

SOFTWARE | HARDWARE | SERVICE

**UTC RETAIL™**

# 5170 POS System

## 5170 User Guide

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Thank you for selecting UTC RETAIL's innovative Model 5170 Point of Sale solution!

This guide is designed to acquaint you with the features and functionality of the 5170 Point of Sale System.



# 5170 POS System User Guide

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The 5170 complies with UL60950 requirements. This equipment has been tested and found to comply with the limits for a Class “A” digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his/her own expense.

## Product Safety

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### **DANGER: High Voltage**



This unit contains high voltage. There is a risk of electrical shock if the case is opened. If service is required, contact an authorized service agent or UTC RETAIL.

### **WARNING: CMOS Battery Damage**



Replace your system's battery only with CR-2032 (or equivalent) 3V Lithium-Ion coin cell battery to avoid risk of personal injury or physical damage to your equipment. Always dispose of used batteries according to local ordinance, where applicable. Any damage due to not following this warning will void your warranty.

### **WARNING: Access to Internal Components**



All access to internal components of the 5170 unit is restricted to Authorized Service Personnel only. Opening the case or service by anyone else will automatically void the warranty on this product.

### **WARNING: Electrical Shock**



Use caution when connecting cables. To avoid electric shock, do not connect safety extra-low voltage (SELV) circuits to telephone-network voltage (TNV) circuits. Local Area Network (LAN) ports contain SELV circuits, and telephone ports contain TNV circuits. Some LAN ports and some telephone ports use RJ-45 connectors.

### **CAUTION:**



If your 5170 contains the WLAN accessory: This 5170 complies with FCC radiation exposure limits for an uncontrolled environment. The 5170 should be installed and operated at a distance greater than 20 centimeters (8 inches) between yourself and any bystander to comply with the Radiation Exposure Requirements. Changes or modifications not expressly approved by UTC RETAIL could void your authority to operate the 5170.

### **CAUTION:**



Damage to the logic module components or attached peripherals may occur if AC power is not disconnected from the product prior to attaching any accessories.

### **CAUTION:**



**Do not hot plug to the connector well serial ports.** Turn off the 5170 POS before connecting serial port cables.

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## Product Information

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The 5170 is designed for use in department stores, convenience stores and other specialty retail establishments. It is highly configurable and has a large selection of easily accessed interface ports for connectivity to printers, LCD monitors, scanners, keyboards and other peripherals.

### ***System Components***

The 5170 POS includes:

- 5170 POS System
  - Includes a Power Supply Module, Logic Module and I/O Module
- LCD Monitor Arm
  - Includes a 75mm and 100mm VESA mount and a Monitor Quick Release Bracket
- Safety Sheet
- A/C power cord

Depending on the configuration you have purchased, the following optional components may also be assembled to the 5170 POS or were included with the system shipment:

- 15" Touch Screen Monitor (with or without a 3-track MSR)
- APG Cash Drawer (with or without external housing)
- PD1200 VFD Pole Display
- Receipt Printer
- PC keyboard or M750 POS Keyboard, and PC mouse
- Bar Code Scanner
- Credit / Debit Card Reader or Payment Terminal

### ***Operating System and Drivers***

The 5170 is typically shipped with the operating system, applications and specific drivers installed. Video, audio, network and other drivers can be downloaded from the UTC RETAIL website at: [www.utcretail.com](http://www.utcretail.com). If you are installing UTC RETAIL specific drivers, see the UTC RETAIL website or contact Technical Support at 1-800-349-0546 for assistance.

### ***Installing Customer-Specific Applications***

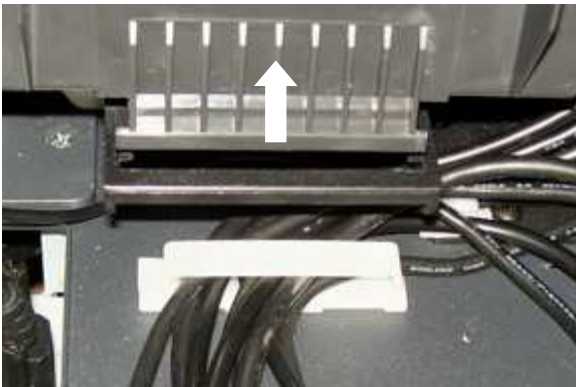
It is suggested that all applications be fully tested on the 5170 POS to ensure that there are no hardware conflicts. This is typically done prior to store installation and within a technical environment.

## Cable Access and Routing

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To access the I/O Connector Well:

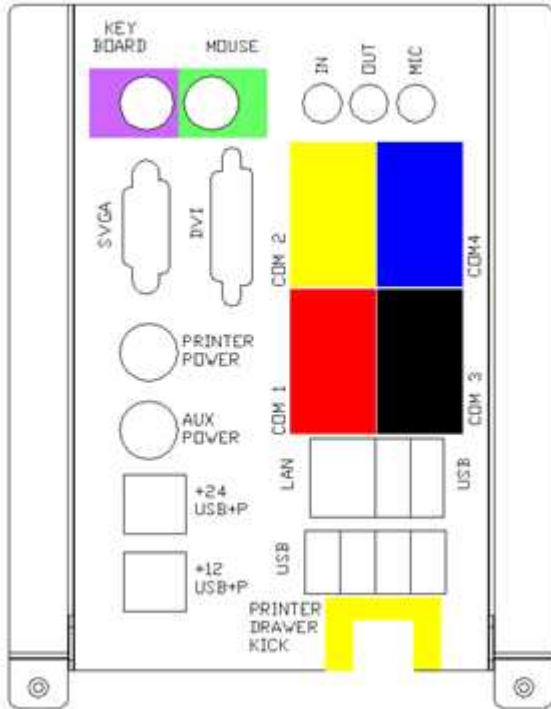
1. Swing and pivot the LCD monitor to the side of the system
2. Raise the cable cover and lean it against the pole display.



Or lift the cable cover from its hinge point, remove it from the system and set it aside.

## I/O Connections

The 5170 POS I/O ports are in the Connector Well at the top, rear of the system. Raise and remove the cable cover to gain access to the Connector Well and peripheral cabling.



COM1 pin 9 is set for RI, COM2-COM4 have +5V on pin 9 which provides up to 1A/port. See the 5170 Installation Guide for COM port configuration information.

The LAN interface is 10/100/1000 mbps.

The 4-pin power jacks can provide power to POS peripherals such as a receipt printer or LCD monitor. See the 5170 Installation Guide on [www.utcretail.com](http://www.utcretail.com) or contact your UTC RETAIL sales agent for these jacks' custom cables and for the Printer Drawer Kick cable.

The +24 USB+P and +12 USB+P are PoweredUSB<sup>®</sup> jacks and will accept either custom PoweredUSB cable plugs or standard USB Type A plugs.

Port Label	Interface	Power
KEYBOARD	PS/2	No
MOUSE	PS/2	No
IN	Audio Line-in	No
OUT	Audio Line-out	No
MIC	Microphone in	No
SVGA	15-pin VGA	No
DVI	Digital Video	No
PRINTER POWER	4-pin locking	+24VDC, +12VDC or +5VDC
AUX POWER	4-pin locking	+24VDC, +12VDC or +5VDC
+24 USB+P	PoweredUSB <sup>®</sup>	+24VDC
+12 USB+P	PoweredUSB <sup>®</sup>	+12VDC
COM1-4	DB9 Serial	COM1 – unpowered COM2-4: +5V on Pin 9 (default configuration)
LAN	RJ45	No
USB	USB 2.0	5V
PRINTER DRAWER KICK	RJ12	No

## System Power Up

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1. Plug the 5170 power cord into a UPS or dedicated wall outlet.
2. Turn on the main power switch located at the top, right corner of the front bezel. Cooling fans will turn on and 2 LEDs light.
3. Press and release the green power switch in the lower left corner of the front bezel. After a second's delay, it will illuminate, additional cooling fans will come on and the LCD monitor will show the system power on screen.



## Power Requirements

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The 5170 POS requires one power cord to an AC outlet. A dedicated, clean power source is recommended.

Voltage: 120 VAC  $\pm$  10%

Current: 5 Amps maximum, with all peripherals connected

The 5170 POS has a convenience power outlet which is rated to supply 3 Amps maximum.

## PCI Expansion Options

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The 5170 POS will accept one PCIe expansion card in the logic module. Available cards include WLAN and RAID. The card should be installed and configured by UTC RETAIL.

## Care and Cleaning

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Never use pens, pencils, fingernails, or other sharp objects on the LCD Touch Screen. This will damage the screen and void the manufacturer's warranty. Turn the 5170 POS OFF before cleaning the LCD screen or 5170 POS chassis case. Any standard glass cleaner can be used to clean the touchscreen, but avoid products containing ammonia. Always spray the glass cleaner on the cloth or towel and then clean the touchscreen. Glass cleaner sprayed directly on the monitor could possibly leak inside and cause damage.

The chassis may be cleaned with a damp cloth. If a liquid is spilled onto the system, shut the unit down and unplug it from the wall power outlet. Wipe up any visible liquid seen on the system top cover and cable cover, before raising the cable cover. Remove the cable cover and wipe up liquid on the system top cover and in the connector well. Remove the system front bezel, then the power supply and logic modules. As you pull the modules out, wipe up any liquid seen on their top covers. Wipe up any liquid inside the system chassis.

# System Installation Guide

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Please refer to the 5170 POS System Installation Guide, which may be downloaded from the UTC RETAIL's website at [www.utcretail.com](http://www.utcretail.com).

Note: The 5170 unit must be orientated with its rubber feet down. Do not stand the 5170 on its side. Consideration should be taken to ensure that none of the air vents are blocked; allow one inch clearance on the right and left sides. Blocking the vents may cause damage to the unit.

## Service and Technical Support

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Assistance and customer service are available from your dealer or authorized service provider. If your dealer or service provider cannot answer your questions or provide satisfactory service, call UTC RETAIL Technical Support. When calling for assistance or service information, please be ready to provide the serial numbers, which can be found on a labels on the Power Supply Module, Logic Module and I/O Module. If the product needs to be returned to our repair facility, please use the original packing material and shipping carton.

For assistance, service and product information, contact:

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