

# 3100 Series Touch Screen POS Workstation

## INSTALLATION GUIDE: Rear Customer Display (RCD)

Congratulations on your purchase of UTC RETAIL's innovative 3100 Series Touch Screen POS Workstation Rear Customer Display! Designed for the 3100 Series, the RCD is as user-friendly as it is customer-friendly. The display features selectable baud rates, 180° display rotation and 20° tilt.

The 3100 Series RCD uses a standard serial interface, a 2 line by 20 character vacuum fluorescent display, and four programmable display intensities.

This guide is designed to help you efficiently assemble, install and test the UTC RETAIL's 3100 Series RCD.

### 3100 Series RCD Display Components

You will find the following components inside the 3100 Series RCD box:

- RCD head and pole with attached cable
- RCD pole adapter
- DB9 serial cable

### ***Product Safety***

#### **DANGER: High Voltage**



This unit contains high voltage. There is a risk of electrical shock if the case is opened. If service is required, contact an authorized service agent or UTC RETAIL at 1-800-349-0546.

#### **WARNING: Access to Internal Components**



All access to internal components of the 3100 Series workstation or the 3100 Series RCD is restricted to Authorized Service Personnel only. Opening the case or service by anyone else will automatically void the warranty on this product.

#### **WARNING: Electrical Shock**



Use caution when connecting cables. To avoid electric shock, do not connect safety extra-low voltage (SELV) circuits to telephone-network voltage (TNV) circuits. Local Area Network (LAN) ports contain SELV circuits, and telephone ports contain TNV circuits. Some LAN ports and some telephone ports use RJ-45 connectors.

#### **CAUTION:**



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

#### **CAUTION:**



**Do not** hot plug to the rear panel serial ports. Turn off the 3100 Series Unit before connecting serial port cables.

**CAUTION:**



**Do not** use the Magnetic Stripe Reader (MSR) unit as a handle when moving or carrying the 3100 Series.

**Note:** Once the RCD pole adapter is installed, it is permanent. The adapter cannot be removed from the rear cover.

**Note:** Tools needed include Phillips and straight blade screwdrivers, tweezers or needle-nose pliers.

## Preparing the 3100 Series Workstation

If your 3100 Series POS was received with the RCD pole adapter already installed onto the rear cover, go to the section titled Attaching the RCD Head.

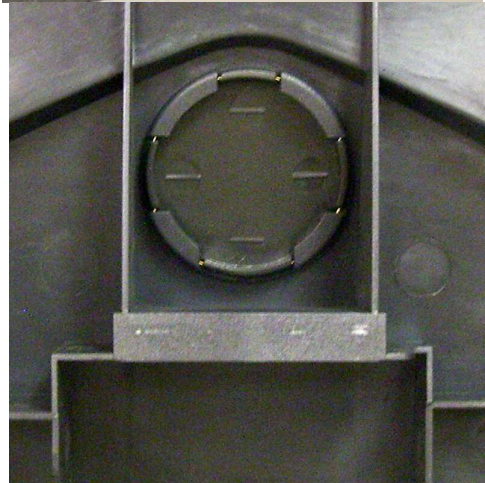
After shutting down Windows and the 3100 Series workstation is off, unplug it from the wall outlet.

Unplug all cables from the front panel and rear panel of the 3100 Series. Using a fine tip Phillips screwdriver or other device with a point, remove the rubber plug from both sides of the main cover, just behind the side cooling vents. On both sides, remove the screw that was hidden by the rubber plug.

From the rear of the machine, press in the tab on both sides of rear cover, unlocking the rear cover from the front panel. Pull the rear cover straight back, then lift it off the machine.



Being careful not to scratch the cover, turn it over and hold it in your lap. Locate the plastic knockout and its tabs on the back side of the cover. Ensuring the knockout is not against your leg, and using a flat instrument, apply a slow, steady pressure on the knockout's retaining tabs, while pushing down on the knockout with your thumb. The knockout will slowly start to release, and then pop out.



## Attaching the RCD pole adapter

From the 3100 Series RCD box, remove the pole adapter. Turn the rear cover over (right side up) and align the 4 tabs on the pole adapter with the 4 slots in the rear cover. The adapter will only attach in one way; the smallest pole adapter tab goes towards the rear of the rear cover. Press the pole adapter into the cover's knockout hole until the adapter locks into place.



## Configuring the COM Ports

The 3100 Series has 4 serial ports; one of these ports will be used to send power and data to the 3100 Series RCD. Check with your POS software supplier for information regarding which serial port you should use. Serial ports are also known as COM ports; the remainder of this manual will assume COM2 is the port being used. The 3100 Series RCD requires +5VDC on pin 9 of the DB9 serial cable and the 3100 Series standard configuration has COM2, COM3 and COM4 ports setup to provide +5VDC to pin 9. If you have not modified this standard configuration, continue the installation at the "Attaching the RCD Head" section of this document.

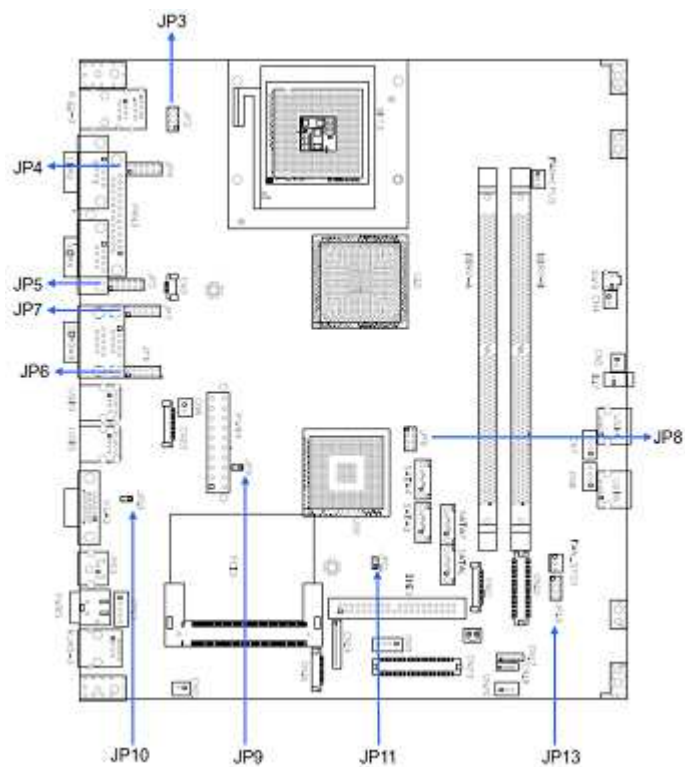
Set the rear cover aside. Gently pull straight back (a half inch) on the handle on the rear of top cover of the logic unit chassis. The cover will unlock from the chassis bottom.



Pivot the cover up; unplug the power connector by pressing its tab and pulling it out of the motherboard jack. Raise the cover fully; aligning the pivot screws in the chassis slots and locking the rear cover up at a 45° angle.



Use the drawing below to locate the terminal block you need. COM1→JP4, COM2→JP5, COM3→JP7, COM4→JP6. The drawing's left side is the rear of the motherboard; pin 1 on each terminal block is indicated by the small black circle. When pins 7 and 8 are jumpered, pin 9 of the serial port is signal RI for a modem. When pins 9 and 10 are jumpered, +5VDC is routed to pin 9 of the serial port. Remove the jumper connecting pins 7 and 8 and install it to connect pins 9 and 10. On a 3100 Series in its standard configuration, JP4 has a jumper connecting pins 7 and 8, whereas on JP5, JP7 and JP6 that jumper has been moved to connect pins 9 and 10.



Reverse previous steps to close the cover. Lift the chassis cover out of the locking slots, reconnect the power cable, lay the cover flat on the main chassis and slide it forward the half inch required to seat the pivot barrels into their mating slots.

## Attaching the RCD Head

Install the rear cover back onto the 3100 Series. Do not install the rear cover screws and plugs at this time. Remove the RCD head from the box and feed the RCD head's cable through installed adapter and behind the handle on the chassis cover. Continue to install the head onto the adapter, locking the adapter's nub into the middle of the 5 holes in the RCD pole adapter.



## Connect to the COM Port

Lift up the rear door of 3100 Series. Obtain the cable with the 9-pin serial plug from the RCD product box; plug it into the COM port matching the port selected in the “Configuring the COM Ports” section. The photo to the right shows the cable attached to the COM2 jack. Secure the plug to the chassis using the two attached locking screws. Connect the other end of this cable with the cable from the RCD head; align the two plugs, press and lock them together.



Reattach all the cables disconnected in the Preparing the Workstation steps.

## Testing the RCD

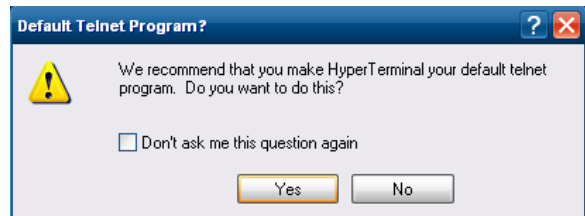
Turn on the 3100 Series. A bootup message (shown at right) will appear on the RCD for about 2 seconds.



When at the Windows desktop, start HyperTerminal. Look on the Start menu, All Programs→Accessories→Communications→HyperTerminal.



If necessary, answer the question regarding default telnet program.

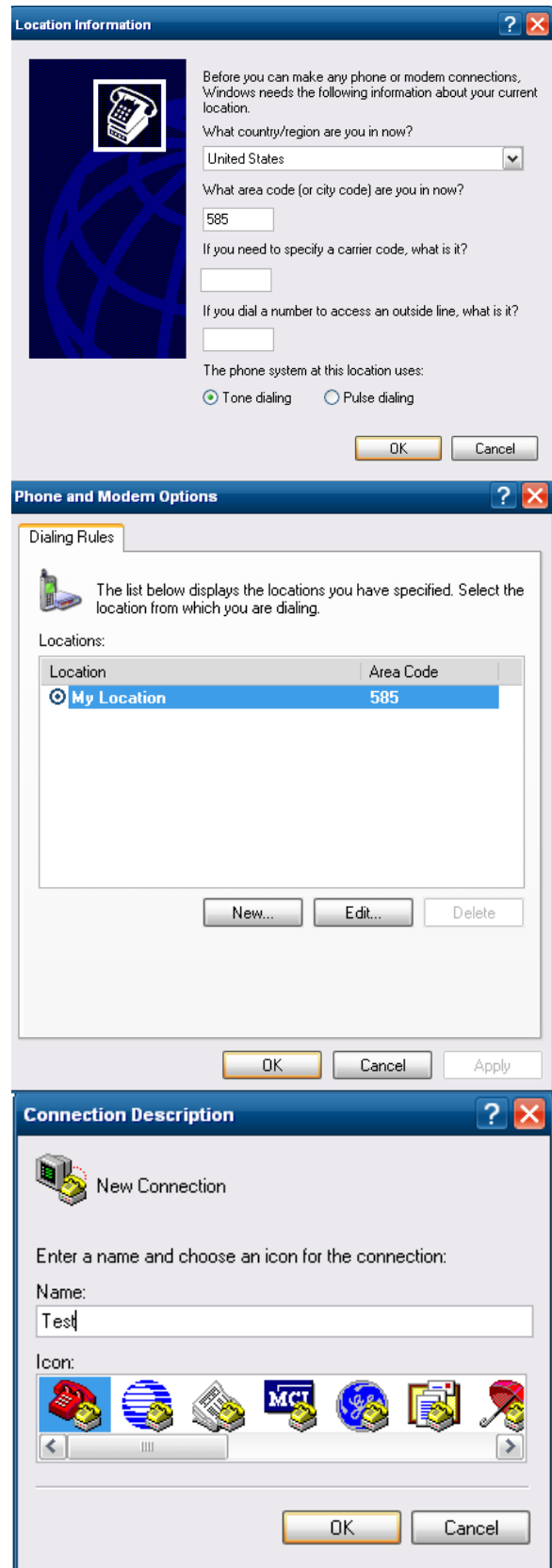




If necessary, put in your local area code.

Accept the Phone and Modem Option presented, or edit it as desired.

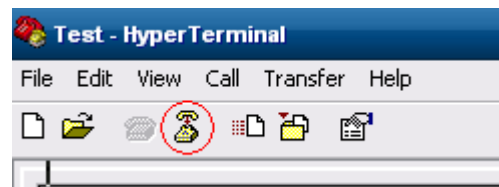
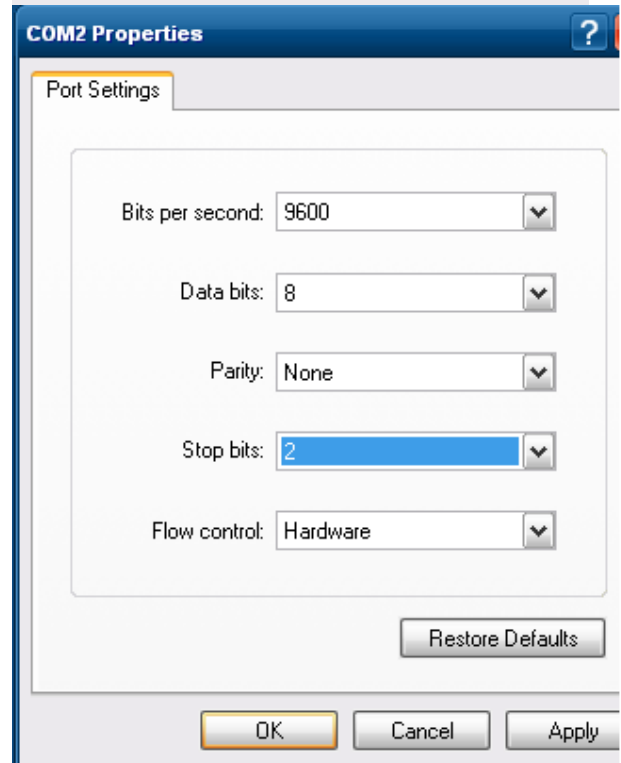
Enter a Connection Description.



Select the COM port to which you connected the RCD.

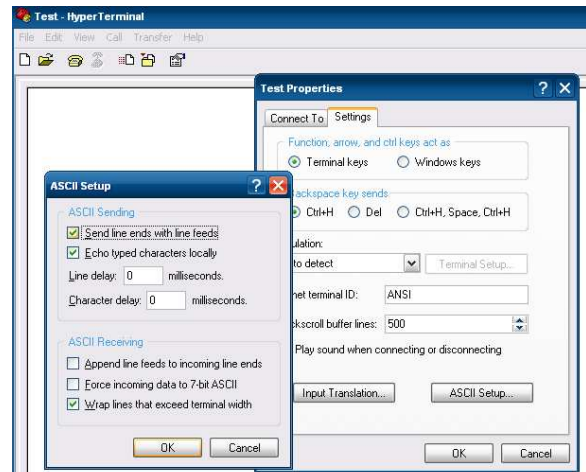
Click the Configure button that appears and setup the COM Properties form that appears as seen on the right.

When you click OK, the form will disappear and the software will connect to the RCD. Click the Disconnect icon.

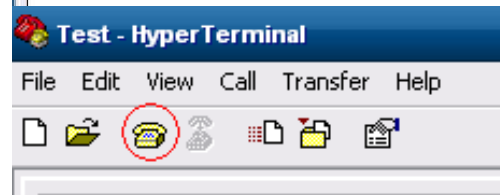




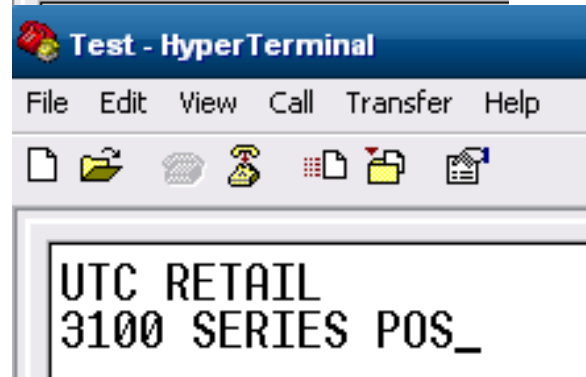
Click the Properties icon. Click the Settings tab and then the ASCII Setup... button. Check the “Echo typed characters locally” box and the “Send line ends with line feeds” box.



On the main page, click on the Call icon.



Now type a test message using a POS keyboard. Your message will appear in the HyperTerminal window and on the RCD. The RCD can display 2 lines of 20 characters each. The display will wrap to line 2 after the 20<sup>th</sup> character. At the 20<sup>th</sup> character on line 2, line 2 will move to line 1 position. The Esc key will erase the display and return to line 1, character 1 position.



The message will be displayed in the RCD.



To detach HyperTerminal from the RCD, click the Disconnect icon and then exit HyperTerminal. Any message in the RCD will remain until the 3100 Series is restarted. Install the Rear Cover’s screws and rubber plugs.

**RS232 RCD Factory Settings** Baud -rate = 9600, Word length = 8, Stop bits = 2, Parity = None. Refer to the 3100 Series RCD Programming guide to change baud rates or parity.

**You have completed the installation of the 3100 Series RCD. If you experience problems with any of the components of the RCD, see the “Troubleshooting Procedures” section below.**

## Troubleshooting Procedures

The following table presents symptoms and solutions for problems potentially encountered when installing the 3100 Series RCD.

Symptom	Solutions
<b>The display does not have power.</b>	<ul style="list-style-type: none"><li>• Ensure the RS232 connector is plugged into a COM port providing +5VDC on pin 9. On the 3100 Series Workstation in a standard configuration, COM2, COM3 and COM4 can provide power to the RCD.</li></ul>
<b>Meaningless characters appear on the pole display when I run my application.</b>	<ul style="list-style-type: none"><li>• For RS232 Devices, check the baud-rate settings for the application to ensure that they match the settings for the pole display.</li></ul>

**Note:** Please call UTC RETAIL 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.