

User's Manual

AL-9700 Series

AL-9705

15" Dual-Core Media-Enhanced

POS system

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Safety and Warranty

1. Read these safety instructions carefully.
2. Keep this user's manual for later reference.
3. Disconnect this equipment from any AC outlet before cleaning. Do not use liquid or spray detergents for cleaning. Use a damp cloth.
4. For pluggable equipment, the power outlet must be installed near the equipment and must be easily accessible.
5. Keep this equipment away from humidity.
6. Put this equipment on a reliable surface during installation. Dropping it or letting it fall could cause damage.
7. The openings on the enclosure are for air convection. Protect the equipment from overheating. **DO NOT COVER THE OPENINGS.**
8. Make sure the voltage of the power source is correct before connecting the equipment to the power outlet.
9. Position the power cord so that people cannot step on it. Do not place anything over the power cord.
10. All cautions and warnings on the equipment should be noted.
11. If the equipment is not used for a long time, disconnect it from the power source to avoid damage by transient over-voltage.
12. Never pour any liquid into an opening. This could cause fire or electrical shock.
13. Never open the equipment. For safety reasons, only qualified service personnel should open the equipment.
14. If any of the following situations arises, get the equipment checked by service personnel:
 - a. The power cord or plug is damaged.
 - b. Liquid has penetrated into the equipment.
 - c. The equipment has been exposed to moisture.
 - d. The equipment does not work well, or you cannot get it to work according to the user's manual.
 - e. The equipment has been dropped and damaged.
 - f. The equipment has obvious signs of breakage.
15. **DO NOT LEAVE THIS EQUIPMENT IN AN UNCONTROLLED ENVIRONMENT WHERE THE STORAGE TEMPERATURE IS BELOW -20°C (-4°F) OR ABOVE 60°C (140°F). IT MAY DAMAGE THE EQUIPMENT.**

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Chapter 1

Introduction

AL-9705 Introduction

Combining POS application with HD level media performance, AL-9705 leads the POS terminal development into a new era. With the ATI HD3200 graphic IC integrated and optional side-port memory support, it becomes possible for a POS terminal to be more than a POS—it can also serve as a digital signage player. Besides the excellent media enhanced features, AL-9705 is equally strong in POS application features, such as dual-core CPU support, 2 x HDD with RAID function, abundant I/O access, and easy-maintenance mechanical structure. Though as powerful as it is, AL-9705 is supplied with a 150W power adaptor only, reducing the power consumption efficiently as a little tribute to our planet.

Main Features:

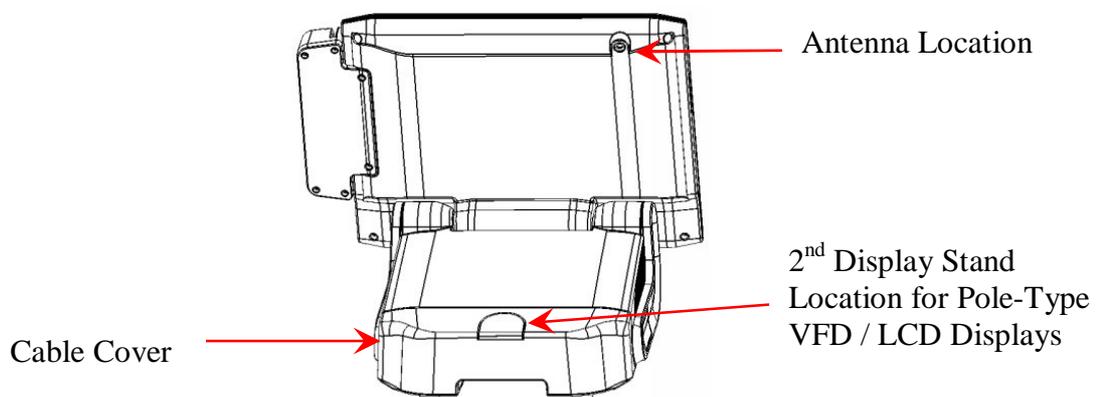
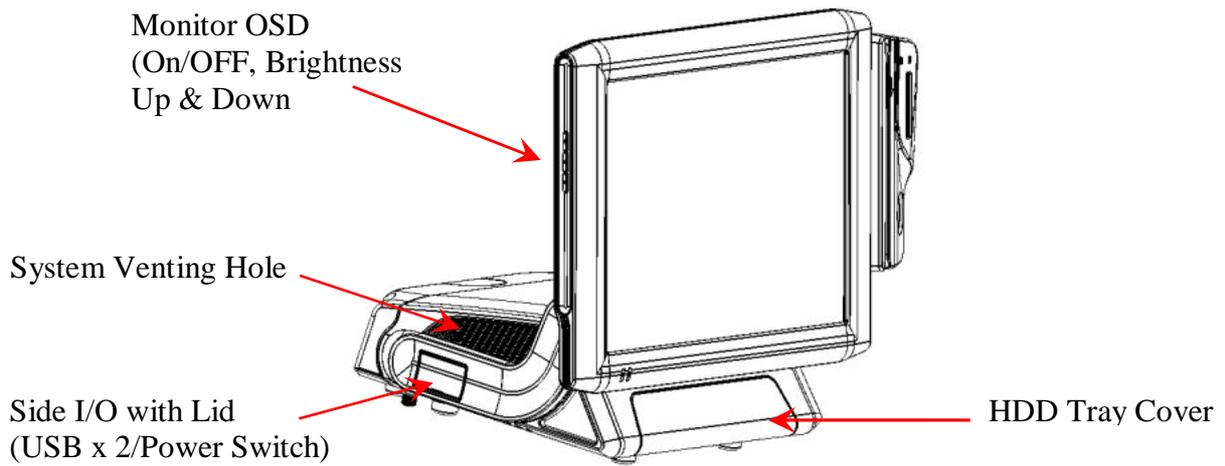
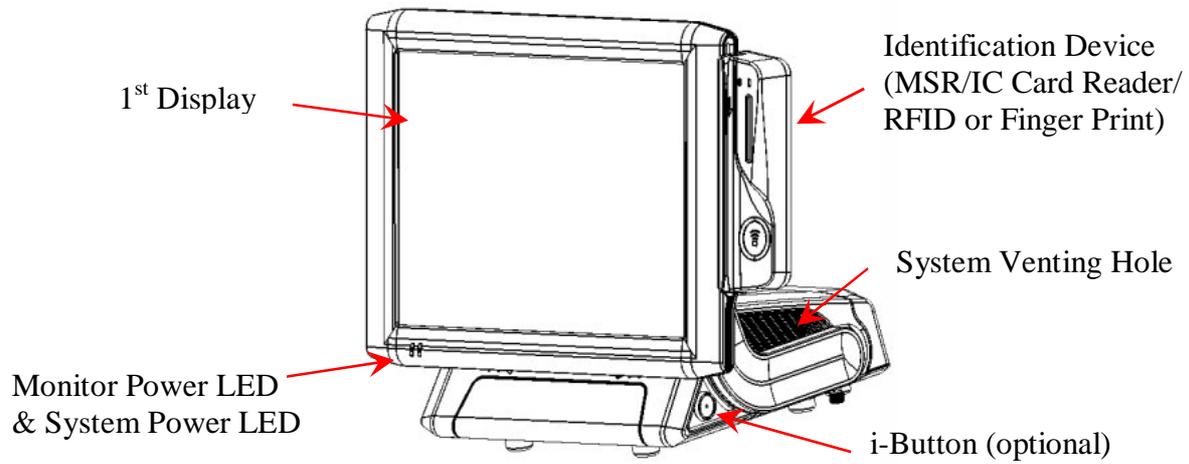
- Multiple display with independent audio stream support
- Strong graphic performance, supporting mpeg2/4, H.264...etc
- 2 x HDD trays available with RAID function support
- Integrated OSD and monitor power indicator for better display monitoring
- Easy maintenance for HDD, RAM, and the M/B box
- Easy access for jumper setting adjustment



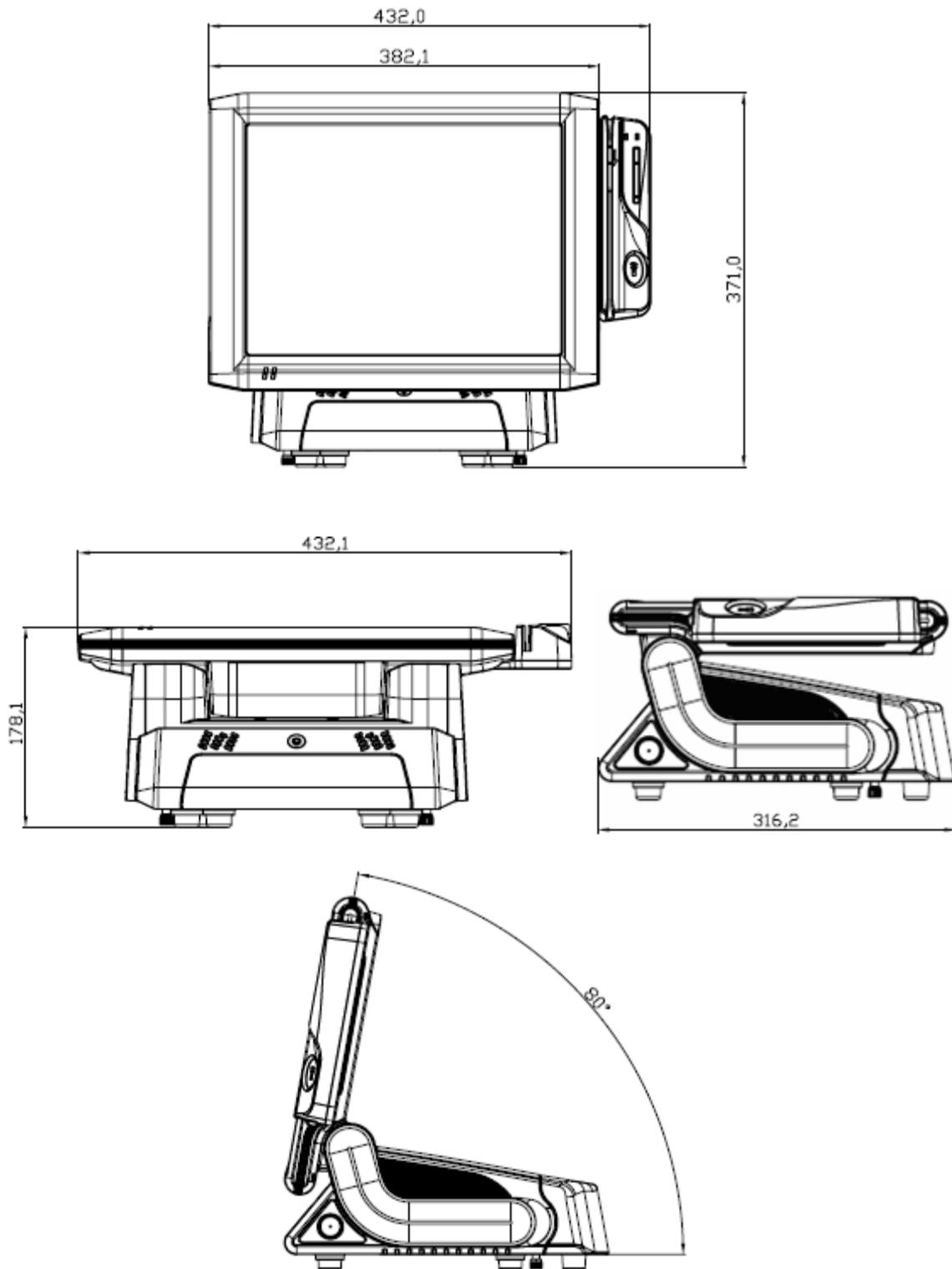
AL-9705 (Black & Silver v.s. Silver & White)

A Quick Tour for AL-9705

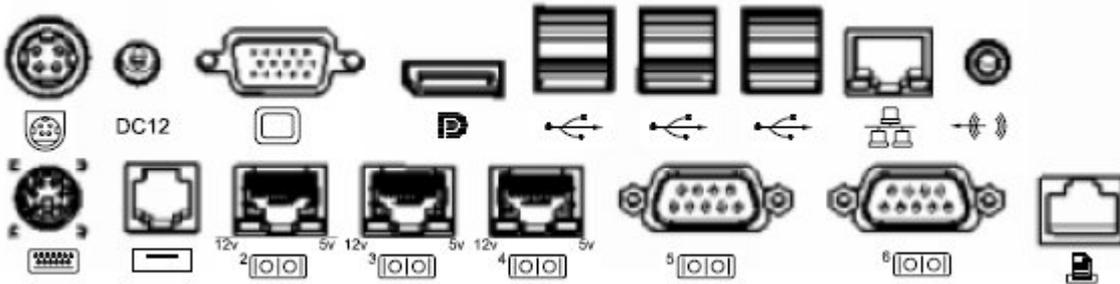
Before you start, take a moment to become familiar with **AL-9705**.



AL-9705 Dimension



Rear I/O Panel



I/O Port	Connector Type	Description
	Earphone connector	Connect the speakers to this port
	USB type A connector	Standard USB connector for external device
	DC Power connector	Connect the power supply to this port
	VFD / RJ45 connector w/ LED Indicators (5V/12V)	This RJ45 port can be used to attach a VFD customer display or serve as an additional serial port (switching cable provided). (Green LED for 5V/ Orange LED for 12V/ None for RI.)
	RJ11 connector	Cash drawer connector, 12V / 24V selectable by jumper (JP7)
	PS2 connector	Connect the keyboard or mouse to this port
	D-SUB 9 connector	The serial ports COM5/COM6 can be used to connect devices such as a printer or a fax/modem.
	10-pin RJ45 10P10C Connector	The RJ45 connector is for connecting LPT-type KeyPro solution
	RJ45 connector	Connect AL-9705 to the Ethernet
	D-Sub 15 Pin Connector	The VGA port is used for connecting LCD or CRT monitors or pole-type 2 nd LCD customer displays.
	20 Pin Display Port Connector (Male)	The display port can be used to connect HD level resolution displays (cable adaptors for DP to VGA/DVI/HDMI are optionally provided.)
	12V DC-out connector	This DC-out port can sustain the power of the monitor or any other devices which need 12V DC power input.

Packing List

- AL-9705 Main System x 1
- 150W Power Adaptor x 1
- Driver & Manual CD x 1
- AC Power Cord x 1
- 2.5" HDD Tray x 1
- COM port switching cable (RJ45 to D-SUB 9 pin) x 3

Optional:

- 2nd 2.5" HDD Tray
- Pole-type 12" /15" LCD Customer Display
- MCR / IC Card Reader / Finger Print or RFID Selectable 3-in-1 Module
- I-Button (by factory order)
- WiFi Wireless Module
- DP Cable Adaptors: DP to VGA / DVI / HDMI Available

Chapter 2

Hardware Installation and Upgrading

Warning!

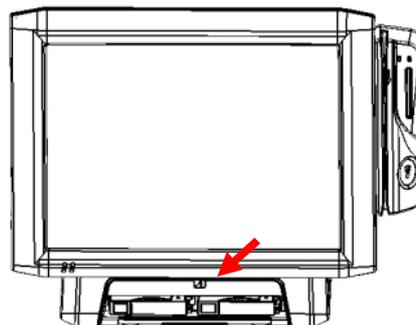


Do not remove the rear cover until you have verified that no power is supplied to the system. Power must be switched off and the power cord must be unplugged. Every time you service the system, you should be aware of this.

2 x 2.5" Hard Disk Drive Installation

1. Turn off power and remove power cord from the system

2. Unlock the HDD tray cover in front and reveal the HDD trays (One tray as default).



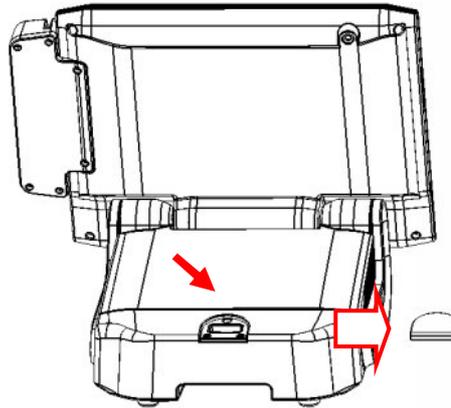
3. Push the tray button and pull out the tray module to replace the HDD.



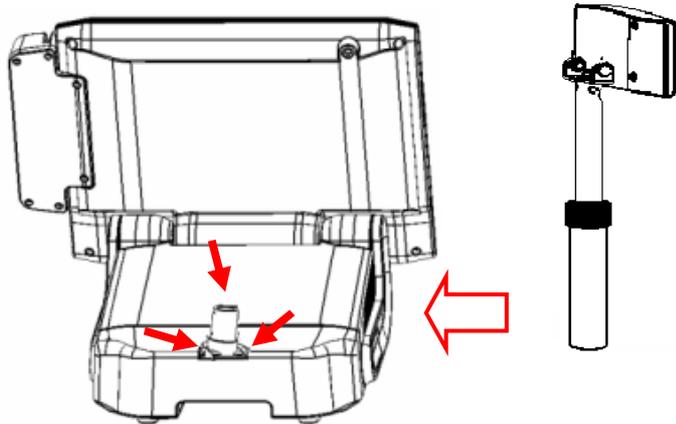
4. Restore the HDD tray to the system.
5. Lock the HDD tray cover.
6. Connect the power cord to the system.

Pole-Type VFD / 2nd LCD Display Installation

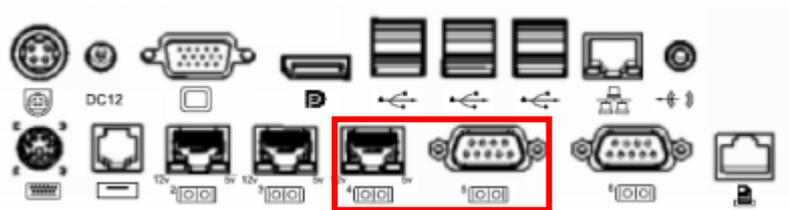
1. Remove the lid on the cable cover



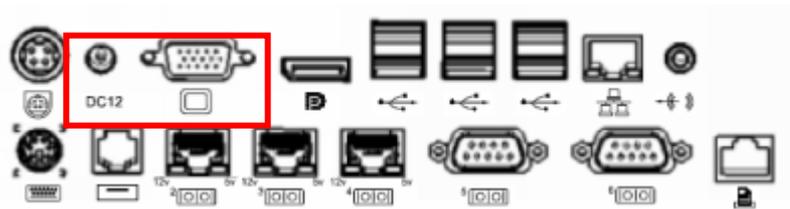
2. Fix the pole stand with screws and place the pole-type customer display / 2nd LCD display to the stand



3. Connect the RJ45 or RS-232 (D-Sub 9) cable to the system for VFD.

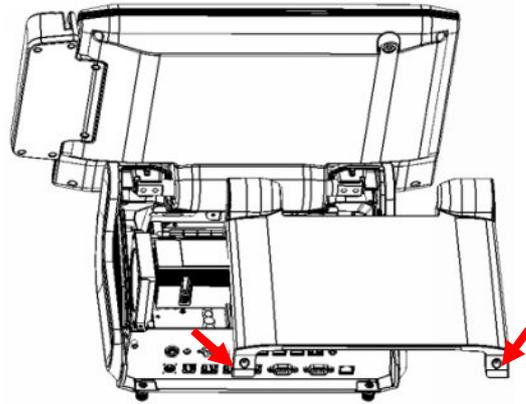


4. Connect VGA (D-Sub 15) and 12V DC power cables to the system for 2nd LCD display



Memory (DDRII RAM) / CPU Installation

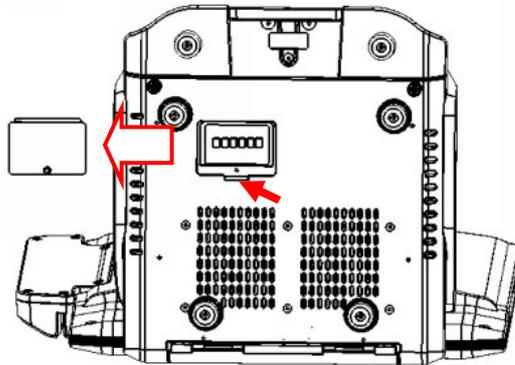
1. Unscrew and remove the top cover



2. Install the DDRII RAM or CPU you require.
3. Restore the top cover.

Jumper Setting Adjustment

1. Unscrew and remove the maintenance door



2. Adjust the jumper settings required.
(See the Note below for setting details.)



3. Restore the maintenance door.

Note:

COM2(JP1)COM3(JP3)COM4(JP5)

POWER & RI MODE	JUMP SELECT SHORT
+5V	1-2
RI	★ 3-4
+12V	5-6

COM2(JP2)COM3(JP4)COM4(JP6)

MODE	JUMP SELECT SHORT
RS232	★ 1-3,2-4
+VFD	1-2,3-5,4-6

CASH DRAWER Voltage(JP7)

MODE	JUMP SELECT SHORT
+12V	★ 1-2
+24V	2-4

MCR Parameter Modification

This option is for users who need to customize the MCR parameters for a particular task.

The MCR parameters can be modified by using the supplied utility program. The utility can be found on the CD that came with your system in the “\Utilities\USB MSR\Software” folder. The program name is HID_MSR_PSW00003.exe.

And the utility user manual can be found in “\Utilities\USB MSR\Documents\HidMsrUserManual_TM970001.pdf.”

i-Button Installation

The i-Button applied in AL-9700 is a COM-interfaced device which simulates K/B input as default application. The testing program “iButtonTester” may be retrieved from our technical website.

The command set is shown as follows.

Command	Interpret
ESC w	Read iButton Key

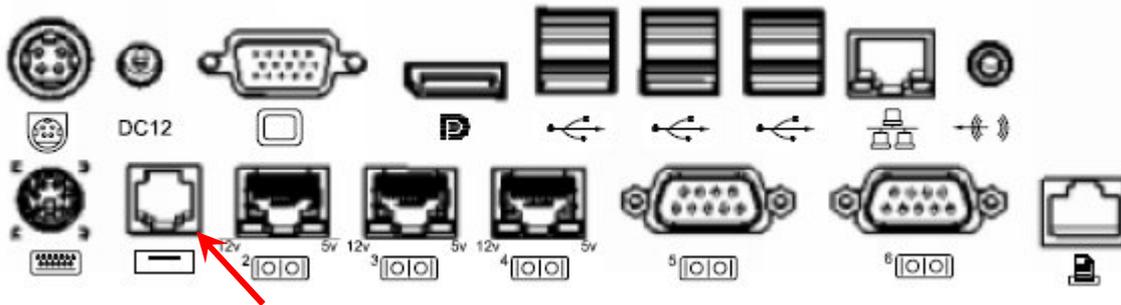
Note:

1. Put the key to i-button reader to generate an interrupt and send the key data to the terminal.
2. Remove the key from i-button reader to generate an interrupt and send '0 0 0 0 0 0' to the terminal.

Cash Drawer Installation

Before connecting the cash drawer to the **AL-9705**, please make sure the drive voltage and cable pin assignment of the cash drawer matches the definition of the cash drawer port of **AL-9705**. Please refer to the mother board manual GPIO part for more information.

Plug cash drawer cable into the cash drawer port.



Note: If the cash drawer cannot be detected by the system, please refer to [troubleshooting](#).

Up to two cash drawers may be driven from this port. Driving voltage of the solenoid is DC+12V / 24V selectable (via JP7). I/O port 2F is used for drawer operation. A test program is supplied, for Linux and Windows, source code of which is available on request by software developers. OPOS driver, test software and sample dll files can be found under the Utility folder in the system driver CD attached.

(DLL Library: Utilities\Cash Drawer\cashdrawer.dll\
Test Program: \Utilities\Cash Drawer\cashdrawertest\)

To test for drawer open, read port **2F**, if bit 0=1 then drawer is open, if bit 0=0 drawer is closed. Before testing the cash drawer function, ensure to initiate the GPIO port first referring to the command sets below:

```
initGPIO=2e,87,2e,87,2e,07,2f,07,2e,f1
```

(2e stands for the address while '87', '07', 'f1' stands for the value to the address. All the values here are hexadecimal.)

Chapter 3

Software Installation and Setup

AL-9705 comes with a variety of drivers for different operating systems. You may find the system CD with all the necessary drivers and utilities.

Please follow this installation sequence.

Driver installation sequence:

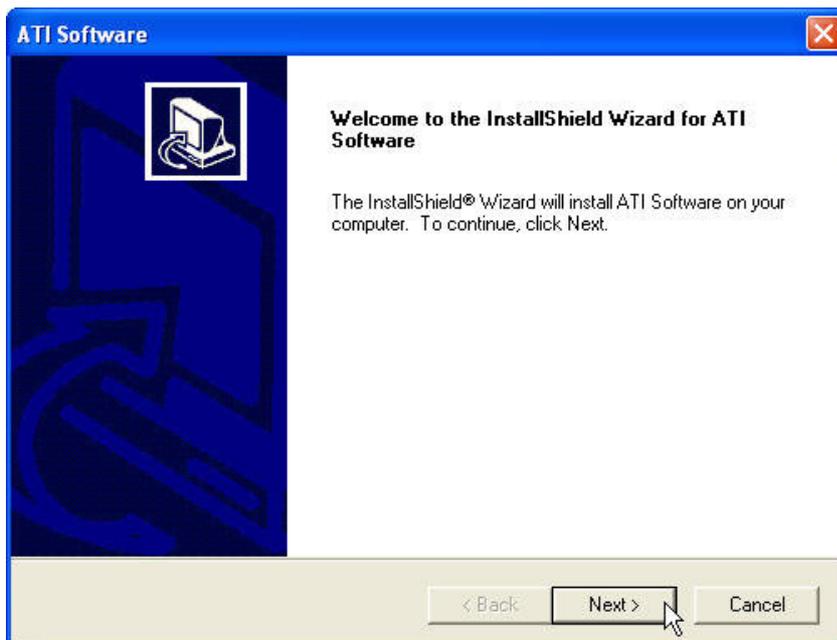
Chipset Driver → NetFramework → LAN Driver → Audio Driver → Touch Tools → Utilities

The reason to follow our sequence is that IRQ settings will be changed by Windows XP to non supported values, and you may encounter unnecessary problems later.

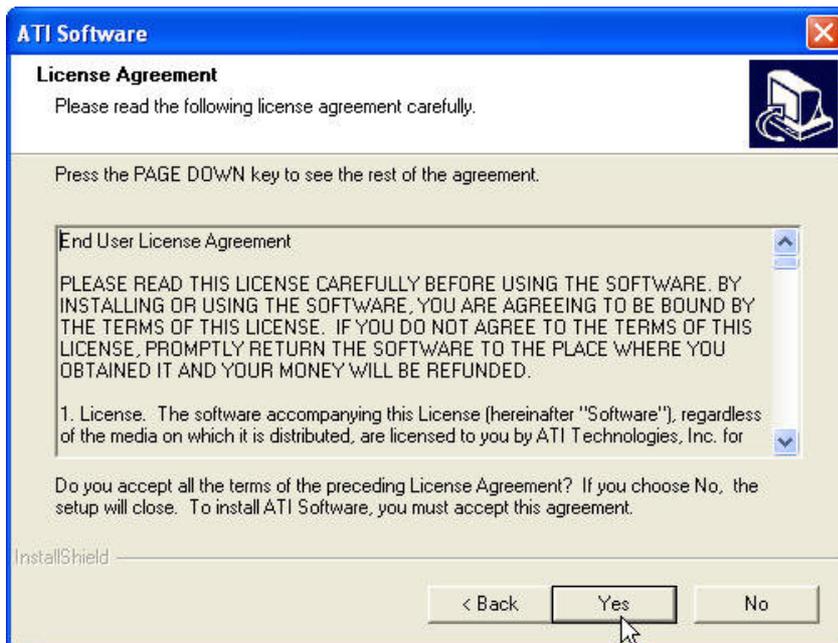
AMD Chipset Driver Installation for Windows XP

The AMD 780E driver installation will include not only the chipset drivers, but also the built-in ATI utilities for graphics (Catalyst Control Center), audio and RAID function. During the installation, the system will show the message requesting the installation of **NetFramework**. Please direct manually to the folder to complete the process.

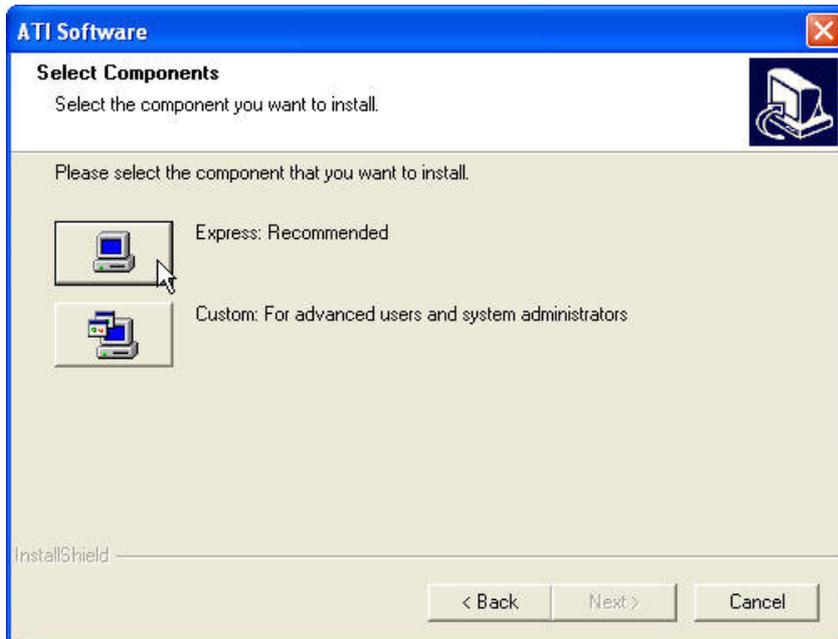
1. Insert the CD into your CD ROM Drive.
2. Locate the folder of **D:\Driver\CHIPSET\WinXP**
3. Open **Setup.exe**



4. Click **Next**.



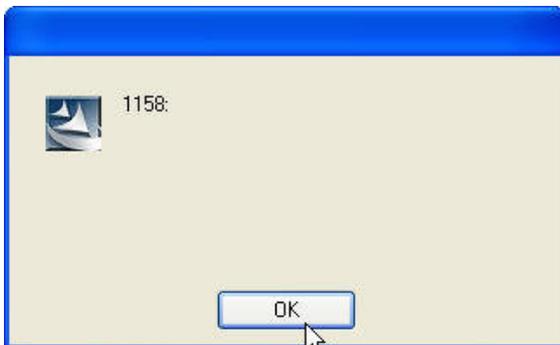
5. Read the License Agreement and click **Yes**.



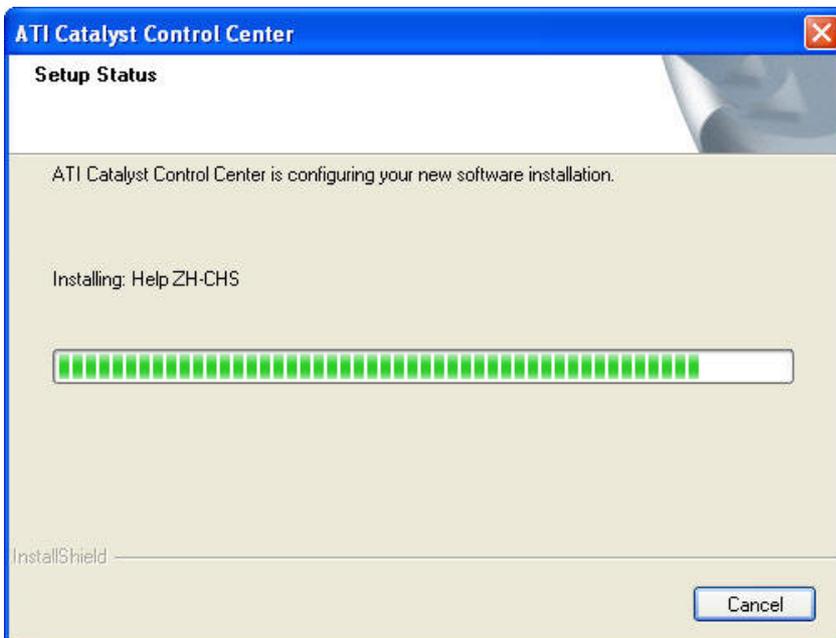
6. Click **Express: Recommended** to start the installation.



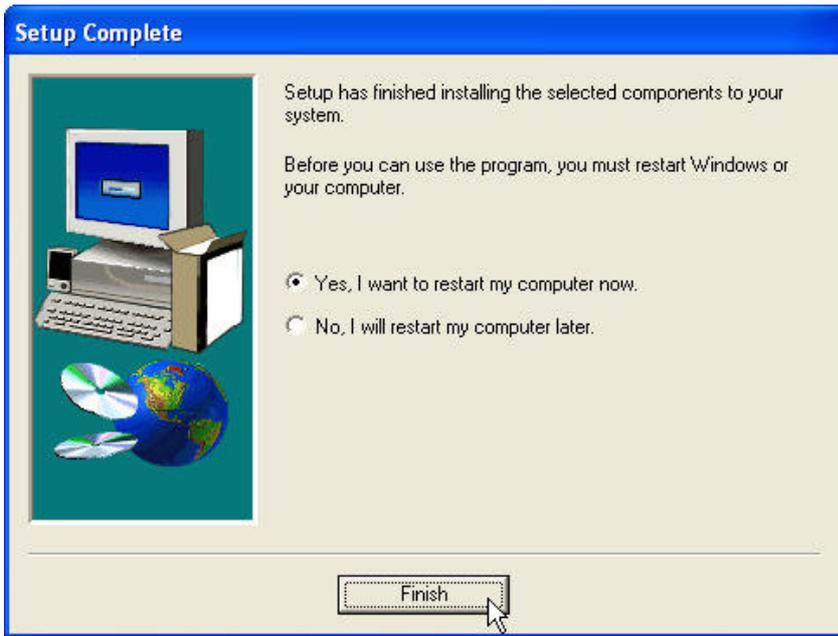
7. Please wait while the setup program processing.



8. Click **OK** to continue.



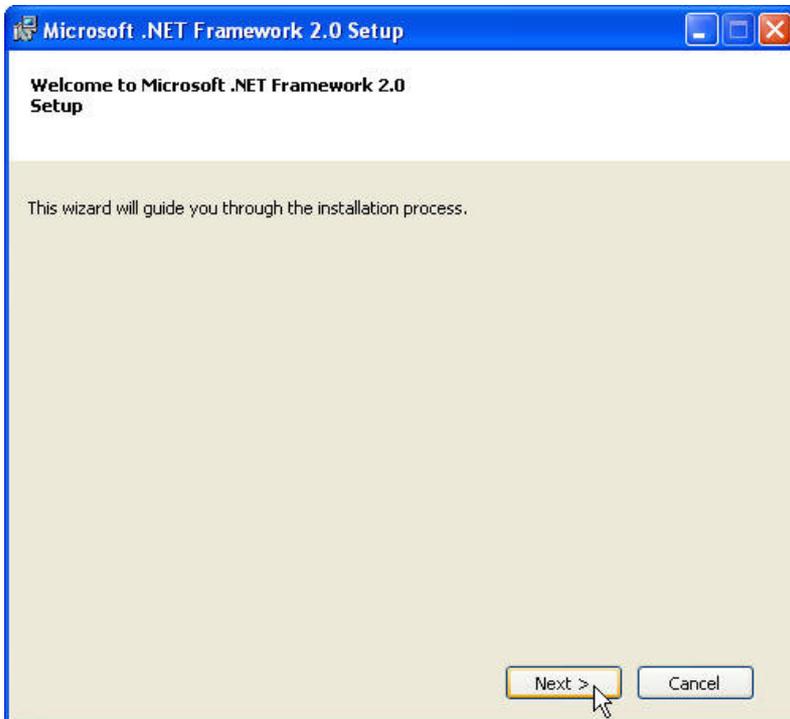
9. Please wait for the configuration process.



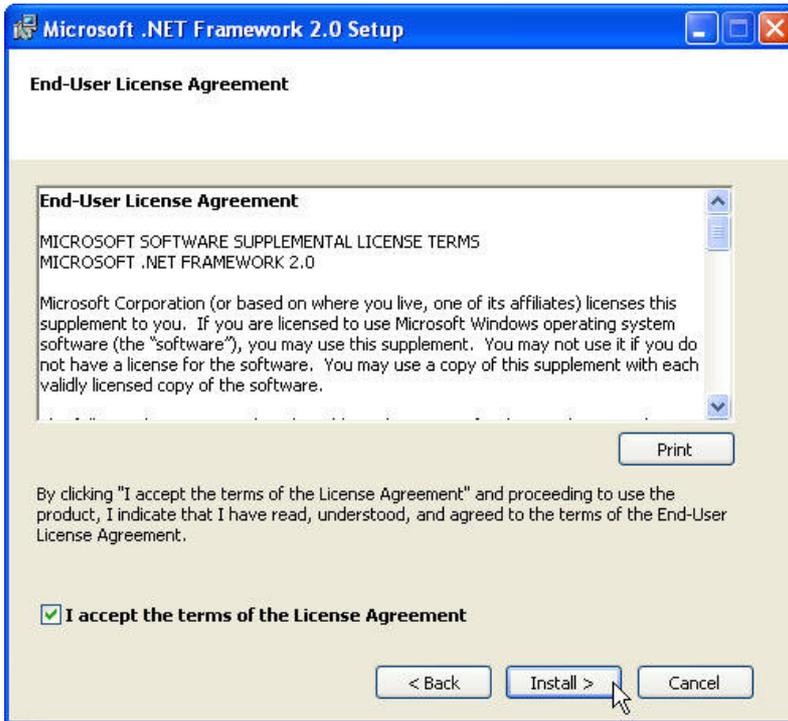
10. When the 'Setup Complete' message appears, click **Finish** to restart your computer.

NetFramework Installation

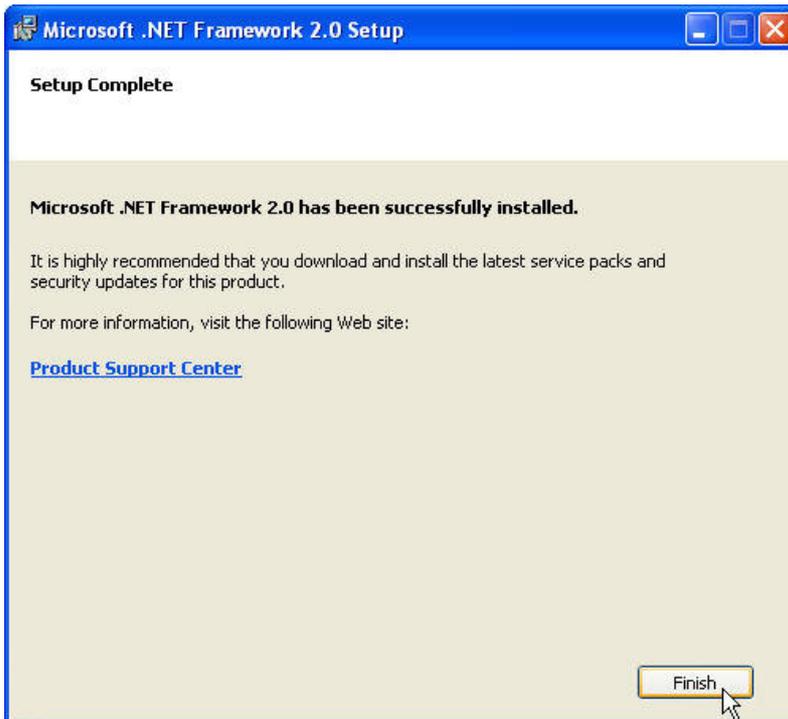
1. Locate D:\ Driver \CHIPSET\Win XP\Net Framework 2.0\
2. Open **dotnetfx.exe**



3. Click **Next** to continue.



4. Tick **I accept the terms of the License Agreement** and click **Install** to continue.

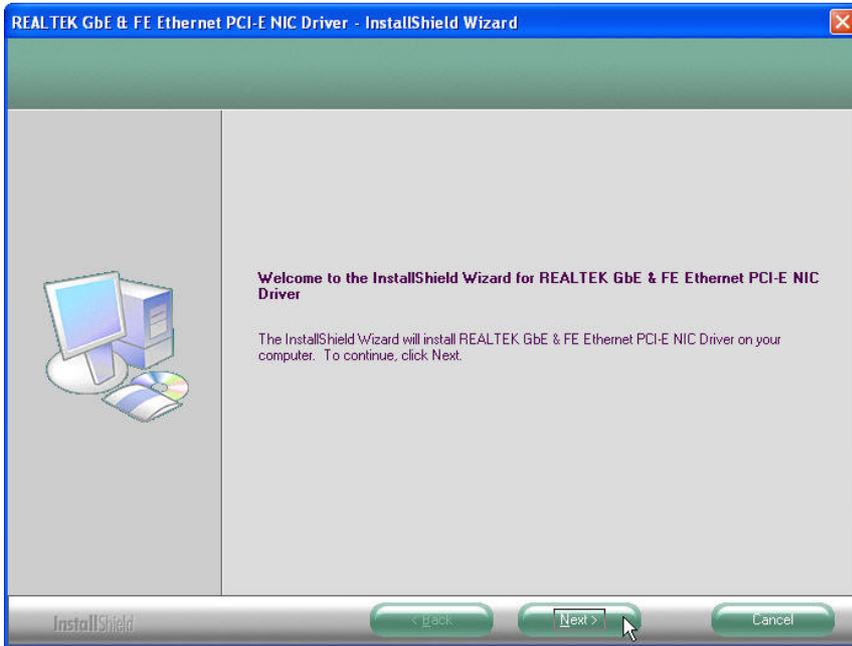


5. Click **Finish** to complete the installation.

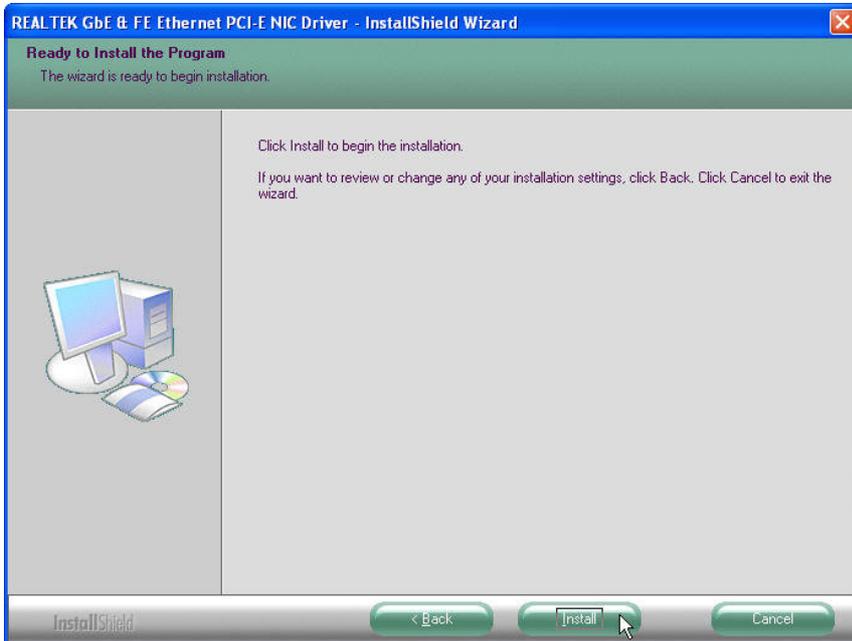
LAN Driver Installation

LAN Driver Installation for Windows XP

1. Locate **D:\Driver\GIGA LAN\WinXP**
2. Double click **Setup.exe**.



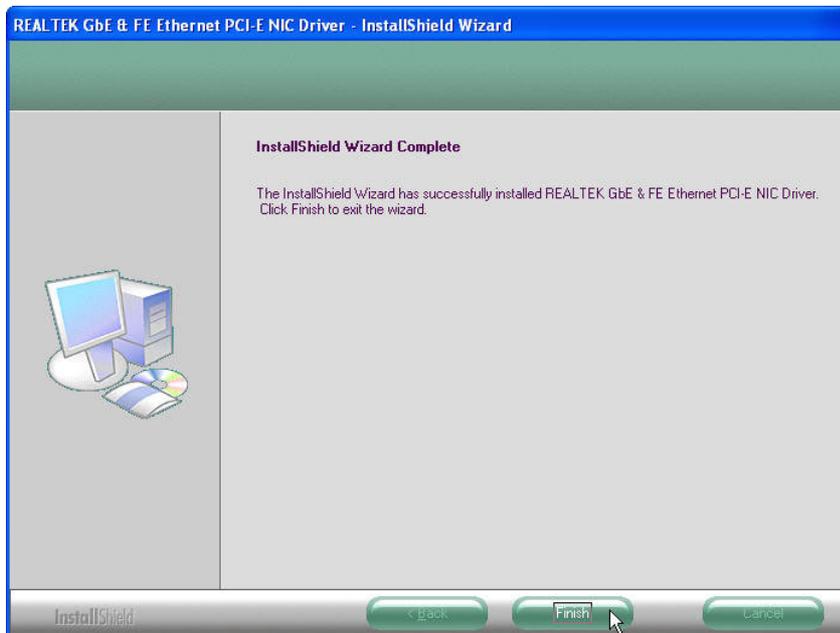
3. Click **Next** to continue



4. Click **Next** to continue



5. Click **Continue Anyway** to continue the installation.

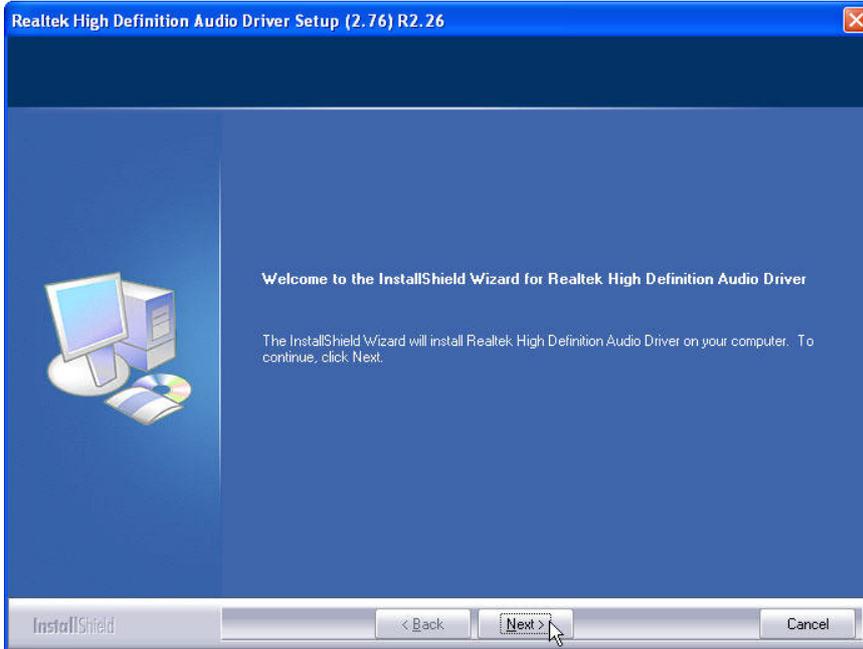


6. Click **Finish** to complete the installation procedure.

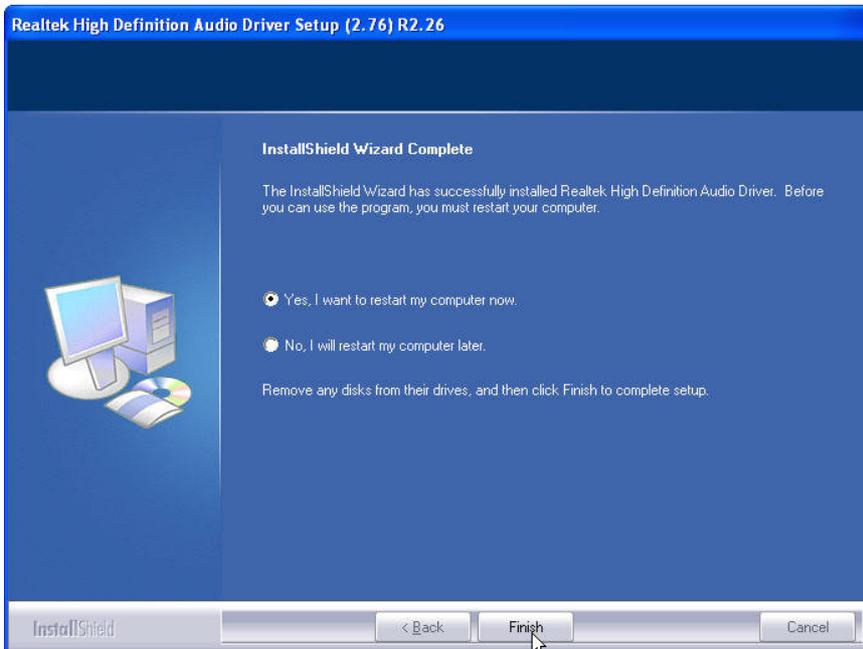
Audio Driver Installation

Audio Driver Installation for Windows XP

1. Locate **D:\Driver\AUDIOWinXP**
2. Double click **Setup.exe**.



3. Click **Next** to continue.



4. Click **Finish** to restart the system.

ELO Touch Tools Installation

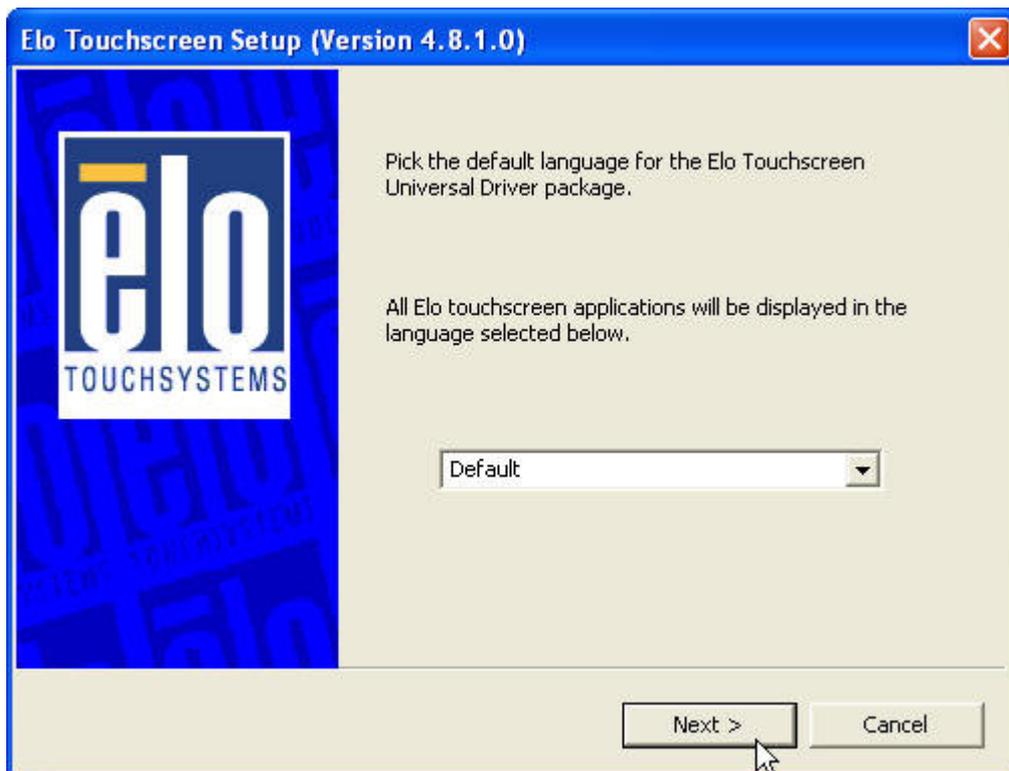
1. Locate **D:\Utilities\TOUCHSCREEN\ELO Touch\WinXP**
2. Select the relevant ELO folder for the operating system that you are using. For example. If you are installing for a Windows XP then select **WinXP** folder.
3. Open **EloSetup.exe**



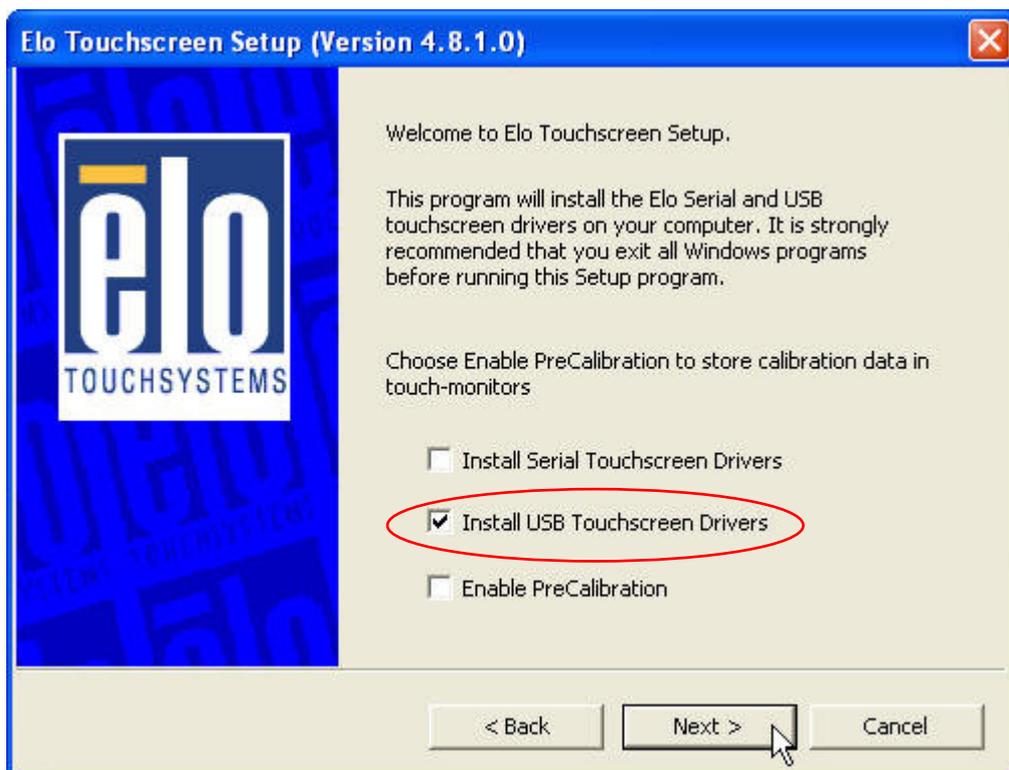
4. Click **OK** to extract the necessary files



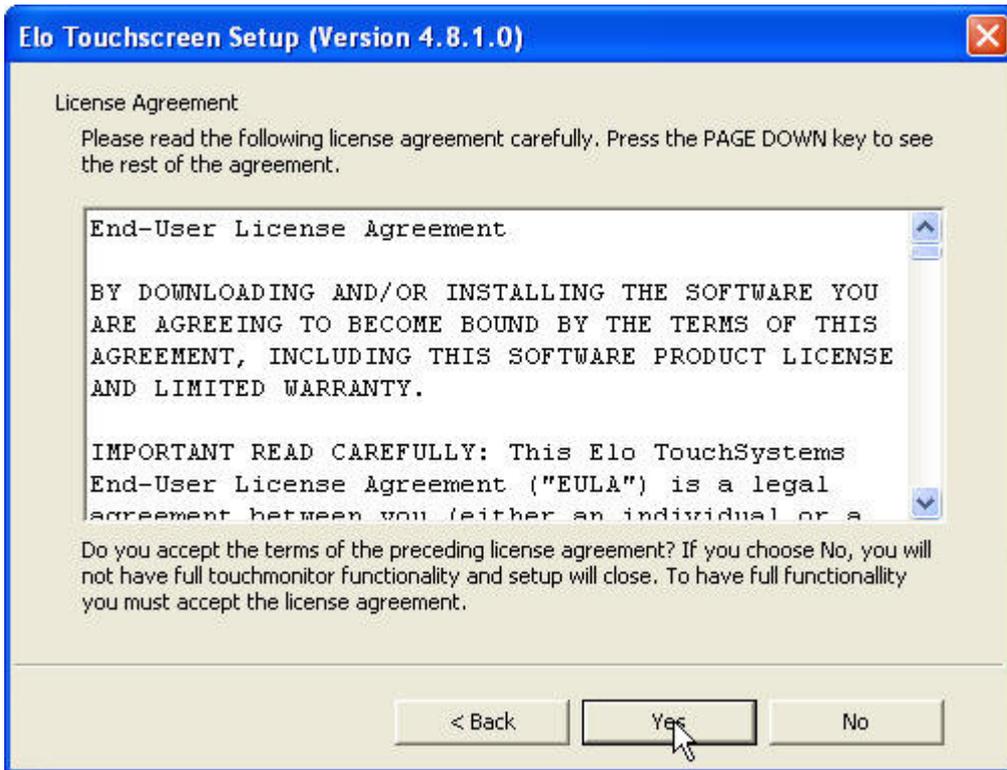
5. Click **OK** to install Elo Touch drivers and utilities.



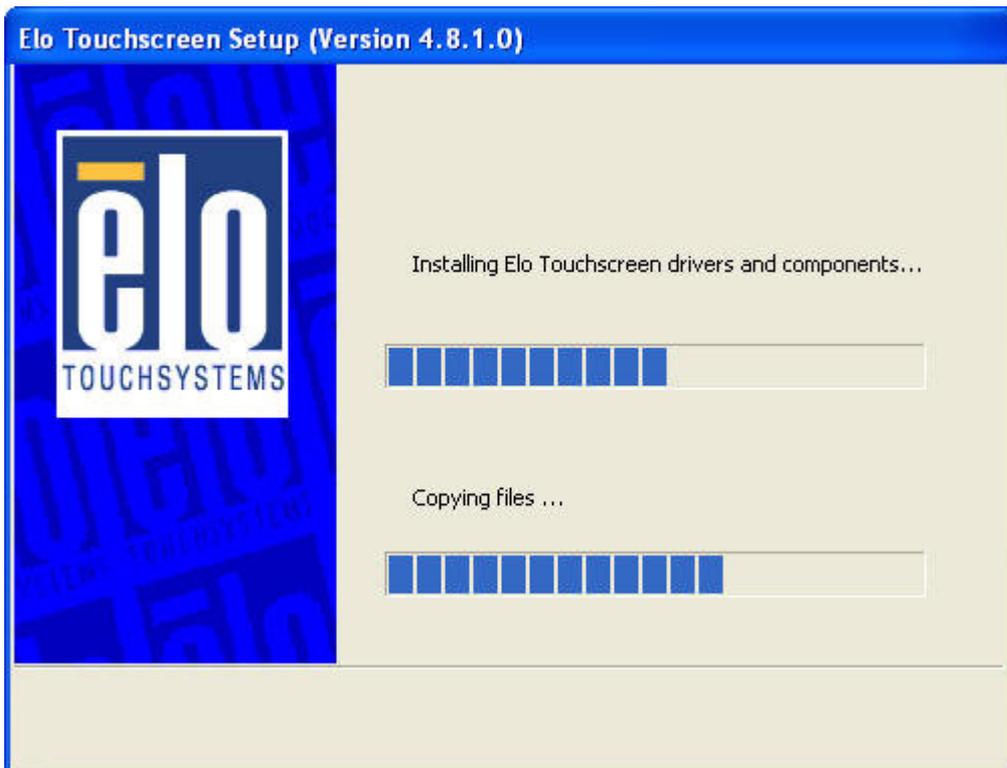
6. Select **Default** and click **Next** to continue.



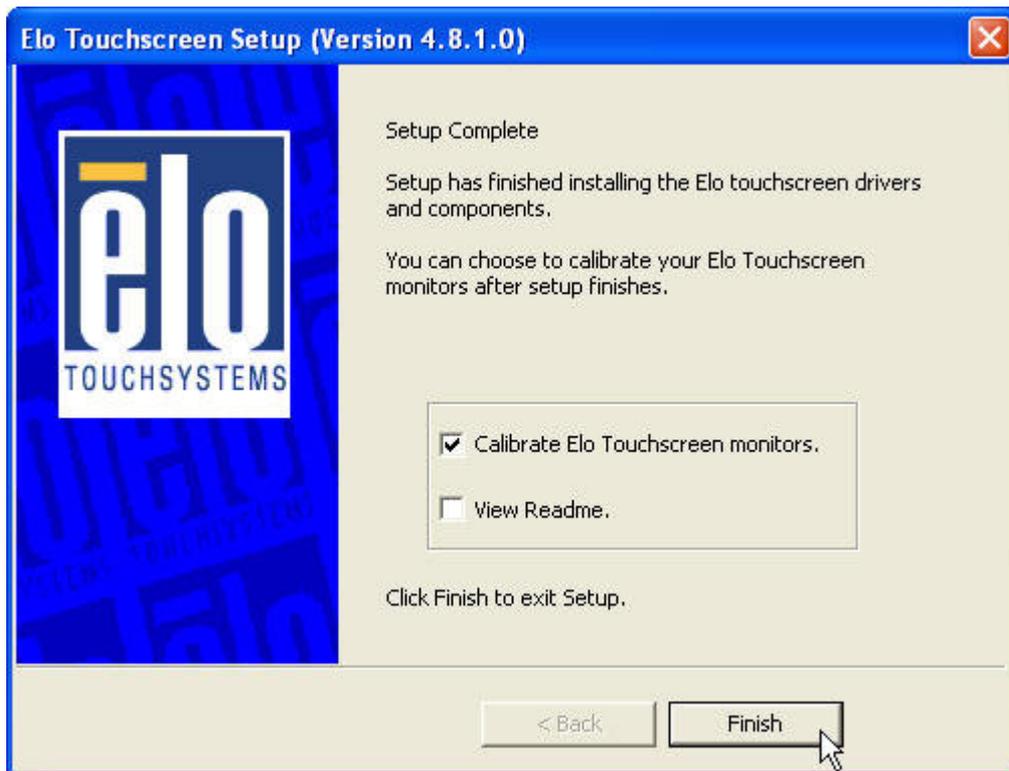
7. Tick the **Install USB Touchscreen Drivers** and click **Next** to continue.



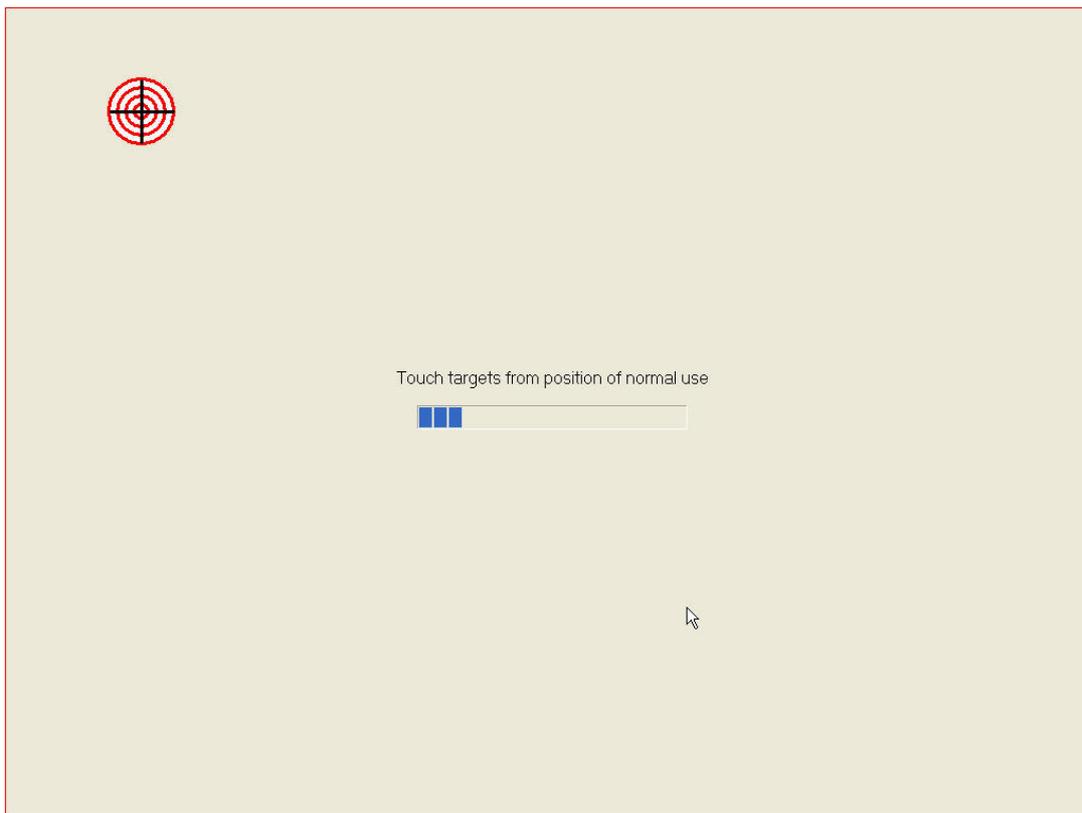
8. Read the “License Agreement” and click **Yes** if you accept it.



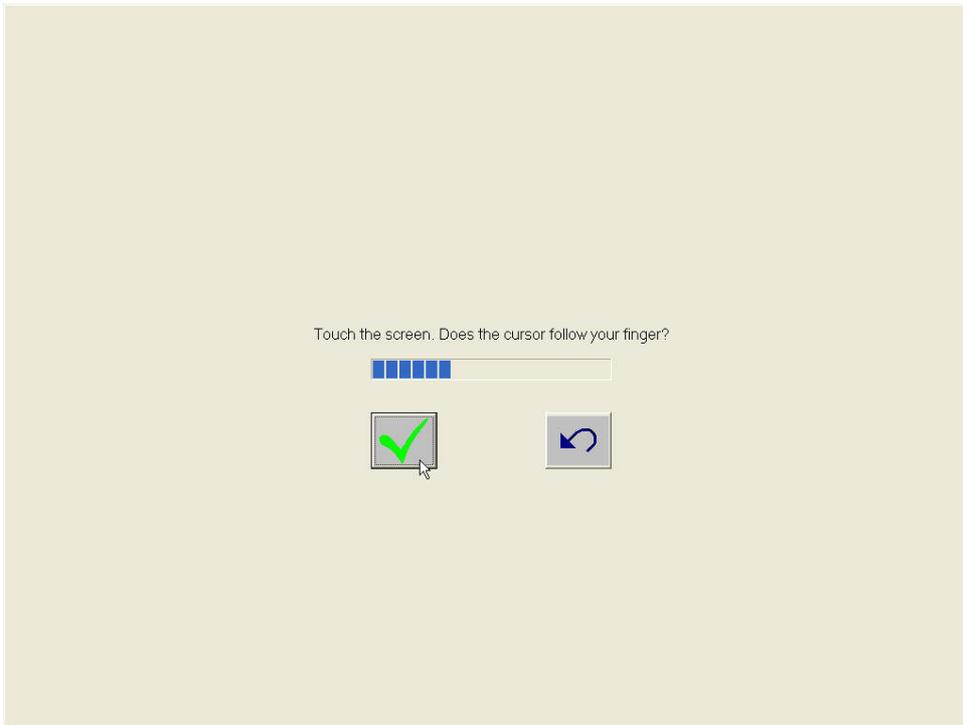
9. Please wait for the installation to be completed.



10. Select **Calibrate Elo Touchscreen monitors** and click **Finish** to start the calibration.



11. Please use a soft-tip object such as finger to calibrate the touch screen (Red bull's eye will pop up three times in different positions)



12. Click "" to finish the installation

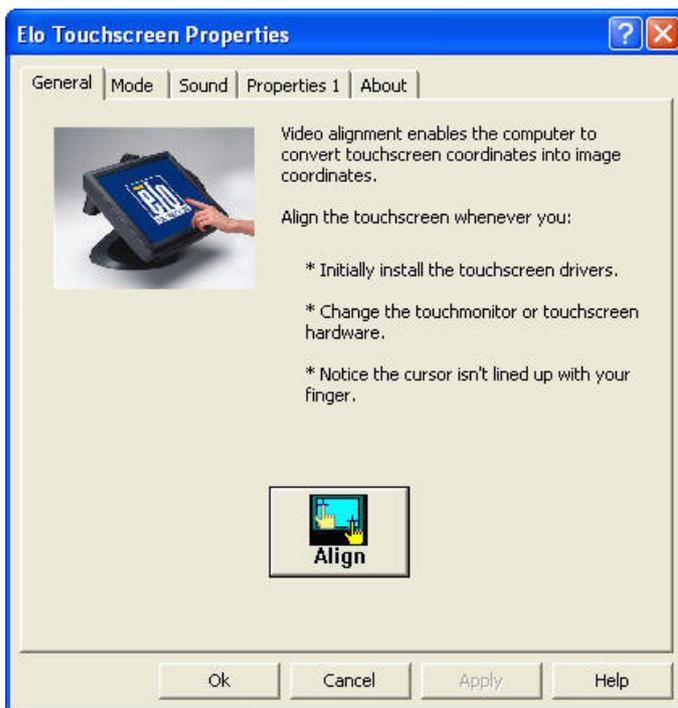
ELO Control Panel

This section explains the different options in the ELO control Panel.



General tab

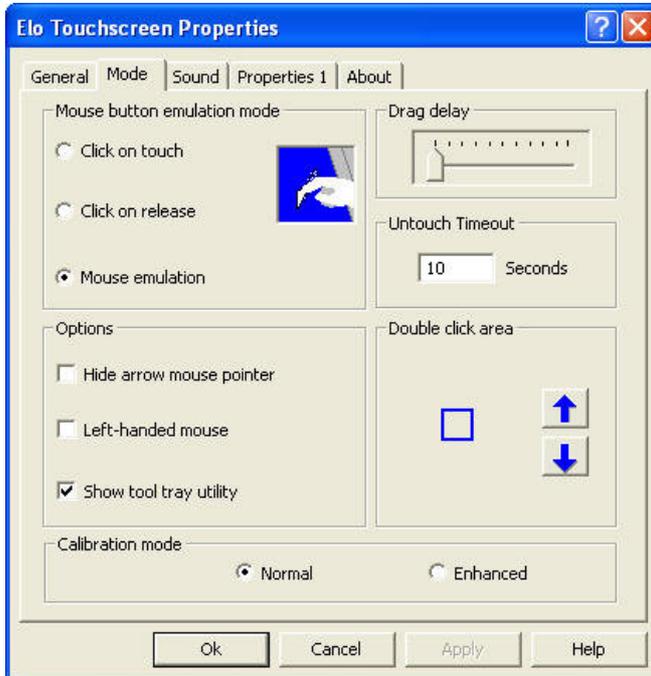
The General tab allows you to calibrate the touch screen with the **Align** button.



Mode tab

The Mode tab allows you to:

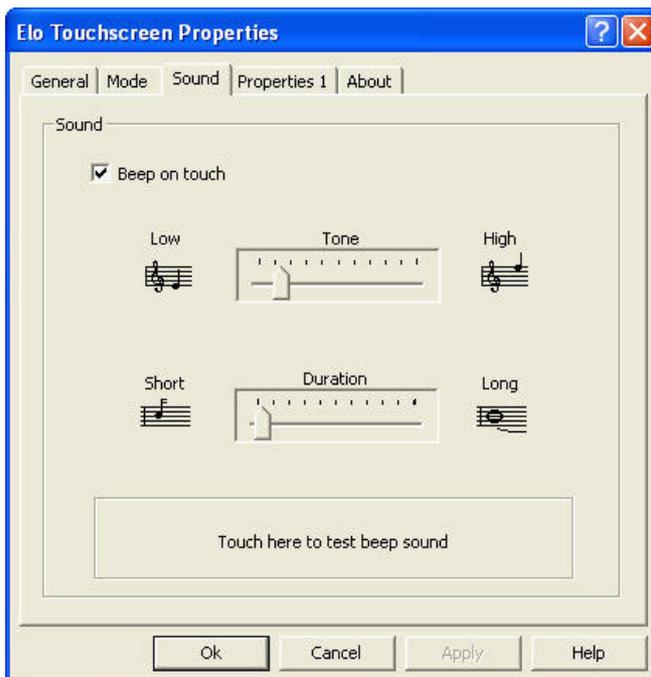
- Adjust all mouse emulation controls.
- Change cursor properties
- Enable or disable right mouse button utility.



Sound tab

The Sound tab allows you to:

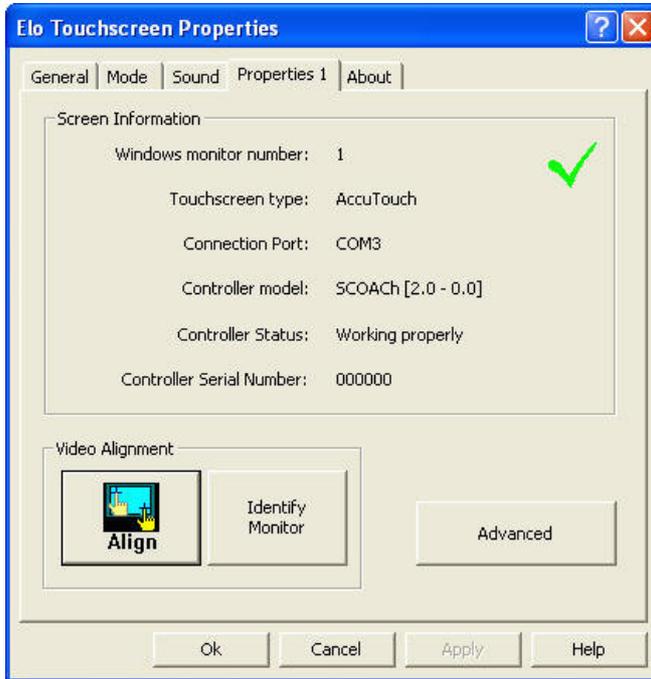
- To change sound properties for ELO touch tools.



Properties tab

The Properties tab allows you to:

- View Controller Information.



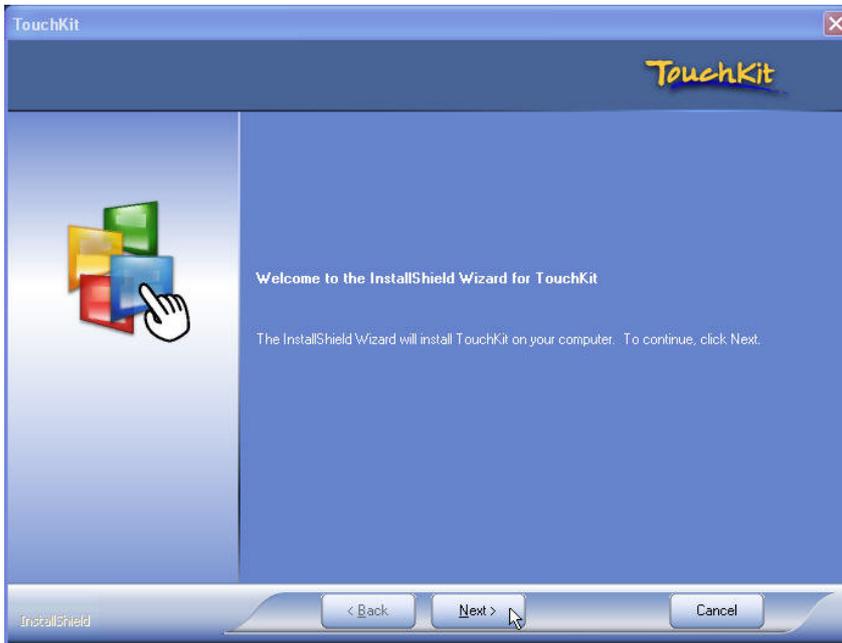
About tab

The About tab displays Information about ELO Touch systems

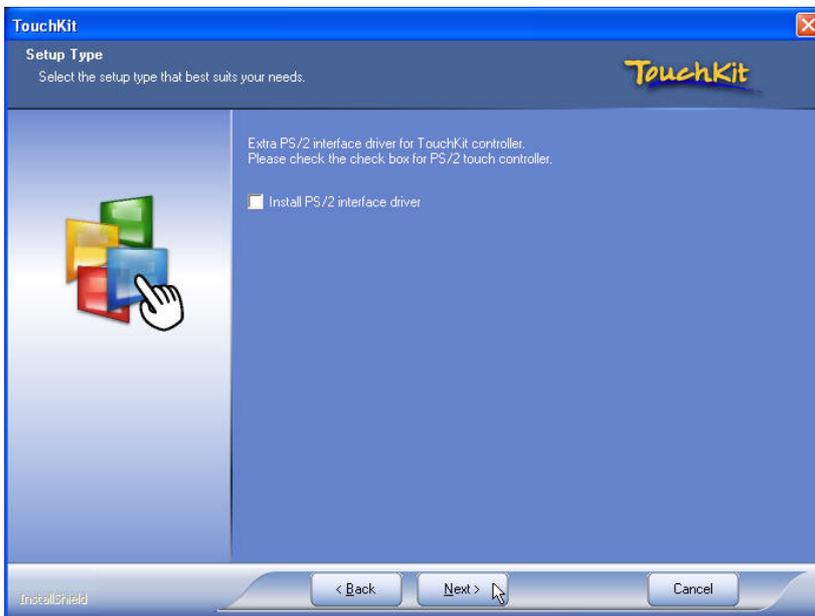


TouchKit Tools Installation (Fujitsu)

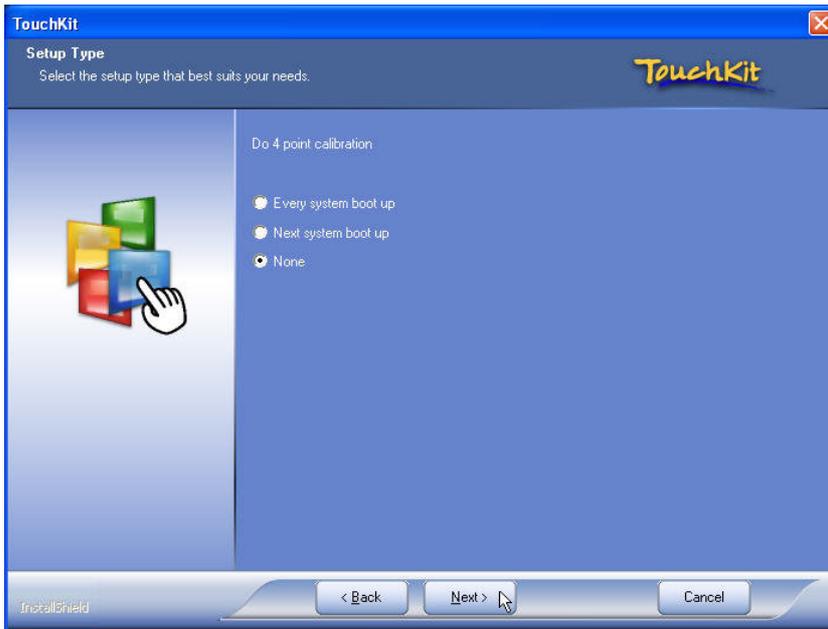
1. Locate **D:\Utilities\TOUCHSCREEN\TouchKit(Fujitsu)\WinXP**
2. Select the relevant folder for the operating system that you are using. For example. If you are installing for a Windows XP then select **WinXP** folder.
3. Click **Setup.exe**



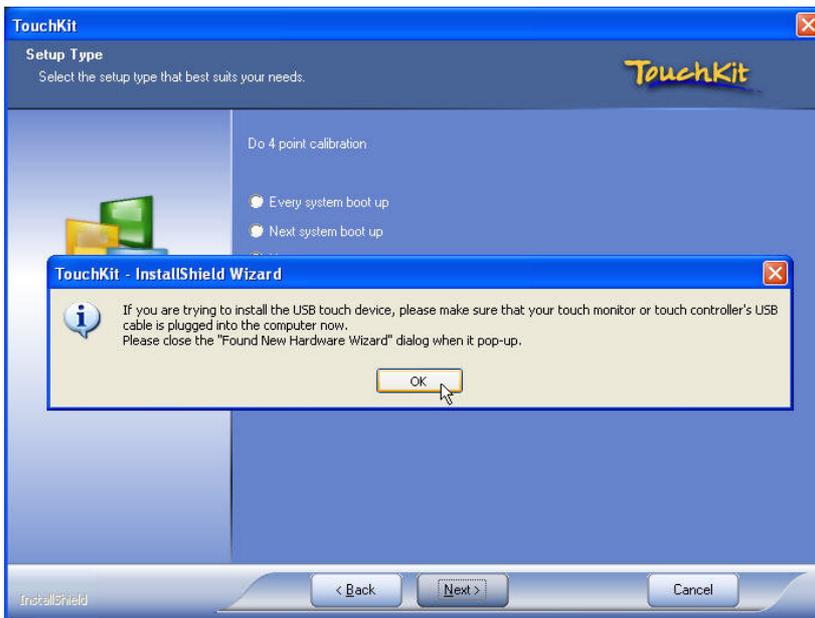
4. Click **Next**



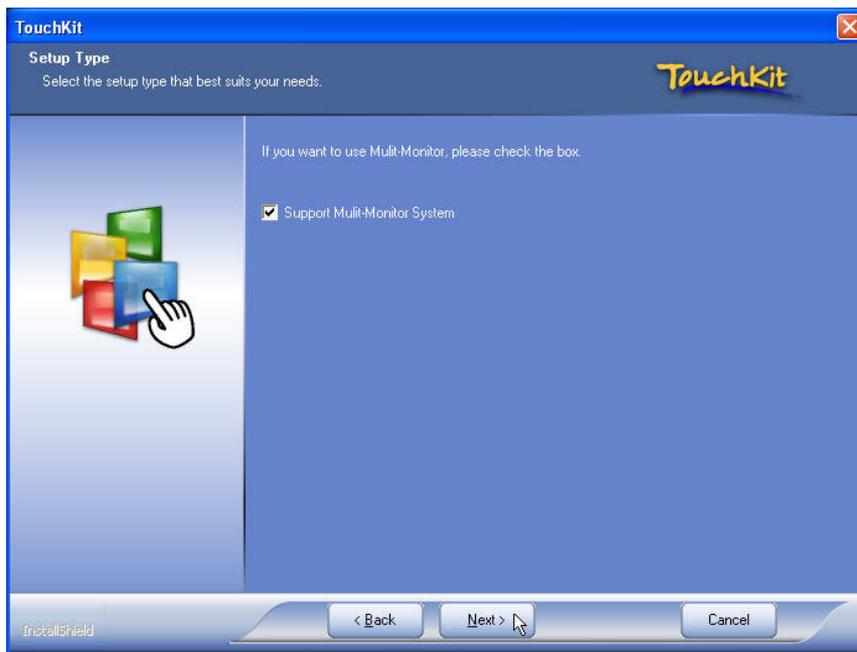
5. Click **Next** (ignore optional item)



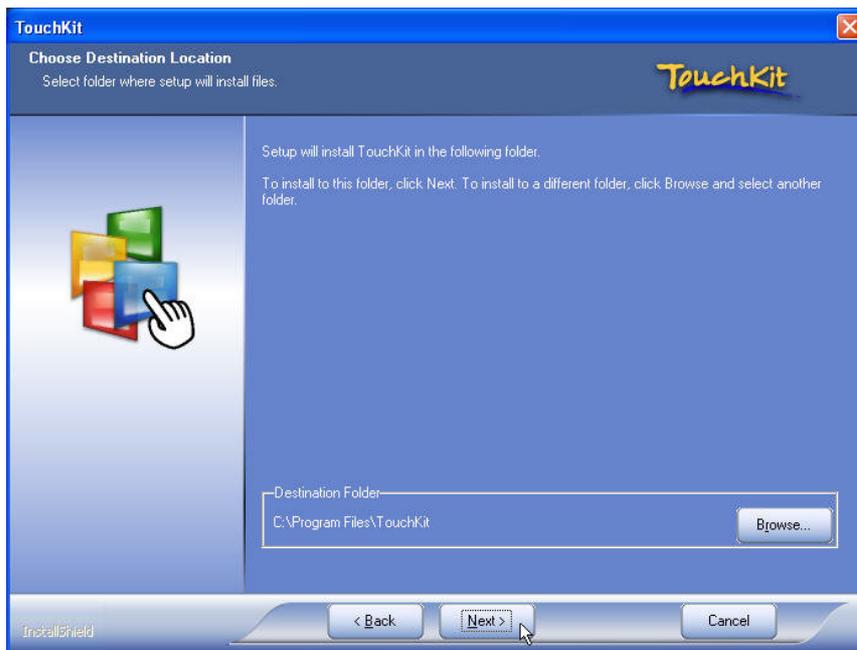
6. Click **Next** (set optional item as **None**)



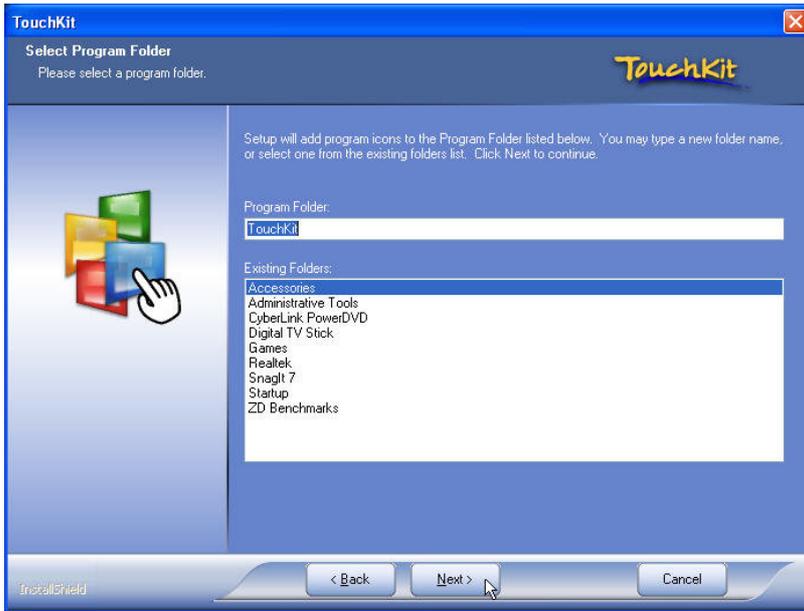
7. Click **OK**



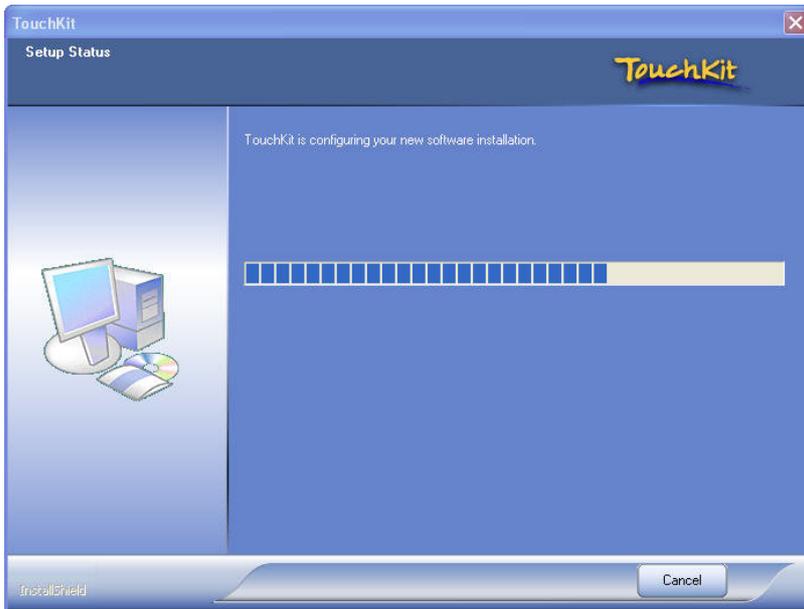
8. Click **Next** (Support **Multi-Monitor System**)



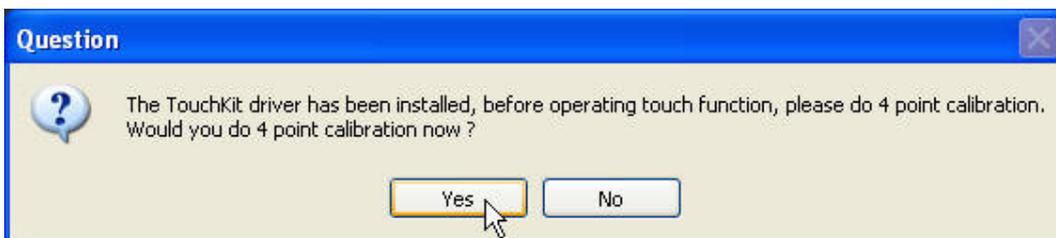
9. Click **Next** to start install



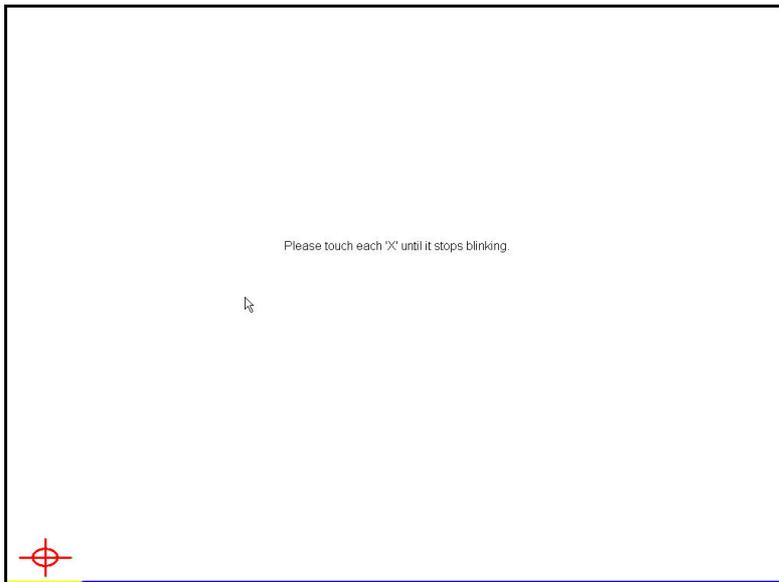
10. Click **Next** to continue.



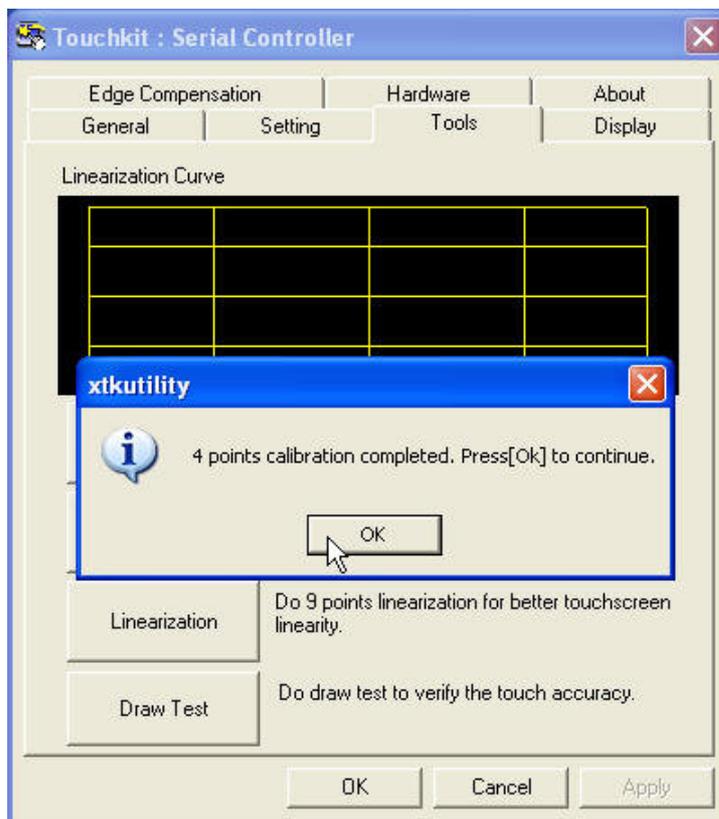
11. System will automatically detect the interface that touch sensor is connected (Factory setting is USB port).



12. Click **Yes** to continue the calibration procedures



13. Please use a soft-tip object such as finger to calibrate the touch screen (Red bull's eye will pop up four times in different positions)



14. Click **OK** to finish the calibration.

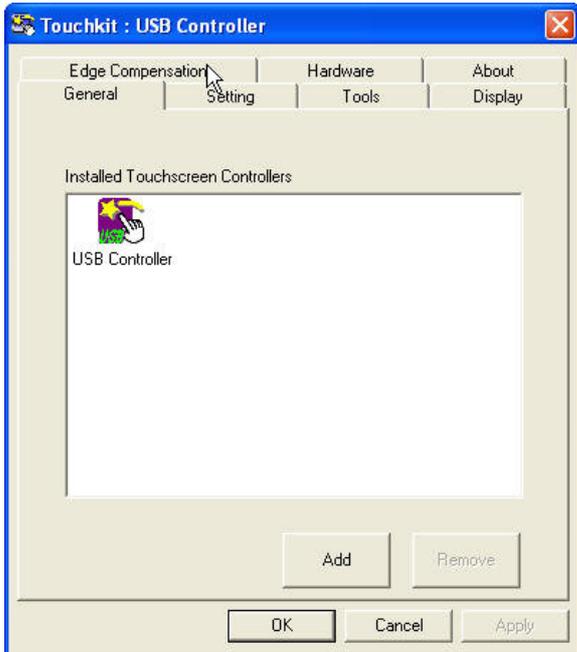
Fuji TouchKit Control Panel

This section explains the different options in the TouchKit control Panel.

General tab

The general tab allows you to:

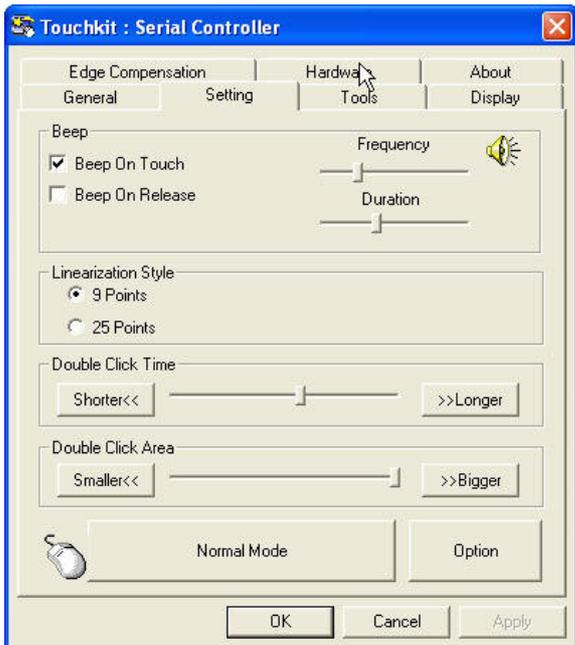
- View the interface your touch screen is set to.



Setting tab

The Setting tab allows you to:

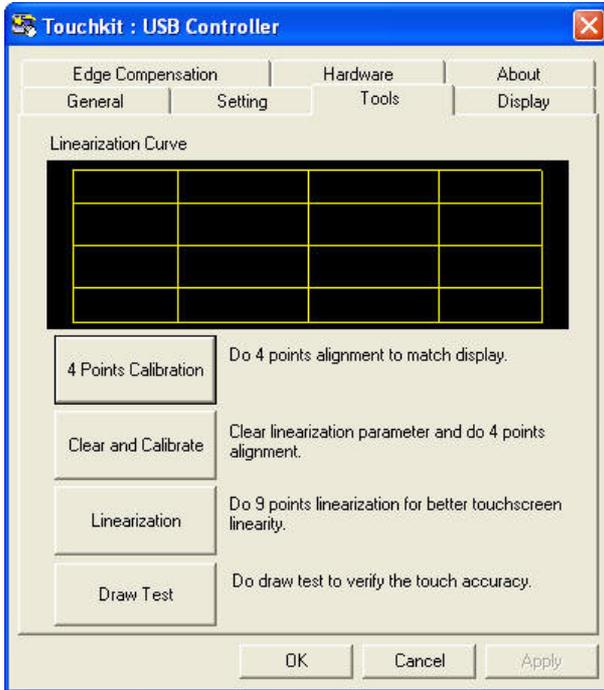
- Set **Beeper**, **Double Click** and **Linearization Style**.



Tool tab

The Tool tab allows you to:

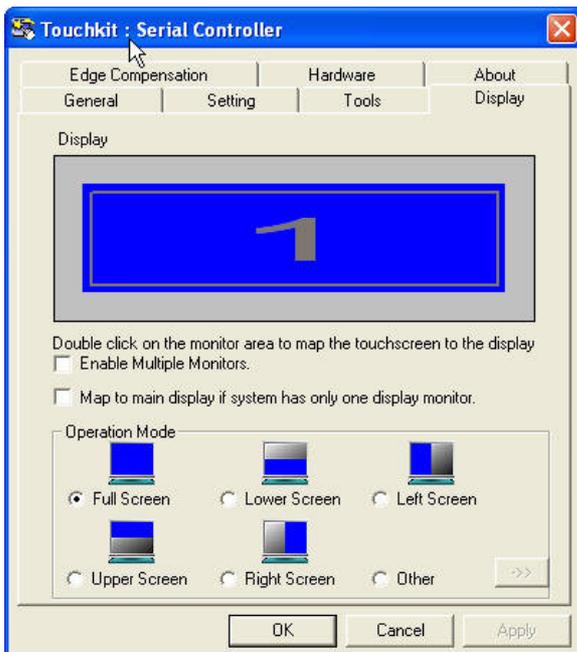
- Calibrate the touch screen with the **4 pts Cal** button.



Display tab

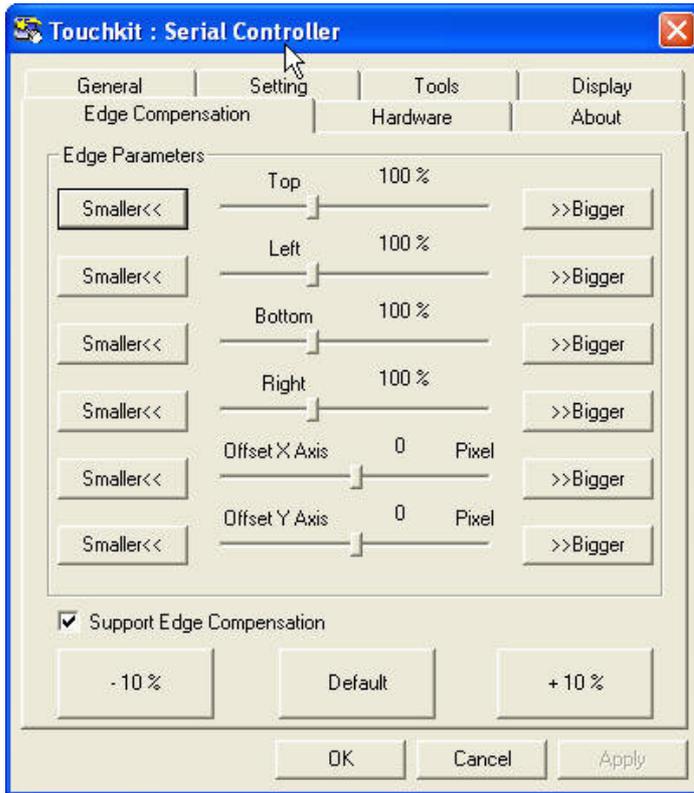
The Display tab allows you to:

- Set Display mode



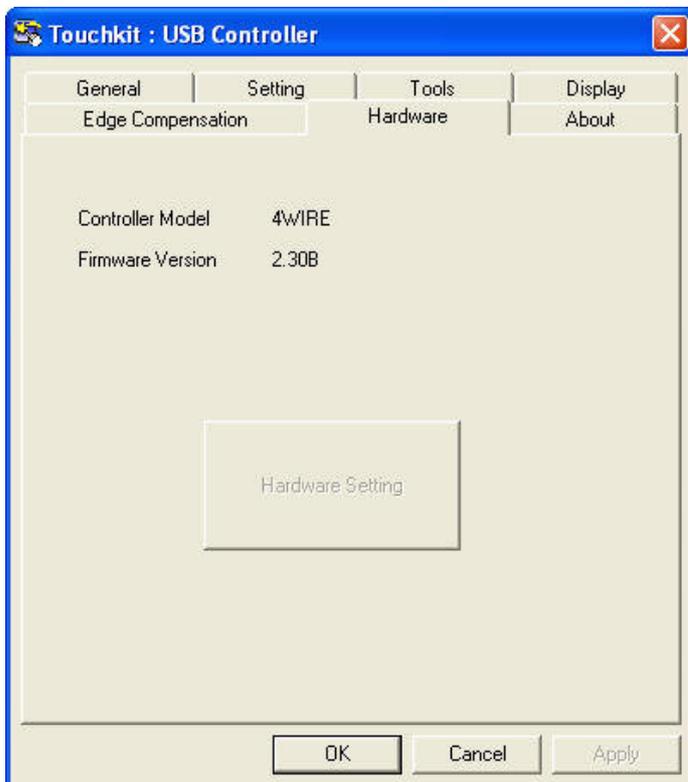
Edge Compensation Tab

The Edge Compensation tab allows you to set edge compensation to improve touch accuracy



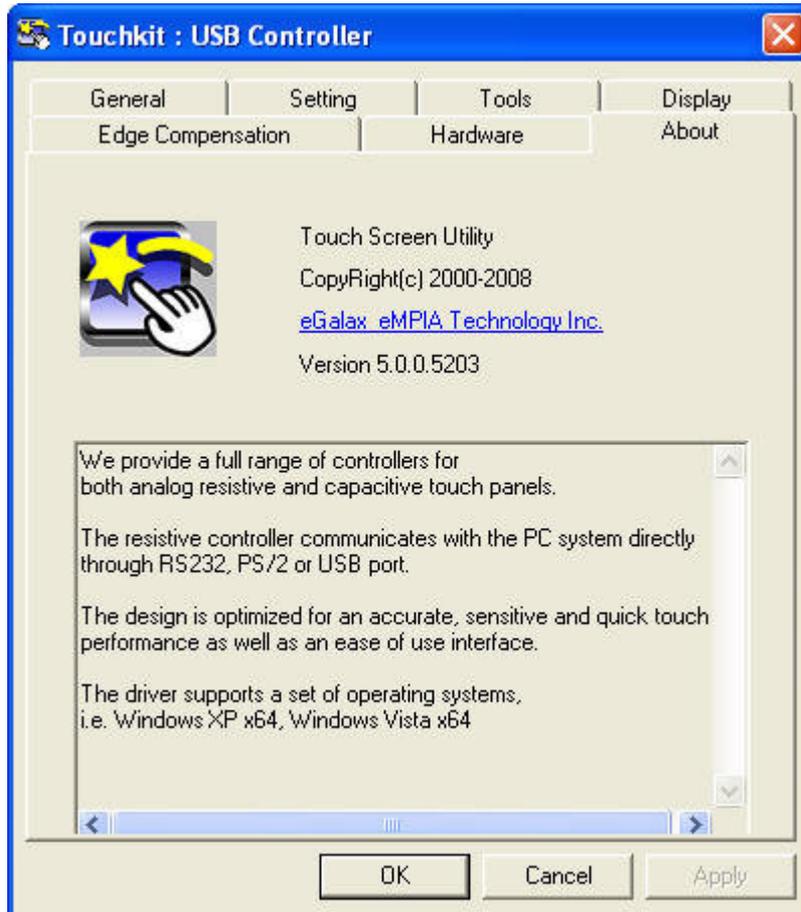
Hardware tab

The Hardware tab shows the Touch screen hardware version information



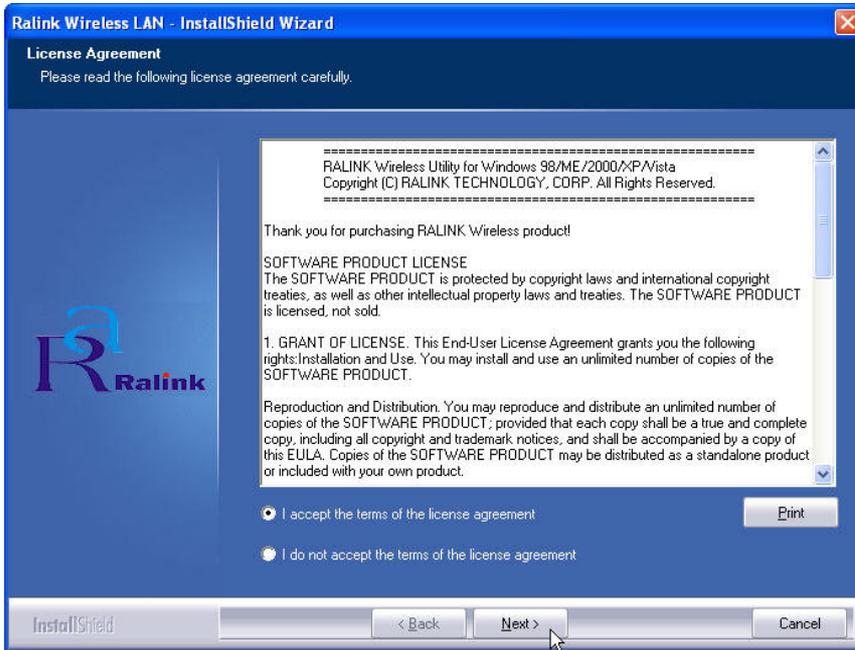
About tab

The About tab show the Utility version information

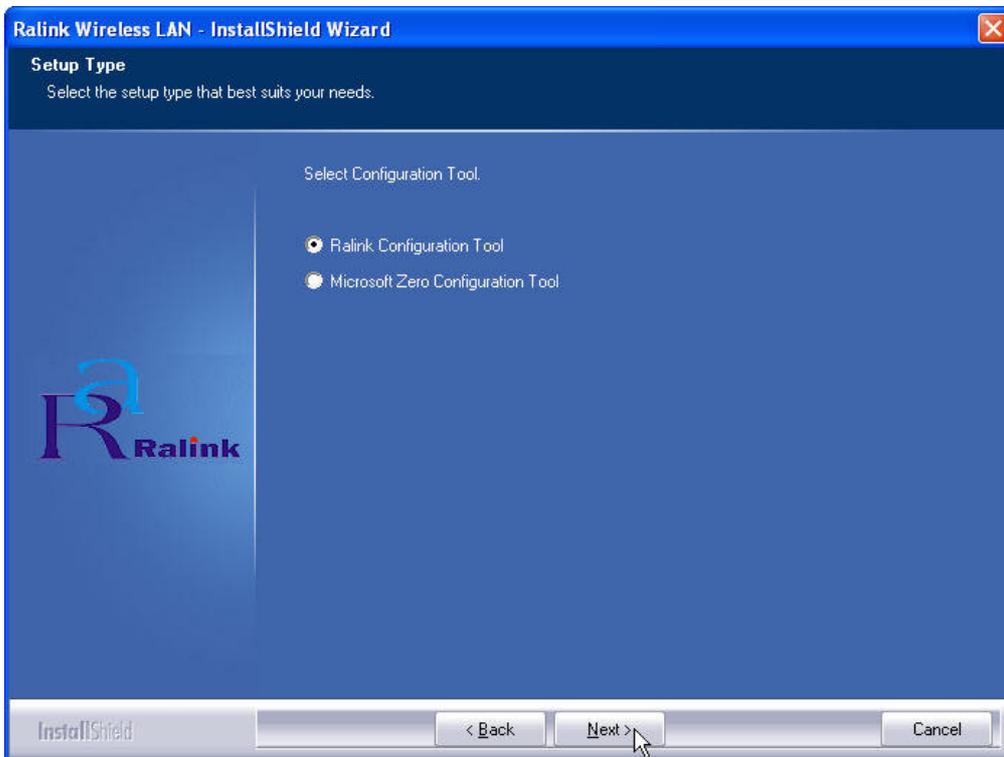


Wireless LAN Driver Installation

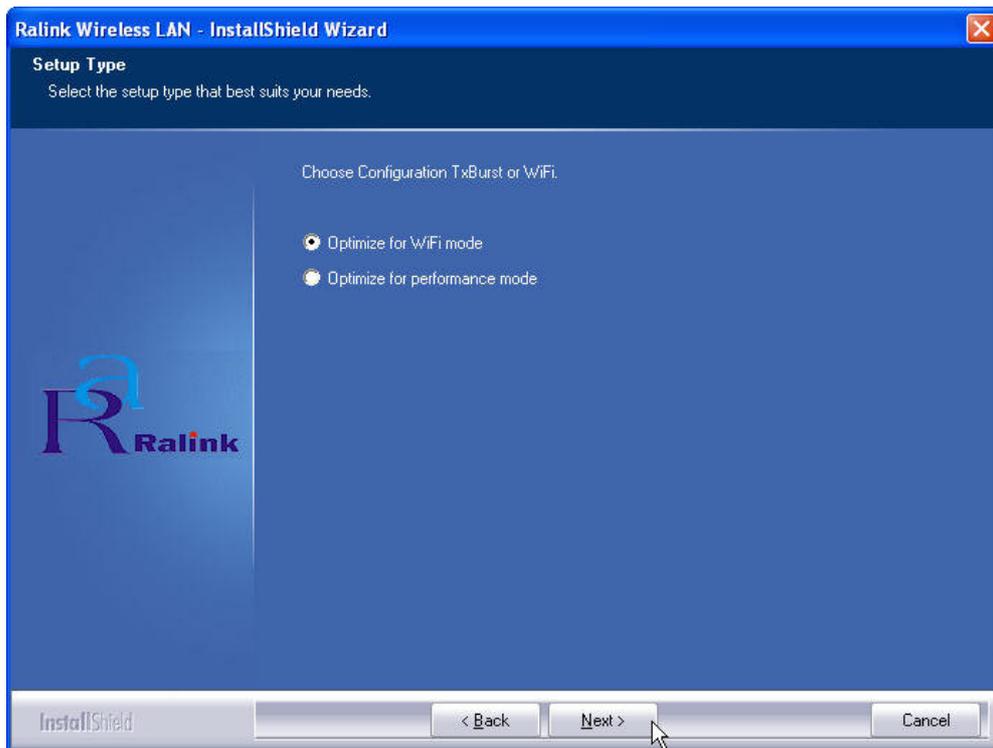
1. Locate **D:\Utilities\Wireless LAN\Ralink**
2. Open **Setup.exe**



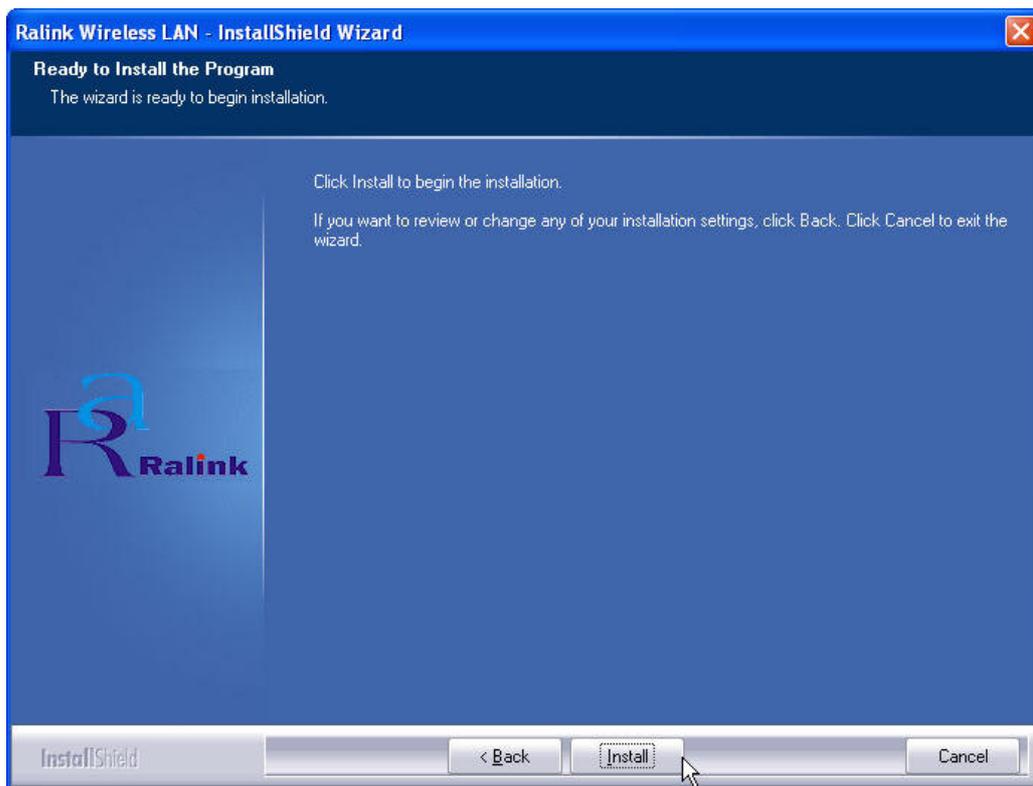
3. Click **“Next”** and start the installation



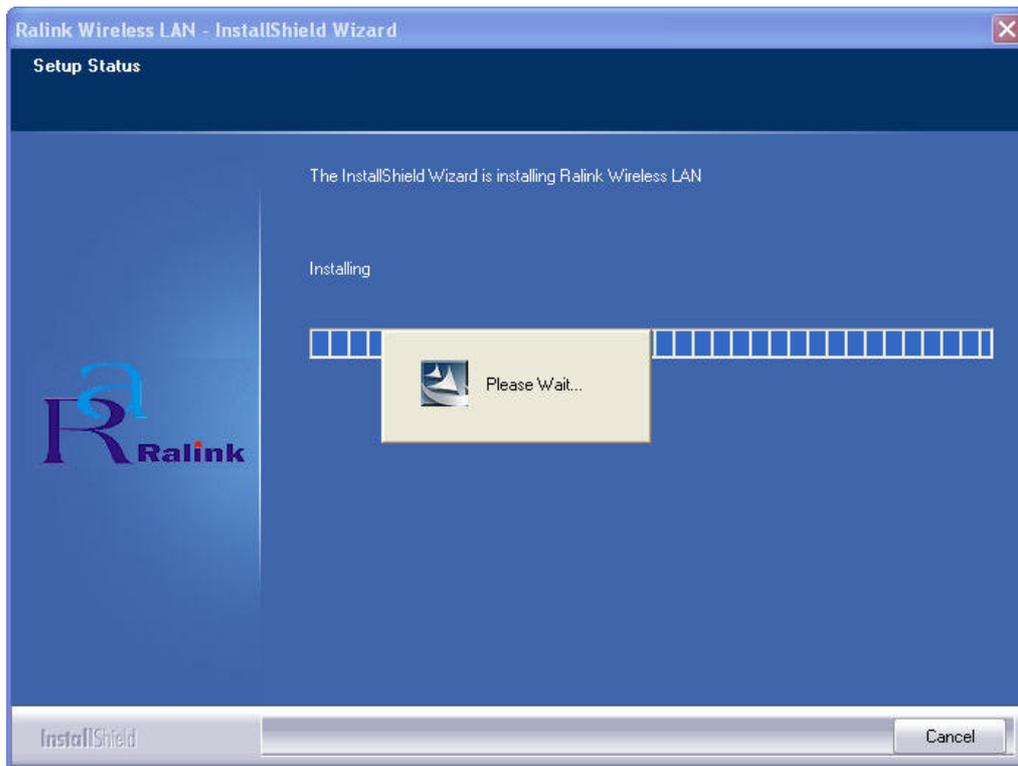
4. Select **“Ralink Configuration Tool”** and click **Next** to continue.



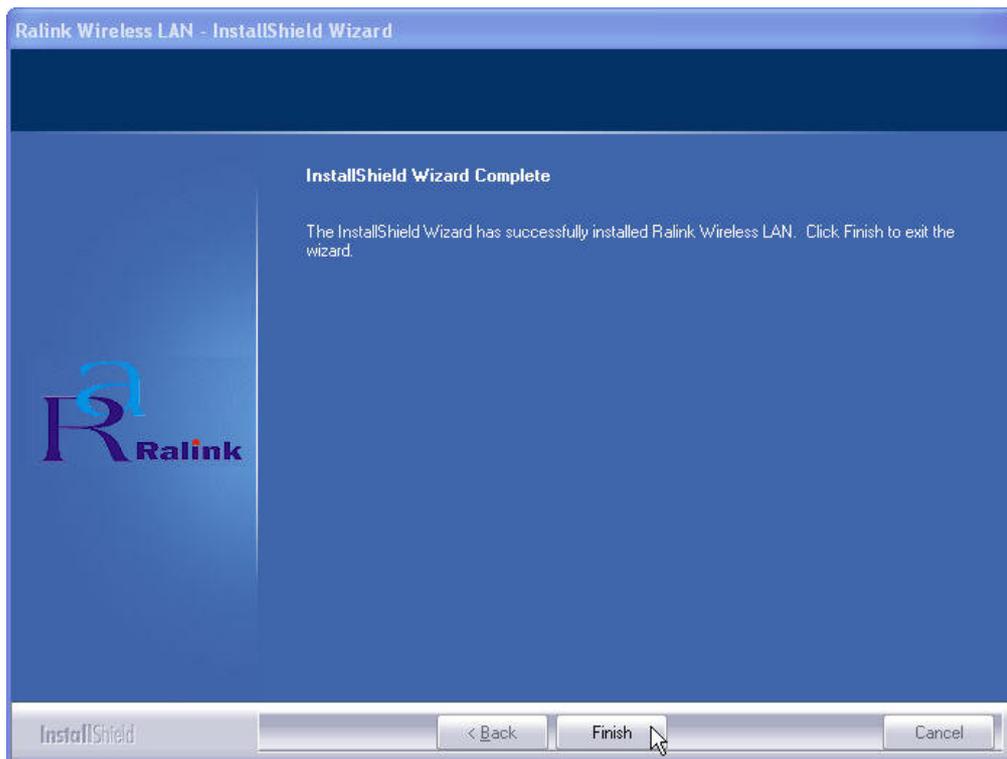
5. Select “Optimize for WiFi mode” and click **Next** to continue.



6. Click **Install** to continue.



7. Wait while the installation is processing.



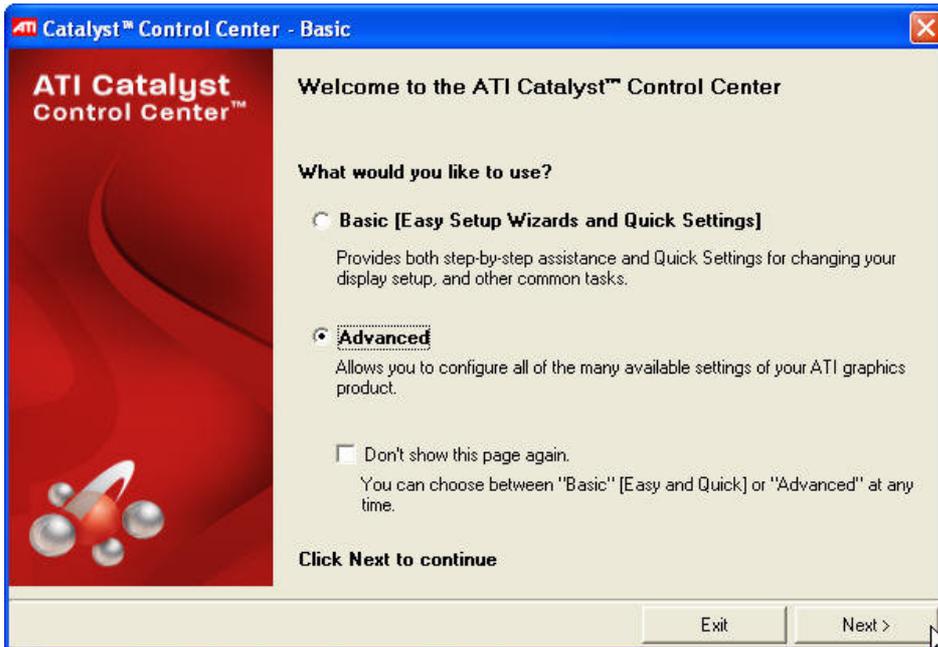
8. Click “**Finish**” to complete the installation.

Utility Settings and Illustration

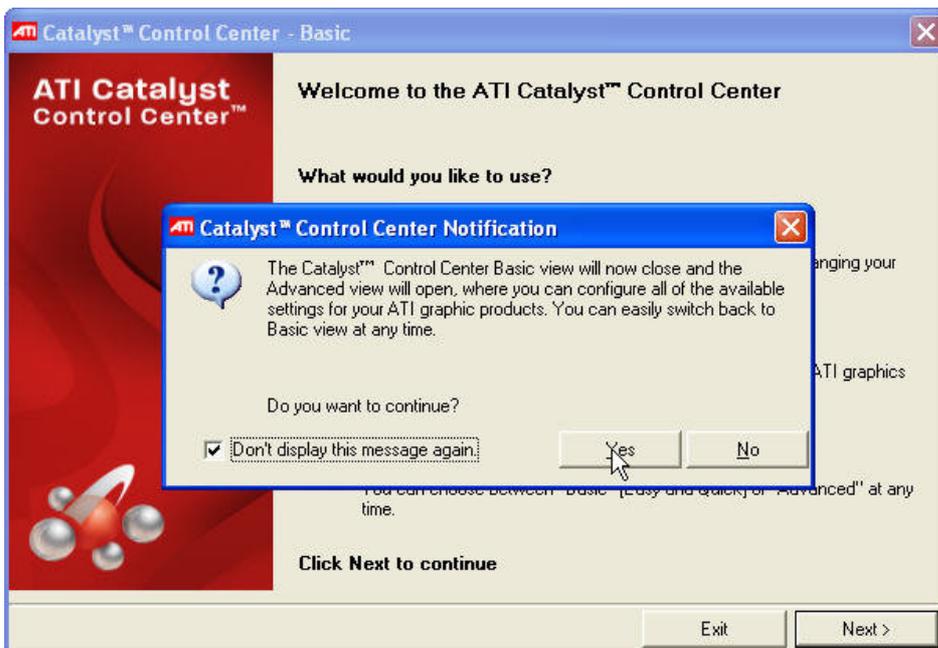
Dual Display Settings

The ATI Catalyst Control Center is the utility that allows the user to adjust graphics-related properties and features easily. Detailed settings guide can be found from the **Help** center provided in the utility.

1. Locate **Catalyst Control Center** from the startup menu.



2. Select **Advanced** mode to continue the settings.



3. Click **Yes** to continue.



4. Select the options required to be adjusted from the left-side pull-down list.



5. Select **Display Properties** from the menu to set the dual display options. Click **OK** to save the adjusted settings.

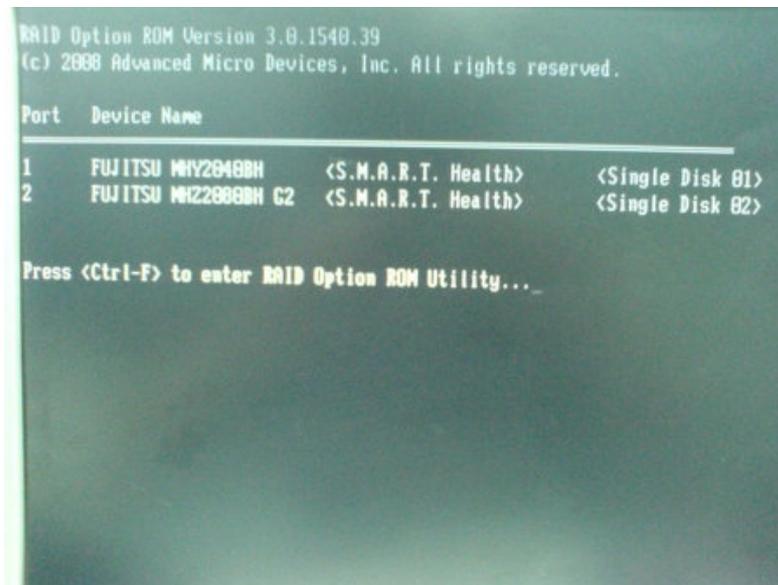
RAID Function BIOS Settings

To enable the RAID function in the system, please complete the following steps illustrated basing on Windows XP.

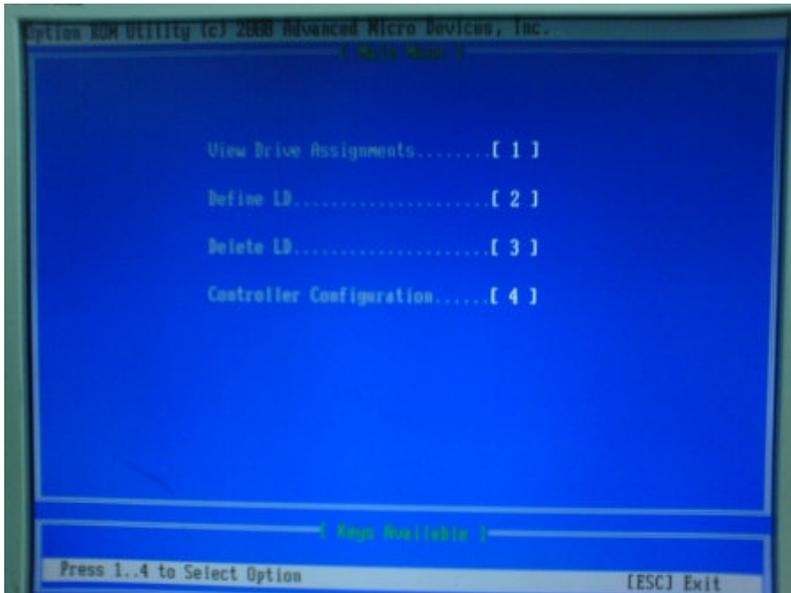
1. During system booting, press **** key to enter the BIOS setup menu.



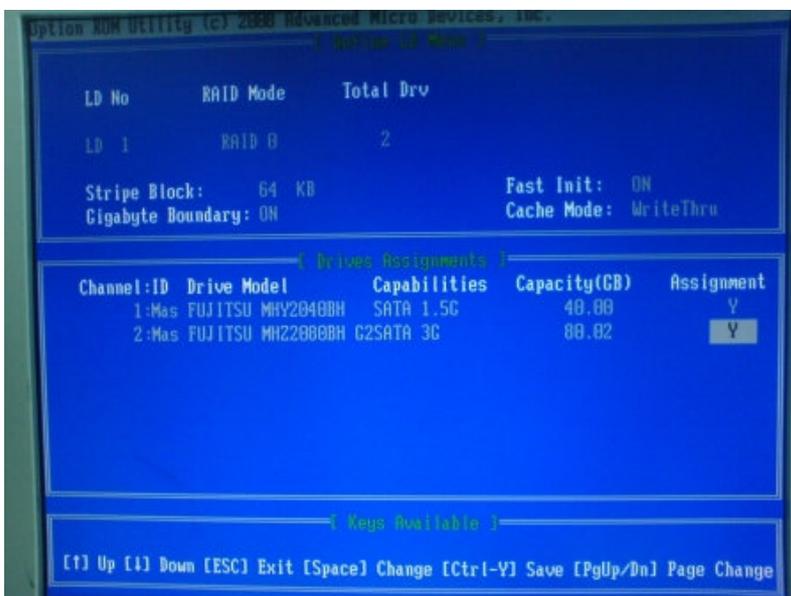
2. Enter **OnChip SATA Device** and select **OnChip SATA Type** to [RAID]. Press **<F10>** to save the setting and wait for the computer to reboot.



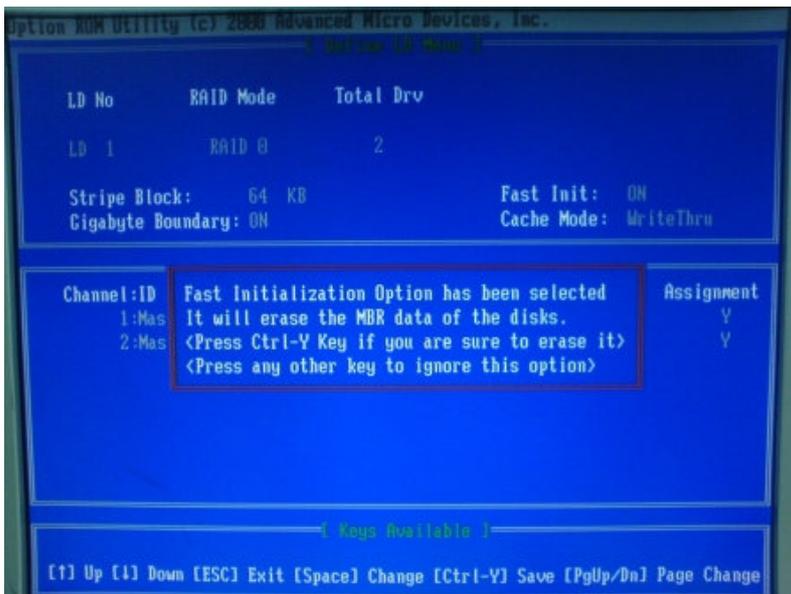
3. Press **<Ctrl-F>** to enter the **RAID Option ROM Utility**.



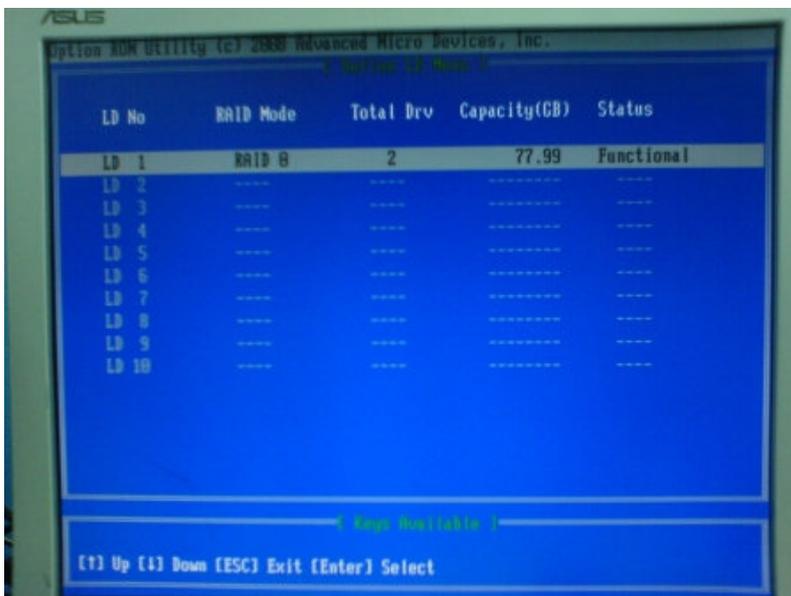
4. Press <2> to enter the RAID settings.



5. Set the **RAID Mode** (RAID0/1/10/JBOD/RAID Ready) to the one desired. Set to **RAID 0** for mirror function and set **Assignment** to **Y** for both drives. Press <Ctrl-Y> to continue.



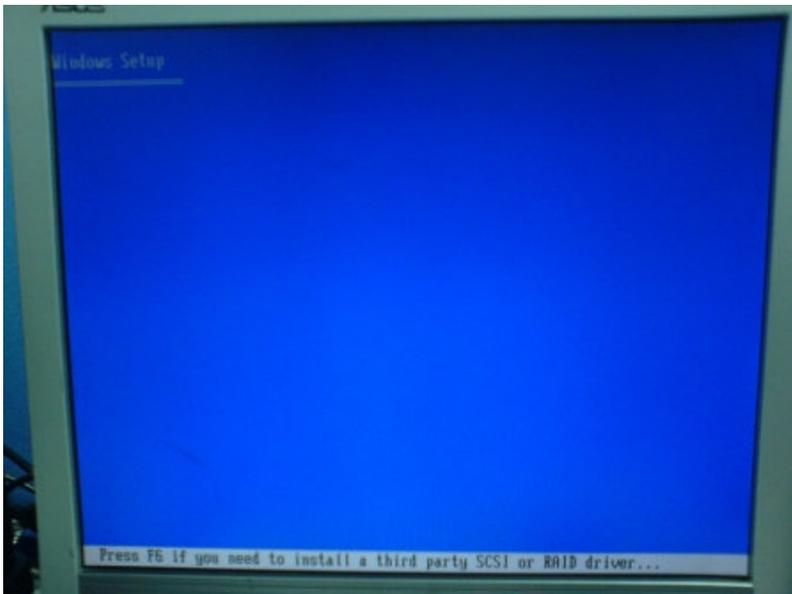
6. Press <Ctrl-Y> to continue the setting.



7. Press <Enter> to continue.

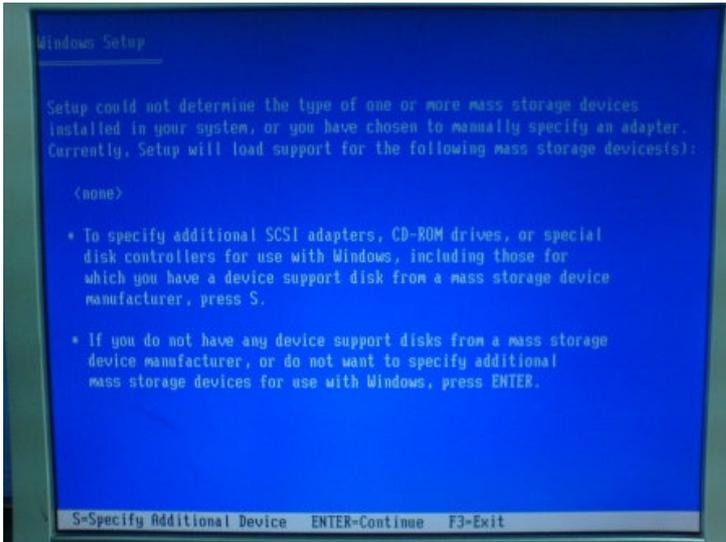


8. Press <Y> to reboot the system.



9. Press <F6> to install the RAID driver via a floppy disk. The Win XP drivers required may be found in the driver CD "\ Driver\RAID -OS install\Floppy_AA780W \". As for Win7, the drivers were built in already in the OS. There would be no need to install extra drivers for RAID function.

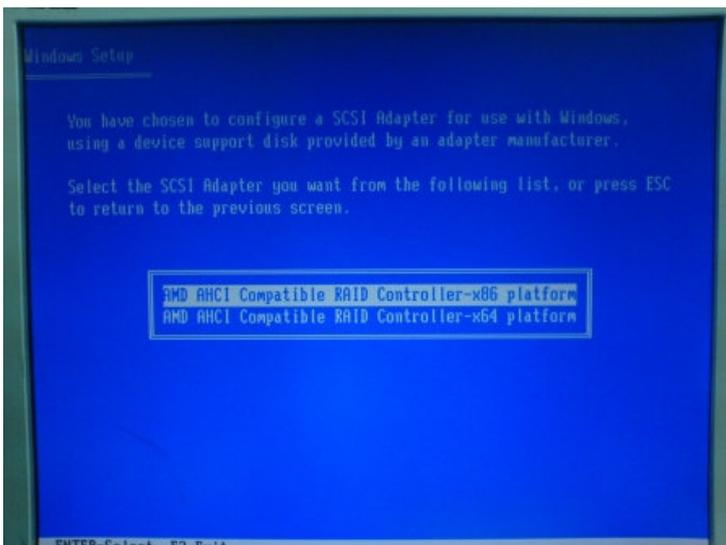
(**Note:** If the RAID driver installation cannot succeed in the Windows XP OS, please refer to the **Troubleshooting**.)



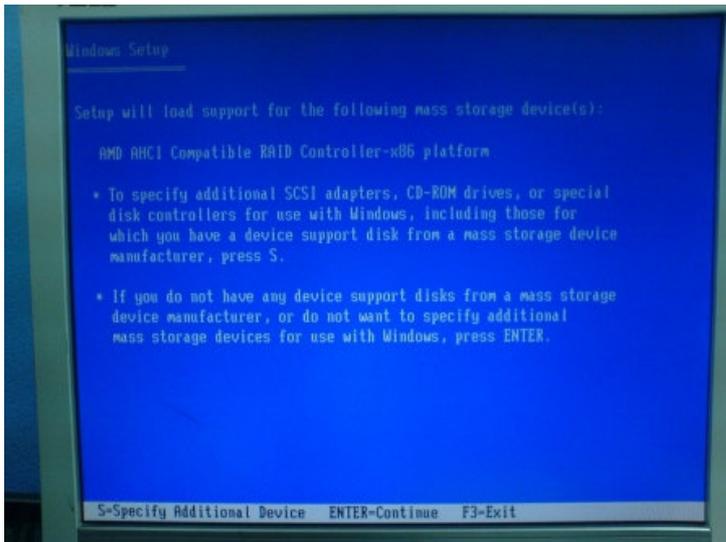
10. Press **<S>** to specify additional device.



11. Insert the driver disk to the assigned location and press **<Enter>** to continue.



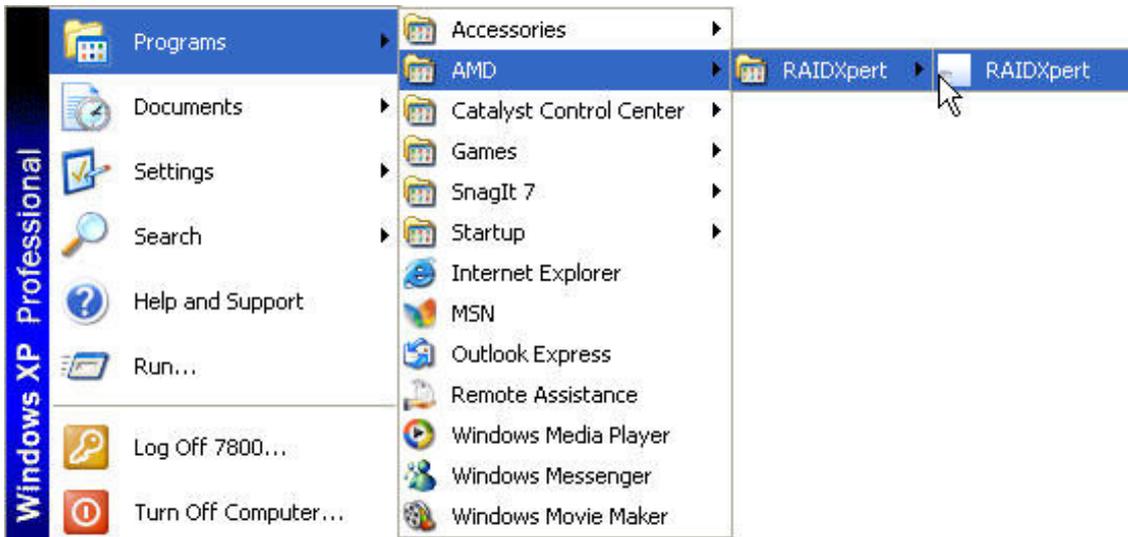
12. Select **AMD AHCI Compatible RAID Controller-x86 platform** to continue.



13. Press <F3> to finish.

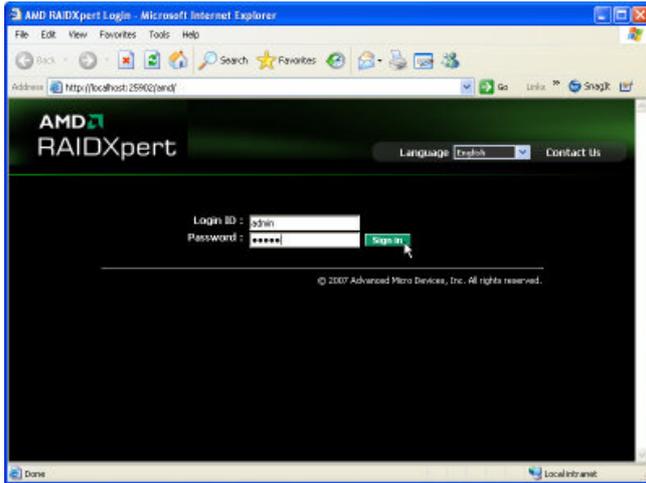
Note:

A remote RAID control utility (RAIDXpert) is provided by AMD. If the user requires such application, please search the startup menu for RAIDXpert as below.



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Log in the website with “admin” for both Login ID and Password to initial the service.



Enter **User management** → **Create** tag to register the desired user login info.



Realtek Audio Tool Settings for Dual Strings

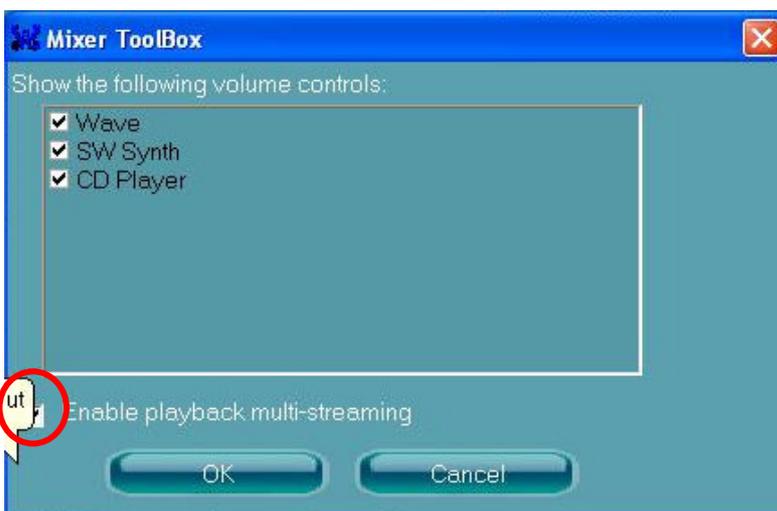
To enable the independent dual string function, please complete the following steps illustrated basing on Windows XP.



1. Double click on the Realtek utility icon on the Windows toolbar.



2. Click the icon to enter the Mixer ToolBox.



3. Select **Enable playback multi-streaming** so that the front audio output (system built-in speakers) can be different from the rear audio output (line-out port). Click **OK**.



4. Select **Realtek HD Audio output** and click **OK** to save the setting. Then initiate the 1st media player which should be assigned as the 1st output.



5. Select **Realtek HD Audio 2nd output** and click **OK** to save the setting. Then initiate the 2nd media player which should be assigned as the 2nd output.

Chapter 4

Specifications

AL-9705 Specifications

System Configuration	
CPU (AM2)	AMD Athlon 3100+ (2.0GHz) / Dual Core 3600+ (1.9GHz)
Chipset	AMD RS780E
South Bridge	AMD SB710
Memory	Support Two DDRII 400/533/667/800MHz SDRAM up to 4GB
VGA controller	ATI Radeon HD3200 GPU Integrated in RS780E. Up to 256MB maximum shared memory, allocating system memory dynamically
Primary LCD Panel	15" TFT LCD Panel (1024x768).
Primary Touch Panel	15" with Fuji 4-wire or ELO 5-wire resistive touch panel via USB
Storage	- Internal 2.5" Serial ATA hard disk drive x 1 as default - 2nd 2.5" Serial ATA hard disk drive as optional (RAID function supported)
Speaker	Integrated 2W x 2 stereo system speakers
Power	150 watts external power supply
I/O Port	
Serial Port	- 5 User available COM ports (COM2 / 3 / 4 / 5 / 6). - 1 Reserved (COM1) for i-Button connection.
Data Port	RJ45 connector type for Key Pro application
USB port	10 USB 2.0 ports (2*Internal, 8*External)

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Cash drawer port	RJ11 Cash drawer port, 12V / 24V selectable by jumper (JP7).
Keyboard Port	One PS/2 keyboard port.
LAN Port	10/100/1000M Base-T Ethernet Controller, Realtek RTL8111C
VGA Port	Standard D-SUB 15 Pin VGA Port
Display Port	Standard 20 Pin Display Port
DC Out	DC 12V Out
Audio Port	Integrated Sound Blaster compatible. (Realtek ALC268 HD Codec, Dual-String Output Support)
Expansion Slot	
PCI-E x 16	PCI express x 16 Connector (optional)
Mini PCI-E	Mini PCI-E socket (optional)
Optional Features	
Customer display	➤ Pole-type VFD / 12" / 15" LCD customer display
3-in-1 ID Module	➤ MSR ➤ IC Card Reader ➤ Finger Print or RFID
I-Button	COM port interface, located on the base (available ONLY by factory order)
Wireless	➤ Internal WiFi Module(USB)
Power Consumption	
Power consumption	70W (Standard system while running programs and accessing HDD).
Operating temperature	
Operating temperature	0 °C ~ 40 °C

Chapter 5

Troubleshooting

Please note that the following troubleshooting guide is designed for people with strong computer hardware knowledge such as System Administrators and Engineers.

ELO Touch Panel Cannot Calibrate Correctly

- A) Please replace the ELO controller, and re-calibrate. If this works, change back to the original ELO controller, and re-calibrate.
- B) If the ELO touch panel still cannot calibrate correctly after changing to a new ELO controller, the touch panel may be not installed properly or it could be defective.

LAN Is Not Functioning Properly

- A) Check if the LAN driver is installed properly. (Please refer to the LAN driver installation)
- B) Check if there are any IRQ conflicts.
- C) Check if the RJ45 cable is properly connected.
- D) The on board LAN chip could be defective.

COM2 / 3 / 4 / 5 / 6 Are Not Functioning Properly

- A) Check if the I/O ports are enabled in the CMOS setup.
- B) Check if there are any IRQ conflicts.
- C) The motherboard could be defective.

Cash Drawer Port Is Not Functioning Properly

- A) Make sure the pin assignment matches between the cash drawer and the RJ11 cash drawer port.
- B) Check if JP7 is set to the corresponding voltage (12V or 24V) as the applied cash drawer requests.
- C) Verify the digit I/O port address is 2F
- D) The motherboard could be defective.

USB Device Is Not Functioning Properly

- A) Ensure that the USB controller is “enabled” in the CMOS setup.
- B) Ensure that the USB Legacy is “enabled” in the CMOS setup. (Windows 2000 · Window XP Professional)
- C) Ensure that the USB Legacy is “Disabled” in the CMOS setup. (Embedded OS: Windows XP Embedded · Window CE. NET · Linux RedHat 9)

RAID Driver Installation Cannot Work via USB Floppy Disk in Windows XP

- A) Check if the USB floppy disk drive is properly connected to the terminal.
- B) There may be a compatibility issue. Please check the following technical support website from Microsoft to see if the USB floppy disk drive you use has compatibility issue with Windows XP OS. <http://support.microsoft.com/kb/916196/en-us/>