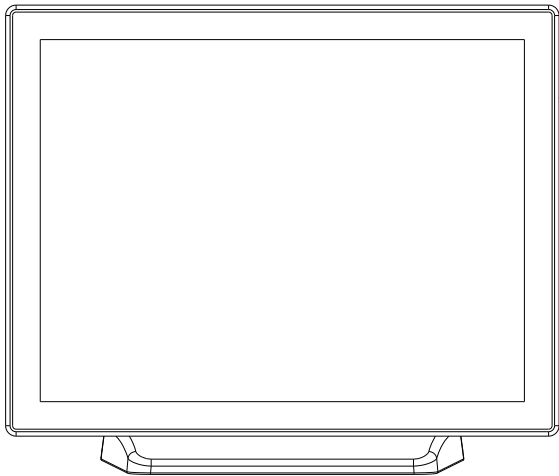# AX6W-15J19
User Manual

Thanks for purchasing AX6W-15J19 terminal. This manual will give you some instructions on the function and operation of this product.

About the Product

AX6W-15J19 a multifunctional touch POS terminal with optional POS peripherals like MSR, customer display and the second screen. To meet the specialized needs of different users, it is the ideal choice for retail and catering entertainment industry, etc. It is integrated with the processor of high performance but lower power consumption for working more stably; machine and hard disk are easy to remove for maintenance; Aluminum material housing guarantees efficient heat elimination and steady performance; display can support rotate 145 degrees; modular design can expand peripheral application easily; waterproof structure design for spill proof screen; fan free structure for steady performance in harsh environment.
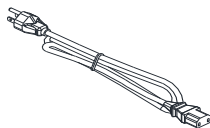
Packaging list

After unpacking the carton, please check that the following items are included. If any item is missing or appears damaged, please contact your dealer immediately.
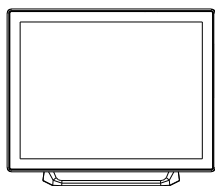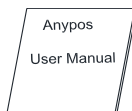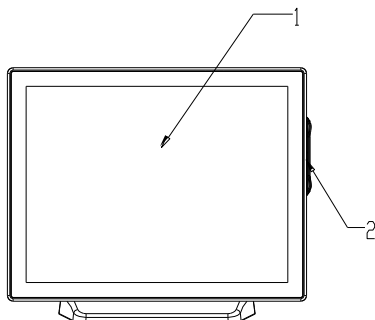

Panel POS
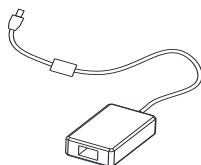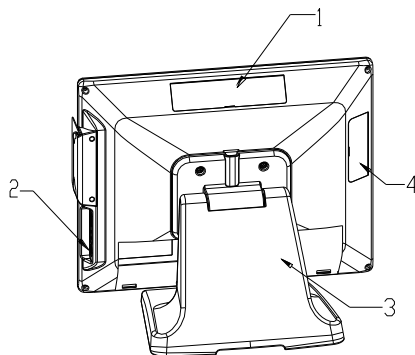
Adapter
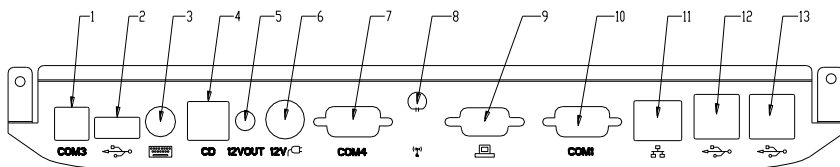
Power Cord

User's Manual

Outward Diagram

Front view

DESCRIPTION	
1	TFT LCD and Touch Screen
2	Magnet Stripe Reader(Optional)

Rear view

DESCRIPTION	
1	Customer Display Cover
2	Power Switch
3	Base
4	HDD Cover

IOPort 1

DESCRIPTION		
1	COM3Port	**COM3**
2	12V Power USB(Optional)	
3	PS2 KB	
4	Cash Drawer Port	**CD**
5	+12V Output Jack	**12VOUT**
6	AC Adapter Jack	**12V**
7	COM4Port	**COM4**
8	3G Antenna	
9	VGA Port	
10	COM1 Port	**COM1**
11	LAN Port	
12	USB Ports	
13	USB Ports	

IOPort 2
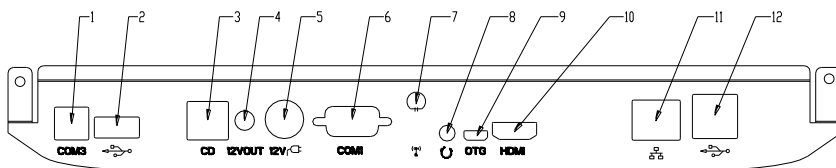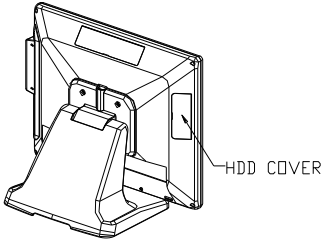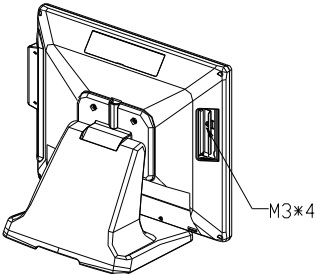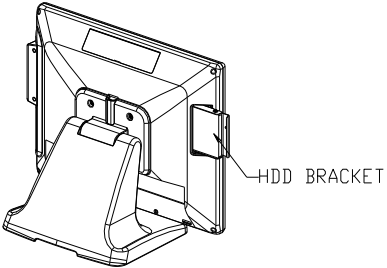
DESCRIPTION		
1	COM3 Port	**COM3**
2	12V Power USB(Optional)	⇌ᗞ∘
3	Cash Drawer Port	**CD**
4	+12V Output Jack	**12VOUT**
5	AC Adapter Jack	**12V** ⊂⊏
6	COM1 Port	**COM1**
7	3G Antenna	⟨⟨•⟩⟩
8	Line-out/Microphone	↻
9	OTG Jack	OTG
10	HDMI Jack	HDMI
11	LAN Port	占
12	USB Ports	⇌ᗞ∘
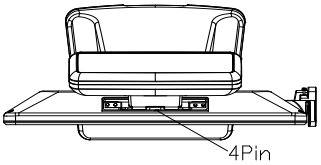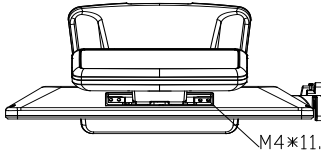
Note: IO port 1 for X86 models, IO port 2 for Android models.
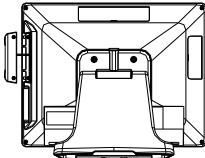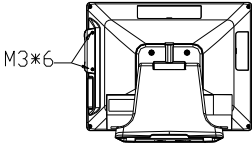
HDD Dismantlement

1. Dismantle the HDD cover, and find the HDD bracket.	HDD COVER
2. Remove the screws M3*4 which is to fix the bracket	M3*4
3. Pull out the HDD bracket.	HDD BRACKET

Customer Display Installation

1. Connect the data cable of customer display to the seat of 4 Pins on the pinboard.	4Pin
2. Connect the customer display on the rear cover with 4pcs M4*11.5 screws.	M4*11.5

MSR Installation

1. Connect the data cable of MSR to the seat of pinboard.	
2. Fix the MSR with 2pcs M3*6 supplied screws.	M3*6

MSR Setup

AX6W-15J19 magnetic card reader supports USB communication. The setup program is usually stored in the E:\Tools\ENG\MSR folder of the machine's hard drive. Program icons are as follows:

1. Double-click the icon, open the program, the system will automatically scan the card reader connected to the motherboard interface. The two interfaces of AX6W-15J1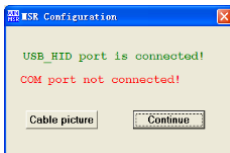9 are connected with USB port by default when the machines are produced. As shown in the figure: Green words represent connected, red words represent not connected. Click "continue".

2. This interface is used to set the card reader. Select read card from point of USB in "Port Setting"; select tracks to read magnetic card and whether to add a enter after reading data in "Track"; "Save" is used to save the current Settings；"Load" is used to save the current Settings "set Default" is used to restore the factory default settings Click "test MSR.
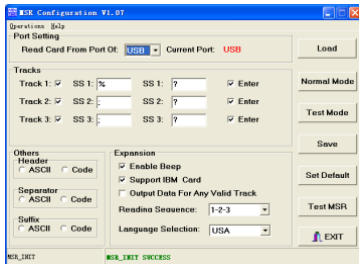
3.The test interface is as follows.
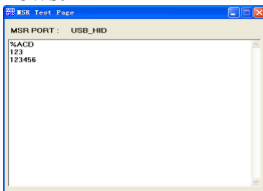
 Tagging: Android models without this setting.

Troubleshooting

A few common hardware problems and suggested solutions are presented in the table below:

PROBLEM	SOLUTION
The display is dark.	Make sure that the Power LED is on and machine is not in sleeping mode.
The following message appears when booting up: "Invalid system disk, replace the disk, and then press any key".	Ensure that the operating system is correctly installed; Check the boot sequence in the BIOS setup utility.
An unidentified error message is displayed.	Reboot the machine. Run the BIOS Setup Utility and check its parameters.
Touchscreen failure.	Calibration the touch screen, or install the driver again.
Can't turn on the machine.	Make sure the AC Adapter is connected and the external power supply is normal; make sure the adapter LED is on; make sure the POS power LED is on.
Display is not clear.	Set the resolutions to 1024*768.
The date or time is wrong.	Change the date or time in BIOS or OS, and change the button battery if no help.
The MSR doesn't work.	Try another kind of card；check the cable connection of the MSR; reset the MSR.

NOTE: Please don't dismantle the machine without related guide. Please consult your service provider first if problem can't be solved.