



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

Owner's Manual for
Enviro Kiosk

H32-260-100 OM-08/27/2019



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Introduction

Product Description

This state-of-the-art Outdoor Enviro Kiosk can take on any environment. With a 19" self-adjusting sunlight-readable monitor with cooling and heating options, the Enviro Kiosk will meet all your outdoor needs. With options such as a credit card reader, camera, receipt printer, external keyboard, bar code scanners, VoIP Handset, transducer speaker system, and computer upgrades, the Enviro kiosk can be customized to suit a wide range of needs.

The kiosk is powered by an Intel Atom 1.91 GHz processor, 2 GB of Ram, and a 60 GB SSD. The Enviro Kiosk operates on Windows 10.

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.
- Read Mounting/Installation carefully. **Remove base before installation.**
- **Do not place the Kiosk in a location where water is pouring on it, such as below the edge of an overhang. Despite being water-resistant, water can potentially get inside and damage components.**
- If you have any questions on how to install this kiosk please call us at 603-865-1000 option 2 or email us at technical@advancedkiosks.com. Hours are M thru F, 9:00 am to 5:00 pm EST

Our Support

The Enviro 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 any other corresponding documents for software, or peripherals. These documents are included with your equipment or are located on the computer.
- 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.

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 Advanced Kiosks and should notify us at the time of purchase.



Installation

Installing the Kiosk Enclosure

The Enviro Kiosk should be mounted to a solid surface using appropriate anchors for adhering objects to that surface. A specific anchor may work well for concrete but may not be appropriate for a wooden surface. It is advised to consult a professional and reference local building codes and regulations to determine the most appropriate or required anchor.

Location

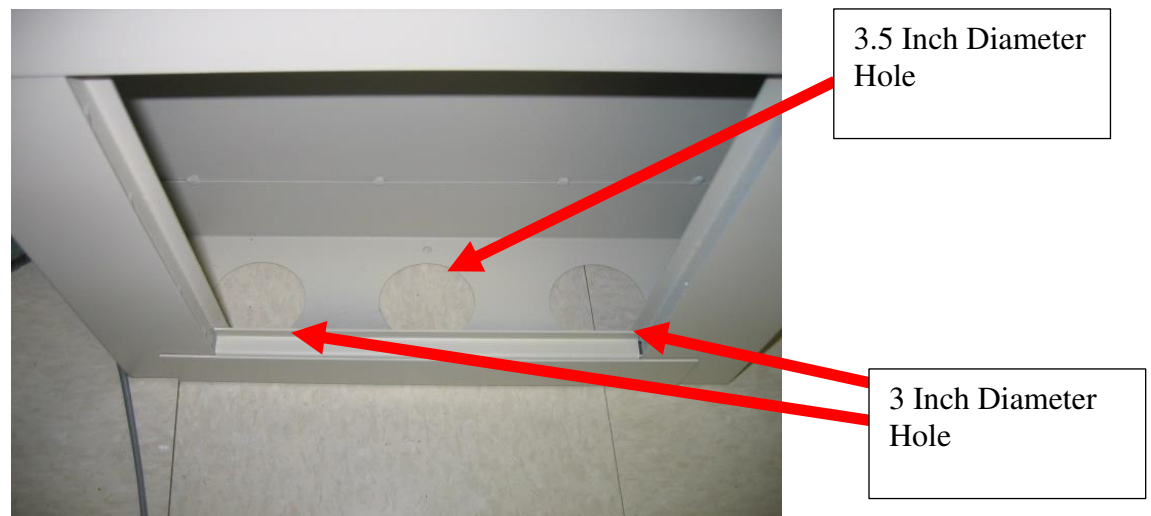
The location for the kiosk should be on a flat level area. The kiosk needs to be fastened to a solid surface for maximum security and safety. Failure to appropriately secure the kiosk to a floor, or pad presents a danger of the kiosk tipping over.

Surface Grade

The surface should slope *away* from the kiosk to prevent the possibility of water accumulating in the bottom of the kiosk. Standing water inside the kiosk will elevate humidity levels beyond acceptable operating conditions.

Mounting the Kiosk

The power and the network connection must be brought into the kiosk from one of the three entry holes in the bottom of the kiosk enclosure. For best network results, use a shielded internet connection.

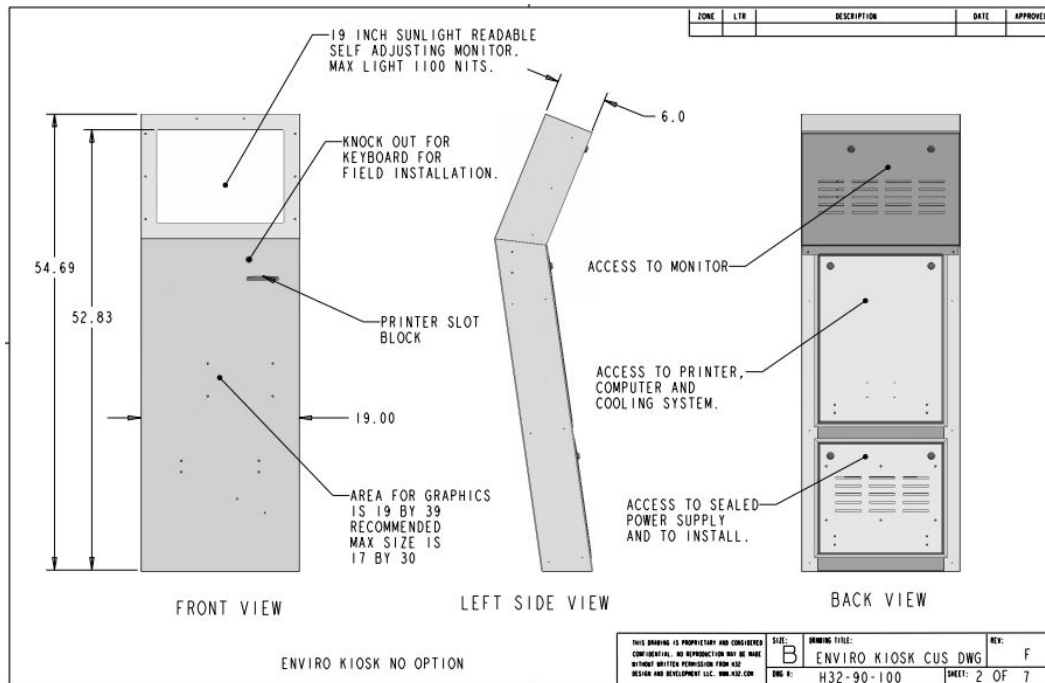


Holes on Bottom of Enviro Enclosure

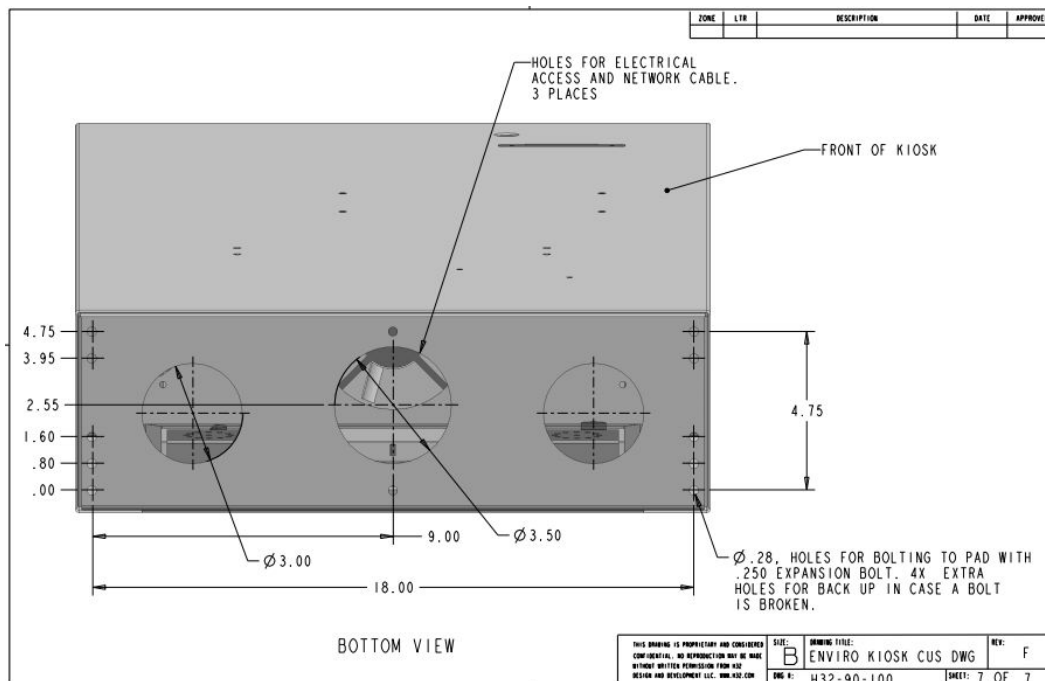
When mounting to the floor you should use no less than eight, Grade 5, ¼" diameter x 2" length sleeve anchor bolts to secure the kiosk to your selected location's surface. We recommend the following procedure:

1. Remove the kiosk from the wood base by unscrewing the 8 bolts that hold the kiosk to the base.
2. Using ANSI standard drill bits, carefully drill holes in the base material using the base to the kiosk as a guide for hole location. Hole size = Bit size when installing sleeve anchors. Make sure the hole is always drilled 1/2" deeper than the sleeve anchor will penetrate the base material.
3. Clean the hole of all debris made during drilling, using a brush, vacuum, or compressed air. Debris can prevent secure mounting.
4. Center kiosk over drill holes.
5. Sleeve anchors come fully assembled with a nut and washer. It is important that the nut is on the end of the threads to protect the threads during hammering.
6. Insert the sleeve anchor through the mounting hole and into the hole you drilled in the base material. A hammer will be required to pound the sleeve anchor into the material until the washer and nut are tight against the kiosk.
7. Tighten the nut until finger tight, always turning clockwise.
8. Using a wrench or socket, turn 2-4 times until you are sure it is snug.

Dimensional Drawings



Enclosure Dimensions 1



Base Dimensions 1

Earthquake Zones

If the Enviro Kiosk is located in an area prone to earthquakes a professional engineer should be consulted to recommend installation requirements to adhere with the building codes in your region. Also note the following.

- If needed, Advanced Kiosks can supply additional brackets specified per your professional engineer's review.

Power Considerations

The Outdoor Enviro Kiosk operates at 12VDC. This safe, extra low voltage drastically limits the user's risk.

A 110v power source will go directly into the kiosk from the bottom. It is recommended a conduit is run from the power origin into the kiosk with the power line and data line inside. Power leaving the conduit can be secured in the junction box located in the bottom section of the kiosk. This is a sealed box for protection and should be done by a professional electrician.

There is a test power cable attached to the junction box. This is for **TESTING** only, when installed it needs to be removed and replaced by the 110v power line.



Test Cable in Kiosk. WARNING: DO NOT USE AFTER INSTALLATION



Power Cable in Kiosk



Inside of Back Panel with Components



Disconnected Large Power Connector



Power Connected and Locked

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.

Power to Kiosk

The Enviro Kiosk has been shipped with all power connections and plugs attached within the power box, so that the kiosk can be tested and configured **BEFORE** permanently installing.

This configuration will have to be modified by your electrician, so that the power entering and exiting the kiosk are not through the cover.

A certified electrician needs to be used if the power supply box is going to be hard wired into a power source.

The cable should be concealed using appropriate conduit or similar material from the power box to the kiosk so no one can trip or tamper with the cord.

The power cable (as well as Ethernet cable) needs to be run up from the bottom of the kiosk, so no wires are exposed. Connect the end of the cable into the plug on the right-hand side of the kiosk. Once plugged in, pull the security lever down to ensure the plug is all the way in.



Labels inside of the kiosk, as well as on the power box, indicate the correct positioning for the wires with corresponding pins on the plug.

Computer

The Computer will be secured in the kiosk, located in the second door along with all of the power options. There are three cables that will be plugged into the computer: Power Cable, USB Touchscreen Cable, DVI Video Cable. Ensure all are plugged in all the way and shipping hasn't vibrated any loose.

Wi-Fi

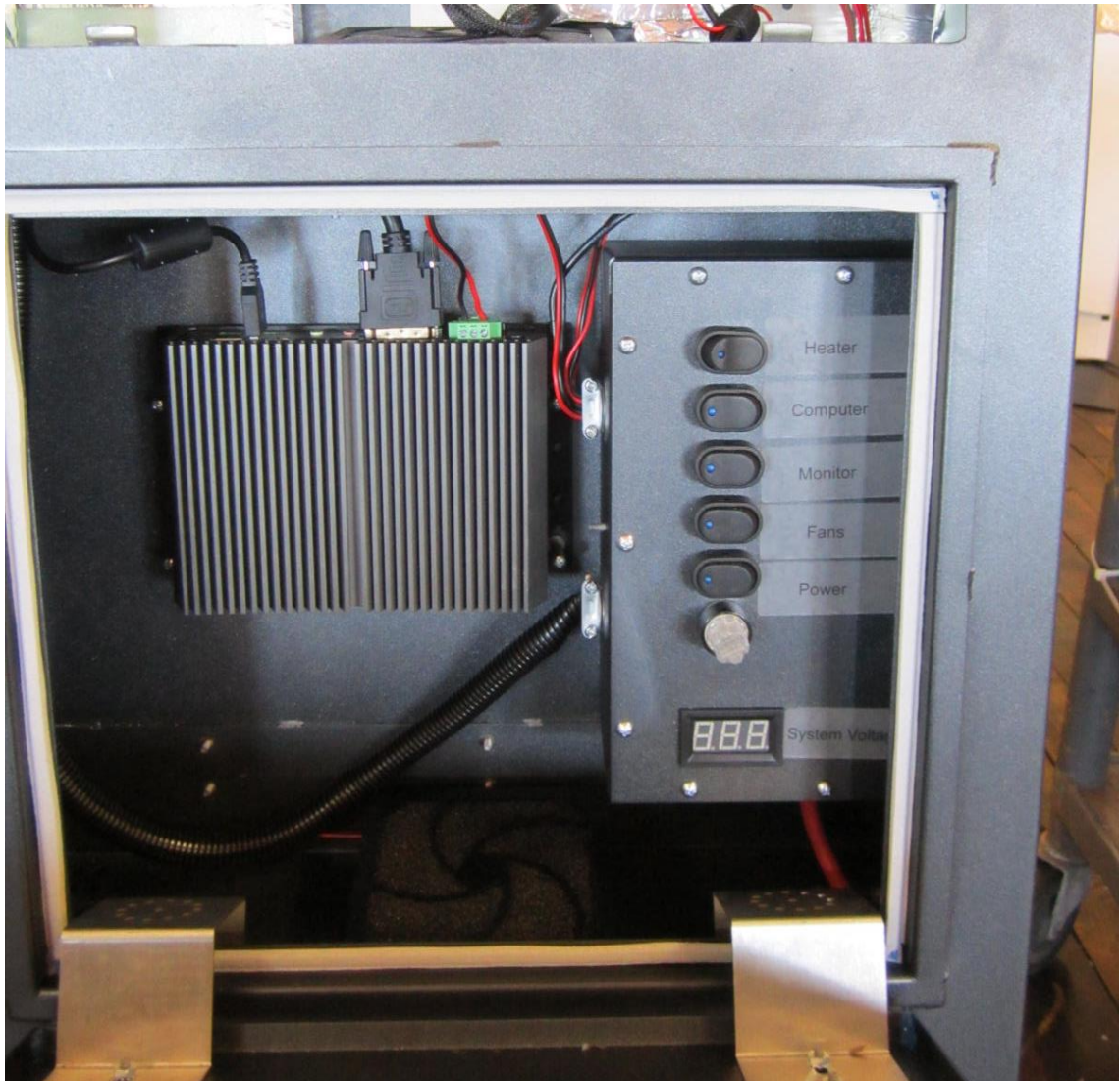
The Enviro kiosk does not come with Wi-Fi. While there are two available USB ports that a USB Wi-Fi adapter may be plugged into. Advanced Kiosks does not recommend the option. We recommend an insulated cat

Network Connection

A network connection requires a shielded category 5 or 6 cable be installed in conjunction with the power cable.

Power Box

The power box contains 5 switches, and from top to bottom they are as follows: Heater, Computer, Monitor, Fans, and Main Power. Below the switches is a voltage meter to indicate the power into the kiosk. For anything to work the main power must be turned on, other components may be selected as desired, but it's recommended all be left on.



On First Power Up, Turn ALL Component Switches ON, Then Switch Power ON



Setup and Operation

Basic Setup

The kiosk is shipped with a full, standard installation of Windows 10 Professional. See our Quick Start Guide for software setup located at <https://advancedkiosks.com/about-advanced-kiosks/product-documentation/>



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.

Confirm the plug is latched, securing the incoming power cable in the bottom compartment of the kiosk.

In testing/configuration phase (before permanent installation) take care that the power cord is managed in such a way that it persons walking by will not trip or get caught on the cord.

Startup

Make sure all the power switches are in the “ON” position before turning on the main power.

Turn the power should now see all the voltage meter voltage isn't exact there is anything difference from off and contact



switch “ON”. You the lights on, and reading 12v (If the that's fine, but if outside of a 1.0v 12v, shut the power Advanced Kiosk's).

Switches on in Position 1

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.

Cooling Fans

The cooling option is included, and the kiosk will have two cooling fans. These are controlled by a thermal switch. This switch is preset at the factory to turn the fans on when the internal ambient temperature reaches 90°F. Under normal circumstances, these fans provide the appropriate amount of air flow to keep the kiosk within the operating temperature range.

Note: The fans will not turn on if the temperature inside the kiosk is less than 90°F.

Heater

An internal heater is available for kiosks that will be located in environments that have seasonal temperatures below freezing. The heater is controlled by a thermal switch. The switch is preset at the factory to turn the heater on when the internal ambient temperature drops to 40°F.

Note: The heat will not turn on if the temperature is greater than 40°F.

Printer Paper Thickness

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.



Specifications

Computer

Your kiosk runs on a sophisticated, fanless Mini-ITX computer. See the manufactures manual for any questions on the computer. Below is the standard specification.

OS	Windows 10 Professional
Processor	Intel 1.91 GHz Quad Core
System Memory	2GB DDR3 1066
Graphics	Intel GMA 3650
Storage Device	60GB Solid State Drive
Operating Temperature	-25°C to 70°C (-13°F to 158°F)
Wi-Fi	None
LAN Controller	2 RJ45 Ports for GbE
Max LAN Speed	10/100/1000Mbps
USB 2.0	3 x USB 2.0
USB 3.0	1 x USB 3.0
RS-232	4x RS-232
Video Ports	1 x DVI
Audio	2 Ports

Monitor

19.0" Sunlight Readable Touch Screen	
Aspect Ratio	Aspect 5:4
Touch Technology	Projected Capacitive
Display Technology	TFT LCD with LED backlight
Native (Optimal) Resolution	1280 x 1024
Automatic Brightness Control	Yes, 300 - 1100 nits
Brightness	1100 nits
Response Time	20msec
Viewing Angle	Horizontal: 140° total Vertical: 140° total
Contrast ratio (Typical)	Contrast 500:1
Power Supply	12VDC
Power Consumption (Typical)	70W

Temperature	Operating: -10°C to 50°C (14°F to 122°F) Storage: -20°C to 60°C (-4°F to 140°F)
Humidity	Operating: 20%-80% Storage: 10%-80%
MTBF	50,000 hours
Regulatory & Safety	FCC Class A, CE, UL/cUL, TUV, RoHS

Kiosk Physical Specs

Weight (lbs.)	165 lbs.
Dims (L x W x H)	6"L x 19"W x 56"H
Footprint w/base	24" L x 22 "W
Voltage Input Range	100-240VAC
Watts @ 110VAC	106.7 W

Kiosk Shipping Specs

Ships In/On	Crate
Weight (lbs.)	255 lbs.
Dims (L x W x H)	64"L x 28"W x 32"H
Logistics	Freight



Maintenance of Kiosk

Cleaning and Maintenance

Touch Screen

Standard glass cleaner can be used to clean the touchscreen, but products containing ammonia should be avoided.

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.

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.

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. These cleaners are available at most automotive, appliance, 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 kiosk.

Other Cleaning Practices

- Clean filter inside back door every 90 days. If very dirty, clean more frequently.
- DO NOT use pressure washers to clean kiosk. Water could potentially get through the seals.
- DO NOT use leaf blowers near or on kiosk.

For other questions, visit our knowledge base at <https://advancedkiosks.com/knowledgebase/>

Equipment Manuals

With your Enviro 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 your equipment Serial Numbers here and keep this document in a safe place. The Enviro Kiosk, Serial Numbers are located:

1. On the back of the kiosk enclosure, above the bottom door
2. Inside the Power Supply Enclosure

Serial # _____

Key # _____ **Color #** _____

Windows Product Key _____

Notes: _____

Solving Problems

For any problems, suggestions, or concerns please call Advanced Kiosk at 603-865-1000, and #2 for support, or contact us at technical@advancedkiosks.com Hours are Monday through Friday, 9:00 am to 5:00 pm EST.

Troubleshooting Tips

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.

If more help is needed, fill out a support ticket at <https://advancedkiosks.com/about-advanced-kiosks/technical-support/>, and include your serial number, and we will try and get back to you as soon as possible.



Warranty

Limited Warranty

Your Advanced Kiosks Enviro Kiosk is warranted for 3 years from the date of purchase. The electronics in the kiosk are warranted for 3 years including the monitor. Should any component fail, you must call Advanced Kiosks Technical Support to obtain RMA # before shipping back the component. **All items must be well packaged 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 ordinary 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. 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 be subject to additional 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 Enviro Kiosk, it must be well packaged, secured to a pallet, and insured. We highly recommend taking pictures of the packaged kiosk before shipping.

Terms and Conditions

Please visit our Terms and Conditions page for more detailed information:
<http://www.advancedkiosks.com/company-policies/terms-and-conditions.php>