

QIOX

INSTALLATION & USER MANUAL

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Please read through the manual carefully before using the product and operate it according to the manual. It is advised that you should keep this manual for future reference. Do not disassemble the device or remove the seal label from the device, doing so will void the product warranty provided by QIOX.

All pictures in this manual are for reference only, the actual product may differ. Regarding to the product modification and update, QIOX reserves the right to make changes to any software or hardware to improve reliability, function, or design at any time without notice. The information contained herein is subject to change without prior notice. The products depicted in this manual may include software copyrighted by QIOX or third party.

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QIOX BV

Office adress | Wethouder den Oudenstraat 8 | 5706 ST Helmond | The Netherlands | qiox.nl



MATE OUTDOOR INSTALLATION MANUAL

The **MATE Outdoor** furniture are premium kiosks in a unique style with rounded corners. Users see the design as a modern, contemporary look. This unique “public-proof” kiosk is also known as a large all-rounder. Various parts can easily be built into the kiosk.

This manual Includes product, expansion, and troubleshooting information for your **MATE Outdoor**.



CONTENTS

- 4. Contents
- 5. Introduction
- 6. Safety guidelines
- 8. Getting started
- 10. MATE articles basics
- 11. MATE article options
- 14. Windows Operating system
- 16. Android Operating system
- 18. Advice QIOX Placement
- 20. Dimensions MATE
- 22. Do's & Dont's
- 24. FAQ
- 26. Declaration of conformity

INTRODUCTION

Introduction

The MATE is a kiosk solution that can be used in retail, food and B2B environments for registration, order and self-scan checkout functions. An illustrated introduction to the MATE possibilities is included in this chapter. If you have an MATE at hand, make good use of it to develop a better understanding of this manual. This chapter is written for normal users, maintenance staff and software developers.

Features of the MATE

- 21.5" outdoor monitor (1000 Nits)
- Payment mounting solution(s)
- Built-in 2D scanner
- Built-in NFC reader
- Built-in Printer
- Storm Device for people who are limited
- Multiple color options
- Camera & Audio (only on request)
- Crowd-pleasing design and made of steel, finished with very hard powder coating

Unpacking

Open the package and take out the MATE outdoor and its accessories. Check to make sure everything on the packing list is present and intact. If any contents are damaged or missing, please keep the original package and contact your QIOX channelpartner.

SAFETY GUIDELINES



Before using the QIOX, please read the safety instructions carefully to ensure proper use of the QIOX



Do not switch the QIOX on when use is prohibited or when it may cause interference or danger.



Do not place the QIOX or its accessories in containers with a strong electromagnetic field.



Do not use the QIOX while driving.



Keep the QIOX away from magnetic devices as the radiation from this product may erase the information stored on them.



Follow any rules or regulations in hospitals and health care facilities. Switch off the QIOX near medical apparatus.



Do not put the QIOX in a high temperature place or use it in a place with flammable gas such as a gas station.



Keep the terminal and its accessories out of the reach of young children. Do not allow children to use the terminal without supervision.



Switch off the terminal near high-precision electronic devices as it may affect their performance.



Use only approved batteries and chargers to avoid the risk of explosions.



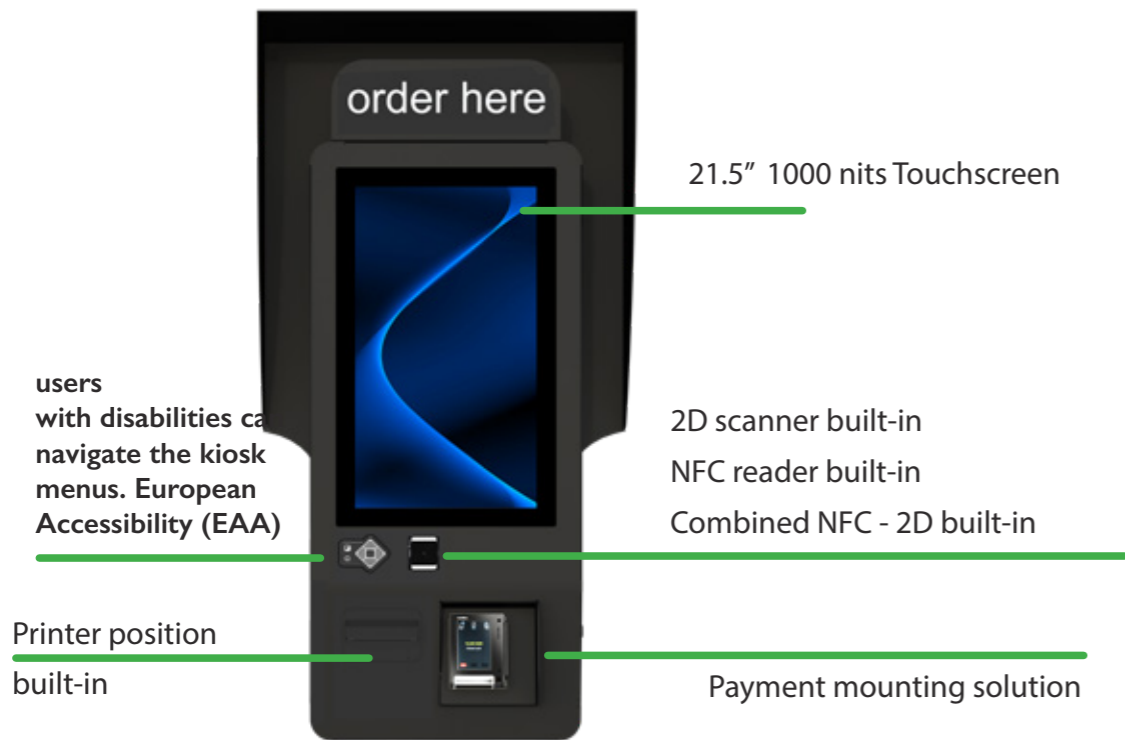
Do not attempt to disassemble the terminal or its accessories. Only authorized repair dealers are allowed to repair the QIOX.



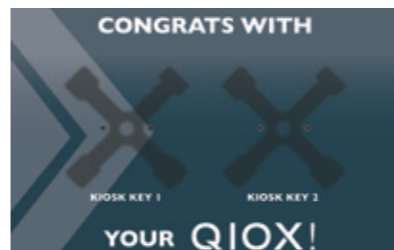
Observe any laws or regulations on the use of wireless devices. Respect others' privacy and legal rights when using the wireless device.

GETTING STARTED

High-quality hardware components are incorporated into the **MATE** outdoor. The integrated touch screen uses projective capacitive touch technology; this guarantees an accurate and pleasant user experience using the familiar touch gestures. Various components are possible, such as a payment terminal or 2D scanner etc.



Light adjustment remote control



Service card and 2 keys to open your Kiosk

MATE outdoor Package



C13 female Power connector (UK IEC, J IEC, Euro IEC C13)
Wieland plug for intern power connection

MATE OUTDOOR ARTICLE BASICS



Wall
QX-21-MSOW



Freestanding
QX-21-MSOF



Freestanding mobile
QX-21-MSOFM



Wall
QX-21-MSOW



Freestanding
QX-21-MOF



Freestanding mobile
QX-21-MOFM

MATE OUTDOOR OPTIONS



Pin terminal plate

As a kiosk manufacturer, we help many customers to provide the right pinterminals. We have established good relationships with international payment providers. Our kiosks are equipped with universal pinterminal holders for the worldline, mollie, adyen, viva and all other well-known pin providers.



QX-PRINTER-MOTM3 or MOS | Printer Receipt printer &

Offering high quality receipt and ticket printing solutions from open frame mechanisms and encased thermal printers for traditional kiosk solutions, to super compact printing solutions for “Next Generation” kiosks, customers can benefit from the renowned reliability and superior features of Star Epson and other brands kiosk range.



QX-COS-M1 or QX-COS-M2 | Personalized RAL Colors

You can order your QIOX in many different RAL colors, to fit your corporate identity style even better! Contact our dealer about options and prices.

MATE OUTDOOR OPTIONS



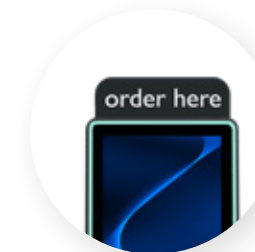
QX-2D-NFC-MOA | NFC Contactless payments

The reader module is certifiable according to EMVCo Contactless Level I, as well as VDV-KA and ITSO. The 4 SAM connections are tested according to EMVCo Contact Level I. Compact design and two alternatively usable interfaces (RS232-TTL or USB) allow easy integration into terminals, enclosures and other devices.



QX-2D-MOA mobile scanner

Our 2D scanner is a built-in scanner with a minimal footprint. The scanner is made to read from modern widescreen LCD displays and is ideal for mobile phone applications such as loyalty programmes and ticket validation. Whether it's an employee scanning a product label or a customer scanning a voucher on their mobile phone, barcode scanning is always easy and fast.



QX-FOIL-MTC | Topcard & magnet print FC

Full-color waterherproof magnetic topcard magnet with standard print or the option for a design in your own corporate identity.



QX-ST-AMN6K

AudioNav™ Tactile & Audible System Navigation Keypad, 6 Keys, White LED, Audio Processor & mounting frame

OPERATING SYSTEM - WINDOWS I3



PLATFORM

Intel® Intel® Core™ i3-1215U processor

MEMORY

2 x SO-DIMM DDR4-3200 MHz

So-DIMM 8GB PX500 SSD 256GB

STORAGE DEVICES

1 x M-Key M.2 (2242/2280) for PCIe SSD

GPU

Intel® UHD Graphics (Core™ Core i3)

Intel® IRIS® Xe Graphics (Core™ Core i5/i7)

Graphic Engine

DirectX 12.1, OpenGL 4.6, OpenCL 3.0, 8K 60fps 12b 4:2:0 HEVC/VP9/SCC

Display Interface

1 x DP (Max.7680 x 4320 @60 Hz)

2 x HDMI (Max.4096 x 2304 @60 Hz)

Network Controller

1 x Intel i219-LM Gigabit Ethernet

1 x Realtek RTL8111H Gigabit Ethernet

Ethernet Interface

2 x RJ45

Wi-Fi/BT

1 x E-Key M.2 (2230) for Wi-Fi/BT, Support Wi-Fi 5, Wi-Fi 6, Wi-Fi 6E (CNVi)

Mobile Network

1 x B-Key M.2 (3042) for 3G/4G,

1 x SIM Slot

USB

1 x USB Type-C3.2 Gen2 (10 Gbps),
4 x USB3.2 Gen2 (10 Gbps), 2 x USB2.0

Serial Port

1 x RS232, 1 x RS232/422/485

Audio

1 x MIC-IN, 1 x AUDIO-OUT

Button

1 x Power on, 1 x CLR-CMOS

Antenna

2 x Connector for Wi-Fi/BT

2 x Connector for 3G/4G (Reserved)

TPM - Optional: TPM2.0

Watchdog Timer

Yes

Auto Power

On Yes

Remo on NA

Power Requirement DC-IN, 19V/3.42A

Dimensions

200 mm x 150 mm x 40 mm (7.87" x 5.90" x 1.57")

Operating System

Windows 11 (64bit) /Linux Ubuntu (64bit)

Operating Temperature

0°C ~45°C (32°F~113°F) @0.7m/s Air Flow

Humidity

95% @ 45°C (non-condensing)

Certifications

CE, FCC Class B, UKCA

SPECIFICATIONS

OPERATING SYSTEM - ANDROID 11



SPECIFICATIONS

PLATFORM

Android Rockchip RK3399

Processing Units

2 Cores Cortex-A72 & 4 Cores Cortex-A53

MEMORY

4GB | 32 GB, Onboard eMMC (Optional: 64 GB)

SOCKET

1 x TF Card reader

GPU

Mali-T860MP4

Graphic Engine

OpenGL ES1.1/2.0/3.0/3.1, OpenCL,

Support AFBC (ARM Frame Buffer Compression) Multi-Media

4K VP9 decoders

4K 10bits H.265 video decoders

1080P VC-1, MPEG-1/2/4, VP8 video decoders

Display Interface

1 x HDMI (Max. 4096 x 2160 @60 Hz)

1 x HDMI (Max. 2560 x 1440 @30 Hz)

USB

1 x USB3.2 Gen1 (OTG), 3 x USB2.0

Serial Port

1 x RS232

Audio

1 x MIC-IN, 1 x AUDIO-OUT

Button

1 x Power on, 1 x Recovery

Antenna

1 x Connector for Wi-Fi/BT

1 x Connector for 3G/4G (Reserved)

Network Controller

1 x Pef7071 PHY

Ethernet Interface

1 x RJ45

Wi-Fi/BT

Onboard Wi-Fi/BT module

Mobile Network

1 x Full-size Mini-PCIe for 3G/4G

1 x SIM Slot

Watchdog Timer

NA

Auto Power On

Yes

Power Requirement

DC-IN, 12V/2.08A

Dimensions

116 mm x 106 mm x 30 mm (4.57" x 4.17" x 1.18")

Operating Temperature

0°C ~40°C (32°F~104°F) @0.7m/s Air Flow

Humidity

95% @ 40°C (non-condensing)

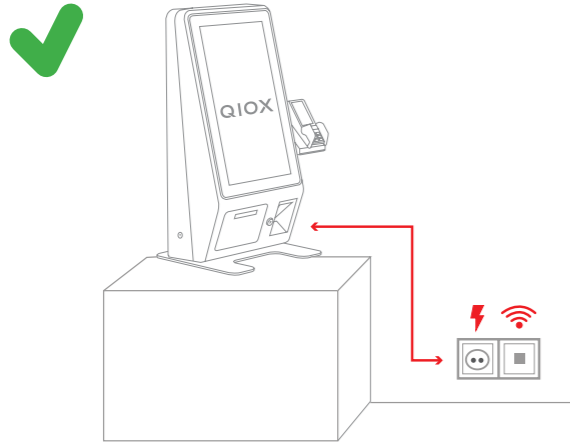
Certifications

CE, FCC Class B

ADVICE FOR QIOX PLACEMENT



Please make sure when opening the QIOX door on the front that no objects are in the way that can damage the Kiosk.



Make sure that the QIOX is near the power and internet cables/ sockets.



Make sure that the QIOX is not covered and that there are no objects placed on top of it.

DO'S

- ▶ Make sure the QIOX is connected to a continuous power supply
- ▶ Only use hardware provided by QIOX
- ▶ Preferably use CAT6 network cables
- ▶ Make sure the QIOX is easy to access for maintenance
- ▶ Make sure the QIOX has sufficient airflow
- ▶ Plug everything in before turning on the QIOX

DONT'S

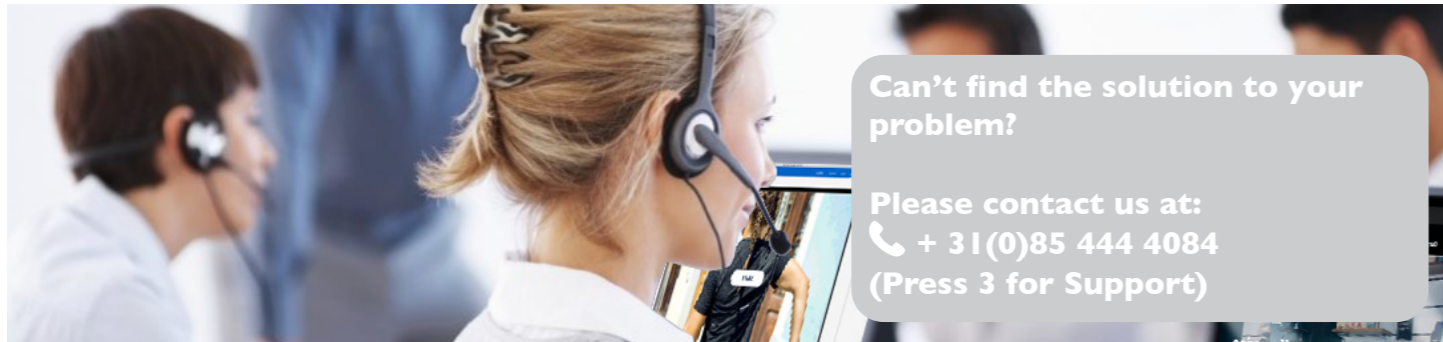
- ▶ Do not cover the QIOX with objects, this will cause the QIOX to get too hot
- ▶ Never unplug the QIOX. Always turn it off by pressing the button on the bottom
- ▶ Make sure that the cables connected to the QIOX are not tangled
- ▶ Never share your login details with anyone else
- ▶ Do not tinker with the QIOX yourself. Leave this to professionals
- ▶ When cleaning the QIOX please don't spray the cleaning product directly on the screen



FREQUENTLY ASKED QUESTIONS

Problem	Possible cause	Action
The monitor shows a black image.	1. Wrong input on the monitor selected, or the monitor is off.	1. Put the monitor on the correct input or turn the monitor on.
	2. The cable between the PC and the monitor (VGA or HDMI).	2. check the cable connection
	3. The PC is turned off..	3. Turn on the PC and check if the light of the power adapter is lit.
	4.The PC was turned on when no monitor was connected or de monitor was connected after the PC already booted.	4. Connect the monitor and restart the PC.

Problem	Possible cause	Action
The touchscreen doesn't work.	1. The touchscreen cables aren't properly connected. 2. The software has frozen and /or has crashed.	1. Check if the touchscreen cables are properly connected, if not rearrange and tighten them. 2. Restart the QIOX by tapping the ON/OFF button.
The software crashes or lags.	1. The temperature of the kiosk is too high. 2. The kiosk has no internet connection. 3. The kiosk(s) are not put in standby mode in the night.	1. Check if the ventilation holes of the PC aren't blocked. 2. Check your internet connection. 3. Please make sure to turn all kiosk(s) into standby mode in the night.
(In case of a printer add-on) The receipts aren't coming out of the printer.	1. The printer has run out of paper. 2. The printer has no internet connection. 3. The printer cables aren't properly connected.	1. Refill the paper roll of the receipt printer. 2. Check your internet connection. 3. Check if the printer cables are properly connected, if not rearrange and tighten them.



Can't find the solution to your problem?

Please contact us at:
 + 31(0)85 444 4084
 (Press 3 for Support)

DECLARATION OF CONFORMITY

QIOX, a leading provider of self-service kiosks, is fully compliant with all export regulations in Europe and beyond. Our commitment to regulatory compliance is unwavering, and we take great pride in ensuring that our products adhere to the highest standards.

QIOX's self-service kiosks are designed and manufactured with strict attention to global export regulations, including those set forth by the European Union and various international bodies. Here are some key points that demonstrate our commitment to compliance:

EU Conformity:

QIOX self-service kiosks are manufactured in compliance with European Union directives and standards, such as CE marking, ensuring they meet the essential requirements for safety and performance.

Global Export Compliance:

We conduct thorough due diligence to ensure our kiosks comply with export regulations not only in Europe but also in other regions where we operate or ship our products.

Quality Assurance:

Our quality control processes encompass rigorous testing and validation to ensure that each kiosk meets the required standards and regulations, both in Europe and internationally.

Documentation:

QIOX provides comprehensive documentation and certification for our self-service kiosks to assist our customers in complying with import regulations in their respective countries.

Ongoing Updates:

We stay informed about changes in export regulations and standards, allowing us to adapt our products and processes accordingly to remain in compliance.

Collaboration with Authorities:

QIOX maintains open lines of communication with relevant regulatory authorities to stay ahead of any changes in export regulations and to ensure full compliance.

It is our firm belief that adhering to export regulations is not only a legal obligation but also essential for building trust with our customers and partners. QioX remains committed to delivering high-quality, compliant self-service kiosks that meet the needs of businesses and organizations across Europe and the world. Should you require any specific documentation or information regarding our compliance efforts, please do not hesitate to reach out to our dedicated compliance team at info@qiox.nl

We are here to assist you in any way we can. Thank you for choosing QIOX as your self-service kiosk provider. We look forward to continued collaboration and providing you with products that meet the highest standards of regulatory compliance.

Sincerely,

Martijn van der Heijden
Operations Director



QIOX

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