



Ziosk® Z-400 Product Manual



TTM-01040

Compliance Statements

FCC Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from the circuit to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution:

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Industry Canada Statement

This device complies with RSS-210 of the Industry Canada Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This Class B digital apparatus complies with Canadian ICES-003

Ce dispositif est conforme à la norme CNR-210 d'Industrie Canada applicable aux appareils radio exempts de licence. Son fonctionnement est sujet aux deux conditions suivantes: (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada

PCI Statement

Ziosk® is fully compliant with all Payment Card Industry Payment Application Data Security Standards (PCI PA-DSS) 3.0.

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WARNINGS

It is the user's responsibility to use the equipment in a manner in which it was intended. Read the following warnings before using.

Shock Hazards

To prevent fire or shock hazard, do not do the following:

- Do not immerse the unit or battery pack in water.
- Do not disassemble the unit or battery pack.
- Do not insert foreign objects into any slots, connectors, or accessories of the device.

Health and Product Safety

Proper Usage

For your protection, we advise you to read all the safety instructions before operating the equipment.

- Ziosk is a mobile device intended for table top use. A distance of 20cm (approximately 8 inches) or more should be maintained between the device and user's body during operation.
- Do not install Ziosk near a source of heat or water.
- Do not place battery or install charging station near a source of heat or water.
- Do not disassemble Ziosk or battery.
- Only use batteries and charger approved and supplied by the manufacturer.
- Only use replacement parts and supplies specified by the manufacturer.

Repetitive Motion and Eye Strain

To prevent injuries, avoid prolonged use and take frequent breaks. It is recommended that parents monitor their children for appropriate play.

Seizures

Any device showing flashes or patterns of light, like movies or games, has the potential to trigger seizures or blackouts in people, even if they have never had a seizure before. Stop using this device if any of the following symptoms occur:

- Altered vision
- Eye Twitching
- Involuntary movements
- loss of awareness
- Disorientation

Evidence of Tampering

It is recommended to periodically monitor Ziosk for any changes to the external housing. This may indicate that the device has somehow been tampered with by an attacker and placed back in service. *See the Maintenance section on Ziosk Inspection for more details.*

ZIOSK®

Ziosk, an interactive tabletop experience, provides next generation pay-at-the-table functionality designed in a user-engaging, intuitive touch-screen device. With three distinct payment features: split check, touch tip and e-mail or print receipt capabilities, the device places control in the guests' hands to pay at their convenience. Engaging and entertaining, Ziosk enhances the overall dining experience with games, information and order entry capabilities.

Ziosk features include:

Payment On-Demand

- Credit, Gift Card, and Cash
- Split check
- E-mail or print receipt

Digital Promotions

- Menus, specials, events
- Nutritional information
- Loyalty and gift programs

Order-Entry

- Get items to kitchen faster
- Increase up selling
- Enter repeat orders

Real-time Surveys

- Increase response rates
- Market research
- Alert manager

Infotainment

- Engaging information
- Entertainment
- Trivia and games

Maintenance

Daily Maintenance

It is important to properly maintain Ziosk daily using the following recommended procedures.

At Startup:

- Insert fully charged battery.
- Verify Ziosk preparedness with printout.

Cleaning:

To clean the touch panel you will need a soft, lint-free cloth and a mild glass cleaner (such as Windex®.) A microfiber cloth works well. See Cleaning Guidelines below for more tips.

- Spray cleaner or water directly onto a soft cloth.
- Wipe the surface of the screen gently with dampened cloth.
- Press gently on the screen in order to clean more difficult dirt or oil.

At Shutdown:

- Wipe Ziosk with a clean, soft cloth.
- Remove battery from Ziosk.
- Place battery in charger.

If a unit is not operating properly or is damaged, remove it from service and contact our technical support: support@ziosk.com

Cleaning Guidelines:

- Do not use abrasive materials or utensils for cleaning.
- Do not use phosphates, ethylene glycol, or lubricants.
- Never use acidic or alkaline cleaners. Use of improper cleaners could damage the touch panel or plastic shell. Cleaning products may contain 1-3% Isopropyl Alcohol by volume, which is within acceptable limits for cleaning the touch panel.
- Do not spray any liquids directly onto Ziosk. The liquid could enter into a very small opening and damage the device.

Cleaning the Card Reader

Cleaning the magnetic head of the card reader is not usually required since the head is essentially cleaned each time a card is swiped. However, if the card reader seems to have trouble reading the cards, you can clean it with a soft, thin cloth and alcohol.

- Take a thin, soft cloth and apply a small amount of alcohol.
- Fold the cloth over a card.
- Swipe the card through the card reader.

Ziosk Inspection

Periodically monitor Ziosk for any differences in the user interface or external housing. Changes to the device may be an indication that Ziosk has somehow been tampered with by an attacker and placed back in service.

To reduce or prevent fraud, make it a part of the daily procedures to visually inspect the device for tampering. Examples of things to look for during this inspection include:

- Look for stickers on the device that were not there previously. Stickers are often used to cover up drill holes. Make sure that any labels on the device do not appear to have been removed and replaced. Periodically run your finger over the label to feel for holes.
- Make sure that there are no new connections (leads, plugs, antennas) added to the device.
- Look for any new display items that have been positioned near the device on the table (for example, on or near the condiment holder). These new items could be used to house pin-hole cameras to capture user input.
- Check under the table to make sure that no equipment (for instance, new recording devices) have been attached without reason.

Battery Maintenance

Good battery maintenance will ensure Ziosk provides a full day of infotainment.

Inserting and Removing Battery from Ziosk

The battery compartment is located at the base of the unit. To insert the battery, just insert it into the battery compartment until you hear a click. To remove the battery for charging, depress the battery latch and pull the battery out.

Charging

Batteries must be charged approximately 8 hours to obtain a maximum charge. Slide the battery into a charger slot and wait for the red status LED to indicate the battery is charging. The status LED will turn green when the battery is fully charged. Leaving batteries in the charger after the status LED turns green will not cause damage to the batteries. A flashing RED status light may indicate a battery fault. *See the Troubleshooting section.*

Storage

Store unused batteries in a dry space at room temperature.

Troubleshooting

Before troubleshooting a Ziosk problem, please make sure that you check the following items:

- Batteries are fully charged and inserted correctly.
- There is no visible damage to the exterior.
- Ziosk is powered on.

If you are still experiencing problems, continue troubleshooting using the following guide. Should the problem persist, please contact our technical support: support@ziosk.com

Ziosk Device

Screen is dark, device seems completely dead:

- Try inserting a different battery – make sure it is charged sufficiently. You can press the battery test button to determine the approximate level of charge in the battery; at least two solid green LEDs should be lit.
- Confirm that the battery is inserted fully and latched; check for any obstructions in the battery compartment that would prevent the battery from being fully inserted.
- Remove the battery and check the pogo pin connectors at the back of the battery cavity. If these appear damaged, please contact our technical support.
- If the problem persists, contact Ziosk technical support.

Content downloads seem slow, or other suspected wireless network connection issues:

- Relocate the device closer to an access point to see if that resolves the issue.
- Try rebooting the device by removing the battery, waiting 10 seconds, and re-inserting it.
- If the problem persists, contact Ziosk technical support.

For any unusual or unexpected behavior – such as device appears frozen, touch screen seems unresponsive, LCD flickers, or any other condition that does not seem appropriate:

- Reboot the device by removing the battery, waiting 10 seconds, and re-inserting it.
- If the problem persists, contact Ziosk technical support.

Card Reader

I swiped my card and nothing happened.

- Make sure you swipe the card with the magnetic stripe facing the correct way, as indicated by the logo on the reader.
- Try swiping the card straight at a smooth, even pace.
- Check the card for damage to the magnetic stripe.
- The magnetic read head could be dirty. Clean the magnetic head. (*See the Maintenance section.*)

An error occurred after I swiped my card.

- Try swiping the card straight at a smooth, even pace.
- Check the card for damage to the magnetic stripe.
- The magnetic read head could be dirty. Clean the magnetic head. (*See the Maintenance section.*)

The card still cannot be read.

- Reboot the device by removing the battery, waiting 10 seconds, and re-inserting it.
- If the problem persists, the card reader may be damaged. Contact Ziosk technical support.

Printer

The receipt is not printing.

- Device may be out of paper; install fresh roll
- Check for paper jam
- Check to be sure that the printer door is closed fully
- Check for presence of printer platen (roller); if missing, contact Ziosk technical support for a replacement

The receipt is blank.

- Check to see if the paper is loaded with the thermal coating in the proper orientation

The printer began to print and then the screen went dark. Device seems to be rebooting.

- The battery is low – replace with a fully charged battery.
- If the problem persists, the printer may be damaged. Contact Ziosk technical support.

Battery Charger

The battery was in the charger overnight, but it doesn't seem to charge.

- Make sure the status LED turns RED when inserting a discharged battery.
- A charged battery will have a GREEN status LED.
- Press the battery test button to determine the approximate level of charge in the battery.

The status LED is flashing RED.

- The battery has a fault. Try removing the battery and place in a different slot in the charger. If the status LED continues to flash, contact technical support for further assistance.

I am having trouble inserting a battery into the charger or the status LED does not light.

- Check the orientation of the battery.
- Check the battery for damaged contacts, foreign material or broken plastic. If the battery is damaged, discontinue use and contact technical support for further assistance.
- Check the battery charger connectors for foreign material, bent pins or broken plastic. If a connector is damaged, contact technical support for assistance.
- If you do not see damage to either connector, try inserting the battery into a different slot.
- If the status LED still does not light, contact technical support for further assistance.

The charger does not turn on.

- Verify that there is power to the unit.
- If the power supply fan is not running, contact technical support for assistance.

Product Specifications

Electrical

- Battery – 7.4VDC (typical) Li-Ion polymer 8720mAh custom rechargeable pack
- Display – 1024x600 WSVGA LCD
- Wireless – 802.11 a/b/g/n/ac plus Bluetooth 4.0 (LE)
- Card Reader – 3DES DUKPT Encrypting Magnetic Stripe Reader
- Printer – 58mm / 384dpi thermal printer
- Camera – 8Mp auto-focus

Physical

- Dimensions – 8 ½" (215mm) W x 8 ¾" (220mm) H x 5" (126mm) D
- Weight – 2lbs, 12 ¾oz (1270g) – including battery pack
- Battery weight – 14oz (400g)

Environmental

- Operating conditions: 5 to 40°C (40 to 105°F),
20 to 90% RH (non-condensing)
- Storage conditions: -20 to 60°C (-5 to 140°F),
5 to 90% RH (non-condensing)