

	Fujitsu Transaction Solutions	<b>SUPPORT PLANNING GUIDE</b> <b>U-Serv100</b>	SPG-06-006B
	Sustaining Engineering		Issue: 4.0
	San Diego, CA; Montreal, QC		November 11, 2008

**Subject: U-Serv100**

**SYNOPSIS**

This document is intended to supply sufficient information to North American service planners to enable them to plan for the introduction of the above product(s).

This SPG is the generic version, released by the product authority, Fujitsu Transaction Solutions (FTXS), Sustaining Engineering. Each group releasing the product will use the information contained as the basis for their Logistics and Field Service planning activities.

This document details only the corporate philosophies, and does not seek to cover such subjects as additional services offered by Managed Services, third party service providers, low level repairs, or the local sourcing of components and consumable items.

The service descriptions in this document are guidelines, detailing the recommendations of the product authority. The information within this document has been reviewed for accuracy, but as with most documents, errors may be found and corrected in future revisions. Fujitsu Transaction Solutions (FTXS) cannot be held liable for any inaccurate information found in this document.

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## 0. DOCUMENT CONTROL

### 0.1 ISSUE LEVEL

This is the fourth issue of this document, introducing the U-Serv100 KIOSK Self Order Device into the Fujitsu Transaction Solutions product line. The third issue was not released but incorporated into the fourth issue.

### 0.2 CHANGES FROM PREVIOUS ISSUE

Date	Issue	Change
12-01-06	Draft 0.B	Added paragraph 1.7.1.3 Option 3 Datalogic D531 Scanner
12-05-06	Draft 0.B	Added Audio Amp description and part number (11000494) to Appendix "E"
12-12-06	Draft 0.B	Added paragraph 2.4.3 receipt paper specifications
12-20-06	Draft 0.B	Added the following part numbers 11000939, 11001111, 11001267, 11001451
12-20-06	Draft 0.B	In Section 1.8.1 for Audio Amp in the Measure column removed 100,000 and inserted Hours
01-08-07	Draft 0.B	Add to Appendix "B", jumper settings for the Docking backplane serial ports Comm1 JP7 and Comm2 JP8
01-08-07	Draft 0.B	Add to Appendix "C" a picture of the Docking Backplane showing connector layout
01-09-07	Draft 0.B	Added Appendix "G" OEM Motherboard Specifications
02-20-07	Issue 1.0	Add preventive maintenance recommendations
11-15-07	Issue 2.0	Revise entire Spare Parts Section Paragraph 2.4.1. List part categories to match Manufacturing Sub-assemblies. Pedestal, Controller, Printer Shelf, Display, CPU Shelf, Front Door, Rear Door, Cables. Added new parts and highlighted parts that have been replaced by another part number. Reference notes added for parts replaced by.
11-15-07	Issue 2.0	Add Manufacturing Bill Of Materials Kits Paragraph 2.4.2
11-15-07	Issue 2.0	Appendix "D" Configurations add U-Serv100-02 and U-Serv100-08 Part Numbers
11-15-07	Issue 2.0	Appendix "E" Spares List add Epson T-342 printer, 2.0GHz CPU, and 1.0GB of memory
11-15-07	Issue 2.0	Appendix "F" OEM Firmware, add Epson T0342 printer and firmware level.
11-15-07	Issue 2.0	Paragraph 1.7.3 remove Epson T-332 and add Epson T-342
11-15-07	Issue 2.0	Paragraph 2.4.3 add Ticket paper part number 11001266
11-15-07	Issue 2.0	Added Appendix "J" Epson EU-T342 Parts List
11-15-07	Issue 2.0	Added Epson Printer EU-T342 in paragraphs where required
11-15-07	Issue 2.0	Paragraph 1.6.2 added picture of Fujitsu Label
12-19-07	Issue 2.0	Added to parts list 11002356 - paper Spindle, Epson Printer,
01-18-08	Issue 2.0	Added Mfg. Kits 11001005M, 11001005M2, 11001029M2, 11001593M, Ref: EC14496
01-18-08	Issue 2.0	Added Mfg Kit 11002361M
02-05-08	Issue 3.0	Added EC numbers and cut in dates in the 2.4 Spares Section
09-17-08	Issue 4.0	Removed Recommended Spares List in Appendix E. Referenced Complete Spares List 2.4
10-15-08	Issue 4.0	Add MSR label part number 11002956 (Ref EC 15364)
10-31-08	Issue 4.0	Add U-Serv Classification Chassis Label 11002493 (Ref EC 14715) Replaces 11001117
10-31-08	Issue 4.0	Add Ticket Printer Shroud Kit 11002875-1
10-31-08	Issue 4.0	Add CPU Assembly Intel Dothan Pentium M 1.8 GHz w/Heat Sink & Fan 11002902
10-31-08	Issue 4.0	Paragraph 1.5 add picture of U-Serv100-09 and 19 Models
11-03-08	Issue 4.0	Changed Frisco TX to Richardson TX in two places Pages 16 and 26.
11-04-08	Issue 4.0	Add Mercury Label 11002222

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### 0.3 TERMS AND ABBREVIATIONS

AFR	Annualized Failure Rate
CLD	Confidence Level Diagnostic Software
EMI	Electromagnetic Interference
ESD	Electrostatic Discharge
FRU	Field Replaceable Units
FPY	Failures Per Year
HDD	Hard Disk Drive
MSR	Magnetic Strip Reader
MTBF	Mean Time Between Failures
MTTR	Mean Time To Repair
POH	Power On Hours
PSU	Power Supply Unit
QSR	Quick Serve Restaurants
TBD	To Be Determined
SPG	Support Planning Guide

## 0.4 REFERENCE DOCUMENTS

Rev. 1.0 June 12, 2006	Product Requirements Document
DCC 900-1001 Rev 4	Product Specification Document
Rev. "A" Oct. 31, 2006	Site Prep and Installation Guide
Draft Rev "A" Nov 2006	Field Maintenance Handbook
U-Serv100-DS-5/06	Product Brochure

## 1. OVERVIEW

The U-Serv100 is a Self Ordering Device (Kiosk) that utilizes applications that are categorized as, informational only, transactional self-ordering, and transactional self-order plus card based payment. **It will not address the 'transactional / self-order plus cash payment' functionality.**

### 1.1 TARGET MARKET

Although the primary driver of the market requirements is the Dunkin Donuts opportunity; consideration will be made for features that will target the transactional self ordering applications. The goal is to meet the requirements in the following market segments Quick Service Restaurants (QSR), Family Casual Dining, Food, Drug, Deli and self order applications that may exist in the general or specialty retail.

### 1.2 RELEASE SCHEDULE

Description	Release Date
Baja Fresh Beta/Pilot 2 Locations Southern California (2 Units)	10-15-06 Through 12-15-06
Popeye's Chicken Beta/Pilot 2 Locations Atlanta GA area (4 Units)	Mid October to November 06
Dunkin Brands Beta/Pilot 4 Locations New England area (8 Units)	Mid October to November 06
Stop n Shop Beta/Pilot	Late October and November 06
General Release	First Quarter of 2007

### 1.3 PRODUCT DESCRIPTION

The U-Serv100 is a PC based unit using the TP3000 XT terminal with a familiar touch screen interface. It accepts credit cards, dispenses paper receipts and there is an optional gift card dispenser. The streamlined designed all in one Kiosk takes up a minimal amount of space and is built to withstand the toughest elements of a typical food environment.

## 1.4 SOFTWARE

### 1.4.1 OPERATING SYSTEMS

WEPOS P/N WEPOSUSERV-01\_Rev 04

### 1.4.2 APPLICATIONS

All third party applications are based upon the WEPOS master image and include the desktop diagnostic utilities for each device. Third party application for QSR, grocery or entertainment will be provided by one of the following providers:

NextChoice / Modiv Media (Stop&Shop) / Nextep (Micros) / Radiant (AMC) / Shop-to-Cook / St. Clair / FTXS Global Store.

They will be responsible for integration, documentation, quality assurance, application training, pilot phase support, and application technical support.



**1.5 HARDWARE**

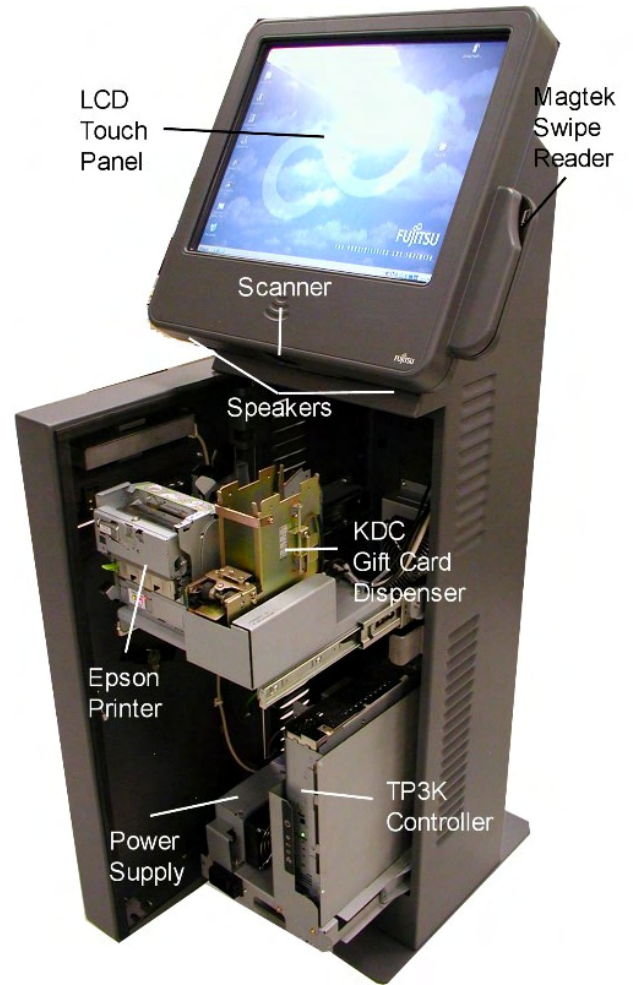
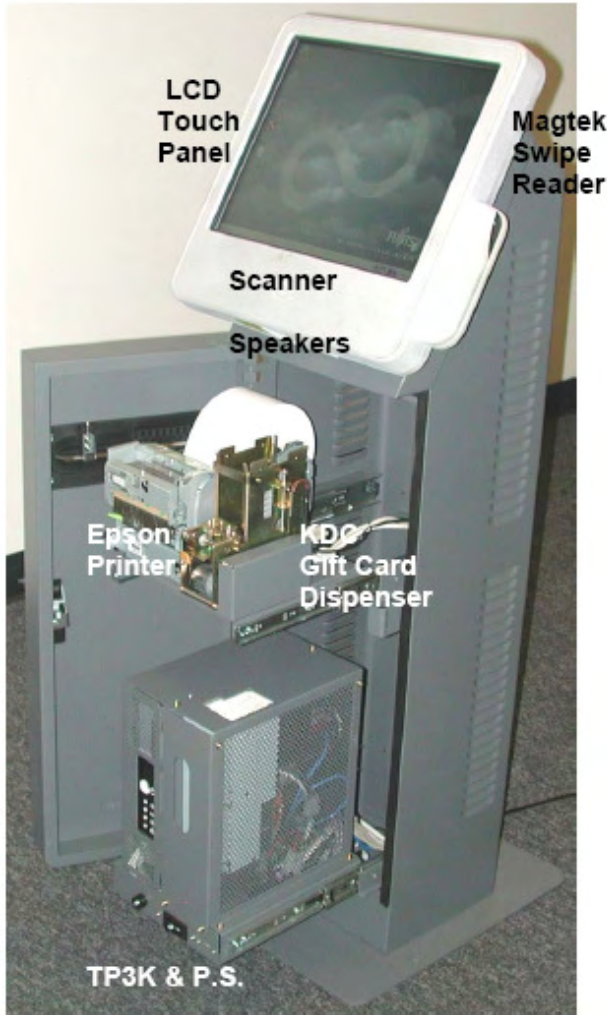
The U-SER 100 is equipped with the following features:

- TP3000 XT Controller with Power Supply
- 17" LCD Touch screen Display
- EU-T342 Receipt Printer (Cut in)
- Epson EU-T332 Printer
- Magtec Swipe Card Reader (MSR)
- Datalogic D531 Barcode Scanner
- Optional Card Dispenser KCD-1919
- Audio Amp and Speaker System

**Userv100 Gen 1 and Gen 2 Exterior Changes**

	
<p><b>Userv100-01 Gen 1 S/N US000001 – US000123</b></p>	<p><b>Userv100-01 Gen 2 S/N US000124 +</b></p>
<ul style="list-style-type: none"> <li>• Pedestal vents in rear</li> <li>• 2 pedestal fans in rear w/external fan filter</li> <li>• Pedestal base plate width 12.6"</li> </ul>	<ul style="list-style-type: none"> <li>• Pedestal vents in front</li> <li>• Proximity sensor knock out in door</li> <li>• 1 pedestal fan in rear w/internal fan filter</li> <li>• Pedestal base plate width 11.7"</li> </ul>

**Userv100 Gen 1 and Gen 2 Interior Changes**



**Userv100-01 Gen 1 S/N US000001 – US000123**

- CPU/PSU Tray covered
- 2 pedestal fans in rear w/external fan filter
- Power Strip AC Distribution IEC 4 Outlets

**Userv100-01 Gen 2 S/N US000124 +**

- CPU/PSU Tray not covered
- 1 pedestal fan in rear w/internal fan filter
- Power Strip AC Distribution IEC 4 Outlets or Power Strip 5 IEC C13 out, C14 in, Grn Wire
- CPU/PSY Tray ground strap

**U-Serv100 Models 09 and 19**




- |    |  |
|----|--|
| 1. | U-Serv100-09 17" Touchscreen, Receipt Printer (Full Cut), Ticket Catcher, w/o Gift Card Dispenser                      |
| 2. | U-Serv100-19 17" Touchscreen, 1.8GHz 1.0GB Memory, Receipt Printer (Full Cut), Ticket Catcher, w/o Gift Card Dispenser |

## SPECIFICATIONS

### 1.6.1 Dimensions

Height	1.24 meters	48.8in
Width	0.30 meters	12.0in
Width (With LCD)	0.45 meters	17.8
Depth	0.29 meters	11.3in
Weight	56.58 kg	124.73lbs

### 1.6.2 Power

<b>U-Serv100</b>	
Input Voltage (Single Phase) Should match our CSA label - see below	100-240VAC $\pm$ 10% 60Hz/60Hz $\pm$ 1% Requires a dedicated 15 Amp circuit and isolated ground
<b>Quail Power Distribution Strip (11001957) New</b> <b>Schurter 4747 Power Distribution Strip (11001098) Old</b>	
Ratings IEC	100/250VAC/50Hz
Ratings UL/CSA	15A/250VAC/60Hz
Dielectric Strength	>2kVAC Between L-N >2kVAC Between L-N-PE (1min/50Hz)
	
<b>TP3000 Power Supply</b>	
Input Voltage	100 -240VAC 50/60Hz
Input Current	3.6 Amps
Output Voltage	3.3VDC
Output Current	4.0 Amps Continuous 0.1~4.0 Amps Rated
Output Voltage	5.0VDC (VB)
Output Current	15.0 Amps Continuous 0.1~15.0 Amps Rated
Output Voltage	5.0VDC (SB)
Output Current	1.0 Amps Continuous 0.1~1.0 Amps Rated
Output Voltage	12VDC
Output Current	9.5 Amps Continuous 0.0~9.5 Amps Rated
Output Voltage	24VDC
Output Current	1.8 Amps (5.0 Amps @ 3 Min) (3.0 Amps @ 20 Min)
<b>PC Docking Station</b>	
Output Voltage	5.0VDC Com Serial Ports
Output Voltage	5.0VDC USB
Output Voltage	12.0VDC USB
Output Voltage	24.0VDC USB
<b>Epson EU-T332 and EU-T342 Printers</b>	
Input Voltage	24VDC Powered USB
Current	3.5A
<b>KDG Gift Card Dispenser KCD-1919</b>	
Input Voltage (TP3K Power Supply J6)	24VDC
Current	1.5A

<b>Datalogic D531 Barcode Scanner</b>	
Input Voltage (Com2 Powered RS232 Port)	5VDC
Current	100ma
<b>ELO 17" LCD Touch screen Monitor</b>	
Input Voltage (12VDC Powered USB)	12VDC
Current	2.5A
<b>Audio Amplifier</b>	
Input voltage (TP3K Power Supply J3)	12VDC
Current	3.0A
<b>Magtek Swipe Card Reader (Powered USB)</b>	
Input Voltage	5VDC
Current	15.0ma
<b>Fans</b>	
Input Voltage Fan #1 (TP3K Power Supply J5)	12VDC LCD Fan
Input Voltage Fan #2 (TP3K Power Supply J4)	12VDC Pedestal Fan

### 1.6.3 Temperature & Humidity

Temperature	Operating	0°C ~ 35°C (32° to 95°F)
	Non-Operating	-20° C ~ +60° C (-4° F ~ 140° F)
Humidity	Operating	10 ~ 85% (Non-Condensing)
	Non-Operating	8~95% 30%RH/day (gradient) (non condensing)

### 1.6.4 Shock & Vibration

Vibration	Operating	1.0G, 5~350Hz sweep for 15 minutes every 15 minutes to X, Y, Z.
	Non-Operating	Operation: 2.0G, 5~350Hz sweep for 15 minutes every hour to X, Y, Z
Drop	Operating	8G, 11ms , half sine wave, 2 shocks/sec
	Non Operating	15G, 12 ms, half sine wave, 2 shocks/sec

### 1.6.5 Environmental

Water Resistance	IP 54
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### 1.6.6 Safety & Regulatory

ESD	Air Discharge	16 KV (A product requirement to be validated during DPAT)
	Contact Discharge	9 KV (A product requirement to be validated during DPAT)
EMI Standards	FCC	FCC 47CFR part 15 class A,
	CE/CB	Possible Future Approval
	CCC	Possible Future Approval (GB4943-2001)
Safety Standard		UL/60950 1 <sup>st</sup> Edition CSA C22.2 No 60950-1-03 1 <sup>st</sup> Edition

## 1.6 OPTIONS

The U-Serv100 has the following available option:

### 1.6.1 OPTION 1

CardCom Technologies Gift Card Dispenser Model (KCD-1919). P/N U-Serv100-02

### 1.6.2 OPTION 2

Datalogic D531 Scanner, P/N U-Serv100-01, U-Serv100-11, U-Serv100-02, U-Serv100-08

### 1.6.3 OPTION 3

Bolt down kit, P/N 11002361M; to be replaced by P/N 11002445 Anchor Wedge ½” x4-¼”Stainless Steel 304 (qty 4). Packaged standard with each Userv100-xx upon stock availability.

### 1.6.4 OPTION 4

Wall mount kit, P/N 11002182M1 Color: Fujitsu gray / P/N 11002182M2 Color: Sparkle silver

### 1.6.5 OPTION 5

Proximity sensor kit, P/N TBD

### 1.6.6 PERIPHERALS

The U-Serv100 Self-Ordering Kiosk supports and has been validated with the following peripheral devices:

- ELO 17 Inch LCD With Touch
- Datalogic Barcode Scanner Model D531
- Epson Ticket/Receipt Printer Model EU-T-332
- Epson Ticket/Receipt Printer Model and EU-T342 (Cut in Gen 2)
- Magtek USB-HID I/F IntelliHead Swipe Card Reader
- Gift Card Dispenser Model KCD-1919 Revision 1.00
- Audio Amp Fujitsu 11000494 and Speakers OPX-3040E-NL

### 1.6.7 SYSTEM/CONTROLLERS

The U-Serv100 Self-Ordering Kiosk has been validated and is supported with the following controller/system:

- TP3000 XT Compact Controller

## 1.7 PRODUCT PERFORMANCE

### 1.7.1 RELIABILITY

Appendix A contains a work sheet for calculating the anticipated failure rate of a typical customer installation.

Description	MTBF	MEASURE
TP3000 XT Motherboard	100,000	Hours
Power Supply	100,000	Hours
Magtek USB-HID I/F Intellihead Swipe Card Reader	1,000,000,	Swipes
Epson Thermal Printer EU-T332	37,000,000	Lines
ELO 17” LCD Touch Pane 1739L	50,000	Hours
Datalogic D531 Barcode Scanner	111,356	Hours
Gift Card Dispenser KCD-1919 Rev 1.00	706,000	Dispense Cycles
Comair-Rotron Flight II 120 (mfg P/N 031176) Pedestal fan assembly	83,000	Hours (@40°C)
Comair-Rotron CR0612HB-D71GL (mfg P/N 032686) LCD fan assembly	83,000	Hours (@40°C)
Audio Amp Fujitsu 11000494 and Speakers OPX-3040E-NL	100,000	Hours

## 1.7.2 LIFE EXPECTANCY

The design life expectancy for the components are as follows.

Description	Life
TP3000 XT Motherboard	5 up to 6 Years
Power Supply	5 up to 6 Years
Magtek USB-HID I/F Intellihead Swipe Card Reader	1,000,000 Swipes
Epson Thermal Printers EU-T332 (EU-T342)	5 Years Plus
ELO 17" LCD Touch Pane 1739L	50,000 Hours
Datalogic D531 Barcode Scanner	6 Years
Gift Card Dispenser KCD-1919 Rev 1.00	706,000 Dispense Cycles
Comair-Rotron Flight II 120 (mfg P/N 031176) Pedestal fan assembly	6 Years Plus
Comair-Rotron CR0612HB-D71GL (mfg P/N 032686) LCD fan assembly	6 Years Plus
Audio Amp Fujitsu 11000494 and Speakers OPX-3040E-NL	6 Years Plus

## 2. RESOURCES

The following sections list support, training, documentation, spares, repairs, and diagnostics available for this product.

### 2.1 SKILLS REQUIRED

#### Customer Service Representative:

A good working knowledge of Intel-based PC components, POS peripherals, I/O card installation and supported operating systems is required. Prior experience and knowledge of POS terminals and their associated peripherals, Confidence Level Diagnostics (CLD), and commercial off-the-shelf PC diagnostics is assumed.

#### Consultant/Project Manager:

Good working knowledge of PCs, supported operating systems, and specific application experience is assumed.

#### Repair Center Technician:

An in-depth understanding of Intel-based PC components, POS peripherals, I/O cards, and supported operating systems is required. Knowledge of Confidence Level Diagnostics (CLD) and commercial off-the-shelf PC diagnostics is assumed. Experience with troubleshooting multilayer PWAs, including surface mount technology (SMT) is required.

### 2.2 TRAINING

Field Service training is under the discretion of each specific business unit. Sustaining Engineering can provide 'train the trainer' operations. The schedule and funding for training will be established on an individual case by case basis. All requests for training by Sustaining Engineering should be forwarded to the Sustaining Mailbox (reference the cover page).

Sustaining Engineering estimates that the Technical Publications listed are adequate for this product and additional training will not be necessary for Field Service personnel currently trained on similar Fujitsu products. The U-Serv100 should be included in any future standard training provided to Fujitsu Field Service personnel.

#### 2.2.1 FIELD TRIAL TRAINING

Field trial training was conducted at the Foothill Ranch facility in October of 2006. Participants were Managed Services Technical Specialist, Manufacturing Engineering, and Sustaining Engineering.

#### 2.2.2 INITIAL RELEASE TRAINING

Initial release training will be conducted by Managed Services Technical Specialist. If additional training resources are required Sustaining Engineering should be notified. Request for training through Sustaining Engineering must be made well in advance of the initial rollout.

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### 2.2.3 ONGOING TRAINING

Ongoing training for Managed Services will be conducted by Technical Specialist from the National Technical Support group. If additional training resources are required Sustaining Engineering should be notified.

### 2.2.4 THIRD PARTY TRAINING

Training for the Dealer/VAR network and Self Serve Customers can be made available. Request for training through Sustaining Engineering must be made well in advance of initial rollout.

## 2.3 TECHNICAL PUBLICATIONS

<u>Part Number</u>	<u>Description</u>
N/A	U-Serv100 Brochure
U-Serv100 REV. A	Field Maintenance Handbook
820001591	Datalogic Diamond D531 Presentation Scanner Quick Reference Guide
99875320-3	MAGTEK MSR Technical Reference Manual
2005-2006 Issue	Epson Printer Product Guide
D383071	Epson EU-T332 Parts List
D384041	Epson EU-T342 Parts List

## 2.4 SPARES

The U-Serv100 is a Fujitsu product and will follow standard spares lead times. It is assumed that organizations will spare the USREV100 at the FRU level. Some customers/organizations however, may choose to spare the major assembly level with the lower level repair performed at a central repair center or depot. The spares list takes both of these methods into consideration. Spares will be stocked at the North America Logistics Center (Richardson, USA24) and whole units should be returned on a RMA to the Logistics Center. Refer to the Field Maintenance Handbook for additional spare part information.

### 2.4.1 COMPLETE SPARES LIST

Description	D1 P/N	FTXS P/N	Vendor P/N	Comments
<b>PEDESTAL ASSEMBLY</b>				
Base		11001124		
Pedestal		11001140		
Panel Top		11002021		
Mercury Warning Label		11002222		
Chassis Classification Marking Label		11002493		Replaces 11001117 Effective date 2/28/08
Regulatory CSA Label		<del>11001117</del>		Replaced by 1100293
Power Strip 5 IEC C13 out, C14 in, Grn Wire		11001957		Replaces 11001098 Effective date 11/01/07
Power Strip AC Distribution IEC 4 Outlets		<del>11001098</del>		Replaced by 11001957
Pawl Latch		11000998		
Base Side Rail		11001132		
Slide Rail		11001096		
Plate, Top Panel Cover		11002035		
CPU Cage Support Brackets		11002025		
Ticket Printer Shroud Kit U-Serv Fujitsu Gray		11002875-1		
<hr/>				
<b>FRONT DOOR ASSEMBLY</b>				
Front Door		11002064		
Door Hinge		11001142		
Door Latch		11001097		
Printer Bezel		11001570		Replaces 11001135 (Cut in 4-3-07 EC12791)
Printer Bezel		11001135		Replaced by 11001570
Printer Guide		11000995		
Gift Card Blanking Plate		11001259		
Door Gasket		11001248		
Door Latch Gasket		11001267		
Key, Door Latch	USA0219881	N/A	PK-10-01	
Proximity Cover Plate		11002098		(Cut in 7-20-07 EC13636)
<hr/>				
<b>REAR PANEL ASSEMBLY</b>				
Rear Access Panel		11002063		(Cut in 10-4-08 EC14097)
Fan, Pedestal Cable		11001116		
1   Fan, Chassis 120x25mm, 60CFM		11002193		(Cut in 8-9-07 EC13791)
Fan Housing Assembly		11002179		(Cut in 10-4-08 EC14097)
Fan Filter Holder		11002079		(Cut in 10-4-08 EC14097)
Filter		11002130		(Cut in 7-13-07 EC13595)
Fan Guard		11000628		
Fan Duct		11002093		(Cut in 10-4-08 EC14097)
Fan Tunnel		11002095		(Cut in 10-4-08 EC14097)

Description	D1 P/N	FTXS P/N	Vendor P/N	Comments
<b>DISPLAY ASSEMBLY</b>				
LCD display screen		11000736		
Display gasket,		11001146		
Display front housing (Die Cast Aluminum)		11001567		Replaces 11000727 (Cut in 1-19-07 EC12420)
Display front housing		<del>11000727</del>		Replaced by 11001567
Display rear housing (Die Cast Aluminum)		11001568		Replaces 11000728 (Cut in 1-19-07 EC12420)
Display rear housing		<del>11000728</del>		Replaced by 11001568
Display access cover (Die Cast Aluminum)		11001574		Replaces 11001148 (Cut in 1-19-07 EC12420)
Display access cover		<del>11001148</del>		Replaced by 11001574
Display access cover gasket		11001144		
Display O ring gasket,		11001250		
MSR		11000735		
MSR Front guide		11001572		Replaces 11001137 (Cut in 4-3-07 EC12791)
MSR Front guide		<del>11001137</del>		Replaced by 11001572
MSR rear guide		11001573		Replaces 11001138 (Cut in 4-3-07 EC12791)
MSR rear guide		<del>11001138</del>		Replaced by 11001573
MSR Cover plate		11001571		Replaces 11001136 (Cut in 1-19-07 EC12420)
MSR Cover plate		<del>11001136</del>		Replaced by 11001571
MSR Swipe Card Guide Label		11002956		
MSR Graphic label		11001145		
LCD mounting bracket		11001287		
Bracket Fan Mount LCD		11002047		Replaces 11000996 (Cut in 7-23-07 EC13744)
Fan bracket		<del>11000996</del>		Replaced by 11002047
LCD fan		11001112		
Scanner window		11001149		Replaces 11001139 (Cut in 7-23-07 EC13744)
Scanner window		<del>11001139</del>		Replaced by 11001149
Scanner Bracket		11001141		
Scanner		11000734		
Speaker		11001106		
Speaker bracket		11000985		
Laser warning label		11001790		
Rear Display gasket		11001143		
Display Thumb Screw Replacement	USA0219857	N/A		M3449-SS-0

Description	D1 P/N	FTXS P/N	Vendor P/N	Comments
<b>CPU SHELF ASSEMBLY</b>				
T3000 Controller Assembly		11001271		
CPU Shelf		11002022		Replaced 11001126 (Cut in 10-4-08 EC14097)
CPU Cage		11002023		Replaced 11001125 (Cut in 10-4-08 EC14097)
CPU Side Panel		11002024		(Cut in 10-4-08 EC14097)
TP3000 Power Supply		11000168		
TP3000 Power Supply Fan		N/A	3110RL	
Audio Amplifier		11000494		
Thermostat		11002158		
Switch Cover		11001133		
Breaker, 5V Circuit, 2 Pole Rocker		11001080		Replaced 90001477 (Cut in S/N US000124+)
Circuit Breaker 5A		<del>90001477</del>		Replaced by 11001080
Junction Box		11000992		
LAN Connector		11001279		
<b>CONTROLLER ASSEMBLY</b>				
Motherboard		11000021		
Hard Disk Bracket		11000278		
Hard Disk		11000243		
Hard Disk Locking Panel		11001552		
Motherboard Release Handle		11001550		
Motherboard Mounting Bracket		11001548		
Gasket		11001551		
Fan, Controller		11001543		
Fan Bracket		11001549		
Dummy Panel		11001553		
Fan CPU		11001543		Supersedes CA49007-1581
Fan CPU			<del>CA49007-1581</del>	Superseded by 11001543
Heat Sink		11001636		Supersedes CA49008-9017
Heat Sink			<del>CA49008-9017</del>	Superseded by 11001636
1.6 GHz Pentium M, With Heat Sink and Fan		11001326		
1.6 GHz Pentium M CPU		11000239		
1.8 GHz Pentium M, With Heat Sink and Fan		11002902		
1.8 GHzGHz Pentium M CPU		11002926		
2.0 GHz Pentium M, With Heat Sink and Fan		11001327		
2.0 GHz Pentium M CPU		11000242		
DIMM 256MB DDR Memory		11000022		
DIMM 512MB DDR Memory		11000023		
1GB Memory		11000024		
2GB (Two 1GB 11000024) Memory (-08 Only)		11000095		
Fan Power Extension Cable		11001546	KD02906-1821	
Slide Clip		11001547		
SATA HD Drive Power Cable		11001545	KD02906-0871	
SATA HD Drive Data Cable		11001544	KD02906-0862	

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Description	D1 P/N	FTXS P/N	Vendor P/N	Comments
<b>PRINTER SHELF ASSEMBLY</b>				
Printer Shelf		11001123		
Epson Ticket Printer EU-T342-041 (Partial cut)		11001129	EU-T342	Replaces 11000733 (Cut in S/N US000124+)
Printer; Thermal EPSON EU-T332	USA0219824	<del>11000733</del>	EU-T332	Replaced by 11001129
Slide Rail Inner Assembly		11001096		
Static Brush (four inches)		11001251		
PCB, Main F/L	USA0219865		89200005	
SW-Push Lever (Low Sensor Assy)	USA0219866		16800004	
Sensor Lever (Out Sensor)	USA0219867		70200002	
E-Ring / PI 5.0	N/A		63504122	
Belt Load MXL 2.032*Z 80 (Pick)	USA0219868		74240150	
Belt Feed MXL 2.032*Z75 (Eject)	USA0219869		74240160	
Assembly, Motor	USA0219870		89439063	
Assembly, Shaft Front (Exit)	USA0219871		89209047	
Assembly, Roller Load (Pick)	USA0219872		89209011	
Assembly, Sensor PCB (exit)	USA0219873		89200004	

Highlighted items in the following Cable section were superseded by cables released by EC12658. The EC was released on February 27, 2007. EC 12658 is posted on the Sustaining Engineering FTP Site [sustainingengineering@ftxs.fujitsu.com](mailto:sustainingengineering@ftxs.fujitsu.com).

Description	D1 P/N	FTXS P/N	Vendor P/N	Comments
<b>CABLES.</b>				
Cable Assembly,		11001082		
Cable Assembly, Pedestal Fan DC Fuse Input		11001083		
Cable Assembly, LCD Housing Scanner		11001084		
Cable Assembly, Pedestal Scanner Input		11001085		Replaces 11001103 (Cut in 2-27-07 EC12658)
Cable, Serial DB9 F/F		<del>11001103</del>		Replaced by 11001085
Cable Assembly, LCD Housing VGA		11001151		Replaces 11001122 (Cut in 2-27-07 EC12658)
Cable, VGA HDB15 M/F		<del>11001122</del>		Replaced by 11001151
Cable Assembly, Pedestal VGA Input		11001086		Replaces 11001118 (Cut in 2-27-07 EC12658)
Cable, VGA HDB15 M/M		<del>11001118</del>		Replaced by 11001086
Cable Assembly, LCD Housing MSR		11001087		
Cable Assembly, Pedestal MSR Input		11001088		Replaces 11001119 (Cut in 2-27-07 EC12658)
Cable, USB Ext A to A M/F		<del>11001119</del>		Replaced by 11001088
Cable Assembly, LCD Housing LCD DC		11001054		
Cable Assembly, LCD Housing LCD USB		11001078		Replaces 11000997 (Cut in 2-27-07 EC12658)
Cable, USB Type A To B 1Meter		<del>11000997</del>		Replaced by 11001078
Cable Assembly, Pedestal LCD Input		11000557		

Description	D1 P/N	FTXS P/N	Vendor P/N	Comments
Cable Assembly, Pedestal Speaker Input		11001091		Replaces 11000998 (Cut in 2-27-07 EC12658)
Cable, RCA 2 Male to RCA 2 Female 2.5 Meter		<del>11000998</del>		Replaced by 11001091
Cable Assembly, LCD Housing Ground Strap		11001101		
Cable Assembly, Card Dispenser DC Fuse Input		11001093		Optional
Cable Assembly, Amplifier 12 VDC Input		11001095		
Cable Assembly, Audio		11001110		
Cable, Epson Printer Powered USB 24VDC		11000555		
Cable Assembly, Panel USB Extension		11001102		Replaces 11001114 (Cut in 2-27-07 EC12658)
Cable, USB Panel Mount Extension		<del>11001114</del>		Replaced by 11001102
Cable Assembly, Mains USA & Canada 3 Cond. 2.5m		11000049		
Cable Assembly, AC Breaker Switch Extension		11001104		
Cable Assembly, AC Breaker Switch To Strip		11001105		
Cable Assembly, AC Strip To PSU		11001115		
Cable Assembly, DC Power Adapter Mid		11001002		
Cable Assembly, CAT5 LAN Extension		11001107		Replaces 11001121 (Cut in 2-27-07 EC12658)
Cable, CATe Molded Boot		<del>11001121</del>		Replaced by 11001107
Cable Assembly, Pedestal Comm. Card Dispenser		11001092		Optional Replaces 11001120 (Cut in 2-27-07 EC12658)
Cable, Null Modem DB9 M/F		<del>11001120</del>		Replaced by 11001092
Speaker Assembly Cable		11001106		
Fan, Pedestal Cable		11001116		Revision 02
1   Fan, Chassis 120x25mm, 60CFM		11002193		
Fan, LCD Housing Cable		11001108		
1   Fan, LCD 60x15mm, 16.6CFM		11001112		
Proximity Sensor Cable		11000267		Optional
Field Ground Cable		11002090		
Fan Power Extension Cable		11001546		
SATA HD Drive Power Cable		11001545		
SATA HD Drive Data Cable		11001544		

All cables should be backwards compatible with the exception of 11002183 which has two fast-on connectors for the thermal coupling vs. the original 11001094 which only had an in-line fuse. Fan assembly 11001116 Rev 02 should also be backwards compatible since it has the same form fit with just a lower CFM and will not negatively impact overall performance.

Description	D1 P/N	FTXS P/N	Vendor P/N	Comments
Cable Assembly, Pedestal Fan 12VDC Input		11002183		Replaces 11001094 (Cut in 2-27-07 EC12658)
Cable Assembly, Pedestal Fan 12VDC Input		11001094		Replaced by 11002183

## 2.4.2 COMPLETE SPARES LIST FOR OPTIONAL EQUIPMENT

Description	D1 P/N	FTXS P/N	Vendor P/N	Comments
<b><u>GIFT CARD DISPENSER OPTION</u></b>				
Gift Card Dispenser KCD-1919	USA0219875	11000737		P/N Userv100-02 only
Gift Card Shield		11000991		
RS232 Card Dispenser Cable		11001092		
Card Dispenser DC Input Cable		11001093		
<hr/>				
<b><u>PROXIMITY SENSOR OPTION</u></b>				
Proximity Sensor		11000185		
Proximity Sensor Cable		11000267		
Proximity Sensor Sheet Metal Kit		11001227S		
1 Bracket Base		11001507		
2 Bracket Cover		11001508		
3 Cover Plate		N/A	KD30335-Y140	
<hr/>				
<b><u>LINE CONDITIONER OPTION</u></b>				
MFG KIT, Line Conditioner, Userv100, Color: Sparkle Silver		11002181M2		Fujitsu Gray P/N 11002181M1
ONEAC PC180, Duplex 5-15R 120VAC 60Hz		11002139		
SHT MTL KIT, Line Conditioner, Color: Sparkle Silver		11002181S-2		Fujitsu Gray P/N 11002181S-1
1 Bracket Power Conditioner Mount, Color: Sparkle Silver		11002060-2		Fujitsu Gray P/N 11002060-1
2 Cover Power Conditioner Mount, Color: Sparkle Silver		11002061-2		Fujitsu Gray P/N 11002061-1
<hr/>				
<b><u>WALL MOUNT KIT OPTION</u></b>				
MFG KIT, Wall Mount, Userv100, Color: Sparkle Silver		11002182M2		Fujitsu Gray P/N 11002182M1
SHT MTL KIT, Wall Mount, Userv100, Color: Sparkle Silver		11002182S-2		Fujitsu Gray P/N 11002182S-1
1 BRACKET, Wall, Painted: Sparkle Silver		11002174-2		Fujitsu Gray P/N 11002174-1
NUT, Compression w/Washer, zinc-tri plate, M8		11001288		Qty 4
<hr/>				

### 2.4.3 MANUFACTURING BILL OF MATERIAL KITS

#### U-Serv100-01 BOM w/Common Kits

<u>Item ID</u>	<u>Rev</u>	<u>Description</u>
<b>11000936M</b>	<b>09</b>	<b>MFG KIT, Base Pedestal</b>
11001080	01	BREAKER, 5V Circuit, 2 Pole Rocker Type
11001096	01	SLIDE, Model 3832-C10, 9.84" (250mm) OAL
11001097	03	LATCH, SouthCo C5 Compression, Sealed
11001957	01	POWER STRIP, 5 IEC C13 OUT, C14 IN, w/ Ground Wire
11002493		Chassis Classification Marking Label
<del>11001117</del>	01	<del>LABEL, Regulatory CSA (Replaced by 11002493)</del>
11002130	01	FILTER, FAN 120mm, 45/PPI, Userv
11000628	02	GUARD, Fan, Steel, 4.5in
11001297	02	GROMMET, Continuous Metal Cushion, Stainless Steel, .056 X .074 X .19 X 100' LG
11002222	01	Mercury Warning Label
11001278	02	LABEL, FCC Regulatory, UServ
11001257	01	DUCT, Flexible Wire Channel Type FL
11001279	01	CONNECTOR, Coupler, Cat5e, RJ45 8P8C, Keystone Jack Style, F/F
11001267	01	GASKET, Southco Door Latch
11002175	01	BUSHING, Hole Plug .5", Black
11002158	01	BUSHING, Snap Grommet, Userv
11002155	01	TAPE, Reclosable Fastener, Adhesive Back, 3/4" Wide, 50'
11002098	02	PLATE, Proximity Sensor, Acrylite GP 1146-0
<b>11002176S-1</b>	<b>03</b>	<b>SHT MTL KIT, Base Pedestal, USERV100, Gen2, Color: Fujitsu Gray</b>
11000985	X2	BRACKET, Speaker
11000988	X2	PAWL, Latch
11000992	01	BRACKET, Junction Box
11000995	X1	GUIDE, Printer
11001123	X4	SHELF, Printer
11001133	01	SWITCH, Cover
11001141	X3	BRACKET, Scanner
11001149	X5	Window, Scanner
11001261	X1	RETAINER, Shipping
11001132	X2	SLIDE RAIL
11002022	B	SHELF, CPU/PSU, USERV, NO SLIDE
11002023	A	BRACKET, MOUNTING, CPU CAGE, USERV
11002024	A	BRACKET, SIDE, CPU CAGE, USERV
11002025	C	BRACKET, SHELF SUPPORT, USERV, CPU CAGE
11002079	A	BRACKET, FAN FILTER HOLDER, 120 mm FILTER, USERV
11002093	B	BRACKET, FAN DUCT, USERV
11002095	B	BRACKET, FAN TUNNEL, USERV
11000986-1	01	RETAINER, Cable, Color: Fujitsu Gray
11001142-1	01	DOOR HINGE, Weldment, Color: Fujitsu Gray
11001259-1	01	BLANKING PLATE, Gift Card, Painted: Fujitsu Gray
11002021-1	01	PANEL, TOP, USERV, SIGN HOLES, Color: Fujitsu Gray
11002035-1	01	PLATE, COVER, Userv Top Panel, Color: Fujitsu Gray
11002062-1	01	BASE PLATE, USERV, Painted: Fujitsu Gray
11002063-1	01	REAR ACCESS PANEL, USERV, WITH FAN MOUNTING, Painted: Fujitsu Gray
11002064-1	01	DOOR, USERV, PROXIMITY SENSOR, Painted: Fujitsu Gray
11002065-1	01	PEDESTAL, USERV, Painted: Fujitsu Gray
11002179	01	BRACKET ASSY, FAN HOUSING, USERV, 120 mm
11002047	A	BRACKET, FAN MOUNT, USERV LCD

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<u>Item ID</u>	<u>Rev</u>	<u>Description</u>
<b>11001005M</b>	<b>14</b>	<b>MFG KIT, Controller Chassis, 1.6GHz Pentium M CPU, 512MB DDR Memory</b>
11001249	01	LABEL, CPU UserV100
11000494	003AC	ASSY, Audio Amplifier, 12 Watts, Stereo/Mono 12V-24V input
11000168	08D	PSU, Power Supply, TP3K
11002156	01	SWITCH, Bimetallic Disc Thermostat, 90F - 110F
11001981	01	GUARD, FAN, 80 mm, METAL WIRE
11002158	01	BUSHING, Snap Grommet, UserV
<b>11002252M</b>	<b>02</b>	<b>MFG KIT, CHASSIS ASSY, USERV100, w/ TP3K XT Chassis, 1.6MHz Pentium M CPU, 512MB DDR Memory</b>
<b>11001008M</b>	<b>11</b>	<b>MFG KIT, Display Module, 17" LCD</b>
11000736	01	DISPLAY, 17" LCD Touch Panel, ELO 1739L, USERV
11000735	01	CARD READER, TRACK 1,2 and 3 U-Serv swipe
11000734	01	SCANNER, D531 Datalogic
11001287	01	BRACKET SET, Model 1739L-1939L ELO LCD
11001790	01	LABEL, Laser Warning
11001143	X4	GASKET, Display Mounting
11001144	X3	GASKET, Display Access
11001146	X4	GASKET, Display
11001572	01	GUIDE, MSR Front
11001573	01	GUIDE, MSR Rear
11001248	01	GASKET, .187 X .50 X 50' LG
11001250	02	O-RING, Cord Stock, .139 Wide, EPDM Closed Cell Foam, 100' LG
11002956	01	MSR Swipe Guide Label
<b>11002020S-1</b>	<b>01</b>	<b>KIT, Die Cast Parts, USERV100, Color: Fujitsu Gray</b>
<b>11001029M2</b>	<b>04</b>	<b>MFG KIT, System Cable Assemblies, Base Pedestal</b>
11000049	A	CBL ASSY, AC Power, NEMA, North America, 3 conductor unshielded, 2.5meters, Black
11001101	01	CBL ASSY, LCD GND Strap
11001110	01	CBL ASSY, Audio input
11001116	02	CBL ASSY, Pedestal Fan
11001084	01	CBL ASSY, LCD Housing Scanner
11001087	01	CBL ASSY, LCD Housing MSR
11001108	01	CBL ASSY, Pedestal Fan
11001105	01	CBL ASSY, AC Breaker SW Strip
11001104	01	CBL ASSY, AC Breaker Sw Ext
11001083	01	CBL ASSY, LCD Housing Fan DC
11002183	01	CBL ASSY, Pedestal Fan DC Input
11002183	01	CBL ASSY, Pedestal Fan DC Input
11001095	01	CBL ASSY, Amplifier 12vdc Input
11001106	01	CBL ASSY, LCD Speaker
11001002	01	CBL ASSY, DC Power Distribution
11001054	01	CBL ASSY, LCD Housing LCD DC
11000555	01	CBL ASSY, Powered USB, Y-Type, Epson Printer, 2.0meters
11000557	01	CBL ASSY, Powered USB, Y-Type, ELO Display, 2.3meters
11001115	02	CABLE, 110VAC Power, Series 3500, 1.0meter
11001085	01	CBL ASSY, Pedestal Scanner
11001086	01	CBL ASSY, Pedestal VGA
11001088	01	CBL ASSY, USB M/F A-A, White, 1.9meters
11001078	01	CBL ASSY, LCD Housing LCD USB

<u>Item ID</u>	<u>Rev</u>	<u>Description</u>
<b>MFG KIT, System Cable Assemblies, Base Pedestal (Continued)</b>		
11001091	01	CBL ASSY, Pedestal SPKR Input
11001107	01	CBL ASSY, PNL LAN Ext. 1m
11001451	01	CBL ASSY, PED/DOOR GND Strap
11001151	01	CBL ASSY, VGA DB15HD M/F
11001102	01	CBL ASSY, PNL USB Ext
11002090	01	CBL ASSY, Field Ground, LCD Housing to Frame, 600mm
<b>11001030M</b>	<b>05</b>	<b>MFG KIT, Ticket/Receipt Printer Chassis w/o Gift Card Dispenser</b>
11001129	01	PRINTER, Epson Ticket/Receipt
11001251	01	BRUSHES, Static Eliminator, .400 Wide
11001266	01	RCPT PAPER, 5.75" od x 930'
11001570	01	BEZEL, Printer
<b>11001593M</b>	<b>04</b>	<b>MFG KIT, Expensed Hardware, Userv</b>
11001289	01	NUT, Self Locking w/ Nylon Insert, zinc-tri plated, M4
11001789	01	CABLE CLIP, Universal Strap
11001016	01	NUT, Compression w/ Washer, zinc-tri plated, M4
11001288	01	NUT, Compression w/ Washer, zinc-tri plated, M8
11001474	01	CORD KEEPER, Kitagawa Model K-105G
11001786	01	CABLE CLIP, Nylon Cable Tie, 12"
11001784	01	CABLE CLIP, Nylon 12mm, P-Clip
11001785	01	CABLE CLIP, Nylon 9mm, P-Clip
11001018	01	SCREW, Binding Head, M4 X 0.7 X 8
11000592	02	SCREW, Flat Head, C-Sink, Phillips, nickel plated, M3 X 0.5 X 6
11002037	01	SCREW, Pan Head, Phillips, SEMS, zinc-tri plated, M4 X 0.7 X 18
11000596	02	SCREW, Pan Head, Phillips, SEMS, nickel plated, M3 X 0.5 X 8
11001025	01	SCREW, Pan Head, Phillips, SEMS, zinc-tri plated, M4 X 0.7 X 8
11001026	01	SCREW, Pan Head, Phillips, SEMS, zinc-tri plated, M4 X 0.7 X 10
11001027	01	SCREW, Pan Head, Phillips, SEMS, zinc-tri plated, M4 X 0.7 X 12
11001294	01	WASHER, Plain, Flat, zinc-tri plated, M3
11001295	01	WASHER, Plain, Flat, zinc-tri plated, M4
11001334	01	CABLE CLIP,NYLON 25mm
11001335	01	NUT,HEX,M2.5
11001336	01	WASHER,FLAT,M2.5
11001337	01	WASHER,SPLIT LOCK,M2.5
11001338	01	NUT,HEX,DOMED,M4
11001339	01	SCREW, Pan Head, Phillips, zinc-tri plated, M3 X 0.5 X 8
11001332	01	BOX, 54.25"L x 22.75"W x 24.75"H
11001333	01	FOAM INSERT, for 11001332
11001342	01	SCREW, Flat Head, C-Sink, Phillips, zinc-tri plated, M3 X 0.5 X 12
11001343	01	SCREW, Flat Head, C-Sink, Phillips, zinc-tri plated, M4 X 0.7 X 20
11001462	01	BOLT, Hex Head, zinc-tri plated, M6 X 30MM
11001497	01	SCREW, Flat Head, C-Sink, Phillips, zinc-tri plated, M4 X 0.7 X 45
11001498	01	SCREW, Pan Head, Phillips, SEMS, zinc-tri plated, M6 X 1.0 X 16
11002084	01	SCREW, Flat Head C-Sink, Socket, Black Oxide, M5 X 0.8 X 16MM
11001015	01	NUT, Compression w/ Washer, zinc.tri plated, M3
11002445	01	Anchor Wecge , ½ x4-¼, Stainless Steel

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#### Usersv100-11 BOM Specific Kits

<b>11001005M2</b>	<b>04</b>	<b>MFG KIT, Controller Chassis, 2.0GHz Pentium M CPU, 1.0GB DDR Memory</b>
11001249	01	LABEL, CPU Usersv100
11000494	003AC	ASSY, Audio Amplifier, 12 Watts, Stereo/Mono 12V-24V input
11000168	08D	PSU, Power Supply, TP3K
11002156	01	SWITCH, Bimetallic Disc Thermostat, 90F - 110F
11001981	01	GUARD, FAN, 80 mm, METAL WIRE
11002158	01	BUSHING, Snap Grommet, Usersv
<b>11002252M2</b>	<b>02</b>	<b>MFG KIT, CHASSIS ASSY, USERSV100, w/ TP3K XT Chassis, 2.0GHz Pentium M CPU, 1.0GB DDR Memory</b>

#### Usersv100-02 BOM Specific Kits

<b>11001030M2</b>	<b>06</b>	<b>MFG KIT, Printer Chassis w/ Gift Card Dispenser</b>
11000737	01	CARD DISP, Compact card disp, U-Serv100
11000999	01	ROLLER, Card Dispenser Mech
11001001	01	E-RING, Card Dispenser Mech
11001251	01	BRUSHES, Static Eliminator, .400 Wide
11001129	01	PRINTER, Epson Ticket/Receipt
11001570	01	BEZEL, Printer
11001266	01	RCPT PAPER, 5.75" od x 930'
11001269	02	SPRING, Compression, .240 OD X .56 LG, .022 Wire Dia
<b>11000936S2</b>	<b>02</b>	<b>SHT MTL KIT, Gift Card Dispenser Option, Usersv100-02</b>
11000989	X4	PIN, Roller
11000991	X2	SHIELD, Gift Card
11000993	X3	BRACKET, Roller
11001147	X3	WASHER, Roller
<b>11001029M3</b>	<b>01</b>	<b>MFG KIT, System Cable Assemblies, Gift Card Dispenser</b>
11001092	01	CBL ASSY, Pedestal CRD Dispenser, Comm
11001093	01	CBL ASSY, CRD Dispenser DC Input

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**Usersv100-08 BOM Specific Kits**

<b>11002176S-2</b>	<b>03</b>	<b>SHT MTL KIT, Base Pedestal, USERV100, Gen2, Color: AMC Sparkle Silver</b>
<b>11001005M2</b>	<b>04</b>	<b>MFG KIT, Controller Chassis, 2.0GHz Pentium M CPU, 1.0GB DDR Memory</b>
11001249	01	LABEL, CPU Usersv100
11000494	003AC	ASSY, Audio Amplifier, 12 Watts, Stereo/Mono 12V-24V input
11000168	08D	PSU, Power Supply, TP3K
11002156	01	SWITCH, Bimetallic Disc Thermostat, 90F - 110F
11001981	01	GUARD, FAN, 80 mm, METAL WIRE
11002158	01	BUSHING, Snap Grommet, Usersv
<b>11002252M2</b>	<b>02</b>	<b>MFG KIT, CHASSIS ASSY, USERV100, w/ TP3K XT Chassis, 2.0GHz Pentium M CPU, 1.0GB DDR Memory</b>
<b>11001008M2</b>	<b>02</b>	<b>MFG KIT, Display Module, 17" LCD</b>
11000736	01	DISPLAY, 17" LCD Touch Panel, ELO 1739L, USERV
11000735	01	CARD READER, TRACK 1,2 and 3 U-Serv swipe
11000734	01	SCANNER, D531 Datalogic
11001287	01	BRACKET SET, Model 1739L-1939L ELO LCD
11001790	01	LABEL, Laser Warning
11001143	X4	GASKET, Display Mounting
11001144	X3	GASKET, Display Access
11001146	X4	GASKET, Display
11001572	01	GUIDE, MSR Front
11001573	01	GUIDE, MSR Rear
11001248	01	GASKET, .187 X .50 X 50' LG
11001250	02	O-RING, Cord Stock, .139 Wide, EPDM Closed Cell Foam, 100' LG
11002956	01	MSR, Swipe Guide Label
<b>11002020S-2</b>	<b>01</b>	<b>KIT, Die Cast Parts, USERV100, Color: AMC Sparkle Silver</b>
<b>11001030M3</b>	<b>02</b>	<b>MFG KIT, Ticket/Receipt Printer Chassis w/o Gift Card Dispenser</b>
11001129	01	PRINTER, Epson Ticket/Receipt
11001251	01	BRUSHES, Static Eliminator, .400 Wide
11001570	01	BEZEL, Printer
<b>11002181M2</b>	<b>01</b>	<b>MFG KIT, Line Conditioner, Usersv, Color: Sparkle Silver</b>
11001017	02	NUT, Compression w/ Washer, zinc-tri plated, M5
11001018	01	SCREW, Binding Head, M4 X 0.7 X 8
11002139	01	ONEAC, PC180, Duplex 5-15R, 120/120 V, 60 Hz
<b>11002181S-2</b>	<b>01</b>	<b>SHT MTL KIT, Line Conditioner, USERV100, Gen2, Color: Sparkle Silver</b>
<b>11002875-1</b>	<b>01</b>	<b>Bracket Assembly Kit, Ticket Printer Shroud, U-Serv, Painted Fujitsu Gray</b>

#### 2.4.4 CONSUMABLE PARTS

User consumable parts and spares are available via normal ordering Channels and are replaceable by customers. Order consumable parts from FTXS SupplyPoint at 800-538-8716

Description	FTXS P/N	FTSX D1 P/N	Vendor P/N	Comments
Fan Filter Replacement	11002130	USA0219861		When Air Flow is Obstructed (Check Frequently)
Receipt Paper 3 inch Roll	11001268	USA0219922		50 Rolls Per Case
RCPT PAPER, 5.75" od x 930'	11001266	USA0219921		
Paper Spindle, Epson Printer,	11002356	USA0219832	1305098	

#### 2.4.5 RECEIPT PAPER SPECIFICATIONS

Paper Specifications are for the Epson EU T322 and EU T342.

**Note: the EU T342 printer from the manufacturer is set for 82.5mm wide paper. For non-ticket printing applications (all U-Serv100-01 installs) assure the paper guide is adjusted correctly per PSB-07-027 User Printer Width Setting**

Surface treatment Paper-end mark	79.5 ±0.5 mm {3.13 ±0.02"}
Paper thickness:	56 to 150 μm (model with normal speed cutter)
Paper winding direction:	Paper rolls with the print face either outside or inside can be used.
Paper width:	79.5 ±0.5 mm {3.13 ±0.02"}
Specified Thermal Paper	Original paper No. TF50KS-E NIPPON PAPER INDUSTRIES CO., LTD. Original paper No. PD160R OJI PAPER MFG. CO., LTD. Original paper No. TF11KS-ET NIPPON PAPER INDUSTRIES CO., LTD Original paper No. PD200N OJI PAPER MFG. CO., LTD. Original paper No. AFP234 MITSUBISHI PAPER MILLS CO., LTD. Original paper No. 135LB-1 RICHO COMPANY, LTD
Paper end treatment	Use a paper roll in which the core and the paper are not glued together.
Surface treatment Paper-end mark	When printing paper-end marks on a coated surface, make sure to use a paper roll that does not use ink that affects printing quality or that may damage the print head.
Coating and pre-print:	To coat and preprint on the print face, make sure to specify the types of coat and ink that are capable of preventing deterioration of print quality and paper's sticking to the print head while the printer is left in a high-temperature, high-humidity location. Check the printer thoroughly before using the printer, because the level of sticking of the paper to the print head and printing noise may become high. The print method using a scratch tape that leaves the coating material on the surface is prohibited because the material left may adhere to the paper feed mechanism and cause a machine failure.
Paper roll Outside diameter	152.4mm {6"} maximum
Paper core size	25.4mm {1"} }

## 2.5 REPAIR

North America Logistics Center (Richardson TX) offers repair services for the items they consider to be repairable. The OEM vendor also offers repair services that may be contracted by one of these repair centers or other organizations.

Logistics and Field Service organizations should utilize their own services to provide a test of units being returned from the field before shipment to repair centers as history has shown that not all units being returned from the field are actually faulty.

If faulty, logistics organizations may elect to have the repair done down to a component level replacement if parts and resources permit. However, this would be a local decision.

### 2.5.1 REPAIR STRATEGY

Whole OEM assembly replacement is recommended and the failed unit should be returned to a qualified repair facility. On the TeamPoS 3000XT terminal the following components are field replaceable the motherboard, power supply, power supply fan, and the CPU. When replacing the CPU the fan and heat sink should also be replaced

### 2.5.2 THIRD PARTY REPAIR

Whole OEM assembly replacement is recommended and the failed unit should be returned to a qualified repair facility. However, if a dealer, VAR, or third party organization has the technical expertise to repair OEM assemblies to the component level it is recommended that component type repair be performed in a depot environment.

### 2.5.3 FIELD REPAIR TIME

The following are time estimates for removing and replacing major assemblies on site. These time estimates do not include the time to diagnose the problem, gain clear access to the failed assembly or perform any software reloading to return the unit to full customer functionality. It is assumed that this service is performed by a qualified and trained FE.

Description	Replacement Time (min)
TP3000 XT Motherboard	25 Minutes
Power Supply	25 Minutes
Magtek USB-HID I/F Intellihead Swipe Card Reader	15 Minutes
Epson Thermal Printer EU-T332	25 Minutes
ELO 17" LCD Touch Pane 1739L	50 Minutes
Datalogic D531 Barcode Scanner	55 Minutes
Gift Card Dispenser KCD-1919 Rev 1.00	25 minutes
Fans Comair MD12B2	15 Minutes
Audio Amp Fujitsu 11000494	25 Minutes
Speaker OPX-3040E-NL	50 Minutes
Average MTTR for Complete Unit	33.5 Minutes

Average MTTR for the Complete Unit is based upon these times and adjusted by the probability of a specific component failing.

## 2.6 TOOLS

### 2.6.1 DIAGNOSTICS

Subassembly soft diagnostics are available and detailed descriptions are in Section 2 of the Field Service Maintenance Handbook.

- **Touchscreen Alignment**
- **Scanner Test**
- **Gift Card Dispenser Test**
- **MSR Test**
- **Printer Test**

### 2.6.2 CONFIGURE THE DATALOGIC D531 SCANNER

The D531 scanner can be configured using the Scanner Test diagnostic.

1. Open the Test Scanner diagnostics by double clicking on the Test Scanner Icon.
2. When the Test Scanner diagnostic is opened the scanner is configured for the U-Serv100 and the scanner firmware version is transmitted to the diagnostic.

### 2.6.3 SERVICE TOOLS

Description	D1 P/N	FTXS P/N	Vendor P/N
Test Card Read/Write	USA0208541	N/A	
Fluke DVM	5100008247	N/A	FLUKE -8021B
PC Serial Loopback Connector	5100001105	N/A	438-73
CRW Cleaning Card	7737171	N/A	D99L-1001-0060
Mini-Tracker	USA0204181	N/A	TMT-MT-201
Modem Line Tester	USA0208368	N/A	N/A
Gas Cushion Grip	USA0206682	N/A	CWZ9523A
Metric Phillips No P-2	USA0206683	N/A	CWZ9240A2
PC Diagnostic S/W PC -Technician	USA0201077	N/A	N/A
Thumb Drive 256MB USB Flash Key	USA0212924	N/A	Mode4004 or 3791391
Network Cable Tester	USA0210258	N/A	N/A
Allen Wrench 2.5mm	N/A	N/A	N/A
USB Mouse	N/A	N/A	N/A
USB Keyboard	N/A	N/A	N/A

Firmware download utilities for loading firmware into the OEM assemblies can be located on the Sustaining Engineering FTP site (reference the cover page for site information).

### 2.6.4 REPAIR TOOLS

Description	Vendor P/N	FTXS P/N
Loctite 222	9222-01	7160585900
Alvania EP Grease	B99L-0020-0012A	5100006035
Oil Supermillion 30	B99L-0020-0007A	5100008440

### 3. SERVICE PROFILES

#### 3.1 PREVENTIVE MAINTENANCE (RECOMMENDED SCHEDULE APPENDIX H)

It is the responsibility of Managed Services to determine the requirements for remedial and scheduled preventive maintenance. Important factors to consider when planning preventive maintenance are environment and transaction volume.

In Appendix “H” are recommended Preventive Maintenance Schedules.

#### 3.2 CORRECTIVE MAINTENANCE

In the event of a failure the customer should be expected to confirm the malfunction by carrying out his or her own internal problem resolution procedures. If their procedures are unable to resolve the problem, they should contact their local Field Service/Support organization.

Field Service/Support organizations should provide a support desk facility whereby customers can telephone for advice before logging a service request. If telephone assistance is unable to resolve the problem, the local Field Service/Support organization should send a representative to assist, unless the RFR option/maintenance agreement was selected. Field Service/Support should affect on-site repairs to the FRU level recommended by their Field Service/Logistics management.

#### 3.3 ESCALATION PROCEDURES

The escalation of product error reports or requests for assistance should take place in the following order. While some of these steps may be in the same organization, they are listed as individual steps to illustrate the ‘functional’ process flow.

- Customer’s Internal Service
  - First Line Support Service (Help Desk)
    - Field Service Organization
      - Field or Local Technical Support (FTS)
        - National Technical Support (NTS)
          - Sustaining Engineering
            - Development/Supplier Engineering – with Mgmt Escalation

Product reports raised on supported products or general inquiries should be sent to the Sustaining mailbox (reference the cover page).

##### 3.3.1 THIRD PARTY ESCALATION

- First Line Support Service Help Desk (If Available)
  - Third Party Field Service
    - Third Party Technical Support
      - Fujitsu National Technical Support
        - Fujitsu Sustaining Engineering
          - Fujitsu Engineering/Supplier Engineering with Management Escalation

#### 4. APPENDIX A: FAILURE PER YEAR WORKSHEET

The following are specific variables that need to be determined for your specific customer configuration when calculating Failures Per Year (FPY).

Description	Variables
Avg. Power On Hours per Year (8736 max)	(A) _____
Avg. 'Green Mode' Power On Hours per Year	(B) _____
Avg. Transactions per Trading Hour	(C) _____
Avg. Trading Hours per day	(D) _____
Avg. Trading Days per Week	(E) _____
Avg. Keystrokes per Transaction	(F) _____
Avg. Keylock Cycles per Transaction	(G) _____
Avg. MSR Usage's per Transaction (1 out of 3=.33)	(H) _____
Avg. Print Lines per Transaction	(I) _____
Avg. Cash Drawer Openings per Transaction	(J) _____
Avg. Transaction per Terminal Year (C*D*E*52wks)	(K) _____

Units Affected by Power On Hours:

Device	Power On Hours	/ MTBF Hours	=	FPY
*	(A) _____	/	*	= _____
*	(A) _____	/	*	= _____
*	(A) _____	/	*	= _____
*	(A) _____	/	*	= _____
*	(A) _____	/	*	= _____
Power On Total				_____

Units Affected by Green Mode Operational Hours:

Device	Power On Hours	/ MTBF Hours	=	FPY
*	(B) _____	/	*	= _____
*	(B) _____	/	*	= _____
*	(B) _____	/	*	= _____
*	(B) _____	/	*	= _____
*	(B) _____	/	*	= _____
Green Mode Total				_____

Units Affected by Mechanical Usage:

Keyboard:	(F) x (K) / *	= _____
Keylock:	(G) x (K) / *	= _____
MSR:	(H) x (K) / *	= _____
Printer:	(I) x (K) / *	= _____
Cash Drawer:	(J) x (K) / *	= _____
Mechanical Total		_____

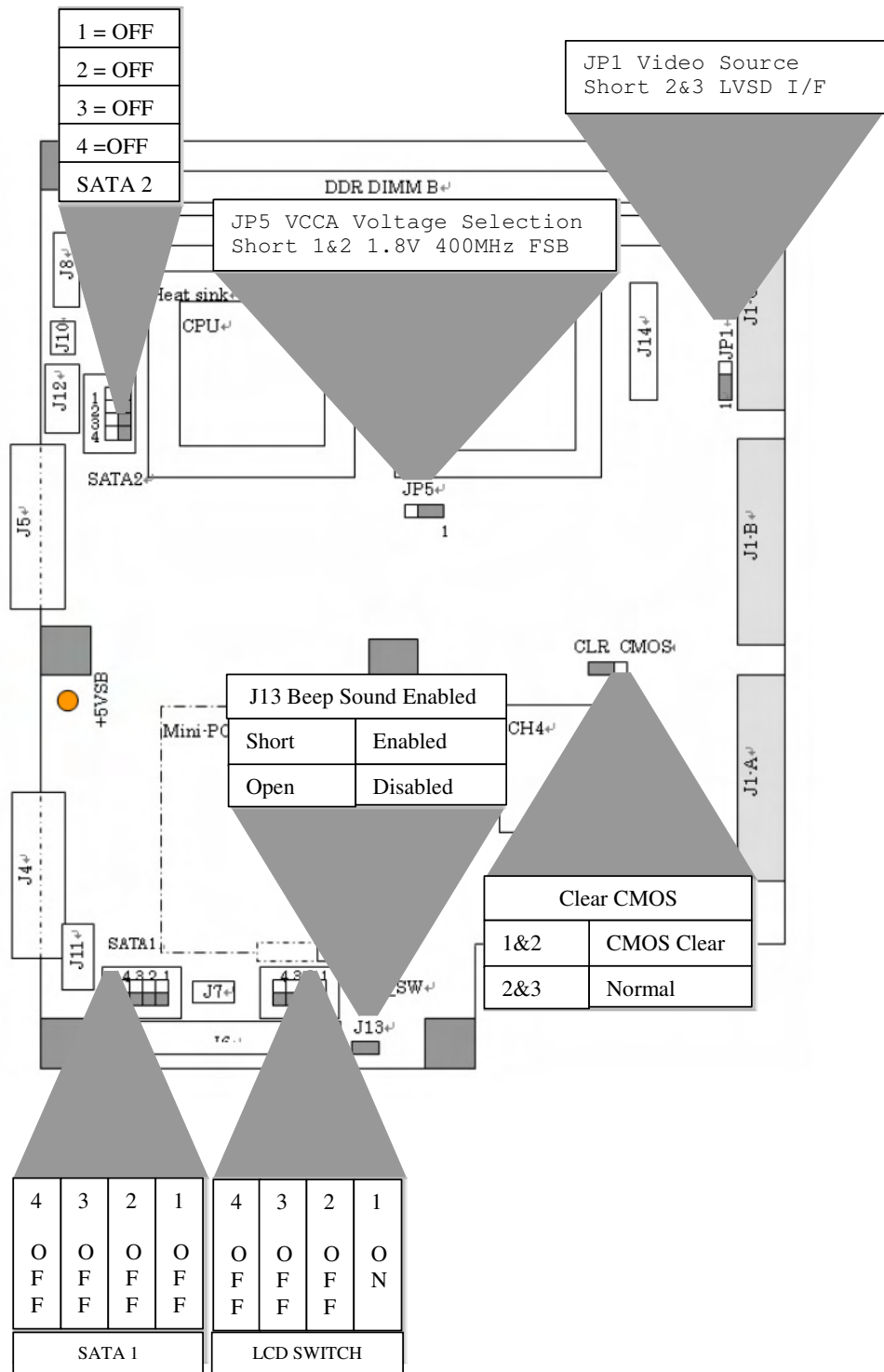
Total for your customer configuration (per lane):

Power On Total	_____
Green Mode Total	_____
Mechanical Total	_____
Total FPY Per Lane	_____

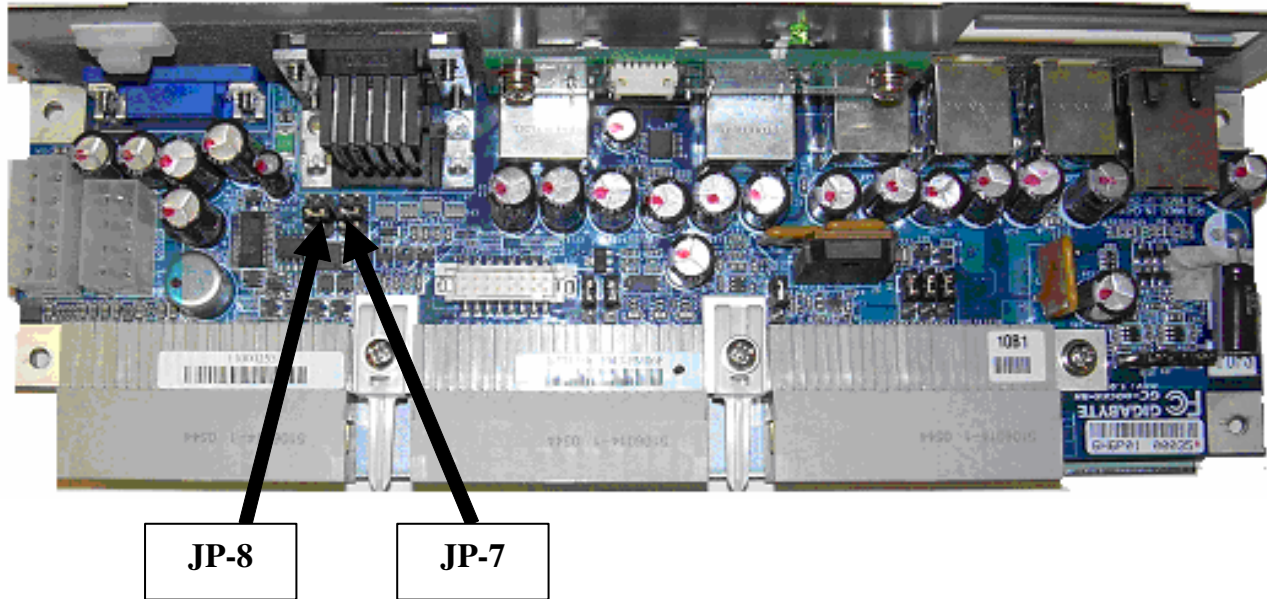
Note: This total does not include failures resulting from use of consumables (batteries, print heads, etc.), cables, software/firmware based problems, no-fault-founds, or resulting from use not considered standard for this type of equipment.

## 5. APPENDIX B: SWITCH AND JUMPER SETTINGS

### Motherboard



TP3000XT DOCKING BACKPLANE SERIAL PORT JUMBER SETTINGS



JUMPER PACK	JUMPER SETTING	DESCRIPTION	
JP-7 (COM1)	1-2	RS232 Standard	Default
JP-7 (COM1)	3-4	5VDC	
JP-7 (COM1)	5-6	12VDC	

JUMPER PACK	JUMPER SETTING	DESCRIPTION	
JP-8 (COM2)	1-2	RS232 Standard	Default
JP-8 (COM2)	3-4	5VDC	
JP-8 (COM2)	5-6	12VDC	

## 6. APPENDIX C: CONNECTORS AND PINOUTS

### TP3000XT DOCKING BACKPLANE



TP3000 XT Com Port 1 and Com Port 2

	Signal In DC Power Mode	Signal In Standard Com Mode
1	NC	CD
2	RX	RX
3	TX	TX
4	DTR	DTR
5	SG	SG
6	DSR	DSR
7	RTS	RTS
8	CTS	CTS
9	+5VDC or 12VDC	RI

TP3000XT Motherboard VGA Port

N o.	SIGNAL
1	R
2	G
3	B
4	N/C
5	GND
6	DRAIN WIRE
7	COAXIAL SHIELD
8	DRAIN WIRE
9	5VDC
10	GND
11	GND
12	DDCDATA
13	HSYNC
14	VSYSN
15	DDCCLK

TP3000XT 24VDC Powered USB Port

DC-OUT MODE		
1	5VDC USB PWR	Standard USB Signals
2	DATA -	
3	DATA +	
4	GROUND	
5	24VDC RETURN	24VDC Power
8		
6		
7		

TP3000XT 12VDC Powered USB Port

DC-OUT MODE		
1	5VDC USB PWR	Standard USB Signals
2	DATA -	
3	DATA +	
4	GROUND	
5	12VDC RETURN	12VDC Power
8		
6		
7		

TP3000XT 5VDC Powered USB Ports

EPSON Powered USB 24VDC Cable 2.0M



DC-OUT MODE		
1	5VDC USB PWR	Standard USB Signals
2	DATA -	
3	DATA +	
4	GROUND	

1100055		
SIGNAL	FROM	TO
VBUS (+5VDC)	P1-1	P3-
D-	P1-2	P3-
D+	P1-3	P3-
GROUND	P1-4	P3-
24VDC	P1-5	P2-2
GROUND	P1-8	
+24VDC	P1-6 P1-7	P2-1
CHASSIS GND	P1-SHIELD	P2 SHIELD
CHASSIS GND	P1-SHIELD	P2-SHIELD

Powered USB ELO Touch Monitor 11000557		
SIGNAL	FROM	TO
VBUS (+5VDC)	P1-1	P3-
D-	P1-2	P3-
D+	P1-3	P3-
GROUND	P1-4	P3-
12VDC GROUND	P1-5 P1-8	P3-GROUND
+12VDC	P1-6 P1-7	P3- + MAIN
CHASSIS GND	P1-SHIELD	P2 SHIELD
CHASSIS GND	P1-SHIELD	P3-SHIELD

VGA Cable 11001086		
SIGNAL	P1	P2
R	1	1
G	6	6
B	2	2
N/C	7	7
GND	3	3
DRAIN WIRE	8	8
COAXIAL SHIELD	5	5
DRAIN WIRE	9	9
5VDC	13	13
GND	10	10
GND	14	14
DCCDATA	10	10
HSYNC	12	12
VSYNC	15	15
FIELD GROUND	Shield	Shield

MSR USP A TO A 2.5m 11001088		
SIGNAL	FROM	TO
VBUS (+5VDC)	P1-1	P-1
D -	P1-2	P-2
D +	P1-3	P-3
GROUND	P1-4	P-4
DRAIN WIRE	SHELL	P2-5

CARD DISPENSER 2.1m 11001092		
SIGNAL	FROM	TO
RDS	P1-1	P2-4
DCE	P1-6	
TXD	P1-2	P2-3
RXD	P1-3	P2-2
DTE	P1-4	P2-1 P2-6
SG	P1-5	P2-5
CTS	P1-7	P2-8
RTS	P1-8	P2-7
GROUND	P1-SHIELD	P2-SHIELD

## 7. APPENDIX D: ORDERABLE CONFIGURATIONS

Below is the items that are Orderable or Whole Unit Configurations.

DESCRIPTION	PIN/PART NUMBER
U-Serv100-01 Kiosk	11001000Z
U-serv100-02 Kiosk	11001000Z2
U-serv100-08 Kiosk	11001000Z3
U-serv100-11 Kiosk	11001000Z4

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## 8. APPENDIX E: RECOMMENDED FIELD SPARES LIST

Refer to the Complete Spare Parts List in Paragraph 2.4.

## 9. APPENDIX F: OEM FIRMWARE VERSIONS

The firmware revisions are current at the release of this document.

Description	FIRMWARE	COMMENTS
Magtek USB-HID I/F Intellihead Swipe Card Reader	21042812 Rev G01	
Epson Ticket/Receipt Printer EU-T342	Rev 1.03	Replaces EU-T332
Epson Thermal Printer EU-T332	Rev 1.02	Replaced by EU-T342
ELO 17" LCD Touch Pane 1739L	Rev 1.7	
Datalogic D531 Barcode Scanner	Rev 1.06	
Gift Card Dispenser KCD-1919 Rev 1.00	Rev 1.00	

## 10. APPENDIX G: MOTHERBOARD SPECIFICATIONS

Features		XT Type (U-Serv100)		Comments
CPU		Pentium M 1.6GHz		Auto detection for FSB speed
CPU		Pentium M 2 .0 GHz		Auto detection for FSB speed
Core Chipset		i855GME + ICH4		
System Memory	RAM slots	2 x 184 pins DIMM		
	Supported DRAM	2.5Volts DDR SDRAM 333		PC2700 Compliant
	DRAM capacity	256MB up to 2GB		
	DRAM ECC	Yes		
	L2 Cache	Depend on CPU		
	BIOS ROM	Flash (FWH type)		BIOS Up-Gradable from a file
	CMOS backup	On board Lithium battery		10 years, soldered w/o socket
Graphic & Video	Chipset	Integrated on North bridge		
	VRAM	UME (Max32MB)		
	Analog Interface	Yes		
	Digital I/F	LVDS		
	Displays	VGA/SVGA/XGA		
	Colors	16bit/32bit Color		
Sound/Audio	Controller	AC97 Compliant		
	Ext. Connector	Line OUT / MIC IN		
LAN	Interface	10Base-T/100BASE-TX		
	Controller	Integrated on South Bridge		
	Wake-On LAN	Yes(S1/S3/S4/S5 resume support)		
I/O	Front USB	None		
	Rear USB	4	5VDC Ports	
		2	12VDC Ports	
		1	24VDC Port	
	COM	2 Serial Ports		
	Parallel	None		
	IrDA	No		
	Keyboard	No		
	Mouse	No		
Floppy Disk I/F	No			
HDD	SATA	1		
	Speed	1.5Gbps		
	RAID	Optional		
IDE	Interface	Up to UDMA5		
	Ports	Secondary		For CD/DVD
	CD/DVD support	Yes		
Board Factor	Form factor	No standard		
	Riser card	No		
	AGP Slot	No		
Other features	Plug & Play	Yes		
	APM 1.2 Support	Yes		
	ACPI support	Yes		
	WFM1.1a support	Yes		
	DMI 2.0 Support	Yes		Remote boot and Wake-On LAN
	PC99 Compliant	Yes		
	AC Failure Restoration	Yes		
Safety/EMI	CE/CB	Possible Future Approval		
	FCC	Class A		FCC 47CFR Part 15 class A

Features		XT Type (U-Serv100)	Comments
	CCC	Possible Future Approval	GB4943-2001
	UL/CSA	Yes	UL60950-1 1st Edition CAN/CSA-C22.2 No.60950-1-03 1st Edition
Reliability	MTBF	100,000 hours	
	HW- Monitoring	Yes	
	- CPU voltage	Yes	
	- CPU Thermal	Yes	
	- FAN Control	Yes	
	- FAN Rotation	Yes	
	- Chassis open	No	

## 11. APPENDIX H: PREVENTIVE MAINTENANCE

### OVERVIEW:

Preventative Maintenance (PM) is a critical factor in keeping any system operating within its designed parameters and at peak efficiency, with minimal service calls. Below are the recommended PM activities and schedules for all FTXS released products. This list is broken down to the Device Level, so any system that is comprised of multiple devices (as most retail systems are) all the appropriate devices must be included/considered during any Service Call or PM activity. Refer to the specific Service and Maintenance Manuals for details of performing the specific outlined tasks.

The recommended PM Schedules below are for 'Typical' retail installations. Depending upon specific Contract, Environmental, and Usage Profiles some customers or sites may require more or less frequent Preventative Maintenance procedures. It is also 'assumed' that the person performing the PM is fully trained on the details of service and support of the specific device/equipment in question.

Quarterly, six months, and yearly preventive maintenance should be scheduled and performed as required by the preventive maintenance guidelines below. During routine maintenance, as a result of a service call, it is recommended that preventive maintenance be performed on that device/assembly. If time allows additional preventive maintenance should be performed on other peripherals or lanes. Preventive Maintenance that is performed during a Service Call can be logged as completed scheduled Preventive Maintenance. Scheduled Preventive Maintenance Logs should be maintained for/at each site.

Items highlighted are also considered Safety issues. Safety being to the Site, Personnel, or other Equipment and should be specifically addressed even if standard Preventative Maintenance is not contracted for a specific customer.

U-Serv	Preventive Maintenance Task	Service Call	Quarterly	6 Months	Yearly
Pedestal & Head Assembly	Clean and vacuum the interior of the unit.	X		X	
	<i>Clean the fans &amp; filters (replace if required)</i>	X	X		
	Inspect the Cables	X		X	

TeamPoS	Preventive Maintenance Task	Service Call	Quarterly	6 Months	Yearly
Controller	Clean the interior with compressed air			X	
	Clean intake and exhaust vents	X		X	
	Check BIOS fan speeds and temp (if applicable)	X		X	
	Inspect the Cables	X		X	
	<i>Clean &amp; check Chassis Fan for proper operation</i>	X		X	

Printer	Preventive Maintenance Task	Service Call	Quarterly	6 Months	Yearly
	Clean, vacuum/blow out transport areas	X	X		
	Clean the platen & print head	X	X		
	Verify MICR calibration	X	X		
	Inspect the ribbon	X	X		
	Check the print quality (diagnostic or self test)	X	X		
	Inspect the Cables	X	X		

Monitors	Preventive Maintenance Task	Service Call	Quarterly	6 Months	Yearly
	Clean the screen	X		X	
	Check the monitor settings	X		X	
	Test the Touch Screen (calibrate if required)	X		X	
	Inspect the Cables	X		X	

MSR	Preventive Maintenance Task	Service Call	Quarterly	6 Months	Yearly
	Using a cleaning card (FTXS P/N 7737171)	X		X	
	Test MSR	X		X	
	Inspect the Cables	X		X	

Gift Card Dispenser	Preventive Maintenance Task	Service Call	Quarterly	6 Months	Yearly
	Clean the Rollers	X	X		
	Check for operation and alignment of the Gift Card Exit Roller	X	X		
	Inspect the Cables	X	X		

Scanners	Preventive Maintenance Task	Service Call	Quarterly	6 Months	Yearly
	Clean the protective lens	X		X	
	Test the scanner	X		X	
	Inspect the Cables	X		X	

Speaker Amplifier	Preventive Maintenance Task	Service Call	Quarterly	6 Months	Yearly
	Test the Volume	X			X
	Inspect the Cables	X			X

## 12. APPENDIX J: EPSON EU-T342 PARTS LIST

DESCRIPTION	EPSON PART NUMBER	D1 PART NUMBER
E-RING,2.5,F/UC-3C	1283654	
C.B.S-TITE SCREW,2.5X4,F/ZN-3C	1284047	
C.P.SCREW,1.6X5,F/ZN-3C	1284512	
GEAR,REDUCTION	1047067	
GEAR,IDLER	1047068	
PLATE,PRESSURE SPRING	1047077	
SHAFT,FRAME PLATEN	1047095	
LEVER,PLATEN	1047100	USA0219831
PAPER GUIDE,STRAIGHT,FRONT,B	1047796	
PIN,GUIDE,STRAIGHT	1047139	
THERMAL PRINT HEAD ASS'Y,C(ASP)	1475783	
CIRCUIT BOARD ASS'Y	1047715	
PLATEN DETECTOR ASS'Y	1047717	
FIXING PLATE	1047762	
PAPER GUIDE,STRAIGHT,BACK,B	1047797	
PAPER DETECTOR ASS'Y	1047679	
C.B.B-TITE SCREW,2X6,F/ZN-3C	1283883	
E-RING,2.5,F/UC-3C	1283654	
SHAFT HOLDER,PLATEN	1005775	
FRAME,PLATEN	1047082	
COVER,FIXED BLADE	1047085	
FIXED BLADE,H	1050372	
SPRING,FIXED BLADE,B	1277301	
SPRING,LOCK LEVER	1047094	
SHOULDEC 2X6X2	1047795	
PLATEN,STRAIGHT ASS'Y	1047901	
LOCK LEVER ASS'Y	1047947	
CUTTER UNIT,AG	1478773	
SHAFT,DETECTION GEAR A/C	1036010	
GEAR,CUTTER WORM,H	1050375	
CUTTER COVER SUB ASS'Y	1050785	
CUTTER MOTOR SUB ASS'Y	1050787	
LEAF SWITCH	2088107	
READ WIRE,PAPER CUTTER	2031280	
CUTTER DRIVE GEAR SUB ASS'Y	1050788	
PLANE WASHER(B100157612)	1074091	
E-RING,2.5,F/UC-3C	1283654	
CUTTER FRAME ASS'Y,B	1235082	
C.B.SCREW,2X2.5,F/ZN-3C	1283993	
PAPER GUIDE,PARTIAL	1304531	
C.B.S-TITE SCREW,3X5,F/ZN-3C	1284069	
C.B.SCREW,2.5X4,F/ZN-3C	1283982	
C.B.S-TITE SCREW,3X5,F/ZN-3C	1284069	
E-RING,1.5,F/UC-3C	1283657	
E-RING,2,F/UC-3C	1283661	
MOTOR,PAPER FEED,RECEIPT,B	2030669	



**SUPPORT PLANNING GUIDE**  
**U-Serv100**

DESCRIPTION	EPSON PART NUMBER	D1 PART NUMBER
C.B.SCREW,2.3X3,F/ZN-3C	1283973	
SCREW,SWITCH	1036655	
B.M.DETECTOR SUB ASS'Y	1047680	
C.P-TITE.FSCREW,2X3,F/NI	1050265	
CABLE,HEAD,C	2086226	
CABLE,PRINTER	2033206	
PLATE,FIXED BLADE	1057885	
COVER,GEAR	1053709	
COVER,PRINTER	1304549	
COVER,CABLE	1058838	
WIRE BAND(X522000011)	1076058	
LOCKING WIRE SADDLE	1091047	
ROLL PAPER SHAFT ASS'Y	1305098	USA0219832
PAPER GUIDE,LEFT ASS'Y	1305105	
PAPER GUIDE,RIGHT ASS'Y	1305106	
PRINTER MODULE,DAA	1479813	
PF SWITCH ASS'Y	2094118	
POWER CIRCUIT BOARD ASS'Y	2094116	USA0219828
LED CIRCUIT BOARD ASS'Y	2094117	USA0219829
ROLL PAPER GUIDE ASS'Y,B	1305100	
PHOTO INTERRUPTER	2046575	USA0219830
CONTROL CIRCUIT BOARD MODULE,FA	2094192	USA0219826
C.B.S-TITE SCREW,3X5,F/ZN-3C	1284069	USA0219833
C.B.S-TITE(O)SCREW,3X8 F/ZN-3C	1284080	USA0219834
C.B.S-TITE SCREW,3X4,F/ZN-3C	1284067	
C.P.SCREW,1.6X5,F/ZN-3C	1284512	
C.P.S-TITE(S-P4)SCREW,3X6,F/ZN-3C	1284635	
C.B.SCREW,3X3,F/ZN-3C	1284007	USA0219835
C.P.SCREW,3X4,F/ZN-3C	1282387	USA0219836