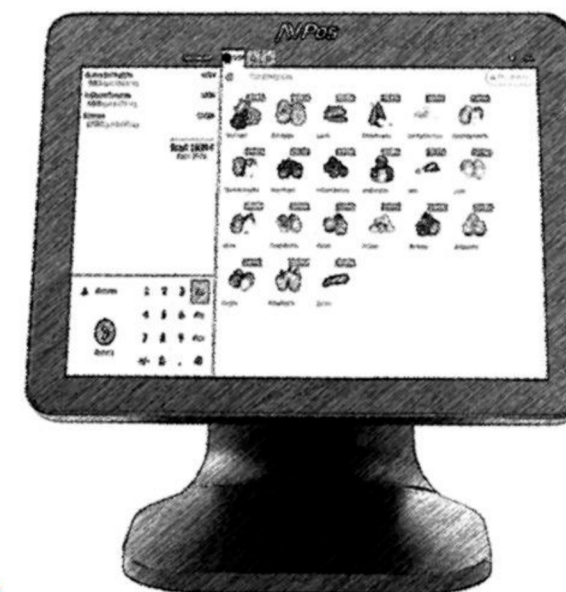# POS TERMINAL
USER MANUAL

AVPos

AVPos

Dear users:

Thank you for purchasing our company's intelligent touch and cash register integrated machine, in order to make you master the use of this product as soon as possible, we specially prepared this note for you the book, from which you can get the company's smart touch the cash register machine products important note, installation process, size and parameters, operating methods, how to maintain and maintain knowledge, we recommend that you read carefully before using this product, which will help you better use this product.

We will do our utmost to ensure that the information provided in this book is correct and reliable. If there is any omission, we would like to thank you for your correction. In order to improve the overall performance and reliability of this product, the hardware of the product may be improved and upgraded, which leads to the difference between the content and the object, please prevail in kind, but this will not materially affect your use of this product, please be able to understand!

Thank you for your cooperation!

Descubre más productos AVPos

Terminales Punto de Venta

Escáneres, comanderos y PDAs

Impresoras térmicas de tickets y etiquetas

Cajones portamonedas

Monética

Más información acerca de este producto, certificados y declaraciones en la web **www.avpos.es**

AVPos
www.avpos.es

AVPos
www.avpos.es

Motherboard parameter

System	Ready for Windows 7/10
Processor	Default Intel Celeron 1900
Memory	Default 4G DDR3
Hard Disk	Default 64G SSD
Networks	1000M Adaptive network card
The graphics card	Integrated core graphics card
Chipset	Intel embedded chip
Sound	Integrated audio chip

Display/touch parameters

Resolution ratio	The main 15 "1024 * 768
Proportion	Main screen 4:3
Display	Industrial LED display
Touch screen	Capacitive touch screen
The times of touch	Capacitive touch frequency >>=5000

Other parameters

Power supply	Ac180-240v, 12V special external power supply
Power consumption	38w-50w
Temperature/The work environment	-10 ℃-60℃
Transport/storage environment	-20℃-60℃
Temperature /The work environment	45%-65%
Transport/storage environment	40%-70%
Warranty	The whole machine enjoys 3 years warranty service

MAINTENANCE AND MAINTENANCE

In order to ensure the normal operation of the cash register, reduce the failure rate, regulating the cashier operation, equipment maintenance, is conducive to extend the using time of equipment, the following POS cash register for maintenance and maintenance simple introduction:

- Choose flat and vibration-free tabletop placement machine；
- Power off, at least 1 minute after the boot, you can not switch on and off frequently;
- Please keep POS cash registers away from strong magnetic fields；
- Long time without the machine off the power；
- Avoid direct sunlight, little temperature change, place the machine away from the dust of the water source;
- Poor quality power grids should be equipped with regulated power supply;
- Caution always check the connection of each wiring contact is loose ；
- A variety of cables can not be open air, do not let heavy pressure, to maintain the continuity of wiring;
- Avoid using in over-temperature or under-temperature environment;
- Do not violently shake, shake the machine, but can not beat the machine;
- The weather is humid and ventilated, keep the machine dry;
- Pay attention to the correct turn on and off, turn off the power indicator light and so off to cut off the power;
- Empty or spare POS cash registers must be wrapped in large plastic bags to avoid dust;
- Avoid eating insect bites or foreign body bites into the machine, resulting in fragmentation of products or components, corrosion, damage, etc .;
- Daily cashier must use a damp cloth to clean the body, monitor case, keyboard (not available with corrosive liquids);
- Pay attention to maintain the cleanliness of the machine, do not stack the items on the machine, so that dust, oil, water;
- Please swipe the magnetic card swipe, medium speed can be, if the card is weak magnetic or non-magnetic, real-time magnetic.

AVPos
www.avpos.es

AVPos
www.avpos.es

CASH REGISTERCOMMON TROUBLE SHOOTING

- **Keyboard failure**

In the collection process, POS keyboard failure, users can not be used, please check the following three points:

First, check the keyboard and POS machine host connection is normal
 ； Second, check the keyboard keys for any abnormalities ；
   Third, if it is programmable keyboard, see the key to write is normal.

- **Scanner failure**

There are some barcode scanning unresponsive users, please check the following four points: First, as in cashier soft interface, check the cashier system whether there is this bar code goods. Second, exit the cash register software, open the Notepad to scan again to see if there is information displayed.
Third, replace the scanner scanning, whether to scan the bar code.
Fourth, the scanner is based on light reflection signal to identify the bar code attached to the curved surface, the reflected light can not be fully reflected back to the scanner, leading to bar code unrecognized.

- **Black screen/screen on screen**

Please set the BIOS, you need a keyboard, connect the power after the press Delete key to enter the BIOS, according to the following steps:
Enter the BIOS interface> Use the keyboard arrow keys to select Chipset column> Select North Bridge Configuration Press the Enter key> Keyboard Enter Key> Select LCD Control Keypad Enter Key> Select Primgry IGFX Boot Display Keypad Enter Key Select LVDS> Select Secondary IGFX Boot Display Keypad Enter Key to select VGA> Select LCD Panel Type Press Enter to select 1024 * 768 LVDS1> Select Active LFP Press Enter to select Int-LVDS> Press F10 to select Yes to complete the entire operation.

IMPORTANT MATTERS NEEDING ATTENTION

| DC | VGA | COM | USB3.0 | USB2.0 | LAN | LINE-OUT | MIC-IN |
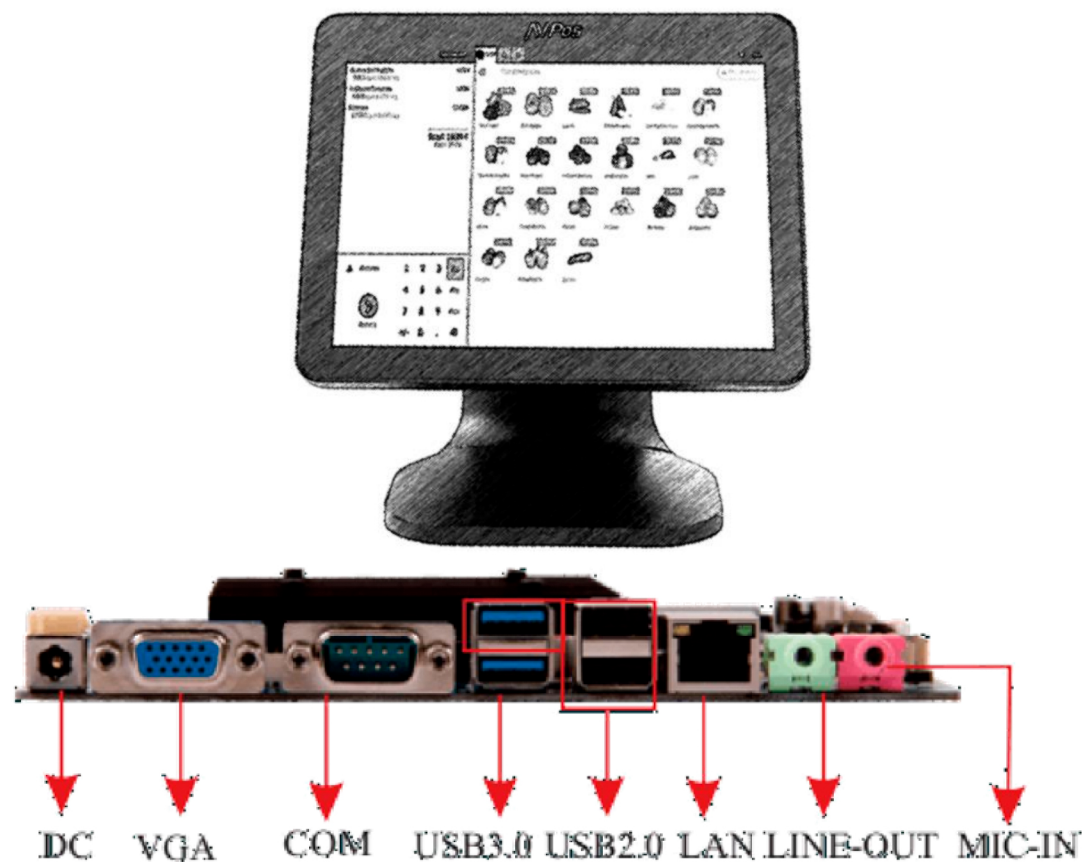
DC-JACK	DC 12V Power input sub
PS/two	Keyboard ,mouse input interface
LPT	Printer interface
COM	COM communication interface
VGA	VGA Analog signal display interface
USB (+LAN)	USB 2.0(With gigabit network),USB can be down campatible with USB1.1
USB+LAN	USB 2.0(With gigabit network),USB can be down campatible with USB1.1
Audio	Audio interface

AVPos
www.avpos.es

AVPos
www.avpos.es

IMPORTANT MATTERS NEEDING ATTENTION

When using this cash register, you must comply with the following precautions and safety information:

- Don't put the cash register in an unstable, vulnerable place;

- Before cleaning the cash register, check the power switch of the cash register, remove the plug from the power outlet, clean the dry wet cloth, and do not use the cleaning liquid;

- The working power of the machine is AC 180-240v to DC12V, which ensures good grounding when installed, and avoids the connection of the same power plug with high-power electrical equipment;

- Do not step on the power cord or wrap the cord around;

- Avoid contact or exposure to inappropriate temperature, solvents, acid base, water leaching or humid environment;

- Avoid products or components (such as shell, LED screen, interface, components, lines, etc.) that are caused by insect bite or foreign invasion, etc.;

- The cash register is not working long enough to switch off the power switch to extend the use of the cash register;

- In the following situations, turn off the power of the cash register, unplug the power supply, and inform the professional service staff of the department for maintenance:
  1. If the liquid spatters into the cash register;
  2. If you smell an abnormal burning smell of the cash register;
  3. If the performance of the cash register suddenly changes significantly;

- Do not disassemble the machine, if any violation will not be guaranteed.
  Important note: if you have problems in use, you can "restore the original factory setup" to solve the problem. If not, please contact the seller.Restore the original factory Settings: start the F9 and then restore the factory status.

IMPORTANT MATTERS NEEDING ATTENTION

- ## The screen shows water ripples

Please check the following two points：
1. The supply voltage is unstable(higher or lower than regular supply).Adjust the refresh frequency of the display screen,Click the right mouse button on the desktop to set >high rubbish >monitoring circle>screen refresh frequency.From low profile to high,if the adjustment cannot be improved ,only the DC-12 power adapter can be used to power the display alone;
2. When the ticket machine prints,it is normal to cause electromagnetic interference on the display screen.

- ## Touch screen no response

Check the following three points:
1. It is possible that the USB cable of the touch screen is loose.Please check the attachment;
2. The touch screen driver may need to be reinstalled without a touch screen driver installed;
3. The touch screen driver is not compatible,please install the correct touch screen driver.

- ## Touch response time is too long

Please check the following two points：
1. The CPU is occupied or processes too much, so close the unused program or the task manager to end the process;
2. There's clutter on the screen, a touch screen that responds to clutter, and tries to clean the surface of the touch screen.

Touch screen is not allowed

Please check the following two points：
1. After the touch screen has been used for a long time, the gas inside is leaking out, resulting in the change of the environment and the readjustment needs to be adjusted;
2. The surface of the touch screen is sundry, try to clear the clutter.

The touchscreen location is inaccurate

Please follow the following operation:
The touch screen USES Taiwan's main control chip,Set up with eGalaxTouch software.The length of the screen is right, the regulation length is long, and the buzzer is off,You can use the eGalaxTouch to set it up.Solution: open the positioning software localization, double-click the eGalaxTouch software, can set up 4 point positioning (normal situation can verify accurate), 9 point positioning and 25 positioning (slips for parts, accurate positioning and location are not allowed to be the middle around).

AFTER SALE
IMPORTANT MATTERS

The warranty period of the product is calculated from the date of purchase. The warranty period is three years. During the warranty period, our company will provide free maintenance service, due to the abnormal work caused by the quality of the products.The following situations do not provide free maintenance:

- Products or parts exceed the corresponding warranty period;

- Incorrect or improper use, maintenance or damage caused by failure or damage such as improper handling;Use not according to the reasonable expected purpose of the product;Improper insertion of external equipment;Falling or improper external force impact extrusion;

- Contact or exposure to inappropriate temperature, solvent, acid base, water immersion or wet environment; The products or components (such as shell, LED screen, interface, components, lines, etc.) that are caused by insect bite or foreign body invasion, such as fragmentation, rust, damage, etc；

- Failure or damage caused by the installation, repair, alteration, addition or disassembly of an unauthorized agency or person；

- No effective sales invoice or warranty card, except as otherwise provided in this document；

- Failure or damage caused by software that is not legally authorized, non-standard or non-public；

- Failure or damage caused by force majeure or accident;

- If the warranty expires and the equipment is not covered under the free warranty ordinance, the customer may still be able to obtain the maintenance services of the company, but it will need to collect the spare parts and maintenance fees as appropriate.