Aurora All-In-One

USER MANUAL

Please read this manual carefully and keep it in a safe place before use.

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The images in this manual (including but not limited to their models, appearance, colors, dimensions, screen display content, etc.) are for illustrative purposes only. Please refer to the actual product for accuracy.

READING TIPS

Symbol Key

	Note or Information		Warning		Caution

USAGE RECOMMENDATIONS

General Touch provides you with the following documentation:

"Sales Drawing"

"Specification Sheet"

"User Manual"

We recommend starting with the "Specification Sheet" to learn about the Panel PC's specifications and structural dimensions. For more information, refer to the "Sales Drawing". To fully understand the product, please read the "User Manual."

The introductory page of each chapter in the user manual provides an overview of the chapter's content.

This manual is intended for Aurora AIO.

PRECAUTIONS BEFORE USE

This section primarily covers some important points to note when using the product.

1.PRECAUTIONS BEFORE USE

1.1 Safety Precautions

Here are some safety precautions to be followed when using our product. Please read and adhere to them carefully.

Please ensure that the machine is not placed in close proximity to a radiator or heat source. Please ensure that no objects are allowed to compress or entangle the power and video cables. Please do not use the machine in areas with high humidity or in the vicinity of water sources. It is important to ensure that the ventilation holes on the back of the machine are not obstructed to prevent the internal heat from dissipating in a timely manner, which could potentially lead to damage to the internal components. Prior to supplying power to the device, please ensure that the power supply voltage meets the device's requirements. Please ensure that the power outlet is not overloaded to avoid the risk of fire or electric shock. Please take all necessary precautions to avoid rupture, corrosion, damage, etc. of the product or parts (such as the shell, LCD screen, chassis, components, wiring, etc.) caused by insects, rodents, or foreign object intrusion. Please avoid contact or exposure to inappropriate temperatures, solvents, acids, alkalis, flooding, or humid environments. Please ensure that no liquid is allowed to flow into or splash inside the device, as this may cause a short circuit or fire. Please unplug the unit if it is not to be used for an extended period of time. To prevent damage to the product from frequent switching on and off, please allow at least 30 seconds to elapse between turning off the machine and turning it on again.		Please note that the touch screen part of the machine is a glass product with sharp edges and corners. Therefore, we request that you wear gloves or finger cots for assembly and refrain from applying strong impacts to the touch screen during assembly. It is important to ensure that the power cord is kept in good contact to avoid any potential issues with loose, fire, high, and low voltage. To shut down the machine, please close the current program, click Start → Shutdown, and then turn off the AC power supply. After the display of no signal prompts, the machine will be powered down. In the event of thunder and lightning, it is recommended that the machine not be used. It is advisable to unplug the power cord and disconnect the network cable to prevent lightning strikes. After the use of external storage devices such as USB disks and portable hard disks, please exit according to the correct operation procedure before unplugging. This will help to prevent data loss. If you are not a professional, please refrain from modifying the computer system files and settings to avoid any potential issues with the device. Please do not use third-party software to repair the system operation unless there is a special need. Please do not open the device without authorization from the Company. When cleaning the machine, please unplug it from the power supply first, then apply the cleaning solution to a soft cloth and wipe gently. Please avoid placing the machine in direct light for extended periods to prevent damage to the screen.

1.2 Battery Information

Batteries, battery packs, and accumulators should not be disposed of as unsorted household waste. Please use the public collection system to return, recycle, or treat them in compliance with local regulations.

1.3 Delivery Status

According to the product specifications, all components are delivered with specific hardware or software configurations, including firmware versions. It is important to note that any modifications or changes made to the hardware or software configurations (including firmware versions) beyond the specified limits are not allowed for this product. In such cases, General Touch (the company) will not be held responsible for any consequences or liabilities that may arise.

1.4 Delivery Checklist

Number	Name	Quantity	Remarks
1	All-In-One	1	Android 12
2	Cash Drawer	1	HER-405R 5B8C WHITE
3	Scanner Kit	1	Zebra SE4107
4	Power Cable	1	
5	Specification sheet	1	Electronic version
6	Sales drawing	1	Electronic version
7	User manual	1	Electronic version

1.5 Preparation

Follow these simple precautions to protect yourself from harm and the products from

damage:

To reduce the risk of electric shock, it is imperative to adhere to all safety precautions and refrain from disassembling the Panel PC without authorization. The equipment is strictly prohibited from being serviced by the user.

It is crucial to avoid obstructing the ventilation holes or inserting any objects into them.

The use of an unapproved AC/DC power adapter will result in the nullification of the warranty.

PRODUCT DESCRIPTION

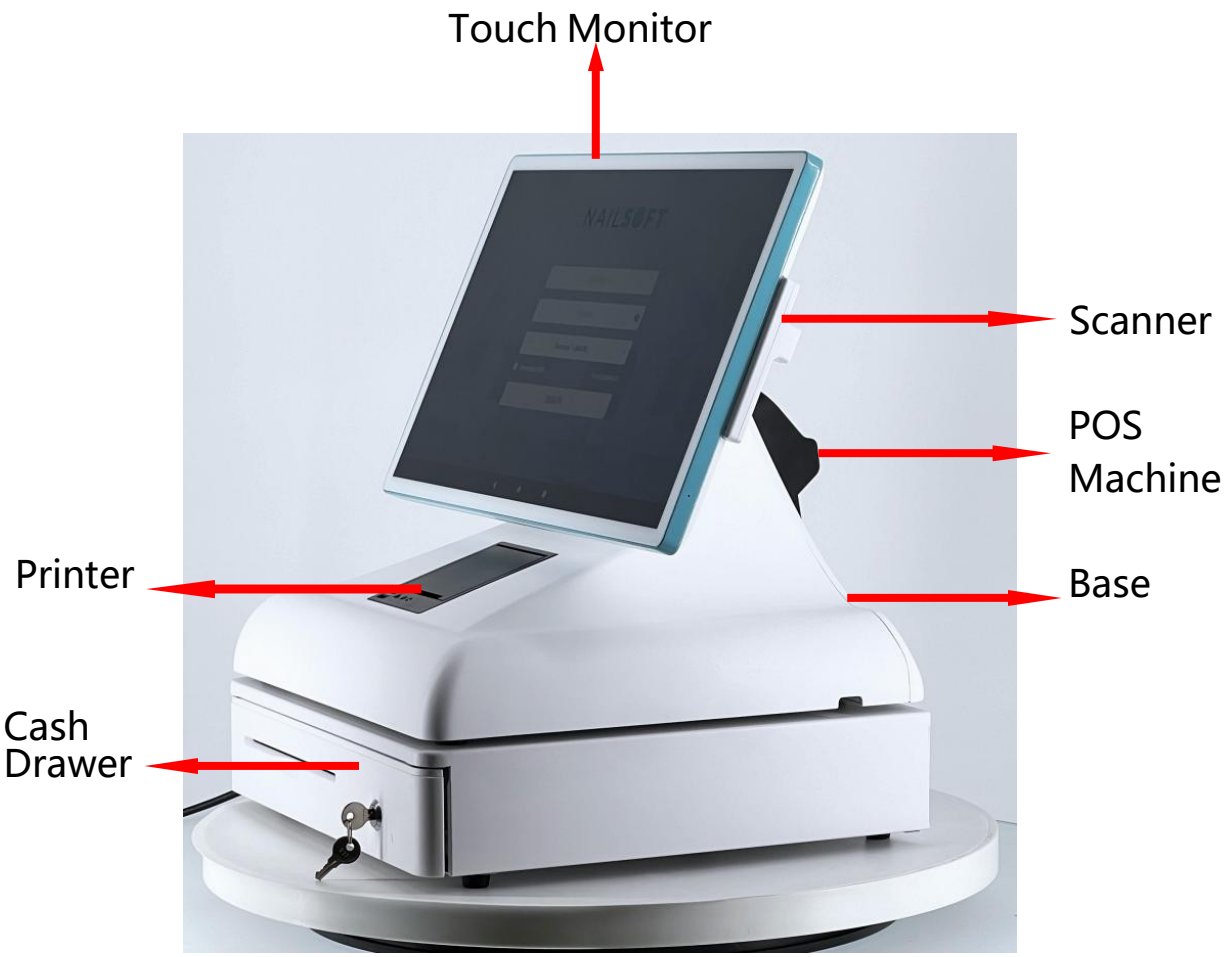
This chapter primarily covers the components, installations, usage, and routine maintenance of the product.

2. PRODUCT DESCRIPTION

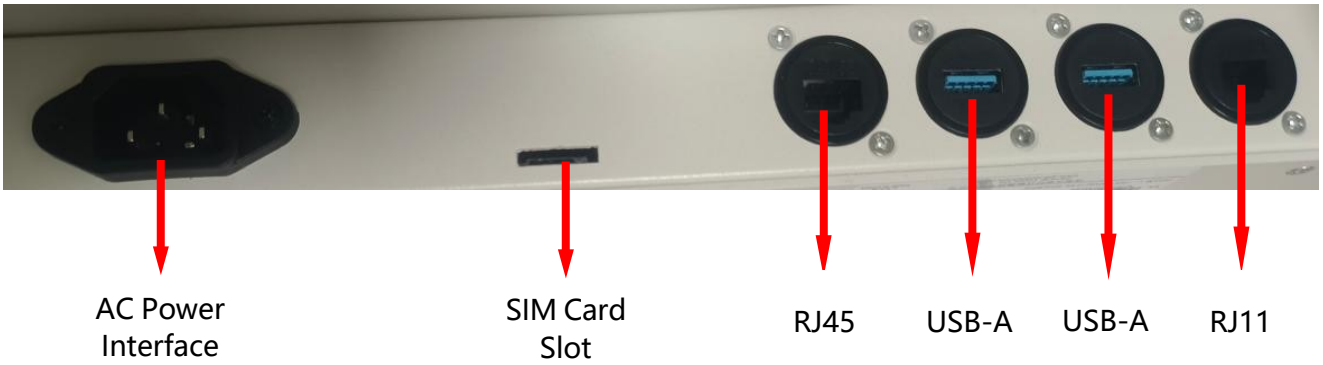
This AIO is a customized model by Aurora Payment, designed with a 21.5-inch touch monitor and a stable base, and integrated with external devices such as a 58mm Printer, Scanner, Cash drawer, and POS machine. The appearance is mainly white, and the monitor border is Aurora blue.

This AIO has multiple functions, including settlement and payment, making it very suitable for use in the retail industry.

2.1 Exterior



2.2 Interfaces



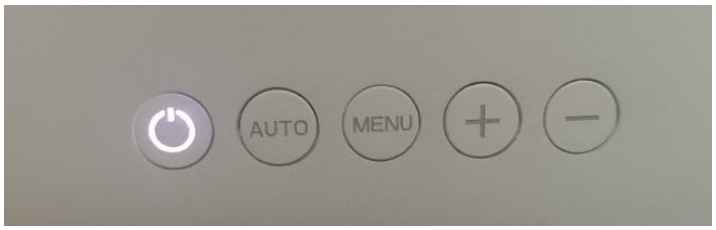
2.3 Button

2.3.1 Switch Button

The switch button of AIO is located in the groove below the base and is used to control the on/off of AIO. When it is in the on state, AIO can be powered on to start up.

2.3.2 OSD

The OSD of the touch monitor is located at the bottom left corner of the back of the touch monitor, and is used to control the on/off of the monitor, as well as adjust color temperature, brightness, and other parameters.



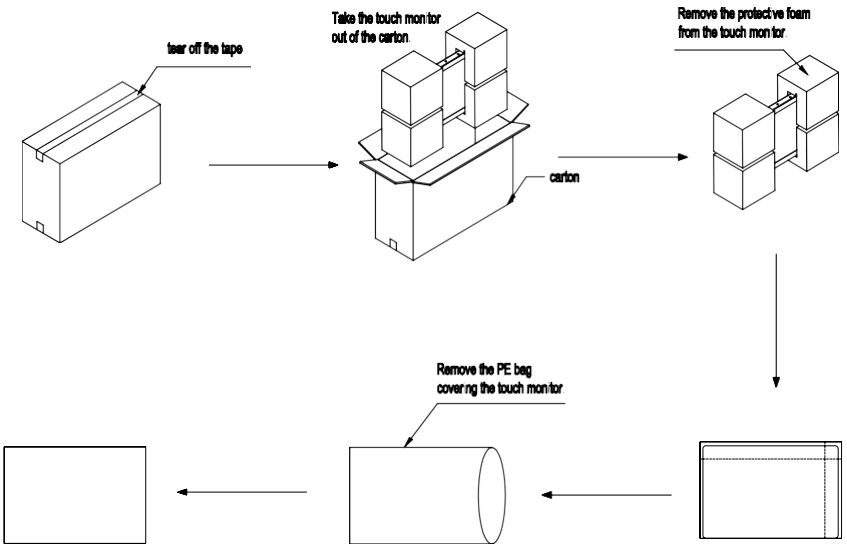
3.OPERATION INSTRUCTIONS

3.1 Unboxing

Upon delivery of the product, please inspect the shipping carton for damage.

If any damage is found, please retain all packaging materials for later inspection by General touch or the carrier responsible for the shipping damage.

When removing the AIO from its packaging, please place it carefully and gently, taking care not to scratch the touch screen.



3.2 Installation

Please follow the following process to complete the assembly of AIO and external equipment.Please note that two people need to cooperate in the operation.

1) Place the cash drawer flat in the position you need to place it.

2) Place the AIO on the cash drawer, taking care to prevent it from falling.

3) One person lifts the AIO, and the other person inserts the SIM card into the card slot; And plug the cash drawer connection cable (RJ11), Ethernet cable (RJ45), and AC power cable into the corresponding interface.Then lay the AIO flat.

4) Install the base of the POS machine.

A. Insert the reserved Ethernet cable (RJ45) and Type-C cable into the corresponding interface of the POS machine base.

B. As follows, first align the gaps on the left, right, and bottom of the red frame of the base with the raised part inside the red circle on the AIO fixing plate. Then align the gap above the base with the raised part inside the green circle on the fixing plate and press down firmly.

Fixing Plate

Base

C. Place the POS machine on the base

5) Load printing paper into the printer:

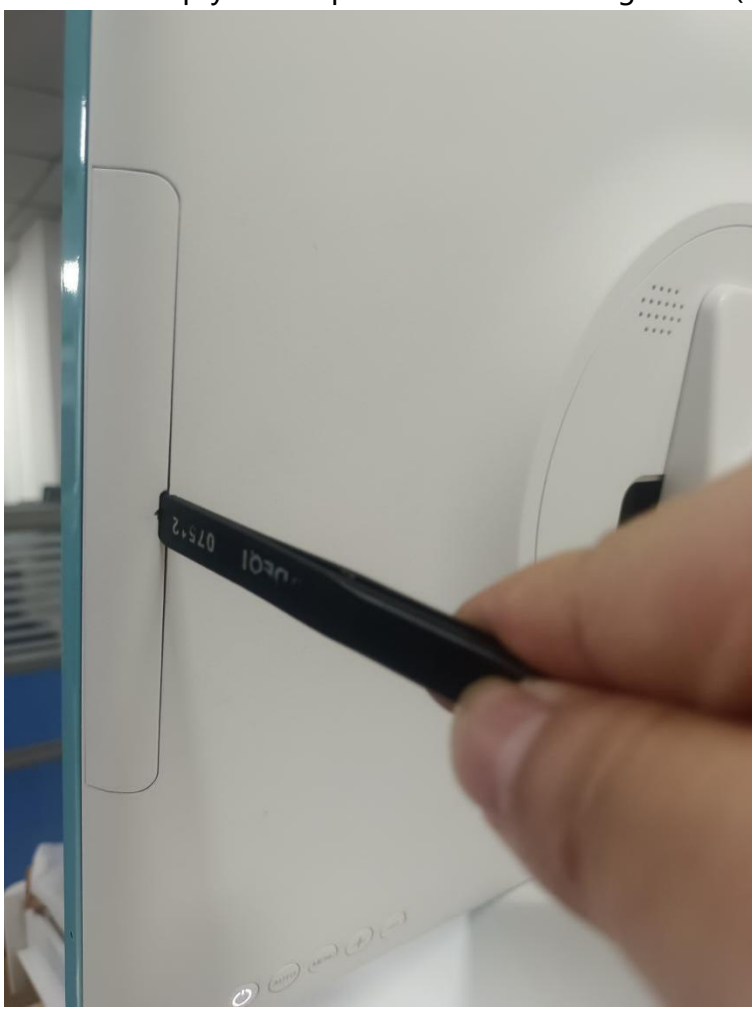
A. Push the button forward as shown in the picture, and the slot cover will automatically open.

B. Insert the printing paper as shown in the figure below.

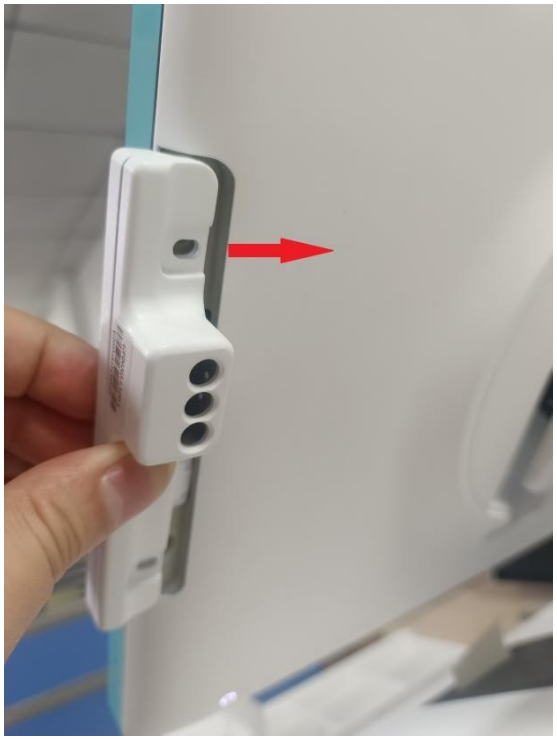
C. Close the slot cover and ensure that it presses down on the printing paper.

6) Install scanner

A. Use an iron sheet to pry off the plastic sheet on the right side (front view) of AIO



B. Insert the scanner kit into the AIO.



C. Secure the scanner kit using the screws provided during delivery.

7) Lift the AIO and turn on the AIO switch. Then align the AIO with the cash drawer.

8) You can use AIO now. Have a pleasant user experience!

3.3 Cleaning, Maintenance

Please unplug the power cord before cleaning. Use a rag with a little neutral detergent to clean the unit (except the touch screen).

It is important to note that the touchscreen AIO must be kept dry at all times. Do not spill or splash liquids. If liquid gets inside the unit, please turn off the unit and have it inspected by a qualified service technician before powering up the unit.

To clean the touchscreen, apply glass cleaner to a clean rag or sponge. Do not apply the cleaner directly to the touchscreen. Do not use alcohol (methanol, ethanol, or isopropanol), thinner, benzene, or other caustic cleaners.

TROUBLESHOOTING GUIDE

This section provides an overview of common types of product malfunctions and troubleshooting methods.

4.Troubleshooting Guide

In different use environments, The PIO may exhibit varying failure phenomena.

4.1Common Troubleshooting and Handling Guidelines

Problem Description	Possible Causes	Troubleshooting Methods
The system is experiencing a technical issue that is preventing it from functioning properly.	The issue may be caused by an operating system or hardware failure. For instance, the operating system may contain bugs or viruses that result in the system crashing or becoming unresponsive. Hardware failure may be caused by insufficient memory, a failed hard disk, or other factors.	In the event of a system crash or failure, it is essential to first verify that the operating system is functioning correctly. In the event of an issue with the operating system, it is essential to address it promptly through repair or upgrade. If the operating system is functioning as intended, it is necessary to determine whether the hardware is faulty. As a potential solution, you may wish to try re-plugging the memory stick or replacing the hard disk.
Network connection issue	The Ethernet Cable is loose.	In the event of network connection issues, it is first necessary to ascertain whether the network connection status is normal. Should a problem with the network connection be identified, it is imperative to repair or replace the network equipment in a timely manner.
The touch function is not responsive or functioning correctly.		Prior to any further action, it is essential to ascertain whether the touch screen is functioning correctly. In the event that a malfunction is identified in the touch screen, it is imperative that the device be replaced or repaired in a timely manner. Furthermore, it is possible to adjust the touch sensitivity and implement other measures to enhance the user experience.
Blurred screen	The occurrence of these problems may be attributed to malfunctions in either the hardware or software. For instance, a malfunction in the panel itself may result in a blurred screen, while damage to the backlight may result in abnormal brightness.	It is possible that the issue is caused by the plug-in cable between the panel and the motherboard being insecure. One can ascertain whether the plug-in cable is secure and whether the plug-in cable is correctly installed. In the event of a problem, one can return to the factory for repair. In the case of screen display issues, it is first necessary to ascertain whether the connecting cable of the panel is secure and whether the panel itself is faulty. Should the problem persist, it may be necessary to replace the screen or related components.

Problem Description	Possible Causes	Troubleshooting Methods
Power on alarm.	The issue may be due to the memory or video card not being inserted or broken, but in most cases this is due to the memory not being inserted.	One may attempt to diagnose the problem by re-plugging the memory, replacing the test memory and video card, and then identifying the source of the issue and replacing it.
Can't power on		Once the device has been powered up, please check to see if the power button light is on. If it is not, please verify that the power supply is functioning properly and replace the adapter or power cord if necessary. Once the device has been powered up, the power button light should turn on, but there should be no power-on auto-check sound. This may indicate a bad memory or hard drive hardware connection. To resolve this issue, please remove the machine and re-insert the memory stick and hard drive.

*If you need to test the device yourself, please contact our customer service personnel in advance. If you are unable to solve the problem, please contact our customer service personnel.

SERVICE AND SUPPORT

This chapter mainly introduces our after-sales service and technical support.

5.Service and Support

5.1 Pre-sales Consultation

We provide professional pre-sales consultation services to our users. You can obtain timely and comprehensive information about our products and corresponding services through various channels such as our official website, email, and telephone.

5.2 After-sales Service

If you have any questions about the product or need assistance with equipment malfunctions, you can first refer to the user manual and frequently asked questions available on our website. If the issue persists, please contact us directly.

To provide global support, we collaborate with local representatives/service providers to assist customers with support and services. For more information, you can contact us or leave a message using the following methods, and we will respond promptly and provide assistance as soon as possible!

5.2.1 After-sales Process

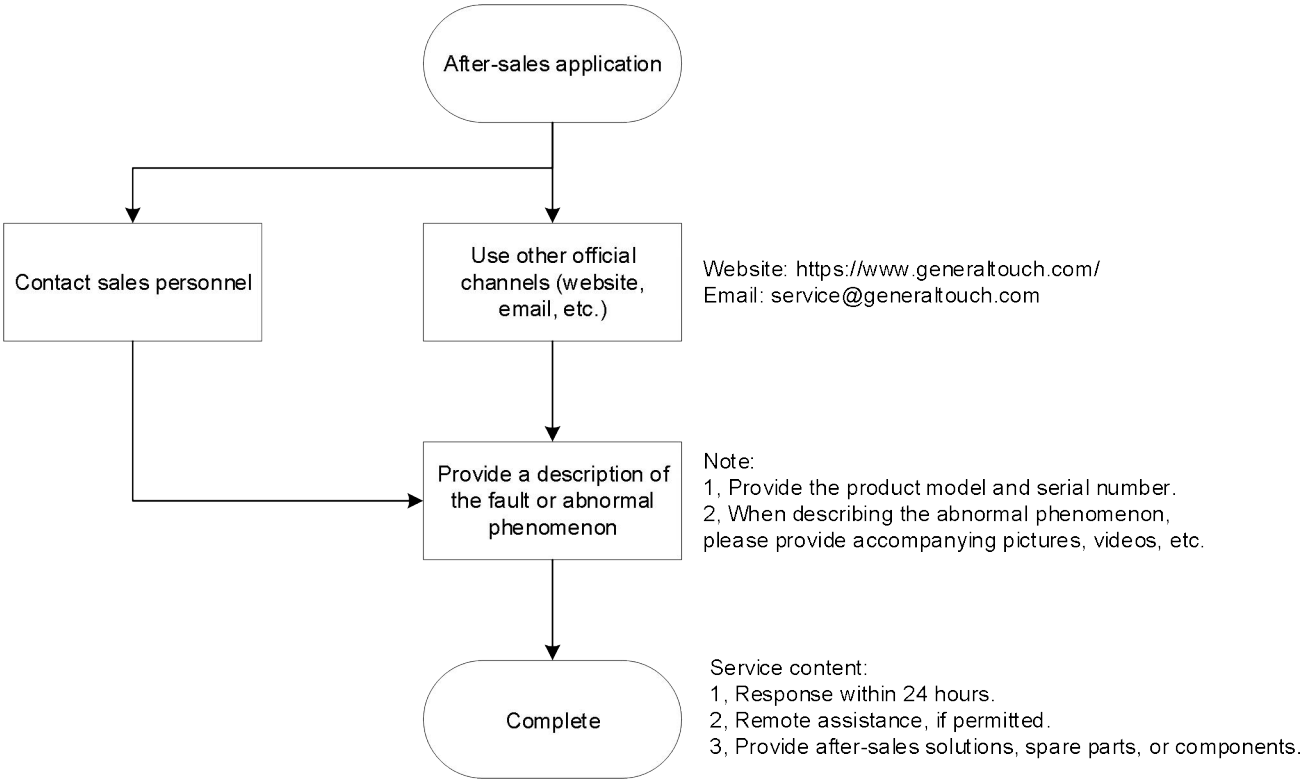


Fig 1 After-sales Process

5.2.2 Warranty Policy

The following is our product warranty commitment. During the warranty period, we provide free product repairs and replacement services for key components. For products that have exceeded the warranty period, we may charge a certain fee. For more details, please refer to our warranty policy on the official website under the "Warranty Services" section. Throughout the entire lifecycle of the product, you can expect comprehensive service from our company. The warranty policy provided below is for reference only. In case of any inconsistencies, the contract or specification sheet shall prevail.

Table 1 Warranty Policy

Touchscreen Components	SAW		5 Years
	PCAP		3 Years
	IR		1.5 Years
	FOG/Touch film/Touch Glass		6 months
	Resistive		1 Year
Touch Monitor	Flat	Not High TNI & High Brightness	3 Years
		High TNI & High Brightness	1 Year
	Curved		1 Year
Touch Computer (All-In-One)	With or without touch function		2 Years
Touch & Display Kits	Touchscreen and LCD panel bonding together		1 Year

5.2.3 Service Assurance

We are based in Chengdu, China, and have established after-sales repair centers in Europe. We also work with local agents and partners in the Americas, India, and other regions to provide diverse after-sales services.

We have dedicated departments and professionals to promptly and efficiently respond to customer needs. For common issues, we provide online consultation and support. For severe faults that require factory repairs, we offer return-to-factory repairs and the option of sending spare parts, based on our warranty policy.

5.3 Customization Services

We specialize in providing professional customized solutions for users. Based on your needs, we can offer complete product customization, such as touchscreens, touch displays, and all-in-one touch systems. You can learn about our customization service policies and options on the official website under "Customer Customization", or you can directly consult with us.

5.4 Driver Upgrades

Our panel mount touch displays usually do not require additional debugging and can be used directly. However, if you have specific requirements for touch experience, we also provide corresponding services, including touch calibration, touch signal testing, and firmware upgrades.

6.WARNING

6.1 FCC COMPLIANCE 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.

Note: 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.

Warning: Changes or modifications to this unit not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.

6.2 Technical specifications:

Operating frequency: 2412 ~ 2462 MHz
Max. RF output power: 19.92 dBm
Hardware version: V1.0
Software version: Android 12
Operating temperature: 0 to 40℃
The product can be used in EU countries without any restrictions.

6.3 EU Regulatory Conformance:

Hereby, we (General Touch Co., Ltd.) declared that this device is in compliance with the Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address:
https://www.generaltouch.com/

6.4 RF Exposure Statement:

This equipment complied with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

6.5 Correct disposal:

Do not dispose of this product with the normal household waste at the end of its life cycle. Return it to a collection point for the recycling of electrical and electronic devices. This is indicated by the symbol on the product, user manual or packaging. The materials are reusable according to their markings. By reusing, recycling or other forms of utilisation of old devices you make an important contribution to the protection of our environment. Please contact your local authorities for details about collection points.

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