

2800 Series POS System

Installation Guide

Congratulations on your purchase of UTC RETAIL's innovative 2800 Series POS System! This fully integrated point-of-sale hardware solution, with its modular design flexibility, is ideal for specialty and general retail markets. The 2800 Series POS System conserves counter space, and will be easy to upgrade and service, due to quick access to internal components.

This guide is designed to help you efficiently assemble UTC RETAIL's 2800 Series POS System.

2800 Series POS System Components

You will find the following components inside the 2800 Series POS System box:

- Cables
- 2800 Series POS System unit
- Side, Back cover panels, Printer and monitor trays
- A/C power cord

The keyboard, customer display, printer and LCD monitor will ship in separate boxes.

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

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.



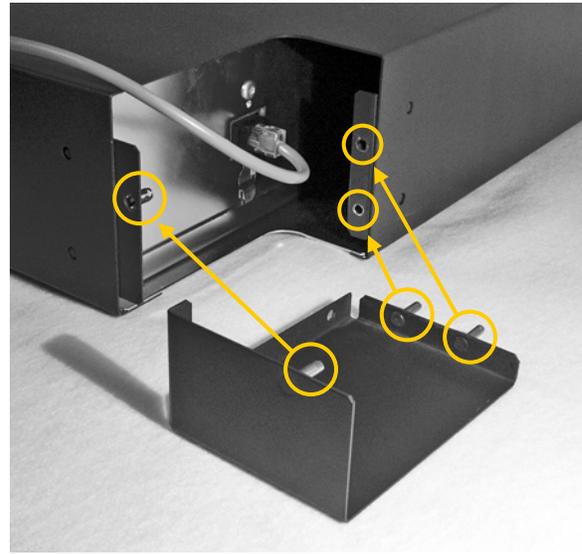
WARNING: CMOS Battery Damage

Replace your system's CMOS RAM battery only with the 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 manufacturer warranty.

Note: Please go to www.utcretail.com to access the complete User Guide for the 2800 Series POS System.

Open the Cash Drawer Box

1. Open the cash drawer box and remove the cash drawer.
2. Remove all packing materials.
3. Open the cash drawer and remove the keys.
4. Put one of the keys in the lock, located in the middle of the drawer, and turn it so that the drawer remains in the "Closed" position.
5. Turn the cash drawer around so that the right-hand side is facing you.
6. Remove the cable access cover by pulling it off.
7. Plug the cash drawer interface cable into the unit.
8. Replace the cable access cover.

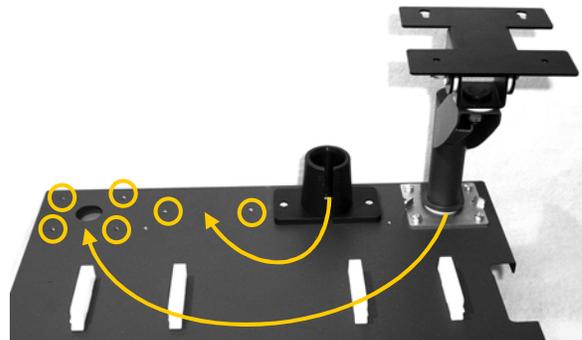


Open the 2800 Series POS System Box

1. Open the 2800 Series POS System box and remove the 2800 Series POS System unit.
2. Remove all packing material.
3. Set the unit on top of the cash drawer, with the monitor arm on the upper right corner.

OPTION: Position monitor on left-hand side of 2800 Series POS System

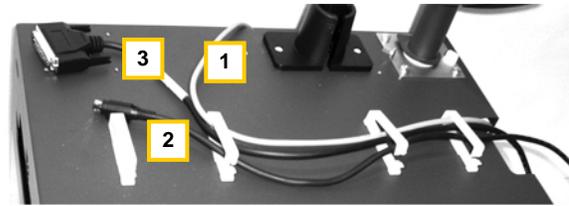
- Remove the four mounting screws on the monitor arm.
- Move the monitor arm to the left side, positioning it over the four screw holes.
- Refasten the four mounting screws.
- In similar fashion, move the customer display mounting bracket to the left side as well, so that it is next to the monitor arm.



Note:

The pictures that follow assume that the monitor is mounted on the right-hand side of the 2800 Series POS System. If the monitor is mounted on the left-hand side, the cables will flow to the right through the clamps.

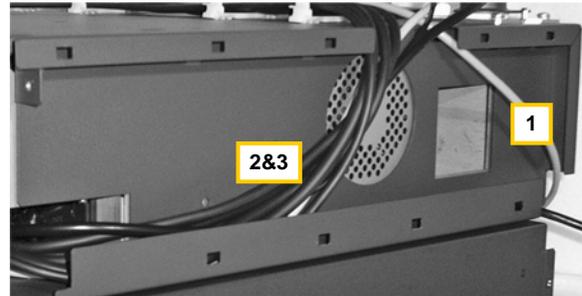
4. Open the cable clamps, and route the cash drawer interface cable [1] through the first three clamps, so it is routed to the left-hand side of the unit.
5. Take the printer power cable [2] and the printer data cable [3], route them along the right-hand side of the 2800 Series POS System unit, then route them through the first three clamps as well.



Note:

The 3-pin plug goes into the printer; the 4-pin plug goes into the front of the 2800 Series unit.

6. Take the bag of four monitor mounting screws out of the 2800 Series POS System box.



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.



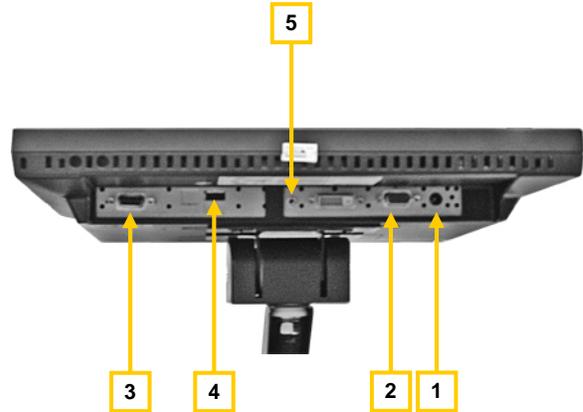
WARNING! Make sure that the four mounting screws for the LCD monitor are SECURELY fastened! Failure to do so will cause mechanical damage to the monitor!

6. Rotate the LCD monitor up so that the cable connection ports are visible.

Note:

A 15" monitor with touch screen option is featured in these photographs. The 17" monitor has a different power connector. The female end plugs into the LCD. The male end plugs in below the hard drive bay (refer to Connect the A/C Power Cord on page 6).

7. Take the monitor power cable [1] out of the **2800 Series POS System box** and attach it to the LCD monitor.
8. Take the SVGA monitor data cable (DB15-pin cable) [2] out of the **LCD monitor box** and attach it to the LCD monitor.
9. If applicable, attach the serial touch screen interface cable (DB9-pin cable) [3] or the USB touch screen interface cable [4] to the LCD monitor.
10. If applicable, attach the audio cable [5] to the LCD monitor.
11. Gather the cables together and route them through the LCD monitor arm cable channel.
12. Route the cables into the cable access channel and clamps.
13. Rotate the monitor down to its operational position.



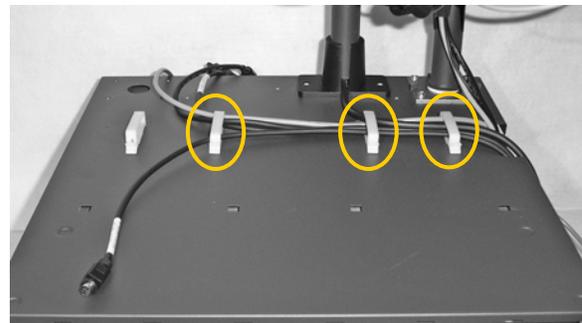
Install the UTC RETAIL PD1200 Customer Display

1. Open the customer display box and remove the customer display.
2. Remove all packing materials.
3. Insert the customer display assembly into the mounting bracket [1].
4. Route the customer display cable through the two right-hand cable clamps [2].
5. Route the customer display cable through the cable access channel to the front of the unit.



Open the UTC RETAIL M700 Keyboard Box

1. Remove the 6-pin mini-DIN keyboard cable.
2. Route the keyboard cable through the right-hand three cable clamps, so that one end hangs over the front of the unit.
3. Route the other end of the keyboard cable through the cable access channel to the front of the unit.
4. Snap the cable clamps down by pushing on the tops of the clamps.



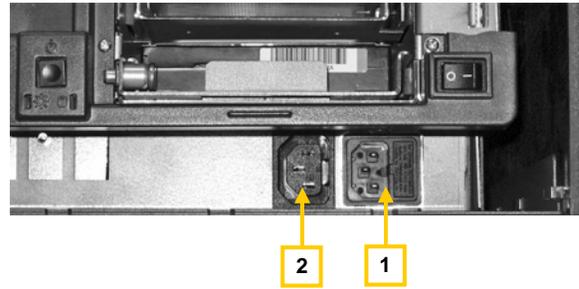
Connect the A/C Power Cord

1. Remove the A/C power cord from the 2800 Series POS System box.
2. Plug the A/C power cord into the front of the unit on the right-hand side of the unit [1].

Note:

If you have a 17" monitor, plug the power cable into the front of the unit [2].

3. Route the A/C power cord [3] from the front to the back of the 2800 Series POS System along the cable channel.



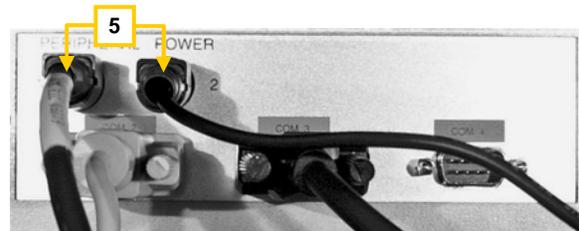
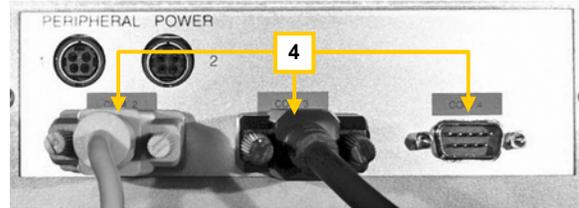
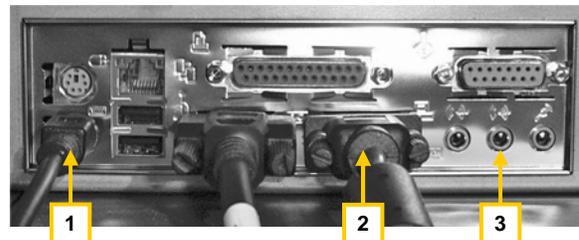
Connect Cables to 2800 Series POS Logic Unit Ports

1. Plug the 6-pin DIN cable [1] into the keyboard port (lower, purple port with keyboard icon) on the front of the unit.
2. Plug the SVGA monitor data cable into the SVGA port [2].
3. Plug the audio cable (for monitor speakers) into the audio jack [3].
4. Plug the printer data cable, touch screen interface cable, and customer display data cable into the appropriate COM [4] or USB ports (application software dependent).

NOTE:

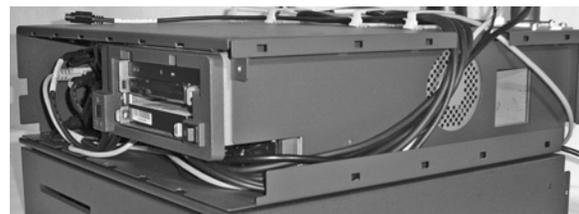
COM 1 does not have power, so it should not be used for the customer display.

5. Plug the printer power cable and the monitor power cable (15" monitor only) into peripheral power jacks [5].



The number of ports and their locations may vary, depending on model.

6. Route the cables through the side cable channel.

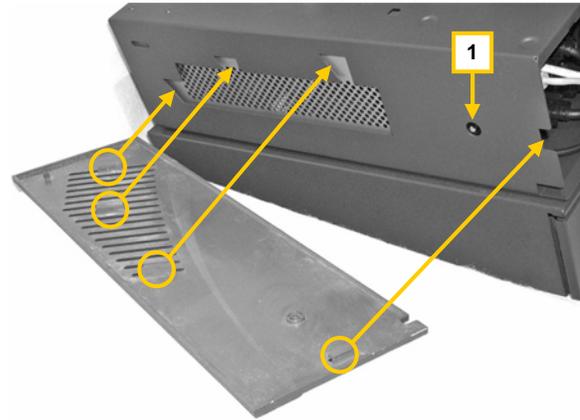


Attach Front Cover, Side Panels, Printer Tray, Monitor Tray

1. Take the front cover, side panels, monitor tray, and printer tray out of the 2800 Series POS System box.
2. Take the left-hand side cover (vents are toward the back) and slide it on from the front to the back, making sure that the tabs snap into the grooves. The panel will click into position.

Note:

To remove the panel, locate the release button [1] on the inside of the unit. Push the button, then hold it down as you push the panel forward.



3. Use the cable cover snap-outs [2] to cover any exposed cable access areas.
4. Put the cash drawer cable, printer power cable, and printer data cable through the left-hand rectangular opening in the printer tray [3].

Note:

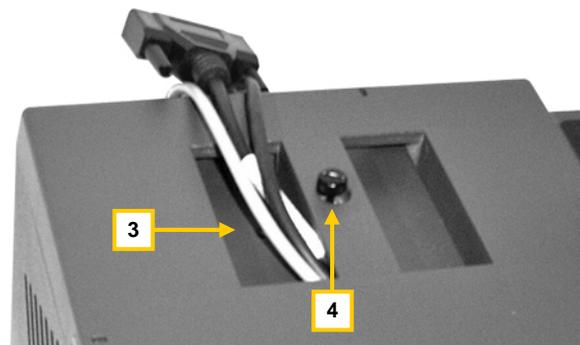
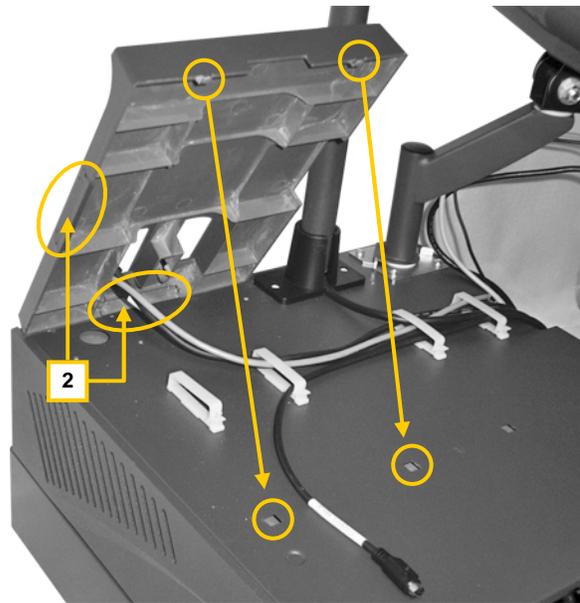
If cables do not need to be routed through the back of the printer tray, attach one of the cable cover snap-outs to the back of the printer tray.

5. Put the printer tray tabs into the square holes, making sure that the keyboard interface cable goes through the slot in the front of the printer tray. Slide the printer tray forward to lock it in place.
6. Secure the printer tray captive screw [4].
7. Take the monitor tray and snap the last cable cover on the side of the monitor tray.

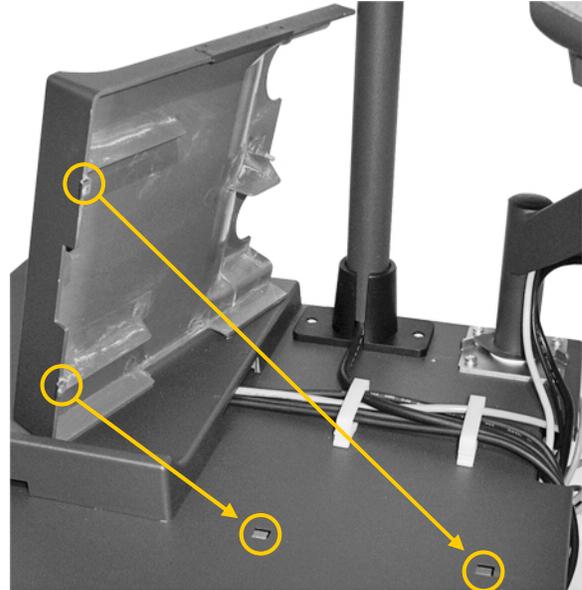
Note:

If the monitor is mounted on the right side of the unit, snap the cable cover on the right side of the monitor tray.

If the monitor is mounted on the left side, snap the cable cover on the left side of the monitor tray.



8. Position the monitor tray so the tabs are lined up with the square holes in the unit.
9. Snap the monitor tray into the square holes on the 2800 Series POS System unit.



10. Take the rear monitor cover [5] and slide it from the back of the unit toward the front until the cover snaps into position.

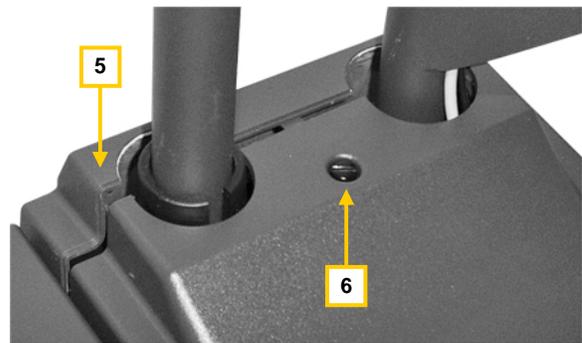
Note:

Make sure that the monitor cables clear the opening.

11. Secure the monitor tray captive screw [6].

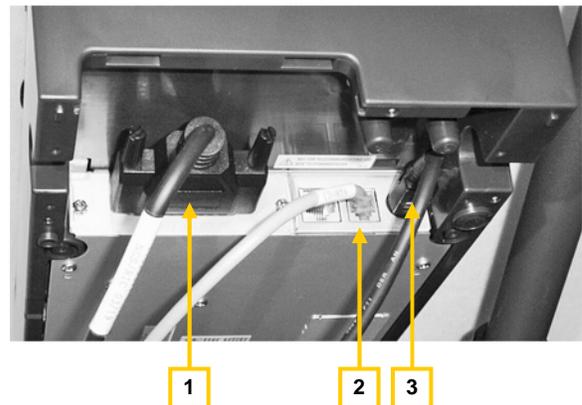
Note:

At this time, route any additional peripheral or communication cables to the unit.



Install the Printer

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 2800 Series POS System printer tray.



Install the Keyboard

1. Remove the keyboard from the box.

Note:

The configuration of the keyboard may vary.

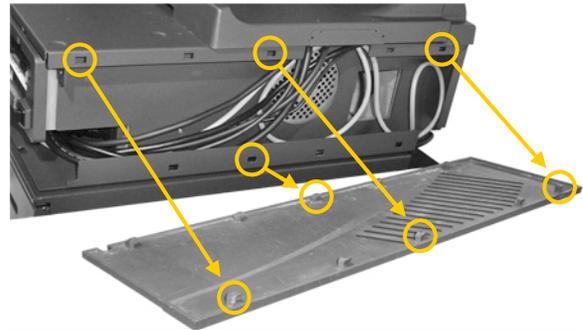
2. Remove all packing materials.
3. Turn the keyboard around to access the keyboard ports. Plug the 6-pin mini-DIN into the keyboard port located in the back.
4. Set the keyboard on top of the unit so that the feet go into the indents.
5. Insert the key into the keyhole located on the top of the keyboard.



UTC M700 Keyboard shown here

Attach Remaining Covers

1. Take the right side panel cover and insert the five upper and lower pins on the cover into the five square holes on the unit. Slide the cover from the front of the unit to the back. (This does not “snap” into place.)
2. Take the front panel cover and remove the keys that are fastened to the back of the panel.
3. Use one of the keys to open the drive access door located in the panel cover.
4. Slide the front panel cover onto the unit from the right to the left.
5. Secure the captive screw **[1]** in the top right-hand corner of the drive access.
6. Close the drive access door, and secure it with the key.



Complete Installation of 2800 Series POS System

1. Remove the plastic protective sheets from the customer display and the LCD monitor.
2. Plug the power cord into a dedicated A/C outlet.
3. Turn the on/off switch [1] to turn on the power to the unit.
4. Turn on the printer [2], the logic unit (ATX power switch) [3], and monitor [4].

Note:

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

You can leave the power to the printer, monitor, and customer display in the “on” position. The 2800 Series POS System power switch will control the power to all the connected devices.



CONGRATULATIONS! You have completed the installation of UTC RETAIL's 2800 Series POS System. If you experience problems with any of the components of the 2800 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 2800 Series POS System components.

Symptom	Solutions
There is no image on the LCD monitor.	<ul style="list-style-type: none"> • Make sure that the monitor power is ON (page 10, Complete Installation of the 2800 Series POS System, Step 4). • Check that the monitor power cable is properly connected to the monitor (page 4, Install the LCD Monitor, step 7); and to the logic unit (page 6, Connect Cables to 2800 Series POS Logic Unit Ports, step 5). • Check that the SVGA cable is properly connected to the monitor (page 4, Install the LCD Monitor, step 8) and to the logic unit (page 6, Connect Cables to 2800 Series POS Logic Unit Ports, step 2).
The printer does not have power.	<ul style="list-style-type: none"> • Check that the printer power switch is ON (page 10, Complete Installation of 2800 Series POS System, step 4). • Check that the printer power cable is properly connected to the printer (page 8, Install the Printer, step 5) and to the logic unit (page 6, Connect Cables to 2800 Series POS Logic Unit Port, step 5).
The printer has power but the system does not boot.	<ul style="list-style-type: none"> • Push the ATX power button in the front of the logic unit (page 10, Complete Installation of 2800 Series POS System, step 4).
A keyboard error message displays when you boot the 2800 Series POS unit.	<ul style="list-style-type: none"> • Check to see if the keyboard cable is properly connected to the keyboard (page 9, Install the Keyboard, step 3) and to the logic unit (page 6, Connect Cables to 2800 Series POS Logic Unit Ports, step 1). Make sure that the keyboard cable is connected to the keyboard port on the logic unit, not to the mouse port.
The customer display does not have power.	<ul style="list-style-type: none"> • If the customer display has a RS232 connector, make sure it is not plugged into COM port 1; there is no +5 on pin 9 of this port (page 6, Connect Cables to 2800 Series POS Logic Unit Ports, step 4). Use COM port 2-6.
None of the devices have power when the toggle switch is turned on.	<ul style="list-style-type: none"> • Check that the power cord is properly connected in the front of the logic unit (page 6, Connect the A/C Power Cord, step 2) and to the dedicated A/C outlet (page 10, Complete Installation of 2800 Series POS System, step 2). • Check the fuse located in the power inlet. • Check the circuit breaker for the dedicated A/C outlet.

Note:

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