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USER
MANUAL

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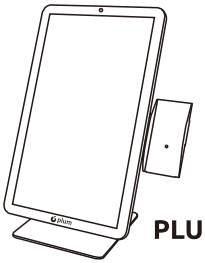
PLUM KIOSK

PKIOSKW-21.5



PLUM KIOSK

If you have questions or concerns about our products, please contact us at: plumpos.com/support. Plum POS, All rights reserved.

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Specifications

Model		PKIOSKW-21.5
Case/Bezel Color		Black
Display Size		21.5"
Touch Panel		Projected Capacitive Touch Screen
Touch Response Time		8ms (PCT typical)
Touch Computers Dimensions		317.2 × 525.7 × 46 mm (without stand)
Useful Screen Area		269.3 mm × 477.8 mm
LCD Type		TFT LCD (LED backlight)
Aspect Ratio		16:9
Optimal (native) Resolution		1920 × 1080
LCD Panel Pixel Pitch		0.24825 × 0.24825 mm
LCD Panel Colors		16.7M
LCD Panel Brightness		250cd/m²
LCD Panel Contrast Ratio		1000:1
LCD Panel Response Time		14ms
Camera		800 megapixels
Viewing Angle (typical, from center)	Horizontal	±89° or 178° total
	Vertical	±89° or 178° total
Interface		4 × USB 2.0 & 1 × USB 3.0 & 1 × USB Type-C & 2 × RJ11 (6P6C for cash drawer, 4P4C for COM) & 1 × RJ45 & WIFI 2.4G & 5G & Bluetooth 4.2
		1 × Mini HDMI type & 1 × Earphone & 1 × TF card slot
		2 × USB 2.0

ECM (Embed Computer Module)	ECM10: RK3399; Rom: 4G; Flash: 32G; Operation System: 9.0
Power Supply Type	AC 90-240V, 50/60 Hz
	AC to DC adaptor input: +12V ±5%, 5.0 A; DC Jack (2.5 ¢) Power consumption: less than 40W
Temperature	Operating: 0°C to 40°C; Storage: -20°C to 60°C
Humidity (non condensing)	Operating: 20%-80%; Storage: 10%-90%
Shipping Carton Dimensions	458mm × 384mm × 580mm
Weight (approx.)	Actual: 9.25 kg (Typ.)
Warranty Monitor	3 years (except for LCD panel 1 year)
	Backlight lamp life: typical 30,000 hours to half brightness
Agency Approvals	CE/FCC/RoHS (UL & GS & TUV customized)
Mounting Options	75mm and 100mm VESA mount (remove stand)

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Safety Measures

- To avoid electric shock, please observe all safety precautions and do not disassemble the Kiosk. Dismantlement work should only be carried out by qualified technicians.
- Read these instructions carefully. Save these instructions for future reference.
- Follow all warnings and instructions marked on the product.
- To disconnect the machine from the electrical power supply, turn off the power switch and remove the power cord plug from the wall socket.
- Do not plug or insert anything into the heat dissipation hole or ventilation hole.
- Please use the original AC/DC adaptor to ensure the safety of the machines.
- Do not use this product near water.
- Do not place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.
- Slots and openings in the cabinet and the back or bottom are provided for ventilation to ensure reliable operation of the product and to protect it from overheating. These openings must not be blocked or covered.
- The openings should never be blocked by placing the product on a bed, sofa, rug, or other similar surface.
- This product should never be placed near or over a radiator or heat register or in a built-in installation unless proper ventilation is provided.
- Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in a fire or electric shock. Never spill liquid of any kind on the product.
- Ensure that the system is maintained and operated under the environmental conditions specified below.

Temperature	Operating: 0°C to 40°C Storage: -20°C to 60°C
Humidity	Operating: 20%~80% Storage: 10%~90%

Notice

- Always ensure that the correct power voltage is used as a precaution against fire and electrical shock.
- Avoid exposing product to direct sunlight. Do not use product in areas of high humidity. Doing so may cause low reliability and/or operational malfunction.
- Be careful of static electricity on PCB of system with anti-static appliances. Doing so may cause inferior reliability and shorted product life.
- Keep product away from highly static areas. This may lead to inferior performance and reduced life cycle.
- Do not interfere with, or obstruct metal components inside product. Doing so may cause the risk of fire or electric shock.

- Do not pull on power cable or peripheral devices' connector cable. Doing so may cause electric shock or electronic system malfunction.
- Use caution when around other electronic devices with possible high frequency or electro-magnetic effects e.g. Audio, Electronic-range etc. Doing so will lead to the serious risk of product malfunctioning or a system error occurring.

Caution

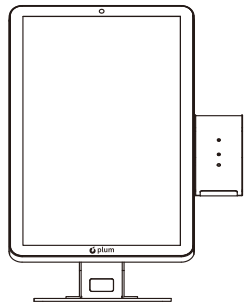
The following tips will help keep your products in optimal operating condition:

- Disconnect the AC power cord before cleaning.
- Do not touch the screen surface with sharp objects (hard objects) to avoid scratches.
- Do not place any foreign objects on the display screen to avoid damage to internal components due to heavy pressure.
- Do not use chemical cleaners to wipe the screen.
- Please do not block the heat dissipation holes to affect the heat dissipation effect,it may reduce the operating performance, or even crash.
- Always keep the equipment dry, it can help extend service life.
- Please operates the machines in an appropriate environment which humidity and temperature are kept within the specific range. (Refer to Safety measures)

Section 1 /

Package Contents

The following items are included when you purchase this product. If any of these items are damaged or missing, contact us for assistance.



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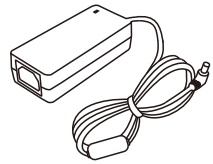
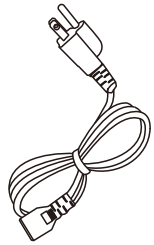


Power Adaptor

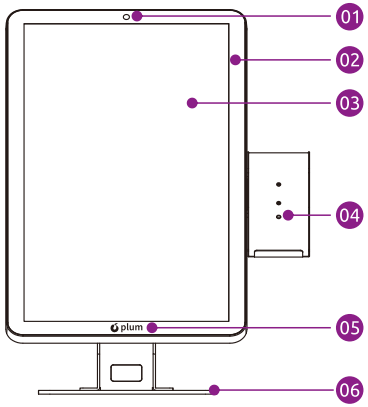


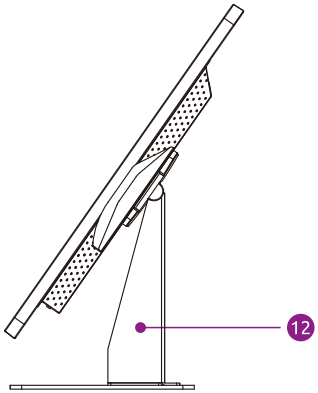
Power Cable

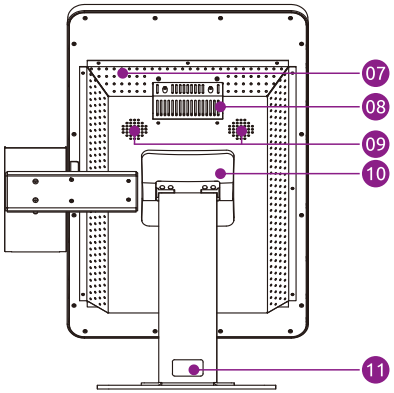
User Manual

Section 2 /

Configuration







01	Camera
02	External Frame
03	Front Screen
04	Payment Device Bracket
05	Logo
06	Stand Base
07	Rear Cover
08	WIFI Hidden Cover
09	Speakers
10	VESA Holes Cover
11	Cable Hole
12	Stand Bracket

Section 3 /

I/O Interface

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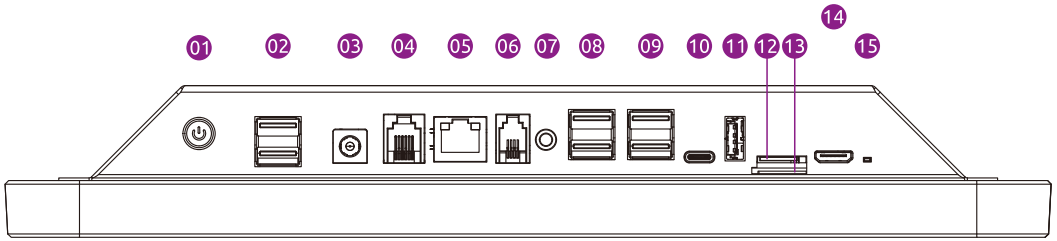


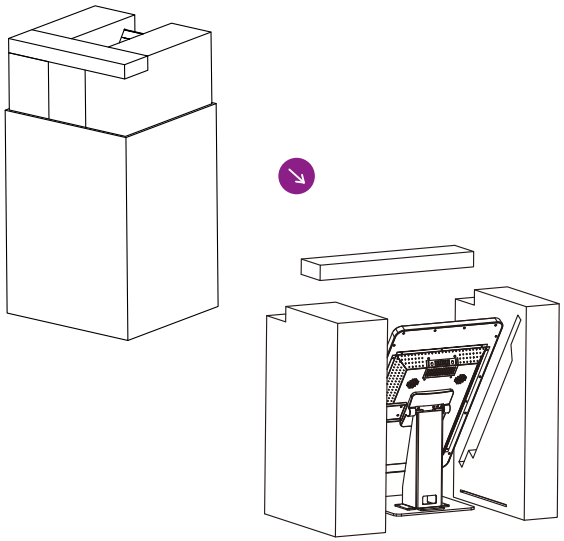
01	POWER BUTTON
02	USB2.0
03	DC_IN
04	RJ11
05	RJ45
06	RJ11-RS232
07	AUDIO
08	USB2.0

09	USB2.0
10	USB TYPE-C
11	USB3.0
12	TF-CARD
13	SIM TRAY
14	MINI-HDMI
15	RECOVER

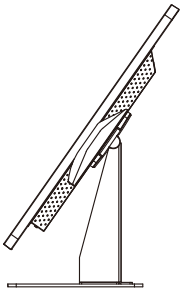
Section 4 /

Get The Machine Ready

◎ Take PLUM KIOSK out of the box



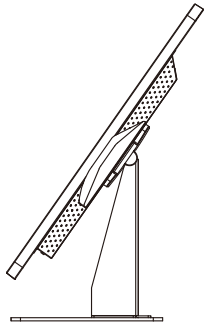
◎ Adjust to normal use angle

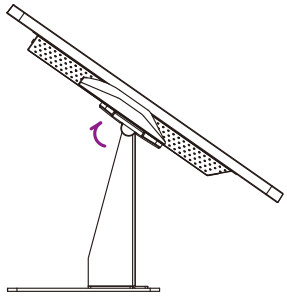


Section 5 /

Angle Adjustment

◎ Angle support adjustment from **35° to 125°**





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This manual are furnished for informational use only.

The information contained in this document is subject to change without notice.

We make no warranty of any kind with regard to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. We shall not be liable for errors contained herein or for incidental or consequential damages in connection with the furnishing, performance, or use of this material.

Warranty

KIOSK and its parts are covered under warranty against defects in materials and workmanship, under proper use, for a standard period of 3 years from the original date of purchase.

During this period, we will repair or replace defective and/or faulty products or parts without charge to the customer for parts and labor.

Warranty Limitations

- Any failure or damage to product due to improper power supply is not covered in warranty.
- Any failure or damage to product due to use of Incorrect third-party power adaptor by customer is not covered in warranty.
- OS support and Re-installation is not covered in warranty.
- Abnormal functioning due to Virus infections and/or use of pirated OS & Third-party software is not covered in warranty.
- Failure or malfunction of the product due to any third-party software is not covered in warranty.
- Product failure or damages due to any natural disaster (fire, earthquake, flood etc) and Rodent attacks are not covered in warranty.
- Physical damages to LCD Display, Touch Panel, Body, and I/O ports are not covered in warranty.
- Any product damage, failure, or malfunction due to disassembling and/or repair of the product by unauthorized personnel is not covered in warranty and will void the product warranty.
- Breakdown caused due to careless and mishandling of product by user is not covered in warranty.

FCC Statement

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.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this 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.

RF Exposure Information

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.