NCR V☼YIX

NCR Voyix AX5 POS (7748)

Site Preparation Guide

BCC5-0000-5723

Issue A

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Atlanta, Georgia, USA

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Preface

Audience

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

> 📝 **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

Revision Record

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

NCR Voyix AX5 POS (7748) Site Preparation

This publication provides the information necessary to prepare a site according to NCR Voyix specifications prior to installing an NCR Voyix AX5 POS (7748). Prepare the site properly before installing the terminal because site preparation deficiencies may be difficult to detect and correct after installation.

This is a contractual document. It contains important warnings and confers important legal rights and obligations. You are advised to read it carefully.

It is the responsibility of the customer to ensure that all installation preparations are complete and in compliance with NCR Voyix specifications and requirements and all applicable national, state, or local codes, regulations, and laws.

Customer Responsibilities

Before installing the system, the customer must perform or provide the following:

- When required by NCR Voyix, provide the NCR Voyix Customer Services representative with appropriate drawings that indicate:
    - Equipment location
    - Site wiring (power and communications, paths and lengths)
    - Location of other equipment that may generate electrical noise, electromagnetic interference, or heat
- Make building alterations necessary to meet wiring and other site requirements
- Provide and install all communications cables, wall jacks, special connectors, and associated hardware
- Provide and install necessary power distribution boxes, conduits, grounds, lightning protection devices, and associated hardware
- Ensure all applicable codes, regulations, and laws (including, but not limited to, electrical, building, safety, and health) are met
- Provide and install auxiliary power or other equipment as required
- Provide storage or service areas as required
- Meet all system/unit environmental requirements
- Provide and install floor coverings and environment systems that limit or control static electricity build-up and discharge

In general, keep the NCR Voyix equipment area free from dust, smoke, lint, and other particles. Restrict smoking, eating, and drinking around the equipment. Avoid locating the equipment near other machines that generate ink, carbon, and paper dust particles.

Only the customer can know the full extent of the damage that may be caused to his business by reason of failure of the equipment that is to be installed. For this reason, it is the customer's responsibility to ascertain the extent of any such possible damage to his existing or planned business, and to effect full insurance in respect of it.

Third-Party Peripheral Certification

Third-party peripherals must be certified with the POS terminal or a potential ESD issue can occur. Third party peripherals include any electrically powered devices connected to the POS terminal that is not an NCR Voyix branded product or a certified solution advocated by NCR Voyix. Examples of third party products include printers, external disk drives, cash drawers, pin pad devices, etc.

Peripherals tend to be less sensitive to electrostatic damage when directly grounded through their power cords. If the peripheral is powered by the terminal and has no dedicated ground, then all of the ESD energy is coupled into the port connection. Some devices may require the use of an in-line galvanic isolator/surge protector in order to prevent problems.

The NCR Voyix TPP/SCER process is designed to evaluate third party peripherals and determine whether additional protective devices are needed.

The **NCR Workstation and Peripherals AC Wiring Guide** (BST0-2115-53) contains additional information on this subject.

LAN Communications

The NCR Voyix AX5 POS (7748) supports Ethernet 10/100/1000baseT Local Area Network (LAN) communication protocol. For Ethernet communications wiring specifications, refer to the **NCR Ethernet Communication Wiring Guide** (BST0-2118-82).

Environmental Requirements

Barometric Pressure

The terminal operates within the following barometric pressure conditions:

- Maximum operating altitude: 3,048 m (10,000 ft.)

- Operating range of pressure: 101.3 to 71.0 kPa (14.7 to 10.3 lb./in.)

Temperature and Humidity

The NCR Voyix AX5 POS (7748) is designed to operate in a CES Working Range 3, which is applicable to a broad spectrum of fully to partially conditioned office and commercial environments. This includes environments where—dependent upon local climatic conditions—heating, cooling, and humidity control capability may not be provided at all or be inadequate to maintain desirable human comfort levels on a day-to-day basis.

Ranges	Temperature	Relative Humidity	Dew Point
Operating Range	0°C to 45°C (32°F to 113°F)	20—80%	26°C (78.8°F)
Storage Range	−20°C to 60°C (−4°F to 140°F)	5—85%	N/A

Electrical Requirements

Terminal Power Requirements

The external power supply of the terminal has a maximum output of 150 Watts and provides power to the terminal and its peripherals.

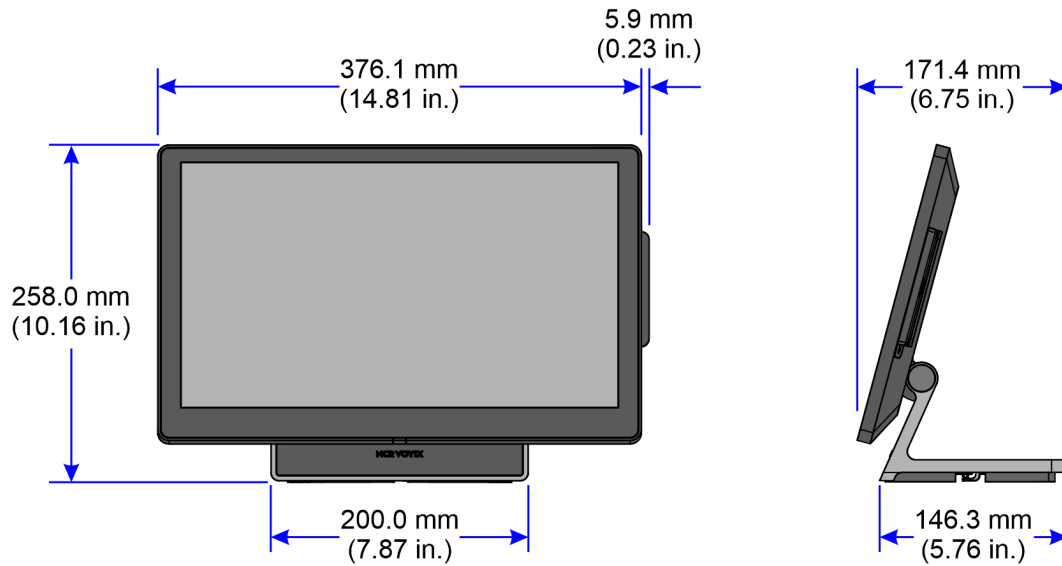| Voltage Range	Frequency	Current
100-240 V	50-60 Hz	2.0 A

> ⚠️ **Caution**
>
> Locate the power supply away from other electrical equipment, away from heat sources, away from possible liquid spills, and where there is adequate clearance for cooling.

Store AC Wiring Requirements

The customer must provide suitable AC power for the terminals, associated equipment, and devices. We recommend a dedicated unswitched power line dedicated to the NCR Voyix equipment installation. Refer to the **NCR Workstation and Peripherals AC Wiring Guide** (BSTO-2115-53) for store AC wiring requirements. The AC outlet must be installed near the terminal and easily accessible to the operator.
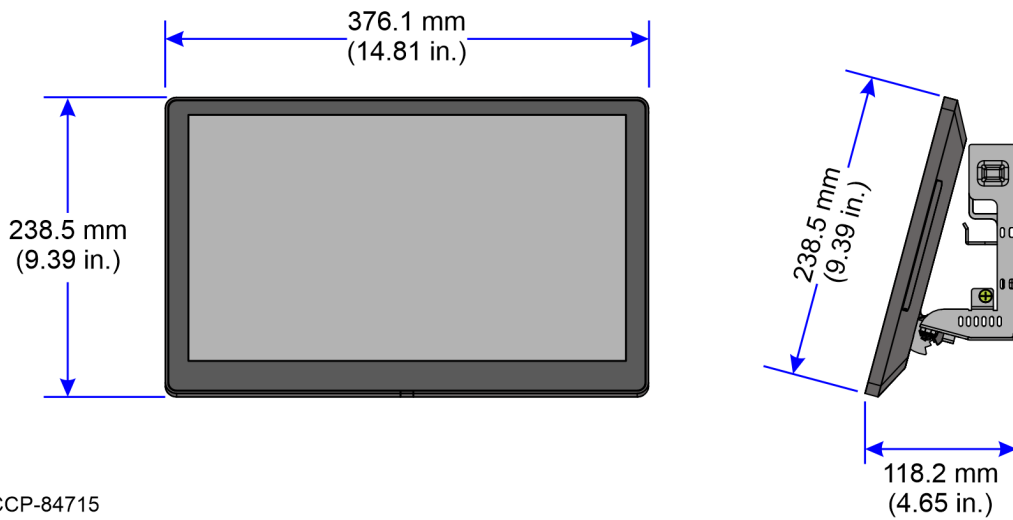
Dimensions

AX5 with Stand

376.1 mm
(14.81 in.)

5.9 mm
(0.23 in.)

171.4 mm
(6.75 in.)

258.0 mm
(10.16 in.)

200.0 mm
(7.87 in.)

146.3 mm
(5.76 in.)

CCP-84714

AX5 with Wall Mount

376.1 mm
(14.81 in.)

238.5 mm
(9.39 in.)

238.5 mm
(9.39 in.)

118.2 mm
(4.65 in.)

CCP-84715

Terminal Weight

Configuration	Weight
AX5 with Stand	2.72 kg (6.00 lbs)
AX5 with Wall Mount	2.84 kg (6.26 lbs)

Shipping Weight and Dimensions

Configuration	Weight	Dimension (L x W x H)
AX5 with Stand	5.02 kg (11.07 lbs)	465 x 240 x 375 mm (18.31 x 9.45 x 14.76 in.)
AX5 with Wall Mount	5.14 kg (11.33 lbs)	465 x 240 x 375 mm (18.31 x 9.45 x 14.76 in.)