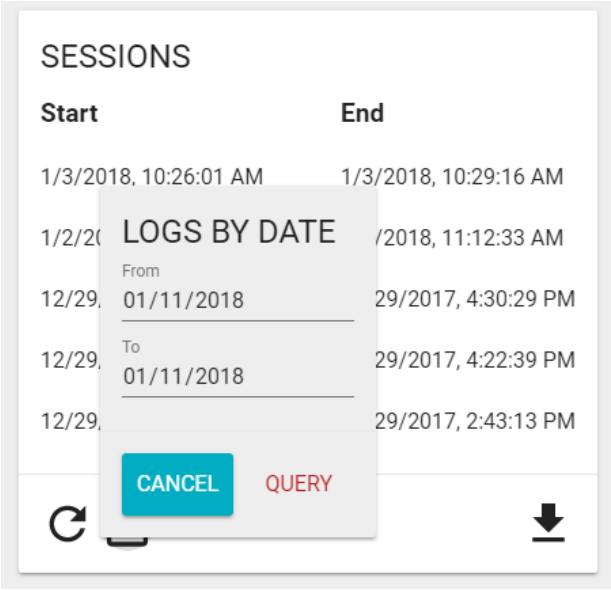
4.3.4 Navigating the Menu Content

4.3.4.1 Dashboard

The dashboard screen allows you to monitor your account's activity. You can monitor changes made to the account, sign in history, use of VOIP and other metered solutions and active sessions.



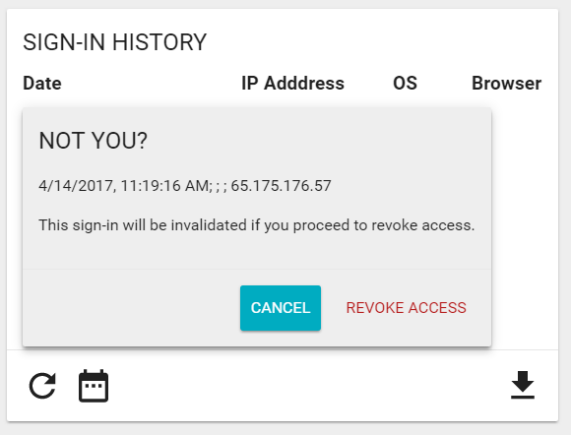
You will by default be shown the last five entries of each report. You can change the date filter by clicking on the calendar icon in the bottom left-hand corner of each report.



You can download the report by pressing the download icon in the bottom right hand corner of the report. It will save the report to a directory of your choice as a CSV

4.3.4.1.1Sign-In History Screen

Under the Sign-In history tab, you can view log in sessions, and revoke users access. Simply click on the session, and a dialog window will appear, asking for confirmation.

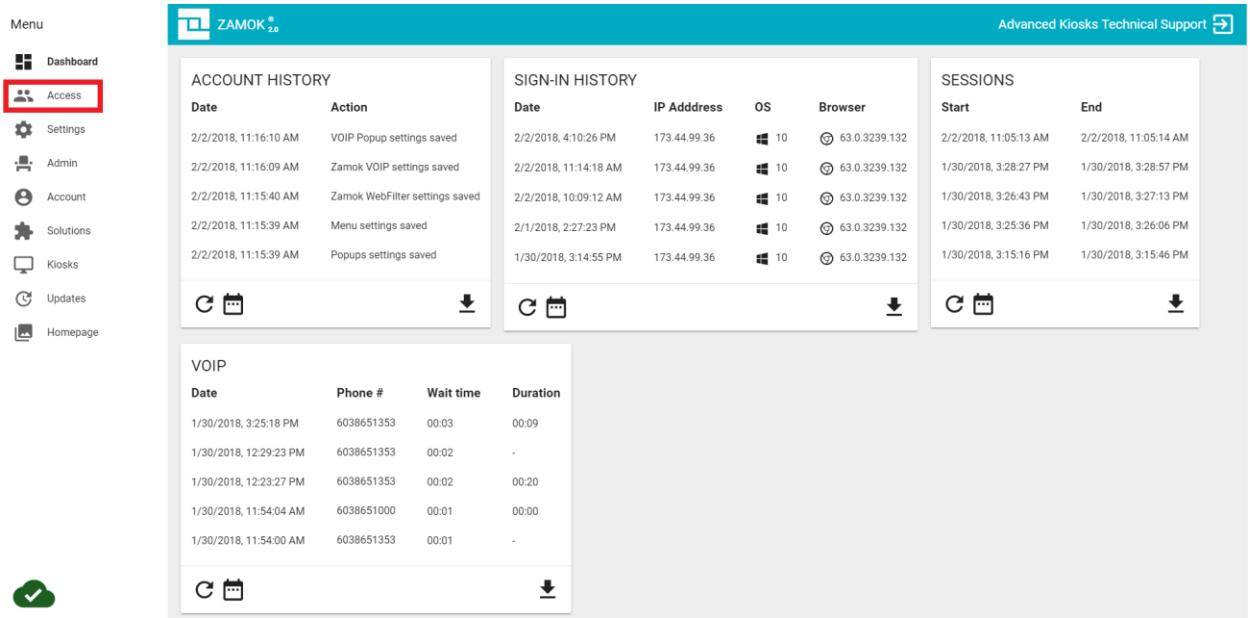


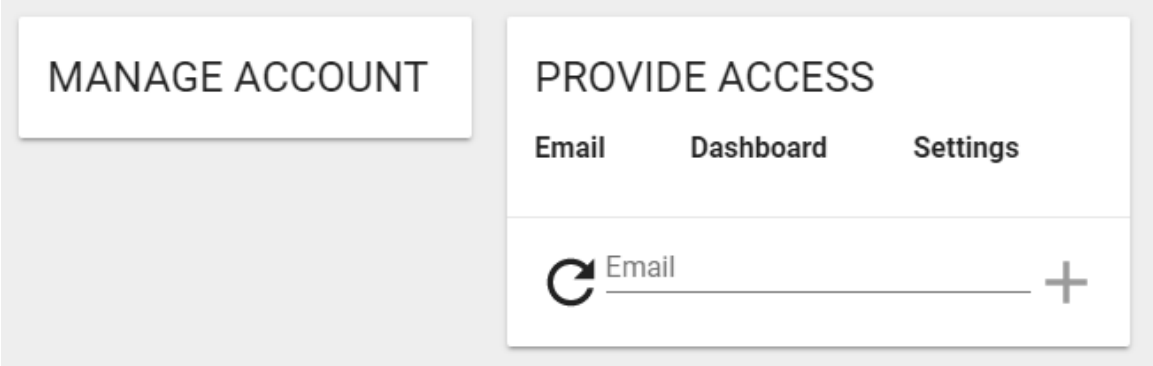
4.3.4.1.2 Access Screen

From the Cloud you can add users to help manage your account. The user whom you would like to grant management access to must have already created their own Zamok Account, or had one created for them.

Type in the email of the person you wish to grant access to and select what features and settings you want them to be able to modify. Access can be removed here, by deleting the user.

If you've been selected to manage another Account, the name of that account will appear here. Selecting it will log you into that chosen account.



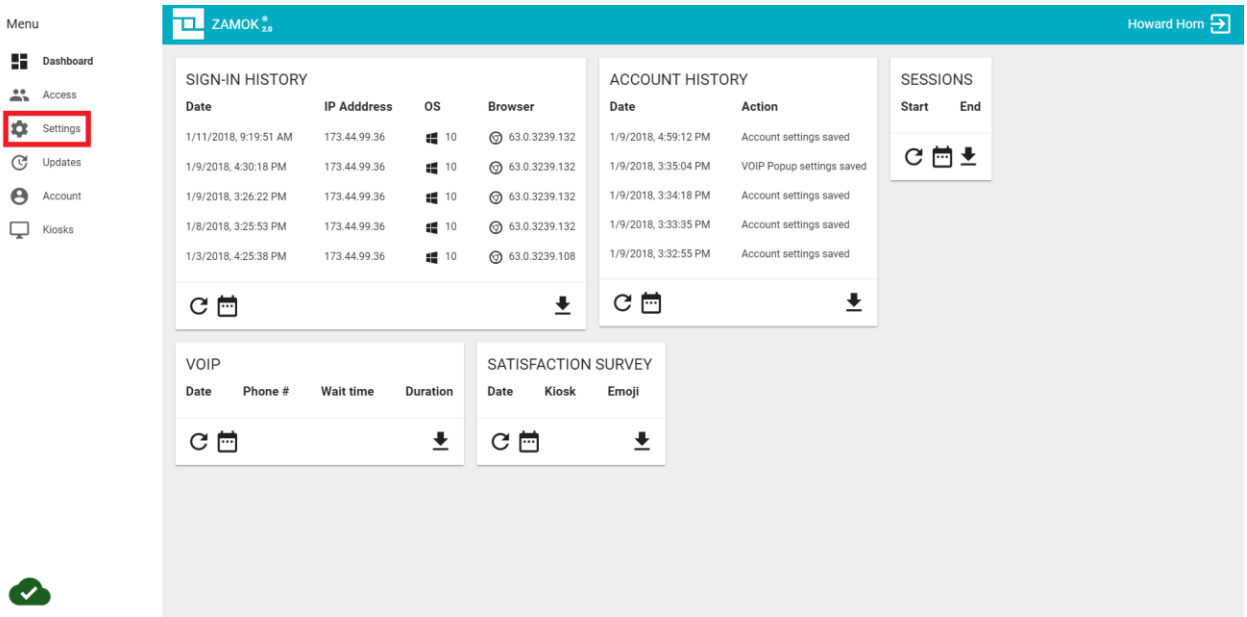


4.3.4.1.3 Settings Screen

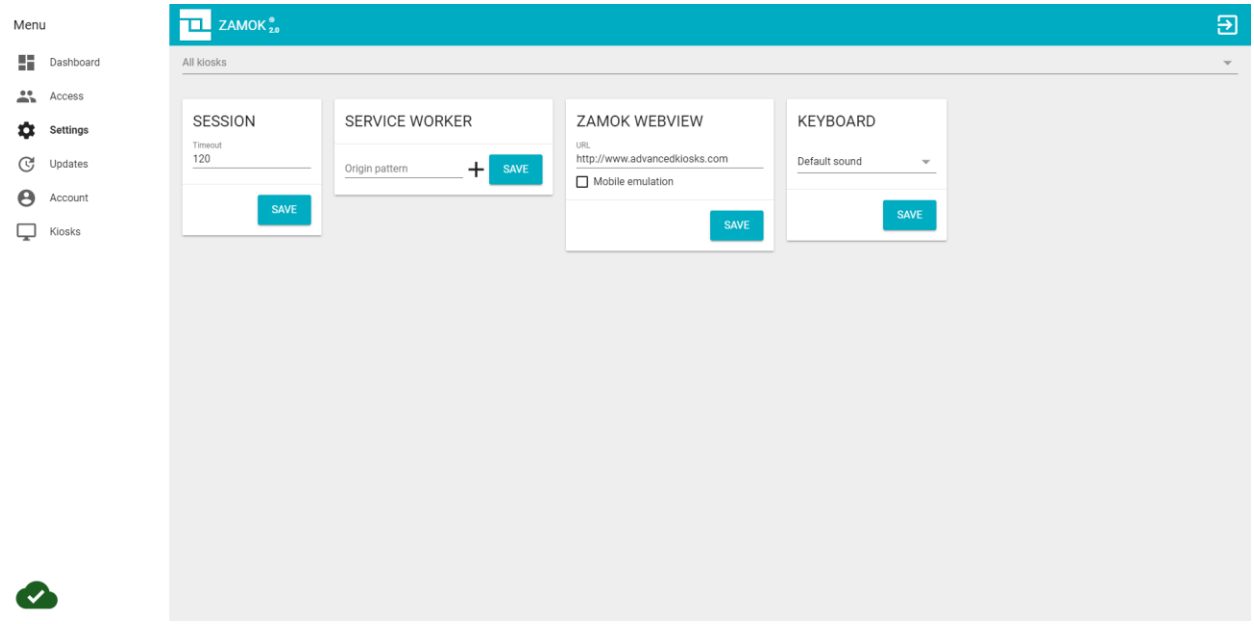
The settings screen allows you to make changes to your kiosks' settings. The changes made in the settings screen will take effect immediately on your kiosks. You may have all your kiosks use the same settings or have individual settings for each kiosk in your fleet.

If you have multiple kiosks, **they all share the same settings by default.**

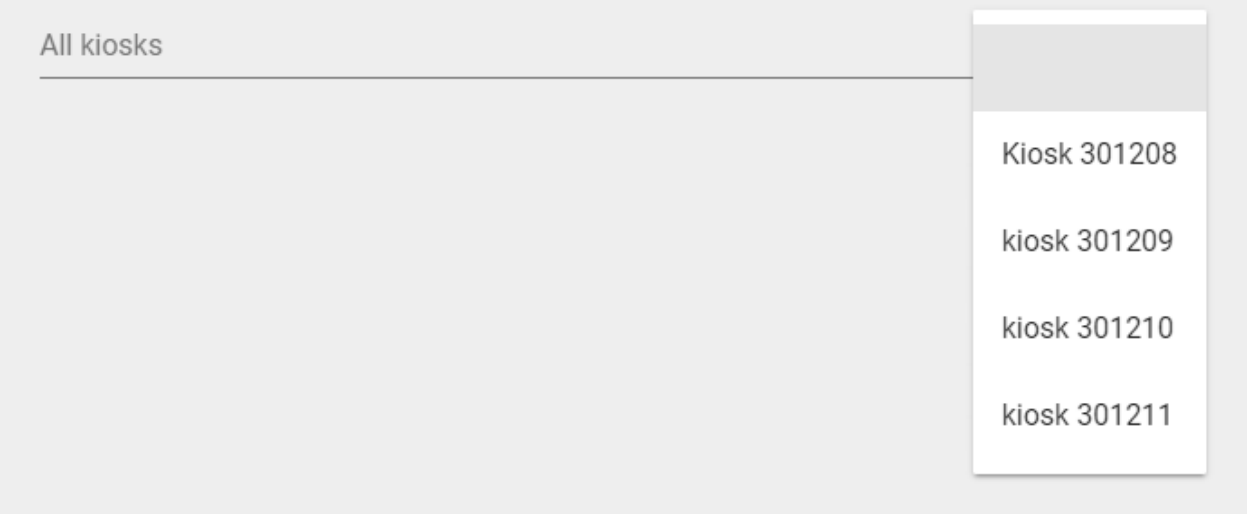
To navigate to the settings screen, click on the 'Settings' from the Zamok Cloud Menu.



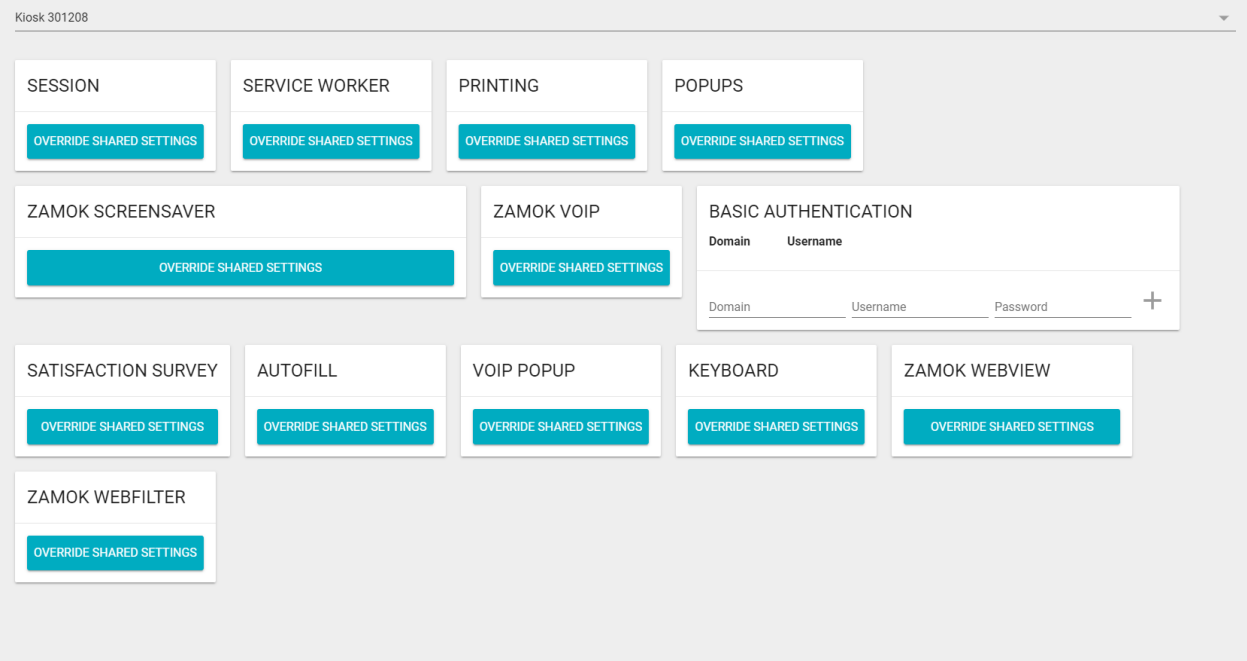
To make changes to all kiosks, simply modify a setting and press the save button.



If you want to make changes to an individual kiosk's settings, click on the 'All Kiosks' button on the top of the settings screen. You wiill see a dropdown list of all of your kiosks. Select the kiosk you wish to make changes to.

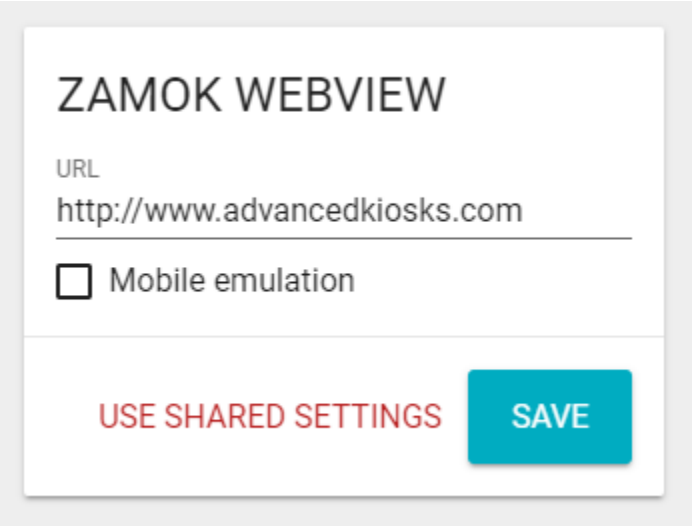


After you have selected the kiosk you wish to make changes to, you will notice that the settings will have changed, now showing 'Override Shared Settings'. The kiosk settings will still use the default settings until you specify a solution to behave differently.



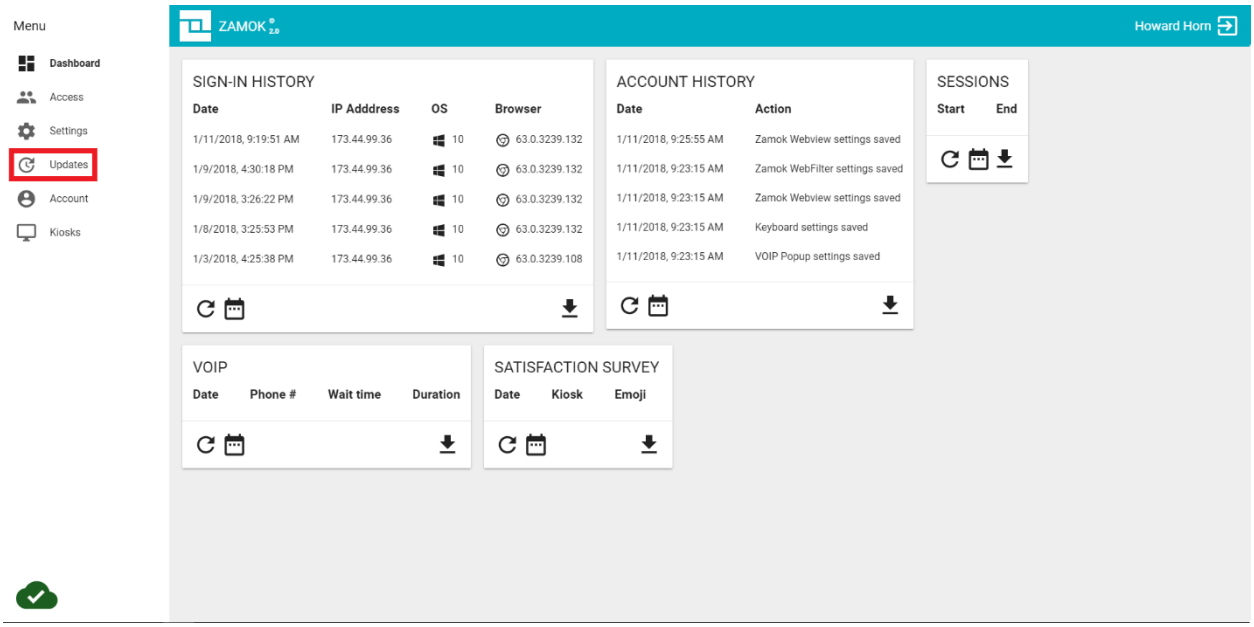
By clicking on the 'Override Shared Settings' the solution settings will change, allowing you to make changes to that specific solution, on that specific kiosk. Remember all the settings are shared, until you've selected Override Shared Settings. Press save to confirm you changes. Otherwise, press on 'Use Shared Settings' to revert back to the global settings.

Settings for individual solutions are detailed in the "Core Solutions" section of this manual.



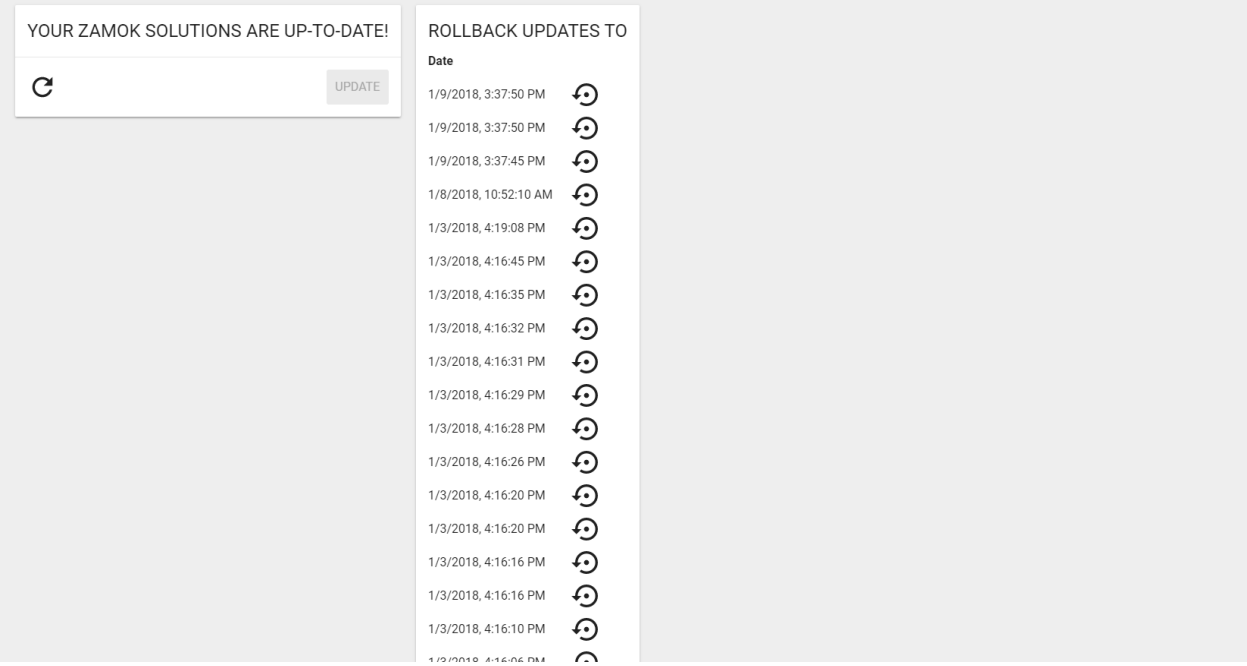
4.3.4.1.4 Updates Screen

From the updates screen you can update all your solutions. Additionally, you can roll back to a previous known good configuration, using the rollback updates window. To access the Updates screen, click on the 'Updates' menu item in the Cloud Interface.



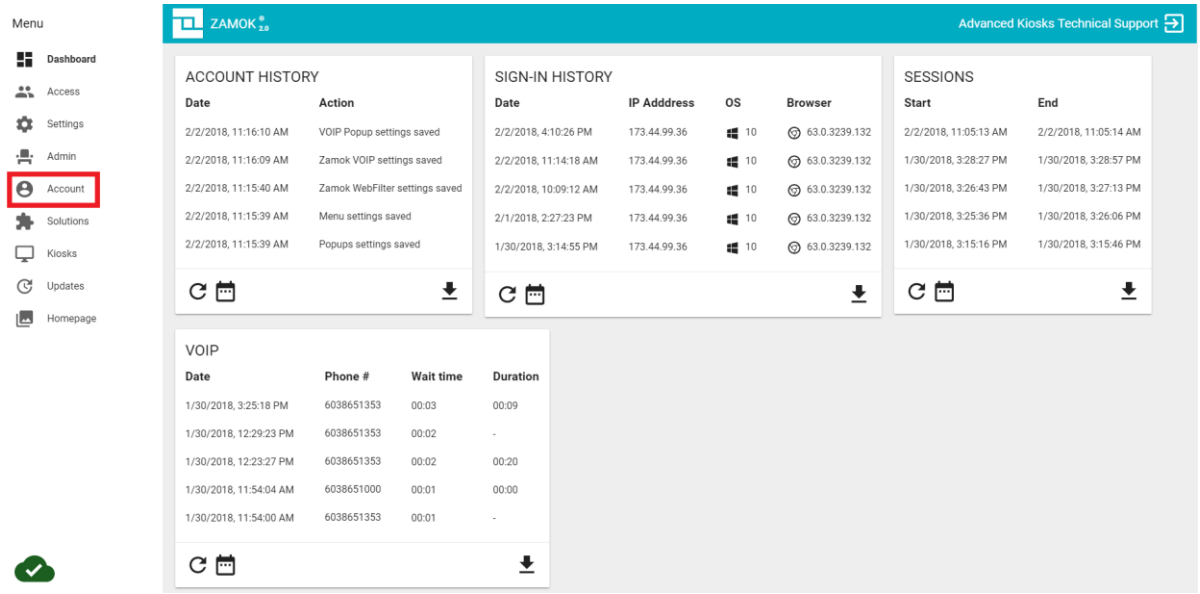
Select "UPDATE" to check for any available updates and dependencies

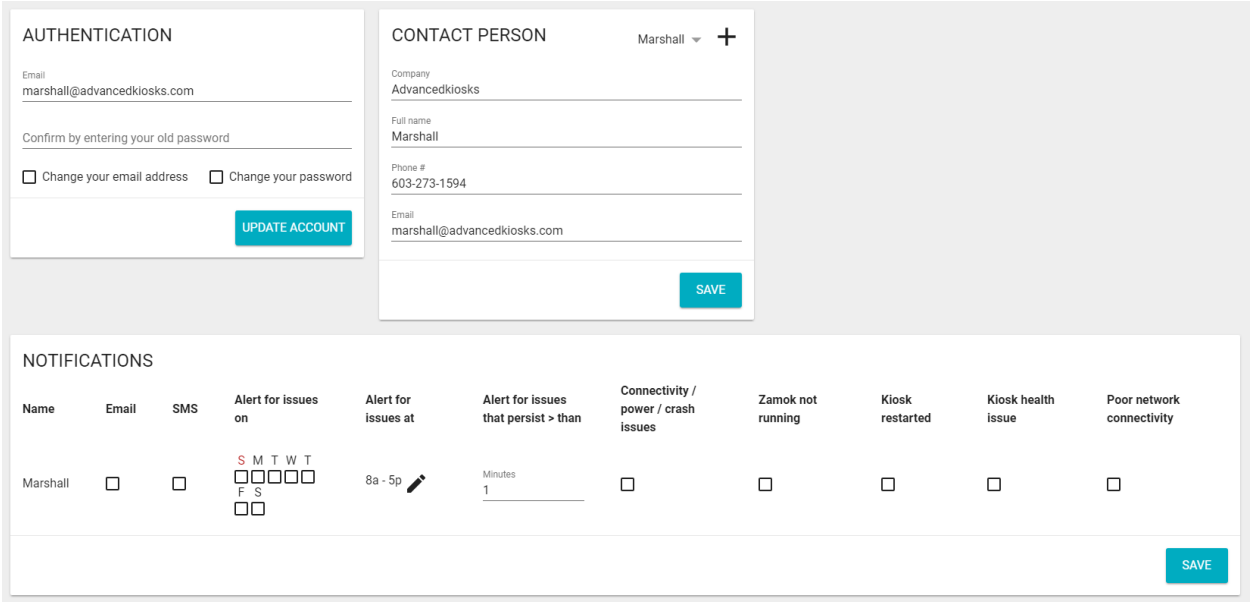
If needed, you have the option to roll back to a previous configuration. Perhaps you're partial to a version released and don't want the new features. You can simply select the date and press the rollback button



4.3.4.2 Account Screen

The Account Screen is where you view administrative account details, manage contacts and their information and define who receives notifications of kiosks issues.





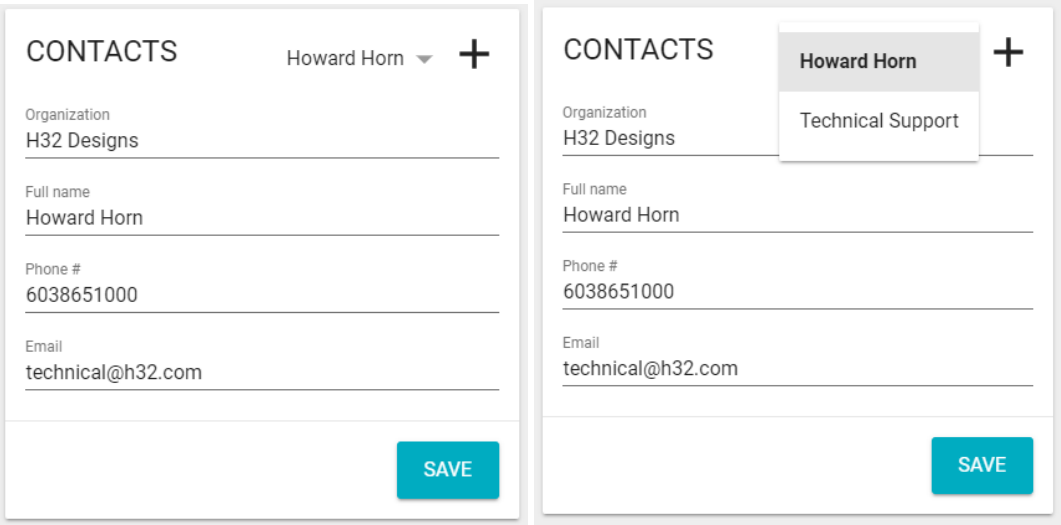
4.3.4.2.1 Authentication

Allows you to change your email and password. Select which item(s) you would like to change, reenter your email and password and click on 'Update Account'

4.3.4.2.2 Zamok Contacts and Notifications

The CONTACTS window allows you to create contacts that will be used by the Notification solution and the VoIP solution.

To add a user, simply add the plus sign in the top right corner. Blank fields will populate and allow you to add information. Select 'save' when completed. To cycle through the contacts you have entered, simple click on the name in the top right corner and a dropdown list will appear.



Once you have defined your contacts list, they will automatically populate in the NOTIFICATIONS window. The contacts you define here can be called with the VoIP solution.

4.3.4.2.3 Notification Solution

A major value of the Zamok2 platform comes from its ability to notify you when there are issues with your kiosk(s). The Notification Solution gives you the flexibility to add contacts and define what, when and how the notifications are received.

The notification solution is a system that will alert you or other moderators when there has been an issue with your kiosk. You may set who gets notifications, when, and for what reasons. The system will generate both SMS and email notifications, so you can always be up to date on what's going on with your kiosk. The contact information for each administrator is defined in the "CONTACTS" field in the settings window (defined above).

4.3.4.2.3.1 SMS and Email

You can define what kinds of notifications (if any) a contact will receive by clicking on the email and/or SMS checkboxes. These will send alerts of kiosk events via email or text messages, respectively. *Note: Standard text messaging rates apply. Please acquire permission before setting up SMS messaging to a contact!*

4.3.4.2.3.2 Schedule

You can define what days a user will get alerts by checking off the days of the week.

You can define during which times a user will receive notifications. *Note: If an event occurs outside of a user's allowed times, that user will NOT receive that notification,*

4.3.4.2.3.3 Alert for issues that persist

You may set how long an issue must be occurring before the system will generate a notification. We recommend a period greater than five minutes.

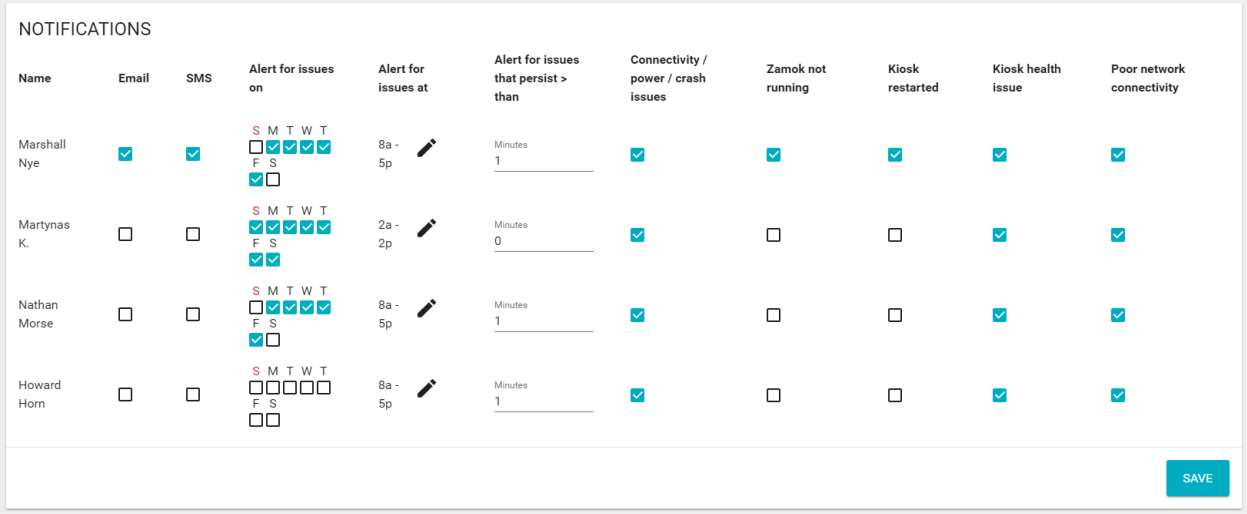
4.3.4.2.3.4 Zamok Notifications

- Connectivity, power, crash issues
    - If Zamok is shut down, for some reason that is not controlled by Zamok, a notification will be sent. A normal shutdown sends a "I'm shutting down" message to our servers. If the server loses connection without getting this message, it is assumed that the kiosk has: lost power, internet or Zamok has crashed before it can send the sign off message.
- Zamok not running
    - Indicates that Zamok has been shut down through normal mechanisms
- Kiosk restarted
    - Indicates that Zamok is now running
- Kiosk health issue
    - Indicates that the computer CPU, RAM and/or storage utilization is above 90%.
- Poor network connectivity
    - Indicates that Zamok is online but has a very poor connection. *=/> 2000ms latency on data updates, different than a standard 8.8.8.8 ping*

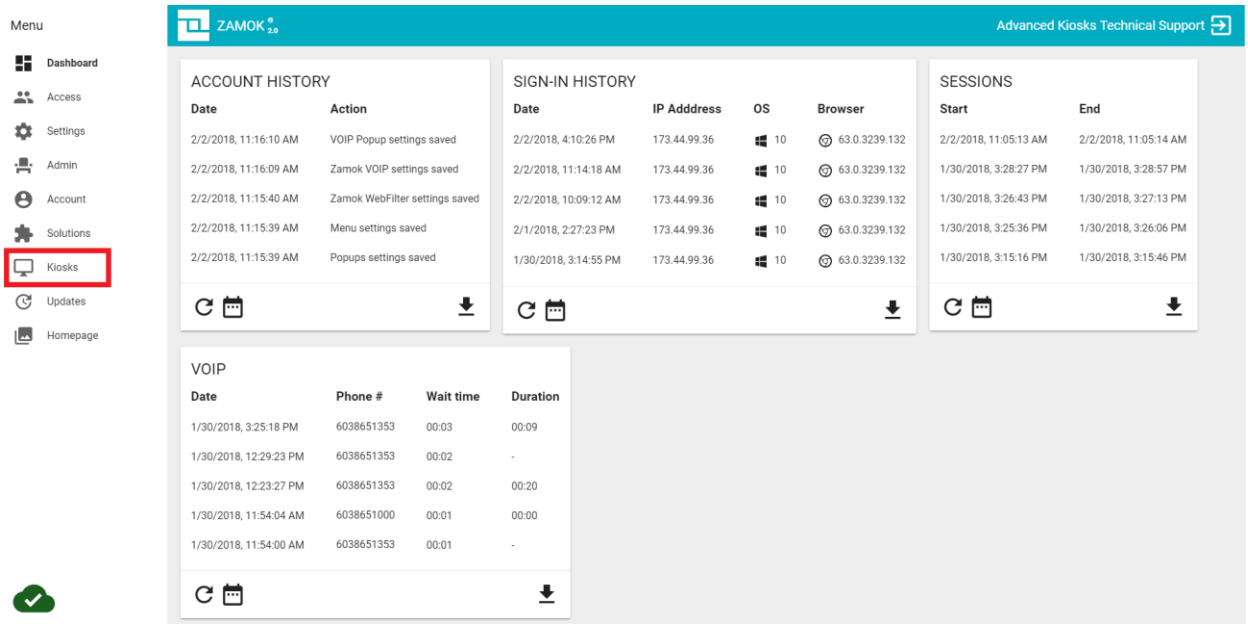
4.3.4.2.3.5 Printer Notifications

This solution is designed to work with specific printers. Ask if yours is included.

- Printer offline
- Printer toner low
- Printer out of toner
- Printer out of paper
- Printer paper jam
- Printer needs user intervention
- Printer door open
- Printer error

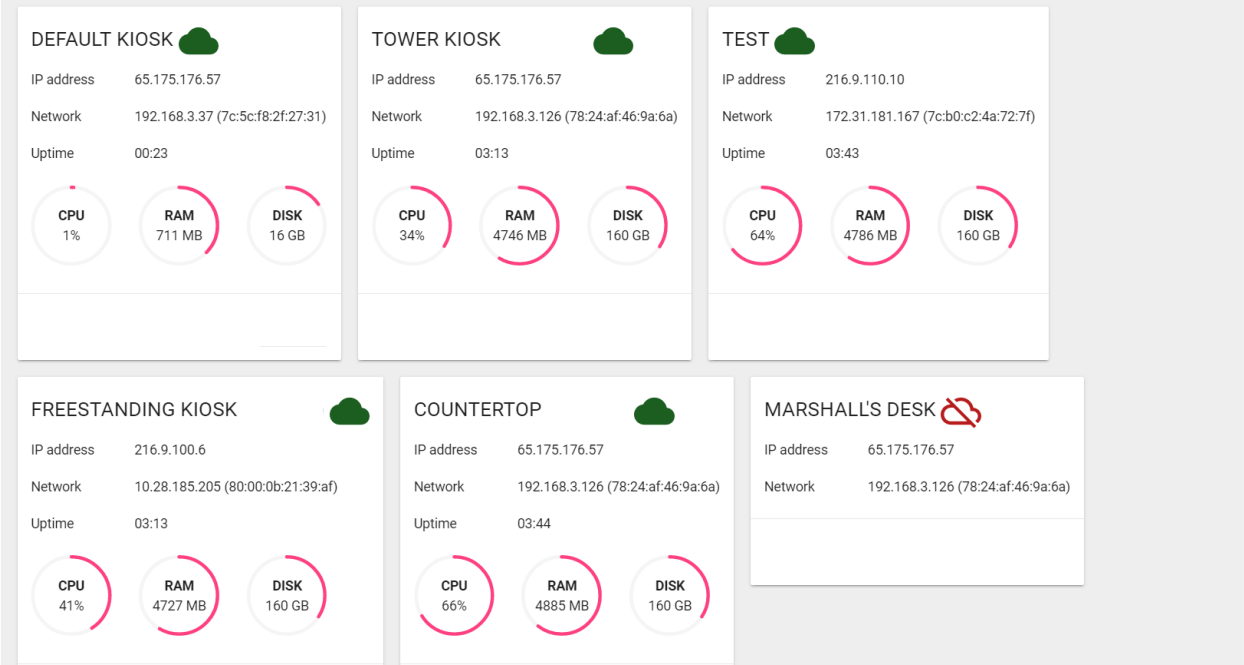


4.3.4.3 Kiosks Screen



The kiosks screen will present you with an at-a-glance summary of your kiosks, with their status and health. The Kiosks Screen will allow you to see a live status of all your kiosks. In real time, you will see a live status report on your kiosks, detailing:

- Kiosk status (online or offline)
- External IP address
- What network it is connected to
- Windows total uptime
- CPU, RAM, and Disk Space consumption


DEFAULT KIOSK
IP address 65.175.176.57
Network 192.168.3.37 (7c:5c:f8:2f:27:31)
Uptime 00:23
CPU 1%
RAM 711 MB
DISK 16 GB
TOWER KIOSK
IP address 65.175.176.57
Network 192.168.3.126 (78:24:af:46:9a:6a)
Uptime 03:13
CPU 34%
RAM 4746 MB
DISK 160 GB
TEST
IP address 216.9.110.10
Network 172.31.181.167 (7c:b0:c2:4a:72:7f)
Uptime 03:43
CPU 64%
RAM 4786 MB
DISK 160 GB
FREESTANDING KIOSK
IP address 216.9.100.6
Network 10.28.185.205 (80:00:0b:21:39:af)
Uptime 03:13
CPU 41%
RAM 4727 MB
DISK 160 GB
COUNTERTOP
IP address 65.175.176.57
Network 192.168.3.126 (78:24:af:46:9a:6a)
Uptime 03:44
CPU 66%
RAM 4885 MB
DISK 160 GB
MARSHALL'S DESK
IP address 65.175.176.57
Network 192.168.3.126 (78:24:af:46:9a:6a)

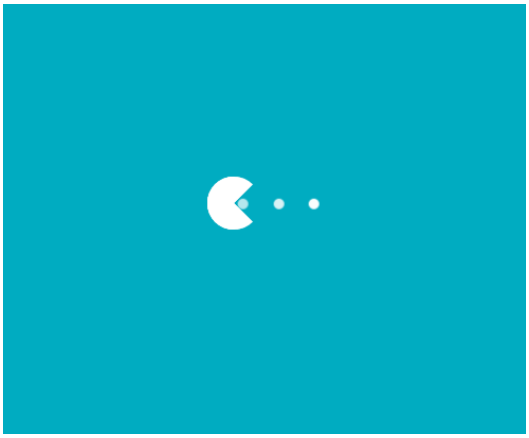
4.4 Zamok Kiosk Application

4.4.1 Starting the Application

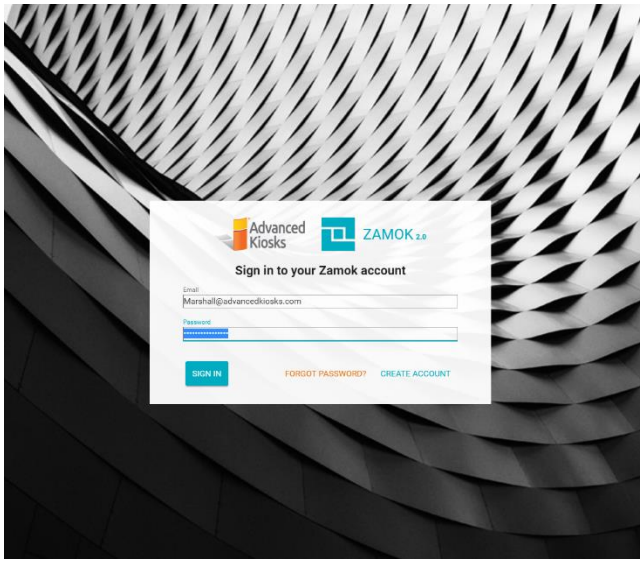
To start Zamok, simply click on the desktop icon, or look for the Zamok 2.0 icon in the Advanced Kiosks folder in you start menu.

4.4.2 Login

On the initial load, you will see the loading screen. Pac Man means the software is loading!



The first time you start Zamok, you may be greeted with the log in window. Enter the email that is attached to your account.



4.4.3 Zamok Standard Elements

Zamok uses a few default methods to communicate with the user and exit the application.

4.4.3.1 Toast Notifications

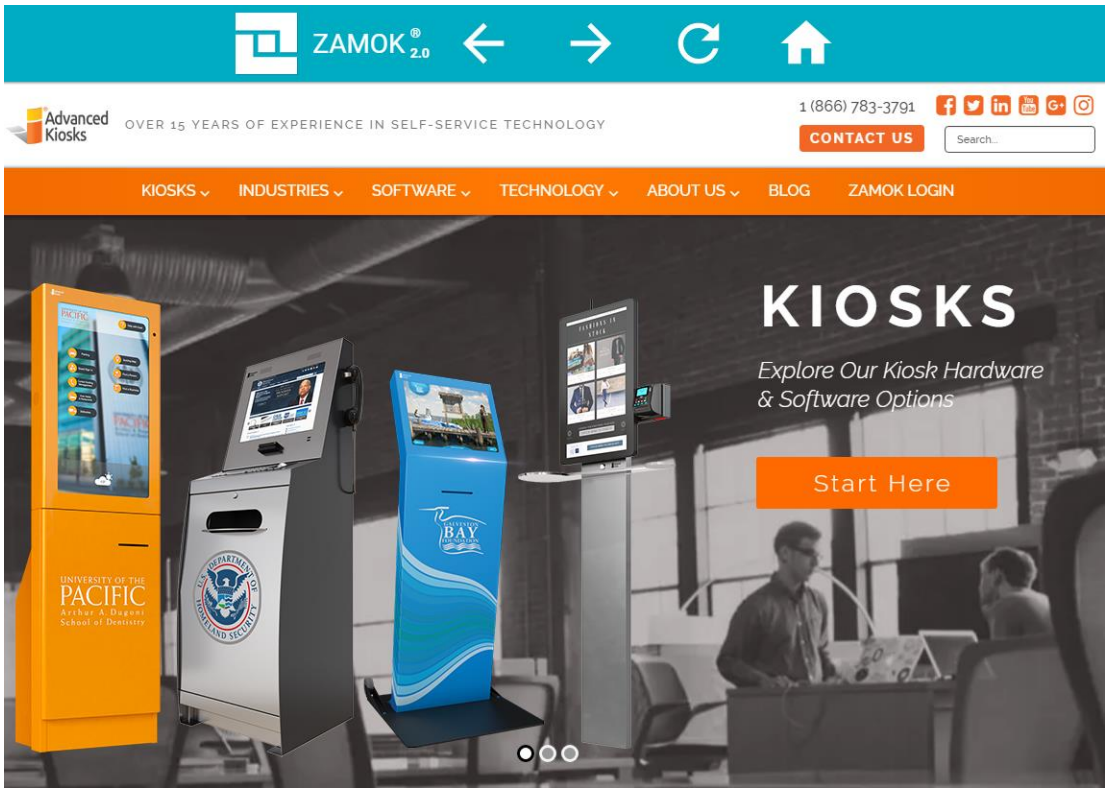
Sometimes, Zamok will notify you of what's going on under the hood via Toast Notifications. Toast Notifications get their name because the behavior is very similar to a slice of toast popping up from the toaster.

Toasts are color coded:

- Orange Toasts indicate that something was blocked, or the application is having an issue connecting.
- Green Toasts alert if something begins working again, or if something has changed.
- Red Toasts indicate that the application is having server issues.

4.4.3.2 Navigation Bar

The navigation bar allows you to interact with web content.



The navbar as it appears in Zamok 2.0

Zamok Icon
Clicking will open a password entry screen. (see "Password Protection and Exiting Zamok" below)

Forward and Backward Button
Allows you to navigate back and forth between content you've browsed through

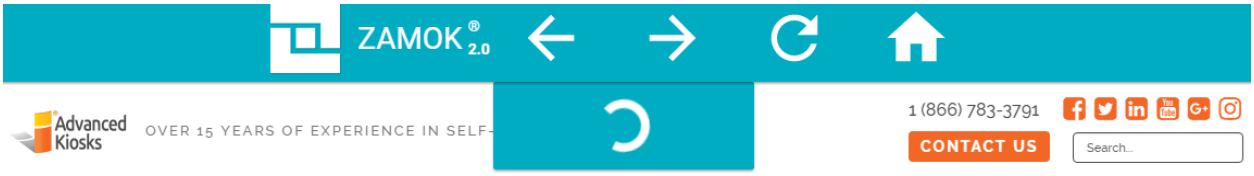
Refresh Button
Refreshes the web content you're viewing

Home Button
Brings you back to the home content you've set your kiosk to display

4.4.3.3 Loading Indicator

The Loading Indicator allows users to see if there is still data being transferred by the web browser. This is useful in low internet speed situations, where it may not always be obvious

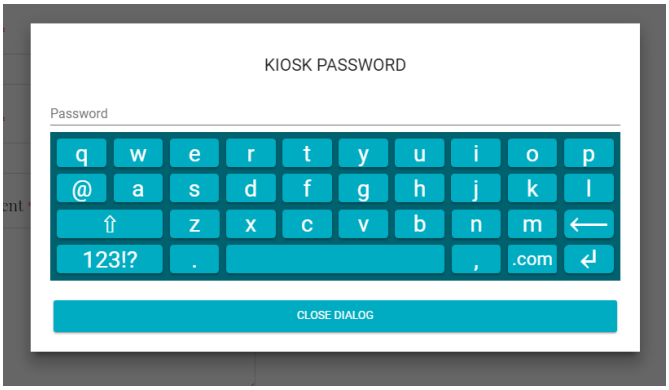
that there is something going on behind the scenes. The loading indicator disappears as soon as the page has completed loading.



4.4.3.4 Password Protection and Exiting Zamok

The only way to exit Zamok 2.0 without an external keyboard is with a password. Clicking or tapping on the Zamok 2.0 icon on the navigation bar will open a password entry field. You will need to enter your menu password to access the menu functions

You can change this password by accessing the Menu Settings field in the Settings Screen.



Once you enter the correct password, you will be given the option to either close the dialog or exit out of Zamok.

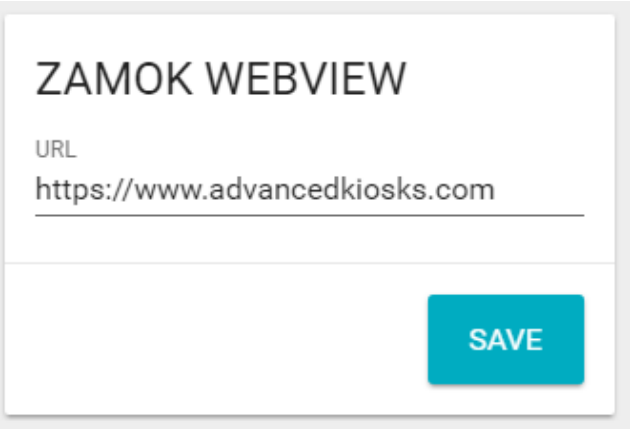
5 CONFIGURING CORE SOLUTIONS

Zamok comes pre-bundled with a standard suite of solutions that allow you to lock down your kiosk to a single URL, enable web filtering, set how long the kiosk will sit at idle for before resetting, and more.

Solutions are configured under the SETTINGS in Zamok Cloud Menu.

5.1 Zamok WebView

Allows you to change the Webpage URL you would like Zamok to display on the main screen. This may point to a single piece of web content or local content. To change the content, you want Zamok to display, simply type the URL into the URL field and press save. **Be sure to include the http:// or https:// in the URL!**



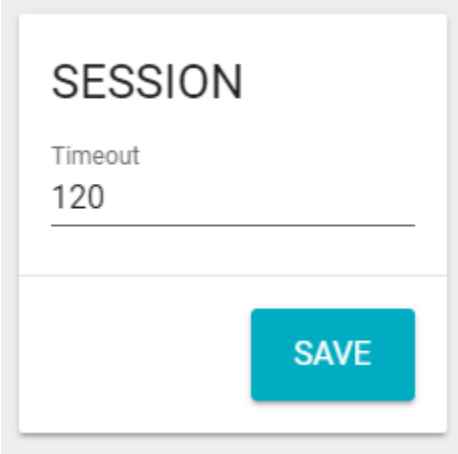
For example, if I wanted my kiosk users to read our blog and learn about all the different self-service technology, I would put this URL in the field https://advancedkiosks.com/self-service-blog. From here they can view different articles and browse other information about Advanced Kiosks, but each time the Home button is pressed, or the kiosk session idle timer runs out, the kiosk screen will automatically go back to the AK Blog.

5.2 Session Idle Timer

Allows you to specify how long Zamok must be idle for until the current session is reset. A kiosk is Idle when there is no interaction with the touchscreen or peripherals. Each interaction with device, the idle timer resets.

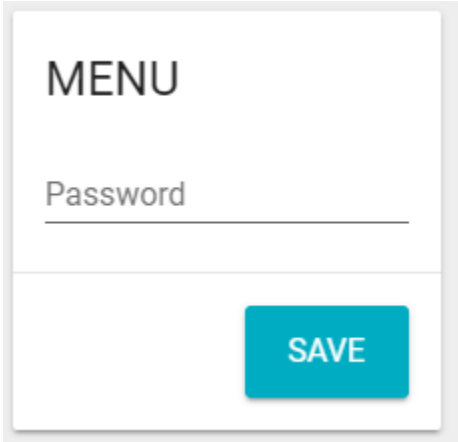
When a session is reset, Zamok will return to the main page specified in "Zamok WebView, or whichever Solution you are using as your main page. All user data that has been cached will also be deleted, maintaining privacy of your users.

Timeout is specified in **seconds**, so a value of 120 will reset the kiosk after two minutes (120 seconds).



5.3 Zamok Menu Password

Allows you to define the password that allows you to exit out of the Zamok. Application running on your kiosk. To change the password, simply enter in the new password and hit 'SAVE'.

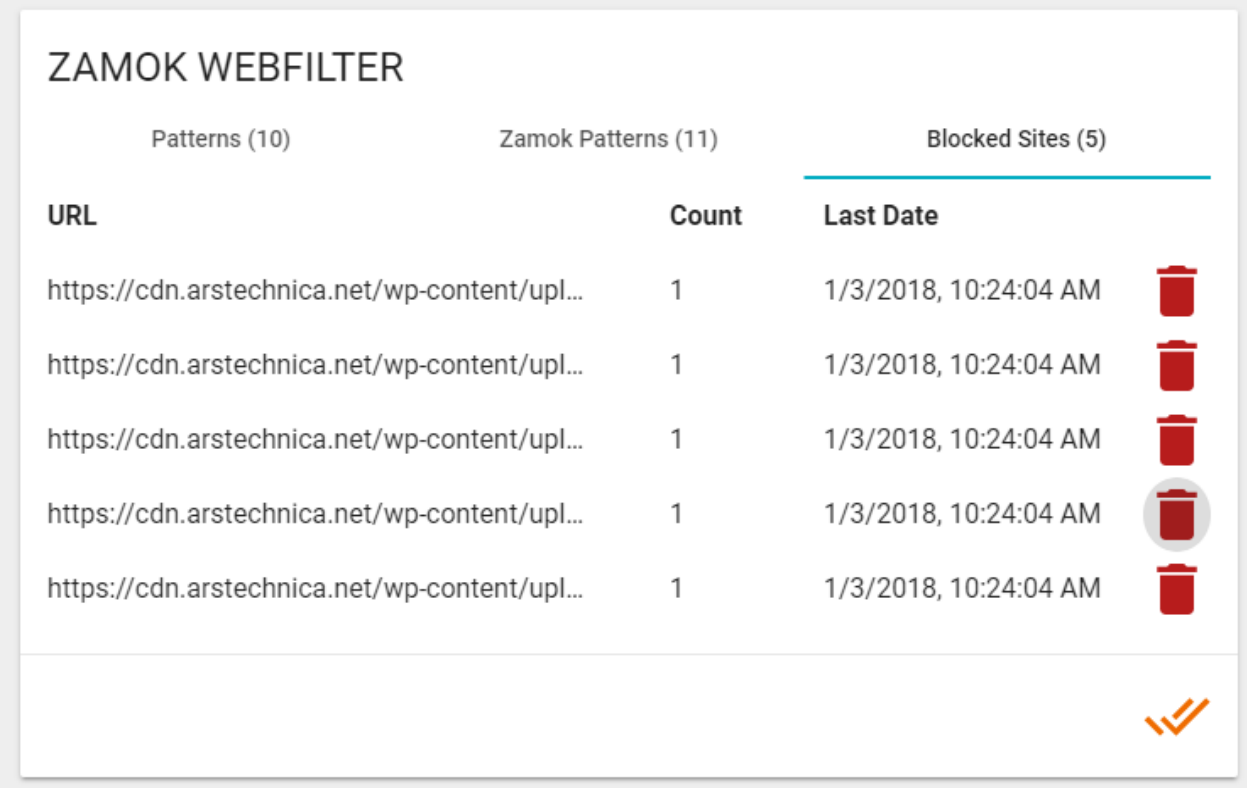


5.4 Zamok Webfilter

The Internet is a big place and 99.9% of those places you don't want your kiosk users going to. One of the strongest features of Zamok is the ability to restrict navigation to only the content you allow.

Zamok filters using a 'whitelist' system, where only the domains and elements you want your users to go to will be allowed, and anything that doesn't match will be blocked.

Through the "Zamok Webfilter" solution setting, you can see what Patterns have been allowed and what Sites are getting blocked when users navigate to them.

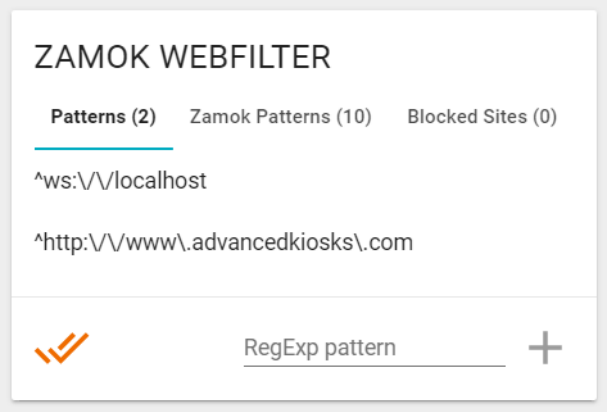


Zamok Webfilter is managed with 3 lists: Patterns, Zamok Patterns and Blocked Sites.

5.4.1 Patterns:

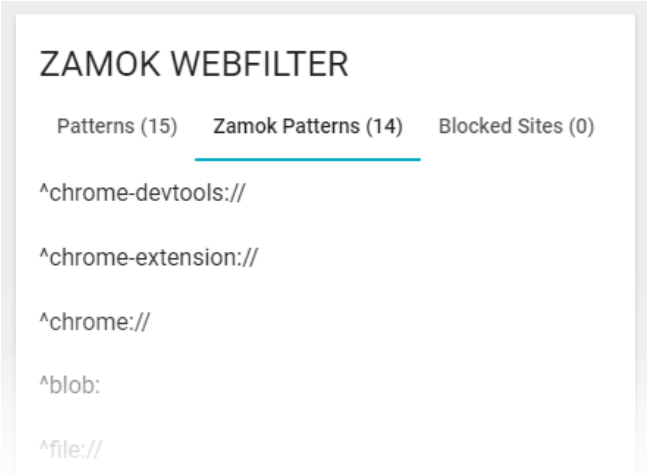
Patterns show which elements have been whitelisted, so that your users can navigate to those pages without restriction. These may be deleted individually by clicking on the trash icon next to the entry.

Helpful Hint If you want to allow navigation of an entire site, you do NOT need to add every single page to the Filter. Simply add just the top-level URL. Example: https://www.advancedkiosks.com will allow users to browse everything on that domain.

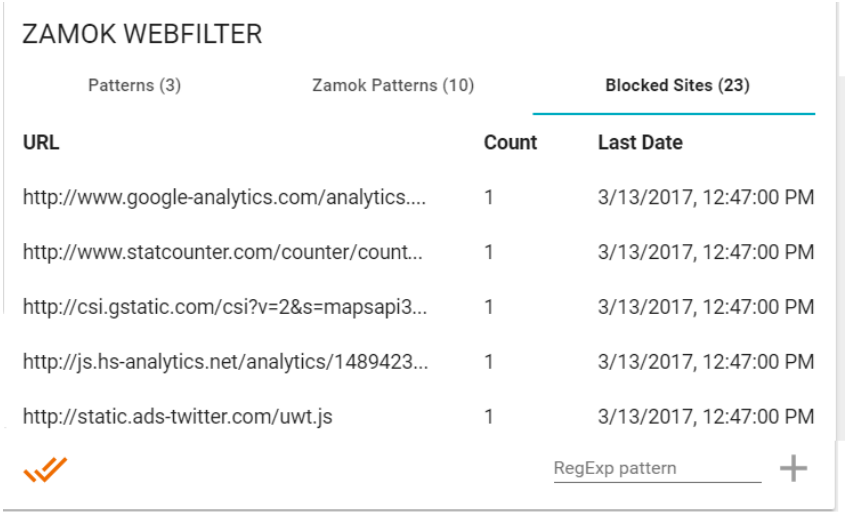


5.4.2 Zamok Patterns

These are elements which must be allowed for Zamok to function correctly. These may not be deleted. They are visible should your network admin need a reference to the external domains Zamok requires to function.



5.4.3 Blocked Sites:



When you try to navigate to a page that has not been added to the allowed Patterns list, the exact URL that was blocked will appear here. You will see how many times a blocked URL has been accessed, by the number in the Count column. You may add all blocked items to your whitelist by clicking the double checkmark button at the bottom. This will add ALL the blocked items. **It is highly recommended this is only done during initial kiosk configuration.**

If you add the URLS accidently, they can be deleted from the Patterns list.

You can add individual URLS to the whitelist by entering a properly formatted URL in the 'RegExp pattern' field and pressing the plus button.

5.4.4 Formatting URLs with regular expression

Thankfully, translating a URL into regex isn't terribly difficult. Simply put, for the program to read the URL, we must add backslashes before any symbols in the URL.

Example 1

zamok2tester.weebly.com

Would become

zamok2tester\.weebly\.com

Example 2

advancedkiosks\.com\/kiosks\/countertop\-computer\-kiosk

becomes

advancedkiosks\.com\/kiosks\/countertop\-computer\-kiosk

5.4.5 Wildcard Patterns

You can add a wildcard pattern a regular expression filter by adding

.+

to the end of a URL. For example, if you want to find anything within the google domain, you would write google.com as

google\.com.+

5.5 Popup Settings

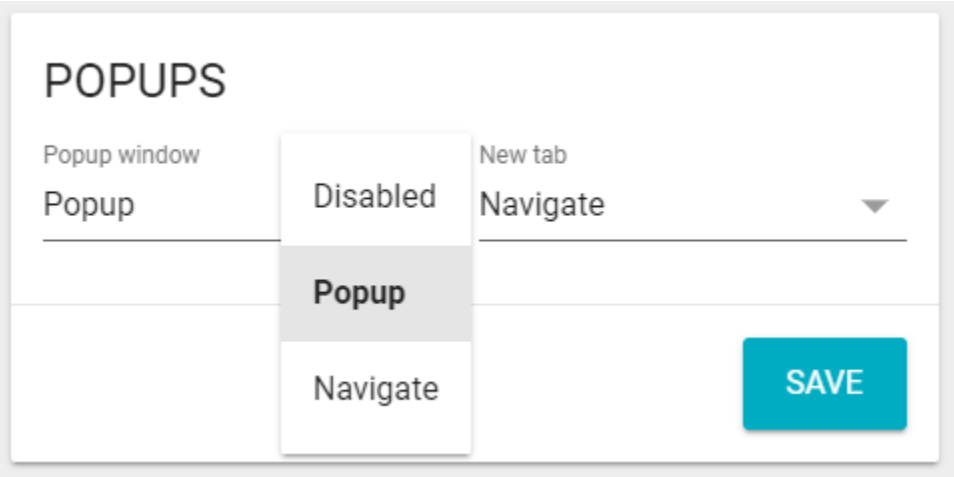
You may change how Zamok handles popups and new tab events. You may configure popup events and new tab events individually to either block, open a new temporary window, or navigate to the target page.

Popups - When a popup is selected or triggered from the web content:

- Disabled – Nothing happens.
- Popup – A new window pops up with the content over the main window
- Navigate – The content is navigated to within the same main window

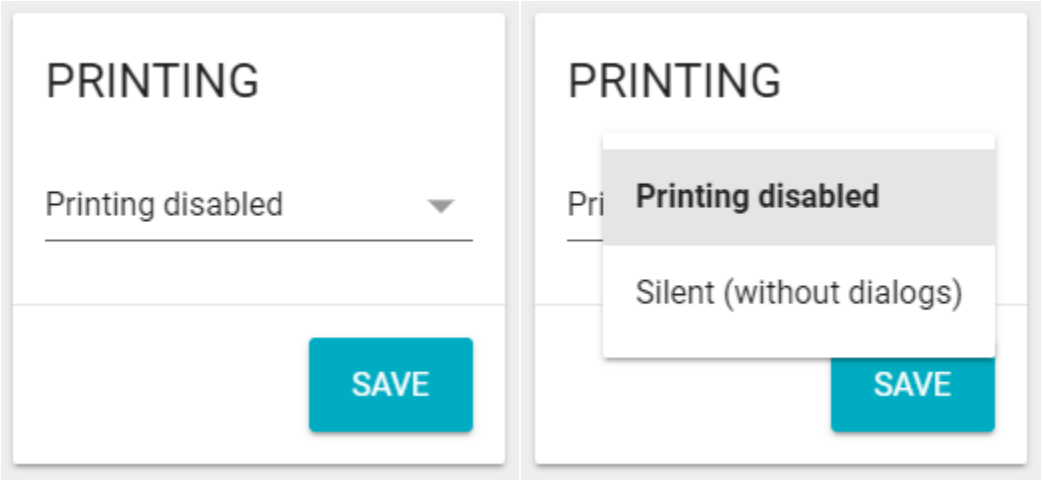
New Tab – When a new tab is selected or triggered from the web content:

- Disabled – Nothing happens.
- Popup – A new window pops up with the content over the main window
- Navigate – The content is navigated to within the same main window



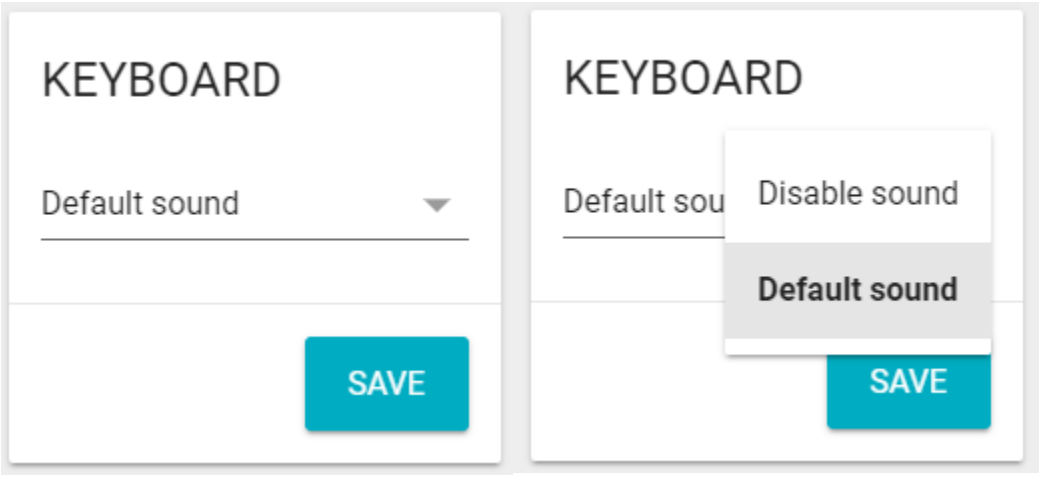
5.6 Printing Settings

Printing settings enable you to change the kiosk's printing behavior. You may either block printing or allow in-page print elements to print without opening a system print dialog (silent printing).



5.7 Keyboard Settings

You may toggle the sound that the keyboard emits when a key is pressed.



5.8 Basic Authentication

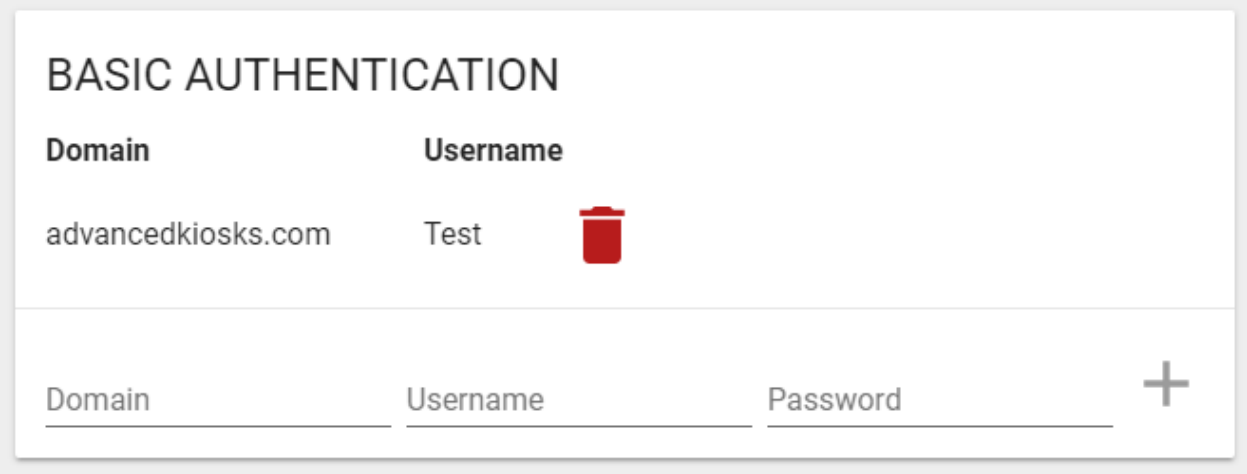
Some domains or websites require a log in before you can proceed. This solution takes care of that log in, so users can access the content behind it. For example, your company might have an account that needs to be logged into. From there, your employees, or vendors can log in.

Basic Authentication would take care of the company login, so each time the session is ended, or the device is restarted, the interface will automatically load to the usable section.

To configure:

- Enter the domain that is prompting for a login
- Enter the username and password

Zamok will automatically sign in when the website is accessed. This solution is perfect for HR portals or other content that is normally restricted.



To delete an entry, simply press the trashcan icon.

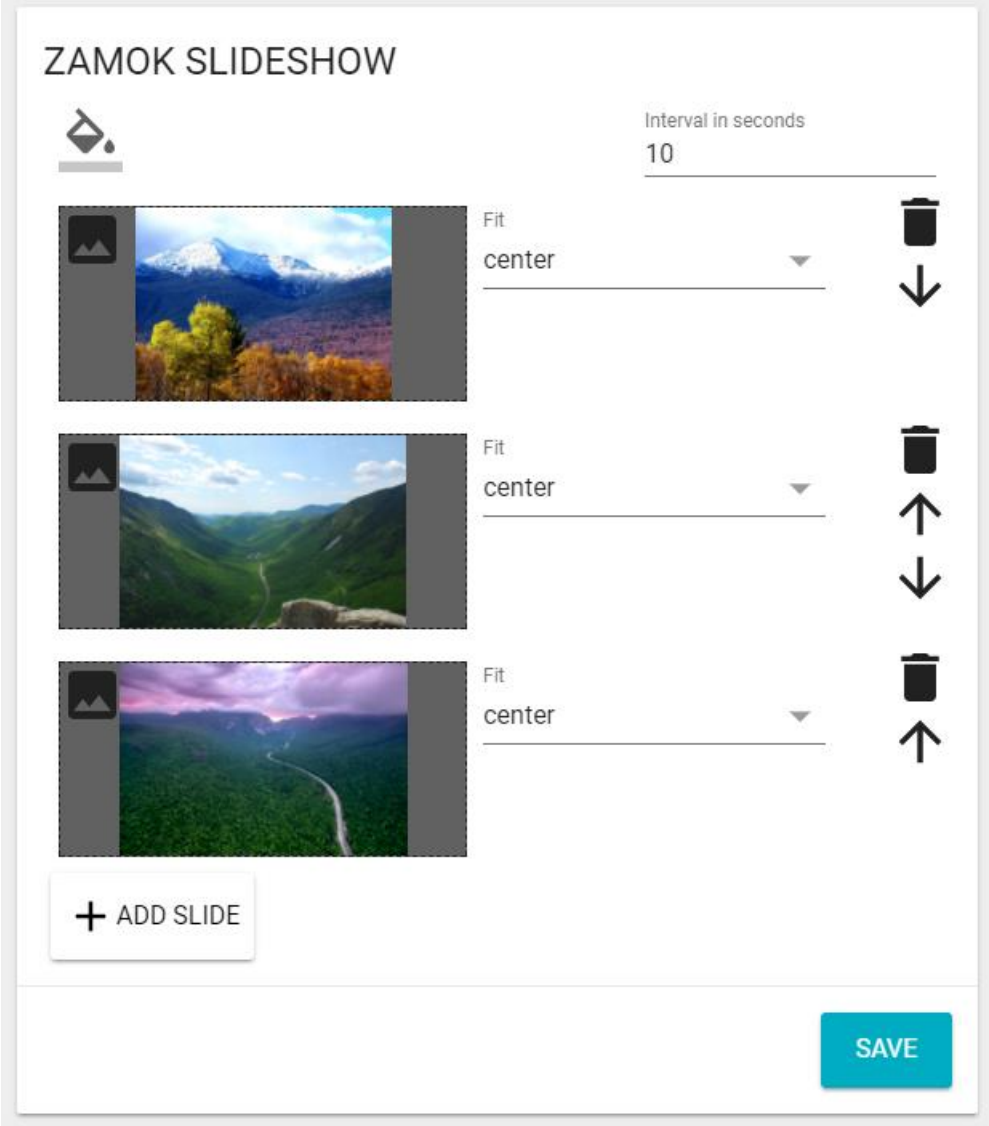
5.9 Portrait Slideshow Settings

The Slideshow allows you to create a cycling carousel of images on a section of your interface.

Primarily used with the Screen Layout Solution, you can define the position and percentage of the screen the Slideshow will occupy. It can be used to display advertisement, public bulletins, or even photos of recent events.

Note This solution is intended to be used on vertical portrait style screens. It should not be used on landscape screens as the content will be reduced to an unusable size.

There is a maximum image size of 3mb.



1. The paint bucket icon lets you change the background fill of the slideshow images
2. The interval field lets you change how long the image will stay on screen before switching to the next image
3. Press the image icon in the top left corner of each slide to change the image. If left blank the slide will be a solid color
4. The trashcan icon will remove that slide
5. The arrows will allow you to change the order the slides are shown in
6. The "fit" dropdown will let you choose between center, stretch or fill
    a. Center – centers the image in the middle of the available screen space. It does not resize the image at all
    b. Stretch – stretches the image to both the available height and width of the space it occupies. Can cause distortion
    c. Fill – Expands the image to either vertically and horizontally until it hits a border. It keeps the original aspect ratio of the image. *Note: this can cause portions of the image to be cropped off*
7. Press 'Save' to save your changes

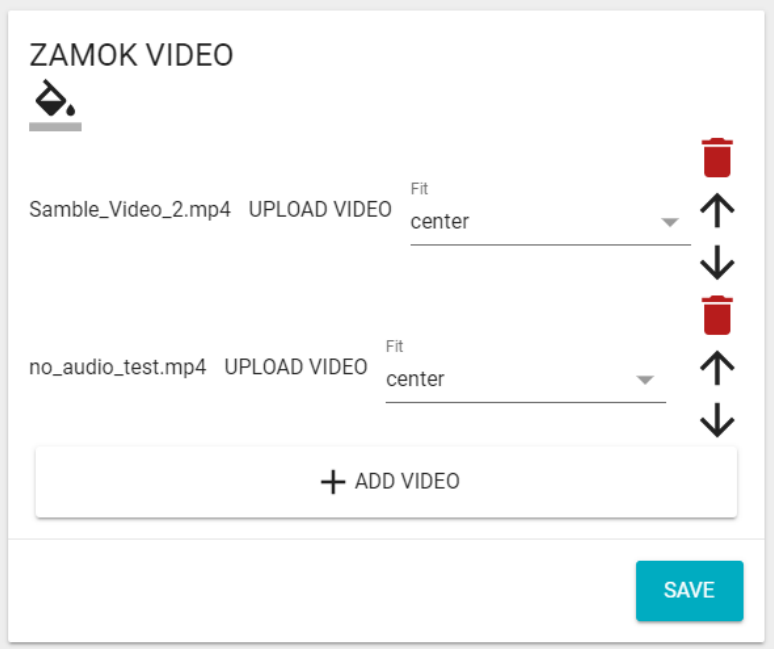
5.10 Video Settings

The Video Solution allows you to create a cycling carousel of videos on a section of your interface.

Primarily used with the Screen Layout Solution, you can define the position and percentage of the screen the Videos will occupy. It can be used to display advertisement, public bulletins, or even photos of recent events.

Note This solution is intended to be used on vertical portrait style screens. It should not be used on landscape screens as the content will be reduced to an unusable size.

Much like the slideshow solution, you may create a cycling carousel of videos to display on your interface. The videos will display in the order you set, one after another. After the one video finishes, the next one will begin playing automatically. There is a maximum file size of 100mb per video.



1. The paint bucket icon lets you change the background fill of the videos
2. Press the 'UPLOAD VIDEO' button to upload a new video, or replace and existing video
3. The trashcan icon will remove the video.
4. The arrows will allow you to change the order the slides are shown in
5. The "fit" dropdown will let you choose between center, stretch or fill
    - Fill - this is the default value which stretches the video to fit the content box, regardless of its aspect-ratio
    - Contain - increases or decreases the size of the video to fill the box whilst preserving its aspect-ratio.

- Cover - the video will fill the height and width of its box, once again maintaining its aspect ratio but often cropping the image in the process
- None – The video will ignore the height and width of the parent and retain its original size
- Scale-down - The video will compare the difference between *none* and *contain* to find the smallest concrete object size

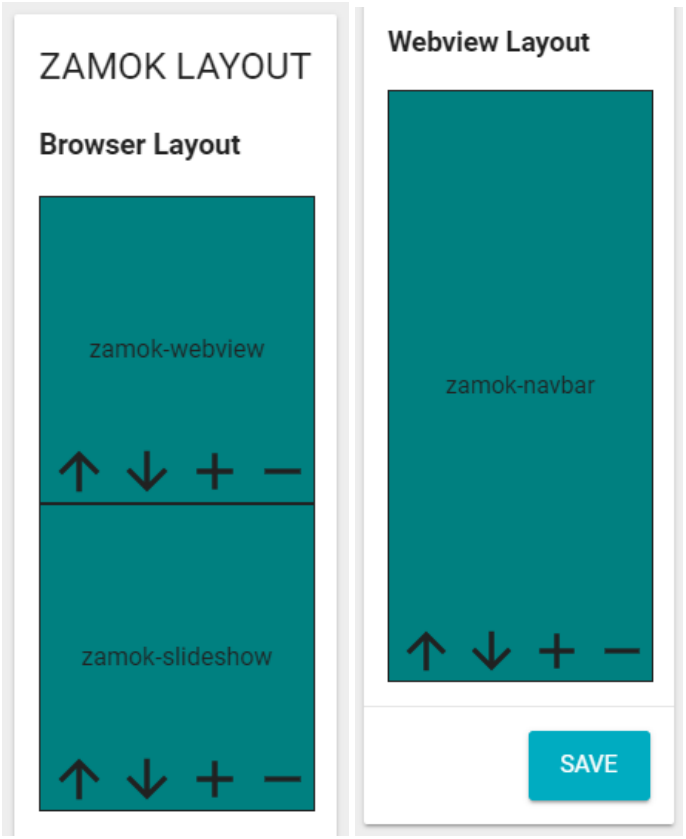
6. Press 'Save' to save your changes

5.11 Screen Layout Settings

Allows you to modify how the web view, landing page (premium solution), slideshow and video solutions display on the screen. You may adjust in which order they appear, and what percentage of the screen they take up. You may also change where the navigation bar appears on the screen

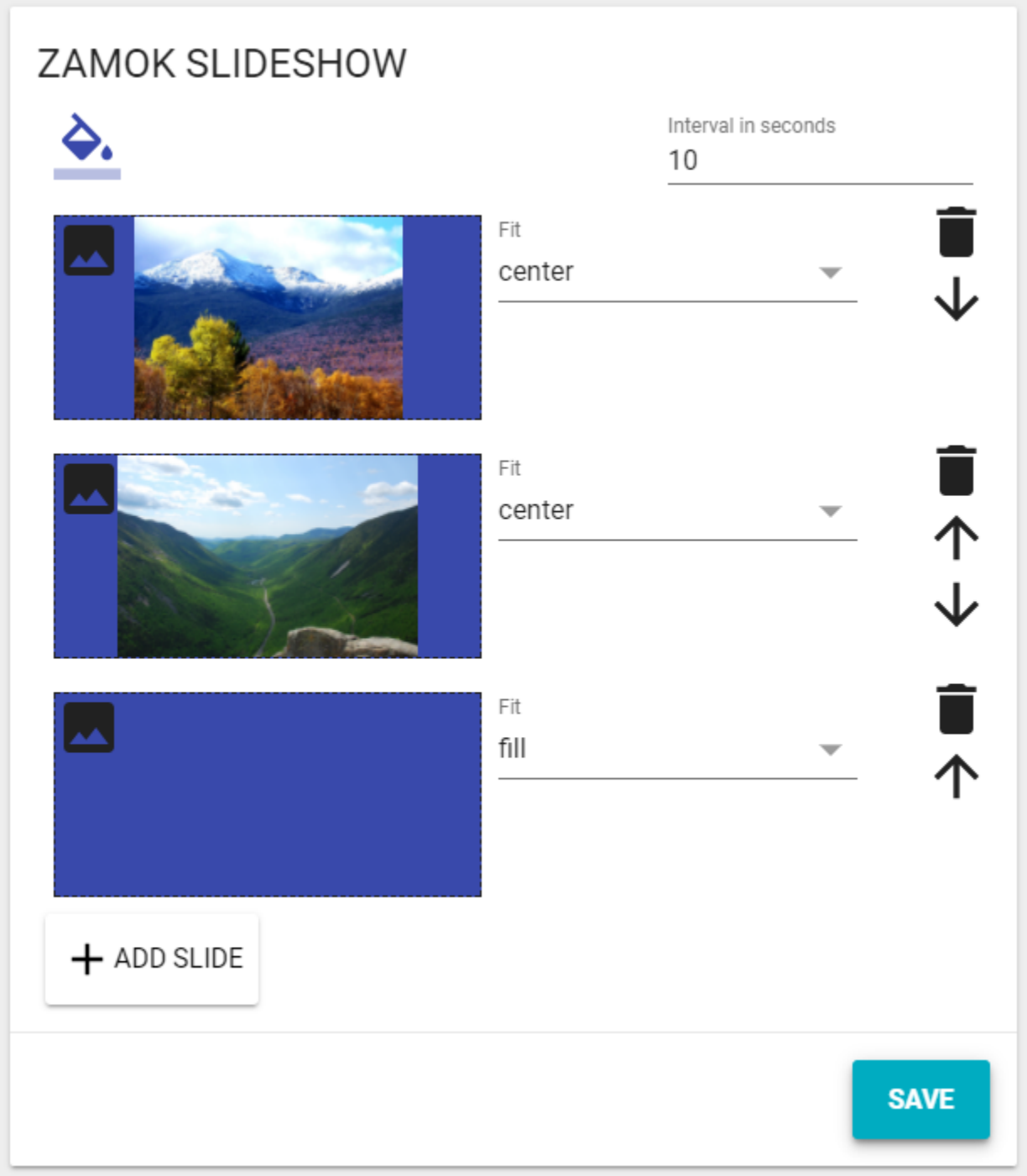
Click on the plus and minus symbols to increase the amount of screen space used by each solution.

Click on the arrow keys to change where the solutions are placed on the screen.



5.12 Screensaver Settings

The screensaver allows you to show a slideshow of images when the interface is at idle. The screensaver will show over the entire screen and will turn off when a user interacts with the kiosk, so that they may view and navigate the content or service you're offering. There is a maximum of 3mb per image.



1. The paint bucket icon lets you change the background fill of the screensaver images
2. The interval field lets you change how long the image will stay on screen before switching to the next image
3. Press this icon to change the slide's image. If left blank (as pictured) the slide will be a solid color
4. The trashcan icon will remove that slide, the arrows will allow you to change the order the slides are shown in
5. The "fit" dropdown will let you choose between center, stretch or fill
    a. Center – Centers the image in the middle of the available screen space. It does not resize the image at all
    b. Stretch – Stretches the image to both the available height and width of the space it occupies. Can cause distortion
    c. Fill – Expands the image to either vertically and horizontally until it hits a border. It keeps the original aspect ratio of the image, this can cause portions of the image to be cropped off
6. Press 'Save' to save your changes

6 CONFIGURING PREMIUM SOLUTIONS

Premium Solutions add a la cart functionality to your application without complicated programming.

6.1 Credit Card Interpreter Solution

The Credit Card Solution and an integrated credit card reader can quickly and accurately populate card information into fields on your webpage.

It is powerful and intuitive for both administrators and users. You can quickly map fields in your website where you would like the card data populated. This increases the speed of transactions; where before users would have to enter their credit card information manually with a keyboard.

The solution enters **only** information that you have defined and **does not** store any user card information. It **does not** process card payments.

6.1.1Features

Set up the scanner to interact with any number of web pages individually.

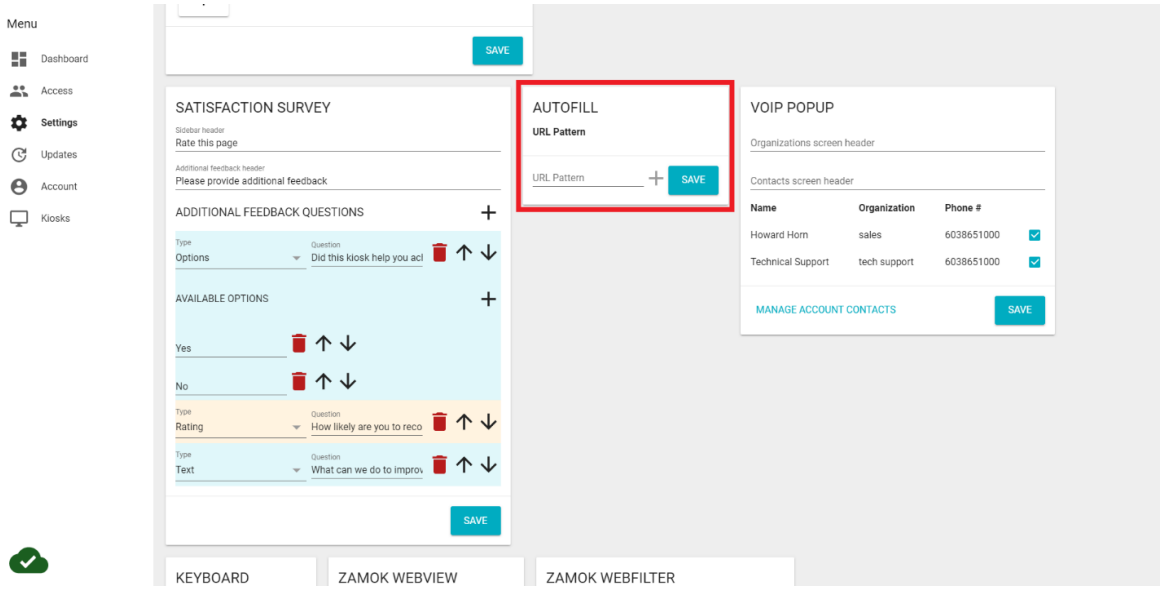
Map card data to specific fields on a webpage

Secure - the solution does not store any customer data. All user information is cleared on session sign out.

6.1.2 Accessing Configuration

From the Zamok Cloud, you can manage the Credit Card Interpreter Solution by clicking on Settings from the Menu.

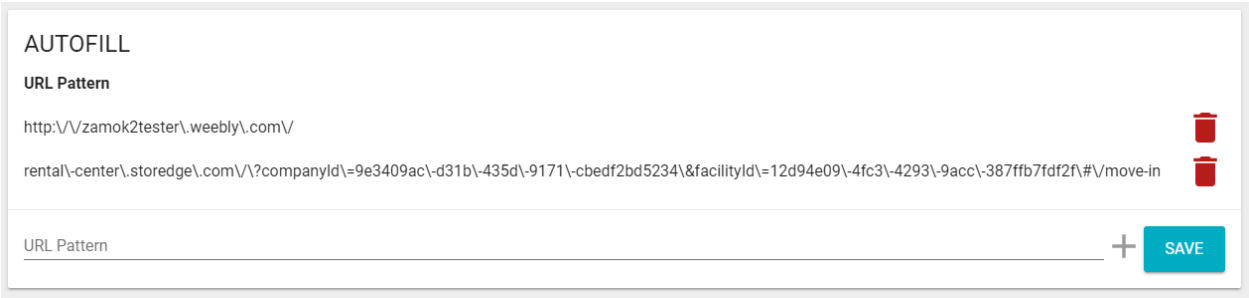
Scroll until you find the AUTOFILL settings window.



6.1.3 Configuration

6.1.3.1 Adding a URL

1. In the 'URL Pattern' field, enter the URL that you want the solution to activate on. The URL must be formatted correctly in regular expression (see below).
2. Once entered, press the plus button.



6.1.3.2 Formatting URLs with regular expression

Thankfully, translating a URL into regex isn't terribly difficult. Simply put, for the program to read the URL, we must add backslashes before any symbols in the URL.

Example 1

zamok2tester.weebly.com

Would become

zamok2tester\.weebly\.com

Example 2

advancedkiosks\.com\/kiosks\/countertop\-computer\-kiosk

becomes

advancedkiosks\.com\/kiosks\/countertop\-computer\-kiosk

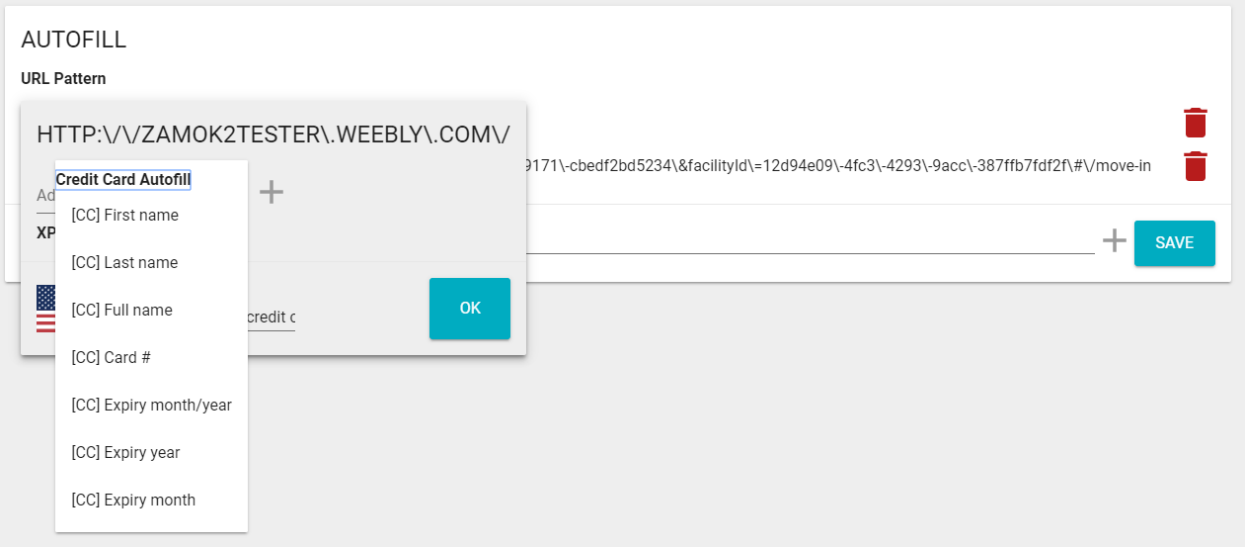
6.1.3.3 Deleting a URL

To delete a URL, simply press on the red trashcan next to the URL you wish to delete. *Note: This will delete all the configurations for that URL, and you will need to reconfigure it!*

6.1.4 Mapping Fields in Your Pages

Once you have added the URL you wish to use the Interpreter solution to activate on, you will need to map the, is added to the list of URLs, click on it in the list of URL patterns. This will open the field definition window.

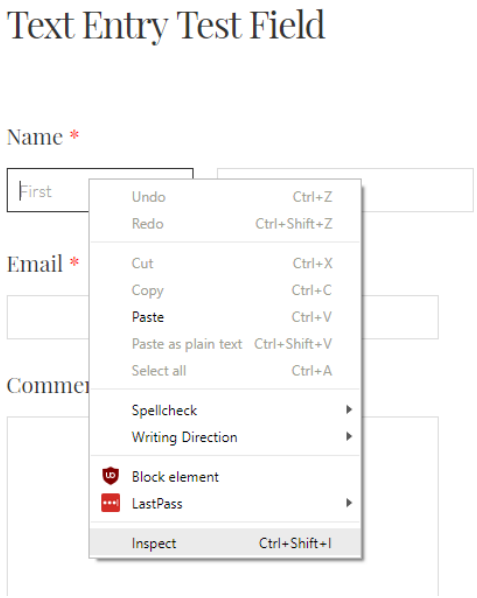
Click on the add field drop down and select the data element from the Credit card you want the solution to read. Once selected, click the plus icon



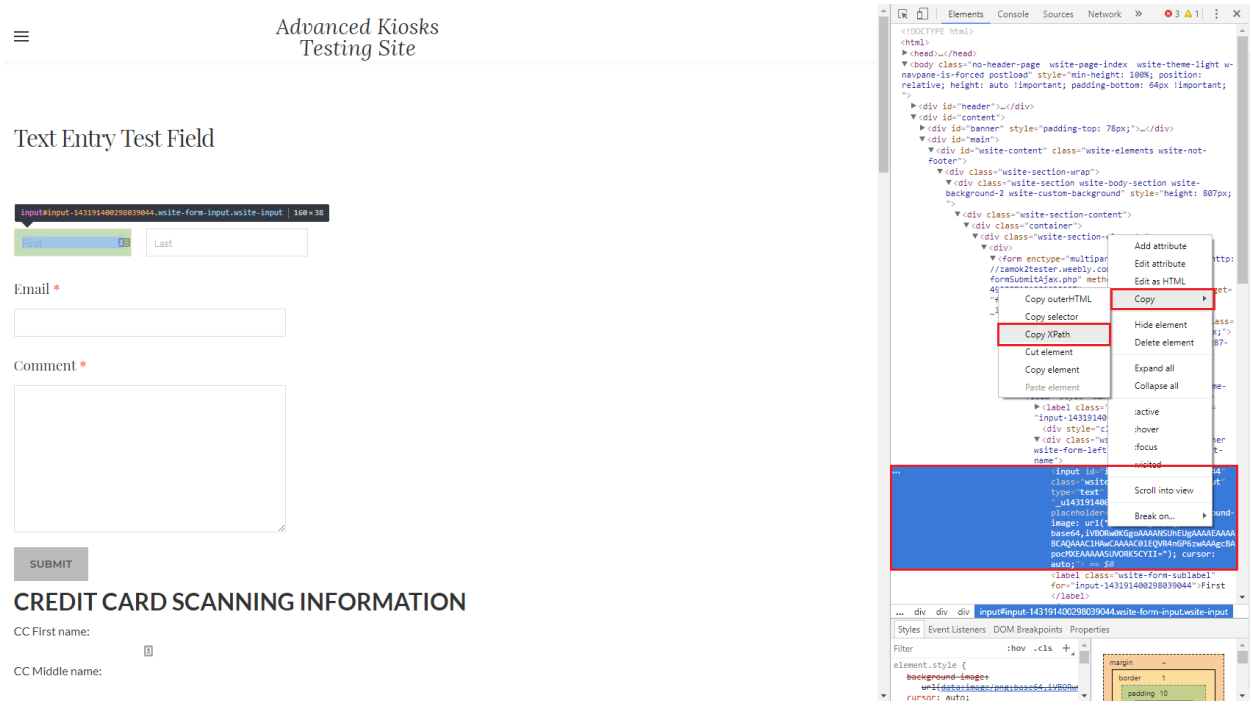
A new field will display. From here you must enter the XPATH of the webpage element you want the card datum to be entered.

6.1.4.1 Finding a Field's XPath

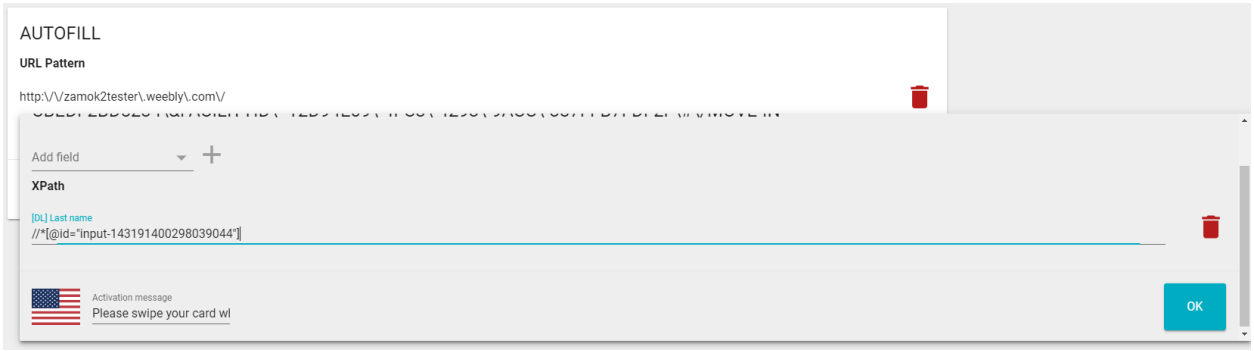
To find a field XPATH, open the entry page in Chrome. Right click on the element and press inspect.



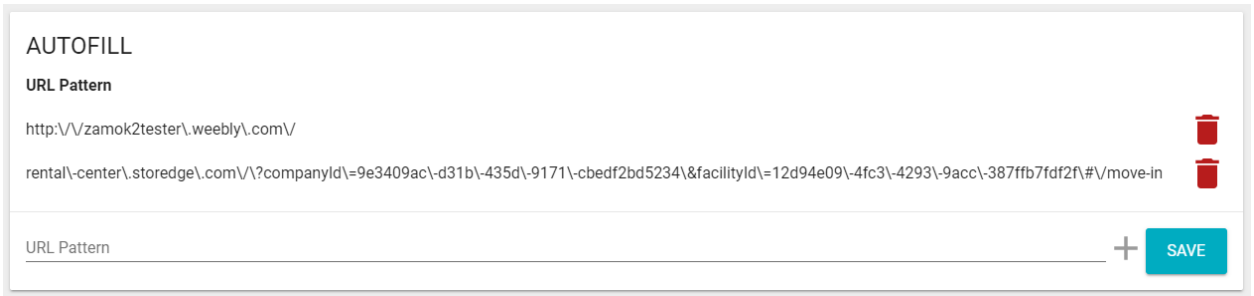
Chrome Developer Tools will display. Your element will be highlighted. Right click on it, click on copy, and then click on 'Copy XPATH'



Paste this XPATH into the field in Zamok settings. Once you have entered all the fields you want mapped, enter the message you want to display to users when the solution activates. Press OK to save the changes.



Press ‘Save’ to save the solution’s changes

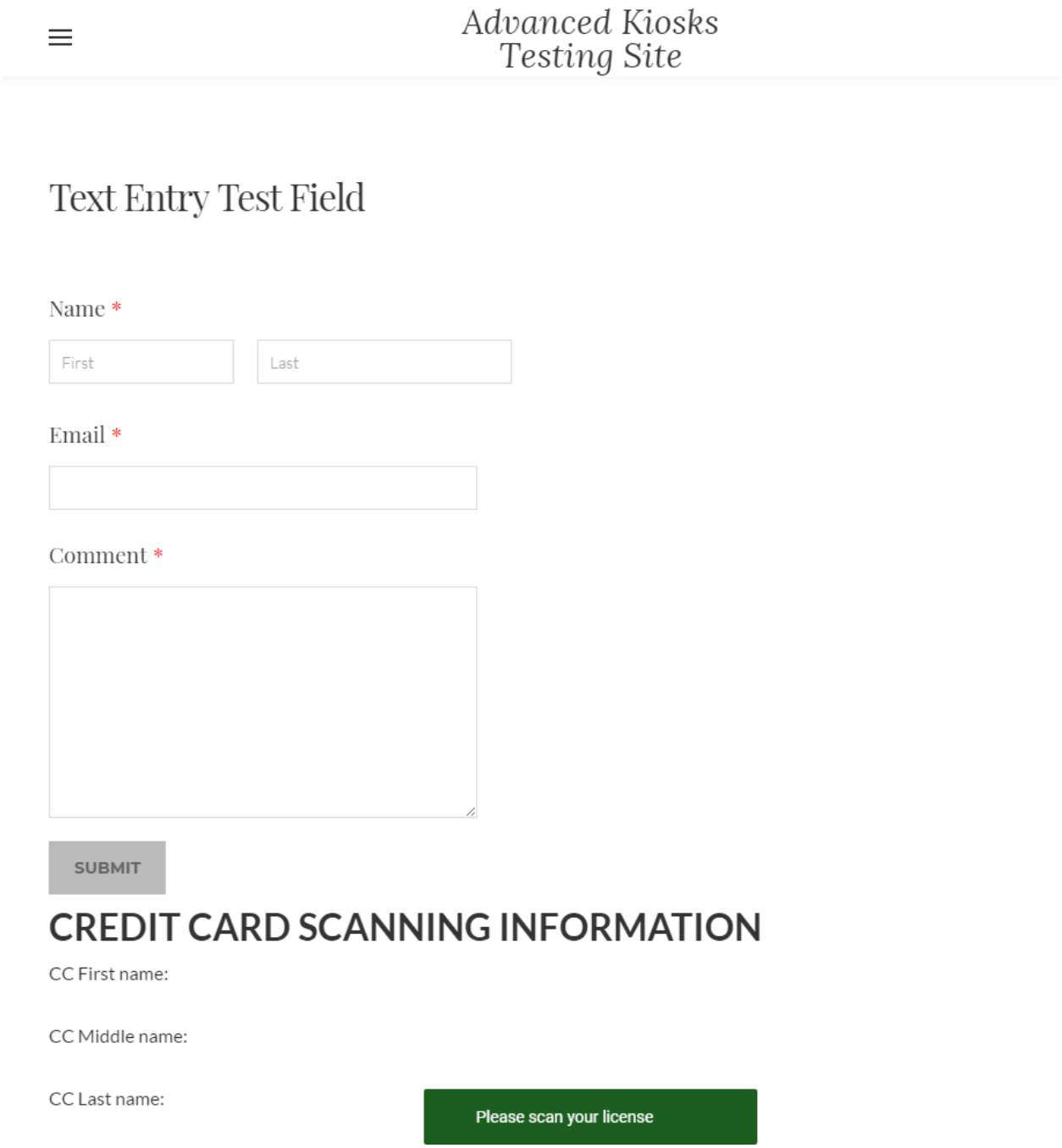


6.1.4.2 Deleting a Field in Your Pages

To delete a field from the solution, simply press on the red trashcan icon next to the element you want deleted.

6.1.4.3 User Experience

At the kiosk, the user will only be prompted to interact with the credit card scanner when they navigate to the page you defined. Upon navigation to this page, they will see the notification that you defined at the bottom of the page, prompting them to scan their credit card.



On a successful scan, all the information on the card that is mapped will be populated in the corresponding fields and the scan prompt will disappear.

6.2 Driver's License Interpreter Solution

The Driver's License Solution allows users to use Zamok and an integrated barcode scanner to quickly and accurately enter in their information. All driver's licenses in the United States follow a common encoding standard for the 3D barcode on the back of their identification cards. We have developed software that can scan a user's ID card and populate fields inside of your webpage. It is powerful and intuitive for both administrators and users. You can quickly map fields in your website and provide easy to understand instructions for your clients. This increases the speed of registrations, transactions, check ins etc. The solution only enters information that you have defined and does not store any user information.

6.2.1 Features

Set up the scanner to interact with any number of web pages individually.

Map data points on ID cards to specific fields on a webpage

Secure - the solution does not store any customer data. All user information is cleared on session sign out.

6.2.2 Notes

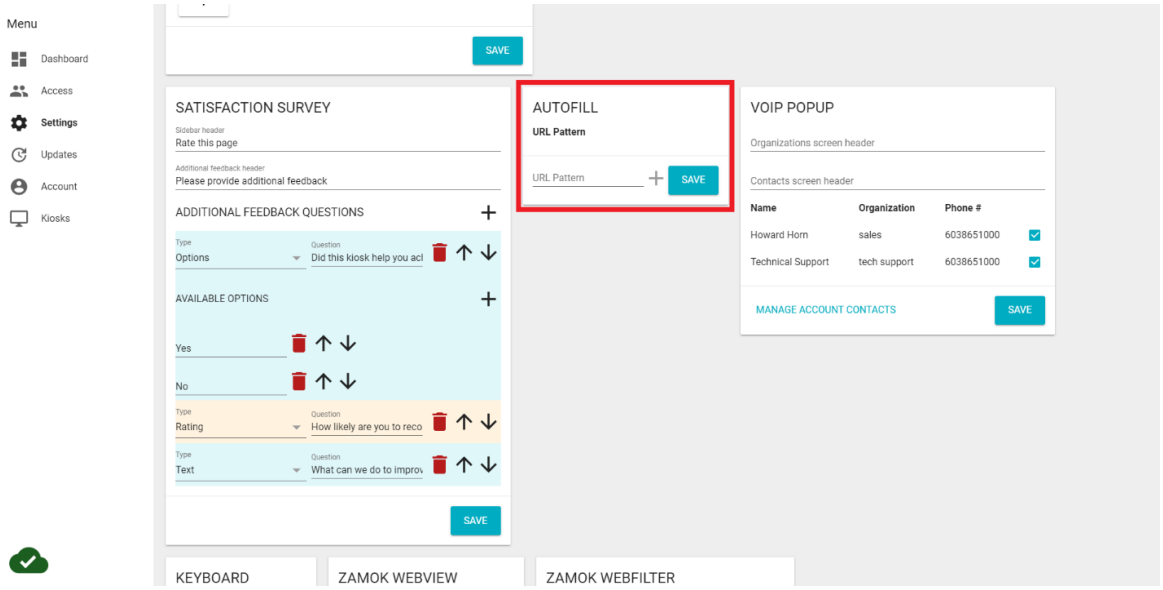
US Driver's license all share the same encoding standards. What data is stored on the license *does* vary from state to state. For example, one state license may have first name, last name, DOB and address where another state will only have the last name and DOB.

If you notice that some fields are not filled when you scan the license, try testing with another state's license (after confirming that you have properly formatted everything).

6.2.3 Accessing Configuration

From the Zamok Cloud, you can manage the Driver's License Interpreter Solution by clicking on Settings from the Menu.

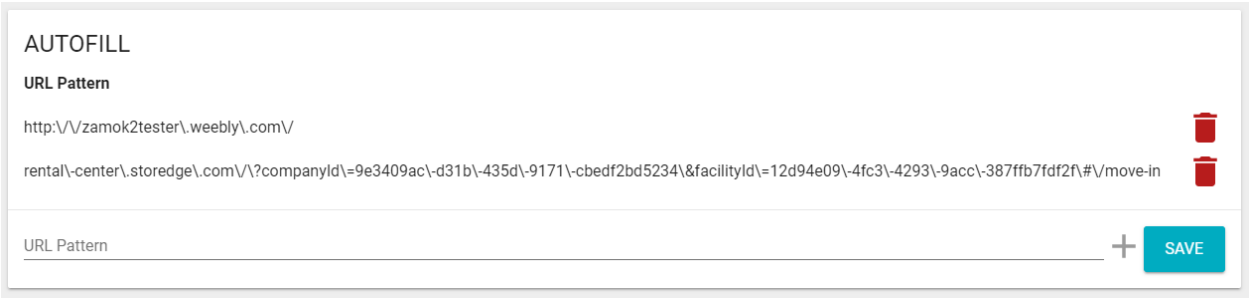
Scroll until you find the AUTOFILL settings window.



6.2.4 Configuration

6.2.4.1 Adding a URL

3. In the 'URL Pattern' field, enter the URL that you want the solution to activate on. The URL must be formatted correctly in regular expression (see below).
4. Once entered, press the plus button.



6.2.4.2 Formatting URLs with regular expression

Thankfully, translating a URL into regex isn't terribly difficult. Simply put, for the program to read the URL, we must add backslashes before any symbols in the URL.

Example 1

zamok2tester.weebly.com

Would become

zamok2tester\.weebly\.com

Example 2

advancedkiosks\.com\/kiosks\/countertop\-computer\-kiosk

becomes

advancedkiosks\.com\/kiosks\/countertop\-computer\-kiosk

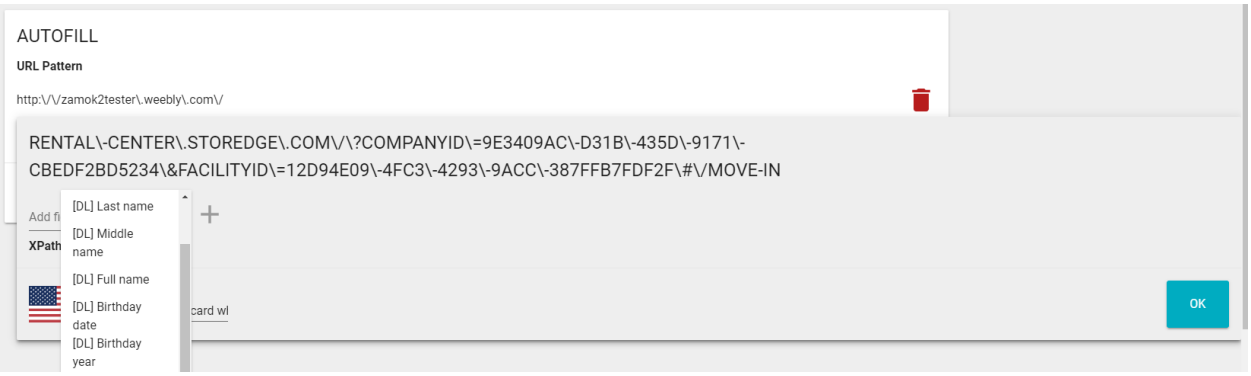
6.2.4.3 Deleting a URL

To delete a URL, simply press on the red trashcan next to the URL you wish to delete. *Note: This will delete all the configurations for that URL, and you will need to reconfigure it!*

6.2.5 Mapping Fields in Your Pages

Once your string is added to the list of URLs, click on it in the list of URL patterns. This will open the field definition window.

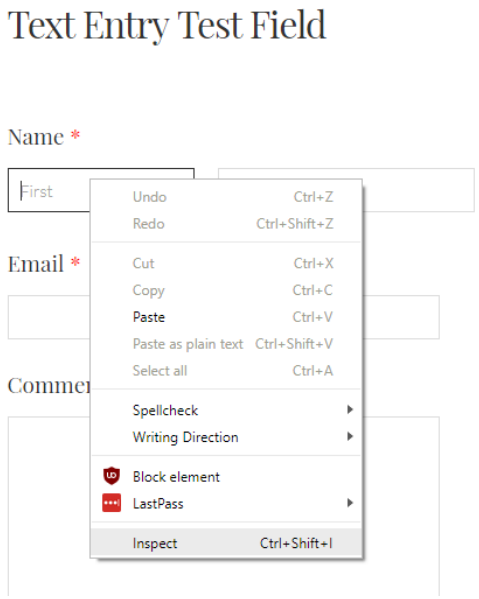
Click on the add field drop down and select the data element from the License you want the solution to read. Once selected, click the plus icon



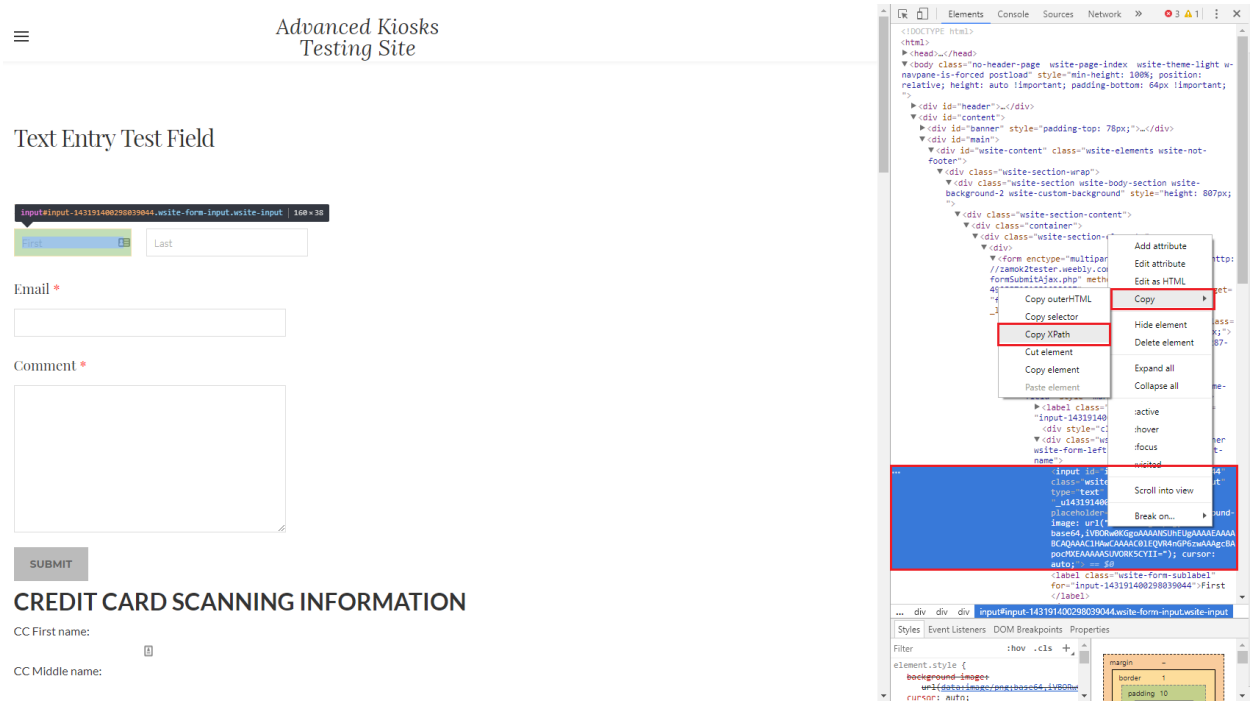
A new field will display. From here you must enter the XPATH of the webpage element you want the data point to populate.

6.2.5.1 Finding a Field's XPath

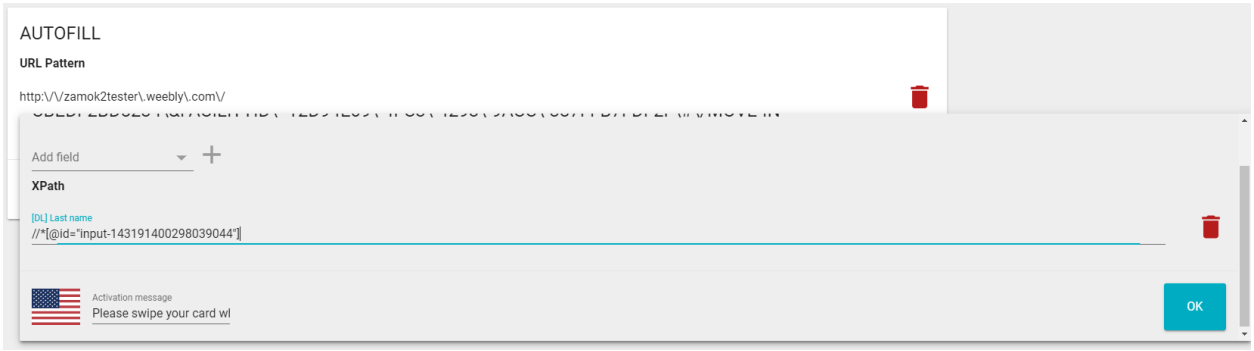
To find a field XPATH, open the entry page in Chrome. Right click on the element and press inspect.



Chrome Developer Tools will display. Your element will be highlighted. Right click on it, click on copy, and then click on 'Copy XPATH'



Paste this XPATH into the field in Zamok settings. Once you have entered all the fields you want mapped, enter the message you want to display to users when the solution activates. Press OK to save the changes.



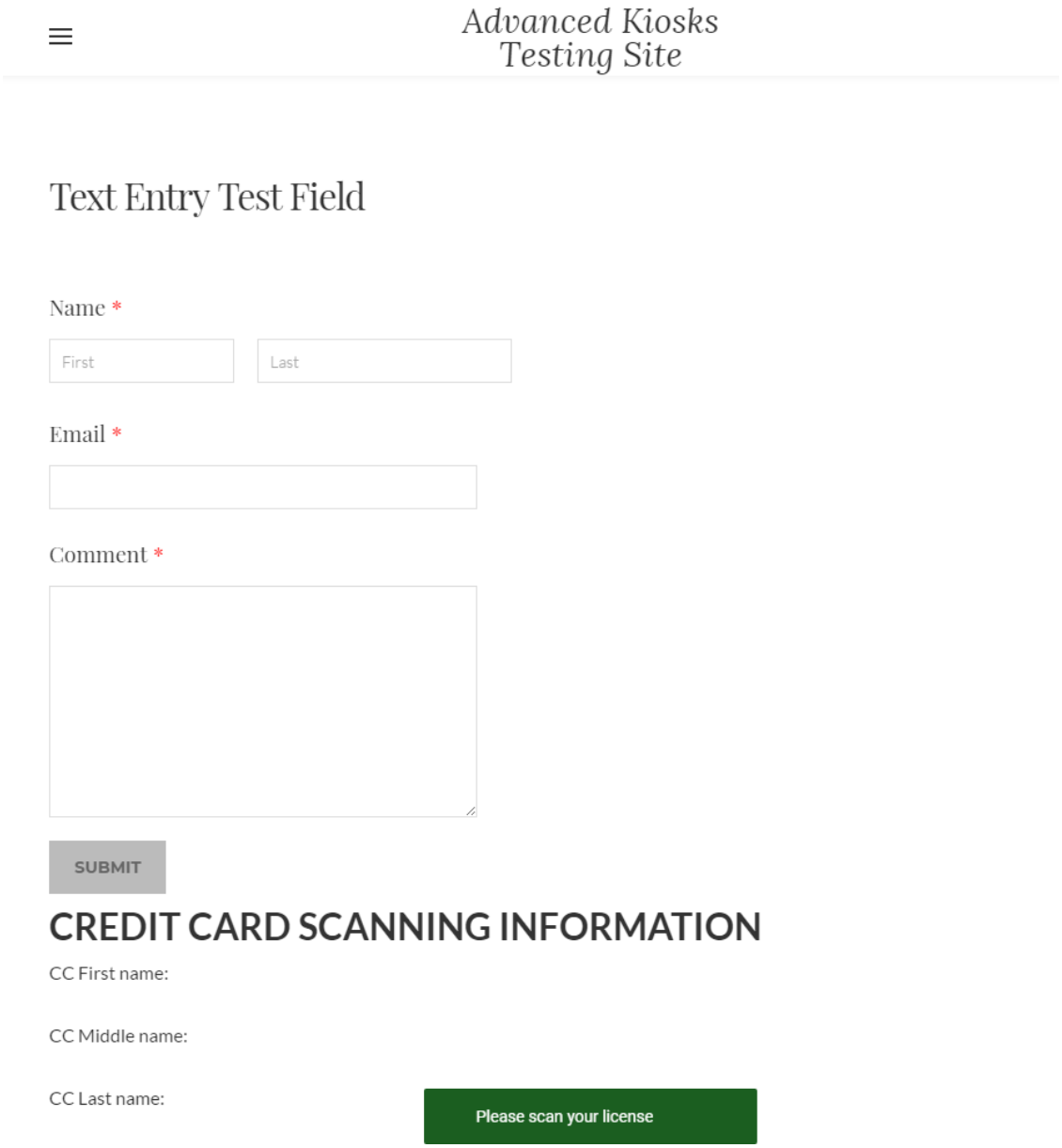
Press 'Save' to save the solutions changes

6.2.5.2 Deleting a Field in Your Pages

To delete a field from the solution, simply press on the red trashcan icon next to the element you want deleted.

6.2.5.3 User Experience at the kiosk

At the kiosk, the user will only be prompted to interact with the driver's license scanner when they navigate to the page you defined. Upon navigation to this page, they will see the notification that you defined at the bottom of the page, prompting them to scan their license.



On a successful scan, all the information on the card that is mapped will be populated in those fields and the scan prompt will disappear.

6.3 LED Controller Solution

Depending on the model of kiosk and its accessories, you may have access to Advanced Kiosks' LED solution. This feature allows you to make changes to each LED illuminated component on your kiosk.

6.3.1 Features and Benefits

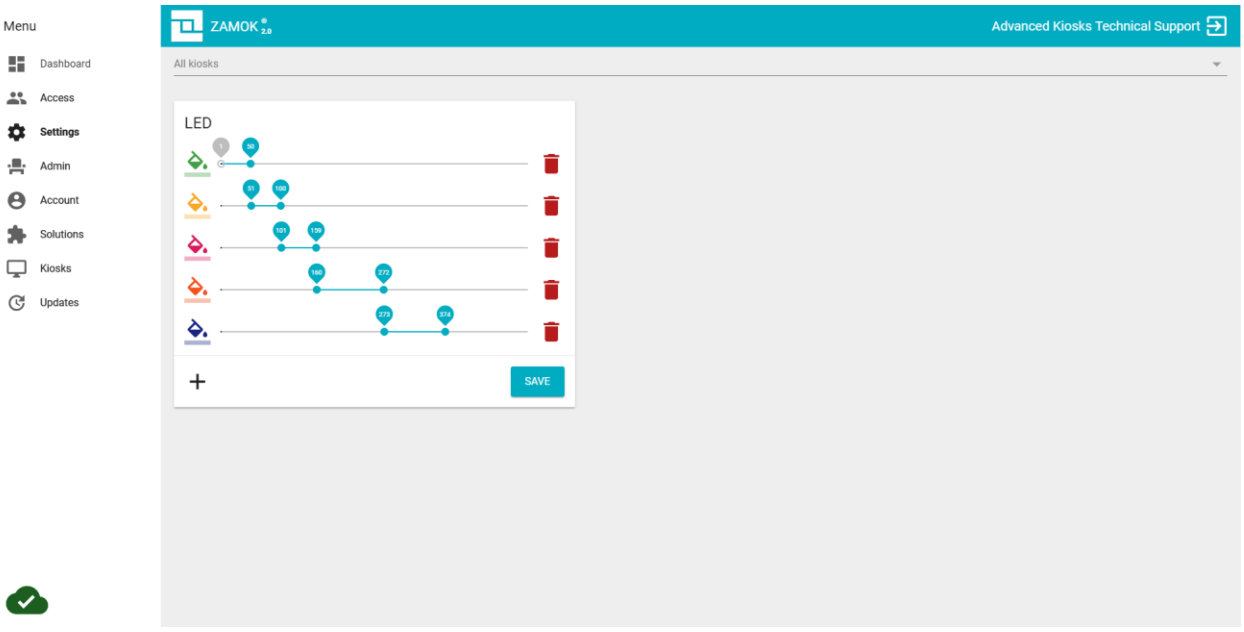
Create attractive and eye-catching accent illumination on your kiosk in the color of your choosing

Modify your illumination from the online portal without needing to change anything on the kiosk

6.3.2 Accessing Configuration

From Zamok Cloud, you can manage the Credit Card Interpreter Solution by clicking on Settings from the Menu.

Scroll until you find the LED settings window.



6.3.3 Configuration

Refer to your user kiosk user manual for information on which channel correlates to which LED element on your kiosk. For the best result, perform this while you are looking at the kiosk, as the color selected may display slightly differently on the LED array.

The LED controller is designed to control strips of LEDS. Each strip of LEDs can have anywhere between 1 and 64 diodes, with each strip being referred to as a channel. Due to the way the LED contoller boards work, LEDs 1-64 will always be on channel 1, whereas LEDs 65-128 will be on channel 2. As such, each element in the LED array will have its own channel, and you will need to define the LED solution to address the correct range in the solution.

To define the ranges, simply move the slides on the first LED channel so that the end value is 64. Press the plus symbol, and move the new end slider to 128. Repeat this until you have all the cannels you need, up to 8 total channels

Example:

The Tower Kiosk has three rings of illuminated acrylic. Each ring has its own channel- the top would be controlled by channel 1, the middle channel 2 and the bottom channel three. You would need to address the correct ranges for the three channels:

Channel 1: LED 1-64

Channel 2 LED 64-128

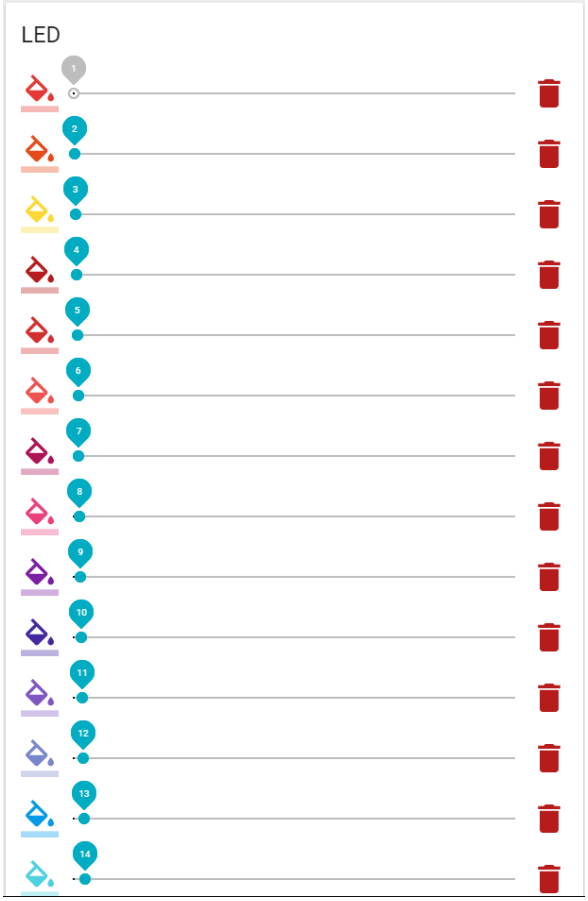
Channel 3: LED 129-192

6.3.3.1 Multicolor LED arrays

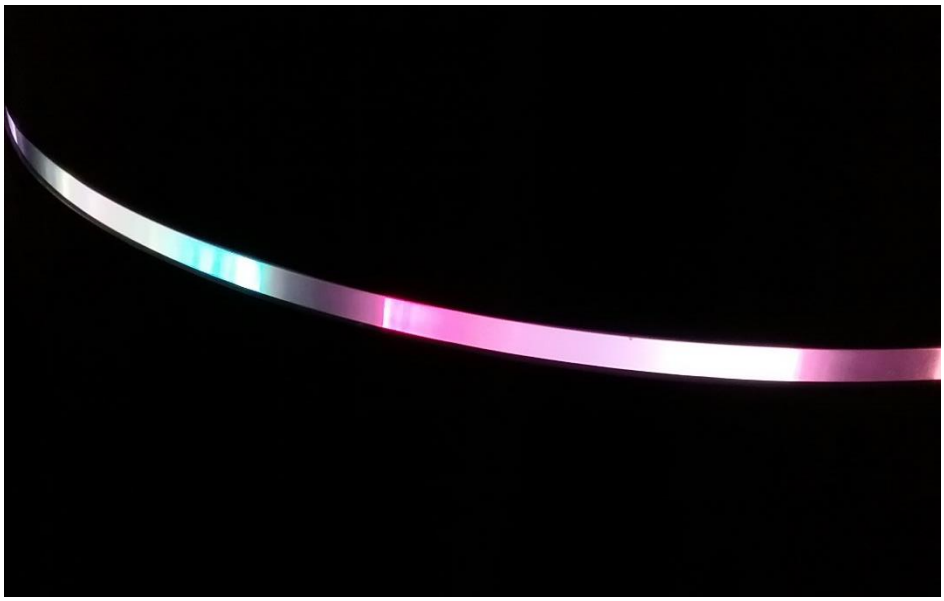
Since each channel consists of 64 LEDs, you could opt to address the individual LEDs by setting ranges to less than 64.

For example, setting two channels to 1-31 and 32-64 would split a full-size channel in half. How this would show up on your kiosk will depend wildly on the kiosk, and the LED element. You are free to experiment with different combinations, just remember to check to see how it looks on your kiosk!

6.3.3.1.1 Example of a multicolor LED array



6.3.3.1.2 LED element that has been customized with a multicolor array

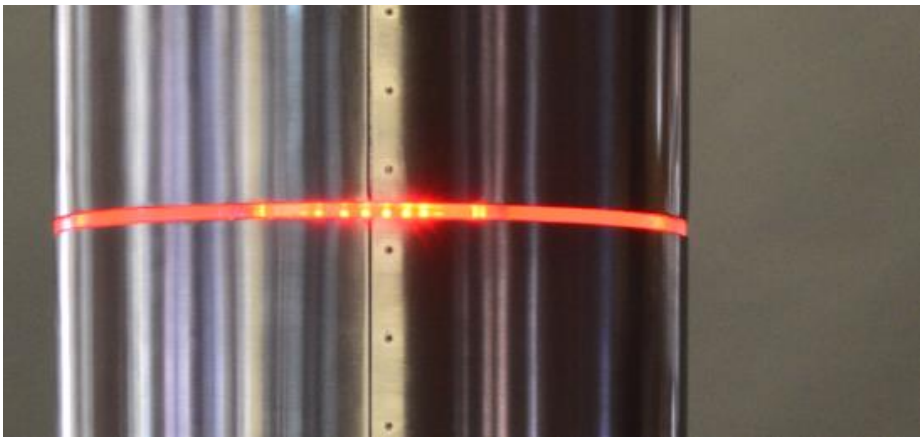


6.3.3.2 Deleting a channel

To delete a channel, simply press on the trashcan icon next to the channel you want deleted. This will turn the LEDs in that channel off.

6.3.4 Interaction with your kiosk

The LED display will automatically update within minutes of you making changes to the LED solution settings.



6.4 VOIP Calling Solution

The VoIP solution is an optional kiosk feature that allows users to place outbound phone calls from kiosks. You may configure it to use our existing calling service or use your organizations SIP service.

6.4.1 Features

- Allows for phone calls to be placed from any location that has an internet connection
- For a low monthly fee, you can use our integrated calling solution, or utilize your own SIP service.
- You can use a directory service to organize contacts by organization.
- Maintains privacy of your contacts by showing their name, but not their numbers

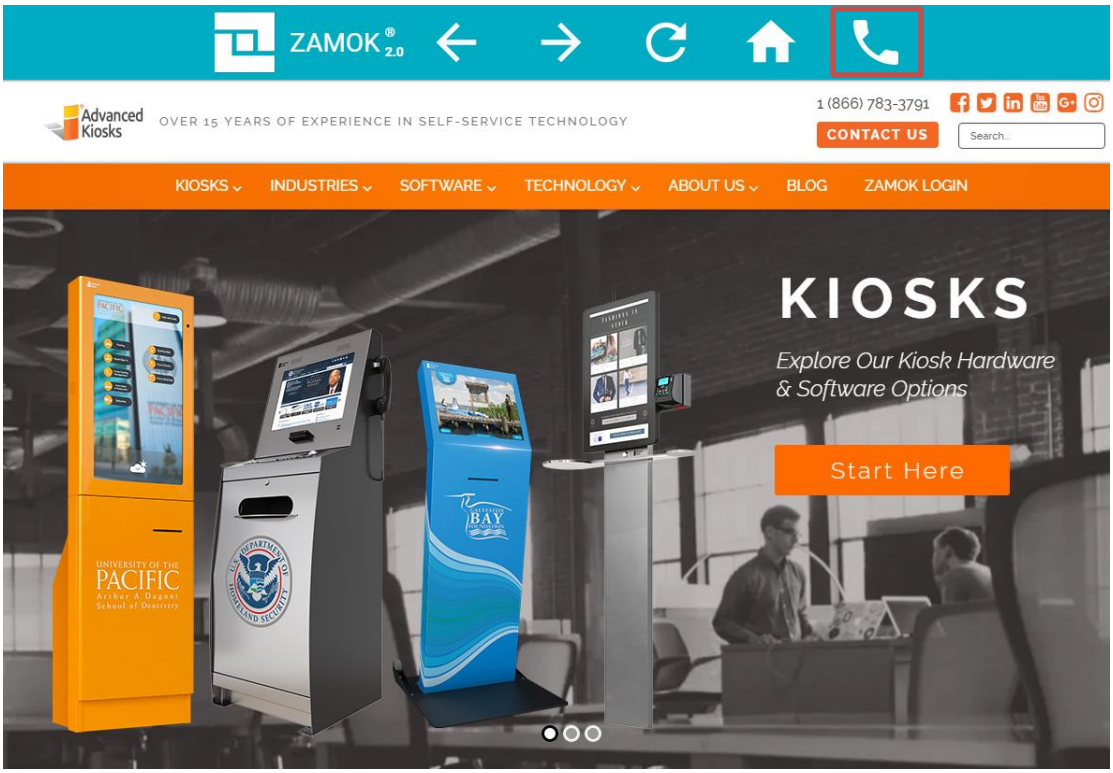
6.4.2 Benefits

Kiosk users can easily make phone calls from the kiosk at no cost to themselves.

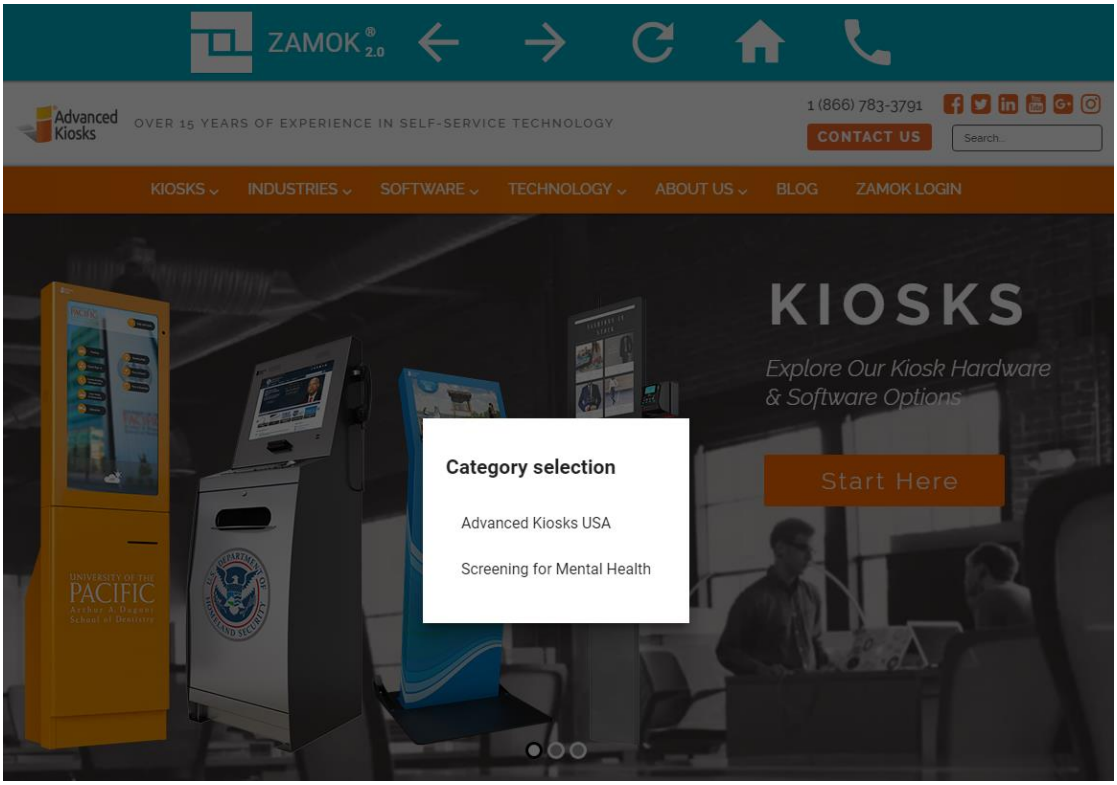
Administrators can easily provide users access to resources, without having to expose the phone numbers to the public.

6.4.3 User Interaction at the Kiosk

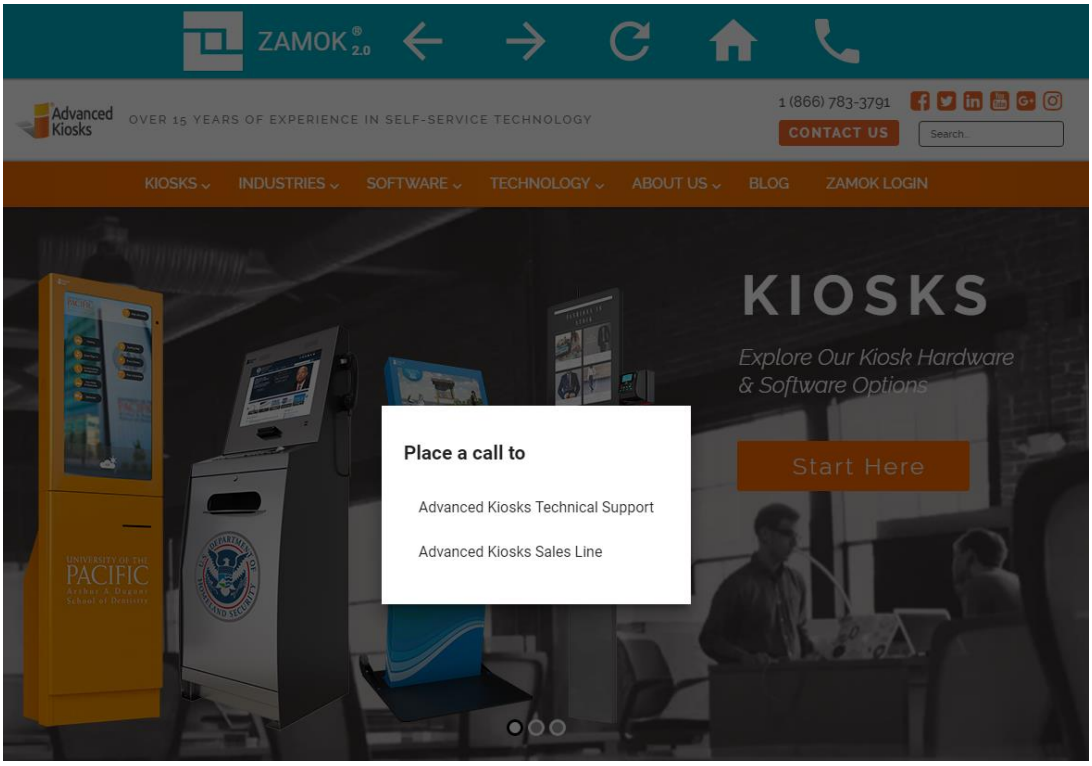
To initiate a call, press the phone button on the Zamok Navigation Bar at the top of the screen



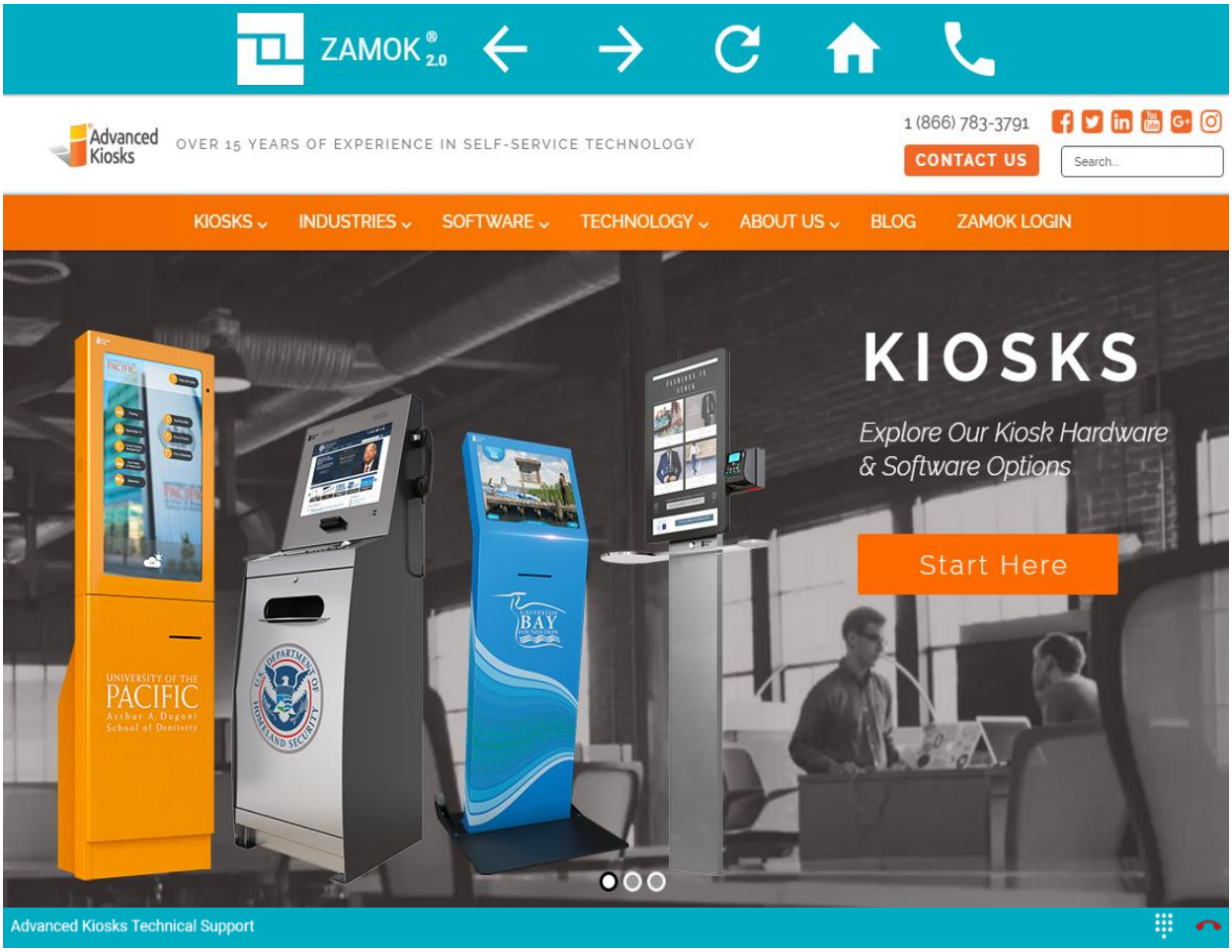
Select an organization that you want to contact. If there is only one organization defined in the contacts screen, then this screen will be skipped



Select the person you wish to call


ZAMOK 2.0
Advanced Kiosks
OVER 15 YEARS OF EXPERIENCE IN SELF-SERVICE TECHNOLOGY
1 (866) 783-3791
CONTACT US
Search...
KIOSKS
INDUSTRIES
SOFTWARE
TECHNOLOGY
ABOUT US
BLOG
ZAMOK LOGIN
KIOSKS
Explore Our Kiosk Hardware & Software Options
Start Here
Place a call to
Advanced Kiosks Technical Support
Advanced Kiosks Sales Line

Once a call has been placed, a call status bar will appear on the bottom of the screen. You can see who you are calling, hang up, and access a dial pad



6.4.4 Configuration

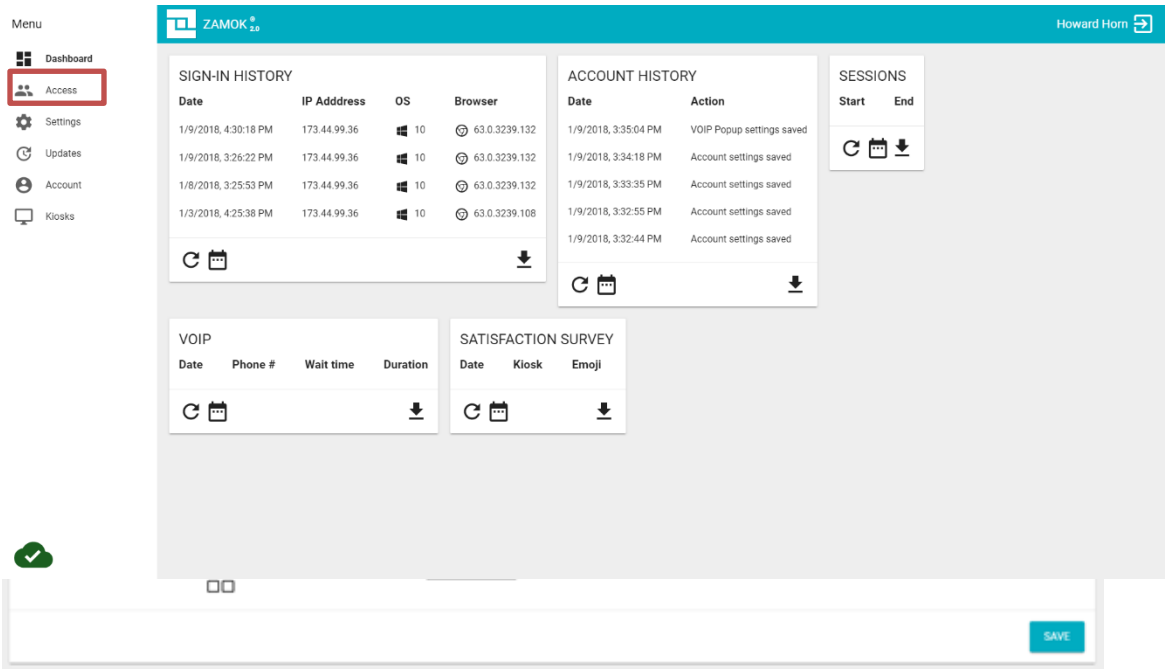
The VoIP Solution is configured in three steps:

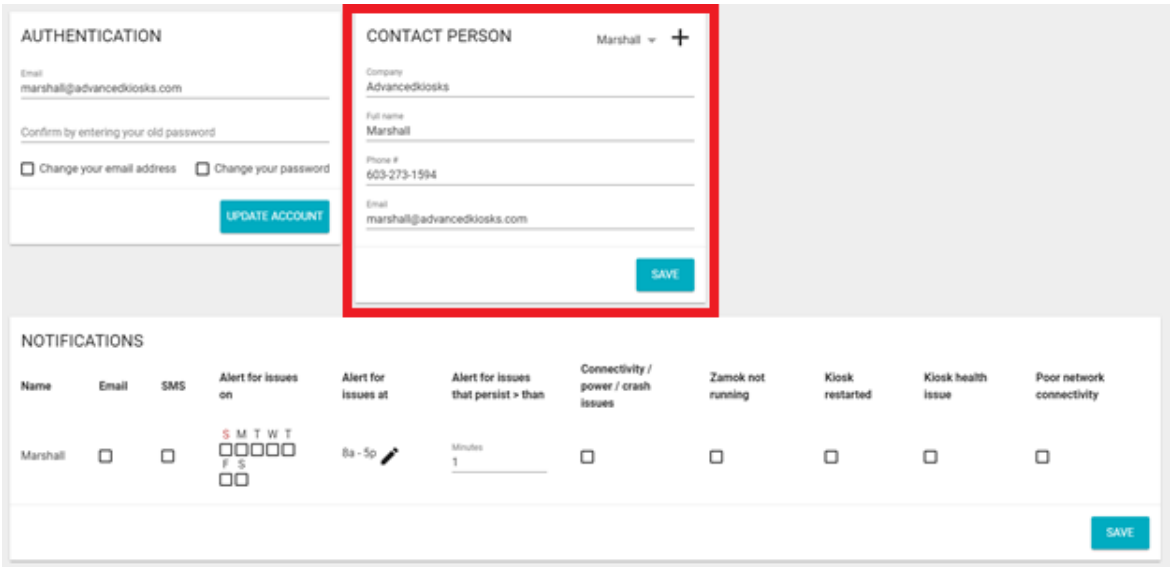
1. Create contacts
2. Populate calling list and interface settings
3. Configure the VoIP connection settings

6.4.4.1 Contacts

Zamok stores all your contacts in one place, the Access Menu. This is your Master Contact List that will be used for any solution that may reference a contact, such as VoIP, or Notifications. Ultimately you may have contacts on this list that you do not want visible in VoIP. No worries; that is configured elsewhere. Read on..

To create a new VoIP contact, log into the Zamok Cloud and click on the 'Access' from the Menu





6.4.4.1.1 Adding Contacts

1. Press the plus symbol in the top right-hand side of the Contact Person panel
2. A new contact will be created. Enter the contact's organization, name, number and email
3. Press Save

6.4.4.1.2 Modifying Contacts

1. Locate the contact drop-down list in the top right-hand corner of the panel.
2. Click on the drop down, and a list of all the contacts you have created will be shown.
3. Select the contact you wish to modify, and make changes as needed.
4. Press the save button when done

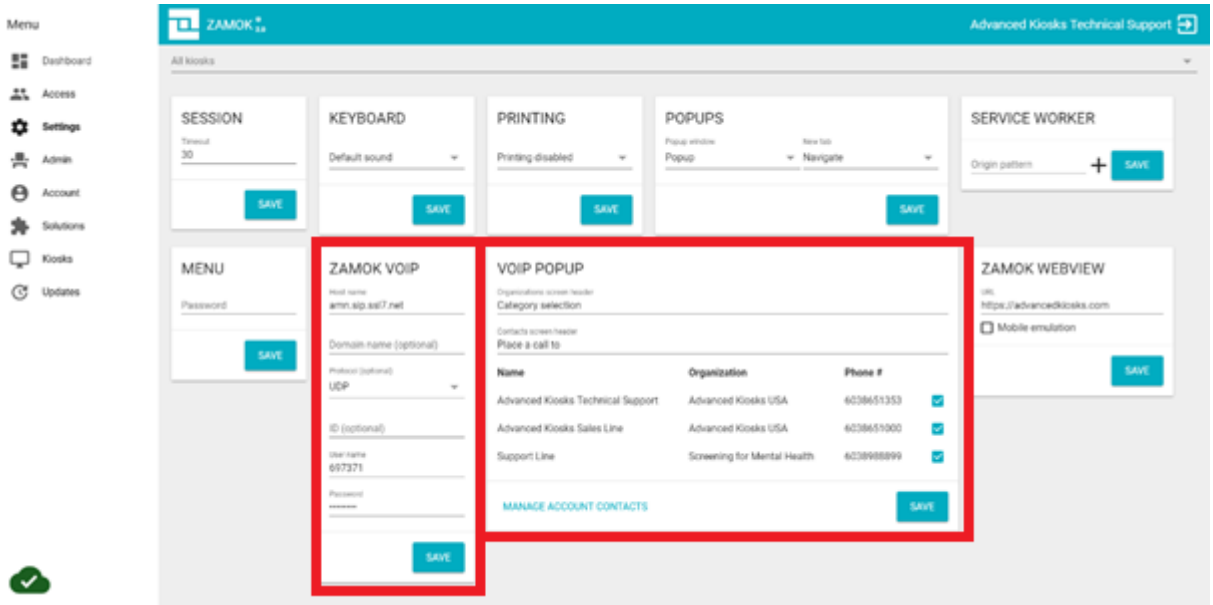
6.4.4.2 Populate Calling List and Interface Settings

To manage the VoIP Solution, log into Zamok Cloud and click on the 'Settings' from the Menu.

Once in the Settings screen, locate the 'Zamok VoIP' and 'VoIP Popup' tiles.

When a user clicks on the VoIP button in Zamok, there is a popup that will display contact options. This is known as the VoIP Popup. You can adjust:

- What this popup says
- Who can be called by the VoIP solution



The layout and function of the popup is dependent on

- How many people are configured to be called
- How many different organizations there are

6.4.4.2.1 One Contact

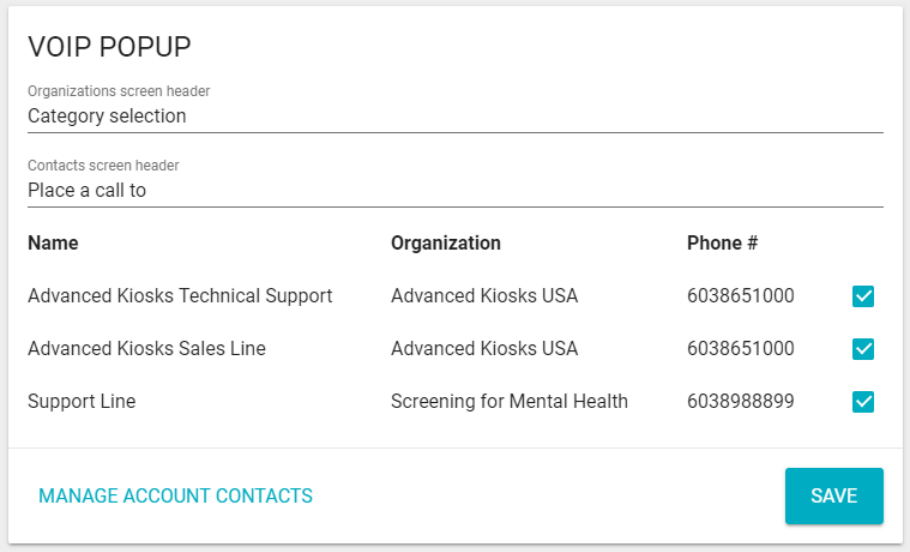
If there is only one contact for the VoIP system to call, a call to them will be placed as soon as the VoIP Call Button is pressed on the Zamok Navigation bar

6.4.4.2.2 Multiple Contacts, One Organization

If there are multiple contacts in the same organization, a simple list of contacts will be shown when a user selects the VoIP Call Button from the Zamok Navigation bar

6.4.4.2.3 Multiple Contacts, Multiple Organizations

If there are multiple contacts, across multiple organizations, then there will be an Organizations Screen displayed when a user presses on the VoIP call button on the Zamok navigation bar. The user will have to select an organization, and then select a contact before a call will be placed.



6.4.4.2.4 Organizations Screen Header

Only if there are *multiple contacts* across *multiple organizations*, then there will be Organizations Screen displayed when a User presses on the VoIP call button. This setting changes the banner of this popup. If there are not multiple organizations, then this setting will not be applicable

6.4.4.2.5 Contacts Screen Header

Only if there are *multiple contacts* in a *single organization*, then there will be Contacts Screen displayed when a User presses on the VoIP call button. This setting changes the banner of this popup. If there is only one contact, this setting will not be applicable

6.4.4.2.6 Choose Which Contacts Can Be Called

Displayed in the VOIP POPUP tile is a list of all your contacts. Check the box next to the Contact you would like visible to call when the User presses the VoIP button. Remember, a

contact's number will not be visible to the end user, they will only be able to see the names and organization (where applicable). Don't forget to SAVE.

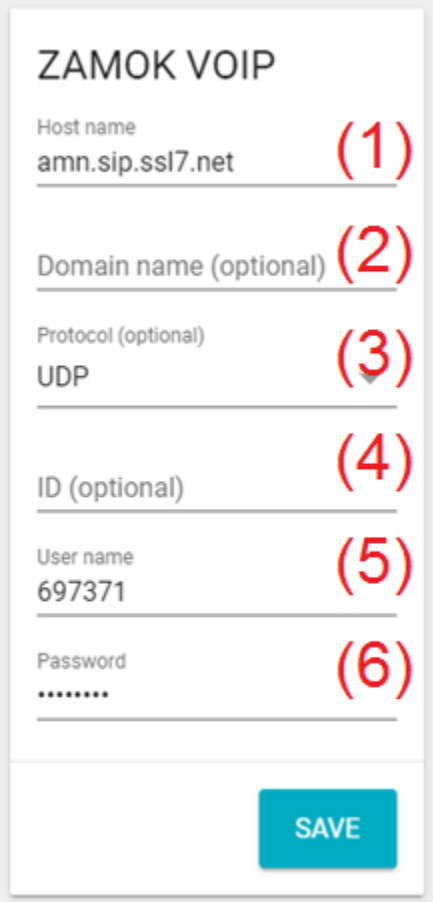
6.4.4.3 Configure VoIP Connection Settings

The Zamok VoIP calling solution comes preconfigured to use our SIP calling service. If your organization requires it, you may replace our default settings with your own. Just like the VoIP Calling List and Configuration, this can be applied to your devices:

- Globally – all devices share the same connection info (Default)
- Individually – change settings for individual devices.

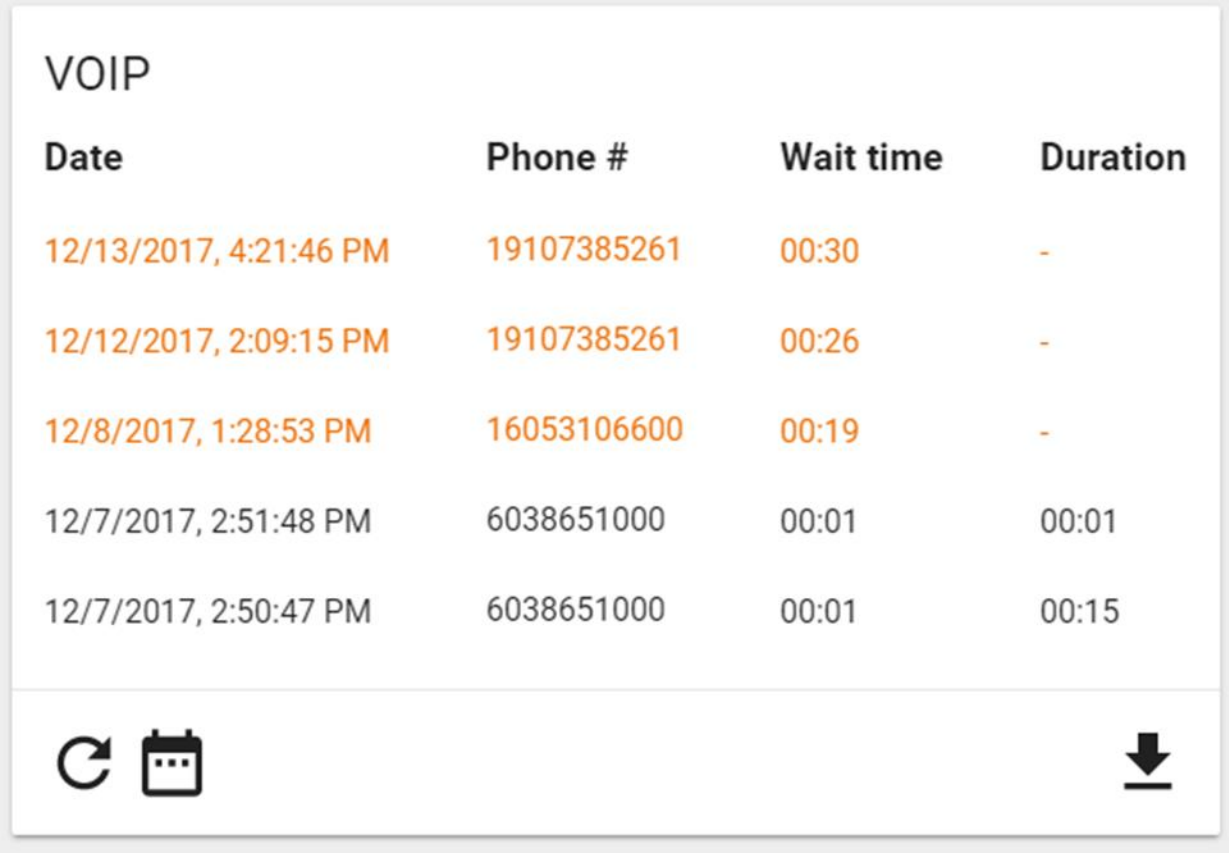
You can change the connection settings for individual device, by selecting the device profile you wish to isolate from the global group in the Zamok Cloud Settings screen.

Changing settings is straight forward; simply enter your connection credentials and press save



1. Change your Host name here
2. Change your domain name here
3. Change the protocol the VoIP system uses. *This is almost always UDP*
4. Change your ID here (Optional)
5. Change your Username here
6. Change your Password here

6.4.5 Usage Reporting



6.4.5.1 Call Log

The VoIP Solution logs the metadata about all calls that were placed. The solution DOES NOT record the calls themselves. It records the following information:

- When the call was placed
- Which numbers were called
- How long the line rang for
- Duration of the call.

Calls that are not completed, or not answered by recipient are highlighted in orange.

6.4.5.2 Setting date ranges and exporting reports.

Pressing on the calendar icon will display two calendars, allow you to define a time range that you want to get a report of. Pressing on the download button will download a .csv file with the data within the date range specified.

6.5 Slideshow Solution

The slideshow allows you to add a section to your existing interface that will display a cycling carousel of images by splitting your screen horizontally. With the Slideshow solution, you can more efficiently utilize screen space on our portrait layout kiosks, such as the Monolith, iKiosk and Merchant Max.

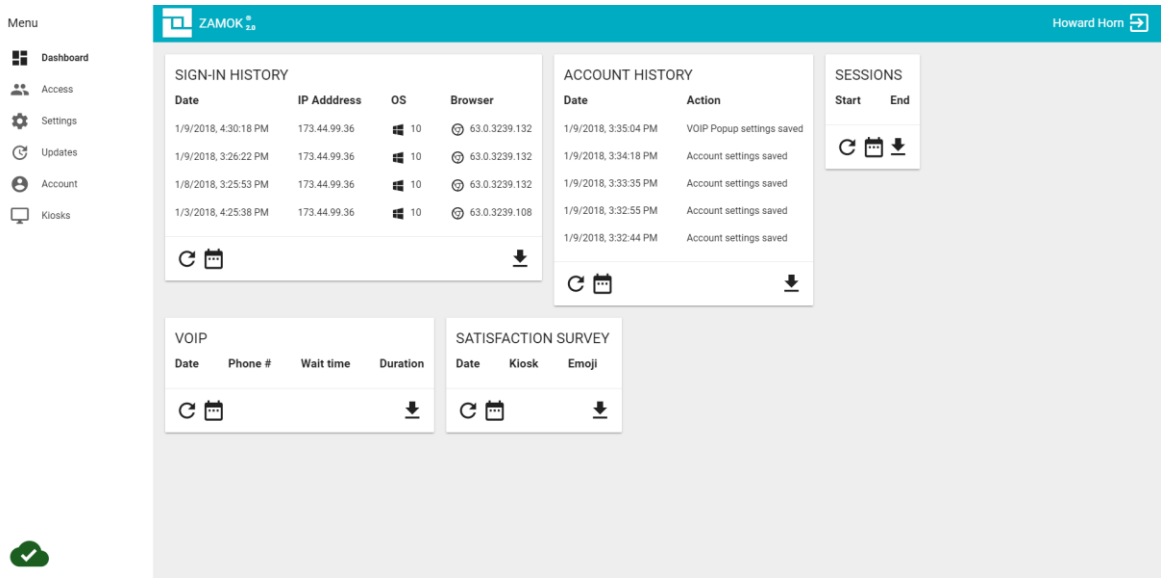
Note: this solution is intended to be used on vertical portrait style screens. It should not be used on landscape screens. There is a maximum image size of 3mb.

6.5.1 Features and Benefits

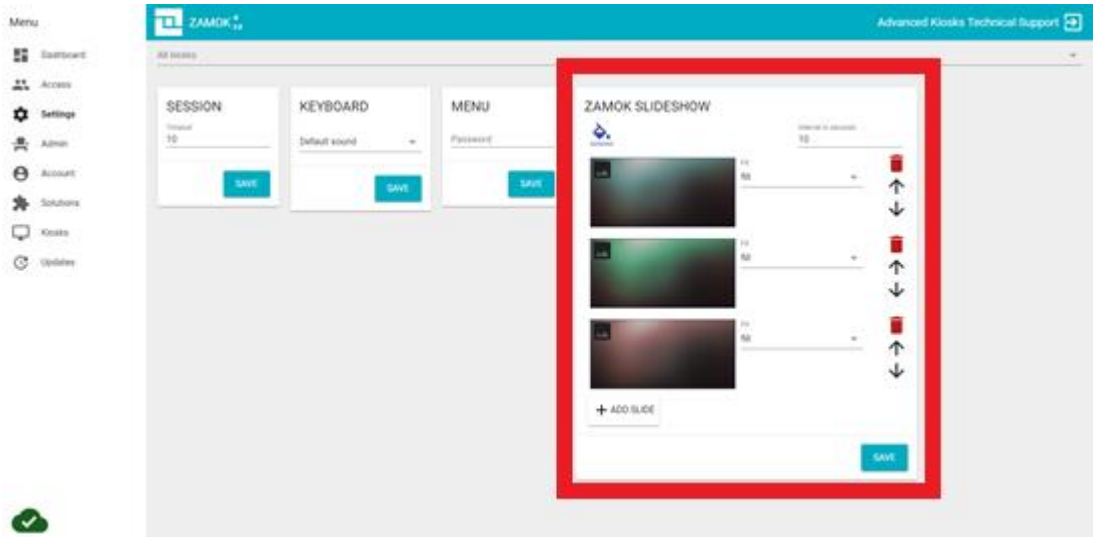
- Create appealing call to actions for your kiosks
- Effectively utilize the vertical space of a Portrait Kiosk
- Promote advertisements a cycling banner.

6.5.2 Accessing Configuration

From the Zamok Cloud, you can manage the Slideshow Solution by clicking on Settings from the Menu.



Scroll until you find the “SLIDESHOW” settings window.

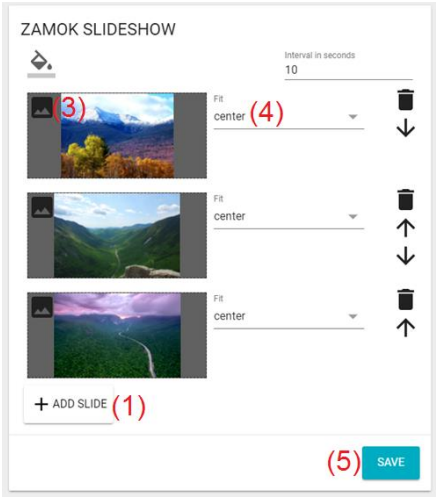


6.5.3 Configuring Your Slideshow

The slideshow allows you to create a cycling carousel of images on your interface. The slide show will take up a portion of the kiosk's screen, the percentage occupied can be changed via the **Screen Layout Solution Settings**,

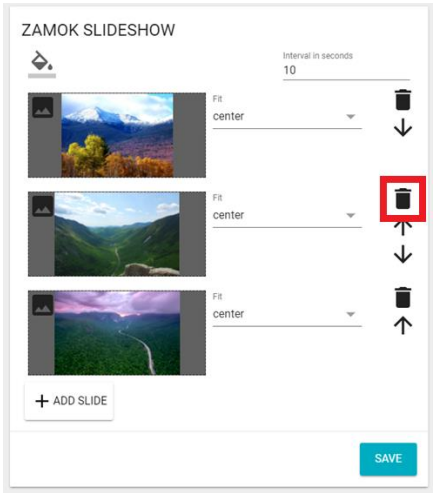
6.5.3.1 Adding a Slide

1. To add a slide to the solution, press on the plus button at the bottom of the slideshow settings panel.
2. A blank slideshow slide will be created. The default is a slide of solid background color.
3. Select the image select icon in the top left-hand corner of the slide. A system image select dialog will appear. Select the image you wish to upload (please note images are limited to 3mb each)
4. Once uploaded, select the how you would like the image to be fit.
    a. Center – centers the image in the middle of the available screen space. It does not resize the image at all
    b. Stretch – stretches the image to both the available height and width of the space it occupies. Can cause distortion
    c. Fill – Expands the image to either vertically and horizontally until it hits a border. It keeps the original aspect ratio of the image. *Note: this can cause portions of the image to be cropped off*
5. Once you're done adding slides, press the 'Save' button



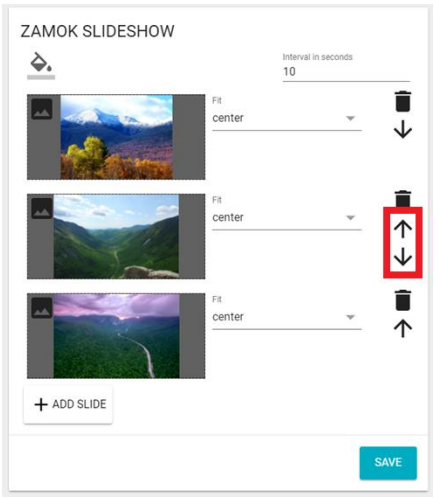
6.5.3.2 Deleting a Slide

To delete a slide, simply press on the red trashcan icon next to the slide you want deleted.



6.5.3.3 Moving Slide Order

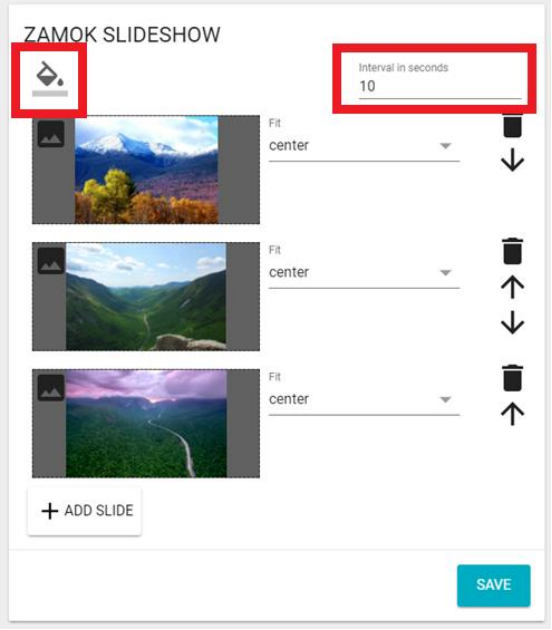
To change the order that slides show in the slideshow, simply press the up and down arrow buttons next to each slide.



6.5.3.4 Other Slideshow Settings

To change the background color of the slides, press the paint bucket icon in the top left-hand side of the settings panel

To change how long each slide will display for before switching to the next, change the 'Interval in Seconds' value.



6.5.4 User Experience at the Kiosk

The slideshow is passive, as in it does not respond to user input. The slides will cycle continuously, even as a user interacts with other elements on the screen. When a user's session resets, either via the home button or from inactivity timeout, the slideshow will move to the next image in the queue.

6.6Issue Notification Solution

A major value of the Zamok2 platform comes from its ability to automatically notify you when there are issues with your kiosk(s), or maintenance is required. Notification Solution gives you the flexibility to add contacts and define what notifications they receive and during what timeframe (we love kiosks, but even we wouldn't want notifications in the middle of the night that the printer is out of paper).

The system can generate both SMS and/or email notifications.

6.6.1 Features and Benefits

Allows you to define schedules for when to receive notifications. You won't get woken up to a text message at 3 AM, but your overnight manager can be notified.

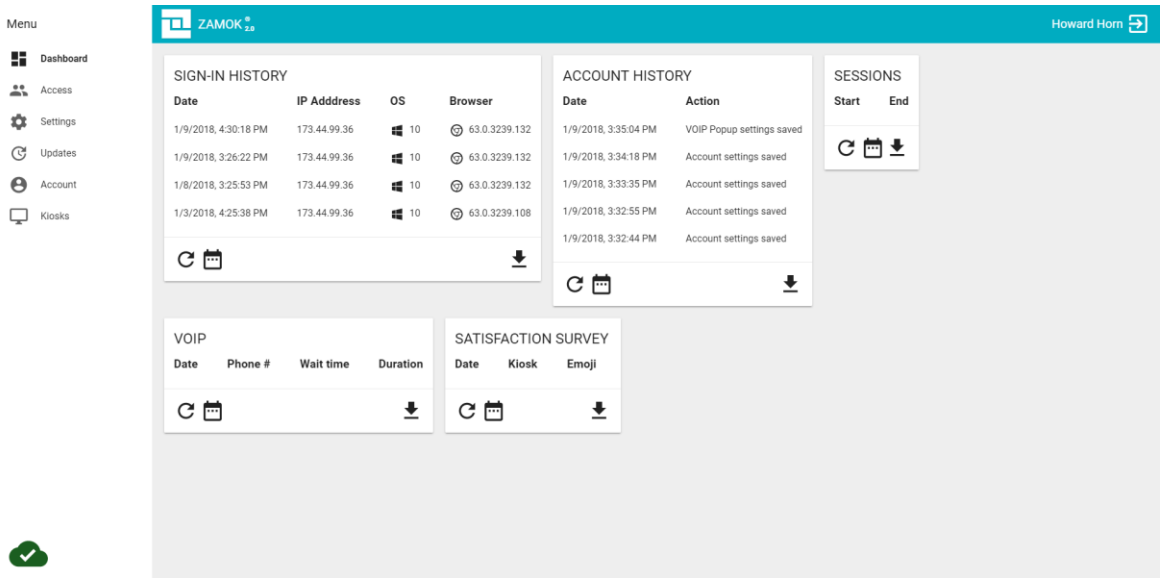
Define a large range of issue types, and how long those issues must be occurring before a notification is sent. For example, if internet connections are known to be unstable, you may want to set the duration that an instability occurs to be longer.

Choose between phone alerts and emails.

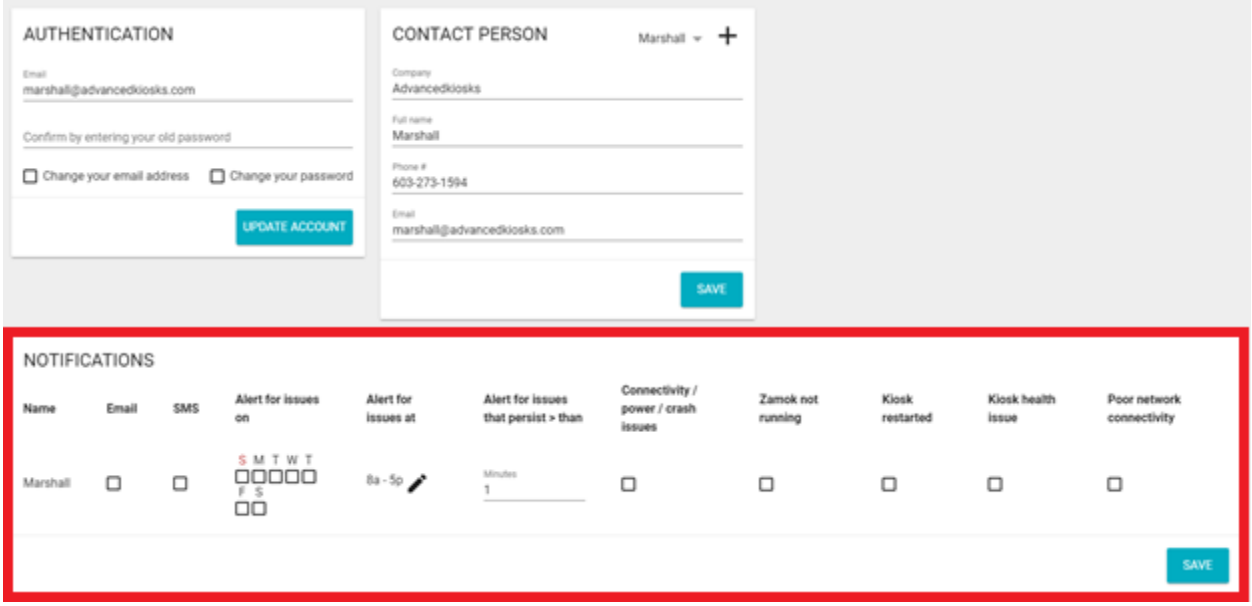
Powerful and intuitive for both administrators and users – allowing access to a variety of content and applications without complicated coding or confusing menus on either end of the software

6.6.2 Accessing Configuration

Log in to the Zamok Cloud and select "Access" from the Menu.

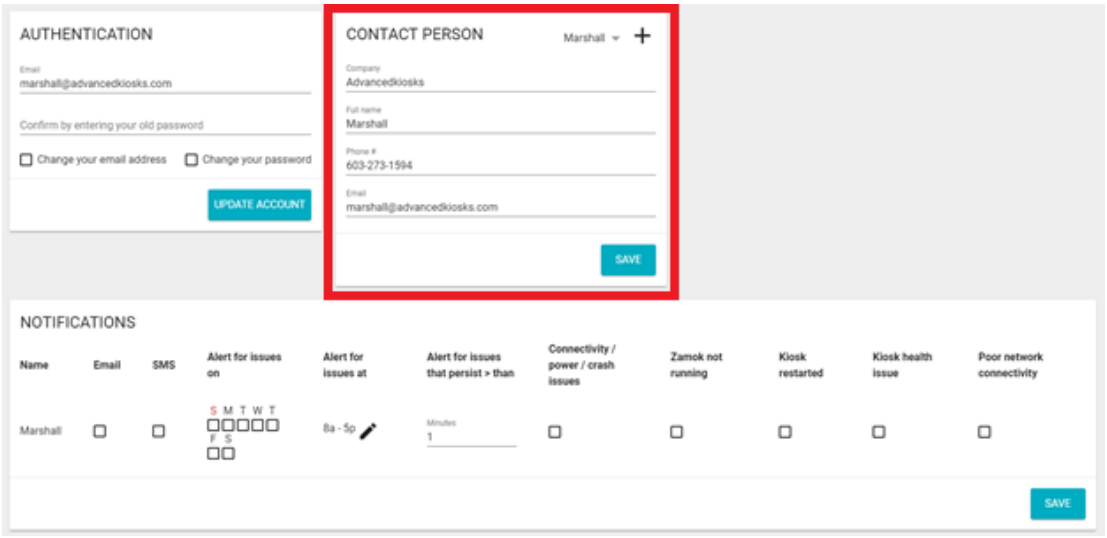


Locate the Notifications panel at the bottom of the screen



6.6.3 Configuring the Notification System

Zamok stores all your contacts in one place, the Access Menu. This is your Master Contact List that will be used for any solution that may reference a contact, such as Notifications or VoIP. Ultimately you may have contacts on this list that you do not want receiving notifications. No worries; that is configured elsewhere. Read on.



6.6.3.1 Adding Contacts

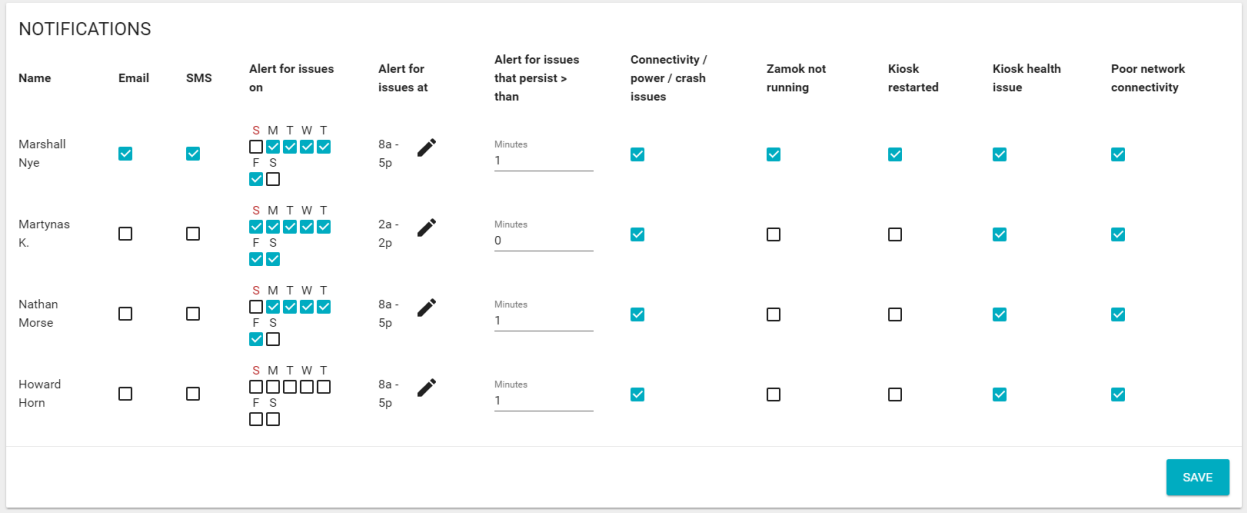
1. Press the plus symbol in the top right-hand side of the Contact Person panel
2. A new contact will be created. Enter the contact's organization, name, number and email
3. Press Save

6.6.3.2 Modifying Contacts

1. Locate the contact drop-down list in the top right-hand corner of the panel.
2. Click on the drop down, and a list of all the contacts you have created will be shown.
3. Select the contact you wish to modify, and make changes as needed.
4. Press the save button when done

6.6.4 Managing Notifications

Contacts created in the Contact Person panel will be automatically added to the notification panel as configurable options.



6.6.4.1 SMS and Email

You can define what kinds of notifications (if any) a contact will receive by clicking on the email and/or SMS checkboxes. These will send alerts of kiosk events via email or text messages, respectively. *Note: Standard text messaging rates apply. Please acquire permission before setting up SMS messaging to a contact!*

6.6.4.2 Schedule

You can define what days a user will get alerts by checking off the days of the week.

You can define during which times a user will receive notifications. *Note: If an event occurs outside of a user's allowed times, that user will NOT receive that notification,*

6.6.4.3 Alert for issues that persist

You may set how long an issue must be occurring before the system will generate a notification. We recommend a period greater than five minutes.

6.6.4.4 Zamok Notifications

Simply click on the check boxes for which alerts you want sent to whom.

- Connectivity, power, crash issues
    - If Zamok is shut down, for some reason that is not controlled by Zamok, a notification will be sent. A normal shutdown sends a "I'm shutting down" message our servers. If the server loses connection without getting this message, it is assumed that the kiosk has: lost power, internet or Zamok has crashed before it can send the sign off packet
- Zamok not running
    - Indicates that Zamok has been shut down through normal mechanisms
- Kiosk restarted
    - Indicates that Zamok is now running
- Kiosk health issue
    - Indicates that the computer CPU, RAM and/or storage utilization is above 90%.
- Poor network connectivity
    - Indicates that Zamok is online but has a very poor connection. *=/> 2000ms latency on data updates, different than a standard 8.8.8.8 ping*

6.6.4.5 Printer Notifications

If your kiosks are equipped with certain printer models, you are also able to receive alerts on your printer's status. If you have a printer in your kiosk, but do not have these options, it is because you have a printer incompatible with the printer notification solution.

You have the option of getting alerts on the following:

- Printer offline
- Printer toner low
- Printer out of toner
- Printer out of paper
- Printer paper jam
- Printer needs user intervention
- Printer door open
- Printer error

6.7 Video Player Solution

Zamok Video allows you to create a cycling carousel of videos on your interface splitting your screen horizontally. With the video solution, you can more efficiently utilize screen space on our **portrait layout** kiosks, such as the Monolith, iKiosk and Merchant Max.

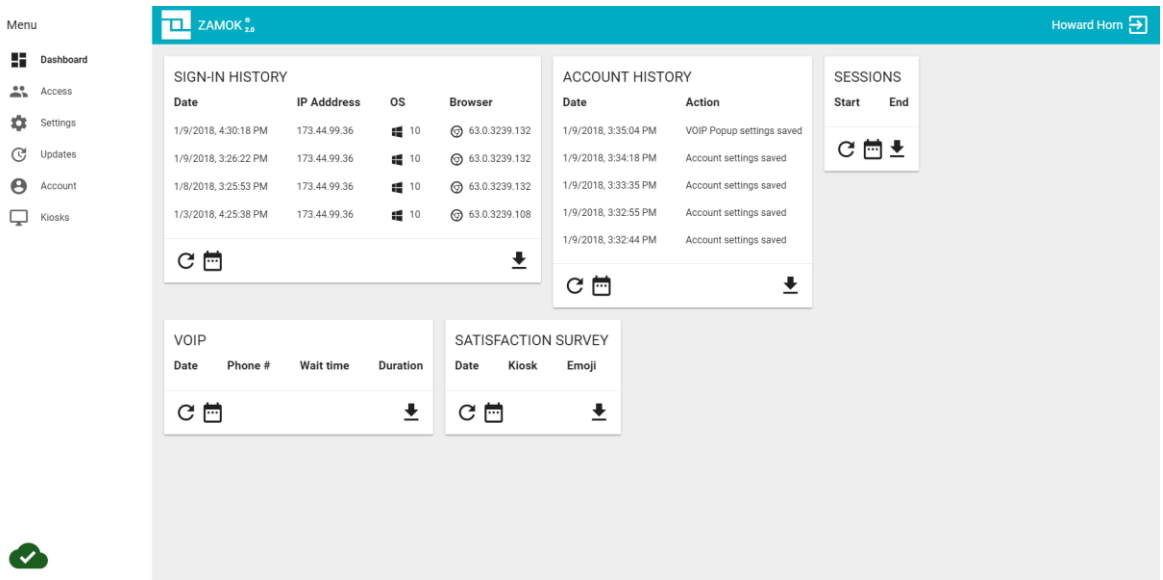
6.7.1 Features

Allows you to customize the background, Logo, button icons, and number of buttons one each of our 4 intuitive template designs

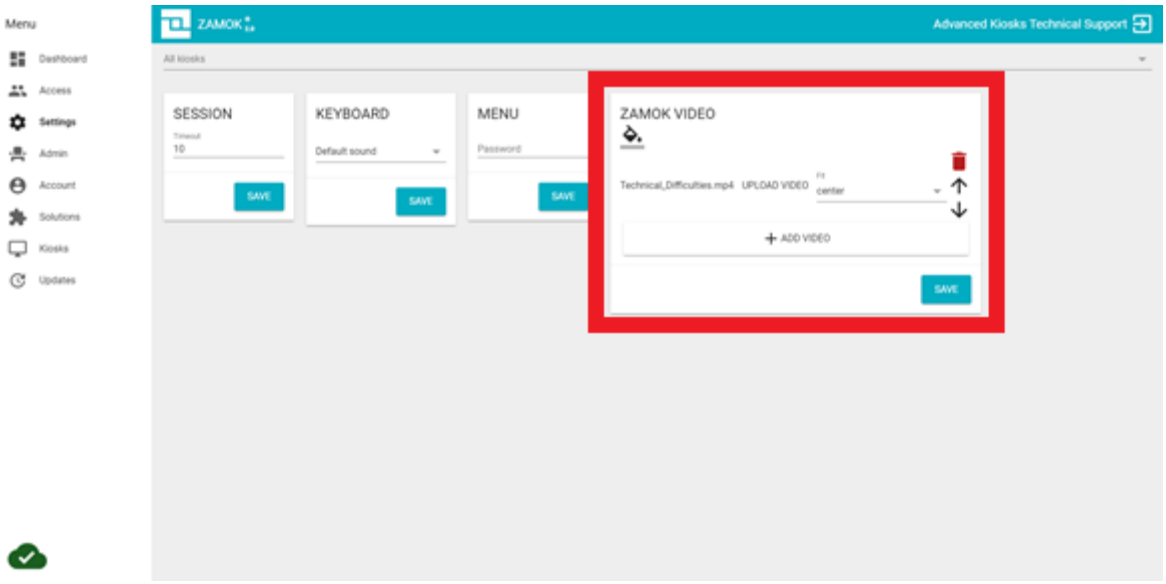
Powerful and intuitive for both administrators and users – allowing access to a variety of content and applications without complicated coding or confusing menus on either end of the software

6.7.2 Accessing Configuration

From the Zamok Cloud, you can manage the Video Solution by clicking on Settings from the Menu.



Once in the settings screen, locate the ZAMOK VIDEO settings panel



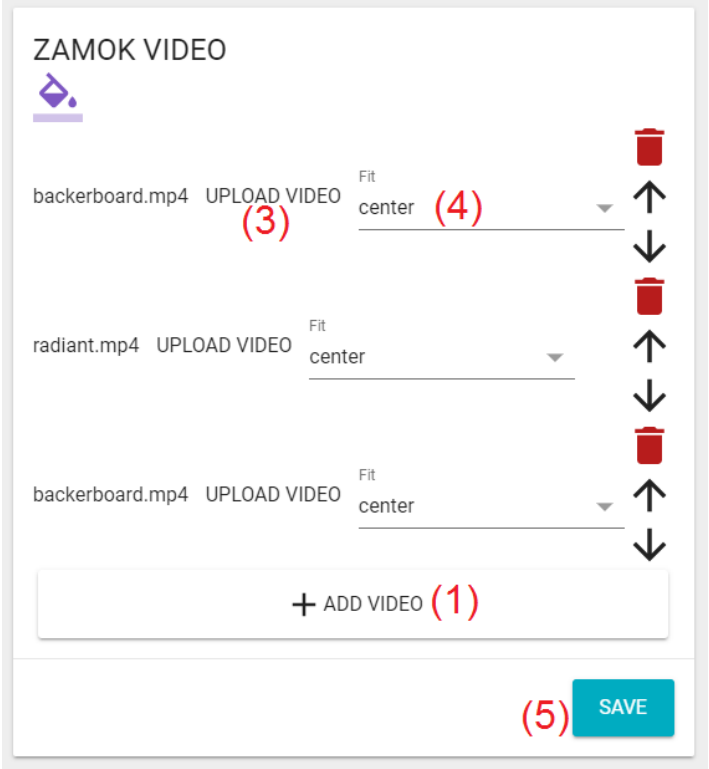
6.7.3 Configuring Your Videos

The video solution allows you to create a cycling carousel of videos on your interface. Each video will play after the other, creating a continuous video display. The video will take up a portion of the kiosk's screen, the percentage occupied can be changed via the **Layout Solution**.

Note: this solution is intended to be used on vertical portrait style screens. It should not be used on landscape screens. There is a maximum video size of 100mb.

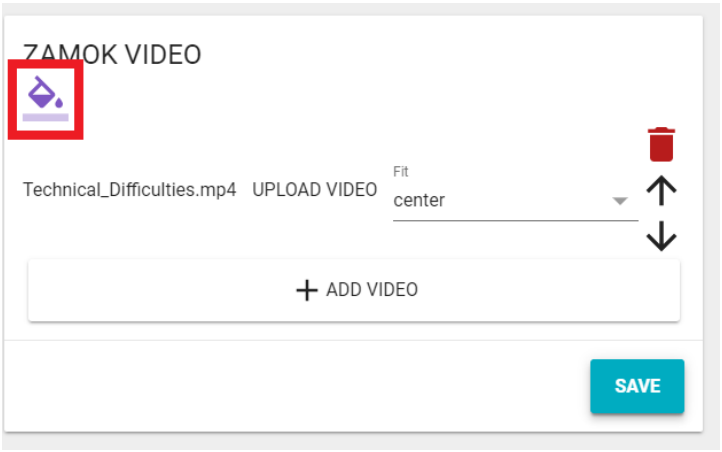
6.7.3.1 Adding a Video

1. To add a video to the solution, press on the '+ Add Video' button on the bottom of the Zamok Video settings panel
2. A blank video slide will be created.
3. Press the 'Upload Video' button. A system file selection dialog will appear. Select the video you wish to upload (please note videos are limited to 100mb each)
4. Once uploaded, select the how you would like the video to be fit.
    a. Center – centers the video in the middle of the available screen space. It does not resize the video at all
    b. Stretch – stretches the video to both the available height and width of the space it occupies. Can cause distortion
    c. Fill – Expands the video to either vertically and horizontally until it hits a border. It keeps the original aspect ratio of the video. *Note: this can cause portions of the video to be cropped off*
5. Once you're done adding videos, press the 'Save' button



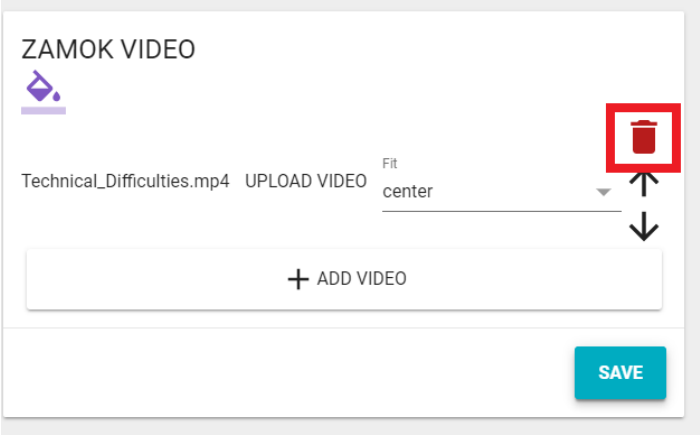
6.7.3.2 Video Background Color

Depending on what fit style you have selected for your videos, you may see the borders of around your videos. You can set this color by clicking on the color selection icon in the top left-hand corner of the settings panel.



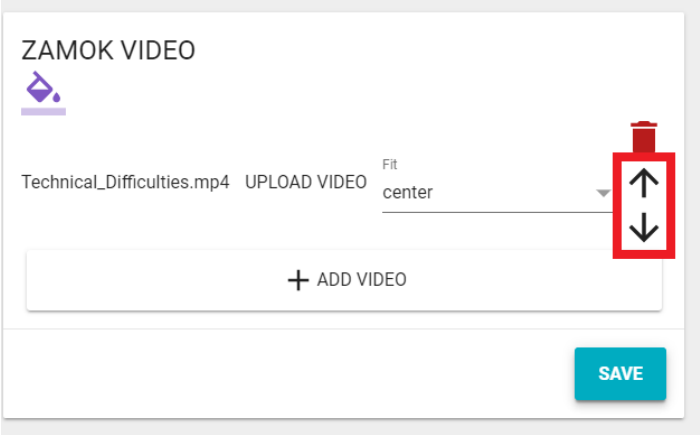
6.7.3.3 Deleting a Slide

To delete a video, simply press on the red trashcan icon next to the video you want deleted.



6.7.3.4 Moving Slide Order

To change the order that videos show in the screensaver, simply press the up and down arrow buttons next to each video.



6.7.4 User Experience Inside Zamok

The video solution is passive, as in it does not respond to user input. The videos will play continuously, even as a user interacts with other elements on the screen. When a user's session resets, either via the home button or from inactivity timeout, the video solution will move to the next video in the queue.

6.8Zamok Homepage Solution

The Advanced Kiosks Homepage solution allows you to quickly build a custom Homepage without needing to know anything about coding! This is the page your users will see when they first interact with the kiosk. A Homepage is typically created so users can quickly and easily find different resources from a single, personalized source. These resources can be items like webpages, pdfs, videos and more. Most anything you can run in a modern browser can be linked to with a Homepage, creating a robust resource that doesn't require a costly web developer. There are many different templates to choose from and we'll continue to add more..

6.8.1 Features and Benefits

Customize our designer templates for your application.

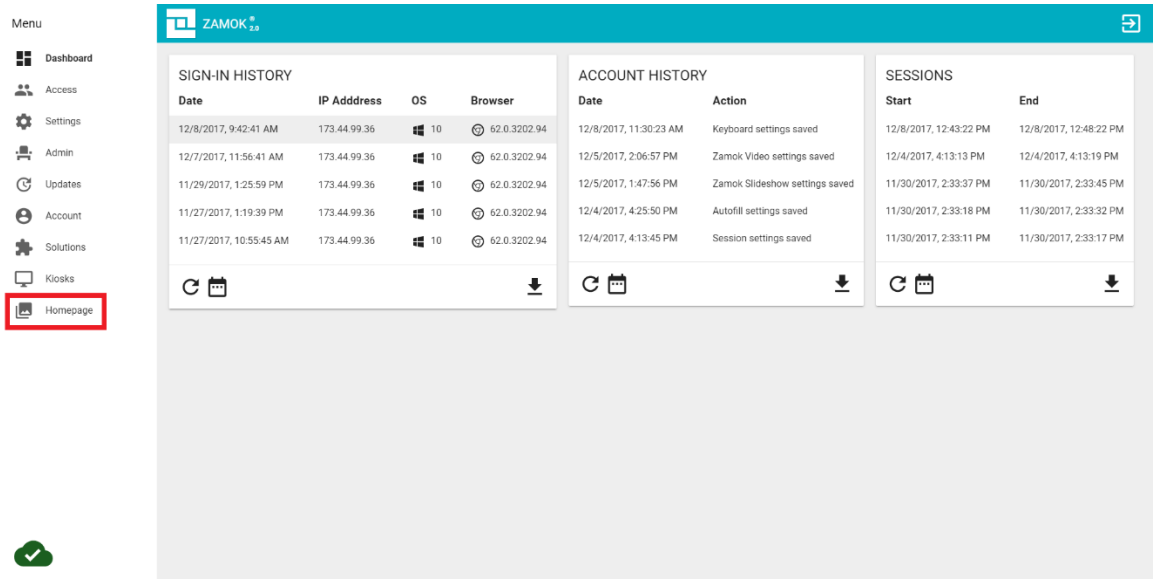
- Theme
- Background
- Logo
- Button Icons
- Number of Buttons
- Button Destination

Each button can link to different content, giving users access to an array of resources.

Powerful and intuitive for both administrators and users – allowing access to a variety of content and applications without complicated coding or confusing menus on either end of the software

6.8.2 Accessing Configuration

From the Zamok Cloud you can manage the Homepage Solution by clicking on 'Homepage' from the Menu.



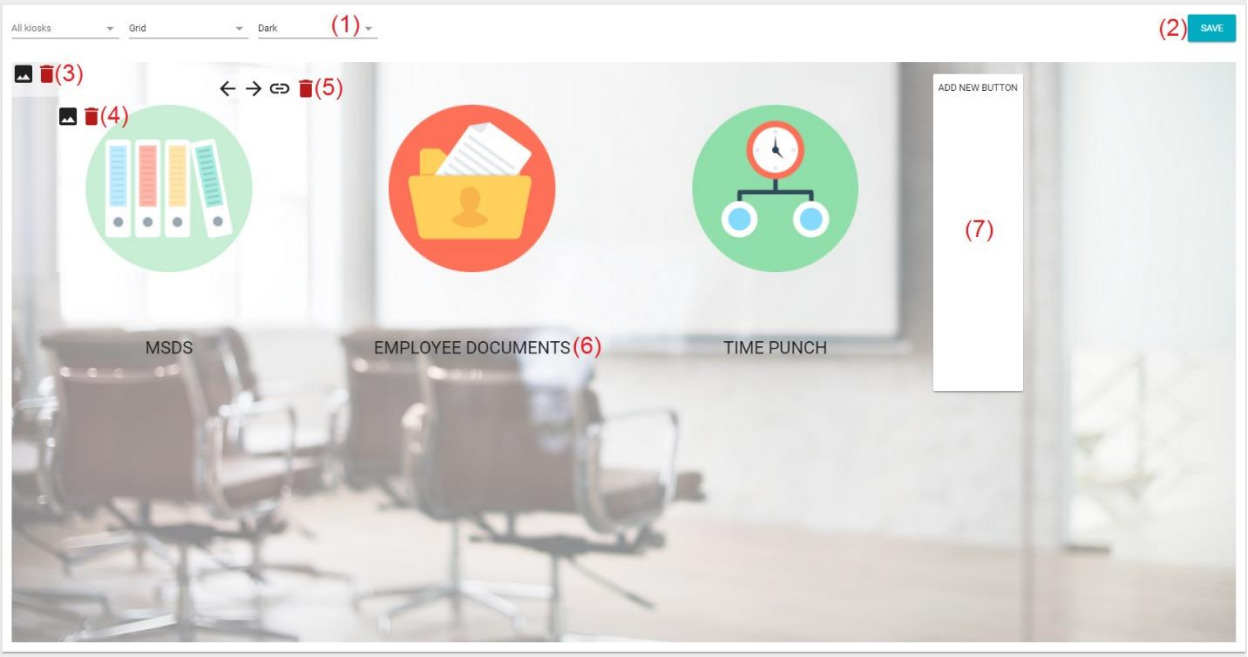
6.8.3 Configuring your Homepage

The Homepage can be configured from a variety of different templates. The templates all have unique styles and functions. To change a template, select the kiosk you wish to make changes to (if you only have one kiosk, or would like to make changes to all your kiosks at once, select 'All kiosks') and select the desired template. Some templates have different themes that effect how they look and can help make them stand out better on light or dark backgrounds.

Many templates allow you to change the background image. Press on the image change icon in the top left-hand side of the screen to change the template background

6.8.3.1 Grid Template

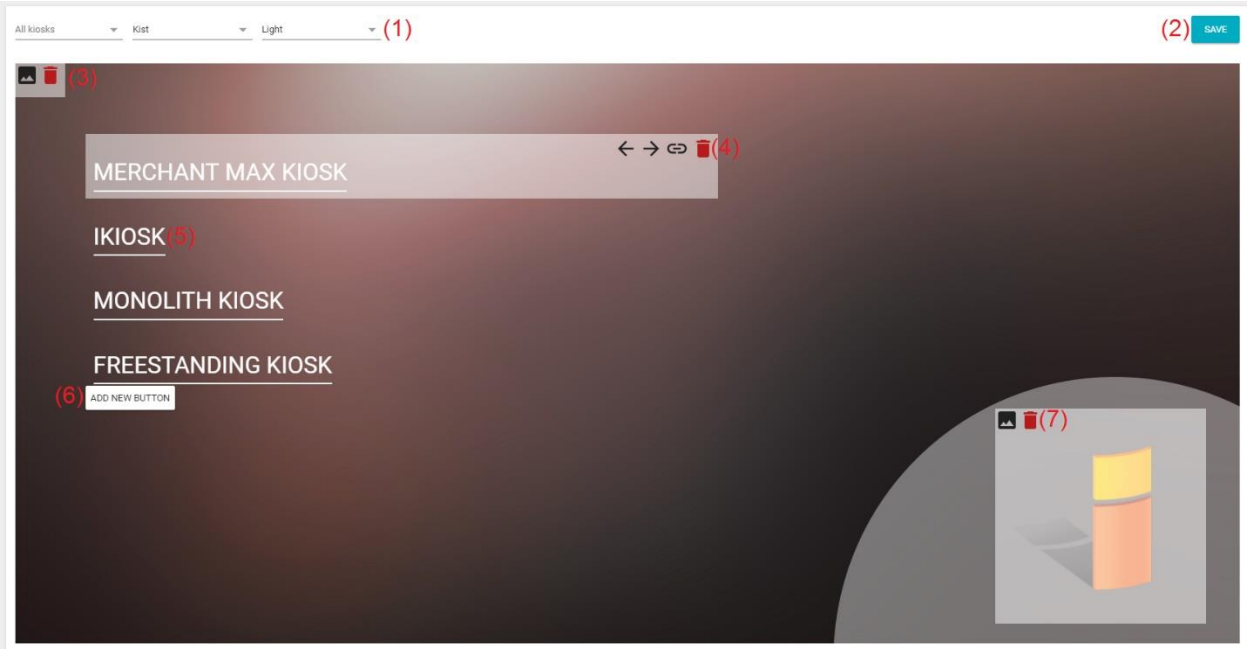
The Grid Template arranges your homepage buttons in a grid pattern, up to four icons across. With a standard 4:9 screen, the maximum number of buttons available without needing to scroll is 8. With a larger portrait mode screen, like the iKiosk or Merchant Max, you have more vertical space to work with, and can accommodate up to 12 buttons.



1. Light/dark themes will change the colorations of the text and graphic elements to make them more visible over different backgrounds
2. Press the save button to commit your changes
3. Press this icon to change your background
4. Each button you create will have this icon. Press it to change the graphic used for each button's main icon
5. The left and right arrows will change the button's placement in the interface. The link icon allows you to set the button's target URL. The trashcan icon will delete the button.
6. Click on the button's text to edit the button's label
7. Click the "add new button" button to add a new button.

6.8.3.2 Kist Template

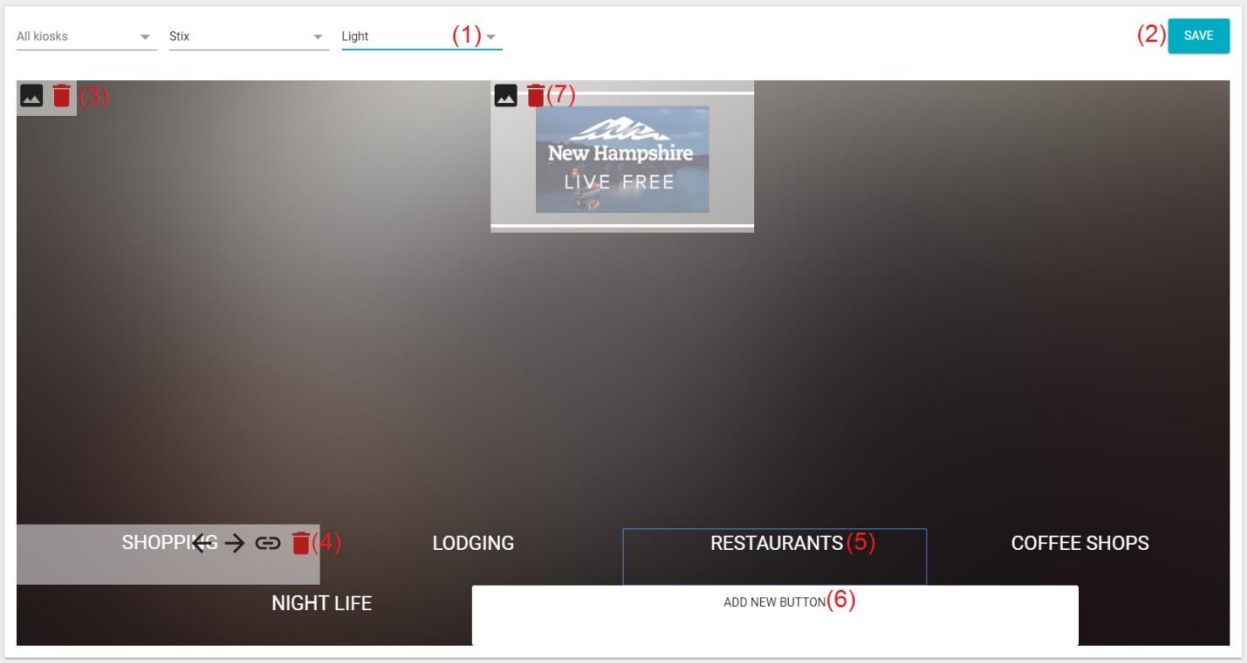
The Kist template allows you to display your links in a list format. This template forgoes button icons for a simpler design. Your logo will appear in the bottom right hand corner.



1. Light/dark themes will change the colorations of the text and graphic elements to make them more visible over different backgrounds
2. Press the save button to commit your changes
3. Press this icon to change your background
4. The left and right arrows will change the button's placement in the interface. The link icon allows you to set the button's target URL. The trashcan icon will delete the button.
5. Click on the button's text to edit the button's label
6. Click the "add new button" button to add a new button.
7. Clicking on the picture button here will change the homepage's main logo.

6.8.3.3 Stix Template

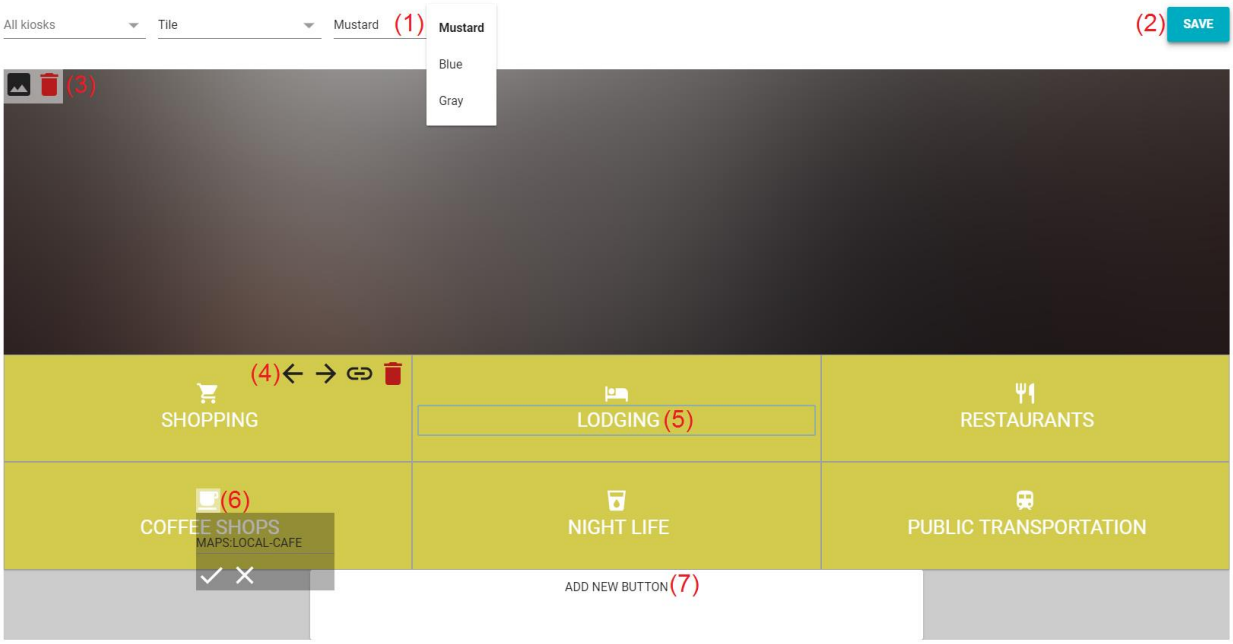
The Stix template shows your logo at the top of the screen, with your buttons at the bottom of the screen. This arrangement places focus on your background and logo.



1. Light/dark themes will change the colorations of the text and graphic elements to make them more visible over different backgrounds
2. Press the save button to commit your changes
3. Press this icon to change your background
4. The left and right arrows will change the button's placement in the interface. The link icon allows you to set the button's target URL. The trashcan icon will delete the button.
5. Click on the button's text to edit the button's label
6. Click the "add new button" button to add a new button.
7. Clicking on the picture button here will change the homepage's main logo.

6.8.3.4 Tile Template

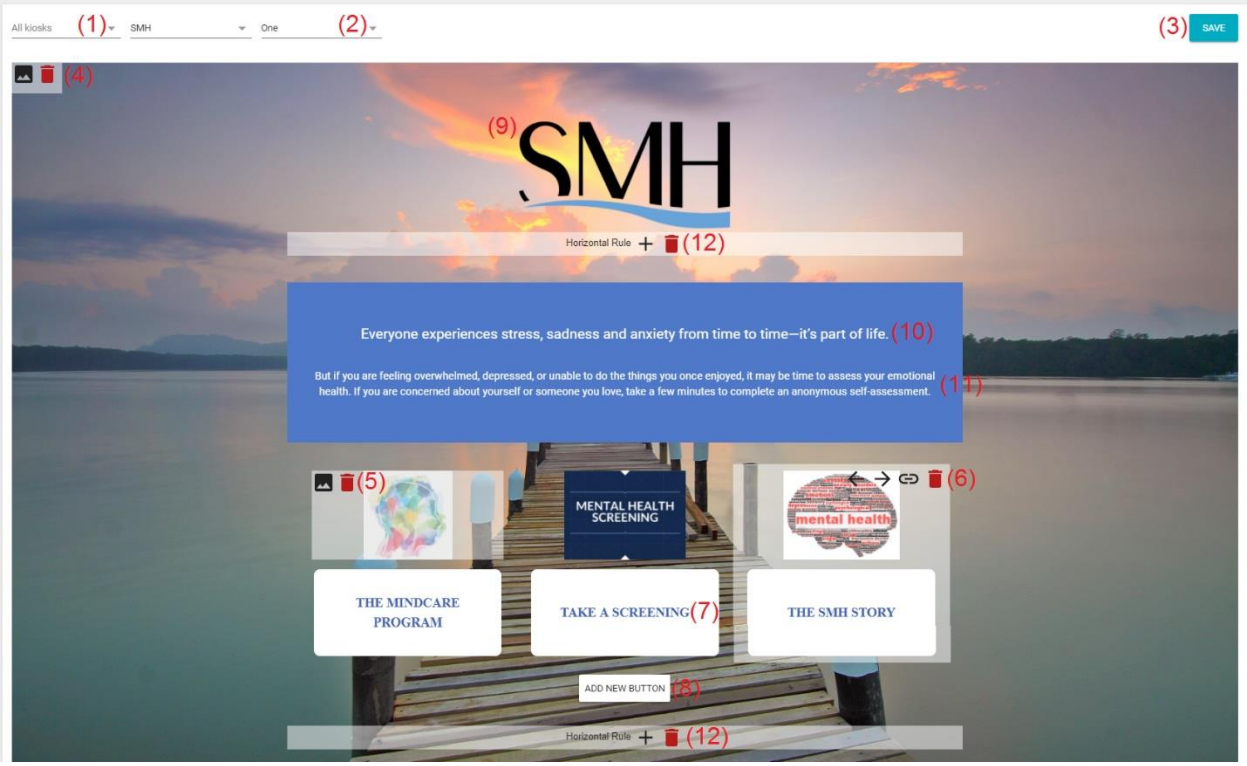
The Tile Template allows you to leverage the space efficiently on a kiosk with a portrait style screen. The top of the half of the screen can be used as a call to action, while the tiles show text only.



1. The color selector will change the colorations of the buttons
2. Press the save button to commit your changes
3. Press this icon to change your background
4. The left and right arrows will change the button's placement in the interface. The link icon allows you to set the button's target URL. The trashcan icon will delete the button.
5. Click on the button's text to edit the button's label
6. Click on the icon to open the icon name entry field.
7. Click the "add new button" button to add a new button.

6.8.3.5 Wellesley Template

Designed to allow you to link to resources while having a customizable message. Set your Logo, a main banner message, subtext and up to four buttons that are either images or text boxes. Select a color palette that looks best for your organization from any one of our curated themes



1. Allows you to select which kiosks you would like to make custom homepages for. If you leave this on "All Kiosks" then all kiosks in your profile will have this homepage. You may make changes to individual kiosks.
2. Light/dark themes will change the colorations of the text and graphic elements to make them more visible over different backgrounds
3. Press the save button to commit your changes
4. Press image select icon to change your background. Press the trashcan icon to delete the background.
5. Each button you create will have these icons. Press the image select icon to change each button's image. Press the trashcan icon to delete the button's image.
6. The left and right arrows will change the button's placement in the interface. The link icon allows you to set the button's target URL. The trashcan icon will delete the button.
7. Click on the button's text to edit the button's label
8. Click the "add new button" button to add a new button.
9. Clicking on the picture button here will change the homepage's main logo.
10. Clicking in this area allows you to change the homepage's main banner.

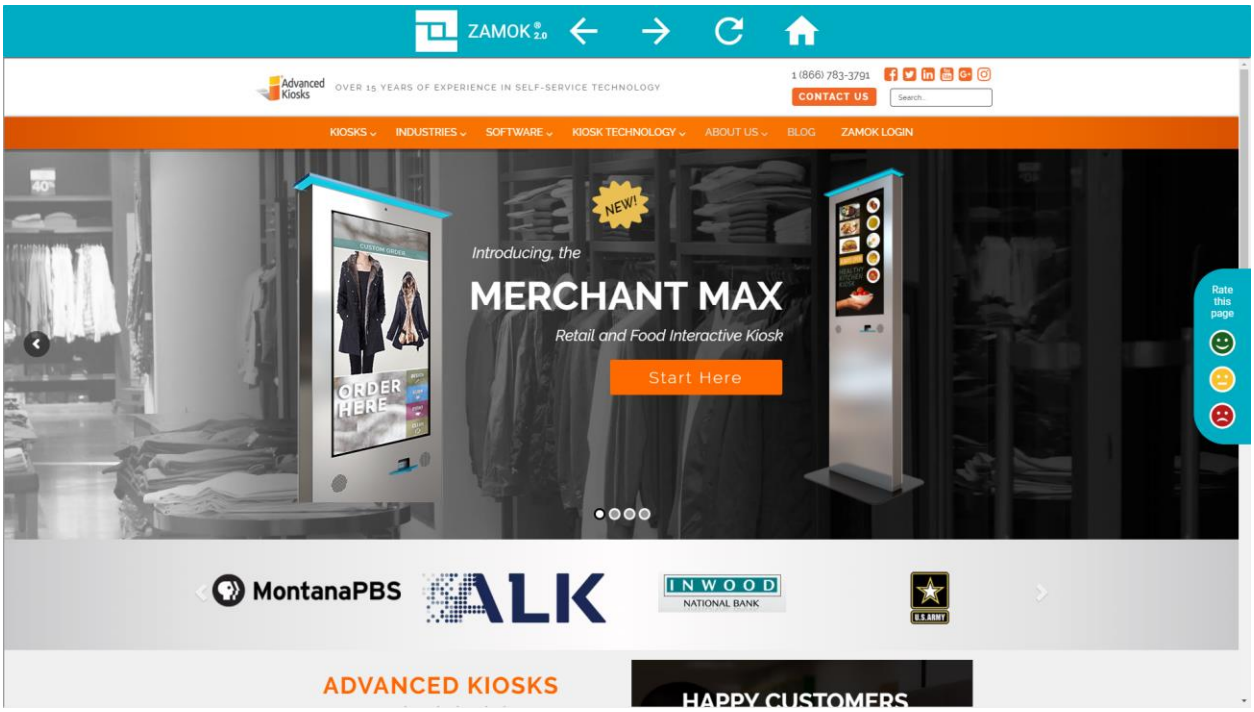
11. Clicking in this area allows you to edit the template's body content.
12. Interacting with this element allows you to add or remove a horizontal rule (black line)

6.8.4 User Experience at the Kiosk

At the kiosk, a user will see the Homepage that you have created. The user will be able to interact with the buttons you created, and access the content mapped to each. The kiosk will automatically return to the homepage when the kiosk has gone inactive for a set period, or when the user presses the home button.

6.9Customer Satisfaction Survey

The Customer Satisfaction allows you to implement an easy to configure survey for your customers to take, allowing you to gather data on your customer's experience. It is non-intrusive but easily accessible on the main interface



Visitors to the kiosk will be presented with a simple side bar with a title of your choosing. The sidebar contains easily understandable emoticons which the users can select to express their disposition - happy, upset or indifferent.

When an option is selected, the side bar will expand outwards, presenting the user with a few more follow up questions and your team with an opportunity to gather more feedback. The content is defined by you and the results are viewed in your dashboard.

At any time, the survey may be cancelled.

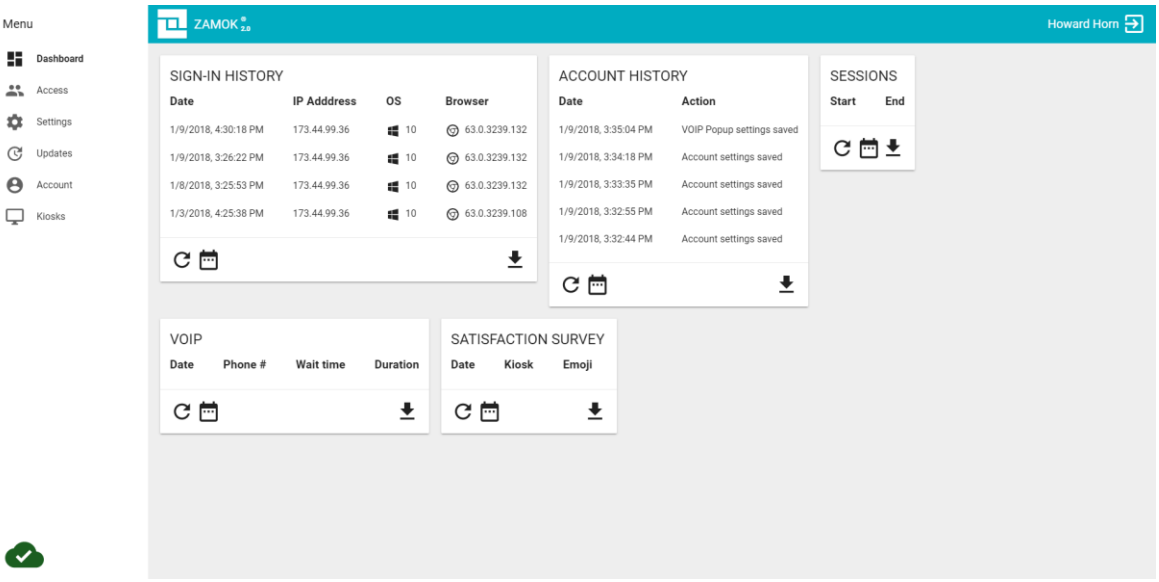
6.9.1 Features and Benefits

Customize your survey:

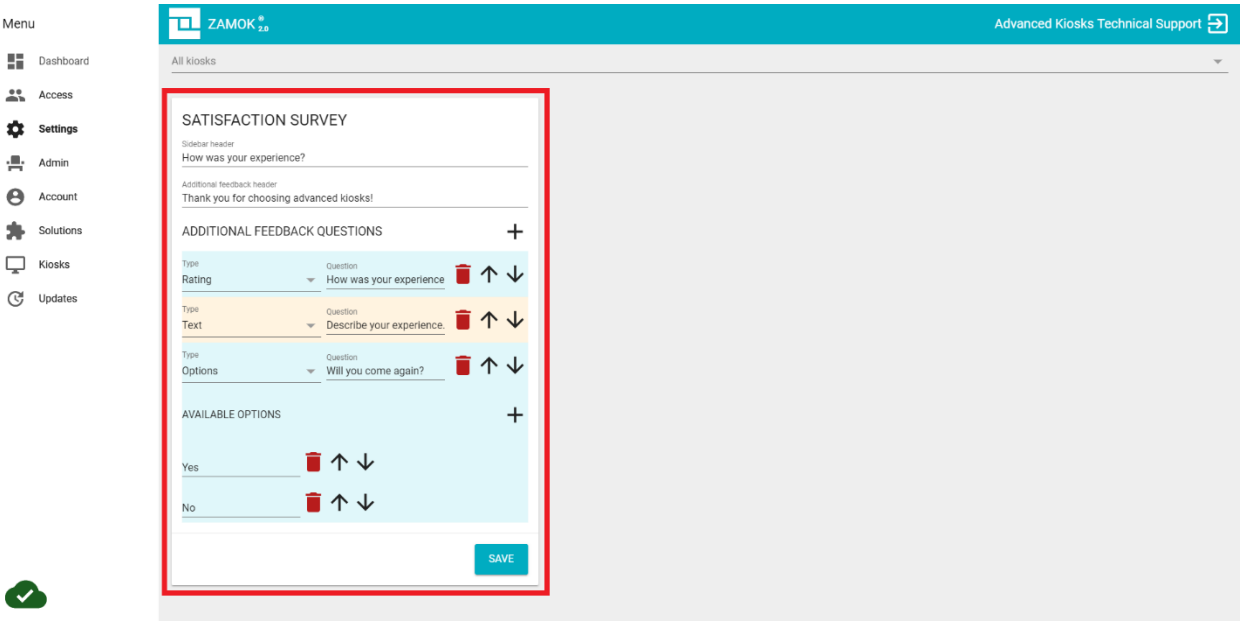
- Title Header
- Title Additional Header
- Number of Questions
- Order of Questions
- Question Types
  - 1-10 Star Scale
  - Multiple Choice
  - Open Text Answer

6.9.2 Accessing Configuration

From Zamok Cloud, you can manage the Customer Satisfaction Survey Solution by clicking on **Settings** from the Menu.

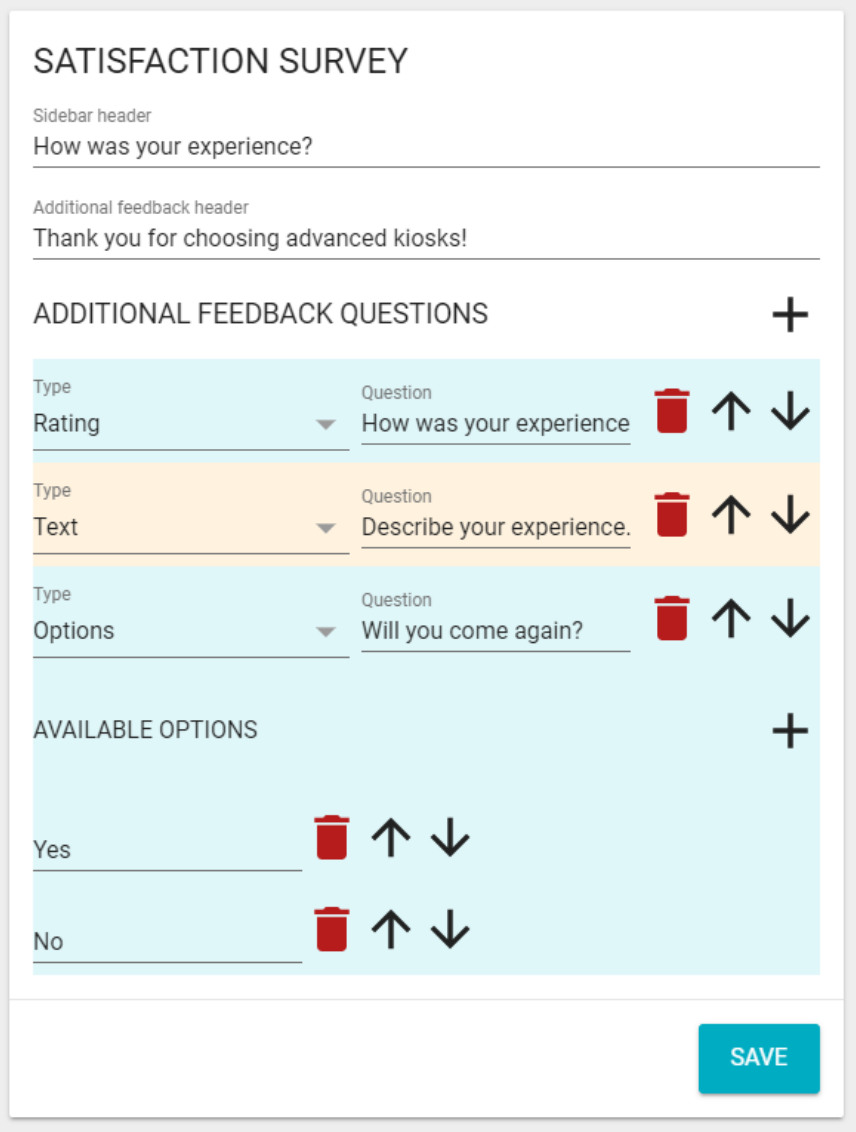


Scroll until you find the SATISFACTION SURVEY settings window.



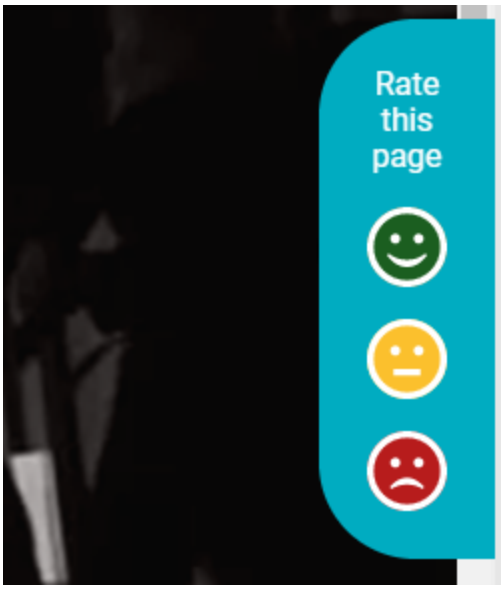
6.9.3 Configuring Your Survey

Your survey can be configured to ask a variety of questions, based on what customer experience metric you wish to measure.



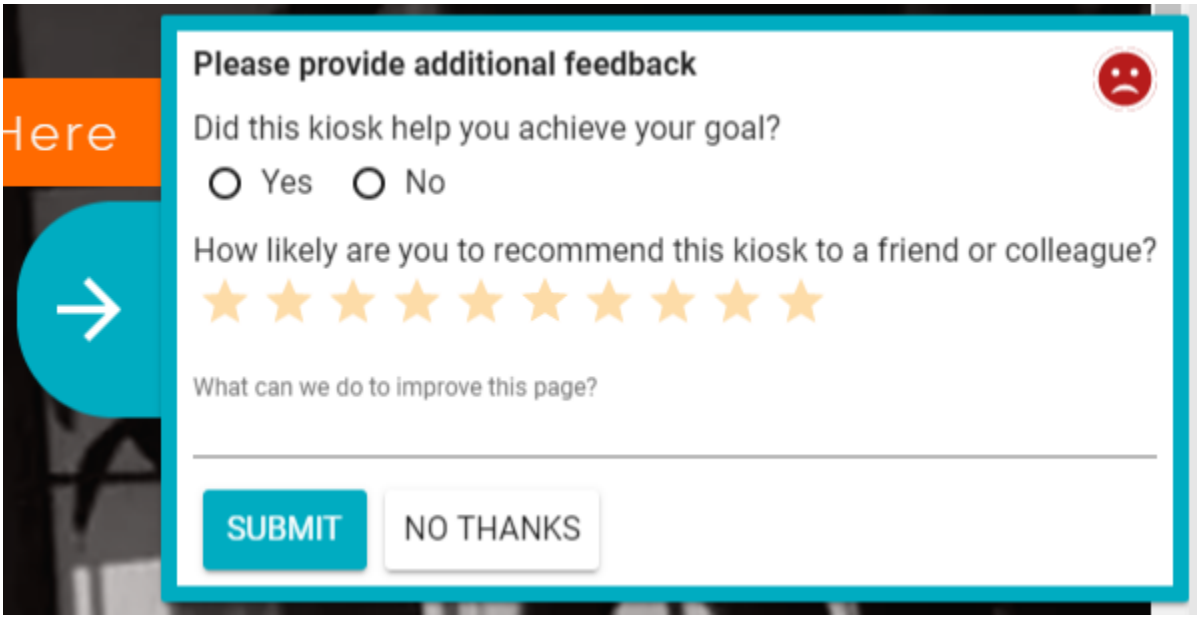
6.9.3.1 Sidebar Header

The sidebar header is the text that is shown on the initial sidebar pop out. Remember, a user's response by clicking on an emoticon is recorded, so this heading should be a broad question, like 'How was your experience' or 'Please rate this page'



6.9.3.2 Additional Feedback Header

Once a user has initially interacted with the survey and selected a mood emoticon, an additional feedback screen will pop out of the side of the screen. This is where the rest of the survey questions will be answered. The Additional Feedback Header is the message that will show at the top of this pop out



6.9.3.3 Additional Feedback Questions

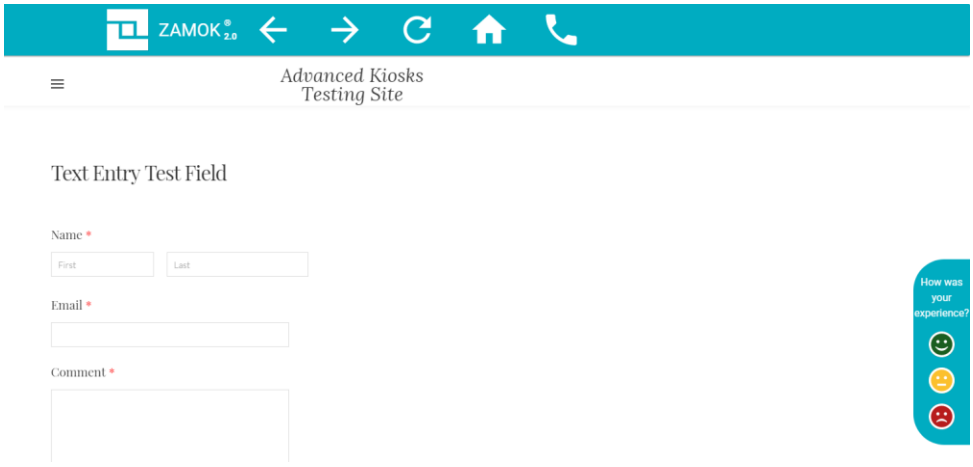
The Additional Feedback Questions allow you to define additional questions beyond the initial mood survey.

1. Press the Plus button to add an additional question

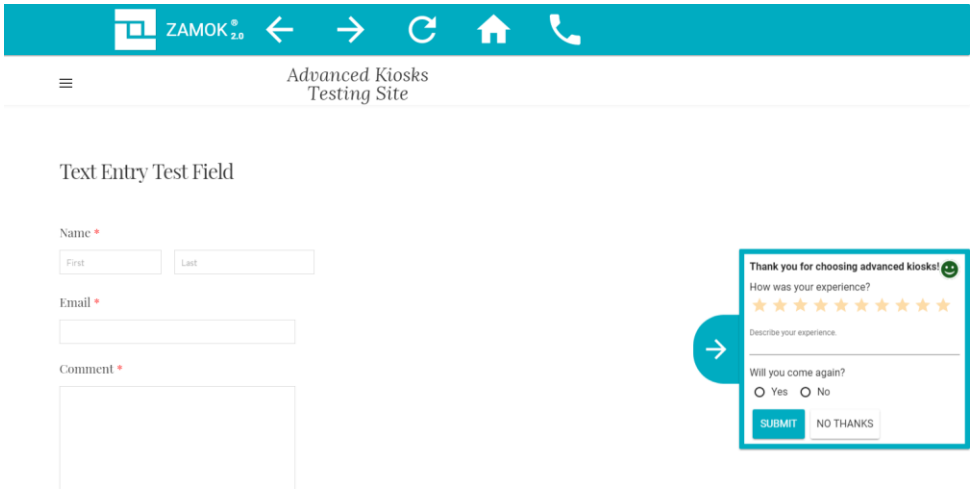
2. Once a new question has appeared, you may change the question type.
    a. Rating questions will present the customer with a simple 1-10-star rating scale.
    b. Open ended questions will allow customers to enter an answer to the question you defined.
    c. Multiple choice questions allow customers to choose an answer you define.

6.9.3.4 User Experience

On interaction with the kiosk, a user will see the survey interface on the right-hand side. By pressing on the happy, upset or indifferent faces, a survey entry will be recorded. After clicking, the additional feedback dialogue will display if you have defined additional survey questions. If you have not, then a simple thank you message will show.



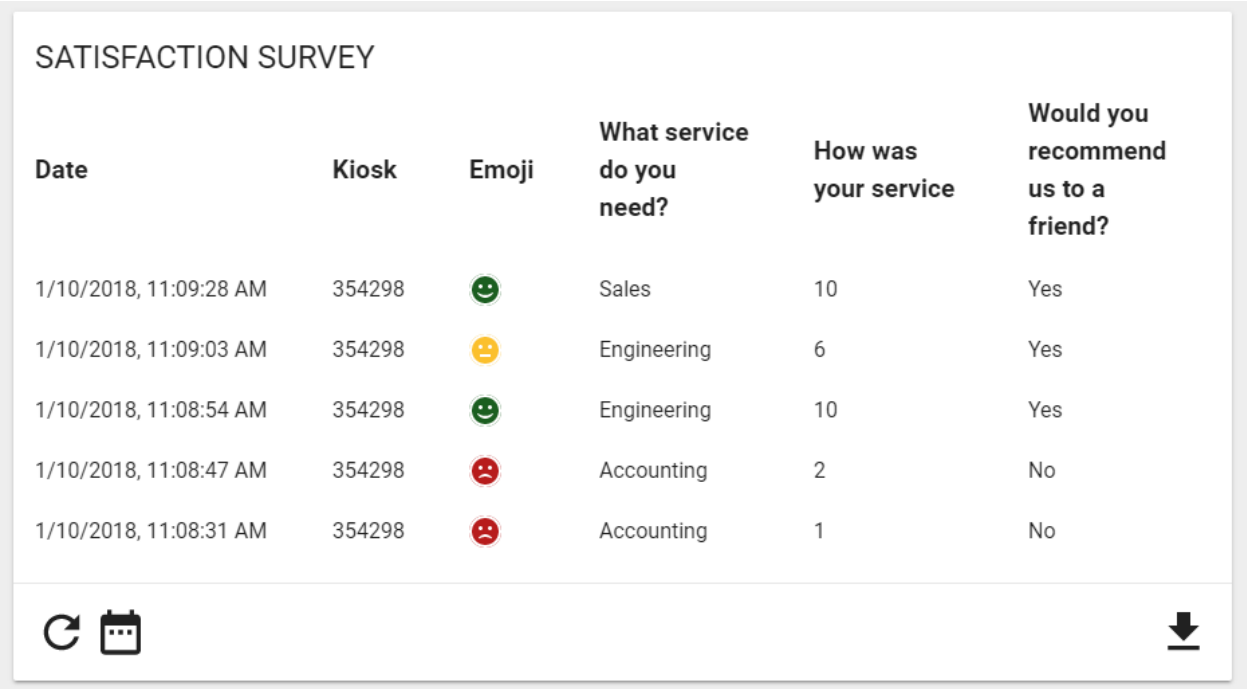
If you have defined additonal quesitons, then they will display. From here, users have the option to submit their responses or to cancel the additional response. Even if a user selects 'no thanks' and cancels the additional feedback, their initial mood response will still be recorded.



*Once a survey has been completed or rejected, it will not appear again until the user session expires, either by a timeout or a user pressing the home button.

6.9.4 Reporting

In the dashboard screen, you will be able to review the results of your survey. You will be able to see on which date and kiosk that a survey response was taken on, along with the user's responses. The last 5 surveys will be shown by default, but by clicking on the calendar icon you can set a date range you wish to display. Pressing the refresh button will ensure you are seeing the most recent data. Pressing the download button will allow you to export the survey responses to a CSV file



7 FAQ

7.1 Network Requirements

For Zamok to function correctly, it must be able to contact our servers and pull resources. Please ensure the following URLs are not restricted by your network security and/or firewalls:

- fonts.gstatic.com
- *.googleapis.com
- *.zamok2.com
- *.firebaseio.com
- ifconfig.co
- crt.comodoca.com

Additionally, please ensure that ports 443, 80 and 6984 are not blocked on your network.

7.1.1 Configuring Networks for VOIP

Advanced Kiosks developed its VOIP calling solution to be compatible with as many network configurations as possible. However, within this flexibility lie some basic requirements for the system to complete calls.

7.1.1.1 SIP Configuration

SIP (Session Initiation Protocol) is the protocol that initiates the connection between your kiosk and the VOIP Provider's network. All SIP traffic runs through ports 5060 or 5566, and always from 97.107.141.97 (amn.sip.ssl7.net). If these are blocked, the solution will hang at the calling screen, until the application times out.
If the ports are opened, and you continue to experience issues, consider implementing port forwarding at the network level to automatically reassign all inbound traffic from 97.107.141.97 to port 5060. If those inbound packets are addressed to the wrong port, our application won't "see" them and it will fail to connect.

7.1.1.2 RTP Configuration

Real-time Transport Protocol (RTP) is a network protocol for delivering audio and video over IP networks. It is how our application can send and receive the audio of a call, once the connection has been established via SIP. The ports and IPs used by RTP are a little bit wider.

Ports UDP 10000-20000 must be open to traffic from the following IPs:

- 66.228.45.12
- 50.116.53.144
- 66.228.44.117
- 23.92.17.107

- 45.56.98.182
- 45.79.133.98
- 69.164.214.111
- 104.200.29.114
- 104.237.151.131
- 45.56.102.133

Failure to allow all these addresses may result in unreliable calling or a failure to connect.

7.1.2 HOW MUCH DATA WILL VOIP USE?

To answer this question, we must understand the answers to two others:

1. What is the internet speed that is required for the VOIP solution to run well? Think of "Will this outlet have enough power to run the microwave"
2. What would be an average consumption of data over a month while using VOIP? Think of it as how much electricity your house uses a month.

In hopes of getting you a concise answer, we'll define a few terms so we're all on the same page as far as the nomenclature goes.

- **Broadband** – A high-capacity transmission technique using a wide range of frequencies, which enables many messages to be communicated simultaneously (think of what replaced dial-up).
- **Bit-rate** – the number of bits of data that are conveyed or processed per unit of time. The rate at which data is processed or transmitted.
- **Bandwidth** – the bit-rate of available or consumed information capacity expressed typically in metric multiples of bits per second. Somewhat analogous with bit-rate
- **Megabyte** – Abbreviated as **MB** – Is a unit of measure to define size of data (an old mp3 was around 3 megabytes)
- **Megabit** – Abbreviated as **Mb** – A unit of measurement to define the size data. Equal to one eighth of a megabyte.
- **Megabits per second** – Abbreviated as **Mbps** – A unit of measurement to define the rate at which data is transferred.

Answering Question 1

For **multiple kiosks** running at a site, the recommended speed requirement (Bandwidth) would be 5-10 Mbps.

For one kiosk the recommended speed is **1 Mbps**

Answering Question 2

We can answer this by making a few assumptions: Let's assume you have a kiosk that makes 5 calls a day, and each call lasts 5 minutes. This is a *very* generous assumption, so it will give us a large margin of error. We will assume that **one kiosk** will consume data at a rate of 1 **megabit** per second

Data consumed per call:
1 minute = 60 seconds

5 minutes x 60 seconds = 300 seconds
1 Megabit per second x 300 seconds = 300 megabits

300 megabits per call x 5 calls a day = 1,500 Megabits or 188 Megabytes, per kiosk, per day.

All our kiosks use the same VOIP program, so their data consumption rates will be identical. Assuming the use remains the same, they would use the same amount of data in a given period. To calculate consumption of multiple kiosks, simply multiply the number of kiosks by 188 Megabytes.

8 ABOUT ADVANCED KIOSKS

OUR MISSION

"To make self-service kiosk technology beautiful and easy to use for our customers and the users of our products."

8.1 Company History

Advanced Kiosks opened in 2004 as a division of H32 Design & Development LLC. The company designs, engineers and manufactures interactive software and kiosks for a variety of purposes. Corporate headquarters are in Wilmot, New Hampshire and the manufacturing facility is in Franklin, New Hampshire. We build all of kiosks here in the USA, manufactured using components from vendors throughout the United States. Hardware and software products are covered by an industry-leading three-year warranty.

9 ADDITIONAL RESOURCES

If you need additional assistance, the options below are available.

9.1 Sales

To contact the Sales Department:

- Call (866) 783-3791 option 1
- Email to sales@advancedkiosks.com.
- Form Request
- Kiosk Options

9.2 Technical Support

To contact Technical Support:

- Call (603) 865-1000 option 2
- Email technical@advancedkiosks.com
- Create a Support Ticket:

9.3 Knowledge Base

Answers and advice at your fingertips. Search our Knowledge Base.