



Engage Interact Satisfy

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

Owners Manual for
Free Standing Kiosk with
WiFi, Mag Strip Reader,
VIOP, Printer and
Keyboard options.

AK-FSK-OM-09/04/15



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Introduction

Product Description

The Free Standing Kiosk's features include a 19" LCD touch screen monitor, amplified stereo speakers, Wi-Fi and an all steel enclosure for sturdy and trouble-free use. With options such as wheels, credit card reader, camera, label, or receipt printers, external keyboard, biometrics and bar code scanners, the Free Standing kiosk can be customized to suit a wide range of needs.

The Kiosk is powered by a 1.6 GHz Dual Core Processor, 2 GB of Ram, a 160 GB HDD, or 32 GB SSD. The Free Standing Kiosk operates Windows XP Professional or Windows 7.

Precautions

- **Do not assemble the kiosk until all the directions have been read and understood.**
- Do not plug in the power until all the directions have been read and the kiosk is fully assembled.
- Do not use kiosk with an extension cord that does not have grounding.
- When moving the kiosk using the wheels never run, only walk with the kiosk in a controlled manner. Running, or not having control of the kiosk while moving can result in injury. The kiosk *must* only be moved by an adult.
- The *Free Standing Kiosk* has been designed for indoor use only. Outdoor use to the Free Standing kiosk may result in damage to the kiosk, or injury to persons.
- If you have any questions on how to install this kiosk please call us at 603-865-1000 x110, or email us at technical@advancedkiosks.com. Hours are M thru F, 9:00 am to 5:00 pm EST

Our Support

The Free Standing Kiosk is a reasonably priced, high quality kiosk. We are happy to help you with any problems after you have read the manuals to learn about this product. Advanced Kiosks will support you in ownership as long as you own your kiosk, **within reason**. Selling or giving it to another company or person will void any and all support and warranty. There are a few prerequisites:

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

Taxes

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

Getting Started

Inspect Boxes

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

Unpacking the Kiosk

The Free Standing Kiosk is always shipped on a pallet that will look like the picture below. Remove the plastic wrap and the straps around the box.



You will then be left with the kiosk on the pallet like the picture above. Remove the box and protective wrapping on the kiosk.

The base of the kiosk is secured to the pallet with 2 Phillips head screws. These screws *must* be removed before the kiosk can be taken off of the pallet.

You will find the keys to the kiosk loosely cable tied to the power cord. **Carefully** remove the cable tie. The hardware and software are contained in a bag, inside the box tapped to the front of the kiosk. Keep the keys in a safe place. Note: Advanced Kiosks does not record key numbers.

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

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



Installation

Assembling the Kiosk

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

Installing the Computer

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

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

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

Cables to Computer

Monitor – VGA or DVI
Speaker – USB and 3.5 mm TRS plug
Dual External USB – USB(x2)
Wi-Fi – USB(x2)
Power Cable
Network Cable – Cat5 plug

Optional Equipment

Printer - USB
Camera - USB
Keyboard - USB
Bar Code Scanner - USB
Credit Card Reader - USB
Biometrics - USB

Additional USB Ports

The standard Free Standing Kiosk requires five USB connections. If additional peripherals (e.g. credit card reader, biometrics) are included in your kiosk you may need to utilize the two USB ports located on the bottom (when located in kiosk) of the computer.

Once the standard devices have been plugged in lay the computer flat. This will give you access the front the computer. Plug in the two longer USB cords into the front USB ports of the kiosks' computer. Carefully place the computer into the kiosk.

*Note: If the two external USB ports located on the back of the kiosk are not needed for daily operation, it is perfectly acceptable to leave them unplugged from the computer and to allow additional devices to be used in those ports instead.



Installing the Kiosk

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

Location

The kiosk should not be placed in an area where a heating vent is directly venting on the kiosk. The floor area also must be level, so that the kiosk does not wobble.

Securing the Kiosk to the Floor

There are two holes located in the back of the base for securing the kiosk to the floor, see image below, these holes are located 17 inches apart. Place the kiosk in the location that you want it to be mounted at, keeping enough room for people to use the kiosk and not interrupt the flow of traffic. Use the kiosk as a template and mark the location of the holes. Drill the holes at the marked locations sized for the hardware. Then with appropriate hardware for your floor, bolt, or screw through the holes in the back of the kiosk base and into the floor. Your kiosk is now secured in place.

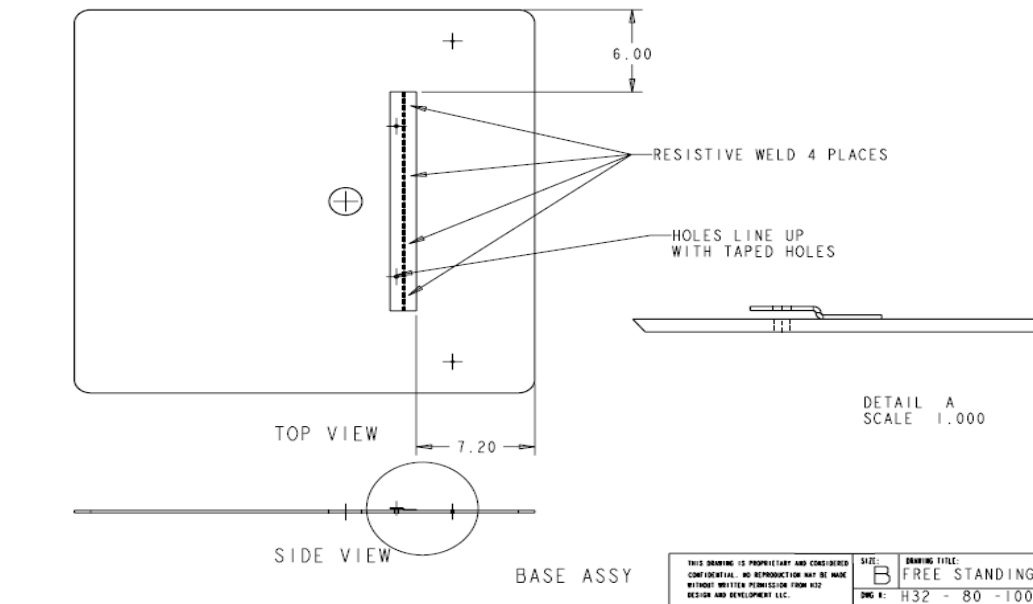
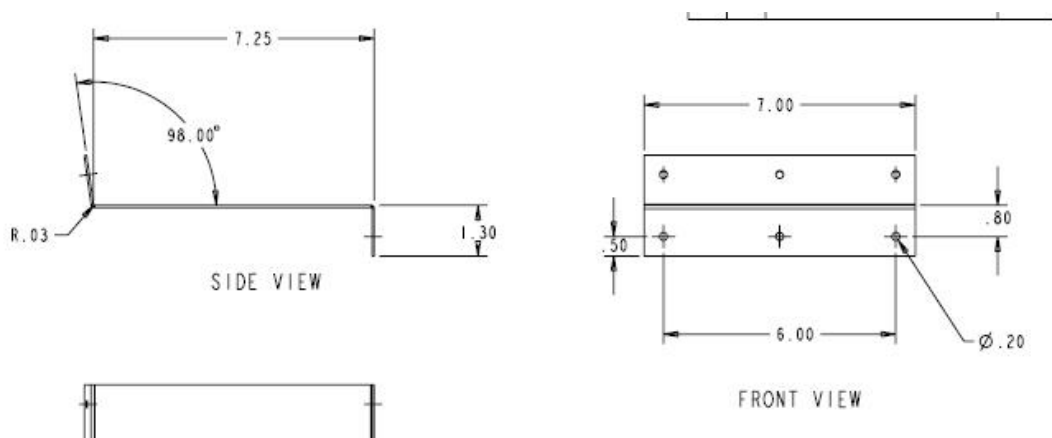


Diagram 1, Free Standing Base

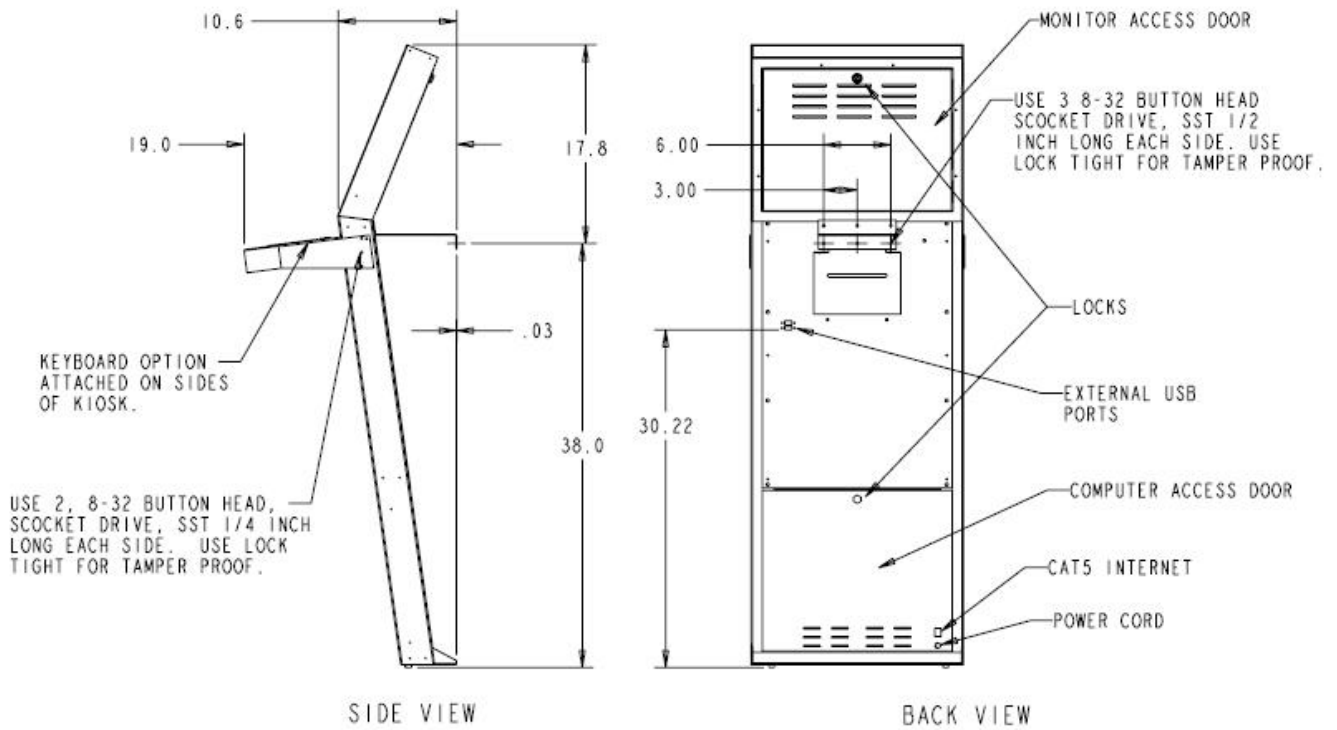
Securing the Kiosk to a Wall

In this configuration the Kiosk's free standing base has been removed. The bottom of the kiosk will rest on the floor and the Free Standing Wall Mount is attached to the back of the kiosk and to the wall. Adhesive rubber feet are attached to the bottom of the kiosk - one in each corner.

Prepare the wall to attach the Wall Bracket. The bracket has 6 holes. The holes in the wall need to be 38 inches off the floor. These holes must be able to take a 300 lbs pull load to securely hold the kiosk. It is recommended that the bracket be mounted into a stud. Use the anchor chart below to help with this. If you are using a different type of anchor make sure that the bracket can handle a 300 lb pulling load. The bracket side that has a 90 degree bend attaches to the wall - the other mounts to the kiosk.



FreeStanding Wall Bracket





FreeStanding Wall Mount Dimensions

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6. How much will TOGGLER hollow-wall anchors hold?

Tensile Test Results (Ultimate results in pounds)

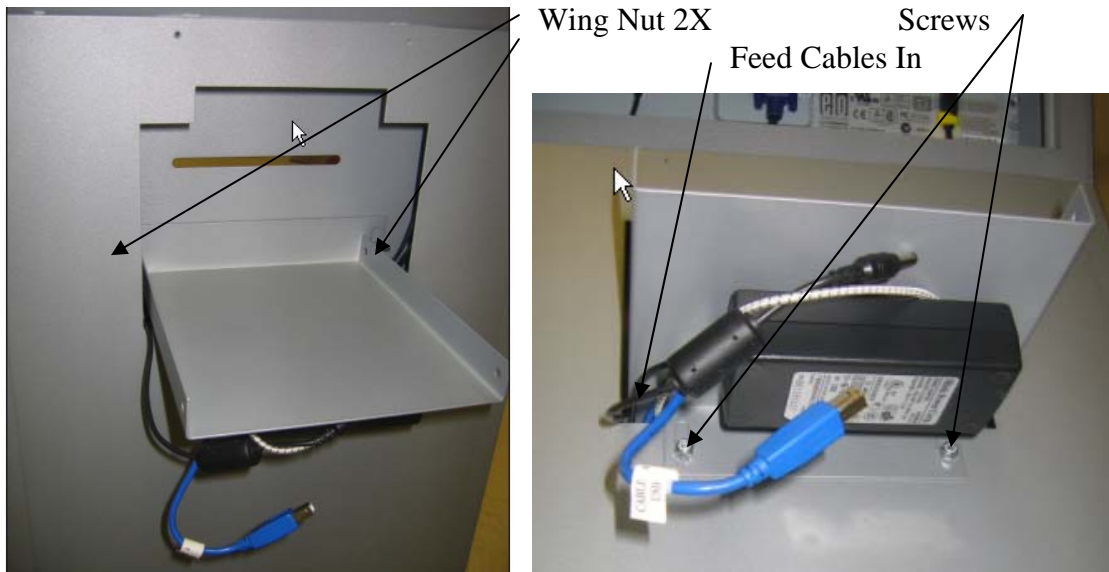
Anchor / Grip Range	Plywood	3/8" Drywall	1/2" Drywall	5/8" Drywall
 TA 1/8" - 1/4" (3-6mm)	124 in 1/4"	-	-	-
 TB 3/8" - 1/2" (9-13mm)	175 in 1/2"	97	143	102
 TC 5/8" - 3/4" (16-19mm)	-	-	-	159

Installing Optional Equipment

Label Printer

The Free Standing Kiosk's printer option is designed to handle several different label printers. These being the: Zebra LP2844, Zebra LP2844-Z, Brother QL-1050 and many other models.

To install the printing hardware you first must mount the printer shelf. Insert the printer shelf through the back of the kiosk. Secure to the shelf to the studs on the inside of the kiosk using two wing (8-32). Then use two standard (8-32) bolts to secure the shelf to the outside of the kiosk. See pictures below.



Top view of printer shelf

Bottom View Printer shelf with
Power supply attached.

Once the printer shelf is installed, place the printer on the shelf. Before sliding the printer forwards, pull out some of the media to make sure that the printer paper lines up with the printer slot. The label should exit the middle of the slot. Having the labels come out too high can interfere with tearing off the labels. Adjust the shelf up and down if needed and then tighten screws. The cables for connection to the computer and the power supply should be connected. Use Velcro to hold these in place. Slide the printer in place and use the bungee cord to secure it. See picture below.



Receipt Printer

The APS receipt printer is mounted to a plate to make servicing the printer easy. The printer is mounted in the kiosk upside down in reference to the labels on the printer. This makes it easy for the user to connect the power cable and the USB cables. The Printer is held in place by 2 #8 wing nuts.



The printer takes standard Receipt Thermal Paper. Please be aware that the quality of this paper can greatly effect your print out.

Bar Code Reader

The mounting of the barcode scanner described below applies to only the Honeywell MS9520 Hand-held scanner. If you have another type of scanner that you have purchased, try using industrial Velcro to hold the handle to the side of the kiosk. To mount the MS9520 hand-held scanner, please proceed with the following steps.

You will need the following parts for each kiosk. A 3.0 inch long 8-32 pan head machine screw, two #8 nuts and blue lock tight, the type that **can** be removed.



Barcode Reader holder Assembled



Barcode Reader in holder



Tube is no longer needed.

All the Parts for Bar code Scanner mount.

1. Take apart the plastic bar code reader mount that came with the bar code reader. You will be left with the above parts: (from Left to Right) bottom, body, head, 3 inch long #8 screw (provided by AK) #8 washer, plastic washers, spacer, and washer. You need the head piece and the two plastic washers that hold the head in the mount.



Scanner Bracket parts

2. The above picture shows how the parts need to be assembled. Using the 3 inch long screw, put the #8 washer followed by the plastic washer (longer barrel ends toward the washer) the scanner bracket head, the other plastic spacer (longer barrel end away from bracket head) Spacer and fender washer.

3. The above assembly can now be screwed in to the blind threaded hole on the side of the kiosk. The hole is only .20 deep, so thread the assembly into the desired hole and when it bottoms out, tighten the nut to the wall of the kiosk.

4. Now tighten the other nut to keep the head from spinning. Do not over tighten.

External Keyboard Installation

The keyboard tray can be installed for temporary use or for permanent use. If the keyboard is only going to be used occasionally we recommend the keyboard's USB cable come out the side of the assembly and plug into the external USB ports on the back of the kiosk. For a permanent installation have the USB cable come out the hole in the back of the keyboard.



Cord coming out the side of Tray.



Cord coming out hole in back.

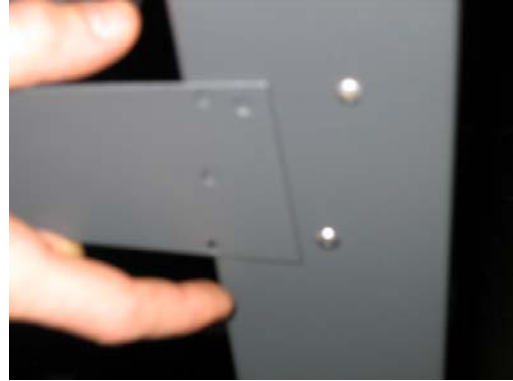
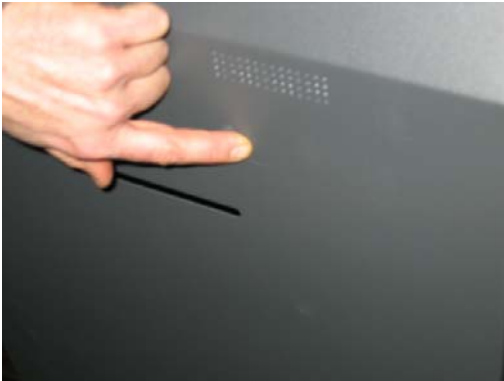


Cord coming out the side of Tray.



Cord coming out hole in back.

If this is a permanent installation the knock out hole in the front of the kiosk will need to be punched out. You will need a hammer and a metal punch, or screw driver to knock out the plug. First locate the knock out. It is under the speaker holes, on the right side, above the printer slot. Place some duck tape over the hole - this will keep the punch from sliding and scratching the front of the kiosk. Place the punch on the knockout plug (make sure you are in the center of the plug) and hit with a hammer until the plug falls out. See pictures below.



Now the Keyboard can be assembled to the front of the kiosk. Use a hex wrench and socket head screws to secure the keyboard to the kiosk. There are 4 holes on each side of the keyboard. The bottom holes must be installed first, then choose which of the two top holes are best for the angle of the keyboard you would like.



Setup and Operation

Basic Setup

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

Before Powering On the Kiosk

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

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

Plug the kiosk into a standard 110v wall outlet.

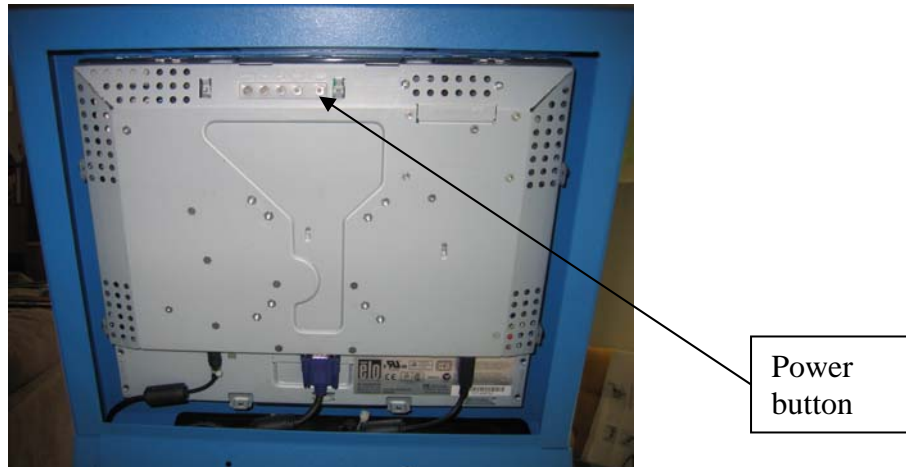
*Note: It is possible for a power cord to exit the bottom of the kiosk and connect directly to a floor outlet, but the kiosk **MUST** be secured to the floor to prevent the cord from being damaged. See "Permanent Mounting".*

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

Startup

Turn the computer power switch “ON”.

The first time that the monitor is used the power button on the back on the monitor needs to be turned on. After turning the monitor on it will not need to be turned on again.



If the touch screen needs configuration (mouse doesn't follow your finger), “Align” the monitor by selecting this icon located on your desktop, or control panel.



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

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

Start Menu>Documents>Kiosk Files

The Free Standing Kiosk comes standard with Wi-Fi. This hardware is installed already; however you will need to configure the settings to connect with your network.

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

Back Up Your Information

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

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

Adjusting Speaker Volume

This speaker bar uses a USB connection for amplified power. If you are connecting your own speaker system disconnect the USB and audio connector. To adjust the volume, use the volume settings in Windows.



Specifications

Computer

Your kiosk comes with an integrated Mini-ITX computer. See the manufacturer's manual for any questions on the computer. Below is the standard specification. See your disk for additional information and drivers.

Mini-ITX Main board

Specifications

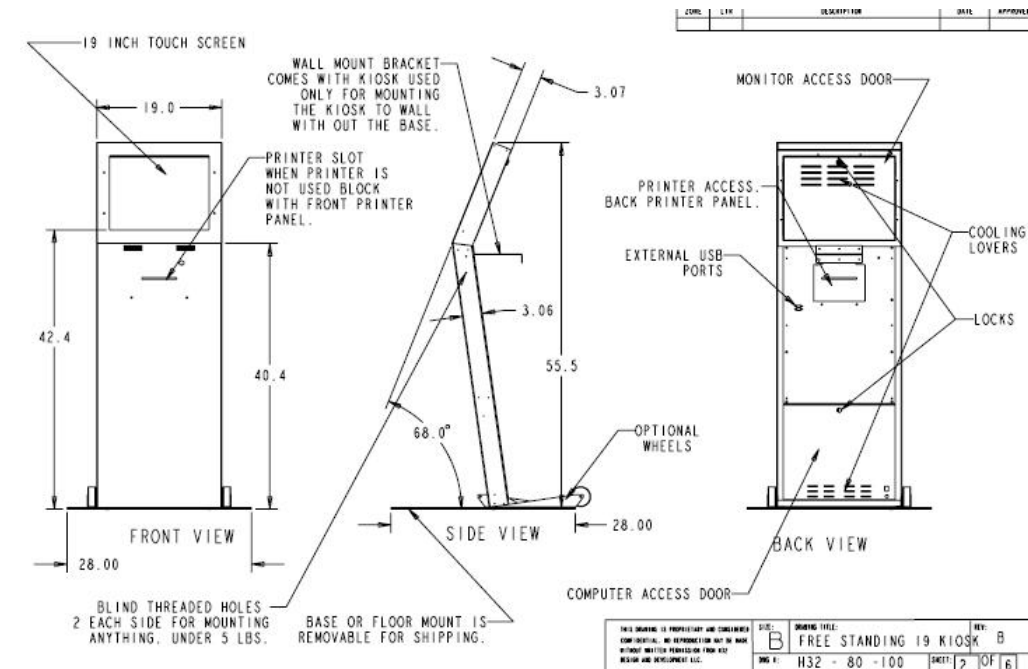
Processor	1.6 GHz AMD E-350, dual core 533 MHz FSB
Chipset	AMD® Hudson M1 Chipset
Memory Support	2 DDR3 DIMMS support DDR3 1066 SDRAM Total Max. 8GB
Expansion Slots	1 PCIE x16 slot, supports up to PCIE x4 speed
Onboard Serial ATA	4 SATA 6Gb/s ports
Onboard USB	8 USB 2.0 ports.
Onboard LAN	Realtek® RTL8111E 10/100/1000
Onboard Audio	Integrated Realtek® Audio. Supports 7.1 channel audio out
Back Panel I/O	1 PS/2 mouse/keyboard combo port
	1 VGA port
	1 HDMI port
	8 USB ports
	1 Coaxial S/PDIF-out port
	1 Optical S/PDIF-out port
Onboard I/O Connectors	1 LAN jack
	6 flexible audio jacks
	3 flexible audio jacks
	2 USB 2.0 Connectors
	1 Front Panel Audio Connector
	1 Serial Port Connector
	1 TPM Connector
Operating Temperature	0°C ~ 85°C
Form Factor	Mini-ITX (17 x 17 cm)

Power Requirements

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

Computer	12 Vdc	5A	
Computer Power Supply	100/240 Vac	2.0 A	50 / 60 Hz
Monitor	12 Vdc	4.16 A	
Monitor Power Supply	100 - 240 Vac	1.5 A	50 / 60 Hz
Speaker	5 Vdc	500 mA	

General Dimensional Information



Equipment Manuals

The documentation included with the Free Standing Kiosk's components has been included with your kiosk.

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

Start Menu>Documents>Kiosk Files

Please keep these in a safe place. It is recommended that all serial numbers are also written down.

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

Serial # _____

Key # _____ **Color #** _____

Windows Product Key _____

Notes:

Solving Problems

For any problems, suggestions, or concerns please call Advanced Kiosk at 603-865-1000 x110, or contact us at technical@advancedkiosks.com Hours are M thru F, 9:00 am to 5:00 pm EST.

Troubleshooting Tips

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

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

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

If the Touch Screen repeatedly 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.



Maintenance of Kiosk

Cleaning and Maintenance

Touch Screen

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

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

Dirt and fingerprints do not affect the operation of a properly sealed AccuTouch, or IntelliTouch touch display.

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

Stainless Steel Cleaning and Maintenance

The brushed Stainless Steel should be cleaned with a Stainless Steel Cleaner and a damp cloth. Please read and follow all the directions on any product you use. This is available at most automotive, boat and hardware stores. **Be careful not to get this on the monitor since this is mild abrasive.** Do not use a Polishing Wheel on the front of the Free Standing Kiosk. If you have damage to the front call us and we will help you resolve this.

Painted Enclosure Cleaning and Maintenance

Use a mixture of warm water and dish soap to gently clean the outside of the enclosure. Use a soft cloth and avoid excess scrubbing. **DO NOT** wipe down any electronics (keyboard, credit card reader, etc) with a wet solution.



Warranty

Policy

Limited Warranty

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

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

Returned Item

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

Shipping

If an entire Kiosk is being shipped to Advanced Kiosks it must be shipped freight. Reverse the *Unpacking the Kiosk* instructions. Shipments will not be accepted without and RMA number. Any item shipped to Advanced Kiosks must be well packaged. We are not responsible for damage due to poor packaging