

# Operator Guide

NCR SelfServ™ XK22 (2246) Kiosk



BCC5-0000-5389

Issue F

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# Preface

## Audience

This book is written for hardware installer/service personnel, system integrators, and field engineers.

**Notice:** This document is NCR proprietary information and is not to be disclosed or reproduced without consent.

## Safety Requirements

The *NCR SelfServ™ XK22 (2246) Kiosk* conforms to all applicable legal requirements. To view the compliance statements see the *NCR Selfserv Kiosks Safety and Regulatory Information* (B005-0000-2063).



**Caution:** The on/off switch is a logic switch only. The AC line voltage primaries are live at all times when the power cord is connected. Therefore, disconnect the AC power cord before opening the unit to install features or service this terminal.

### ***Lithium Battery Warning***



**Warning:** Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type as recommended by the manufacturer. Discard used batteries according to the manufacturer's instructions.



**Attention:** Il y a danger d'explosion s'il y a remplacement incorrect de la batterie. Remplacer uniquement avec une batterie du même type ou d'un type recommandé par le constructeur. Mettre au rebut les batteries usagées conformément aux instructions du fabricant.

### ***Battery Disposal (Switzerland)***

Refer to Annex 4.10 of SR814.013 for battery disposal.

### ***IT Power System***

This product is suitable for connection to an IT power system with a phase-to-phase voltage not exceeding 240 V.

### ***Peripheral Usage***

This terminal should only be used with peripheral devices that are certified by the appropriate safety agency for the country of installation (UL, CSA, TUV, VDE) or those which are recommended by NCR Corporation.



**Warning: DO NOT connect or disconnect the transaction printer while the terminal is connected to AC power. This can result in system or printer damage.**



**Warning: DO NOT connect or disconnect any serial peripherals while the terminal is connected to AC power. This can result in system or printer damage.**

### ***Grounding Instructions***

In the event of a malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with an electric cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into a matching outlet that is properly installed and grounded in accordance with all local codes and ordinances. Do not modify the plug provided – if it will not fit the outlet, have the proper outlet installed by a qualified electrician. Improper connection of the equipment-grounding conductor can result in a risk of electric shock.

The conductor with insulation having an outer surface that is green with or without yellow stripes is the equipment-grounding conductor.

If repair or replacement of the electric cord or plug is necessary, do not connect the equipment-grounding conductor to a live terminal. Check with a qualified electrician or service personnel if the grounding instructions are not completely understood, or if you are in doubt as to whether the product is properly grounded.

Use only 3-wire extension cords that have 3-prong grounding plugs and 3-pole receptacles that accept the product's plug. **Repair or replace damaged or worn cords immediately.**

### ***Perchlorate Material Notification***



**Note:** This is applicable to the State of California only. Special handling may apply.

This Product may contain a lithium coin cell battery(s) which contains Perchlorate and are subject to the State of California's Best Management Practices (BMP) Regulations for Perchlorate Materials.

Please visit this website for more information: [www.dtsc.ca.gov/hazardouswaste/perchlorate](http://www.dtsc.ca.gov/hazardouswaste/perchlorate)

## Warranty

Warranty terms vary by region and country.

All parts of this product that are subject to normal wear and tear are not included in the warranty. In general, damages due to the following **are not** covered by the warranty.

- Improper or insufficient maintenance
- Improper use or unauthorized modifications of the product.
- Inadequate location or surroundings. Site installation must conform to guidelines listed in the *NCR SelfServ™ XK22 (2246) Site Preparation Guide (BCC5-0000-5390)* and the *NCR Workstation and Peripheral AC Wiring Guide (BST0-2115-53)*.

If you need NCR Warranty support for post installation issues, please contact NCR Customer Services at the following numbers:

- 1-800-262-7782 (U.S. or Canada)
- 1-937-445-1936 (International)

## Out of Box Failure (OBF) for Hospitality Products

If you experience an out of box failure (OBF) during installation or staging related to a missing, wrong, or defective unit or item, contact NCR through any of the following options, which may differ based on the customer sales channel:

- **Local Office:** Field Services will need to log a new case in GEMS.
- **Direct (L1 Support):** If the customer is contracted for level 1 support, call +1-800-792-5642, Option 1, Option 1, then open a new case. The “direct support team” would then need to escalate the GEMS incident to the appropriate support team. Standard would go to HWT, Brand would be assigned to Brand.
- **Direct Customer with Corporate Help Desk:** Log a new case on NAYS
- **Resellers:** Reseller will log a new case on NAYS

For assistance with the OBF process, provide the following details:

- NCR Sales Order Number (Sales Order Number is located on the box)
- Date of product installation or staging when failure is detected
- Product Model Number
- Unit Serial Number
- NCR Part Number or Model Number of defective, missing, or wrong components
- Description of failure (please be specific. For example: “display will not power on”)
- Customer/Requestor’s contact name, phone number and/or e-mail address
- Address to ship replacement part(s)



**Hardware that fails after installation or staging DOES NOT qualify as an Out of Box failure but would be managed using same process described above.**

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## Revision Record

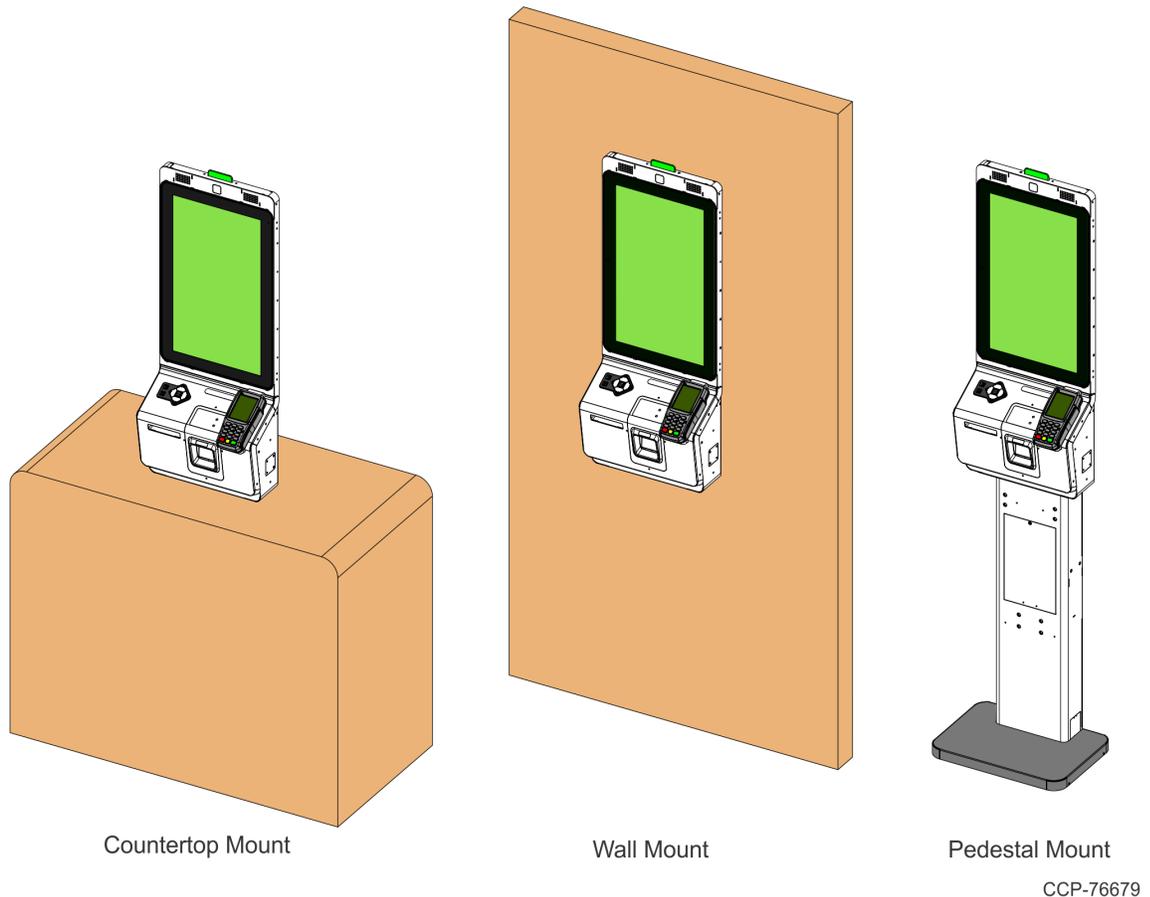
Issue	Date	Remarks
A	Dec 2019	First Issue
B	Mar 2020	<ul style="list-style-type: none"><li>• Added perchlorate material notification</li><li>• Updated the Out of Box Failure (OBF) sections for Retail and for Hospitality</li><li>• Updated cleaning procedures</li></ul>
C	Oct 2020	<ul style="list-style-type: none"><li>• Added Wi-Fi FCC Label</li><li>• Added Wi-Fi Antenna</li><li>• Added Electronic Article Surveillance (EAS) to the features table</li><li>• Added the <i>Specifications</i> section</li></ul>
D	Feb 2021	<ul style="list-style-type: none"><li>• Added Ingenico Lane 3000, Ingenico Lane 5000, and Verifone P400 PIN Pads</li></ul>
E	Sep 2022	<ul style="list-style-type: none"><li>• Added TPM Security Chip</li><li>• Added Datalogic 1500i Imaging Scanner</li></ul>
F	Nov 2024	<ul style="list-style-type: none"><li>• Removed OBF section</li><li>• Updated links</li><li>• Rebranded to Voyix template</li></ul>

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# Chapter 1: Product Overview

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## Introduction



The NCR SelfServ™ XK22 (2246) Kiosk is a self-service order and pay kiosk that has a full credit/debit feature with smaller form factor.

The NCR XK22 Kiosk uses a 21.5-inch PCAP Touchscreen and Display that provides multi-touch and gesture support for easy customer interaction. Speakers provide audio feedback interaction and an optional universal navigation (uNav) keypad with audio jack that is Americans with Disabilities Act (ADA) compliant.

An option from various Verifone, Ingenico, or Equinox PIN Pad terminals provides support for credit and debit payment transactions. An Imaging scanner enables payment discounts through coupons with bar codes.

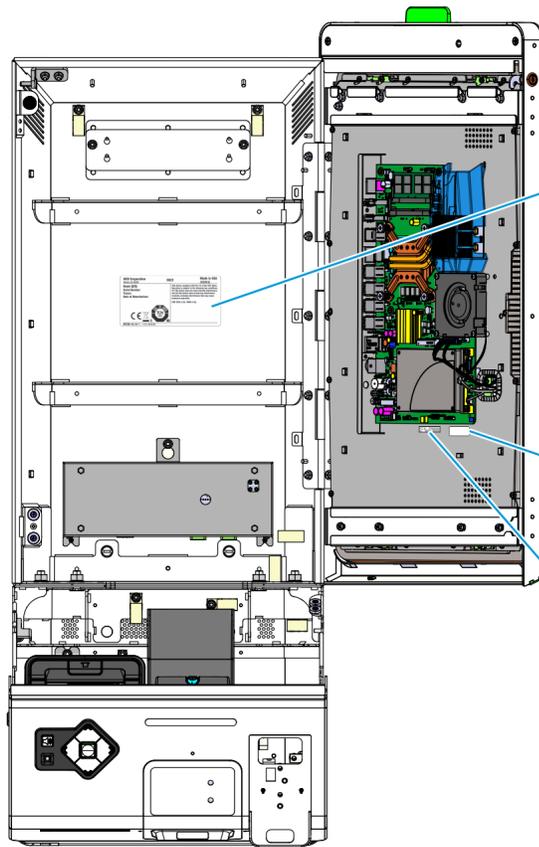
This kiosk is available in Countertop Mount, Wall Mount, and Pedestal Mount configurations.

## Product IDs (PIDs)

The NCR SelfServ™ XK22 (2246) Kiosk is available in the following models, which can be configured with various features.

Name	Description
2246-1000-8090	XK22 Kiosk (Retail) w/ uNav
2246-1100-8090	XK22 Kiosk (Retail) w/o uNav
2246-5010-1001	XK22 Kiosk HOSP; Single-sided; i3; 8GB; 120GB SSD; Printer; Imager; VX820; HOSP Win 10 OS
2246-5010-1004	XK22 Kiosk HOSP; Single-sided; i3; 8GB; 120GB SSD; Printer; Imager; MSR; HOSP Win 10 OS
2246-5010-1005	XK22 Kiosk HOSP; Equinox 6200M Mount, i3; 8GB; 120GB SSD; Printer; Imager; HOSP Win 10 OS, US Power Cord
2246-5010-1201	XK22 Kiosk HOSP; VX820 / IPP350 mount, i3; 8GB; 120GB SSD; Printer; Imager; HOSP Win 10 OS, UK Power Cord
2246-5010-1205	XK22 Kiosk HOSP; Equinox 6200M mount, i3; 8GB; 120GB SSD; Printer; Imager; HOSP Win 10 OS, UK Power Cord
2246-5010-1405	XK22 Kiosk HOSP; Equinox 6200M mount, i3; 8GB; 120GB SSD; Printer; Imager; HOSP Win 10 OS, Int Power Cord
2246-5010-3001	XK22 Kiosk HOSP; Single-sided; i3; 8GB; 120GB SSD; Printer; Imager; VX820; HOSP Win 10 OS, uNav
2246-5010-3004	XK22 Kiosk HOSP; MSR, uNav, i3; 8GB; 120GB SSD; Printer; Imager; HOSP Win 10 OS, US Power Cord
2246-5010-3005	XK22 Kiosk HOSP; Equinox 6200M mount, uNav, i3; 8GB; 120GB SSD; Printer; Imager; HOSP Win 10 OS, US Power Cord

# Product Labels



## Product ID Label

<b>NCR Corporation</b> Atlanta, GA 30308	<b>XK22</b>	<b>Made in USA</b> 美国制造
<b>Model 型号:</b>		This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. CAN ICES-3 (A) / NMB-3 (A).
<b>Serial Number:</b>		
<b>Tracer:</b>		
<b>Date of Manufacture:</b>		
额定值: 100-240 V ~, 1.5 A, 50-60 Hz		

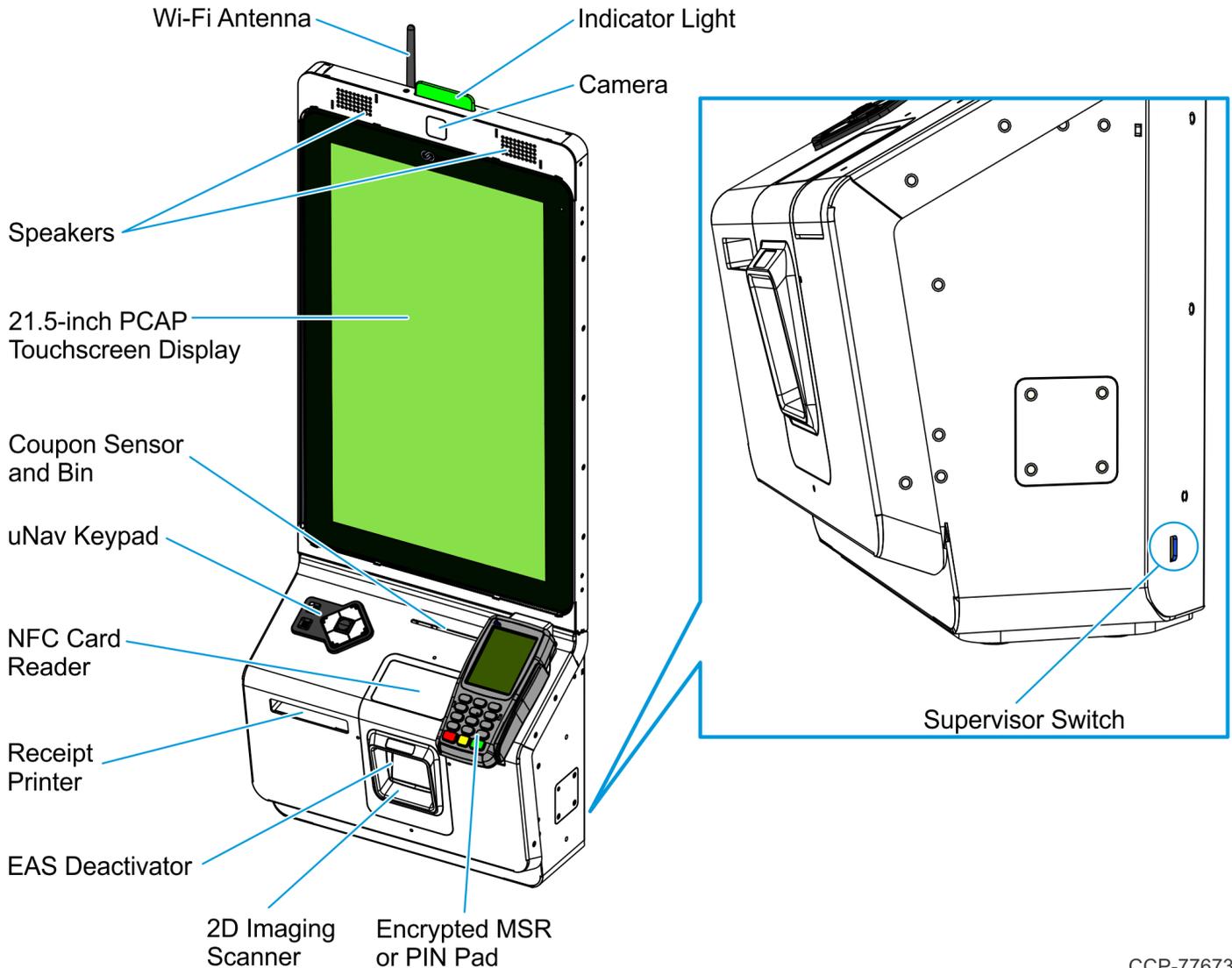
## COA Label

<b>Windows® 7 Pro</b> XXXXXXXXXXXXX Product Key XXXXX-XXX-XXX-XXX
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## Wi-Fi FCC Label

FCC ID: XXXXXXXXX IC: XXXXX-XXXXXX
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# Features



CCP-77673

Feature	Description
<b>21.5-inch PCAP Touchscreen Display</b>	Used to view data, enter data, or select pre-determined functions. It uses projected capacitive technology that permits accurate touch detection.
<b>Indicator Light</b>	Indicates whether the kiosk is in need of attention. The indicator light has the following options: <ul style="list-style-type: none"> <li>• White Light Indicator Light</li> <li>• Tri-Color Light Indicator Light ( green, yellow, red)</li> </ul>
<b>Supervisor Switch</b>	Takes the kiosk out of service from customers and displays supervisor functions and options.

Feature	Description
<b>Speakers</b>	Provide high-quality audio feedback for user interaction.
<b>2D Imaging Scanner</b>	Scans and reads 2D barcodes. The NCR XK22 Kiosk supports the following imaging scanners: <ul style="list-style-type: none"> <li>• Honeywell 7580G (R1.0)</li> <li>• Datalogic 1500i (R1.1)</li> </ul>
<b>Electronic Article Surveillance (EAS) Deactivator</b>	Deactivates sensor tags on items. The NCR XK22 Kiosk supports the following electronic sensor security devices: <ul style="list-style-type: none"> <li>• Checkpoint® Counterpoint</li> <li>• Sensormatic® Deactivator</li> </ul>
<b>uNav Accessibility Keypad</b>	Provides an accessible audio volume control, headphone audio jack, direction buttons, and select buttons.
<b>Camera</b>	Provides an optional built-in, user facing camera.
<b>Magnetic Stripe Reader (MSR)</b>	Processes credit or debit electronic payments using an encrypted magnetic stripe reader.
<b>PIN Pad</b>	Processes credit or debit electronic payments (including NFC/Contactless) that require a PIN. The NCR XK22 Kiosk supports the following PIN pads: <ul style="list-style-type: none"> <li>• Verifone MX915, MX925, VX820, VX805, P400</li> <li>• Ingenico iSC250, iPP320, iPP350, Lane 3000, and Lane 5000</li> <li>• Equinox 6200M</li> </ul> <b>Note:</b> These PIN Pads are purchased separately and are not sold by NCR.
<b>Near Field Communication (NFC) Card Reader</b>	Provides options for customers to perform transactions using contactless payment solutions.
<b>Receipt Printer</b>	Prints transaction receipts.
<b>Coupon Sensor and Bin</b>	Accepts coupons used in transactions.
<b>Wi-Fi Antenna</b>	Provides option for wireless internet connection.
<b>Mounting Options</b>	<ul style="list-style-type: none"> <li>• Countertop Mount</li> <li>• Wall Mount</li> <li>• Bolted Pedestal Mount</li> <li>• Free Standing Pedestal Mount</li> </ul>

## Specifications

System	Specification
<b>Processor</b>	<ul style="list-style-type: none"> <li>• Intel® Celeron G3900TE</li> <li>• Intel® Core™ i3-6100TE</li> <li>• Intel® Core™ i5-6500TE</li> </ul>
<b>Motherboard</b>	<ul style="list-style-type: none"> <li>• Intel® Skylake-S LGA1151 socket</li> <li>• Intel 100 Series Chipset: Q170 chipset</li> </ul>
<b>Memory</b>	<ul style="list-style-type: none"> <li>• Support for 2 x 260 pin DDR4 SODIMMs, 2133MTs (unbuffered)</li> <li>• Dual Channel Support</li> <li>• Support for 32 GB of system memory</li> </ul>
<b>Storage</b>	120 GB SSD
<b>Encryption Module</b>	Trusted Platform Module (TPM) Security Chip (R1.1)
<b>Connectivity</b>	<ul style="list-style-type: none"> <li>• EBox               <ul style="list-style-type: none"> <li>• Three 12V USB 2.0</li> <li>• One 24V USB 2.0</li> <li>• Two PC USB 3.0</li> <li>• One RJ50 Powered Serial Port</li> <li>• 10/100/1000 MB Gigabit Ethernet LAN</li> <li>• Audio Out</li> <li>• HDMI and Display Port video outputs</li> </ul> </li> <li>• Kiosk I/O Board               <ul style="list-style-type: none"> <li>• Five USB 2.0 ports</li> <li>• Two RS-232 ports</li> <li>• Support for Coupon Sensor</li> <li>• Support for Supervisor Switch</li> </ul> </li> </ul>
<b>Pre-Loaded Operating System</b>	Windows 10 IoT Enterprise (64-bit)

System	Specification
<b>Customer Interface</b>	<ul style="list-style-type: none"> <li>• 21.5-inch Projected Capacitive (PCAP) Touchscreen and Display</li> <li>• Imaging Scanner <ul style="list-style-type: none"> <li>• Honeywell 7580G (R1.0)</li> <li>• Datalogic 1500i (R1.1)</li> </ul> </li> <li>• Electronic Article Surveillance (EAS) <ul style="list-style-type: none"> <li>• Checkpoint® Counterpoint</li> <li>• Sensormatic® Deactivator</li> </ul> </li> <li>• NCR 7199 Receipt Printer—80 mm, thermal printer</li> <li>• Elatec NFC Card Reader</li> <li>• Integrated Stereo Speakers</li> <li>• uNav Accessibility Keypad with Audio Jack (Optional)</li> <li>• Full HD camera (Optional)</li> <li>• Indicator Light (Optional)</li> <li>• Magtek Encrypted MSR (Optional)</li> <li>• Support for PIN Pad payment devices: <ul style="list-style-type: none"> <li>• Verifone MX915, MX925, VX820, VX805, P400</li> <li>• Ingenico iSC250, iPP320, iPP350, Lane 3000, Lane 5000</li> <li>• Equinox 6200M</li> </ul> </li> </ul>
<b>Maximum Dimensions</b> (Width x Depth x Height)	<ul style="list-style-type: none"> <li>• Countertop Mount or Wall Mount with Small PIN Pad:  <b>348.64 mm x 235.59 mm x 922.67 mm</b> (13.73 in. x 9.28 in. x 36.33 in.)</li> <li>• Countertop Mount or Wall Mount with Verifone MX915 PIN Pad:  <b>541.86 mm x 203.61 mm x 922.67 mm</b> (21.33 in. x 8.02 in. x 36.33 in.)</li> <li>• Countertop Mount or Wall Mount with Verifone MX925 PIN Pad:  <b>577.52 mm x 203.61 mm x 922.67 mm</b> (22.74 in. x 8.02 in. x 36.33 in.)</li> <li>• Pedestal Mount, Bolted with Small PIN Pad:  <b>405 mm x 291.52 mm x 1736.67 mm</b> (15.94 in. x 11.48 in. x 68.37 in.)</li> <li>• Pedestal Mount, Bolted with Verifone MX915 PIN Pad:  <b>541.86 mm x 291.52 mm x 1736.67 mm</b> (21.33 in. x 11.48 in. x 68.37 in.)</li> <li>• Pedestal Mount, Bolted with Verifone MX925 PIN Pad:  <b>577.52 mm x 291.52 mm x 1736.67 mm</b> (22.74 in. x 11.48 in. x 68.37 in.)</li> <li>• Pedestal Mount, Free Standing with any PIN Pad:  <b>711 mm x 711 mm x 1749.17 mm</b> (27.99 in. x 27.99 in. x 68.86 in.)</li> </ul> <p><b>Note:</b> For more information on kiosk dimensions, refer to the <i>NCR SelfServ™ XK22 (2246) Site Preparation Guide (BCC5-0000-5390)</i>.</p>

## Accessing Components

To service the kiosk, perform kiosk maintenance, or power up the system, open the kiosk to access the components. Before servicing the kiosk, always shut down the system application and power down the kiosk, see [Turning OFF the Kiosk](#) on page 21.



**Warning:** Disconnect the AC power cord before disassembling the terminal.



**Caution:** Static Electricity Discharge may permanently damage your system. Discharge any static electricity build up in your body by touching your computer's case for a few seconds. Avoid any contact with internal parts and handle cards only by their external edges.

To access the kiosk components, refer to the following sections:

- [Opening the Kiosk](#) on the facing page
- [Closing the Kiosk](#) on page 13

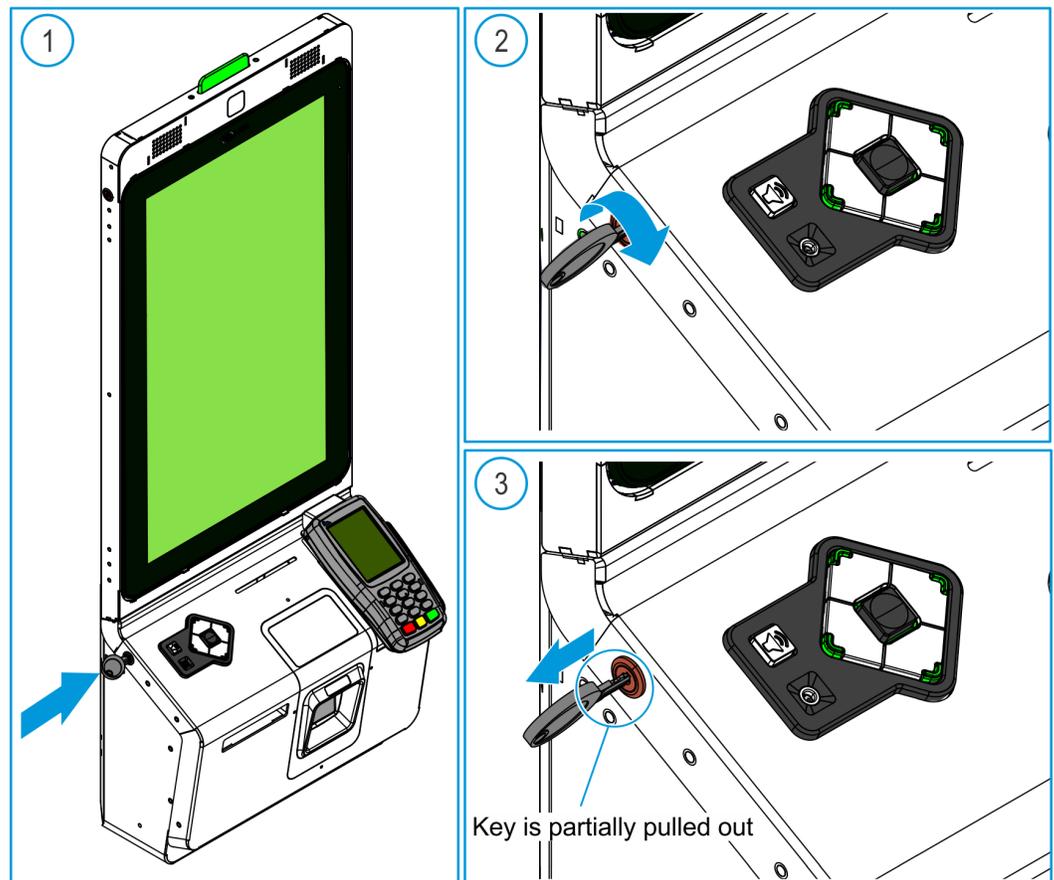
## Opening the Kiosk

To open the kiosk, follow these steps:

1. Open the Lower Module Door.
  - a. Insert the Lower Module Door key into the keyhole on the left-hand side of the kiosk, turn the key clockwise (OPEN position), and then partially pull the key (about halfway) out of the keyhole.



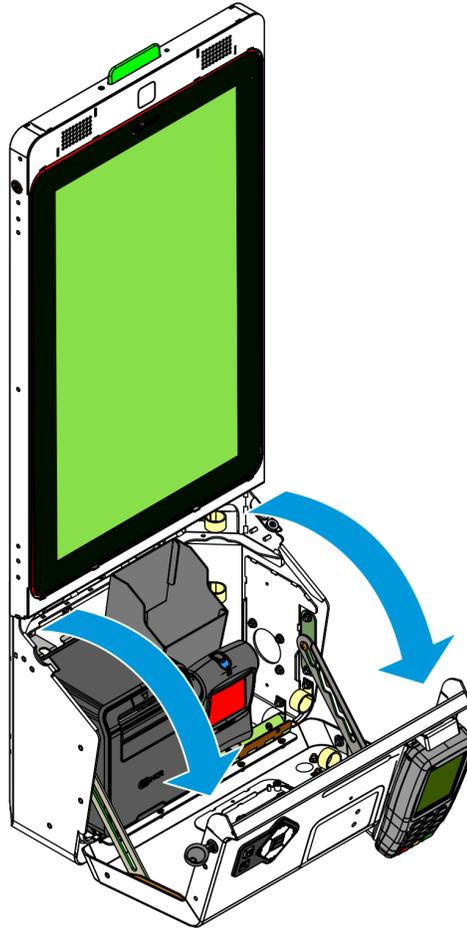
**Note:** When the key is partially out of the keyhole, the cam lock mechanism is held at the OPEN position. This technique prevents the cam lock from automatically re-engaging with the lock catch.



- b. While the key and the cam lock are at the OPEN position, grip the left and right edges of the Lower Module Door, pull the door forward, and guide the door until the door linkage is fully extended.



**Caution:** Do NOT abruptly open and release the Lower Module Door. Hold and support the Lower Module Door until fully extended.

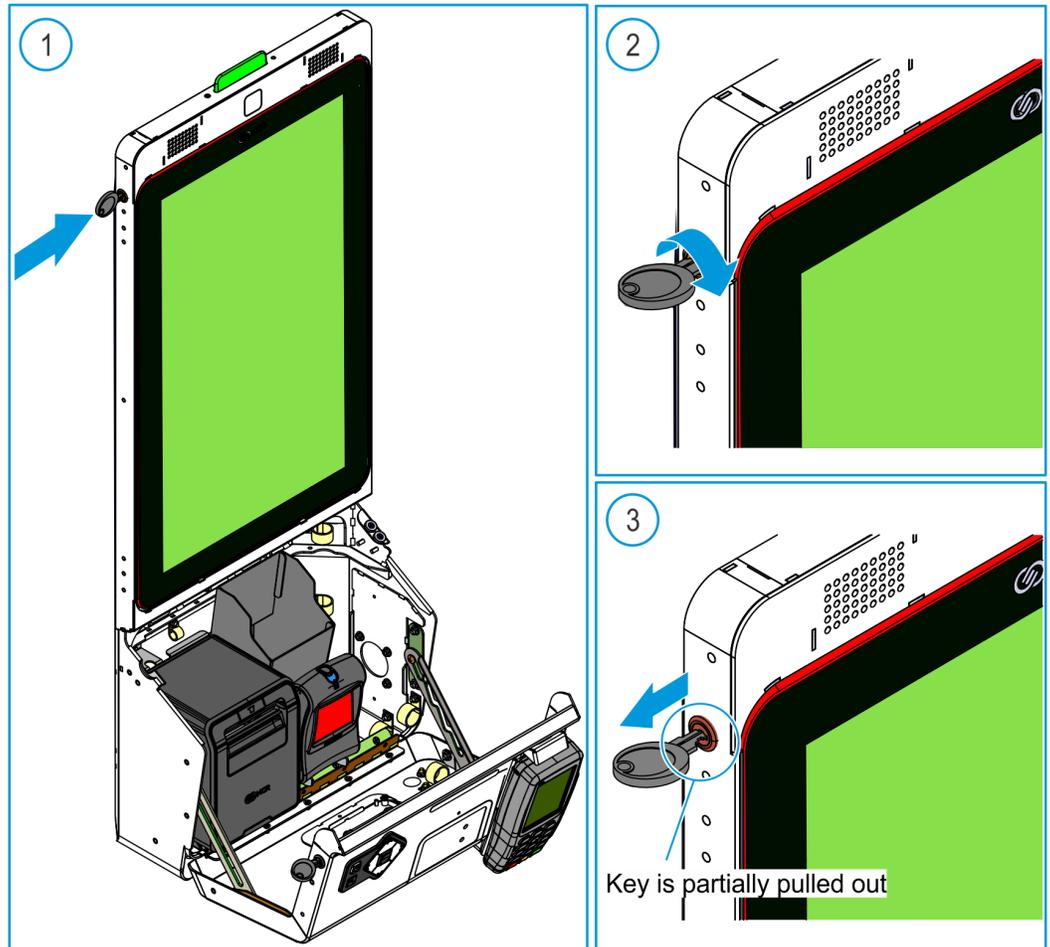


## 2. Open the Upper Module Door.

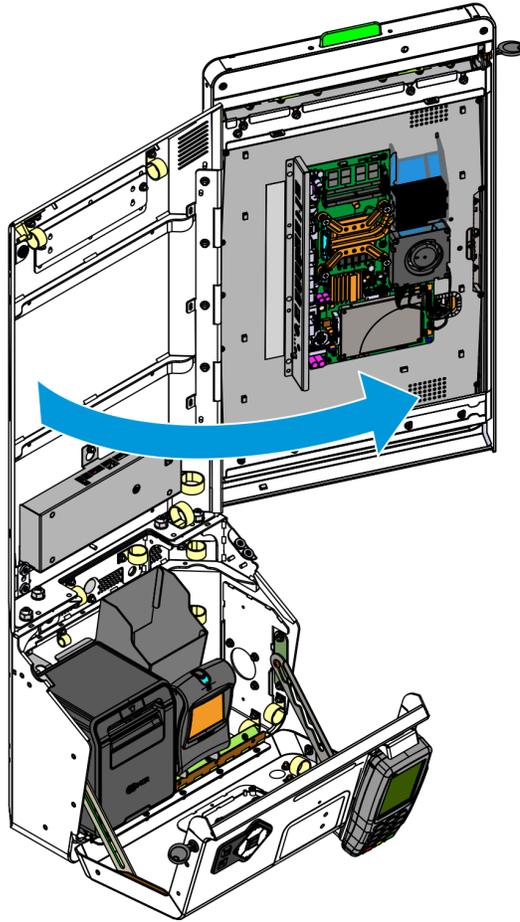
- a. Insert the Upper Module Door key into the lock on the left-hand side of the kiosk, turn the key clockwise (OPEN position), and then partially pull the key (about halfway) out of the keyhole.



**Note:** When the key is partially out of the keyhole, the cam lock mechanism is held at the OPEN position. This technique prevents the cam lock from automatically re-engaging with the lock catch.



- b. While the key and the cam lock are at the OPEN position, grip the left edge of the Upper Module Door and pull the door forward.



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## Closing the Kiosk

### The key is partially pulled out of the keyhole

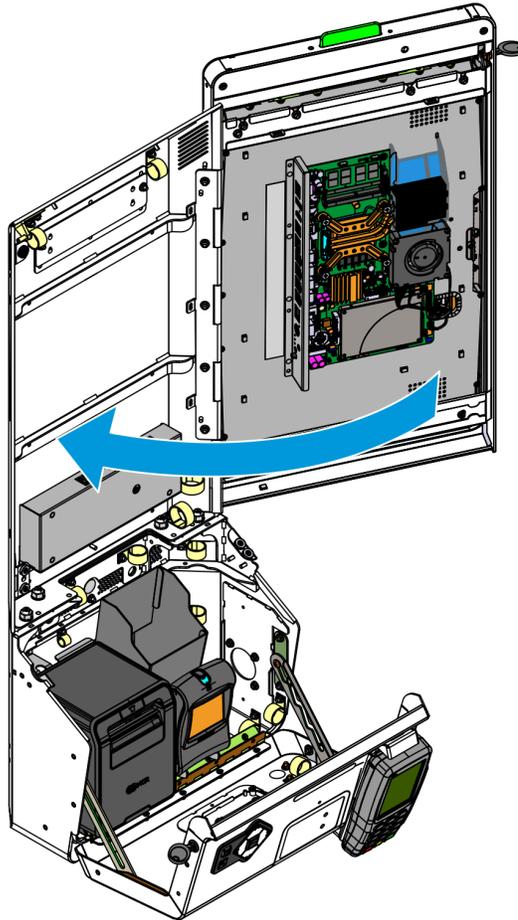
If the key is still attached to the keyhole but is partially pulled out, as stated in

[Opening the Kiosk](#) on page 9, follow these steps:

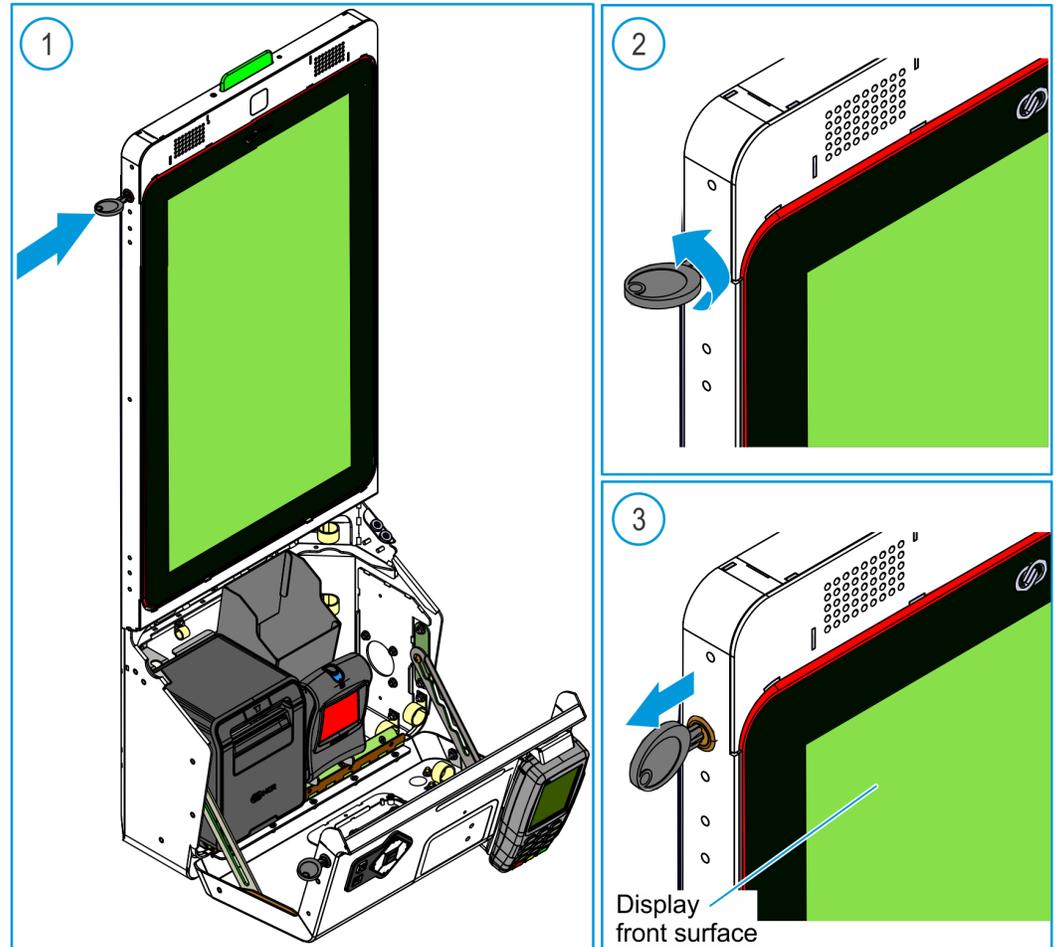
1. Close the Upper Module Door.
  - a. Gently close the door.



**Caution:** Ensure that no cables are pinched.



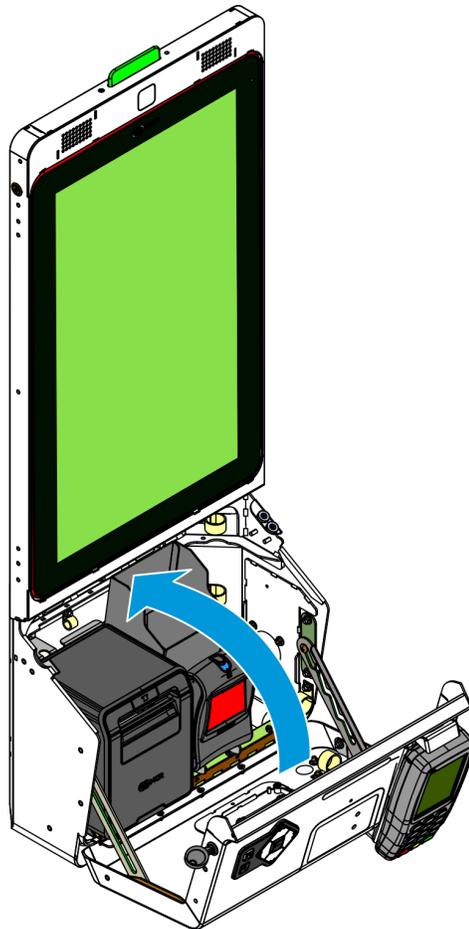
- b. To lock the door, completely insert the key into the keyhole, turn the key counterclockwise (CLOSE position) until it is parallel to the Display front surface, and then remove the key.



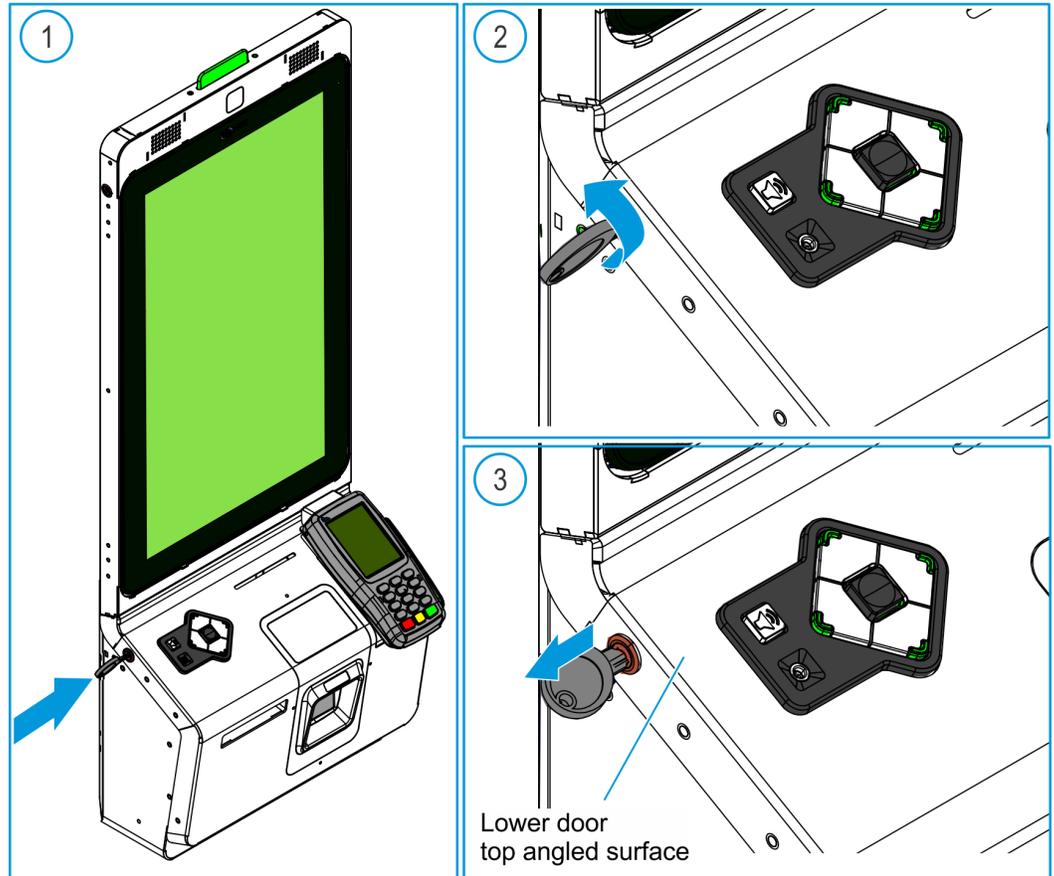
CCP-77919

2. Close the Lower Module Door.
  - a. Rotate the door upward to gently close it.

 **Caution:** Ensure that no cables are pinched.



- b. To lock the door, completely insert the key into the keyhole, turn the key counterclockwise (CLOSE position) until it is parallel to the Lower door top angled surface, and then remove the key.



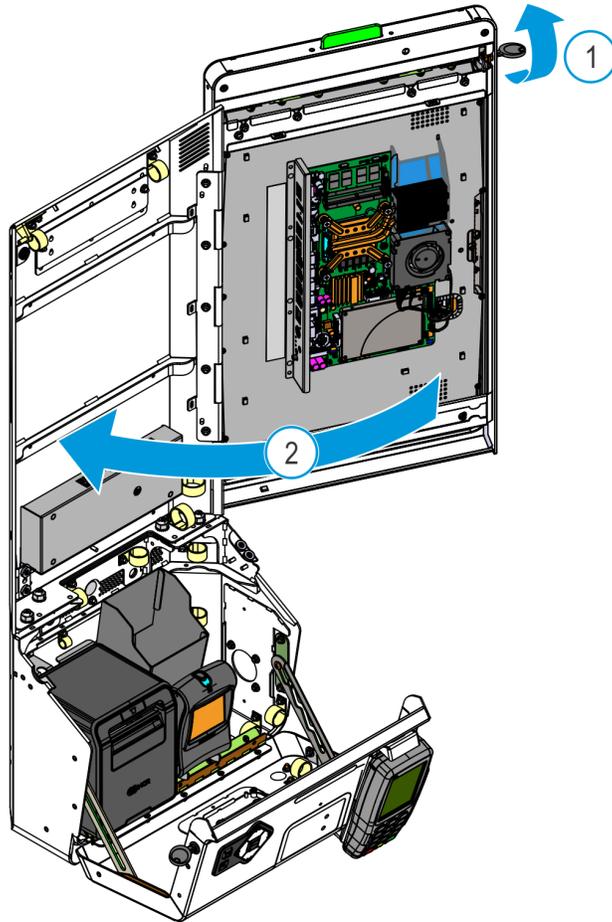
CCP-77921

## The key is completely out of the keyhole

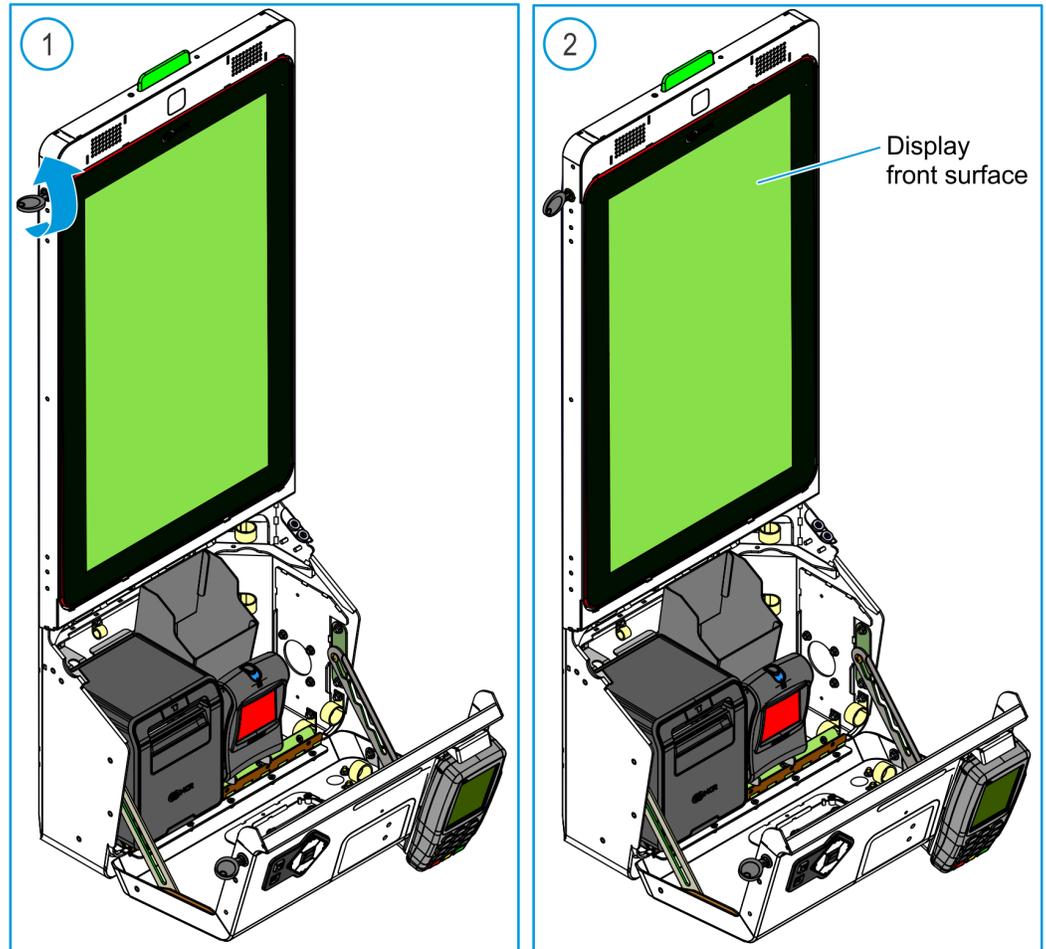
If the key is completely removed from the keyhole, follow these steps:

1. Close the Upper Module Door.
  - a. Turn the key clockwise (OPEN position) and close the door.

 **Caution:** Ensure that no cables are pinched.



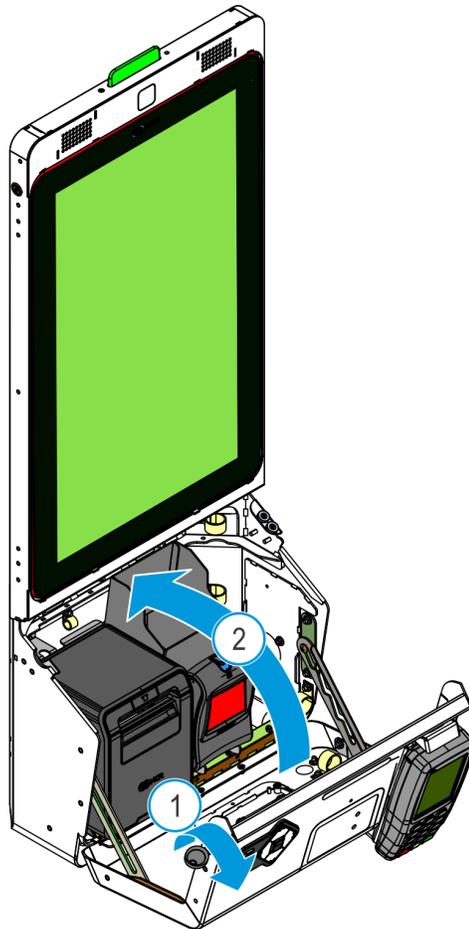
- b. To lock the door, turn the key counterclockwise (CLOSE position) until it is parallel to the Display front surface, and then remove it.



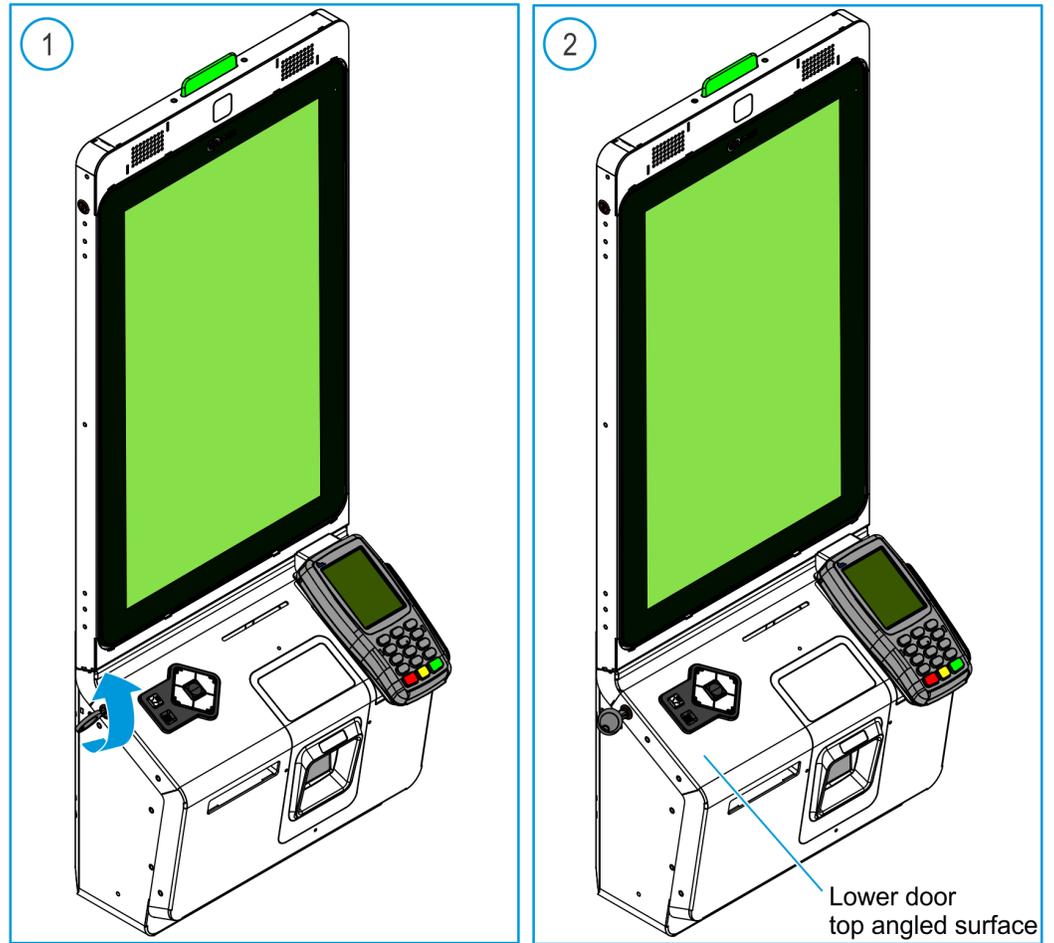
CCP-77661

2. Close the Lower Module Door.
  - a. Turn the key clockwise (OPEN position), and rotate the door upward to close it.

 **Caution:** Ensure that no cables are pinched.



- b. To lock the door, turn the key counterclockwise (CLOSE position) until it is parallel to the Lower door top angled surface, and then remove it.



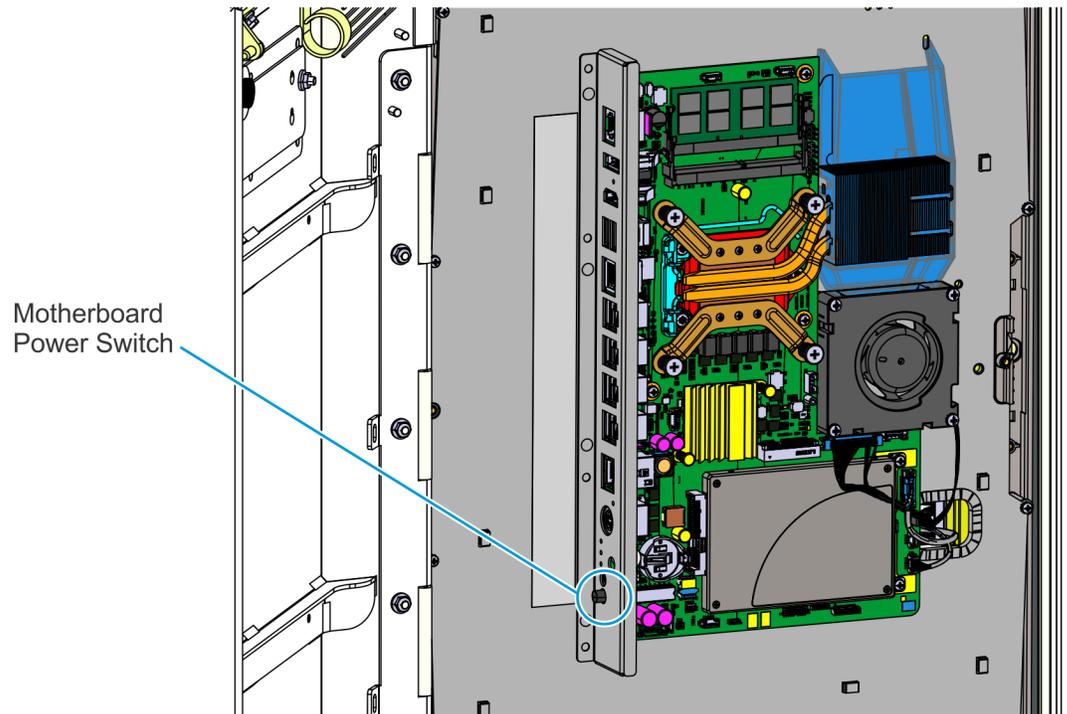
CCP-77659

# Turning the Kiosk ON and OFF

-  **Caution:** The Motherboard ON/OFF Switch is a logic switch only. The AC line voltage primaries are live at all times when the AC Power Cable is connected to a power source. Therefore, disconnect the AC Power Cable to totally remove power from the terminal.

## Turning ON the Kiosk

1. Connect the AC Power Cable to an AC power source.
2. If the kiosk does not power up, press the Motherboard Power Switch to turn the kiosk ON.



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## Turning OFF the Kiosk

1. Shut down the system application.
2. Shut down the kiosk operating system. At the bottom, left-hand side, select **Start**→**Shut down**.
3. Unplug the AC Power Cable from the AC power source.

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## Chapter 2: **Maintenance**

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### Overview

Maintenance of the kiosk is done to ensure that the NCR SelfServ™ XK22 (2246) Kiosk performs according to specifications.

Refer to the following sections for the required kiosk maintenance tasks:

- [Loading Printer Paper Roll](#) on the next page
- [Removing Printer Paper Jams](#) on page 28
- [Cleaning the Kiosk](#) on page 31

### Component Publication References

For more information on printer tasks and troubleshooting procedures, refer to the publications in the following table.

Component	Publications
NCR 7199 Thermal Receipt Printer	<i>NCR 7199 Thermal Receipt Station Printer User Guide</i> (BCC5-0000-5172)
	<i>NCR 7199 Thermal Receipt Station Printer Service Guide</i> (BCC5-0000-5174)

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## Loading Printer Paper Roll

Change the paper when either of the following conditions occur.

Amber LED Light	Description	Action
Blinks slow	The paper is low. There is approximately <b>1.5 to 7.5 meters</b> (5 to 25 feet) of paper remaining on the roll. Depending on system application, the host computer may send out an alert when the paper is low.	Change the paper roll as soon as possible to avoid running out half way through a transaction.
Blinks fast	The paper is out.	Change the paper roll immediately or data may be lost.



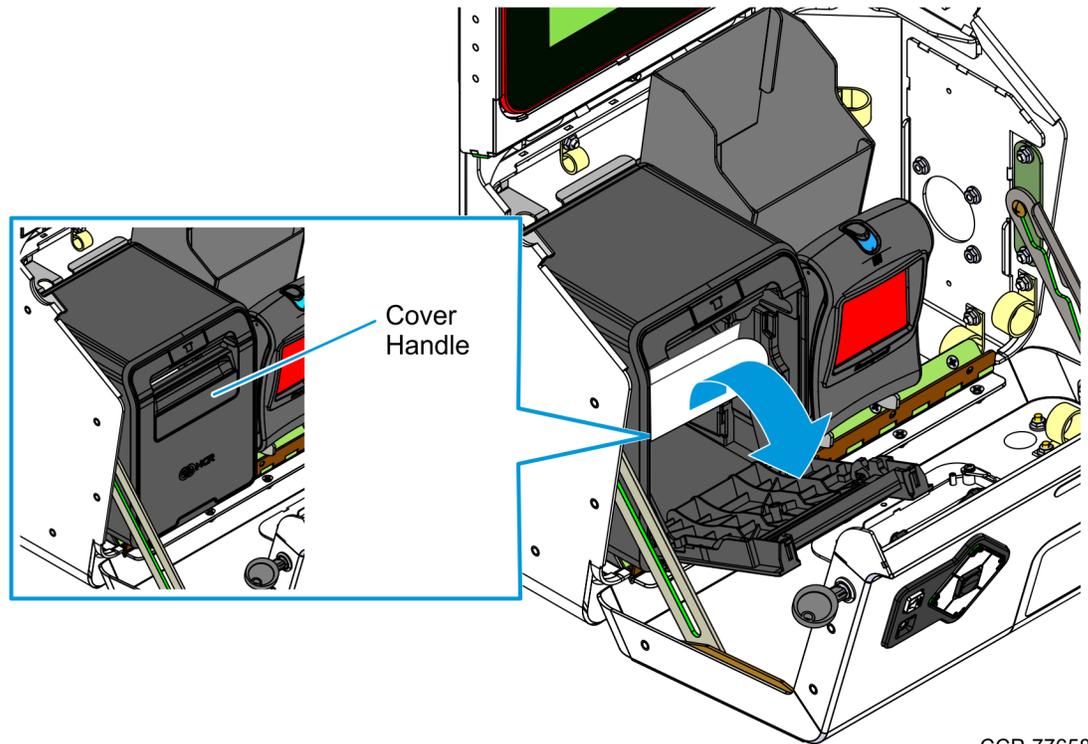
**Caution:** Do not use the printer or host computer if the printer runs out of paper. The printer does not operate without paper, but it may continue to accept data from the host computer. Because the printer cannot print any transactions, the data may be lost.



**Note:** For more information on printer LED light definition and printer troubleshooting, refer to the NCR 7199 Thermal Receipt Printer publications listed on [Component Publication References](#) on the previous page

To load or change the printer paper roll, perform the following steps:

1. Open the Lower Module Door. For more information, refer to [Opening the Kiosk](#) on page 9.
2. To open the printer, lift the printer cover handle and pull the receipt cover forward.



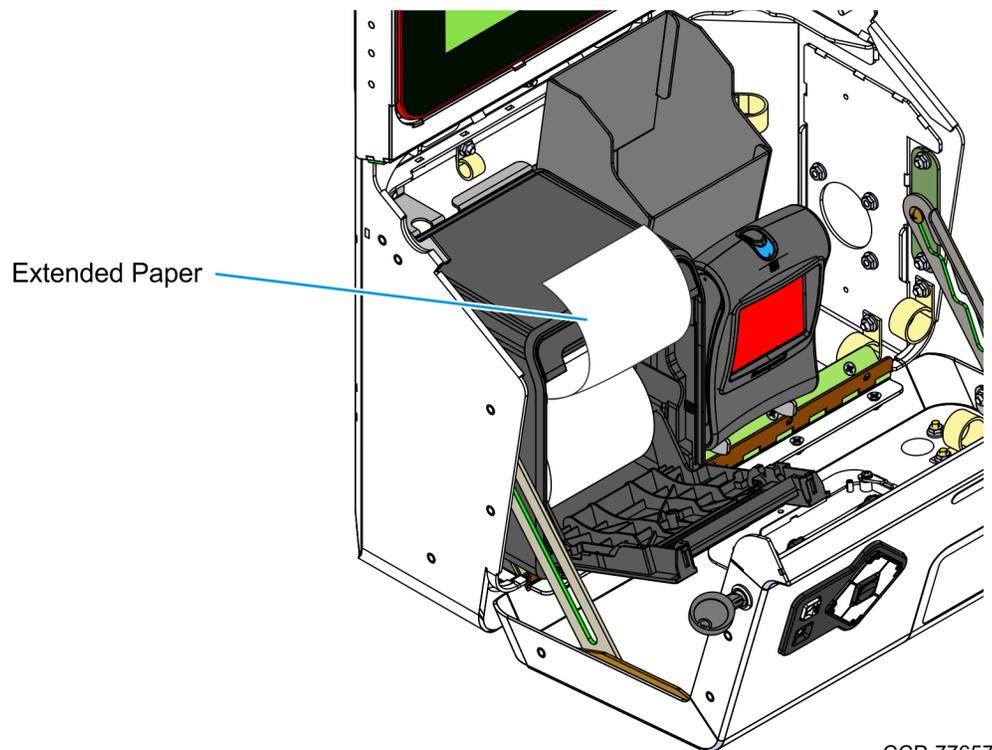
CCP-77658

3. For paper roll replacement, remove the used paper roll out of the printer.

4. Load the new paper roll.
  - a. Tear off a full turn of the paper from the new paper roll. This is important because the end of the paper is usually fixed to the roll with glue or other adhesive substance that could cause a paper jam or print head damage.
  - b. Cut the paper at a 90-degree angle; otherwise, the paper sensor may not detect the paper.
  - c. Place the new paper roll in the paper bin with a little paper extending upward.

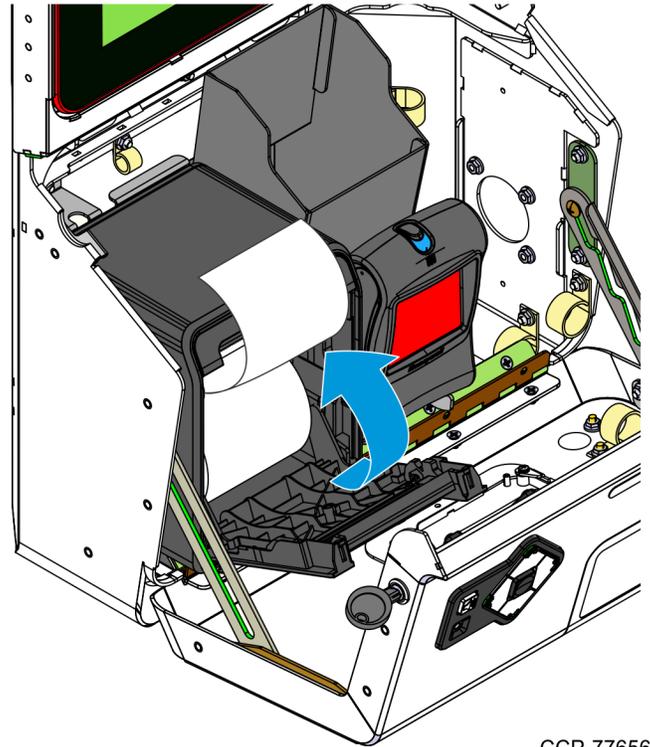


**Note:** Ensure that the paper unrolls from the top of the roll, otherwise the printer cannot print on the paper because the thermal coating is on the wrong side.



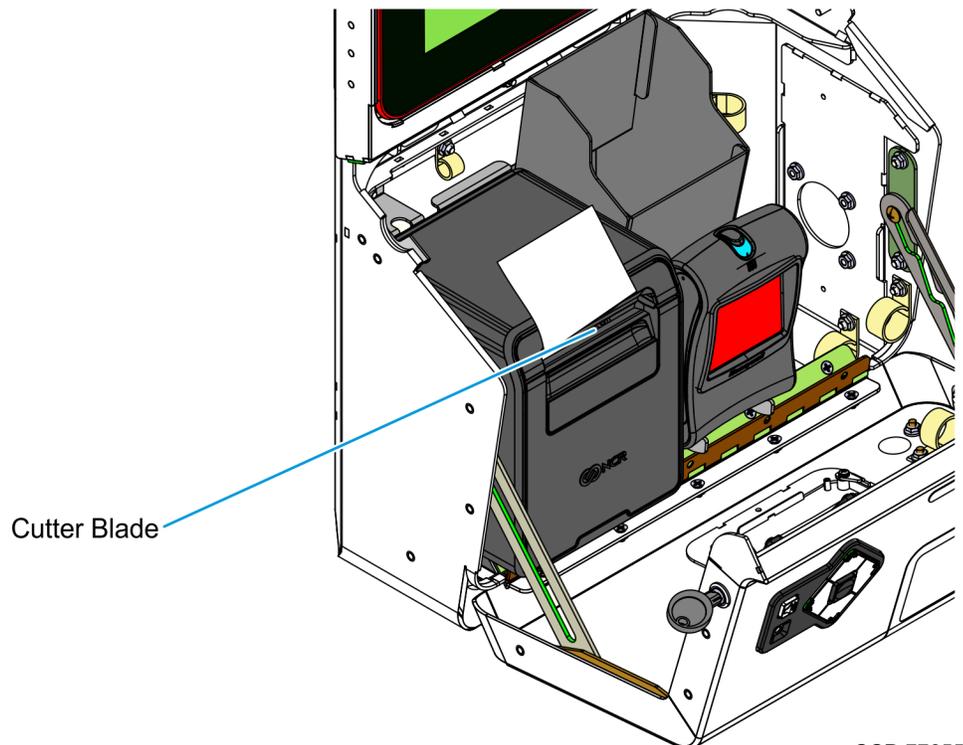
CCP-77657

5. Close the receipt cover.



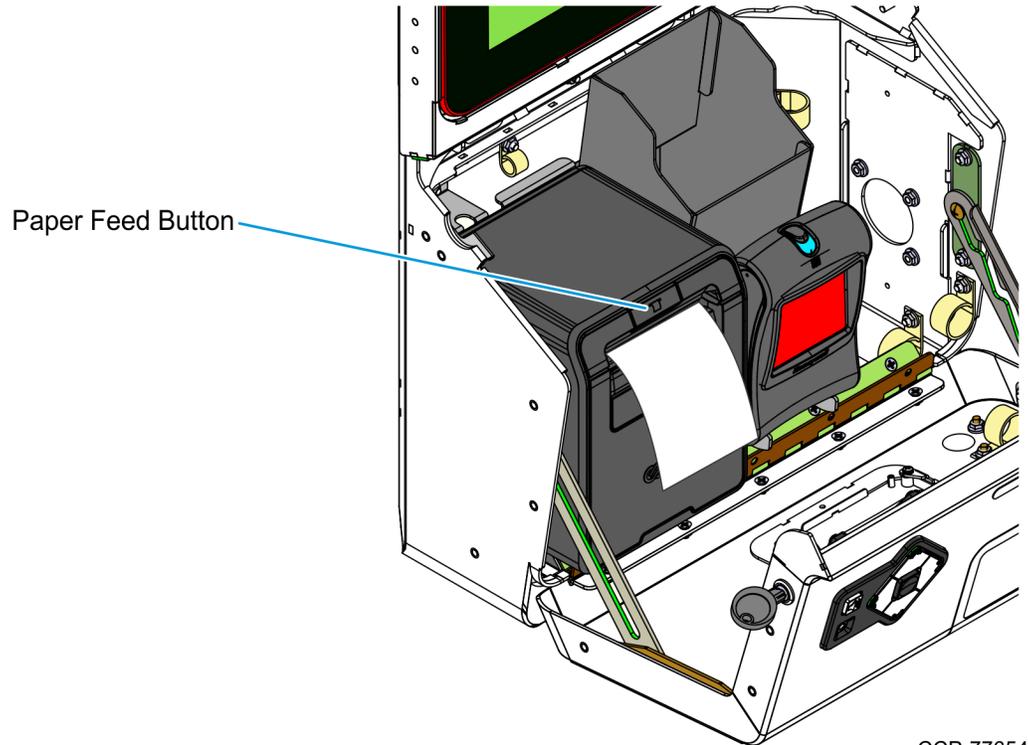
CCP-77656

6. Remove excess paper by tearing it against the printer cutter blade.



CCP-77655

7. To ensure print quality and proper alignment of the paper, press the paper feed button to advance the paper. Advance about **30 cm** (12 in.) of paper.



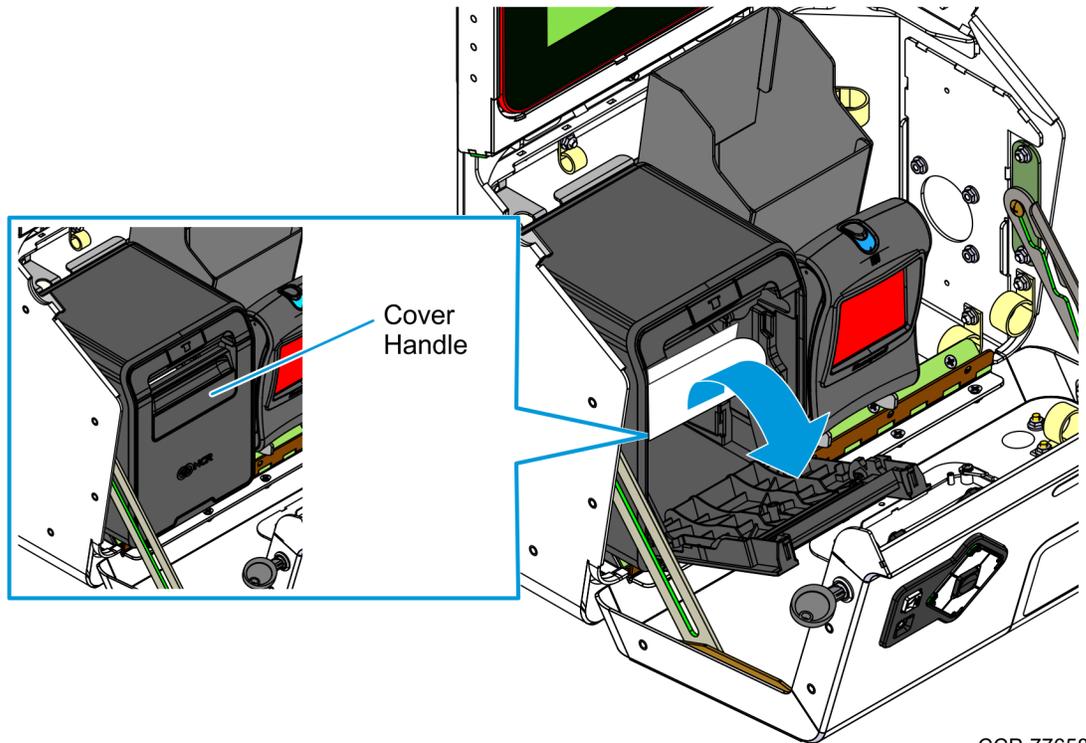
CCP-77654

8. Tear off the excess paper against the printer cutter blade.
9. Close the Lower Module Door. For more information, refer to [Closing the Kiosk](#) on page 13.

## Removing Printer Paper Jams

Paper jams rarely occur in the printer. But if the paper gets jammed, follow these steps:

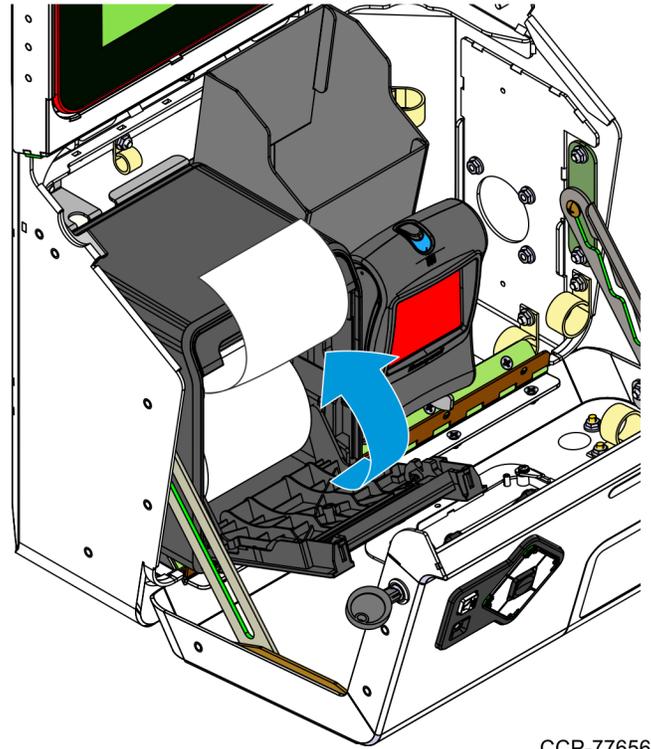
1. Open the Lower Module Door. For more information, refer to [Opening the Kiosk](#) on page 9.
2. To open the printer, lift the printer cover handle and pull the receipt cover forward.



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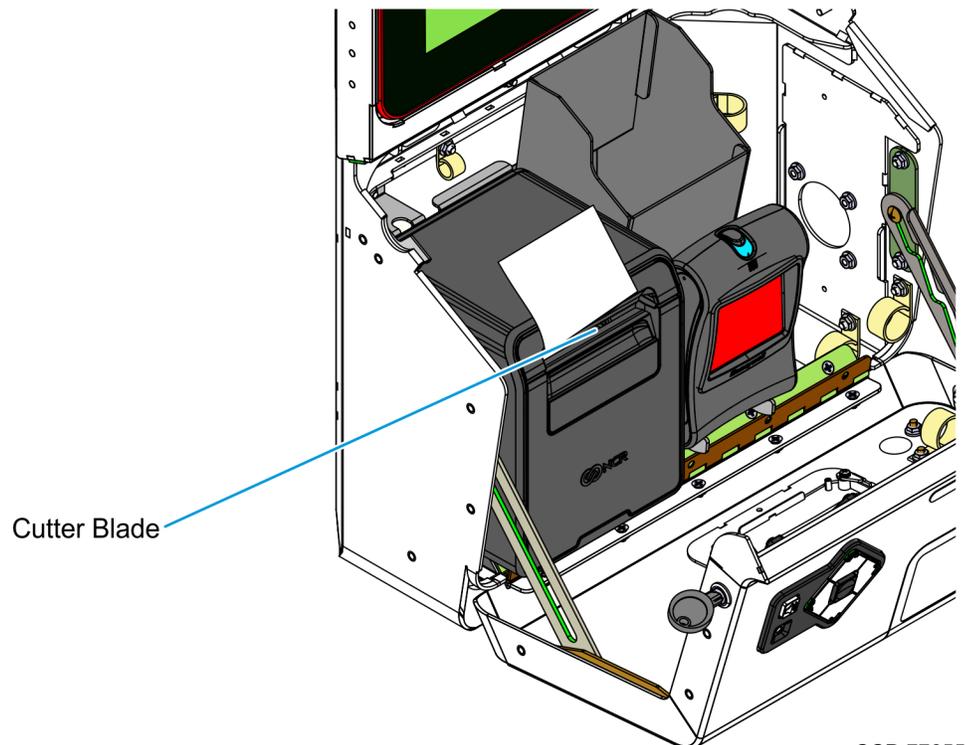
3. Tear off the jammed paper using the printer cutter blade and remove bits of paper that are stuck in the printer.

4. Extend a small length of paper upward and then close the receipt cover.



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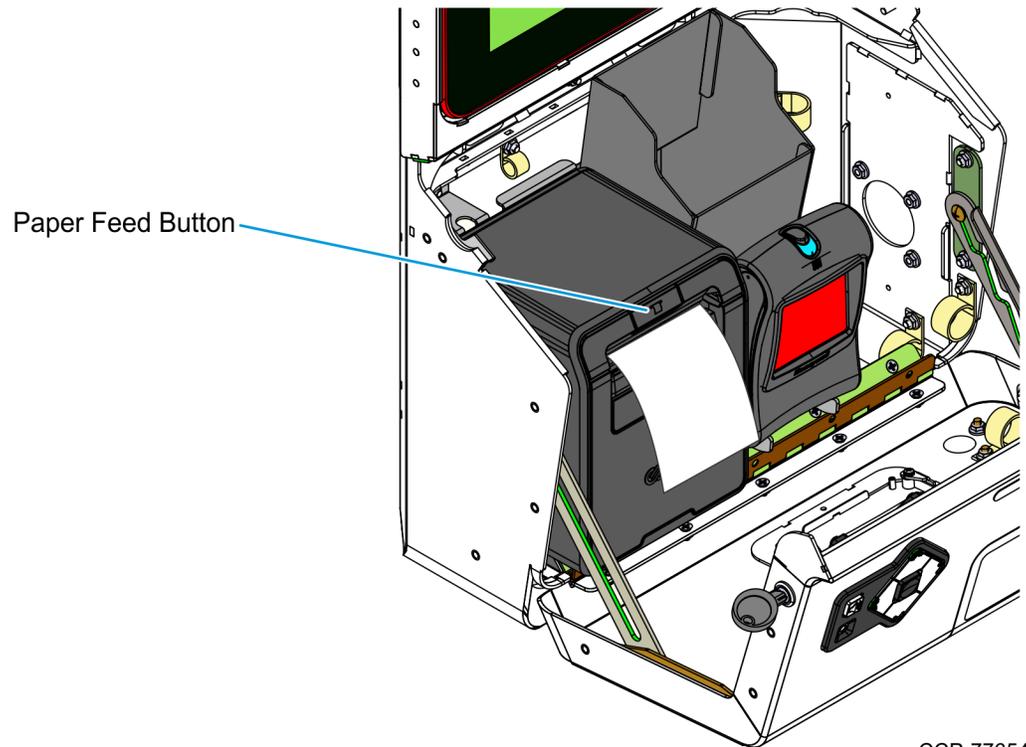
5. Remove excess paper by tearing it against the printer cutter blade.



Cutter Blade

CCP-77655

6. To ensure print quality and proper alignment of the paper, press the paper feed button to advance the paper. Advance about **30 cm** (12 in.) of paper.



CCP-77654

7. Tear off the excess paper against the printer cutter blade.
8. Close the Lower Module Door. For more information, refer to [Closing the Kiosk](#) on page 13.

## Cleaning the Kiosk

When dirt grime are allowed to collect on the kiosk, the overall performance and life expectancy of the unit is reduced. To keep systems functioning at the top performance level, ensure that units are kept clean.

**! Important:** Take note of the following guidelines:

- NCR recommends using **Food Grade Disinfectant wipes** (non-alcohol, food grade, pre-moistened wipes) to clean the kiosk and its exterior devices. Pre-moistened wipes are recommended to prevent staff from accidentally spraying cleaning agents directly onto the kiosk. But, some devices and common touch points may allow for stronger cleaning agents.
- NCR recognizes that there are non-NCR third-party hardware devices, and we recommend following the instructions as provided by those vendors. For cleaning of the interior of kiosk devices, consult trained service personnel.
- For Receipt Printer cleaning information, refer to *NCR 7199 Thermal Receipt Station Printer User Guide* (BCC5-0000-5172).



**Warning:** Do not soak the kiosk and its devices with cleaning liquid. Do not spray cleaners or other solutions directly onto the kiosk. Avoid getting any liquid inside the kiosk or its components. If liquid does get inside, have a qualified technician check the kiosk before powering it on.

For more information, refer to the following sections:

- [Cleaning the Touchscreen](#) on the facing page
- [Cleaning the Cabinet and Exterior Surfaces](#) on the facing page

## Cleaning the Touchscreen



**Warning:** Do not use sharp objects to clean around the edges of the touchscreen. Do not use thinner, benzene, abrasive cleaners (powders), abrasive cleaning materials (scrub brush, scouring pad), or compressed air.

1. Gently wipe the touchscreen using any of the following:
    - A soft and non-abrasive cleaning cloth or cloth towel, dampened with a mild non-abrasive soap and water solution
-  **Note:** Alcohol-based solvents may be used on the surface of touchscreens.
- Food Grade Disinfectant wipes
2. Wipe the screen and edges using a clean and dry lint-free cloth.
  3. Ensure that the glass and screen edges are completely dry before turning on and using the unit.

## Cleaning the Cabinet and Exterior Surfaces



**Warning:** Do not use alcohol (methyl, ethyl, or isopropyl) or any strong dissolvent. Do not use thinner or benzene, abrasive cleaners (powders), abrasive cleaning materials (scrub brush, scouring pad), or compressed air. Do not use any other type of cleaners such as vinegar, solvents, degreasers, or ammonia-based cleaners. These can damage the unit.

1. Turn the kiosk OFF and unplug the External AC Power Cable.
2. Wipe the cabinet, camera lens, and other exterior surfaces using any of the following:
  - A soft and non-abrasive cleaning cloth or cloth towel, dampened with mild non-abrasive soap and water solution
  - Food Grade Disinfectant wipes
3. Wipe the kiosk using a clean and dry lint-free cloth.