



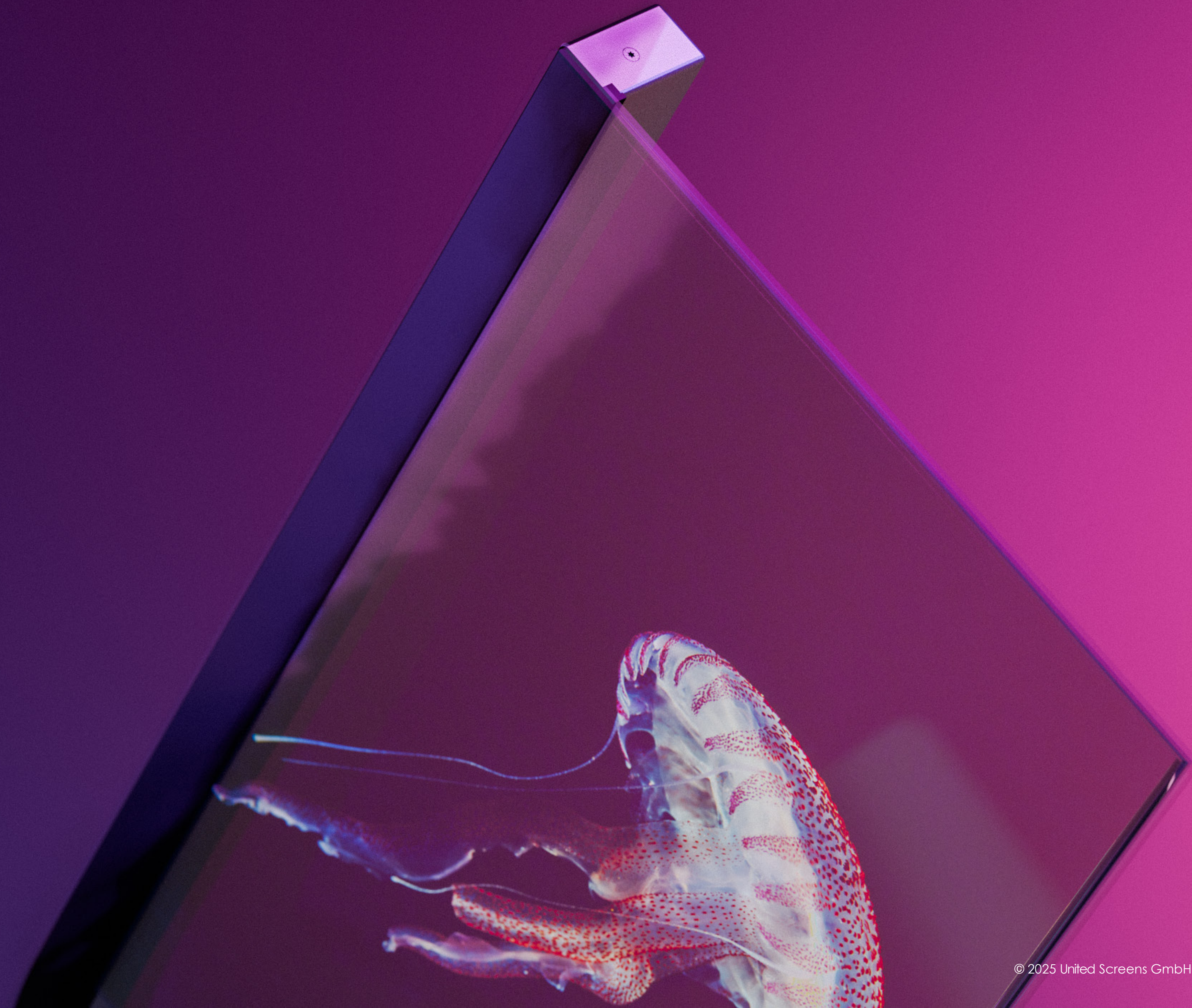
# CrystalKiosk

**USER MANUAL**

**PRO**Experience

## 02 Table of Contents

03	<b>Introduction</b>
04	Safety Information
05	<b>Operating Specifications</b>
06	Installation Environment
07	<b>System Architecture</b>
08	Unpacking and Commissioning
10	<b>Operating the System</b>
13	Integrated Playback PC
14	<b>Troubleshooting</b>
15	Maintenance
16	<b>Support</b>
16	Manufacturer Information



## 03 Introduction

### **CrystallKiosk – pure elegance meets innovative technology**

The sleek 30" media kiosk lends your products a modern and elegant lightness. With its transparent display, slim glass design, and invisible MultiTouch pCap technology, the CrystallKiosk transforms every product presentation into an interactive premium experience.

Whether in exclusive flagship stores, at trade shows, or in high-quality showrooms and foyers – the CrystallKiosk is the perfect stage for your high-end products or your advertising message. Its minimalist design and excellent craftsmanship emphasize the premium character of your brand and create unforgettable wow moments for your customers.

### **Precise and vibrant colors**

The CrystallKiosk offers vibrant colors with 120% Rec.709 color space coverage and wide viewing angles without angle-dependent contrast or brightness limitations. The display provides HD resolution for magnificent, color-intensive graphics and video content.

### **Compatibility and equipment**

The CrystallKiosk features a powerful integrated PC with Windows 11 IoT Enterprise, capable of handling various POS tasks. Additionally, it supports connection of external hardware players and Macs via HDMI and touch input.



## 04 Safety Information

Complete knowledge of this operating manual is essential to ensure safe operation and to prevent personal injury and property damage. Maintenance, installation, and service work may only be carried out by authorized professionals.

### Emergency measures and damage prevention

In case of liquid or foreign object intrusion, fall and housing damage, or damage to power supply components:

1. Immediately switch off the system
2. Disconnect from the power supply
3. Contact United Screens without delay

### Installation regulations

- Installation only on stable, level surfaces
- No outdoor installation or installation in humid rooms
- Sufficient distance from heat sources
- Professional cable routing to protect the power supply

### Display protective glass

The system is equipped with tempered front glass. While the front side offers increased impact and breakage resistance, the display back requires special care in handling. Contact with hard or sharp-edged objects must be avoided at all costs.



## 05 Operating Specifications

### Application area and operating time

- Stationary indoor installations
- Maximum 12 hours daily, video content only

### Temperature range and placement

- Ambient temperature: 0°C to 35°C
- Freestanding installation
- 1m minimum distance from heat sources

### Lüftungsanforderungen

- Unimpeded air circulation at the side ventilation openings of the system base
- Minimum distances according to installation requirements (page 06) must be strictly observed
- For structural integration or cladding: Ensure sufficient ventilation



## 06 Installation Environment

The CrystalKiosk system is designed for installation in commercially controlled indoor spaces. It is used in professional environments under the supervision of the operator. Ambient temperature and humidity must be within the proper operating range.

Surfaces or structures on which the kiosk is to be placed must be load-bearing and stable. Weights and dimensions can be found in the technical data sheet.

The kiosk base is equipped with four anti-slip rubber pads as standard. These can optionally be replaced with leveling feet or used for permanent floor anchoring. Anchoring is done from the top of the base and requires temporary removal of the base cover. This installation may only be carried out by authorized professionals.

The side ventilation openings of the kiosk base require a minimum distance of 50mm from surrounding objects and must always remain freely accessible to ensure optimal system cooling.

The characteristic transparency of the display unfolds optimally with well-thought-out lighting in the area behind the kiosk. Experiment with intensity and alignment of the lighting for best results.

Note: The CrystalKiosk display panel is not designed for direct sunlight.

## 07 System Architecture

### Core components

- 30" Transparent OLED Display with touch function
- Unique, curved glass front made of tempered safety glass
- Stereo speaker system

### Integrated system unit

The compact kiosk base houses all system and control components.

- Powerful multimedia PC
- Display control electronics
- Audio components
- Intelligent switching unit for flexible operating modes

### Connectivity and operating modes

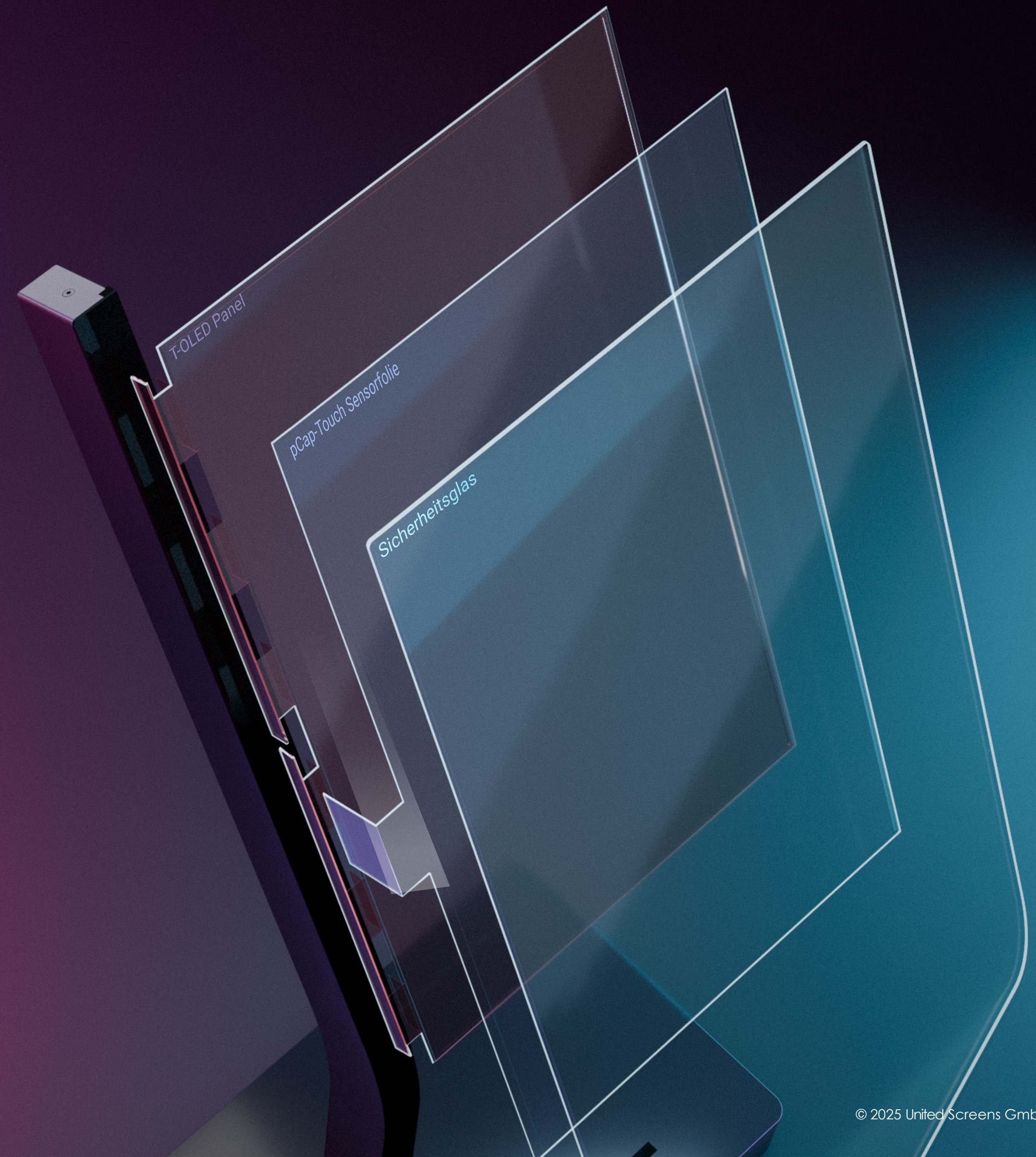
The system offers two operating modes:

#### 1. Integrated mode

- Fully autonomous operation via integrated PC

#### 2. External mode

- Connection of external systems (PC/Mac/Linux) via standard interfaces
- Pass-through of touch and camera functions via USB 2.0
- Convenient switching via dedicated mode switch



## 08 Unpacking and Commissioning

### Personnel requirements

The installation of the CrystalKiosk requires two qualified persons. This ensures safe handling and protects both personnel and equipment from damage. Installation by a single person is prohibited for safety reasons.

### Transport box

1. Check the transport box for damage upon delivery.  
In case of damage: Do not refuse acceptance, but have the damage recorded by the carrier.  
Contact us.
2. Unpack the CrystalScreen only on suitable surfaces.  
These must be stable, load-bearing, and level.
3. Make sure the box is stable and secure.





## 09 Unpacking and Commissioning

### Removing the system

1. Open the hinges and then the door/flap.
2. Carefully pull the cardboard box out of the wooden crate.
3. Remove the side cardboard lid and pull the CrystallKiosk with its rigid foam blocks out of the cardboard box.
4. Use only the marked grip positions (see illustration) to remove the system.
5. Remove the rigid foam blocks.

### Important handling instructions

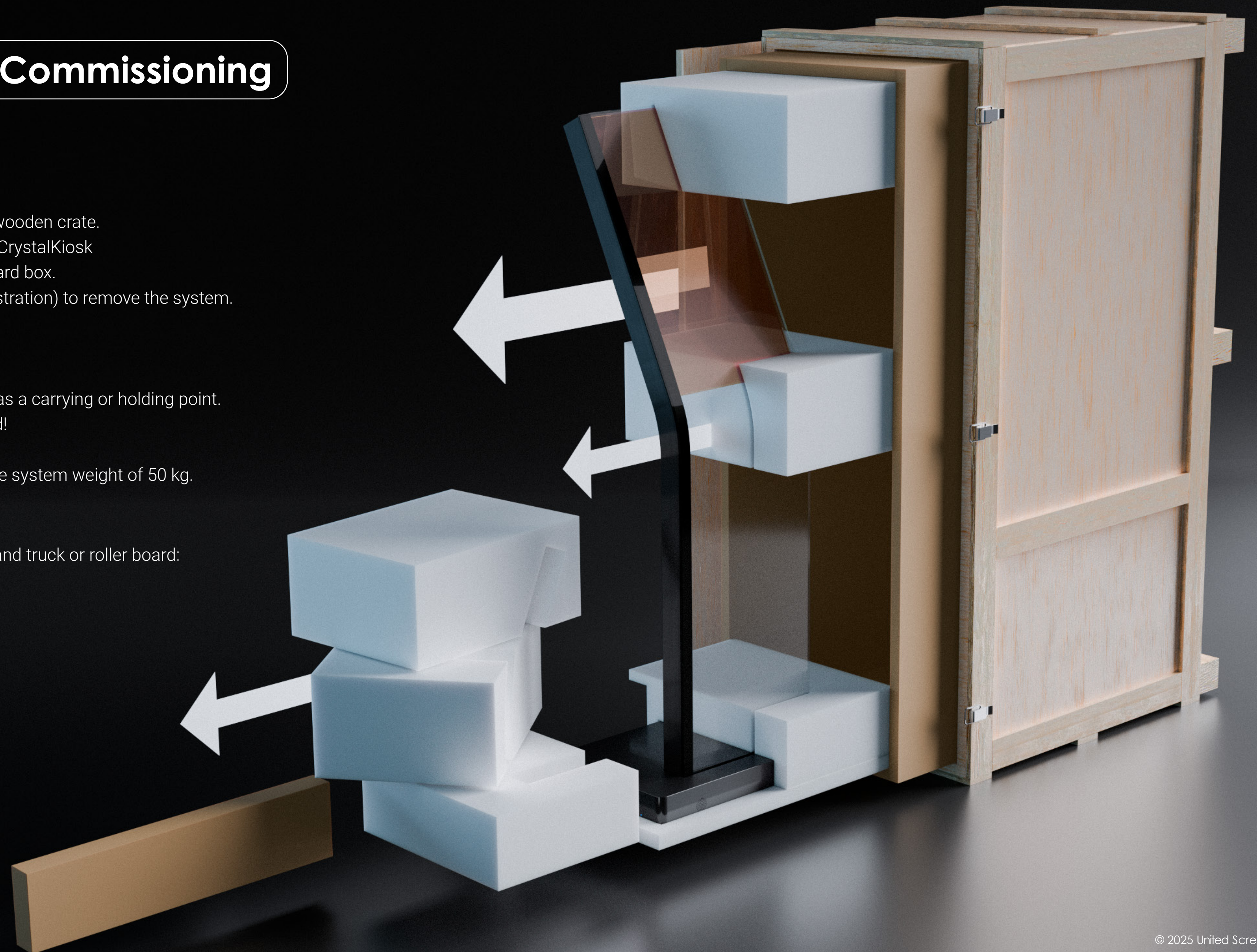
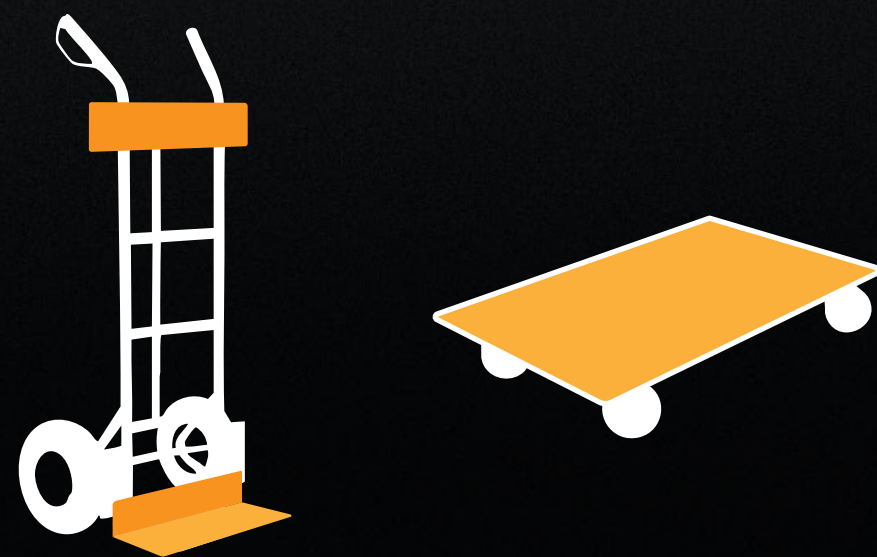
- The upper half of the kiosk is not designed as a carrying or holding point.
- Any load on the upper area must be avoided!

The installation surface must be designed for the system weight of 50 kg.

### On-site transport

For longer transport routes, we recommend a hand truck or roller board:

Use of non-slip pads is mandatory.  
Careful securing against unintentional slipping.



# 10 Operating the System

## Connections and switches

On the back of the kiosk base is the rear panel with connections and switches for the display and the integrated PC as well as for external playback systems. This connection & control panel is shown in the lower illustration.

The connections are divided into 3 areas:

### INTERNAL PLAYER

The HDMI output is for using a secondary display, e.g., as a control or maintenance display. However, it can also be used to connect a second CrystalScreen, allowing 2 systems to be operated from just one integrated PC.

### EXTERNAL PLAYER

HDMI v2.0 input with HDCP v1.1 support as well as Touch and Camera USB 2.0 signal outputs with USB-B connection for connecting external systems.

### POWER

Power input module with filter and excellent damping performance as well as high-quality 2-pole rocker switch.



# 11 Operating the System

## Switching on the system

- Connect the power cable **3** and set AC switch **4** to „I“
- LED **6** ret/off -> POWER button **5**
- POWER Internal Player **1**

**Note:** If no digital input is connected, the display waits a few seconds and then switches to energy-saving mode. The LED indicator changes from green to red. This happens until a digital input is established.

## Switching off the system

Shut down the integrated PC using the ON/OFF symbol in the Windows Start menu. The integrated PC is switched off when the blue LED ring around the POWER button in the Internal Player area is off **2**.

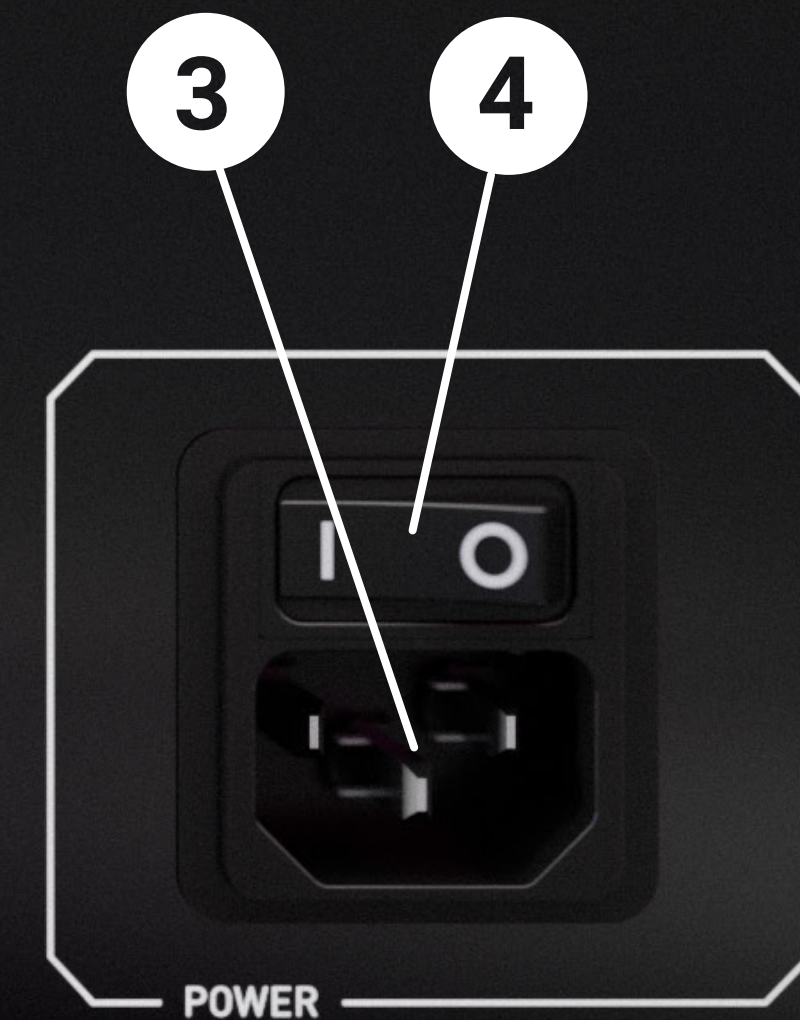
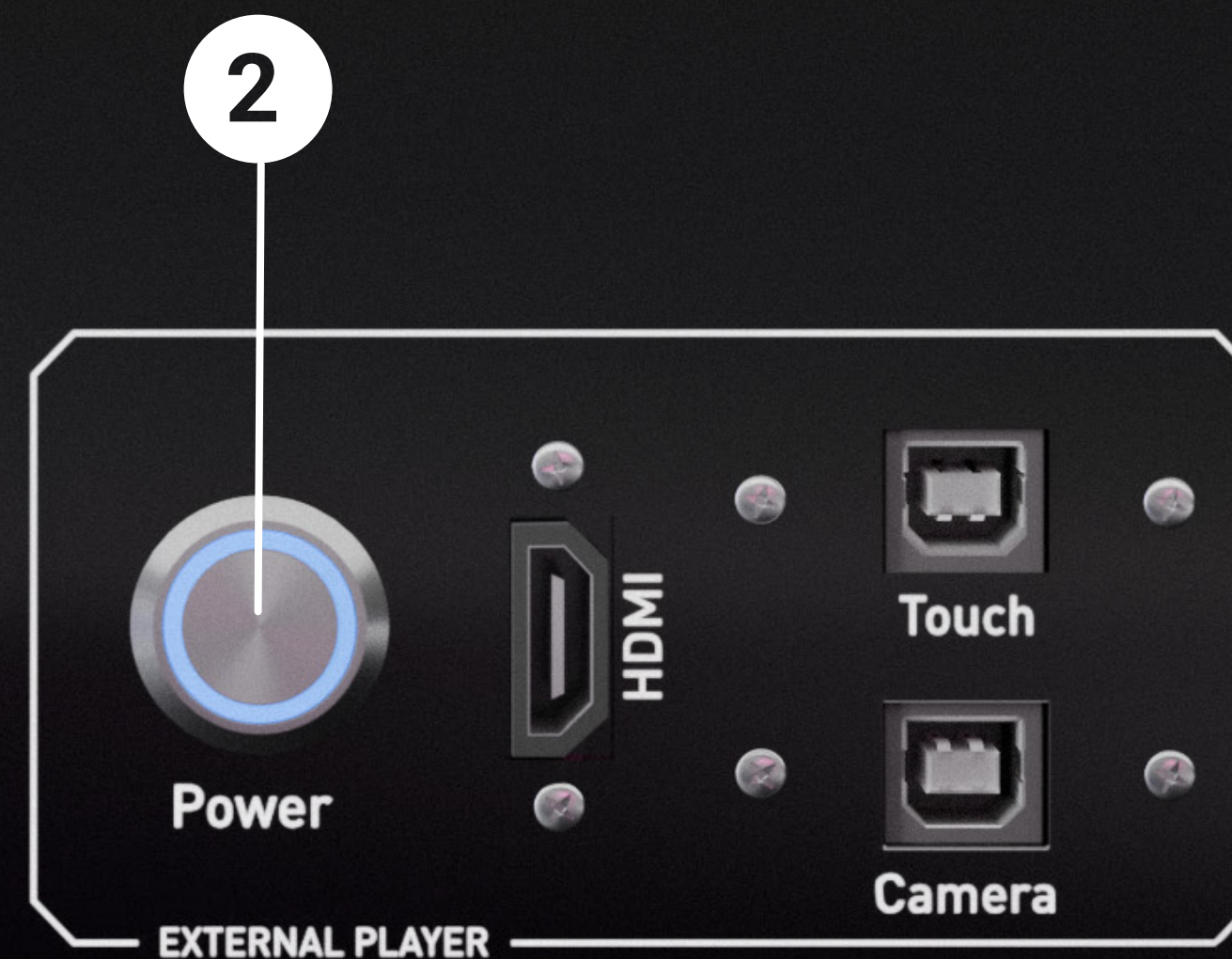
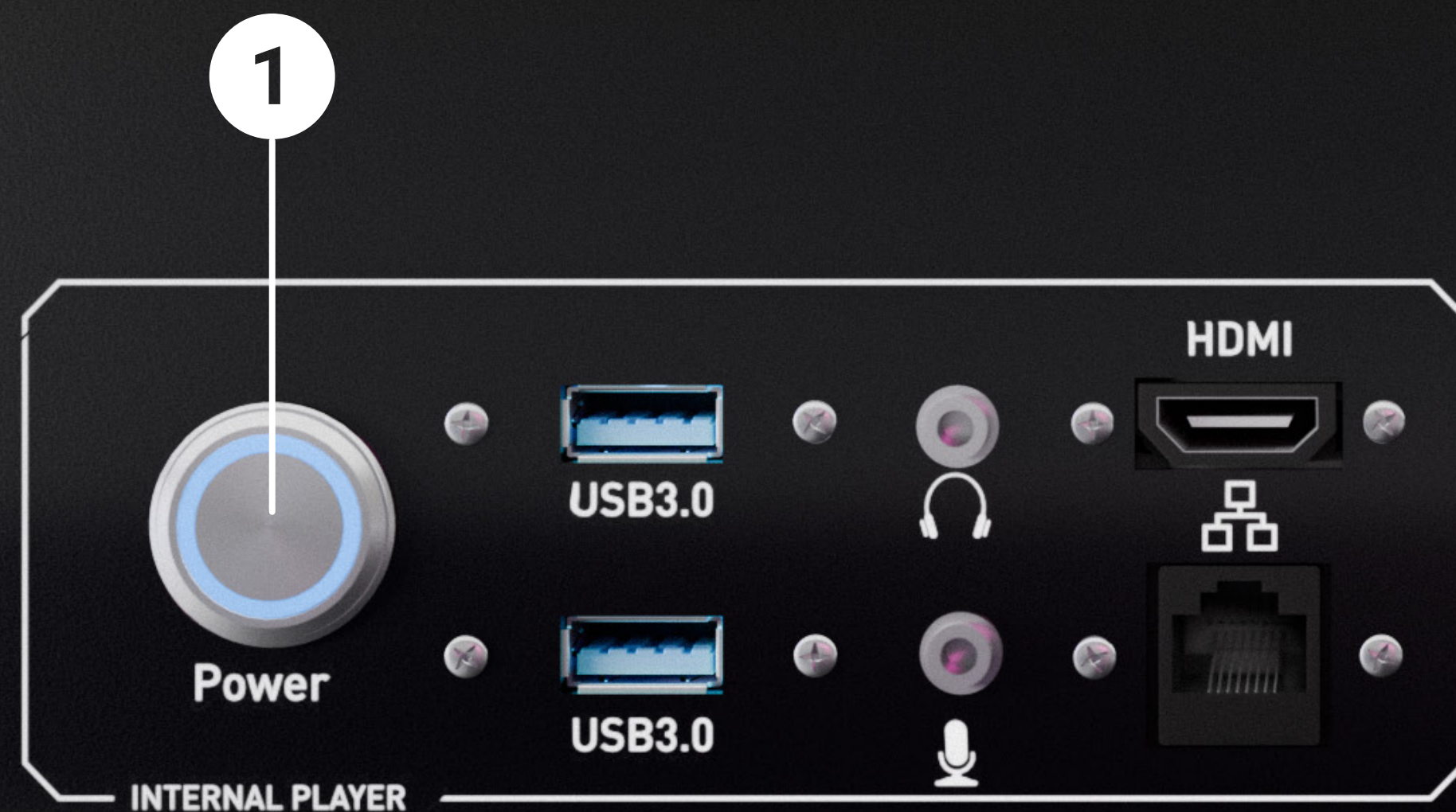
To completely switch off the system, set the power switch **4** to „O“.

**Note:** Do not switch off the system via the power switch when the integrated PC is still in operation and the LED ring is lit **1**.

## Connecting an external player

Press Power External Player **2** and connect external players via HDMI, Touch, and Camera cables. Switch on the OLED display **5** and then start the external player.

**Note:** If the external input is not automatically detected, use the remote control to change the signal input (SOURCE).



## 12 Operating the System

### Remote control

The infrared receiver for the remote control is located on the front left side of the kiosk ⑥.

### Using the touchscreen

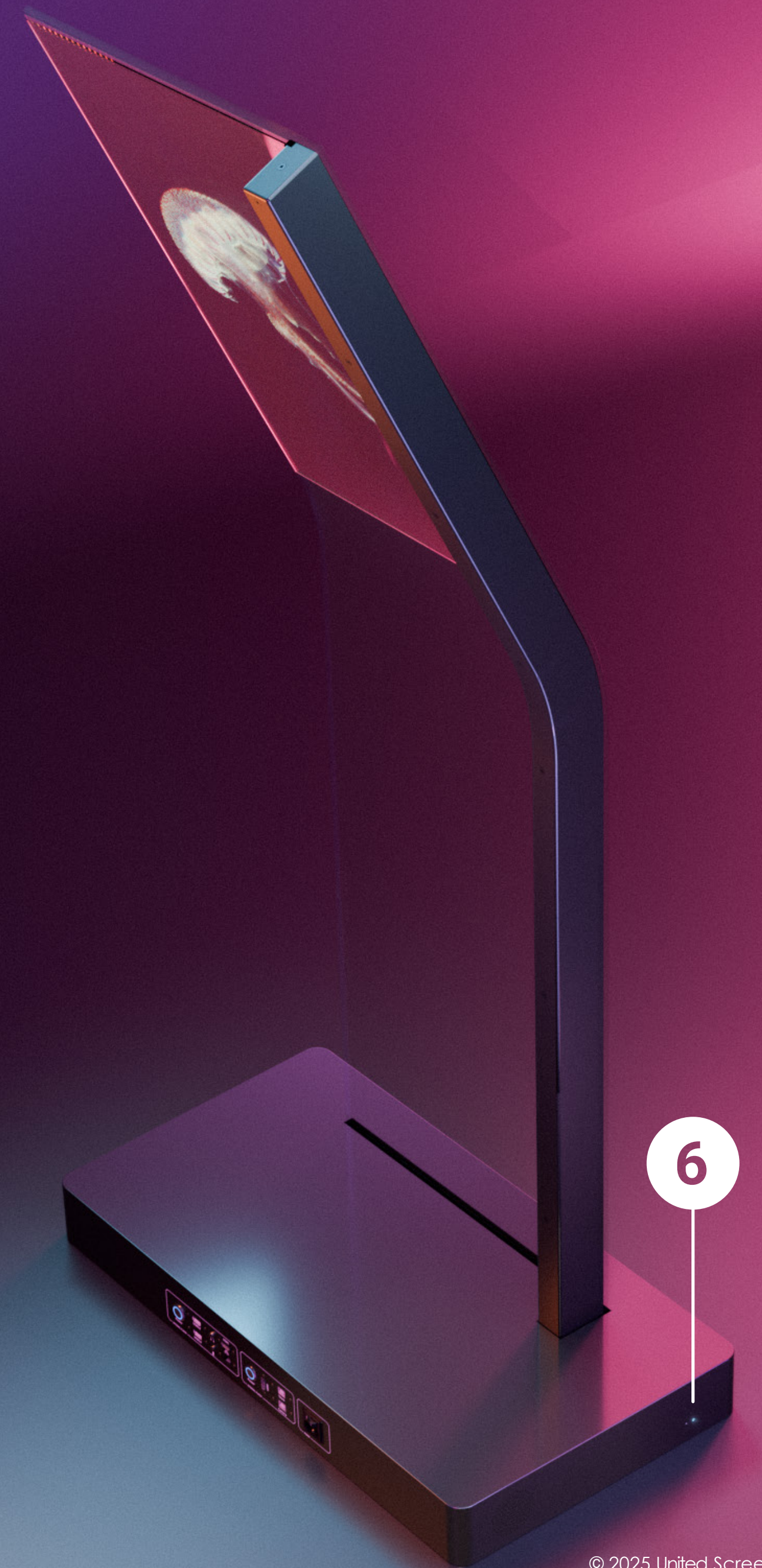
You can control the Windows operating system via the touchscreen. The touch display is HID-compatible and offers up to 10 touch points for Windows and Linux without drivers. For Mac operating systems, only single-touch is supported. No driver is required for Mac support.

### Content development

Our Content Developer Guide provides valuable support for creating optimized content for your CrystalScreen 2.0 system. The documentation explains the specific properties of OLED displays and provides practical design guidelines for convincing visual results. The guide is available for download at: <https://www.united-screens.tv/en/crystalscreen-content-dev-guide/>

### Note: Display Dimming

The OLED has a "burn-in protection" against static content, as the organic components in the display would otherwise be subject to a faster aging process during continuous illumination. If a static image is displayed on the OLED for longer than 5 minutes, the dimming function of the OLED is activated and the brightness of the display is reduced by 75%.



## 13 Integrated Playback PC

The integrated PC is equipped with an Intel 300 Dual-Core processor with up to 3.9 GHz and offers excellent performance for FHD video playback and POS applications.

The current version of Windows 11 Embedded IoT Enterprise is pre-installed. For more information on the specifications of the integrated PC, please refer to the data sheet.

### FEATURES

- Desktop Dual-Core CPU
- Intel® UHD Graphics 710
- USB 3.0
- 802.11ac WiFi & Bluetooth 4.0

## 14 Troubleshooting

When the power switch is switched from position "0" (Power off) to position "I" (Power on), the green LED on the infrared receiver on the front left should light up. If the LED indicator lights up red, please press the POWER button on the remote control. If the internal PC is switched off and no external PC/player is connected, an OSD info field with the note "NO SIGNAL" should appear on the display in less than 20 seconds. With the internal PC switched on (blue LED ring around the "Internal Player" Power Button is lit) or external PC/player connected, the image from the corresponding source should be visible after a few seconds. The OSD info field "INPUT" with DisplayPort or HDMI indication is also briefly displayed.

**Possible problem:** The power switch is on, but no image appears.

Items to check: ②

Ensure that the power cable is firmly connected at both ends and that the power supply is available.  
Check the LED indicator on the infrared receiver. If it is red, press the POWER button on the remote control.

**Possible problem:** The monitor turns on and displays the "NO SIGNAL" message, but then remains blank.

Items to check: ①

Check if the Internal Player is switched on. When the player is switched on, the blue LED ring lights up. If necessary, a control display can be connected to the HDMI port in the Internal Player area to determine if the internal player is in operation.  
Check via remote control which SOURCE input is selected on the display. For the Internal Player, DisplayPort must be selected; for the External Player, HDMI must be selected.

If these troubleshooting instructions do not resolve the issue, contact United Screens technical support to determine the next steps.

Hotline during business hours: +49 (0)40 571 996 47

Business hours: Mon-Fri 09:00 – 18:00



## 15 Maintenance

### Cleaning the system

Switch off the system using the rocker switch in the POWER area before cleaning!  
Appropriate cleaning is required both after installation and throughout the entire rental or usage period of the system.

### Metal surfaces

These can be wiped with an absorbent cloth.  
Make sure that no liquid gets into the base of the kiosk (electronics)!

### Display front side

Use a soft, lint-free cloth or paper. Microfiber cloths work best.  
Use a high-quality glass cleaner. A premium isopropanol (IPA) cleaner can also be used alone or as a supplement to the glass cleaner.  
Use IPA separately from the glass cleaner, i.e., do not mix them.  
Ideally, use different cloths for each liquid.

**Note:** IPA is flammable. Do not use the cleaner near open flames or other ignition sources.

Glass cleaner or IPA must NOT get into the electronics base or into the area between the display glass and display housing.  
Apply cleaning fluid, glass cleaner, or IPA sparingly to a cloth (not directly onto the glass surface) and start at one side of the screen.  
Wipe evenly across the screen using circular movements. If you cannot achieve a streak-free surface, increase the amount of cleaner on the cloth and change cloths more frequently.

### Display back side

Do not use cleaners on the display back side, but only a microfiber cloth moistened with water. No liquids may enter the area between the back of the display and the steel chassis or between the glass pane and steel base. Proceed even more cautiously. The display back does not have protective glass!

Take special care to use a clean cloth that is free from hard residues (crumbs/chips, etc.).





## 16 Support

### Access to technical support

The following documents and resources are available at [www.united-screens.tv/en/downloads/#crystalscreen](http://www.united-screens.tv/en/downloads/#crystalscreen)

- This user manual
- CrystalKiosk data sheet
- CrystalScreen Content Creation Guide
- Support hotline and email

## Manufacturer Information

### Copyright © 2025

Manufacturer Name: United Screens GmbH

Manufacturer Address: Behringstraße 28a, 22765 Hamburg, Germany

**Copyright** © 2025 United Screens GmbH. All rights reserved.

The content of this publication may not be reproduced without the consent of United Screens GmbH.

### Trademarks

Windows™ is a trademark of Microsoft Corp.

All other names are trademarks or registered trademarks of their respective companies.

### Disclaimer

The information contained in this document is subject to change without notice. United Screens GmbH makes no warranty with respect to this material. Although precautions have been taken in the preparation of this manual, the company is not liable for errors or omissions contained herein, or for incidental or consequential damages in connection with the provision, performance, or use of this material.

**RoHS Declaration of Conformity:** The CrystalKiosk is fully RoHS compliant.