

SOFTWARE | HARDWARE | SERVICE

UTC RETAIL™

2200 Series POS System

2250 / 2270 User Guide

Thank you for selecting UTC RETAIL's innovative 2200 Series Point of Sale solution!

This guide is designed to acquaint you with the features and functionality of the 2200 Series Point of Sale System.



2200 Series POS System User Guide

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This User Guide was prepared by UTC RETAIL for use by Qualified Service Personnel only. All attempts have been made to ensure that the information presented in this manual is correct. No liability, expressed or implied, will be assumed by UTC, its dealers, or affiliates, for damage resulting from the use of this information.

If a unit needs to be shipped to UTC RETAIL for repairs, please return it in the original packaging material and shipping container. If you purchased the 2200 Series POS System through a dealer, and the dealer is unable to answer your questions, please call UTC RETAIL Technical Support at 1.800.349.0546.

This equipment has been tested and found to comply with the limits for a Class "A" digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his/her own expense.

WARNING: CMOS Battery Damage



Replace your system's CMOS RAM battery only with identical CR-2032 3V Lithium-Ion coin cell (or equivalent) battery type to avoid risk of personal injury or physical damage to your equipment. Always dispose of used batteries according to the manufacturer's instructions, or as required by the local ordinance (where applicable). The damage due to not following this warning will void your motherboard's manufacture warranty.



All access to internal components is restricted to Authorized Service personnel only.

If applicable, the key for this device should be in the possession of Qualified Service Personnel Only and used for access by an Authorized and Qualified Service Person.

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Product Information

2200 Series POS System Components

You will find the following components inside the 2200 Series POS System Box:

- 2200 Series POS System unit
- Safety Sheet
- A/C power cord

Note: Options such as the keyboard, customer display, printer and LCD monitor may be shipped in separate boxes.

Peripheral Support

- The 2200 Series POS System keyboard options are the UTC RETAIL Model M700 or a standard PC type keyboard.
- The M700 keyboard is designed for POS environments; it has a built-in 3-track reader and key switch, and comes in QWERTY layouts.
- The 2200 Series POS System is designed to coordinate with the UTC RETAIL Pole Display options.
- The 2200 Series POS System supports many different printers, such as the Epson H6000 or TMT88.
- The 2200 Series POS System supports the UTC RETAIL 5" or 17" flat panel LCD display. The display is available with touch screen options.

Logic Module Specifications

	2250	2270
Processor	Celeron® (2.0 GHz or faster) Pentium® 4 (2.8 GHz or faster)	Celeron® (2.93 GHz or faster) Pentium® 4 (3.4 GHz or faster)
System Memory	512M (up to 2 GB)	512M (up to 2 GB)
Hard Drive	80 GB +	160 GB +
Dual Hard Drives	Optional	Optional
RAID	Optional	Optional
Front Side Bus	400 MHz	533 MHz / 800 MHz
Video Memory	64 MB shared memory	64 MB shared memory
DVD (read, write)	Optional	Optional
SVGA	Yes	Yes
PCI / PCI Express Slots	3 / 0	3 / 1
Keyboard Port	Yes	Yes
Mouse Port	Yes	Yes
Audio Port	Yes	Yes
Network Port	10 / 100 LAN	10 / 100 LAN
Printer Port	Yes	Yes
Customer Display	2-line x 20 character VFD	2-line x 20 character VFD
MSR	3 Track	3 Track
Display	15" LCD (touch or non-touch) 17" LCD (touch or non-touch)	15" LCD (touch or non-touch) 17" LCD (touch or non-touch)
Keyboard	UTC RETAIL Programmable POS Standard PC	UTC RETAIL Programmable POS Standard PC
Cash Drawer	Optional	Optional
Dimensions (W x D x H)	12" x 12.5" x 4"	12" x 12.5" x 4"
Operating Systems	Microsoft® Windows® XP Windows Embedded for Point of Service® Linux®	Microsoft® Windows® XP Windows Embedded for Point of Service® Linux®
Device Drivers	JavaPOS™, OPOS	JavaPOS™, OPOS
RS-232	2 (up to 7)	2 (up to 7)
USB Interface Ports	4 (up to 10)	6 (up to 12)

I/O Connections

The 2200 Series POS System ports are divided into three sections:

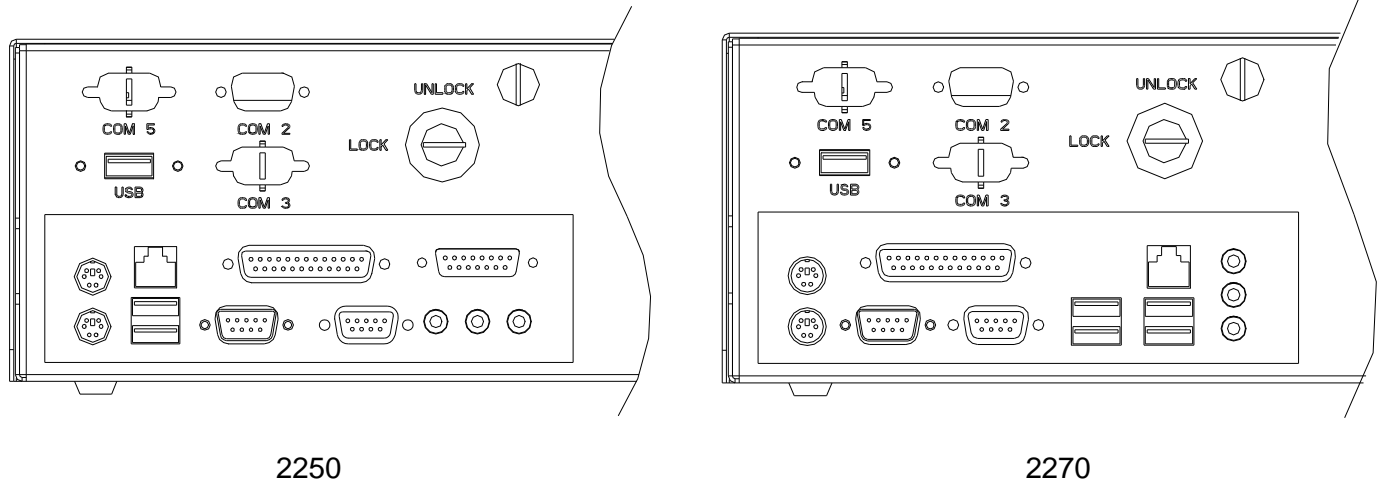
- Standard ports on the motherboard
- PCI expansion slots
- The ports located on the motherboard are defined as follows:
 - PS2 Keyboard
 - PS2 Mouse
 - DB9 serial COM1
 - Audio
 - Parallel
 - SVGA
 - 10/100 LAN
 - USB

Options

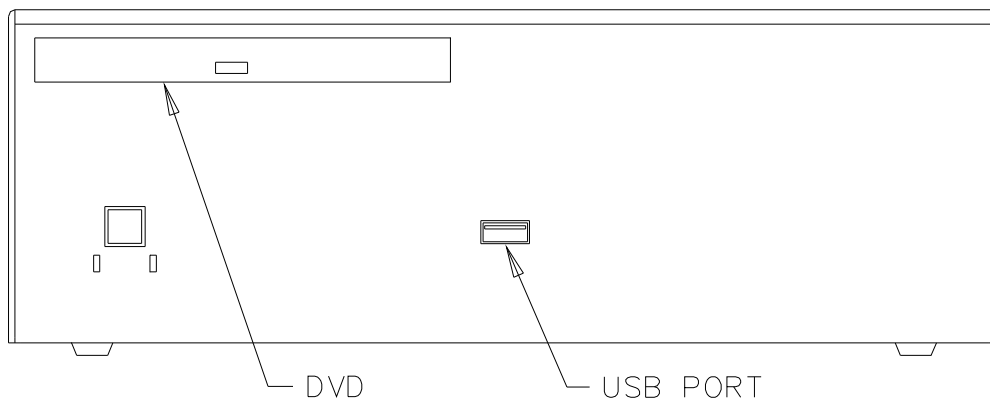
Port Options:

The 2200 Series POS System has both USB and Serial ports located at the rear of the unit. An additional configurable USB port is located at the front of the unit. The front USB port maybe be configured to be exposed or not. An optional DVD is located at the front of the unit.

Back Panel View



Front Panel View



COM Port Power

The RS232 ports can supply power to pin 9 of the DB9 connector.

The power options are 0, 5, for 12 VDC (the factory default is +5 VDC).

Note: COM1 does not support power.

COM2

Power is always + 5 VDC.

COM3 – COM7

There are power selection jumpers located on the appropriate PCI cards. The table below summarizes the RS232 DB9 pin definitions:

PIN NO.	1	2	3	4	5	6	7	8	9
Signal	CD	RX	TX	DTR	GND	DSR	RTS	CTS	RI or 5V/12V output

- JP1: Select RI/VOLTAGE output for DB9 pin 9 of Port 1.
- JP2: Select RI/VOLTAGE output for DB9 pin 9 of Port 2.
- JP3: Select 5V/12V when the setting is VOLTAGE output.

COM Port Jumper Settings (COM3 through COM6)

Voltages are selectable via labeled jumpers on the boards.

Removing the jumper applies no power to pin 9.

Supported Peripheral Options

	USB	Serial	Parallel	Mini-Din
LCD Screen Options				
15" LCD touch		✓		✓
17" LCD touch		✓		✓
15" LCD non-touch		✓		✓
17" LCD non-touch		✓		✓
Printer Options				
H6000		✓		
H6000	✓			
TMT88		✓		
TMT88			✓	
Keyboard Options	✓			✓
UTC RETAIL M700	✓			✓
Standard PC keyboard				
Pole Display Options		✓		
PD1200	✓			

Power Requirements

The 2200 Series POS System has one power cord to the AC outlet. A dedicated, clean power source is recommended.

- Voltage: 110 VAC ± 10%
- Current: 5 Amps maximum, with all peripherals connected

PCI Slot Support Options

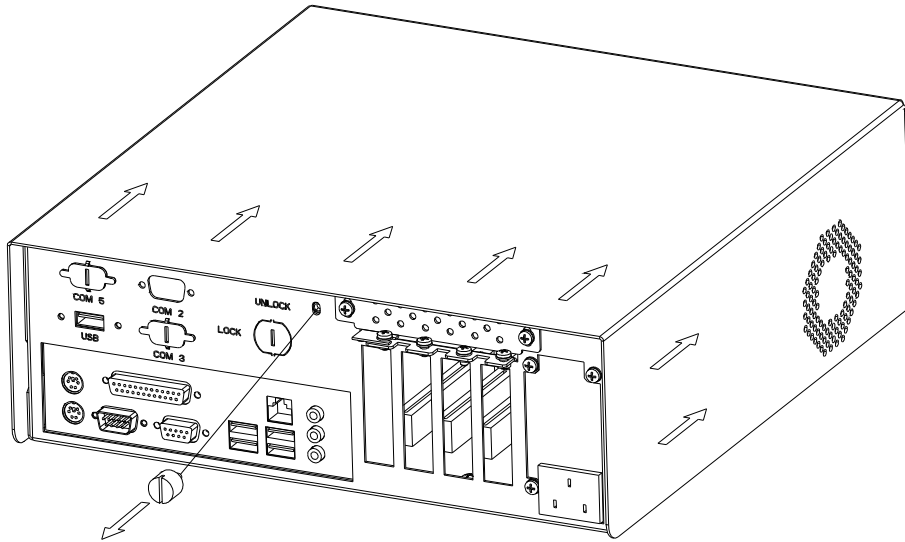
The PCI slots support three standard low-profile PCI cards and one PCI express card. Depending on the configuration purchased, expansion cards may already be installed in these slots.

System Access

The 2200 Series POS System has two configurable options to gain access to internal components. The unit may ship with a thumb screw or thumb screw with lock option.

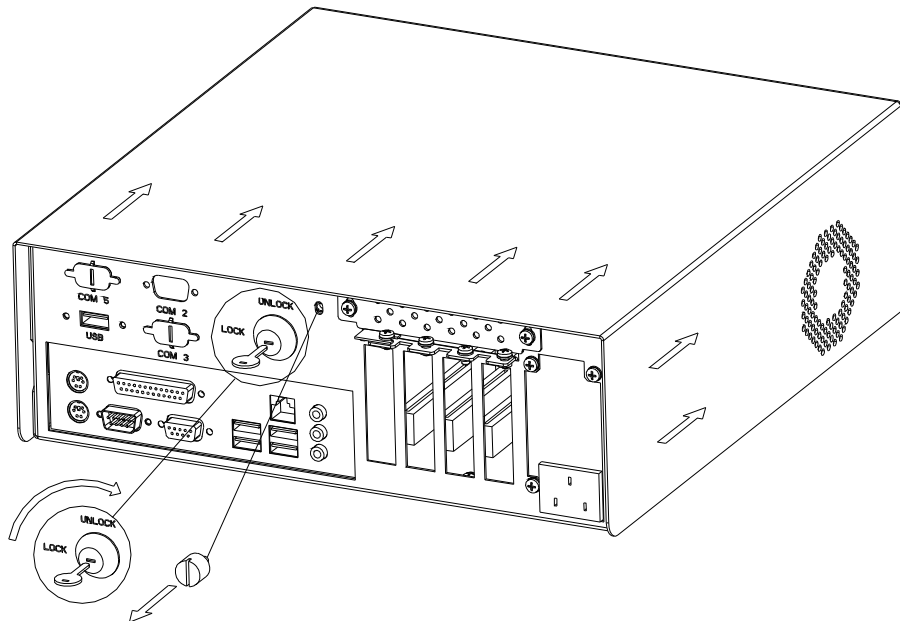
Option One – Thumb Screw

1. Unscrew the thumb screw from the back panel of the unit.
2. Slide off the cover.



Option Two - Lock

1. Unlock the cover of the unit from the back panel.
2. Remove the thumb screw.
3. Slide off the cover



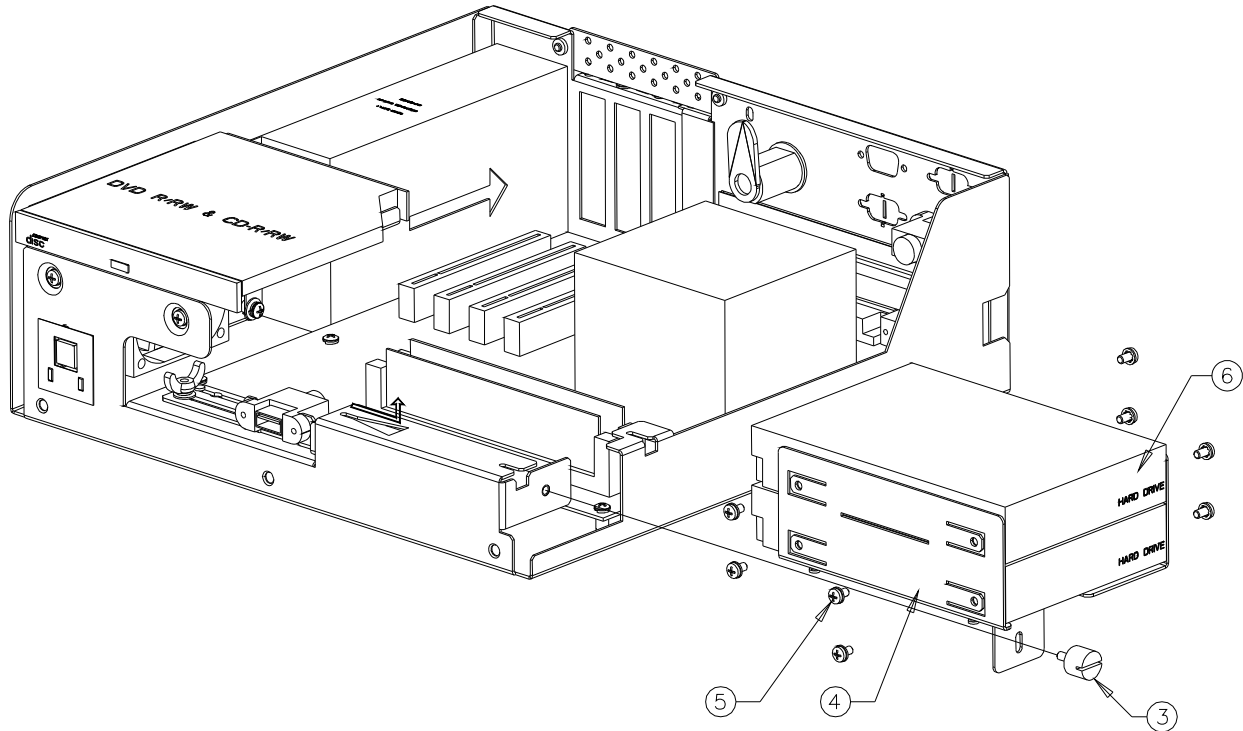
Hard Drive Removal

The 2200 Series POS System is equipped with one or two easily accessible hard drives.

Note: Prior to installing a replacement hard drive in this unit, ensure that the proper jumper settings have been made. These must be set to MASTER drive.

To remove a hard drive, follow these steps:

1. Shut off all power to the system by unplugging the power cord from the AC outlet.
2. Remove cover as outlined in the system access section.
3. Disconnect the cabling.
4. Remove the hard-drive thumbscrew.
5. Remove hard-drive bracket from the unit.
6. Remove the hard drive mounting screws.
7. Replace hard-drive.
8. Reconnect the cabling.



System Installation Guide

Please refer to the 2200 Series POS System Installation Guide, which may be downloaded from the UTC RETAIL's website at www.utcretail.com.

Note: The UT2250/2270 unit must be orientated with its rubber feet down. Do not mount the unit on its side. Consideration should be taken to ensure that none of the unit vents are blocked. Blocking the vents may cause damage to the unit.

Integration Tray Installation Guide

All cable routing is described in the 2200 Series POS System Installation Guide, which may be downloaded from the UTC RETAIL's website at www.utcretail.com

Under Counter Mounting Bracket Installation Guide

The Under Counter Mounting Bracket Installation Guide may be downloaded from the UTC RETAIL's website at www.utcretail.com

Cable Cover Installation Guide

The Cable Cover Installation Guide may be downloaded from the UTC RETAIL's website at www.utcretail.com

Please call UTC RETAIL's Technical Support at 800.349.0546, if you have any problems not addressed in the Troubleshooting Procedures or have questions about other sections of this documentation.