Enviro Kiosk

Owner's Manual

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Introduction

Product Description

This state-of-the-art Outdoor Kiosk can take on any environment. With a 19" self-adjusting sunlight-readable monitor with cooling and heating options, the Enviro Kiosk will meet all your outdoor needs.

This kiosk can be bolted directly to a pad. Whatever the situation, your Enviro Kiosk will engage, and interact with your customers *outdoors* - DAY or NIGHT.

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.

- Electrical work should only be done by trained electrician.

- Read Mounting/Installation carefully. **Remove base before installation.**

- 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. Hours are M thru F, 9:00 am to 5:00 pm EST

Our Support

The Enviro 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 read and followed the directions in this document as well as any other corresponding documents for software, or peripherals. These documents are included with your equipment, or are located on the computer.

- 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.

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Getting Started

Inspect Crate

Great care has been taken to ensure that your kiosk is packaged well. Before you sign any paperwork from the shipping company, inspect all crates and boxes to ensure that nothing has been damaged.

If there are any signs of damage, **you MUST note this on the shipping paperwork**. Failure to do so is acknowledgement that you've received the kiosk in good condition which would prevent a claim from being submitted. Pictures still speak a thousand words, so please photograph any and all damage.

Any damage due to shipping **must** be reported to Advanced Kiosk within 48 hours after receiving the kiosk. After this allotted time, shipping insurance is voided. Your kiosk has been shipped fully insured so please keep all shipping paperwork.

Unpacking the Crate

After a thorough inspection of the delivered crate, carefully unscrew the top of the crate. If straps were included (useful if reusing crate, but not necessary) unstrap the kiosk. Use

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two people to remove the kiosk. *Hint: it may be easier to stand crate upright and pull*

the kiosk out. The key to the kiosk will be located in the crate in a separate box.

Useful info: *Write down the number and make that is 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.*

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Installing the Kiosk Enclosure

The Enviro Kiosk should be mounted to a solid surface using appropriate anchors for adhering objects to that surface. A specific anchor may work well for concrete, but may not be appropriate for a wooden surface. It is advised to consult a professional and reference local building codes and regulations to determine the most appropriate, or required anchor.

Location

The location for the kiosk should be on a flat level area and within 50' of an AC power source. The kiosk needs to be fastened to a solid surface for maximum security and safety. Failure to appropriately secure the kiosk to a floor, or pad presents a danger of the kiosk tipping over.

Surface Grade

The surface should slope *away* from the kiosk to prevent the possibility of water accumulating in the bottom of the kiosk. Standing water inside the kiosk will elevate humidity levels beyond acceptable operating conditions.
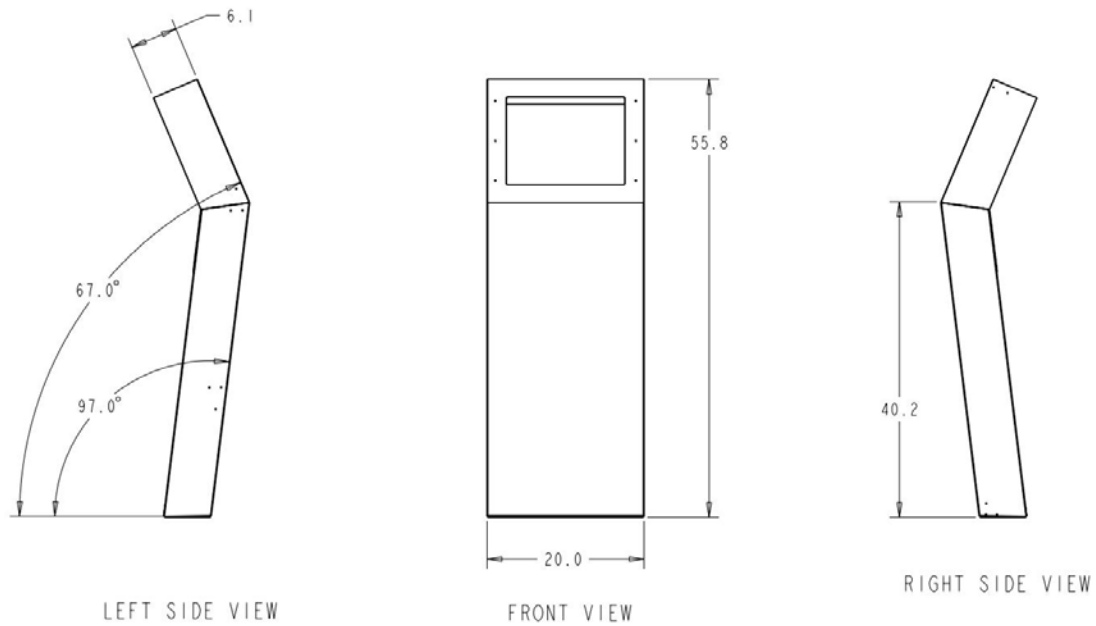
Mounting the Kiosk

The power and the network connection must be brought into the kiosk from one of the three entry holes in the bottom of the kiosk enclosure. For best network results, use a shielded internet connection.
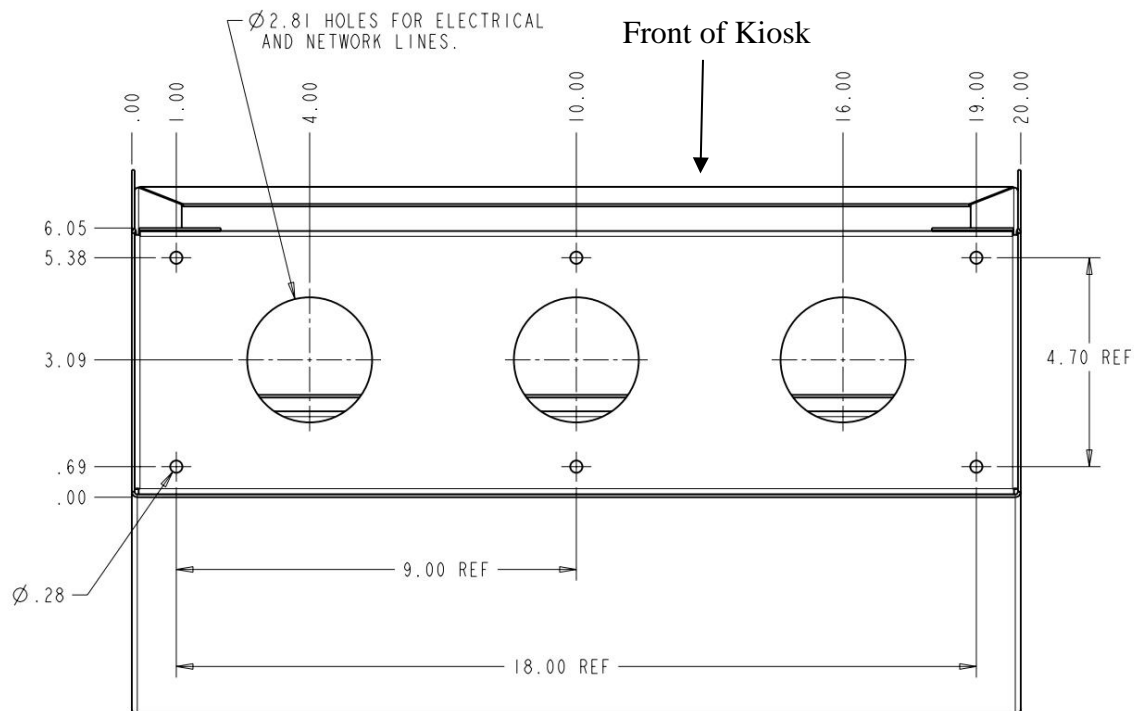
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When mounting to the floor you should use no less than eight, Grade 5, ¼" diameter x 2" length sleeve anchor bolts to secure the kiosk to your selected location's surface. We recommend the following procedure:

1.   Remove the kiosk from the black metal base by unscrewing the 8 bolts that hold the kiosk to the base.

2.   Using ANSI standard drill bits, carefully drill holes in the base material using the base to the kiosk as a guide for hole location. Hole size = Bit size when installing sleeve anchors. Make sure the hole is always drilled 1/2" deeper than the sleeve anchor will penetrate the base material.

3.   Clean the hole of all debris made during drilling, using a brush, vacuum, or compressed air. Debris can prevent secure mounting.

4.   Center kiosk over drill holes.

5.   Sleeve anchors come fully assembled with a nut and washer. It is important that the nut is on the end of the threads to protect the threads during hammering.

6.   Insert the sleeve anchor through the mounting hole and into the hole you drilled in the base material. A hammer will be required to pound the sleeve anchor into the material until the washer and nut are tight against the kiosk.

7.   Tighten the nut until finger tight, always turning clockwise.

8.   Using a wrench or socket, turn 2-4 times until you are sure it is snug.

Dimensional Drawings

6.1

67.0°

97.0°

LEFT SIDE VIEW

55.8

20.0

FRONT VIEW

40.2

RIGHT SIDE VIEW

Enclosure Dimensions 1

Ø2.81 HOLES FOR ELECTRICAL
AND NETWORK LINES.

Front of Kiosk

.00
1.00
4.00
10.00
16.00
19.00
20.00

6.05
5.38

3.09

.69
.00

Ø.28

4.70 REF

9.00 REF

18.00 REF

Base Dimensions 1

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Earth Quake Zones

If the Enviro Kiosk is located in an area prone to earthquakes a professional engineer should consulted to recommend installation requirements to adhere with the building codes in your region. Also note the following.

- If needed Advanced Kiosks can supply additional brackets specified by your professional engineers review.

Power Considerations

The Outdoor Enviro Kiosks operates at 12VDC. This safety, extra low voltage drastically limits the user's risk.

A 110v power source will go directly into the kiosk from the bottom. It is recommended a conduit is run from the power origin into the kiosk with the power line and data line inside. Power leaving the conduit can be secured in the junction box located in the bottom section of the kiosk. This is a sealed box for protection and should be done by a professional electrician.

There is a test power cable attached to the junction box. This is for **TESTING** only, when installed it needs to be removed and replaced by the 110v power line.

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Power Connection to Kiosk

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Installing Equipment

To ensure all aspects of your kiosk have arrived in working condition, some components are packaged individually and will need to be installed prior to operation of the kiosk.

Power to Kiosk

The Enviro Kiosk has been shipped with all power connections and plugs attached within the power box, so that the kiosk can be tested and configured BEFORE permanently installing.

This configuration will have to be modified by your electrician, so that the power entering and exiting the kiosk are not through the cover.
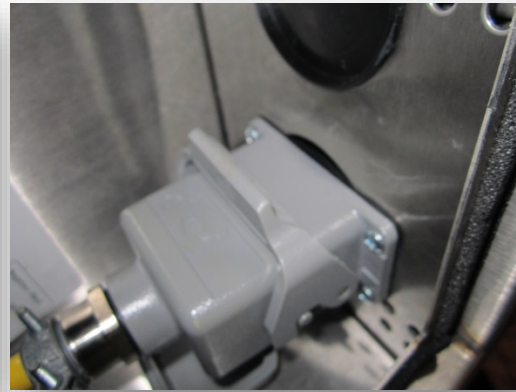
A certified electrician needs to be used if the power supply box is going to be hard wired into a power source.

Cables Through Here

The cable should be concealed using appropriate conduit or similar material from the power box to the kiosk so no one can trip or tamper with the cord.

The power cable (as well as Ethernet cable) needs to be run up from the bottom of the kiosk, so no wires are exposed. Connect the end of the cable into the plug on the right hand side of the kiosk. Once plugged in, pull the security lever down to ensure the plug is all the way in.

Labels inside of the kiosk, as well as on the power box, indicate the correct positioning for the wires with corresponding pins on the plug.

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Note: Lever is in closed position

Computer

The Computer will be secured in the kiosk, located in the second door along with all of the power options. There are three cables that will be plugged into the computer: Power Cable, USB Touchscreen Cable, DVI Video Cable. Ensure all are plugged in all the way and shipping hasn't vibrated any loose.

Wi-Fi

The Enviro kiosk does not come with Wi-Fi. While there are two available USB ports that a USB Wi-Fi adapter may be plugged into. Advanced Kiosks does not, recommend, or support the option.

Because these kiosks are designed to be in outdoor, unrestricted environments an external Wi-Fi antenna may be subject to vandalism. Without the antenna an adapter inside the metal kiosk may not have enough signal strength for adequate network speeds.

Network Connection

A network connection requires a shielded category 5 or 6 cable be installed in conjunction with the power cable.

Power Box

The power box contains 5 switches, and from top to bottom they are as follows: Heater, Computer, Monitor, Fans, and Main Power. Below the switches is a voltage meter to indicate the power into the kiosk. For anything to work the main power must be turned on, other components may selected as desired, but it's recommended all be left on.

On First Power Up, Turn ALL Component Switches ON, Then Switch Power ON

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Setup and Operation

Basic Setup

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

Before Powering On the Kiosk

Verify that the required computer cables are plugged in, power cables are firmly in place, grounding wires are attached and the kiosk is secured in place.

Confirm the plug is latched, securing the incoming power cable in the bottom compartment of the kiosk.

In testing/configuration phase (before permanent installation) take care that the power cord is managed in such a way that it persons walking by will not trip or get caught on the cord.

Startup

Make sure all the power switches are in the "**ON**" position before turning on the main power.

Turn the power switch "ON". You should now see all the lights on, and thevoltage meters reading 12v (If the voltage isn exact that's fine, anything outside of a 1.0v difference from the 12v shut the power off and contact Advanced Kiosk's).
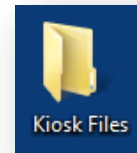
If the touch screen needs configuration (mouse doesn't follow your finger), "Align" the monitor by selecting this icon located on your desktop, or in the control panel.

Switches In On Position 1

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Drivers and product manuals are located in a folder called Kiosk Files, located in this directory: **Start Menu>Documents>Kiosk Files**
A shortcut to this folder has been added to the desktop.

Internet Access

The Enviro kiosk does not come with Wi-Fi. While there are two available USB ports that a USB Wi-Fi adapter may be plugged into. Advanced Kiosks does not, recommend, or support the option.

Because these kiosks are designed to be in outdoor, unrestricted environments an external Wi-Fi antenna may be subject to vandalism. Without the antenna an adapter inside the metal kiosk may not have enough signal strength for adequate network speeds.

A network connection requires a shielded category 5 or 6 cable be installed in conjunction with the power cable.

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 with our standard installation.

Monitor

The monitor comes fully installed. The driver disk (Touch Screen Versions) for the monitor is included with your kiosk. Your monitor is auto adjusting but in the rare case you have to make adjustment to the monitor the adjustment buttons are on the back of the monitor. See Monitor documentation for more information.

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Cooling Fans

The cooling option is included and the kiosk will have two cooling fans. These are controlled by a thermal switch. This switch is preset at the factory to turn the fans on when the internal ambient temperature reaches 90°F. Under normal circumstances, these fans provide the appropriate amount of air flow to keep the kiosk within the operating temperature range.

Heater

An internal heater is available for kiosks that will be located in environments that have seasonal temperatures below freezing. The heater is controlled by a thermal switch. The switch is preset at the factory to turn the heater on when the internal ambient temperature drops to 40°F.

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Specifications

Standard Features

19.0" Touch screen monitor
Self-adjusting, sunlight readable
Safety extra low voltage at kiosk
14 gauge stainless steel construction
Wide-Temp components
Keyed access panels
Integrated Network Connection
Intel 1.86 GHz Dual Core
2 Gb DDR3 memory
60GB solid state drive
Compartmentalized assembly for easy maintenance
Windows 7 Professional
Standard temperature range 32 to 110 F higher and low operation range available

Computer

Your kiosk runs on a sophisticated, fan less Mini-ITX computer.

OS	Windows 7 Professional
Processor	Intel 1.86 GHz Dual Core
System Memory	2GB DDR3 1066
Graphics	Intel GMA 3650
Storage Device	60GB Solid State Drive
Operating Temperature	-20°C to 60°C (-4°F to 122°F)
Wi-Fi	None
LAN Controller	2 RJ45 Ports for GbE
Max LAN Speed	10/100/1000Mbps
USB 2.0	4 x USB 2.0
RS-232	2 x RS-232
Video Ports	1 x HDMI, 1 x VGA
Audio	2 Ports

Monitor

19.0" Sunlight Readable Touch Screen	
Aspect Ratio	Aspect 5:4
Touch Technology	Projected Capacitive
Display Technology	TFT LCD with LED backlight
Native (Optimal) Resolution	1280 x 1024
Automatic Brightness Control	Yes, 300 - 1100 nits
Brightness	1100 nits
Response Time	20msec
Viewing Angle	Horizontal: 140° total
	Vertical: 140° total
Contrast ratio (Typical)	Contrast 500:1
Power Supply	12VDC
Power Consumption (Typical)	70W
Temperature	Operating: -10°C to 50°C (14°F to 122°F)
	Storage: -20°C to 60°C (-4°F to 140°F)
Humidity	Operating: 20%-80%
	Storage: 10%-80%
MTBF	50,000 hours
Regulatory & Safety	FCC Class A, CE, UL/cUL, TUV, RoHS

Kiosk Physical Specs

Weight (lbs.)	165 lbs.
Dims (L x W x H) Inches	6"L x 19"W x 56"H
Footprint w/base	24" L x 22 "W
Voltage Input Range	100-240VAC
Watts @ 110VAC	106.7 W

Kiosk Shipping Specs

Ships In/On	Crate
Weight (lbs.)	255 lbs.
Dims (L x W x H) Inches	64"L x 28"W x 32"H
Logistics	Freight

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Equipment Manuals

This Owner's Manual encompasses all details for standard configuration of your Enviro Kiosk. Should any additional information be required that cannot be identified within this manual, please contact Advanced Kiosks.

A Serial Number is always required when for support requests. Use this page to record the serial number, key number and other useful information, so it is on hand if needed.

Serial Numbers

Write all you equipment Serial Numbers here and keep this document in a safe place. The Enviro Kiosk, Serial Numbers are located:

1. On the back of the kiosk enclosure, above the bottom door
2. Inside the Power Supply Enclosure

Serial #   _____

Key #   _____   **Color #**   _____

Windows Product Key

_____

Notes: _____

_____

_____

_____

_____

_____

_____

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Solving Problems

For any problems, suggestions, or concerns please call Advanced Kiosk at 603-865-1000 option 2, 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 stared, review the installation procedures and ensure that the part is correctly installed.

If the Kiosk shuts down when a device switch is turned on, power off the kiosk, turn on ALL devices, THEN turn on power switch.

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 is not accurately registering a touch at the point of contact, try recalibrating the screen.

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

For remote assistance please visit http://advancedkiosks.com/software/teamviewer.php.

Maintenance of Kiosk

Cleaning and Maintenance

Touch Screen

Standard glass cleaner can be used to clean the touchscreen, but products containing ammonia should be avoided.

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.

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.

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. These cleaners are available at most automotive, appliance, 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 kiosk.

Warranty

Limited Warranty

Your Advanced Kiosks Enviro Kiosk is warrantied for 3 years from the date of purchase. The electronics in the kiosk are warrantied for 3 year including the monitor. Should any component fail, you must call Advanced Kiosks Technical Support to obtain RMA # before shipping back the component. **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 ordinary 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
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 be subject to additional 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 Document Kiosk it must be well packaged, secured to a pallet and insured. We highly recommend taking pictures of packaged kiosk before shipping.

Terms and Conditions

Please visit our Terms and Conditions page for more detailed information:
http://www.advancedkiosks.com/company-policies/terms-and-conditions.php