



Aegis Booth Kiosk Owner's Manual

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Introduction

Product description

The Aegis Booth kiosk is a fully enclosed computer kiosk system that allows for maximum end user engagement. The Aegis Booth is equipped with many features that provide a comfortable, seated self service experience. The Aegis booth kiosk is designed for use cases that require long duration interaction with your end customer in a private setting.

Features

The Aegis booth has many standard features that separate it from competitor's solutions. These include the following,

- Fully enclosed booth with easy opening sliding door and spacious interior.
- Professional finished desk with hard top for easy cleaning.
- HEPA air filtration system with adjustable speed.
- Adjustable lighting levels.
- Automatic Smart Glass windows that provide privacy to the user.
- Automatic 405nm sanitation light that is lab proven to kill germs without endangering humans or animals.
- Multi-document scanner with easy opening lid.
- Full size laser printer with paper detection sensor.
- 32 inch 4K primary monitor with adjustable webcam and microphone
- Speaker bar with adjustable human voice output.
- Pink/white noise generator and speakers that help maintain audible privacy
- High contrast keyboard with braille markings and computer mouse.
- Magnetic intrusion detection sensors on the cabinets and electronics enclosure

In addition to the standard features, there are many optional upgrades to enhance the user experience,

- Alert button and high brightness LED that communicates that a user needs attention.
- External 32 inch monitor with separate computer for displaying additional information to the user.
- ADA accepted accessibility device to assist the visually impaired.
- Temperature sensor allows remote monitoring of Booth climate.

Precautions

- **The Aegis Booth kiosk contains electrical systems that were designed for US electrical infrastructure only(Unless stated otherwise). 110-120VAC, 50-60Hz.**
- **Do not plug in the power until all the directions have been read and the kiosk is fully assembled.**
- **The Aegis Booth Kiosk has been designed for indoor, climate controlled use only. Outdoor use of the Aegis Booth Kiosk may result in damage to the kiosk, or injury to persons.**
- **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 M thru F, 8:30 am to 5:00 pm EST.**
- **Do not disassemble, take apart, repair or modify the kiosk unless trained/authorized to do so.**

Our Support

The Aegis 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 assembling and 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 or are located on the computer. We strongly suggest you read these documents, so that you can get the full value of this kiosk.
- We can not answer questions about your specific electrical wiring/environment, network issues or malware.

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.

Installation

The Aegis Booth ships to the end location mostly unassembled. This requires installation of Aegis Booth by Advanced Kiosks employees or authorized contractors ONLY to ensure a quality experience.

Even though assembly is not performed by your organization, there are prerequisites to the installation of the Aegis booth that need your attention.

Prerequisites for hardware installation

Below is a list of items that should be provided for even before the arrival of the kiosk hardware. Please contact customer support if you have any questions about the following material

Shipping considerations

A fully equipped Aegis Booth kiosk will arrive in two large crates. A loading dock or lift gate will be necessary to unload the crates off of the truck. These crates will be VERY heavy and will require a pallet jack or forklift to move to a suitable location. The individual receiving the kiosk should inspect the crates for damage and REFUSE the delivery if damage is noticed. Below is approximate information about the two crates that comprise the Aegis booth.

Crate contents	Weight(Pounds)	Dimensions(Inches)
Desk and accessories	500	65x45x42
Booth components	1200	52x92x32

Space requirements

The Aegis Booth is a large fully enclosed unit designed for a comfortable user experience. As such, the kiosk requires considerable space for assembly and deployment. The Aegis booth is **80'x62'x94'(LxWxH)** fully assembled. There should be at least a **24 inches** of clearance between the on all sides of the kiosk, except for the door side, which will need at least **36 inches** to be ADA compliant. In addition, the kiosk should not be installed in areas where there is insufficient ceiling clearance. A ceiling height of at least **10 feet** is recommended.

In addition to the fully assembled clearance, it is recommended to have additional space available for the building of the various sub assemblies by the install team.

It is HIGHLY recommended to not move the booth after it has been assembled!

Other location requirements

The Aegis kiosk will need to be plugged into **two** separate AC outlets/plugs to operate fully. The first outlet is located at the bottom of the unit on the side that the door closes into. The second outlet is located on the top of the booth inside of the electronics enclosure. It is recommended to use outlets equipped with GFCI circuitry if possible.

In addition to power requirements, the booth will most likely require an internet connection to operate. The electronics enclosure will come with a short run of Cat 6 ethernet cable terminated by a coupler to the outside of the box. That will allow you to connect your organization's internet connection to the computer inside. There is also a WiFi connection available.

Installing optional hardware

Optional hardware should be installed by the team that builds the Aegis Booth on location. Depending on the option, there could be some additional space/location requirements. Reach out to your project manager or Advanced Kiosks onboarding for details.

Setup and usage

After the Aegis booth is installed at the chosen location there are a few items that should be performed prior to use by the end user. This section will also mention the general usage of the Aegis kiosk and its functionality.

Setting up the kiosk

The Aegis Booth is tested as a complete unit before leaving our manufacturing facility. The booth is then disassembled and shipped to your location in pieces. Due to the nature of this process, mishaps can occur in the assembly or damage could have been sustained during shipping that would not be immediately apparent.

It is necessary to go over each item with the install team BEFORE they leave the location.

- ☐ Verify power on the kiosk by plugging both outlets/plugs into a suitable AC outlet.
- ☐ Connect to the internet using your chosen access type. (**NOTE.** If you are using our Zamok browser software, refer to the Zamok instructions on how to navigate our software environment).
- ☐ Observe that the climate control(fan) and lighting systems work as expected by pressing the light and fan buttons on the control panel inside of the booth.
- ☐ Observe that the smart glass and sanitation lights work by opening and closing the main door with a person inside of the booth for one test and a person outside of the booth for the other test.
- ☐ Adjust audio output levels if desired from the windows control panel. (**NOTE.** If you are using our Zamok browser software, refer to the Zamok instructions on how to navigate our software environment).
- ☐ Adjust the pink/white noise generator to the volume that sounds good for your location's space.
- ☐ Perform a test print on the included laser printer. (**NOTE.** If you are using our Zamok browser software, refer to the Zamok instructions on how to navigate our software environment).

- ☐ Perform a test scan on the integrated document scanner. (**NOTE.** If you are using our Zamok browser software, refer to the Zamok instructions on how to navigate our software environment)
- ☐ Test the built in camera by opening the “camera” app in Windows and confirming the camera view is displayed. (**NOTE.** If you are using our Zamok browser software, refer to the Zamok instructions on how to navigate our software environment)
- ☐ Test any non-standard hardware options(Like the alert light, accessibility device)
- ☐ Any other concerns, questions or comments you want to ask the install team?

Using the Aegis Booth kiosk

You now have an installed and configured Aegis Booth kiosk. Congratulations! Now how do you use it? The following section describes how to use the Aegis Booth kiosk hardware.

Using the software

The Aegis Booth contains a multi-core, X86-64 PC running the newest stable version of Windows(Windows 10 currently) as the primary computer. The computer allows the Aegis booth to handle complex and graphics rich workflows. Although not necessary, we highly recommend utilizing our Zamok browser lockdown software for a seamless experience. Please visit (<https://advancedkiosks.com/products/kiosk-software/>) for more details.

The exact software usage depends on the installed configuration and as such, this manual can not cover every individual use case. Please reach out to your project manager or Advanced Kiosk’s onboarding/technical support department for assistance with your exact software environment.

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

Using the hardware

The Aegis Booth comes equipped with many standard hardware features that enhance the user experience. Below is a list of some of the hardware, what it does and how to use it.

Sanitation Light

The Aegis booth is equipped with a 405nm wavelength human safe sanitation light. This system has been proven to kill/reduce the occurrence of germs on areas that are exposed to the light.

This light is fully safe to be used around people and animals, but the purplish light might be distracting to some, so it is only on when the booth is unoccupied. The sanitation light will be off when the user is in the booth or the door is left open. This function is completely automatic and does not require user input.



Smart Glass

The Aegis booth uses a “smart glass” or e-glass film on the front side of the unit, to automatically make the glass transparent or opaque.

When a user is in the booth, the smart glass will go opaque for user privacy. When no user is in the booth, the glass will go “clear” to allow people to see inside of the booth. This behavior is automatic.



Pink/White Noise generator

The Aegis utilizes a pink/white noise speaker system that generates random noise at a selectable volume level. This provides a degree of audible privacy to the end user. There are two of these speakers located on opposite sides of the booth.

The output volume can be adjusted by dialing the volume knob that is inline with the speaker cable. This dial is located on the roof of the kiosk on the right side.



Climate/Lighting

The Aegis includes a user selectable lighting/fan system. These features are automatically turned on if a user enters the booth via the built in motion sensor.

These settings can also be manually adjusted by using the control panel on the back spine. Lighting levels in different “zones” can be modified by pressing the corresponding “zone” button until the desired lighting level is achieved.



Additional outlets

The Aegis also includes two AC outlets on the back wall (With the control panel). These outlets can be used to charge phones or laptops.

These outlets should ONLY be used for powering small devices. Do NOT plug in high current devices like heaters or vacuum cleaners into these outlets. It will blow the fuse or damage the booth.



Cabinet Access

There are 4 entry points into the desk. For security reasons these are kept under lock and key. A common scenario is needing to replace the paper in the printer.

The printer door opens allowing easy access to the printer. The other three entry points should not need to be opened under normal circumstances but they are located,

1. At the front top(Power and USB drawer)
2. Back door of the desk.
This door opens to reveal the entire contents of the desk from the rear.
3. Under the table attached to the wall spine. This is where the cables travel through.

The images show the printer and cable door mentioned above.

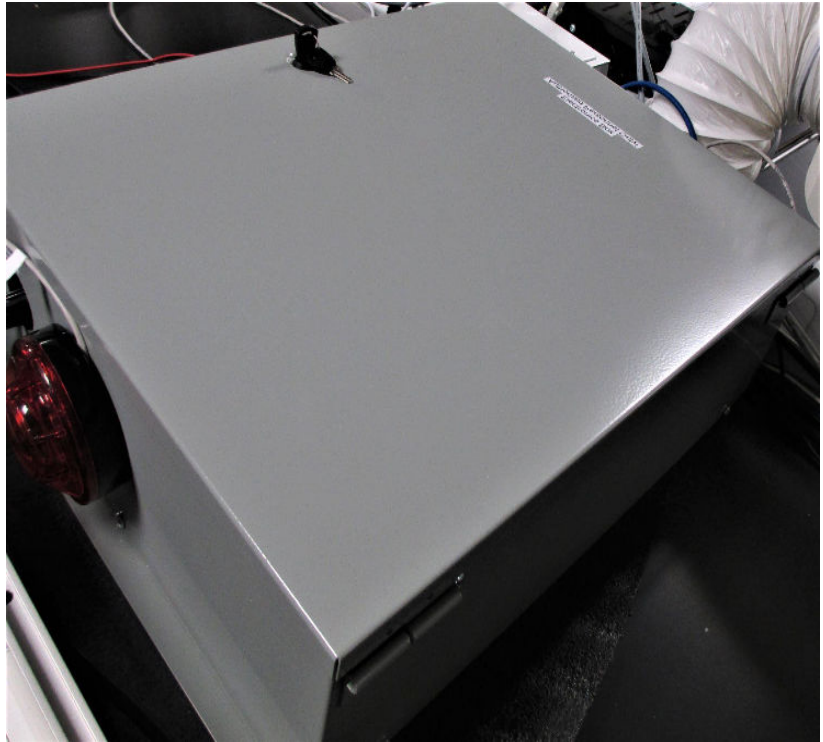
NOTE! These doors are equipped with a magnetic sensor that will detect if the door has been opened. Only open the doors if authorized to do so.



Electronics box

The electronics box contains the computer, power supplies and controller modules necessary for operation of the booth. This box should NOT need to be opened for any reason, unless instructed to do so by an authorized person. The box is locked with a separate key from the cabinet key.



NOTE! These doors are equipped with a magnetic sensor that will detect if the door has been opened. Only open the doors if authorized to do so.


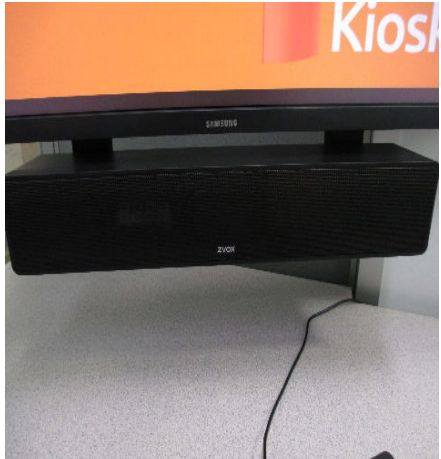






Specifications




The following section contains information about the various pieces that comprise a Aegis booth as well as environmental and power considerations.



Component overview

Part Name	Part description	Power/data	Image of part
Booth assembly	Booth and integrated components.	Aluminum and fiber board construction Transparent glass windows.	
Desk and cabinet assembly	Finished wooden table with scratch resistant tabletop. 4 keyed cabinet doors. Integrated magnetic sensors.	Wooden cabinet with stainless steel legs	

Primary monitor assembly	32 inch, 4K ready monitor with powder coated steel mounting bracket.	AC adapter, 19V 3.5A	
Speaker bar assembly	Zvox AV102 10" speaker bar with voice boost and mounting bracket.	AC adapter, 12V, 1A	
Webcam and microphone assembly	4K capable webcam with integrated microphone and mounting hardware.	USB power, 5V	

Primary motion sensor	Motion sensor that controls lighting and airflow.	AC Relay, 120VAC, <1A	
Secondary motion sensor	Motion sensor that controls smart glass and sanitation light.	Controller power, 5V, 20mA	
Sanitation Light	Non contact sanitation light, 13 watt.	AC Adapter, 5V, 2A	

Electronics enclosure	Contains the computer, power supplies for various components, controller module, noise generator and other optional hardware.	Powder coated steel enclosure	
Smart Glass assembly	Contains the smart film preinstalled on the glass windows, cable track, and housing	60VAC, <1A	
Keyboard and mouse	High contrast keyboard and generic computer mouse	USB, 5V, <500mA	

Printer	Full size monochrome laser printer with integrated paper detection system.	AC, 120V, <1A	
Document scanner	Desktop style multi-page document scanner mounted to table.	AC, 120V, <1A	

Power and operating environment

The Aegis booth contains components that are designed to operate in a climate controlled space. As mentioned before, the Aegis booth is NOT to be used in any outdoor scenario. For maximum longevity of the kiosk, the following requirements should be met.

Temperature Range	Maximum humidity
0-35C(32 - 95F)	90%RH

Power usage

The Aegis Booth kiosk typically consumes about 180-260 Watts of power depending on the configuration and options.

Maintenance and troubleshooting

This section contains information about maintenance of the Aegis booth and troubleshooting steps to take if you encounter any issues with operation.

General maintenance

Fan system

The airflow system will require a new HEPA filter periodically. The exact frequency of replacement depends on the ambient air quality environment, but they should be replaced at last every year.

Printer maintenance

The included laser printer will need consumables replaced periodically. The included paper sensor will give you a remote indication of issues with printing.

- Paper will need to be replaced when it runs out.
- Toner will need to be replaced when it runs out.
- Jams or other issues will have to be fixed onsite.

Scanner maintenance

The included document scanner should not need any regular maintenance other than making sure the scanning glass surface is kept clean.

Cleaning the kiosk

The Aegis Booth and components should be cleaned regularly for optimal performance and user experience.

Booth and brackets

The Aegis booth is constructed with brushed aluminum. This material can be cleaned with almost any non-abrasive cleaner.

The monitor bracket is constructed with powder-coated steel. This can be cleaned with most non-abrasive chemicals.

Plastic mounting brackets are constructed from polycarbonate plastics. Alcohol based cleaners should be avoided. Mild detergents and water are recommended.

Windows

The glass windows can be cleaned with any chemical that is normally used for tempered glass. Avoid abrasive cleaners that might damage the surface. Below are some recommendations

- Window/Glass cleaner
 - Isopropyl(Rubbing) alcohol
 - 50% - 50% Vinegar and warm tap water
-

Smart Glass

The smart glass is attached to the windows, but it is made out of a polymer film. This means that any abrasive cleaners or alcohol containing cleaners should NOT be used.

Make sure to power off the kiosk when cleaning the Smart Glass and wait for it to dry before turning the system back on!

Below are some recommendations for cleaners/towels

- Mild streak-free soap and warm water
 - Alcohol-free window cleaner
 - Micro-fiber cloth
-

Monitors

The monitors are NOT touch capable, and as such, are not glass coated for protection. The monitors should be cleaned very carefully. Never spray directly onto the monitor, but onto the cleaning cloth first. Below are some recommendations for cleaning,

- Specially designed LCD cleaning solution
 - 50%-50% vinegar + warm tap water
 - Use a micro-fiber cloth and avoid buffing or circular cleaning
 - Wipe from side to side with gentle pressure
-

Troubleshooting

In the event that the Aegis Booth kiosk exhibits any abnormal behavior, please refer to the following troubleshooting steps to help resolve the issue.

Smart Glass does not go opaque when the user is in the booth?

- Make sure that the door is closed firmly
 - Confirm that the magnetic door sensor is properly mounted to the booth
 - Check that the secondary motion sensor LED is lighting up red. This means that motion is detected. If the light is not red and the user is in the booth, **contact technical support**
-

Sanitation light does not turn on after the booth is unoccupied?

- Make sure that the door is closed firmly
 - Confirm that the magnetic door sensor is properly mounted to the booth
 - Check that the secondary motion sensor LED is NOT lighting up red. This means that motion is detected. If the light is red and no user is in the booth, **contact technical support**
 - Confirm that the power cable connecting to the sanitation light is not disconnected
-

Paper sensor does not detect paper in tray?

- Make sure that there is nothing obstructing the paper sensor's view of the printer output tray
- Confirm that the white LED light is shining down at the top of the printer tray. If the light is not on, **contact technical support**

Warranty

Limited Warranty

Your Advanced Kiosks Document Kiosk is guaranteed for 3 years from the date of purchase. The electronics in the kiosk are guaranteed for 3 years 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 Document Kiosk, it must be well packaged, secured to a pallet and insured. We highly recommend taking pictures of packaged kiosk before shipping.

