

Installation guide

Wall system

Version 1.5 · English



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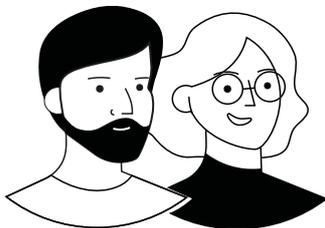
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BRANDS

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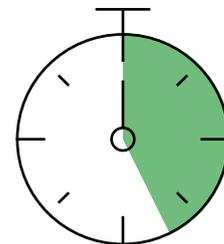
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STAFF



2 persons recommended

DURATION



25 minutes

PRECAUTIONS

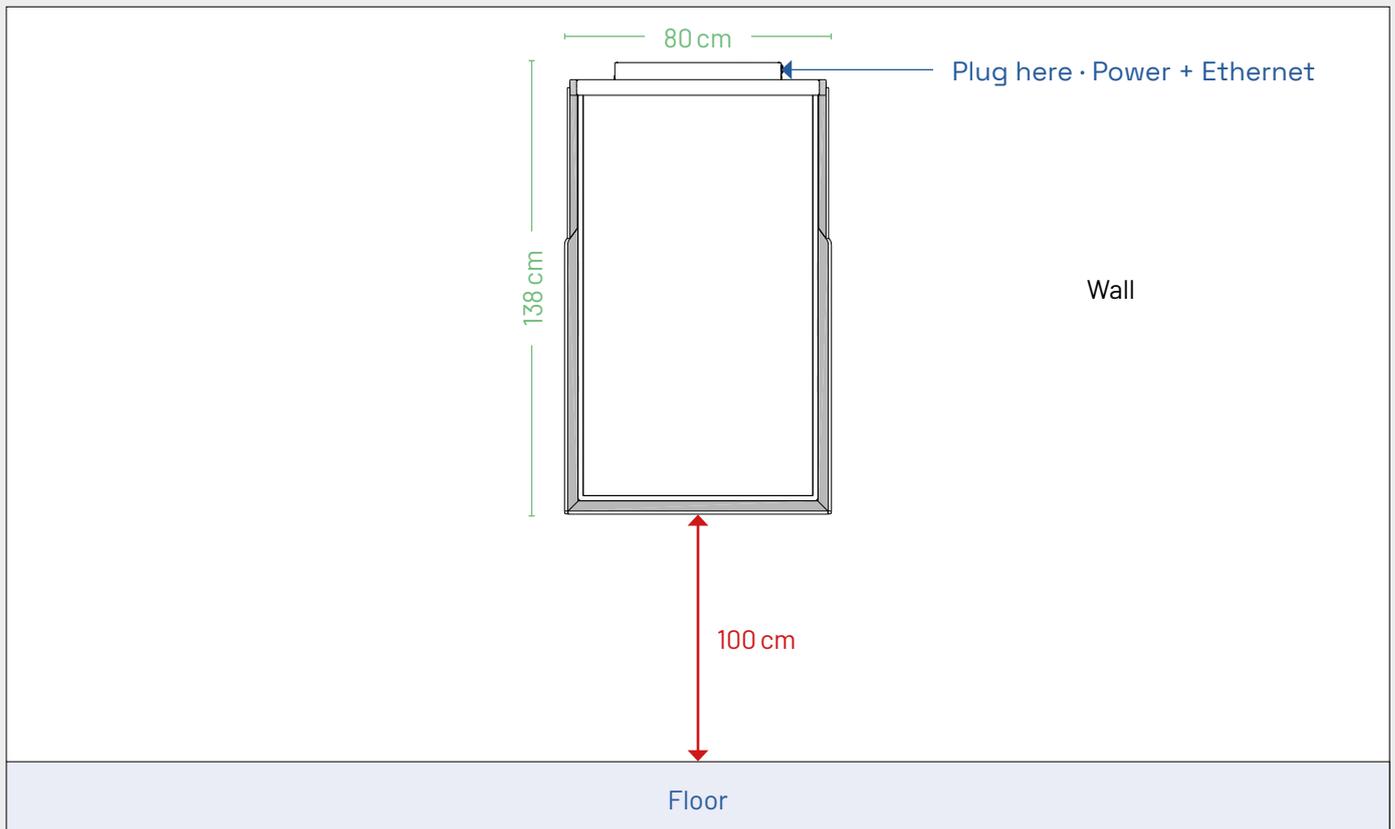
Before using this product, please read the safety precautions to avoid any injury to yourself or others, or damage to the unit. Do not open or disassemble the unit, no element is useable inside. Refer servicing to qualified staff.

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 unusual 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.

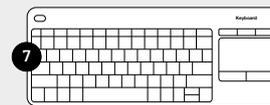
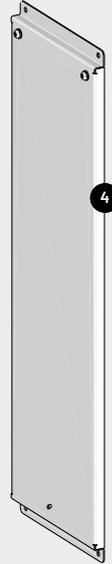
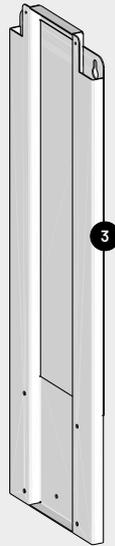
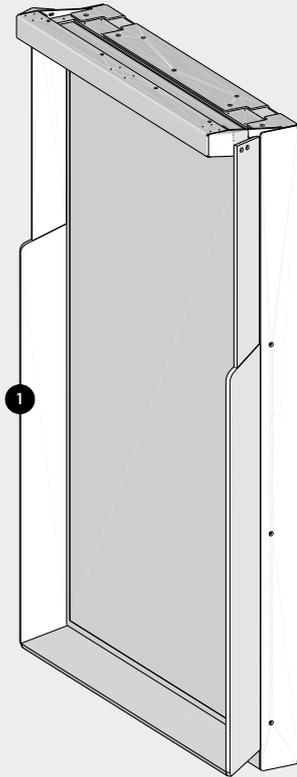
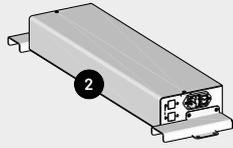
IMPORTANT

Mandatory: the bottom edge of the system must be 100 cm above the ground.
Please refer to page 14 for more info.



 Total weight = 72 Kg · Kiosk weight = 49 Kg

CONTENT



1 Body - 55" Screen + Sensors

2 PC Box

3 Intermediate plate

4 Wall mount plate

5 Intel NUC (PC) + Alim

6 TV remote + batteries

7 Wireless touch Keyboard + batteries

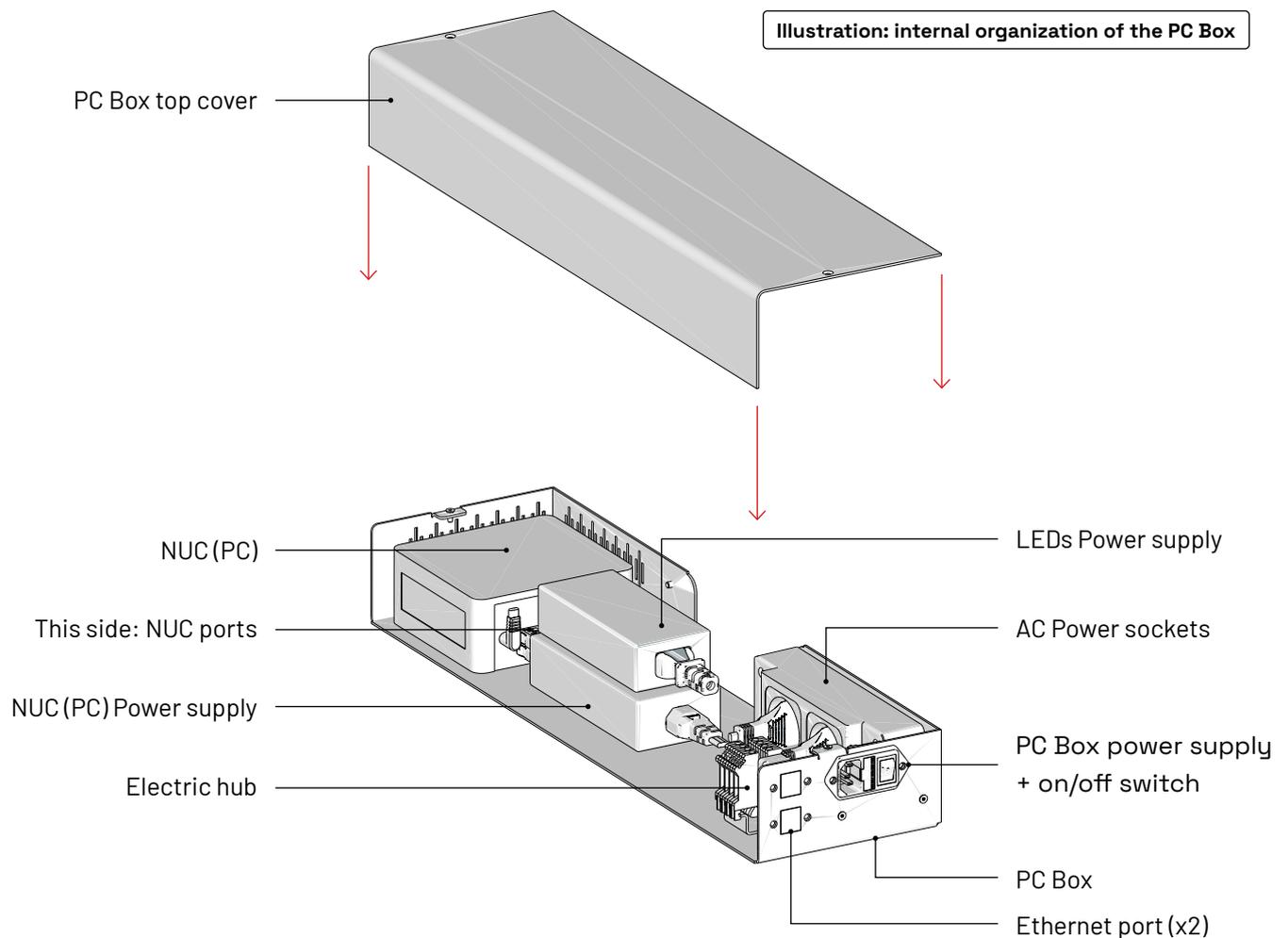
ASSEMBLY

PART 1/3 PC BOX

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GENERAL INFORMATION

- > Several connectors are already installed inside the PC Box:
- Internal AC power sockets (x2) for additional requirements
 - Electric hub
 - PC Box power supply (with on/off switch)
 - Ethernet ports (x2) + RJ45 cables
 - Display power cable
 - Additional cable

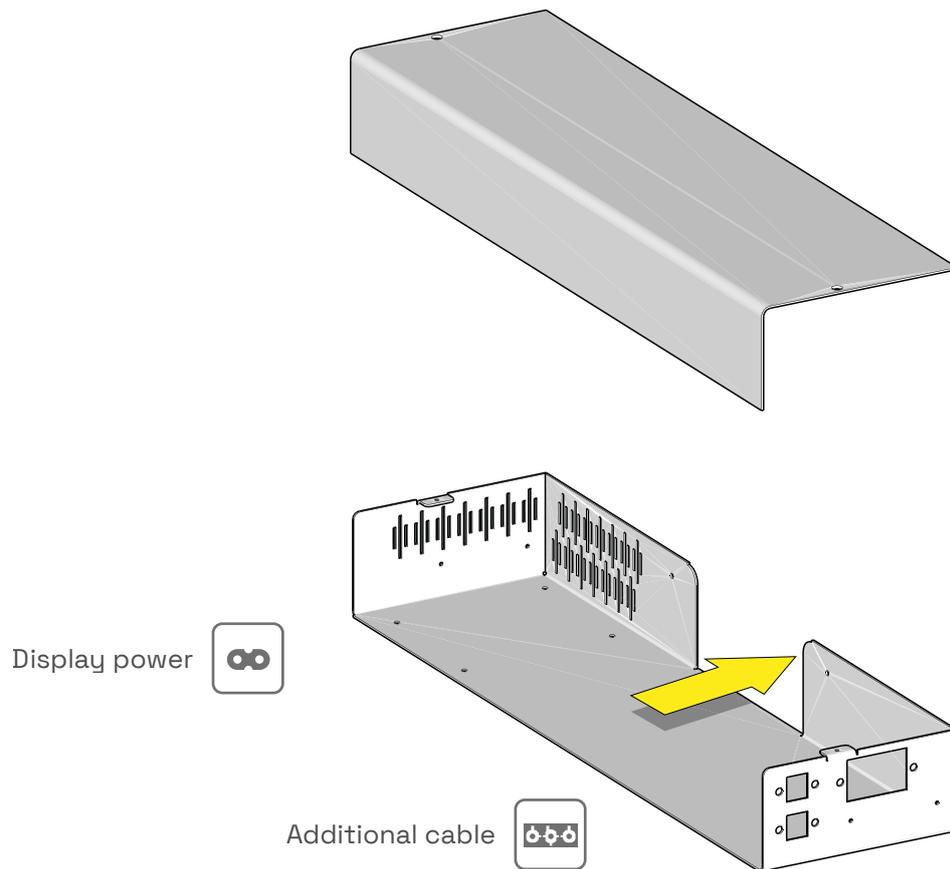


PREPARATION

1.1 Group the cables listed below together and bring them out of the PC Box, by the rear face of the box (see below: yellow arrow).

The cables to be grouped are:

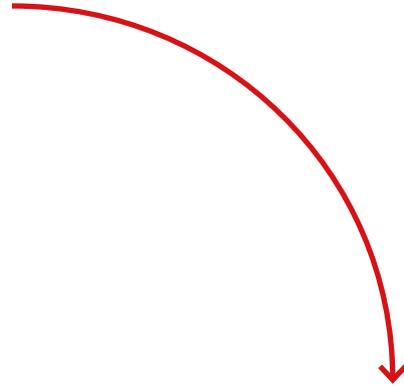
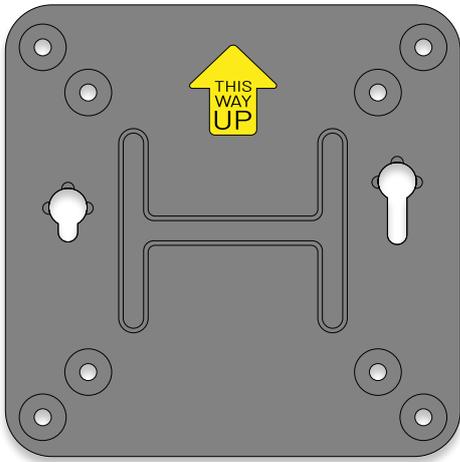
- Display power cable
- Additional cable (no need to plug this cable)



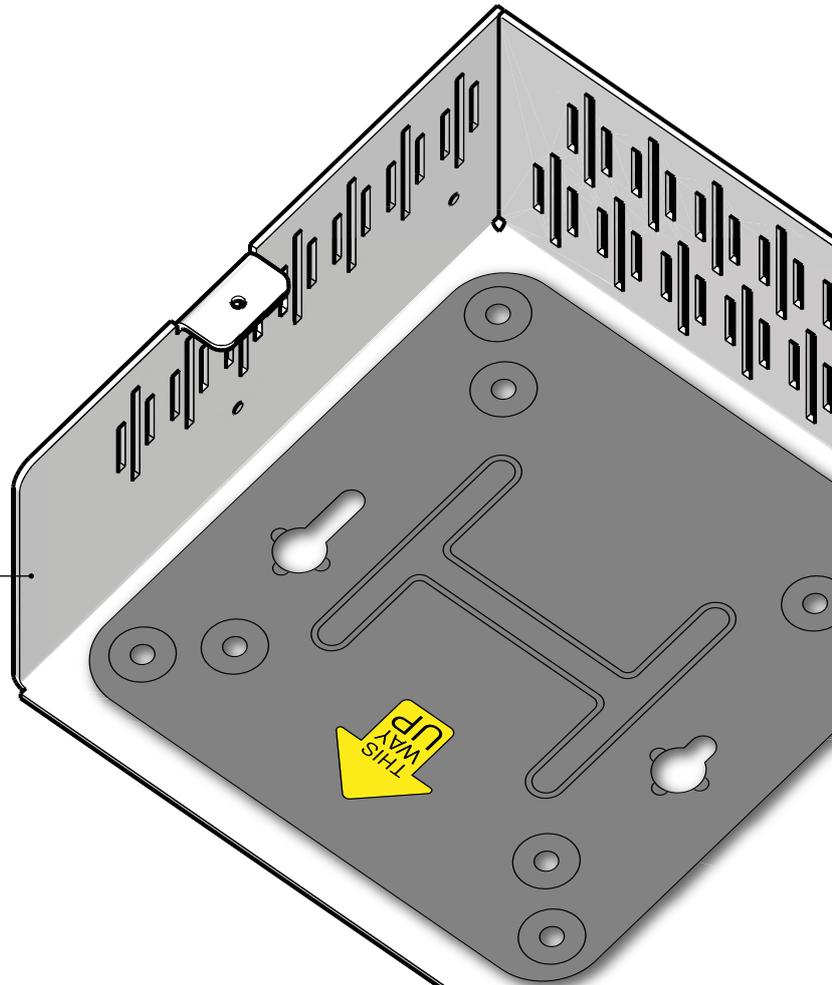
2

SETTING UP THE NUC (PC)

2.1 Place the NUC support plate inside the PC Box – in the dedicated area – and fix it. Support plate and screws are provided.



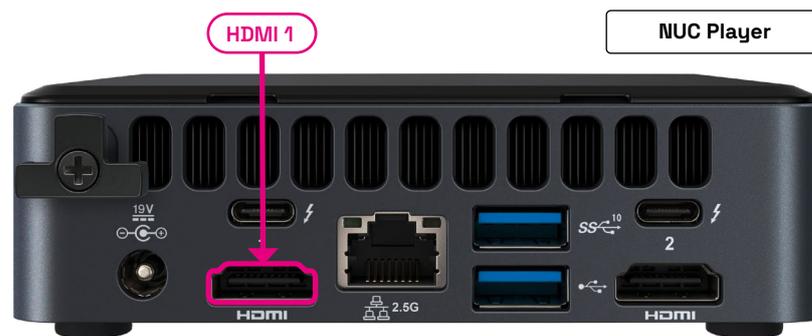
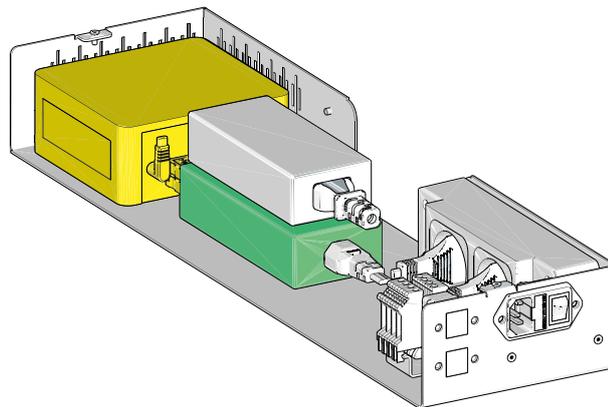
PC Box



TIP

Take care of the orientation of the NUC support plate (illustration above).

- 2.2 Put the NUC right in place and insert it on its support plate ●
- 2.3 Connect the wireless keyboard USB dongle to the NUC, using one of the USB frontal ports.
- 2.4 Plug the HDMi-HDMi cable (provided) to the NUC HDMi port 1 ● then, bring it out through the back of the PC Box. **DO NOT CONNECT TO THE HDMi PORT 2.**
- 2.5 Plug the USB-USB cable (supplied) into the superior USB port of the NUC then, bring it out through the back of the PC Box.
- 2.6 Connect the RJ45 network cable (provided) from the PC to the inferior RJ45 port that is pre-installed inside the PC Box.
- 2.7 Connect the NUC power supply (provided) to the internal power cable (pre-installed).
- 2.8 Plug the NUC power cable to the back of the NUC.
- 2.9 Put the NUC power supply inside the free space ● available inside the PC Box.

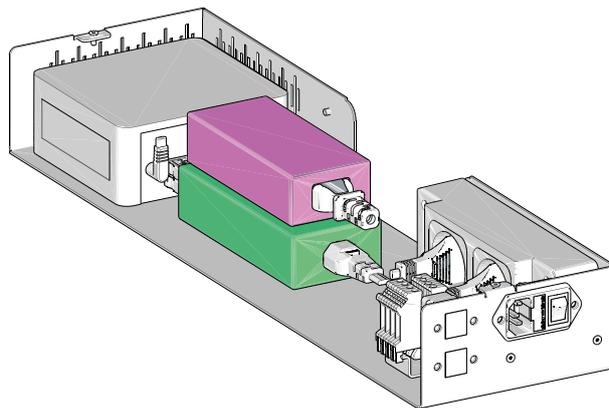


TIP The wireless keyboard USB dongle is stored inside the keyboard. Turn the keyboard over and open the hatch where the accessory is stored.

3

SETTING UP THE LED BAR

- 3.1 Connect the LED Bar 5v 6A power supply (with a blue led on it) to the internal power cable (pre-installed). **WARNING: DO NOT INTERCHANGE THE 2 POWER SUPPLIES AS THIS CAN LEAD TO POWER SURGE / HARDWARE DAMAGE.**
- 3.2 Pull the power cable out on the back of the PC Box.
- 3.3 Put the LED Bar power supply inside the remaining free space ● available inside the PC Box, alongside the NUC power supply ●



LED Bar power supply



≠

NUC power supply



4

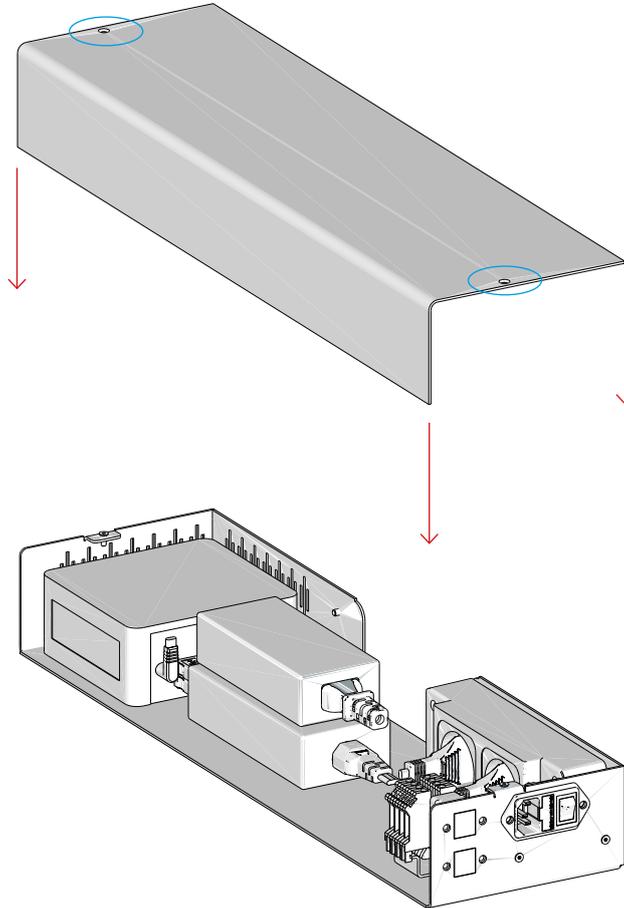
VERIFICATIONS

Before closing the PC Box, ensure that the following cables are coming out from the PC Box:

- > HDMI cable
- > USB cable
- > LED Bar power cable
- > Display power cable

CLOSING THE PC BOX

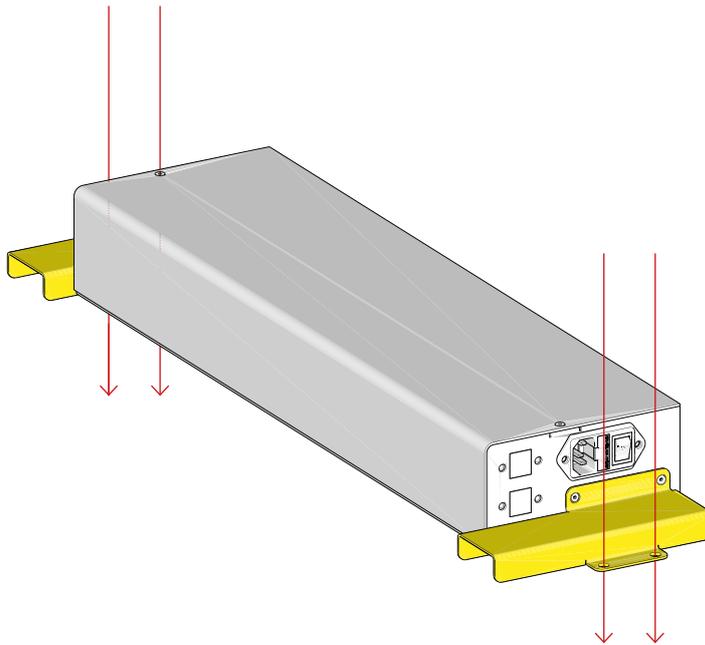
- 5.1** Place the top cover back on the PC Box. Holes ● on the left & right sides of the top cover has to be aligned with the ones of the PC Box.
- 5.2** Screw on both sides ● of the plate (screws are provided).



6

PC BOX SUPPORT WINGS

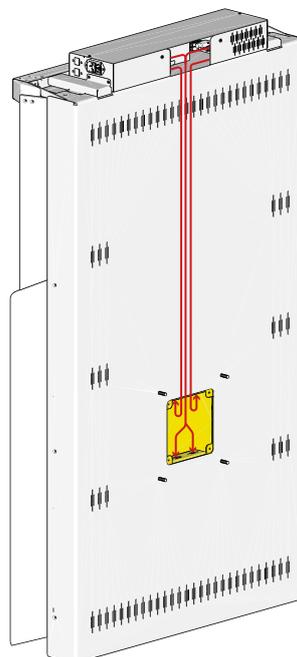
- 6.1** Fix the 2 support wings ● on each sides of the PC Box (2 screws for each side). **NOTE:** the wings has to exceed a bit from the front side of the PC Box, not on the back.
- 6.2** Remove the original parts from the kiosk that will be replaced by the PC Box support wings. **WARNING:** be careful and avoid to disconnect the cables in place.
- 6.3** Place the PC Box on top of the Kiosk, front side to the front & back side to the back (easy). Now, screw it ● (2 screws on each side).



7

WIRING

- 7.1** Connect all the cables coming from the PC Box to the Kiosk, via the connectivity Panel.



- > HDMi
- > USB
- > LED Bar power
- > Display power

ASSEMBLY

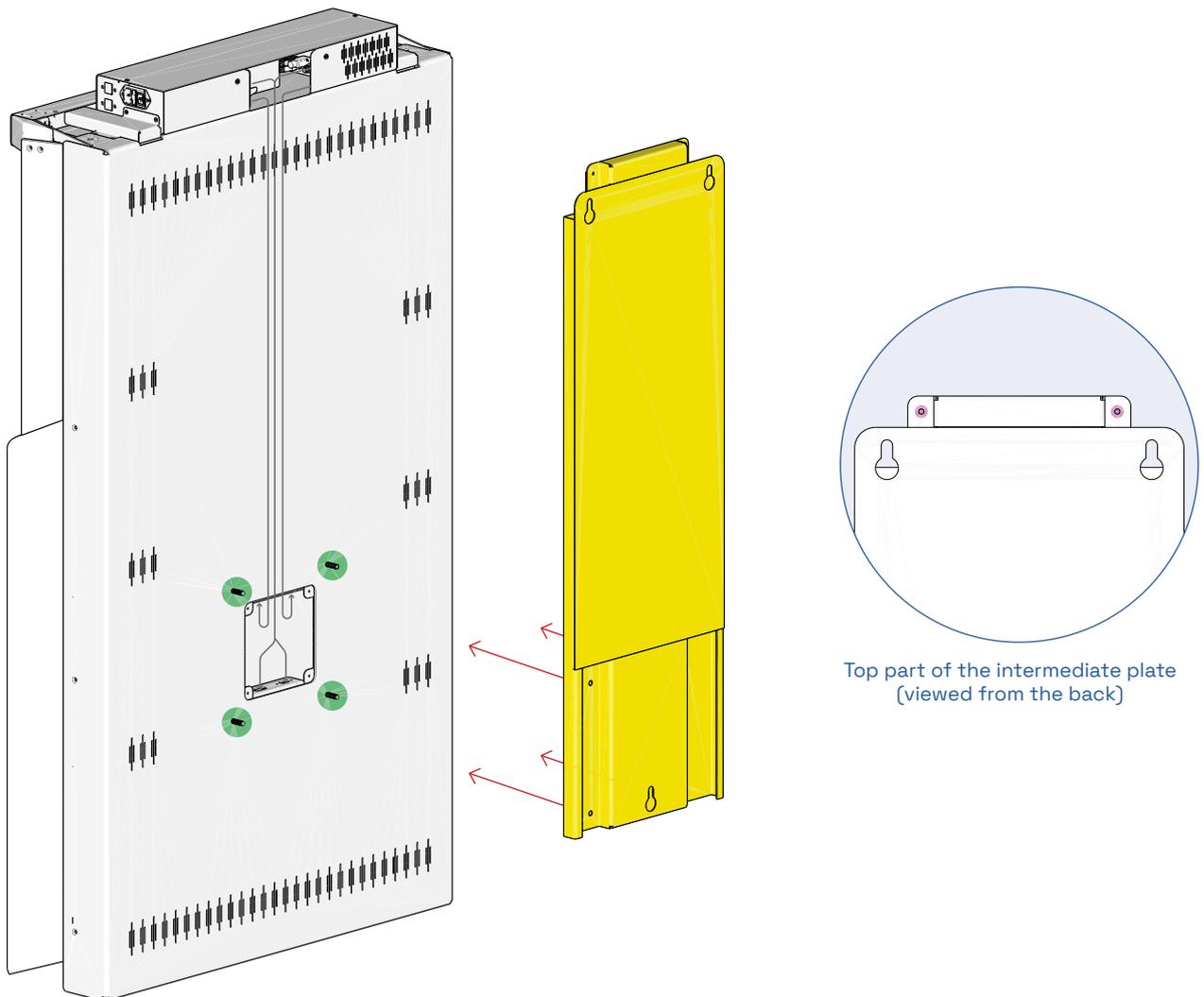
PART 2/3

INTERMEDIATE PLATE

8

ADDING THE INTERMEDIATE PLATE TO THE KIOSK

- 8.1 Bring the intermediate plate ● to the back of the kiosk and insert it on the 4 rods ● coming from the back of the kiosk. **WARNING:** ensure not to pinch the cables.
- 8.2 Once the intermediate plate is in place, screw it with the 4 provided bolts.
- 8.3 At the top, fix the intermediate plate to the PC box with the 2 round head screws provided ●



Top part of the intermediate plate
(viewed from the back)

ASSEMBLY

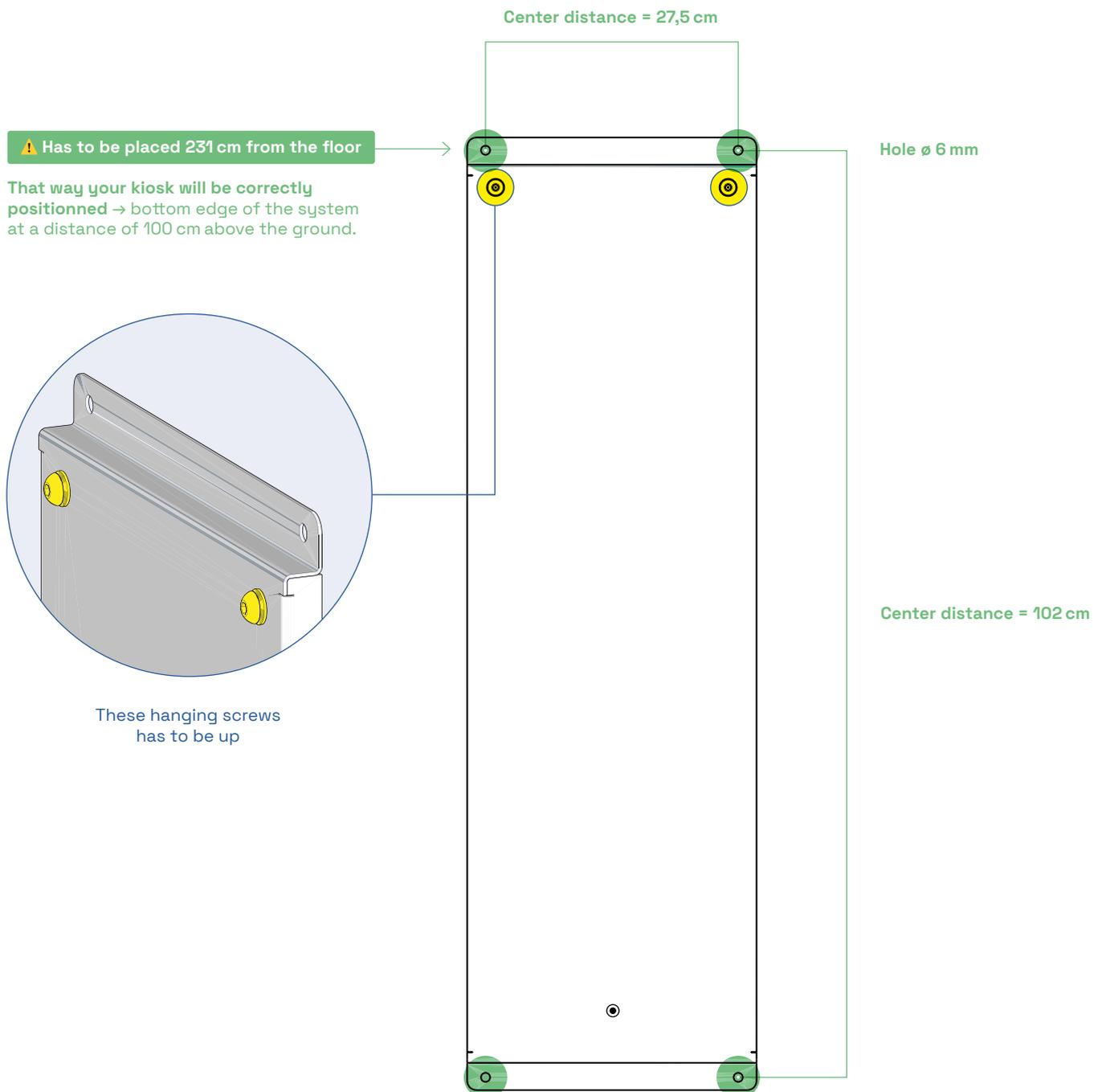
PART 3/3

WALL MOUNT PLATE

9

HANGING THE WALL MOUNT PLATE

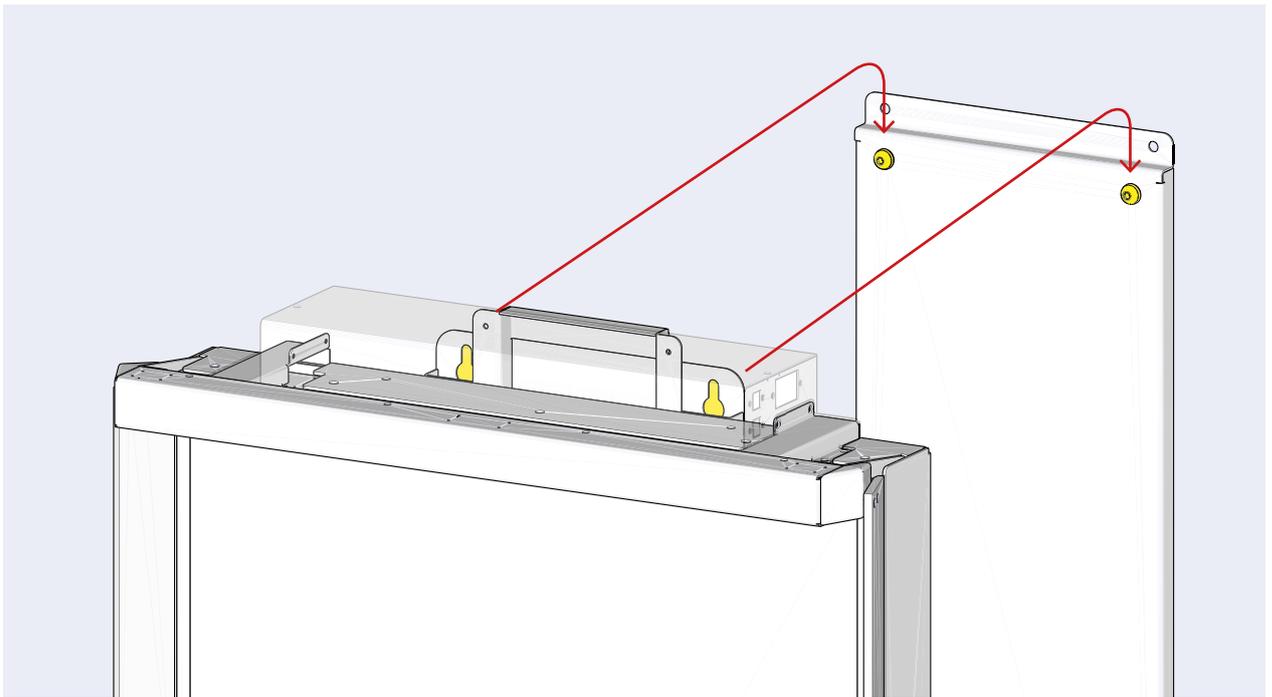
- 9.1 Fix the Wall mount plate to the wall using the provided 4 screws ● 2 on top, 2 on the bottom.
WARNING: pay attention to the 2 hanging screws that has to be up ●



ADDING THE KIOSK TO THE WALL MOUNT PLATE

- 10.1** Grab the kiosk (2 people are required here), lift it up and put it on the 2 hanging screws 
The kiosk is now perfectly held!
- 10.2** Final step: bring the electricity (from the wall, from the floor or from the ceiling) to your kiosk and plug it to the power socket of the PC Box.

Optional: if you connect your device to the network via ethernet, plug your RJ45 wire on the side of the PC Box, just aside the on/off switch.

**TIP**

A rod in the lower part of the wall mount plate will help you to align the kiosk.

DRIVER SETTINGS

11

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

11.2 When the Driver is correctly launched, the Driver tray icon is green.
During the Driver initialization, the Driver tray icon is yellow.



Driver is launched



Driver is initializing

PC ADMIN

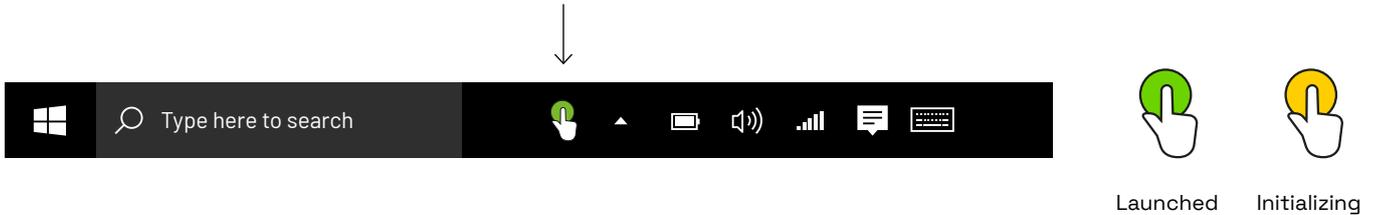
PC Admin password = AIRxTOUCH007\$

FAQ

I DO NOT RECEIVE ANY TOUCH POINT

1. Check if the Driver is running

The Driver tray icon must be green, not yellow.

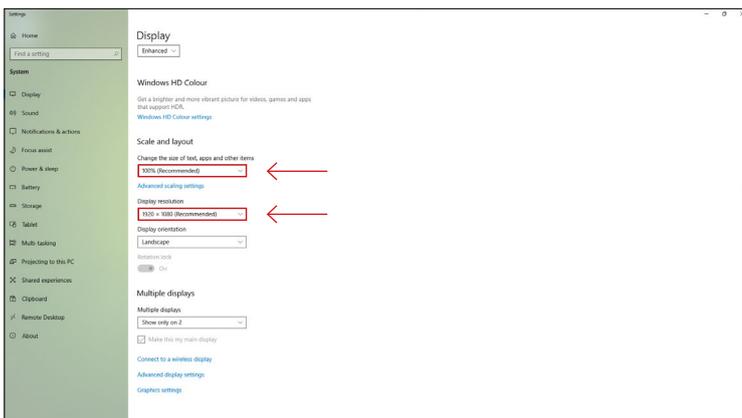


AN OFFSET IS ALWAYS APPLIED TO THE TOUCHPOINT (X AND Y COORDINATES)

2 screen resolutions are supported:

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

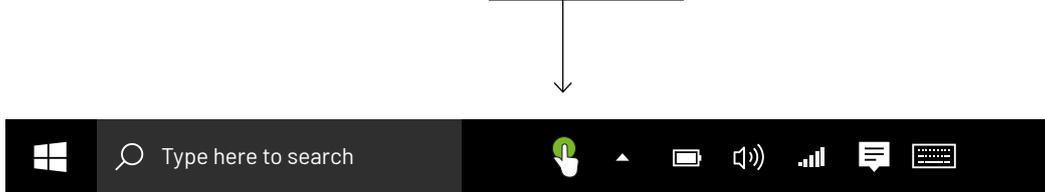
When changing the scale, do not forget to sign-out in order to apply this setting.



FAQ

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

Please click on the Driver shortcut on the taskbar.



If the shortcut is missing, you can find the executable (.exe) file in Program Files:

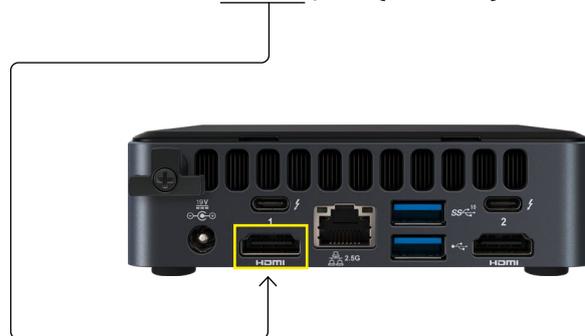
C:\Program Files\AIRxTouch\AIRxTouch Kiosk\AIRxTouch Driver\iNUI.AIRxTouchDriver.exe

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.

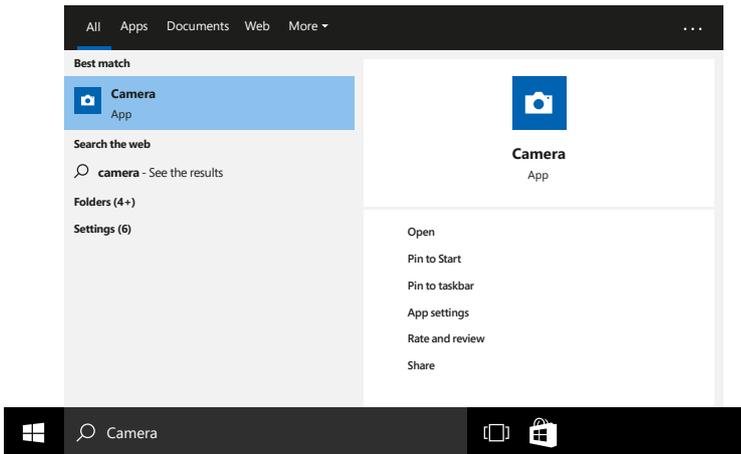


- 2 **Verify your Speaker Properties:** select "Windows Sonic for headphones" (spatial sound).
→ Control panel / Hardware and Sound / Sound

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 sleeeep** → “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.

ONE MORE THING

ENERGY SAVING PROCEDURE

You can set **ON** and **OFF** times easily. Here's how to do:

- 1 Samsung Remote control → press **HOME** 
- 2 On the screen, go to the **On/Off Timer** section 
- 3 Now, you will set the On Timer and the Off Timer.

3.1 · On Timer

- > **Setup** → “Mon-Fri”
- > **Time** → “08:30” for example
- > **Volume** → “80” (important to ear the click sound when interacting with the kiosk)
- > **Source** → “HDMI1” is mandatory

Select **Done** to validate this step, then select **Return**

—

3.2 · Off Timer

- > **Setup** → “Mon-Fri”
- > **Time** → “18:00” for example

Select **Done** to finalize this step.



TIP

If you can't see the **On/Off Timer** section in the menu, go to **Custom Home** to find it.



AIRxTOUCH®



The Best touchless Experience on the market.