# Series-9 Kiosk
## Installation Guide

## Notice

Document Number: 109065
Revision: C

# Operational Safety Information

## WARNING AND CAUTION SYMBOLS

The following Warning and Caution symbols are used throughout this manual:

| ⚠ **CAUTION** | Cautions alert you to the potential for equipment damage. |
| ⚠ **WARNING** | Warnings alert you to possible safety risks. |

## General Safety Information

This kiosk is intended for indoor use only.

All service procedures should be performed by properly trained and qualified service personnel.

Any on-site assembly needed during the installation process must be performed by properly trained and qualified service personnel.

The kiosk must be connected to a properly grounded and appropriately rated AC receptacle using the supplied cord set.

The kiosk must be bolted in place using the (4) supplied anchor bolts. See Chapter 4 Installation for details.

The socket-outlet powering this equipment shall be installed near to the equipment and be easily accessible.

The kiosk must be properly shut down and then disconnected from the AC power supply before connecting signal cables to a host computer.

This kiosk is suitable for connection to IT power systems.

## SYMBOLES D'AVERTISSEMENT ET DE MISE EN GARDE

Les symboles d'avertissement et de mise en garde suivants sont utilisés tout au long de ce manuel :

| ⚠ **Mise En Garde** | Les mises en garde vous alertent des risques de dommages matériels. |
|---|---|
| ⚠ **AVERTISSMENT** | Les avertissements yours alertent des resques de sécurité possible. |

## Consignes générales de sécurité.

Ce kiosque est destiné à un usage intérieur seulement.

Toutes les procédures d'entretien doivent être effectuées par du personnel d'entretien dûment formé et qualifié.

Tout montage sur site requis pendant le processus d'installation doit être effectué par un personnel de service qualifié et dûment formé.

Le kiosque doit être connecté à une prise secteur correctement mise à la terre et de calibre approprié à l'aide du cordon fourni.

Le kiosque doit être boulonné en place à l'aide des (4) boulons d'ancrage fournis. Voir le chapitre 4 Installation pour plus de détails.

La prise de courant qui alimente cet équipement doit être installée à proximité de l'équipement et être facilement accessible.

Le kiosque doit être correctement éteint, puis déconnecté de l'alimentation secteur avant de connecter les câbles de signal à un ordinateur hôte.

Ce kiosque est approprié pour la connexion à des systèmes d'alimentation informatique.

# FCC Statement

<div>

⚠ **CAUTION**    This kiosk contains sensitive electronic components that could be damaged if exposed to excessive force.

⚠ **CAUTION**    Use only factory-approved consumables and cleaning kits. Uses of any non-approved supplies could permanently damage the kiosk and may void your warranty.

</div>

This equipment has been evaluated and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of the equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at their own expense.

This Class A digital apparatus complies with Canadian ICES-003.

## Déclaration FCC

⚠️ **Mise En Garde**

Ce kiosque contient des composants électroniques sensibles qui pourraient être endommagés s'ils étaient exposés à une force excessive.

⚠️ **Mise En Garde**

N'utilisez que des produits consommables et des kits de nettoyage approuvés en usine. L'utilisation de fournitures non approuvées pourrait endommager le kiosque de façon permanente et annuler votre garantie.

Cet équipement a été testé et déclaré conforme aux limites d'un appareil numérique de classe A, conformément à la partie 15 des règles de la FCC. Ces limites sont conçues pour fournir une protection raisonnable contre les interférences nuisibles lorsque l'équipement est utilisé dans un environnement commercial. Cet équipement génère, utilise et peut émettre de l'énergie radiofréquence et, s'il n'est pas installé et utilisé conformément au manuel d'instructions, peut causer des interférences nuisibles aux communications radio. L'utilisation de l'équipement dans une zone résidentielle est susceptible de causer des interférences nuisibles, auquel cas l'utilisateur devra corriger ces interférences à ses propres frais.

Cetappareilnumérique de la classe A estconforme à la norme NMB-003 du Canada.

## Important Laser Safety Notice

The laser barcode reader employed in this kiosk complies with US CFR1040.10 and 1040.11 except for deviations pursuant to Laser Notice No. 50 dated June 24, 2007, and EN60825-1:1994+A1:2002+A2:2001 and IEC60825-1:1993+A1:1997+A2:2001.

Any changes or modifications to Source Technologies equipment, not expressly approved by Source Technologies, could void the user's authority to operate the equipment.

| ⚠ **WARNING** | Use of controls, adjustments, or performance of procedures other than those specified herein may result in hazardous laser light exposure. |
|---|---|

## Avis Important Sur La Sécurité Du Laser

Le lecteur de codes à barres laser en option utilisé dans ce kiosque est conforme aux normes des États-Unis CFR 1040.10 et 1040.11, à l'exception des dérogations prévues par l'avis laser n.° 50 du 24 juin 2007 et les normes EN60825-1:1994+A1:2002+A2:2001 et IEC60825-1:1993+A1:1997+A2:2001.

Tout changement ou modification à l'équipement Source Technologies non expressément approuvé par cette dernière pourrait annuler le droit de l'utilisateur d'utiliser l'équipement.

| ⚠ **AVERTISSEMENT** | L'utilisation de commandes, de réglages ou de procédures autres que ceux spécifiés dans le présent document peut entraîner une exposition dangereuse à la lumière laser. |
|---|---|

## Important Battery Safety Notice

| | |
|---|---|
| ⚠ WARNING | Risk of explosion if the motherboard battery is replaced by an incorrect type. Dispose of used batteries according to the battery manufacturer's instructions. |
| ⚠ CAUTION | Source Technologies does not consider the battery a user- replaceable item. Battery replacement should only be performed by a Source Technologies' authorized repair technician at an authorized repair facility. Any attempt to replace the battery by a non-authorized technician may damage the device and void the manufacturer's warranty. For more information, please contact Technical Support. |

## Avis Important De Sécurité De La Batterie

| | |
|---|---|
| ⚠ AVERTISSMENT | Risque d'explosion si la batterie de la carte mère est remplacée par un mauvais type. Jetez les piles usagées conformément aux instructions du fabricant de la batterie. |
| ⚠ Mise En Garde | Source Technologies ne considère pas la batterie comme un élément remplaçable par l'utilisateur. Le remplacement des piles ne doit être effectué que par un technicien de réparation autorisé de Source Technologies dans un atelier de réparation agréé. Toute tentative de remplacement de la pile par un technicien non autorisé peut endommager l'appareil et annuler la garantie du fabricant. Pour plus d'informations, veuillez contacter le service d'assistance technique. |

# TABLE OF CONTENTS

# CHAPTER 1 – PRODUCT OVERVIEW

## Kiosk Description

Source Technologies latest kiosk design is an industry game changer for financial institutions and self-service solutions. We have designed more capabilities offered by any manufacturer to date. At just over 2 square feet, this self-service bill pay is an excellent choice for maximizing space and can be placed almost anywhere in the store with no construction needed.

Note: UL291 and 24hr safe units are 3.5 square feet.

When paired with our software, the Series-9 Kiosk from Source Technologies communicates directly with back-end systems, enabling clients to conduct business their way.
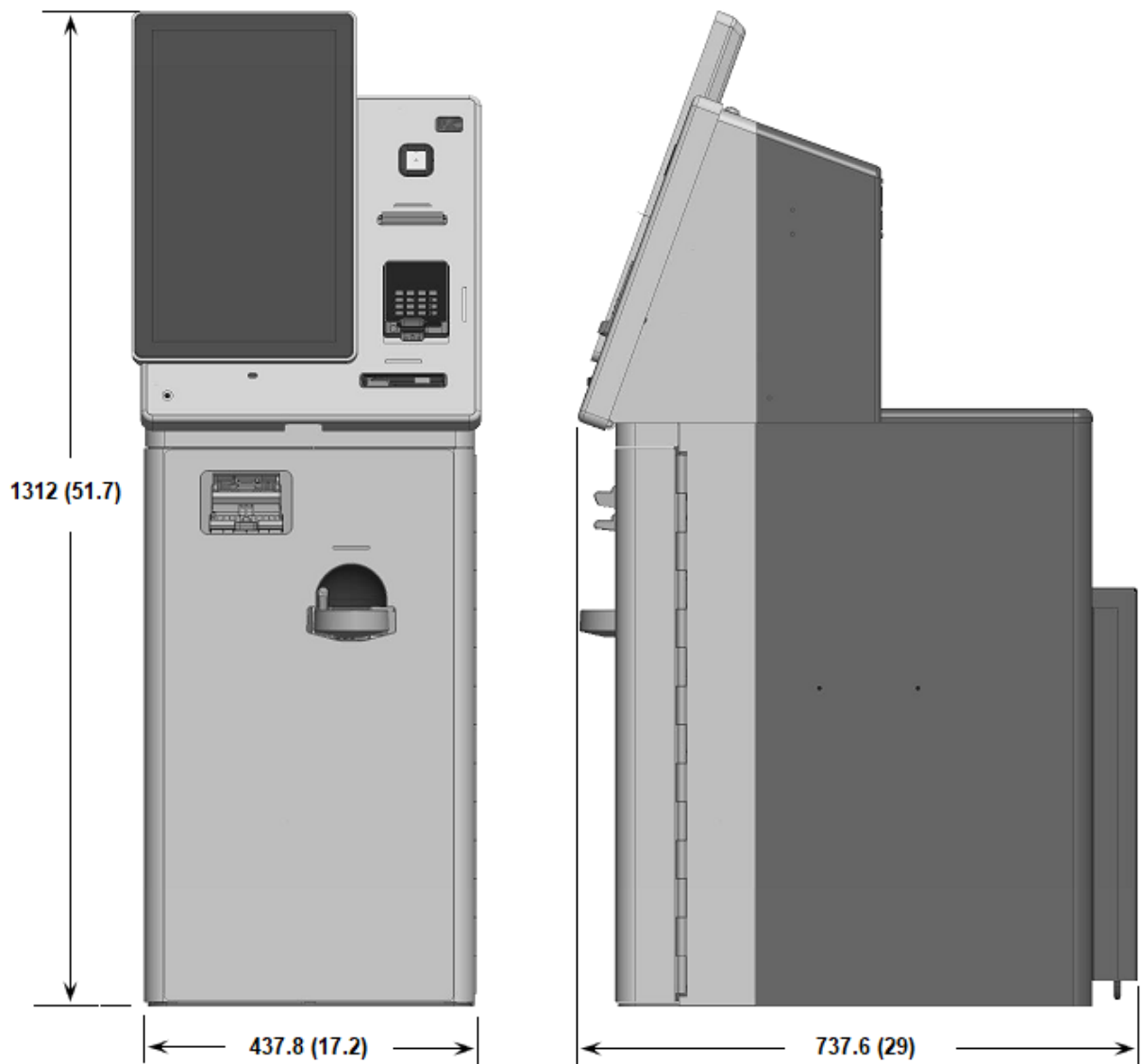
## Overall Kiosk Dimensions

Dimension units: mm (inches)

456.2 (18.0)

400 (15.75)

1312 (51.7)

437.8 (17.2)
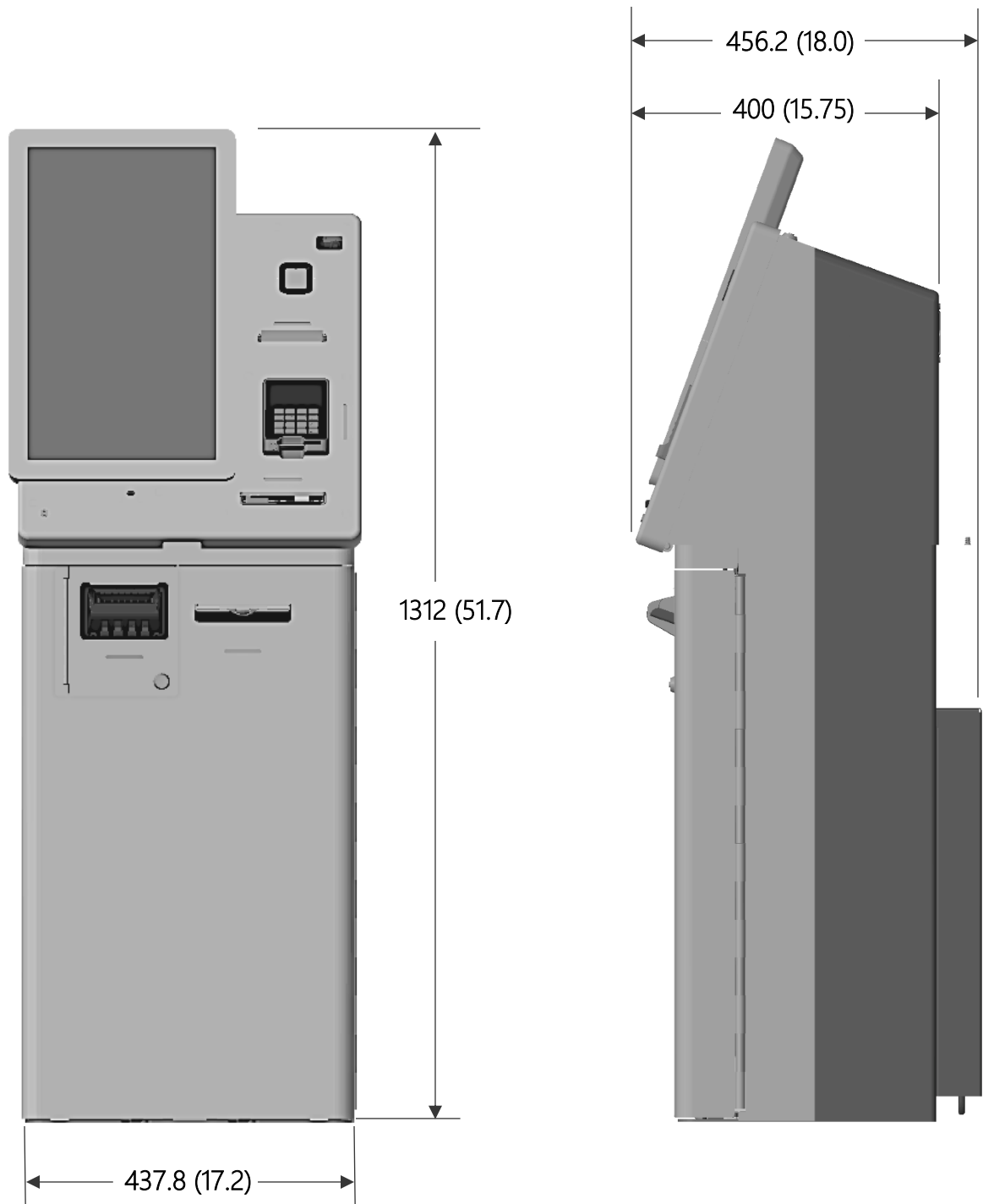
## Overall Kiosk Dimensions UL291and 24hr safe units
Dimension units: mm (inches)

1312 (51.7)

437.8 (17.2)

737.6 (29)
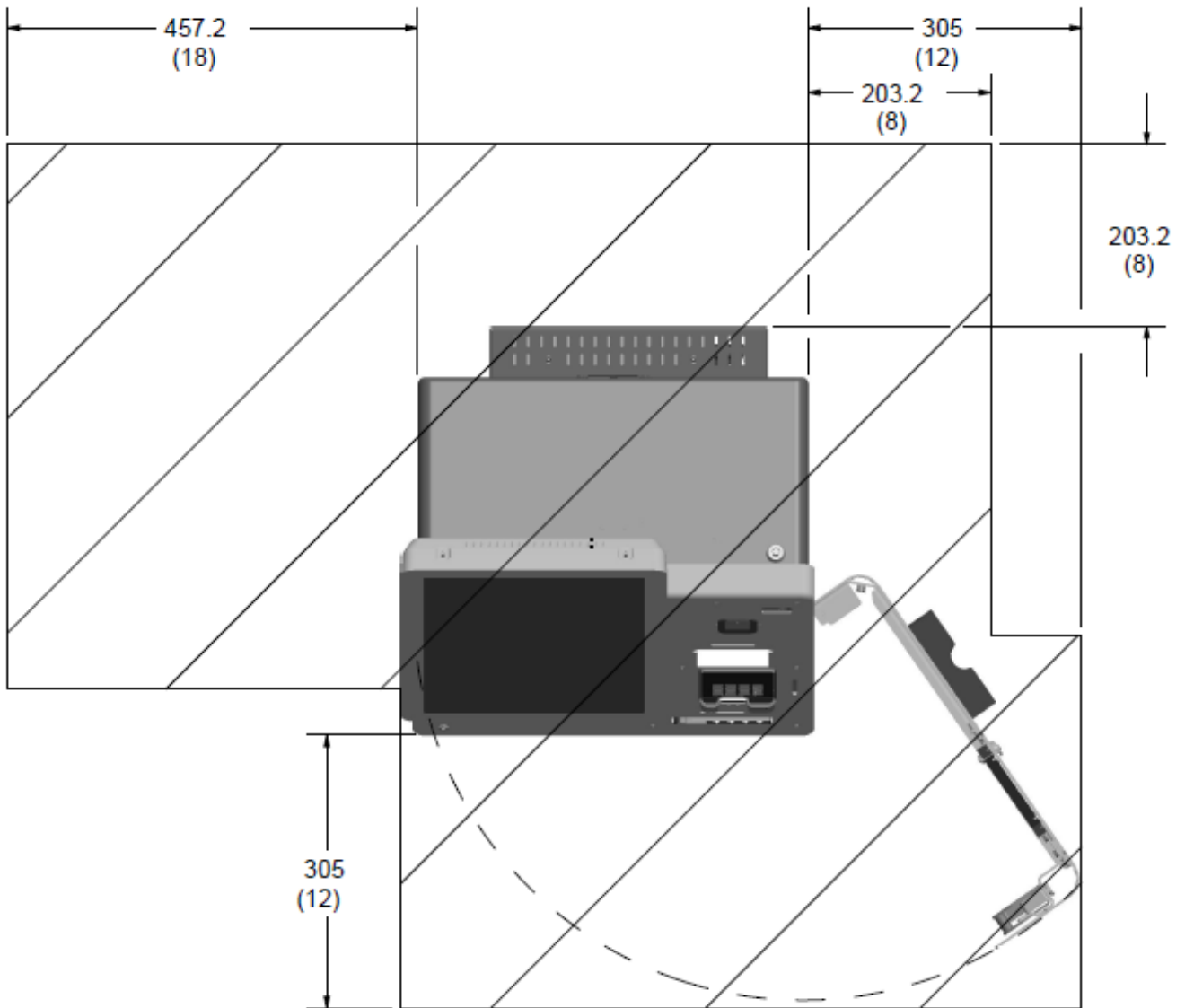
## Installation Clearance Requirements

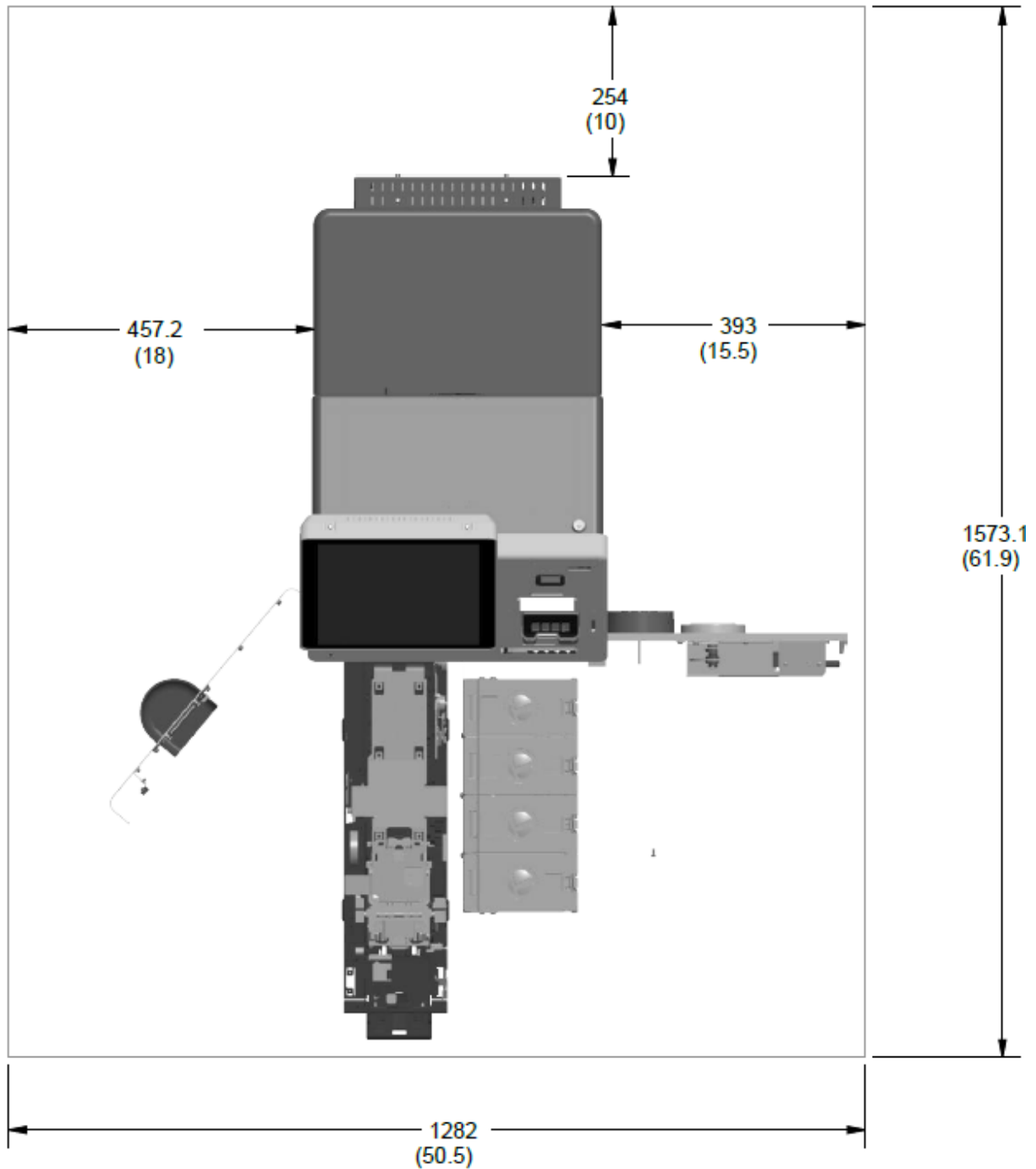Floor clearance for kiosk service (units with optional UPS)
Dimension units: mm (inches)

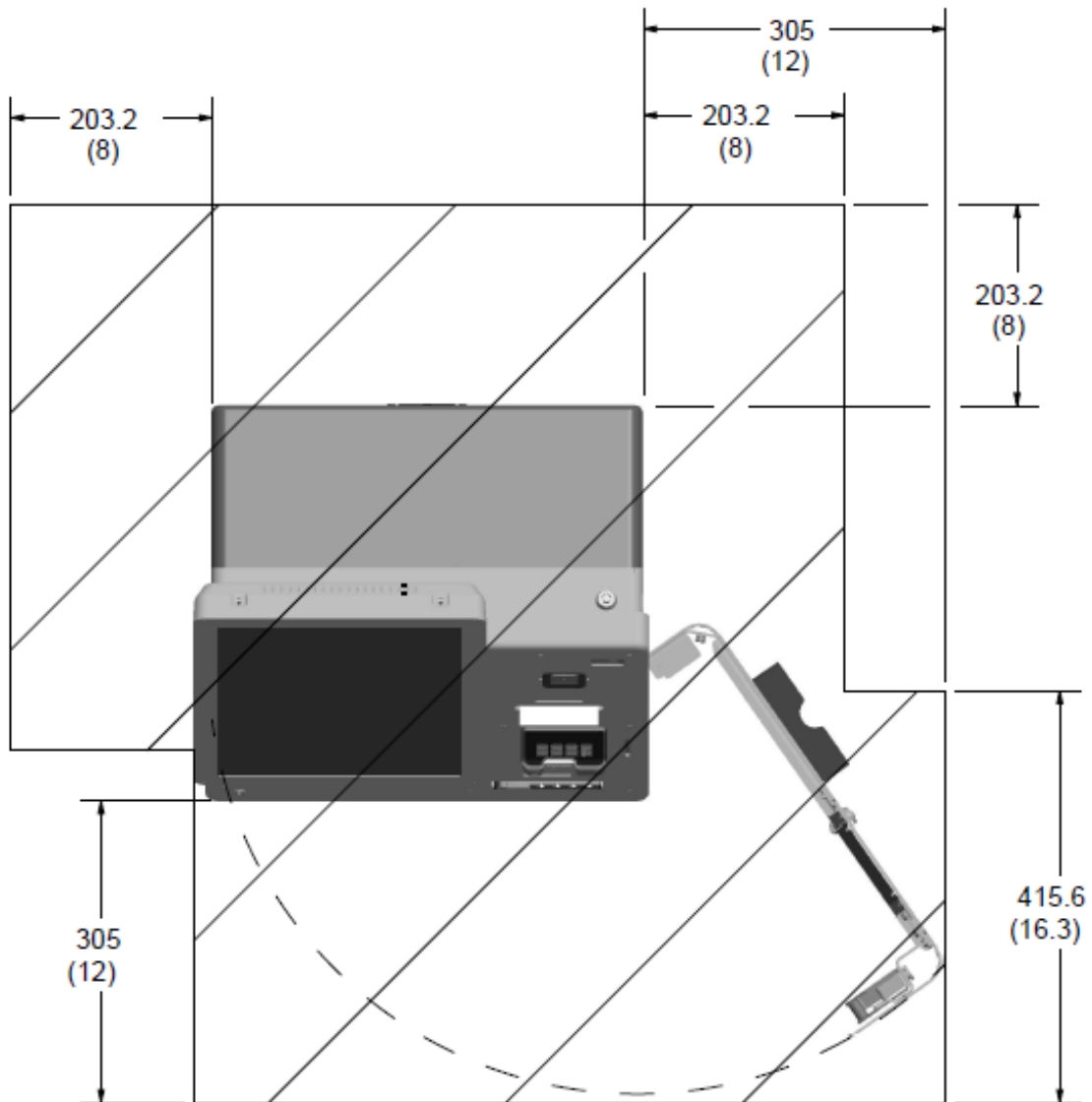## Installation Clearance Requirements for UL291 and 24HR safe
Floor clearance for kiosk service (units with optional UPS)
Dimension units: mm (inches)

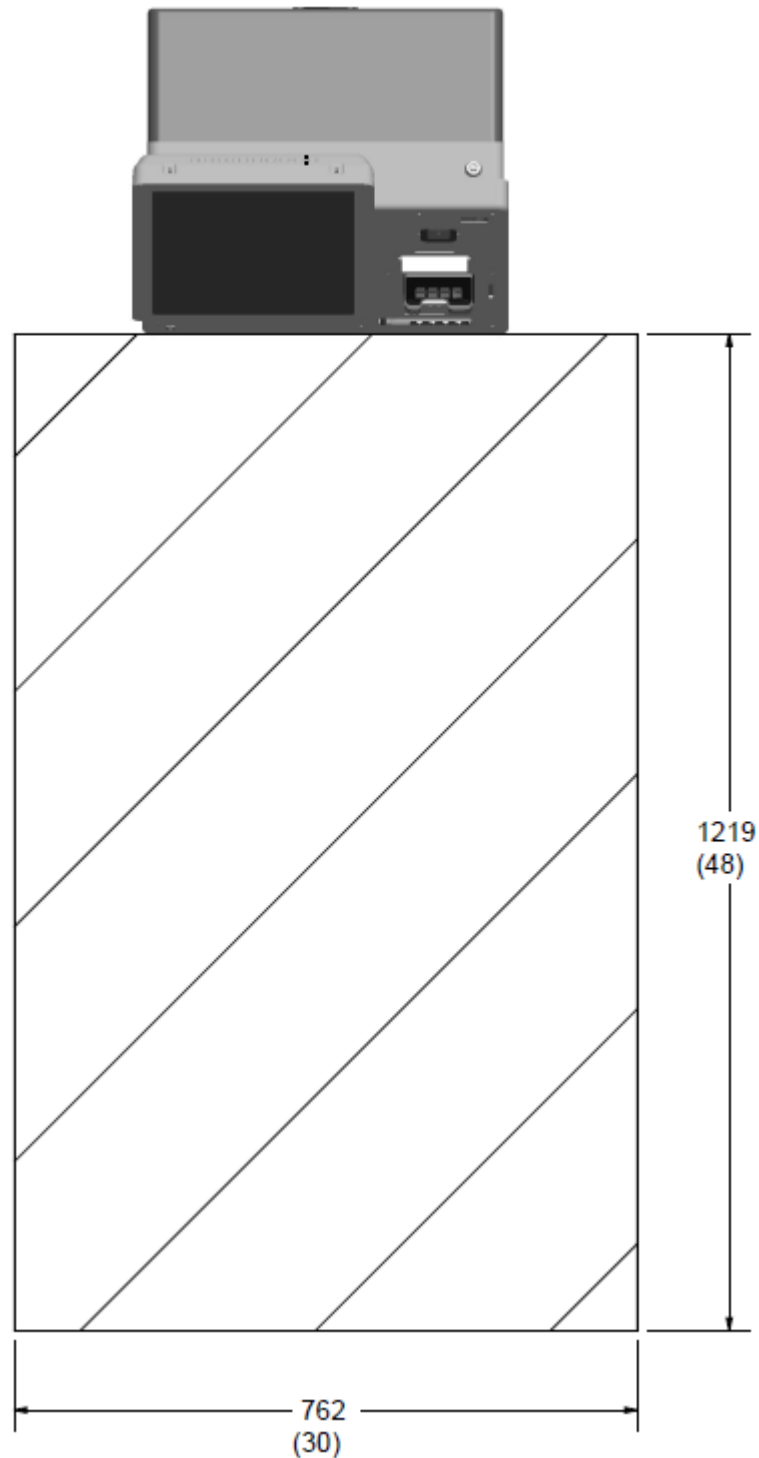## Floor Clearance for Kiosk Service (units without UPS)
Dimension units: mm (inches)

## Floor Clearance for Front Wheelchair Access

All Versions: Banking, UL291 and 24hr safe units
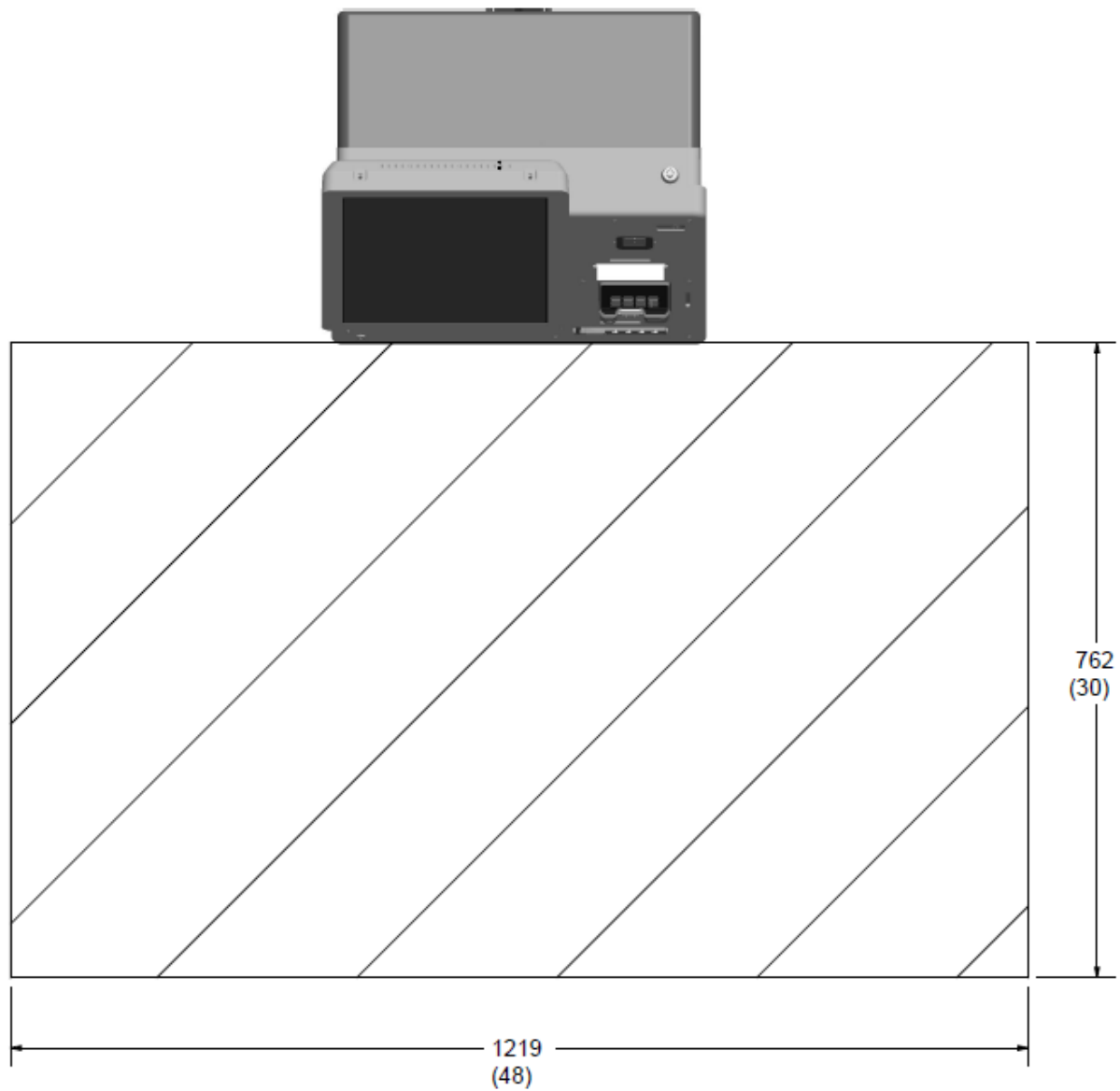Dimension units: mm (inches)



1219
(48)

762
(30)

## Floor Clearance for Side Wheelchair Access

All Versions: Banking, UL291 and 24hr safe units
Dimension units: mm (inches)



762
(30)

1219
(48)

# CHAPTER 2 – INSTALLATION LOCATION REQUIREMENTS

Using the Service and Wheelchair Clearance requirements as a guide, install the kiosk in a location with adequate space on each side.

Complete all necessary Site Surveys and review facility drawings to ensure that no gas, water, electrical lines, etc. will be near any of holes that will be drilled in the flooring. Kiosk location must comply with all other applicable codes (fire escape routes, etc.). The floor must be flat and sub-flooring material must be concrete with a minimum thickness of 4.0 in.

Before installing, obtain any necessary permits or property owner authorizations. All work must be done in full accordance with the requirements of all agencies and authorities having jurisdiction; all applicable state and city codes; Barrier Free requirements, OSHA, and the local utility companies' requirements.

Make sure that the appropriate electrical and network connections are present before installation (appropriate surge suppression is recommended). The connections should be located such that all cords will be safely routed away from any human traffic and will not cause anyone to trip over them. Do not modify the AC power cord supplied with the kiosk.

| ⚠ **WARNING** | The kiosk must be connected to an individual branch circuit that is properly grounded and appropriately rated for the device power requirements. For specific power requirements, see the product label on the back of the kiosk. |
|---|---|

Do not install the unit:
- In an environment where the ambient temperature exceeds 90° F.
- Where it will be exposed to direct sunlight or hot air from an HVAC system.
- Within 8 feet of Electronic Surveillance devices that generate radio frequency energy or magnetic fields.

## CHAPTER 3 – UNPACKING THE KIOSK

Tools Needed:

- Box Cutter
- ¾" Socket
- Socket Wrench

- #2 Phillips Screwdriver
- Hand Truck (500lb capacity or greater)
- Pallet Jack (24hr safe)

**Note:** The UL291 and 24hr safe units unpacking process is slightly different, however the below process still applies until step E.

A. Verify that you have all the items needed for installation and move them as close as possible to the installation site.
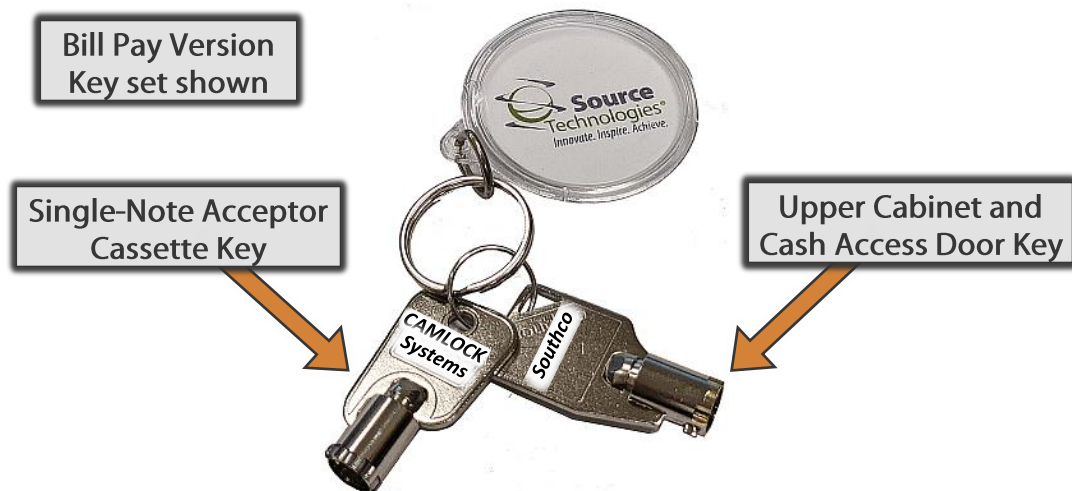
The Series-9 Kiosk will arrive on-site as shown.
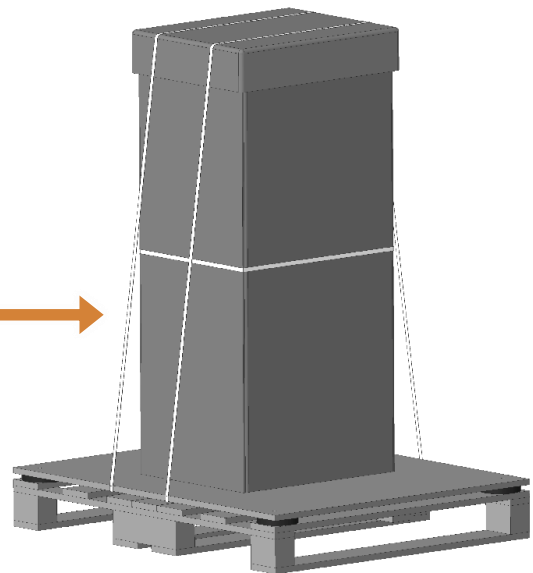
B. Remove the shipping straps and then remove the cardboard top cap and side walls.
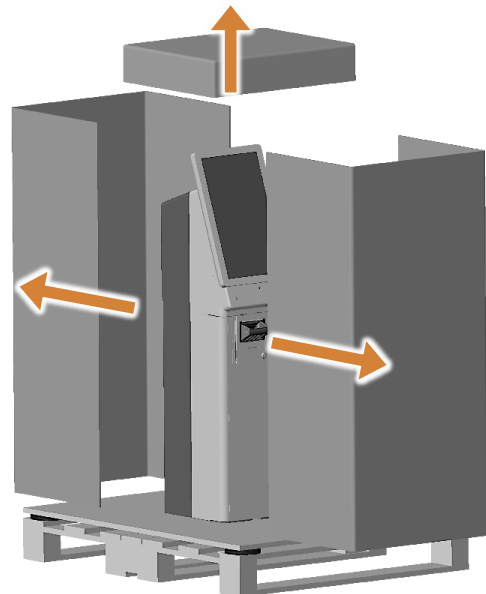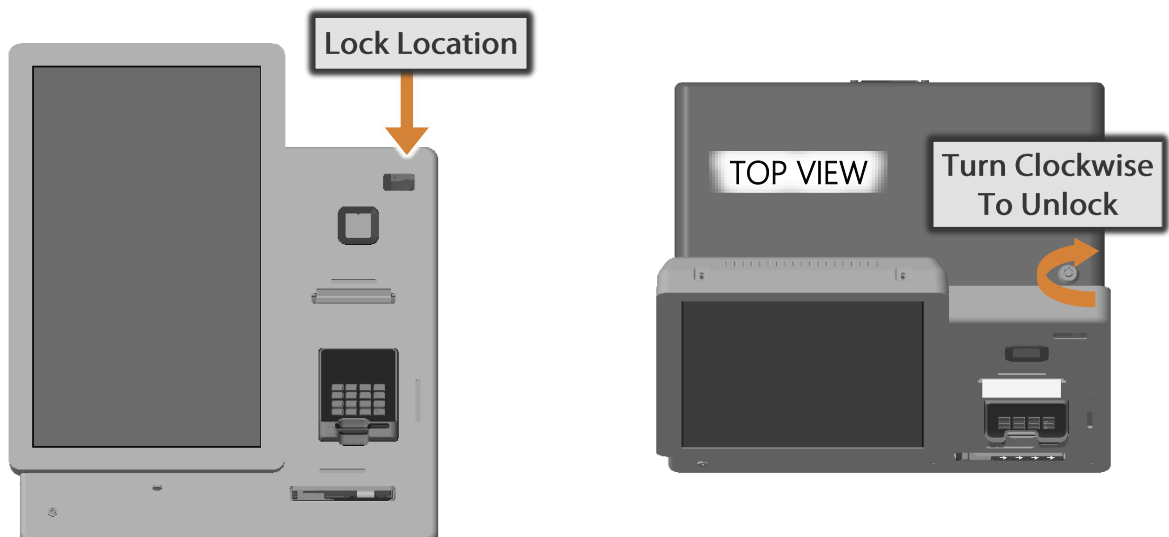
C. Remove the plastic bag from the kiosk.

D.  Remove the **Kiosk Key Set** from the included accessories box.

**Note:** The number and type of keys are dependent on the system.

Bill Pay Version
Key set shown

Single-Note Acceptor
Cassette Key

Upper Cabinet and
Cash Access Door Key

E.  Use the upper cabinet key to unlock and open the upper cabinet.

**Note:** See page 25 for the .

Lock Location

TOP VIEW

Turn Clockwise
To Unlock

Open the upper cabinet of the kiosk and identify the lock system by the type of keypad installed. See the Kiosk Combination Lock Guide (Document# 109462) for detailed operating instructions for the lock type installed.  To access the document, click the link. **Kiosk Manuals | Source Technologies**.

702 Series Display

Auditcon 552
Audit Trail
Combination Lock
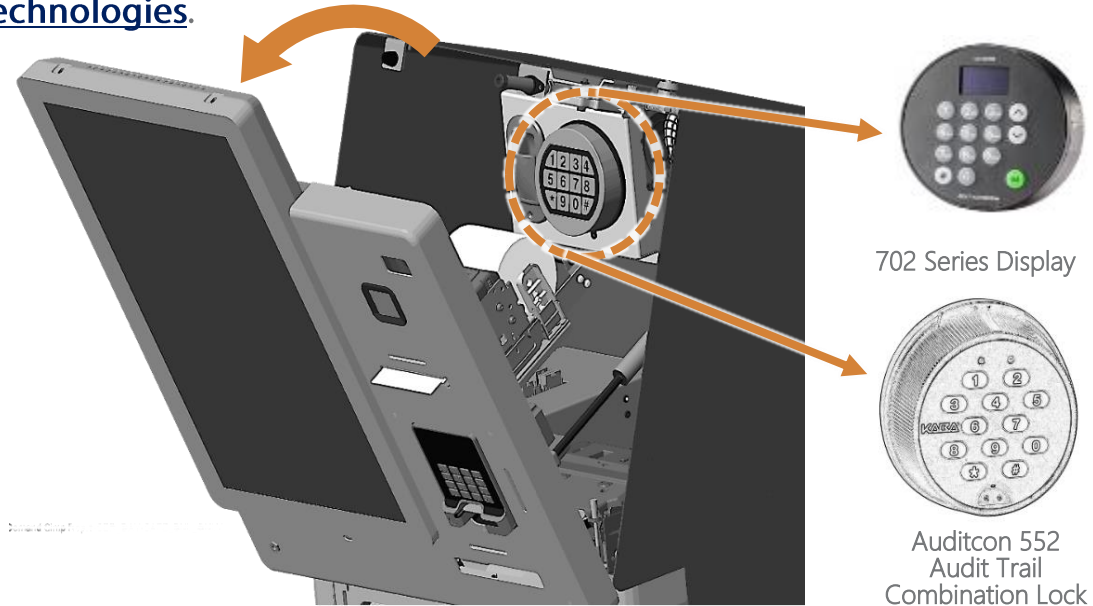
F.  Unlock and open the lower security cabinet door:

La Gard 702 Display Lock

1.  Enter the following (8)  digit combination (2-digit user id + 6-digit user id) enter 0-1-1-2-3-4-5-6 followed by the green Return key.
2.  The lock will confirm a valid combination entry with ▤▤▤ ◀🔊 ◀🔊 ◀🔊.

3.  Within four (4) seconds, pull the door latch handle to open the security cabinet door.

Pull Door Latch Handle to
Open Security Cabinet Door
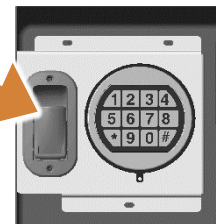
**Note:**

- Invalid Combination Entry - Lock will signal three (3) times.
- Entry of four (4) consecutive invalid combinations starts a five (5) minute delay period.
- LED will flash red at ten (10) second intervals during the delay period.
- At the end of the delay period, two (2) more consecutive invalid combinations will restart the three (3) minute delay period.
- The Keypad will not respond to keystrokes during delay period.

## Audit Trail Combination Lock (Auditcon 552)

**Note**: The lock must be manually powered before each operation by briskly turning the dial back and forth.

1. Turn the dial back and forth briskly until there are two simultaneous green and red flashes and two beeps to indicate that the lock is powered. The two beeps indicate that there is enough power for the next operation to be performed. If no beeps sound, continue to power the lock by briskly turning the dial back and forth.

2. Enter valid eight (8) digit combination (2-digit user id + 6-digit user combination)
   Factory set default combination = **0-1-5-0-2-5-5-0**

   **Note:** Press * key to clear a keystroke or combination.

3. If the combination is entered successfully, the green led on the lock will flash for approx. 5 seconds.

4. Pull the door latch handle to open the security cabinet door.

5. If the door isn't opened within 5 seconds, the lock will automatically re-lock.

   > **Pull Door Latch Handle to Open Security Cabinet Door.**
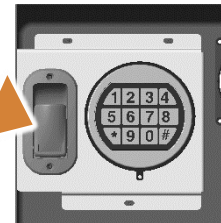
   **Note:**
   - After each keystroke, the green led will flash and a beep sound will be heard.
   - If there is no green led flash or beep, then the lock has powered down and must be re-powered as described in Step 1.
   - Three red flashes indicate that an incorrect combination has been entered.
   - Entry of five (5) consecutive invalid combinations starts a three (3) minute delay period. Any failed entry attempt after the five invalid entries initiates a new three (3) minute delay period.
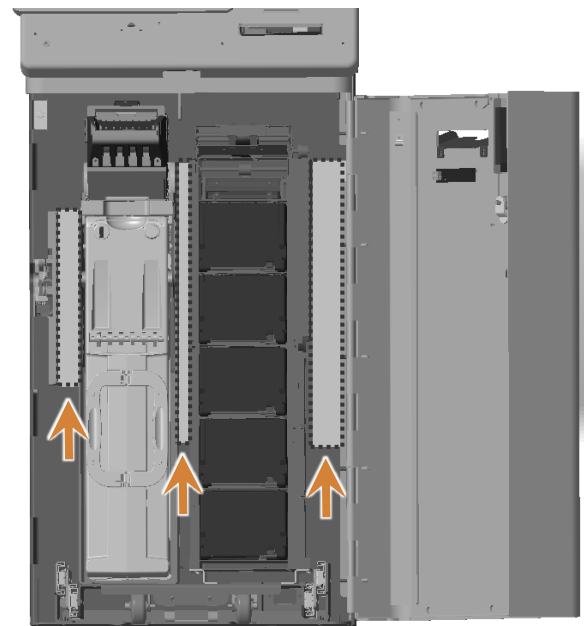
G. Open the lower security cabinet door and remove the shipping screws and bracket shown below.
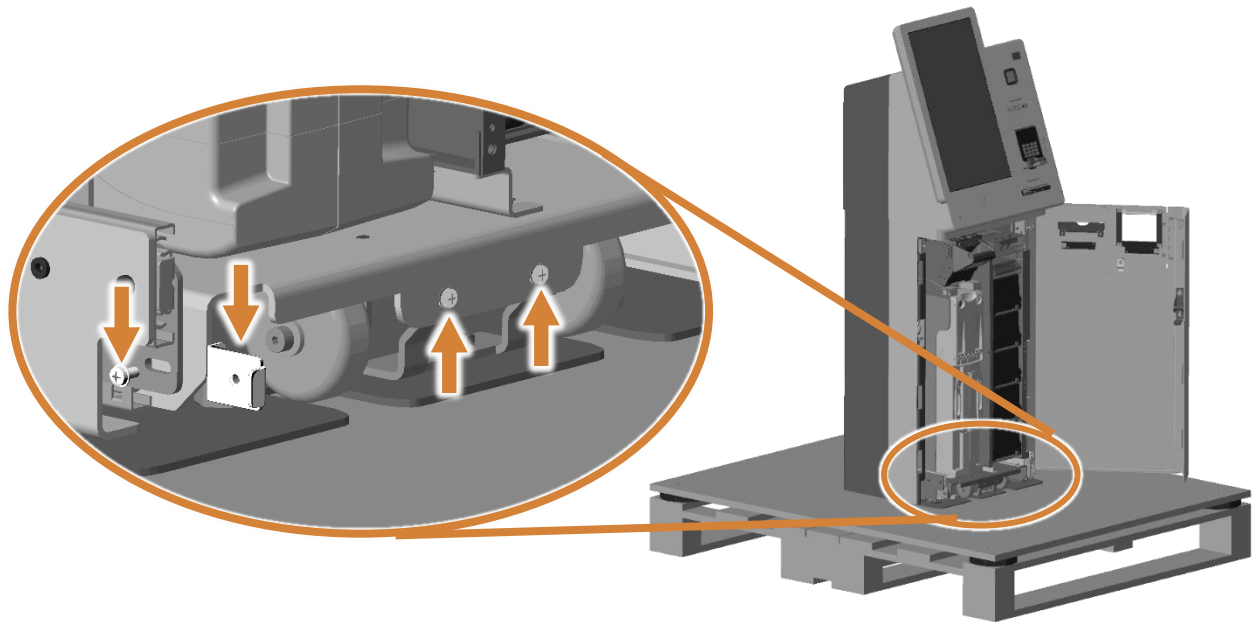


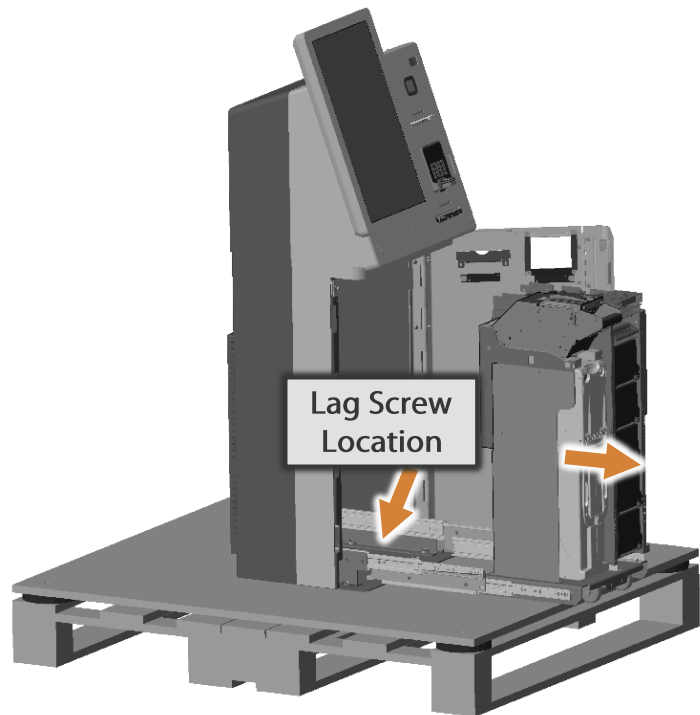H. Remove the shipping foam located on the left and right sides of the cash acceptor and dispenser.
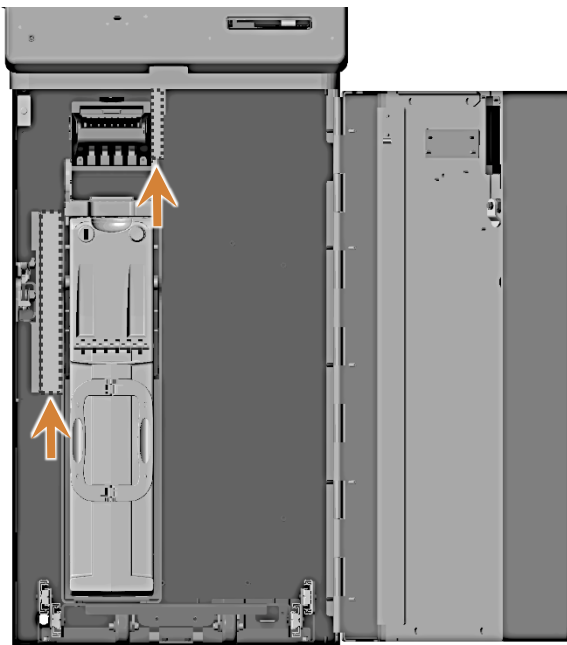


Shipping Foam Location
(Cash Accept Only Version)

Shipping Foam Location
(Cash Accept and Dispense Version)

I.  Pull out the cash handling component to provide access to the (4) lag screws that attach the kiosk to the shipping pallet.



Lag Screw Location

**WARNING**

The kiosk may become unstable when the lag screws are removed. Have an assistant hold the kiosk steady to prevent tipping as the screws are removed. The assistant should continue to hold the kiosk steady until the cash handling unit is pushed back into place.

J.  Using a ¾" socket and socket wrench, remove the (4) lag screws shown below.



Bottom of Security Cabinet
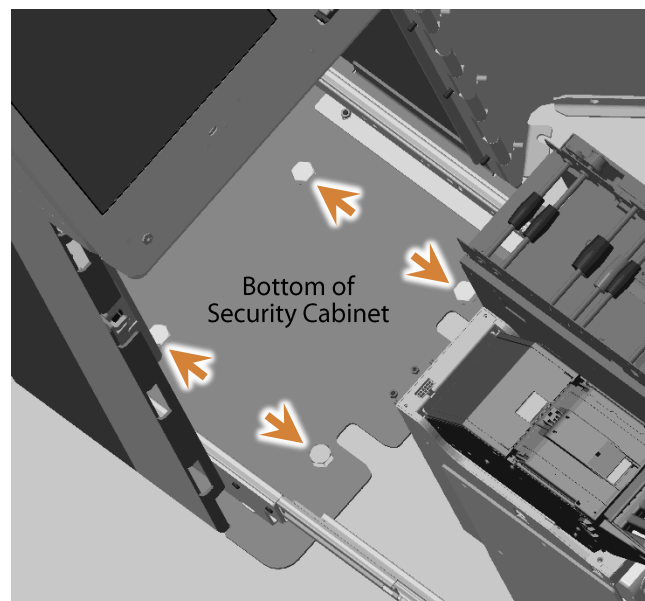
K.  Push the cash handling component back in place and
    re-install one of the shipping
    screws as shown below to hold
    the assembly in place during
    the remainder of installation.
    Close the lower cabinet door.
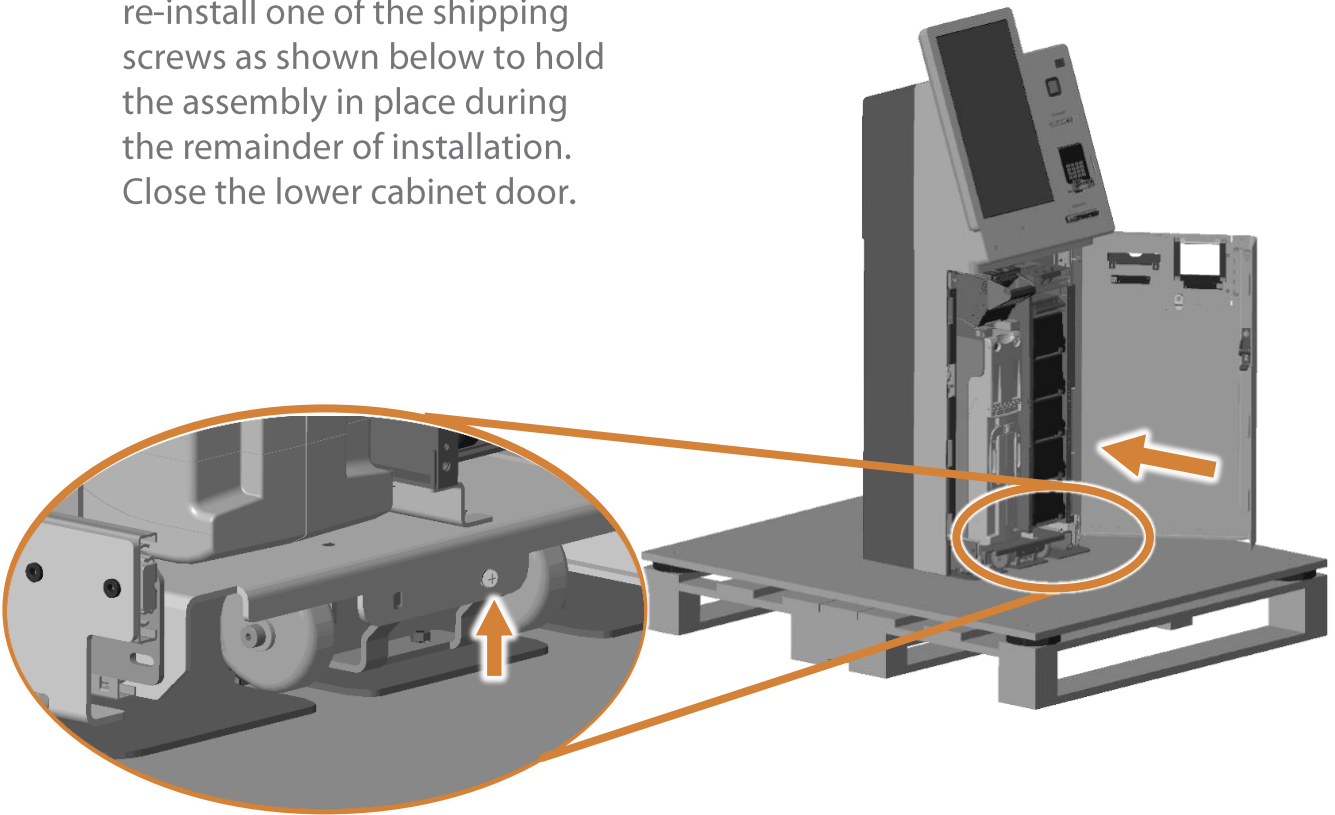


> ⚠ **WARNING**     KIOSK WEIGHT > 200lbs
> Two persons required for installation

L.  With the help of an assistant slide the kiosk to the edge of the shipping
    pallet. Slide a hand truck under the base of the kiosk and carefully lower
    the kiosk to the floor with the hand truck underneath. Using the hand
    truck, move the kiosk to its installation location.

## 24hr Safe Unpack Process (lock on safe door)

F.  Open the lower cabinet door of the kiosk using the 702 Display lock system.



Front Cover Door
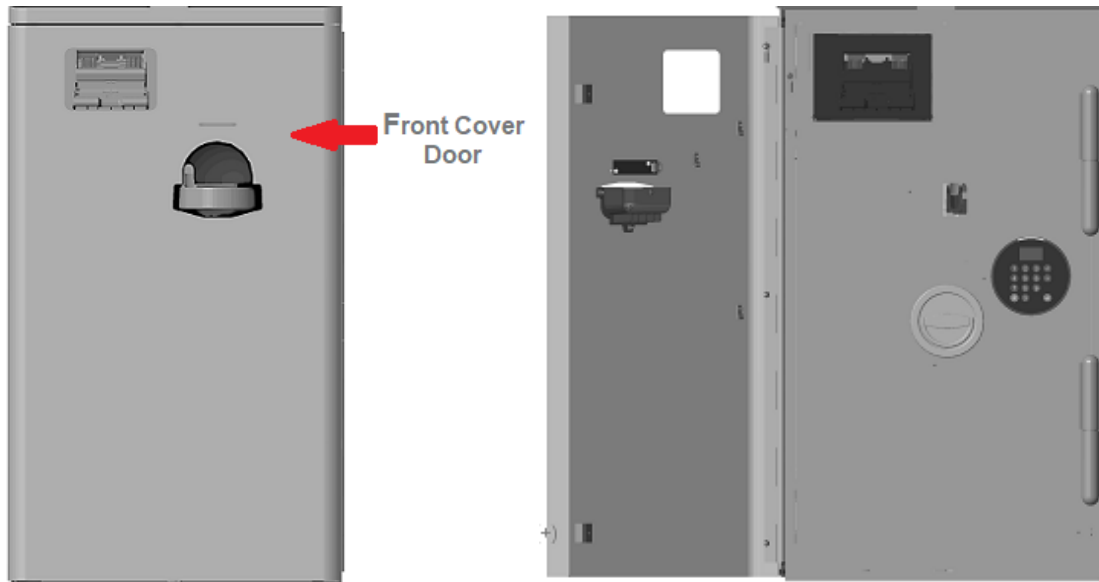


702 Series with Display

### 702 with 1 Manager/1 Standard User/6 Digit Combination

Navigation Tips

Pressing any key wakes the system. The commands below are shown with the ⟲ as the key pressed for waking the system. When not needed, the lock will respond with a short red flash 🔲 and a low 🔊 signaling that the lock is ignoring RETURN and waiting for your # command.

- Pressing the # key during a command sequence will cancel the sequence.
- ⏎ Return Key submits the prior keystrokes.
- Successful # command entries will receive a response with 🔊🔊🔊
- Failed # commands will receive a response with 🔈🔈🔈
- The light indicator will remain green during entry of a command. This light will turn off when the command is canceled or completed.

G. La Gard 702 Display

1. Enter the following (8)  digit combination (2-digit user id + 6-digit user id) enter 0-1-1-2-3-4-5-6 followed by the green Return key.
2. The lock will confirm a valid combination entry with 🔊🔊🔊.
3. Within four (4) seconds, pull the door latch handle to open the security cabinet door.

**Note:**

- Invalid Combination Entry - Lock will signal three (3) times.
- Entry of four (4) consecutive invalid combinations starts a five (5) minute delay period.
- LED will flash red at ten (10) second intervals during the delay period.
- At the end of the delay period, two (2) more consecutive invalid combinations will restart the three (3) minute delay period. Keypad will not respond to keystrokes during delay period.

Note: Detailed lock information can be found in the **Kiosk Combination Lock Guide,** located @ **Kiosk Manuals | Source Technologies**.

H.  Open the lower security cabinet door and remove the shipping
     packaging around the units. Remove the nut on the right side of  the
     coin dispenser to allow for removal of the retaining clip. Remove the
     screw and bracket holding the cash unit in place.

Latch Lever

Retaining Nut

Bracket and Screws
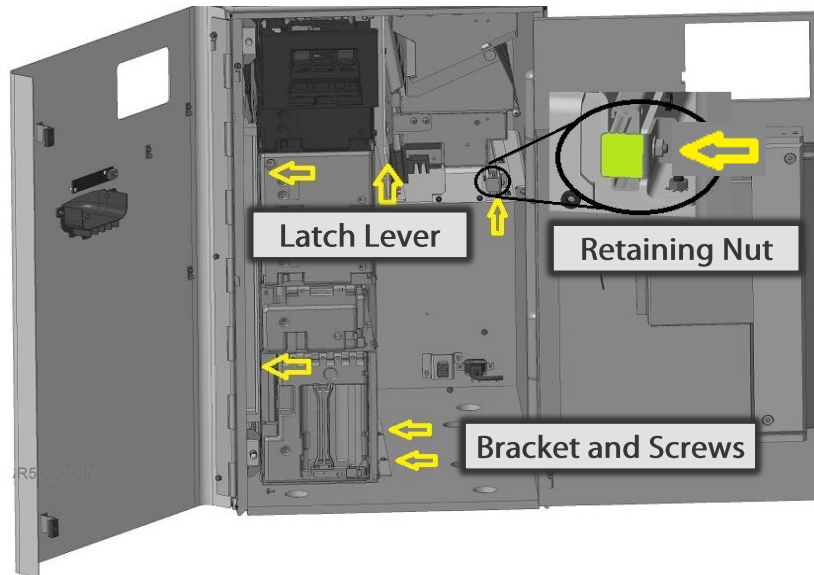
**Shipping Packaging Location**

I.  Push the latch lever down to allow the cash handling unit to be pulled
     out to provide access to the (4) lag screws that attach the kiosk to the
     shipping pallet.
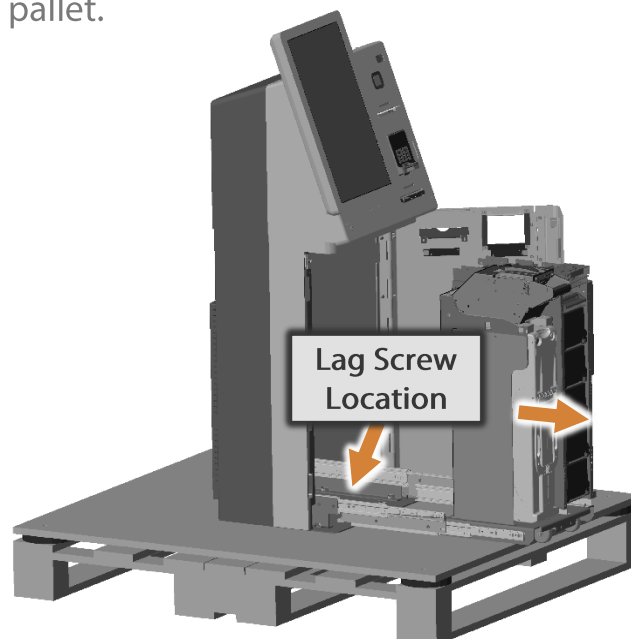
Lag Screw
Location

**Note:** The above picture is for screw location reference only, the cover
door has been removed for clarity.

J.  Using a ¾" socket and socket wrench, remove the (4) lag screws shown at the below locations.



Bottom of
Security Cabinet

K.  Once the lag screws are removed push the cash unit back in place and close the doors.

L.  While the unit is still on the pallet, move the unit to where it will be installed.

**Note:** Due to the weight of the Series-9 24hr safe, specially trained personnel and equipment are required to remove the unit from the pallet.

# CHAPTER 4 – INSTALLATION

## Tools Needed:

| | | |
|---|---|---|
| Hammer Drill | Torque Wrench | Vacuum |
| ½" Masonry Drill Bit | Hammer | Safety Glasses |
| ¾" Socket | Socket Wrench | #5 Allen Socket |

18mm or ¾" Masonry Drill Bit & #8 Allen Socket (24hr Safe)

## Installing in Place of Previous Generation Kiosk

**Note:** All Versions: Banking, UL291 and 24hr safe units use the same process, the bolt hardware will change for the 24hr safe assembly.

If the Series-9 UL291 safe kiosk is used in the same location as a previous generation Source Technologies kiosk that has been removed, the kiosk may be secured to the existing anchor bolts. The existing anchor bolt assembly nuts and washers should be re-used.

To verify that the existing anchor bolts may be used, make the following measurements.
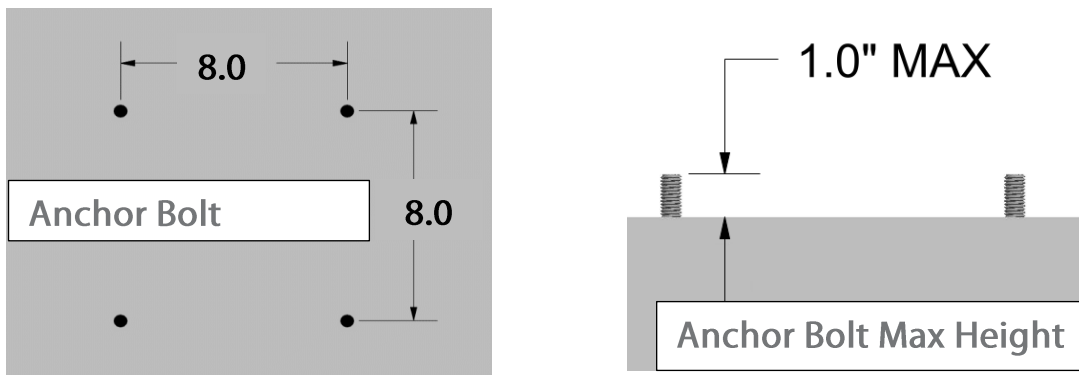


If the anchors are positioned as described above:

A. Place the Series-9 kiosk over the anchors and have an assistant hold the kiosk steady to prevent it from tipping.

B. Open the lower security cabinet door using the procedure described in Chapter 3.

C. Remove the shipping screw that was reinstalled and pull the cash handling tray out to provide access to the anchor bolts.

D. Reinstall the anchor bolt nuts and washers and use a torque wrench with a ¾" socket to tighten the nuts to 40ft-lbs if applicable.

E. Close the lower security cabinet door.

## New Installation Bill, Recycler & 24hr Safe

**Note:** Remove the shipping protectors prior to installation (Chapter 5).

A.  Move the kiosk into the exact position in which it will be installed. Double check that there is proper clearance and the location requirements from Chapter 1 have been fulfilled.

B.  Have an assistant hold the kiosk steady to prevent it from tipping.

C.  Open the lower security cabinet door using the procedure described in Chapter 3.

D.  Remove the shipping screw (if applicable) that was reinstalled and pull the cash handling unit out to provide access to the kiosk mounting holes.

E.  Use a marker to mark the location of the security cabinet mounting holes onto the floor.
**Note:** If there is carpet on the floor, cut away the carpet under the mounting holes and mark the hole locations.

The below diagram shows the mounting holes for each of the Kiosk.



ANCHOR: 108916
HILTI HSL-3-SK
M8 X 90MM, COUNTERSINK
DRILL BIT: 12MM
DRILL DEPTH: 100MM

Ø 17,5 [.69]

203,2 [8.00]

50 [1.97]

203,2 [8.00]

112,6 [4.43]

BILL PAY

ANCHOR: 108916
HILTI HSL-3-SK
M8 X 90MM, COUNTERSINK
DRILL BIT: 12MM
DRILL DEPTH: 100MM

475 [18.70]

110,9 [4.37]

Ø 17,5 [.69]

39,2 [1.54]

350 [13.78]

RECYCLER DAY SAFE

ANCHOR: 109336
HILTI HSL-4-SK
M12 X 120MM, COUNTERSINK
DRILL BIT: 18MM
DRILL DEPTH: 120MM

421,5 [16.59]

Ø 19 [.75]

60 [2.36]

252 [9.92]

82 [3.23]

24 HOUR SAFE

F.  Move the kiosk aside to access the area where the holes will be drilled.

G.  Using a hammer drill and a ½"
    masonry bit, drill a hole to a minimum
    depth of 3.5 inches (18mm or ¾" hole,
    4.5 inches for the 24hr safe) at each of
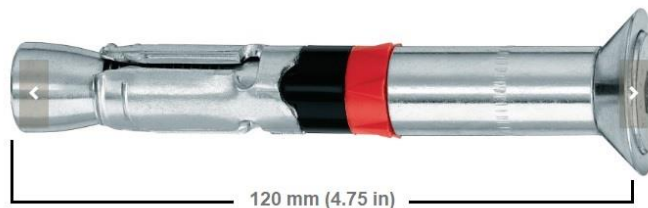    the four marked positions.
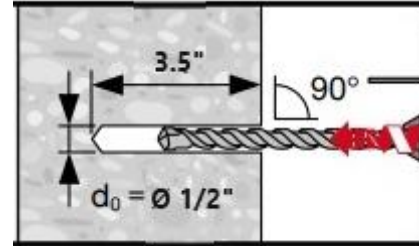
    Note: Special bits may be required for
    floor tiles or other surfaces.

H.  Vacuum all debris from the holes.

    **Note:** Bill pay and Recycler Day safe use the anchor (108916) for
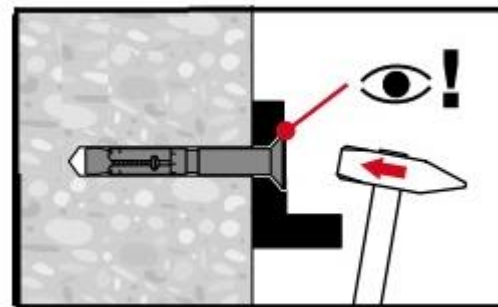    installation.

    **Note:** The 24hr safe requires the below anchor (109336) for installation.

I.  Move the kiosk back into place and align the cabinet mounting holes
    with the holes in the floor.

J.  Insert each anchor bolt through
    the mounting holes and into the
    floor holes. Hammer into place
    until the counter sink is flush
    with the security cabinet base.

K.  Using a torque wrench and a #5
    Allen socket, tighten each bolt to 13ft-lbs.  The 24Hr Safe anchor bolts
    use a #8 Allen socket for installation.

# CHAPTER 5 – REMOVE SHIPPING PROTECTION

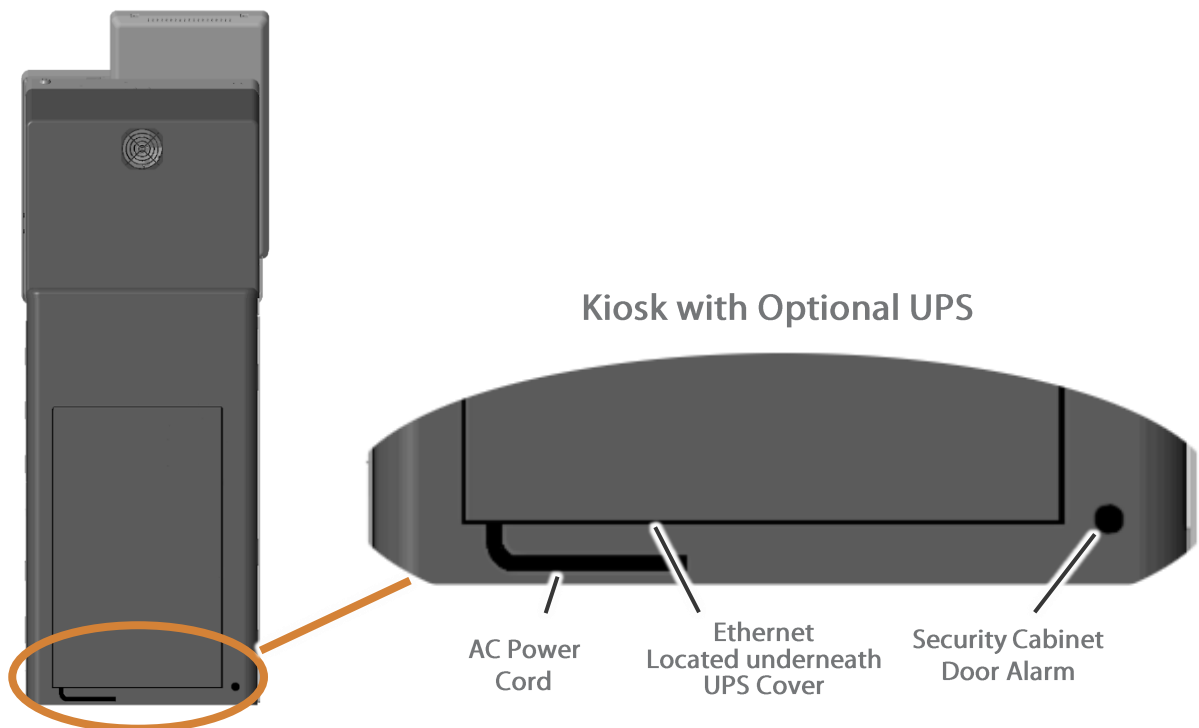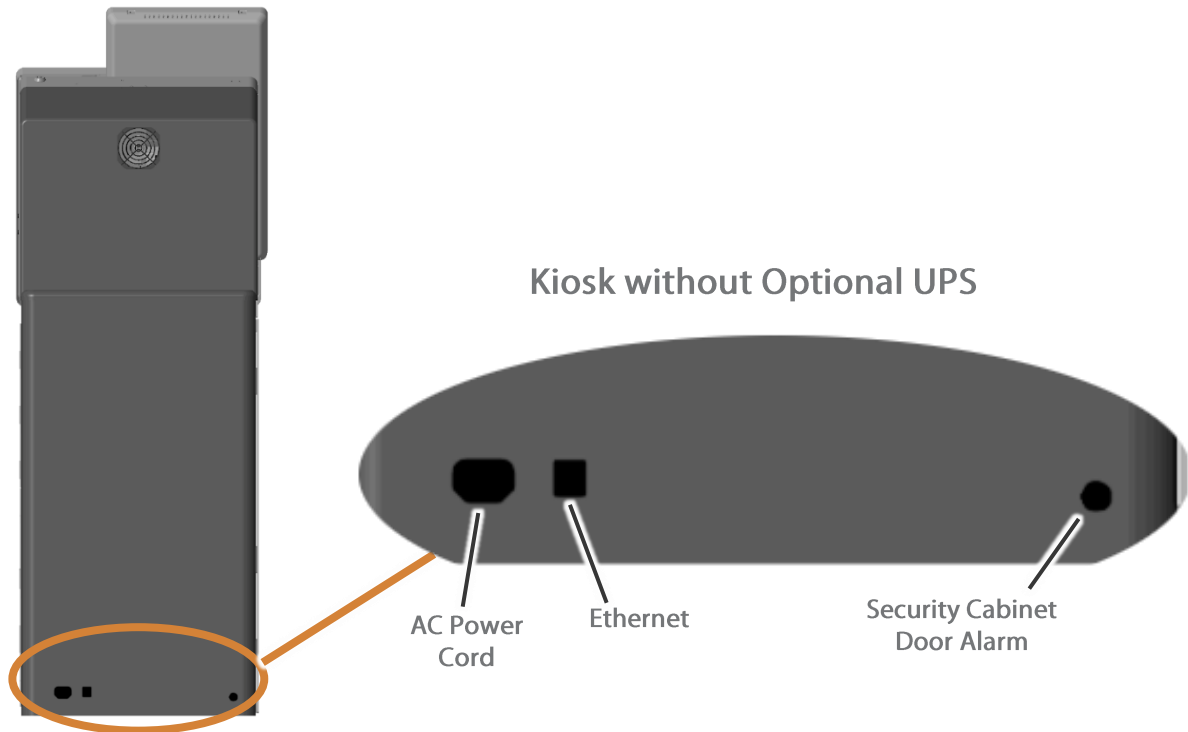Use the procedures below to remove shipping foam and protective cover.

A. Use the upper cabinet key to unlock and open the upper cabinet. Remove any foam packing materials shipped with the unit.

B. Close the upper front enclosure.

Note: There may be additional shipping protection. Protection will vary based on unit. Remove any protection as necessary.
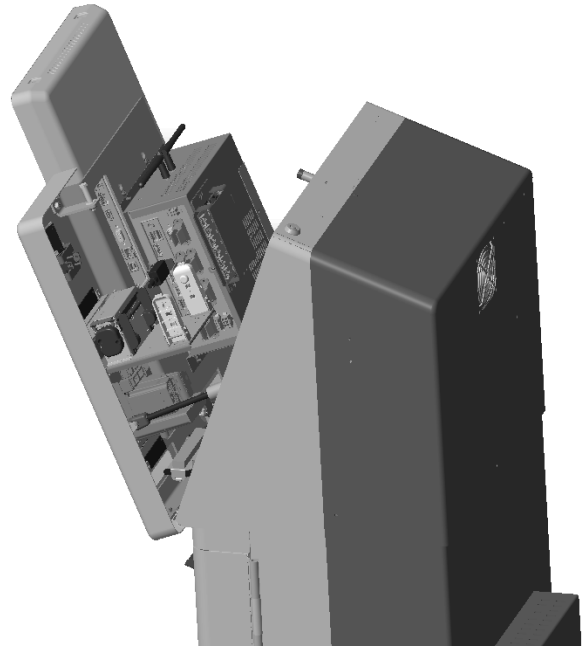
## CHAPTER 6 – EXTERNAL CABLE CONNECTIONS

A. At the rear of the kiosk, connect the ethernet cable.

**Kiosk without Optional UPS**

AC Power
Cord

Ethernet

Security Cabinet
Door Alarm

**Kiosk with Optional UPS**

AC Power
Cord

Ethernet
Located underneath
UPS Cover

Security Cabinet
Door Alarm

B.  If the Security Cabinet Door Alarm switch is used, connect the switch
    wires to your security system.

**SECURITY CABINET DOOR ALARM
SWITCH WIRING DIAGRAM**

RED                    BLACK              RED                    BLACK

Door Open                                Door Closed
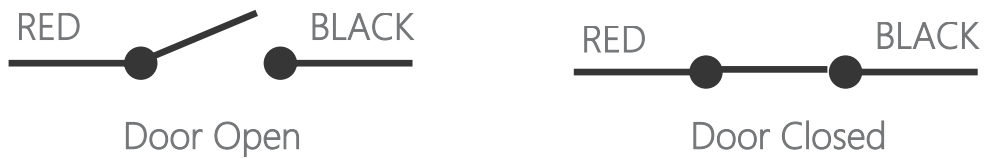
## CHAPTER 7 – POWERING ON THE KIOSK

| ⚠ **WARNING** | The kiosk must be connected to a properly grounded, appropriately rated individual circuit. Specific power requirements are located on the product label located on the back of the kiosk. |
|---|---|
| ⚠ **WARNING** | The outlet powering this equipment shall be installed near to the equipment and be easily accessible. |

A. Connect the power cord to an AC utility outlet:

1. Kiosk with No UPS Option

   Using the provided detachable AC power cord. Connect one end to the AC inlet at the rear of the kiosk and the other to an AC outlet.

2. Kiosk with UPS Option

   a. Connect the UPS power cord to an AC outlet and power on the UPS.

   b. Use a small tool to press the recessed power button to power on the UPS.
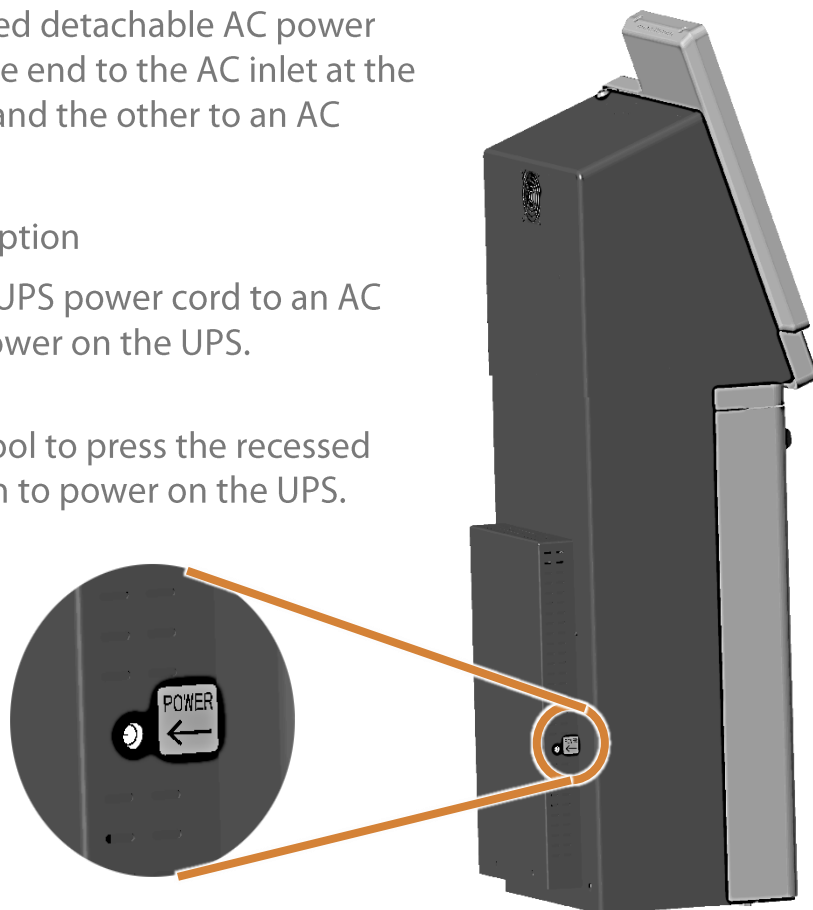
B.  Open the upper cabinet enclosure.

C.  Locate the power supply in the upper cabinet and place the power switch in the on position.
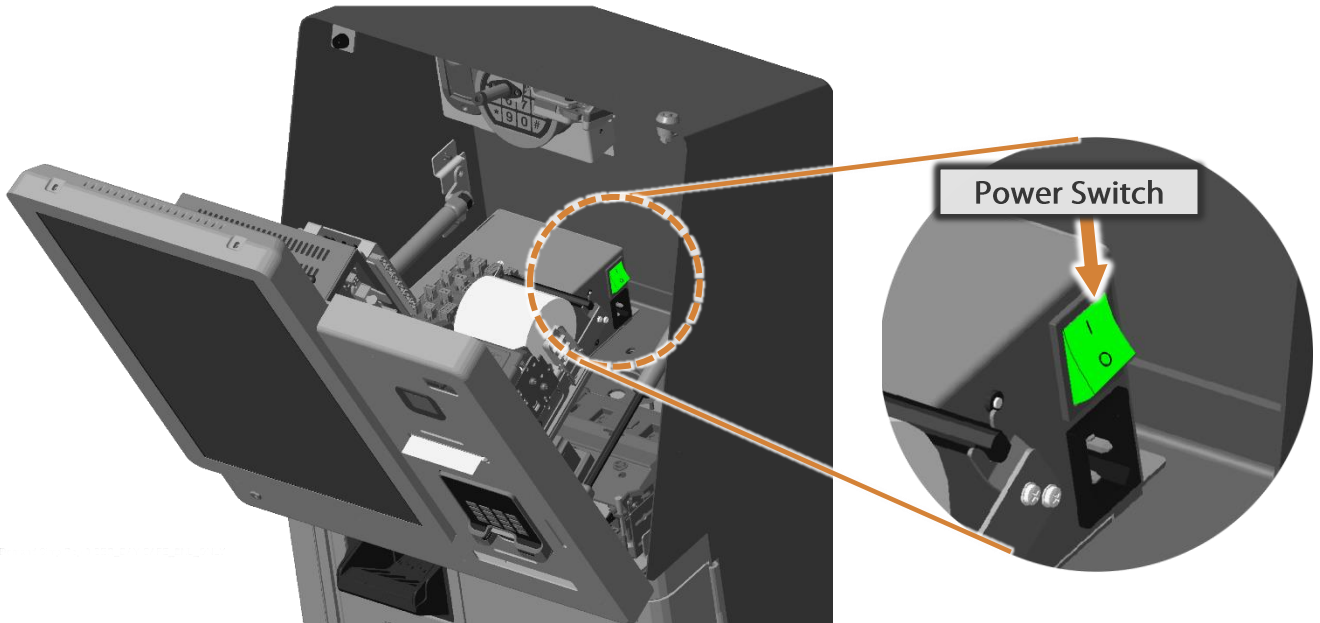


D.  Fully close the upper cabinet until it is latched in place. The cabinet will lock automatically when closed.

E.  The kiosk will automatically boot to its default application when power is applied.

F.  The Series-9 Kiosk hardware installation is complete. Proceed to Chapter 8 Hardware Verification Test.

## CHAPTER 8 – HARDWARE VERIFICATION TEST

Use the Series-9 Operators Manual (Document # 109066) to understand and load all the appropriate components. Use the Hardware Verification (Document# 109109) to verify that the kiosk hardware is functioning properly. To access the documents, click the link. **Kiosk Manuals | Source Technologies**.

# CHAPTER 9 – CONTACT INFORMATION

Source Technologies
Attn: Inside Sales

11401A Granite Street, Charlotte, NC 28273
800.922.8501 (Voice)
704.522.8579 (Fax)

**www.sourcetech.com**

## Technical Support

## Contact Procedure

Before contacting Technical Support, please gather the following information:

1. Kiosk serial number and Rev level.
2. Contact name and phone number of person at the site.
3. Street address where the kiosk is located.
4. List of all symptoms the kiosk is exhibiting.

Contact your company's internal help desk and explain the nature of the problem. For technical support, call: 1.800.922.8501