Operator Guide

NCR SelfServ™ XK32 (2247) Kiosk

Release 1.0

BCC5-0000-5376
Issue B

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Preface

Audience

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

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Safety Requirements

The *NCR SelfServ™ XK32 (2247) 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 rébut 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*

Out of Box Failure (OBF) for Retail 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 and provide a detailed description of the issue.

For assistance with this process send an email to *CustomerSat.Retail@ncr.com* with 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)

If you do not have access to a computer, you may leave a voice message at the following numbers:

- 1-800-528-8658 (USA or Canada)
- +1-770-623-7400 (International)

! Important: When leaving a message, please provide a phone number and/or an email address so NCR can contact you if additional details are needed.

Hardware that fails after installation or staging DOES NOT qualify as a Customer Satisfaction Out of Box failure and must be managed via the NCR warranty terms and conditions. If you need NCR Warranty support for post installation issues, refer to the *Warranty* section.

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™ XK32 (2247) Site Preparation Guide* (BCC5-0000-5377) 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)

Returning Defective Hardware for Service

Use the following procedure to report/return defective hardware.

Call the *NCR Customer Care Center* at 1-800-262-7782 and have the following information available when you place the call.

- Class/Model number of the defective equipment
- Serial Number of the defective equipment
- Equipment location in the store
- Description of the problem, including any system error codes, error condition, or guidance to the area of failure.

The NCR Agent will provide you with a work order number, which serves as your Return Material Authorization (RMA). Please provide the RMA on the outside of the shipping box.

Note: A work order must be opened for each device that is shipped for repair.

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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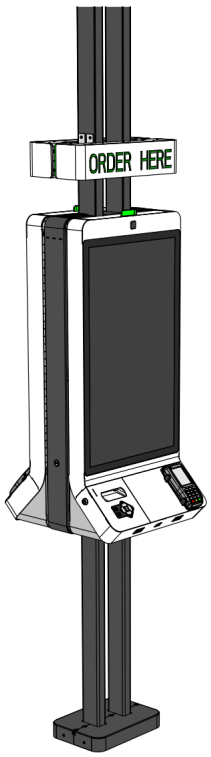
Revision Record

Issue	Date	Remarks
A	Aug 2019	First Issue
B	Mar 2020	• Added perchlorate material notification • Updated the Out of Box Failure (OBF) sections for Retail and for Hospitality • Updated cleaning procedures

Chapter 1: Product Overview

Introduction



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The NCR SelfServ™ XK32 (2247) Kiosk is a self-service order and pay kiosk. It can provide up to two terminals (Dual-Sided Kiosk) in a single installation footprint.

Each terminal uses a 32-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, expands accessibility to those with limitations.

An option from various Verifone or Ingenico PIN Pad terminals provides support for credit and debit payment transactions. A 2D Imaging scanner enables payment discounts through coupons with bar codes.

The kiosk is available in wall mount, floor mount, or floor to ceiling mount configurations.

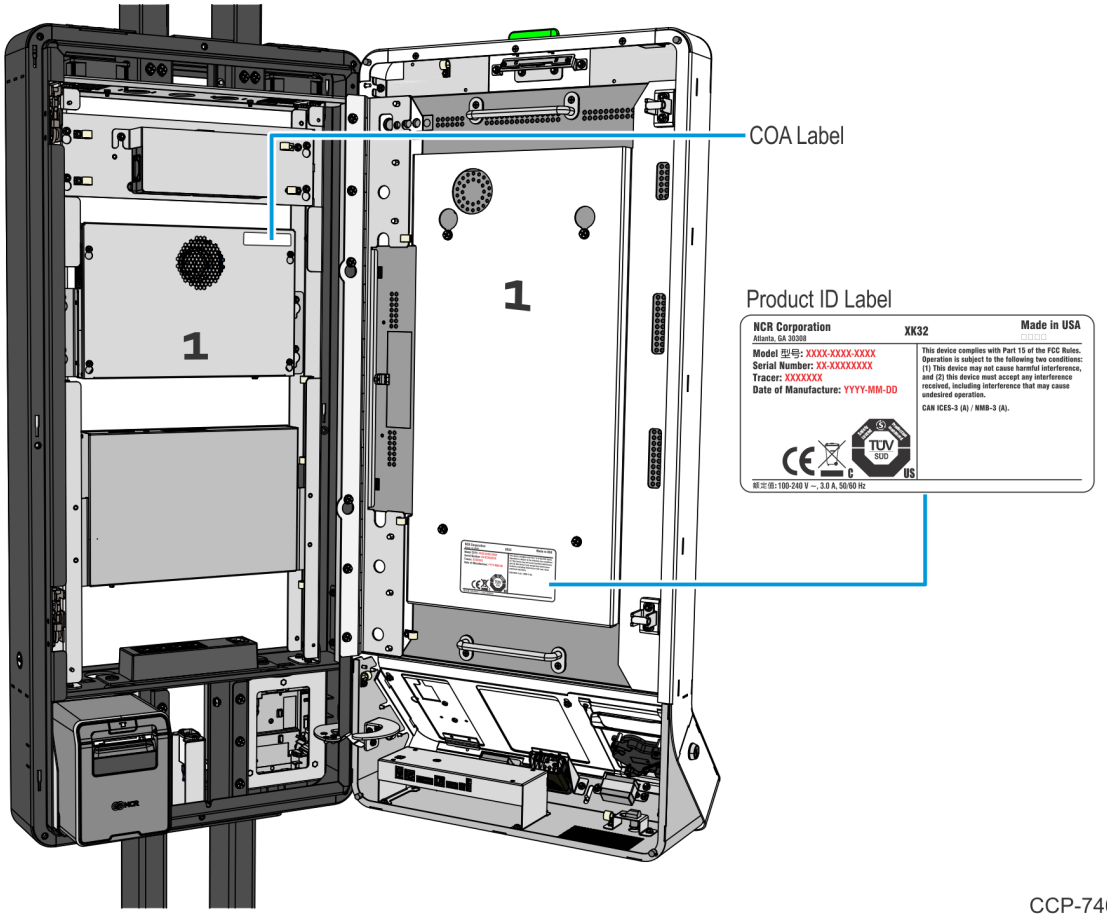
Note: Wall mount configuration only supports one kiosk terminal (Single-Sided Kiosk).

Product IDs

The NCR SelfServ™ XK32 (2247) Kiosk is available in the following models, which can be configured with various features.

Name	Description
2247-1000-8801	XK32 Retail Kiosk; Single-sided 32-inch
2247-1500-8801	XK32 Retail Kiosk; Dual-sided 32-inch
2247-5100-1001	XK32 Hospitality Kiosk; Single-sided; i3; 8 GB; 120 GB SSD; Printer; Imager; VX820; HOSP Win 10 OS, Wall Mount
2247-5100-1004	XK32 Hospitality Kiosk; Single-sided; i3; 8 GB; 120 GB SSD; Printer; Imager; MSR; HOSP Win 10 OS, Wall Mount
2247-5100-3001	XK32 Hospitality Kiosk; Single-sided; i3; 8 GB; 120 GB SSD; Printer; Imager; VX820; HOSP Win 10 OS, uNav, Wall Mount
2247-5200-1001	XK32 Hospitality Kiosk; Single-sided; i3; 8 GB; 120 GB SSD; Printer; Imager; VX820; HOSP Win 10 OS, Floor Mount
2247-5200-1004	XK32 Hospitality Kiosk; Single-sided; i3; 8 GB; 120 GB SSD; Printer; Imager; MSR; HOSP Win 10 OS, Floor Mount
2247-5200-3001	XK32 Hospitality Kiosk; Single-sided; i3; 8 GB; 120 GB SSD; Printer; Imager; VX820; HOSP Win 10 OS, uNav, Floor Mount
2247-6200-1001	XK32 Hospitality Kiosk; Dual-sided; i3; 8 GB; 120 GB SSD; Printer; Imager; VX820; HOSP Win 10 OS, Floor Mount
2247-6200-1004	XK32 Hospitality Kiosk; Dual-sided; i3; 8 GB; 120 GB SSD; Printer; Imager; MSR; HOSP Win 10 OS, Floor Mount

Product Labels



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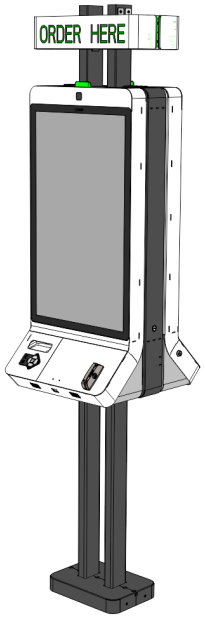
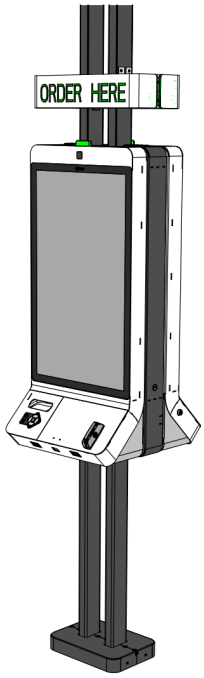
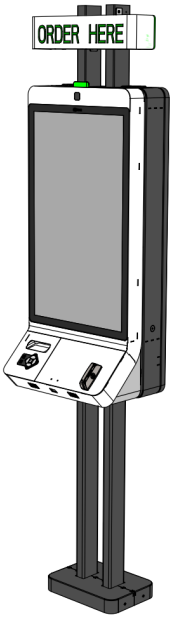
Configurations



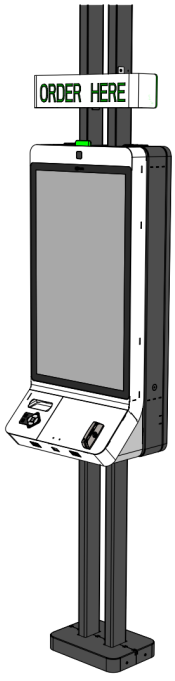
Floor-Mounted
Dual-Sided Kiosk Configuration



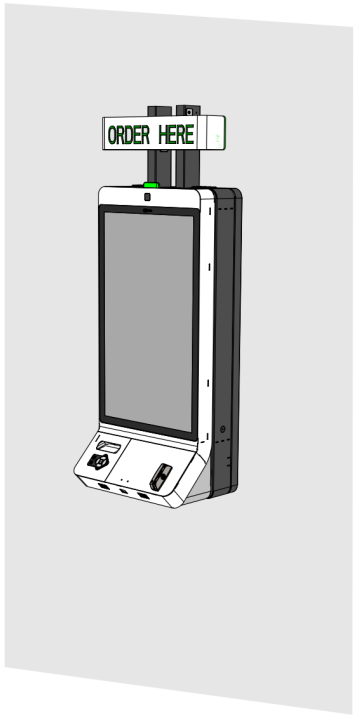
Floor to Ceiling-Mounted
Dual-Sided Kiosk Configuration



Floor-Mounted
Single-Sided Kiosk Configuration



Floor to Ceiling-Mounted
Single-Sided Kiosk Configuration



Wall-Mounted
Single-Sided Kiosk Configuration

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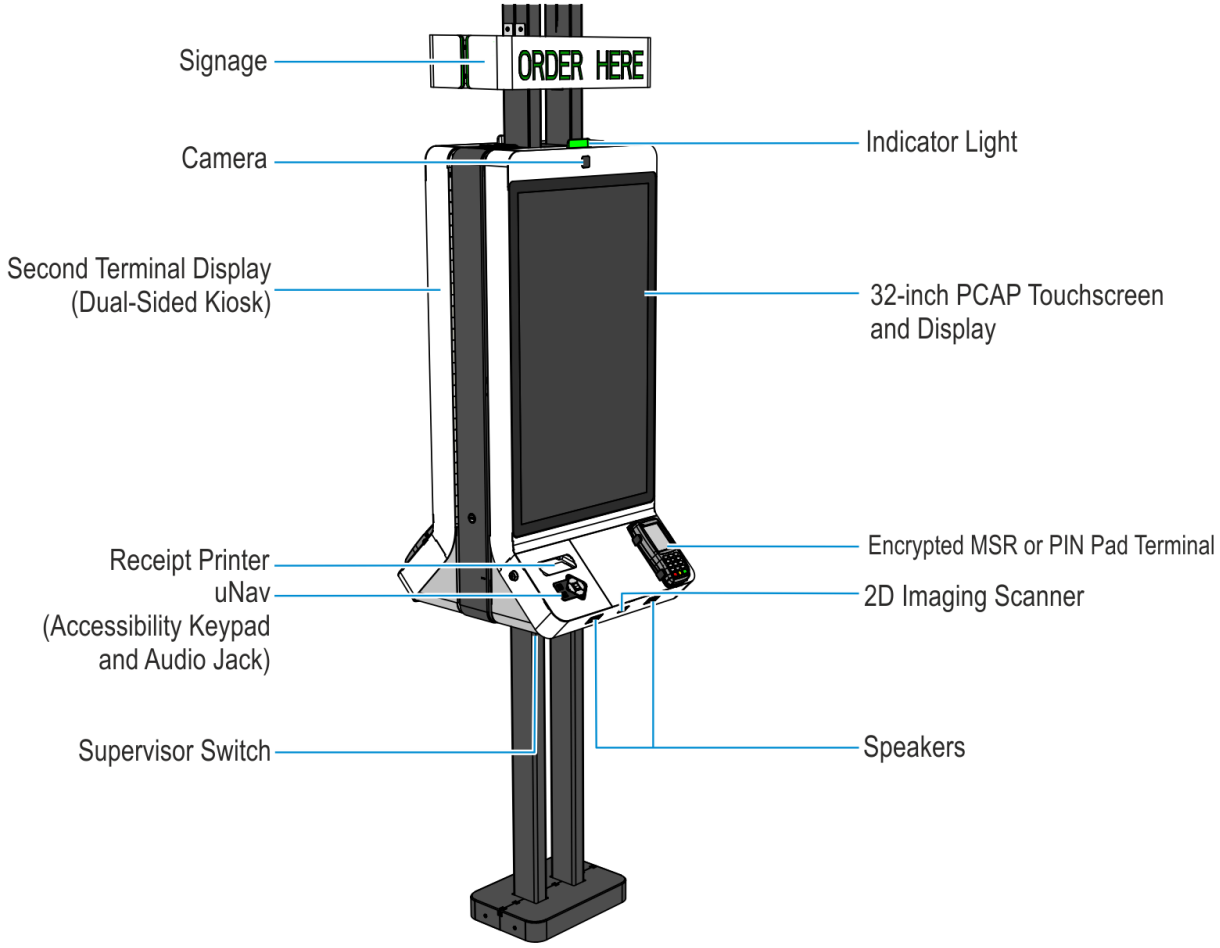
Features



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Feature	Description
Signage	Attracts and draws customer attention to the kiosk using signage labels.
32-Inch PCAP Touchscreen and Display	Used to view and enter data or select pre-determined functions. It uses projected capacitive technology that permits accurate touch detection.
Indicator Light	Indicates whether the kiosk is in need of attention. The indicator light has the following options: • White Light Indicator Light • Tri-Color Light Indicatior Light (green, yellow, red)
Supervisor Switch	Takes the kiosk out of service from customers and displays supervisor functions and options.
Speakers	Provide high-quality audio feedback for user interaction.

Feature	Description
2D Imaging Scanner	Scans and reads 2D barcodes.
uNAV	Provides an accessible audio volume control, headphone audio jack, direction buttons, and select buttons.
Camera	Provides an optional built-in, user facing camera.
Magnetic Strip Reader (MSR)	Processes credit or debit electronic payments using an encrypted magnetic stripe reader.
PIN Pad	Processes credit or debit electronic payments (including NFC/Contactless) that require a PIN. The NCR SelfServ™ XK32 (2247) Kiosk supports the following PIN pads: • Verifone MX915, VX820, and VX805 • Ingenico iSC250, iPP 320, and iPP350 **Note:** These PIN Pads are purchased separately and are not sold by NCR.
Receipt Printer	Prints transaction recipts.
Dual Kiosk	Provides two terminals mounted back-to-back with each other. This feature is only available with Floor Mounting or Floor to Ceiling Mounting configurations.
Mounting Options	• Floor Mounting • Floor to Ceiling Mounting • Wall Mounting

Specifications

System	Specification
Processor	• Intel® Celeron G1820TE • Intel® Core™ i3-4350TE • Intel® Core™ i5-4590T
Motherboard	• Intel Q87 Express Chipset • Intel Active Management Technology 9.0 (AMT)
Memory	• 4 GB up to 16 GB DDR3 1600 MHz
Storage	• 120 GB SSD with RAID option for an additional 120 GB SSD or 500 GB HDD • 500 GB HDD with RAID option for an additional 120 GB HDD or 500 GB HDD

Connectivity	EBox:
	• USB Ports:
	  • Three 12V USB 2.0
	  • One 24V USB 2.0
	  • Two PC USB 3.0
	• One RJ50 Powered Serial Port
	• 10/100/1000 MB Gigabit Ethernet LAN
	• HDMI and Display Port video outputs
	• Audio Out
	
	I/O Expansion Board:
	• Five USB 2.0 ports
	• Two RS-232 ports

Pre-Loaded Operating System	• Windows 10 IoT Enterprise (64-bit)

System	Specification

Customer Interface	• 32-inch Projected Capacitive (PCAP) Touchscreen and Display
	  • Support for 10-finger multi-touch
	  • Full HD TFT LCD
	  • 16.7M Display Color, 1080 x 1920 native resolution
	• Honeywell N5680 Imaging Scanner
	• Integrated Stereo Speakers
	• NCR 7199 Receipt Printer— **80 mm**, thermal printer
	• Magtek Encrypted MSR
	• Navigational Accessibility Keypad and Audio Jack (Optional)
	• Front user facing HD camera (Optional)
	• Indicator Light (Optional)
	• Signage Mount (Optional for Floor and Cieling Mounting)
	• Support for PIN Pad payment devices:
	  • Verifone MX915, VX820, VX805
	  • Ingenico iSC250, iPP320, iPP350

Maximum Dimensions (Width x Depth x Height)	• Floor-Mounted: **483 mm x 573 mm x 2134 mm** (19.02 in. x 22.56 in. x 84.02 in.) • Floor and Ceiling-Mounted: **483 mm x 573 mm x 3800 mm** (19.02 in. x 22.56 in. x 149.69 in.) • Wall Mounted: **490 mm x 381 mm x 1084 mm** (19.29 in. x 15.00 in. x 42.68 in.) **Note:** For more information on kiosk dimensions, refer to the *NCR SelfServ™ XK32 (2247) Site Preparation* (BCC5-0000-5377).

Accessing Components

To service the kiosk, perform kiosk maintenance, or power up the system, open the kiosk to access the components. Before opening the kiosk, always shut down the system application and power down the kiosk, see *Turning OFF the Kiosk* on page 12.

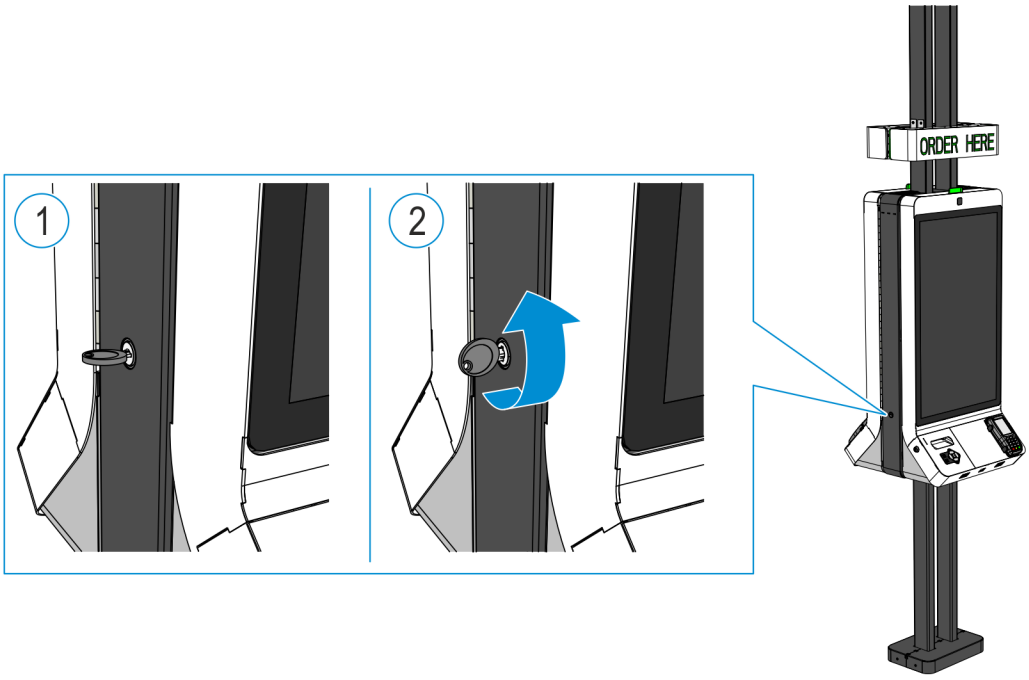
Note: To replace printer paper rolls or clear printer paper jams, it is not required to open the kiosk. The printer has its own service door, see *Loading Printer Paper Roll* on page 14 and *Removing Printer Paper Jams* on page 20 for more information.

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 be their external edges.

Opening the Kiosk

1. Insert the kiosk key into the lock on the left-hand side of the kiosk frame and turn the key counterclockwise to unlock the kiosk.



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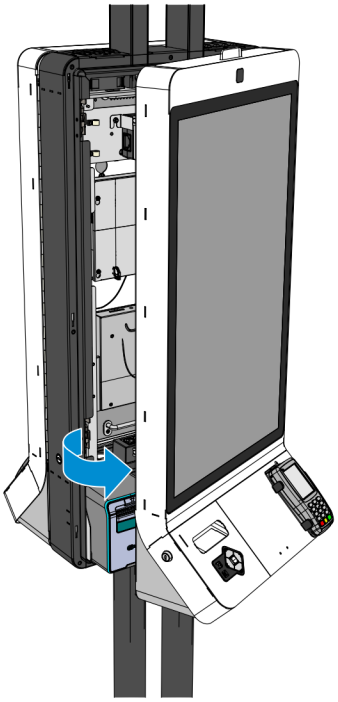
2. Open the kiosk.



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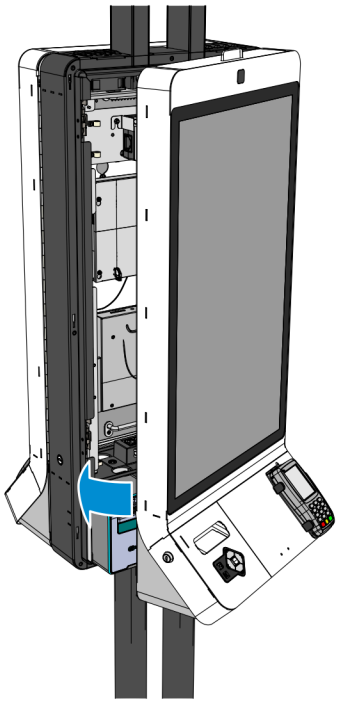
Closing the Kiosk

1. Ensure that there are no cables that will be pinched and then close the door.



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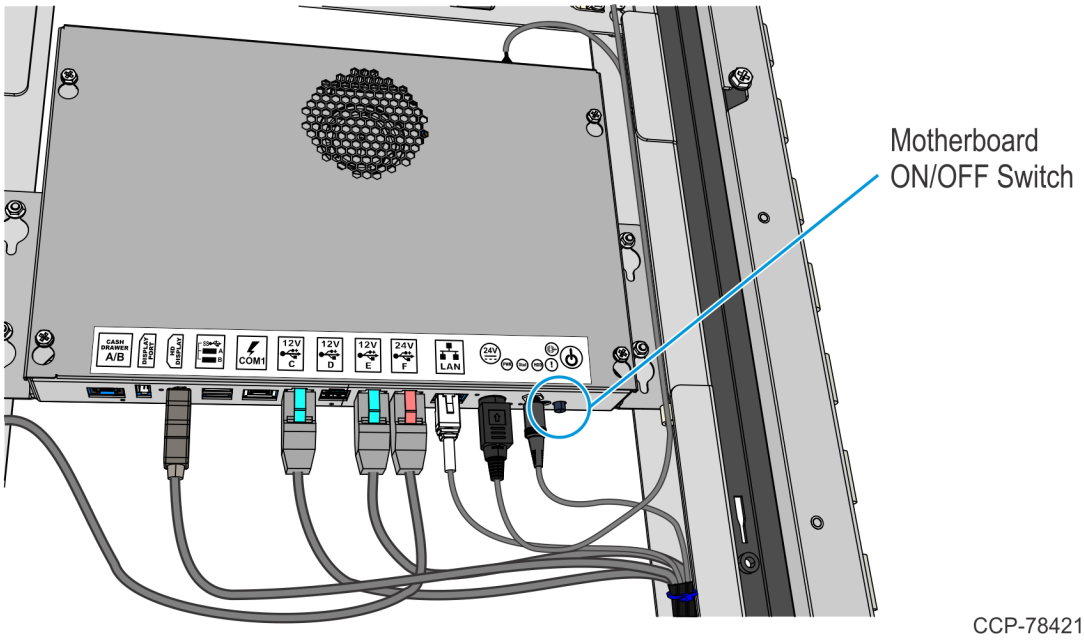
2. Remove the the kiosk Key from the key lock.

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 External AC Power Cable is connected to a power source. Therefore, disconnect the External AC cable to totally remove power from the terminal.

Turning ON the Kiosk

1. Plug the External 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 External AC Power Cable from the AC power source.

Chapter 2: Maintenance

Overview

Maintenance of the kiosk is done to ensure that the NCR SelfServ™ XK32 (2247) 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 20
- *Cleaning the Kiosk* on page 25

Component Publication References

For more information on the device component tasks, please refer to the publications in the table below.

Component	Publications
NCR 7199 Thermal Receipt Printer	*NCR 7199 Thermal Receipt Station Printer User Guide* (BCC5-0000-5172)
	NCR 7199 Thermal Receipt Station Printer Service Guide (BCC5-0000-5174)

Loading Printer Paper Roll

Change the paper when either of the two conditions in the table occur.

Amber LED Light	Description	Action
Blinks slow	The paper is low. There are approximately **1.5 to 7.5 m** (5-25 ft.) of paper remaining on the roll.Depending the 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 my be lost.

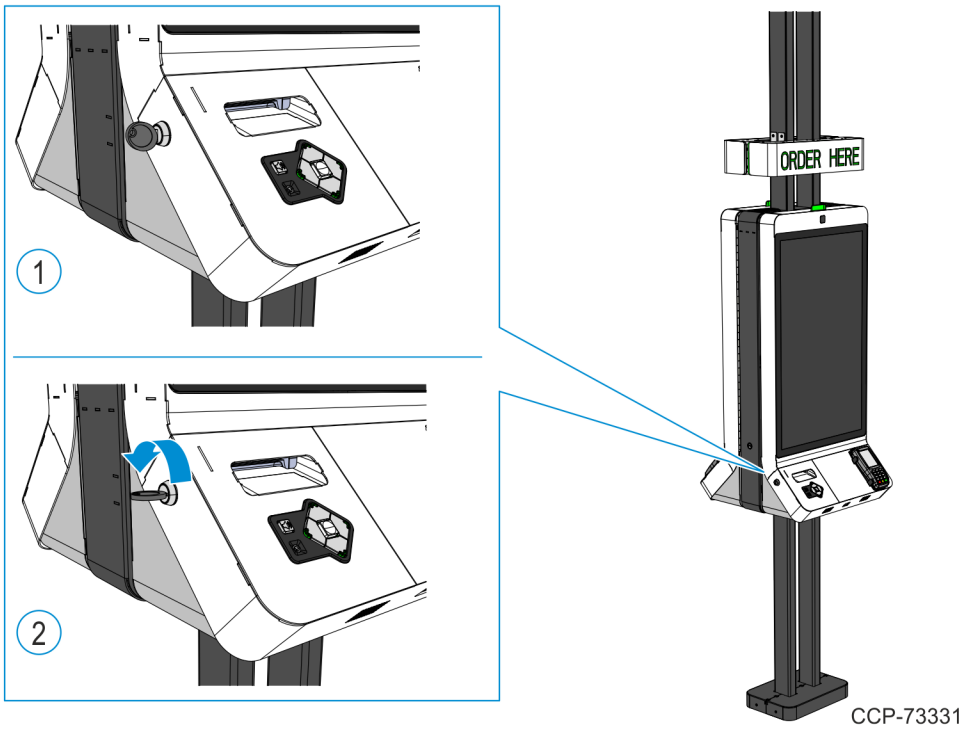
Caution: Do not operate the printer or host computer if the printer runs out of paper. The printer will not operate without paper, but it may continue to accept data from the host computer. Because the printer cannot print any transactions, the data may be lost.

Note: For more information on the printer LED light meanings and troubleshooting printer problems, refer to the *NCR 7199 Thermal Receipt Station Printer User Guide* (BCC5-0000-5172).

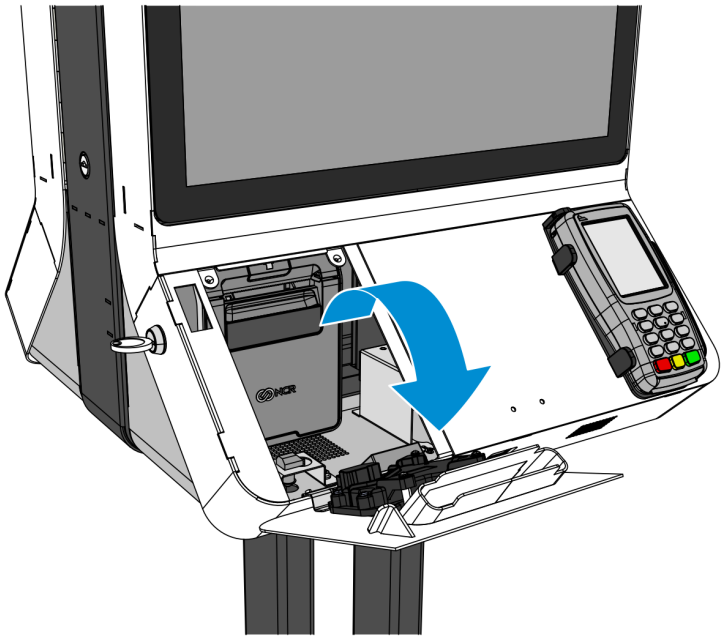
To load or change the printer paper roll, perform the following steps:

1. Open the Printer Service Door.

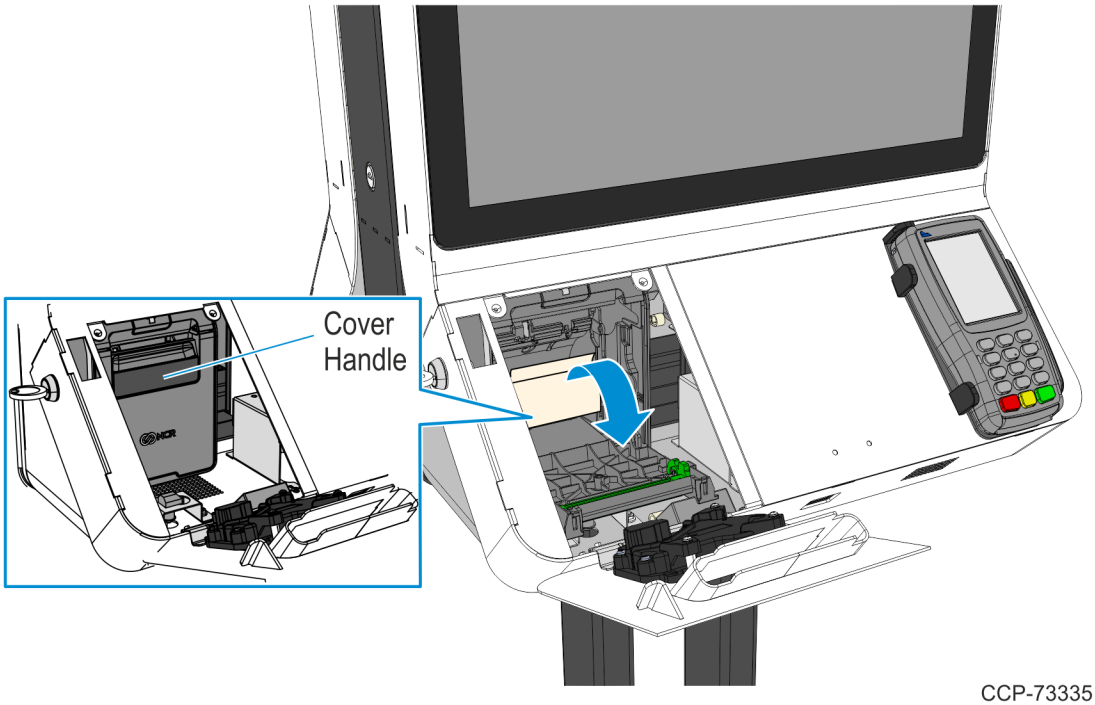
   a. Insert the Printer Service Door key into the lock on the left-hand side of the kiosk door and turn the key counterclockwise.



   b. Using the Receipt Paper Chute, pull the service door forward to access the printer.



2. Using the handle, pull the receipt cover forward to open the printer.



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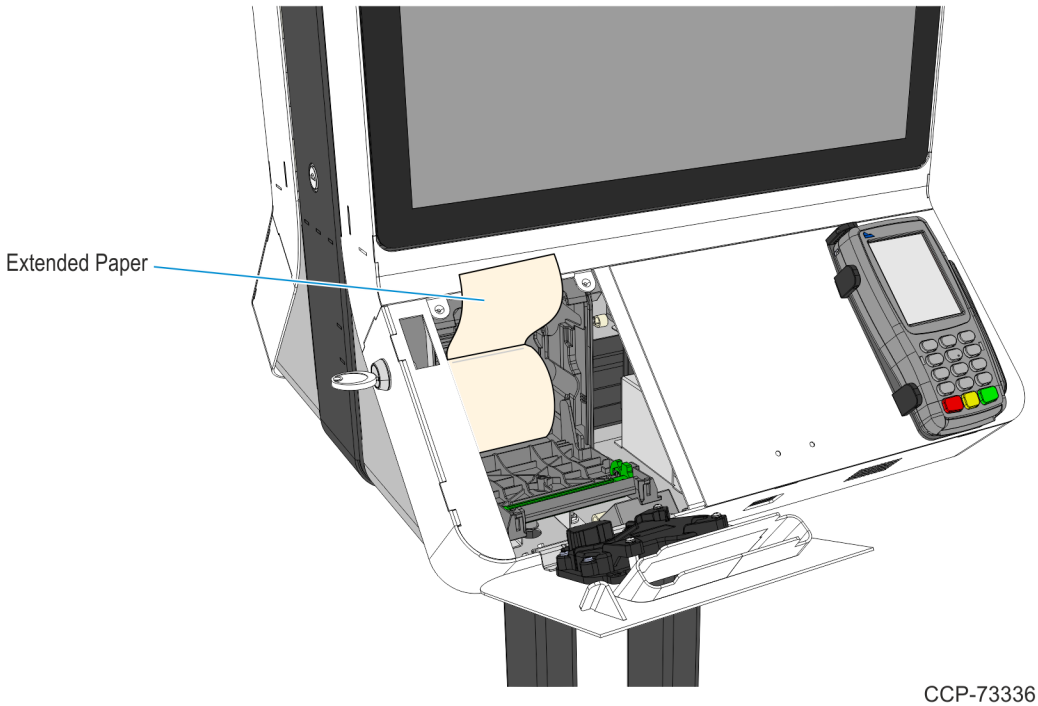
3. Remove the used paper roll out of the printer.
4. Place the new paper roll in the paper bin with a little paper extending upward.

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.



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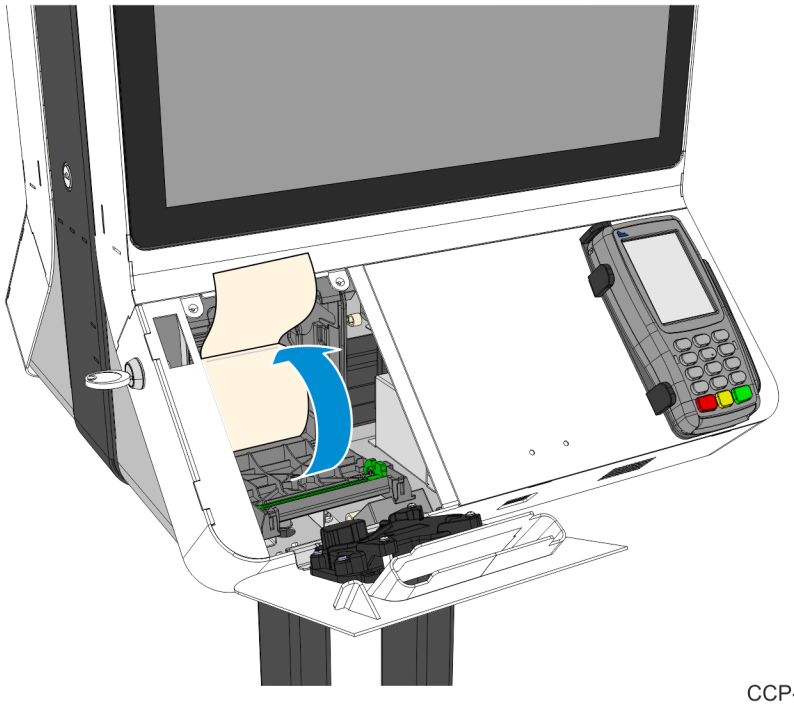
5. Close the receipt cover.



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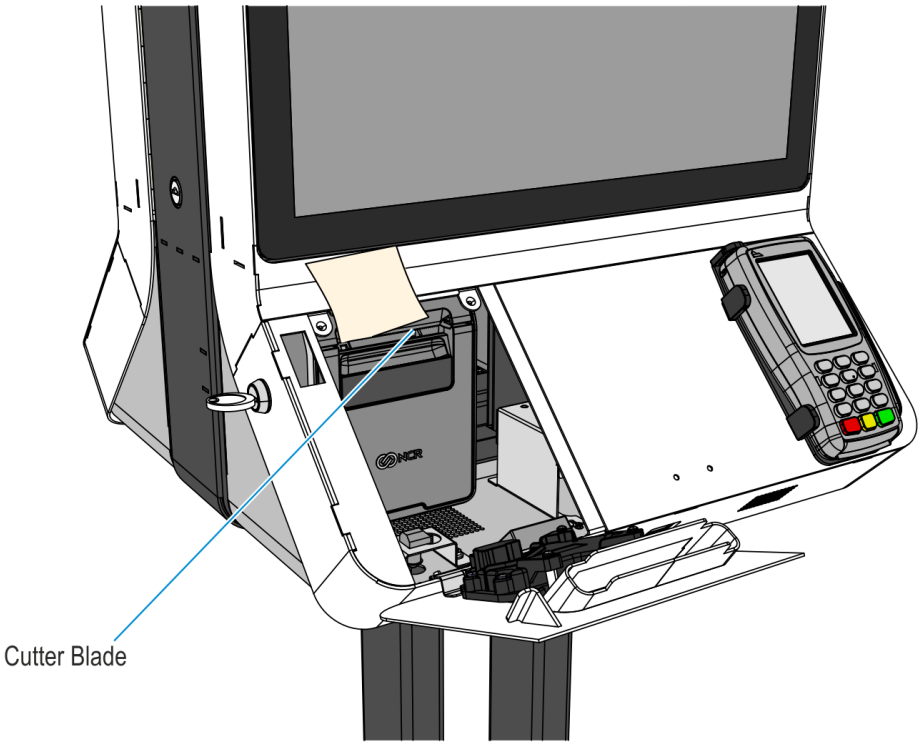
6. Remove excess paper by tearing it against the Cutter Blade.



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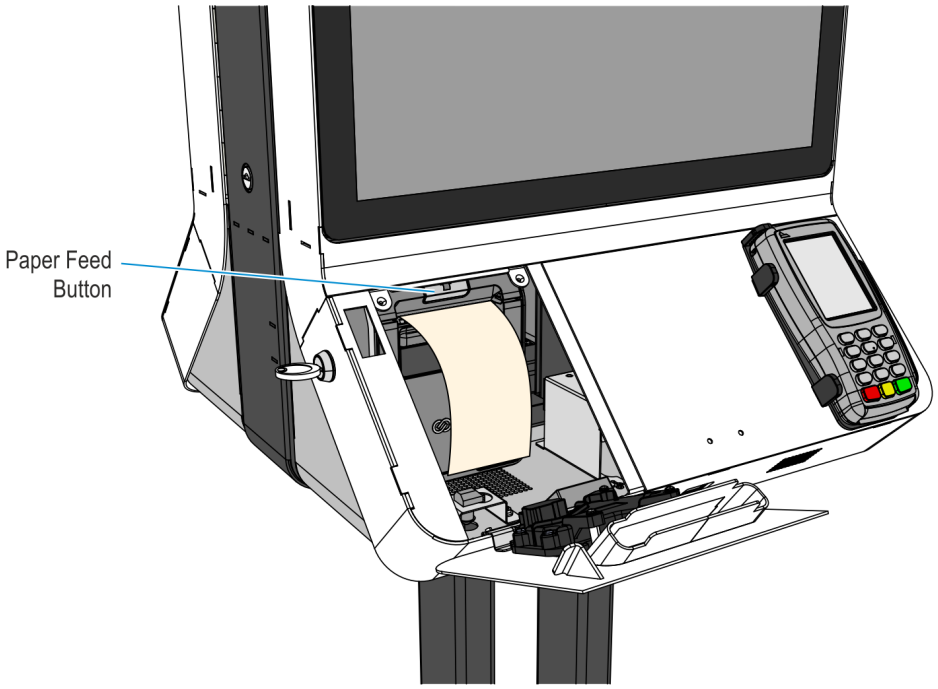
7. To ensure print quality and the proper alignment of the paper, press the paper feed button to advance paper. Advance about **30 cm** (12 in.) of paper.

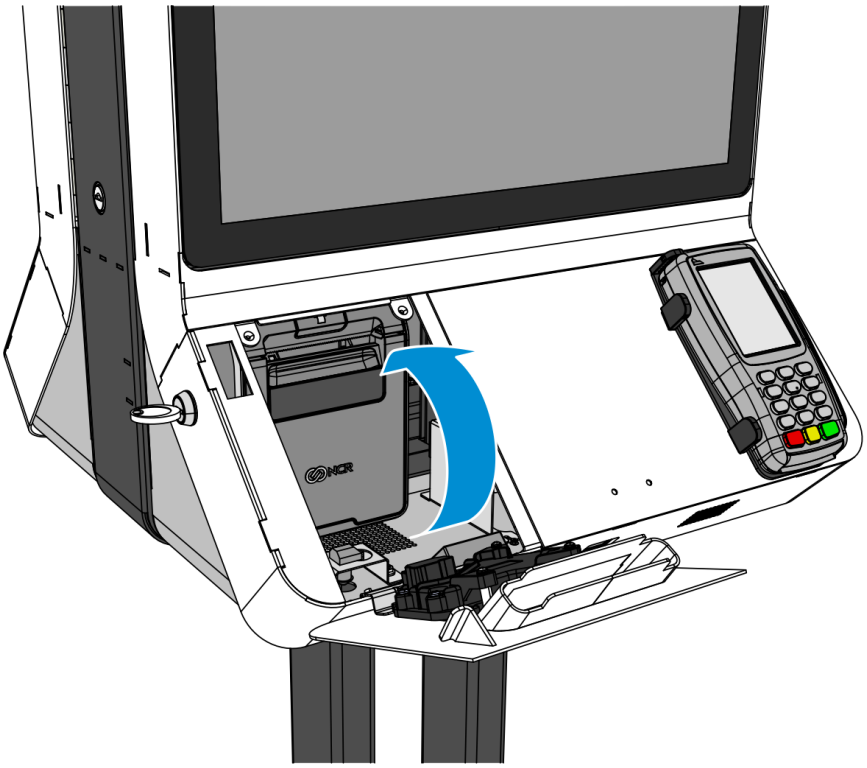


CCP-73339

8. Tear off the excess paper against the Cutter Blade.

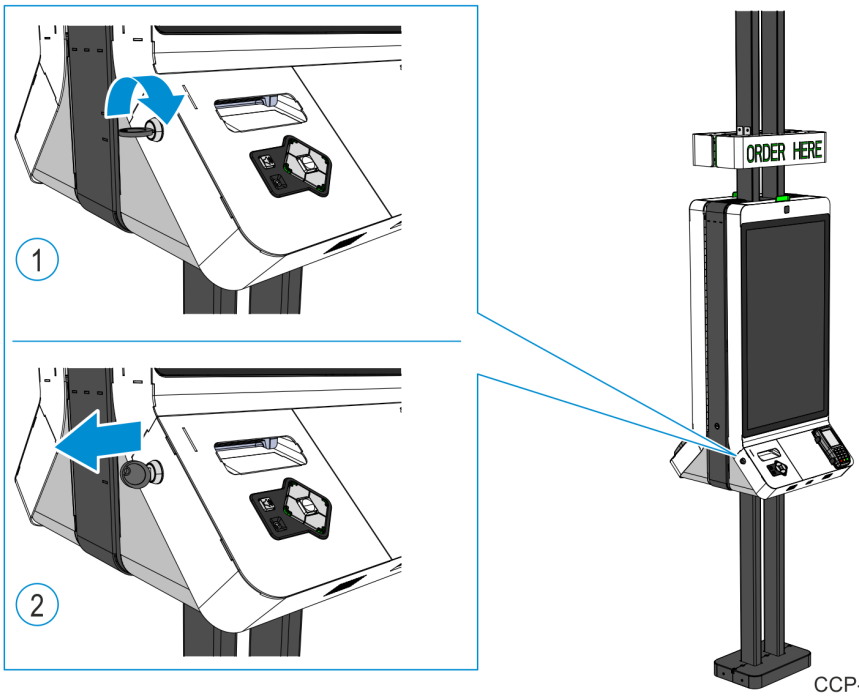
9. Close the Printer Service Door.

   a. Slowly rotate the door upward to close the service door.



CCP-73334

   b. Rotate the printer service key clockwise to lock the door and then emove the key.



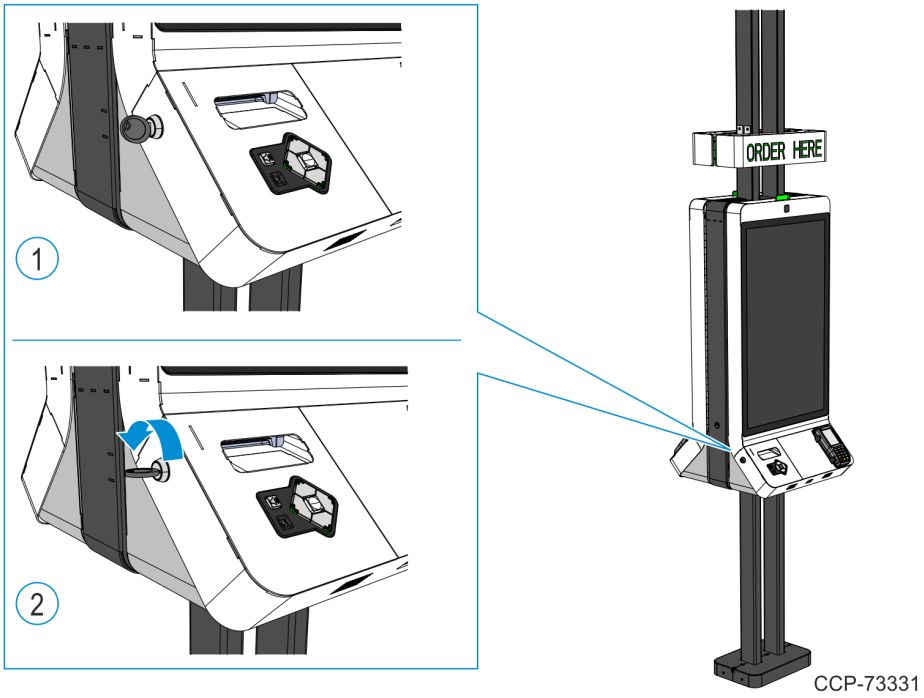
CCP-73332

Removing Printer Paper Jams

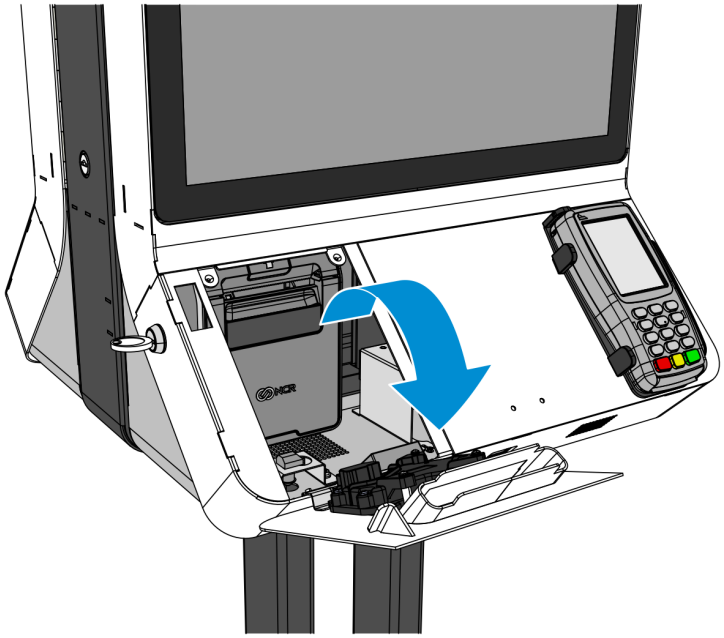
Paper Jams rarely occur in the printer, but if the paper gets jammed, perform the steps below.

Note: If the Printer Cutter Blade is stuck in a fully extended position and for other printer problems, refer to the NCR 7199 Thermal Receipt Printer publications listed in *Component Publication References* on page 13.

1. Open the Printer Service Door.
   a. Insert the Printer Service Door key into the lock on the left-hand side of the kiosk door and turn the key counterclockwise.

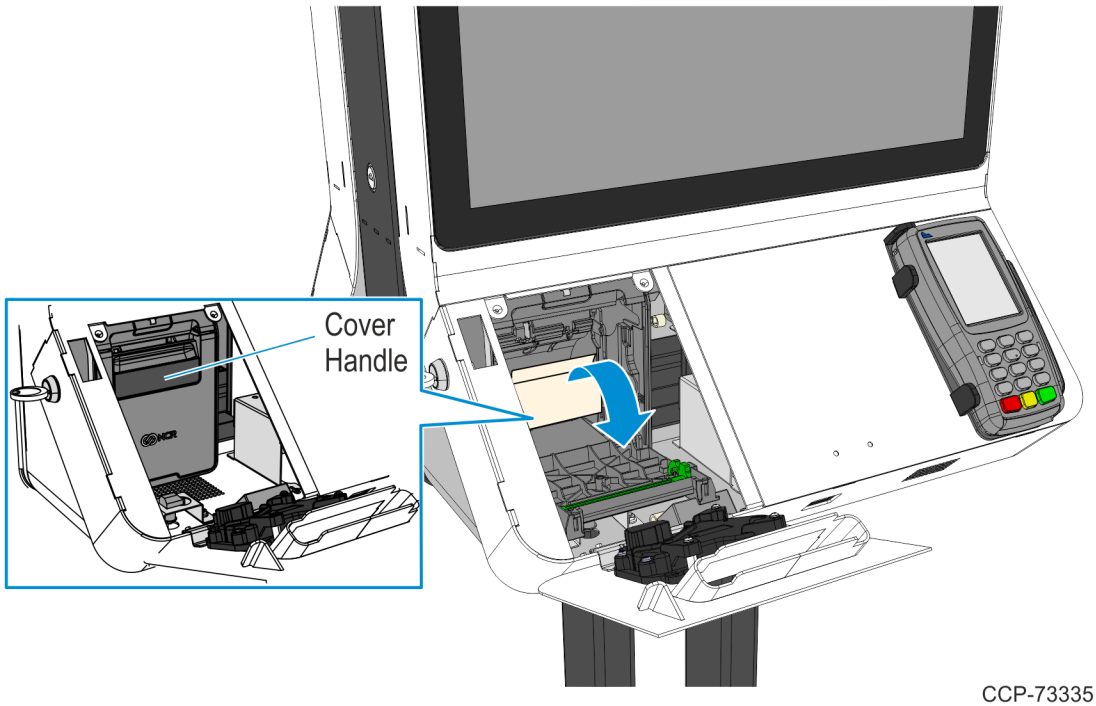


b. Using the Receipt Paper Chute, pull the service door forward to access the printer.



CCP-73333

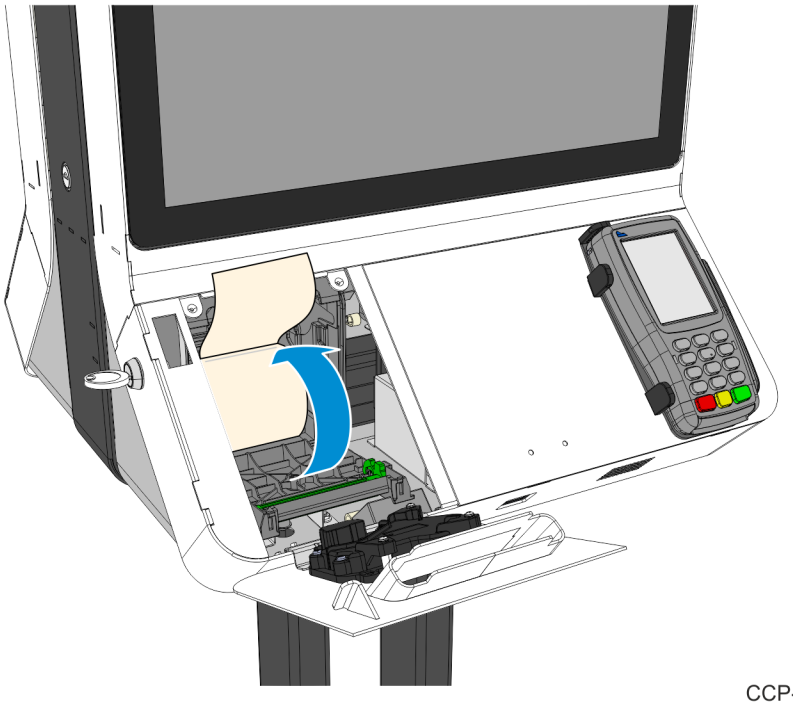
2. Using the handle, pull the receipt cover forward to open the printer.



CCP-73335

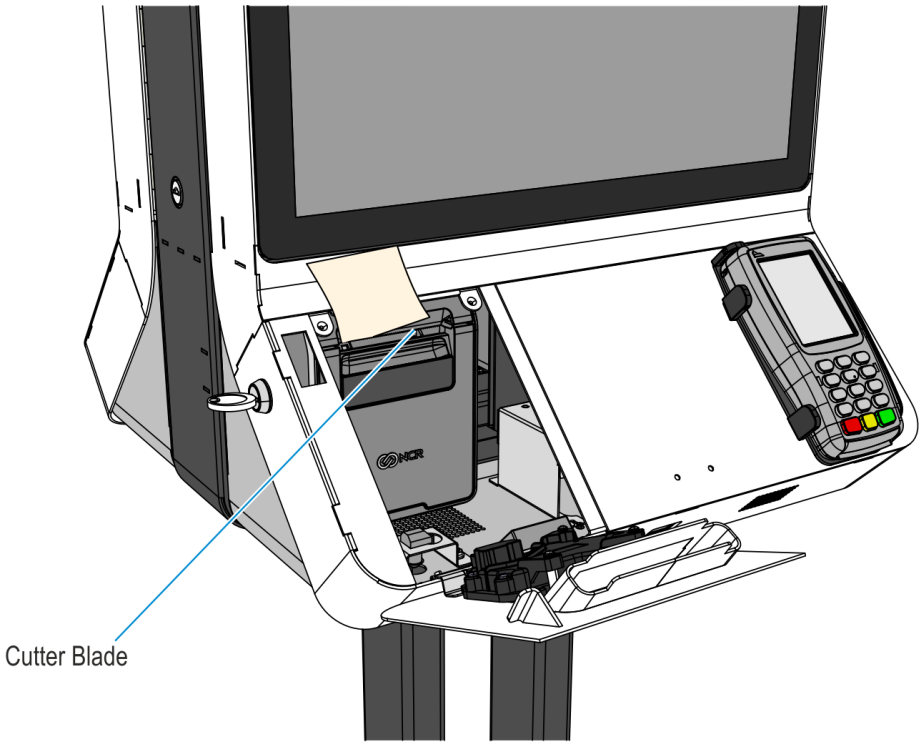
3. Tear off the jammed paper using the Printer Cutter Blade and remove bits of paper that may have been stuck in the printer.

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



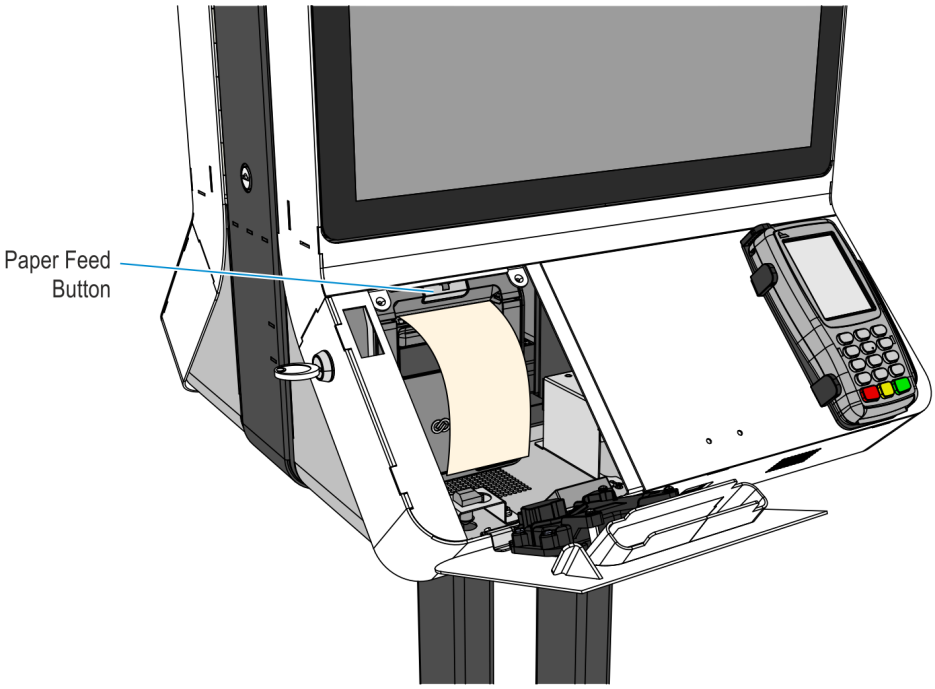
CCP-73337

5. Remove excess paper by tearing it against the Cutter Blade.



CCP-73338

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

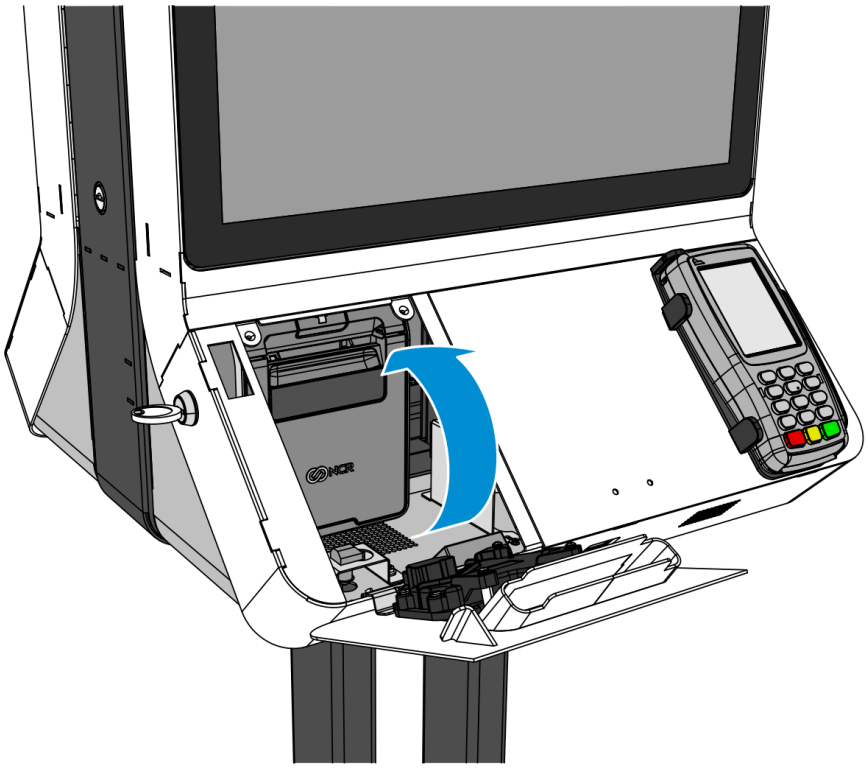


CCP-73339

7. Tear off the excess paper against the Cutter Blade.

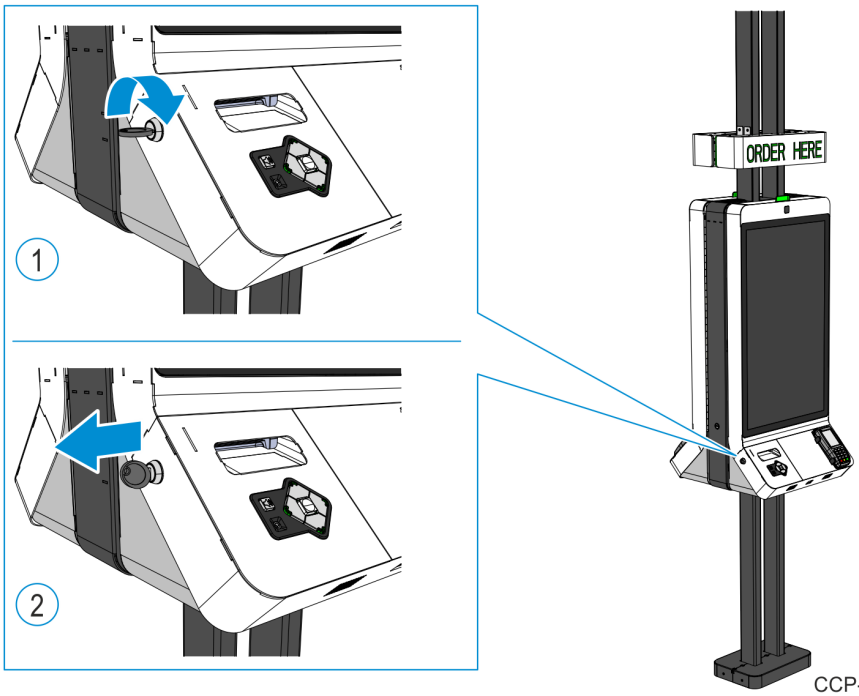
8. Close the Printer Service Door.

   a. Slowly rotate the door upward to close the service door.



CCP-73334

   b. Rotate the printer service key clockwise to lock the door and remove the key.



CCP-73332

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* below
- *Cleaning the Cabinet and Exterior Surfaces* on the next 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.