

# User Guide

## *TeamPoS* 7000 Series, **Model A240/A340** **POS Computer**

**FUJITSU**

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## To ensure safe use

This manual contains important information required for using the product in a safe manner. Before using the product, read this manual thoroughly.

Particularly, read and understand Safety Precautions described in this manual thoroughly before starting operation. Please store this manual on your shelf.

Fujitsu Frontech has taken every effort to ensure no personal injury or economical damage will result to the user or any other person around the product. Always follow the instructions contained in this manual when operating this product.

## Disclaimer

READ THE ENTIRE MANUAL CAREFULLY BEFORE USING THIS PRODUCT.  
INCORRECT USE OF THE PRODUCT MAY RESULT IN INJURY OR DAMAGE TO USERS,  
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# Getting Started

Thank you for purchasing the *TeamPoS* 7000 system, which is Fujitsu's Model 7000 series of POS computer systems. This manual is intended for personnel who operate the *TeamPoS* 7000.

This manual provides notes on handling, describes basic operating procedures, and gives supplementary information which operators should know before using the *TeamPoS* 7000. We hope that the *TeamPoS* 7000 will help you operate your business in a more efficient manner.

## Alert signals

This manual uses the following warning labels to prevent personal injury or physical damage to the product:



This indicates a hazardous situation that could result in serious personal injury if the user does not perform the procedure correctly.










This indicates a hazardous situation that could result in minor or moderate personal injury if the user does not perform the procedure correctly. This alert signal also indicates that damage to the product or other property may occur if the user does not perform the procedure correctly.

# Warning Symbols





To ensure that users understand the safety-related information presented in this manual, it uses warnings and warning symbols that indicate the nature of any danger.

The warning symbols used are defined as follows. Make sure that you understand the meaning of these symbols before reading the rest of the manual.





 Electric Shock warning	This warning symbol indicates that there is a risk of electric shock.
 Fire warning	This warning symbol indicates that there is a risk of fire.
 Touching prohibited	This warning symbol indicates that problems could arise if you touch the area concerned.
 Disassembly prohibited	This warning symbol indicates that the unit must not be disassembled since there is a risk of electric shock or other danger.
 General prohibition	This warning symbol indicates a general prohibition other than those above.
 General warning	This warning symbol indicates a general warning.
 Unplug the power cord	This warning symbol instructs the user to unplug the power cord since there is a risk of electric shock and other danger.

# Safety considerations

## **Warning**

 Electric Shock warning	<ul style="list-style-type: none"> <li>• <b>Do not damage or modify the power cord or the interface cables.</b> Failure to do so may present a risk of fire or electric shock. Do not place an object on the power cord. Do not route the power cord where it might trip the user.</li> <li>• <b>Install and remove optional equipment only after turning off the unit and the connected equipment and unplugging the power cord from the wall outlet.</b> Failure to do so may present a risk of fire or electric shock.</li> </ul>
 Fire warning	<ul style="list-style-type: none"> <li>• <b>If the unit becomes unusually hot, or produces smoke or an unusual smell, turn off the power immediately and contact the maintenance personnel.</b> Failure to do so may present a risk of fire or electric shock.</li> </ul>
 Disassembly prohibited	<ul style="list-style-type: none"> <li>• <b>Do not attempt to modify the unit.</b> Failure to do so may present a risk of fire or electric shock.</li> </ul>
 General prohibition	<ul style="list-style-type: none"> <li>• <b>Do not use optional equipment other than those exclusively designed for use with the unit.</b> Failure to do so may present a risk of fire or electric shock.</li> <li>• <b>Do not place anything containing water, such as a vase, flowerpot or cup, or a metallic object, on or near the unit.</b> Failure to do so may present a risk of fire or electric shock.</li> <li>• <b>Do not use the unit with a voltage other than the specified source voltage. Avoid connecting multiple loads to a single electrical outlet.</b> Failure to do so may present a risk of electric shock.</li> <li>• <b>Do not handle the power cord with wet hands.</b> Failure to do so may present a risk of electric shock.</li> <li>• <b>Do not use the power cable when the plug is damaged or the wall socket is loose.</b> Using the power cable in such a state may present a risk of fire or electric shock.</li> <li>• <b>Do not dispose of the unit in an incinerator or open fire.</b> Failure to do so may present a risk of fire and/or burns.</li> </ul>



## **Caution**

 <p>Disassembly prohibited</p>	<ul style="list-style-type: none"> <li>• <b>Do not remove covers fastened with screws.</b> Since doing so may present a risk of electric shock, burns or other injury.</li> </ul>
 <p>General prohibition</p>	<ul style="list-style-type: none"> <li>• <b>Do not place any heavy objects on the unit.</b> If the objects are not balanced they may fall, resulting in injury.</li> <li>• <b>Do not leave the unit in a location subject to high temperatures, such as a location exposed to sunshine or the interior of a parked car, for an extended period.</b> The heat may deform or melt the cover, or increase the temperature of unit's internal parts to the point where it presents a risk of fire.</li> <li>• <b>Do not touch the keyboard when replacing the paper roll.</b> Since doing so may activate the printer and trap your clothing or hair.</li> <li>• <b>Do not insert your fingers into the printer paper insertion opening when replacing the paper roll.</b> Since, doing presents a risk of trapping your finger.</li> <li>• <b>Do not touch the print head immediately after printing.</b> Since doing presents a danger of burns.</li> </ul>
 <p>General warning</p>	<ul style="list-style-type: none"> <li>• <b>Firmly insert the plug into the wall socket.</b> Failure to do may present a risk of fire or malfunction.</li> <li>• <b>Keep the magnetic card clean. Do not inject oil into the magnetic card reader.</b> If dust, oil or water adheres to the card, this may cause an error, a malfunction, or degradation of the magnetic head.</li> <li>• <b>Keep the control unit panel closed.</b> If the panel remains open, it may be damaged when the door is opened/closed.</li> <li>• <b>Always turn off the power before cleaning the unit.</b></li> </ul>
 <p>Unplug the power cord</p>	<ul style="list-style-type: none"> <li>• <b>Always unplug the power cord from the wall socket before relocating the equipment. Remove any cables that are connected. Take great care whenever you move the unit.</b> Failure to do so may cause damage to the power cable, presenting a risk of fire or electric shock, or may cause the unit to fall, resulting in injury.</li> </ul>

# Handling Precautions

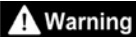

## Precautions while installing

The power cord may need to be unplugged from the unit if a fault occurs. Set up the unit in a location where this can be done easily.

 <b>Warning</b>	<b>Be sure to comply with all power requirements. If the unit is used in a location where the power requirements cannot be met, the unit must be used with a constant voltage constant frequency (CVCF) unit.</b>
	<b>Use a ground wire classified as type III (grounding resistance of 100 ohms or less) or better to ensure safety.</b>
	<b>Do not put a clip or other similar object into an inter space of the controller's rear cover.</b>
 <b>Caution</b>	<b>Do not place the unit in a location exposed to direct sunshine or in a location subject to high temperatures and humidity.</b>
	<b>Do not place the unit in an adverse environment (locations subject to large amounts of industrial gas, waste and dust).</b>
	<b>Do not place the unit in a location subject to strong vibrations.</b>
	<b>When a ground leakage circuit breaker is to be installed, select one with a breaking current capacity to suit the system, and which is not likely to respond to high frequencies.</b>
	<b>Install lightning protection measures. The provision of a lightning arrester is recommended in locations prone to electrical storms and lightning.</b>
	Do not place the unit close to a source of electrical noise
	Do not place the unit in a strong magnetic field
	Place the unit in a location that is not prone to static electricity build-up.
	Avoid reflections from room lights. The intensity and radius of illumination (400 to 600 lux), equivalent to the lighting level in a normal office or store, is sufficient.
	Always place the unit on a flat surface.
	Hold the controller by the side edges whenever you lift it up.



## Precautions while operating

 <b>Warning</b>	Since certain sections of the unit's interior employ high voltages, do not open the cover.
	Check that there are no heavy objects on the power cable, and that the power cable is not under tension.
	Do not remove the AC plug while the power is on.
	Do not insert or drop a pin or metal rod into the ventilation holes or spaces between the keys of the keyboard.
 <b>Caution</b>	Do not place books or other objects around the unit, for example, or alongside the unit.
	Do not place a coffee cup or other objects on or close to the unit.
	Do not suddenly increase the room temperature when the unit is cold, for example, during the winter.
	Do not bring a magnet or other magnetized object close to the unit. Take particular care to not bring such objects close the magnetic card reader unit.
	Do not use volatile liquid such as benzine or thinner to clean the unit.
	Do not spray any liquid such as water on the unit.
	Always turn off the power before fitting the unit's dust cover.
	Since the plug attached to the unit is designed specifically for it, the plug cannot be used for home electronics or other equipment.
	Unplug the power cable if the unit is to remain out of service for an extended period.
	Never pull the power cable itself when removing the plug from the outlet. Instead, grasp the body of the plug.
	The backup battery will become exhausted and unusable if the unit has been out of service for six months or longer. Consult the maintenance personnel in this case.
	After turning off the power, always wait at least five seconds before turning it back on.

## **Precautions while using printer**

- Avoid using the printer in locations subject to large amounts of dust or debris.
- Always use the recommended paper. Using paper other than the recommended type may result in a performance deterioration or unit breakdown.
- Check that the paper and print head are set properly before starting printing.  
Do not touch the paper while printing is being performed. Pulling the paper may cause a paper jam.
- Do not move a compartment in the printer unit.
- Remove a cut receipt immediately since failing to do so may cause a paper jam.
- A colored stripe on the receipt paper indicates that the end of the roll is approaching. Install a new roll.

## **Precautions while using magnetic cards**

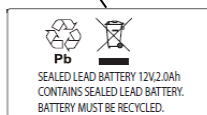
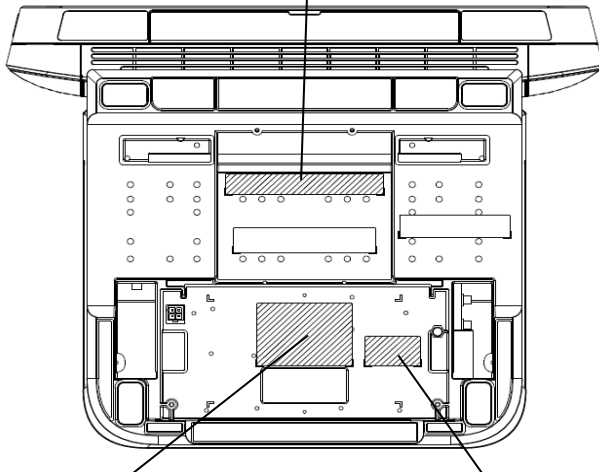
- A magnetic card may be damaged depending on the way it is handled or stored. Take great care when handling and storing a magnetic card.
- Do not place a magnetic card close to home electronics devices that generate a strong magnetic field, such as a TV or refrigerator.
- Do not place the magnetic card close to a product that generates a strong magnetic field, such as a telephone card, other magnetic cards, or the medical equipment that uses magnetic force.
- Do not bring a cell phone, handbag or wallet with a magnetic fastener close to the magnetic card since the magnet in the fastener generates a strong magnetic field. A folded, bent or scratched magnetic card may be unusable. Do not keep magnetic cards, for example, in your back pocket.
- Do not place a magnetic card in a location subject to high temperatures and humidity.

# Warning Labels

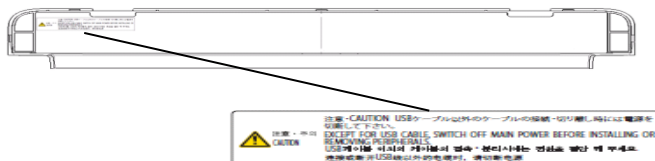
This product has warning label. Do not remove any warning label. If a label becomes damaged or soiled to the point where it is illegible, contact your maintenance engineer.

Top of Base (from underneath, left to right):  
FCC, Battery replacement, Battery recycling

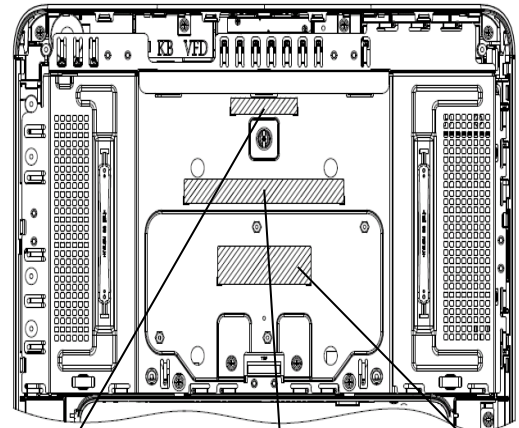
注意 この装置は、FCC Part 15A 規制に準拠する装置です。この装置を無線機器で使用する電波の干渉を引き起こすことがあります。この装置には電波の干渉を受けるよう設計されている場合があります。VCCI A  
This device complies with Part 15 of FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.  
This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.  
Cet appareil numérique de la classe A respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.



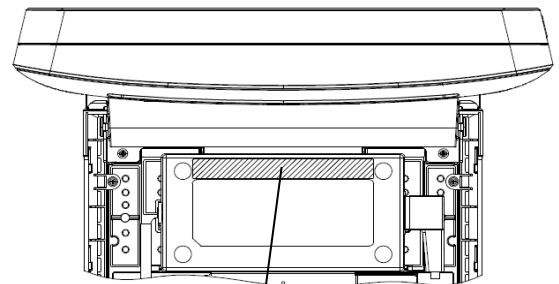
Removal Hinge panel: caution with  
respect to connecting non-USB



Back Panel removed (left to right):  
Captive screw removal caution,  
Standby power caution, Cover removal  
caution (fan cables)



Top of Base (from above) :power code caution



## Modifying or Reproducing the Unit

Do not modify or reproduce this product.

If the user modifies the product or reproduces this product by overhauling used parts of the product, unexpected personal injury or damage to the product may result.

## High safety required use

This Product is designed, developed and manufactured as contemplated for general use, including without limitation, general office use, personal use, household use, and ordinary industrial use, but is not designed, developed and manufactured as contemplated for use accompanying fatal risks or dangers that, unless extremely high safety is secured, could lead directly to death, personal injury, severe physical damage or other loss (hereinafter “High Safety Required Use”), including without limitation, nuclear reaction control in nuclear facility, aircraft flight control, air traffic control, mass transport control, medical life support system, missile launch control in weapon system. You shall not use this Product without securing the sufficient safety required for the High Safety Required Use. If you wish to use this Product for High Safety Required Use, please consult with our sales representatives in charge before such use.

## Backing up the data

The customer is responsible for maintaining the integrity of data (including the basic and application software) stored or installed on the product. We do not warrant the integrity of data stored or installed on the product the customer sends for repair. Take appropriate measures such as making a backup.

We assume no responsibility for loss of data any direct or incidental damage due to any cause other than those specified in the warranty.

## Characteristics of LCD panels

The phenomena described below are characteristics of LCD panels and do not indicate that LCD panels are defective.

- The TFT color LCD screen composes of many picture elements. It was manufactured using advanced technologies. For technical reasons, LCD screen may have pixels that do not light and pixels that are always lit.
- LCD panels may display slight varying colors and uneven density.

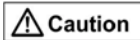
## Computer Virus

Be careful of the infection of the computer virus.

This product will be used under Windows OS and has there is possibility which is infected with the computer virus from the fragility of the OS. It is recommended that system is protected from computer virus by anti-virus software.

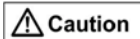
# Safety

## Battery



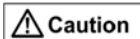
Danger of explosion if the battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Discard used batteries according to the manufacturer's instructions.

## Limited Power Source



- The 24V powered USB port on the terminal does not meet UL limited power source (LPS) requirements. This port is limited to only allowing 24V Retail POS powered USB peripherals that do not exceed a rated current of .2 Amps and are provided with a molded plastic Fire Enclosure, Rated Min. 94V-1 or Metal enclosure.
- The 24V powered Cash Drawer port on the terminal does not meet UL limited power source (LPS) requirements. This port is limited to only allowing 24V Retail POS peripherals that do not exceed a rated current of .2 Amps and are provided with a molded plastic Fire Enclosure, Rated Min. 94V-1 or Metal enclosure.

## Current Loading



Powered USB ports are used for POS peripherals. The current loading for each port is specified in the following table.

Port	Rating	Note
12V PUBS	+12V:1.3A, +5V:0A	For LCD
12V PUBS	+12V:0.4A, +5V:0A	For VFD
12V PUBS	+12V:0.4A, +5V:0A	For VFD
24V PUBS	+24V:0.2A, +5V:0A	For Printer
USB	+5V:0.5A	
USB	+5V:0.5A	
USB	+5V:0.5A	For maintenance (Front)
USB	+5V:0.5A	inside the Base unit
USB	+5V:0.5A	inside the Base unit

**12V and 24V powered USB ports are used for POS peripherals, all 12V and 24V powered USB peripherals connect to systems are designed without consuming 5V. 5V USB under PUBS port is only for signal communication.**

# Product lifetime

As a guideline, in a normal office environment (25 degree C) operating life is not expected to be reached within the maintenance support period (5 years). However, operating life may be reached more quickly if, for example, the product is used in a hot environment. The customer shall bear the cost of replacing replaceable components which have exceeded their operating life. Note that these are only guidelines, and do not constitute a guarantee of trouble-free operation during the maintenance support period.

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# Preparing for Use

This chapter describes how to set up this product before operation, names and function.

## 1.1 Unpacking and Checking the product

- Unpack all the individual parts.
- Check the product for damage incurred during the transportation.

If you discover any damage incurred during the transportation, please consult with our sales representatives in charge.

## 1.2 Connecting the AC power cable

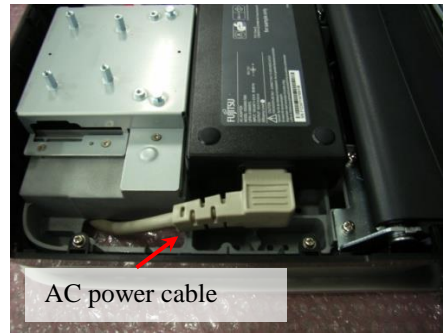
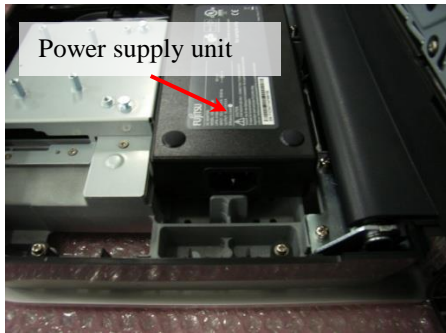
1. To remove the base top cover, push the cover in the direction of the arrows below. The tabs are unlocked.






2. Pry up slightly and then pull the cover up and out.



3. Connect AC power cable to power supply unit.



4. To re-install the base top cover, set the far end of the cover to the original position. Close the base top cover and push it slightly, and the tabs are locked.

Warning	
 Electric Shock warning	<ul style="list-style-type: none"><li>• <b>Do not damage or modify the power cord.</b> Since doing so may present a risk of electric shock, burns or other injury.</li></ul>
 General prohibition	<ul style="list-style-type: none"><li>• <b>Do not handle the power cord with wet hands.</b> Failure to do so may present a risk of electric shock.</li></ul>
Caution	
 Unplug the power cord	<ul style="list-style-type: none"><li>• <b>Always unplug the power cord from the wall socket before relocating the equipment. Remove any cables that are connected. Take great care whenever you move the unit</b> Failure to do so may cause damage to the power cable, presenting a risk of fire or electric shock, or may cause that unit to fall, resulting in injury.</li></ul>

## 1.3 Relocating the System

If you need to relocate the system, please lift and carry the unit underneath the base, as shown below.



Do not lift or carry the system like this:



### Warning



- **Do not handle the power cord with wet hands.**  
Failure to do so may present a risk of electric shock.

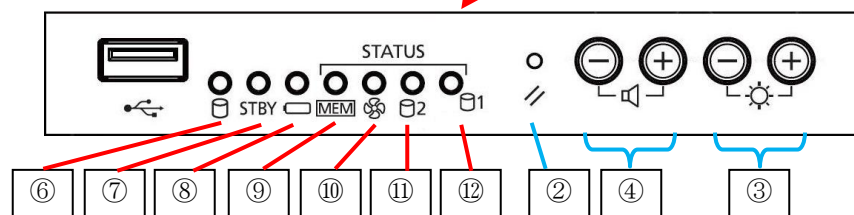
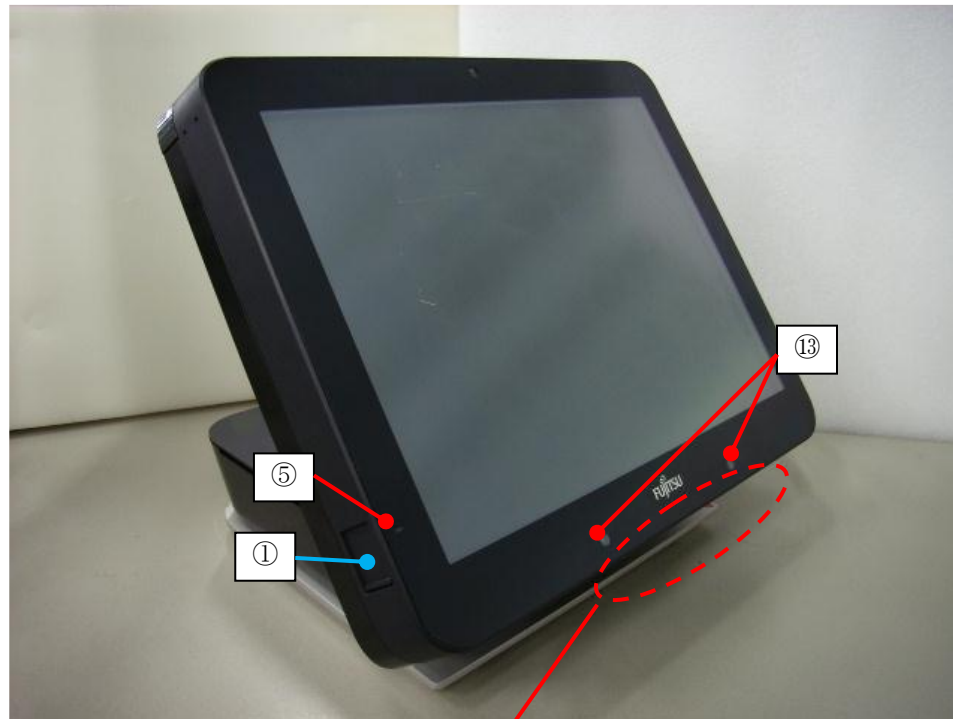
### Caution



- **Always unplug the power cord from the wall socket before relocating the equipment. Remove any cables that are connected. Take great care whenever you move the unit**  
Failure to do so may cause damage to the power cable, presenting a risk of fire or electric shock, or may cause that unit to fall, resulting in injury.

## 1.4 Names and Function

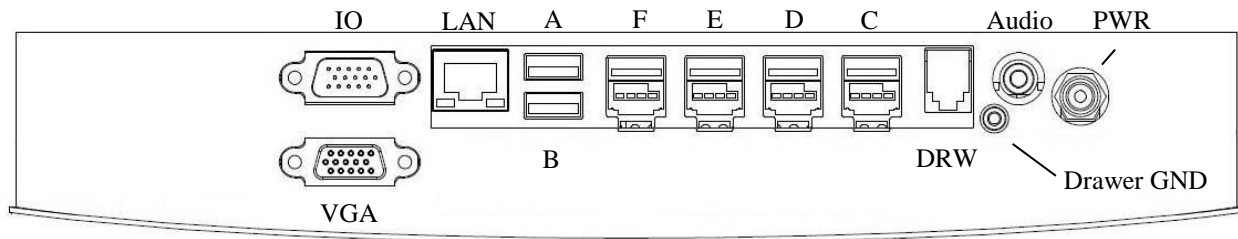
### 1.4.1 Switch and LEDs



No.	Name	Function
1	Power button	Turning the power on/off the system
2	Dump switch	When pushed, output the memory dump and reset the system. <b><u>This switch may corrupt the programs and data on SSD. So, don't use this procedure except in an emergency.</u></b>
3	Volume control button	Up (+) : increase speaker volume Down (-) : decrease speaker volume
4	Brightness control button	Up (+) : increase monitor brightness Down (-) : decrease monitor brightness
5	Power LED	LED turns on when the system is powered
6	Disk access LED	LED turns on when SSD is being accessed.
7	Standby LED	LED turns on when AC power is supplied.
8	Backup LED	LED blinks when the system is running on backup battery. * Backup battery is option.
9	Diagnostic LED (Memory)	LED turns on when system detect the memory error
10	Diagnostic LED (FAN)	LED turns on when system detect the CPU FAN failure
11	Diagnostic LED (Disk[Slave])	LED turns on when system detect the SSD error on port1
12	Diagnostic LED (Disk[Master])	LED turns on when system detect the SSD error on port0
13	Proximity sensor	This sensor can detect the person in front of display

## 1.4.2 Connectors

- Main unit  
The connectors, which located underneath the main unit (monitor) behind the LEDs and buttons, are identified below.

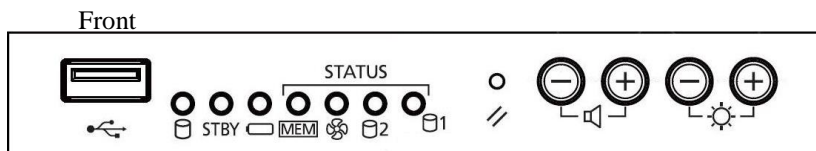


Name.	Usage	Connector	Note
Audio	External speaker *1	Mini jack	
A	Keyboard	USB	
B	Scanner	USB	
C	Printer	Powered USB 24V	
D	- *1	Powered USB 12V	
E	Customer Display (VFD)	Powered USB 12V	
F	Customer Display (LCD)	Powered USB 12V	
LAN	Network connection	RJ-45	
DRW	Cash Drawer	6Pin modular jack	
PWR	DC power jack *2	DC jack	Exclusive use for TeamPoS7000 power supply unit
VGA	Customer Display (LCD)	D-Sub 15pin (Female)	
IO	IO board *2	D-Sub 15pin (Male)	Exclusive use for IO board inside the Base unit

\*1 : There is no POS peripherals of Fujitsu.

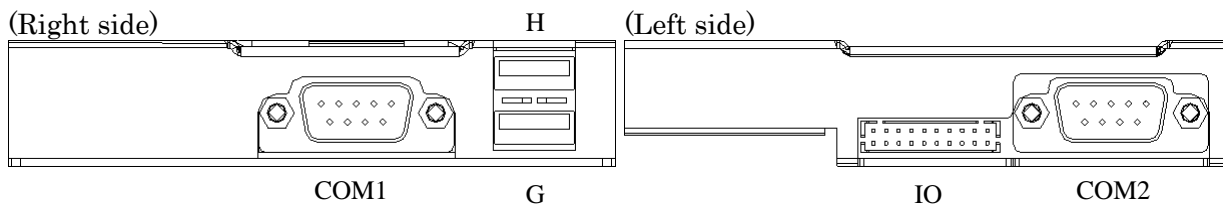
\*2 : Those connectors are exclusive use for TeamPoS7000 A-series. DO NOT connect other unit and cable.

- Operation panel  
One USB connector is located operation panel with LEDs and buttons. This connector is exclusive use for maintenance. Do not use during the POS operation.



Name.	Usage	Connector	Note
Front	Keyboard and mouse	USB	Maintenance use only

- Base unit  
The connectors, which located inside the Base unit.

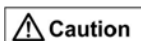


Name.	Usage	Connector	Note
H	- *1	USB	
G			
COM1	- *1	D-Sub 9Pin (Male) [RS232C interface]	
COM2			
IO	IO board *2	Special connector	Exclusive use for TeamPoS7000 Cable connected IO board and Main unit.

\*1 : There is no POS peripherals of Fujitsu.

\*2 : This connector is exclusive use for TeamPoS7000 A-series. DO NOT connect other unit and cable.

## Limited Power Source



- The 24V powered USB port on the terminal does not meet UL limited power source (LPC) requirements. This port is limited to only allowing 24V Retail POS powered USB peripherals that do not exceed a rated current of 0.2 Amps and are provided with a molded plastic Fire Enclosure, Rated Min. 94V-1 or Metal enclosure.
- The 24V Cash Drawer port on the terminal does not meet UL limited power source (LPC) requirements. This port is limited to only allowing 24V Retail POS powered USB peripherals that do not exceed a rated current of 0.2 Amps and are provided with a molded plastic Fire Enclosure, Rated Min. 94V-1 or Metal enclosure.

# Basic Operations

## 2.1 Turning the Power On

If the unit has been off for at least five seconds, take the following steps to power it up.

1. Slide up the power switch cover which is located on the left side of the monitor.



2. Press the power button to start the POS computer.
3. Slide the power switch cover back down to prevent accidentally pressing the power button.

**Note:** *If nothing is displayed on the screen for 10 seconds or more after the power has turned on, verify the following:*

- Is the standby LED lit (see page 5)? If not, the system is not receiving power.
- Is the power circuit active?
- Is the power cord connected to the outlet?
- Was the power turned back on within 5 seconds of being turned off?  
(The power must be not turned back on until at least five seconds after the power has been turned off.)

*If the above checks reveal no abnormalities, contact your support department.*

## 2.2 Turning the Power Off

Make sure that all the work for the day is completed before turning off the power. If the unit is on, take the following steps to shut it off.

- Shut down by the software

Shut down the software (OS: Windows or applications software).

This should turn off the unit.

If shut down by the applications software, please follow the application software prompt.

- Shut down by the power button

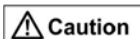
If the unit is still powered up after you have shut down the software, you can shut down by the power button. **This procedure may corrupt the programs and data on SSD. So, don't use this procedure except in an emergency.**

1. Slide up the power switch cover which is located on the left side of the monitor.



2. Press the power button for over 4 seconds to power down the POS computer.

**Note :** *When the power has been disconnected, wait at least 5 seconds before turning it back on.*



Turning the power off while the applications software is operating may corrupt the programs and data on the SSD. Follow the applications software prompts when turning off the power.

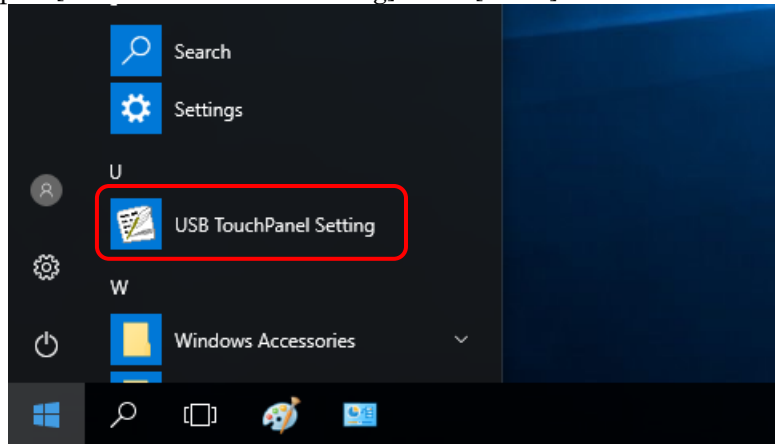


## 2.3 Calibrating the Touch Panel

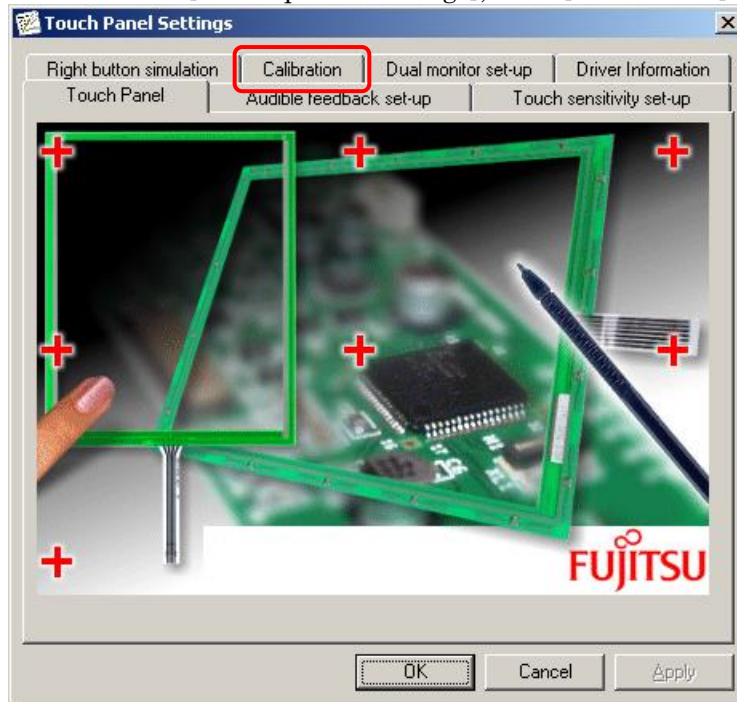
If the cursor does not move to the touched position, please do the calibration.  
You must install the Windows and touch panel driver before calibrating the touch panel.

- Windows10

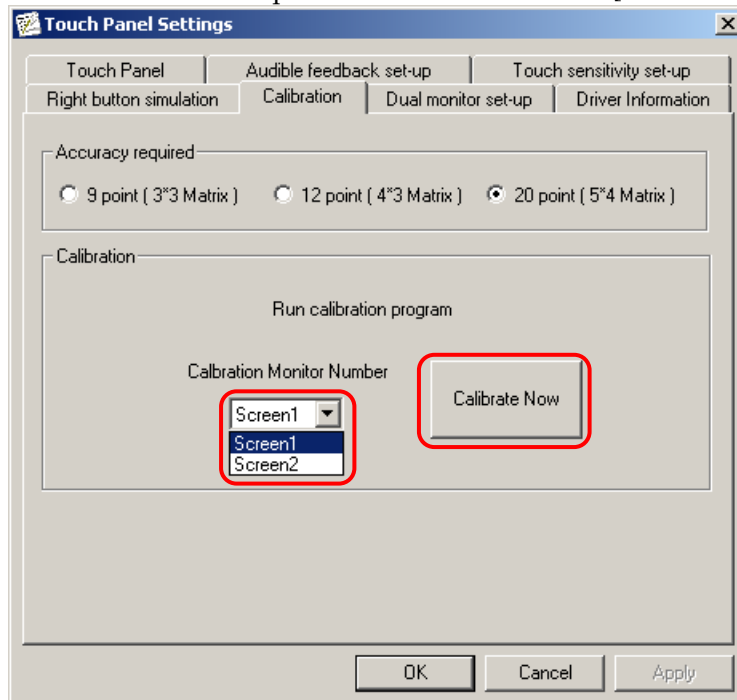
Open [USB TouchPanel Setting] from [Start] menu



1. After run the [Touch panel Settings], click [Calibration].



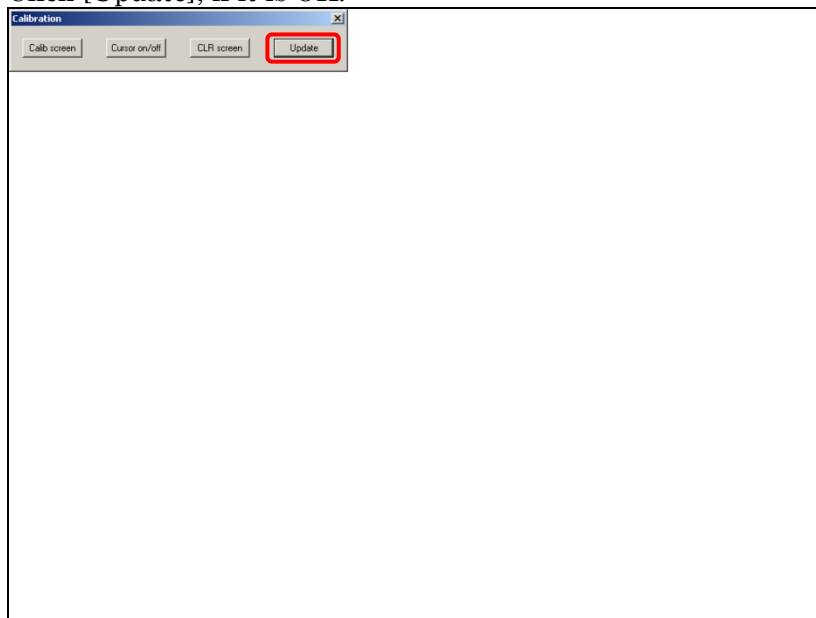
2. Select monitor from pull down menu and click [Calibrate Now].



3. The following screen will be displayed for the calibration of touch panel.  
Touch the target mark on the screen. Then target mark move to the next position, again and again till target mark stop appearing.



4. The following window will be displayed, when the calibration has finished.  
Touch any position except the button, and if the cursor moves to the touched position.  
Click [Update], if it is OK.

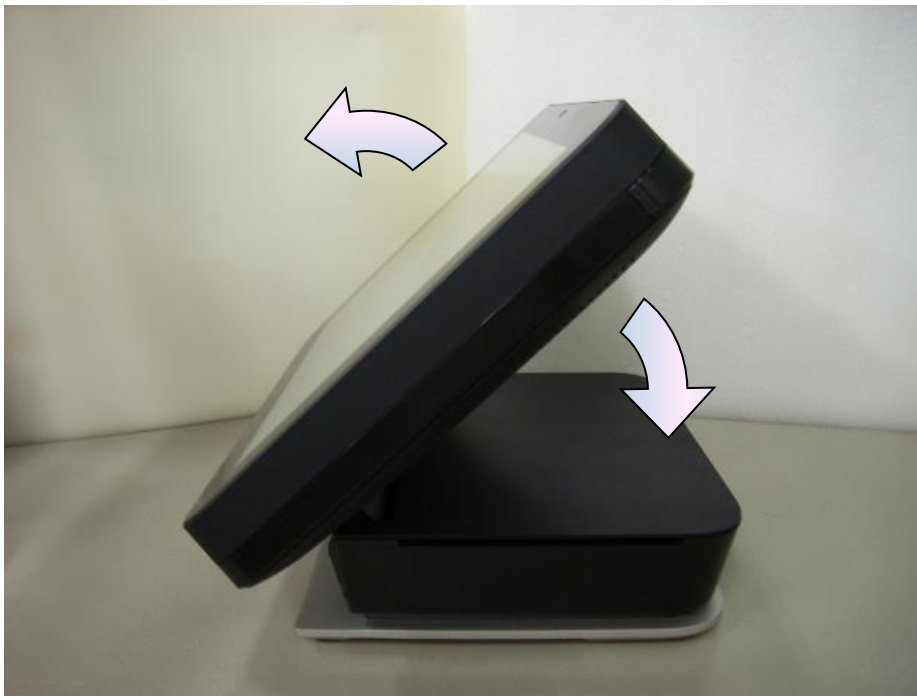


## 2.4 Adjusting the Display

To read the LCD display easily, you can adjust the angle and brightness. Adjust the screen as necessary to suit your store environments.

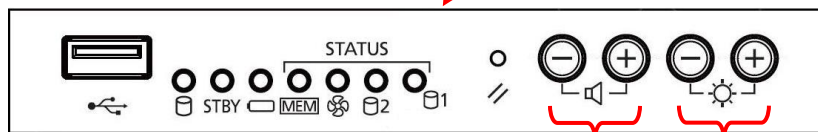
### 2.4.1 Adjusting the Screen Angle

You can adjust the screen angle. Hold the top of the monitor with one hand while steadying base with the other hand. Tilt slowly to the desired angle.



## 2.4.2 Adjusting the Brightness and Volume

Open the panel cover located under the monitor. The location of the panel is shown on page 5.



Brightness control button (Up/Down)

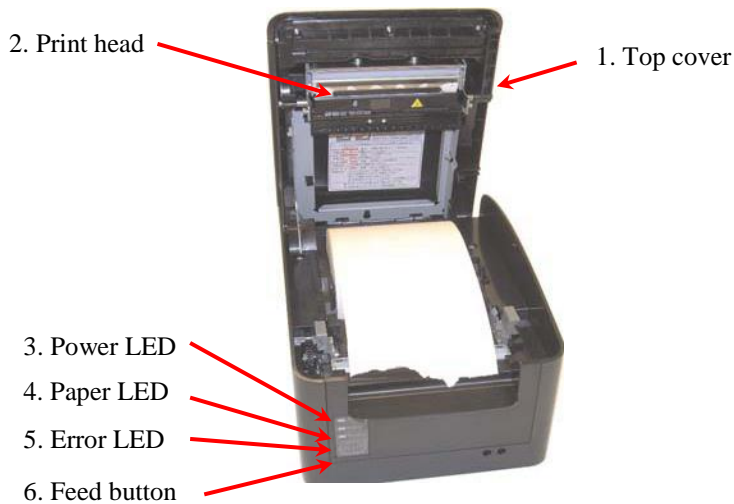
Speaker volume control button (Up/Down)

## 2.5 Peripherals (Option)

### 2.5.1 Single Station Thermal Printer

This section describes the names and functions of the thermal printer components and explains how to open and close the printer cover and load the paper roll. The procedure for loading and removing the paper roll varies depending on whether the paper is being used. Load and remove the receipt paper roll by following the appropriate procedures.

- The names and the functions of each component of the printer unit are described below

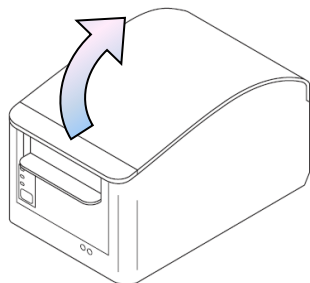


No.	Name	Function
1	Top cover	Open this cover to replace the paper roll
2	Print head	Does the printing
3	Power LED	Lights when power is applied.
4	Paper LED	Lights when the roll is near the end.
5	Error LED	Lights when the top cover is open or when the roll is near the end. Blinks when errors have occurred.
6	Feed button	Press this switch when inserting or advancing the receipt paper roll.

- Paper roll

The paper roll must be located while the power on. To replace the paper roll, you must open the printer top cover.

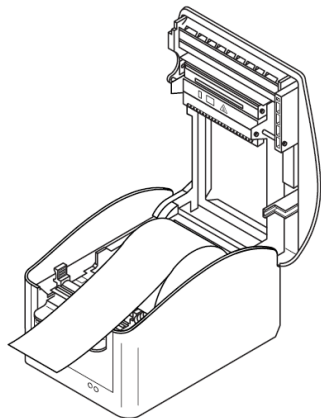
1. Lift the top cover as far as it will go.



**Caution**

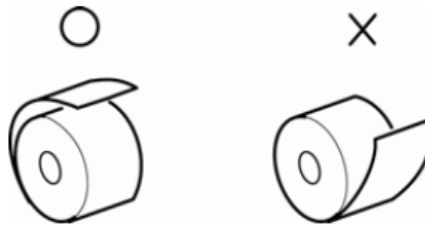
- Do not touch the keyboard and touch panel while replacing the paper roll. Otherwise, the printer may operate and catch your clothing or hair.
- Immediately after printing, the print head is very hot. To prevent burns, allow the printer sufficient time to cool before replacing the paper roll.

2. Remove the original paper roll or core.
3. Load the paper roll. Gently drop the paper roll into the paper holder and make sure that the end of the paper faces down.

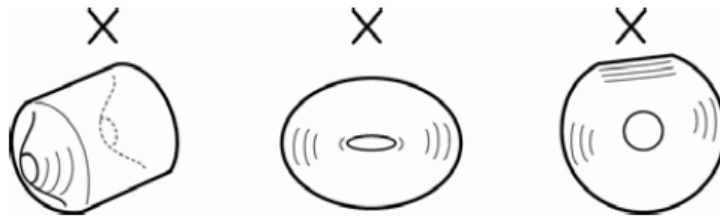


**Note :**

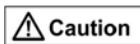
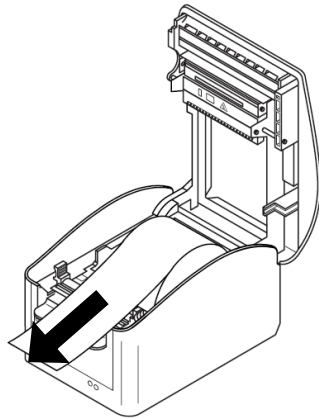
- Load the roll paper with the paper end facing down, as shown in the figure below.



- Do not use damaged or deformed roll paper. Using paper like that shown below may cause a failure.



4. Pull the paper out so that it runs straight, then close the top cover. It should click into place.



Do not move the paper guides.



## 2.5.2 Customer display

- Customer display (LCD)

The customer display (LCD) is mounted behind the LCD display. It displays transaction information and advertisement information to the customer. The LCD can be swiveled and also be tilted backwards and forwards.



- Customer display (VFD)

The customer display is mounted behind the LCD display. It displays transaction information to the customer. The pole type VFD can be swiveled through approximately 300 degrees. The display can also be tilted backwards and forwards. Rear top type VFD located on top of AIO can be tilted backwards and forwards.

- Pole type



- Rear top type

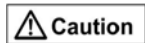


## 2.5.3 Magnetic Stripe Reader (MSR)

The magnetic stripe reader (MSR) reads information written on the magnetic stripe of a magnetic card. The MSR is incorporated into each keyboard unit.

**Note :**

- Use only the specified MSR
- Keep magnetic stripe clean. If a magnetic stripe is contaminated with dust, oil or water, this may cause an error, result in a magnetic head fault, or degrade the performance of the magnetic head.
- Do not lubricate the magnetic card reader.
- If anything falls into the slot, use tweezers to remove it.



**Data corruption :**

Do not expose the MSR to strong magnetic fields, otherwise the data may be lost.

1. Slide a magnetic card through the slot on the right side. Hold the card lightly, and slide it in the slot on the right side, paying attention to the direction of the arrow.
2. Move the magnetic stripe card in the direction of the arrow. Move the magnetic card from the far end of the slot to the front.



**Note :**

*The MSR reader may not be able to read the magnetic stripe card correctly if the movement of the card is stopped midway, if the card is not moved at a constant speed, or if the card is not moved parallel to the slot.*

3. Move the magnetic stripe card to the front of the slot and then remove it. When the magnetic stripe card is read correctly, a confirmation beep sound.



**Note :**

*If multiple beeps sound, retry the operation.*

## 2.5.4 Cash Drawer

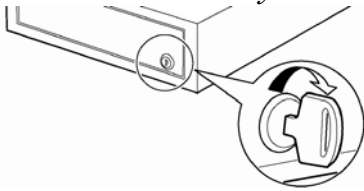
- Opening and closing the drawer

The drawer normally opens according to keyboard operation, for example, when the Total key is pressed. However, if you wish to open the drawer in an emergency such as during a power failure or when the unit is not powered, use the drawer key.

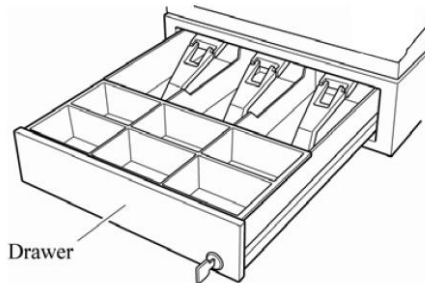
- To open the drawer, insert the drawer key into the keyhole and turn the key clockwise.
- When you shut the drawer, the lock engages again.
- Push the drawer to close it.

### Note :

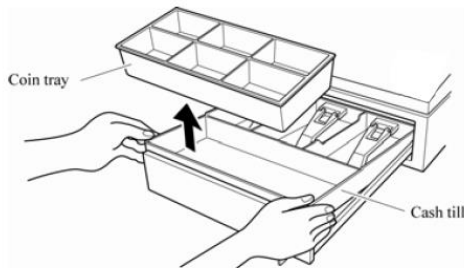
*No records are entered into the journal when the drawer is opened using the drawer key. It is recommended that you use the drawer key only in emergencies.*



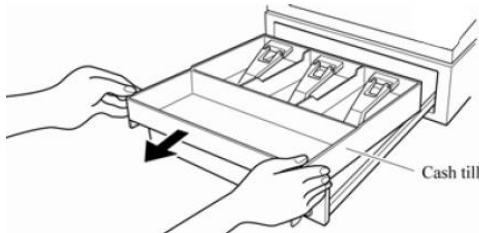
- Inserting and removing till from drawer
  1. Open the cash drawer and pull it out completely.



2. Lift the till. Remove the coin tray first. Then, hold both sides of the cash till and lift it.



3. Lift the cash till and pull it out towards you.



To insert the each cash till into the drawer, open the drawer completely. Then, perform the above steps in the reverse order.

# Daily Maintenance

This chapter describes how to clean this product.

## 3.1 Cleaning the Product

The following cleaning operations must be performed every week.

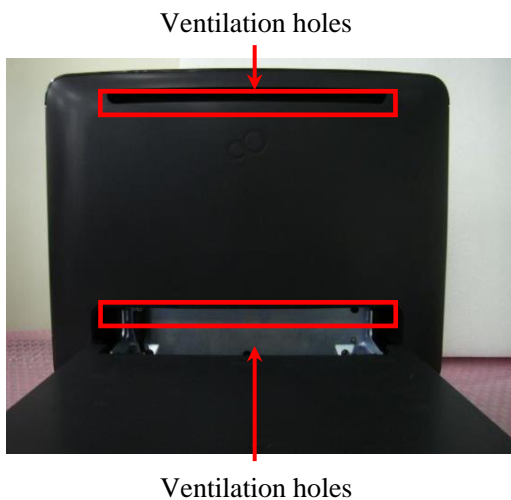
Note :

*Observe the following cautions when cleaning this product.*

- *Switch off this product before cleaning.*
- *Do not use a wet or chemically treated cloth or volatile chemicals such as paint thinner to clean the equipment. Doing so may cause a malfunction.*

### 3.1.1 Cleaning the Main Unit

Wipe the surface with a soft cloth such as gauze that has been moistened with neutral detergent. Following show the ventilation holes of TeamPoS7000 model A240/A340. These holes must be kept clean to prevent internal temperature to be hot.



### 3.1.2 Cleaning the Display

Wipe the surface with a soft cloth such as gauze that has been moistened with neutral detergent.

### 3.1.3 Cleaning the Magnetic Stripe Reader

The read head of the magnetic card reader can become severely soiled with use. If you continue to use a magnetic card reader with a dirty read head, the reader may fail to read data correctly. Clean the read head at regular intervals (about once every two months).

Use a cleaning card to clean the head. Using the same procedure as that for reading a magnetic card, slide the cleaning card through the reader four to five times for each side. Note that the magnetic card reader is optional.

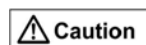
**Note :**

*Use of the Fujitsu cleaning card (Product number D99L-1001-0060) is recommended.*

### 3.1.4 Cleaning the Printer

Clean the printer at regular intervals (roughly about once every six months). If not kept clean, paper debris and dust is likely to accumulate, which is likely to degrade the print quality and/or cause paper jams.

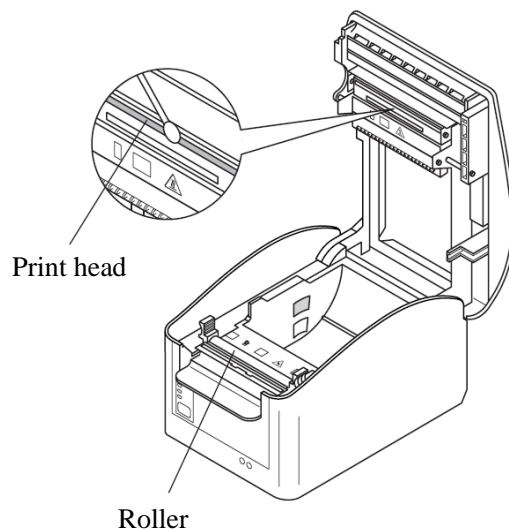
To clean the printer, remove the printer head cover (See next page - cleaning the print head and the roller) and remove any debris in the printer.



Do not touch the print head immediately after printing. Allow it to cool before attempting to clean it.

- Cleaning the print head and roller

Use a wet cloth with alcohol (ethyl alcohol) or a light cleaning solution which is squeezed tightly, or just use a dry cloth. Do not allow any liquids to enter the device in order to prevent damage occurring to the device when you use cleaning liquid and do not use volatile materials such as thinner or benzene because such materials may cause corrosion or remove color from the frame.



# Troubleshooting

This chapter provides information needed for troubleshooting and explains how to clear paper jams. Read this chapter if you notice abnormalities with the unit.

If you suspect that the unit is faulty, contact your support department.

## 4.1 Trouble shooting

A symptom that appears to indicate a failure, may not actually be a failure. In such a case, refer to the applicable part of the following table to identify the true cause of the problem. If an error message appears on the operator display, refer to the operation manual or the specifications of the application package being used.

Symptom	Common Causes	Check the followings :
The unit cannot be turned on.	<ul style="list-style-type: none"> <li>• The unit is not plugged in.</li> <li>• The main circuit breaker for the power outlet is off</li> <li>• Power failure</li> </ul>	Check the power is turned on. <ul style="list-style-type: none"> <li>• AC outlet</li> <li>• Main circuit breaker</li> </ul>
No display appears on the screen or the screen is dark. (LCD Unit)	<ul style="list-style-type: none"> <li>• The brightness control is set incorrectly.</li> </ul>	Adjust the brightness control.
The speaker sound volume is too low or no sound can be heard.	<ul style="list-style-type: none"> <li>• The speaker sound volume is set incorrectly</li> </ul>	Adjust the speaker volume control.

## 4.2 Trouble shooting for printer

Symptom	Common Causes	Check the followings :
Printed characters are faint The paper is soiled Printing is disabled Printing is smudged	<ul style="list-style-type: none"> <li>The print head is dirty.</li> <li>The print head has reached the end of its service life.</li> <li>The paper being used is not of the specified type.</li> </ul>	Clean the print head. Use the paper of the specified type. Replace the print head.
An abnormal sound is heard or a paper jam occurs during printing.	<ul style="list-style-type: none"> <li>Foreign objects such as paper debris or paper clips have fallen inside the printer.</li> </ul>	Check the inside of the printer for paper debris or paper clips.
The printer fails to operate.	<ul style="list-style-type: none"> <li>The top cover is opened.</li> </ul>	Check and close the top cover.
Turns on the error LED on the printer	<ul style="list-style-type: none"> <li>The top cover is opened</li> <li>Paper jam is happened</li> </ul>	Close the top cover Remove the jammed paper

### • Paper Jams

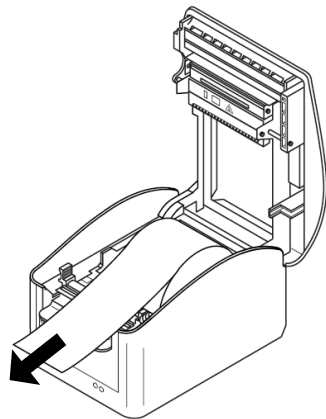
If the receipt paper roll jams, open the head cover and remove the paper roll. Be careful not to touch the print head.



- Immediately after printing, the print head is very hot. To prevent burns, allow the printer sufficient time to cool before replacing the paper roll.
- Do not touch the touch panel and keyboard while replacing the paper roll. Otherwise, the printer may operate and catch your clothing or hair.

### Note :

To prevent paper jams, do not hold or pull the paper while it is being fed. In particular, note that if the receipt paper roll is pulled out before it is cut, a paper jam will occur easily.



- **Paper Jams Frequently**

If a paper jam occurs frequently, check the points listed below.

If any components are found to have been set incorrectly, adjust them and, if staining or paper debris is found inside the printer, clean the printer.

- Is the specified type of receipt roll paper being used in the printer?
- Is the receipt roll paper set correctly?
- Is the top cover locked?
- Is the print head set correctly?
- Is there any paper debris in the printer?

If a paper jam still occurs even after the above items have been checked, contact your support department.



# 5

## Appendix

### 5.1 System Configurations

The *TeamPoS* 7000 system can be configured with several optional units, which can be selected in accordance with the style and the scale of the store operation.

Check that you have received the components and accessories that you ordered.

<b>TeamPoS 7000 A-Series</b>		<b>Model A240</b>	<b>Model A340</b>
Main unit	CPU	Intel® Celeron® Processor G3930TE (2.70GHz)	Intel® Core™ i3-7101TE Processor (3.40GHz)
	Supported OS	Windows® 10 IoT Enterprise LTSC 2019 (64bit)	
	Memory	4GB (Max. 32GB) DDR4 SO-DIMM slot x2 (1 open)	
	Storage	SSD: 128GB x1 (1 open) 2.5" SATA x2, RAID 1 support	
	Operator Display	15" XGA TFT color LCD with touch screen (Team Touch), Integrated Proximity Sensor Option: Integrated Camera/Mic	
	I/O Basic	USB x3, PUSB(12V) x3, PUSB(24V) x1, VGA x1, LAN x1, Cash Drawer(RJ-12) x1, Line out x1	
	I/O Interface (in Base unit)	RS232C(D-sub 9 pin) x2, USB x2	
	LAN	10 BASE-T/100 BASE-TX/1000 BASE-T, Wake on LAN support	
	Power Supply	AC power brick (19V, 108W), 100-240V, 50/60Hz Power efficiency: More than 87%	
	Cooling	Fan	
	Color	Ocean Black or Royal White	
	Dimensions	377 (W) x 304 (D) x 329 (H) mm (w/ Base unit, LCD tilt 90° )	
	Weight	10kg	

TeamPoS 7000 A-Series				Model A240	Model A340
Peripherals (Options)	Customer Display	LCD		12.1" SVGA TFT color LCD or 12.1" SVGA TFT color LCD with touch screen (Team Touch) or 15" XGA TFT color LCD or 15" XGA TFT color LCD with touch screen (Team Touch) Factory Option: Integrated Proximity Sensor, Integrated Camera/Mic	
		VFD	Standard	ANK (20 digits x 2 lines) or Graphic (16 digits x 3 lines)	
			Small	ANK (20 digits x 2 lines) or Graphic (16 digits x 3 lines)	
	1 Station Thermal Printer		Paper width: 58 mm and 80 mm, Printing speed: 300 mm/sec.		
	TeamKey		40 keys with MSR (ISO 1/2/3)		
	TeamMSR		ISO 1/2/3		
	Touch Scanner		CCD Touch Scanner JAN/EAN-13/8, UPC-A/E, NW-7, CODE39, CODE128, ITF, GS1 DataBar Readable barcode width; Up to 65 mm (including left and right margin)		
	Cash Drawer	Standard Type		5 bill compartments, 6 coin compartment with media slot	
		Compact Type		3 bill compartments, 6 coin compartment with media slot	

\* Product specifications are subject to change without notice.  
All data is based on internal testing, and results may vary with the conditions.

## 5.2 Supplies

Always use Fujitsu supplies as they are designed specifically for use with the unit. Order Fujitsu supplies to the Fujitsu maintenance engineer or through Fujitsu dealer. The supplies required for the equipment are listed below.

### Warning

Use only the Fujitsu-specified supplies listed below for this product. If any other supplies are used, personal injury or damage to the user assets may result.

Product Name	Specification	Comments:
POS-C thermal roll paper	CA92002-014X	80mm x 80mm (dia.) for the thermal printer
Cleaning card for the magnetic card reader	D99L-1001-0060	Replace the cleaning card with a new one if the one being used appears stained.

### Note :

*If non-Fujitsu products are used, the component life may shorten or a failure may occur.*

## 5.3 Components with a limited service life

The table below lists those components with a limited service life together with their service life.

Limited service life components	Service life	Comments:
SSD	5 years	
CPU FAN	30,000 hours	
LCD panel	60,000 hours	Backlight brightness is reduced to half.
Touch panel	35 million operations	
Power supply unit	5 years	
VFD (ANK/Graphic)	30,000 hours	Brightness is reduced to half.
Printer head	150 km	When using Fujitsu-specified paper
Printer cutter	2.0 million operations	When using Fujitsu-specified paper
Magnetic stripe reader	300,000 passes	
Keyboard	8 million operations	
Drawer	500,000 operations	

Environment conditions : Unit ambient environment is 25 degree C.

## 5.4 Paper specifications for printer

### 5.4.1 Specifications of thermal paper

Here are the genuine paper specifications. Substances which damage the thermal head or the cutter might be included in a paper other than the genuine one. Failures such as a head breaking, a cutter trouble, or platen worn if you use a paper which is not genuine. Be sure to use a recommended (genuine) paper.

If you use a paper other than the recommended one, be sure to use one which meets the specifications below. If you use a paper which does not meet the specifications, the failures below might occur. When a failure occurs due to a paper which is not the recommended one, it takes cost and time for investigating the paper.

Specifications for printing paper			Harmful effect of other papers
Characteristics of paper	Weighing capacity	51 to 67 g/m <sup>2</sup>	Misprint and misfeed
	Thickness	65 to 83μm	cutting error and misfeed
	Tensile strength longways/widthways	2.0/1.0 KN/m or more	Jamming
	Tear strength longways/widthways	180/220 mN or more	
	Smoothness	200 to 250 sec	Fading
	Brightness	80% or more	-
Durability *1	Normal durability type	5 years or more	Deterioration of durability before and after printing
	Normal durability type	7 years or more	
	High durability type	10 years or more	
Sensitivity *2	Sensitivity		Fading
	0.2 mj/Dot	0.37 D or more	
	0.3 mj/Dot	1.00 D or more	

\*1 : Durability

The durability in the common temperature and humidity (25 degrees, 60% RH or less) and dark place.

\*2 : Sensitivity

D: OD value measured by Macbeth Color Checker

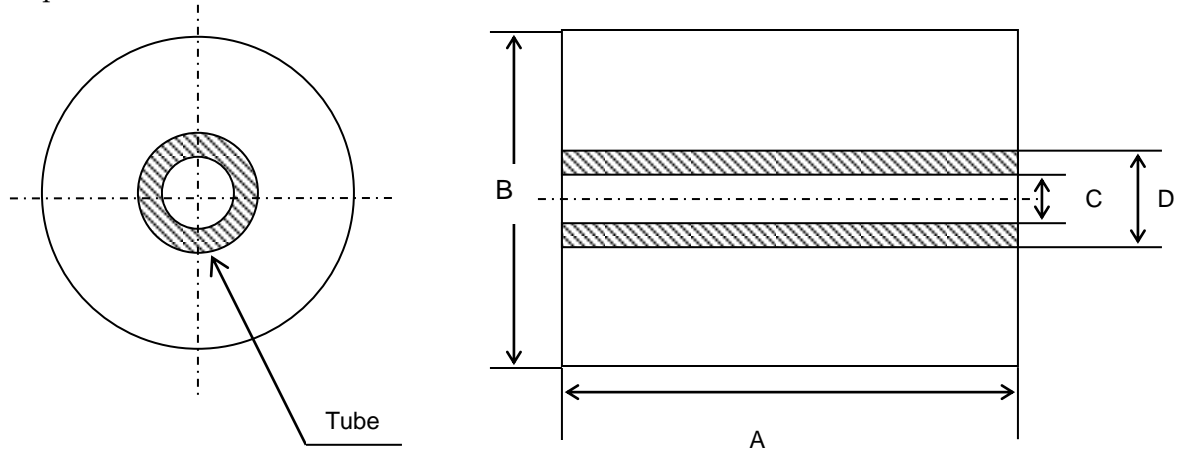
## 5.4.2 Specifications of roll paper

Here are the specifications of roll paper used by the thermal printer such as the print area.

**Note:**

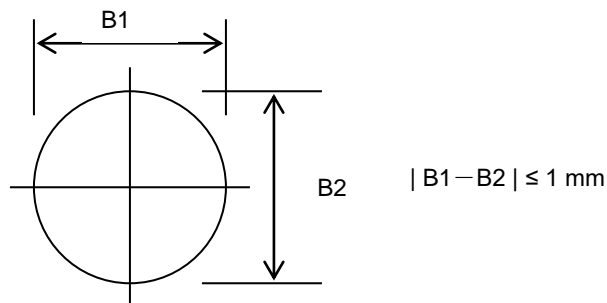
*If you use a paper which is not the genuine one, confirm that the paper meets not only the paper specification but also the other specifications such as the paper size.*

1. Paper size

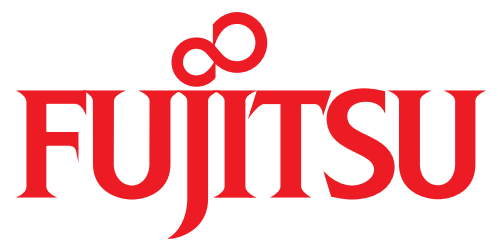


Position	Size (58mm)	Size (80mm)
With or without a tube	With	With
A (mm)	58 (+0/-1.0)	80 (+0/-1.0)
B (mm)	$\phi 82 \pm 0.5$ or less	$\phi 82 \pm 0.5$ or less
C (mm)	$\phi 12 (+0.5/-0)$	$\phi 12 (+0.5/-0)$
D (mm)	$\phi 18 (+0.5/-0)$ or less	$\phi 18 (+0.5/-0)$ or less
Thickness	65 to 83 $\mu$ m	65 to 83 $\mu$ m
Weighing capacity	51 to 67 g/m <sup>2</sup>	51 to 67 g/m <sup>2</sup>

2. External diameter deformation amount of roll paper



3. Rolling the paper  
The paper must be rolled uniformly-flat with the printing surface facing outward, without a loose or a distortion. Without a seam joint or a perforation because it makes a paper jam.
4. Start of rolling  
The start of the rolling must not be attached to the tube.
5. End of rolling  
The end of the rolling is not specified, it must, however, be taped without a loose.
6. Rolling side  
There must not be a scratch, a ruck, a dent, a deformation, or dirt on the rolling side.
7. End mark  
A red end mark of 5 to 10 mm must be put at approx. 2 meters from the start of rolling on the paper side.
8. Surface finishing  
There must not be uneven coating, a dust, a pinhole, or a ruck. There must not be a scrap which wears out the thermal head or degrades the printing.



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