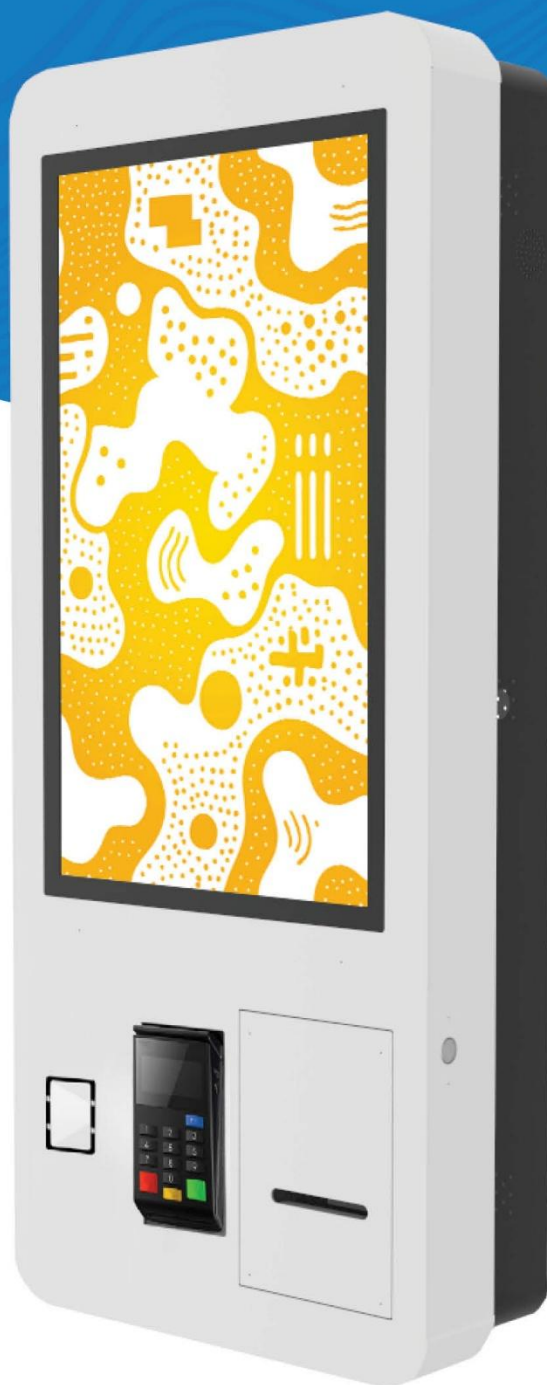SO27C

PCAP Self Service Kiosks

Read the manual carefully and ensure you have fully understood its contents before operating this device for the first time.

English

Warning! Important Safety Instructions

Please take a moment to carefully read and understand the following safety instructions before using your digital poster:

Ventilation:

The slots and openings on the back or bottom of the screen is designed to provide necessary ventilation. To ensure the reliable operation of the device and prevent overheating, it is crucial that these slots and openings are never blocked or covered.
Avoid placing the screen in confined spaces like bookcases or built-in cabinets, unless proper ventilation is available.
Keep the screen away from radiators and heat registers

Water and Moisture:

Do not place vessels (such as vases) containing water on the screen, as this can result in fire or electric shock.
Avoid exposing the screen to rain or placing it near water sources like bathtubs, washbowls, kitchen sinks, laundry tubs, wet basements, or swimming pools. In case of accidental exposure to water, immediately unplug the device and contact an authorized dealer.

Electrical Safety:

Avoid overloading wall outlets, extension cords, or adapters beyond their capacity, as this can lead to fire or electric shock.
Ensure that power-supply cords are positioned in a way that prevents them from being walked on or pinched. Pay attention to cords at the plug end, wall outlets, and where they exit the device.
During lightning storms or when leaving the screen unused for extended periods, unplug it from the wall outlet and disconnect the antenna or cable system to prevent damage from lightning or power line surges.
Never touch the inside of the screen, as it may result in electric shock. Only qualified technicians should open the device.
Always firmly plug in the power cord and pull the plug, not the cord itself, when disconnecting from the wall outlet. Avoid touching the power cord with wet hands.
If the screen does not operate normally, emits unusual sounds or smells, immediately unplug it and contact an authorized dealer or service center.

Installation Considerations:

For information on installing the screen in environments with heavy dust, extreme temperatures, high humidity, or chemical substances, please contact customer service. Failure to do so may cause serious damage to the screen.
Use only properly grounded plugs and wall outlets to ensure safety and prevent electric shock or equipment damage (Class I Equipment only).
When turning off the screen completely, disconnect it from the wall outlet. Ensure easy access to the wall outlet and power plug for quick unplugging if needed.
Avoid dropping or striking the product. In case of damage, disconnect the power cord and contact customer service.

Cleaning and Maintenance:

Before cleaning, unplug the power cord from the wall outlet. Use a soft, dry cloth to wipe the product. Do not use chemicals like wax, benzene, alcohol, thinners, insecticides, air fresheners, lubricants, or detergents, as they can damage the panel's appearance or erase printing on the product.
Prevent exposure of the screen to dripping or splashing liquids.
Keep the display away from heat sources and place it in a stable, well-ventilated location.
Handle the product with care, as it contains glass.
The holes or openings on the display are designed for ventilation. Do not cover or block them with any objects.
Remove any protective covering from the screen before using the display.
Power supply must be shut off before cleaning. Use a soft, lint-free cloth for screen wiping. If needed, you may use a glass cleaner, but avoid spraying it directly onto the display surface. Refer to Section 7.10 for more details.
Do not attempt to repair the product yourself, as improper disassembly may void the warranty and pose potential dangers.
If you encounter a problem that cannot be resolved using the provided troubleshooting guidelines, please contact your supplier.

Attention:

For displays intended for installation in windows, it is crucial to mount the panel surface a minimum of 100mm away from the inside of the window. However, we strongly recommend maintaining a distance of 200mm to ensure adequate air circulation between the display and the window. Failure to comply with these guidelines may result in failure, which will be considered user damage.

Table of Contents

1. Introduction

We would like to extend our congratulations on your recent purchase of our product. Before using it for the first time, we kindly request you to read the manual thoroughly and follow all provided instructions.

To ensure the proper functioning and longevity of the product, please take note of the following guidelines:

Avoid exposing the product to liquids in the form of dripping or splashing. It is essential to keep the product away from any objects that contain liquids, such as vases.

Attention:

Please refrain from making unnecessary changes to the default settings.

During both installation and use, it is crucial to keep the product away from water sources.

1. 1 Box Contents

Included Components:

- 1 x 27" PCAP Self Service Kiosk
- 1 x Wi-Fi Aerial
- 1 x Kettle Power Cable
- 1 x Rubber Grommet
- 4 x Bracket Bolts
- 1 x Set of Hardware Access Keys
- 1 x Allen Key

1.2 Product Overview

10-POINT PCAP TOUCH SCREEN

INTEGRATED SPEAKERS

INTEGRATED WINDOWS PC

VANDAL PROOF HIGH GAIN WI-FI AERIAL

BARCODE SCANNER

CARD READER SPACE*

OPTIONAL NFC CARD READER

QUICK ACCESS PRINTER

2. Installation Guide

2.1 Preparation

Before installation, ensure the wall is suitable for supporting the weight of the screen. Avoid mounting the screen on a false wall or plasterboard. The screen must be mounted on a sturdy brick or reinforced wall to ensure it can securely hold the device without any risk of damage or instability.

2.2 Installing the Screen (Wall-Mounted Version)

Step 1:
Carefully remove the screen from its packaging, ensuring that you also take out the protective cover. This cover will be placed at the bottom of the screen. You will find four screws and nuts included to attach this cover securely.

To access the inside of the screen, unlock it using the key provided in the package. Once unlocked, you can proceed with attaching the cover.

Step 2:
Secure the screen to the wall-mount bracket using the four bolts, as indicated by the blue circles in the diagram below. Carefully place the screen face-down on a soft, flat surface to avoid any damage. Then, attach the mounting bracket to the back of the screen using the provided bolts.

Step 3:
Before mounting the screen onto the wall, insert the power cable (included in the accessory bag) into the designated port on the back of the screen. Refer to the image below for the correct placement of the power cable.

Step 4:
To securely mount the screen on the wall, use the six expansion bolts provided, as indicated by the red circles in the diagram below. Begin by carefully aligning the screen with the desired position on the wall. Once aligned, open the screen and use the expansion bolts to firmly attach it to the wall.

Step 5:
Once the screen is securely mounted on the wall, use the key provided in the accessory pack to open the screen and access the internal hardware. Insert the power cable into the appropriate power socket inside the screen.

To access the hardware, unlock and open the screen's door using the key from the accessory bag.

2.3 Installing the Screen (Free-Standing Version)

Step 1:
Carefully remove the freestanding bracket from its packaging and position it upright, ready for the screen attachment. Next, take the four nuts from the accessory bag in preparation for securing the screen.

Step 2:
Thread the power cable (provided in the accessory bag) through the freestanding bracket, ensuring it extends all the way to the top of the bracket.
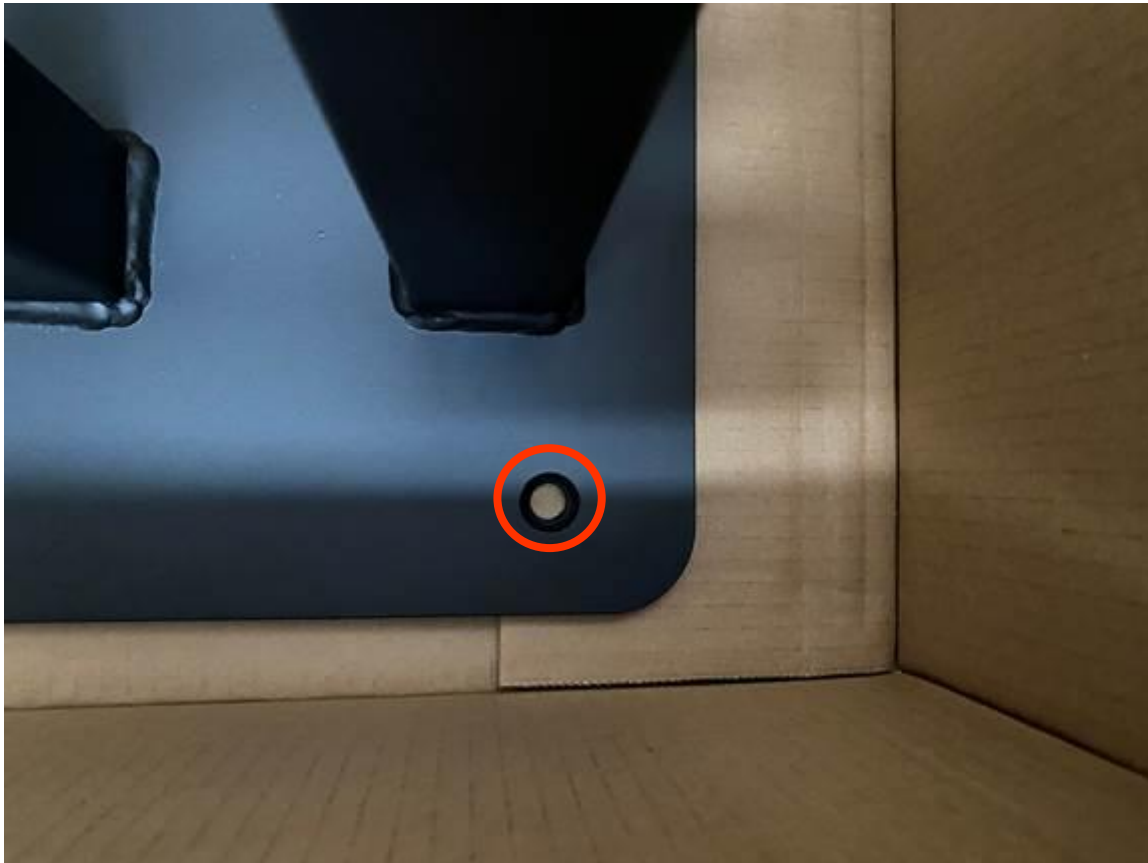

Step 3:
Carefully position the screen onto the mount, ensuring the four screws align and fit securely inside the screen. Use the key from the accessory bag to unlock and open the screen. Once opened, fasten the four nuts provided to secure the screen onto the mount. After the screen is attached, feed the power cable through the bracket.
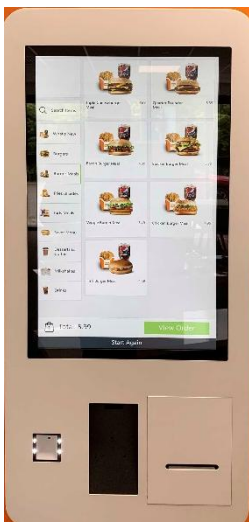
Step 4:
To secure the freestanding screen to the ground, you will need to source the necessary materials externally, as they are not included in the accessory pack. You will require 4 x M10 expansion nails to firmly anchor the freestanding bracket to the ground.

3. Integrated QR Code Scanner

3.1 Introduction

The integrated QR code scanner enables the device to read and scan both barcodes and QR codes, making it ideal for special offers or placing orders. This QR code scanner also works seamlessly with the thermal receipt printer, allowing the printing of barcodes, data matrices, PDF417 codes, or QR codes as needed.

3.2 How to use the QR code scanner.

To use the QR code scanner, a specific self-service kiosk software solution is required. We can also offer various bespoke packages upon request that are compatible with the QR code scanner.

Once the software is installed on the PCAP self-service kiosk screen and programmed to work in conjunction with the QR code scanner, users will be able to scan the provided code using their mobile phone or other device after placing an order online.

The user will receive a QR code that looks like this:

Once users receive the QR code, whether on paper or a digital device, they can scan the code using the machine, as demonstrated below:

4.Integrated Epson Printer

4.1 Introduction

On the 27" PCAP Self Service Kiosk, an integrated Epson thermal receipt printer is used to print all receipts from orders. It accommodates a standard 80mm width till roll. The printer is housed in a separate compartment, allowing staff to quickly and conveniently change the till roll without needing to open the main access door to the kiosk's hardware.

4.2 How it works:

Once the user places an order on the 27" PCAP Self Service Kiosk, the system will automatically print their receipt after the order is confirmed and payment is processed through the software.

4.3 How to install and replace Till-Roll

Step 1

Use the key provided in the accessory pack to unlock the till roll compartment. Once unlocked, the door can be opened, allowing access to the till roll section for easy replacement.

Step 2:
Open the hatch, as shown in the picture, by gently pulling it down. This will provide access to the internal compartment where the till roll is located.

Step 3:
Once the door is open, follow these steps to replace the till roll on the Epson printer:

1. **Remove the old till roll**: If a roll is still in place, gently lift it out of the printer.
2. **Prepare the new roll**: Take the new 80mm till roll and ensure that the paper feeds from the bottom of the roll.
3. **Insert the new roll**: Place the new till roll into the compartment, ensuring the paper is positioned to feed from the bottom toward the front of the printer.
4. **Feed the paper**: Pull a small length of paper from the roll and place it through the printer slot, as shown in the image.
5. **Close the cover**: Gently close the printer cover until it clicks into place, ensuring the paper is positioned correctly and will feed smoothly.

After completing these steps, the printer will automatically cut the excess paper and be ready for use.

5. Network Connectivity

5.1 Installing the Wi-Fi Aerial

Step 1:
Take the aerial out of the accessories bag.

Step 2:
Carefully screw the aerial onto the designated port on the machine, as demonstrated in the image below.

5.2 Installing an Ethernet/LAN cable.

Step 1:
Feed the Ethernet cable through the back of the machine using the rubber grommet hole, as shown in the image below.

Step 2:
Use the key from the accessory bag to unlock and open the screen's door, providing access to the internal hardware.

Step 3:
Locate the LAN port inside the machine and securely insert the Ethernet cable.

6.   Additional Information

6.1 How should I maintain and clean my screen?

When you begin to observe the presence of dust, fingerprints, or smears on your screen, it is advisable to perform a cleaning.

1) Unplug or turn off your screen before you begin. Turning your *screen* off is safer, and you can see more dirt and smudges when the screen is unplugged. Plus, this gives your *screen* a chance to cool down, which will help you clean it better.

2) Clean the body or panel of your screen with a microfibre cloth dampened with a small amount of screen cleaning product. Please do so in a circular motion to clean off any dust or debris.
3) Once the screen is clean, remove any moisture using a dry cloth.

> ⓘ Please note: *Do not spray water or any other liquid directly onto the screen. Any liquid entering the screen may cause a failure, fire, or electric shock; Never use paper towels, tissues, or rags to clean your screen. These contain fibres that can leave scratches on your screen. Also, remember to avoid pressing down too hard. Pushing on the screen too hard and cause pixels to burn out.*

6.2 Decreasing power consumption

When you turn off the screen, it enters Standby mode, which still consumes a small amount of power. To minimize power consumption, it is recommended to unplug the power cord when the screen will not be used for an extended period.

6.3 Disposal

Correct Disposal of This Product (Waste Electrical & Electronic Equipment) (Applicable in countries with separate collection systems) This marking on the product, accessories or literature indicates that the product and its electronic accessories should not be disposed of with other household waste at the end of their working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources. Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take these items for environmentally safe recycling. Business users should contact their supplier and check the terms and conditions of the purchase contract. This product and its electronic accessories should not be mixed with other commercial wastes for disposal

6.4 Warnings

Image retention, commonly known as screen burn-in, can occur on most types of LCD panels if the same image is displayed continuously. The most common causes of image retention are logos that remain stationary on the LCD panel. To reduce this risk, avoid displaying still images for long durations and lower the brightness settings to decrease the intensity of the picture. Extended viewing of art in aspect ratios that are different from the aspect ratio of the panel may cause image retention. Always try to avoid black borders at the top or bottom by using correct image/video resolution. This will help eliminate the black borders and fit the picture to the entire area of the screen.