A3 User Manual

Version 1.0

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1. Product overview

1.1 Product features

1) 15.6" TFT LCD Screen (optimal resolution 1920 x 1080).

2) Capacitive touch screen with multi-touch.

1.2 Specifications

Elanda SPEC		
Model Number		A3
CPU Support		Rockchip3568 ,Cortex-A55 , up to 2.0GHz
System Memory		DDR4,2G(Onboard)
Storage		eMMC 16G + microSD slot x 1
LCD	Size	15.6" TFT LCD Panel
	Brightness	220cd/m2 (Typ.)
	Resolution	1920 x 1080
Touch Screen		True-Flat Projected Capacitive Touch
Tilt Angle		0 ~ 60 degree
External I/O Port	USB	2 x USB 3.0 +2 x USB 2.0
	Serial port	1 x Serial port (RJ12)
	EDP(Mini HDMI)	EDP Signal（2nd Display port）
	HDMI	N/A
	Cash Drawer Port	1 x Cash Drawer Port (RJ11)
	LAN	1 x LAN (10/100/1000Mb)
	Audio	1 x Mic-In/Speaker-out (Combo Jack)

	DC-IN	1 x DC In(4pin)
	DC-Out	N/A
	Power Switch	1 x Power Switch(Power LED)
Speaker		2 x 2W speaker (Optional)
Power		External power adapter,12V-5A/60W
EMC Safety		CE, ROHS
Environment	Operating Temperature	0°C ~ 35°C
	Storage Temperature	-15°C ~ 60°C
	Operating Humidity	20% - 85% RH non condensing
	Storage Humidity	20% - 85% RH non condensing
OS Support		Android 11.0
Dimension (W x D x H)		385mm x 200mm x 320mm
Weight (N.W./G.W.)		3.8Kg / 5.5Kg
Wall Mount		VESA 100 x 100mm
optional	WiFi	WiFi/BT(Onbaord)
	MSR	MSR + iButton (Combo) o r MSR +RFID (Combo) ,USB , 1、2 、3 Track, ISO7810,7811-1/2/3/4/5,IBM,AAMVA,JIS-2 Standard

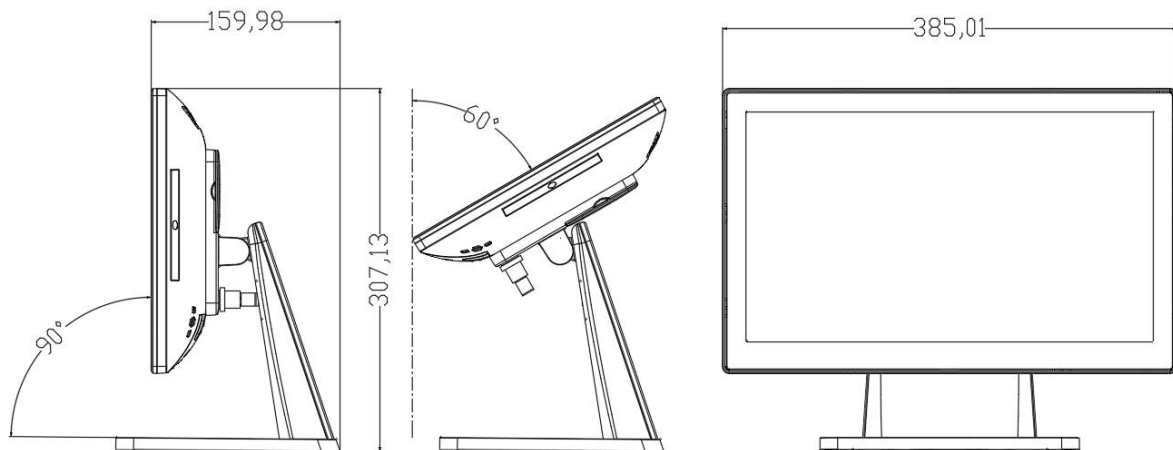|		
Scanner	DY3090(USB,1D,2D,Reading precision:≥ 3mil,Dimension:21.4mm x 10.8 x 15.2mm)	
Customer display	VFD display, USB(VCOM),2x20 characters	
2nd Display	EDP,9.7" (1024 x768) EDP,11.6" (1366 x 768) EDP,15.6" (1920 x 1080)	

2. Product photos

Front

Rear

Side

3. External I/O ports

I/O ports of the mainboard of Intel Celeron Processor J6412

1.POWER-BUTTO   3.RJ11-C   5.SIM   7.RST   9.DC12V-I

2.COM   4.LAN   6.USB3.0   8.USB2.0   10.EDP

1) Power button

Make sure that the power supply of the adapter is working. If the button indicator

is red before starting up, and turns blue after starting up by pressing power the

button, then wait for the machine to load the operating system and then it can be

used normally.

2) COM

The COM is in RJ12 form with RS-232 communication and 5V voltage, whose PIN definition is available in the technical document from Elanda.

3) RJ11 port of cash drawer control

The RJ11 of SF-3568 supports single channel open and single channel feedback signals, and its PIN definition is available in the technical document from Elanda.

4) Adaptive 10/100/1000M LAN

5) SIM

6) 4 x USB 3.0

USB3.0 bidirectional high-speed standard Universal Serial Bus interface.

7) RST(UBOOT)

8) USB2.0 standard Universal Serial Bus.

9) DC 12V 5A INPUT

Please use the original power adapter from Elanda to power the machine. For the use of the power adapter from other brands, be careful with its output wattage, otherwise it may burn or damage the machine.

10) EDP

EDP interface in mini-HDM form for the signal of the 2nd screen, is a non-standard one. Please use the original 2nd screen, and use of screen from other vendors may result in damage of the machine or the 2nd screen.

4. Installation

4.1 Packaging list

No.	Content	Quantity	Notes
1	POS	1 pc	
2	DC12V-5A power adapter	1 pc	
3	Power cord	1 pc	
4	2nd monitor	1 pc	Optional

5. FAQ

5.1 The indicator light at the lower right corner of the machine is not on, why?

A. Check whether the indicator of the power adapter is on;

B. If the indicator is faulty, check whether the external AC power socket has power;

C. Check whether the DCIN plug of the I/O panel falls off;

D. Replace the power adapter with the same voltage and wattage to test;

E. The mainboard or internal circuit of the machine is faulty , please contact the local service provider for maintenance.

5.2 The indicator light in the lower right corner of the machine screen turns blue, but there is no image when you press the power button. Why?

A. Press the power button and wait for about 10 seconds. The machine will display

the startup LOGO, and then wait about 10 seconds more before enter the Android system interface.

B. If there is no alarm and no image on the screen, please connect the machine with a keyboard to check whether if it is powered on. If it is, check whether the LCD panel or cable is faulty.

C. If the problem persists after steps A and B, there will be something wrong with the mainboard, internal circuit or system firmware. Contact your local service provider.

5.3 The machine is completely unresponsive to touch, why?

A. Check the USB and the TP connection on the mainboard to see if they fall off or become loose.

B. If the problem cannot be solved by the steps above, replace the touch controller or touch panel by reference to the disassembly and installation guide and it should be solved.

6. Safety and use precautions

1) Choose a flat and vibration-free surface to place the machine on.

2) For the placement of the machine , it should be selected to avoid the direct sunshine, with little temperature change, away from the water source or with less dust.

3) Please keep the machine away from strong electromagnetic fields.

4) Please be careful to use the power adapter with the same voltage as marked on the machine nameplate, otherwise the machine will be seriously damaged to fail to work. It is better not to share sockets with other high-power appliances that frequently power on, such as refrigerators, air conditioners, heating equipment, etc. The power socket should be near the machine so that the power can be cut off quickly in case of emergency.

5) The working temperature of the machine is -20℃ ~ 60℃, please avoid placing the machine in an environment with too low or too high temperature, otherwise it may not work properly when the temperature falls out of its designed operating temperature .

6) When cleaning the surface of the machine, please do not use wet cleaning tools or chemicals(such as gasoline, thinner, etc.) to wipe the panel;

7) When the machine fails, immediately cut off the power. Please do not disassemble the machine for maintenance, and instead contact the machine service provider in time.

Note: Elanda will not be responsible for the damage and other consequences caused by failing to comply with the above recommendations, or improper use of the machine, maintenance from unqualified personnel or the use of parts not provided by Elanda.