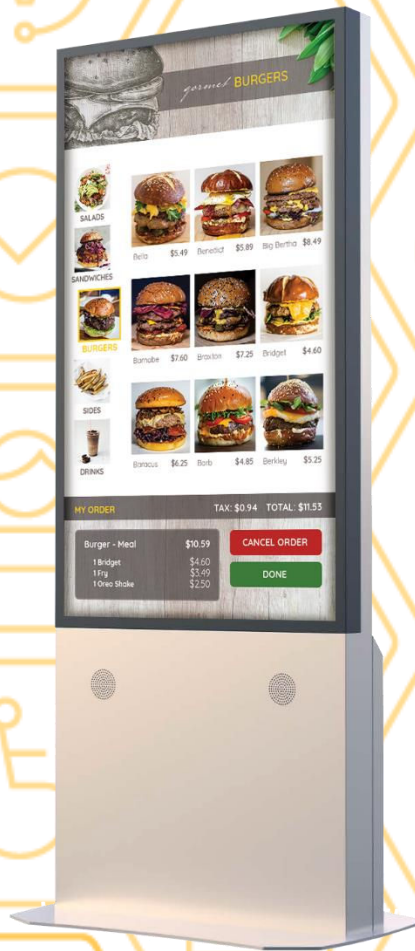




Engage INTERACT SATISFY

Owner's Manual for the *Outdoor Monolith Kiosk*



With Speakers, Options

IMPORTANT:

Read This Entire Manual Before Use!

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Introduction

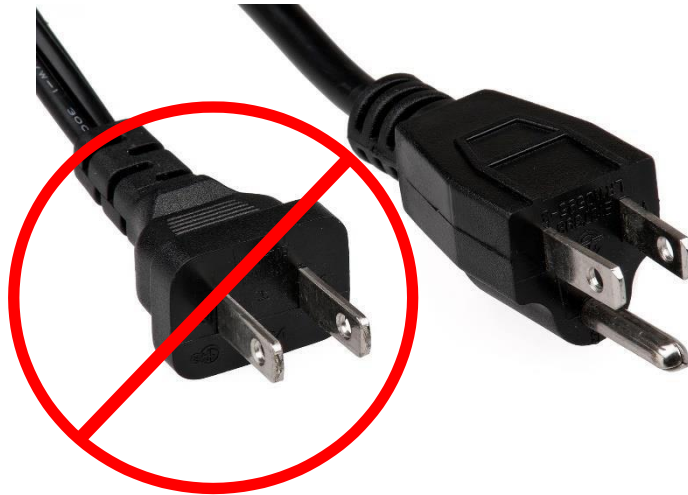
Product Description

The Monolith Kiosk features a 46" or 55" Multi touch touchscreen mounted on an attractive powder coated base. Made out of sturdy 16-gauge metal, it is water-resistant which is a standard feature of this kiosk.

The Kiosk is powered by an Intel Processor and comes standard with 4GB of RAM, a 120 SSD and Windows 10.

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 a licensed electrician.
- **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 or email us at technical@advancedkiosks.com. Hours are Monday through Friday, 9:00 am to 5:00 pm EST.



Our Support

The Countertop 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 should be familiar with setting up computers, printers, monitors and must be able to read and follow directions.
- 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, physically and/or via our webpage (see below). We strongly suggest you read these documents so that you can get the full value of this kiosk. They can also be found at our website at: <https://advancedkiosks.com/support/product-documentation/>
- 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.
 - Anti-Virus questions - this is also part of your network/software, and is not included with our standard kiosk.
 - 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.

For full Terms & Conditions, Please refer to: <https://advancedkiosks.com/about-advanced-kiosks/terms-conditions/>

Installation

Installing the Kiosk Enclosure

The Monolith 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

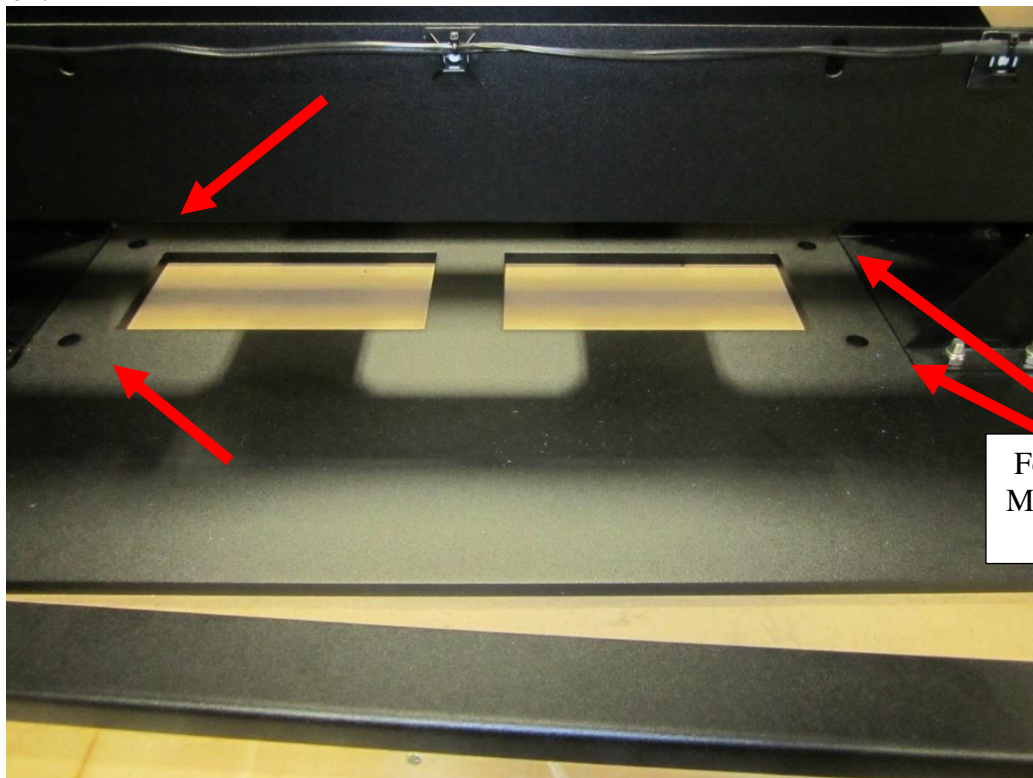
The location for the kiosk should be on a flat level area. The kiosk needs to be fastened to a solid surface for maximum security and safety. Failure to appropriately secure the kiosk to a floor, or pad presents a danger of the kiosk tipping over.

Surface Grade

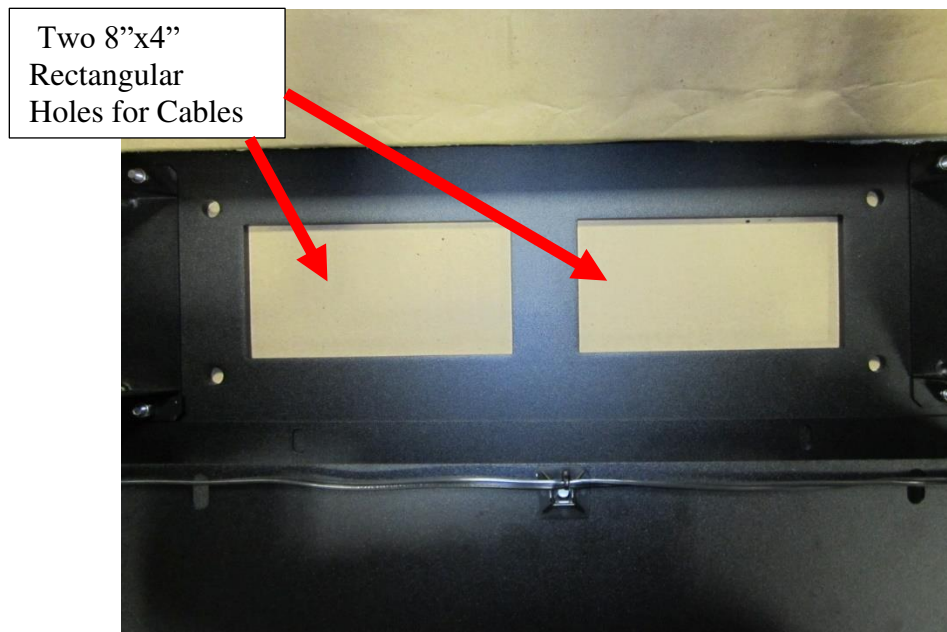
The surface should slope *away* from the kiosk to prevent the possibility of water accumulating in the bottom of the kiosk. Standing water inside the kiosk will elevate humidity levels beyond acceptable operating conditions.

Mounting the Kiosk

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



Two Rectangular Holes for Cables, and Mounting Holes



Top View of Holes and Mounting Holes

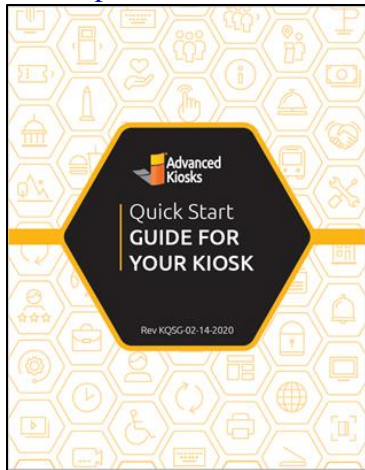
When mounting to the floor you should use no less than four, 1/2" diameter x 3" length sleeve anchor bolts to secure the kiosk to your selected location's surface. We recommend the following procedure:

1. Remove the kiosk from the wood base by unscrewing the 4 bolts that hold the kiosk to the base.
2. Using ANSI standard drill bits, carefully drill holes in the base material using the base of 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 depth 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. Using a wrench or socket, turn 2-4 times until you are sure it is snug.

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

Ensure the Monolith Kiosk has been installed on an even surface and a sturdy structure.

For ADA Compliance, ensure the top of the Kiosk Computer Screen is no more than 48” from the ground.

<https://advancedkiosks.com/products/technology-considerations-ada-compliance/>

Plug the kiosk into a standard 120v 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.

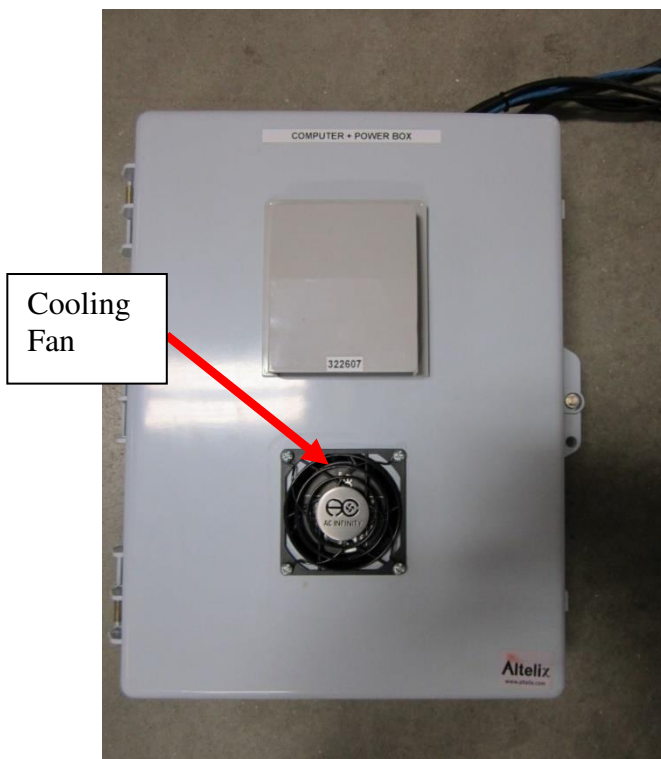
Earthquake Zones

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.

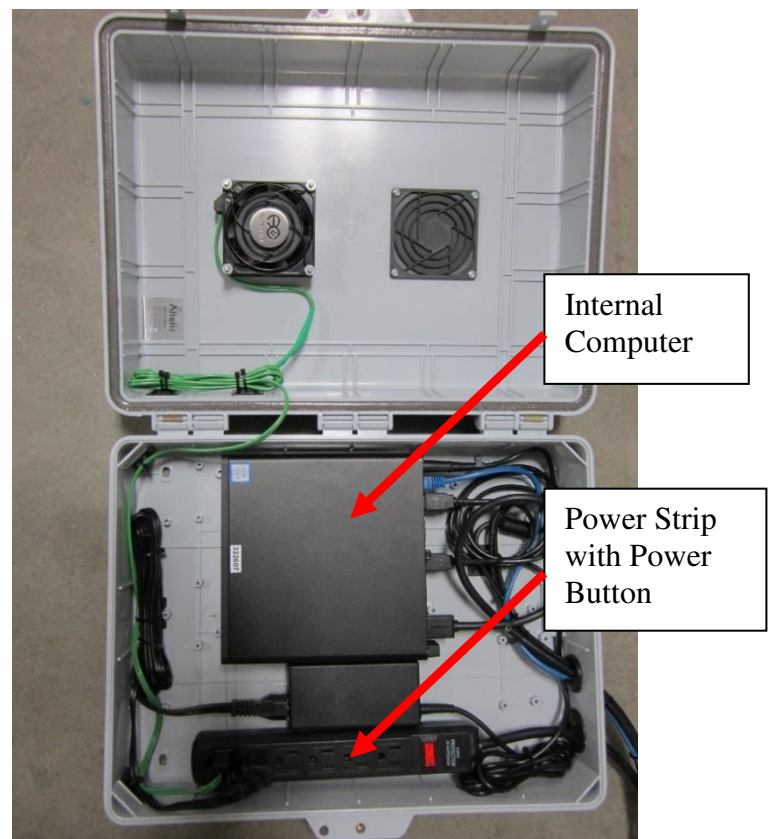
- If needed, Advanced Kiosks can supply additional brackets specified per your professional engineer's review.

Computer Power and Power Strip Location

The power required to operate the Monolith Kiosk is standard US wall plug 120v with grounding. The kiosk itself runs off of one 12v power brick per computer, which all connects to the surge protector, as well as the monitor. The surge protector is on the inside of the kiosk, this also has a power button to turn the kiosk on or off and is located inside a water-resistant enclosure as pictured below. The kiosk is set to automatically turn on when plugged into a power source. If this setting changes, or you need to manually power off the device, then the power button to turn the kiosk on and off is located on the front of the PC.



Water-Resistant Enclosure Front



Inside of Enclosure with Components

A certified electrician needs to be used if the power 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.

Computer

The Computer will be secured in the kiosk, located in the Water-Resistant Enclosure. There are normally around six cables that will be plugged into the computer: Power Cable, 3x USB Extension Cable, HDMI Extension Cable, and Ethernet Cable. Ensure all are plugged in completely and shipping hasn't vibrated any loose.

Wi-Fi

The Monolith kiosk does not come with Wi-Fi. While there are available USB ports that a USB Wi-Fi adapter may be plugged into, Advanced Kiosks does not recommend the option. We recommend an insulated category 5 or 6 cable.

Network Connection

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

Specifications

Computer

Your kiosk comes with a small form-factor 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 i3
System Memory	4GB DDR4
Graphics	Intel HD Graphics 620
Storage Device	120GB SSD
Operating Temperature	10°C to 32°C (50°F to 90°F)
Wi-Fi	Realtek RTL8111HSH-CG GbE
LAN Controller	Intel Gb Ethernet -W82579LM
USB	2xUSB 3.1, 2xUSB 2.0
Video Ports	1xHDMI, 1xVGA

Monitor Specifications

55" Monitor

55.0" Sunlight Readable Touch Screen	
Aspect Ratio	Aspect 16:9
Display Technology	TFT LCD with LED backlight
Native (Optimal) Resolution	1920 x 1080
Backlight Adjustment	Automatic (Ambient Light Sensor)
Brightness	2500 nits
Response Time	12msec
Viewing Angle	Horizontal: 178° total
Viewing Angle	Vertical: 178° total
Contrast ratio (Typical)	Contrast 1300:1
Power Input	100 VAC to 240 VAC, 50 to 60 Hz
Power Consumption (Typical)	196W
Temperature	Operating: -31°F - 140°F (-35°C - 60°C) 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

46" Monitor

46.0" Sunlight Readable Touch Screen	
Aspect Ratio	Aspect 5:4
Display Technology	TFT LCD with LED backlight
Native (Optimal) Resolution	1280 x 1024
Backlight Adjustment	Automatic (Ambient Light Sensor)
Brightness	2500 nits
Response Time	8msec
Viewing Angle	Horizontal: 178° total
	Vertical: 178° total
Contrast ratio (Typical)	Contrast 1300:1
Power Input	100 VAC to 240 VAC, 50 to 60 Hz
Power Consumption (Typical)	196W
Temperature	Operating-31°F - 140°F (-35°C - 60°C)
	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



Power Requirements

The following matrix is the power requirements for the kiosk's 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.

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

Cleaning and Maintenance

Monitor Glass

Any standard glass cleaner can be used to clean the Monitor, 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.

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.

Other Cleaning Practices

- 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 Monolith 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.

Serial # _____

Notes:

Support



How to Get SUPPORT FOR YOUR COMPUTER KIOSK

134 Hall Street, Unit F Concord, NH 03301 ♦ Our Support is offered Monday-Friday 9am-5pm Eastern



CALL US

1 (603) 865-1000 Option 2

If you have a paid support plan, connect directly with an Advanced Kiosks Technical Support Specialist.



EMAIL US

technical@advancedkiosks.com

Provide your kiosk serial number, name, company name, phone number, email, and description of issue.



FILL OUT A SUPPORT TICKET

**[https://advancedkiosks.com/
support-ticket](https://advancedkiosks.com/support-ticket)**

Our technical support specialists are on stand by, just fill out a ticket!



CHECK OUR KNOWLEDGEBASE

**[https://advancedkiosks.com/
knowledgebase](https://advancedkiosks.com/knowledgebase)**

Common troubleshooting and other kiosk related problem solutions are at your fingertips!

PLEASE HAVE THE FOLLOWING INFORMATION READY:

Your Kiosk Serial Number, Name, Company Name,
Phone Number, Email, Description of the Issue and The Best Time to Reach You

Access to Advanced Kiosks' Support Terms & Conditions can be found here:

<https://advancedkiosks.com/support/technical-support/>

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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>

(603) 865-1000
sales@advancedkiosks.com
<https://advancedkiosks.com>



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