Installation guide

Stand Version 1.2 · English

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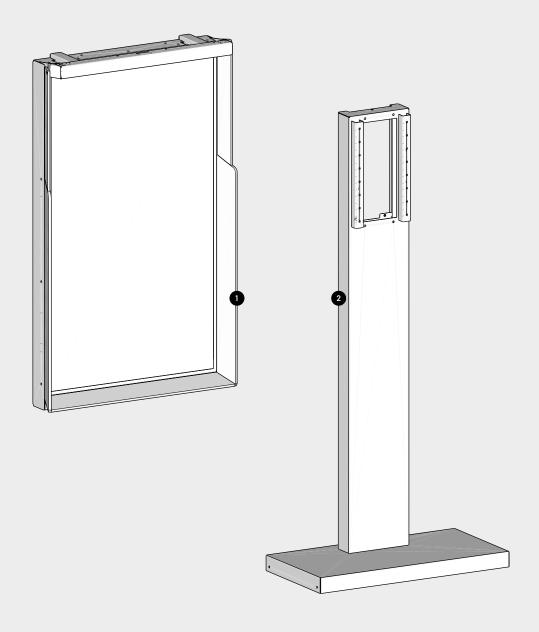
PRECAUTIONS

> Before using this product, please read the safety precautions to avoid any injury to yourself or others, or damage to the unit. Do not open or disassemble the unit, no element is useable inside. Refer servicing to qualified staff.

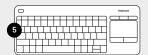## WARNINGS TO PREVENT PRODUCT FAILURE, PERSONAL INJURY, ELECTRICAL SHOCK, FIRE AND EXPLOSION INSTALLATION AND SAFETY.

1. AIRxTOUCH® KIOSK is designed for indoor use only.

2. Do not install the appliance or power cord near a source of heat or cold.

3. Do not install the unit in an unventilated space. An increase in temperature could cause a fire.

4. Make sure of the solidity of your surface.

5. Do not install the machine on an unstable or vibrating surface (loft loose, slope surface, etc.). The product may fall and be damaged and / or occur damage.

6. Do no install the unit in a location exposed to dust, moisture, oil or smoke.

7. Do not drop the appliance while moving. Failure of the product or injury may occur.

8. Do not place the appliance on its forehead. The product can be damaged. Place the appliance gently. Failure of the product or injury may occur.

9. The installation of the device in an unsual place (a place exposed to a lot of fine particles, chemicals or extreme temperatures where the device must operate continuously for a long period of time) can seriously affect its performance. Be sure to consult the AIRxTOUCH® Customer Service center if you want to install the device in such a place.

10. Do not use the device near a flashing environment (light) to avoid interference.

11. An alteration of the performances can be noticed in some very specific cases with white and highly reflective floor. (e.g. white glossy marble floor) and harsh sun light directly hitting the floor just in front of the system (e.g. glass ceiling). To fix this particular configuration, a matte floor sticker can be installed in front of the system.

12. Do not add any sticker on the Plexiglas design elements and/or on the interior surface of the frame. It could generates an alteration of the performances.

13. Do not store your device near magnetic fields. A device failure may occur.

14. Be sure to secure the system to the floor: jump to page 6.

CONTENT

1. Body · 55" Screen + Sensors
2. Metal Stand
3. TV remote + batteries
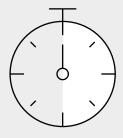4. Player · Intel NUC Core i5
5. Wireless touch Keyboard + batteries

GET READY

STAFF
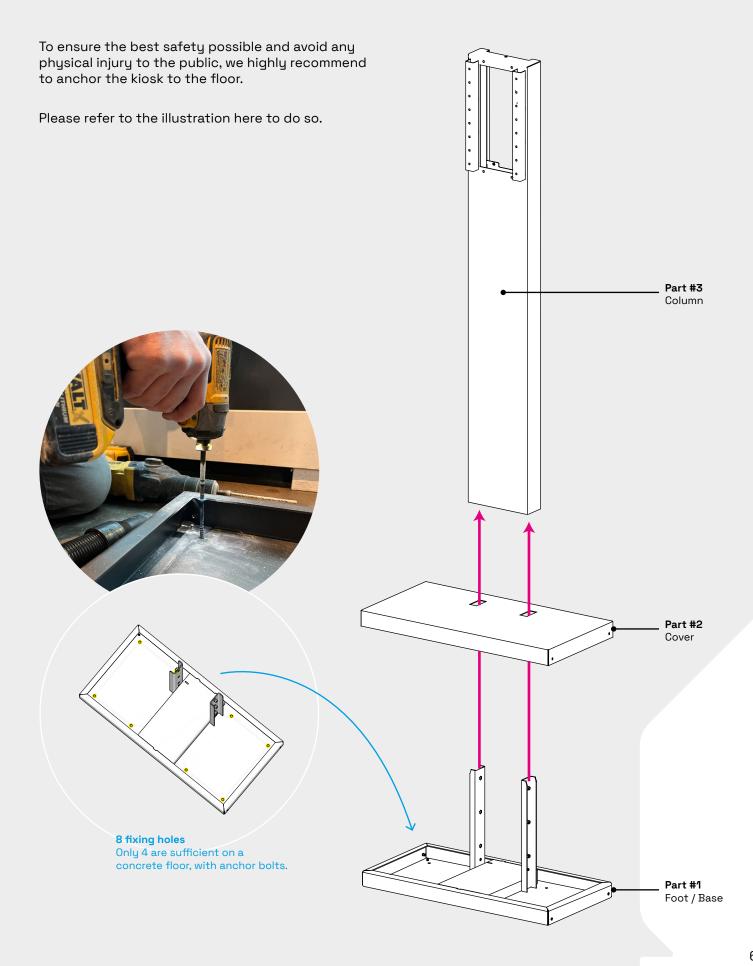
3 persons recommended

TOOLS

> 3D clamping printed tool — provided

> Hex key · Size 2.5

DURATION

30 minutes

PREAMBLE

To ensure the best safety possible and avoid any physical injury to the public, we highly recommend to anchor the kiosk to the floor.

Please refer to the illustration here to do so.

Part #3
Column

Part #2
Cover

Part #1
Foot / Base

8 fixing holes
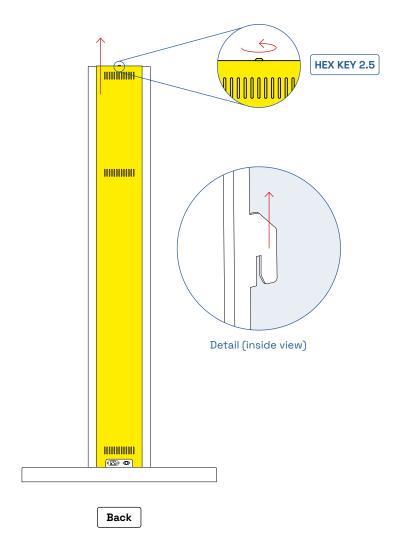Only 4 are sufficient on a concrete floor, with anchor bolts.
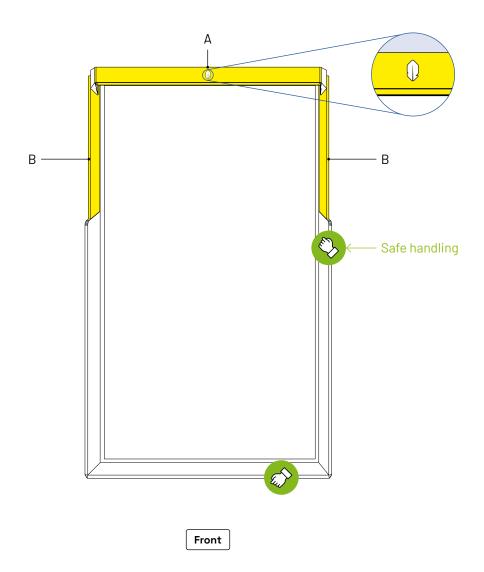
ASSEMBLY

| 1 | **PRELIMINARY STAGE** |

1.1 Remove the screw on top of the stand · Hex key 2.5

1.2 Remove the back plate by sliding it to the top.

HEX KEY 2.5

Detail (inside view)

Back

TIP To put the back of the stand back in place, simply follow the same steps reverse.

| 2 | **FIXING THE BODY ON THE STAND** |

2.1 Carefully extract the system from its wooden box.

2.2 Rotate the system to a vertical position: the logo must be on top.
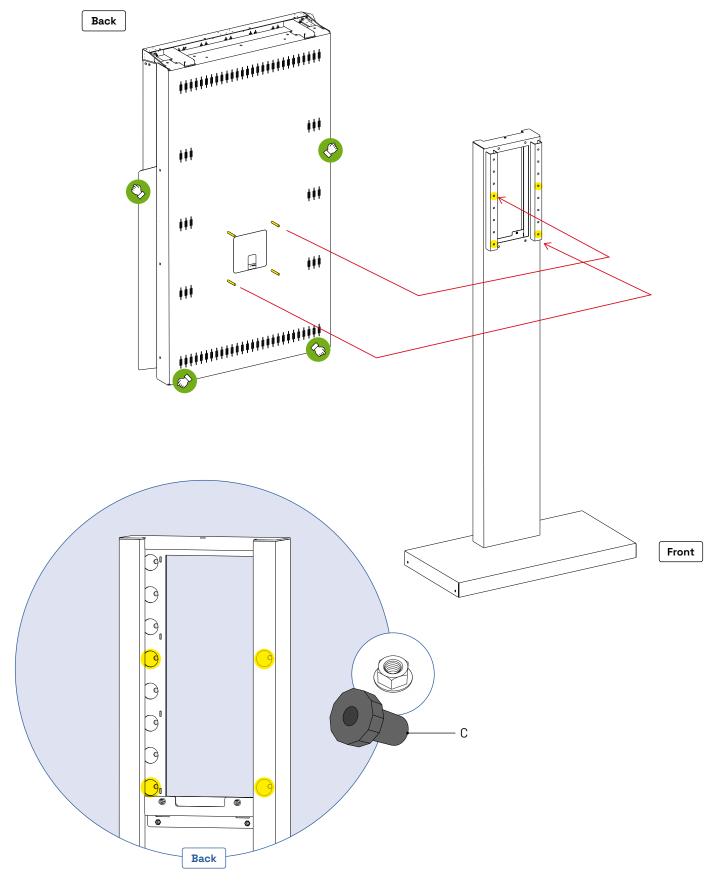

Front

WARNING Do not handle the system by the top component (A)
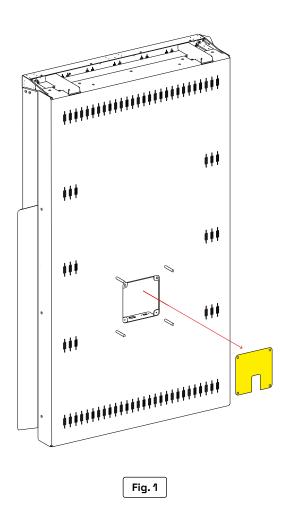nor by the plexiglas elements (B). The system may be damaged.
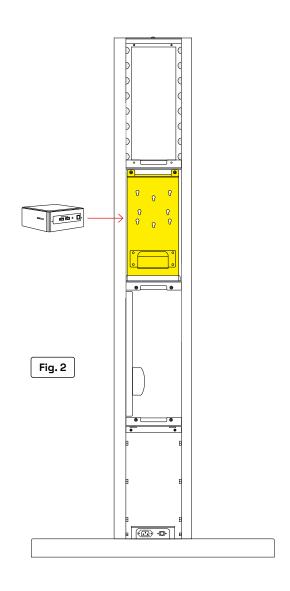
2 | FIXING THE BODY ON THE STAND

2.3 Insert the 4 screw threads of the system into the 4 lowest holes available on the stand. For a safe operation, 2 people are needed for this step.

2.4 Hold the system firmly in place on the stand while a third person screw it firmly from the back the stand. To do it, use the 3D tool provided to screw the flange nuts (C).
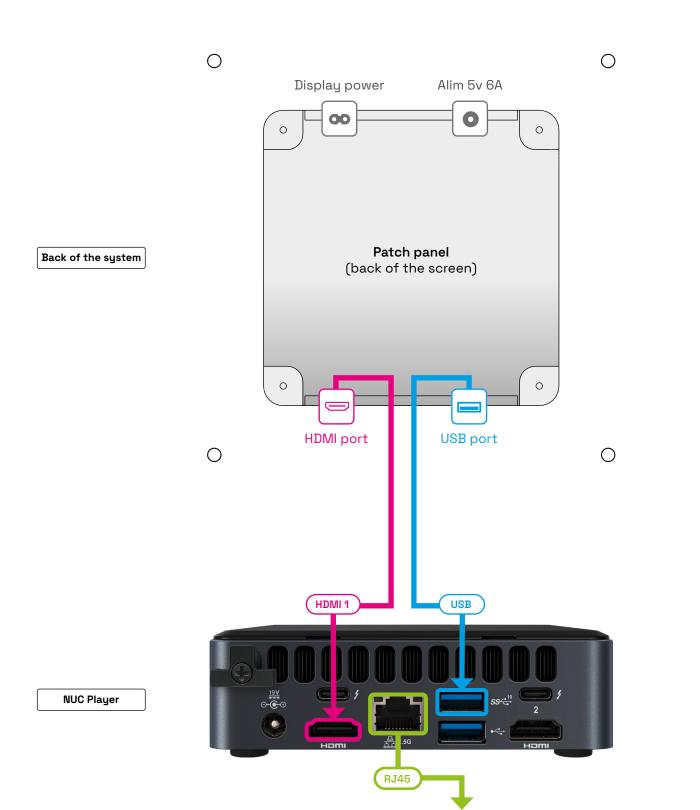
Back

Front

Back

C

| 3 | **SETTING UP THE PERIPHERALS + CABLING** |

3.1 Unscrew & remove the back door of the system (from inside the stand) · Hex key 2.5 / Fig. 1.

3.2 Unbox the PC (Intel NUC) and fix it to the dedicated plate inside the stand / Fig. 2.

3.3 Unbox the wireless keyboard. Plug the dongle into one of the NUC's USB ports.
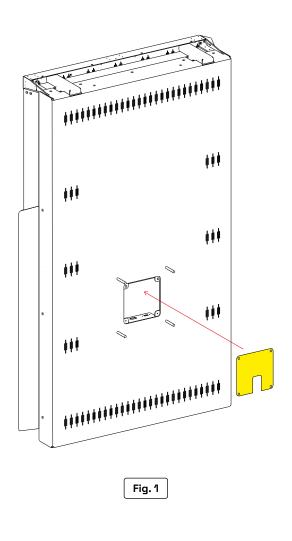Note: the dongle is stored under/inside the keyboard,

Fig. 1

Fig. 2

3.4 ● Use the provided USB Male to Male cable to connect the system to the NUC's USB port.
  WARNING: it's mandatory to connect the USB cable to the SuperSpeed (SS) USB Port of the NUC (in blue on the illustration below).

3.5 ● Use the provided HDMI Male to Male cable to connect the system to the NUC's HDMI port 1 (in pink on the illustration below). **DO NOT CONNECT TO THE HDMI PORT 2**.

3.6 ● Plug the pre-installed RJ45 Male cable (inside the stand) to the NUC's Ethernet port.

3.7 With the provided PC power cable (19v), rely the NUC to the embedded power supply, inside the column of the stand.

3.8 Plug the 2-Pole power supply to the 2-Pole output of the kiosk as well as to the internal power strip of the stand.

3.9 Connect the supplied 5v 6A power supply (with a blue led on it):
  - to the power output of the kiosk ;
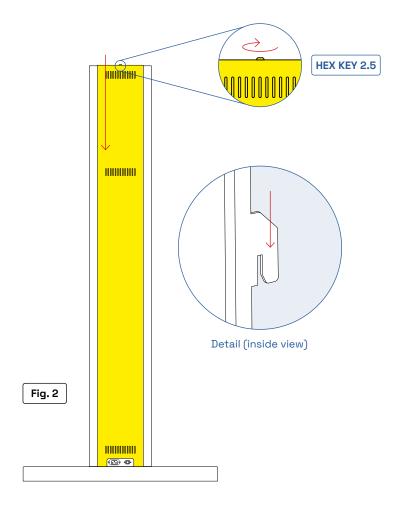 - to the internal power strip of the stand.

Display power   Alim 5v 6A

Patch panel
(back of the screen)

Back of the system

HDMI port   USB port

HDMI 1   USB

NUC Player

RJ45

| 4 | **STARTUP** |

4.1 Plug in the power cable to the main using the 3-Pole power supply provided.

4.2 The screen and the PC (Intel NUC) start automatically.

4.3 You ear several rattlings sounds coming from the top of the system, due to the Initialization of the sensors.

4.4 Replace and screw the plate on the back of the system, from the inside of the stand / Fig. 1.

4.5 Replace and screw the plate on the back of the stand / Fig. 2.

4.6 If needed, connect the Ethernet cable to your network.

Fig. 1

HEX KEY 2.5

Detail (inside view)

Fig. 2

TIP The provided keyboard can be stored inside the stand!

DRIVER SETTINGS

<div style="border: 1px solid; padding: 4px; display: inline-block;">5</div>

5.1   Please right click on the Driver tray icon / Driver settings in order to configure your system.

5.2   When the Driver is correctly launched, the Driver tray icon is <u>green</u>.
During the Driver initialization, the Driver tray icon is <u>yellow</u>.

Driver is launched   Driver is initializing

PC ADMIN

PC Admin password = AIRxTOUCH007$

FAQ

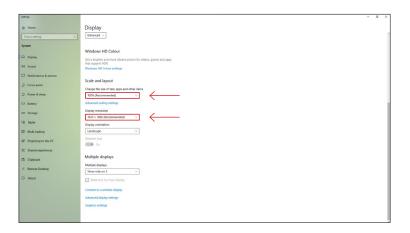## I DO NOT RECEIVE ANY TOUCH POINT

1. Check if the Driver is running

The Driver tray icon must been green, not yellow.

Launched   Initializing

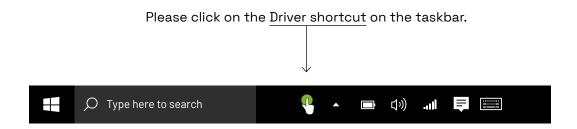## AN OFFSET IS ALWAYS APPLIED TO THE TOUCHPOINT (X AND Y COORDINATES)

2 screen resolutions are supported:

> 4K (2160 × 3840 px) · 200% scale
> Full HD (1080 × 1920 px) · 100% scale

When changing the scale, do not forget to sign-out in order to apply this setting.

FAQ

THE DRIVER IS NOT LAUNCHED (NOT VISIBLE AMONG THE WINDOWS TRAY ICONS)

Please click on the <u>Driver shortcut</u> on the taskbar.

If the shortcut is missing, you can find the executable (.exe) file in Program Files:
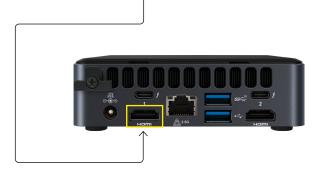
C:\Program Files\AIRxTouch\AIRxTouch Kiosk\AIRxTouch Driver\iNUI.AIRxTouchDriver.exe

THE TOUCH POINT (X,Y,Z) IS TOTALLY INCORRECT

1   **Double-check on the NUC Player that the AIR TOUCH® Sensors is correctly connected.**

2   **To rearrange the sensors connection scheme:** you can launch the Configuration Manager Tool to modify the parameters. Please note that the Driver and the Configuration Manager Tool can't run at the same time.

I HAVE SOUND PROBLEMS / NO TOUCH FEEDBACK SOUND

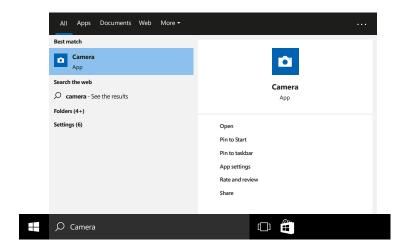1   Verify that the TV is connected to the **HDMI 1** port (left side) on the NUC.

2   **Verify your Speaker Properties:** select "Windows Sonic for headphones" (spatial sound).
→ Control panel / Hardware and Sound / Sound

FAQ

THE DRIVER IS CRASHING DURING THE LAUNCH (AND DISAPPEARS FROM THE TASKBAR)

1   **Double-check if the 3 AIR TOUCH® sensors are visible by Windows.**
    Launch the Windows Camera application via the Windows Search bar.
    If the sensors are not visible: jump to Step 2.

2   **Disconnect and Reconnect the Sensors USB cable on the NUC Player (inside the Stand).**

FAQ

MY SCREEN IS BLACK
(AFTER A CERTAIN TIME OF INACTIVITY)

PC CHECKUP > Several verifications:

1 Go to the Windows `Settings` / `Power & sleep` and ensure to have the correct settings:

> **Screen** | When plugged in, turn off after → "Never"
> **Sleep** | When plugged in, PC goes to sleep afeter → "Never"

2 Click on "Additional power settings" and ensure that "High performance" is selected then click on "Change plan settings". Once the "Change settings for the plan: High performance" modal is open, ensure to have the correct settings:

> **Turn off the display** → "Never"
> **Put the computer to sleeep** → "Never"

Save changes if needed.

DISPLAY CHECKUP > Several verifications:

Using the remote of the Samsung display:

1 Click on Menu then Select System
2 Go to Auto source switching → "Off"
3 Go to Power Control: **4** Go to Power Control:

Auto Power	On
Power saving	Off
Standby Control	Off
Remote configuration	Off
Power button	Power on only

Energy Saving Mode	Off
Screen Lamp Schedule	Off
No Signal Power Off	Off
Auto Power Off	Off

5 Press the "Home" on the Samsung TV remote control then select "On/Off timer" on the screen and double check that nothing's scheduled here.

I DO NOT FIND ANY SOLUTION TO MY PROBLEM

1 **Verify that there's no sticker nor object inside the frame all around to the display.**

2 **Take a look under the top bar, above the display:** you have to see 8 infrared leds (very subtle light). If not, please verify that the Sensors 5v 6A power plug (with a blue led on it) is well connected → Refer to step 3.9, page 11 of this document.

3 **Still having issues?** Our Support Team helps you. Please send us an email to contact@inui-studio.com → We will help you remotely with our Configuration Manager Tool.

AIRxTOUCH®

The Best touchless Experience on the market.