ADVANCED KIOSKS

COMPACT POWER
USER MANUAL

Version 1.2

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OUR MISSION

To help people and businesses bring their services to those who need them through the art of engineering, quality craftsmanship, and the innovative nature of self-service technology
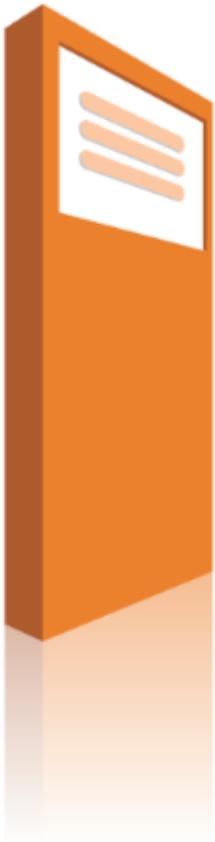
A word from Advanced Kiosks President
Howard Horn II

It has been over 15 years since we began our journey in the self-service industry, and even now there are still plenty of things that can surprise us as this field continues to grow. That being said, it would be easy to understand how someone new can have a hard time making sense of it all. Between the varying terminology, hardware, software, and differing degrees of support, anybody who is just hunting for a solution can become rather disoriented in the mix of it all.

So, in response to the ever increasingly dynamic environment of customer interactive devices and service, myself and the Advanced Kiosks team have decided to put our decade and a half of experience to good use beyond our typical operations to help readers such as yourself, to better understand what is going on out there. To help break down and consolidate the information you need to know to find out if self-service is right for you and your organization, how it works, what its value is, and what it takes to keep it running the way it should.

It is in hopes that through materials such as this document that we can educate (and on occasion maybe entertain) potential self-service buyers on the correct terminology and services in which to better find what they need.

Thank you for your interest, and please feel free to enjoy our available resources as you'd like.   We look forward to helping you and your business succeed, and hearing back from our customers!

Best Wishes,

H.H.

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Product Description

The Compact Power Kiosk features a 17" LCD touch screen monitor, an attractive, brushed stainless steel, 16-gauge front and an all steel enclosure for sturdy and trouble-free use. Included are amplified stereo speakers and Wi-Fi with a high gain antenna.

The Kiosk is powered by a 2.8 GHz Dual Core Processor, 2 GB of Ram, and a 60 Gb SSD. The Compact Power operates 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.
- Permanent mounting must only be done by trained electrician.
- The *Compact-Power Kiosk* has been designed for indoor use only. Outdoor use to the Compact-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, or email us at technical@advancedkiosks.com. Hours are M thru F, 9:00 am to 5:00 pm EST

Our Support

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 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:

    o Network questions. This is not part of our equipment and we do not know your network, so we cannot help you here.

o   Virus questions - this is also part of your network/software.
o   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 unpack your kiosk inspect all boxes to ensure that none of your boxes have been damaged. Depending on the options you have purchased, you should have received one box, 30 by 24 by 10 inches. If there is damage to any box, call the shipping company immediately. Your kiosk has **been shipped fully insured,** so please keep any shipping paperwork, boxes and packing material. It is recommended that you take pictures of the damaged boxes before opening. Any damage due to shipping must be report to Advanced Kiosk within 48 hours of the arrival of the shipment.

Unpacking the boxes

You will find the keys to the kiosks loosely cable tied to the power cord. **Carefully** remove the cable tie. The hardware and software are contained in a bag, inside the box. Keep the keys in a safe place.

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

There is a tight seal between the door and the case of the kiosk. Because of this you may have to gently push on the door to compress the gasket while turning each key. It is a counter clockwise rotation to open the door. Follow this same procedure to lock the door, but turn the keys in a clockwise direction.

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

INSTALLATION

Mounting the Kiosk

The Compact-Power Kiosk can be mounted to the wall permanently, or temporarily. Select a location that you would like to mount the kiosk.

Location

The location for the kiosk should be clear of any items **four** inches on either side of the kiosk to allow for proper air flow and the door to open. Also note the kiosk should not be placed in an area where a heating vent is directly venting on the kiosk. Use **Figure 1** for dimensional relations between the mounted kiosk and the wall mount.

Continued on next page.....
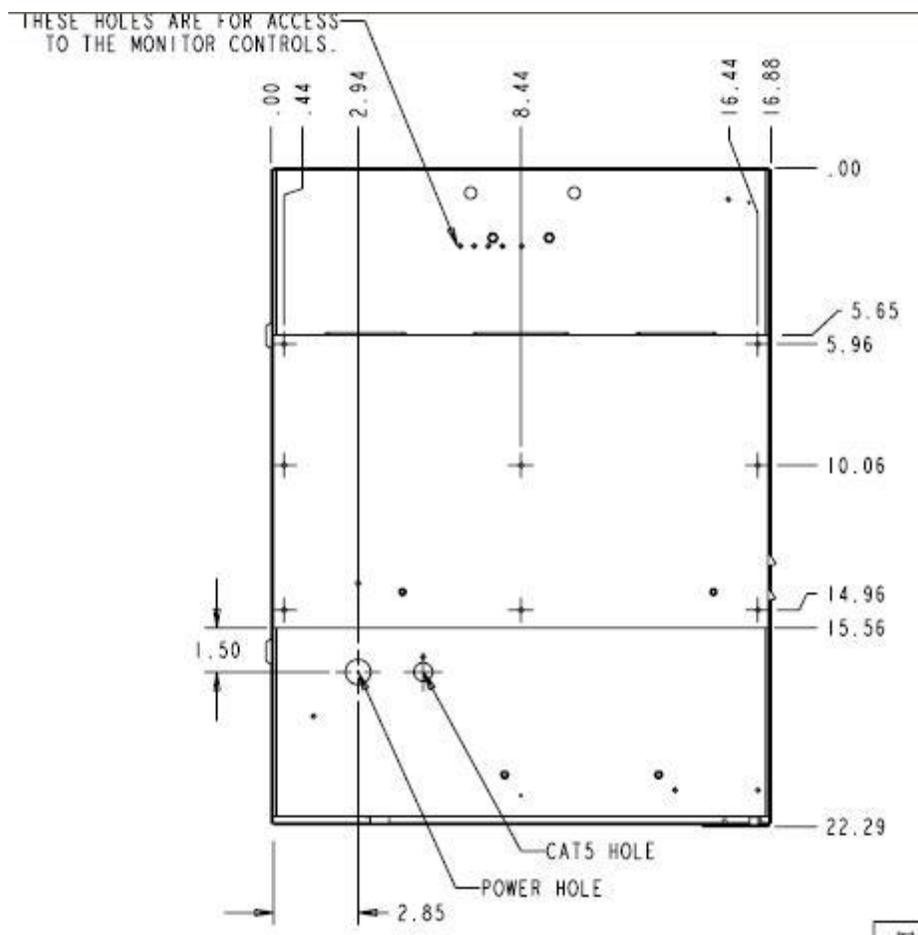
Figure 1: Back of Kiosk With Wall Mount in Place

The wall mount as seen in **Figure 1** has eight holes to secure it to the wall. A minimum of four screws **must** be used. The combined load carrying capacity of these fasteners must be at least **150 lbs**. Note the following in choosing your location:

- Flat headed screws should be used to secure the mounting bracket to the wall. Wood screws have been included with your parts hardware. If you are mounting to metal studs use metal stud fasteners.
- It is best to mount the kiosk to studs. The holes on the sides are at 16 inches on center. If these do not meet your needs, it is acceptable to drill new holes as needed as long as the new holes are counter sunk, so they install flush with the wall mount. Any fastener combination must be able to take a **150 LB** vertical load.
- Use the Dry Wall Anchors Table to help determine your load capacity. If you are not mounting to studs use the table below to help determine your fastener load capacity. If you are unsure if the bracket can take this load, it is suggested that you locate your anchor to a wall stud or other wall support.

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

Figure 2

- Use double sided tape to hold the mount in place while it is being fastened in place. Ensure that the mount is level - it is best to get one screw started, then level the wall mount, then put in additional support screws.
- Install the top of the mounting bracket 6.5 inches below where you want the top of the kiosk. The common height for the top of the kiosk is 61 inches from the floor. If this is what you want mount the top of the bracket 54.5 inches from the floor.
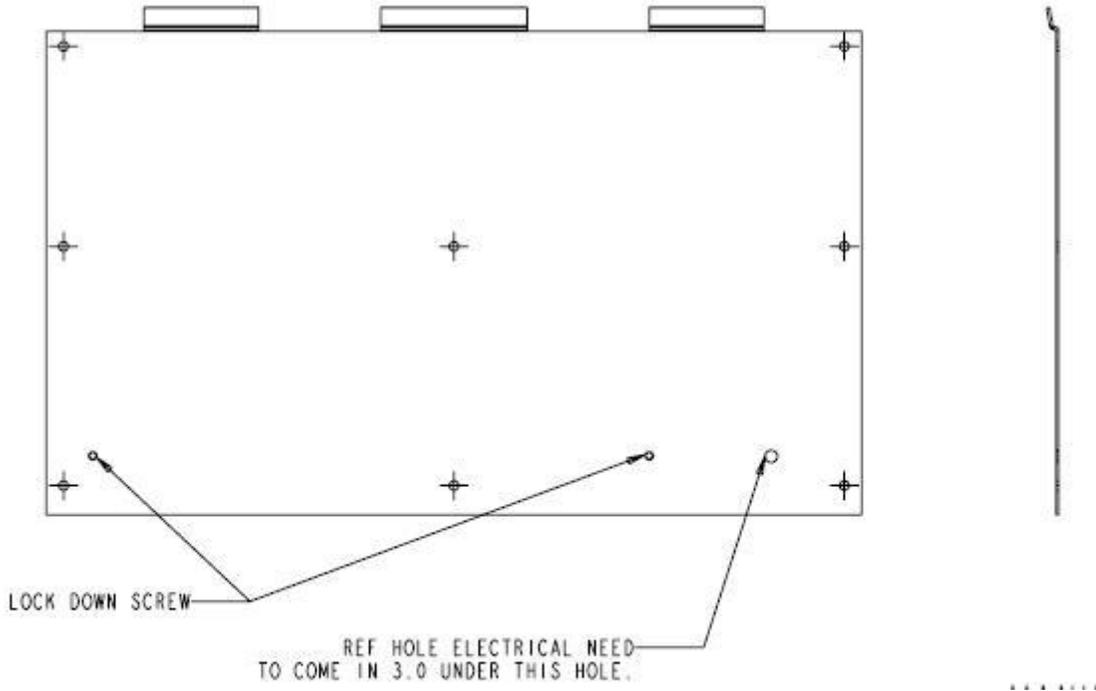
Figure 3: Wall Mount, Front and Side View

After the wall mount has been secured to the wall, you can now hang the Compact-Power Kiosk on the mount. Line up the slots on the back of the kiosk with the fingers on the wall mount and lower the kiosk onto the mount. When the kiosk is all the way down the locking studs will line up with the holes in the kiosk. Open the kiosk door and tighten the wing nuts, or k-nuts onto the studs to lock the kiosk in place. Your kiosk is now securely mounted to the wall.

Power

There are two electrical options for your kiosk; temporary and permanent mounting. Your kiosk will arrive with our standard configuration, or whichever you have specified.

In this standard configuration, the kiosk will have a typical strain relieved power cord. The power switch is located on the high-power area cover and can only be accessed from the inside of the kiosk as well as the in-line, fuse (3A, 250V). A grounding stud in the power area is used.
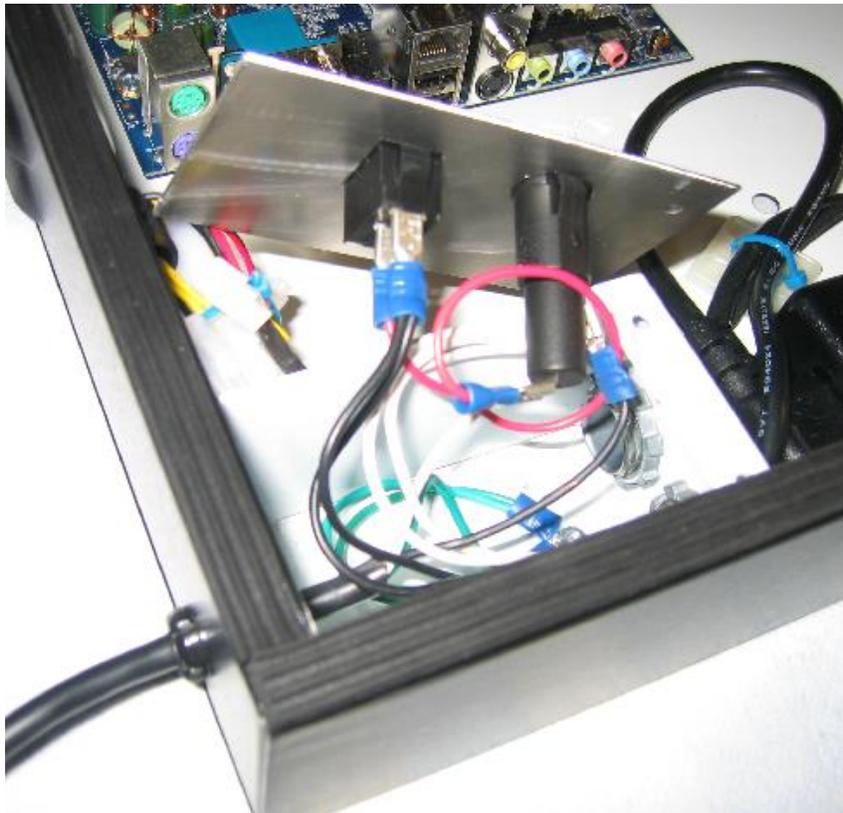
This pictures shows the wiring before shrink tubing is added.

Permanent Mounting

When permanently mounting, the kiosk the electrical wire is brought in from the back of the kiosk through the knock out hole provided and into the high-power area of the kiosk, through electrical clamp in the high power area. Wiring of the kiosk *must* follow all local codes. This *must* be done by a certified electrician. If you are removing the cord to permanently mount the kiosk, the hole left by the power cord *must* be sealed with a metal plug that is tamper resistant. This is a .50 diameter hole and a plug is provided in your miscellaneous parts. Contact Advanced Kiosks with any questions.

Installing Optional Equipment

VOIP Installation

To prevent risk of dropping the kiosk during installation, **TWO** people are briefly required to complete this action.

Secure the wall mount unique to the VOIP feature to the wall following the same steps listed under "Mounting The Kiosk".

1. Person #1 needs to hold the kiosk above and to the left of the VIOP handset, so that Person #2 can feed the three plugs into the kiosk through the ½" hole located on the right side, below the upper lock.
2. As Person #1 maneuvers the kiosk to the right and down onto the Wall Mount, Person #2 is required to carefully pull the wires from the VIOP handset into the kiosk.
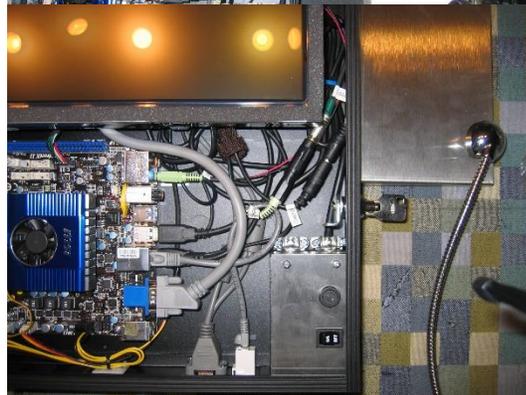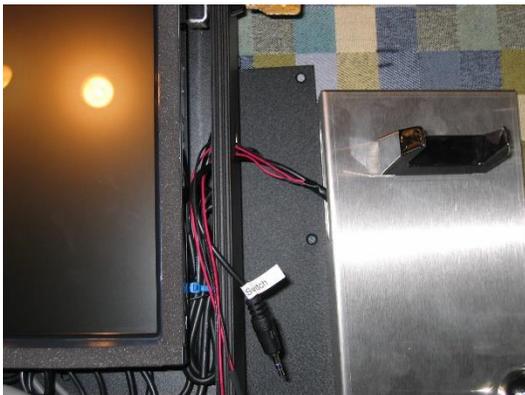
3. The kiosk will drop on to the fingers of the wall mount when it is lined up with the holes on the back of the kiosks.
4. Secure the Kiosk to the Wall Mount with the provided hardware (#8-32 Wing Nuts, or K-Nuts with nut driver).
5. The plugs coming from the VOIP handset:
    a. Connect the plug labeled "Switch" to "Switch" in the Kiosk.
    b. Connect the plug labeled "Speaker" to "Speaker" in the Kiosk.
    c. Connect the plug labeled "Mic" to the corresponding receptacle on the mother board (directly below the Kiosk's green speaker plug).
6. Use the Velcro strap (located in the Kiosk around the "Switch" and "Speaker" plugs), to secure the VOIP wires to prevent them from interfering with the lock mechanism.

If the VOIP feature is not used on a Kiosk constructed for that option, an adapter plug (included with the hardware) will need to be plugged into the Kiosk's "Switch" plug for the Kiosk's speakers to function. Additionally, please insert the included ¾" plug into the hole that the VOIP wires would have entered.

Proceed to your Windows Control Panel to adjust your speaker and microphone volumes. Select the Sounds option and change your settings accordingly.

External Keyboard Installation

1. You will need the following parts. Keyboard assembly, two #8 wing nuts (provided).
2. Feed the USB cable(s) through the ½" round hole in the door. **(Figure 4)**
3. Slide the top of the keyboard assembly into the poster board slot. **(Figure 5)**

4.

Figure 4

Figure 5

4. Line up the studs on the back of the keyboard assembly with the slots on the door.

5. Gently lower the keyboard assembly into the door slots as you pull the USB cable(s) through. The bottom of the flat back will sit on the bottom of the poster board slot.
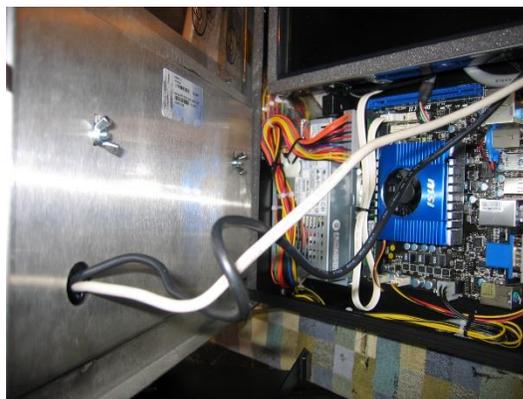

Figure 6

6. Secure the keyboard assembly with two #8 wing nuts. **(Figure 6)**
7. Plug the USB cable(s) into the Mother Board's empty USB slots. Put the shorter poster board in place.
8. Ensure that the USB cable(s) do not interfere with the fan on the Mother Board, or the closure of the door.

SETUP AND OPERATION

Basic Setup

The kiosk is shipped with a full, standard installation of Windows 7 Professional or Windows 10 Professional. Your kiosk is designed to be plug in play, with only minimal assembly required.

Before Powering on the Kiosk

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

The standard kiosk should have these cables plugged into the Rear Panel:

- VGA cable
- Cat5 cable
- 3.5mm Speaker Plug
- 4 USB plugs
    o 1 for Wi-Fi module
    o 1 for Amplified Speakers
    o 1 for Touch Screen
    o

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

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

Note: It is possible for the power cord to exit the rear of the kiosk and connect directly to a recessed outlet, but this **MUST** *be done by a certified electrician. See "Permanent Mounting".*

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

Startup

Turn the power switch "ON".

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 Compact Power Kiosk manual is located on your desktop.

Drivers and other product manuals are located here:

Start Menu>Documents>Kiosk Files

The Compact Power Kiosk comes standard with Wi-Fi. This hardware is installed already. 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

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

Speaker Bar

The speaker bar is mounted in the top of the kiosk. 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, rotate the knob in the center of the speaker bar, or change the volume settings in Windows.
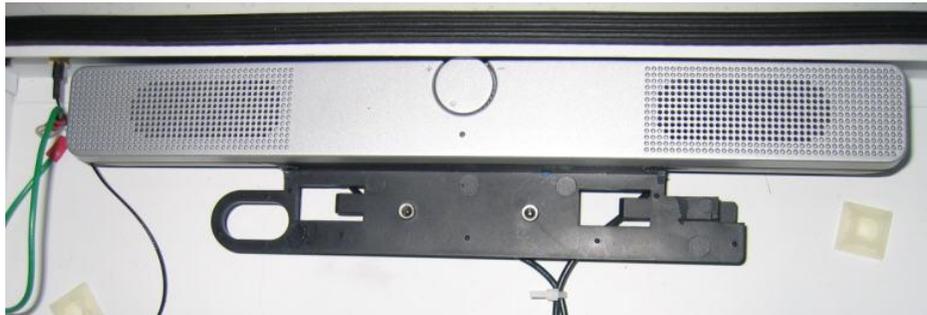
Cooling Fan

The cooling fan is located in the upper right hand corner. Ensure there is nothing on the wall blocking the air flow. This fan is needed in areas where the temperature will exceed 85 degrees Farenheit.

SPECIFICATIONS

Computer

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

Specifications

Processor	2.6 GHz Intel Celeron, dual core
Chipset	Intel H81
Memory Support	2 DDR3 DIMMS support DDR3 1600/1333/1066 MHz Total Max. 16GB
Expansion Slots	1 x PCIe 2.0 x16
Onboard Serial ATA	2 x SATA 6Gb/s port(s), 2 x SATA 3Gb/s port(s)
Onboard USB	8 USB 2.0 ports.
Onboard LAN	Realtek® RTL8111G, 1 x Gigabit LAN Controller
Onboard Audio	Realtek® ALC887 8-Channel High Definition Audio CODEC
Back Panel I/O	1 x PS/2 keyboard/mouse combo port(s) 1 x DVI-D 1 x D-Sub 1 x HDMI 1 x LAN (RJ45) port(s) 2 x USB 3.0 4 x USB 2.0 3 x Audio jack(s)
Onboard I/O Connectors	1 Front Panel Audio 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 kiosks 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	115/230 Vac	2.0 / 1.0 A	50 / 60 Hz
Monitor	19 Vdc	2.65 A	
Monitor Power Supply	100 - 240 Vac	1.5 A	50 / 60 Hz
Fan	12Vdc	.35 /.7 A	47 – 63 Hz
Speaker	5 Vdc	500 mA	

DOCUMENTATION TO RETAIN

With your Compact-Power 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 x110, or contact us at technical@advancedkiosks.com Hours are Monday through Friday, 8:30 am to 5:00 pm EST.

Troubleshooting Tips

If you added or removed a part before the problem stared, 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 Front

The brushed Stainless Steel Front cover should be cleaned with a Stainless Steel Cleaner and a damp cloth. (Elco Laboratories, www.elcolabs.com/products/ssc.htm makes a good product for cleaning SST.) 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 Compact Power Kiosk. If you have damage to the front call us and we will help you resolve this.

WARRANTY POLICY

Limited Warranty

Your Advanced Kiosks Freestanding 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 due to file corruption, or any reason not related to defective hardware, is not included under this warranty and will have associated costs.

Returned Items

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
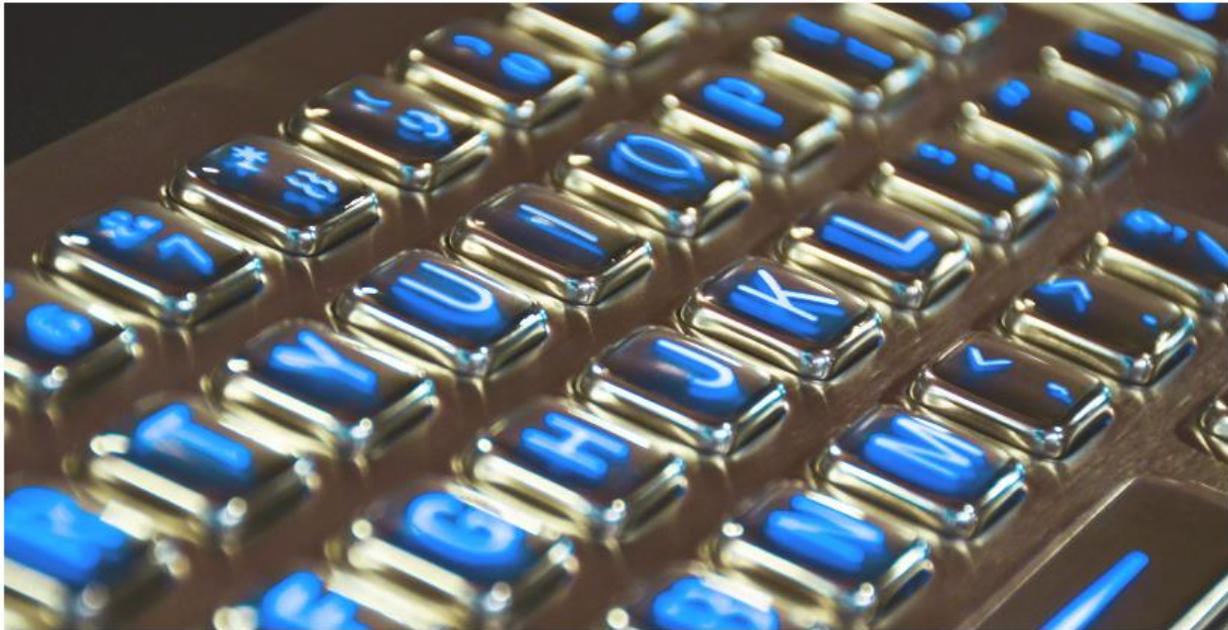
Interactive kiosks are engaging, attractive solutions for nearly every aspect of modern life from promoting and wayfinding, to check-in and standard HR functions.

Self-service kiosks are ideal for business & organizations looking to bring useful services and info that much closer to those who need it.

GIVE US A CALL
1 (866) 783 - 3791
ADVANCEDKIOSKS.COM