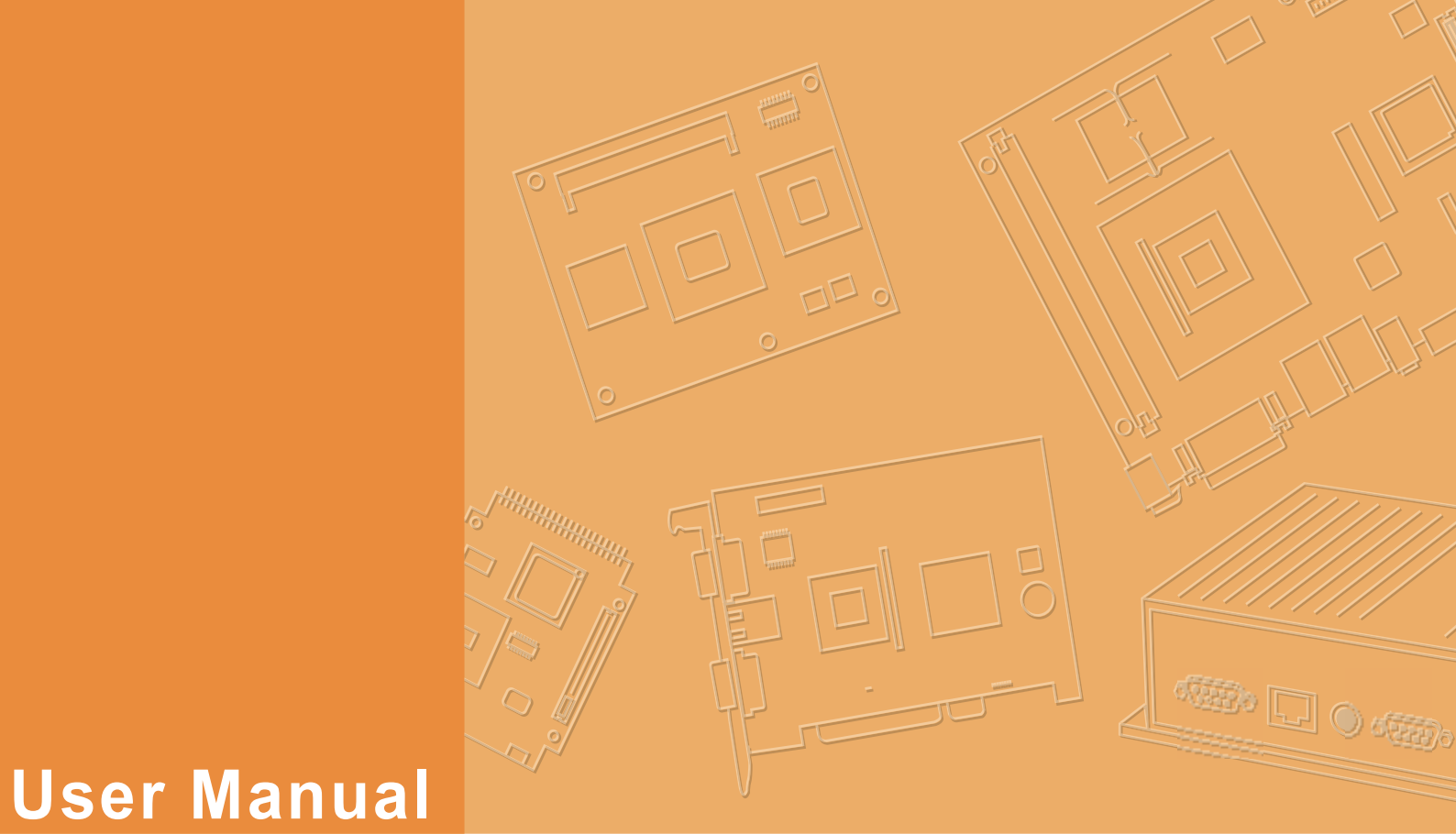




User Manual

UTK-3000

Modular Self Service KIOSK

ADVANTECH

Enabling an Intelligent Planet

Copyright

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Product Warranty (2 years)

Advantech warrants to you, the original purchaser, that each of its products will be free from defects in materials and workmanship for two years from the date of purchase.

This warranty does not apply to any products which have been repaired or altered by persons other than repair personnel authorized by Advantech, or which have been subject to misuse, abuse, accident or improper installation. Advantech assumes no liability under the terms of this warranty as a consequence of such events.

Because of Advantech's high quality-control standards and rigorous testing, most of our customers never need to use our repair service. If an Advantech product is defective, it will be repaired or replaced at no charge during the warranty period. For out-of-warranty repairs, you will be billed according to the cost of replacement materials, service time and freight. Please consult your dealer for more details.

If you think you have a defective product, follow these steps:

1. Collect all the information about the problem encountered. (For example, CPU speed, Advantech products used, other hardware and software used, etc.) Note anything abnormal and list any onscreen messages you get when the problem occurs.
2. Call your dealer and describe the problem. Please have your manual, product, and any helpful information readily available.
3. If your product is diagnosed as defective, obtain an RMA (return merchandise authorization) number from your dealer. This allows us to process your return more quickly.
4. Carefully pack the defective product, a fully-completed Repair and Replacement Order Card and a photocopy proof of purchase date (such as your sales receipt) in a shippable container. A product returned without proof of the purchase date is not eligible for warranty service.
5. Write the RMA number visibly on the outside of the package and ship it prepaid to your dealer.

Declaration of Conformity

This equipment complies with FCC/IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

his device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

l'appareil contient des émetteurs/récepteurs exempts de licence qui sont conformes aux CNR exempts de licence d'Innovation, Sciences et Développement économique Canada. L'exploitation est soumise aux deux conditions suivantes :

1. *l'appareil ne doit pas produire de brouillage,*
2. *l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.*

This equipment complies with FCC/IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

ce matériel est conforme aux limites de dose d'exposition aux rayonnements, FCC / CNR-102 énoncée dans un autre environnement. cette équipement devrait être installé et exploité avec distance minimale de 20 entre le radiateur et votre corps

The user manual for local area network devices shall contain instructions related to the restrictions mentioned in the above sections, namely that:

1. the device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;
 2. the maximum antenna gain permitted for devices in the bands 5250-5350 MHz and 5470-5725 MHz shall comply with the e.i.r.p. limit; and
 3. the maximum antenna gain permitted for devices in the band 5725-5825 MHz shall comply with the e.i.r.p. limits specified for point-to-point and non point-to-point operation as appropriate.
-
1. Les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux.
 2. le gain d'antenne maximal autorisé pour les appareils dans les bandes 5250-5350 MHz et 5470-5725 MHz doivent respecter le pire limiter; et
 3. le gain d'antenne maximal autorisé pour les appareils dans la bande 5725-5825 MHz doivent respecter le pire limites spécifiées pour le point-à-point et l'exploitation non point à point, le cas échéant.

Users should also be advised that high-power radars are allocated as primary users (i.e. priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

Les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu'ils ont la priorité) pour les bandes 5250-5350 MHz et 5650-5850 MHz et que ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs LAN-EL.

Warnings, Cautions and Notes

Warning! A **WARNING** statement provides important information about a potentially hazardous situation which, if not avoided, could result in death or serious injury.



Caution! A **CAUTION** statement provides important information about a potentially hazardous situation which, if not avoided, may result in minor or moderate injury to the user or patient or in damage to the equipment or other property.



Note! A **NOTE** provides additional information intended to avoid inconveniences during operation.



Document Feedback

To assist us in improving this manual, we welcome any comments and constructive criticisms. Please send all feedback in writing to support@advantech.com

Technical Support and Assistance

1. Visit the Advantech website at <http://support.advantech.com> where you can find the latest information about the product.
2. Contact your distributor, sales representative, or Advantech's customer service center for technical support if you need additional assistance. Please have the following information ready before you call:
 - Product name and serial number
 - Description of your peripheral attachments
 - Description of your software (operating system, version, application software, etc.)
 - A complete description of the problem
 - The exact wording of any error messages

Packing List

Before setting up the system, check that the items listed below are included in the shipment and in good condition.

- UTK-3000 Series
- Accessory Bag

If any of these items are missing or damaged, please contact your distributor or sales representative immediately.

Safety Instructions

1. Read these safety instructions carefully.
2. Retain this user manual for future reference.
3. Disconnect the equipment from all power outlets before cleaning. Use only a damp cloth for cleaning. Do not use liquid or spray detergents.
4. For pluggable equipment, the power outlet socket must be located near the equipment and easily accessible.
5. Protect the equipment from humidity.
6. Place the equipment on a reliable surface during installation. Dropping or letting it fall may cause damage.
7. The openings on the enclosure are for air convection. Protect the equipment from overheating. Do not cover the openings.
8. Ensure that the voltage of the power source is correct before connecting the equipment to a power outlet.
9. Position the power cord away from high-traffic areas. Do not place anything over the power cord.
10. All cautions and warnings on the equipment should be noted.
11. If the equipment is not used for a long time, disconnect it from the power source to avoid damage from transient overvoltage.
12. Never pour liquid into an opening in the device. This may cause fire or electrical shock.
13. Never open the equipment. For safety reasons, the equipment should be opened only by qualified service personnel.
14. If one of the following occurs, have the equipment checked by service personnel:
 - The power cord or plug is damaged.
 - Liquid has penetrated into the equipment.
 - The equipment has been exposed to moisture.
 - The equipment does not work well, or you cannot get it to work according to the user's manual.
 - The equipment has been dropped and damaged.
 - The equipment has obvious signs of breakage.
15. Do not leave the equipment in an environment with a storage temperature of below -20 °C (-4 °F) or above 60 °C (140 °F) as this may damage the components. The equipment should be kept in a controlled environment.
16. Batteries are at risk of exploding if incorrectly installed. Replace only with the same or equivalent type recommended by the manufacturer. Discard used batteries according to the manufacturer's instructions.

The sound pressure level at the operator position does not exceed 70 dB (A) in accordance with IEC 704-1:1982.

DISCLAIMER: These instructions are provided according to IEC 704-1 specifications. Advantech disclaims all responsibility for the accuracy of any statements contained herein.

Safety Precaution - Static Electricity

Follow these simple precautions to protect yourself from harm and the products from damage.

To avoid electrical shock, always disconnect the power from your PC chassis before you work on it.

- Don't touch any components on the CPU card or other cards while the PC is on.
- Disconnect power before making any configuration changes. The sudden rush of power as you connect a jumper or install a card may damage sensitive electronic components.

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Chapter 1

Product Overview

1.1 Product introduce

The Advantech UTK-3000 series is a versatile and innovative touchscreen kiosk solution designed to meet the needs of modern businesses. Its modular design allows for individual maintenance of each component, reducing downtime and ensuring optimal operation. The UTK-3000 series offers flexible configuration options, with a customizable bottom door to accommodate various peripherals. This adaptability is beneficial for businesses seeking to tailor their kiosk solutions to specific needs. Available in 23.8", 27", and 32" touch monitor sizes, the UTK-3000 series allows businesses to choose the screen size that best suits their space and content. To support artificial intelligence applications, the UTK-3000 integrates the powerful UBX-100 series box PC. It also features a microphone and camera for voice and gesture recognition, making it a comprehensive and adaptable solution for modern business kiosk applications.

1.2 Specifications

1.2.1 General Specifications

Table 1.1: General Specifications

SKU	X86	
Processor System	Processor	Intel® N97 Intel® i3-N305
	Memory	up to 16G DDR5-4800 SOOIMM *1
	Storage	M.2 M-key 2280 x 2
	Bluetooth	Bluetooth® 5.0
	Network (WLAN)	LAN1,2 -u226: up to 2.5 Gbps
	Network (LAN)	1 x 10/100/1000 Mbps
	Stereo Speaker	3W x 2
Outlook	Dimension	23.8": 392*175*942 mm 27": 392*175*1019mm 32": 455*175*1125 mm Stand: 700 x 500 x 870 mm
	Weight	23.8": 22.5 Kg 27": 28.5 Kg 32": 36 Kg Stand: 37 Kg
Touch Monitor	Size/Type	23.8"; 27"; 32" TFT LCD with Projected capacitive touch
	Brightness (cd/m ²)	250 nits; 500 nits (optional)
	Resolution	1920 x 1080 max.
	Color	16.7M
	Contrast	23.8": 1000:1; 27", 32": 3000:1
	View Angle	178° H/V
	Light Transmission	80% ± 3%
	Controller	USB interface
OS Support	Operating System	Windows 10 / Windows 11
Environmental Specifications	Operation Temperature	0 ~ 40 °C / 32 ~ 104 °F
	Relative Humidity	0-95% @ 40 °C / 104 °F non-condensing

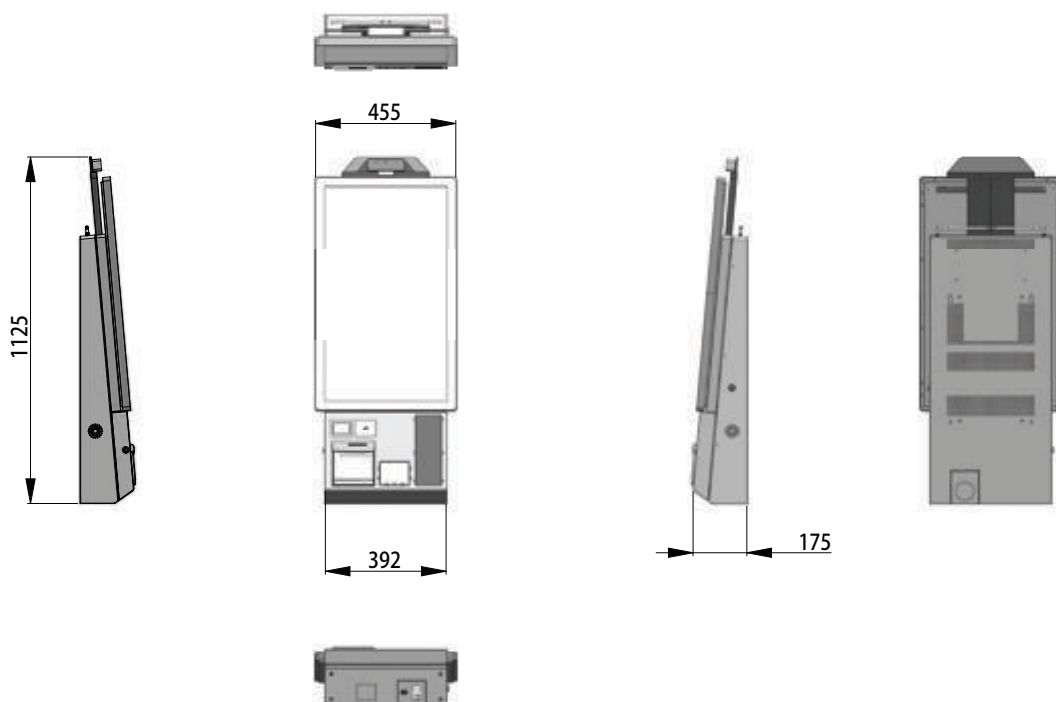
Table 1.1: General Specifications

Power Supply	Printer	100-240V 48W 24V / 2.0A
	BOX PC and Touch Monitor	100-240V 120W 12V / 10A
Peripherals	Printer	58mm/80mm thermal printer
	Scanner	Embedded 10/20 scanner module
	RFID	13.56MHz non-contact radio frequency
	Camera and MIC	8M auto focus camera with microphone module
	LED Indicator	GGB 3 color light

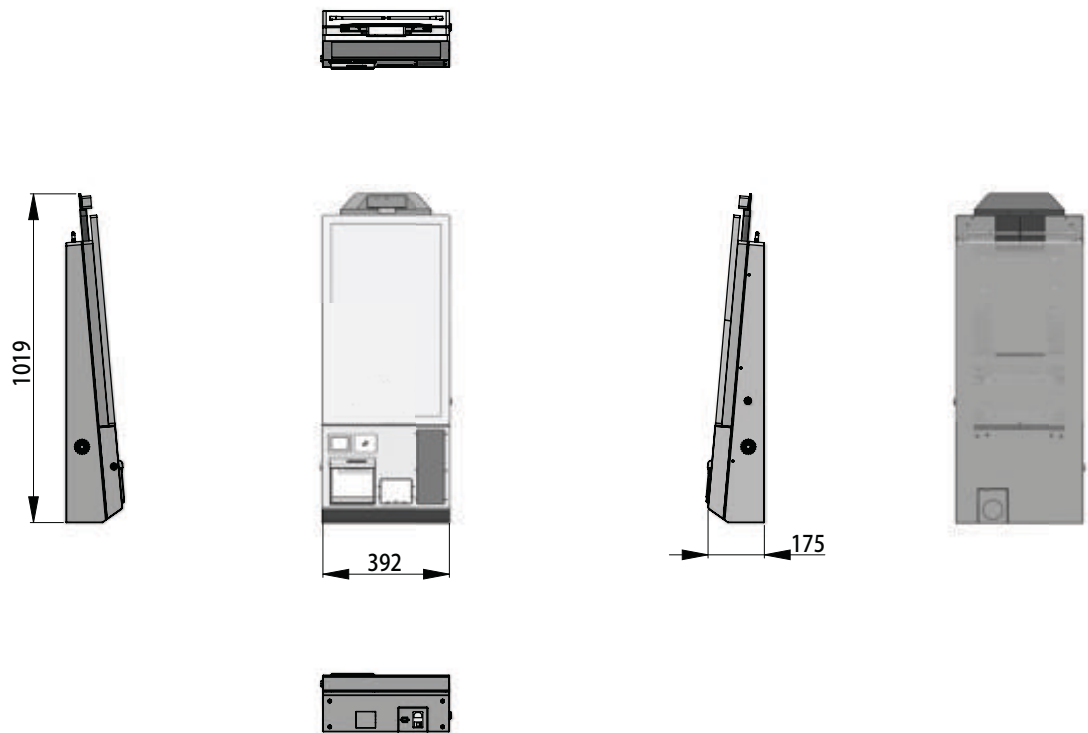
Note!  The color LCD display installed in the UTK-3000 is high-quality and reliable. However, it may contain a few defective pixels which do not always illuminate. With current technology, it is impossible to completely eliminate defective pixels. Advantech is actively working to improve the technology.

1.3 Product Views

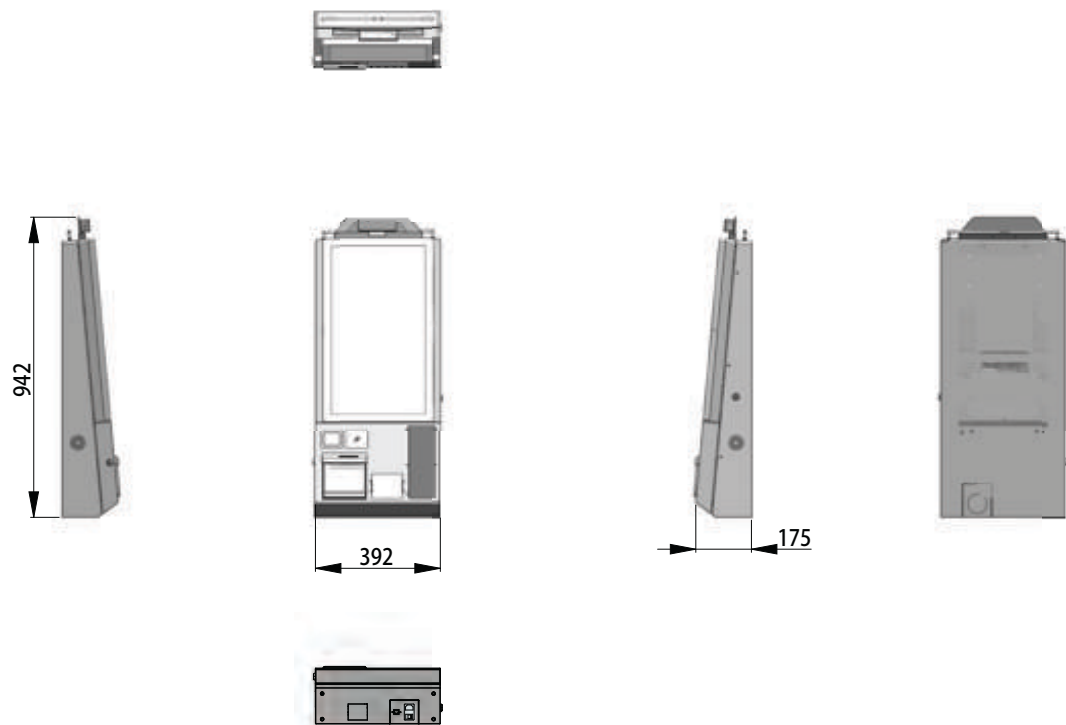
1.3.1 32" Dimension



1.3.2 27" Dimension

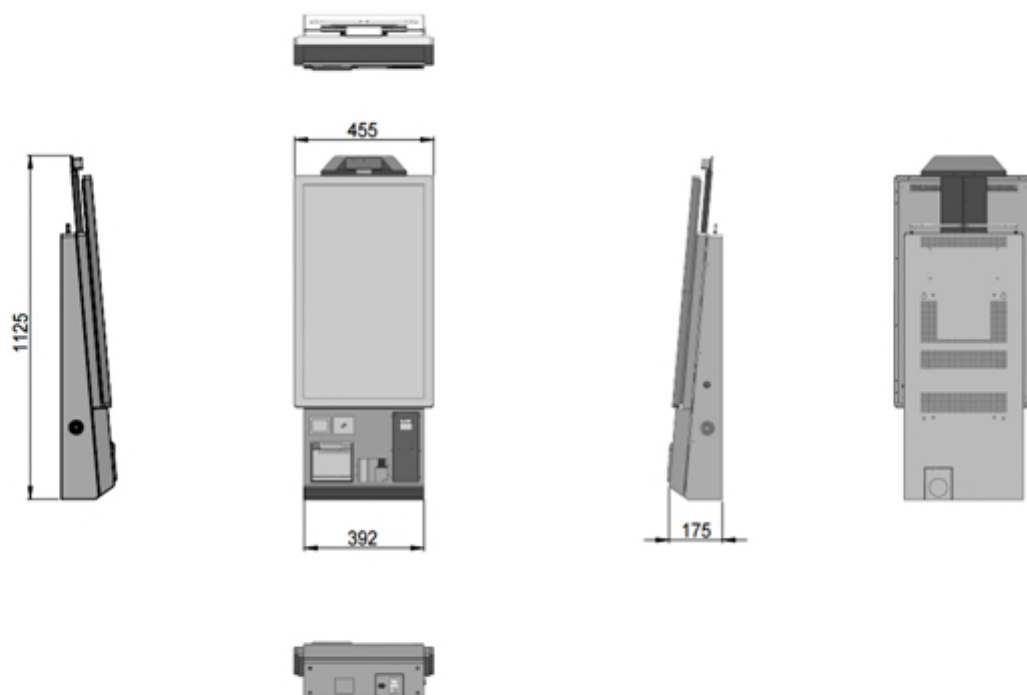


1.3.3 23" Dimension



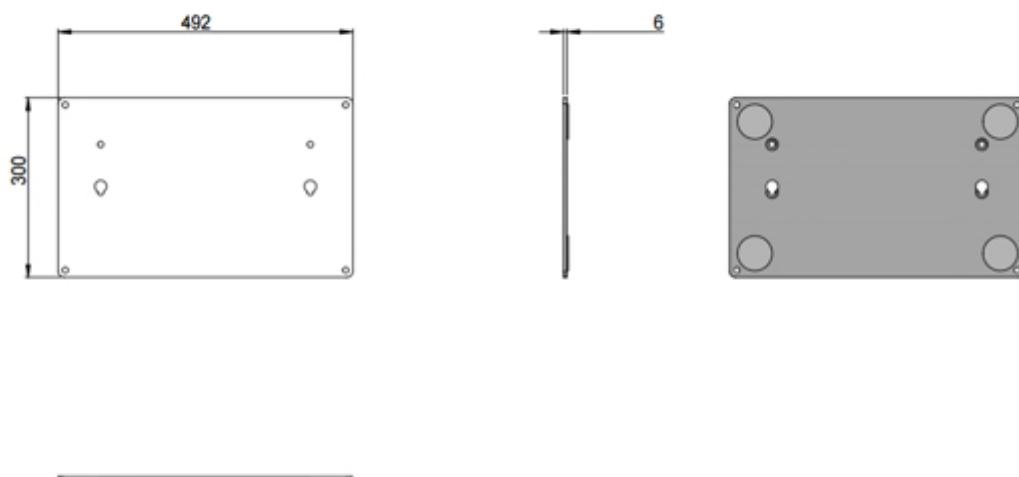
1.3.4 Floor Stand

Unit:mm



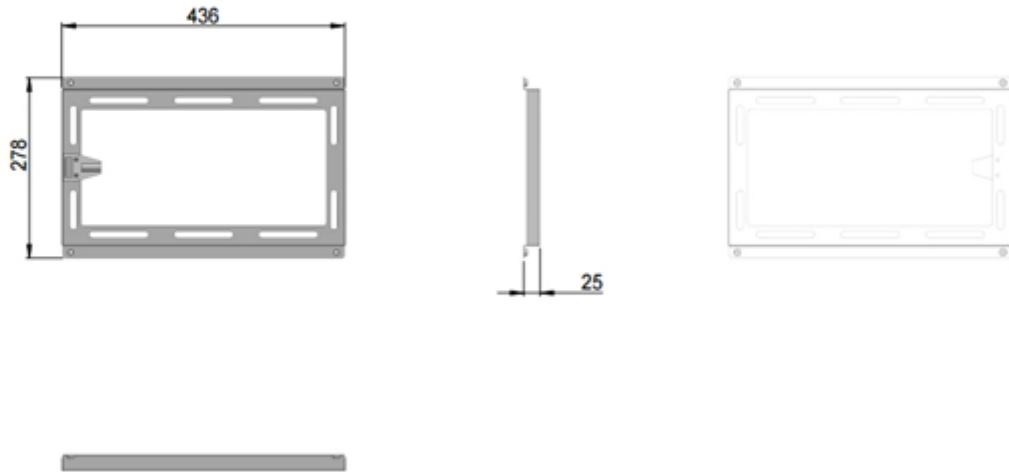
1.3.5 Plate

Unit:mm



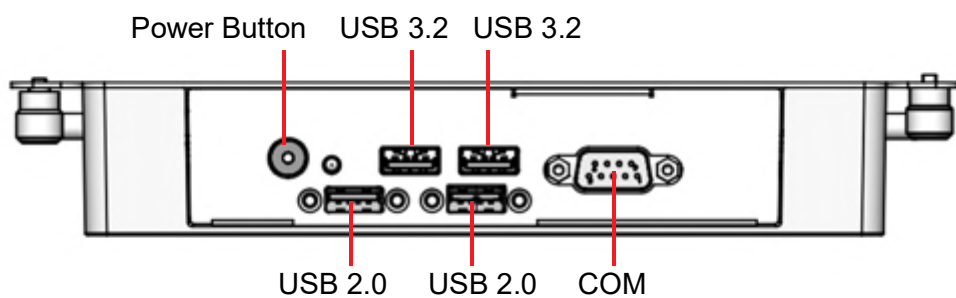
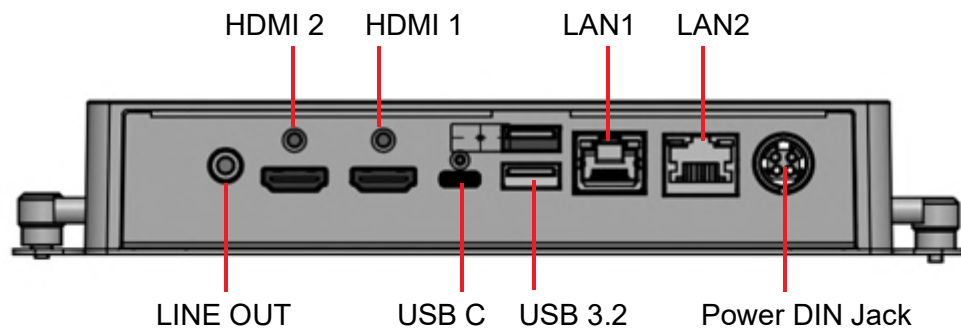
1.3.6 Wall Mount

Unit:mm



1.4 Introduction of UTK-3000 Box

1.4.1 I/O Ports of the UTK-3000 Box



1.4.2 I/O Connectors

Cable connectors like the connector of LAN cable have to be gently inserted until a click sound is given. It is recommended that the I/O ports, such as COM (DB9) port, should be fastened with connector thumb screws after the I/O cable connectors are completely connected. And please make sure that each connector has to be connected to the right peripheral device in the right way.

Caution! On doing insertion or extraction of a cable connector, please always Hold the connector head itself instead of pulling the cable wire. Doing this could damage the cables, which is considered as an artificial damage and is not covered by the warranty. The means of power cord should be connected to a socket-outlet with earthing connection.



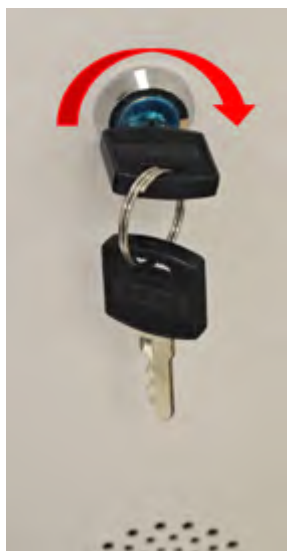
ATTENTION! Lors de l'insertion ou de l'extraction d'un connecteur de câble, veuillez toujours tenir la tête du connecteur elle-même au lieu de tirer le fil du câble. Cela pourrait endommager les câbles, ce qui est considéré comme un dommage artificiel et n'est pas couvert par la garantie. Le cordon d'alimentation doit être connecté à une prise de courant avec mise à la terre.



1.5 Introduction of the Lock

Open the UTK-3000

1. To unlock the touch monitor, turn the key clockwise to around 90 degrees. See the images below



Chapter 2

Product Installation

2.1 Desktop Installation

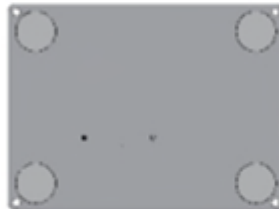
Package Contents for Single Side Standing Installation

Confirm that you have 4 main parts in 3 boxes:

- **Box 1:**
 - Single-sided Main System Unit for UTK-3000: x1
 - Plate: x1
 - Accessory Pack: 4 keys 2, WiFi 6E Dipole ANTENNA, Printing paper

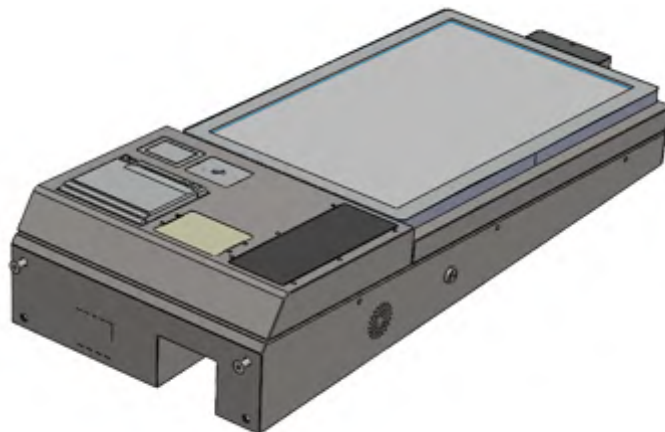


- **Box 2:**
- Main Base Plate: x1
- Accessory Pack: 4 M8*20L Screws for Fixing Base Plate

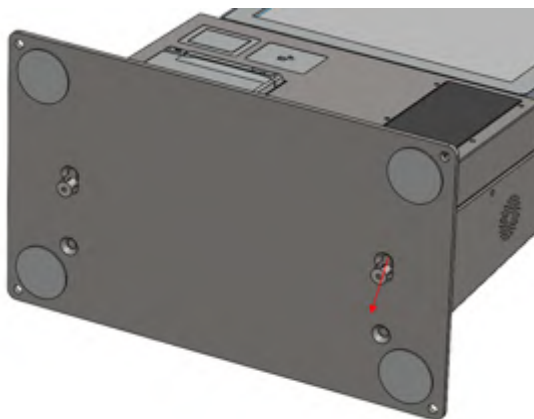


2.1.1 Desktop Standing Installation

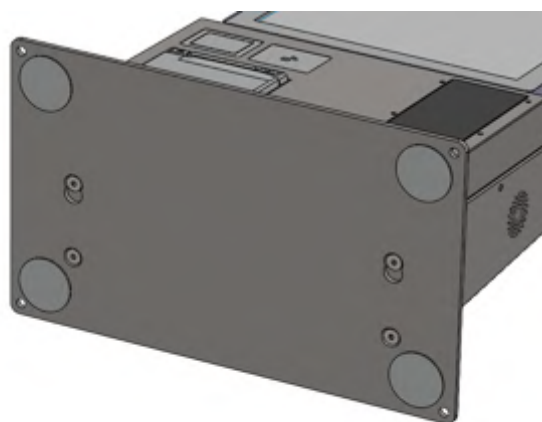
1. Place the UTK-3000 horizontally on the ground and insert the two M8*20L screws into the screw holes, please see picture below.



2. Attach the Plate to the UTK-3000.



3. Insert the four M8*20L screws into the screw holes and tighten down.



Warning! Need to screw up the base plate on desktop or floor to prevent fall down and cause injure.



2.2 Floor Standing Installation

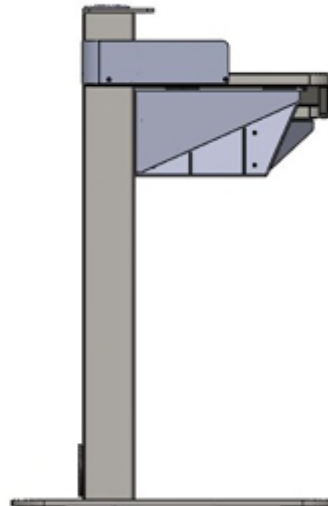
Package Contents for Dual Side Standing Installation

Confirm that you have 4 main parts in 3 boxes:

- **Box 1:**
 - Single-sided Main System Unit for UTK-3000: x1
 - Accessory Pack: 4 keys 2, WiFi 6E Dipole ANTENNA, Printing paper



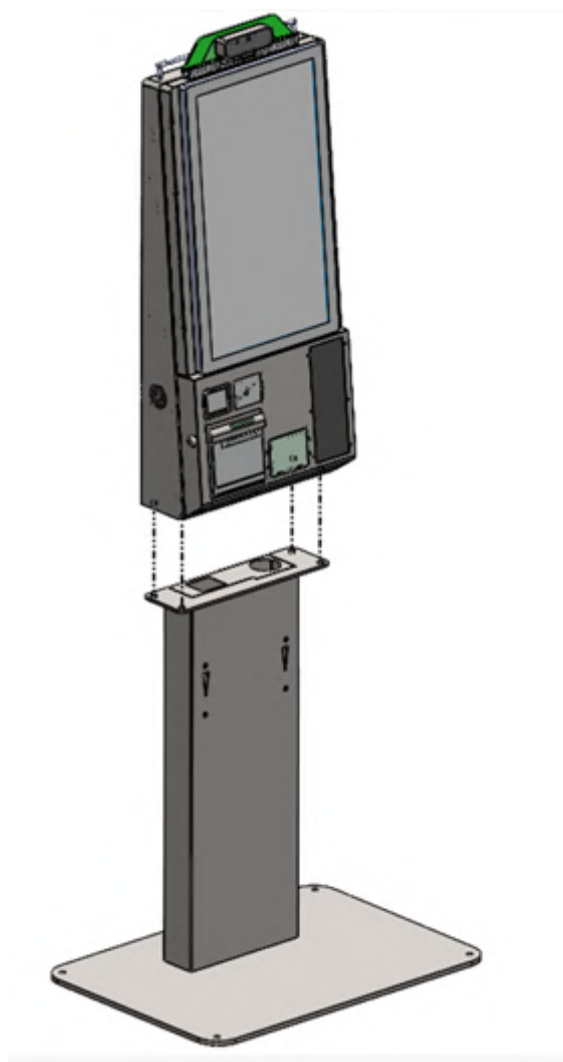
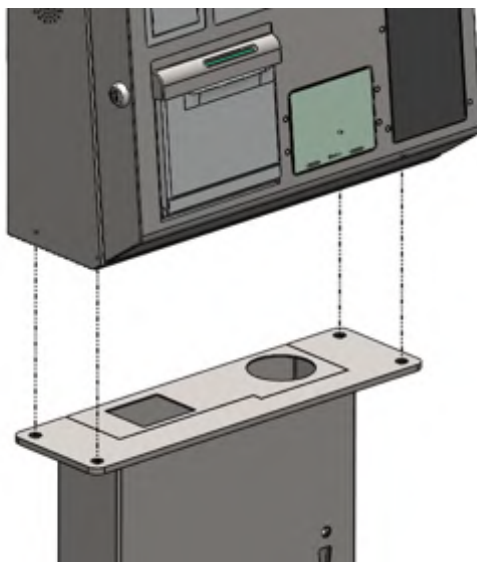
- **Box 2:**
- Floor Stand: x1
- Accessory Pack: 4 M8*20L Screws for Fixing Tray
4 M8*20L Screws for Fixing Floor Stand



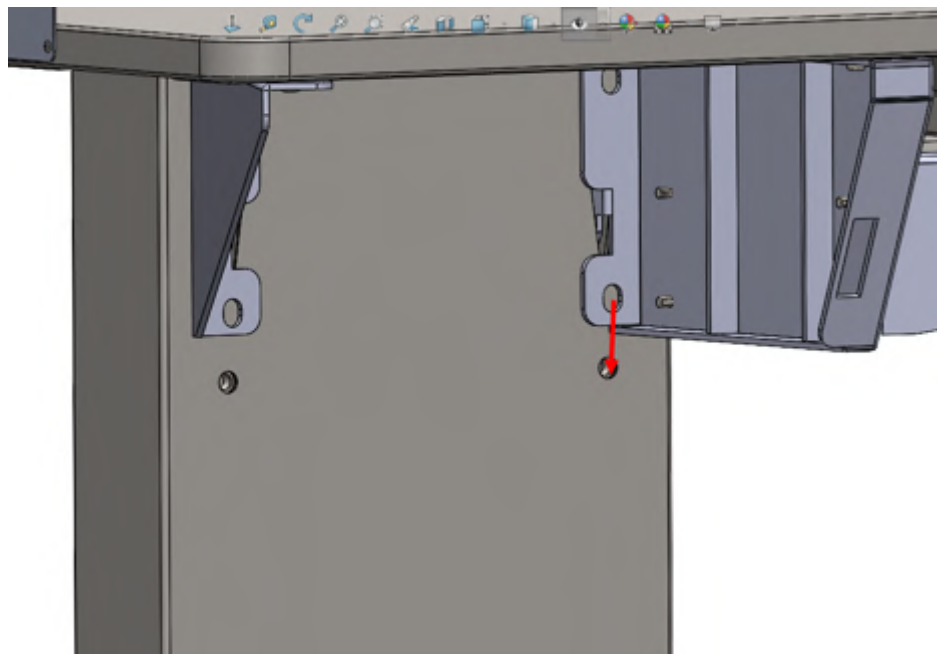
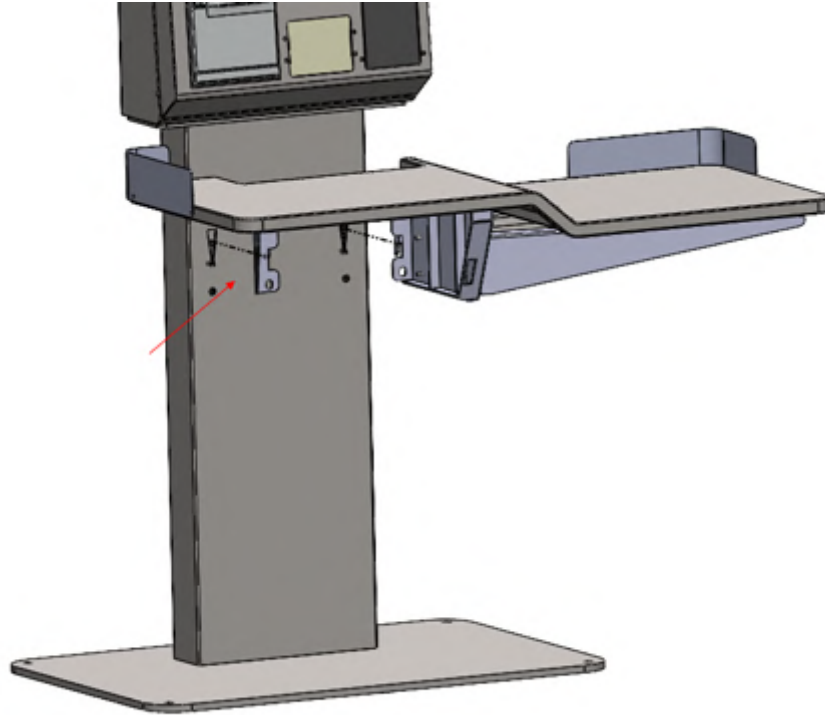
2.2.1 Floor Standing Installation

There are four screw holes on the top of the Floor stand.

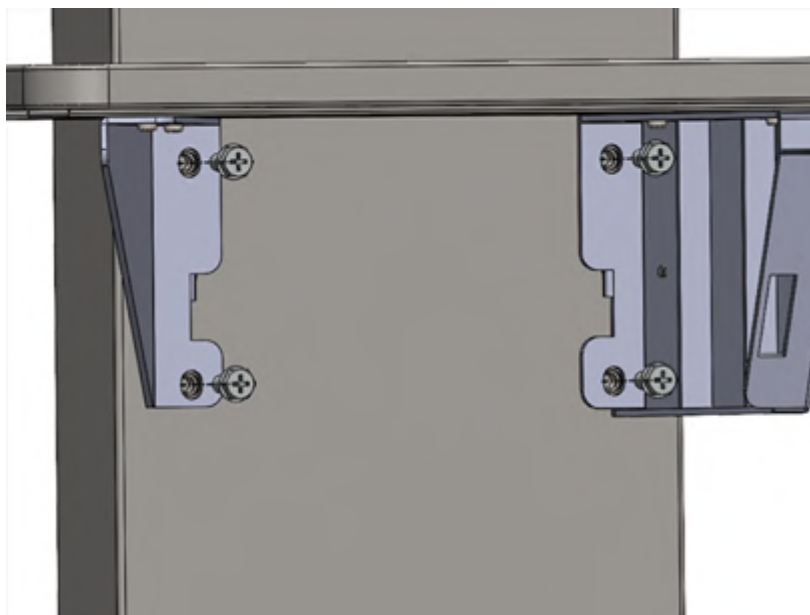
1. Place the UTK-3000 on the Floor stand like the below picture, insert the four M8*20L screws into the four screw holes, and then tighten down.



2. Place the tray on the floor support and align it with the screw holes



3. Insert the four M8*20L screws into the four screw holes, and then tighten down.



2.3 Wall Mounting Installation

Package Contents for Dual Side Standing Installation

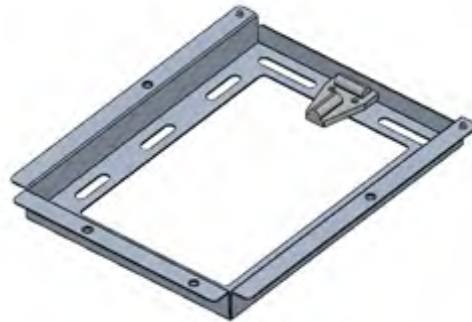
Confirm that you have 4 main parts in 3 boxes:

- **Box 1:**
 - Single-sided Main System Unit for UTK-3000: x1
 - Accessory Pack: 4 keys 2, WiFi 6E Dipole ANTENNA, Printing paper



■ **Box 2:**

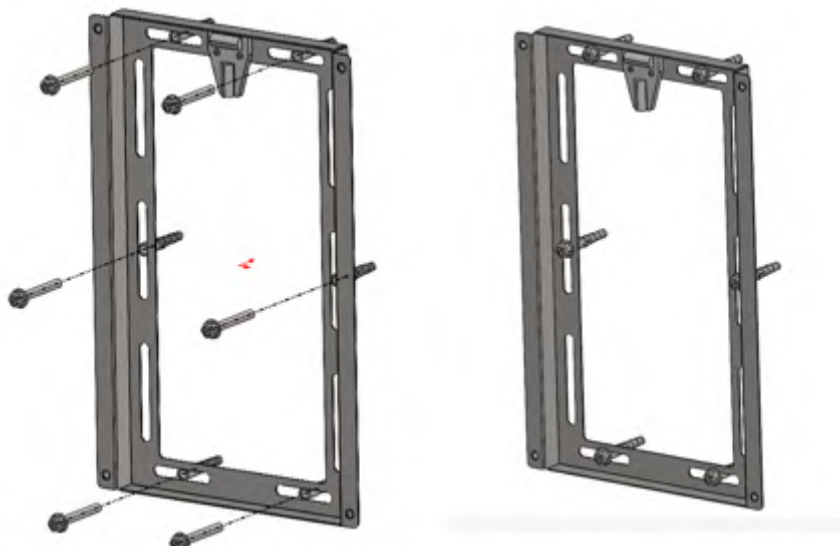
- Wall mount Bracket: x1
- Accessory Pack: 4 M6*15L Screws for Fixing Wall mount Bracket



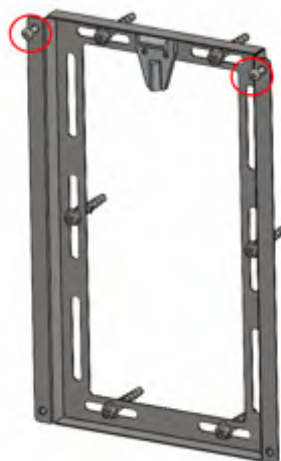
1. It is recommended to drill holes in the wall according to the blue area and then put in the expansion screws.



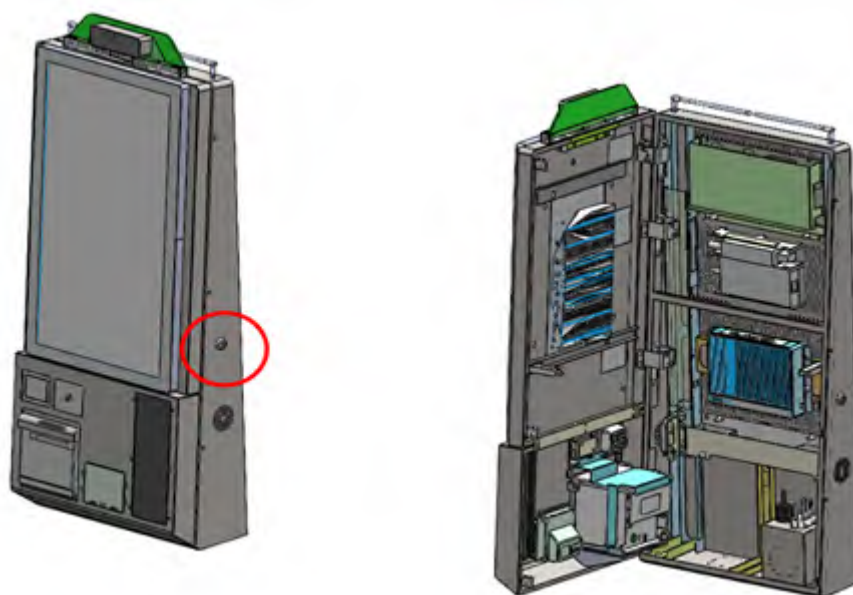
2. Attach the wall mount to the wall using the 6 M8 screws in the accessory bag.



3. Attach the wall mount to the wall using the 2 M6 screws in the accessory bag.



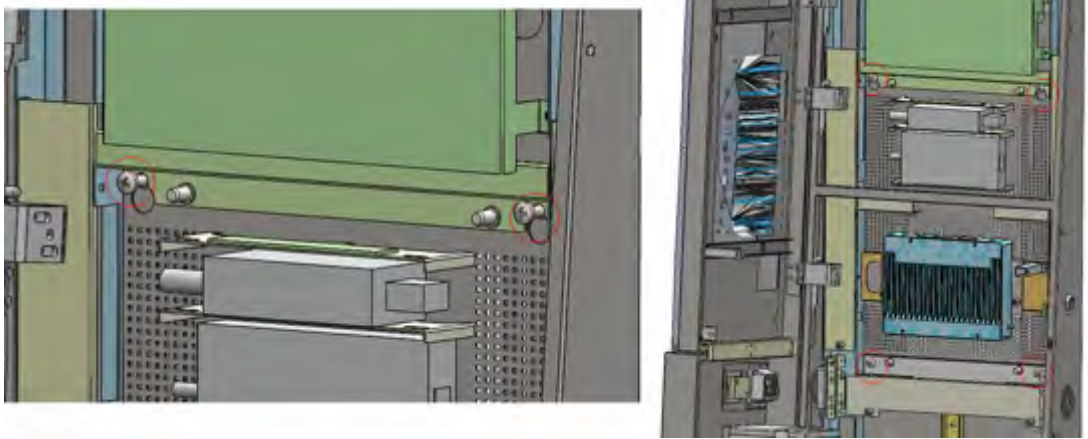
4. Turn the machine on with the key.



5. Knock out the screw holes from the inside out.

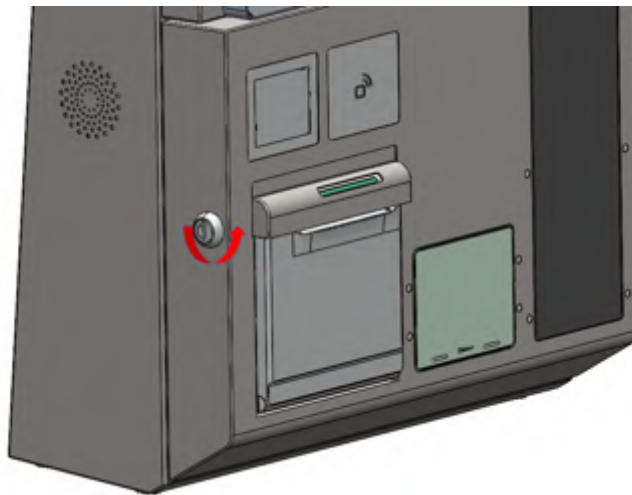


6. Place the machine on the M6 screws, and then lock the screws.

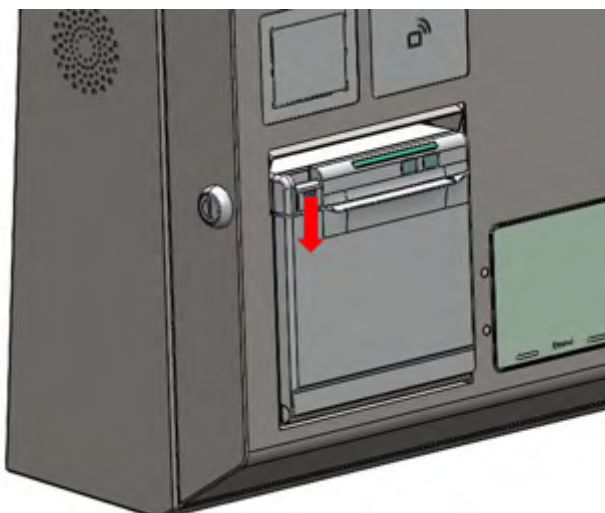


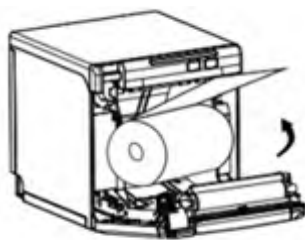
2.4 Paper Installation

1. Use the key to open the door.



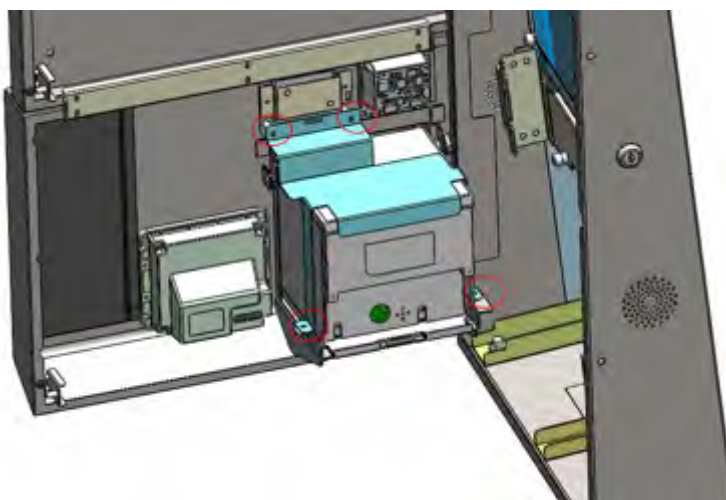
2. Press the switch to turn on the printer and change the paper.



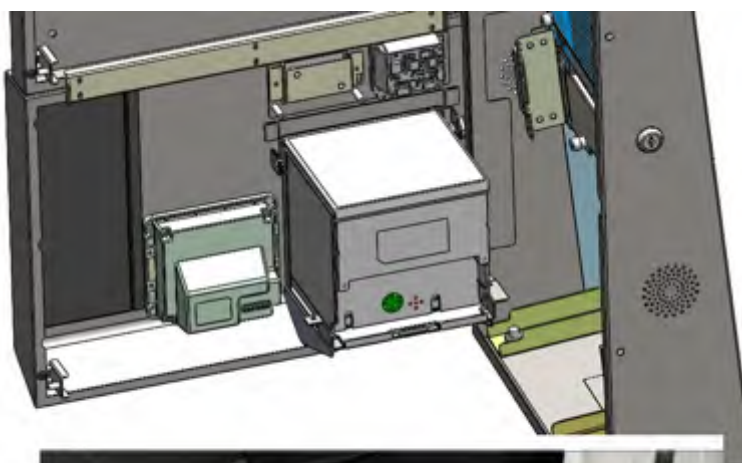


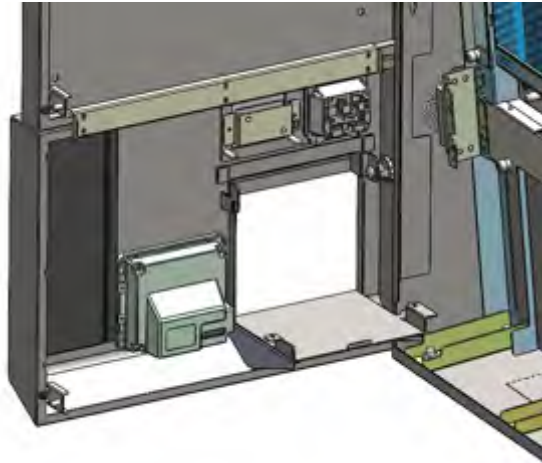
2.5 Replace the Printer

1. Remove the M3*4 screws.

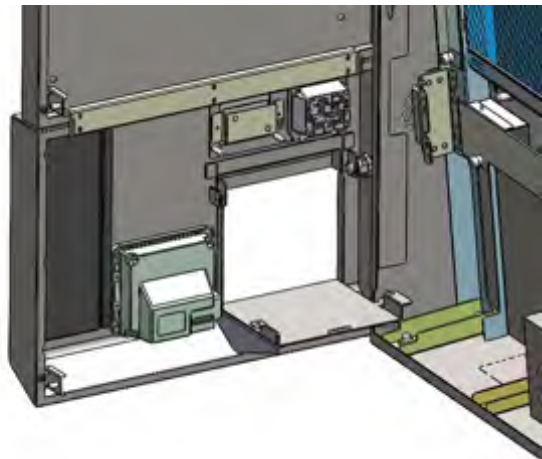


2. Remove the printer bracket, remove the cable.

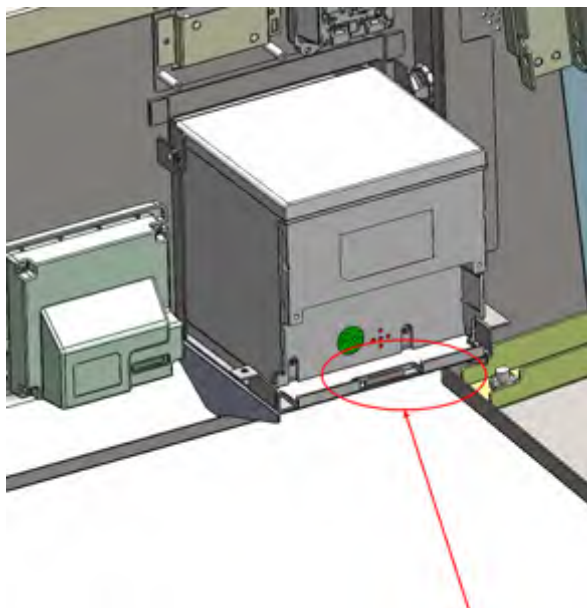




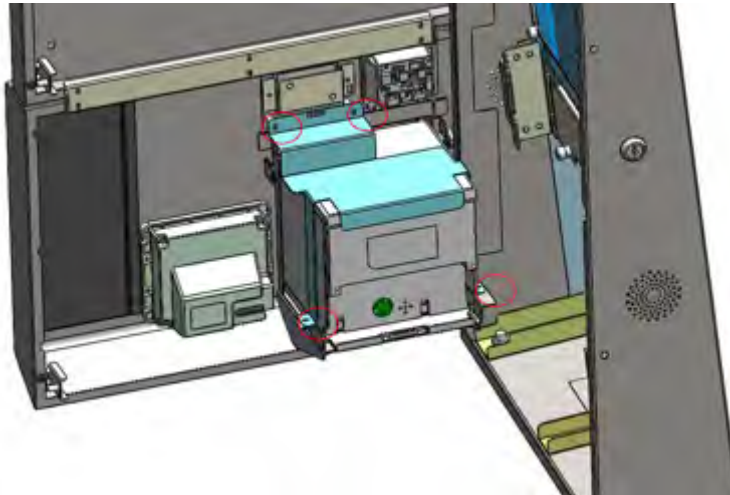
3. Remove the printer.



4. Install a new printer.



5. Install the printer bracket and secure it with M3*4 screws.

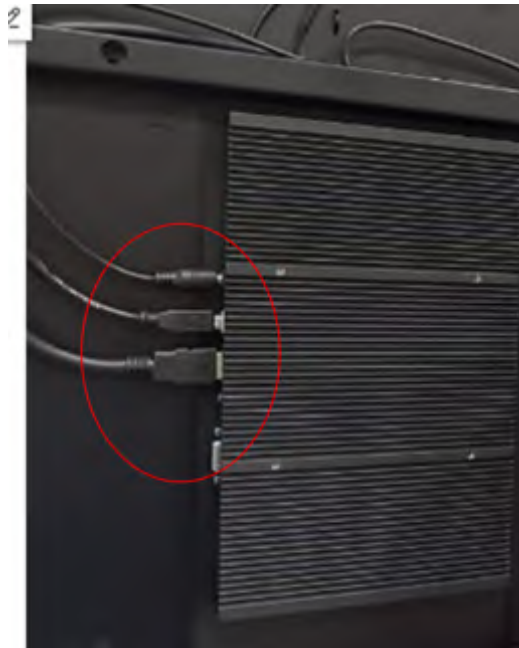


6. Connect the cable.



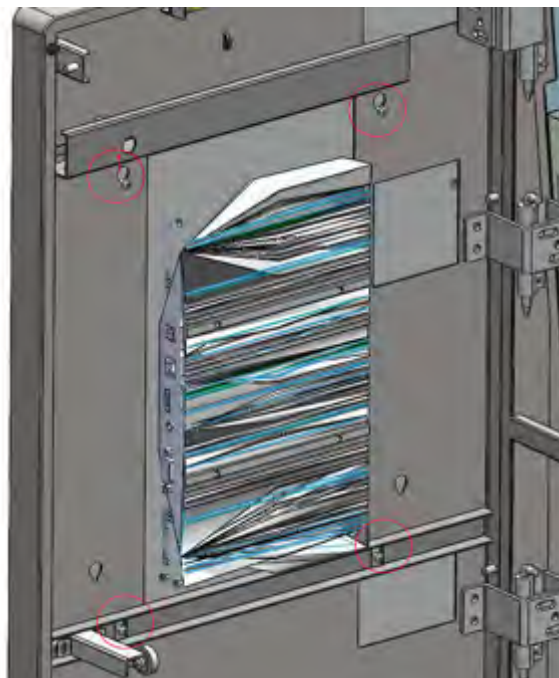
2.6 Procedure for Replacing a Monitor

1. Unplug the cable.

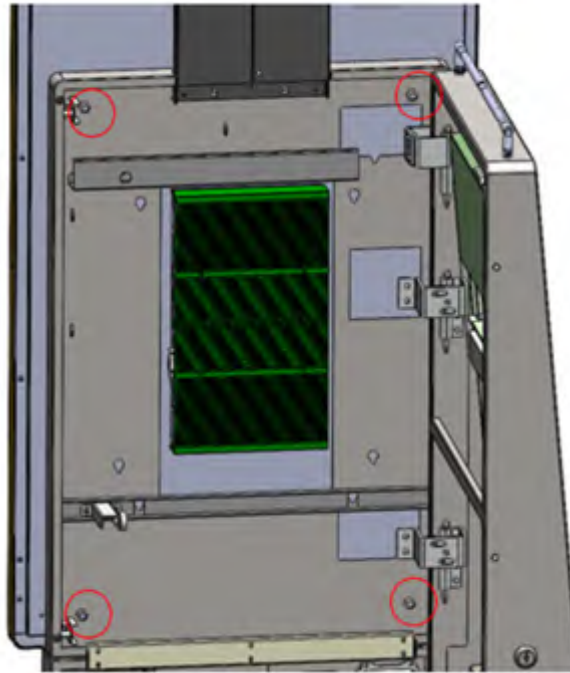


2. Turn the four screws about three turns, then pull the screen up?The 23.8" and 27" screws are in the same position, and the 32" screws are in other positions.

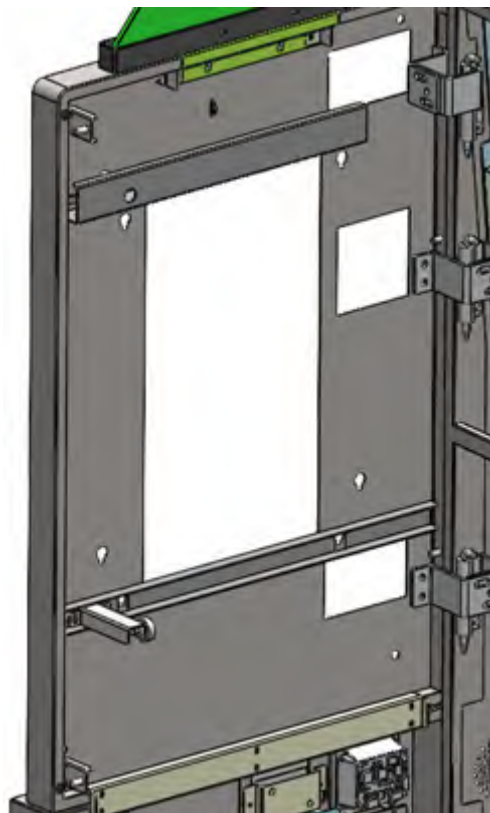
23.8" and 27"



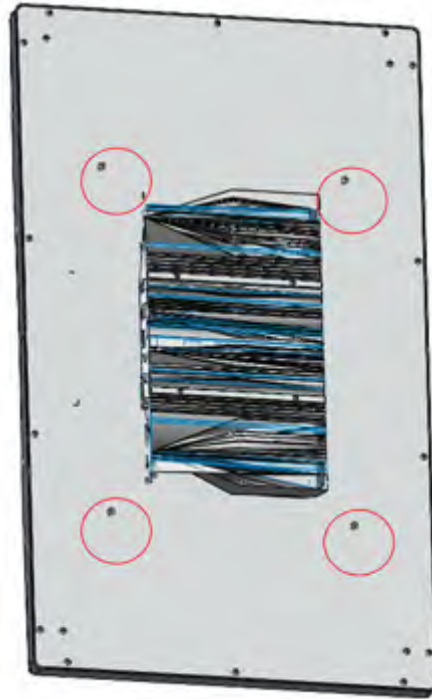
32"



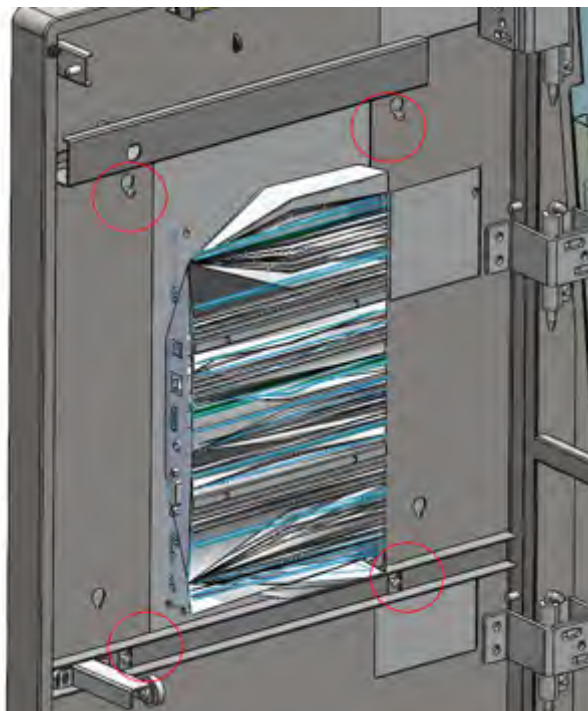
3. Take down the screen.



4. Remove the screws from the old screen and pre-lock it to the new screen.



5. The new screen hangs to the machine through four screws, locking the screws.



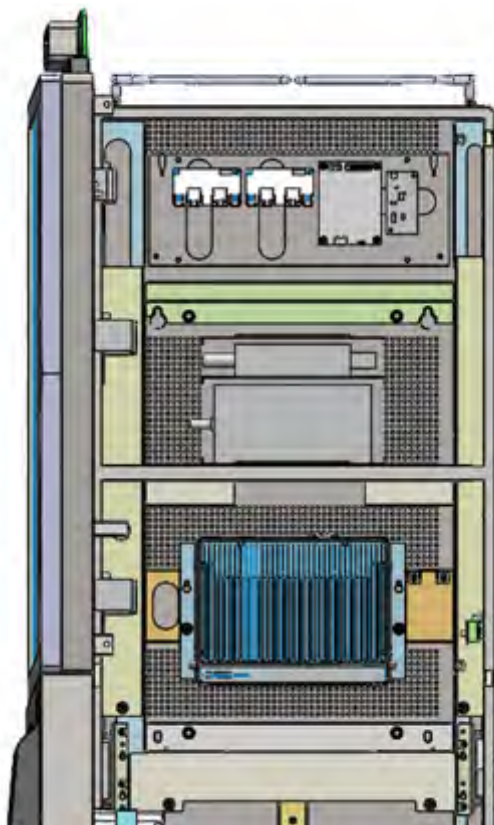
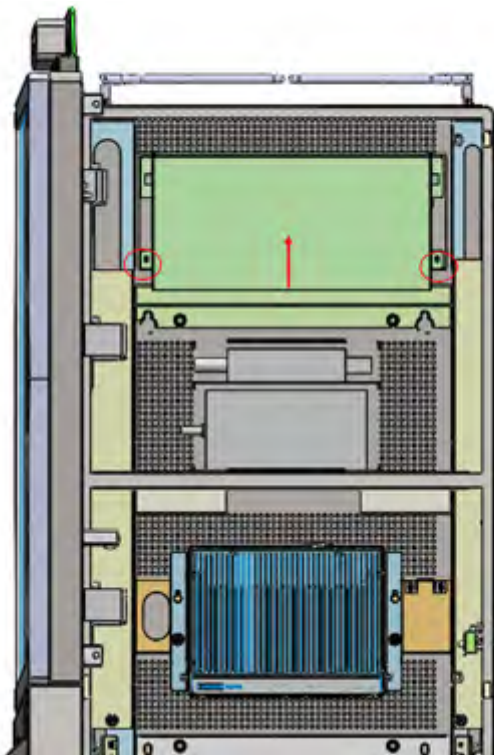
6. Connect the cable.

2

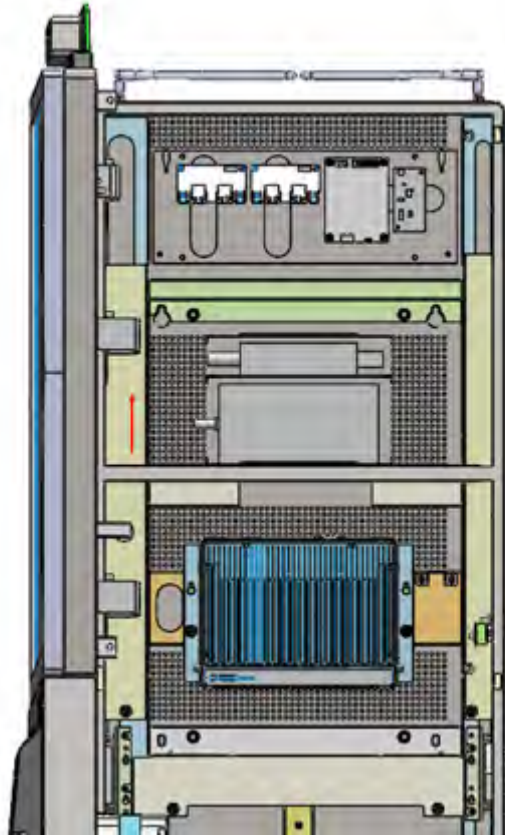


2.7 The LED/ Camera Module Is Replaced

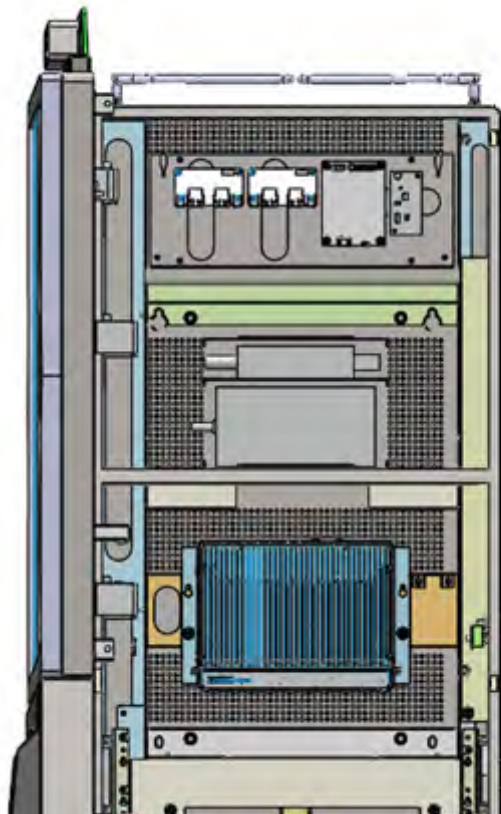
1. Remove the two screws and remove the PCB cover.



2. Loosen the hand screw and take out the left cable cover.

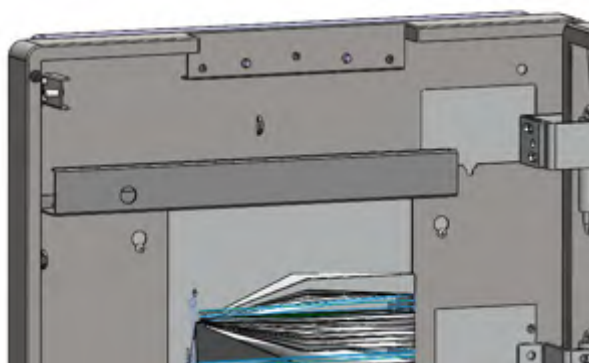
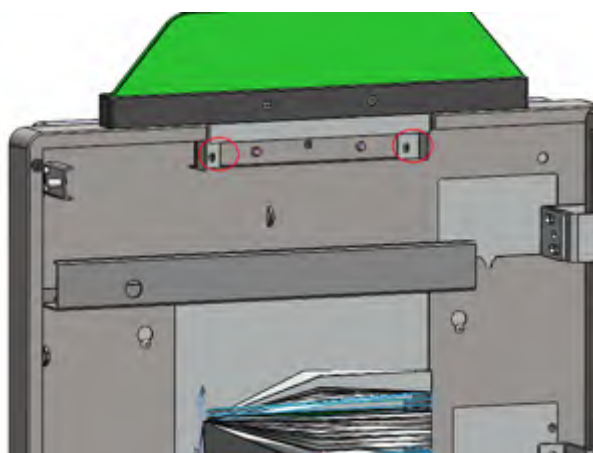


3. Remove LED/ Camera module cable.

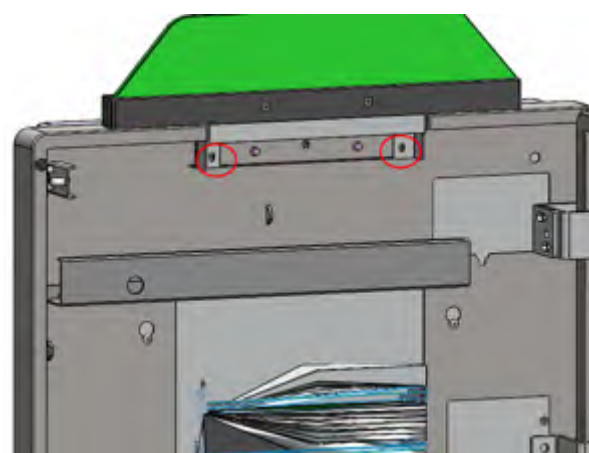


4. Remove the two screws and remove the 23.8 LED/ Camera module.

23.8

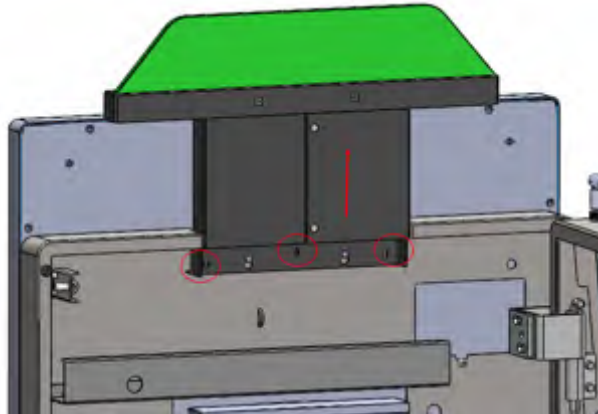


5. Install the new 23.8 LED/ Camera module and fix it with two screws.

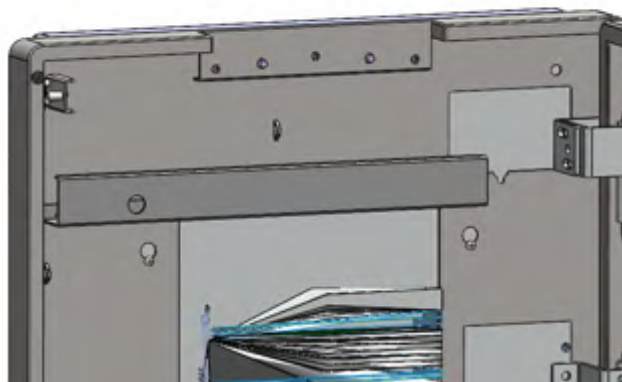
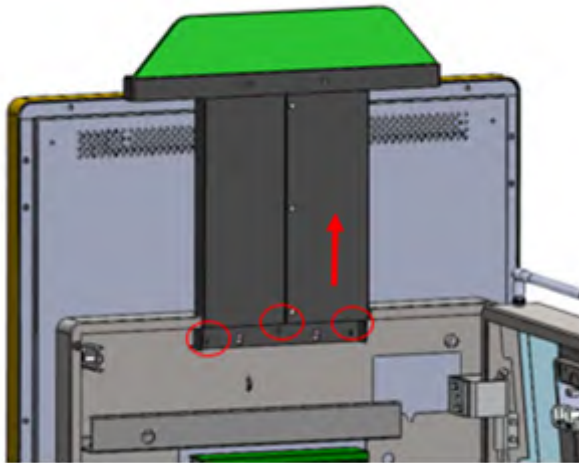


6. Remove the three screws and remove the 27" or 32" LED/ Camera module upward.

27"

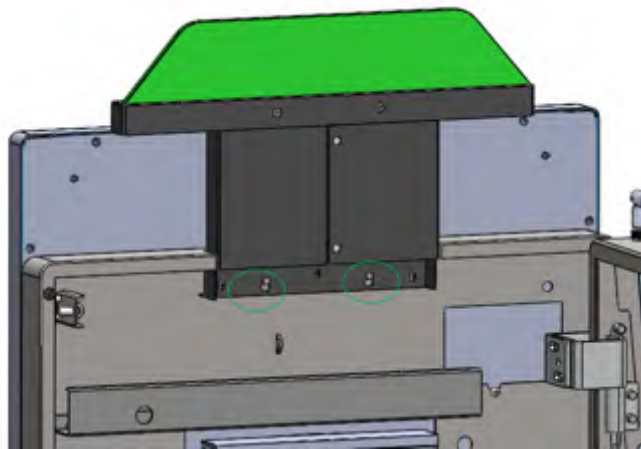


32"

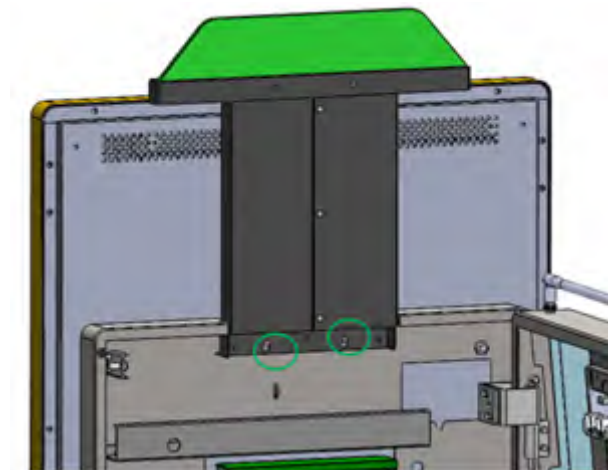


7. Mount the 27" or 32" LED/ Camera module through the T-pin. Fixing three screws.

27"

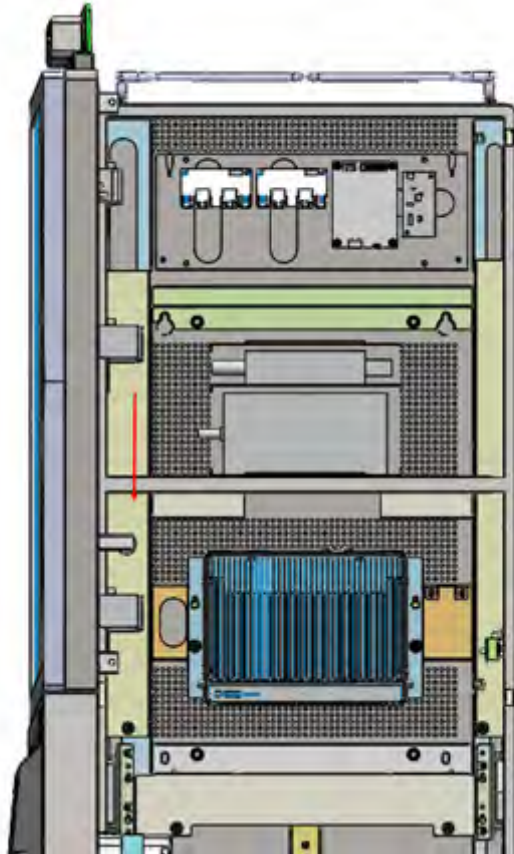


32"

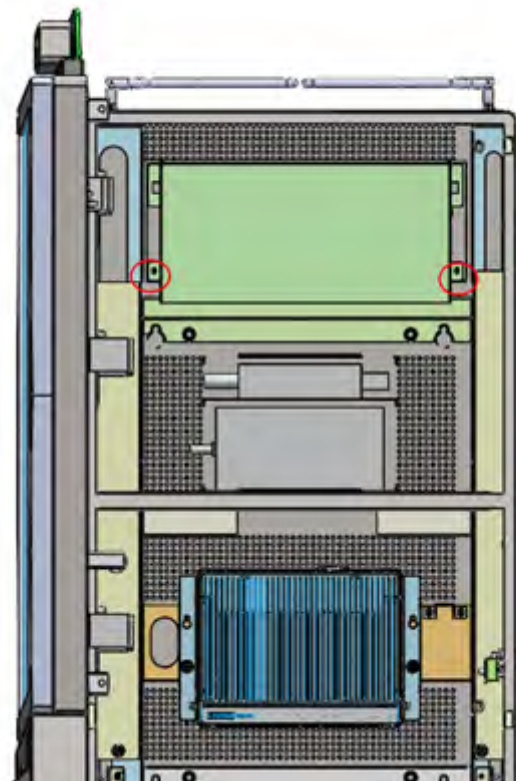


8. Assemble LED/Camera module cable.

9. Install the left cable cover from top to bottom and secure the hand turn screws.

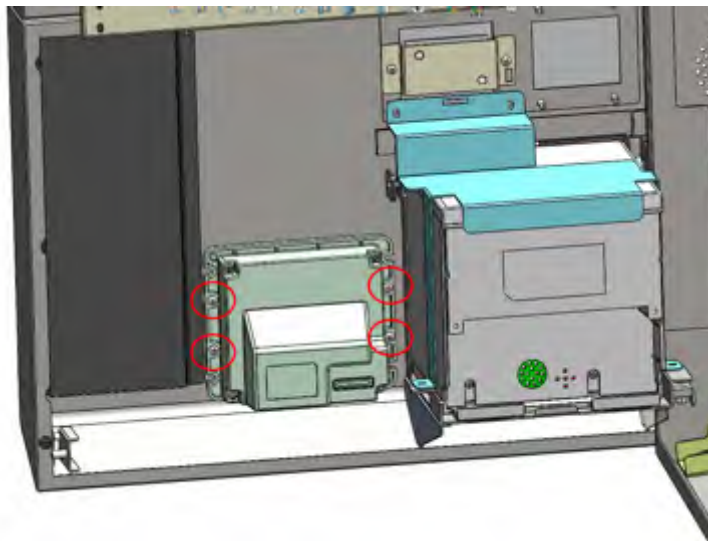


10. Install PCB cover and fix two screws.



2.8 Replace Scanner

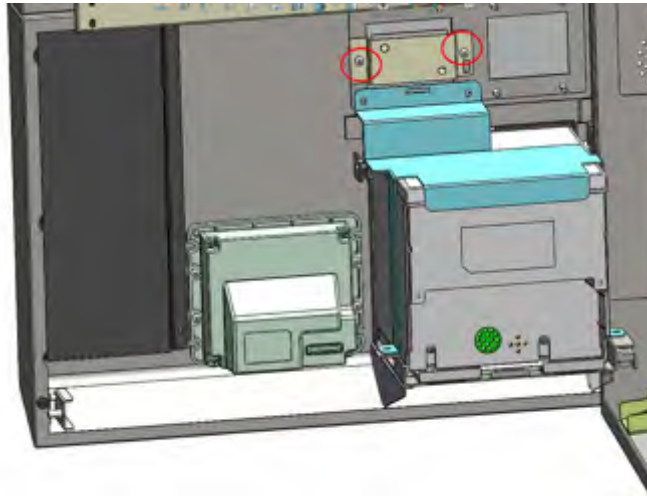
1. Remove the four screws and scanner cable.



2. Remove the scanner and install a new scanner.
3. Connect the cable and lock the screws

2.9 Replace RFID

1. Remove the two screws from the RFID bracket.



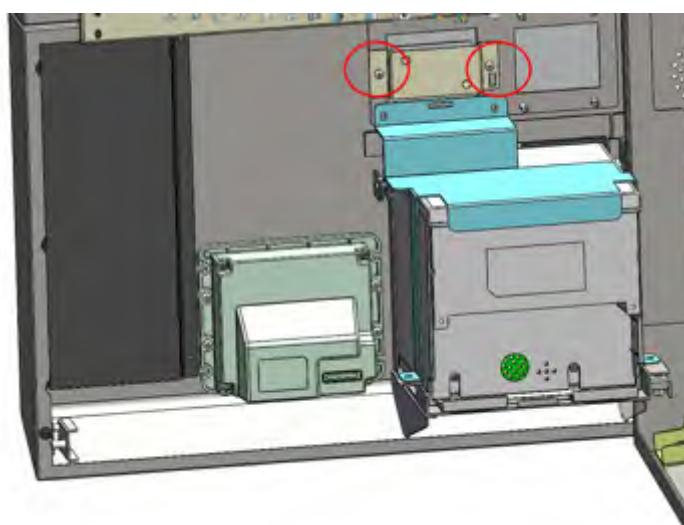
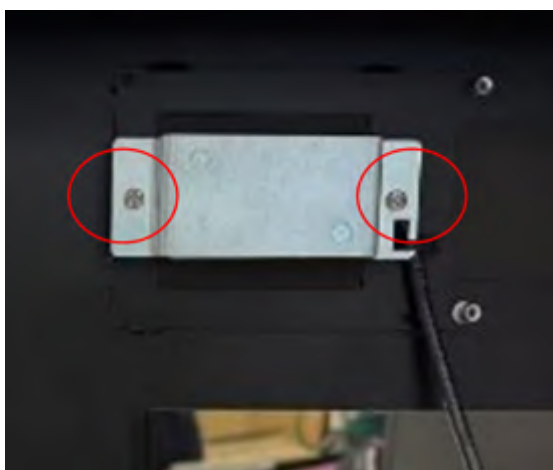
2. Remove the two screws from the RFID and unplug the cable.



3. Plug in the new RFID cable and fix it to the RFID bracket.



4. Secure the RFID bracket with two screws.



Chapter 3

Powering ON/OFF

3.1 Powering ON UTK-3000 Series

Plug in the power cable and press the power button on the back of the chassis to power on the UTK-3000 series.

3.2 Powering OFF UTK-3000 Series

Push the power button to power the system off.

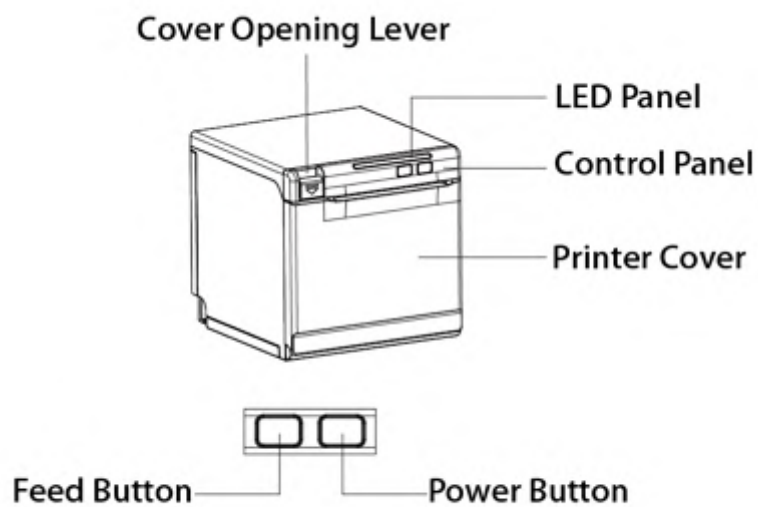


Chapter 4

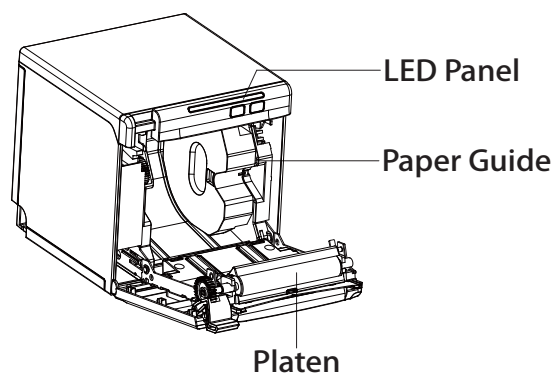
Peripherals and Accessories

4.1 Thermal Printer TP3260

■ Front

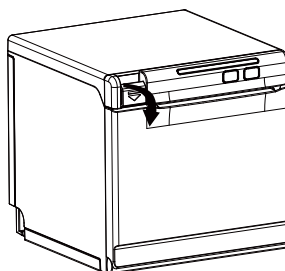


■ Inside

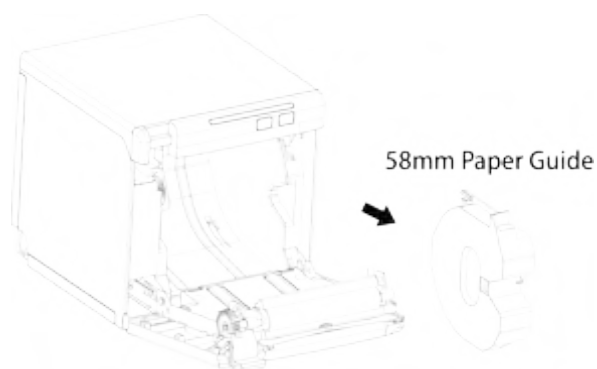


4.2 Paper Installation

1. Pull the cover opening lever to open the printer cover.



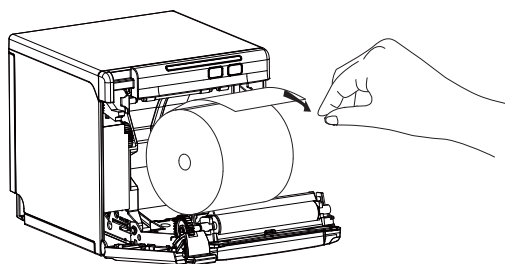
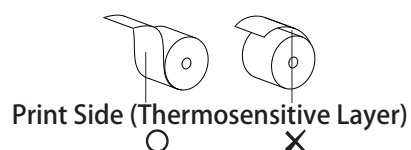
2. Pull out the paper guide.



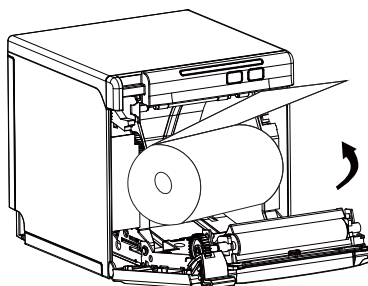
- Note!**
1. When using a 3-inch (80mm) paper roll, please pull out the 58mm paper guide first.
 2. If you want to use a 2-inch (58mm) paper roll, load the paper directly, and then use the UTILITY tool to set the paper width, see the User Manual for details.



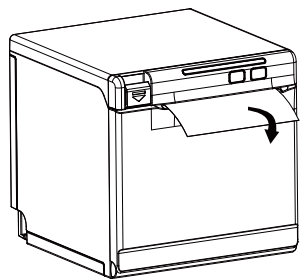
3. Load the roll paper In the correct direction as shown below.



4. Pull out some roll paper, and close the printer cover.



5. Tear off the extra paper.



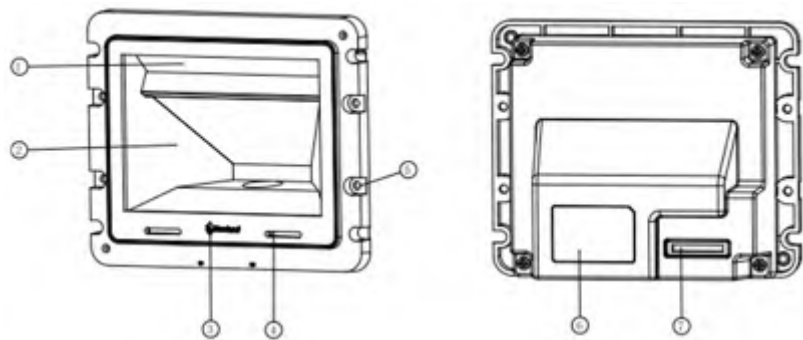
4.3 2D Barcode Scanner

■ **Symbologies**

The FM60 can easily read printed barcodes and on-screen barcodes, including:

Table 4.1: Symbologies	
1D	Code 128, EAN-8, EAN-13, UPC-E, UPC-A, Coupon, interleaved 2/5, ITF-14, ITF-6, Matrix 215, Code 39, Codabar, Code 93, China Post 215, UCC/EAN-128, GS1 Databar, GS1 Composite, Code 11, ISBN, ISSN, Industrial 2/5, Standard 2/5, Plessey, MSI-Plessey, AIM 128, ISBT 128, Code 49, Code 16K
2D	PDF 417, Micro PDF 417, QR Code, Micro QR, Aztec, Data Matrix, Maxicode, Chinese Sensible Code, GM Code, Code One, Dot Code
Postal	USPS Postnet, USPS, intelligent Mail, Royal Mail, USPS Planet, KiX Post, Australian Postal, Japan Post
OCR	Passport OCR, Chinese ID Card, China Travel Permit OCR

■ **FM60 Scanner**



- 1. Illumination LED
- 2. Scan Window
- 3. Status LED
- 4. Sound Hole
- 5. Mounting Hole
- 6. Position of Label
- 7. External Interface

Scanner Maintenance

- The scan window should be kept clean.
- Do not scratch the scan window.

- Use the soft cloth to clean the window, such as eyeglass cleaning cloth.
- Do not spray any liquid on the scan window.
- Do not use any detergent to clean other parts of the device except for water.
- Please remove the protective film before using the device.

Note! *The warranty DOES NOT cover damages caused by inappropriate care and maintenance.*



To do advanced settings of the scanner, please download the relative user manual in our global website, or contact our service team.

- The product information and specifications are subject to change without prior notice.



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Please verify specifications before quoting. This guide is intended for reference purposes only.

All product specifications are subject to change without notice.

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