



User manual

Kiosk
Modely: 43"/49"/55"

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MANUAL

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INTRODUCTION

Elitekiosks are modern interactive kiosks featuring capacitive touch technology and a 43-inch screen size, combining digital presentation with intuitive control directly on the display. They are equipped with 11th generation Intel Core i5 processors, 8 GB of RAM, and a 256 GB SSD, ensuring fast response, reliable operation of kiosk applications, and sufficient space for multimedia content. Thanks to the Windows 11 Pro operating system, WiFi, and Bluetooth connectivity, they are ready for deployment in retail stores, showrooms, hotels, and administrative areas, where they serve as infopoints, presentation displays, or digital signage. Their design and robust construction guarantee long-term, continuous operation, with their technical condition and warranty corresponding to the standard of new devices.



TECHNICAL SPECIFICATIONS

Specification	EliteKiosk 43	EliteKiosk49	EliteKiosk55
Display size	43"	49"	55"
Resolution	1920x1080	1920x1080	1920x1080
Panel type	LCD IPS	LCD IPS	LCD IPS
Brightness	500-700 cd/m ²	700-1000 cd/m ²	1000-1500 cd/m ²
Contrast	4000:1	4000:1	4000:1
Refresh (Rate)	60 Hz	60 Hz	60 Hz
Response times	<5 ms	<5 ms	<5 ms
View	178° H, 178° V	178° H, 178° V	178° H, 178° V
Processor (Windows)	Intel I5 12. gen	Intel I5 12. gen	Intel I5 12. gen
RAM (Windows)	8GB	8GB	8GB
Storage (Windows)	256 GB SSD	256 GB SSD	256 GB SSD
OS	WIN	WIN	WIN
Touch	Capacitive	Capacitive	Capacitive
Touch Points	10 points	10 points	10 points
Response	20 ms	20 ms	20 ms
Accuracy	±8 mm	±8 mm	±8 mm
Surface Hardness	6H	6H	6H
Wi-Fi	802.11 a/b/g/n	802.11 a/b/g/n	802.11 a/b/g/n
Bluetooth	5.0	5.0	5.0
Ethernet	10/100 Mbps	10/100 Mbps	10/100 Mbps
Power	AC 100-240 V	AC 100-240 V	AC 100-240 V
Consumption	65W	80W	95W
Weight	27KG	~31KG	~35KG

SIZE

EliteKiosk 43	EliteKiosk49	EliteKiosk55
985,2 × 1103 × 573 mm	1117,8 × 1120 × 648 mm	1253,6 × 1139 × 725 mm

TOUCHSCREEN

DETAILED PARAMETERS

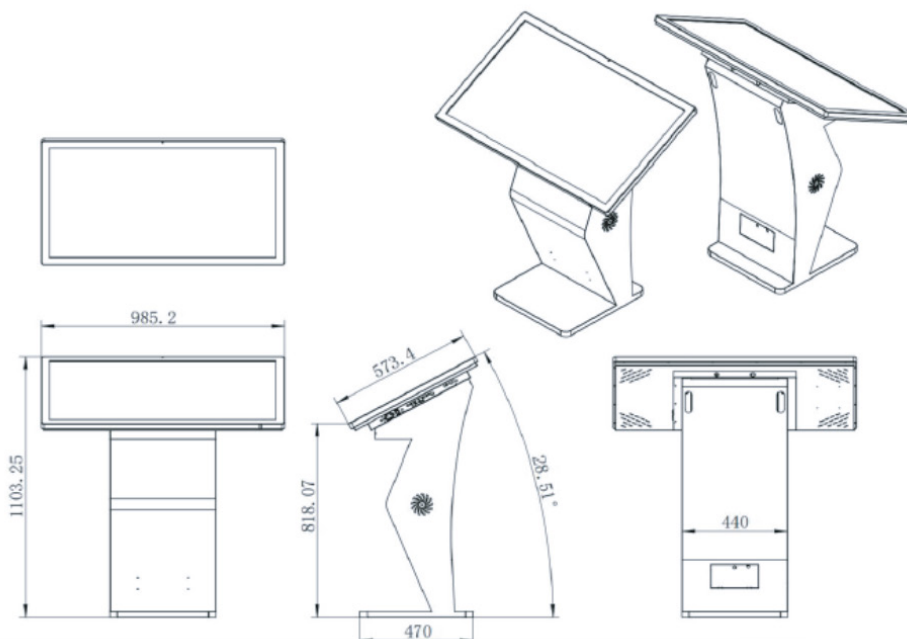
Parameters

Technology	Capacitive
Number of simultaneous touches	10 points
Sensor resolution	4096x4096
Transparency	85%
Haze	3 % (Reduces glare)
Maximum touch diameter	8mm
Touch response	20ms
Positioning accuracy	±8 mm
Touch accuracy	±1,5 mm
Jitter	<12mm
Surface Hardness	6H (Scratch-resistant)
Surface finish	Anti-glare (Reduces glare)
Lifespan	>50 Millions of touches

ELITEKIOSK 43"

Size

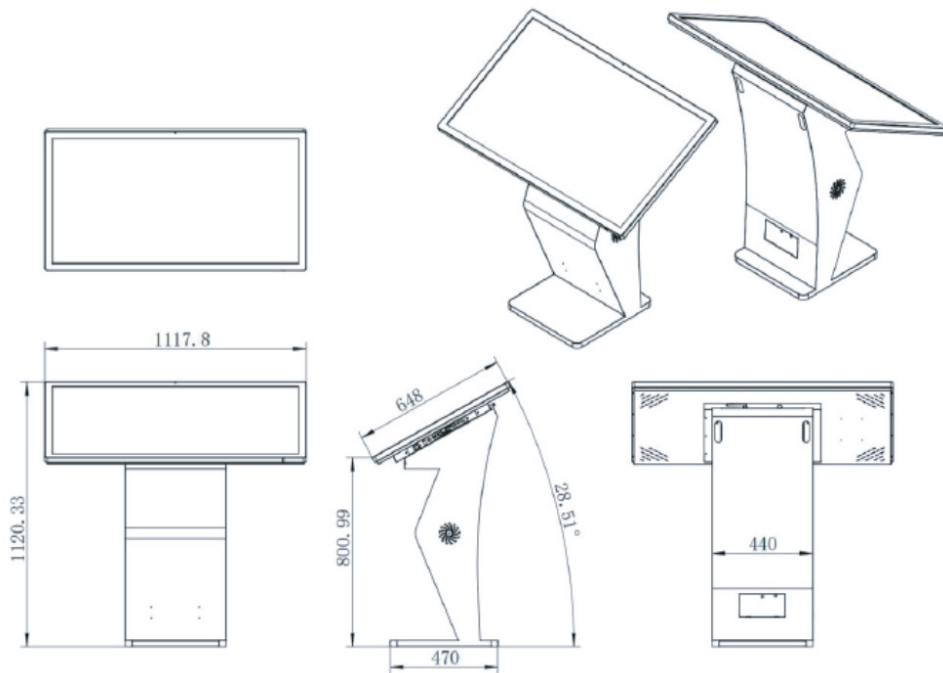
Display width	965,25 mm
Display height	553,4 mm
Depth	59,6 mm
Overall width with frame	985,2 mm
Overall height with frame	1103 mm
Depth with mounting system	573 mm



ELITEKIOSK 49"

Size

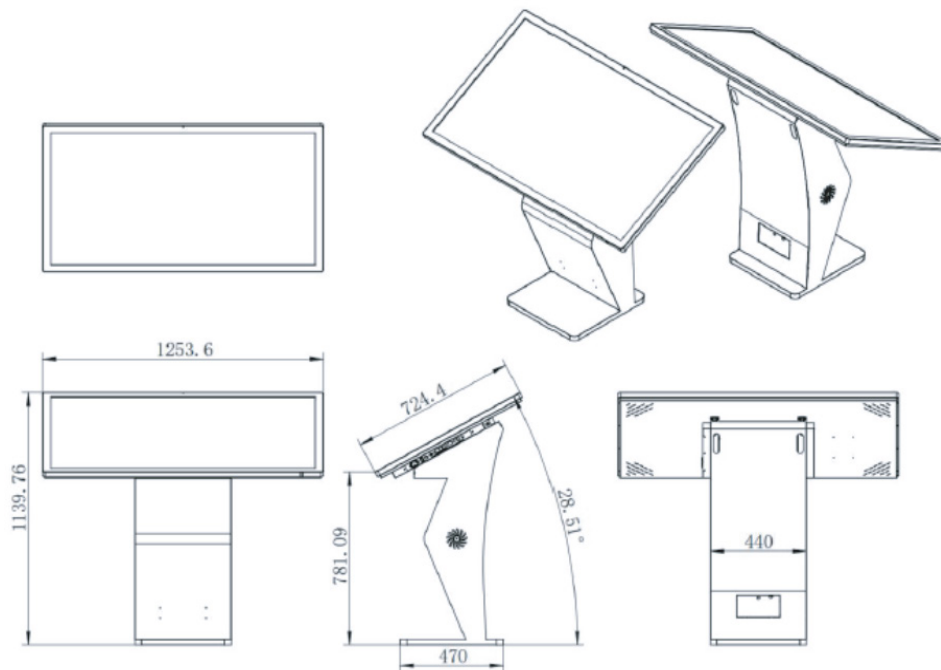
Display width	1101,8 mm
Display height	632 mm
Depth	61,8 mm
Overall width with frame	1117,8 mm
Overall height with frame	1120 mm
Depth with mounting system	648 mm



ELITEKIOSK 55"

Size

Display width	1237,6 mm
Display height	708,4 mm
Depth	61,8 mm
Overall width with frame	1253,6 mm
Overall height with frame	1139 mm
Depth with mounting system	725 mm



KEY FEATURES

- Touch Control: Capacitive technology supporting up to 10 simultaneous touches
- Operating System: Android 11.0 or Windows 11 (depending on configuration)
- Connectivity: Wi-Fi, Bluetooth, Ethernet, optional 4G
- Ports: USB, HDMI OUT, TF Card slot, 3.5mm audio jack
- Durability: 6H hardness surface, long lifespan
- Language Mode: Multilingual - including English

PACKAGE CONTENTS

THE DEVICE PACKAGING IS SECURELY PACKED FOR DISTRIBUTION. WHEN UNPACKING, CHECK THAT IT CONTAINS ALL THE FOLLOWING COMPONENTS:

- **Main device** - Display with a touch panel in the selected size
- **Power cable** - 1 pcs (AC 100-240V, 50/60 Hz)
- **Remote control** - 1 pc with batteries
- **Mounting stand/base** - 1 pc (depending on the type)
- **Protective foils** - Display protection during transport
- **Documentation** - This manual and warranty certificate
- **Connectors and adapters** - According to configuration (HDMI, USB adapters)

Note: If any component is missing, report it immediately to the seller.



SAFETY INSTRUCTIONS AND WARNINGS

ELECTRICAL SAFETY

- Only power the device from a grounded source (AC 100–240V, 50/60 Hz).
- Never use a damaged power cable. In case of moisture or suspected malfunction, do not start the device and contact service.
- Do not install the device near water or in rooms with high humidity.
- Always turn off the device and disconnect it from the mains before cleaning.

PHYSICAL SAFETY

- The device is heavy (16–27 kg). Use at least two people when handling.
- Place the device on a stable, flat surface or use the included stand.
- Make sure the device cannot fall or slide off.
- Do not install on furniture that is not durable.
- Protect the device from mechanical impacts and falls.

ENVIRONMENT AND OPERATING CONDITIONS

OPTIMAL CONDITIONS:

- Temperature: 0 °C to 40 °C
- Humidity: 20–80 % (non-condensing)
- Airflow: Minimum 10 cm free space around the device

AVOID:

- Thermal shock and sudden temperature changes
- Heat near radiators or air conditioning units
- Dusty environments (factories, construction sites)
- Humid environments (bathrooms without ventilation)

CLEANING AND MAINTENANCE

- Use only soft, lint-free, antistatic cloths.
- Never use harsh cleaning agents, solvents, or alcohol.
- Apply water carefully – liquid must not flow into the device.
- Clean the exterior only; never clean the interior.

HEALTH WARNINGS

- Prolonged use without breaks can lead to eye strain – we recommend 15-minute breaks every 2 hours.

INSTALLATION

WORKSPACE PREPARATION

- Location selection: Choose a stable, flat surface or use the included stand.
- Space around the device: Ensure at least 10 cm of free space on all sides.
- Placement in the room: Position the device so it is clearly visible and accessible.
- Installation height: Ideally at a height of 0.5–2.0 meters from the floor.

BASE ASSEMBLY

- Included base: Attach to the device using the enclosed screws (or bracket/hinge depending on the type).
- Test stability: Push against the device from all sides – it must not move.
- Alternative – Wall mounting: For a fixed installation, the device can be mounted to a wall using a VESA mounting system.

VESA MOUNTING SYSTEM

The device is compatible with the VESA wall mounting standard:

- VESA pattern: 300 × 300 mm (for all models)
- Screw type: M6 (6 mm diameter)
- Insertion depth: 10 mm

Wall mounting procedure:

- Locate the VESA holes on the back of the device.
- Prepare wall plugs or anchors.
- Fasten the mounting rail (or bracket) to the wall using screws.
- Slide the device onto the rail and secure it firmly.
- The device must be stable.

POWER CONNECTION

- Check the power cord for damage.
- Insert the plug into a grounded socket (AC 100-240V, 50/60 Hz).
- The LED indicator should light up (red color = standby mode).
- Never use an extension cord without grounding.



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PERIPHERAL CONNECTION (OPTIONAL)

- HDMI: Connect an external computer or multimedia device.
- USB: Connect a keyboard, mouse, or USB flash drive.
- Ethernet: Direct internet connection cable (high-speed).
- TF Card slot: Insert a memory card for additional multimedia content.
- 3.5 mm audio jack: Connect external speakers.

INITIAL STARTUP

- First startup: Press the power button on the side or back of the device.
- Boot process: The device takes 30–60 seconds to start (Android/Windows).
- Home screen: The Setup Wizard will appear.
- Language: Select your default language.
- Network: Connect to Wi-Fi (instructions in section 5.4).



TOUCH PANEL CALIBRATION AND ADJUSTMENT

WHY IS CALIBRATION NECESSARY?

If the touchscreen does not respond accurately (clicks register in a different position), calibration is required.

CALIBRATION PROCEDURES

For Android:

- * Go to Settings -> Display -> Touchscreen.
- * Select Calibrate Touch.
- * Follow the on-screen instructions - tap the points marked on the display.
- * Calibration takes approx. 1-2 minutes.

For Windows:

- * Go to Settings -> Devices -> Touchscreen.
- * Select Calibrate Touch (Calibrate).
- * Follow the instructions - touch every point on the display.

SENSITIVITY ADJUSTMENT

- Go to Settings -> Touchscreen -> Sensitivity.
- Move the slider to the desired level (lower = less sensitive, higher = more sensitive).
- We recommend: Medium to high sensitivity (75-85%) for interactive use.

MAINTENANCE AND CLEANING

REGULAR MAINTENANCE

- Check the firmness of the installation.
- Check cables and connectors for looseness.
- Remove dust from ventilation vents using a dry brush.
- Clean the display with an anti-static cloth.
- Check the device temperature (it should not be hot).
- Check system messages and updates.
- Professional maintenance - inspection of internal components by a specialist.
- Update the operating system to the latest version.

DISPLAY CLEANING

Procedure:

- Turn off the device and disconnect it from the mains.
- Wait 5 minutes for the display to cool down.
- Use a soft, lint-free anti-static cloth.
- Gently wipe the display using circular motions.
- If necessary, slightly dampen the cloth with distilled water (without chemical agents!).
- Let the device dry for 10 minutes before turning it on.



WHAT NOT TO USE:

- ✗ Alcohol, acetone or solvents
- ✗ Aggressive cleaning agents
- ✗ Direct water on the display
- ✗ Paper towels or sponges
- ✗ Hard or sharp objects

CLEANING EXTERNAL SURFACES

- Use warm water with a small amount of detergent on a damp cloth.
- Wipe the body and stand gently without applying much pressure.
- Water must not get into the openings - be careful!

VENTILATION

- Ensure that the ventilation vents are not blocked.
- In a dusty environment, clean the filters every month.
- Do not cover the device with cloths or objects.

TROUBLESHOOTING

THE DEVICE DOES NOT START

- **Problem:** The display is black, the LED indicator is not lit.

Solutions:

- Check if the power cable is correctly plugged into the socket.
- Try another socket in a different room.
- Check the household fuses.
- Try pressing the power button for 3-5 seconds.
- If the LED does not light up, the device should be sent for repair.

TOUCH PANEL DOES NOT RESPOND

- **Problem:** Clicking on the display does not work.

Solutions:

- Try a restart: Turn off the device (30 seconds) and turn it on again.
- Perform touchscreen calibration (Chapter 6.2).
- Try a different touch with your finger - do not use metal objects.
- Check if the display is not cold.
- If the problem persists, contact technical support.



WEAK SOUND OR NO SOUND

- **Problem:** The speaker does not play sound or is too quiet.

Solutions:

- Check if it is Muted – turn it off.
- Increase volume using buttons or in Settings → Sound.
- Check if headphones are not connected (sound goes to headphones).
- Restart the device.
- If the problem persists, the speaker might be damaged – contact service.

DEVICE OVERHEATING

- **Problem:** The device is hot, the display flickers or turns off.

Solutions:

- Turn off the device immediately – high temperature damages components.
- Place the device in a cooler place (away from direct sunlight).
- Check if the ventilation vents are blocked – clean them.
- Increase the space around the device (min. 10 cm).
- Adjust the room temperature (ideally 18–25 °C).
- After cooling down (30 minutes), try turning it on again.
- If the problem persists, contact the supplier.

SLOW PERFORMANCE, LAGGING

- **Problem:** Apps launch slowly, the display lags.

Solutions:

- Restart the device – the most common solution.
- Close unnecessary applications – manage applications in the task manager:
- Android: Press the "Recent Apps" icon in the top right.
- Windows: Ctrl + Shift + Esc (Task Manager).
- Clean the device memory – remove old files and applications.
- Update the operating system to the latest version.
- If the problem persists, perform a Hard Reset (see 8.7).

DEVICE DISCONNECTS FROM WI-FI

- **Problem:** Internet connection is unstable or not found.
- **Solutions:**
- Check if the Wi-Fi router is working correctly (all LEDs are lit).
- Try connecting again: Settings -> Wi-Fi -> Disconnect and connect again.
- Try "Forget network" and connect again:
- Go to Settings -> Wi-Fi -> Long click on network -> Forget.
- Connect again and enter password.
- Move the router closer to the device (minimum 3-5 meters).
- Restart the device and router.
- If the problem persists, try an Ethernet cable (more stable).

HARD RESET

⚠ WARNING: Hard Reset will delete all data and applications!

Procedures:

For Android:

- Go to Settings -> About Device -> Factory Reset (Reset).
- Select Erase All.
- Confirm the operation - the device will restart and reset.

For Windows:

- Go to Settings -> System -> Recovery.
- Select Reset this PC.
- Choose Remove Everything.
- Confirm - Windows will reinstall.

WARRANTY AND SERVICE

WARRANTY TERMS

- **Warranty period:** 24 months from the date of purchase
- **Coverage:** Manufacturing defects, material and workmanship errors
- **Exclusions:** Physical damage, improper use, natural disasters, unauthorized repairs

ENVIRONMENT AND RECYCLING

- The device contains electronic components - do not dispose of it in regular waste.
- According to the WEEE directive (Waste Electrical and Electronic Equipment), the device must be recycled correctly.
- Contact your local electronic waste collection facility.

CONTACTS

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