



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

Owners Manual for
Multipurpose Kiosk with
Wi-Fi, Camera, QR
Reader, NFC, and Printer.

AK-MP-OM-11/14/2019



Table of Contents

INTRODUCTION	3
PRODUCT DESCRIPTION	3
PRECAUTIONS	3
OUR SUPPORT	4
INSTALLATION.....	5
MOUNTING THE KIOSK	5
<i>Floor Mounting</i>	5
<i>Wall Mounting</i>	6
SETUP AND OPERATION.....	9
BASIC SETUP.....	9
<i>Before Powering On the Kiosk</i>	9
<i>Startup</i>	9
<i>Back Up Your Information</i>	11
<i>Adjusting Speaker Volume</i>	11
PERIPHERALS	12
<i>Thermal Receipt Printer</i>	12
<i>Near Field Communication Reader</i>	12
<i>Integrated Camera</i>	13
SPECIFICATIONS	14
COMPUTER.....	14
<i>Mini-ITX Main board</i>	14
<i>Monitor</i>	14
<i>Power Requirements</i>	15
<i>General Dimensional Information</i>	15
<i>Equipment Manuals</i>	16
SOLVING PROBLEMS.....	17
<i>Troubleshooting Tips</i>	17
MAINTENANCE OF KIOSK	18
CLEANING AND MAINTENANCE	18
<i>Touch Screen</i>	18
<i>Painted Enclosure Cleaning and Maintenance</i>	18
WARRANTY	19
POLICY	19
<i>Limited Warranty</i>	19
<i>Returned Item</i>	19
<i>Shipping</i>	19



Introduction

Product Description

The Multipurpose Kiosk's features include a 32" touch screen monitor, Stereo Speakers, Wi-Fi, Camera, QR Reader, NFC, Thermal Receipt Printer, and an all steel enclosure for sturdy and trouble-free use. The Kiosk is powered by an Intel i5 Processor, 4 GB of Ram, and a 120 Gb SSD. The Multipurpose Kiosk operates on Windows 10.

Precautions

- **Do not assemble the kiosk until all the directions have been read and understood.**
- **For Safety, bolt the kiosk to the ground if in a high-traffic area, or mount to the wall.**
- 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.
- The *Multipurpose Kiosk* has been designed for indoor use only. Outdoor use to the Multipurpose kiosk 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. Hours are M thru F, 9:00 am to 5:00 pm EST

Our Support

The Multipurpose 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 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.

For other questions, visit the knowledge base, or the support tab on our website:

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

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

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 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.

Installation

Mounting the Kiosk

Floor Mounting

The Multipurpose Kiosk is designed to be free-standing with the attached base and stand. If you are in high traffic areas though, the kiosk should be mounted to the floor through the 4 holes on the corners of the base. The 4 holes should each use 3/8" or equivalent mounting hardware, depending on what you are mounting the kiosk on top of.

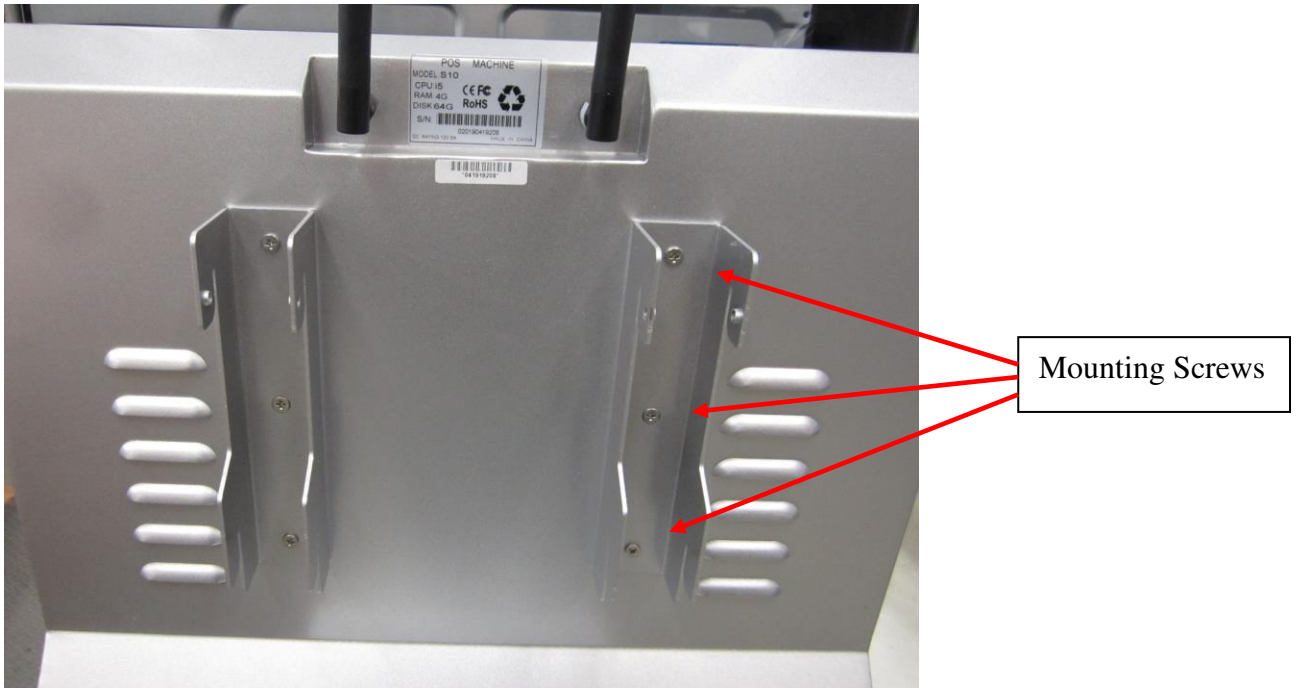


Kiosk Base with Mounting Holes

Wall Mounting

The kiosk can be mounted to the wall using the supplied mounting brackets. The steps will be laid out below:



1. Use the 6 provided screws to attach the wall brackets to the back of the kiosk.



2. Attach the provided wall bracket to the wall using anchor holds. Use 1 Anchor hold in each hole and be sure to use the correct size. The holes are about 3/8" in diameter.
We recommend mounting the top 2 holes at a height of 54 inches off the ground. The bottom 2 holes are 4 1/4" below those.

6. How much will TOGGLER hollow-wall anchors hold? [Back to Top](#)

Tensile Test Results (Ultimate results in pounds)

Anchor / Grip Range	Plywood	3/8" Drywall	1/2" Drywall	5/8" Drywall
 TA 1/8" - 1/4" (3-6mm)	124 in 1/4"	-	-	-
 TB 3/8" - 1/2" (9-13mm)	175 in 1/2"	97	143	102
 TC 5/8" - 3/4" (16-19mm)	-	-	-	159

Anchor Hold Sizes in Different Wall Materials



Provided Wall Mount on Table

3. Take off the retention plate on the top back of the stand by removing the 4 screws.

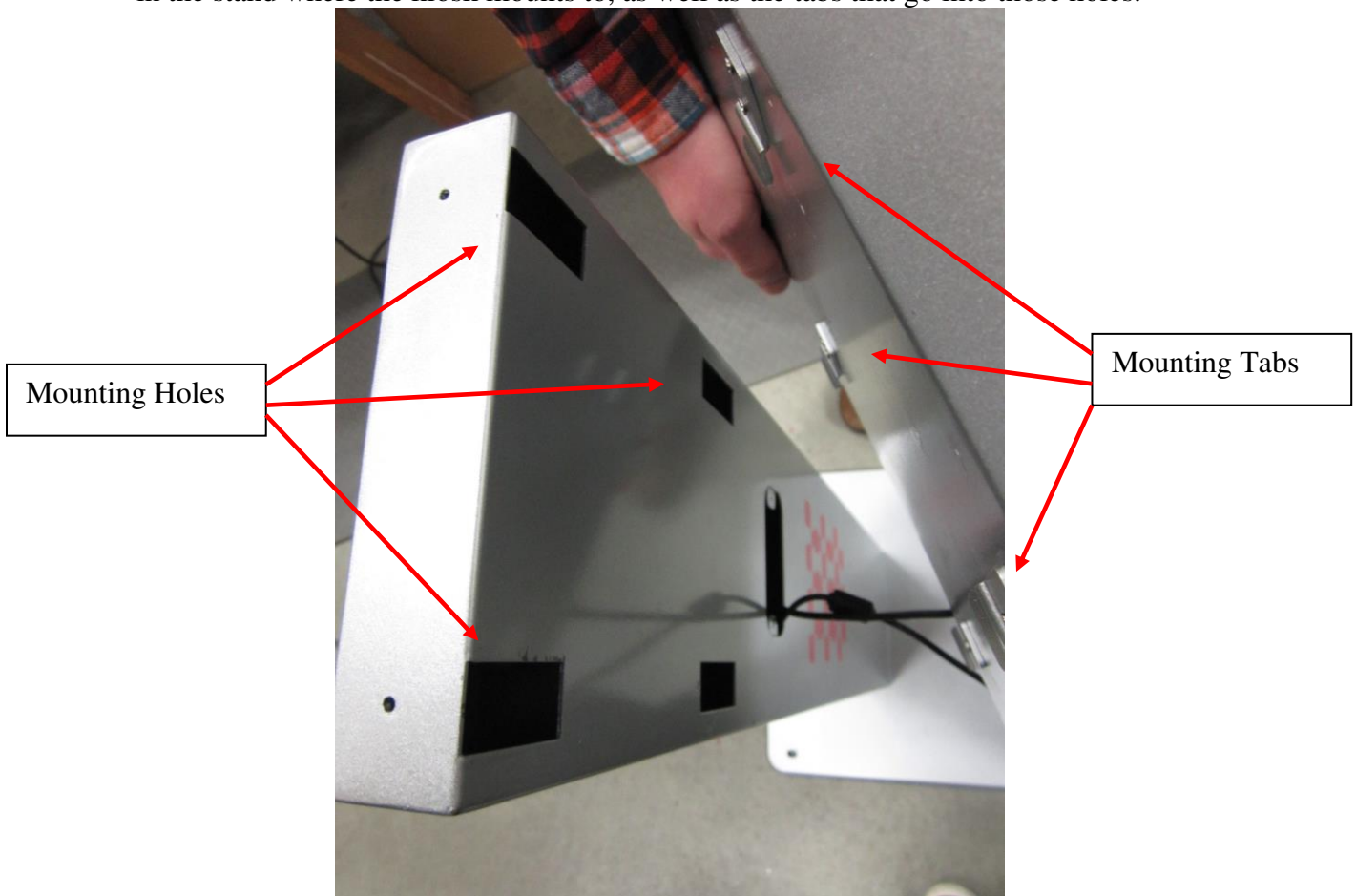


Back Retention Plate on the Stand



Plate Removed

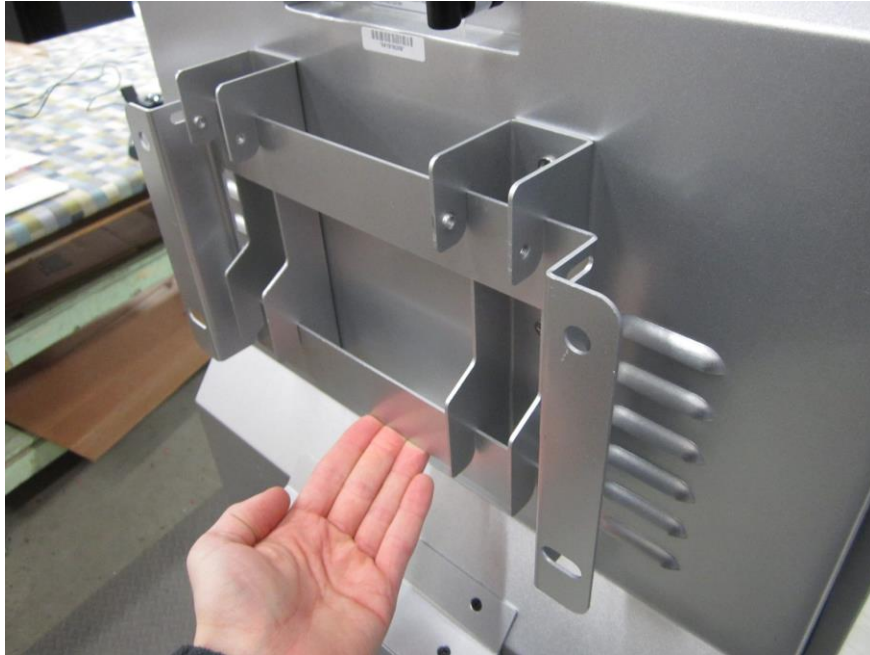
4. Use 2 people to remove the kiosk from the stand by lifting up and out. This will show the 4 holes in the stand where the kiosk mounts to, as well as the tabs that go into those holes.



4 Mounting Holes on the Stand, and the 4 Tabs

5. Lift the kiosk to the wall mount and place the mounts in the slots by lifting up over the top of the wall mount and sliding over the lip. Use a 3 inch long, 5 mm bolt, and screw through the outside of the wall mount into the kiosk mounts. This will create a stable lock for the kiosk, and finalize your wall mounting.

DISCLAIMER: We did not mount the kiosk to the wall for clarity of the mounting assembly.



Showing How the Brackets Fit Together



Brackets Screwed Together for a Secure Fit to the Wall

Setup and Operation

Basic Setup

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 from the cable coming out the bottom of the stand.

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

Refer to the Quick Start Guide included with every kiosk for more information. You can find this and all kiosk documents at:

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



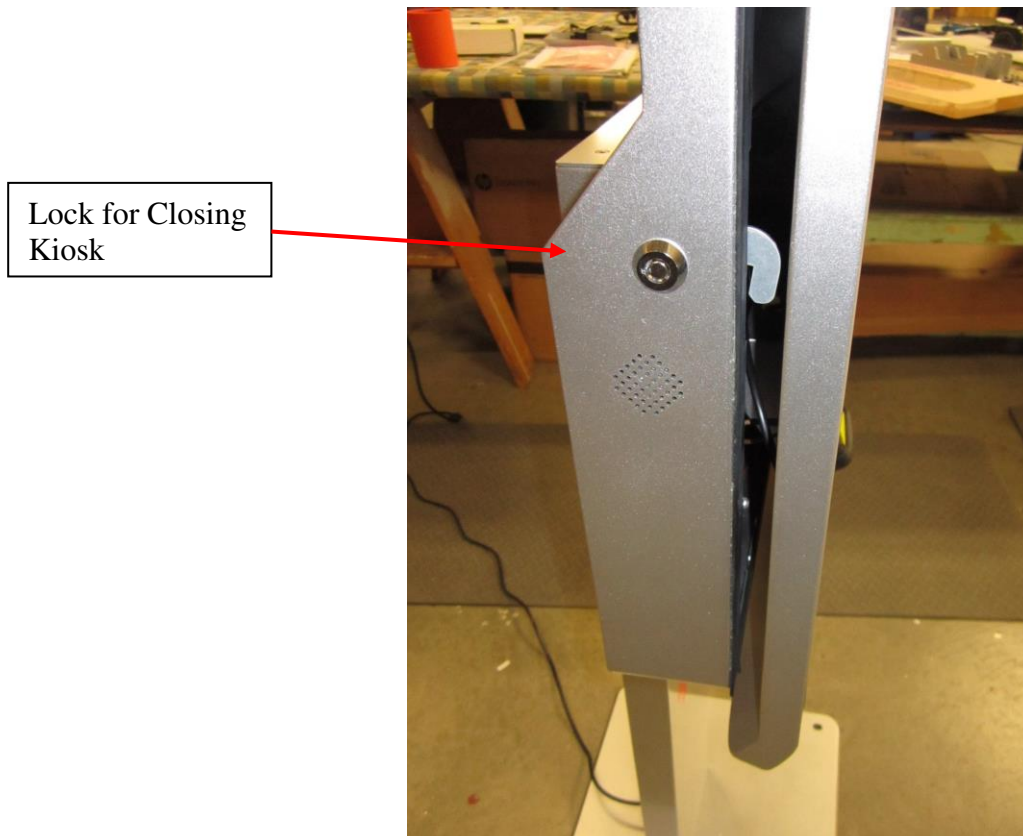
Startup

The first time that the Kiosk is plugged in, and the power button is pushed, the monitor should automatically turn on. The power button and the other ports are located behind the bottom of the monitor.



Power Button and Other Ports

The kiosk can be opened from the side with the use of a key that will be provided.



A copy of this Multipurpose Kiosk manual is located on your desktop.

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

Start Menu>Documents>Kiosk Files

The Multipurpose 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 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

The speakers use a USB connection for 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.

Peripherals

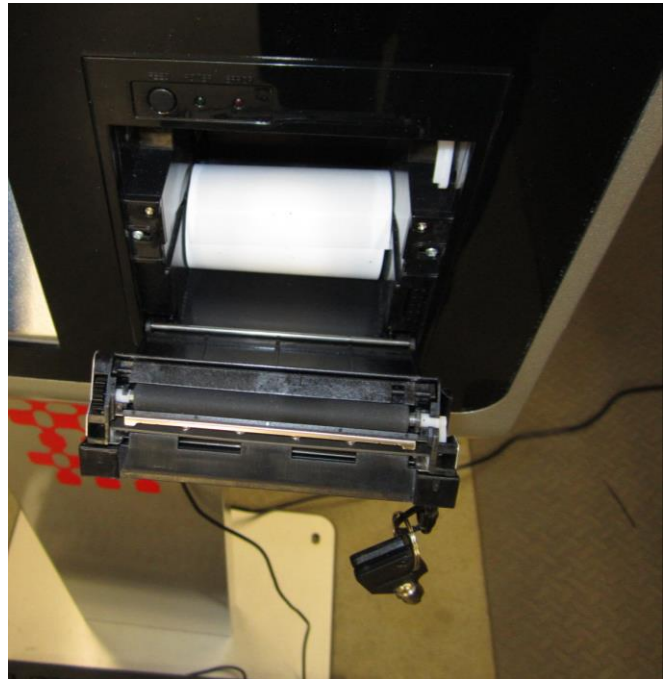
Thermal Receipt Printer

Note: This thermal receipt printer uses 3-inch paper.

This printer is an integrated part in this kiosk, and will already be a set-up, standard part of the kiosk. The paper roll needs to simply be placed inside the printer when it is opened, and placed over the rubber roller on the top of the door. Then when the door is closed, the printer will be fully operational.



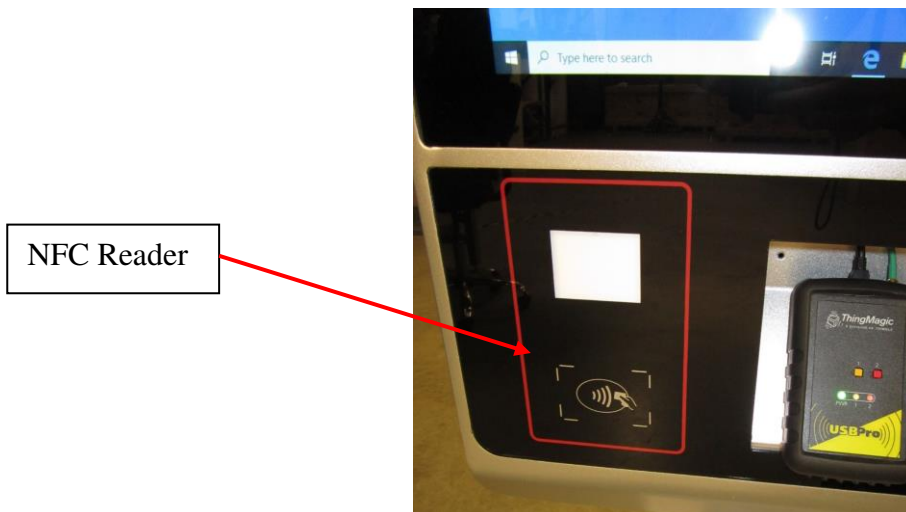
Printer with Printer Door Closed



Printer with Door Open and Paper Exposed

Near Field Communication Reader

An NFC Reader is integrated into this kiosk and will be usable upon startup if needed.



Integrated Camera

In the top of the monitor enclosure, there is an integrated camera. It will be configured and usable upon startup.



The Monitor with the Camera at the Top



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

Specifications

Processor	Intel i5
Memory Support	4 GB DDR4
Onboard USB	4 USB 2.0 ports.
Onboard LAN	802.11b/g/n WLAN
Onboard Audio	High Definition Audio

Port Panel I/O	1 x D-Sub
	1 x HDMI
	1 x LAN (RJ45) Port
	1 x Power Port

Operating Temperature 50°F ~ 95°F

Monitor

32.0" Touch Screen

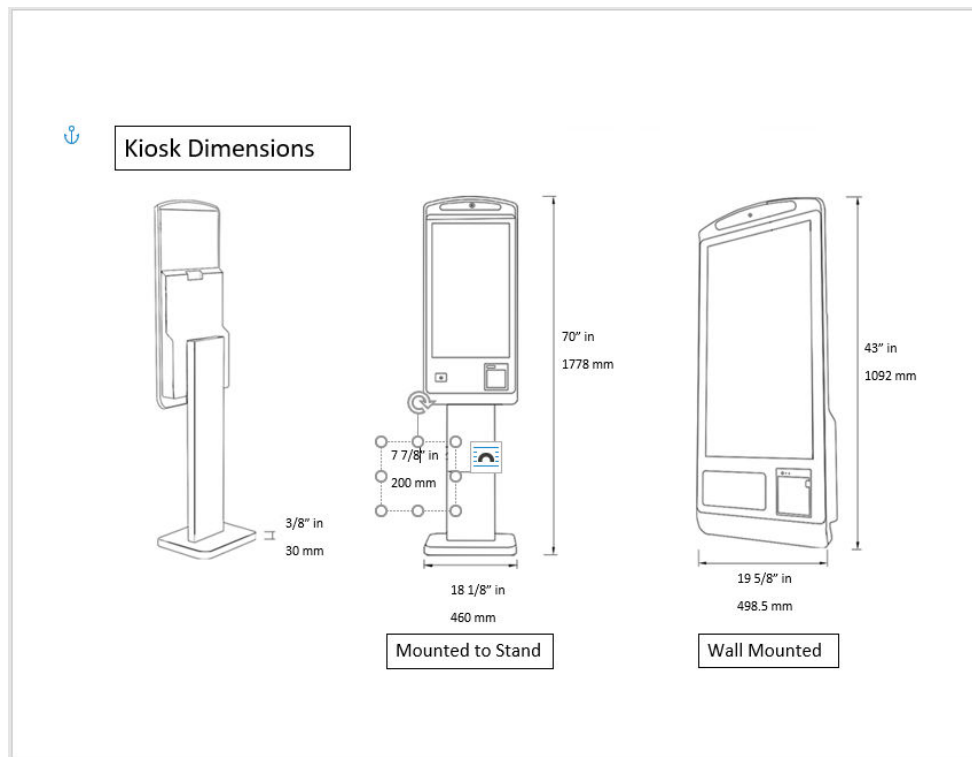
Aspect Ratio	Aspect 16:9
Touch Technology	Infrared
Display Technology	TFT LCD with LED backlight
Native (Optimal) Resolution	1920 x 1080
Brightness	350 nits
Response Time	6.5 msec
Viewing Angle	Horizontal: 178° total
	Vertical: 178° total
Contrast ratio (Typical)	Contrast 4000:1
Power Supply	12VDC

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 Multipurpose 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: _____

Solving Problems

For any problems, suggestions, or concerns please call Advanced Kiosk at 603-865-1000 x110, or contact us at technical@advancedkiosks.com Hours are M thru F, 9:00 am to 5:00 pm EST. We will usually respond within 24 hours.

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.

See our support section for our knowledge base and our support ticket creator.



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.

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

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