

## USER MANUAL

English 2021/01



**SKILINE Terminal 1500 nit**

**LEGAL NOTICE****ALTUROS DESTINATIONS GMBH**

Lakeside B03  
9020 Klagenfurt, Austria  
Phone: +43 463 249 445  
Fax: +43 463 249445-102  
Mail: [office@alturos.com](mailto:office@alturos.com)

**ALTUROS DESTINATIONS AG**

Churerstrasse 54  
8808 Pfäffikon SZ, Switzerland  
Phone: +41 55 588 0175  
Mail: [office@alturos.com](mailto:office@alturos.com)

**ALTUROS DESTINATIONS SAS**

42 chemin des Liquines  
73100 Tresserve, France  
Téléphone : +33 09 83 28 55 44  
E-Mail : [office@alturos.com](mailto:office@alturos.com)

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# 1 General Information

## 1.1 Documentation notes

The following instructions are intended as a guide to the overall documentation.

These user manuals describe how installation, commissioning, service and repair work can be carried out by trained personnel.

Special tools are required to perform these activities.

## 1.2 Storage of documents

Keep this user manual and all other applicable documents in a safe place so that they are available when needed.

## 1.3 Copyright









The operating instructions must be treated confidentially. It is intended exclusively for the persons working on and with the device. All information, texts, drawings, pictures and other representations are protected by copyright and are subject to further industrial property rights.





Any misuse is liable to prosecution. Passing on to third parties as well as reproduction in any kind and form - even in extracts - as well as the exploitation or communication of the content is not permitted without the written consent of Alturos Destinations.

Contraventions obligate to compensation for damages. Further claims are reserved. We reserve all rights to exercise industrial property rights.







## 1.4 Symbols in this manual

### 1.4.1 USED PICTOGRAMS

	<b>Note:</b> <i>Observe usage!</i>
	<b>Note:</b> <i>Avoid damage!</i>
	<b>Note:</b> <i>Correct use!</i>
	<b>Note:</b> <i>Wrong use!</i>
	<b>Hint:</b> <i>To facilitate the procedure</i>
	<b>Information</b>
	<b>Torque</b>
	<b>Sustainability</b>

	<b>NOTICE</b> means, that damage to objects can occur.
	<b>CAUTION</b> means, that minor to medium personal injuries can occur.
	<b>WARNING</b> means, that serious to life-threatening personal injuries can occur.
	<b>DANGER</b> means, that serious to life-threatening personal injuries will occur.

#### 1.4.2 USED WARNINGLABELS

	<b>Hazard:</b> <i>Warnings of injuries.</i>
	<b>Hazard:</b> <i>Hazards due to electrical voltage. Do not touch these parts until the power supply to the device has been disconnected.</i>
	<b>Hazard:</b> <i>Hazards due to heat development. Do not touch these parts when the device is switched on. It is essential to let them cool down before touching them.</i>
	<b>Caution:</b> <i>Electrostatically sensitive components. Ensuring electrostatic discharge before contact by earthing, to avoid ESD damage.</i>
	<b>Warning:</b> <i>Risks due to optical radiation. Avoid direct eye contact. Optical radiation can damage your eyesight.</i>
	<b>Warning:</b> <i>Lifting heavy objects causes strain on the human movement and support apparatus.</i>

## 1.5 Consumables / spare parts

### NOTICE

*Incorrect or defective consumables or spare parts can lead to damage, malfunction or total failure of the device!*

The use of non-recommended consumables will void all warranty, service, compensation and liability claims against the manufacturer or its authorised representatives, dealers and agents.



*The consumables recommended for use are listed under point Fehler! Verweisquelle konnte nicht gefunden werden. (Technical Data) or must be approved by Alturos.*



## 2 Safety

### 2.1 Warranty and liability

The warranty period is based on national regulations and can be found at [www.alturos.com/agb/](http://www.alturos.com/agb/).

Subject to all contractually agreed warranty and liability provisions, warranty and liability claims are excluded in the following cases:

- Improper use of devices
- Improper installation
- Lack of appropriate safety measures and warnings in the danger zone
- Irregular or insufficient maintenance
- Use of material not specified and tested by Alturos
- Lack of structural renovation measures
- Insufficient training of operators
- All structural, technical or other changes; interventions and/or additions to the system without the express consent of Alturos Destinations GmbH
- Disasters caused by external events and force majeure

This user manual must be read carefully before starting any work on and with the product! The manufacturer accepts no liability for damage and malfunctions resulting from non-observance.

The textual and pictorial representations do not necessarily correspond to the scope of delivery. The illustrations and graphics do not correspond to the scale 1:1. The actual content of the delivery may deviate from the information and notes described here and from the illustrations in the case of special versions, the use of additional ordering options or due to the latest technical changes.

If you have any questions, please contact **Alturos Destinations Customer Service**.

We reserve the right to perform technical modifications to the device in the course of improving its usage properties and further development.

## 2.2 Appropriate use

Appropriate use also includes correct compliance with the operating conditions and the information and instructions in this technical manual. The device may only be operated with parts and original accessories supplied by the manufacturer.

## 2.3 Modifications and changes to the device

In order to avoid hazards and to ensure optimum performance, no modifications, additions or alterations may be made to the device that have not been explicitly approved by the manufacturer.

All pictograms, signs and inscriptions on the device must be kept in a clearly legible condition and must not be removed. Damaged or illegible pictograms, signs and inscriptions must be replaced immediately.

## 2.4 Staff requirements

The following activities may only be performed by **authorised and instructed** staff.

Responsibilities for working on and with the device must be clearly defined and complied with.

Do not work in any way that may compromise the safety of persons, the environment or the device.

Education	Definition
instructed person	An instructed person is a person who has been informed about the assigned tasks and possible dangers in case of improper behaviour and, if necessary, has been trained and instructed about the necessary protective equipment and protective measures.
trained user	A trained user is someone who fulfils the requirements for an instructed person and has also received system-specific training from Alturos Destinations or an authorised distributor.
Qualified specialist	A qualified specialist is defined as someone who, on the basis of his training, knowledge and experience and knowledge of the relevant regulations, is able to assess the work assigned to him and recognise possible hazards. Several years of activity in the relevant field of work may also be taken into account for the assessment of the technical training.
Qualified electrician	Due to their professional training, knowledge and experience as well as their knowledge of the relevant standards and regulations, qualified electricians are able to carry out work on electrical systems or equipment and to independently identify and avoid possible hazards. The qualified electrician has been specially trained for the working environment in which he/she works and knows the relevant standards and regulations. The qualified electrician must comply with the regulations of the applicable statutory accident prevention rules and regulations.
Customer Service	Customer service is defined as service technicians who have been trained and authorised by Alturos Destinations to work on the system or equipment.



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The staff is obliged to immediately report any changes to the device that impair safety to the customer!

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## 2.5 Safety at work

By following the specified safety instructions and instructions in this technical manual, personal injury and damage to property during work with and on the device can be avoided. Non-observance of these instructions can lead to danger to persons and damage or destruction of the installation.

In case of non-compliance with the safety instructions and instructions given in this manual as well as the accident prevention regulations and general safety regulations applicable to the area of application, any liability and damage claims against the manufacturer or his authorised representative are excluded.

Risk of injury due to the heavy weight of the equipment! Installation work must only be carried out with suitable lifting gear! All electrical connections and repair work on the units may only be carried out by a qualified electrician. The following rules must be observed before connecting the equipment:

1. *Disconnect mains!*
2. *Prevent reconnection!*
3. *Test for absence of harmful voltages!*
4. *Ground and short circuit!*
5. *Cover or close off nearby live parts!*

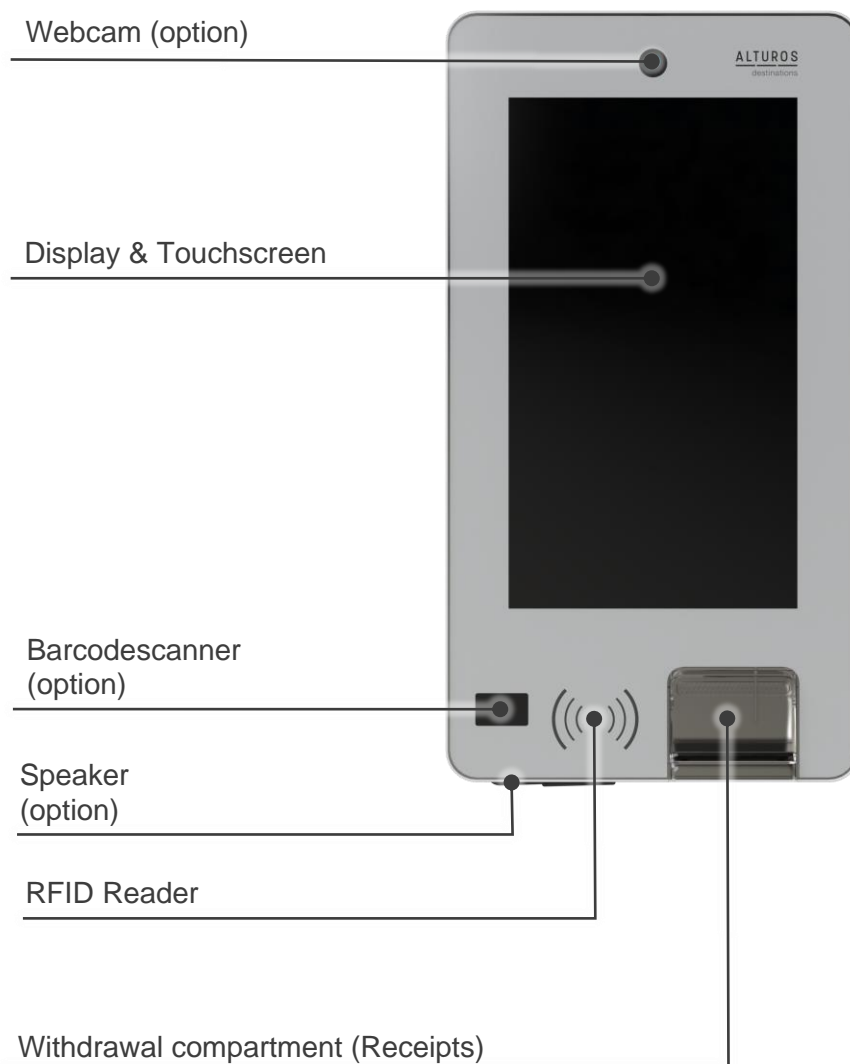


**Hazard!** *Danger due to electric current: The electrical energy can cause extremely serious injuries. If the insulation or individual components are damaged, there is a danger to life from electric current.*

After completion of work, these steps are carried out in reverse order.

## 3 Technical specifications

### 3.1 Overview



*The equipment of the Skiline terminal may vary depending on the variant!*

### 3.2 Data table

Parameter	Value
Dimensions	80x43x24cm
Weight	32kg
Supply voltage	230 V AC / 50 Hz
Internal low voltage supply	24 V DC / 240W
Power input	280 Watt at maximum load
Case	<i>Material: stainless steel</i> <i>Surface: powder coating RAL 9010 (standard)</i> <i>Front pane: ESG glass anti-reflective</i>
Protection class by casing according to EN 60529	IP34
Temperature range	<i>Storage: -40°C to +70°C</i> <i>Operation: -20°C to +40°C</i>
Data interface	RJ45 Ethernet connection
Thermal Printer	<i>Consumables:</i> <ul style="list-style-type: none"> <li>• 3" / 80mm thermal paper 65 to 150µm</li> <li>• rollers Ø max. 200mm</li> <li>• Roller core Ø12 or Ø50mm depending on the model</li> </ul> printing speed: max. 200mm/s
Display	<i>Size: 24" color TFT LCD display in portrait format</i> <i>Brightness: 1500 cd/m²</i> <i>Resolution: Full HD 1920x1080p</i>
Touchscreen	PCT Single Touch
RFID reader	<i>Operating concept: HF short-range RFID USB module</i> <i>Working frequency: 13,56 MHz</i> <i>reading range: up to 80mm</i> <i>RFID protocols: ISO 15693 incl. special functions</i>
Barcode reader	<i>Compatibility: 2D Barcodes and QR Codes</i> <i>Lighting: LED white</i> <i>Crosshair: Laser Class 2 IEC 60825</i>
Webcam	<i>Resolution: 1920 x 1080p configurable for landscape or portrait</i>

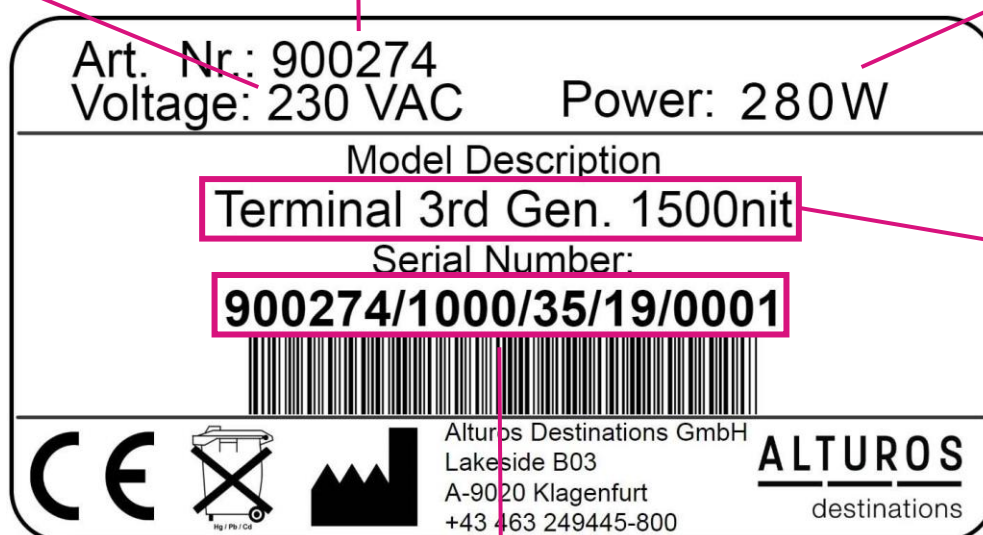
Heating	100W PTC thermistor heater (PTC) optional
Fan	80x80 resp. 60x60 24V Insect guards on the fan gills
Sound (option)	Power: 30W Waterproof IP65 8cm speaker

### 3.3 Type plate

Supply voltage

Part number

max. device power

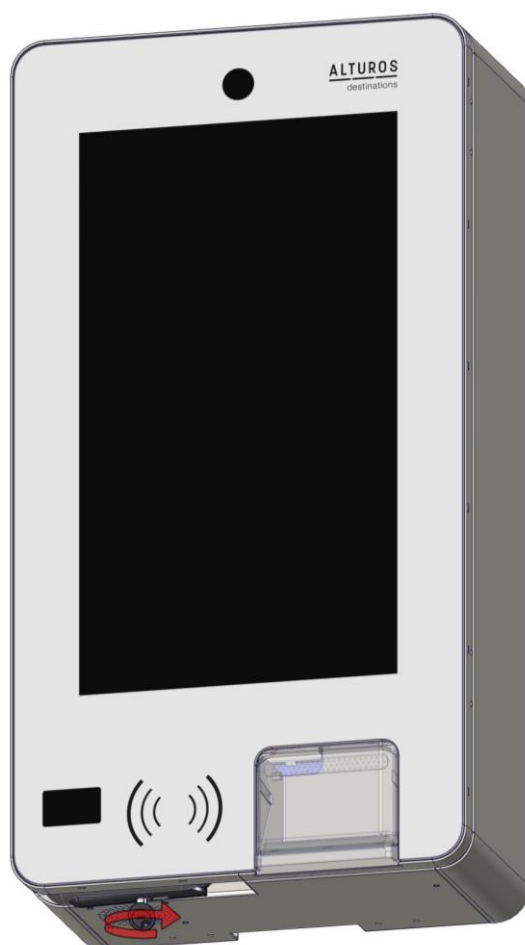


Description

Serial number

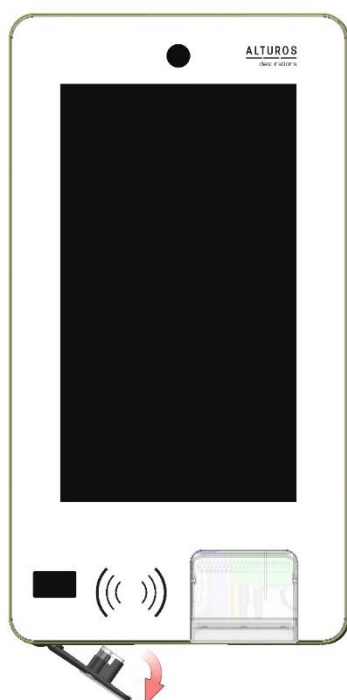
## 4 Operation

### 4.1 Opening the device



Unlock the door with the provided keys.

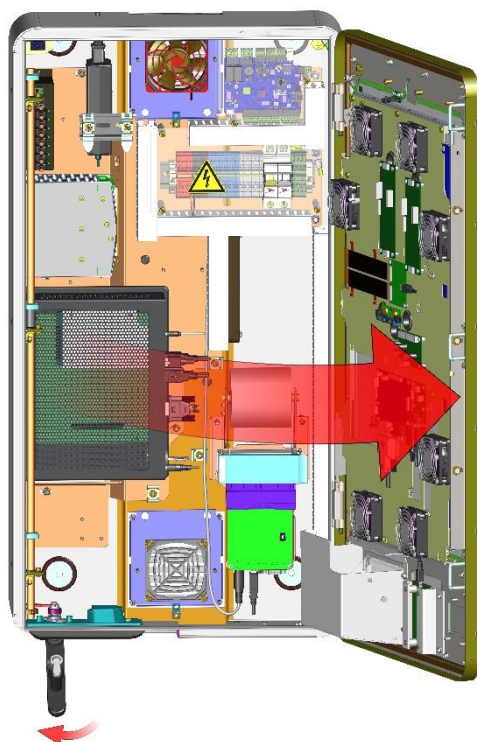




Pull down door latch.



Be careful when opening the latch to avoid scratches on the bottom side of the housing!



Turn door latch by 90° to the frontside and open the door.

**NOTICE**

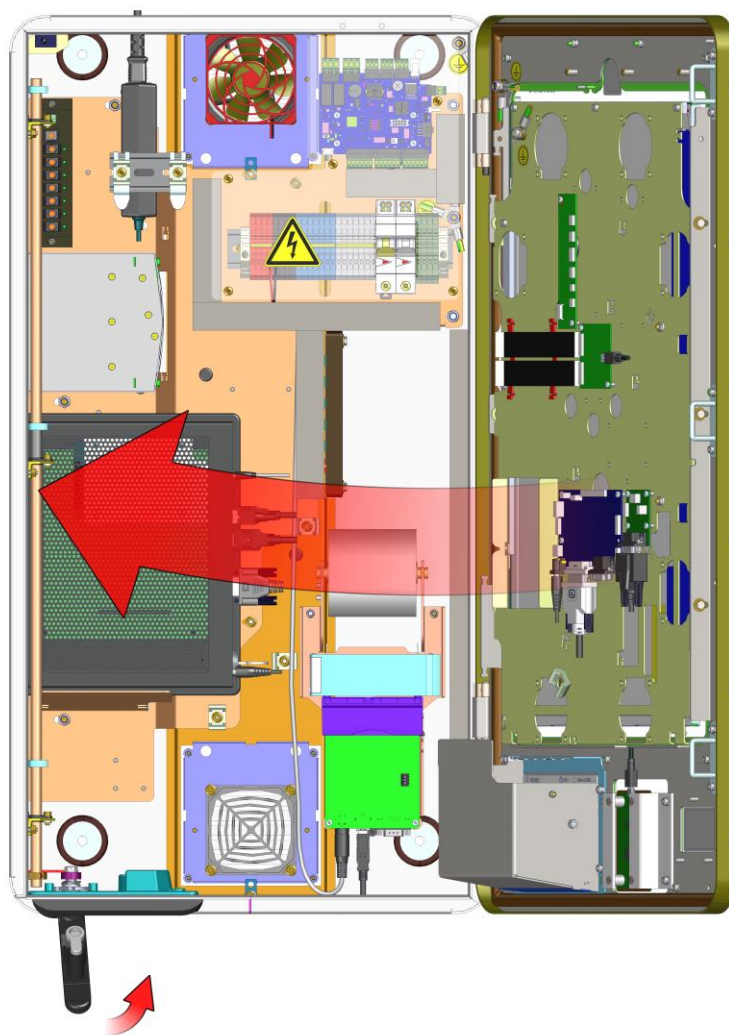
*When opening the device in horizontal position, no load must be transferred to the door!*

**CAUTION**

*Caution Risk of injury from falling terminal due to the changed center of gravity!*

## 4.2 Close the device

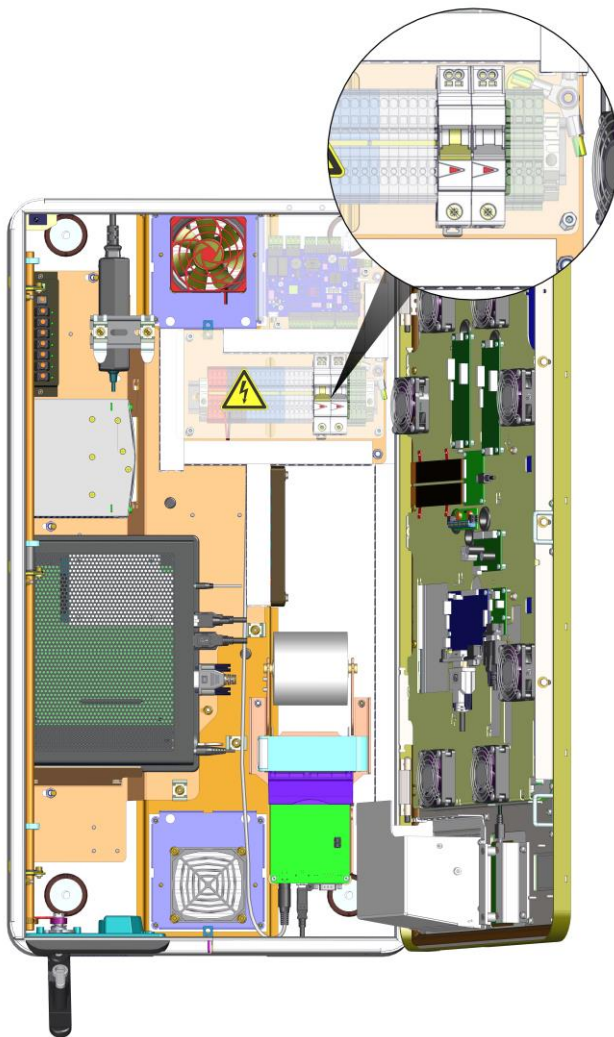
The device is closed in reverse order as described in section 4.1.



### 4.3 Switch device on and off



When the machine is switched off, the control lever points down. To switch it on, it must be moved upwards manually.



- Open the device as described in chapter 4.1.
- Switch the circuit breaker upwards to power on.
- Switch the circuit breaker down to switch off.

## NOTICE

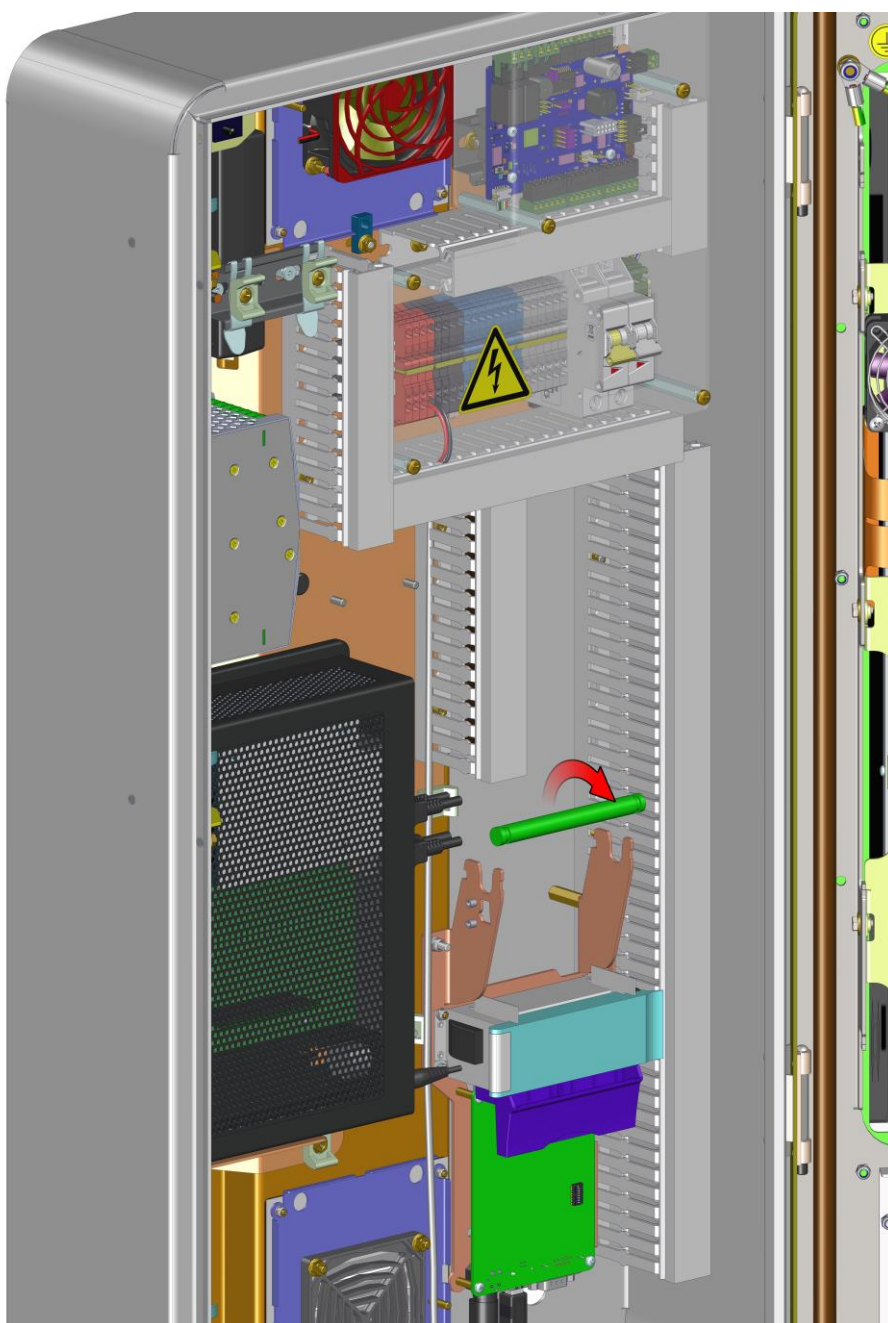
*Wait at least 5 seconds between switching on and off using the circuit breaker.*

## 4.4 Change paper roll

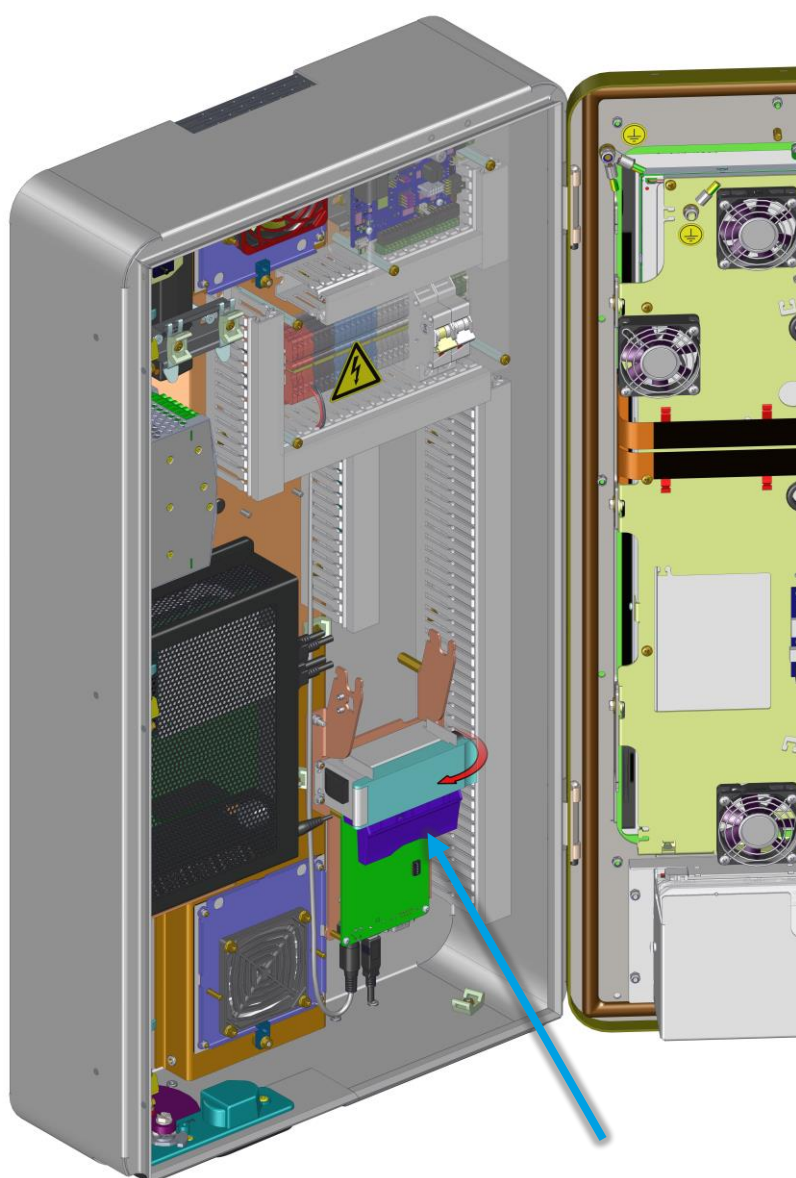
### 4.4.1 OPEN DOOR

Open door as described in chapter 4.1.

### 4.4.2 REMOVE EMPTY ROLL



#### 4.4.3 OPEN PRINTER FLAP



Open the printer flap on the right side by lifting the lock.

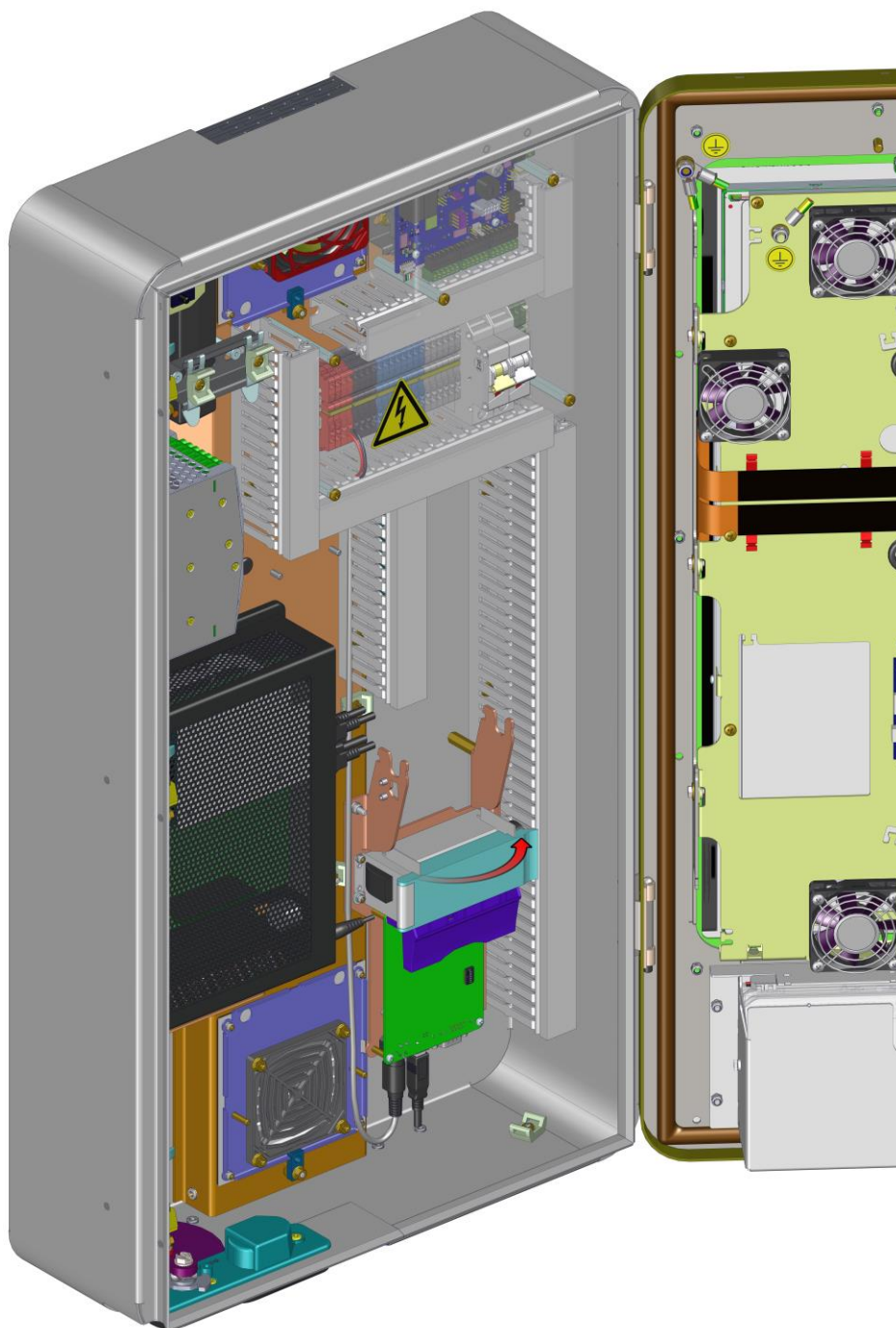
Open printer cover carefully to the left.  
(red)



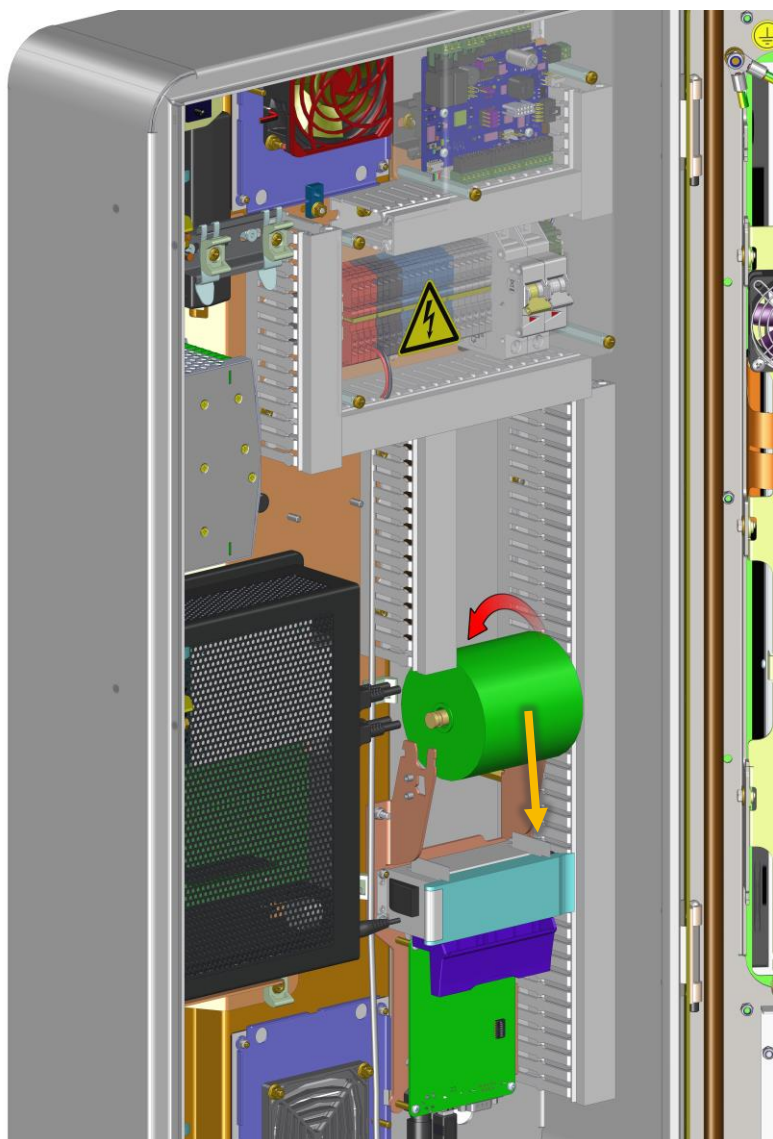
Check whether there is paper remaining in the Bezel funnel. (blue)



#### 4.4.4 CLOSE PRINTER FLAP

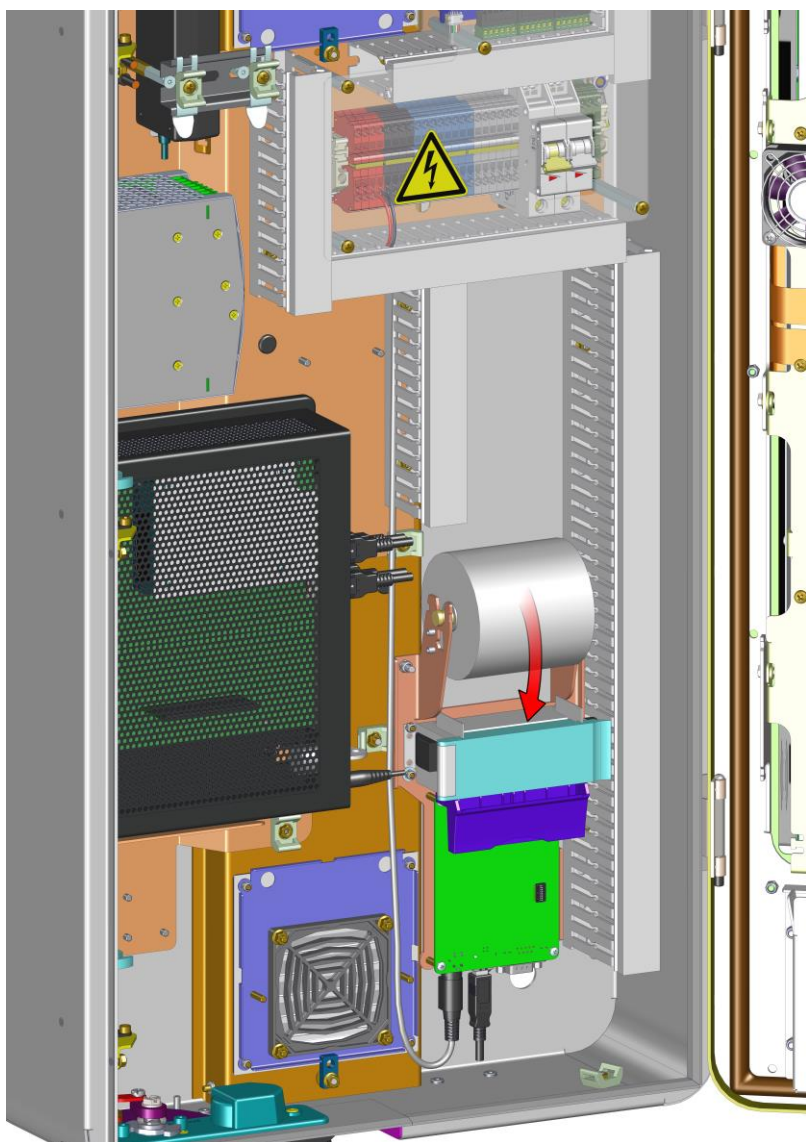


#### 4.4.5 INSERT NEW PAPER ROLL



Insert a new thermal paper roll into the printer with the paper beginning at the front (**orange**).

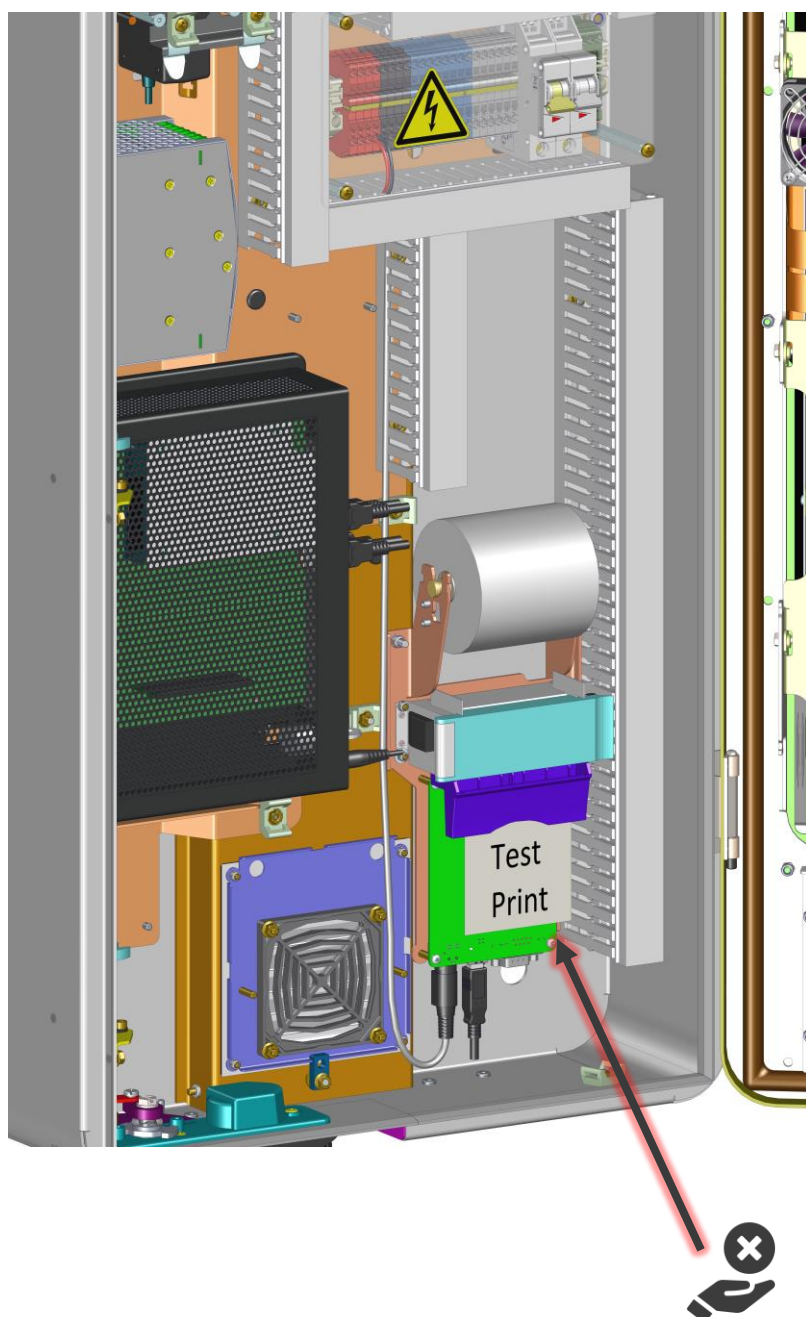
#### 4.4.6 LOADING PAPER



Insert the thermal paper into the slot of the printer - the printer retracts the paper automatically, prints "TEST PRINT" and cuts the test paper.

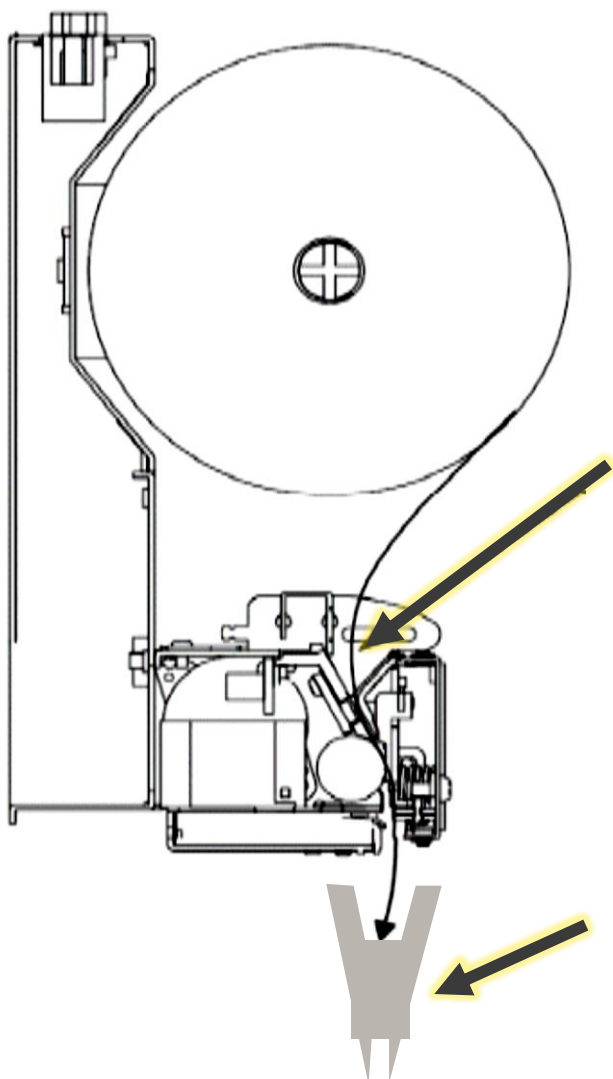


#### 4.4.7 REMOVE TEST PRINT



Be sure to remove the test print section!

## 4.4.8 CLOSE DOOR



Schematic drawing of a correctly inserted paper roll.



Schematic drawing of Bezel funnel.



Close the device again as described in point 4.2!

## 4.5 Maintenance screen

After switching on the device, the maintenance screen appears when the door is open, which is necessary for the further steps of the commissioning. The maintenance screen gives information about system relevant data and is needed for the network configuration.



The design of the maintenance screen can vary depending on the equipment!

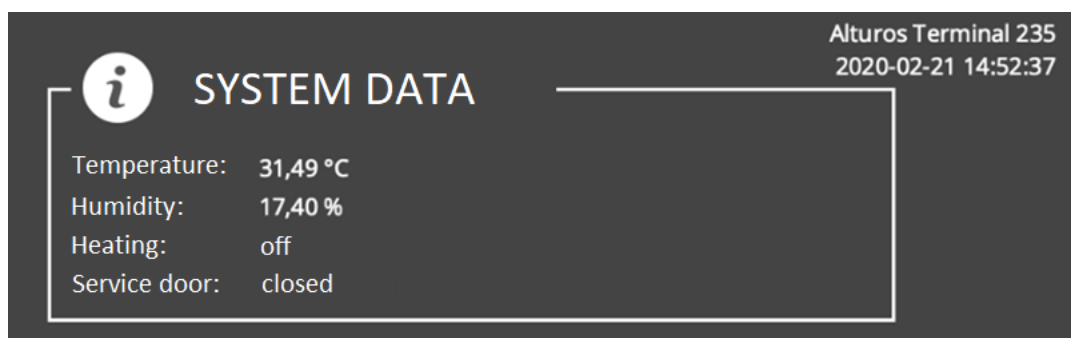
### 4.5.1 LANGUAGE

The language can be set in the lower part of the maintenance screen, English and German are available.



### 4.5.2 SYSTEM DATA

The **SYSTEM DATA** field provides system relevant data for the operation of the device. A constant temperature in the device is crucial for trouble-free operation. Detailed information about temperature is described in chapter 4.7 "Temperature configuration".



#### 4.5.3 NETWORK CONFIGURATION

The network can be configured in the **NETWORK CONFIGURATION** field.

**Network configuration**

DHCP ☒

IP address 192.168.201.81

Subnet mask 255.255.255.0

Gateway 192.168.201.1

DNS 192.168.10.20

MAC adress 70:85:c2:63:c4:30

APPLY LOAD

skiline.cc ✓

Device ✓

VPN Server ✓

TEST INFO

Date 21.02.2020 SAVE

The data is entered via the integrated touch screen function.

If the device is in a network with DHCP, the network configurations are automatically assigned to the device, so no further network settings are necessary.

The following steps must be carried out during network configuration:

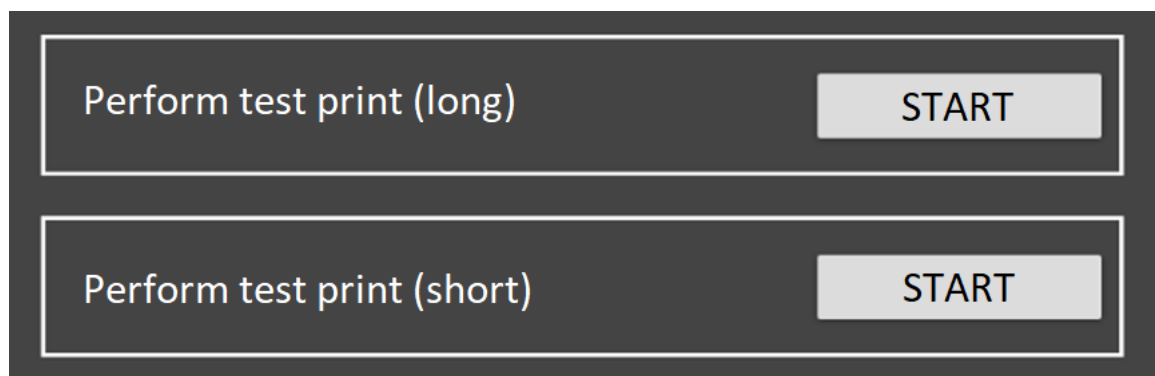
1. Enter network data.
2. Press the **APPLY** button after the entry is complete.
3. Perform network test by pressing the **TEST** button.

### NOTICE

*The network configuration may only be carried out by qualified staff!*

#### 4.5.4 TEST PRINTOUT

The two fields "Perform test print" can be used to test the function of the installed thermal printer. Please make sure, that the paper is properly inserted.



Perform test print (long)

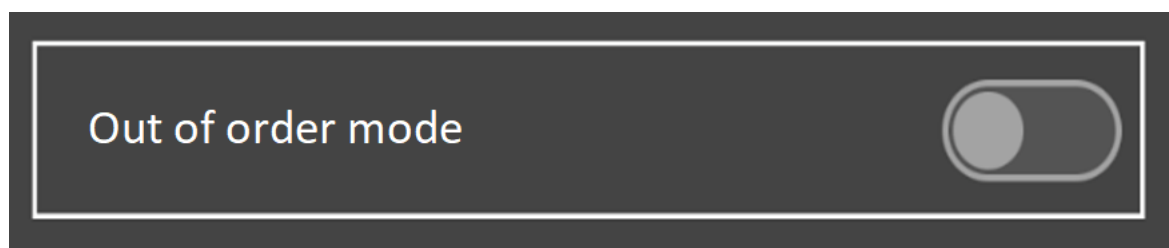
Perform test print (short)



For information about loading paper rolls, please refer to the enclosed User manual.

#### 4.5.5 OUT OF ORDER MODE

If the device is in "Out of order" mode, it is no longer possible to use it in operation. This mode can be switched on and off in the bottom field of the maintenance screen. If the slider is moved to the right, the dot appears in green, so the out of order mode is activated, for deactivation the slider must be moved to the left again.



Out of order mode ☐

## 4.6 Remote access

The following settings can be configured remotely by an Alturos employee:

- General backlight setting of the display.
- Configuration of 2 different backlight settings depending on daytime.
- Display switch-off times.



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*The remote setting options can vary depending on the equipment*

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*Configuring switch-off times saves resources and can increase the service life of display and cooling components.*

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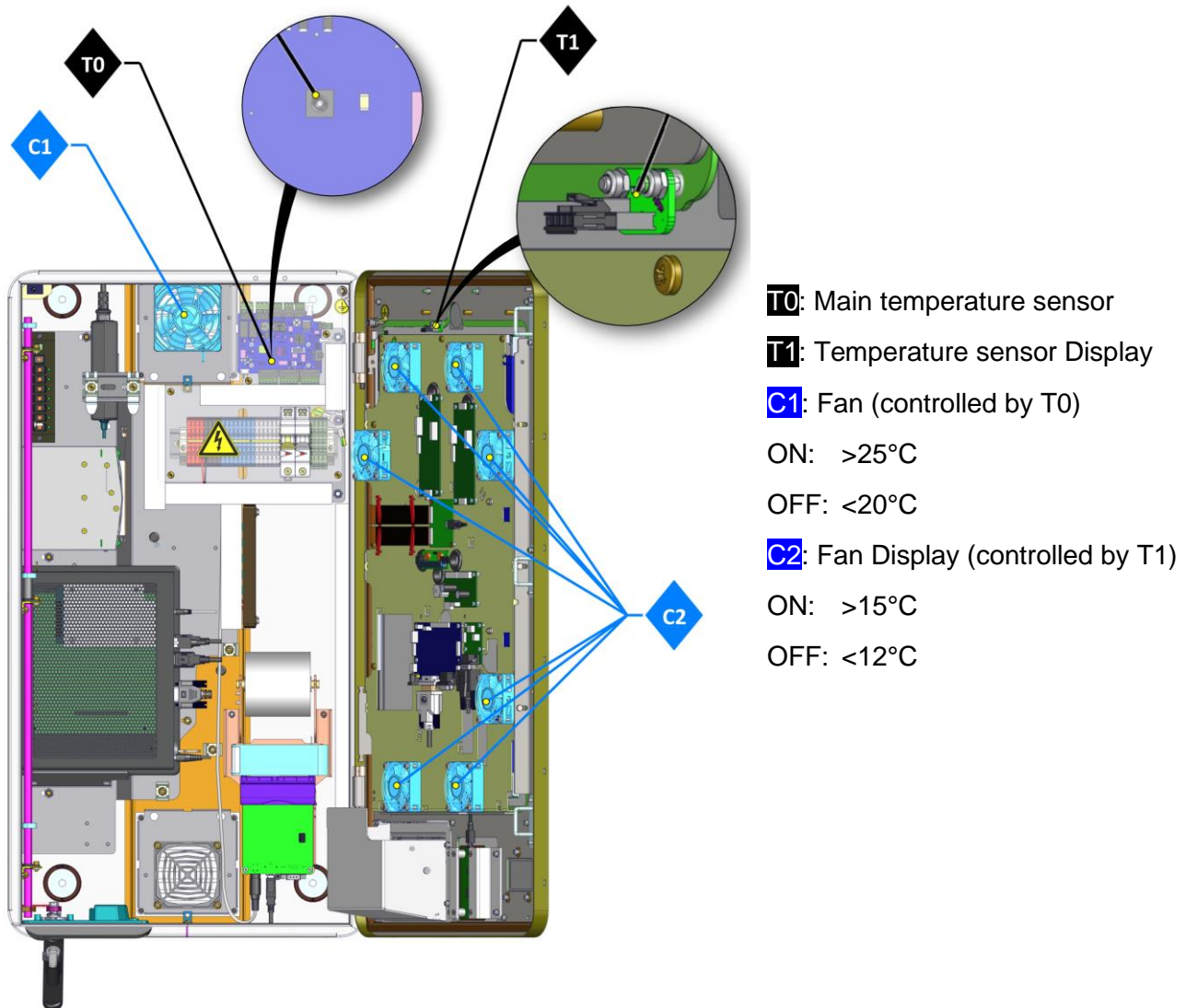
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*Alturos can put the device into "out of order" mode, switch it off completely or restart it, and receive software updates.*

---

## 4.7 Temperature configuration

The sensors installed in the terminal, control the temperature in the housing. The following schematic diagram shows which sensor is responsible for which fan and which threshold value is preset.



### NOTICE

*Attention: If the temperature is too high, the screen will be switched off!  
 The operating temperature of the display must be <50°C (controlled by T1).*



*The threshold values may have to be adjusted to the installation site. This can only be done via the technical support.*

## 5 Troubleshooting

Problem	Root cause	Corrective action
Paper jam Thermal printer	Withdrawal compartment blocked or full	<ol style="list-style-type: none"> <li>1. Open terminal door</li> <li>2. check eject tray and if there is too much paper or paper stuck, remove paper</li> <li>3. Perform test print (see chapter 4.5.4)</li> </ol>
Paper jam Thermal printer	Bezel blocked or full	<ol style="list-style-type: none"> <li>1. Open terminal door</li> <li>2. check if there is paper remaining in the hopper (see user manual)</li> <li>3. Perform test print (see chapter 4.5.4)</li> </ol>
Paper jam Thermal printer	Paper roll inserted at an angle	<ol style="list-style-type: none"> <li>1. Open terminal module</li> <li>2. Check that the paper roll is correctly inserted (see user manual)</li> <li>3. Perform test print (see chapter 4.5.4)</li> </ol>
Thermopaper is not printed	Paper roll inserted reversed	<ol style="list-style-type: none"> <li>1. Open terminal module</li> <li>2. Check that the paper roll is correctly inserted (see user manual)</li> <li>3. Perform test print (see chapter 4.5.4)</li> </ol>
Touchscreen does not respond	Dirt on the touch screen surface	Visual check whether impurities can be seen on or behind the touch surface and clean with glass cleaner and microfiber cloth if necessary.
Touchscreen does not respond	Too less distance between display and glass front	<p>Continuous rapid flashing of the green LED on the touch controller board (inside of the door) indicates that electronic interference prevails.</p> <ul style="list-style-type: none"> <li>• Check display for deformations</li> <li>• Gap between display and glass front must be &gt;3mm and increase if necessary.</li> </ul>
Touchscreen does not respond	Cable breakage	Check USB cable
Touchscreen does not respond	System not responding	Switch device off and on (see chapter 4.3)
Touchscreen does not respond	Touchscreen defect	Contact customer service
Display error	To high temperatures	<ol style="list-style-type: none"> <li>1. If the temperature on the display is too high, it is automatically switched off. The remaining systems, especially the air conditioning components, remain active to dissipate the heat. As soon as the operating</li> </ol>



		temperatures are reached again, the display is automatically switched on.  2. In case of abnormal artifacts, unusual color changes or too weak backlight please contact customer service  3. Check all fans
Display error	Cable breakage	Check DVI->HDMI cable and LVDS cable
Misty display on the inside	Interior moisture	1. Check whether the device is correctly closed 2. Check temperature status via maintenance screen (see point <b>4.5.2</b> ) 3. Check door seal 4. Control of bonding between glass front and door
Barcode reading problems	Dirt	Clean glass pane and check barcode reader for dirt or foreign objects
Barcode reading problems	Strong ambient light	Check for sunlight or another backlight
Sound problems	Volume setting	1. Control volume via maintenance screen (see chapter <b>4.5</b> ) 2. Check cabling
Network error	On-site network failure	1. Control network status via maintenance screen (see chapter <b>4.5.3</b> ) 2. Contact technical support
Network error	Firewall	1. Control network status via maintenance screen (see chapter <b>4.5.3</b> ) 2. Contact technical support
Network error	System not responding	1. Control network status via maintenance screen (see chapter <b>4.5.3</b> ) 2. Switch off and on (see chapter <b>4.3</b> ) 3. Contact technical support
System not responding	Software problems	Power interruption during software update  1. Restart the terminal if necessary 2. Contact technical support

## 6 Value preservation

- Perform regular visual checks on the overall condition of the device.
- Perform touch screen test across the entire surface.
- Check display for abnormal artifacts or unusual color changes.
- Check for moisture in the interior and insect infestation.

Clean the housing only with non-aggressive cleaning products (e.g. warm soapy water). Clean the glass front regularly with glass cleaner and microfiber cloth.

If the device is to be taken out of operation, switch it off (see chapter 4.3) and protect it with a cover.



**Fire hazard:** *Do not cover the device when switched on!*

## 7 Support

Our customer service / technical support is available as follows:

<b>Adress:</b>	<b>Alturos Destinations GmbH</b> <b>Am Bach 4</b> <b>A-6840 Götzis</b>
Phone:	+43 463 249 445-880
Mail:	<a href="mailto:b2b-support@skiline.cc">b2b-support@skiline.cc</a>
Web:	<a href="http://www.alturos.com">www.alturos.com</a>

In addition, we are always interested in information and experiences that result from the application and can be valuable for the improvement of our products.

## 8 Disassembly & disposal

### 8.1 Disassembly

Disassembly must be carried out by a qualified technician. The device and all operating materials must be disposed of properly.

### 8.2 Disposal

At the end of the device's service life, it must be disposed of by a qualified company. In exceptional cases and after consultation with Alturos Destinations GmbH the device can be returned.



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**Risk to the environment:** *Incorrect disposal can pose risks to the environment.*

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**Attention:** *Electrical waste, electronic components, lubricants and other additives are subject to hazardous waste treatment and may only be disposed of by authorized companies!*

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The local municipal companies can provide information on environmentally friendly disposal.