



SourceTechnologies®

8-Series Kiosk Operator's Manual



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Operational Safety Information

Warning and Caution Symbols

The following Warning and Caution symbols are used throughout this manual:



CAUTION

Cautions alert you to the potential for equipment damage.



WARNING

Warnings alert you to possible safety risks.

General Safety Information

This kiosk is intended for indoor use only.

All service procedures should be performed by properly trained and qualified service personnel.

Any on-site assembly required during the installation process must be performed by properly trained and qualified service personnel.

The kiosk must be affixed firmly in place.

The kiosk must be connected to a properly grounded and appropriately rated AC receptacle using the supplied cord set.

The kiosk must be properly shut down and then disconnected from the AC power supply before connecting signal cables to a host computer.

This kiosk is suitable for connection to IT power systems.



This kiosk contains sensitive electronic components that could be damaged if exposed to excessive force.



Use only factory-approved consumables and cleaning kits. Use of any non-approved supplies could permanently damage the kiosk and may void your warranty.

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 the 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 own expense.

Conforme Canada NMB-003, Classe A.

Important Laser Safety Notice



The optional laser barcode reader employed in this kiosk complies with US CFR1040.10 and 1040.11 except for deviations pursuant to Laser Notice No. 50 dated June 24, 2007, and EN60825-1:1994+A1:2002+A2:2001 and IEC60825-1:1993+A1:1997+A2:2001. The laser classification is marked on one of the labels on or near the laser device.

The optional laser barcode reader employed in this kiosk has no controls or provision for adjustment by operation, maintenance, or service personnel. Refer service inquiries to the service provider contracted by your organization.

Any changes or modifications to Source Technologies (Source Technologies) equipment, not expressly approved by Source Technologies, could void the user's authority to operate the equipment.



Use of controls, adjustments or performance of procedures other than those specified herein may result in hazardous laser light exposure.

Class 2 laser scanners use a lower power, visible light diode. As with any very bright light source, such as the sun, the user should avoid staring directly into the beam. Momentary exposure to a Class 2 laser is not known to be harmful.

This warning logotype label appears near the scanner window:



Risk of explosion if the motherboard battery is replaced by an incorrect type. Dispose of used batteries according to the battery manufacturer's instructions.



Source Technologies does not consider the battery a user-replaceable item. Battery replacement should only be performed by a Source Technologies' authorized repair technician at an authorized repair facility. Any attempt to replace the battery by a non-authorized technician may damage the device and void the manufacturer's warranty. For more information, please contact Technical Support.

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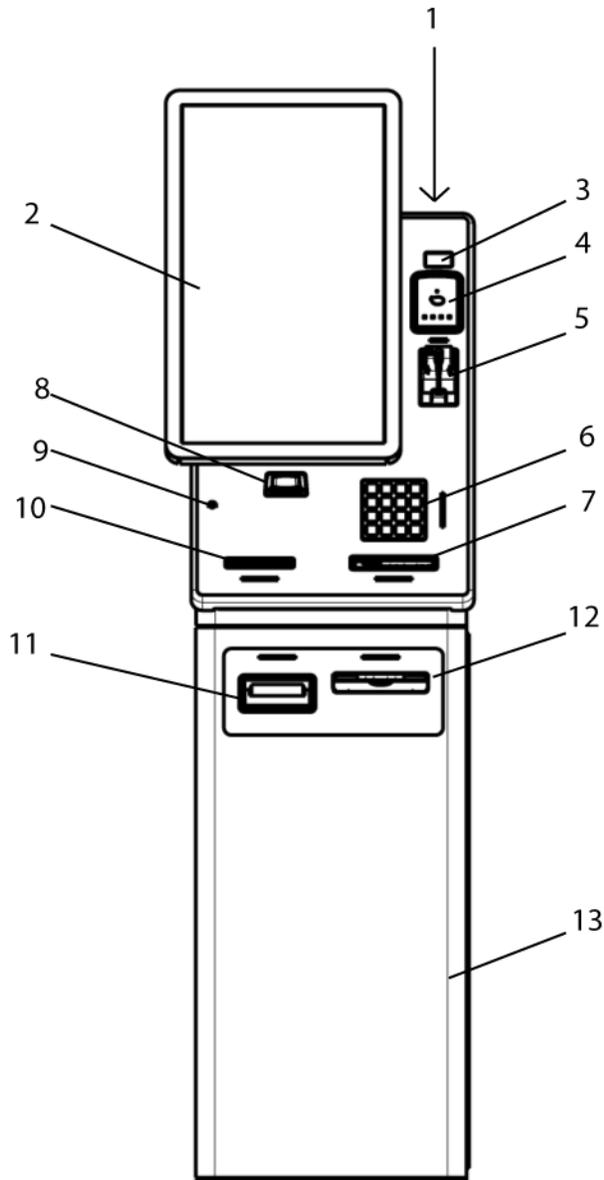
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1. Product Overview

Kiosk Description

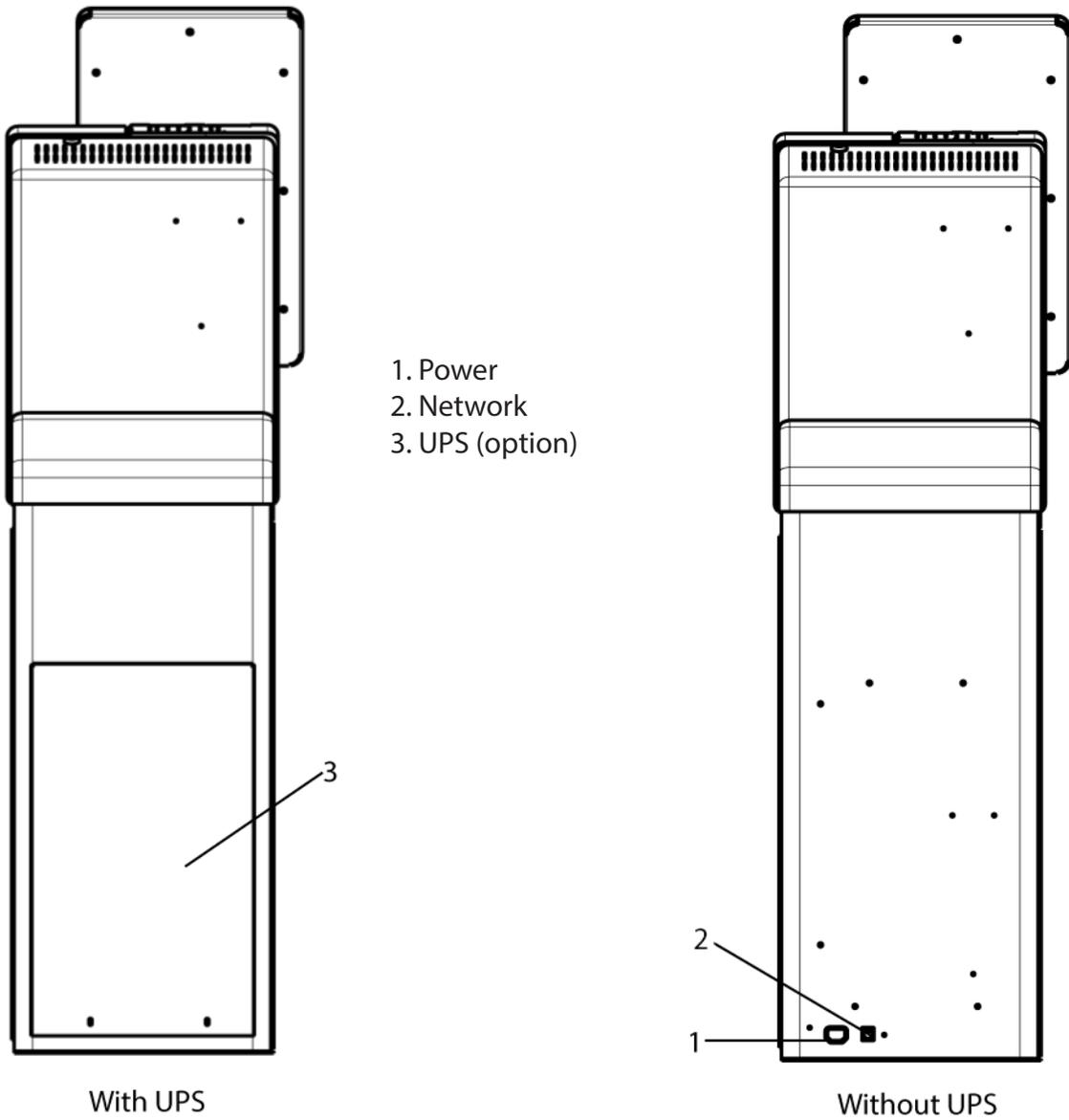
Source Technologies' 8-Series kiosk is the next-generation, self-service platform designed from the ground up to manage secure, distributed financial transactions such as retail payments and consumer banking.

Kiosk Features and Options



- 1. Digital Combination Lock (inside)
- 2. Touchscreen Display
- 3. Camera
- 4. NFC Reader
- 5. Hybrid EMV/Magnetic Stripe Card Reader
- 6. PIN Pad
- 7. Check Imager
- 8. Barcode Imager
- 9. Headphone Jack
- 10. Receipt Printer
- 11. Cash Acceptor
- 12. Cash Dispenser
- 13. Security Cabinet

Rear View



Hardware Specifications

Power Requirements

- 120 Vac, 1.8A, 50-60Hz

Environmental Requirements

- Temperature: 5°C to 40°C
- Humidity: <=20% to 80% non-condensing

Standard Configuration

- 21.5 inch, 1920 x 1080 Display
- Display Privacy Filter
- Projected Capacitance Touchscreen
- 120GB Solid State Hard Drive
- Celeron G1620 2.7GHz Dual Core Processor
- 4GB RAM DDR3-1600
- 10/100/1000 Base T LAN Ethernet Port
- (8) USB2.0 ports
- (3) Serial Ports (RS-232)
- (2) HDMI
- Headphone Jack
- PS/2 Port for Mouse and Keyboard
- Digital Lock

Factory Installed Options

- Processor Upgrade: i5-3550S Quad Core 3GHz
- RAM Upgrade (up to 16GB)
- Cash Acceptor (2000 note capacity)
- Cash Dispenser (2500 note capacity)
- PIN Pad
- EMV/Magnetic Stripe Card Reader
- Check Scanner
- Thermal Printer
- 1D/2D Barcode Imager
- UPS Battery Backup
- Camera
- NFC Reader

2. Operating Instructions

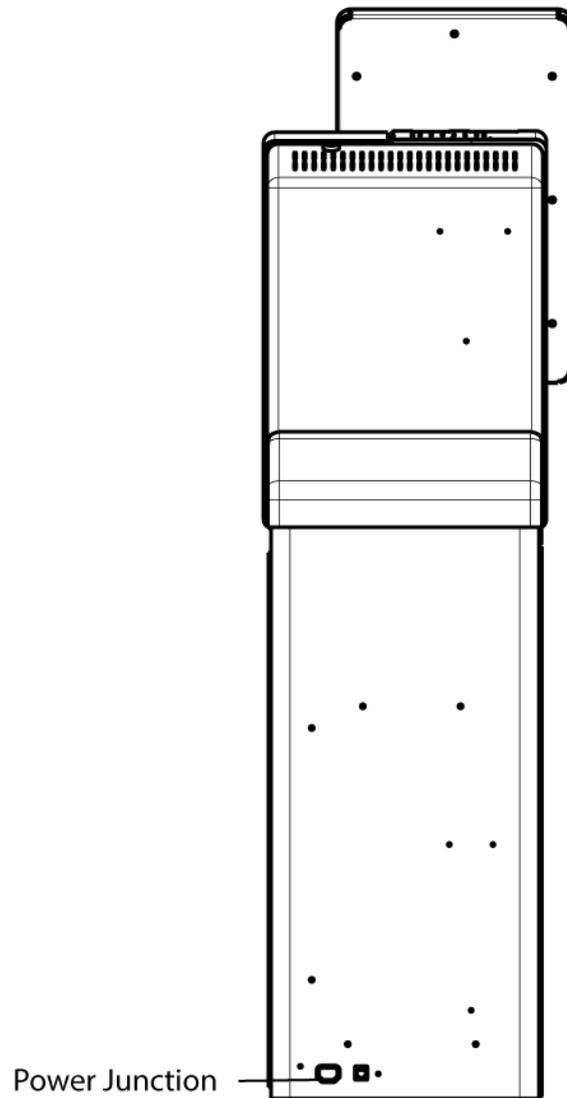
This chapter discusses the 8-Series kiosk operation.

Note: Installation and power connections are subject to local laws and restrictions and must comply with such guidelines.

Power On/Off Procedure

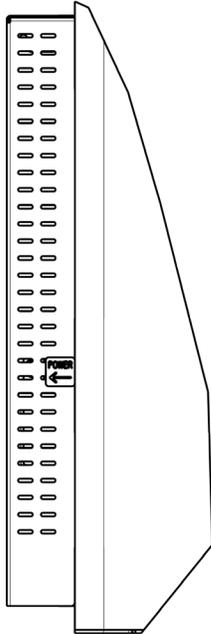
Power On

1. Connect the AC power cable to the power junction.



2. Connect the power cord to AC utility power.

The kiosk must be connected to a properly grounded, appropriately rated individual circuit. Specific power requirements are located on the product label located on the back of the kiosk.



3. (For users with UPS option) Press the UPS power button
4. Insert an Allen key or similar object into the UPS slot as indicated

Note: Once the kiosk is connected to AC power, it will automatically power on.

Note: Verify that the display has power. If there is power, Windows® will begin to load.

Power Off

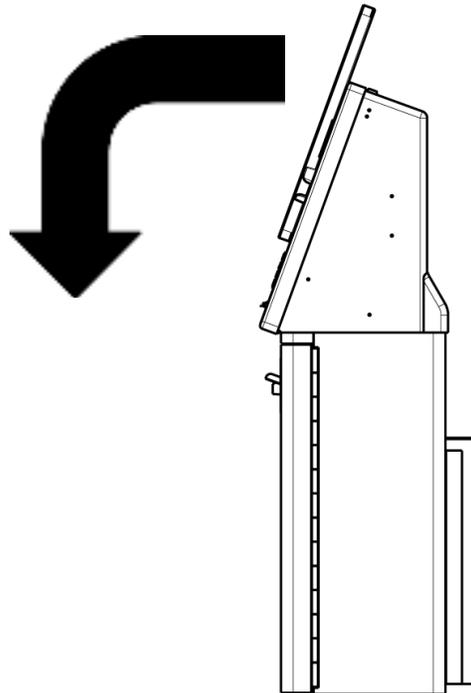
1. Unlock and open the front enclosure.

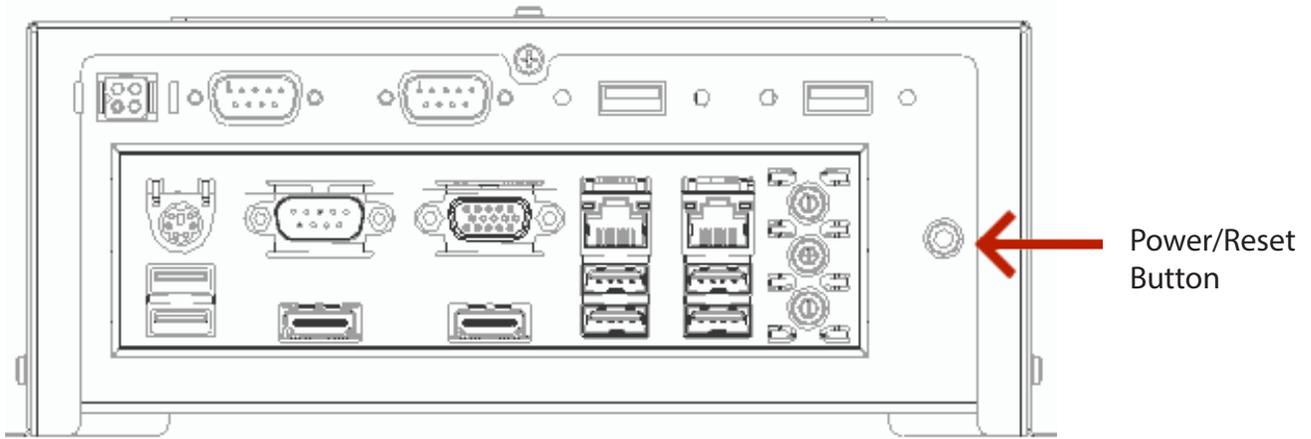
Note: Once the cover is unlocked, rotate the top of the front enclosure outward and upward.



To prevent data corruption and hard drive damage, the touchscreen computer must be properly shut down first before power is disconnected.

2. Press the Power/Reset button to power off the touchscreen computer.





CAUTION

Any unsaved data will be lost when the touchscreen computer is powered off.

Note: The operating system may also be shut down using the Windows® shut-down procedure. Press Start > Shutdown > Shutdown.

3. Once the touchscreen computer has been powered off, power off the UPS by pressing its power button and disconnect the AC power cord from utility power.

Cash Acceptor Removing Cash from the 2000 Note Cash Acceptor

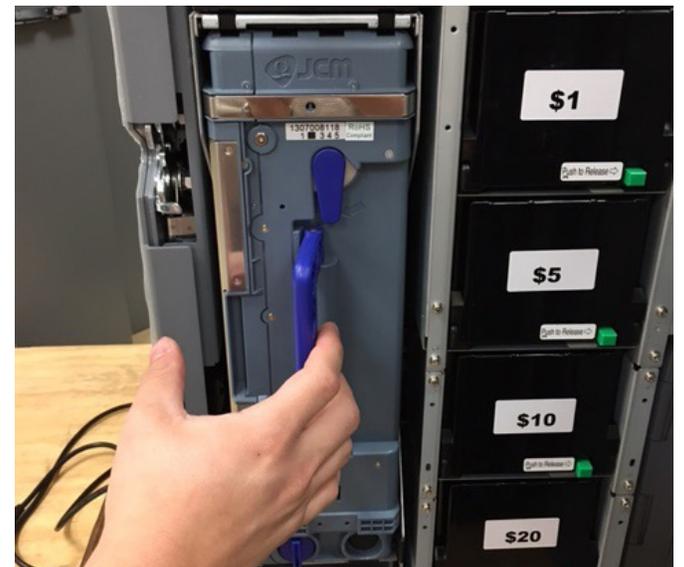
Note: To ensure the software resets properly, the cashbox must be removed from the Cash Acceptor prior to unlocking the cashbox door.

Note: To prevent software errors, ensure the software is in service mode or the application is shut down prior to removing the cashbox.

1. Unlock and open the safe door.
2. Push the blue lever, located above the blue handle, to the left.
3. Pull the cashbox out using the blue handle.

Note: The cashbox cannot be removed if the release lever is not pushed to the left.

4. Unlock the cashbox, open the cashbox door and remove all of the notes.
5. Close the cashbox door and re-lock.
6. Reinsert the cashbox into the Cash Acceptor (in the same orientation as it was removed) and slide back until it snaps and locks into place.
7. Close and lock the safe door.



Clearing Jams

1. Unlock and open the safe door.



2. Firmly press the blue head mechanism lever down and pull the entire head mechanism out of the Cash Acceptor.

Note: Press the blue bar down as shown.



3. Clear Back Jams- Pull the top transport lever and open the transport cover to clear any jams.

Cleaning the Cash Acceptor

Cleaning should be performed every 3 months or as needed for this device. Follow the directions printed on the packaging and discard the cleaning card once the cleaning procedure is complete.

Note: Depending upon your software application, in order to activate the cash acceptor rollers, you may have to initiate a "test" transaction, and then insert the Cleaning Card (instead of cash) when prompted.



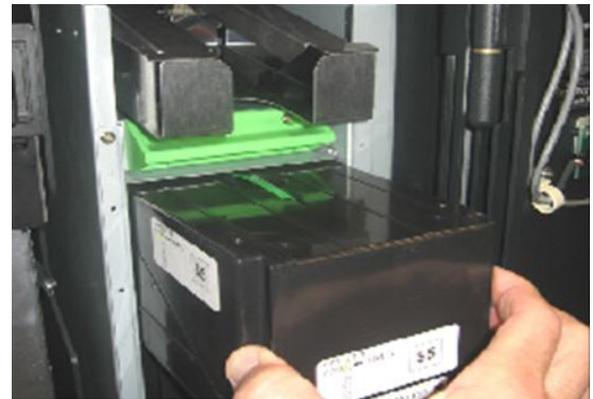
Cash Dispenser

Loading Cash into the Cassettes

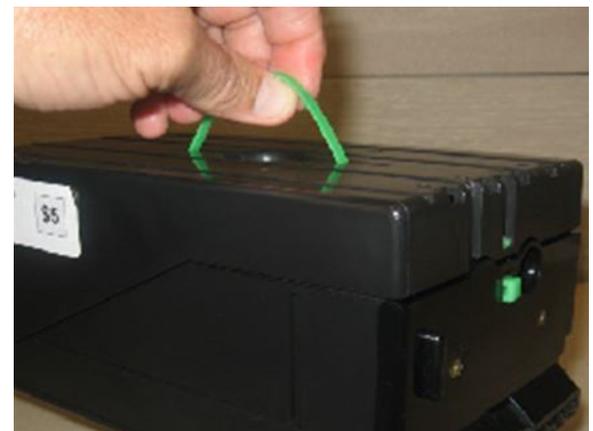
1. Open the safe door and press the large green release button at the bottom right corner of the cassette, allowing the cassette to partially eject.



2. Hold one hand under the cassette while sliding it out of the cash dispenser with the other hand.



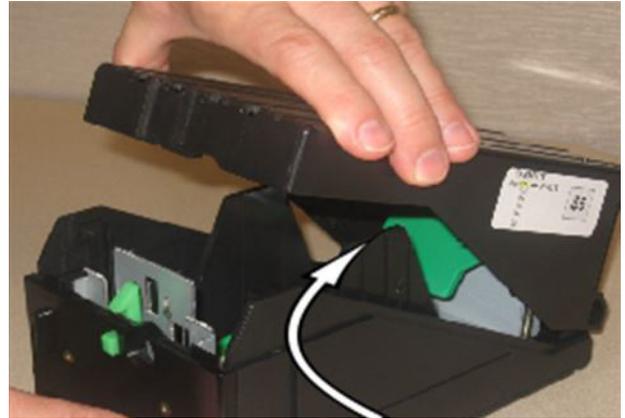
3. Make certain to hold the cash cassette by the handle after removing it from the cash dispenser.



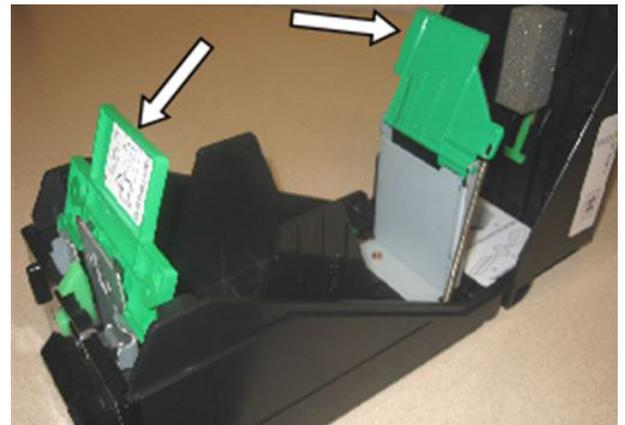
4. Push and hold the small green button on the back of the cassette to release the lock.



5. Lift the lid until the cassette is completely open.



6. Pivot the front green tab open. Lift up the back green tab and lock it into the upright position as shown.



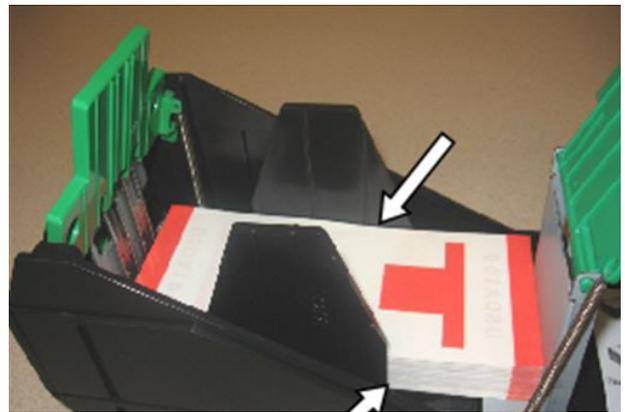
7. To ensure proper operation, always prepare the notes before loading them into the cassette:

New notes should be run through a cash counter three times before use.

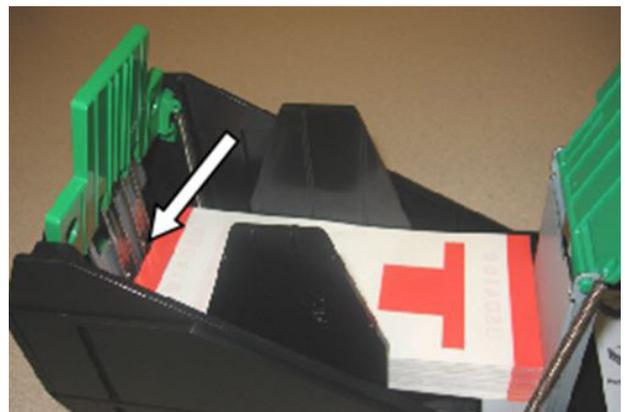
Banded notes should be loaded in stacks of (50) at a time (alternating the direction).

Jog and align notes before loading into cassette. The leading edge of **each stack must be absolutely aligned and flush with no notes protruding.** (Notes protruding from the stack can fold over on a pick and potentially cause a jam.)

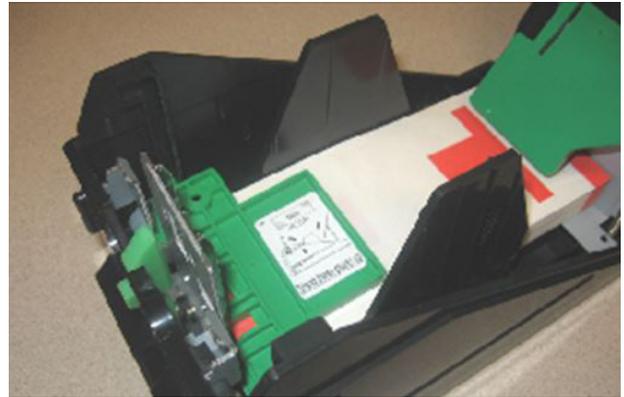
8. Load the notes into the cassette so they fit squarely between the side guides.



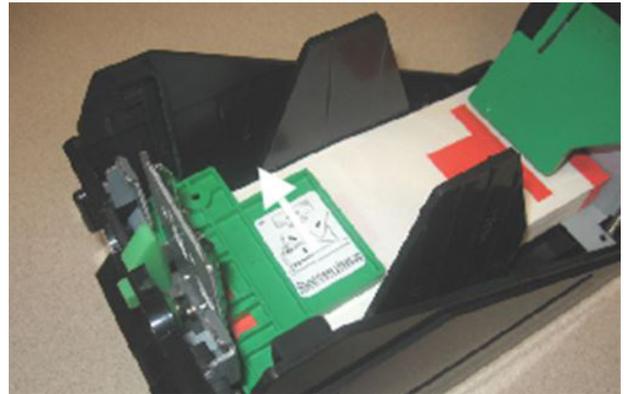
9. **IMPORTANT!** Ensure that the leading edge of the entire stack is flush.



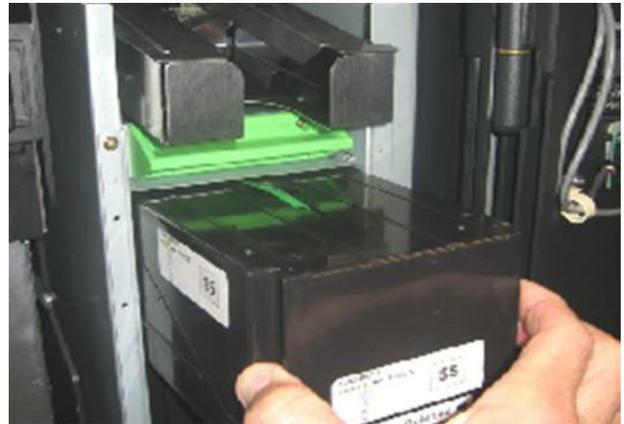
10. Lower the front and back green tabs into place.



11. Make sure that the back green tab is fully pressed down and rests flat against the stack of notes.



12. Snap the cassette lid closed and insert the cassette back into the cash dispenser. Slowly push it back in until it locks into place. Close and lock the safe door.



Servicing the Reject Tray

Before dispensing cash, there are sensors in the Cash Dispenser that monitor the cash quality. If there is a problem, such as two notes sticking together, the notes are rerouted to the Reject Tray. Check and empty the Reject Tray daily or more frequently as needed.

1. Unlock and open the safe door. The reject tray is located above the top cash cassette. Slide the reject tray out by pulling the green handle on the front of the tray. Remove any rejected notes inside the tray. Slide the tray back in completely, and then close and lock the safe door.



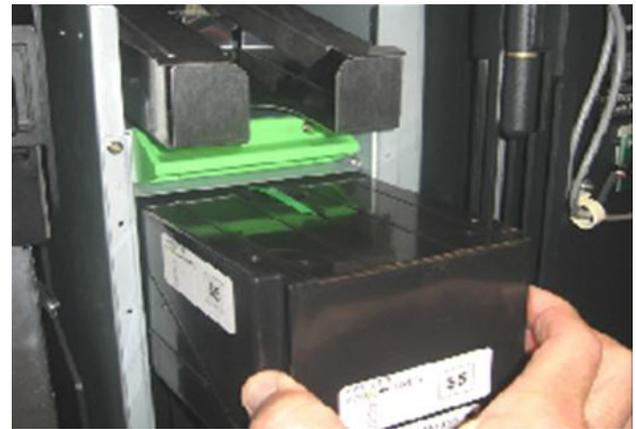
Clearing a Jam

IMPORTANT! Should a jam occur, check all cassettes to ensure that all jammed notes are removed.

1. Open the safe door and starting with the top cassette, press the large green release button at the bottom right corner of the cassette, allowing the cassette to partially eject.



2. Hold one hand under the cassette while sliding it out of the cash dispenser with the other hand. Look inside the Cash Dispenser and carefully remove any stray notes.



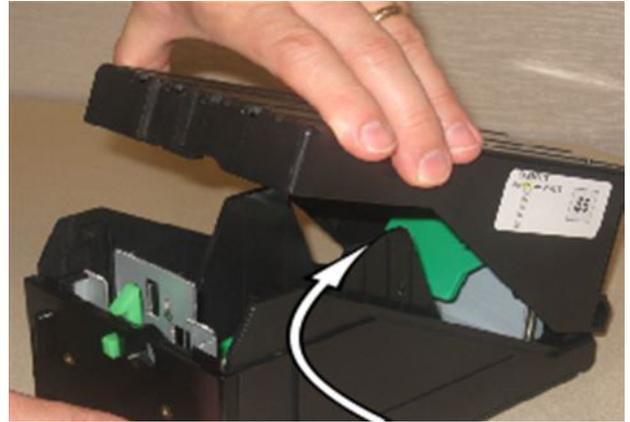
3. Examine the pick roller area and carefully remove any stray notes.



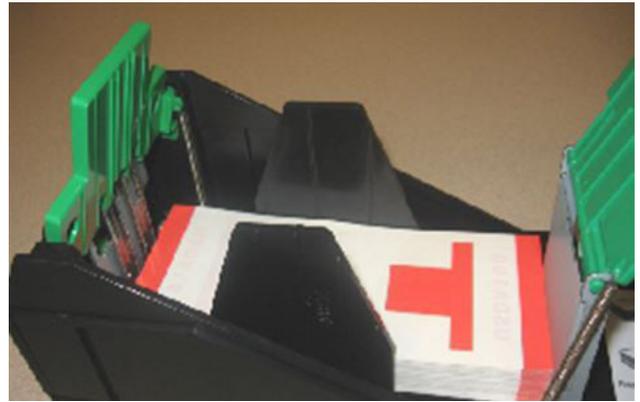
4. Push and hold the small green button on the front of the cassette to release the lock.



5. Lift the lid until the cassette is completely open.



6. Remove all of the notes inside cassette.

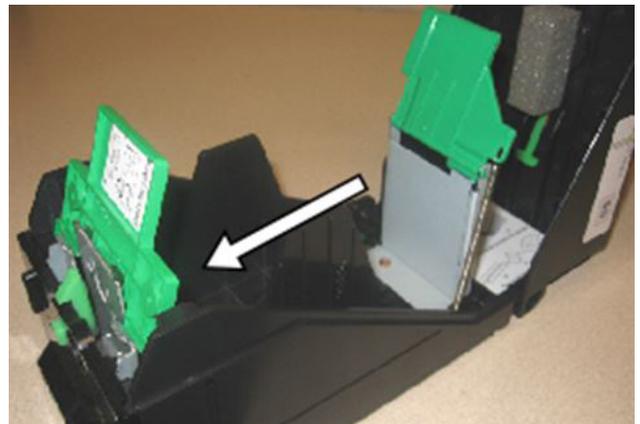


7. Examine the area at the bottom of the cassette in front of the pick roller and remove any rolled up notes.

8. Do not reuse the rolled-up note in the dispenser.

9. Carefully reload the notes using the instructions of the previous section.

10. Repeat procedure for all other cassettes. When finished, close and lock the safe door.



Check Scanner

Operation

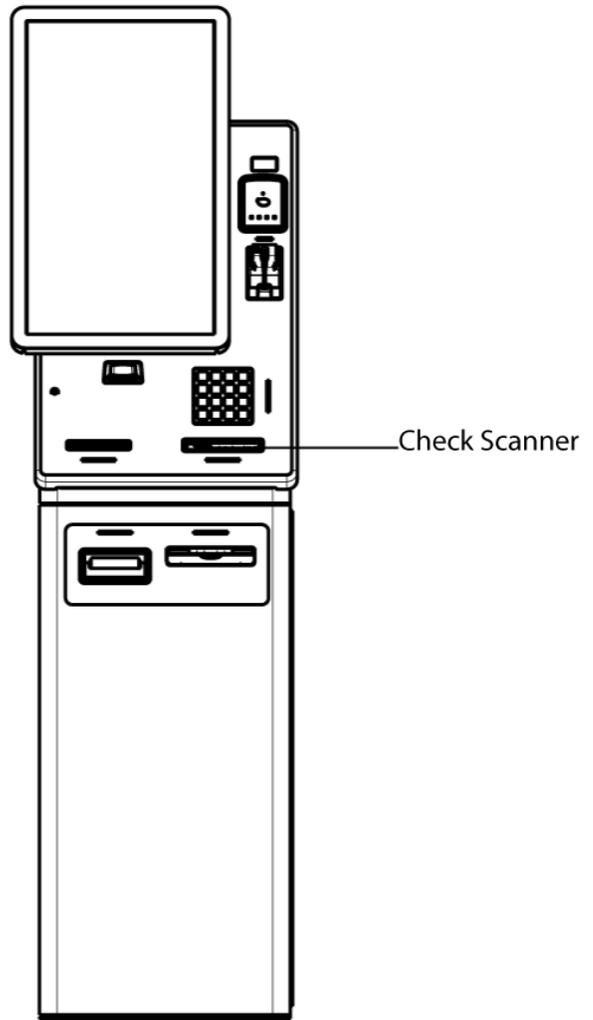
The check scanner is capable of capturing an electronic image of the original check, reading the MICR characters, and stamping and retaining check documents.

1. With the check image facing down, MICR line to the right, hold the check so it is right aligned in the scanner and slowly insert the check into the input slot.

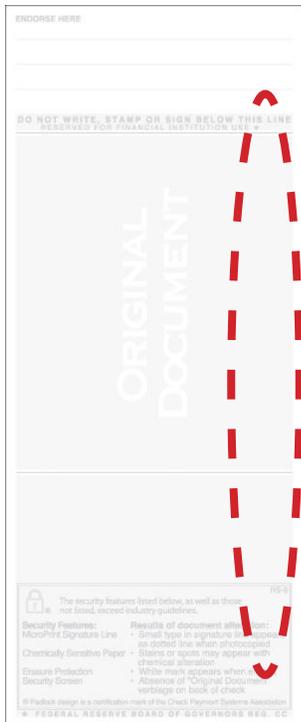
Note: Once the check has been inserted approximately 2.5 inches, the check scanner will pull the check into the device.

Note: The LED lights will prompt the user when to insert the check.

Note: The check scanner will process the check and then, depending on your software application, either return the check or retain it as the software dictates.



Check face down with MICR line to right side



MICR line

Check Condition

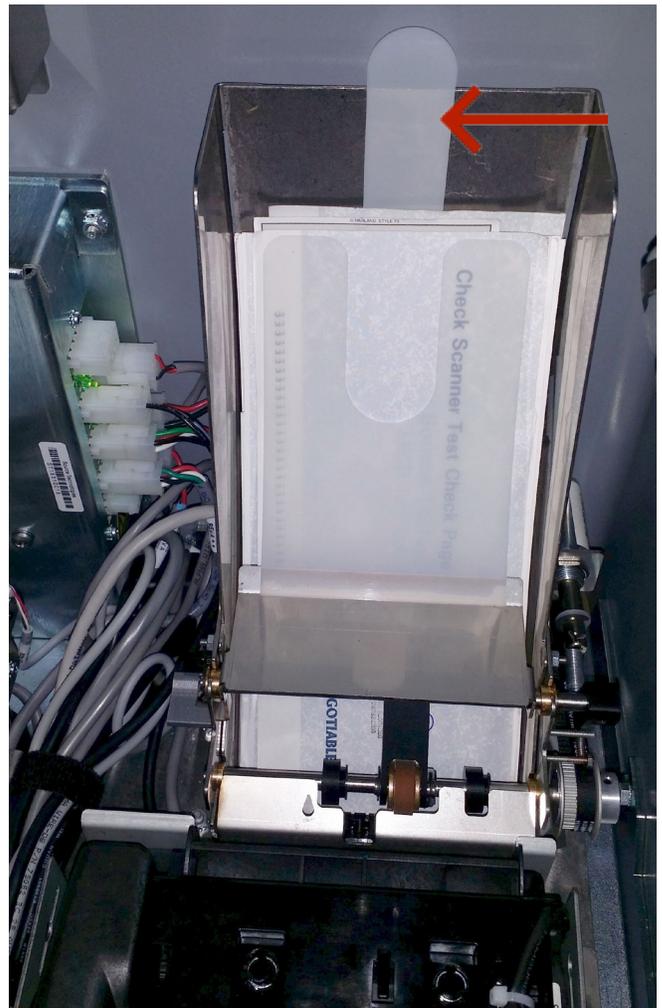
Folded checks should be straightened prior to inserting into the check scanner.

- Make sure the check is pushed into the guide as far as possible.
- Ensure that the leading edge of the check has no creases that would prevent it from entering the scanner.
- Make sure that the check is face down.
- Make sure that the MICR line is on the right.
- Make sure that the check is right aligned in the slot.

If the check is rejected, correct any of the above conditions and insert the check again.

Removing the Checks

1. Unlock and open the front cover. The check stacker is located directly behind the check scanner.
2. Use the long plastic tab that is behind the checks to pull the checks forward and make them easier to grasp.

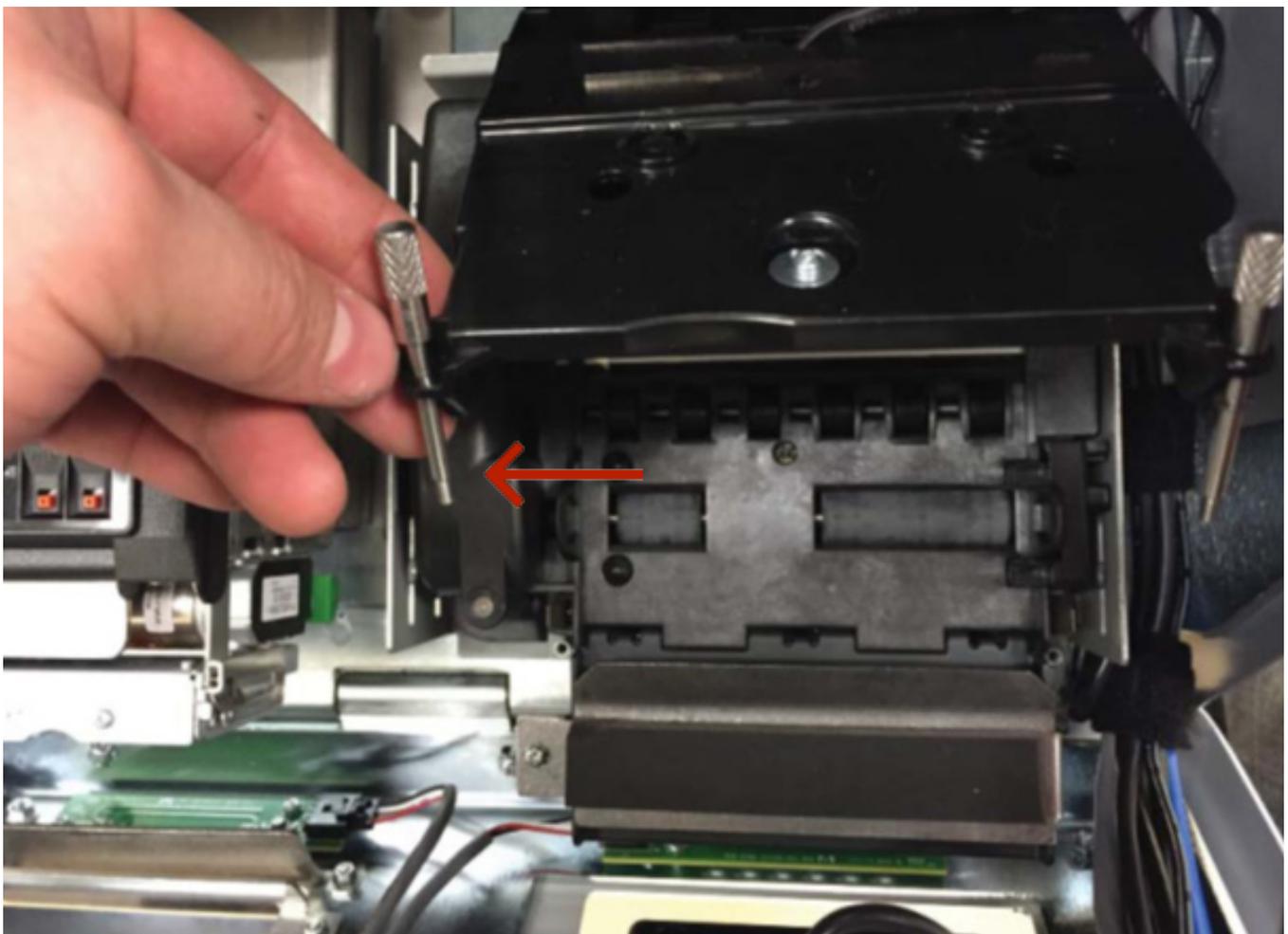


Clearing Check Jams

The following procedure describes how to clear a check jam:

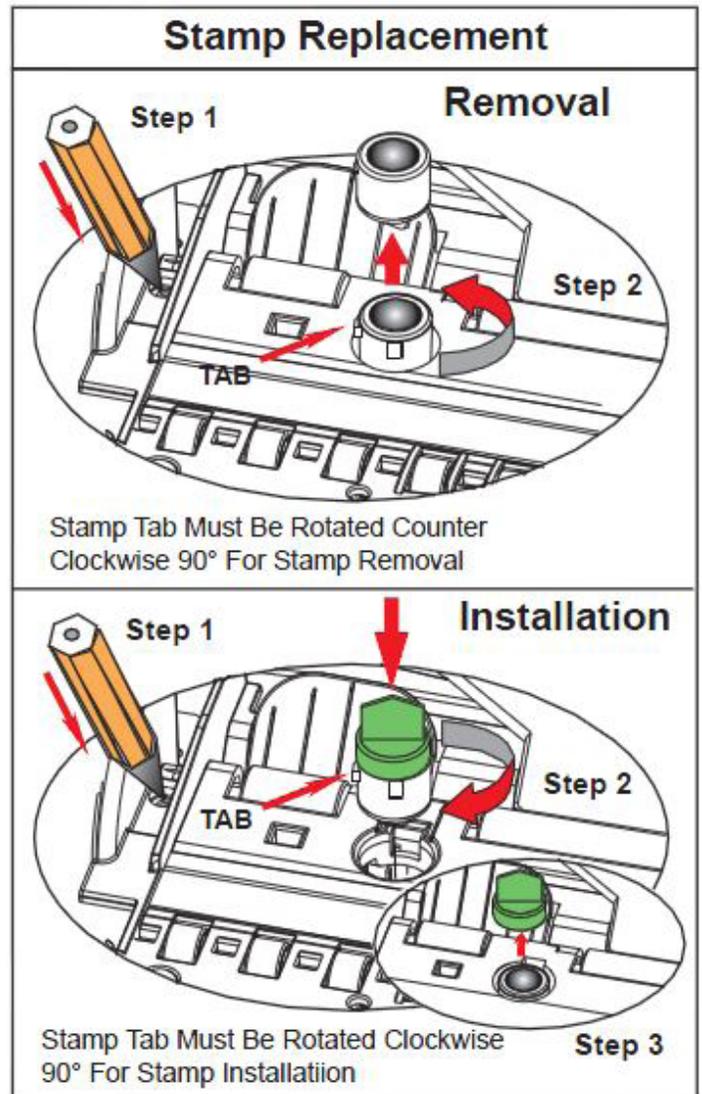
1. Unlock and open the front cover.
2. Loosen thumb screws and open check scanner.
3. Locate the jammed check in the check scanner and remove.
4. Close check scanner and tighten thumb screws.
5. Once the check and other debris have been removed, close and lock the front cover.

Note: To clear or to recover from software error conditions, refer to the software documentation for specific instructions.



Replacing the Check Stamps

1. Insert a pencil or pen end into the stamp release and press lightly.
2. Turn stamp counter clockwise 90 degrees and lift stamp out of stamp locking mechanism.
3. Orient the new stamp so that the tab is 90 degrees from the back of the stamp slot. Insert the stamp and rotate clockwise to lock into the mechanism.



Hybrid Magnetic Stripe and EMV Card Reader

Operation

IMPORTANT: For reliable operation of the card reader, all credit and debit cards used must meet either the ISO Standard for magnetic stripe cards: ISO 7810 and ISO 7811 or ISO standard for ic cards: ISO 7816 Read/Write.



Never insert coins or other inappropriate material into the card reader slot. Inserting other materials into the card reader slot may damage the device and void the manufacturer's warranty.

To read a credit or debit card, fully insert and withdraw the card with the magnetic stripe upward and facing right.

To read an EMV card, fully insert card into card reader and leave in place until card has been read.



Cleaning the Magnetic Stripe and EMV Card Reader Head

Cleaning should be performed every three (3) months or as needed.



Use only factory approved cleaning agents. Any use of unapproved cleaning agents can damage the MSR and void the manufacturer's warranty.



To prevent the risk of electrical shock and potential damage to the kiosk, the unit must be properly shut down and disconnected from power prior to performing any cleaning procedure.

1. Remove the head cleaning card from its packaging.
2. Insert the card into the MSR.
3. Swipe the card 5-6 times as if it were a credit card.
4. Allow the MSR head unit to dry.

Note: For more stubborn contaminants, repeat step three once the head cleaning card has dried.

5. Discard the head cleaning card after use.



Ensure the MSR head unit is completely dry before powering on the kiosk.

Omni-directional Barcode Imager

Operation

The barcode imager reads 2D/3D barcodes, QR codes, and images such as driver's licenses and passports.

For best results, place the barcode between 3 inches and 6 inches from the barcode imager window. With most applications, the software will advise the user when the reader is activated.



Do not look into the light beam. Use of controls, adjustments or performance of procedures other than those specified herein may result in hazardous laser light exposure.



Encrypted PCI-compliant PIN Pad

Operation

The PIN pad is a device that allows the entry of a personal identification number (PIN) and then encrypts the PIN before transmitting to the host. When the software prompts the user for a PIN entry, the customer must enter the appropriate digits and then press the OK button. The user may press the CLEAR button to erase the last digit entered or the CANCEL button to cancel the transaction. The LED lights will flash to prompt the user when to press the keys.

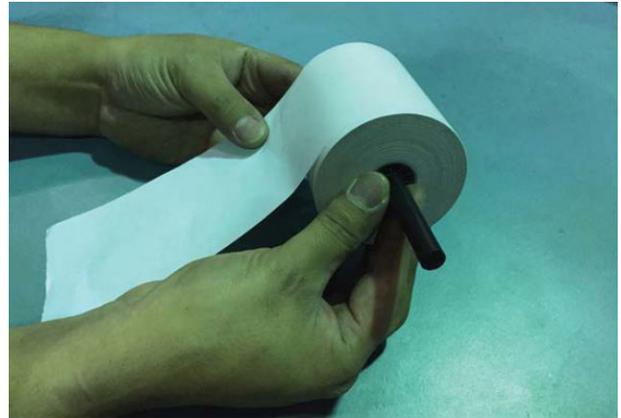
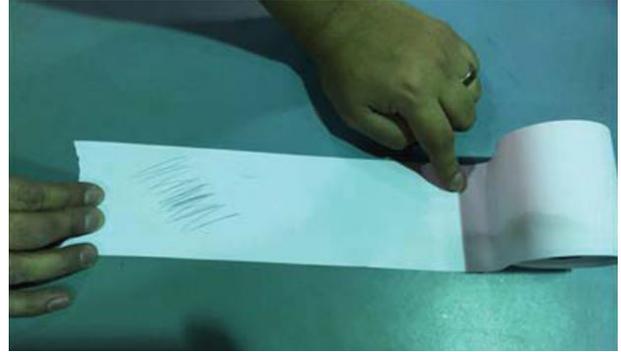


Receipt Printer

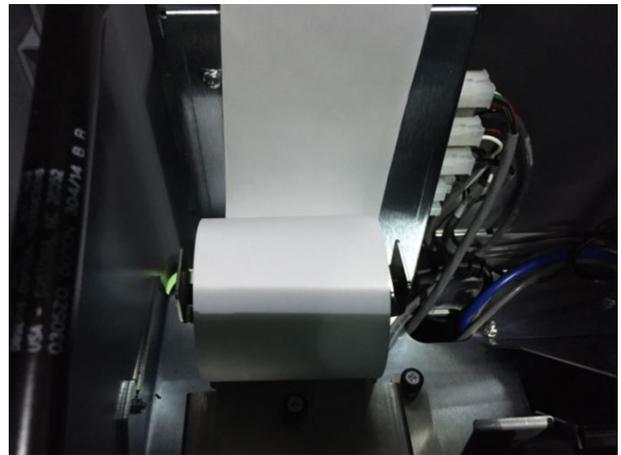
Loading the Media

Loading Paper

1. Using scissors or a knife, square off the free end of the paper.
2. Insert the spindle through the receipt paper roll.



3. Place the paper roll into the roll holder as shown, being careful to orient the roll so that the paper feeds off the top of the roll as shown.



Note: The receipt paper is thermally treated on one side only. The proper side must be facing up for printing to occur. If the printer feeds paper normally during a print job, but no printing occurs, verify that the proper side of the paper is facing up.

4. Grasp the paper and feed it into the guide as far as it will go until it stops.



5. Hold the paper in this position for a couple of seconds until the printer begins to auto-load the paper.

If Paper Does Not Auto-Load

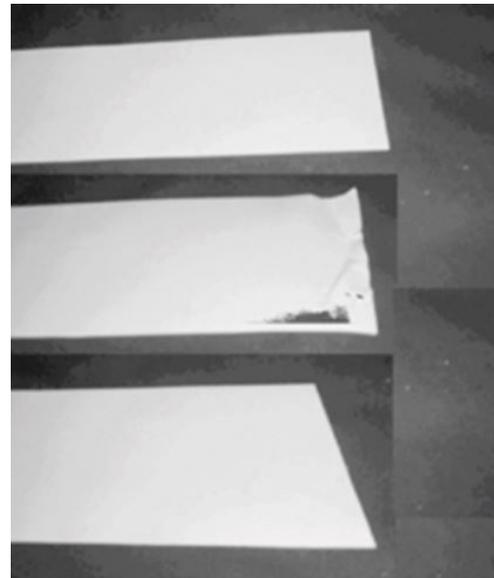
1. Verify that there is power to the printer
2. Make sure that the paper is pushed as far forward as possible into the guide.
3. Make sure that the forward edge of the paper has no bends or folds that would prevent it from entering the printer.
4. Make sure that the forward edge of the paper is square with the sides of the paper.

Correct any issues that you find and re-load using the procedures above.

Square end (desirable)

Crumpled end (undesirable)

Angled end (undesirable)



Clearing a Jam

1. Unlock and open the front enclosure.
2. Press the release lever backwards and rotate the printer mechanism upwards until it locks in place.
3. If receipt paper is currently loaded, remove the paper from the back side of the printer.
4. Clear the paper jam ensuring there is no debris left in the paper path.

Note: A business card or similar object may facilitate the removal of the debris from the paper guide.

5. Once the paper jam has been cleared, rotate the printer mechanism downward until the mechanism locks.

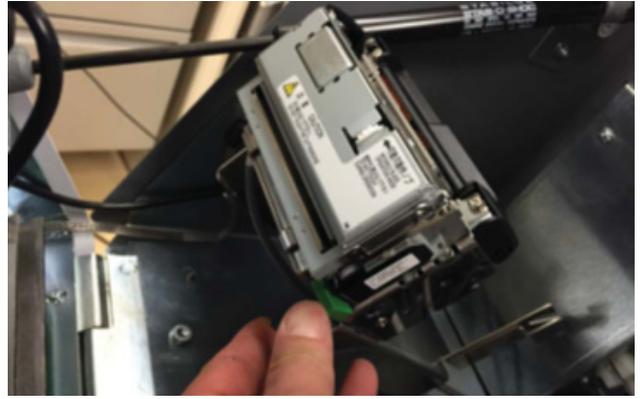
6. Reload the media.

Note: Refer to the section titled "Loading the Media" for more information.

7. Close and lock the front enclosure.



Never insert objects that may scratch or otherwise damage the printhead.





To prevent the risk of electrical shock and potential damage to the kiosk, the unit must be properly shut down and disconnected from power prior to performing any cleaning procedure.

Cleaning the Printhead

1. Unlock and open the front enclosure.
2. Loosen the screw and slide the bracket back.
3. Take the printer out.
4. Press the green release lever located on the right backwards and rotate the printer mechanism upwards until it locks in place.



5. Using a thermal printer cleaning pen, wipe the pen's tip across the entire thermal head area.

Note: Repeat this procedure until all debris has been removed.

Note: Allow the printhead to dry for at least sixty (60) seconds.



6. Rotate the printer mechanism downward until the mechanism locks.
7. Reload the media.
8. Close and lock the front enclosure.



3. Cleaning and Maintenance

Overview

Maintaining a proper cleaning and maintenance schedule is vital to ensure proper operation and longevity of the unit and its peripherals. Be sure to read and follow all of the proceeding information prior to cleaning the unit. Pay close attention to all WARNING and CAUTION sections as these detail potential hazards to the equipment.



To prevent the risk of electrical shock and potential damage to the kiosk, the unit must be properly shut down and disconnected from power prior to performing any cleaning procedure.



To prevent possible data corruption and internal damage, the touchscreen/computer must be properly shut down before the power is disconnected. Refer to the Power On/Off Procedure, for instructions on powering off the kiosk.



To prevent liquids from damaging the kiosk:

- Never spray water, cleaners, or other liquids on any part of the kiosk.
- Always apply water or cleaner to a clean, soft cloth before cleaning any portion of the kiosk.

General Cleaning

Cleaning the kiosk housing and its peripherals routinely will help maintain its appearance and allow it to operate at a cooler temperature.

Use a soft, clean cloth dampened with water to clean the kiosk housing. For heavier cleaning, use a mild detergent applied to a soft, clean cloth.

If necessary, vacuum the vent slots on the top of the kiosk to keep clear of debris.

Touchscreen Display

Clean the touchscreen display using a microfiber cloth.



Do not use caustic chemicals on the touchscreen and do not use any vinegar-based solutions.

Barcode Imager Window

Clean the barcode imager window using a soft, lint-free cloth dampened with water. For more stubborn contaminants, use factory-approved cleaning wipes.

PIN Pad

Clean the PIN pad as required using a soft, clean cloth lightly dampened with water or a mild detergent. Never use harsh chemicals.

Painted Metal Surfaces

Clean the kiosk's metal surfaces using a soft, clean cloth that has been lightly dampened with warm water. If further cleaning is necessary, a mild detergent may be used.

Plastic Surfaces

Clean with a soft, clean cloth dampened with water if necessary.



Ensure the device is completely dry before powering on the kiosk. Powering on the kiosk before the device has dried may damage the unit and void the manufacturer's warranty.

Cleaning and Maintenance Schedule

Application	Procedure	Frequency	Details
Touchscreen	Cleaning the touchscreen	As needed	Factory-approved cleaning wipes
Cash Acceptor	Cleaning the Cash Acceptor	Each week or after 2500 insertions	Depending on the software application, set-up a test transaction and insert the cleaner card
Check Scanner	Replace the Check Stamps	As needed	Use only the factory-approved head cleaning card
Magnetic Stripe and EMV Card Reader	Cleaning the Magnetic Stripe Card Reader head	Every three months or as needed	Use only the factory-approved head cleaning card
Thermal Printer	Loading the media	As needed	Thermally printed side must face upwards
Thermal Printer	Cleaning the printhead	As needed	Use only the factory-approved cleaning pen
Barcode Imager	Cleaning the Barcode Imager window	As needed	Clean, soft, lint-free cloth dampened with water, or factory-approved cleaning wipes

Consumables

P/N	Description
SP100535	Printer Cleaning Pens
SP100465	Magnetic Card Reader Cleaning Cards
101666	Direct Thermal Receipt Roll
102456	Cash Acceptor Cleaning Card



Use only factory-approved consumables and cleaning kits. Use of non-approved supplies may damage the kiosk and peripherals and void the manufacturer's warranty.

Contact Information

Source Technologies
Attn.: Inside Sales

4205B Westinghouse Commons Dr.
Charlotte, NC 28273
800.922.8501 (Voice)
704.522.8579 (Fax)

www.sourcetech.com

Technical Support Contact Procedures

Before contacting Technical Support, please gather the following information:

1. Kiosk serial number and REV. level
2. Contact name of person at the site
3. Street address where the kiosk is located
4. List of all symptoms the kiosk is exhibiting

Contact your company's internal help desk and explain the nature of the problem.

For technical support, call: 1.800.922.8501