



User Manual

EC-FS-1238

All-in-one Touch POS Terminal

➤ Overview

Thank you for purchasing the EC-FS-1238 all-in-one touch POS terminal, EC-LINE is committed to continuously improve product quality and provide better after-sales service. In order to take full advantage of our devices, we strongly recommend that you take the time to read this manual before going into software installation.

Note: Information in this manual may change without prior notice.

1. Safety Information

- 1.1 Before plug in the product, please make sure the power you provide meets the power requirements (such as voltage, frequency); Make sure the ground terminal of the power outlet is working properly.
- 1.2 Lightning may damage this product. During lightning storms, unplug the network cable, power cable and any other connections.
- 1.3 Turn off power before connecting any devices (except USB devices) to the terminal.
- 1.4 Do not attempt to open the chassis. You may be hurt by electric shock. For service, call your place of purchase.
- 1.5 Do not spill liquid on the terminal. Do not place any objects into the ventilation holes of this product. It may cause short-circuit of the internal components and cause a fire or electric shock.
- 1.6 After the computer is stored below temperature of 10 °C, please place the machine in room temperature (10 - 35 °C) in the original packing for at least two hours to allow the terminal to restore to room temperature before operation. This is to avoid condensation that might bring electrical damage.
- 1.7 Keep the terminal clean, dry, and away from dust, moisture and direct sunlight.
- 1.8 Do not use harsh chemicals or strong cleaning solvents to clean the monitor screen. Wipe it clean with a soft terry cloth applied with a mild solution
- 1.9 Do not share the same power outlet with high power electrical appliances keep distance from high level magnetic interference.
- 1.10 Do not the use sharp pointed objects to work with the touch screen to avoid damage to the screen.

When the following occurs:

1. Liquid gets inside the POS terminal;
2. Accidental physical damage;
3. POS terminal produces a burning smell;

Immediately disconnect the power supply, unplug the power cord, and contact a qualified service technician.

2. Electromagnetic Compatibility Statement

FCC NOTICE

This device complies with Part 15 of FCC Rules. Operations are subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

EUROPEAN COMMUNITY (CE) MARK OF CONFORMITY

This product is in conformity with the protection requirements of EU Council Directive 89/336/EEC on the approximation of the laws of the Member States relating to electromagnetic compatibility. Logic Controls cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product. This product has been tested and found to comply with the limits for Class A Information Technology Equipment according to CISPR 22 / European Standard EN 55022. The limits for Class A equipment were derived for commercial and industrial environments to provide reasonable protection against interference with licensed communication equipment.

➤ Installation Guide

1. Appearance



2. Power Button



3. I/O connectors

3.1 Rear panel

At the rear panel of the EC-FS-1238 is a row of external I/O device connectors. Detail as follow:



- COM 1.2: DB9 port for connection to serial devices (RS232)
- USB2.0: Connection to USB 2.0 devices (compatible with USB 1.1 devices)
- USB3.0: Connection to USB3.0 devices (compatible with USB 2.0 devices)
- LAN: RJ-45 Ethernet connection to LAN
- LINE OUT: Stereo phone jack audio output
- RJ11: Connection to cashbox
- DC: Connection to 12V DC Power Supply

Specification

Model name	EC-FS-1238
Type	12" All In One Touch POS terminal
Color	Black
Material	ABS Housing & Magnesium Aluminum Stand
Motherboard	
Main Board	ITX-J1900
CPU	Intel® Celeron® Processor J1900 Quad Core (2M Cache, up to 2.42 GHz)
BIOS	AMI BIOS
RAM Support	DDR3L 1600 4GB
Storage	SSD 64G
Network Support	Realtek 8111H Ethernet
Audio	Realtek ALC662 HD
Main Display	
LCD Size	15" LED-LCD
View Angle	Left / Right +80°~−80°
	Up / Down +70°~−70°
Brightness	350cd /m²
Resolution	XGA 1024x768 @ 60Hz
Touch Screen	
Type	Projected Capacitive Touch Technology
Touch Interface	USB
Touch Type	Use of an Exclusive Pen (> 5mm) or Finger
I/O	
I/O port	DC IN X 1
	Power Button (with Power LED) X 1
	COM X 2 (DB9)
	USB2.0 X 3
	USB MSR X 1 (Proprietary)
	USB VFD X 1 (Proprietary)
	Second Display Port (and Touch USB)
	LAN X 1
	USB3.0 X 1
	Line In X 1
Operating Temperature	0 °C to 40°C

Storage Temperature	-20℃ to 60℃
Physical Dimension	405*175*380mm
Weight	NW: 3.8KG GW: 5.0KG
Power Consumption	35W (MAX)
EMC/ Product Safety	FCC Class A / CE Mark / LVD / RoHS / NOM
OS support	Windows 7 / 8 /10 / IOT, Linux, Android (Optional)
Accessory	Power Adaptor, Power Cable, CD for Driver
Optional Peripherals	
Options	ISO Track 1/2/3 Magnetic Stripe Reader
	Customer Display: VFD
	Second Screen (9.7")
	Wireless
	BT
	Windows OS (IOT / Windows 10)
	SSD (128GB or up)
	RAM (8GB or up)

➤ Setup and Driver Installation

1. Motherboard BIOS settings

The POS terminal has a BIOS (Basic Input Output System) chip on the motherboard. Every time you start the terminals, the system will first run the BIOS self-test routine to check the main components of the system to ensure it is working properly.

The terminal is loaded with default BIOS settings in the factory. Please do not change the parameters in the BIOS unless necessary.

In the following situations, you need to run the BIOS setup:

- 1) Error message appears on the screen during the system self-test and requested to enter BIOS setup.
 - a) Press F1 to run setup; or
 - b) Press F2 to load default values and continue
- 2) If you need to change the factory default settings to customized application requirements.
 - a) During system boot, hit DEL key to enter BIOS setup.
 - b) If the message disappears before you respond to, you can turn off the machine and restart the computer. You can also press <Ctrl> + <Alt> + to restart.

Control keys

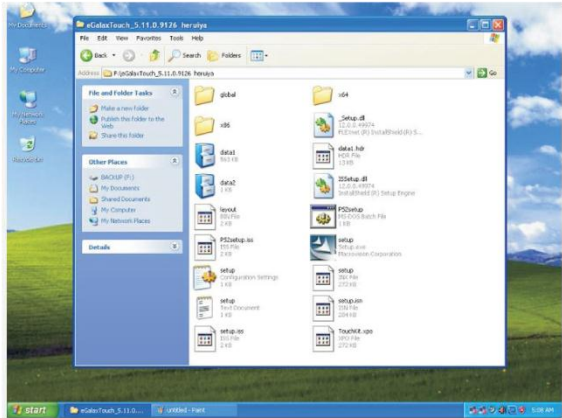
- <↑> Move up
- <↓> Move down
- <←> Move left
- <→> Move right
- <Enter> To select this option
- <Esc> To exit the menu or to return to the main menu from the submenu
- <+/PU> Increase the value or change selection
- <-/PD> Reduce the value or change selection
- <F1> Help, only available in the status menu and select templates menu
- <F9> To load default settings
- <F10> To store settings and exit the CMOS SETUP program

How to enter and exit the COMS interface:

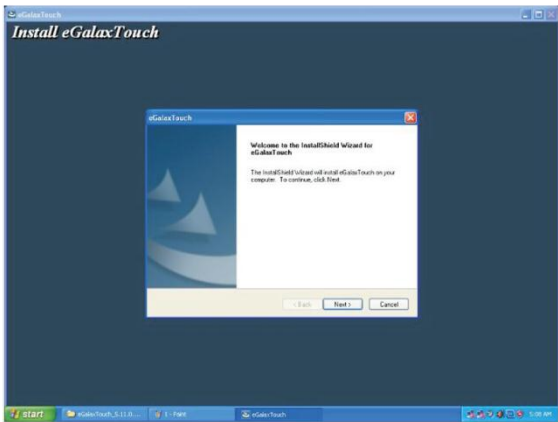
- 1) Enter the COMS interface
Boot the EC-FS-1238, press the key "Del" to enter COMS interface.
- 2) Leave the COMS interface
Press the key "F9" >> Restore Defaults
Press the key "F10" >> Save configuration and reset
Press the key "ESC" >> Quit without saving
Press the keys "Ctrl"+"Alt"+"Del" >> Quit without saving

2. Touch screen driver installation:

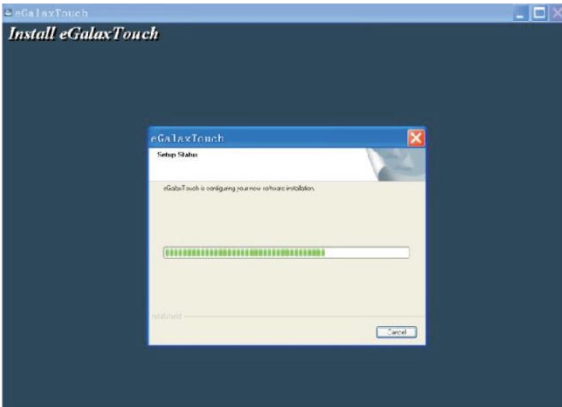
Step 1: Navigate to the installer directory to find the “setup.exe” file .Double-click ”setup exe” to start installation.



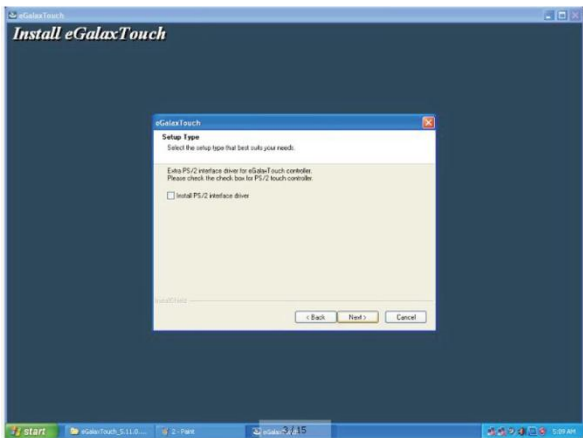
Step 2: When installation starts, click [Next] to proceed to the next step.



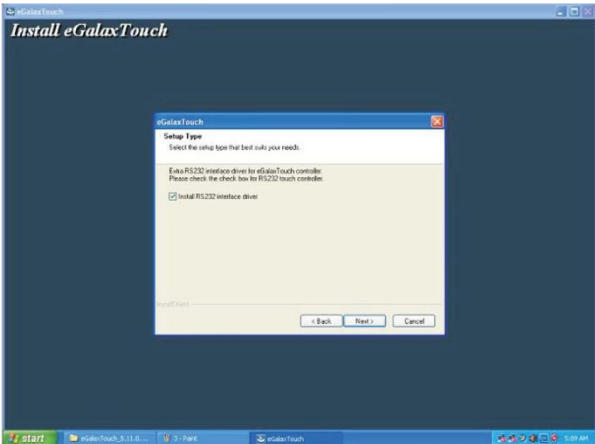
Step 3: Installation in progress



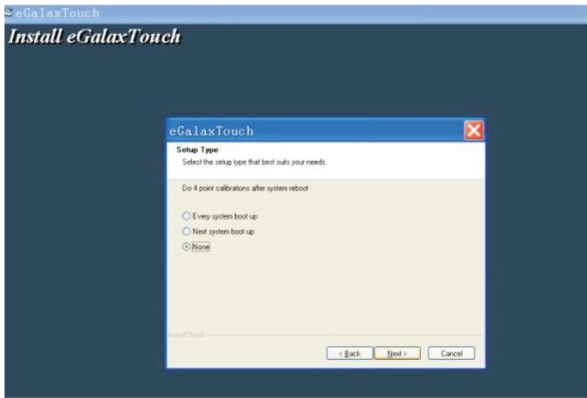
Step 4: Skip “Install PSI ” [Next] to continue installation.



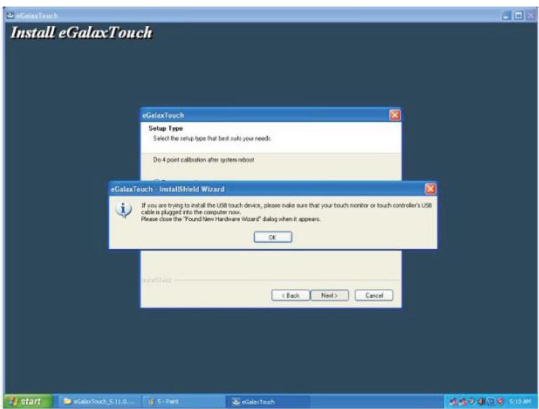
Step 5: Skip “install RS232 interface driver” and click [Next] to continue installation.



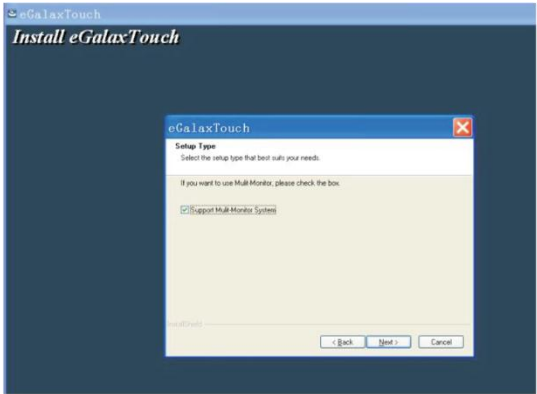
Step 6: Select option “NONE”, click [Next] to continue installation.



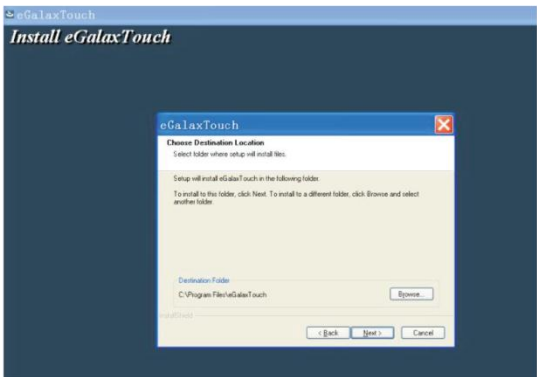
Step 7: When installing USB touch, connect the USB controller and USB cable



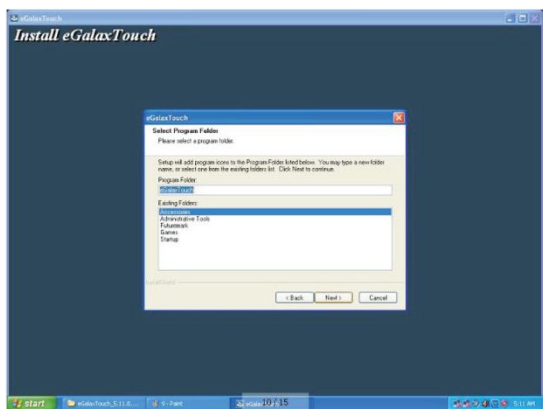
Step 8: If there are additional touch monitors connected, please check “Support multi - monitor system”.



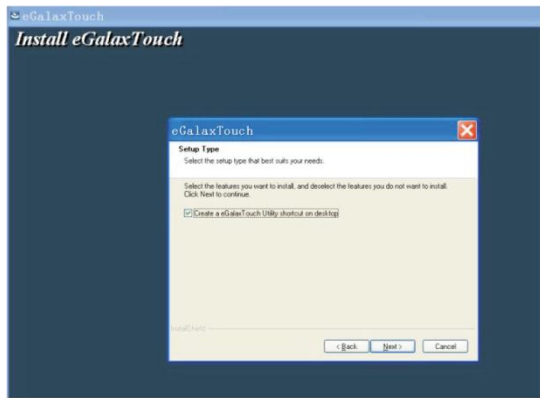
Step 9: Select the destination location to install the touch driver. The default path is “C:\Program Files\Galaxtouch”. Click [Next] to continue installation.



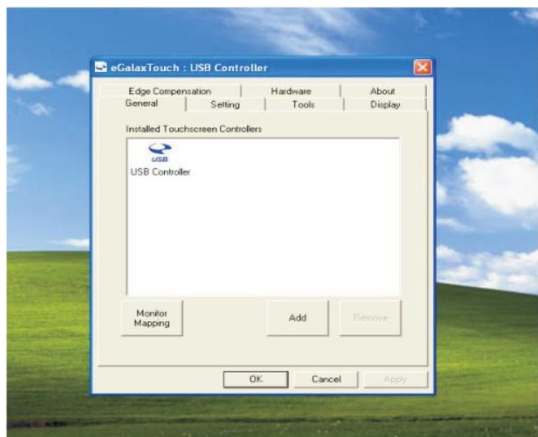
Step 10: Select the Program Folder to install the utility. The default is “eGalaxtouch”. Click [Next] to continue installation.



Step 11: Check the option to create a desktop shortcut icon.

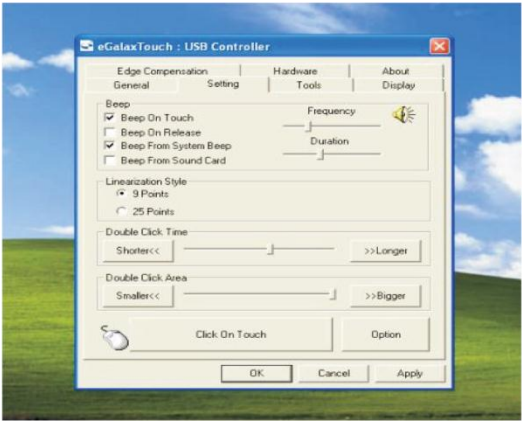


After install the driver successfully, identify the USB controller is installed as shown below.

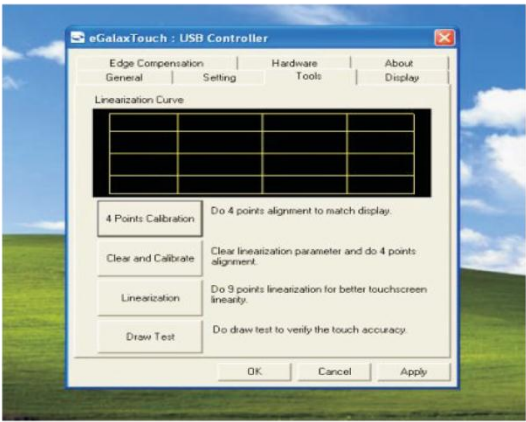


➤ **Touch function settings**

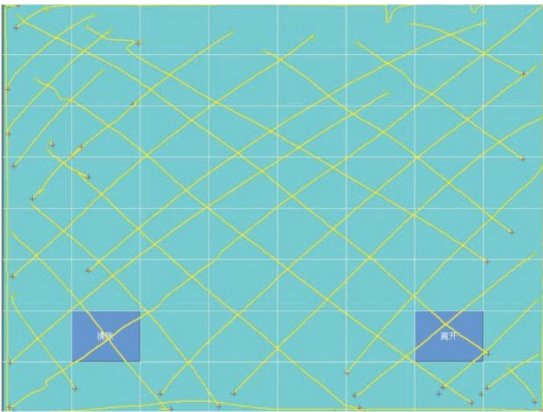
1. Main page



2. Touch calibration



3. Touch device line test



➤ Trouble Shooting

1. Terminal does not boot

If the terminal cannot boot after pressing the power switch check that the power cable is connected to the power socket. If the terminal power light still remains off, the fan does not operate, and there is no BIOS beeping sound, it might be the power supply problems.

- a) Check the power adapter is plugged in correctly to the power outlet.
- b) Check the connection between the terminal and the power adapter, and then re-boot the system.
- c) If the terminal is working in high temperature environment that causes the terminal automatically shut down in protection mode, please disconnect the power of the machine. Wait until environment temperature has dropped then restart.
- d) If the terminal does not boot after a sudden power failure or illegal shutdown, unplug the adapter from the terminal, and press the power button several times. Then plug in the adapter and boot again.
- e) If the adapter light blinks or go off, unplug the adapter immediately and do not plugged in again. Contact with our products service center.

2. The terminal automatically re-start (or shutdown)

If terminal is frequently automatic shutdown or auto-boot during operation (or boot up),

- a) Check the power supply is connected properly; make sure the plug is not loose and contacts are in good condition;
- b) Check if the AC line voltage is stable;
- c) A sudden power failure or improper shutdown may cause this problem. Press F8 to boot system into safe mode and debug.
- d) If any new hardware is added or replaced that caused this problem, remove the hardware and reboot;
- e) If the above steps do not resolve this problem, reinstall the operating system.

3. The touch screen does not respond

- a) Uninstall the touch driver and then install it again.
- b) Execute the "EETI Touch tool" utility and check if the interface port is working.

4. When touching the screen, cursor always returns to a fixed position

- a) Check if there is anything pressing on the touch screen.
- b) Other high power or high frequency equipment may affect the screen or controller. Make sure that the touch screen is away from the high-voltage equipment.

5. The cursor moves opposite to the touch movement

- a) Run the 4/9/25 point calibration.
- b) The touch screen driver is not installed properly, reinstall the driver.

6. The cursor fixed at the edge of LCD

- a) Check if the edge of the screen is being pressed by something.
- b) Check the edges of the LCD if there is anything jammed in the front bezel.

- c) Make sure the touch screen is clean.

➤ **Limited Warranty Policy**

The EC-FS-1238 POS terminal features a one-year-limited warranty from the date of purchase. If product is determined to be defective, we will repair or replace the product with refurbished or remanufactured parts or components during the warranty period.

This warranty is valid only for the first consumer purchaser.

This warranty does not cover cosmetic damage or damage due to acts of God, accident, misuse, abuse, negligence, commercial use or modifications of, or to any part of the product. This warranty does not cover damage due to improper operation or maintenance, connection of improper voltage supply, or attempted repair by anyone other than a facility authorized by us to service the product.

This warranty does not cover irregular pixel performance on the screen, and damages result due to delivery or improper shipping. This warranty does not cover product sold AS IS or WITH ALL FAULTS, and failure to follow instructions supplied with the product.

This warranty is invalid if the factory-applied serial number has been altered or removed for the product and broken security seal.

The customer must have model number, serial number, and original proof of purchase in the form of a bill of sales or receipt invoice, which is evidence that the unit is within the warranty period, must be presented to obtain warranty service. Our helpful technical support and customer service staff will attempt to correct any minor issues that might be causing the product failure. If the technical service or customer representative is unable to fix the issue by phone, a return material authorization (RMA) number will be issued. Along with the proof of purchase and the RMA number, the customer can ship the defective unit back to us. Once the defective unit is received and tested, we will ship a replacement unit back to customer. It is the responsibility of the customer to properly package the terminal with plugs, power supply, etc. We shall not be liable for the loss of the use of the product, inconvenience, loss or any other damages, direct or consequential, arising out of the use of, inability to use, or any claim against the customer by any other party. Some regions do not allow exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

Manufacturer: EC LINE

Thank you very much for using EC LINE product

For service, please contact service@ecline.com.hk

www.eclinepos.com

www.ecline.com.hk