

KIOSK KDS22

User's Manual





DISCLAIMER

The product images and diagrams shown in this manual are for reference only. The model, hardware configuration, port layout, or internal components may vary from the unit purchased. For exact and up-to-date information, please refer to the official 3nStar product specification sheet or related sales documentation.

SAFETY AND USE PRECAUTIONS

For the best performance and longevity of your kiosk, please follow these guidelines.

This user manual is intended to provide general guidance for installation, operation, and basic handling of the product. We recommend reviewing this document prior to deployment or installation.

To improve performance and reliability, product hardware or design may be updated over time. As a result, minor differences may exist between this manual and the actual product. In all cases, the physical unit and official **3nStar** documentation should be considered the final reference.

For additional information or support, please contact your authorized **3nStar** distributor or sales representative.

Installation & Handling Guidelines

Placement

Install the kiosk on a flat, stable surface. Avoid direct sunlight, moisture, excessive dust, and areas with strong electromagnetic interference.

Power

Use only the power input specified on the product label. Do not share power outlets with high-load equipment. Ensure the power source is easily accessible for quick disconnection if needed.

Operating Temperature

Operate the kiosk only within its specified temperature range of 0°C to 40°C.

Cleaning

Clean the unit using a dry, soft cloth only. Do not use liquids, solvents, or chemical cleaners.

Service & Support

If the kiosk does not function properly, disconnect power immediately. Do not open or attempt to service the unit. Contact an authorized **3nStar** distributor or service partner for assistance.

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PACKAGE CONTENT

Countertop Installation

N°	ITEMS	QUANTITY
1	Main System of K22	1pc
2	Base Plate	1pc
3	Base	1pc
4	Accessory Kit (including following)	1pc
	Machine Screw KM4*6 (4pcs for base plate & base locking and 4pcs for main screen adapter plate locking)	8pc
	Pan Head Machine Screw CM4*6 (locking the main system)	4pc
	Key for Main System	2pc
	AC Power Cord	1pc
	RJ50 to DB9 Cable (for N97 and i3/i5 12 th Gen. motherboard)	2pc
5	Use Manual	1pc

Floor-Standing Installation

	ITEMS	QUANTITY
1	Main System of K22	1pc
2	Base Plate	1pc
3	Column	1pc
4	Accessory Kit (including following)	1pc
	Machine Screw KM4*6 (4pcs for base plate & base locking and 4pcs for main screen adapter plate locking)	8pc
	Pan Head Machine Screw CM4*6 (locking the main system)	4pc
	Key for Main System	2pc
	AC Power Cord	1pc
	RJ50 to DB9 Cable (for N97 and i3/i5 12 th Gen. motherboard)	2pc
5	Use Manual	1pc

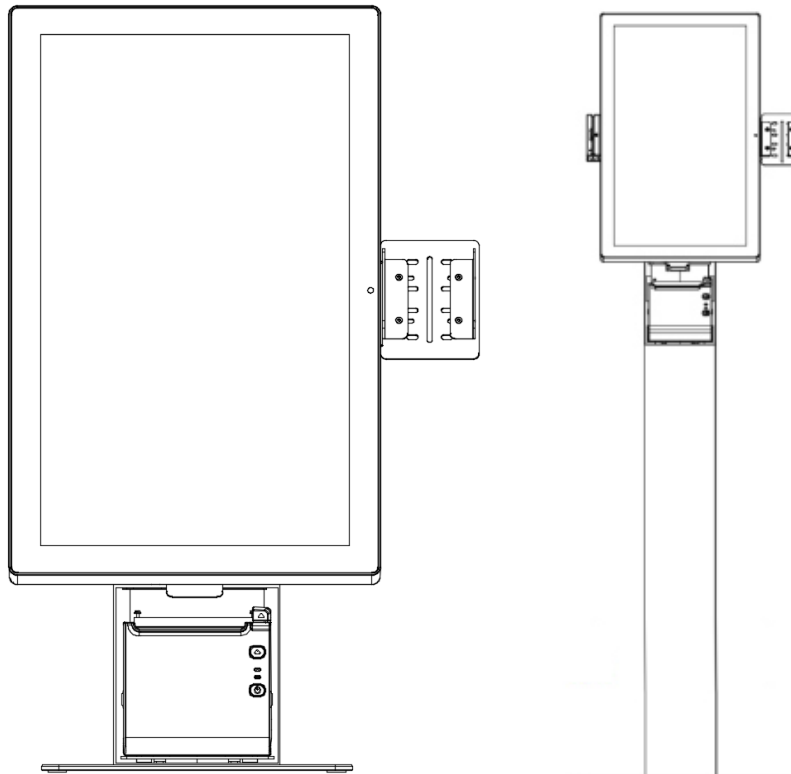
PRODUCT OVERVIEW

Features

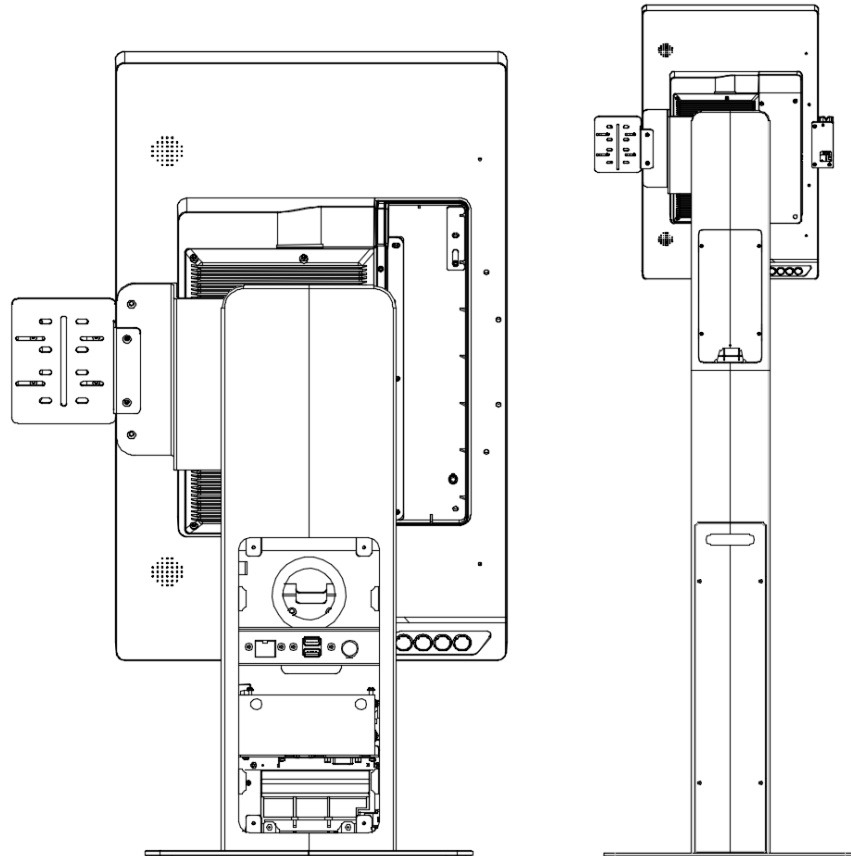
- CPU Options: Intel® N95 / N97 / I5 12th GEN
- Modular Design and Easy Maintenance
- Countertop & Floor-Standing Installation
- Rich I/O Ports, Highly Customizable & Scalable
- Standard & Optional Modules:
 - Standard: Printer, Scanner, Camera
 - Optional: MSR, NFC/RFID, Fingerprint Reader, EMV Cradle, Status Light, ADA Keypad
- Supports Windows 10/11
- IP65-Rated Front Panel
- Dual-Band WiFi (2.4G/5G) & BT 4.2

PRODUCT VIEW

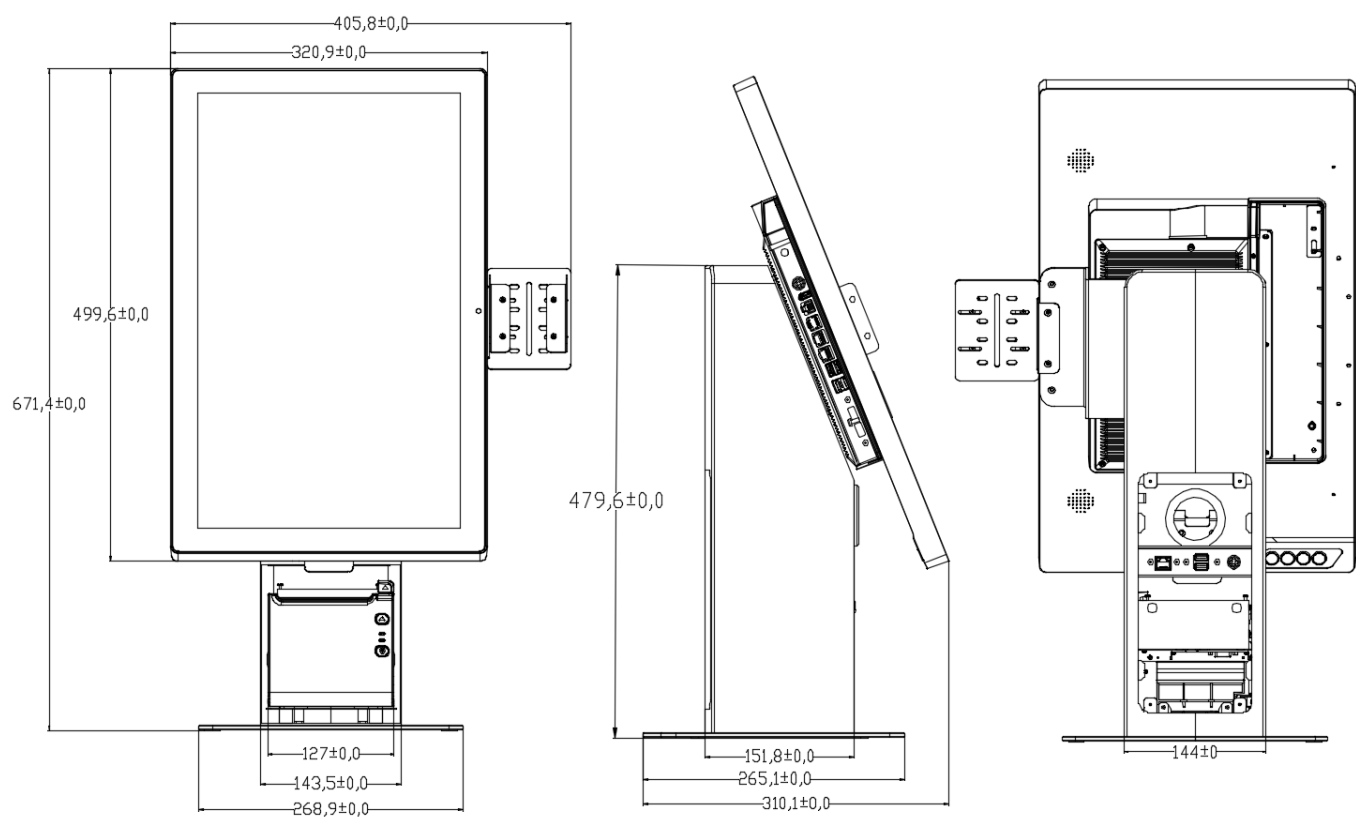
Front

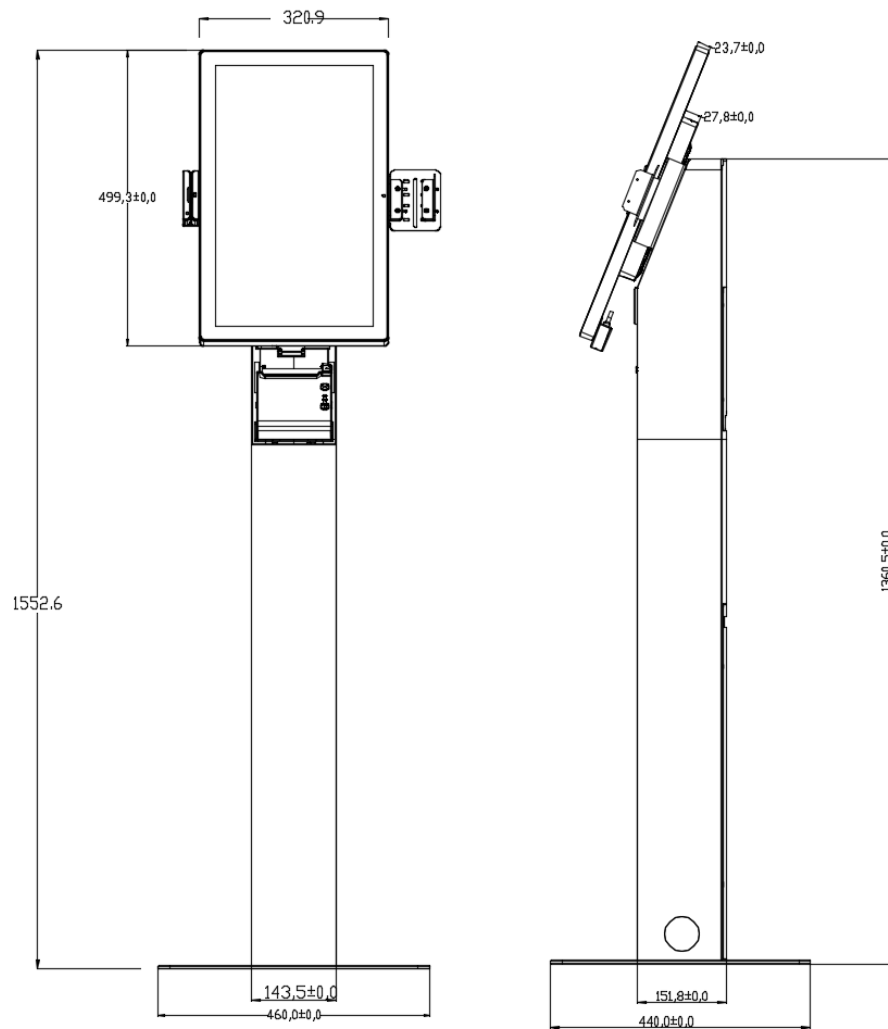


Rear

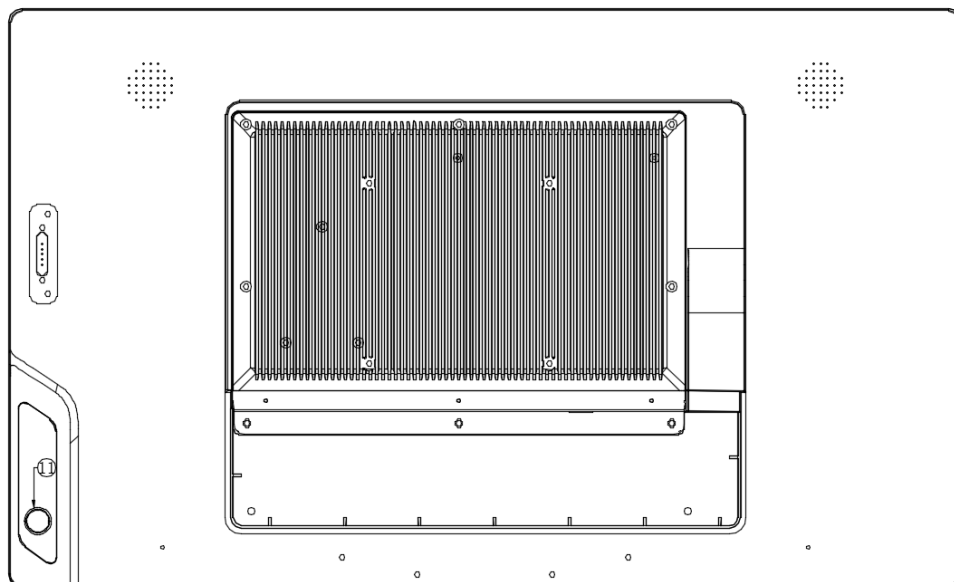


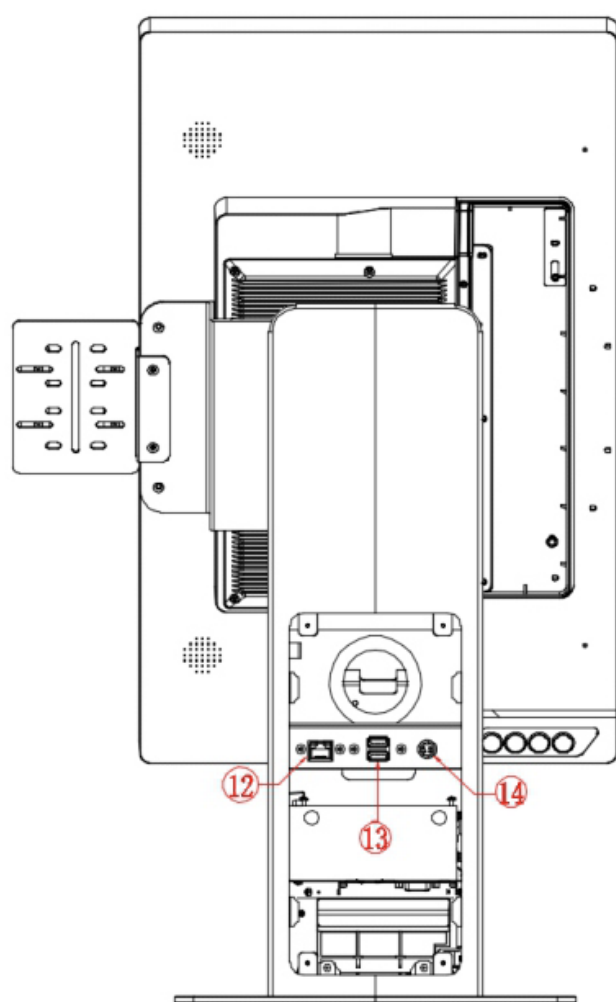
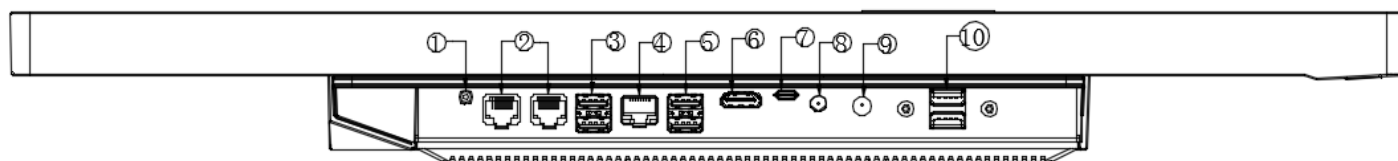
Dimension (mm)





Intel N97

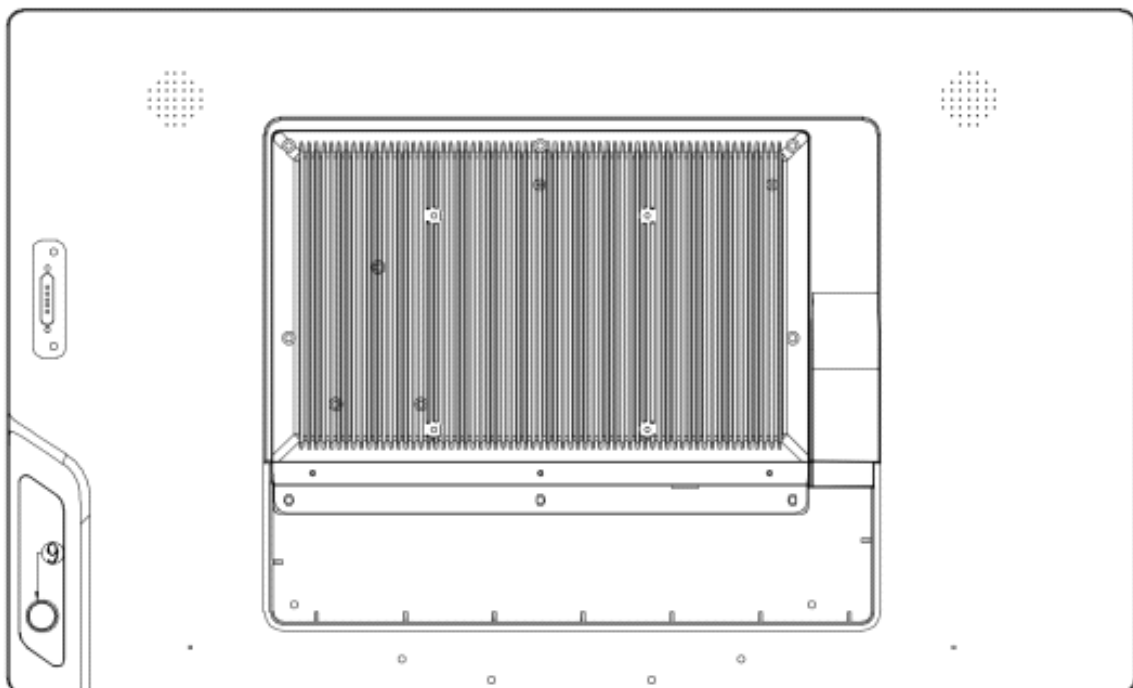
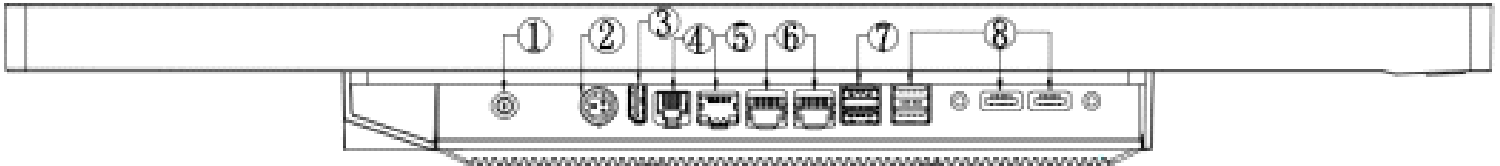


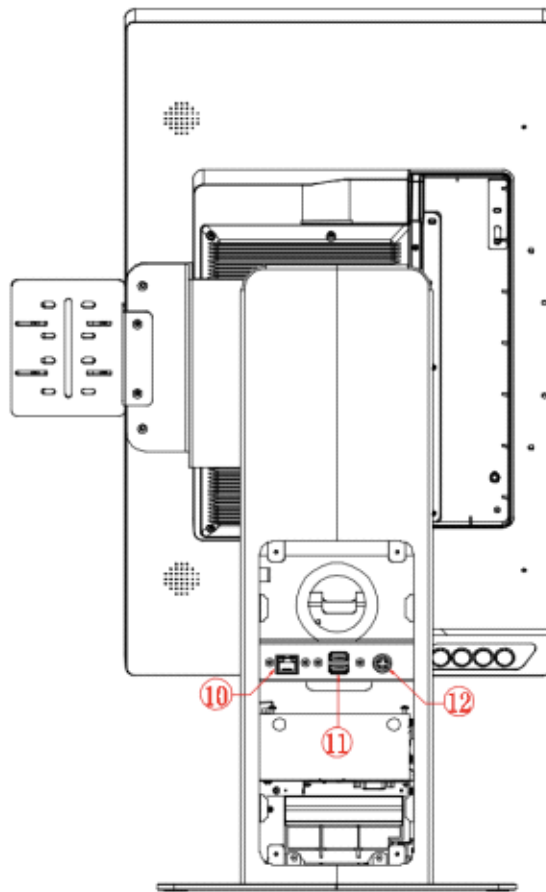


1. 1 x DC 12V OUT
Note: The current should not be greater than 2A, otherwise the machine may be damaged.
2. 1 x DC-IN 24V-4A (3-pin aviation connector)
3. 1 x HDMI
4. 1 x RJ11
5. 1 x LAN
6. 2 x RJ50
7. 2 x USB3.0
8. 4 x USB2.0
9. 1 x Power button
10. 1 x LAN
11. 2 x USB2.0 DC-IN (24V-4A)
This DC input is extended from 2 for easy external power connection

Note: Please use the original power adapter to power the machine. If using a third-party adapter, ensure it matches the required power and plug specifications to avoid damage

Intel Core i5 12th Generation



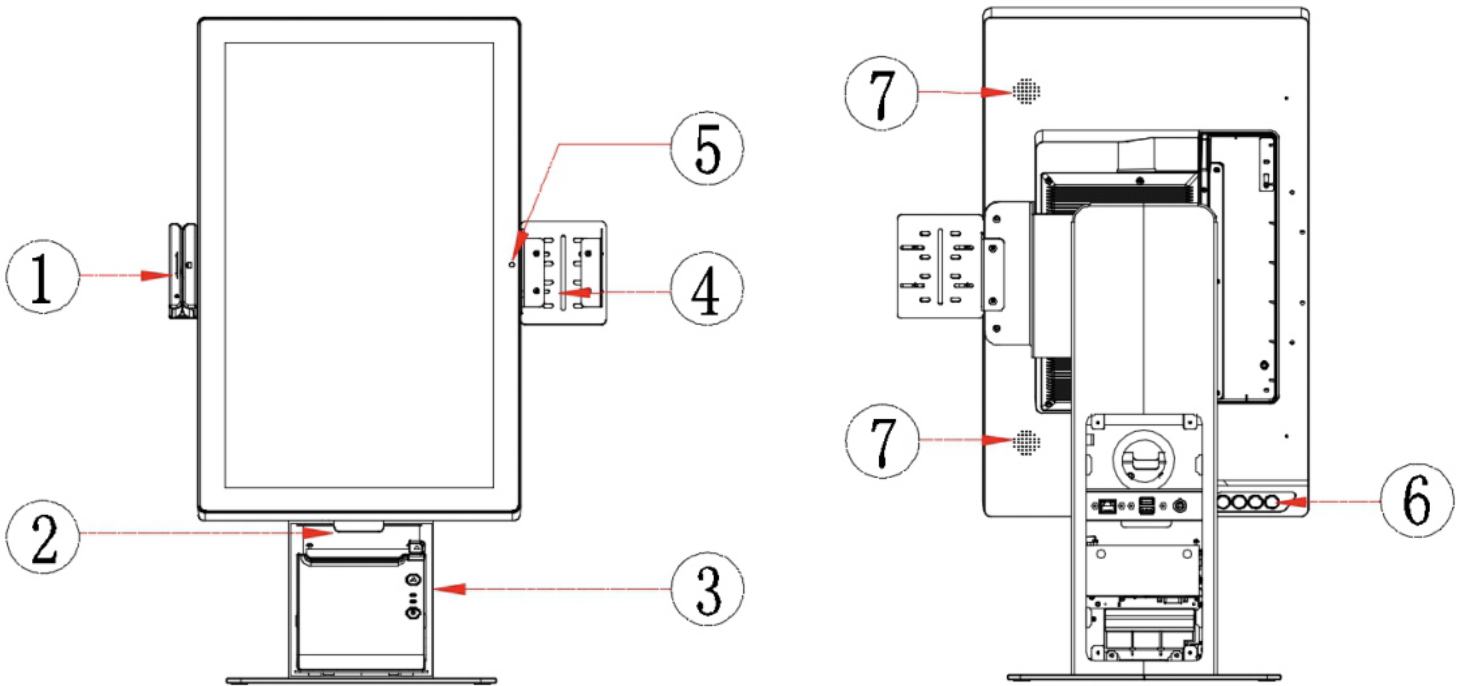


1. DC-IN (12V-5A)
DC-in Jack: Standard 5.5mm/2.5mm DC Plug
Please use the original power adapter to power the machine. If using a third-party adapter, ensure it matches the required power and plug specifications to avoid damage.
2. 2 x LAN
3. 2 x HDMI
4. 3 x USB3.0
5. 3 x USB2.0
6. 1 x Audio
7. 1 x 2.5" SATA Port
8. 1 x Power button
9. 1 x LAN
10. 2 x USB2.0
11. 3 x USB2.0
12. 1 x DC-IN 12V 5A input
This DC input is extended from ❶ for easy external power connection

Note: Please use the original power adapter to power the machine. If using a third-party adapter, ensure it matches the required power and plug specifications to avoid damage.

OPERATIONS

Module Introduction and Operation



1. MSR Module:

The MSR module connects to the host via USB communication, supports Track 1/2/3 reading, and adopts a contact-type magnetic stripe card slot with a reading speed of 10-120 cm/s.

2. Barcode Scanner:

A USB-connected scanner that can read 1D and 2D barcodes from a distance of 20-50mm. For a list of supported barcode types, refer to the scanner's documentation.

3. 80mm Thermal Receipt Printer:

It uses USB communication and can be configured as a USB virtual serial port. The printer supports the standard ESC/POS command set and various international character sets.

4. Payment terminal Bracket:

This is a designated installation location for a payment terminal, such as Ingenico LANE 3000/ Verifone P400/ Ingenico IPP350.

5. Camera:

Uses USB communication, supports 5MP images, and defaults to a vertical screen display.

6. Power Button:

A power on/off button is located on the back of the device.

7. Speaker Output:

The device is equipped with two built-in 2W speakers. Please do not block or pierce with sharp or rigid objects, as this may cause noise or distortion. When cleaning the device with a towel, make sure that no water or detergent enters the sound holes.

FAQ

The Kiosk Fails to Power On ?

- A.** If kiosk isn't power on, please follow these steps to troubleshoot the issue: Check if the indicator light on the power adapter is on.
- B.** If the light is off, please check if the external AC power outlet is working.
- C.** Check whether the DC IN plug is securely connected to the I/O port. If it's loosen please replug.
- D.** Use a new power adapter which is same configuration(voltage and power) as the original one to try again.
- E.** Unplug the power adapter, re-plug and restart the kiosk after waiting one minute.
- F.** For any PC box/motherboard and internal cable issues, please contact local service provider for maintenance.

The Screen backlight is on, but no image is displayed?

Troubleshooting steps:

- A.** Connect a keyboard or mouse and check if their indicator lights turn on
- B.** If the keyboard or mouse lights do not illuminate, it indicates that the motherboard has not powered on.
- C.** Disconnect the power cable, wait for 20 seconds, then reconnect it and press the power button again.
- D.** If the unit remains unresponsive, contact a technician to reinstall or replace the RAM for testing.

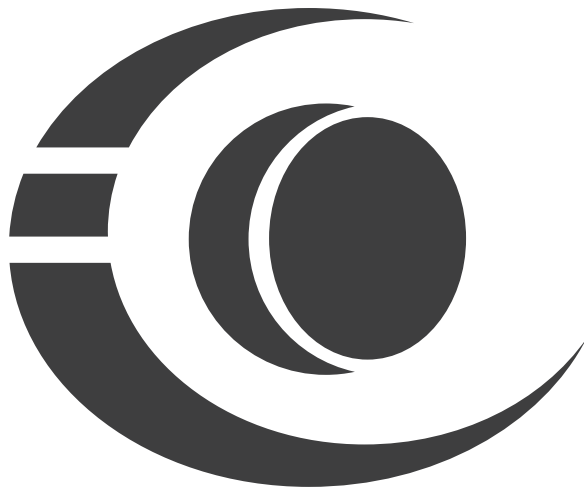
If problem remains, please contact the technical support center or your local service provider for repair.

Touch Screen Unresponsive ?

- A.** In Windows, open Control Panel > Hardware and Sound and select Tablet PC Settings. Follow the on-screen instructions to calibrate the touch screen.
- B.** If problem remains, have a technician check that the touchscreen USB cable is securely connected to the motherboard or not.
- C.** If the above steps fail, the touch controller or touch panel may need to be replaced. Please contact the technical support center or your local distributor for repair or to initiate a Return Merchandise Authorization (RMA).

Operating System Freezes or Crashes Frequently?

- A.** Check the disk storage space, clean up unnecessary files or consider reinstalling the operating system.
- B.** Use antivirus software to scan for malware and clean up system junk files and unnecessary plugins.
- C.** Use a diagnostic tool to monitor the CPU temperature. If the CPU temperature exceeds 90°C, contact technician to check if the heat sink is work normal or not.
- D.** If the problem cannot be resolved using the above methods, reinstall the operating system. Please contact the technical support center or your local distributor for assistance.



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