



NCR VOYIX AX5 All-in-One POS (7748)

User Manual

Version 01.01

NCR VOYIX

Insights. Connections. Experiences.

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Note: For further questions about operating the device, contact your partner.

1. Preface

This manual applies to NCR AX5 all-in-one POS terminal. It includes 15" PCAP Head, Stand-base, Wall-mount Bracket and the IO Hub for units. Two product types are planned:

- POS - One Head assembly with MSR, Stand-base, and IO Hub
- Kitchen - One Head assembly w/out MSR, Wall-mount Bracket, and IO Hub

1.1 Explanation of symbols

- Icons and signal words indicate the degree of danger that will result, unless actions to reduce damage are taken.

Caution



Caution means that minor property damage can occur. Caution is highlighted by horizontal lines above and below the text.

Warning



Warning means that minor personal injury or serious damage to property can occur. Warnings are highlighted by horizontal lines above and below the text.

Danger



Danger means that serious personal injury can occur. In particularly serious cases, there is danger to life. Danger is highlighted by horizontal lines above and below the text.

Notes



Notes are indicated in the text by the adjoining icon. Notes contain important information in cases in which there are no imminent dangers for personnel or equipment. Notes are highlighted by horizontal lines above and below the text.

1. Warranty

All warranty claims must be addressed to your local AX5 contractual partners. Warranty terms vary by region and country. All parts of this product that are subject to normal wear and tear are not included in the warranty. In general, damages due to the following are not covered by the warranty.

- Improper or insufficient maintenance
- Improper use or unauthorized modifications of the product.
- Inadequate location or surroundings. Site installation must conform to guidelines listed in the NCR CX7 All-in-One POS (7772) Site Preparation Guide (BCC5-0000-5364) and the NCR Workstation and Peripheral AC Wiring Guide (BST0-2115-53).

For detailed warranty arrangements please consult your contract documents.

Returning Defective Hardware for Service

Use the following procedure to report/return defective hardware.

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

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

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

2. Labeling

The labeling provides information on certifications, standards, product descriptions and manufacturer specifications.

2.1 Serial number

- AX5 has a 11-character NCR serial number that starts with "23-" and is followed by an 8-digit number. You'll find the serial number on the packaging label (SERIAL NO) and on the model plate on the back of the unit. Please use only this NCR serial number for all RMAs and help desk requests.
- The serial number is used to uniquely identify the unit.
- You will find the serial number on the AX5 model plate.

3. Safety Notices



Caution

Never expose the unit to extreme weather conditions such as rain, hail or continual strong sunlight. In the event of damage, the unit must be examined by the after-sales service for possible faults.

When interacting with the touchscreen, use only a finger or a soft capacitive stylus. Pencils, ballpoint pens or other hard pointed objects will damage the device's touch screen.

The device could be damaged by a heavy mechanical load. Do not place heavy items on top of the POS or touchscreen.



Note: The terminal unit does not comprise any parts that have to be serviced by the user, and the user is therefore not allowed to open it. **If opened, the warranty is rendered null and void.**



Danger: The terminal is equipped with a Bluetooth interface for wireless communication. Never use the terminal in environments where Bluetooth could cause interference (airplanes, hospitals, etc.).

3.1 Safety information for battery


The terminal may contain a lithium battery. Observe the following instructions for safe handling:


- Improper use of lithium batteries (cutting, breaking, overheating) can cause the batteries to explode or start fires.
 - Lithium-ion batteries contain flammable and/or corrosive solutions and lithium salts. In the event of leakage, these can lead to irritation of the skin, eyes and mucous membranes.
 - If lithium-ion batteries vent, the escaping vapors may pose a risk to health.
 - The battery contains lithium. To avoid possible explosion, do not burn or charge the battery.
-



Note: Lithium batteries must be disposed of in line with valid disposal guidelines. If a lithium-ion battery to mechanical damage (breakage, cracking, etc.), this be disposed of as hazardous waste (local guidelines).

Lithium Battery Warning

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

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

4. EMC and Radio Statement

4.1 European Union

This device complies with Directive 2014/53/EU and UK Radio Equipment Regulations 2017 SI 2017/1206. issued by the Commission of the European Community.

Hereby, NCR Voyix Corporation declares that the radio equipment type AX5 is in compliance with Directive 2014/53/EU and UK Radio Equipment Regulations 2017 SI 2017/1206.

The full text of the EU declaration of conformity is available at the following internet address:

<https://onlinehelp.ncr.com/Content/eHW.htm>

The frequency and maximum transmitted power in EU are listed as follows,

- 2400-2483.5 MHz (Bluetooth EDR): 16.55 dBm EIRP
- 2400-2483.5 MHz (Bluetooth Low Energy): 3.42 dBm EIRP
- 2412-2472 MHz (WLAN 802.11b/g/n/ac/ax): 19.86 dBm EIRP
- 5180-5250 MHz, 5260-5320 MHz, 5500-5720 MHz and 5725-5850 MHz (WLAN 802.11a/n/ac/ax): 20.68 dBm and 13.85 dBm(5G B4) EIRP
- 5955- 7115 MHz (WLAN 802.11a/n/ac/ax): 22.32 dBm EIRP

Operations in the 5.15-5.35GHz band are restricted to indoor usage only.

4.2 Federal Communication Commission Interference Statement

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.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, 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 of the following measures:

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

FCC Caution:

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Operations in the 5.15-5.25GHz band are restricted to indoor usage only.

This device meets all the other requirements specified in Part 15E, Section 15.407 of the FCC Rules.

Operation of transmitters in the 5.925-7.125 GHz band is prohibited for control of or communications with unmanned aircraft systems.

Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

COUNTRY CODE SELECTION USAGE (WLAN DEVICES):

The country code selection is for non-US model only and is not available to all US models. Per FCC regulation, all WiFi product marketed in US must fixed to US operation channels only.

4.3 Canada

Industry Canada statement

This device complies with ISED's licence-exempt RSSs. 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.

Le présent appareil est conforme aux CNR d'ISED applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

Caution:

(i) the device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

(ii) where applicable, antenna type(s), antenna models(s), and worst-case tilt angle(s) necessary to remain compliant with the e.i.r.p. elevation mask requirement set forth in section 6.2.2.3 shall be clearly indicated.

Avertissement:

Le guide d'utilisation des dispositifs pour réseaux locaux doit inclure des instructions précises sur les restrictions susmentionnées, notamment :

(i) les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux;

(ii) lorsqu'il y a lieu, les types d'antennes (s'il y en a plusieurs), les numéros de modèle de l'antenne et les pires angles d'inclinaison nécessaires pour rester conforme à l'exigence de la p.i.r.e. applicable au masque d'élévation, énoncée à la section 6.2.2.3, doivent être clairement indiqués

Radiation Exposure Statement:

This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with greater than 20cm between the radiator & your body.

Déclaration d'exposition aux radiations:

Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé à plus de 20cm entre le radiateur et votre corps.

Devices shall not be used for control of or communications with unmanned aircraft systems.

Les dispositifs ne doivent pas être utilisés pour commander des systèmes d'aéronef sans pilote ni pour communiquer avec de tels systèmes.

5. AX5 Overview

5.1 Product Description

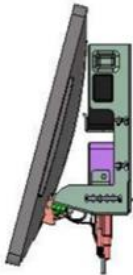
The NCR AX5 terminal is a purpose-built all-in-one POS terminal designed to operate on the Android OS. The AX5 will be used as a point-of-sale terminal and as a kitchen device.

5.2 AX5 Views



I/O Hub

Wall-mount Bracket

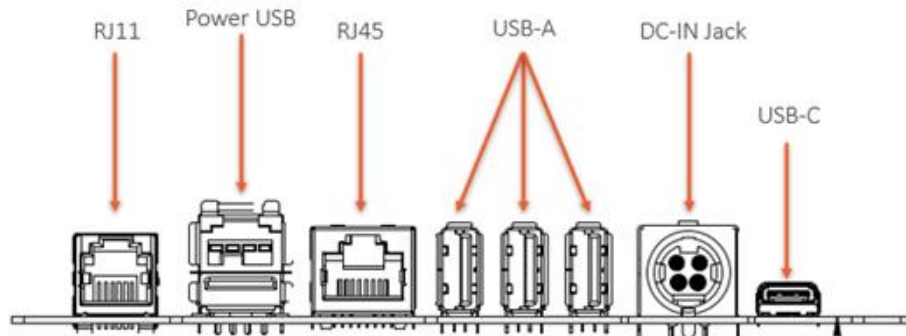


5.3 NCR AX5 Features

Terminal Feature	Specification Requirement
Operating System	Android 13
Processor	Qualcomm Snapdragon SoC, QCS5430
Memory / Storage	LPDDR5 8GB / UFS2.2 64GB
Display	15.6" FHD (1920x1080) 16:9 TFT color LCD Display with eDP cable <ul style="list-style-type: none"> • eDP1.2 interface • 300nits (typ.)
Touch screen	Capacitive multi-finger touch panel, USB2.0 interface, 10 fingers touch support
Button	Power button
LED Notification	One 2-die chip LED (R,G) to identify power status 2 chip LEDs(R,G) on main board to diagnose boot status
MSR (Option)	USB2.0 MSR support Monetra: Encryption
Audio	1W speaker (8ohm)
I/O Port	External I/O: <ul style="list-style-type: none"> • One 3.5mm audio jack with CTIA standard • One USB 3.1 type A connector (Data: host; Power: 5V/1A output) (USBA) • One USB 3.1 type C connector (Data: host; Power: 24V input for AX5 head's power source from IO Hub) for IO Hub (USBC1) • One USB 3.1 type C connector (Data: host; Power: 5V/1.1A, 12V/1.1A output) support DP over type C for NCR's 2nd display (USBC2) Internal reserved I/O on main board: <ul style="list-style-type: none"> • 2 x USB 2.0 connectors (Do Not Populate (DNP))
PD 2.0/3.0	Support 5V/3A and 12V/3A for NCR's 2nd display request

Terminal Feature	Specification Requirement
WLAN	Standard Conformance: 802.11a/b/g/n/ac/ax RF Frequency Range: <ul style="list-style-type: none"> • 2.4G band: 2.4 ~ 2.496GHz • 5G and 6G bands: 4.9 ~ 7.125GHz • WiFi-6E UNII-4 : 5.85-5.895 GH does not support Modulation Technique: <ul style="list-style-type: none"> • DSSS with CCK, DQPSK, DBPSK • OFDM with BPSK, QPSK, 16QAM, 64QAM,128QAM, 256QAM, 1024QAM Data Rate: <ul style="list-style-type: none"> • 802.11a: 6, 9, 12, 18, 24, 36, 48, 54Mbps • 802.11b: 1, 2, 5.5, 11Mbps • 802.11g: 6, 9, 12, 18, 24, 36, 48, 54Mbps • 802.11n 2.4G: MCS0 ~ MCS7 with 20/40MHz bandwidth • 802.11ac 2.4G: MCS0 ~ MCS9 with 20/40MHz bandwidth • 802.11ax 2.4G: MCS0 ~ MCS11 with 20/40MHz bandwidth • 802.11n 5G: MCS0 ~ MCS7 with 20/40MHz bandwidth • 802.11ac 5G: MCS0 ~ MCS9 with 20/40/80MHz bandwidth • 802.11ax 5G: MCS0 ~ MCS11 with 20/40/80/160MHz bandwidth • 802.11ax 6G: MCS0 ~ MCS11 with 20/40/80/160MHz bandwidth
Bluetooth	Standard Conformance: BT 5.2 + EDR/LE RF Frequency Range: 2.402 ~ 2.48GHz Modulation Technique: GFSK, pi/4-DQPSK, 8DPSK Data Rate: <ul style="list-style-type: none"> • BT basic: 1Mbps • BT EDR: 1, 2, 3Mbps • LE: 2Mbps
Antenna	Supporting Wi-Fi 2x2 MIMO Antennas. <ul style="list-style-type: none"> • 2.4G band: 1.3dBi • 5G and 6G bands: 2.8dB
Ruggedness	Operating temperature: 0°C~45°C Storage temperature: -20°C~+60°C

I/O Hub Feature	Specification Requirement						
USB-C	Provide 24V to head unit and receiving USB 3.0 downstream port signal from head unit, too.						
USB 3.0	Support 3x USB 3.0 ports <ul style="list-style-type: none"> • Three USB3.0 ports on vertical Type-A connector • Three USB3.0 host USB current limiting: 900mA/per-port						
Power USB 2.0 (For Thermal Printer Device)	Support USB 2.0 ports <ul style="list-style-type: none"> • One USB2.0 ports with 24V power supply on vertical Type-A connector • One USB2.0 host • USB current limiting: 500mA/per-port 24V DC OUT include resettable Fuse <table border="1" data-bbox="676 730 1356 815"> <tr> <td>24V</td> <td>RMS value:</td> <td>2.6A</td> </tr> <tr> <td></td> <td>Peaks value:</td> <td>6.5A</td> </tr> </table>	24V	RMS value:	2.6A		Peaks value:	6.5A
24V	RMS value:	2.6A					
	Peaks value:	6.5A					
RJ11 (Cash Drawer Port)	Support One Cash Drawer connector with dual 24V / 12V cash drawer based on NCR CXIO (USB) cash drawer design. <ul style="list-style-type: none"> • Power supply with e-Fuse protection current limiting: 2A 						
Power Supply	<ul style="list-style-type: none"> • DC Adapter(+24V+/-5%) with AC power cord, AC input: 100V - 240V <table border="1" data-bbox="695 1070 1388 1115"> <tr> <td>Rated Current:</td> <td>24V/ 6.25A (150W)</td> </tr> </table>	Rated Current:	24V/ 6.25A (150W)				
Rated Current:	24V/ 6.25A (150W)						



Rear I/O Placement at IO Hub

6. SW Operating System special requirements

Terminal Feature	Specification Requirement
Operating System	Android 13 Pure AOSP (no GMS (Google Mobile Services) and no Google Play integration)
Display	<ul style="list-style-type: none"> • NCR Voyix Boot-screen • NCR Voyix Boot-Animation • A customized Wallpaper • The default lock screen after boot and ON is configured to "Screen lock" -> "None" • Android standard Sleep timer default setting is NEVER • Developer-Options - enable ADB debugging via TCP (Wi-Fi and Ethernet)
System Info	<ul style="list-style-type: none"> • The device name from "Settings/About phone" dialog must be set to "NCR7748" and the device serial number after initial boot and factory reset. E.g. to "NCR7748 125-12345678" (for AX5). • Support the readout of the device serial number. • Support the readout of PID number. • Support the readout of BA PART number. • Support the readout of BA Serial number. • Support the readout of PCB reversion. • Support the readout of MFG date. • Support the readout of Product UUID. • Vital-Device-Data <ul style="list-style-type: none"> - Permanently stored device data - Data shall be displayed in regular Android "Settings/About phone" screen and includes following below: <ul style="list-style-type: none"> ◆ PID – Product identification number ◆ SN – Serial number ◆ Wi-Fi MAC address ◆ Bluetooth MAC address

Terminal Feature	Specification Requirement
Button	<ul style="list-style-type: none"> • The power button must trigger “power on”, “go to suspend mode” and “resume from suspend mode” by a brief press. • The power button must perform a hardware reset by long pressing 10 secs. • The power button must provide controlled power off pop-up menu by long-press after ~2 sec. The pop-up menu must offer the following options: <ul style="list-style-type: none"> - Power off - Restart - Screenshot <ul style="list-style-type: none"> ➤ The image must be saved to standard screenshot location.
LED Notification	<ul style="list-style-type: none"> • The status LED follows the color scheme as below. <ul style="list-style-type: none"> • Status LED (2-color, Green and Red) : <ul style="list-style-type: none"> – Power-on --> Green – Sleep --> Green + Red (= orange) – Power-off --> Red • Diagnostic LED (2-color, Green and Red): <ul style="list-style-type: none"> – Bootloader --> Red – Linux Kernel -->Green + Red (= orange) – Android --> Green
Bluetooth	<ul style="list-style-type: none"> • During Bluetooth pairing, the device must be visible to other devices with the Android device name. The default device name includes the serial number e.g. “NCR7748 125-12345678”... • Bluetooth tethering must be supported. • Audio transmission should be possible, to use a Bluetooth-connected headset for voice communication.
Firmware-Update	<ul style="list-style-type: none"> • The OTA image update procedure must update all components (bootloader, kernel, boot-logo) • An example app can select the OTA image on the USB drive and perform to start OTA update from the USB drive. • Firmware versions of different controllers shall be shown in a “SW components” section of the "Settings/About phone" screen. • “fastboot” support - flash the firmware image with the fastboot tool for Repair.
Log	<ul style="list-style-type: none"> • Logging – kernel and logcat logs

7. Mounting Configurations

7.1 Wall Mount

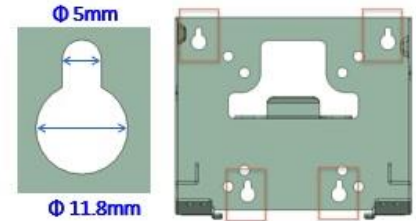
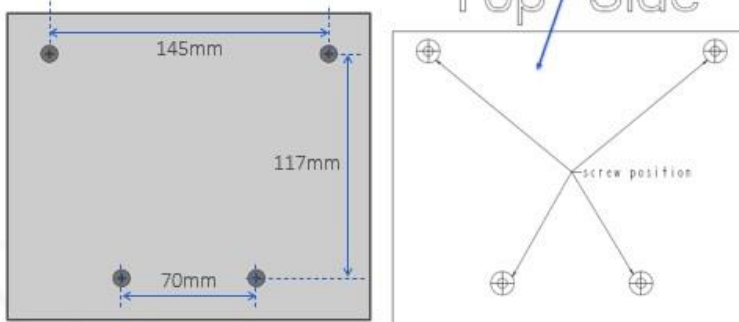
Wall Mount Assembly

Assemblage de montage mural

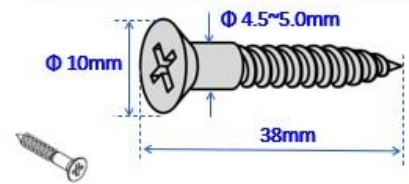
Step 1: Attach paper with the screw position on the wall,

and then install the four screws on the wall

Étape 1 : Fixez le papier avec la position de la vis sur le mur, puis installez les quatre vis sur le mur.



Wood Screws Size suggestion



Wood screw

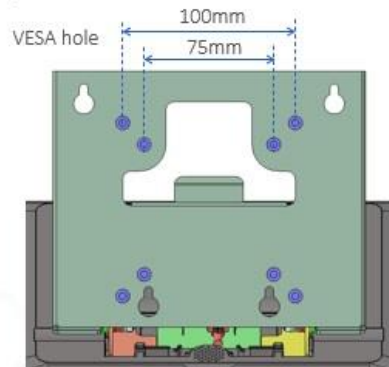
Size: #12 or 5.5 mm nominal thread diameter Length: 38 mm (1.5 in.) minimum

VESA Mount Assembly

Ensemble de montage VESA

Step 3: Install bracket on VESA mount by four screws

Étape 3 : installez le support sur le support VESA à l'aide de quatre vis

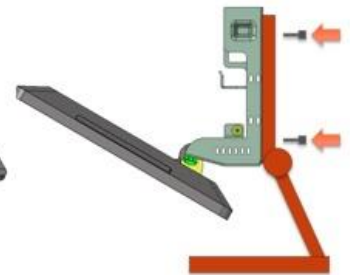
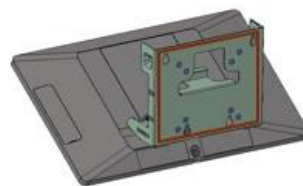


FDMI™ Standard

5 Part D – Mounting Interface Standard for 12" to 22.9" Diagonal Flat Displays (Replaces FPMPMI™ Standard)

5.2.3 Mounting Screw Specifications

- Four (ea.) 4 mm \varnothing , .7 pitch x 10 mm long screws
- If specified mounting screws are not utilized, the display manufacturer must specify and supply the correct mounting screws.



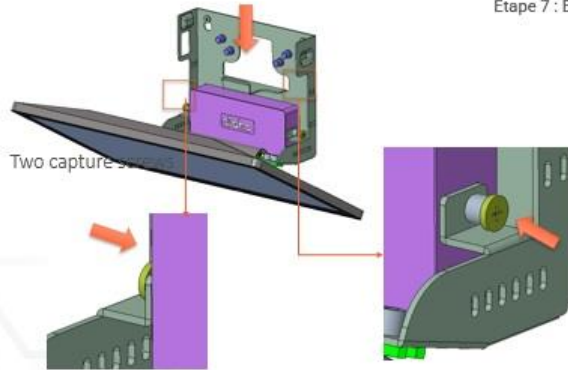
VESA Mount Assembly Ensemble de montage VESA

Step 4: Put IO Hub to wall mount bracket

Étape 4 : Placez le hub IO sur le support de montage mural

Step 5: Tight IO Hub screws on two sides

Étape 5 : Serrez les vis du hub IO sur les deux côtés

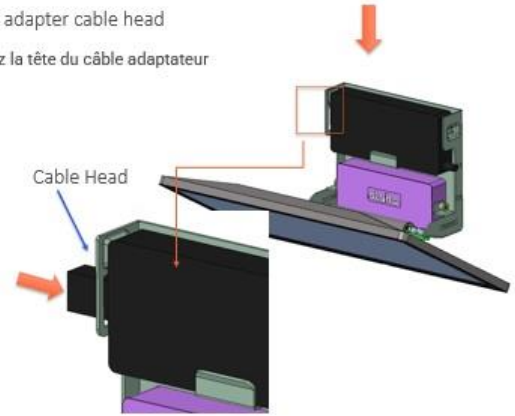


Step 6: Put power adapter to wall mount bracket

Étape 6 : Placez l'adaptateur secteur sur le support de montage mural

Step 7: Plug the adapter cable head

Étape 7 : Branchez la tête du câble adaptateur



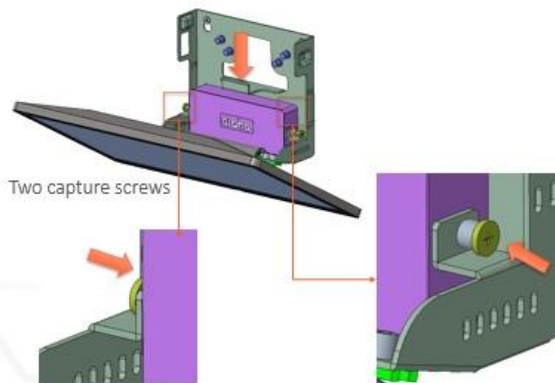
Wall Mount Assembly Assemblage de montage mural

Step 6: Put IO Hub to wall mount bracket

Étape 6 : Placez le hub IO sur le support de montage mural

Step 7: Tight IO Hub screws on two sides

Étape 7 : Serrez les vis du hub IO sur deux côtés

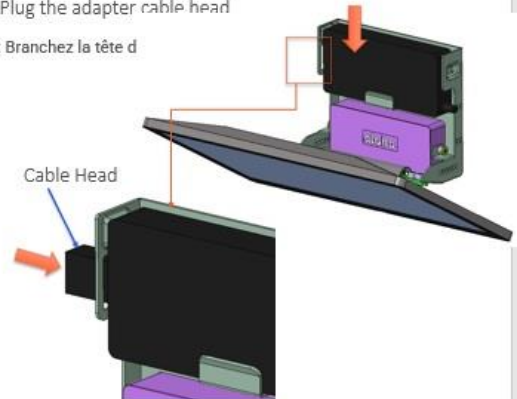


Step 8: Put power adapter to wall mount bracket

Étape 8 : Placez l'adaptateur secteur sur le support de montage mural

Step 9: Plug the adapter cable head

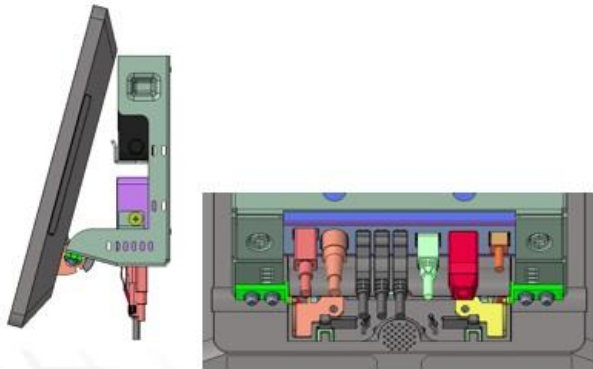
Étape 9 : Branchez la tête d



Wall Mount Assembly Assemblage de montage mural

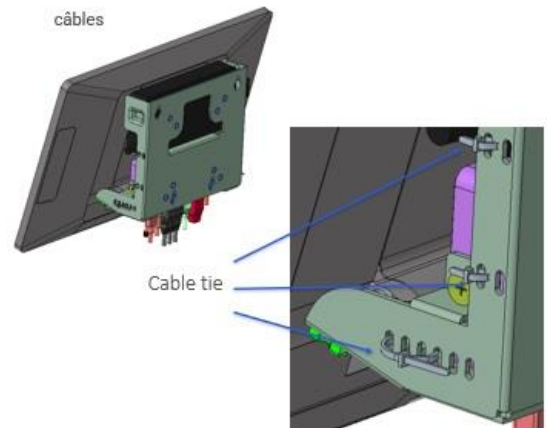
Step 10: Backward to 15°, and plug the cables to IO Hub

Étape 10 : Reculez à 15° et branchez les câbles au hub IO



Step 11: Use cable tie for cable routing

Étape 11 : Utilisez un serre-câble pour l'acheminement des câbles

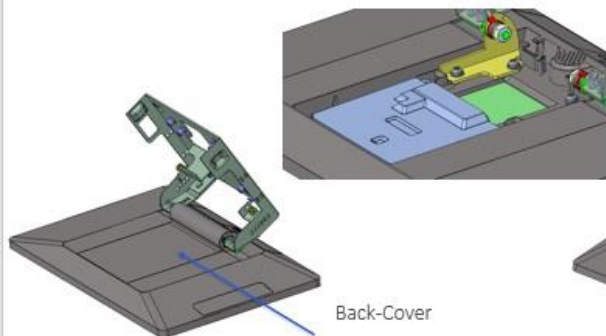


7.2 VESA Mount Attachment

VESA Mount Assembly Ensemble de montage VESA

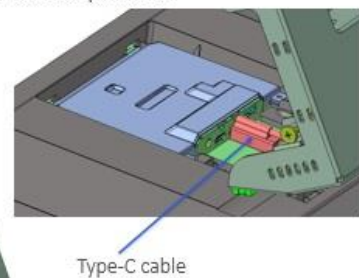
Step 1: Forward Head unit to 60°, and then open Back-Cover to reach motherboard IO connectors

Étape 1 : Avancez l'unité principale à 60°, puis ouvrez le capot arrière pour atteindre les connecteurs IO de la carte mère.



Step 2: Plug Type-C cable for IO Hub into motherboard, and then assemble Back-Cover

Étape 2 : branchez le câble Type-C pour le hub IO sur la carte mère, puis assemblez le capot arrière.

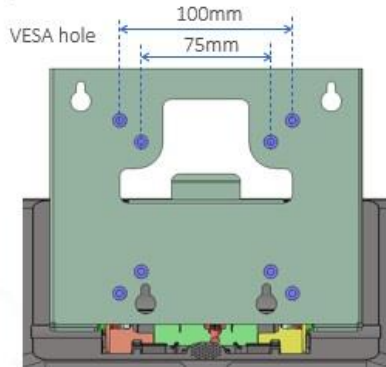


VESA Mount Assembly

Ensemble de montage VESA

Step 3: Install bracket on VESA mount by four screws

Étape 3 : installez le support sur le support VESA à l'aide de quatre vis



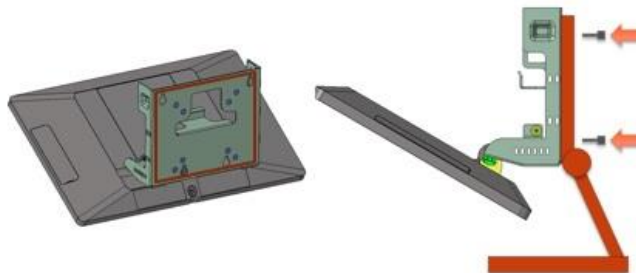
Video Electronics Standards Association

FDMI™ Standard

5 Part D – Mounting Interface Standard for 12" to 22.9" Diagonal Flat Displays (Replaces FPMPMI™ Standard)

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- If specified mounting screws are not utilized, the display manufacturer must specify and supply the correct mounting screws.



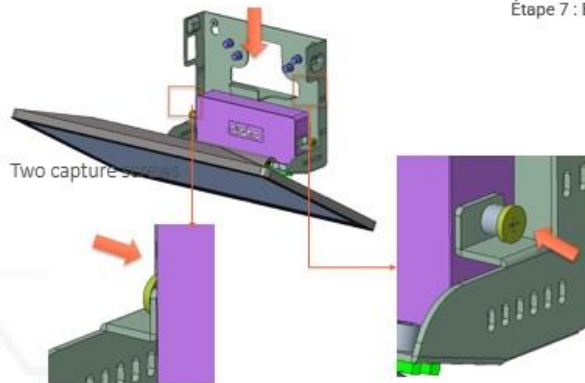
VESA Mount Assembly Ensemble de montage VESA

Step 4: Put IO Hub to wall mount bracket

Étape 4 : Placez le hub IO sur le support de montage mural

Step 5: Tight IO Hub screws on two sides

Étape 5 : Serrez les vis du hub IO sur les deux côtés

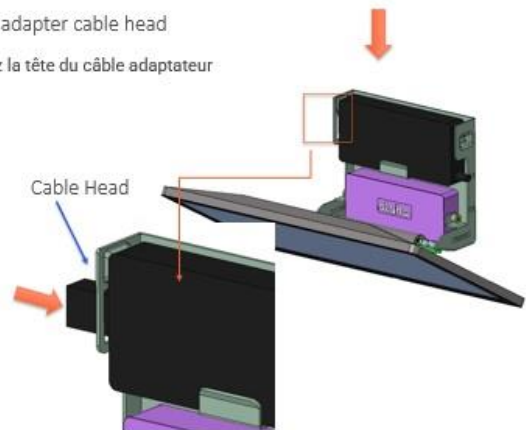


Step 6: Put power adapter to wall mount bracket

Étape 6 : Placez l'adaptateur secteur sur le support de montage mural

Step 7: Plug the adapter cable head

Étape 7 : Branchez la tête du câble adaptateur

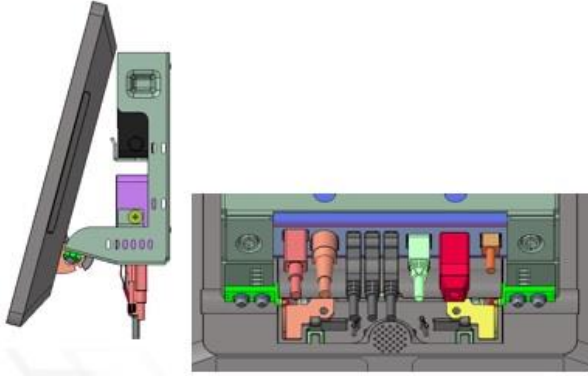


VESA Mount Assembly

Ensemble de montage VESA

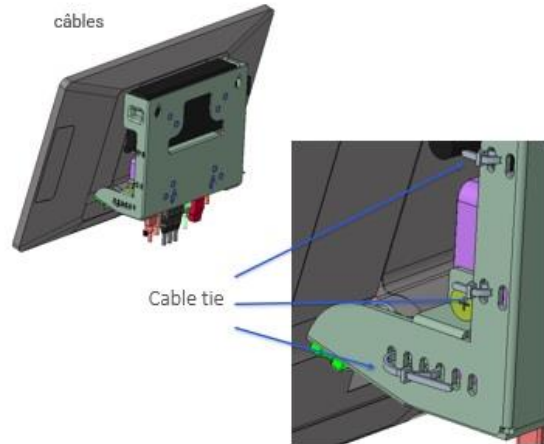
Step 8: Backward to 15°, and plug the cables to IO Hub

Étape 8 : Reculez à 15 ° et branchez les câbles au

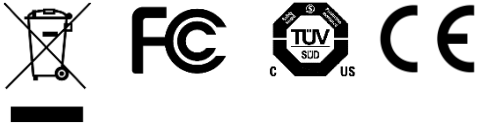


Step 9: Use cable tie for cable routing

Étape 9 : Utilisez un serre-câble pour l'acheminement des câbles



8. Regulatory Information



Model	AX 5 (7748)
FCC-ID	JEH7748AX5
IC-ID	470B-7748AX5

Safety information:

The unit was designed to be used with the coin battery. Only this type of battery may be used. There is a danger of explosion if the battery is replaced by an incorrect battery type.

Safety and handling:

See the "Safety information" in the user manual before using the unit.

Regulatory information:

Regulatory information, certification and certification mark are available under the "Regulatory information" section.

Important:

This device complies with EMC directives and was tested with compatible peripheral equipment and shielded cables for the connection to system components. Make sure to only use shielded cable for the connection between system components in order to avoid any interference with radios, TVs or other electronic equipment.