



KIOSK

Quick Start Guide



Getting Started

Tools You Will Need

Phillips head screwdriver



Box cutter



What You Should Receive with Your Kiosk

Kiosk Keys



This Quick Start Guide



USB Keyboard – Standard or Mini



Inspection

Before signing for the kiosk shipment, you must fully inspect all pallets, boxes or crates for any signs of damage. If there is damage, it must be noted on the acceptance sheet. If you have a camera, take a picture of the damage.

Do not open a damaged box or pallet. Call us immediately at (603) 865-1000 so that we can help resolve any potential issues.



Unpacking the Kiosk

CRATE SHIPMENTS:

If your kiosk arrived in a crate, carefully remove the screws around the edge of the crate cover. Then lift the cover off and set aside.



If the kiosk is one of the free standing models, gently tip the crate up on end so the kiosk is resting on its base (Use two people to do this).

This will make it easy to slide the kiosk out of the crate and remove the packaging material.



Unpacking the Kiosk

PALLET SHIPMENTS:

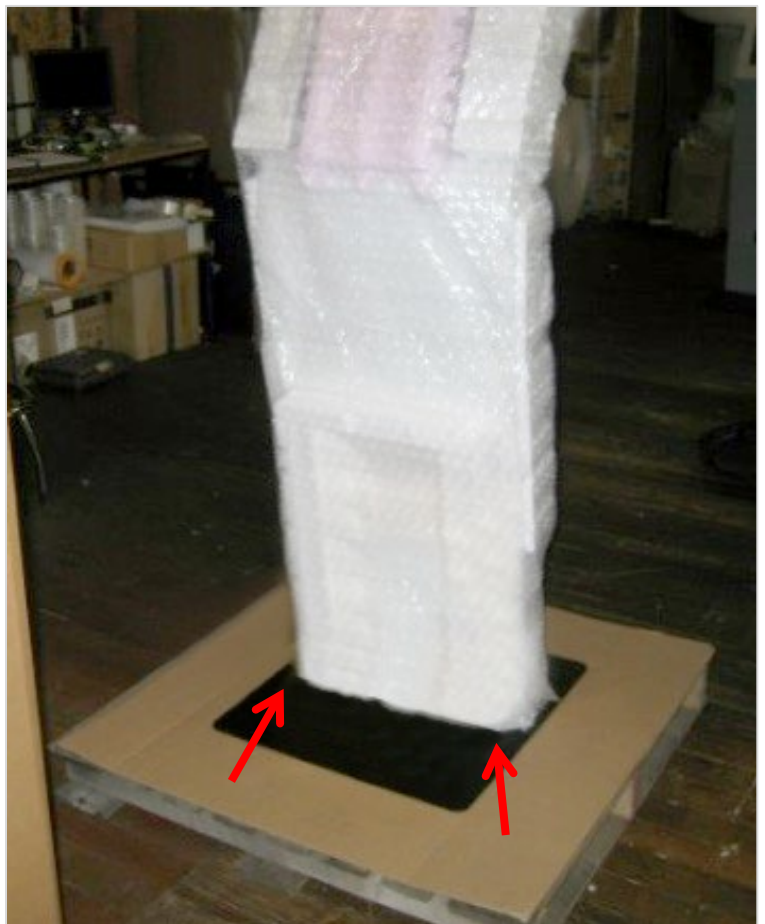
If the kiosk arrives on a pallet, remove the plastic shrink wrap and cut the straps that are around the box.

Certain kiosk models will have two screws securing the kiosk base to the pallet. Remove these screws and any remaining shrink wrap or protective shipping materials from the kiosk.

The kiosk can then be carefully removed from the pallet and moved to its location.

The location where the kiosk will be used must have access to power and, in most cases, will require internet connectivity.

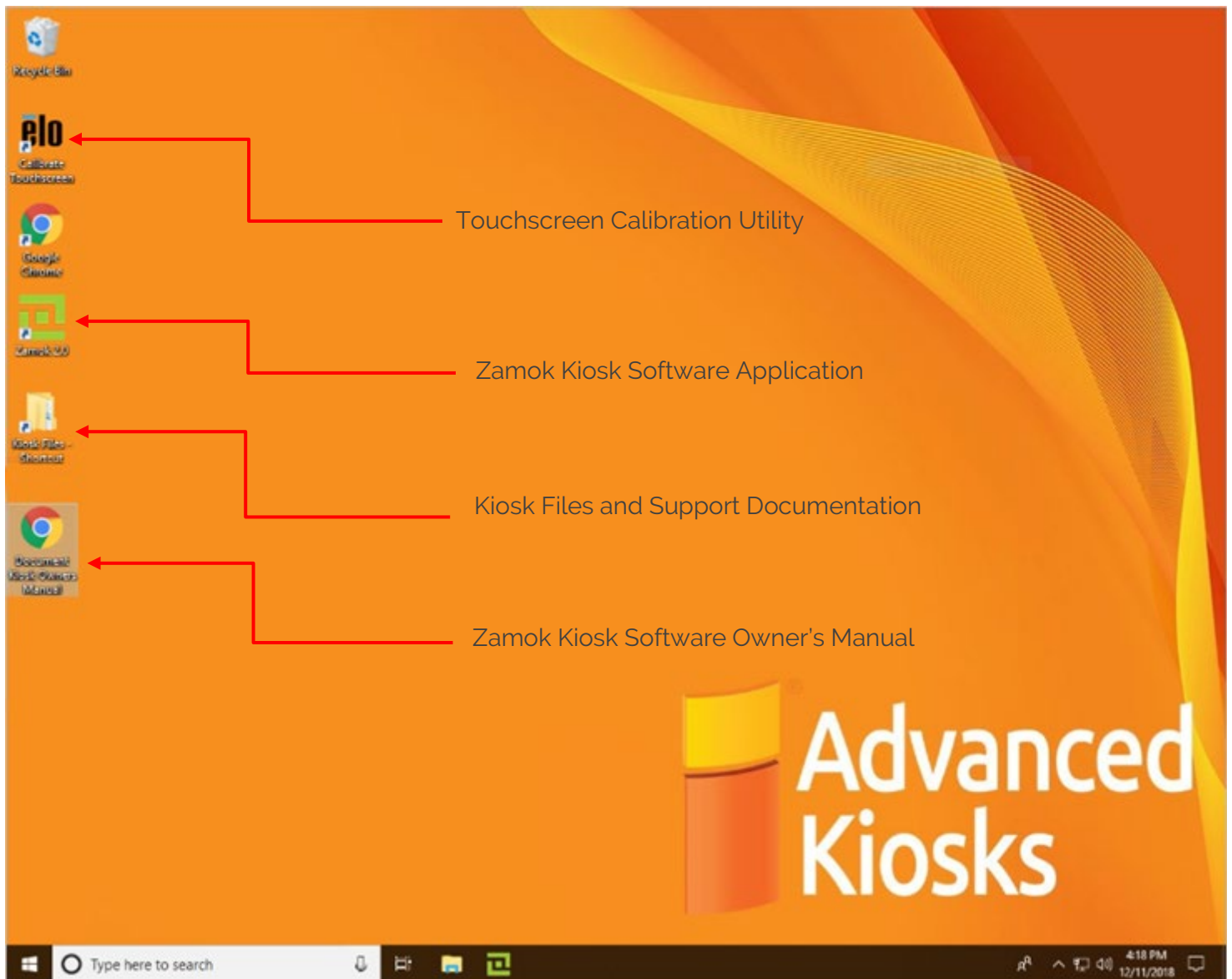
Note: Retain all protective packaging materials in case your kiosk needs to be returned to the factory for any reason.



Power up the Kiosk

When the kiosk is plugged into an electrical outlet, the kiosk computer will automatically power on. Once the boot-up process is complete, you will see the Windows desktop appear on the kiosk display.

The desktop will have several icons that you should be able to identify, as shown below.

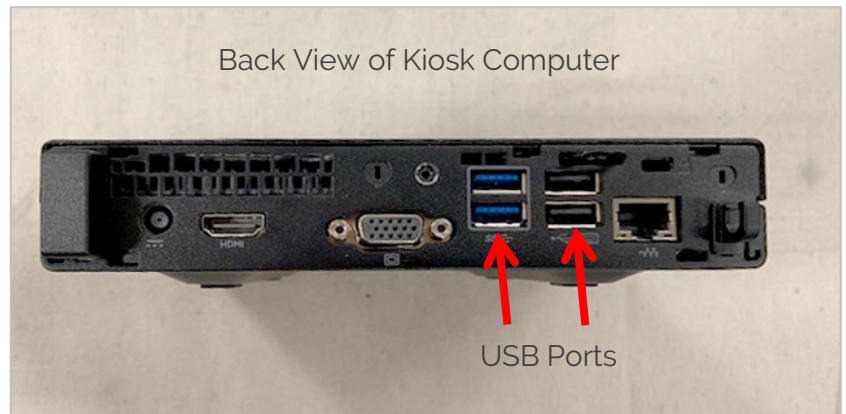


Connect the USB keyboard

Kiosk models will vary in the placement of available USB ports. If your kiosk model does not have an available USB port visible on the outside of the kiosk, use the kiosk keys provided to open the back-access panel and locate the internal computer.

In most cases the USB ports on the internal computer will be easy to see and access. Certain kiosk models may require a USB adaptor (adaptor will be supplied with those models).

Once you locate an available USB port, plug in the external keyboard supplied with your kiosk while you complete the set-up process.



Connect to the internet

An internet connection is required to use your kiosk. You can connect any Advanced Kiosks model to the internet using either Wi-Fi (📶) or by wiring with an ethernet cable (🖨️). Kiosks can also be ordered with an upgrade option which allows the use of cellular data.

Using the touchscreen, navigate through the standard Windows configuration steps to enable internet access on your network. If you are not familiar with these steps or are not sure about the credentials required to access the LAN or Wi-Fi network, contact your organization's system administrator for assistance.

ZAMOK Kiosk Software Application *(On the kiosk)*

Once the kiosk is successfully connected to the internet, use the external keyboard or touchscreen to double click the ZAMOK Software icon on the desktop.

If your kiosk has been preconfigured to automatically login to your ZAMOK account, the screen will display the user content you requested. Otherwise, you will be prompted with a ZAMOK login screen as shown.

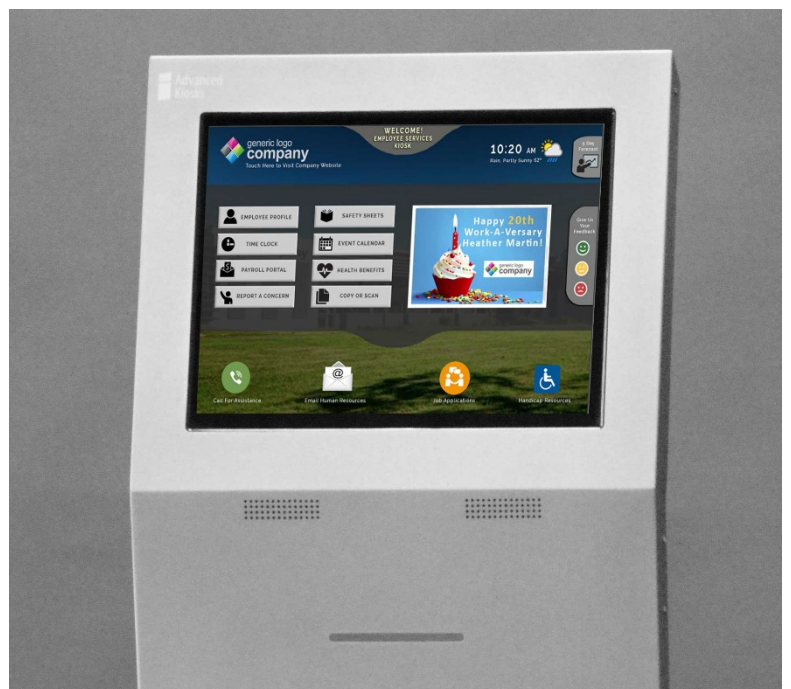
**Please enter the account information provided by your Advanced Kiosks sales representative or support specialist.*



The user interface will be displayed on the screen, as in the example to the right.

Updates and changes can be made to the interface using your ZAMOK Software dashboard from any desktop computer (see next section).

A single ZAMOK administrator account can be utilized on multiple kiosks.

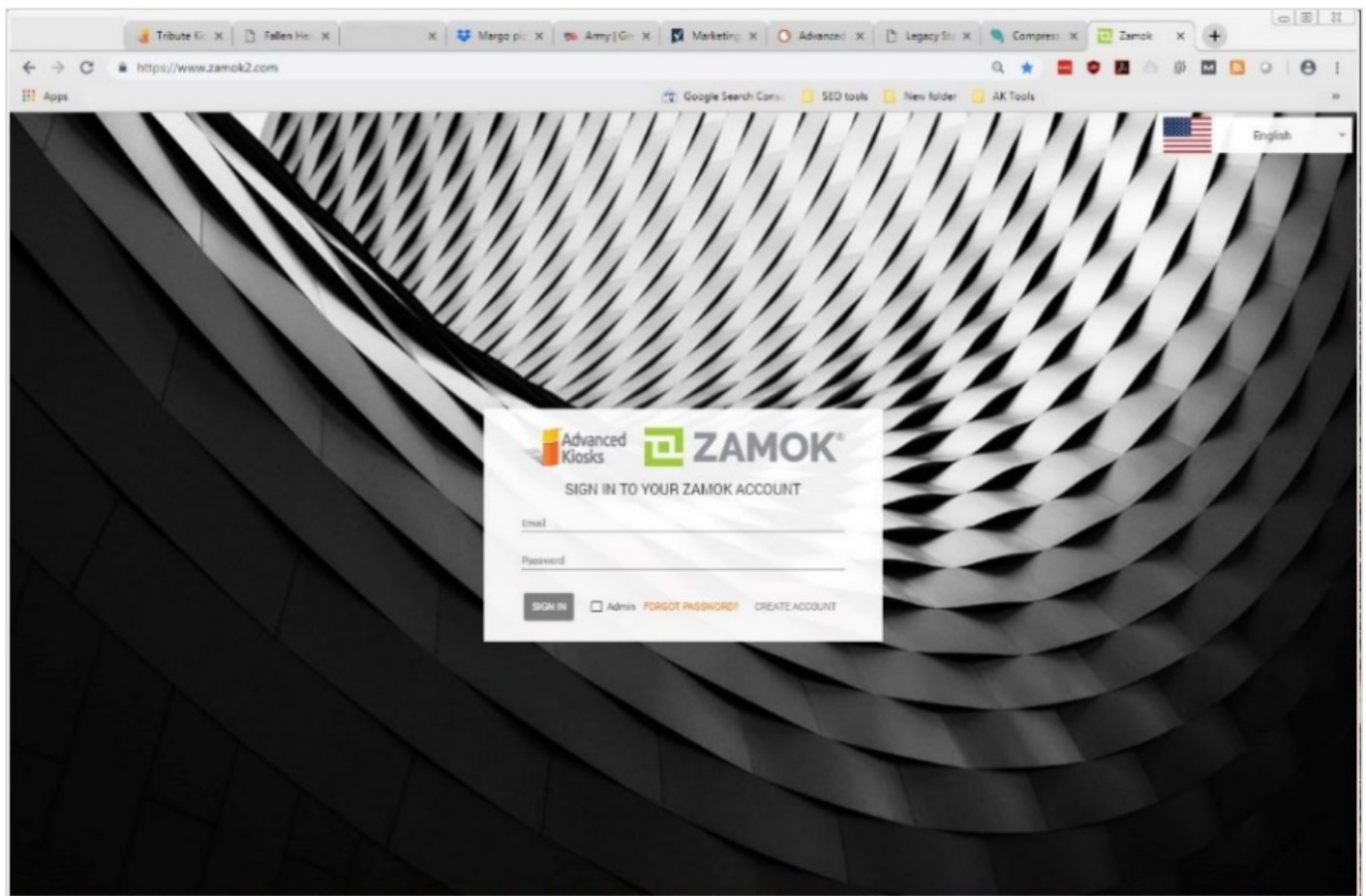


ZAMOK Kiosk Software Dashboard *(At your desktop computer)*

Your ZAMOK Kiosk Software account is cloud-based which allows you to configure, monitor and make changes to all your kiosks right from your own desktop computer.

Using a **Google Chrome** web browser, go to: www.zamok2.com

You will be presented with a login screen where you will enter the same account information as you did on the kiosk.



ZAMOK Kiosk Software Dashboard *(At your desktop computer)*

The ZAMOK Kiosk Software dashboard provides a wealth of kiosk administration tools. This area displays an overview of all kiosks associated with your ZAMOK administrator account and provides the ability to monitor and manage those kiosks remotely. Changes you make here will be reflected on your kiosk(s).

For more details about using the ZAMOK Software dashboard interface, please review the ZAMOK Kiosk Software online documentation at:

advancedkiosks.com/product-documentation

The screenshot shows the ZAMOK Kiosk Software Dashboard in a web browser. The browser address bar shows <https://www.zamok2.com>. The dashboard has a dark header with the ZAMOK logo and a 'Freestanding Kiosk' button. A left sidebar menu contains links to Dashboard, Managed Accounts, Settings, Updates, Account, and Kiosks. The main content area is divided into three sections: SIGN-IN HISTORY, ACCOUNT HISTORY, and SESSIONS. Each section contains a table of data and a filter button.

Menu

- Dashboard
- Managed Accounts
- Settings
- Updates
- Account
- Kiosks

ZAMOK Freestanding Kiosk

SIGN-IN HISTORY

Date	IP Address	OS	Browser
12/3/2018, 3:46:52 PM	75.69.109.110	Windows 10	70.0.3538.102
11/30/2018, 4:57:05 PM	75.69.109.110	Windows 10	70.0.3538.102
11/19/2018, 10:08:31 AM	75.69.109.110	Windows 7	70.0.3538.102
10/26/2018, 10:40:25 AM	65.175.199.29	Windows 10	69.0.3497.100
12/3/2018, 3:21:15 PM	75.69.109.110	Windows 10	70.0.3538.102

Filter [] [Download]

ACCOUNT HISTORY

Date	Action
10/26/2018, 10:36:09 AM	Account created
10/26/2018, 10:40:25 AM	Email verified
10/26/2018, 10:42:21 AM	Grant access
10/26/2018, 10:42:18 AM	Grant access
12/7/2018, 3:56:02 PM	Webview settings saved

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SESSIONS

Kiosk	Start	End
Marketing Test 1	12/10/2018, 11:55:12 AM	12/10/2018, 11:59:37 AM
Marketing Test 1	12/7/2018, 4:19:00 PM	12/7/2018, 4:21:23 PM
Marketing Test 1	12/7/2018, 3:54:46 PM	12/7/2018, 4:02:14 PM
Marketing Test 1	12/7/2018, 3:52:07 PM	12/7/2018, 3:54:29 PM
Marketing Test 1	12/7/2018, 3:46:38 PM	12/7/2018, 3:49:00 PM

Filter [] [Download]

Green checkmark icon in the bottom left corner.

Additional Resources

Kiosk Manuals

Please download and review the Kiosk Owner's Manual for your specific kiosk model from our website at: advancedkiosks.com/product-documentation

A variety of support documents that may be required for use of the kiosk are located inside of the Kiosk Files directory on your kiosk computer. Select the Kiosk Files shortcut on the desktop and navigate through the folders and files within.

Touchscreen Alignment

When you first turn on your kiosk, or after long periods of heavy use, the touchscreen may become misaligned and lose accuracy. To correct this, the touchscreen must be re-aligned. This can be done with the "Calibrate Touchscreen" utility. Select the shortcut on the desktop of the kiosk computer to launch the utility. You will be presented with a list of options. Choose the "Align Elo Monitors" option and follow the onscreen instructions.

Cleaning and Maintenance

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 a non-sealed unit and cause damage. Dirt and fingerprints do not affect the operation of a properly sealed touch display.

Stainless Steel Cleaning and Maintenance: The brushed Stainless-Steel enclosures should be cleaned with a stainless-steel cleaner and a damp cloth. This is available at most automotive, boat and hardware stores. Please read and follow all the directions on any cleaning product you use. Be careful not to get stainless-steel cleaner on the monitor since this is mild abrasive. Do not use a buffing wheel on the body of the kiosk.

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.

Support Information

Knowledge Base

Search our online database of support issues, documentation and FAQs:

advancedkiosks.com/knowledgebase

Technical Support

Customers who have purchased Advanced Support service can call: (603) 865-1000, select option 2 or email support@advancedkiosks.com

Advanced Support

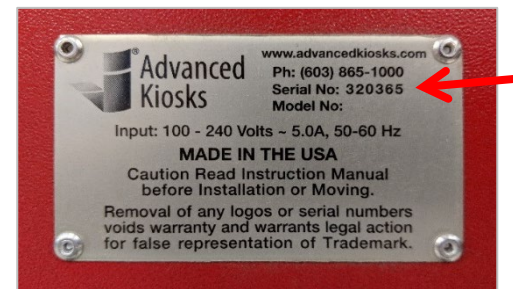
Advanced Support service is purchased per kiosk on an annual basis and includes the following:

- All software updates for Zamok Kiosk Software.
- Priority phone support, weekdays, 9 to 5 EST with our experienced technicians.
- Priority processing of any hardware that requires repair.
- Technicians will utilize remote access to log into your kiosk for diagnosis and support, providing the kiosk has an internet connection and your network allows this.

If you wish to purchase Advanced Support service for your kiosk, please have your kiosk serial number ready and contact a sales representative by calling (603) 856-1000, select option 1

Kiosk Serial Number

Each kiosk we ship has a metal plate installed with the kiosk serial number and other important information. This ID plate will typically be located somewhere on the back of the unit. Please note your product serial number for your records and any support services.



Notes:

CONTACT

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