



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

Owner's Manual for
Retail Kiosk with Wi-Fi
options.

H32-260-100 OM-07/08/2019



Table of Contents

- INTRODUCTION 3**
 - PRODUCT DESCRIPTION 3
 - PRECAUTIONS 3
 - OUR SUPPORT 4
- INSTALLATION..... 5**
 - MOUNTING THE KIOSK 5
 - Selecting a Location*..... 6
 - Power* 9
- SETUP AND OPERATION..... 10**
 - BASIC SETUP..... 10
 - Before Powering The Kiosk ON* 10
 - Back Up Your Information* 10
- SPECIFICATIONS 11**
 - COMPUTER..... 11
 - Power Requirements* 11
- MAINTENANCE OF KIOSK 12**
 - CLEANING AND MAINTENANCE 12
 - Touch Screen*..... 12
 - Equipment Manuals* 13
 - SOLVING PROBLEMS 14
 - Troubleshooting Tips*..... 14
- WARRANTY 15**
 - POLICY 15
 - Limited Warranty* 15
 - Returned Item*..... 15
 - Shipping* 15



Introduction

Product Description

The Retail Kiosk is a wall mounted touch screen kiosk, and features a sleek 22" multi-touch screen, locked access panel, accessory shelf, ADA touch pad, and powder coated skirt that can be branded. Speakers and Wi-Fi with a high gain antenna are standard features of this kiosk.

The Kiosk is powered by an Intel i3 Processor and comes standard with 4GB of RAM, a 64 GB SSD and Windows 10 Professional.

Precautions

- **Do not install the kiosk until all the directions have been read and understood.**
- Do not plug in the power until all the directions have been read and the kiosk is fully assembled.
- Do not use kiosk with an extension cord that does not have grounding.
- Permanent mounting to the wall must only be done by trained electrician.
- The *Retail Kiosk* has been designed for indoor use only. Outdoor use to the Retail may result in damage to the kiosk or injury to persons.
- If you have any questions on how to install this kiosk please call us at 603-865-1000, or email us at technical@advancedkiosks.com. Hours are Monday through Friday, 9:00 am to 5:00 pm EST

Our Support

The Retail Kiosk is an elegant, high quality kiosk designed for a wide variety of applications where space is limited. We are happy to help you with any problems after you have read the manuals to learn about this product.

Advanced Kiosks will support you in ownership as long as you own your kiosk, **within reason**. Unless you or your company is an authorized reseller, selling or giving it to another company or person will void any and all support and warranty. There are a few prerequisites:

- The person installing the kiosk must be familiar with setting up computers, printers, monitors and must be able to read and follow directions.
- You must read and follow the directions in this document as well as the directions for the touch screen monitor and the computer. These documents are included with your equipment, or may be on the computer desktop as a PDF. We strongly suggest you read these documents so that you can get the full value of this kiosk.
- The following are questions we cannot answer:
 - Network questions. This is not part of our equipment and we do not know your network, so we cannot help you here.
 - Virus questions - this is also part of your network/software.
 - Electrical wiring of your building or location.

For other questions, visit the knowledge base, or the support tab on our website:

<https://advancedkiosks.com/knowledgebase/>

<https://advancedkiosks.com/about-advanced-kiosks/kiosk-support/>

Taxes

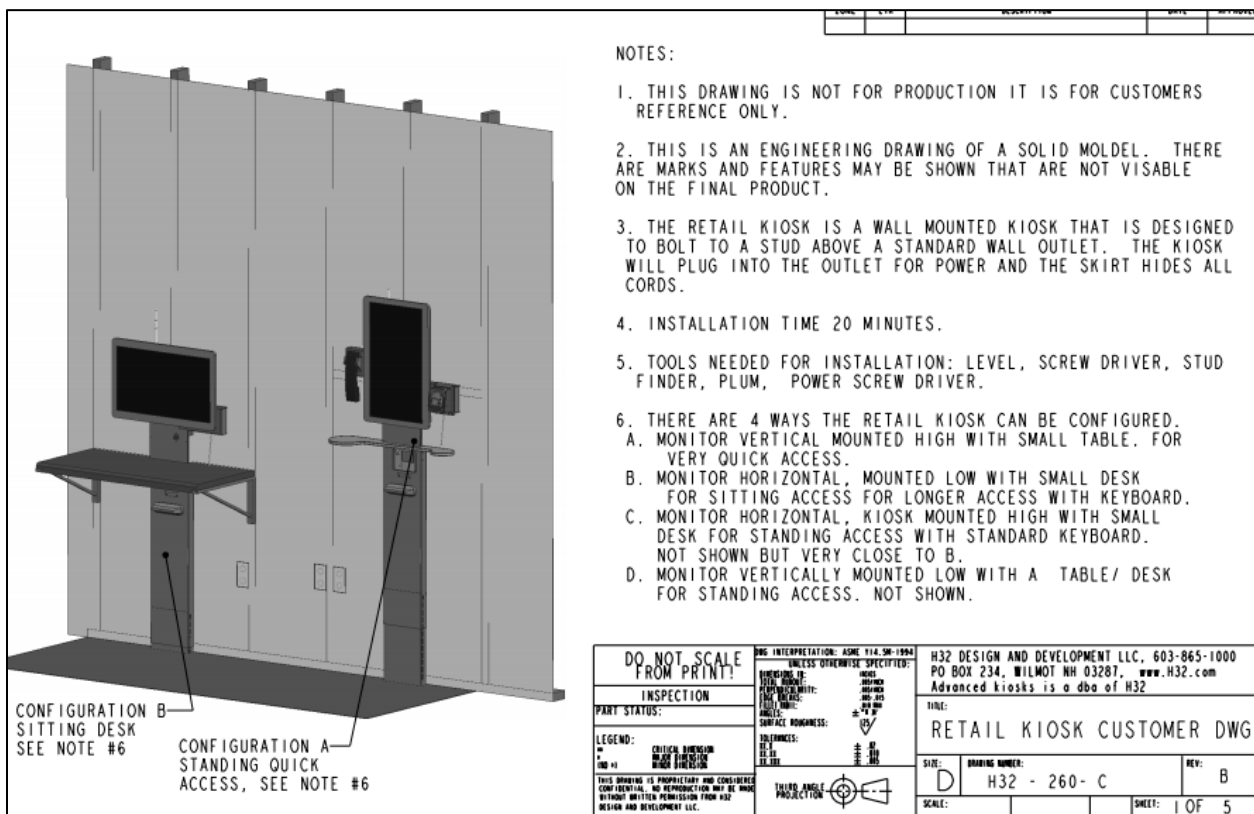
All products from Advanced Kiosks are made and shipped from New Hampshire. New Hampshire has no sales tax. If it is required for anyone who is purchasing one of our products to pay taxes to another state this is the responsibility of the person or organization purchasing from Advanced Kiosks, and should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

Installation

Mounting the Kiosk

The Retail Kiosk is designed to be mounted to a solid wall on a stud above a standard electrical outlet. The kiosk is designed to be mounted flush to the wall, so any objects protruding should be addressed first. For example, baseboard trim would prevent the skirt from mounting flat, so either the trim would need to be modified to allow the skirt to reach the floor on the same plane, or the height the unit is being installed at would have to increase the same amount as the baseboard. The kiosk is mounted to the wall using a supplied mounting bracket. The kiosk must be ordered with vertical or horizontal orientation at the time of purchase.

The kiosk can come with either the side table or the front table. See mounting specifications in the pictures below for more details:



NOTES:

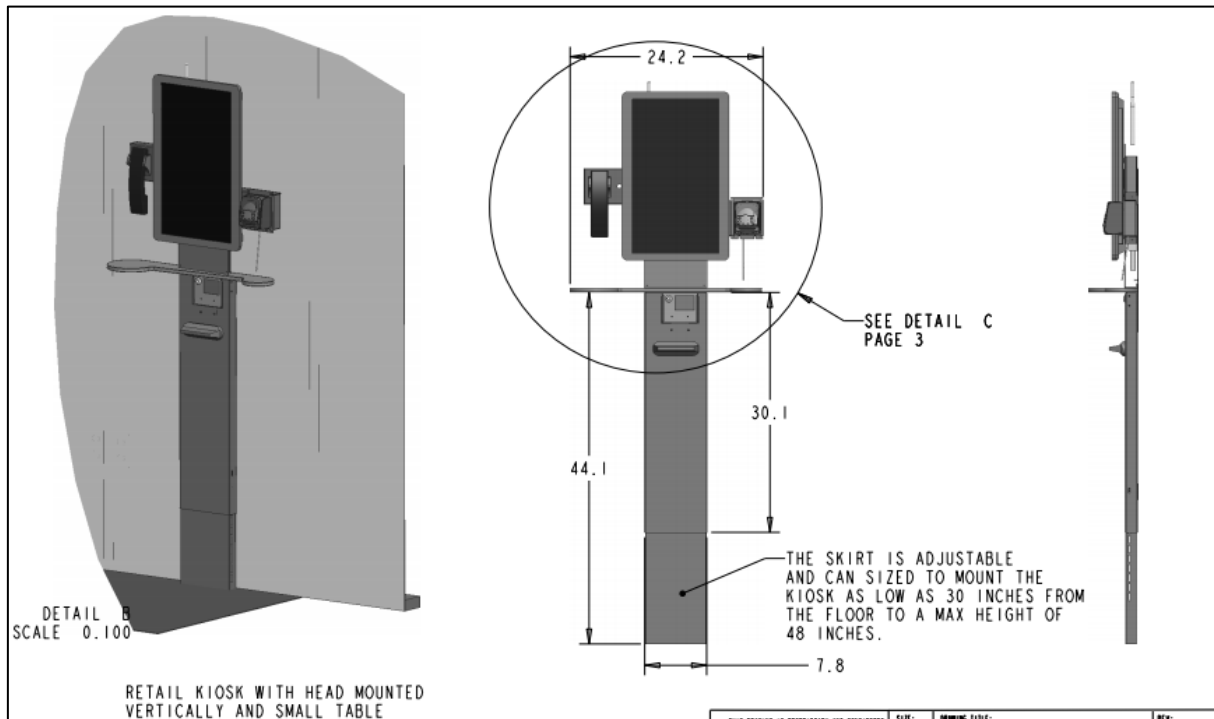
1. THIS DRAWING IS NOT FOR PRODUCTION IT IS FOR CUSTOMERS REFERENCE ONLY.
2. THIS IS AN ENGINEERING DRAWING OF A SOLID MODEL. THERE ARE MARKS AND FEATURES MAY BE SHOWN THAT ARE NOT VISABLE ON THE FINAL PRODUCT.
3. THE RETAIL KIOSK IS A WALL MOUNTED KIOSK THAT IS DESIGNED TO BOLT TO A STUD ABOVE A STANDARD WALL OUTLET. THE KIOSK WILL PLUG INTO THE OUTLET FOR POWER AND THE SKIRT HIDES ALL CORDS.
4. INSTALLATION TIME 20 MINUTES.
5. TOOLS NEEDED FOR INSTALLATION: LEVEL, SCREW DRIVER, STUD FINDER, PLUM, POWER SCREW DRIVER.
6. THERE ARE 4 WAYS THE RETAIL KIOSK CAN BE CONFIGURED.
 - A. MONITOR VERTICAL MOUNTED HIGH WITH SMALL TABLE. FOR VERY QUICK ACCESS.
 - B. MONITOR HORIZONTAL, MOUNTED LOW WITH SMALL DESK FOR SITTING ACCESS FOR LONGER ACCESS WITH KEYBOARD.
 - C. MONITOR HORIZONTAL, KIOSK MOUNTED HIGH WITH SMALL DESK FOR STANDING ACCESS WITH STANDARD KEYBOARD. NOT SHOWN BUT VERY CLOSE TO B.
 - D. MONITOR VERTICALLY MOUNTED LOW WITH A TABLE/ DESK FOR STANDING ACCESS. NOT SHOWN.

CONFIGURATION B
SITTING DESK
SEE NOTE #6

CONFIGURATION A
STANDING QUICK ACCESS, SEE NOTE #6

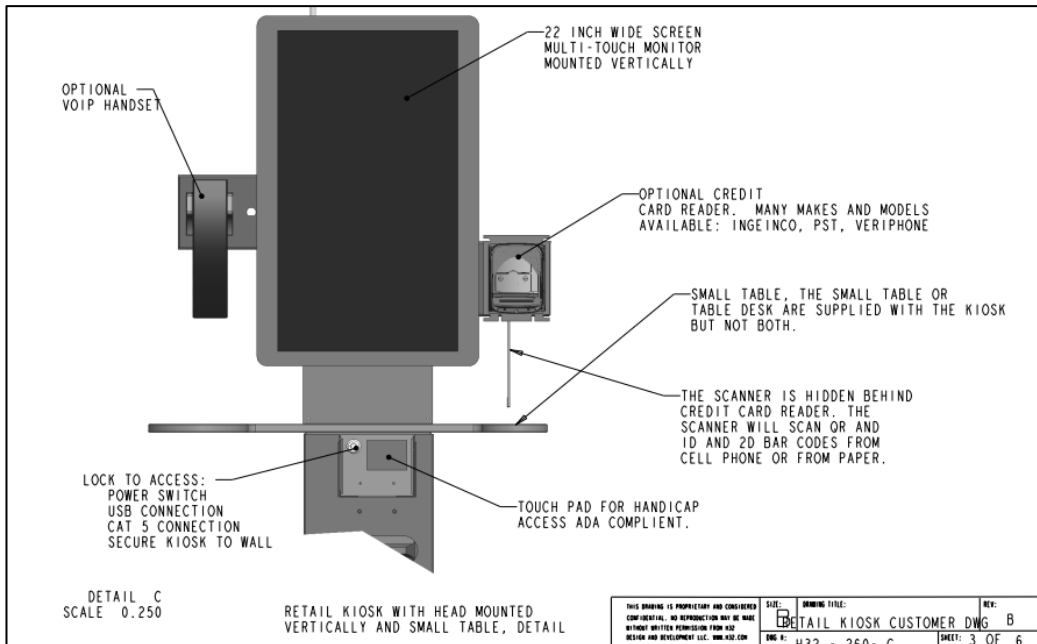
DO NOT SCALE FROM PRINT!		H32 DESIGN AND DEVELOPMENT LLC, 603-865-1000 PO BOX 234, WILMOT NH 03287, www.H32.com Advanced kiosks is a dba of H32	
INSPECTION		TITLE: RETAIL KIOSK CUSTOMER DWG	
PART STATUS:		SITE: D DRAWING NUMBER: H32 - 260 - C REV: B	
LEGEND:		SCALE:	
THIS DRAWING IS PROPRIETARY AND CONFIDENTIAL. NO REPRODUCTION MAY BE MADE WITHOUT WRITTEN PERMISSION FROM H32 DESIGN AND DEVELOPMENT LLC.		SHEET: 1 OF 5	

Both Wall Mounted Configurations of The Kiosk

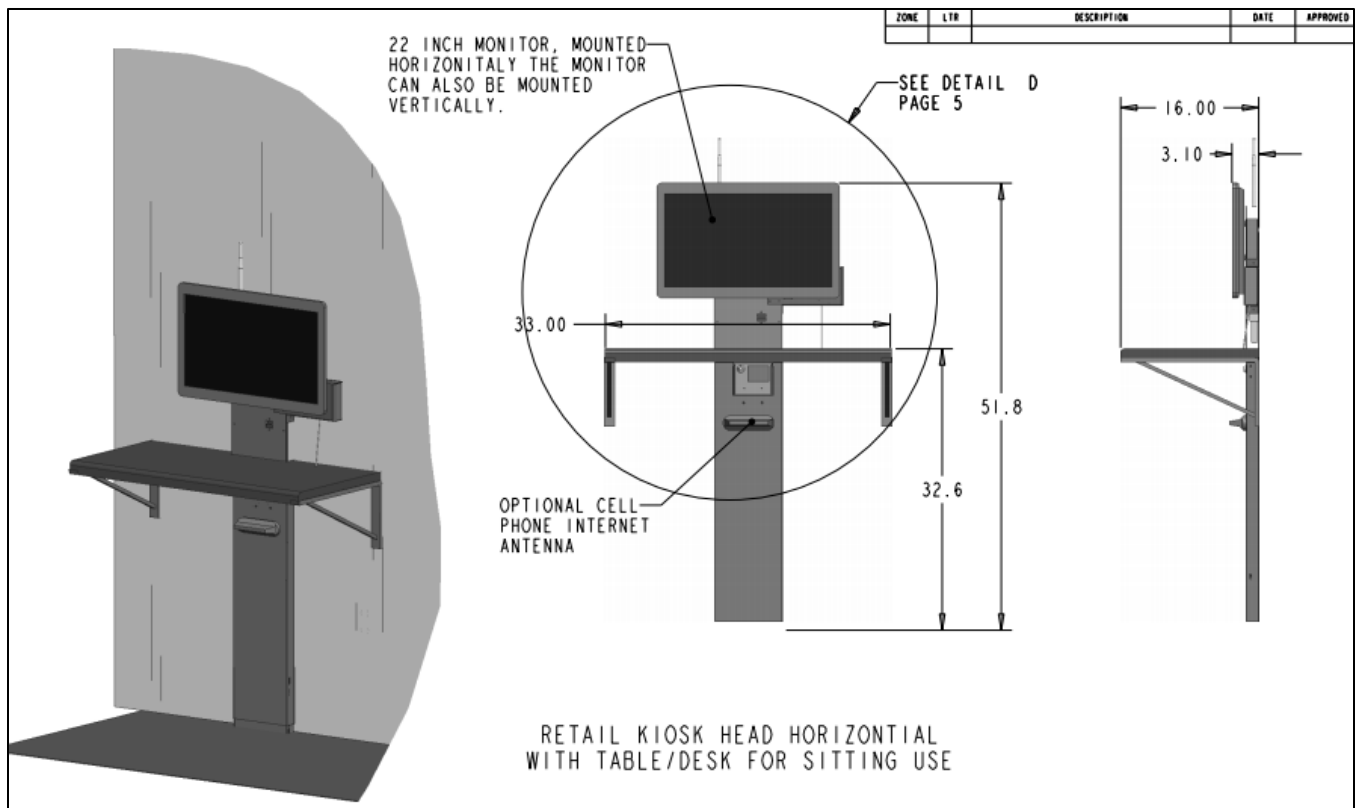


The Kiosk mounted to the wall

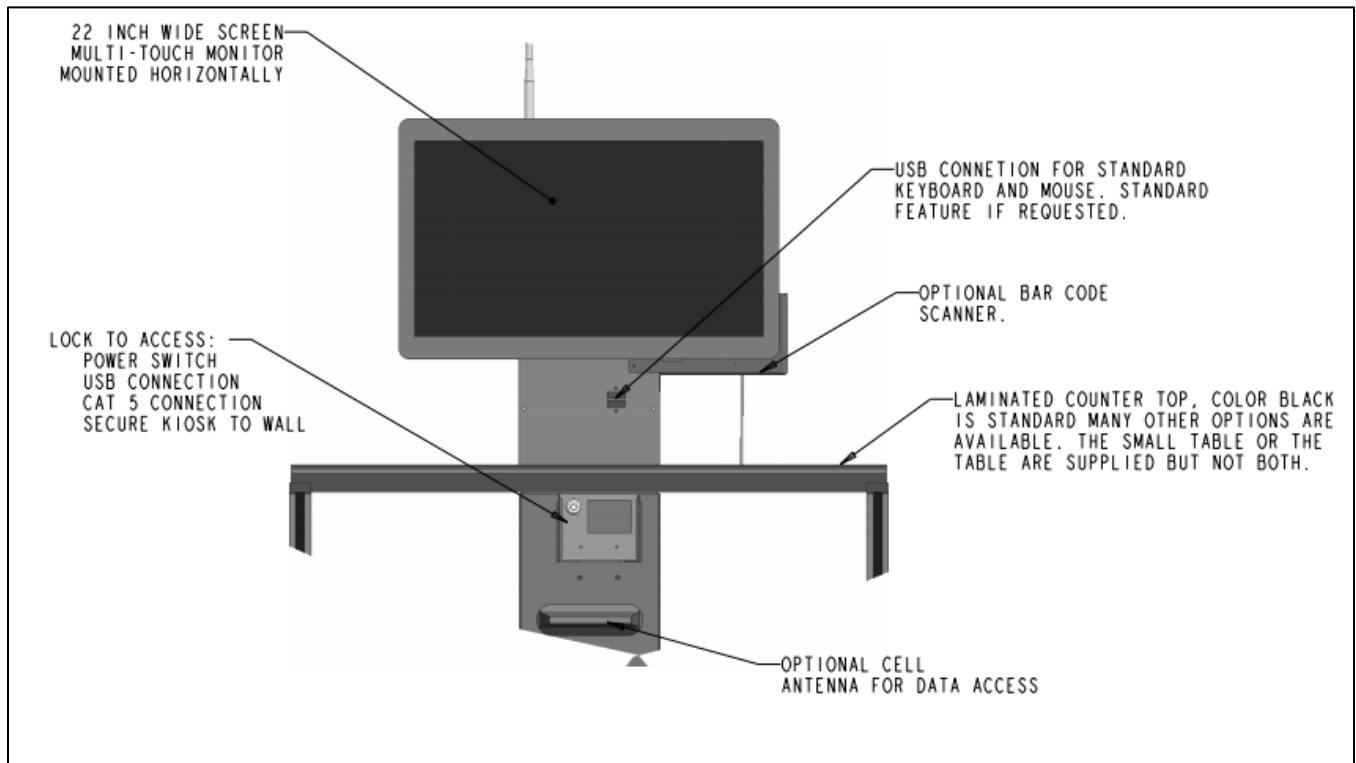
Front and Side Views



Front view of Kiosk, Showing Options



Kiosk with Table Option



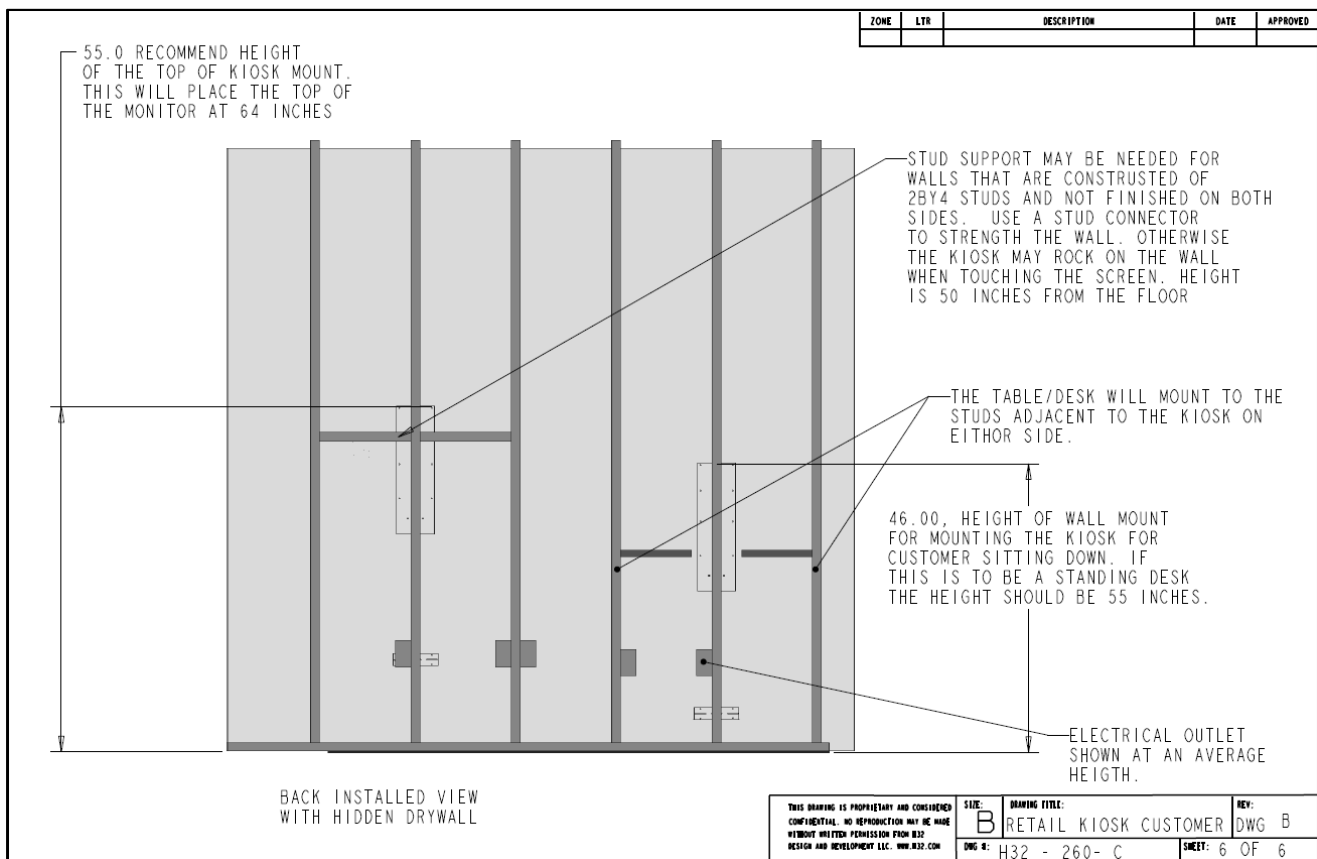
Kiosk with Table, Showing Other Options

Selecting a Location

The overall width of the unit is approximately 24” (future peripherals may extend this constraint). The overall height of the unit is approximately 63”

The location for the kiosk should be clear of any items by **four** inches on either side of the kiosk to allow for proper air flow. Also note the kiosk should not be placed in an area where a heating vent is directly venting on the kiosk.

The kiosk needs to be mounted to a wall that has a stud directly behind the kiosk. Use the supplied mounting bracket to mount to the wall. Please refer to the drawing below for mounting measurements:

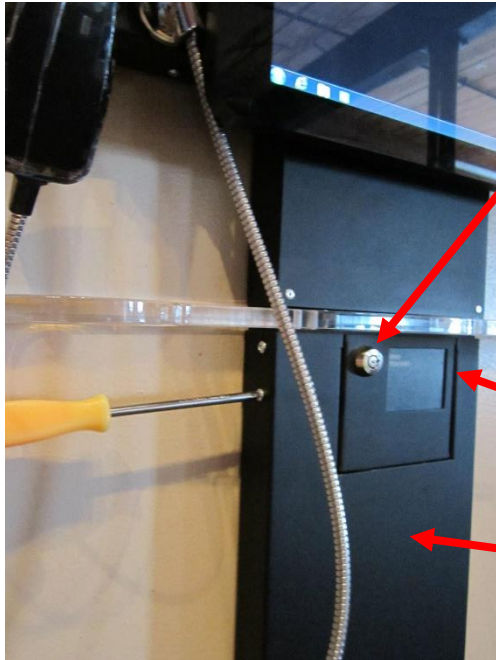


Kiosk Mounting Specifications (Behind Wall)

For ADA compliance please reference: http://www.ada.gov/2010ADASTandards_index.htm

Power

The power required to operate the Retail Kiosk is 110VAC and comes with a standard US plug with grounding. The kiosk itself runs off a 19vdc power brick located inside of the kiosk shell. The power switch to turn the kiosk on and off is located below the shelf and can be managed through the keyed access panel.



Keyed Access Door

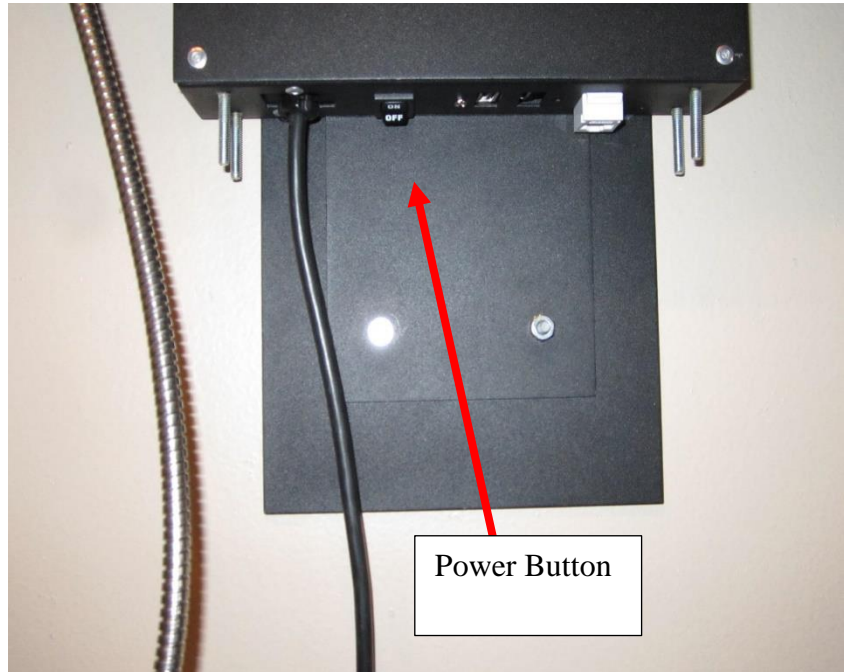
Touch Pad

Front Skirt

The keyed access panel allows access to the power switch, power cord, USBs, ethernet connection, as well as to the touchpad. The skirt can also be entirely removed by undoing the bolts on the side. This will allow for access to the electrical outlet behind the kiosk.



Kiosk Front with Skirt Removed



Power Button

Power Switch and Other Connections Behind Skirt



Setup and Operation

Basic Setup

The kiosk is shipped with a full, standard installation of Windows 10 Professional. See our Quick Start Guide for software setup located at <https://advancedkiosks.com/about-advanced-kiosks/product-documentation/>



Before Powering The Kiosk ON

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

Confirm that the power switch is in the “OFF” position. Plug the kiosk into a standard 110v wall outlet.

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

Back Up Your Information

Superheroes need it, police depend on it and everyone that uses a computer should use some form of it. Computers aren't perfect. Files become corrupt, motherboards malfunction, electrical storms strike, and CPUs call it quits taking our precious data with them.

Advanced Kiosks cannot recover your data. If a replacement, or repaired kiosk is required it will be shipped with our standard installation.

Specifications

Computer

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

Computer Specifications:

OS	Windows 10 Professional
Processor	Intel 2.4 GHz Dual Core
System Memory	4GB DDR3 1333/1600
Graphics	Intel HD Graphics
Storage Device	64GB Hard Drive
Operating Temperature	0°C to 40°C (32°F to 104°F)
Wi-Fi	600mW Wireless N150 (backward compatible with 802.11b/g) with external high-gain 5 dBi antenna
Wireless Security Encryptions	WEP 64/128, WPA, and WPA2 with TKIP and AES capable
LAN Controller	Intel Gb Ethernet -W82579LM
Max LAN Speed	10/100/1000Mbps
USB 2.0	2 x USB 2.0
USB 3.0	2 x USB 3.0
RS232	2 x RS232 (COM)
Video Ports	1 x HDMI, 1 x VGA
Audio	Realtek HD Audio Codec ALC886
Camera	1.3M Camera

Power Requirements

The following matrix is the power requirements for the kiosk's components. Over time manufactures may change these settings, so please review the manual that comes with each of the following components for the most recent power information.

Kiosk	100/240 Vac	.29 / .12 A	50 / 60 Hz
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Maintenance of Kiosk

Cleaning and Maintenance

Touch Screen

Any standard glass cleaner can be used to clean the touchscreen, but avoid products containing ammonia.

Always spray the glass cleaner on the cloth or towel and then clean the touchscreen. Glass cleaner sprayed directly on the monitor could possibly leak inside the unit and cause damage.

Steel Enclosure/Mount Cleaning and Maintenance

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

Equipment Manuals

With your Retail Kiosks, all the documentation for all your components has been included. Please keep these in a safe place. It is recommended that all serial numbers are also written down.

Serial Numbers – Write all your equipment Serial Numbers here and keep this document in a safe place.

Serial # _____

Key # _____ **Color #** _____

Windows Product Key _____

Notes: _____

Solving Problems

For any problems, suggestions, or concerns please call Advanced Kiosk at 603-865-1000, and #2 for support, or contact us at technical@advancedkiosks.com Hours are Monday through Friday, 9:00 am to 5:00 pm EST.

Troubleshooting Tips

If you added or removed a part before the problem started, review the installation procedures and ensure that the part is correctly installed.

If a peripheral device does not work, ensure that the device is properly connected, and the appropriate drivers are installed.

If an error message occurs in a program, check the program's documentation for the cause.

If the Touch Screen repeatedly loses alignment, check for updated drivers and that the USB cable is making good connections at the computer and monitor.

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



Warranty

Policy

Limited Warranty

Your Advanced Kiosks Retail Kiosk is guaranteed for 3 years from the date of purchase. The electronics in the kiosk are guaranteed for 3 year including the monitor. In the case of any item not working you must call Advanced Kiosks to obtain a RMA # before shipping back the item. **All items must be well packaged for return shipment and insured for their full value.** All items shipped to us must have a tracking number and the RMA # on the outside of the box. Advanced Kiosks is not responsible for lost packages. Items that are damaged due to poor packaging will void the warranty. Please note that your warranty only covers usual and customary use of the kiosk and the electronics. It does not cover damage due to misuse, vandalism, water damage, etc. Any modification of the kiosk will void the warranty. All replacements will be shipped back UPS ground, or freight.

Reformatting the HDD and/or reinstalling the operating system due to file corruption, or any reason not related to defective hardware, is not included under this warranty and would have associated costs.

Returned Item

All items that are returned will be subjected to a 35% inspection and restock fee. There is no refund available for custom work. This includes: custom paint job, custom graphics, custom paint colors, custom software, or any design modification of the kiosk.

Shipping

When shipping the Retail Kiosk, it must be well packaged. Plan on using a minimum of four inches of bubble wrap on all sides. Having the ends well wrapped is critical.