



Engage Interact Satisfy



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

Owners Manual for  
*iKiosk* with WiFi, Back  
Light, Mag Strip Reader,  
VIOP, and Printer options.

AK-IK-OM-02/20/12

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# Introduction

## Product Description

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The iKiosk's features include a 19" LCD touch screen monitor, back lit upper poster board, amplified stereo speakers, Wi-Fi and a all steel enclosure for sturdy and trouble-free use. With options such as, credit card reader, label, or receipt printers, and bar code scanners, the iKiosk can be customized to suit a wide range of needs.

The iKiosk is powered by a 1.6 GHz Dual Core Processor, 2 GB of Ram, a 160 GB HDD, or 32 GB SSD. The iKiosk operates Windows XP Professional or Windows 7 Professional.

## 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.
- Two people are required for assembling the kiosk.
- Do not use kiosk with an extension cord that does not have grounding.
- The *iKiosk* has been designed for indoor use only. Outdoor use to the iKiosk-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 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

## Our Support

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The iKiosk 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 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.

## 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

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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 damage to any box call the shipping company immediately and make a note of the damage on the acceptance paperwork when signing for the shipment. Your kiosk has been shipped fully insured, so please keep any shipping paperwork. If damage has occurred, it is recommended that you take pictures of the damaged. Any damage due to shipping **must** be reported to Advanced Kiosk within 48 hours after the arrival of the shipment. After this allotted time, shipping insurance is void.

## Unpacking the Kiosk

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The iKiosk is always shipped on a pallet that will look like the picture below. Remove the plastic wrap and the straps around the box.



**Two iKiosk On Pallet**



**iKiosk Before Box**

You will then be left with the kiosk on the pallet like the picture above. Remove the box and protective wrapping on the kiosk.

The kiosk has been shipped in two sections. The bottom section contains the computer, software and associated hardware.

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

***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.*

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



# Installation

## Installing the Kiosk

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The *iKiosk* can be left free standing with our base, secured to the floor permanently, or mounted to the wall. Find a suitable location that you would like to mount the kiosk.

### Location

The location for the kiosk should be clear of any items on the left side of the kiosk to allow for proper air flow. Also note the location should not be an area where a heating vent is directly venting on the kiosk. A level floor is required to prevent tipping.

### Securing the Kiosk to the Floor

Use four #10 expandable anchor bolts to secure the kiosk to a cement floor. Follow the instructions that are provided with the anchor bolts. For wood floors use four #10 wood screws, 2 inches long. Each screw must be able to take a pull force of 350 lbs and must securely go into the sub-flooring. If there is any question on the stability of the kiosk, move it to a more secure location

*Note: Shims may be needed and you should check the level of the kiosks on the front and the side.*

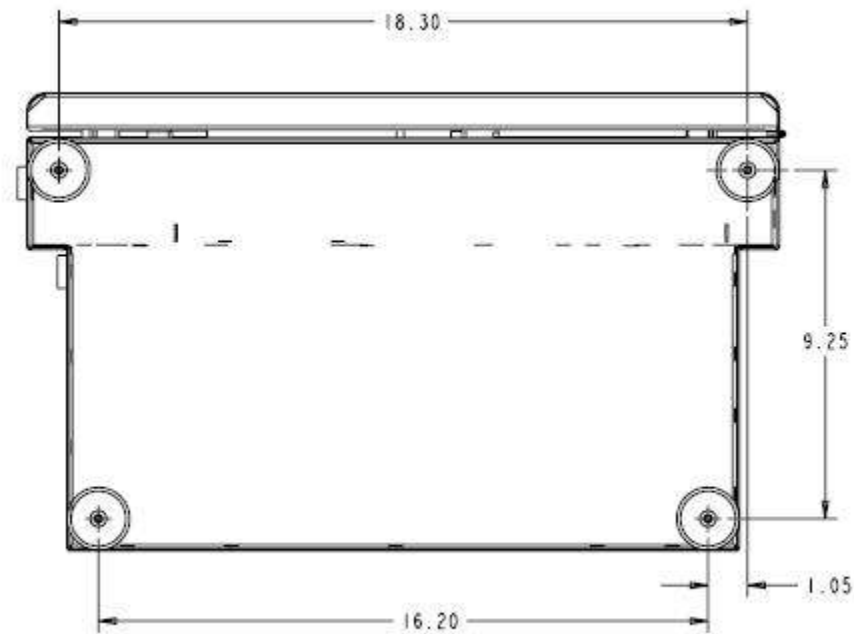


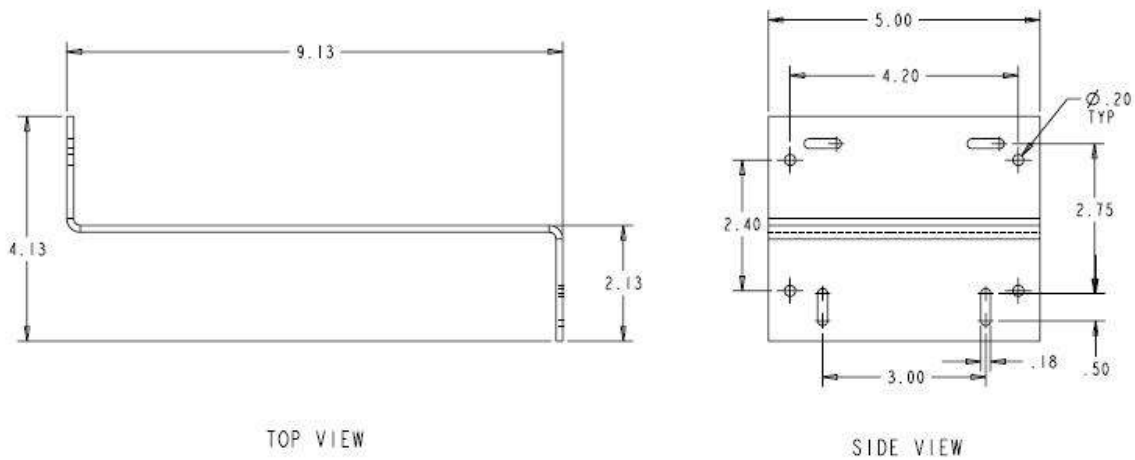
Figure A Bottom View

The holes in the bottom of the kiosk are 0.20 diameters. If a larger anchor bolt is needed these holes can be drilled out to be made larger. Use at least a #10 anchor bolt - nothing smaller. With all mounting options please be sure that the washers are used. Each connection should have a flat washer and a lock washer.

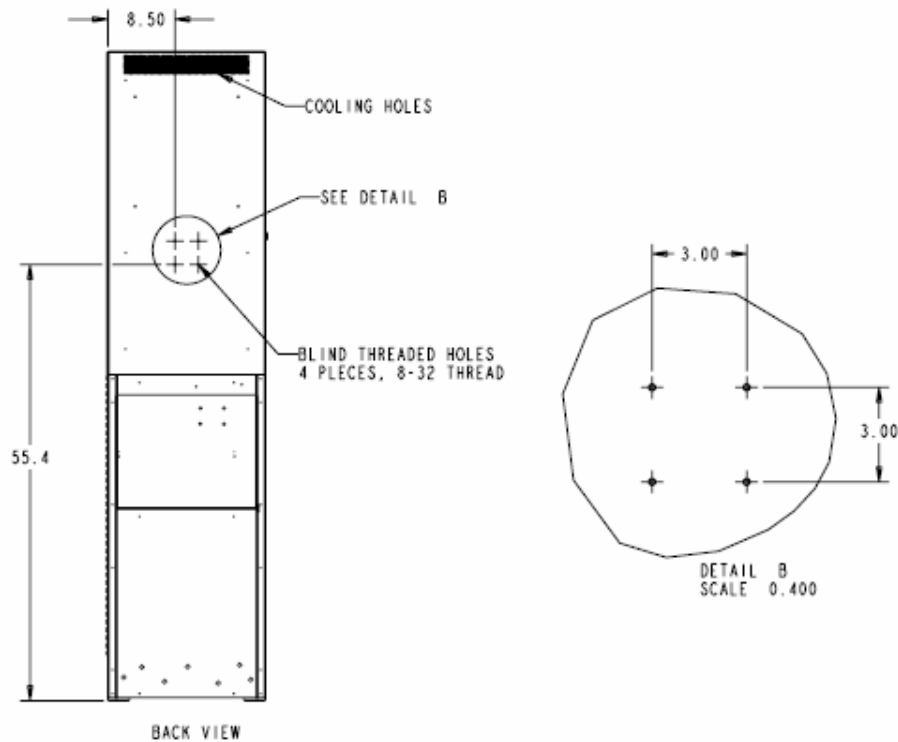


## Securing the Kiosk to a Wall

Use the Z bracket to secure the kiosk to a wall. To do this you will have to assemble the top section of the kiosk to the bottom. Refer to “*Assembling the Kiosk*” section for details on this step. DO NOT install any other hardware into the kiosk until the kiosk is mounted correctly. Once the top is securely bolted to the bottom section, attach the Z bracket to the back of the top section. Use ½” long 8-32 screws, flat washers and lock washers to secure the z bracket to the back of the kiosk.



**iKiosk Wall Bracket**



Back View

There are four blind threaded holes on the back of the upper. The Z-bracket can be attached to any two of these points. After the bracket is attached to the kiosk; mark the wall where the anchors need to be placed.

The anchors should be able to support a minimum of 143 lbs each. This is a 3/8 to 1/2 TB anchor type for dry wall. For masonry use the same anchor as identified in the floor mounting section. See the table below for more information on dry wall anchors.

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**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
	<b>TA</b> 1/8" - 1/4" (3-6mm)	124 in 1/4"	-	-	-
	<b>TB</b> 3/8" - 1/2" (9-13mm)	175 in 1/2"	97	143	102
	<b>TC</b> 5/8" - 3/4" (16-19mm)	-	-	-	159

Be sure to check that your anchors can hold a min of 143 lbs each. The total force that the bracket should take is 286 lbs. The above chart shows that 3/8 dry wall will not support this load. 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.

For those that are located in an area prone to earthquakes it is recommended that a professional engineer review the mounting for the codes in your area

## Assembling the Kiosk

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The directions below are detailed for installing all the components.

### Assembling the Top and Bottom Sections

This **MUST** be done with two people. With both doors closed, place the top section on the bottom section. When correctly aligned, all four sides should be flush.

Person #2 - hold the top section from behind the kiosk. Person #1 – open the top door slowly. Pull the cables out, so they hang down the front of the kiosk. Using the ball ended hex wrench, install the 1/4-20 socket head bolts and washers in each corner, securing the top and bottom section together. *Hint* - do not tighten the bolts until all four have been started. Tighten all four bolts to finish securing the top and bottom section together.

All the cables from the top section should enter the bottom section through the hole furthest to the left. This is required to prevent the cables from interfering with the optional printer.

Plug the AC plugs into the power strip.

### Installing the Computer

Install the computer into the bottom of the kiosk. This is accomplished by opening the bottom door. Plugging in the cables *before* the computer is physically inside the kiosk may be easier. Set the computer right next to the kiosk's opening and plug the cables in there.

The following cables should be connected for a standard iKiosk:  
*Note: The USB plugs are not port specific and can be plugged into any open USB jack.*

Cables to Computer	Optional Equipment
Monitor – VGA or DVI	Printer – USB and Power
Speaker – USB and 3.5 mm TRS plug	Camera - USB
Dual External USB – USB(x2)	Keyboard - USB
Wi-Fi – USB(x2)	Bar Code Scanner - USB
Power Cable	Credit Card Reader - USB
Network Cable – Cat5 plug	VOIP Handset – 3.5.mm plugs x2

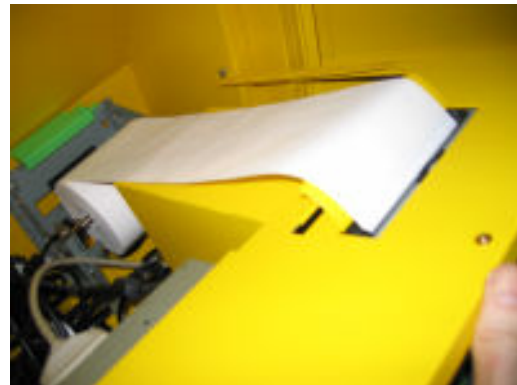
## Installing Optional Equipment

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### Printer

The iKiosk's supports a Starmicronics TUP900 thermal coupon printer, or an APS thermal receipt printer. Both of these options are installed at the factory, however you will still need to connect the USB cable to the computer add paper and configure the printer to your specifications. Refer to the device user manuals located on your computer here:

**Start Menu>Documents>Kiosk Files**



**Back Of Printer Showing Paper Path**

### Receipt Printer



The printers take standard Receipt Thermal Paper. Please be aware that the quality of this paper can greatly effect your print out.

*Note: Thermal paper only prints on one side. If your document is “printed” without any text, try flipping the roll over, so the device can print on the other side of the paper.*



# Setup and Operation

## Basic Setup

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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 cables are plugged in (it's possible for cables to become loose, or unplugged during shipping).

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

Plug the kiosk into a standard 110v wall outlet.

*Note: It is possible for a power cord to exit the bottom of the kiosk and connect directly to a floor outlet, but the kiosk **MUST** be secured to the floor to prevent the cord from being damaged.. See "Permanent Mounting".*

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

### Startup

Turn the computer power switch "ON".

If the touch screen needs configuration (pointer doesn't follow your finger), "Align" the monitor by selecting this icon located on your desktop, or control panel.



A copy of this iKiosk manual is located on your desktop.

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

### **Start Menu>Documents>Kiosk Files**

The iKiosk 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 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 setup 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, open the top door and rotate the knob located in the center of the silver speaker bar, or use the volume settings in Windows.

### **Back Lighting**

The iKiosk has two individual 18" fluorescent light fixtures for illuminating your message. Each light needs to be plugged into the power strip and turned on.

Use a F15T8WW, or similar 15w, 18" (45.7cm" replacement bulb if the need arises.

**\*Disconnect the power before changing any bulbs.**





# 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	1.6 GHz AMD E-350, dual core 533 MHz FSB
Chipset	AMD® Hudson M1 Chipset
Memory Support	2 DDR3 DIMMS support DDR3 1066 SDRAM Total Max. 8GB
Expansion Slots	1 PCIE x16 slot, supports up to PCIE x4 speed
Onboard Serial ATA	4 SATA 6Gb/s ports
Onboard USB	8 USB 2.0 ports.
Onboard LAN	Realtek® RTL8111E 10/100/1000
Onboard Audio	Integrated Realtek® Audio. Supports 7.1 channel audio out
Back Panel I/O	1 PS/2 mouse/keyboard combo port
	1 VGA port
	1 HDMI port
	8 USB ports
	1 Coaxial S/PDIF-out port
	1 Optical S/PDIF-out port
	1 LAN jack
Onboard I/O Connectors	6 flexible audio jacks
	3 flexible audio jacks
	2 USB 2.0 Connectors
	1 Front Panel Audio Connector
	1 Serial Port Connector
Operating Temperature	1 TPM Connector
	0°C ~ 85°C
Form Factor	Mini-ITX (17 x 17 cm)

## 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	100/240 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

The size of the opening in the top section is 16 by 19. The maximum size of any poster or vellum is 17 by 19.75.

The kiosk is shipped with two sheets of Plexiglas in the top section (MAKE SURE TO REMOVE THE PROTECTIVE COATING ON THE PLEXAGLAS). These are held in place by Wing Nuts on the two sides and bottom. To put a new poster or vellum in place loosen all the wing nuts and pull the first sheet of Plexiglas out and then slide the poster or vellum in place. Push the Plexiglas back in place and then secure with the wing nuts provided.

When using vellum it is very important that there are no air pockets between the two pieces of Plexiglas. Before tightening the wing nuts use your hands to squeeze the sheet together by lightly pushing the front sheet from the front and the back sheet from the back. Then tighten the wing nut finger tight.

## Equipment Manuals

The documentation included with the iKiosk'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 you equipment Serial Numbers here and keep this document in a safe place.

**Serial #** \_\_\_\_\_

**Key #** \_\_\_\_\_ **Color #** \_\_\_\_\_

### Windows Product Key

**Notes:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## **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.

### **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)

### 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 iKiosk 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 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

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 an RMA number. Any item shipped to Advanced Kiosks must be well packaged. We are not responsible for damage due to poor packaging