

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

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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	НК5910
	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
Host	Printer	58mm thermal printer
	(optional)	80mm thermal printer
	Cash Drawer	Steel Cash Drawer
	(optional)	



Card Reader	MSR card reader+RFID card reader
(optional)	
Barcode scanner	Support 1D/2D scanning
(optional)	Support 12,22 Scalling

II. I/O Interface



III. Environment

	Categories	Instructions
	Voltage	AC 100~240V 50~60Hz bipolar band ground
	Operating temperature	0 $^{\circ}\mathrm{C}$ to 40 $^{\circ}\mathrm{C}$
Environment	Operating humidity	35% to 80%
	Storage temperature	-20 $^\circ$ C to 55 $^\circ$ C
	Storage humidity	20% to 93%



IV. Dimension



Single screen, length × width × height: 349mm*252mm*331mm; Main

screen flipping Angle 5~180°



15 "main screen +15" secondary screen, length × width × 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 \times width \times 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 \times width \times 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

Main Advanced Chipset PC Health	Aptio Setup - AMI Security Boot Save & Ex:	it
BIOS Information BIOS Vendor Vendor Product Name BIOS Version Build Date and Time Serial Number	American Megatrends Shiji Inc Shiji Workstation HK5910 MEHL0401.V69 07/25/2023 10:19:00 SN123456789	
Processor Information Intel(R) Celeron(R) J6412 @ 2.00GHz Speed ID Stepping Number of Processors Microcode Revision GT Info	2000 MHz 0x90661 B0 4Core(s) / 4Thread(s) 11 GT2 (0x4555)	++: Select Screen 1↓: Select Item Enter: Select +/-: Change Opt.
IGFX GOP Version Memory RC Version Total Memory Memory Frequency	18.0.1034 0.0.4.102 4096 MB 3200 MTPS	F1: General Help F9: Optimized Defaults F10: Save & Exit ESC: Exit
ME FW Version ME Firmware SKU PMC FW Version	15.40.10.2252 Consumer SKU 154.1.10.1021	

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



Aptio Setup - AMI Main Advanced Chipset PC Health Security Boot Save & Exit		
 CPU Configuration Power & Performance S5 Charging Configuration Trusted Computing ACPI Settings Watch Dog Management Super IO Configuration USB Configuration NVMe Configuration SATA Configuration Power Management Features 		CPU Configuration Parameters
		++: Select Screen 11: Select Item Enter: Select +/-: Change Opt. F1: General Help F9: Optimized Defaults F10: Save & Exit ESC: Exit

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

Advanced Aptio Se	tup - AHI
Super IO Configuration Sector Fort 1 Configuration Sector Port 2 Configuration Sector Port 3 Configuration Sector Port 4 Configuration	Set Parameters of Serial Port 1 (COMA)
	<pre>#*: Select Screen f1: Select Item Enter: Select +/-: Change Opt. F1: General Help F9: Optimized Defaults F10: Save & Exit ESC: Exit</pre>
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Advanced	Aptio Setup – AMI	
Serial Port 3 Configuration Serial Port Device Settings Change Settings COM Port 3 Power	[Enabled] IO=3E8h; IRQ=7; [Auto] [R1]	Select 5V or 12V for the COM Port
	COM Port 3 Power - RI 5V 12V	++: Select Screen 14: Select Item Enter: Select +/-: Change Opt. F1: General Help F9: Optimized Defaults F10: Save & Exit ESC: Exit

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

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

Restore From AC Power Loss [Power Off] Specify what st when power is r a power failure Hake Up on Alarm [Disabled] a power failure LAN Wakeup support [Disabled] Select Screeter Power Off Power Off Select Screeter Power Off Select Iter Select Iter For State Select Screeter Select Screeter Select Iter Select Screeter Select Screeter Select Screeter Select Screeter Select Screeter Se	Advanced	Aptio Setup - AMI	
Restore From AC Power Loss Power Off Power On Last State Fi General Hel F9: Optimized I F10: Save & Ex: ESC: Exit	Restore From AC Power Loss Wake Up on Alarm LAN Wakeup support	(Power Off) [Disabled] [Disabled]	Specify what state to go to when power is re-applied after a power failure (G3 state).
		Restore From AC Power O Power Off Power On Last State	Select Screen Select Item er: Select +/-: Change Opt. F1: General Help F9: Optimized Defaults F10: Save & Exit ESC: Exit

D. Security



Aptio Setup - AMI Main Advanced Chipset PC Health <mark>Security</mark> Boot Save & Exit		
 Password Description If ONLY the Administrator's password is set, then this only limits access to Setup and is only asked for when entering Setup. If ONLY the User's password is set, then this is a power on password and must be entered to boot or enter Setup. In Setup the User will have Administrator rights. The password length must be in the following range: Minimum length 3 Maximum length 3 Maximum length 3 Secure Boot 	Secure Boot configuration **: Select Screen fl: Select Item Enter: Select +/-: Change Opt. F1: General Help F9: Optimized Defaults F10: Save & Exit ESC: Exit	
Version 2.21.1278 Copyr.	ight (C) 2023 AMI	

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



Main Advanced Chipset Security	Aptio Setup - AMI Boot Save & Exit	
BIOS Information BIOS Version Build Date and Time Vendor Name Product Serial Number	S724A020J-HX 10/13/2023 14:50:02 Shiji Inc Shiji Workstation HK5620 HSTGL1115G4EXBV202211000 8	Set the Date. Use Tab to switch between Date elements. Default Ranges: Year: 1998-9999 Months: 1-12 Days: Dependent on month Range of Years may vary.
System Date System Time Access Level 9826040	[Wed 05/10/2023] [04:29:42] Administrator	<pre>++: Select Screen 11: Select Item Enter: Select +/-: Change Opt. F1: General Help F2: Previous Values F9: Optimized Defaults F10: Save & Exit F12: Print Screen ESC: Exit</pre>

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

EPSON Advanced F	rinter Driver Ver.5	×
License Agreement		I.
Please read the License License Agreement, and	Agreement carefully. Click [Agree] to accept then click "Install". Otherwise, click "Back".	t the terms and conditions of this
EPSON END USER SOF	TWARE LICENSE AGREEMENT	^
NOTICE TO USER: PLE THIS PRODUCT. IF YO DOCUMENT APPLY TO LIMITS YOUR ABILITY RIGHT TO PARTICIPAT AN "OPT-OUT" IS AVAI THE ARBITRATION AN This is a legal agreeme as "you") and Seiko Ep programs, including an	ASE READ THIS AGREEMENT CAREFULLY BE J ARE LOCATED IN THE UNITED STATES, SE YOU. SECTION 22 CONTAINS A BINDING AR TO SEEK RELIEF IN A COURT BEFORE A JUD E IN CLASS ACTIONS OR CLASS ARBITRATI LABLE UNDER SECTION 22.7 FOR THOSE WI O CLASS WAIVER. ht ("Agreement") between you (an individual son Corporation (including its affiliates, "Epso y related documentation, firmware, or updat	FORE INSTALLING OR USING CCTIONS 19-23 OF THIS BITRATION PROVISION THAT GE OR JURY, AND WAIVES YOUR ONS FOR CERTAIN DISPUTES. HO WISH TO BE EXCLUDED FROM or entity, referred to hereinafter on") for the enclosed software tes (collectively referred to
	Agree	
		Back Install

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



Mouth

EPSON Advanced Printer Driver Ver.5

Printer Registration

The printer is ready for registration. Connect the printer to your computer and turn the printer power on.

Click "Next" to register the printer.

	Next>
	and the second

E. Here, you can modify the printer's name, port type, and whether to set it as the default

printer. Then click "Save Settings".

e						
Select Printer						
lame	Mode	21		Status		
<new printer=""></new>						
Printer	3. Communicat	ion Settings		4. Apply		
EPSON TM-m30 Receipt5	 Port Type 	USB	~	Set as Default Printer		
lame Receipt5	Port	Auto setup	~		ware to	
EPSON TM-m30 Receipt				Save Se	ettings	
				Сору	Delete	ļ.
				Test Print		
Attention: When connecting the custome	r			5.Complete		
tion loss to the existence of extended TOCOM						

F. If want to print a test page, click "Yes".



le	Pinter	
Select Printer		
Name <new printer=""></new>	Model	Status
EPSON TM-m30 Receipt	EPSON TM-m30 Receipt5	Installed
2. Printer Model EPSON TM-m30 Receipt5 Name EPSON TM-m30 Receipt	PrinterReg × Printer settings successfully saved. Do you want to perform a test print? Yes No	4. Apply ☑ Set as Default Printer Save Settings
		Copy Delete
		Test Print
Attention: When connecting the customer display to		5. Complete

VI. MSR Driver Introduction

These instructions are intended for qualified technical service personnel.

- A. Use the setup utility ¹⁵/_{setup} 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

Available Produc C216AU	review	Country Layout	
	C D6929		



D. Click the MSR card icon

🚝 C216AU - Untitled File Keyboard Diagnostic Language Help			×
🖆 🖬 🐚 💣 🎾 🛷 📗 💻 🔤	8		-
Ready Memory Left: 3224 E	Bytes —	NI	JM

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.

	1	-Mfare Dro
Version	Power Up	Philip Phil
Request	Power Down	Get ATS
Select	2	Exchange APDU: 0084000004 Send
Halt		De-Select
Aifare I	2	
Login	Sector: 0x0F	Type: DxAA Key: FF FF FF FF FF
		(Fill in 6 hexadecimal bytes, with a space as a separato
Change Key	Sector: 0x00	Type: DxAA Key:
Pord	4.	(Fill in 6 hexadecimal bytes, with a space as a separato
Redu	Block: 0x3C	
Write	Block: 0x3C	Data: 00 0102 03 04 05 06 07 08 09 0A 0B 0C 00 0E 0F
		(Fil in 16 hexadecimal bytes, with a space as a separatpr)
Read Value	Block: 0x3C	-
Write Value	Block: 0x3C	T Patri
10000 August]	(Fill in 4 hexadecimal bytes, little endian, with a space as a separator)
Increment	Block: 0x3C	▼ Data:
	-	(Fill in 4 hexadecimal bytes, little endian, with a space as a separator)
Demonst		a
Decrement	Block: Juxac	
		(Fill in A nexadecimal bytes, life endian, with a space as a separator)
Been	Duration (ma):	LED 0 1
beep	Duradon (ins): 11	C off
epeat Beep	Count: 3 O	n Duration (ms): 500 Off Duration (ms): 500
server recommendation		
EEPROM		
EEPROM Address:	1 Data (Atr	nost 16-character String) Read Length: Read Write Write



VIII. Fingerprint Reader Reader Driver Introduction

These instructions are intended for qualified technical service personnel.

In this track, double click steup64



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

Backup
Backing up
Remaining: 03:43
Backing up! Please don't reboot/shutdown/remove device

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

Recovery
Recoverying
Verifying backup image file, for fex minutes, Please wat
Recoveryingi Please don't rebobt/shuidown/remove device

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





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.



с. отор игнем топ рарег игне соттест опесноп.



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.



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.
- 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

- 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.
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Parts	Toxic or hazardous substance or element									
Name	PB	Hg	CD	Cr6+	PBB	PBDE	DIBP	BBP	DBP	DEHP
Mainboard	0	0	0	0	0	0	0	0	0	0
Memory	0	0	0	0	0	0	0	0	0	0
Hard drive	0	0	0	0	0	0	0	0	0	0
Power supply	0	0	0	0	0	0	0	0	0	0
Monitor	0	0	0	0	0	0	0	0	0	0
Customer Monitor	0	0	0	0	0	0	0	0	0	0
Keyboard	0	0	0	0	0	0	0	0	0	0
printer	0	0	0	0	0	0	0	0	0	0



CPU fan	0	0	0	0	0	0	0	0	0	0
Cable	0	0	0	0	0	0	0	0	0	0
Cash Drawer	0	0	0	0	0	0	0	0	0	0
Case	0	0	0	0	0	0	0	0	0	0
Package	0	0	0	0	0	0	0	0	0	0

* 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	





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