eKiosk.

GUIDE BOOK

- HERA -

CONTENT

1 MANUFACTURER'S INSTRUCTIONS

The product described in this guide book was produced by:

	eKiosk GmbH
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	GERMANY
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E-Mail:	info@ekiosk.de
VAT registration number:	DE235291676
Commercial Registry:	AG Dresden, HRB 24400
Management Board:	Mr. Thomas Seidel, Mr. Peter Jütte

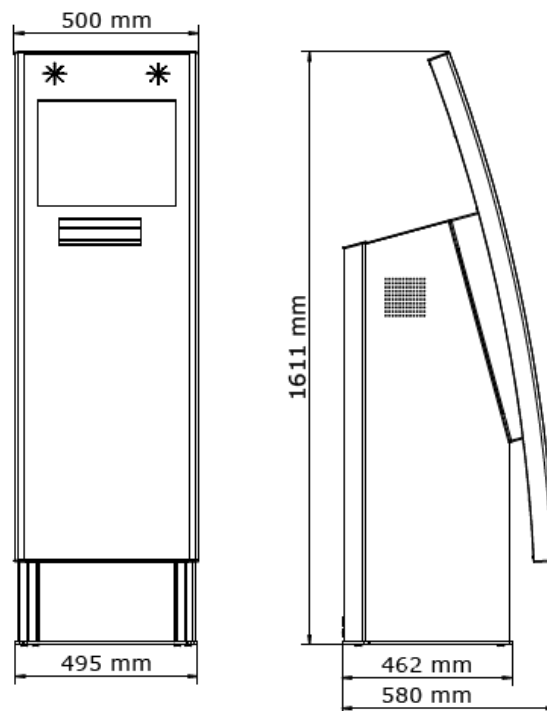## 2   GENERAL DESCRIPTION AND TECHNICAL DATA

2.1   GENERAL DESCRIPTION

The kiosk HERA is a stand terminal to be used indoors with plenty of room for additional components, for example an A4 printer, a card reader or a fingerprint-sensor. The front side door allows easy access to the components, for instance to refill the print-out paper without having to move the terminal. A high class safety lock and its solid housing, made off steel and aluminum, enable the kiosks use in unsupervised but strongly frequented indoor areas.

The range of use includes the display of general information, visual guidance systems, POI, POS, centralized chronology, employee information systems, visitor reception (virtual doorman) as well as exhibition and multimedia presentations.

2.2   TECHNICAL DATA

Measurements:

pic. 2.2-1

Internal space:

prearrangement webcam

display

paper guideway

paper trays

speaker

fan

safety lock

A4 laser printer

pic. 2.2-2

fastening for the front lid

power supply unit PC

audio amplifier

pull box with earthing

power supply unit display

internal multi-pole socket

PC

LAN / power connection
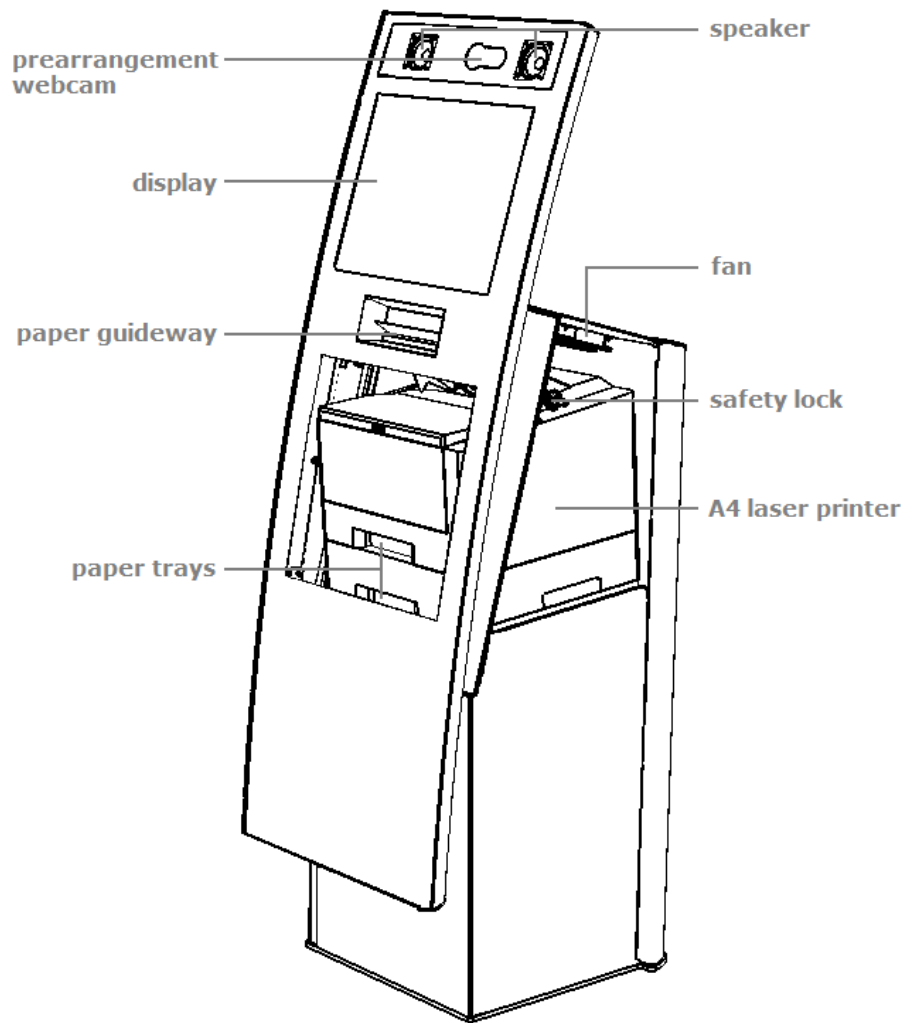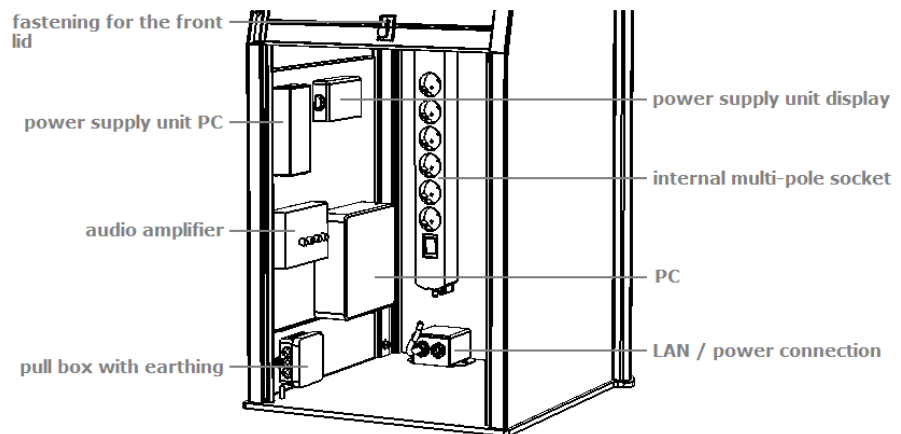
pic. 2.2-3

Weight:	~ 80 kg [1]
Input power:	60 W (typic) [2]
Line voltage:	230 V
Environmental temperature:	5°C to 35°C
Humidity:	5 % to 80 %
Noise level:	21 dB(A)

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[1] The weight can vary due to configuration.
[2] The input power can vary due to configuration.

eKiosk.

3   WARNINGS AND REFERENCES

Danger due to electricity.

The operation in accordance with regulations is only warranted with completely enclosed housing and correctly mounted components.

Keep these references as well as the whole guide book always at hand close to the kiosk. If the kiosk is transferred to third, please transfer the references as well.

Before you open the housing, please disconnect the power supply completely.

The unit is for indoor use only and should not be exposed to atmospheric conditions.

If the unit has been delivered during a cold season, wait before you bring it into service until all components have adapted to the new environmental temperature. This might take several hours.

Repairs are only to be made by authorized specialized personnel. Unauthorized opening or improper repairs could endanger the user.

- Please ensure that the available line voltage does not conflict with the above listed. It generally applies, that the kiosk is to be brought into service using an earthed isolated ground receptacle. Please ensure that the receptacle is freely accessible.

- An eventually needed extension from the power line to the receptacle is to be arranged without endangering third.

- Install only extensions of the system that are marked as unharmful regarding safety, electromagnetically compatibility and functionality by eKiosk GmbH.

- The warranty expires if damages or failures are generated due to installation or use of extensions of the system.

- Due to continuous operation in a certain condition and the aligned display of an unchanged image over a longer period, the so called "Image-Sticking" effect might occur. To avoid this, it is recommended to use a changing image as screen saver.

- With a PC with integrated CD/DVD drive applies: This product includes a light emitting diode, classification in order to IEC 825-1:1993: LASER CLASS 1, and is not to be opened!

- Please consider that the actual measurements and characteristics might differ from the here listed ones according to the requirements of the kiosk.

4 INITIATION

The kiosk should generally be brought into service only in an appropriate room and on an even floor.

4.1 CONNECTING THE KIOSK TO THE LINE VOLTAGE

Please make sure that the cables do not endanger third.

To connect the HERA to the line voltage, please use the designated cable, which is mounted on the back side of the kiosk on the lower right side (see pic. 2.2-3) and plug it in the intended receptacle. Please consider the technical data of the kiosk and references as listed above (see content 2.2 and 3).

The model HERA is in general configured to automatically start all components as soon as the connection with the line voltage is made. If problems occur during the initiation, please contact the customer support.

4.2 CONNECTING THE KIOSK TO A LOCAL AREA NETWORK (LAN)

Please make sure that the cables do not endanger third.

Please use the designated cable on the lower right of the back side to connect the HERA to a LAN (see pic. 2.2-3). Plug the cable in the designated socket / router /switch. Please consider the references listed above (see content 3).

If a PC is not included in delivery, please access the kiosk first (see content 5.1) and integrate the favored PC. The LAN cable which is

connected with the PC is to be directed outside using the opening on the back side of the kiosk.

4.3   SCREWED INTO THE FLOOR

To mount the kiosk to the floor, please use the voids on the bottom of the kiosk (see Pic. 2.2-2). Please consider the references on accessing the kiosk (see content 5.1). Since the HERA can be mounted on different grounds, there are no screws and dowels included.

5 CARE AND MAINTENANCE OF THE KIOSK

All operations are only to be made by authorized specialized personnel.

5.1 ACCESS TO THE PC

Before you open the housing, please disconnect the power supply completely.

Regarding the access to the HERA please consider content point 3 of this guide book. Most important thereby is to disconnect the kiosk from the line voltage completely before opening the housing.

To gain access to the PC please unclose the safety lock (see pic. 2.2-2) and flap the front to the side. Now unscrew the fastening of the front lid (see pic. 2.2-3) and push it upwards. With this the front lid can be removed. The position of the PC and other components inside are to be seen in pic. 2.2-3 of this guide book.

 To remove the PC you need to disconnect all cables from the unit first. If the used PC is a MSI WindBOX, please loosen the knurled screw (see Pic. 5.1-1) and dismount the PC from the base plate. A computer of the type Fujitsu Qxxxx or DELL is fastened with a Velcro® belt and therefore easy to remove. Please make sure that the PC can't fall down while loosening the belt.

pic.5.1-1

5.2 ACCESS TO THE PRINTER

Before you open the housing, please disconnect the power supply completely.

Regarding the access to the printer please consider content point 3 of this guide book. Most important thereby is to disconnect the kiosk from the line voltage completely before opening the housing.

To gain access to the printer please unclose the safety lock (see pic. 2.2-2) and flap the front to the side. The position of the printer and paper trays are to be seen in pic. 2.2-2 of this guide book.

5.3 CLEANING OF THE HOUSING

**It is forbidden to sprinkle the kiosk with water.**

Please consider the references given in content point 3 of this guide book for the cleaning of the housing. The outside of the kiosk should be cleaned with a wet cloth or appropriate cleaning supplies if necessary. The inside should be vacuum-cleaned if necessary. Please use a vacuum cleaner on a low level. Please see content points 5.1 and 5.2 on how to access the kiosk.

5.4 CLEANING OF THE VANDALPROOF KEYBOARD

It is forbidden to sprinkle the kiosk with water.

Please consider the references given in content point 3 of this guide book for the cleaning of the keyboard. The surface should be cleaned with a wet cloth in general. To clean the inside of the keyboard after a liquid entry please open the cover on the underside by loosening the 6 attachment screws (see Pic. 5.4-1).
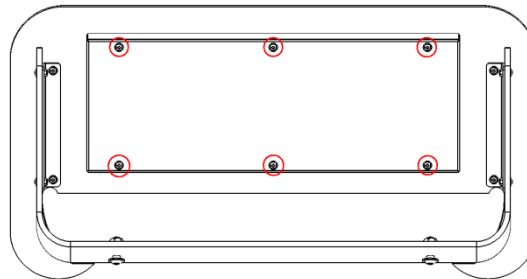
pic. 5.4-1

The liquid that entered through the top of the keyboard should have gathered mostly in the cover, since this is designed as a collection container. Please clean the cover thoroughly. The keyboard itself can be cleaned as well, but please avoid direct contact with the electric components.

5.5 TRANSPORT OF THE KIOSK

Do not expose the kiosk to agitation and do not drop the kiosk.

The kiosk model HERA should be transported with a Flight case or attached to a euro pallet. To attach it to a euro pallet, please use the voids of the screwed to the ground at the bottom of the kiosk. The HERA should be bolstered up with protection foil after attachment to the euro pallet and additionally fastened with tension flanges in any case.

If the kiosk is relocated in-house you should use a hand truck. The hand truck should be bolstered up to avoid damages to the housing where they contact.

6   FAULT CORRECTION

6.1   ADJUSTMENT OF THE DISPLAY

Regarding the adjustment of the display please consider the references given in content point 3 of this guide book.

The display of the kiosk HERA is delivered with an ex-factory setting of 50% on all parameters up to the size of 19". To change these settings please open the kiosk first (see content 5.2). The control panel of the display is placed on the backside of the opened door, above the paper guideway.
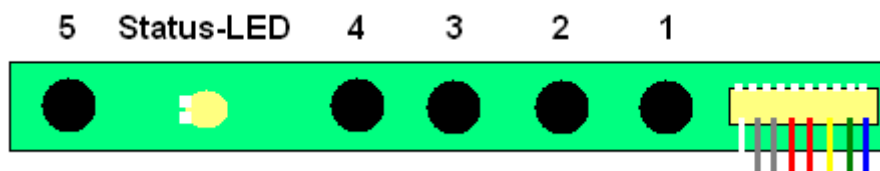
pic. 6.1-1

1	menu	1. Click: Start of the OSD-menu
		2. Click: Closes down/ and the OSD-menu
2	select	1. quick selection of the input signal
		2. selection of main menu and submenu
		3. confirm menu
		4. back to submenu
3	up/	1. move up/right in main menu and submenu
	right	2. increase the active value
4	down/	1. move down/left in main menu and submenu
	left	2. decrease the active value
5	on/off	1. turns the display on or off
Status	Status	off: no electric current
LED		green: electricity and signal adjacent
		Rot: electricity adjacent, but no signal

The structure of the OSD-menu can be found in attachment 1.

6.2 ADJUSTMENT OF THE SOUND LEVEL

Regarding the adjustment of the sound level please consider the references given in content point 3 of this guide book.

If you want to adjust the output signal of the optional available stereo sound system please open the bottom of the kiosk first (see content 5.1). The position of the audio amplifier can be seen in picture 2.2-3. The sound level can be adjusted using the amplifier. Since the amplifier is able to support several end devices, there are four attenuators mounted. The attenuator tagged as "Volume 1" is usually used for the speakers of the kiosk.

6.3 OTHER FAULTS

If other faults occur during the installation or use of the kiosk, please contact our customer support.

7 OPTIONAL COMPONENTS

7.1 PC

For the kiosk model HERA usually a PC of the following type is used:

- Fujitsu Esprimo Q PC

For further details on this PC please contact our customer support or the manufacturer. http://de.ts.fujitsu.com/.

- MSI WindBOX

For further details on this PC please contact our customer support or the manufacturer. http://www.msi-computer.de.

If another PC is built in your kiosk, please contact our customer support for further information.

7.2 SiteKiosk SOFTWARE

For the kiosk model HERA the software SiteKiosk from the company Provisio is available. It is used to safeguard the kiosk from manipulations or to realize specific features. If and what version of the software is installed is listed on the note of delivery. The information on the administration can be found there as well. In addition to that a SiteKiosk help has been preinstalled on the computer. It can be found in Programs SiteKiosk Help. If you have questions regarding software, please contact our customer support or the Provisio Company (www.sitekiosk.de).

7.3 TOUCHSCREEN

The kiosk model HERA might be equipped with resistive or capacitive touchscreen. Please check the delivery note on which type is mounted. The driver for the touch is preinstalled on the implemented PC or, if a PC was not included in delivery, enclosed to the kiosk. If problems or questions occur, please contact our customer support.

7.4 WEBCAM

The kiosk model HERA can be equipped with a webcam. By default the model Logitech QuickCam 9000 Pro is used. The driver for the webcam is preinstalled on the implemented PC or, if a PC was not included in delivery, enclosed to the kiosk. If problems or questions occur, please contact our customer support or the producer (http://www.logitech.com/).

7.5 STEREO SOUND SYSTEM

The kiosk model HERA can be equipped with a stereo-sound-system with included amplifier. Usually amplifiers from the manufacturer MILLENIUM and speakers made by VISATON are used. If questions or problems occur, please contact our customer support.

7.6 KEYBOARD

The kiosk model HERA can be equipped with a keyboard. There are two versions in use. It can either be equipped with a stainless steel keyboard in an aluminum front building, or in a steel front building. If questions or problems occur, please contact our customer support.

7.7 VANDALISM PROTECTED UMTS/WLAN ANTENNA

The kiosk model HERA can be equipped with a UMTS or WLAN broadband antenna on the back site of the housing, which is enclosed by a vandalism-proof protection cap. If questions or problems occur, please contact our customer support.

7.8 HEADSET

The kiosk model HERA can be equipped with a headset, a sound level controller can optionally be attached to the outside of the housing as well. If questions or problems occur, please contact our customer support.

7.9 PRINTER

The kiosk model HERA can be equipped with a Printer. By default the laser printer Kyocera Ecosys FS1200 (old: FS1100) is used. The driver for the printer is preinstalled on the implemented PC or, if a PC was not included in delivery, enclosed to the kiosk. If problems or questions occur, please contact our customer support or the producer (http://www.kyocera.de/).

7.10 OTHER COMPONENTS

If there are other components listed on your note of delivery which are not mentioned in this guide book, they are most likely customer-specific. If questions or problems occur, please contact our customer support.

8   NOTES

9   ATTACHMENTS

Attachment 1 – OSD menu of the display