

**HS-2410W/2410A**  
**JIVA Desktop POS**  
**User Manual**

***POSIFLEX***



**Package Contents**

- ✓ HS-2410W/2410A desktop POS (x 1)
- ✓ Power Adaptor (x 1)
- ✓ Power cord (x 1)
- ✓ Thermal paper roll (x 1)
- ✓ Desktop mounting kit pack (x 1)  
(including 1 desktop mounting bracket,  
4 fixing screws, 4 plastic anchors)
- ✓ User manual (x 1)
- ✓ Recovery DVD (for HS-2410W) or  
Information DVD

**Product Features**

➤ **Compact**

The compact footprint of HS-2410 Series makes itself adaptable to a wide range of counter styles and allows every inch of the work space usage to be optimized, thus creating maximum profit return for the store owners. This is what space saving is all about.

➤ **All-in-one**

As an “all-in-one” solution, HS-2410 Series touch-screen terminal integrates some of the most widely used peripherals in daily POS operation, such as 2” or 3” thermal printer, MSR, smart card reader, finger print sensor and 2nd customer display, and has the features and functionality to cater for applications in retail, hospitality, health care, banking and more, while offering uncompromising performance.

➤ **Aesthetics**

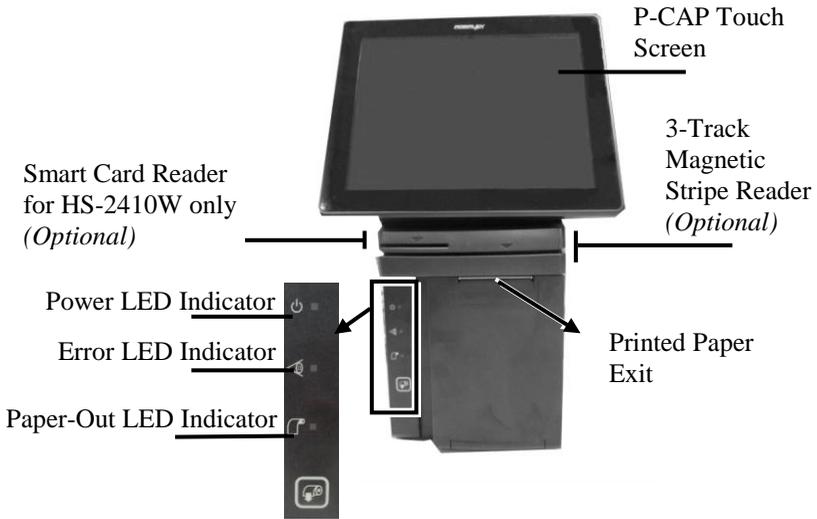
Dressed from head to toe in timeless black or white color, the only trend that never goes out of style, and with stylish touches added throughout, HS-2410 Series is not just a piece of machinery, it is an elegantly crafted piece of art that looks right at home in any store decoration.

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# Views of the HS-2410W/2410A

## Front View



## Rear View



Left Side View



Power Button

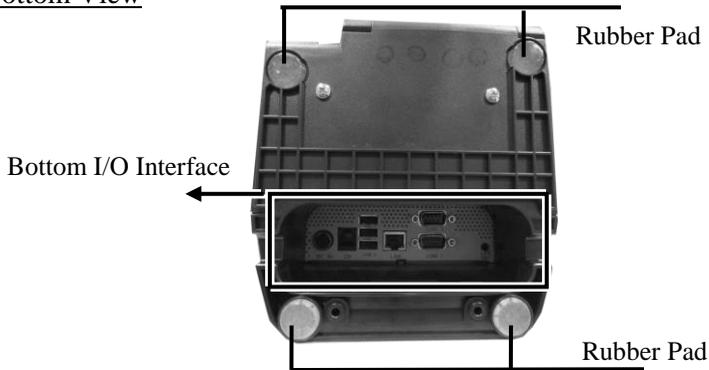
Right Side View



Paper Roll Cover  
Release Handle

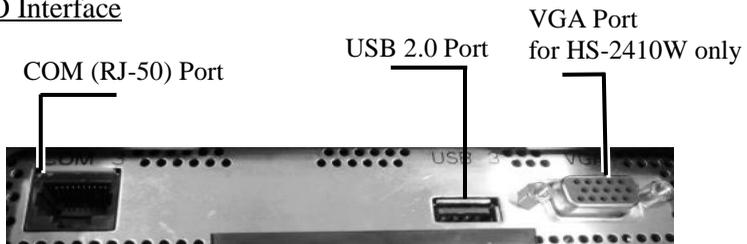
RFID Card Reader  
for HS2410-W only (*Optional*)

Bottom View

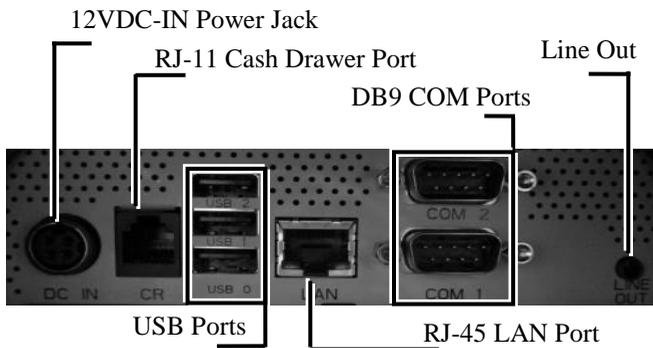


**Views of I/O Interface of HS-2410W/2410A**

Top I/O Interface



Bottom I/O Interface



## Connecting Power Adapter and I/O Cables

Please refer to the following instructions on how to connect power adapter and I/O cables to HS-2410 series while organizing your cables.

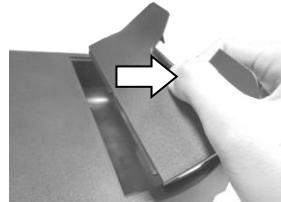
1. Lay your desktop POS on a level surface with its touch screen facing down as shown in the figure.



2. Hold the bottom I/O interface cover with your thumb and forefinger, and then gently pull the cover outwards as shown by the arrow in the figure.



3. Remove the cover.



4. Connect power adapter and I/O cables to the bottom I/O interface.



5. Have the cover join to the wedge portions of the bottom I/O interface.



6. Before pushing the cover back into place, neatly thread the cables through the cable exit.



7. Press down the cover to close the bottom I/O interface chamber.



### **Installing a Customer Display to HS-2410W/2410A**

HS-2410 series also allows you to additionally install a customer display to expand its functionality. Based on the model of the second display, the step-by-step instructions are provided in its own user guide to help you mount it onto your POS system. Please refer to the relevant user manual for detailed information.

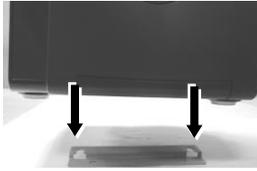
### **Mounting the POS onto a Table**

To facilitate your operation of HS-2410 series, desktop mounting kits allow you to fix the POS firmly onto a table in preventing your machine from being rocked, tipped or tilted accidentally. Please follow the steps below to mount the POS.

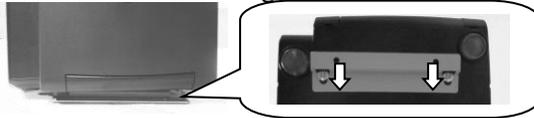
1. Determine where the HS-2410W/2410A desktop POS is mounted.
2. Take the desktop mounting bracket out of the kit pack and place it in place depending on your preferred mounting position. Through two screw holes on the bracket, drill two holes on the surface and plug the drilled holes with 2 plastic anchors from the same kits. Then, while holding the bracket, insert two self-tapping screws into the holes to secure it.



3. Align the two screw bolts on the bottom of the POS with the screw holes of the mounting bracket.



4. Push the POS backwards along the slide rails of the bracket in the direction shown in the figure



To completely mount the desktop POS onto the table, you can apply two more self-tapping screws into the two holes on the back of the base stand of the POS as illustrated below.



### **Operating the Printer & Loading a Paper Roll**

Before operating the built-in printer, please follow the below steps to load a paper roll.

1. To open the paper roll cover, pull the paper roll cover release handle outwards in the direction shown in the figure.



2. Drop the thermal paper roll inside the paper roll compartment of the printer as illustrated in the figure.



3. Unroll the thermal paper and drag the loose end of the paper till it extends towards the paper cutter.



4. Close the paper roll cover and make sure the loose end sticks out of the opening of the paper roll compartment.



5. Make sure the paper roll is well loaded with the end of the paper sticking out as shown in the figure.

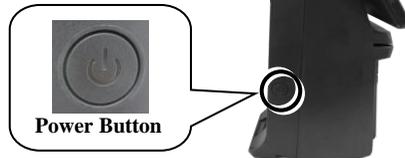


6. To avoid printing errors, **keep in mind that do not push the release handle to open the paper roll compartment during printing.**

## **Powering ON/OFF the HS-2410W/2410A**

### Power ON the HS-2410 series

To power on the POS, gently press and hold down the power button for at least 1 second till the Power LED indicator turns solid blue, and then release the button.



## Power OFF the HS-2410 series

### ➤ For HS-2410W

For HS-2410W which is preloaded with Windows 8.1, please carefully go through the sequences described below to properly shut down the system:

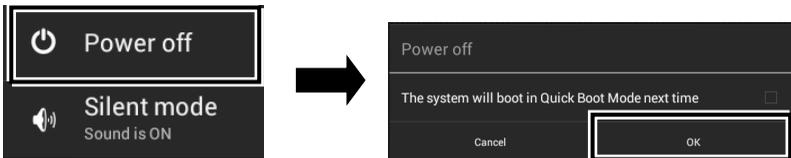
1. Right click on **Start button** on the taskbar.
2. In the pop-up menu, select **Shut down or sign out > Shut down** to completely power down HS-2410W.



### ➤ For HS-2410A

To initiate a system shutdown on Android operating system, you are expected to follow the following procedures to turn off your system:

1. Press down the power button for a few seconds until a pop-up window appears.
2. Tap **Power off** on the screen and then **OK** to shut down your system. If you need to reboot your system right away, please be advised to wait at least three seconds to do so.



However, it is likely that HS-2410W/2410A cannot restart or shut down normally due to the unexpected reasons. In such a case, you should initiate a shutdown by keeping holding down the power button more than 10 seconds.

## Status LED Indicator

After HS-2410 series is powered on, it is significant to observe the status of LED indicators anytime to ensure your system functions normally. More importantly, knowing how to interpret the status indicators enables you to perform basic troubleshooting more efficiently. The below chart is thus provided to enumerate all the possible indicator lights with their meanings for your reference.

LED	Status	Description
POWER LED	Solid orange	System standby
	Solid blue	System ON
Error LED	Solid red	Cover open
	Flashing red	Operating temperature of thermal head high
Paper-out LED	Solid red	Paper out

## Adjusting LCD Monitor for a Better Viewing Angle

For an optimal viewing angle, please tilt the LCD monitor up and down in the directions shown by the arrow in the below figure. Please be advised not to touch LCD panel while setting up the tilt angle for HS-2410W/2410A.



## **Installing an Operating System**

You are highly advised NOT to install an operating system on HS-2410 series without professional instructions. Not only might the careless handling during installation cause irreversible damage to your system, but also the improper installation likely leads to system malfunction or failure. Please contact with your dealers about the issues of operation system installation.

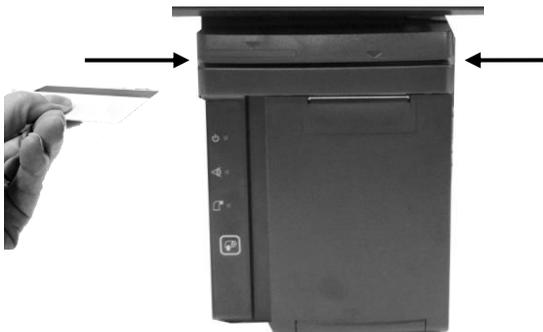
## **Performing System Recovery for HS-2410W only**

For HS-2410W with preloaded operating systems, Recovery DVD which includes useful utilities will be provided in the package to assist you in efficiently restoring or repairing your damaged system. However, you are NOT encouraged to recover your system without the help of the system integrators. Please be advised to contact your service center for further assistance with system recovery.

## Operating the Magnetic Stripe Reader (Optional)

To have the magnetic stripe reader of HS-2410 series work properly, you must bear in mind the following tips while swiping your MSR cards through the reader.

1. Make sure to swipe your card with the side of magnetic stripe facing up.
2. Make sure to swipe your card along the track of the reader from left to right or from right to left in the direction shown below.



## Operating the RFID Card Reader for HS-2410W only (Optional)

To retrieve data through the RFID card reader, tap your Mifare card against the RFID reader as shown below.



## Specifications

	HS-2410W	HS-2410A
CPU	Intel Bay Trail-D J1800 CPU (Default) Intel Bay Trail-M N2807 CPU (Option)	
Memory	DDR3 1333 FSB, SO-DIMM socket, 8G Max.	
Display	9.7" 1024 x 768 LCD Panel	
Operating System	Win 8.1	Android 4.4.2
Touch Screen	P-CAP touch, Bezel-free	
Serial Port	2 x DB9 ports on bottom I/O plate, 1 x RJ50 Port on the top I/O plate	
CR Port	1 port, control 1 CR	
VGA Port	D-SUB 15-pin , with 12V power for Posiflex LCD monitors	
Standard USB Port	4 x USB 2.0 ports (one on the top I/O plate and the other three on the bottom I/O plate)	
Audio Port	Line Out	
DC-In Jack	1 port (on bottom I/O plate)	
Ethernet Port	1 x 10/100/1000 Mb	
Storage Device	1 x SATA port supporting 2.5" SSD/HDD	
LED Indicator	Power ON/ standby, bi-color LED indicators Ethernet link LED indicator on Ethernet connector Printer error & paper-out LED indicators	
Printer	2" or 3" thermal printer with auto-cutter	
Extension Slot	Mini-PCIe slot	
<b>Optional Items</b>		
MSR	Yes	Yes
WIFI	Yes	Yes
RFID Reader	Yes	N/A
Smart Card Reader	Yes	N/A

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