

Identity Network Kiosk

Installation Instructions



What You Should Receive



Identity Network Kiosk (Kiosk)

- Camera with manual vertical tilt adjustment to accommodate most applicants
- Protected on/off switch that limits unwanted access
- Touch screen
- Two SC/PIV card readers
- Fingerprint scanner

Installation Instructions



Secure Connectivity Unit (SCU)

- Cellular antennas (paddle shaped)
- Self-adhesive strips
- Wi-Fi antennas (pencil shaped)
- Power supply cable

Before Installing the Kiosk and SCU

Choose a location for the Kiosk

1. Place the kiosk in a location that ensures the applicant's visual and audio privacy.
2. Make sure an associate or administrator can take physical control of the kiosk quickly.
3. Maintain good conditions for photos.
4. Provide ADA/Section 508 compliance.
5. Use the kiosk indoors only.
6. Keep within 4 feet of two wall outlets.

Choose a location for the SCU

1. Place the SCU away from the kiosk in a secure low-traffic location, such as on a wall behind a counter or next to the administrator's desk.
2. While maintaining at least 1 foot of clearance between the paddle-shaped antenna and the ceiling, mount the SCU as high on a wall as possible.
3. Position within 5 feet of one 110VAC wall outlet.



Installation Instructions

Installing the SCU

Items in the SCU Package

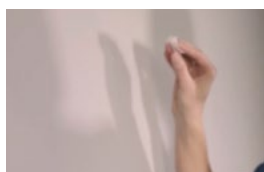
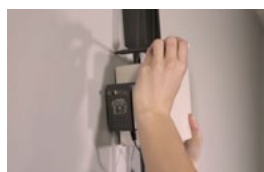
- One Secure Connectivity Unit (SCU) with self-adhesive mounting strips and hook-and-loop attached power supply
- One alcohol prep pad

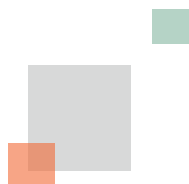
Installation tools needed

- Pencil
- Measuring tape
- Step stool or ladder (if applicable)

Mounting instructions

1. Remove the SCU and alcohol prep pad from the packaging.
2. Ensure that the SCU is within 5 feet of a US 110VAC power outlet.
3. Position the SCU on the wall as high as possible with the paddle-shaped antennas pointing up.
 - Measure at least 12 inches of distance from the cell antenna tips to the ceiling.
 - Make sure the SCU can be still be plugged in; move down if needed.
 - Mark the top of the SCU position on the wall with a pencil.
4. Set the SCU down.
5. Using the included alcohol prep pad, wipe the wall area below the pencil mark thoroughly and wait about 2 minutes to let the alcohol dry.
6. Turn the SCU over and peel off the plastic backing (marked 3M VHB™) from the adhesive tape, being careful not to touch the adhesive underneath.
7. Align the SCU below the pencil mark on the wall with the paddle-shaped antennas pointing up, and press it against the wall. Apply direct pressure on the SCU for about 30 seconds to ensure adhesion.
8. Detach the power supply on the side of the SCU, uncoil the cord, and plug into the US 110VAC power outlet.
9. Coil any excess power cord and secure with the included tie wrap.





Installing the Kiosk

Items in the kiosk packaging

One Identity Network Kiosk (Kiosk) with hook-and-loop attached hub power supply and main power cable

Installation tools needed

None

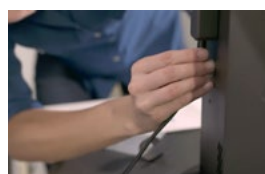
Instructions

1. Remove the kiosk from its packaging.
2. Place the kiosk on workstation so that the fingerprint scanner is even with the edge of the workstation.
3. Uncoil the main power cable and plug into the top of the outlet.
4. Detach the power supply, uncoil the power cord, and plug it into the bottom of the outlet.
5. Use the hook-and-loop strips that secured the power cables to manage any loose cable.
 - The hook-and-loop strips can be used to coil and secure excess power cord.
 - The strips can also be cut in half and used to secure the two cables together.
6. Turn the kiosk on by accessing the power button through the access port on the upper right side using any non-sharp/non-pointed object.
7. Wait for the kiosk to boot up.
8. Once the machine has booted, check that the Wi-Fi signal icon shows at least 3 out of 4 bars. If not, contact Sterling Identity Support,

Phone: 844.787.3431

Email: support@sterlingidentity.com

You are now ready to register applicants!



After Installing Sterling Identity Equipment

After you have installed the kiosk and SCU, your organization's administrator should:

1. Contact Sterling Identity at 844.787.3431 to confirm installation, and
2. Have all associates complete the the training provided on the kiosk.

Troubleshooting

If the kiosk is not functioning properly, try a soft reboot.

1. Turn the kiosk OFF by pressing the on/off switch for 15 seconds through the access port.
2. Wait 20 seconds.
3. Turn the kiosk ON.
4. The kiosk should boot up and display the opening screen.

If the procedure above does not solve the problem, try a full reboot.

1. Turn the kiosk OFF by pressing the on/off switch for 15 seconds through the access port.
2. Unplug the SCU power supply.
3. Wait 20 seconds for full power down.
4. Plug the SCU power supply back in.
5. Wait for the SCU to boot up.
6. Turn the kiosk ON by pressing the on/off switch through the access port until the screen turns on.
7. The kiosk should boot up to display the registration options screen.

If the Identity Network Kiosk is still not functioning properly, please contact Sterling Identity Support.

Phone: 844.787.3431

Email: support@sterlingidentity.com

Your kiosk and SCU will be remotely analyzed, and the problem will be resolved within 4 business days.



Return Merchandise Authorization (RMA) Returns

1. If an RMA is issued to replace your kiosk and/or SCU, please pack the item(s) following the Sterling Identity Support representative's instructions using the original packaging.
2. Support will issue an RMA and provide instructions on how to return your equipment (see RMA Returns above). If you cannot locate the original packaging, please contact Support for a replacement set.

Secure Connectivity Unit Removal Instructions

1. Unplug the power supply from the outlet and attach to the hook-and-loop panel on the SCU.
2. Coil the power cord and secure with the included tie wrap.
3. While securely holding the SCU with one hand, insert a 1 ½ inch-wide putty knife blade (preferably made of plastic) or a similar flat, stiff object between the wall and the four adhesive tape strips to disrupt the bond.
4. Once the tape bond is fully disrupted, remove the SCU from the wall.
5. Detach any residual adhesive tape from the SCU by rolling the tape with your fingertips.
6. Repackage the SCU in the original container.

Identity Network Kiosk Removal Instructions

1. Unplug the two power supply cables from the US 110V AC outlet.
 - Coil the hub power supply cable and secure with the included hook-and-loop strip.
 - Attach the hub power supply to the hook-and-loop panel on the kiosk.
 - Coil the main power supply power cord and secure with the included hook-and-loop strip.
2. Detach the kiosk from the approved fixture by removing the two screws using the included T-27 Torx-Pin L-key.
3. Repackage the kiosk in the original container.

End-of-Service Returns

1. If you decide to discontinue the use of Sterling Identity equipment, please contact Sterling Identity Support department.
Phone: 844.787.3431
Email: support@sterlingidentity.com
2. An RMA will be issued and you will be given instructions to return your equipment according to the process in the RMA Returns section.
3. Repackage the kiosk, SCU, and any other optional items in the original packaging.

Remember to include all of the accessories, hardware, and specific tools that were provided with your original shipment. If you are missing any packaging items or need assistance with the packaging process, please contact Sterling Identity Support.