

# User Manual

## ZKAIO1000W

Date: August 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](http://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.

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To know more about our global branches, visit [www.zkteco.com](http://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 suitable for the **Android POS** series. The contents and version of the manual are subject to change without notice.

## Safety Statement

The contents of this manual only apply to this device, all contents have been validated and reviewed. The contents are subject to change without notice. This product comply with GB4943.1-2011;GB9254-2008.

## Warranty Statement

The device must be opened by the original factory person or qualified service person. 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
<b>Bold font</b>	Used to identify software interface names e.g., <b>OK</b> , <b>Confirm</b> , <b>Cancel</b> .
>	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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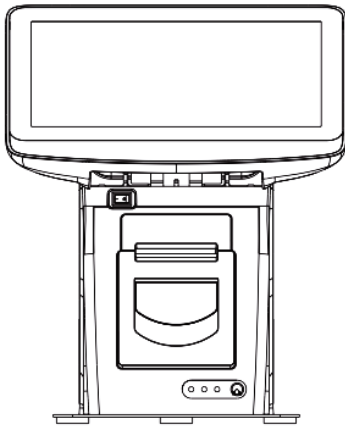
## Safety Instructions

1. Please avoid ratio interference.
2. Please use original accessories and spare parts provided by our factory. Also avoid using unallowable improper spare parts may cause damage and malfunction.
3. The two-pole plug used in this product has a ground connection.
4. Please make sure your the outlet voltage of board and the voltage product needs are the same.
5. Make sure the product, power and paper roll in a dry and cool place, avoid of direct sunlight and high temperature.
6. Make sure all the ports are connected correctly.
7. Please keep your communication device and the printer in the same LAN.
8. The product should be place horizontally.
9. Please make sure turn off before you do the cleaning.
10. Protect the power cable and the power-supply device, avoid damage and life-unsafety.
11. Make sure you turn off the printer before the replacement.
12. In these situation, quickly cut off the power:
  - 1) Power cable has been damaged.
  - 2) Liquid has been pulled on the interface.
  - 3) Strongly impact.

## 1 Overview

This document describes the functionalities of ZKAIO1000W. It is a new generation Point-of-Sales device which facilitates hassle-free transactions. It has a modular design with aluminium alloy material. It supports table stand and standard VESA mount, and thus enabling user-friendly transactions.

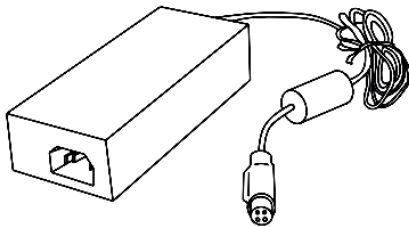
## 2 Packing List



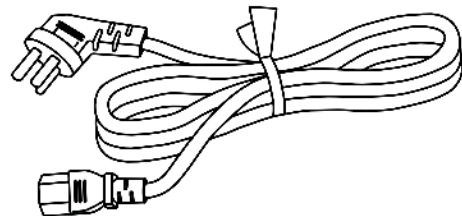
Cash Register x1



User Manual x1



Power Adapter x1



Power Cable x1



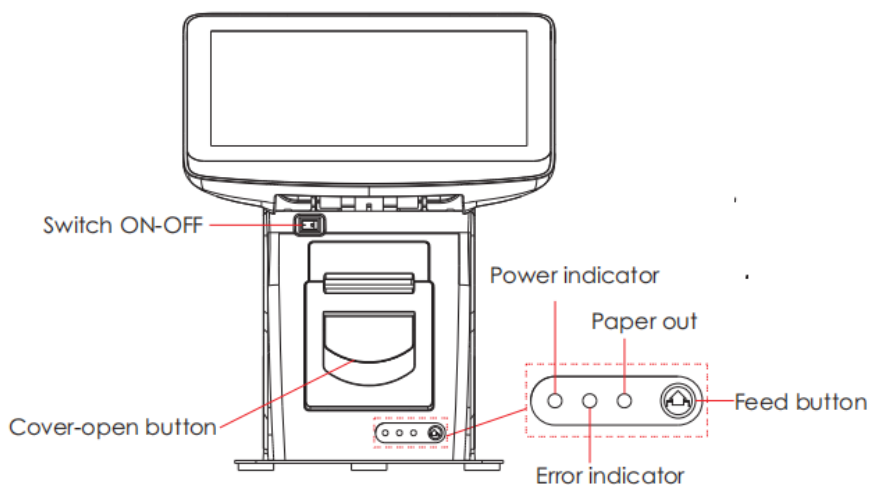
## 3 System View

### 3.1 Specifications

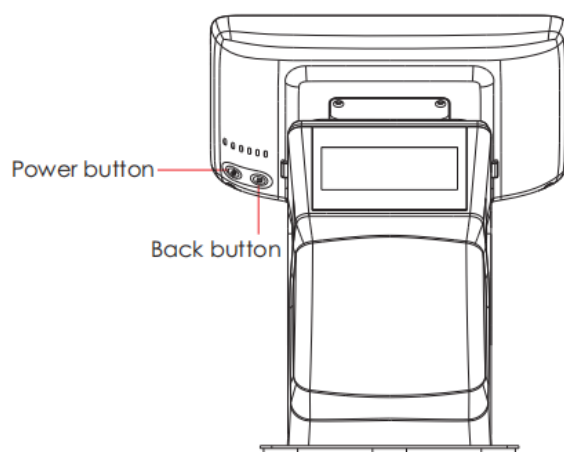
Main Board	
CPU	ARM Cortex-A53
RAM	2GB
OS	Android 6.0/ Linux
Display	
Type	11.6' TFT LCD
Resolution	1366x768 Pixel
Touch Screen	Multi-point projected capacitive touch screen
Memory	
Internal Memory	8GB Flash Memory (Optional 16GB)
External I/O Ports	
Serial Port	1 × RS232
USB Port	2 × USB 2.0
OTG Port	1 × micro USB 2.0
LAN Port	1 × RJ-45 (10 / 100M)
Cash Drawer	1 × RJ-11 (12 V)
Peripherals	
Built-in Printer	58mm thermal printer with 90mm/s Speed
Wifi	Support 802.11 b / g / n
Speaker	2W
Others	
Power Supply	12V adaptor
Wall-hanging	VESA stand
Color	Black/White
Dimension (L*W*H)	298*242*327(mm)

## 3.2 Button and Interface

### 3.2.1 Indicator and Buttons

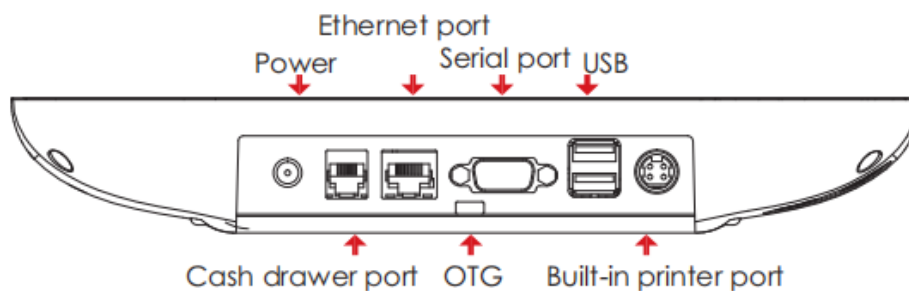


### 3.2.2 Host Control Button



Indicator and button	Description
Power Indicator	When power is ON, blue light shows power status.
Error Indicator	Red light flashes, when errors occurs.
Paper Out Indicator	Red light flashes, when out of paper.
Feed Button	Paper feed operation.
Switch ON-OFF	Control the power of the printer
Cover-open Button	To open the cover and change the paper roll.
Power Button	To control the host of the cash register.
Back Button	Return to previous menu.

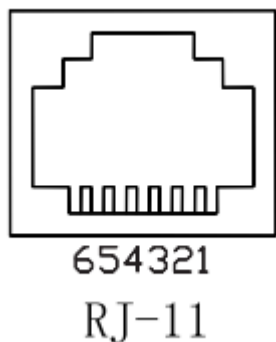
### 3.2.3 Host Interface



Interface	Description
Power	For power input.
Ethernet	100M LAN, RJ-45 module connector RJ11interface, Dual 12V connector cash drawer.
Serial Port	RS232, D-SUB 9 PIN
USB	Support USB V2.0/1.1
Cash Drawer	RJ11 interface, dual 12V connector cash drawer.
OTG	For system adjusting.
Built-in Printer Port	Supply for build-in printer.

### 3.2.4 Cash Drawer Interface

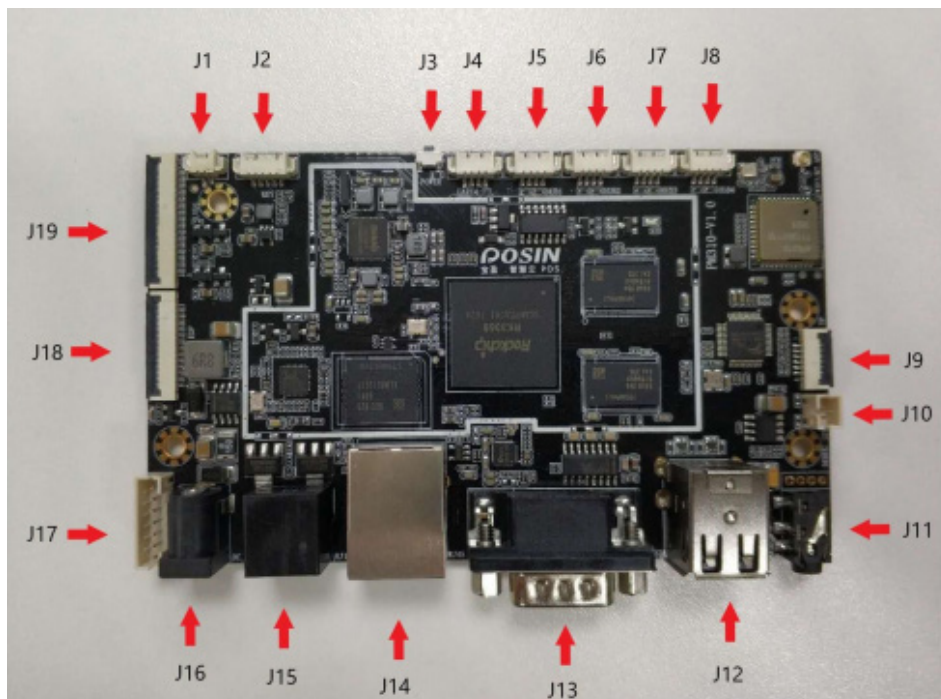
**Warnings:** Only the cash drawer is allowed to connect to this interface; do not use your mobile phone or any other device, since doing so can cause damage to them. The cash drawer's operating voltage should be 12V. Standard RJ-11 interface with a 6 pin socket and a DC12V/1A output. The following are the functions of pins:



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

### 3.3 Motherboard and Connectors

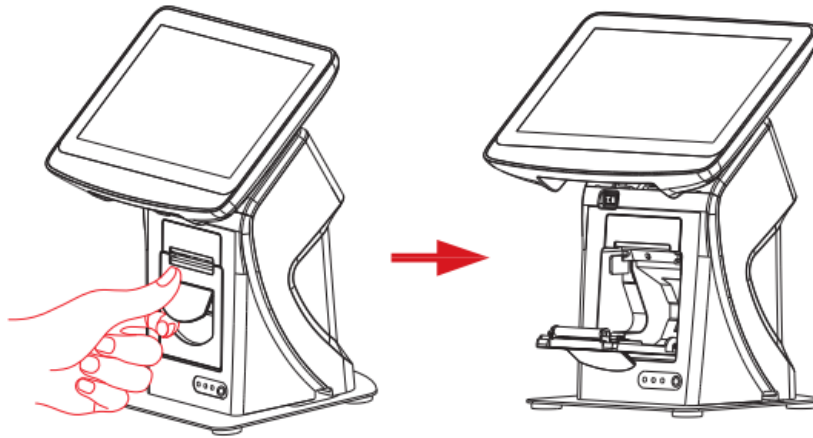
#### Motherboard and connector of ZKAIO1000W



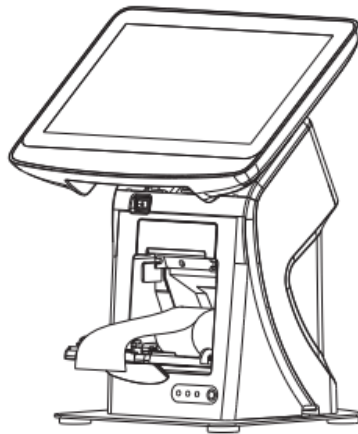
Number	Description
J1	RTC Battery
J2	KEY
J3	RECOVER KEY
J4	TTL SATA
J5-J8	USB Interface
J9	Touch Screen
J10	Horn Interface
J11	Headphone Jack
J12	USB Interface
J13	RS232 Interface
J14	RJ45 Interface
J15	Cash Drawer Interface
J16	Power interface
J17	Power Expansion Interface
J18	EDP Interface

### 3.4 Media Loading

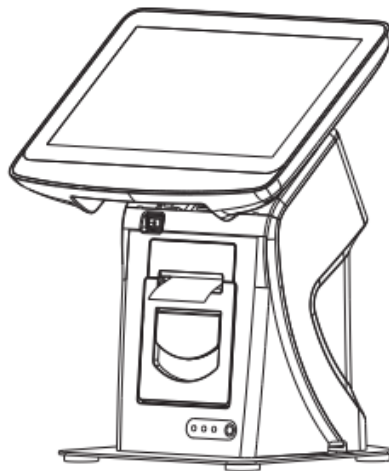
1. Press the cover-open button, open the cover of the printer.



2. Load paper roll into the printer, pull out the paper roll till it pass gap sensor ,complete paper loading.

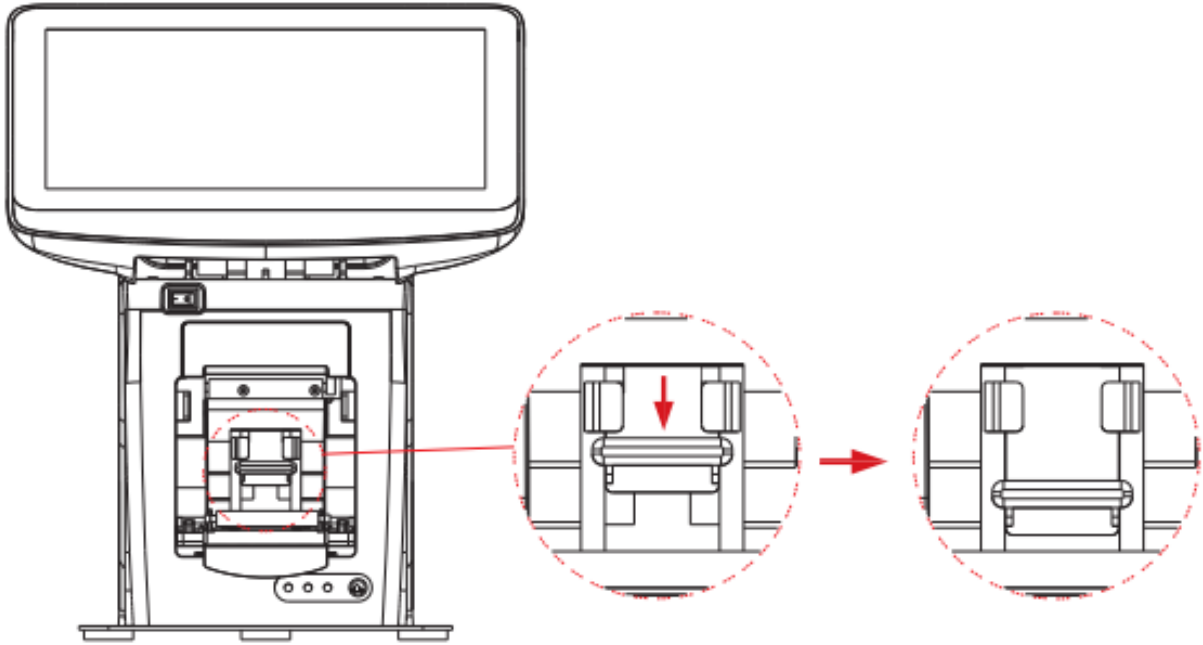


3. Carefully close the cover.

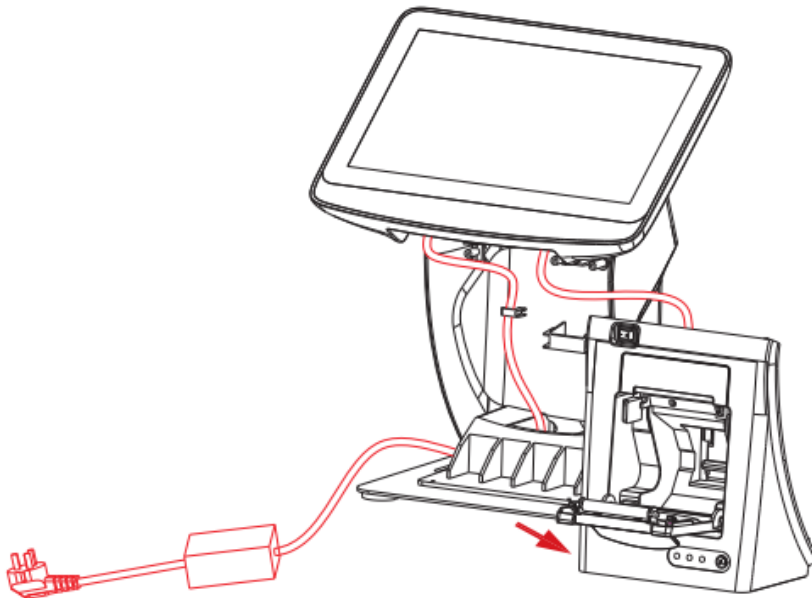


### 3.5 Power Cable Connection

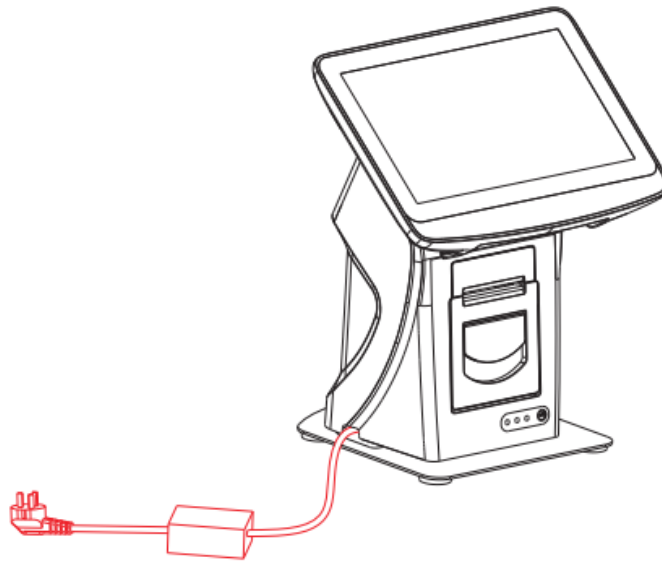
1. Pull the uncover button, then, there is a host uncover button inside. After that, drag down the host uncover button until separates the whole into two parts.



2. Place the cable in between, and connect it by the way according the graph below.



3. Place the printer back into its host, and then, button it up and lock it.



**Note:** The routing way between the cables that connected with host and power cable are the same.

## 4 Troubleshooting

Can not start device, power indicator off.	<ol style="list-style-type: none"> <li>1. Check whether power socket works.</li> <li>2. Check whether cable plugs tightly.</li> </ol>
Printer keeps beeping, fails to print.	<ol style="list-style-type: none"> <li>1. Check whether the cover closed well.</li> <li>2. Check whether the paper is out of.</li> <li>3. Check whether the LED is still light.</li> </ol>
No noise, the printer can not print.	Check whether the printer is opened.
Receipt is printed unclearly.	Turn off power, swab the print head with medical alcohol.

## 5 Maintenance

1. Avoid direct sunlight, dust and water etc.
2. Keep away from electromagnetic filed.
3. Make sure the device should be in well power condition, if not, please give a independent power supply.
4. Do not shake or kick the device.
5. Please don't change or add any devices to it. Also, avoid regularly moving the gadget.
6. Keep the device clean. Do not wipe the body with wet clothes or chemicals (For example: gasoline, thinner etc).
7. Turn off the power immediately once a problem occurs, Don't disassemble and maintain things on your own.
8. Check the temporary cable connectins, make sure that they are fully connected.
9. Please turn off the electricity if you won't be using it for a time.



## 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.
- Rub 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.



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