WINCOR NIXDORF

iMEDIATE

iMEDIATE Kiosk System

Operating Manual

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Operating Manual

Edition Oct 2006

Contents

Manufacturer’s Certification

SPACE RESERVED FOR PRODUCT
CERTIFICATION/SAFETY TEST IN COMPLIANCE WITH
PRODUCT SAFETY REGULATIONS

Note on the laser

If your device is equipped with a CD-ROM drive, the following condition applies:

The CD ROM drive contains a light-emitting diode (LED), classified according to IEC 825-1:1993:LASER CLASS 1; it must not be opened.

INTRODUCTION

This operating manual provides all the information required for problem-free operation of iMEDIATE 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.

Text 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 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.

Abbreviations

CD-ROM	Compact Disk – Read-Only Memory
GmbH	Limited company
PC	Personal Computer
TH	Thermal printer
USB	Universal serial bus
HCR	Hybrid Card Reader
I/O	Input/Output
IR	Infra-Red
IRDA	Infra-Red Data Association
MMC	Multimedia Card
MS	Memory Stick
PLINK	Panel Link
SD	Secure Digital
SM	Smart Media
xD-Picture	Extreme Digital
Dpi	Dots per inch

DEVICE OVERVIEW

Device Type

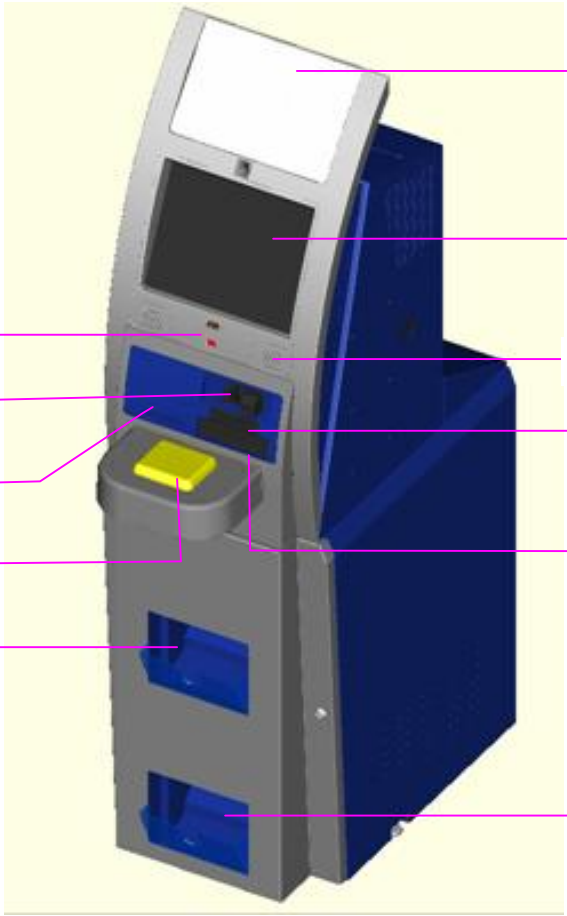
The iMEDIATE kiosk system is a fully integrated system solution that provides the convenience of self service of high quality digital photo printing and payment transactions.

Components

The iMEDIATE kiosk system may comprise of the following components:

- Embedded PC
- 15” LCD monitor with capacitive touch screen
- DIP card reader
- 80mm thermal receipt printer TP07
- User interfaces
    - Multimedia storage card reader
    - IRDA transceiver
    - Bluetooth transceiver
    - Front access USB port
    - CD RW/DVD Read-only drive
- Digital photo printer(s)
- Advertisement light box
- Stereo audio speakers
- Contactless card reader

Device Views



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 TP07”, section “Inserting 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 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 device is secured by a single lock. To open and to close the device doors, the set of keys shown here is supplied.
	To open the device, you need to first unlock the device front bezel. To unlock the device front panel, insert the key into the lock of the device front bezel, turn the key 90° in anti-clockwise direction.
	Grasp the side of the device front bezel and pull it out of the device as far as possible.

- To close the device, push the device front bezel towards the device.

  Lock the device by turning the key 90° in clockwise direction.

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.

15” LCD monitor

The iMEDIATE system’s user display is realized using a 15” LCD monitor with touch screen function.

Stereo audio speakers

The stereo audio output is realized using two 8-ohm speakers.

- Stereo audio output, 2-way
- Speaker output, 1.25 W (nominal) matches to 8-ohm speaker

DIP Card Reader

Function elements

ID card insertion

When you insert the ID card, you should make sure that the magnetic stripe is in the correct position.

The ID card reader cannot read the ID card information correctly unless you insert the ID card into the ID card reader as desribed below.

The insertion of the ID card depends on the installation position of the card reader. The ID card can be inserted in the following ways:

	Installation position: track facing up Insert the ID card into the ID card reader as shown in the picture.
	Installation position: track facing down Insert the ID card into the ID card reader as shown in the picture.

Cleaning

The DIP card reader is cleaned with a cleaning card.

Make sure that no dirt remains in the card insertion slot. (If necessary, clean the card insertion slot with a brush).

i You can clean the read head when the device is switch on or switch off.

Cleaning interval: every 20,000 transactions

Cleaning material: Wincor Nixdorf Elix pre-saturated cleaning card
Part number: 01750016388

Cleaning process:

- Remove the cleaning card from its packaging.

  i The cleaning card can only be used for a brief period as it is pre-saturated cleaning card which dries out after removal from its packaging.

- Insert the cleaning card into the card insertion slot like the regular ID card.
- Repeat this a few times.
- Dispose of the cleaning card.

User Interfaces

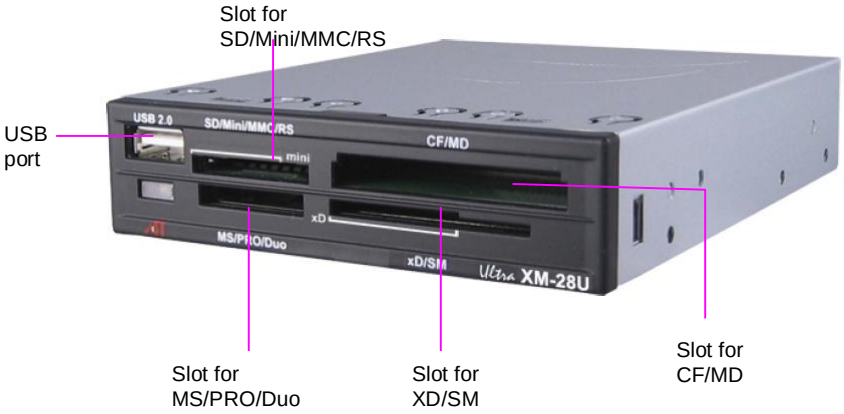
With the wide ranging digital photo storage medium available in the market, the iMEDIATE kiosk system is equipped with various means to access to these data. The identified storage medium which are integrated within the system are as follows,

- Multimedia storage card reader
- Wireless solution (e.g. IrDA transceiver, Bluetooth transceiver)
- DVD Read-only/CD RW drive

Multimedia Storage Card Reader

The feature of the multimedia storage card reader offers the means for the kiosk's users to upload their digital photos into the kiosk for printing.

Function elements



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

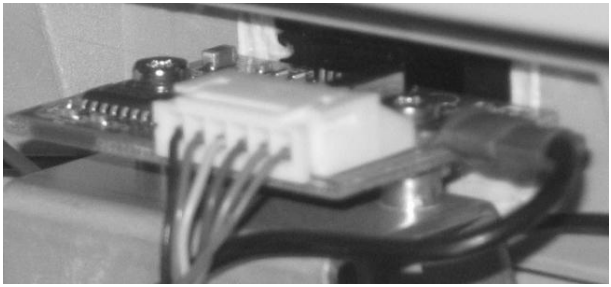
- Smart Media (SM™)
- Multimedia Card (MMC™)
- Secure Digital (SD™)
- Memory Stick (MS™ /MS Pro™)
- Compact Flash (CF I/II™)
- Extreme Digital Card (xD-Picture™)

Wireless Solution

The wireless solution adopted for the iMEDIATE kiosk system consists of

- Infrared (IR) data transmission
- Bluetooth transceiver

IRDA Transceiver



The IRDA transceiver board consist of a Serial Infrared Transceiver (SIR) device TFDU 4100 from Vishay Semiconductor and IRADA Encode/Decode IC IR220VAFC from ACTiSYS.

- Decive driver ACTiSYS IR-220L + Serial Infrared Device is in built within Windows 98SE/ME/2000/XP, and Linux O.S.
- Programmable baud clock generator (9600bps to 115.2 kbps) with 5 baud rates.

Bluetooth Transceiver

The Bluetooth solution has the following features:

- Bluetooth™ V1.2 SIG/BQB compliant
- USB 2.0 interface
- Built-in antenna
- Adaptive Frequency Hopping (AFH) for better encryption
- Class 2 up to 20 meters

CD RW/ DVD Read-Only drive

An CD RW / DVD Read-Only drive is incorporated within the iMEDIATE kiosk system to cater for the users who do not possess any of the storage media complimenting the multimedia storage card reader offered in the kiosk configuration.

The drive provides the following writing capabilities:

- 24X speed CD-R
- 16X speed CD-RW
- 24X speed CD-Rom
- 8X speed DVD-RAM/DVD-R/DVD-RW

Note:

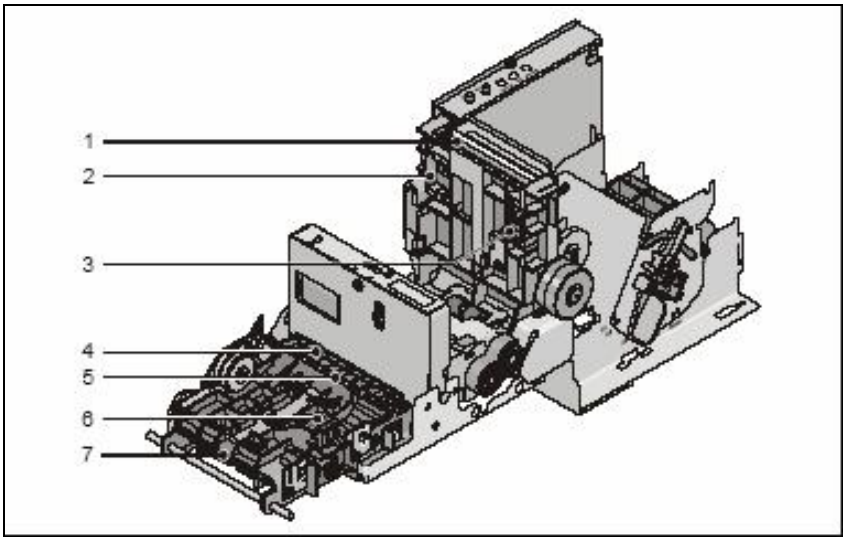
The iMEDIATE operating system image that is delivered with the system does not include CD Writer application. The solution provider is expected to procure licensed CD Writer software.

Receipt Printer TP07

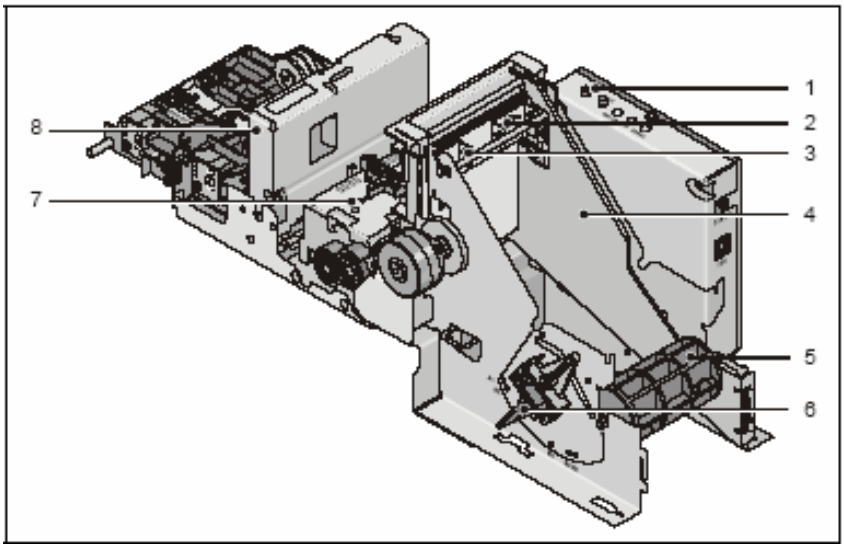
The thermal receipt printer TP07 provides generates the receipt slips for the recording purpose on the transactions being carried out.

The printer consists of a thermal printing unit, integrated paper cutter and a presenter for variable receipt length. It is also equipped with sensors which report paper-low status (weekend supply) and paper-out status so that the paper supply can be monitored by the application software.

Function elements and controls

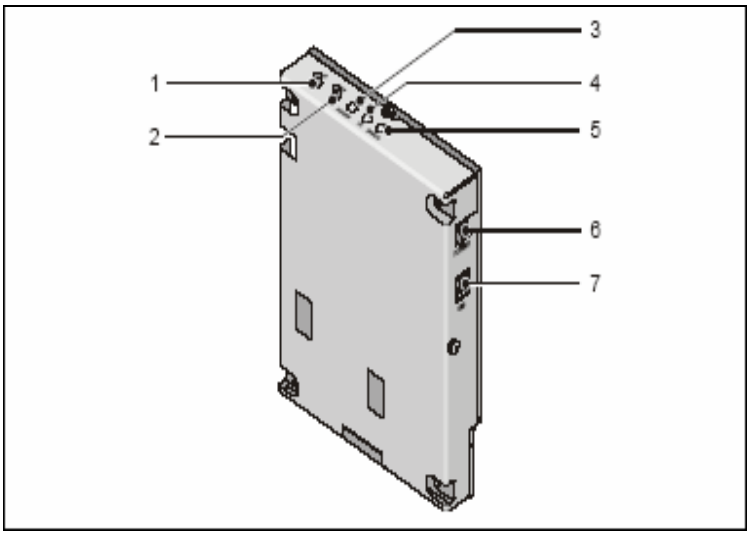


1 Paper guide
2 Position of control mark sensor left thermal print side
3 Position of control mark sensor right thermal print side
4 Rocking bar
5 Shaft of the presenter rocking bar
6 Latching mechanism of presenter
7 Receipt output (presenter)



1 Printer control panel / printer controller
2 Position of control mark sensor right rear side
3 Position of control mark sensor left rear side
4 Spacer plate
5 Paper roll holder
6 Paper-low sensor adjustment
7 Thermal printing unit
8 Cutter

Printer control panel

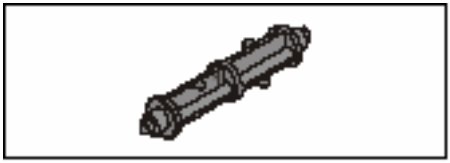


1 LINE FEED key	When the key is pressed once, the paper feeds 1/6”. When the key is pressed for more than two seconds, the paper is fed constantly until the key is released.
2 TEST key	Start Test printout.
3 LED POWER green	Off: power is not stable On: power is stable
4 LED PE (end of paper)	Off: paper is loaded On: paper roll near end is detected Blinking: paper roll end is detected
5 LED ERROR	Off: normal condition On: Offline Blinking: error (see section “ERROR LED blinking pattern”)
6 Power supply connection	For power supply connection with 24 V
7 USB	For system connection

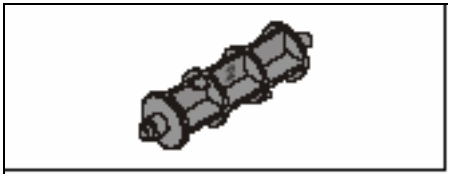
Printer accessories

The following accessories are shipped as a set with the printer.

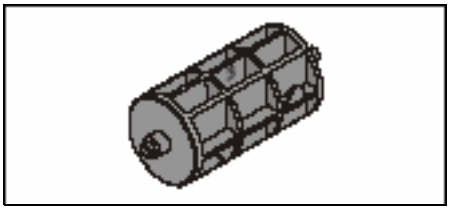
Roll holders



Roll holder for 18 mm core diameter



Roll holder for 25 mm core diameter



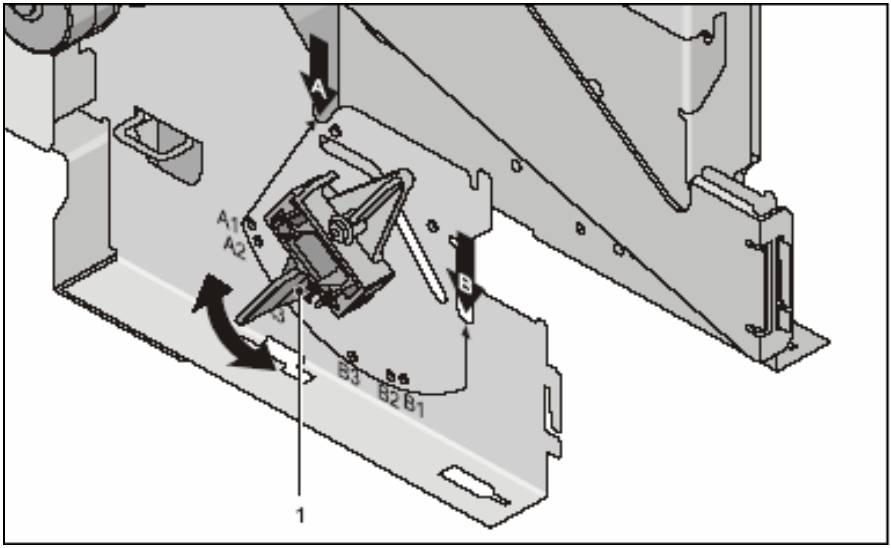
Roll holder for 40 mm core diameter

- Choose the roll holder which fits the paper roll core.

Setting the paper-low sensor

Before putting the device into service, or when there is a change of paper roll diameter or core diameter, check whether the selection switch (1) for the paper-low setting is in the right position in accordance with the following table and illustration.

Core diameter	Paper roll diameter (max. 150 mm)
18 mm	Pos. A1
25 mm	Pos. A2
40 mm	Pos. A3



1 Selection switch for the paper-low setting

- Bring the selection switch in the desired position (see also table and figure).

Paper-low sensor / paper-out sensor

Paper-low sensor

The paper-low sensor is located at the paper compartment. It reports to the application if there is a minimum paper supply.

Depending on the application, this message can be evaluated and displayed on a screen, for example.

The yellow status LED on the printer lights up.

Paper-out sensor

The paper-out sensor is located at the paper guide. It reports to the application and the printer that there is no paper left.

Depending on the application, this message can be evaluated and displayed on a screen, for example.

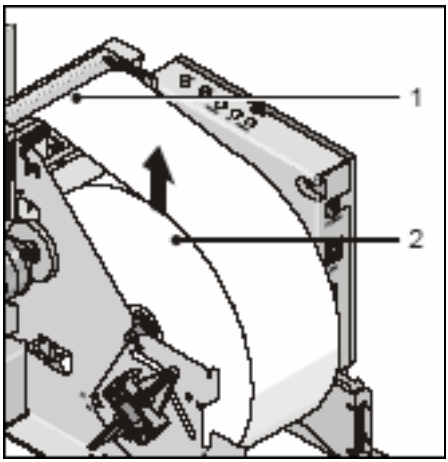
The yellow status LED on the printer blinks.

Changing the paper roll

- Open the device and pull out the equipment carriage as far as possible (see chapter “Basic Operation”, section “Opening / closing the device”).

i The following sections show how to change the paper roll.

Removing the paper roll



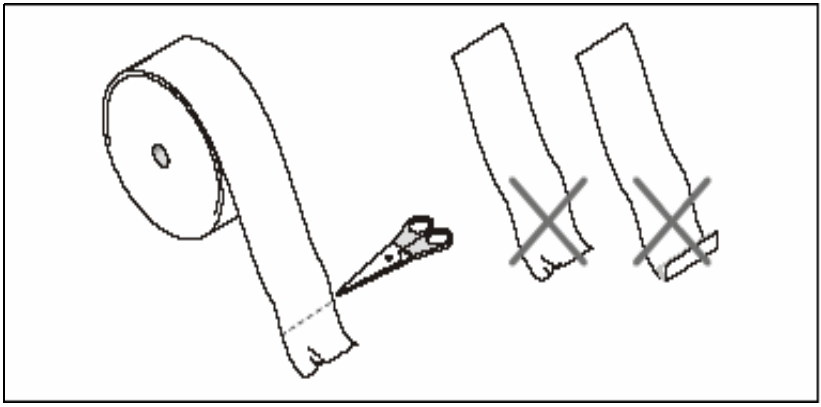
Cut off the paper at the paper support (1).
Remove the paper roll (2) or the empty paper sleeve out of the printer in the direction shown by the arrow.

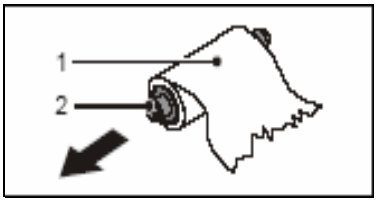
- Use the LINE FEED key to remove the remaining paper.
- Remove any paper that may be left in the printer (see section “Paper jam”).

Inserting the paper roll

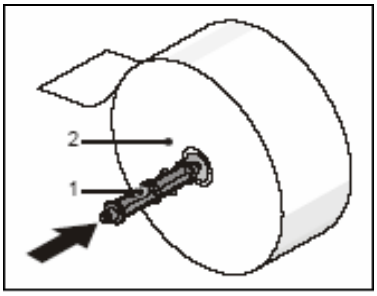
i

Only use the paper types that are approved for this device. Prior to inserting a new paper roll, make sure that the beginning of the roll is not torn or folded. The beginning of the roll must be cut at right angles (see illustration below).

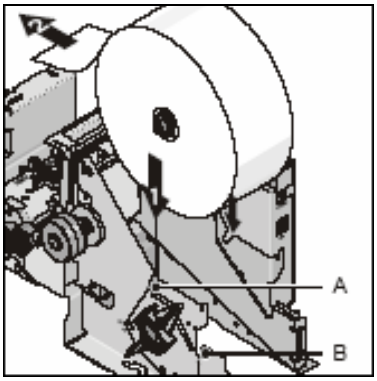




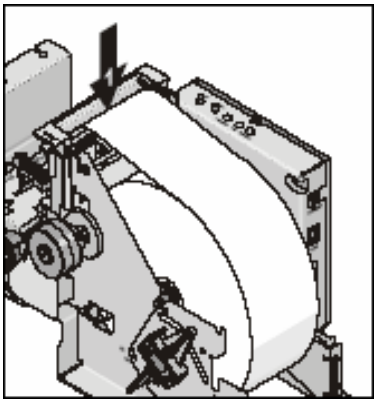
Pull the old paper roll (1) off the paper roll core in the direction of the arrow (2).



Insert the paper core (1) into the new paper roll (2) in the direction shown by the arrow.



Place the paper roll with the shaft in the shaft mountings (A) from above (see arrow (1)). Mind the direction in which the paper unrolls (2).

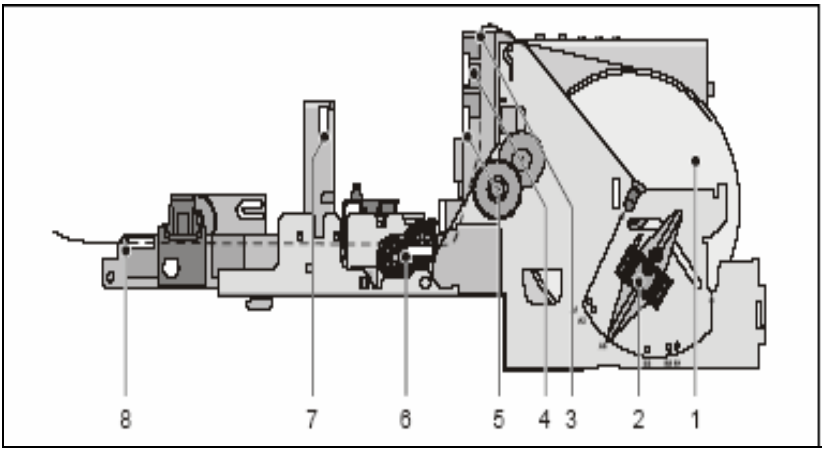


Take the front edge of the paper over the upper axle and feed it into the paper support (1).
Keep pushing the paper into the paper support until it is drawn in automatically, cut off and the produced receipt is output via the presenter.
If the paper is loaded correctly the following text will be printed on the first receipt:
If you can read this text,
Autoloading is successful

Remove the receipt from the presenter.

Course of paper

The following illustration shows the course of paper and the position of some printer elements.

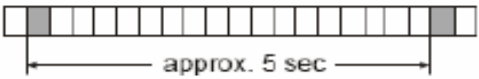
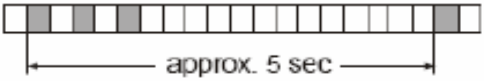
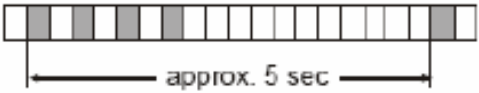
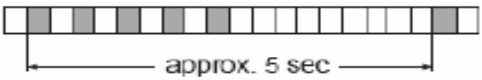


1 Paper roll (winding direction)
2 Paper-low sensor
3 Opening for paper support
4 Position of control mark sensor
5 Paper-out sensor
6 Thermal tray
7 Paper cutter
8 Presenter

ERROR LED blinking pattern

Recoverable errors

The following table shows the blink pattern of all errors that can be recovered by following the steps described in section “Paper jam”.

Error	Description	ERROR LED blinking pattern
Paper jam while cutting	The automatic cutter does not work because it does not leave the home position or does not reach the home position.	
Paper jam while cutting	A paper jam is detected between print starting position and TOF sensor.	
Black mark detecting error	The printer could not find the black mark.	
Paper jam after cutting – in presenter	A paper jam is detected after the printer cuts the paper. This occurs in the printer’s presenter.	
Paper jam after cutting – in retractor	A paper jam is detected after the printer cuts the paper. This occurs in the printer’s retractor.	

LED OFF
LED ON

The following errors can be recovered by removing and inserting the paper roll.

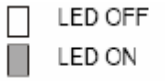
Error	Description	ERROR LED blinking pattern
TOF position not found	After cutting, the printer could not find TOF.	
Operation after power on error	Paper after power on is not at the print starting position. This error is enabled by memory switch 7-4.	
StartOfJob timeout	StartOfJob timeout occurred because no EndOfJob was received within the specified time.	

LED OFF
LED ON

Unrecoverable errors

For recovery please contact Technical Support.

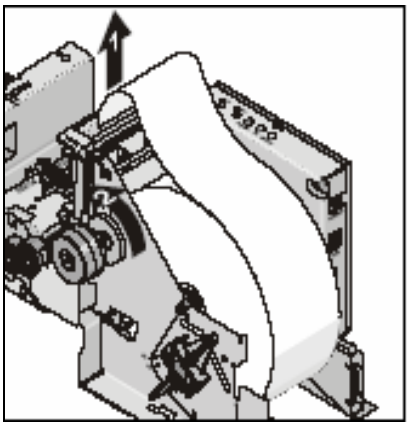
Error	Description	ERROR LED blinking pattern
Temperature error	There is an abnormality of the print line temperature.	
High voltage error	The power supply voltage is extremely high.	
Low voltage error	The power supply voltage is extremely low.	
Printer error	The power supply voltage is extremely low.	



Problems

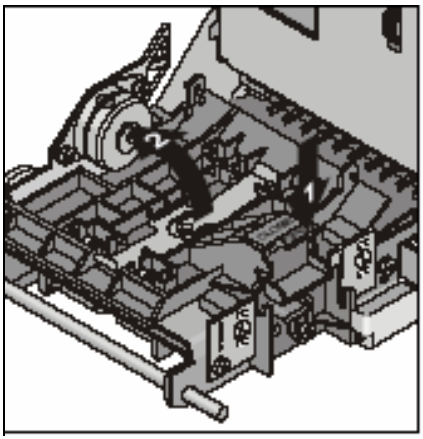
Paper jam

- Open the device and pull out the equipment carriage as far as possible (see chapter “Basic Operation”, section “Opening / closing the device”).

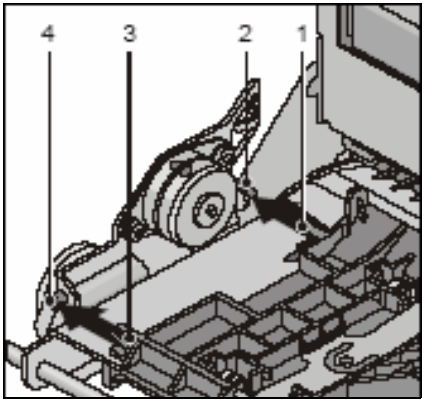


Pull the paper out of the paper support (1). You must also turn the knob in the direction shown by the arrow (2).

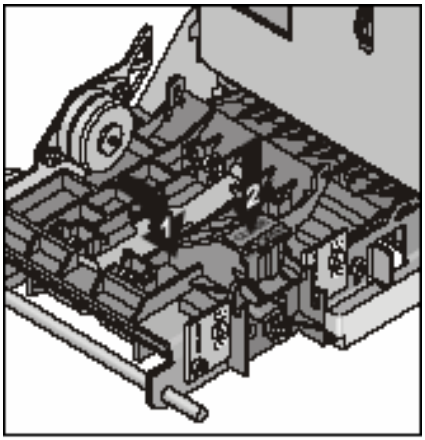
Removing scraps of paper from the presenter



'OPEN' is shown on the latching mechanism.
Press the area marked 'OPEN' down in the direction of the arrow (1).
Slightly raise the presenter in the direction of the arrow (2) and lift it out of the printer.
Remove any paper that may be left in the presenter.



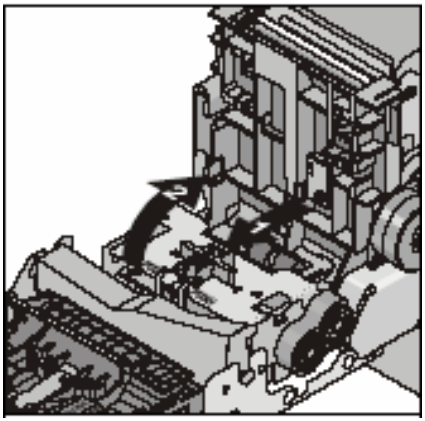
Push the shaft mountings (1) and (3) over the corresponding shafts (2) and (4) in the direction of the arrow.



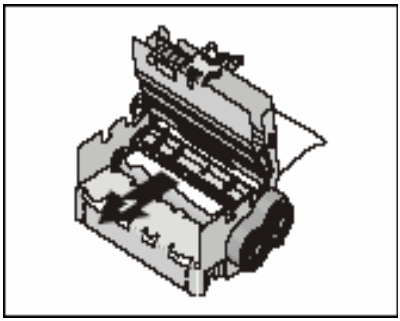
Lower the presenter in the direction of the arrow (1). ‘CLOSE’ is shown on the latching mechanism. Press the area marked ‘CLOSE’ down in the direction of the arrow (2) until the latching mechanism audibly locks into place.

Remove scraps of paper from the thermal printing unit

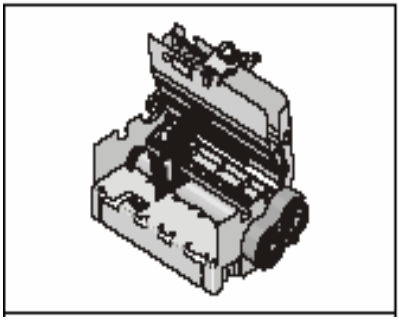
The print head could be hot. Wait a few minutes for print head to cool down if it has just finished printing.



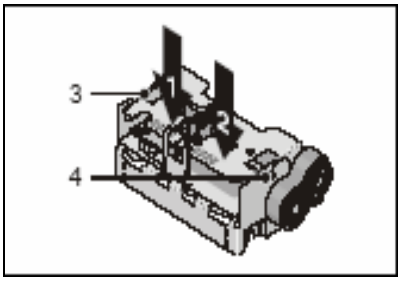
Press the green lever as far as possible in the direction shown by the arrow (1) and then raise the thermal printing unit as shown by the arrow (2).



Keep the thermal printing unit open and cut the paper off at the paper guide.
Remove the paper from the thermal printing unit in the direction shown by the arrow (1).



Lower the thermal printing unit in the direction shown by the arrow (1) and …..



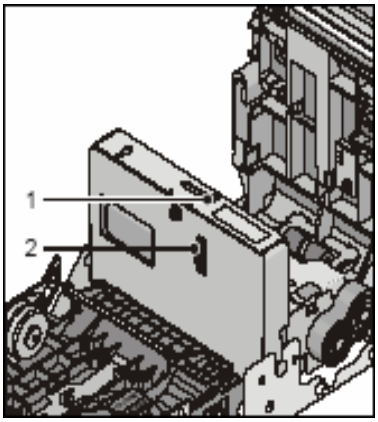
….. lock the thermal printing unit into place by pressing the area marked ‘PUSH’ in the direction shown by the arrows (1) and (2). Press it until you hear the guide bolts (3) and (4) lock into position.

Reinsert the paper (see section “Inserting the paper roll”).
Close the device and exit the product-specific software.

Cut error

- Open the device and pull out the equipment carriage as far as possible (see chapter “Basic Operation”, section “Opening / closing the device”).

When the cutter is in its home position you can see a red plastic mark at position (1).



Check whether the cutter is in home position. If not, turn the knurled wheel (2) until you can see the red plastic mark (1) on the upper side of the cutter.

- Turn off the power by removing the power supply connector (see section “Printer control panel”, item 6) and reconnect it.
- If this does not help, please contact Technical Support.
- Close the device.

Temperature error thermal print head

- Please contact Technical Support.

Remedying poor print quality

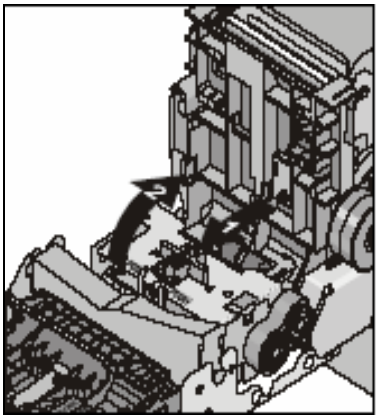
i

The cause of poor or too light print quality could be a soiled thermal array. This section describes how to clean the print head.
If this does not improve the print quality, please contact Technical Support.

- Open the device and pull out the equipment carriage as far as possible (see chapter “Basic Operation”, section “Opening / closing the device”).
- Turn off the power by unplugging the power supply connector (see section “Printer control panel”, item 6).

!

The print head could be hot. Wait a few minutes for print head to cool down if it has just finished printing.



Press the green lever as far as possible in the direction shown by the arrow (1) and then raise the thermal printing unit as shown by the arrow (2).

- Wipe off stains, dust or the like, on the heating element of the print head by using a soft lint-free cloth moistened with pure Isopropyl alcohol (e.g. ISOPADS).

- Close the printing unit when Isopropyl alcohol has evaporated completed.
- Connect the printer to the power supply unit (see section “Printer control panel”. item 6).
- Close the device.

No supply voltage

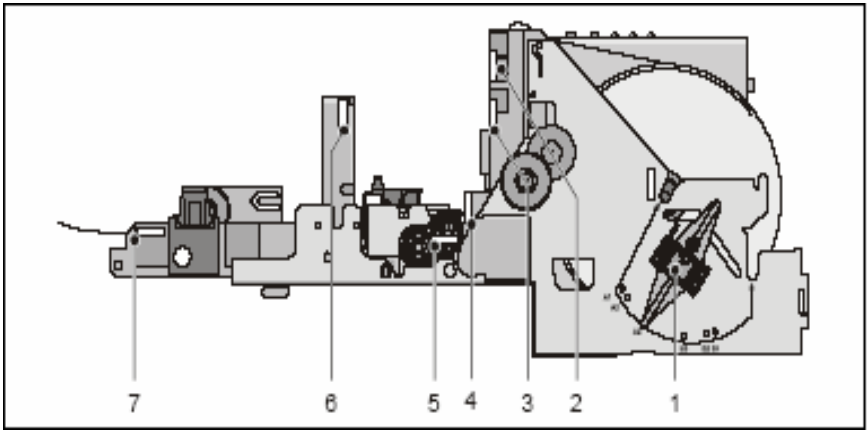
If none of the three LEDs lights up and the printer executes no function, then the reason may be a failure in the power supply.

- Open the device and pull out the equipment carriage as far as possible (see chapter “Basic Operation”, section “Opening / closing the doors”).
- Check that the power supply connector is fitted correctly (see section “Printer control panel”, item 6) and inspect the connector cable.
- If you cannot identify the cause of the problem, close the device and contact Technical Support.

Cleaning the sensors

Dirty sensors can also be a cause of malfunctions. Remove dirt, dust and the like from the sensors with a soft, lint-free cloth or with compressed air.

You can see the position of the sensors in the following illustration.



1 Paper-low sensor (adjustable)
2 Control mark sensor
3 Paper-out sensor
4 Top of form (ToF) sensor
5 Thermal sensor (print head)
6 Paper cut sensor
7 Presenter output sensor

Other problems

- Please contact Technical Support.

Digital Photo Printer

As an option available for the iMEDIATE kiosk system, the digital photo printer provides the facility for the user to print their photo immediately and directly from the kiosk as part of the transaction.

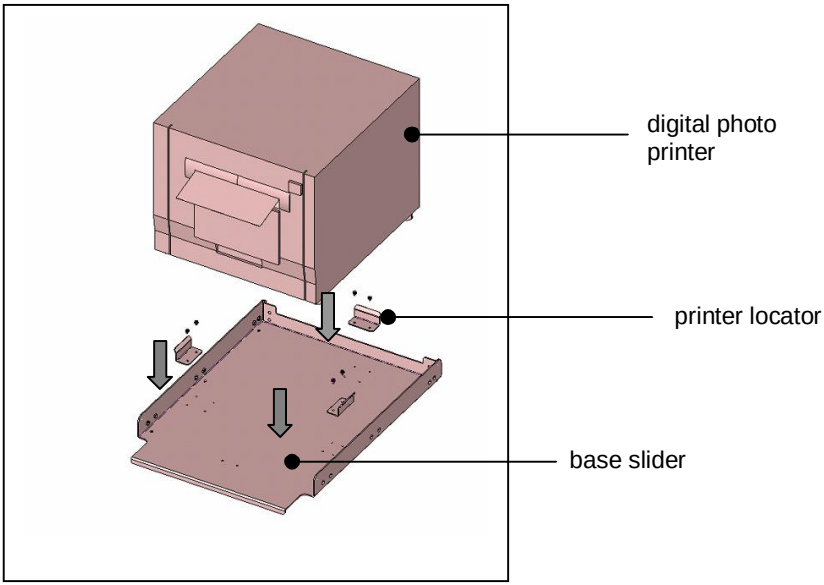
The kiosk is able to accommodate up to 2 units of the Sony UPDR150 digital photo printers.

As the digital photo printers are optional for the iMEDIATE kiosk system, the user could decide at later point of time if they would like to add digital photo printer into the kiosk.

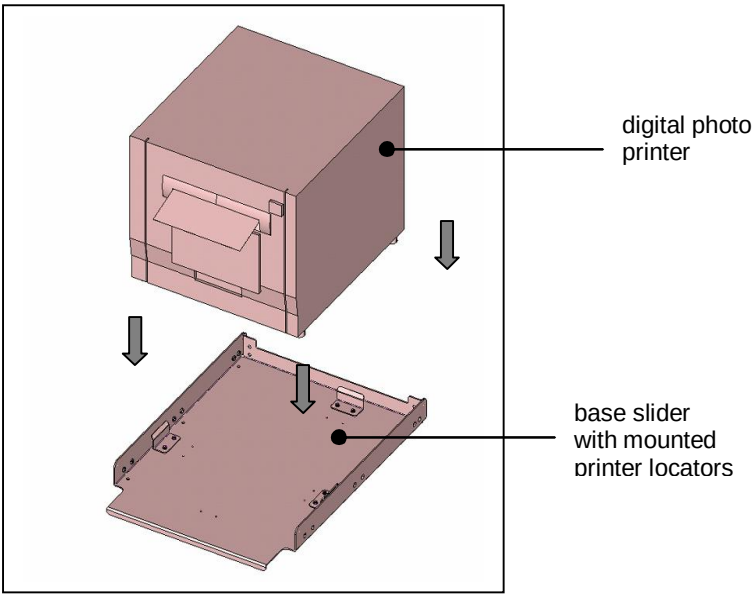
This is made possible with the simplicity of the printer installation steps in the following section to install a digital photo printer into the kiosk.

Installation steps for digital photo printer

i Install only the digital photo printer supported by the iMEDIATE kiosk system.



- There are few sets of pre-mounted location catered for the base slider to hold the digital photo printer(s) supported on the upper and lower printer compartment of the kiosk.
- Based on the printer's dimension, determine the suitable mounting location of the base slider that will be used to hold the digital photo printer on the kiosk.
- Tighten the screws of of the 3 pieces of printer locator securely onto the base slider.



- Connect all the necessary cables of the digital photo printer according to the installation guide of the digital photo printer.
- Position the digital photo printer securely onto the installed base slider of the printer compartment.

i Please refer to the operating manual of the digital photo printer to properly operate the photo printer.

Advertisement Light Box

The advertisement light box is implemented is using 4-LED DC lighting solution.

Cleaning, Service & Maintenance

Please refer to the chapters for the individual system components for information on how to clean, service and maintain the system components.

The device must be switched off for service and maintenance work (see chapter “Basic Operation”).

You should service and clean the parts of the device listed below at the specified intervals.

In addition, please note the following:

- Take care not to drop any cleaning liquids into the device.

- Only use the cleaning material listed in this manual. Do not use alcohol or thinners.

You can obtain the specified cleansing agent via the addresses quoted in the chapter “Appendix”, section “Approved cleaning material”.

Appendix

Technical Data

Installation specifications

iMEDIATE Kiosk System	
Dimensions:	
Height:	1633 mm
Depth:	900 mm
Width:	470 mm
Weight of device:	Max. 250 kg

Environmental Conditions

OPERATING	Indoor air conditioned environment Temperature: +10°C to +30°C (+5°C to +35°C: in this limit range the system may only be operated for short period of time) Relative Humidity: 10 to 75% RH, non-condensing	
STORAGE	Temperature: +10°C to +85°C Relative Humidity: 5 to 85% RH, non-condensing	
POWER SUPPLY	100 - 120 @ 50-60Hz	200 – 240 @ 50-60Hz
POWER CONSUMPTION	2.5 A (max., photo printer excluded)	1.5 A (max., photo printer excluded)

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.

Countries	Safety Approvals
USA	UL
Canada	CSA
Germany	GS
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 the consumables specified for the system components from your Wincor Nixdorf branch office or your Wincor Nixdorf sales partner.

Information on consumables and approved cleaning materials can be found in the internet at www.wincor-nixdorf.com under ‘Service’.

Notes on using cleaning materials

i

Please note the manufacturer’s specifications on the packaging and on the information sheet included in the packaging. The product may be damaged or soiled if materials are used that are not approved or if they are used improperly.

Environmental Protection

Environmentally friendly product design and development

This product has been designed according to our corporate standard ‘Environmentally friendly product design and development’.

This means that crucial criteria such as long life, choice of material and its labeling, emissions, packaging, ease of disassembly and recyclability have been taken into account. This saves resources and relieves the strain on the environment.

Saving energy

Please switch on devices that need not be constantly running only when they are actually needed. They should also be turned off when they are not needed for longer periods of time.

Disposing of used consumables

Dispose of printer consumables, batteries and cleaning and maintenance materials according to national regulations (where relevant complying with vendor specifications).

Labels on plastic case parts

Please do not stick any labels on plastic case parts since that would make recycling more difficult.

Returning, recycling and disposing of used units and consumables

Details regarding the return and recycling of used units and consumables can be obtained from your local branch office or from our Recycling Center in Paderborn:

Tel.: + 49 (0) 52 51 8-1 80 10 Fax.: + 49 (0) 52 51 8-1 80 15

Further information

can be obtained from our Environmental Protection section (Referat Umweltschutz):

Tel.: + 49 (0) 52 51 693-67 07 Fax.: + 49 (0) 52 51 693-67 09
Email: referat.umweltschutz@wincor-nixdorf.com

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