



Engage Interact Satisfy

Important:
Read this whole manual
before assembling

Owner's Manual for
Lobby Elite Kiosk
with Wi-Fi, HD Camera,
VIOP and Credit Card
Reader options.

AK-LEK-OM-01/01/13



Table of Contents

INTRODUCTION	3
PRODUCT DESCRIPTION	3
PRECAUTIONS	3
OUR SUPPORT	4
GETTING STARTED	5
INSPECT BOXES.....	5
UNPACKING THE BOXES	6
INSTALLATION.....	7
INSTALLING THE KIOSK	7
<i>Location</i>	7
<i>Installing Kiosk to Wall Mount</i>	9
<i>Power</i>	12
COMPUTER.....	13
<i>Installing Computer In Kiosk</i>	13
SETUP AND OPERATION.....	15
BASIC SETUP.....	15
<i>Before Powering On The Kiosk</i>	15
<i>Startup</i>	16
<i>Back Up Your Information</i>	16
<i>Monitor Control Panel</i>	17
<i>Volume Control</i>	17
<i>Cooling Fans</i>	17
SPECIFICATIONS	18
COMPUTER.....	18
<i>Mini-ITX Main board</i>	18
<i>Power Requirements</i>	18
<i>Equipment Manuals</i>	19
SOLVING PROBLEMS	20
<i>Troubleshooting Tips</i>	20
MAINTENANCE OF KIOSK	21
CLEANING AND MAINTENANCE	21
<i>Touch Screen</i>	21
<i>Stainless Steel Front Cleaning and Maintenance</i>	21
WARRANTY	22
POLICY.....	22
<i>Limited Warranty</i>	22
<i>Returned Item</i>	22



Introduction

Product Description

The Lobby Elite Kiosk features a 32" LCD touch screen monitor behind an attractive, brushed stainless steel, 16-gauge front and an all steel enclosure for sturdy and trouble-free use. Included are amplified stereo speakers, Wi-Fi with a high gain antenna and an HD Camera.

The Kiosk is powered by a 1.86 GHz Dual Core Processor, 2 GB of Ram, a 60 GB SSD. The Lobby Elite operates Windows 7 Professional.

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.
- Installation must be done following all installation procedures listed in this manual. If procedures are unclear, contact Advanced Kiosks (603.865.1000, technical@advancedkiosks.com). If you cannot positively establish that the wall can support the kiosk's load, obtain approval from an engineer, or qualified building manager.
- The *Lobby Elite Kiosk* has been designed for indoor use only. Outdoor use to the Lobby Elite 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

The Lobby Elite 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(s) assembling and installing the kiosk must be familiar with setting up computers, printers, monitors and must be able to read and follow directions.
- 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:
 - Network questions. This is not part of our equipment and we do not know your network, so we cannot 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 required for anyone 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. The Lobby Elite Kiosk is wrapped in foam and bubble wrap, strapped to a pallet, covered in cardboard box and shrink wrapped.

It is your responsibility to inspect the shipment for obvious signs of damage at the time of delivery. If damage has occurred, note it on the shipment paperwork (both the Drivers and your own). It is recommended that you take pictures of any damage before opening.

Any damage due to shipping must be reported to Advanced Kiosk within 48 hours of receiving the shipment.



Unpacking the boxes

Carefully remove all the packing material. It is a good idea to retain this material at least until the kiosk has been installed and confirmed that no damage has occurred during shipping.

What you should have received:

1. Lobby Elite Kiosk
2. Box containing computer and goody bag
3. Wall mounting bracket

Contents of goody bag:

1. Software Disks
2. Power Supply (to configure computer separately from kiosk)
3. 1' Power Cord
4. 6' Power Cord
5. 2' Cat5 Cable
6. Wood Screws
7. #8-32x1/2" Pan Head Machine Screws & Lock Washers (To secure kiosk to wall mount)
8. Microfiber cloth for screen cleaning.
9. Wi-Fi Antenna

You will find the keys to the kiosk loosely cable tied to the front head assembly. **Carefully** remove the cable tie. Keep the keys in a safe place. Note: Advanced Kiosks does not record key numbers.

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 comes in. This packaging has been specially designed to handle these delicate items. Shipping the kiosk without proper packaging will void your warranty.

Installation

Installing the Kiosk

The Lobby Elite Kiosk should be mounted to the wall permanently. Select a location that you would like to mount the kiosk.

Location

The location for the kiosk should be clear of any items at least **four** inches on all sides and **twelve** inches above the kiosk to allow for proper air flow and room to open the head assembly. Also note the kiosk should not be placed in an area where a heating vent is directly venting on the kiosk.

The location should include a studded wall to which the wall mount must be secured to. If power and communications cables are going to be hidden, a wall outlet must present behind the kiosk.

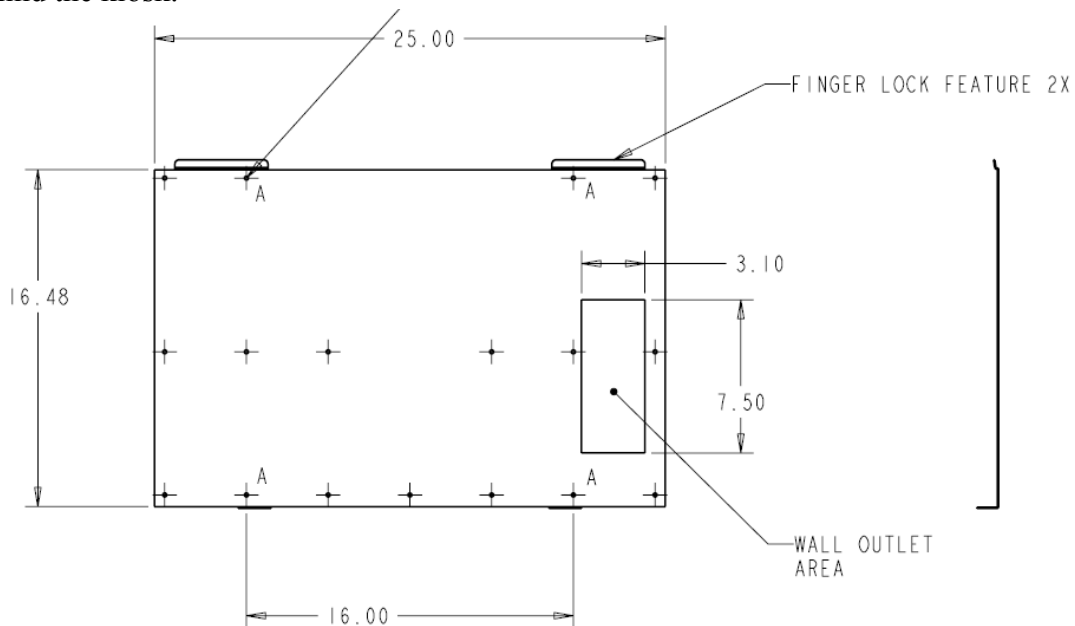
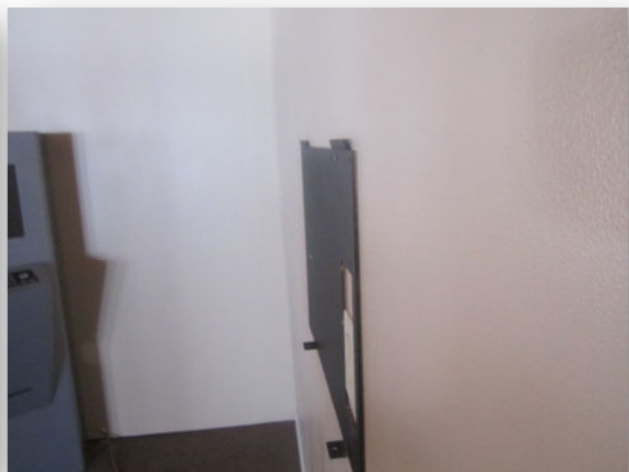


Figure 1: Wall Mount, Front and Side View

The wall mount as seen in **Figure 1** (previous page) has 16 holes to secure it to the wall. A minimum of 6 screws **must** be used. The combined load carrying capacity of these fasteners must be at least **200 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 required to mount the kiosk to studs. The holes 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 **200 LB** vertical load.
- If the wall does not have a level surface larger than the kiosk, it may be necessary to install a shim (thin piece of material) behind the wall mount bracket. This will move the kiosk away from the wall slightly making installation easier and allowing clearance to open the head assembly.
- Use double sided tape to hold the mount in place while it is being fastened to the wall. 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 4.5 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 56.5 inches from the floor.



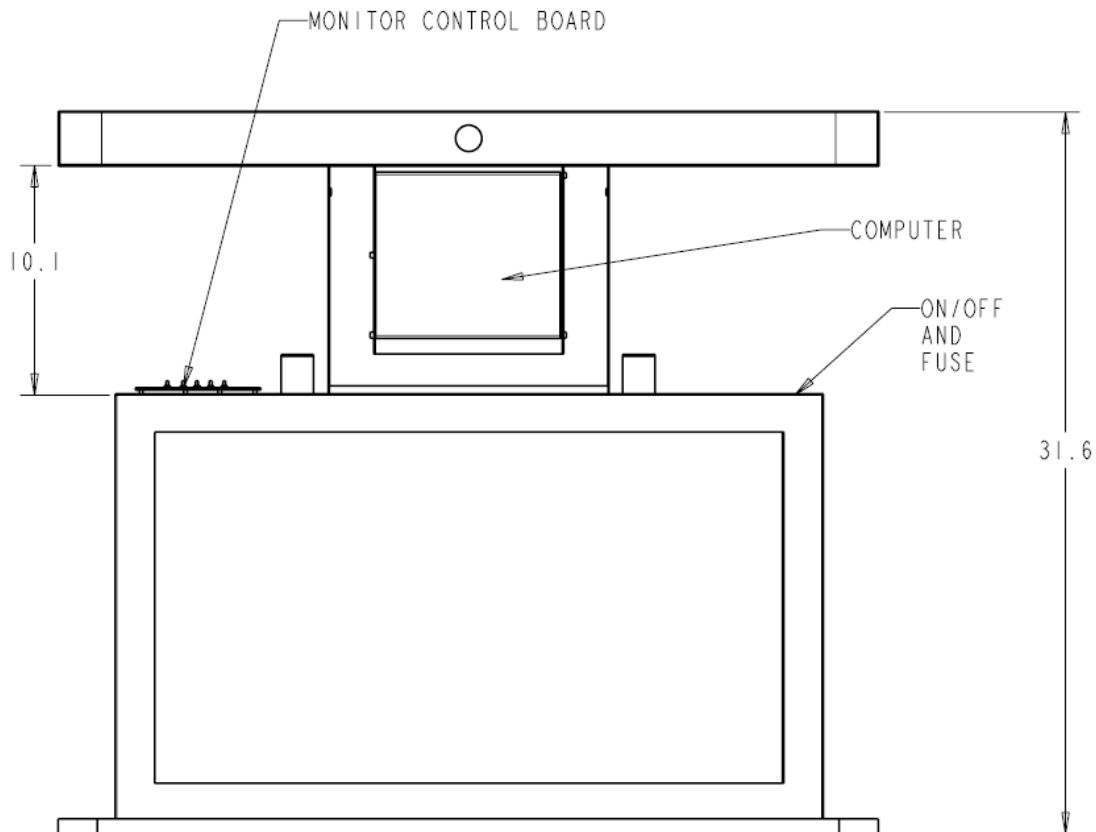
After the Wall Mount has been secured to the wall, you can now install the Lobby Elite Kiosk to the mount.

Installing Kiosk to Wall Mount

These steps require **two** people.

Lay the Lobby Elite Kiosk horizontally on a flat surface, or stand vertically on a flat surface. If standing vertical it is necessary to remain holding the kiosk to prevent it from tipping.

Open the head assembly by releasing the lock, located on the top of the kiosk. The opening of the head assembly is pneumatically assisted, but may require slight pressure on the bottom of the head assembly, pushing away from the monitor to initialize opening.



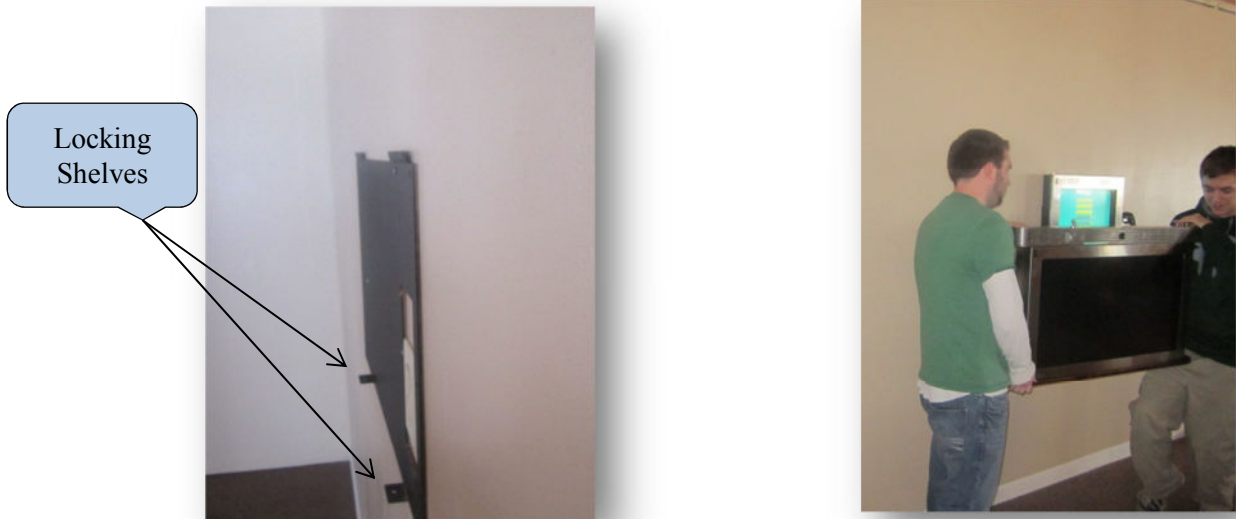
Confirm the power switch is in the “OFF” position.

Lower the head assembly by pushing down on the left and right side evenly until the lock latches with a “click”.

Plug the 1’ power cord and communications cable (if applicable) in the wall outlet.

Do Not Carry Kiosk By The Head Assembly.

With one person holding each side, maneuver the kiosk close enough to the wall and plug in the other ends of the power and communications cable into the recessed junction box in the back the kiosk.



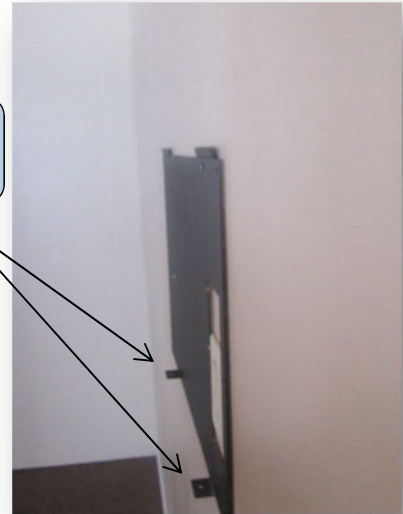
Line up the slots on the back of the kiosk with the fingers on the wall mount and lower the kiosk onto the mount. When the kiosk is all the way down the locking shelves (flat surfaces protruding from wall mount) will line up with the holes in the bottom of the kiosk.



From below the kiosk, screw in two of the #8-32 x 1/2" Pan Head Machine Screws with locking washer through the locking shelves. This process will prevent the kiosk from being pulled away from the wall.

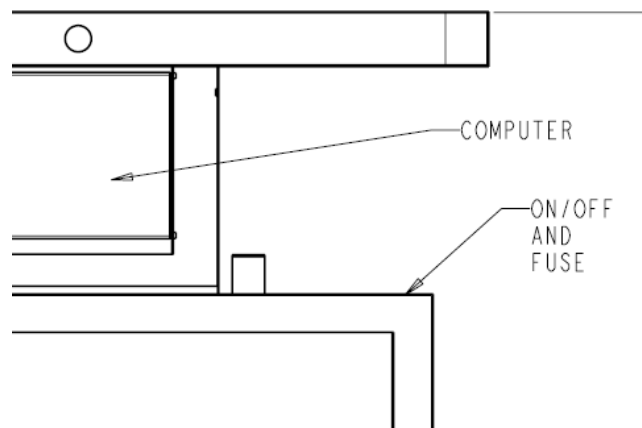


Locking Shelves



Power

The power switch is located on the top right of the kiosk main body and can only be accessed by opening the head area. Next to the power switch is an in-line, fuse (3A, 110V). Power MUST be turn OFF at the switch and outlet before accessing the fuse. Do NOT access the fuse unless instructed to by Advanced Kiosks Technical Support.



Computer

The Lobby Elite Kiosk's computer is packaged separately from the kiosk and will need to be installed before operation. A separate power brick was included. This will enable you to setup the computer from the comfort of a desk, or workstation before installing into the kiosk.

Installing Computer In Kiosk

After the kiosk is installed on the wall mount, open the head assembly by releasing the lock, located on the top of the kiosk. The opening of the head assembly is pneumatically assisted, but may require slight pressure on the bottom of the head assembly, pushing away from the monitor to initialize opening

Orientate the computer with the power button at the top, left, with the case ridges facing you.

The pins extending from the computer will rest on the computer brackets of the head assembly. Confirm that all four pins are resting in the brackets.

The cables are all labeled. The USB plugs do not have to be plugged into a specific USB port.

There are (2) Cat5 plugs. Depending on if/where you have plugged your LAN connection into the kiosk (back, or bottom) you will need to select the appropriately labeled Cat5 plug and plug that one into the kiosk. The remaining plug can be left out.



After the computer is in place and the plugs are connected, confirm you have made all the necessary connections.

Necessary connections as follows:

1. Power Plug
2. VGA Plug
3. Cat5 Plug (only if using LAN connection)
4. Speaker Power – USB
5. Speaker Sound– 3.5mm Stereo Plug
6. Camera – USB
7. Wi-Fi – USB (2 of these)
8. Touch Screen – USB



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

Open the head assembly and verify that the required cables are plugged in.

The standard kiosk should have these cables plugged into the computer:

- VGA cable
- Cat5 cable
- 3.5mm Speaker Plug
- Power Plug
- 5 USB plugs
 - 2 for Wi-Fi module
 - 1 for Amplified Speakers
 - 1 for Touch Screen
 - 1 for Camera

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. Turn power to the outlet On.

If the power cord exits from the bottom of the kiosk, take care that the power cord is managed, so that it will not catch someone walking by.

Startup

Turn the power switch “ON”.

The monitor, fans and computer should turn on with the switch. If the computer does not turn on, press the power switch on the computer.

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

Drivers and other product manuals are located here:

Start Menu>Documents>Kiosk Files

The Lobby Elite 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.

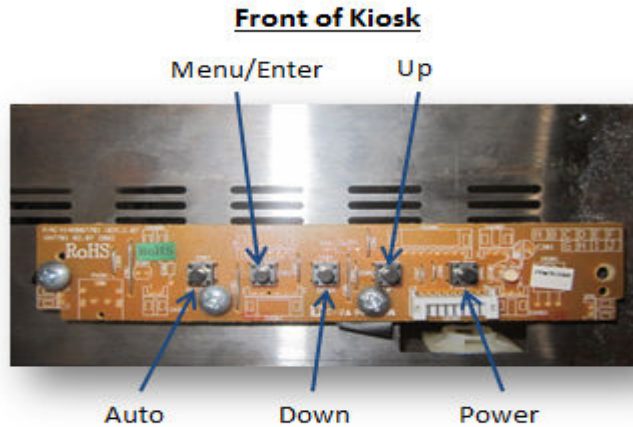
Back Up Your Information

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 storage devices 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 Control Panel

The monitor control panel is mounted in the top of the kiosk. This panel contains power, menu and selection buttons. Use these to adjust brightness and position of screen image.



Volume Control

Use the volume settings in Windows to adjust the levels.

Cooling Fans

The cooling fans are located on the bottom of the kiosk. Ensure there is nothing on the wall blocking the air flow. These fans are required. If a fan ceases to work, please contact Advanced Kiosks.





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

Processor	Onboard 1.86 GHz Atom N2800 processor
Memory	2 DDR3 800/1066 SO-DIMM Up to 4 GB of memory
Graphics	Integrated Intel GMA 3650 (640 MHz)
Optical Drive	N/A
Hard Disk Drive	2.5" notebook HDD
Flash Module	Supports SATA flash modules (no IDE support)
Expansion	PCI Express Mini Card (full height - can be used as mSATA) PCI Express Mini Card (half height)
Front Access	Power button 2 USB 2.0 ports
Cooling System	Heat sink/heat pipe combination on mainboard Chassis fins
Back Panel Access	2 USB 2.0 high current ports 2 USB 2.0 ports 1 VGA port 1 HDMI port 1 LAN port 2 Antenna holes 2 Audio jacks 1 DC jack (8 V to 19 V)

Power Requirements

The Lobby Elite Kiosk requires a 110 Vac power source. The American standard wall socket (NEMA 5-15) installed by a certified electrician is an acceptable power source.

Equipment Manuals

With your Lobby Elite 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 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, 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 a good connection.

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



Maintenance of Kiosk

Cleaning and Maintenance

Touch Screen

For a quick cleaning, use a fine microfiber cloth (supplied with kiosk) without cleaning liquid to clean the Touch Screen

It is important to avoid using any corrosive chemicals on the touch screen. Do not use any vinegar based solutions.

Always dampen the cloth and then clean the screen. Be sure to spray the cleaning liquid onto the cloth, not the screen, so that drips do not seep inside the kiosk.

Apply the cleaner with a soft, lint-free cloth. Do not use gritty cloths.

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

Please see the 3M Website for more cleaning information.

http://solutions.3m.com/wps/portal/3M/en_US/TouchSystems/TouchScreen/CustomSupport/TechnicalServices/FAQ/?PC_7_RJH9U523006RE02BEJLL4K0SI6000000_assetId=1180599848991

Stainless Steel Front Cleaning and Maintenance

The brushed Stainless Steel Front cover should be cleaned with a Stainless Steel Cleaner and cloth (Zep Commercial Stainless Steel Polish available at most home improvement stores works well). Please read and follow all the directions on any product you use. Most SS cleaners are available at most automotive, boat and hardware stores.

Take caution not to get this on the monitor since this is mild abrasive. Do not use a Polishing Wheel on the front of the Lobby Elite Kiosk. If you have damage to the front of the kiosk, call us and we will help you resolve this.



Warranty

Policy

Limited Warranty

Your Advanced Kiosks Lobby Elite 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 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 UPS 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

Items may only be returned within 14 days after receiving and 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.

Contact Advanced Kiosk for more information.