Kofax Copitrak Edge
Terminal Assembly and Installation Guide

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KOFAX

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Preface

This document provides instructions to assemble and install the Kofax Copitrak Edge terminal in your environment, and prepare it for use through the Copitrak System Software (CSS).

Related documentation

Product documentation for Kofax Copitrak Edge 2.6.0 is available at the following location:

https://docshield.kofax.com/Portal/Products/CopitrakEdge/2.6.0-6ymgczadm8/CopitrakEdge.htm

Getting help with Kofax products

The Kofax Knowledge Base repository contains articles that are updated on a regular basis to keep you informed about Kofax products. We encourage you to use the Knowledge Base to obtain answers to your product questions.

To access the Kofax Knowledge Base:

1. Go to the Kofax website home page and select **Support**.

2. When the Support page appears, select **Customer Support** > **Knowledge Base**.

> ⓘ The Kofax Knowledge Base is optimized for use with Google Chrome, Mozilla Firefox or Microsoft Edge.

The Kofax Knowledge Base provides:
*   Powerful search capabilities to help you quickly locate the information you need.

    Type your search terms or phrase into the **Search** box, and then click the search icon.
*   Product information, configuration details and documentation, including release news.

    Scroll through the Kofax Knowledge Base home page to locate a product family. Then click a product family name to view a list of related articles. Please note that some product families require a valid Kofax Portal login to view related articles.

From the Knowledge Base home page, you can:
*   Access the Kofax Community (for all customers).

    Click the **Community** link at the top of the page.

- Access the Kofax Customer Portal (for eligible customers).

  Click the **Support** link at the top of the page. When the Customer & Partner Portals Overview appears, click **Log in to the Customer Portal**.

- Access the Kofax Partner Portal (for eligible partners).

  Click the **Support** link at the top of the page. When the Customer & Partner Portals Overview appears, click **Log in to the Partner Portal**.

- Access Kofax support commitments, lifecycle policies, electronic fulfillment details, and self-service tools.

  Go to the **General Support** section, click **Support Details**, and then select the appropriate tab.

Overview

This section provides an introduction to the Kofax Copitrak Edge terminal along with its features and the related Copitrak Edge software.

About Kofax Copitrak Edge

Kofax Copitrak Edge™ is an external hardware terminal with performance comparable to a modern desktop computer. This performance enhances the speed, functionality, and quality of scan delivery with its unified user interface across various makes and models of multi-function printers (MFPs). The Edge terminal requires the Kofax Copitrak Edge software, sold separately, to perform copy and scan capture, as well as print release functionality.

Copitrak Edge is available in two configurations:
- Copitrak Edge with embedded proximity card reader. This is the typical configuration.
- Copitrak Edge basic hardware without embedded proximity card reader. This configuration is offered in instances where compliance issues with embedded devices are a concern, or if the embedded reader does not meet a customer's requirements.

Hardware features

The Copitrak Edge terminal includes the following features:
- 12" LCD touch panel (1024x768 resolution)
- Intel Modern CPU
- Integrated or external multi-card reader capabilities
- Hardware:
  - Monitor
  - Computer
  - Keyboard
- Optional floor stand with keyboard tray
- Cable for copy control

Copitrak Edge software

The Copitrak Edge terminal is installed with the latest version of the Copitrak Edge software. Follow the instructions in the *Kofax Copitrak Edge Configuration Guide* to update the software after the terminal is set up.

Assembly and installation

This section provides the basic assembly steps and initial steps that are necessary for the Kofax Copitrak Edge terminal to communicate with the CSS server.

Prerequisites

- You must have administrative access (including valid Windows network credentials with assigned administrative rights) to both the MFP and to the network computer hosting the CSS components to install and configure Copitrak Edge.
- You must have administrative access to the MFP to ensure the copy control interface is correctly secured. If needed, consult your copier technician for more information.
- Place the Edge terminal in a location near an MFP that does not block access to the MFP or block employee walkways.
- A standard AC power outlet and connection port to the local area network is required within 2 meters (6 feet) of the base.
- Before you begin the installation, unpack all hardware components and ensure everything is present. Copitrak Edge terminals ship with the following elements:
  - Copitrak Edge PC
  - Copitrak Edge display
  - Copitrak Edge stand with keyboard tray
  - Copitrak Edge AC/DC power supply
  - Copitrak Edge keyboard

  For a complete list of subcomponents, see Kit contents.
- Ensure you know the IP addresses of all relevant CSS servers in your environment, and that these servers can communicate over the network with Copitrak Edge.
- Ensure you have the foreign interface cable that is appropriate for your device from Kofax. This cable is the main interface between the Edge terminal and the MFP, and must be present to control the MFP. Consult your sales representative and/or copier vendor for information about acquiring and configuring the cable for the device.
- A Phillips head (PH2) screw driver is required for this assembly.

Safety instructions

Note the following safety considerations:
- Always read the safety instructions carefully.

- Keep this guide for future reference.
- Do not block the openings on the enclosure; they are for air circulation.
- Keep the system and cables out of employee walkways to avoid trip hazards or the potential of the stand falling and damaging the system or causing minor injury.
- Power the system using only the power supply provided.
- Do not store the equipment in a location that is below -40° C/F or higher than 60° C (140° F).
- If any of the following situations occur, have the equipment checked by service personnel:
  - The power supply, power supply cord, or plug is damaged.
  - Liquid has penetrated the equipment or the equipment has been exposed to substantial moisture.
  - The equipment does not work well or you cannot get it to work according to this guide.
  - The equipment has been dropped and damaged.
  - The equipment has obvious signs of damage.

ⓘ A damaged power supply, power supply cord, or plug could result in severe injury. Do not power the system if there is obvious damage to these items. Additionally, liquid or substantial moisture could result in severe injury or potential equipment damage. Do not power the system if liquid or moisture is present.

Compliance information

North American compliance

FCC

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 A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the interference must be corrected at the user's own expense.

Industry Canada (IC) for RFID enabled terminal (with embedded card reader)

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit

pas produire de brouillage; (2) l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

CE conformity

Hereby, Kofax, Inc. declares that the equipment model Edge is in compliance with European Directives 2014/30/EU and 2014/35/EU.

Hereby, Kofax, Inc. declares that the radio equipment model Edge with embedded card reader is in compliance with European Directives 2014/53/EU.

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

https://www.kofax.com/legal/imaging-hardware-compliance

Radio frequency band and output power as required by the EU directive 2014/53/EU:

Model	Frequency Bands	Max Output Power
Edge-MMUL	119-135 kHz	0.3 mW
	13.553-13.567 MHz	
	2.4-2.483 GHz	2 mW

Power

Copitrak Edge is powered from a standard AC main output through the provided AC/DC converter and connected to the 12V input on the back of the PC enclosure as shown in the section dealing with Wiring.

ⓘ A damaged power supply, power supply cord, or plug could result in severe injury. Do not power the system if there is obvious damage to these items.

Hardware specifications

To run the Copitrak Edge software, a device must meet the following hardware requirements. Copitrak Edge terminals meet or exceed these requirements when shipped:
- Intel Celeron quad-core N3160 at 1.60Ghz processor
- Graphics processor integrated into N3160 Processor
- 4GB memory
- 1024x768 resolution monitor with touchscreen
- HD: 500Gb 7200rpm
- Speaker
- External PC-compatible keyboard
- 10/100 Ethernet connection (preferably with ability to share a single ethernet port), or Wi-Fi connection
- Windows 10 (64-bit)

Installation workflow

The first time the system starts, it opens directly into the Copitrak Edge application. No additional initialization is required.
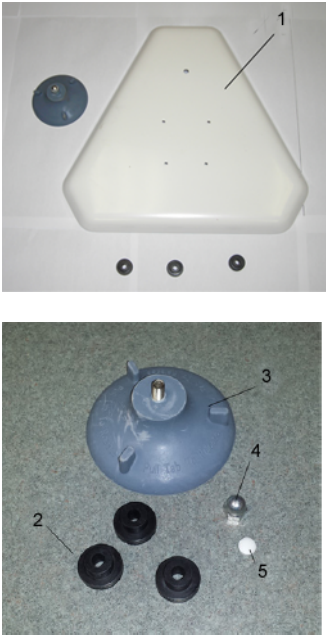
Floor stand assembly

The floor stand kit consists of the following component groups:
- Floor stand base
- Floor stand pole
- Hardware (including keyboard tray)
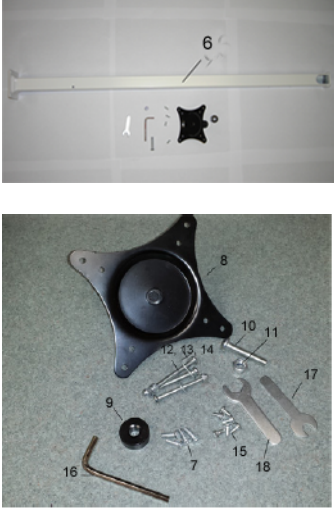
Kit contents

Before you assemble the Edge terminal, verify that the following hardware is included:
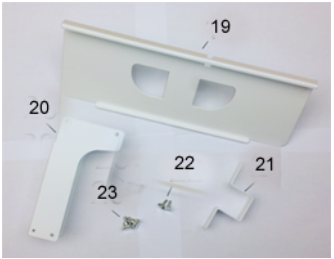
Floor stand base

Item		Part	Quantity
	1	Floor base	1
	2	Rubber feet, edge, floor stand base	3
	3	Suction cup, 98 mm x 35 mm, M8 1.25 x 13 mm, gray	1
	4	Nut, M8 1.25, cap, steel	1
	5	M8 plastic spacer	1

Floor stand pole

Item		Part	Quantity
	6	Floor tube/pole	1
	7	Screw, M5 0.8 x 14 mm, flat head, PH2	4
	8	Bracket, edge, VESA mount, tilting	1
	9	Spacer, M8 x 12 mm, 25 mm, black	1
	10	Screw, M8 1.25 x 40 mm, button head, hex	1
	11	Nut, M8 1.25, nyloc	1
	12	Screw, M5 0.8 x 50 mm, button head, PH2	3
	13	Washer, M5, flat, 1.5 mm, zinc-plated steel	3
	14	Nut, M5 0.8, cap, steel	3
	15	Screw, M4 0.7 x 8 mm, truss head, PH2	6
	16	Hex key, 5 mm, 79 mm OAL	1
	17	Wrench, open end, single end, 8 mm	1
	18	Wrench, open end, single end, 13 mm	1

Parts associated with keyboard tray and PC mount

Item		Part	Quantity
	19	Keyboard mount	1
	20	Keyboard arm	1
	21	PC bracket	1
	22	Screw, M4 0.7 x 12 mm, 4 mm shoulder, knurled	2
	23	Screw, M5 0.8 x 10 mm bevel, knurled	2

Assemble the Edge terminal

1. Install grommets in the base.

   If the suction cup is not used, fit the white plastic spacer into the M8 hole.

   Optionally, if the stand will be placed on a non-carpeted floor, you can install the suction cup in the hole shown for greater stability. Tighten the suction cup with the provided M8, 1.25 cap steel nut.

   > 🛈 Installing the suction cup when the system is intended for placement on a rough or carpeted surface may impact stand stability, and could increase the risk of the system falling over. This could potentially damage the system or result in minor injury to the user.

2. Install the pole to the base using 4 M5 0.8 x 14 mm, flat head, PH2 screws. The pole can only be installed one way.

3. When all four bolts are secured, place the stand in the upright position.

4. Install the black elbowed display mount to the top of the stand:

    a. Pass the M8 1.25 x 40 mm button head Hex screw through the screen mount, through the black spacer and then through the opening at the top of the stand.

    b. Finger tighten the M8 1.25 Nyloc hex bolt to the base of the M8 1.25 x 40 mm button head screw.

    c. Use the provided 5mm hex key tool and the provided 13mm wrench to secure the bolt.

5. Install the Keyboard tray bracket using two of the provided M5 0.8 x 50mm, button head PH2 screws, matching washer and M5 0.8 cap steel nuts. Use the provided 8mm wrench and a separate PH2 head screw driver to complete the installation.

6. Install the keyboard:

    a. Install the smaller M4 0.7 x 12mm 4mm shoulder knurled finger tightening nut on the top opening to the matching opening on the keyboard arm as shown below. There is one nut for each side.

    b. Insert the larger M5 0.8 x 10mm +5 mm bevel knurled finger tightening screw through the adjustment opening as shown below. Repeat this step for the opening on both sides of the keyboard bracket. Adjust the keyboard to the desired angle and tighten the screw.

7. Install the keyboard on the keyboard tray.

8. As a bundle, pass the Display USB/power connection cable and USB keyboard cable through the upper opening and pass all cables to the opening at the base of the pole. Then, pass the Display port cable through the top opening and pass it through opening at the base of the stand.

> ℹ Carefully pass the cables through the stand to avoid scraping them along the edges of the top and bottom openings of the stand.

9. Install the PC bracket mount assembly as shown below, using one of the provided M5 0.8 x 50mm button head PH2 screws, M5 flat washer, and M5 0.8, cap steel. Use the provided 8mm key wrench and PH2 screwdriver to tighten the bolt.

10. Attach the display with four of the provided M4 0.7 x 8mm truss head-plated steel screws with a PH2 screwdriver. Then, connect the MINI-DIN and display port connectors as shown below. Finally, position the screen and keyboard as desired.

11. Mount the PC Enclosure to the PC bracket at the base of the stand using two of the provided M4 0.7 x 8mm truss head-plated steel screws, with a PH2 screwdriver.
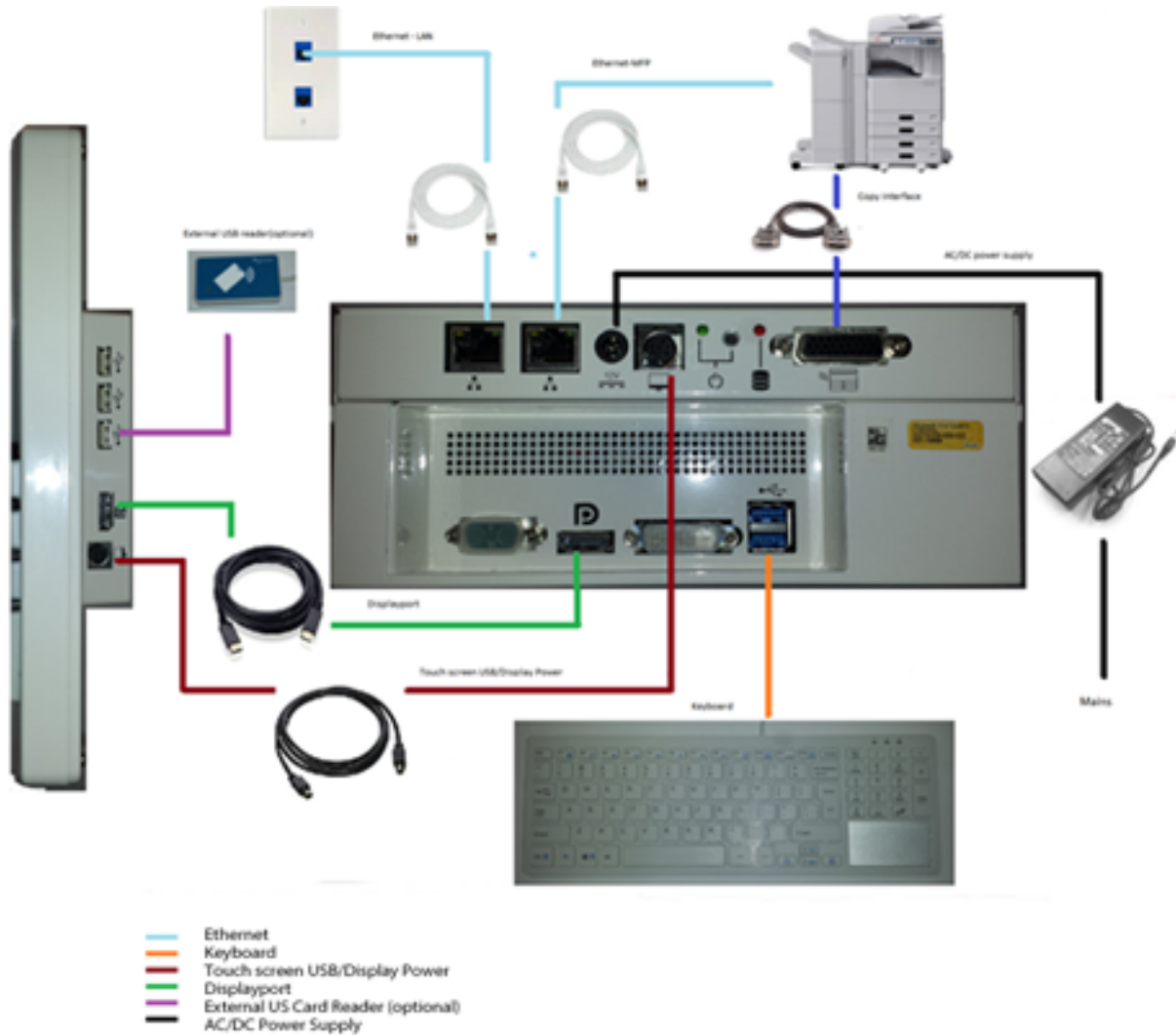
12. Wire the PC enclosure:

    a. Connect the USB port to cable to the bottom USB port of the Edge PC enclosure.

    b. Connect the MINI-DIN connector to the MINI-DIN port of the Edge PC enclosure.

    c. Connect the Display port connector to the Display port connection on the Edge PC enclosure.

    d. Connect the 12V power to the 12V port on the Edge PC enclosure.

13. Position the completed assembly in close proximity to the MFP with which it will be associated, within 2 meters of a standard AC mains output receptacle and an Ethernet drop.

Wiring

- Ethernet
- Keyboard
- Touch screen USB/Display Power
- Displayport
- External US Card Reader (optional)
- AC/DC Power Supply

Clean the touch screen

It is your responsibility to clean the outer surfaces of the Copitrak Edge terminal, including the touch screen. This service is not covered by the maintenance agreement or warranty.

1. Power off the device to lock the touch screen during cleaning.

2. Spray LCD cleaner on LCD-friendly cloth (do not spray cleaner directly on screen or any part of terminal). Alternatively, vinegar or isopropyl alcohol diluted (at a ratio of 1:1) with de-ionized or distilled water may be used.

   ℹ️ Do not use tap water or mineral water; it will leave a film. Do not use solutions that contain acetone, ethyl alcohol, toluene, ethyl acid, ammonia, or methyl chloride. Do not use tissue papers, toilet paper or bath/hand towels as these materials may permanently scratch the screen.

3. Very gently wipe the screen in a circular motion. Do not press hard on the cloth.
4. Remove excess moisture with the cloth. Do not leave any liquid on the screen.
5. Let the screen dry thoroughly before powering back up.

To clean between the front plastic bezel and the screen, use a dry, soft, flat swab made of a material that will not scratch or shed debris.

Calibrate the touch accuracy

An application to calibrate the touch accuracy of the Copitrak Edge terminal is already installed.

1. Log in to the Edge terminal using `admin` and password `09182736`. If if you have changed this password, use the updated credentials.
2. From the Windows computer, double-click the **AR1100Configuration** application to run it.
3. Select the number of calibration points to use from the **Num Calibration Points** options, then click **Calibrate**.
4. Follow the on-screen instructions, touching the places on the screen where the crosshairs display to calibrate the monitor. When complete, close the **AR1100Configuration** application.

Touch screen calibration data is stored within the screen itself, rather than the Copitrak Edge device memory or computer hardware, and therefore frequent recalibration should not be required.

Card reader

Most Copitrak Edge terminals have an integrated card reader to read cards for authentication. If a card reader is not embedded, or if a card reader that is not supported by the built-in reader is required, you must purchase the card reader separately. An external Kofax Micro Multicard Reader is available, or you can use other third-party USB readers.

> ⓘ
> - External Kofax Micro Multicard Readers must be configured to run in Copitrak Keyboard Emulation mode. To configure the card reader, or to update an existing card reader's firmware, use the Kofax Reader Maintainer Tool. Refer to the *Reader Maintainer User Guide* for details. Updated firmware for various card readers is available from the Equitrac Partner Portal.
> - Using the Kofax Reader Maintainer tool can disable readers when they are configured while connected to the device. If this occurs, power down the Copitrak Edge terminal, then restart it to reset the reader with the new settings enabled.

Determine device IP

1. Log in to the Copitrak Edge terminal using credentials `admin` and password `09182736`. If you have changed this password, use the updated credentials.
2. From the Windows Start Menu, open the **Command Prompt**.
3. Enter `ipconfig` to determine the IP settings for the device.

Reset to factory default settings

1. Log in to the Copitrak Edge terminal as administrator.
2. Follow the best practices outlined on the Microsoft web site to reset the device.

After a reset, you need to reinstall the Copitrak Edge software. Refer to the *Kofax Copitrak Edge Configuration Guide* for instructions.

Restart or power on the device

The hardware switch is located on the PC portion of the Copitrak Edge terminal.

1. Press the hardware switch once to power down the system.
2. Once the system is off, push the hardware switch again to power on the system. The hardware switch powers the system from both an off or standby state.

   > ⓘ The hardware switch is recessed. You may need to use a tool to fully depress the switch.

Troubleshooting

This section discusses hardware and setup circumstances you may encounter, and provides solutions for common issues. If your issue is not listed, or the instructions do not resolve the issue, please contact Kofax Support.

Blank screen

Description: Powered-up system produces blank screen which does not respond to user input on Keypad/Keyboard/touch screen.

Solution:
- Disconnect and reconnect display port and mini-din connectors at both PC and display.
- If this does not correct the issue, press and hold the power button for 10 seconds. Release the power button, then press it again to power cycle the device.

Peripherals unresponsive

Description: Screen is on and working, but the embedded reader, touch screen, or display keypad does not respond.

Solution: Disconnect, then reconnect the mini-din cable at both the PC and display.

System fails to load

Description: On power up, the system fails to boot up.

Solution:
1. Restart the system, either from power button or disconnect power.
2. Press **F2** at the BIOS screen to enter BIOS.
3. Scroll to **Boot Menu**.
4. Use the arrow keys to select **Boot Option #1** on the **boot option priority** menu.
5. Select **Window Boot Manager** (PO: WDC WD5000LPLX....) from the list of available options.
6. Press **F10** to save and reset, then select **YES** to reboot the device.