SOFTWARE | HARDWARE | SERVICE

UTC RETAIL™

UltimaTouch™ 1800 Series Touch Screen POS Workstation

INSTALLATION GUIDE: MAGNETIC STRIP READER (MSR)

Congratulations on your purchase of UTC RETAIL's innovative UltimaTouch™ 1800 Series Touch Screen POS Workstation with Magnetic Strip Reader (MSR). The UltimaTouch™ 1800 MSR installs quickly and easily on the side of the main workstation unit.

Front View   *Rear View*

UltimaTouch™ 1800 Series Touch Screen POS Workstation with MSR

This Installation Guide was prepared by UTC RETAIL for use by Value Added Resellers (VARs) and other technical experts who assemble POS systems using UltimaTouch™ 1800 Series products.

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Safety Precautions for Installation

WARNING: Access to Internal Components
⚠ All access to internal components of the Series 1800 unit is restricted to Authorized Service Personnel only. Opening the case or service by anyone else will automatically void the warranty on this product.

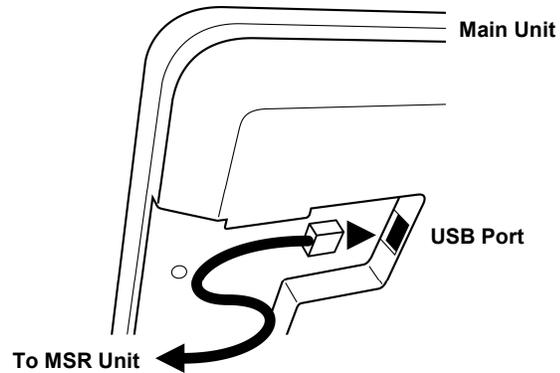| CAUTION |
|---|
| ⚠ Damage to the logic module components may occur if AC power is not removed from the product prior to attaching any accessories. |

Installing the Magnetic Strip Reader

The UltimaTouch™ 1800 Magnetic Strip Reader (MSR) installs easily at the side of the main unit Touch Screen.

After turning off the 1800 Series POS Workstation, install the UltimaTouch™ Magnetic Strip Reader (MSR) as follows:
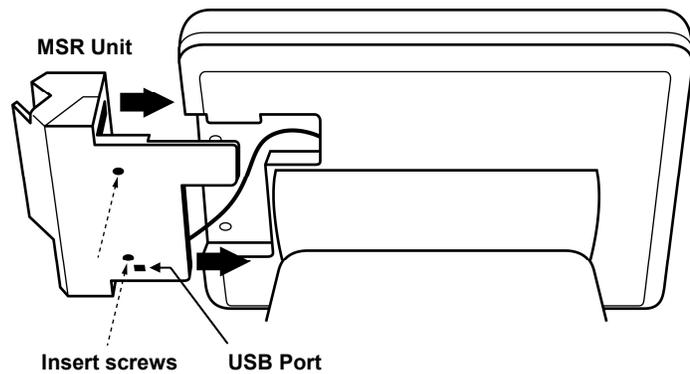
1. Connect the USB cable

Insert the USB connector into the USB port on the side of the main unit.

Main Unit

USB Port

To MSR Unit

2. Position the MSR

Align the MSR unit with the guide rails on the main unit and slide it into position, making sure the entire USB cable is covered by the MSR housing.

Note that there is a USB port on the outside of the MSR unit. So – even with the MSR installed – the customer still has access to a USB port for attachment of a keyboard or mouse.

MSR Unit

3. Insert and tighten screws

Insert the two screws provided with the MSR unit, and tighten to secure the MSR housing to the main unit.

Insert screws   **USB Port**

Installing the Magnetic Strip Reader Software Drivers

The UltimaTouch™ 1800 Series MSR sends data to your POS application via the USB interface and the MSR drivers. The drivers the MSR requires are dependent on your POS application. The MSR can operate as a keyboard-mode device or as an OPOS device. You cannot have both keyboard-mode and OPOS drivers installed on a 1800 Series POS at the same time. Drivers for the MSR can be downloaded from the UTC RETAIL website at www.utcretail.com. Look for "Drivers and Support" under the Hardware Solutions tab.

MSR Keyboard-mode Driver

1. The MSR device *MUST* be installed onto the 1800 Series POS unit prior to software driver *installation or removal*. See "Installing the Magnetic Strip Reader" above.

2. Turn on the 1800 Series POS device, download and expand the "UltimaTouch 1800_1870 Keyboard-mode MSR Driver (11557)" file from www.utcretail.com to a folder on the Desktop of the 1800 Series POS device.

3. Verify MSR OPOS drivers are not installed.

    a. In the Windows Control Panel, start the Add or Remove Programs function.

    b. Select and click Change/Remove and follow the removal directions for each of these items found:

        i. OPOS Common Control Objects #.##.##

        ii. UTC Ultimatouch 1800 OPOS MSR Service

<ol start="3">
<li style="list-style-type:none">
<ol type="a" start="3">
If you found and removed either of these two objects, reboot the 1800 Series POS device.

4. Open the Desktop folder from Step 2 and double-click the file "utc1800kbdsim.msi". Click through the following windows: Next, Next, Install, Continue Anyway, Continue Anyway, Finish.

5. Reboot the 1800 Series POS device and then observe in Device Manager the MSR device is listed under the Keyboards section as "Ultimatouch 1800 Series 3-Track MSR".

6. Test the MSR by running the Windows Notepad application and swiping a credit card through the MSR. The card data will appear in Notepad. Close Notepad to destroy the information. The MSR device is now ready to be used with your POS software.

MSR OPOS Driver

1. The MSR device *MUST* be installed onto the 1800 Series POS unit prior to software driver *installation or removal*. See "Installing the Magnetic Strip Reader" above.

2. Turn on the 1800 Series POS unit, download and expand the "UltimaTouch 1800_1870 OPOS MSR Driver (11473122)" file from www.utcretail.com to a folder on the Desktop of the 1800 Series POS device.

3. Verify MSR Keyboard drivers are not installed.

   a. In the Windows Control Panel, start the Add or Remove Programs function.

   b. Select and click Change/Remove and follow the removal directions for each of these items found:

      i. UltimaTouch 1800 MSR Keyboard Mode Driver

      ii. Windows Driver Package - Ultimate Technology Corporation UltimaTouch 1800 Series MSR Driver

   c. If you found and removed either of these two objects, reboot the 1800 Series POS device.

4. Open the Desktop folder from Step 2 and double-click the file "1800MSROPOS-Setup.exe". Click through the following windows: Next, Next, Next. At the message window "OPOS CCO Not Found", follow the instructions. If you want the CCO version in the UTC RETAIL driver package, click "Install MSR CCO". If you want to check for and install the latest version CCO, click "Do Not install CCO". Finish the driver installation.

5. If you did not install the MSR CCO in step 4, go to: http://www.monroecs.com/oposccos_current.htm; download and install the Current Release CCO Runtime (Wise Install).

6. Reboot the 1800 Series POS device and then observe in Device Manager the MSR is listed under the Human Interface Device section as "HID-compliant device" and "USB Human Interface Device".

Service and Technical Support

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 model number and serial number of the Magnetic Strip Reader. This information is found on a sticker located on the inside of the MSR device by its USB cable. If the MSR device needs to be returned to a repair facility, please use the original packing material and shipping carton.

For assistance, service, and warranty information, contact:

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