

**ēlo**



USER MANUAL

**Elo Touch Solutions**  
**Elo® PayPoint**

ESY13P1

SW602189 Rev A



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# Read this first

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Before using the Elo PayPoint Register, read the important safety and handling information (this section), Safety & Maintenance (Chapter 5), Regulatory Information (Chapter 6), and the Warranty Information (Chapter 7) chapters in this user manual.

This section provides guidance on the safe handling and use of your PayPoint Register. Please read to understand all of the details.

## Important safety and handling information

To avoid personal injury, property damage, or accidental damage to your Elo PayPoint Register (hereafter referred to as the register), please read through all of the information provided in this section before using the register.

For detailed operating instructions, refer to the Elo PayPoint User Manual (this publication).

### Handle the register with care:

Do not drop, bend, or puncture, the register, as this may damage the register. The register screen is made of glass, and may break if the register is dropped, subjected to high impact, or crushed by a heavy object. In the event that the glass chips or cracks, do not touch the broken glass or attempt to remove it from the register display head. Stop using the register immediately and contact Elo technical support for repair, replacement, and/or disposal information.

### Do not disassemble or modify the register:

The register is a not user-serviceable, meaning it is not designed for disassembly (except pulling out the cash drawer from the register or replacing the printer paper) or internal hardware modification by end users. All internal repairs must be done by an Elo-authorized repair facility or an Elo-authorized technician. Attempting to disassemble or modify your register will void any warranty.

### Prevent the register and power cord from getting wet:

- Keep register and power cord away from liquids.
- Do not immerse your register in water or leave it in a location where it can get saturated with water or other liquids.

### Use only approved power cords:

Use only the power cord supplied by Elo Touch Solutions for the register.

Unplug the register if any of the following occurs:

The register or power cord has been exposed to rain, liquid, or excessive moisture.

The power cord shows signs of physical damage.

Elo is not responsible for the performance or safety of products not manufactured or approved by Elo.

### **Dispose according to local laws and regulations:**

When the register reaches the end of its useful life, do not crush, incinerate, immerse in water, or dispose the register in any manner contrary to local laws and regulations. Some internal parts contain substances that can explode, leak, or have an adverse environmental affect if disposed of incorrectly.

See Chapter 5 “Safety & Maintenance” for additional information on how to appropriately dispose of the register at the end of its useful life.

### **Protect your data and software:**

Be aware that accessing unsecure networks can render your register vulnerable to computer viruses, security breaches, spyware, and other malicious activities that might damage your register, software, and/or data. To ensure more secure connections, the PayPoint Register is designed to only connect wirelessly via a WPA2 Wi-Fi network. For more information on how to setup WPA2 on your Wi-Fi network, refer to Chapter 3.

Keep electrical appliances such as an electric fan, radio, high-powered speakers, air conditioner, and microwave oven away from your register because the strong magnetic fields generated by these appliances can damage the screen and the data on the register.

### **PCI DSS Compliance:**

An organization or merchant that process, stores, and/or transmits any cardholder data will need to comply with PCI DSS (Payment Card Industry Data Security Standard). Refer to “PayPoint PA-DSS 2.0 Implementation Guide” for detailed guidance on how to maintain PCI DSS compliance of your PayPoint System.

The most up-to-date version of the implementation guide is available on [www.EloPayPoint.com](http://www.EloPayPoint.com).

### **Take precautions with plastic bags:**

The register comes with plastic packaging material.

**DANGER: Plastic bags can be dangerous. Keep plastic bags away from babies and children to avoid danger of suffocation.**

### **Radio Frequency (RF) Energy Exposure**

When the transmitter and receiver on your device are powered on, they transmit and receive Radio Frequency (RF) energy. The use of wireless technology may be restricted in certain

situations or environments where risk of RF interference are perceived or identified as harmful.

To minimize user RF Energy exposure, keep device further away from body.

### **Polyvinyl Chloride (PVC) cable and cord notice:**

**WARNING:** Handling the cord on this product or cords associated with accessories sold with this product, will expose you to lead, a chemical known to the State of California to cause cancer, and birth defects or other reproductive harm. ***Wash hands after handling.***

# Chapter 1: Product Overview

## Product Description

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The Elo PayPoint register is an All-in-One Point-of-Sales transaction device that is equipped with built-in touchscreen display, cash drawer, magnetic swipe reader (MSR), barcode scanner, camera, receipt printer, and a customer facing display. The Elo PayPoint register display head is also designed with a display head that can be flipped to allow customers to complete purchase transactions by self-swiping payment cards, and to authorize transactions by signing directly onto the touchscreen. Refer to the PayPoint Register Layout section of this chapter for an overview of the PayPoint register device.

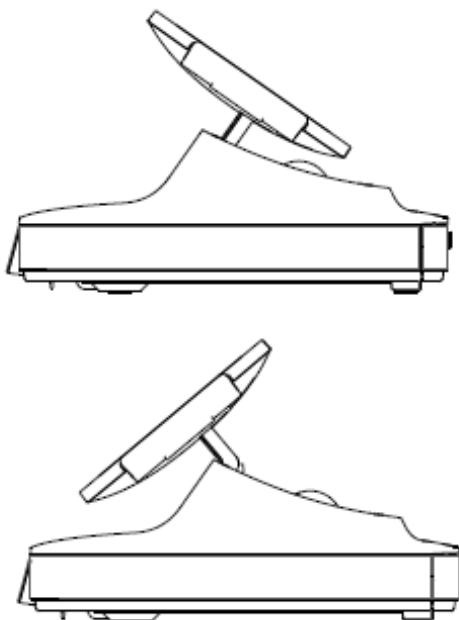


Figure 1c. Paypoint display head can be flipped and supports two configurations:  
PayPoint register clerk-facing view (top) and customer-facing view (bottom)

## Precautions

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Follow all warnings, precautions and maintenance tips as recommended in this user manual to maximize the life of your unit and prevent risks to user safety. See Chapter 5 for more information on safety.

This manual contains important information on how to manage, setup, and use the Elo PayPoint system. Read through this manual to learn about different system features offered by Elo PayPoint, and how to use them. For more information regarding your PayPoint system, visit [www.EloPayPoint.com](http://www.EloPayPoint.com).

# PayPoint Register Layout

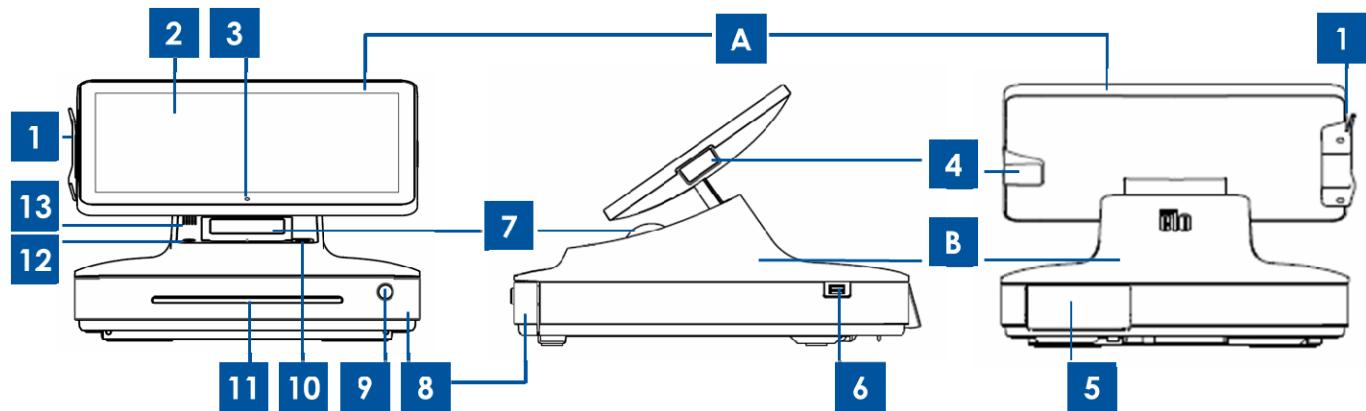


Figure 1a. PayPoint register front view (left), clerk right side view (middle), and back view (right)

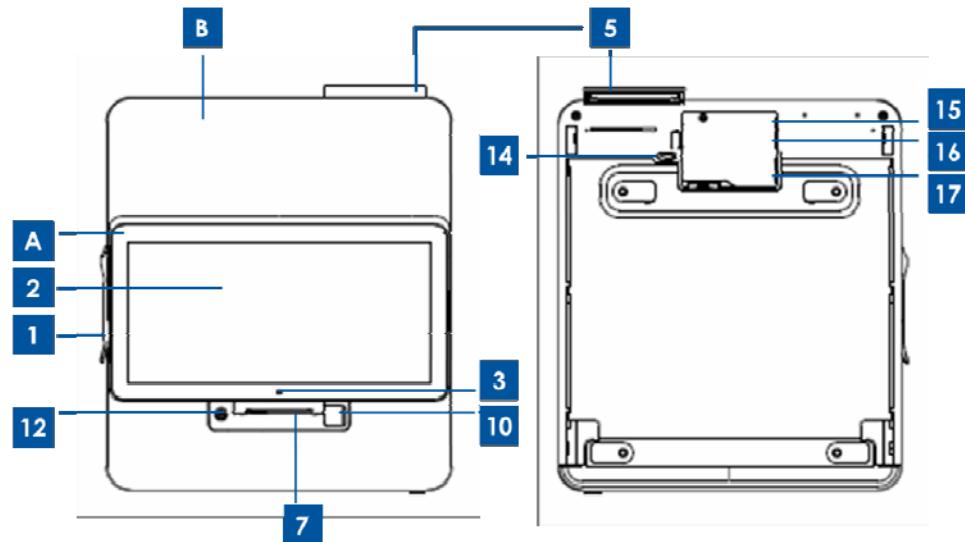


Figure 2a. PayPoint register top view (left) and bottom view (right)

A. Register Display Head			
1	Magnetic Swipe Reader (MSR)	3	Camera
2	Touchscreen	4	Barcode scanner
B. Register Base			
5	Customer Facing Display	12	Power button
6	USB port (USB 2.0)	13	Speakers (built-in)
7	Receipt printer	14	Cash drawer manual release latch
8	Cash drawer	15	USB port
9	Cash drawer lock*	16	Ethernet port
10	Printer head release button	17	Power port
11	Check compartment slot	-	-

\*The PayPoint register comes with a set of two keys for easy locking/unlocking.

## **1. Magnetic Stripe Reader (MSR)**

The register has a built in magnetic stripe reader and can read various credit cards. When the register is in clerk view, the MSR will be on the left of the register display head. When register is in customer view, the MSR will be on the right of the register display head. Refer to “Payment Features” section in Chapter 3 for more information.

## **2. Touchscreen**

The PayPoint register is equipped with a multi-touch touchscreen.

## **3. Camera**

Located on the register display head is a 2-megapixel front-facing camera, which you can use to take pictures and to capture 2-D barcodes.

## **4. Barcode scanner**

The register has a built in barcode scanner that scans 1-D barcodes. When the register is in clerk view, the barcode scanner will be on the right of the register display head.

## **5. Customer-facing display**

The register base is equipped with a customer-facing display. As store clerks ring up customer orders, the customer facing display will display each order.

## **6. USB port (USB 2.0)**

This USB port can be used to charge your mobile device.

Note: In order to comply with PCI compliance and to prevent security breaches, this USB port will not be accessible for connecting the register with other USB devices (e.g. mouse, keyboard, storage device)

## **7. Receipt printer (built-in)**

The register is equipped with a built-in receipt printer that is located on the register base.

## **8. Cash drawer**

The register is equipped with a cash drawer for storing cash, coins, and checks.

## **9. Cash drawer lock**

Use the key that comes with the PayPoint Register to lock / unlock the cash register. When cash drawer is locked, cash drawer will not open even when it is commanded to.

## **10. Printer head release button**

Press this release button to release the printer head cover. For more information on how to change printer paper on the register, refer to the “Printer Maintenance” section of Chapter 5.

## **11. Check compartment slot**

The cash drawer is designed with a slot for slipping checks into the cash drawer.

## **12. Power button**

Press the power button to turn on / off the register (set by default). The power button is equipped with an LED that displays:

- Solid white light when the register is on.
- Blinking white light when the register is on standby/sleep.
- Solid red light when the register is off but plugged in to the wall.
- No light when the register is off and not plugged in to the wall.

## **13. Speaker (built-in)**

The register is equipped with a built-in speaker.

## **14. Cash drawer manual release latch**

A latch located on the bottom of the register base can be used to manually open the cash drawer.

## **15. USB port**

This USB port can be used to charge your mobile device.

Note: In order to comply with PCI compliance and to prevent security breaches, this USB port will not be accessible for connecting the register with other USB devices (e.g. mouse, keyboard, storage device)

## **16. Ethernet (LAN) port**

Use this port to connect the register to a network via an Ethernet RJ-45 cable.

## **17. Power port**

To power the register, plug one end of the power cable to the register power port, and the other end to the wall.

# Chapter 2: Getting Started

## Setting up your PayPoint Register

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### Unpacking the PayPoint Register:

To unpack your PayPoint Register:

1. Open the box
2. Check that the following items are present and in good condition:
  - a. PayPoint Register
  - b. Power cord
  - c. Quick Installation Guide
  - d. Stickers
3. Remove the protective bag / cover, desiccant packs, and other packaging materials appropriately. Please take extra caution to ensure that they are not accessible by small children.
4. Plug your PayPoint register to a power supply. Your PayPoint Register is now ready to be powered on.

# Chapter 3: Operation

## Power

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To turn the PayPoint Register on and off, press the register power button once. Pressing power button when the register is on will bring up the Shut Down option screen (refer to Figure X).

*Insert Shut Down option screen*

In the event that the register freezes and does not respond, press and hold the power button until the register turns off. If the register does not turn off via the power button, the register will need to be powered down by unplugging the power cord from the wall.

The PayPoint register Power button is equipped with an LED that indicates the power status of the register, as follows:

Register Power Status	LED Status
OFF (disconnected from wall)	Off
OFF (connected to wall)	Red
SLEEP	Blinking white light
ON	Solid white light

The system consumes low power when in SLEEP and OFF modes. For detailed power consumption specifications, refer to technical specifications available on the Elo website [www.elotouch.com](http://www.elotouch.com).

To bring register out of sleep/standby mode, press the power button once.

If long periods of non-use are planned, turn off the PayPoint Register to save power.

The maximum voltage, frequency and current for the register, are provided in the power ratings table below:

	Operating Voltage Range	Operating Frequency Range	Operating Current Range
PayPoint Register	100 - 240Vac	50/60 Hz	

## Payment Features

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The Elo PayPoint System supports cash, checks, and card payment transactions via the PayPoint Register. The Elo PayPoint includes magnetic swipe reader (MSR) functionality for reading payment card information.

### **Magnetic Swipe Reader (MSR):**

A magnetic stripe card is a type of card capable of storing data on a band of magnetic material on the card. The magnetic stripe, sometimes called swipe card or magstripe, is read by swiping past the magnetic reading head. The register is capable of reading three tracks - these are known as tracks 1, 2, and 3. Track 3 is typically unused by the major worldwide card processing networks, and often isn't even physically present on the card by virtue of a narrower magnetic stripe. Point-of-sale card readers almost always read track 1, or track 2, and sometimes both, in case one track is unreadable. The minimum cardholder account information needed to complete a transaction is present on both tracks. Track 1 has a higher bit density (210 bits per inch vs. 75), and is the only track that may contain alphabetic text, and hence is the only track that contains the cardholder's name.

## Setting up WPA2 on your Wi-Fi network

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To ensure a more secure connection to the Internet, the PayPoint Register is designed to only connect wirelessly to the Internet via WPA2 Wi-Fi network.

To setup WPA2 on your Wi-Fi network, you will need a computer with an Ethernet port, a spare Ethernet cable, and the wireless router that can support WPA2.

1. First, connect the computer to the router via the Ethernet cable
2. Open a web browser and enter the IP address of the router in the address bar.

Note: When operating in Windows identify the IP address of the router by:

- o Open Command Prompt.
- o Type “ipconfig” and press Enter.
- o The IP address of the router will be listed next to “Default Gateway” under “Ethernet adapter Local Area Connection”.

3. You will be prompted to provide a User Name and password to login into the router. This will bring up the router management console.

Note: User name and password are set during initial router setup. Consult with router user manual (or other guidance documentation) for information on how to setup the router and for the default login credentials, incase initial router setup was not yet done.

4. Navigate to the Wireless section.

Note: router management console may differ between different routers.

5. Navigate to the Security sub-section.

6. Switch Authentication Type to “WPA2”. This will bring up additional menu options.
7. Select either “PSK” (Pre-Shared Key) or “EAP” (Enterprise Authentication Protocol), as appropriate.
8. Select “TKIP” (Temporal Key Integrity Protocol) or “AES” (Advanced Encryption Standard) for the Cipher Type.
9. Choose a Passphrase that will be used for logging into the Wi-Fi network.

Note: It needs to be in alpha numeric characters and will need to contain at least 8 characters. Mix capitalized letters, lowercase letters, numbers and symbols for the best security.

10. Apply new settings. The router will need to restart before it implements changes.

# Chapter 4: Technical Support

Information and guidance on how to use and operate your PayPoint System are available in this User Manual, and at [www.EloPayPoint.com](http://www.EloPayPoint.com).

For further information, please contact your local dealer or contact Elo Touch Solutions Customer Service.

## Solutions to Common Problems

Problem	Suggested Troubleshooting
The PayPoint register does not respond when turning on the system.	<p>Check that the power cable is properly connected to both the register and the wall. Power button LED will be red when register is properly connected to the wall.</p> <p>OR</p> <p>Unplug the power cable, re-plug after five seconds, and press the power button to turn on the system.</p> <p>OR</p> <p>In the case that the power button LED displays solid white light, which suggests that the system is on, there may be an issue with the display or LCD backlight. Please contact Elo Customer Service.</p>
Blank screen	If the power button LED is blinking, the register may be in SLEEP mode. Press the power button to bring the unit out of SLEEP mode.
Receipt printer does not print text on the receipt paper	<p>Ensure that the thermal receipt paper is installed in the printer in the proper orientation.</p> <p>Note: Only one side of the thermal paper is coated with the dye that changes color when heated. This is the side that will need to contact the printer thermal head.</p>

	<p>Refer to Chapter 5 for more information on how to properly install the thermal receipt paper in the receipt printer.</p> <p>OR</p> <p>Try and restart the register.</p>
Poor receipt printing quality	Poor receipt printing quality may be due to the use of poor quality thermal paper. Refer to Chapter 5 for more information on recommended thermal paper for the PayPoint Register receipt printer.
Receipt printer does not run when it's supposed to	Push the receipt head release button, lift receipt printer head cover, and check that there is no paper jam. Clear any paper jam.
MSR does not read card properly	The MSR may not function properly when dirty. Use MSR cleaning cards (purchasable in some office supply stores).
Cash drawer doesn't open	<p>Check to ensure that cash drawer lock is not in lock position.</p> <p>OR</p> <p>Use the cash drawer manual release latch to open drawer.</p>

## Technical Assistance

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Visit <http://www.elotouch.com/Support/TechnicalSupport/default.asp> for technical support.

Refer to the last page of this user manual for Elo contact information worldwide.

# Chapter 5: Safety & Maintenance

## Safety

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To avoid risk of electric shock, follow all safety notices and do not disassemble the Elo PayPoint Register. The register is not user-serviceable.

The PayPoint Register is equipped with a power cable. Do not use a damaged power cable. Use only the power cable supplied by Elo Touch Solutions for the PayPoint Register. Use of an unauthorized power cable may invalidate your warranty.

Ensure that the system is maintained and runs within the specified environmental conditions listed below.

### **Environmental conditions for operating and storage**

#### Temperature:

Operating	0°C to 35°C
Storage	-30°C to 60°C

#### Humidity (non-condensing):

Operating	20% to 80%
Storage	5% to 95%

#### Altitude:

Operating	0 to 3,048 m
Storage	0 to 10,668 m

# Elo PayPoint Register Care and Handling

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The following tips will help maintain optimal performance of your Elo PayPoint Register:

Disconnect the power cable before cleaning.

To clean the unit (except for touch screen), use a soft cotton or microfiber cloth lightly dampened with a mild detergent.

It is important that your unit remains dry. Do not get liquids on or inside the unit. In the event that liquid does get inside, have a qualified service technician inspect the unit before you power it on again.

Do not wipe the screen with a cloth or sponge that could scratch the surface.

When cleaning the touchscreen, use window or glass cleaner applied to a clean cloth.

Never apply the cleaner directly on the touchscreen. Do not use alcohol (methyl, ethyl or isopropyl), thinner, benzene, or other abrasive cleaners.

## Printer Maintenance

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### Changing printer paper

The register receipt printer operates using heat, and not with ink. Printer paper compatible with the PayPoint receipt printer are as follows:

Type: Thermal Paper

Paper width: 58 mm

Paper roll diameter: 50 mm (maximum)

Printing width: 48 mm

F230AA Mitsubishi Paper Mill Co., Ltd., or its equivalent is the recommendable thermal paper for the register receipt printer.

To change the paper for the PayPoint Register receipt printer:

1. Ensure that the register display head is flipped away from the receipt printer (in customer-facing view).
2. Push the receipt printer head release button to release the printer head cover.
3. Lift printer head cover.
4. Take out the roll of used printer paper, and replace with new roll of printer paper.

## **Cleaning and Care of Printer**

*Insert line drawing of printer from customer view*

Ensure that the register display head is flipped away from the receipt printer (in customer-facing view). Push the receipt printer head release button to release printer head cover and access the different printer components listed in Figure X above.

### 1. Photo-sensor:

It is recommendable to clean the printer photo-sensor once a month. To do so:

- a. Use a Nylon brush (or equivalent) to brush off any paper dust or other residues that may be on the photo-sensor.

### 2. Thermal head

It is recommendable to clean the printer thermal head once a month. To do so:

- a. Moisten cotton swab with isopropyl alcohol.
- b. Wipe the thermal head with the cotton swab to remove any stain from the thermal head.
- c. Use a dry soft cloth to wipe the thermal head.
- d. Wait to allow the thermal head to dry off, and then shut the printer head cover.

### 3. Roller

It is recommendable to clean the printer roller once a month. To do so:

- a. Apply isopropyl alcohol onto a cloth.
- b. Wipe off any stain from the printer roller with the alcohol dampened cloth.
- c. Use a dry soft cloth to wipe the roller.
- d. Wait to allow the roller to dry off, and then shut the printer head cover.

## **Waste Electrical & Electronic Equipment**

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This product should not be disposed of with household waste. It should be deposited at a facility that enables recovery and recycling. Ensure that product is disposed at the end of its useful life according to local laws and regulations.

Elo has put in place recycling arrangements in certain parts of the world. For information on how you can access these arrangements, please visit  
<http://www.elotouch.com/AboutElo/ewaste-program/>.

# Chapter 6: Regulatory Information

## I. Electrical Safety Information

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Compliance is required with respect to the voltage, frequency, and current requirements indicated on the manufacturer label. Connection to a different power source than those specified herein will likely result in improper operation, damage to the equipment or pose a fire hazard if the limitations are not followed.

There are no operator serviceable parts inside this equipment (except for replacement of the receipt printer paper). There are hazardous voltages generated by this equipment which constitute a safety hazard. Service should be provided only by a qualified service technician.

Contact a qualified electrician or the manufacturer if there are questions about the installation prior to connecting the equipment to mains power.

## II. Emissions and Immunity Information

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### Notice to Users in the United States:

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution: Any changes or modifications not expressly approved by the party responsible for compliance to this equipment would void the user's authority to operate this device.

This equipment must be installed and operated in accordance with provided instructions and the antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons.

### Canada Statement

This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:

- (1) This device may not cause interference; and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) l'appareil ne doit pas produire de brouillage;
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

The device meets the exemption from the routine evaluation limits in section 2.5 of RSS 102 and compliance with RSS-102 RF exposure, users can obtain Canadian information on RF exposure and compliance.

Le dispositif rencontre l'exemption des limites courantes d'évaluation dans la section 2.5 de RSS 102 et la conformité à l'exposition de RSS-102 rf, utilisateurs peut obtenir l'information canadienne sur l'exposition et la conformité de rf.

This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

Cet équipement devrait être installé et actionné avec une distance minimum de 20 centimètres entre le radiateur et votre corps.

Hereby, Elo Touch Solutions, Inc., declares that this Radio LAN device is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

## **III. Agency Certifications**

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The following certifications and marks have been (will be) issued or declared for the PayPoint Register:

- United States FCC
- United States UL

# Chapter 7: Warranty Information

For warranty information, go to <http://www.elotouch.com/Support/warranty.asp>

## Check out Our Website

**[www.elotouch.com](http://www.elotouch.com)**

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## Getting in Touch with us

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To find out more about the extensive range of Elo touch solutions, visit our website at [www.elotouch.com](http://www.elotouch.com), or simply call the office nearest you:

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