



Toshiba Global Commerce Solutions

# Hardware Guide



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## General hardware instructions

The sections below provide general instructions and information for all Toshiba Global Commerce Solutions hardware.

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### Note

Before using this information and the product it supports, be sure to read [Safety Information](#), [Warranty Information](#), [Uninterruptible Power Supply Information](#), and the information under [Notices](#).

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## Connecting the power

To connect the power, use the AC power cable that shipped with your device and is compatible with your specified country's standard AC power outlet.

1. Locate the power connector on the device, connect the power cord and plug it into an electrical outlet.

If your TCxWave system was shipped with a base, connect the power cord to the power connector inside the base.

2. If your system has an optional UPS attached, turn it on.
3. Verify that the UPS power supply indicator light LED is on and operating correctly.

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## Power switch operation

Follow the instructions provided in the sections below to properly operate your device's power switch.

### Standard power switch operation

During normal operation, the power switch operates as a standard power switch. Push the switch to turn on the device; push it again to turn the device off, with the following exceptions:

- You can program the switch to operate differently. For example, if your operating system supports power management, you can program the switch to behave as a standby or resume switch. For more information, refer to the documentation included with your operating system or power management software.
- If you press the power button when the unit is running its power-on self-test (POST), a delay can occur when you are turning the device off.
- Sometimes you cannot initiate a controlled shutdown because the application or device is hung. Press and hold the power switch until the device turns off (approximately 5 seconds).

**Note:** Pressing and holding the power switch to shut off the device is not recommended. Use this method only when no other method is available to turn off the device. If you turn off the device by pressing and holding the power switch, some programmed events do not function until the unit is turned on again (for example, Wake on LAN).

### Touch screen power switch operation

1. Locate the power indicator and control icon on the lower right corner of the head. If it is not lit or active, press the icon to activate the power control function.
2. Press the power indicator and control icon again to shutdown the device.

**Note:** The power indicator and control icon is configurable in BIOS. If the power control icon is set to OFF in the BIOS, you must use the operating system to turn the device off. However, the

power control icon can still be used to turn the device on. After booting, the power indicator and control icon will no longer be active.

If the power control icon is set to ON in the BIOS, pressing the power indicator and control icon will shutdown the device (depending on the operating system power control settings). The default value for the power control icon is 'AUTO', which means the icon is not active (indicator is off) until pressed once. Pressing the power or brightness indicator and control icons once causes the icons to light up and activates the controls.

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## Assembly, Maintenance and Repair

Assembly of the product should be performed by trained personnel. They can access product-specific assembly information at [www.toshibacommerce.com/support/publications](http://www.toshibacommerce.com/support/publications).

Maintenance and repair should be performed by a trained service technician. Please contact your local Toshiba representative for assistance contacting trained maintenance technicians or visit [www.toshibacommerce.com/support](http://www.toshibacommerce.com/support).

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## Operation

Operation of this system is dependent on the operating system and application that is installed. Please refer to the appropriate operation system and application documentation for your system provided at [www.toshibacommerce.com/support/publications](http://www.toshibacommerce.com/support/publications).

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## Environmental requirements

The environmental requirements are as follows:

- Operating temperature: +10 to 40°C (+50 to 104°F) with 8% to 80% relative humidity
- Shipping: -40 to +60°C (-40 to +140°F) with 5% to 100% relative humidity.
- Storage: 0 to +60°C (32 to +140°F) with 5% to 80% relative humidity.
- Operating altitude: 5,000 meters unless otherwise indicated.

Measures should be taken to avoid condensation in any of the above listed conditions.

Systems operating in harsh outdoor environments require special consideration. Outdoor use can run the risk of decreased reliability if exposed to extreme conditions like rain, salt spray, blowing sand, or chlorine vapors.

**Note:** Products that do not include a hard disk drive or other component with limited low-end operating temperature may change the low operating temperature limit from 10°C to 0°C.

## Notices

This information was developed for products and services offered in the U.S.A.

Toshiba Global Commerce Solutions may not offer the products, services, or features discussed in this document in other countries. Consult your local Toshiba Global Commerce Solutions representative for information on the products and services currently available in your area. Any reference to a Toshiba Global Commerce Solutions product, program, or service is not intended to state or imply that only that Toshiba Global Commerce Solutions product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any Toshiba Global Commerce Solutions intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any non-Toshiba Global Commerce Solutions product, program, or service.

Toshiba Global Commerce Solutions may have patents or pending patent applications covering the subject matter in this document. The furnishing of this document does not give you any license to these patents. You can send license inquiries, in writing, to:

Toshiba Global Commerce Solutions  
Attn: General Counsel  
3901 South Miami Blvd.  
Durham, NC 27703  
United States of America

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This information is for planning purposes only. The information herein is subject to change before the products described become available.

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## Telecommunication regulatory statement

This product is not intended to be connected directly or indirectly by any means whatsoever to interfaces of public telecommunications networks, nor is it intended to be used in a public services network.

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## Electronic emission notices

When you attach a monitor to the equipment, you must use the designated monitor cable and any interference suppression devices that are supplied with the monitor.

## Federal Communications Commission (FCC) statement

This equipment has been tested 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 and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense. There is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or experienced radio TV technician for help.

Properly shielded and grounded cables and connectors must be used in order to meet FCC emission limits. Toshiba Global Commerce Solutions is not responsible for any radio or television interference caused by using other than recommended cables and connectors or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate the equipment.

This device complies with part 15 of the 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.

## FCC Radiation Exposure Statement

To comply with the FCC RF exposure compliance requirements, the separation distance between the antenna and the body of all persons must be at least 20 cm (8 inches).

## Industry Canada Class A Emission Compliance statement

This Class A digital apparatus complies with Canadian ICES-003 and RSS247.

Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

## Avis de conformité à la réglementation d'Industrie Canada

Cet appareil numérique de la classe A est conforme aux normes NMB-003 et RSS247 du Canada.

Le fonctionnement est soumis aux conditions suivantes :

1. Ce périphérique ne doit pas causer d'interférences;
2. Ce périphérique doit accepter toutes les interférences reçues, y compris celles qui risquent d'entraîner un fonctionnement indésirable.

## Industry Canada Radiation Exposure Statement

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm (8 inches) from the body of all persons.

## European Union Electromagnetic Compatibility (EMC) Directive Conformance Statement

This product is in conformity with the protection requirements of EU Council Directive 2004/108/EC on the approximation of the laws of the Member States relating to electromagnetic compatibility. Toshiba Global Commerce Solutions cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product, including the fitting of non-Toshiba Global Commerce Solutions option cards.

This product has been tested and found to comply with the limits for Class A Information Technology Equipment according to CISPR 22/European Standard EN 55022. The limits for Class A equipment were derived for commercial and industrial environments to provide reasonable protection against interference with licensed communication equipment.

**Attention:** This is a Class A product. In a domestic environment this product may cause radio interference, in which case the user may be required to take adequate measures.

Responsible manufacturer:

Toshiba Global Commerce Solutions  
3901 South Miami Blvd.  
Durham, NC 27703  
United States of America

European Community contact:

Toshiba Global Commerce Solutions, Inc.  
Brand Manager - Europe, Middle East & Africa  
Toshiba Court, Weybridge Business Park, Addlestone Road, Weybridge, Surrey, KT15 2UL, UK

## Germany Class A statement

**Deutschsprachiger EU Hinweis: Hinweis für Geräte der Klasse A EU-Richtlinie zur Elektromagnetischen Verträglichkeit**

Dieses Produkt entspricht den Schutzanforderungen der EU-Richtlinie 2004/108/EG zur Angleichung der Rechtsvorschriften über die elektromagnetische Verträglichkeit in den EU-Mitgliedsstaaten und hält die Grenzwerte der EN 55022 Klasse A ein.

Um dieses sicherzustellen, sind die Geräte wie in den Handbüchern beschrieben zu installieren und zu betreiben. Des Weiteren dürfen auch nur von der Toshiba Global Commerce Solutions empfohlene Kabel angeschlossen werden. Toshiba Global Commerce Solutions übernimmt keine Verantwortung für die Einhaltung der Schutzanforderungen, wenn das Produkt ohne



Zustimmung der Toshiba Global Commerce Solutions verändert bzw. wenn Erweiterungskomponenten von Fremdherstellern ohne Empfehlung der Toshiba Global Commerce Solutions gesteckt/eingebaut werden.

EN 55022 Klasse A Geräte müssen mit folgendem Warnhinweis versehen werden: "Warnung: Dieses ist eine Einrichtung der Klasse A. Diese Einrichtung kann im Wohnbereich Funk-Störungen verursachen; in diesem Fall kann vom Betreiber verlangt werden, angemessene Maßnahmen zu ergreifen und dafür aufzukommen."

#### **Deutschland: Einhaltung des Gesetzes über die elektromagnetische Verträglichkeit von Geräten**

Dieses Produkt entspricht dem "Gesetz über die elektromagnetische Verträglichkeit von Geräten (EMVG)". Dies ist die Umsetzung der EU-Richtlinie 2004/108/EG in der Bundesrepublik Deutschland.

#### **Zulassungsbescheinigung laut dem Deutschen Gesetz über die elektromagnetische Verträglichkeit von Geräten (EMVG) (bzw. der EMC EG Richtlinie 2004/108/EG) für Geräte der Klasse A**

Dieses Gerät ist berechtigt, in Übereinstimmung mit dem Deutschen EMVG das EG-Konformitätszeichen - CE - zu führen.

Verantwortlich für die Einhaltung der EMV Vorschriften ist der Hersteller:

Toshiba Global Commerce Solutions  
3901 South Miami Blvd.  
Durham, NC 27703  
United States of America

Der verantwortliche Ansprechpartner des Herstellers in der EU ist:

Toshiba Global Commerce Solutions, Inc.  
Brand Manager - Europe, Middle East & Africa  
Toshiba Court, Weybridge Business Park, Addlestone Road, Weybridge, Surrey, KT15 2UL, UK

#### **Generelle Informationen:**

**Das Gerät erfüllt die Schutzanforderungen nach EN 55024 und EN 55022 Klasse A.**

## **Australia and New Zealand Class A statement**

**Attention:** This is a Class A product. In a domestic environment this product may cause radio interference, in which case the user may be required to take adequate measures.

## **Aviso para los usuarios de México**

La operación de este equipo está sujeta a las siguientes dos condiciones:

1. Es posible que este equipo o dispositivo no cause interferencia perjudicial.
2. Este equipo o dispositivo debe aceptar cualquier interferencia. Incluyendo la que pueda causar su operación no deseada.

Para saber el modelo de la tarjeta inalámbrica utilizada, revise la etiqueta regulatoria de la impresora.

## **People's Republic of China Class A electronic emission statement**

**Attention:** This is a Class A product. In a domestic environment this product may cause radio interference, in which case the user may be required to take adequate measures.

## 中华人民共和国“A类”警告声明

### 声明

此为 A 级产品，在生活环境中，该产品可能会造成无线电干扰。在这种情况下，可能需要用户对其干扰采取切实可行的措施。

## Russian Electromagnetic Interference (EMI) Class A statement

**ВНИМАНИЕ!** Настоящее изделие относится к классу A. В жилых помещениях оно может создавать радиопомехи, снижения которых необходимы дополнительные меры

## Japanese Electrical Appliance and Material Safety Law statement

本製品およびオプションに電源コードセットが付属する場合は、それぞれその装置専用のものでありますので他の機器には使用しないで下さい。

## Japanese power line harmonics compliance statement

高調波ガイドライン適合品

高調波ガイドライン適合品

## Japan Voluntary Control Council for Interference Class A statement

この装置は、クラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。 VCCI-A

**Attention:** This is a Class A product based on the standard of the Voluntary Control Council for Interference (VCCI). If this equipment is used in a domestic environment, radio interference may occur, in which case, the user may be required to take corrective actions.

## Japan Electronics and Information Technology Industries Association (JEITA) statement

高調波ガイドライン適合品

Japan Electronics and Information Technology Industries Association (JEITA) Confirmed Harmonics Guidelines with Modifications (products greater than 20 A per phase).

### **Korean communications statement**

이 기기는 업무용(A급)으로 전자파적합기기로서 판매자 또는 사용자는 이 점을 주의하시기 바라며, 가정외의 지역에서 사용하는 것을 목적으로 합니다.

This is electromagnetic wave compatibility equipment for business (Type A). Sellers and users need to pay attention to it. This is for any areas other than home.

### **Taiwan Class A compliance statement**

警告使用者：  
這是甲類的資訊產品，在居住的環境中使用時，可能會造成射頻干擾，在這種情況下，使用者會被要求採取某些適當的對策。

### **Taiwan contact information**

台灣 TGCS 產品服務聯絡方式：  
台灣東芝全球商業解決方案有限公司  
台北市南港區園區街 3-2 號 5 樓之 1  
電話：0800-001-939

Toshiba Global Commerce Solutions Taiwan Product Service Contact Info:  
Toshiba Global Commerce Solutions, Inc.

## Cable ferrite requirement

All cable ferrites are required to suppress radiated EMI emissions and must not be removed.

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## Electrostatic discharge (ESD)

**Attention:** Electrostatic discharge (ESD) damage can occur when there is a difference in charge between the part, the product, and the service person. No damage will occur if the service person and the part being installed are at the same charge level.

### ESD damage prevention

Anytime a service action involves physical contact with logic cards, modules, back-panel pins, or other ESD sensitive (ESDS) parts, the service person must be connected to an ESD common ground point on the product through the ESD wrist strap and cord.

The ESD ground clip can be attached to any frame ground, ground braid, green wire ground, or the round ground prong on the AC power plug. Coax or connector outside shells can also be used.

### Handling removed cards

Logic cards removed from a product should be placed in ESD protective containers. No other object should be allowed inside the ESD container with the logic card. Attach tags or reports that must accompany the card to the outside of the container.

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## Product recycling and disposal

This unit must be recycled or discarded according to applicable local and national regulations. Toshiba Global Commerce Solutions encourages owners of information technology (IT) equipment to responsibly recycle their equipment when it is no longer needed. Toshiba Global Commerce Solutions offers a variety of product return programs and services in several countries to assist equipment owners in recycling their IT products. Information on Toshiba Global Commerce Solutions product recycling offerings can be found on the [Toshiba Global Commerce Solutions product recycling programs website](#).

Español: Esta unidad debe reciclarse o desecharse de acuerdo con lo establecido en la normativa nacional o local aplicable. Toshiba Global Commerce Solutions recomienda a los propietarios de equipos de tecnología de la información (TI) que reciclen responsablemente sus equipos cuando éstos ya no les sean útiles. Toshiba Global Commerce Solutions dispone de una serie de programas y servicios de devolución de productos en varios países, a fin de ayudar a los propietarios de equipos a reciclar sus productos de TI. Se puede encontrar información sobre las ofertas de reciclado de productos de Toshiba Global Commerce Solutions en el sitio web [Toshiba Global Commerce Solutions product recycling programs](#).



**Note:** This mark applies only to countries within the European Union (EU) and Norway.

Appliances are labeled in accordance with European Directive 2002/96/EC concerning waste electrical and electronic equipment (WEEE). The Directive determines the framework for the return and recycling of used appliances as applicable throughout the European Union. This label is applied to various products to indicate that the product is not to be thrown away, but rather reclaimed upon end of life per this Directive.

Remarque : Cette marque s'applique uniquement aux pays de l'Union Européenne et à la Norvège. L'étiquette du système respecte la Directive européenne 2002/96/EC en matière de Déchets des Equipements Electriques et Electroniques (DEEE), qui détermine les dispositions de retour et de recyclage applicables aux systèmes utilisés à travers l'Union européenne. Conformément à la directive, ladite étiquette précise que le produit sur lequel elle est apposée ne doit pas être jeté mais être récupéré en fin de vie.

注意: このマークは EU 諸国およびノルウェーにおいてのみ適用されます。

この機器には、EU 諸国に対する廃電気電子機器指令 2002/96/EC(WEEE) のラベルが貼られています。この指令は、EU 諸国に適用する使用済み機器の回収とリサイクルの骨子を定めています。このラベルは、使用済みになった時に指令に従って適正な処理をする必要があることを知らせるために種々の製品に貼られています。

In accordance with the European WEEE Directive, electrical and electronic equipment (EEE) is to be collected separately and to be reused, recycled, or recovered at end of life. Users of EEE with the WEEE marking per Annex IV of the WEEE Directive, as shown above, must not dispose of end of life EEE as unsorted municipal waste, but use the collection framework available to customers for the return, recycling, and recovery of WEEE. Customer participation is important to minimize any potential effects of EEE on the environment and human health due to the potential presence of hazardous substances in EEE. For proper collection and treatment, contact your local Toshiba Global Commerce Solutions representative.

Disposal of IT products should be in accordance with local ordinances and regulations.

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## Battery safety



警告: 本電池包含鋰。为避免爆炸, 请勿焚烧电池或对其充电。  
请勿: 把电池投入或浸入水中、把电池加热到 100°C (212°F) 以上、修理或拆卸。 (C003)

### 注 意

用错误型号电池更换会有爆炸危险  
务必按照说明处置用完的电池

**Caution: Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.**

警告:  
如果更換不正確之電池型式會有爆炸的風險。  
請依製造商說明書處裡用過之電池。

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## Battery return program

This product may contain sealed lead acid, nickel cadmium, nickel metal hydride, lithium, or lithium ion battery. Consult your user manual or service manual for specific battery information. The battery must be recycled or disposed of properly. Recycling facilities may not be available in

your area. For information on disposal of batteries outside the United States, go to the [Battery disposal website](#) or contact your local waste disposal facility.

### 电池回收计划

本产品可能包含密封铅酸、镍镉、镍氢、锂或锂离子电池。有关特定的电池信息，请参阅用户手册或维修手册。必须正确地回收或处理这类电池。在您所在的地区中可能没有回收设施。有关在美国之外处理电池的信息，请访问 <http://www.ibm.com/ibm/environment/products/batteryrecycle.shtml>，或与当地的废品处理机构联系。

### For Taiwan:



Please recycle batteries.

### For the European Union:



**Notice:** This mark applies only to countries within the European Union (EU)

Batteries or packaging for batteries are labeled in accordance with European Directive 2006/66/EC concerning batteries and accumulators and waste batteries and accumulators. The Directive determines the framework for the return and recycling of used batteries and accumulators as applicable throughout the European Union. This label is applied to various batteries to indicate that the battery is not to be thrown away, but rather reclaimed upon end of life per this Directive.

Les batteries ou emballages pour batteries sont étiquetés conformément aux directives européennes 2006/66/EC, norme relative aux batteries et accumulateurs en usage et aux batteries et accumulateurs usés. Les directives déterminent la marche à suivre en vigueur dans l'Union Européenne pour le retour et le recyclage des batteries et accumulateurs usés. Cette étiquette est appliquée sur diverses batteries pour indiquer que la batterie ne doit pas être mise au rebut mais plutôt récupérée en fin de cycle de vie selon cette norme.

バッテリーあるいはバッテリー用のパッケージには、EU 諸国に対する廃電気電子機器指令 2006/66/EC のラベルが貼られています。この指令は、バッテリーと蓄電池、および廃棄バッテリーと蓄電池に関するものです。この指令は、使用済みバッテリーと蓄電池の回収とリサイクルの骨子を定めているもので、EU 諸国にわたって適用されます。このラベルは、使用済みになったときに指令に従って適正な処理をする必要があることを知らせるために種々のバッテリーに貼られています。

In accordance with the European Directive 2006/66/EC, batteries and accumulators are labeled to indicate that they are to be collected separately and recycled at end of life. The label on the battery may also include a chemical symbol for the metal concerned in the battery (Pb for lead, Hg for mercury and Cd for cadmium). Users of batteries and accumulators must not dispose of batteries and accumulators as unsorted municipal waste, but use the collection framework available to customers for the return, recycling and treatment of batteries and accumulators. Customer participation is important to minimize any potential effects of batteries and accumulators on the environment and human health due to the potential presence of hazardous substances. For proper collection and treatment, contact your local Toshiba Global Commerce Solutions representative.

This notice is provided in accordance with Royal Decree 106/2008 of Spain: The retail price of batteries, accumulators and power cells includes the cost of the environmental management of their waste.

## For California:

### Perchlorate material – special handling may apply

Refer to [www.dtsc.ca.gov/hazardouswaste/perchlorate](http://www.dtsc.ca.gov/hazardouswaste/perchlorate).

The foregoing notice is provided in accordance with *California Code of Regulations Title 22, Division 4.5, Chapter 33: Best Management Practices for Perchlorate Materials*. This product/part includes a lithium manganese dioxide battery which contains a perchlorate substance.

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## Flat panel displays

The fluorescent lamp in the liquid crystal display contains mercury. Dispose of it as required by local ordinances and regulations.

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## Monitors and workstations

Connecticut: Visit the website of the Department of Energy & Environmental Protection at [www.ct.gov/deep](http://www.ct.gov/deep) for information about recycling covered electronic devices in the State of Connecticut, or telephone the Connecticut Department of Environmental Protection at 1-860-424-3000.

Oregon: For information regarding recycling covered electronic devices in the state of Oregon, go to the Oregon Department of Environmental Quality site at [www.deq.state.or.us/kj/electronics.htm](http://www.deq.state.or.us/kj/electronics.htm).

Washington: For information about recycling covered electronic devices in the State of Washington, go to the Department of Ecology Website at [fortress.wa.gov/ecy/recycle/](http://fortress.wa.gov/ecy/recycle/) or telephone the Washington Department of Ecology at 1-800-Recycle.

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## Trademarks

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