



Engage  
**INTERACT**  
**SATISFY**

## Owner's Manual for the *Island Kiosk*



**IMPORTANT:**

Read This Entire Manual Before Use!

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# Introduction

## Product Description

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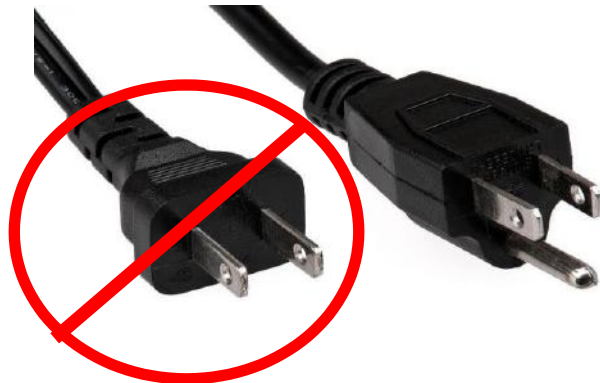
The Island Kiosk features up to four 19" LCD touchscreen all-in-one computers, Wi-Fi and a wood and steel enclosure for sturdy and trouble-free use.

The Kiosk is powered by an Intel i3 Processor, 4 GB of Ram, and a 120 Gb SSD. The Island Kiosk operates on Windows 10.

## Precautions

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- **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.
- The *Island Kiosk* has been designed for indoor use only. Outdoor use to the Island kiosk may result in damage to the kiosk, or injury to person and will void warranty.
- 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](mailto:technical@advancedkiosks.com). Hours are M thru F, 8:30 am to 5:00 pm EST.



## Our Support

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The Island 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**. 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 have read and followed the directions in this document as well as the directions for the touch screen monitor and 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, or your security procedures 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

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



# Installation

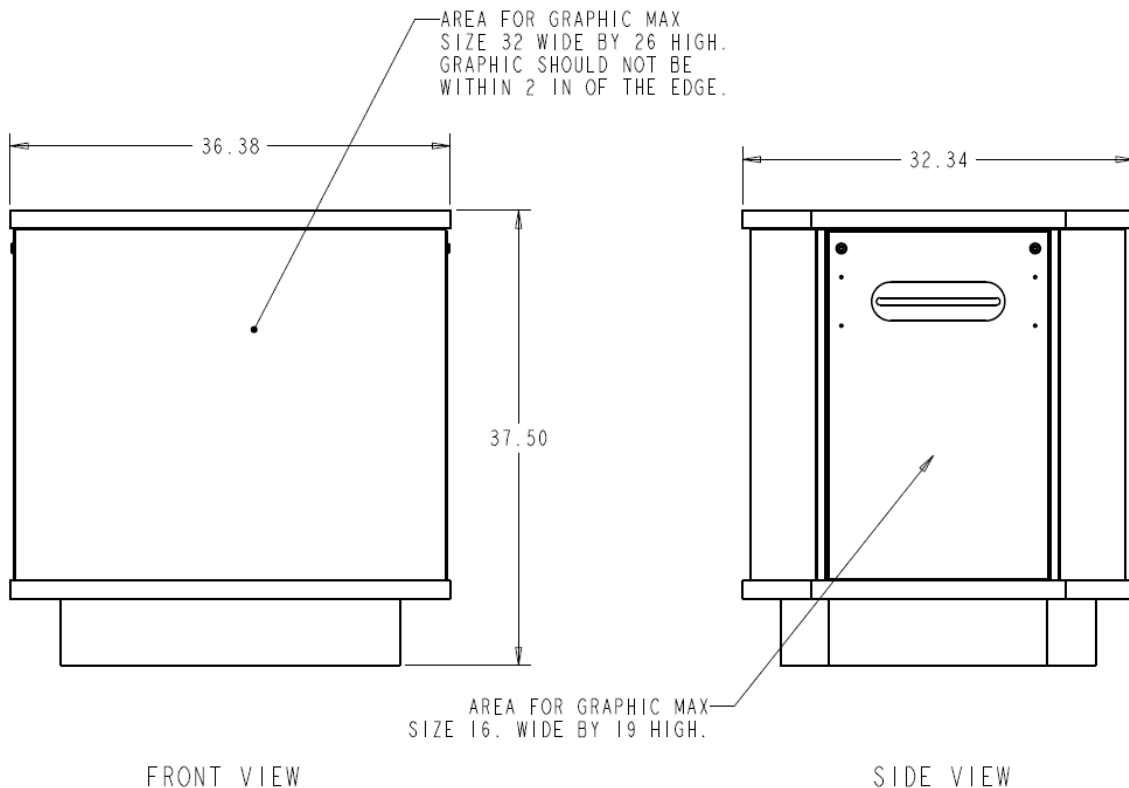
## Installing the Kiosk

The Island kiosk can simply be placed directly on the floor. Make sure it is a steady, sturdy surface before placing the kiosk. It is extremely heavy and will need to be moved accordingly.

### Location

The location for the kiosk should not be in an area where a heating vent is directly venting on the kiosk and is level. If the kiosk has to be in areas where the floor is not level the kiosk must be secured to the floor. Failure to secure the kiosk to the floor presents a danger of the kiosk tipping over.

The dimensional drawing below should be considered when positioning the kiosk. This drawing also shows information for graphics placement.



Island Kiosk Dimensional Drawing (No Monitors Mounted)

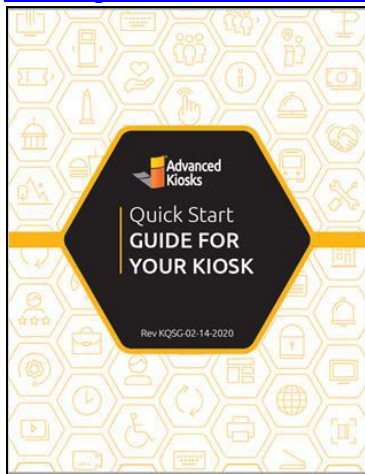


# Setup and Operation

## Basic Setup

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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 Island Kiosk has been installed on an even surface and a sturdy floor.

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.

## Kiosk Standard Features

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### All-In-One Computers

The power required to operate the Island Kiosk is standard 120V Power plug with grounding. The kiosk is programmed to turn on automatically upon being plugged into a power source. As shown in the picture below, there are 2 monitors mounted to the top of the kiosk. There can be a total of 4 monitors if needed.



Kiosk with 2 Monitors Mounted



Kiosk with 4 Monitor Mounts

4 Monitor Mounts with  
Holes for Cables



## Monitor Mounts

The monitor controls will be on the back of the monitors, and you can access the cables from the mounts that hold the monitors. There is a lock on the back of each mount that allows for access to the monitor cables.



Monitor Mount Rear View



Kiosk With 4 Monitor Mounts



## Printer Shelves

Printer shelves mounted on drawer slides are included with the kiosk, with one on either side. Laser or Thermal printers are not included and are a paid option.



Open Kiosk with 2 Shelves for Optional Printers

## Optional Equipment

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### Laser or Thermal Printers

The Island Kiosk has an option to come with 1 or 2 Laser or Thermal printers. They will be mounted on the internal printer shelves, which can slide in or out for easy maintenance and refills. They can be accessed by taking off the side doors of the kiosk, which have 2 locks on the top of the doors.



Kiosk with Side Doors Mounted



Kiosk with Doors Removed to Show Shelves

## Kiosk Banner

The Island Kiosk has an option for a mast attachment with 2 double-sided banners. The banners will have to be a standard size to allow for correct mounting. The banners will also have to be pocket banners. The poles that the banner will be on are 1.1 inch in diameter.

### Size and Dimensions of Banner:

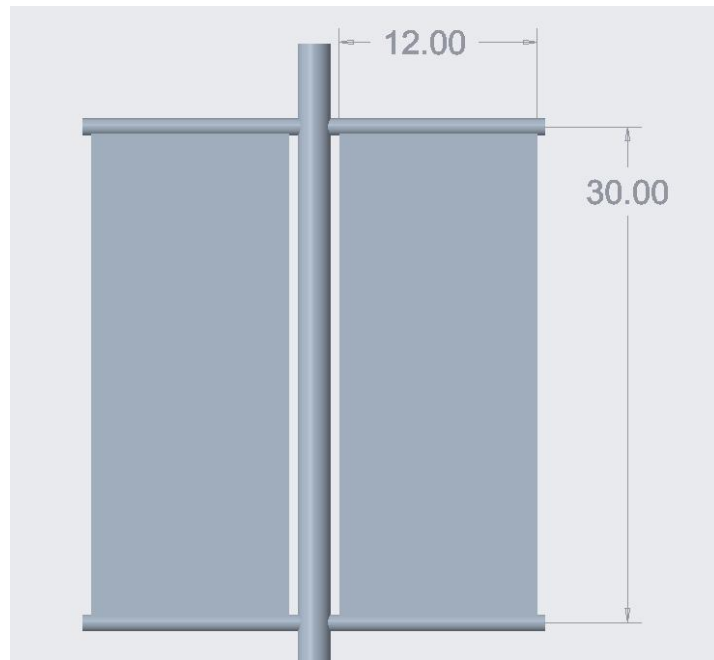
The recommended size of the banner will be 12 inches wide by 30 inches long **when mounted** to best fit the distance between the poles. This dimension will ensure that there is no overhang or risk of hitting the mast and banner. The entire kiosk assembly with the mast option is shown below. Shown below is also a dimensional drawing of the banner setup for clarity.

### Minimum and Maximum Banner Width

The width and height of the poles and mast are adjustable, but our recommended dimension of 12"x30" should allow for optimal use of the kiosk. The minimum width of each banner can be as small as 10 inches, and the max width should be 14 inches to prevent the arms from hanging over the edge of the kiosk.



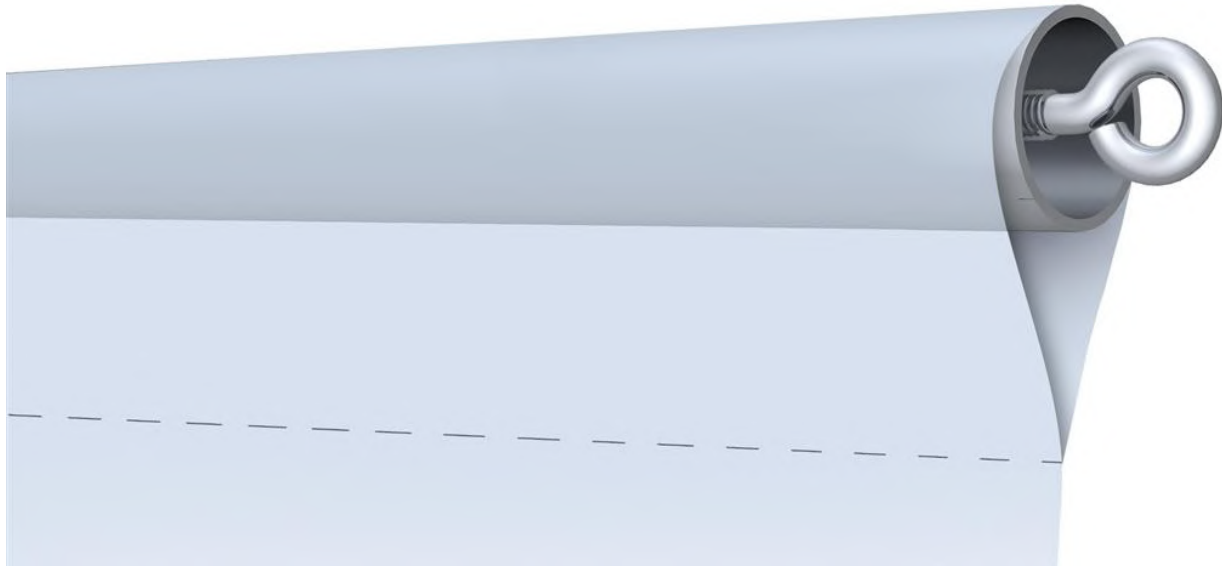
Assembled Kiosk with Mast



Dimensional Drawing with Banner Dimensions

### Pocket Banner Specs

Pocket Banners are a type of banner with loops on the top and bottom to slip over the end of rods, shown below.



The rods that are used in this particular kiosk assembly are 1.1 inch in diameter. According to this article at <https://support.esigns.com/kb/a121/pole-pockets-sleeves-on-banners.aspx>, for this assembly you will need to make sure to have a **3” flat pocket size for a 1.1” diameter pole**. This will need to be included as part of the 30-inch length of the banner. Speak to your banner manufacturer to ensure that the dimensions will be correct.

### **Mounting to the Kiosk**

The top banner pole requires a Philips screwdriver to attach it to the center mast.. The mast will be mounted by putting it through the hole in the top of the kiosk and securing it to the bottom frame.

After the mast has been secured, you can then slide the banner over the top and bottom poles of the mast. **As mentioned before, check with your banner manufacturer to make sure that this banner will fit.** The caps on the end of the poles will keep the banner from sliding off the ends.



# Specifications

## Computer

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Your kiosk comes with an integrated all-in-one computer. See the manufacturer's 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	Iris Graphics 6100
Storage Device	120GB SSD
Operating Temperature	0°C to 40°C (32°F to 104°F)
LAN Controller	Intel Gigabit Ethernet
Max LAN Speed	10/100/1000Mbps
USB 3.0	4 x USB 3.0 (Internal)
Audio	Realtek HD Audio Codec ALC269
Camera	1.3M Camera
WI-FI	802.11 AC

## 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	110VAC	50 / 60 Hz
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## Maintenance of Kiosk

## Cleaning and Maintenance

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### 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.

Dirt and fingerprints do not affect the operation of a properly sealed touch display.

### Enclosure Cleaning and Maintenance

Use **ONLY** stainless steel cleaner to clean the metal sides of the kiosk. Use a soft cloth and avoid excessive scrubbing. **DO NOT** wipe down any electronics (keyboard, credit card reader, etc.) with a wet solution.



### Kiosk Information

We recommend you write down the serial number, key number, and other useful information on your kiosk for future reference.

**Serial Numbers** – Write all your equipment Serial Numbers here and keep this document in a safe place.

**Serial #** \_\_\_\_\_


**Notes:**  
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# 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](mailto: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

## Policy

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### Limited Warranty

Your Advanced Kiosk's Island 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 package 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 by 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

If an entire Kiosk is being shipped to Advanced Kiosks, it must be shipped freight. Shipments will not be accepted without an RMA number. Any item shipped to Advanced Kiosks must be well packaged. We are not responsible for damage due to poor packaging

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



