

# **Changing the Face of Medicine**

## **Computer Kiosks Mini-Manual Version 3**

**This manual tells you how to start up,  
shut down, and manage the computers in  
the kiosks**

**National Library of Medicine  
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National Library of Medicine

**Changing the Face of Medicine Traveling Exhibit  
Computer Kiosks Mini-Manual**

**PLEASE READ THROUGH ALL KIOSK INSTRUCTIONS  
BEFORE ATTEMPTING TO OPERATE KIOSKS.**

**IMPORTANT (Please check the following two items  
when you unpack and repack the kiosks):**

1. This manual should **ALWAYS** be stored in the locked manual/hardware box inside the kiosk case. If they are not there when the exhibit arrives, immediately notify Andy Callen (see contact details below). Be sure the manual is locked inside the hardware box when the exhibit leaves your library.

2. Also, check that three kiosk keys are attached to the back of the door of the case. If three keys are not there when the exhibit arrives, notify Andy Callen. Be sure the three keys are on the back of the door when the exhibit leaves your library.

***Problems or questions, contact:***

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# 1. Unpacking the Kiosk

## Selecting a Location for the Kiosk

When selecting a location within the library for setting up the kiosk, you may wish to consider the following:

- **Proximity to power source and internet/network connection:**  
You will need access to both of these connections, so this may restrict the available options for where you will house the kiosk.
- **Daylight exposure:**  
Sunlight or bright lights may make it difficult for some users to view the kiosk display. Select a location where there is minimal glare in the kiosk display.
- **Audio considerations:**  
Each kiosk includes headphones which are always on. Each kiosk display unit also includes small speakers which can be turned on or off with a hidden switch. If you wish to locate the kiosk in an area with relatively high foot traffic, or somewhere where surrounding people may be disturbed by hearing audio from the kiosk, you will want to switch the speakers off and only use the headphones. If you have a location where the kiosks can be used without disturbing others, such as in an enclosed room, you may wish to have the audio turned on so that multiple people can enjoy the content at the same time.
- **NOTE: The volume level for the speakers and the headphones** is set in the computer operating system and may not be changed locally.

## 2. Initial Setup / Restoring Kiosk Software

### Restoring the Kiosk

When the kiosk machines arrive at a new library or location, they will first need to be initialized by restoring a new software setup. This process wipes the drives clean of previous settings and reinstalls the kiosk software. This should also be the process in the event that a kiosk machine malfunctions or will not start up for any reason.

**This process takes approximately 10 minutes.**

### To reinstall the kiosk software, complete the following steps:

1. Manually shut down the computer using the instructions found under *Number 4. Normal Day to Day Operation Instructions-Manually Shutting Down the Computer* further on in this manual.
2. After the computer has shut down, turn off the power strip switch for a few seconds, turn it back on, then push the power button on the front of the computer.
3. Immediately after the computer gets power, you will be presented with two options: "Run Kiosk" or "Reinstall Kiosk". **Select "Reinstall Kiosk"**. If you miss your opportunity, repeat steps 1 and 2.
4. When the reinstall process begins, several messages will display on the machine, all of which you can ignore. Then an increasing percentage should be displayed indicating the reinstall process is working. **It is very important NOT to cut power to the kiosk AT ALL during this phase, or else permanent damage may prevent the computer from operating correctly.**
5. Once the restoration phase has passed, the computer will automatically reboot itself and load the kiosk.

### 3. Setting Up Internet Access

Internet access is required for both kiosks. The Local Legends kiosk is entirely web-based and the Changing the Face of Medicine kiosk links to an online website. The kiosks are set up for standard plug-and-play internet access (using DHCP standards) and also have USB WIFI adapters for wireless internet access. If your location requires a custom network setup, consult with your systems administrator. The system administrator or other qualified computer person should refer to the instructions below to access the kiosk's operating system.

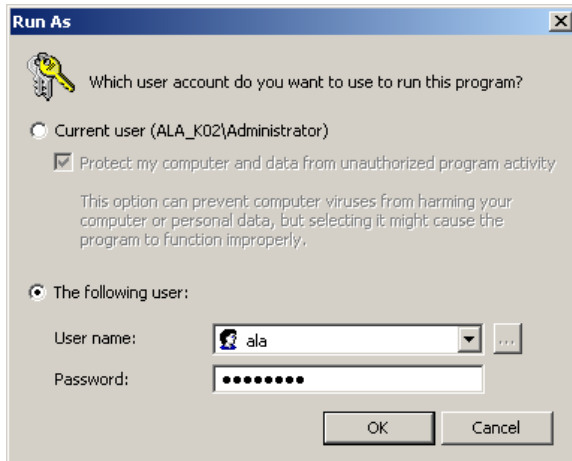
#### **Exiting the Kiosk Software for Maintenance/Network Setup Purposes**

The factory defaults for each kiosk system set the networking to use standard DHCP settings. If the location where the kiosks are set up does not allow the computers to access the internet via DHCP, or if a proxy server is required for internet access, the network will need to be manually configured by a network or systems administrator. The following process allows an administrator to exit the locked kiosk software to access the operating system settings.

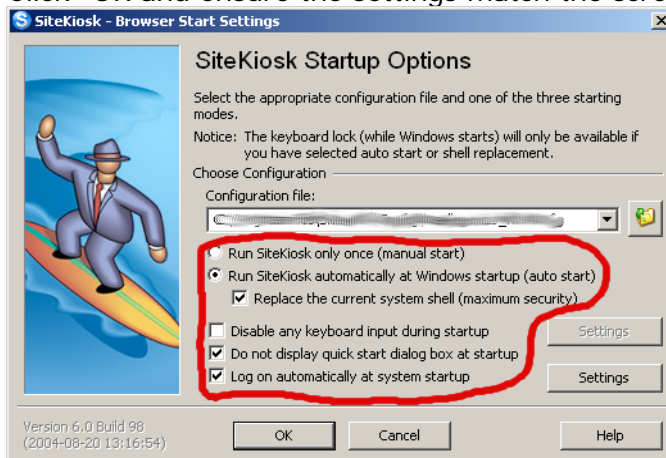
**WARNING: The next steps should be followed very diligently and ONLY by a qualified person.**

To exit the kiosk software, complete the following steps:

1. Press "Shift" + "Alt" + "Q" keys simultaneously. This should bring up a dialog which asks for a password.
2. Enter the password: "AIA05NiH" (without the quotation marks; case sensitive; "ALA" as in American Library Association, "05" as in 2005, "NIH" as in National Institutes of Health; mixed case for obfuscation)
3. Choose the "Close SiteKiosk" button.
4. Respond "OK" to the shell replacement dialog.
5. Configure network as required using Start menu > Internet Options and Start menu > Network Connections.
6. After configuration changes are complete, go to Start Menu > Start Site Kiosk.
7. In the "Run as" dialog choose "The following user", username: "ala", password: "ala\_user" (without the quotation marks.)



8. Click "OK" and ensure the settings match the screenshot below.



9. After clicking the "OK" button, respond "Yes" to the reboot warning dialog.

In the event that configuration settings do not work or the computer does not respond, please follow the instructions for restoring the kiosk and continue through the rest of the instructions in #3. (See #2 in kiosk manual).

## 4. Normal Day-to-Day Operation Instructions

### Manually Shutting Down the Kiosk

- a. Manually shutting down the kiosk on a daily basis is generally recommended. However, there are specific circumstances when manually shutting down the kiosk is mandatory.
- b. Manually shutting down the kiosk is a required procedure for any library which automatically shuts off all power at any time during the day.
- c. Power to the computer should never be manually turned off while the kiosk is running. If power to the kiosk machines is cut off without manually shutting down the computers, **it will cause the computer to crash and will result in permanent damage.**
- d. To manually shut down the kiosk, complete the following steps:
  1. Press the “Shift” + “Alt” + “Q” keys simultaneously. This should bring up a dialog which asks for a password.



2. Enter the password: “AIA05NiH” (without the quotation marks; case sensitive; “ALA” as in American Library Association, “05” as in 2005, “NIH” as in National Institutes of Health; mixed case for obfuscation)
3. Press the red “Shutdown” button in the dialog box that appears next (NOTE: DO NOT press or select any of the other buttons or options. Doing so will result in various problems and is **strongly discouraged**.)

### Manually Starting the Kiosk

To manually start a kiosk which has been shut down, find the power switch on the surge protector. Switch it to the “off” position for a few seconds, then back to the

"on" position, then push the power button on the front of the computer. No further action is required.

### **Automatic Restart**

Each of the kiosk machines is configured to automatically reboot at a set time of day (5:00 a.m. EST). This helps keep the operating system and kiosk software operating smoothly each day. If the kiosk is simply plugged-in and the surge protector power strip is turned on, the computer will operate 24 hours a day with exception of the few minutes required for the daily restart.

## **Troubleshooting**

Please use this troubleshooting guide in the event that something does not work as expected. If a solution can not be found here, and your systems administrator is not able to find a solution, contact Any Callen using the contact information at the front of this manual.

### **Problem: The kiosk will not turn on.**

- Make sure the display is turned on. Since this power switch is accessible to anyone using the kiosk, it may be common that people (especially kids) play with the buttons and turn it off.
- Make sure the power switch on the power strip is turned on.
- Make sure that the power strip at the bottom of the kiosk is plugged into a power source, and that the power source is working properly.

### **Problem: The kiosk is not launching automatically.**

This is most likely because the replacement Site Kiosk shell has been disabled. To correct this error, please follow the steps in #3 (Setting Up Internet Access). The final steps of that process will re-enable the site kiosk auto start feature. If this does not work, please follow the steps in #2 (Initial Setup / Restoring Kiosk Software.)

### **Problem: The kiosk is unresponsive or frozen and will not react when buttons on the keyboard or trackball device are pressed.**

First, try to access the Shut Down command as outlined in *#4 Normal Day to Day Operation Instructions-Manually Shutting Down the Computer*. If you are able to shut down the kiosk, do so, and then turn off the power at the power strip, wait for a few seconds, and then turn it back on. If the kiosk is still unresponsive to keyboard or trackball input after booting up, open up the kiosk and ensure that the two USB cables (for the keyboard and the trackball) are firmly connected to the back of the computer in a proper USB slot, then restart the kiosk.

### **Problem: The kiosk is still not responding, crashes, or is not functioning as expected.**



Contact the library's systems administrator and have them follow the instructions in this manual for restoring the kiosk. This will reset all of the software on the kiosk to its default state. Once this is completed, you may need to repeat any steps taken to connect the kiosk to the internet. If there are still problems with the kiosk, contact Andy Callen using the contact information at the front of this manual.

**Problem: During the initial setup, the library experienced a power outage.**

In the initial setup, while the kiosk is being restored from disc, it is critical that the power supply is uninterrupted. If it is for some reason, such as a power failure, it may permanently damage the kiosk computer. Try repeating the steps for restoring the kiosk. If this does not work, or you receive any unexpected error messages on the screen, contact Andy Callen using the contact information at the front of this manual.

**Problem: The internet connection for the kiosk does not seem to be working.**

Contact the library's systems administrator or computer specialist and supply them with this manual for instructions on how to gain access to the computer's settings so that they can troubleshoot and fix the connectivity.

**Problem: There is no audio coming out of the speakers on the display.**

- Make sure the display is powered on.
- Make sure the toggle switch for the monitor speaker is set to the "ON" position.
- Make sure to adjust the speaker volume dial at the bottom of the monitor

**NOTE: The volume level for the speakers and the headphones** is set in the computer operating system and may not be changed locally.

**Problem: There is no audio coming from the headphones.**

There is no switch for toggling the headphone audio on or off, so it should always be on. Inside the kiosk, there should be a cable coming from the headset that is connected into a headphone jack cable near the back of the computer. If this is disconnected, please reconnect it.

**Problem: Someone spilled liquid on the keyboard/trackball, what should I do?**

The keyboard is an industrial-strength unit which should be spill-proof. Use a dry, clean cloth to clean the spill.

**Problem: How do I clean the headphones?**

You can use rubbing alcohol and cotton balls to clean the headphones.