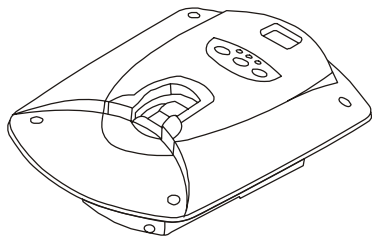


AMD-3050 SuperTag Power Detacher, Flush Mount

Installation and User Guide



SuperTag power detacher, flush mount

Contents

About this Guide.....	1
Introduction.....	1
Installation.....	2
Operation.....	4
Programming.....	6
Maintenance.....	8
Specifications.....	10
Declarations.....	10

About this Guide

This user's guide explains how to install and operate the AMD-3050 SuperTag power detacher, flush mount model. Related documents include:

- *Magnetic Decoupler Option for the AMD-3050 SuperTag Power Detacher, Flush Mount, Installation and User Guide* (8200-0102-07).
- *MK90/MK91 Retrofit Bezel for the AMD-3050 SuperTag Power Detacher, Installation Guide* (8200-0102-05).
- *MK190/MK200 Retrofit Bezel for the AMD-3050 SuperTag Power Detacher, Installation Guide* (8200-0102-06).

If you need assistance...

Call your sales representative.

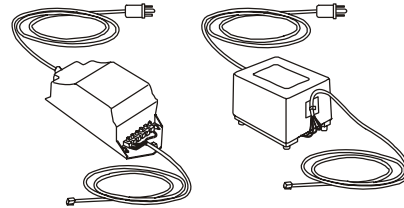
© 2006 Sensormatic Electronics Corp.

Introduction

The SuperTag power detacher enables store employees to easily detach SuperTag anti-theft tags from merchandise at the point of sale.

The flush mount model is installed so that the body of the detacher is recessed into the counter surface. It is recommended that this option be installed by approved Sensormatic/ADT personnel.

The detacher is powered using a transformer.



WARNING: Connect the detacher to a transformer listed/certified for the country of use.

- Voltage Rating: 24Vac
- Minimum Current Rating: 1.0A
- North America: Listed Class 2 Power Source or recognized component power supply Sensormatic p/n 5604-0006-01 (Basler p/n BE 117230BCA)
- Rest of World: Certified Limited Power Source

Programmable Features

- Pass code—a four-digit numerical sequence that restricts use of the detacher. The pass code is entered using the detacher's three-button keypad. It is required to unlock the detacher and to change settings for programmable features. The default pass code is **1-2-3-2**.
- Auto lock—automatically locks the detacher after a period of inactivity. The factory default is: Never (the detacher never locks).
- Dwell time—controls the length of time during which the tack can be separated from the tag. The default dwell time is: 300ms.
- Keypad lock—enables the detacher to be locked using the numeric keypad buttons. The default keypad lock setting is: Disabled.

Optional Features

- Magnetic Decoupler, 0352-0034-01—enables the detacher to remove a variety of benefit-denial tags.
- Retrofit bezels are available for installations where a previous model flush mount detacher is being replaced. The bezel used depends on the model being replaced:
 - MK90/91 retrofit bezel, 0352-0084-02
 - MK190/200 retrofit bezel, 0352-0084-01
 - MK295 does not require a retrofit bezel

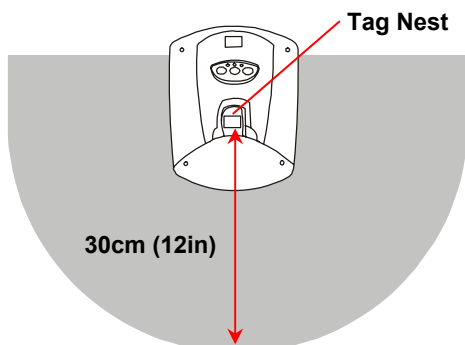
Installation

Site Selection Guidelines

IMPORTANT: Consider the normal flow of merchandise when selecting a mounting location for the detacher. In rare instances deactivated labels may be reactivated when they pass within 8cm (3in) of the strong magnet in the detacher. If possible, locate the detacher so that tags are detached BEFORE labels are deactivated.

Follow these guidelines to ensure a successful installation and efficient work environment:

- For installation using a line cord, the socket-outlet must be installed near the equipment and at a location that is easily accessible.
Für Installationen mit einem Stromkabel muß die Steckdose an einem Standort installiert werden, welcher einfachen Zugang erlaubt.
- Provide 30cm (12in) clearance to front and sides of tag nest.



Procedure

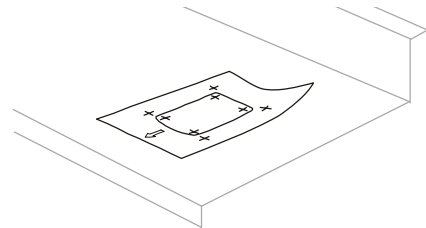
It is recommended that the SuperTag power detacher, flush mount model be installed by approved Sensormatic/ADT personnel.

The flush mount model includes following parts:

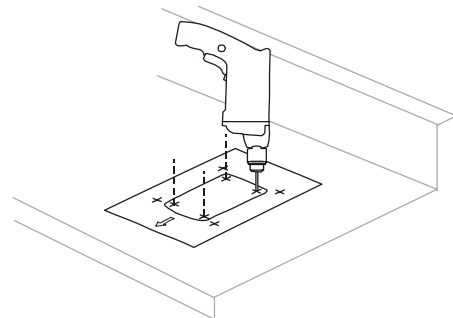
Part	Qty.	Part Number
Flush Mount Assembly	1	0100-2355-02
Mounting Template	1	2412-0172-01
Screws, M3x20	4	5899-0046-34
User's Guide	1	8200-0102-02

Note: If this installation requires a retrofit bezel, follow the installation instructions provided with the bezel.

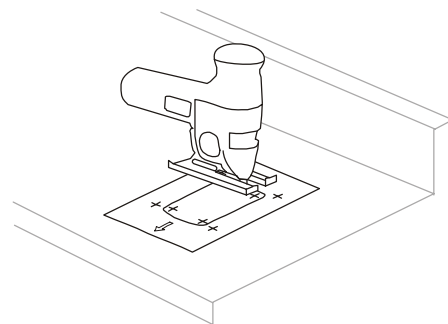
1. Place the template on the counter at desired mounting location. The arrow must point to the operator.



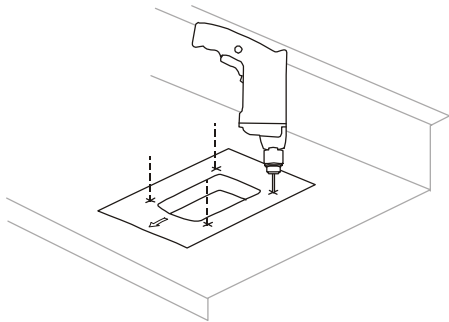
2. Drill four 12mm (0.5in) holes at locations marked "C" to serve as starter holes for the counter cutout.



3. Use jigsaw to cut counter along guideline marked "B."



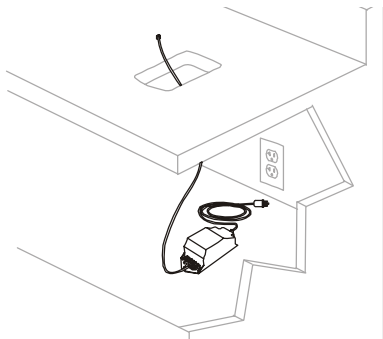
4. Drill four pilot holes for M3 screws at locations marked "A" using a 2mm (3/32in) drill bit for wood surfaces (use an appropriate drill bit for other surfaces).



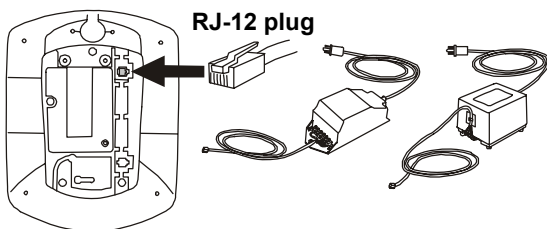
5. Remove the template.

Note: If configured, install the optional magnetic decoupler at this time. Refer to *Magnetic Decoupler Option for the AMD-3050 SuperTag Power Detacher, Flush Mount Installation and User Guide*, 8200-0102-07, provided with the decoupler.

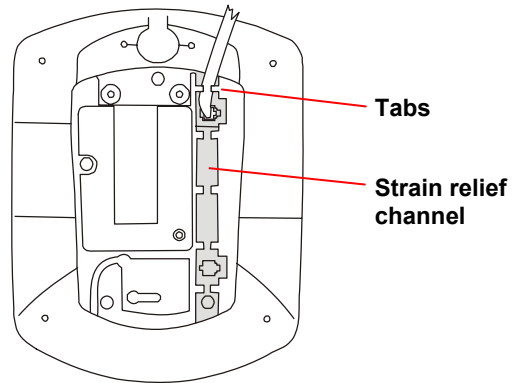
6. Place the transformer under the counter and route the cable with the RJ-12 plug to the installation site, bringing it up through the cutout. Verify that the cords can reach the detacher and power outlet.



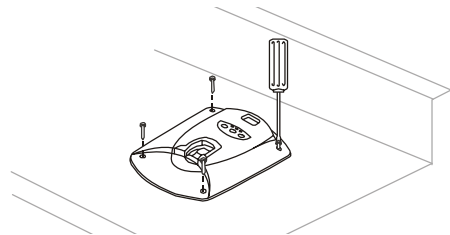
7. Insert the RJ-12 plug into the power input jack on the underside of the detacher.



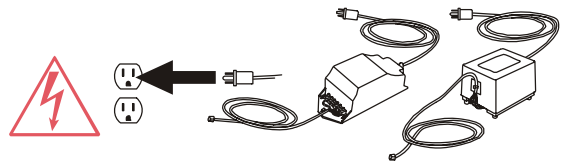
8. Slip the power cable under at least one set of tabs in the strain relief channel.



9. Place the detacher into the counter, lining up the detacher with the pilot holes. Secure using the four screws provided.



10. Insert the power plug from the transformer into an ac outlet. On the detacher, the yellow and red LEDs light briefly, then the green LED remains on to indicate the detacher is ready to operate.



11. Test the detacher by removing a tag (see **Removing a Tag** on page 5).



Operation

The detacher does not have an on/off switch. However, it can be placed in a locked state to prevent unauthorized removal of tags. When the red LED is on, the detacher is locked—tags cannot be removed. When the green LED is on, the detacher is unlocked and ready to remove tags.

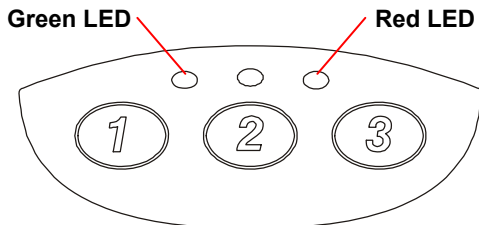
Locking the detacher using the keypad is an optional feature. By default, this option is disabled when the detacher is first installed. To enable the keypad locking feature, see **Enabling Keypad Lock** on page 7.

Note: the detacher can also be programmed to lock automatically after a period of inactivity. To turn this option on, see **Enabling Auto Lock** on page 7.

Unlocking the Detacher

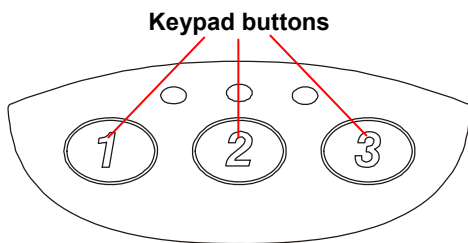
A four-digit pass code is required to unlock the detacher. Detachers at your site may all use the same pass code or may be programmed individually with different pass codes. Ask your supervisor if you do not know the pass code for a particular detacher.

1. Verify that the red LED is on, indicating the detacher is locked.



2. Use the detacher keypad to enter the four-digit pass code. The detacher beeps each time you press a button.

The default pass code is **1-2-3-2**.

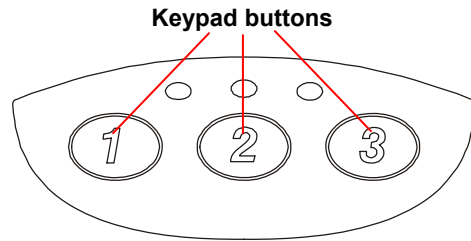


3. The green LED turns on and the detacher is ready for tag removal.

Locking the Detacher Using the Keypad

The following procedure requires that the keypad locking option be turned on.

1. Press and hold down *any one* of the keypad buttons until you hear a long beep. This takes about three seconds.

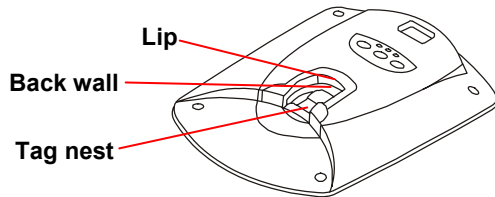


2. The red LED turns on and the detacher is locked.

Removing a Tag

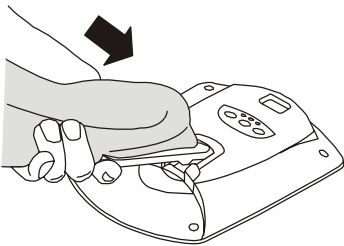


WARNING: To avoid injury, NEVER place fingers inside the tag nest. Actuate the detacher using a tag; never use your fingers.

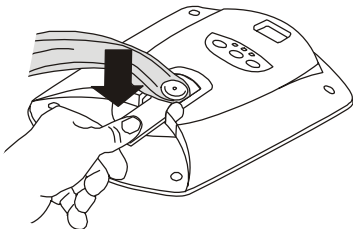


1. Position merchandise so that the bottom of the tag is clear.
2. Insert the tag into the tag nest at a slight angle, so it slips under the lip. It should be seated securely against the back wall.

Important: Always keep fingers and merchandise clear of the tag nest to avoid personal injury and/or damaging the merchandise or detacher.

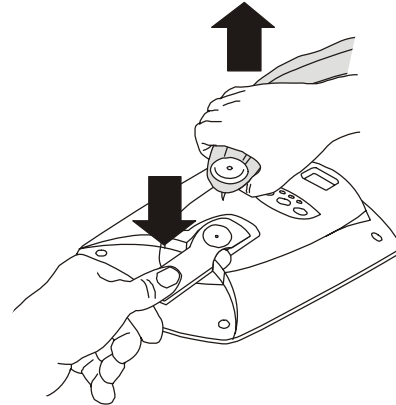


3. Press down on the end of the tag opposite the tack to initiate the detach cycle. The detach cycle includes three distinct phases which can be distinguished by listening to it operate:
 - Motor runs to activate detaching mechanism
 - Slight pause (or dwell time) to enable you to remove the tack
 - Motor runs to deactivate the detaching mechanism

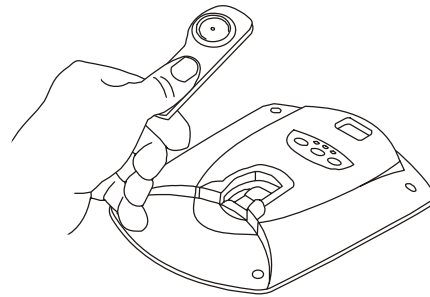


4. Wait for the slight pause in the detach cycle. Then, pull up ONLY on the tack and merchandise to separate it from the tag. Continue pressing down on the tag until the detach cycle is complete.

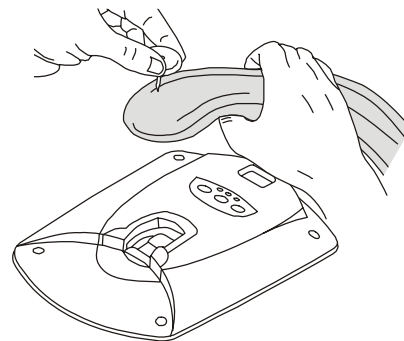
Important: NEVER attempt to remove the tag when the motor is running!



5. Remove the tag from the detacher and place it in the proper container to be recycled.



6. Remove the tack from the merchandise and place it in the proper container to be recycled.



Programming

The SuperTag power detacher provides several programmable features that can be modified when the detacher is in programming mode. **In addition, a reset function can restore the unit to factory default settings for all features.**

Detacher features are programmed using the numeric keypad. A short beep is emitted each time a key press is detected. Invalid entries are accompanied by a long beep and a long flash of the red LED—followed by a reset.

The detacher performs a soft reset whenever it leaves programming mode. A soft reset is indicated by a brief flash of the yellow LED, followed by the green and red LEDs. The detacher is unlocked following a reset.

During a programming sequence, valid code entries are acknowledged with a beep and a short flash of the green LED. At any stage of the programming process, a pause of more than 13 seconds between key presses automatically resets the detacher.

Most programming steps are completed using four-digit codes. There are three code types:

- **Pass code**—identifies authorized users. The pass code is required to complete all programming functions (except restore factory defaults). In addition, the pass code is used to unlock the detacher when the optional locking feature is enabled.
- **Feature code**—identifies which feature you want to implement or modify. Supported features include: pass code, dwell time, auto lock, and keypad lock.
- **Selection code**—identifies the specific setting to be implemented for the feature. Settings are pre-defined for all features except pass code.

The selection is verified by repeating the entry. If the same selection code is not repeated during verification, the detacher is automatically reset.

Note: an invalid selection code does not reset the detacher, the programming session is simply ignored.

Note: If you lose your place in the programming sequence, stop all input and wait for the detacher to reset. Then, start the programming sequence again.

The following sections provide step-by-step instructions for programming the detacher:

- Changing the pass code
- Changing the dwell time
- Enabling auto lock
- Enabling keypad lock
- Restoring factory defaults

The section **Programming Summary** on page 8 provides a programming code quick reference.

Changing the Pass Code

The pass code is a four-digit numerical sequence that restricts use of the detacher. It is required to unlock or program the detacher.

To change the pass code:

1. Verify that the detacher is unlocked (green LED is on).
To unlock the detacher, enter the current four-digit pass code.
The **default** pass code is **1-2-3-2**.
2. Press and hold down keypad number **1** for at least 13 seconds to enter programming mode.
The red LED blinks rapidly to indicate the detacher is in programming mode.
3. Enter the current four-digit pass code. The green LED flashes briefly when the correct code is entered.
4. Enter the feature code: **1-1-1-1**.
5. Enter a new four-digit pass code of your choosing.
6. Confirm the new pass code by entering it again.

The new pass code is saved and the detacher is reset. The new pass code is now required to unlock and/or program the detacher.

Changing the Dwell Time

The Dwell Time feature controls the length of time provided for detaching the tack from the tag.

To change the dwell time:

1. Verify that the detacher is unlocked (green LED is on).
To unlock the detacher, enter the current four-digit pass code.
2. Press and hold down keypad number **1** for at least 13 seconds to enter programming mode.
The red LED blinks rapidly to indicate the detacher is in programming mode.
3. Enter the current four-digit pass code.
4. Enter feature code **1-1-1-2**.
5. Enter the four-digit selection code (below) associated with the time you need to detach a tag.

Setting	Selection Code
300ms	1-1-1-1 (default)
500ms	1-1-1-2
700ms	1-1-1-3

6. Confirm by entering the selection code again.
The new setting is saved and the detacher is reset. The selected dwell time is now implemented.

Enabling Auto Lock

The Auto Lock feature automatically turns off the detacher after a period of inactivity.

To enable or disable the auto lock feature:

1. Verify that the detacher is unlocked (green LED is on).
To unlock the detacher, enter the current four-digit pass code.
2. Press and hold down keypad number **1** for at least 13 seconds to enter programming mode.
The red LED blinks rapidly to indicate the detacher is in programming mode.
3. Enter the current four-digit pass code.
4. Enter the feature code: **1-1-1-3**.

5. Enter the four-digit selection code (below) associated with the setting you desire.

Setting	Selection Code
Never	1-1-1-1 (default)
15 minutes	1-1-1-2
1 hour	1-1-1-3

6. Confirm by entering the selection code again.
The new setting is saved and the detacher is reset. The selected auto lock setting is now in effect.

Enabling Keypad Lock

The Keypad Lock feature enables you to lock the detacher using the keypad.

To enable or disable the keypad lock feature:

1. Verify that the detacher is unlocked (green LED is on).
To unlock the detacher, enter the current four-digit pass code.
2. Press and hold down keypad number **1** for at least 13 seconds to enter programming mode.
The red LED blinks rapidly to indicate that the detacher is in programming mode.
3. Enter the current four-digit pass code.
4. Enter the feature code: **1-1-2-1**.
5. Enter the four-digit selection code (below) associated with the setting you desire.

Setting	Selection Code
Enabled	1-1-1-1
Disabled	1-1-1-2 (default)

6. Confirm by entering the desired selection code again.
The new setting is saved and the detacher is reset. If keypad lock was enabled, the detacher can be locked at any time by depressing one of the keypad keys for three seconds.

Restoring Factory Defaults

You can restore the factory defaults at any time.

1. Press and hold down keys **2** and **3** on the keypad for at least 13 seconds. During this time, a continuous tone signals that factory defaults are about to be restored.

After 13 seconds, all three LEDs flash and the detacher resets with factory defaults restored as follows:

Feature	Default Setting
Pass code	1-2-3-2
Dwell time	300ms
Auto lock	Never
Keypad lock	Disabled

2. The detacher is returned to an unlocked state and is ready to detach.

Programming Summary

The following sections provide a summary of the programming process, including the relevant codes for each feature.

You must be in programming mode to begin.

Change Pass Code

Enter current pass code
Enter feature code: **1-1-1-1**
Enter new pass code
Enter new pass code again

Change Dwell Time

Enter current pass code
Enter feature code: **1-1-1-2**
Enter selection code
300ms **1-1-1-1** (default)
500ms **1-1-1-2**
700ms **1-1-1-3**
Enter selection code again

Enable Auto Lock

Enter current pass code
Enter feature code: **1-1-1-3**
Enter selection code
Never auto lock **1-1-1-1** (default)
Auto lock after 15 minutes **1-1-1-2**
Auto lock after 1 hour **1-1-1-3**
Enter selection code again

Enable Keypad Lock

Enter current pass code
Enter feature code: **1-1-2-1**
Enter selection code
Keypad lock enabled **1-1-1-1**
Keypad lock disabled **1-1-1-2** (default)
Enter selection code again

Maintenance

Cleaning

Use a clean, soft cloth dampened with a mild cleaner, such as soap and water to clean the detacher case.

Note: Do not pour, spray, or spill any liquid onto any part of the detacher.

Troubleshooting Tips

Symptom	Possible Solutions
The tag does not seat properly in the tag nest.	Insert the tag at slight angle placing the top (tack end) first so that it fits beneath the lip of the tag nest. <hr/> Check the tag nest and/or underside of the tag for debris.
The detacher motor does not operate.	Verify that the detacher is plugged into a working ac outlet and that the power cable is plugged into the detacher. <hr/> Verify that the detacher is unlocked (green LED is on). Enter the pass code to unlock a locked detacher. <hr/> Verify that the tag nest is not blocked by debris. <hr/> Remove the tag from the tag nest, then re-insert it. <hr/> Replace the detacher.
Tack does not release from the tag.	Remove the tag from the detacher and re-insert it to initiate a new detach cycle. Press the tag down firmly and pull up ONLY on the tack during the dwell time. <hr/> Verify that the detacher is plugged into a working ac outlet and that the power cable is plugged into the detacher. <hr/> Verify that the detacher is unlocked (green LED is on). Enter the pass code to unlock a locked detacher. <hr/> Verify that the tag nest is not blocked by debris. <hr/> If the pin still does not release, replace the detacher.

Symptom	Possible Solutions
Tag does not release from the detacher.	<p>NEVER FORCE a stuck tag out of the detacher!</p> <p>Press the tag down firmly until the release lever is completely retracted. Then, remove the tag.</p> <p>Verify that the detacher is plugged into a working ac outlet and that the power cable is plugged into the detacher.</p> <p>Verify that the detacher is unlocked (green LED is on). Enter the pass code to unlock a locked detacher.</p> <p>Disconnect the power cord from the ac outlet. Wait 15 seconds, then reconnect.</p> <p>If the tag still does not release, replace the detacher.</p>
Cannot detach a tack in the time provided	Increase the dwell time to provide more time for tack removal (see page 7).
The detacher locks instead of going into programming mode	If the keypad lock feature is enabled, you must press and hold key 1 on the keypad for 13 seconds to enter programming mode. If the key press is interrupted, the detacher is locked before it can enter programming mode. Unlock the detacher using the pass code and try again.
Lost or forgotten pass code	Restore factory defaults (see page 8) to return the pass code to 1-2-3-2 . Use this default pass code to program a new customized pass code.

Symptom	Possible Solutions
A tag or merchandise jams in the detacher	<p>When a jam is detected, the detacher automatically attempts to reset. Do one of the following:</p> <ul style="list-style-type: none"> • If possible, remove the tag, allow the detacher to reset, and re-insert the tag for detaching. • If the detacher is in error mode and you are able to remove the tag, carefully disconnect the detacher from ac power, then re-connect. The detacher is reset and you can attempt to detach the tag again. • If the detacher is in error mode and the tag cannot be removed, call your sales representative. <p>Note: If a tag jams repeatedly, it may be damaged. Call your sales representative.</p>

Error Conditions

The detacher routinely monitors its performance for error conditions. A blinking red LED indicates Error conditions.

Specifications

Electrical

Detacher Input: 24 Vac (50/60 Hz)
1.0A max.

Transformer Input
(North America): 120 Vac (50/60 Hz)

Transformer Input
(Rest of World): ... 100/120/220/240 Vac (50/60 Hz)

Transformer Output
(North America): Listed Class 2 power supply
24Vac, 50/60Hz, 1A min.
or Sensormatic p/n 5604-0006-01
(Basler p/n BE 117230BCA)

Transformer Output
(Rest of World): Certified Limited Power Source
24Vac, 50/60Hz, 1A min.

Environmental

Operating Temperature: 0°C to 40°C
(32°F to 104°F) ambient

Relative Humidity: 0 to 90% non-condensing

Storage Temperature -40°C to 70°C
(-40°F to 158°F)

Mechanical

Length..... 22cm (8.7in)

Width 18cm (7.1in)

Depth 6.3cm (2.5in)

Weight 1275g (2.8 lbs)

Declarations

Regulatory Compliance

EMC 47 CFR Part 15 Class A
ICES 003
EN55014-1
EN55014-2

Safety UL 60950-1
CSA C222 No. 60950-1
EN 60950-1