The Kiosk Dictionary

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

MERIDIAN
CONCEPT TO COMPLETION

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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, phrases, and acronyms in the self-service industry and defined them for you in one place, which we have dubbed...

The Kiosk Dictionary.

BASICS

THE BASICS

SELF-SERVICE KIOSK

A kiosk is a physical structure, often including a computer, internal components, and a display screen, that displays information for users. More sophisticated kiosks utilize touch screens and sound to let users interact with the information on-screen and carry out specific tasks.

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.

ORIGINAL EQUIPMENT MANUFACTURER (OEM)

An original equipment manufacturer is a company who manufactures the products or the components in the products of another company, which then sells the finished goods to users.

ENGINEERING

ENGINEERING + DESIGN

DESIGN THINKING

Design thinking is used to generate ideas for solutions to help address customers' unique needs. The process enables engineers and designers to incorporate previous experience with the unique aesthetic requirements of each project to create a series of conceptual ideas and designs.

DESIGN ENGINEERING

Design engineers begin the design process by creating a fully functional 3-D CAD model based on customers' unique specifications.

COMPUTER-AIDED DESIGN (CAD)

CAD models are 3D designs that account for every screw, weld point, component, bracket, and hinge throughout the entire unit.

INDUSTRIAL DESIGN

Industrial designers create and develop customized conceptual designs. They also turn design thinking concepts and engineering drawings into photo-realistic renderings.

RENDERING

Renderings are photo-realistic images created from a concept, design, or engineering drawing that depict what a kiosk or digital signage installation will look like upon completion. Renderings can include dimensions, finish specifications, and more.

DESIGN REVIEW

Prior to cutting steel to begin the fabrication process for a new design, both internal and external stakeholders review and approve the design.

HARDWARE

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.

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.

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.

BILL OF MATERIALS (BOM)

A bill of materials, more commonly referred to as a BOM, is a list of the components, hardware, and software—and the quantities of each—needed to manufacture a kiosk.

THERMAL PAPER PRINTER (TPP)

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

DOTS PER INCH (DPI)

Dots per inch is a term used to measure the resolution and quality of an image on both a screen and a printer. A higher DPI means more dots per linear inch, which translates to a higher image quality.

HARDWARE

HARDWARE

BANK NOTE RECYCLER (BNR)
Bank note recyclers, commonly referred to as BNRs, are designed to accept and dispense cash. BNRs are a key component in kiosk applications designed to accept cash payments.

CARD READER / PAYMENT TERMINAL
A card reader is a hardware device that is designed to integrate with a kiosk and read the magnetic strip or chip on a credit or debit card to accept payment.

EMV
EMV is the acronym for Europay/ Mastercard/ Visa, the three organizations that developed the specifications and set the global standard for the technology used to authenticate secure credit and debit payment cards using chip card technology and to protect them against fraud.

SCANNER
Available in a variety of formats, scanners can be incorporated into kiosk solutions to scan barcodes, drivers' licenses, QR codes, and more.

POWDER COAT
Designed for maximum durability, powder coating is a color-finishing technique in which metal particles are bound to the kiosk chassis and then baked to cure.

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.

MULTI-TOUCH SCREEN
A multi-touch screen allows two or more fingers to be used, and recognized, on the screen at one time. This includes pinching and stretching gestures to control on-screen zooming in and out.

HARDWARE

TOUCH SCREENS
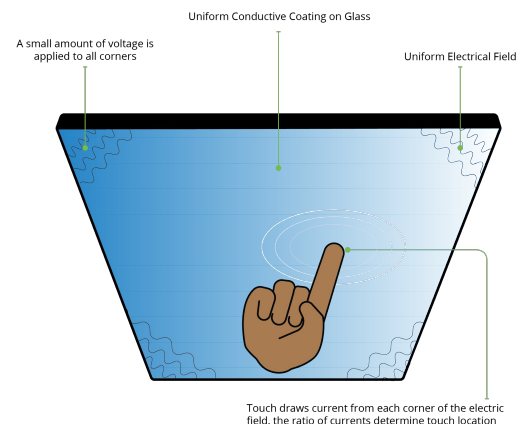
RESISTIVE TOUCH

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.

CAPACITIVE TOUCH

Capacitive touch screens are driven by human touch and are highly sensitive, even to a light touch. The technology creates an electrostatic field while users touch and the screen is signaled by the change in capacitance in that location.
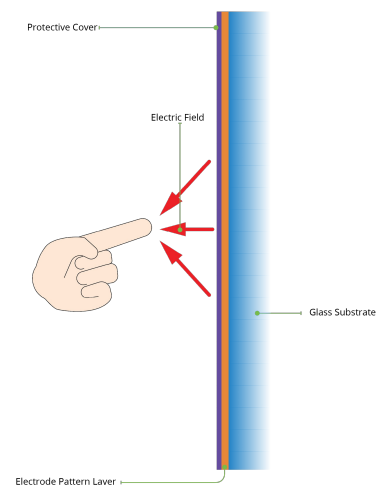
SURFACE CAPACITIVE

Designed to allow users to interact with on-screen content with their finger or an electrically-charged stylus, surface capacitive touchscreens have wires with a small voltage attached to each of the corners. Touch is sensed through the electrical currents which allows the sensors to identify where a user is touching.

Uniform Conductive Coating on Glass

A small amount of voltage is applied to all corners

Uniform Electrical Field

Touch draws current from each corner of the electric field, the ratio of currents determine touch location

PROJECTED CAPACITIVE (PCAP)

Projected capacitive touchscreens have 10-point multi-touch activation which allows for up to 10 fingers to be used on the screen at once. Additionally, projected capacitive touchscreens are able to detect touch through a gloved hand—making them well suited for healthcare applications where users would likely be gloved.

Protective Cover

Electric Field

Glass Substrate

Electrode Pattern Layer

HARDWARE

MONITORS & COMPUTERS

MONITOR

A monitor is the output device that displays the information or content provided by the kiosk for the user to view or interact with. Monitors are available in both touch screen and non-touch formats.

OPEN FRAME MONITOR

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.

Open Framed Monitor; Fully Contained

CLOSED FRAME MONITOR

A closed frame monitor is designed to have a more "finished" look with sleek bezzeled edges. Closed frame monitors are used in kiosk applications where the monitors are exposed.

ALL-IN-ONE (AiO)

All-in-one monitors integrate a monitor, computer, and all of the system components into one unit.

COMPUTER (CPU)

A computer functions as the brain of a kiosk or digital signage installation by storing all of the data and software needed to make the kiosk function.

Closed Framed Monitor; Fully Exposed

SOFTWARE

USER INTERFACE (UI)

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

SECURE BROWSER

Secure kiosk browsers allow companies to deploy web-based kiosks with web applications and URL whitelisting and blacklisting.

WHAT YOU SEE IS WHAT YOU GET (WYSIWYG)

WYSIWYG software enables users to see on the screen exactly what their finished content will look like while they are in the process of editing it.

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 denies. Using the same example, if a kiosk is being used by internal employees for HR purposes, the employer may blacklist social media websites.

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.

SOFTWARE

SOFTWARE DEVELOPMENT KIT (SDK)

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

REMOTE MANAGEMENT

Remote management software enables businesses to manage all of their deployed kiosk solutions from remote locations. Regardless of their proximity to the physical kiosk, kiosk deployers can remotely access their kiosks to monitor health, customize alerts, and run diagnostic reports and analytics.

WIREFRAME

A software wireframe is created during the development phase of a software application as a way to present its proposed function and appearance.

GRAPHICAL USER INTERFACE (GUI)

A graphical user interface (GUI) allows users to interact with electronic devices by using icons, menus, and other visual representations to display information and related user controls.

APPLICATION PROGRAMMING INTERFACE (API)

An application programming interface (API) is a set of tools that specifies how software components should communicate with each other and is used to build out software applications. There are three basic forms of APIs—private, public, and partner.

ADMINISTRATIVE

ISO 9001:2015

The most widely recognized international standard for Quality Management Systems (QMS), ISO 9001:2015 is used by organizations to demonstrate their ability to consistently provide products and services that meet customer and regulatory requirements.

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.

NON-RECURRING EXPENSE (NRE)

An unusual charge, expense, or loss that is unlikely to occur again in the normal course of a business.

PURCHASE ORDER

A commercial document and first official offer issued by a buyer to a seller, indicating types, quantities, and agreed prices for products or services.

FREE ON BOARD SHIPPING POINT

If a shipment is designated FOB, as soon as a shipment of goods leaves the seller's warehouse, the seller records the sale as complete. The buyer owns the products en route to its warehouse and must pay any delivery charges.

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.

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