

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

Owners Manual for
Ticketing Kiosk with WiFi,
Mag Strip Reader, QR
Code Reader
options.

H32-220-110 OM-8/19/2019



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Introduction

Product Description

The Ticketing Kiosk features a 22" Multi touch, touchscreen mounted on an attractive powder coated base. Made out of sturdy 16 gauge metal, speakers, and Wi-Fi with a high gain antenna are standard features of this kiosk.

The Kiosk is powered by an Intel i3 Processor and comes standard with 4GB of RAM, a 64 GB SSD and Windows 10 Professional.

Precautions

- **Do not install 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.
- Permanent mounting must only be done by trained electrician.
- The *Ticketing Kiosk* has been designed for indoor use only. Outdoor use of the Ticketing 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, or email us at technical@advancedkiosks.com. Hours are Monday through Friday, 9:00 am to 5:00 pm EST

Our Support

The Ticketing Kiosk is an elegant, high quality kiosk designed for a wide variety of applications where space is limited. 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**. Unless you or your company is an authorized reseller, selling or giving it to another company or person will void any and all support and warranty. There are a few prerequisites:

- The person installing the kiosk must be familiar with setting up computers, printers, monitors and must be able to read and follow directions.
- You must 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 desktop 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 Advanced Kiosks and should notify us at the time of purchase.

Installation

Mounting the Kiosk

The Ticketing Kiosk can be mounted to a pedestal, table, or placed temporarily. Select a location that you would like to place the kiosk, ensure it is a stable structure with the ability to run power to the kiosk.

Location

The location for the kiosk should be clear of any items **four** inches on either side of the kiosk to allow for proper air flow. Also note the kiosk should not be placed in an area where a heating vent is directly venting on the kiosk.

For ADA compliance please reference: http://www.ada.gov/2010ADASTandards_index.htm

Power

The power required to operate the Ticketing Kiosk is standard US wall 120v with grounding. The kiosk itself runs off a 19v power brick located inside of the kiosk shell. The power switch to turn the kiosk on and off is located in the kiosk, by accessing the panel on the right-hand side, in the bottom keyed-access panel.



Left Side with Access to Printer and Monito



Bottom keyed-access panel

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 The Kiosk ON

Ensure the Ticketing kiosk is on an even surface and a sturdy structure.

Confirm that the power switch is in the “OFF” position. Plug the kiosk into a standard 110v wall outlet.

Take care that the power cord is managed, so that it will not catch anything and won't become tangled.

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.

For the Ticket Printer, 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.



Specifications

Computer

Your kiosk comes with an integrated All-in-one computer. See the manufactures manual for any questions on the computer. Below is the standard specification. See your disk for additional information and drivers.

Computer Specifications:

OS	Windows 10 Professional
Processor	Intel 2.4 GHz Dual Core
System Memory	4GB DDR3 1333/1600
Graphics	Intel HD Graphics
Storage Device	64GB Hard Drive
Operating Temperature	0°C to 40°C (32°F to 104°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 Controller	Intel Gb Ethernet -W82579LM
Max LAN Speed	10/100/1000Mbps
USB 2.0	2 x USB 2.0
USB 3.0	2 x USB 3.0
RS232	2 x RS232 (COM)
Video Ports	1 x HDMI, 1 x VGA
Audio	Realtek HD Audio Codec ALC886
Camera	1.3M Camera

Power Requirements

The following matrix is the power requirements for the kiosk’s components. Over time manufactures may change these settings, so please review the manual that comes with each of the following components for the most recent power information.

Kiosk	100/240 Vac	.29 / .12 A	50 / 60 Hz
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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.

Steel Enclosure/Mount Cleaning and Maintenance

The steel enclosure/mount is powder coated and can be cleaned with standard household cleaning agents. Do NOT use any acetone based agents as that would remove the paint.

Equipment Manuals

With your Ticketing 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, 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 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.

Warranty

Policy

Limited Warranty

Your Advanced Kiosks Ticketing 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 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 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 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

When shipping the Ticketing Kiosk, it must be well packaged. Plan on using a min of four inches of bubble wrap on all sides. Having the ends well wrapped is critical.