ADVANCED GENIUS TECHNOLOGY

User Manual

990A

All-in-one Touch POS Terminal

➢ Overview

Thank you for purchasing the 990A all-in-one touch POS terminal, AGT is committed to continuously improve product quality and provide better after-sales service. In order to take full advantage of our devices, we strongly recommend that you take the time to read this manual before going into software installation.

Note: Information in this manual may change without prior notice.

1. Safety Information

    1.1 Before plug in the product, please make sure the power you provide meets the power requirements (such as voltage, frequency); Make sure the ground terminal of the power outlet is working properly.

    1.2 Lightning may damage this product.   During lightning storms, unplug the network cable, power cable and any other connections.

    1.3 Turn off power before connecting any devices (except USB devices) to the terminal.

    1.4 Do not attempt to open the chassis.   You may be hurt by electric shock. For service, call your place of purchase.

    1.5 Do not spill liquid on the terminal.   Do not place any objects into the ventilation holes of this product.   It may cause short-circuit of the internal components and cause a fire or electric shock.

    1.6 After the computer is stored below temperature of 10 °C, please place the machine in room temperature (10 - 35 °C) in the original packing for at least two hours to allow the terminal to restore to room temperature before operation.   This is to avoid condensation that might bring electrical damage.

    1.7 Keep the terminal clean, dry, and away from dust, moisture and direct sunlight.

    1.8 Do not use harsh chemicals or strong cleaning solvents to clean the monitor screen. Wipe it clean with a soft terry cloth applied with a mild solution

    1.9 Do not share the same power outlet with high power electrical appliances keep distance from high level magnetic interference.

    1.10 Do not use the sharp pointed objects to work with the touch screen to avoid damage to the screen.

When the following occurs:

    1. Liquid gets inside the POS terminal;

    2. Accidental physical damage;

    3. POS terminal produces a burning smell;

Immediately disconnect the power supply, unplug the power cord, and contact a qualified service technician.

2. Electromagnetic Compatibility Statement

FCC NOTICE
This device complies with Part 15 of FCC Rules. Operations are subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

EUROPEAN COMMUNITY (CE) MARK OF CONFORMITY
This product is in conformity with the protection requirements of EU Council Directive 89/336/EEC on the approximation of the laws of the Member States relating to electromagnetic compatibility. Logic Controls cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product. This product has been tested and found to comply with the limits for Class A Information Technology Equipment according to CISPR 22 / European Standard EN 55022.The limits for Class A equipment were derived for commercial and industrial environments to provide reasonable protection against interference with licensed communication equipment.

➢ Installation Guide

1. Appearance

2. Power Button

3. I/O connectors

3.1 Rear panel

At the rear panel of the 990A is a row of external I/O device connectors. Detail as follow:

- COM 1.2: DB9 port for connection to serial devices(RS232)
- USB2.0: Connection to USB 2.0 devices (compatible with USB 1.1 devices)
- USB3.0: Connection to USB3.0 devices (compatible with USB 2.0 devices)
- LAN: RJ-45 Ethernet connection to LAN
- LINE OUT: Stereo phone jack audio output
- MIC: Microphone Input
- RJ11: Connection to cashbox
- DC : Connection to 12V DC Power Supply

Specification

Model name	990A
Type	15"All In One Touch POS terminal
Color	Black
Material	ABS Housing & Magaluma Stand
Optional Peripherals	ISO Trick 1/2/3 Magnetic Stripe Reader
	Customer Display: VFD
	Second Screen(9.7")
	WIFI
	Bluetooth
	Windows OS(7/up)
	SSD (128G)
	ROM(8G)
Motherboard part	
Main Board	ITX-J1900
CPU	Intel® Celeron® Processor J1900 (2M Cache, up to 2.42 GHz)
BIOS	AMI BIOS
RAM Support	DDR3L 1600 4GB
Storage	SSD 64G
Network Support	Realtek 8111H Ethernet
Audio	Realtek ALC662 HD
Main display part	
LCD Size	15" LED-LCD
View Angle	left/right ＋80°~－80°
	up/down ＋70°~－70°
Brightness	350cd /㎡
Resolution	XGA 1024x768 @ 60Hz
Touch Screen	
Type	Capacitive Touch Screen (Glass and Glass)
Touch Interface	USB
Touch Type	Use of an exclusive pen(≧5mm) or finger
I/O part	
I/O port	DC IN*1
	POWER BUTTON（with power LED）*1
	COM*2(DB9)
	USB2.0*3

	USB_MSR*1
	USB_VFD*1
	Second display port(and touch_usb)
	LAN*1
	USB3.0*1
	LINE*1
	MIC*1
Operating Temperature	0 ℃ to 40℃
Storage Temperature	-20℃ to 60℃
SIZE	450*245*400mm
Package: carton box with Foam packaging	NW: 5.5KG GW:7.0KG
Power Consumption	35W（MAX）
EMC/ Product Safety	FCC Class A / CE Mark / LVD / CCC
OS support	Windows 7/8 or up, Linux, Android
Accessory	Power adaptor, power cable, CD for driver

➢ Setup and Driver Installation

1. Motherboard BIOS settings

The POS terminal has a BIOS (Basic Input Output System) chip on the motherboard. Every time you start the terminals, the system will first run the BIOS self-test routine to check the main components of the system to ensure it is working properly.

The terminal is loaded with default BIOS settings in the factory. Please do not change the parameters in the BIOS unless necessary.

In the following situations, you need to run the BIOS setup:
1) Error message appears on the screen during the system self-test and requested to enter BIOS setup.
   a) Press F1 to run setup; or
   b) Press F2 to load default values and continue
2) If you need to change the factory default settings to customized application requirements.
   a) During system boot, hit DEL key to enter BIOS setup.
   b) If the message disappears before you respond to, you can turn off the machine and restart the computer. You can also press<Ctrl> + <Alt> + <Del> to restart.

Control keys
<↑>   Move up
<↓>   Move down
<←>   Move left
<→>   Move right
<Enter>   To select this option
<Esc>   To exit the menu or to return to the main menu from the submenu
<+/PU>   Increase the value or change selection
<-/PD>   Reduce the value or change selection
<F1>   Help, only available in the status menu and select templates menu
<F9>   To load default settings
<F10>   To store settings and exit the CMOS SETUP program

How to enter and exit the COMS interface:
1) Enter the COMS interface
   Boot the 990A, press the key "Del" to enter COMS interface.
2) Leave the COMS interface
   Press the key "F9" >> Restore Defaults
   Press the key "F10" >> Save configuration and reset
   Press the key "ESC" >> Quit without saving
   Press the keys "Ctrl"+"Alt"+"Del" >> Quit without saving

2. Touch screen driver installation:

2.1 Double-click iunitouch_tool_setup_v1.2.1.0.exe to install：
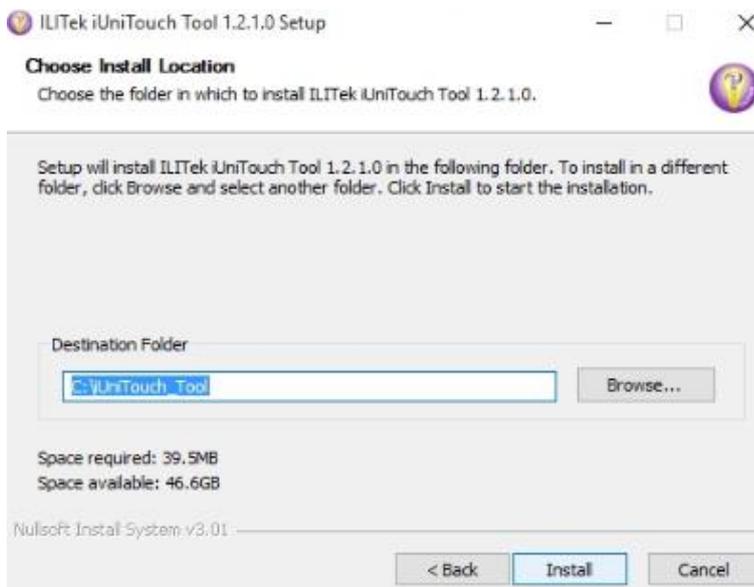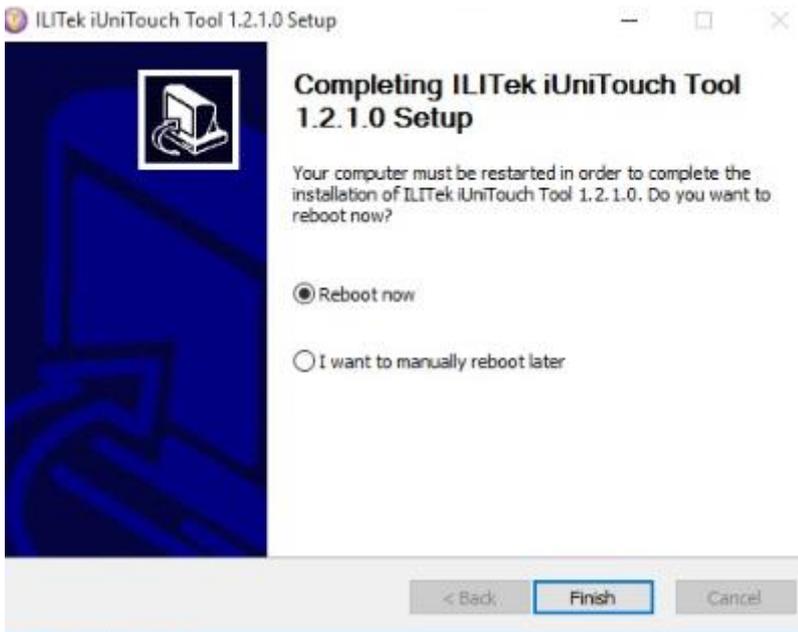
2.2 Software options

2.2.1 TP list
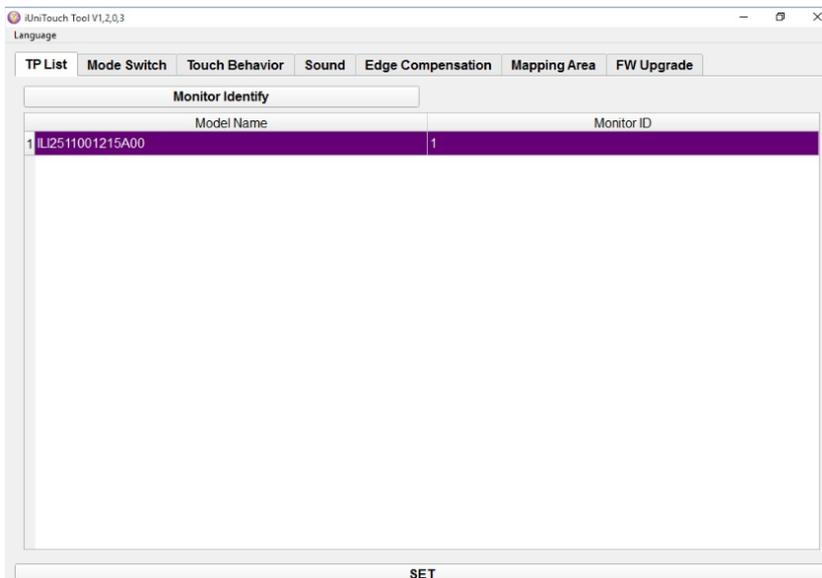
2.2.2　Mode Switch
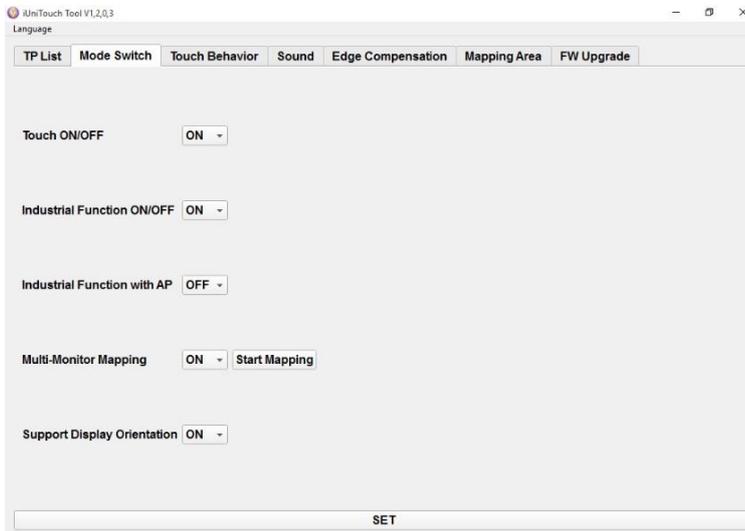
Touch ON/OFF ： touch function ON/OFF

Industrial Function ON/OFF: Factory debugging function ON/OFF

Industrial Function With AP： Allows factory debugging Settings to be turned off with the software (note: when selecting ON, the parameters set will only be valid when the software is running, and invalid when the software is turned off; When "OFF" is selected, the parameters are saved and valid when the software is turned OFF.

Multi-Monitor Mapping: multi-screen Settings ON/OFF

Support Display Orientation: Screen rotation ON/OFF

2.2.3 Touch Behavior
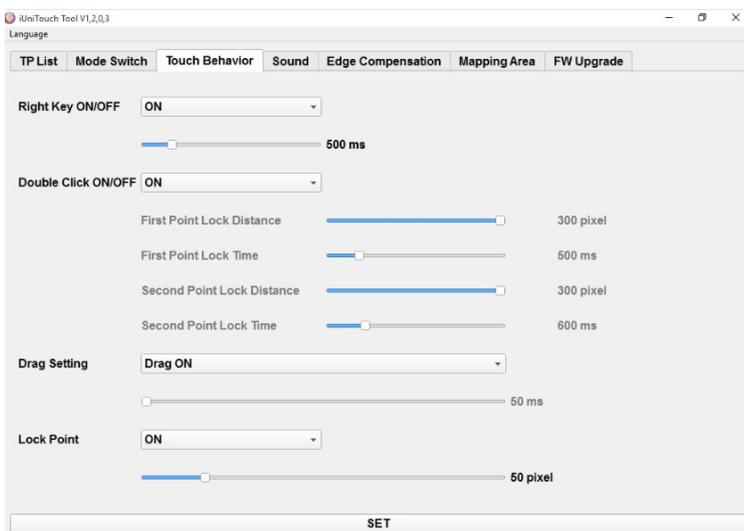
Right Key ON/OFF: Right-click function ON/OFF, adjust response time (default: 500ms)

Double Click ON/OFF: double-click function ON/OFF (note: if you need to set the double-click area and response time, first turn off the double-click function, and then turn on the double-click function after setting the parameters)

Drag Setting: Drag function（default）

Lock Point: default

2.2.4 Sound
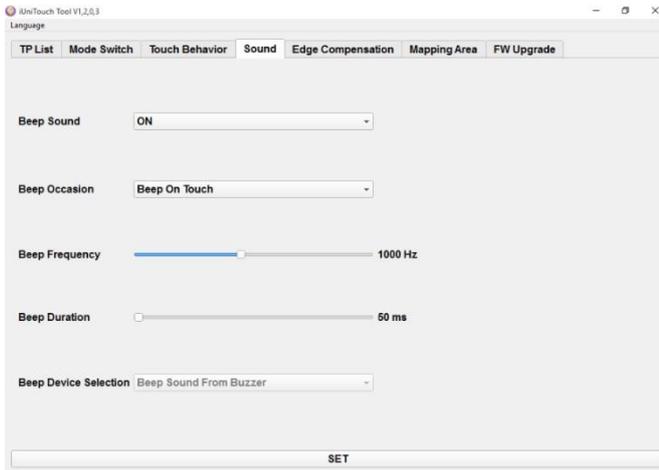
Beep Sound:

Beep Occasion: default

Beep Frequency:

Beep Duration：

Beep Device Selection：default Buzzer (You can choose to use it when you have speakers)

2.2.5 Edge Compensation
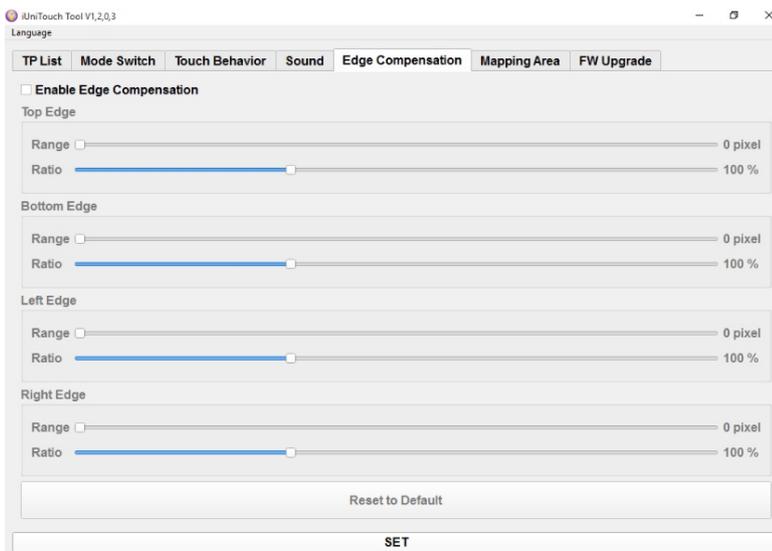
2.2.6 Mapping Area   Multi Touch Setting
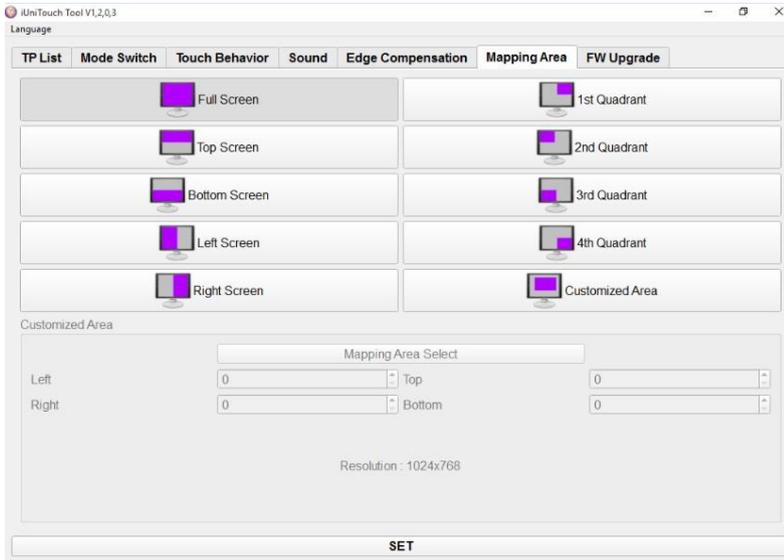
2.2.7 FW Upgrade

After modifying the parameters, click "SET" to save the parameters

➢ **Trouble Shooting**

1. **Terminal does not boot**
   If the terminal cannot boot after pressing the power switch check that the power cable is connected to the power socket. If the terminal power light still remains off, the fan does not operate, and there is no BIOS beeping sound, it might be the power supply problems.

   a) Check the power adapter is plugged in correctly to the power outlet.
   b) Check the connection between the terminal and the power adapter, and then re-boot the system.
   c) If the terminal is working in high temperature environment that causes the terminal automatically shut down in protection mode, please disconnect the power of the machine. Wait until environment temperature has dropped then restart.
   d) If the terminal does not boot after a sudden power failure or illegal shutdown, unplug the adapter from the terminal, and press the power button several times. Then plug in the adapter and boot again.
   e) If the adapter light blinks or go off, unplug the adapter immediately and do not plugged in again. Contact with our products service center.

2. **The terminal automatically restart (or shutdown)**
   If terminal is frequently automatic shutdown or auto-boot during operation (or boot up),
   a) Check the power supply is connected properly; make sure the plug is not loose and contacts are in good condition ;
   b) Check if the AC line voltage is stable;
   c) A sudden power failure or improper shutdown may cause this problem. Press F8 to boot system into safe mode and debug.
   d) If any new hardware is added or replaced that caused this problem, remove the hardware and reboot;
   e) If the above steps do not resolve this problem, reinstall the operating system.

3. **The touch screen does not respond**
   a) Uninstall the touch driver and then install it again.
   b) Execute the "ILITek iUniTouch tool" utility and check if the interface port is working.

4. **When touching the screen, cursor always returns to a fixed position**
   a) Check if there is anything pressing on the touch screen.
   b) Other high power or high frequency equipment may affect the screen or controller. Make sure that the touch screen is away from the high-voltage equipment.

5. **The cursor moves opposite to the touch movement**
   a) Run the 4/9/25 point calibration.
   b) The touch screen driver is not installed properly, reinstall the driver.

6. **The cursor fixed at the edge of LCD**
   a) Check if the edge of the screen is being pressed by something.
   b) Check the edges of the LCD if there is anything jammed in the front bezel.
   c) Make sure the touch screen is clean.

➢ **Limited Warranty Policy**

The 990A POS terminal features a one-year-limited warranty from the date of purchase. If product is determined to be defective, we will repair or replace the product with refurbished or remanufactured parts or components during the warranty period.

This warranty is valid only for the first consumer purchaser.

This warranty does not cover cosmetic damage or damage due to acts of God, accident, misuse, abuse, negligence, commercial use or modifications of, or to any part of the product. This warranty does not cover damage due to improper operation or maintenance, connection of improper voltage supply, or attempted repair by anyone other than a facility authorized by us to service the product.

This warranty does not cover irregular pixel performance on the screen, and damages result due to delivery or improper shipping. This warranty does not cover product sold AS IS or WITH ALL FAULTS, and failure to follow instructions supplied with the product.

This warranty is invalid if the factory-applied serial number has been altered or removed for the product and broken security seal.

The customer must have model number, serial number, and original proof of purchase in the form of a bill of sales or receipt invoice, which is evidence that the unit is within the warranty period, must be presented to obtain warranty service. Our helpful technical support and customer service staff will attempt to correct any minor issues that might be causing the product failure. If the technical service or customer representative is unable to fix the issue by phone, a return material authorization (RMA) number will be issued. Along with the proof of purchase and the RMA number, the customer can ship the defective unit back to us.   Once the defective unit is received and tested, we will ship a replacement unit back to customer. It is the responsibility of the customer to properly package the terminal with plugs, power supply, etc. We shall not be liable for the loss of the use of the product, inconvenience, loss or any other damages, direct or consequential, arising out of the use of, inability to use, or any claim against the customer by any other party. Some regions do not allow exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

Manufacturer: AGTPOS

Thank you very much for using AGTPOS product

For service, please contact   http://www.agtpos.com

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