



# TableTop Media



**ziosk**<sup>™</sup>

**PMBA54 Product Manual**

Rev C. 01006-1208

©2009 TableTop Media, LLC All rights reserved.

All rights reserved worldwide. No part of this documentation may be copied, distributed, transmitted, stored in a retrieval system, or translated into any human or computer language, in any form, or by any means: electronic; mechanical; magnetic; or otherwise without permission in writing from TableTop Media.

Ziosk™ is a registered trademark of TableTop Media, Inc.

## Compliance Statements

### FCC Statement

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: Changes or modifications not expressly approved by TableTop Media could void the user's authority to operate the equipment. 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.

### PCI Statement

Ziosk™ is fully compliant with all Payment Card Industry Payment Application Data Security Standards (PCI PA-DSS) 1.1 and Payment Application Best Practices (PABP) 1.4 requirements.



# Table of Contents

Legal	2
Compliance Statements	2
Table of Contents	3
Warnings	4
Shock Hazards	4
Health and Product Safety	4
Ziosk™	5
Maintenance	6
Cleaning Ziosk	6
Daily Maintenance	7
Ziosk Inspection	7
Battery Maintenance	8
Printer Maintenance	8
Troubleshooting	10
Additional Information	11
Optional Accessories	11
Product Specifications	11
Third Party Applications and Trademark Information	11

## WARNINGS

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

### Shock Hazards

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

- Do not immerse unit or battery in water.
- Do not disassemble unit or battery.
- Do not use an AC adapter if it has damaged cords or wires.
- Do not insert foreign objects into the slots, connectors, or accessories of the device.

### Health and Product Safety

#### 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

#### 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.

#### Proper Usage

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

- Do not install Ziosk near a source of heat.
- Do not place battery and charging station near a source of heat.
- Do not install Ziosk near a source of water.
- Do not place battery charging station near a source of water.
- Do not disassemble Ziosk or battery.
- Only use attachments specified by the manufacturer.
- Only use replacement parts and supplies specified by the manufacturer.
- Only use batteries and charger approved by the manufacturer.

#### 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, movie trailers, and ticket purchasing.

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

### Cleaning Ziosk

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. DO NOT USE any cleaning products containing ammonia. See Cleaning Guidelines for more tips.

#### Steps to clean the touch panel

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

#### Cleaning Guidelines

- Do not use abrasive materials or utensils for cleaning.
- Do not use ammonia, phosphates, Ethylene Glycol, or lubricants.
- Never use acidic or alkaline cleaners. Use of incorrect cleaners could damage the touch panel.
- NOTE: Most 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.
- When using a mild cleaner, avoid contact with the edges of the screen. The liquid could enter into a very small opening and damage Ziosk.

### 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 try cleaning it with a soft, thin cloth and alcohol.

#### Steps to clean the card reader

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

## Daily Maintenance

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

### Startup

1. Wipe Ziosk with a clean, soft cloth.
2. Insert fully charged battery.
3. Verify Ziosk preparedness with printout.

### Shutdown

1. Wipe Ziosk with clean, soft cloth.
2. Remove battery from Ziosk.
3. Place battery in charger.

## 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 on the side opposite the card reader. To insert the battery, just insert it into the battery compartment until you hear a click. To remove the battery for charging, press on the battery to toggle.

### **Charging**

Batteries must be charged at least eight hours to obtain a maximum charge. Place the battery on the charger and wait for the red status light to indicate the battery is charging. The status light turns green when the battery is fully charged. A flashing red status light may indicate a battery fault. *See Troubleshooting.*

### **Storage**

Store batteries in a cool, dry place.



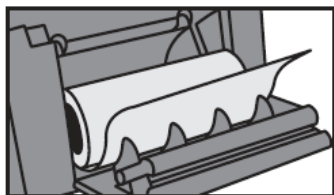
## Printer Maintenance

Before performing any maintenance on the printer, please ensure Ziosk is powered on. It will print the time and date to verify it is operational.

### Loading Printer Paper

1. From the bottom of Ziosk, press the button near the paper feed to open printer door.
2. Remove empty roll.
3. Insert new paper roll.
4. Close the printer door. You will hear a click when the door is closed.
5. Device will print the time and date to verify the paper roll is installed correctly.

Paper Orientation:



### Correcting a Paper Jam

1. From the bottom of Ziosk, press the button near the paper feed to open printer door.
2. Remove any jammed, torn, or crumpled paper.
3. Close the printer door. You will hear a click when the door is closed.
4. Device will print the time and date to verify the paper roll is installed correctly.

## TROUBLESHOOTING

Before troubleshooting Ziosk, please make sure 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 with Ziosk, continue troubleshooting using the following guide. Should the problem persist, please consult our technical support :

support@tabletopmedia.com

### **Battery Charger**

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

- ✓ Make sure the indicator light turns red when inserting a discharged battery into the charging base.

The status light is flashing red.

- ✓ The battery has a fault. Try to remove the battery and replace in the charger again. If the status light continues to flash, contact technical support for further assistance.

### **Card Reader**

I swiped my card and nothing happened.

- ✓ Try swiping the card more straight at a smooth, medium pace.
- ✓ Check the card for damage to the magnetic stripe.
- ✓ Make sure you swipe the card with the magnetic stripe facing the correct way.
- ✓ The magnetic read head could be dirty. Clean the magnetic head. (See the *Maintenance* section.)

An error occurred after I swiped my card.

- ✓ Make sure you swipe the card with the magnetic stripe facing the correct way.

The card still cannot be read.

- ✓ The card reader is damaged, contact technical support.

### **Power**

Ziosk continuously reboots.

- ✓ Try inserting a different battery. The connector may be damaged.

### **Printer**

The receipt is not printing.

- ✓ Check for paper jam. (See *Printer Maintenance for instructions*.)
- ✓ Out of paper.

The receipt is blank.

- ✓ Check if the paper roll is loaded backwards. (See *Printer Maintenance for proper paper orientation*.)

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

- ✓ Make sure the printer door is closed completely.
- ✓ The battery is low. Replace battery.

## ADDITIONAL INFORMATION

### Optional Accessories

- Battery Chargers
- Batter
- Stylus
- Lanyard
- Privacy Visor

### Product Specifications

#### Physical

- Built-in peripherals
  - » Thermal Printer
  - » Magnetic Stripe Reader - Bi-directional, 3-track
- Dimensions: 8" W x 5.8" H x 4.8" D

#### Performance

- Wireless
  - » 802.11b/g WiFi
  - » SSL, 3DES, RSA, DUKPT, WPA/2
- Battery
  - » 7.4v Lithium-ion [AC/DC]

#### Environment

- Operating temperature: 5 to 40 °C (40 to 105 °F)
  - » 35 to 85% RH (non-condensing)
- Storage temperature: -20 to 60 °C (-5 to 140 °F)
  - » 20 to 90% RH (non-condensing)

#### Multi-media

- JPG, PNG, BMP
- Audio: WMA9, AAC
- Video: MPEG-4, WMV9
- Image

### Third Party Applications and Trademark Information

#### ADOBE®

This product contains Macromedia® [Flash™] [Flash Lite™] technology by Adobe Systems Incorporated.

Copyright © 1995-2008 Adobe Systems Incorporated. All rights reserved. Macromedia, Flash, Macromedia Flash, [and Macromedia Flash Lite] are trademarks or registered trademarks of Adobe Systems Incorporated in the United States and other countries.

Adobe® is a trademark of Adobe Systems Incorporated.

#### Windows®

Windows is a registered trademark of Microsoft Corporation in the United States and other countries. This product includes technology owned by Microsoft and cannot be used or distributed without a license from Microsoft.