



Engage **INTERACT** **SATISFY**

Owner's Manual for the *Transit Kiosk*



IMPORTANT:

Read This Entire Manual Before Use!

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Introduction

Product Description

With its 14-gauge steel construction, the Transit Kiosk is your tough and durable kiosk solution. It can stand up to a lot of abuse in different environments and is well protected with its T-Handle locking system.

The Transit Kiosk can be either an Indoor or Outdoor version. The Outdoor version is a water-resistant version with improved temperature capabilities, a ruggedized computer, and gasketing to help repel water.

The indoor version of the kiosk is powered by an Intel Processor, 4 GB of Ram, and a 120 GB SSD. The computer operates on Windows 10.

The outdoor version of the kiosk is powered by an Intel processor, 2 GB of Ram, and a 60 GB SSD. The computer 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.



- Permanent mounting must only be done by a licensed electrician.
- Outdoor use of an indoor version of this kiosk may result in damage to the kiosk or injury to persons.
- **If using the Outdoor version, 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 Transit 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**. 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 assembling and 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 cannot answer:
 - Network questions. This is not part of our equipment and we do not know your network, so we cannot 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/>

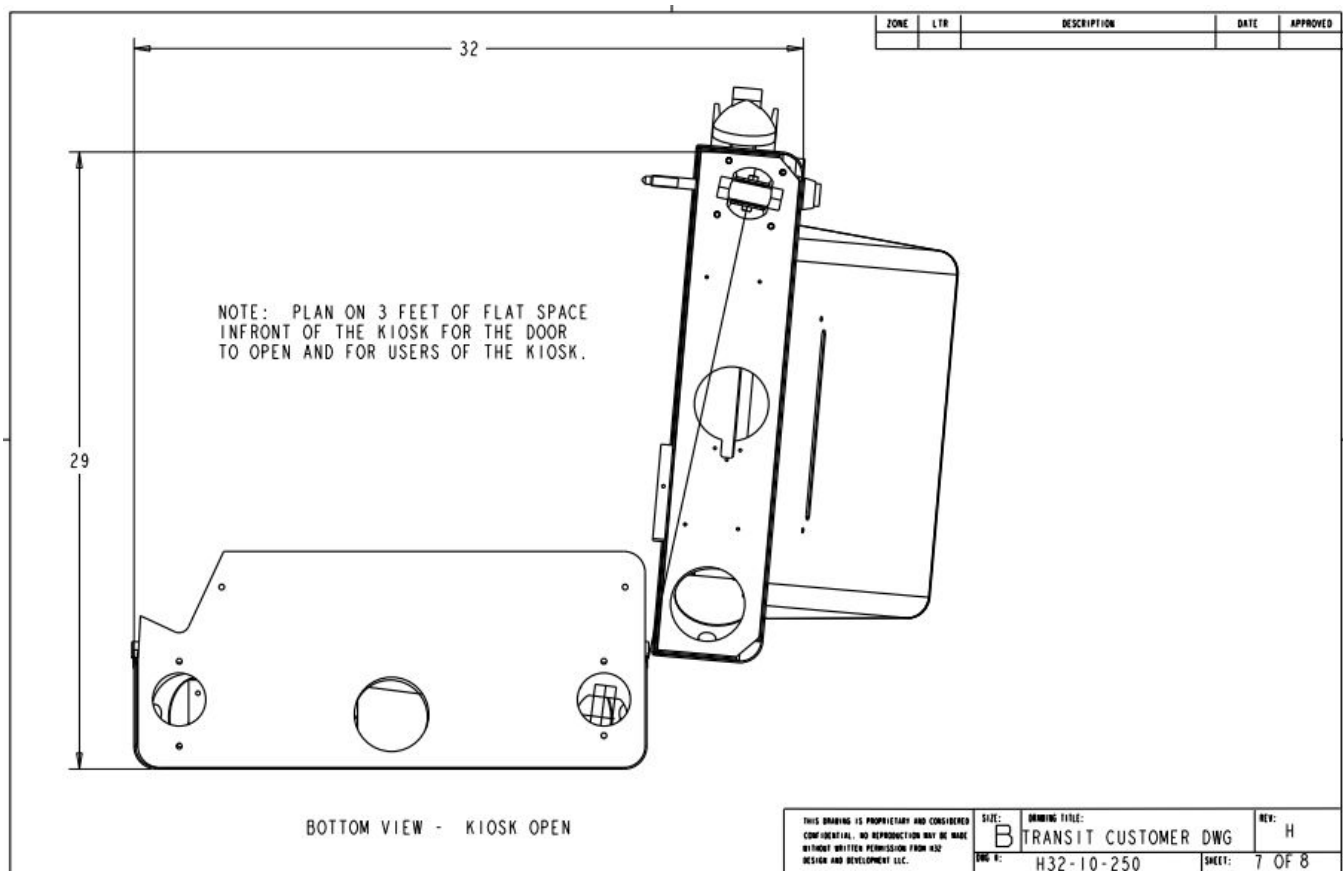
Installation

Installing the Kiosk

The Transit 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. The kiosk also has a swinging front door to access the components. Plan on at least 3 feet of flat space in front of the door so it can open. There are also wheels that are mounted to the door to allow for easier opening.



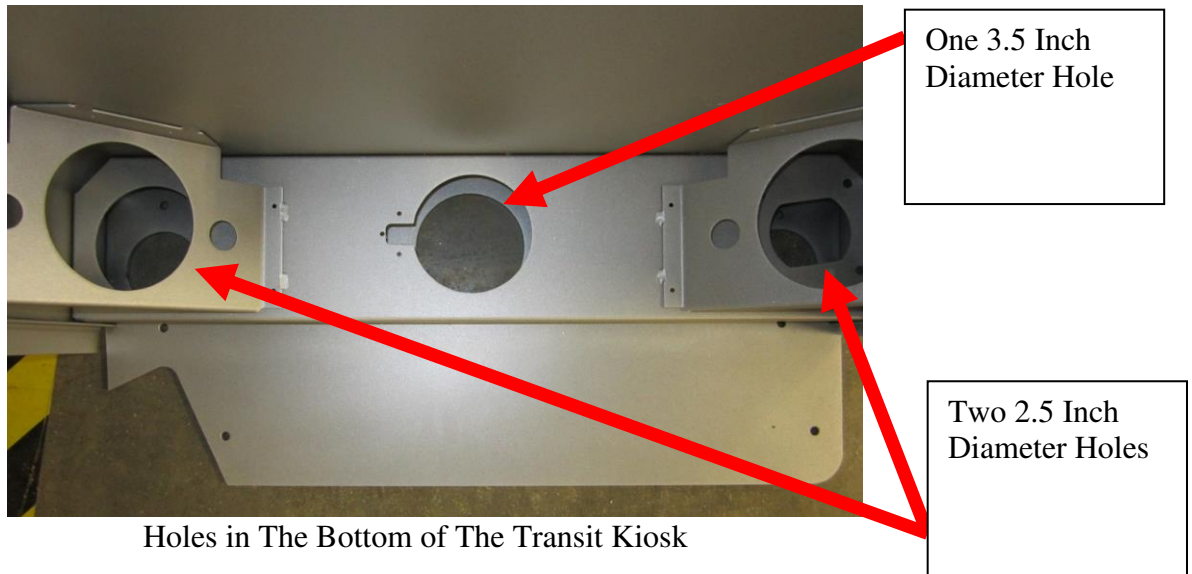
Open Kiosk Bottom View

Surface Grade

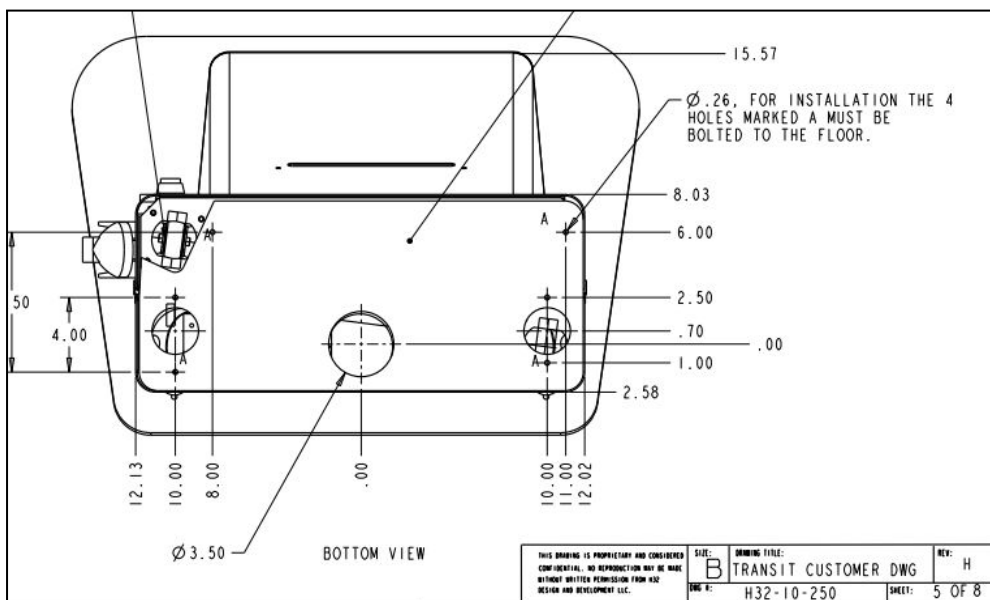
The surface should slope *away* from the kiosk to prevent the possibility of water accumulating in the bottom of the kiosk. Standing water inside the kiosk will elevate humidity levels beyond acceptable operating conditions and could damage components.

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.



There are also 6 mounting holes for .25 inch sleeve anchors (or the best mounting hardware for your application). They are shown below in the dimensional drawing.

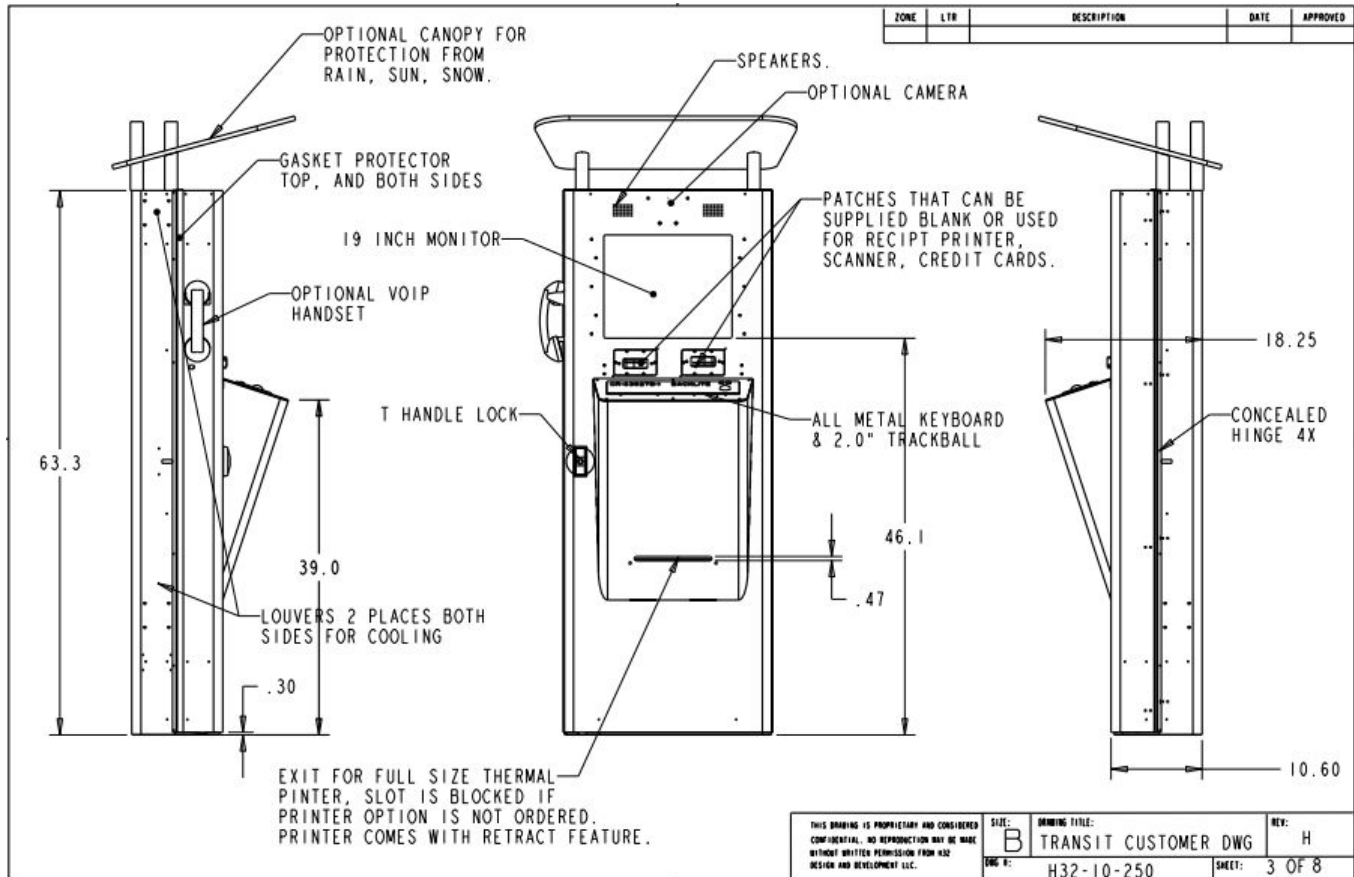


Dimensional Drawing with Mounting Holes Shown

When mounting to the floor you should use no less than four, ¼" diameter sleeve anchor bolts to secure the kiosk to your selected location's surface. Please choose the appropriate length based on your location. We recommend the following procedure:

1. Remove the kiosk from the base by unscrewing the 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



Dimensional Drawing + Options

Earthquake Zones

If the Transit Kiosk is located in an area prone to earthquakes it is recommended that a professional engineer review the mounting for the codes in your area. Also note the following.

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

Power Considerations

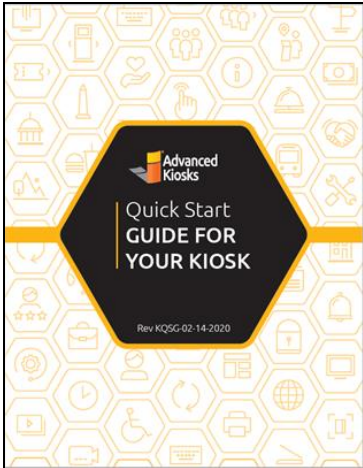
The Transit Kiosk operates at 12VDC. This safe, extra low voltage drastically limits the user's risk. A 110v power source will go directly into the kiosk from the bottom. It is recommended a conduit is run from the power origin into the kiosk with the power line and data line inside. Power leaving the 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 that will be brought through the bottom of the kiosk.**

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.

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

Startup

Make sure the power switch is in the “ON” position before turning on the main power.

Turn the power switch “ON”. You should now see the light on the switch turn on, and the voltage meter reading 12v (If the voltage isn’t exact that’s fine, but if there is anything outside of a 1.0v difference from 12v, shut the power off and contact Advanced Kiosk’s).

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.

Opening the Kiosk

To access the test power cord of the kiosk, you will need to unlock the t-handle style lock on the front left side of the keyboard tray. When the key is inserted into the lock and rotated, the lock body will pop out. The handle unscrews in a counterclockwise direction and will need to be turned 6-7 full rotations before the kiosk can be opened. Once unscrewed, slowly pull the door towards you to access the internals.



Kiosk with Popped-Out Lock

Popped-Out Kiosk lock

Opening the Kiosk (Continued)

The picture below shows the Kiosk lock unscrewed and opened. You can also see the receiving nut on the left hand side. This is where the lock screws into.



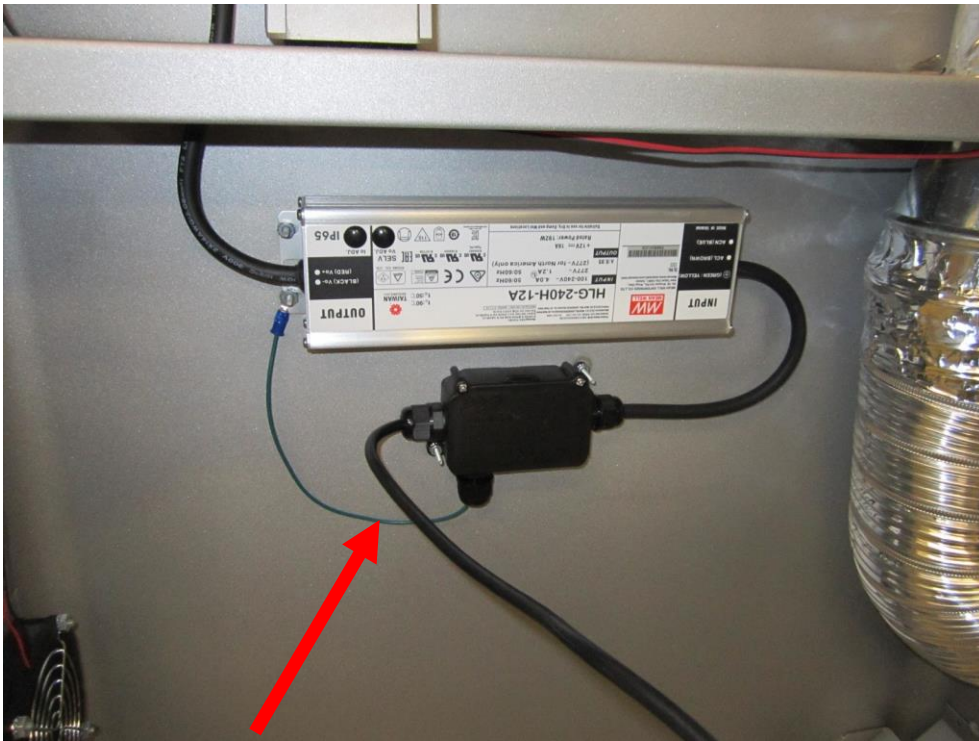
Open (Unscrewed) Lock on Kiosk

Closing and Securing the Kiosk

Before you close the kiosk, check to make sure that the receiving nut of the lock mechanism is clean of debris and well lubricated. Close the door until you feel the threads of the lock have engaged, turn the lock 6-7 full rotations. This will ensure the gasket on the door is compressed and the kiosk is sealed from dust and water. If this is not done correctly, water will get in the kiosk. Turning the lock more than 8-9 turns will cause binding and can damage the lock.



Lightly Greased Receiving Nut for T-Handle Lock



Junction Box, Along with Test Power Cable. **WARNING: DO NOT USE AFTER INSTALLATION**

Equipment

Power to Kiosk

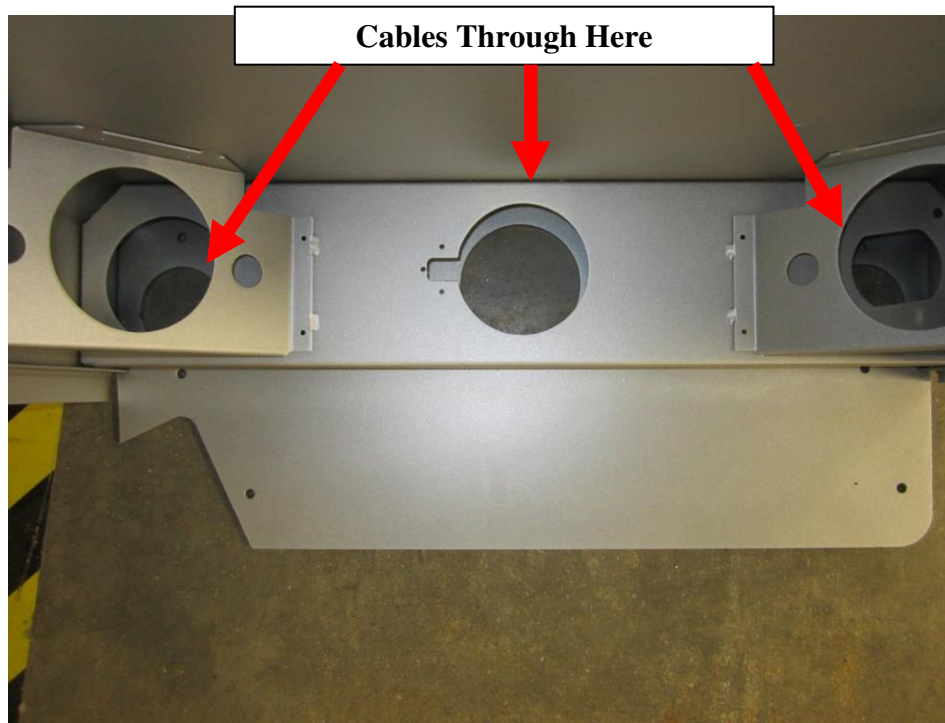
The Transit Kiosk has been shipped with all power connections and plugs attached within the power box, so that the kiosk can be tested and configured BEFORE permanently installing.

This configuration will have to be modified by your electrician, so that the power entering and exiting the kiosk are through the bottom of the kiosk.

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.

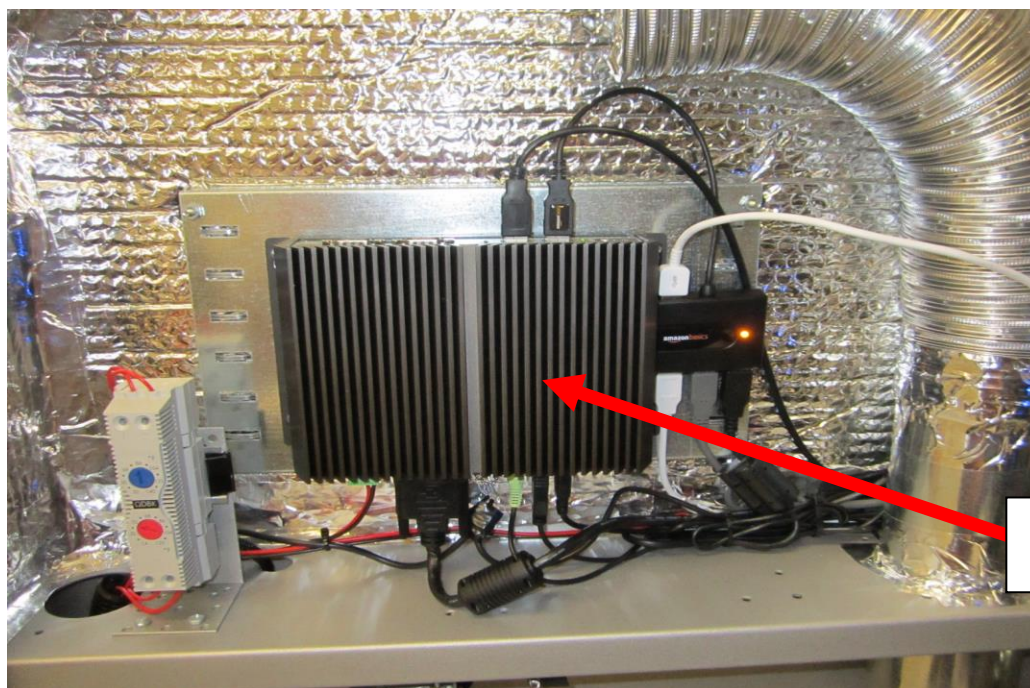
Labels inside of the kiosk, as well as on the power box, indicate the correct positioning for the wires with corresponding pins on the plug.



3 Holes for Cables to Go Through Bottom of Kiosk

Computer

The Computer will be secured in the kiosk, located in the top of the back frame, along with the temperature controls. Ensure all cables are plugged in all the way and shipping hasn't vibrated any loose. The picture below shows the rugged outdoor computer and heater, which will not be in the indoor version. The Indoor version has the computer mounted the same way.



Rugged Computer Mounted Inside the Kiosk

Wi-Fi

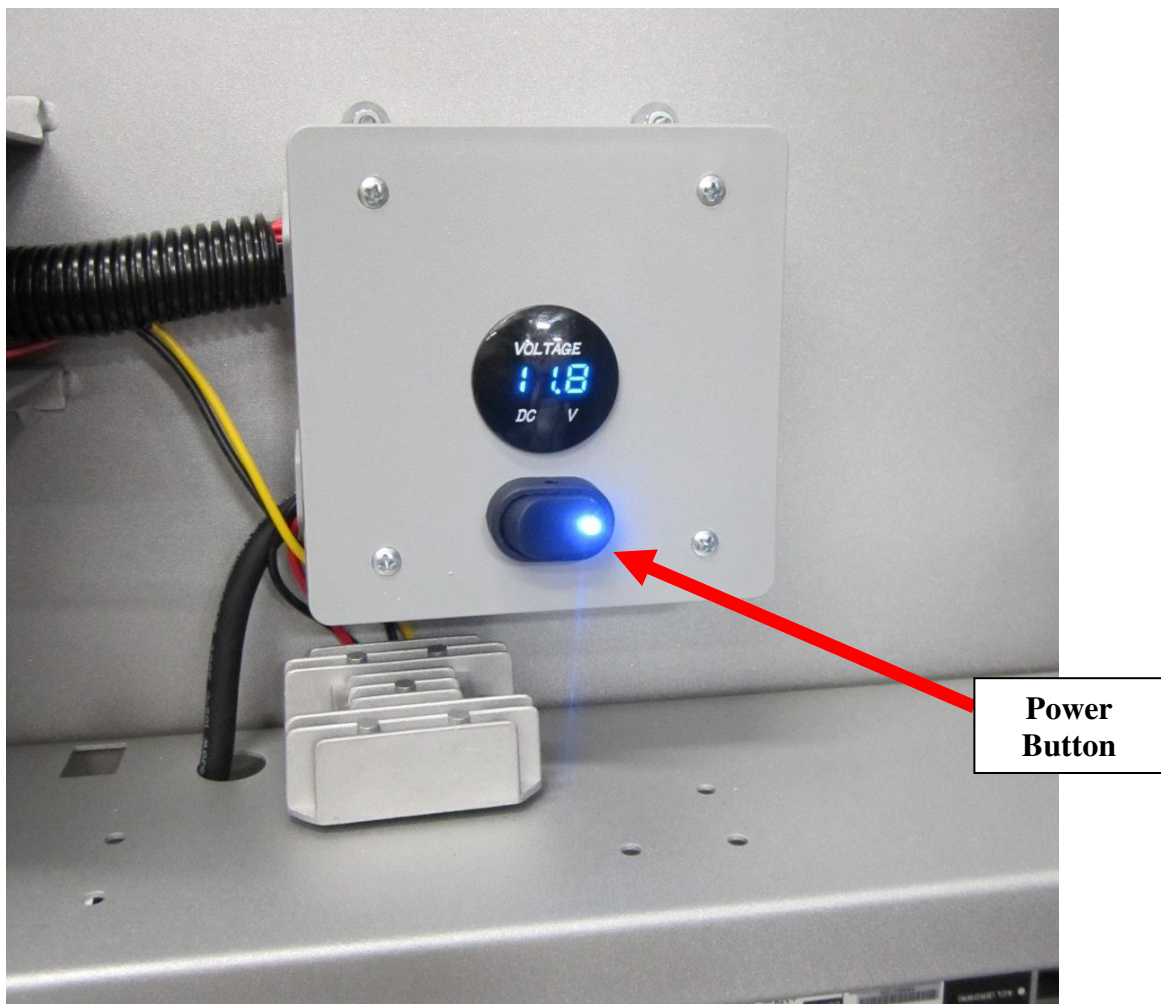
The Transit kiosk does not come with Wi-Fi. While there are two available USB ports that a USB Wi-Fi adapter may be plugged into. Advanced Kiosks does not recommend the option. We recommend an insulated cat6 ethernet cable.

Network Connection

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

Power Box

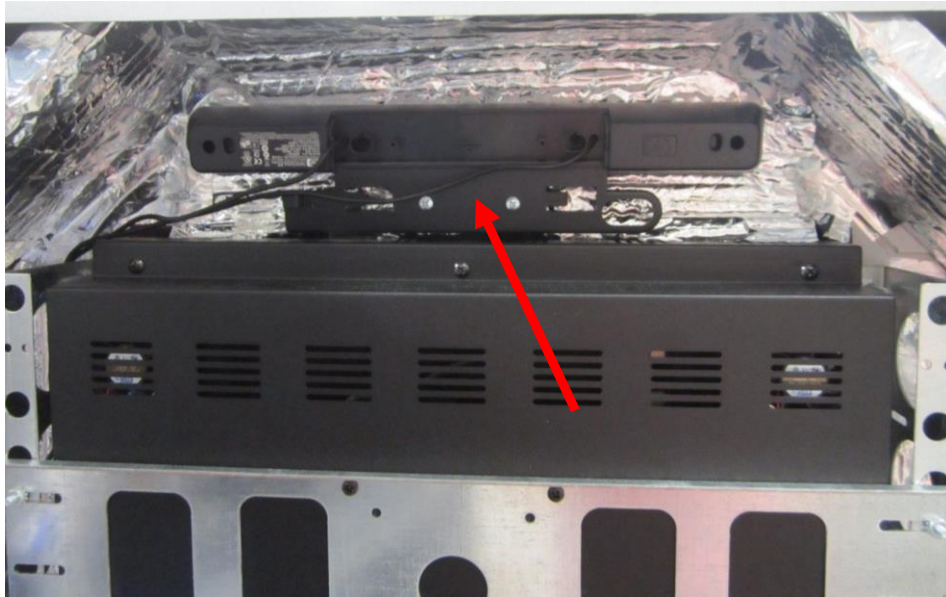
The power box contains 1 switch, which is the main switch to turn the kiosk on. Above the switch is a voltage meter to indicate the power into the kiosk. (If the voltage isn't exact that's fine, but if there is anything outside of a 1.0V difference from 12V, shut the power off and contact Advanced Kiosk's).



On First Power Up, Turn Switch Power to ON

Speaker Bar

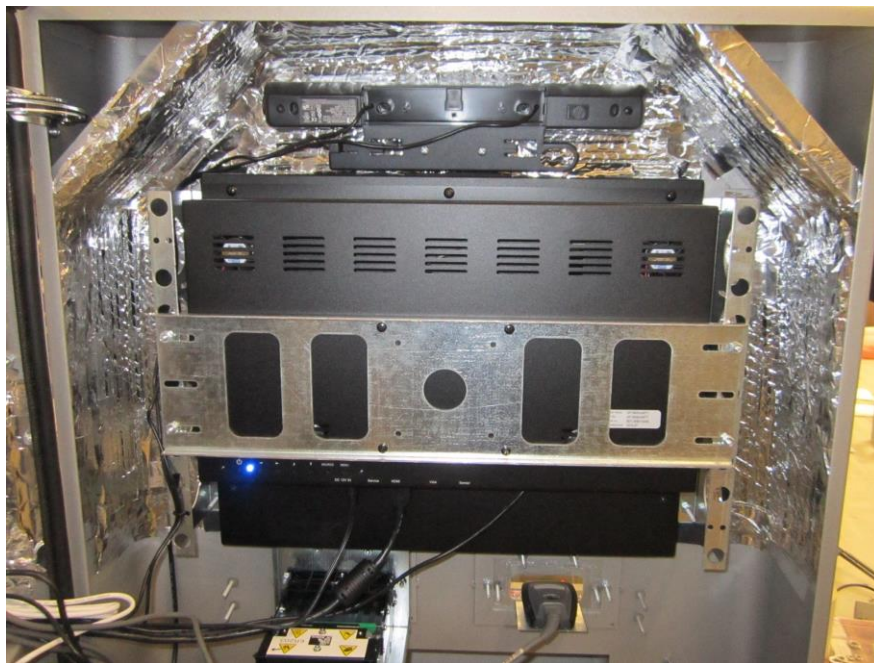
The speaker bar is mounted in the top of the kiosk, above the monitor. This speaker bar uses a USB connection for amplified power. If you are connecting your own speaker system disconnect the USB and audio connector. To adjust the volume, change the volume settings in Windows.



Speaker Bar Above Monitor

Monitor

The monitor comes fully installed. Your monitor is auto adjusting but in the rare case you have to make adjustment to the monitor the adjustment buttons are on the back of the monitor. See Monitor documentation for more information.



Monitor Mounted in Kiosk

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.



Adjustable Heater Next to the Computer

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

The **Indoor Version** of the Transit kiosk runs on a small computer. See the manufactures manual for any questions on the computer. Below is the standard specification.

OS	Windows 10 Professional
Processor	Intel I3
System Memory	4 GB DDR4
Storage Device	120GB Solid State Drive
Operating Temperature	50°F to 95°F
LAN Controller	802.11b/g/n WLAN
USB 2.0	4x USB 2.0
USB 3.1	2 x USB 3.1
Video Ports	1 x D-Sub, 1x HDMI
Audio	1 Port

The **Outdoor Version** of the Transit 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

Indoor Version

19.0" Touch Screen	
Aspect Ratio	Aspect 5:4
Touch Technology	Intellitouch
Display Technology	TFT LCD with LED backlight
Native (Optimal) Resolution	1280 x 1024
Brightness	225 nits
Response Time	14msec
Viewing Angle	Horizontal: 178° total
	Vertical: 178° total
Contrast ratio (Typical)	Contrast 1000:1
Power Supply	12VDC
Power Consumption (Typical)	16W
Temperature	Operating: 0°C to 40°C (32°F to 104°F)
	Storage: -20°C to 60°C (-4°F to 140°F)
Humidity	Operating: 20%-80%
	Storage: 10%-95%
MTBF	50,000 hours
Regulatory & Safety	FCC Class A, CE, UL/cUL, TUV, RoHS

Outdoor Version

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

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.

Computer	115/230 Vac	2.0 / 1.0 A	50 / 60 Hz
Monitor	19 Vdc	2.65 A	
Monitor Power Supply	100 - 240 Vac	1.5 A	50 / 60 Hz
Fan	12Vdc	.35 /.7 A	47 – 63 Hz
Speaker	5 Vdc	500 mA	
Printer	115/230 Vac		

Kiosk Physical Specs

Weight (lbs.)	155 lbs.
Dims (L x W x H) Inches	19"L x 24"W x 63"H
Footprint w/base	
Voltage Input Range	100-240VAC
Watts @ 110VAC	47.3 W

Kiosk Shipping Specs

Ships In/On	Crate
Weight (lbs.)	275 lbs.
Dims (L x W x H) Inches	72"L x 32"W x 31"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

- 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 Transit 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:



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/>

1/8/20



Warranty

Policy

Limited Warranty

For full Warranty Information, please refer to:

<https://advancedkiosks.com/products/hardware-kiosk-warranty/>

Your Advanced Kiosks Countertop 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 an 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 Countertop Kiosk, it must be well packaged. Plan on using a minimum of four inches of bubble wrap on all sides. Having the ends well wrapped is critical.

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



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