

SOFTWARE | HARDWARE | SERVICE

**UTC RETAIL™**

# 2170 POS System

## 2170 User Guide

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Thank you for selecting UTC RETAIL's innovative Model 2170 Point of Sale solution!

This guide is designed to acquaint you with the features and functionality of the 2170 Point of Sale System.



## 2170 POS System User Guide

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All rights reserved. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or otherwise, without the prior written permission of UTC RETAIL.

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 2170 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 warrantee.



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

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## Product Information

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The 2170 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.

### **2170 POS System Components**

You will find the following components inside the 2170 POS System box:

- 2170 POS
- Safety Sheet
- A/C power cord
- Two (2) RJ-45 to DB-9 serial port adapter dongles

**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 2170 POS:

- Magnetic Stripe Reader (MSR) unit
- Rear Customer Display (RCD) unit
- 8.4" Rear LCD Display

### **Peripheral Support**

- The 2170 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 2170 POS System was designed to coordinate with the UTC RETAIL PD1200 Pole Display option.
- The 2170 POS System supports many different printers, such as the Epson H6000 or TM-T88.

## 2170 POS System Specifications

2170	
Processor	Intel® Atom™ D2550 (1.86 GHz)
System Memory	2GB DDR3-1066 (up to 4 GB)
Hard Drive	320GB (min), 60GB (min) SSD optional
Front Side Bus	800 MHz
Graphics	Intel® Integrated
SVGA	Yes
RS-232	4
USB Interface Ports	4
Network Port	10 / 100 / 1000 Realtek LAN
Customer Displays (optional)	<ol style="list-style-type: none"> <li>1. 2-line x 20 character PD1200 VFD – free standing</li> <li>2. 2-line x 20 character VFD – integrated</li> <li>3. 8.4" LCD</li> </ol>
MSR (optional)	ID Tech 3 Track
Keyboard options	Standard PC with USB interface
Cash Drawer	Optional
Dimensions (W x D x H)	12.75" x 11.75" x 4.25"
Operating Systems	Windows POSReady 2009, POSReady 7, Windows 7 Professional

## I/O Panel

### Connector Panel View



The photo above is of the panel below the touchscreen LCD. The labeled I/O ports are self-explanatory to an experienced PC user. To the left of the locking power port (to your right as you face the 2170) is the system power on/off switch (circled in red above) which was deliberately chosen for its small size to prevent accidental power downs. The USB ports are standard USB 2.0, the COM ports are explained below. The cash drawer port accepts a RJ12 jack; your POS application can access this port directly. This cash drawer port has a power setting of 19VDC. The LAN jack is for standard RJ45 network cables, DC IN is the port for the supplied AC adapter and VGA is a standard 15-pin SVGA port.

## COM Ports

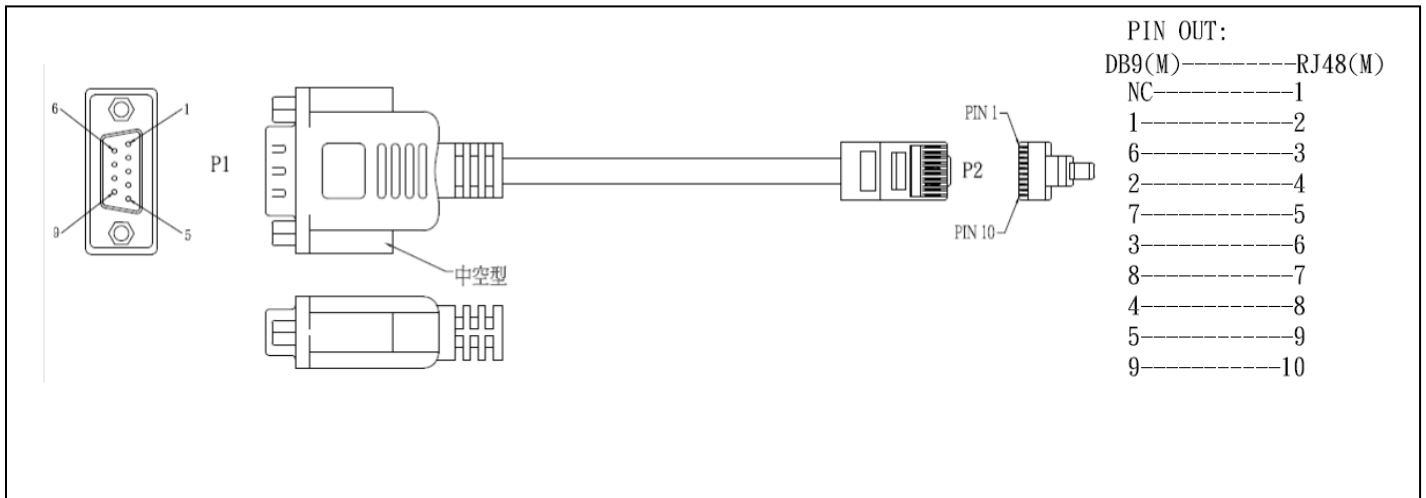
There are 4 COM ports on the 2170; they are standard RS-232. The COM3 and COM4 ports have been configured to supply +5VDC power to pin 9 of their DB9 connector. COM3 and COM4 may supply up to 0.5A of current; do not exceed this limit.

Note: COM3 and COM4 may also be configured for pin 9 to be RI (ring indicator) or to supply +12V 0.5A. This configuration must be performed at the UTC RETAIL facility.

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 (as explained above)

Use the supplied RJ48 – DB9 adapter cables to connect to the COM ports. Additional cables are available as P/N 11801015. See the drawing below for the adapter's pinout.



**Figure 1, Serial Port Adapter Pinout**

## Cash Drawer Interface

The 2170 POS I/O panel as 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.

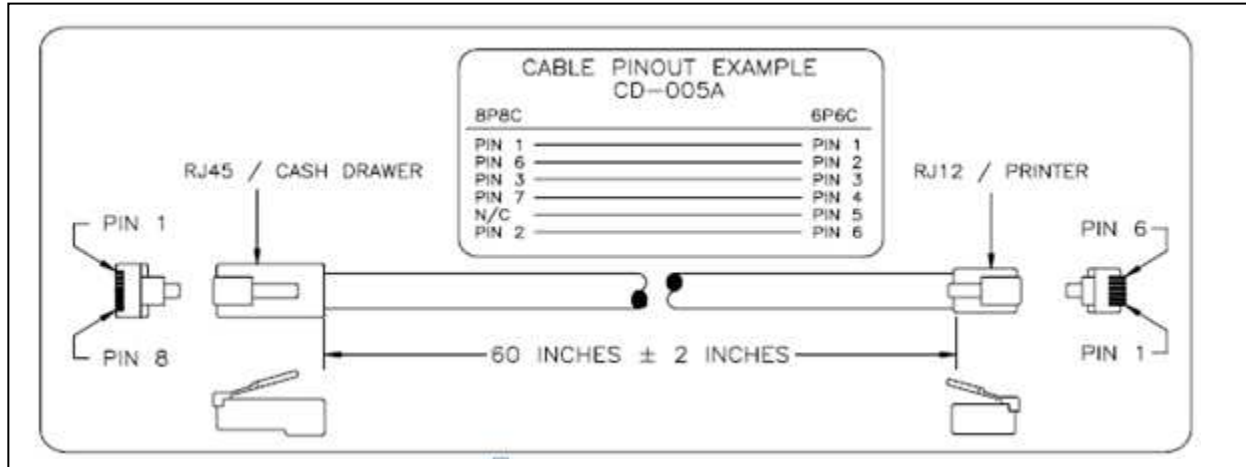


Figure 2, Cash Drawer Interface

## Supported Peripheral Options Details

	USB	Serial
<b>Printer Options</b>		
H6000IV	✓	✓
TM-T88V	✓	✓
<b>Keyboard Options</b>		
Standard PC keyboard	✓	
<b>Pole Display Options</b>		
PD1200 with external power adapter	✓	

## Power Requirements

The 2170 POS System has one AC power cord. Connect the power cord to the AC adapter installed into the system's base. A dedicated, clean power source is recommended. UTC RETAIL offers a variety of UPS options. Contact your sales agent.

Voltage: 120 VAC ± 10%

Current: 5 Amps maximum, with all peripherals connected

## Connect Power Cable

Place the 2170 POS face down on a clean, soft surface, ensuring you do not scratch the front bezel or the touchscreen.

Plug the supplied AC cord into the power adapter mounted into the base. See photo below. Stand the system on its feet and snake the power cable through the cutout in the rear of the base.



**Figure 3, AC Power Cord Attachment**

## Expansion Options

None, the system does not accept any internal expansion cards.

## Hard Drive Removal

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The 2170 POS System is equipped with one easily accessible hard drives.

To remove a hard drive, follow these steps:

1. Shut off all power to the system, unplug the power cord from the AC outlet.
2. Remove the single screws on the rear panel and lift off the hard drive access cover.
3. Disconnect the HDD cabling.
4. Replace hard drive.
5. Reconnect the cabling and install the door.



**Figure 4, HDD seen under the opened door**



## **System Installation Guide**

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Please refer to the 2170 POS System Installation Guide, which may be downloaded from the UTC RETAIL's website at [www.utcretail.com](http://www.utcretail.com).

Note: Consideration should be taken to ensure that none of the unit vents are blocked. Blocking the vents may cause damage to the unit. The 2170 POS has no internal cooling fans and relies on ambient air to provide system cooling.

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