



USER MANUAL

Elo Touch Solutions
Elo[®] PayPoint

SW602253 Rev B



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Chapter 1: Product Overview

Product Description

The Elo PayPoint register is an all-in-one Android based cash register that comes equipped with built-in receipt printer, magnetic stripe reader, barcode reader, cash drawer, and customer facing display. In addition to its built-in peripherals, the system has a USB port that allows for charging of external USB devices.

Chapter 2: Register Operation

Elo PayPoint Register Layout

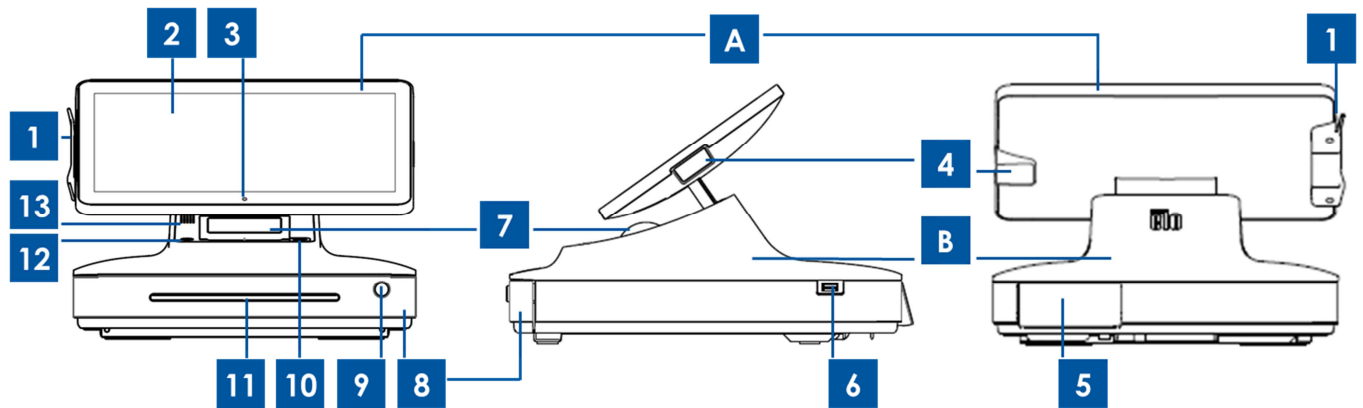


Figure 1. Elo PayPoint Register front view (left), cashier right side view (middle), and back view (right)

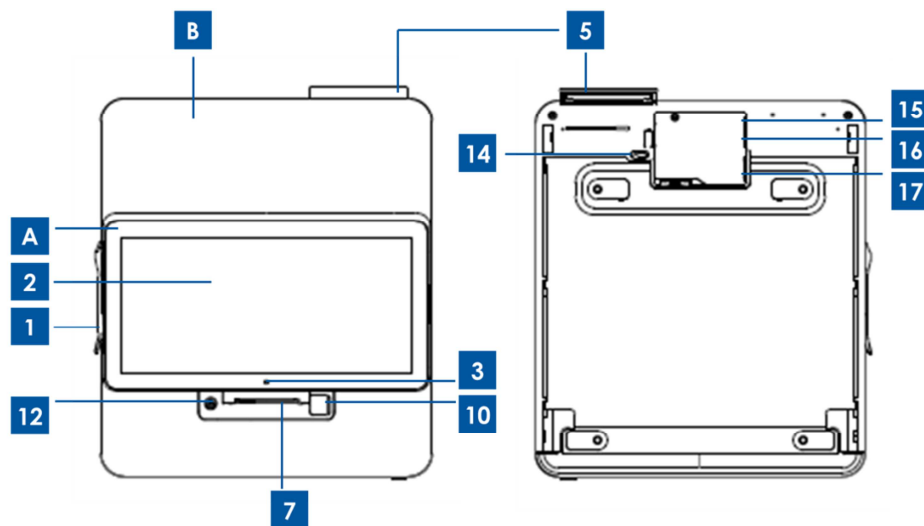


Figure 2. Elo PayPoint Register top view (left) and bottom view (right)

A. Register Display Head			
1	Magnetic Swipe Reader (MSR)	3	Camera
2	Touchscreen	4	Barcode scanner
B. Register Base			
5	Customer Facing Display	12	Power button
6	USB port (USB 2.0)	13	Speakers (built-in)
7	Receipt printer	14	Cash drawer manual release latch
8	Cash drawer	15	USB port
9	Cash drawer lock*	16	Ethernet port
10	Printer head release button	17	Power port
11	Check compartment slot	-	-

*The Elo PayPoint Register comes with a set of two keys for easy locking/unlocking.

A. Register Display Head

The Elo PayPoint Register display head can be flipped to allow customers to complete purchase transactions by self-swiping payment cards, and to authorize transactions by signing directly onto the touchscreen.

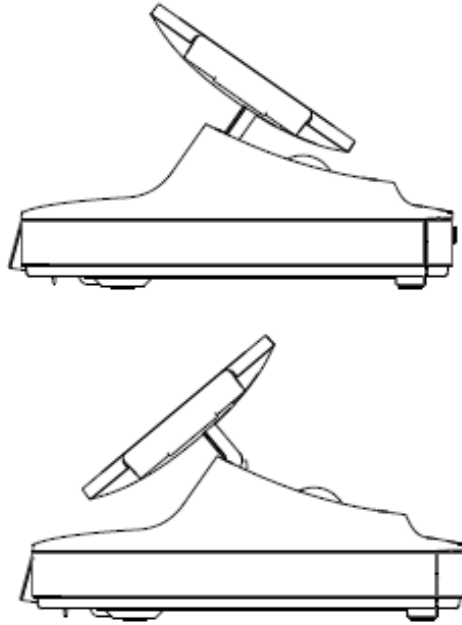


Figure 3. Elo PayPoint display head can be flipped and supports two configurations: Elo PayPoint Register cashier-facing view (top) and customer-facing view (bottom)

1. Magnetic Stripe Reader (MSR)

The register has a built in encryptable magnetic stripe reader. Application provider is responsible for correctly encrypting the reader.

When the register is in clerk view, the MSR will be on the left of the register display head. When register is in customer view, the MSR will be on the right of the register display head.

2. Touchscreen

The Elo PayPoint Register is equipped with a multi-touch touchscreen.

3. Camera

Located on the register display head is a 2-megapixel front-facing camera, which you can use to take pictures and to capture 2-D barcodes.

4. Barcode scanner

The register has a built in barcode scanner that scans 1-D barcodes. When the register is in cashier view, the barcode scanner will be on the right of the register display head.

5. Customer-facing display

The register base is equipped with a customer-facing display. As a cashier rings up customer orders, the customer facing display will display each order.

6. USB port (USB 2.0)

This USB port can be used to charge your mobile device.

Note: In order to comply with PCI compliance and to prevent security breaches, this USB port will not be accessible for connecting the register with other USB devices (e.g. mouse, keyboard, storage device)

7. Receipt printer (built-in)

The register is equipped with a built-in receipt printer that is located on the register base.

8. Cash drawer

The register is equipped with a cash drawer for storing cash, coins, and checks.

9. Cash drawer lock

Use the key that comes with the Elo PayPoint Register to lock / unlock the cash register. When cash drawer is locked, cash drawer will not open even when it is commanded to.

10. Printer head release button

Press this release button to release the printer head cover. For more information on how to change printer paper on the register, refer to the "Printer Maintenance" section of Chapter 8.

11. Check compartment slot

The cash drawer is designed with a slot for slipping checks into the cash drawer.

12. Power button

Press the power button to turn on / off the register (set by default). The power button is equipped with an LED that displays:

- Solid light when the register is on.
- Blinking light when the register is on standby/sleep.
- Solid red light when the register is off but plugged in to the wall.
- No light when the register is off and not plugged in to the wall.

13. Speaker (built-in)

The register is equipped with a built-in speaker.

14. Cash drawer manual release latch

A latch located on the bottom of the register base can be used to manually open the cash

drawer.

15.USB port

This USB port can be used to charge your mobile device.

Note: In order to comply with PCI compliance and to prevent security breaches, this USB port will not be accessible for connecting the register with other USB devices.

16.Ethernet (LAN) port

Use this port to connect the register to a network via an Ethernet RJ-45 cable.

17.Power port

To power the register, plug one end of the power cable to the register power port, and the other end to the wall.

Power

Press the register power button to turn the Elo PayPoint Register on. Press and hold power button when the register is on to bring up the Shut Down option screen.

In the event that the register freezes and does not respond, press and hold the power button until the register turns off. If the register does not turn off via the power button, the register will need to be powered down by unplugging the power cord from the wall.

The Elo PayPoint Register power button is equipped with an LED that indicates the power status of the register, as follows:

Register Power Status	LED Status
OFF (disconnected from wall)	Off
OFF (connected to wall)	Red
SLEEP	Blinking white light
ON	Solid white light

The system consumes low power when in SLEEP and OFF modes. For detailed power consumption specifications, refer to technical specifications available on the Elo website www.elotouch.com.

To bring register out of sleep/standby mode, press the power button once.

If long periods of non-use are planned, turn off the Elo PayPoint Register to save power.

The maximum voltage, frequency and current for the register, are provided in the power ratings table below:

	Operating Voltage Range	Operating Frequency Range	Operating Current Range
Elo PayPoint Register	100 - 240Vac	50 – 60 Hz	0.1 – 0.3 Aac

Chapter 3: Technical Support

Information and guidance on how to use and operate your Elo PayPoint Register are available in this User Manual.

Solutions to Common Problems

Problem	Suggested Troubleshooting
The Elo PayPoint Register does not respond when turning on the system.	<p>Check that the power cable is properly connected to both the register and the wall. Power button LED will be red when register is properly connected to the wall.</p> <p>OR</p> <p>Unplug the power cable, re-plug after five seconds, and press the power button to turn on the system.</p> <p>OR</p> <p>In the case that the power button LED displays solid white light, which suggests that the system is on, there may be an issue with the display or LCD backlight. Please contact Elo Customer Service.</p>
Blank screen	<p>If the power button LED is blinking, the register may be in SLEEP mode. Press the power button to bring the unit out of SLEEP mode.</p>
Receipt printer does not print text on the receipt paper	<p>Ensure that the thermal receipt paper is installed in the printer in the proper orientation.</p> <p>Note: Only one side of the thermal paper is coated with the dye that changes color when heated. This is the side that will need to contact the printer thermal head.</p> <p>Refer to Chapter 8 for more information on how to properly install the thermal receipt paper in the receipt printer.</p>

	<p>OR</p> <p>Try and restart the register.</p>
Poor receipt printing quality	Poor receipt printing quality may be due to the use of poor quality thermal paper. Refer to Chapter 8 for more information on recommended thermal paper for the Elo PayPoint Register receipt printer.
Receipt printer does not run when it's supposed to	Push the receipt head release button, lift receipt printer head cover, and check that there is no paper jam. Clear any paper jam.
MSR does not read card properly	The MSR may not function properly when dirty. Use MSR cleaning cards (purchasable in some office supply stores).
Cash drawer doesn't open	<p>Check to ensure that cash drawer lock is not in lock position.</p> <p>OR</p> <p>Use the cash drawer manual release latch to open drawer.</p>

Chapter 4: Safety & Maintenance

Safety

To avoid risk of electric shock, follow all safety notices and do not disassemble the Elo PayPoint Register. The register is not user-serviceable.

The Elo PayPoint Register is equipped with a power cable. Do not use a damaged power cable. Use only the power cable supplied by Elo Touch Solutions for the Elo PayPoint Register. Use of an unauthorized power cable may invalidate your warranty.

Ensure that the system is maintained and runs within the specified environmental conditions listed below.

Environmental conditions for operating and storage

Temperature:		
	Operating	0°C to 35°C
	Storage	-30°C to 60°C
Humidity (non-condensing):		
	Operating	20% to 80%
	Storage	5% to 95%
Altitude:		
	Operating	0 to 3,048 m
	Storage	0 to 10,668 m

Elo PayPoint Register Care and Handling

The following tips will help maintain optimal performance of your Elo PayPoint Register:

- Disconnect the power cable before cleaning.
- To clean the unit (except for touch screen), use a soft cotton or microfiber cloth lightly dampened with a mild detergent.
- It is important that your unit remains dry. Do not get liquids on or inside the unit. In the event that liquid does get inside, have a qualified service technician inspect the unit before you power it on again.
- Do not wipe the screen with a cloth or sponge that could scratch the surface.
- When cleaning the touchscreen, use window or glass cleaner applied to a clean cloth. Never apply the cleaner directly on the touchscreen. Do not use alcohol (methyl, ethyl or isopropyl), thinner, benzene, or other abrasive cleaners.

Printer Maintenance

Changing Printer Paper

The register receipt printer operates using heat, and not with ink. Printer paper compatible with the Elo PayPoint receipt printer are as follows:

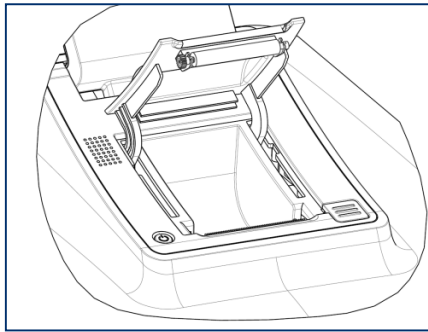
Type:	Thermal Paper (2 ¼ inches x 80 feet)
Paper width:	2 ¼ inches (58 mm)
Paper roll diameter:	1 7/8 inches (50 mm) (maximum)
Paper length:	80 feet (24.4 m)
Printing width:	48 mm

To change the paper for the Elo PayPoint Register receipt printer:

1. Ensure that the register display head is flipped away from the receipt printer (in

customer-facing view).

2. Push the receipt printer head release button to release the printer head cover.
3. Lift printer head cover.



4. Take out the roll of used printer paper, and replace with new roll of printer paper. Make sure that the paper is placed and positions in the correct orientation, as shown below.



Cleaning and Care of Printer

The following tips will help maintain optimal performance of your Elo PayPoint Register receipt printer:

- Do not pull any paper that is ejected from the printer.
- Do not touch the printer roller or thermal head surface with bare hands. In the case of contact between printer roller or thermal head and hands, clean the roller and/or thermal head surface with alcohol, as specified in the latter parts of this section herein.

Note: Contaminating heating elements with any oil or grease (e.g. oil from hands) may shorten the life of the thermal head.

- Do not print when there is no receipt printer installed in the printer.

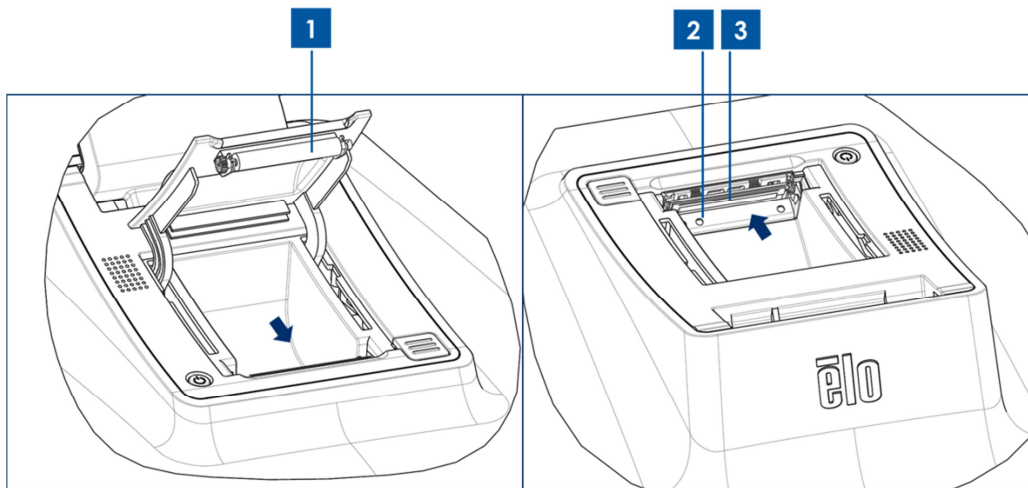


Figure 4. View of receipt printer when printer head cover is open (left). View of the receipt printer according to the view denoted by the arrow.

Prior to cleaning the PayPoint Register receipt printer, ensure that the register display head is flipped away from the receipt printer (in customer-facing view). Push the receipt printer head release button to release printer head cover and access the different printer components listed in Figure 4 above. Guidance on how to clean the printer photo-sensor, thermal head, and roller are as follows:

1. Roller

It is recommendable to clean the printer roller once a month. To do so:

- a. Apply isopropyl alcohol onto a cloth.
- b. Wipe off any stain from the printer roller with the alcohol dampened cloth.
- c. Use a dry soft cloth to wipe the roller.
- d. Wait to allow the roller to dry off, and then shut the printer head cover.

2. Photo-sensor:

It is recommendable to clean the printer photo-sensor once a month. To do so:

- a. Use a Nylon brush (or equivalent) to brush off any paper dust or other residues that may be on the photo-sensor.

3. Thermal head

It is recommendable to clean the printer thermal head once a month. To do so:

- a. Moist cotton swab with isopropyl alcohol.
- b. Wipe the thermal head with the cotton swab to remove any stain from the thermal head.
- c. Use a dry soft cloth to wipe the thermal head.
- d. Wait to allow the thermal head to dry off, and then shut the printer head cover.

Waste Electrical & Electronic Equipment



This product should not be disposed of with household waste. It should be deposited at a facility that enables recovery and recycling. Ensure that product is disposed at the end of its useful life according to local laws and regulations.

Elo has put in place recycling arrangements in certain parts of the world. For information on how you can access these arrangements, please visit

<http://www.elotouch.com/AboutElo/ewaste-program/>.

Chapter 5: Regulatory Information

I. Electrical Safety Information

Compliance is required with respect to the voltage, frequency, and current requirements indicated on the manufacturer label. Connection to a different power source than those specified herein will likely result in improper operation, damage to the equipment or pose a fire hazard if the limitations are not followed.

There are no operator serviceable parts inside this equipment (except for replacement of the receipt printer paper). There are hazardous voltages generated by this equipment which constitute a safety hazard. Service should be provided only by a qualified service technician.

Contact a qualified electrician or the manufacturer if there are questions about the installation prior to connecting the equipment to mains power.

II. Emissions and Immunity Information

Notice to Users in the United States:

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.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible

for compliance could void the user's authority to operate this equipment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Notice to Users in Canada:

This device complies with RSS-210 of the Industry Canada 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.

Ce dispositif est conforme à la norme CNR-210 d'Industrie Canada applicable aux appareils radio exempts de licence. Son fonctionnement est sujet aux deux conditions suivantes: (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

III. Radio Frequency Exposure

Notice to Users in the United States:

The radiated output power of this device is far below the FCC radio frequency exposure limits. Nevertheless, the device shall be used in such a manner that the potential for human contact during normal operation is minimized.

In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20 cm (8 inches) during normal operation.

Notice to Users in Canada

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator & your body.

This Class B digital apparatus complies with Canadian ICES-003.

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

IV. Agency Certifications

The following certifications and marks have been issued or declared for the Elo PayPoint Register:

- United States FCC
- United States UL
- China CCC

V. China RoHS

根据中国（电子讯息产品污染控制管理办法），以下部分列出本公司产品中可能包含的有毒和/或有害物质的名称和含量。

部件名称	有毒有害物质或元素					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr(VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
塑料部件	O	O	O	O	O	O
金属部件	X	O	O	O	O	O
电线电缆组件	X	O	O	O	O	O
LCD 屏	X	O	O	O	O	O
触控屏	O	O	O	O	O	O
电路模组	X	O	O	O	O	O
O: 表示该有毒有害物质在该部件所有均质材料中的含量均在 SJ/T11363-2006 标准规定的限量要求以下。						
X: 表示该有毒有害物质至少在该部件的某一均质材料中的含量超出 SJ/T11363-2006 标准规定的限量要求，对于所有显示 X 的情况，本公司按照 EU RoHS 采用了容许的豁免指标。						

- a. 依据 SJ/T11364-2006 要求，本公司电子信息产品均注明以下污染控制标志。本产品环保使用期限为 10 年，在下列温度和湿度使用的条件下，不会发生外泄或突变，使用该电子信息产品不会对环境造成严重污染或对其人身财产造成严重损害，

*操作条件 温度：0°C-35°C /湿度 20%-80%（不凝结）

*储存条件 温度：-30°C-60°C /湿度 5%-95%（不凝结）



- b. 本公司鼓励并建议客户将本产品依据所在地的相关法令，进行回收及再利用，切勿随意与一般垃圾丢弃。

Chapter 6: Warranty Information

For warranty information, go to <http://www.elotouch.com/Support/warranty.asp>

Getting in Touch with Us

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To find out more about the extensive range of Elo Touch Solutions products, visit our website at www.elotouch.com, or simply call the office nearest to you:

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Disclaimer

Nothing herein shall be construed as limiting or reducing your obligations to comply with any applicable laws, regulations or industry standards relating to security or otherwise including, but not limited to, PA-DSS and PCI DSS.

You or the retailer may undertake activities that may affect compliance. For this reason, Elo Touch Solutions is required to be specific to only the standard software provided by it.

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