POS Touch 12
POS Touch 12 II

User manual

Your Vectron dealer

Stamp

Date: 2021-03-22

Subject to error and technical modification

Vectron
Leading in POS Technology

Contents

1. Important information

This user manual is part of the

• POS Touch 12

or

• POS Touch 12 II,

hereinafter called POS Touch 12.

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 POS Touch 12.

1.2. Dealer support

Your specialist retailer has programmed the POS Touch 12 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 12 (with foot S400)	Vectron POS Touch 12 (with foot S500)	Vectron POS Touch 12 (with wall mount)
Standard shipment	Vectron POS Touch 12 POS system incl. foot S400	Vectron POS Touch 12 POS system incl. foot S500	Vectron POS Touch 12 POS system incl. wall mount
	Housing Touch 12 port cover foot	Housing Touch 12 port cover foot	Housing Touch 12 port cover wall mount
	Power supply Vectron PS60	Power supply Vectron PS61	Power supply Vectron PS61
	Operator lock Vectron L10 with four operator keys		
	Two covers each for the SD-card- and SIM-card slot		
	Power cord		
	Vectron POS software with licence		
	Notes on safety and installation		
	Dispatch box		
Optional accessories	Operator lock Vectron L21, Vectron L30		
	Customer display Vectron C56, Vectron C75, Vectron C100		

2. Terms, signs and signals

2.1. Safety-related information

These instructions contain introductory safety information and specific warnings for your POS Touch 12 system .

2.1.1. Warnings

<table>
<tr><td colspan="2" style="background:black;color:white">⚠ SIGNAL WORD</td></tr>
<tr><td>⚠</td><td>Type and source of danger. Consequence of non-compliance
▶ Averting of a danger</td></tr>
</table>

2.1.2. Warning symbol

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

2.1.3. Signal words

⚠ 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

i	This sign refers to information that can be helpful when operating your POS Touch 12.

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 33.

Risk of stumbling and damaging the POS system components by device cables lying unprotected in the room.

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

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.

Malfunctions caused by faulty programming.

▶ Only change the programming when your 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.

Shadow images can remain visible on the display due to static image content.

▶ Please configure the screen saver.
▶ Your Vectron dealer 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 12 is a mobile POS system for order taking and payment.

The POS Touch 12 may be used under ambient conditions as defined in chapter 5 "Technical data" on page 25. To operate the POS Touch 12 use exclusively Vectron original accessories or Vectron-approved accessories.

The Vectron Systems AG does not accept liability for damages or injuries resulting from improper use.

The operating company of the POS Touch 12 is responsible for saving and backup of data that was created with the POS Touch 12.

The operating company of the POS Touch 12 is responsible for processing the data in accordance with the legal demands.

4.2. POS Touch 12 POS system

4.2.1. Front view

Fig. 1: POS Touch 12 front view

Pos.	Designation	Description
1	Touchscreen	Data input with stylus or fingers
2	Operator lock	Log in/out with operator key.
3	two USB ports	Port for external devices and storage media.

4.2.2. Rear view

Fig. 2: Rear view

Pos.	Designation	Description
1	On/Off key	
2	Loudspeaker	
3	Port cover locking	
4	Port cover	Cover for ports and interfaces (see in chapter 4.2.3 "Ports and interfaces" on page 18).
5	Customer display port cover	This cover can be removed to connect a customer display.
6	Foot cover	Cover for power supply.
7	Foot cover locking	

4.2.3. Ports and interfaces

Fig. 3: Ports and interfaces

Pos.	Designation	Description
1	USB ports	Six USB 2.0 ports for external devices and storage media.
2	Network	Network port, RJ45, 10/100 BaseT.
3	SIM card slot	For standard Mini SIM cards (25 x 15mm).
4	Serial interfaces	Six Serial interfaces for external devices, RJ45.
5	Card interface	Slot for SD and SDHC memory cards.
6	Audio port	Port for stereo loudspeakers.
7	Power connection	Port for power supply PS61.
8	Drawer connection	Two ports for cash drawers.

4.2.4. Dimensions incl. foot S420 (in mm and inch)
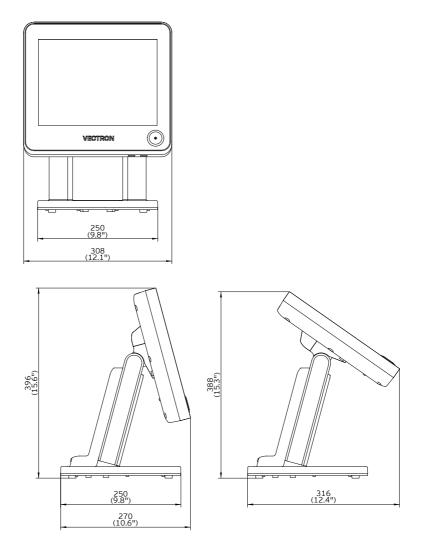
Fig. 4: POS Touch 12 Dimensions incl. foot S420 (in mm and inch)

4.2.5. Dimensions incl. foot S500 (in mm and inch)
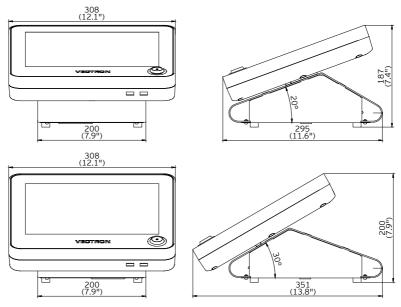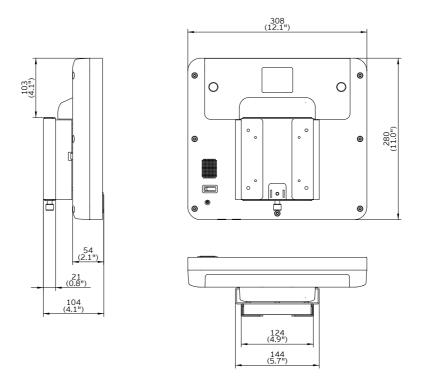
Fig. 5: POS Touch 12 Dimensions incl. foot S500
(in mm and inch)

4.2.6. Dimensions incl. wall mount (in mm and inch)

Fig. 6: POS Touch 12 incl. wall mount (in mm and inch)

4.3. Power supply PS60

Fig. 7: Power supply PS60

Pos.	Designation	Description
1	Power supply plug	The power supply plug is put into the power connector of the POS Touch 12.
2	Panel connector	Panel connector for cable coupler.
3	Label	Product designation and serial number.
4	Power supply line	

4.4. Power supply PS61

Fig. 8: Power supply PS61

Pos.	Designation	Description
1	Power supply plug	The power supply plug is put into the power connector of the POS Touch 12.
2	Panel connector	Panel connector for cable coupler.
3	Label	Product designation and serial number.
4	Power supply line	

4.5. Mains cable

Fig. 9: Mains cable

Pos.	Designation	Description
1	Cable coupler	The cable coupler is plugged into the panel connector.
2	Safety plug	The safety plug is put into a socket. The safety plug may differ from the image.

4.6. Vectron POS software

The functions that can be used with the installed Vectron POS software depend on the 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 12 POS system

Technical data of the POS Touch 12 POS system	
Display diagonal	307 mm (12.1")
Display type	TFT-LCD
Display backlight	LED backlight
Display size (active)	246 x 184.5 mm
Display resolution	800 x 600 pixel
Colours	Up to VPOS version 5.x: 256 colours As of VPOS version 6.0.0.0: True Color
Input	Touchscreen; 5-wire analog-resistive
Housing and foot	Plastic anthracite and coated metal
Processor	Marvell ARMADA 168, 1066 MHz
Main memory	512 MB DDR2-RAM
Cache	1 MB SRAM
Mass memory	4 GB Flash memory
Network	10/100BASE-T; Ethernet
USB ports	8x USB 2.0; type A; 2 of which at the bottom
Serial ports	6x RS232; type RJ45; for additional devices
Cash drawer ports	2x type RJ12; for up to four cash drawers with Y-cable
Audio socket	3.5 mm jack; stereo; for loudspeaker
SD-card slot	For SD-cards up to 4 GB and SDHC-cards up to 32 GB
SIM card slot	For standard Mini SIM cards (25 x 15mm) - as of device revision 1.01.
Loudspeaker	Mono; 2 W
Power supply	With foot: Vectron PS60/PS61 (integrated in foot) With wall mount: Vectron PS61
Buffer battery	For permanent power supply of the cache

Technical data of the POS Touch 12 POS system	
Power consumption	13 W in normal operation without external devices 0.5 W in standby
Temperature	Storage: -10 to 50 °C Operation: 0 to 40 °C
Dimensions (W x H x D)	With foot S400: approx. 308 x 390 x 270 mm (depending on tilt angle) With foot S500: approx. 308 x 200 x 351 mm (depending on tilt angle) With wall mount: 308 x 280 x 104 mm
Weight	With foot S400: approx. 9.3 kg With foot S500: approx.5.8 kg With wall mount: approx. 4.3 kg
Certified	CE

5.2. POS Touch 12 II POS system

Technical data of the POS Touch 12 II POS system	
Display diagonal	307 mm (12.1")
Display type	TFT-LCD
Display backlight	LED backlight
Display size (active)	246 x 184.5 mm
Display resolution	800 x 600 pixel
Colours	True Color
Input	Touchscreen (projective-capacitive)
Housing and foot	Black plastic and coated metal
Processor	i.MX 6, DualLite, 1GHz
Main memory	1 GB DDR3
Mass memory	8 GB Flash memory (eMMC)
Network	10/100/1000 BASE-T; Ethernet
USB ports	8x USB 2.0; type A; 2 of which at the bottom
Serial ports	6x RS232; type RJ45; for additional devices
Cash drawer ports	2x type RJ12; for up to four cash drawers with Y-cable

Technical data of the POS Touch 12 II POS system	
Audio socket	3.5 mm jack; stereo; for loudspeaker
SD-card slot	For SD-cards up to 4 GB and SDHC-cards up to 32 GB
SIM card slot	For standard Mini SIM cards (25 x 15mm).
Loudspeaker	Mono; 2 W
Power supply	With foot: Vectron PS60/PS61 (integrated in foot) With wall mount: Vectron PS61
Buffer battery	For permanent power supply of the cache
Power consumption	17 W maximum 13 W in normal mode without external appliances 0.5 W in standby
Temperature	Storage: -10 to 50 °C Operation: 0 to 40 °C
Dimensions (W x H x D)	With foot S400: approx. 308 x 390 x 270 mm (depending on tilt angle) With foot S500: approx. 308 x 200 x 351 mm (depending on tilt angle) With wall mount: 308 x 280 x 104 mm
Weight	With foot S400: approx. 9.3 kg With foot S500: approx.5.8 kg With wall mount: approx. 4.3 kg
Certified	CE

5.3. Power supply Vectron PS60 or PS 61

Technical data of power supply Vectron PS60 or Vectron PS61	
Input voltage	100 to 240 V alternating voltage
Output voltage	+ 24 V direct current
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: -40 to 85 °C Operation: 0 to 40 °C
Air humidity	Operation: 5 to 95 %, non condensing
Dimensions (W x H x D)	145 x 60 x 32 mm
Weight	PS60: 450 g / PS61: 495 g
Certified	CE, UL 60950-1

5.4. Vectron POS software (POS Touch 12)

Technical data of Vectron POS software	
PLUs	1,000,000*
Departments	65,535*
Operators	2,000*
Guest checks or customers	65,535*
Cash registers per network	200*
Printers per network	100*
User interface as of VPOS version 6.0.0.0	Use of own images and icons also with transparency channel
	Pre-defined high-resolution fonts
bonVito	Unrestricted support of the bonVito online marketing tool (liable to costs - more information and prices at www. bonvito.net)
*****	The indicated values are maximum values, which can only be reached with special programming and optimum hardware equipment. The available functions also depend on the used software version and the programming of the POS system. Please contact your Vectron dealer to assist you with your special requirements.

5.5. Vectron POS software (POS Touch 12 II)

Technical data of Vectron POS software	
PLUs	1,000,000*
Departments	65,535*
Operators	2,000*
Guest checks or customers	65,535*
Cash registers per network	200*
Printers per network	100*
User interface	Gesture recognition (swipe) for fast navigation
	Use of own images and icons also with transparency channel
	Pre-defined high-resolution fonts
bonVito	Unrestricted support of the bonVito online marketing tool (liable to costs - more information and prices at www.bonvito.net)
*	The indicated values are maximum values, which can only be reached with special programming and optimum hardware equipment. The available functions also depend on the used software version and the programming of the POS system. Please contact your Vectron dealer to assist you with your special requirements.

6. Starting
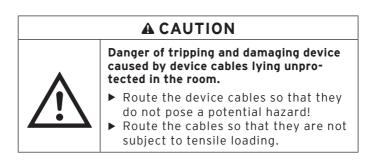
> **i** Your Vectron specialist retailer has programmed the POS Touch 12 for you. If necessary, he will be glad to support you during initial start-up and will train you in using your POS system.

6.1. POS Touch 12 set up

6.1.1. Selecting the setup site for POS Touch 12

- Set up the POS Touch 12 in a well ventilated room with a temperature of between 0 and 40°C.

- The POS Touch 12 must not be covered during operation.

- Select the set-up site so that the POS Touch 12 is not exposed to direct sunlight.

- Place the POS Touch 12 on a stable and even suface with sufficient space.

- Make sure that no liquids can flow over the POS Touch 12, the power supply unit or the mains cable.

- Route the cables so that they are not subject to tensile loading.

- Route the cables so that no one can trip over them.

6.1.2. Connecting the POS Touch 12 to the power supply

⚠ CAUTION	
⚠	**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! ▶ Route the cables so that they are not subject to tensile loading.
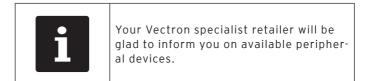
NOTICE	
⚠	**Damage caused by excessively high voltages or currents.** ▶ Use an earthed socket to which alternating current between 110 and 240 volts is connected. ▶ Use power sources which are protected with a residual-current circuit breaker.

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

6.1.3. Connecting devices to the POS Touch 12

i	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.

NOTICE	
⚠	**Damage of housing by exceeding the inclination.** ▶ Do not incline the screen beyond the horizontal position.

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

Fig. 10: Aligning the screen

7. Operation

> **i** Buttons that are mentioned in this chapter and that can be displayed as graphical elements, are shownin chapter 13 "Icons" on page 59.

7.1. Switching on and off the POS Touch 12

7.1.1. Switching on the POS Touch 12

If the POS Touch 12 was started as described in chapter 6 "Starting" on page 31 you can switch it on.

- Shortly press the on-/off key to switch on the POS Touch 12.
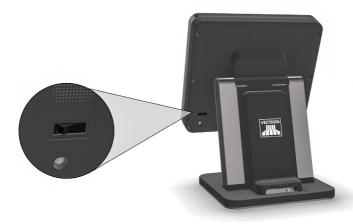
Fig. 11: Switching on and off the POS Touch 12

7.1.2. Switching off the POS Touch 12

- Shortly press the on-/off key to switch off the POS Touch 12.

7.1.3. POS Touch 12 reboot

- Shortly press the on-/off key to switch off the POS Touch 12.
- Wait for approx. 10 seconds.
- Shortly press the on-/off key to switch on the POS Touch 12.

7.2.   User interface

	In this chapter we describe an **example configuration** of the Vectron POS software. Programming and configuration of your POS system may differ considerably from this example. Your specialist retailer has programmed the POS Touch 12 for you and is your contact partner for questions concerning the programming.

After having started and switched on the POS Touch 12 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
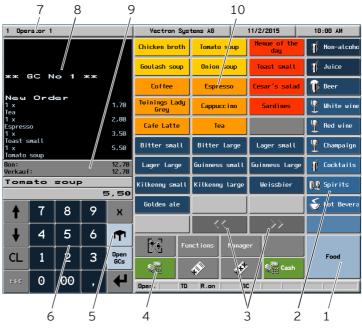
Fig. 12: Registration surface

Pos.	Designation	Description
1	Main groups	Food or drinks.
2	Departments	Subgroups of the respectively selected main group.
3	Scrolling in PLU selection	
4	Button ‹ Media›	
5	Button ‹GC›	To open a GC for bookings enter the GC no. to the numeric pad and press the ‹GC› button.
6	Numeric pad	Number input

Pos.	Designation	Description
7	Status display	4-column display: signed-in operator /advertising text (adjustable)/ date/time.
8	Receipt-, invoice- and GC display	Display of various booking data.
9	Balance display	The balance display shows the sum of current PLUs on a receipt in field "Receipt". The balance display also shows the total of all PLUs booked to a GC in field "Sales".
10	Favourites	Favourites stored in programming for fast selection.

7.2.2. Payment interface
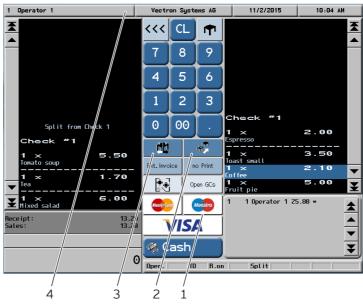
Fig. 13: Payment interface

Pos.	Designation	Description
1	Media	Media are for example cash- and credit card payment.
2	Button "GC move"	Moving all PLUs to another guest check
3	Button "GC split"	Invoicing single PLU or splitting single PLUs to another guest check
4	Status display	4-column display: signed-in operator /advertising text (adjustable)/ date/time.

7.3.   Sign in/out at POS Touch 12

You can program two types of operator sign in.
If you have an operator key that you want to use for sign in
continue reading in chapter 7.3.2 "Sign in via operator key"
on page 41. If you do not have an operator key continue
reading
in chapter 7.3.1 "Sign in via operator button" on page 40.

7.3.1.   Sign in 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 status display on top left.

- Enter the secret code if it is required.

- To sign in the operator press the Enter key for confirmation.

-

The operator name appears in the status display.

or

- Press the ‹Functions› button.

- Press the ‹Mod. functions 2›.

- Enter the operator number.

- To sign in the operator press the <operator> button.

- Enter the secret code if it is required.

- To sign in the operator press the Enter key for confirmation.

The operator name appears in the status display.

Sign out

- To sign out the signed-in operator press on his name in the status display.

7.3.2. Sign in 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 operator key to the operator lock.

- Enter the secret code if it is required.To sign in the operator press the Enter key for confirmation.

The operator name appears in the status display.

Sign out

- Remove the operator 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.

i	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 GC no.

• Press the GC button to open the guest check.

or

• Press the ‹Open GCs› button.

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 that you want to finalize as described in chapter 7.4.1 "Opening a guest check" on page 42.Select the main group food or the main group drinks.

- Select the department.

- Select the desired PLUs in 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 <GC> button.

or

- Open a new GC as described in chapter 7.4.1 "Opening a guest check" on page 42.

7.4.4. Finalizing a GC

Various media are available for finalization. You can select for example 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 42.

• Press the ‹Cash› button.

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 42.

• Enter the amount you got from the customer on the keyboard.

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

• Press the ‹Cash› button.

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 42.

- Press the ‹Media› button .

The payment 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 43.

- Open the GC that you want to split as described in chapter 7.4.1 "Opening a guest check" on page 42.

- Press the ‹Media› button .

- Press the ‹GC split› button .

- Select the PLUs to be split in the right column.

The PLU will be moved to the left.

- After having selected all the PLUs press the button for the desired media to invoice the split PLUs.

- To open the registration interface press the ‹previous› button.

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 43.

- Open the GC that you want to split as described in chapter 7.4.1 "Opening a guest check" on page 42.

- Press the ‹Media› button .

- Enter the number of the GC to which the PLUs are to be moved.

- Press the ‹GC split› button .

In the left column you see the number of the GC to which the PLUs are to be moved.

- Select the PLUs to be split in the right column.

The PLU will be moved to the left.

- After having selected all the PLUs press the ‹previous› button .

The selected PLUs will be transferred.

7.4.7. Moving all PLUs to another guest check

The GC move function serves for transferring all PLUs of one guest check to another.

	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 43.

- Open the GC that you want to move as described in chapter 7.4.1 "Opening a guest check" on page 42.

- Press the ‹Media› button .

- Enter the number of the GC to which the PLUs are to be moved.

- Press the ‹GC move› button .

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

7.4.8. Transferring a GC 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 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.

This function can be enabled optionally.

7.7. Correction or void last entry

This function can be enabled optionally.

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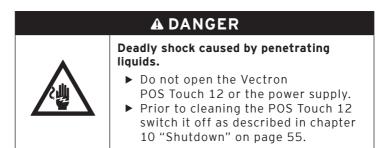
Each POS system in network can be programmed to work as print data server in addition to the POS system function.

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 POS Touch 12 can be printed automatically in the kitchen for example. After the payment the POS system can print the invoice automatically at the counter for example.

8. Service and maintenance

8.1. Cleaning
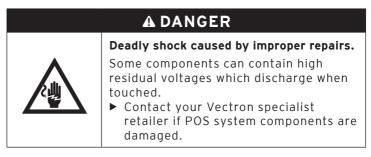
⚠ **DANGER**	
	Deadly shock caused by penetrating liquids. ▶ Do not open the Vectron POS Touch 12 or the power supply. ▶ Prior to cleaning the POS Touch 12 switch it off as described in chapter 10 "Shutdown" on page 55.

NOTICE	
	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 POS Touch 12 and peripherals and will support you with configuration and operation.

⚠ **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 12 cannot be switched on.	The safety plug is not plugged to a voltage-carrying outlet.	Insert the safety plug of the supplied power cord 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 12.	Put the power supply plug into the power connector of the POS Touch 12.
	The On/Off key is damaged.	Contact your Vectron dealer.
	The power supply is damaged.	Contact your Vectron dealer.
	The POS Touch 12 is damaged.	Contact your Vectron dealer.
The POS Touch 12 does not react to your entries.	The signed-in operator is not authorized for the respective function.	Contact your Vectron dealer.
	The touchscreen is not calibrated.	Contact your Vectron dealer.
	The Vectron POS software has a malfunction.	Reboot the POS Touch 12 as described in chapter 7.1.3 "POS Touch 12 reboot" on page 35.

Errors	Possible reasons	Troubleshooting
	Faulty programming and configuration of POS Touch 12.	Contact your Vectron dealer.
	The touch screen is damaged.	Contact your Vectron dealer.
The POS Touch 12 does not display anything.	The POS Touch 12 is switched off.	Press the On/Off key as described in chapter 7.1.1 "Switching on the POS Touch 12" on page 34.
	The screen saver is active.	Touch the screen with the stylus or with a finger.
	The Vectron POS software has a malfunction.	Contact your Vectron dealer.
	The power supply is damaged.	Contact your Vectron dealer.
	The POS Touch 12 is damaged.	Contact your Vectron dealer.
The POS Touch 12 processes other entries than those made on the touch screen.	The touchscreen is not calibrated.	Contact your Vectron dealer.
	The Vectron POS software has a malfunction.	Reboot the POS Touch 12 as described in chapter 7.1.3 "POS Touch 12 reboot" on page 35.
	Faulty programming and configuration of POS Touch 12.	Contact your Vectron dealer.
	The touch screen is damaged.	Contact your Vectron dealer.

Errors	Possible reasons	Troubleshooting
The sound repro-duction of the POS Touch 12 does not work.	Loudspeakers are connected to the audio port but the volume is too low.	Adjust the volume.
	The sound repro-duction was neither programmed nor configured.	Contact your Vectron dealer.
	The loudspeakers are damaged.	Exchange the loud-speakers.
	The audio port is damaged.	Contact your Vectron dealer.
You cannot sign in to the POS Touch 12 with operator key via the operator lock.	The operator lock was neither pro-grammed nor con-figured.	Contact your Vectron dealer.
	Operator lock or operator key are damaged.	Contact your Vectron dealer.

10. Shutdown

Shut down the POS Touch 12 if you do not use it for a longer time.

- Shortly press the on-/off key to switch off the POS Touch 12.

Fig. 14: Switching off the POS Touch 12

- Unplug the safety plug of the power supply from the socket.

- Remove all cables connected to the POS Touch 12.

- Store the POS Touch 12 in a room with a temperature of between -10 and 50 °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 12.

Term	Definition
User interface	All display elements and buttons on the screen that are meant to show information or execute functions.
Booking memory	Memory that stores every booking of the operators.
Button	A button is programmed in the POS system and releases commands.
Media finalization	Method for finalizing an invoice. Media are for example cash- and credit card payment.
Flash memory	Memory in which data is kept even after the voltage supply was switched off.
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
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.
Thin Film Transistor	Electronic component for control of screens.
GC server	POS system, which in the ECR network takes over the central guest check management.
Touchscreen	Input device that releases POS system functions when an operator touches the buttons on the screen.
X-report	Intermediate report, where data is kept in the booking memory of the POS system.

Term	Definition
Payment interface	Surface that is displayed on the screen. Here you can make payments using different media.
Z-report	Final report where the data is deleted from the booking memory.

13. Icons

Icons 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 you call functions or select PLUs.

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

No.	Icon	Meaning
1		Vectron POS
2		Centred
3		Left-aligned
4		Right-aligned
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	No.	Icon	Meaning
15		Shift Lock	27		Text search
16		Editor	28		Send
17		New record	29		Load
18		Delete re-cords	30		Save
19		Print	31		Network
20		Next record	32		Clear
21		Previous record	33		Escape
22		Goto record	34		Mode
23		Select	101		Take away
24		Mark	102		Cancel receipt
25		Mark	103		Receipt copy
26		Table / Mask	104		Guest count

No.	Icon	Meaning	No.	Icon	Meaning
105		Inhouse	117		Void
106		No invoice	118		Void last entry
107		Operator	119		GC
108	MNG	Manager functions only	120		GC 0
109		Open operator GCs	121		GC split
110		Seat number	122		Transfer GC
111	PLU	PLU	123		GC move
112		Invoice	124		Table map
113		Load invoice	125		Enter GC text
114		Recall invoice	126		X-reports
115		Invoice copy	127		Z-reports
116		Seat split	128		Subtotal GC

No.	Icon	Meaning	No.	Icon	Meaning
129		Subtotal	141		Table reservation
130		Deposit	142	DPT	Department DPT
131		Paid out	143	WG	Department WG
132		Operator report	201		Cash
133		Receipt on	202		Media
134		Receipt off	401		Cold drinks
135		Data input	402		Hot drinks
136		Print format shift	403		Side dishes
137		Received amount	404		Beer
138		VIP sale	405		Icecream
139		Journal	406		Fish
140		Price	407		Meat

No.	Icon	Meaning
408		Drinks
409		Main courses
410		Desserts
411		Pizza
412		Spirits
413		Starters
414		Wine
415		Vegetables
416		Salad

14. EU Declaration of Conformity

Manufacturer	Vectron Systems AG
	Willy-Brandt-Weg 41
	D-48155 Münster
Device type	Stationary POS system
Type designation	Vectron POS Touch 12
	Vectron POS Touch 12 II

The manufacturer declares that the above designated product consistent with directive 2001/95/EC complies with the fundamental standards on electrical and electronic products as stipulated in the directives of the European Council. The below mentioned standards that were harmonised under the relevant directives were applied:

Directive	Standards
2014/30/EC Directive on electromagnetic 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, 2016-12-15

Jens Reckendorf
Member of the Board

Thomas Stümmler
Member of the Board

15. Accessories

At this point we would like to inform you about the accessories you can purchase for the POS Touch 12. 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 dealer.

15.1. Operator lock systems

The operator lock system serves for sign in to the POS Touch 12.
Various operator lock systems can be mounted to the POS Touch 12.

15.1.1. Operator lock L10 T15/T12

Fig. 15: Operator lock L10 T15/T12

15.1.2. Operator lock L21 T15/T12

Fig. 16: Operator lock L21 T15/T12

15.1.3. Operator lock L30 T15/T12

Fig. 17: Operator lock L30 T15/T12

15.2. Customer displays

On Vectron customer displays you can show texts and graphics, e.g. to inform your customers about special offers.

15.2.1. Customer display Vectron C56

The customer display Vectron C56 is mounted to the screen housing of the POS system or to a stand.
The Vectron C56 has a screen diagonal of 13.16 cm (5.2"), for display of 2 x 20 characters.
On the customer display you can show texts and graphics.
The Vectron C56 has a resolution of 240 x 64 pixels.

Fig. 18: Customer display Vectron C56

15.2.2. Customer display Vectron C75

The customer display Vectron C75 is mounted to the screen housing of the POS system or to a stand.
The customer display Vectron C75 has a screen diagonal of 17.78 cm (7").
On the customer display you can show texts and graphics.
The Vectron C75 has a resolution of 800 x 480 pixels.

Fig. 19: Customer display Vectron C75

15.2.3. Customer display Vectron C100

The 10.4" customer display Vectron C100 is suitable for display of sales information, logos and advertising images. The images can also be shown as slide show. Furthermore, event-related campaigns/texts can be released on the display.

The Vectron C100 can be connected directly to the stationary POS systems Vectron POS Mini II, Vectron POS Vario II, Vectron POS Touch 12 and Vectron POS Touch15.

The customer display is alternatively available as pole vari-ant, which is also compatible to Vectron POS SteelTouch II. For optimum alignment to the client's position, the tilt angle of the high-resolution graphical display with LED backlight is fully adjustable.

Fig. 20: Customer display Vectron C100

15.3. Extension cable Vectron PS60

Extends the cable of the power supply Vectron PS60.

Fig. 21: Extension cable Vectron PS60

15.4. Stylus

The stylus serves for entering data via the touchscreen of POS Touch 12.

15.4.1. Vectron stylus

The Vectron stylus serves for entering data via the touch-screen of POS Touch 12. The Vectron stylus is made from plastic.

i	The Vectron touch pen cannot be used at the Vectron POS Touch 12 II PCT!

Fig. 22: Vectron stylus

15.4.2. Multifunction stylus

The multifunction stylus serves for entering data via the touchscreen of POS Touch 12.
The multifunction stylus has an integrated ball pen refill. You can switch between write- and touch function by turning the casing.

i	The Vectron touch pen cannot be used at the Vectron POS Touch 12 II PCT!

Fig. 23: Multifunction stylus

15.4.3. Touchpen Vectron PCT

The stylus serves for entering data via the touch screen of the POS Touch 12 II PCT.

Abb. 1: Stylus Vectron PCT

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 dealer.

16.1. Stationary Vectron POS systems

Stationary Vectron POS systems with fast and reliable 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 Vectron POS system for any application.

16.1.1. Vectron POS Touch 15, POS Touch 15 II

Vectron POS Touch 15 has a 38.1 cm display (15").
Data is entered via touch screen.

Fig. 24: Vectron POS Touch 15

16.1.2. Vectron POS Vario II

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

Fig. 25: Vectron POS Vario II

16.1.3. Vectron POS Mini II

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

Fig. 26: Vectron POS Mini II

16.2. Mobile Vectron POS systems

16.2.1. Vectron POS MobilePro III

The Vectron POS MobilePro 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 lightweight and ergonomically shaped to make the work more convenient.

Fig. 27: 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.
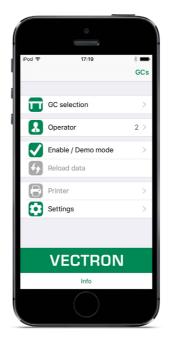

Abb. 2: Vectron Mobile App

16.3.2. Vectron Commander

The 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.

Vectron Commander has an integrated user rights administration that allows you assigning individual rights for every user.

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

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

16.3.3. Vectron Journal Tool

Vectron Journal Tool is a tool for evaluation, archiving and analysis for the POS system's journal data that was read by means of the Vectron Commander.
Companies of all trades profit from the comprehensive functions. All sales and transactions are displayed in detail. The respective transactions for each receipt (e.g. subtotal, split receipt, invoice) are displayed.
The software can be installed on common PCs by using a Microsoft SQL database.

16.3.4. Vectron POS PC

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

16.4. 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 reciept imprint.