

Touch Screen Computer Kiosk User Manual



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VERSION
V1.2

User Manual for Touch Screen Computer Kiosk

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1. Introduction

Overview

Welcome to your new Touch Screen Computer Kiosk. This interactive kiosk is designed to enhance user engagement with a variety of applications and information displays. Whether used in retail environments, educational settings, or corporate lobbies, this kiosk offers a modern and efficient solution for digital interaction.

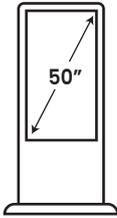
Key Features

- Full HD Touch Screen Display
- Multi-Touch Capabilities
- User-Friendly Interface
- Wi-Fi and Bluetooth Connectivity
- Durable Design
- Multiple Input Options

Safety Precautions

- Ensure the kiosk is placed on a flat, stable surface, or mounted correctly according to instructions.
- Do not expose the kiosk to direct sunlight or extreme temperatures.
- Use only the power cable provided.
- Avoid using the kiosk in environments with high moisture or dust levels.
- Always ensure that the kiosk is properly powered down through the on-screen shutdown menu before switching off the power or unplugging the unit.
- Disconnect the kiosk from the power source before cleaning.

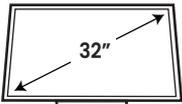
2. Specifications



Floor Standing

50" Floor Standing Kiosk

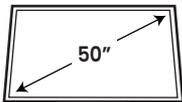
Size	29"Wx73"Hx2.5"D (Base: 29"x17.71"x2")
Material	Aluminum Alloy, Tempered Glass
Weight	109 lbs
Display Screen Size	49.5" 4K UHD
OS / CPU / RAM / Storage	Windows 11 Pro / Intel i5 / 8GB / 128 GB SSD
Max Resolution / Aspect Ratio	4K UHD / 9:16
Touch Technology	10-Point Multi-Touch
Audio	2x 10W Integrated Speakers
Camera	1xMIPI, Max Resolution 5MP (5 million pixels)
Video Output	1xHDMI, 1xVGA
USB	6-way USB interface (2-way standard USB port)
Wireless	WiFi 802.11 ac (2.4GHz & 5GHz), Bluetooth 4.0
Operating Voltage / Consump.	110V/220V, 50/60Hz / 52W



Pedestal

32" Pedestal Kiosk

Size	30.5"Wx43.5"Hx24"D
Material	Aluminum Alloy, Tempered Glass
Weight	69 lbs
Display Screen Size	32" 4K UHD
OS / CPU / RAM / Storage	Windows 11 Pro / Intel i5 / 8GB / 128 GB SSD
Max Resolution / Aspect Ratio	4K UHD / 16:9
Touch Technology	10-Point Multi-Touch
Audio	2x 10W Integrated Speakers
Video Output	1xHDMI, 1xVGA
USB	6-way USB interface (2-way standard USB port)
Wireless	WiFi 802.11 ac (2.4GHz & 5GHz), Bluetooth 4.0
Operating Voltage / Consump.	110V/220V, 50/60Hz / 52W



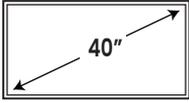
Pedestal

50" Pedestal Kiosk

Size	45.3"Wx46"Hx24"D
Material	Aluminum Alloy, Tempered Glass
Weight	92 lbs
Display Screen Size	49.5" 4K UHD
OS / CPU / RAM / Storage	Windows 11 Pro / Intel i5 / 8GB / 128 GB SSD
Max Resolution / Aspect Ratio	4K UHD / 16:9
Touch Technology	10-Point Multi-Touch
Audio	2x 10W Integrated Speakers
Video Output	1xHDMI, 1xVGA
USB	6-way USB interface (2-way standard USB port)
Wireless	WiFi 802.11 ac (2.4GHz & 5GHz), Bluetooth 4.0
Operating Voltage / Consump.	110V/220V, 50/60Hz / 52W

40" Wall Mount Kiosk

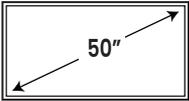
Size	37.75"Wx22.6"Hx2.9"D (Including Mount)
Material	Aluminum Alloy, Tempered Glass
Weight	45 lbs
Display Screen Size	40" 4K UHD
OS / CPU / RAM / Storage	Windows 11 Pro / Intel i5-8250U / 8GB / 128 GB SSD
Max Resolution / Aspect Ratio	4K UHD / 16:9
Touch Technology	10-Point Multi-Touch
Audio	2x 10W Integrated Speakers
Video Output	1xHDMI, 1xVGA
USB	6-way USB interface (2-way standard USB port)
Wireless	WiFi 802.11 ac (2.4GHz & 5GHz), Bluetooth 4.0
Operating Voltage / Consump.	110V/220V, 50/60Hz / 58W



Wall Mount

50" Wall Mount Kiosk

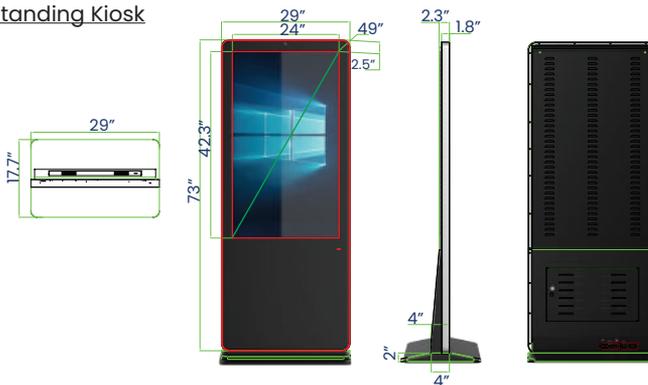
Size	45.3"Wx26.8"Hx2.9"D (Including Mount)
Material	Aluminum Alloy, Tempered Glass
Weight	58 lbs
Display Screen Size	50" 4K UHD
OS / CPU / RAM / Storage	Windows 11 Pro / Intel i5-8250U / 8GB / 128 GB SSD
Max Resolution / Aspect Ratio	4K UHD / 16:9
Touch Technology	10-Point Multi-Touch
Audio	2x 10W Integrated Speakers
Video Output	1xHDMI, 1xVGA
USB	6-way USB interface (2-way standard USB port)
Wireless	WiFi 802.11 ac (2.4GHz & 5GHz), Bluetooth 4.0
Operating Voltage / Consump.	110V/220V, 50/60Hz / 58W



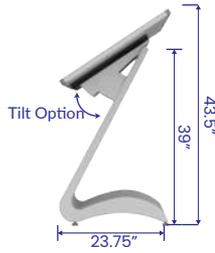
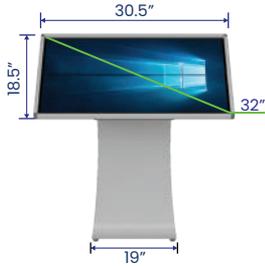
Wall Mount

Overall Dimensions

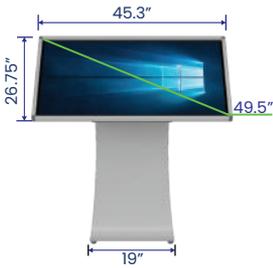
50" Floor Standing Kiosk



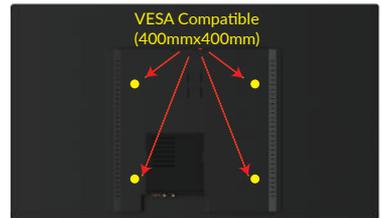
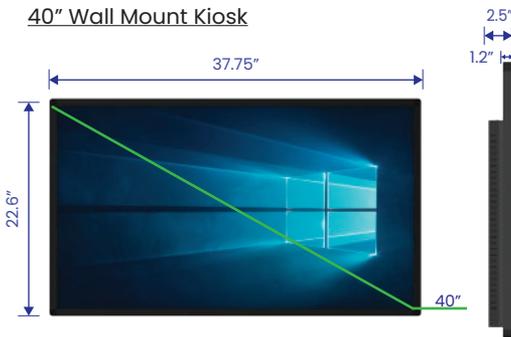
32" Pedestal Kiosk



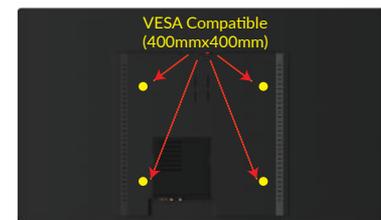
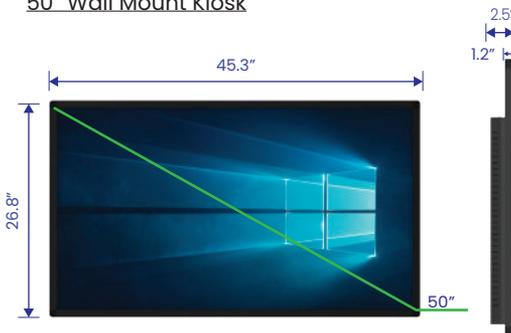
50" Pedestal Kiosk



40" Wall Mount Kiosk



50" Wall Mount Kiosk



3. Getting Started

Unpacking the Kiosk

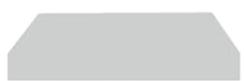
- Carefully unpack the kiosk from its packaging. Be sure to keep all components together.
- Examine the product for any obvious signs of damage. While minor imperfections can happen, if you discover anything seriously wrong, contact the supplier for support.
- Ensure all components are present, including the power cable, user manual, and any additional accessories.
- Position the kiosk in the desired location for assembly, ensuring it is on a stable, level surface.

4. Installation

Setting Up the Kiosk - FLOOR STANDING MODEL

- The indoor LCD standing digital sign is divided into two parts, one is the body, and the other is the base. When assembling, the two parts need to be attached together and fixed with bolts from the bottom of the base, as shown in the images below.
- Connect the power cable to the kiosk and plug it into a dedicated, standard electrical outlet. **Important:** To prevent potential power blowouts, avoid connecting the kiosk to a shared circuit with other high-powered devices or appliances, such as microwaves, refrigerators, or other heavy-duty equipment. Ideally, use a Ground Fault Circuit Interrupter (GFCI) outlet to reduce the risk of electrical overload and enhance safety.

Step 1: After unpacking, move the machine body onto a padded workbench or piece of foam, and use bolts to attach the base and the machine body together (Note: it is recommended to lay clean foam or cotton on the table, place the screen horizontally in the direction of foam/cotton, and make sure it will not shake, so as to avoid damaging the machine or even damaging the screen during installation).



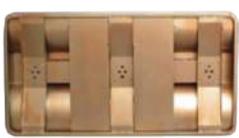
1. Prepare a piece of foam board or soft surface to pad the machine body.



2. Lay the kiosk on the foam board or soft surface.



3. Take out the base and place it on the bottom of kiosk body.



4. Insert screws into holes from the bottom of the base.



5. Tighten the screws with the provided hex wrench.



6. Stand the kiosk upright to complete the installation.

Step 2: After attaching the base and standing up the kiosk, connect the power cord to the power input on the back of the unit, plug the other end into an available power outlet and flip the main power switch to the on position. See image below. (Note: Port layouts may vary depending on kiosk model but will still be similar. Main Power switch below is shown in the "Off" Position.)

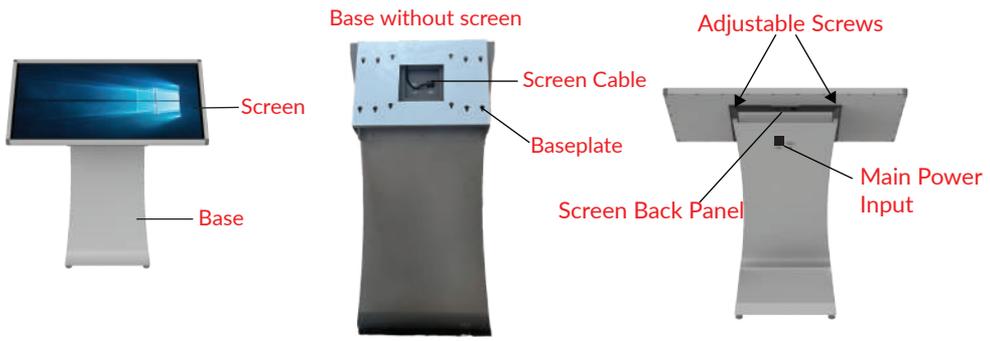
Step 3: Find the wireless antenna included with the accessories and screw it onto the wireless antenna port located on the back of the unit.



Setting Up the Kiosk – PEDESTAL MODEL

The indoor LCD standing digital sign is divided into two parts, one is the body, and the other is the base. When assembling, the two parts need to be attached together and tightened with bolts protruding from back of screen.

Step 1: After unpacking, move the screen portion onto a padded workbench or piece of foam and move the pedestal base to the desired location. On the back of the screen you will find screws that first need to be loosened but not removed. Carefully lift the screen and line these screws up with the corresponding holes on the baseplate, ensuring that the screen cable will be accessible after assembly. Once the screen is resting on the base with the screws protruding through baseplate, tighten the screws to secure the screen in place.



Step 2: Find the screen cable that runs from the front of the base and insert it into the power input on the back on the back panel of the screen. See image below.

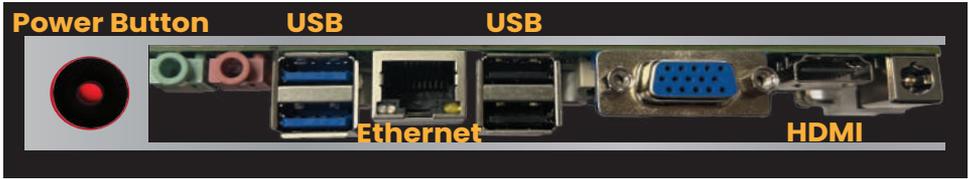


Step 3: After connecting the base to the screen, connect the power cord to the power input on the back of the base, plug the other end into an available power outlet and flip the main power switch to the on position. See previous image. (Note: Port layouts may vary depending on kiosk model but will still be similar. Main Power switch is shown in the "On" Position.)

Important: Avoid connecting the kiosk to a shared circuit with other high-powered devices or appliances. Ideally, use a Ground Fault Circuit Interrupter (GFCI) outlet to reduce the risk of electrical overload and enhance safety.

Step 4: Find the wireless antenna included with the accessories and screw it onto the wireless antenna port located on the back of the unit.

Step 5: Locate the red power button on the bottom of the screen inside the port door. Press this button to begin booting up the kiosk.



Setting Up the Kiosk - WALL MOUNTED MODEL

The indoor LCD wall mounted digital sign comes ready to install using the provided wall mount, or using your own VESA compatible mount (400mmx400mm).

Step 1: Begin by preparing the wall surface. Ensure the wall is stable enough to support the kiosk's weight, using a stud finder to locate studs for secure installation. Position the mounting bracket plate against the wall and mark the drill points with a pencil. After marking, drill pilot holes at these points, then secure the mounting bracket to the wall using screws and anchors (not provided), ensuring it is level and firmly attached. Ensure a nearby power source is accessible for the kiosk's operation.



Display Back



Mounting Bracket Plate

Note: The mounting plate comes attached to the kiosk and needs to be removed to mount.

Step 2: Loosen the mounting screws on the back of the kiosk with the provided hex-wrench, but do not remove the screws. It should be just loose enough to seat the kiosk into the holes on the mount but tight enough so that it doesn't wiggle. When ready to mount, carefully lift the kiosk and align its screws with the holes in the wall bracket. **For safety, always use two people to lift and mount the kiosk.** Secure it in place by lining up the back-screws with the holes on the mounting plate and lowering it down until the screws are correctly seated.

Step 3: Once mounted, connect the power cord to the power input on the top of the display, plug the other end into an available power outlet and flip the main power switch to the on position. See below image. (Note: Port layouts may vary depending on kiosk model but will still be similar. Main Power switch is shown in the "Off" Position.)



Important: Avoid connecting the kiosk to a shared circuit with other high-powered devices or appliances. Ideally, use a Ground Fault Circuit Interrupter (GFCI) outlet to reduce the risk of electrical overload and enhance safety.

Step 4: Find the wireless antennas included with the accessories and screw them onto the wireless antenna ports located on the back of the unit.



Step 5: Locate the silver power button on the port panel (see above image). Press this button to begin booting up the kiosk or to reset. Note: Main Power needs to be switched on to boot device.

5. Operating Instructions

Powering On/Off

On: Once the kiosk has the main power switched to "on" position, you then need to press the power button (see section 4 images) to turn on the screen and begin booting the computer. The system will boot up, and the touch screen interface will be displayed.

Off: To properly power down the computer kiosk, first, access the shutdown menu by tapping the power icon or navigating to the system menu. Select the "Shut Down" option, and allow the system to complete the shutdown process. Wait until the screen has completely turned off, indicating that the system has powered down correctly. Once the screen is off, switch off the main power switch located on the back of the kiosk. Finally, unplug the kiosk from the electrical outlet to ensure it is fully powered down. **Note:** The main power should always be switched off before disconnecting unit from the wall.

Connecting to WiFi

1. Select the Network, Sound, or Battery icons on the right side of the taskbar to open Quick Settings.
2. Select Manage Wi-Fi connections in the Wi-Fi quick setting.
3. Choose the Wi-Fi network you want to connect to and select Connect.
4. Enter the network password and select Next. **Note:** These kiosks can connect to both a 2.4 GHz and 5GHz frequency.

*You can also connect to Wi-Fi by using the keyboard command, the Wi-Fi menu, or the Settings app.

On-Screen Keyboard

To enable the on-screen keyboard (OSK), you can do the following:

1. Click Start and select Settings
2. Select Accessibility (or Ease of Access)
3. Open the Keyboard menu
4. Toggle Use the On-Screen Keyboard to On

The OSK will appear on the screen and remain until closed. To access it again, click the keyboard icon on the taskbar.

*For easy setup, a USB Keyboard and mouse can be used to get started.

10-Point Multi-Touch

Our touch screen monitors come with 10-point multi-touch functionality. 10-point multi-touch means that the touch screen can recognize and respond to up to 10 different touch points simultaneously. This allows for more advanced touch gestures and interactions.

1. **Two-Finger Zoom:** Pinch-to-zoom, where two fingers are used to zoom in or out on the screen.
2. **Rotation:** Rotating objects on the screen using two fingers.
3. **Multiple Taps:** Recognizing multiple taps at the same time, such as 10 fingers tapping different areas of the screen.
4. **Multi-Finger Swipe:** Using several fingers to swipe across the screen, enabling advanced navigation gestures.
5. **Palm Rejection:** Ignoring unintended touches like when resting a palm on the screen while writing with a stylus.
6. **Gesture Recognition:** More complex gestures involving multiple fingers, such as a 3- or 4-finger swipe to switch applications or perform specific actions.
7. **Simultaneous Drawing:** Multiple people can draw on the screen at the same time.
8. **Gaming:** Enhances gaming experiences by allowing more than one player to interact with the game simultaneously or enabling more complex controls.
9. **Virtual Keyboards:** Allows multiple users to type on an on-screen keyboard at the same time.
10. **Collaboration Tools:** Multiple users can interact with the screen for collaborative work in meetings or educational settings.

This multi-touch functionality enhances user interaction by allowing for more natural and intuitive gestures.

Setting Up Kiosk Mode

Kiosk mode can ensure the display continuously loops or runs content without interruptions, making it ideal for environments where constant display is needed (e.g., public events, exhibitions, or retail stores). In essence, kiosk mode helps keep the display focused on its purpose, running reliably without user interference. To set up kiosk mode on a digital display running Windows 11, follow these steps.

- 1. Prepare Your Digital Display:** Before setting up kiosk mode, ensure your digital display is properly configured and updated. Ensure the display is connected to a network, either via Ethernet or Wi-Fi.
- 2. Create a Local User Account for Kiosk Mode:** To restrict access to a specific application, you need to create a local user account that will run in kiosk mode.

Open the **Settings** menu, go to **Accounts**, and select **Family & other users**. Click **Add someone else to this PC** and choose to create a local account by selecting **I don't have this person's sign-in information**, followed by **Add a user without a Microsoft account**. Create a username and password, naming it something descriptive like "Kiosk User."

- 3. Configure Kiosk Mode:** Return to **Settings > Accounts > Family & other users** and click **Set up a kiosk** under **Assigned access**. Choose Get started, select the newly created local account ("Kiosk User"), and pick the application you want to run in kiosk mode, such as Microsoft Edge for web content or a dedicated signage app.

Testing Kiosk Mode

Log out of the current account and sign in to the "Kiosk User" account to activate kiosk mode. The selected application should launch automatically in full-screen mode, with no access to other system features. Test the application to ensure it functions correctly and securely.

Exiting Kiosk Mode

To exit kiosk mode, use a key combination like Ctrl + Alt + Del to sign out, then log in with an administrator account to make any changes.

Maintenance and Cleaning

When cleaning the touchscreen and the kiosk body, always power off the unit to avoid accidental inputs or potential electrical issues. Use a soft, lint-free microfiber cloth to gently wipe down the screen—avoid applying any liquid directly onto the screen. Never use harsh chemicals, such as ammonia-based cleaners or bleach, as they can damage the screen's coating and reduce touch sensitivity.

If your kiosk is connected to a network, it's important to routinely check for software updates that may include security patches, performance improvements, or new features. Updating the software is usually straightforward, but ensure you follow the manufacturer's instructions closely to avoid any issues.

6. Windows 11 Reference Guide



Microsoft®

Windows 11

Quick Reference Guide

Windows Desktop and Start Menu



Start Menu

Open the Start Menu: Click the **Start** button on the taskbar; or, press the **Windows** key.

View All Apps: Click the **All Apps** button in the Start menu.

Pin an App to the Start Menu: Right-click an app in the All Apps list and select **Pin to Start**.

Pin an App to the Taskbar: Right-click an app in the All Apps list and select **Pin to Taskbar**.

Unpin an App from the Start Menu: Right-click an app in the Pinned group and select **Unpin from Start**.

Lock Your Computer: Click your **User Icon** button and select **Lock**.

Sign Out of Windows: Click your **User Icon** button and select **Sign Out**.

Switch Users: Click your **User Icon** button and select another user.

Put Your PC to Sleep: Click the **Power** button and select **Sleep**.

Shut Down or Restart Your PC: Click the **Power** button and select either **Shut down** or **Restart**.

Apps

Launch an App: Click the app's icon in the Pinned group in the Start menu; or, click the All Apps button in the Start menu, scroll through the list of apps, and select the app you want to open.

Search for an App: Click the **Search** button on the taskbar and type the name of the app you want to open.

Jump to an Open App: Click the **Task View** button on the taskbar and select an open app; or, press **Windows + Tab**.

Note: You can also right-click an app in Task view to see additional options for viewing and closing the app.

Install an App: Click the **Microsoft Store** icon on the taskbar and click the **Library** tab in the bottom-left corner of the window. Click the **Get updates** button at the top of the window.

Update an App: Click the **Microsoft Store** icon on the taskbar and click the **Library** tab in the bottom-left corner of the window. Click the **Get updates** button at the top of the window.

Uninstall an App: Right-click an app's icon in the Pinned group in the Start menu or in the All Apps list, then select **Uninstall**.

Keyboard Shortcuts

General

Open the Start Menu	Windows
Copy a file or folder	Ctrl + C
Cut a file or folder	Ctrl + X
Paste a file or folder	Ctrl + V
Quick Settings Menu	Windows + A
Task view	Windows + Tab
Close an app	Alt + F4
Lock computer	Windows + L
Print	Ctrl + P
Open File Explorer	Windows + E
Open the Run dialog box	Windows + R
Open the Task Manager	Ctrl + Shift Esc
Capture screenshot	Windows + PrtScn
Open Search	Windows + S
Open Narrator	Windows + Ctrl + Enter

Settings Shortcuts

System settings	Windows + I
Accessibility Settings	Windows + U
Voice Typing	Windows + H
Cast pane	Windows + K
Display options for second screen	Windows + P
Quick Link menu	Windows + X

Desktop Shortcuts

Show/hide desktop	Windows + D
Maximize window	Windows + ↑
Minimize/Restore window	Windows + ↓
Minimize all windows	Windows + M
Snap window to left	Windows + ←
Snap window to right	Windows + →
Snap Layouts Menu	Windows + Z
View open apps	Ctrl + Alt + Tab
Switch between apps	Alt + Tab
New desktop	Windows + Ctrl + D
Switch desktops	Windows + Ctrl + ← / →
Close active desktop	Windows + Ctrl + F4
Peek at the desktop	Windows + ↑
Minimize all but the active window	Windows + Home
Refresh active window	F5

The Fundamentals

View the Notification Center: Click the **Date and Time** on the right end of the taskbar. Notifications are grouped by the app that triggered them.

- Click a notification to open it in the associated app.
- Click a notification's **X Clear** button to clear the notification.
- Click an app's **X Clear** button to clear all that app's notifications.
- Click the **Clear All** button to clear all notifications at once.

View the Quick Settings Menu: Click the **Network, Volume, and Battery** icons in the system tray.

- Click a feature's button to toggle that feature on or off.
- Click and drag the **Brightness** slider to adjust screen brightness.
 - Click and drag the **Volume** slider to adjust system audio volume.

Connect to a Wireless Network: Click the **Network, Volume, and Battery** icons in the system tray to open the Quick Settings menu, click the **> Manage Wi-Fi Connections** button (next to the **Wi-Fi** toggle button), select a network from the list, click **Connect**, enter the network's password, then click **Next**.

Add a Virtual Desktop: Click the **Task View** button on the taskbar, then click the **New Desktop** button.

Switch Between Virtual Desktops: Click the **Task View** button on the taskbar, then select another virtual desktop from the row of desktops along the bottom of the screen; or, press **Win + Ctrl + ←** or **→** to cycle through virtual desktops.

Rename a Virtual Desktop: Click the **Task View** button on the taskbar, right-click a desktop thumbnail, select **Rename**, enter a new name, then press **Enter**.

Folders and Files

Open File Explorer: Click the **File Explorer** icon on the taskbar. Double-click a file or folder to open it.

Move or Copy Files and Folders: Select the file or folder you want to move, then click the **Cut** button (to move) or the **Copy** button (to copy) on the toolbar. Navigate to the folder you want to move or copy the file or folder to, then click the **Paste** button.

Rename Files and Folders: Select the file or folder you want to rename in File Explorer and click the **Rename** button on the toolbar. Type a new name for the file or folder, then press **Enter**.

Folders and Files

Delete Files or Folders: Select the file or folder you want to rename in File Explorer and click the **Delete** button on the toolbar.

Search in a Folder: Click in the **Search** field in the upper-right corner of the File Explorer window. Type a search term, then press **Enter**.

Sort Icons: Click the **Sort** button on the toolbar, then select a sorting method (name, type, date modified, etc.). Click the **Sort** button again and select a sort order (ascending or descending).

File Explorer Views: Click the **View** button on the toolbar. Use the options here to change how your files are viewed—as a grid of icons, simple or detailed lists, or tiles that display a file's contents.

Compress Files or Folders: Select the files or folders you want to compress, then click the **See More** button on the toolbar. Select **Compress to ZIP file**, type a name for the compressed folder, then press **Enter**.

Create a Shortcut: Right-click the file or folder you want to create a shortcut to, select **Show More Options**, then select **Create Shortcut**. Move the shortcut to the desktop, or another folder.

Restore a Deleted File or Folder: Double-click the **Recycle Bin** icon on the desktop. Select the file(s) or folder(s) you want to restore, then click the **Restore the Selected Items** button on the toolbar.

Restore All Deleted Files and Folders: Double-click the **Recycle Bin** icon on the desktop, then click the **Restore All Items** button on the toolbar.

Empty the Recycle Bin: Double-click the **Recycle Bin** icon on the desktop and click the **Empty Recycle Bin** button on the toolbar; or, right-click the **Recycle Bin** icon and select **Empty Recycle Bin**.

Connect to a Network Computer: Click the **Network** category in the File Explorer Navigation Pane to expand it, then double-click the computer you want to connect to. Enter a user name and password for a user on that computer, then click **OK**.

Personalize Windows

Change the Desktop Background: Click the **Start** button and open the **Settings** app. Click **Personalization**, then click **Background**. Use the options here to select a new background color or image.

Customize the Lock Screen: Click the **Start** button and open the **Settings** app. Click **Personalization** and then click **Lock Screen**. Use the options here to select a new background image and status information.

Maintain Your Computer

Pair a Bluetooth Device: Click the **Start** button and open the **Settings** app. Click **Bluetooth & Devices**, click the **Add Device** button, click **Bluetooth**, select a device, then click **Done**.

Connect a Paired Bluetooth Device: Click the **Start** button and open the **Settings** app. Click **Bluetooth & Devices**, click the **More Options** button for a paired device, then select **Connect**.

Disconnect a Paired Bluetooth Device: Click the **Start** button and open the **Settings** app. Click **Bluetooth & Devices**, click the **More Options** button for a connected device, then select **Disconnect**. You can also select **Remove Device**, then click **Yes** to unpair the device.

Check for Windows Updates: Click the **Start** button and open the **Settings** app. Click **Windows Update** and then click the **Check for updates** button.

Open the Task Manager: Right-click the **Start** button and select **Task Manager**; or, press **Ctrl + Shift + Esc**. If a task is no longer responding, select it and click **End task**.

View Power and Battery Settings: Click the **Network, Volume, and Battery** icons in the system tray to open the Quick Settings menu, then click the **Battery** icon. Adjust the time needed for your display and computer to sleep, adjust power modes, and configure Battery Saver mode here.

Adjust App Privacy Permissions: Click the **Start** button, open the **Settings** app, and click **Privacy & Security**. Click a specific permission category (location, camera, microphone, etc.) to choose which apps can and cannot access that data.

Keep Windows Secure: Click **Show Hidden Icons** in the system tray (if necessary), then click the **Windows Security** icon; or, in the Settings app, click **Privacy & Security**, click **Windows Security**, then click the **Open Windows Security** button.

Some of the categories available that will help ensure Windows is secure include:

- **Virus & threat protection** checks your computer for viruses and other malicious files.
- **Firewall & network protection** configures network firewalls for both private and public networks to keep your computer safe from network attacks.
- **App & browser control** configures warnings for suspicious files, applications, and websites that you download and visit.
- **Device performance & health** keeps track of system, software, and driver updates, while monitoring storage space and battery life.

7. Troubleshooting

Troubleshooting Solutions

- **Touch Screen Unresponsive:** Ensure the screen is clean and free of debris, ensure all cables are securely connected, and check for and install any available driver updates via the settings menu (driver name is "HID Compliant Touchscreen"). Restart the kiosk if the issue persists as follows: Turn off the kiosk, wait for 10 seconds, and then turn it back on.
- **No Power:** Ensure the power cord is securely plugged into both the kiosk and the wall outlet. Plug another device into the outlet to ensure it is working. If your kiosk has a main power switch then make sure this is switched on. Press the power button firmly. If the issue continues, contact support.
- **WiFi Not Connecting:** Ensure the kiosk's wireless antenna is installed and is within range of the WiFi network and that the signal is strong. Go to the network settings menu and check that all configurations are correct. If the problem persists, then restart the router and the kiosk and attempt to reconnect.
- **Screen Display is Distorted or Flickering:** Check video connections and ensure the video cable is securely connected to the screen and the computer. Remove interference, keeping other electronic devices away from the kiosk ensuring it is properly grounded. Navigate to the display settings menu and adjust the resolution and refresh rate.

Resetting the Kiosk

- **Factory Reset:** Access the Settings menu, then navigate to System > Recovery. Under the "Recovery options" section, click Reset PC to begin the process.

Contacting Support

- **Phone Support:** Call 1-888-885-7740.
- **Email Support:** Contact us at info@tvliquidator.com.
- **Online Resources:** Visit www.tvliquidator.com for manuals and more information.



Scan me!



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Thank you for choosing our Touch Screen Computer Kiosk. We're confident this product will meet your needs and enhance your experience.

Kiosk Homepage Digital User Manual



www.tvliquidator.com

Touch Screen Computer Kiosk

- Floor Standing
- Pedestal
- Wall Mount

USER MANUAL

Safety and Reference

Please read this manual carefully
before operating your product
and retain it for future reference.

Please note your product information here.
If your product has a serial number it will be
located on the back of the kiosk or inside
the cabinet.

Invoice No. _____

Serial No. _____