

User Guide

NCR XL15 (5915)



BCC5-0000-5162
Issue L



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Preface

Audience

This book is written for hardware installer/service personnel, system integrators, and field engineers.

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Safety Requirements

The *NCR XL15 (5915)* conforms to all applicable legal requirements. To view the compliance statements see the *NCR RealPOS Peripherals Safety and Regulatory Statements (B005-0000-1701)*.



Caution: The on/off switch is a logic switch only. The AC line voltage primaries are live at all times when the power cord is connected. Therefore, disconnect the AC power cord before opening the unit to install features or service this terminal.

Lithium Battery Warning



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



Attention: Il y a danger d'explosion s'il y a remplacement incorrect de la batterie. Remplacer uniquement avec une batterie du même type ou d'un type recommandé par le constructeur. Mettre au rebut les batteries usagées conformément aux instructions du fabricant.

Battery Disposal (Switzerland)

Refer to Annex 4.10 of SR814.013 for battery disposal.

IT Power System

This product is suitable for connection to an IT power system with a phase-to-phase voltage not exceeding 240 V.

Peripheral Usage

This terminal should only be used with peripheral devices that are certified by the appropriate safety agency for the country of installation (UL, CSA, TUV, VDE) or those which are recommended by NCR Corporation.



Warning: DO NOT connect or disconnect the transaction printer while the terminal is connected to AC power. This can result in system or printer damage.



Warning: DO NOT connect or disconnect any serial peripherals while the terminal is connected to AC power. This can result in system or printer damage.

Grounding Instructions

In the event of a malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with an electric cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into a matching outlet that is properly installed and grounded in accordance with all local codes and ordinances. Do not modify the plug provided – if it will not fit the outlet, have the proper outlet installed by a qualified electrician. Improper connection of the equipment-grounding conductor can result in a risk of electric shock.

The conductor with insulation having an outer surface that is green with or without yellow stripes is the equipment-grounding conductor.

If repair or replacement of the electric cord or plug is necessary, do not connect the equipment-grounding conductor to a live terminal. Check with a qualified electrician or service personnel if the grounding instructions are not completely understood, or if you are in doubt as to whether the product is properly grounded.

Use only 3-wire extension cords that have 3-prong grounding plugs and 3-pole receptacles that accept the product's plug. **Repair or replace damaged or worn cords immediately.**

Out of Box Failure (OBF)

If you experience an out of box failure (OBF) during installation or staging related to a missing, wrong or defective unit or item, simply provide NCR with a detailed description of the issue and the item will be replaced free of charge. For assistance with this process send an email to CustomerSat.Retail@ncr.com with the following details:

- NCR Sales Order # (Sales Order # are located on the box)
- Date of Product Installation
- Product Model #
- Unit Serial #
- NCR part # of defective/missing/wrong component
- Description of Failure (please be specific. For example: “display will not power on”)
- Customer/Requestor’s contact name, phone number and/or e-mail address
- Address to ship replacement part(s)

Transport the product in its original packaging to prevent impact damages.

If you do not have access to a computer, you may leave a voice message at: 1-800-528-8658 (USA), or (International) +1-770-623-7400. When leaving a message, please provide a phone number and/or an email address so NCR can contact you if additional details are needed.



Note: Used equipment that experiences a failure does not qualify as an OBF and should go through the NCR warranty process.

Warranty

Warranty terms vary by region and country.

All parts of this product that are subject to normal wear and tear are not included in the warranty. In general, damages due to the following are not covered by the warranty.

- Improper or insufficient maintenance
- Improper use or unauthorized modifications of the product.
- Inadequate location or surroundings. Site installation must conform to guidelines listed in the *Site Preparation* section of this document and the *NCR Workstation and Peripheral AC Wiring Guide* (BST0-2115-53).

For detailed warranty arrangements please consult your contract documents.

Returning Defective Hardware for Service

Use the following procedure to report/return defective hardware.

Call the *NCR Customer Care Center* at 1-800-262-7782 and have the following information available when you place the call.

- Class/Model number of the defective equipment
- Serial Number of the defective equipment
- Equipment location in the store
- Description of the problem, including any system error codes, error condition, or guidance to the area of failure.

The NCR Agent will provide you with a work order number, which serves as your Return Material Authorization (RMA). Please provide the RMA on the outside of the shipping box.



Note: A work order must be opened for each device that is shipped for repair.

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Revision Record

Issue	Date	Remarks
A	Feb 2017	First Issue
B	July 2017	Added 0.5m Display Port Cable (1432-C483-0005) Added 0.5m Powered USB Cable (1432-C477-0005)
C	Aug 2017	Removed Converter Cable (7932-4297-9998) Added Adapters (1432-C790-0001 and 1432-C791-0000)
D	Jan 2019	Added JIS MSR (F142/F242), Bracket Adapter Plate (K330/K331), white features (5915-2315, F233, F241) Removed old cable PNs
E	Mar 2019	Added Anti-Glare PIDs
F	Sept 2019	Release 1.2: Enhanced Keypad
G	Dec 2019	Updated Front Panel LED table
H	Apr 2020	Updated touchscreen and cabinet cleaning procedures
I	Oct 2020	Added "Enhanced Keypad" section in Overview
J	Dec 2020	Updated "Enhanced Keypad" section in Overview
K	Apr 2021	Added 7613-K141 to "Magnetic Stripe Reader" section in Overview
L	Apr 2023	Added Cleaning the MSR

Chapter 1: Product Overview



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The XL15 display offers flexibility and ultra-thin design that will look great in any retail environment. The XL15 display features bright, high contrast LCD to make it easy to read. This stylish display is available as a 15-inch, projected capacitive (PCAP) or resistive touchscreen, or LED backlight non-touch.

The XL15 display is compatible with any product that has a display port video and a USB interface and can be used as an associate display or rear mounted to a terminal or free standing to display pricing and promotional messages. This is available with an encrypted magnetic stripe reader (MSR) for enhanced security. Whichever option is preferred, these displays are sure to enhance the appearance of the wrap stand or checkout and save valuable counter space.

Base Models

Base Model	Description
5915-1015-9090	XL15, 15" Display, No Touch
5915-1115-9090	XL15, 15" Display, Resistive
5915-1315-9090	XL15, 15" Display, PCAP
5915-2315-9090	XL15, 15" Display, PCAP with Anti-Glare, White
5915-3015-9090	XL15, 15" Display, No Touch with Anti-Glare
5915-3315-9090	XL15, 15" Display, PCAP with Anti-Glare

Features and Benefits

Features	Description	
Touch Displays	15" Resistive	<ul style="list-style-type: none"> • Single Touch Interface • Standard 4:3 Aspect Ratio • 1024x768 XGA resolution • 350 NIT LED-Backlit LCD • Narrow Bezel Design • Display Port • Software OSD Support
	15" Projected Capacitive (PCAP)	<ul style="list-style-type: none"> • Zero Bezel – All Glass Front • 10-Point Multi-Touch Interface • Standard 4:3 Aspect Ratio • 1024x768, XGA Resolution • 350 NIT LED-Backlit LCD • Display Port • Software OSD Support
Non-Touch Displays	15" LED Backlight	<ul style="list-style-type: none"> • Zero Bezel – All Glass Front • 350 NIT LED LCD • Standard 4:3 Aspect Ratio • 1024x768, XGA Resolution • Display Port • Software OSD Support
Peripherals	MSR, NCR Encrypted USB 3-Track	Provides a 3-Track, Encrypting MSR.
	JIS MSR	Provides an MSR for Japan use.
	Enhanced Keypad	Provides a keypad with the following options: <ul style="list-style-type: none"> • with MSR • with JIS MSR • with Keylock • with Biometrics
	Filler Plate, Right Side	Provides a filler plate when a Port A (Right Side) feature is not installed.
	Filler Plate, Left Side	Provides a filler plate when a Port B (Left Side) feature is not installed.

Optional Features

Optional Features			Description
Power Cord	1416-C325-0030 5915-F100	US Power Cord	Provides a 3m (118.11 in.) power cord for an external power supply.
	1416-C323-0030 5915-F101	International Power Cord	
	1416-C321-0030 5915-F102	UK Power Cord	
	1416-C322-0030 5915-F103	Australia Power Cord	
	1416-C391-0030 5915-F104	China Power Cord	
	1416-C320-0030 5915-F105	SEV Power Cord	
	1432-C366-0030 5915-F106	India Power Cord	
	1416-C009-0018 5915-F107	Argentina Power Cord	
	1416-C124-0030	Japan Power Cord, 3 prong	
Display Port Cables	1432-C614-0005 5915-F109	0.5 m (19.69 in.) Display Port Cable	Provides a display port cable used for integration with XR7 terminal. To be used only on displays attached directly to the XR7 POS table top stand.
	1432-C614-0008 5915-F110	0.8 m (31.50 in.) Display Port Cable	Provides a display port cable used for integration with XR7 terminal using the rear display arm of the POS table top stand.
	1432-C614-0013 5915-F111	1.3m (51.18 in.) Display Port Cable	Provides a display port cable.
	1432-C614-0040 5915-F112	4m (157.48 in.) Display Port Cable	Provides a display port cable.

Optional Features		Description	
External Power Cables	5915-F120 5915-K100	Universal Switching MEPS Power Supply - 12V, 2.5 A output for Touch (ROHS)	Provides a 12VDC Power Adapter, 40W, DOE VI, 4 pin Mini-DIN connector.
	1432-C591-0013 5915-F121	1.3m USB Type A with power connector	Provides a 1.3m (51.18 in.) USB cable with latching 1x8 connector on the display end, a USB connector on the terminal end, and a barrel connector in the middle for an external power supply. Requires both an external power brick and a local power cord.
	1432-C591-0040 5915-F122	4m USB Type A with power connector	Provides a 4m (157.48 in.) USB cable with latching 1x8 connector on the display end, a USB connector on the terminal end, and a barrel connector in the middle for an external power supply. Requires both an external power brick and a local power cord.

Optional Features		Description	
Powered USB Cables	1432-C477-0005 5915-F115	0.5m 12V Powered USB	Provides a 0.5m (19.68 in.) 12V USB power cable with latching 1x8 connector on the display end and a latching 12V USB + Power connector on the terminal end. Provides both power and touch communication.
	1432-C477-0008 5915-F117	0.8m 12V Powered USB	Provides a 0.8m (31.50 in.) 12V USB power cable with latching 1x8 connector on the display end and a latching 12V USB + Power connector on the terminal end. Provides both power and touch communication.
	1432-C477-0013 5915-F118	1.3m 12V Powered USB	Provides a 1.3m (51.18 in.) 12V USB power cable with latching 1x8 connector on the display end and a latching 12V USB + Power connector on the terminal end. Provides both power and touch communication.
	1432-C478-0040 5915-F119	4m 12V Powered USB	Provides a 4m (157.48 in.) 12V USB power cable with latching 1x8 connector on the display end and a latching 12V USB + Power connector on the terminal end. Provides both power and touch communication.

Optional Features		Description	
Audio Cable	1432-C593-0013 5915-F126	1.3m with 3.5mm plug Male	Provides a 1.3m (51.18 in.) black cable for use on terminals with a line-out or audio port.
	1432-C593-0040 5915-F127	4m with 3.5mm plug Male	Provides a 4m (157.48 in.) black cable for use on terminals with a line-out or audio port.

Optional Features		Description	
Enhanced Keypad	5915-F147	Enhanced Keypad with NCR Encrypted MSR, Black	Mounts on Port A (Right Side) of the display. Internal USB connection. Must add on keylock, blank plate, or biometric feature.
	5915-F148	Enhanced Keypad with JIS MSR, Black	Mounts on Port A (Right Side) of the display. Internal USB connection. Must add on keylock, blank plate, or biometric feature.
	5915-F149	Enhanced Keypad with No MSR Filler Plate, Black	Mounts on Port A (Right Side) of the display. Internal USB connection. Must add on keylock, blank plate, or biometric feature.
	5915-F247	Enhanced Keypad with NCR Encrypted MSR, White	Mounts on Port A (Right Side) of the display. Internal USB connection. Must add on keylock, blank plate, or biometric feature.
	5915-F248	Enhanced Keypad with JIS MSR, White	Mounts on Port A (Right Side) of the display. Internal USB connection. Must add on keylock, blank plate, or biometric feature.
	5915-F249	Enhanced Keypad with No MSR Filler Plate, White	Mounts on Port A (Right Side) of the display. Internal USB connection. Must add on keylock, blank plate, or biometric feature.

Optional Features			Description
Enhanced Keypad Peripherals	5915-F160	Blank Plate for Enhanced Keypad, Black	Filler plate if keylock or biometric is not desired.
	5915-F161	Keylock for Enhanced Keypad, Black	4 position keylock. Includes: <ul style="list-style-type: none"> • [1] EX (Exception) key • [1] S (Supervisor) key • [1] R (Register) key Extra keys can be ordered via 5932-K100.
	5915-F162	Biometrics for Enhanced Keypad, Black	Biometric sensor.
	5915-F260	Blank Plate for Enhanced Keypad, White	Filler plate if keylock or biometric is not desired.
	5915-F261	Keylock for Enhanced Keypad, White	4 position keylock. Includes: <ul style="list-style-type: none"> [1] EX (Exception) key [1] S (Supervisor) key [1] R (Register) key Extra keys can be ordered via 5932-K100.
	5915-F262	Biometrics for Enhanced Keypad, White	Biometric sensor.
Miscellaneous Adapters	1432-C790-0001	Cable, HDMI (Terminal) to DisplayPort (Display) active adapter	Allows connection of a display with DisplayPort to a terminal with an HDMI connection. Must also order the DisplayPort cable. Powered by a USB port on terminal.
	1432-C791-0000	Adapter, passive, DVI-D to HDMI	Allows connection of a display with DisplayPort to a terminal with an DVI connection. Must also order the DisplayPort cable and the 1432-C790-0001 adapter.

Specifications

Feature	Specifications
Bezel	Zero bezel, flat screen (PCAP)
Touch – PCAP	Projected Capacitive (10 point multi-touch)
Touch – Resistive	5 Wire Resistive
Touchscreen Life Expectancy	<ul style="list-style-type: none"> • PCAP – Unlimited • Resistive – 50 million at one point
Touch Driver	AUO
Touch Interface	USB
Anti-Glare 85	Yes
Calibration	Only resistive touchscreen requires calibration.
Surface hardness	<ul style="list-style-type: none"> • PCAP – No Known Degradation • Resistive – 4H
Touch Response Time	<ul style="list-style-type: none"> • PCAP – 10ms • Resistive – 50ms
Video Interface	Display port
Backlight	LED
Open USB Ports	0
LCD Luminance (cd/m2)	350
Contrast Ratio	800:1
Native Resolution	XGA (1024x768)
Additional Resolutions Supported	<ul style="list-style-type: none"> • VGA (640x480) • SVGA (800x600)
User Adjustable OSD Controls	Allows for brightness adjustment through software OSD.
Viewing Angle	160H / 150V
Display Response Time	<8ms (typ)
Audio	Single unamplified speaker; requires amplification from source (terminal).
Power	1x8 latching 12V USB from POS or external power supply
Power consumption	<ul style="list-style-type: none"> • 7.5w (Typical) • 3.3w (Standby)

Feature	Specifications
External USB Connectivity	None
MSR Option	NCR Encrypted 3-Track or JIS
Biometrics	None
Camera	None
Physical Mounting Interface	NCR 100 mm
Color	<ul style="list-style-type: none"> • Black • White
LED Life (hours to ½ brightness of backlight)	50,000 hours
Retail Hardened	Moisture/Dust Sealed display, Software OSD, Latching Cables
Certifications	TUV/UL/CU/NOM/KC/CCC
Display Area	304.128(H) x 228.096(V)
Operating Temperature	5° to 40°C
Operating Humidity	10% to 90%
Dimensions (no stand/ no MSR) (w x d x h)	380mm (14.96") x 44mm (1.73") x 304mm (11.97")
Weight	3.4kg (7.5 lbs)

Magnetic Stripe Reader



CCP-73909

Data Encryption

There are two types of MSR heads available for the XL15:

- NCR Encrypted MSR (5915-F141/F241, 7613-K141) — The following software interfaces are supported: OPOS, Serial, NCR API, or Keyboard Wedge.
- NCR JIS MSR (F142/F242)

NCR Encrypted MSR (5915-F141/F241, 7613-K141)

The NCR Encrypted MSR head encrypts card data on the head using a Triple DES DUKPT encryption scheme. The data is encrypted using the 3DES standard. A unique 3DES key is generated for every transaction (no two swipes are encrypted with the same 3DES key). The data is decrypted before it is sent to the application.

Card Data Encoding

Card data should be encoded according to the ISO Standards 7810, 7811 and 7813. In particular, 7810 describes the physical dimensions and layout of the card and mag stripe. 7811-4, 5 and 6 relate to the locations and magnetic characteristics of track data in the mag stripe. 7813 is specific to financial cards (credit and debit).

- Track 1 data is 7-bit encoded, alphanumeric and a maximum of 79 characters.
- Track 2 data is 5-bit encoded, numeric only and a maximum of 40 characters.
- Track 3 data is 5-bit encoded, numeric only and a maximum of 107 characters.

See the ISO Standards specifications for more detail.

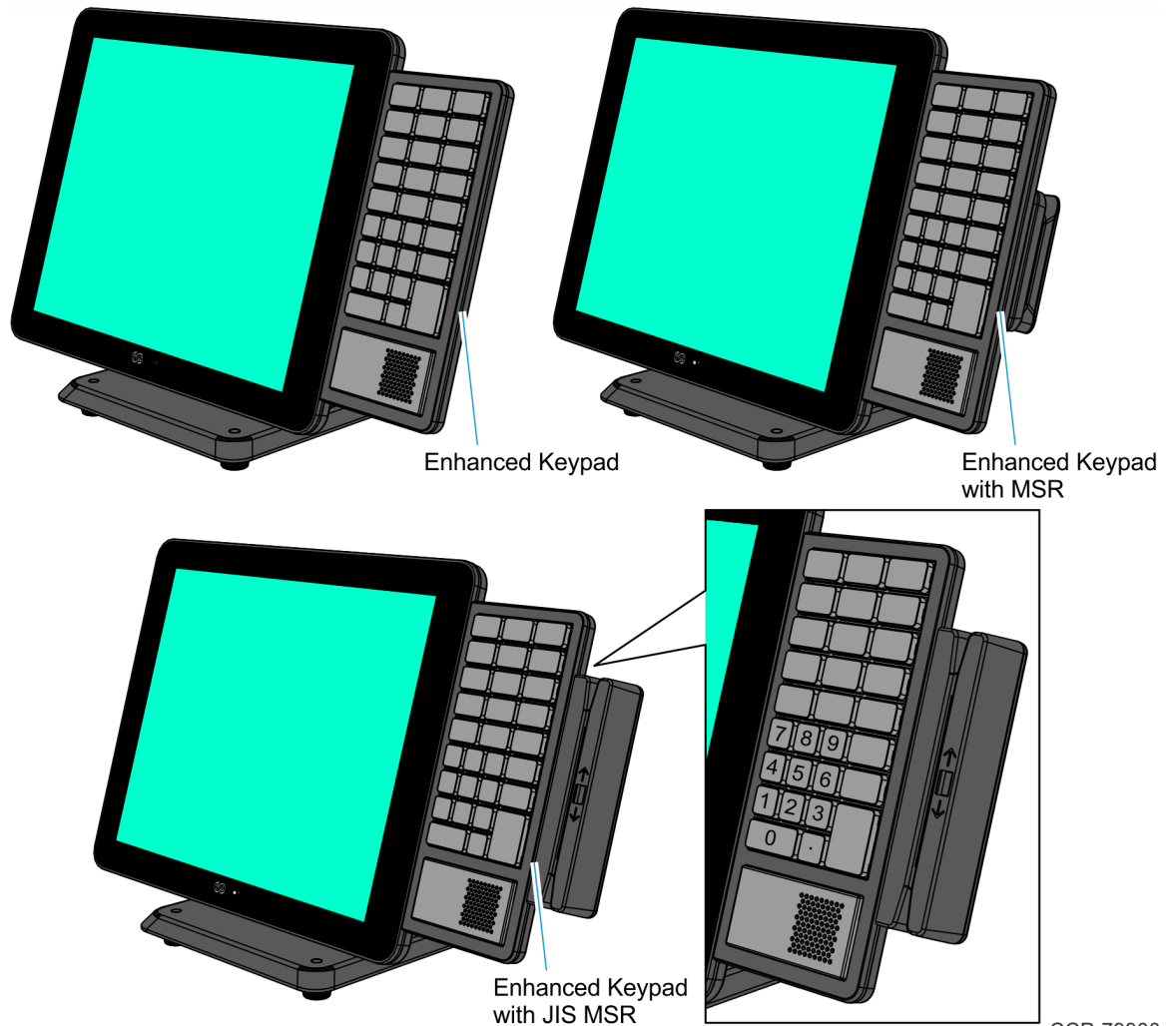
Card Thickness

The MSR module accepts standard cards within the thickness range of 0.68 – 0.84 mm.

Enhanced Keypad

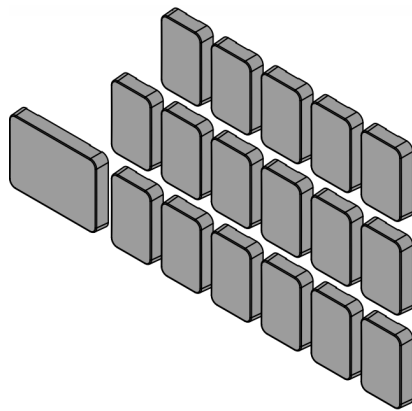
There are six Enhanced Keypad options for the XL15:

- Enhanced Keypad with MSR, Black (5915-F147)
- Enhanced Keypad with JIS MSR, Black (5915-F148)
- Enhanced Keypad with No MSR Filler Plate, Black (5915-F149)
- Enhanced Keypad with MSR, White (5915-F247)
- Enhanced Keypad with JIS MSR, White (5915-F248)
- Enhanced Keypad with No MSR Filler Plate, White (5915-F249)

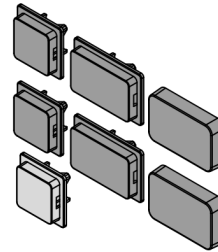


The Enhanced Keypad includes Lenses and Key Tips. These parts are bagged separately (not installed).

Part Number	Description	Quantity
497-0521386	Enhanced Keypad Lenses	17 pcs. 1x1.5 1 pc. 2x1.5
497-0525526	Enhanced Keypad Key Tips, Double Shot, Pantone Cool Gray 5C	2 pcs. 1x1.5 Key Tip and Lens 1 pc. 1x1 "000" 1 pc. 1x1 "00" 1 pc. 1x1 "0"



Enhanced Keypad Lenses



Enhanced Keypad Key Tips,
Double Shot, Pantone Cool Gray 5C

CCP-79952

Keypad Driver

The NCR USB Utilities package for the Enhanced Keypad module is located in the following location:

http://www5.ncr.com/support/support_drivers_patches.asp?Class=External/Peripherals\Display\5915\display

Refer to the Readme document for the driver installation instructions.

Keypad Remap Utility

The NCR POS Keyboard Remap Utility provides a graphical user interface for keyboard remapping for the following:

- 5932 Keyboards
- 5953 Dynakeys
- 5954 Dynakeys
- X-Series Dynakeys
- Enhanced Keypads

The utility is located in the following location:

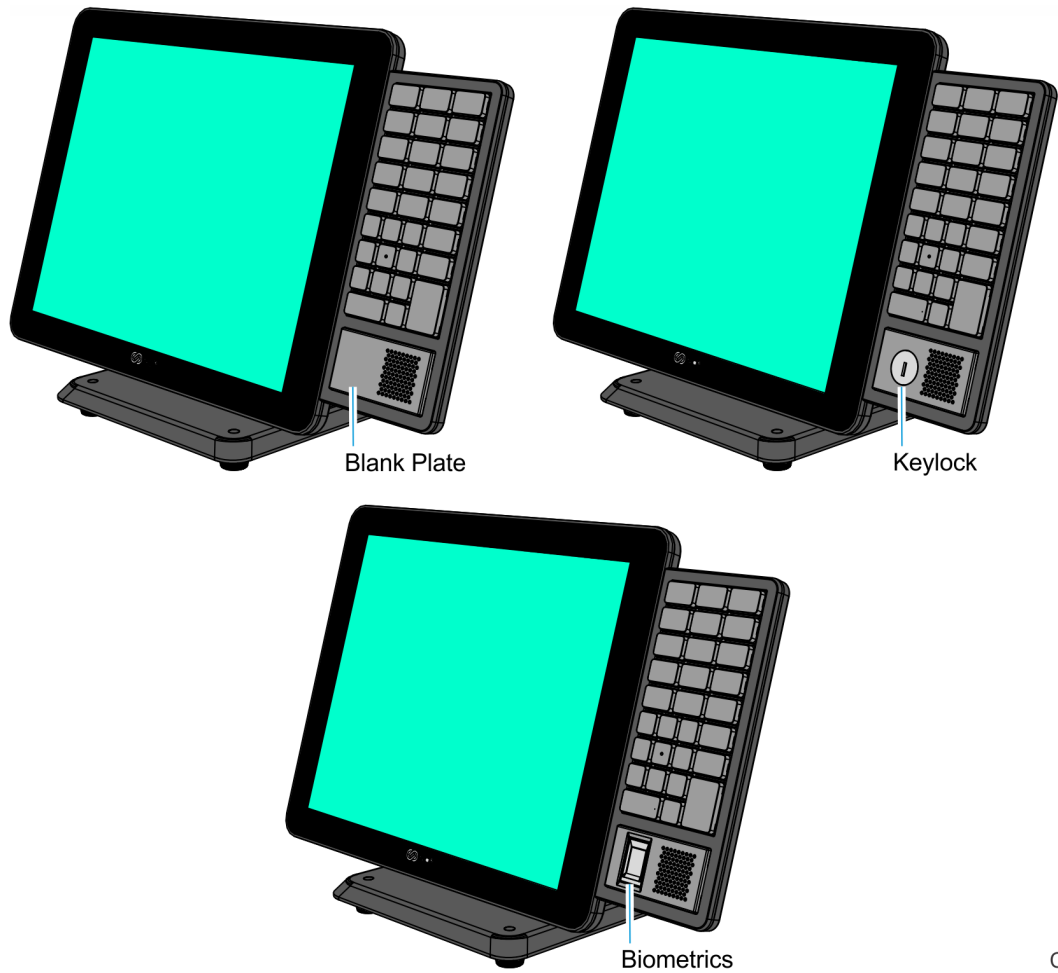
http://www5.ncr.com/support/support_drivers_patches.asp?Class=External/NCRKeyboard\Remap\display

Refer to the Readme document for the utility installation procedure.

Enhanced Keypad Peripherals

The Enhanced Keypad has the following peripheral options:

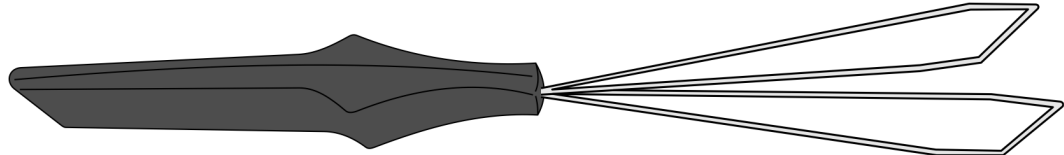
- Blank Plate for Enhanced Keypad, Black (5915-F160)
- Keylock for Enhanced Keypad, Black (5915-F161)
- Biometrics for Enhanced Keypad, Black (5915-F162)
- Blank Plate for Enhanced Keypad, White (5915-F260)
- Keylock for Enhanced Keypad, White (5915-F261)
- Biometrics for Enhanced Keypad, White (5915-F262)



Enhanced Keypad Tools

Wire Key Tip Removal Tool (5915-K175)

This tool allows safe removal of Enhanced Keypad key tips.

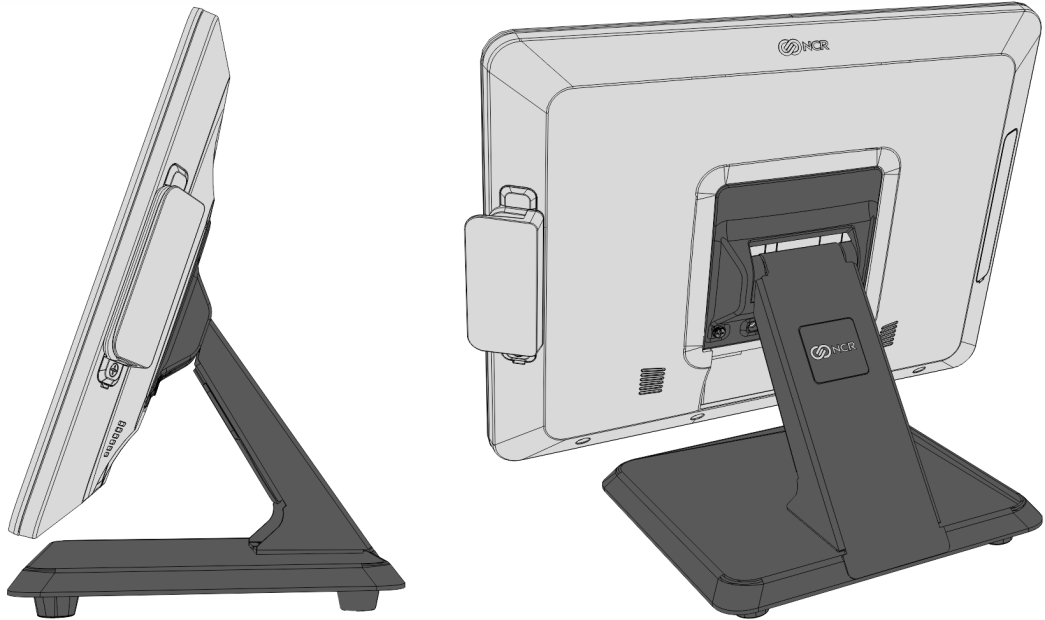


Wire Key Tip Removal Tool (5915-K175)
497-0529580

CCP-79933

Display Mounts

XL-Series Stand (5915-F033/F233, 5915-K033)



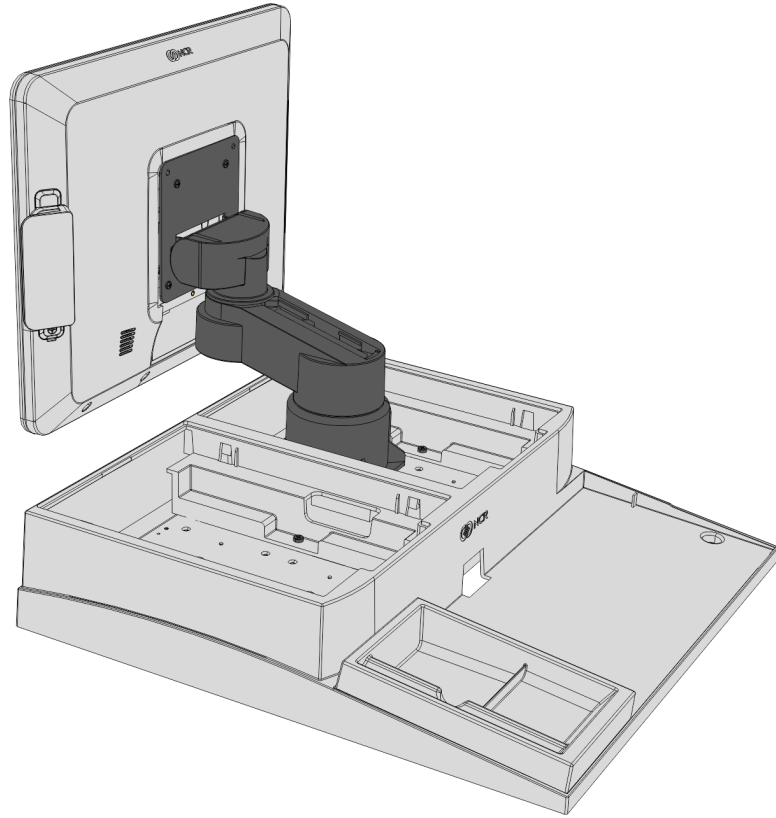
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Pole Mount with XL Display Adapter (5915-K400)



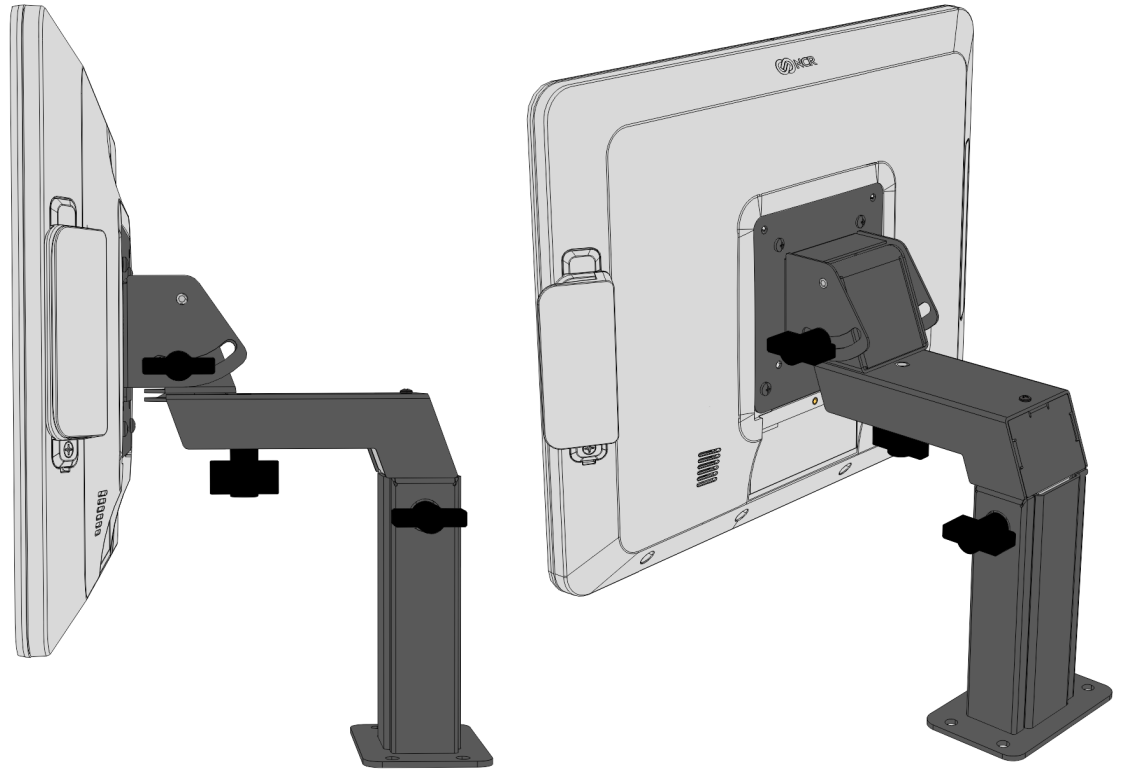
CCP-79937

Integration Tray Mount (5968-K024, 7607-K024)



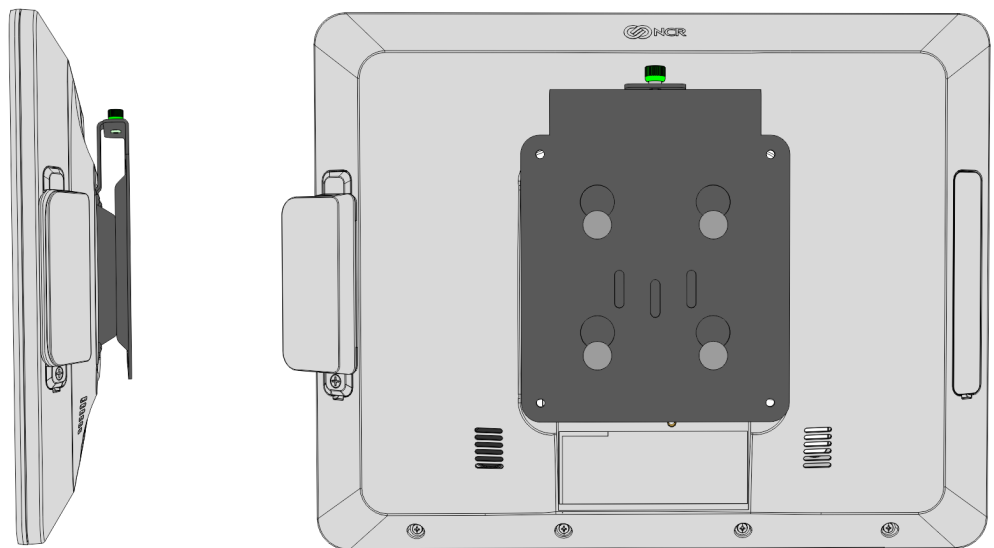
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Checkstand Mount (5968-K039)



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Wall Mount (7702-K320)

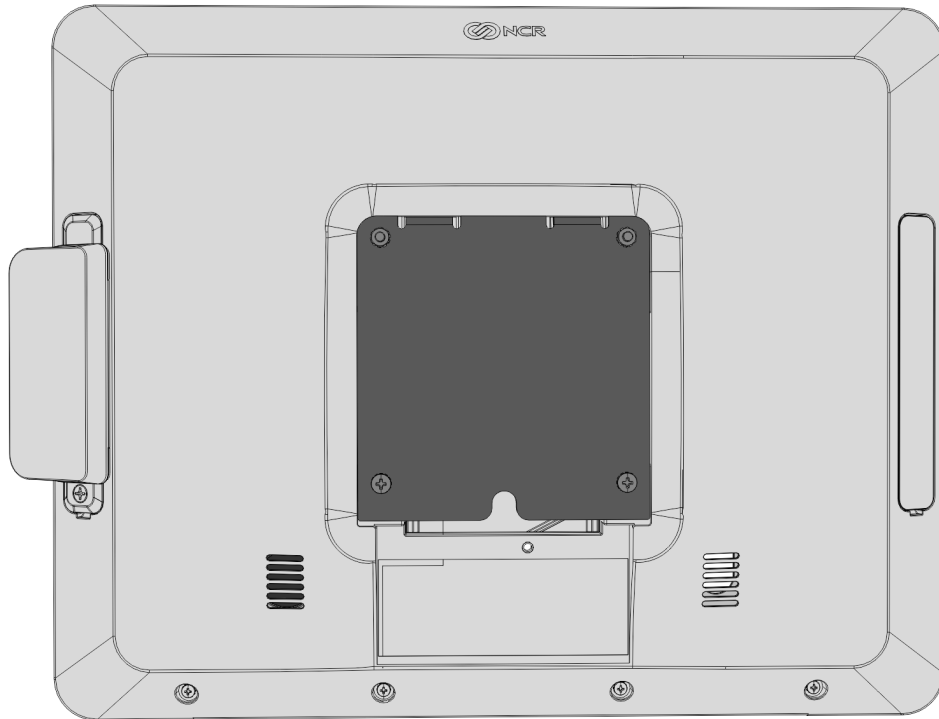


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Third Party Mounts

Quick Release Bracket (5915-K320)

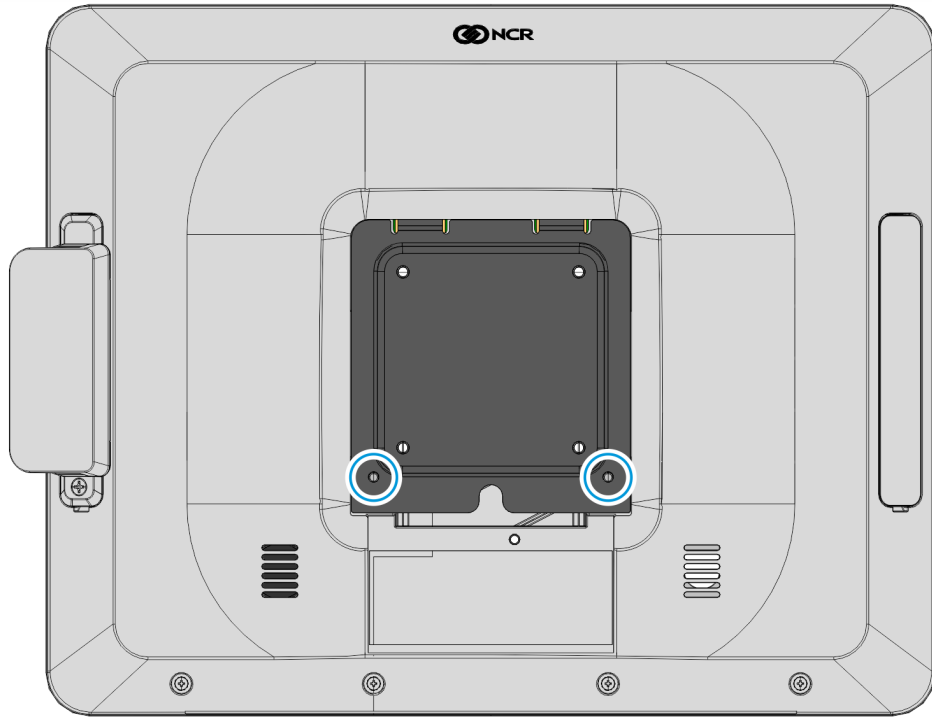
Quick release bracket for easy cable access for third party mounts. The bracket provides hooks and two mounting points, and replaces the standard four mounting points on third party pole arms.



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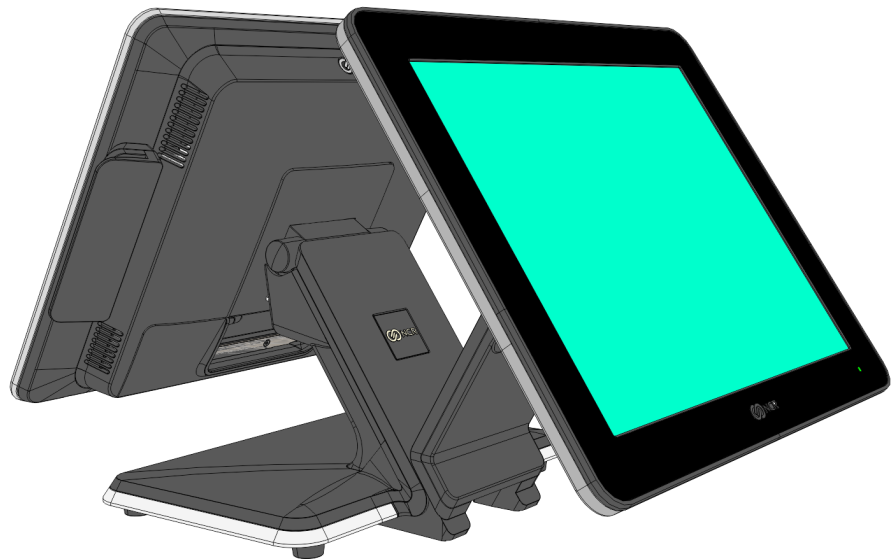
VESA Bracket Adapter Plate (5915-K330/K331)

Adapter plate to mount displays with 100mm x 100mm VESA patterns to mounts with a 75mm x 75mm VESA pattern.



CCP-74926

Customer Display (7702-K453)



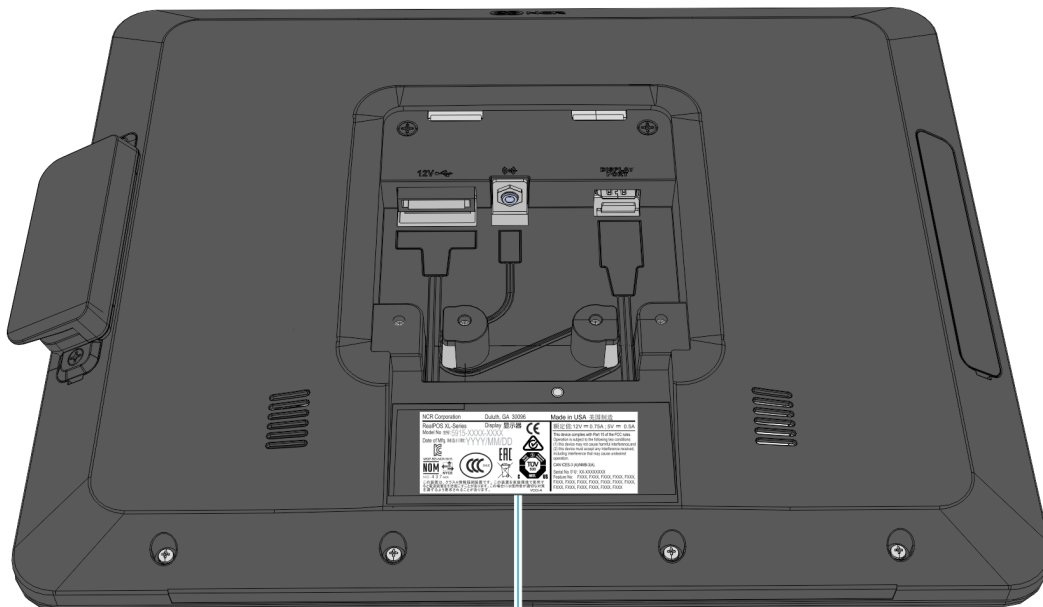
Front Panel Power LED



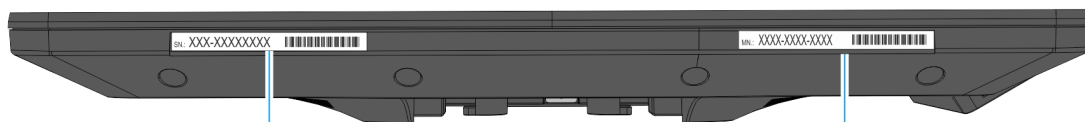
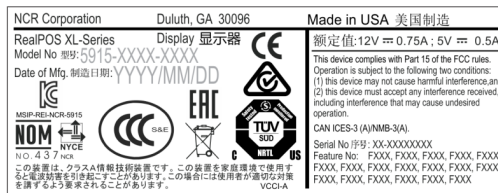
70615

Color	Description
Off	System OFF or No Power
Green	Video Signal found
Red	No Video Signal

Label Locations



Certification/Feature Label



Serial Number Label



Model Number Label



Chapter 2: Hardware Installation

Installation Restrictions

Before installing the NCR XL15 (5915) Display, read and follow the guidelines in the XL15 POS Site Preparation Guide and the NCR Workstation and Peripheral AC Wiring Guide (BST0-2115-53).

- Install the display near an electrical outlet that is easily accessible. Use the power cord as a power disconnect device.
- Do not permit any object to rest on the power cord. Do not locate the display where the power cord can be walked on.
- Use a grounding strap or touch a grounded metal object to discharge any static electricity from your body before servicing the display.



Warning: This unit contains hazardous voltages and should only be serviced by qualified service personnel.



Caution: This device should only be powered by a power supply source which meets Safety Extra Low Voltage (SELV) and LPS (Limited Power Source) requirements per UL1950, IEC 950, and EN 60 950. The power source must be certified by the appropriate safety agency for the country of installation.

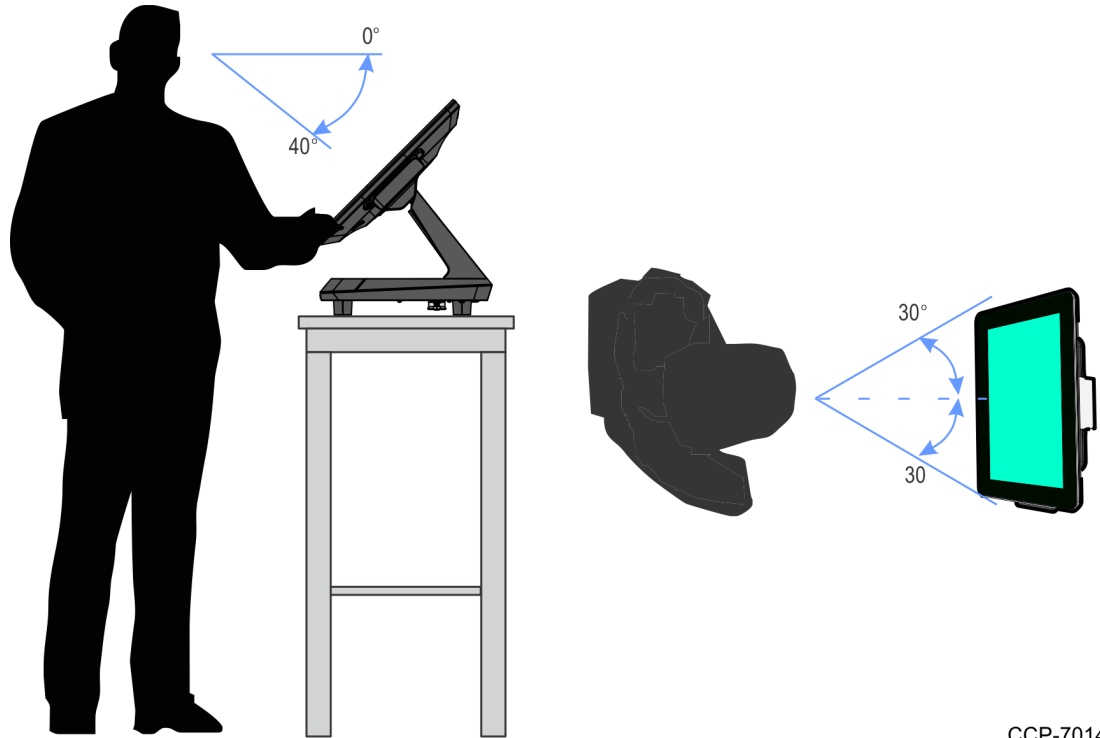


Caution: Use a grounding strap when installing this feature.

Ergonomic Workplace

The NCR XL15 has a high brightness LCD, please observe the following when considering the terminal workplace.

- Avoid direct glaring and reflective glaring light. Locate the terminal in a controlled luminance surrounding. When installed next to windows orient the terminal so it does not reflect the outside light.
- If possible, avoid reflective glaring caused by electric light sources.
- Position the terminal for ideal viewing angles.



Installing the Display

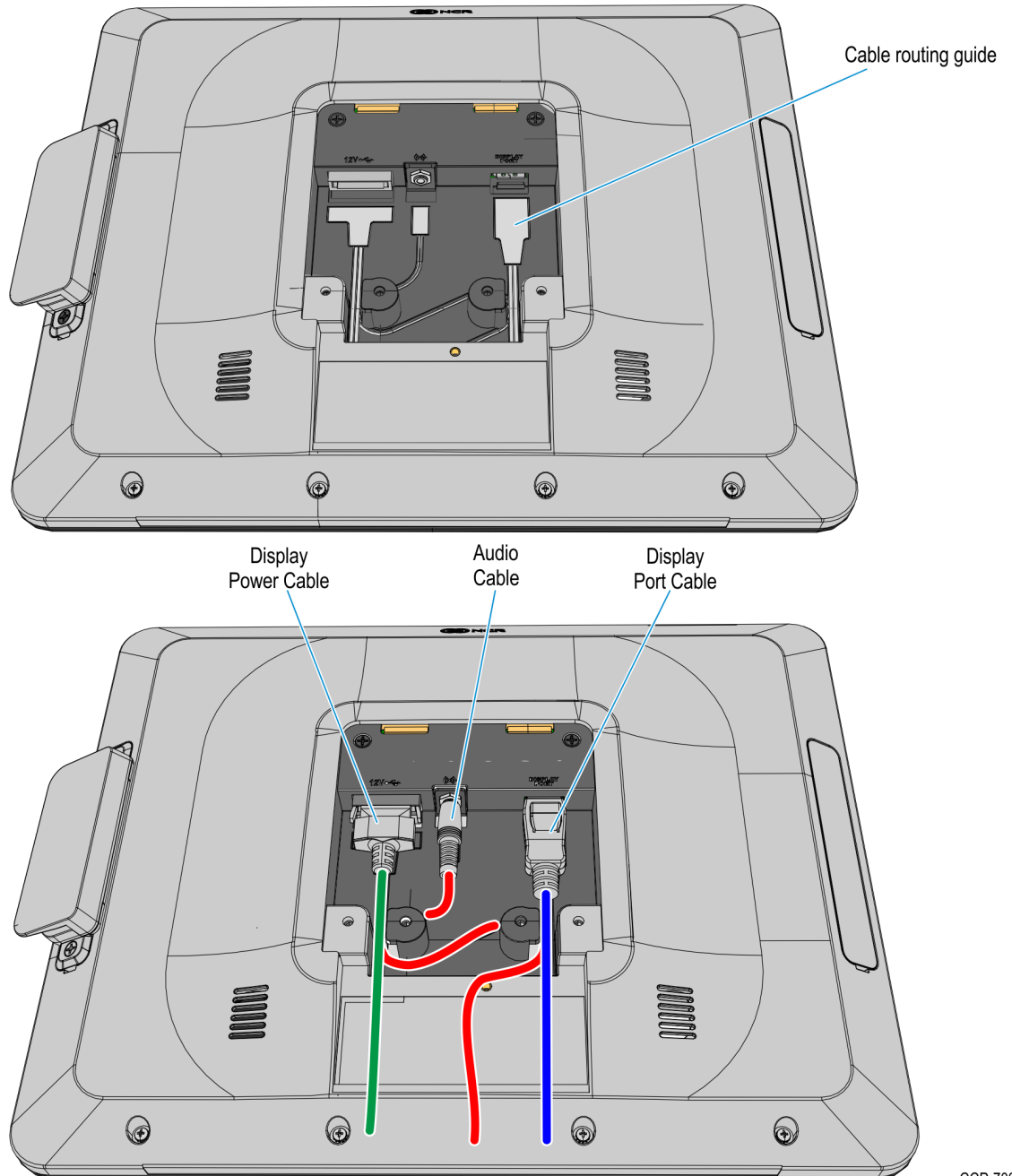
The XL15 Display can be mounted using a variety of mounts:

- XL-Series Stand (5915-F033/F233, 5915-K033)
- Wall Mount (7702-K320)
- Integration Tray Mount (5968-K024)
- Checkstand Mount (5968-K039)
- Third-Party VESA Mounts

This chapter explains how to perform an "Out-of-box" installation of the 5915 display mounted on the XL-Series Stand and how to connect cables to a POS terminal. For installation procedures for the other mounting options see their associated kit instructions.

XL-Series Stand

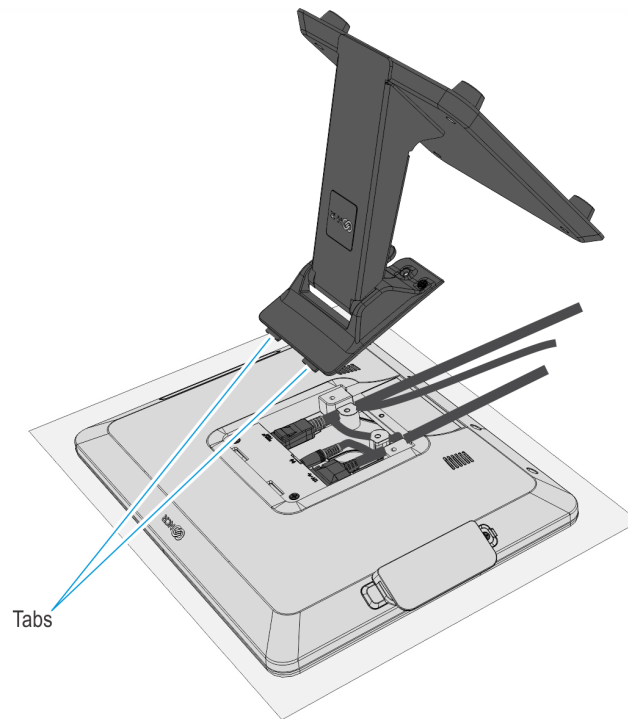
1. Connect the Display cables and route them according to the imprinted routing guide.
 - a. Connect and route the Audio Cable first. Route the cable looping around the cable strain relief posts as shown.
 - b. Connect the Display Power Cable and route straight down over the Audio Cable.
 - c. Connect the Display Port Cable and route straight down over the Audio Cable.



CCP-70288

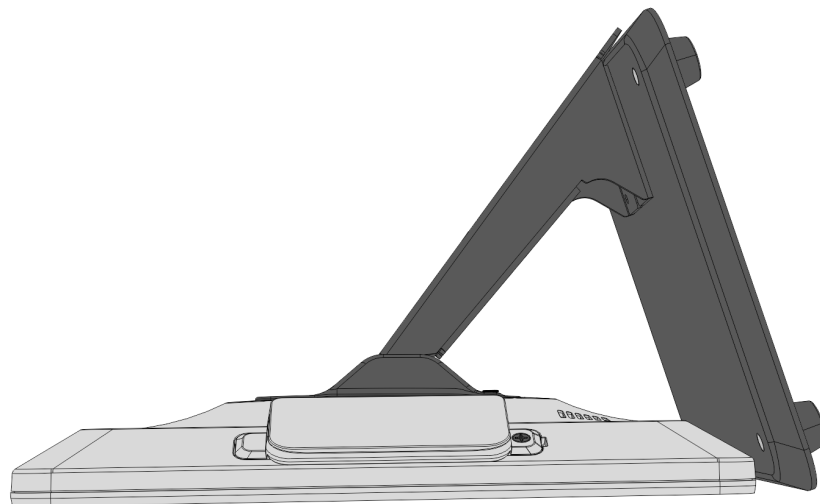
2. Mount the XL-Series Stand on the Display.

- a. Insert the VESA tabs into the slots in the rear of the Display and then slowly rotate the stand assembly downward.



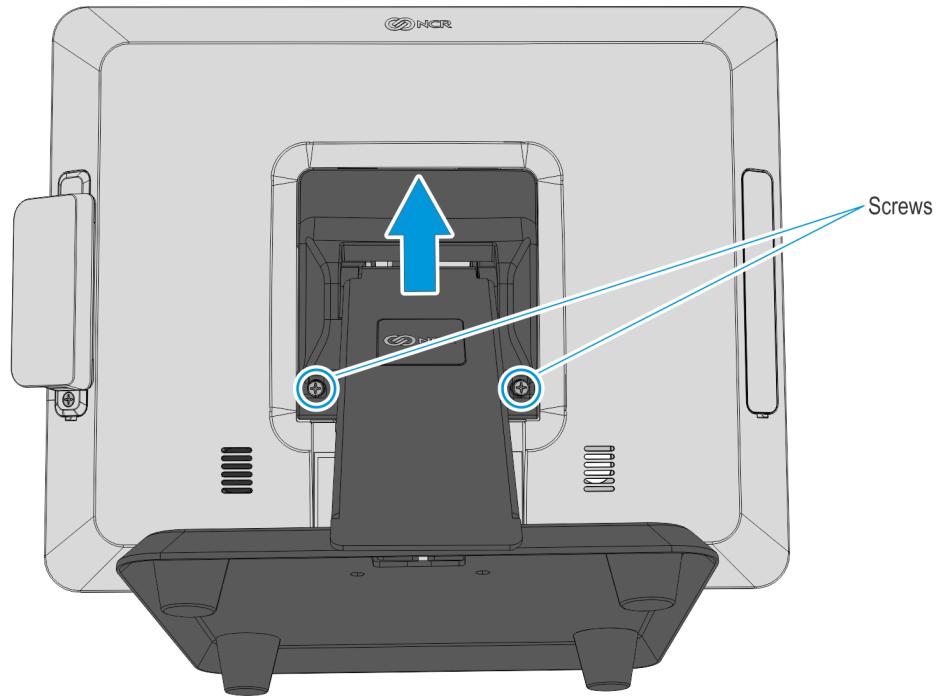
70617

- b. Rotate the Stand to the orientation shown below.



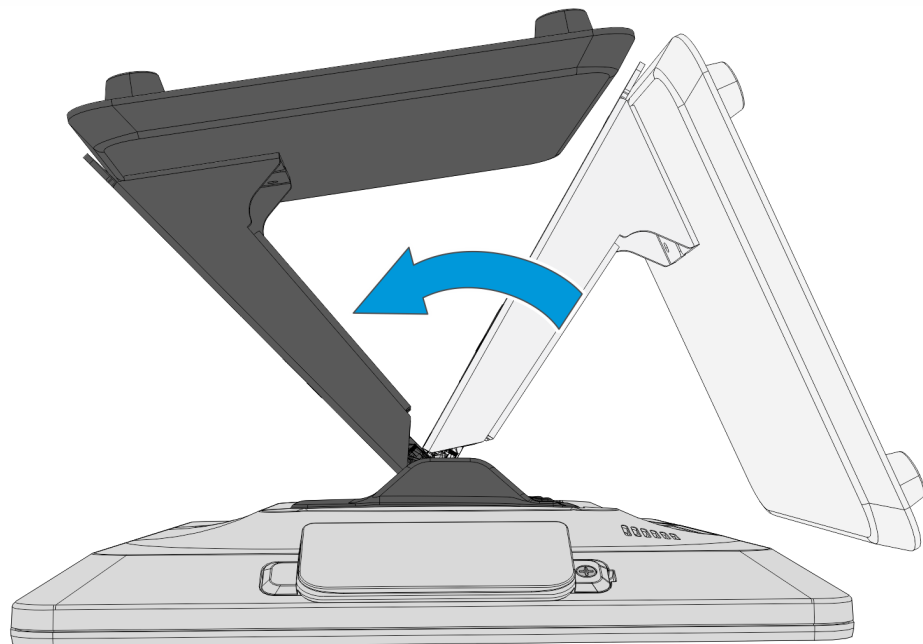
70618

3. Gently push the Stand assembly forward to properly align its mounting holes with the display. Secure the Stand with screws (2).



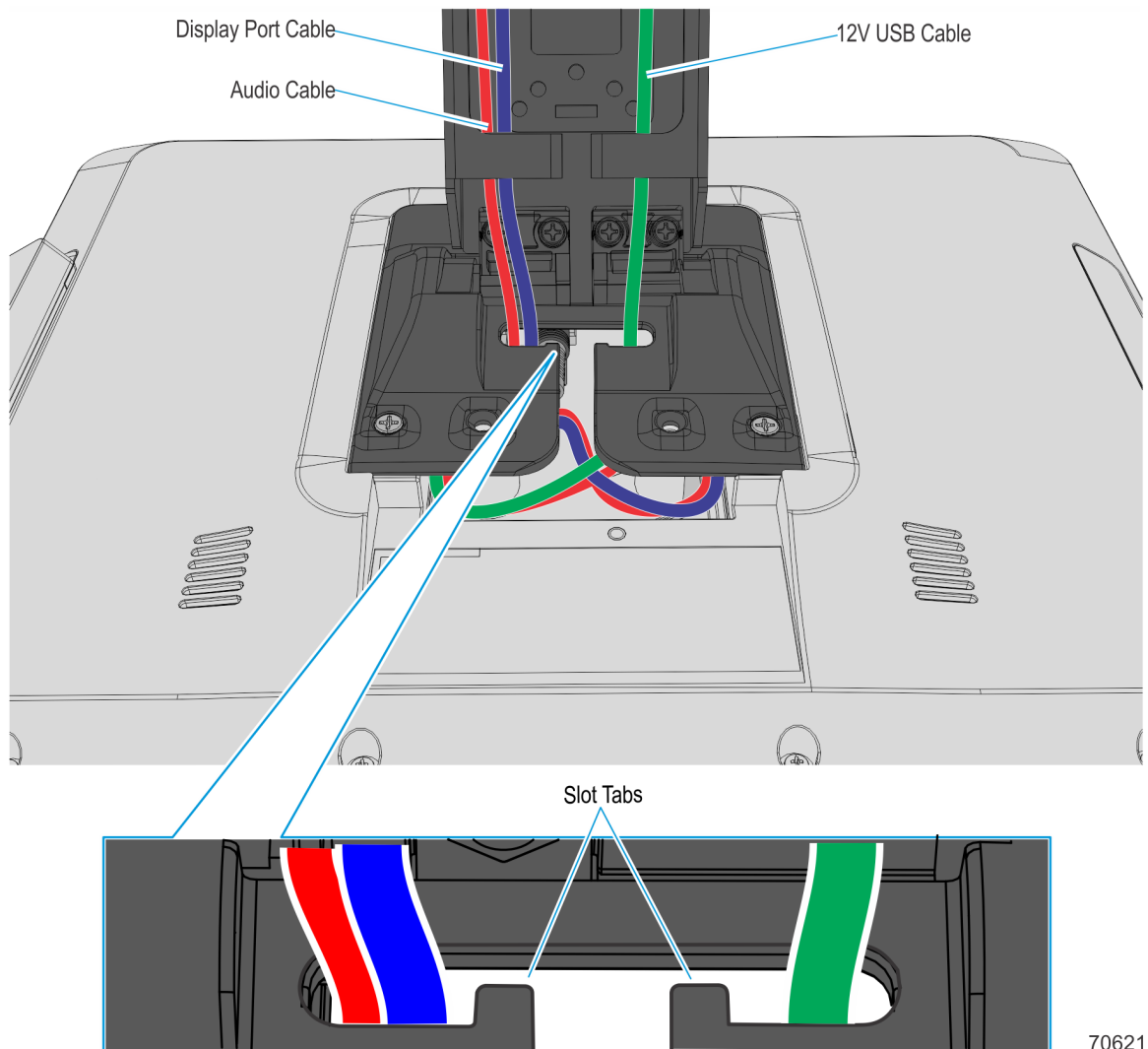
70619

4. Pivot the display towards the back as shown.

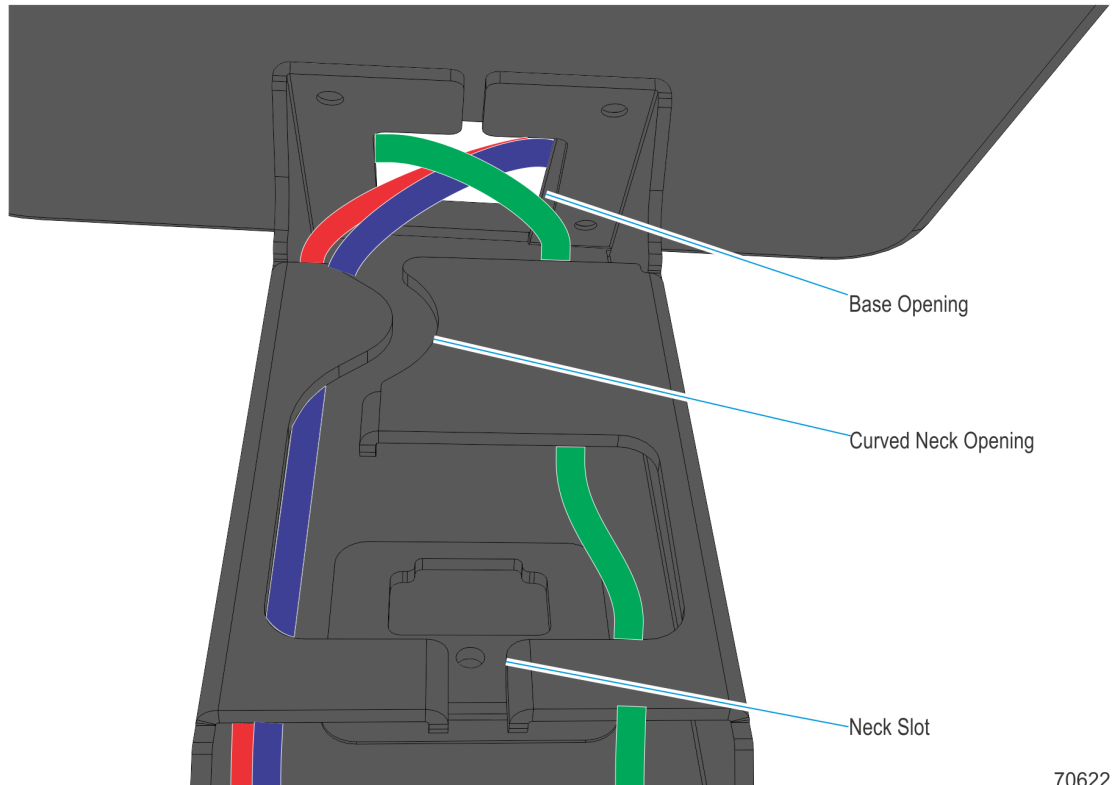


70620

5. Route and secure the Display cables to the Mounting Bracket then through the Stand and then out the base opening.
 - a. Route the Audio Cable first to the left slot and make sure it is behind the tab in the slot.
 - b. Route the Display Port Cable to the left slot and make sure it is behind the tab in the slot.
 - c. Route the USB Cable to the right slot and make sure it is behind the tab in the slot.



- d. Route the cables through the neck slot then push cables through the curved neck opening and then out the base opening. Align the Audio Cable and Display Port Cable to the left side and the 12V USB Cable to the right side.



- e. Pull cables such that most of the cables have been fed through the base opening.
6. Position the display and stand assembly in an upright position.



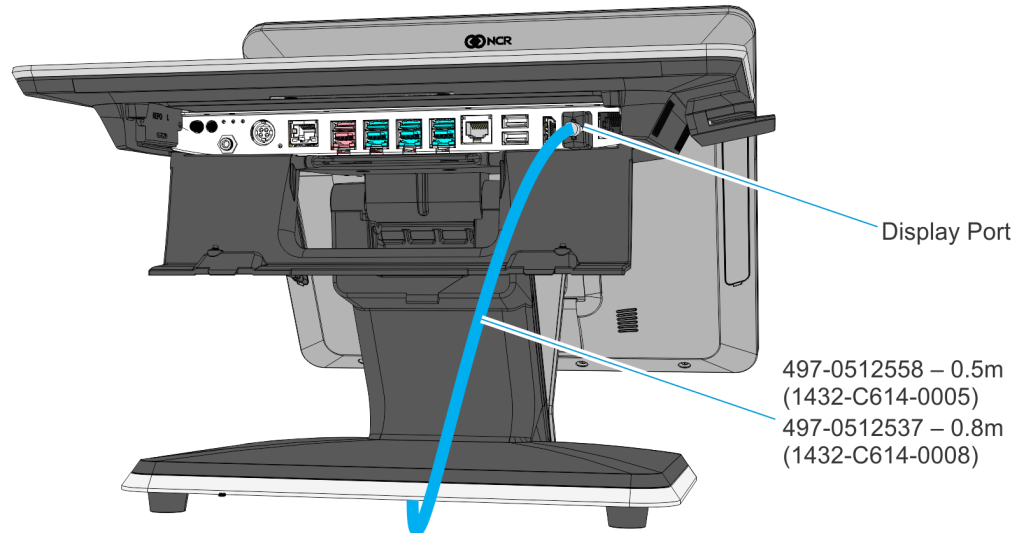
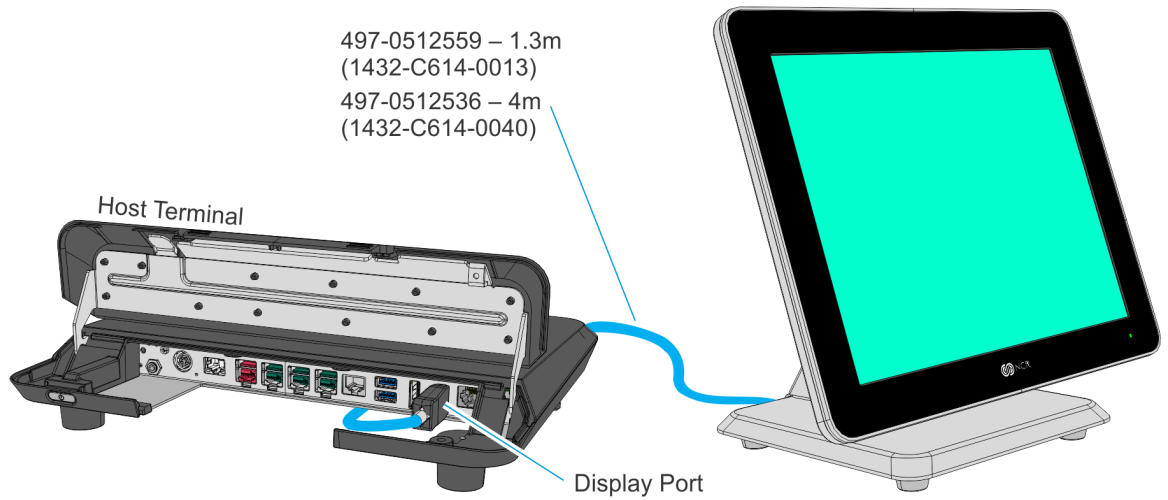
Connecting to a POS Terminal

The following illustrations show the host terminal cable connections. The required cables vary depending on the available video connectors on the host terminal.

Display Port Cables

The Display Port Cable provides video to the display.

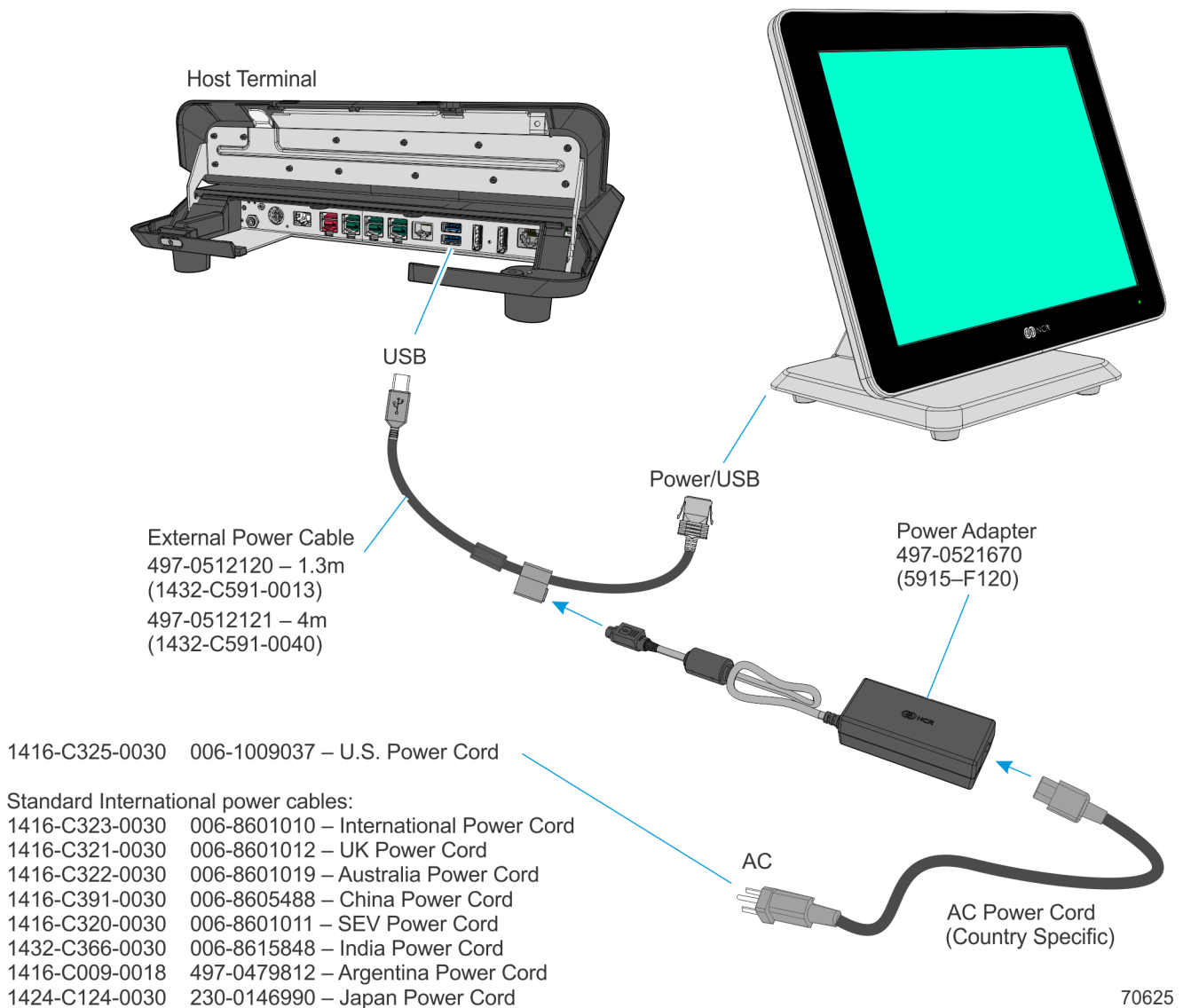
- Connect the Display Port Cable to the Display Port connectors on both the display and the terminal.



External Power Cables

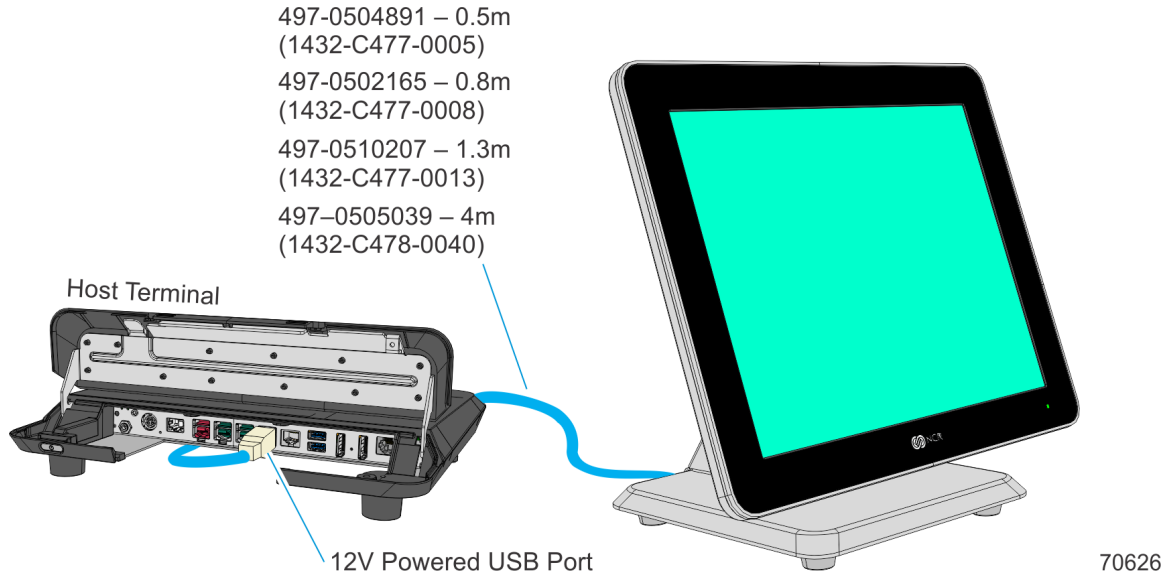
An External Power Cable provides both USB and power to the display when the host terminal does not have a USB 12V port available, but does have an available standard USB port.

1. Connect the External Power Cable to the display Power connector.
2. Connect the other end of the External Power Cable to the USB connector on the host terminal.
3. Connect the Power Adapter DC Cable to the External Power Cable (middle of cable).
4. Connect the AC Power Cord to the Power Adapter and an AC outlet.



Powered USB Cables

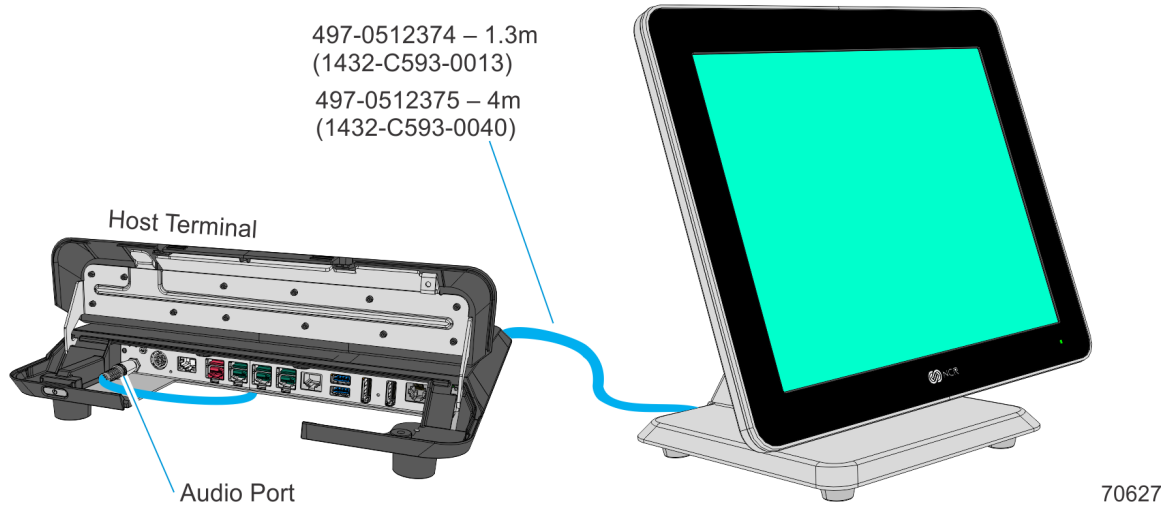
The Powered USB Cable provides both USB and power to the display.



Audio Cable

The Audio Cable provides audio to the display.

- Connect the Audio cable to the Audio Port connectors on both the display and the terminal.



Adapters

HDMI to Display Port Adapter

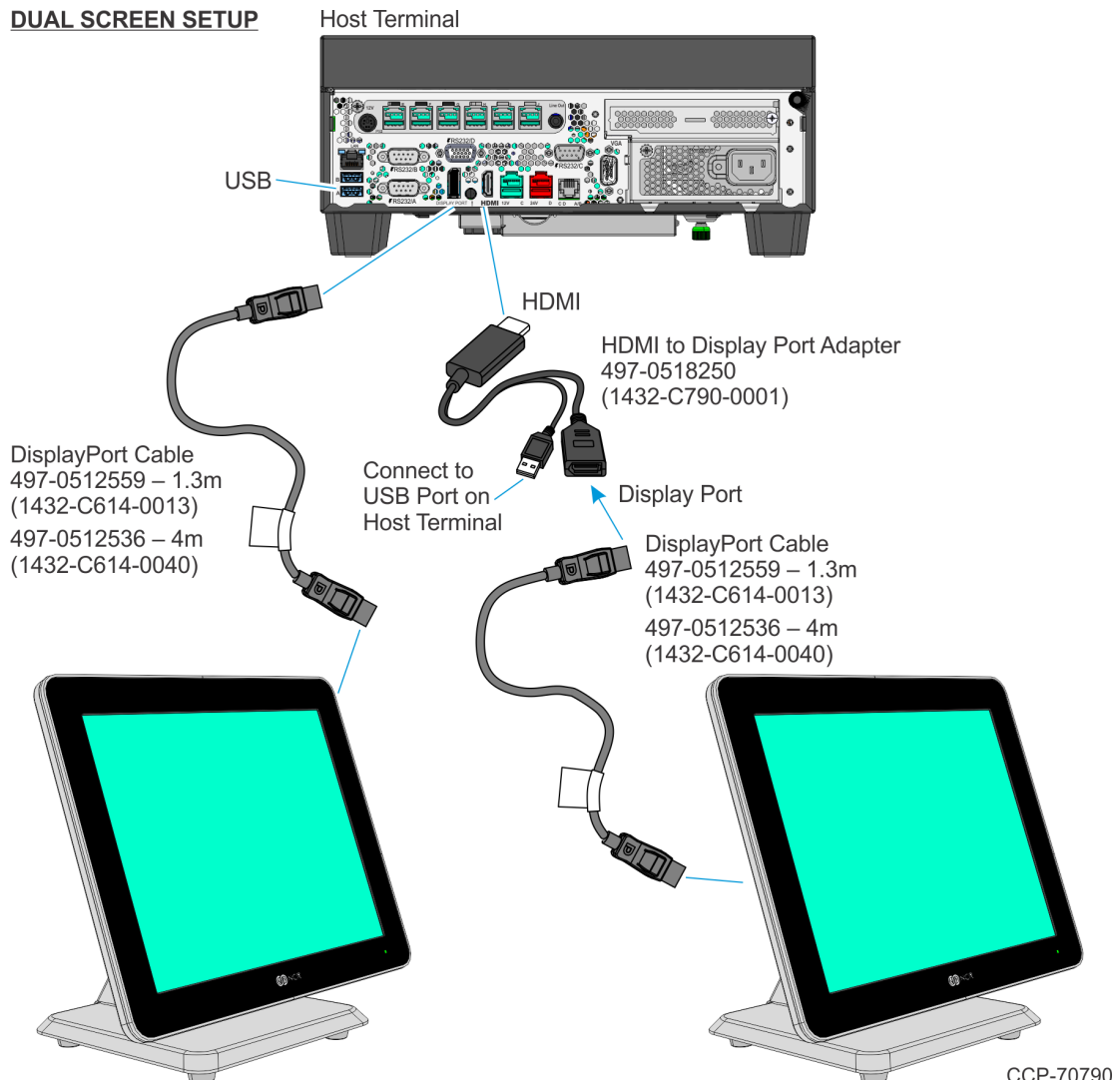
The HDMI to Display Port Adapter allows connection of a display with Display Port to a host terminal with an HDMI connection. The adapter must be used with a Display Port Cable.

1. Connect the Display Port Cable to the display.
2. Connect the other end of the Display Port Cable to the Display Port connector of the HDMI to Display Port Adapter.
3. Connect the HDMI connector of the Adapter to the HDMI port of the host terminal.
4. Connect the USB connector of the Adapter to any available USB port on the host terminal.

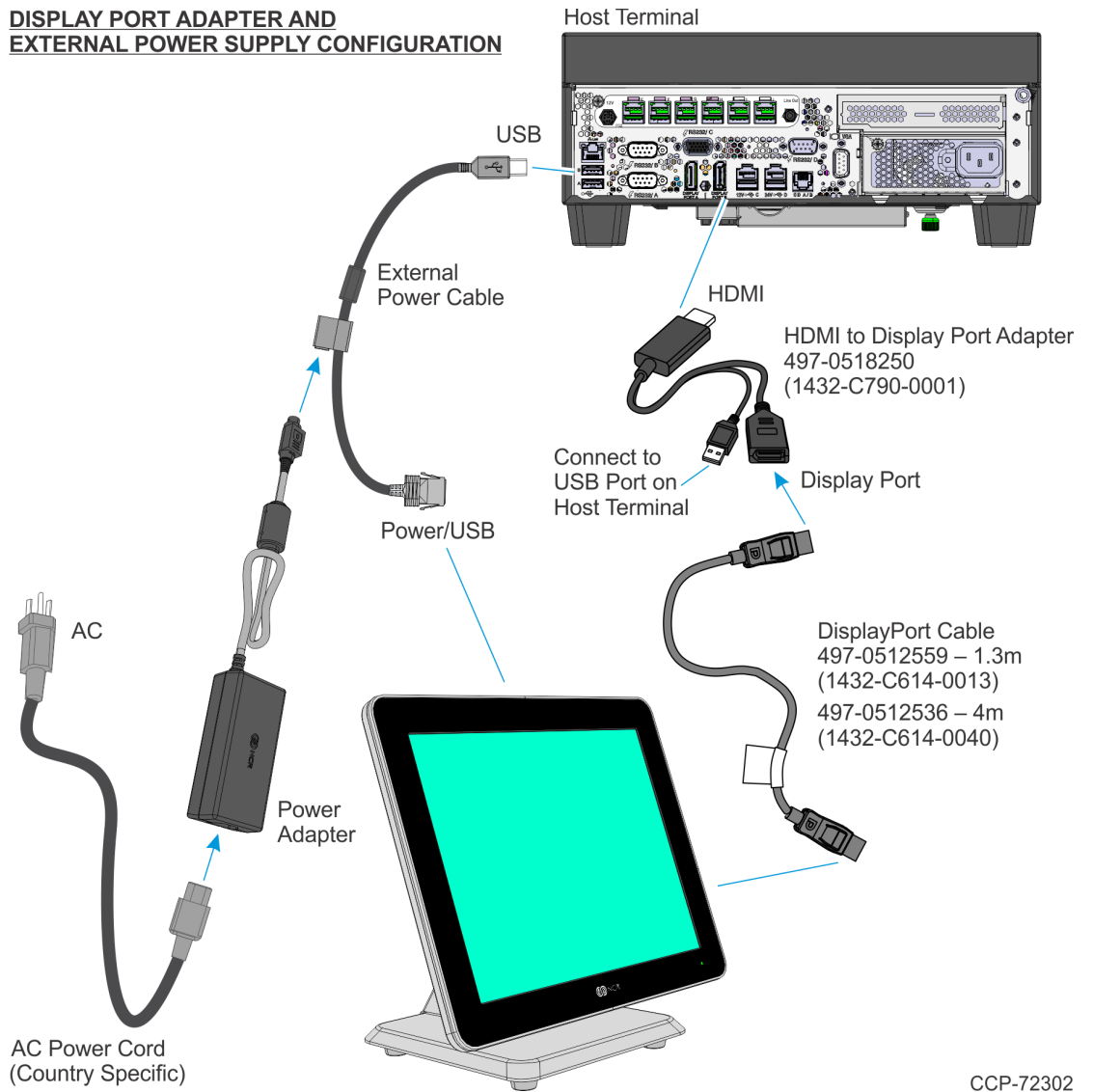


Note: The HDMI to Display Port Adapter includes a USB extension cable in case the USB cable of the Adapter is not long enough to reach the desired USB port.

DUAL SCREEN SETUP



DISPLAY PORT ADAPTER AND EXTERNAL POWER SUPPLY CONFIGURATION



DVI-D to HDMI Adapter

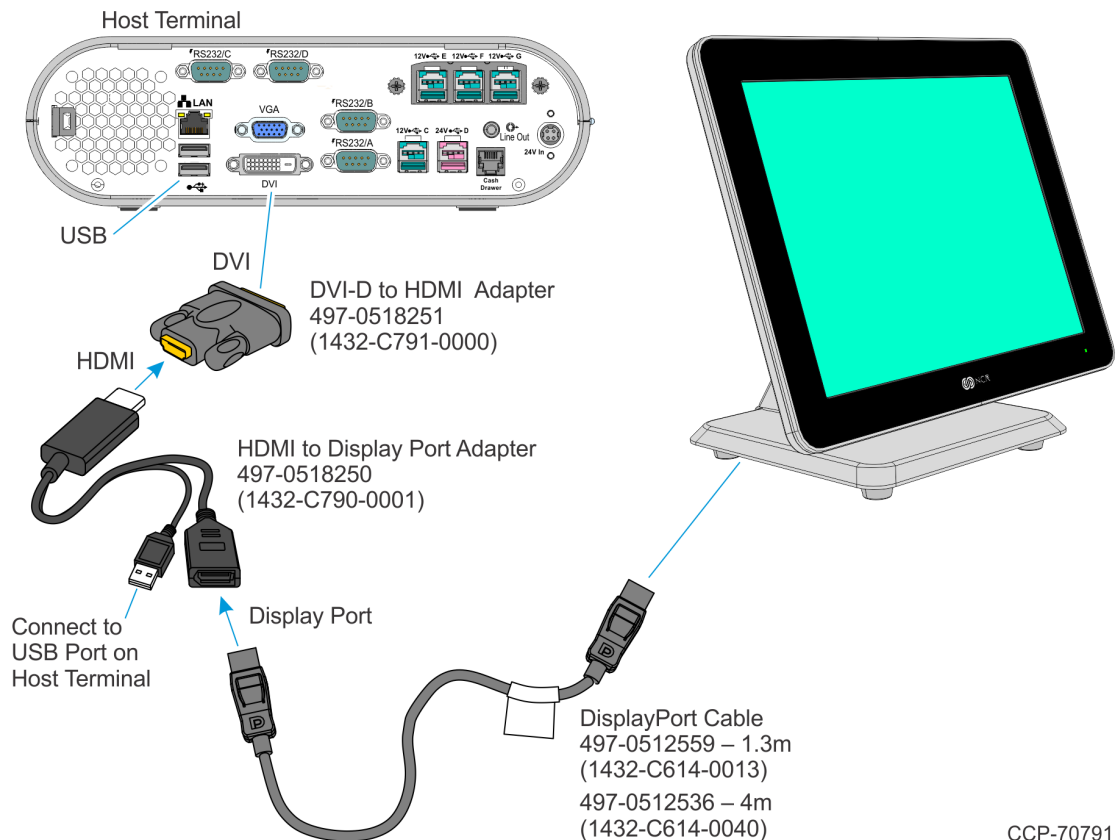
The DVI-D to HDMI Adapter allows connection of a display with Display Port to a host terminal with a DVI connection. The adapter must be used with a Display Port Cable and an HDMI to Display Port Adapter.

1. Connect the Display Port Cable to the display.
2. Connect the other end of the Display Port Cable to the Display Port connector of the HDMI to Display Port Adapter.
3. Connect the HDMI connector of the HDMI to Display Port Adapter to the HDMI end of the DVI-D to HDMI Adapter.
4. Connect the DVI end of the DVI-D to HDMI Adapter to the DVI port of the host terminal.
5. Connect the USB connector of the Adapter to any available USB port on the host terminal.

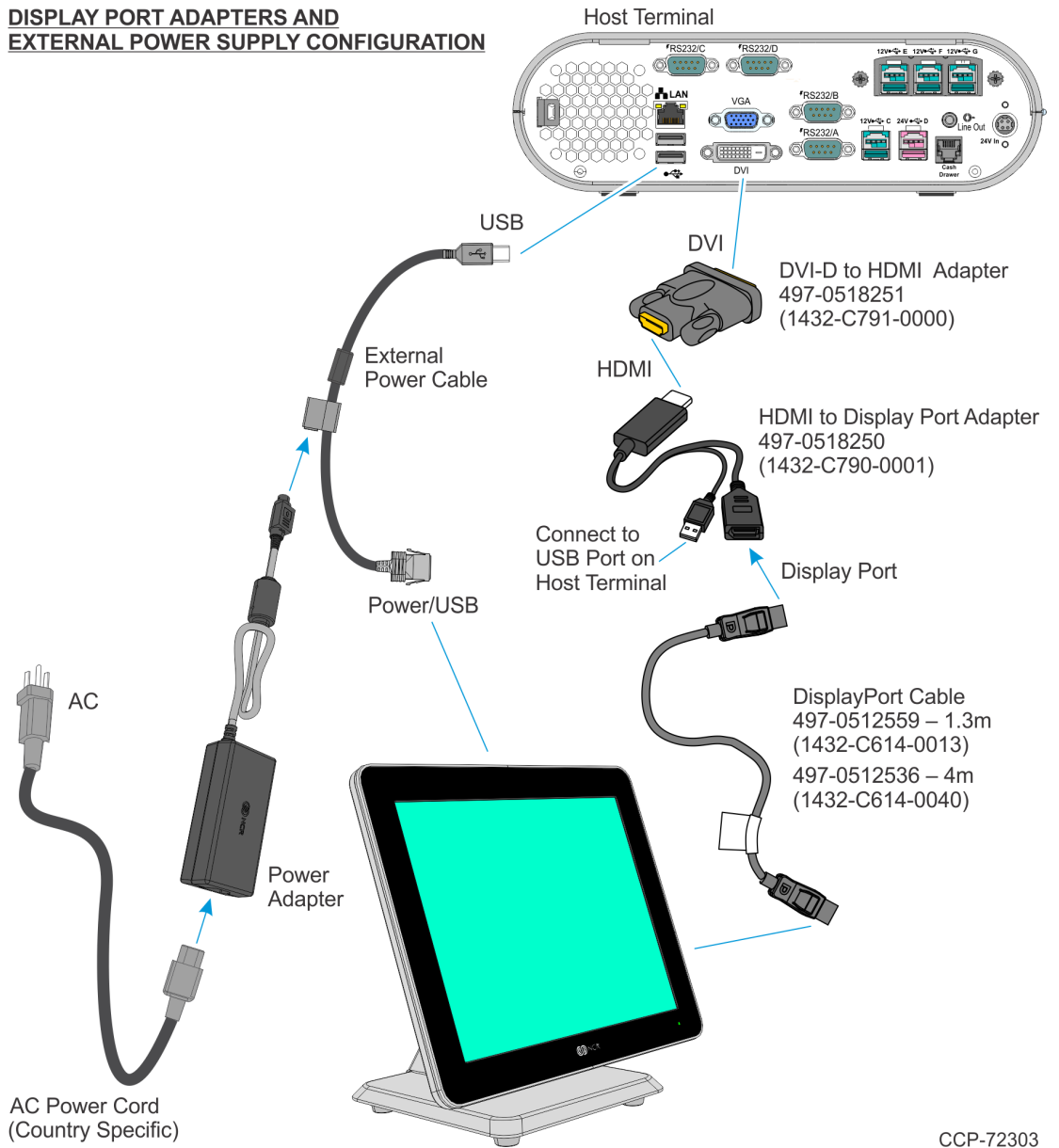


Note: The HDMI to Display Port Adapter includes a USB extension cable in case the USB cable of the Adapter is not long enough to reach the desired USB port.

HOST TERMINAL WITH A DVI CONNECTION



DISPLAY PORT ADAPTERS AND EXTERNAL POWER SUPPLY CONFIGURATION



Chapter 3: Operation and Cleaning

Touchscreens

There are two types of touchscreens for the NCR XL15 (5915):

- Projected Capacitive (PCAP) Touchscreen
- Resistive Touchscreen

Projected Capacitive Touchscreen

PCAP touchscreens have all the benefits of normal capacitive touchscreens and more.

- Fast processing of touch information
- High sensitivity (use conductive pencils, with hands, and with thin gloves.
- Multi-touch capability (10-finger)
- High resolution
- Improved legibility and display brightness due to optimal light transmission

In addition, the technology of PCAP touchscreens is characterized by significantly higher robustness and stability than common capacitive touchscreens because the active touch surface is located on the back side of the touchscreen. instead of the front side. Therefore, the active surface is not directly touched and does not wear off by normal use.

Since most surface contamination do not cause interference to the touchscreen the NCR XL15 (5915) can be used in public or severe environmental conditions.

Using the PCAP Touchscreen

The PCAP touchscreen responds to the lightest touches. Touching with a single finger resembles the left mouse button. Two fingers are used to zoom IN (fingers brought together) or zoom OUT (fingers pulled apart). Circular motion can be used to rotate an element on the screen. This function must be supported by either the Operating System or the application.

Resistive Touchscreen




The resistive TFT touchscreen is constructed of a hard-coated polyester top sheet that is overlaid on a conductive-coated glass layer. Voltage is applied to the top sheet. As a user touches the screen, the top sheet compresses and comes into contact with the glass layer, causing current to flow to the four corners in proportion to the distance from the edge. This controller then calculates the position of the finger, based on the current flow. Because the controller derives both the "X" and "Y" touch coordinates from the stable glass layer, the accuracy and operation of the touchscreen is unaffected by any damage that may have occurred to the top sheet.

Using the Resistive Touchscreen

The resistive touchscreen functions as traditional single-touch screens.

Touchscreen Cleaning Procedures

Touchscreens can be effectively cleaned with diluted detergent or up to 70% isopropyl alcohol solution. Follow these steps to avoid damage to the touchscreen:

-  **Warning:** Do not use sharp objects to clean around the edges of the touchscreen. Do not use abrasive cleaners (powders) or abrasive cleaning materials (scrub brush, scouring pad).
- 1. Clean the screen using a non-abrasive cloth (microfiber cleaning cloth or cloth towel) and a diluted detergent solution, such as household soap and water.
-  **Warning:** Do not apply any cleaning products directly to the screen. Do not soak the cloth: wring it out before use.
- 2. Dry the screen with another soft cloth.
- 3. Clean the screen further using a cloth dampened with isopropyl alcohol solution, or using pre-packaged wipes.
-  **Warning:** Do not apply any cleaning products directly to the screen. Do not soak the cloth: wring it out before use.
- 4. Ensure the glass and screen edges are completely dry before using the unit.

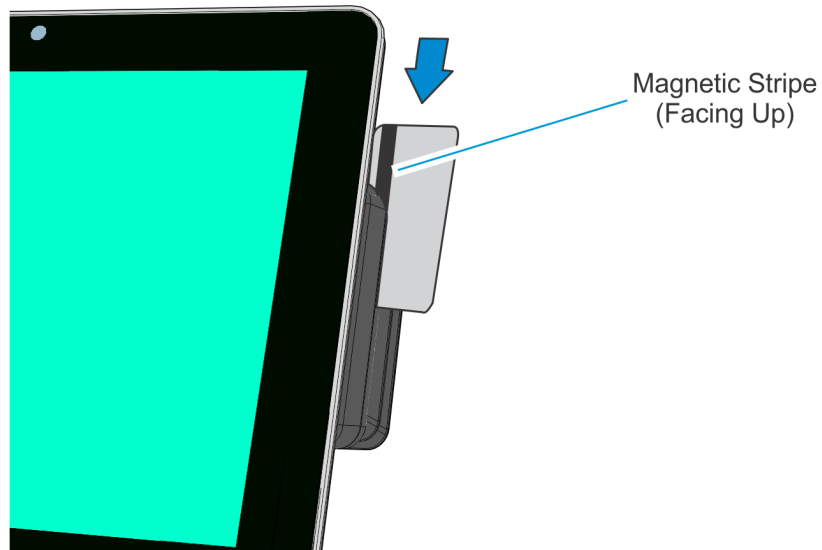
Magnetic Stripe Reader

The NCR XL15 (5915) features an ISO 3-Track Encrypted MSR head.

The card reading is bi-directional and is mounted on the right side of the display.

Using the MSR

Swipe the card through the slot in the MSR in a quick and steady movement. The magnetic stripe must be facing up and with the stripe in the slot.



32886

Care of Cards

- Cards should never come in contact with liquids.
- Cards should never be bent or folded in any way.
- Cards should never come in close proximity of a magnetic field.

Card Thickness

The MSR module accepts standard cards within the thickness range of 0.68 – 0.84 mm.

Cleaning the MSR

Customers who are participating in the NCR Partnership Services Program can purchase cleaning cards through NCR Services using the NCR Part Number.

Part	NCR Part Number
MSR Cleaning Card, Wet	603-9015143

Cleaning Frequency

For low use retail establishments, the cleaning procedures should be followed at least once per month. In areas of extremely high traffic (in excess of 500 swipes per day) or an operating environment that is high in contaminants, such as found in the food service industry, a weekly cleaning should be performed.

Cabinet Cleaning Procedures

1. Disconnect the unit from the power outlet before cleaning.
2. Wipe the cabinet using a non-abrasive cloth (microfiber cleaning cloth or cloth towel) dampened with soap and water solution.



Warning: Do not use alcohol (methyl, ethyl, or isopropyl) or any strong solvent. Do not use thinner or benzene, abrasive cleaners (powders), abrasive cleaning materials (scrub brush, scouring pad), or compressed air. Do not use any other types of cleaners such as vinegar, solvents, degreasers, or ammonia-based cleaners. These can damage the unit.



Warning: Avoid getting liquids inside the unit. If liquid does get inside, have a qualified service technician check it before you power it on again.

3. Wipe the cabinet using a clean and dry lint-free cloth.
4. Remove external dust around the cooling vents.

Chapter 4: NCR Software OSD Utility

Introduction

The NCR Software OSD is an application that is used to adjust display parameters, such as Brightness, Contrast, and color. It also provides monitor identification information, such as the name, serial number, and manufacturer.

Supported Features



Note: Not all features are supported on every monitor. The button is inactive and grayed out when the feature is not supported.

- Brightness
- Contrast
- V Position
- H Position
- Phase
- Clock
- Red/Green/Blue Video Gain
- Color Temperature
- Auto Setup
- Restore Default Settings
- V Moire
- H Moire
- V Size
- H Size

Installing the Utility

1. Download the OSD Utility from the NCR website: <http://www.ncr.com>
 - a. At this site, select the **Support** tab.
 - b. Select **Drivers and Patches** → **Retail Support Files** → **NCR RealPOS and Peripherals** → **Displays** → **5915**.
 - c. Download the application.

There are several versions to choose from. There are GUI versions that are used to run locally on each system or Console versions for customers who want to run the application from a Command Line to many systems concurrently.

Windows

- *NCR_Software_OSD_GUI_x86* - (32-Bit)
- *NCR_Software_OSD_Console_x86* - (32-Bit)
- *NCR_Software_OSD_GUI_x64* - (64-Bit)
- *NCR_Software_OSD_Console_x64* - (64-Bit)

Linux

- *NCR_Software_OSD_GUI_x86* - (32-Bit)
- *NCR_Software_OSD_Console_x86* - (32-Bit)

2. Click on the version of choice and Save it on your local system.
3. Unzip the application to a folder of your choice on the target system.
4. In the unzipped folder, navigate to the OSD executable.

Example: (32-Bit GUI version)

```
NCR_Software_OSD_GUI_x86_V2.1.7.1 >> x86
```

5. Run the *.exe file.

```
NCR_Software_OSD_GUI_x86.exe >> [Enter]
```

6. Answer **Yes** at the Security warning.

Running the Utility (GUI Version)

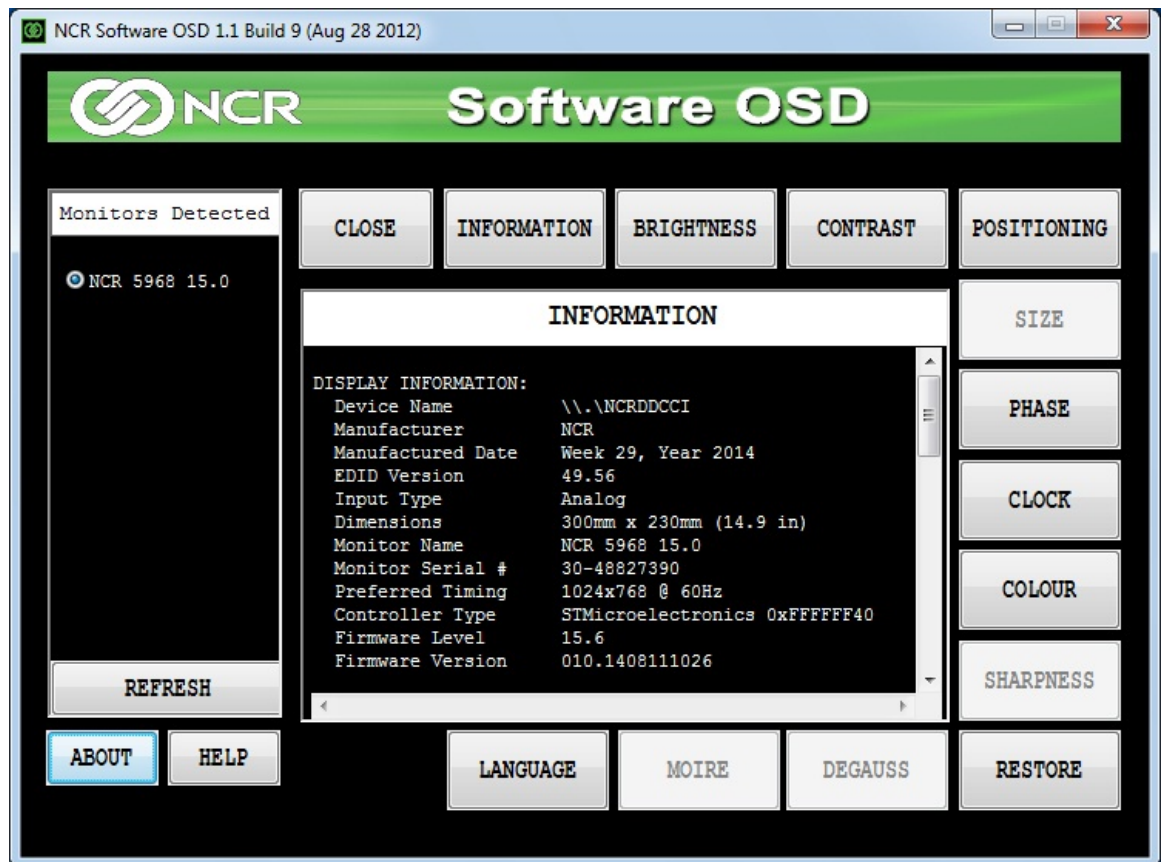
1. Unzip the application to a folder of your choice on the target system.
2. In the unzipped folder, navigate to the OSD executable.

Example: (32-Bit version)

[NCR_Software_OSD_GUI_x86_V2.1.6.3](#)>> x86

3. Execute the **[NCR_Software_OSD_GUI_x86.exe](#)** file to start the application.
4. Answer **Yes** at the Security warning.

Main Menu



Monitors Detected Panel

This panel lists all the monitors connected to the system. If more than one monitor is connected, the first monitor is selected by default.

Center Panel

The Center Panel displays information pertaining the selected control.

Control Buttons

The Control Buttons show the available features that can be modified. Unavailable features are grayed out.

Refresh Button

Refreshes data in the Monitors Detected panel (OSD does not auto detect). Use this button after connecting a new monitor to refresh the data.

About Button

Displays a brief description of the utility.

Help Button

Opens the Help File.

Close Button

Closes the OSD application.

Information

Provides information about the selected monitor. Information includes:

- Device manufacturer
- Date manufactured
- EDID version
- Input type
- Dimensions
- Monitor name
- Monitor serial number
- Preferred timing
- Controller type
- Firmware level
- Firmware version (for Dynamo display only)
- Display mode (for Dynamo display only)
- Timing Report
 - Horizontal frequency
 - Vertical frequency
 - Timing status
- Raw EDID
- Raw capabilities string (CAPS)

Brightness

Provides tools for adjusting Display brightness settings.

Contrast

Provides tools for adjusting Display contrast settings.

Positioning

Provides tools for gradually moving the image on the Display to a specific region (either left, right, up, or down).

Size

Provides tools for increasing or decreasing the height and width of the image on the Display.

Phase

Provides tools for increasing or decreasing the phase shift of the sampling clock.

Clock

Provides tools for increasing or decreasing the video sampling clock frequency.

Colour

Provides tools for adjusting Display color settings.

Sharpness

Provides tools for increasing or decreasing the sharpness settings of the Display.

Restore

Provides the following functions:

- Auto Setup - sets horizontal position, vertical position, clock, and phase.
- Auto Color - sets red/green/blue gain.
- Factory Defaults - restores all factory defaults including brightness, contrast, and color.
- Brightness/Contrast - restores factory defaults for brightness and contrast.
- Geometry Settings - restores factory defaults for geometry settings such as horizontal position and vertical position.
- Colour Settings - restores factory defaults for colour settings.

Degauss

Provides tools for CRT display to perform a degauss cycle.

Moire

Provides tools for increasing or decreasing the vertical or horizontal moiré picture cancellation.

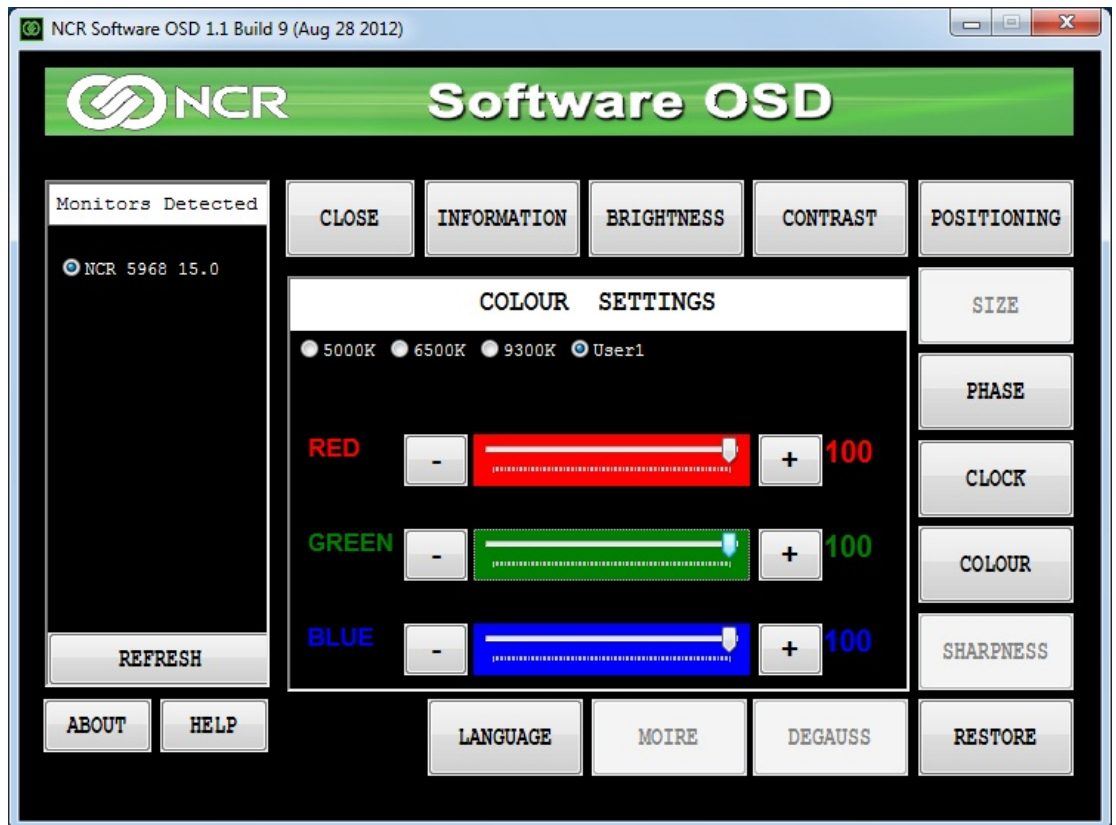
Language

Provides listing of the supported languages and permits changing the OSD language.

Display Adjustment Procedures

The adjustment procedures are similar for most features. The color adjustment shown below is an example.

1. Select the **Colour** button.
2. The default Colour Settings menu has the 6500K radio button selected. To activate the color slides select **User1** .

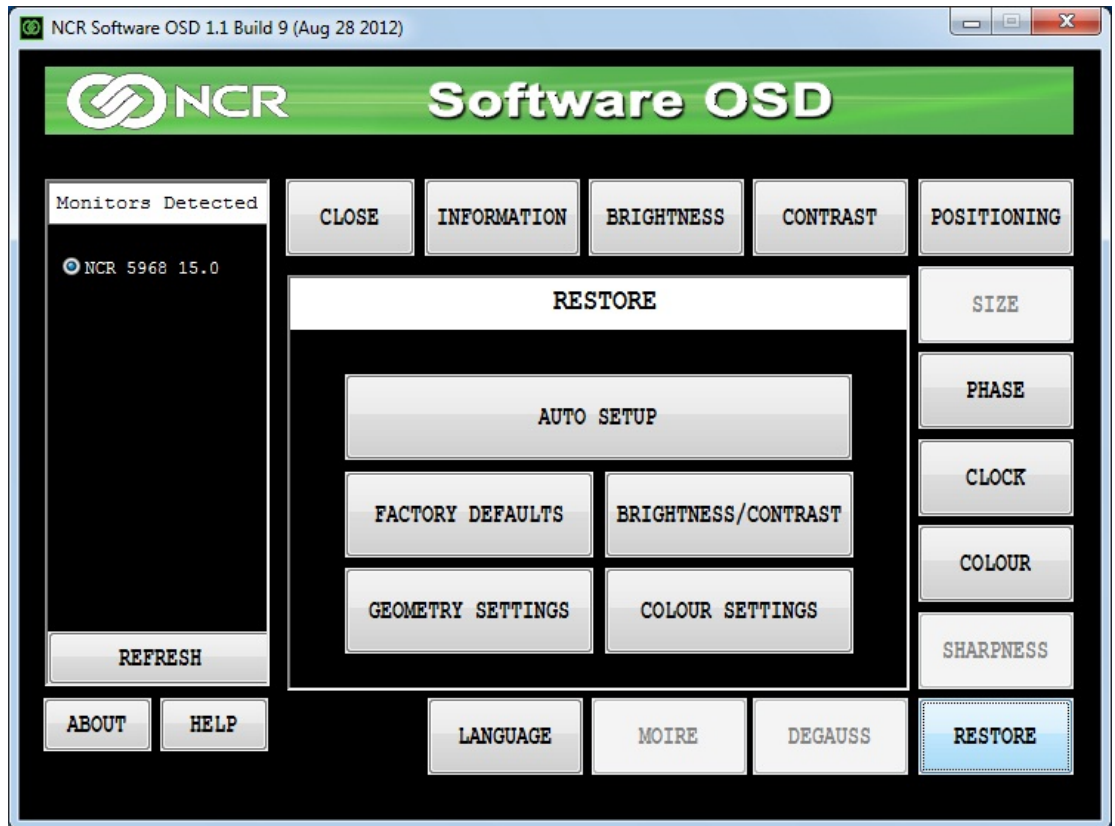


3. Drag the slider to the right to increase the value of the property or to the left to decrease it. Alternatively, you can click on the "+" and "-" buttons.

Resetting Factory Defaults

Should the need arise the display settings can be reset to the factory defaults.

1. Select the **Restore** button.



2. All settings or just specific groups can be reset. Select the button of choice in the *Restore* window.
 - Auto Setup - re-positions the window in the center of the display
 - Factory Defaults - resets everything to the factory defaults
 - Brightness/Contrast - resets the brightness and contrast settings only
 - Color Settings - resets the color settings only

Running the Utility (Console Version)

1. Unzip the downloaded application to a folder of your choice on the target system.
2. In the unzipped folder, navigate to the OSD executable.

Example: (32-Bit version)

```
NCR_Software_OSD_Console_x86_V2.1.7.1 >> x86
```

3. Open a Command Line dialog window.
4. From the Command Line dialog, navigate to the OSD executable (*.exe) file.
5. Execute the file to start the application.

```
NCR_Software_OSD_Console_x86.exe >> [Enter]
```

A list of the available script command options are displayed, followed by several example scripts. If you need further assistance with creating scripts please contact your NCR representative for help.

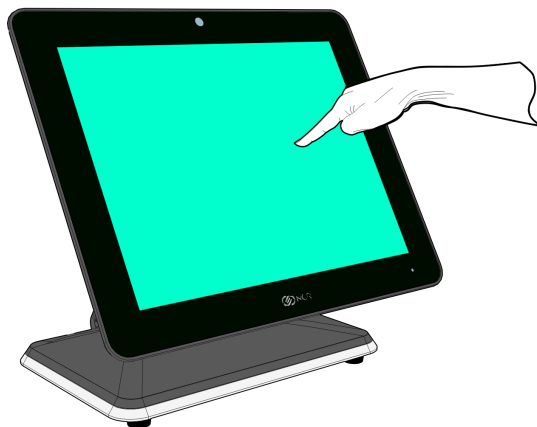
Chapter 5: Touchscreen Calibration

Only units with resistive touchscreens need to be calibrated. PCAP displays do not require calibration.

Proper Touchscreen Methods

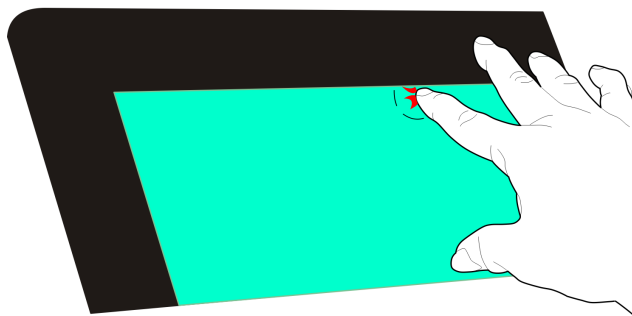
Before performing the calibration procedure please observe the following guidelines for proper/improper methods of touching the screen.

- Face the monitor directly.
- Perform the calibration in the position (sitting or standing) that you normally expect to use the touchscreen.
- Touch the calibration target firmly and precisely with your fingertip. During calibration, be careful to keep your fingernails and other fingers away from the touchscreen as you touch each target.
- The hand and calibration finger should be perpendicular (straight up) from the touchscreen during touch down and removal of the calibration finger. Keep the other fingers closed and away from the touchscreen.



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- Do NOT touch the bezel with your other fingers.



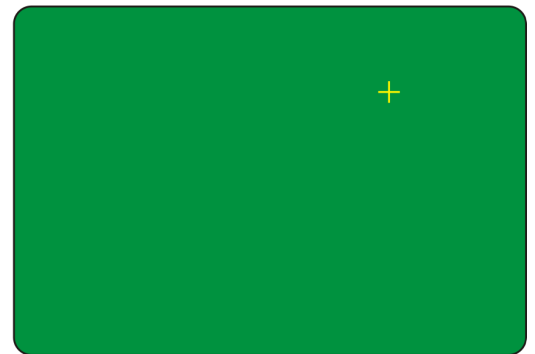
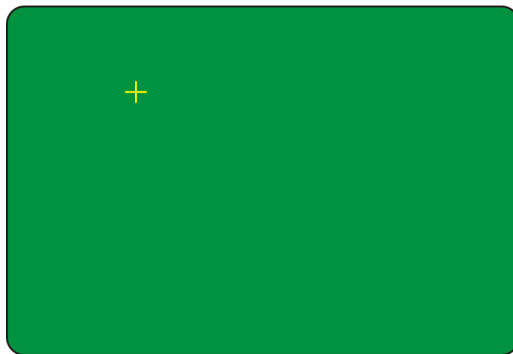
32835

Calibrating the Touchscreen

Resistive Touchscreen Calibration

1. Run the calibration program.
 - a. Open Windows Explorer.
 - b. Navigate to the calibration program.

C: >> Install >> Touch >> Drivers >> Resistive Touch Calibration
2. Touch the center of the cross-hair target. When the target is touched, it disappears and another target appears.



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3. Repeat the procedure for each target as they appear.