# Aegis Desk Owner's Manual

# Introduction

## Product Description

The Aegis Desk is a complete workspace computer system. The Aegis is equipped with many features that provide a comfortable, seated self service experience. The Aegis Desk is designed for use cases that require long duration interaction with your end customer.

## Features

The Aegis Desk has many features. These include the following:
- Modern ultra high definition display capable of displaying 4k resolution
- 4k capable webcam and microphone
- Speaker bar with dialog clarifying voice technology
- ADA accessibility device to assist the visually impaired
- High contrast keyboard with braille markings and computer mouse
- Document scanner with easy opening lid
- Full size laser printer

Optional features include:
- Magnetic intrusion detection sensors on the cabinets and electronics enclosure
- Paper sensor that can remind users to remove all printed documents from the printer
- Battery backup allowing users to safely finish their work and power off the unit during power failure
- Adjustable big and tall office chair with a 400lb weight limit

## Precautions

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- **The Aegis Desk 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 Desk is fully assembled**
- **The Aegis Desk has been designed for indoor, climate controlled use only. Outdoor use of the Aegis Desk may result in damage to the Desk, or injury to persons**
- **If you have any questions on how to install this Desk 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 Desk unless trained/authorized to do so**

# Installation

The Aegis Desk ships to your location mostly assembled. **The desk will require two or more strong individuals to remove it from the crate and place it in its location.** Once the Desk is in its final location and all foam and packing materials have been removed, it can be plugged into a standard wall socket.

There are prerequisites to the installation of the Aegis that need your attention.

## Prerequisites for Hardware Installation

Below is a list of items that should be acknowledged before the arrival of your new Aegis Desk. Please contact customer support if you have any questions about the following material

### Shipping Considerations

A fully equipped Aegis Desk will arrive in a wooden shipping crate. A loading dock or lift gate will be necessary to unload the crate off of the truck. This crate will be VERY heavy and will require a pallet jack or forklift to move to a suitable location. The individual receiving the Desk should inspect the crate for damage and REFUSE the delivery if damage is noticed. Below is the approximate size and weight of an Aegis Desk crate.

| Crate contents | Weight(Pounds) | Dimensions(Inches) |
|---|---|---|
| Desk and accessories | 500 | 65x45x65 |

## Space Requirements

The beauty of the Aegis Desk is that it can be placed against a wall or in the middle of a work space depending on your needs. It is completely freestanding with five heavy duty steel legs that are removable. The total width of the desk is **57 inches** while the depth is **35 inches** which allows it to be placed virtually anywhere it will help your business grow.

Relocating, or adjusting the desk position may only be done when it is disassembled ONLY and with multiple strong individuals. Do NOT attempt to move an assembled desk by yourself.

## Other Location Requirements

The desk will need to be plugged into a standard AC outlet/plug to operate fully. There is built in surge protection but it is recommended to use outlets equipped with GFCI circuitry.

In addition to power requirements, the desk will require an internet connection to operate. The Aegis Desk features both ethernet and WiFi capabilities. Advanced Kiosks recommends an ethernet connection whenever possible to eliminate weak signals or loss of internet.

## Installing Optional Hardware

Should your desk require additional hardware to meet your needs, please reach out to your project manager or Advanced Desks onboarding for details.

# Setup and Usage

After the Aegis 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 desk and its functionality.

## Setting up The Desk

The Aegis is shipped to your location assembled. Transit mishaps may damage parts during shipping that would not be immediately apparent.

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

- ☐ Verify power on the Desk 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 Desk Software, refer to the Zamok instructions on how to navigate our software environment).
- ☐ Adjust audio output levels if desired from the windows control panel. (**NOTE.** If you are using our Zamok Desk Software, refer to the Zamok instructions on how to navigate our software environment).
- ☐ Perform a test print on the included laser printer. (**NOTE**. If you are using our Zamok Desk 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 Desk 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 Desk Software, refer to the Zamok instructions on how to navigate our software environment)
- ☐ Note any other concerns, questions or comments to speak with your onboarding associate about

# Using the Aegis Desk

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

## Using the hardware

The Aegis 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.

**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. Above the printer (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 though.
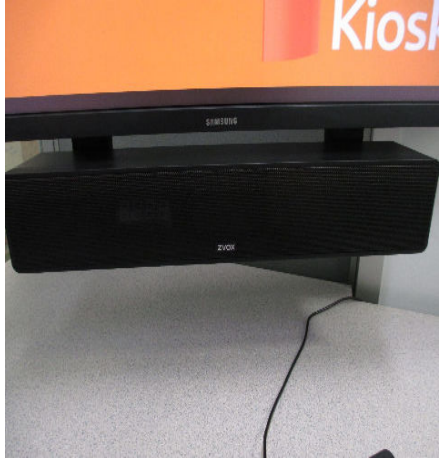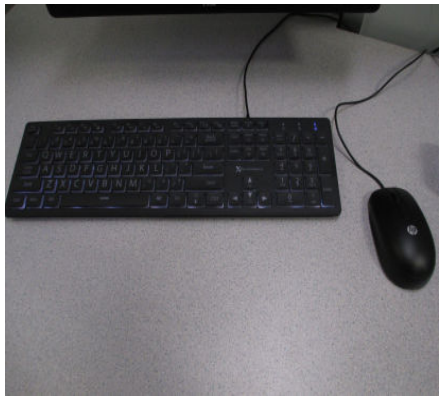
The images show the printer mentioned above. Please note the printer in your desk may be different than the unit pictured.

# Specifications

The following section contains information about the various pieces that comprise an Aegis Desk as well as environmental and power considerations.
For dimensions, request drawings for H32-320-C-desk.

## Component Overview

| Part Name | Part description | Power/data | Image of part |
|---|---|---|---|
| Desk and cabinet assembly | Finished wooden table with scratch resistant tabletop.<br><br>4 keyed cabinet doors. | 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 |  |
| Keyboard and mouse | High contrast keyboard and generic computer mouse | USB, 5V, <500mA |  |

| Printer | Full size monochrome laser printer | AC, 120V, <1A |  |
|---------|-----------------------------------|---------------|----------------------|
|         | Optional integrated paper detection system |          |                      |
| Document scanner | Multi-page document scanner mounted to table. | AC, 120V, <1A |  |

## Power and Operating Environment

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

| Temperature Range | Maximum humidity |
|---|---|
| 5-35C(40 - 95F) | 90%RH |

**Power usage**

The Aegis Desk 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 and troubleshooting steps to take if you encounter any issues with operation.

## General Maintenance

### Printer Maintenance

The included laser printer will need consumables replaced periodically.
*   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.

See https://download.brother.com/welcome/doc100494/cv_hll5000d_use_oug_b.pdf for additional questions

### Scanner Maintenance

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

See https://files.support.epson.com/docid/cpd5/cpd51808.pdf for additional questions

## Cleaning the Desk

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

**Desk and Brackets**

The desktop surface is made with a scratch resistant laminate surface and can be easily cleaned with mild soap and water. For stains or graffiti, something like isopropyl alcohol and a sponge should help. Don't use harsh abrasive cleansers or cleaning pads. These will dull the laminate finish.

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.

**Monitor**

The monitor is NOT touch capable, and as such, are not glass coated for protection. The monitor 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
- 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 Desk exhibits any abnormal behavior, please refer to the following troubleshooting steps to help resolve the issue.

**Printer isn't printing?**
- Occasionally the printer will go into a deep sleep mode. Test print a piece of paper and that should wake the printer up. If this doesn't work, turn off the printer for 10 seconds before turning back on
- Check to make sure the printer is plugged in to both the electrical cable and the USB connection to the computer
- Check the paper tray to make sure the printer is not jammed or out of paper

**Key number:**


Additional Notes: