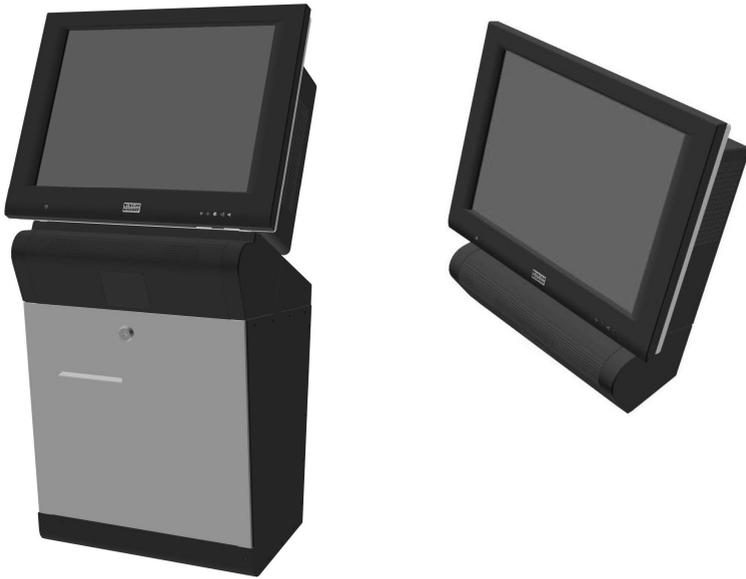


# **WINCOR**

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# **NIXDORF**



## **iCORE Wall Mount System**

**Operating Manual**

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# **iCORE Wall Mount System**

## **Operating Manual**

Edition Jul 2008

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# Contents

Manufacturer's Certification .....	1
INTRODUCTION .....	2
Symbols used in this guide .....	2
Important Safety Precautions.....	3
DEVICE OVERVIEW .....	5
Device Type .....	5
Components.....	5
Device View – iCORE wall mount kiosk without printer.....	6
Device View – iCORE wall mount kiosk with printer .....	7
BASIC OPERATION.....	8
Switching on / off the device .....	9
Volume adjustment .....	9
Panel PC with 15" display.....	10
Block diagram .....	10
Technical Data .....	13
15" touchscreen display .....	14
How to Operate .....	14
Cleaning Instructions .....	14
Receipt Printer TH200 (optional) .....	15
Functions elements and control .....	16
Operator control panel .....	17
Technical Data .....	18
Paper specification.....	19
Printing self test .....	19

Changing the paper roll.....	21
Cleaning the print head.....	25
Barcode reader (optional).....	26
Technical data.....	27
Appendix.....	28
Technical Data.....	28
Installation specifications.....	28
Environmental Conditions.....	28
Power Cord Selection.....	29
Consumables.....	30
Approved cleaning materials.....	30



## 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.

# INTRODUCTION

This operating manual provides all the information required for the basic operation of iCORE wall mount 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:

Disconnecting the plug connectors of the power supply cables from the grounded socket in the building installation;  
Switching off the mains on/off switch.

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 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

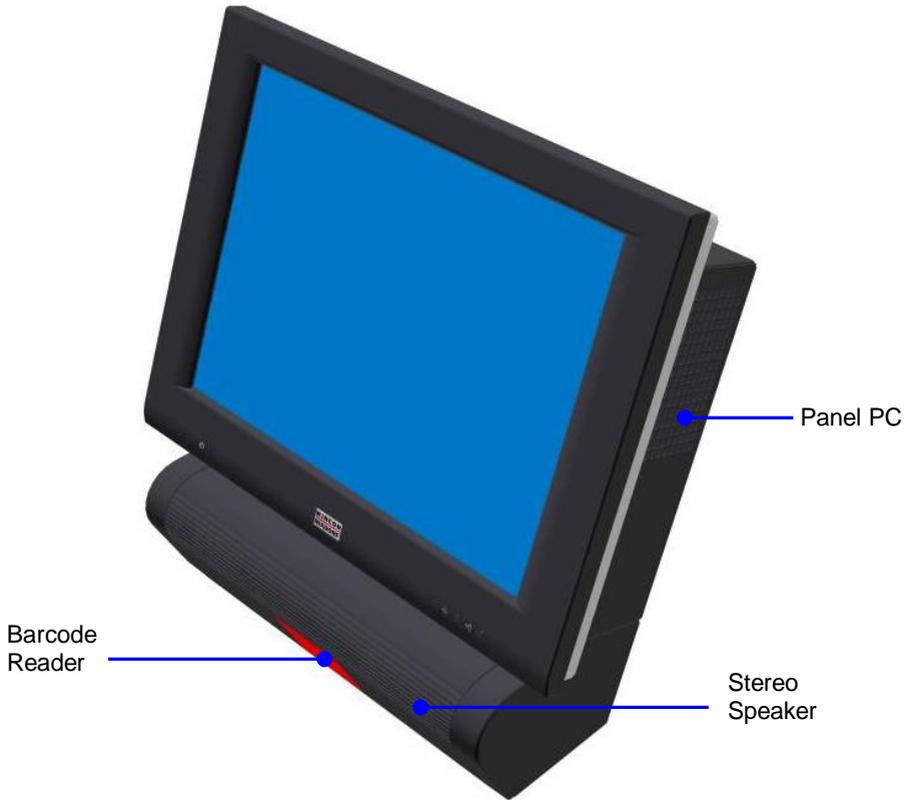
The iCORE wall mount system is a multifunctional terminal designed for indoor installation.

## Components

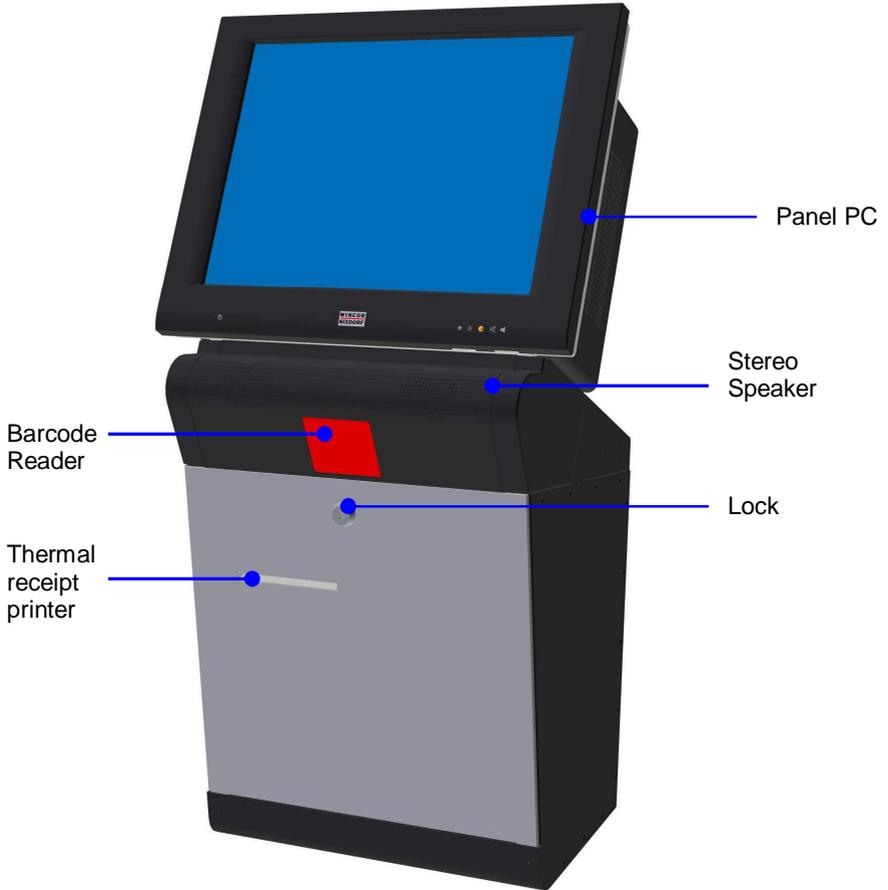
The iCORE wall mount system may comprise of the following components:

- Panel PC unit with 15" display
- Stereo speaker module
- Thermal receipt printer (optional)
  - TH200 80mm thermal receipt printer
  - TH230 thermal receipt printer
- Barcode reader (optional)
- Magnetic swipe card reader (optional)

## Device View – iCORE wall mount kiosk without printer



## Device View – iCORE wall mount kiosk with printer



# BASIC OPERATION

It is easy to operate this device.

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

- 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”, 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 system 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.*

## 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.

## Volume adjustment

- The volume adjustment knob on the display panel only adjusts the display panel buzzer.

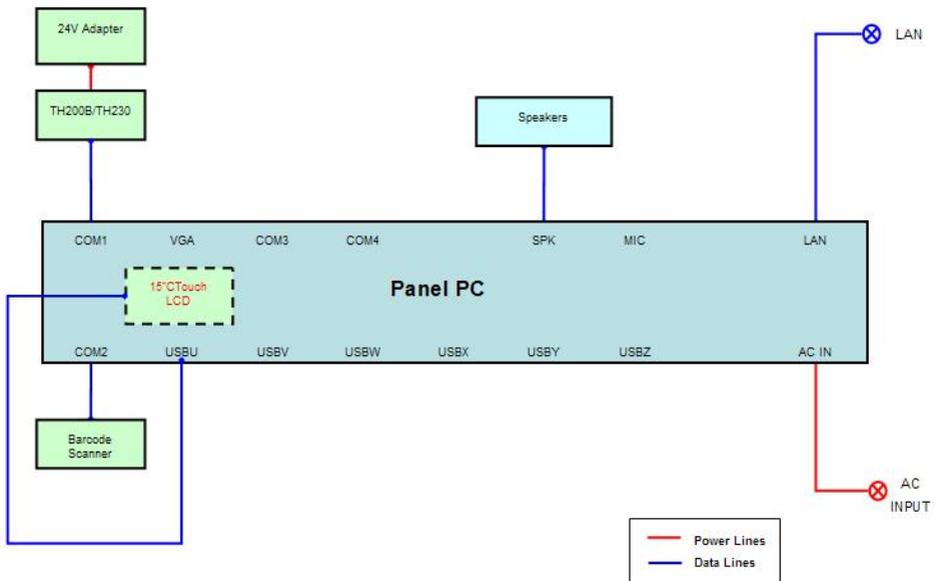


## Panel PC with 15" display

The system is equipped with panel PC and its 15" display. The display has the following options:

- Panel PC with 15" sensitive object touch display
- Panel PC with 15" resistive touch display

### Block diagram



## COM assignment for panel PC with 15" sensitive object touch

Interface	Device
Audio	Speakers
COM 1	TH200 thermal receipt printer
COM 2 (Power COM)	Not in use
COM 3 (Power COM)	Barcode scanner (optional)
COM 4 (Power COM)	Not in use
Oboard Video (VGA)	LCD
USB U	Not in use
USB V	Sensitive object touch
USB W	Not in use
USB X	Not in use
USB Y	Not in use
USB Z	Not in use
Parallel	Not in use
Onboard LAN	LAN
PS/2	Magnetic swipe card reader (optional)

## COM assignment for panel PC with 15" resistive touch display

Interface	Device
Audio	Speakers
COM 1	TH200 thermal receipt printer
COM 2 (Power COM)	Resistive touch
COM 3 (Power COM)	Barcode scanner (optional)
COM 4 (Power COM)	Not in use
Oboard Video (VGA)	LCD
USB U	Not in use
USB V	Not in use
USB W	Not in use
USB X	Not in use
USB Y	Not in use
USB Z	Not in use
Parallel	Not in use
Onboard LAN	LAN
PS/2	Magnetic swipe card reader (optional)

## Technical Data

<b>Base Unit</b>	Panel PC
<b>Chip set</b>	Intel 845GV, ICH4
<b>BIOS</b>	2M Flash EPROM
<b>Processor</b>	Intel Pentium 4 2.8GHz Intel Celeron 4 2.0GHz Intel Celeron 4 2.5GHz
<b>Memory (HDD)</b>	IDE HDD 40 GB or higher
<b>RAM</b>	Min. DDR 512 MB
<b>LAN</b>	1 x On-board Intel LAN module
<b>Interface</b>	1 x standard Serial port 3 x power Serial port 6 x USB2.0 port 1 x DVI port 1 x VGA port 1 x Speaker Port

## 15" touchscreen display

The panel PC is equipped with 15" LCD display with either resistive touch screen display or sensitive object 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.

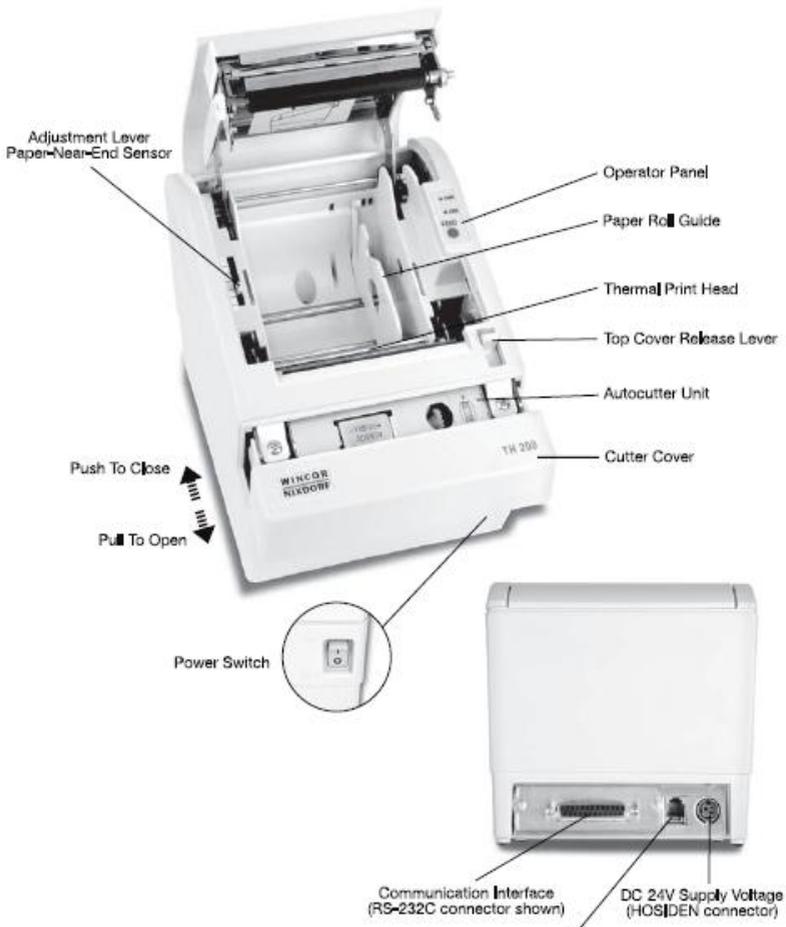
A wrong maintenance may cause damages to the screen, which are not covered by guarantee or warranty.

## Receipt Printer TH200 (optional)



The kiosk could be equipped with Wincor Nixdorf TH200 receipt printer as option.

## 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

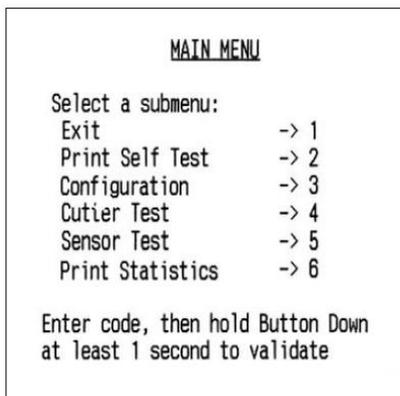
Paper roll width 82.5mm/80mm/76mm/69.5mm/57.5mm selectable

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      :19200 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
               :858,860,863
               :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 printer door to access to the receipt printer by unlocking the lock. Ensure that the door is gently laid down. (see picture below).



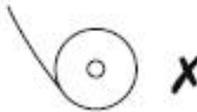
- Open the printer top cover by pulling the cover release lever (see arrow in the picture below).



- Remove the spool of the used paper roll from the paper holder and load the new paper roll.
- 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 and lock the door properly.

## 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.

## Barcode reader (optional)

The system could be equipped with a barcode reader as option.



## Technical data

Light source	Visible laser diode 650nm IEC60825-1 Class 1
Depth of field	25mm - 279mm for 0.33mm bar code at default setting
Width of scan field	30mm @25mm, 150mm @28 mm
Scan speed	1650 scan lines per second
Scan pattern	5 fields of 4 parallel lines omnidirectional
Number of scan line	20
Roll, Pitch, Yaw	360°, 60°, 60°
Minimum bar width	0.127mm
Print contrast	35% minimum reflectance difference
Barcode supported	Auto discriminates all standard 1D bar codes, including RSS-Expanded, RSS-14 and RSS-14 Limited
Interface	RS232C

# Appendix

## Technical Data

### Installation specifications

iCORE Wall Mount System	With printer	Without printer
<b>Dimensions:</b>		
<b>Height:</b>	755 mm	412 mm
<b>Depth:</b>	285 mm	168 mm
<b>Width:</b>	390 mm	390 mm
<b>Weight of device:</b>	Approx. 24 kg	Approx. 14 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>	100 - 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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Published by  
Wincor Nixdorf Pte Ltd  
2, Kallang Sector  
Singapore 349277

Part No.: **01750147315 C**