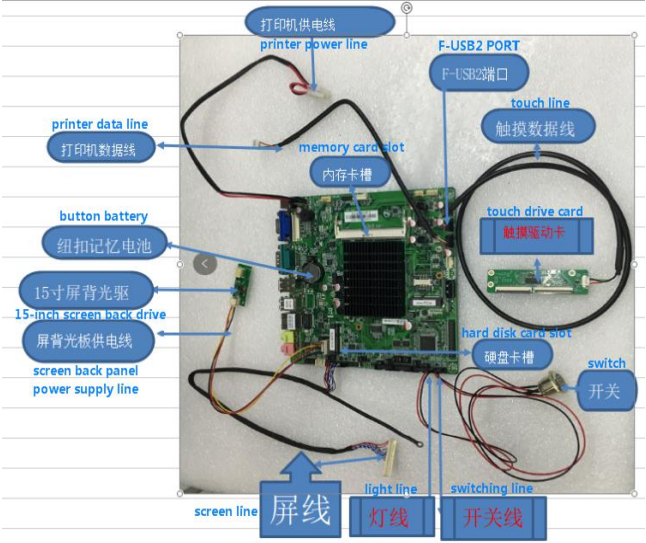


SHENZHEN JASSWAY TECHNOLOGY CO., LTD. TROUBLESHOOTING SOLUTIONS

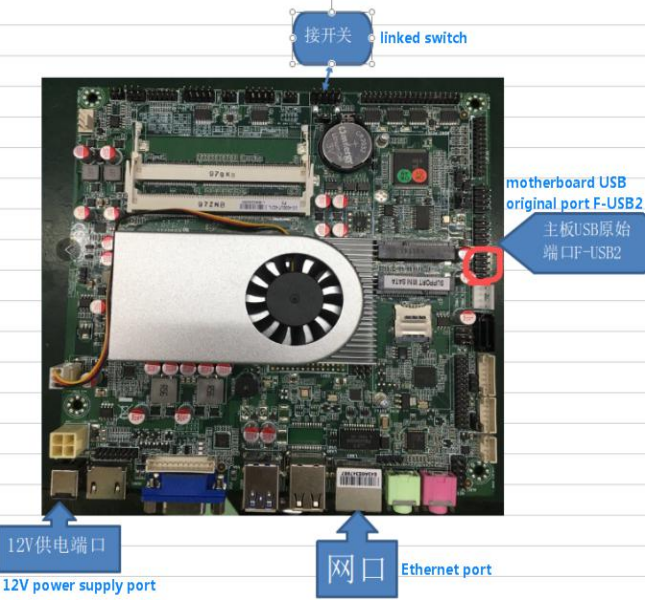
故障类型 Fault Type	处理方法 Solutions
不开机 Cannot Boot	<p>1、按开机键看开关指示灯是否正常点亮。如果不亮则查看开关和电源适配器是否正常。</p> <p>2、如果看到电源适配器上的指示灯一直闪烁，说明主机上有短路现象，应该把主板取下来进行单独检测。（检测步骤：1. 插上内存条；2. 插上电源；3. 接上外置显示；4. 按开机键看是否能开机）</p> <p>3、如果按开机键后主机上一直发出报警声，则要排查内存条看是否松动或不良。</p> <p>4、如果按开机键什么反应都没有，先断电取下主板上的纽扣电池，过2分钟后再装回去看是否可行。</p> <p>5、还有一种情况是显示屏黑屏导致错以为是开不了机。那么需要接上外置显示，如果能正常显示则说明是显示屏坏了，更换屏幕。（参考附件一）</p> <p>1, Press the power button to see if the switch indicator is on normally. If not, check whether the switch and the power adapter are normal.</p> <p>2, If the indicator light on the power adapter flashes all the time, it indicates that there is a short circuit on the host. The motherboard should be removed for separate detection. (detection steps: a, Insert the memory strip; b, Plug it in; c, Connect external display; d, Press the power button to see if it can be turned on)</p> <p>3, If the host always gives an alarm sound after pressing the power button, the memory strip should be checked to see if it is loose or defective.</p> <p>4, If there is no reaction by pressing the power button, take off the button battery on the motherboard after the power is cut off, and put it back after 2 minutes to see if it is feasible.</p> <p>5, There is also a case of black screen led to misjudgment is not boot. Then connect an external display to see if it can display normally. If so, it means that there is no problem with the machine but the display is broken, so you can replace it. (refer to Annex I)</p>
触摸不良 Poor Touch	<p>1、先重新启动看是否能恢复正常。</p> <p>2、将插在主板一端的触摸数据线拔下来插到主板原生口 F-USB2端口5脚针位上。</p> <p>3、替换触摸驱动卡和触摸数据线。（参考附件二）</p> <p>1, Restart it first to see if it can return to normal.</p> <p>2, Unplug the touch data cable at one end of the motherboard and insert it into the 5-pin of the motherboard's original port, F-USB2 port.</p> <p>3, Replace the touch driver card and touch data cable. (refer to Annex II)</p>
显示不良 Poor Display	<p>1、外接VGA显示器看是否显示正常，如果外置显示正常，那么更换液晶屏判定是否良好。</p> <p>2、若在液晶屏良好的情况下却无法显示，并且外接VGA显示正常，则需重刷BIOS。</p> <p>1, Connect an external VGA display to see whether it is displayed normally. If the external display is normal, then replace the LCD screen to judge whether it is good or not.</p> <p>2, If the LCD screen is in good condition but cannot be displayed, and the external VGA display is normal, the BIOS shall be reset.</p>
打印机问题 Printer Problems	<p>1、打印机不打印</p> <p>1) 检查是否装有打印机标准程序；</p> <p>2) 检查打印机、供电线、数据线是否松动或不良；</p> <p>3) 主板对接打印机各端口是否正常；</p> <p>4) 主板检测和替换。</p> <p>2、打印机脱落</p> <p>1) 打印机的2颗固定螺丝是否拧到位；</p> <p>2) 固定螺丝上的拉伸胶柱方向是否歪斜；</p> <p>3) 若是在运输途中掉落，则将打印机盖平放，用大拇指向下压回去。（暂时方案包膜固定，以后的包装将会改进，杜绝此问题）（参考附件三）</p> <p>1, The printer cannot print</p> <p>a, check whether standard printer procedures are installed;</p> <p>b, check whether the printer, power supply line and data line are loose or defective;</p> <p>c, whether the ports of the motherboard docking with the printer are normal;</p> <p>d, motherboard testing and replacement.</p> <p>2, The printer comes off</p> <p>a, whether the two fixing screws of the printer are in place;</p> <p>b, whether the direction of the stretched glue column on the fixing screw is skewed;</p> <p>c, if it comes off during transportation, lay the cover flat and press it back with your thumb.(the temporary solution is to fix the stretch film, and the packaging will be improved in the future to eliminate this problem.) (refer to Annex III)</p>
钱箱问题 Cash Drawer Problem	<p>1、首先看钱箱程序有没有安装。</p> <p>2、检查RJ11线2端口有没有松。</p> <p>3、替换打印机或者RJ11线。</p> <p>1, Check whether the cash drawer program has been installed.</p> <p>2, Check whether port 2 of RJ11 wire is loose.</p> <p>3, Replace the printer or RJ11 wire.</p>
JAW-RH318电源接头容易脱落 JAW-RH318 power connector is easy to come off	<p>将电源线插头端的磁环放置到藏线盖里面并盖上盖。如果不盖藏线盖就使用扎带扎在靠底部支架孔上。（参考附件四）</p> <p>Put the magnetic ring on the plug end of the power cord into the cable cover and close the cover. If the cover is not covered, use a cable tie to tie it to the bottom bracket hole. (refer to Annex IV)</p>
支持多种语言测试方法 Support for multiple language testing methods	<p>（以更改阿拉伯语为例）</p> <p>1、打开3.1.1.apk，安装YK打印测试工具。</p> <p>2、安装完毕后，回到主界面，打开“lcod-YK打印测试工具”，清除发送，第一行输入指令：## 1d 4e 08 00 ## 第二行输入：##1d 74 5c ##，然后点击“打印文本和识别HEX”（注意：这里打印机并不会自动打印，继续进行下一个步骤）</p> <p>3、打印自检页：首先将打印机关闭，然后长按打印机按键至指示灯亮后不松手，接着再按走纸键即可。若字体更改成功，自检页上最后一行字样是为“1256”。</p> <p>(Take Arabic as an example)</p> <p>1, Open 3.1.1.apk and install YK print test tool.</p> <p>2, After the installation is complete, return to the main interface, open the "lcod-YK print test tool", clear the original content, and then enter the command on the first line: ## 1d 4e 08 00 ## The second line input: ## 1d 74 5c ##, and then click "打印文本和识别HEX" (Note: The printer will not print automatically here, continue to the next step).</p> <p>3, Print a self-test page: first turn off the printer, then long press the printer key until the indicator light is on, do not release your hand, and then press the paper key. If the font change is successful, the last line on the self-test page is "1256".</p> <p>(Click here to the video)</p>

<p>注意事项 Notes</p>	<p>1、不管什么机器，只要一上电开机键的灯亮了，就说明开关线和灯线反了，都是不开机无显示的，把灯线和开关线换回来就可以了。切记，有些散装机的线很容易插反。</p> <p>2、由于有部分客户私自拆机后把线插错插反，导致硬件损坏。所以如有问题机器，必须经过我司技术员同意后，先把问题机器和产品序列号拍照核对后，再在技术员指导下拆装机器。（后续将增加易碎标签，以杜绝此类不良售后问题发生）</p> <p>1, No matter what kind of machine, if the indicator light of the power button is on immediately after it is powered on, it means that the switch wire and the light wire are reversed. Just change it back. Normally, no indicator light will be on without booting. Some bulk machine wires are easily reversed.</p> <p>2, Some customers plugged the wires in the wrong direction after disassembling the machine without permission, causing hardware damage. Therefore, if there is a problem with the machine, it must be approved by our technicians, first take a photo of the problem machine and the product serial number, and then disassemble and install the machine under the guidance of the technician.</p>
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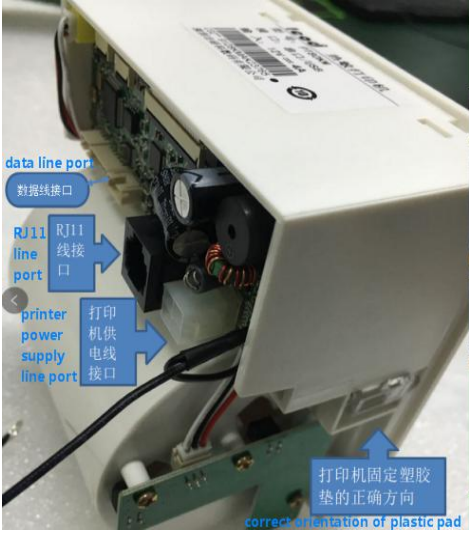
Annex I:



Annex II:



Annex III:



Annex IV:

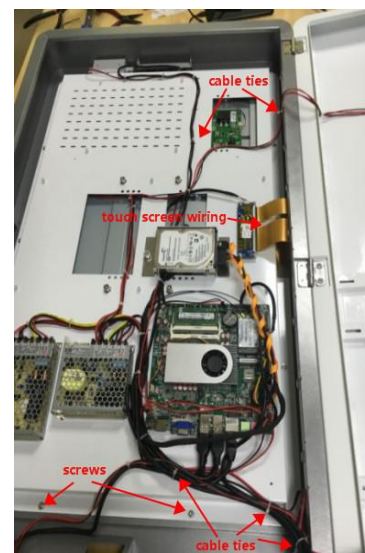


自助机内部清洁方法 Internal Cleaning Method of Kiosk

- 一、取下屏蔽罩（4颗螺丝）
1, Remove the shielding cover (4 screws)



- 二、1. 松开触摸屏排线。
2. 所有扎线带去除。
3. 将屏框上一圈9颗螺丝取下来。
2, Loosen the touch screen wiring;
Remove all cable ties;
Remove the 9 screws from the frame.



- 三、将整个屏抬起来，对整个触摸屏内部进行清理（最好一个人抬屏框和屏，另一个人清理触摸屏）
3, Lift the whole screen and then clean it. (it is better for one person to lift the screen frame and screen and another person to clean)