Advanced Kiosks

Engage
INTERACT
SATISFY

Owner's Manual for the *Outdoor Monolith Kiosk*

IMPORTANT:

Read This Entire Manual Before Use!
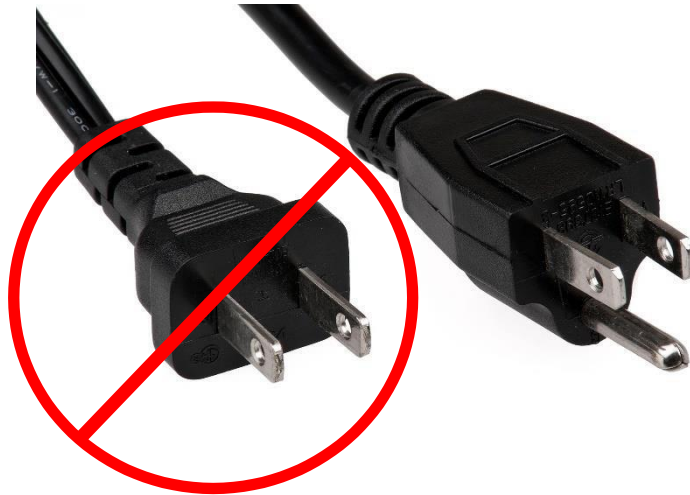
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Introduction

Product Description

The Double-Sided Outdoor Monolith Kiosk features a 55" Multi touch touchscreen mounted on an attractive powder coated base. Made out of sturdy 14-gauge metal, it is water-resistant which is a standard feature of this kiosk.

The Kiosk is powered by an AMD Processor and comes standard with 8GB of RAM, a 256GB 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 Monolith 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

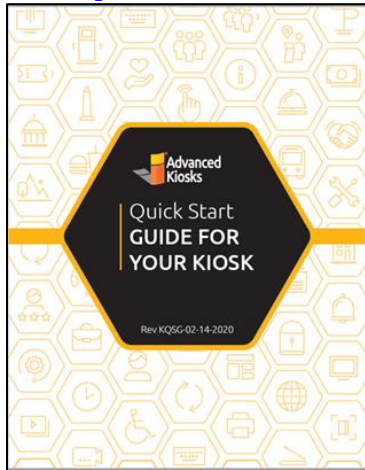All products from Advanced Kiosks are made and shipped from New Hampshire. New Hampshire has no sales tax. If it is required for anyone who is purchasing one of our products to pay taxes to another state, this is the responsibility of the person or organization purchasing from Advanced Kiosks, and should notify us at the time of purchase.

For full Terms & Conditions, Please refer to: https://advancedkiosks.com/about-

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 sturdy structure.

Ensure that all connections are secure, and that nothing has come loose.

Check that all gasketing and waterproofing is sufficient.

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 Monolith Kiosk is located in an area prone to earthquakes a professional engineer should consulted to recommend installation requirements to adhere with the building codes in your region.

Specifications

Computer

Your kiosk comes with 2 small form-factor computers (one for each monitor). 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	AMD Ryzen 3
System Memory	8GB DDR4
Storage Device	256GB SSD
LAN Controller	Realtek RTL8111EPH GbE
USB	6xUSB 3.1
Video Ports	1xHDMI, 1xDisplayport

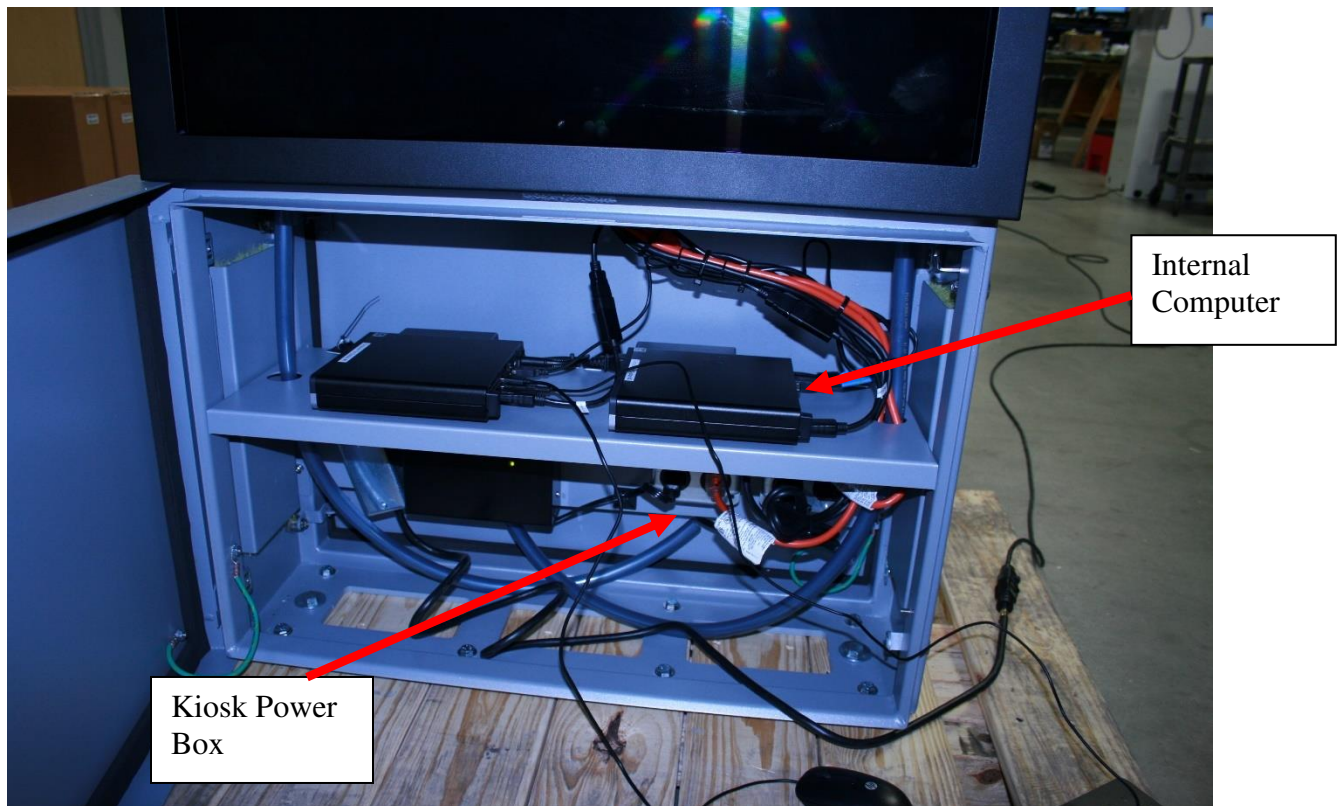## Monitor Specifications

55" Monitor

There are two 55" sunlight readable monitors, each controlled by a separate computer. Below are the in-depth specifications for the monitors.

55.0" Sunlight Readable Touch Screen	
Aspect Ratio	Aspect 16:9
Display Technology	120Hz D-LED Local Dim. BLU
Native (Optimal) Resolution	1920 x 1080
Backlight Adjustment	Automatic (Ambient Light Sensor)
Brightness	2500 nits
Response Time	6msec
Viewing Angle	Horizontal: 178° total
Viewing Angle	Vertical: 178° total
Contrast ratio (Typical)	Contrast 5000:1
Power Input	100 VAC to 240 VAC, 50 to 60 Hz
Power Consumption (Typical)	510W
Temperature	Operating: -30°C ~ 50°C (-22°F - 122°F)
Humidity	Operating: 10%-80%
MTBF	50,000 hours
Regulatory & Safety	FCC (USA) Part 15, Subpart B Class A

Computer Power and 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 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.

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 2 computers 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. Ensure all are plugged in completely and shipping has not vibrated any loose.

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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.
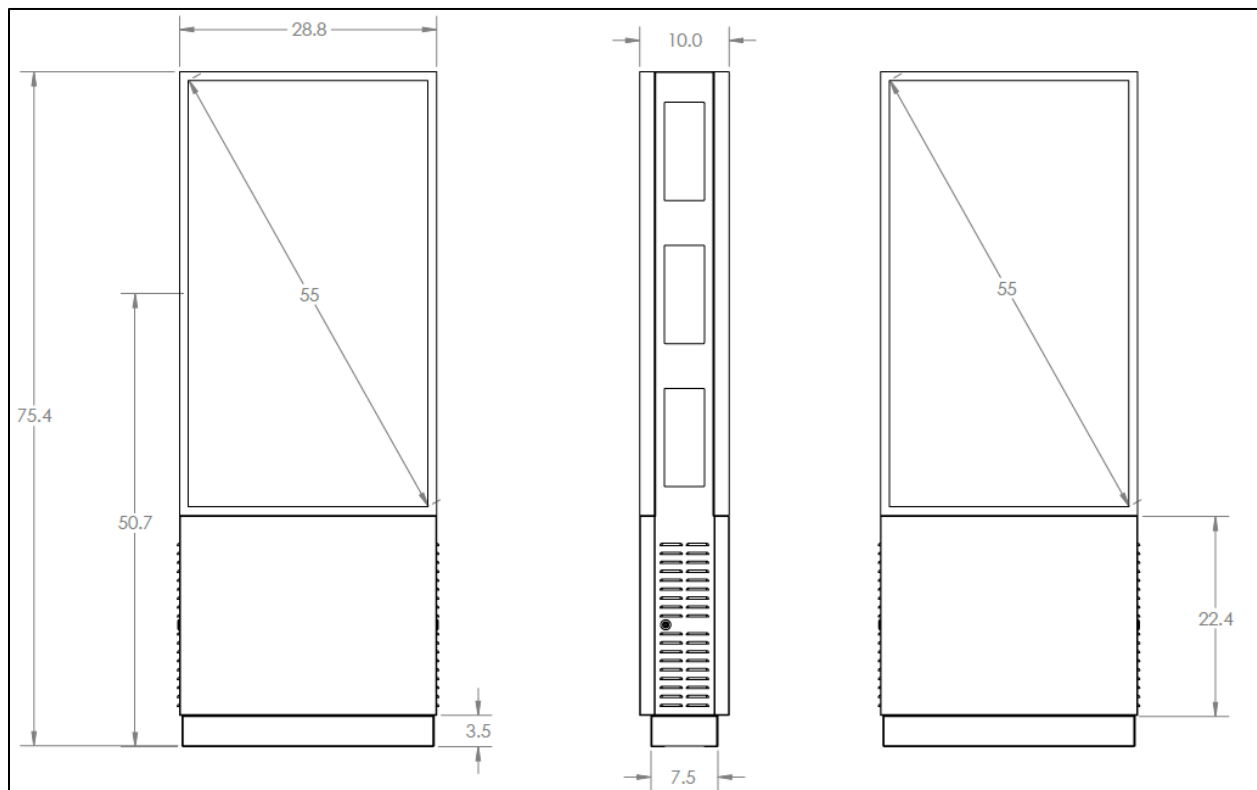
Installation

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 local professional and reference your 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.
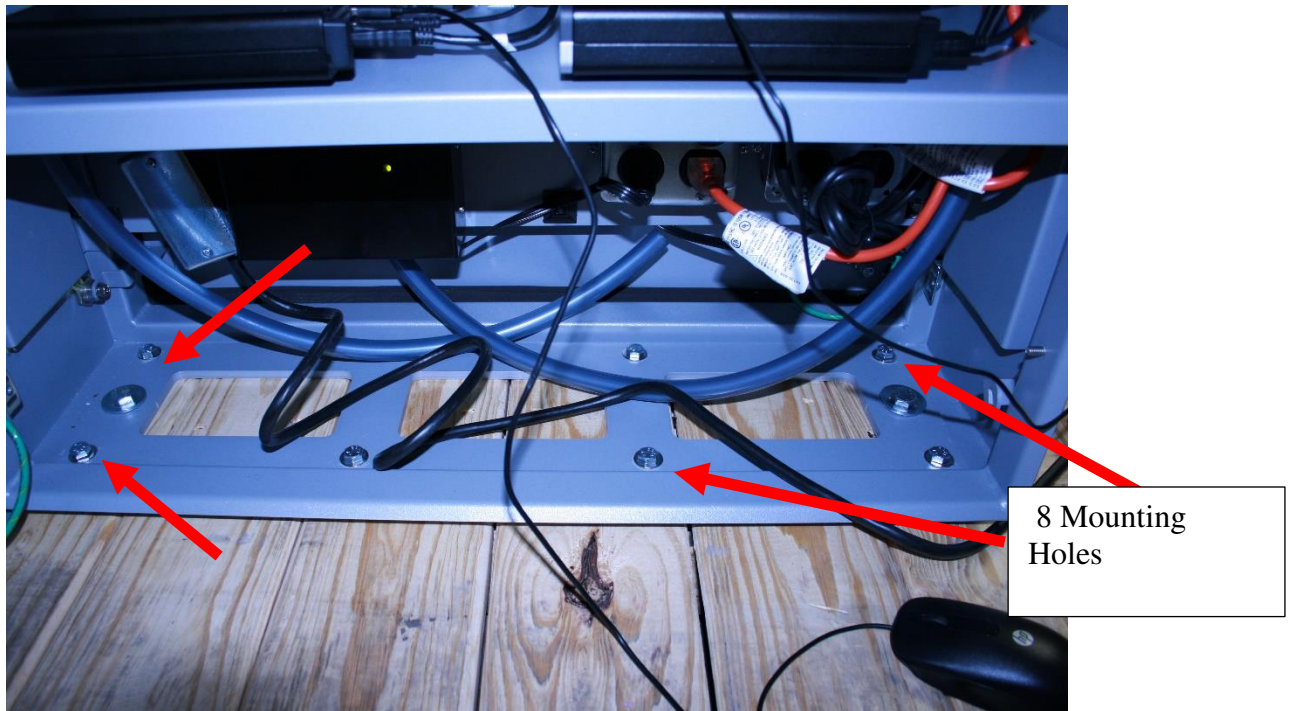
General Dimensions

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.

Power and Ethernet for the Kiosk

8 Mounting Holes

Three Rectangular Holes for Cables, and Mounting Holes

The Monolith 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.

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.

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 and ethernet will go through one of the 3 holes in the bottom of the enclosure.

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 bottom section of the kiosk.
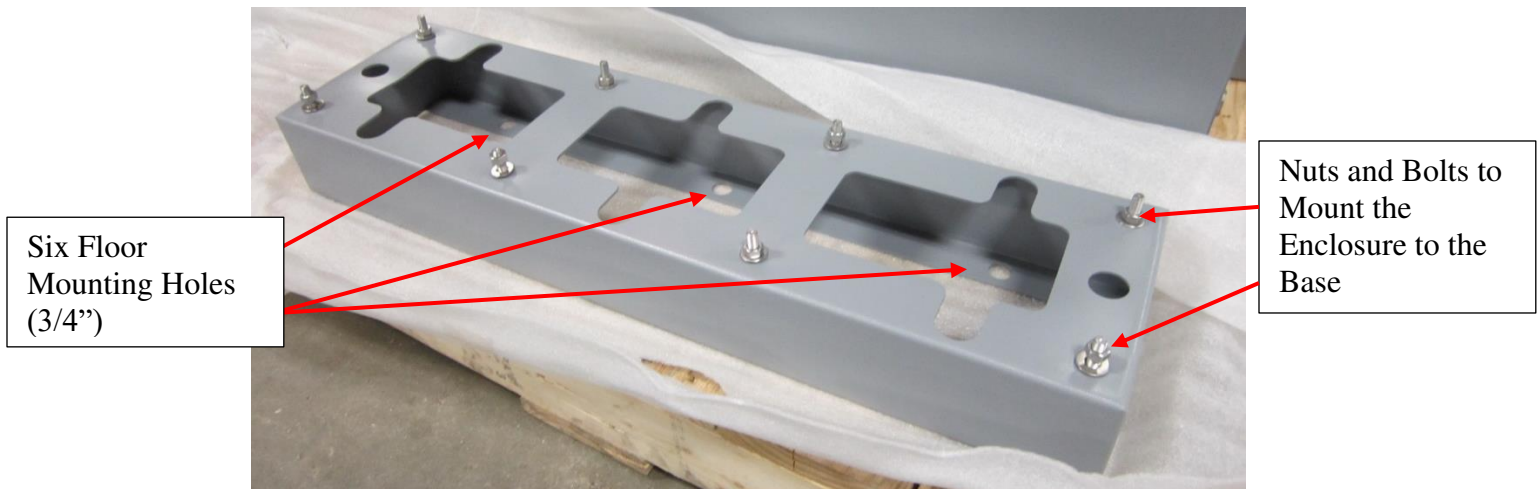
Power Requirements

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.

	Voltage	Power Consumption
Kiosk Side 1 (Monitor + PC)	100-240 Vac 50 / 60 Hz	Monitor 1 + Computer 600W - 644W
Kiosk Side 2 (Monitor + PC)	100-240Vac 50 / 60Hz	Monitor 2 + Computer 600W - 644W

Mounting the Kiosk

When mounting to the floor you should use no less than six, 3/4" diameter sleeve anchor bolts to secure the kiosk to your selected location's surface. Advanced Kiosks recommends at least this specification, but please follow your local building codes, and have a professional help with mounting. We recommend the following setup procedure:

1. Unwrap the base, and line it up on the area you intend to drill into. Use the 6 ¾" holes in the bottom as a guide. (The bolts with nuts on them are for mounting the enclosure to the base)

Six Floor Mounting Holes (3/4")

Nuts and Bolts to Mount the Enclosure to the Base

Kiosk Base with Mounting Holes

2. Using ANSI standard drill bits, carefully drill ¾" holes in the floor material using the base of the kiosk as a guide for hole location. Hole size = Bit size when installing sleeve

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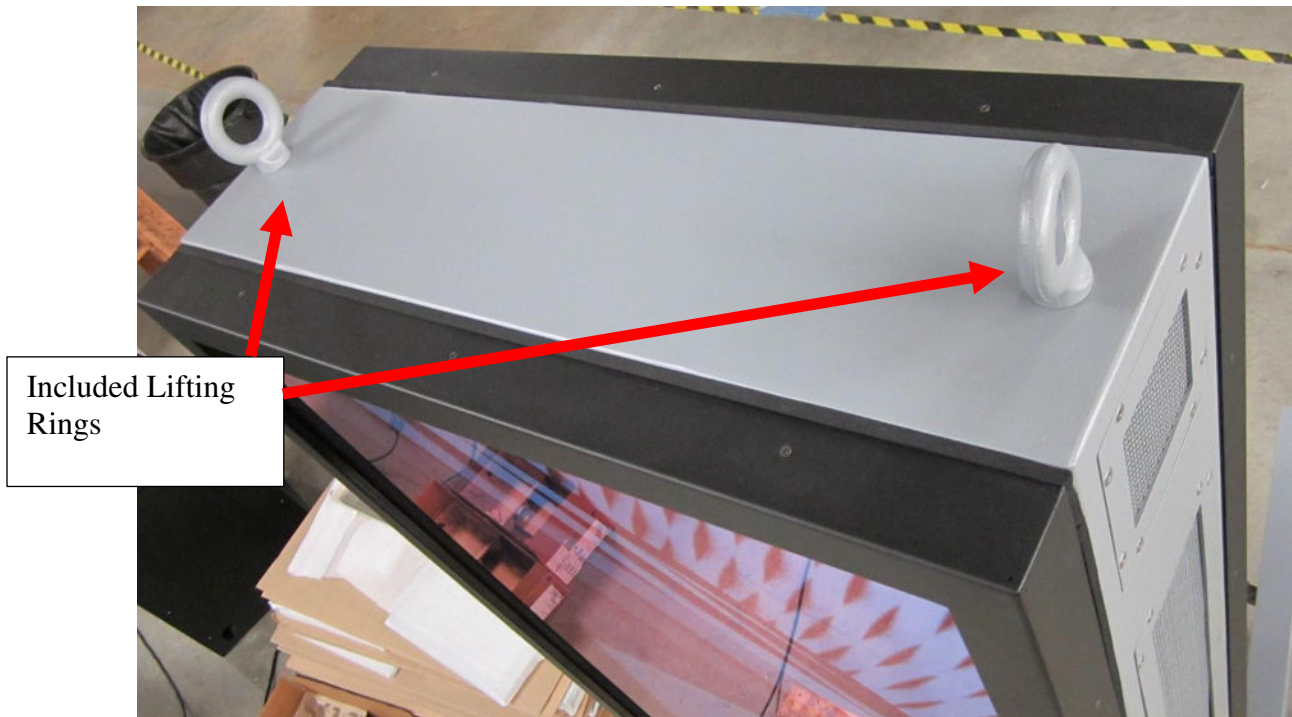www.advancedkiosks.com

anchors. Make sure the hole is always drilled 1/2" deeper than the depth the sleeve anchor will penetrate into the base material.

3. Also drill 2 holes for the drainage hoses. These should go into the ground in a way that allows the water that accumulates to drain, either through soil, or through channels. The holes should be about ¾" and sealed with silicone or gasketing.

4. Clean the hole of all debris made during drilling, using a brush, vacuum, or compressed air. Debris can prevent secure mounting. 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. For the ¾" sleeve anchors mounted to the base of the kiosk, the minimum embedment depth is 2 and 1/4" deep into concrete. We recommend at least 1-2 inches deeper, just in case. See the specifications on the next page for reference. These general specs may differ based on your location, as these are for concrete.

Size	Minimum Embedment	Torque	Drill Bit	Pull-Out (lbs.)	Shear (lbs.)
1/4"	1/2"	2 - 6 ft./lbs.	1/4"	168	750
1/4"	1"	2 - 6 ft./lbs.	1/4"	682	840
5/16"	1"	8 - 12 ft./lbs.	5/16"	903	1770
3/8"	1-1/4"	15 - 18 ft./lbs.	3/8"	1406	3082
1/2"	1-1/2"	18 - 26 ft./lbs.	1/2"	1676	3645
5/8"	2"	30 - 40 ft./lbs.	5/8"	3652	4218
3/4"	2-1/4	60 - 90 ft./lbs.	3/4"	3783	7059

Sleeve Anchor General Specs from https://www.concretefasteners.com/technical-specifications-for-sleeve-anchors/
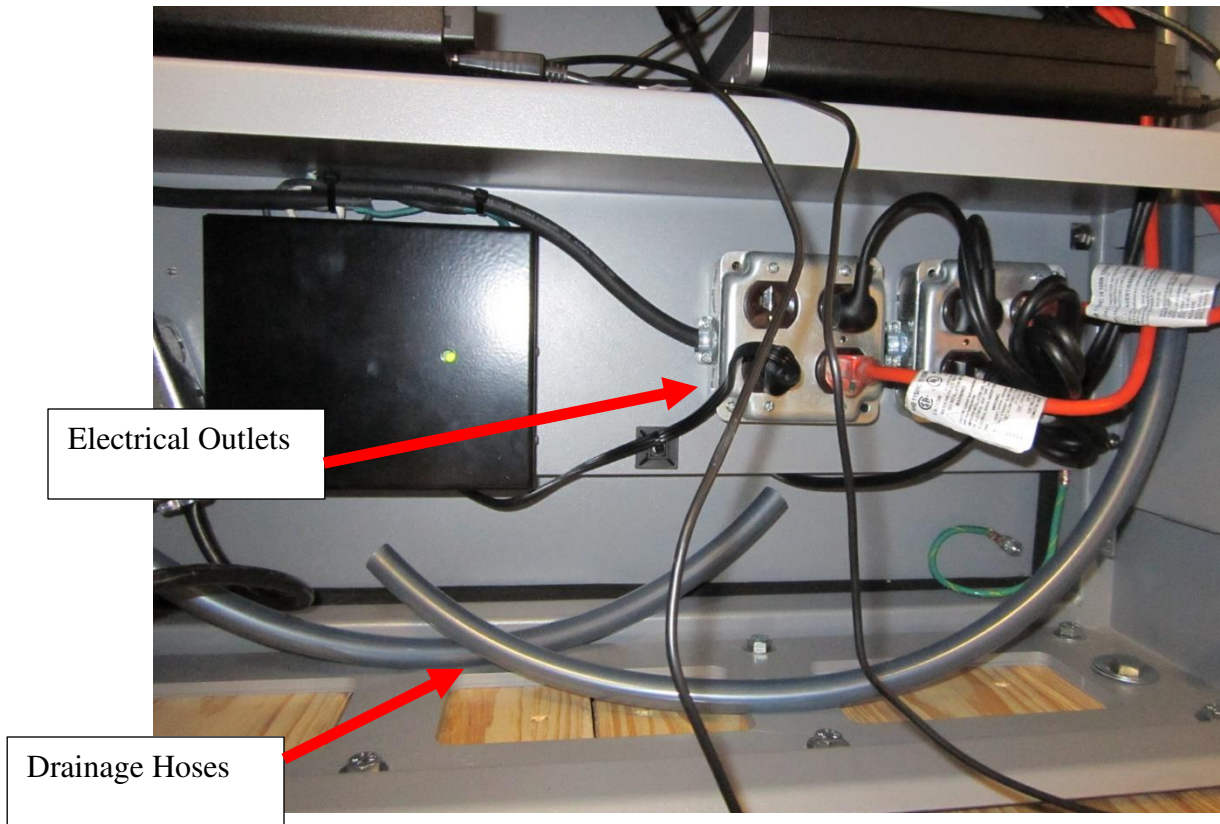
6. Insert the sleeve anchor through the 6 mounting holes and into the hole you drilled in the floor material. A hammer will be required to pound the sleeve anchor into the material until the washer and nut are tight against the base.

7. Tighten the nut until finger tight, always turning clockwise. Using a wrench or socket, use 60-90 ft/lbs. of torque as specified above.

8. Now after the base has been firmly and securely affixed to the ground, lift the kiosk enclosure on top of the base, and precisely line up the holes with the base bolts. **Use the lifting rings on the top of the kiosk with a lifting system. Do not try and lift by hand. Use extreme caution to prevent injury.**
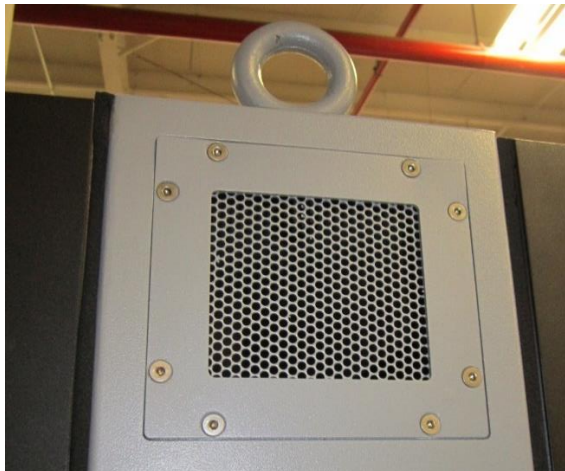
Included Lifting Rings

Lifting Rings on Top of Enclosure

9. Use the nuts and bolts mounted to the base and secure the base to the enclosure. **Make sure all bolts are tight and secure.**

10. As shown below, there are wires for power, and rubber hoses for drainage. Wire the power through the bottom rectangles of the base and kiosk, and make sure that the rubber hoses are secured into the ground. The hoses should be sealed into the ground with silicone or sealing agent to prevent flooding. Disclaimer: Water can get into the side vents in the kiosk, so the hoses are meant to drain the water through holes on the inside of the kiosk. The components inside the kiosk are designed to be water resistant.

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Drainage Hoses and Electrical Outlets

11. Next, remove the lifting rings by unscrewing the ring counterclockwise. You can then open up the side of the kiosk through the square vent area on the side of the top of the kiosk using the provided 1/8" allen wrench on the 8 screws. Repeat on other side.

Unopened Side Vent

Opened Side Vent Showing Lifting Ring

12. Use the provided hole cover and lock it into place on both sides of the kiosk. It is a waterproof foam padded cover that secures with a washer and a wing nut. Tighten the wing nut so that the foam is fully compressed. Resecure both vents, and make sure that the everything is mounted correctly.

Wing Nut, Washer, and Cover

Hole Sealed by the Hole Cover

13. Finally, make sure that everything is connected correctly, and that the kiosk is secure. After everything has been wired and secured, plug the power in. The kiosk is programmed to turn on when plugged in to a power source.

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

Advanced Kiosks

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

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

CHECK OUR 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 warrantied for 3 years from the date of purchase. The electronics in the kiosk are warrantied 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

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Advanced Kiosks
134 Hall Street, Unit F
Concord, NH 03301

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