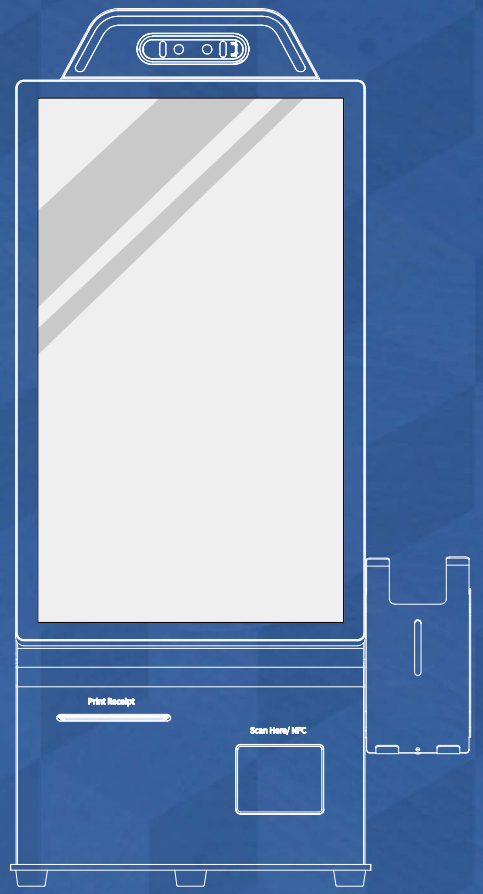
AON KIOSK User Manual

KSMART21



The colour and the appearance may differ depending on the product, and the content in the manual is subject to change without prior notice to improve the performance.

Recommended hours of use per day of this product is under 16 hours. If the product is used for longer than 16 hours a day, the warranty may be void.

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Chapter 01
Before using the product

Safety precautions

The following safety instructions are to ensure your personal safety and prevent property damage. Please read the following to ensure the proper use of the product.

Safety symbols

Symbol	Name	Meaning
	Warning	A serious or fatal injury may result if instructions are not followed.
	Caution	Personal injury or damage to properties may result if instructions are not followed.
	Prohibition	Do NOT attempt.
	Instruction	Follow directions.

CAUTION			
RISK OF ELECTRIC SHOCK. DO NOT OPEN.			
CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). THERE ARE NO USER SERVICEABLE PARTS INSIDE. REFER ALL SERVICING TO QUALIFIED PERSONNEL.			
	This symbol indicates that high voltage is present inside. It is dangerous to make any kind of contact with any internal part of this product.		AC voltage: Rated voltage marked with this symbol is AC voltage.
	This symbol indicates that this product has included important literature concerning operation and maintenance.		DC voltage: Rated voltage marked with this symbol is DC voltage.
	Class II product: This symbol indicates that a safety connection to electrical earth (ground) is not required. If this symbol is not present on a product with a mains lead, the product MUST have a reliable connection to protective earth (ground).		Caution. Consult instructions for use: This symbol instructs the user to consult the user manual for further safety related information.

Electricity and safety

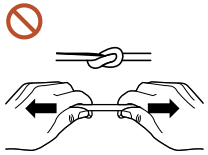
The following images are for reference only. Real-life situations may differ from what is shown in the images.

Warning



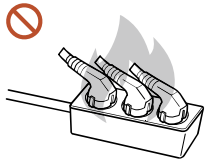
Do not touch the power plug with wet hands.

Otherwise, an electric shock may result.



Do not bend or pull the power cable with force. Be careful not to leave the power cable under a heavy object.

Product failure, an electric shock or fire may result from a damaged cable.



Do not connect multiple products to a single power socket.

Overheated power sockets may cause a fire.

Insert the power plug all the way in so it is not loose.

An unsecure connection may cause a fire.

Clean any dust around the pins of the power plug or the power socket with a dry cloth.

A fire may result.

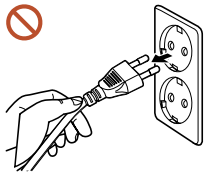
Connect the power plug to a grounded power socket. (Except for devices that do not provide grounding)

An electric shock or injury may result.

Do not use a damaged power plug or a loose power socket.

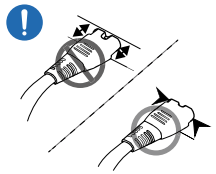
An electric shock or fire may result.

⚠ Caution



Hold the plug when disconnecting the power cable from the power socket.

An electric shock or fire may result.



When connecting the power plug to the port, be sure to connect it completely.

If the power plug is not completely connected to the port, the plug may be unexpectedly disconnected, or there is a risk of overheating due to overcurrent, leading to safety accidents.

- Only use the power cable provided with your product by AON. Do not use the power cable with other products.

  An electric shock or fire may result.

- Keep the power socket where the power cord is connected unobstructed.

  When a problem occurs with the product, the power cord must be unplugged to completely cut off power to the product. Note that the product is not completely powered down by using only the power button on the remote.

- Do not disconnect the power cable while the product is being used.

  The product may become damaged by an electric shock.

- You can only assemble the power strip provided with the kiosk. Using any other power strip cannot guarantee your safety.

- Plug the unused outlets in the power strip with the provided cover.

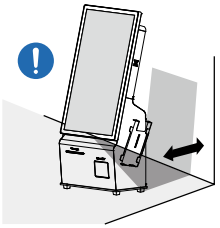
Installation

⚠ Warning



Before moving the product, turn off the power switch and disconnect the power cable and all other connected cables.

Damage to the cable may cause a fire or electric shock.



When installing the product, keep it at a distance from the wall so that it is well ventilated.

An increased internal temperature may cause a fire.



Do not install the product in a poorly ventilated space such as bookcase or closet.

An increased internal temperature may cause a fire.



Keep the plastic packaging out of the reach of children.

Children's misuse of the plastic packaging may cause suffocation.



Do not install the power cable (DC power supply) and the product near heat sources.

(Candles, mosquito repellents, cigarettes, sprays, heating devices, places exposed to direct sunlight(Except for Outdoor products), and more)



When installing the product, fix it firmly so that it does not fall.

If the product is not fixed firmly and a child touches the product while playing, the product may fall, causing damage to the product or injury to the child.



Do not install the product in a kitchen or near a kitchen counter.

Edible oil or oil vapor can damage or deform the product.

Have a technician install the wall-mount hanger.

Installation by an unqualified person can result in an injury. Only use approved cabinets.

If the product is installed in an unusual location, the surrounding environment may cause a serious quality problem. Therefore, be sure to contact Aqsonic Customer Service Centre before installation.

(Places where many fine dusts are generated, places where chemicals are used, places with too high or low temperatures, places with a lot of moisture or water, transportation equipment such as vehicles, airports and stations used continuously for a long time, and more)

Caution



Do not drop the product while moving.

The product may fall, causing personal injury or product damage.

Do not lay down the product on its front.

The screen may become damaged.

Prolonged exposure to direct sunlight may discolour the surface of the screen display.

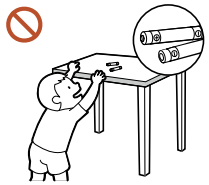
Operation

Warning



If the product generates a strange noise, a burning smell, or smoke, unplug the power plug immediately and contact your Aqsonic Customer Service Centre.

An electric shock or fire may result.



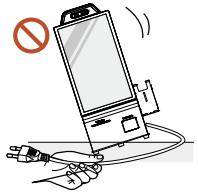
Keep the remote control batteries and the small accessories out of the reach of children. Ensure children do not swallow any of them.

If children have had the battery in their mouths, consult your doctor immediately.



If the product is dropped or its appearance is damaged, turn off the power switch and disconnect the power cord. Then contact Aqsonic Customer Service Centre.

Continued use can result in an electric shock or a fire.



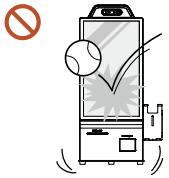
Do not move the product by pulling the power cord or any cable.

Product failure, an electric shock or fire may result from a damaged cable.



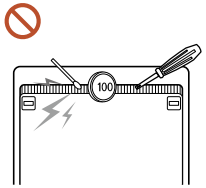
Ensure the vents are not blocked by tablecloths or curtains.

An increased internal temperature may cause a fire.



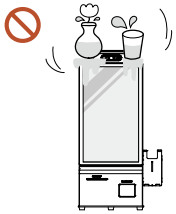
Do not apply an impact to the product.

- The screen display may be damaged.
- An electric shock or fire may result.



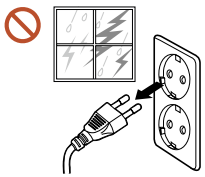
Do not insert metallic objects (chopsticks, coins, hairpins, etc) or objects that burn easily (paper, matches, etc) into the product (via the vent or input/output ports, etc).

- If foreign substances enter the product, be sure to power off the product and disconnect the power cord. Then contact Aqsonic Customer Service Centre.
- Product failure, an electric shock or fire may result.



Do not place objects containing liquid (vases, pots, bottles, etc) or metallic objects on top of the product.

- If foreign substances such as water enter the product, be sure to disconnect the power cord. Then contact Aqsonic Customer Service Centre.
- Product failure, an electric shock or fire may result.



During a lightning or thunderstorm, power off the product and disconnect the power cord.

An electric shock or fire may result.



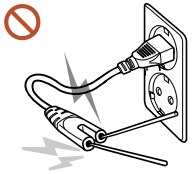
Do not leave heavy objects or items that children like (toys, sweets, etc.) on top of the product.

The product or heavy objects may fall as children try to reach for the toys or sweets resulting in a serious injury.



Do not hang on or climb on the product.

- The product may fall, causing personal injury or even death.
- Be especially careful that children do not hang on or climb on the product.



While the power plug is plugged into a power socket, do not insert a chopstick or other conductor into a remaining power socket. Also, after disconnecting the power plug from the power socket, do not touch the pins of the plug immediately.

Otherwise, an electric shock may result.



There is a high voltage inside the product. Never disassemble, repair or modify the product yourself.

- Contact Distributor Customer Service Centre for repairs.
- An electric shock or fire may result.

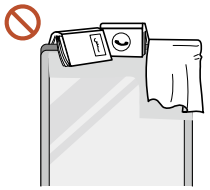
If a gas leakage is found, do not touch the product or the power plug, and ventilate the room immediately.

Sparks can cause an explosion or fire.

Do not use humidifiers or stoves around the product.

An electric shock or fire may result.

Caution



Do not place heavy objects on the product.

Product failure or personal injury may result.

When you do not use the product for a long time due to vacation or other reason, disconnect the power cord from the power socket.

Dust accumulation combined with heat can cause a fire, electric shock or electric leakage.

Use the product at the recommended resolution and frequency.

Your eyesight may deteriorate.

Rest your eyes for more than 5 minutes for every 1 hour of product use.

Eye fatigue will be relieved.

Leaving the screen fixed on a stationary image for an extended period of time may cause afterimage burn-in or defective pixels.

When you do not use the product for a long time, activate power-saving mode or set the screen saver to moving-picture mode.

Do not use or keep combustible spray or an inflammable substance near the product.

An explosion or fire may result.

Do not watch the product screen too closely and continuously for a long time.

Your eyesight may deteriorate.

Do not lift or move the product when it is in operation.

Do not touch the screen when the product has been turned on for an extended period of time as it will become hot.

Cleaning

Warning



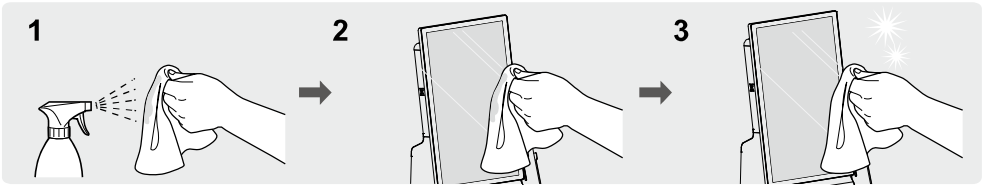
Do not spray water or cleaner directly on the product.

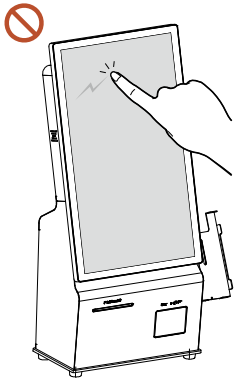
- The product’s surface may be damaged, or the markings may be erased.
- An electric shock or fire may result.

Caution

When cleaning, be sure to disconnect the power plug.

Wipe the surface with a slightly wet, soft cloth, and then wipe with a dry cloth.





Wipe gently with a soft and dry cloth such as superfine fibers or cotton flannels to prevent scratches because the surface of the product and the screen display are vulnerable to scratches.

- The product's surface may be damaged, or the markings may be erased.
- The product's surface or the screen display can be easily scratched with foreign substances.
- Do not scratch the screen with nails or sharp objects. Scratches may leave marks or damage the product.
- Removing a sticker attached on the screen may leave residues. Clean the residues before watching the screen.
- Do not strongly press and rub the product. Damage to the product may result.

If you need to clean the glass part of the touchscreen models, apply IPA (Isopropyl Alcohol, 70% or less) on a smooth dry cloth (such as superfine fibers or cotton flannels), and gently wipe with it.

- IPA (Isopropyl Alcohol) is a colourless and flammable drug that can cause eye damage when it gets in the eye, and it is harmful to the human body. Please handle with care.
- If you use IPA (Isopropyl Alcohol) to clean any other part than the glass parts, the product's exterior may be discoloured or cracked, the surface of the panel may be peeled off, or the marking may be erased.

Do not apply chemicals containing alcohol, solvent, or surfactant such as wax, benzene, thinner, pesticide, air freshener, lubricant, or cleaner to the product.

The product's exterior may be discoloured or cracked, the surface of the panel may be peeled off, or the markings may be erased.



Due to the characteristics of high-glossy products, using a UV humidifier nearby may create white-coloured stains on the product.

Contact Distributor Customer Service Centre if the inside of the product needs cleaning (service fee will be charged).

Data precautions

AQsoinc shall not be liable for any data loss. Please take care to avoid losing any important data and back up your data to prevent any such data loss.

Operating system and software support

If you change the product's factory OS (Operating System) to another OS or if you install software which is not supported by the product's original factory OS, you will not receive any technical support, product exchange or refund, and a fee will be charged when requesting a service.

Please use your product with the original factory OS. If you install an OS other than the factory OS, data may be deleted or the product may not start.

* Please use Windows 11 PRO for this model.

Product capacity representation

Storage capacity representation

The capacity of the storage device (HDD, SSD) of the manufacturer is calculated assuming that 1 KB = 1,000 Bytes.

However, the operating system (Windows) calculates the storage device capacity assuming that 1 KB = 1,024 Bytes. Therefore, the available capacity of the HDD in Windows is smaller than the actual capacity due to the difference in capacity calculation. For example, for an 80 GB HDD, Windows calculates the capacity as 74.5 GB, (80x1,000x1,000x1,000) Bytes/ (1,024x1,024x1,024) Bytes = 74.505 GB.

In addition, the capacity representation in Windows may be even smaller because some programs, may reside in a hidden area of the HDD.

Memory capacity representation

The available memory capacity in Windows is less than the actual capacity of memory. This is because some memory is required for regular system operations.

For example, for 1 GB (= 1,024 MB) memory installed, Windows may report the capacity as 1,022 MB or less.

Chapter 02
Preparations

Checking the components

- Contact the vendor where you purchased the product if any components are missing.
- The pictures may look different from the actual components.
- The provided components may differ depending on the model and the country.

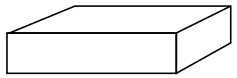
Display



Quick setup guide



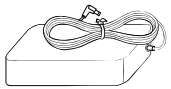
Warranty card



Accessory box



Power cord



Power adapter

Connection Box

Below components are included in the Connection Box which needs to be purchased separately.



Power cord



Screw(M6) x 44



Screw(M4) x 1



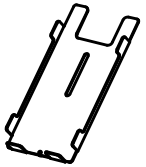
Screw(M3) x 7



Screw(M8) x 26



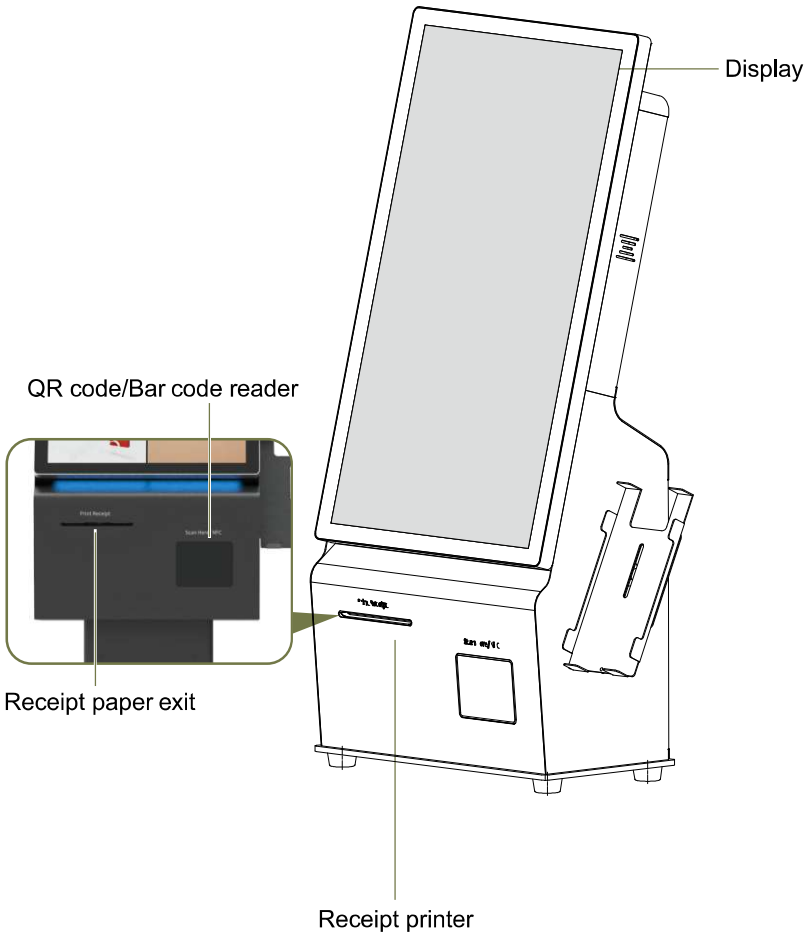
Screw(M3, L8) x 2



PINPAD Terminal holder

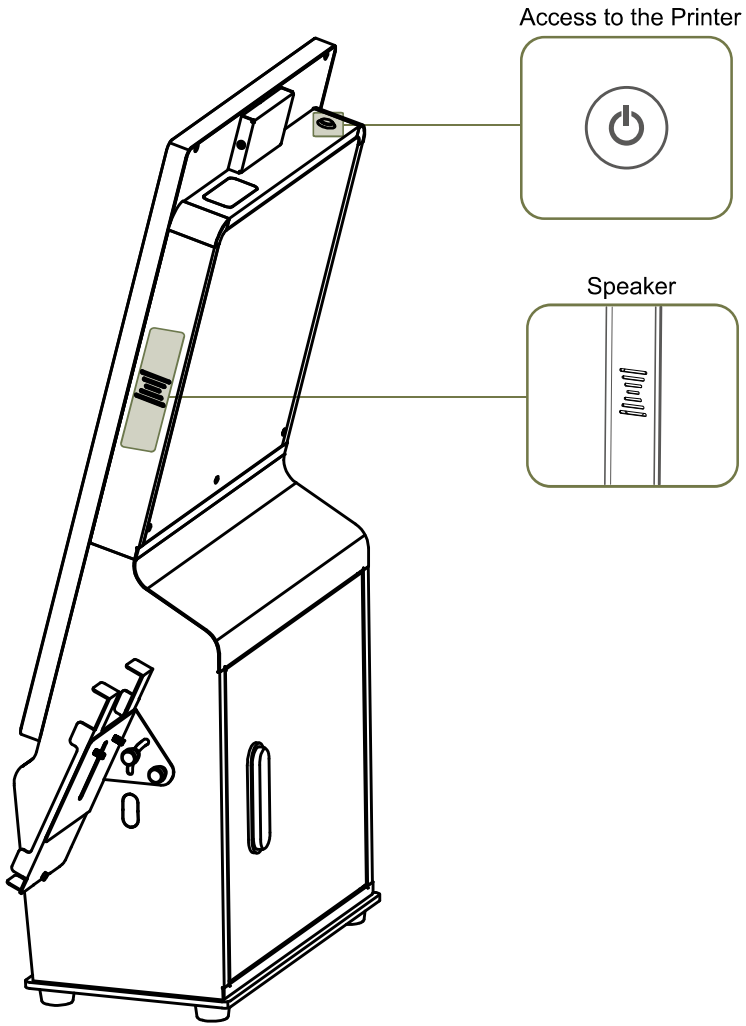
Parts

The colour and the appearance may differ depending on the product, and specifications are subject to change without prior notice to improve the performance.



Parts	Description
Display	Displays the Kiosk App or the screen of the external device.
Connection Box	Connection Box includes all the payment related equipment.
QR code/bar code reader	A sensor for QR code and bar code recognition. Optimum operation condition -- Distance from the sensor: 100 ~ 150 mm -- Bar code length : 30 ~ 60 mm -- QR code size : (25 ~ 30 mm) x (25 ~ 30 mm) SDK update and user guide -- To update the SDK, you may download the update file first
Receipt printer	Prints receipt. The printer is displayed as USB in Device Manager. For more information on usage and settings
Main power button	Use this button to turn on or force-shutdown the product. • Press the Main power button to turn on the product. • To force-shutdown the product, press and hold the Main power button. Select the Windows START button ( ) → ⏻ →Shutdown to safely turn the product off. Initial booting can take up to 30 seconds because of the boot optimization process. When you turn on the product for the first time, make sure to turn on the display by pressing the jog button on the back of the display.

Display



- The colour and the appearance may differ depending on the product, and specifications are subject to change without prior notice to improve the performance.
- This product does not support use of the remote control.

Parts		Description
Main power button		Use this button to turn on or force-shutdown the product. • Press the Main power button to turn on the product. • To force-shutdown the product, press and hold the Main power button. Select the Windows START button ( ) → ⏻ → Shutdown to safely turn the product off. This button can only be accessed if the display has been disassembled from the Connection Box. Therefore, Use the Main power button on the Connection Box while the display is assembled to the Connection Box. (Refer to page 13) Force-shutdown and abnormal shutdown may cause data corruption and Aqsonic is not liable for such corrupted data. Initial booting can take up to 30 seconds because of the boot optimization process. When you turn on the product for the first time, make sure to turn on the display by pressing the jog button on the back of the display.
Display jog button		A multi-directional button that helps navigate. You must remove the display's back cover to use the display jog button.
Function Key Guide		To use the Function Key Guide, press the jog button when the screen is turned on.
Menu		Displays the main on-screen menu. To enable or disable the menu lock, move to the next step (move the jog button to the right) with the " Menu" displayed, and then push the jog button to the left for 10 seconds until the menu screen disappears.
Power Off		Turns off the display. Only the display turns off and the product remains on. To turn on the display, press the jog button.
Return		Exits from the menu page.

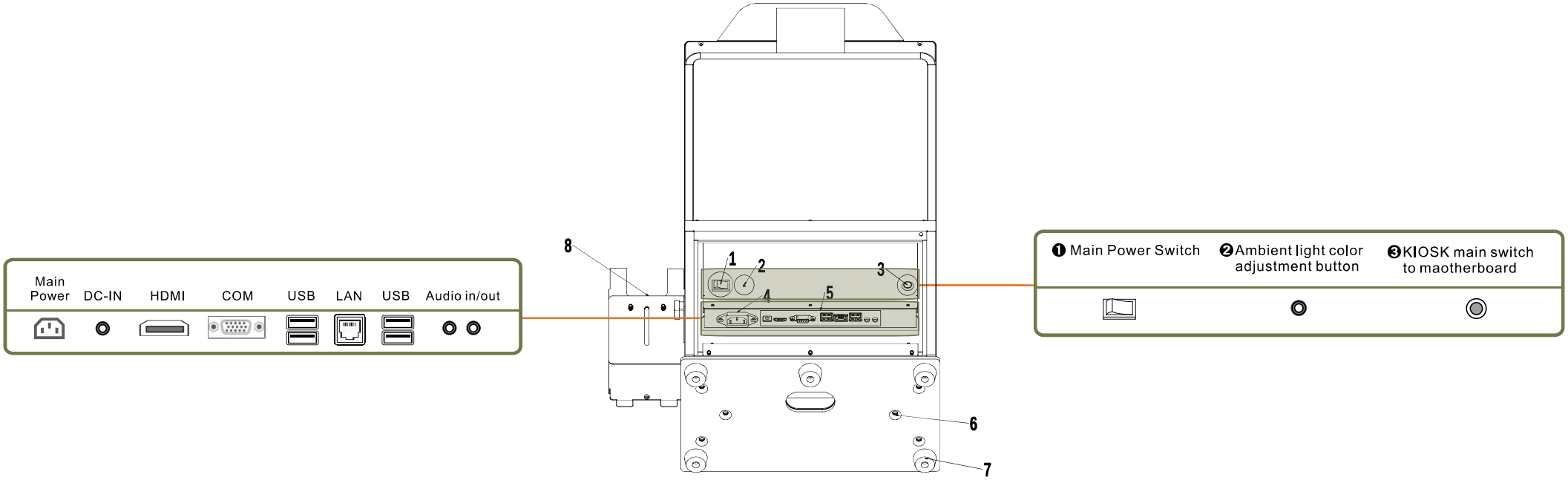
Ports

Display

- The colour and the appearance may differ depending on the product, and specifications are subject to change without prior notice to improve the performance.
- To access the display ports, you must disassemble the display from the Connection Box.

Ports	Description
DC20V	This port is for connecting the display's power adapter.
TOUCH	This port is not a functioning port. It is only used for an operation test during the manufacturing process.
(SERVICE)	Connects to a USB device. The USB ports on the product accept a maximum constant current of 1.0A. If the maximum value is exceeded, USB ports may not work.

1. Power switch
2. Ambient light color adjustment button
3. Main unit power switch
4. Power connector
5. Motherboard I/O ports
6. M6*6 mounting holes on the base plate
7. M4*5 mounting holes on the feet
8. PINPAD bracket, M4*2 screws; the bracket is secured to the side of the KIOSK main unit using M4*2 screws.



Before Installing the Product (Installation Guide)

Installation on a Perpendicular Wall

A Install a wall mount bracket to the wall first

B B Ambient temperature: 35 °C or less

When installing the product on a perpendicular wall, allow at least 15 mm of space between the product and wall surface for ventilation and ensure that the ambient temperature is kept below 35 °C.





Installation on an Indented Wall

A A Minimum 15 mm

B B Minimum 25 mm

C C Fixed with the standard table stand

D D Minimum 25 mm

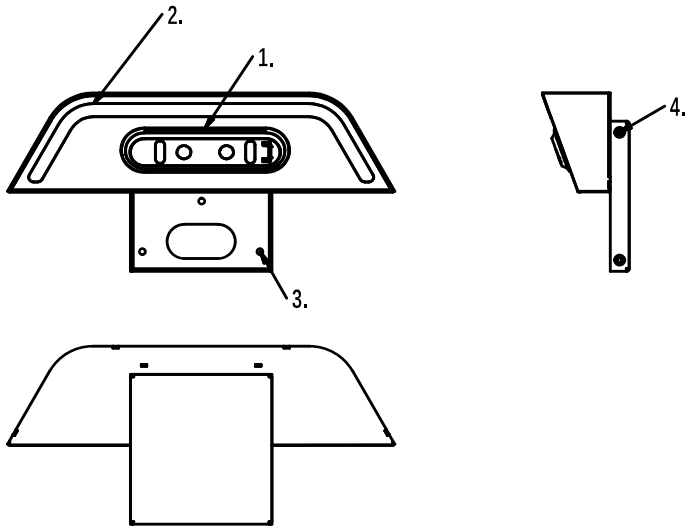
E E Ambient temperature: 35 °C or less

When installing the product on an indented wall, allow minimum space between the product and walls as indicated in the figure for ventilation, and ensure that the ambient temperature is kept below 35 °C.

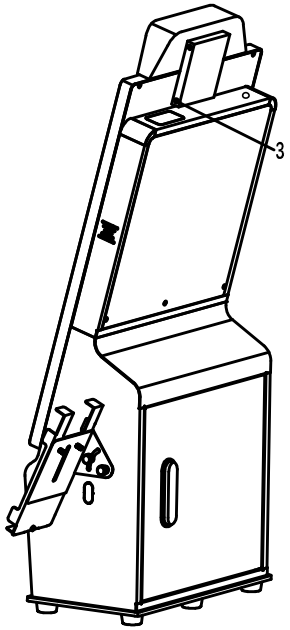
Installing the Camera

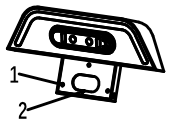
Installing the Camera Module (with Tri-color Status Indicator)

- The camera module allows you to securely mount the unit to the kiosk on the top
- The provided image is for reference only. For detailed installation steps and torque specifications, please refer to the instructions provided with the camera module bracket.
- We strongly recommend contacting a qualified technician for installation assistance, especially when mounting the camera module to the kiosk enclosure
- After installation, verify the function of the camera and the tri-color status indicator to ensure normal operation



1. Camera module
2. Status light module
3. Camera module mounting holes on the host unit, M3*3 screws
4. Camera back cover mounting holes, M3*4



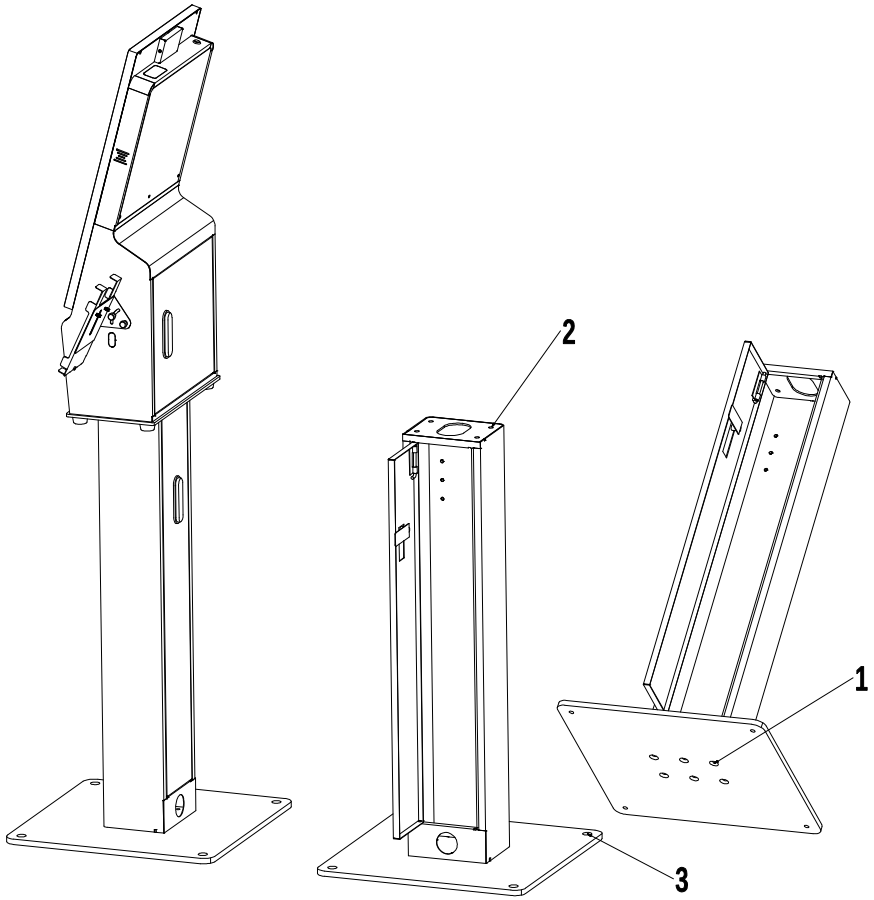


1. M3*3 holes for mounting the camera module to the main unit casing
2. Wiring holes
3. M3*4 holes for mounting the camera back cover

Installing the Floor-Stand Bracket

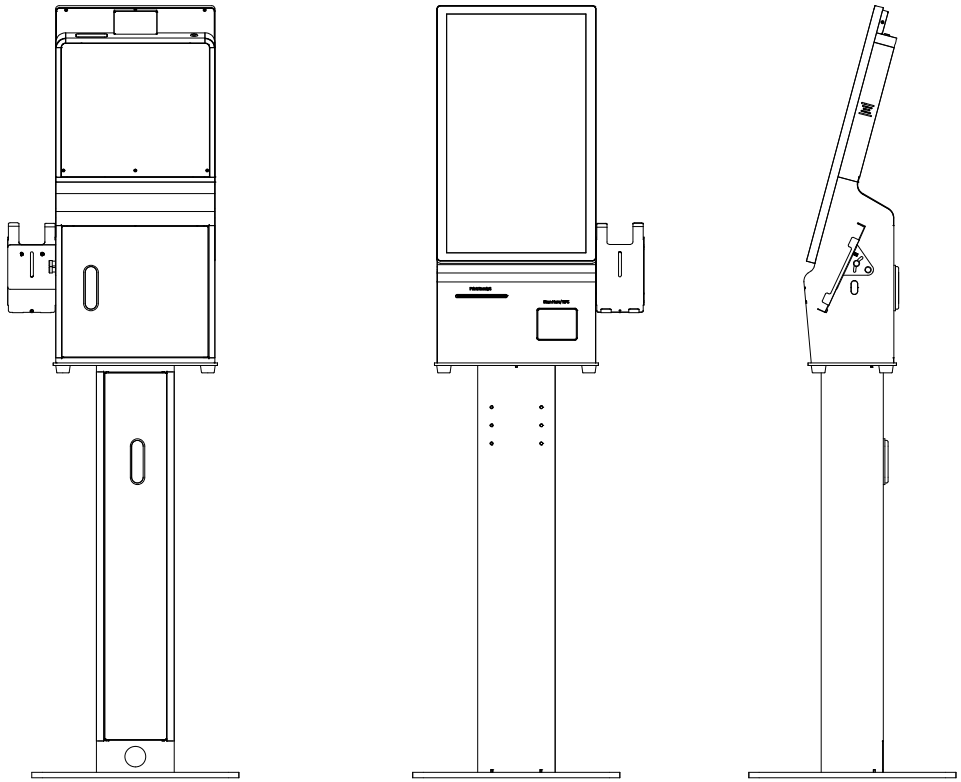
Installing the Floor-Stand Bracket

1. M8*6 holes for fixing the support column to the base plate
2. M8*6 holes for fixing the main unit to the support column
3. M6*4 holes for fixing the ground to the base plate

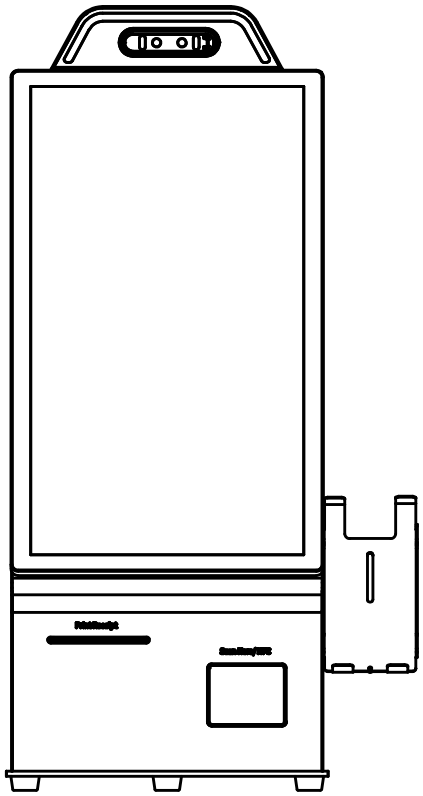


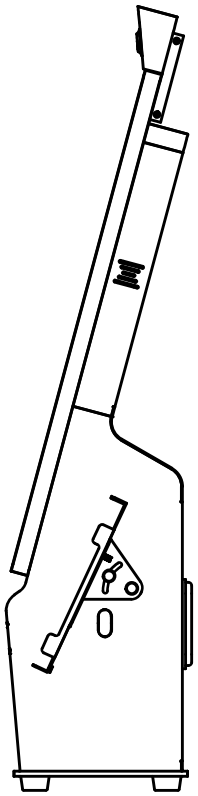
Integrated PINPAD Bracket

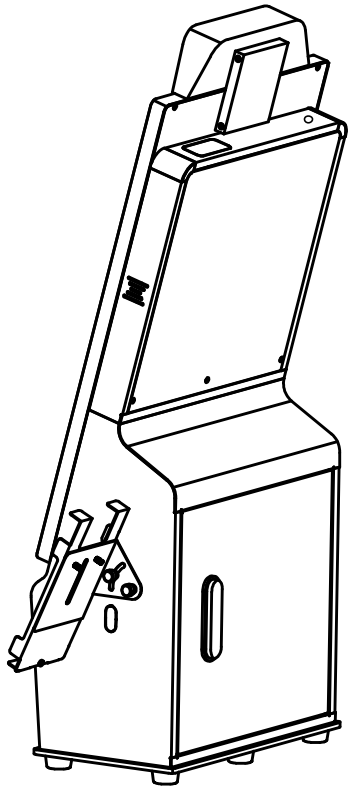
Integrated PINPAD Bracket



Desktop version, ready to use right out of the box no bracket installation required







Chapter 03
Basics

Touchscreen

Use your fingers on the touchscreen to perform actions.

Precautions when using the touchscreen

- Do not subject the touchscreen to severe impacts or press it with sharp objects. Doing so may damage the touchscreen.
- Do not allow the touchscreen to come into contact with other electrical devices. Electrostatic discharges can cause the touchscreen to malfunction.
- Do not expose the touchscreen to water. The touchscreen may malfunction in humid conditions or when exposed to water.
- Do not spray liquid cleansing solutions directly onto the touchscreen. The solution may enter the touchscreen or cause undesired operation. To clean the screen, dampen a cloth with the solution and gently wipe the screen. Do not use solutions or cloths that contain abrasive materials, as they may damage the touchscreen.
- Do not damage the edges of the touchscreen. Doing so may damage the touchscreen.
- Leaving the touchscreen idle for extended periods may result in afterimages (screen burn-in) or ghosting. Turn off the touchscreen when you are not using the product.
- Make sure your hands are clean and dry before using the touchscreen. Remove any moisture from your hands before using the touchscreen.
- Do not expose the product to foreign substances. Doing so may cause the touchscreen to malfunction.

Tips on using the touchscreen

- Very light touches on the touchscreen may not be recognized.
- Precisely tap items on the touchscreen for the best results.
- When used under some 3-wavelength lamps, the touchscreen could malfunction.
- The touchscreen sensors are located on the edges of the touchscreen. Therefore, do not cover the edges of the touchscreen with protective covers or accessories.
- Touchscreen gestures are available for touchscreen models running Windows and work only with some applications.

Touch screen gestures

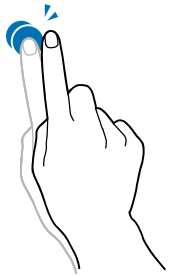
Tap



To select menus, options, or applications, tap the touch screen.

It is similar to clicking on a mouse.

Double-tap



To open files or items, double-tap the touch screen.

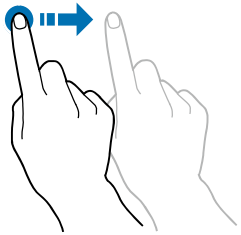
It is similar to double-clicking on a mouse.

Touch and hold (right-click)



To use additional options of an item, touch and hold it on the touch screen.

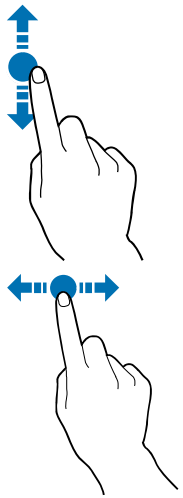
Drag



To move an item to another location, touch and hold it, and then drag it on the touch screen to the desired location.

It is similar to dragging a mouse.

Scrolling



To scroll up, down, left, or right, swipe on the touch screen.

Entering text

Use the on-screen keyboard to enter text.

To open the on-screen keyboard, select on the taskbar.



Some languages are not supported by the virtual keyboard. To enter text, change the input language to one of the supported languages.

The on-screen keyboard is only available in tablet mode.
To change to tablet mode, select →Tablet mode in the taskbar.

Changing the keyboard layout

To change the keyboard layout, select and select one of the following:

	• Simplified QWERTY keyboard
	• Mini keyboard -- Mini keyboard is only available in the floating state.
	• Split QWERTY keyboard for entering text with two hands
	• Standard QWERTY keyboard
	• Fixed keyboard
	• Floating keyboard

Note: In case of any changes in product appearance or customized items, the actual product shall prevail.