

**HiStone**

Histone HS330R  
Self-Checkout  
Terminal



# Histone HS330R Self-Checkout Terminal User Manual

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**HiStone**

**Histone HS330R Self-Checkout Terminal**



## Product Information

### Specifications

- Product Name: HS330R Self-Checkout Terminal
- Manufacturer: Qingdao Histone Intelligent Commercial System Co.,Ltd.
- Product Standard Number: Q/HSK J03003
- Product Standard Name: HS330R Self-Checkout Terminal

## Product Usage Instructions

### Installation

1. The equipment must be installed by after-sales service personnel or the dealer.
2. Keep the user manual for future reference.

### Warnings

1. In a residential environment, running this device may cause wireless interference.
2. Static electricity may damage the host integrated circuit.
3. This device needs to be grounded. Ensure that the connector is reliably connected to the ground.

### Operation Guidelines

1. Ensure proper grounding of the device.
2. Keep a minimum distance of 20cm between the radiator and your body.

### Product Features

The HS330R Self-Checkout Terminal is a new generation of self-checkout terminals designed to provide a full self-service one-stop consumption solution. It frees waiters and cashiers from traditional work, improving customer

experience and operational efficiency for catering and retail businesses.

The hardware module is stable and reliable, with a guaranteed service life tested for 10,000 hours of trouble-free operation.

## FAQ

- **Q: Can I install the equipment myself?**

A: No, the equipment must be installed by after-sales service personnel or the dealer to ensure proper installation and functioning.

- **Q: What should I do if I encounter wireless interference?**

A: If you experience wireless interference in a residential environment, consider relocating the device or consulting with technical support for assistance.

## General User Notices

Thank you very much for choosing Histone self-checkout terminal. Please read the user manual thoroughly and get to know deeper understandings before installing and using the machine. Keep the user manual for future reference in case of questions during the use.

In the interest of continuing product improvement, Histone reserves the right to change or update product specifications, functions, or software without notice. Features, functions, and operations described in this manual may not exactly the same since the products are sold in different regions. In some circumstances, pictures shown are illustrative prototypes only and may differ from the actual product. Contact our customer service or your dealer for the latest information before reading this user manual.

This equipment must be installed by the after-sales service personnel or the dealer. The company is not responsible for any consequences caused by unauthorized changes to the equipment, replacement of connecting equipment and cables in accordance with regulations, and safety problems caused by the lines installed under the base by the customer.

The product type approval code is shown on the product nameplate.

## Warnings:

1. In a residential environment, running this device may cause wireless interference.
2. Static electricity may damage the host integrated circuit.
3. This device needs to be grounded. Ensure that the connector is reliably connected to the ground. Otherwise, the operator may be endangered.

The manufacturer reserves the right to change or modify any information or specifications contained in this manual without prior notice.

Product Standard Number: Q/HSK J03003

Product standard name: HS330R Self-Checkout Terminal

## FCC Requirement

changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is 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.

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

## **Application scope**

Our self-checkout terminal adopts open system, flexible component structure and standard peripheral interface, the product is suitable for food and beverage stores, supermarkets, convenience stores and other commercial enterprises network or single use; The main components are standard products, so the product quality is reliable, easy to upgrade the system, the components are convenient and simple to maintain, and the reasonable cost performance makes it more competitive than similar products, can support a variety of mobile payment, can give you the most reasonable self-service shopping solutions.

## **Product introduction**

### **Overview**

HS330R products are a new generation of self-checkout terminals with beautiful appearance and fashionable appearance, which can provide a full self-service one-stop consumption overall solution, free waiters and cashiers from heavy traditional work, improve customer consumption experience, and improve the operation efficiency of catering and retail enterprises.

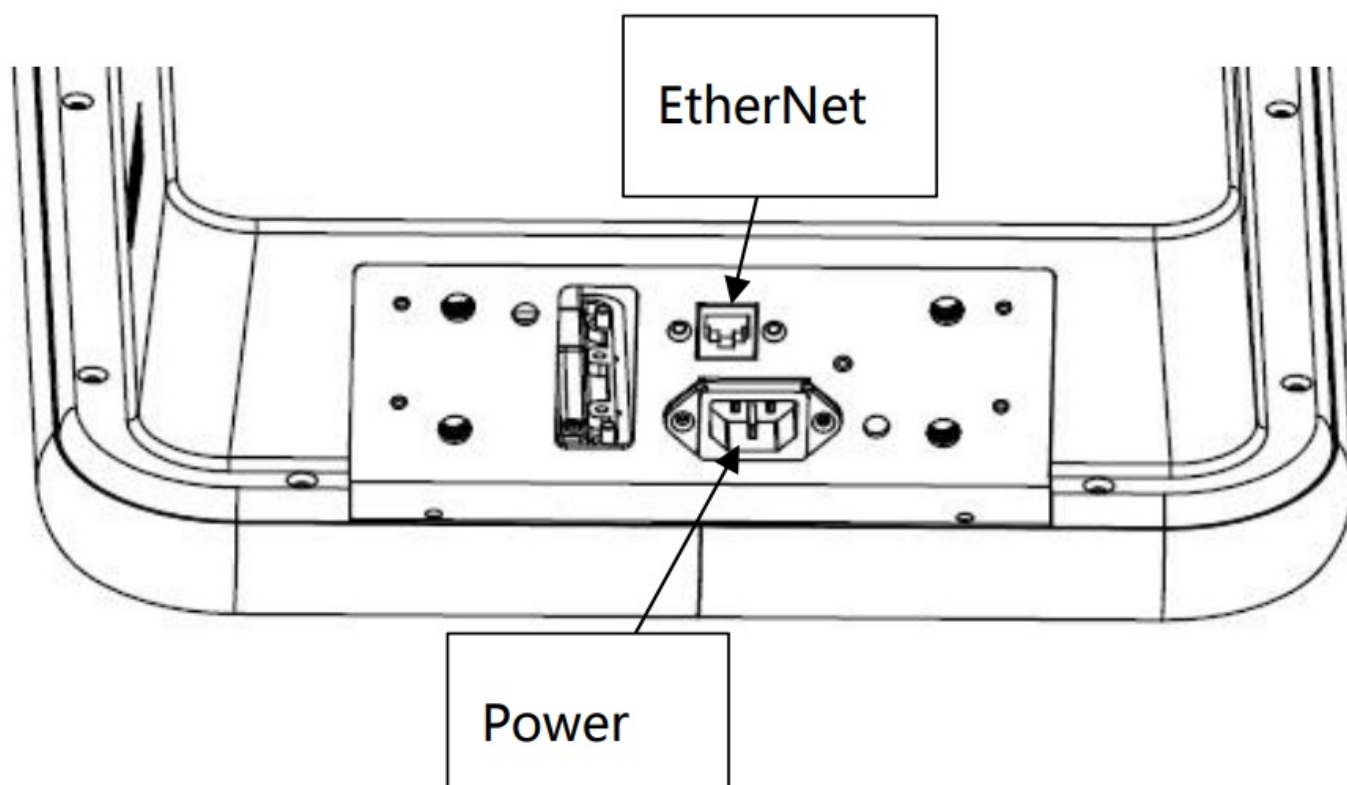
The hardware module is stable and reliable, and the service life is guaranteed by multiple strict tests. The average trouble-free time is as high as 10,000 hours. The machine height, operation area and maintenance convenience are ergonomically optimized, allowing customers to shop by themselves and complete payment by scanning the mobile phone payment code.

### **Product Features**

- Integrated structure design, easy to use, fast and convenient.
- Large roll design reduces the number of paper changes.
- It supports multiple mobile payment methods.
- 23.8 "ten touch capacitive screen, visual and touch experience has been upgraded.
- The interface is standardized, the peripherals are modular, and the related modules can be increased or decreased according to customer needs.
- The aluminum alloy front shell of the host is fashionable in shape.
- Easy maintenance design, easy to install and daily maintenance.

### **Composition of HS330R self-checkout terminal**

The standard interface description of the host is as follows:



**Product specifications**

**Main configuration**

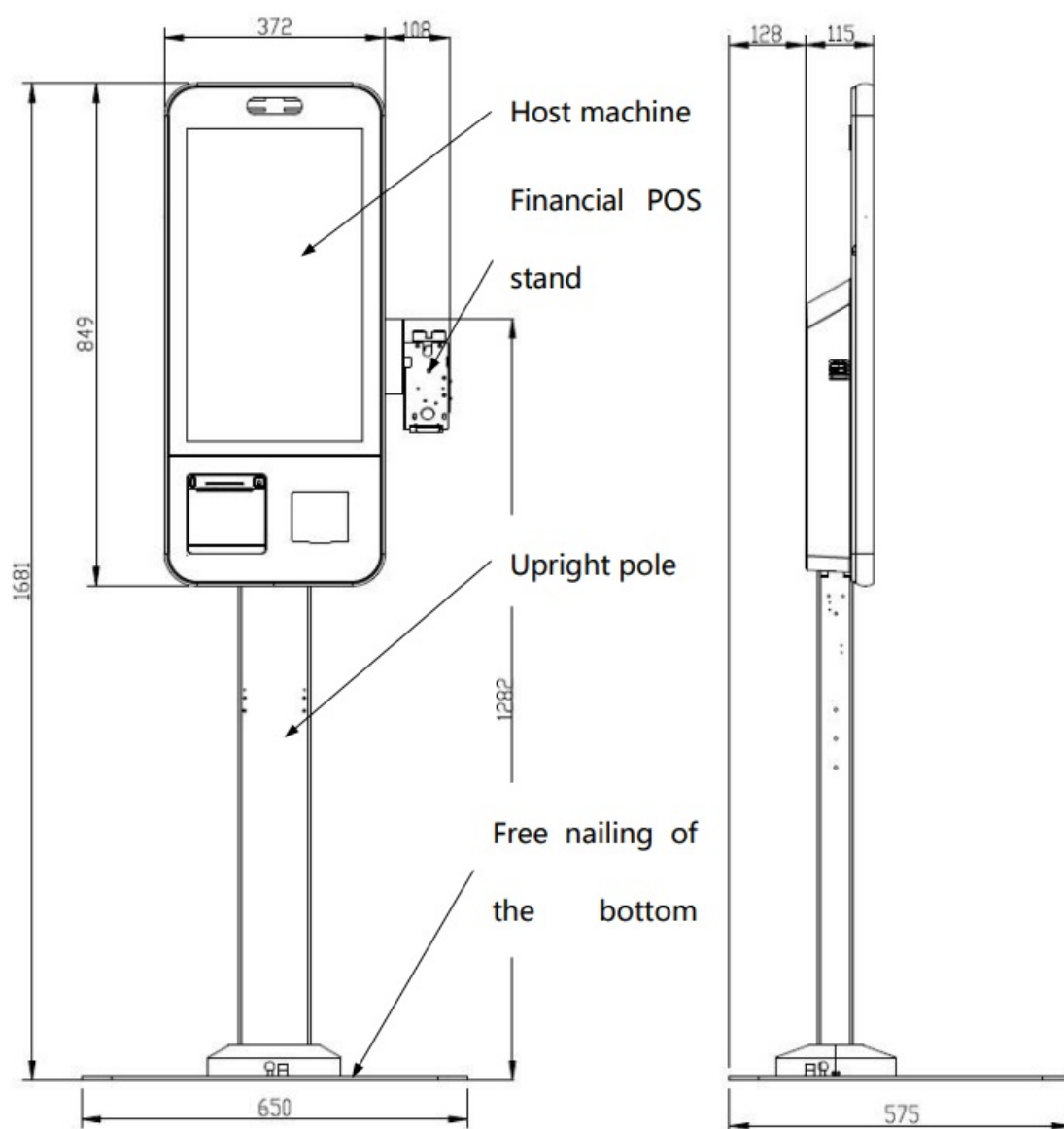
Serial Number	name	HS330R specifications
1	Motherboard	Processor: RK3288, quad-core, 1.8GHz Storage: 2GB+16GB
2	LCD/touch screen	<ul style="list-style-type: none"> <li>• Ratio: 16:9</li> <li>• Dimensions: 23.8 "(diagonal)</li> <li>• Resolution: 1920 x 1080</li> <li>• Touch screen type: projected capacitive screen</li> </ul>
3	Image scanning platform	<p>Standard one-dimensional codes Support common two-dimensional codes</p> <p>Read one-dimensional codes and two-dimensional codes on the screen</p>
4	Thermal printer	<p>Printing width: 58/80mm Maximum roll diameter: 80mm Printing speed: 200mm/s</p> <p>can print bar code type: one-dimensional code, two-dimensional code</p>
5	Camera (optional)	Support face payment camera/member recognition camera
6	AI Loss prevention (optional)	Support AI loss prevention
7	Weight loss prevention (optional)	Support 60kg weight loss prevention
8	AI recognition (optional)	Support AI identification, 15kg scale
9	Ethernet	RJ45 port, 100M/1000M adaptive
10	Audio	Support 2*3W speakers, support left and right 2 channels
11	Wifi (optional)	2.4GHz, support: 802.11b /g/n
12	Alarm light (optional)	Support red, green and blue alarm lights
13	Microphone (optional)	Support microphone
14	Card reader (optional)	MSR/MSR+RFID support

### The use of environmental instructions

Power Supply		AC 100-240V, 50-60Hz
Temperature / ° C	Working	0 ° C to 40 ° C
	Storage and transportation	-20°C ~ 55°C
Relative humidity	professional	35% to 80%
	Storage transportation	20% to 93%
Atmospheric pressure /kPa	86 106	

**Overall dimensions (Note: not limited to the following shapes)**

**HS330R vertical configuration:**



### Unpack and check

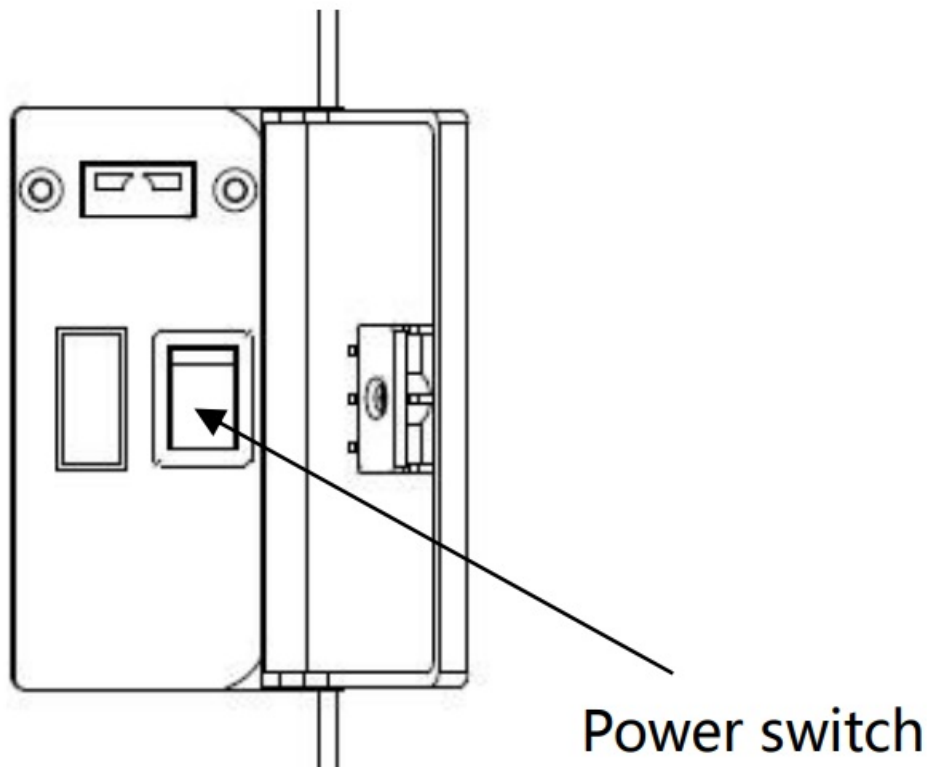
- Before opening the box, first check whether the outer packing box is in good condition and whether there is

obvious damage. If so, please contact the distributor to solve it in time;

- HS330R self-service cash register terminal is protected by foam liner and protective film. Before removing the protective film, check whether the protective film is damaged.
- Take the machine out of the carton, pay attention to the machine not to bump, and pay attention to personal safety;
- Check the attached accessories and check the packing list;
- Check the product for obvious scratches, pits and other appearance defects.

## Boot operation

- Hold down the switch button for 1-2s, release the switch button with your hand, and you can start;
- In the startup state, long press the power button for about 2 seconds, according to the screen prompt to click, normal shutdown operation;
- Long press the power button for more than 9 seconds to achieve forced shutdown operation.

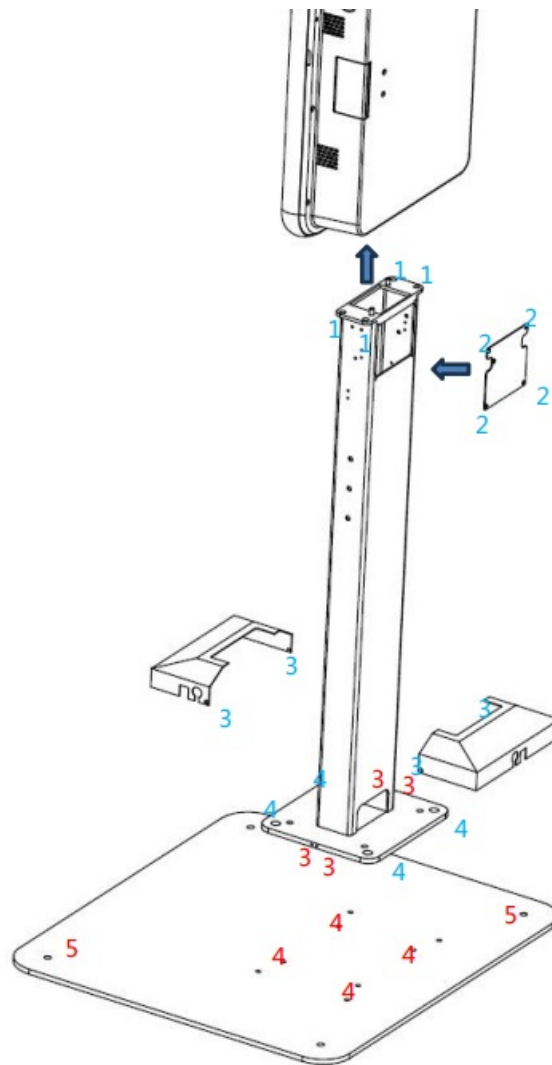


## Installation steps

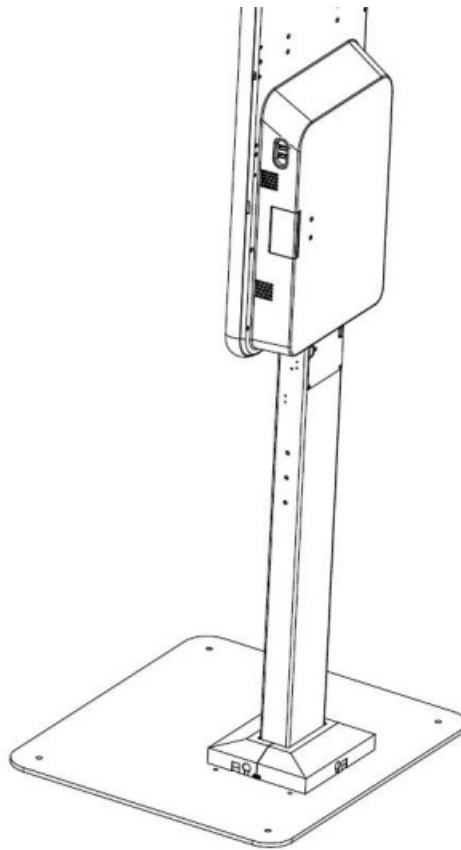
Note: the number in the figure represents the screw connection hole, the number corresponding to the hole position of the same number is installed to the corresponding hole position of the red number, or as indicated by the arrow; The number order does not represent the assembly order.

### 1. Vertical no-ground nail plate mounting:

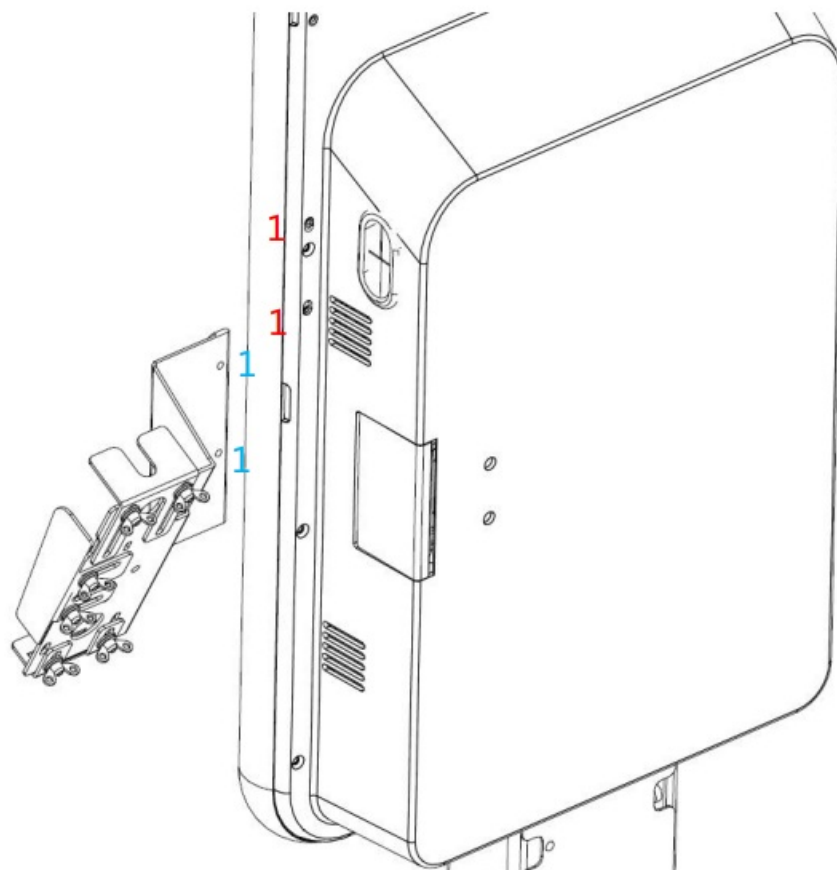




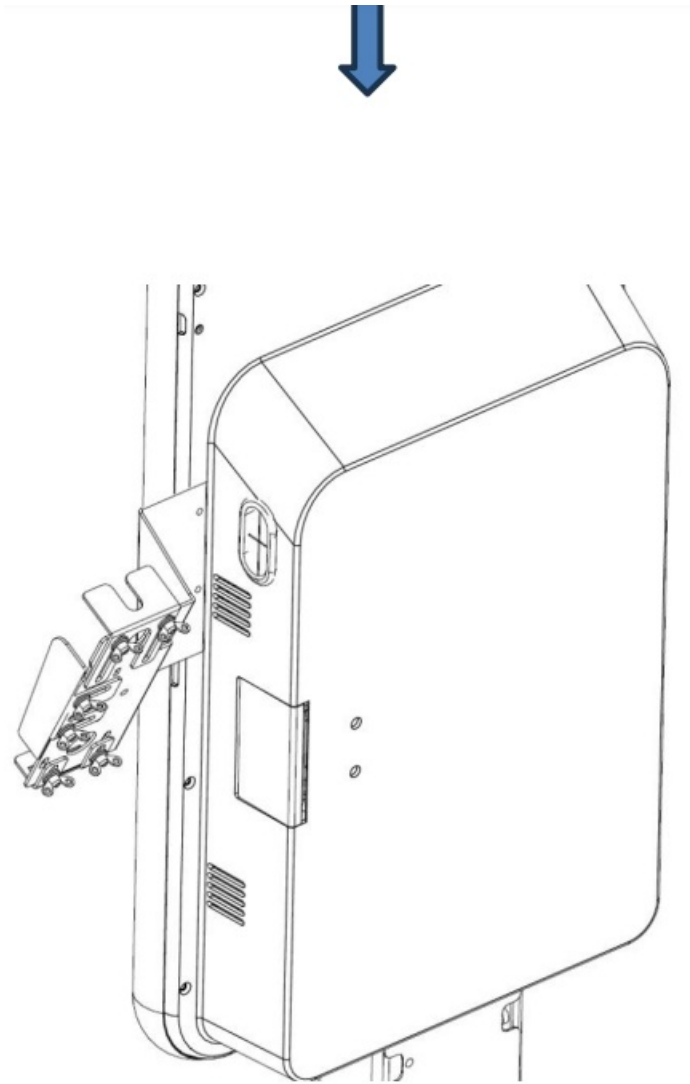
1. Hex socket cylindrical head screws M8 x 12, quantity 4
2. cross slotted countersunk head screws M3 x 8, quantity 4
3. Cross recessed countersunk head screw M3 x 8, quantity 4
4. Hex socket cylindrical head screw M8 x 16, quantity 4
5. Hexagon setting screw M12 x 10, quantity 2 (to level the bottom plate)



2. Financial POS stand installation:



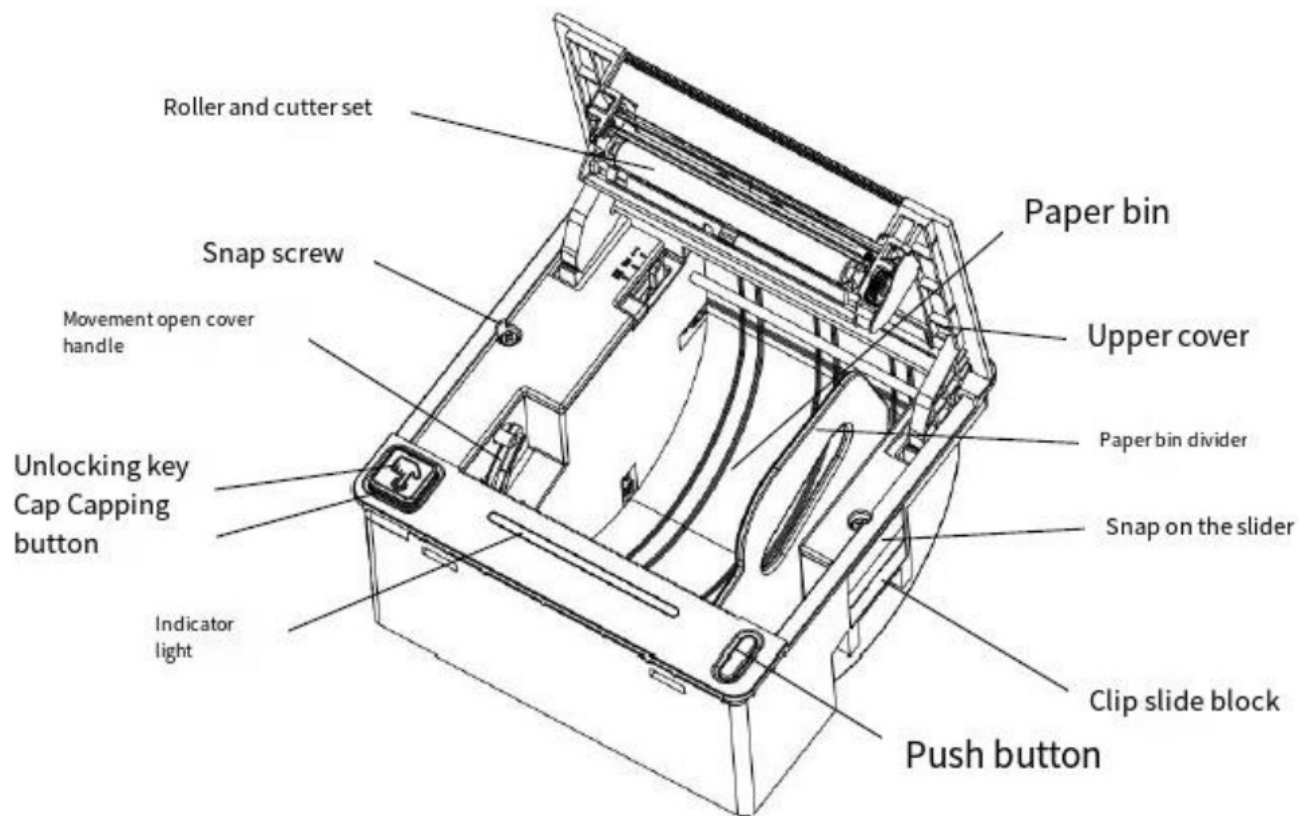
1. Screws with cross recessed pan head M3X12, quantity 2



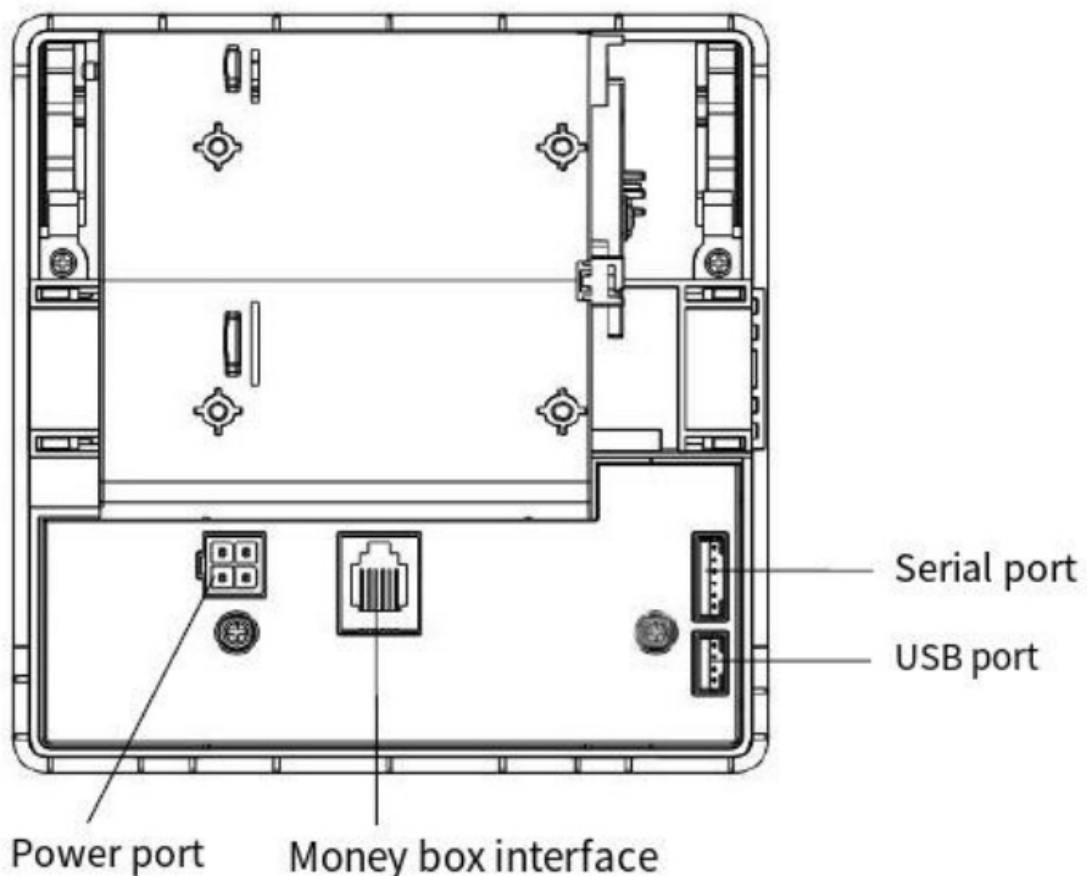
## Printer operating instructions

### 1. Printer overall structure diagram

Side view:



Rear view:



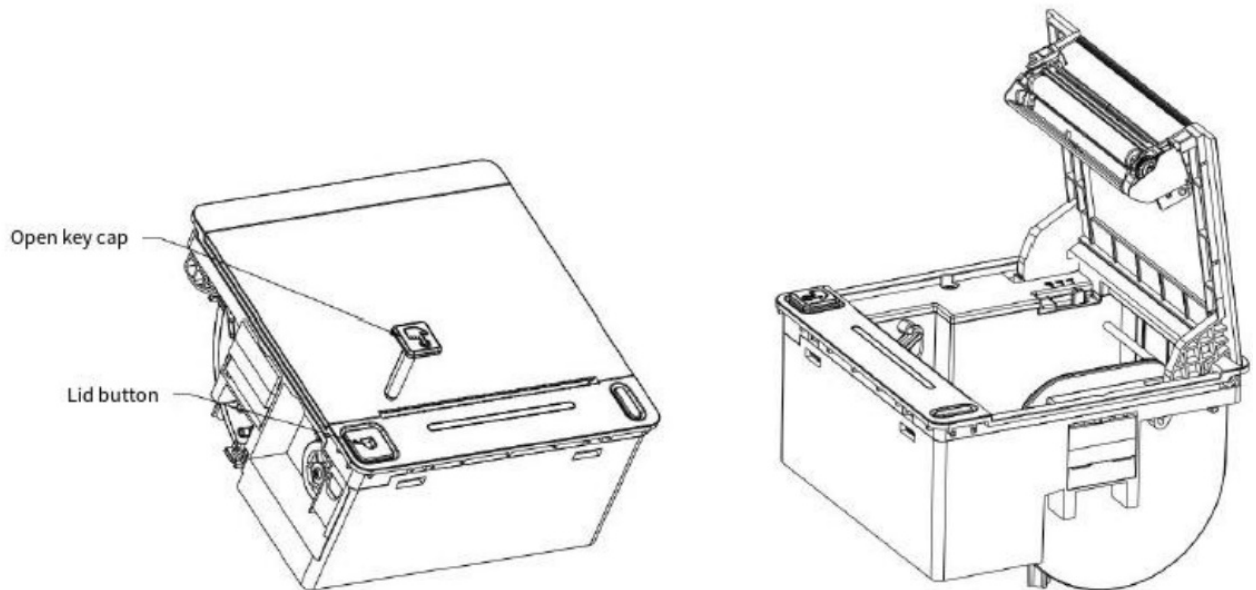
## 2. Loading and changing instructions (using 80mm rolls as an example)

- Insert the unlocking key cap into the unlocking button jack, then press down on the unlocking button to cap the bullet off, and open the lid up by hand as shown below.

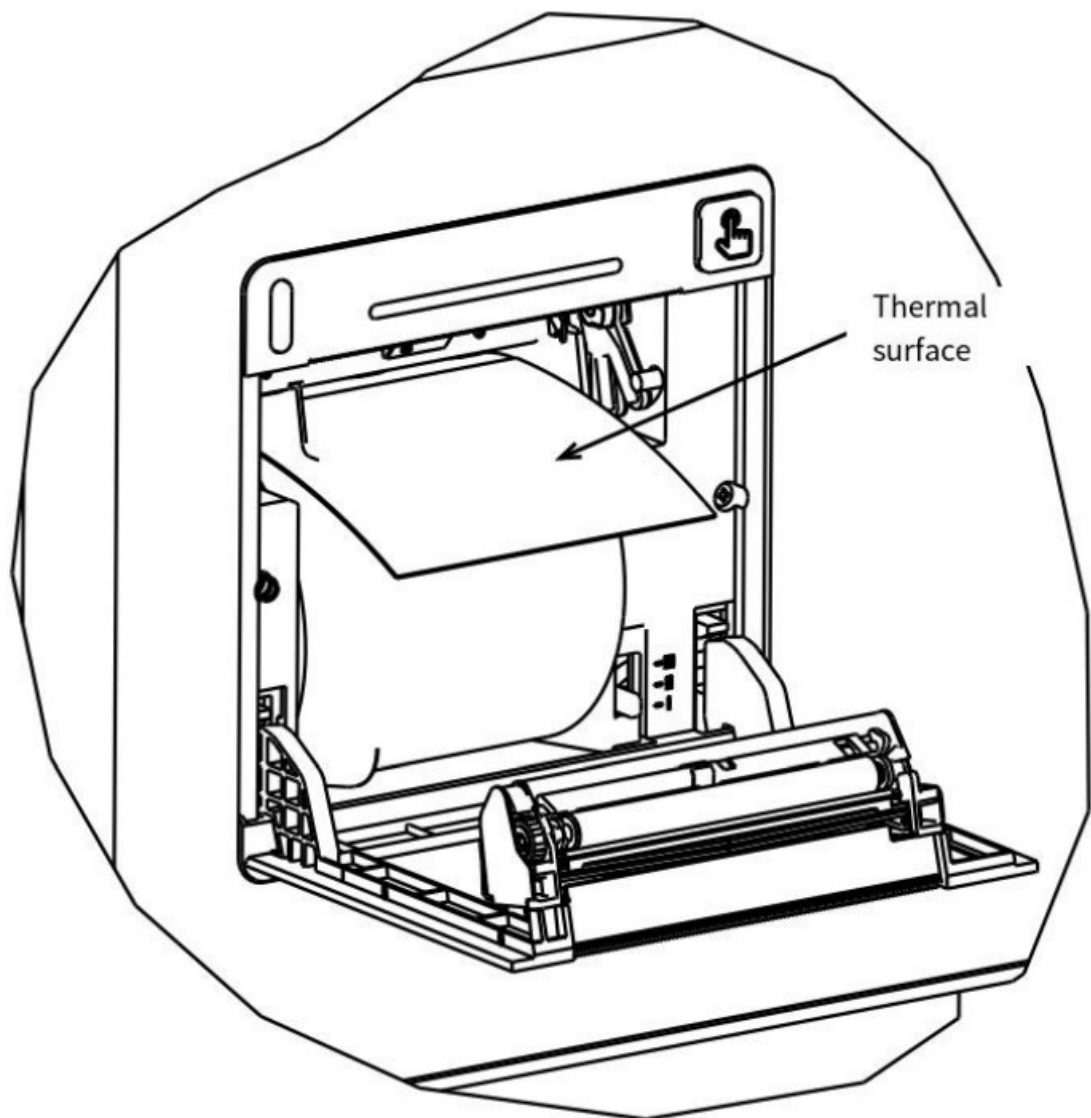
### Note:

First, close the printer cover, take out the unlocking button cap, the opening button is locked, can not be pressed down, at this time the printer cover is normally closed; Second, insert the unlocking button cap

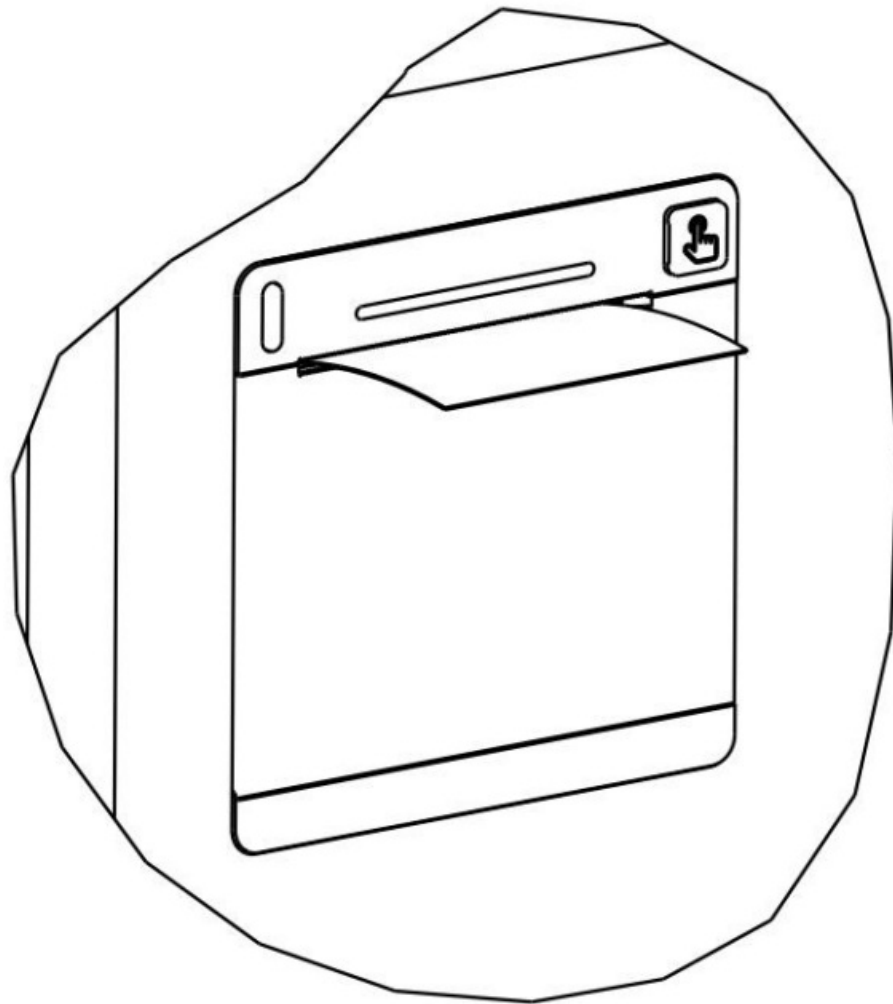
into the opening button jack, and the opening button will be unlocked. At this time, you can press the opening button to open the upper cover.



Put in the paper roll as shown below, the heat sensitive surface must be towards the hot writing head.



- Pull out a small piece of paper and close the top cover of the printing module. Install the paper roll.



### 3. Indicator light and buzzer status:

	Indicator color	Indicator light status	Buzzer
Ready	Sky Blue	Steady on	—
Missing paper	red	Steady on	Dee dee dee dee
Overtemperature	red	Steady on	Dee dee dee dee
Uncap	red	Steady on	Dee dee dee dee
Cutting knife error	red	Steady on	Dee dee dee dee

### Common troubleshooting

Below we list some common fault phenomena and judgment and solutions for users' reference.

Fault phenomenon	Treatment method
Monitor no display	Check the power connection
Colored streaks appear on the paper	The paper roll will run out, take care to replace the paper roll in time
The print is unclear or smudged	Paper roll mounted incorrectly Check for proper paper loading
	The paper does not meet the requirements Use the recommended thermal paper
	Print head or print roller Dirty Clean the print head or print

	roller
	If the print concentration is set low, the print concentration will increase to meet the needs
The paper does not output properly	Printer paper jam, open the top cover, check the paper channel, remove the jam
Longitudinal print content is lost	Clean the print head or print roller when the print head or print roller is dirty
	If the print head is faulty, contact the dealer or manufacturer
The network is not working or the connection is intermittent	Check that the network cable is properly connected
	Check the quality of the network cable and cabling

(\* If the above faults can not be solved, please contact our service personnel in time, do not disassemble the chassis and repair it blindly \*)

## Printer paper roll

### Paper specifications:

Paper type	Thermal paper
Paper width	79.5±0.5mm; 57.5 + / – 0.5 mm
Paper thickness	0.055 ~ 0.085 mm
Paper roll diameter	Min.13 mm (inside diameter)

	Max. 80 mm (outside diameter)
Paper loading	Manual paper loading

### What to watch for:

- Please use the recommended paper or equivalent quality, using other types of paper may affect the print result and the life of the print head.
- Do not glue the paper to the core of the roll.

- If the printing paper is contaminated with chemicals or oils, it may fade or reduce the sensitivity, affecting the printing effect.
- Do not rub your nails or hard objects against the surface of the printer paper, as this may cause discoloration.

## **Maintenance of the printer**

Dust, foreign objects, sticky substances, or other contaminants that stick to the print head or inside the printer may degrade print quality. Clean the print head when one of the following occurs:

- A. The print is not clear;
- B. The printed page is not clear in a vertical column;
- C. Loud noise in paper feed and paper return;

**Note:** Regular maintenance maintenance cycle is recommended not to be longer than 1 month.

## **Points to note**

- Always power off the printer before cleaning.
- Since the print head can get very hot when printing. Therefore, if you want to clean the print head, power off the printer and wait 2 to 3 minutes before starting.
- When cleaning the print head, be careful not to touch the heated part of the print head to avoid damage to the print head due to static electricity, etc.
- Be careful not to scratch or damage the print head.

## **Clean the print head**

- Open the printer bin cover and clean the print head from the center to the sides with a cleaning pen (or a cotton swab soaked with diluted alcohol (alcohol or isopropyl alcohol)).
- After cleaning the printhead, do not use the printer immediately. Wait until the cleaning alcohol used is completely evaporated (1 to 2 minutes) and the printhead is completely dry.

## **Clean the sensor, roller, and paper path**

- Open the printer paper bin cover to remove the roll.
- Use a dry cotton cloth or cotton swab to wipe away dust or foreign objects.
- Dip the cotton cloth or swab in medical alcohol and use it to wipe away sticky foreign objects or other contaminants.
- Do not use the printer immediately after cleaning the parts. Wait until the alcohol has completely evaporated (1 to 2 minutes) and the printer is completely dry.

## **Precautions**

- The self-checkout terminal requires the external power supply to be well grounded with a ground resistance of less than  $0.1\Omega$ , and the device must be connected to a grounded three-plug national standard socket. If the power supply is not grounded or poorly grounded, the machine may be powered on, causing potential safety hazards to operators and affecting the stable operation of the self-checkout terminal.



- In the process of use, it is necessary to use a three-hole power socket or UPS power supply that meets the national standard and has CCC certification. The ground ground is required to be well grounded, and the power supply voltage is required to be stable. Confirm that the voltage provided by the socket is consistent with the voltage marked on the nameplate of the machine.
- The machine should work in a dry, ventilated, clean and sunlit environment.
- Do not extend the cable at will, replace the parts, if there is a need, please contact our company or agents.
- Non-professional maintenance personnel should not open the case, do not plug and insert any live parts and peripherals of the self-checkout terminal in the live state, the connection cables between the components of the self-checkout terminal should be firmly inserted, such as the plug with screws, need to be tightened. When professional maintenance personnel open the case for maintenance, they need to disconnect the AC power of the host.
- When the external U disk is inserted, anti-virus treatment should be done first to avoid the host virus infection.
- Do not spill any liquid or drop any object into the chassis.
- Do not weigh down, exercise violently, shake or hit the self-checkout terminal hard.
- If you accidentally spill liquid or drop debris, shut down and cut off the power immediately.
- If there is a safety fault such as: odor, abnormal noise, leakage and other faults, should immediately cut off the power supply, and contact our after-sales service or agents for processing. When the self-checkout terminal is not in use, it should be shut down and cut off the power supply.
- Remember that the storage table can not sit people, the maximum bearing capacity of the table is 30kg.
- The machine cleaning can not use acid, alkali detergent .

### **Product environmental protection description**

- This product meets the environmental protection requirements of the “Administrative Measures for the Restricted Use of Harmful Substances in Electrical and Electronic Products”.
- Within the environmental protection use period, there will be no leakage of harmful substances, precipitation and other problems affecting consumer health during the use of consumers, you can rest assured of use.

- **Waste recycling tips**

When the product is not needed or the product life ends, please comply with the relevant laws and regulations of the national waste electrical and electronic products recycling, and give it to the local manufacturer with the national recognized recycling qualification for recycling. Recycling manufacturers need to reasonably dispose of the parts containing harmful substances and are not allowed to dispose of them at will.

- **Environmental protection life**

The environmental protection life of this product is 10 years.

Parts Name	Toxic or hazardous substances or elements									
	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent chromium (Cr6+)	Polybrominated biphenyls (PBB)	Polybrominated diphenyl ethers (PBDE)	DIBP	BBP	DBP	DEHP
Printed circuit board components	O	O	O	O	O	O	O	O	O	O
Power adapter	O	O	O	O	O	O	O	O	O	O
Monitor	O	O	O	O	O	O	O	O	O	O
Printer	O	O	O	O	O	O	O	O	O	O
Scanning window	O	O	O	O	O	O	O	O	O	O
Horn	O	O	O	O	O	O	O	O	O	O
Various cables	O	O	O	O	O	O	O	O	O	O
Chassis/case	O	O	O	O	O	O	O	O	O	O
Packing cabinet	O	O	O	O	O	O	O	O	O	O

\* This standard format has been prepared in accordance with SJ/T11364.

- “O” indicates that the content of the toxic or hazardous substance in all homogeneous materials of the part is below the limit requirements specified in GB/T26572.
- “X” means that the content of the toxic or harmful substance in at least one

**Note:** DBP-diisobutyl phthalate DBP-dibutyl phthalate Bbp-butyl phthalate DEHP-di-(2-ethylhexyl) phthalate

## Others

- For the drivers of other peripherals, please refer to the CD-ROM included with this batch of products. You can also visit the Histone commercial website or call the national unified hotline of Histone commercial.
- Histone commercial website: [www.histonetec.com](http://www.histonetec.com)
- 24-hour user service hotline: 4006-585-111.

## 24h Serving

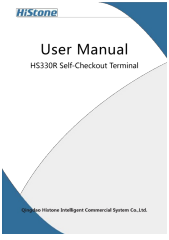
24 hours user service hotline  
4006-585-111

**QINGDAO HISTONE INTELLIGENT COMMERCIAL SYSTEM CO.,LTD.**

HQ Office: Qingdao, China

Website: <http://hics.Histonetec.com/>

## Documents / Resources

	<p><a href="#">Histone HS330R Self-Checkout Terminal</a> [pdf] User Manual</p> <p>HS330R Self-Checkout Terminal, HS330R, Self-Checkout Terminal, Checkout Terminal, Terminal</p>
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## References

- [Point Of Sale Manufacturer | HiStone POS | Qingdao](#)
- [histonetec.com](https://www.histonetec.com)
- [User Manual](#)

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