

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

Owners Manual for  
*Thru-Wall Kiosk*

AK-TWK-OM-4/10/2019



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# Introduction

## **Product Description**

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The Thru-Wall Kiosk features include a 17" LCD touch screen monitor, amplified stereo speakers, Internet, and an all steel enclosure for sturdy and trouble-free use. With options such as a bill acceptor, credit card reader, camera, or receipt printer, biometrics and bar code scanners, the Thru-Wall kiosk can be customized to suit a wide range of needs.

## **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.
- If you have any questions on how to install this kiosk please call us at 603-865-1000 x110, or email us at [technical@advancedkiosks.com](mailto:technical@advancedkiosks.com). Hours are M thru F, 9:00 am to 5:00 pm EST

You can also find support info and kiosk documentation on our website at:

<https://advancedkiosks.com/about-advanced-kiosks/kiosk-support/>,

<https://advancedkiosks.com/about-advanced-kiosks/product-documentation/>

<https://advancedkiosks.com/knowledgebase/>

## Our Support

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The Thru-Wall 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 networks, 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. We do not know your building codes.

## 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.



# 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).

Plug the kiosk into a standard 110v wall outlet.

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

See the Kiosk Quick Start Guide included with your kiosk.

## Assembly

When receiving the kiosk, it will show up in a crate that will need to be opened. Everything is packaged and included, and should be assembled according to these instructions (Modify according to your buildings safety codes).

## Taking Out of Crate

Use a screwdriver to remove the screws on the crate cover. The kiosk will be carefully packaged with foam and bubble wrap in the crate. Take out foam and padding to reveal the kiosk and components. If anything looks wrong right away, refer to the support page.



The Packaged Kiosk



Kiosk Components Without Packaging



## Wall Mounting

1. Take out the main, large component panel of the kiosk. It should be all mounted together with bolts and rivets. Place in appropriate size hole (25”L x 50.50”W, 18” Off the Floor) which is shown in the dimensional drawing on our website. Mount with mounting hardware of your choice that works with your building and can support the entire kiosk. We used wood screws for testing purposes. Make sure your kiosk is level before finishing mounting. Use shims if necessary. (Follow all of your building codes when mounting.)



1. Wall With Cutout for Kiosk



2. Kiosk Panel Mounted in Wall



3. Screws in Wall



2. Use Ice and Water Shield around the front edges of the kiosk, which will then be hidden by the front bezel.



Ice & Water shield Placed over Metal Edges

**WARNING:** Do not use too much Ice and Water Shield, or you will have to tediously peel it off as shown below. Use the frame to show the extent of the Ice and Water Shield on the metal.  
**Note:** Use chalk or other marking agent to show the extent of the bezel before placing the Ice & Water Shield.



3. Place the bezel over the front and line it up with the holes on the inside lip of the kiosk. Mount with 1/8" stainless steel rivets to securely mount in place.





Kiosk with Front Bezel on

- The next step is to mount the back shroud to the wall. This is done behind the kiosk and there must be ample room. The shroud is fairly heavy so use 2 people when placing on wall to mount. Use 1 1/2" screws or other mounting hardware that will support the shroud, and anything placed inside the kiosk when assembly is complete. (Follow all building codes and regulations when mounting.)



How Shroud should be mounted



Shroud Mounts to Wall, Not Kiosk

5. Install the computer in the bottom of the shroud and plug in all the necessary components to it, as well as plugging in all the power cords to the included power brick. Also connect your Ethernet cable to the white RJ45 port in the side of the shroud.



Power Brick, RJ45 Port, and Filter

6. After all peripherals have been mounted and the kiosk has been shown to work, place the back door on the kiosk over the shroud. The door locks into two grooves on the top, and swings down to mount with a locking cam on the bottom of the door. If mounted correctly, the door should not move in any direction when locked.



Top Two Grooves

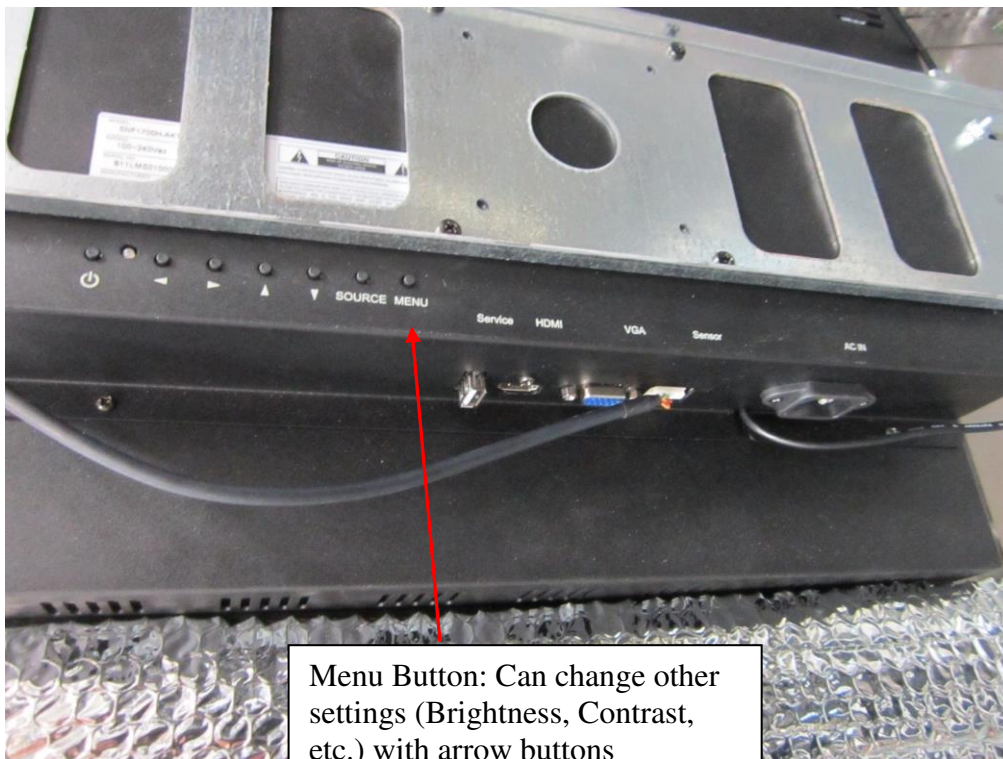


Door Mounted

7. Be sure that all fans are plugged in (Thermostatically controlled, will come on when it gets too hot), that all parts are mounted according to the instructions, and that all of the sheet metal is mounted securely to the walls. If every step was followed correctly, and all parts have been plugged in and used accordingly, then the Kiosk should work as intended. For any additional questions, refer to the support page.

## Startup

The first time that the kiosk is plugged in, the monitor and all other components should automatically turn on. There will be buttons on the side of the monitor to change the monitor settings.



A copy of this Thru-Wall Kiosk manual is located on your desktop.

For Touchscreen calibration, use the “Tablet PC Settings” in the Windows menu.

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

**Start Menu>Documents>Kiosk Files**

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 set up with our standard format.

### **Adjusting Speaker Volume**

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, use the volume settings in Windows.





# 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

#### Specifications

Processor	2.7 GHz, Intel i3
Memory Support	4 GB DDR4
Onboard USB	4 USB 2.0 ports. 2 USB 3.1 ports
Onboard LAN	802.11b/g/n WLAN
Onboard Audio	High Definition Audio
Front Panel	1 x Headphone Jack 2 x USB
Back Panel I/O	1 x D-Sub 1 x HDMI 1 x LAN (RJ45) Port 4 x USB 1 x Power Port

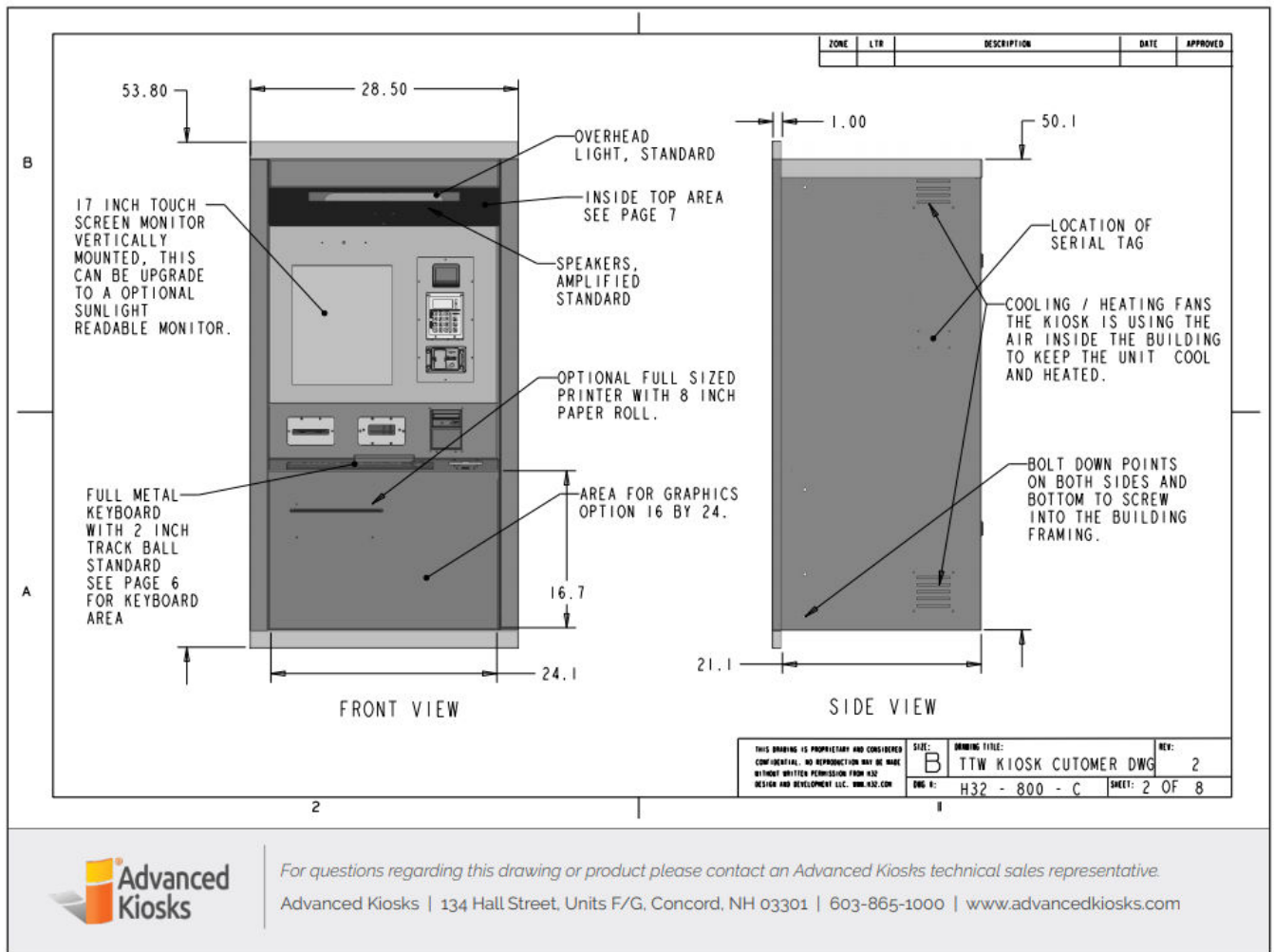
Operating Temperature 50°F ~ 95°F

### Power 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	120/230 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	

### General Dimensional Information





## Equipment Manuals

The documentation included with the Thru-Wall Kiosk's components has been included with your kiosk.

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

**Start Menu>Documents>Kiosk Files**

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:**  
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## **Solving Problems**

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For any problems, suggestions, or concerns please call Advanced Kiosk at 603-865-1000 x110, or contact us at [technical@advancedkiosks.com](mailto:technical@advancedkiosks.com) Hours are M thru F, 9:00 am to 5:00 pm EST. Please allow for at least 24 hours to get back to you.

Also refer to the [Knowledge Base](#) under the [Support](#) tab on <https://advancedkiosks.com/> to see if there is a solution there.

### **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 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](http://www.elotouch.com/Support/TechnicalSupport/cleaning.asp)

### 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. 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 Thru-Wall Kiosk. If you have damage to the front call us and we will help you resolve this.

### 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 Free Standing 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 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. 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