# The Kiosk Dictionary You've Been Waiting For

A comprehensive dictionary of the most commonly used words and acronyms in the self-service industry.

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A comprehensive dictionary of the most commonly used words and acronyms in the self-service industry.

For those new to the kiosk industry, and even for some self-service veterans, keeping up with all of the terms, phrases and use cases can be extremely confusing. That's why we've gathered the most commonly used words and acronyms in the self-service industry and defined them for you in one place, which we have dubbed,

# The Kiosk Dictionary.

# THE BASICS

The basics

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## DIGITAL SIGNAGE

Digital signage uses technologies such as LCD, LED and Projection to display content such as digital images, video and streaming media.

## INTERACTIVE DIGITAL SIGNAGE

Interactive Digital signage uses touch-screen technology to display interactive digital information.

## NON DISCLOSURE AGREEMENT (NDA)

A non disclosure agreement, or NDA, is a contract between two or more parties agreeing not to disclose confidential information they have shared with each other. When an individual or organization approaches a kiosk manufacturer with an idea for a kiosk design that they need help manufacturing, an NDA is often brought into play to protect both parties.

## SELF-SERVICE KIOSK

A kiosk is a physical structure, often including a computer and a display screen, that displays information for users. More sophisticated kiosks let users interact and include touch screens and sound.

# SOFTWARE

Kiosk software produces the on-screen content, or user interface, that a user interacts with on a self-service kiosk. Kiosk software is available to lockdown the applications in order to prevent users from visiting unregistered websites, and most kiosk software providers also offer remote monitoring applications to manage multiple kiosks from a remote location.

## SOFTWARE DEVELOPMENT KIT (SDK)

A software development kit is a set of software development tools that allows the creation of applications for a certain software package, software framework, hardware platform, computer system, operating system, or similar development platform.

## WHITELIST

A software platform should offer the option to whitelist particular websites. Whitelisting enables businesses and organizations to create a specific list of web pages or URLs users are allowed to view. For instance, if a kiosk is being used by internal employees for HR purposes, the employer might only whitelist the specific web pages employees are supposed to use.

## BLACKLIST

In addition to whitelisting, a software platform should allow particular websites to be blacklisted. Blacklisting allows businesses and organizations to create a list of URLs users are specifically denied. Using the same example, if a kiosk is being used by internal employees for HR purposes, the employer may blacklist social media websites.

## USER INTERFACE (UI)

The user interface is the means by which the user and computer system interact, specifically the use of components and software.

# HARDWARE

Kiosk hardware is the physical structure, or chassis, that makes up the kiosk. There are infinite variations of kiosk designs, with some kiosk manufacturers offering out-of-the-box options and others offering fully customizable solutions designed to meet a user's specific needs.

## CLOSE FRAMED

A close frame monitor is a display device with sleek, bezeled edges for use in kiosk chassis that have an exposed monitor. Shown, Right.

## DESIGN ENGINEERING

Design engineers create a fully functional 3-D CAD model, accounting for every screw, weld point, component, bracket and hinge throughout the entire kiosk.

## DESIGN THINKING

Design thinking is used to create kiosk custom solutions by developing a series of conceptual and environmental renders. This is a critical step in figuring out what type of lighting or signage is needed to make the kiosk visible and attractive to users.

## MULTI-TOUCH SCREEN

A multi-touch kiosk screen allows two or more fingers to be used, and recognized, on the screen at one time. An easy example of multi-touch is today's smart phones - which allow users to use pinch and stretching gestures to control on-screen zooming. This technology is now available on kiosk touchscreens.

Close Framed Monitor; Fully Exposed.

Open Framed Monitor; Fully Contained.

# HARDWARE CONTINUED

## MINIMUM ORDER QUANTITY (MOQ)

A minimum order quantity, or MOQ, details the lowest quantity of a product that a supplier is willing to sell. For example, if a custom kiosk solution is being designed, the manufacturer may specify a MOQ to ensure that the end product is a cost effective solution.

## OPEN FRAMED

An open frame monitor is a display device installed as a component within a kiosk chassis, and is fully contained within the metal enclosure. Open frame screens have an unfinished look prior to installation and do not contain a bezel. Shown, Previous.

## ORIGINAL EQUIPMENT MANUFACTURER (OEM)

An original equipment manufacturer is a company whose goods are used as components in the products of another company, which then sells the finished item to users.

## RESISTIVE TOUCH

Resistive touchscreens are made of multiple layers that are separated by thin spaces. When pressure is applied to the surface of the screen, it causes the layers to touch, which tells the device where the user is touching.

## TOUCH SCREENS

Touch screens use touch technology to display device that allows a user to interact with a computer by touching areas on the screen.

# COMPONENTS

Kiosk components are all of the smaller devices or peripherals that function together to allow the kiosk to do its job. Components can include: printers, scanners, bill acceptors, bill recyclers, touchscreens and more.

## BILL OF MATERIALS (BOM)

A Bill of Materials, more commonly referred to as a BOM, is a list of the components and hardware and the quantities of each needed to manufacture a kiosk.

## CUSTOMER INSTALLED COMPONENT (CIC)

A customer installed component is a component added to a kiosk after shipment from the manufacturer. CICs are generally not covered under any warranty from the manufacturer.

## CUSTOMER SUPPLIED COMPONENT (CSC)

A customer supplied component, or CSC, is a component provided by the customer to the manufacturer. The component is then installed by the manufacturer prior to shipment to the end user.

## DOTS PER INCH (DPI)

Term used to describe the image quality from printers.

## EMV

EMV is a global standard for credit and debit payment cards based on chip card technology used to protect against fraud.

## THERMAL PAPER PRINTER (TTP)

Thermal Paper Printer is a printer in which small heated pins form characters on heat-sensitive paper.

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