



# Vi-POSCON Installation Guide

Document Reference

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# 1 CAUTIONS

**CAUTION:** For continued protection against risk of fire, replace only with the same type and rating of fuse.

| PCB Legend | Value        | Type        |
|------------|--------------|-------------|
| Fuse F1    | 1A @ 250V    | Ceramic "F" |
| Fuse F2    | 500mA @ 250V | Ceramic "L" |
| Fuse F3    | 500mA @ 250V | Ceramic "L" |

**CAUTION:** Danger if battery is incorrectly replaced.

Replace only with the same or equivalent type recommended by the manufacturer. Dispose of batteries according to the manufacturer's instructions.

**IMPORTANT!**  
**PLEASE READ CAREFULLY**  
**PURCHASERS WHO INSTALL THIS DEVICE FOR USE BY OTHERS MUST NOT**  
**LEAVE THIS DOCUMENT WITH THE CUSTOMER.**

**PRECAUTIONS:** Check that the operating voltage as indicated on the type plate [label] of the Power Supply Unit [PSU] is identical with the voltage of your local mains power supply.

**LOCATION:** For pluggable equipment [which is the PSU], the socket outlet shall be installed near the equipment, [the PSU], and shall be easily accessible.

Do not expose the Vi-POSCON or the PSU to humidity, rain or excessive heat; they are for use in dry areas only.

**SAFETY:** The Mains Plug is considered to be the means of disconnecting primary power. To isolate the equipment fully, ensure that the Mains Plug is removed.

All Video, Data and Alarm switching signal connections must be to SELV\* levels only, in accordance with EN 6095 and UL 1950 3<sup>rd</sup> Edition.

**INSTALLATION:** Both the Vi-POSCON and the PSU are designed to be free standing on a horizontal surface.

**NOTES:**

\*SELV = Safety Extra Low Voltage.

PSU = Power Supply Unit.

A separate copy of this safety card is included with the Vi-POSCON Install Kit and must be left with the user.

## 2 About this Guide

This document describes the installation and configuration of the Vi-POSCON System.

### 2.1 If you need assistance, call...

Videoswitch: 01252-851510

### 3 Introduction

The Vi-POSCON System is a point-of-sale exception monitoring device that connects to a store's cash registers and camera surveillance system.

The Vi-POSCON System monitors EPoS (Electronic Point-of-Sale or cash register) terminal activity and documents suspicious sales transactions. It does this by monitoring the register data for up to 10 sales transactions that the operator has designated as *exception events*. It also monitors up to four external switch events (such as door switch or panic button).

When an exception event occurs, Vi-POSCON documents the event by:

Switching the DVR from time-lapse to real-time recording to record the register scene.

Displaying the register scene on a video monitor in a back room or office.

Highlighting the exception on the register receipt that overlays the video scene.

Generating a one-line printout that summarizes the exception event (if the Audit Trail option is enabled).

Storing exception event information for the system reports.

By sounding an alarm tone.

Changes the relevant front panel Data LED from flashing green to steady red for the duration of the event.

By lighting the red EVENT LED when the first event is logged. (The LED is not cleared until the event is reviewed.)

After the system documents an exception, it:

Returns to routine surveillance, monitoring the register data according the surveillance parameters you defined.

Switches the DVR from real-time to time-lapse recording.

Changes the relevant front panel Data LED from steady red to flashing green.

The Vi-POSCON System stores exception event data in its memory for generating its reports. The Detailed Event Report provides complete details of the exception events. The Frequency Event Report totals the number of exception events occurring per hour accumulatively over a number of days. The Daily Report totals the number of exception events occurring per hour for a single day, for up to 7 days. You can display and print the reports.

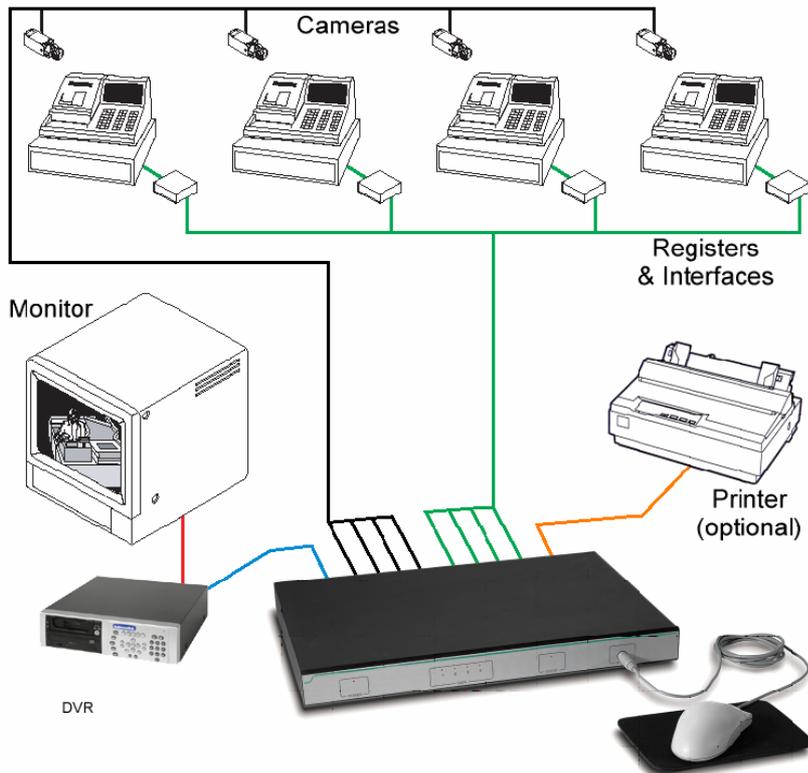
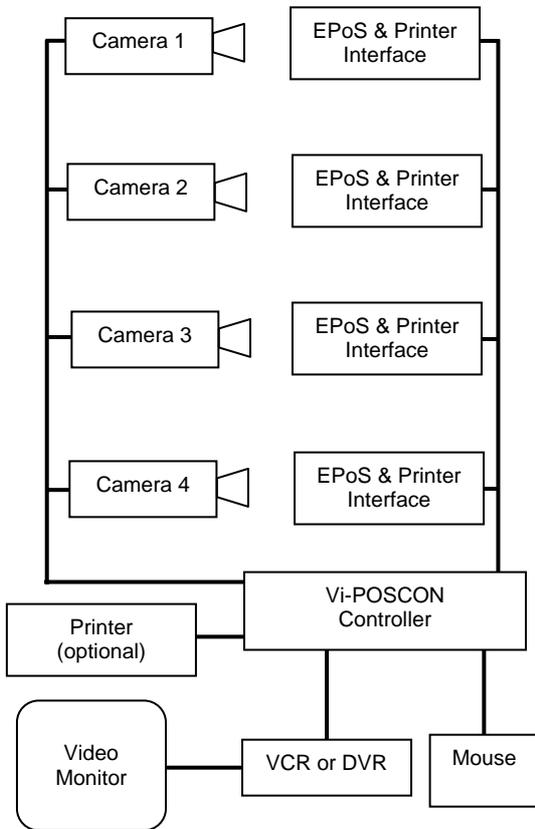
## 4 System Components

The following illustration shows the components of a typical Vi-POSCON System for a single register installation. Vi-POSCON can monitor up to four cash registers with a single DVR and video monitor. Depending upon the specific needs of each installation, the system setup will vary from site to site.

The Vi-POSCON components required for a single cash register installation are described below. The printer is optional, but is typically included.

|                              |  |
|------------------------------|--|
| Camera                       | Provides video of the register scene or, if using a programmable dome, other locations in the store.   |
| Cash register                | The EPoS or electronic cash register system used to execute sales related transactions. In this guide, the term register is used interchangeably with EPoS.  |
| Monitor                      | Displays the live register scene, an overlay of the register receipt on the register scene, and Vi-POSCON menus.   |
| Mouse                        | A pointing device used to control and program the Vi-POSCON System.  |
| Printer<br>(optional)        | Prints a record of exception events as they occur, and prints summary event reports.   |
| Vi-POSCON Controller         | Controls the Vi-POSCON System for up to four registers and cameras, including the switching of a time-lapse DVR.<br><br>It can also control the monitoring of up to four external switch events (alarms), such as door switch or panic button. |
| Printer Port Interface (PPI) | Connects a register to the Vi-POSCON controller; it converts the register data into Vi-POSCON-understandable data.   |
| DVR                          | Records (in time-lapse mode) the register scene. When an exception occurs, the DVR records (in real-time mode) the register scene along with an overlay of the register receipt.   |

The following illustration shows the maximum Vi-POSCON System configuration with one DVR and monitor. You can connect up to four registers, cameras, DVRs, and monitors to the Vi-POSCON controller. A Printer Interface is required for each register you want to monitor.



## 4.1 Vi-POSCON Front Panel

The following is a description of the Vi-POSCON front panel indicators and connector.

**POWER** – This red LED, when lit, indicates that the unit is powered on.

**DATA** – These four tri-colour LEDs are linked to the four data input ports on the rear panel. These LEDs flash green as data is received at the associated interface input; they turn steady red as and when an event occurs, reverting to flashing green once the period of time defined for the event has lapsed. If no data is being received at a particular port then the associated LED is not lit.

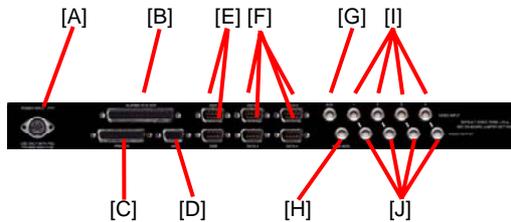
**EVENT** – This red LED lights when the first event is logged into Vi-POSCON memory and remains lit until the user has reviewed that event and all other subsequent logged events.

On system power-up, the DATA and EVENT LEDs momentarily light red.

**MOUSE** – This is a mini-DIN socket for connecting a PS/2 mouse to the Vi-POSCON System. A tick-mark indicates the location of the connector's key.

## 4.2 Vi-POSCON Rear Panel

The following is an illustration and description of the Vi-POSCON rear panel connectors.



**[A] Power Input** – a DIN connector for the power supply unit (PSU). The following table identifies the power supplies to be used with the Vi-POSCON Systems.

| For Vi-POSCON Systems in: | Use Power Supply Part Number: |
|---------------------------|-------------------------------|
| North America             | 590001                        |
| Europe                    | 590002                        |

**[B] Alarms I/O & VCR/DVR** – a 37-pin D-type female connector for alarm inputs, relay outputs, and DVR.

| Pin | Assignment  | Pin | Assignment  |
|-----|-------------|-----|-------------|
| 1   | Relay 1 NO* | 20  | Relay 1 COM |
| 2   | Relay 1 NC* | 21  | unassigned  |
| 3   | Relay 2 NO  | 22  | Relay 2 COM |
| 4   | Relay 2 NC  | 23  | unassigned  |
| 5   | Relay 3 NO  | 24  | Relay 3 COM |
| 6   | Relay 3 NC  | 25  | unassigned  |
| 7   | Relay 4 NO  | 26  | Relay 4 COM |
| 8   | Relay 4 NC  | 27  | unassigned  |
| 9   | Relay 5 NO  | 28  | Relay 5 COM |
| 10  | Relay 5 NC  | 29  | unassigned  |
| 11  | unassigned  | 30  | unassigned  |
| 12  | unassigned  | 31  | unassigned  |
| 13  | unassigned  | 32  | unassigned  |
| 14  | unassigned  | 33  | unassigned  |

|    |               |    |           |
|----|---------------|----|-----------|
| 15 | unassigned    | 34 | Alarm GND |
| 16 | Alarm Input 4 | 35 | Alarm GND |
| 17 | Alarm Input 3 | 36 | Alarm GND |
| 18 | Alarm Input 2 | 37 | Alarm GND |
| 19 | Alarm Input 1 |    |           |

\* NO = Normally Open; NC = Normally Closed

Relay 1 is associated with Channel 1, Relay 2 with Channel 2, Relay 3 with Channel 3, and Relay 4 with Channel 4.

Relay 5 is associated with the Main Monitor output and if Vi-POSCON is configured as a standalone system, this relay should be connected to the Alarm Input of the time-lapse DVR.

| Pin | Assignment  | Connect to DVR |
|-----|-------------|----------------|
| 9   | Relay 5 NO  | Alarm SET      |
| 10  | Relay 5 NC  | Alarm RESET    |
| 28  | Relay 5 COM | Alarm GROUND   |

**[C] Printer** – a 25-pin D-type female connector for connecting the Vi-POSCON printer.

**[D] 485** – a 9-pin D-type RS-232/RS485 female connector for future use (to allow the connection of multiple Vi-POSCON controllers).

**[E] 232A and 232B** – two 9-pin D-type RS-232 male connectors.

232A is used to output the Synchronizing Clock data to other equipment.

232B is for future use.

The RS-232 output is fixed at 9600, N, 8, 1.

**[F] Data1 through Data4** – four 9-pin D-type RS-232/RS-485 male connectors for input from the Printer Port Interfaces. (The Printer Port Interfaces can output data in either RS-232 or RS-485.)

| Wire Colour | RS-232 Data In Pin | Wire Colour | RS-485 Data In Pin |
|-------------|--------------------|-------------|--------------------|
| RED         | 2 – RXD            |             | 4 – RX+            |
| BLACK       | 5 – GND            |             | 5 – GND            |
|             |                    |             | 9 – RX-            |

**Note:** Jumpers on the Vi-POSCON main PCB must be set to allow RS-232 or RS-485 data input. RS-232 is the default setting for all four interface data input channels. Interface data input channels may be set in any combination of RS-232 or RS-485 input.

| RS-232/RS-485 Interface Data Input |        |  |   |
|------------------------------------|--------|--|---|
| Data Input Channel                 | Jumper | RS-232 Data Input                                      | RS-485 Data Input                             |
| 1                                  | P12    | For RS-232, set jumper towards rear of unit (default). | For RS-485, set jumper towards front of unit. |
| 2                                  | P11    |  |   |
| 3                                  | P10    |  |   |
| 4                                  | P9     |  |   |

**[G] AUX** – a BNC connector for future use.

**[H] Main Mon.** – a BNC connector for the main monitor when Vi-POSCON is configured as a standalone system (more than one camera/register input with output to a single DVR/monitor).

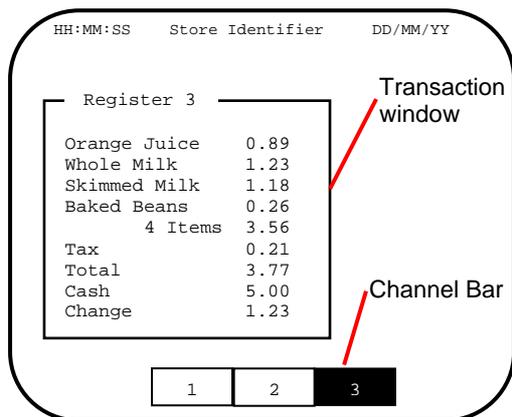
**[I] Video Input (1 through 4)** – four BNC connectors for camera input.

| Video Input | Jumper | Notes          |
|-------------|--------|----------------|
| 1           | JP5    |                |
| 2           | JP4    |                |
| 3           | JP3    |                |
| 4           | JP2    |                |
| AUX         | JP1    | For future use |

[J] **Video Output (1 through 4)** – four BNC connectors for video output. The video output signals include the text overlay from the EPoS.

### 4.3 The Vi-POSCON Text Overlay

The monitor text overlay of the Vi-POSCON System is similar to the following illustration. The surveillance scene is omitted for clarity.



The 3-part text line at the top of the monitor screen displays:

The time in either 12-hour or 24-hour format,

Up to 20 characters for the store's identifier, and

The date in DD/MM/YY, MM/DD/YY, or YY/MM/DD format. (Note: the system replaces the date separator "/" with "." for the German, Polish, Finnish, Hungarian, Czechoslovakian and Russian languages, and "-" for the Portuguese and Danish languages.)

The Transaction window displays all register transactions as they occur. The window displays a maximum of 40 characters per line (38 characters if an outline border is selected). A 12-character register name box is displayed at the top of the Transaction window.

In the Surveillance Mode, the Channel Bar at the bottom of the screen displays numbered boxes to indicate the activated video input channels. The example in the above figure shows three activated channels with Channel 3 being monitored (highlighted). When an event occurs, the system switches to the channel reporting the event, and its box highlights.

When an Alarm (External) event occurs, the Store Identifier is replaced by a highlighted, flashing **ALARM #** (where # = the number of the Alarm) or the Alarm Identifier text (if entered, for example: **DOOR**). At the end of the event duration, the Store Identifier is restored.

## 5 Installation

### 5.1 Introduction

This section describes how to install and configure a single controller Vi-POSCON System.

### 5.2 Before You Begin

Verify that all the equipment has arrived.

Verify that the unit shipped is the right configuration for the store.

Be organized. Unpack components in the back room. At the installation area, lay out parts in the order you will need them. Do not clutter traffic areas or cause a safety hazard.

### 5.3 Pre-Installation Checklist

#### 5.3.1.1.1 Salesperson's Responsibilities

Key contacts identified.

Special installation dated noted (verify with Customer Engineer).

Electronic cash register types and printers are identified.

#### 5.3.1.1.2 Customer's Responsibilities

Unswitched, 120Vac or 240Vac, 15A power provided at designated locations to supply the printer interface(s) and operator station equipment-controller(s), monitor, printer, DVR, and quad splitter, if installed.

A person with technical knowledge of the electronic cash register system scheduled to support the Vi-POSCON installation.

#### 5.3.1.1.3 Customer Engineer Responsibilities

Register types noted.

With agreement of the customer, location of the Vi-POSCON station and other components determined; see Placement below.

Cabling distances between registers and all Vi-POSCON components. A printer interface and data cable is required for each cash register to be monitored.

#### 5.3.1.1.4 Placement

Vi-POSCON controller location determined, within 2.5m (8') of camera system card rack (if used) for cable connections.

Printer interface location at registers determined, within 0.9m (3') of AC receptacle.

Four-conductor data cable run from each printer interface to the Vi-POSCON controller.

#### 5.3.1.1.5 AC Power

Three receptacles of unswitched 120Vac or 240Vac, 15A power for the monitor, printer, and DVR. A fourth receptacle is required if a quad splitter is used.

One receptacle of unswitched 120Vac or 240Vac, 15A power for each Vi-POSCON controller.

One receptacle of unswitched 120Vac or 240Vac, 15A power for each printer interface.

Less than 0.5Vac between neutral and ground of all AC receptacles.

## 5.4 Controller Installation Kits and Tools

### 5.4.1 Install Kits

| <b>Vi-POSCON Install Kit (US) 540012</b> |                               |            |
|--|-------------------------------|------------|
| <b>Part Number</b>                       | <b>Description</b>            | <b>Qty</b> |
| 590001                                   | USA PSU                       | 1          |
| 520079                                   | 37-way D Plug (Solder Bucket) | 1          |
| 520078                                   | 37-way D Cover                | 1          |
| 520075                                   | 9-way D Socket (Crimp)        | 4          |
| 520030                                   | 9-way D Cover                 | 4          |
| 520076                                   | Crimp Pin                     | 12         |

| <b>Vi-POSCON Install Kit (EU) 540013</b> |                                |            |
|--|--------------------------------|------------|
| <b>Part Number</b>                       | <b>Description</b>             | <b>Qty</b> |
| 590002                                   | EUR PSU                        | 1          |
| 500261                                   | UK Power Cord                  | 1          |
| 500262                                   | EUR Power Cord                 | 1          |
| 520079                                   | 37-way D Plug (Solder Bucket)  | 1          |
| 520078                                   | 37-way D Cover                 | 1          |
| 520029                                   | 9-way D Socket (Solder Bucket) | 4          |
| 520030                                   | 9-way D Cover                  | 4          |

| <b>Accessories</b> |                    |            |
|--------------------|--------------------|------------|
| <b>Part Number</b> | <b>Description</b> | <b>Qty</b> |
| 590003             | Mouse              | 1          |
| 590004             | Mouse Mat          | 1          |

**NOTE:** Any replacement or alternative mouse used with the Vi-POSCON system must be UL approved.

#### Installation Tools

You will need the following tools to properly install Vi-POSCON:

Crimp tool, D-sub (for Crimp Pin Part #: 520076)

Extractor, D-sub (for Crimp Pin Part #: 520076)

Multimeter or equivalent

Wire stripper/crimper

Soldering iron

Measuring tape

Drill, bits, and screws as needed for mounting (typically to wood)

Drill, bits, and saw as needed for cable routing (typically through wood)

## 5.5 Installing a Vi-POSCON System

Before installing the Vi-POSCON controller, conduct a site survey with the customer and a salesperson. For more information on the site survey, see the **Pre-Installation Checklist** (page 6).

Determine where to install the controller, then continue with the following installation instructions.

**Note:** Before installing the Vi-POSCON controller, review the system connection diagram in Figures 2 and 3.

Verify pre-installation work.

- Ensure there is adequate space to install the Vi-POSCON controller.

Ensure the power transformer's cables can be routed safely to the controller and to the AC outlet.

Ensure AC power is within 1.8m (6') of the power transformer. The circuit must not be shared with computer equipment.

Check printer interface-to-Vi-POSCON data cable.

Ensure data cable has been run from the printer interface through an electrical raceway (conduit or duct) to the Vi-POSCON controller.

Configure the controller for RS-232 or RS-485 operation. The default setting is RS-232.

Remove the controller cover by removing the screws on the top and sides of the unit

Use Jumpers P9 through P12 (Figure 1, page 9) to set the communications protocol according to the following table:

| Data Channel | Jumper | RS-232 (default) | RS-485     |
|--------------|--------|------------------|------------|
| 1            | P12    | Pins 1 & 2       | Pins 2 & 3 |
| 2            | P11    | Pins 1 & 2       | Pins 2 & 3 |
| 3            | P10    | Pins 1 & 2       | Pins 2 & 3 |
| 4            | P9     | Pins 1 & 2       | Pins 2 & 3 |

Replace the cover and tighten the screws.

Install the controller.

Based on the site survey guidelines, set the controller in place.

If the controller requires mounting hardware:

Set the controller on the assigned rack shelf and secure it (all rear-panel connectors must be easily accessible and the red POWER LED should be visible during normal operation).

If the controller does not require mounting hardware:

Set the controller on a shelf or countertop where there is adequate room for cable runs and connections. Connect the video cables (Figure 2, page 10 or Figure 3, page 11).

Connect a cable from VIDEO OUTPUT 1 (if only one camera) or Main Mon (for multiple camera) on the controller to the DVR (VIDEO IN).

Connect a cable from the VIDEO OUT connector on the DVR to the monitor (VIDEO IN).

Set the monitor's impedance switch to the 75-ohm position.

Connect a cable from the fixed camera(s) to the controller connector (VIDEO INPUT 1 through 4).

Connect the mouse cable to the MOUSE connector on the front panel of the controller.

Assemble and connect the PPI-to-controller data cable(s) (Figure 2 or 3).

Connect the data cable from the PPI(s) to controller connector(s) (DATA 1 through DATA 4).

Lightly tighten the connector screws to hold the cable(s) in place.

Connect the printer cable (Figure 2 or 3).

Connect the 25-pin connector on printer cable 500252 to the PRINTER connector on the controller. Lightly tighten the connector screws to hold the cable in place.

Connect the 36-pin Centronics connector on the printer cable to the printer, and fasten the retaining wires to the connector to hold the cable in place.

**Note:** If you are installing the 40-column dot-matrix Epson TM-U200D printer option, you must set the 4-position DIP switch located beneath the inspection plate on the bottom of the printer. Set the switch to the following positions: 1=OFF, 2=OFF, 3=OFF, and 4=ON.

**Note:** If you are installing the 40-column Epson TM-T88 Thermal printer option, you must set the 8-position DIP switches located beneath the inspection plate on the bottom of the printer. Set switch DSW1 to the following positions: 1-6 and 8=OFF, and 7=ON (default). Set switch DSW2 to the following positions: 1-8=OFF (default).

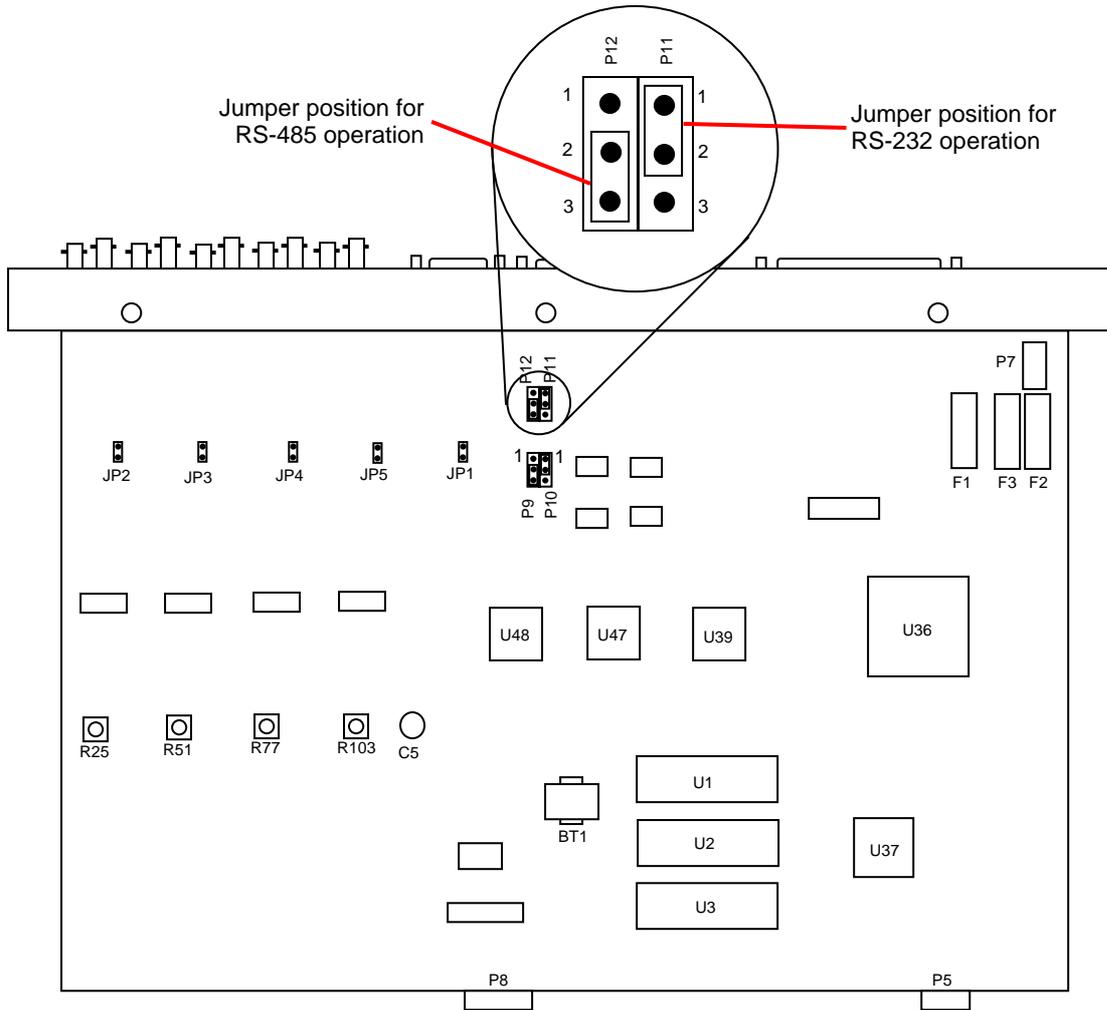
**Note:** There are no changeable option settings for the 80-column Epson LX-300 printer. However, you can use the control panel on the 80-column Epson LX-300+ printer to change its default settings (refer to the LX-300+ User's Guide for instructions). You may have to change the default paper length; all other options can remain at their default settings.

For instructions on alarm connections, see the documentation supplied for the DVR.

For instructions on programming the DVR, see the documentation supplied with the unit.

You have completed the Vi-POSCON hardware installation. Continue with the section titled **Power-Up Sequence** (page 14).

Figure 1. Controller PCB



**CAUTION:** Replace fuses only with the same type and rating.

| PCB Legend | Value        | Type        |
|------------|--------------|-------------|
| Fuse F1    | 1A @ 250V    | Ceramic "F" |
| Fuse F2    | 500mA @ 250V | Ceramic "L" |
| Fuse F3    | 500mA @ 250V | Ceramic "L" |



## 5.6 Power-Up Sequence

This section describes the steps for applying power to the Vi-POSCON System.

**CAUTION:** Do not apply power to the Vi-POSCON controller or to the printer interface until directed to do so.

Plug the power cord of the following components (as applicable) into an AC outlet and turn on their power switch:

- Cash registers

- Monitor

- DVR

- Cameras

Verify that these components are powered-on.

Plug the printer's power cord into an AC outlet, and verify that the printer's power LED is lit.

If the LED is not lit, a failure occurred; see **Troubleshooting** (page 20).

Plug the Vi-POSCON controller's power supply into an AC outlet, and verify that its red POWER LED is lit and that the surveillance scene video appears on the monitor.

If video does not appear, check all cable connections. If the controller's POWER LED is not lit, a failure occurred; see **Troubleshooting** (page 20).

The surveillance scene is followed by the text overlay (Name/Time/Date window, the Transaction window, and the Channel Bar). If the text overlay does not appear, a failure occurred; see **Troubleshooting** (page 20).

Plug each printer interface's power cord into an AC outlet.

The interface transmits a configuration message to the controller, which displays it on the monitor. If the configuration message is not legible, perform the procedures in the section for setting the baud rate (page 17).

Perform the procedures in the section titled **Configuring the Vi-POSCON System** (page 12) to complete the system setup.

## 6 Configuring the Vi-POSCON System

This section describes the procedures for configuring the Vi-POSCON System.

You use the mouse to access the menus, make selections, and input settings. The term *click* as used in these instructions means to press and release the *left* mouse button. When necessary, the instructions will specify to "click the right mouse button".

Following is a suggested sequence of events for configuring your Vi-POSCON System. The menu to use and the page on which it appears is shown in parenthesis following the event.

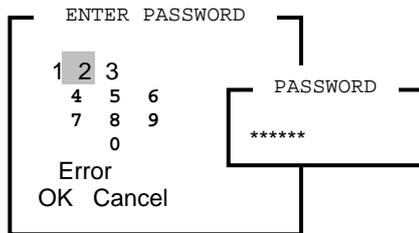
- Verify the software version (Service, 14).
- Set the language for the menus (Service, 13).
- Set the video type (Service/Screen Attributes, 19)
- Set the number of active channels (Service, 13).
- Set the unit status (Service, 14).
- Set the currency format (Service, 14).
- Set the printer type (Service, 14).
- Set synchronize clock (Service, 14)
- Set the baud rate (Service/Channel Attributes, 17).
- Set the line filtering (Service/Channel Attributes, 17).
- Set the register identity (Service/Channel Attributes, 17).
- Set the text colour (Service/Channel Attributes, 17).
- Set the text window border (Service/Channel Attributes, 18)
- Set the text window position (Service/Channel Attributes, 18).
- Set the text window size (Service/Channel Attributes, 18).
- Display the channel bar (Service/Screen Attributes, 18).
- Display the date and time (Service/Screen Attributes, 18).
- Set and activate alarm events (Service, 15).
- Clear the user password (Service second screen, 19).
- Print the system settings (Service second screen, 19).

## 7 The Vi-POSCON Service Menu

This section details the procedures for using the Service Menu options. The Options are described in the order in which they appear on the menu. You can access the Service Menu from the Manager Menu (described in the following section) or while the system is in the Surveillance Mode.

### 7.1 Accessing the Service Menu

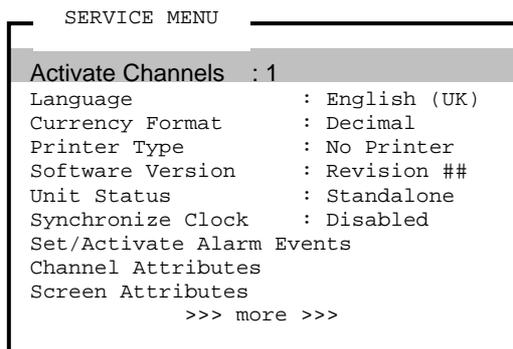
With the system in Surveillance Mode, click the left mouse button to display the ENTER PASSWORD Screen.



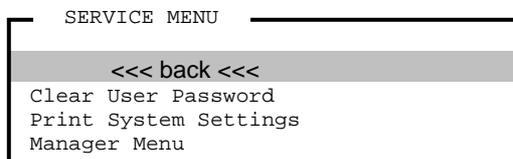
To enter the password, use the mouse to highlight and click on the numbers **331475**. An asterisk (\*) appears in the PASSWORD window for each number entered.

(To correct a number, highlight and click **Error** to erase, from right to left, numbers entered.)

Click **OK** to accept the password. The first screen of the 2-part SERVICE MENU appears.



To display the second part of the SERVICE MENU, highlight and click **>>> more >>>** at the bottom of the menu.

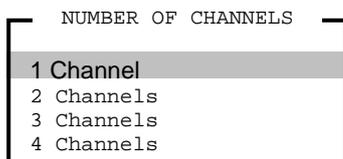


### 7.2 Setting the Active Channels

You can connect up to four video inputs to the Vi-POSCON controller. For each video input connected, you must activate a video input channel. The default setting for the number of active video input channel for Vi-POSCON is one. The channels are sequentially connected and activated from position 1 to 4. The default setting is **1 Channel**.

To set the number of active video input channels:

Highlight and click **ACTIVATE CHANNELS** on the SERVICE MENU. The NUMBER OF CHANNELS window appears.



Highlight and click the number of channels to activate. The SERVICE MENU reappears displaying the number of channels activated.

### 7.3 Setting the Language

You can configure Vi-POSCON to operate in a choice of languages. The default setting is **English (UK)**.

NOTE: When selecting the language, everything will change, including the menus you need to change it back.

Perform the following steps to change the language setting:

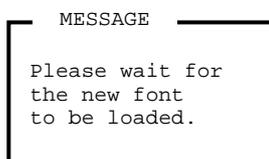
Highlight and click **Language** on the SERVICE MENU. The LANGUAGE window appears.



Selecting >>> more >>> displays additional language choices:



Highlight and click the language you want to use. The following message window briefly appears in the selected language.



The SERVICE MENU reappears in the selected language.

## 7.4 Setting the Currency Format

You can choose how the system displays currency amounts. The default setting is `Decimal`. Highlight and click **Currency Format** on the SERVICE MENU. The CURRENCY FORMAT menu appears.

```

CURRENCY FORMAT
-----
Decimal (1.23)
Integer (123)
    
```

Highlight and click the currency format you want the system to use. The SERVICE MENU reappears displaying the selected format.

## 7.5 Setting the Printer Type

You can configure the system to print to a 40-column or an 80-column dot-matrix printer. The default setting is **No Printer**.

Highlight and click **Printer Type** on the SERVICE MENU. The PRINTER MENU appears.

```

PRINTER MENU
-----
No Printer
TM-U210, 40 Column Printer
TM-T88, 40 Column Thermal
LX-300, 80 Column Printer
LX-300+, 80 Column Printer
    
```

If you select either 80-column printer, the following menu appears:

```

PRINTER MENU
-----
Bitmap
Code Page
    
```

In *bitmap mode*, the system sends characters to the printer as bitmaps. In *code page mode*, the system uses the code page for the selected language to print characters.

Highlight and click the menu item that describes the printer connected to your system. The SERVICE MENU reappears displaying the printer selected.

## 7.6 Displaying the Software Version

To display the current version of Vi-POSCON software, highlight and click Software Version on the SERVICE MENU. The SOFTWARE VERSION window appears.

```

SOFTWARE VERSION
-----
(c) S.I.D.G. Limited
Part No. : SW-2420-01
Revision : ##

Click to continue
    
```

Click a mouse button. The SERVICE MENU reappears.

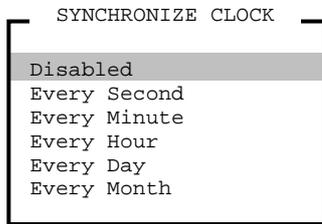
## 7.7 Setting the Unit Status

This option is future use. Only the Standalone option is currently available.

## 7.8 Setting Synchronize Clock

This option is intended for the Vi-POSCON System to synchronize its internal clock with other equipment. The current data & time will be output via 232A Port depending on the setting. The default setting is **Disabled**.

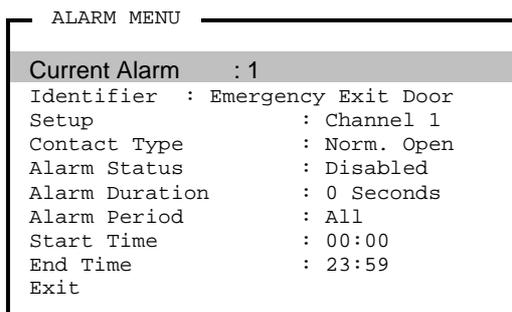
Highlight and click **Synchronize Clock** on the SERVICE MENU. The SYNCHRONIZE CLOCK menu appears.



Highlight and click the setting you want the system to use. The SERVICE MENU reappears displaying the selected format.

## 7.9 Setting/Activating Alarm Events

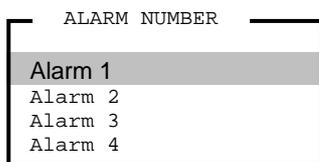
This menu lets you configure up to four alarm inputs. To access the menu, highlight and click **Set/Activate Alarm Events** on the SERVICE MENU. The ALARM MENU appears.



### 7.9.1 Setting the Current Alarm

Use this option to identify the alarm you want to configure.

Highlight and click **Current Alarm** on the ALARM MENU. The ALARM NUMBER menu appears.

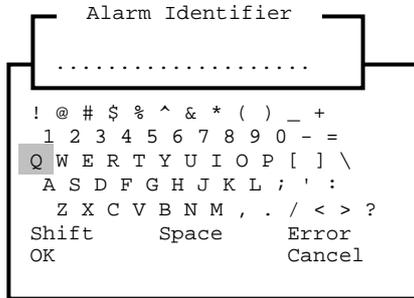


Highlight and click the alarm you are identifying. The ALARM MENU reappears displaying the current alarm number and its associated details.

### 7.9.2 Setting the Identifier

This setting lets you enter a text string name to identify the current alarm.

Highlight and click **Identifier** on the ALARM MENU. The Alarm Identifier window and an on-screen QWERTY keyboard window open.



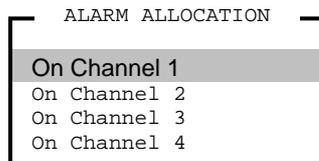
Use the mouse to highlight and click up to 20 characters (including spaces) to name this alarm. Highlight and click **Shift** to toggle between uppercase and lowercase letters.

(To correct a character, highlight and click **Error** as required to erase, from right to left, characters entered.) Highlight and click **OK** to save the text string. The ALARM MENU reappears displaying the identifier.

### 7.9.3 Setting the Alarm Allocation

Use this option to associate the current alarm with any of the activated input channels.

Highlight and click **Setup** on the ALARM MENU. The ALARM ALLOCATION menu appears.

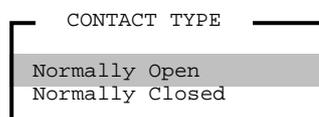


Highlight and click the active channel to which to associate the current alarm. The ALARM MENU reappears displaying the setup selected.

### 7.9.4 Setting the Contact Type

Use this option to identify the type of alarm contact connected to the selected channel (alarm allocation). The default setting is **Normally Open**.

Highlight and click **Contact Type** on the ALARM MENU. The CONTACT TYPE menu appears.

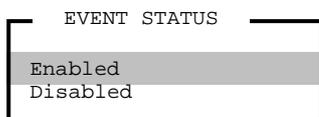


Highlight and click the contact state that will initiate an alarm. The ALARM MENU reappears displaying the contact type selected.

### 7.9.5 Setting the Alarm Status

Use this option to enable or disable the current alarm. The default setting is **Disabled**.

Highlight and click **Alarm Status** on the ALARM MENU. The EVENT STATUS menu appears.

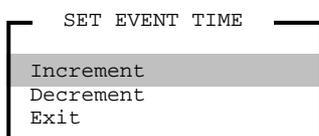


Highlight and click the option for the current alarm. The ALARM MENU reappears displaying the selected status.

### 7.9.6 Setting the Alarm Duration

Use this option to set the length of time the alarm is displayed on the monitor. The default setting is **30 Seconds**.

Highlight and click **Alarm Duration** on the ALARM MENU. The SET EVENT TIME menu appears.



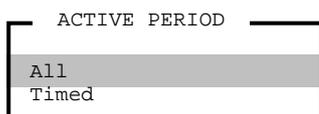
Highlight and click **Increment** to increase or **Decrement** to decrease the alarm time by one second for each click.

Highlight and click **Exit** to save the setting. The ALARM MENU reappears displaying the alarm duration time.

### 7.9.7 Setting the Active Period

Use this option to set the period that the alarm is active. The default setting is **All**.

Highlight and click **Active Period** on the ALARM MENU. The ACTIVE PERIOD menu appears.



Highlight and click **All** to set the alarm for all day (24 hours) or

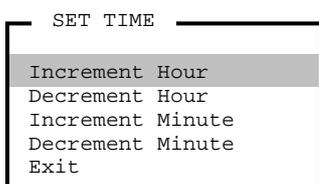
Highlight and click **Timed** to enable the alarm for a shorter period. Use the **Start Time** and **End Time** options to set the active period.

The ALARM MENU reappears displaying the selected active period.

### 7.9.8 Setting the Start Time

Use this option to set the start time of a *timed* alarm's active period. The default setting is **00:00**.

Highlight and click **Start Time** on the ALARM MENU. The SET TIME menu appears.



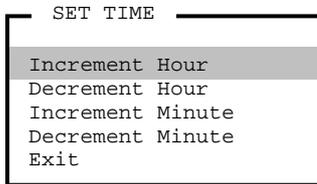
Highlight and click the item (hour, minute) to set. Each click increases (increments) or decreases (decrements) the item by one unit.

Highlight and click **Exit** to save the setting. The ALARM MENU reappears displaying the start time.

### 7.9.9 Setting the End Time

Use this option to set the end time of a *timed* alarm's active period. The default setting is **23:59**.

Highlight and click **End Time** on the ALARM MENU. The SET TIME menu appears.

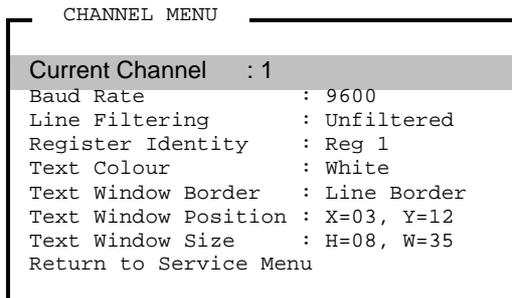


Highlight and click the item (hour, minute) to set. Each click increases (increments) or decreases (decrements) the item by one unit.

Highlight and click **Exit** to save the setting. The ALARM MENU reappears displaying the end time.

### 7.10 Setting the Channel Attributes

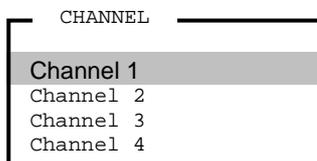
This menu lets you configure the attributes for each of the four Data Input channels. To access the menu, highlight and click **Channel Attributes** on the SERVICE MENU. The CHANNEL ATTRIBUTES menu appears.



#### 7.10.1 Setting the Current Channel

Use this option to select the Data Channel to configure.

Highlight and click **Current Channel** on the CHANNEL MENU. The CHANNEL menu appears.

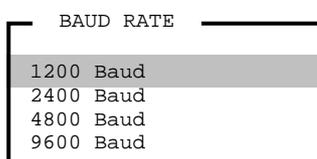


Highlight and click the channel you want to configure. The CHANNEL MENU reappears displaying the selected channel.

#### 7.10.2 Setting the Baud Rate

This setting configures the baud rate of the Vi-POSCON controller to that of the printer interface. The default setting is **9600 Baud**. Perform the following steps to set the baud rate:

Highlight and click **Baud Rate** on the CHANNEL MENU. The BAUD RATE menu appears.



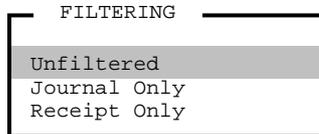
Obtain the correct baud rate settings from the printer interface documentation or from the settings of SW1 on the interface PCB.

Highlight and click the baud rate for the printer interface. The CHANNEL MENU reappears displaying the selected baud rate.

### 7.10.3 Setting the Line Filtering

Use this option to choose how to display lines of data received from the printer interface. The default setting is **Unfiltered**.

Highlight and click **Line Filtering** on the CHANNEL MENU. The FILTERING menu appears.



**Unfiltered** displays all data.

**Journal Only** displays only data prefixed with "J" (Journal).

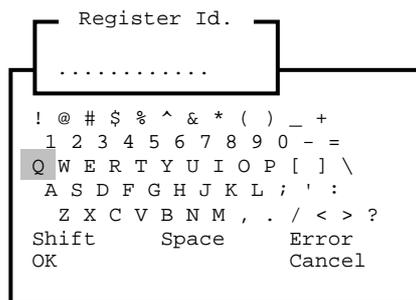
**Receipt Only** displays only data prefixed with "C" (Customer Receipt).

Highlight and click the filtering option you want for the current channel. The CHANNEL MENU reappears displaying the selected option.

### 7.10.4 Setting the Register Identity

This setting lets you enter a text string name to identify the cash register that is connected to the Data Channel being configured.

Highlight and click **Register Identity** on the CHANNEL MENU. The Register Id. Window and an on-screen QWERTY keyboard window open.



Use the mouse to highlight and click up to 12 characters (including spaces) to name this register. Highlight and click **Shift** to toggle between uppercase and lowercase letters.

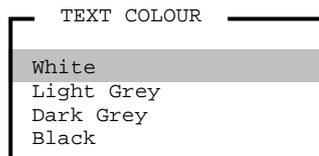
(To correct a character, highlight and click **Error** as required to erase, from right to left, characters entered.)

Highlight and click **OK** to save the text string. The CHANNEL MENU reappears displaying the register identity.

### 7.10.5 Setting the Text Colour

Use this option to choose a text colour to contrast with the video scene displayed on the screen. The default setting is **White**.

Highlight and click **Text Colour** on the CHANNEL MENU. The TEXT COLOUR menu appears.

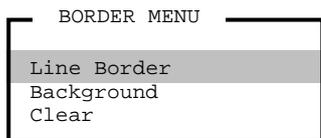


Highlight and click a text colour that will contrast with the video scene. The CHANNEL MENU (and the text overlay in the background) reappears in the selected text colour.

### 7.10.6 Setting the Text Window Border

Use this option to apply an attribute to the text window. The default setting is **Line Border**.

Highlight and click **Text Window Border** on the CHANNEL MENU. The BORDER MENU appears.



Highlight and click the desired option.

**Line Border** places a line border around the text window.

**Background** shades the area of the text window. This option does not have a border.

**Clear** causes the text window to appear without a line border or background shading.

Click the right mouse button to save the setting. The CHANNEL MENU reappears displaying the selected border option.

### 7.10.7 Setting the Text Window Position

Use this option to move the text window to another location on the screen.

Highlight and click **Text Window Position** on the CHANNEL MENU. The text window becomes active.

Move the mouse to move the text window to the desired location. X and Y screen coordinates (X=xx, Y=yy) appear to assist repositioning.

Click the left mouse button to save the new location. The CHANNEL MENU reappears displaying the new screen coordinates of the text window.

### 7.10.8 Setting the Text Window Size

Use this option to change the size of the text window. The default setting is 8 lines x 35 columns (e.g. H=08, W=35). The maximum size is 21 lines x 40 columns.

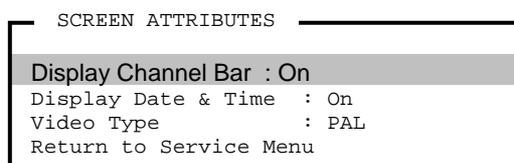
Highlight and click **Text Window Size** on the CHANNEL MENU. The text window becomes active.

Move the mouse to increase or decrease the size of the text window. Height and Width dimensions (H=hh, W=ww) appear to assist in resizing.

Click the left mouse button to save to new size. The CHANNEL MENU reappears displaying the new size of the text window.

## 7.11 Setting the Screen Attributes

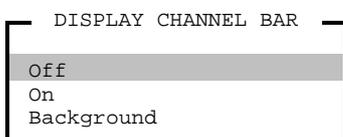
This menu lets you choose the attributes for the display screen. To access the menu, highlight and click **Screen Attributes** on the SERVICE MENU. The SCREEN ATTRIBUTES menu appears.



### 7.11.1 Displaying Channel Bar

Use this option to turn the Channel Bar on or off or to give it a dark background. The default setting is **On**. The Channel Bar is located at the bottom of the video display screen during normal Surveillance Mode.

Highlight and click **Display Channel Bar** on the SCREEN ATTRIBUTES menu. The DISPLAY CHANNEL BAR menu appears.

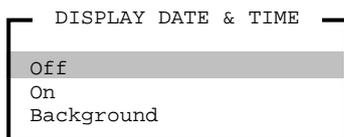


Highlight and click the Channel Bar display option you want. The SCREEN ATTRIBUTES menu reappears displaying the selected option.

### Displaying Date & Time

Use this option to turn the Date & Time display on or off or to give them a dark background. The default setting is **On**. The Date & Time display is located at the top of the video display screen during normal Surveillance Mode.

Highlight and click **Display Date & Time** on the SCREEN ATTRIBUTES menu. The DISPLAY DATE & TIME menu appears.

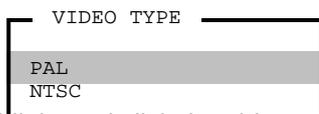


Highlight and click the Date & Time display option you want. The SCREEN ATTRIBUTES menu reappears displaying the selected option.

### 7.11.2 Setting the Video Type

Use this option to change the video input setting. The default setting is **PAL**.

Highlight and click **Video Type** in the SCREEN ATTRIBUTES menu. The VIDEO TYPE menu appears.

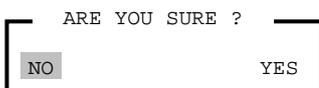


Highlight and click the video type to use. The SCREEN ATTRIBUTES menu reappears displaying the selected video type option.

### 7.12 Clearing the User Password

This option lets you restore the User (Manager) Password to its default value (0000).

Highlight and click **Clear User Password** on the SERVICE MENU. The following window appears.



To reset the User Password, highlight and click **YES**. The message "User Password has been reset to the default setting" briefly appears.

(To cancel resetting the User Password, highlight and click **no**.)

The SERVICE MENU appears.

### 7.13 Print System Settings

This option lets you print the system settings.

**Note:** The Vi-POSCON System must be configured for a 40-column or 80-column printer before commencing.

Highlight and click **Print System Settings** on the SERVICE MENU. Printing commences.

### 7.14 Manager Menu

Use this option to access the Manager Menu from the Service Menu. You can also access the Manager Menu from the Surveillance Mode.

Highlight and click **Manager Menu** on the SERVICE MENU. The MANAGER MENU appears.

### 7.15 Event Reports

The Vi-POSCON System has a number of reports available to assist you in analysing exception events: the **Event Audit Trail**, the **Detailed Event Report**, the **Event Frequency Report** and the **Daily Report**.

If End of Day Printing is enabled, then the additional printed reports are available; the **End of Day Daily Report**, and the **End of Day Detailed Event Report**.

## 8 Troubleshooting

### 8.1.1 No Cash Transactions on Monitor

| What to check                             | What to do   |
|---|--|
| 1. Data into Vi-POSCON                    | <p>If no data appearing in the data window;-</p> <p>Check the Data LED's, on the front panel of the Vi-POSCON controller, flash green during a cash transaction.</p> <p>Check to ensure data is appearing on the Vi-POSCON controller DB9 connector of the cable from the printer interface.</p> <p>For RS232 data, connect an oscilloscope to the DB9 pin 2 (RXD) &amp; pin 5 (GND), and check for data from the printer interface during a cash transaction.</p> <p>For RS485 data, connect an oscilloscope to the DB9 pin 4 (RS485+) &amp; pin 5 (GND), and then to DB9 pin 9 (RS485-) &amp; pin 5 (GND), and check for data from the printer interface during a cash transaction.</p> <p>Alternately, if the oscilloscope has the facility to take differential measurements, connect the oscilloscope between DB9 pin 4 (RS485+) &amp; pin 9 (RS485-), and check for data from the printer interface during a cash transaction.</p> <p>If the Data LED's do not flash green, but data is detected on the DB9 connector, then replace the Vi-POSCON controller.</p>  |
| 2. Data Input Ports 1-4 (for channel 1-4) | <p>If data exists from the printer interface;-</p> <p>If more than one active channel, then are you monitoring the correct channel. If not, switch to the correct channel.</p> <p>Check to ensure that the printer interface output cable is connected to the correct Data Input port at the rear of the Vi-POSCON unit.</p> <p>Check to ensure the Vi-POSCON input baud rate for the appropriate channel matches that of the printer interface output baud rate (refer to Channel Attributes Menu, in Service Menu). If not, change either the Vi-POSCON channel baud rate or the output baud rate of the printer interface to match the other.</p> <p>Check to ensure that the Line Filtering parameter is set correctly for the appropriate channel in Vi-POSCON (refer to Channel Attributes Menu, in Service Menu).</p> <p>Check to ensure that the RS232/RS485 Interface Data Input jumpers P9 – P12 are set correctly. If RS232, the appropriate jumper should be towards the rear of the Vi-POSCON unit (i.e. pins 1-2). If RS485, the appropriate jumper should be towards the front of the Vi-POSCON unit (i.e. pins 2-3). Refer to Figure 1, page 9.</p> <p>If 'garbage' appearing in the data window, check to ensure the Vi-POSCON input baud rate for the appropriate channel matches that of the printer interface output baud rate. If not, change either the Vi-POSCON channel baud rate or the output baud rate of the printer interface to match the other.</p> |
| 3. Output of printer interface            | <p>If no data appearing at the DB9 connector from the printer interface, check to ensure that the printer interface is connected, is powered up and is passing data.</p> <p>NOTE 1: The LED in the printer interface should flash red when</p>   |

|  |   |
|--|---|
|  | <p>passing data.</p> <p>NOTE 2: It may be necessary to switch the printer interface into Test Mode to perform diagnostics (refer to the Installation Document for the printer interface, for switch setting details).</p>   |
| 4. Data Cable between Vi-POSCON controller | <p>If data exists at the printer interface output, check the continuity of the data cable between the Vi-POSCON and the printer interface (refer to the Installation Document for the printer interface, for the connection details).</p>   |
| 5. Cable from the cash register            | <p>If no data at the printer interface output;-</p> <p>Check the connections between register and the printer interface input (refer to the Installation Document for the printer interface, for details).</p> <p>Check to ensure that the correct printer interface has been installed for the cash register.</p> <p>If a 5001 Serial printer interface, check to ensure that the input baud rate matches that of the register output baud rate (refer to the Installation Document for the printer interface, for the input baud rate switch settings).</p> |
| 6. Power to printer interface              | <p>If still no data, check for either 12Vdc or 24Vac from the printer interface power supply. If no 12Vdc or 24Vac, check input to the transformer.</p>   |

## 8.1.2 No Vi-POSCON Identifying Message on Monitor

| What to check                             | What to do   |
|---|--|
| 1. Power to the printer interface         | If power is not on, turn it on. If power is on, turn is off, and then on.  |
| 2. Data into Vi-POSCON                    | <p>If no data appearing in the data window;-</p> <p>Check the Data LED's, on the front panel of the Vi-POSCON controller, flash green during a cash transaction.</p> <p>Check to ensure data is appearing on the Vi-POSCON controller DB9 connector of the cable from the printer interface.</p> <p>For RS232 data, connect an oscilloscope to the DB9 pin 2 (RXD) &amp; pin 5 (GND), and check for data from the printer interface during a cash transaction.</p> <p>For RS485 data, connect an oscilloscope to the DB9 pin 4 (RS485+) &amp; pin 5 (GND), and then to DB9 pin 9 (RS485-) &amp; pin 5 (GND), and check for data from the printer interface during a cash transaction.</p> <p>Alternately, if the oscilloscope has the facility to take differential measurements, connect the oscilloscope between DB9 pin 4 (RS485+) &amp; pin 9 (RS485-), and check for data from the printer interface during a cash transaction.</p> <p>If the Data LED's do not flash green, but data is detected on the DB9 connector, then replace the Vi-POSCON controller.</p>  |
| 3. Data Input Ports 1-4 (for channel 1-4) | <p>If data exists from the printer interface;-</p> <p>If more than one active channel, then are you monitoring the correct channel. If not, switch to the correct channel.</p> <p>Check to ensure that the printer interface output cable is connected to the correct Data Input port at the rear of the Vi-POSCON unit.</p> <p>Check to ensure the Vi-POSCON input baud rate for the appropriate channel matches that of the printer interface output baud rate (refer to Channel Attributes Menu, in Service Menu). If not, change either the Vi-POSCON channel baud rate or the output baud rate of the printer interface to match the other.</p> <p>Check to ensure that the Line Filtering parameter is set correctly for the appropriate channel in Vi-POSCON (refer to Channel Attributes Menu, in Service Menu).</p> <p>Check to ensure that the RS232/RS485 Interface Data Input jumpers P9 – P12 are set correctly. If RS232, the appropriate jumper should be towards the rear of the Vi-POSCON unit (i.e. pins 1-2). If RS485, the appropriate jumper should be towards the front of the Vi-POSCON unit (i.e. pins 2-3). Refer to Figure 1, page 9.</p> <p>If 'garbage' appearing in the data window, check to ensure the Vi-POSCON input baud rate for the appropriate channel matches that of the printer interface output baud rate. If not, change either the Vi-POSCON channel baud rate or the output baud rate of the printer interface to match the other.</p> |
| 4. Output of printer interface            | <p>If no data appearing at the DB9 connector from the printer interface, check to ensure that the printer interface is connected, is powered up and is passing data.</p> <p>NOTE 1: The LED in the printer interface should flash red when</p>   |

|  |   |
|--|---|
|  | <p>passing data.</p> <p>NOTE 2: It may be necessary to switch the printer interface into Test Mode to perform diagnostics (refer to the Installation Document for the printer interface, for switch setting details).</p>   |
| 5. Data Cable between Vi-POSCON controller | <p>If data exists at the printer interface output, check the continuity of the data cable between the Vi-POSCON and the printer interface (refer to the Installation Document for the printer interface, for the connection details).</p>   |
| 6. Cable from the cash register            | <p>If no data at the printer interface output;-</p> <p>Check the connections between register and the printer interface input (refer to the Installation Document for the printer interface, for details).</p> <p>Check to ensure that the correct printer interface has been installed for the cash register.</p> <p>If a 5001 Serial printer interface, check to ensure that the input baud rate matches that of the register output baud rate (refer to the Installation Document for the printer interface, for the input baud rate switch settings).</p> |
| 7. Power to printer interface              | <p>If still no data, check for either 12Vdc or 24Vac from the printer interface power supply. If no 12Vdc or 24Vac, check input to the transformer.</p>   |

## 8.1.3 Menus Absent or Distorted on Monitor

| What to check          | What to do   |
|------------------------|--|
| 1. Vertical/horizontal | Adjust the vertical and horizontal controls to correct the adjustments on monitor picture. |

## 8.1.4 No Video on Monitor

| What to check                             | What to do   |
|---|--|
| 1. Red power lamp on Vi-POSCON controller | <p>If lamp is out, check to ensure that the power unit is connected to the Power Input at the rear of the Vi-POSCON controller. Check that the power unit is connected to the AC power supply.</p> <p>If lamp still out, then check the fuses (requires the removal of the Vi-POSCON cover).</p> <p>NOTE: On power on, all LED's on the Vi-POSCON controller front panel are red. After a short duration, all except the Power LED go out.</p> |
| 2. AC Transformer                         | <p>If still no AC, check the external transformer output on the 5-pin DIN Plug (180°) for:-</p> <p style="padding-left: 40px;">+12Vdc on pin 4,      -12Vdc on pin 5,<br/>+5Vdc on pin 3,      0Vdc on pins 1 &amp; 2.</p> <p>Replace if bad.</p> <p>If still no power, check breaker or contact electrician.</p>  |
| 3. Camera and video cable                 | Connect a monitor to the cable from a/the camera. If video exists, repair or replace the video cable. If no video, check video at the camera. If still no video, check power to camera and replace camera, if necessary.   |
| 4. Video Input 1-4                        | Check to ensure the camera is connected to the correct Video In. If less than four channels are active, ensure that the camera is not connected to an inactive channel.  |
| 5. Video Output 1-4                       | With a camera connected to the appropriate Video In, connect a monitor to equivalent Video Out. If no video, then replace the Vi-POSCON controller.  |
| 6. Main Mon. output                       | With a camera connected to the Video In of any/all active channels, connect a monitor to Main Mon. output. If no video, check the number of Active Channels in Service Menu is correct, because it could be monitoring an active channel which does not have a camera on the Video In port. If still no video, then replace the Vi-POSCON controller.  |

## 8.1.5 No Mouse Function

| What to check       | What to do  |
|---------------------|---|
| 1. Mouse connection | If mouse is not connected to the Mouse connector at the front of the Vi-POSCON controller, then connect it.                                   |
| 2. Mouse operation  | If the mouse does not operate correctly, then replace the mouse. If this does not correct the problem, then replace the Vi-POSCON controller. |

## 8.1.6 No Printer Function

| What to check  | What to do  |
|--|---|
| 1. Printer self-test function  | <p>Disconnect the printer from the Vi-POSCON controller.</p> <p>To run the self-test for 40-column dot-matrix printer (TM-U210);-</p> <p>Make sure the printer is switched off and loaded with paper.</p> <p>While holding down the PAPER FEED button, turn on the printer.</p> <p>The self-test prints the current printer settings, and then the PAPER OUT light blinks to indicate the printer is in the test printing standby state.</p> <p>Press the PAPER FEED button to start the second part of the test, in which the printer prints a pattern using the built-in character set.</p> <p>After the printer completes a certain number of lines, it prints the following:</p> <p>*** completed ***</p> <p>Then it enters normal mode.</p> <p>To run the self-test for 40-column Thermal printer (TM-T88);-</p> <p>Make sure the printer is turned off and the printer covers are closed properly.</p> <p>While holding down the FEED button, turn on the printer using the switch on the front of the printer to begin the self-test.</p> <p>The self-test prints the printer settings and then prints the following, cuts the paper, and pauses. (The PAPER OUT light blinks.)</p> <p>Self test printing.<br/>Please press the PAPER FEED button.</p> <p>Press the FEED button to continue printing a pattern using the built-in character set.</p> <p>The self-test automatically ends and cuts the paper after printing the following:</p> <p>*** completed ***</p> <p>Then it enters normal mode.</p> <p>To run the self-test for 80-column printer (LX-300 or LX-300+);-</p> <p>Make sure the printer is switched off and loaded with paper.</p> <p>While holding down the LF / FF button, turn on the printer.</p> <p>To end self-test, turn off the printer.</p> <p>If the printer fails to print the self-test, then replace it.</p> |
| 2. Printer Cable   | <p>If data is sent to the printer, but nothing is printed, check the cable between the Vi-POSCON controller and the printer. If faulty, replace it.</p>   |
| 3. Printer Settings  | <p>If no data is sent to the printer, then check that the Vi-POSCON has been set correctly. In Service Menu, the parameter Printer Type should be set to either 40-column or 80-column, as required.</p> <p>If there is still no data, replace the Vi-POSCON Controller.</p>  |
| 4. Flashing "PRINTER ERROR" message (in the Store Id. area at the top of | <p>a) If there is no printer attached, go to the Service Menu. The Printer Type should be set to "No Printer". If not, then change this setting. If the correct printer is attached, ensure that;-</p>  |

|             |   |
|-------------|---|
| the screen) | <p>It is connected to the Printer port of the Vi-POSCON Controller.</p> <p>Powered up.</p> <p>Loaded with paper.</p> <p>Is online.</p> <p>Check the printer cable.</p> <p>If this still occurs with no printer, then replace the Vi-POSCON Controller.</p> <p>If this still occurs with the correct printer attached, then replace the printer.</p> |
|-------------|---|

## 9 Specifications

### 9.1 Electrical

|               |  |
|---------------|--|
| Primary Input | 12Vdc, -12Vdc,<br>+5Vdc                          |
| Current Draw  | 20mA @ 12Vdc,<br>20mA @ -12Vdc,<br>500mA @ +5Vdc |

### 9.2 Mechanical

(Approximate U.S. customary measurements are shown in parenthesis.)

|        |   |
|--------|---|
| Height | 4.9 cm (over feet)<br>(1.9 in. (over feet))               |
| Width  | 43.4 cm (17.0 in.)  |
| Depth  | 32.5 cm (over connectors)<br>(13.0 in. (over connectors)) |
| Weight | 3.9 kg (8.6 lbs)  |

### 9.3 Environmental

|                       |                                    |
|-----------------------|------------------------------------|
| Operating Temperature | 0 °C to 55 °C<br>(32 °F to 131 °F) |
| Humidity              | 0 to 85% non-condensing            |

## 10 Declarations

### 10.1 Regulatory Compliance

Emissions      FCC Part 15,  
                          (CFR47) for a Class  
                          B digital device  
                          N 55022 Class B

Immunity        EN 55024

Safety            VD (EN60950)  
                          L 1950 3<sup>rd</sup> Edition  
                          EC 60950

**FCC COMPLIANCE:** This equipment complies with Part 15 of the FCC rules for intentional radiators and Class A digital devices when installed and used in accordance with the instructional manual. Following these rules provides reasonable protection against harmful interference from equipment operated in a commercial area. This equipment should not be installed in a residential area as it can radiate radio frequency energy that could interfere with radio communications, a situation the user would have to fix at their own expense.

**EQUIPMENT MODIFICATION CAUTION:** Equipment changes or modifications not expressly approved by Videoswitch, the party responsible for FCC compliance, could void the user's authority to operate the equipment and could create a hazardous condition.

### 10.2 Other Declarations

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