

User Manual

ZKAIO4000W

Date: July 2022

Doc Version: 1.0

English

Thank you for choosing our product. Please read the instructions carefully before operation. Follow these instructions to ensure that the product is functioning properly. The images shown in this manual are for illustrative purposes only.



For further details, please visit our Company's website
www.zkteco.com.

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It is an essential pre-requisite for the satisfactory operation and maintenance that the operating and maintenance personnel are fully familiar with the design and that the said personnel have received thorough training in operating and maintaining the machine/unit/equipment. It is further essential for the safe operation of the machine/unit/equipment that personnel has read, understood and followed the safety instructions contained in the manual.

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The product will be updated from time to time without prior notice. The latest operation procedures and relevant documents are available on <http://www.zkteco.com>

If there is any issue related to the product, please contact us.

ZKTeco Headquarters

Address ZKTeco Industrial Park, No. 32, Industrial Road,
Tangxia Town, Dongguan, China.

Phone +86 769 - 82109991

Fax +86 755 - 89602394

For business related queries, please write to us at: sales@zkteco.com.

To know more about our global branches, visit www.zkteco.com.

About the Company

ZKTeco is one of the world's largest manufacturers of RFID and Biometric (Fingerprint, Facial, Finger-vein) readers. Product offerings include Access Control readers and panels, Near & Far-range Facial Recognition Cameras, Elevator/floor access controllers, Turnstiles, License Plate Recognition (LPR) gate controllers and Consumer products including battery-operated fingerprint and face-reader Door Locks. Our security solutions are multi-lingual and localized in over 18 different languages. At the ZKTeco state-of-the-art 700,000 square foot ISO9001-certified manufacturing facility, we control manufacturing, product design, component assembly, and logistics/shipping, all under one roof.

The founders of ZKTeco have been determined for independent research and development of biometric verification procedures and the productization of biometric verification SDK, which was initially widely applied in PC security and identity authentication fields. With the continuous enhancement of the development and plenty of market applications, the team has gradually constructed an identity authentication ecosystem and smart security ecosystem, which are based on biometric verification techniques. With years of experience in the industrialization of biometric verifications, ZKTeco was officially established in 2007 and now has been one of the globally leading enterprises in the biometric verification industry owning various patents and being selected as the National High-tech Enterprise for 6 consecutive years. Its products are protected by intellectual property rights.

About the Manual

This manual is the operation manual of the **cash register** product. The content and version of this manual will be updated without notice.

Warranty Statement

Return this product to the original manufacturer for repair after troubleshooting. Avoid modifying, installing, or repairing this product yourself. The warranty will be instantly invalidated by improper use.

Document Conventions

Conventions used in this manual are listed below:

GUI Conventions

| For Software | |
|------------------|--|
| Convention | Description |
| Bold font | Used to identify software interface names e.g., OK , Confirm , Cancel . |
| > | Multi-level menus are separated by these brackets. For example, File > Create > Folder. |
| For Device | |
| Convention | Description |
| < > | Button or key names for devices. For example, press <OK>. |
| [] | Window names, menu items, data table, and field names are inside square brackets. For example, pop up the [New User] window. |
| / | Multi-level menus are separated by forwarding slashes. For example, [File/Create/Folder]. |

Symbols






| Convention | Description |
|---|--|
|  | This represents a note that needs to pay more attention to. |
|  | The general information which helps in performing the operations faster. |
|  | The information which is significant. |
|  | Care taken to avoid danger or mistakes. |
|  | The statement or event that warns of something or that serves as a cautionary example. |

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Safety Instructions

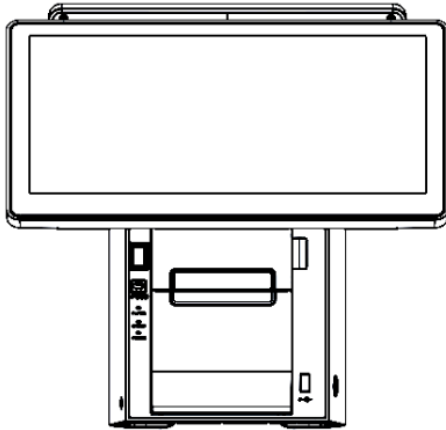
In order to ensure the proper operation of the cash register, reduce the failure rate, standardize usage and operation, and perform excellent equipment maintenance, which is helpful in extending the equipment's service life. The following are the cash register's maintenance and maintenance best practices.

1. The cash register should be placed in a large space with enough of heat dissipation space around it. It should not be mixed with other sundries.
2. A strong magnetic field is not permitted in the area of the cash register.
3. When the cash register is running, do not move the host or make it to collide or vibrate.
4. When reading, the hard disc cannot be suddenly shut down or turned off. You can purchase backup power supplies if your power source is unstable or often shuts off.
5. When the atmosphere is dry, be wary of the effects of static electricity on computer accessories. If you come into direct contact with the computer's circuit board, please discharge yourself first (by contacting the water pipe with your palm) or take additional precautions (such as wearing an electrostatic ring).
6. When the system is turned on, avoid plugging and unplugging different accessories (except those that support hot plugging), since this may result in the burning of important chips or circuit boards.
7. Do not use alcohol or detergent to clean the display screen. Clean water can be used if required, but it must be adsorbed in paper or on a rag first.
8. Do not turn on and off frequently, and the time between shutdowns should not be less than one minute.
9. Do not mix wire nails and other conductors into the chassis; otherwise, it is extremely possible to make a short circuit of the board in the chassis, which can have serious consequences.
10. To minimize lightning damage to the computer on rainy days, switch off the power of the patch panel and unhook the power plug when shutting off the computer and not using it for an extended period of time (Lightning damage is not covered by a free warranty).
11. When the device is not in use for a long period of time, disconnect the power source.
12. Wiring of any type shouldn't be exposed to air. Keep the smoothness of the wire and don't let heavy things press against it.
13. Corrosive liquids must not be applied to the machine's surface.

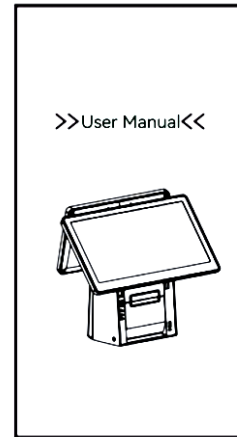
1 Overview

The features of the ZKAIO4000W are described here. It is a point-of-sale system of the most recent generation that makes transactions simple. It is made of an aluminium alloy and has a modular design. It enables user-friendly transactions by supporting table stand and common VESA mount.

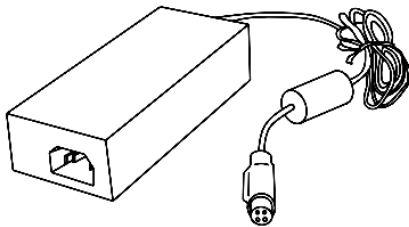
2 Packing List



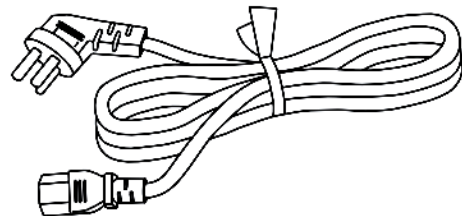
POS Terminal x1



User Manual x1



Adapter x1



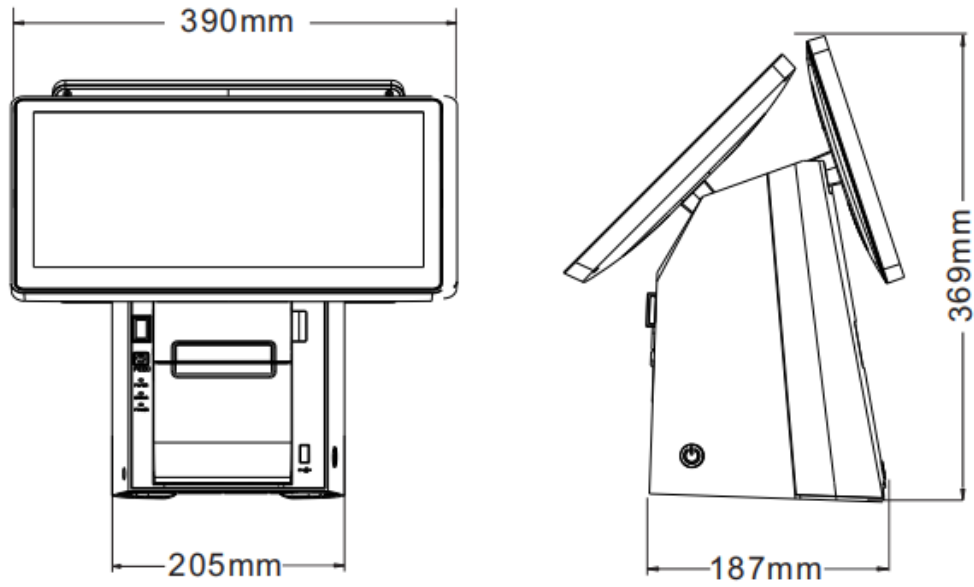
Power Cable x1

3 System View

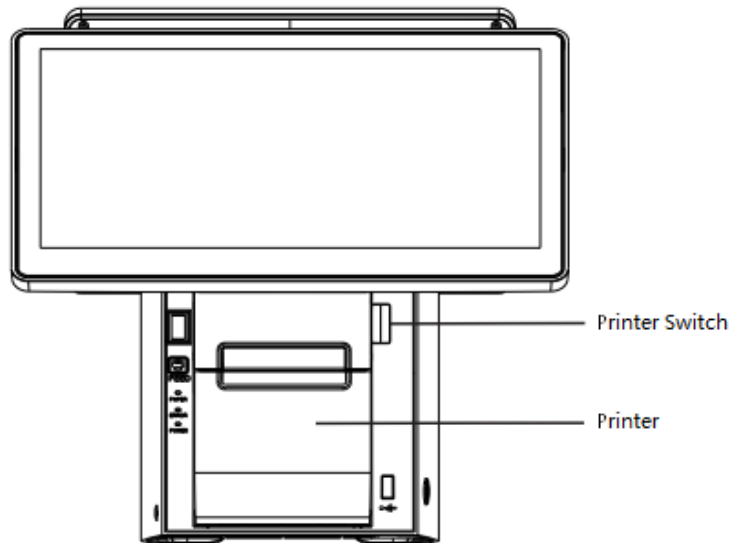
3.1 Specifications

| Basic Parameters | |
|----------------------------|---|
| CPU | ARM Cortex-A17 |
| Memory | RAM 2GB DDR3 ROM 16 GB |
| OS | Android 7.1 |
| Main Display | 15.6" TN LCD, Resolution 1366*768 |
| Touch Screen | True-Flat Projected Capacitive Multi-Touch |
| Customer Display | 11.6" TN Screen; Resolution: 1366*768 |
| Thermal Printer | Built-in 58mm thermal printer (Optional: 80mm) |
| Wi-Fi Support | 802.11 b/g/n |
| Power Input | DC 12V, 5A |
| External I/O Port | |
| USB | 4 |
| OTG | 1 * Micro USB |
| LAN | 1 * RJ45 (10/100 M bps) |
| Cash Drawer | 1 * RJ11 (12V 1A) |
| General | |
| Product Dimensions (L*W*H) | 395*225*430 (mm) |
| Net Weight | 5.2kg |
| Material | ABS, white (Optional: black) |
| Environmental Requirement | |
| Operating Condition | Temperature: -10°C to 40°C Humidity: 0% to 90% RH (non-condensing) |
| Storage Condition | Temperature: -10°C to 55°C Humidity: 0% to 90% RH (non-condensing) |
| Standard Package Details | |
| Package Dimensions (L*W*H) | 480*287*490 (mm) |
| Weight with packaging | 6.2kg |
| Packing List | 1 * POS Terminal, 1 * Power Adapter, 1 * Power Cable |

3.2 Physical Dimension

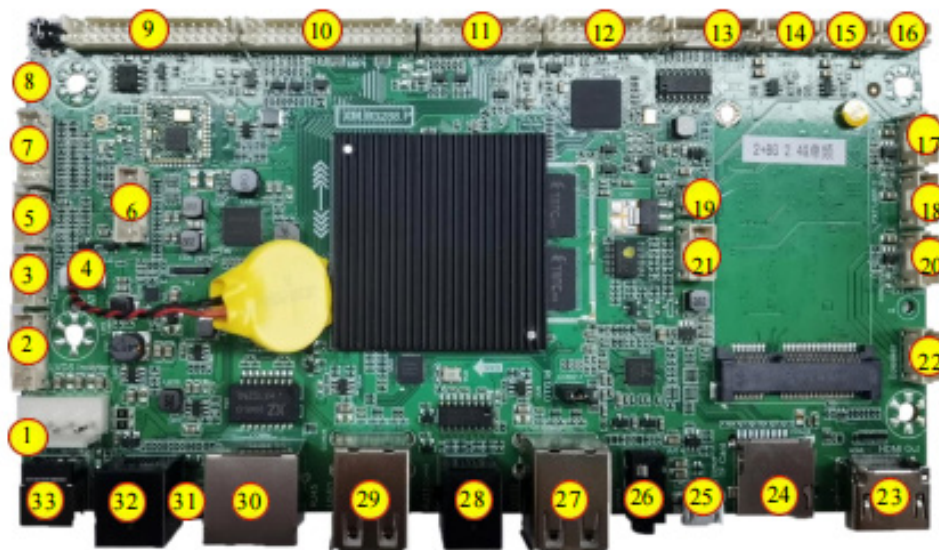


3.3 Control Buttons And Interface



3.4 Front View Of Motherboard

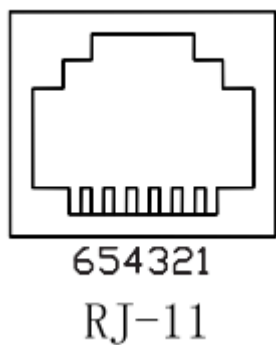
3.4.1 PM430



| Number | Position | Description | Number | Position | Description |
|--------|----------|---------------------|--------|----------|-------------|
| 1 | CONW1 | 12V IN | 18 | CONU7 | EXT-USB5 |
| 2 | CONL5 | CONL5 LVDS Inverter | 19 | CONW3 | UART TX |
| 3 | CONL2 | Debug | 20 | CONU1 0 | EXT-USB6 |
| 4 | CONL2 2 | BAT | 21 | CONL1 0 | Mcu Debug |
| 5 | CONL1 | UART2 | 22 | CONA2 | Speaker |
| 6 | CONL4 | IIC | 23 | HDMI | HDMI Out |
| 7 | U1 | Key&lr&LED | 24 | CONU8 | TF Card |
| 8 | SW2 | Update Key | 25 | CONU9 | Micro USB |
| 9 | U4 | LVDS | 26 | CONA3 | Line Out |
| 10 | U5 | MIPI | 27 | CONU5 | USB2 |
| 11 | CONE1 | EDP1 OUT | 28 | CONN3 | RJ11 |
| 12 | CONE3 | EDP2 OUT | 29 | CONU4 | USB1 |
| 13 | CONL3 | RS232 | 30 | CONN4 | RJ45 |
| 14 | CONU1 | EXT-USB1 | 31 | SW1 | POWER_KEY |
| 15 | CONU2 | EXT-USB2 | 32 | CONN2 | RJ12 |
| 16 | CONU3 | EXT-USB3 | 33 | CONW2 | DC IN |
| 17 | CONU6 | EXT-USB4 | 34 | CONL9 | SIM CARD |

3.5 Cash Drawer Interface Definition

1. Only the cash drawer is connected using the cash drawer interface. Please disconnect the phone or other device. The telephone line or the cash register might be harmed if the cable is connected.
2. Please make sure the working voltage of the connected cash drawer is 12V to avoid damage to the cash drawer or cash register.
3. Cash drawer interface adopts RJ-11 standard, 6-wire socket output DC 12V/1A power signal to drive cash drawer action. The function of each pin of the cash drawer interface are defined as follows:



| Pin Number | Signal | Flow Direction |
|------------|------------------------------|----------------|
| 1 | Grounded | None |
| 2 | Cash drawer drive signal 1 | Output |
| 3 | Cash drawer switch detection | Input |
| 4 | +12V | Output |
| 5 | Cash drawer drive signal 2 | Output |
| 6 | Grounded | None |

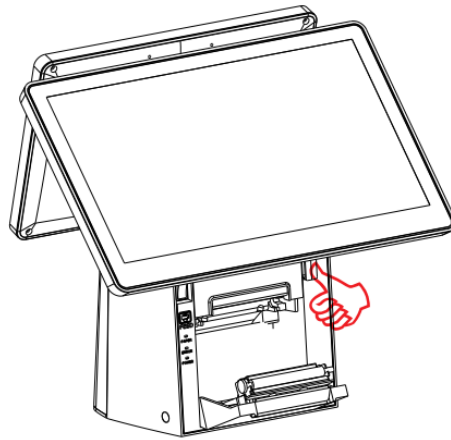
4 Installation Process

The following considerations must be taken while installing the cash register since there is a possibility of electric shock or other harm:

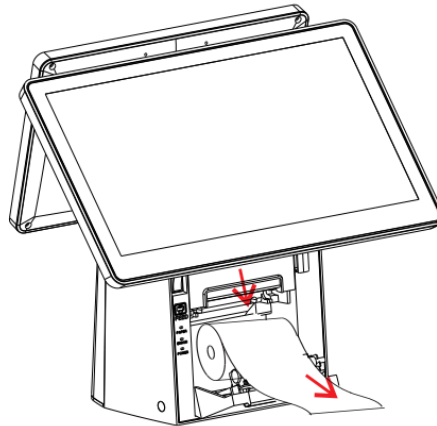
1. To place the equipment, use a surface that is flat and vibration-free.
2. The location of the cash register should be away from water and dust, with low exposure to direct sunshine, and with little changes in temperature.
3. Please keep the cash register away from strong electromagnetic field.
4. Avoid blocking or covering the air vent, and avoid inserting or falling anything into the machine to prevent electric shock or fire.
5. In areas with poor power grid quality, a regulated power supply should be provided to supply power to the cash register separately.
6. This product utilizes a normal two-pole grounding wall outlet, which cannot be changed at will. Confirm that the socket's voltage consists to the voltage marked in the machine's main technical specifications.
7. Please ensure that the grounding pin of the power plug is inserted into the grounding jack of the power socket or distribution board, and ensure that the grounding jack is truly grounded. If the grounding is poor or not grounded, it will cause electric shock, fire or damage to the equipment.
8. The cash register should not share a socket with other high-power electrical appliances that are frequently started. The power socket should also be located near the cash register and easy to unplug, so as to cut off the power supply as soon as possible in case of emergency.
9. If this product is used continuously under abnormal conditions such as smoking, peculiar smell or strange sound, it may cause fire or electric shock. Turn off the power immediately, unplug the power cord from the socket, and immediately notify the company or dealer for treatment.
10. In the event of power failure, it is important to ensure that the equipment's various cables are connected, and the fixing screws need to be tightened properly. Plugging or unplugging the power cord with electricity is strictly prohibited.
11. When cleaning the cash register, please do not use wet rags or chemicals to wipe the body, such as gasoline, thinner, etc.
12. When the equipment breaks down, the power supply should be cut off immediately and the use should be stopped. Do not disassemble or repair it without permission, and contact the agent in time.
13. Do not discard the main board battery after replacement (if the battery is replaced improperly, it may cause explosion or serious damage, and it must be replaced with the same battery or the same battery recommended by the manufacturer.

5 Install

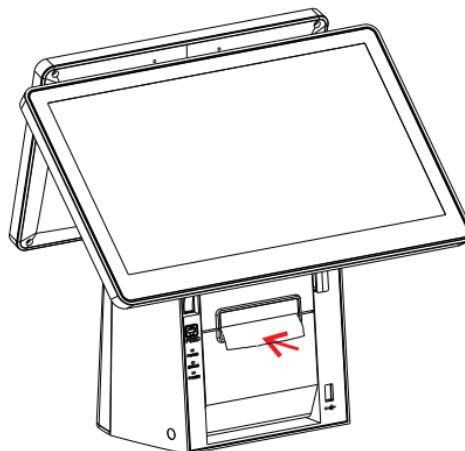
1. Press the button to open the printer, and the cover will open.



2. Put the paper roll into the paper slot and pull the paper onto the paper roll. As the picture shows:



3. Put a lid so that the paper is free and finished filling.



6 LCD Surface Cleaning

1. How to clean the LCD surface properly?

- Do not spray any liquids on the LCD screen directly, and do not use paper towels, this can cause scratches on the LCD screen.
- Always apply the liquid to the cloth first and not directly on the parts you are cleaning to avoid dripping the solution directly into your computer or laptop
- Wipe the cloth across the display in one direction, moving from the top of the display to the bottom.

2. What are some of the basic supplies needed to clean the LCD screen?

- When cleaning the LCD screen it is important to use a soft cotton cloth, rather than an old rag. Materials such as paper towels could cause scratches and damage the LCD screen.
- A solution of water and isopropyl alcohol. This solution can be used along with the soft cotton cloth.
- Computer wipes: Only use these if they specifically state on the package that they are designed for LCD laptop screens. Computer wipes can come in handy for fast clean-ups or when you want to avoid mixing up a cleaning solution yourself.

3. What type of cleaners can be used?

- Water
- Vinegar (mixed with water)
- Isopropyl Alcohol

Note: The following cleaners are not recommended:

- Acetone
- Ethyl alcohol
- Ethyl acid
- Ammonia
- Methyl chloride

7 CE Notice

This device complies with the requirements of the CE directive.

8 FCC Notice

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.

Shielded interface cables must be used in order to comply with emission limits.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

9 WEEE Notice

This appliance is labelled in accordance with European Directive 2002/96/EC concerning waste electrical and electronic equipment (WEEE). The Directive determines the framework for the return and recycling of used appliances as applicable throughout the European Union. This label is applied to various products to indicate that the product is not to be thrown away, but rather reclaimed upon end of life per this Directive.



ZKTeco Industrial Park, No. 32, Industrial Road,
Tangxia Town, Dongguan, China.

Phone : +86 769 - 82109991

Fax : +86 755 - 89602394

www.zkteco.com

