



Engage Interact Satisfy



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

Owners Manual for  
*Merchant Max* with WiFi,  
Mag Strip Reader, VOIP,  
and Printer options.

AK-MM-OM-08/01/18

# Table of Contents

<b>INTRODUCTION</b> .....	<b>3</b>
PRODUCT DESCRIPTION.....	3
PRECAUTIONS .....	3
OUR SUPPORT .....	4
<b>GETTING STARTED</b> .....	<b>5</b>
INSPECT BOXES.....	5
UNPACKING THE KIOSK .....	5
<b>INSTALLATION</b> .....	<b>7</b>
INSTALLING THE KIOSK.....	7
<i>Location</i> .....	7
<i>Securing the Kiosk to the Floor</i> .....	7
<b>ASSEMBLING THE KIOSK</b> <b>ERROR! BOOKMARK NOT DEFINED.</b>	
<i>Assembling the Top and Bottom Sections</i> .....	<b>Error! Bookmark not defined.</b>
<i>Installing the Computer</i> .....	8
<b>SETUP AND OPERATION</b> .....	<b>10</b>
BASIC SETUP .....	10
<i>Before Powering On the Kiosk</i> .....	10
<i>Startup</i> .....	10
<i>Back Up Your Information</i> .....	11
<b>SPECIFICATIONS</b> .....	<b>12</b>
COMPUTER .....	12
<i>Mini-ITX Main board</i> .....	12
<i>Power Req</i> .....	<b>Error! Bookmark not defined.</b>
<i>Monitor</i> .....	12
<i>Kiosk Physical Specs</i> .....	13
<i>Requirements</i> .....	13
<i>Equipment Manuals</i> .....	13
SOLVING PROBLEMS .....	15
<i>Troubleshooting Tips</i> .....	15
<b>MAINTENANCE OF KIOSK</b> .....	<b>16</b>
CLEANING AND MAINTENANCE .....	16
<i>Touch Screen</i> .....	16
<i>Painted Enclosure Cleaning and Maintenance</i> .....	16
<b>WARRANTY</b> .....	<b>17</b>
POLICY .....	17
<i>Limited Warranty</i> .....	17
<i>Returned Item</i> .....	17
<i>Shipping</i> .....	17



# Introduction

## Product Description

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The Merchant Max features include a 32" LCD touch screen monitor, amplified stereo speakers, Wi-Fi and a all steel enclosure for sturdy and trouble-free use. With options such as, credit card reader, label, or receipt printers, and bar code scanners, the Merchant Max can be customized to suit a wide range of needs.

The Merchant Max is powered by a i3 Processor, 4 GB of ram, a 120 GB SSD, and Windows 10 Professional.

## Precautions

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- **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.
- The *Merchant Max* has been designed for indoor use only. Outdoor use to the Merchant Max-Power 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 option 2, or email us at [technical@advancedkiosks.com](mailto:technical@advancedkiosks.com). Hours are Monday through Friday, 9:00 am to 5:00 pm EST

## Our Support

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The Merchant Max is a 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.

# Getting Started

## Inspect Boxes

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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

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



**Two Merchant Max On Pallet**



**Merchant Max Before 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.

You will find the keys to the kiosk loosely cable tied to the power cord. **Carefully** remove the cable tie. 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

## Installing the Kiosk

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The *Merchant Max* can be left free standing with our base, secured to the floor permanently, or mounted to the wall. Find a suitable location that you would like to mount the kiosk.

### Location

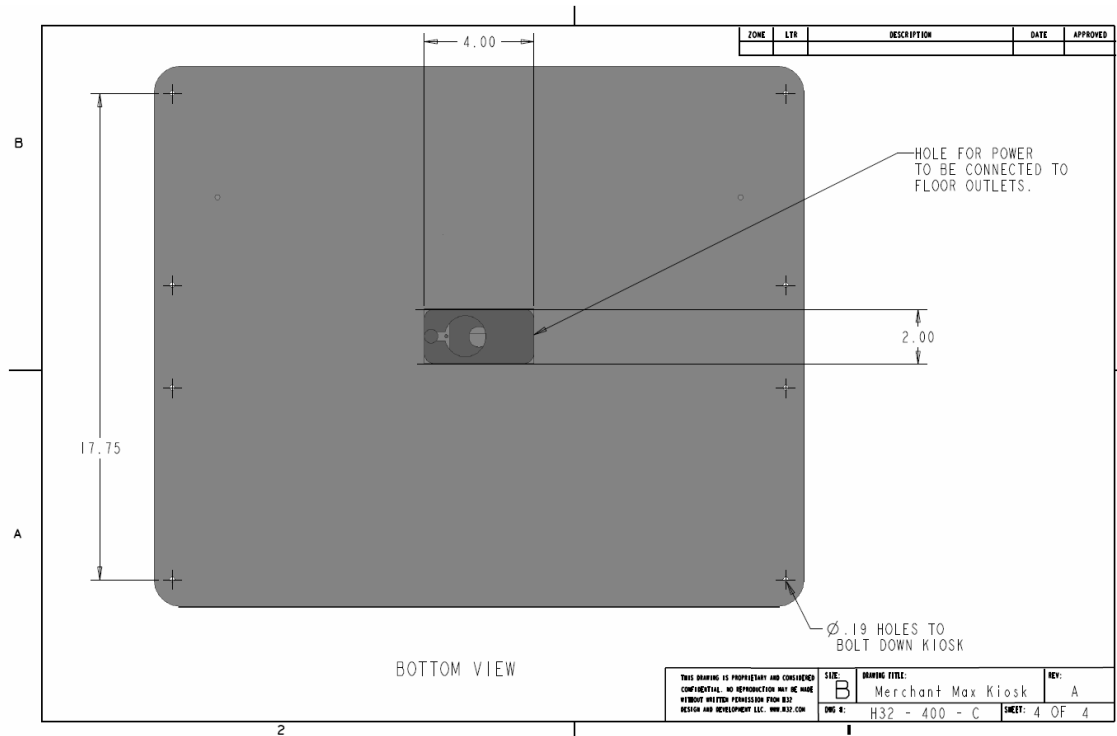
The location for the kiosk should be clear of any items on the left side of the kiosk to allow for proper air flow. Also note the location should not be an area where a heating vent is directly venting on the kiosk. A level floor is required to prevent tipping.

### Securing the Kiosk to the Floor

Use four #10 expandable anchor bolts to secure the kiosk to a cement floor. Follow the instructions that are provided with the anchor bolts. For wood floors use four #10 wood screws, 2 inches long. Each screw must be able to take a pull force of 350 lbs and must securely go into the sub-flooring. If there is any question on the stability of the kiosk, move it to a more secure location

*Note: Shims may be needed and you should check the level of the kiosks on the front and the side.*

The holes in the bottom of the kiosk are 0.20 diameters. If a larger anchor bolt is needed these holes can be drilled out to be made larger. Use at least a #10 anchor bolt - nothing smaller. With all mounting options please be sure that the washers are used. Each connection should have a flat washer and a lock washer.



## Installing the Computer

Install the computer into the shelf of the kiosk. This is accomplished by opening the bottom door. Plugging in the cables *before* the computer is physically inside the kiosk may be easier. Set the computer right next to the kiosk's opening and plug the cables in there. Align the sticker on the front of the kiosk to the sticker on the shelf to see the correct placement of the computer. Each point of the arrows should be touching.

The following cables should be connected for a standard Merchant Max:

*Note: The USB plugs are not port specific and can use any open USB port*

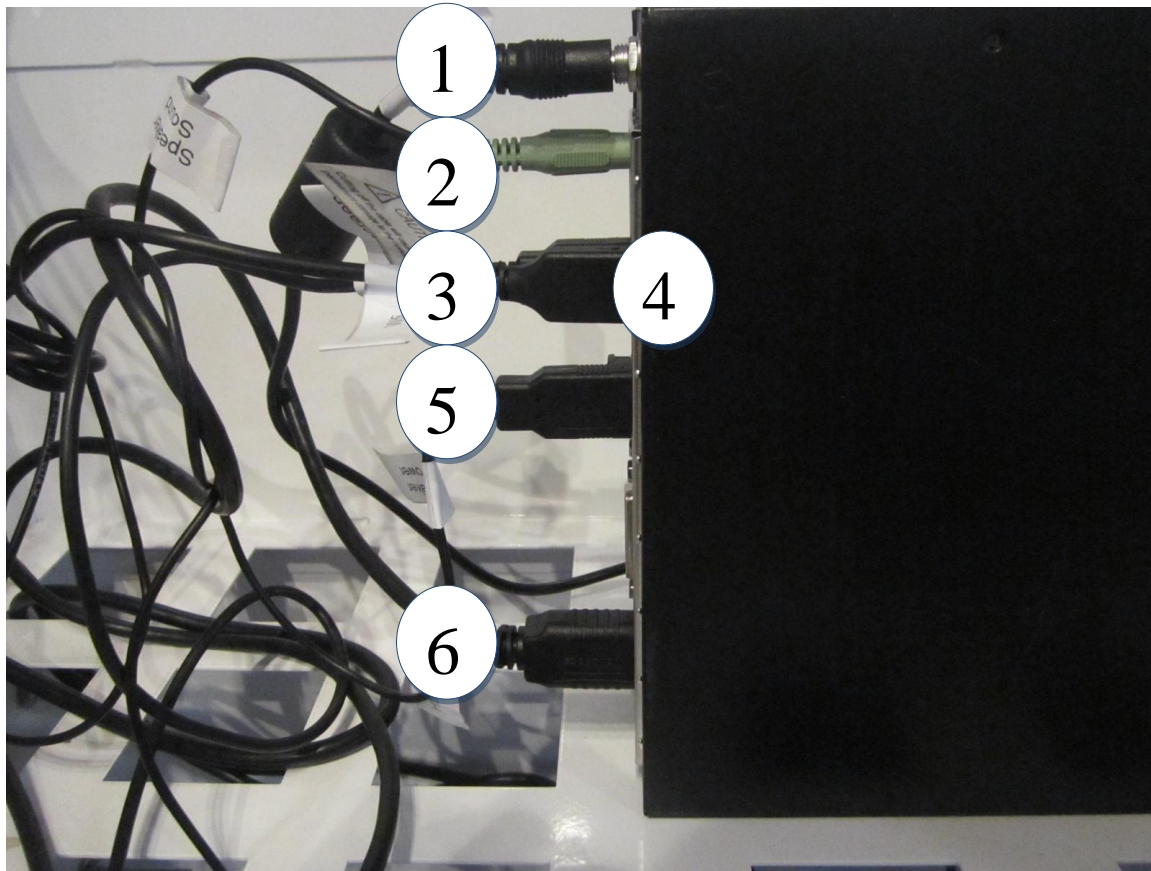
### Cables to Computer

Monitor – HDMI  
 Speaker – USB and 3.5 mm TRS plug  
 Network Cable – Cat5 plug  
 Wi-Fi – USB(x2)  
 Power Cable

### Optional Equipment

Printer – USB and Power  
 Camera - USB  
 VOIP Handset – 3.5mm plugs x2  
 Bar Code Scanner - USB  
 Credit Card Reader - USB





- 1.** Power Cord
- 2.** Stereo Jack
- 3.** Touch Screen
- 4.** Wifi
- 5.** Speaker Power
- 6.** HDMI Cable

*Note: With additional peripherals there will be more USB plugs. If the rear ports are filled, there are an additional 2 in the front.*



# Setup and Operation

## Basic Setup

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The kiosk is shipped with a full, standard installation of Windows 10 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 top 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".

If the touch screen needs configuration (pointer doesn't follow your finger), "Align" the monitor by selecting the "Touch Screen Calibration" icon located on your desktop.

A copy of this Merchant Max manual is located on your desktop.

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

### **Desktop>Kiosk Files**

The Merchant Max 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.



# Specifications

## Computer

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

### Mini-ITX Main board

OS	Windows 10 Professional
Processor	Intel i3
System Memory	4GB DDR3
Graphics	Intel HD Graphics
Storage Device	120GB Solid State Drive
Operating Temperature	0°C to 60°C (32°F to 140°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 Chipset	Realtek 8111F
Max LAN Speed	10/100/1000Mbps
USB 2.0	4 x USB 2.0
USB 3.0	2 x USB 3.0
Video Ports	1 x HDMI, 1 x VGA, 1 x DVI
Audio	3 Ports

## Monitor

### 32.0" Touch Screen

Aspect Ratio	Aspect 16:9
Touch Technology	Infrared
Display Technology	TFT LCD with LED backlight
Native (Optimal) Resolution	1920 x 1080
Brightness	350 nits
Response Time	5.4msec

Viewing Angle	Horizontal: 178° total
	Vertical: 178° total
Contrast ratio (Typical)	Contrast 3000:1
Power Supply	12VDC
Power Consumption (Typical)	40W
Temperature	Operating: 0°C to 50°C (32°F to 122°F)
	Storage: -20°C to 60°C (-4°F to 140°F)
Humidity	Operating: 10%-90%
	Storage: 10%-90%
MTBF	50,000 hours

### Kiosk Physical Specs

<b>Weight (lbs.)</b>	137 lbs.
<b>Dims (L x W x H)</b>	
<b>Inches</b>	12"L x 20"W x 60"H
<b>Footprint w/base</b>	28" L x 28" W
<b>Voltage Input</b>	
<b>Range</b>	100-240VAC
<b>Watts @ 110VAC</b>	64.9 W

### 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	

### Equipment Manuals

The documentation included with the Merchant Max's components has been included with your kiosk.

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

**Desktop>Kiosk Files**

**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

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For any problems, suggestions, or concerns please call Advanced Kiosk at 603-865-1000 option 2, or contact us at [technical@advancedkiosks.com](mailto: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

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### Touch Screen

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

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

Dirt and fingerprints do not affect the operation of the touchscreen.

### Painted Enclosure Cleaning and Maintenance

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





# Warranty

## Policy

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### Limited Warranty

Your Advanced Kiosks Merchant Max 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 an RMA number. Any item shipped to Advanced Kiosks must be well packaged. We are not responsible for damage due to poor packaging