SOFTWARE | HARDWARE | SERVICE

UTC RETAIL.™

2200 Series POS System

2250 / 2270 Installation Guide

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

This guide is designed to help you efficiently assemble the 2200 Series POS System.

2200 Series POS System Installation Guide

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's 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.
>
> 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

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 15" or 17" flat panel LCD display. The display is available with touch screen options.
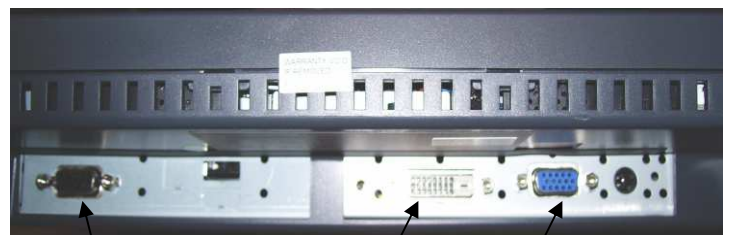
Open the Point of Sale Unit System Box

1. Open the point of sale box and remove the unit.

2. Remove all packing materials.

3. Unit Orientation: The 2250/2270 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.

4. Turn the unit so the back panel is facing you.

Note: Some units may come with a key-lock option per customer configuration.

Install the LCD Monitor

1. Open the LCD monitor box and remove the monitor.

2. Remove all packing materials.

3. Start 2 mounting screws into the top of the LCD monitor.

4. Take the LCD monitor and position the top 2 screws into the drop slots.

5. Start the other 2 mounting screws, and then tighten all 4 screws to securely fasten the LCD monitor to the mounting bracket.

6. Take the monitor power cable [1] and attach it to the LCD monitor.

7. Take the SVGA monitor data cable (DB15-pin cable) [2] and attach it to the LCD monitor.

8. If applicable, take the touch screen interface cable (DB9-pin cable) [3] and attach it to the LCD monitor.

9. Connect to appropriate ports.

WARNING! Make sure that all four mounting screws for the LCD monitor are SECURELY fastened! Failure to do so will cause mechanical damage to the monitor!

DB9 (3)   SVGA (2)   POWER (1)

Install the UTC RETAIL PD1200 Pole Display

1. Open the pole display box and remove the pole display.
2. Remove all packing materials.
3. Take the pole assembly and insert it into the hat bracket.
4. Route the pole display cable through the two right-hand cable clamps.
5. Route the pole display cable through the cable access channel to the front of the unit.
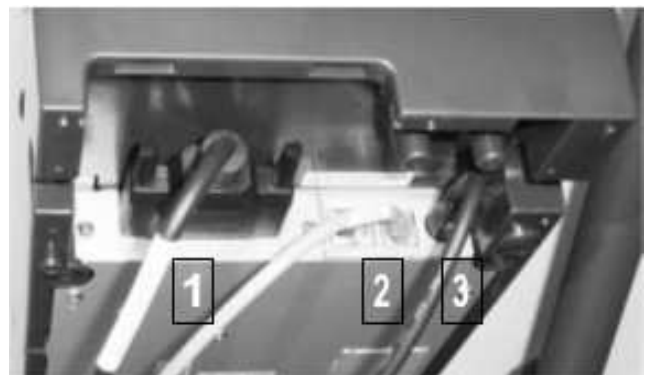
Connect the A/C Power Cord

1. Remove the A/C power cord from the 2200 Series POS System box.

2. Plug the A/C power cord into the back of the 2200 Series POS System on the right-hand side of the unit.

A/C Power

Install the Printer (Epson H6000 Printer shown)

1. Remove the printer from the box, and turn it over.

2. If applicable, remove any shipping restraints inside and outside of the printer. This is printer-specific.

3. Plug the communications cable [**1**] into the printer.

4. Plug the cash drawer drive cable [**2**] into the printer.

5. Plug the printer power cable [**3**] into the printer.

6. Position the printer in the 2200 Series POS System printer tray.

Install the Keyboard (M700 Keyboard shown)

1. Remove the keyboard from the box.
2. Remove all packing materials.
3. Turn the keyboard around to access the keyboard ports. Plug the 6-pin mini-DIN into the keyboard port located in the back.

Connect Cables to 2200 Series POS Logic Unit Ports

1. Plug the 6-pin DIN cable into the keyboard port (Lower, purple or blue port with keyboard icon) on the rear panel of the unit.
2. Plug the mouse or touch pad into the upper green port which shows a mouse icon.
3. Plug the printer data cable into COM port 1 (software dependent).
4. Plug the SVGA LCD data cable into the Blue SVGA port.
5. Plug the touch screen interface cable (optional) into COM port 2 (software dependent)
6. Plug the pole display data cable into COM3 port (software dependent).

Complete Installation of 2200 Series POS System

1. Remove the plastic protective sheets from the pole display and the LCD Monitor.
2. Plug the power cord into a dedicated A/C outlet.
3. Turn on the power, using the on/off switch located on the front left-hand side of the 2200 Series POS System.
4. To activate the printer, turn on the printer switch.
5. To activate the monitor, turn on the monitor switch.
6. To activate the logic unit, push the front ATX power button.

Note: The green LED above the ATX push-button switch begins to glow when the logic module is activated.

You have completed the installation of UTC RETAIL's 2200 Series Point of Sale System. If you experience problems with any of the components of the 2200 Series POS System, see the "Troubleshooting Procedures" section below.

Troubleshooting Procedures

The following table presents symptoms and solutions for problems potentially encountered when installing the 2200 Series POS System components.

Symptom	Solutions
There is no image on the LCD monitor.	• Make sure that the LCD monitor power is on. • Check to see if the monitor power cable is properly connected to the monitor. • Check to see if the SVGA cable is properly connected to the monitor.
The printer does not have power.	• Make sure that the printer power switch is ON. • Check to see if the printer power cable is properly connected to the printer and to the logic unit.
The printer has power but the system does not boot.	• Push the ATX power button in the front of the logic unit.
A keyboard error message displays when you boot the 2200 Series POS unit.	• Check to see if the keyboard cable is properly connected to the keyboard. Make sure that the keyboard cable is connected to the keyboard port on the logic unit, not to the mouse port.
The pole display does not have power.	• If the pole has a RS232 connector, make sure it is not plugged into COM port 1. If there is no +5 on pin 9 of this port. Use COM port 2-6.

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.