Ruby2 iOrder

Hardware Installation Guide

Date: November 5, 2018

P/N: DOC169-702-06-A

Verifone®

Ruby2 iOrder Hardware Installation Guide

Verifone, Inc.
88 West Plumeria Drive
San Jose, CA 95134
Telephone: 408-232-7800
http://www.verifone.com

Revision History

Date	Description
11/05/2018	Initial Release.

CONTENTS

1 INTRODUCTION

The iOrder or Kiosk is a consumer-facing food ordering system that allows customers to place their own food service orders.

Each iOrder Station consists of an Ruby2 iOrder Food Service Kiosk and a Confirmation Printer. The iOrder System directs all food orders to either a single Kitchen Printer or one or more Kitchen Display System (KDS) Stations for order completion.

KDS is an optional component of iOrder and has its own specific requirements. Installation and configuration documentation is posted on the Premier Portal under: Petro Downloads > iOrder Kiosk > Kitchen Display System (KDS) with iOrder Installation Guide.

At order completion, the Kiosk prints a confirmation receipt with a barcode and sends the order to the kitchen for preparation. It also stages the order at the Point of Sales (POS) Site Controller for payment. At the POS terminal, the barcode can be scanned to bring one or more Kiosk orders into a transaction.

System Requirements

Software Requirements

- Commander Site Controller — Any version
- RubyCi — Any version

Hardware Requirements

POS

- Commander Site Controller with Topaz / Ruby2
- RubyCi with Topaz / Ruby2

Ruby2 iOrder Food Service Kiosk System

- Ruby2 iOrder Food Service Kiosk - Maximum six iOrder Kiosk per site
  - Ruby2 iOrder
  - Back Panel
  - Power Supply
  - Power Supply Cable
  - Molded Printer Cable
  - Printer Power Jumper Cable
- Confirmation Printer - One per iOrder Kiosk

Optional Equipment

- Kitchen Printer — one per system
- Uninterruptible Power Supply (UPS) — one per iOrder Kiosk
- One or more KDS Stations

VASC Supplied Equipment

- Computer, Personal or Laptop
- Red Null-Modem Adapter, P/N 13638-02
- Shielded RS-232 Cable
- Ethernet Cable

Location

The placement of the iOrder Kiosk is determined by consulting with the customer, however the following factors should be considered when deciding on a location:

- Adequate ventilation around the iOrder units
- Cables can easily reach their connecting devices
- Power cords are not in the direct path of foot traffic

In addition, the location must meet the following requirements:

- Power: 100-240V~, 50/60 Hz 3.0 Amps
- Temperature:
  - Operating: 32 to 104°F / 0 to 40°C
  - Non-operating: -4 to 140° F (-20 to 60° C)
- Humidity: 15 to 95% relative humidity at 104°F / 40°C with no condensation

Avoid locations with the following characteristics:

- Direct sunlight
- Moisture
- Excessive dust
- Electrical noise or devices that cause excessive voltage variations, such as air conditioners, fans, or high frequency security.

To reduce the risk of fire, do not place any of the units near objects that produce excessive heat.

iOrder Kiosk Ergonomic Standards

Counter Height for iOrder Kiosk Placement

- Standard counter height is 39 inches
- Optimal counter height is 47 inches

Spacing Between iOrder Kiosks

- Minimum space between iOrder Kiosks is 24 inches, measured center to center.
- Optimal spacing between iOrder Kiosks is at least 30 inches, measured center to center.

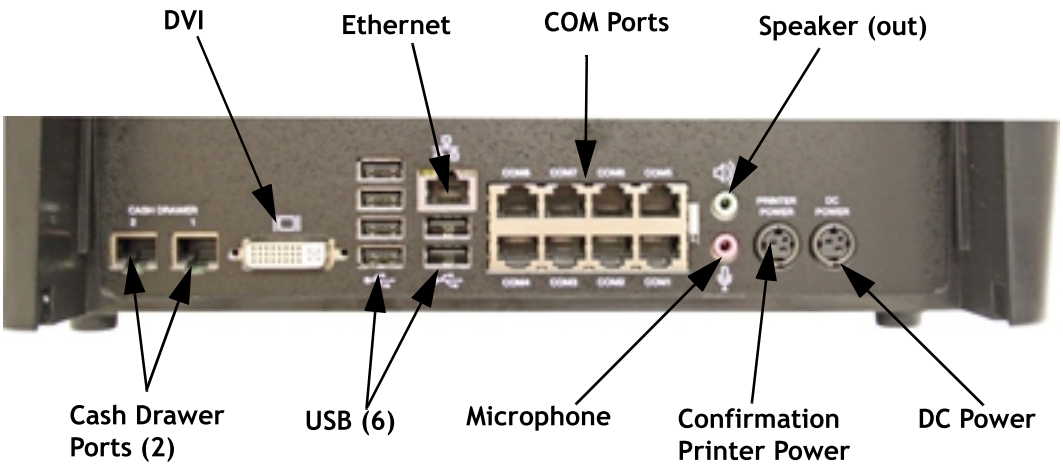
2 DIAGRAMS

Front Panel

The front panel of the Ruby2 iOrder consists of the following components:

- LED-backlit 15 inch TFT XGA High Brightness Display
- 1.86 GHz Dual Core Atom CPU
- Magnetic Card Reader - not currently utilized

Rear Panel

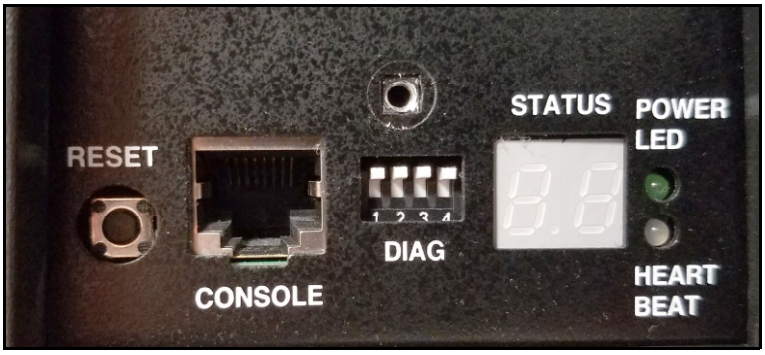


The rear panel of the Ruby2 iOrder has the following ports:

- 8 Serial Ports
  - COM1 - Not assigned
  - COM2 - Kitchen Printer
  - COM3 - Confirmation Printer
  - COM4 - Not assigned
  - COM5 - Not assigned
  - COM6 - Not assigned
  - COM7 - Not assigned
  - COM8 - Not assigned
- 1 Ethernet Port
- 6 USB Ports
- 2 Cash Drawer Ports - Not used
- 1 DVI Port - Not used
- 1 Speaker - Not used
- 1 Microphone - Not used

Diagnostic Panel

The Diagnostic Panel is located on the right side of the Ruby2 iOrder and can be accessed by loosening the screw that holds the cover in place. From left to right, this panel contains the following:

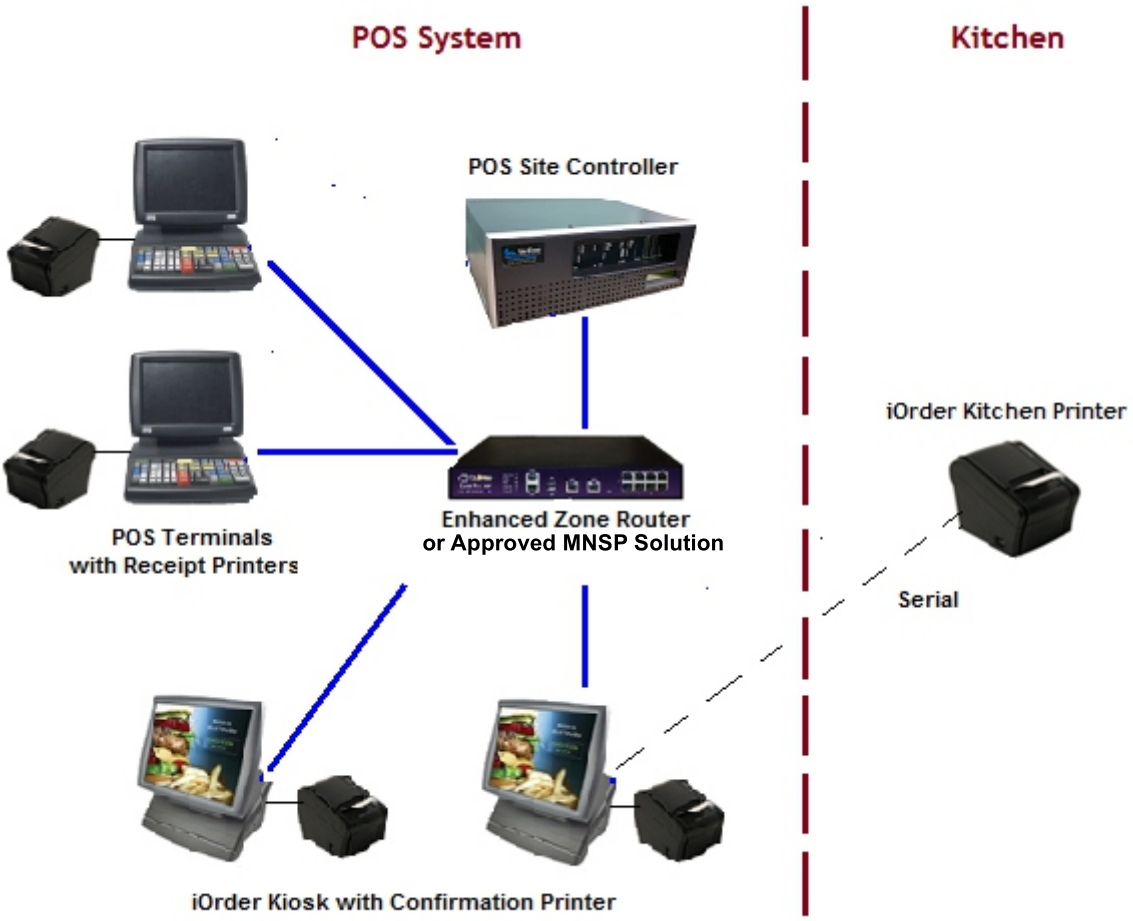


- **Reset Button**: Reboots the Ruby2 iOrder without shutting down the power.
- **Console Port**: Used only by the Verifone Authorized Service Contractor (VASC).
- **Diagnostic Switch Panel**: Used to configure specific operating modes. Do not change settings unless instructed by the Verifone Technical Support Center.

The IP Address for the Ruby2 has been set at the factory that allows it to be loaded as an iOrder Kiosk. Do not use the Topaz Configuration in Diagnostic Mode to change the IP Address of the unit. This function changes the IP Address from the Kiosk range (151-156) to the Topaz/Ruby2 range (101-125, 201-207) and will result in an inoperable unit.

- **Status Window**: Displays system operating codes.
- **Power LED:** Illuminated when powered on.
- **System Heartbeat LED:** Pulses on and off to indicate that the Ruby2 iOrder is operating normally.

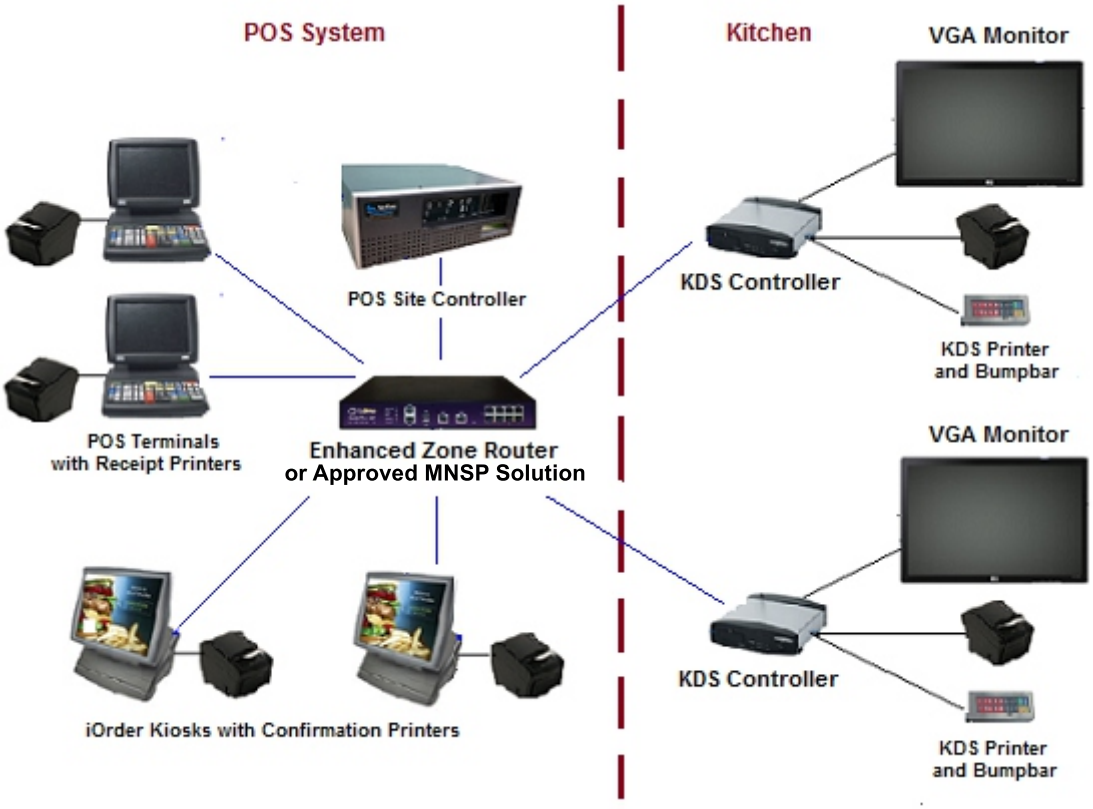
System Components with Kitchen Printer



NOTE

All Kiosk food orders print to a single Kitchen Printer, however print services are controlled by the host Kiosk to which the Kitchen Printer is attached.

System Components with Kitchen Display

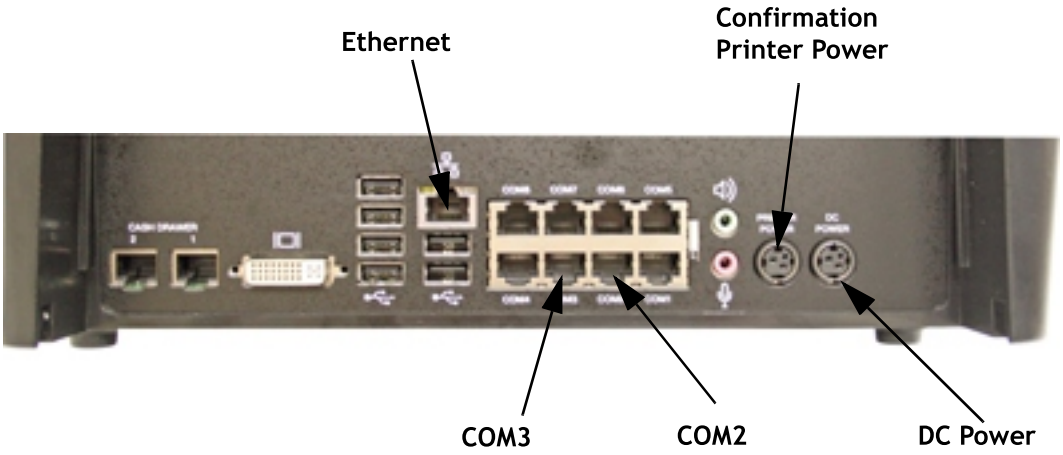


3 HARDWARE INSTALLATION

Before connecting the iOrder Food Service Kiosk, the Site Controller, POS terminals and router must be installed.

Ruby2 iOrder (Kiosk)

1. Remove the rear panel cover from the Ruby2 iOrder by pinching the tabs on each side at the bottom and lifting up.



2. First, plug the UPS into a 110v wall outlet, and then plug the DC power cord from the Ruby2 iOrder into an outlet on the UPS.
3. Connect the Ethernet cable from the Ethernet port on the Ruby2 iOrder to the router.
4. If orders are to be sent to a Kitchen Printer, then connect a RS-232 cable to the COM2 port.

If orders are to be sent to a Kitchen Display System (KDS), only the Kiosk's Confirmation Printer is required at the Ruby2 iOrder.

5. Connect the RS-232 cable to the COM3 port, then connect to the Confirmation Printer.
6. Replace the rear panel cover to protect the cables.

4 Parts and Specifications

Parts

Mandatory Parts List

Verifone P/N	Description
M169-700-01-NAA	RUBY2 IORDER
PWR050-001-01-B	POWER SUPPLY, 100-240VAC, 130W, 24V/5.4A C14, 3DIN-L
CBL000-008-02-A	Power Cord, U.S.A,IEC320,C13, NEMA5-15P (UL) TYPE B, 125V / 10A, 1.83M
23291-01-R	CABLE, TMT88 PRINTER DATA TOPAZ
23213-01-R	CABLE, TMT88 PRINTER POWER TOPAZ
27268-01-R	COVER, CABLE MX960
P040-02-020	CONFIRMATION PRINTER (RECEIPT)

Optional Parts List

Quantity	Verifone P/N	Description
1	P040-02-020	KITCHEN PRINTER
2	13836-xx	SHIELDED RS-232 CABLE

Specifications

Parts	Specifications
Safety	UL, cUL
EMI	FCC Class A (USA) and CISPR22 Class A (Europe)
ESD	IEC 1000 4-2 (8 KV contact, 4 KV air)
Temperature	Operating range: 0-40° C Non-operating range: -20 to 60° C
Humidity	Operating 15% to 95% relative humidity at 40° C (non-condensing)
Electrical Input Rating	100-240V~, 50/60 Hz 3.0A
Dimensions	Height: 16 inches Width: 12-3/4 inches Depth: 12 inches
Weight	Approximately 14 lbs.
Memory	2 GB Solid State SATA Flash 2 GB DDR3 RAM, scalable to 4 GB

Communications and Connectivity
RJ-45
10/100Base-T LAN port
(6) USB ports
Integrated Power Supply: 100/240V Operation

5 GLOSSARY OF TERMS

The following terms and definitions will assist the reader with understanding the content of the iOrder Hardware Installation Guide.

Terms	Definitions
Confirmation Printer	Receipt printer attached to the Kiosk.
iOrder Food Service Station	Consists of an Ruby2 iOrder (Kiosk) and a confirmation printer.
KDS	Kitchen Display System - an option offered as part of the iOrder (kiosk) feature set which replaces the Kiosk Kitchen Printer for food service preparation functions with monitor(s) and bump bar(s).
Ruby2 iOrder	iOrder Food Service Kiosk, Verifone's integrated customer facing food service ordering product, also known as the Kiosk.
POS System	Includes the POS (Point of Sale) terminals, site controller and the electronic payment system (EPS).
RS-232	RS-232 is a standard for serial communication transmission of data.
UPS	Uninterruptible Power Supply