



Instruction Manual

Self-service Kiosk

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1

Introduction of self-service kiosk

1.1 Main Cabinet photo

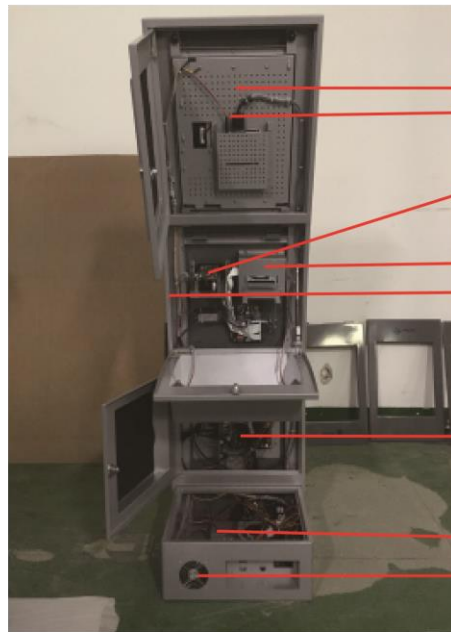
Queuing kiosk is with receipt printer and bank card reader
Kiosk dimension (L*W*H, unit:420*387*1480mm) :



1.2 Photo of cabinet back



1.3 Inside photo of cabinet back



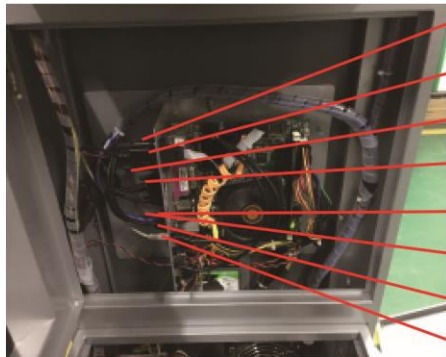
- 1.power cable of the screen
- 2.signal cable of the screen
- 3.bank card reader
- 4.receipt printer
- 5.speaker
- 6.computer host
- 7.power amplifier board
- 8.fan

1.5 photo of cabinet back



- external signal cable for screen
- resetting switch
- power cable
- turn on/off button
- usb cable
- external network cable

1.4 Computer host cable connection



- 1.external advertising signal cable
- 2.bank card reader
- 3.touch screen
- 4.signal cable for screen
- 5.external usb
- 6.receipt printer
- 7.network cable
- 8.audio cable

1.6 Package and accessories (accessories are in the kisok ticket exit)

urrent ticket paper roll are installed on the printer bracket,2keys, network cable 1 pc



key



paper roll



ticket paper



network cable

2

Instruction for the first time installation

2.1 Prepatation before installation



1. Make sure that the kiosk is installed on the flat and near the wall, avoiding to push the kiosk down when there are many people around.
2. Make sure that the kiosk will not be in the bright sunshine and rain.
3. Make sure that there are power port and network port behind the kiosk to connect.
4. The kiosk will start automatically after connecting the power, and run ticket printing program automatically. If the kiosk doesn't start automatically, you need to check whether the air switch is on. The led indicator is on when connecting power in normal state, it shows that the kiosk is connecting power normally.

2.2 power cable and network cable connection

1. connect the power cable and network cable;
2. power cable connect to the air switch inside the kiosk, the power cable extend to back side of the kiosk and connect power directly.

2.3 Start computer



1. red button: in normal situation the kiosk will start automatically when connecting the power, if it doesn't start automatically, you need to press the red button at the kiosk back (the computer start and program run automatically).
2. When using the kiosk, the touch has no response or program run abnormally, you can press the red button at the back of kiosk to restart the kiosk.

2.4 Printing paper installation

Picture 2.4.1



Picture 2.4.1: pull out the printer

open the front door of the kiosk, pull out the printer, unscrew the screws at the bottom to dispatch the printer.

install the printing paper

get the printing paper roll and get rid of the seal stripe.

2.5 bank card reader installation

Picture 2.5.1



picture 2.5.1 bank card reader installation

1. screw the bank card reader on the metal support.
2. fix the bank card reader and supporter to the main cabinet.

3

Common trouble shooting

3.1 No response when using touch

1. Connection cable between computer and touch panel is loose during transport, and pull out the cable and plug it again
2. Dust is too much in infrared sensing region, clean the infrared sensing area ; the infrared touch screen is photosensitive, if there is a foreign body or not clean, it will affect the use effect of the touch screen, Touch screen need regular maintenance

Tip 1: use dry cloth or tissue to clean the oil and dust on the glass

3.2 No display on the screen

1. The cable between the computer and screen is loose, check the screen interface and computer interface (refer to picture 1.3 inside of kiosk back)
2. the power cable may be loose, check the screen cable (refer to 2.4.1 inside of kiosk back), power indicator is on meaning that the kiosk start.

Remark: don't turn off the monitor power after turn off the kiosk

3.3 How to check and change computer IP

1. Return to windows desktop, select "link" in "network connection"
2. right click "attribute"
3. click "network" option
4. select "attribute" in "internet protocol(TCP/IP)"
5. change IP in "attribute"

3.4 Self-kiosk shows "network malfunction"

1. network doesn't connect well, you need to check if the network is connecting and data cable is in good situation
2. the network IP address conflict causes the network to be unable to connect, because the self-service terminal IP address is the fixed address.

3.5 The kiosk doesn't work

1. Check if there is power at the place
2. check if the power switch is turn on.

Remark: the removal of internal parts of the cabinet shall be carried out under the condition of power off.

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Attention matter when starting the kiosk

1. It need to turn off the kiosk before cutting power to let the kiosk work life longer, you need to turn off the kiosk each work off time work, to avoid power cut off and the kiosk turn off abnormally, when getting back to work the next day, turn on the kiosk
2. Turn off the kiosk: use normal turn off setting.
3. turn on the kiosk: the kiosk can start automatically after connecting the power, if it doesn't start, press the turn on button on kiosk to start the kiosk.