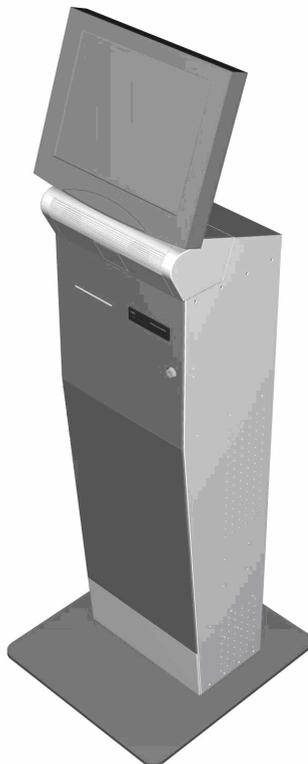


**WINCOR**  
**NIXDORF**



**iCORE Kiosk System**

**Operating Manual**

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# **iCORE Kiosk System**

## **Operating Manual**

Edition Dec 2007

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## Manufacturer's Certification



The device complies with the requirements of the EEC directive 89/336/EEC with regard to "Electromagnetic compatibility" and 73/23/ECC "Low Voltage Directive".

Therefore, you will find the CE mark on the device or packaging.

### BSMI



The product is tested and complied with the requirement of the BSMI (Bureau of Standards, Metrology and Inspection, Ministry of Economic Affairs) directive CNS13438 with regard to "Electromagnetic compatibility" and CNS14336 for product safety.

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# INTRODUCTION

This operating manual provides all the information required for the basic operation of iCORE kiosk system.

Having studied the operating manual, you will be able to:

- replace consumables (e.g. paper),
- evaluate device-specific status displays and system error messages,
- eliminate problems (such as paper jams),
- properly operate the device.

## Symbols used in this guide

- Text following this mark represents an item in a list.
- “ “ Text in quotation marks contains references to other chapters or sections in this document.
- Paragraphs following this symbol are actions to be performed in the specific order.



Texts following this symbol are actions to be performed in order to avoid damage or injury.



This symbol identifies paragraphs which contain general notes to facilitate use of the device and help avoid operating errors.

## Important Safety Precautions



Please read the following notes carefully before doing any work on the device.

This device complies with the relevant safety regulations for information processing equipment.

- Note the warning and information labels on the device.
- The device is equipped with a safety-tested power cable, which must be connected only to a grounded outlet.
- Always hold the plug when removing the power cable. Never pull the cable itself.
- Install cables in such a way that they will not be stepped on or tripped over or damaged or crushed in any way.
- Have damaged power cables replaced immediately.
- Make sure that there is always free access to sockets used or to the electrical circuit-breakers of the house installation.
- In case of an emergency (e.g. damaged cabinets, control or power cables, liquids or foreign objects in the device) take the following steps:

Deactivate the device immediately by:

Switching off the automatic circuit-breaker or removing the fuse inset from the fuse holder in the distribution box of the building installation;  
Disconnecting the plug connectors of the power supply cables from the grounded socket in the building installation;  
Switching off the mains on/off switch on the power distributor.

Inform the customer service responsible for you.

- During the thunderstorm, data transmission lines must not be connected or disconnected.
- Only use accessories and extension components that have been approved by us. Nonobservance can result in damage to the system or

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violations of regulations concerning safety, radio interference and ergonomical requirements.

- To clean the device only use cleaning agents approved by Wincor Nixdorf International GmbH (see chapter "Appendix", section "Approved cleaning materials")

## Repairs



Repair work may only be carried out by authorized personnel.

Unauthorized opening of the device or repair work carried out improperly could result in considerable danger to the user.

In case of noncompliance, Wincor Nixdorf International GmbH excludes all liability.

# DEVICE OVERVIEW

## Device Type

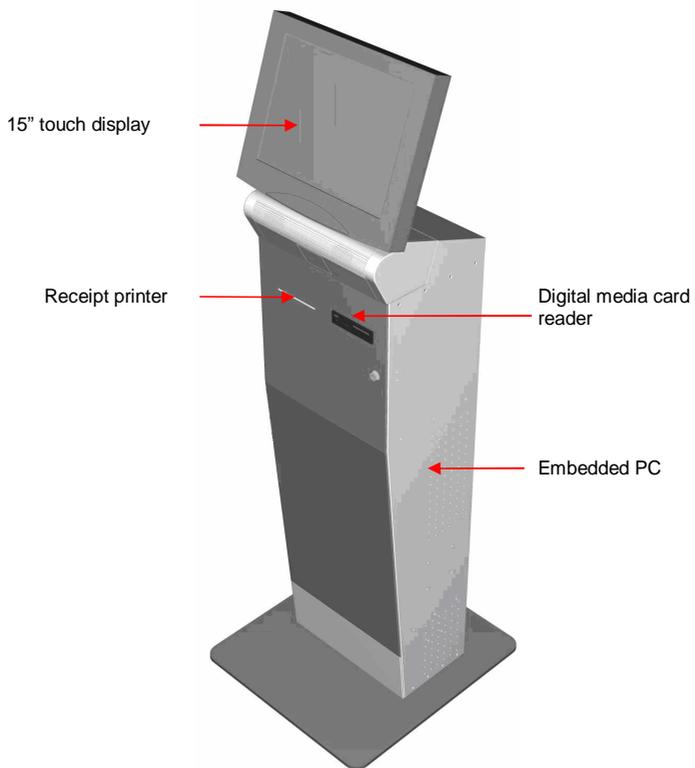
The iCORE kiosk system is a multifunctional terminal designed for indoor installation.

## Components

The iCORE kiosk system may comprise of the following components:

- Embedded Compact PC
- Power distributor
- Loudspeaker
- 15" LCD monitor with resistive touch screen
- 80mm thermal receipt printer TH200
- Digital media card reader, ATECH XM-28U

## Device View



## BASIC OPERATION

It is easy to operate this device.

To start operating the device, follow the steps listed below.

- Open the device (see in this chapter; section “Opening / closing the device”).
- Switch on the device (see in this chapter, section “Switching on / off the device”).
- Load the paper roll into the receipt printer if the paper roll is not present (see chapter “Receipt Printer TH200”, section “Changing the paper roll”).
- Once the application is loaded, the device is ready for operation.

### Note:

- Ensure that the correct power cord with safety approval is used (see chapter “Appendix”, is as specified in the “Power Cord Selection”).
- Ensure that the AC power point is switched off before inserting the specified power cord into the AC power point.
- Switch on the AC power point. The system is configured to start up upon powered on.
- In the event that the system does not start up, switch off the AC power point.
  - Check if the power distributor inside the kiosk is switch on.
  - Check all connectors to ensure that there are no loose connections before switching on the system again. This may be due to the poor handling of the system resulting in the loose connection.
- Do not attempt to open the system unless by authorized qualified personnel.

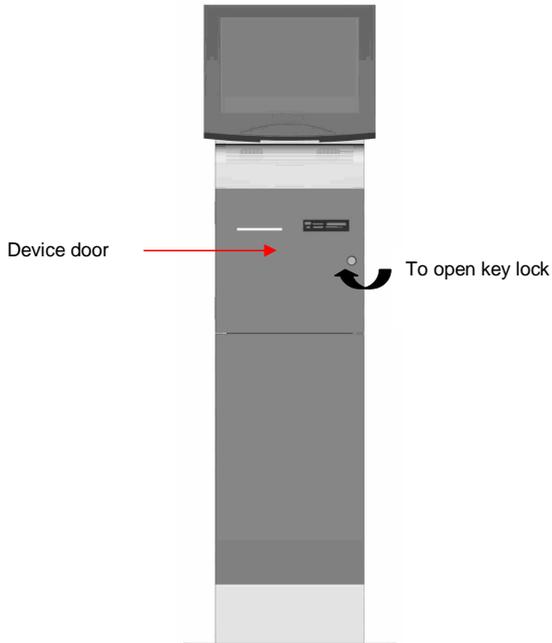
- If the problem persists, switch off the AC power point. Disconnect the power cord from the AC power point. Contact the Technical Support for assistance.



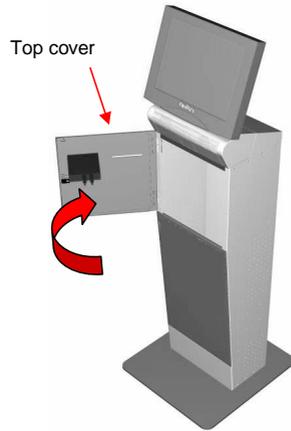
*The device may only be repaired by the authorized qualified personnel. Unauthorized opening of the device and repairing works may not only seriously jeopardize the safety of the user but also cancel all the warranty and liability agreements.*

## Opening / closing the device

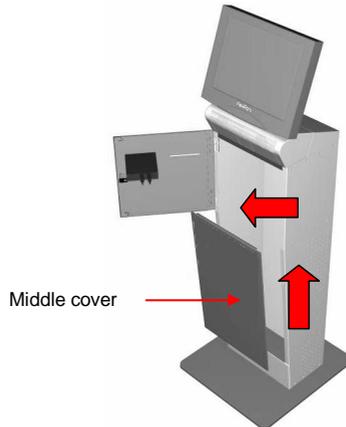
- The kiosk secured by a single key lock (see picture below for the location of the lock.)
- To open and close the device, you need to first unlock the device door.
- Insert the key into the lock of the device, turn the key 90° in anti-clockwise direction (see picture below.)



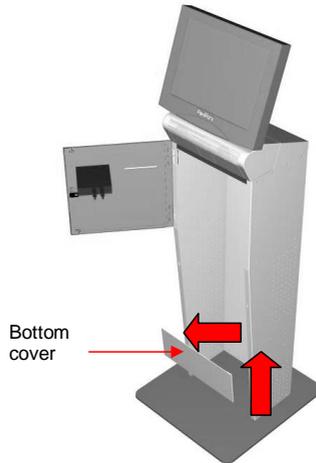
- Grasp the top cover and swing it leftward.



- Lift the middle cover upward before removing it from the casing



- Lift the bottom cover upward before removing it from the casing.



- To lock the device, perform the same steps in the reversed order.

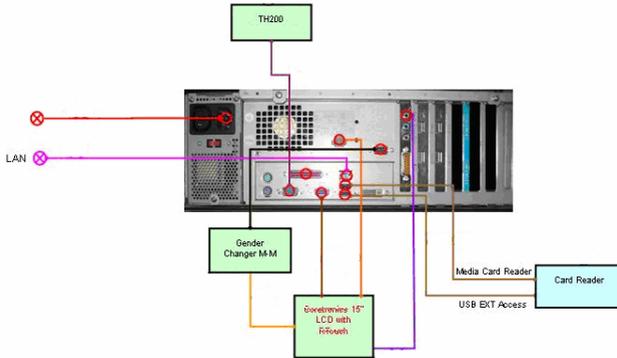
## Switching on / off the device

- Switch on the AC power point with the power cord is inserted into the point. The system is configured to start up upon powered on.

# Embedded Compact PC

## Overview of Compact PC

The device is equipped with a Celeron 4 Embedded Compact PC.



## COM assignment

Interface	Device
Audio	LCD Speaker-In
COM 1	TH200 thermal receipt printer
COM 2	Touch Controller
Oboard Video (VGA)	LCD
USB U	Not in use
USB V	Not in use
USB W	Digital media card reader
USB X	Front access USB via digital media card reader
USB Y	Not in use
USB Z	Not in use
Parallel	Not in use
Onboard LAN	Not in use

## Technical Data

<b>Base Unit</b>	Compact PC
<b>Motherboard</b>	P195-Plus Motherboard
<b>Processor</b>	Intel Celeron 2.0GHz (PGA478)
<b>Memory (HDD)</b>	IDE HDD 40 GB
<b>RAM</b>	DDR 512 MB
<b>LAN</b>	1 x On-board Intel LAN module
<b>Interface</b>	2 x RS232 COM port 4 x USB2.0 port 1 x DVI port 1 x VGA port 1 x Speaker Port
<b>Output Power</b>	12.0V DC 5.0V DC

## 15" Touch screen LCD Display

The kiosk is equipped with 15" LCD display with resistive touch screen display.

### How to Operate

Touching the touch glass has the same effect as clicking the left mouse button. You only need to apply a little pressure with the fingertip. In this resistive process only fingertip contact is recognized. The screen does not react in any way if touched, for example, with a stylus. The recommended material for a stylus is polyacetal. The stylus should have a minimum spherical radius of 0.8mm and contain no sharp edges or burrs that cause damage to the topsheet.

### Cleaning Instructions

Always **turn off the system** before cleaning.

The glass surface of your Touch Screen should be cleaned with a water-based solvent or a non-abrasive cleaner. Do not use solvents containing acetic acid. Use a soft, fine-meshed cloth to clean the surface. Dampen the cloth slightly and then clean the screen.

A wrong maintenance may cause damages to the screen, which are not covered by guarantee or warranty.

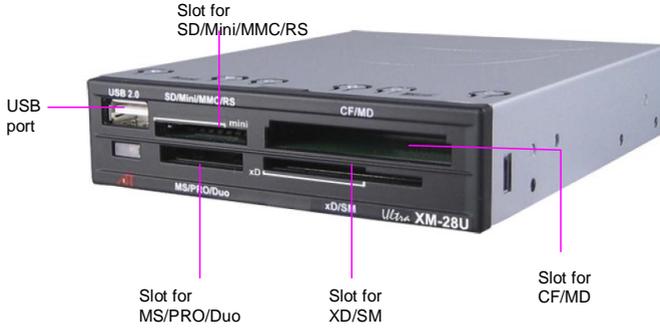
## Technical Data

<b>Electrical</b>	<b>Input Power Supply</b>	12.0V DC
	<b>Power Consumption</b>	30W (Max)
	<b>Interface</b>	Analog RGB
	<b>Connector</b>	15-pin DSUB
<b>Mechanical</b>	<b>Dimensions</b>	382(W) x 384(L) x 180 (D) mm
	<b>Weight</b>	Approx. 4.6 kg
<b>Operating Conditions</b>	<b>Operation</b>	5 to 35°C; Max 80% R.H, non cond.
	<b>Storage</b>	-20 to 60°C; Max 80% R.H, non cond.
<b>Performance</b>	<b>Resolution</b>	1024 x 768 (High Colour)
	<b>Frequency</b>	31.5kHz to 60kHz (Horizontal)
		56Hz to 75Hz (Vertical)
	<b>Backlight</b>	2X CCFL
	<b>Colour Support</b>	16,777,216 colours
<b>Brightness</b>	250 cd/m <sup>2</sup>	

# Digital Media Card Reader

The kiosk is equipped with a digital media card reader.

## Function elements



Depending on the customer's requirement, the supported media for the digital media card reader could include all or some of the following:

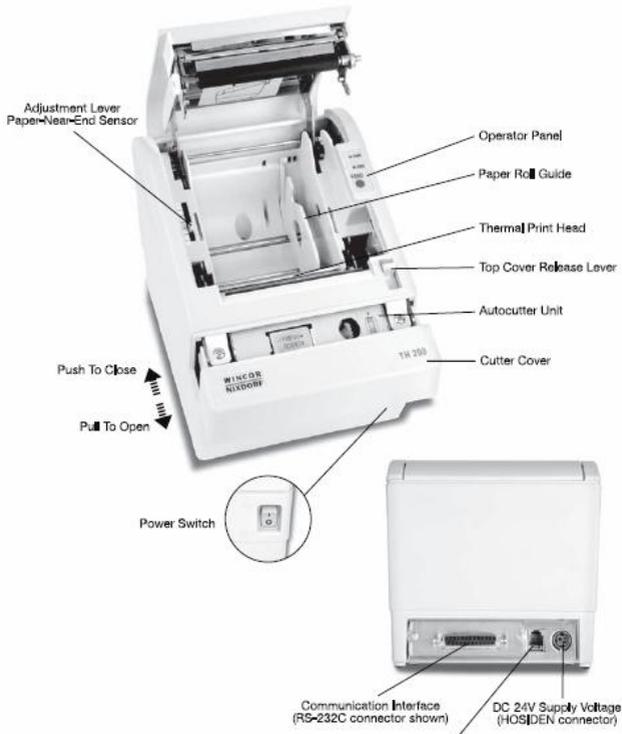
- CompactFlash™ Type-I
- CompactFlash™ Type-II
- CompactFlash Ultra Speed (133x)™
- Microdrive™
- SmartMedia™
- Magicstor™
- MultiMediaCard™
- MultiMediaCard™ Mobile
- MultiMediaCard™ High Speed v4.0
- xD-Picture Card™\*
- xD-Picture Card™\* Type M
- xD-Picture Card™\* Type H
- Secure Digital™ (true 4-bit)
- miniSecure Digital™
- Secure Digital™ (SDHC)
- Secure Digital™ v1.1 (133x)
- RS-MultiMediaCard™
- RS-MultiMediaCard™ High Speed v4.0
- Memory Stick™
- Memory Stick PRO™ Duo
- Memory Stick™ Duo
- Memory Stick™ Select
- Memory Stick Rom™
- Memory Stick PRO™ (true 4-bit)
- Memory Stick™ MagicGate\*
- Memory Stick Duo™ MagicGate\*
- Memory Stick PRO™ MagicGate\*
- Memory Stick™ High Speed (133x)

## Receipt Printer TH200



The kiosk is equipped with Wincor Nixdorf TH200 receipt printer.

## Functions elements and control



## Operator control panel



**POWER LED**  
Continuous green light indicates POWER ON.

**Error LED**  
Indicates status / error conditions through different blinking patterns.

**FEED button**  
Press to feed paper. Pressing FEED button for a few seconds while switching on the power will enable the printer menu.

## Technical Data

Print technology	Direct thermal
Print speed	Up to 150mm per second
Print resolution	203 dpi
Ticket thickness	0.06 to 0.075mm
Ticket width	80mm
Ticket length	80mm minimum
Ticket output	one ticket at a time
Ticket stock roll size	80mm diameter maximum
Font and graphics	International character set, extended graphics & barcode printing User defined fonts and logo printing
Paper status detection	Paper low Paper out Black mark
Paper cutter	Automatic partial cut
Interface	Serial

## Paper specification

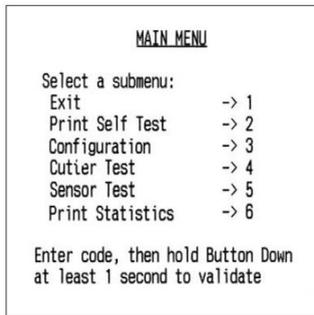
Paper roll width 82.5mm/80mm/76mm/69.5mm/57.5mm selectable

Max paper roll diameter 83mm

## Printing self test

To assess the menu for the self test,

- Switch off the printer.
- Press the FEED button down for at least 2 seconds while turning on the power switch. The menu page will be printed (see below).



- Press the FEED button 2 times and hold for at least one second to print the self test.

Below is the sample of self test printout of the lottery ticket printer:

```

TH200 SELF TEST

Printer ID      :20
Boot Firmware  :V1.16
Main Firmware   :V3.06

Printer Parameters
Flash Memory Size :1M Bytes
Flash Logo/Font  :128K Bytes
Paper Roll Width :80.0mm
Default Code Page :PC437
Language         :English
Left Margin      :7mm
Right Margin     :9mm
Power Supply     :Normal
Print Speed(Max) :150mm/s
Darkness Setting :Normal
Cutter          :Enabled
Buzzer          :Disabled
Cashdrawer      :Closed

Communication Interface
Interface Type   :RS232
Rx Buffer Size    :4K Bytes
Baud Rate        :16200 bps
Data Bits        :8
Stop Bits        :1
Parity           :None
Handshaking      :DTR/DSR
Command CR       :Disabled
Data Received Error :Ignored

Resident Fonts
Code Pages       :437,850,852
                 :856,860,863
                 :865,866,1252
                 :katakana

International Character
                 :U.S.A.
                 :France
                 :German
                 :U.K.
                 :Denmark I
                 :Sweden
                 :Italy
                 :Spain I
                 :Japan
                 :Norway
                 :Denmark II
                 :Spain II
                 :Latin America

Bar Code Available
                 :UPC-A
                 :UPC-E
                 :EAN-8

```

## Changing the paper roll

- Open the door to access to the receipt printer. (see chapter “Basic Operation”, section “Opening / closing the device”).
- Open the printer top cover by pulling the cover release lever (see arrow in the picture below).

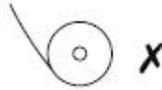


- Remove the spool of the used paper roll from the paper holder and load the new paper roll (as shown in the picture below).

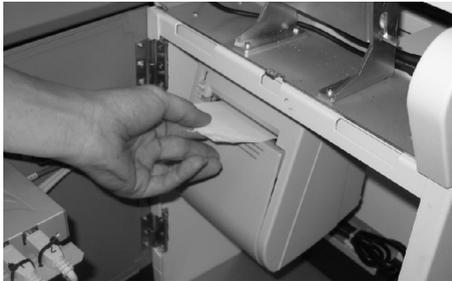


- Make sure that a few inches of the paper is extended over the cover edge.

- Make sure the paper roll is loaded in the direction as shown in the picture below.



- Close the printer cover. Tear the excess paper across the tear bar (see picture below). If necessary, advance the paper by pressing the FEED button.



- Close the door (see chapter "Basic Operation", section "Opening / closing the device").

## Cleaning the print head

Paper dust on the heating elements may lower the print quality. In this case, clean the print head as follows:

- Open the printer cover
- Clean the thermal elements of the print head using a cotton swab moistened with alcohol solvent (ethanol, methanol, IPA).



Do not touch the print head thermal elements.  
Do not scratch the print head.

- Insert a paper roll and close the print head.



The print head becomes very hot just after printing and is very dangerous. Be sure to allow the print head to cool down (after printing) before cleaning it. Also, be sure to turn off the printer power before cleaning the print head.

Depending on the paper roll used, paper dust may stick to the platen roller and paper roll end sensor. To remove the paper dust, clean the platen roller and paper roll end sensor with a cotton swab moistened with water.

# Appendix

## Technical Data

### Installation specifications

<b>iCORE Kiosk System</b>	
<b>Dimensions:</b>	
Height:	1397 mm
Depth:	304 mm
Width:	390 mm
<b>Footprint (physical):</b>	
Depth:	510 mm
Width:	470 mm
<b>Weight of device:</b>	Approx. 65 kg

### Environmental Conditions

<b>OPERATING</b>	Indoor air conditioned environment Temperature: +10°C to +35°C Relative Humidity: 20 to 85% RH, non-condensing	
<b>Storage</b>	Temperature: +10°C to +85°C Relative Humidity: 5 to 85% RH, non-condensing	
<b>POWER SUPPLY</b>	110 - 120 @ 50-60Hz	200 - 240 @ 50-60Hz
<b>POWER CONSUMPTION</b>	Less than 2A	Less than 4A

---

## Power Cord Selection

If the power cord is not provided with the system, the user has to ensure that a certified power cord is used as required by the Safety Regulation of the country.

<b>Countries</b>	<b>Safety Approvals</b>
USA	UL
Canada	CSA
Germany	VDE
Japan	PSE
Taiwan	BSMI
China	CCC

For other countries not mentioned in the above list, please check with the local authority.

## Consumables

You can order consumables and accessories from your Wincor Nixdorf branch office or from your Wincor Nixdorf sales partner. You can find information on the Internet under [www.wincor-nixdorf.com](http://www.wincor-nixdorf.com) under the keyword Service.

## Approved cleaning materials

Product name	Order number	Explanations
Professional cleaning set for EDP devices <i>100 ml plastic cleaner in a pump bottle</i> <i>100 ml screen cleaner in a pump bottle</i> <i>50 dust cloths</i> <i>10 keyboard swabs for places difficult to reach</i>	106 000 03259	For cleaning and maintaining keyboards and varnished and plastic-coated housing
Damp cleaning cloths <i>Dispenser box with 100 cloths</i>	106 000 24277	For cleaning and maintaining delicate EDP devices, keyboards and housing
Dry cleaning cloths Antistatic and fluff-free (Pack with 300 cloths)	106 000 03330	For cleaning display panes
Compressed air spray Pressair <i>200 ml bottle without a valve</i>	106 000 03335	Cleaned compressed air, FCKW-free, for removing loose dust and dirt particles
Screw-cap valve	106 000 03336	For Pressair compressed air
Cleaning card Edix-Clean universal	106 000 18240	For cleaning magnetic heads and chip contacts in ID card readers

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