

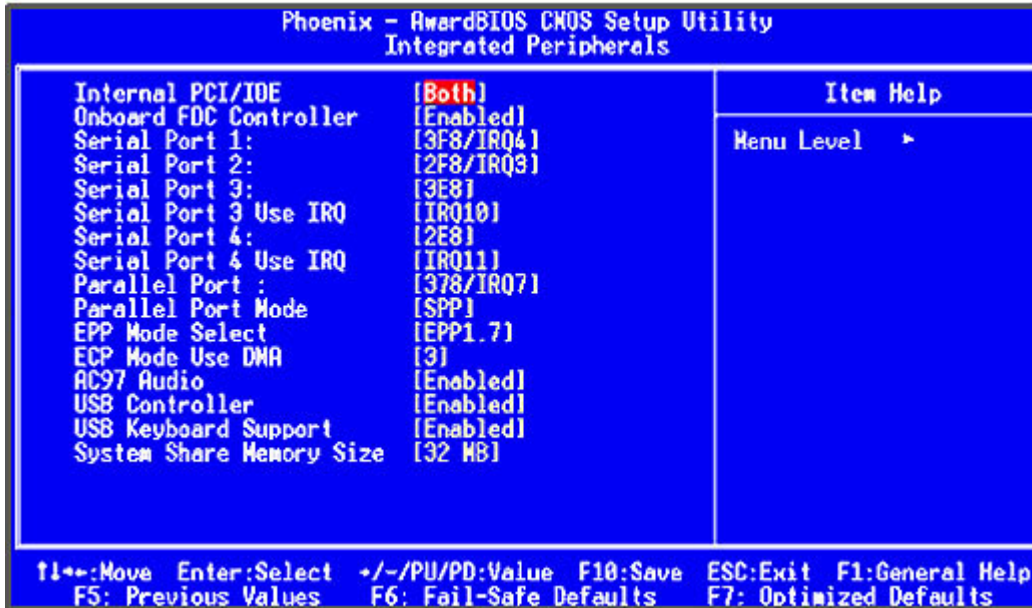
# **E-PoS Systems**

General FAQ's

1) To install ELO touch screen, why does E-Touch Pro (B55 M/B) work fine in Windows but fail in DOS?

**Solution: 1**

COM5 & COM6 of E-Touch Pro were reserved for chipset (Netmos 9835). To install ELO touch screen in DOS, please disable COM3 and COM4 in BIOS CMOS Setup before enter the program (ELODOS.BAT).



2) Why can't the Touch screen driver work on WinXP?

**Solution: 2**

In Win 2K/XP, the IRQ for COM5 & COM6 were sometimes mistakenly interchanged. Please correct them.

3) I installed the Smart Card Reader driver and its test program on a system with a fast processor, and the system failed, but if I installed them on a system with a slower processor, the system worked fine. Why does that happen?

**Solution: 3**

Please remove Elo touch screen driver (V1.9), then install new smart card reader driver (EZ100PR 3-07.zip) and test it by testsmart.zip. After the installation of smart card reader driver, install Elo touch screen driver.

4) **Why can't we use a keyboard type MCR if we have not installed a PS/2 keyboard?**

**Solutions: 4**

If a PS/2 keyboard has not been installed before entering OS (NT, Win2K, XP), the keyboard type MCR could not get the IRQ address, and therefore we provide a "Terminator" which could send phony keyboard signal to cheat the system and get the IRQ address.

5) **I installed a Smart Card Reader driver on E-Touch Pro but failed. Windows s ped immediately and an error message "Error VXD" was shown.**

**Solution: 5**

Please install the latest version of Smart Card Reader driver (EZ100PR 3-07.zip).

6) **I want to install PCI VGA card, so how to disable the onboard S3 chip?**

**Solution: 6**

Please go to BIOS CMOS setup/Integrated Peripherals and make the selection of "Init Display First: PCI Slot" so as to disable S3 chip and make way for PCI card.

7) **There are no dipswitch settings for the LCD customer display you provided. We cannot control the display.**

**Solution: 7**

Please refer to the following table for dipswitch settings.

a. Command type selection

SW1	SW2	SW3	Command type
ON	ON	ON	POS7300
OFF	ON	ON	ESC/POS
ON	OFF	ON	ADM 787
OFF	OFF	ON	DSP800
ON	ON	OFF	AEDEX
OFF	ON	OFF	UTC/P
ON	OFF	OFF	UTC/S
OFF	OFF	OFF	CD5220

b. International character set

SW4	SW5	SW6	SW7	Character set	Code table ( 80H-FFH )
ON	ON	ON	ON	U.S.A.	PC-437 (USA, Standard Europe)
OFF	ON	ON	ON	FRANCE	PC-850 (multilingual)
ON	OFF	ON	ON	GERMANY	PC-850 (multilingual)
OFF	OFF	ON	ON	U.K.	PC-850 (multilingual)
ON	ON	OFF	ON	DENMARK I	PC-850 (multilingual)
OFF	ON	OFF	ON	SWEDEN	PC-850 (multilingual)
ON	OFF	OFF	ON	ITALY	PC-850 (multilingual)
OFF	OFF	OFF	ON	SPAIN	PC-850 (multilingual)
ON	ON	ON	OFF	JAPAN	Katakana
OFF	ON	ON	OFF	NORWAY	PC-850 (multilingual)
ON	OFF	ON	OFF	DENMARK II	PC-850 (multilingual)
OFF	OFF	ON	OFF	SLAVONIC	
ON	ON	OFF	OFF	RUSSIA	
OFF	ON	OFF	OFF	U.S.A.	PC860 (Portuguese)
ON	OFF	OFF	OFF	Not used	
OFF	OFF	OFF	OFF	User define pattern from EEPROM	

c. Baud rate selection

SW8	SW9	Baud rate (bps)
ON	ON	4800
OFF	ON	9600
ON	OFF	19200
OFF	OFF	38400

d. Parity check selection

SW10	Parity check
ON	None-parity
OFF	Even-parity

e. Demo mode selection

SW11	Show demo string
ON	Enable
OFF	Disable

f. DIP switch setting selection

SW12	DIP1~DIP11 Switch
ON	Power on select hardware DIP SW setting
OFF	Power on select software EEPROM setting

g. Software status setting

When system POWER ON, there is no need to turn off to modify Command Type, Baud Rate, Parity, Demo Mode and International Character. To re-set DIP Switch to various Command Type under the following list of Command to modify the setting. The setup value will store in the EEPROM. When DIP Switch is OFF. Next time the system POWER ON previous setup value will be the default value and no need to modify. The followings are examples for software status setting

Step1 Initial port:	Step 2 Command Control
C:\mode com1 (~4): 9600, N, 8, 1 Result: Status for device com1: ----- Baud: 9600 Parity: None Data Bits: 8 S Bits: 1 Time Out: Off XON/XOFF: OFF CTS handshaking: OFF . . RTS circuit: ON	C:\debug -0 3f8 1B ----jÖ ESC code -0 3f8 71 ----jÖ q -0 3f8 65 ----jÖ a -0 3f8 41 ----jÖ ASCII41="A" -0 3f8 42 ----jÖ ASCII42="B" -0 3f8 43 ----jÖ ASCII43="C" -0 3f8 D ----jÖ End code="Enter"  output  ----jÖshown in the display "ABC"

8) How to install COM5 (0338-033F/IRQ5) on WinNT Workstation 4.0?

**Solution:8**

Please follow the procedure below.

1. Install Windows NT Server Pack /Workstation 4.0.s
2. Update Windows NT Service Pack 6.
3. Confirm CMOS Setup \ INTEGRATED PERIPHERALS \ Onboard Serial Port 5 at
4. Go to WinNT \ Control Panel \ Ports and add COM5 Port (IRQ=5, I/O=338)
5. Install ELO Driver for Windows NT (E-Pos Driver Bank V.2.1 or later version).
6. Restart the system, and then Touch Screen will be located.

9) I have an E-Touch Integrated with a cash drawer but I cannot connect them so the cash drawer opens automatically.

**Solution:9**

Please execute the following program.

- 0 206 FF; (0: output; 206: I/O address; FF: open bits)
- 0 206 00; (0: output; 206: I/O address; 00: close bits)

10) There are two Cash Drawer ports on E-Touch 430 I/O board. How do they work? Is there any software to activate them?

**Solution: 10**

E-Touch 430 Cash Drawer I/O address is set at: Input: 201H; Output: 200H.

If you want two Cash Drawer separately, please give the following instruction:

Under DOS\Debug\ -O 200 0011h;KjKjKOUT0&1 enable.

Or

Under DOS\Debug\ -O 200 1100h;KjKjKOUT2&3 enable.

If you want two Cash Drawer simultaneously, please give the following instruction:

Under DOS\Debug\ -O 200 1111h;KjKjKOUT0&1&2&3 enable.

11) Which model in Book series can contain two 3.5" HDD in its chassis?

**Solution: 11**

E-Touch 430 Cash Drawer I/O address is set at: Input: 201H; Output: 200H.

If you want two Cash Drawer separately, please give the following instruction:

Under DOS\Debug\ -O 200 0011h;KjKjKOUT0&1 enable.

Or

Under DOS\Debug\ -O 200 1100h;KjKjKOUT2&3 enable.

If you want two Cash Drawer simultaneously, please give the following instruction:

Under DOS\Debug\ -O 200 1111h;KjKjKOUT0&1&2&3 enable.

12) Does B74 (P4 CPU Grade) support ISA?

**Solution: 12**

Yes, B74 supports optical ISA Riser Card.

13) What is the maximum current of a COM port?

**Solution: 13**

0.5 A.

14) E-Touch Pro 12.1 / E-Touch Pro 15.1 supports 24V DC power; what is the maximum current?

**Solution: 14**

2 A.

15) BOOK3000/Win ME cannot detect CD-ROM sometimes.

**Solution: 15**

This can occur if the computer is installed with a dual-channel integrated device electronics (IDE) controller. Please follow these steps:

1. Click Start, point to Settings, click Control Panel, and then double-click System.
2. Click the Device Manager tab.
3. Click the Hard Disk Controllers branch to expand it, click your IDE controller

and Properties.

4. Click the Settings tab.
5. In the Dual IDE Channel Settings box, click Both IDE Channels Enabled, and click OK.
6. Click OK, and then restart your computer.
7. Please visit Microsoft website as <http://support.microsoft.com/default.aspx> for further information.

**16) What is the standard of dead pixel of POS system?**

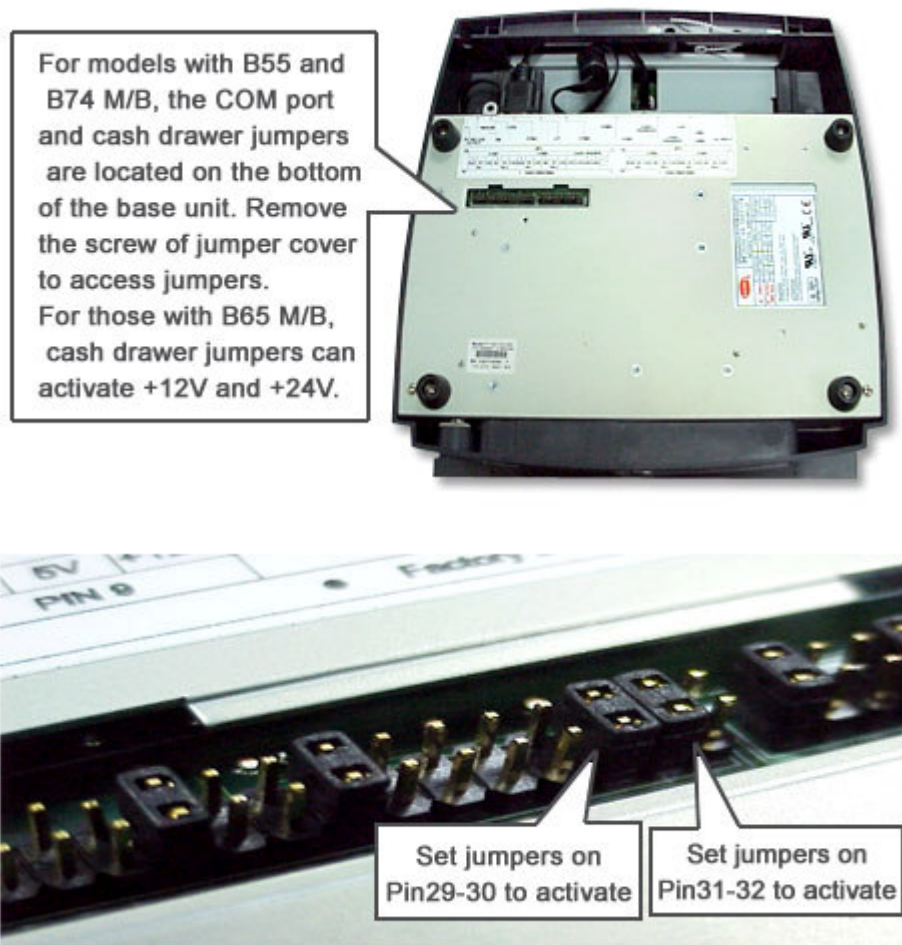
**Solution: 16**

≤2 dead pixel/cm<sup>2</sup>, ≤3 dead pixel/pcs.

**17) Cash Drawer does not function.**

**Solution: 17**

Please check the jumper setting of the Cash Drawer port.



**18) Which model supports Dual Display?**

**Solution: 18**

E-Touch Pro 12.1 / E-Touch Pro 15.1 with B55 MB supports Dual Display. These models with Win2K does not support Dual Display, because the chipset does not support the driver.

**19) Why can't I install touch screen driver?**

**Solution: 19**

The signal for touch screen is transmitted through COM5. Netmos chop controls COM5/6. You must install Netmos driver to activate COM5/6, then you can install touch screen driver.

**20) Touch Screen too slow in the response, on DOS Application.**

**Solution: 20**

After the Elo Touch screen driver is installed, you will see an "Elo Touch screen" icon on the "Control Panel" window. Double click the "Elo Touch screen" icon and the window of "Elo Touch screen Properties" will appear. Use the "Drag Delay" option at the bottom of the "Elo Touch screen Properties" to make adjustments. You may go to Elotouch website for further information.

**21) Does Net PC support GXM CPU?**

**Solution: 21**

Yes. B51 M/B does.

**22) Can NC3 contain a 3.5" HDD in its chassis?**

**Solution:22**

Yes.

**23) What are VGA, SVGA, and XGA?**

**Solution: 23**

These are computer resolution standards defined by Video Electronic Standard Association (VESA). It is an industry standard for resolutions of personal computers. VGA is 640 x 480, SVGA is 800 x 600, and XGA is 1024 x 768

Standard	Resolution	Refresh Rate	Horizontal Frequency	Pixel Frequency
VGA	640 x 480	60Hz	31.5KHz	25.175MHz
		72Hz	37.9KHz	31.500MHz
		75Hz	37.5KHz	31.500MHz
		85Hz	43.3KHz	36.000MHz
SVGA	800 x 600	56Hz	35.1KHz	36.000MHz
		60Hz	37.9KHz	40.000MHz
		72Hz	48.1KHz	50.000MHz
		75Hz	46.9KHz	49.500MHz



		85Hz	53.7KHz	56.250MHz
XGA	1024 x 768	43Hz	35.5KHz	44.900MHz
		60Hz	48.4KHz	65.500MHz
		70Hz	56.5KHz	75.000MHz
		75Hz	60.0KHz	78.750MHz
		85Hz	68.7KHz	94.500MHz

24) Does E-Touch Pro (B55 M/B) supports remote access function?

**Solution: 24**

Yes, please visit our website and update your BIOS to V1.2.

25) Which model supports USB 2.0?

**Solution: 25**

BOOK1000 (B74 M/B, 845GL Chipset) does.

26) Which OS supports 2nd Display?

**Solution: 26**

Linux 7.2, Win98, and WinXP do. Win2K and WinNT do not.

27) How to solve the conflict between PS/2 Mouse and LAN?

**Solution: 27**

Please follow these steps:

1. If there is an IRQ12 conflict between LAN and PS/2 Mouse, the latter will always occupy IRQ12 because of BIOS priority.
2. To solve the problem, you need a reserve IRQ for LAN.
3. Adjust the BIOS option (IDE, comX ,etc ..Disable) to get the extra IRQ.
4. Test until every device works property.