



User Manual

HK5910

All-in-One POS

Shiji POS Hardware

Notes to Users

Thank you very much for choosing our POS Device, before installing and using this product, please read this manual in detail in order to have a deep understanding of its performance. Please keep this manual for reference in the future if you encounter any problems in use.

In order to improve the products, the company will use new technology, new components, new software as far as possible, therefore, the company has the right to change without notice. The features, functions and operations described in this manual may not be exactly consistent with the performance of the machines sold by the Company in various locations. In some cases, the pictures are only prototypes of the equipment. Before using this manual, you should ask the Company or the dealer for the currently applicable information.

This equipment must be installed by the technical personnel or the dealer. The company shall not be responsible for any consequences caused by unauthorized modification of the equipment or replacement of connecting equipment and cables in violation of regulations.

Warnings:

1. Static electricity may damage the host IC.
2. If the battery is not properly replaced, it may cause an explosion or serious damage. They must be replaced with identical or similar batteries as recommended by the manufacturer. Replacement with the wrong type of battery can be an explosion hazard. Be sure to follow the instructions for disposal of used batteries.
3. In a residential environment, running this device may cause wireless interference.

The manufacturer has the right to modify the contents of the instructions without prior notice!

Product Standard No. : Q/HSK J03001

Product standard name: POS Device

Catalog

Notes to Users.....	1
Range of Application.....	4
01/ Product Specifications.....	5
I. Main Configuration.....	5
II. I/O Interface.....	6
III. Environment.....	6
IV. Dimension.....	7
02/ Unbox Inspection.....	10
03/ Instruction.....	10
I. Boot Instruction.....	10
II. The Magnetic Card Operation Instruction.....	11
III. The Contactless Card Operation Instruction.....	11
IV. BIOS Function Introduction.....	11
V. Printer Driver Introduction.....	16
VI. MSR Driver Introduction.....	19
VII. RFID Driver Introduction.....	20
VIII. Fingerprint Reader Reader Driver Introduction.....	22
IX. Instructions for the one-key restore function.....	24
04/ Mainboard Interface Definition.....	27

05/ Disassembly and Assembly Instructions	28
I.The HOST disassembly	28
II.Remove and install the hard disk.....	30
III.Peripheral mounting	31
06/ Peripherals Maintenance Instructions	33
I. Troubleshooting Methods for Common Peripherals	33
II. Printer.....	34
III. Cash Drawer	39
IV. Keyboard.....	40
V. Scanner (External Handheld).....	41
VI. Card Reader	41
VII. Fingerprint Reader Module	43
VIII. Cash Drawer	44
07/ Attention.....	45
08/ Product Parts Labeling Instructions.....	47
09/ Annex Details	50

Range of Application

Our POS Device adopts an open system, flexible component structure and standard peripheral interface, the product is suitable for supermarkets, convenience stores, hotels and other commercial enterprises network or stand-alone use; The main components are standard products, so the product quality is reliable, easy to upgrade the system, the maintenance of components is convenient and simple, reasonable cost performance makes it more competitive with similar products.

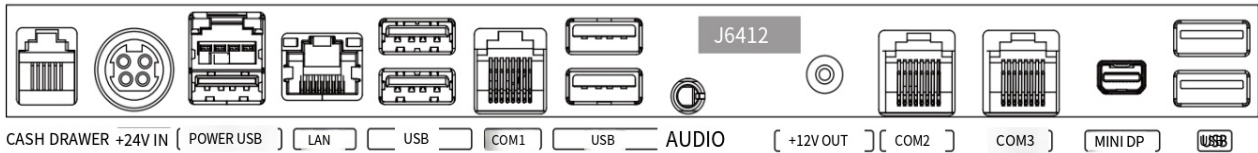
01/ Product Specifications

I. Main Configuration

Categories	Parts	HK5910
Host	Processor	Inter® Celeron® J6412
	Memory	Std. Config 4GB DDR4
	Storage	Std. Config 128GB SSD
	Operator display	15 " LCD ; 1024 * 768 resolution
	Ethernet	1000M Ethernet
	Customer display	10.4 "LCD ; 800 * 600 resolution
	(optional)	15 " LCD ; 1024 * 768 resolution
	Printer	58mm thermal printer
	(optional)	80mm thermal printer
	Cash Drawer	Steel Cash Drawer
(optional)		

Card Reader (optional)	MSR card reader+RFID card reader
Barcode scanner (optional)	Support 1D/2D scanning

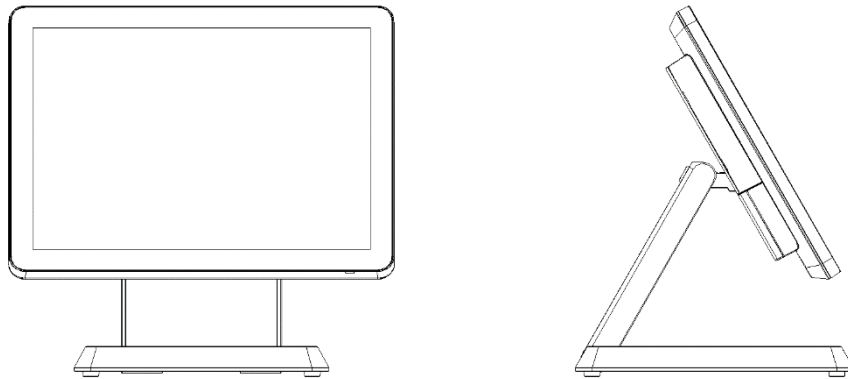
II. I/O Interface



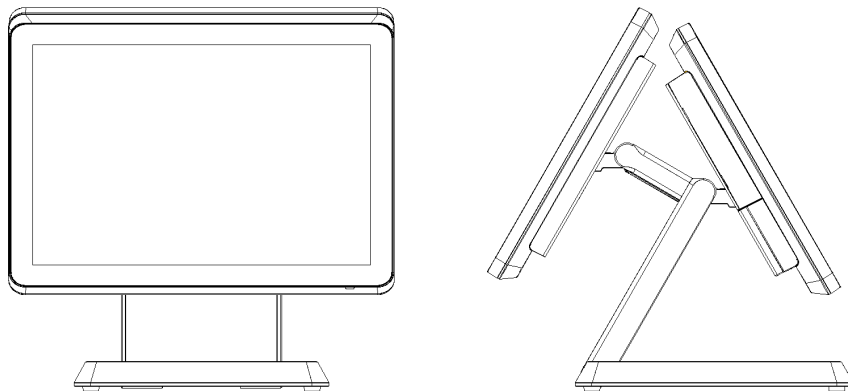
III. Environment

Categories		Instructions
Environment	Voltage	AC 100~240V 50~60Hz bipolar band ground
	Operating temperature	0 °C to 40 °C
	Operating humidity	35% to 80%
	Storage temperature	-20 ° C to 55 ° C
	Storage humidity	20% to 93%

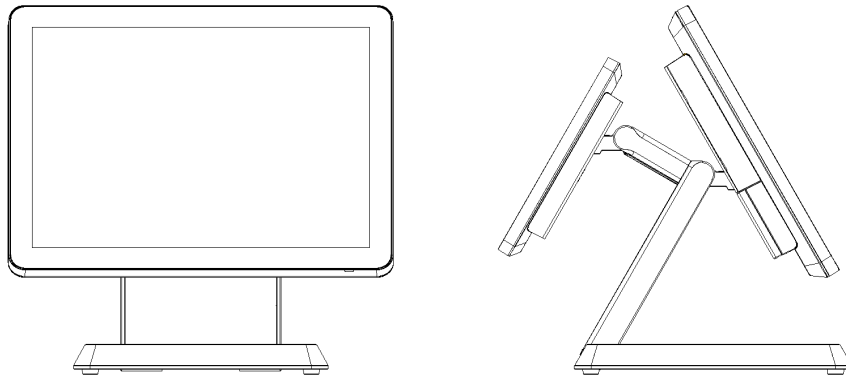
IV. Dimension



Single screen, length \times width \times height: 349mm*252mm*331mm; Main screen flipping Angle 5~180°

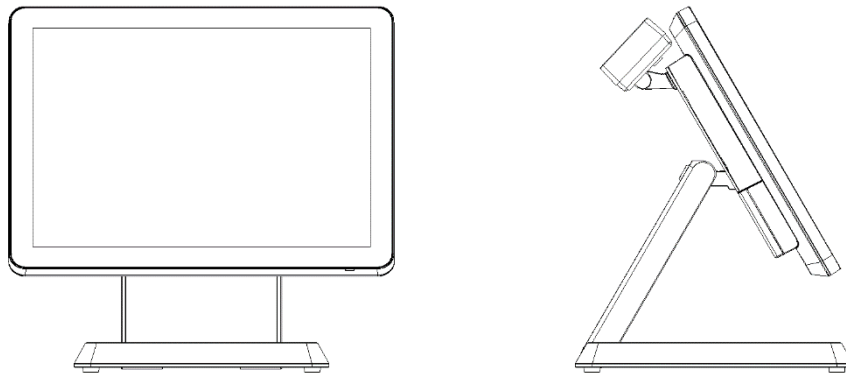


15 "main screen +15" secondary screen, length \times width \times height:
349mm*331mm*345mm; The main screen flipping Angle 5~50°, the secondary screen flipping Angle 0~30°



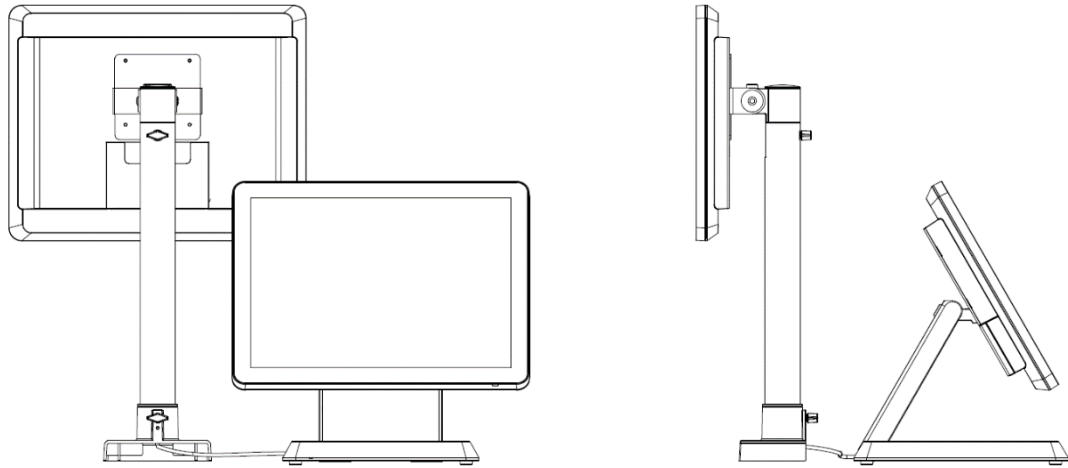
15 "main screen +10.4" secondary screen, length × width × height:

349mm*320mm*331mm; The main screen flipping Angle is 5~50°, the secondary screen flipping Angle is 0~35°

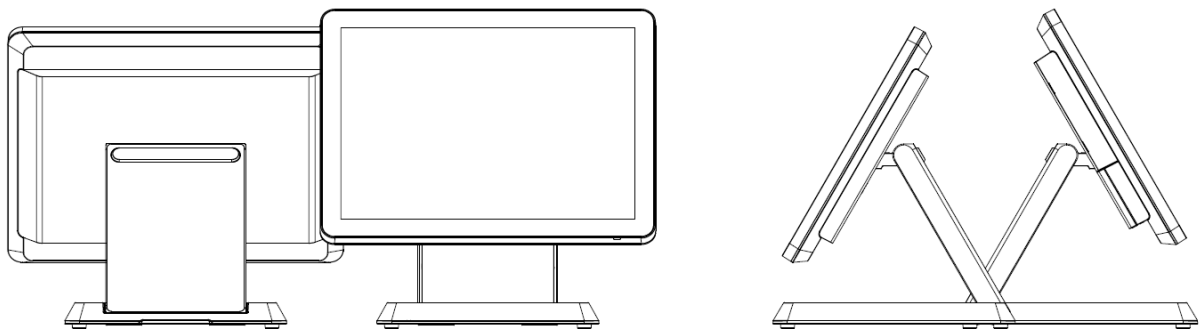


15 inch main screen +VFD customer display, length × width × height:

349mm*252mm*331mm; Main screen flipping Angle 5~50°, customer display flipping Angle 0~25°



15 "main screen +15" secondary screen (independent display), main screen: length × width × height: 349mm*252mm*331mm, flipping Angle 5~50°; Secondary screen: length × width × height: 349mm*129mm*533mm, flipping Angle -10~90°



15 "main screen +15" secondary screen (separate base), host length × width × height: 349mm*252mm*331mm; Secondary screen (with base) length × width × height: 349mm*252mm*314mm; Main screen flipping Angle 5~180°, secondary screen flipping Angle 5~180°

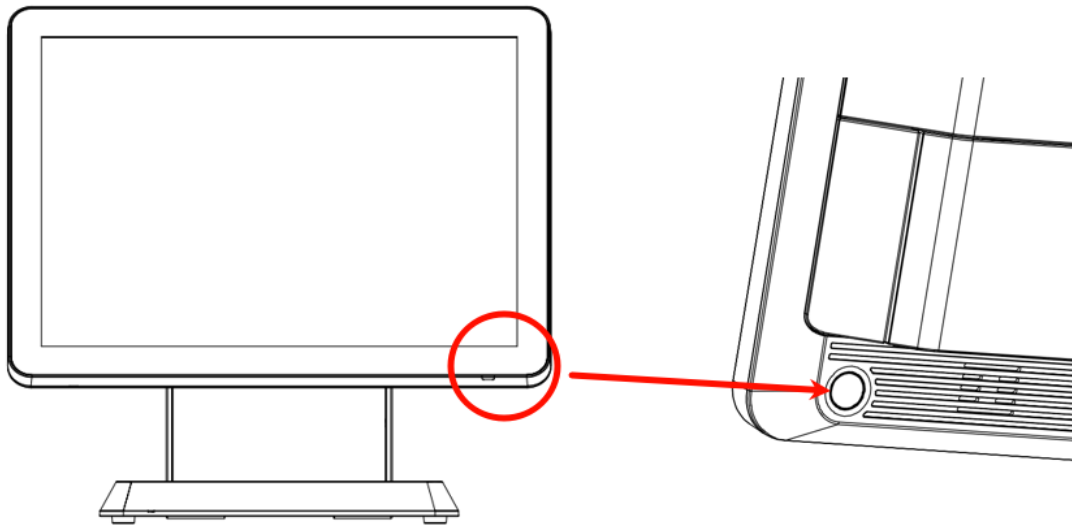
02/ Unbox Inspection

- A. Before opening the box, first check whether the outer packing box is in good condition and whether there is obvious damage. If there is, please contact the dealer to solve it in time;
- B. Take the machine out of the carton and pay attention to the machine not to knock;
- C. Check the accessories, which should include: power adapter, power cord, etc.;
- D. Check whether the product has obvious scratches, pits and other appearance defects;
- E. This equipment must be installed by technical service personnel or dealers.

03/ Instruction

I. Boot Instruction

In the case of connecting the adapter, press the switch button on the right back of the bottom of the main screen (the position indicated in the following picture), see the screen is bright, the key indicator light is on, and the boot can be realized.



II. The Magnetic Card Operation Instruction

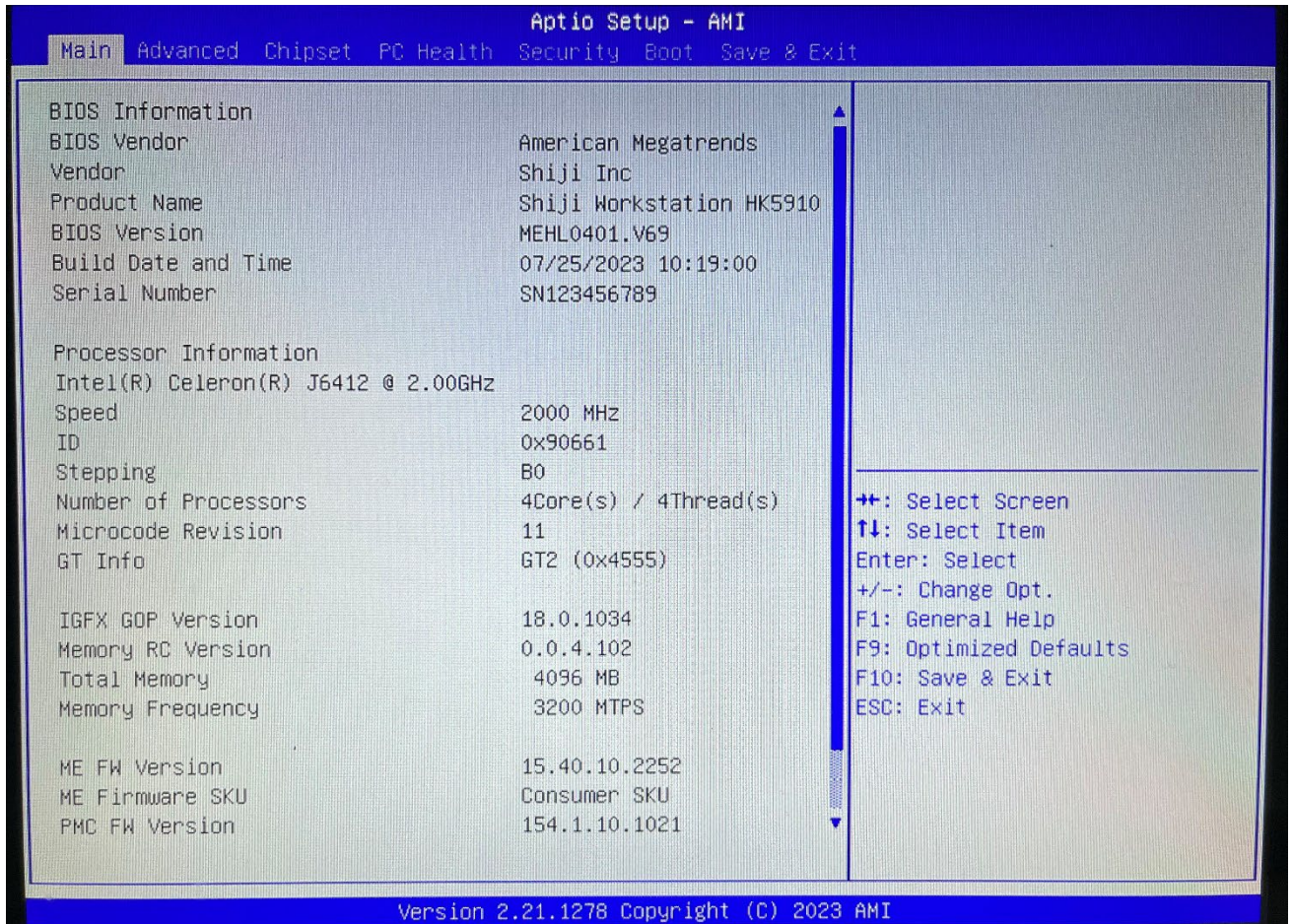
- A. When brushing the card, the machine should be placed on a hard horizontal surface;
- B. Please slide the magnetic stripe of the magnetic stripe card through the card slot towards the inner side;
- C. The card swiping process should be smooth and in constant speed.

III. The Contactless Card Operation Instruction

Contactless card induction area is located behind the right side of the host (printed with contactless logo); When the card is not connected, please place the card above the sensing area.

IV. BIOS Function Introduction

- A. Press the "F2" key of the keyboard after boot to enter the BIOS interface
- B. The BIOS main interface is shown below



Vendor: The name of the vendor

Product name: Product name

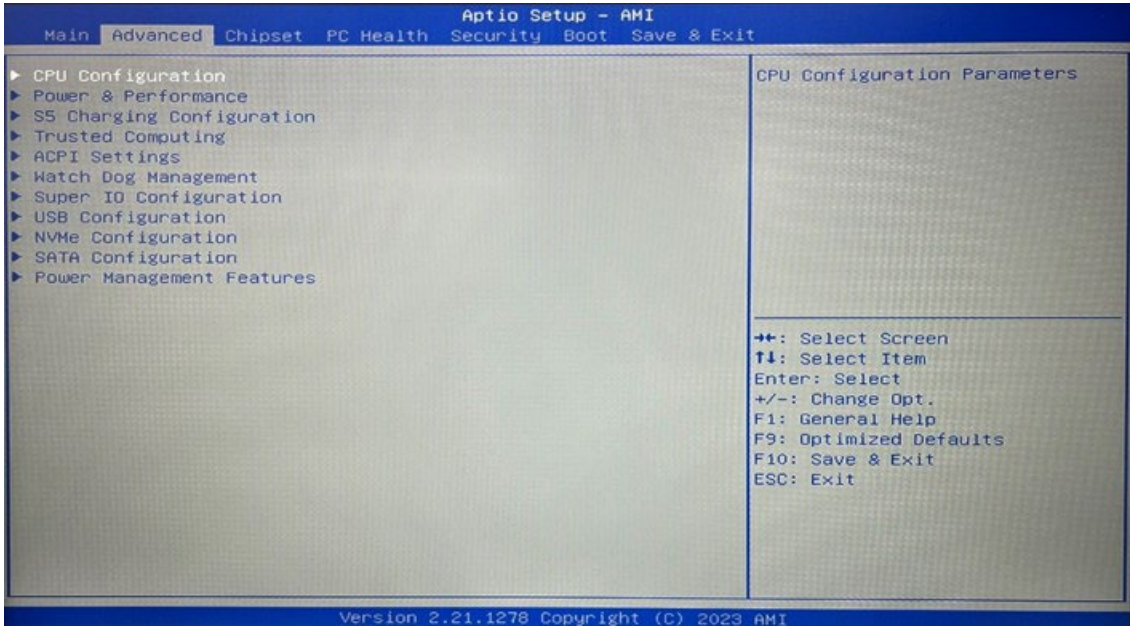
BIOS version: BIOS version

Build Date and time: The date and time the BIOS was modified

Processor Information: CPU information

C. The Advanced interface is shown below

In the Advanced project, the following subitems can be set



Super IO Configuration

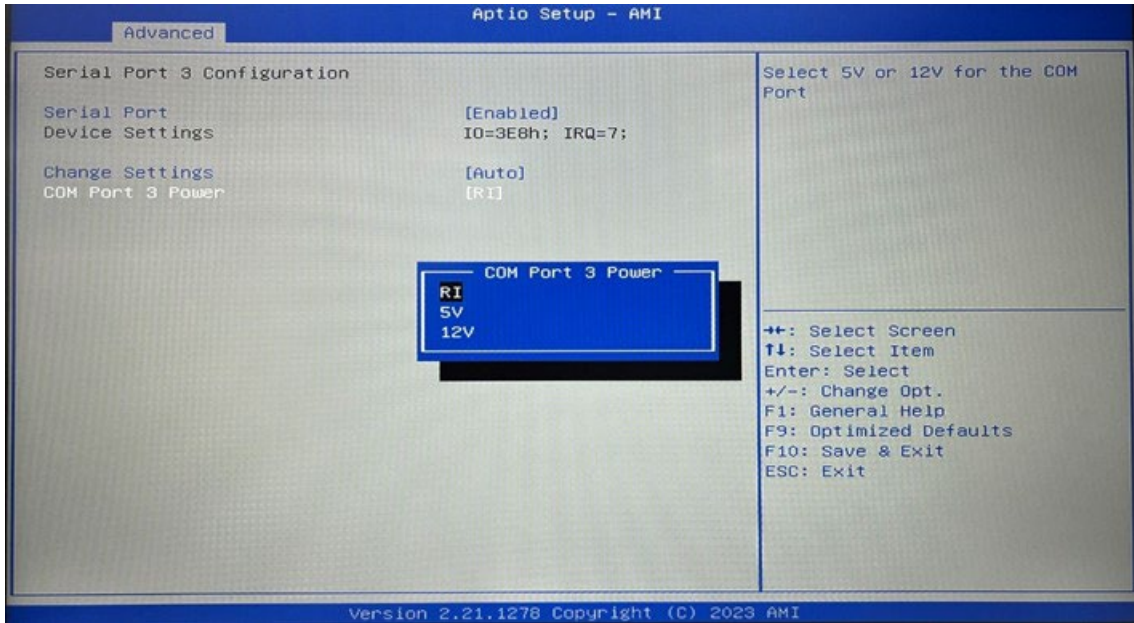
The interface is shown below, where COM3/4 can set the supply voltage

RI: No power supply

5V: COM port 9th pin 5V power supply

12V: COM port 9PIN 12V power supply





Power Management Features

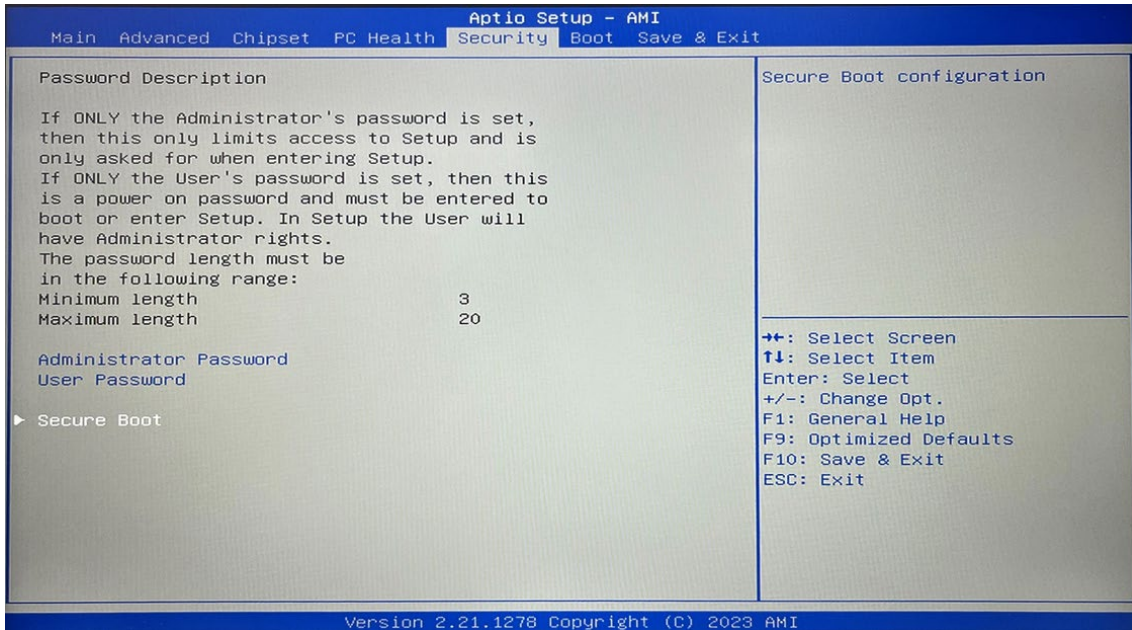
Power off: The AC stays off after it is powered on

Power on: The AC will automatically turn on after it is powered on

Last State: The AC remains in its last state after being powered on



D. Security

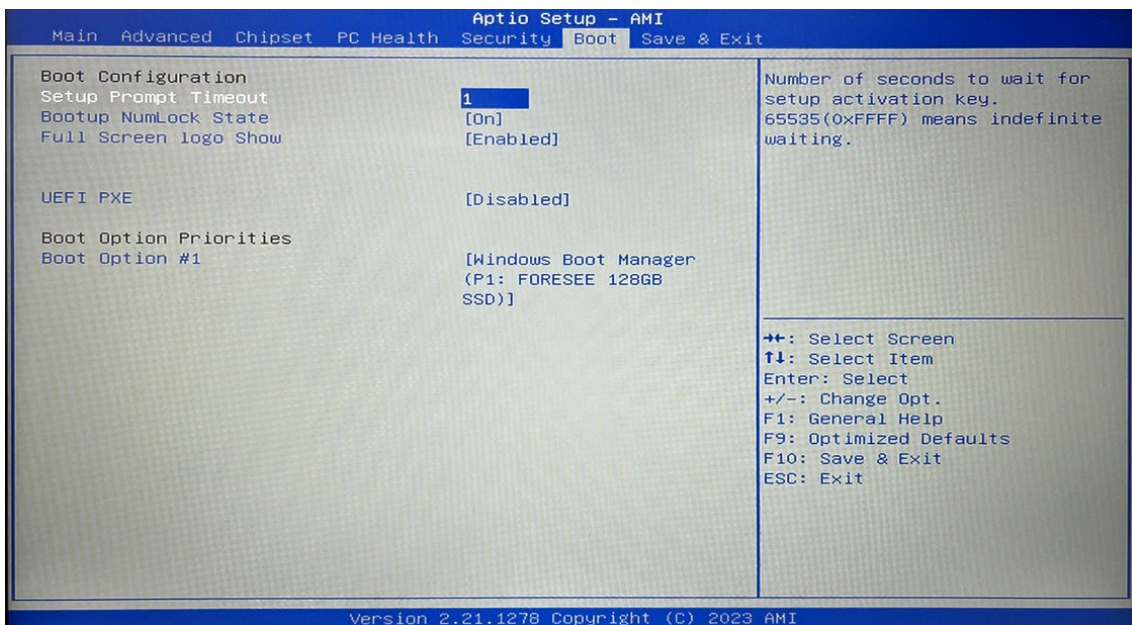


Administrator Password: Set the administrator password

User Password: Sets the user password

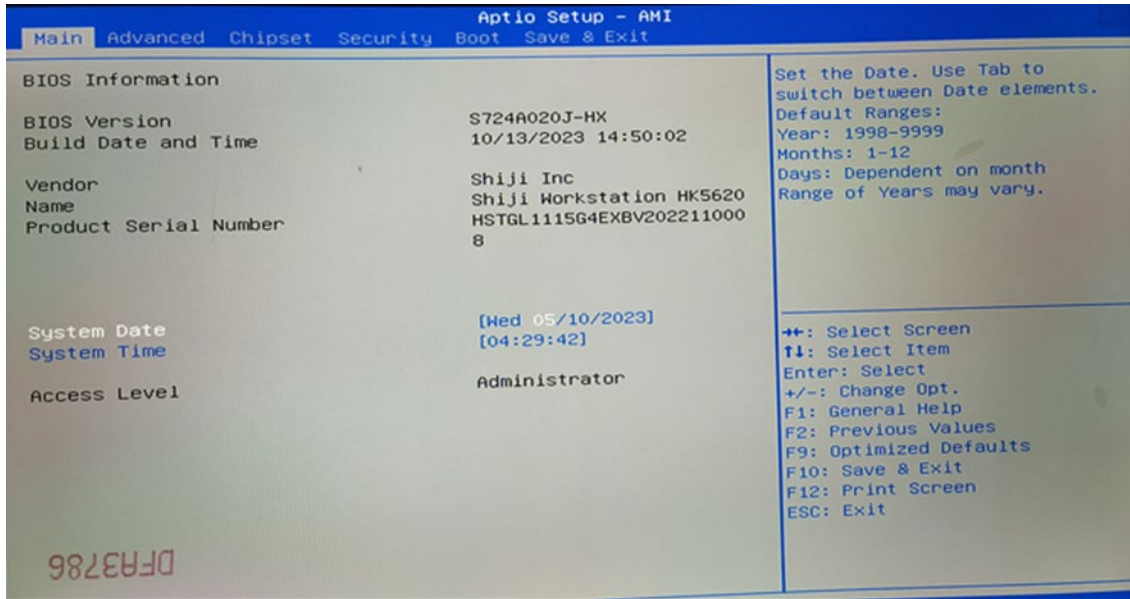
Secure Boot: This sets secure boot, which defaults to enable

E. Boot



UEFI PXE: Set up network boot

Boot Option Priorities: Set the boot media priority order. Only one boot item will be displayed

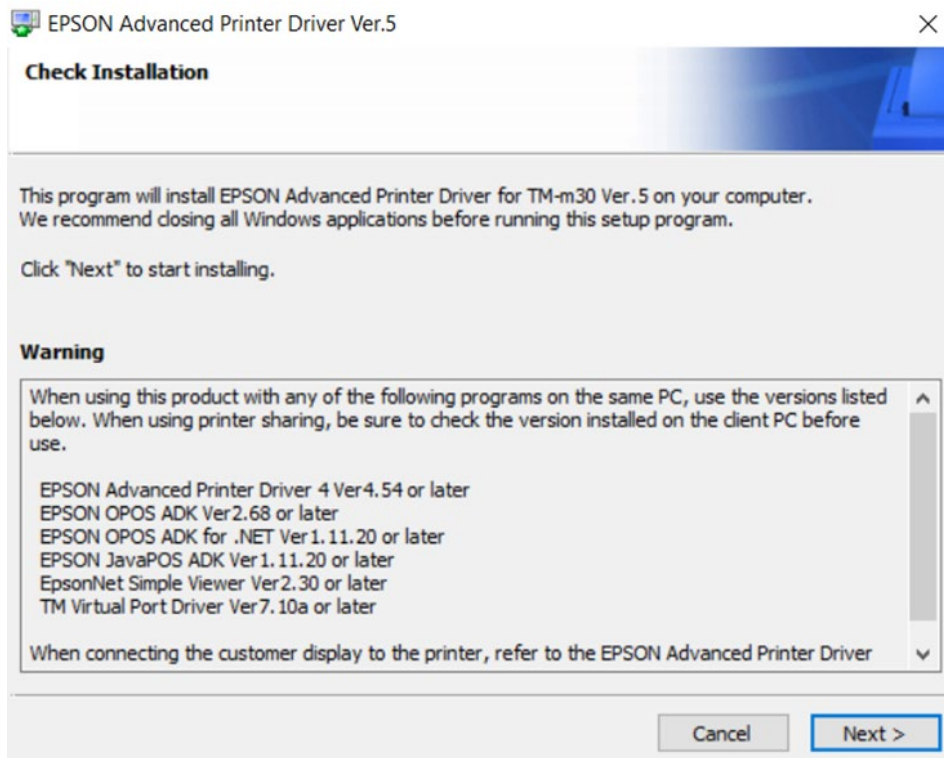


if only the system hard disk is available

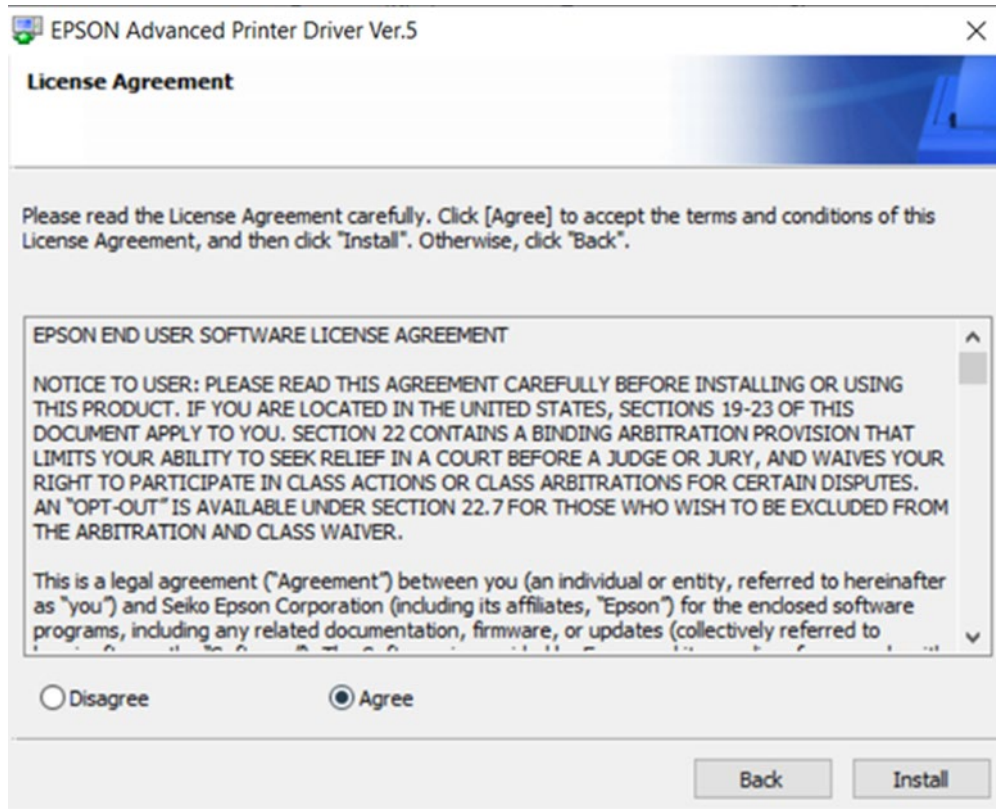
V. Printer Driver Introduction

The following is an overview of the steps to test the receipt printer followed by detailed steps:

- A. Open APD_513_m30.
- B. Select Next Step

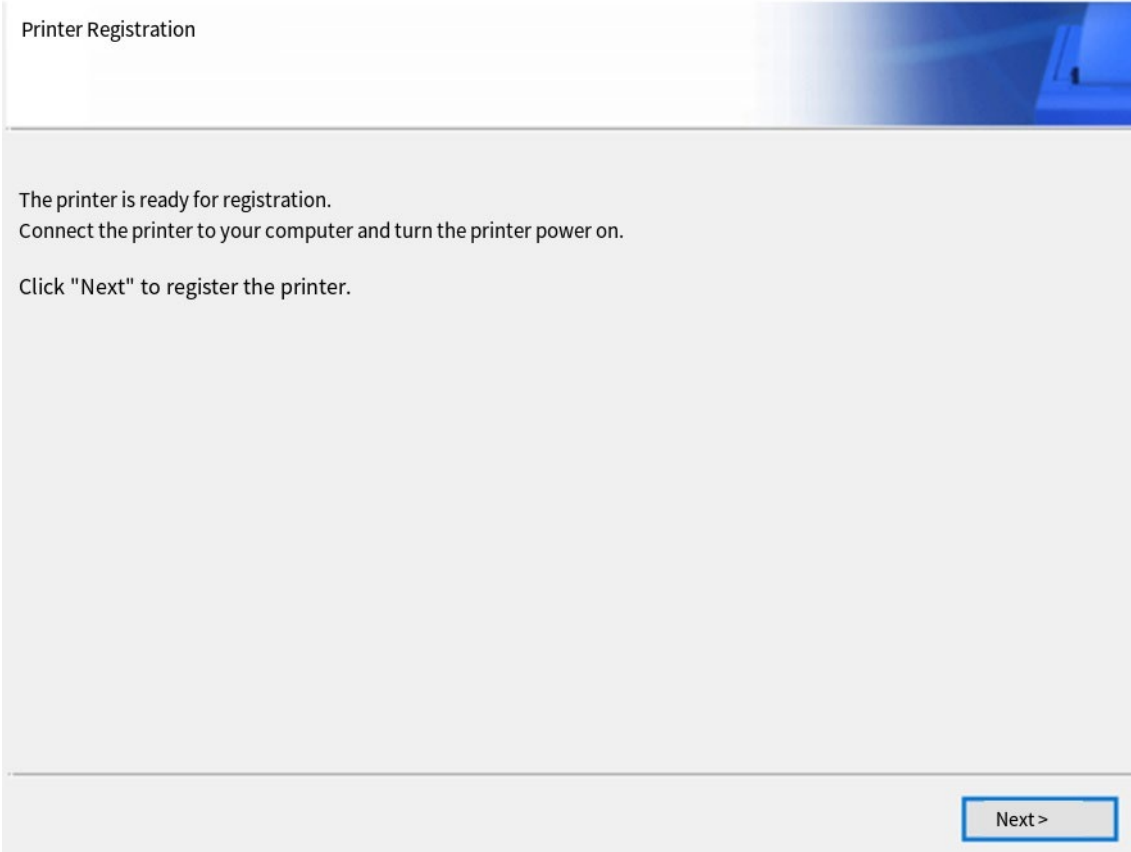


C. Choose Agree and Next

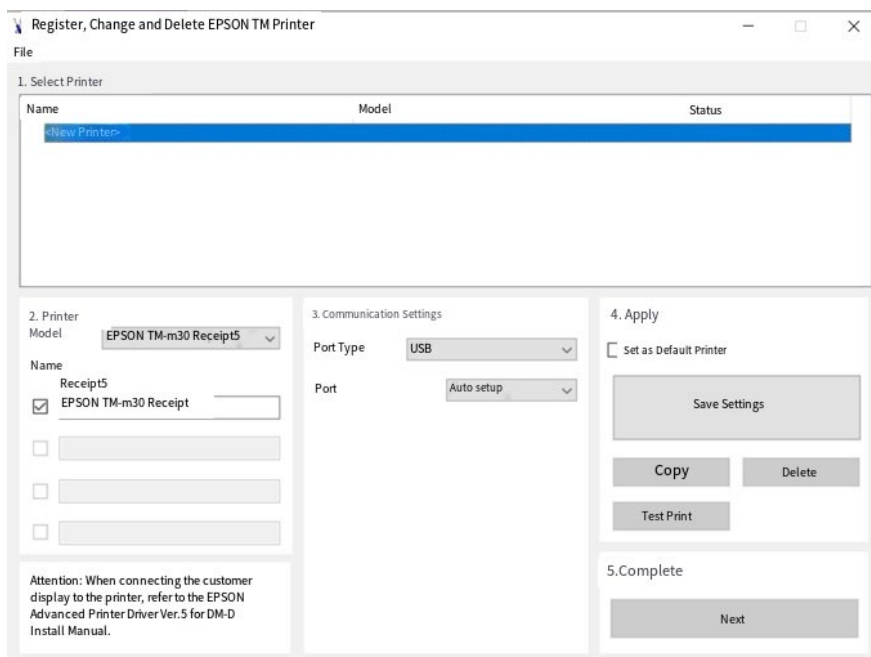


D. Wait for a moment and click "Next" to register the printer.

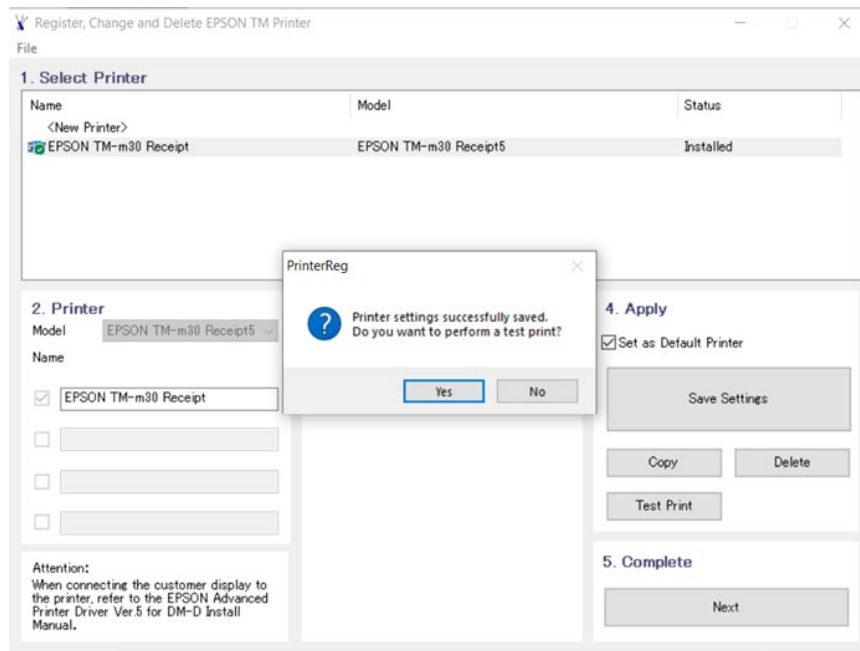
EPSON Advanced Printer Driver Ver.5



- E. Here, you can modify the printer’s name, port type, and whether to set it as the default printer. Then click “Save Settings”.

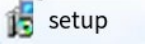


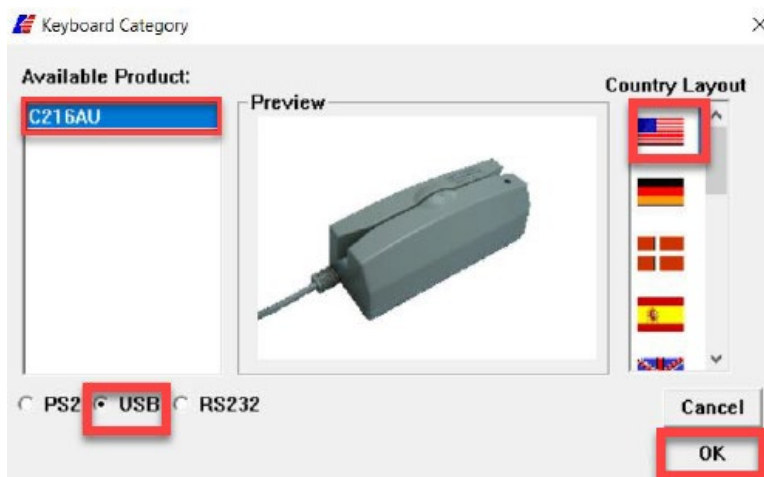
- F. If want to print a test page, click “Yes”.



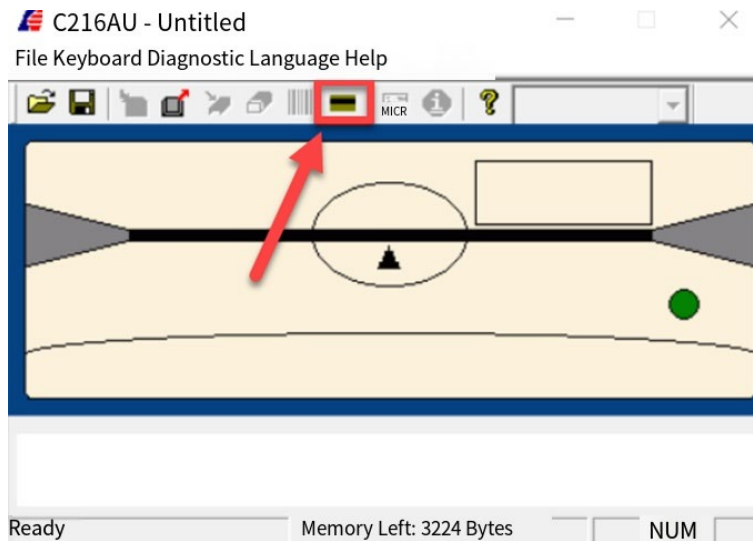
VI. MSR Driver Introduction

These instructions are intended for qualified technical service personnel.

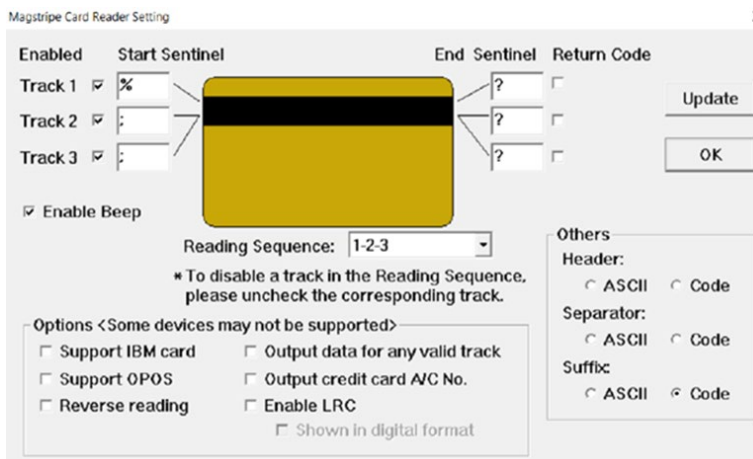
- A. Use the setup utility  to install the MSR driver.
- B. Double-click the Matrix Maker icon on the desktop.
- C. On the Keyboard Category window: select USB, the appropriate country, and click OK.
 - a. Select the component (there should only be one item).
 - b. Select USB.
 - c. Select the appropriate Country Layout.
 - d. Click OK



D. Click the MSR card icon .



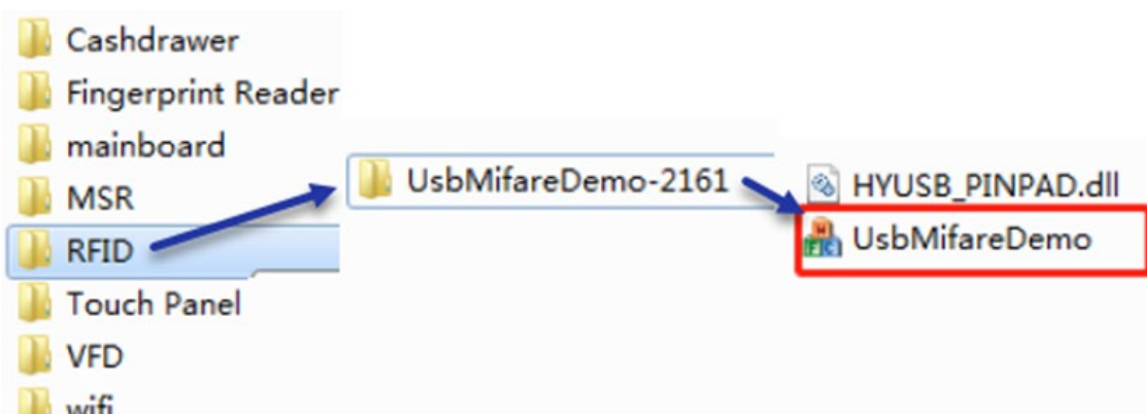
E. On the Magstripe Card Reader Setting window, configure the settings as needed, and click Update to apply the changes



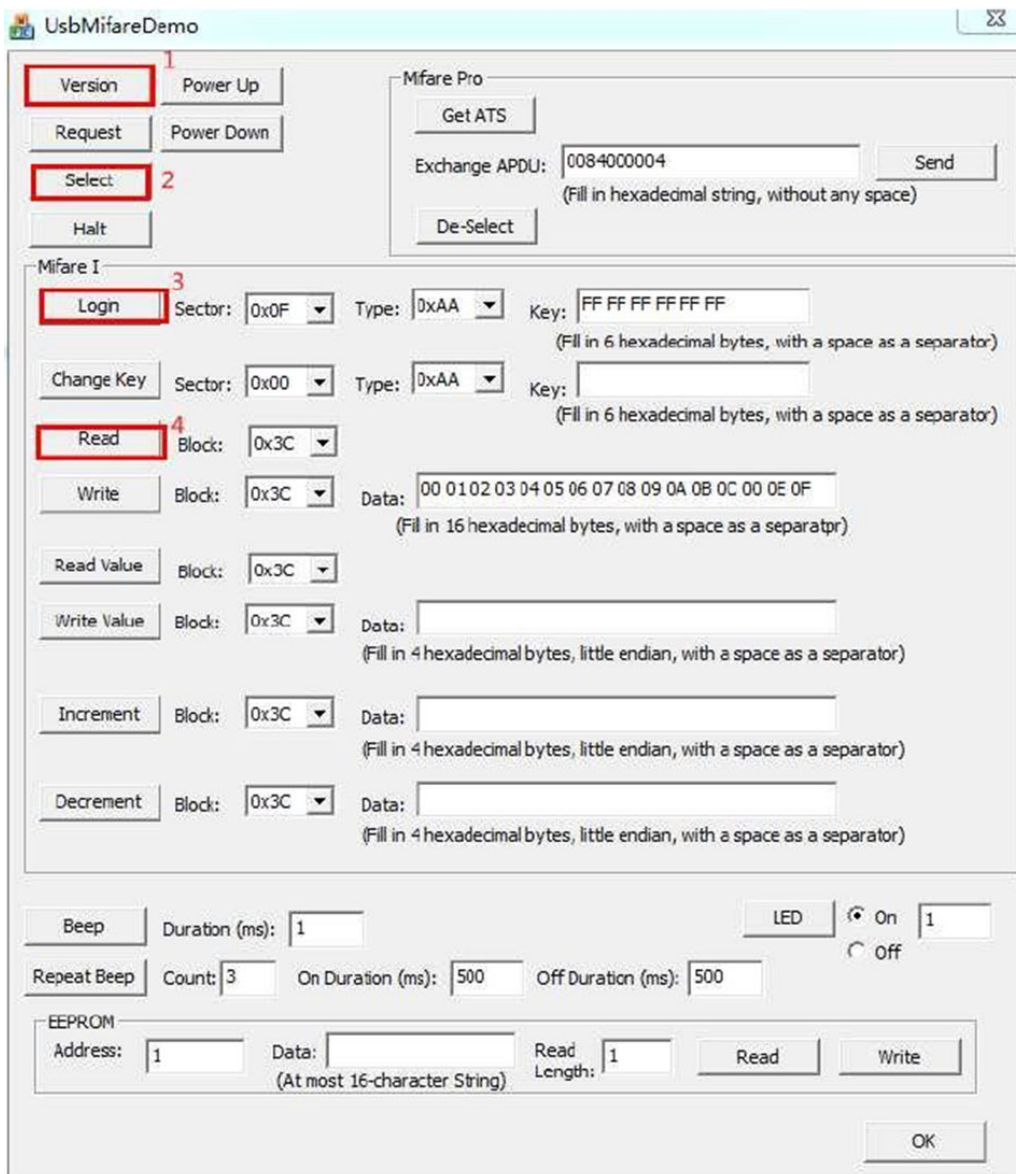
VII. RFID Driver Introduction

These instructions are intended for qualified technical service personnel.

A. Run the UsbMifareDemo program.



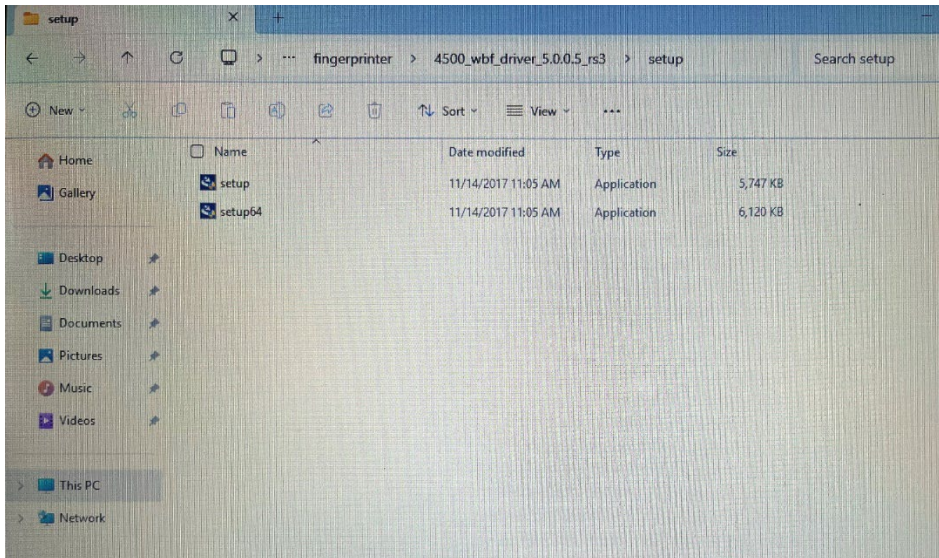
- B. Complete the set up in the following order:
- a. Click Version.
 - b. Click Select.
 - c. Click Login.
 - d. Click Read.
 - e. Click OK.



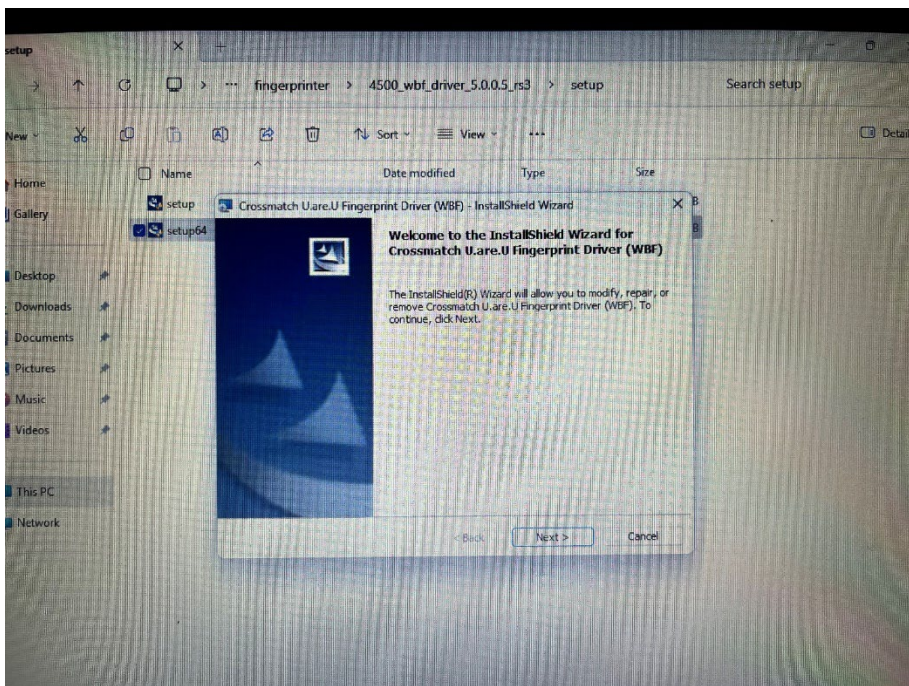
VIII. Fingerprint Reader Driver Introduction

These instructions are intended for qualified technical service personnel.

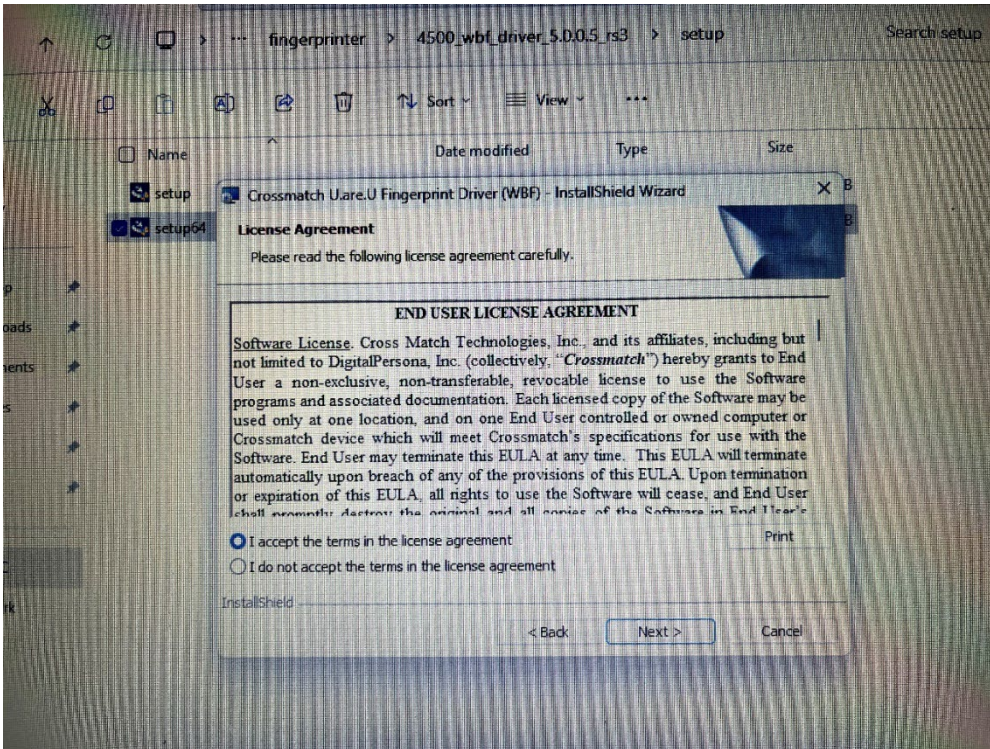
In this track, double click setup64



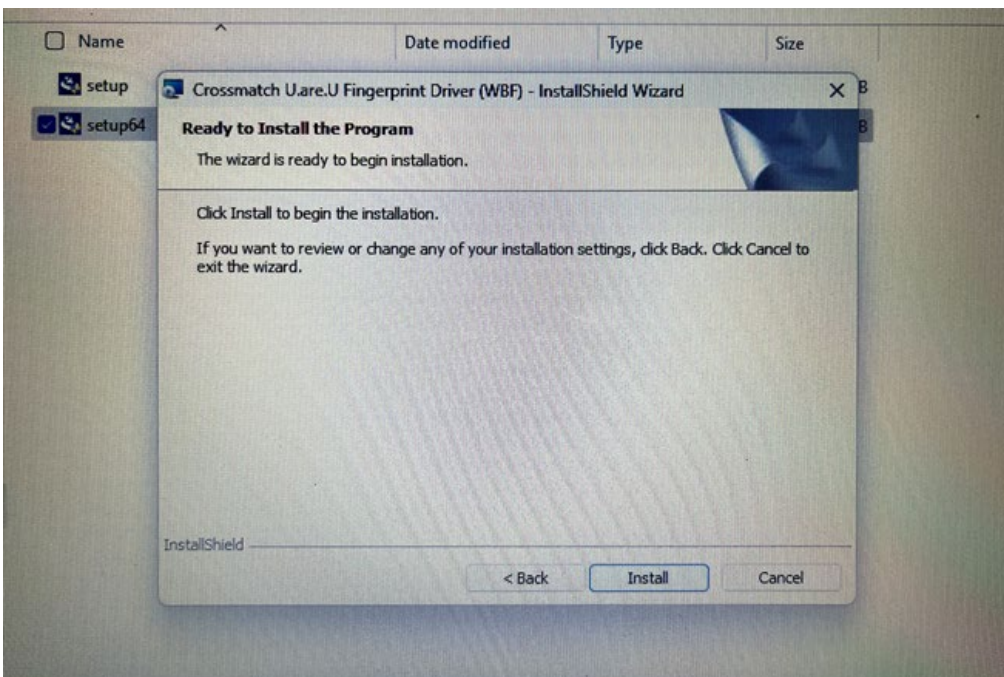
Choose “next”



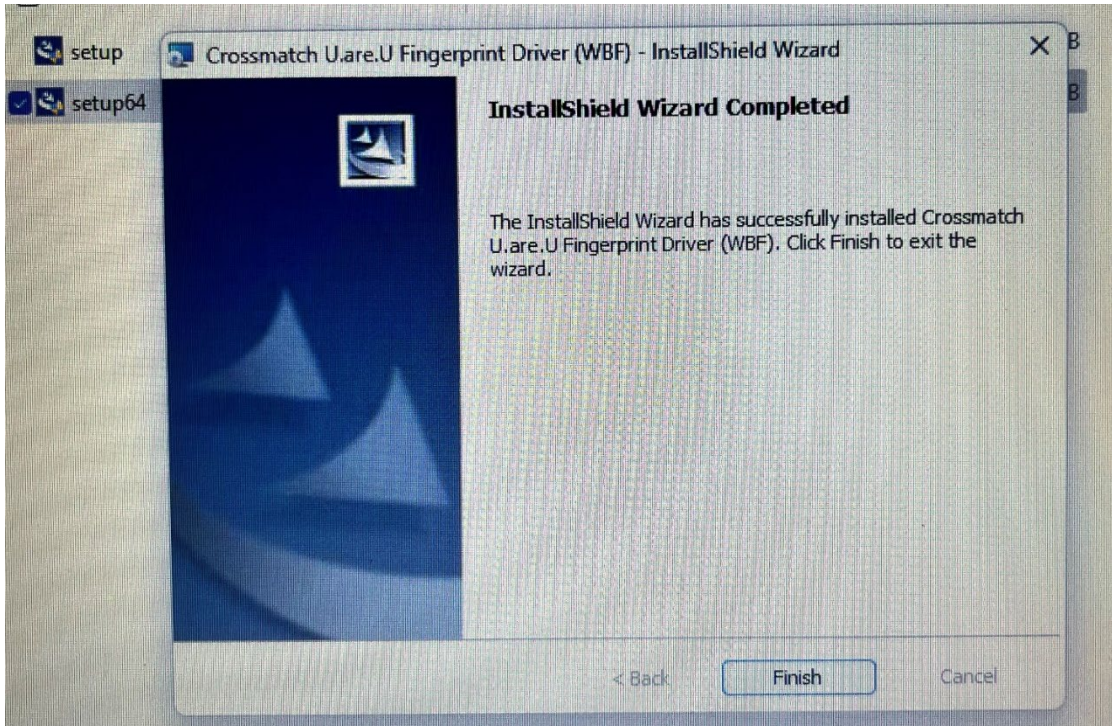
Choose “Next”



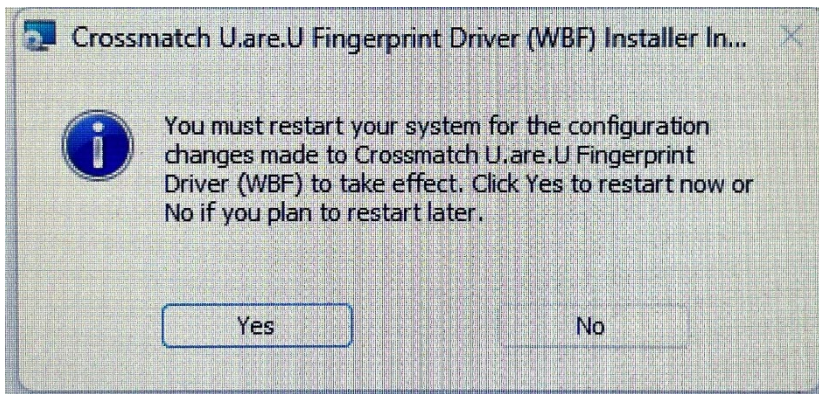
Choose “install”



Click Finish



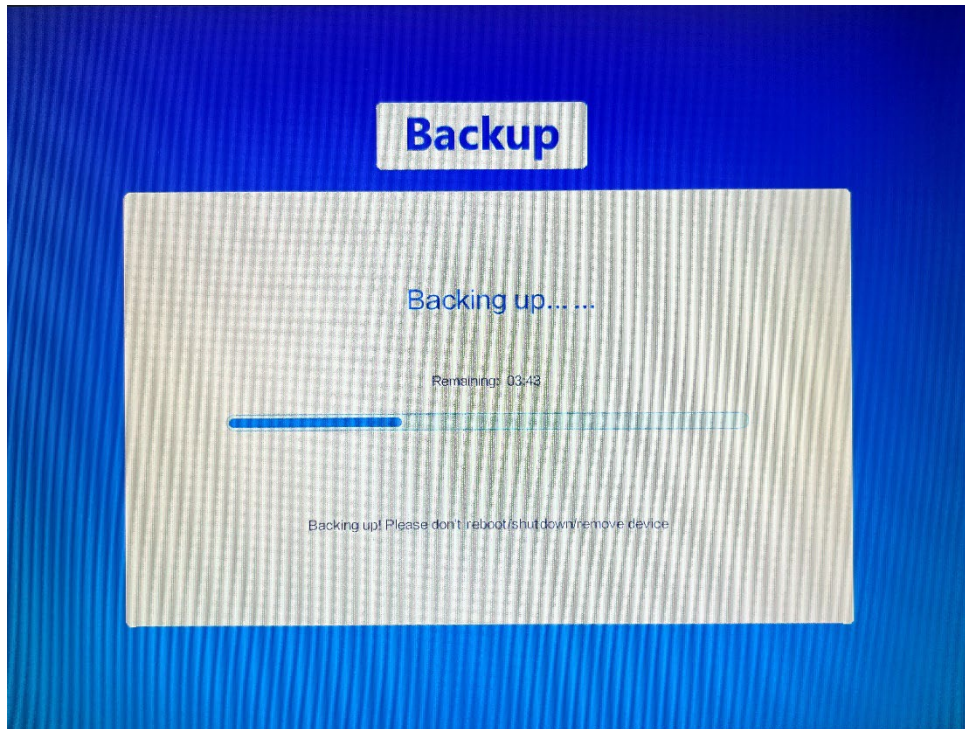
Choose Yes, and the system will restart



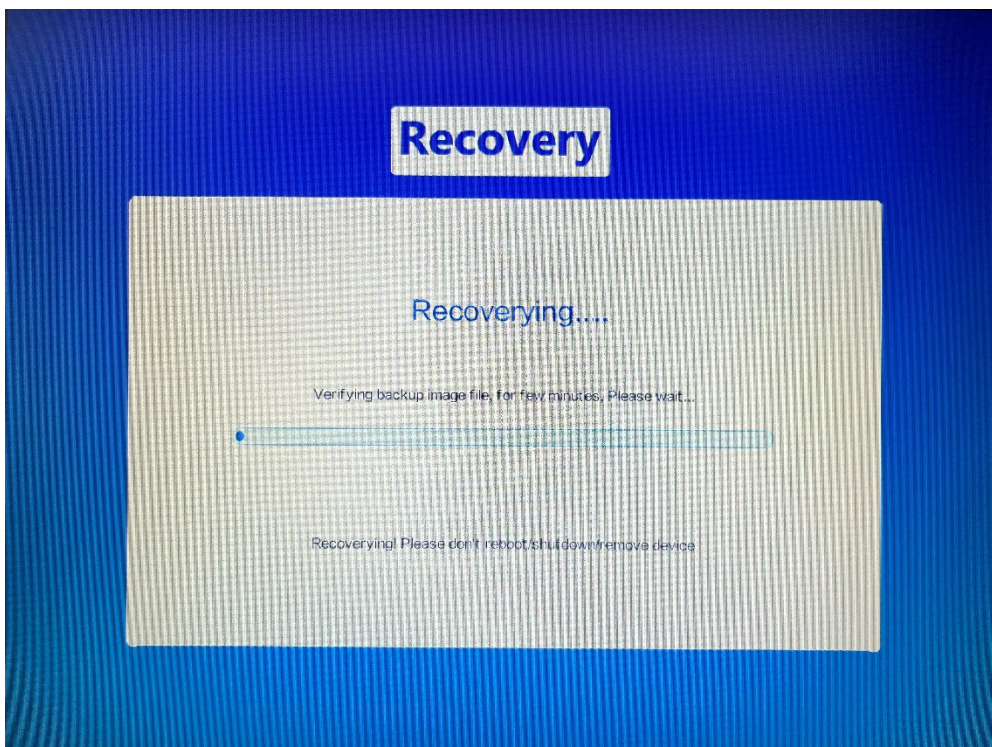
IX. Instructions for the one-key restore function

The one-key restore function includes system backup and system recovery. The detailed operations are as follows

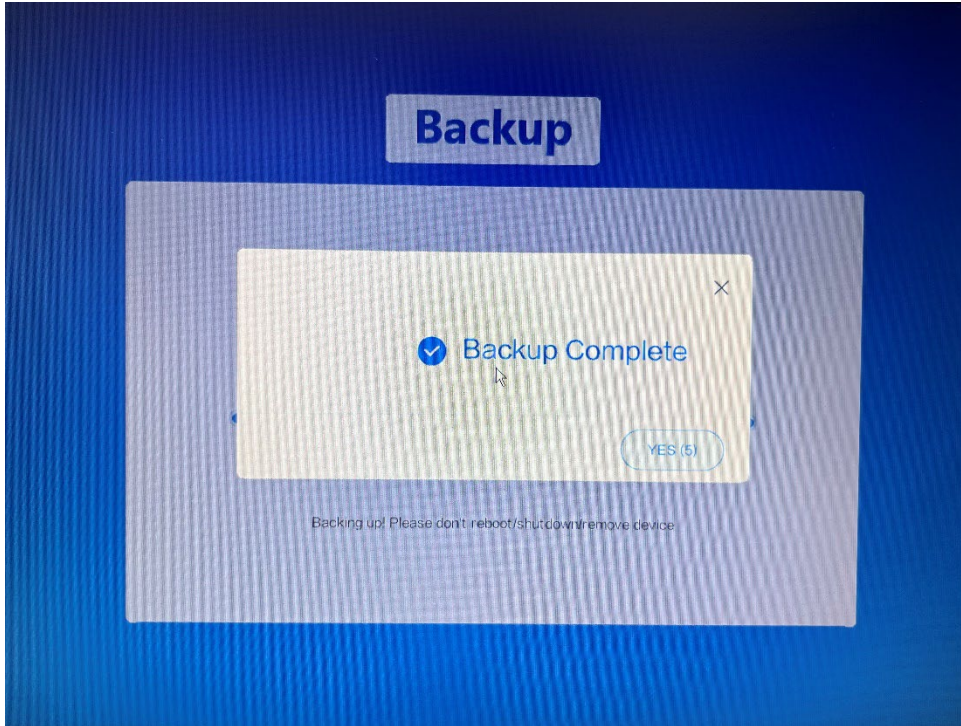
After starting the system, press ctrl key immediately and hit F3 key quickly to start the system backup function and automatically start the backup



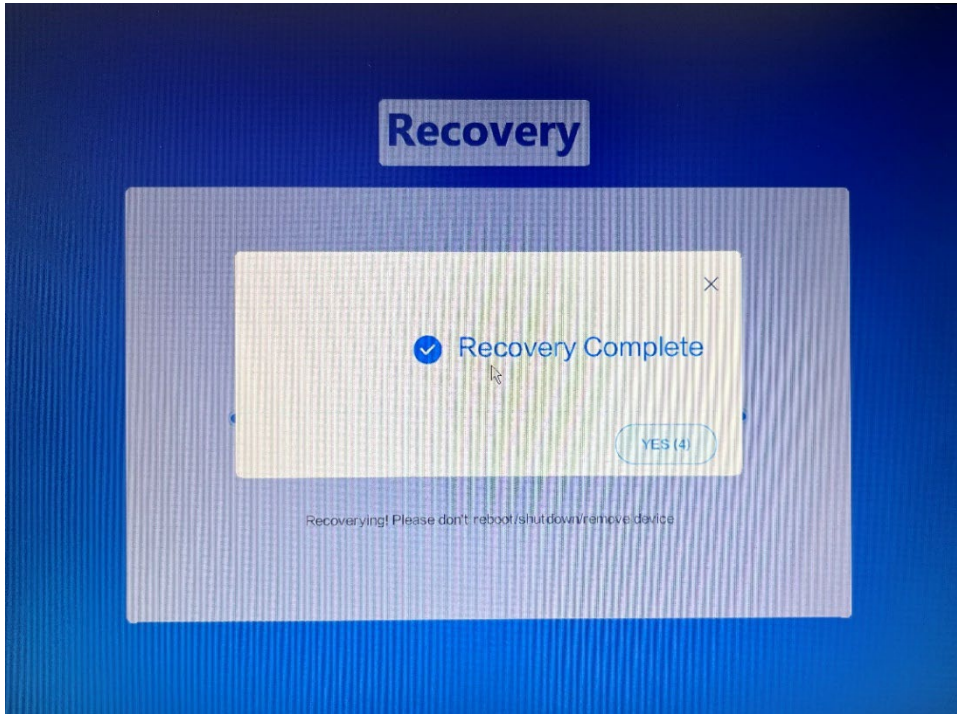
After the backup is complete, the system will automatically restart as shown in the following interface.



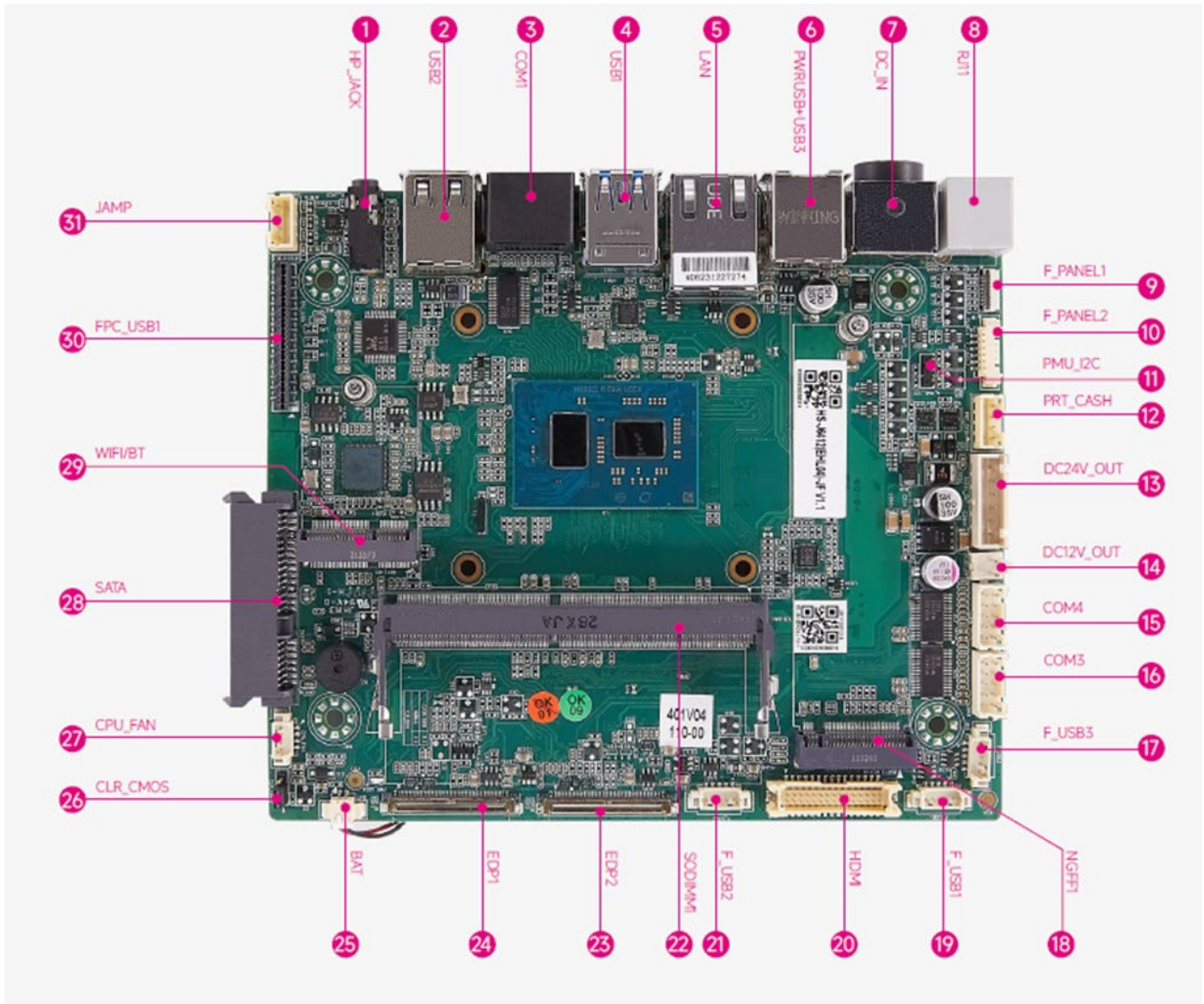
If you need to restore the system, press ctrl key and press F4 key immediately after starting up , then it can start the system recovery function and automatically start the restoration process at the same time



After the restoration is complete, the system will automatically restart as shown in the following picture



04/ Mainboard Interface Definition

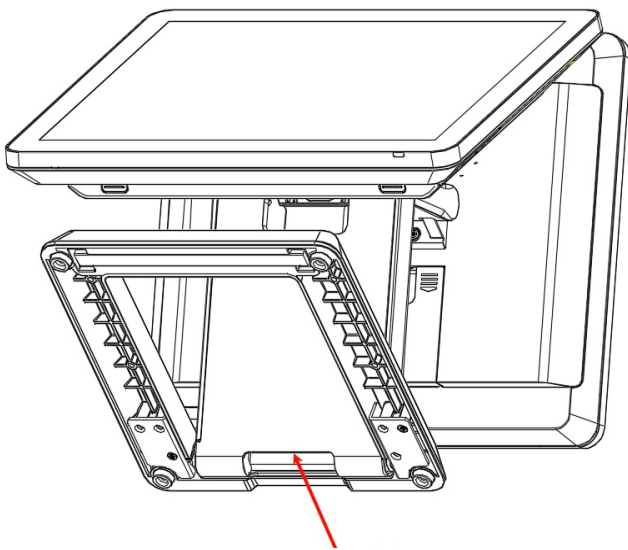


05/ Disassembly and Assembly

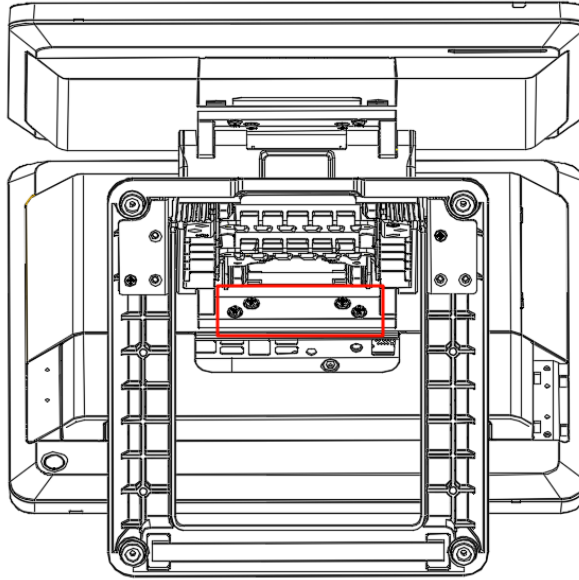
Instructions

I.The HOST disassembly

Remove the front shell of the base by lifting it vertically in the direction of the plane at the position of the gap shown in the figure



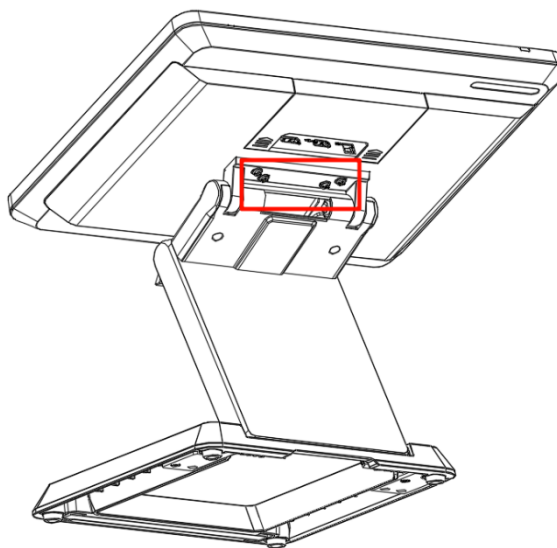
After the front shell of the base is removed, the four screws of the main engine are completely exposed. Adjust the Angle of the main engine screen upward, and remove the four screws shown in the figure (pay attention to unplug all wires before removal).



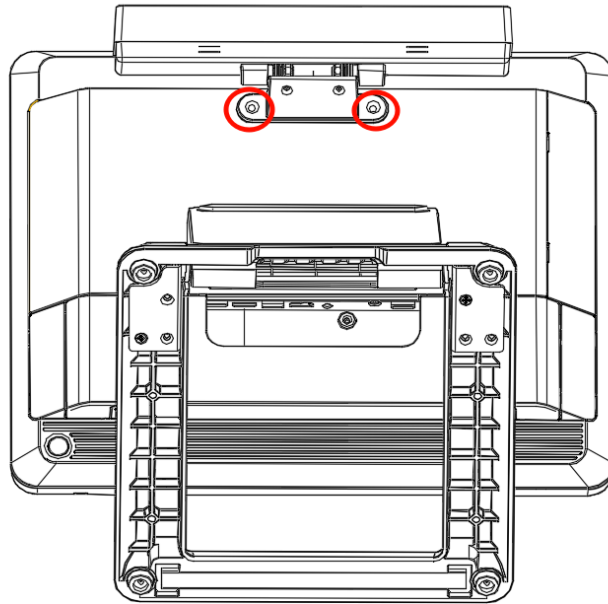
After the main screen is removed, adjust the Angle of the 15 "secondary screen upward, and remove the four screws shown in the diagram.

The method of removing the 10.4" secondary screen is the same as that of removing the 15 "secondary screen.

The following takes the 15 " secondary screen as an example

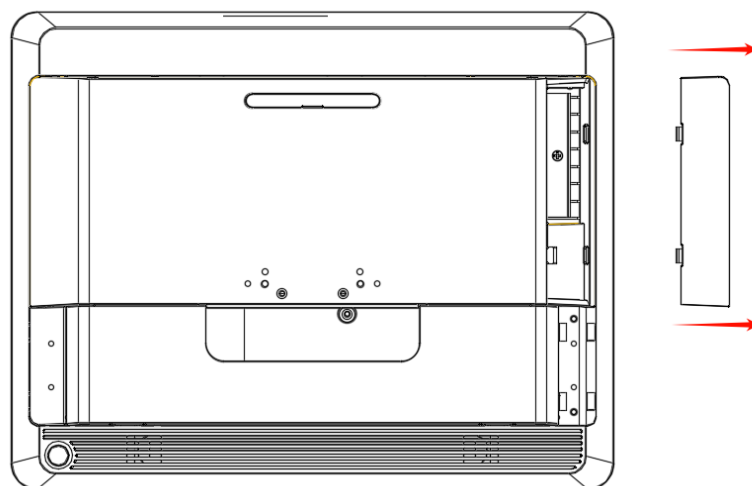


When the secondary screen is a VFD customer display module, remove the two countersunk screws shown in the following figure

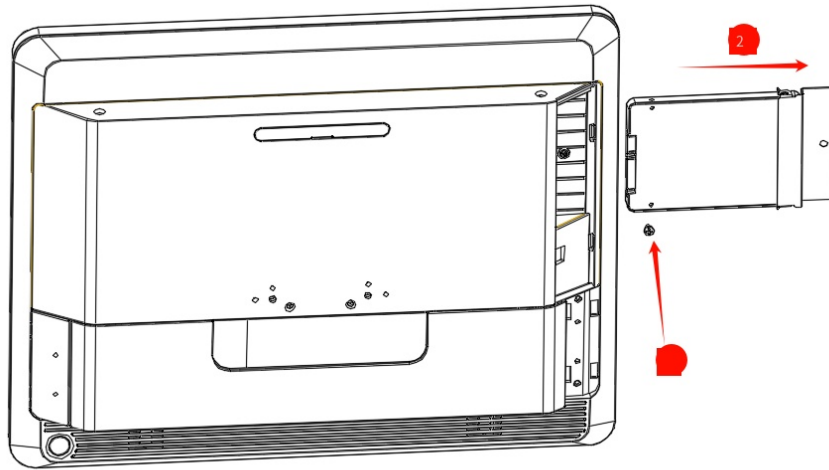


II.Remove and install the hard disk

Remove the expansion port cover and lift it along the grip of the hard drive port cover

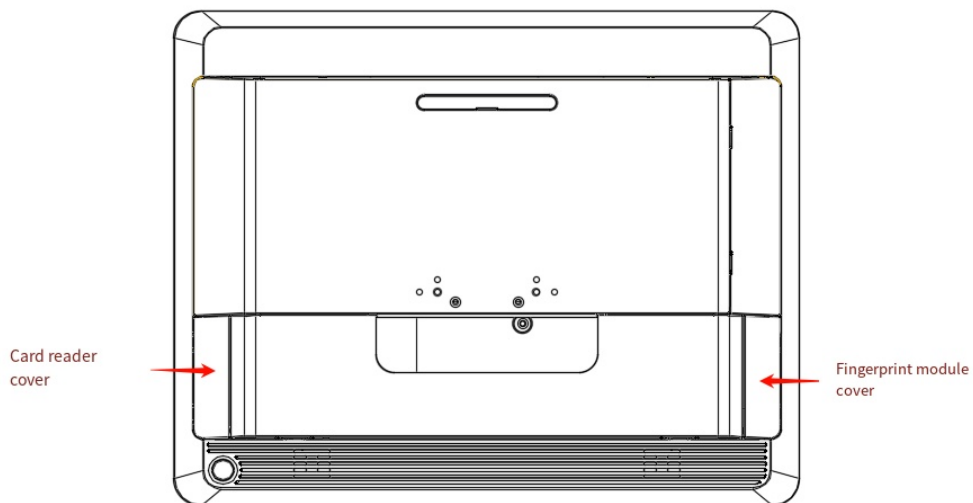


Remove the screws securing the hard drive using a screwdriver, and then pull the hard drive out in the direction shown

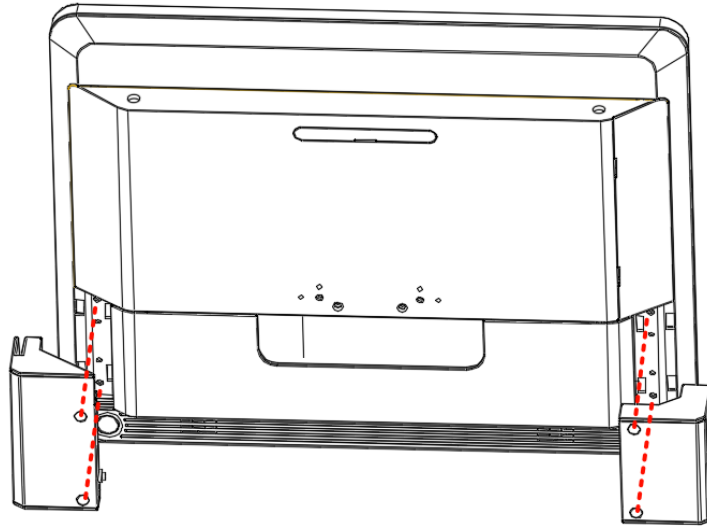


III. Peripheral mounting

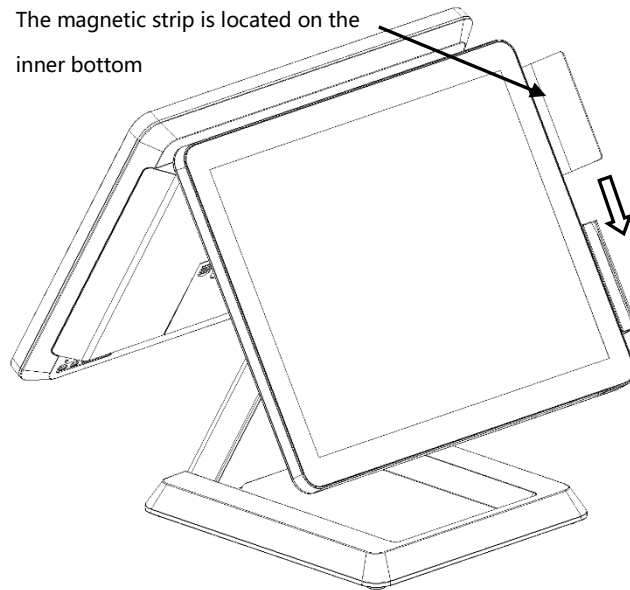
Card reader, fingerprint module installation, first remove the cover of the card reader, fingerprint module cover, along the buckle can be removed



As shown in the picture, fix the card reader and fingerprint module respectively with two M3*8 pan head screws, the other end connector is USB, and plug it directly into the host interface



The magnetic strip is located on the inner bottom



Card Swiping direction

06/ Peripherals Maintenance

Instructions

I. Troubleshooting Methods for Common Peripherals

(the machine is charged, and non-professional technicians are not allowed to disassemble it)

1) Observation method:

choose the content of observation according to the specific situation, judge the fault with eyes, ears, nose and other organs, and observe whether there are scorching, variant, abnormal sound, falling off and other phenomena;

The judgment follows the following principles:

From outside to inside: Surrounding environment--machine appearance--machine interior

From simple to complex: see, listen, smell; Measure or test.

2) Pull and plug method

Remove the suspected peripheral device after power off, wipe the interface or connector clean and then plug it in again, and ensure that it is in good contact;

3) This machine production inspection software detection

When determining the fault of the host interface or peripheral equipment, use QCHECK (production inspection software) in the main interface of win to test the function of the part to exclude the problem of peripheral equipment or cashier software;

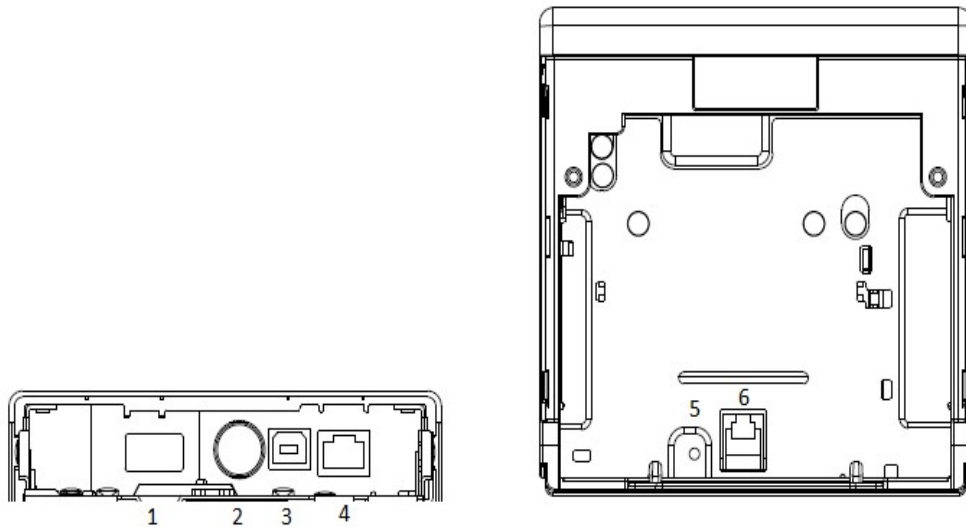
4) Replacement method (commonly used exclusion method)

Use the same function of the peripheral equipment to replace the parts that may be faulty, in

order to determine whether the fault phenomenon disappeared.

II. Printer

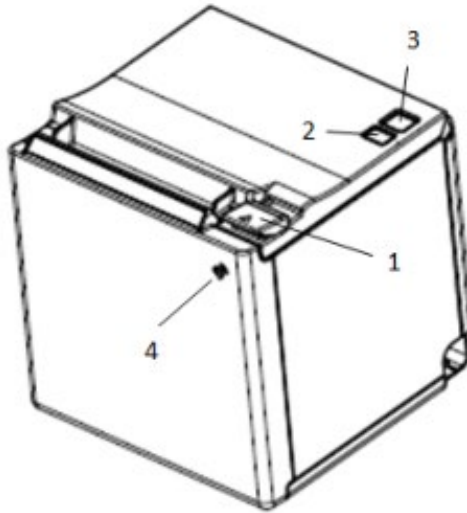
1) Printer interface connection



Serial	Features	Serial	Features
1	USB connector	2	Power
3	USB connector	4	Ethernet
5	Status sheet button	6	DK connector

- A. Connect the printer's power cable, data cable, etc. to the printer according to the actual needs;
- B. Connect the data cable of the printer to the corresponding interface of the whole machine;
- C. Press the cover opening rod, put the paper roll into printer, pull the paper roll head out of the paper output slot, and close the printer cover;

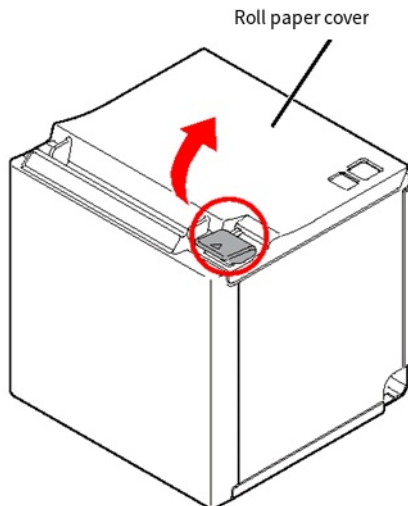
- D. Turn on the printer power switch, at this time the printer automatically cut off the excess paper (according to the software setting).



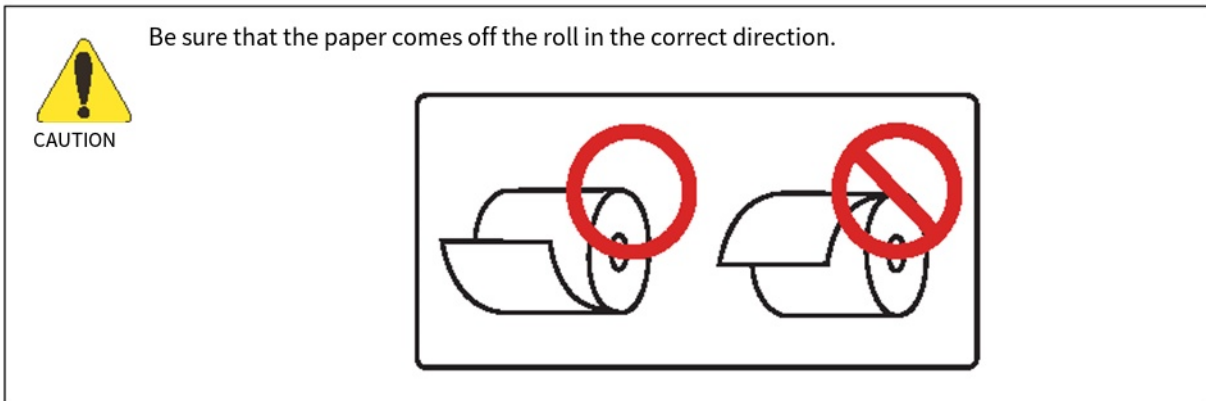
Number	Features	Number	Features
1	Open cover rod	2	Feed button
3	Power switch	4	NFC tags

2) Install paper instructions

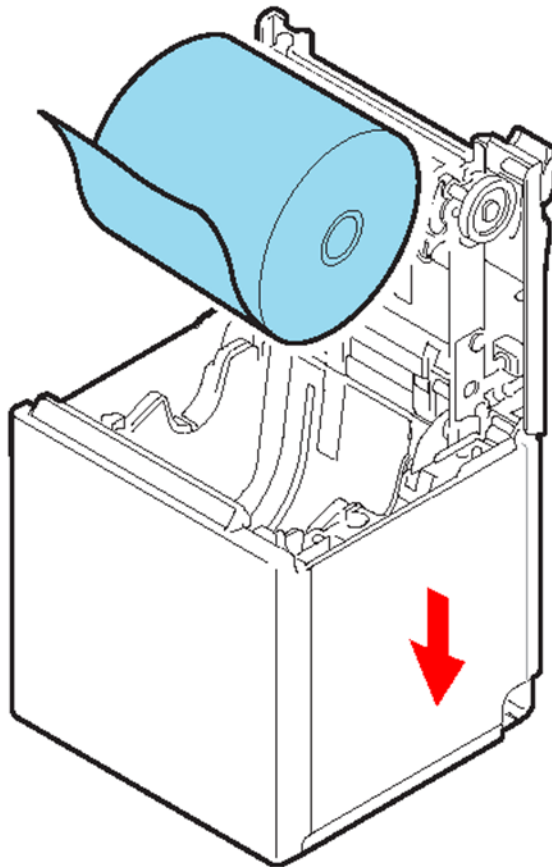
- A. Pull the cover open lever in the direction of the arrow and open the roll paper cover.



B. Remove the old roll paper core if any.



C. Drop in new roll paper in the correct direction.

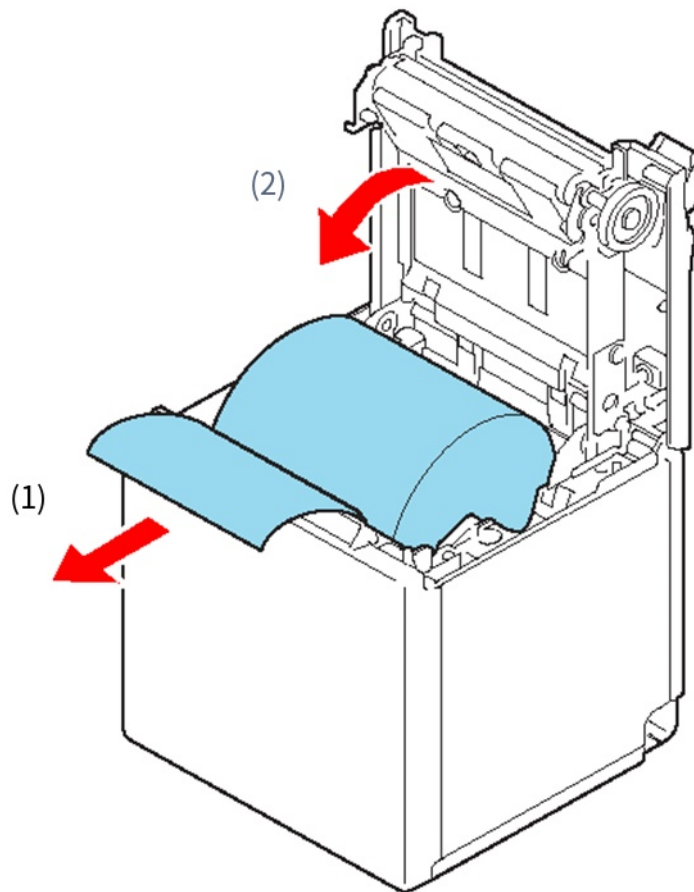


D. Pull out some of the paper from the roll toward the front of the printer and close the

roll paper cover.

The paper will be cut automatically when the printer is ON.

1) Instructions for changing the printer width



You can change the paper width from 80 to 58 mm by installing the included 58 - mm width paper guide plates. Follow the steps below to change the paper width.

A. Open the roll paper cover.

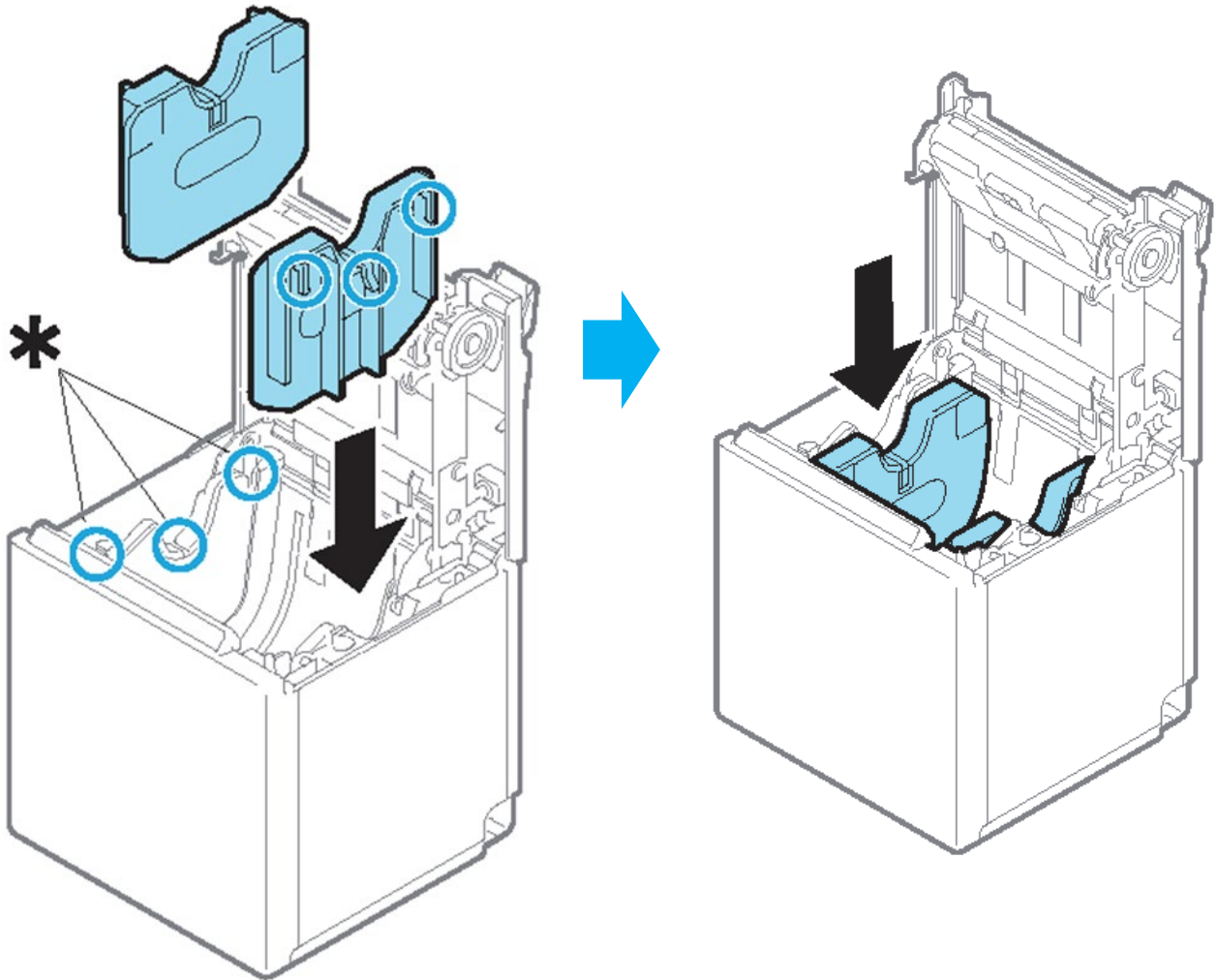


CAUTION

Once you change the paper width from 80 to 58 mm due to parts of the print head and the autocutter wearing out through contact with the platen, you cannot change it back to 80 mm.

- B. Align the three projections on the 58 - mm width paper guide plates with the rectangular holes in the printer, and then press them down.

2) Common faults and solutions



- A. Printer does not feed paper

Possible causes: paper jams, irregular cuts, cable problems, or printer power is abnormal.

Check method: Keep the cutouts of the receipt as neat as possible - clean up the paper jams
- printer indicator status - cable problems - printer power adapter.

- B. Print Garbled code

Possible causes: Misset printer or malfunctioning printer.

Check method: turn off the power, press the paper feed button and power button at the same time, then the printer will print the self-test page. Check whether the print self-test page setting is the corresponding to the cashier software. If not, set the same within the printer Settings. If printing is still abnormal, replace the printer.

C. Printer replacement

The printer is a separate accessory, please do not disassemble the machine after confirming the damage, and replace it (the connection socket can be taken pictures in advance).

III. Cash Drawer

1) Cash Drawer connection

The cash drawer is connected by the cash drawer line. According to the requirements, there are two ways to connect, one is connected to the printer cash drawer interface, and the other is connected to the host cash drawer interface.

2) Common faults and solutions

A. The cash drawer is stuck

Possible reason: Too much money leads to the deformation of the Cash Drawer.

Check method: Use a thin steel ruler to gently push the money down, then open the cash drawer - replace the cash drawer.

B. The Cash Drawer cannot be opened

Possible causes: software setup problems, insufficient Cash Drawer lubricant, connection cable problems, printer (if using a printer to drive the Cash Drawer), Cash Drawer or mainboard damage.

Check method: The key cannot be opened - detection software checks whether the cash drawer can be opened - re-plug the cable - cable problem - cash drawer printer (if a printer is used to drive the cash drawer) - mainboard (the mainboard drives the cash drawer).

IV. Keyboard

1) Keyboard connection

Use USB (or Type-c) cable to connect the keyboard directly to the USB port of the whole machine.

2) Common faults and solutions

A. Keyboard definitions are missing or invalid

Possible causes: Keyboard definition error, keyboard damage due to immersion, etc.

Check method: Run the keyboard definition software, read out the keyboard definition, and check whether the key definition is correct – make sure setting is correct, then program the keyboard key definition, shut down and restart, and test whether key definition is correct - keyboard – mainboard.

B. Keyboard key position failure

Possible reasons: keyboard definition error, keyboard key body damage.

Troubleshooting method: Run the keyboard definition software, redefine the faulty key value in other key positions, and continue to use it--replace the key body--keyboard

C. Emergency treatment after the Keyboard water ingress

Quickly unplug the keyboard cable, turn it over, and pour out as much liquid as possible.

Open the keyboard case screws and use a hair dryer against the surface of the circuit board

and key body to dry out the water. Install the screws and leave the keyboard for 24 hours (preferably in a ventilated area) before using.

V. Scanner (External Handheld)

1) Scanner (external handheld) connection

The scanner is directly connected to the USB port of the whole machine using a USB cable.

2) Common faults and solutions

A. Scanner cannot scan

Possible causes: software setup problems, connection cables, scanner, or damaged mainboard.

Troubleshooting method (can be directly plugged into the PC to use notepad for test) :

Is the scanner connected to the PC normally? - Is the connection cable re-plugged and unplugged? - Scanner - Mainboard

B. Scanner scan code is incorrect or garbled

Possible cause: Software setup issues.

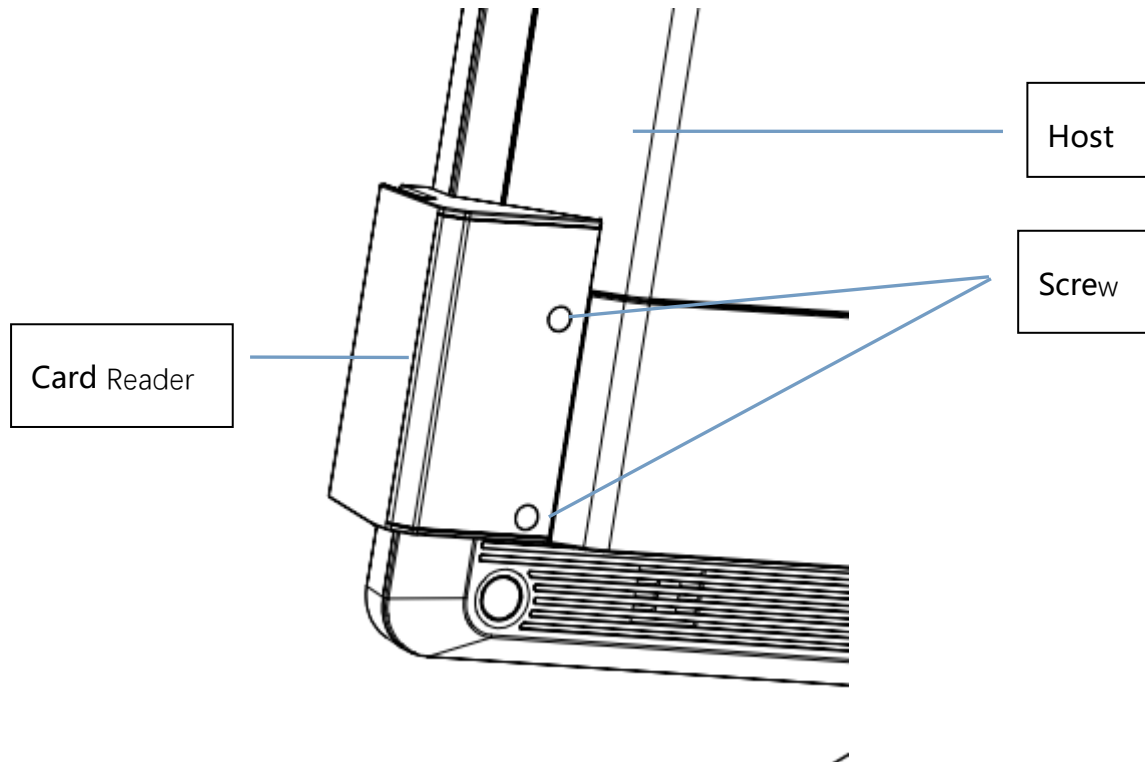
Troubleshooting methods:

Exit the cashier software, find the production inspection software, and check whether the scanner is scanning normally - cashier software settings - scanner gun.

VI. Card Reader

1) Card reader connection

A. Unscrew the two reader component screws shown below to separate the reader from the host;



- B. Invert the card reader, unplug the card reader connection cable and remove the card reader component.

2) Common faults and solutions

A. contactless card abnormal

Possible causes: software setup problems, cable or mainboard damage.

Troubleshooting method: The detection software verifies whether the fingerprint reader is normal--fingerprint module component--mainboard.

B. Abnormal magnetic stripe card detection

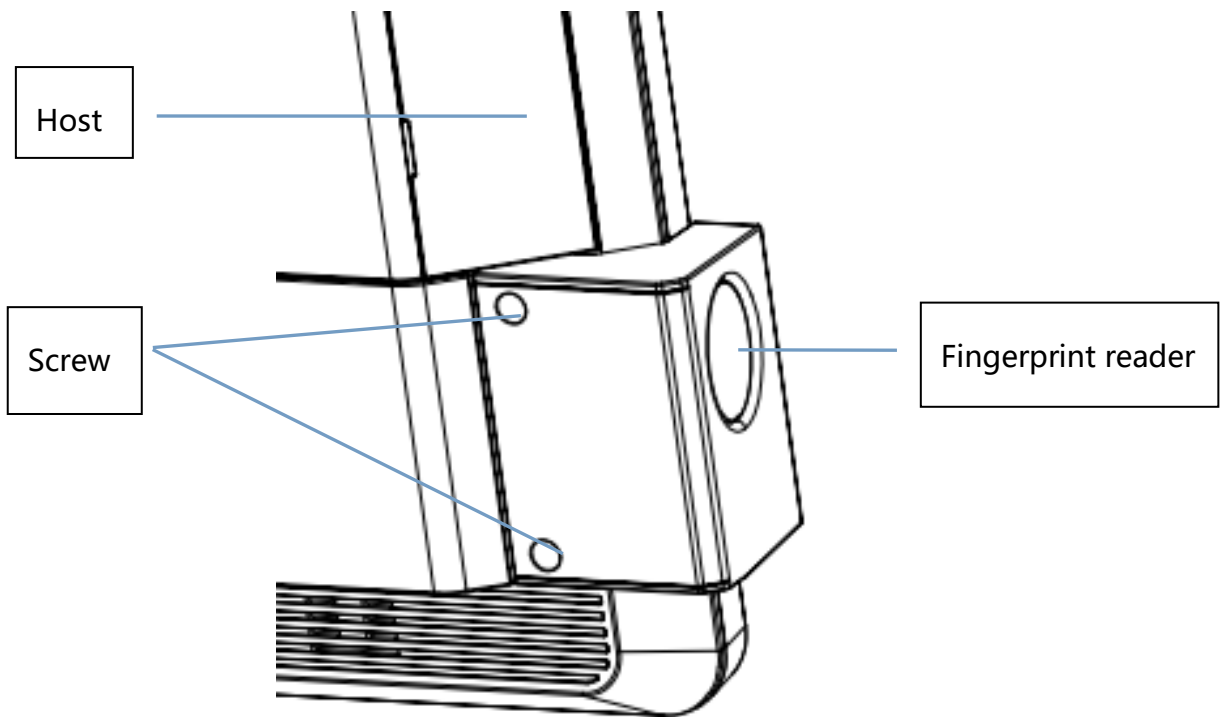
Possible causes: software setup problems, cable or mainboard damage.

Inspection method (excluding magnetic stripe card track and quality problems): Detection software checks whether the magnetic stripe card is normal - card reader component – mainboard.

VII. Fingerprint Reader Module

1) Fingerprint reader module connection

Unscrew the fingerprint reader module components in the following picture to separate the fingerprint reader module and the host;



2) Common faults and solutions

A. The fingerprint reader module does not recognize

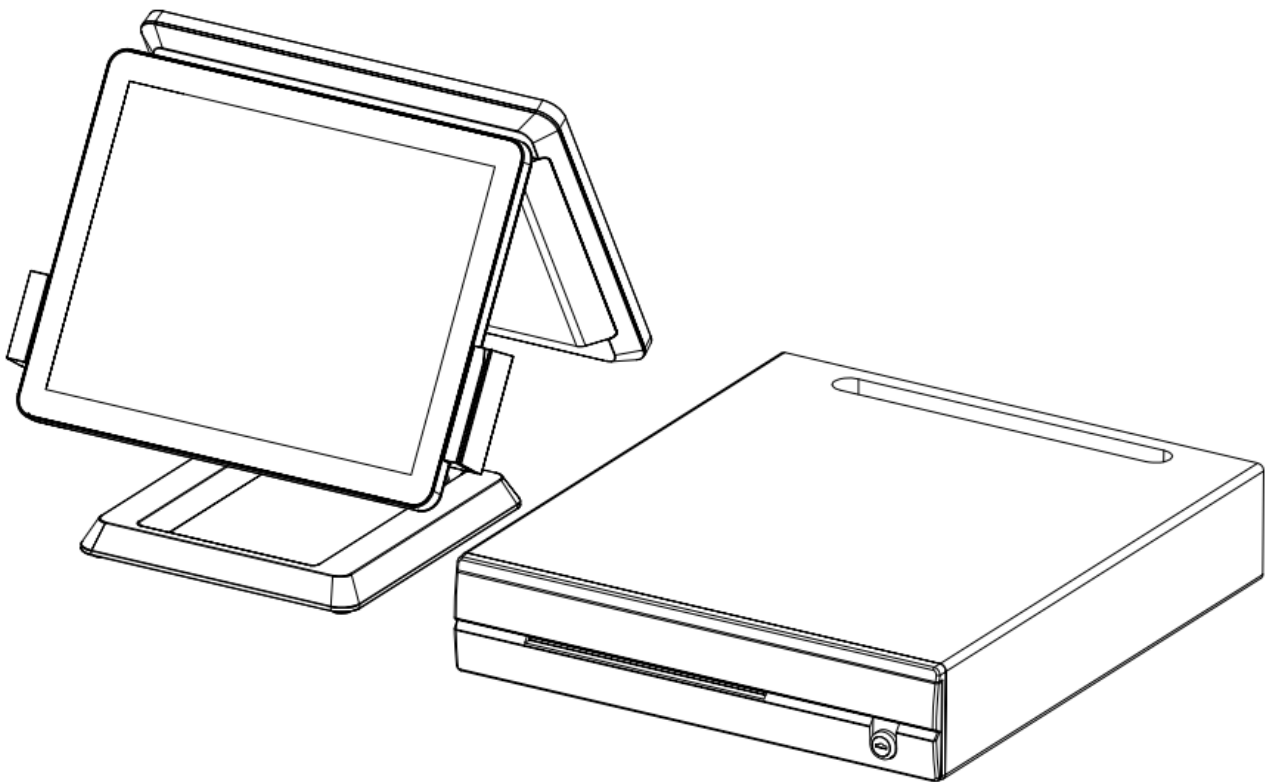
Possible causes: software setup issues, cable or mainboard damage.

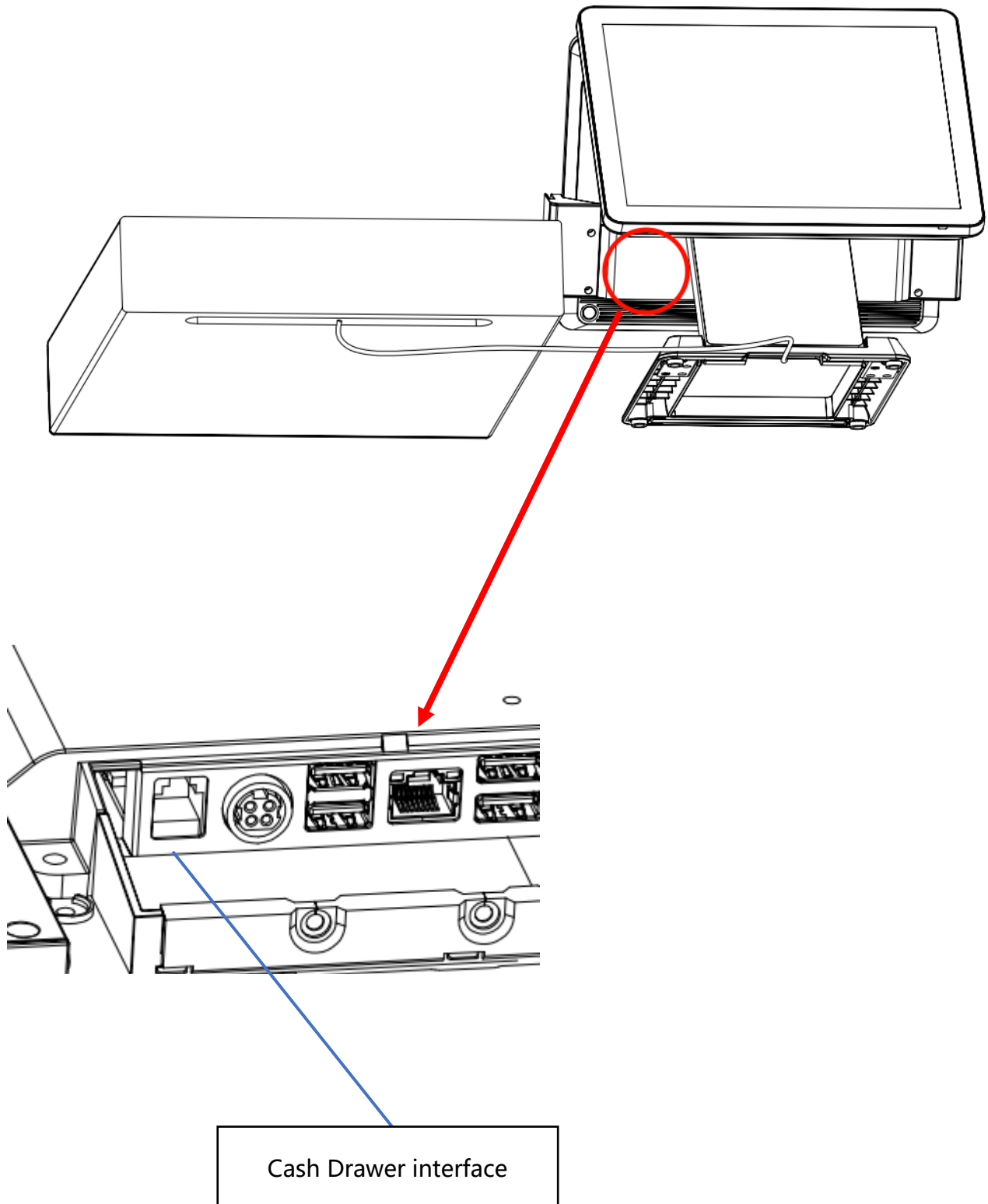
Troubleshooting method: The detection software verifies whether the fingerprint is normal-- fingerprint module component—mainboard

VIII. Cash Drawer

Cash Drawer connection

Connect cash drawer cable to cash drawer Port on host IO panel.





07/ Attention

- 1) The POS Device requires that the external power supply has a good grounding, the

grounding resistance is less than 0.1Ω , and the equipment needs to be connected to a grounded three-plug national standard socket. If the power supply is not grounded or poorly grounded, it may cause the shell to be charged, there are safety hazards for the operator, and affect the stable operation of the POS Device.

- 2) In the process of use, the three-hole power socket and UPS power supply that conform to the national standard with CCC certification must be adopted. The ground wire is well grounded, and the power supply voltage is stable. Confirm that the voltage provided by the socket is consistent with the voltage marked by the nameplate of the machine.
- 3) The machine should be used in a dry, ventilated, clean and avoid sunlight environment. Avoid blocking or covering the main engine vent, and require a certain opening of the air outlet channel.
- 4) This product is a grade A product and may cause radio interference in a living environment. In this case, it may be necessary for the user to take practical measures against its interference.
- 5) 5) Do not arbitrarily extend the cable, replace the parts, if necessary, please contact dealer or agents.
- 6) Do not plug in any live parts and peripherals of the POS Device in a live state. The connection cables between the components of the POS Device should be firmly inserted. If the plug has screws, tighten them.
- 7) The rear RJ11 interface of the main machine is connected to the cash drawer, which is not a communication port. Users can not use this port to dial up the Internet.
- 8) When the foreign USB drive is inserted, it is necessary to do antivirus processing first to

avoid the host infection virus.

- 9) Do not frequently switch the host power, frequent switch is easy to cause impact on the machine.
- 10) Do not spill any liquid, or fall into any object.
- 11) Do not press hard, exercise hard, shake and pound the POS Device.
- 12) If you accidentally spill liquid or drop debris, please immediately turn off and cut off the power, remove the battery, dry the liquid or remove debris, if remove the battery should be reset the CMOS.
- 13) If there is a security failure such as: smell, abnormal sound, leakage and other faults, you should immediately cut off the power supply, and contact our after-sales service or agents to deal with. When the POS Device is not in use, it should be turned off and the power should be cut off. When shutting down, do not directly cut off the main power supply, should first exit the application, turn off the host, and then cut off the main power supply, cover the dust cover.

08/ Product Parts Labeling Instructions

- 1) This product meets the environmental protection requirements of the Administrative Measures for the Restriction of Hazardous Substances in Electrical and Electronic Products.
- 2) In the environmental protection use period, in the process of consumer use will not

appear harmful substances leakage, precipitation and other problems affecting consumer health, you can rest assured that use.

3) Waste Recycling Tips

When this product is not needed or the product has terminated its life, please comply with the relevant laws and regulations of the national waste electrical and electronic products recycling and disposal, and hand it to the local manufacturer with the national recognized recycling and disposal qualification for recycling and disposal. The recycling manufacturer needs to reasonably dispose of the parts containing harmful substances, and is not allowed to dispose at will.

4) Environmentally friendly service life

The environmentally friendly service life of this product is 10 years.

Parts Name	Toxic or hazardous substance or element									
	PB	Hg	CD	Cr6+	PBB	PBDE	DIBP	BBP	DBP	DEHP
Mainboard	○	○	○	○	○	○	○	○	○	○
Memory	○	○	○	○	○	○	○	○	○	○
Hard drive	○	○	○	○	○	○	○	○	○	○
Power supply	○	○	○	○	○	○	○	○	○	○
Monitor	○	○	○	○	○	○	○	○	○	○
Customer Monitor	○	○	○	○	○	○	○	○	○	○
Keyboard	○	○	○	○	○	○	○	○	○	○
printer	○	○	○	○	○	○	○	○	○	○

CPU fan	O	O	O	O	O	O	O	O	O	O
Cable	O	O	O	O	O	O	O	O	O	O
Cash Drawer	O	O	O	O	O	O	O	O	O	O
Case	O	O	O	O	O	O	O	O	O	O
Package	O	O	O	O	O	O	O	O	O	O

* This standard format is prepared according to the provisions of SJ/T11364.

"O" means that the content of the toxic and hazardous substance in all homogeneous materials of the part is below the limit requirements stipulated in GB/T26572.

Note:

DIBP- Di Iso Butyl phthalate

BBP- Butyl Benzyl Phthalate

DBP- Dibutyl Phthalate

DEHP- Di 2-Ethyl Hexyl Phthalate

09/ Annex Details

Serial No.	Name	Unit	Quantity	Notes
1	Commercial POS Device	PCS	1	
2	Power adapter	PCS	1	
3	Power cord	PCS	1	

**NORTH AMERICA**

sales-us@shijigroup.com

Tel: +1 (404) 948-4001

EMEA

sales-eu@shijigroup.com

sales-uk@shijigroup.com

Tel: +49 89 716 718 510

LATAM

sales-latam@shijigroup.com

ASIA PACIFIC & MIDDLE EAST

sales-me@shijigroup.com

sales-ap@shijigroup.com

Tel: +65 6240 7400

CHINA

sales@shijigroup.com

Tel: +86 10 5932 5388 – 2

CANADA

sales-can.list@shijigroup.com



facebook.com/ShijiGroup



twitter.com/ShijiGroup



linkedin.com/company/shijigroup

Web site: www.shijigroup.com

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