



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

Owners Manual for  
*Merchant Max* with WiFi,  
Mag Strip Reader, VOIP,  
and Printer options.

AK-MM-OM-08/12/19

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# Introduction

## **Product Description**

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The Merchant Max features include a 32" LCD touch screen monitor, amplified stereo speakers, Wi-Fi and a all steel enclosure for sturdy and trouble-free use. With options such as, credit card reader, ticket, or receipt printers, and bar code scanners, the Merchant Max can be customized to suit a wide range of needs.

The Merchant Max is powered by a i3 Processor, 4 GB of ram, a 120 GB SSD, and Windows 10 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.
- Do not use kiosk with an extension cord that does not have grounding.
- The Merchant Max Kiosk has been designed for indoor use only. Outdoor use to the Freestanding 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](mailto:technical@advancedkiosks.com). Hours are M thru F, 9:00 am to 5:00 pm EST
- If using the Ticket Printer option, paper or stock must be a minimum of 0.005 inches thick. Any less will cause Jamming in the Ticket Printer. The maximum for the Ticket Printer is about 0.01 inches thick.
- If using the Receipt Printer option, paper or stock must be a minimum of 0.002 Inches thick. Any less will cause jamming in the Receipt Printer. The maximum for the Receipt Printer is about 0.004 inches thick.

## **Our Support**

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The Merchant Max is a 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 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.

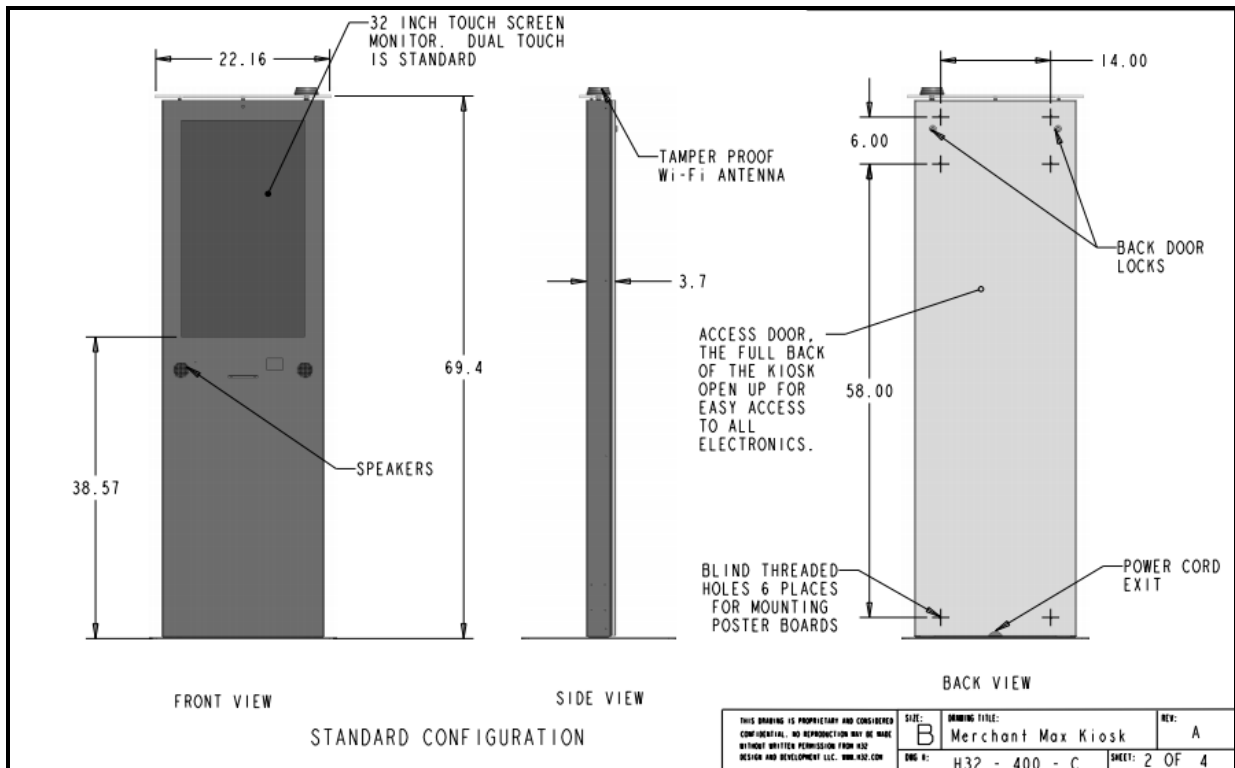
# Installation

## Installing the Kiosk

The *Merchant Max* 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. Shown below are the dimensions of the kiosk. Please consider them when finding a suitable installation location.



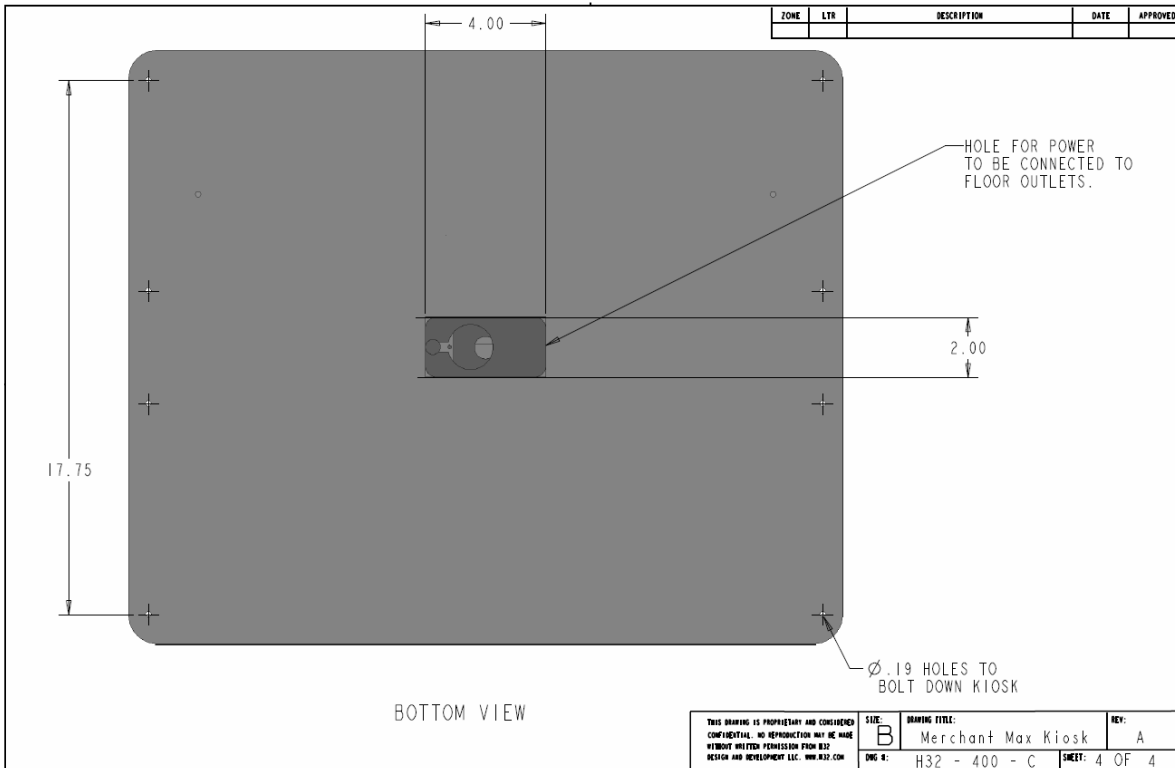
**Kiosk Dimensional Drawing**

## 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.*

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.



**Merchant Max Base Dimensional Drawing**



# 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).

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.

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**

Turn the computer power switch “ON”.

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

A copy of this Merchant Max manual is located on your desktop.

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

### **Desktop>Kiosk Files**

The Merchant Max 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.





# Specifications

## Computer

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Your kiosk comes with an integrated Mini-ITX computer. See the manufacturer's manual for any questions on the computer. Below is the standard specification. See your disk for additional information and drivers.

### Mini-ITX Main board

|                               |  |
|-------------------------------|--|
| OS                            | Windows 10 Professional  |
| Processor                     | Intel i3   |
| System Memory                 | 4GB DDR4   |
| Graphics                      | Intel HD Graphics  |
| Storage Device                | 120GB Solid State Drive  |
| Operating Temperature         | 0°C to 35°C (32°F to 95°F)   |
| Wi-Fi                         | 600mW Wireless N150 (backward compatible with 802.11b/g) with external high-gain 5 dBi antenna |
| Wireless Security Encryptions | WEP 64/128, WPA, and WPA2 with TKIP and AES capable  |
| LAN Chipset                   | Realtek 8111F  |
| Max LAN Speed                 | 10/100/1000Mbps  |
| USB 2.0                       | 4 x USB 2.0  |
| USB 3.0                       | 2 x USB 3.1  |
| Video Ports                   | 1 x HDMI, 1 x D-Sub  |
| Audio                         | 1 Ports  |

### 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               | 5.4msec  |
| Viewing Angle               | Horizontal: 178° total<br>Vertical: 178° total |

|                             |  |
|-----------------------------|--|
| Contrast ratio (Typical)    | Contrast 3000:1  |
| Power Supply                | 12VDC  |
| Power Consumption (Typical) | 40W  |
| Temperature                 | Operating: 0°C to 50°C (32°F to 122°F)<br>Storage: -20°C to 60°C (-4°F to 140°F) |
| Humidity                    | Operating: 10%-90%<br>Storage: 10%-90%   |
| MTBF                        | 50,000 hours   |

### Kiosk Physical Specs

|                                |                    |
|--------------------------------|--------------------|
| <b>Weight (lbs.)</b>           | 137 lbs.           |
| <b>Dims (L x W x H) Inches</b> | 12"L x 20"W x 60"H |
| <b>Footprint w/base</b>        | 28" L x 28" W      |
| <b>Voltage Input Range</b>     | 100-240VAC         |
| <b>Watts @ 110VAC</b>          | 64.9 W             |

### 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 |            |



## Equipment Manuals

The documentation included with the Merchant Max's components has been included with your kiosk.

**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**

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For any problems, suggestions, or concerns please call Advanced Kiosk at 603-865-1000 option 2, or contact us at [technical@advancedkiosks.com](mailto: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.



# 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 the touchscreen.

### 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 Merchant Max 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