

# SERVICE MANUAL



We use the original version of Microsoft windows OS  
and recommend customers to use them.



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# Contents

ZED-POS — 3P

I-POS — 6P

Z-POS — 9P

K-POS — 12P

## Accessory

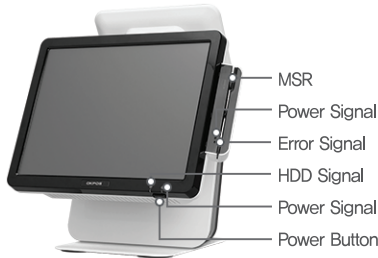
Dual Monitor — 15P

HDD Disk Recovery — 16P

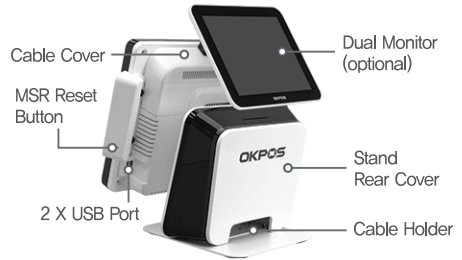
Installation — 17P

VFD — 18P

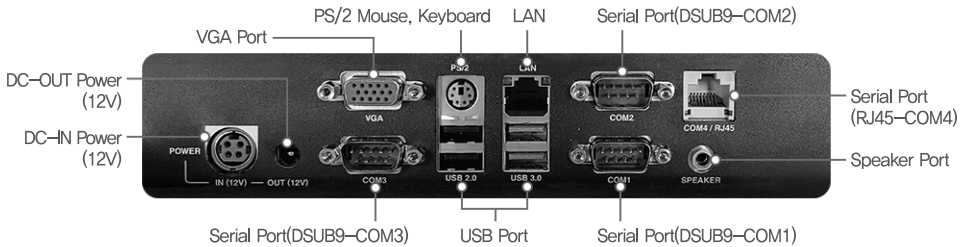
## Front



## Rear



## I/O Port

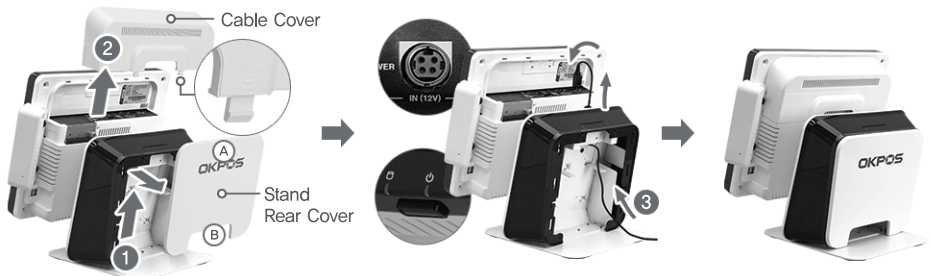


## System Installation and Turn-on/off



**POWER OFF** the system before connecting or disconnecting any external devices to/from the COM Port.

- 1 Hold (A) tightly, and pull up the rear cover for detaching
- 2 Push up the cover by press the PUSH parts of cable cover for detaching
- 3 Insert the Power adapter cable to power port by following the direction of the arrow ③
- 4 Connect the peripheral cables to I/O ports on demand
- 5 Reassemble the cable cover
- 6 Reassemble the stand rear case
- 7 Activate the system by pressing the power button



**CAUTION** Make sure the adapter direction before plugging in

## Installation

- ① Remove the cable cover
- ② Install a dual monitor by sliding it to the direction of arrow ②
- ③ Fasten the screw with a coin or driver



## Connecting Cable

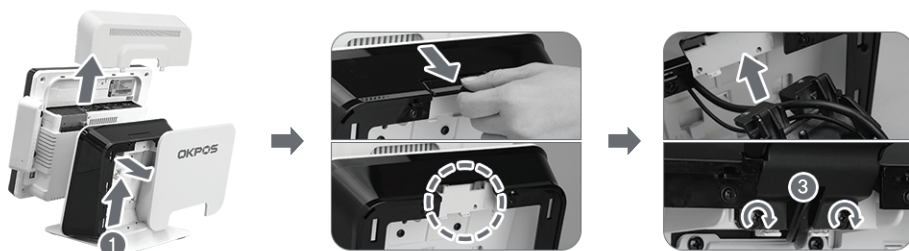
- ① Connect the VGA cable and dual power cable
- ② Reassemble the cable cover after connecting power adaptor cable



## Dual Monitor (15inch)

## Installation

- ① Remove the cable cover and stand rear case
- ② Detach the stand dual set-up part. Clear up the edge when it detached
- ③ Fasten the screw after install the dual monitor on the stand



## Connecting Cable

- ① Connect the VGA cable and dual power cable
- ② Reassemble the cable cover after connecting power adaptor cable

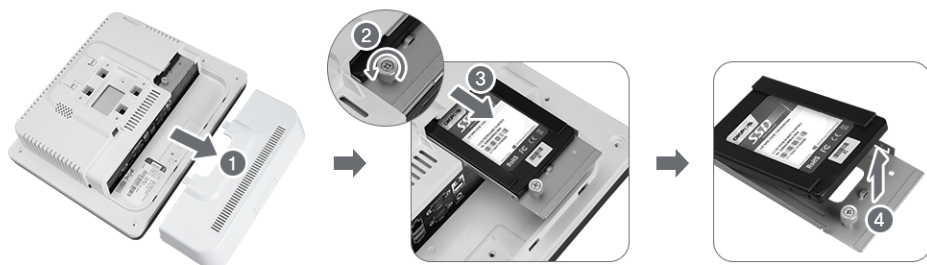


## Storage Disassembly

Please follow the below instruction if you need to replace the storage device (HDD Disk or SSD)

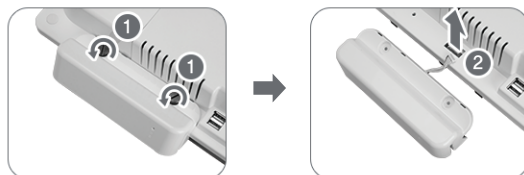
**CAUTION** Wear protective gloves when you detach the storage device from the bracket. The edge of bracket is very sharp and it may cause hurt. Make sure to turn off the system power before disassembling of HDD from the system.

- ① Detach the cable cover
- ② Unfasten the hand screw following the direction of arrow ②
- ③ Hold the hand screw and pull out of the HDD to the direction of arrow ③
- ④ Disassemble HDD from the bracket



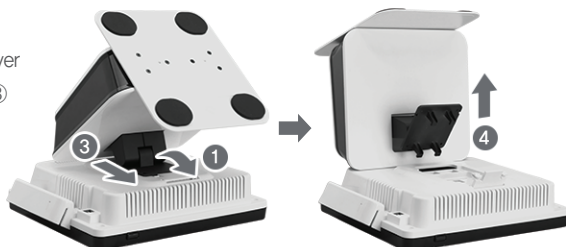
## MSR Disassembly (Optional)

- ① Unfasten the screw with a coin or (-) shaped driver
- ② Detach the MSR connector



## Stand Disassembly

- ① Lift up the fixing lever
- ② Unscrew it with a coin or (-) shaped driver
- ③ Pull the stand to the direction of arrow ③
- ④ Disassemble the stand by lifting up



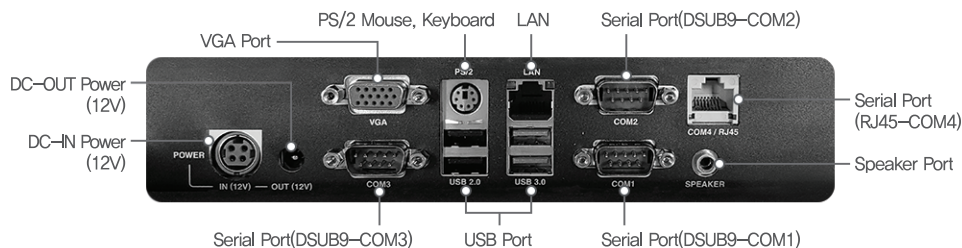
## Front



## Rear



## I/O Port

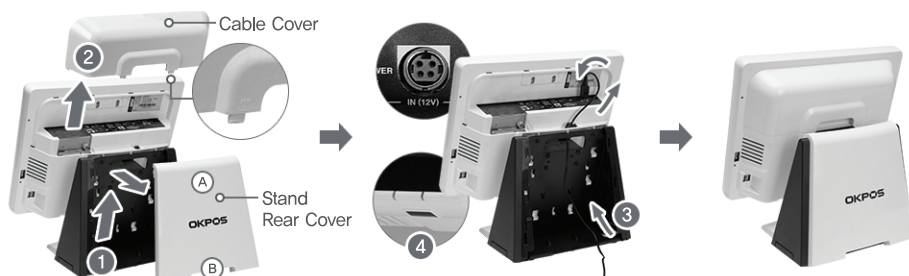


## System Installation and Turn-on/off



**POWER OFF** the system before connecting or disconnecting any external devices to/from the COM Port.

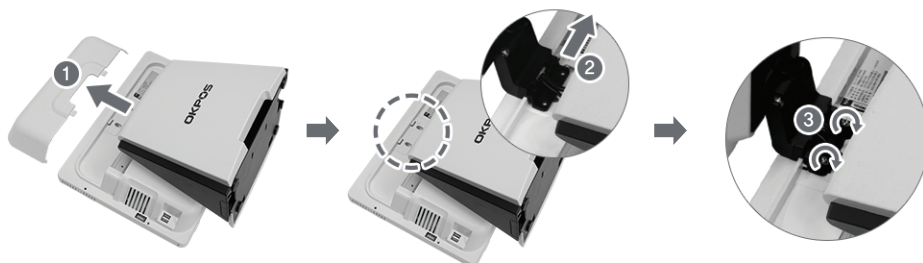
- 1 Hold (A) tightly, and pull up the rear cover for detaching
- 2 Push up the cover by press the PUSH parts of cable cover for detaching
- 3 Insert the Power adapter cable to power port by following the direction of the arrow ③
- 4 Connect the peripheral cables to I/O ports on demand
- 5 Reassemble the cable cover
- 6 Reassemble the stand rear case
- 7 Activate the system by pressing the power button



**CAUTION** Make sure the adapter direction before plugging in

## ☑ Installation

- 1 Remove the cable cover
- 2 Install a dual monitor by sliding it to the direction of arrow ②
- 3 Fasten the screw with a coin or driver



## ☑ Connecting Cable



- 1 Connect the VGA cable and dual power cable

- 2 Reassemble the cable cover after connecting power adaptor cable

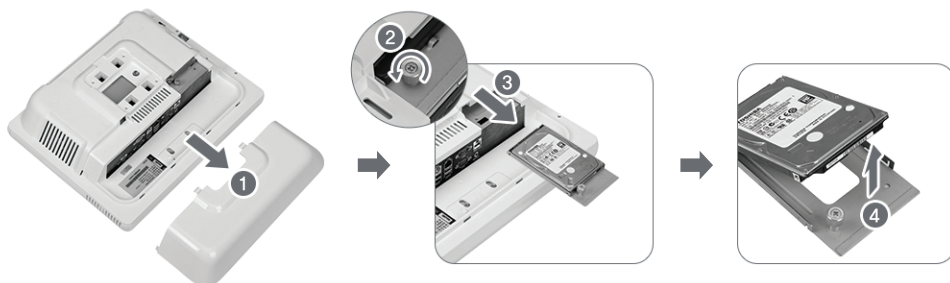


## Storage Disassembly

Please follow the below instruction if you need to replace the storage device (HDD Disk or SSD)

**CAUTION** Wear protective gloves when you detach the storage device from the bracket. The edge of bracket is very sharp and it may cause hurt. Make sure to turn off the system power before disassembling of HDD from the system.

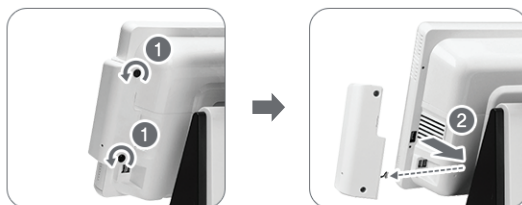
- ① Detach the cable cover
- ② Unfasten the hand screw following the direction of arrow ②
- ③ Hold the hand screw and pull out of the HDD to the direction of arrow ③
- ④ Disassemble HDD from the bracket



## MSR Disassembly (Optional)

**CAUTION** When MSR (Card Reader) mounted, please note that the cable can be caught in the case

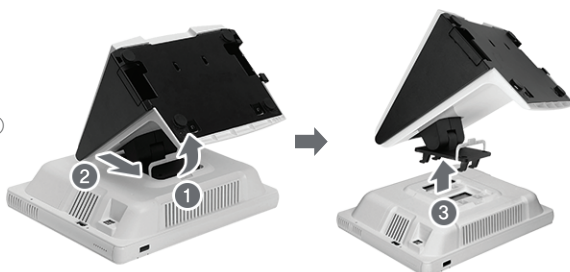
- ① Unfasten the screw with a coin or (-) shaped driver
- ② Detach the MSR connector



## Stand Disassembly

**CAUTION** To safe use, fixed latch in hole

- ① Lift up the fixing lever
- ② Pull the stand to the direction of arrow ②
- ③ Disassemble the stand by lifting up



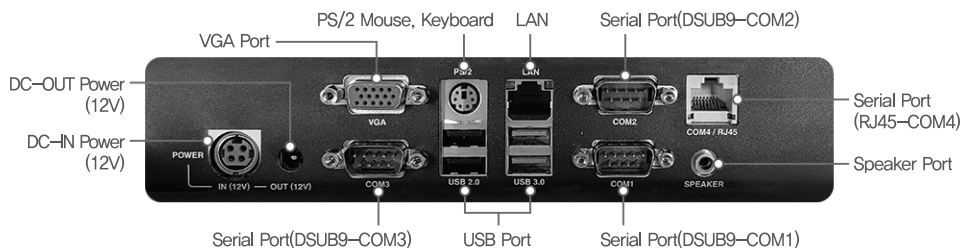
## Front



## Rear



## I/O Port

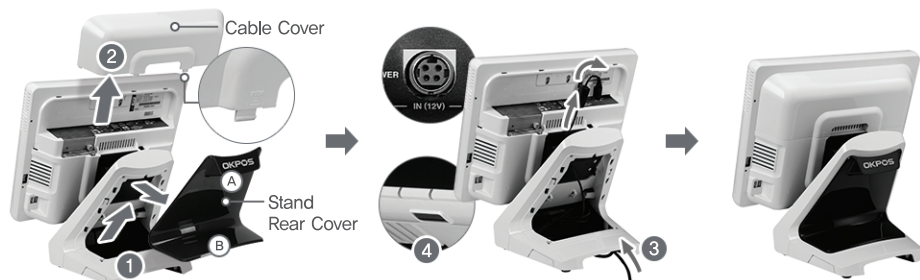


## System Installation and Turn-on/off



**POWER OFF** the system before connecting or disconnecting any external devices to/from the COM Port.

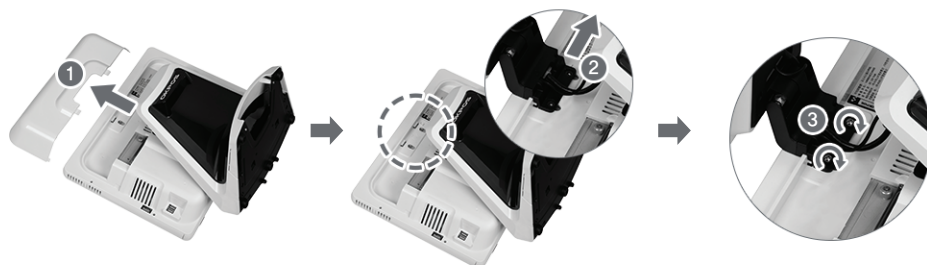
- 1 Hold (A) tightly, and pull up the rear cover for detaching
- 2 Push up the cover by press the PUSH parts of cable cover for detaching
- 3 Insert the Power adapter cable to power port by following the direction of the arrow ③
- 4 Connect the peripheral cables to I/O ports on demand
- 5 Reassemble the cable cover
- 6 Reassemble the stand rear case
- 7 Activate the system by pressing the power button



**CAUTION** Make sure the adapter direction before plugging in

## ☑ Installation

- 1 Remove the cable cover
- 2 Install a dual monitor by sliding it to the direction of arrow ②
- 3 Fasten the screw with a coin or driver



## ☑ Connecting Cable



- 1 Connect the VGA cable and dual power cable

- 2 Reassemble the cable cover after connecting power adaptor cable

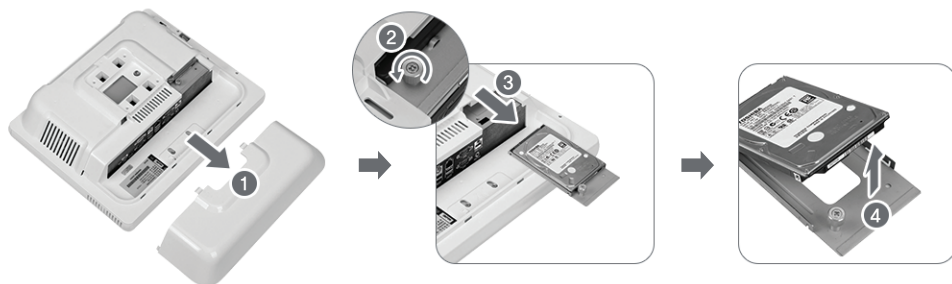


## Storage Disassembly

Please follow the below instruction if you need to replace the storage device (HDD Disk or SSD)

**CAUTION** Wear protective gloves when you detach the storage device from the bracket. The edge of bracket is very sharp and it may cause hurt. Make sure to turn off the system power before disassembling of HDD from the system.

- ① Detach the cable cover
- ② Unfasten the hand screw following the direction of arrow ②
- ③ Hold the hand screw and pull out of the HDD to the direction of arrow ③
- ④ Disassemble HDD from the bracket



## MSR Disassembly (Optional)

**CAUTION** When MSR (Card Reader) mounted, please note that the cable can be caught in the case

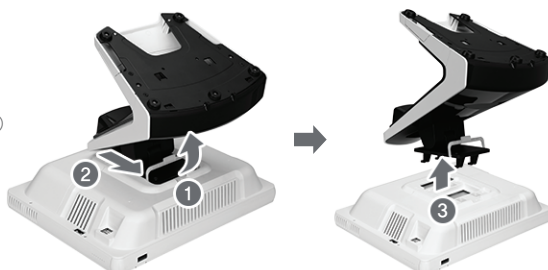
- ① Unfasten the screw with a coin or (-) shaped driver
- ② Detach the MSR connector



## Stand Disassembly

**CAUTION** To safe use, fixed latch in hole

- ① Lift up the fixing lever
- ② Pull the stand to the direction of arrow ②
- ③ Disassemble the stand by lifting up





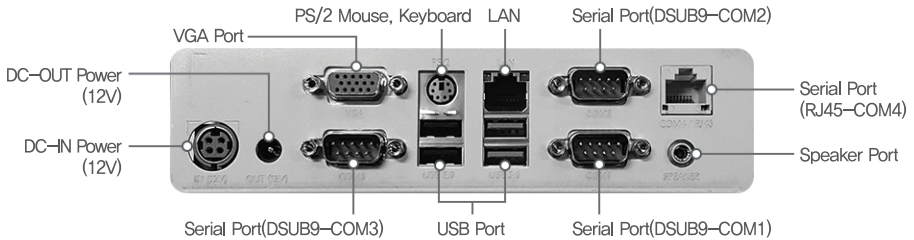
## Front



## Rear



## I/O Port



## System Installation and Turn-on/off



**POWER OFF** the system before connecting or disconnecting any external devices to/from the COM Port.

- 1 Push down Stand-Rear-Cover and remove
- 2 Put the power adapter cable to the arrow indicated, and insert into the power port
- 3 Install the Stand-Rear-Cover
- 4 Turn on the system with the Power On button

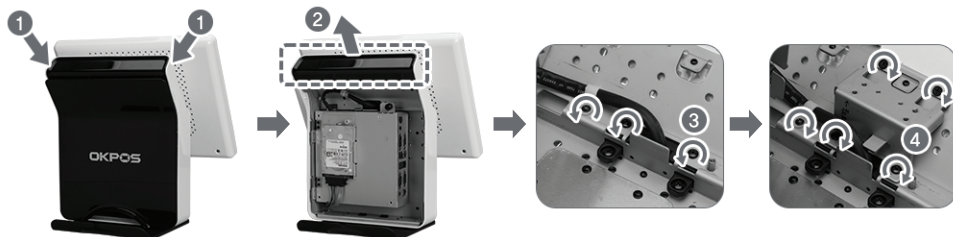


**CAUTION** Make sure the adapter direction before plugging in



## Installation

- ① Remove the stand rear cover by pulling After inserting both hands' fingers into the upper part of Stand Rear Cover (①)
- ② Remove the dual monitor cover by lifting up like the arrow ②
- ③ Unfasten the screws of clamp and to fix hinges like the arrow ③
- ④ Fasten the screws of clamp and to fix hinges after placing the dual monitor holder in a right way like the arrow ④

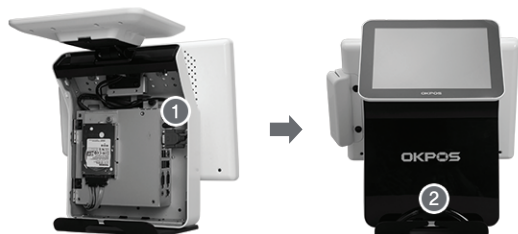


- ⑤ Install dual monitor cover on the position of ⑤
- ⑥ Fasten the screws after inserting dual monitor hinges into the holes of dual monitor cover like the arrow ⑥



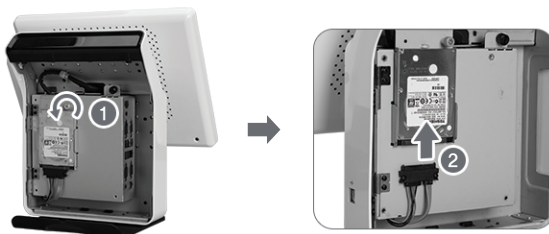
## Connecting Cable

- ① Install dual monitor rear cover after connecting VGA and power cables.
- ② Reassemble the cable cover after connecting power adaptor cable



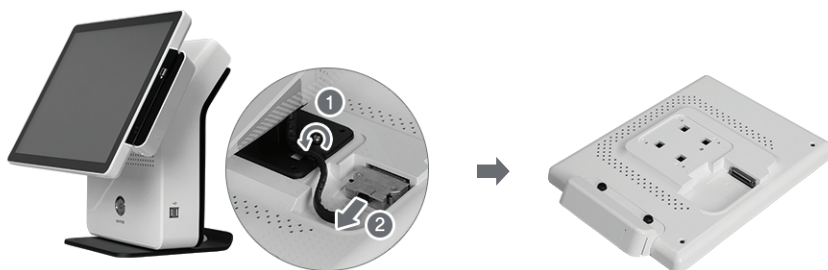
## Storage Disassembly

After remove Stand–Rear–Cover, Loosen a screw and separate the HDD Disk



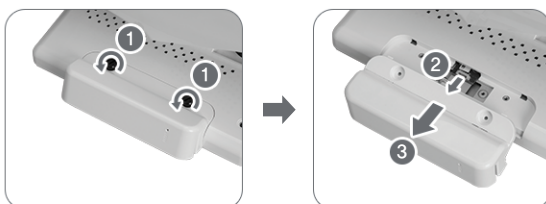
## Monitor Disassembly

Remove the cable and screw and lift up the monitor



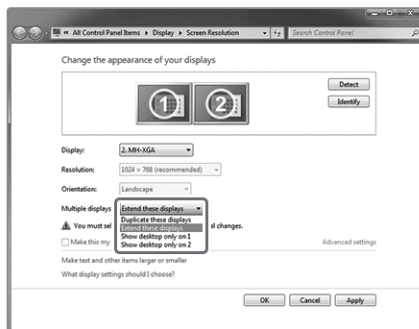
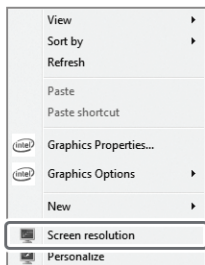
## MSR Disassembly

Remove the screws and slide the MSR sideward



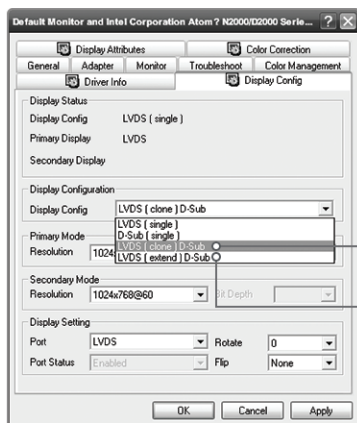
## Installation (WINDOWS 7)

- 1 After connecting dual monitor, turn on power and boot by OS
- 2 Select "Screen resolution"
- 3 Select one among multi display



## Installation (WINDOWS XP)

- 1 Turn on power and boot it using OS
- 2 After click the Windows start button, select 'Setting' ► 'Control Panel' in order and click the 'Display' icon on the 'Control Panel' screen
- 3 After 'Display Registered Information' screen appeared, click the 'Advanced' button on 'Setting' tab
- 4 After select 'Display Config' tab, select 'Display Configuration'
- 5 Choose Resolution of Primary Mode and Secondary Mode (default 1024X768@60)
- 6 Press the 'Auto Detection' button



<9.7inch Dual Monitor>



Power Button  
Auto Detection

<15inch Dual Monitor>



Power Button  
Auto Detection

Clone Mode:  
LVDS [clone] VGA

Extended Mode:  
LVDS [extend] VGA

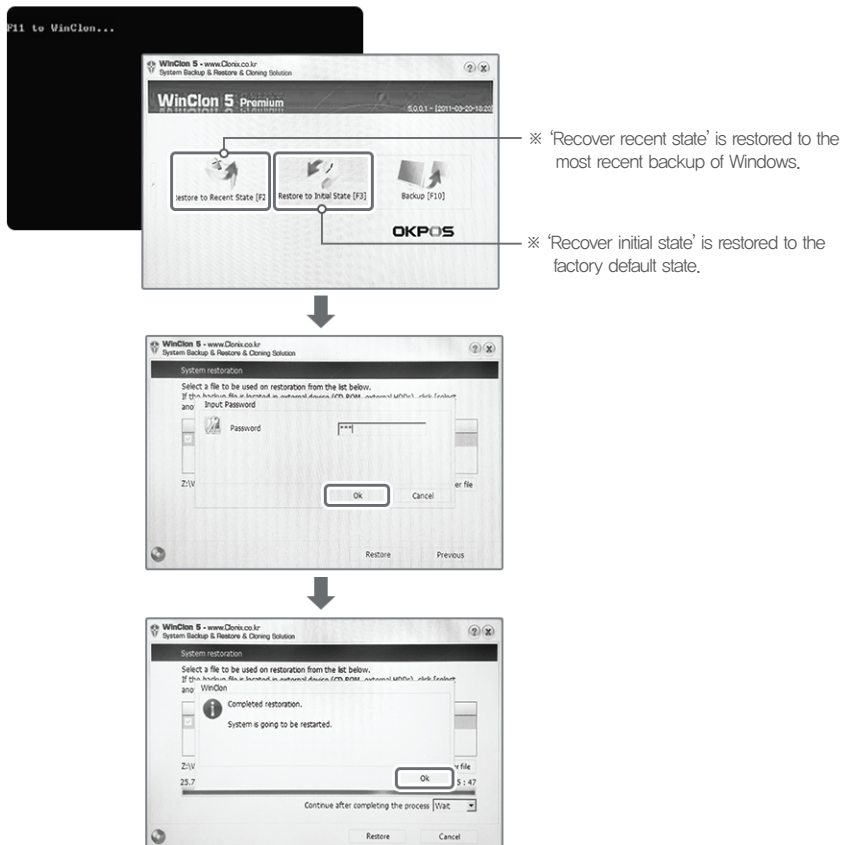
## ■ HDD Disk Recovery

If you encounter problems in the program or system OS, the hard disk can be recovered to the previous state or the factory state.

**CAUTION** All system data will be deleted.

We recommend you to back up important data to an external hard disk before you run the recovery function on the device.

- 1 Connect the keyboard and mouse to the system
- 2 After turning on the system, follow the On-screen instructions: press the keyboard <F11> when the 'F11 to WinClon...' message appears on the screen within 3 to 4 seconds (PC POST process)
- 3 When Winclon Appears on the screen, press <F2> key or <F3> on your keyboard or click the mouse to select 'Recover recent state' or 'Recover initial state'
- 4 After entering the password, press the <OK> button to continue the recovery (Password: pos)



## ■ Kitchen printer

For the connection of POS and kitchen printer, please refer below



SIGNAL NAME	DB 9P FEMALE (POS)	RJ45 (PRINTER)
RXD	2 (White)	4 (Blue)
TXD	3 (Red)	3 (W/Green)
DTR	4 (Green)	
GND	5 (Black)	7 (W/Brown)
DSR	6 (Blue)	
CTS	8 (Blue)	

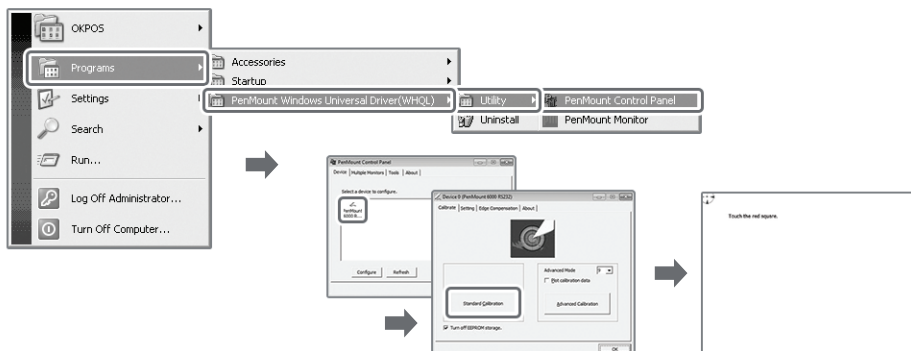
SIGNAL NAME	DB 9P MALE (PRINTER)	RJ45-COM4 (POS)
TXD	3 (White)	3 (W/Green)
RXD	2 (Red)	4 (Blue)
DSR	6 (Green)	
GND	5 (Black)	7 (W/Brown)
DTR	4 (Blue)	
DTR	4 (Blue)	

## ■ Touch Screen

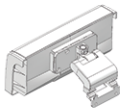
If touch screen is not calibrated correctly, re-calibrate as follows

**CAUTION** If a sharp one like a ballpoint pen is used in calibration, damage to the touch screen may occur. This is not the way to be recommended.

- 1 After you click the Windows start button, select as follows: <Program ► PenMount Windows Universal Driver (WHQL) ► Utility ► PenMount Control Panel
- 2 Select 'PenMount 6000 RS232' in device selection tab to configure in 'PenMount Control Panel'
- 3 Press 'Standard calibration' button in the coordinate calibration tab
- 4 Follow the on-screen instructions



## Parts Description



VFD



Manual

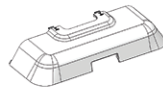


Cable

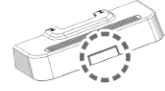


Hand Screw x 2

Cable Cover (I-POS)



Cable Cover (ZED-POS)

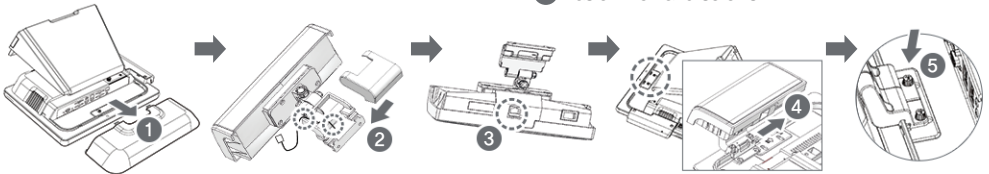


\* Remove the part

**CAUTION** Turn system off before disassembling

## Installation

- 1 Separate the cable cover
- 2 After remove hinge cover, connect cable as below
- 3 Connect cable in ③
- 4 Attach VFD in the direction of the arrow
- 5 Fasten the hand screws

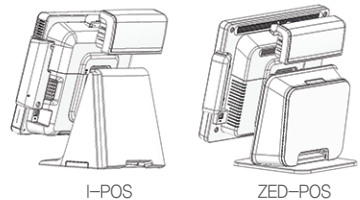


## Connecting the Cable

- 1 Connect the cable
- 2 Assemble cable cover

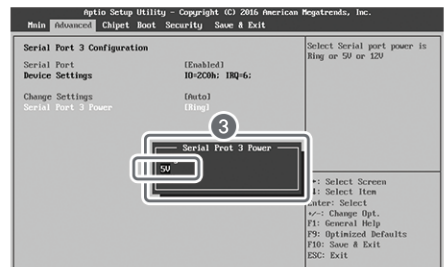
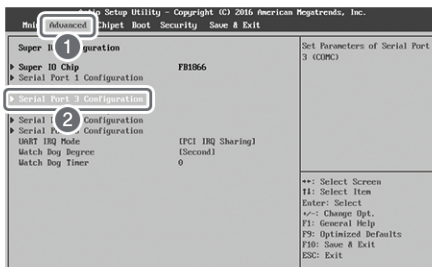


## Complete Image

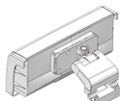


## SETTING

In CMOS ① ADVANCED → ② Serial Port 3 Configuration → ③ Set Serial Port 3 Power 5V



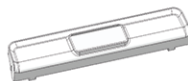
## Parts Description



VFD



Manual



Dual Cover (K-POS)

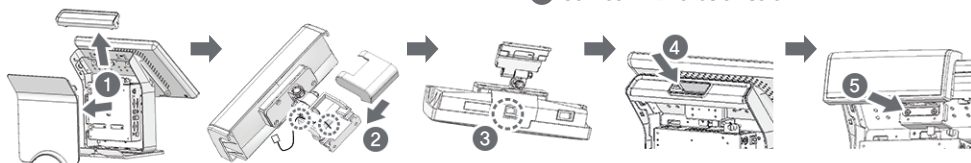


Screw x 2

**CAUTION** Turn system off before disassembling

## Installation

- 1 Remove Rear cover and Back cover
- 2 After remove hinge cover, connect cable as below
- 3 Connect cable in ③
- 4 Attach dual cover
- 5 Connect VFD to fasten screw

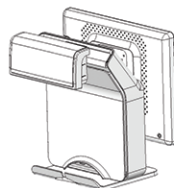


## Connecting the Cable

- 1 Connect the cable
- 2 Assemble cable cover



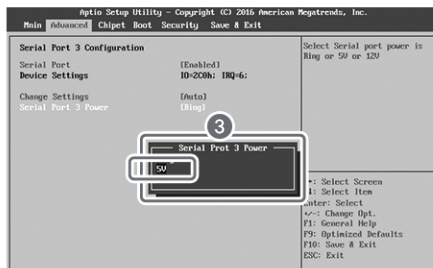
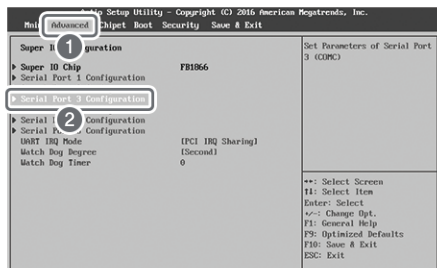
## Complete Image



K-POS

## SETTING

In CMOS ① ADVANCED → ② Serial Port 3 Configuration → ③ Set Serial Port 3 Power 5V



## No.1 Total solution Provider

Making our customers satisfied is utmost value of ours



#801-802, Ace High-End Tower 6, 234, Beotkkot-ro, Geumcheon-gu,  
Seoul, Korea (08513)

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