

Feedback Tablet Instructions



The tablet should not require any attention from FoH staff.

The tablet should automatically power on at 09:30 and power off at 17:00 every day. It should display a form via an application called Kiosk Browser, which is used by visitors to provide feedback on their visit.

If the form displayed has been zoomed out, so that it is too large to see properly, you should be able to shrink it to its regular size, by “pinching” the form with your thumb and a couple of fingers and closing your fingers.

If you need physical access to the tablet, then you need to get key 71 from the key safe and unlock the stand by inserting the key into the lock and rotating it. The lock is located on the underside of the enclosure at the left-hand edge about three quarters of the way up the enclosure. Once unlocked remove the cover by holding it at the left-hand side and lifting, then sliding, to the right.

You can then power the tablet off and on using the power button, the tablet should automatically start the application called Kiosk Browser, Kiosk Browser’s home page is set to the URL of our feedback form.

When you re-install the tablet on the stand and put the cover back into place, please ensure that the power wire is not trapped by the enclosure, and that the lid is not encroaching on the side of the tablet’s screen, as this can interfere with operation by touch.

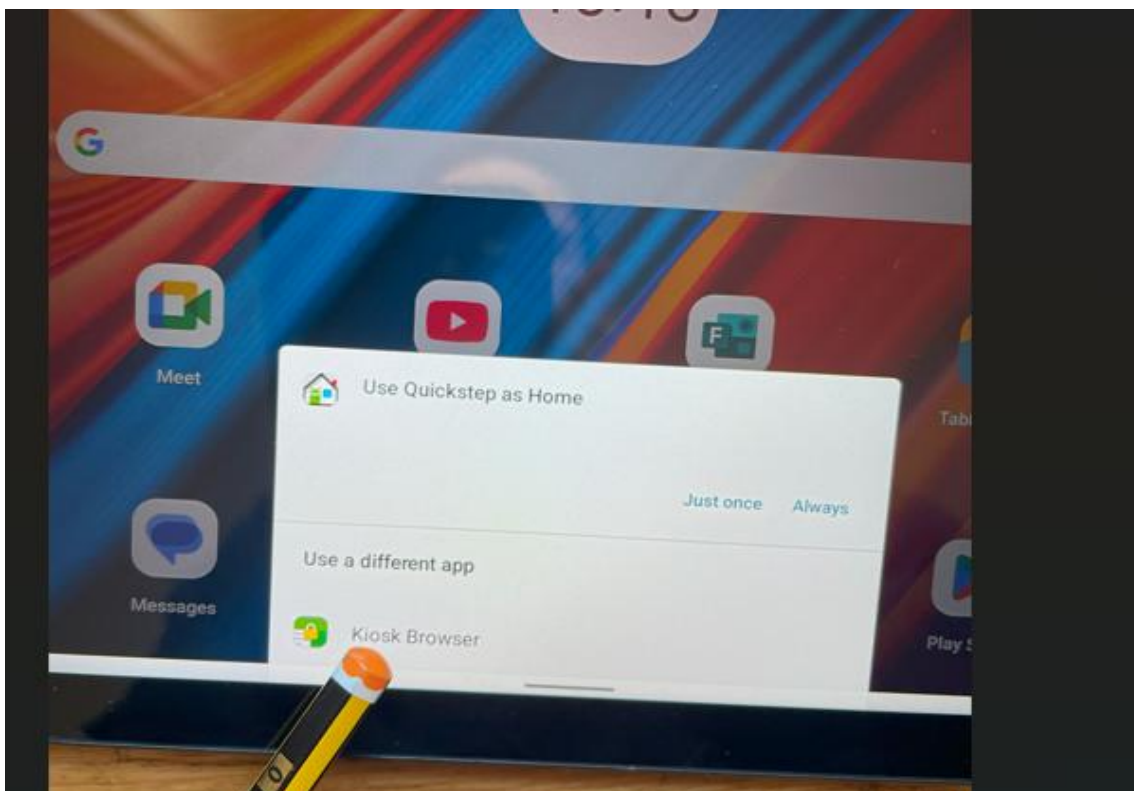
If the tablet does not automatically start Kiosk Browser or you find it has stopped running please follow the instructions listed below on page 2 to start it.

Starting Kiosk Browser

1/ Select the Kiosk Browser icon on the tablet



2/ You should now see the following screen, please select Kiosk Browser.



After this step Kiosk Browser should start and you should see the survey form open. The tablet will now be locked with no access to the tablet other than the survey form.

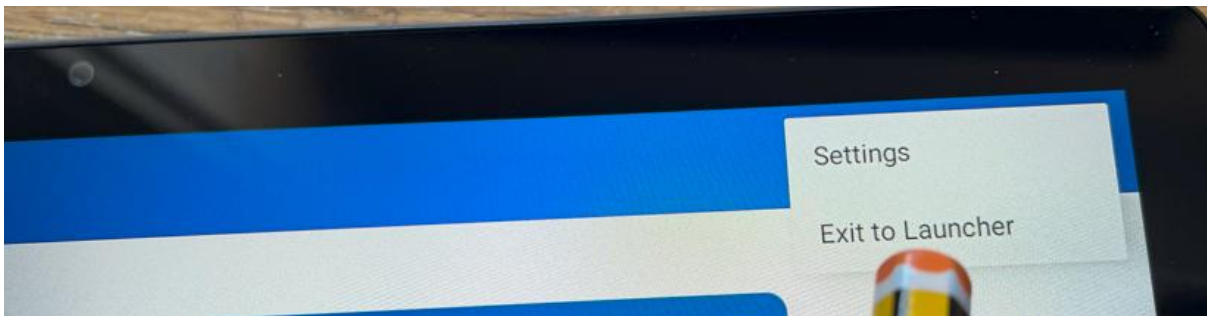
If for any reason you need to stop/shutdown Kiosk Browser from running and access the tablet please follow these steps.

Stop/Shutdown Kiosk Browser

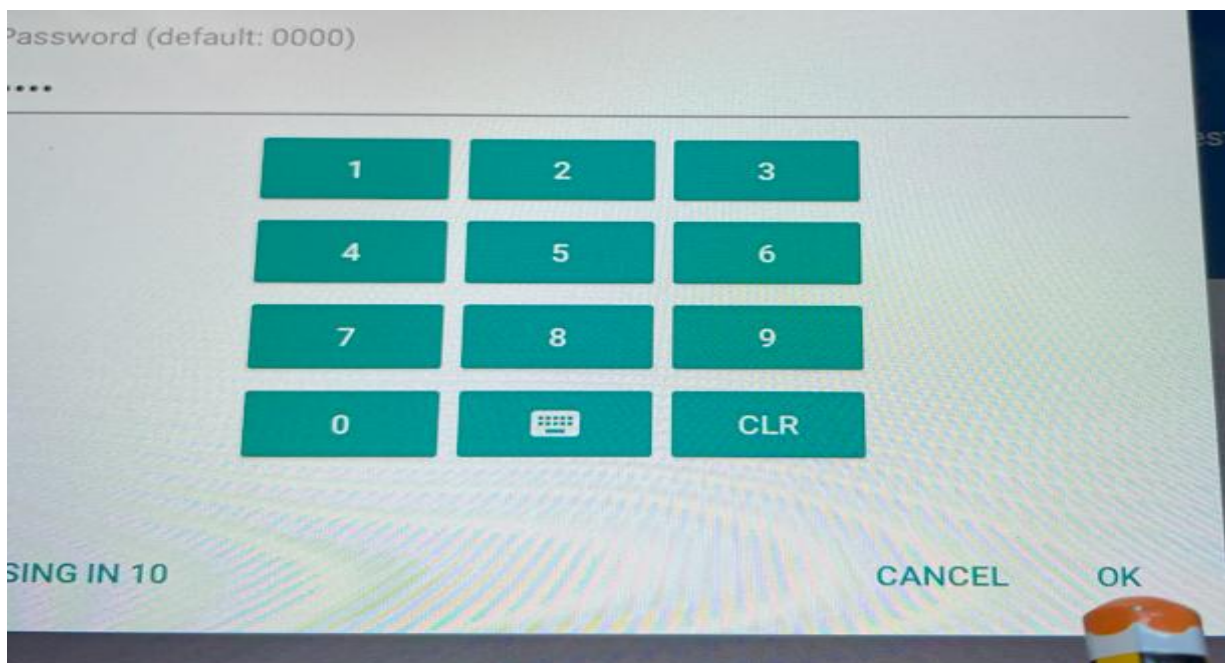
1/ In the top right corner select the three dots



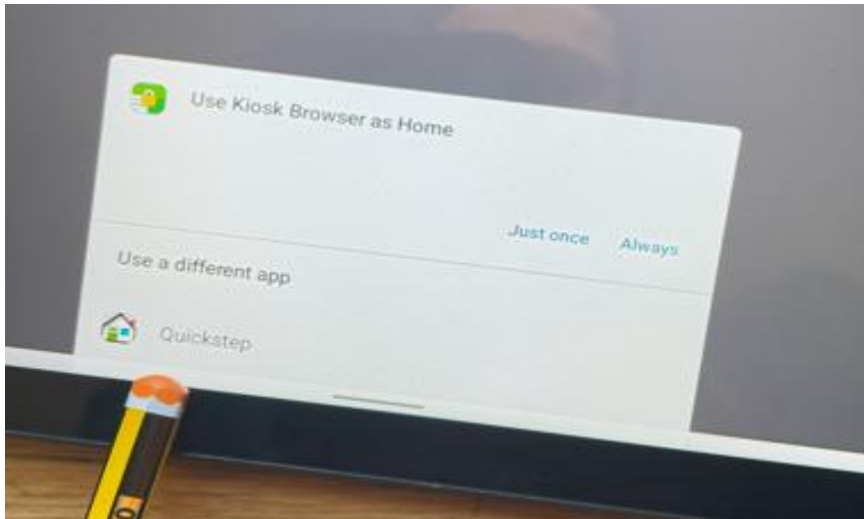
2/ You will see two options, select the “Exit to Launcher” option



3/ You will be presented with a window to enter a pin, please enter 4381 followed by OK **(please do not share this pin number with anyone outside the museum as it protects the tablet from unauthorised access)**



4/ Select the option Quickstep, this will closedown the Kiosk Browser application and take you to the tablet home screen.



Once Kiosk Browser has been stopped if you need to start the Kiosk Browser application please follow steps 1 and 2 listed above.

Please report problems either to nigel@lcmemail.co.uk or andrew@lcmemail.co.uk