3170 Touch Screen POS Workstation

INSTALLATION GUIDE: MAGNETIC STRIPE READER (MSR)

Congratulations on your purchase of UTC RETAIL's innovative 3170 Touch Screen POS Workstation with its Magnetic Stripe Reader (MSR). The 3170 MSR installs quickly and easily on the side of the main workstation unit.

This Installation Guide was prepared by UTC RETAIL for use by technical experts who assemble POS systems using the 3170 product.

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Safety Precautions for Installation

⚠️ WARNING: Access to Internal Components
All access to internal components of the 3170 unit is restricted to Authorized Service Personnel only. Opening the case or service by anyone else will automatically void the warranty on this product.

⚠️ CAUTION
Damage to the logic module components may occur if AC power is not removed from the product prior to attaching any accessories.

⚠️ CAUTION
Once installed, **DO NOT** use the MSR as a carrying handle when moving the 3170 from location to location.

Installing the Magnetic Stripe Reader

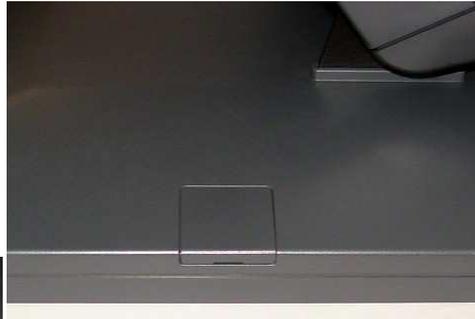The 3170 Magnetic Stripe Reader (MSR) easily installs on the side of the LCD Touch Screen.

Install the Magnetic Stripe Reader (MSR) as follows:

1. Prepare the Machine

If Windows is running, shut it down as you would shutdown a PC. When the 3170 is off, unplug the power cord. Rotate the unit 90° clockwise so its left side is facing you. Lay the 3170 Workstation face down on a soft surface, being careful not to scratch the LCD monitor touch screen or its bezel.

2. Remove the MSR connector cover

On the rear, left side of the LCD display, remove the cover by inserting a fingernail into the slot and prying the cover off. See picture right. Remove the cover and find the connector inside; see picture below.
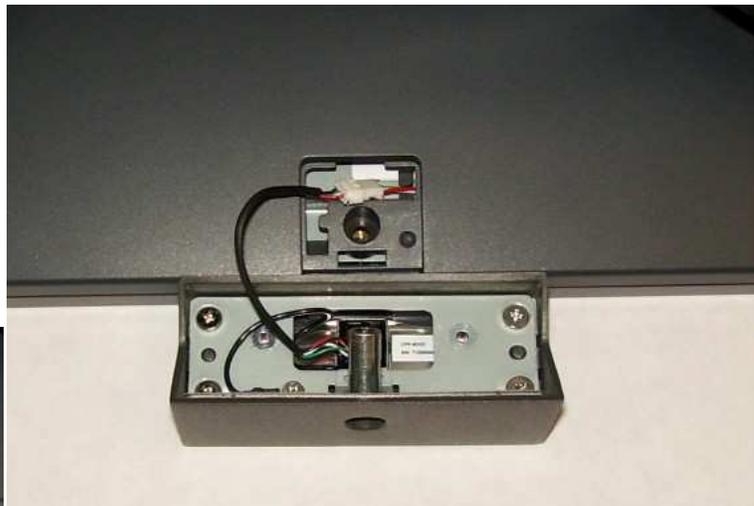
MSR connector cover

MSR connector cover removed
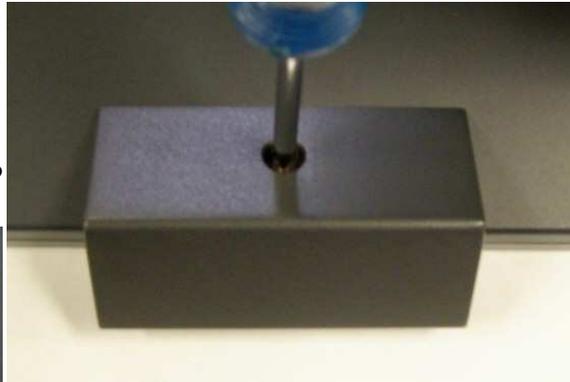
3. Connect the MSR

Lay the MSR on the tabletop next to the 3170 workstation. Pull the connector slightly out from the 3170 rear bezel. Mate it with the plug on the MSR assembly; match up the colored wires in each harness to ensure the mating is correct – see the photo on the right.

Rotate the MSR so the screw hole is up. Tuck the wire harness into the LCD bezel – see photo below.

3. Insert and tighten the screw

Insert the post on the MSR into the opening in the rear bezel and seat the MSR against the bezel, ensuring no wires are trapped between the MSR and bezel. Secure the MSR using the screw supplied in the MSR kit. Insert the supplied plug to hide the screw.

Set the 3170 workstation upright, plug in the power cord and turn the machine on.

Installing the Magnetic Stripe Reader Software Drivers

The 3170 MSR sends data to your POS application via a USB interface and the MSR drivers. The drivers the MSR requires are dependent on your POS application. The MSR can operate as a keyboard-mode device or as an OPOS device. You cannot operate in keyboard-mode if you have OPOS drivers and software installed on a 3170 POS workstation. Drivers for the MSR can be downloaded from the UTC RETAIL website at www.utcretail.com. Look for "Drivers and Support" under the Hardware Solutions tab. The drivers and test software are also on the 3170 hard drive in the C:\Drivers folder.

MSR Keyboard-mode Driver

1. The MSR device *MUST* be installed onto the 3170 POS workstation prior to software driver *installation*. See "Installing the Magnetic Stripe Reader" above.

2. On the Windows Start Menu, under All Programs, start the MagSwipe Configuration Utility. If the program is missing, install it from the C:\Drivers\ID Tech MSR\MagSwipe Configuration Software folder. After installation and a reboot, start the software from the Windows Start Menu.

3. Click the Select Reader Interface button. Under "First, Establish Communication..." click the blue button showing the USB Type A connector. The button will then have a green check mark. Under "Specify the comport, " hid, vid and pid values will appear. Click Continue to return to the main screen.

4. Click the Check Current Reader Settings button and a page will fill with data regarding the MSR's configuration. Click OK to close the window. The Change Basic Reader Settings and Change Advanced Reader Settings functions on the left side of the main program window allow you to customize the MSR's configuration. Do not modify the settings unless you are confident of your abilities. On the Utility's main window, click Exit to close the application.

5. Test the MSR by running the Windows Notepad application and swiping a credit card (up to 3-tracks) through the MSR. The icon on the front face of the reader shows you how to orient the card's magnetic stripe. The card data will appear in Notepad. Close Notepad to destroy the information. The MSR device is now ready to be used with your POS software.

6. The software's Change Basic Reader Settings page shows options for varying the MSR's volume. Ignore this option; this model MSR has no audible feedback.

MSR OPOS Driver and Demo Software

1. The MSR device *MUST* be installed onto the 3170 POS workstation unit prior to software driver *installation or removal*. See "Installing the Magnetic Stripe Reader" above.

2. The OPOS driver and the demonstration software are on the 3170 hard drive. Open the C:\Drivers\ID Tech MSR folder. There are two OPOS folders inside, one for the OPOS driver, the other for the OPOS Demo software.

3. To install the ID Tech SecureMag OPOS Driver, open the C:\Drivers\ID Tech MSR\OPOS Driver folder and run setup.exe. Click the Run or Next or Yes buttons as they appear, selecting the Typical installation and accepting the default Program folder suggested. When presented, click Finish and allow the 3170 workstation to restart.

4. After Windows restarts, install the ID Tech SecureMag OPOS Demonstration Software. Step 2 above explains where the software is located. Open the ID Tech OPOS Demo Software folder and run setup.exe. Select the Next or Yes or Finish buttons whenever they appear.

5. On the Windows Start Menu, in the MSR OPOS Demo folder, select MSR OPOS Test Program to start the software. At the top of the page, in the drop down list box, select INTECH_SECUREMAG_USBKB-USB HID KB. On the left side of the main screen, click the Open button. The Test Report box at the bottom of the window will confirm the Open command.

6. Click the Claim button. On the Control tab to the right, ensure the checkboxes for DeviceEnabled and DataEventEnabled are checked.

7. Back on the left of the window, select the CheckHealth... button. Select InterActive and OK. Swipe a credit card (up to 3-tracks) and the data will appear in the data boxes. Close this window.

8. Open Notepad and swipe your credit card. No data will appear. You cannot run the MSR as an OPOS device and in keyboard mode at the same time. The OPOS software is overriding the keyboard driver. Close Notepad and Exit the OPOS DEMO MagSwipe Software after selecting Release and then Close. To once again enable the MSR as a keyboard device, the OPOS DEMO MagSwipe Software must be removed using the Add or Remove Programs function located in the Control Panel. Once this software is uninstalled, card swipes will appear in Notepad or your keyboard-mode software.

Service and Technical Support

Assistance and customer service are available from your dealer or authorized service provider. If your dealer or service provider cannot answer your questions or provide satisfactory service, call UTC RETAIL Technical Support. When calling for assistance or service information, please be ready to provide the model number and serial number of the Magnetic Stripe Reader. This information is found on a sticker located on the inside of the MSR device by its USB cable. If the MSR device needs to be returned to a repair facility, please use the original packing material and shipping carton.

For assistance, services, and warranty information, contact:

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