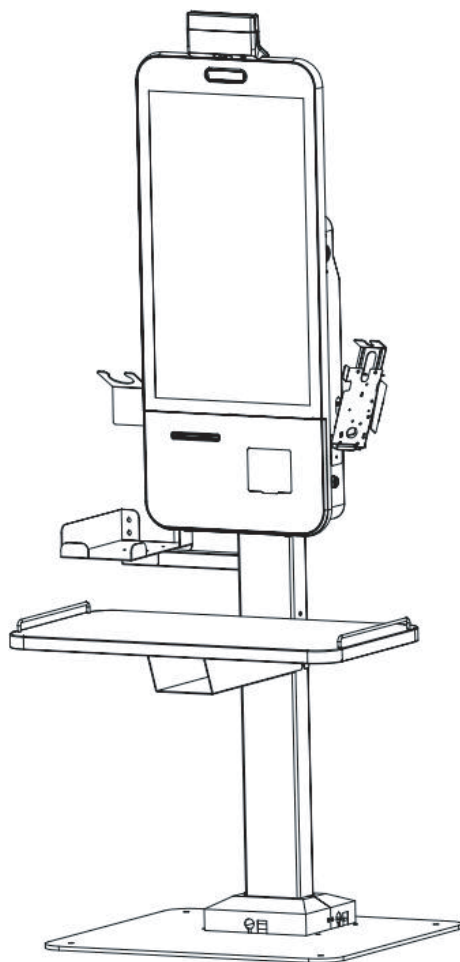


# *HiStone*

## User Manual

### HS520U Self-Ordering Terminal



QingDao Histone Intelligent Commercial System Co. , Ltd

## Notice to users

Thank you very much for choosing our self-service cashier terminal. Before installing and using the product, please read this manual in detail to have a deep understanding of its performance. Please keep this manual for future reference if you encounter problems in use.

In order to improve the products, the company will adopt new technologies, new components and new software as much as possible, so the company has the right to make changes without notice. The features, functions and operations described in this manual may not be completely consistent with the performance of the machines sold by our company in various places. In some cases, the pictures are just prototypes of the equipment. Before using this manual, you should ask our company or dealers applicable information.

This equipment must be installed by after-sales service personnel or dealers. The company is not responsible for any consequences caused by unauthorized changes to the equipment or replacement of connecting equipment and cables in accordance with regulations.

### **Warning**

1. Static electricity may damage the host integrated circuit.
2. This equipment needs to be grounded. Please ensure that the connection socket is reliably connected to the ground, otherwise it may cause danger to the operator.
3. There is a risk of explosion if you replace the battery with the wrong type. Be sure to dispose of the used battery according to the instructions.
4. In a residential environment, operation of this equipment may cause radio interference.

The manufacturer reserves the right to modify the contents of the manual without prior notice. Product standard number: Q/HSK J03003  
Product standard name: Self-service terminal

# 1 scope of application

Our self-service cash register terminal adopts an open system, flexible component structure and standard peripheral interface. Products, so the product quality is reliable, it is easy to upgrade the system, the maintenance of components is convenient and simple, and the reasonable cost performance makes it more competitive compared with similar products. It can support WeChat payment, Alipay payment, face payment, etc., and can give you the most Reasonable self-service shopping solution.

## 2 Product introduction

### 2.1 Overview

HS520U is a new generation of self-service cash register terminal, with beautiful appearance and fashionable appearance.

In order to provide a full self-service one-stop consumption overall solution, the waiters and cashiers are freed from the heavy traditional work, the customer consumption experience is improved, and the operating efficiency of catering and retail enterprises is improved.

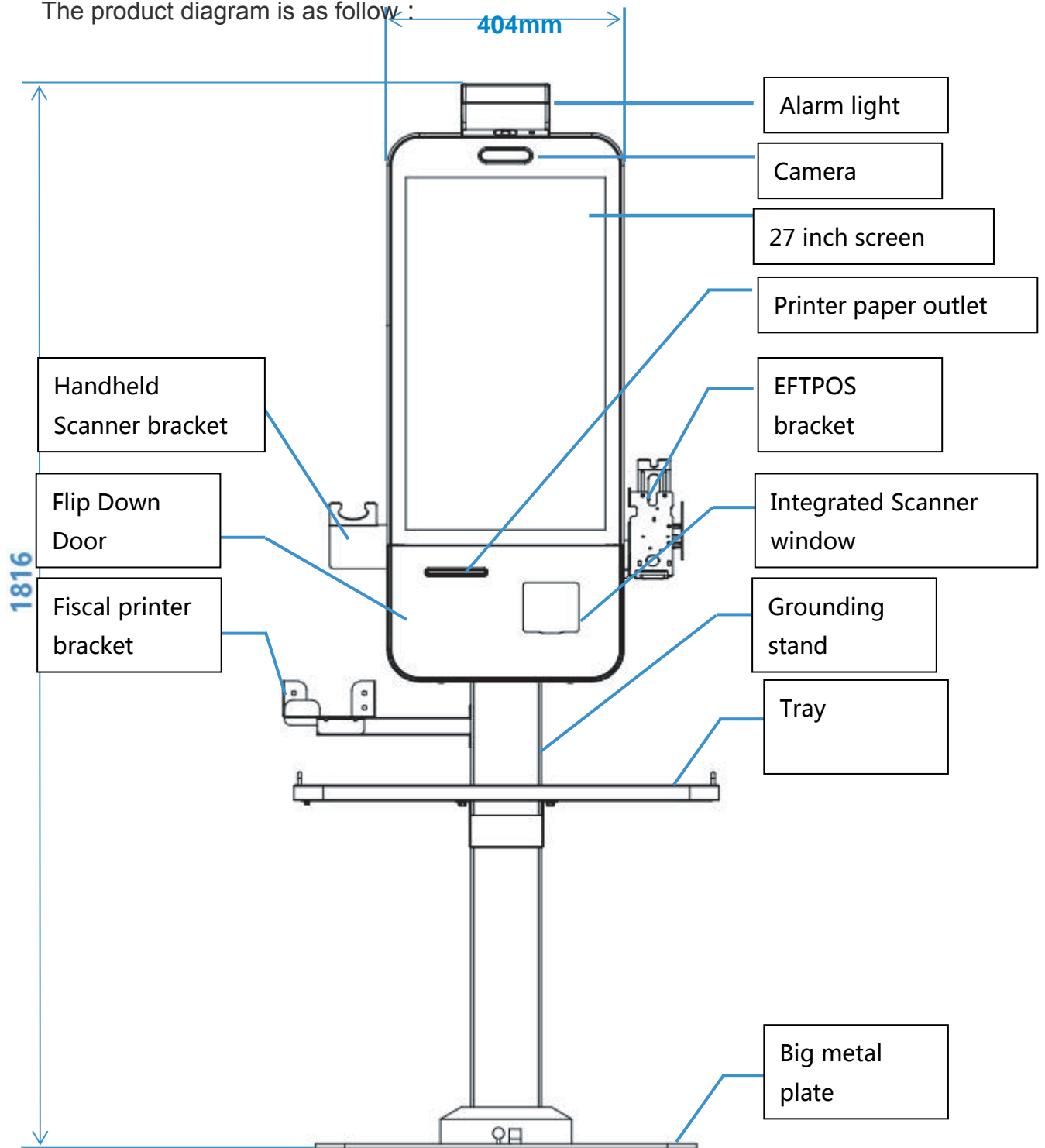
The hardware module is stable and reliable, multiple strict tests guarantee the service life, and the average time between failures is as high as 10000h. The height of the machine, the operating area, and the convenience of maintenance have been ergonomically optimized, allowing customers to shop by themselves and complete payment by scanning the mobile phone payment code.

### 2.2 Product Feature

- Integrated structure design, easy to use, fast and convenient.
- Large paper roll design reduces the number of paper changes.
- Support WeChat payment, Alipay payment and other payment methods.
- 27" ten-point touch capacitive screen, a new upgrade of visual and touch experience.
- Modular design, relevant modules can be increased or decreased according to customer needs.
- The aluminum alloy front shell of the main unit is stylish.
- Easy maintenance design, convenient for installation and daily maintenance.

### 2.3 Composition of HS520U

The product diagram is as follow :



HS520U Specification :

N O .	Name	HS520U specs
1	motherboard	Processor: I3-1115G4E Dual-core/4T thread base frequency 1.7GHz main frequency 3.0GHz Optional : i3-1115G4/I5-1145G7E/I5-1145G7 Memory: 4G DDR4 Storage: 128G m.2/128G SSD
2	LCD screen/touch screen	Ratio: 16:9 Size: 27” Resolution: 1920×1080 Touch screen type: projected capacitive screen
3	Image Scanning Platform	Supports all standard 1D codes Supports common two-dimensional codes PDF417, Data Matrix, QR Code, Maxi Code, Aztec Code, Hanxin Code Supports reading 1D and 2D codes on the screen Prompt sound: the volume is adjustable
4	thermal printer	Print width: 80mm Maximum roll diameter: 80mm Printing speed: 150mm/s Barcode type: 1D code, 2D code
5	camera	Support face recognition camera
6	ethernet	RJ45 port, 100M/1000M adaptive

7	speakers	Support left and right 2 channels
8	WiFi	Dual-band WIFI, support: 802.11 a/b/g/n/ac

### 3 Description of use environment

power supply		AC 110V/220V, 50/60Hz (need to inform the dealer in advance)
Temperature °C	Work	0~40°C
	Storage and transportation	-5~50 °C
Relative humidity	Work	30%~ 75%
	Storage and transportation	30%~80%

### 4 Dimensions

(Note: not limited to the following models)

model	Dimensions (length x width x height mm)	Remark
HS520U	650 × 575 × 1816	with large base

### 5 Unpacking inspection

(1) Before opening the box, first check whether the outer packing box is intact and whether there is any obvious damage. If so, please contact the dealer in time to solve it;

(2) Open the carton with tools. The HS520U self-service cashier terminal is protected by a foam pad and a protective film. Before moving the machine, check whether the protective film is damaged;

(3) Lift the machine out of the packing box and lay it flat, pay attention not to bump the machine, and pay attention to personal safety at the same time;

(4) Check the accompanying accessories, which should include: keys, screws, instructions, etc.;

(5) Check whether there are obvious scratches, pits and other appearance defects on the cabinet body.

### 6 System Installation

This equipment must be installed by a service technician or dealer.

(1) The external power supply is required to be well grounded, and the grounding resistance is less than 0.1Ω. If the power supply is not grounded or the grounding is poor, it may cause the case to be electrified, which poses a safety hazard to the operator and affects the stable operation of the self-service cashier terminal.

(2) It is required that the place where the equipment is placed has a power jack and a

network cable jack.

(3) Install the equipment to the designated location.

(4) For any other matters not mentioned above, please contact the company or the dealer.

## 7 Installation Instructions

For the specific installation and operation of HS520U, please refer to "HS520U Self-Service Cashier Terminal Installation Instructions".

## 8 Linux compatibility

OS version	test result
1. Opensuse 15.3	support
2. ubuntu 16	support Ubuntu20.04 or above
3. Centos 7, Centos 8,	support Centos 8
4. Ubuntu Server 20 Lts	support
5. Debian11 : kernal version 5.10 &5.15	support

## 9 Common Troubleshooting

Below, we list some common faults, judgments and solutions for your reference. The list cannot contain all the fault phenomena, but the user can learn the preliminary inspection and judgment methods from it, and then step by step from one to the other.

Symptom	Approach
No display on the monitor	Check the power connection;
printer does not print	Check the power connection; Whether the printer switch is turned on; Whether the printer is loaded with paper; Whether the printer absorbs paper in place;
paper stuck in printer	Whether the excess paper at the paper outlet is torn off after loading the paper; Whether the down flap door is closed properly;
The network is not available or the connection is intermittent	Check whether the network cable is connected;  Check the network  cable quality and  wiring quality; adjust  the direction of the  antenna when using  Wifi

(\* If the above faults cannot be solved, please contact our service personnel in time, do not disassemble the case, and repair blindly by yourself\*)

## 10 Printer Maintenance

### (1) Print head and print roller

When one of the following conditions occurs in the printing unit, the print head should be cleaned:

- 1) The printing is not clear;
- 2) A column in the vertical direction of the printed page is not clear;
- 3) There is a lot of noise when feeding and ejecting paper.

### (2) The cleaning steps of the print head and printing roller are as follows:

- 1) Turn off the power of the printing unit, open the printer cover, and expose the printer head and printing rubber roller;
- 2) If you have just finished printing, you should wait for the print head to cool down completely;
- 3) Use an alcohol cotton ball (should be wrung dry) to wipe off the dust, stains and paper scraps on the surface of the heating element of the printing head;
- 4) After the alcohol is completely evaporated, close the printer cover.

### (3) Precautions for daily maintenance



1) Make sure that the power is turned off during the daily maintenance of the printing unit;

## **11 Precautions**

(1) The self-service cash register terminal requires good grounding of the external power supply, the grounding resistance is less than  $0.1\Omega$ , and the equipment must be connected to a grounded three-prong national standard socket. If the power supply is not grounded or the grounding is poor, it may cause the case to be electrified, pose a safety hazard to the operator, and affect the stable operation of the self-service cash register.

(2) During use, a three-hole power socket or UPS power supply that meets national standards and has CCC certification must be used. The ground wire is required to be well grounded, and the power supply voltage is required to be stable. Confirm that the voltage provided by the socket is consistent with the voltage marked on the nameplate of the machine.

(3) The machine should be used in a dry, ventilated, clean environment and away from sunlight.

(4) Do not extend the cable or replace parts at will. If necessary, please contact our company or our agent.

(5) Do not plug in any live parts and peripherals of the self-service cash register terminal when it is charged. The connecting cables between the components of the self-service cash register terminal must be firmly inserted, and if the plug has screws, it must be tightened.

(6) When inserting a foreign USB flash drive, it must be anti-virus first to prevent the host from being infected with viruses.

(7) Do not switch the power of the main engine frequently, as frequent switching may cause impact on the machine.

(8) Do not spill any liquid, or drop any object into the case.

(9) Do not press heavily, exercise violently, shake or knock hard on the self-service cashier terminal.

(10) If liquid is accidentally spilled or sundries fall into it, please shut down immediately and cut off the power supply.

(11) In case of safety failures such as: abnormal smell, abnormal sound, leakage and other failures, the power supply should be cut off immediately, and contact our after-sales service or agent to deal with it. When the self-service cash register terminal is not in use, it should be turned off and the power supply should be cut

off. When shutting down, do not cut off the main power directly, but exit the application program first, turn off the main unit, and then cut off the main power.

(12) Please note that people cannot sit on the storage table, and the maximum load-bearing capacity of the table is 30Kg.

(13) Do not use acid or alkali detergents for cleaning the whole machine.

## 12 FCC Statement:

This device complies with part 15 of the FCC Rules. Operation is 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.

This equipment has been tested and found to comply with the limits for a Class B digital

device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This

equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio

communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or

television reception, which can be determined by turning the equipment off and on, the

user is encouraged to try to correct the interference by one or more of the following measures:

—Reorient or relocate the receiving antenna.

—Increase the separation between the equipment and receiver.

—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

—Consult the dealer or an experienced radio/TV technician for help.

Caution: Any changes or modifications not expressly approved by the party

responsible

for compliance could void the user's authority to operate the equipment.

### **13 Product Environmental Protection Statement**

- This product meets the environmental requirements of the "Administrative Measures for Restricting the Use of Hazardous Substances in Electrical and Electronic Products".
- Within the environmental protection use period, there will be no leakage and precipitation of harmful substances during the use of consumers, which will affect the health of consumers, so you can use it with confidence.
- Disposal and recycling tips

When this product is not needed or its life is over, please abide by the relevant national laws and regulations on the recycling of waste electrical and electronic products, and hand it over to a local manufacturer with nationally recognized recycling qualifications for recycling.

Recyclers need to properly dispose of components containing hazardous substances, and must not dispose of them arbitrarily.

- Environmental protection use period

The environmental protection use period of this product is 10 years.

## **14 Others**

You can log on to our website or call the national unified hotline.

QingDao Histone Intelligent Commercial System Co., Ltd Website:

<https://www.hics.histonetec.com/>

24-hour customer service hotline: 4006-585-111

## 15 List of accessories

NO.	goods	QTY	NOTES
1	host	1	
2	column	1	Optional
3	big iron plate	1	Optional
4	Wall bracket (including 4PCS M6*60 expansion screws)	1	Optional
5	Tax control printer bracket	1	Optional
6	Financial POS stand	1	Optional
7	Scanner bracket	1	Optional
8	card reader bracket	1	Optional
9	Fingerprint Reader Holder	1	Optional
10	wifi antenna	1	Optional
11	Hexagon socket head screw M8x16	8	Support plate and column fixing*4 (optional), large iron plate*4 (optional)
12	Phillips pan head combination screw M4x8	10	Fiscal printer bracket*2 (optional), financial POS bracket *2 (optional), scanner bracket *2 (optional), card reader bracket *2 (optional), fingerprint reader bracket *2 (optional)
13	12.9 Class 12.9 Flat Point Socket Set Screw Machines  M12x10 M12x10 headless stop screw	2	
14	Allen key size 6	1	
15	printer paper shaft	1	
16	key	2	
17	power cable	1	



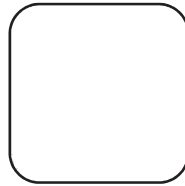
# *HiStone*

**24h**  
Serving

24-hour customer service hotline

**4006-585-111**

inspect:



Qingdao Histone Commercial System Co., Ltd.  
Headquarters Address: Qingdao, China  
Website: <https://www.hics.histonetec.com/>