

SOFTWARE | HARDWARE | SERVICE

UTC RETAIL™

2400 POS System

USER GUIDE

Thank you for selecting UTC RETAIL's innovative Model 2400 Point of Sale solution!

This guide is designed to acquaint you with the features and functionality of the 2400 Point of Sale System.



2400 POS System User Guide

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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 2400 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.

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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 warranty.



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

Contents

2400 POS System User Guide.....	2
Product Information.....	4
2400 POS System Components	4
Peripheral Support.....	4
2400 POS System Specifications	5
System Operation.....	5
I/O Panel	6
Connector Panel View	6
COM Ports.....	6
Cash Drawer Interface	6
Supported Peripheral Options Details.....	7
Power Requirements	7
Hard Drive Removal.....	8
System Installation Guide	8

Product Information

The 2400 Touch Screen POS Workstation is designed for use in restaurants, convenience stores, cafeterias and other specialty retail establishments. It is highly configurable, has easy access to connectors, and includes a large selection of interface ports for connectivity to printers, cash drawers, scanners, keyboards, and other peripherals.

2400 POS System Components

You will find the following components inside the 2400 POS System box:

- 2400 POS System
- Safety Sheet
- A/C power cord

Note: Options that were purchased from UTC RETAIL such as a keyboard, customer display and printer may be shipped in separate boxes.

Depending on the configuration you have purchased, the following optional items may also be installed onto the 2400 POS:

- Magnetic Stripe Reader (MSR) unit
- 15.6" Rear LCD Display with PCAP touch
- 15.6" Rear LCD Display without touch

Peripheral Support

- The 2400 POS System accepts a standard PC keyboard with a USB interface. UTC RETAIL P/N 10718020 contains both a USB keyboard and USB mouse.
- The 2400 POS System was designed to coordinate with the UTC RETAIL PD1200 Pole Display option.
- The 2400 POS System supports many different printers, such as the Epson H6000 or TM-T88.

2400 POS System Specifications

2400	
Processor	Intel® N97 Standard (4 Core, 6M Cashe, up to 3.6GHz)
System Memory	8GB (up to 16GB)
Hard Drive	128GB SSD (M.2)
Monitor Display	15.6" Widescreen (16:9)
Video Ports	2 FeDP (Main Display, 2 nd Display
RS-232 Ports	3RJ48 (standard RS232, 1 Powered
USB Ports	7 (2 USB 3.0 Type A, 4 USB Type A, 1 USB 3.0 Type C)
Network Port	10 / 100 / 1000 Mb Ethernet LAN
Integrated Customer Displays (optional)	1. 2-line x 20-character VFD 2. 15.6" LCD (customer facing) 3. 15.6" LCD (customer facing) with PCAP touch
MSR (optional)	Integrated ISO 3 Track, Programmable
Keyboard options	Standard PC with USB interface
Cash Drawer	Optional
Dimensions (W x D x H)	14.5" x 8.2" x 10.4"
Operating Systems	Windows 11 Professional, Windows 11 IoT Enterprise

System Operation

A recessed power button is located on the right-hand edge of the front monitor bezel. The button glows amber if the power adapter is connected and has AC power. The button turns blue when the unit is powered 'ON'.



The 2400 has a projected capacitive multi-touch screen that has been factory calibrated and will not require any additional driver installation when used with most current operating systems, such as Windows 11.

The **2400** should be powered down through the operating system. If the operating system has locked up, the unit can be powered down by holding the power button down until the blue light turns off.

I/O Panel

Connector Panel View



The photo above is of the interface connector panel below the touchscreen LCD. The cash drawer port accepts a RJ12 jack; your POS application can access this port directly. The LAN jack is for standard RJ45 network cables, DC IN is the port for the supplied AC adapter. Blue USB ports indicate the USB 3.0 ports and the black USB ports indicate the USB 2.0 ports. The 12V and 24V PUSB (powered USB) are optional.

COM Ports

There are 3 COM ports on the 2400; they are standard RS-232. The COM1 port has been configured to supply +5VDC power to pin 9 of the DB9 connector on the supplied adapter cable. COM1 may supply up to 1 A of current; do not exceed this limit.

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	5V output (as explained above)

Cash Drawer Interface

The 2400 POS I/O panel has a single cash drawer port which is capable of driving a 24VDC cash drawer. The interface is compatible with the APG Cash Drawer (<http://www.cashdrawer.com/>) CD-005A specification, seen below.

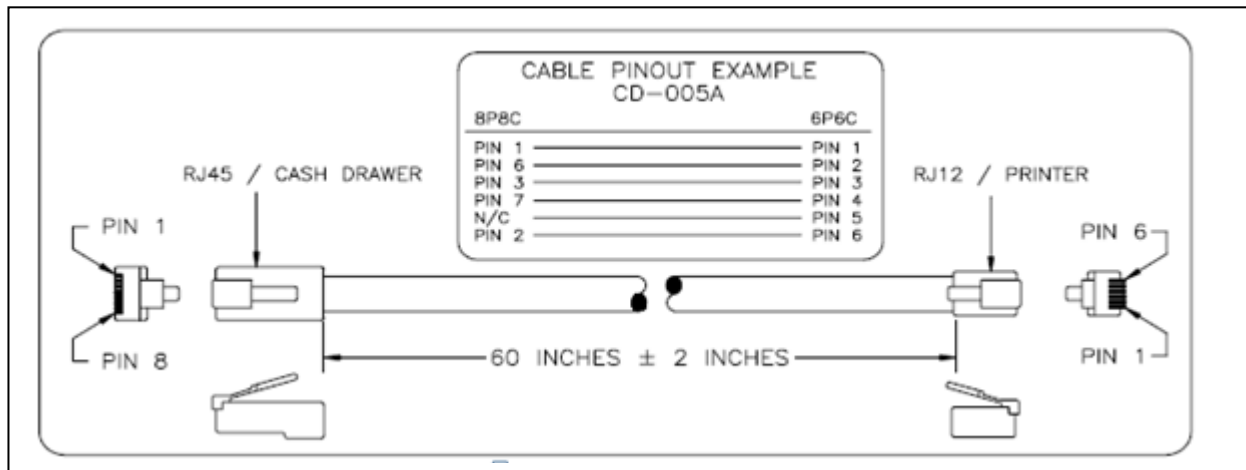


Figure 1, Cash Drawer Interface

Supported Peripheral Options Details

	USB	Serial
Printer Options		
H6000V	✓	✓
TM-T88VI	✓	✓
TM-T20II	✓	✓
Keyboard Options		
Standard PC keyboard	✓	
Pole Display Options		
PD1200 with external power adapter	✓	✓
PD1200 powered by COM 1		✓

Power Requirements

The 2400 POS System has one AC power cord. The power cord to the AC adapter is installed into the system's base at the factory. A dedicated, clean power source is recommended. UTC RETAIL offers a variety of UPS options. Contact your sales agent.

Voltage/Current: 120 VAC/1.5A
19VDC/3.42A

Hard Drive Removal

The 2400 POS is equipped with an easily accessible solid-state drive (SSD). Access to the hard drive is located on the back panel.

To swap a hard drive, follow these steps:

1. Shut off power to the system; unplug the power cord from the AC outlet.
2. Remove the back panel cover on the back left side.
3. Replace the SSD and replace cover. Be sure the RF wires mounted to the cover are inserted back into the opening and not interfering with the cover



System Installation Guide

Please refer to the 2400 POS System Installation Guide, which may be downloaded from the UTC RETAIL website at www.utcretail.com.

Please call UTC RETAIL Technical Support at 800.349.0546 if you have any problems not addressed in this manual or have questions about sections of this documentation.