

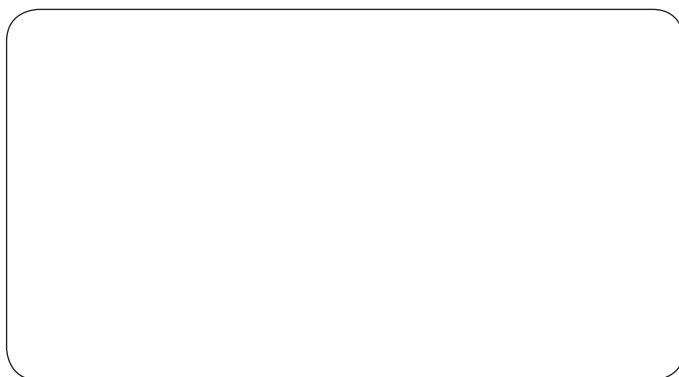


VECTRON

Notes on safety and installation

POS TOUCH 14 WIDE

YOUR VECTRON DEALER:



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1. Notes

This user manual is part of the Vectron POS Touch 14 Wide. Please read the whole document and in particular the chapter "Notes on safety" before working with the product. Keep the document so that it is available for all users at any time. Always enclose the required documents when forwarding the product to others.

1.1. Target group of this user manual

End users of the Vectron POS Touch 14 Wide and Vectron specialist retailers.

1.2. Dealer support

Your Vectron specialist retailer has programmed the POS Touch 14 Wide for you and is your contact partner for questions concerning the programming. If necessary, he will be glad to support you during initial start-up and will train you in using your POS system.

1.3. Scope of delivery

Vectron POS Touch 14 Wide Scope of delivery	
Standard shipment	Vectron POS Touch 14 Wide POS system
	Power supply unit POS Touch 14 Wide
	Mains cable
	Operator lock POS Touch 14 Wide with four operator keys
	Vectron POS software with licence
	Security and installation instructions
	Dispatch box
Optional accessories	Customer display POS Touch 14 Wide

2. Terms, signs and signals






2.1. Safety-related information

These instructions contain introductory safety information and specific warnings for your POS Touch 14 Wide.

2.1.1. Warning

⚠ SIGNAL WORD	
	Type and source of danger Consequence of non-compliance ▶ Averting of a danger

2.1.2. Warning symbol

Warning symbol	Meaning
 	Warning symbols for instructions warning of injuries.
	General warning symbol.
	Special warning symbol for hazards due to crushing.
	Special warning symbol for hazards due to electric shock.

2.1.3. Signal words

Signal word	Meaning
⚠ DANGER	The signal word "DANGER" indicates a danger with high risk, which will result in death or severe injury if it is not avoided.
⚠ WARNING	The signal word "WARNING" indicates a danger with medium risk, which could result in death or severe injury if it is not avoided.
⚠ CAUTION	The signal word "CAUTION" indicates a danger with low risk, which could result in minor injuries if it is not avoided.
⚠ NOTICE	The signal word "NOTICE" indicates a danger which could result in material damage if it is not avoided.

2.2. Notes



This sign refers to information that can be helpful when operating your POS Touch 14 Wide.

3. Notes on safety

⚠ DANGER

Deadly shock caused by damaged POS system components

- ▶ Disconnect the mains cable from the power grid in case of damage.
- ▶ Contact your Vectron specialist retailer if POS system components are damaged.

⚠ CAUTION

Pinching of fingers when aligning the screen

The gap between the screen housing and the joint changes during alignment.

- ▶ Do not insert your fingers between the screen housing and the joint.
- ▶ Before aligning the screen see the notes in chapter 6.2 “Aligning the screen” on page 25.

Danger of tripping and damaging device caused by device cables lying unprotected in the room.

- ▶ Route the device cables so that they do not pose a potential hazard!

Battery warning

Risk of fire if the battery is replaced by the wrong type.

- ▶ Replace batteries only with the same or an equivalent type recommended by the manufacturer.
- ▶ Dispose of used batteries in accordance with local disposal regulations.

⚠ NOTICE

Damage of POS system components caused by excessively high voltages or currents

- ▶ Use an earthed socket to which alternating current between 110 and 240 volts is connected.
- ▶ Use power sources which are protected with a residual-current circuit breaker.

Function of RJ11 port

- ▶ Use the RJ11 port exclusively for cash drawers and not for the telecommunication network.
-

▲ NOTICE

Malfunctions caused by faulty programming

- ▶ Only change the programming when you are absolutely sure of the effects this will have.
 - ▶ Protect the programming and programming functions with passwords.
 - ▶ Your Vectron specialist retailer will support you should you have questions on programming or will program the POS system according to your requirements.
-

Damage of touch screen caused by unsuitable objects

- ▶ Please touch the screen exclusively with fingers or the provided stylus.
-

Burn-in effect through static image content

Static image content allows shadow images to remain permanently visible on the display.

- ▶ Configure the screen saver.
 - ▶ Your Vectron specialist retailer will support you should you have questions on programming or will program the POS system according to your requirements.
-

Aggressive cleansers can damage the housing surface.

- ▶ Do not use any scouring or dissolving agents for cleaning.
 - ▶ If necessary clean the housing surface with a smooth, lint-free cloth. In case of strong contamination you can dampen the cloth with water or with a mild, residue-free cleanser.
-

Damage to POS system components when transporting in unsuitable packing

- ▶ Dispatch the POS system components exclusively in the original packing.
-

4. Device description

4.1. Intended use

- ▶ The POS Touch 14 Wide is a stationary POS system for the processing of order and payment transactions.
- ▶ The POS Touch 14 Wide may be used under ambient conditions as defined in chapter 1 “Notes” on page 7.
- ▶ To operate the POS Touch 14 Wide use exclusively Vectron-original accessories or Vectron-approved accessories.
- ▶ Vectron Systems AG does not accept liability for damages or injuries resulting from improper use.
- ▶ The operating company of the POS Touch 14 Wide is responsible for saving and backup of data that was created with the POS Touch 14 Wide.
- ▶ The operating company of the POS Touch 14 Wide is responsible for processing the data in accordance with the legal demands.

4.2. POS system

The housing of the POS system and the stand are made of black plastic.

4.2.1. Front view



Fig. 1: Front view

Pos.	Designation	Description
1	Housing	Housing of POS system.
2	Touch screen	Data input with stylus or fingers.
3	Stand	Stand with integrated USB port. The power supply can be mounted into the stand.
4	USB port	For connection of external devices and storage media.
5	Base plate	The base plate ensures a secure stand of the POS system.

4.2.2. Rear view



Fig. 2: Rear view

Pos.	Designation	Description
1	Connections for operator lock	Connection for operator lock either at the right or at the left side of the housing.
2	Joint	The joint serves for tilting the housing to adjust the display to your angle of view.
3	Stand	Stand of the POS Touch 14 Wide.
4	On/Off key	Switching the POS system on and off.

4.2.3. Ports and connections

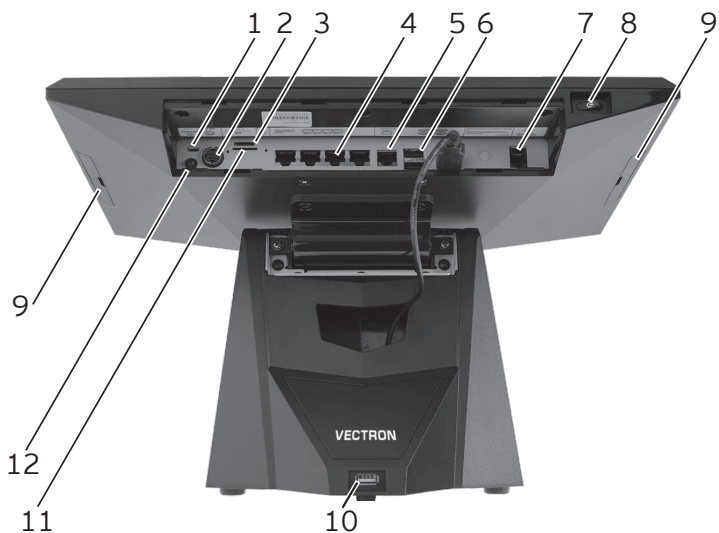


Fig. 3: Detailed view of ports and connections

Pos.	Designation	Description
1	Micro-USB slot	For service purposes.
2	Power connection	Connection for power supply Vectron POS Touch 14 Wide.
3	SIM-card slot	For standard Mini-SIM cards (25 x 15 mm).
4	Serial ports	Four serial ports.
5	Network interface	10/100/1000 Base-T; Ethernet.
6	USB ports	Four USB ports for external devices and storage media.
7	Drawer connection	Port for cash drawer.
8	On/Off key	Switching the POS system on and off.
9	Operator lock connection	Connections for operator lock Vectron POS Touch 14 Wide.
10	USB port	USB 2.0-port for external devices and storage media.
11	MicroSD card slot	Slot for MicroSD cards.
12	Power LED	Indicates the device status (on/off).

4.2.4. Dimensions (in mm and inch)

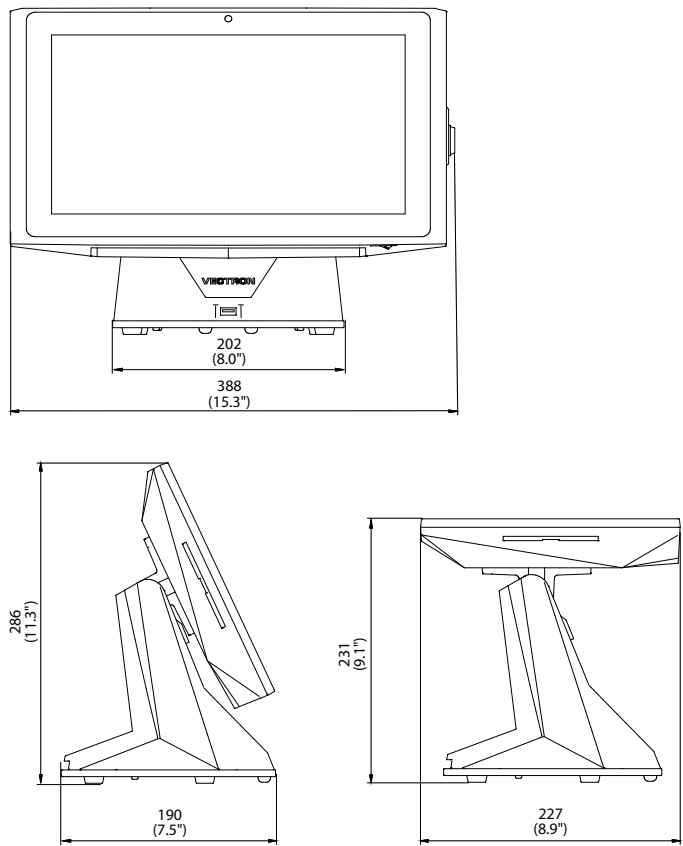


Fig. 4: POS Touch 14 Wide (in mm and inch)

4.3. Power supply unit Vectron POS Touch 14 Wide



Fig. 5: Power supply unit Vectron POS Touch 14 Wide

Pos.	Designation	Description
1	Label	Product designation and serial number.
2	Power supply plug	The power supply plug is put into the power connector of the POS Touch 14 Wide.
3	Power cable	
4	Female connector	The power supply plug of the power cable is plugged into the connector.

4.4. Mains cable

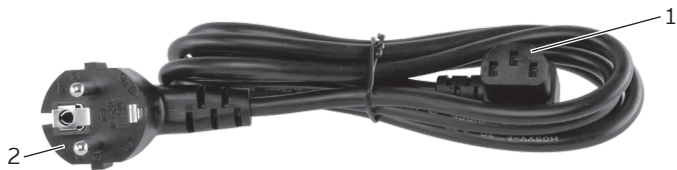


Fig. 6: Mains cable

Pos.	Designation	Description
1	Cable coupler	The power supply plug is plugged into the connector.
2	Safety plug	The safety plug is put into a socket. The picture of the safety plug may differ from actual product.

4.5. Vectron POS software

The functions that you can use with the installed Vectron POS software depended on the used software version and the programming.

Your Vectron specialist retailer will support you should you have questions on programming or will program the POS system according to your requirements.

5. Technical data

5.1. POS Touch 14 Wide POS system

Technical data of the Vectron POS Touch 14 Wide	
Display diagonal	35.8 cm (14.1")
Display type	TFT-LCD
Display lighting	LED backlight
Display size (active)	30.86 x 17.32 cm
Display resolution	1366 x 768 Pixel
Colours	up to 262,144
Input	Touch screen (projective-capacitive)
Housing	black ABS plastic housing
Processor	i.MX 6DualLite, 1GHz
Main memory	1 GB DDR3
Mass storage	8 GB eMMC
Network	10/100/1000 Base-T; Ethernet
USB ports	4x USB 2.0; port type A
Serial ports	4x RS232; port type RJ45; for external devices
Cash drawer ports	RJ12-port for connection of a cash drawer
MicroSD card slot	for MicroSD cards
SIM-card slot	for standard Mini-SIM cards (25 x 15 mm)
Power supply	via external power supply; installation in stand possible
Micro-USB slot	for service purposes
Power consumption	13 W Maximum
	11 W in normal mode without external appliances
	0.4 W in standby
Temperature	storage: -20 to 60 °C
	operation: 0 to 35 °C
Dimensions (W x H x D)	see drawings

Technical data of the Vectron POS Touch 14 Wide	
Weight	ca. 5.1 kg
Certified	CE, FCC Class A,UL

5.2. Power supply unit POS Touch 14 Wide

Technical data of the power supply Vectron POS Touch 14 Wide	
Input voltage	100 to 240 V alternating voltage
Output voltage	+ 24 V direct voltage
Output current	max. 3.75 A
Output power	max. 90 W
Power consumption	max. 93 W
No-load loss	0.3 to 0.5 W
Temperature	storage: -20 to 80 °C operation: 0 to 40 °C
Air humidity	operation: 20 to 80 %, non condensing
Dimensions (W x H x D)	140.1 x 65.1 x 25.4 mm
Weight	360 g
Certified	CE, UL 60950-1

5.3. VectronPOS software

Technical data of Vectron POS software	
PLUS<x1/	1,000,000*
Departments	65,535*
Operator	2,000*
GCs/Customers	65,535*
Cash registers per network	200*
Printers per network	100*

Technical data of Vectron POS software	
Graphic user interface	Gesture recognition (Swipe) for fast navigation
	Use of own images and icons also with transparency channel
	Pre-defined high-resolution fonts
bonVito	Unlimited support of the bonVito online marketing tool (with costs - further information and prices at www.bonvito.net)
Special features of the Light variants	All the server functions can exclusively be used with a mobile or hybrid Vectron POS system. Server is always your POS system with the Light licence.
	The use of mobile or hybrid Vectron POS systems in such a network is limited to ten POS systems – including the one with the Light licence a maximum of 11 POS systems can be registered in the network.
	Apart from receiving programming updates the POS system with the Light licence exclusively links to a mobile or hybrid Vectron POS system.
	Use of peripherals is possible to the existing extent.
	An upgrade to a full license is possible by purchasing the corresponding upgrade license.
*	Theoretical maximum values, which can only obtained with special programming and optimum hardware equipment. The available functions also depend on the software version used and the programming of the POS system. Contact your Vectron specialist retailer for assessment/realization of your actual demands.

6. Start-up



Your Vectron specialist retailer has programmed the POS Touch 14 Wide for you. If necessary, he will be glad to support you during initial start-up and will train you in using your POS system.

6.1. Setting up the POS Touch 14 Wide

6.1.1. Selecting the set-up site for the POS Touch 14 Wide

- ▶ Set up the POS Touch 14 Wide in a well ventilated room with a temperature of between 0 and 40°C.
- ▶ The POS Touch 14 Wide must not be covered during operation.
- ▶ Select the setup site so that the POS Touch 14 Wide is not exposed to direct sunlight.
- ▶ Place the POS Touch 14 Wide on a stable, even surface with sufficient space.
- ▶ Make sure that no liquids can flow over the POS Touch 14 Wide, the power supply unit or the mains cable.
- ▶ Route the cables so that they are not subjected to tension.
- ▶ Route the cables in such a way that nobody can trip over them.
- ▶ When mounting the POS Touch 14 Wide on a wall, ensure that the wall and the suspension elements used have sufficient load-bearing capacity.

6.1.2. Connecting the POS Touch 14 Wide to the power supply

⚠ NOTICE

Damage of display or housing caused by sharp objects.

- ▶ Remove all objects from the setup site.

- ▶ Fold the display into a horizontal position and tilt the POS Touch 14 Wide to the rear.
- ▶ Insert the power cable plug of the power supply unit from below through the two recesses of the stand.
- ▶ Insert the power cable plug into the power connector of the POS Touch 14 Wide.

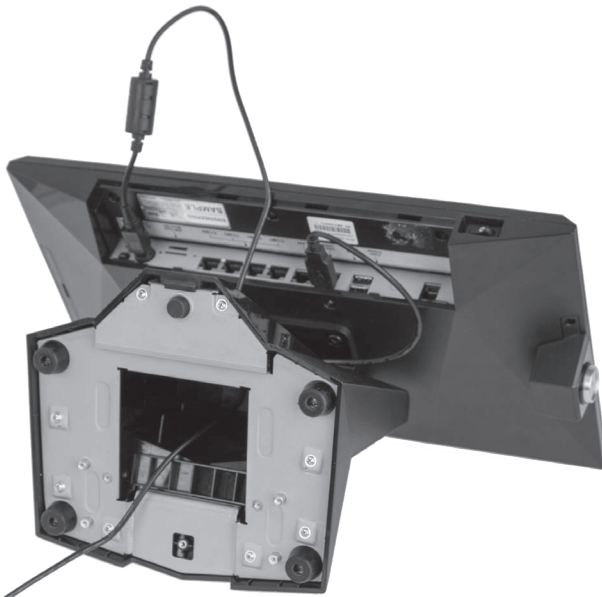


Fig. 7: Connecting the power supply unit

- ▶ Plug the mains cable into the power supply connector.



The power supply can be mounted into the stand.

- Place the POS Touch 14 Wide on the stand.

CAUTION

Danger of tripping and device damage caused by device cables lying unprotected in the room.

- Route the device cables so that they do not pose a potential hazard!
- Route the cables so that they are not subjected to tensile loading.

NOTICE

Damage of POS system components caused by excessively high voltages or currents

- Use an earthed socket to which alternating current between 110 and 240 volts is connected.
 - Use power sources which are protected with a residual-current circuit breaker.
-

- Insert the earthing-pin plug of the mains cable in a socket.

6.1.3. Connecting devices to the POS Touch 14 Wide



Your Vectron specialist retailer will be glad to inform you on available peripheral devices.

6.2. Aligning the screen

⚠ CAUTION

Pinching of fingers when aligning the screen

The gap between the screen housing and the joint changes during alignment.

- ▶ Do not insert your fingers between the screen housing and the joint.

- ▶ Adjust the screen to your field of vision by tilting the housing.

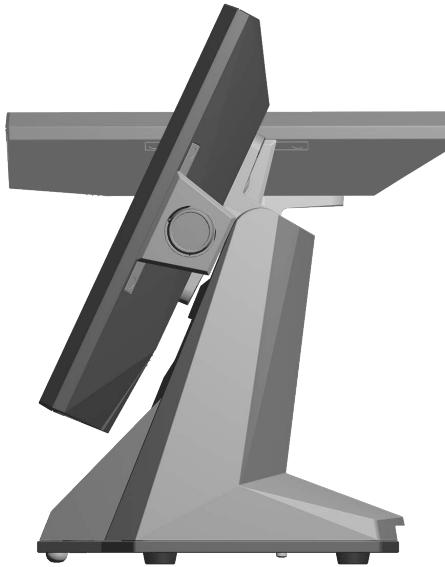


Fig. 8: Aligning the screen

7. Operation



Buttons that are mentioned in this chapter and that can be displayed as graphical elements, are shown in chapter 13 “Icons” on page 46.

7.1. Switching the POS Touch 14 Wide on and off

7.1.1. Switching on POS Touch 14 Wide

If the POS Touch 14 Wide was started as described in chapter in chapter 6 “Start-up” on page 22, you can switch on your POS system.

- ▶ Shortly press the on-/off key to switch on the .POS Touch 14 Wide.



Fig. 9: Switching the POS Touch 14 Wide on and off

7.1.2. Switching off the POS Touch 14 Wide

- ▶ Shortly press the on-/off key to switch off the .POS Touch 14 Wide.

7.1.3. Restart POS Touch 14 Wide

- ▶ Shortly press the on-/off key to switch off the POS Touch 14 Wide.
- ▶ Wait for about 10 seconds.
- ▶ Shortly press the on-/off key to switch on the POS Touch 14 Wide.

7.2. User interface



This chapter describes an **example configuration** of the Vectron POS software.

Programming and configuration of your POS system can differ considerably from this example. Your Vectron specialist retailer has programmed the POS Touch 14 Wide for you and is your contact partner for questions concerning the programming.

After having started and switched on the POS Touch 14 Wide, your POS system is ready for data input.

⚠ NOTICE

Damage of touch screen caused by unsuitable objects.

- ▶ Please touch the screen exclusively with fingers or the provided stylus.
-

7.2.1. Registration surface



Fig. 10: Registration surface

Pos.	Designation	Description
1	VC	Status Vectron Connect.
2	Functions	Selection of program functions.
3	Manager functions	Selection of program functions for the manager.
4	Correction	PLUs entered by mistake are immediately removed from the still open receipt display.
5	Void	Already booked PLUs can be cancelled.
6	Notice	Hand writing
7	bonVito	Overview on possible bonVito marketing campaigns.
8	Payment	Change to payment interface.
9	Cash	Payment in cash.
10	Main groups	Selection of main groups.
11	Scrolling in PLU selection	Shows previous or subsequent PLUs.
12	Departments	Subgroups of the respectively selected main group.

Pos.	Designation	Description
13	PLU	PLUs of the selected department.
14	Open GCs	Overview on open GCs.
15	Guest Check (GC)	To open a GC for booking enter the GC no. to the numeric pad and press the <GC> button.
16	Numeric pad	Number input
17	Info/Input	Display „last entry“ or result of the last entry.
18	Receipt-, invoice- and GC display	Display of various booking data.
19	Discount	Application of a selected discount.
20	VIP sale	VIP sale discount
21	Takeaway	Change to tax rate for takeaway sale.
22	Operator	Operator login
23	Status display	Display of logged-in operator/Journal/Date/Time
24	Favourites	For accelerated selection of favourites stored in the programming.

7.2.2. Payment user interface

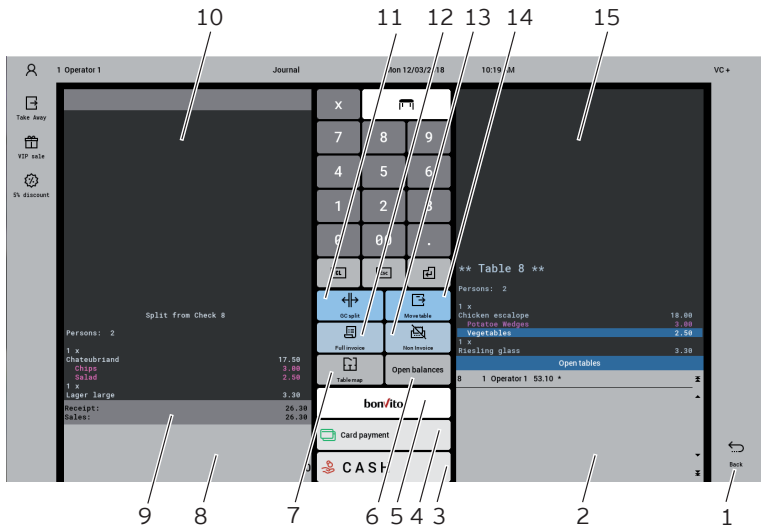


Fig. 11: Payment user interface

Pos.	Designation	Description
1	Back	Back to registration interface.
2	Open GCs	Overview on open GCs.
3	Cash	Payment in cash.
4	Card payment	Choice of cashless payment options.
5	bonVito	Selection from payment and card loading.
6	Open GCs	Overview on open GCs.
7	Table map	Table map
8	Info/Input	Display „last entry“ or result of the last entry.
9	Balance display	The „Receipt“ field shows the sum of the current PLUs on a receipt. The „Sale“ field shows the total of all PLUs booked to a GC.
10	Target GC/Target receipt	View of target GC or receipt for GC split or move.

Pos.	Designation	Description
11	Split	Single PLUs of a GC are invoiced separately or moved to another GC.
12	With receipt	Print of next invoice as entertainment expenses.
13	No invoice	No invoice print for the next invoice.
14	GC move	All PLUs of one GC are moved to another GC.
15	Open GC	Display of all bookings of the opened GC.

7.3. Log in and out at the POS Touch 14 Wide

You can program two types of operator login. If you want to login by operator key, please continue in chapter 7.3.2 “Login via operator key” on page 32. If you don’t have an operator key, please continue in chapter 7.3.1 “Login via operator button” on page 32.

7.3.1. Login via operator button

⚠ NOTICE

Damage of touch screen caused by unsuitable objects.

- ▶ Please touch the screen exclusively with fingers or the provided stylus.

- ▶ Enter the operator number to the numeric pad.
- ▶ Press the <operator> button.
- ▶ Enter the secret code if it is required.
- ▶ For confirmation press <Enter> to log in this operator.

The operator name appears in the status display.

Log out

- ▶ To log out the signed-in operator press the <operator> button or on his name in the status display.

7.3.2. Login via operator key

The operator lock system consists of two elements: operator lock and operator key.



Every operator key has a unique number. The number of your operator key is stored in the operator administration. The Vectron POS software recognizes by means of this assignment which operator signs in to the POS system and activates the programmed operator rights.

- ▶ Approach the key to the operator lock.
- ▶ Enter the secret code if it is required.
- ▶ For confirmation press <Enter> to log in this operator.

The operator name appears in the status display.

Log out

- ▶ Remove the key from the operator lock.

7.4. Working with guest checks (GC)

The „GC“ function serves for invoicing groups or single persons.

7.4.1. Opening a guest check

In order to store GC bookings you first have to open a guest check.



GCs that already contain bookings but were not yet invoiced (open GCs), can be opened again with this function. It depends on your operator rights whether you can just open your own GCs or those of other operators as well.

- ▶ Enter the number of the guest check.
- ▶ Press the <GC> button to open the guest check.

or

- ▶ Press the button <Open GCs>.

The list of open GCs is displayed.

- ▶ To re-open a GC press on the respective entry in the list.

7.4.2. Booking PLUs to a GC

- ▶ Open the GC to which you want to enter PLUs as described in chapter "7.5.1. Opening a GC" on page 33 in chapter 7.4.1 "Opening a guest check" on page 33
- ▶ Select a main group (Food, Drinks, other).
- ▶ Select a department.
- ▶ Press the desired PLUs on the PLU selection list.

or

- ▶ For multiple booking of a PLU you can enter the desired number on the keyboard and select the respective PLU.

The display shows the sum of desired PLUs.

7.4.3. Closing a GC



If you close a GC to which no PLUs were booked it will not appear in the list of open GCs.

When you close a GC, bookings for this GC are stored. There are several ways to close a GC.

- ▶ Press the button <GC>.

or

- ▶ Open a new GC as described in chapter 7.4.1 "Opening a guest check" on page 33.

7.4.4. Finalizing a GC

Various media are available for finalization. You can select e.g. cash- or credit card payment.

The GC is closed after finalization and no longer appears in the list of open GCs. The bookings are stored in the journal.

The receipt to be printed depends on the programming.

7.4.4.1. Cash payment

Example 1: The customer pays the exact amount.

- ▶ Open the GC that you want to finalize as described in chapter 7.4.1 “Opening a guest check” on page 33.
- ▶ Press the button <Cash>.

Example 2: POS system calculates the change.

- ▶ Open the GC that you want to finalize as described in chapter 7.4.1 “Opening a guest check” on page 33.
- ▶ Enter the amount you got from the customer on the keyboard.



Please note that the amount has to be entered in cent here.
Example: 50 € have to be entered as 5000.

-
- ▶ Press the button <Cash>.

The change amount is displayed.

7.4.4.2. Other media

- ▶ Open the GC that you want to finalize as described in chapter 7.4.1 “Opening a guest check” on page 33.
- ▶ Press the button <Payment>.

The payment user interface appears.

- ▶ Press the button of the desired media.

7.4.5. Separate invoicing of groups or single persons



The GC split function can only be carried out if all PLUs of the GC have been booked. Close the open GC as described in chapter 7.4.3 “Closing a GC” on page 34.

- ▶ Open the GC that you want to split as described in chapter 7.4.1 “Opening a guest check” on page 33.
- ▶ Press the <Payment> button.
- ▶ Press the button <GC split>.
- ▶ In the window „opened GC“ press the PLUs that you want to split.

This moves a PLU to the window „Target GC/target receipt“.

- ▶ After having selected all the desired PLUs press the button for the desired media to invoice the split PLUs.
- ▶ To open the registration interface press <Back>.

7.4.6. Splitting single PLUs to another guest check



The GC split function can only be carried out if all PLUs of the GC have been booked. Close the open GC as described in chapter 7.4.3 “Closing a GC” on page 34.

- ▶ Open the GC that you want to split as described in chapter 7.4.1 “Opening a guest check” on page 33.
- ▶ Press the <Payment> button.
- ▶ Enter the number of the GC, to which the PLUs are to be split.
- ▶ Press the button <Split GC>.

In window „Target GC/target receipt“ you see the number of the GC, to which the PLUs are to be split.

- ▶ In the window „Opened GC“ press the PLUs that you want to split.

This moves a PLU to the window „Target GC/target receipt“.

- ▶ After having selected all the desired PLUs press <Back>.

The selected PLUs will be split.

7.4.7. Moving all PLUs to another guest check



The „GC move“ function can only be carried out if all PLUs of the GC have been booked. Close the open GC as described in chapter 7.4.3 “Closing a GC” on page 34.

- ▶ Open the GC that you want to move as described in chapter 7.4.1 “Opening a guest check” on page 33.
- ▶ Press the <Payment> button.
- ▶ Enter the number of the GC, to which the PLUs are to be moved.
- ▶ Press the button <Move GC>.

All PLUs of the open GC are moved to the selected GC.

7.4.8. Transferring GCs to another operator

This function serves for transferring a guest check to another operator.

This function can be enabled optionally.

7.5. Working with hold buffers

The hold buffer function allows several operators to work simultaneously at one POS system.

The first operator opens a hold buffer, signs in and books the PLUs. If a second operator wants to use the POS system in the meantime, he presses a new hold buffer button, signs in and books the PLUs. The operators' bookings are stored in the respective hold buffer until media finalization.

This function can be enabled optionally.

7.6. Working with reports

Reports serve for evaluating data that were stored in the POS system.

With Vectron POS software you can create two types of reports, X-reports and Z-reports: Z-reports are final reports where the data is deleted from the booking memory. X-reports are intermediate reports, where the data is just polled.

7.7. Correction or void last entry

This function can be enabled optionally.

7.8. Print data server

Each POS system in network can be programmed to work as print data server in addition to the POS system function.

A print data server serves for receiving print data from another POS system in network, for processing them and printing them on a locally connected printer.

You can install several print data servers. Orders that you enter to your can be printed automatically in the kitchen for example. POS Touch 14 Wide After the payment the POS system can print the invoice automatically at the counter for example.

8. Service and maintenance

8.1. Cleaning

DANGER

Deadly shock caused by liquid entry.

- ▶ Vectron POS Touch 14 Wide Do not open power supply.
- ▶ Switch off the POS Touch 14 Wide prior to cleaning as described in chapter 10 “Shut-down” on page 43.

CAUTION

Aggressive cleansers can damage the housing surface.

- ▶ Do not use any scouring or dissolving agents for cleaning.
 - ▶ If necessary clean the housing surface with a smooth, lint-free cloth In case of strong contamination you can dampen the cloth with water or with a mild, residue-free cleanser.
-

8.2. Contacting the customer service

Your Vectron dealer will answer your questions concerning the and peripherals and will support you with configuration and operation POS Touch 14 Wide Vectron.

DANGER

Deadly shock caused by improper repairs.

- ▶ Some components can contain high residual voltages which discharge when touched.
 - ▶ Contact your Vectron specialist retailer if POS system components are damaged.
-

9. Errors, possible reasons and troubleshooting

Errors	Possible reasons	Troubleshooting
The POS Touch 14 Wide cannot be switched on.	The safety plug is not put into a voltage-carrying outlet.	Put the safety plug of the supplied mains cable to an earthed socket to which alternating current between 110 and 240 volts is connected and which is protected with a residual-current circuit breaker.
	The power supply plug is not put into the power connector of the POS Touch 14 Wide.	Put the power supply plug into the power connector of the POS Touch 14 Wide.
	The On/Off key is damaged.	Contact your dealer Vectron.
	The power supply is damaged.	Contact your dealer Vectron.
	The POS Touch 14 Wide is damaged.	Contact your dealer Vectron.
The POS Touch 14 Wide does not react to your entries.	The signed-in operator is not authorized for the respective function.	Contact your dealer Vectron.
	The Vectron POS software is malfunctioning.	Reboot the POS Touch 14 Wide as described in chapter 7.1.3 "Restart POS Touch 14 Wide" on page 27.
	Programming and configuration of the POS Touch 14 Wide is faulty.	Contact your dealer Vectron.
	The touch screen is damaged.	Contact your dealer Vectron.
	The POS Touch 14 Wide was switched off while the operator key was inserted; then, the operator key was removed.	Restart with the operator key plugged in or delete the hold buffers in the programming.

NOTES ON SAFETY AND INSTALLATION

POS TOUCH 14 WIDE

Errors	Possible reasons	Troubleshooting
The POS Touch 14 Wide does not display anything.	The POS Touch 14 Wide is switched off.	Press the On/Off key as described in chapter 7.1.1 “Switching on POS Touch 14 Wide” on page 26.
	The screen saver is active.	Touch the screen with the stylus or with a finger.
	The Vectron POS software is malfunctioning.	Contact your dealer Vectron.
	The power supply is damaged.	Contact your dealer Vectron.
	The POS Touch 14 Wide is damaged.	Contact your dealer Vectron.
The POS Touch 14 Wide processes other entries than those made on the touch screen.	The Vectron POS software is malfunctioning.	Reboot the POS Touch 14 Wide as described in chapter 7.1.3 “Restart POS Touch 14 Wide” on page 27.
	Programming and configuration of the POS Touch 14 Wide is faulty.	Contact your dealer Vectron.
	The touch screen is damaged.	Contact your dealer Vectron.
Login via operator key is not possible.	The operator lock was neither programmed nor configured.	Contact your dealer Vectron.
	Operator lock or operator key are damaged.	Contact your dealer Vectron.

10. Shutdown

Shut down the if you do not use it for a longer time.POS Touch 14 Wide

- ▶ Shortly press the on-/off key to switch off the .POS Touch 14 Wide



Fig. 12: POS Touch 14 Wide Switching off the

- ▶ Unplug the safety plug of the mains cable from the socket.
- ▶ Remove all the cables that are connected to the POS Touch 14 Wide.
- ▶ Store the POS Touch 14 Wide in a room with temperature of between -20 and 60 °C.

11. Disposal



Directive 2012/19/EU (WEEE)

Waste electric and electronic equipment must not be disposed of together with domestic waste. Vectron Systems AG takes back waste electric and electronic equipment that has been used for commercial purposes and that was produced by or on behalf of the company. The company disposes of the waste electric and electronic equipment properly. The legal take-back obligation applies for devices that were put on the market after 13 August 2005. In addition, Vectron Systems AG extends this obligation to all devices that have been put on the market as of 1 January 2004. Please send back waste electric and electronic equipment that was produced by or on behalf of as well as their accessories in the original packaging, marked "Waste electric and electronic equipment" franco domicile to Vectron Systems AG.

WEEE-Reg.-Nr. DE 91733199

12. Glossary

This chapter explains the terms that are used in context with the POS Touch 14 Wide.








Term	Definition
Booking memory	Memory that stores every booking of the operators.
Button	A button is programmed in the POS system and releases commands.
Flash memory	Memory in which data is kept even after the voltage supply was switched off.
GC server	POS system, which in the ECR network takes over the central guest check management.
Icon	Pictograph used in graphical user interfaces. When touching or clicking on icons you call functions of the Vectron POS software.
LCD	Liquid Crystal Display
Media finalization	Method for finalizing an invoice. Media are for example cash- and credit card payment.
Payment interface	Surface that is displayed on the screen. Here you can make payments using different media.
POS	Point Of Sale In this context the POS system station.
Registration surface	Surface that is displayed on the screen. On the registrier surface you can book PLUs to guest checks.
Touchscreen	Input device that releases POS system functions when an operator touches the buttons on the screen.
User interface	All display elements and buttons on the screen that are meant to show information or execute functions.
X-report	Intermediate report, where data is kept in the booking memory of the POS system.
Z-report	Final report where the data is deleted from the booking memory.








13. Icons












Ions are graphics that symbolize defined functions. Icons mark defined spaces on the screen, which are called buttons.












By touching the buttons on the screen of POS Touch 14 Wide you call functions or select PLUs.

This chapter lists the icons integrated in Vectron POS software and explains their meaning. Furthermore, you can load additional icons.

No.	Icon	Meaning
1		Vectron POS
2		Centered
3		Left assigned
4		Right assigned
5		Enter
6		Field up
7		Field down












No.	Icon	Meaning
8		Cursor left
9		Cursor right
10		Page up
11		Page down
12		Field left
13		Field right
14		Shift












No.	Icon	Meaning
15		Shift lock
16		Editor
17		New record
18		Delete records
19		Print
20		Next record
21		Prev. record
22		Goto record
23		selection
24		Mark
25		Mark












No.	Icon	Meaning
26		Browser / mask
27		Search by text
28		Send
29		Load
30		Save
31		Network
32		Clear
33		Escape
34		Mode
101		Take away
102		Cancel receipt












NOTES ON SAFETY AND INSTALLATION

POS TOUCH 14 WIDE








No.	Icon	Meaning
103		Receipt copy
104		Guest count
105		Inhouse
106		No invoice
107		Operator
108		Manager functions only
109		Open operator GCs
110		Seat number
111		PLUs
112		Invoice
113		Load invoice







No.	Icon	Meaning
114		Recall invoice
115		Invoice copy
116		Seat split
117		Void
118		Void last entry
119		GC
120		GC 0
121		Split table
122		Transfer GC
123		GC moven
124		Table map

No.	Icon	Meaning
125		Enter GC text
126		X reports
127		Z reports
128		Subtotal GC
129		Subtotal
130		Deposit
131		Paid out
132		Operator report
133		Receipt on
134		Receipt off
135		Data input

No.	Icon	Meaning
136		Print format shift
137		Received amount
138		VIP sale
139		Journal
140		Price
141		Table reservations
142		Department DPT
143		Department WG
201		Cash
202		Media
401		Cold drinks

NOTES ON SAFETY AND INSTALLATION
POS TOUCH 14 WIDE

No.	Icon	Meaning
402		Hot drinks
403		Side dishes
404		Beer
405		Icecream
406		Fish
407		Meat
408		Drinks
409		Main courses
410		Desserts
411		Pizza
412		Spirits

No.	Icon	Meaning
413		Starters
414		Wine
415		Vegetables
416		Salad
501		myVectron
999		Screen saver

14. EU Declaration of Conformity

Manufacturer

Device type

Type designation

Vectron Systems AG
Willy-Brandt-Weg 41
D-48155 Münster

Stationary POS system

Vectron POS Touch 14 Wide

The manufacturer declares that the above product complies with the essential protection requirements laid down in the Council Directives on electrical and electronic products, in accordance with Directive 2001/95/EC. The below-mentioned standards that were harmonised under the relevant directives were applied:

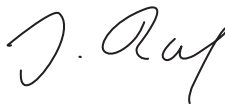
Directive	Standard
2014/30/EC Directive on electromag- netic compatibility	EN 55022 Kl. B:2010; EN 55024:2010, EN 61000-3-2:2014; EN 61000-3-3:2013
2014/35/EC Low Voltage Directive	EN 60950-1:2006+A11:2009+A12:2011+A1:2010+A2:2013
2011/65/EU Restriction of the use of certain hazardous substances (RoHS)	EN 50581:2012

This declaration is made in authority for the manufacturer resident in the European Union.

Münster, 2018-08-20



Thomas Stümmler
Board of Management



Jens Reckendorf
Board of Management

15. Accessories

At this point we would like to inform you about the accessories you can purchase for the POS Touch 14 Wide.

For more information and the technical data for accessories please see the website at www.vectron-systems.com.

For questions concerning our products please contact your Vectron specialist retailer.

15.1. Customer display Vectron POS Touch 14 Wide

The customer display Vectron POS Touch 14 Wide is mounted to the POS system. The customer display has a screen on which 2 x 20 characters can be displayed.



Fig. 13: Customer display Vectron POS Touch 14 Wide

15.2. Stylus Vectron PCT

The stylus serves for entering data via the touch screen of the POS Touch 14 Wide.



Fig. 14: Vectron-Touchpen

16. Other Vectron products

Here we would like to inform you about additional Vectron products

For more information and the technical data for Vectron products please see the website at www.vectron-systems.com.

For questions concerning our products please contact your Vectron specialist retailer.

16.1. Stationary Vectron POS systems

Stationary Vectron POS systems with fast and reliable Vectron hardware are perfectly suited to single station use.

Their special server attribute also allows data exchange with other stationary and mobile Vectron POS systems.

The large product range provides the ideal stationary Vectron POS system for any application.

16.1.1. Vectron POS Touch 15, POS Touch 15 PCT, POS Touch 15 II PCT

The Vectron POS Touch 15 has a 381 mm display (15"). Data is entered via touch screen.



Fig. 15: Vectron POS Touch 15

16.1.2. Vectron POS Touch 12, POS Touch 12 II PCT

The Vectron POS Touch 12 has a 307 mm display (12,1"). Data is entered via touch screen.



Fig. 16: Vectron POS Touch 12

16.1.3. Vectron POS Vario II

The Vectron POS Vario II has a 307 mm display (12,1"). Data is entered either via the flat keyboard or via touch screen.



Fig. 17: Vectron POS Vario II

16.1.4. Vectron POS Mini II

The Vectron POS Mini II has a 178 mm display (7"). Data is entered to the POS Mini II either via the flat keyboard or via touch screen (when using the software light licence, data input is made exclusively via keyboard).



Fig. 18: Vectron POS Mini II

16.2. Mobile Vectron POS systems

16.2.1. Vectron POS MobilePro III

The Vectron POS MobilePro III is a robust and completely water-tight mobile POS system that is suitable for indoor- and outdoor use. The high-quality TFT-LCD with glass surface and background lighting and provides good legibility in daylight and artificial light.

Thanks to the practical combination of capacitive touch and keyboard it is fast to operate and is therefore particularly recommended for companies with high customer frequency or at peak times. The POS system is light and ergonomically shaped for comfortable operation.



Fig. 19: Vectron POS MobilePro III

16.3. Software

16.3.1. Vectron Mobile App

The new ECR app for hospitality professionals is so easy to operate that you will be familiar with all the functions within minutes. At the same time the app provides you all the comfort you require for mobile cashing.

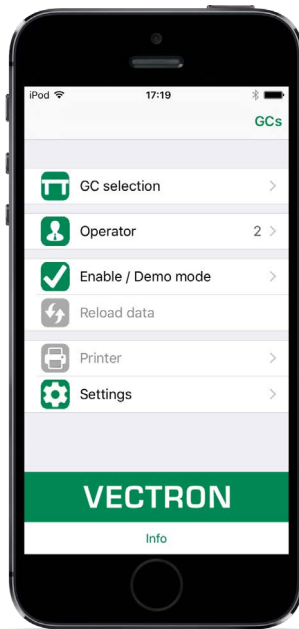


Fig. 20: Vectron Mobile App

16.3.2. Vectron Commander

The Vectron Commander is the communication- and evaluation software for Vectron POS systems. You can use the software on computers with operating system Microsoft® Windows®.

With the Vectron Commander you can retrieve, evaluate and manage the data of the Vectron POS systems. The software helps you get an overview on sales, order, and the working times of your staff.

Data can be sent to and received from several POS systems simultaneously.

The Vectron Commander has an integrated user rights management, which serves for assigning every user individual rights.

The Vectron POS Anywhere function enables you to connect via network or modem to POS systems and control them remotely and to monitor operating procedures.

The Vectron Commander can be used as interface between external like e.g. ERP systems and POS systems.

16.3.3. Vectron Journal Tool

The Vectron Journal Tool is a tool for evaluating, archiving and analyzing the POS system journal data that was read out by means of the Vectron Commander.

Companies of all trades profit in the same way from the numerous functions. All the sales transactions and activities are displayed in detail; suspicious receipts are filtered. The tool detects and displays the respective transactions for each receipt (e.g. temporary invoice, split receipt, invoice).

You can install the software on commercial PCs, using a Microsoft-SQL database.

16.3.4. Vectron POS PC

Vectron POS PC is software that you can use on computers with operating system Microsoft® Windows®.

You can use the software in addition to the usual Windows applications like e-mail-, office- and ERP applications.

The Vectron POS PC software is compatible to all mobile and stationary Vectron POS systems, Vectron Vectron Commander and Vectron Journal Tool.

16.3.5. bonVito

bonVito is Vectron's solution for customer loyalty. All customer retention promotions are conveniently processed automatically via the Vectron POS system during the payment process. bonVito provides individual customer cards, collection and redemption of points, digital stamps, payment function and coupons per e-mail, text message or receipt imprint.