



ZAMOK[®]

KIOSK SOFTWARE

THE **POWER**
TO DO **MORE**

ZKSB-06-02-2020





ZAMOK™ kiosk software makes your touch screen kiosk do more.

More Security. More Interface Options. More Peripherals. More value.

ZAMOK® is a powerful kiosk management software packed with the tools to configure and protect your kiosks in the field.

Remotely monitor, edit, and control access to content on every kiosk conveniently from your own desktop!

Hit the ground running with ZAMOK™ prebuilt home page kiosk templates, designed and customized specifically for your users!

Access kiosk usage reports for the use of printing, scanning, VoIP communication, credit card input, and more.



ZAMOK SOLUTIONS



REMOTE KIOSK MANAGEMENT



KIOSK SECURITY



KIOSK TEMPLATES



PERIPHERALS AND ADD-ONS



MONITORING AND ALERTS



KIOSK SURVEY



REMOTE TECHNICAL SUPPORT



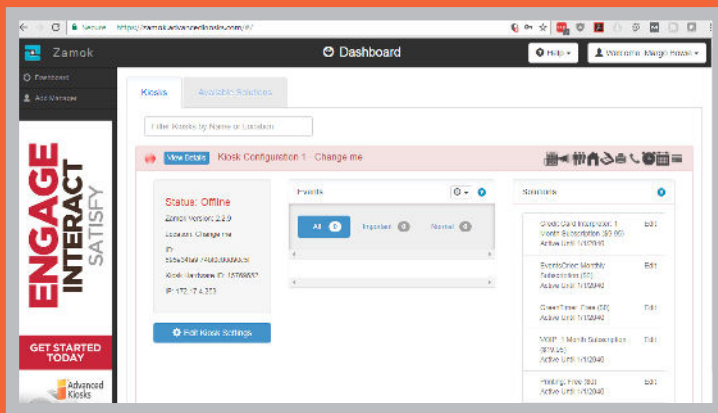


ZAMOK SOLUTIONS /

REMOTE KIOSK MANAGEMENT



Update, monitor, and manage one or many kiosks all from the comfort of your own desk! Our cloud system allows our customers to easily maintain kiosks regardless of location.



◀ Securely access the admin portal using a web browser right from your desktop. The user friendly interface makes it easy to navigate and make changes without any technical skills.



◀ Manage multiple kiosks in any location, change screen content, background images, links, or permissions as desired. Make your updates live instantly or roll back to previous versions.



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KIOSK SECURITY



Kiosk security is our top priority. ZAMOK provides the tools to tightly control and select what users can access. The kiosk interface will lockdown to only the links and web content that you approve and allow.

Lockdown your kiosk to allow access ONLY to the online destinations or content that you choose. >

Eliminate the worries of:

- unwanted web surfing
- reboot securely
- clear cache
- auto log out
- tampering, hacking or misuse >



**“INSTALLING THE EMPLOYEE KIOSKS
INCREASES ONLINE ENROLLMENT
WITHOUT THE SECURITY CONCERNS OF A SHARED COMPUTER”**

- Human Resources Directors and IT Managers, multiple sources.



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KIOSK TEMPLATES

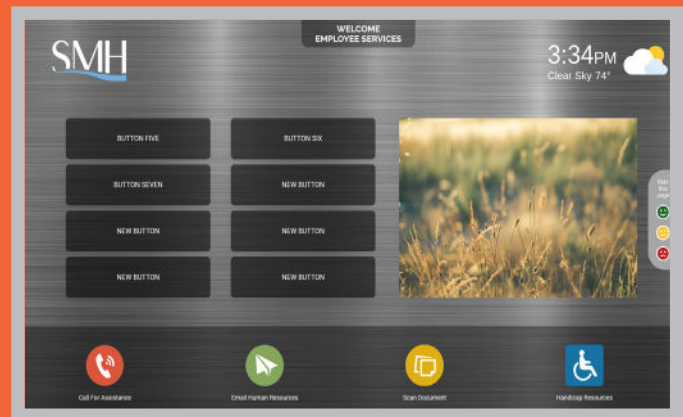


The ZAMOK Homepage module is fully customizable to present users with buttons and links as desired. Now ZAMOK comes with industry and application specific templates to make launching your project fast and easy!



LOBBY WELCOME
TEMPLATE VERTICAL

◀ ZAMOK prebuilt templates, colors, and themes to get your kiosk up and running!
Every kiosk screen layout is customizable to fit your organizations branding and functionality needs.



LOBBY WELCOME TEMPLATE HORIZONTAL



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PERIPHERALS AND ADD-ONS



ZAMOK provides the foundation for driving a wide variety of add-on features including dozens of input and output devices such as printers, scanners, card readers, video cameras, voice over IP and more. If you need it, ZAMOK can do it!



VOIP PHONE CALLS

◀ Right out of the box, ZAMOK makes integration with hardware options a breeze. Maximize the functionality of your kiosk investment and increase your ROI!



LED CONTROL

◀ ZAMOK can deliver an output signal to engage multi-color LED illumination or be used as a trigger for other events.

APIs and custom development options are available to fit your specific project needs!

PERIPHERALS AND ADD-ONS



Our ZAMOK software provides a simple and intuitive interface for users, prompting them to scan documents, and confirm a preview before sending. This feature is a vital part of many Human Resources kiosk solutions!



◀ *Kiosk users simply follow the on screen instructions to scan a document and to tag it for proper file management.*

◀ *Users start by selecting from a menu what type of document is present and then are instructed to place the document on the scanner.*

◀ *The document is scanned and a preview is presented to the user.*

◀ *If acceptable the document is uploaded to the document database.*

◀ *Scanned Documents are limited to one email address send at a time.*



DOCUMENT SCANNING FEATURE



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MONITORING AND ALERTS



Keep an eye on kiosk usage and customer patterns to help determine changing user needs and the ROI of your project. Configure alerts to be notified immediately if the kiosk goes offline or needs attention.

ZAMOK provides the tools you need to track performance, create reports that monitor user feedback for all kiosks out in the field. >

Know the status of all your kiosks all the time! Configure instant notifications for system outages or other issues via text message or email. >

Notifications such as:

- *poor internet connectivity*
- *no power indicator*
- *low paper warning*



“OUR DATA SHOWED THAT THE KIOSK PAID FOR ITSELF IN LESS THAN 3 MONTHS, EVEN FASTER THAN WE EXPECTED!”

– Mario Teixeira, Operations Manager, Strikes and Spares Entertainment





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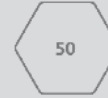
MONITORING AND ALERTS



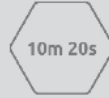
Organization Name of Contact

Your Results for
SUNDAY, 05 JAN 2020 to SATURDAY, 11 JAN 2020

- Total # of Kiosks on Account: **200**
- Total # of Kiosks Offline: **10**



Average Number of Sessions per Day



Average Session Duration

SESSIONS TOTAL: 1,141

Number of Sessions for Most Used Kiosk: 10

Most Used Kiosk: LOBBY NORTH

Number of Sessions for Least Used Kiosk: 02

Least Used Kiosk: GUEST ROOM

Percent Change in Session Count Trend
*Over Recording Period

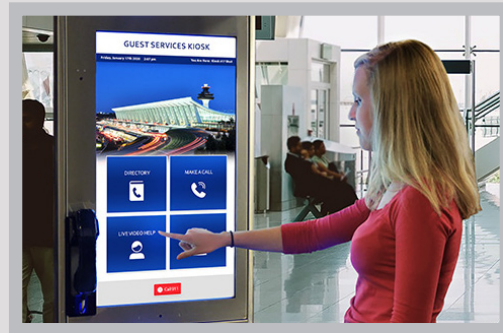


Number of Sessions Each Day:

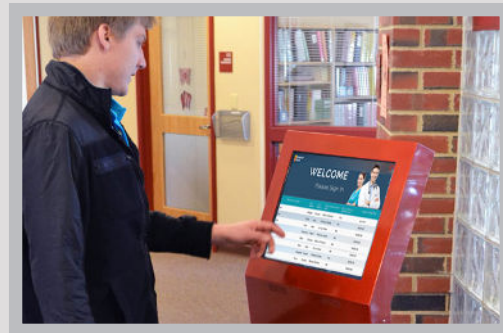
SUN	MON	TUES	WED	THUR	FRI	SAT
01	10	10	10	10	100	1,000

The ZAMOK Weekly Report is sent to all ZAMOK subscribers. It is a weekly snap shot of how your kiosk is being used to track the most and least frequently used features on your kiosk solution.

Customers with additional kiosk options, such as VOIP and video teleconferencing, can track the number of calls that used these customized features. >



The report will also give you notifications, survey results, and peripheral usage. >



“BEING ABLE TO SEE HOW MACHINES ARE UTILIZED OVER TIME ALLOWS OWNERS TO MAKE INFORMED DECISIONS ABOUT RESOURCES.”

– Nathan Morse, Operations Manager, Advanced Kiosks



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KIOSK SURVEY



Find out what customers like and don't like by making it easy for them to tell you. The built in survey features of ZAMOK™ allow users to provide critical feedback with a single click.

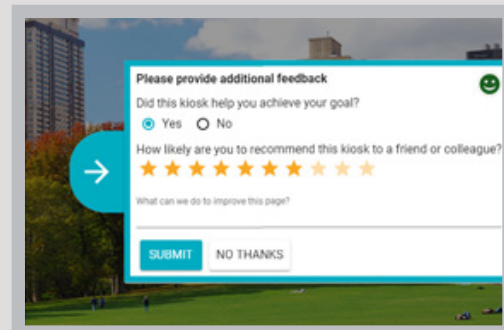
The intuitive smile rating tool is presented to users in an obvious but non-intrusive screen location and can be configured to appear at specific times and ask the questions that you want the answers to. >

Easily adaptable to any template or web page. >

Great measurement of customer satisfaction readings. Findings are also included in your Weekly Report summary. >

- up to total of five questions
- answers option choices: star ratings, yes or no, etc. >

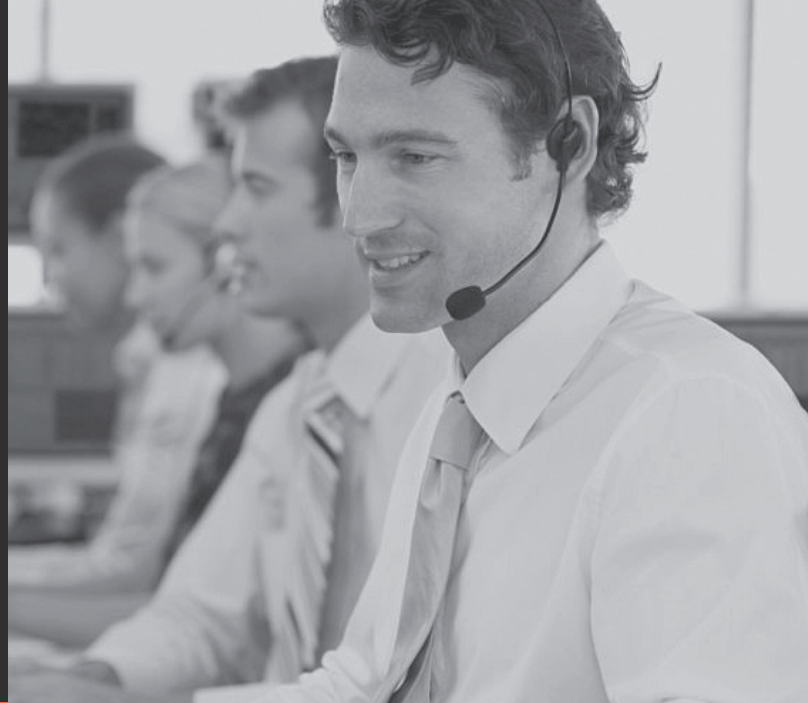
SATISFACTION SURVEY		TOTAL: 2,010		
SURVEY QUESTIONS		😊	😐	😞
1. Did this kiosk help you achieve your goals?	10	1,000	1,000	
2. Did you like using the interactive kiosk?	1,000	1,000	10	



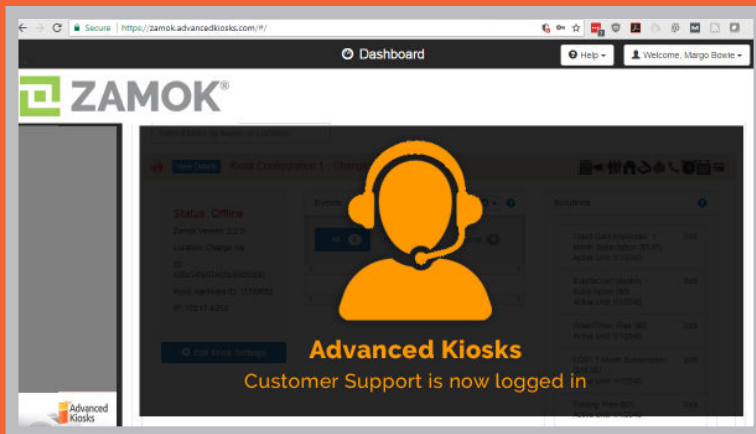


ZAMOK SOLUTIONS /

REMOTE TECH SUPPORT



Our experienced technical support staff will remotely login to access your kiosk. This provides quick assistance with questions, settings or any technical issues that may arise.



◀ No need to worry if you don't have the time or patience for technology.

The ZAMOK software suite is user friendly and with remote support access, we can do all the heavy lifting for you!



These are just a few of the highlights and features of the ZAMOK Kiosk Software. If you have questions or want more information, please contact us today!



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@advancedkioks.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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For more information, visit
AdvancedKiosks.com or call
1.603.865.1000 to speak with
a Sales Representative.

www.AdvancedKiosks.com/zamok

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OVER 15 YEARS OF EXPERIENCE IN SELF-SERVICE TECHNOLOGY

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