

A2J Kiosks

Legal Kiosk Technical Issues Cheat Sheet for Host Sites

Common Legal Kiosk Issues

We recommend keeping the Legal Kiosk connected to power and internet 24/7 due to remote maintenance being performed during your site's off hours (generally 7:00pm – 7:00am CT). This keeps the software and security up to date! Removing the Legal Kiosk from power or internet will leave the device vulnerable to security risks and performance issues.

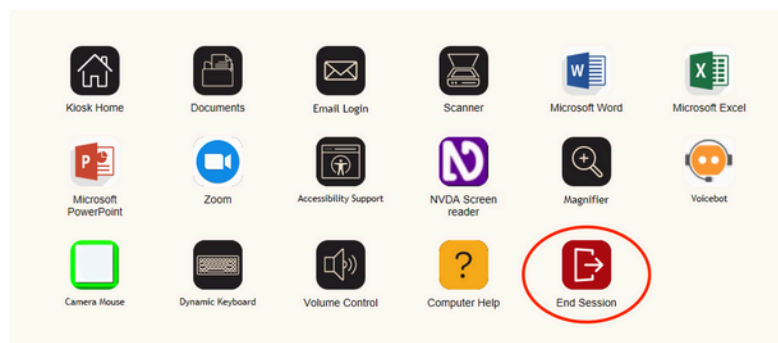
How to Turn Off the Legal Kiosk

Note: We do not recommend turning off the Legal Kiosk unless it is to move it to a new location. If you need to turn off the Legal Kiosk before relocating it, you would just need to hold down the power button.

Sleepy Legal Kiosk

If you find that your Legal Kiosk monitor has its screen off, please follow the steps below to make sure that monitor is always on:

1. Move your mouse or touch the screen (if you have a touch screen model).
 - a. If you find that the Legal Kiosk monitor screen is off, restart the Legal Kiosk by clicking "End Session" on the dashboard.



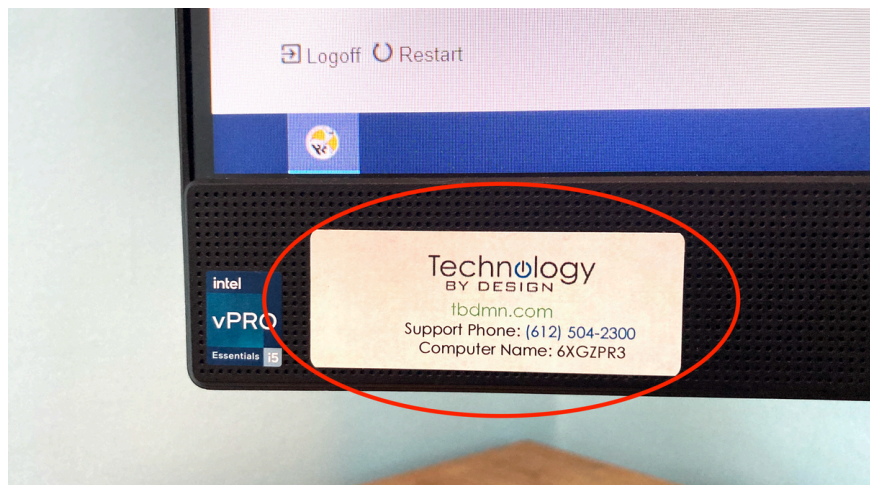
A2J Kiosks

2. If the monitor does not turn on, press the power button and follow the steps above.
3. If you are still having issues please open up a ticket with Technology by Design (Phone: 612-504-2300; Email: support@tbdmn.com) so we can audit your Legal Kiosk.

How to reconnect the kiosk to internet

When moving the Legal Kiosk to a room that does not have an ethernet port or requires a new Wi-Fi network, you may struggle with reconnecting the kiosk back to the internet. Follow the steps below to ensure a seamless move:

1. Call the Technology by Design support number on the bottom left of your Legal Kiosk monitor (612-504-2300). Request to “thaw” the Legal Kiosk so that you can reconnect it to the new Wi-Fi network after moving it. You’ll also need to give the IT support your Legal Kiosk’s serial number (computer name), which is also found on the sticker.



A2J Kiosks

2. “Thawing” the Legal Kiosk will allow you to access the Windows Desktop Taskbar, enabling you to click the Wi-Fi icon on the bottom left of the screen.



3. Select the Wi-Fi network and enter in the password. Make sure to test your connection by opening a browser and searching for information.

- If you cannot get an internet connection, you will need to call Technology by Design again to create a support ticket. This may be due to firewall settings on your network preventing this connection. We will follow up to set up a meeting to resolve this connection issue with your IT staff member or contractor.

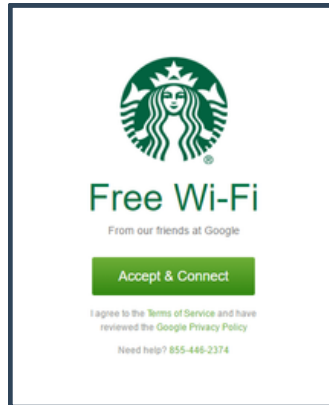
4. Call the Technology by Design support number on the bottom left of your Legal Kiosk monitor to “freeze” the Legal Kiosk. This step is essential since it locks down the computer, removing access to the Windows Desktop Taskbar, among other features, for the Legal Kiosk to be used by your community safely.

Captive Portal

When connecting the Legal Kiosk to a new Wi-Fi network, make sure that your Wi-Fi network does not have a captive portal.

1. A captive portal is a pop up that comes up right after you connect to a WiFi network that either asks you to login or agree to the end-user agreement for the WiFi. Captive portals will prevent regular connection and updates in the same way. Legal Kiosks CANNOT be connected to a captive portal.

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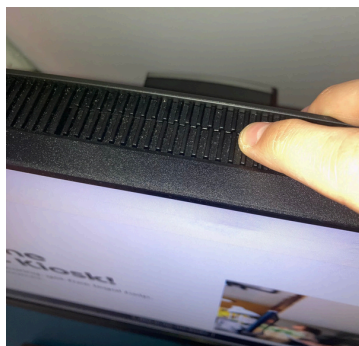


Example of a captive portal.

2. If the new Wi-Fi network has a captive portal, please create a ticket by calling or emailing Technology by Design (Phone: 612-504-2300; Email: support@tbdmn.com) so we can schedule an appointment with your IT staff or contractor to make a network connection that works with the Legal Kiosk.

How to Activate the Camera

1. The Legal Kiosks are an All-In-One monitor and come with a built-in camera to allow users to join video conferencing calls.
2. At the top of your monitor (above the screen, on the panel at the top of the Legal Kiosk) press down. The camera will pop up.
3. To hide the camera again, press the camera back down gently.
4. If you have any issues with the camera, please open up a ticket with Technology by Design (Phone: 612-504-2300; Email: support@tbdmn.com) so we can audit your Legal Kiosk.



A2J Kiosks

No USB Connections on the Legal Kiosks

Note: All open USB connections are disabled on the Legal Kiosk for security.

If you have a user that needs to file share, they need to email the files to their email and access their email on the Legal Kiosk. Alternatively, they can also send the files via Dropbox or other file sharing platforms. They can download the files they need on the Legal Kiosk. The Legal Kiosk wipes all data that has been gathered or downloaded after each session.

Common Printer Issues

Sleepy Printer

If your printer is not printing, please press the power button. The printers turn on sleep mode to save energy, and sometimes need an extra hand to wake up. If this issue persists, please open up a ticket with Technology by Design (Phone: 612-504-2300; Email: support@tbdmn.com) so we can audit your Legal Kiosk.

How to get the kiosk to recognize the printer

1. When moving the kiosk, you may have to reconnect the cables to the printer. A common mistake that happens is connecting the computer to the printer using the wrong port. Please make sure your cable is connected to the port noted with a red square, pictured below:



A2J **Kiosks**

2. Please make sure to do a test print! If your Legal Kiosk still does not recognize the printer, please open a ticket with Technology by Design (Phone: 612-504-2300; Email: support@tbdmn.com) so we can audit your Legal Kiosk.

Toner Restock

1. If your printer is out of toner, please contact Marco, our designated printer supplier at supplies@marconet.com. You will be asked for your printer's ID number, so please find your printer's tag and have the ID number on hand.
2. If you have any issues with this process, please do not hesitate to reach out to Laura Steinbach at laura@goa2jtech.com.

Can't find your issue here?

Check out our more detailed support site for more information.

support.legalkiosks.com