Exatouch Installation Guide
Hardware Model: FEC PP 1635

Powered By
ElectronicPayments®

Technical Support: 800-966-5520 – Option 3

Introduction

These procedures provide instructions to help users successfully install and operate the hardware components of the Exatouch Point of Sale (POS) system.

This document is intended to be a Quick Reference Guide and does not incorporate all capabilities and features available in the Exatouch POS system.

Preinstallation

Preinstallation Checklist

This checklist provides a list of steps that must be performed or verified before installing your Exatouch POS system. Review this checklist before installation to avoid any delays or additional charges.

Completed	Service/Items to Verify	Reference Page
☐	Presence of all hardware components	Page 2
☐	Modem connectivity and activation	Page 3
☐	Network speed	Page 3
☐	Network wiring requirements	Page 3
☐	Electric requirements	Page 4
☐	Construction	Page 4
☐	General best practices	Page 4

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Exatouch Site Readiness

Verify all hardware components are present before beginning an Exatouch installation. The following equipment comes with your Exatouch POS system. Exact models of some equipment and configurations may vary. The following includes equipment in Exatouch bundles along with additional hardware.

What's Included
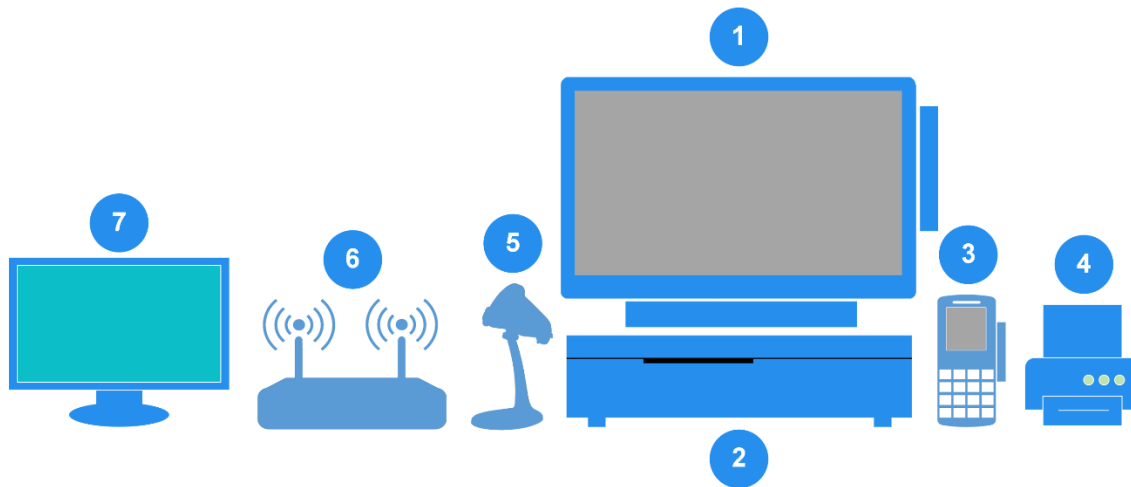
1 All-in-One-Terminal	**5** 2d USB Barcode Scanner with Stand
2 Cash Drawer	**6** Router
3 PAX or Dejavoo Pin Pad	**7** Customer Facing Display
4 Printer	

Additional Hardware

- Mouse
- Ethernet Cables (3)
- USB-A to USB-B Cable

- USB-A to Micro USB Cable
- Employee Cards (3 or 15)
- Two (2) rolls of starter receipt paper

Modem Connectivity

Connect the modem and verify that it is activated.

1. Verify cables provide Internet connection.

2. Plug modem into a power outlet.

3. Call your Internet Service Provider to confirm service is active.

4. Connect a laptop or PC to the modem to verify service.

5. Verify DHCP is enabled on the network.

Network Speed

Merchants should perform a network speed test to ensure that your current Internet speed supports operation of the Exatouch POS. Run a speed test by visiting http://www.speedtest.net. Current requirements include the following:

- Download speed – Minimum of 5.0 Mbps

- Upload speed – Minimum of 30.5 Mbps

- Business-class internet connections are recommended.

Network Wiring Requirements

The following hardware requires an Ethernet cable:

- Exatouch POS system

- Kitchen/Remote printer

- Kitchen Display System

- Caller ID

    NOTE: Each Exatouch lane (station) requires two Ethernet cables.

Electric Requirements

Ensure the following electric requirements are followed:

- Make sure adequate power outlets exist.

- Use a surge protector.

- Modern power systems are recommended. Avoid knob and tube wiring.

Construction

Make sure any construction projects are completed before installation, including the following:

- Sheet rock

- Painting

- Counters

- Flooring

General Best Practices

Installation Scheduling

- Schedule installation when you're closed or not busy.

- Allow at least one hour for the initial Exatouch installation.

- Allow 30-45 minutes for additional stations.

Installation Locations

- Reserve at least 24" x 24" of space per Exatouch station.

- Avoid installing an Exatouch station in the following locations:

    o Near fryers

    o Hot or damp areas

    o On cardboard boxes

    o Mobile carts

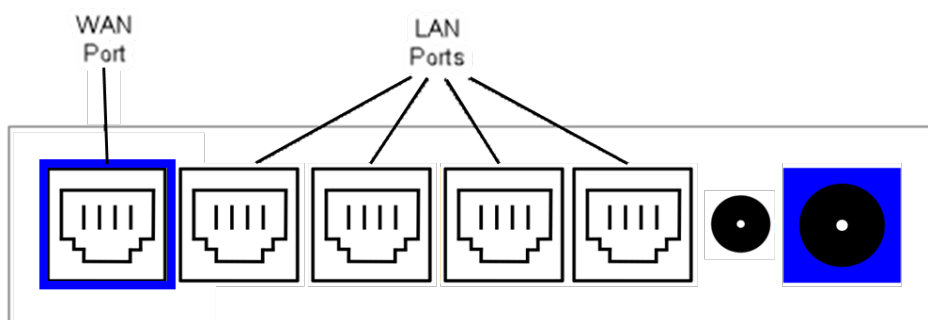   o Collapsible tables

    o The floor

Installation

Connect Router to ISP Gateway

Connect the Exatouch router to your existing ISP Gateway. The Exatouch router is required for setup.
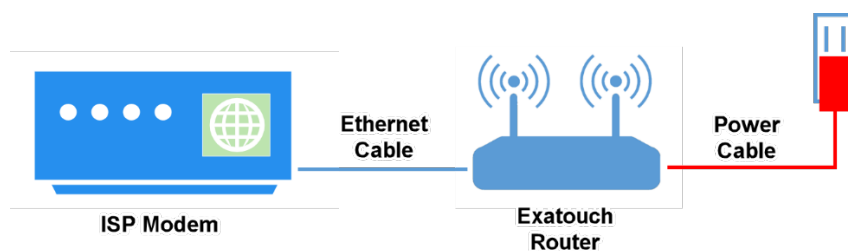
1. Plug one end of an ethernet cable into the **WAN port** on the Exatouch router.

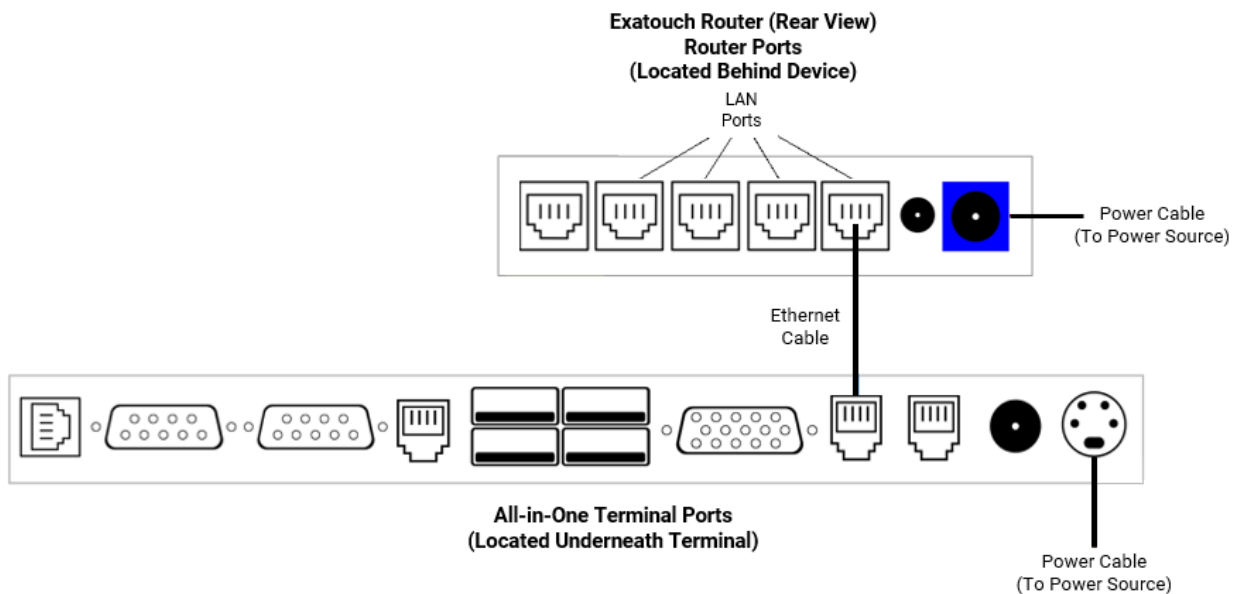   **NOTE:** The WAN port connects the router to the Internet.

Exatouch Router (rear view)

2. Connect the other end of the cable into a **LAN port** on your ISP Gateway.

   NOTE: LAN ports share Internet connections with other Exatouch devices.

3. Plug the Exatouch router power cable into the power outlet. A surge protector is recommended.

Connect the All-in-One Terminal

1. Connect one end of an ethernet cable to the **LAN Port** nearest to the **Power Cable** port on the All-in-One Terminal.

2. Plug the other end of an ethernet cable into an available **LAN Port** behind the Exatouch router.

3. Plug the All-in-One Terminal power cable into a power outlet.

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Exatouch Router (Rear View)
Router Ports
(Located Behind Device)

LAN
Ports

Power Cable
(To Power Source)

Ethernet
Cable

All-in-One Terminal Ports
(Located Underneath Terminal)

Power Cable
(To Power Source)

4. Press the **Power Button** at the bottom right of the terminal.
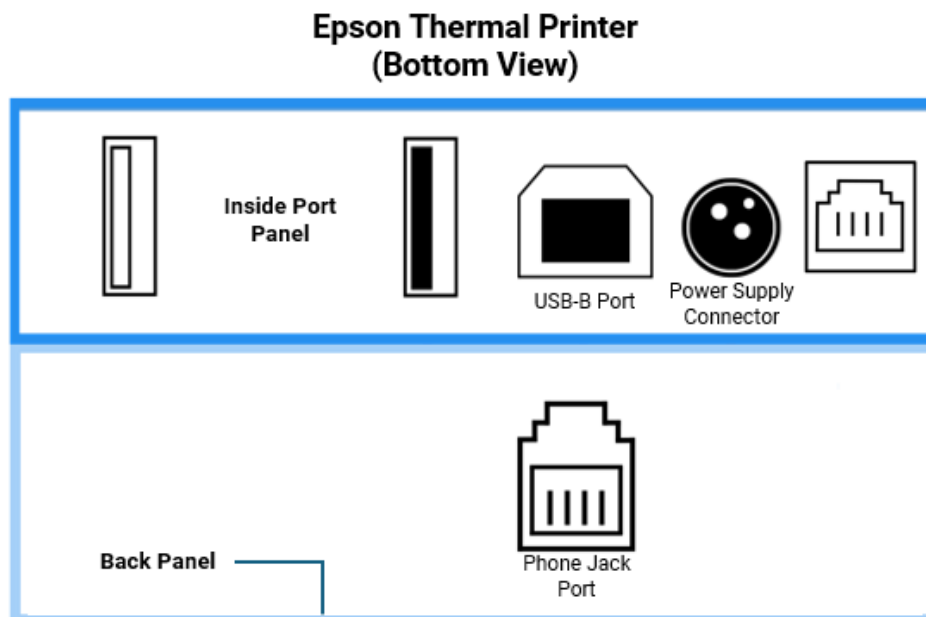

Power
Button

5. If using a Customer Facing Display (CFD), connect the display's VGA cable into an available **VGA port** underneath the All-in-One Terminal.

6. If enabling touch features on the CFD, plug the USB cable into an available USB port under the All-in-One Terminal.

Connecting Printers

Epson Thermal Receipt Printer

This procedure describes printer port connections. Refer to the "Epson Thermal Receipt Printer Setup Guide" that came with your Exatouch bundle for detailed instructions.

1. Remove bottom panel of printer to display interior ports.

**Epson Thermal Printer
(Bottom View)**

Inside Port Panel

USB-B Port

Power Supply Connector

Back Panel

Phone Jack Port

2. Connect the Printer to the All-in-One Terminal.
    a. Plug the USB-B end of a USB-A to USB-B cable into the **USB-B port** of the printer.
    b. Connect the other end of the cable to the All-in-One Terminal.
3. Connect the Printer to the Cash Drawer.
    a. Plug the RJ11 end of the ethernet-to-phone cord into the phone jack port of the printer.
        NOTE: The RJ11 port is located underneath the printer, near the back panel.
    b. Connect the ethernet end of the cord to the Cash Drawer.
4. Plug the Power Adapter into the Power Supply Connector of the printer.
5. Activate the Printer by pressing the **Power Button** on top of the device.

Installing the Remote Printer

1. Access ports on bottom panel of the Printer.

2. Connect the Printer to the Exatouch router using an RJ45/Cat cable.

3. Plug the Printer into a power source.

4. Activate the Printer by pressing the **Power Button**.

5. On the All-in-One Terminal, configure remote print options. From **Home**, navigate to **Settings** > **Print Settings** and tap the **Remote Options** tab to make needed changes.

Connect Pin Pad to the Exatouch System

Dejavoo Z6 and QD5 Pin Pads

1. Plug the Micro USB end of a USB-A to Micro USB cord into the **Port Box** on the pin pad cable.



Port Box on Pin Pad Cable
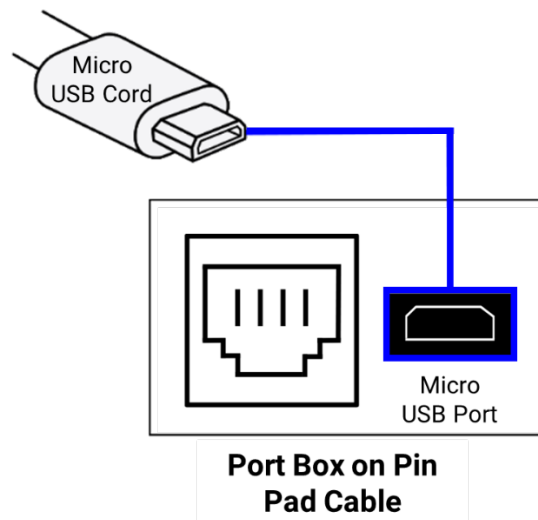
2. Plug the USB-A end of the cord into an available **USB port** underneath the All-in-One Terminal.

3. Insert one end of an ethernet cable into the cable box of the pin pad cable.

4. Connect the other end of the ethernet cable to an available **LAN port** on the Exatouch router. The pin pad initializes.

Port Box on Pin Pad Cable

Ethernet Cable

Router (Rear View)
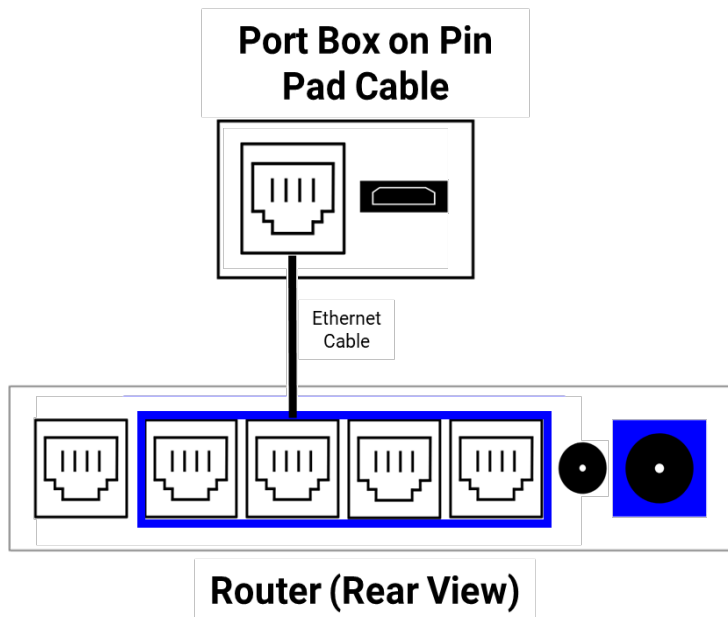
PAX S300 and PAX A35 Pin Pads

1. Mount the PAX pin pad in the desired location.

2. Connect one end of the ethernet cable into an available **LAN port** on the Exatouch router.

3. Connect the other end of the ethernet cable into the red **LAN connector** on the pin pad.

4. Plug the pin pad into a power source. The pin pad initializes.

   NOTE: Only the red LAN connector requires connection. The RS232A and RS232B cable ends are not used when interfacing PAX pin pads with Exatouch. VGA connectors are also not required.

To Power Source

PAX Pin Pad

Ethernet Cable

Router (Rear View)
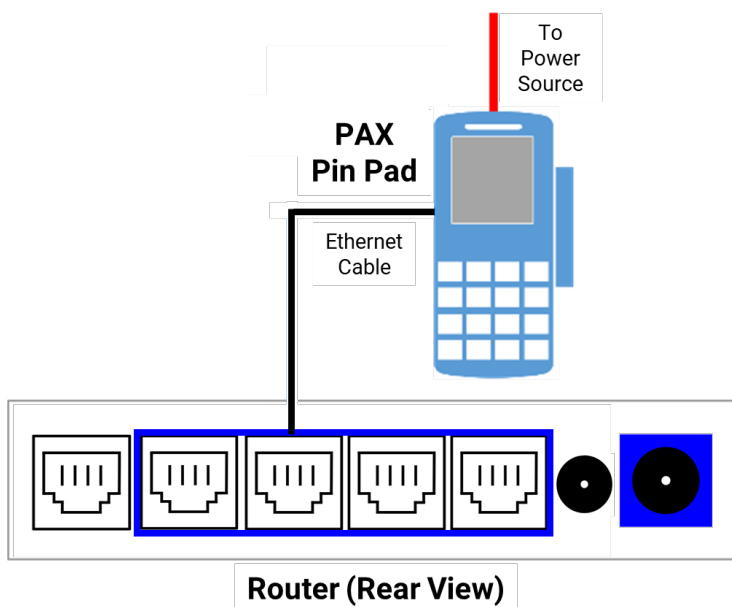
Additional Peripherals

Connecting the Barcode Scanner

NOTE: Retain the manual that came with your barcode scanner for future use.

1. Assemble the scanner stand.

2. Fasten the scanner to the scanner stand.

3. Plug the scanner cable into an available **USB port** underneath the All-in-One Display.

Connecting Scales

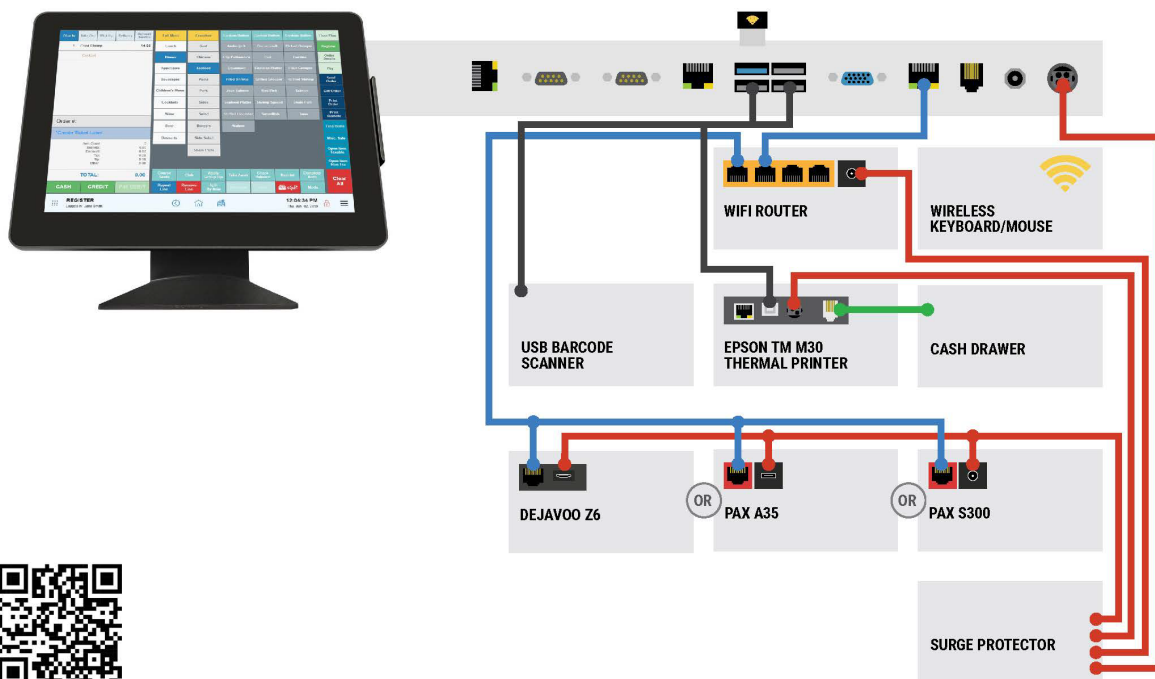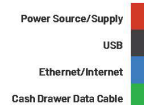Perform the following to connect scales to Exatouch:

1. If connecting the **30 lb. Digital Scale** or **40-lb. Digital Scale**, place the scale on a flat surface, ensuring the scale's level bubble is centered.

2. Connect the scale to Exatouch using a serial cable.

3. Plug the scale into a power supply.

4. Press the **On** button to activate the scale.

5. If connecting an **In Counter Scale**, plug the remote display into Exatouch as well.

NOTE: Allow a 15-minute warmup period before operating the scale.

Exatouch Wiring Diagram

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WIRING DIAGRAM – FEC PP 1635

Power Source/Supply	
USB	
Ethernet/Internet	
Cash Drawer Data Cable	

WIFI ROUTER

WIRELESS KEYBOARD/MOUSE

USB BARCODE SCANNER

EPSON TM M30 THERMAL PRINTER

CASH DRAWER

DEJAVOO Z6   OR   **PAX A35**   OR   **PAX S300**

SURGE PROTECTOR

Forgot to schedule your installation and training? No worries!
Please email the Product Success Team so we can best assist you.

Scan the QR code to see **Exatouch Quick Reference and User Guides**.
For assistance, contact our 24/7 Technical Support Team
at (800) 966-5520 – Option 3 or support@electronicpayments.com.