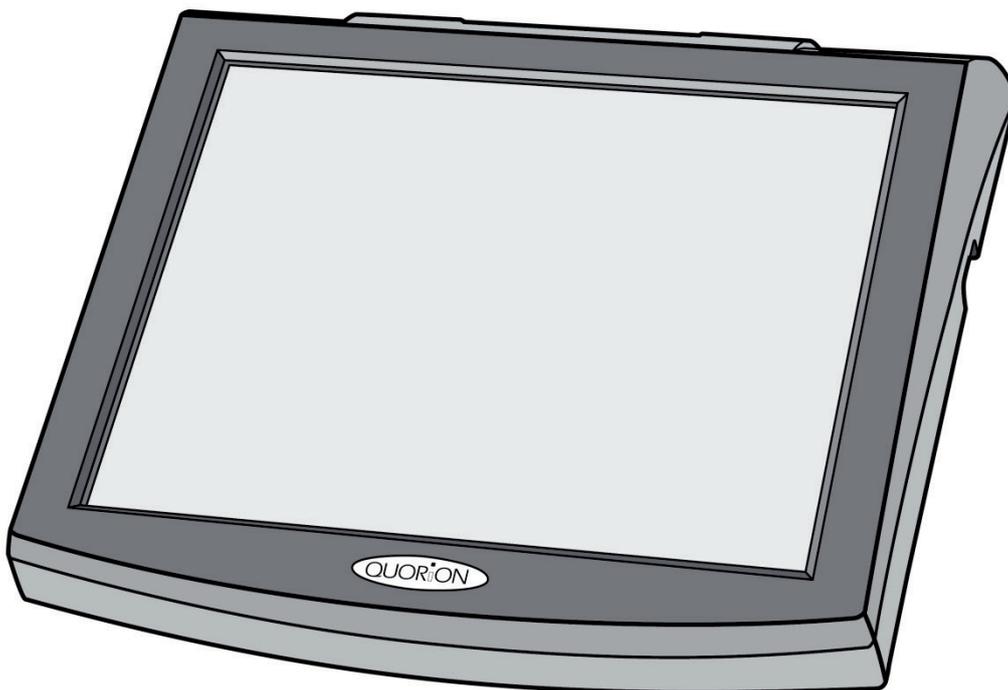


Operating Manual

QTouch 15



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Original operating manual

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Further information and updates you will find at www.quorion.com

...designed to succeed

Dear valued customer!

On behalf of our company we wish to welcome you to the QUORiON family of fine business machines. We sincerely hope you will appreciate the many benefits of being associated with a distinguished product name that represents both quality and commitment to customer satisfaction.

The QUORiON QTouch 15 is fully customizable and yet simple to operate. Users can easily adapt it to any type of retail/scanning or hospitality system. Moreover, our dynamic software generates a compatible environment for a wide array of peripheral devices.

It is exactly this versatility and quality that has made us successful among our multinational customers.

It is therefore with great pride that we look forward to continuing our close collaboration with our customers.

Your QUORiON Team

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1 Information on This Document

1.1 Validity

This document is valid for device type QTouch 15. This document is intended for end users.

1.2 Additional Information

Additional information can be found in the support area at www.quorion.com:

Category	Content
Documentation	<ul style="list-style-type: none"> – User manuals – Knowledgebase – FAQ-QTouch
Self Help Assets	<ul style="list-style-type: none"> – Training Kits – Video Tutorials – QUORION Wiki
POS Software Files	<ul style="list-style-type: none"> – Demo Downloads – Business Ready Configurations – Floor Plan Design
Other Resources	<ul style="list-style-type: none"> – Find a Reseller near You – QDriver

1.3 Symbols Used and Signal Words

1.3.1 Design of Warnings



WARNING

Indicates a hazardous situation which, if not avoided, could result in death or serious injury



CAUTION

Indicates a hazardous situation which, if not avoided, could result in minor or moderate injury



NOTICE

Indicates a situation which, if not avoided, can result in property damage

1.3.2 Design of Additional Information



HINT!

Information that is important for a specific topic or goal

1.3.3 Pictograms Used

In the following table you will find the explanation of the pictograms used in this document.

Symbol	Explanation
	Danger from electric current
	Fire hazard

1.3.4 Symbols Used

In the following table you will find the explanation of the symbols used in this document.

Symbol	Explanation
<input type="checkbox"/>	Condition which must be met for a particular result or additionally required material that is needed for a specific result
<input checked="" type="checkbox"/>	Desired result
■	Call to action
1. ... x.	Call to actions that must be performed chronologically
–	Listing
⇒	Cross reference „see chapter/table... „xx“ on page „xx“

1.3.5 Typographies

Typography	Usage	Example
bold	– Buttons	– Click the button Operating Mode (C) in the status bar.
<i>italic</i>	– Menus – Dialog boxes	– opens the menu <i>Function Mode</i>

1.3.6 Nomenclature

Complete designation	Designation in this document
QTouch 15	POS system (Point Of Sale system)/product

2 Safety

2.1 Intended Use

The POS system is a data collection tool that was developed for the sale of goods and/or services.

The POS system is used for the settlement of payment transactions. These can be executed with cash or cashless. The executed transactions are recorded by the POS system and visualized by means of reports and receipts.

The interfaces of the POS systems allow the connection of various peripherals (receipt printer, scales, scanners, etc.).

The POS system is designed for indoor use only.

The POS system must only be operated at ambient temperatures from 0 °C to +45 °C.

The POS system must not be exposed to extreme temperatures, temperature fluctuations, heating and cooling systems, direct solar irradiation, high levels of dust, vibrations and impacts, extreme humidity or moisture.

Do not connect the POS system to electrical outlets close to devices that generate voltage fluctuations or voltage peaks. In particular, stay clear of devices that use large electric motors.

Any use of the product other than described in the intended use section does not qualify as intended use.

The POS system has been manufactured according to the current state of the art standards and recognized safety regulations. However, improper use may cause lethal hazards for the operator or third parties or may damage the POS system and other property.

The POS system may only be used in technically perfect condition, as intended, in a safety-conscious and hazard-conscious manner as well as in compliance with the operating manuals.

Any cause of disorder, especially when affecting the safety, must be eliminated immediately!

The enclosed documentation is an integral part of this product. The operating manual must be read and observed. Keep this manual and distribute the product only with the manual and the accessories supplied to third parties.

2.2 General Safety Precautions

To prevent physical injuries and/or damage to property, the following general safety precautions must be observed.

Risk of accident due to electric shock or fire

The use of accessories or spare parts that have not been approved by QUORION as well as inappropriate use of the POS system and its components may result in accidents in which people can be seriously injured or killed.

- Only use original QUORION components or components and peripherals approved by QUORION.
- Do not make any modifications to the device and its components and peripherals.
- Never use a damaged POS system or components.
- Opening the device as well as maintenance and repair work has to be carried out by qualified service technicians only.

Moisture entering the device may result in accidents in which people can be seriously injured or killed.

- Keep away any liquids from the POS system and do not place any containers with liquids on the POS system.
- If any liquid spills into the equipment, unplug the power cable immediately and contact your local distributor for advice.

Risk of tripping, falling due to improperly installed cables

Not properly installed cables may lead to tripping, falling. People could be injured.

- Cables should be installed in a manner that no one can step on or trip over.
- Never attempt to stretch the cables to enable a connection. The power cable must have adequate slack at all times during use.

Damage to the POS system

The use of sharp objects as pencils or pens may damage the POS Systems touchscreen.

- Only operate the screen with your fingers.

Damage caused by improper handling or failure to follow these precautions and warnings are not subject to warranty. No liability for resulting damages is assumed by QUORION!

2.3 CE Declaration of Conformity

**HINT!**

If the POS system is installed in a system with other devices and components, the system including the POS system and all other devices and components have to show EMC compliance to the norm. The system integrator is responsible for compliance with the EMC 2004/108 directive as well as EC and national laws for installed systems, system devices and system components that have not been supplied or tested and approved by QUORION Data Systems GmbH.

QUORION Data Systems GmbH confirms herewith that the POS system described in this documentation is in compliance with the fundamental requirement and other relevant provisions of the below-mentioned directives.

Document No.	Title
2014/35/EU	Low Voltage Directive
2004/108/EC	Directive on electromagnetic compatibility of electrical and electronic products

The entire declaration of conformity can be found at QUORION Data Systems GmbH:

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www.quorion.com

3 Scope of Delivery

Check the scope of delivery for completeness and any externally visible damage. Contact your local specialized distributor, if the scope of delivery is incomplete or damaged.

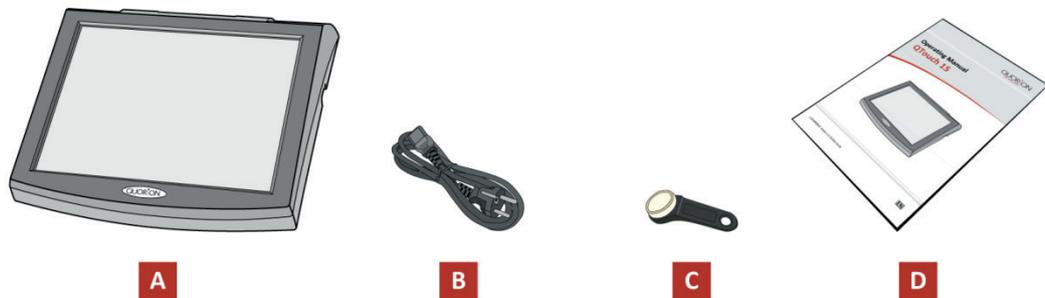


Figure 1: Components included in the scope of delivery

Position	Quantity	Designation
A	1	POS system
B	1	Power cord
C	3	Dallas key (optional)
D	1	Operating manual

4 Product Description

4.1 Overview QTouch 15



HINT!

The touchscreen of your POS System is provided with an additional protection cover when delivered. This cover extends the lifetime of your touchscreen by at least one year and therefore should not be removed. Replace it in case of wear. For more information please contact your local POS distributor.

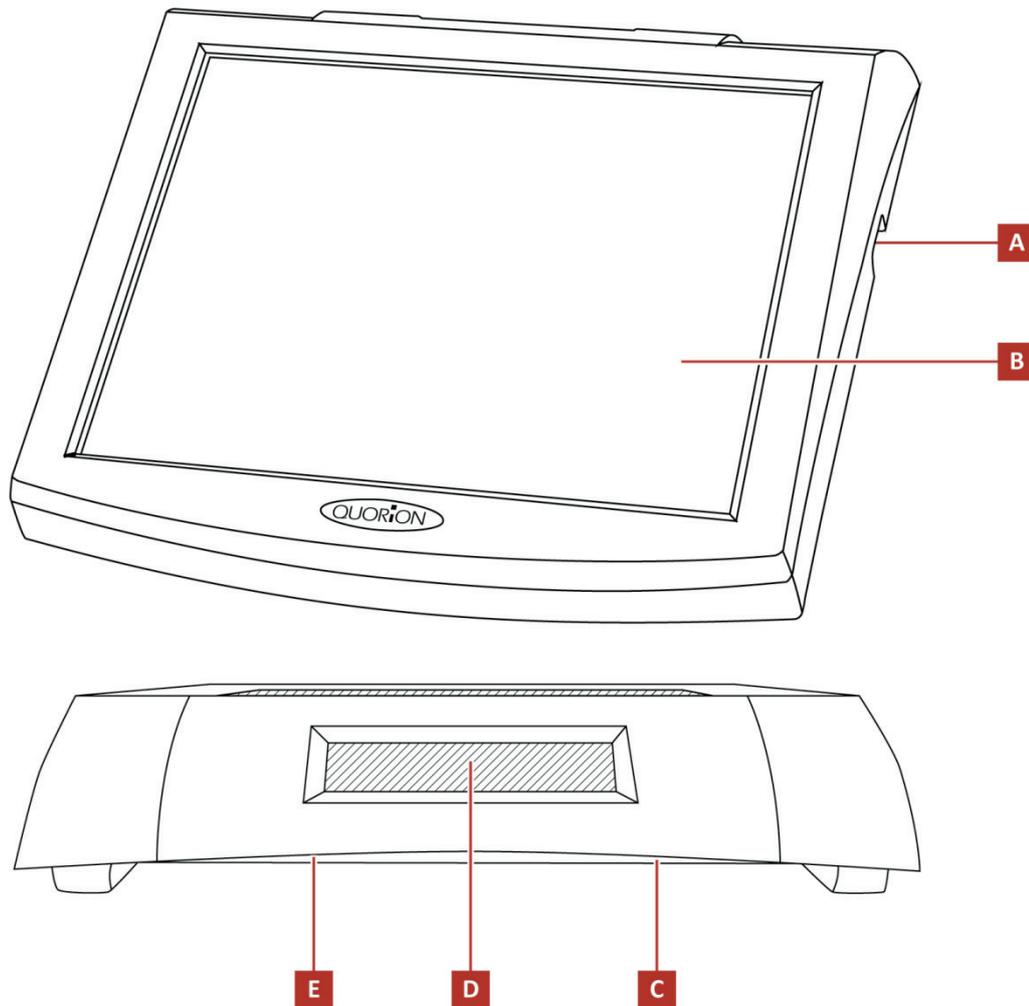


Figure 2: Components QTouch 15

Position	Designation
A	Power button
B	Operator display and touch screen
C	Interfaces 1 (optional)
D	Customer display
E	Interfaces 2

4.2 Type Label

The type label clearly identifies the POS system. The type label is located on the bottom of the housing. You will require the information on the type label, when seeking customer support from your specialized distributor.

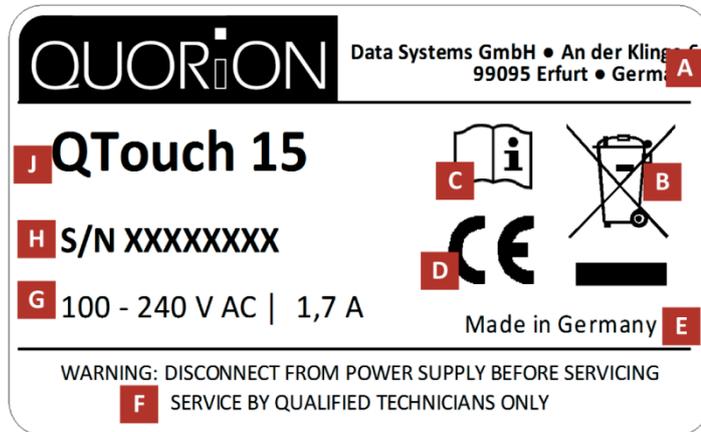


Figure 3: Type label QTouch 15

Position	Designation
A	Manufacturer address
B	Symbol indicates separate collection of electrical and electronic equipment. The POS system and its components may not be disposed as normal household waste.
C	Read the operating manual, before using the device. Observe the safety instructions in the operating manual.
D	CE marking
E	Indication of origin of the product
F	Safety Precaution
G	Information on power supply
H	Serial number
J	Device type

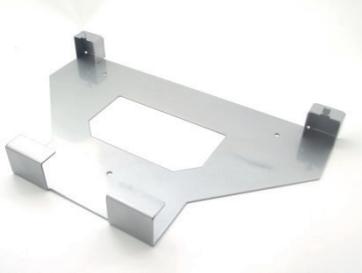
4.3 Technical Data

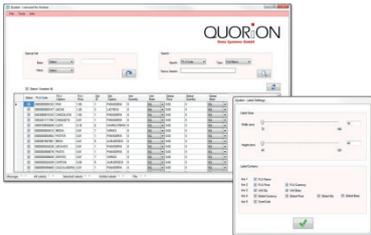
All indicated parameters are maximum values, which can only be reached with corresponding configuration!

Processor	CPU	600 MHz Cortex A8, fanless
Memory	Program Memory	512 MB NAND Flash
	Working Memory	256 MB DDR2 SDRAM
	Data Memory	2 GB Micro-SD up to 32 GB
Display	Operator Display	15" TFT LCD, 1024 x 768 pixels with 16 mio. colors, LED backlight
	Touchscreen	Analog resistiv
	Customer Display	140 x 16 VFD, graphical
Keyboard	Extern	Optional
Interfaces	Serial	2 x RS232-5V (RJ45)
		2 x RS232-5V (RJ45) (optional)
	USB	2 x USB 2.0 Host (Type A)
		1 x USB 2.0 Device (Type B)
	LAN/Ethernet	1 x LAN (100 MBit/RJ45)
	Cash Drawer	1x RJ11-24V
	Clerk Key Lock	DALLAS iButton (optional)
Software	Operating System	Linux based
	Application	QMP Software with EJournal
	Max. Number of PLUs	55 000
	Max. Number of Departments	999
	Max. Number of Clerks	999
	Max. Number of Sales Persons	999
	Max. Number of Tables	30 000
	Max. Number of Customer Reports	99
Specifications	Dimensions (L x W x H)	350 x 375 x 90 mm (13.78 x 14.76 x 3.54 in.)
	Weight	4.6 kg (10.14 lb.)
	Power Supply	Primary: 100 – 240 V AC, 1.7 A
		Secondary: 12 V DC, 5.0 A
	Operating Temperature	0°C – + 45°C
	Storage Temperature	- 20°C – + 60°C
	Humidity Range	up to 95% (not condensing)

4.4 Configuration and Accessories

With the following accessories QUORION provides you with a wide selection of solutions to meet your diverse business needs.

<p>Wet cover</p> <ul style="list-style-type: none"> ▪ Rubber version 		
<p>Stand</p> <ul style="list-style-type: none"> ▪ Height: 8 cm (3.15 in.) ▪ Width: 23 cm (9.06 in.) 		
<p>Wall mount</p> <ul style="list-style-type: none"> ▪ QTouch 15 (WM1) 		
<p>Cable management</p> <ul style="list-style-type: none"> ▪ QTouch 15 (CM1) 		
<p>QOrder-Mobile ordering system</p> <ul style="list-style-type: none"> ▪ QTouch POS systems ▪ Hardware independent, mobile ordering system to use the QMP POS software on Android devices 		

<p>QLabel</p> <ul style="list-style-type: none">▪ All POS systems▪ PC-based program to tag the inventory with scan code labels		
<p>EJV - EJournalView</p> <ul style="list-style-type: none">▪ All POS systems▪ PC-based program for informative analysis, filtering and statistical representation of the electronic journal's data		

4.5 Interfaces

The POS system includes many different interfaces to connect several external devices. Besides the well-known serial RS232-interfaces the POS system also supports modern PC interfaces like USB Type A (for connection with USB devices), USB Type B (for programming the POS system with a laptop or PC), and Ethernet (LAN). So it has ports for typical POS system peripheral devices such as kitchen printer, scanner, display, card reader, modem as well as new powerful interfaces for fast data transmission, and easy networking.



HINT!

Use only shielded cables and connector plugs for connecting any peripheral devices. Switch off the POS system before connecting or disconnecting any peripheral devices. Please note also the maximum cable lengths of 5 meters for USB and 15 meters for RS232.



HINT!

Please note that all interfaces have to be programmed before connecting any external devices. If you have any questions about the programming, please ask your local QUORION dealer.

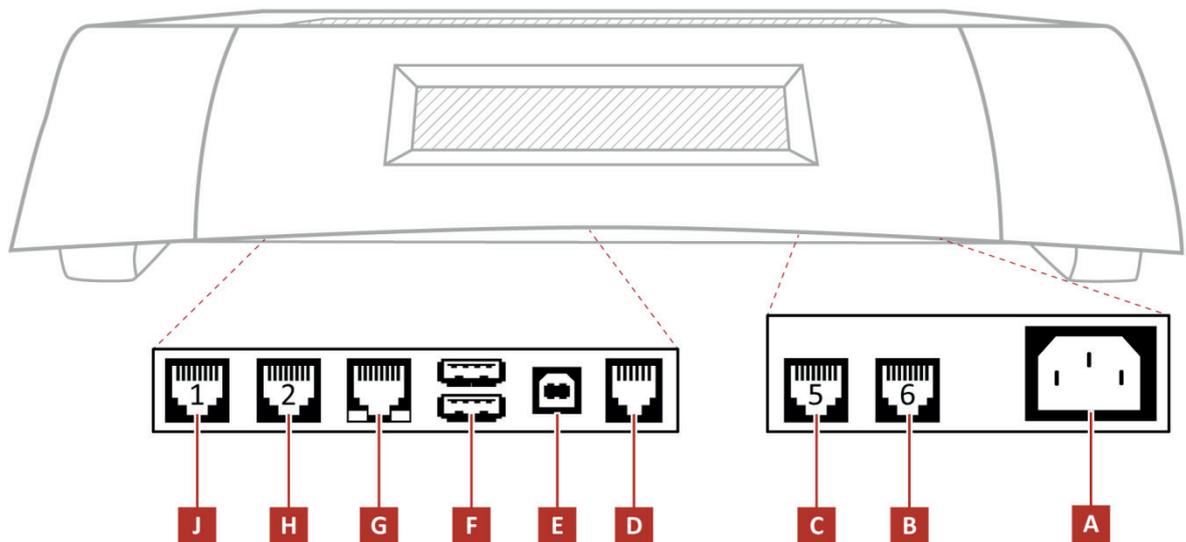


Figure 4: Overview front interfaces

Position	Designation
A	Power connection
B	RS232 5V Port 6 (optional)
C	RS232 5V Port 5 (optional)
D	Cash Drawer 24V (possible to connect 2 cash drawers with a Y-cable)
E	USB Type B
F	USB Type A
G	LAN
H	RS232 5V Port 2
J	RS232 5V Port 1

5 Commissioning

5.1 Connect the POS System to the Power Supply



WARNING

Risk of death due to electric current

Improper commissioning and use of the POS system can result in electric shocks. People could be seriously or fatally injured.

- ▶ Only connect the device to a socket with a grounded protective conductor.
- ▶ Before connecting the device make sure that the voltage of your main power net corresponds to the input voltage of your device.
- ▶ Never connect or disconnect the power plug with wet hands.



CAUTION

Risk of injury from falling POS system

The setting up of the POS system on uneven surface can cause the POS system to fall. People could be injured.

- ▶ Place the POS system on a firm, stable, horizontal surface.



NOTICE

Risk of damage due to improper commissioning and use

The POS system and external devices can be damaged by improper use.

- ▶ Switch off the device before connecting any peripheral devices.

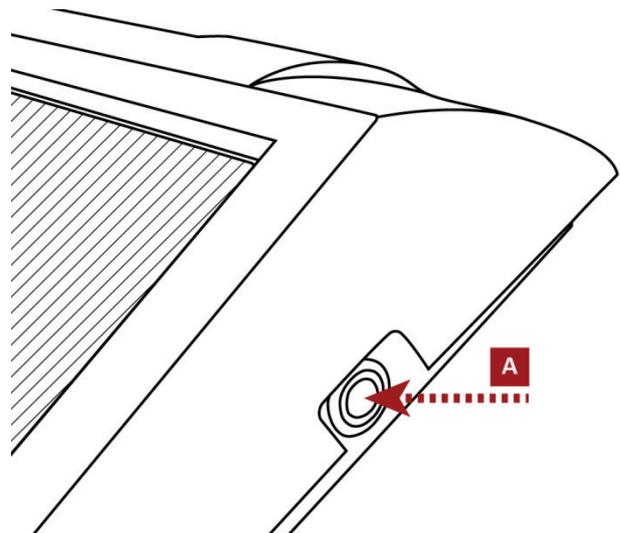
Procedure:

1. Connect the power cord to the power connection of the POS system.
 2. Connect the power cord to the electrical outlet.
 3. Remove the protective film of the touchscreen.
- The POS system is properly connected to the power supply.

5.2 Switching on the POS System

Procedure:

- Switch the POS system on by pressing the **power button (A)** briefly.



- The POS System loads the POS software.

6 Operation

6.1 Overview user Interface

This chapter describes the user interface of the POS system with factory settings.

The user interface can be customized to your individual requirements. For questions regarding the individual configuration of your POS system, consult your local specialized distributor.



HINT!

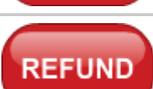
For detailed description of all operating functions of your POS system with factory settings and information for individual configuration, refer to the operating instructions of the QMP software on www.quorion.com (⇒ Chapter 1.2, p. 6).



Figure 5: User interface QTouch 15

Position	Designation
A	Power off button
B	Operating functions
C	Direct PLU and department selection
D	Numeric keypad
E	Receipt and invoice view
F	Status bar
G	Operation view

6.1.1 Operating Functions

Button	Designation	Function
	Articles	– opens the menu <i>Articles</i>
	Departments	– opens the menu <i>Departments</i>
	New price	– changes the price of a PLU during the registration process for a single sale transaction
	Open/close table	– opens the table map – opens/closes the selected table number – prints the invoice information
	Table invoice	– provides the table invoice
	Split table	– opens the menu <i>Split</i>
	Table transfer	– transfers all bookings to another table
	Delivery	– creates a new customer (by previous number entry) – opens the menu <i>Delivery Totals</i>
	Name	– opens the menu for editing the customer information (by previous customer selection)
	Received on account	– books the received money on account – prints the payment receipt of the received money
	Payout	– books the payout – prints the payment receipt of the payout
	Error correct	– deletes the last entry
	Void	– deletes the booking of a closed table
	Cancel	– deletes the complete transaction (by direct bookings)
	Refund	– allows the return of an article
	Foreign currency	– changes the currency in \$

Button	Designation	Function
	Discount	<ul style="list-style-type: none"> – books a discount in percent of 10 % (standard) – books an individual discount in percent (by entering the value)
	Payment VISA	<ul style="list-style-type: none"> – finishes the current transaction by card payment (VISA) – prints the invoice
	Payment MasterCard	<ul style="list-style-type: none"> – finishes the current transaction by card payment (MasterCard) – prints the invoice
	Payment American Express	<ul style="list-style-type: none"> – finishes the current transaction by card payment (American Express) – prints the invoice
	Payment Diners Club	<ul style="list-style-type: none"> – finishes the current transaction by card payment (Diners Club) – prints the invoice
	Subtotal	<ul style="list-style-type: none"> – prints a copy of the invoice (after the transaction is finished) – provides the subtotal (during the transaction) – changes the currency from \$ in set currency
	Payment cash	<ul style="list-style-type: none"> – finishes the current transaction in cash – prints the invoice
	Clerk 1	<ul style="list-style-type: none"> – direct application of Clerk 1 (by entering the security code)
	Clerk 2	<ul style="list-style-type: none"> – direct application of Clerk 2 (by entering the security code)
	Clerk 3	<ul style="list-style-type: none"> – direct application of Clerk 3 with manager rights (by entering the security code)
	Mode	<ul style="list-style-type: none"> – opens the menu <i>Function Mode</i> (⇒ Chapter 6.2, p. 23)

6.1.2 Direct PLU and Department Selection

Within the direct PLU and department selection it is possible to directly select and register articles from a pre-programmed selection.

6.1.3 Numeric Keypad

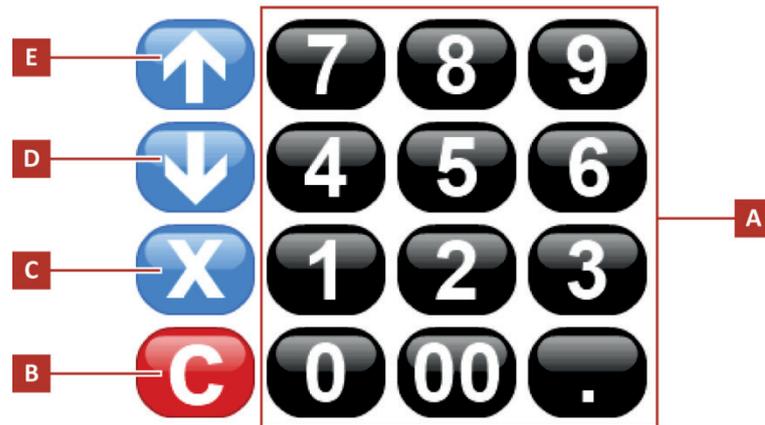


Figure 6: Overview numeric keypad

Position	Designation	Function
A	Numeric key buttons	<ul style="list-style-type: none"> – to enter amounts and quantities
B	Button C	<ul style="list-style-type: none"> – clears the operation view – cancels the last amount or quantity entered – returns to the user interfaces main view
C	Button X	<ul style="list-style-type: none"> – performs a multiplication – shows current time and date (in customer display)
D	Button down	<ul style="list-style-type: none"> – moves the cursor in the display down
E	Button up	<ul style="list-style-type: none"> – moves the cursor in the display upward – calls up previous receipt

6.1.4 Receipt and Invoice View

The receipt and invoice view can display the current receipt or invoice with information about quantity, name, and price of already registered amounts and PLUs.

Furthermore it displays information about the entire payment process, for example the total price, the amount the customer has paid, the payment method, and the change.

The receipt and invoice view is also used to display status messages and other information in order to inform you about the status of current and completed operations.

6.1.5 Status Bar

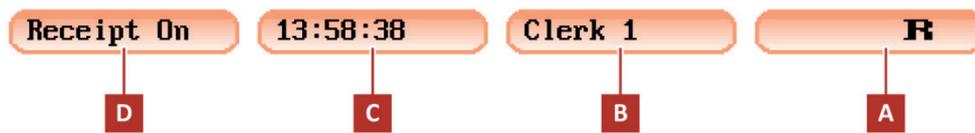


Figure 7: Overview status bar

Position	Designation	Function
A	Activated Function Mode	<ul style="list-style-type: none"> – displays the current set function mode – opens the menu <i>Function Mode</i> (⇒ Chapter 6.2, p. 23)
B	Clerk Selection	<ul style="list-style-type: none"> – displays the registered clerk – opens the menu <i>Clerks</i>
C	Current Time	<ul style="list-style-type: none"> – displays the current time – opens the menu <i>Power Off?</i>
D	Receipt On/Off	<ul style="list-style-type: none"> – displays the current receipt printing status – switches the receipt printer on or off

6.1.6 Operation View

The operation view shows amounts or PLU numbers, which have been entered via the numeric keyboard as well as the last finished operation of the current sales transaction.

The operation view is also used to display status messages in order to inform you about the status of current and completed operations.

6.2 Operating Modes

Your POS system offers five different modes for registration, reporting, configuration and use of certain functionalities that require manager rights. You can change the current mode with the button **Operation mode** as well as the button **Mode**.

Operating Mode	Information		Function
Registration	– REG –	R	– all sales operations and registrations
X-Report	-- X --	X	– shows and prints of all reports without clearing
Z-Report	-- Z --	Z	– shows and prints of all reports with clearing
Manager	– MGR –	M	<ul style="list-style-type: none"> – all sales operations and registrations – easy programming
Programming	-- P --	P	– programming of all functions

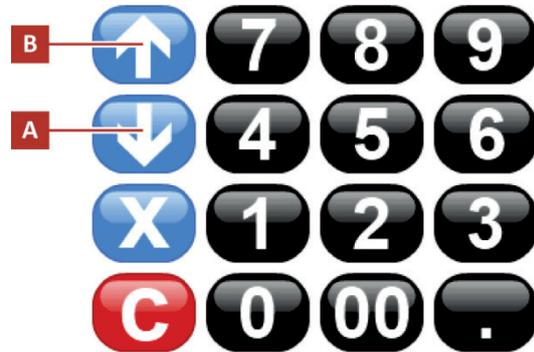
6.3 Setting the background lighting

Requirements:

- The POS system is in programming mode (P).

Procedure:

- Click on the Button **up** (B) to set the backlight of the display brighter.
- Click on the Button **down** (B) to set the backlight of the display darker.



- The background lighting is properly adjusted.

7 Cleaning and Maintenance



NOTICE

Risk of damage due to improper cleaning and maintenance

- ▶ Disconnect the system from the power supply before cleaning.
- ▶ Do not use any abrasive substances or agents containing solvents.



HINT!

The POS system does not contain any components, which can be serviced or repaired by the user. Please have all maintenance performed by a qualified QUORION distributor. Unauthorized manipulations may lead to a loss of warranty.

To clean your POS system, please use a lint-free dry cloth.

For heavier staining you should use a slightly damp cloth. Please use only warm water or a special screen cleaner to damp the cloth. The cloth should only be damp, but not wet!

8 Decommissioning

8.1 Switching off the POS System

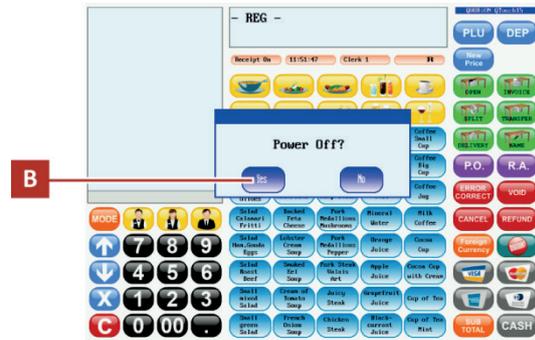
Requirements:

- All direct bookings are finished.
- All tables are closed.

Alternative 1

Procedure:

1. Click the button **Power off** (A) in the status bar.
 2. Click the button **Yes** (B) in the dialog box *Power Off?*
- The POS system will shut down after a few seconds.



Alternative 2

Procedure:

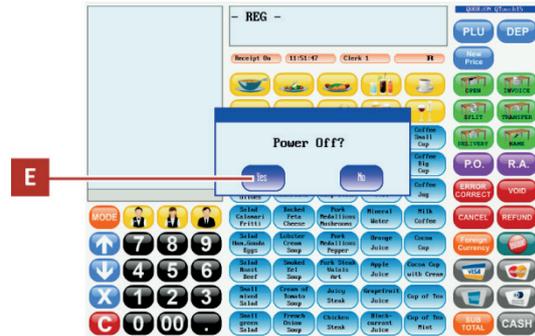
1. Click the button **Mode** (C).



- Click the button **Power Off?** (D) in the menu *Function Mode*?



- Click the button **Yes** (E) in the dialog box *Power Off?*
- The POS system will shut down after a few seconds.



8.2 Disconnect the POS System from the Power Supply



WARNING

Risk of death due to electric current

Improper decommissioning and use of the POS system can result in electric shocks. People could be seriously or fatally injured.

- ▶ Never connect or disconnect the power plug with wet hands.



NOTICE

Risk of damage due to improper decommissioning and use

The POS system and external devices can be damaged by improper use.

- ▶ When disconnecting the power cable, hold it firmly at the connector area. Do not tug on the cable itself.
- ▶ Switch off the device before disconnecting any peripheral devices.

Procedure:

- Disconnect the power cord from the electrical outlet.
 - Disconnect the power cord from the power connection of the POS system.
- The POS system is properly disconnected from the power supply.

9 Disposal

**HINT!**

When disposing of the POS system, in countries outside the EU, the local laws and regulations must be observed.

According to the EU Directive 2002/96/EC (WEEE Directive) and equivalent national laws, electrical and electronic devices must not be disposed with household waste.

The incorrect disposal of this type of waste can have negative effects on environment and health, due to potential hazardous substances in electrical and electronic devices.

Dispose of the device at a suitable collection point.

For more details on available collection points, please contact your specialized distributor.

www.quorion.com