

SHORT GUIDE

SILK Android

CUSTOM[®]

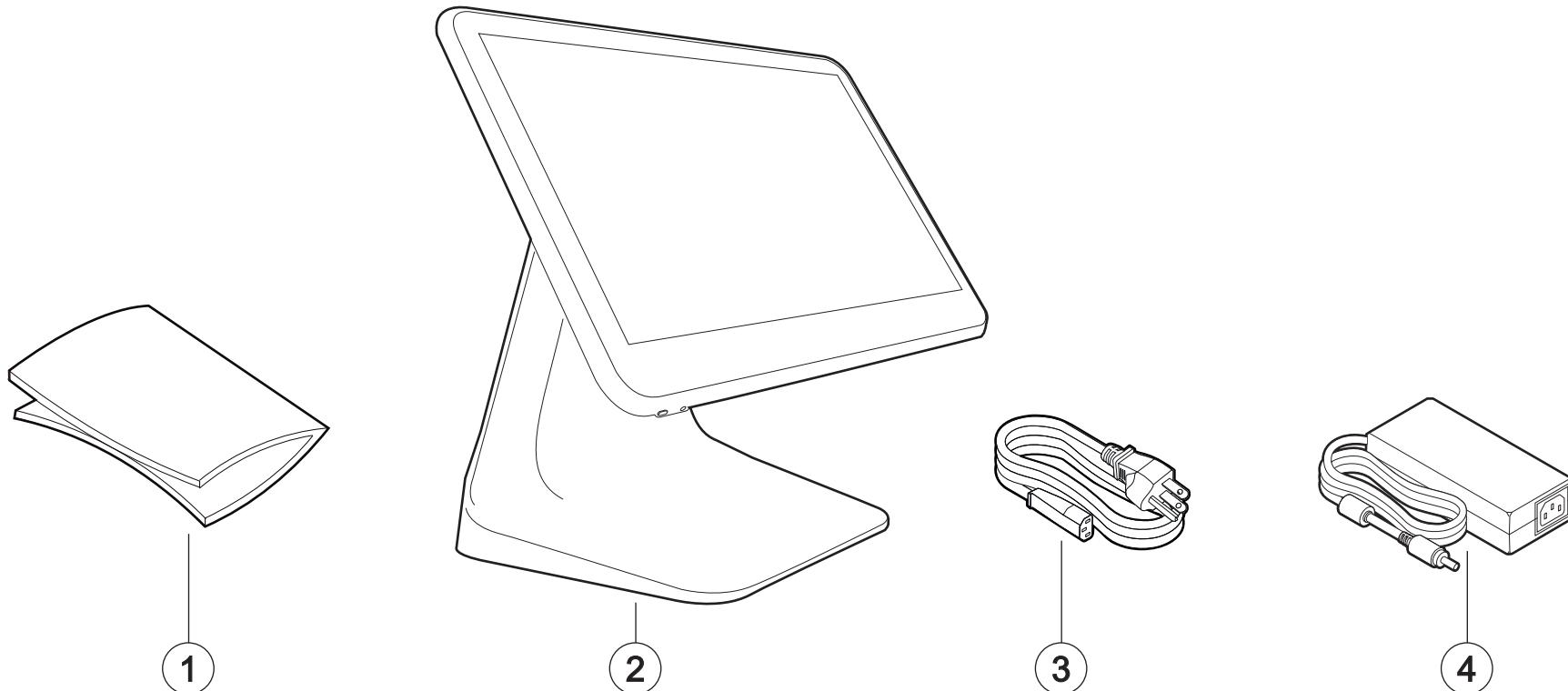
Thank you for choosing
a **Custom®** product



BOX CONTENTS

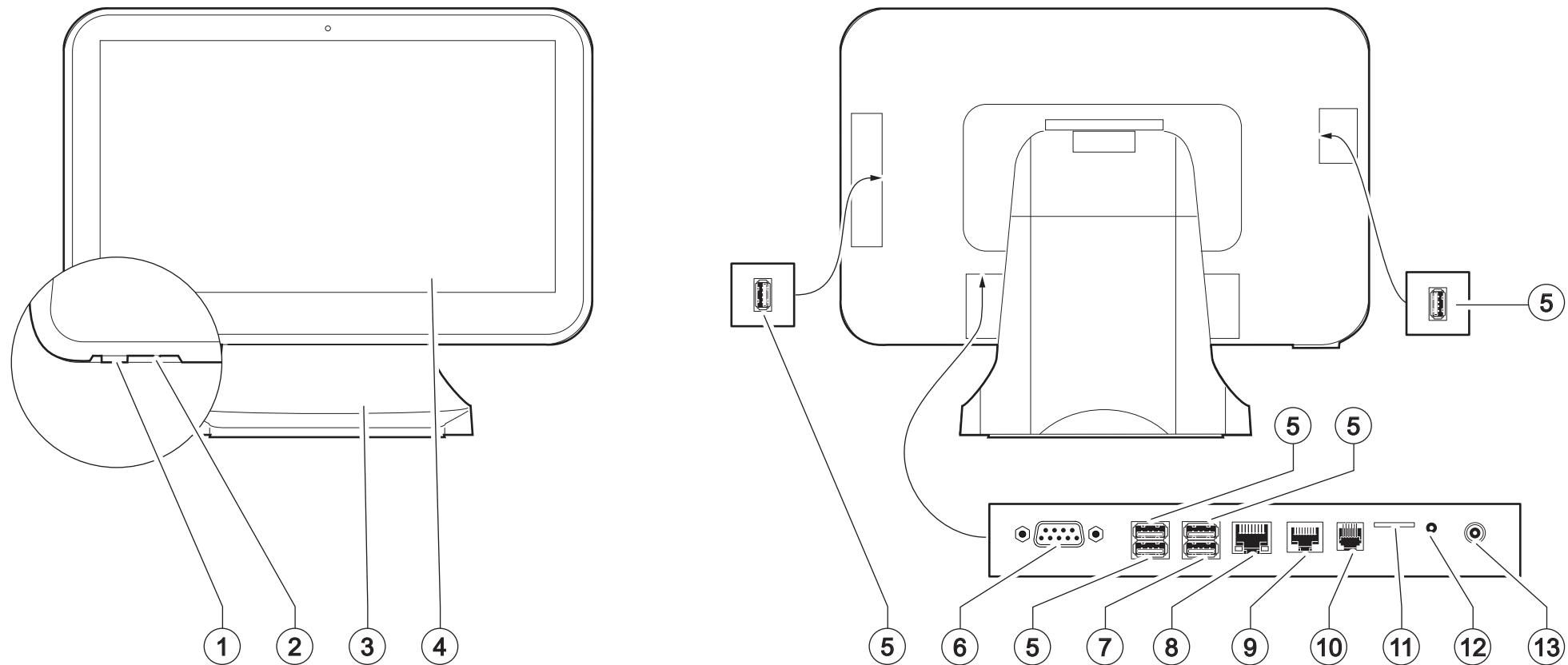
Remove the device from its carton being careful not to damage the packing material so that it may be re-used if the device is to be transported in the future. Make sure that all the components illustrated below are present and that there are no signs of damage. If there are, contact customer service.

1. Documentation (Short guide)
2. Device
3. Power supply cable
4. Power supply



DEVICE DESCRIPTION

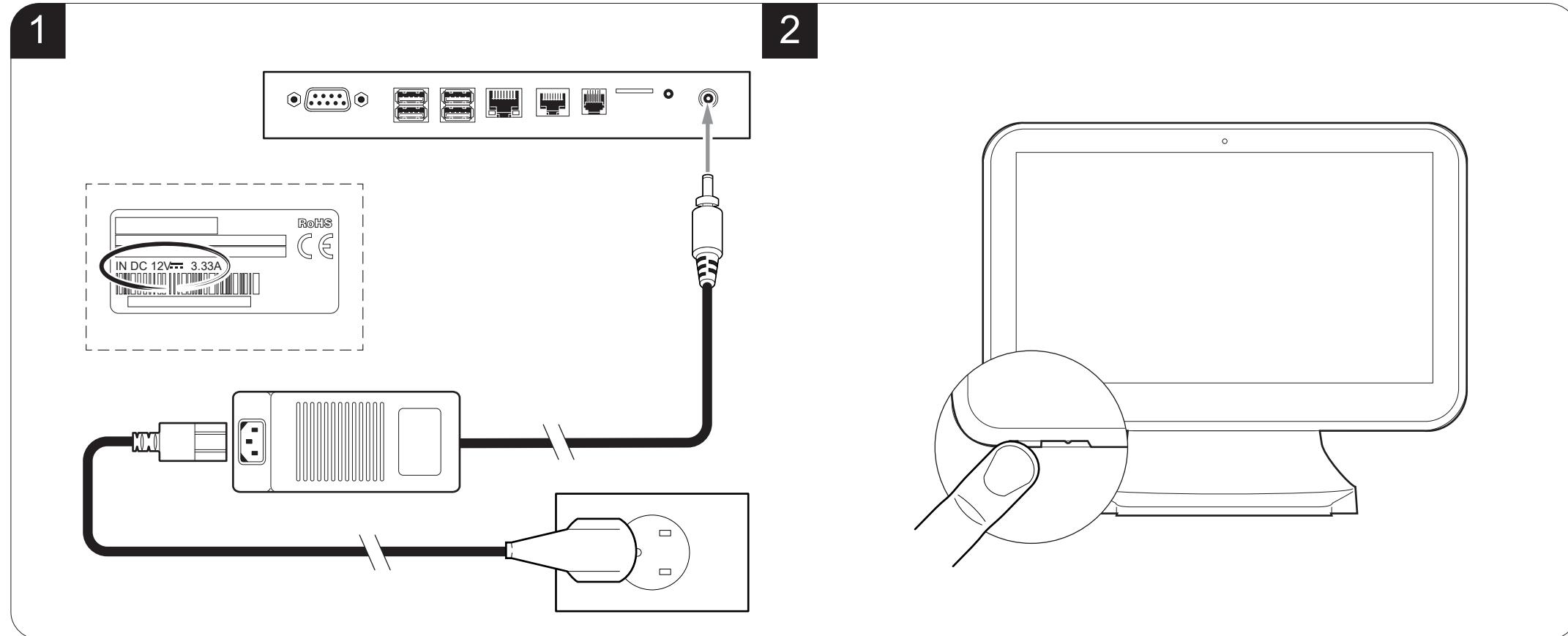
1. ON/OFF key
2. Status LED
3. Support
4. Touch screen
5. USB 2.0 port (x5)
6. Serial DB9 port
7. Reserved Debug port
8. Ethernet port
9. RJ48 port
10. Cash drawer port
11. MiniSD slot
12. Jack audio port
13. Power supply port



TURN THE DEVICE ON/OFF

1. Connect the power supply cable (included) to the device and the mains outlet use the type of electrical power supply indicated on the device label.
2. Turn the device on pressing the ON/OFF key.

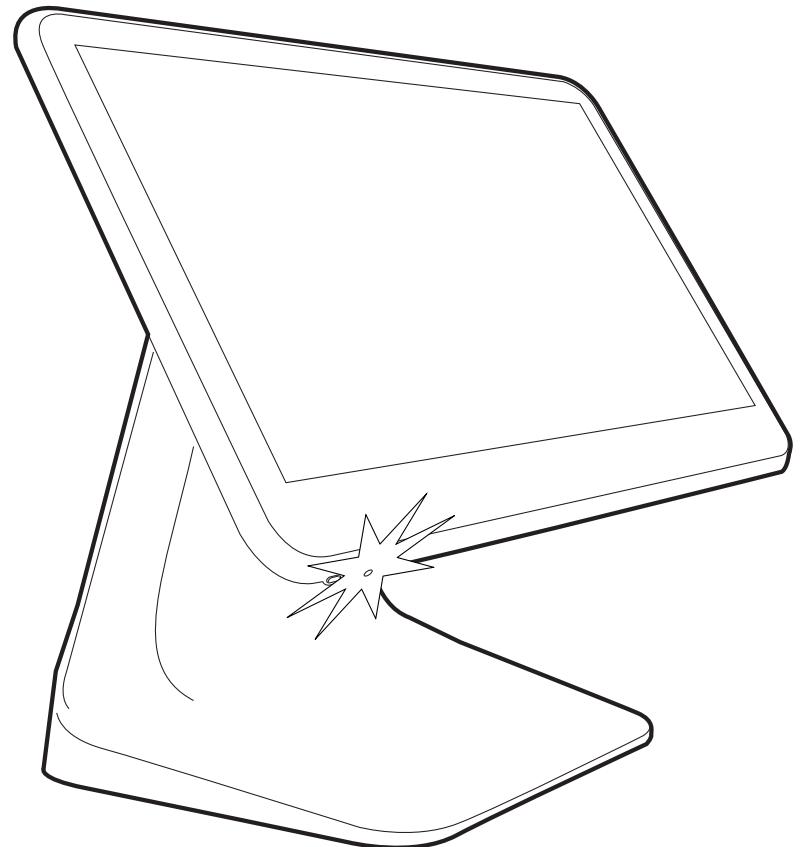
ATTENTION: In special conditions of use, it is recommended to mount ferrite on the power supply cable.



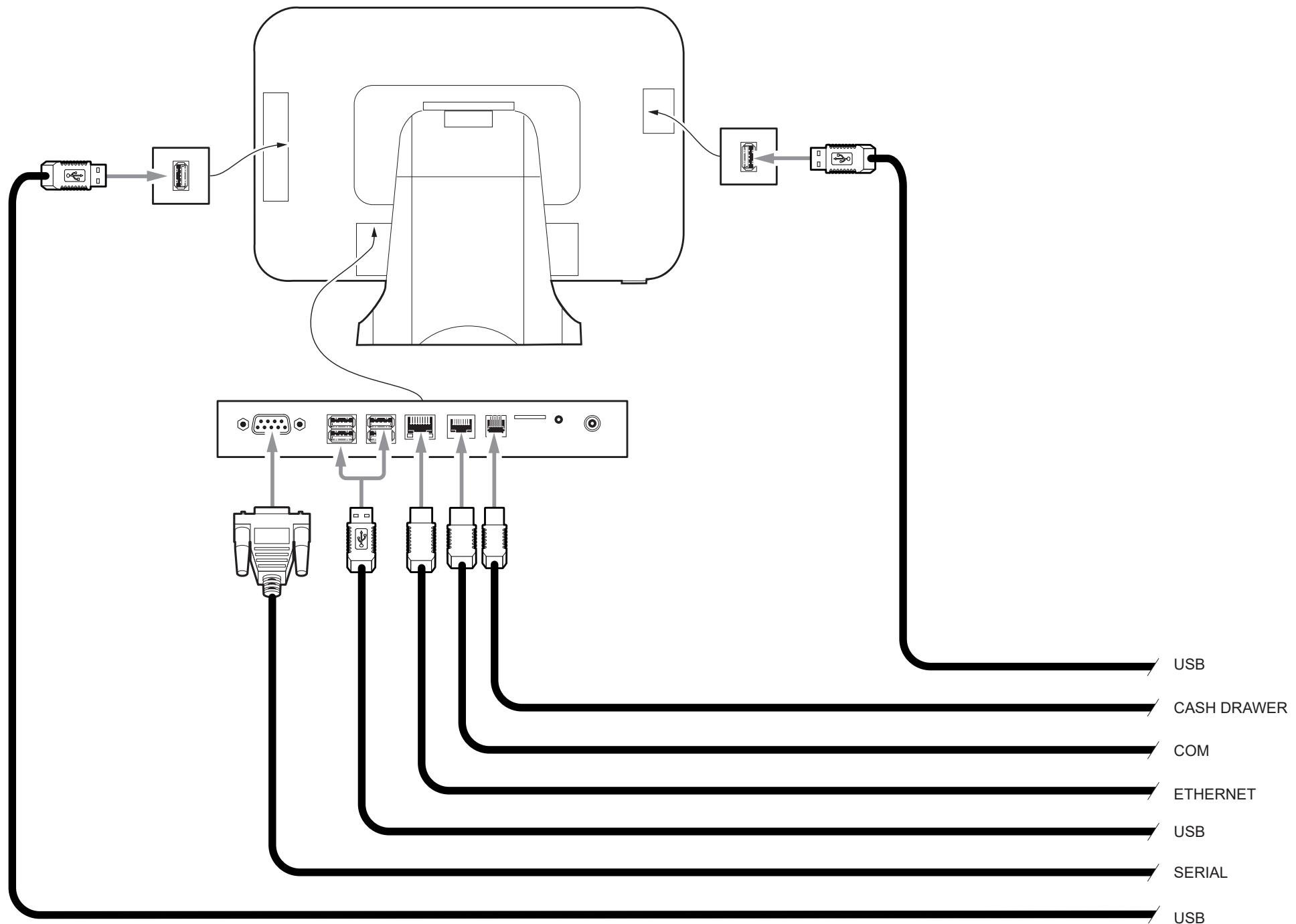
STATUS MESSAGES

Status LED

STATUS LED	DESCRIPTION
	ON DEVICE ON
	OFF DEVICE OFF



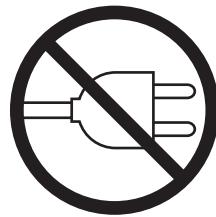
CONNECTIONS



CLEANING

1. Disconnect the power supply cable and wait a few minutes to allow the screen to get to room temperature.
2. To clean the device use compressed air or a soft cloth.
3. Gently wipe the screen with a soft cloth slightly moistened with water.

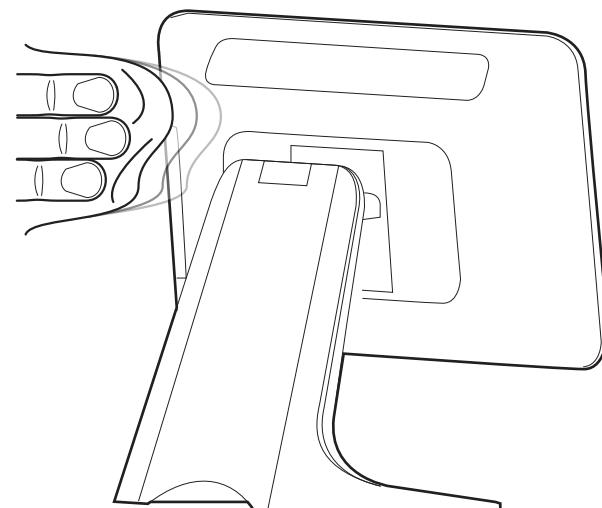
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5 min.



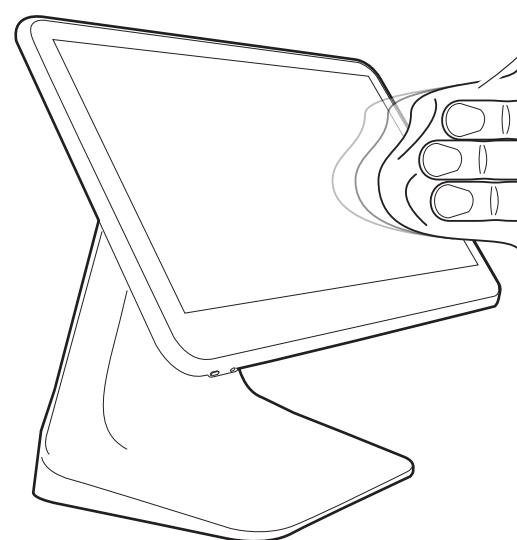
2



3



H_2O



TECHNICAL SPECIFICATIONS

GENERAL

Processor	RK3288 Quad-core A17 1.8 GHz
RAM memory	4 GB
Flash memory	8 GB
Operating system	Android 8.1
Bluetooth	4.0
Wi-Fi	802.11 b/g/n 2.4G. Single Channels

Interfaces

USB port (x5)
 reserved Debug port
 cash drawer RJ11 port
 RJ48 port
 Ethernet port
 serial DB9 port
 power supply port 12V DC

LCD PANEL

Dimension	15 inch
Resolution	1920 x 1080
Brightness	350 Typ

POWER SUPPLY ELECTRICAL SPECIFICATIONS

Power supply voltage	from 100 Vac to 240 Vac
Frequence	from 50 Hz to 60 Hz
Output	12 V, 3.33 A
Power	40 W

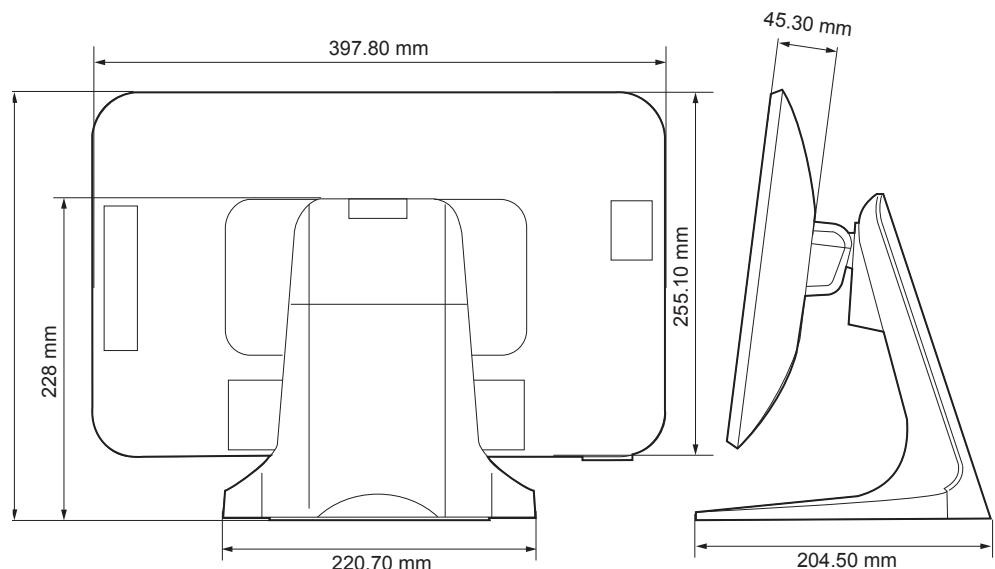
ENVIRONMENTAL CONDITIONS

Operating temperature	from 0°C to +40°C
Relative humidity	from 20% Rh to 90% Rh (without condensation)
Storage temperature	from -20 °C to +55 °C
Storage relative humidity	from 20% Rh to 90% Rh (without condensation)

DEVICE DIMENSIONS

All the dimensions shows in following figures are in millimetres.

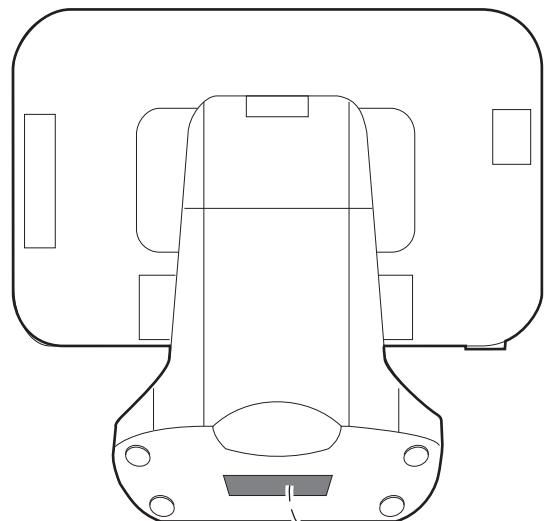
Width	397.80 mm
Length	204.50 mm
Height	330 mm
Weight	4150 g



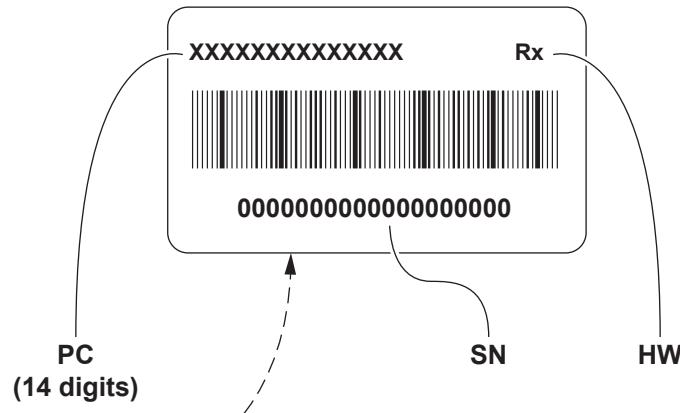
TECHNICAL SERVICE

1. Find the product label located on the bottom of the device. The label shows the product code PC, serial number SN and hardware release HW.
2. Login to the site www.custom4u.it, and use the support tools.

1



2



[www.CUSTOM4U.it](http://www.custom4u.it)

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THE IMAGES USED IN THIS MANUAL ARE USED AS AN ILLUSTRATIVE EXAMPLES. THEY COULDN'T REPRODUCE THE DESCRIBED MODEL FAITHFULLY.

UNLESS OTHERWISE SPECIFIED, THE INFORMATION GIVEN IN THIS MANUAL ARE REFERRED TO ALL MODELS IN PRODUCTION AT THE ISSUE DATE OF THIS DOCUMENT.

GENERAL INSTRUCTIONS

CUSTOM S.p.A. declines all responsibility for accidents or damage to persons or property occurring as a result of tampering, structural or functional modifications, unsuitable or incorrect installations, environments not in keeping with the equipment's protection degree or with the required temperature and humidity conditions, failure to carry out maintenance and periodical inspections and poor repair work.

GENERAL SAFETY INFORMATION

Your attention is drawn to the following actions that could compromise the characteristics of the product:

- Read and retain the instructions which follow.
- Follow all indications and instructions given on the device.
- Make sure that the surface on which the device rests is stable. If it is not, the device could fall, seriously damaging it.
- Make sure that the device rests on a hard (non-padded) surface and that there is sufficient ventilation.
- Do not fix indissolubly the device or its accessories such as power supplies unless specifically provided in this manual.
- When positioning the device, make sure cables do not get damaged.
- [Only OEM equipment] The equipment must be installed in a kiosk or system that provides mechanical, electrical and fire protection.
- The mains power supply must comply with the rules in force in the Country where you intend to install the equipment.
- Make sure that there is an easily-accessible outlet with a capacity of no less than 10A closely to where the device is to be installed.
- Make sure the power cable provided with the appliance, or that you intend to use is suitable with the wall socket available in the system.
- Make sure the electrical system that supplies power to the device is equipped with a ground wire and is protected by a differential switch.
- Before any type of work is done on the machine, disconnect the power supply.
- Use the type of electrical power supply indicated on the device label.
- These devices are intended to be powered by a separately certified power module having an SELV, non-energy hazardous output. (IEC60950-1 second edition).
- [Only POS equipment] The energy to the equipment must be provided by power supply approved by CUSTOM S.p.A.
- Take care the operating temperature range of equipment and its ancillary components.
- Do not block the ventilation openings.
- Do not insert objects inside the device as this could cause short-circuiting or damage components that could jeopardize printer functioning.
- Do not carry out repairs on the device yourself, except for the normal maintenance operations given in the user manual.
- The equipment must be accessible on these components only to trained, authorized personnel.
- Periodically perform scheduled maintenance on the device to avoid dirt build-up that could compromise the correct, safe operation of the unit.
- Do not touch the head heating line with bare hands or metal objects. Do not perform any operation inside the printer immediately after printing because the head and motor tend to become very hot.
- Use consumables approved by CUSTOM S.p.A.



THE CE MARK AFFIXED TO THE PRODUCT CERTIFY THAT THE PRODUCT SATISFIES THE BASIC SAFETY REQUIREMENTS.

The device is in conformity with the essential Electromagnetic Compatibility and Electric Safety requirements laid down in Directives 2014/30/EU and 2014/35/EU inasmuch as it was designed in conformity with the provisions laid down in the following Standards:

- EN 55032 (*Limits and methods of measurements of radio disturbance characteristics of Information Technology Equipment*)
- EN 55024 (*Information Technology Equipment – Immunity characteristics – Limits and methods of measurement*)
- EN 60950-1 (*Safety of information equipment including electrical business equipment*)

The device is in conformity with the essential requirements laid down in Directives 2014/53/EU about devices equipped with intentional radiators. The Declaration of Conformity and other available certifications can be downloaded from the site www.custom4u.it.



GUIDELINES FOR THE DISPOSAL OF THE PRODUCT

The crossed-out rubbish bin logo means that used electrical and electronic products shall NOT be mixed with unsorted municipal waste. For more detailed information about recycling of this product, refer to the instructions of your country for the disposal of these products.

- Do not dispose of this equipment as miscellaneous solid municipal waste, but arrange to have it collected separately.
- The re-use or correct recycling of the electronic and electrical equipment (EEE) is important in order to protect the environment and the wellbeing of humans.
- In accordance with European Directive WEEE 2012/19/EU, special collection points are available to which to deliver waste electrical and electronic equipment and the equipment can also be handed over to a distributor at the moment of purchasing a new equivalent type.
- The public administration and producers of electrical and electronic equipment are involved in facilitating the processes of the re-use and recovery of waste electrical and electronic equipment through the organisation of collection activities and the use of appropriate planning arrangements.
- Unauthorised disposal of waste electrical and electronic equipment is punishable by law with the appropriate penalties.



The format used for this manual improves use of natural resources reducing the quantity of necessary paper to print this copy.

FCC WARNING

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.

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

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.

RADIATION EXPOSURE STATEMENT

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



FCC ID: OAH- 5394220

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