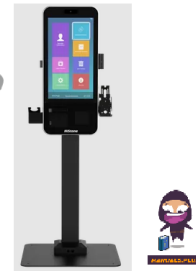


**HiStone**  
**HS330U Self**  
**Checkout**  
**Terminal**



# Histone HS330U Self Checkout Terminal User Manual

[Home](#) » [HiStone](#) » Histone HS330U Self Checkout Terminal User Manual 

## Contents

- 1 Histone HS330U Self-Checkout Terminal
- 2 Specifications
- 3 Application scope
- 4 Product introduction
- 5 Product Features
- 6 Use the environment instructions
- 7 Size Instructions
- 8 Unpack and check
- 9 System installation
- 10 Installation Instructions
- 11 Maintenance of the printer
- 12 Precautions
- 13 Come with a packing list
- 14 FCC Statement
- 15 FAQ
- 16 Documents / Resources
  - 16.1 References

**HiStone**

**Histone HS330U Self-Checkout Terminal**



## Specifications

- **Name:** HS330U Self-Checkout Terminal
- **CPU:** Standard: i3-1115G4; Dual core /4T thread main 3.0GHz Rui 4.1GHz Optional: i5-1135G7, i3-1115G4E
- **Storage:** Large metal plate
- **Display:** Touch screen
- **Buttons:** Printer, Alarm light, Camera, Card reader, Fingerprint module
- **External ports:** Speakers, Power Supply, MAC, Code Scanning window, Communication features
- **Supported System:** Opensuse 15.3

## Notice to users

Thank you very much for choosing our self-service cashier terminal. Before installing and using the product, please read this manual in detail to have an in-depth understanding of its performance. Please save this manual for reference if you encounter usage problems in the future. In order to improve our products, our company will use new technologies, new components, and new software as much as possible. Therefore, our company reserves the right to make changes without notice. The features, functions and operations described in this manual may not be completely consistent with the performance of the machines sold by our company in various places. In some cases, the pictures are just prototypes of the equipment. Before using this manual, you should ask our company or dealer for the current Applicable information. This equipment must be installed by after-sales service personnel or dealers. Our company is not responsible for any consequences caused by unauthorized modifications to this equipment or replacement of connecting equipment and cables that do not comply with regulations.

**WARNING:** In a residential environment, operation of this equipment may cause wireless interference.

## Warnings

1. Static electricity may damage the host integrated circuit
2. 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 modify the contents of the instruction manual without prior notice.

- **Product standard number:** Q/HSK J03003

- **Product standard name:** Self-Checkout terminal

## **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 maintenance of components is convenient and simple, reasonable cost performance makes it more competitive than similar products, can support wechat Pay, Alipay payment, face payment, etc., can give you the most reasonable self-service shopping solutions.

## **Product introduction**

### **Overview**

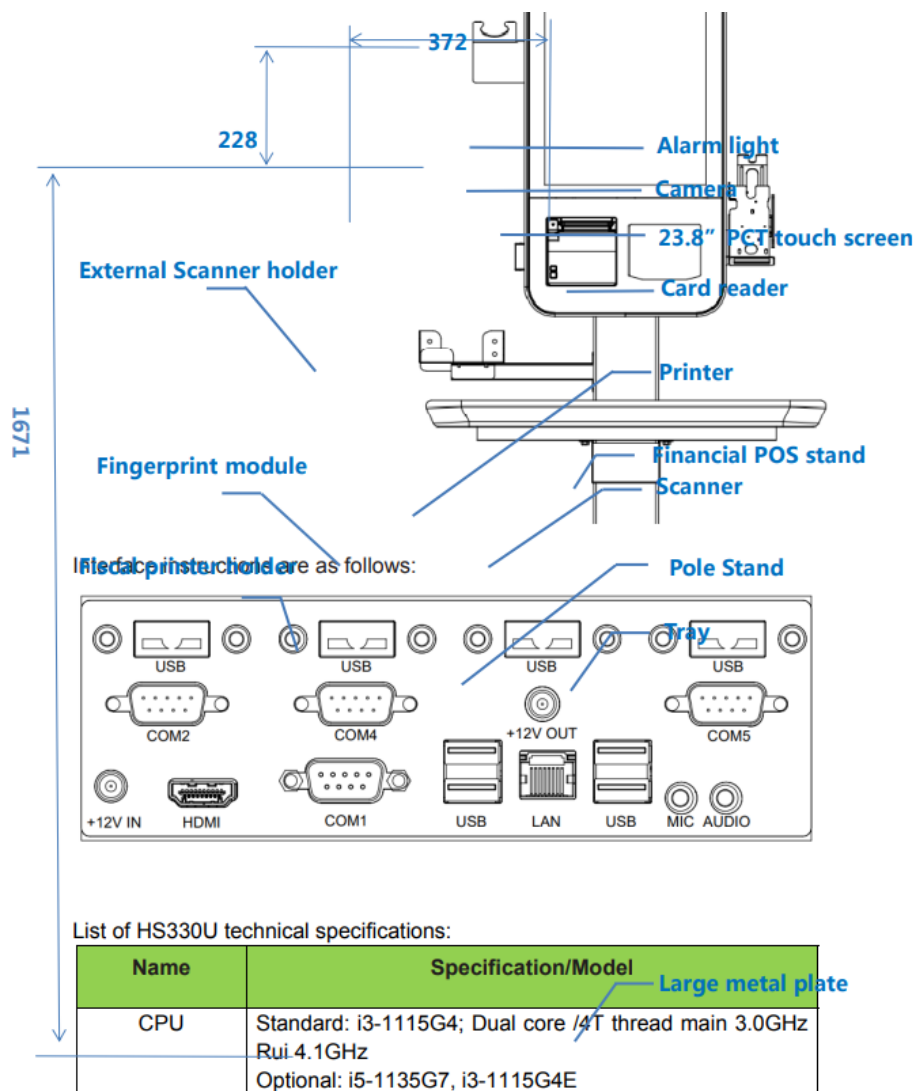
HS330U is a new generation of Self-Checkout terminal with beautiful appearance and fashionable appearance. It can provide a full self-service one-stop consumption overall solution, free waiters and cashiers from heavy traditional work, improve customer consumption experience, and improve the operation 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 10000h. 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 paper roll design, reduce the number of paper changes.
- Support wechat Pay, Alipay and other payment methods.
- 23.8 "10 point touch capacitive screen, visual and touch experience has been upgraded.
- Modular design, according to customer needs to increase or decrease the relevant modules.
- The aluminum alloy front shell of the host is fashionable in shape.
- Easy maintenance design, easy to install and daily maintenance.

### **Composition of HS330U Self-Checkout terminal**

The product schematic is as follows:



Storage	RAM:4GB, ROM:128GB It supports up to 16GB of RAM and 512GB of hard drive
Display	23.8-inch AU LCD display, A-gauge screen and above. 1920*1080 resolution LCD screen surface brightness 300cd/m2. Backlight power life: 40000 hours
Touch screen	23.8-inch touch screen, 10-point touch, USB port.
Buttons	One on/off/sleep button
printer	EU-M30 Print width: 80mm Maximum roll diameter: 80mm Print speed: 250mm/s
External ports	USB*8; HDMI*1; DB9*3; Gigabit network port *1; Audio interface *1; RJ45*1

Communication features	100 / Gigabit self-applicable Ethernet as standard; 2.4G/5.8G WiFi is optional
Code Scanning window	Standard 3450  All standard 1D codes are supported  Support common two-dimensional Code PDF417, Data Matrix, QR Code, Maxi Code, Aztec code, Hanxin code Support to read one-dimensional and two-dimensional code on the screen  Prompt tone: The volume is adjustable  Optional FM60
Speakers	2 x 5W speaker with 85 dB from 70 cm in front of the screen
Power Supply	Built-in power switch module  It can output 12V/24V
Camera	Optional regular 500W member identification camera.
Alarm light	Optional alarm light (high-end), optional ordinary alarm light
MAC	Optional
Card reader	Optional MSR, optional MSR+RFID
Fingerprint module	Optional
upright	Standard: Upright ground nails  Optional: Vertical non-nailing iron plate, table type vertical rod (nailing), table type vertical rod (with non-nailing iron plate)
A storage table	Optional: stainless steel large and small countertops;  Plastic size countertops
Safety scale	Optional
Universal scanning	Optional

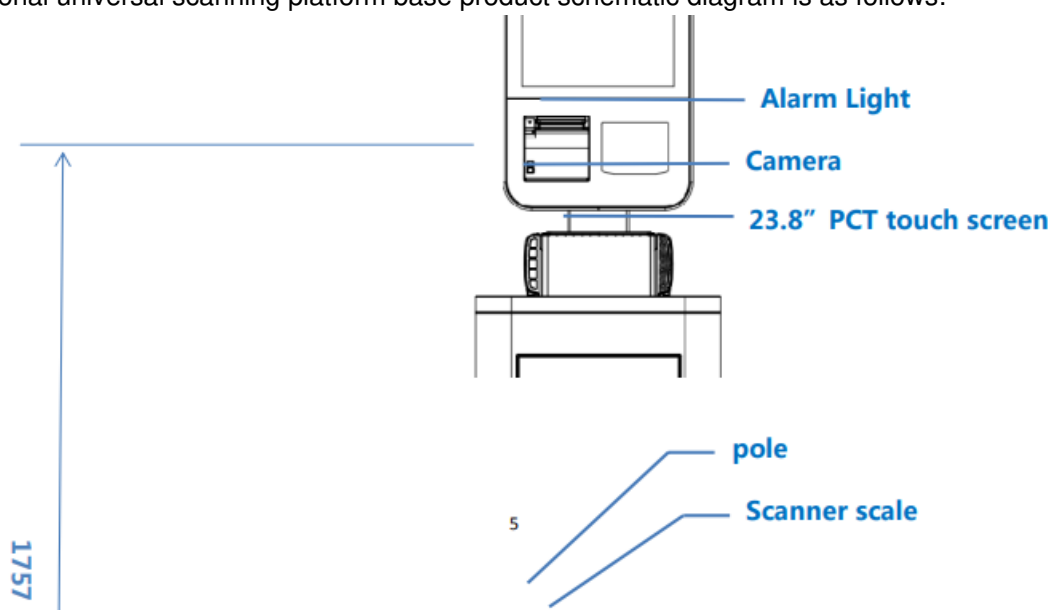
platform base	
RFID dock	Optional
Cash module base	Optional
Peripheral brackets	Optional: Financial POS stand, scanning gun stand, tax-controlled printer stand

#### Supported versions under HS330U Linux:

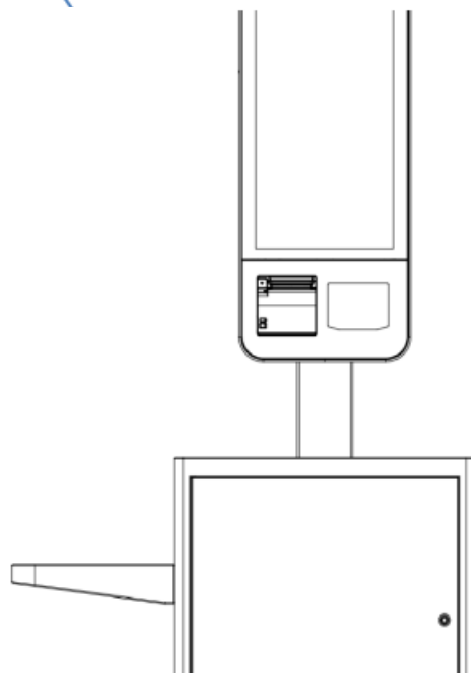
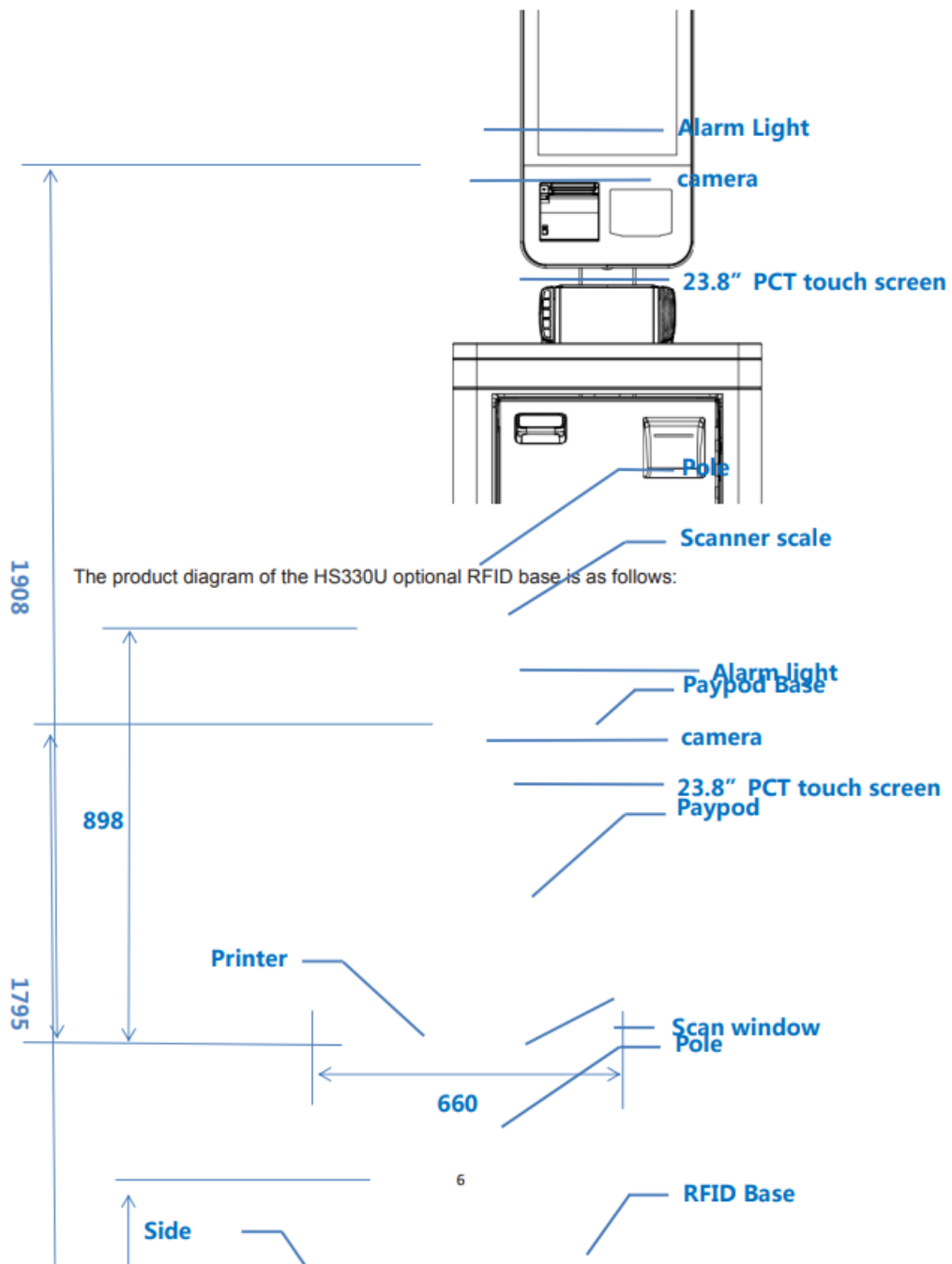
Serial number	CPU Support System	Printer driver support
1	Opensuse 15.3	Supported
2	Ubuntu 20.04 above	Support Ubuntu20.04
3	Centos 8	Support
4	Ubuntu Server 20 Lts	Supported
5	Debian11: The kernel versions are 5.10 and 5.15	Supported

#### The schematic diagram of optional base products is as follows:

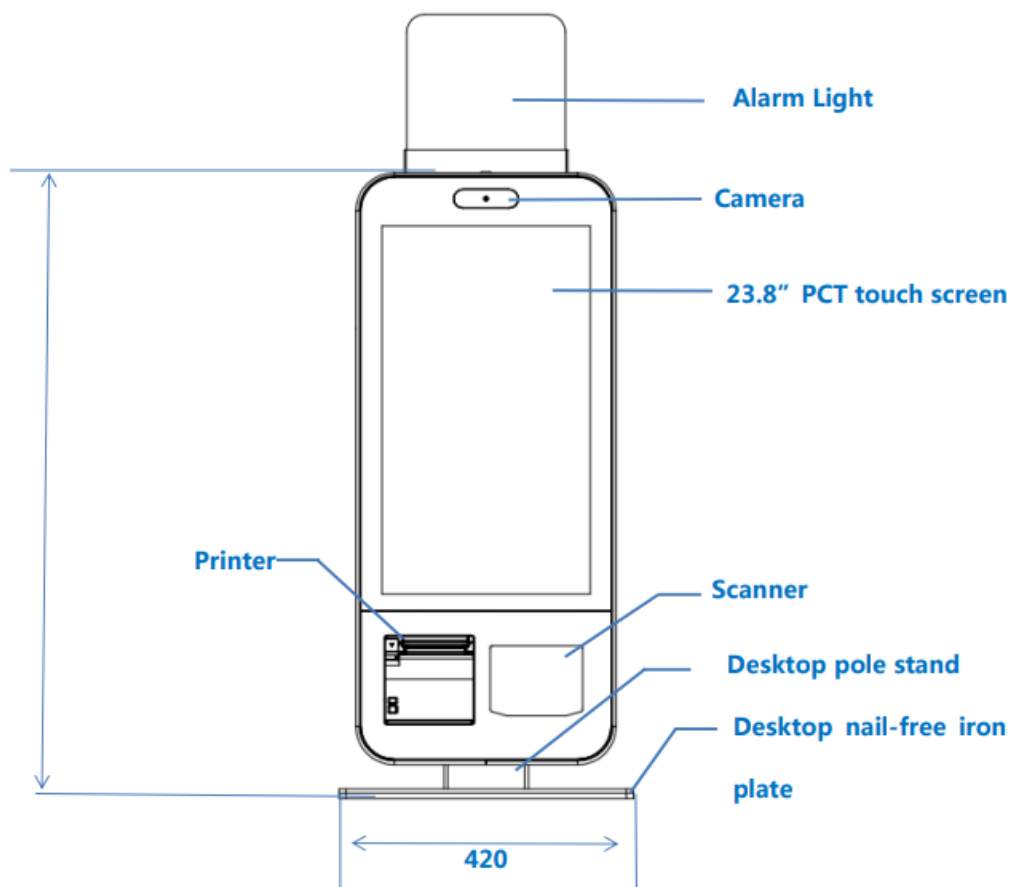
HS330U optional universal scanning platform base product schematic diagram is as follows:



The product diagram of the HS330U optional cash module base is as follows:



HS330U optional desktop base product diagram is as follows:



### Use the environment instructions

Power Supply		AC 110V/220V, 50/60Hz (inform dealer in advance)
Temperature °C	Working	0 ~ 40 °C
	Storage and transportation	- 20 ~ 50 °C
Relative humidity	Work	25% ~ 90%
	Storage and transportation	93% or less

### Size Instructions

(Note: Not limited to the following models)



Model	Dimensions (L x W x H mm)	Remarks
HS330U	650 x 575 x 1671	With large base plate
HS330U	480 x 569 x 1757	Scanning platform base
HS330U	660 x 755 x 1908	Cash base
HS330U	650 x 560 x 1759	RFID base
HS330U	420 x 330 x 897	Table stand pole iron plate

## Unpack and check

1. 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 dealer in time to solve it;
2. Open the carton with tools. HS330U Self-Checkout terminal is protected by foam liner and protective film. Before removing the machine, check whether the protective film is damaged;
3. Lift the machine out of the packing box and lay it flat, pay attention to the machine not to bump, and pay attention to personal safety; (4) Check the random accessories, which should include: keys, screws, power cords, etc.;
4. Check whether the cabinet has obvious scratches, pits and other appearance defects.

## System installation

This equipment must be installed by a service technician or dealer.

1. The external power supply is required to be well grounded and the grounding resistance is less than  $0.1\Omega$ . If the power supply is not grounded or has poor grounding, the chassis may be electrified, posing a safety hazard to the operator and affecting the stable operation of the self-service cashier terminal.
2. The equipment is required to be placed where there are power sockets and network cable sockets.
3. Install the equipment in the designated location.
4. For any other matters not mentioned above, please contact our company or dealer.

## Installation Instructions

For details on HS330U installation, see the HS330U Self-Checkout Terminal Installation Instructions.

## Troubleshoot common faults

Below, we list some common fault phenomena and judgments and solutions for users' reference. The list cannot contain all the fault phenomena, but the user can learn the preliminary inspection and discrimination method from it, and then Step by step from one to the other.

Symptom of failure	Treatment method
Monitor no display	Check the power connection;
Printer does not print	Check the power connection; Whether the printer switch is on;

	Whether the printer is loaded with paper; Whether the printer absorbs paper in place;
Printer card	Whether the excess paper is removed from the outlet after loading; Whether the down door is closed in place;
The network is not working or the connection is intermittent	Check that the network cable is properly connected; Check the quality of network cables and wiring; Adjust the orientation of the antenna when using Wifi

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

## Maintenance of the printer

### 1. Print head and printing roller

**When one of the following conditions occurs in the printing unit, the print head should be cleaned:**

1. Printing is not clear;
2. A vertical column of the printed page is not clear;
3. The paper feeding and ejecting noise is loud.

### 2. The steps for cleaning the print head and printing rubber roller are as follows:

1. Turn off the power of the printing unit, open the printer cover, and expose the printer head and printing rubber roller;
2. If printing has just been completed, wait for the print head to cool down completely;
3. Use an alcohol cotton ball (should be wrung out) to wipe away dust, stains, and paper scraps on the surface of the printing head heating element;
4. After the alcohol has completely evaporated, close the printer cover.

### 3. Daily maintenance precautions

1. The power must be turned off during routine maintenance of the printing unit;
2. Do not touch the surface of the print head with your hands or metal objects, and do not use tweezers or

other tools to scratch the print head. Print head, printing roller and sensor surface;

3. Organic solvents such as gasoline and acetone are not allowed;
4. Wait for the cleaning solution to completely evaporate, then turn on the power and continue printing;
5. Maintenance cycle: It is recommended to clean it once every month.

## **Precautions**

1. Self-Checkout terminals require that the external power supply has good grounding and the grounding resistance is less than  $0.1\Omega$ . The equipment needs to be connected to a grounded three-prong national standard socket. If the power supply is not grounded or is poorly grounded, the chassis may be electrified, posing a safety hazard to the operator and affecting the stable operation of the self-service cash register.
2. During use, a three-hole power socket or UPS power supply that complies with national standards and has CCC certification must be used. The ground wire is required to be well grounded, and the power supply voltage is required to be stable. Make sure that the voltage provided by the socket is consistent with the voltage indicated on the nameplate of the machine.
3. The machine should be used in a dry, ventilated, clean environment and away from sunlight.
4. Do not extend the cable or replace parts at will. If necessary, please contact our company or agent.
5. Do not unplug or plug in any live parts and peripherals of the self-service cashier terminal when it is powered on. The connecting cables between the components of the self-service cashier terminal must be firmly inserted. If the plug has screws, they must be tightened.
6. When inserting a foreign U disk, anti-virus treatment must be performed first to prevent the host from being infected with viruses.
7. Do not frequently switch the power supply of the host on and off. Frequent switching on and off may easily cause impact on the machine.
8. Do not spill any liquid or drop any objects into the chassis.
9. Do not apply heavy pressure, violent movements, shaking or hard knocking on the Self-Checkout terminal.
10. If liquid is accidentally spilled or debris is dropped, please shut down and cut off the power supply immediately.
11. If there is a safety failure such as odor, abnormal sound, leakage, etc., you should immediately cut off the power supply and contact our after-sales service or agent for handling. When the Self-Checkout terminal is not in use, it should be shut down and cut off the power supply. When shutting down, do not cut off the main power supply directly. You should exit the application first, shut down the host, and then cut off the main power supply.
12. Please note that no one can sit on the storage table, and the maximum load-bearing capacity of the table is 30Kg.
13. Do not use acid or alkali detergents to clean the entire machine.

## **Product components environmental protection description**

- A. This product meets the environmental protection requirements of the “Administrative Measures for the Restriction of the Use of Hazardous Substances in Electrical and Electronic Products”.

B. During the environmentally friendly use period, there will be no leakage or precipitation of harmful substances that affect consumers' health during use, and they can be used with confidence.

- **C. Disposal and recycling tips**

When this product is no longer needed or has expired, please abide by the relevant national laws and regulations on the recycling and disposal of waste electrical and electronic products, and hand it over to a local

manufacturer with nationally recognized recycling qualifications for recycling. Recycling manufacturers need to properly dispose of parts containing hazardous substances and must not dispose of them randomly.

• **D. Environmental protection use period**

The environmentally friendly use period of this product is 10 years.

Parts name	Toxic or hazardous substances or elements									
	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent chromium (Cr 6+)	Polybrominated biphenyls (PBB)	Polybrominated diphenyl ethers	DIBP	BBP	DBP	DEHP
Printed circuit board	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
Power device/adapter	O	O	O	O	O	O	O	O	O	O

Various cables	O	O	O	O	O	O	O	O	O	O
Cables/wires, connector	O	O	O	O	O	O	O	O	O	O
Chassis /case	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:** DiBP-diisobutyl phthalate DBP-diethyl phthalate

**12 Others**

You can visit our website or call the national unified hotline.

Qingdao Histone Commercial Technology Co., LTD.

**Website:** [www.histonetec.com](http://www.histonetec.com)

**24-hour user service hotline:** 4006-585-111

**Come with a packing list**

Location	Items	Quantity	Remarks	Note 2
Host	Mainframe	1 set		Host
	Pan head screws with cruciform slots M6*12	4	Secure to the back of the console	
	Cross recessed pan head combination screws M4*8	8 screws	Secure to the side of the console	
	Allen wrench -6	1		Place in the main engine excipient box
	Expansion bolt assembly	1 set	Fixed wall hangers to use	
	Cross recessed flat head screws M4*5	2	Secure the side side plate after removal	
	Print paper rolls	A volume		
	Printer baffle (58mm)	2		
	Printer accessories	3 sets		
	Digital signage	2 sets		
	Keys	1 set of 2		
	Power cord	1	Optional European standard	
	Antenna	2	Optional	
	Scanner Gun	one	Optional	
	Standing pole	1		

Upright pole	Connecting piece for main machine and vertical rod	2	Secure to the standing pole	Upright rod assembly
	Hex socket cylindrical head screw M8*16	8	Secure to the standing pole	
	Scan the gun rack	1	Optional	Pack in riser trimmer bag
	Tax-controlled printer stand	1	Optional	
	Financial POS stand	1	Optional	
	Expansion bolt assembly	1 set	Optional	
Large iron plate	Large iron plate	1		Large iron plate assembly
	Hex socket cylindrical head screw M8*16	4	Secure to the iron plate	
	Leveling screw	2	Secure to the iron plate	
Countertop	Countertop components	1	Optional stainless steel size	Countertop

			countertop, plastic size  countertop	Assembly
	Under counter top hooks	2	Optional, secure under the counter top	
	Countertop warning label	1		
	Scan the weighing base	1		Scanning scale element
	Scanning scale (with cable)	1	Optional, installed in base	
	Cross recessed pan head screw M8*12	6	Secure to the back of the case	

Scanned weighing base	Cross slot pan head combination screw M6x15	4	Attach to the base	Store in a scanning scale bottom cabinet
	Scan scale side shelf (+ pad)	1	Optional	
	Rack for bag hanging	1	assorting	
	Cross recessed pan head combination screw M4x12	4	Secure the bag hanger	
	Scan gun racks	1	Optional	
	External scanner gun	1	Optional	
	External financial POS stand	1	Optional	
Cash base	Cash base	1		Paypod base as sembly
	Scanning scale (with cable)	1	Install in the base	
	Cross recessed pan head screws M8*12	6	Secure to the back of the case	
	Cross slot pan head combination screw M6x15	4	Attach to the base	
	Side shelving and bag hanging rack	1	Optional	Into the cash base accessories box
	Cross recessed pan head combination screw M4x12	4	Fixed bag hanger	
	No sitting warning stickers	1	Optional with the shelf	
	Keys	1 set of 2		
	Power cord	2	Can beauty mark European mark, etc	
	Paypod USB cable	1 cable		

	USB extension cable	1 cable	Optional with scanning scale	
	Scanning scale side shelf (+ pad)	1	assorting	

	Scan gun holder	1	Optional	
	External scanner gun	1	Optional	
	External financial POS stand	1	Optional	
Table stand bar	Table stand pole	1		Table stand rod assembly
	Main machine and vertical pole connecting piece	2	Secure it to the upright pole	
	Hex socket cylindrical head screw M8*16	4	Secure to the standing pole	
	Scan the gun rack	1	Optional	Pack in desktop riser accessories bag
	Tax-controlled printer stand	1	Optional	
	Financial POS stand	1	Optional	
	Table bolt assembly	1 set	assorting	
Tabletop nail free iron plate	Tabletop nail free plate	1		Tabletop iron plate assembly
	Hex socket cylindrical head screw M8*16	4	Secure to the iron plate	
	Leveling screws	2	Secure to the iron plate	

#### Make use of the file

The first joint user shall be retained



Machine Information	(where the bar code is pasted)  (including model + machine number + production date)	Fill in date
User information	User name	User address
	Contact person	Contact number
clothing service The letter	Service units	Service unit address
Interest rates	Service personnel	Contact number
	Warranty period	From the date of year to the date of year

### Product use file

The second maintenance service center is reserved

Machine Information	(where the bar code is pasted)  (including model + machine number + production date)	Fill in the date
User information	User name	User address
	Contact person	Contact number
clothing service The letter	Service units	Service unit address
Interest rates	Service personnel	Contact number
	Warranty period	From the date of year to the date of year

### Product making file

Retained by the third joint manufacturer

Machine Information	(where the bar code is pasted)  (including model + machine number + production date)	Fill in the date
User information	User name	User address
	Contact person	Contact number
clothing service The letter	Service units	Service unit address
Interest rates	Service personnel	Contact number
	Warranty period	From the date of year to the date of year

### FCC Statement

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.

This equipment has been tested and found to comply with the limits for a Class A 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.

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

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

## **24-hour user service hotline**

4006-585-111

Qingdao Histone Commercial Technology Co., LTD

**Headquarters Address:** Qingdao, China

**Net Address:** [www.histonetec.com](http://www.histonetec.com)

## **FAQ**


### **Q: Can I modify the components of the HS330U Self-Checkout Terminal?**

A: The manufacturer recommends not making any unauthorized modifications to the equipment to avoid any consequences and ensure proper functioning.

### **Q: How do I troubleshoot if I encounter usage problems?**

A: Refer to the user manual for troubleshooting steps or contact authorized after-sales service personnel for assistance.

## **Documents / Resources**

	<p><b><a href="#">Histone HS330U Self Checkout Terminal</a></b> [pdf] User Manual 2A397-HS330U, 2A397HS330U, HS330U Self Checkout Terminal, HS330U, Self Checkout Terminal, Terminal</p>
---	--

References

- [histonetec.com](https://www.histonetec.com)
- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

This website is an independent publication and is neither affiliated with nor endorsed by any of the trademark owners. The "Bluetooth®" word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. The "Wi-Fi®" word mark and logos are registered trademarks owned by the Wi-Fi Alliance. Any use of these marks on this website does not imply any affiliation with or endorsement.