

User Manual

StealthTouch M5-M7 with Core Pentium & Core i-Series



If you need further assistance, use one of the following:

Web:

<http://www.pioneerposftp.com>

(Download VGA, Network, Audio, Touch screen, & OPOS drivers. Obtain RMA Forms)

Pioneer POS Support line:

Call (909) 468-9757

Email: support@pioneerpos.com

Product by



PioneerPOS, INC.

www.pioneerpos.com

888.468.9757

Important Note

This manual is intended for StealthTouch-M5/M7 system with Part Number below:

Q XXXXXXXXXX
S XXXXXXXXXX
M XXXXXXXXXX
XXX- Q XXXXX-XX
XXX- S XXXXX-XX
XXX- M XXXXX-XX

Disclaimer

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Target Audience

This Manual is written **for technically qualified personnel**. It is not intended for general audiences.

Warranty Exclusions

The warranty will NOT apply to damages caused by:

Unauthorized modification or abuse.

Improper or inadequate maintenance by customer.

Conventions

The following conventions are used in this manual:

[Warning]

A WARNING message indicates a potential for personal injury or death.

[Caution]

A CAUTION message indicates potential damage to hardware or loss of data

[Note]

A NOTE contains additional important information to help you in servicing the system.

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Introduction

PioneerPOS StealthTouch-M5/M7 system is a touch screen system that is a perfect fit for space-constrained applications such as restaurant, hospitality, information service, medical, and the likes. PioneerPOS manufactures All-in-One touch screen systems with built-in PC, as well as touch monitor with different sizes.

About this guide

This manual is intended to be use as a reference for field service as well as workshop repair. It is prepared to our best to represent the current version of our production. In our effort to continuously our product, there may be changes that are not represented in this manual. Please contact us directly if further assistance is required.

Please have the Serial Number and Part Number Ready before contacting our support line so they can assist you efficiently.

System specification

Display	15" LCD, Active matrix TFT, 1024 x 768 (optimal resolution) 17" LCD, Active matrix TFT, 1280X1024 (optimal resolution)
Touch Screen Option	Resistive, PCAP Multitouch
Processor	Intel 4th Generation (Haswell) Core Pentium / i3 / i5 / i7
Memory	2GB, up to 16GB (depending on processor type)
Video Memory	128MB, up to 1GB (processor dependent)
Storage	Hard Drive, Solid-state Disk
CD/DVD	Internal (optional)
Operating System	Windows 7, Pos Ready 7, Windows 8.1, Windows 8.1 Industry Pro for Retail
Network/Ethernet	10/100/1000 BaseT
Wi-Fi (wireless)	RF 802.11 a/b/g/n (optional)
Serial Port	4
USB 2.0	3 x USB 2.0, 3 x USB 3.0
PoweredUSB, +12 volts	1
PoweredUSB, +24 volts	1
Parallel Port	Optional
Cash Drawer Port	Optional (Epson emulation, 24V)
Compact Flash Reader	Optional
Speakers	2 Watts, Stereo (optional)
Mounting Options	Standard: Desktop Base Option: Wall or VESA mount (please call for part#)
Security Lock	Bolted (4mm screw), or Kensington MicroSaver
Bezel Color	Standard: Black Option: Silver
Dimensions (with Base)	M5 with Base: 14.6 x 13.0 x 10.4 inches M5 with Wallmount: 14.6 x 12.3 x 3.3 inches M7 with Base: 16 x 15.4 x 11.4 inches M7 with Wallmount: 16 x 15.4 x 3.5 inches
Weight	M5 With Base: 22 lbs / 10 kgs M5 with Wallmount: 11 lbs / 5 kgs M7 with Base: 25 lbs / 11 kgs M7 with Wallmount: 13 lbs / 6 kgs
Operating Temperature	0C to 40C
Operating Humidity	20% to 80%
Power Supply	External, 150W, AC 100-240V
Agency Approvals	FCC A, CE, CCC
Built-in Printer (optional)	3" Thermal, 23 lines/sec, 80mm paper Driver: Epson ESC, OPOS, Windows, Linux, JPOS
Integrated Add-ons (optional)	Magnetic stripe or Barcode slot reader Fingerprint /Biometric reader (DigitalPersona) Rear customer display or 10" LCD Barcode scanner/Imager Proximity RFID reader Privacy Filter

Section A: Getting started with StealthTouch-M5/M7 system

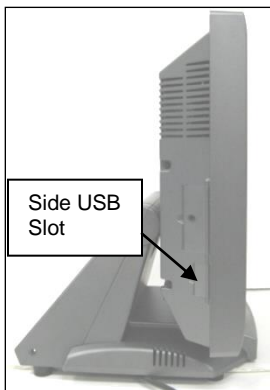
Chapter 1: Identifying controls, ports, and peripherals

1.1 Identifying controls and ports

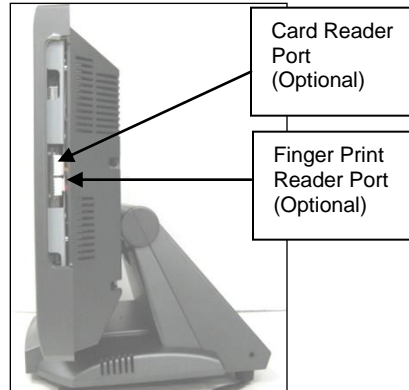
Front View



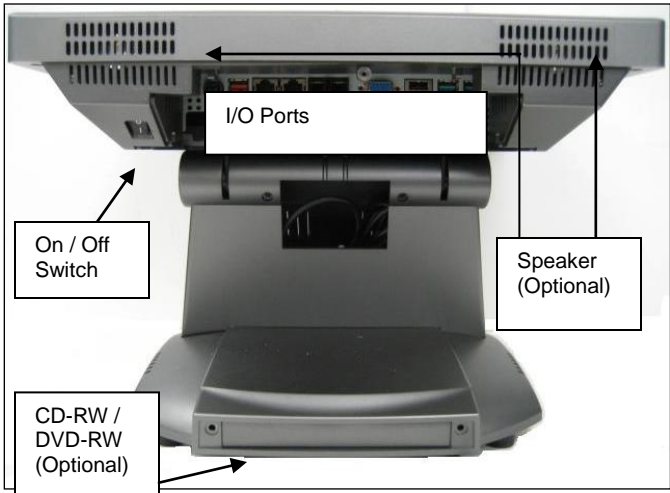
Left View



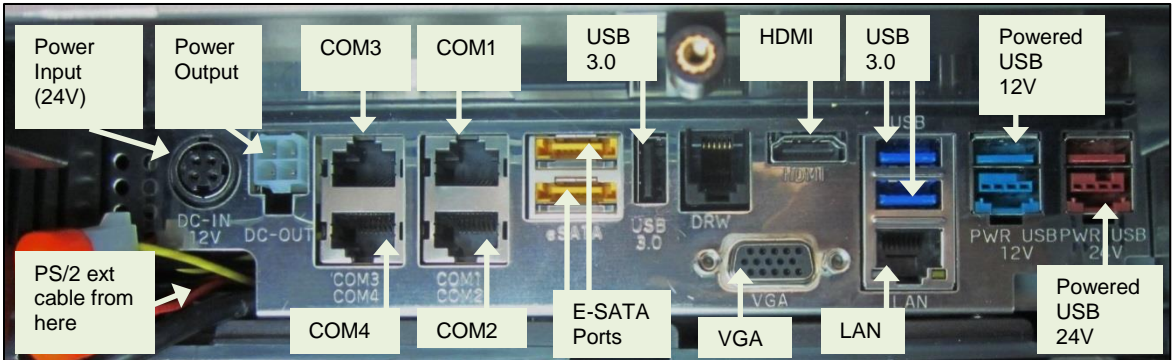
Right View



I/O Panel View





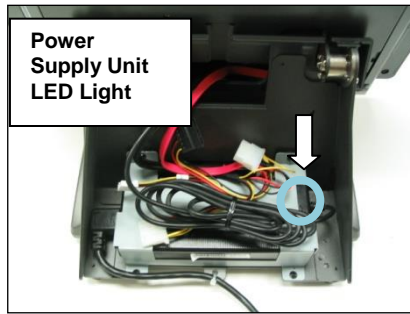
I/O Ports



Power Supply Unit (AC Adapter)



Part Number	Description	Illustration
"STLH-PSFSP1501"	<p>Dimension: 171mm x 40mm x 72 mm</p> <p>Output DC Cable Length: 1.8m</p> <p>Power LED : YES (blue)</p> <p>Power Input : AC 100-240V, 2A, 50-60Hz</p> <p>Power Output : DC Power 24V, 5.0A</p> <p>Max Power : 150W</p>	<div></div>



Common Add-on Peripherals:

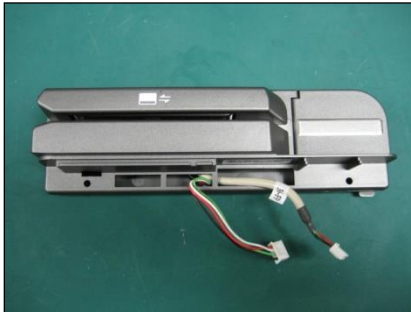
MSR (Magnetic Card Reader)

Magnetic card reader, Track 1-2, Keyboard Wedge.

Part Number: 46B-D21000



MSR (Magnetic Card Reader) and/or Fingerprint Reader



Part Number: 46B-D21F01

Customer Display

Integrated Rear Customer Display

Part Number: 46B-RCRJ-XXX (XXX: Emulation)

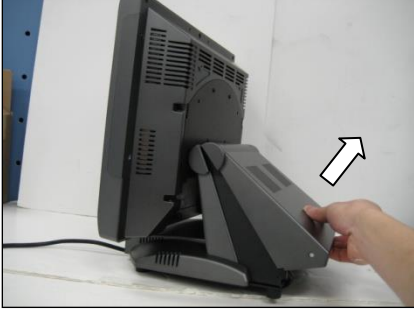


Chapter 2: Setting up PioneerPOS system

2.1 Connecting power

If your system comes with a base, you just need to locate the power cord and plug it to a surge protector or uninterruptible power supply (UPS) Unit.

[Caution] Do not plug in the unit directly into a wall outlet. Lightning or power surge may damage the system. Always connect the power through a surge protector or uninterruptible power supply (UPS) unit.



2.2 Connecting cables to I/O panel

1. Tilt the terminal, then remove one *Phillips M3 x 6 Big-Cap Black* (P/N: 10-S3006BB) screw.



M5



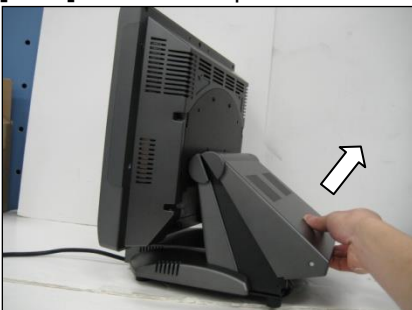
M7

2. Pull I/O Port Cover outward.

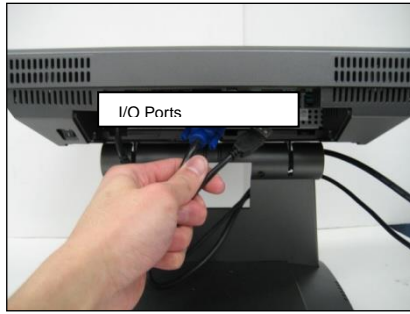


3. Gently pull the base back cover outward.

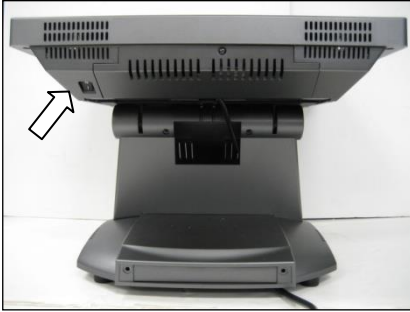
[Note] If there are optional screws at both sides of the base back cover, remove them.



4. Route cables of peripherals to the front.
5. Connect cables to respective ports.



6. Install I/O Panel Cover and Base Back Cover.
7. Press Power Switch to turn on the system.



2.3 Connecting network

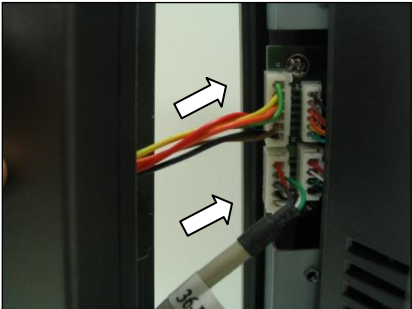
The LAN network port is located on the I/O Panel. StealthTouch-M5/M7 also comes with optional build-in wireless LAN.

2.4 Installing card reader and/or finger print reader (optional)

1. Remove 2 screws (see circles) to access port for Card/Finger Print reader.



2. Connect cables(s) to respective port(s)



3. Attached the reader to the main unit



4. Secure the readers with two *Phillips M3 x 14mm Big-Cap White* (P/N: 10-S3014BW) screws.

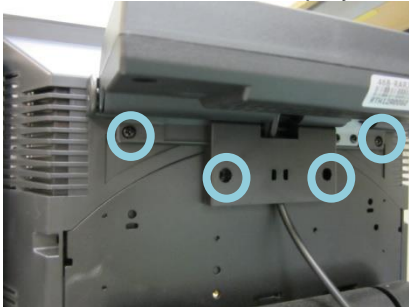


2.5 Installing customer display/rear display (optional)

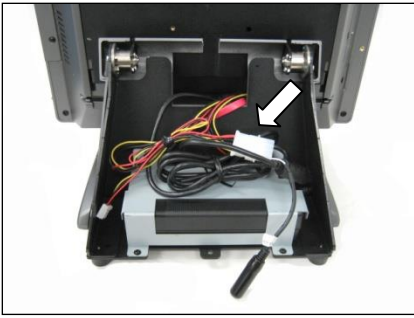
1. Tilt terminal, and pull the back cover upwards to open.



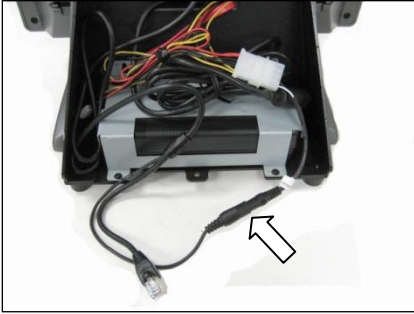
2. Install the rear display to the unit, secure it with four *M4 x 8mm Big-Cap Black* (P/N: 10-S4008BB) screws.



3. Connect the Ext DC Plug Power Cable 12V (P/N: 34-319-122155) to the Molex Connector of SATA & Molex 4-Pin Power Adapter (60CM) cable (P/N: 35-M5-319L60).



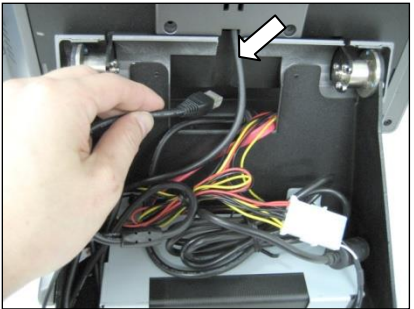
4. Connect the Ext DC Plug Power Cable 12V (P/N: 34-319-122155) to the connector on the Rear Display unit.



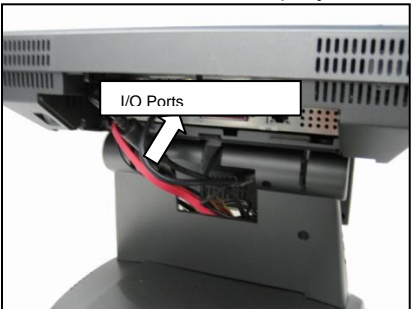
5. Tilt the unit and remove the I/O Panel cover (see arrow).



6. Route the Rear Display's cable to the front



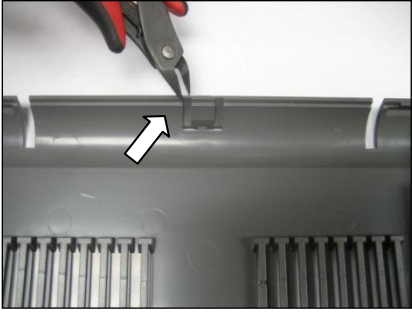
7. Connect the display's cable to COM port.



8. Install the I/O Panel Cover back and secure it with one Phillip M3 x 6 Big-Cap Black (P/N: 10-S3006BB) screws.



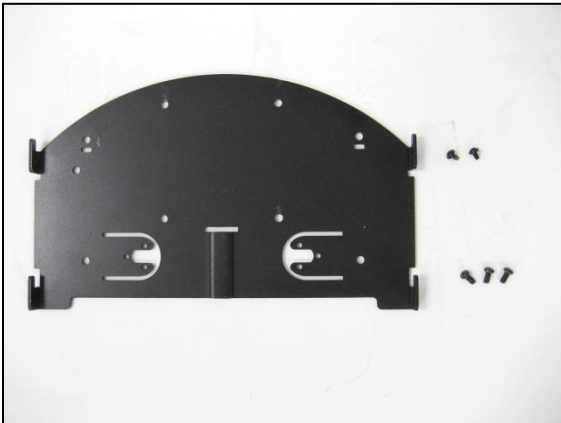
9. Cut the cable slot on back cover (see arrow).



10. Install back cover to the Base.



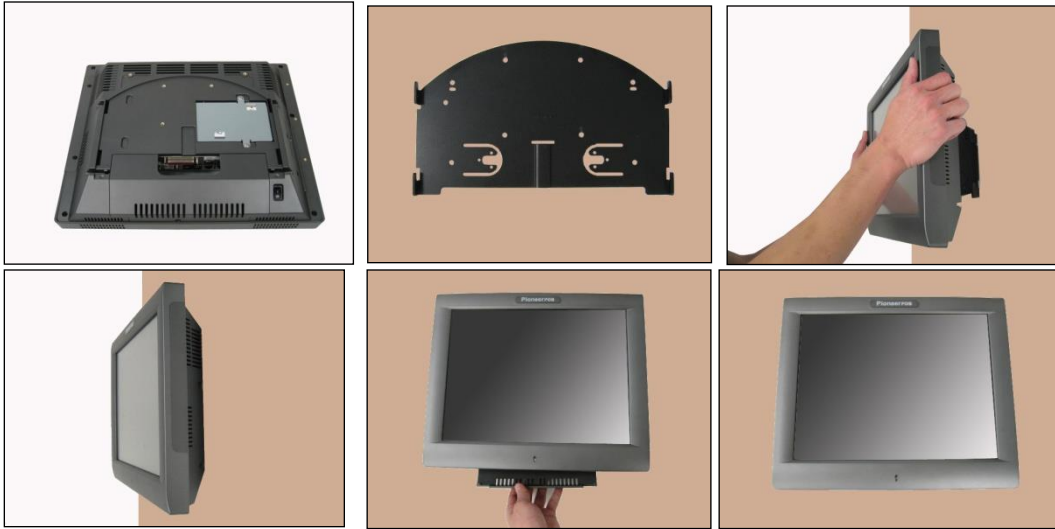
2.6 Installing wall mount/VESA mount (optional, for VESA 75 Pole only)



Package Overview:

- Wall Mount bracket [#16-M5-101] -----1 pcs
- 2. 3x6, Black screw [#10-S3006BB] -----2 pcs
- 3. 4x8, Black screw [#10-S4008SB] -----3 pcs

2.6.1 Wall mount



2.6.2 VESA 75 mount



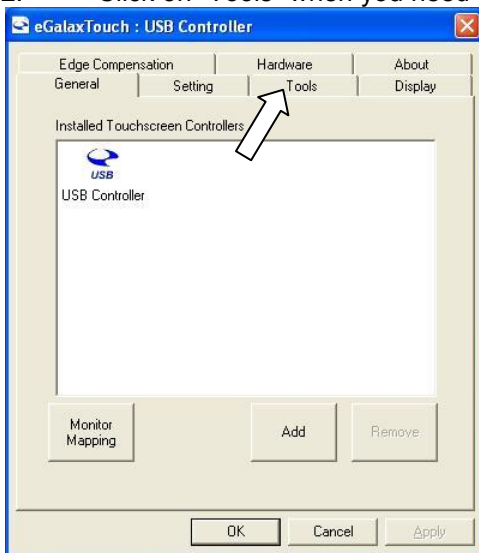
Section B: Using StealthTouch-M5/M7 system

Chapter 3: Touch screen panel

[Note] The instructions below ONLY apply for Resistive Type Touch Panel under Windows 7 operating system. For Resistive panel under Windows 8, see *GUI-PUB-054*. For PCAT type touch panel, it will not require calibration for either Windows 7 or Windows 8 OS.

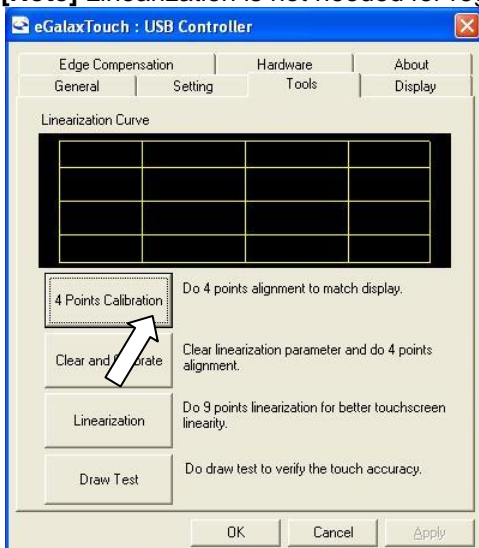
StealthTouch-M5/M7's Touch Screen can be operated with finger or soft stylus. If you have re-installed the driver software, you need to open TouchKit to re-calibrate the touch screen:

1. Go to Start -> All Programs -> eGalaxTouch -> Configure Utility.
2. Click on "Tools" when you need to calibrate.

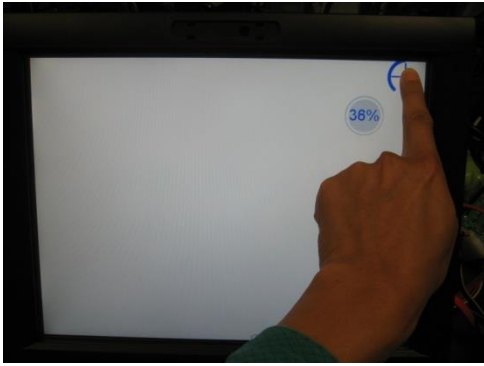


3. Perform 4 point calibration when you see the calibration screen. Use a touch screen stylus pen or your finger to touch each point for about 1-2 seconds until you hear a "beep" sound.

[Note] Linearization is not needed for regular use.



Picture: 4 point calibration screen

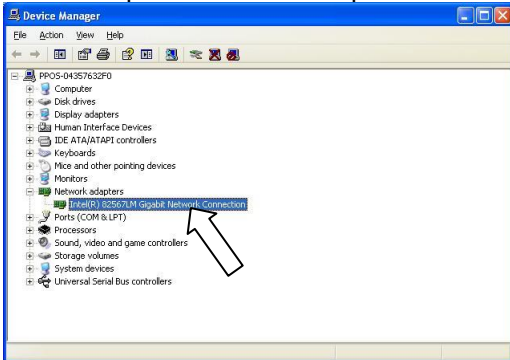


Chapter 4: Network

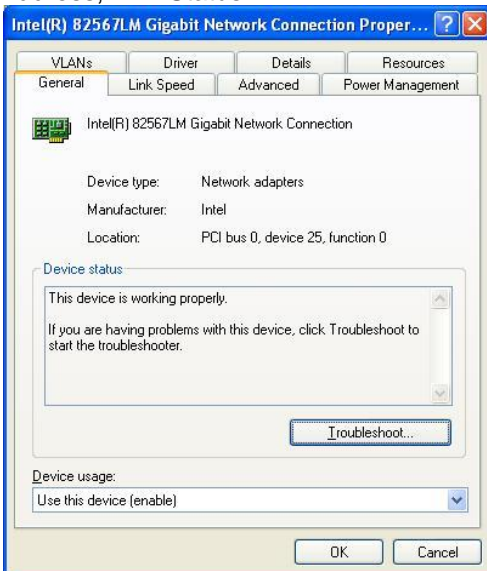
4.1 Wired network

Standard StealthTouch-M5/M7 comes with on-board Intel Network controller. For regular network usage, you just need to plug in the network cable and it should work. In case you need to check your network setting, you can follow the instruction below:

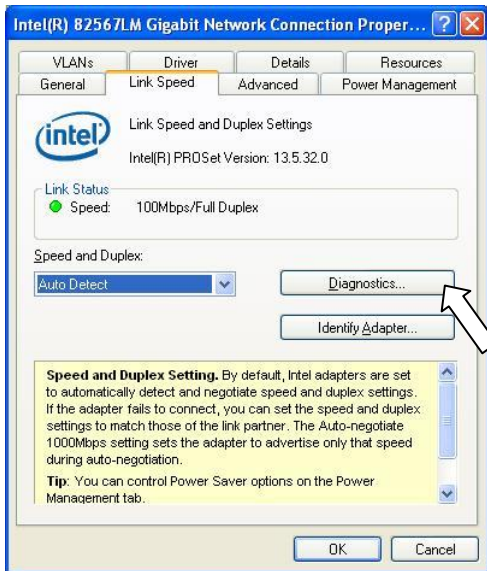
1. Start -> Control Panel -> System
2. Under “Hardware Tab”, select “Device Manager”
3. Expand “Network adapters” selection.



4. In “Intel 82567M Gigabit Network Connection Properties”, you can check items such as: MAC Address, IP Address, Link Status.



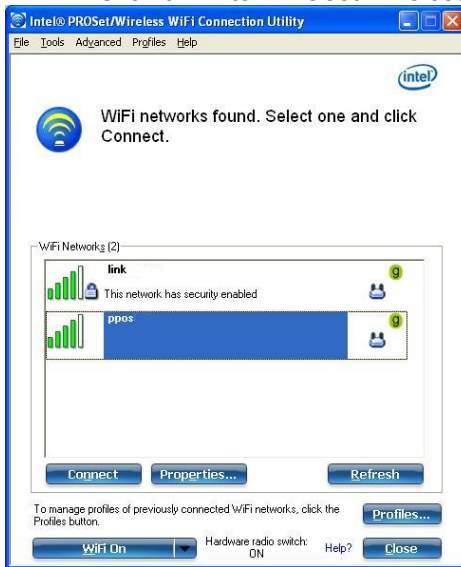
5. To perform Network Test and Diagnostic under the table “Link Speed”. Then, click on “Diagnostics”.



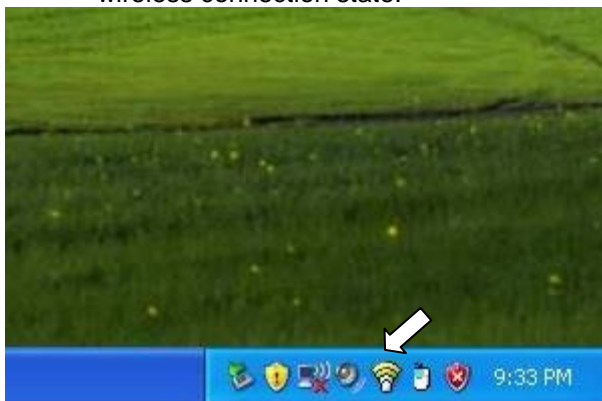
4.2 Wireless network

4.2.1 For system installed with Intel MiniPCI/MiniPCI-E wireless card

1. Go to Start -> Program -> Intel PROset Wireless.
2. Click on "Intel PROset Wireless" to setup wireless utility.



3. You can also access "Intel PROSet Wireless Utility" by double clicking the "Intel PROSet Wireless Utility" task tray icon on the notification area on taskbar (see picture below). The icon gives us visual indication of the current wireless connection state.



Chapter 5: Serial port (RS232, COM ports)

5.1 Serial port location and pin assignment

StealthTouch-M5/M7 comes with four RS232 Serial port on I/O Panel. The serial ports are using 8-Pin RJ45 connector.

Picture: Serial Port (RS232) Location

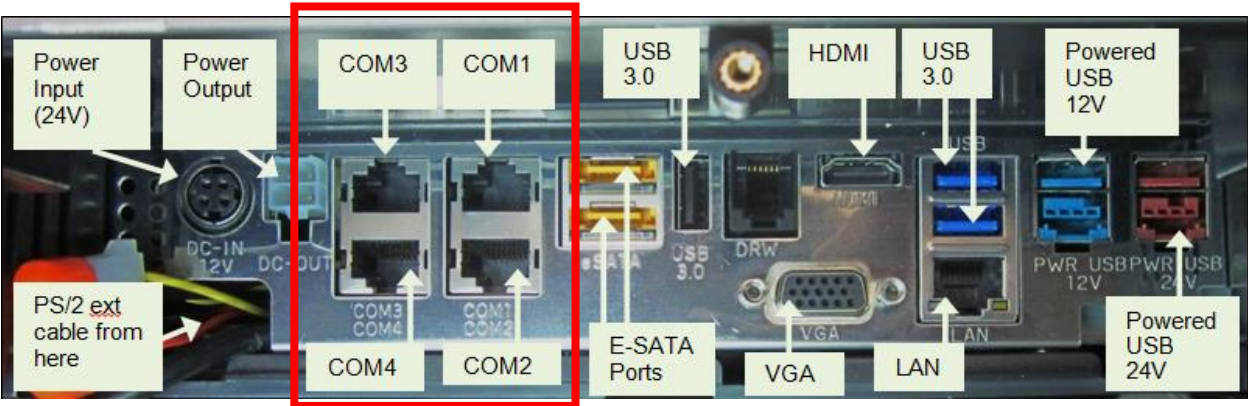
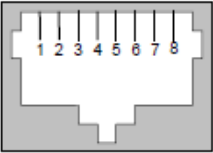


Table: Pin Assignment for RS232 Serial Port

		
PIN	Serial Port Signal	Description
1	DCD	Data Carrier detect
2	RX	Receive data
3	TX	Transmit data
4	DTR	Data Terminal Ready
5	GND	Signal Ground
6	DSR	Data Set Ready
7	RTS	Request to send
8	CTS	Clear to send

5.2 Using RJ45 to DB9 adapter with serial port/COM port


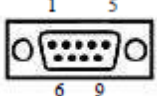
If you are using devices with DB9 Connector, you can use RJ45 to DB9 adapter. Please see picture below:

Picture: RJ45 Male to DB9 Male adapter (P/N: 30-326F)



Table: Pin assignment for RJ45 Male to DB9 Male adapter (P/N: 30-326F)

RJ45 Male	DB 9 Male
-----------	-----------

	
Pin 1	Pin 1 (Data carrier detect)
Pin 2	Pin 2 (Receive data)
Pin 3	Pin 3 (Transmit data)
Pin 4	Pin 4 (Data Terminal Ready)
Pin 5	Pin 5 (Signal ground)
Pin 6	Pin 6 (Data set ready)
Pin 7	Pin 7 (Request to send)
Pin 8	Pin 8 (Clear to send)
Pin 9	---

5.3 Power supplied by serial port/COM port

By default, COM Port 2 does not supply power. It can be set to supply +5V or +12V power by modifying jumper setting on Jumper COM2_DCD and COM2_RI on the System Board. Please see table below for setting of these two jumpers. Power will be available on Pin 1.

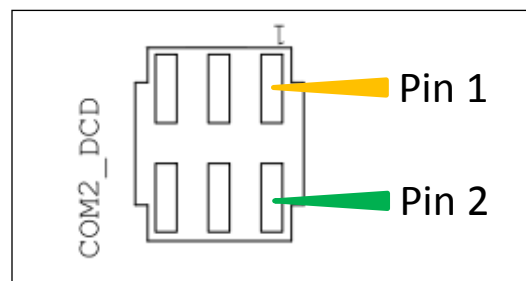
[Warning] If COM Port 2 is set with power, users shall not plug in other devices to that port. Failure to do so may result in damages on connected devices.

COM2_DCD: COM2 DCD Jump setting

Connector: HEADER 2X3P G/F 2.0MM BLK S/T

Jumper: MINI JUMPER 2P,2.0MM,F,SMT

1-2	12V
3-4	5V
5-6	DCD (default)

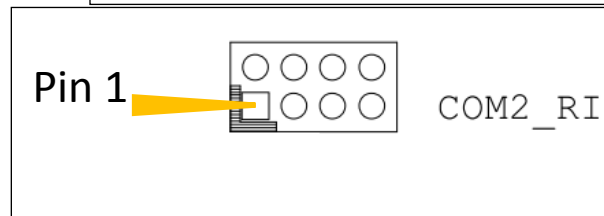


COM2_RI: COM2 RI Jump setting

Connector: HEADER 2X4P S/T,2.0mm,DIP

Jumper: MINI JUMPER 2P,2.0MM,F,SMT

1-2	12V
3-4	5V
5-6	RI2#
7-8	GND (default)



[Note] Call PioneerPOS tech support at 909-468-9757 or email support@pioneerpos.com for detail info on how to make changes.

Section C: Using StealthTouch-M5/M7 accessories

Chapter 6: Using Customer Display/Rear Display (optional, part number “46B-RCRJ”)

Unless specified, standard Rear Display/Customer Display shipped from PioneerPOS is set to **AEDEX** protocol by default.

6.1 Protocol/emulation supported

Pioneer POS rear display/customer display supports a few different protocols. The supported protocols are:

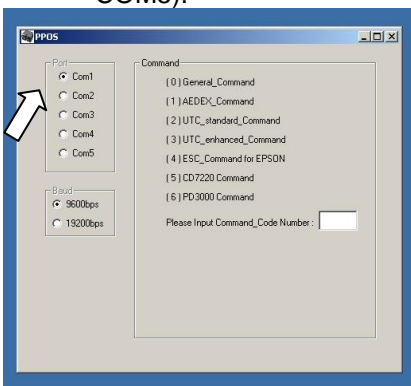
- **General**
- **AEDEX**
- **UTC standard**
- **UTC Enhanced**
- **Epson**
- **CD7220 (CD5220-II)**
- **PD3000**

6.2 Reprogram rear display protocol/emulation

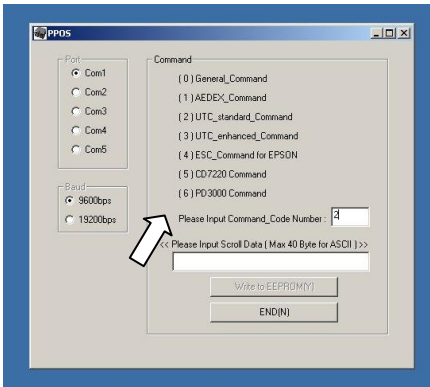
Please obtain the utility to reprogram Rear Display Protocol by contacting PioneerPOS Technical Support.

If you need to re-program the rear display firmware, you may connect the display to COM1/COM2/COM3/COM4 or COM5. After that, run the “PPOSx.EXE” (x stands for version number, for example: “PPOS4.exe”) utility. Please follow the steps below when after PPOS program is loaded:

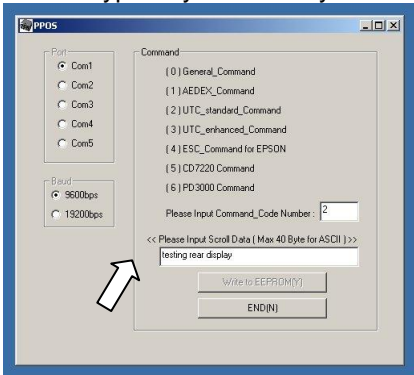
1. Enter the Com port that is connected to your rear display (You can choose COM1, COM2, COM3, COM4, or COM5).



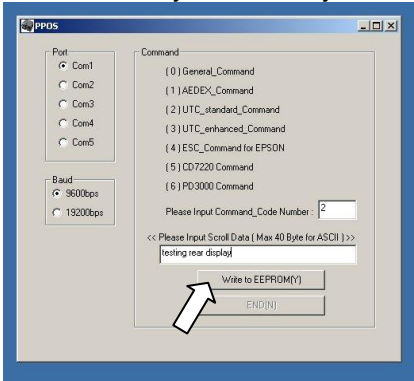
2. Please input Command code number for the protocol that you wish to change to at the text filed after the line “Please Input Command Code Number”.



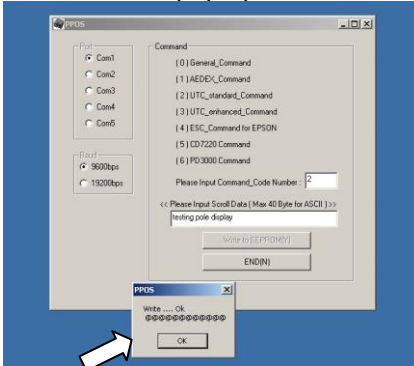
3. On the next field, “Please Input Scroll Data (Max 40 Byte for ASCII)”, you may leave the field blank or you can type any sentence you would like for the scroll data.



4. When you are ready, click “Write to EEPROM(Y)”



5. A new pop up window will show up. The new emulation is being written to the rear display.



6. You may now verify the new emulation by viewing at the Rear Display.

Section D: Solving problems

Chapter 7: Before working on your system

Before performing repairing/replacement procedure, please make sure that you read the safety information with each system or part. Below are some information that is important to your safety and your system's safety:

[Note] Only authorized technician trained by PioneerPOS should repair this system. Damage due to servicing not authorized by PioneerPOS is not covered by your warranty. Do not try to repair at the component level such as Printed Circuit Board (PCB), LCD Panel Unit, Inverter board, or Power Supply unit because it may cause safety hazard. Modification of PCB such as motherboard may void the warranty that came with the component and the system.

7.1 Record keeping

1. Keep a paper to record of serial number/part number of units and any changes you made.
2. If you see an error message, write down the exact message on a piece of paper.
3. If you have a digital camera, take a picture of the error message on the system. Some issues may be intermittent.
4. Use a digital camera to take a picture before disassembling the system or removing parts. You will be able to see how the cables are routed. Record the existing jumper setting and connector settings on your system.

7.2 Protecting your own safety

1. Unplug power from AC power source if you need to disassemble the system.
2. Protect your own safety with insulating glove.
3. **[Warning]** To prevent electric shock, DO NOT open up Power Supply Unit, CRT Monitor Unit.

7.3 Protecting your data

1. Make sure that you have backed up important data. You may also create a backup image of your system.
2. You may back up important data on a USB Memory Drive.
3. If you have important system settings such as password, make sure you keep your password in a safe place.

7.4 Removing power source

1. Remove power source before you try to remove any parts.
2. Turn off the system and unplug the power from the wall.
3. Remove any attached device with power connected to them such as LTP Printer, USB Hubs.

7.5 Electrostatic discharge (ESD)

1. **[Caution]** Electrostatic discharge (ESD) could permanently damage the electronic components in your system.
2. Always ground yourself with a wrist grounding strap.
3. Periodically touch an unpainted metal surface to avoid electrostatic discharge.

7.6 Handling cables and connectors

When you need to disconnect cables at COM Port, LAN port, LTP port, VGA port, Power Connector, or connectors on MSR, do not pull the cable itself. Please remove the connector from the socket carefully. If they have a locking tab (LAN port, COM Port), press and hold the plastic locking tab while removing the connector.

When removing the connector on motherboard, look for the location of "Pin1". Make sure that you put the connector back with the same way before removing it to avoid short circuit. You may take a picture of the original connectors with a digital camera before removing it from the System Board.

7.7 Handling components

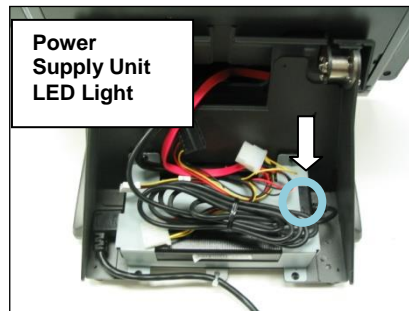
When handling CPU, memory, or hard drive, do not touch the connection surface. Hold the component by its edge and do not hold the contact part.

Chapter 8: StealthTouch-M5/M7 System Problems

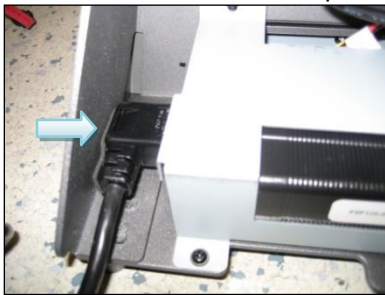
8.1 No power

Problem description: System could not turn on (no POST screen, System Power Indicator LED is off, no sound from Fan or Hard Drive).

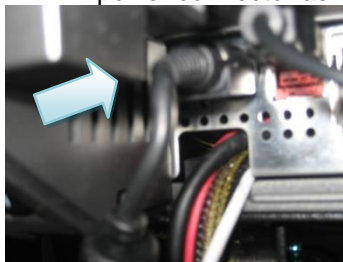
1. Make sure that the power cord coming out from the system is plugged in to the power source (electrical outlet). By pass power strips or power extension or UPS (Uninterrupted Power Supply) to verify that the system turns on. Verify that the electrical outlet is working by connecting it to equipment such as a radio.
2. Check if the LED light on Power Supply Unit is on. If it is not on, double check the connection of power chord to the Power Supply Unit.



3. Make sure that the power cord is plugged in to the power supply block completely.



3. Check if you have the right power adapter. Power adapter part number are *STLH-PSFSP150* or *STLH-PSFSP120*.
4. Make sure that the power connector is plugged in to the power port on I/O panel. Unplug and re-connect the power connector as required.



5. A defective hard drive may cause the system to not be able to boot. Please refer to "Hard Drive Issue"

8.2 "Invalid System Disk" message

Problem description: While the system is booting, you receive the following error message:

Invalid System disk
Replace the disk, and then press any key

1. Double-check the Boot Device Priority under Boot Option in BIOS setup utility.
2. Double-check if connectors on hard-drive are connected properly.
3. The system may be infected with a boot-sector virus. Run a virus check on the hard drive.

4. You may also check if hard drive is detected by pressing F11 when the system is booting up. Make sure that the main hard drive is shown in "Select Boot Device" screen. If hard drive is detected, please try reinstalling or re-imaging O/S to the hard drive.

8.3 System keeps restarting

Problem description: System keeps restarting by itself

1. If the system keeps booting to windows and keep restarting by itself, please check if you have a virus on the system. You may replace another hard drive. Then, you may check for viruses on the original hard drive.
2. If the system keep restarting before it is able to load Operating System, please check if power supply unit is working. If you have another spare power supply unit, please test the system with a spare power supply unit.

8.4 System is on but there is no display on LCD monitor

Problem description: You can hear system boots to OS successfully. You could hear "beeps" when you touch the touch screen panel. The System Power Indicator LED is on. However, the LCD has no display.

1. Please shut down the system and restart the system again.
2. If you could see POST Screen, the problem may be caused by improper setting in Display Driver. Follow the following steps to get into Window's "safe mode" to uninstall display driver.
 - a. You could switch off the system manually by pressing the on/off button.
 - b. After that, turn on the system again. Start tapping the F8 key repeatedly.
[Note: Sometimes computer may display a "keyboard error" message if you begin tapping the F8 key too early. To resolve this issue, please restart the system and try again.]
 - c. You will see a screen with "Windows Advanced Option Menu" with dark background after the boot up screen.
 - d. Please select "Safe Mode" option by using the up/down key
 - e. Then, select "Microsoft Window XP Professional" or your installed Windows operating system if you are given a choice.
 - e. Login to Administrator or any user to get on to Desktop.
 - f. Click "Yes" when you see a Warning Box with message "Windows is running in safe mode..."
 - g. You are now in Safe Mode.
 - h. Please uninstall VGA driver in by uninstalling VGA driver from "Add/Remove Programs" or remove VGA driver from Device Manager.
 - g. Restart the computer and re-install VGA driver again.
3. If you could not see POST screen, try to connect an external monitor to the VGA connector on I/O Panel. If you could see display from external monitor, the problem could be caused by defective inverter board or LCD. Please contact PioneerPOS Technical Support.

8.5 Software or POS application/program stops responding

Problem description: Certain running program/POS application stops responding. Operating system is still working.

1. Please contact your POS application or program technical support if they freeze up periodically and everything else are working.
2. You may use a keyboard and press <ctrl><alt><delete> to go to "Windows Task Manager".
3. Click on "Applications" tab.
4. Select the program that is not responding.
5. Click "End Task". Please understand that when a program stops responding, any work that has not been saved will may be lost when we end a program using task manager.

8.6 Operating system not responding/solid Blue Screen with error message

Problem description: Operating system not responding to touch. You may see a solid blue screen with error message sometimes.

1. If the computer stops responding with finger touch, double-check if the problem is caused by touch panel issue. Try to plug in a USB mouse or keyboard to see if you get the system to work. If you verify that it is Touch Panel issue. Refer to the section “Touch Panel: Touch Panel not responding to finger touch”.
2. Use a digital camera or pen to record any error message. Then, press and hold the power switch for at least 5 seconds. This will shut down the system. Please understand that when a program stops responding, any work that has not been saved will may be lost when we shut down the system.
3. Restart the computer again.
4. A bad sector on hard drive may cause system to freeze or “Blue Screen” if you are using Windows. Try to use Windows Check Disk to check if your system has a bad sector.

To further diagnose the issue, you may install hard drive's utilities depending on the brand of the hard drive in the system. For example, if you are using Western Digital hard drive, you may use “Data Lifeguard Tools” available at Western Digital Support Website.

Note: PioneerPOS uses Western Digital brand WD Blue series for HDD on Stealth series product. For problem on SSD, contact PioneerPOS Tech Support for troubleshooting process.

Western Digital: Western Digital Data Lifeguard Tools for Windows/Dos
<http://support.wd.com/product/download.asp?groupid=606&lang=en>

If you found bad sector on the hard drive, please contact PioneerPOS Technical Support for replacement of hard drive with correct technical spec.

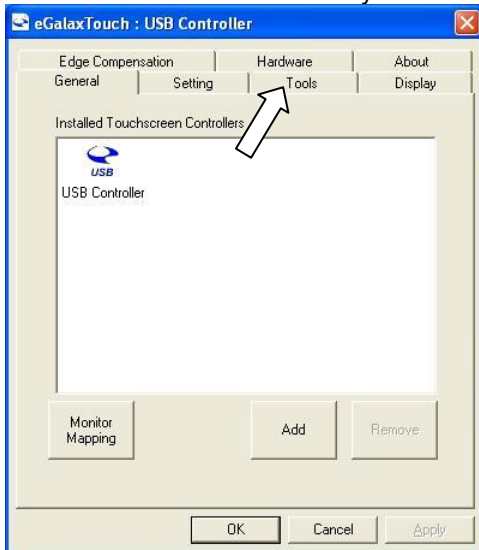
8.7 Touch panel: Touch position is not accurate

Problem description: Touch position is not accurate.

Note: Only applicable to Resistive type panel. For PCAP, contact PioneerPOS tech support.

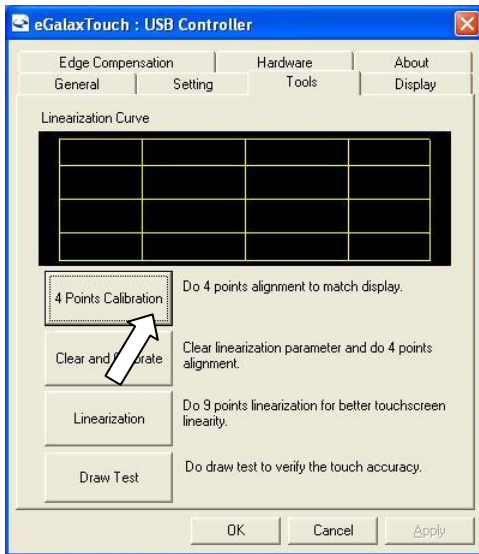
If touch position is not accurate, then try launch Touckit utility to re-calibrate by following the steps below:

1. Go to Start -> All Programs -> eGalaxTouch -> Configure Utility.
2. Click on “Tools” when you need to calibrate.



3. Perform 4 point calibration when you see the calibration screen. Use a touch screen stylus pen or your finger to touch each point for about 1-2 seconds until you hear a “beep” sound.

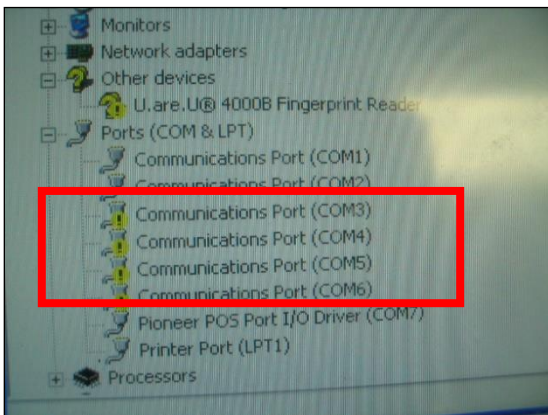
[Note] Linearization is not needed for regular use.



8.8 Touch Panel: Touch panel not responding to finger touch

Problem description: The cursor on Windows is not activated by finger touch.

1. Try to use a keyboard/mouse to test if the system has lockup problem (system stops responding). If you are able to use keyboard/mouse to move the cursor, go to step 2. If you are not able to use mouse/keyboard to activate cursor, the system may have lockup problem. Restart the computer again.
2. Be sure that Touch adapter is detected in touch utility. If touch adapter not detected, press Add on the Touchkit utility screen to add touch adapter.
3. Re-install Touchkit utility driver. TouchKit utility driver can be downloaded from PioneerPOS.com.
4. Since Touch Panel Controller is controlled by Serial Controller on System Board, defective Serial Controller may cause problem on Touch Panel. Please double-check device manager to see if you are having problem on COM Ports. If COM Ports are having problem, you will see yellow exclamation mark in device manager under "communication ports".



8.9 Touch panel: Cursor always stay on the edge of the screen

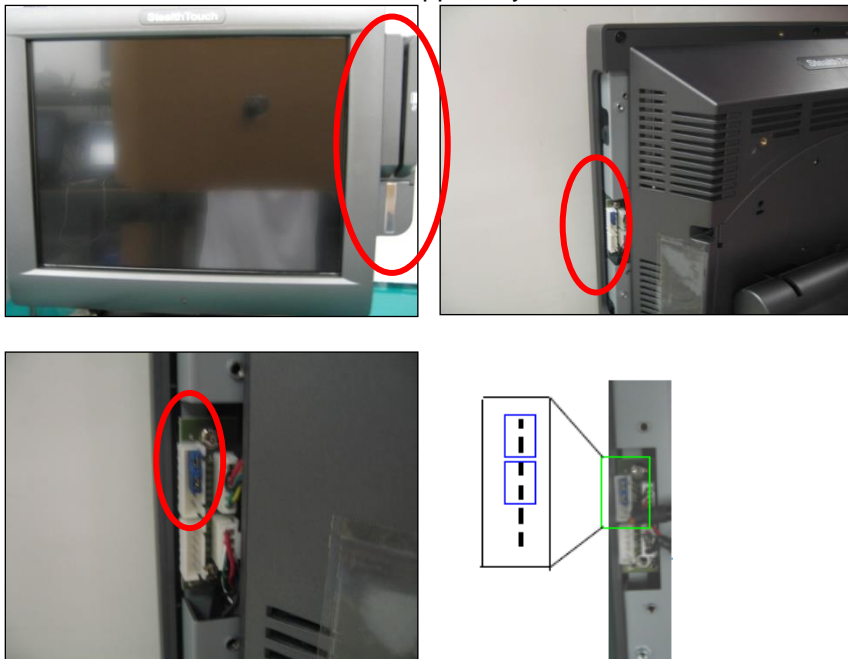
Problem description: The touch active area on one side of the screen is pressed.

1. Check for any dirt/dust accumulation on the side of the screen; otherwise re-adjust the touch screen panel.
2. Make sure the active area around the touch panel is not pressed/touched by other objects.

8.10 PS/2 keyboard issue

Problem description: PS/2 keyboard not responding.

1. Try to replace the original keyboard with a different keyboard to make sure that the issue is not caused by a defective keyboard.
2. Since the data from the keyboard passes through MSR, a defective MSR will cause the keyboard to have problem. You may detect this problem by removing MSR and then put 2 jumpers to the top 4 pin. Please contact PioneerPOS Technical Support if you have a defective MSR.

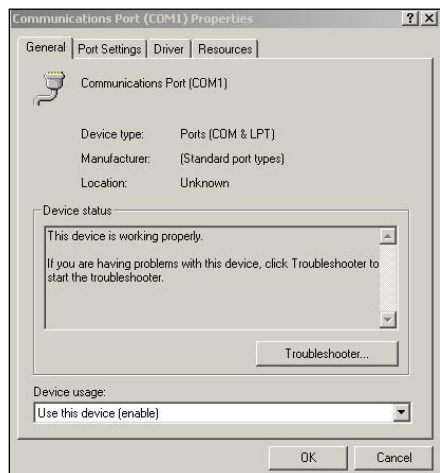


[Caution] If you put the jumper to the wrong pin, it might restart the system.

8.11 COM port/serial port issue

Problem description: COM port/serial port device not responding

1. Check the connection of the device. Make sure the device is connected to the appropriate port.
2. Check if the particular port is currently being used by other program/printer.
3. Test the COM port with generic printer under Windows.
4. Under Device Manager make sure there is no IRQ address conflict



8.12 LTP port issue

Problem description: LTP port device not responding

1. Check the connection of the device.
2. Make sure that the device is connected to the appropriate port.
3. Check if the particular port is being used by other program (make sure that no two printers are using the same port).

8.13 Built-in speaker issue

Problem description: No sound from built-in speaker

1. Adjust the Windows volume control by clicking the speaker icon in the lower-right corner of your screen. Be sure that the volume is turned up and that the volume control is not set to "mute".
2. Built-in speaker is optional. Check the part number on the FCC label on your system to see if your system is configured with built-in speaker.
3. Try to re-install sound driver.

Chapter 9: StealthTouch-M5/M7 Accessories Problems

9.1 Magnetic Stripe Reader (MSR) issue

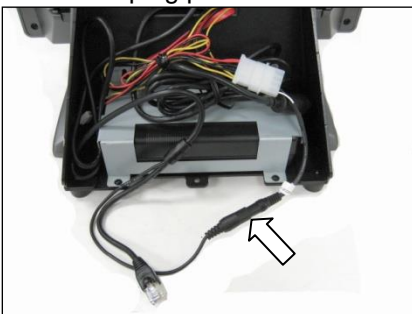
Problem description: Magnetic Stripe Reader (MSR) cannot read cards.

1. Verify the issue by trying to swipe MSR with a different card. Sometimes, the issue may be caused by a defective card.
2. Open notepad program and swipe the card in notepad program to test the card. If you still could not read the card, go to step 3.
3. Apply keyboard patch, visit below link to download keyboard patch.
<http://www.pioneerpos.com/download/kbdpatchxp.zip>
4. Uninstall the MSR from the system and re-plug it.

9.2 Rear Display (Customer Display) issue

Problem description: No display on Rear Display, Rear Display does not display correct message

1. Unplug power from Rear Display and re-connect power again. Check if there is any display on the Rear Display.



2. Make sure that the RJ45 COM port/serial port connector coming out of Rear Display unit is fully inserted to the correct COM Port.
3. Make sure that the POS application/software setting is set to use the correct com port.
4. Refer to **Chapter 8: Using Customer Display/Rear Display (Optional, Part Number "46-RxRJ" only)** if you need to change the type of emulation on the Customer Display/Rear Display unit.

9.3 Bar Code Reader issue

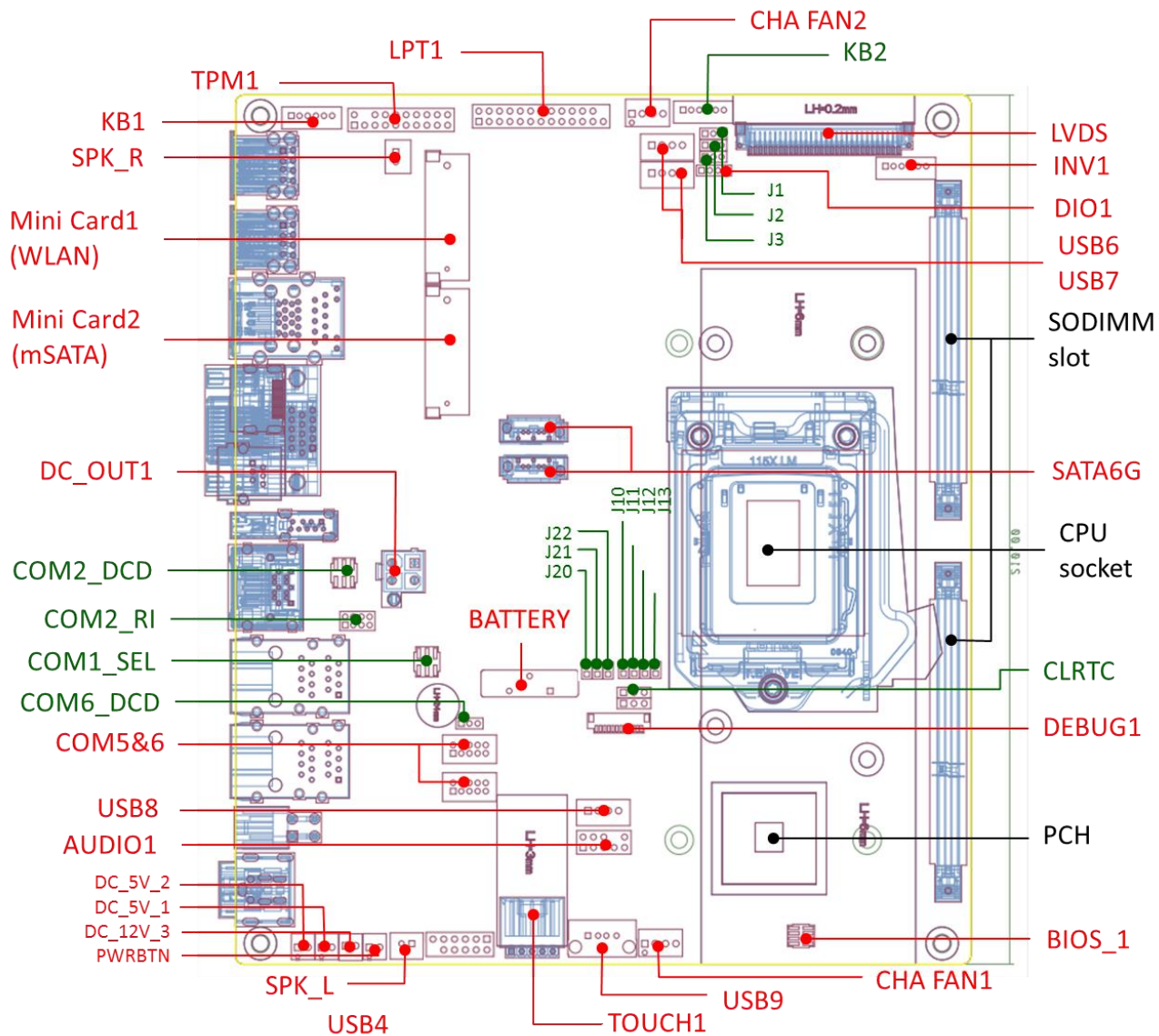
Problem Description: Barcode reader not working

1. Make sure that keyboard terminator is connector to PS/2 connector located on I/O panel



Section E: System Board description

Chapter 10: System Board Layout



Chapter 11: System Board Jumper Settings

(Highlighted item indicates factory default setting)

WARNING:

This section is written for **TECHNICALLY QUALIFIED PERSONNEL ONLY**. Modifying jumper setting to other than manufacturer default setting may result in damages of device. PioneerPOS will not be responsible for loss and damages on StealthTouch terminal and any other devices due to user modification. Call 909-468-9757 or email support@pioneerpos.com for help.

J1: LCD voltage setting

Connector: HEADER 1X3P,S/T,2.0mm,DIP

Jumper: MINI JUMPER 2P,2.0MM,F,SMT

1-2	5V	
2-3	3V	(default)

J2: INVERTER voltage SEL

Connector: HEADER 1X3P,S/T,2.0mm,DIP

Jumper: MINI JUMPER 2P,2.0MM,F,SMT

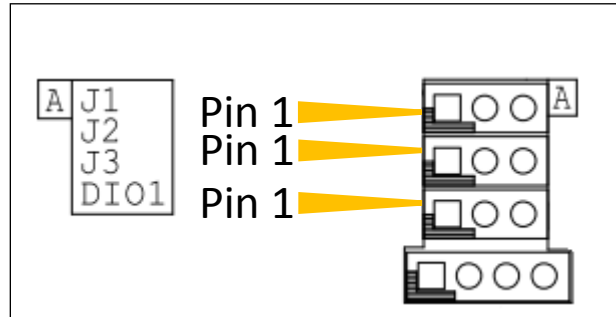
1-2	12V	(default)
2-3	5V	

J3: INVERTER control SEL

Connector: HEADER 1X3P,S/T,2.0mm,DIP

Jumper: MINI JUMPER 2P,2.0MM,F,SMT

1-2	DC control	(default)
2-3	PWM control	

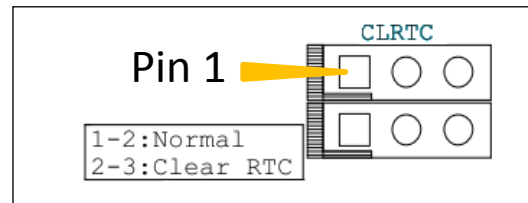


CLRRTC

Connector: HEADER 1X3P G/F S/T 2.54MM CHARL

Jumper: MINI JUMPER 2P 2.54MM CLOSE C-S

1-2	Normal	(default)
2-3	Clear CMOS	

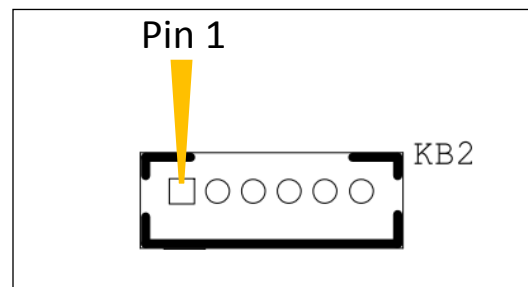


KB2: KB/MS signal by pass to KB1

Connector: HEADER 2X3P S/T,2.54MM,DIP

Jumper: MINI JUMPER 2P,2.0MM,F,SMT

1-2	KB2
3-4	KB2

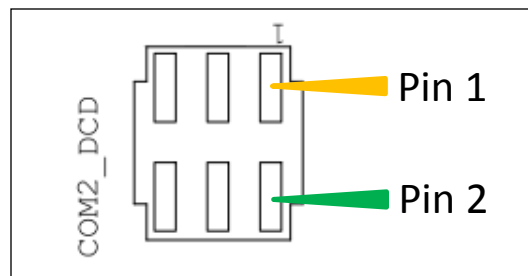


COM2_DCD: COM2 DCD Jump setting

Connector: HEADER 2X3P G/F 2.0MM BLK S/T

Jumper: MINI JUMPER 2P,2.0MM,F,SMT

1-2	12V	
3-4	5V	
5-6	DCD	(default)



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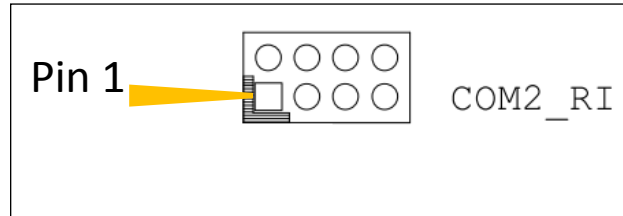
COM2_RI: COM2 RI Jump setting

Connector: HEADER 2X4P S/T, 2.0mm, DIP

Jumper: MINI JUMPER 2P, 2.0MM, F, SMT

1-2	12V
3-4	5V
5-6	RI2#
7-8	GND

(default)

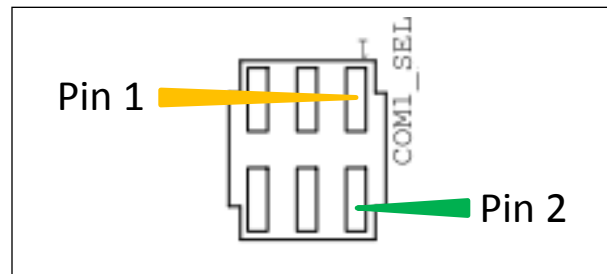
**COM1_SEL: RS232/RS422/RS485 Jump setting**

Connector: HEADER 2X3P G/F 2.0MM BLK S/T

Jumper: MINI JUMPER 2P, 2.0MM, F, SMT

NA	RS232
1-2, 5-6	RS422
1-2, 3-4	RS485

(default)

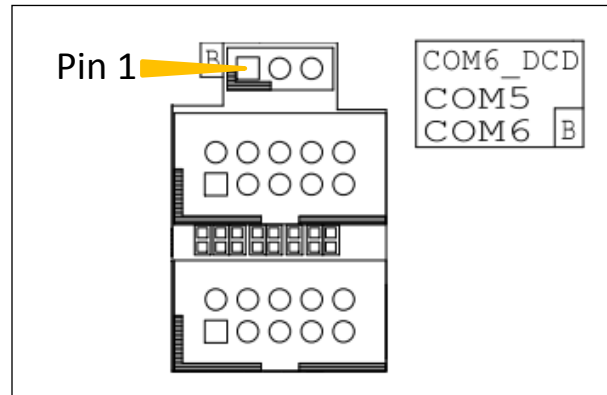
**COM6_DCD: COM6 DCD Jump setting**

Connector: HEADER 1X3P, S/T, 2.0mm, DIP

Jumper: MINI JUMPER 2P, 2.0MM, F, SMT

1-2	DCD6
2-3	3.3V

(default)



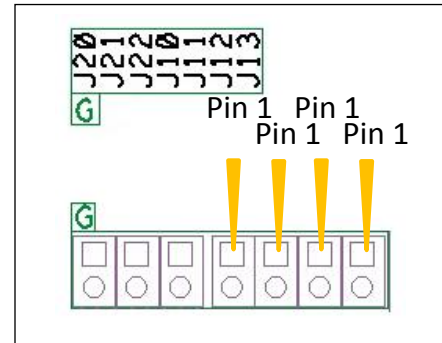
WARNING:

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J10-J13: Panel ID Selection

Connector: HEADER 1X2P,S/T,2.0MM DIP

Jumper: MINI JUMPER 2P,2.0MM,F,SMT



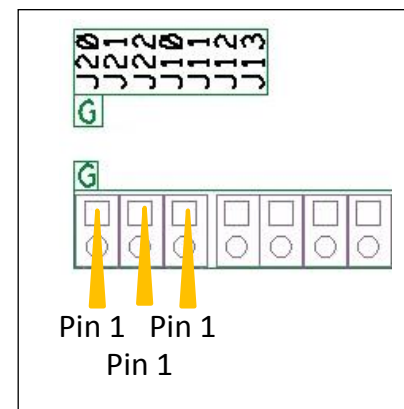
J13	J12	J11	J10	Panel type
Open	Open	Open	Open	640x480_18bit_60Hz
Open	Open	Open	Close	800x480_18bit_60Hz
Open	Open	Close	Open	800x600_18bit_60Hz
Open	Open	Close	Close	1024x600_18bit_60Hz
Open	Close	Open	Open	1024x768_18bit_60Hz
Open	Close	Open	Close	1024x768_24bit_60Hz (default)
Open	Close	Close	Open	1280x768_24bit_60Hz
Open	Close	Close	Close	1280x1024_48bit_60Hz
Close	Open	Open	Open	1366x768_24bit_60Hz
Close	Open	Open	Close	1440x900_48bit_60Hz
Close	Open	Close	Open	1600x1200_48bit_60Hz
Close	Open	Close	Close	1920x1080_48bit_60Hz
Close	Close	Open	Open	1920x1200_48bit_60Hz
Others				Reserved

J20-J22: Boot Display Device

Connector: HEADER 1X2P,S/T,2.0MM DIP

Jumper: MINI JUMPER 2P,2.0MM,F,SMT

J22	J21	J20	Boot display
Open	Open	Open	Auto (default)
Open	Open	Close	CRT
Open	Close	Open	HDMI
Close	Open	Open	LVDS
Others			Reserved



[End of document]