

Users must know

Thank you very much for choosing the st OTT self-service ticket machine. Please read this manual carefully before installing and using the product, so as to have an in-depth understanding of the performance of the equipment. Please save this manual for future reference if you encounter any problems.

In order to improve our products, we will try our best to adopt new technology, new components and new software. Therefore, the company has the right to change without notice. The features, functions and operations described in this manual may not be completely consistent with the performance of the machines sold by the company in different places. In some cases, the pictures are only equipment prototypes. Before using this manual, you should ask the company or the dealer for the currently applicable information.

The equipment must be installed by after-sales service personnel or dealers. The company shall not be responsible for any consequences caused by unauthorized changes to the equipment or replacement of connecting equipment and cables as required.

Notice item

- ☆ Users/operators are not allowed to dismantle the main engine. If you need to disassemble or repair the main engine, please inform our after-sales service department, and the after-sales service personnel or authorized service providers shall disassemble and repair it.
- ☆ This product USES standard bipolar grounding wall power sockets, which cannot be changed at will. Make sure the voltage of the socket is consistent with the voltage marked on the nameplate.
- ☆ Make sure that the grounding pin of the power cord plug is inserted into the grounding jack of the power outlet or switchboard and that the grounding jack is truly grounded. Poor or ungrounded grounding can lead to electric shock, fire or damage to the equipment.
- ☆ Avoid blocking or covering vents, and avoid stuffing or dropping anything into the machine to prevent electric shock or fire.
- ☆ If you continue to use the product in the presence of smoke, odors or noises, it may cause fire or electric shock. Turn off the power supply immediately, remove the power cord from the socket, and contact the dealer or repair center.
- ☆ It is dangerous for customers to repair the main engine by themselves. Do not try.
- ☆ The connection of various cables of the equipment shall be ensured in the case of power failure, and the fixed screws must be tightened. It is strictly prohibited to unplug the cables with power.
- ☆ The product should be placed in a well-ventilated, flat and stable place, avoiding direct sunlight, ensuring stable environmental conditions and no sudden change of temperature or humidity.
- ☆ Do not use in places where water may stick to the product or enter the product. Do not operate the product with wet hands.
- ☆ Use a soft, dry cloth when cleaning the product. Do not use volatile liquids, such as gasoline, thinner, etc.
- ☆ This product is A grade A product, which may cause radio interference in the living environment. In this case, users may be required to take practical measures against its interference.
- ☆ Do not discard the motherboard battery after replacement.
- ☆ The manufacturer has the right to modify the contents of the manual without prior notice!
- ☆ The right of final interpretation of this manual belongs to shenzhen shengotong technology co., LTD

Warning: if the battery is replaced improperly, which may cause explosion or serious damage, it must be replaced with the same or similar battery recommended by the manufacturer

一、Technical parameters

printing speed	150mm/sec, max
Ballot boxes capacity	80mm paper ring
Home screen display	27 " /32 " /43 " LCD
communication interface	100M/1000Mbps
Auxiliary communication interface	Wireless 3G network
working power supplyce	AV220V \pm 10%, 50Hz \pm 10%
power	500W

This self-service ticket machine wireless network solution:

Usually deployed in wired networks at the gate of the shopping mall, plaza, community, pull the inconvenience in each self-service equipment is equipped with a 2.4 G WIFI function, provides the network environment for kiosks, let the self-service equipment through the WIFI network and center server connection is established, at the same time, a central server management platform to self-service equipment for remote monitoring and management.

二、Ticket machine composition

item	specification	
display screen	screen size	27 " /43 " /49 " LCD
	argument	distinguishability1920*1080, luminance>300cd/m ² , contrast ratio400:1
touch screen	type	27 " /32 " /43 " Infrared touch, the maximum support1920*1680
	argument	High light transmittance, high accuracy and durability; Dustproof, anti-fouling, anti-riot, accurate positioning without drift, operating sensitivity <150g, response speed 16ms
	lifetime	60,000,000 times
power supply	input	AC220V±10% 50Hz±10%
	output	DC24V/5A, DC12V/3A, DC12V/3A,
crate	Size W*D*H (mm)	400*225*840/640*225*1170/740*490*2100
	surface treatment	metallic paint
mainframe	processor	Intel dicaryon3.0Ghz
	hard disk	2.5 " SATA500GAbove (SSD can be customized)
	internal storage	4GB Memory above DDR3
	port	RS232, LPT, PS2, VGA, USB, AUTIO JACK
Other configuration	printer	Thermal printing, automatic paper cutting, black label detection
	bar code reader	Ability to recognize various specification barcodes (common one-dimensional, two-dimensional)
	Metal keyboard	16 keys metal keyboard,10 Numbers and 6 function keys, waterproof and dustproof
	IC card reader	Non-contact reader
	sound	Hi-fi stereo
	Unionpay card reader	optional

三、INSTALLATION AND PRECAUTIONS

a.service environment:

voltage: AC 220V 50Hz Bipolar grounding

network port: RJ45

Temperature : 5°C ~ 40°C

Humidity : 30% ~ 80%

b.attention matters:

K800/K1500 is placed on flat ground, and K450 is embedded into the wall in a stable state Ventilation, pay attention to moisture, dust, anti - glare screen.

c.Start up:

First, open the front panel of the main machine, put the paper ring, and then confirm the printer, monitor, infrared screen and

The host has been connected to the power supply, and then click the red button behind the host to start up to the operation interface.

四、current maintenance

In order to make the ticket machine work better, you should know the following current maintenance knowledge when using it.

a. Ideal job Temperature 5 ~ 35 °C

Ticket machines should be placed as far away from heat sources as possible.

b. Suitable humidity 30%~80% relative humidity

Too high will affect the performance of accessories play and even cause some accessories short circuit, too low is easy to produce static electricity.

c. attention to environmental cleanliness

Dust into the ticket machine internal, after a long-term accumulation of easy to cause short circuit circuit.

d. Away from electromagnetic interference

The loss of data on a hard disk can be caused by a strong magnetic field, or even by a strong magnetic field .This kind of electromagnetic interference mainly includes audio equipment, motor, large-function electrical appliances,Power supply, static electricity, and larger power transformers such as UPS, and even fluorescent lamps Ticket machine, should try to make the ticket machine away from these sources of interference.

e. attention to the stability of the power supply

If the mains voltage is not stable, it is better to equip the ticket machine with a stable power supply Power failure, considering the safety of data can be provided to the ticket machine with an uninterrupted power supply UPS, now general All UPS have a voltage stabilizing function.

f. Avoid bright light

The body of the display is exposed to sunlight or strong light for a long time, which is easy to age and turn yellow, and the phosphor in the picture tube Intense light also reduces the luminous efficiency of aging.

五、 Develop good usage habits

a. Don't switch the machine on and off frequently

The time interval between startup and shutdown should be no less than 5 minutes.

b. The ticket machine should not be moved and vibrated at will after power up, in order to avoid the hard disk surface caused by vibration Scratches and accidents cause undue damage.

c. Do not use hard materials to hit or scratch the touch screen or advertising screen toughened glass and two-dimensional code protection camera Plexiglass for the head to avoid scratches or breakage.

d. Pay attention to cleaning the ticket warehouse in time to avoid any foreign matter blocking the ticket passage and causing paper jam.

e. When replacing the ticket paper, turn off the printer power and clean up the residual ticket paper (gently pull out the ticket paper); if There is no residual, put the ticket roll in the right position, turn on the printer power switch, the sensor will automatically suck the ticket In, attach the ticket roll to the holder.

六、Common failure analysis

fault phenomenon	reason analysis	solution
Power on no display	<ul style="list-style-type: none"> (1) No power input (2) Abnormal component connection 	<ul style="list-style-type: none"> (1) Power on the ipc (2) Check the display wiring
Self-service ticket machine The screen says "network connection failed"	Network failure	<ul style="list-style-type: none"> (1) Please check the network connection between the ticket machine and the server (2) Please check whether the system server software is running normally
Printer jam Or a paper	<ul style="list-style-type: none"> (1) The paper put wrong (2) thickness of the paper (3) Starting from the dust 	<ul style="list-style-type: none"> (1) Change the side of the printing paper (2) Replace the paper (3) Dust the nose of the machine
Touch screen The position offset	Driver lost	<ul style="list-style-type: none"> (1) Reinstall the touchscreen drive (2) Turn on the touch screen software for calibration
The card reader does not read the card	<ul style="list-style-type: none"> (1) Card reader driver problem (2) Selling software port setup problem (3) Card reader and host connection problem 	<ul style="list-style-type: none"> (1) Reinstall the card reader driver (2) The selling software sets the corresponding port (3) Unplug the connector
Key failure	<ul style="list-style-type: none"> setting problem of selling software port Password keyboard and host connection problems 	<ul style="list-style-type: none"> (1) The selling software sets the corresponding port (2) Unplug the connector

七、Product warranty

- 1、 This self-service ticket machine is guaranteed for _____ from the date of sale.
- 2、 Within the warranty period, the products reported for repair are inspected by our maintenance personnel, and the fault is determined to be normal use Under the occurrence, will provide free maintenance.
- 3、 In the warranty period, the following circumstances can not enjoy our company to provide free maintenance services:
 - (1) Failure or damage to the product caused by user's failure to use, incorrectly install or store the product according to the instructions;
 - (2) Product failure or damage caused by disassembly not authorized by our company;
- 4、 Our company will provide paid maintenance service for products beyond warranty period (with warranty card or serial number).

Type no: _____ Sequence number: _____

Date of purchase: _____

Customer address: _____

Maintenance date: _____

Maintenance items: _____ Signature of repairman: _____

Customer Services Hotline: _____ Cellphone : _____

Customer hotline: 400 878 3127