



Engage Interact Satisfy

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

Owners Manual for  
*Transit Kiosk*

AK-TK-OM-08/09/2012



# Table of Contents

Introduction.....	3
Product Description .....	3
Precautions .....	3
Our Support.....	4
Getting Started .....	5
Inspect Boxes .....	5
Unpacking the Boxes .....	5
Installation.....	7
Installing the Kiosk.....	7
Location .....	7
Wall Mounting .....	7
Floor Mounting .....	8
Earth Quake Zones.....	8
Power .....	8
Installing Equipment.....	9
Computer.....	9
Battery Backup.....	10
Air Conditioning .....	10
Printer.....	11
Setup and Operation.....	13
Basic Setup.....	13
Before Powering On The Kiosk.....	13
Startup.....	13
Back Up Your Information .....	14
Speaker Bar .....	14
Monitor .....	15
Cooling Fans .....	15
Specifications .....	16
Computer.....	16
Mini-ITX Main board .....	16
Power Requirements .....	20
Equipment Manuals .....	20
Serial Numbers.....	20
Solving Problems .....	21
Troubleshooting Tips .....	21
Maintenance of Kiosk.....	22
Cleaning and Maintenance.....	22
Touch Screen .....	22
Painted Enclosure Cleaning and Maintenance.....	22
Warranty .....	23

Policy .....	23
Limited Warranty.....	23
Returned Item.....	23
Shipping .....	23
Terms and Conditions.....	23



# Introduction

## Product Description

---

Need a kiosk that can be abused, left unattended in the subway, or hit with a baseball bat? The Transit Kiosk is the toughest kiosk on the market today.

With its 14-gauge steel construction, it is your tough and durable kiosk solution. It is also the only kiosk on the market today with an optional half inch thick unbreakable glass that can be mounted inside the kiosk in front of the monitor. With this in place, this kiosk is virtually indestructible.

With options such as Wi-Fi, full size thermal printing, magnetic strip reader, touch screen, battery back and air conditioning, the Transit Kiosk can be used as a public access kiosk, travel kiosk, ticketing kiosk, payment kiosk and a registration kiosk. It includes our best-in-the-business warranty.

## 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.
- The *Transit Kiosk* has been designed for indoor use only. Outdoor use 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](mailto:technical@advancedkiosks.com). Hours are M thru F, 9:00 am to 5:00 pm EST

## Our Support

---

The Transit 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 the directions for the touch screen monitor and computer. These documents are included with your equipment, or are located on the computer. 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 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 sign any paperwork from the shipping company inspect all boxes to ensure that none of your boxes have been damaged. If there is any signs of damaged note this on the shipping paperwork, and call us immediately. Your kiosk has been shipped fully insured so please keep any shipping paperwork. It is recommended that you take pictures of the damaged boxes as well. Any damage due to shipping **must** be reported to Advanced Kiosk within 48 hours of the arrival of the shipment. After this allotted time, shipping insurance is void.

## Unpacking the Boxes

---

After a thorough inspection of the delivered package, carefully cut through the shrink wrap and strapping that secures the boxes to the pallet. The key to the kiosk will be shipped in the box with mounting hardware, software and other accessories. Removing the kiosk from the pallet should be done with two people.



*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.*

***Useful info:*** *Keep the boxes and packaging material that the computer came in. This packaging has been specially designed to handle these delicate items. Shipping the computer without this packaging will void your warranty.*

Turning the key in the lock pops the latch handle out. Gently push the front of the kiosk to compress the gasket and turn the latch. To lock the door, follow this same method.

# Installation

## Installing the Kiosk

---

The Transit Kiosk should be mounted to the wall and floor. Drill all mounting holes to a diameter of .20 to accommodate #10 hardware. First, select a location that you would like to mount the kiosk.

### Location

The location for the kiosk should be in an area where a heating vent is not directly venting on the kiosk and surface that the kiosk is going to be secured to is level. Failure to secure the kiosk to the floor and wall presents a danger of the kiosk tipping over.

### Wall Mounting

It is best to mount the kiosk to building studs. Use a stud detector to find the stud behind where the kiosk will be located. Use ¼ inch toggle bolts fasteners for steel studs and lag bolts for wooden studs. The kiosk does not come with predrilled holes for wall mounting since each location is unique.

**Top Bolt  
Location**

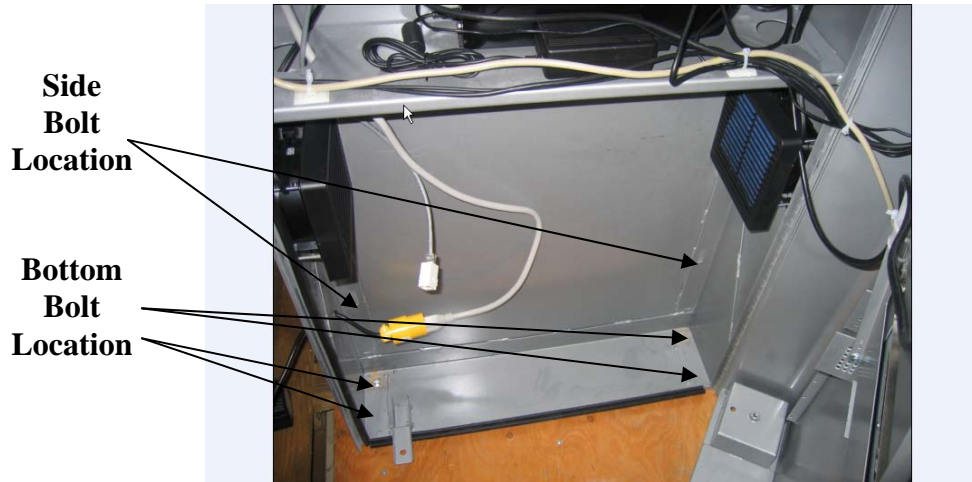




## Floor Mounting

Depending on the floor material you can use the above fasteners to secure the back of the kiosk to the floor. For concrete floors use 4 sleeved anchor bolts drill a 5/16. Use ¼ inch toggle bolts fasteners for steel studs and lag bolts for wooden studs.

Drill these holes where the back of the kiosk has a double wall thickness.



## Earth Quake Zones

If the Transit Kiosk is located in an area prone to earthquakes it is recommended that a professional engineer review the mounting for the codes in your area. Also note the following.

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

## Power

The kiosk comes with a power cord and/or battery back-up. An entry hole for the power will have to be made to align with the power supply at the installation location. If this position is known before receiving the kiosk, Advanced Kiosks can do this for you. Power can be brought in from the back or bottom by electrical conduit. Please consult your local electrical codes and use a licensed electrician.

## **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.

### **Computer**

The computer arrives packaged in its own box. Once the computer is unpacked, place it in the stand on the top shelf of the kiosk. Orientate it so the plugs are on the right side. Plug in required devices.



#### **Cables to Computer**

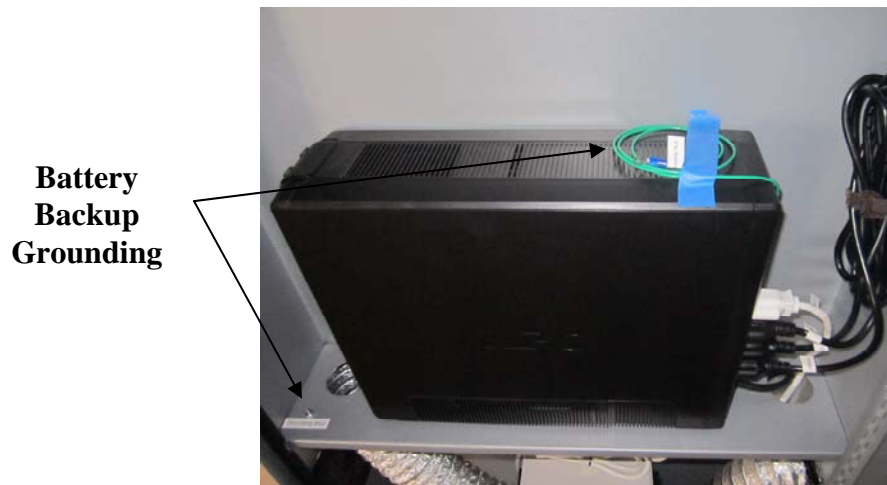
Monitor – VGA or DVI  
Speaker – USB and 3.5 mm TRS plug  
Network Cable – Cat5 plug  
Keyboard - USB  
Power Cable  
Printer - USB

#### **Optional Equipment**

Touch Screen - USB  
Camera - USB  
Wi-Fi – USB(x2)  
VOIP – TRS Plugs  
Credit Card Reader - USB  
Biometrics - USB  
RFID Reader - USB  
HUB - USB

## Battery Backup

If the battery backup option is included, unpack and follow the manufacturer's instructions to activate the batter (remove, flip over and replace) Place the battery backup on the middle shelf with the power sockets on the right side. Attach green grounding wire to any of the labeled grounding studs on the middle, or top shelf.



The battery backup contains plug receptacles with three different functions, battery backup, controlled by master and surge protection. The computer and monitor and fans (if applicable) should be plugged into the battery backup. The printer and air conditioning should be plugged into the surge protection receptacles.

## Air Conditioning

If the air conditioning option is included, unpack the component and place it on the bottom shelf with the control knob facing you. Attach the ducting to the air conditioner and the shelf flanges. Plug unit into power supply.



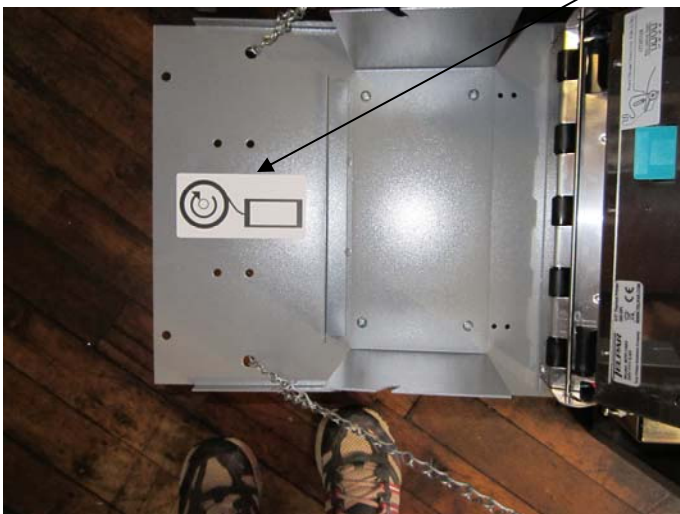
## Printer

The Transit Kiosk operates a full size (8.5") thermal document printer that can support an 8" roll of paper. That's 1100 feet, or 1147 full sized, standard 11 1/2" pages! To install the paper, remove the two quarter-turn fasteners and carefully lower the shelf. Take EXTRA PRECAUTION when lowering the shelf with a full roll of paper installed.



**Quarter-Turn Fasteners**

**Direction of Paper**



Follow the manufacturer's directions (located in Kiosk Files folder on desktop) for detailed operational instructions.



# 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

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.

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.

### Startup

Turn the power switch “ON”.

If the touch screen option is included and 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 Transit Kiosk manual is located on your desktop.

Drivers and other product manuals are located here:

**Start Menu>Documents>Kiosk Files**

A shortcut to Kiosk Files is located on your desktop.

If Wi-Fi is included with your Transit Kiosk the hardware has come factory installed; 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 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.

## 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, change the volume settings in Windows.



## 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.

## Cooling Fans

If the air conditioning option is not included, the kiosk will have two cooling fans. These are controlled by a thermal switch. This switch should be set to 90 degrees. Simply turn the nob in the center of the thermal switch to the desired temperature.



# 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

#### EA-350N-USB3

<b>CPU</b>	<ol style="list-style-type: none"> <li>1. Built in with an AMD E-350 Dual-Core processor</li> <li>2. Built in with an AMD Radeon HD 6310 (DirectX 11) graphics core</li> </ol>
<b>Chipset</b>	<ol style="list-style-type: none"> <li>1. AMD A50M</li> </ol>
<b>Memory</b>	<ol style="list-style-type: none"> <li>1. 2 x 1.5V DDR3 DIMM sockets supporting up to 8 GB of system memory <ul style="list-style-type: none"> <li>* Due to Windows 32-bit operating system limitation, when more than 4 GB of physical memory is installed, the actual memory size displayed will be less than 4 GB.</li> </ul> </li> <li>2. Single channel memory architecture</li> <li>3. Support for DDR3 1333(OC)/1066 MHz memory modules</li> </ol>
<b>Onboard Graphics</b>	<p>Integrated in the APU:</p> <ol style="list-style-type: none"> <li>1. 1 x D-Sub port</li> <li>2. 1 x DVI-D port, supporting a maximum resolution of 1920x1200 <ul style="list-style-type: none"> <li>* The DVI-D port does not support D-Sub connector by adapter.</li> </ul> </li> <li>3. 1 x HDMI port, supporting a maximum resolution of 1920x1200</li> </ol> <p>* For configuring screen resolution, please refer the user manual- Chapter 1 Hardware Installation of Back Panel Connectors section.</p>

<b>Audio</b>	<ol style="list-style-type: none"> <li>1. Realtek ALC892 codec</li> <li>2. High Definition Audio</li> <li>3. 2/4/5.1/7.1-channel</li> <li>4. Support for Dolby Home Theater</li> <li>5. Support for S/PDIF Out</li> </ol>
<b>LAN</b>	<ol style="list-style-type: none"> <li>1. 1 x Realtek 8111E chip (10/100/1000 Mbit)</li> </ol>
<b>Expansion Slots</b>	<ol style="list-style-type: none"> <li>1. 1 x PCI Express x16 slot, running at x4 (The PCIEX4 slot conforms to PCI Express 2.0 standard.)</li> </ol>
<b>Storage Interface</b>	<p>FCH:</p> <ol style="list-style-type: none"> <li>1. 4 x SATA 6Gb/s connectors supporting up to 4 SATA 6Gb/s devices</li> </ol> <p>* SATA3 2x performance are maximum theoretical values. Actual performance may vary by system configuration.</p>
<b>USB</b>	<p>FCH:</p> <ol style="list-style-type: none"> <li>1. Up to 8 USB 2.0/1.1 ports (4 on the back panel, 4 via the USB brackets connected to the internal USB headers)</li> </ol> <p>Renasas D720200 chip:</p> <ol style="list-style-type: none"> <li>1. Up to 2 USB 3.0 ports on the back panel</li> </ol> <p>* USB 3.0 10x performance is a maximum theoretical value. Actual performance may vary by system configuration.</p>
<b>Internal I/O Connectors</b>	<ol style="list-style-type: none"> <li>1. 1 x 24-pin ATX main power connector</li> <li>2. 1 x 4-pin ATX 12V power connector</li> <li>3. 4 x SATA 6Gb/s connectors</li> <li>4. 1 x CPU fan header</li> <li>5. 1 x system fan header</li> <li>6. 1 x front panel header</li> <li>7. 1 x front panel audio header</li> <li>8. 1 x S/PDIF Out header</li> <li>9. 2 x USB 2.0/1.1 headers</li> <li>10. 1 x debug card header</li> </ol> <p>* This port is mainly used by repair technicians for debugging and problem diagnosis.</p>

	<ul style="list-style-type: none"> <li>11. 1 x chassis intrusion header</li> <li>12. 1 x power LED header</li> <li>13. 1 x clearing CMOS jumper</li> </ul>
<b>Back Panel Connectors</b>	<ul style="list-style-type: none"> <li>1. 1 x PS/2 keyboard/ mouse port</li> <li>2. 1 x D-Sub port</li> <li>3. 1 x DVI-D port</li> <li>4. 1 x HDMI port</li> <li>5. 1 x optical S/PDIF Out connector</li> <li>6. 4 x USB 2.0/1.1 ports</li> <li>7. 2 x USB 3.0/2.0 ports</li> <li>8. 1 x RJ-45 port</li> <li>9. 6 x audio jacks (Center/Subwoofer Speaker Out/Rear Speaker Out/Side Speaker Out/Line In/Line Out/Microphone)</li> </ul>
<b>I/O Controller</b>	<ul style="list-style-type: none"> <li>1. ITE IT8720 chip</li> </ul>
<b>H/W Monitoring</b>	<ul style="list-style-type: none"> <li>1. System voltage detection</li> <li>2. CPU/System temperature detection</li> <li>3. CPU/System fan speed detection</li> </ul>
<b>BIOS</b>	<ul style="list-style-type: none"> <li>1. 2 x 16 Mbit flash</li> <li>2. Use of licensed AWARD BIOS</li> <li>3. Support for DualBIOS™</li> <li>4. PnP 1.0a, DMI 2.0, SM BIOS 2.4, ACPI 1.0b</li> </ul>
<b>Unique Features</b>	<ul style="list-style-type: none"> <li>1. Support for @BIOS</li> <li>2. Support for Q-Flash</li> <li>3. Support for Xpress BIOS Rescue</li> <li>4. Support for Download Center</li> <li>5. Support for Xpress Install</li> <li>6. Support for Xpress Recovery2</li> <li>7. Support for EasyTune</li> </ul> <p style="text-align: center;">* Available functions in EasyTune may differ by motherboard model.</p> <ul style="list-style-type: none"> <li>8. Support for Smart Recovery</li> <li>9. Support for Auto Green</li> </ul>

	<ul style="list-style-type: none"><li>10. Support for On/Off Charge</li><li>11. Support for Q-Share</li></ul>
<b>Bundle Software</b>	<ul style="list-style-type: none"><li>1. Norton Internet Security (OEM version)</li></ul>
<b>Operating System</b>	<ul style="list-style-type: none"><li>1. Support for Microsoft Windows 7/ Vista/ XP</li></ul>

---

## 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	
Printer	115/230 Vac		

## Equipment Manuals

---

With your Transit 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 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.

### 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.

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



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

### 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.



## Policy

---

### Limited Warranty

Your Advanced Kiosks Transit Kiosk is guaranteed for 3 years from the date of purchase. The electronics in the kiosk are guaranteed for 3 year including the monitor. Printers are warrantied for 1 year. 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

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/terms-and-conditions.php>