VECTRON

User Manual

POS TOUCH 15 II WIDE

YOUR VECTRON DEALER:

Contents

1. Notes

This user manual is part of the Vectron POS Touch 15 II Wide. Please read the whole document and in particular the chapter "Notes on safety" before working with the product. Keep the document so that it is available for all users at any time. Always enclose the required documents when forwarding the product to others.

1.1. Target group of this user manual

End users of the Vectron POS Touch 15 II Wide and Vectron specialist retailers.

1.2. Dealer support

Your Vectron specialist retailer has programmed the POS Touch 15 II Wide for you and is your contact partner for questions concerning the programming. If necessary, he will be glad to support you during initial start-up and will train you in using your POS system.

1.3. Scope of delivery

Vectron POS Touch 15 II Wide Stand S400 (10300001 - variant 1)	
Standard shipment	Vectron POS Touch 15 II Wide POS system incl. stand S400
	Housing Touch 15 port cover
	Power supply Vectron PS60
	Operator lock Vectron L10 with four operator keys; mounting variable at all four sides
	Two port covers each for SD card and SIM card slot
	Mains cable
	Vectron POS software with licence
	Security and installation instructions
	Dispatch box

Vectron POS Touch 15 II Wide Stand S400 (10300001 – variant 1)	
Optional accessories	Operator lock Vectron L21, Vectron L30
	Customer display Vectron C56, Vectron C75, Vectron C100

Vectron POS Touch 15 II Wide (10300001 – variant 2)	
Standard shipment	Vectron POS Touch 15 II Wide POS system
	Housing Touch 15 port cover
	Power supply Vectron PS61
	Operator lock Vectron L10 with four operator keys; mounting variable at all four sides
	Two port covers each for SD card and SIM card slot
	Mains cable
	Vectron POS software with licence
	Security and installation instructions
	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 system POS Touch 15 II Wide.

2.1.1. Warning

⚠ SIGNAL WORD

Type and source of danger

Consequence of non-compliance

▶ Averting of a danger

2.1.2. Warning symbol

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

2.1.3. Signal words

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

2.2. Notes

This sign refers to information that can be helpful when operating your POS Touch 15 II Wide.

3. Notes on safety

⚠ DANGER

Deadly shock caused by damaged POS system components

▶ Disconnect the mains cable from the power grid in case of damage.

▶ Contact your Vectron specialist retailer if POS system components are damaged.

⚠ CAUTION

Pinching of fingers when aligning the screen

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

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

▶ Before aligning the screen see the notes in chapter 6.2 "Aligning the screen" on page 29.

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

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

Battery warning

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

▶ Replace batteries only with the same or an equivalent type recommended by the manu-facturer.

▶ Dispose of used batteries in accordance with local disposal regulations.

⚠ NOTICE

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

▶ Use an earthed socket to which alternating current between 110 and 240 volts is connec-ted.

▶ Use power sources which are protected with a residual-current circuit breaker.

Function of RJ11 port

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

⚠ NOTICE

Malfunctions caused by faulty programming

▶ Only change the programming when your are absolutely sure of the effects this will have.

▶ Protect the programming and program functions with passwords.

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

Damage of touch screen caused by unsuitable objects

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

Burn-in effect through static image content

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

▶ Configure the screen saver.

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

Aggressive cleansers can damage the housing surface.

▶ Do not use any scouring or dissolving agents for cleaning.

▶ If necessary clean the housing surface with a smooth, lint-free cloth. In case of strong contamination you can dampen the cloth with water or with a mild, residue-free cleanser.

Damage to POS system components when transporting in unsuitable packing

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

4. Device description

4.1. Intended use

▶ The POS Touch 15 II Wide is a stationary POS system for the processing of order and payment transactions.

▶ The POS Touch 15 II Wide may be used under ambient conditions as defined in chapter 5 "Technical data" on page 23.

▶ To operate the POS Touch 15 II Wide use exclusively original Vectron 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 15 II Wide is responsible for saving and backup of data that was created with the POS Touch 15 II Wide.

▶ The operating company of the POS Touch 15 II Wide is responsible for processing the data in accordance with the legal demands.

4.2. POS system

4.2.1. Front view

Fig. 1: Front view

Pos.	Designation	Description
1	Brightness sensor	The brightness sensor measures the illuminance.
2	Touch screen	Data input with stylus or fingers.
3	Housing	Housing of POS system.
4	Stand	The power supply can be mounted into the stand.
5	Operator lock	Sign in- and and out to the system via operator key.
6	2 USB ports	Connection for external devices and storage media.

4.2.2. Rear view

Fig. 2: Rear view

Pos.	Designation	Description
1	Customer display port cover	This cover can be removed for connection of a customer display.
2	Joint	The joint serves for tilting the housing to adjust the display to your angle of view.
3	Port cover	Cover for ports (see in chapter 4.2.3 "Ports and connections" on page 18).
4	Stand cover	Cover for the power supply.
5	Stand cover locking	Push button for removing the stand cover.

4.2.3. Ports and connections
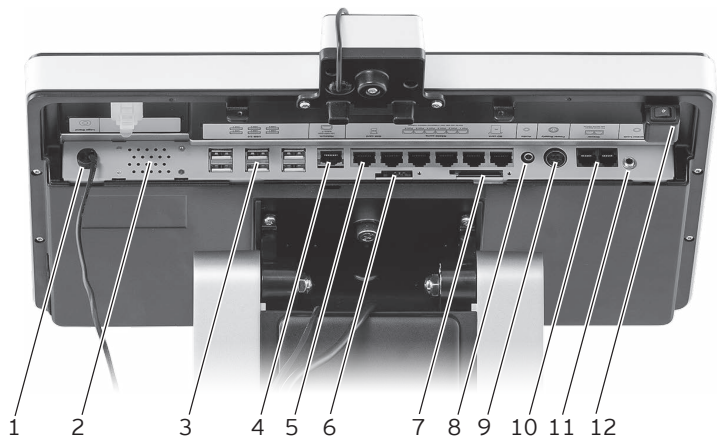
Fig. 3: Detailed view of ports and connections

Pos.	Designation	Description
1	Connecting cable logo light	Connecting cable for logo light of stand
2	Loudspeaker	
3	USB ports	Six USB 2.0-ports for external devices and storage media.
4	Network interface	10/100/1000 Base-T; Ethernet.
5	Serial ports	Six serial ports for external devices, RJ45.
6	SIM-card slot	For standard Mini-SIM cards (25 x 15 mm).
7	SD-card slot	For SD-cards up to 4 GB and SDHC-cards up to 32 GB.
8	Audio connection	Connection for stereo loudspeaker.
9	Power connection	Connection for power supply (variant 1: Power supply Vectron PS60, variant 2: Power supply Vectron PS61)
10	Drawer connection	Two ports for cash drawers.
11	Operator lock connection	Connections for operator lock Vectron POS Touch 15 II Wide.
12	On/Off key	Switching the POS system on and off.

4.2.4. Dimensions (in mm and inch)
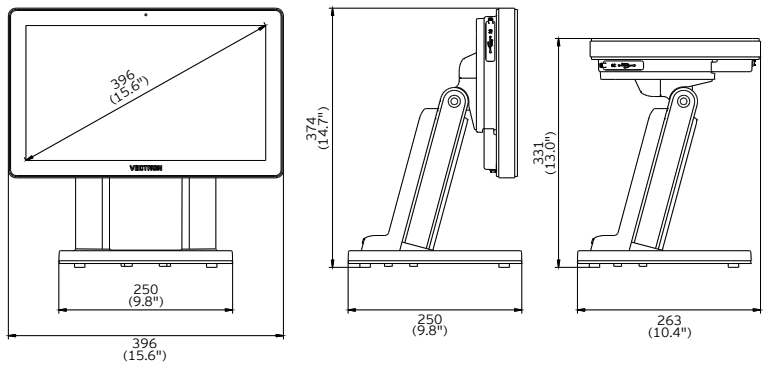
Fig. 4: Vectron POS Touch 15 II Wide Stand S400 (10300001 - variant 1)
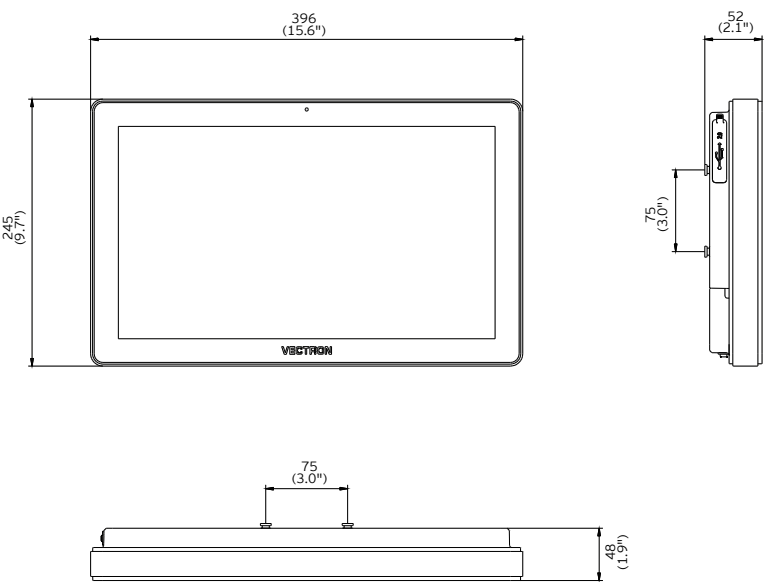
Fig. 5: Vectron POS Touch 15 II Wide (10300001 - variant 2)

4.3. Power supplies and Mains cable

4.3.1. Power supply Vectron PS60

Fig. 6: Power supply unit Vectron POS Touch 15 II Wide

Pos.	Designation	Description
1	Power supply plug	The power supply plug is put into the power connector of the POS Touch 15 II Wide.
2	Female connector	The power supply plug of the power cable is plugged into the connector.
3	Label	Product designation and serial number
4	Power cable	

4.3.2. Power supply Vectron PS61

Fig. 7: Power supply unit Vectron POS Touch 15 II Wide

Pos.	Designation	Description
1	Power supply plug	The power supply plug is put into the power connector of the POS Touch 15 II Wide.
2	Female connector	The power supply plug of the power cable is plugged into the connector.
3	Label	Product designation and serial number
4	Power cable	

4.3.3. Mains cable
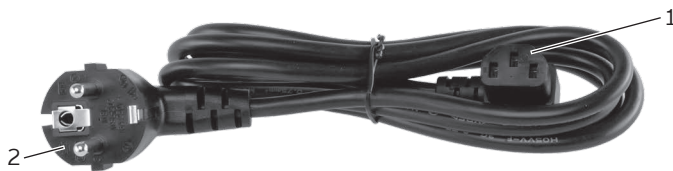
Fig. 8: Mains cable

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

4.4. Vectron POS software

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

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

5. Technical data

5.1. POS Touch 15 II Wide POS system

Technical data of the Vectron POS Touch 15 II Wide POS system

Display diagonal	396 mm (15.6")
Display type	TFT-LCD
Display lighting	LED backlight
Display size (active)	344 x 193.5mm
Display resolution	1366 x 768 Pixel
Colours	True Color
Input	Touch screen (projective-capacitive)
Processor	i.MX 6, DualLite, 1GHz
Main memory	1 GB DDR3
Mass storage	8 GB Flash memory (eMMC)
Network	10/100/1000 BASE-T; Ethernet
USB ports	8x USB 2.0; port type A; 2 of which at the bottom
Serial ports	6x RS232; port type RJ45; for external devices
Cash drawer ports	2x RJ12; for connection of up to 4 drawers via Y-cable
Audio connection	3.5 mm jack; stereo; for loudspeaker
Mounting of external devices	Mounting points for external peripherals on the left and right of the display housing
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 15 mm)
Loudspeaker	Mono; 2 W
Power supply	Variant 1: Power supply Vectron PS60
	Variant 2: Power supply Vectron PS61
Buffer battery	for permanent power supply of cache
Power consumption	16 W Maximum
	12 W in normal mode without external appliances

Technical data of the Vectron POS Touch 15 II Wide POS system	
	0.5 W in standby mode
Temperature	Storage: -10 to 50 °C
	Operation: 0 to 40 °C
Dimensions (W x H x D)	Variant 1: ca. 396 x 374 x 250 mm (depending on tilt angle / with port cover, without operator lock)
	Variant 2: ca. 396 x 245 x 52 mm (with port cover, without operator lock)
Weight	Variant 1: ca. 9.8 kg
	Variant 2: ca. 3.9 kg
Certified	CE

5.2. Power supply Vectron PS60 / PS61

Technical data of the power supply Vectron PS60 / PS61	
Input voltage	100 to 240 V alternating voltage
Output voltage	+ 24 V direct voltage
Output current	max. 3.75 A
Output power	max. 90 W
Power consumption	max. 93 W
No-load loss	0.3 to 0.5 W
Temperature	Storage: -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

5.3. Vectron POS software

Technical data of the Vectron POS software	
PLUs	1.000.000*
Departments	65,535*
Operator	2,000*
GC/Customer memory	65,535*
Cash registers per network	200*
Printers per network	100*
Graphic user interface	Gesture recognition (swipe) for fast navigation
	Use of own images and icons also with transparency channel
	predefined high-resolution fonts
myVectron	Cloud-based myVectron services; integrated customer loyalty tools (e.g. individual campaigns, automatic processing of collection points, discount campaigns, vouchers)
Specific features	All the server functions of the POS Touch 15 II Wide Light can be used exclusively with a mobile or hybrid Vectron POS system. Server is always the POS Touch 15 II Wide Light.
	The use of mobile or hybrid Vectron POS systems in this type of network is limited to a maximum of 10 mobile POS systems, i.e. together with the POS Touch 15 II Wide Light you can enter max. 11 POS systems in network.
	Apart from receiving programming updates, the POS Touch 15 II Wide Light connects only to a mobile or hybrid Vectron POS system.
	Peripheral use is possible within the existing scope.
	An upgrade to a normal POS Touch 15 II Wide software license is possible by purchasing the corresponding upgrade license.

Technical data of the Vectron POS software	
*	Theoretical maximum values, which can only obtained with special programming and optimum hardware equipment. The available functions also depend on the software version used and the programming of the POS system. Contact your Vectron specialist retailer for assessment/realization of your actual demands.

6. Start-up

	Your Vectron specialist retailer has programmed the POS Touch 15 II Wide for you. If necessary, he will be glad to support you during initial start-up and will train you in using your POS system.

6.1. Setting up the POS Touch 15 II Wide

6.1.1. Selecting the set-up site for the POS Touch 15 II Wide

▶ Set up the POS Touch 15 II Wide in a well ventilated room with a temperature of between 0 and 40°C.

▶ The POS Touch 15 II Wide must not be covered during operation.

▶ Select the setup site so that the POS Touch 15 II Wide is not exposed to direct sunlight.

▶ Place the POS Touch 15 II Wide on a stable, even surface with sufficient space.

▶ Make sure that no liquids can flow over the POS Touch 15 II Wide, the power supply unit or the mains cable.

▶ Route the cables so that they are not subjected to tension.

▶ Route the cables in such a way that nobody can trip over them.

▶ When mounting the POS Touch 15 II Wide on a wall, ensure that the wall and the suspension elements used have sufficient load-bearing capacity.

6.1.2. Connecting the POS Touch 15 II Wide 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 subjected to tensile loading.

⚠ NOTICE

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

▶ Use an earthed socket to which alternating current between 110 and 240 volts is connected.

▶ Use power sources which are protected with a residual-current circuit breaker.

▶ Plug the mains cable into a socket.

6.1.3. Connecting devices to the POS Touch 15 II Wide

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

6.2. Aligning the screen

⚠ CAUTION

Pinching of fingers when aligning the screen

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

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

⚠ 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. 9: Aligning the screen

7. Operation

> **i** Buttons that are mentioned in this chapter and that can be displayed as graphical elements, are shown in chapter 13 "Icons" on page 51.

7.1. Switching the POS Touch 15 II Wide on and off

7.1.1. Switching on the POS Touch 15 II Wide

If the POS Touch 15 II Wide in chapter 6 "Start-up" on page 27 you can switch on your POS system.

▶ Shortly press the on-/off key to switch on the POS Touch 15 II Wide.

Fig. 10: Switching the POS Touch 15 II Wide on and off

7.1.2. Switching off the POS Touch 15 II Wide

▶ Shortly press the on-/off key to switch off the POS Touch 15 II Wide.

7.1.3. POS Touch 15 II Wide Restart

▶ Shortly press the on-/off key to switch off the POS Touch 15 II Wide.
▶ Wait for about 10 seconds.
▶ Shortly press the on-/off key to switch on the POS Touch 15 II Wide.

7.2. User interface

> In this chapter we describe an example configuration of the POS software.
> Programming and configuration of your POS system may differ considerably from this example.
> Your Vectron dealer has programmed the POS Touch 15 II Wide for you and is your contact partner for questions concerning the programming.

After having started and switched on the POS Touch 15 II Wide your POS system is ready for data input.

⚠ NOTICE

Damage of touch screen caused by unsuitable objects.

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

7.2.1. Registration surface
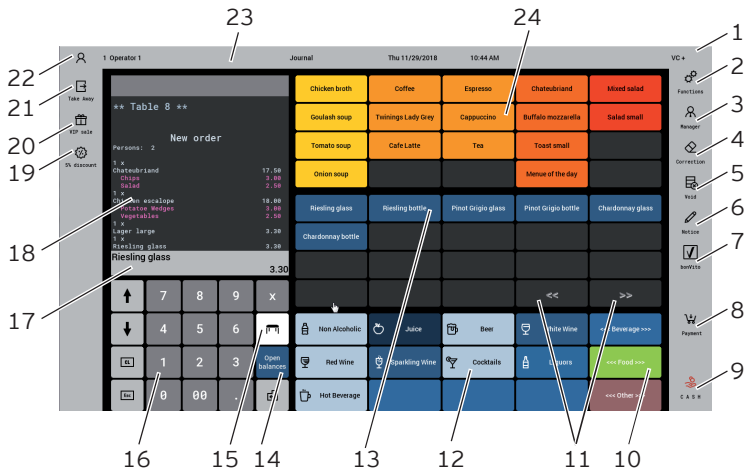
Fig. 11: Registration surface

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

Pos.	Designation	Description
13	PLUs	PLU of the selected department.
14	Open balances	Overview of open tables.
15	GC	To open a table for bookings enter the table no. to the numeric pad and press the button <GC>.
16	Numeric pad	Number input
17	Info/Entry	Display of "last entry" or result of last entry.
18	Receipt-, invoice- and GC display	Display of different booking data
19	Discount	Application of selected discount.
20	VIP sale	VIP sale discount
21	Take away	Change to tax rate for take away sales
22	Operator	Login of operator.
23	Status display	Display of logged-in operator/journal/date/time
24	Favourites	For accelerated selection of favorites stored in the programming.

7.2.2. Payment user interface
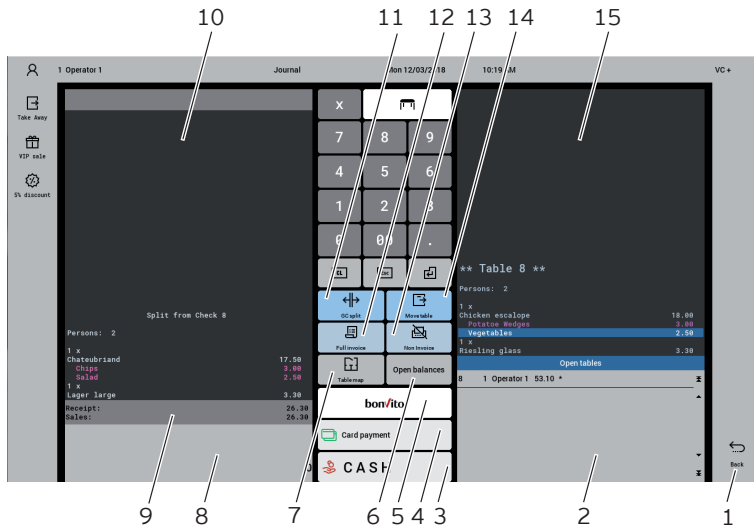
Fig. 12: Payment user interface

Pos.	Designation	Description
1	Back	Back to registration surface.
2	Open balances	Overview of open tables.
3	Cash	Final cash payment.
4	Card payment	Select from cashless payment options.
5	bonVito	Select from payment and card charging.
6	Open balances	Overview of open tables.
7	Table map	Table map overview.
8	Info/Entry	Display of "last entry" or result of last entry.
9	Balance view	In field "Receipt" you see the sum of current PLUs on a receipt. In field "Sales" you see the total of all PLUs booked to a GC.
10	Target GC/target receipt	Display of target GC/target receipt for GC split or GC move.

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

7.3. Log in and out at the POS Touch 15 II Wide

You can program two types of operator login. If you want to login by operator key, please continue in chapter 7.3.2 "Login via operator key" on page 36. If you don't have an operator key, please continue in chapter 7.3.1 "Login via operator button" on page 36.

7.3.1. Login via operator button

⚠ NOTICE

Damage of touch screen caused by unsuitable objects.

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

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

The operator name appears in the status display.

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

7.3.2. Login via operator key

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

Each operator key has a unique number. Your operator key number is stored in the operator administration. By means of this assignment the Vectron POS software recognizes which operator is logged in to the POS system and activates the programmed operator rights.

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

The operator name appears in the status display.

Logout
▶ Remove the key from the operator lock.

7.4. Working with guest checks (GC)

The "GC" function serves for invoicing groups or single persons.

7.4.1. Open GC

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

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

▶ Enter the number of the guest check.
▶ Press the <GC> 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 to which you want to enter PLUs as described in chapter 7.4.1 "Open GC" on page 37.
▶ Select a main group (food, drinks, other).
▶ Select a department.
▶ Press the desired PLUs on the PLU selection list.

or

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

The display shows the sum of desired PLUs.

7.4.3. Close GC

> **i** If you close a table to which no PLUs were booked it will not be displayed 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 "Open GC" on page 37.

7.4.4. Finalizing a GC

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

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

The receipt to be printed depends on the programming.

7.4.4.1.   Cash payment

Example 1: The customer pays the exact amount.
▶ Open the GC that you want to finalise as described in chapter 7.4.1 "Open GC" on page 37.
▶ Press the <Cash> button.

Example 2: POS system calculates the change.
▶ Open the GC that you want to finalise as described in chapter 7.4.1 "Open GC" on page 37.
▶ Enter the amount you got from the customer on the keyboard.

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

▶ Press the <Cash> button.

The change amount is displayed.

7.4.4.2.   Other media

▶ Open the GC that you want to finalise as described in chapter 7.4.1 "Open GC" on page 37.
▶ Press the <Payment> button.

The payment user interface appears.
▶ Press the button of the desired media.

7.4.5. Separate invoicing of groups or single persons

> **i** 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 "Close GC" on page 38.

▶ Open the GC that you want to split as described in chapter 7.4.1 "Open GC" on page 37.
▶ Press the <Payment> button.
▶ Press the <Split> button.
▶ In window "open GC" press the PLUs that you want to split.

This moves a PLU to the window "target GC/receipt".
▶ After having selected all the desired PLUs press the button for the desired media to invoice the split PLUs.
▶ To open the registration interface press <Back>.

7.4.6. Splitting single PLUs to another guest check

> **i** 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 "Close GC" on page 38.

▶ Open the GC that you want to split as described in chapter 7.4.1 "Open GC" on page 37.
▶ Press the <Payment> button.
▶ Enter the number of the table, to which the PLUs are to be split.
▶ Press the <Split> button.

In window "target GC/receipt" you see the number of the GC, to which the PLUs are to be split.
▶ In window "open GC" press the PLUs that you want to split.

This moves a PLU to the window "target GC/receipt".
▶ After having selected all the desired PLUs press the <GC> button.

The selected PLUs will be split.

7.4.7. Moving all PLUs to another GC

> **i** The "GC move" function can only be carried out if all PLUs of the GC have been booked. Close the open GC as described in chapter 7.4.3 "Close GC" on page 38.

▶ Open the GC that you want to move as described in chapter 7.4.1 "Open GC" on page 37.
▶ Press the <Payment> button.
▶ Enter the number of the table, to which the PLUs are to be moved.
▶ Press the <Move> button.

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

7.4.8. Transferring GCs to another operator

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

This function can be enabled optionally.

7.5. Working with hold buffers

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

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

This function can be enabled optionally.

7.6. Working with reports

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

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

7.7. Correction or void last entry

This function can be enabled optionally.

7.8. Print data server

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

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

Orders that you enter to your POS Touch 15 II Wide 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 liquid entry.

▶ Do not open the Vectron POS Touch 15 II Wide or the power supply.

▶ Switch off the POS Touch 15 II Wide prior to cleaning as described in chapter 10 "Shutdown" on page 48.

⚠ CAUTION

Aggressive cleansers can damage the housing surface.

▶ Do not use any scouring or dissolving agents for cleaning. If necessary clean the housing surface with a smooth, lint-free cloth.

▶ In case of strong contamination you can dampen the cloth with water or with a mild, residue-free cleanser.

8.2. Contacting the customer service

Your Vectron specialist retailer will answer your questions concerning the POS Touch 15 II Wide 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 15 II Wide cannot be switched on	The safety plug is not put into a voltage-carrying outlet.	Put the safety plug of the supplied mains cable to an earthed socket to which alternating current between 110 and 240 volts is connected and which is protected with a residual-current circuit breaker.
	The power supply plug is not put into the power connector of the .POS Touch 15 II Wide	Put the power supply plug into the power connector of the POS Touch 15 II Wide.
	The On/Off key is damaged.	Contact your Vectron specialist retailer.
	The power supply is damaged.	Contact your Vectron specialist retailer.
	The POS Touch 15 II Wide is damaged.	Contact your Vectron specialist retailer.
The POS Touch 15 II Wide does not react to your entries.	The signed-in operator is not authorized for the respectiv function.	Contact your Vectron specialist retailer.
	The Vectron POS software is malfunctioning.	Reboot the POS Touch 15 II Wide as described in chapter 7.1.3 "POS Touch 15 II Wide Restart" on page 31
	Programming and configuration of the POS Touch 15 II Wide are faulty.	Contact your Vectron specialist retailer.
	The touch screen is damaged.	Contact your Vectron specialist retailer.

Errors	Possible reasons	Troubleshooting
	The was switched off while the operator key was inserted; then, the operator key was removed.POS Touch 15 II Wide	Restart with the operator key plugged in or delete the hold buffers in the programming.
The POS Touch 15 II Wide does not display anything.	The POS Touch 15 II Wide is switched off.	Press the On/Off key as described in chapter 7.1.1 "Switching on the POS Touch 15 II Wide" on page 30.
	The screen saver is active.	Touch the screen with the stylus or with a finger.
	The Vectron POS software is malfunctioning.	Contact your Vectron specialist retailer.
	The power supply is damaged.	Contact your Vectron specialist retailer.
	The is damaged.POS Touch 15 II Wide	Contact your Vectron specialist retailer.
The POS Touch 15 II Wide processes other entries than those made on the touch screen.	The touch screen is not calibrated.	Contact your Vectron specialist retailer.
	The Vectron POS software is malfunctioning.	Reboot the POS Touch 15 II Wide as described in chapter 7.1.3 "POS Touch 15 II Wide Restart" on page 31.
	Programming and configuration of the POS Touch 15 II Wide are faulty.	Contact your Vectron specialist retailer.
	The touch screen is damaged.	Contact your Vectron specialist retailer.
The sound reproduction of the POS Touch 15 II Wide does not work.	Loudspeakers are connected to the audio port but the volume is too low.	Adjust the volume.

Errors	Possible reasons	Troubleshooting
	The sound reproduction was neither programmed nor configured.	Contact your Vectron specialist retailer.
	The loudspeakers are damaged.	Exchange the loudspeakers.
	The audio port is damaged.	Contact your Vectron specialist retailer.
Login via operator key is not possible.	The operator lock was neither programmed nor configured.	Contact your Vectron specialist retailer.
	Operator lock or operator key are damaged.	Contact your Vectron specialist retailer.

10. Shutdown

Shut down the POS Touch 15 II Wide if you do not use it for a longer time.

▶ Shortly press the on-/off key to switch off the POS Touch 15 II Wide.

Fig. 13: POS Touch 15 II Wide Switching off the

▶ Unplug the safety plug of the mains cable from the socket.

▶ Remove all the cables that are connected to the POS Touch 15 II Wide.

▶ Store the POS Touch 15 II Wide in a room with temperature of between -20 and 60 °C.

11. Disposal

Directive 2012/19/EU (WEEE)

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

WEEE reg. no. DE 91733199

12. Glossary

This chapter explains the terms that are used in context with the
POS Touch 15 II Wide.

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

13. Icons

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 POS Touch 15 II Wide you call functions or select PLUs.This chapter lists the icons integrated in Vectron POS software and explains their meaning.

 Furthermore, you can load additional icons.

No.	Icon	Meaning	No.	Icon	Meaning
1	VECTRON	Vectron POS	8		Cursor left
2		Centered	9		Cursor right
3		Left assigned	10		Page up
4		Right assigned	11		Page down
5		Enter	12		Field left
6		Field up	13		Field right
7		Field down	14		Shift

No.	Icon	Meaning	No.	Icon	Meaning
15		Shift lock	26		Browser / mask
16		Editor	27		Search by text
17		New record	28		Send
18		Delete records	29		Load
19		Print	30		Save
20		Next record	31		Network
21		Prev. record	32		Clear
22		Goto record	33		Escape
23		Select	34		Mode
24		Mark	101		Take away
25		Mark	102		Cancel receipt

No.	Icon	Meaning	No.	Icon	Meaning
103		Receipt copy	114		Recall invoice
104		Guest count	115		Invoice copy
105		Inhouse	116		Seat split
106		No invoice	117		Void
107		Operator	118		Void last entry
108	MNG	Manager functions only	119		GC
109		Open operator GCs	120		GC 0
110		Seat number	121		Split table
111	PLU	PLUs	122		Transfer GC
112		Invoice	123		GC moven
113		Load invoice	124		Table map

No.	Icon	Meaning	No.	Icon	Meaning
125		Enter GC text	136		Print format shift
126		X reports	137		Received amount
127		Z reports	138		VIP sale
128		Subtotal GC	139		Journal
129		Subtotal	140		Price
130		Deposit	141		Table reservations
131		Paid out	142	DPT	Department DPT
132		Operator report	143	WG	Department WG
133		Receipt on	201		Cash
134		Receipt off	202		Media
135		Data input	401		Cold drinks

No.	Icon	Meaning	No.	Icon	Meaning
402		Hot drinks	413		Starters
403		Side dishes	414		Wine
404		Beer	415		Vegetables
405		Icecream	416		Salad
406		Fish	501		myVectron
407		Meat	999		Screen saver
408		Drinks			
409		Main courses			
410		Desserts			
411		Pizza			
412		Spirits			

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 15 II Wide**
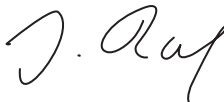
The manufacturer declares that the above product complies with the essential protection requirements laid down in the Council Directives on electrical and electronic products, in accordance with Directive 2001/95/EC. The below-mentioned standards that were harmonised under the relevant directives were applied: This declaration is made in authority for the manufacturer resident in the European Union.

Directive	Standards
2014/30/EC Directive on electroma-gnetic compatibility	EN 55032 Kl. B:2012; 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

Münster, 20.05.2019

Thomas Stümmler
Board of Management

Jens Reckendorf
Board of Management

15. Accessories

At this point we would like to inform you about the accessories you can purchase for the POS Touch 15 II Wide.

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

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

15.1. Operator lock systems

You can log in to the POS Touch 15 II Wide via an operator lock system. Various operator lock systems can be mounted to the POS Touch 15 II Wide.

15.1.1. Lock L10 POS Touch 15 II Wide

Fig. 14: Lock L10 POS Touch 15 II Wide

15.1.2. Lock L21 POS Touch 15 II Wide

Fig. 15: Lock L21 POS Touch 15 II Wide

15.1.3. Lock L30 POS Touch 15 II Wide

Fig. 16: Lock L30 POS Touch 15 II Wide

15.2. Customer displays

The Vectron customer displays allow you to display texts and graphics to inform your customers about offers, for example.

15.2.1. Customer display Vectron C56

The customer display Vectron C56 is mounted to the housing of the POS system or to a stand. The Vectron C56 has a screen diagonal of 13.16 cm (5.2") on which 2 x 20 characters can be displayed. Texts and graphics can be displayed on the customer display. The Vectron C56 has a resolution of 240 x 64 pixels.

Fig. 17: Customer display Vectron C56

15.2.2.   Customer display Vectron C75

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

Fig. 18: Customer display Vectron C75

15.2.3. Customer display Vectron C100

The 10.4" customer display Vectron C100 can be used to display sales information as well as logos and advertising images. The pictures can also be displayed as a slideshow. In addition, it is possible to trigger certain actions/texts on the display depending on the situation.

The C100 can be mounted directly to the stationary systems Vectron POS Mini II, Vectron POS Vario II, Vectron POS Touch 12, Vectron POS Touch 15 and Vectron POS Touch 15 II Wide.

Alternatively, the customer display is available in a stand version, which is also compatible to the Vectron POS SteelTouch II. The high-resolution graphic display with LED backlight can be freely adjusted in the angle of inclination for optimum alignment to the customer's position.

Fig. 19: Customer display Vectron C100

15.3. Extension cable Vectron PS60

The extension cable Vectron PS60 prolongs the cable of the Vectron PS60 power supply.

Fig. 20: Extension cable Vectron PS60

15.4. Stylus Vectron PCT

The stylus serves for entering data via the touch screen of the POS Touch 15 II Wide.

Fig. 21: 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 of Vectron products please see the website at www.vectron-systems.com..

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

16.1. Stationary Vectron POS systems

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

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

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

16.1.1. Vectron POS Touch 14 Wide

The Vectron POS Touch 14 Wide has a 358 mm screen (14,1"). Data is entered via touch screen.

Fig. 22: Vectron POS Touch 14 Wide

16.1.2. Vectron POS Touch 15 II

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

Fig. 23: Vectron POS Touch 15 II

16.1.3.   Vectron POS Touch 12 II

The Vectron POS Touch 12 II has a 307 mm screen (12.1"). Data is entered via touch screen.

Fig. 24: Vectron POS Touch 12 II

16.2. Mobile Vectron POS systems

16.2.1. Vectron POS MobilePro III

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

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

Fig. 25: Vectron POS MobilePro III

16.3. Software

16.3.1. Vectron Mobile App

The new ECR app for hospitality professionals is so easy to operate that you will be familiar with all the functions within minutes. At the same time the app provides you all the comfort you require for mobile cashing.
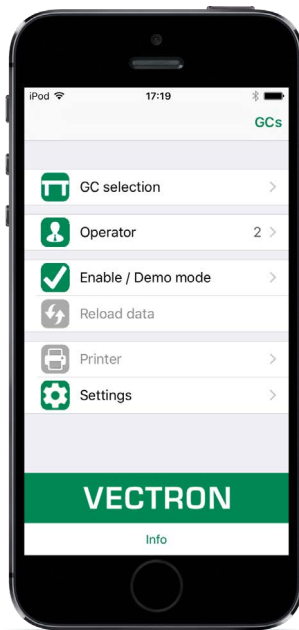
Fig. 26: Vectron Mobile App

16.3.2.   Vectron Commander

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

With the Vectron Commander you can retrieve, evaluate and manage the data of the Vectron POS systems. The software helps you get an overview on sales, order, and the working times of your staff. Data can be sent to and received from several POS systems simultaneously.

The Vectron Commander has an integrated user rights management, which serves for assigning every user individual rights.The Vectron POS Anywhere function enables you to connect via network or modem to POS sytems and control them remotely and to monitor operating procedures.The Vectron Commander can be used as interface between external like e.g. ERP systems and POS systems.

16.3.3.   Vectron Journal Tool

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

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

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

16.3.4. Vectron POS PC

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

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

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

16.3.5. Digital Cloud Services

Digital Cloud Services are offered under the brand names myVectron and bonVito. The spectrum ranges from loyalty and payment functions to online reservations and online reporting. All the services are directly connected to the POS system.