OLEA KIOSK SETUP & MAINTENANCE

Thank you for choosing Olea Kiosks. This guide is intended to provide some general instructions for maintaining the components and troubleshooting the most common issues that may arise. For additional support, contact the Olea Kiosks Technical Support Department at **800-927-8063**. Please have your kiosk serial number available which is located on the Olea Serial ID tag on the back of your kiosk.

PLACE THE KIOSK and POWER IT ON

- Refer to the unpacking instructions for removing the kiosk from the box and pallet.
- If a partially equipped kiosk was purchased the missing client-supplied components will need to be installed per the manufacturer's guidelines and the unit tested for proper function.
- Place the kiosk at the desired location.
- Plug the AC power cord into a nearby outlet. Be sure cord is out of the way and does not present a tripping hazard.
- The unit should power-up at this point. If not the access panel will need to be opened and the computer power button activated inside the kiosk.

INSTALL PAPER INTO PRINTER (Disregard this section if no printer in kiosk)

- Refer to the included list of support websites and follow their instructions for guidance in installing paper into the specific printer in your kiosk.
- Remove the printer roll from the kiosk cabinet and install into the printer per manufacturer's guidelines.
- Once paper is properly loaded close all access panels.
- Run the Windows print test to check proper printer function

MAINTENANCE **TO DISINFECT, USE 70% ISOPROPYL ALCOHOL**

CLEANING THE MONITOR
- The monitor screen can be cleaned with a mild soapy solution applied with a damp cloth.
- **DO NOT** use strong solvents (ammonia for example) to avoid damaging the screen.
- **DO NOT** use a paper-based cloth (paper towel for example) to avoid scratching the screen.
- **DO NOT** use a very wet (saturated) cloth to avoid getting liquid seeping into the internal monitor components.
- **DO NOT** apply water directly to monitor to avoid getting liquid seeping into the internal monitor components.
- Apply cleaning solution to cloth.
- Clean perimeter of monitor first and work towards the center. Be sure to remove all debris at the center.
- Press lightly against the monitor surface to avoid cracking the screen or breaking internal components.

CLEANING THE KEYBOARD AND KEYPAD
- The keyboard/keypad can be wiped down with a mild soapy solution applied with a damp cloth.
- Hot water with soap can be used to remove sticky substances when necessary.
- **DO NOT** use strong solvents (ammonia for example) to avoid damaging printed surfaces.
- **DO NOT** use a very wet (saturated) cloth to avoid getting liquid seeping into the electronic components.

CLEANING THE KIOSK CABINET
- The kiosk cabinet can be wiped down with a mild soapy solution applied with a damp cloth.
- **DO NOT** use strong solvents (ammonia for example) to avoid damaging printed surfaces.
- **DO NOT** use a paper-based cloth (paper towel for example) to avoid scratching printed surfaces.
- **DO NOT** use a very wet (saturated) cloth to avoid getting liquid seeping into the electronic components.

CLEANING THE AIR VENTS
- Keep the fan and air vents free of dust build-up to maintain proper cooling.

TROUBLESHOOTING

KIOSK OR MONITOR DOES NOT TURN ON

- Check to see if power cord is properly plugged into outlet.
- Check to see that all components are properly plugged into power strip.
- Check to see that computer is turned on.
- Check to see that monitor video cable is connected to monitor and to computer.
- Check to see that outlet is functioning properly.

PRINTED ITEMS NOT COMING OUT

- Check to see that there is paper in the printer (amber LED on printer indicates when paper is empty).
- Check to see if there is a paper jam and clear it (red LED on printer indicates a paper jam).
- Check to see that printer is connected to power and to the computer (green LED indicates printer is powered).

PRINTED ITEMS BLANK

- Check to see if paper roll was installed upside-down.

TOUCHSCREEN IS INACCURATE

- If an ELO icon is available in the tool tray at the lower right side of the desktop, click it, and then click "Align"
- If there is no ELO icon go to the Windows/ Control Panel/ ELO Touchscreen icon and click the "Align" icon on the General tab.
- If no ELO icon is present in Windows control panel then click "Switch to Classic View"
- Follow the on-screen instructions to complete the calibration process. Be as exact as possible when touching the calibration target.

SOUND NOT COMING OUT

- Check to see that amplifier is powered on and volume is turned on.
- Check to see that speaker wires are plugged into amplifier and into speakers.
- Check to see that audio cable is connected to amplifier and to computer.

SYSTEM NOT RESPONDING

- Power the computer off and then back on to reset.

KIOSK ON-LINE HELP

Olea manufactures the kiosk cabinetry and integrates the electronic components which are sourced from outside vendors. As such, any downloads or troubleshooting guidance specifically for those components needs to come from the component manufacturer. Below is a list of websites for the majority of items used.

TOUCH SCREEN

ELO: http://www.elotouch.com/Support/Downloads/Driver/DriverDownload/Default.aspx

SAW: http://www.keetouch.com/download.aspx

3M: http://solutions.3m.com/wps/portal/3M/en_US/Electronics_NA/Electronics/Tools_Support/Support/

PRINTER DRIVERS

Custom VKPII80 SX: https://www.custom.biz/en_US/product/hardware/professional-printing-solutions/kisok-printers/vkp80ii-sx

Custom VKP80III: https://www.custom.biz/en_US/product/hardware/professional-printing-solutions/kiosk-printers/vkp80iii

Custom KPM216HII: https://www.custom.biz/en_US/product/hardware/professional-printing-solutions/kiosk-printers/km216hiii

Zebra KR403: https://www.zebra.com/us/en/support-downloads/kiosk/kr403.html

Zebra KR203: https://www.zebra.com/us/en/support-downloads/kiosk/kr203.html

Zebra ttp2030: https://www.zebra.com/us/en/support-downloads/kiosk/ttp2000.html

Zebra ttp8200: https://www.zebra.com/us/en/support-downloads/kiosk/ttp8200.html