

# MKG8110

## Installation guide



[www.mitsubishielectric-printing.com](http://www.mitsubishielectric-printing.com)

# Safety instructions

This equipment complies with  
UNE-EN 60950-1:2007 + CORR:2007 + A11:2009  
+ A12:2011 + A1:2011 +AC:2012

## CAUTION

Changes or modifications not approved by the party responsible for compliance could void the user's authority to operate the equipment.

## NOTE

This equipment has been tested and found to comply with the limits for a Class II digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.



The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute the risk of electric shock.



## WARNING

The socket outlet shall be installed near the equipment and shall be easily accessible.

## WARNING

To prevent fire or shock hazard, do not expose this appliance to rain or moisture.



**CAUTION**  
RISK OF ELECTRIC SHOCK  
DO NOT OPEN



## CAUTION

TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK) NO USER-SERVICEABLE PARTS INSIDE REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.

## Operation is subject to the following two conditions:

- (1) this device may cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device

## POWER REQUIREMENT

This product is designed to operate on 100-240v AC 50/60Hz. Never connect to any outlet or power supply having a different voltage or frequency.

This system is equipped with two power adaptors, the Tablet Power Adaptor and the USB Hub Power Adaptor. Both are subjected to the operation conditions mentioned before.

## PROTECTIVE MEASURES

### *IF ABNORMALITIES ARISE*

If the unit emits smoke or abnormal sounds, immediately unplug the power cord from the terminal or power outlet. Continued use is dangerous. Contact your dealer about having the terminal checked and serviced.

### *NEVER INSERT ANY OBJECT INTO THE UNIT*

No foreign objects of any kind should ever be inserted into the terminal other than flash memory cards, CD or DVD. Other items can cause a safety hazard and extensive damage to the mechanism and electronics.

### *DO NOT PLACE ANYTHING ON THE PRODUCT*

Heavy objects placed on the product can cause damage to the terminal or obstruct proper ventilation.

### *PROTECT THE POWER CORD*

Do not set anything heavy on the power cord nor allow it to become pinched, or cut. If the power cord becomes damaged, replace it immediately to avoid shock hazard or electrical fire. When the power cord is replaced, use the same type as originally supplied. When unplugging the power cord, hold the plug, and remove it carefully.

### *DO NOT PLACE WATER OR LIQUID CONTAINERS ON THE UNIT*

Liquids which get into the unit can cause serious damage to the unit and potential shock or fire danger.

### *DO NOT REMOVE THE CABINET*

Touching internal parts is dangerous, and may cause a malfunction. Contact your dealer to carry out internal checks and adjustments.

### *CONNECTION CABLES*

Use the power cord supplied with the unit.

### *UNPLUG THE POWER ADAPTORS DURING A LONG ABSENCE OR DURING AN ELECTRICAL STORM*

Turn off the Main Power switch and unplug the adaptors during a long absence or during an electrical storm.

## INSTALLATION AND OPERATION

### *MAINTAIN GOOD VENTILATION*

Ventilation slots and holes are provided on the sides of this unit. Place the unit on a hard and level surface and locate at least 4 inches (10cm) from walls to insure proper ventilation.

### *UNSUITABLE LOCATIONS*

Avoid installing the unit in unstable locations with high vibration or in hot-springs areas where hydrogen sulfide and acidic ions are likely to be generated.

### *PLACES WITH HIGH HUMIDITY AND DUST*

Do not place the unit in locations with high humidity, vapors and dust. They can cause extensive damage.

### *PLACES NOT LIKELY TO BE EXTREMELY HOT*

Places exposed to direct sunlight, or near heating appliances can attain extremely high temperatures which may deform the cabinet, or can become a prime cause of damage.

### *PLACE THE UNIT ON A HORIZONTAL LEVEL*

The unit is likely to be affected if it is placed in slanted conditions or in unstable places.

### *PROTECT AGAINST DEW FORMATION*

In extremely cold regions, if the unit is moved from an extremely cold area into warmer area, moisture can form inside the unit and prevent operation. Allow the temperature to stabilize before use.

### *OPERATING AMBIENT TEMPERATURE RANGE*

The operating temperature range is 41°F - 86°F (5°C to 30°C), and humidity of 20% - 80%. If the unit is installed in an enclosure, make sure that the temperature inside the enclosure does not exceed this range.

### *UNSUITABLE MATERIALS FOR THE PRODUCT*

Paint coat flaking and plastic deformation are likely to occur if the unit is wiped with chemical dusters, benzene, thinner or any other solvent, if rubber or PVC items are left in contact with the unit for an extended duration, or if the unit is sprayed with insecticide.

# Product specifications

## HARDWARE

### *CPU*

Intel® Atom™ Z3735F Quad Core

### *OS*

Windows 8.1

### *HDD*

32Gb SSD drive

### *RAM*

2GB

### *Display*

Multi-touch LCD IPS 10.1" (1280x800)

## OPERATION

### *Ambient temperature and humidity*

5°C (41°F) to 30°C (86°F) / 20% to 80%  
(noncondensing)

### *Altitude (from sea level)*

60 to 3,000 meters

## POWER

### *AC Adaptors*

100-240V AC 50/60 Hz

**The mentioned specifications could be subjected to changes without notice.**

**Product images are for illustrative purposes and may differ from the actual product.**

# Box contents

## SYSTEM

Tablet based equipment with software pre-installed.

## POS

Advertisement frame.

## EX3 CARD READER KEY

Key for release the removable card reader.

## USB RECOVERY

Device for the recovery software procedures.

## Please, visit for more information

[www.mitsubishielectric-printing.com/retail-solutions/kiosk/smartkioskgifts](http://www.mitsubishielectric-printing.com/retail-solutions/kiosk/smartkioskgifts)



# System installation

## PLACEMENT

The system must be placed on a flat and regular surface.

If you already have a printer, the system can be installed on top of it.

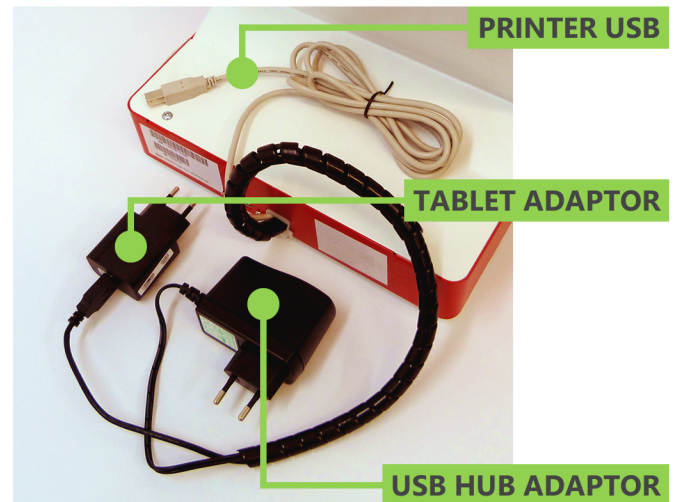
Make sure that the back side of the system remains accessible in order to get an easy way to press the power button (see *System startup* section).



## CABLES CONNECTION

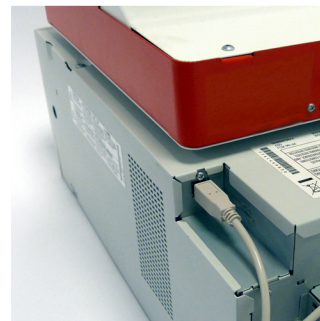
Before proceed, ensure you have at least two power outlets near to plug the power adaptors securely and avoiding an excessive cable straining.

- Connect the *Tablet Adaptor* to a power outlet.
- Connect the *USB Hub Adaptor* to a power outlet.
- Plug the white *Printer USB* cable to the connector placed at the back of your printer.



**It is strongly recommended to use a surge protection AC-tap to protect the system against power instability or unexpected cuts.**

**Before proceed with the next steps please, verify all cable connections.**



# System startup

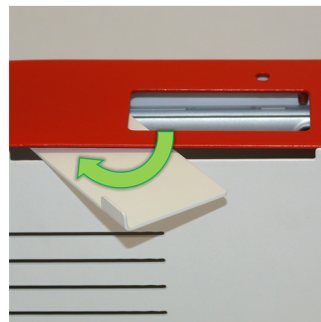
## BEFORE START

Make sure that the all cables are properly connected as it is shown in the previous section and you have access to the power button located behind the top cabinet door.



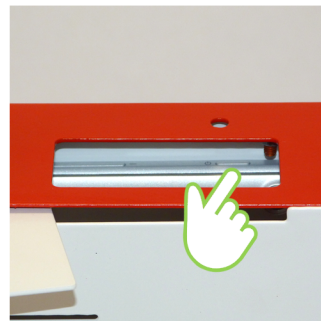
## OPEN THE CABINET DOOR

Open the cabinet door by turning it clockwise to get access to the power button.



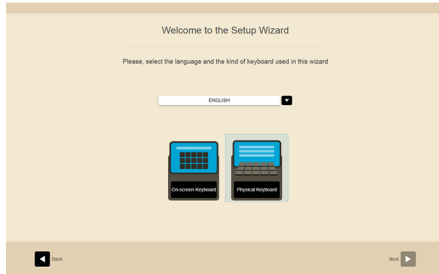
## PRESS POWER ON BUTTON

Press and hold the power button (see image) for a few seconds (between 2-5s) and release it when Toshiba®'s logo has been appeared.



Power button diagram

# First run wizard



Welcome to the Setup Wizard

Please, select the language and the kind of keyboard used in this wizard

ENGLISH

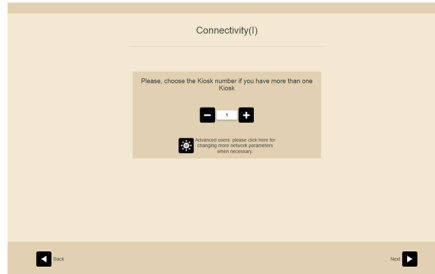
On-screen Keyboard Physical Keyboard

Back Next

## 1] LANGUAGE and KEYBOARD

Choose your language to be used during the wizard [not the system language] and the type of keyboard you will use for this process.

Then, tap on Next button.



Connectivity(I)

Please, choose the Kiosk number if you have more than one Kiosk

1

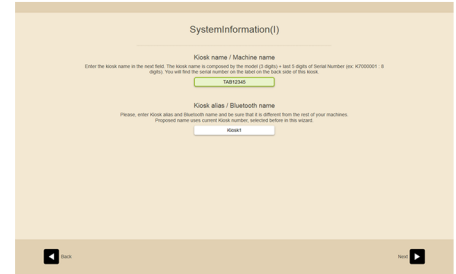
Advanced users: please click here for changing your network parameters when necessary

Back Next

## 2] CONNECTIVITY

By default, 1. Choose a different number if you have more than one system in the same LAN network.

Then, tap on Next button.



SystemInformation(I)

Kiosk name / Machine name

Enter the kiosk name in the next field. The kiosk name is converted to the model of English - last 5 digits of Serial Number (ex: K1000001 - 0 digits). You will find the serial number on the label on the back side of this kiosk.

VALIDATE

Kiosk alias / Bluetooth name

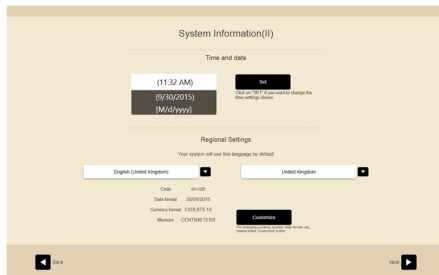
Please, enter Kiosk alias and Bluetooth name and be sure that it is different from the end of your machines. Predefined name auto correct Kiosk number, selected before in this wizard.

RESET

Back Next

## 3] SYSTEM INFORMATION (I)

Set your Kiosk name based on the instructions on the screen. Then, tap on Next button.



System Information(II)

Time and date

(11:32 AM) (8/30/2015) (M/d/yyyy)

Set

Time zone: GMT-05:00 (America/New\_York) Change the time settings below

Regional Settings

Your system will use this language by default

English (United Kingdom) United Kingdom

Code: en-GB Date format: MM/dd/yyyy Currency format: \$1234.5678.90 Region: CENTAMERICA

Customize

Please save your settings and restart the system

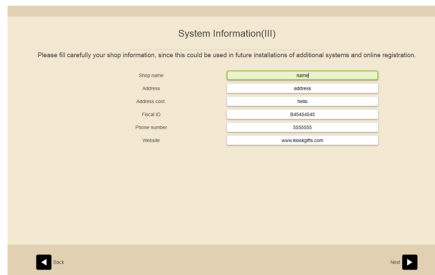
Back Next

## 4] SYSTEM INFORMATION (II)

Set the time and date in case are not correct.

Choose your main system language and your region.

Then, tap on Next button.



System Information(III)

Please fill carefully your shop information, since this could be used in future installations of additional systems and online registration.

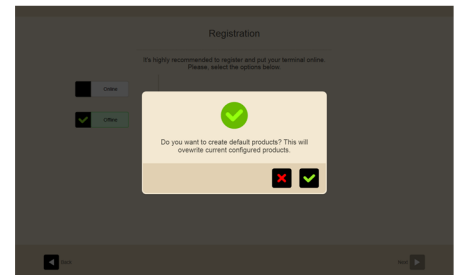
Shop name	name
Address	address
Address cont.	info
Phone ID	800000000
Phone number	80000000
Website	www.kioskgate.com

Back Next

## 5] SYSTEM INFORMATION (III)

Fill the form with your store or business information.

Then, tap on Next button.



Registration

It's highly recommended to register and put your terminal online. Please, select the options below.

Online Offline

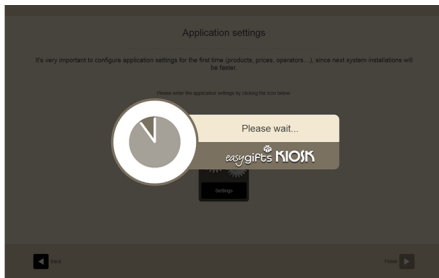
Do you want to create default products? This will overwrite current configured products.

Yes No

Back Next

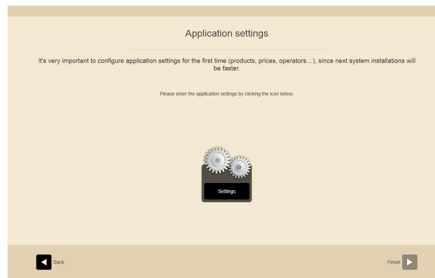
## 6] DEFAULT PRODUCTS

Tap on the green tick button to allow the system create the default products.



## 7] APPLYING SETTINGS

Wait until this screen disappears. During this process, the software is being initialized.



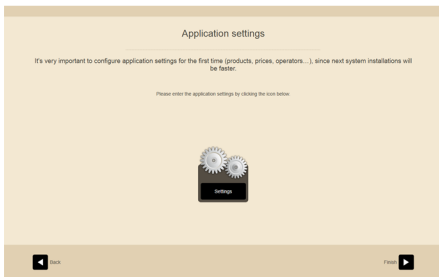
## 8] SETTINGS (I)

Tap on Settings button to go to the main settings screen.



## 9] SETTINGS (II)

In this screen you can check and revise all settings related to the system, products and prices. Once you are done, tap on Back button.



## 10] FINISHING

To finish the installation, tap on the Finish button



## 11] SYSTEM READY

When the home screen appears, the system is ready to proceed with the installation of your Mitsubishi Electric printer.

# Printer driver installation



## BEFORE PROCEED

**For printers models CP-D80DW-S, CP-D70DW-S and CP-K60DW-S (red front label models) skip this process.**

For printer models CP-D80DW, CP-D70DW (grey front label models) please, check the points below and follow the installation process:

- There is only one printer connected to the system.
- The USB cable is the original one.



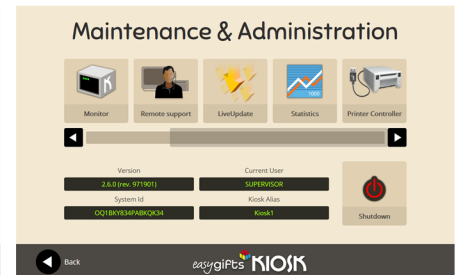
### 1] ACCES TO ADMINISTRATION

First, tap on the top-left corner and just after, the top-right corner of the screen.



### 2] OPERATOR PASSWORD

Enter your operator password (by default "123"). Then, tap on the green tick button.



### 3] PRINTER CONTROLLER

Move the slider to the end and tap Printer Controller button to launch the driver's wizard.



#### 4] INSTALLER LANGUAGE

Choose your desired language and then, tap on OK button.



#### 5] DRIVER INSTALLATION

Ensure your printer is connected and powered on. Then, tap on Next button to proceed to install the driver.



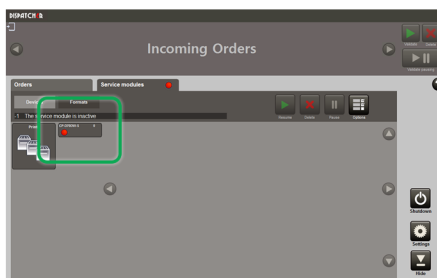
#### 6] PRINTER DETECTION

Once this dialog appears, switch off and then switch on your printer to allow the system to detect it. Then, tap on Close button.



#### 7] INSTALLATION CHECK (I)

Move the slider to the start and then, tap on Dispatcher button.



#### 8] INSTALLATION CHECK (II)

Go to Service Modules tab and check if your printer has been detected (a rectangle with the model will appear). Then, tap on Hide button.



#### 9] FINISHING

On the Maintenance & Administration screen, tap on Back button.

# Maintenance tips

## COMPUTER-FRIENDLY ENVIRONMENT

To keep your system in prime operating condition, protect your work area from:

- Dust, moisture, and direct sunlight.
- Rapid changes in temperature or humidity and sources of temperature change such as air conditioner vents or heaters.
- Extreme heat, cold, or humidity.
- Liquids and corrosive chemicals.

## CLEANING

To help ensure a long life please, follow these advices.

- Be careful not to spill liquids into the system. If the system does get wet, turn the power off immediately. In these circumstance you should get the system inspected by the authorized service center.
- Clean the plastics of the system using a slightly water dampened cloth.
- You can clean the display screen by spraying a small amount of glass cleaner onto a soft, clean cloth and then wiping the screen gently with the cloth.

## SYSTEM SHUTDOWN

To avoid system malfunction or damages on its hardware please, follow the instructions below for a proper shutdown.



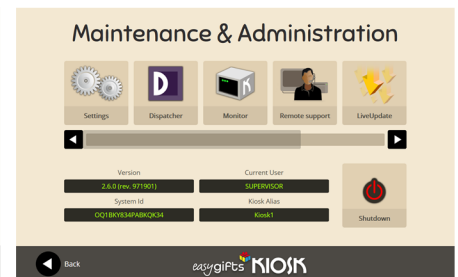
### 1] ACCES TO ADMINISTRATION

First, tap on the top-left corner and just after, the top-right corner of the screen.



### 2] OPERATOR PASSWORD

Enter your operator password (by default "123"). Then, tap on the green tick button.



### 3] SHUTDOWN

Tap on Shutdown button.

# Contact information

## **MITSUBISHI ELECTRIC EUROPE, B.V. Spanish branch**



Carretera de Rubí, 76-80  
08174 Sant Cugat del Vallès  
Barcelona, Spain



+34 935653131

## **MITSUBISHI ELECTRIC EUROPE, B.V. German branch**



Gothaer Strasse, 8  
40880 Ratingen  
Germany



+49 (0) 2102 486 9250

## **MITSUBISHI ELECTRIC EUROPE, B.V. UK branch**



Travellers Lane, Hatfield  
Hertfordshire  
AL10 8XB England, UK



+44 (1707) 276100

## **MITSUBISHI ELECTRIC EUROPE, B.V. Benelux branch**



Nijverheidsweg 23A  
3641 RP Mijdrecht  
The Netherlands



+31 (297) 282461

## **MITSUBISHI ELECTRIC EUROPE, B.V. French branch**



25, Boulevard Des Bouvets  
92741 Nanterre Cedex  
France



+33 (1) 55685568



[www.mitsubishielectric-printing.com](http://www.mitsubishielectric-printing.com)

## **SERVICE & SUPPORT**



[helpdesk.messec@sp.mee.com](mailto:helpdesk.messec@sp.mee.com)



[www.mitsubishielectric-printing.com/support](http://www.mitsubishielectric-printing.com/support)