



NCR Voyix AX5 POS (7748)

User Guide



BCC5-0000-5722

Issue A

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Atlanta, Georgia, USA

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Preface

Audience

This publication is written for store personnel.



Note

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Safety Requirements

The AX5 conforms to all applicable legal requirements. To view the compliance statements see the [RealPOS Terminals Safety and Regulatory Information \(B005-0000-1589\)](#).

 **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.

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.**

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 this Site Preparation Guide and the [NCR Workstation and Peripheral AC Wiring Guide](#) (BST0-2115-53).

For detailed warranty arrangements please consult your contract documents.

Table of Contents

NCR Voyix AX5 POS (7748)	10
Base Models	10
Features	11
Terminal Specifications	12
Hub Specifications	15
Mounting Configurations	16
Stand	16
Wall Mount	16
I/O Ports	17
Head	17
Hub	18
Operator Control	19
Power Button	19
LED Indicator	20
Power Status LED	20
Label Locations	21
AX5 Head	21
AX5 Hub	21
Operation and Cleaning	22
Projected Capacitive (PCAP) Touchscreen	22
Using the PCAP Touchscreen	22
Cleaning the Touchscreen	23
Magnetic Stripe Reader	24
Using the MSR	24

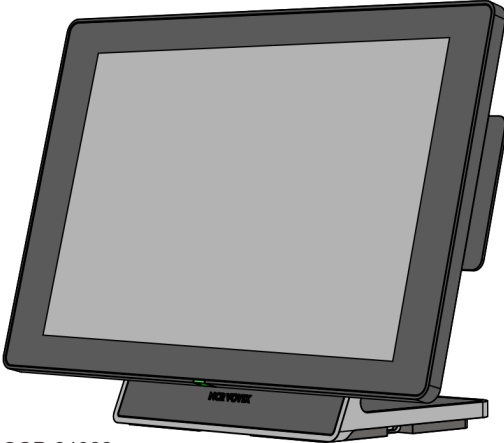
Care of Cards	24
Card Thickness	24
Cleaning the AX5 Cabinet	25
Hardware Installation	26
Installation Restrictions	26
Ergonomic Workplace	27
Installation Procedure Overview	27
Installing the Terminal	28
Installing the AX5 with Stand	29
Installing the AX5 with Wall Mount	30
Connecting AC Power	33
Connecting to a Network	34
Installing the Cash Drawer	35
Installing the Second Cash Drawer	36
Installing the Receipt Printer	37
Removing the Back Cover	38
Cable Routing	40
Powering Up the Terminal	46
Powering Down the Terminal	47

Revision Record

Publication issue	Date	Description of change
A	Dec 2024	First issue.

NCR Voyix AX5 POS (7748)

The NCR Voyix AX5 POS (7748) is a point-of-sale terminal and a kitchen device. It is designed to operate on the Android OS.



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Base Models

Model	Description
7748-1116-0001	AX5, 15.6" PCAP, 64GB, 8GB RAM, Android, MSR, WiFi, Stand
7748-1116-0002	AX5, 15.6" PCAP, 64GB, 8GB RAM, Android, WiFi, Wall Mount

Features

Feature	Description
Display	15.6" LCD, PCAP Touch
Motherboard	Motherboard, Memory, SSD
Stand	Stand
	Wall Mount
Power Supply	Power Supply
I/O	I/O Hub
Port A (Right Side) Features	No MSR, Right Side Blank
	Monetra Encrypted MSR
Operating System	Android OS
Power Cord	US Power Cord
	No Power Cord

Terminal Specifications

Terminal Feature	Specification
Operating System	Android 13
Processor	Qualcomm Snapdragon SoC, QCS5430
Memory / Storage	LPDDR5 8GB / UFS2.2 64GB
Display	<p>15.6" FHD (1920x1080) 16:9 TFT color LCD Display with eDP cable</p> <ul style="list-style-type: none"> • eDP 1.2 interface • 300 nits (typ.) • Touchscreen <ul style="list-style-type: none"> • Capacitive multi-finger touch panel • USB2.0 interface • 10-finger touch support
Button	Power button
LED Notification	<ul style="list-style-type: none"> • One 2-die chip LED (R,G) to identify power status • 2 chip LEDs (R,G) on main board to diagnose boot status
MSR (Option)	USB2.0 MSR support Monetra: Encryption
Audio	1W speaker (8 ohm)

Terminal Feature	Specification
I/O Ports	<ul style="list-style-type: none"> • (1) 3.5mm audio jack with CTIA standard • (1) USB 3.1 type A connector <ul style="list-style-type: none"> • Data: Host • Power: 5V/1A output • (1) USB 3.1 type C connector <ul style="list-style-type: none"> • Data: Host • Power: 24V input for AX5 head's power source from I/O Hub • (1) USB 3.1 type C connector <ul style="list-style-type: none"> • Data: Host • Power: 5V/1.1A, 12V/1.1A output (supports DP over type C for a second display)
PD 2.0/3.0	Supports 5V/3A and 12V/3A for a second display

Terminal Feature	Specification
WLAN	<ul style="list-style-type: none"> • Standard Conformance: 802.11a/b/g/n/ac/ax • RF Frequency Range: <ul style="list-style-type: none"> • 2.4G band: 2.4–2.496GHz • 5G and 6G bands: 4.9–7.125GHz • WiFi-6E UNII-4: 5.85-5.895 GH does not support • Modulation Technique: <ul style="list-style-type: none"> • DSSS with CCK, DQPSK, DBPSK • OFDM with BPSK, QPSK, 16QAM, 64QAM, 128QAM, 256QAM, 1024QAM • Data Rate: <ul style="list-style-type: none"> • 802.11a: 6, 9, 12, 18, 24, 36, 48, 54Mbps • 802.11b: 1, 2, 5.5, 11Mbps • 802.11g: 6, 9, 12, 18, 24, 36, 48, 54Mbps • 802.11n 2.4G: MCS0–MCS7 with 20/40MHz bandwidth • 802.11ac 2.4G: MCS0–MCS9 with 20/40MHz bandwidth • 802.11ax 2.4G: MCS0–MCS11 with 20/40MHz bandwidth • 802.11n 5G: MCS0–MCS7 with 20/40MHz bandwidth • 802.11ac 5G: MCS0–MCS9 with 20/40/80MHz bandwidth • 802.11ax 5G: MCS0–MCS11 with 20/40/80/160MHz bandwidth • 802.11ax 6G: MCS0–MCS11 with 20/40/80/160MHz bandwidth
Bluetooth	<ul style="list-style-type: none"> • Standard Conformance: BT 5.2 + EDR/LE • RF Frequency Range: 2.402–2.48GHz • Modulation Technique: GFSK, pi/4-DQPSK, 8DPSK • Data Rate: <ul style="list-style-type: none"> • BT basic: 1Mbps • BT EDR: 1, 2, 3Mbps • LE: 2Mbps

Terminal Feature	Specification
Antenna	Supports Wi-Fi 2x2 MIMO Antennas <ul style="list-style-type: none"> • 2.4G band: 1.3dBi • 5G and 6G bands: 2.8dB
Ruggedness	<ul style="list-style-type: none"> • Operating temperature: 0°C to 45°C • Storage temperature: -20°C to +60°C

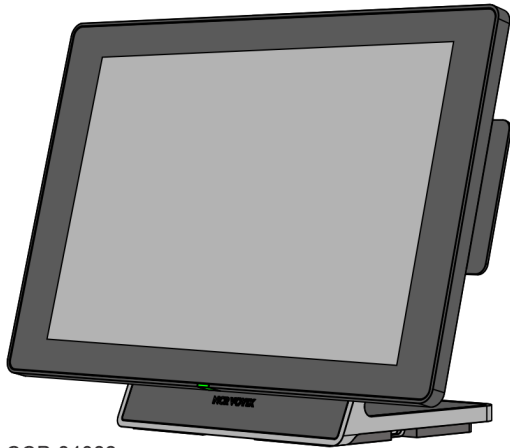
Hub Specifications

Hub Feature	Specification
RJ11 (Cash Drawer Port)	<ul style="list-style-type: none"> • Supports one Cash Drawer connector with dual 24V / 12V cash drawer • Power supply with e-Fuse protection current limiting: 2A
Power USB 2.0 (For Receipt Printer)	<ul style="list-style-type: none"> • Supports USB 2.0 ports <ul style="list-style-type: none"> • One USB2.0 port with 24V power supply on vertical Type-A connector • One USB2.0 host • USB current limiting: 500mA per port • 24V DC OUT include resettable Fuse <ul style="list-style-type: none"> • RMS value: 2.6A • Peaks value: 6.5A
USB 3.0	<ul style="list-style-type: none"> • Supports 3x USB 3.0 ports <ul style="list-style-type: none"> • Three USB3.0 ports on vertical Type-A connector • Three USB3.0 host • USB current limiting: 900mA per port
USB-C	<ul style="list-style-type: none"> • Provides 24V to head unit • Receives USB 3.0 downstream port signal from head unit

Mounting Configurations

Stand

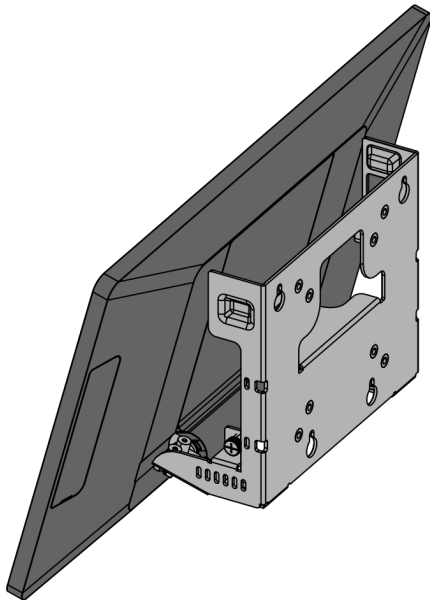
The NCR Voyix AX5 POS (7748) can be mounted on a table top using the stand feature.



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Wall Mount

The NCR Voyix AX5 POS (7748) can be mounted on a wall or on a VESA display mount.

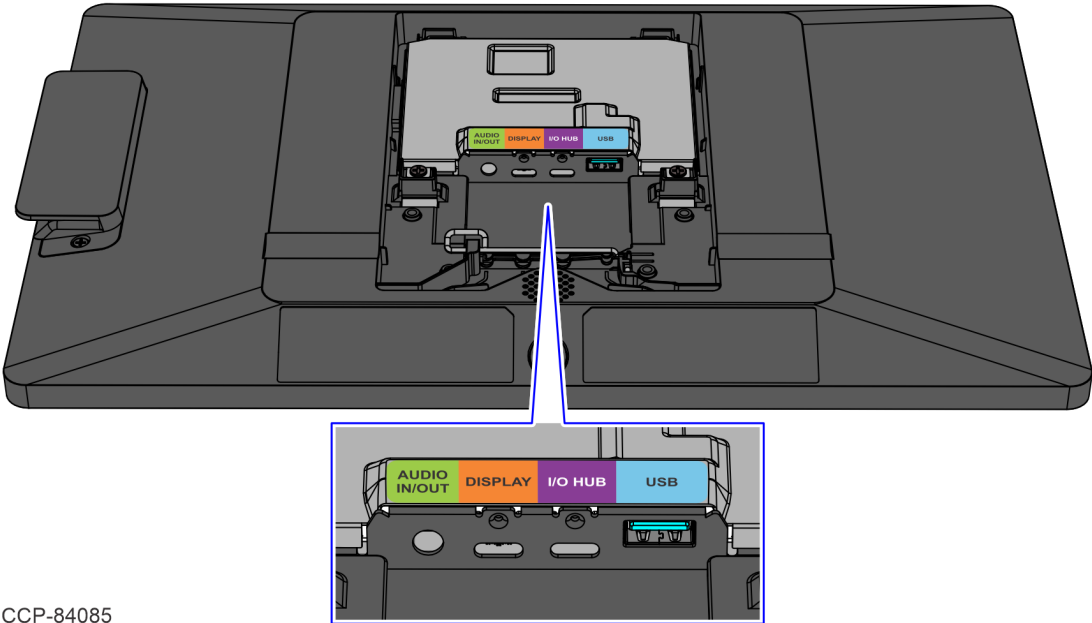


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I/O Ports

Head

The following are the default I/O ports of the NCR Voyix AX5 POS (7748).



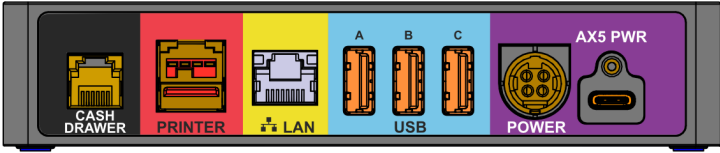
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Port Label	Connector
Audio In/Out	Audio
Display	USB 3.1 Type C
I/O Hub	USB 3.1 Type C
USB	USB 3.1 Type A

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Hub

The following are the I/O ports of the AX5 Hub.



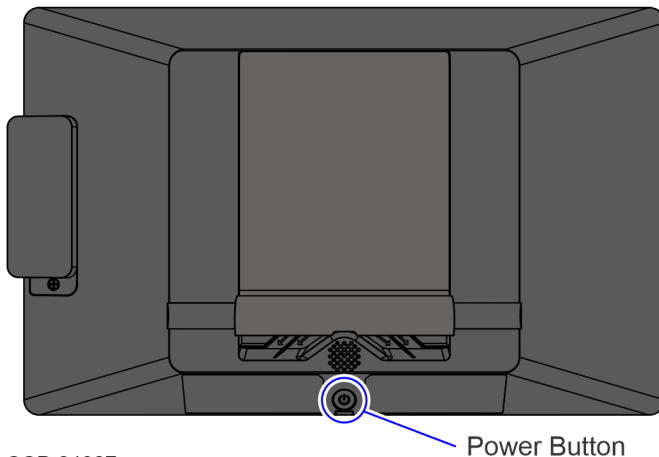
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Port Label	Connector
Cash Drawer	RJ11
Printer	Power USB 2.0
LAN	RJ45
USB	USB 3.0 (x3)
Power	Power In
AX5 PWR	USB-C

Operator Control

Power Button

The Power Button is located on the back of the display. This is a momentary contact, push-on-push-off switch.



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A brief press of the Power Button triggers the following options:

- Power On
- Go to Suspend Mode
- Resume from Suspend Mode

Caution

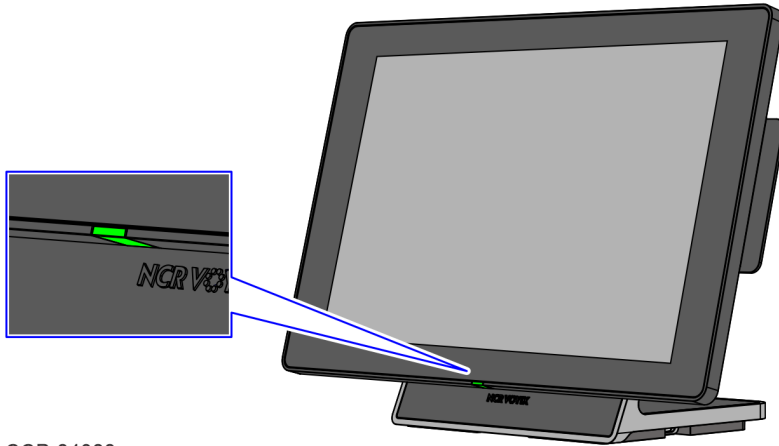
If the Power Button is pressed for 10 seconds, a hard reboot or system restart is performed.

Pressing the Power Button for two (2) seconds displays a pop-up menu with the following options:

- Power off
- Restart
- Screenshot

LED Indicator

Power Status LED



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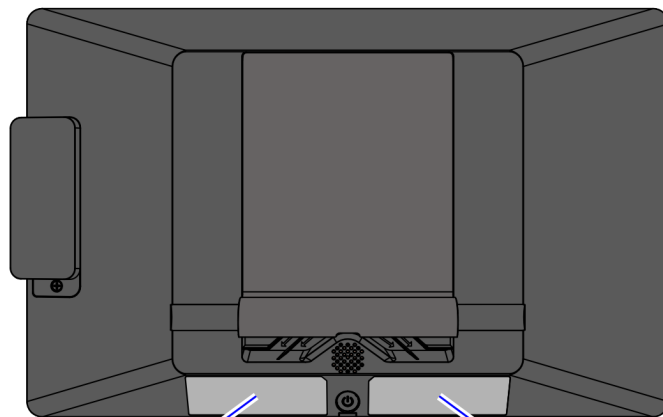
The Power LED, located on the front of the display, has multiple functions as defined below.

Color	Description
Green	Power On
Orange	Sleep
Red	Power Off

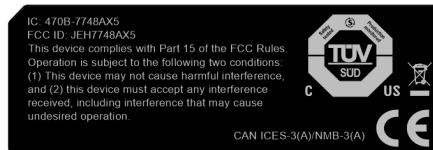
Label Locations

AX5 Head

The Serial Number/Model Number Label and Certification Label are located on the back of the display.



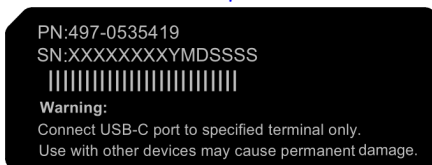
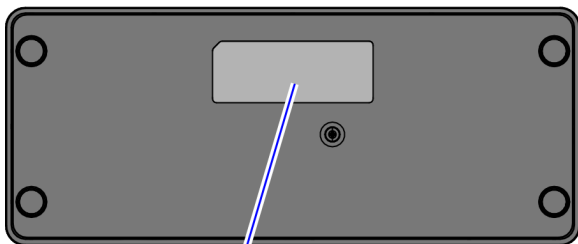
Serial Number/Model Number Label
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Certification Label

AX5 Hub

The Serial Number Label is located on the bottom of the Hub.



Serial Number Label
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Operation and Cleaning

Projected Capacitive (PCAP) Touchscreen

The NCR Voyix AX5 POS (7748) has a Projected Capacitive (PCAP) Touchscreen that has the following features:

- Benefits of normal capacitive touchscreens
- Fast processing of information
- High sensitivity (use conductive pencils, with hands, and with thin gloves)
- Multi-touch capability (10-finger)
- High resolution
- Improved legibility and display brightness due to optimal light transmission

In addition, the active surface of PCAP touchscreens is not directly touched and does not wear off by normal use because it is located on the back side of the touchscreen, instead of the front side. Therefore, the NCR Voyix AX5 POS (7748) can be used in public or in severe environmental conditions.

Using the PCAP Touchscreen

To use the PCAP touchscreen, do any of the following:

- Use a single finger to resemble the left mouse button.
- Use two fingers to zoom IN (fingers brought together) or zoom OUT (fingers pulled apart).
- Use a circular motion with your finger to rotate an element on the screen. This function must be supported by either the Operating System or the application.

Cleaning the Touchscreen

Touchscreens can be effectively cleaned with water or up to 70% isopropyl alcohol solution.

Follow these steps to avoid damage to the touchscreen:

 **Warning**

Do not use sharp objects to clean around the edges of the touchscreen. Do not use abrasive cleaners (powders) or abrasive cleaning materials (scrub brush, scouring pad).

 **Warning**

Do not use Windex or any similar alkaline (weak base) cleaner as it can degrade the anti-glare coating.

1. Clean the screen using a non-abrasive cloth (microfiber cleaning cloth or cloth towel) and water.

 **Warning**

Do not apply any cleaning products directly to the screen. Do not soak the cloth: wring it out before use.

2. Dry the screen with another soft cloth.
3. Clean the screen further using a cloth dampened with isopropyl alcohol solution, or using pre-packaged wipes.

 **Warning**

Do not apply any cleaning products directly to the screen. Do not soak the cloth: wring it out before use.

4. Ensure that the glass and screen edges are completely dry before using the unit.

Magnetic Stripe Reader

The Magnetic Stripe Reader (MSR) for the AX5 is an ISO 3-Track (Encrypted).

The card reading is bi-directional and can be mounted on Port A (right side) of the display.

Using the MSR

Swipe the card through the slot in the MSR in a quick and steady movement. The magnetic stripe must be facing up and with the stripe in the slot.



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Care of Cards

- Cards should never come in contact with liquids.
- Cards should never be bent or folded in any way.
- Cards should never come in close proximity of a magnetic field.

Card Thickness

The MSR module accepts standard cards within the thickness range of 0.68–0.84 mm.

Cleaning the AX5 Cabinet

1. Disconnect the unit from the AC outlet before cleaning.
2. Wipe the cabinet using a non-abrasive cloth (microfiber cleaning cloth or cloth towel) dampened with soap and water solution.

 **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 types of cleaners such as vinegar, solvents, degreasers, or ammonia-based cleaners. These can damage the unit.

 **Warning**

Avoid getting liquids inside the unit. If liquid does get inside, have a qualified service technician check it before you power it on again.

3. Wipe the cabinet using a clean and dry lint-free cloth.

Hardware Installation

This chapter explains how to:

- perform an "out-of-box" installation of a AX5 configured with the Stand or Wall Mount
- how to connect optional peripheral devices

Installation Restrictions

- The NCR Voyix AX5 POS (7748) conforms to all applicable legal requirements. To view the compliance statements see the [NCR POS Terminals Safety and Regulatory Information](#) (B005-0000-1589).
- Install the AX5 near an electrical outlet that is easily accessible. Use the power cord as a power disconnect device.
- Do not permit any object to rest on the power cord. Do not locate the AX5 where the power cord can be walked on.
- Use a grounding strap or touch a grounded metal object to discharge any static electricity from your body before servicing the AX5 terminal.

Warning

This unit contains hazardous voltages and should only be serviced by qualified service personnel.

Caution

Do not connect or disconnect the receipt printer while the terminal is on. This can result in system or printer damage.

Ergonomic Workplace

The NCR Voyix AX5 POS (7748) has a high-brightness LCD with an anti-glare screen. For best results, please observe the following when considering the terminal workplace:

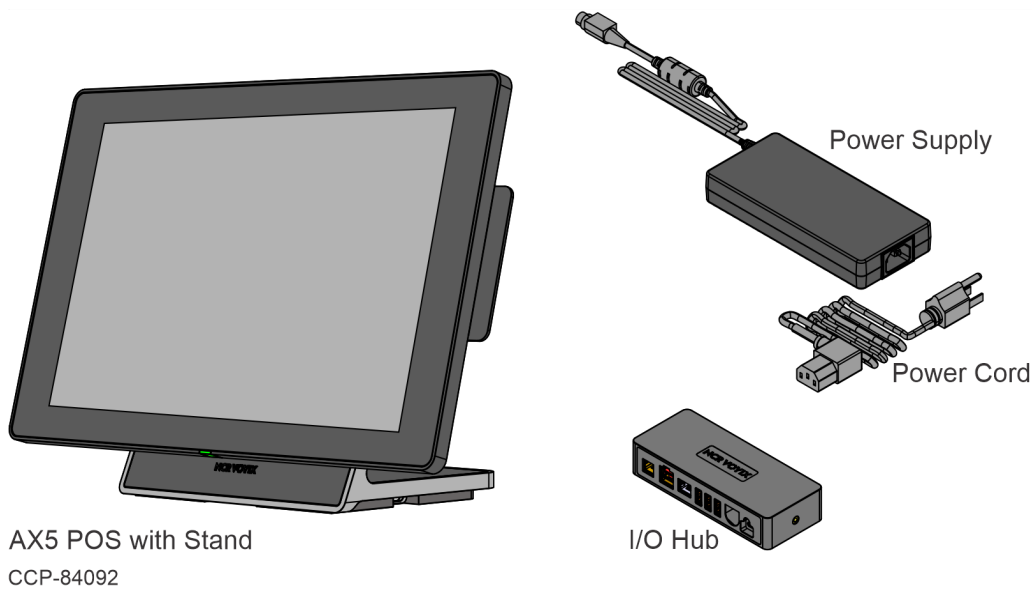
- Avoid direct-glaring and reflective-glaring light. Locate the terminal in a controlled luminance surrounding. When installed next to windows position the terminal so it does not reflect the outside light.
- If possible, avoid reflective glaring caused by electric light sources.
- Position the terminal for ideal viewing angles.

Installation Procedure Overview

This section provides the general steps for installing the NCR Voyix AX5 POS (7748).

Procedure	Related Task/Information
1. Install the terminal.	<ul style="list-style-type: none">• "Installing the AX5 with Stand" on page 29• "Installing the AX5 with Wall Mount" on page 30
2. Connect AC power.	"Connecting AC Power" on page 33
3. Connect to a network.	"Connecting to a Network" on page 34
4. Install the cash drawer.	"Installing the Cash Drawer" on page 35
5. Install the receipt printer.	"Installing the Receipt Printer" on page 37
6. Route the cables.	"Cable Routing" on page 40

Installing the Terminal



The NCR Voyix AX5 POS (7748) comes fully assembled and ready to use. All that is required to install is to connect the I/O Hub, Power Supply, and peripheral device cables.

The standard items included in the box are:

- AX5 POS with Stand or Wall Mount
- I/O Hub
- USBC Cable (already attached to the POS)
- Power Supply
- Power Cord

Note

The following devices (purchased separately) can be installed with the AX5:

- Cash Drawer
- Receipt Printer
- Scanner
- Keyboard
- Mouse

Installing the AX5 with Stand

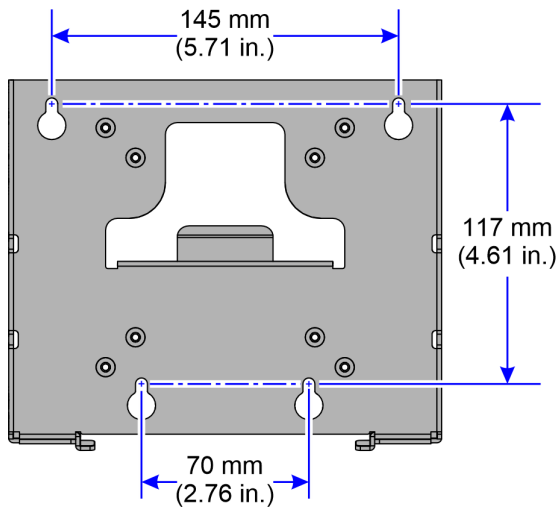
The Stand is already attached to the AX5. All that is required to install the AX5 is to connect the I/O Hub, Power Supply, and peripheral device cables. For more information, refer to:

- ["Connecting AC Power"](#) on page 33
- ["Connecting to a Network"](#) on page 34
- ["Installing the Cash Drawer"](#) on page 35
- ["Installing the Receipt Printer"](#) on page 37

Installing the AX5 with Wall Mount

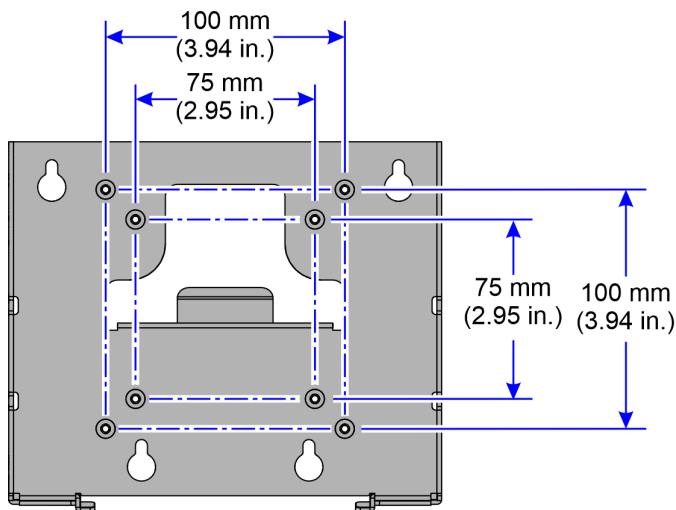
The Wall Mount Bracket is already attached to the AX5. To install the AX5 with Wall Mount, follow these steps:

1. Mount the AX5 Wall Mount Bracket either on a wall or a VESA display mount. Refer to either of the following:
 - **To install on a wall:** Use the dimensions shown below to mark the location of the screws. Secure the Wall Mount Bracket to the vertical surface using appropriate hardware for drywall or concrete/brick wall.



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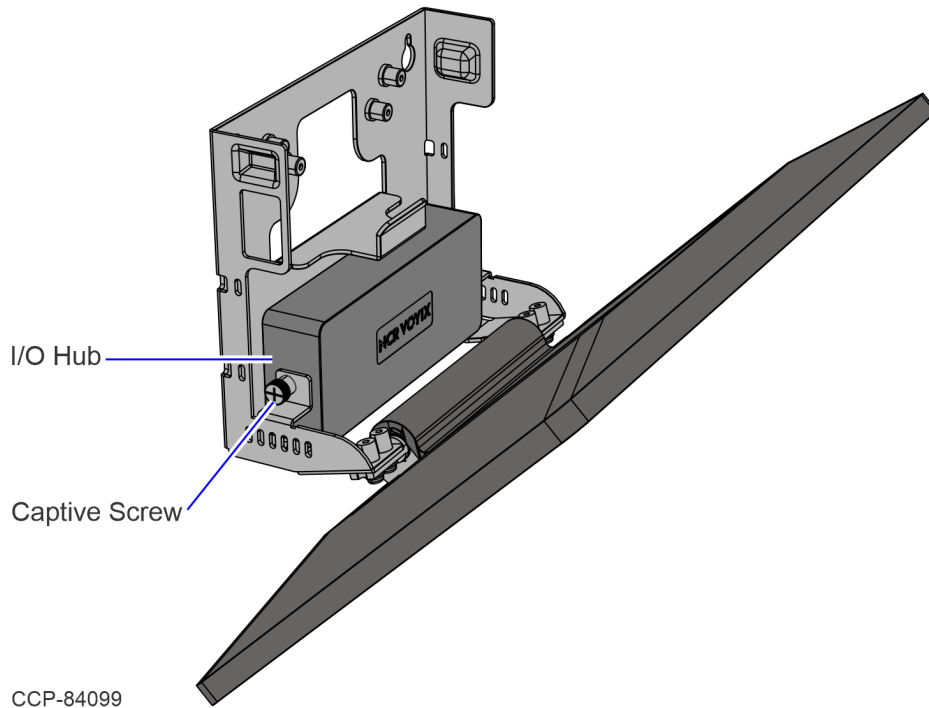
- **To install on a VESA display mount:** Install the Wall Mount Bracket on a VESA Mount using four 4mm Ø, 0.7 pitch x 10mm long screws.



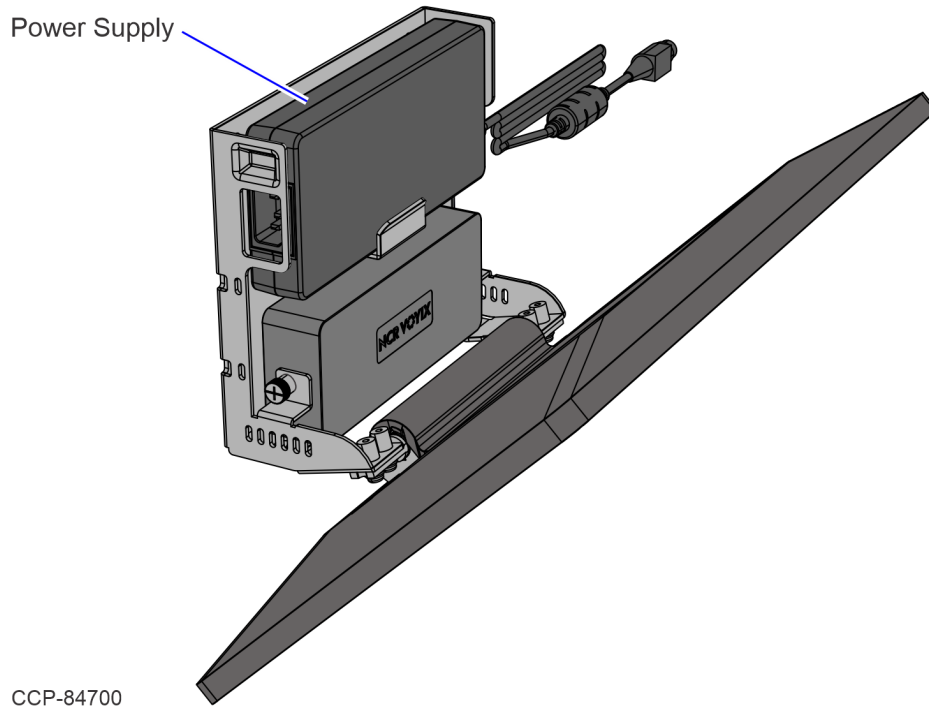
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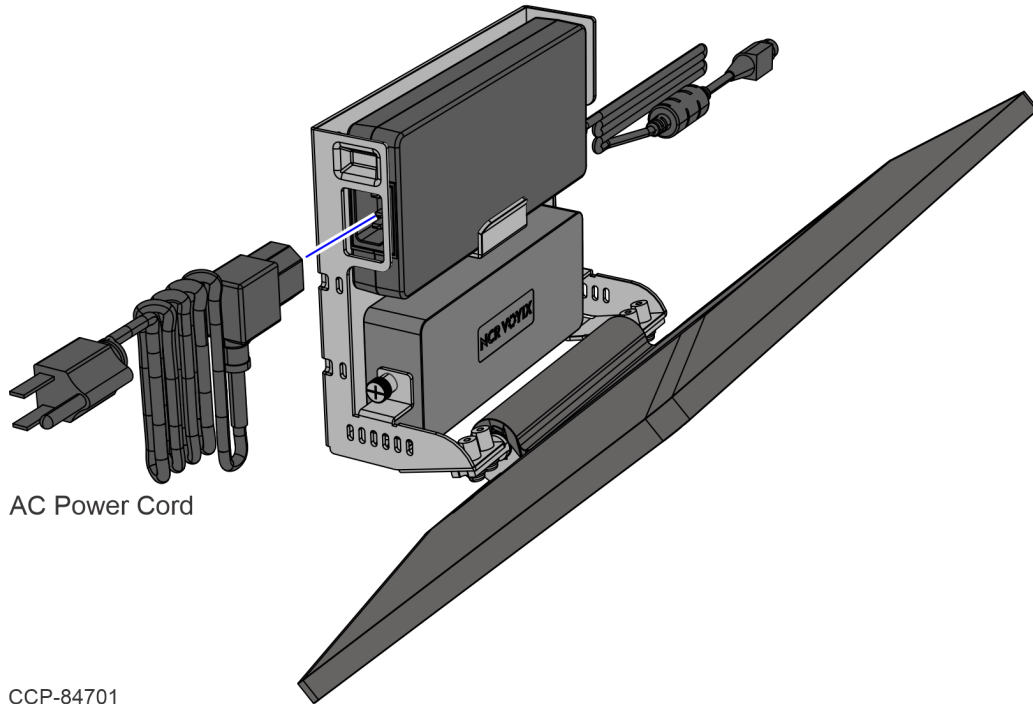
2. Position the I/O Hub on the Wall Mount Bracket as shown, then secure the Hub with two (2) captive screws (one on each side).



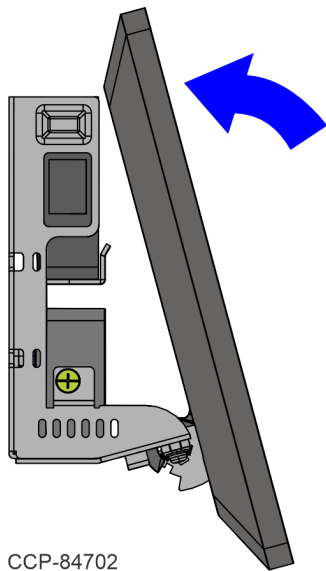
3. Position the Power Supply on the Wall Mount Bracket as shown.



4. Connect the AC Power Cord to the Power Supply.



5. Rotate the Display into position.



6. Connect the cables to the I/O Hub. For more information, refer to:

- ["Connecting AC Power"](#) on the next page
- ["Connecting to a Network"](#) on page 34
- ["Installing the Cash Drawer"](#) on page 35
- ["Installing the Receipt Printer"](#) on page 37

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Connecting AC Power

⚠ Caution

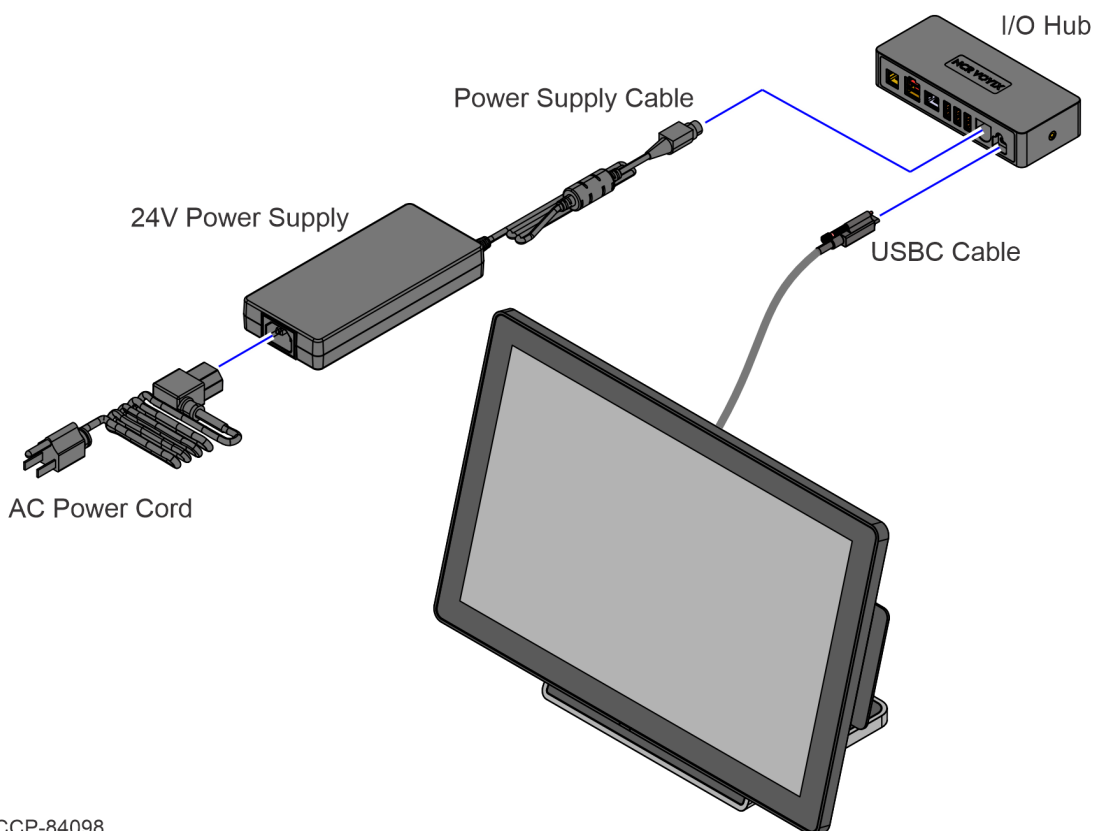
Do not connect or disconnect the Power Cable from the terminal with the AC Power Cord connected to an AC outlet. It is recommended to disconnect the AC Power Cord from the AC outlet and wait 30 seconds before connecting or disconnecting the Power Supply cable from the terminal.

The AX5 receives power from an external 24V power brick.

⚠ Caution

The AX5 requires the NCR Voyix 24V power supply that is shipped with the terminal. Use of other power bricks may cause damage to the unit.

1. Connect the USBC Cable to the port labeled **AX5 PWR** on the Hub.
2. Connect the Power Supply Cable to the port labeled **Power** on the Hub.
3. Connect the AC Power Cord to the Power Supply and to an AC outlet.



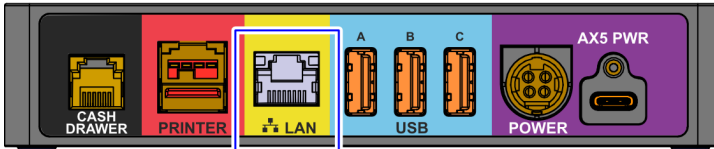
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Connecting to a Network

Connecting to a network enables communicating with other systems and devices also on the network. Depending on business configurations, connecting to a network may allow connection to the Internet.

To connect the AX5 to a network, follow these steps:

1. Connect the Ethernet Cable to the port labeled **LAN** on the Hub.



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2. Connect the other end of the Ethernet Cable to the network hub.

Note

Consult with your business Information Technology (IT) representative to determine available connections, and to locate the network hub.

Installing the Cash Drawer

The Cash Drawer can be connected to the Cash Drawer connector on the Hub.

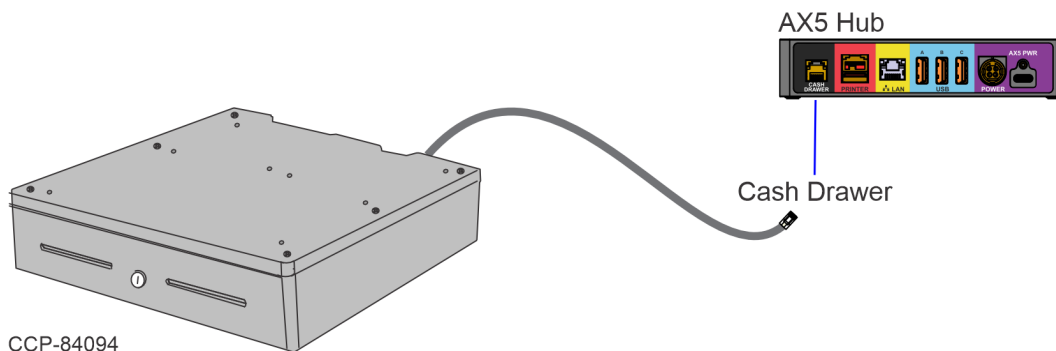
Note

The Cash Drawer is purchased separately. The table below lists the compatible NCR Voyix Cash Drawers.

PID	Description
2176-K016-V001	Cash Drawer Till MS (16in, 5 Bill 5 Coin)
2177-3000-9090	Cash Drawer MS (16in, 5 Bill 5 Coin)
2167-3000-9090	Cash Drawer w/ Till 13"

Warning

Non-NCR Cash Drawers must contain a protective diode.



The table below shows the cable options.

Cable	Description	Notes
1432-C516-0009	Dual Cash Drawer Splitter for 24V cash drawers	Required if using two 24V cash drawers on AX5.
1432-C517-0009	12V Cash Drawer (RJ12) Adaptor for Single or Dual Cash Drawer	Required if using 12V cash drawers (legacy Radiant) on AX5. Cable allows software to see which drawer is open/closed.
1432-C828-0010	CX7 Single Cash Drawer 6-pin to 4-pin (12V) Cable	Required if using 12V cash drawer on AX5 .

The table below shows the cable needed per configuration.

Cash Drawer	Cable
Single 12V Cash Drawer	1432-C828-0010
Dual 12V Cash Drawer	1432-C517-0009
Single 24V Cash Drawer	standard option on I/O
Dual 24V Cash Drawer	1432-C516-0009

Installing the Second Cash Drawer

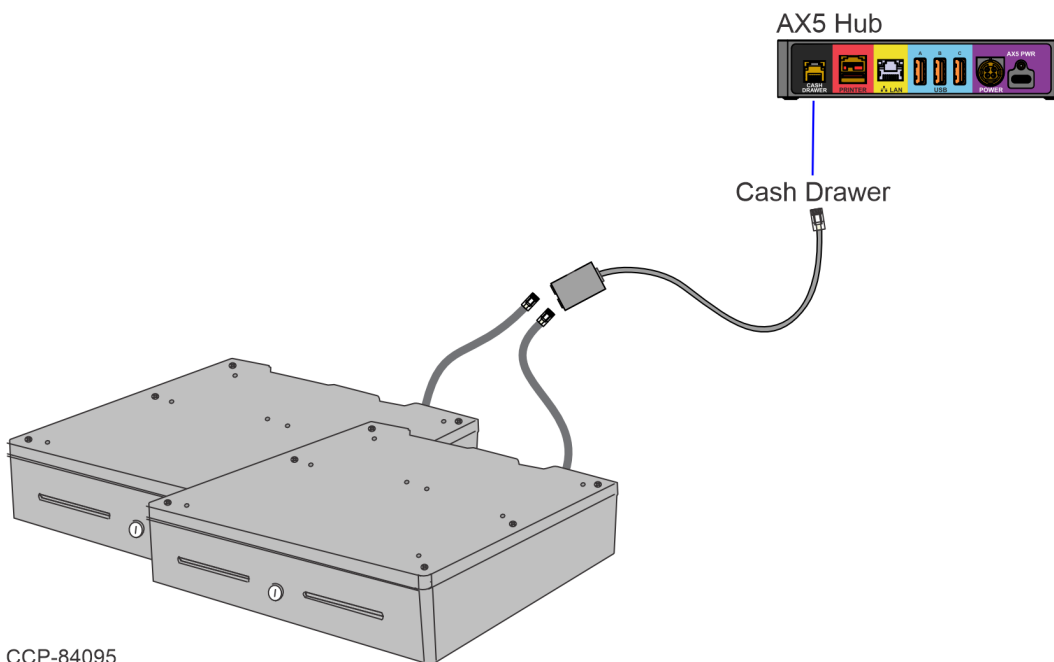
The AX5 supports a 2-drawer configuration with a Dual Cash Drawer Cable. Connect this cable to the cash drawer connector on the Hub or Receipt Printer.

There are two versions of the Dual Cash Drawer Cable:

- 1432-C516-0009 (24V)
- 1432-C517-0009 (12V)

Caution

The two cables look very similar. Make sure to use the correct one. Connecting the wrong cable can cause system damage.



CCP-84095

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Installing the Receipt Printer

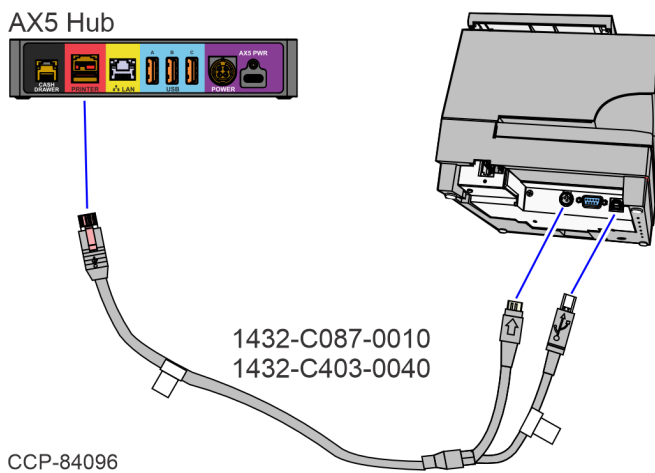
Note

The Receipt Printer is purchased separately.

Warning

Do not hot plug the printer when connecting the POS terminal. Always power down the POS prior to connecting the printer to prevent damage to the POS and/or printer.

Connect the Powered USB Printer Interface Cable to the USB Connector and Power Connector on the printer and to the port labeled **Printer** on the Hub.



Removing the Back Cover

To remove the Back Cover, follow these steps:

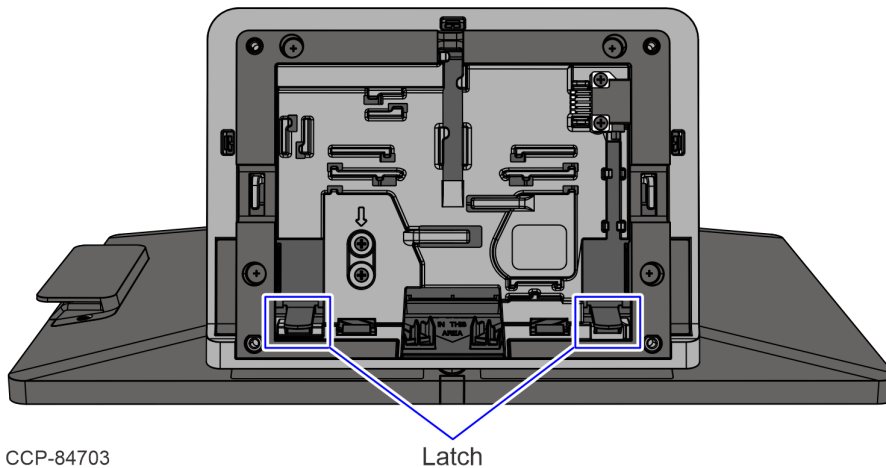
1. Lay the Display face down on a flat surface.

Note

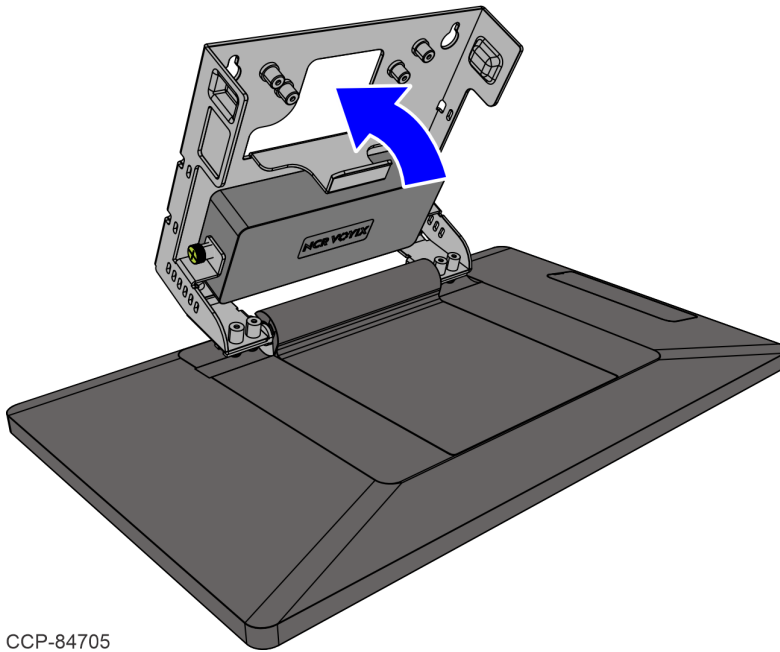
Always use a soft material (cloth, foam) to protect the display screen when placing the terminal face down.

2. Access the Display Back Cover.

- **AX5 with Stand:** Press the two latches located on the bottom of the Stand to remove the Stand Back Cover.



- **AX5 with Wall Mount:** Rotate the Wall Mount Bracket as shown.

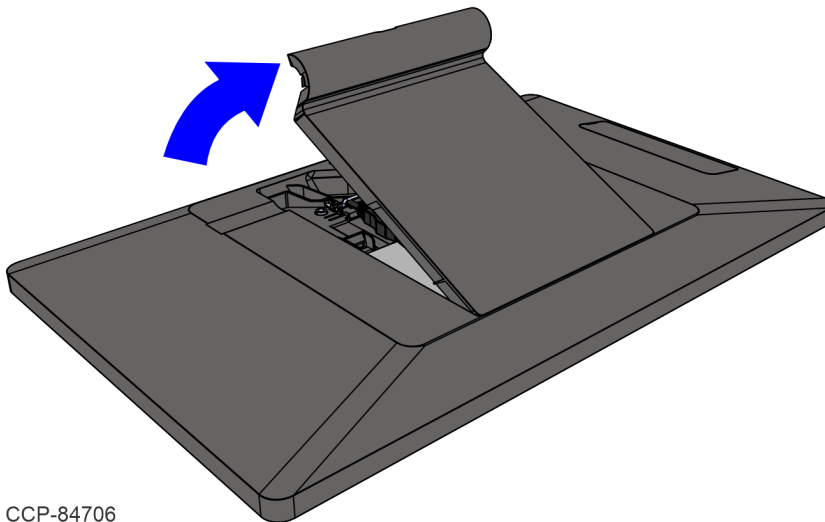


CCP-84705

3. Lift and remove the Display Back Cover.

 **Note**

For clarity, the Stand or Wall Mount is not shown in the illustration.



CCP-84706

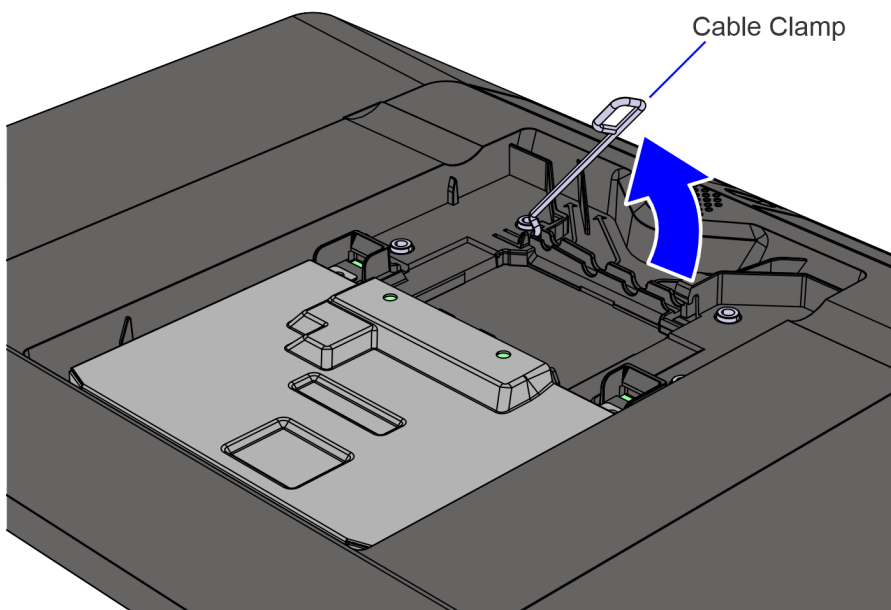
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Cable Routing

1. Remove the Display Back Cover. For more information, refer to "[Removing the Back Cover](#)" on page 38.
2. Open the Cable Clamp.

 **Note**

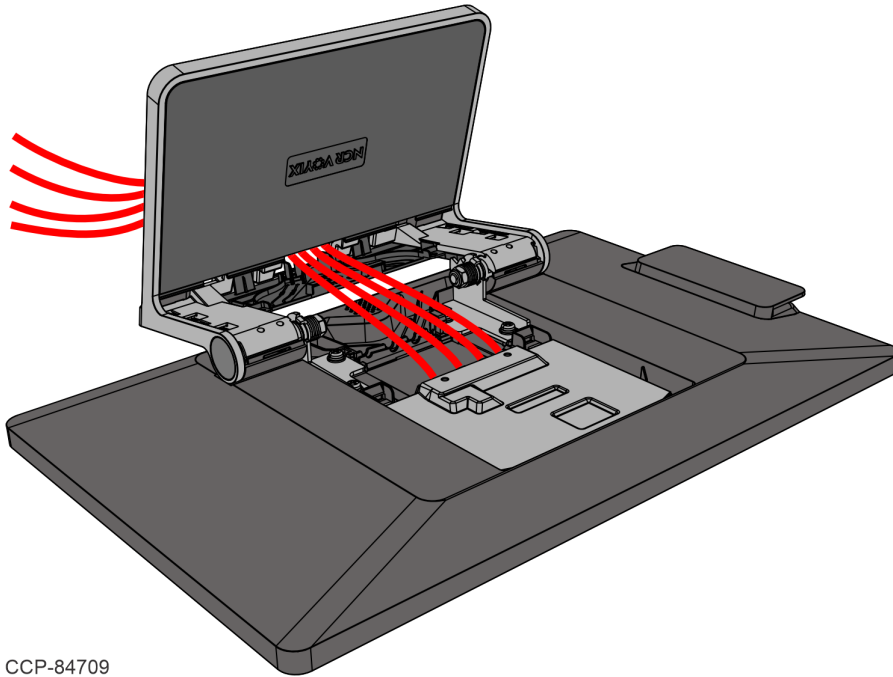
For clarity, the Stand or Wall Mount is not shown in the illustration.



CCP-84707

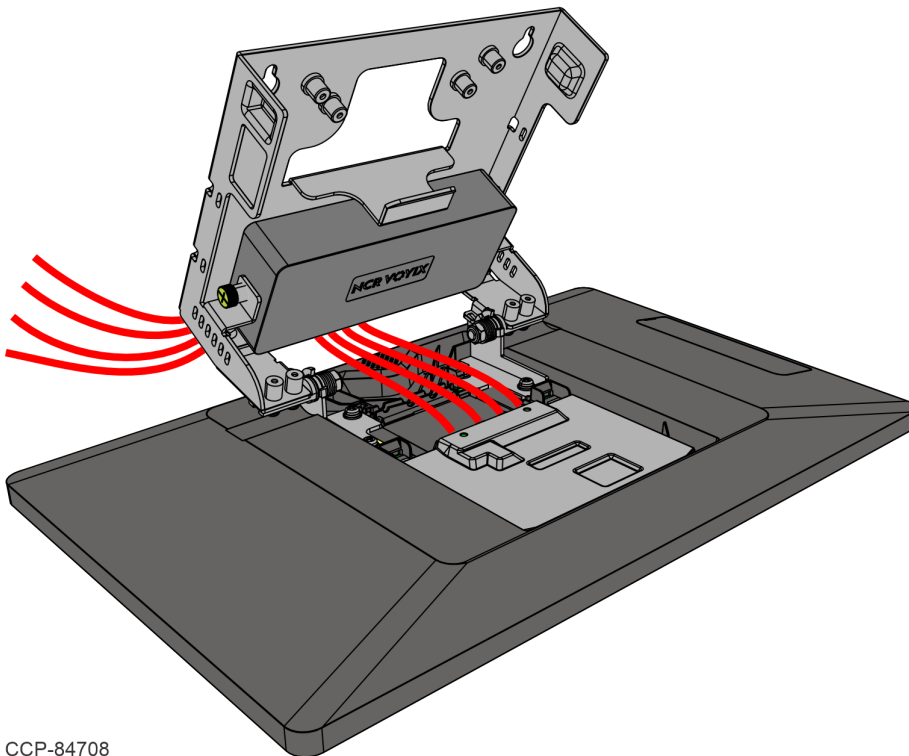
3. Route the cables through the Stand or Wall Mount Bracket as shown.

- **AX5 with Stand**



CCP-84709

- **AX5 with Wall Mount**

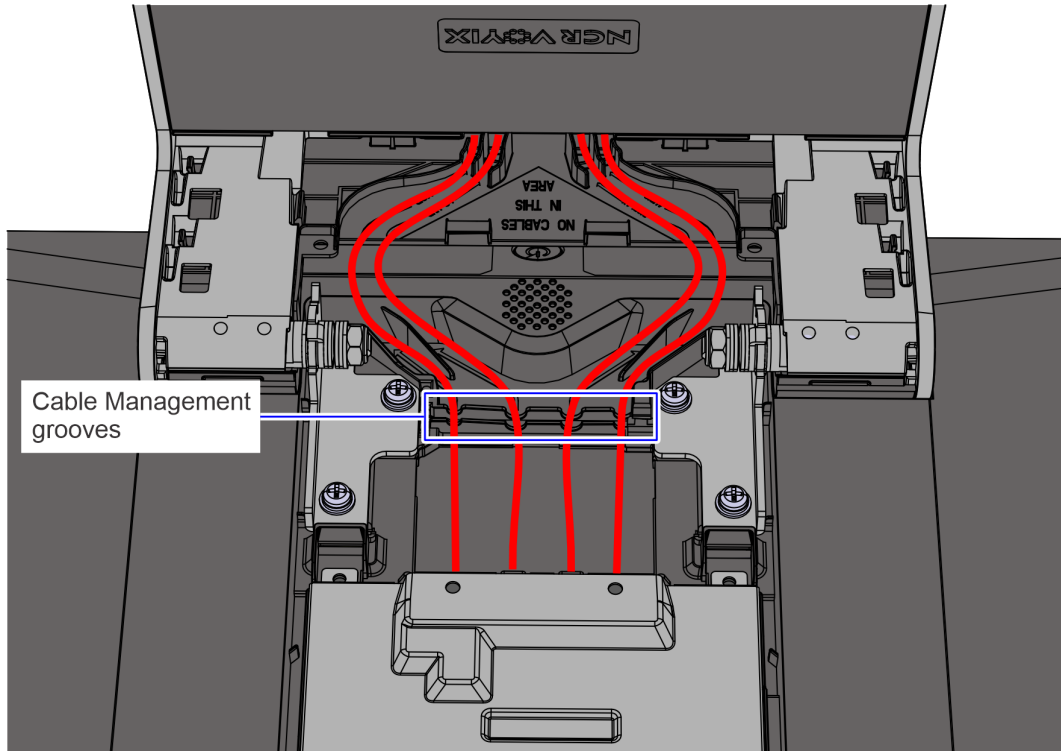


CCP-84708

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4. Connect the cables on the I/O on the back of the Display. For more information, refer to "[I/O Ports](#)" on page 17.
5. Route the cables along the Cable Management channels as shown. Ensure the cables are on the Cable Management grooves.

- **AX5 with Stand**



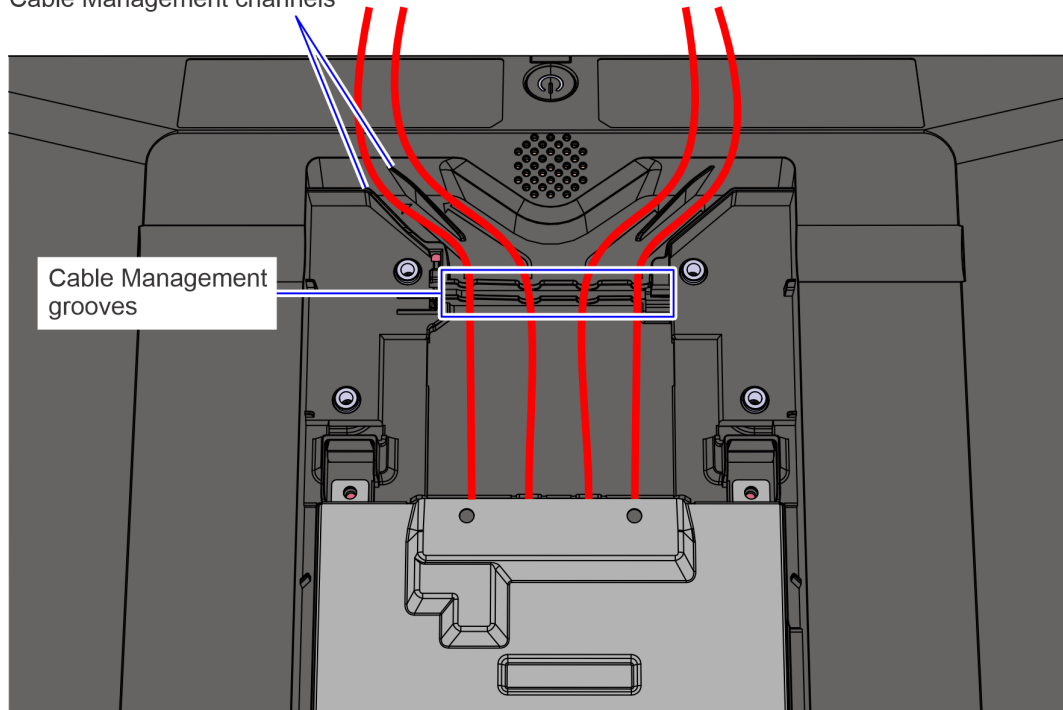
CCP-84710

- **AX5 with Wall Mount**

Note

For clarity, the Wall Mount is not shown in the illustration.

Cable Management channels



CCP-84711

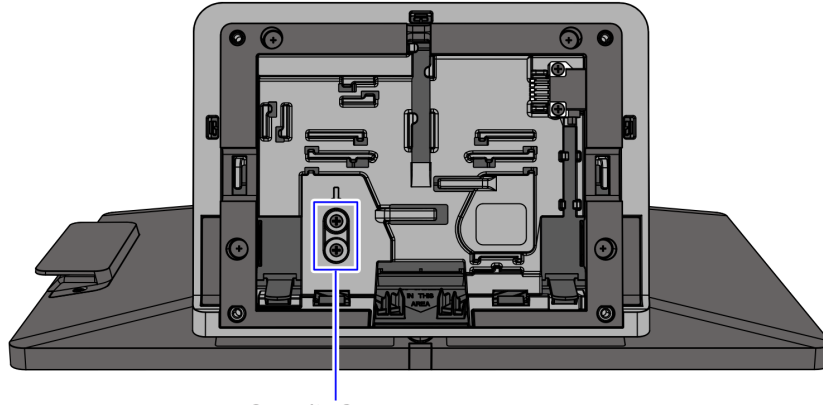
6. Close the Cable Clamp to secure the cables.

7. Do the following:

- **AX5 with Stand**

- a. Rotate the Stand forward (towards the display) to ensure there is enough slack and cables are not stretched between the cable management channels in the stand and the cable management clamp on the back of the display.
- b. Reinstall the Display Back Cover.

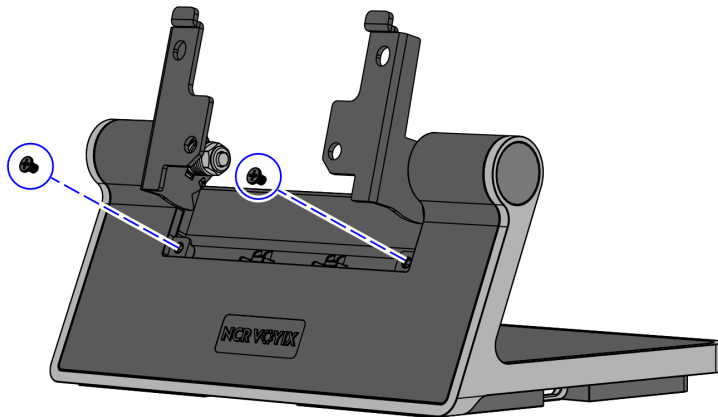
- c. Remove the two Security Screws from the bottom of the Stand as shown.



- d. Install the Security Screws on the front of the Stand. Once installed, this limits access to the internal cable connections and AX5 motherboard without using tools.

Note

For clarity, only the Stand is shown in the illustration.



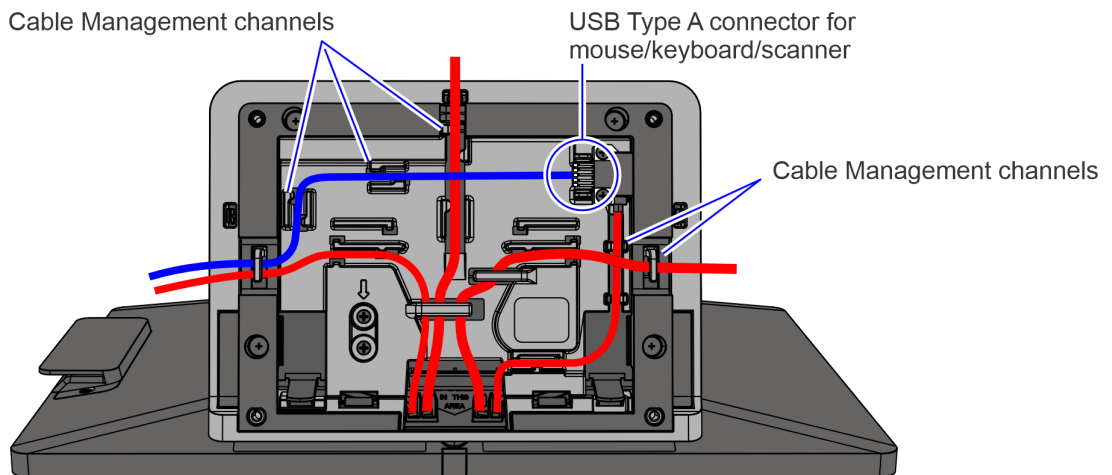
- **AX5 with Wall Mount**—Reinstall the Display Back Cover.

8. Route the cables as shown.

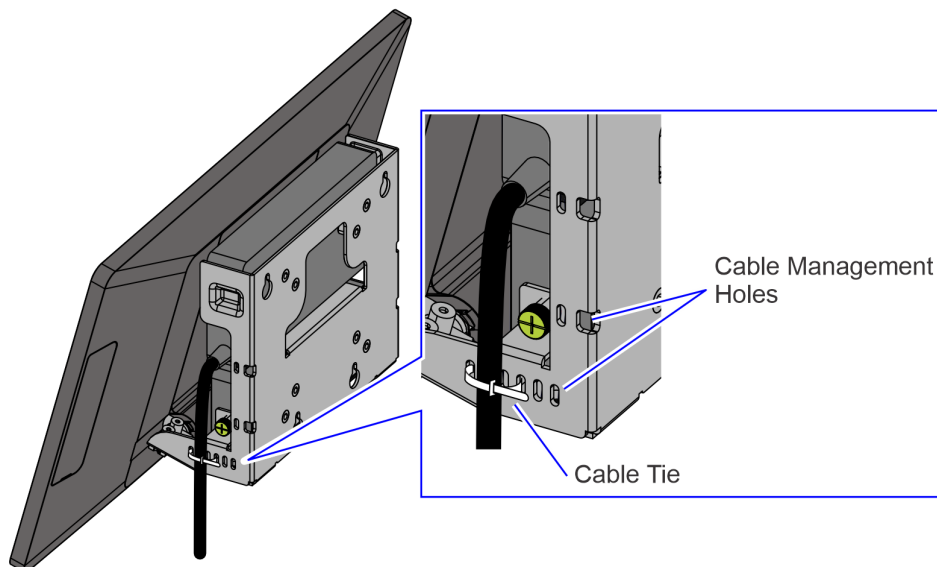
- **AX5 with Stand**—On the bottom of the Stand, there are several options for cable routing depending on which side the peripherals are located. Route the cables along the Cable Management channels.

 **Note**

The USB-A connection on the base is intended for a mouse/keyboard/scanner.

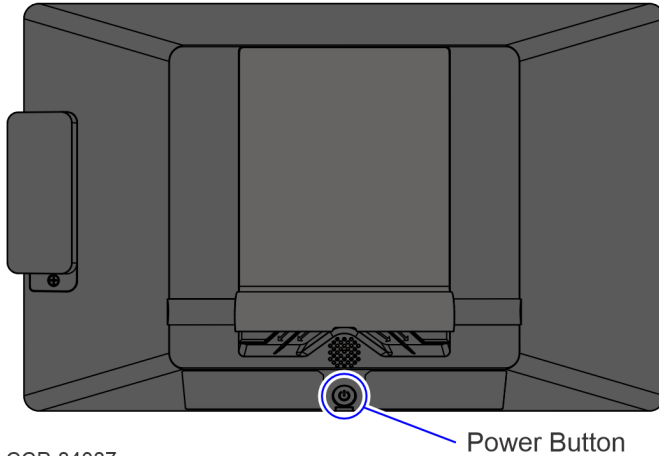


- **AX5 with Wall Mount**—Use cable ties to secure the cables on the Wall Mount Bracket.



Powering Up the Terminal

1. After installing the terminal, power up the system by briefly pressing the Power Button. Release the Power Button when the green LED turns on.



CCP-84087

The system installs the system devices, system settings, and then reboots to continue setup. Complete the System Setup. This varies from OS to OS but the following is typical.

The initial setup procedures are performed:

- Starting Android
- Preparing the computer for first time
- Checking video performance

2. Accept the **License Terms Agreement**.

Note

Depending on the installed operating system and the selected settings, the amount of time it takes to boot up may vary.

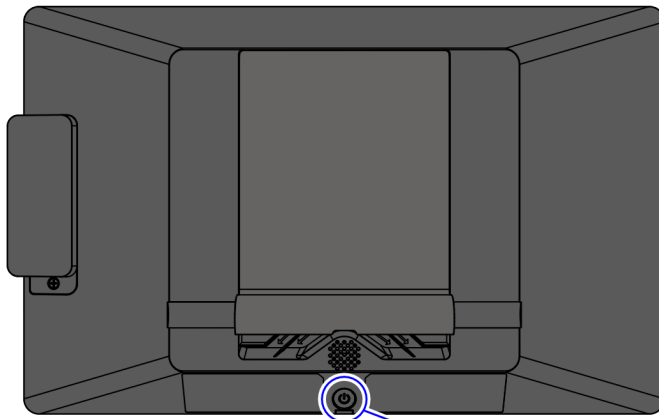
Powering Down the Terminal

To power down the AX5, follow these steps:

1. Press and hold the Power Button for 2 seconds. A pop-up menu with the following options is displayed:
 - Power off
 - Restart
 - Screenshot

Caution

If the Power Button is pressed for 10 seconds, a hard reboot or system restart is performed.



CCP-84087

Power Button

2. Select **Power Off**.