

**WINCOR**  
**NIXDORF**



## **iCORE Kiosk System**

**Operating Manual**

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# **iCORE Kiosk System**

## **Operating Manual**

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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.

# 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

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

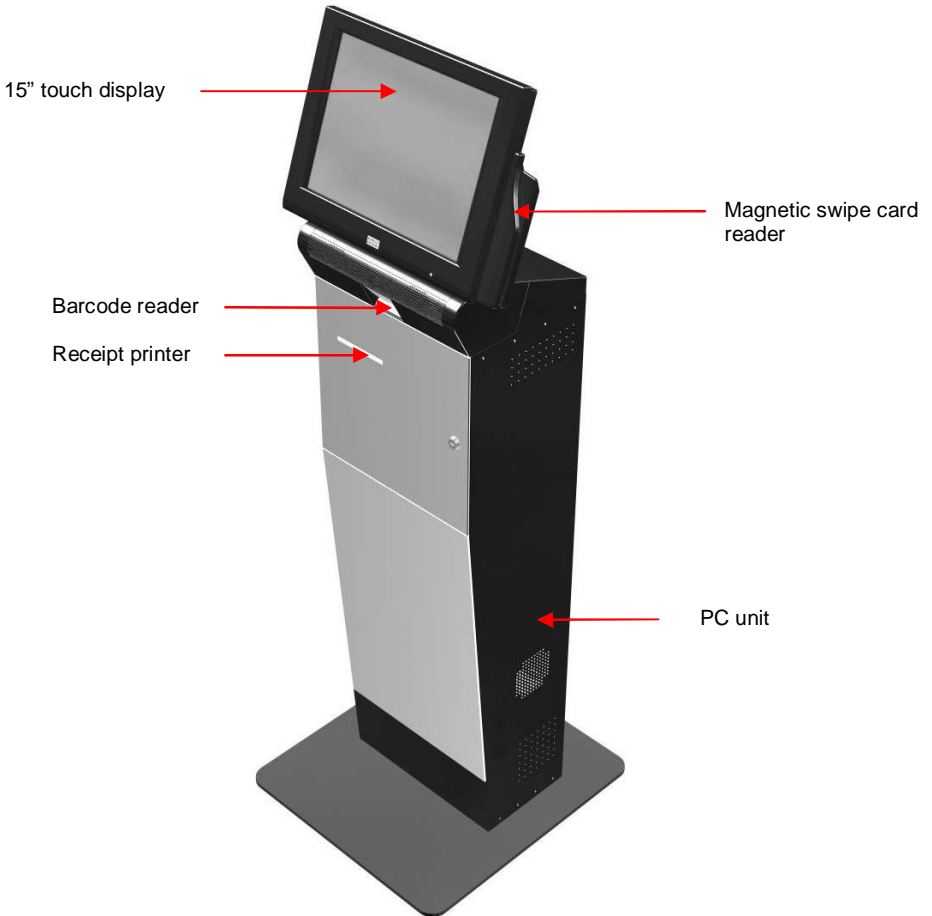
The iCORE kiosk system is a multifunctional terminal designed for indoor installation.

## Components

The iCORE kiosk system may comprise of the following components:

- B/M-II Plus PC unit
- 15" LCD monitor with capacitive touch screen
- 80mm thermal receipt printer TH230
- 1D barcode reader (optional)
- Magnetic swipe card reader (optional)

## 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 TH230”, 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.

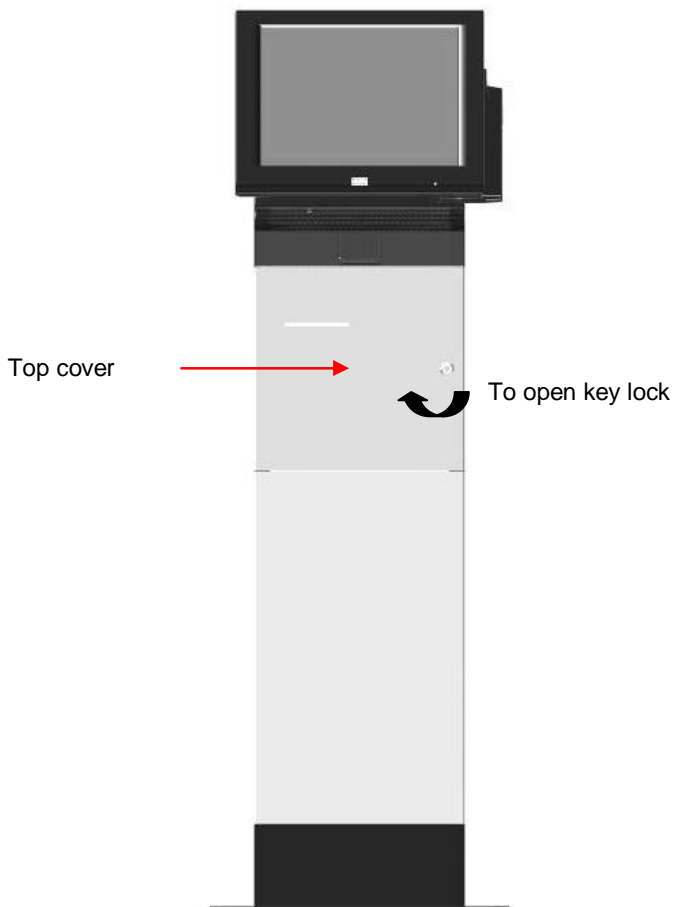
- If the problem persists, switch off the AC power point. Disconnect the power cord from the AC power point. Contact the Technical Support for assistance.



*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.

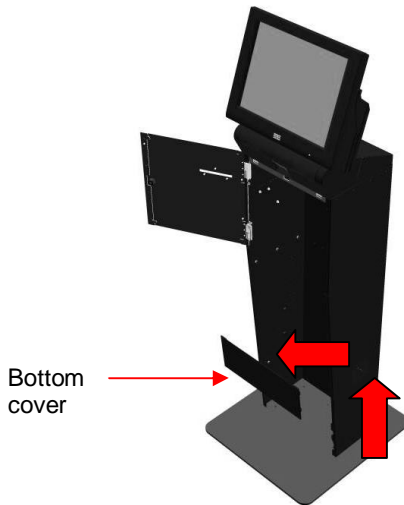


- Lift the middle cover upward before removing it from the casing





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



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

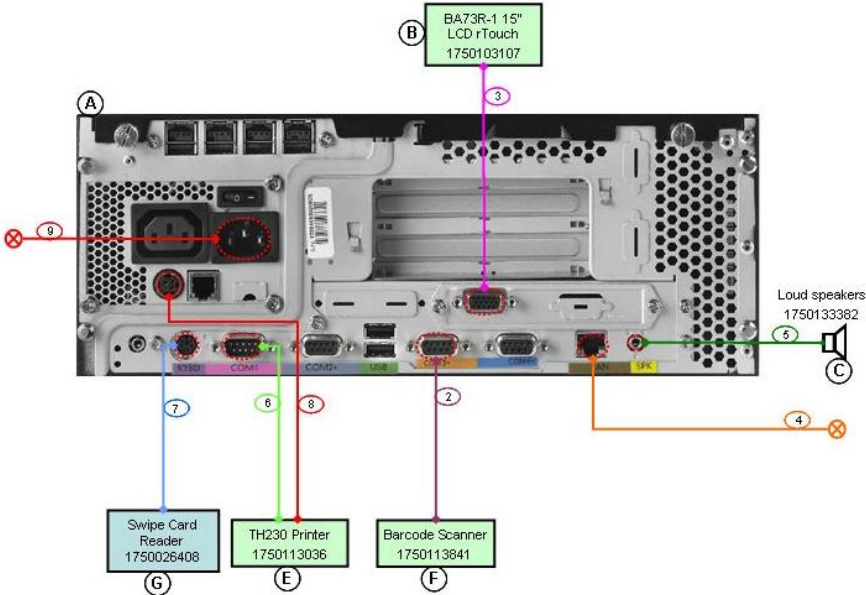
## Switching on / off the device

- 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.

# BEETLE /M-II Plus

## Overview of BEETLE /M-II Plus

The device is equipped with a BEETLE /M-II Plus system.



## COM assignment

Interface	Device
COM 1	TH230 thermal receipt printer
COM 2	Not in use
COM 3	Barcode reader (optional)
COM 4	TH200 thermal receipt printer
USB 1	Not in use
USB 2	Not in use
PS/2	Magnetic swipe card reader (optional)
TFT	BA73A 15" ctouch display
Onboard LAN	LAN
Line out	Speakers

## Technical Data

<b>Base Unit</b>	BEETLE /M-II Plus
<b>Chipset</b>	INTEL chipset 945GC/ICH7
<b>Processor</b>	- INTEL CORE 2 DUO E4300 (65W) - INTEL CELERON 440 (35W)
<b>Memory (HDD)</b>	Support 2 x 3.5" SATA HDD
<b>RAM</b>	Min DDR 512 MB, Max DDR 2GB
<b>LAN</b>	1x LAN 10/100Mbps
<b>Interface</b>	COM1 COM2*, COM3*, COM4* PS/2 for keyboard and mouse USB1, USB2 TFT (with Plink bridge) LAN Line out Microphone

# 15" Touch screen LCD Display

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

## How to Operate

The Touch Screen responds to the slightest contact, therefore you do not have to apply much pressure when working with the screen. This does not only save time, but is also kind to your joints!

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 capacitive process only fingertip contact is recognized. The screen does not react in any way if touched, for example, with a pencil or a glove.

## Cleaning Instructions

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

The glass surface of your Touch Screen should be cleaned with a mild, abrasive free, commercially available glass cleaning product. All pH neutral materials (pH 6 to 8) are good for cleaning. Cleaners with pH values 9 to 10 are not recommended. Cleaning with water and isopropyl alcohol is possible as well. 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

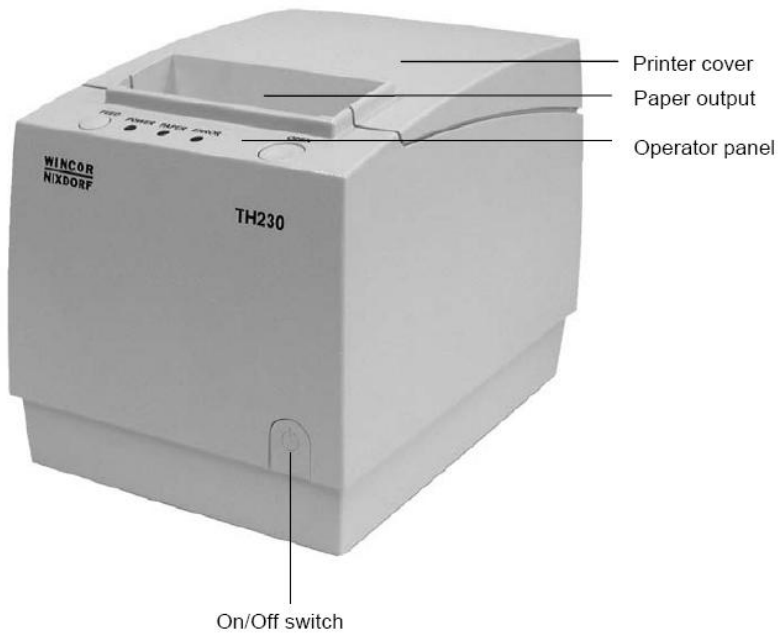
<b>Display resolution</b>	XGA 1024 x 768
<b>Displayable Color</b>	VGA Standard: 16/256K Extended mode: 256/256k High color: 16 Million
<b>Color Interface</b>	24BIT, 3x 8Bit R,G,B
<b>Minimum brightness</b>	200cd/m2 (center of LCD without glass)
<b>LCD Panel Supported</b>	Sharp LQ150X1LG71 with Inverter TDK CXA-0526
<b>Touch</b>	Capacitive

## Receipt Printer TH230



The kiosk is equipped with Wincor Nixdorf TH230 receipt printer.

## Overview





## On/off Switch

Pressing this button will switch the printer on or off.

To switch off the printer press the button for at least one second.



The button can be locked by the application software and then will be without function.

## Operator control panel



### FEED

- If you push this button once and release it, the printer feeds paper for one line (1/6 inch).
- If you push this button and hold it down, the printer feeds the paper as long as the button is not released.
- The button can be locked by the application software and then will be without function.

### POWER

**All LED off:** power is not stable

**Green POWER LED on:** power is stable

**Green POWER LED blinking:** printing speed may be low (\*) if necessary contact your technical support

- (\*) The printer will run with the lowest power value (48W) if a non current power supply unit from Wincor Nixdorf or an external power supply unit without automatic current identification is used.
- With a suitable power supply unit type the maximal power value can be defined with the configuration menu from 48 Watt up to 90 Watt.

## PAPER

**Yellow PAPER LED off:** Paper is properly inserted.

**Yellow PAPER LED on:** Paper roll near end.

**Yellow PAPER and red ERROR on:** Paper end is reached.

## ERROR

**Red ERROR LED off:** normal condition

**Red ERROR LED on:** not ready for operating. Printer cover is not closed or in combination with Yellow PAPER LED on, paper end is reached

**Red ERROR LED blinking:** an error occurs. Switch the printer off and on again. In case of no success contact your technical support.

## LED overview

	POWER Green	PAPER Yellow	ERROR Red	Meaning
	Off	Off	Off	No power
Operation	On			Power on
	blinking	Off		If necessary call for technical support
Paper		On		Paper properly inserted
		On		Paper near end
		On	On	Paper end
Error			Blinking	If necessary call for technical support
			On	Cover not closed

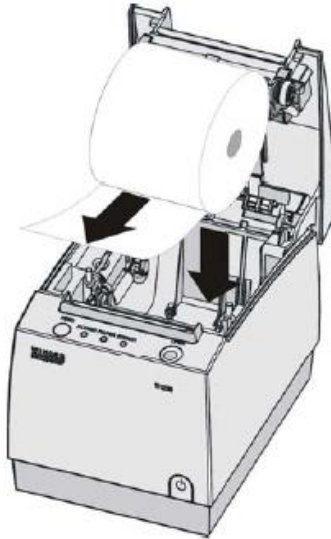
## OPEN

- Press this button to unlock and open the cover.

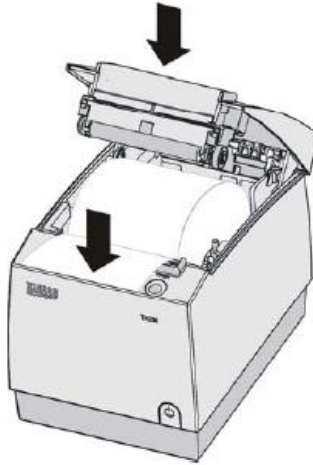
## Paper Roll Exchange

For a paper roll exchange follow the steps below:

- Open the printer cover
- Remove the (nearly) empty paper roll and any residual paper.
- If necessary clean the print head and the rubber roller.
- Unwind the outer layer (winding) of the paper roll.
- Insert the paper roll. Lay the unwinded paper over the front edge of the printer.
- the printer.



- Hold down the paper and close the printer cover. Press on the middle of the cover until it audibly and distinctly locks into place.



- Tear off residual paper at the tear-off edge.



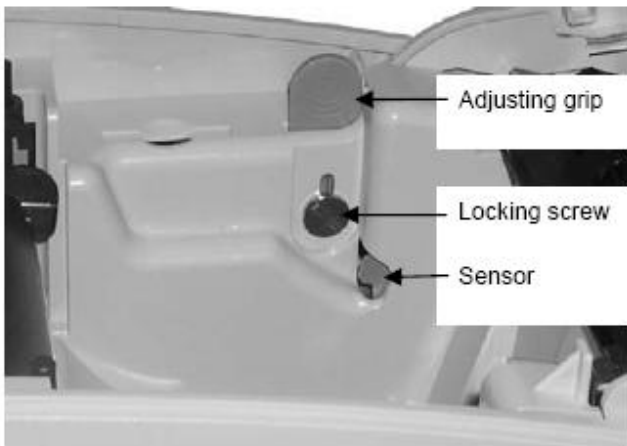
## Paper Near End Sensor Adjustment

The paper end premonition is a control function. It allows us to adjust a predefined amount of remaining paper on the roll.

The paper end premonition depends on the core diameter and the paper thickness of the paper roll in use.

You can adjust the remaining amount of paper yourself follow the steps below:

- Open the printer cover.
- Remove the paper roll.
- Loosen the locking screw at the inner wall of the printer for instance with the aid of a coin (do not remove the screw).



Move the adjusting grip to determine the remaining paper amount.

A lower distance mark (adjustment grip downwards) will cause a lower amount of remaining paper and vice versa:

The scale reaches from 0.5mm to 12.5mm.

After determining the distance mark:

- Tighten the locking screw
- Insert the paper roll
- Close the printer cover and lock it

## Self Test Printout



- 1) Turn off the printer. Press the On/Off button for at least one second.
- 2) Push the FEED button while turning on the printer.

A service menu will be printed.





- 3) Press the FEED button two times shortly to select the self test. Press same button for more than one second to start the printout.



- 4) Press the FEED button one time shortly and one time for more than one second to end the self test.

## Technical Data

Print technology	High speed thermal print
Print resolution	8 dots/mm (203 dpi)
Printing speed	65 lines/s (220 mm/s) monochrome, 110 mm/s 2-color
Interface options	USB 2.0 full speed, PoweredUSB, RS232c
Paper width	80 mm +/- 0.5 mm, 57.5 mm +/- 0.5 (optional)
Paper roll outer diameter	90mm maximum
Paper cutter	> 1.5 million cuts (partial and full cut)
Interface	RS232C, USB2.0

## Paper specification

Paper width	79.5mm - 80mm
Paper weight	55g/m <sup>2</sup> ± 5 g/m <sup>2</sup>
Paper thickness	0.055mm – 0.1mm
Thermo-Coat	Back of paper
Paper roll outer diameter	90mm max.
Paper roll width	80.3 max.
Paper length	~100m
Core size	Core diameter: 10mm +2mm wall thickness of the core: max. 2mm ± 0.3mm; Paper end not glued to core. Length of paper foldover at core: 35mm
Print width	72mm = 576 dot

## Barcode Reader (Optional)



The omnidirectional scan pattern offers outstanding scan performance on all standard 1D bar code symbologies, including RSS.

The scanner's main cable connector is located at the top of the unit to facilitate mounting and the auxiliary connector gives users access to several of the I/O signals, providing the flexibility for external hookup of beepers, buttons, and LED's.

The barcode reader is equipped with powerful features such as easy programming, user replaceable cables and upgradeable software.

## Technical data

Light Source	Visible Laser Diode 650 nm
Laser Power	1.1 mW (peak)
Decode Capability	Autodiscriminates all standard 1D bar codes, including RSS-Expanded, RSS-14 and RSS-14 Limited;
System Interfaces	RS232, Light Pen Emulation, Keyboard Wedge, Stand Alone Keyboard, IBM 468x/469x, USB, Laser Emulation, OCIA
Number Characters	Read Up to 80 data characters
Beeper Operation	7 tones or no beep
Indicators	Blue = laser on, ready to scan White = good read
Input Voltage	5 VDC + 0.25 V
Power	1.375 W
Operating Current	275 mA typical @ 5 VDC
DC Transformers	Class 2; 5.2 VDC @ 650 mA
Laser Class	Class 1; IEC60825-1:1993/A1:1997+A2:2001 Class 1; EN60825-1:1994/A11:1996+A2:2001
EMC	FCC, ICES-003 & EN55022 Class B
Depth of Scan Field bar	25 mm - 279 mm (1" - 11") for 0.33 mm (13 mil) code(programmable) at default setting

Width of Scan Field	30 mm (1.2") @ 25 mm (1.0"); 150 mm (5.9") @ 280 mm (11.0")
Scan Speed	1650 scan lines /sec, omnidirectional; 80 scan lines /sec, single line
Scan Pattern	5 fields of 4 parallel lines omnidirectional; or button activated single line
Number of Scan Lines	20 (omnidirectional); or 1 (single-line)
Minimum Bar Width	0.127 mm (5.0 mil)
Print Contrast	35% minimum reflectance difference
Roll, Pitch, Yaw	360°, 60°, 60°

## Magnetic swipe card reader (optional)

### Card Insertion

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



The magnetic swipe card reader cannot read the card information unless you pull the ID card through the slot in one smooth and quick motion.

Make sure the magnetic stripe is pointed outward to the right, and swipe in top-down direction (see arrow in the above picture)

## Cleaning

The magnetic swipe 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: Cleaning card Universal or ID card reader  
Order no.: 1060018240

### Cleaning process:

- Remove the cleaning ID 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.

- Swipe the cleaning card through the card slot like the regular ID card.
- Repeat this a few times.
- Dispose of the cleaning card.



# Appendix

## Technical Data

### Installation specifications

iCORE Kiosk System	
<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

## 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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