

Contents

Click on the page number to jump to the page.

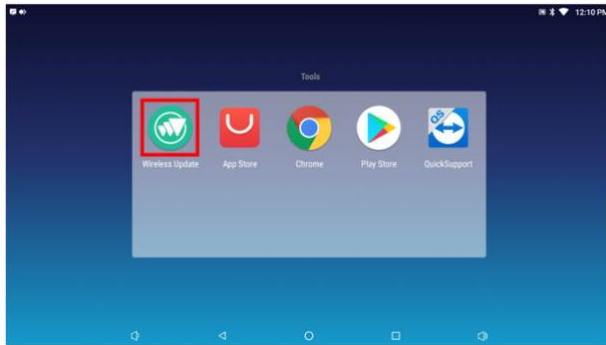
1. Screen (touch panel) Not Working/Flashing/Flickering	<u>2</u>
2. Main/Secondary Display Black Out	<u>3</u>
3. Printer Paper Jam/Printer Door Stuck (applicable for built-in printer model)	<u>4</u>
4. Unable to Print	<u>6</u>
5. Printer Upgrade Failed (applicable for built-in printer model)	<u>7</u>
6. Device Unable to Turn On	<u>7</u>
7. Battery Depleted Fast/Charging Slow	<u>7</u>
8. Device is Getting Slow/Not Responsive/System Freeze	<u>8</u>
9. Internet Wi-Fi Problem	<u>9</u>
10. Date and Time Keep Resetting/Restore Back to an Earlier Time?	<u>10</u>
11. Cash Box Cannot Open	<u>11</u>
12. Firebase Push Notification Type Only – No Notification	<u>12</u>
13. Others	<u>12</u>

Troubleshooting Guide for iMin Device

If you have run into issue with your iMin Device, read on for some of the common issues below:

Screen (touch panel) Not Working/Flashing/Flickering

1. Make sure software is updated to the latest version:
Go to **Wireless update->Check for updates**, install the new updates.

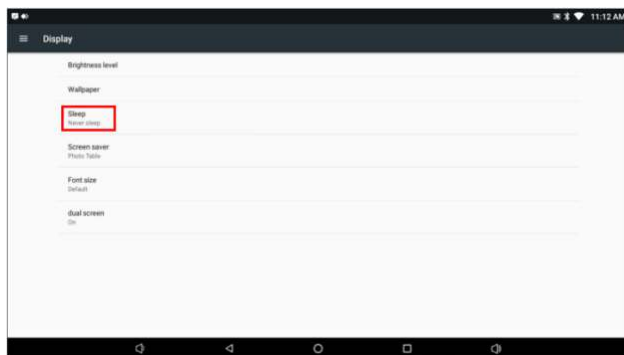
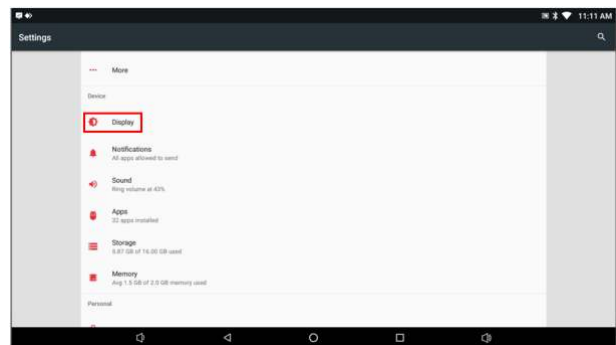
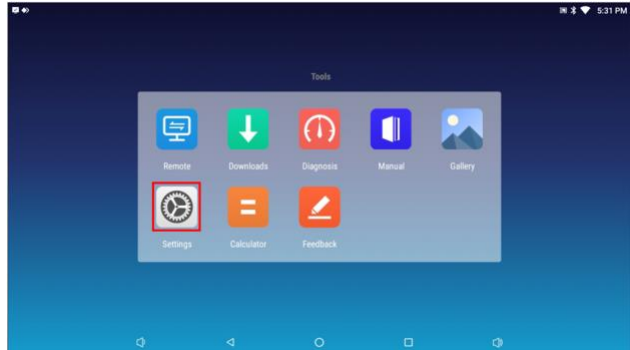


*iMin will release new updates regularly to ensure system is at optimum performance.
(if touch is inaccessible, may rely on external mouse/peripherals to navigate)

2. Restart your device, press the button power for 3 seconds, select **Restart** in the menu.
3. Switch off power source and turn on your device after a while (approx. 5 minutes).
4. Perform factory reset under the
Go to **Settings->Backup & reset->Factory data reset**.
5. If problem persist, please contact the respective product supplier or iMin technical support team, drop us a support ticket or email us at services@imin.sg.

Main/Secondary Display Black Out

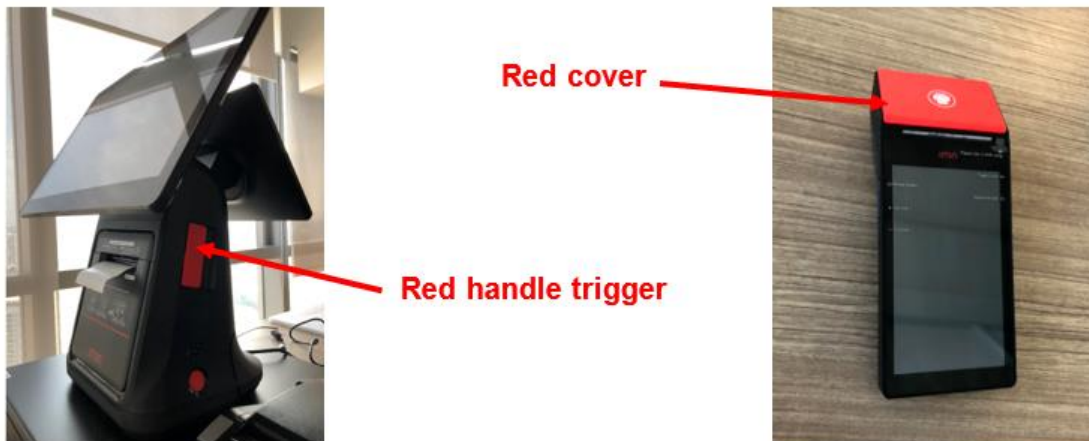
1. Check and make sure the power source are good and available.
2. Press the power button to bring up the screen display.
3. Check if there is screen off settings enabled, disable if necessary:
Go to **Settings->Display->Sleep**.



4. If persist, tilt the display to check whether the display is intermittently black out.
5. Check the cable connection by following the video link below:
Video link:
D3-subscreen https://iminsg-my.sharepoint.com/:v:/g/personal/vingseng_liow_imin_sg/EdbBWCFHbu9loDy5HZM8ixsB6h-g2sr8ZvryT9tcntSIXQ?e=FxJYZL
D4-main screen https://iminsg-my.sharepoint.com/:v:/g/personal/vingseng_liow_imin_sg/EVo7YR9tcZFFvIIRaJPiViMBwCnV1Ox2lbyU35D2BfwOg?e=OLH3vy
Sub-screen https://iminsg-my.sharepoint.com/:v:/g/personal/vingseng_liow_imin_sg/EXj8twSBbVpMok-CeACemSEB5qcJqdnoJBUE1Zhvi0vrNw?e=rWxJWR
6. If problem persist, please contact the respective product supplier or iMin technical support team, drop us a support ticket or email us at services@imin.sg.

Printer Paper Jam/Printer Door Stuck (applicable for built-in printer model)

1. Open the printer cover red handle trigger on right – D1w and D4, Red cover – M2.



2. If the printer door (for D1w and D4 model) is stuck, use the following steps:
- Switch off power source and turn on your device(for desktop D4), open the printer cover and remove the jammed paper.
 - If the previous step not working, open the printer cutter cover.

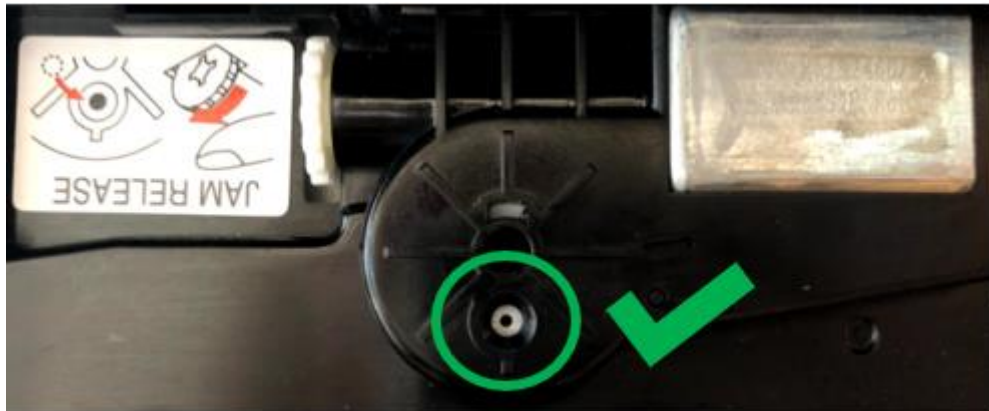


- iii. Turn the roller until the paper cutter is back to the original position by following the indication on the printer. Reinsert the printer cutter cover.

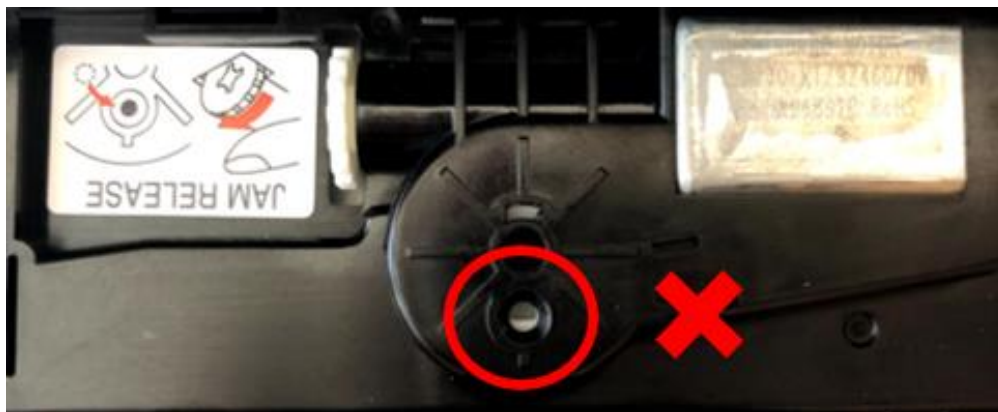


Refer pictures below:

- The correct indication



- The wrong indication



iv. Open the printer cover to remove the jammed receipt paper.

***Important:** do not use force open the receipt paper cover without turn back the paper cutter to original position, it will damage the internal component.

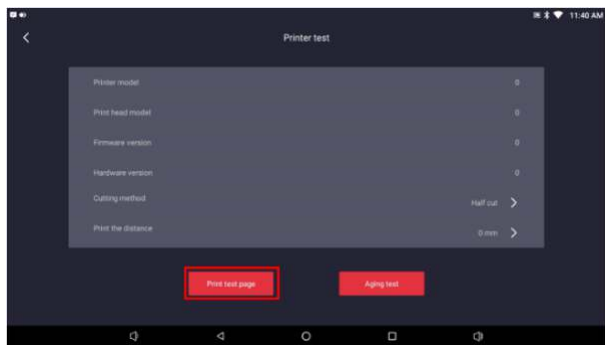
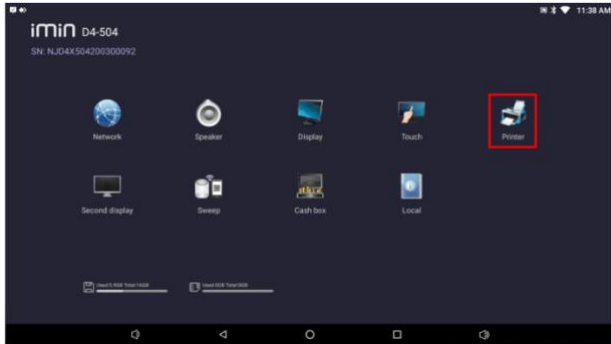


Video link: https://imin.sg-my.sharepoint.com/:v/g/personal/vingseng_liow_imin_sg/EVFoWNX5NIFLuEBEfg9zudsB_gjNnzaVli1mbVLxG-qWMw?e=sLGRkg

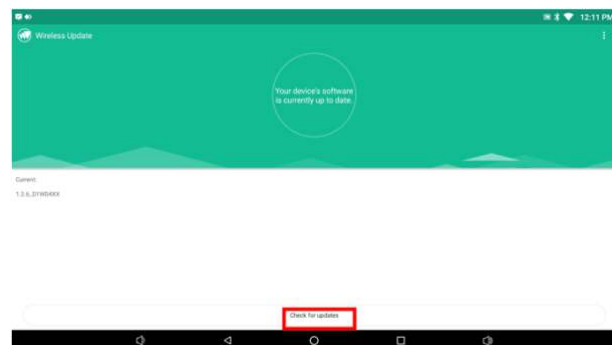
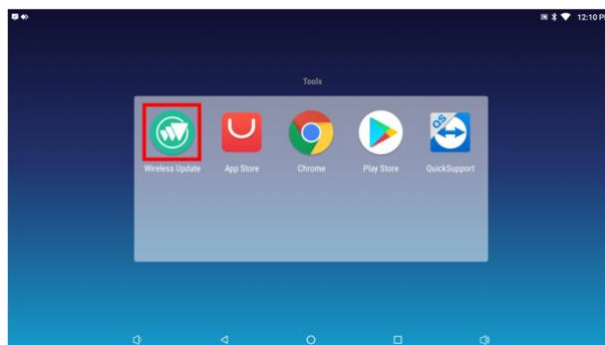
3. If problem persist, please contact the respective product supplier or iMin technical support team, drop us a support ticket or email us at services@imin.sg.

Unable to Print

1. Ensure there is paper loaded into the printer.
2. Check the printer cover and make sure is properly closed.
3. Check printer connection status through user software (if user software has this feature)
4. Perform print test to verify printer status:
Go to **Diagnostic->Printer->Print test page**.



5. Close all background software to make sure only user software is connected to the printer
6. Restart the software and print again, clear app cache if necessary.
7. Switch off power source and turn on your device again (for desktop D4).
8. Make sure the device has been updated to the latest version:
Go to **Wireless update->Check for updates**, install the new updates.



9. If problem persist, please contact the respective product supplier or iMin technical support team, drop us a support ticket or email us at services@imin.sg.

Printer Upgrade Failed (applicable for built-in printer model)

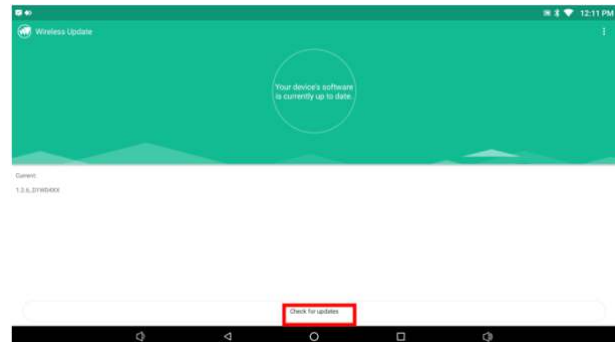
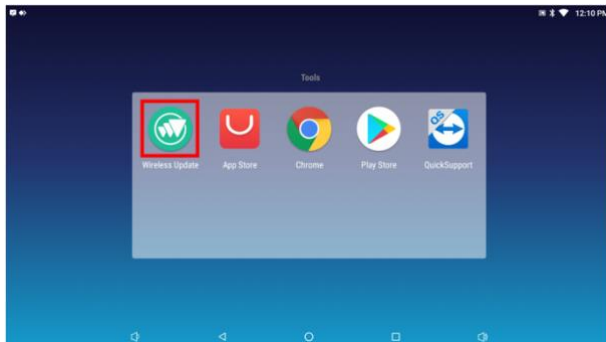
1. Ensure there is paper loaded into printer.
2. Restart device and wait for the update to process. (for M2 series)
3. Switch off power source and turn on your device again(for desktop D4).
4. Wait and do not operate the device until the update is completed.
5. If problem persist, please contact the respective product supplier or iMin technical support team, drop us a support ticket or email us at services@imin.sg.

Device Unable to Turn On

1. Check whether the power adapter connection is normal. For devices with their own batteries (D2pro or M2M series), you need to confirm the battery level. Please use the respective charger adapter to charge the device. It is best to charge it for 5 minutes before turning it on.
2. Press and hold the switch button for about 8 seconds to force the device on
3. Unplug and plug the power adapter and power on the device.
4. If problem persist, please contact the respective product supplier or iMin technical support team, drop us a support ticket or email us at services@imin.sg.

Battery Depleted Fast/Charging Slow

1. Make sure software is updated to the latest version:
Go to **Wireless update->Check for updates**, install the new updates.

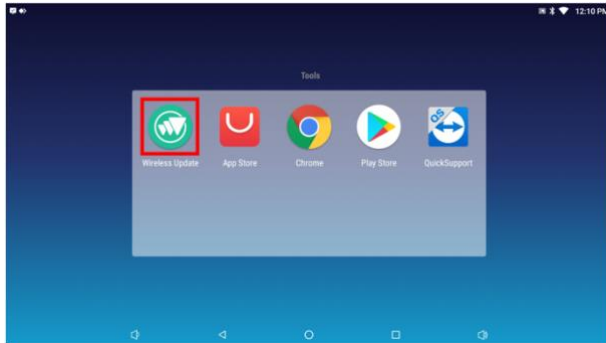


- *iMin will release new updates regularly to ensure system is at optimum performance.
2. Ensure the power supply source is stable, recommend charging the device with the power adapter provided by iMin.
 3. Turn off other background app while charging.
 4. If problem persist, please contact the respective product supplier or iMin technical support team, drop us a support ticket or email us at services@imin.sg.
[Battery usage up to 8 operational hours*, charging time is 3 to 4 hours for full charge, varies depends on application]

* experimental result by iMin R&D center

Device is Getting Slow/Not Responsive/System Freeze

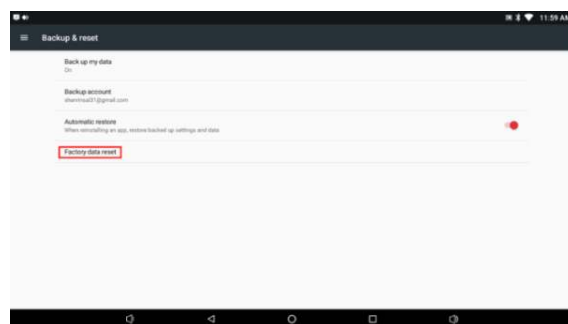
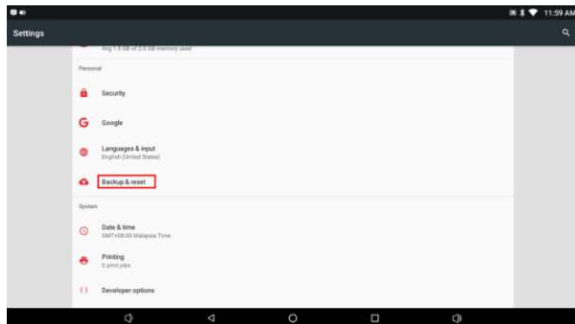
1. Long hold the power button for around 8 seconds to force shutdown the device.
2. Turn on the device, make sure software is updated to the latest version:
Go to **Wireless update->Check for updates**, install the new updates.



*iMin will release new updates regularly to ensure system is at optimum performance.

3. Cultivate good usage practice with normal on and off device, off device out of operational hours.
4. Restart the application software occasionally to clear up unnecessary cache consumption.
5. Manually clear software cached data.
6. Perform restart to the device.
7. Perform factory reset:

Go to **Settings->Backup & reset->Factory data reset**.

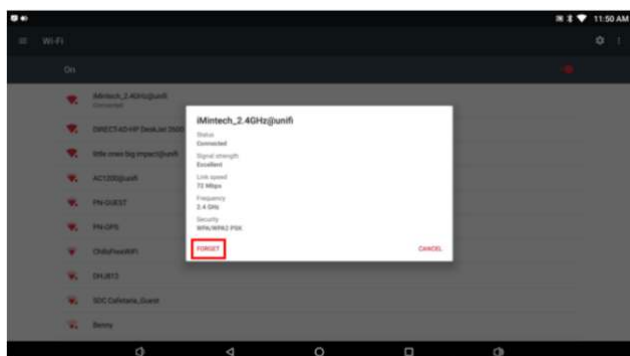
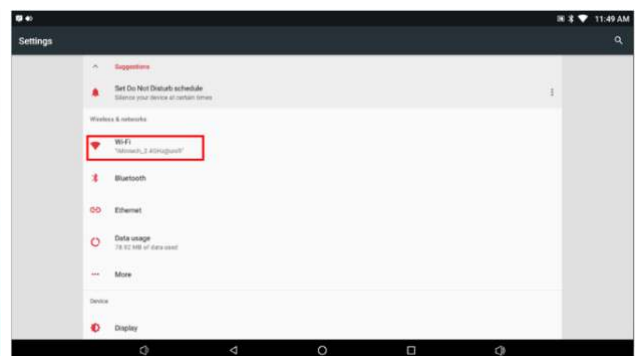
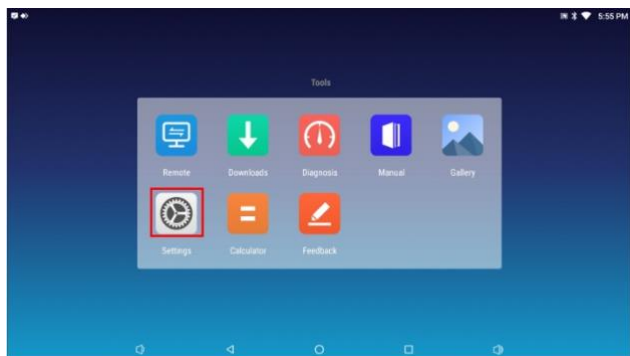


***Important:** caution factory reset will clear remove all the existing data, perform necessary backup if needed. Please proceed carefully.

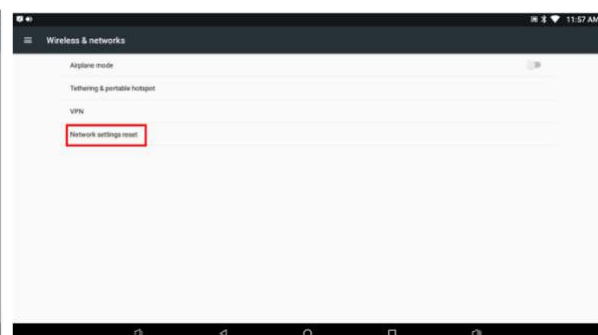
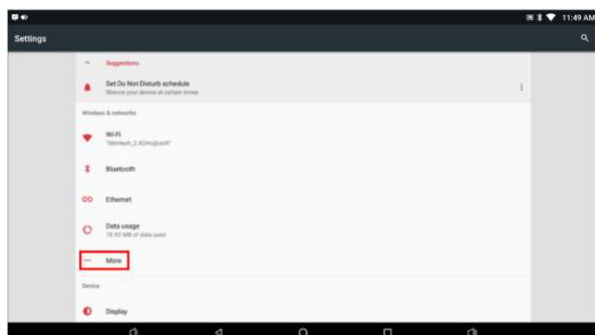
8. If problem persist, please contact the respective product supplier or iMin technical support team, drop us a support ticket or email us at services@imin.sg.

Internet Wi-Fi Problem

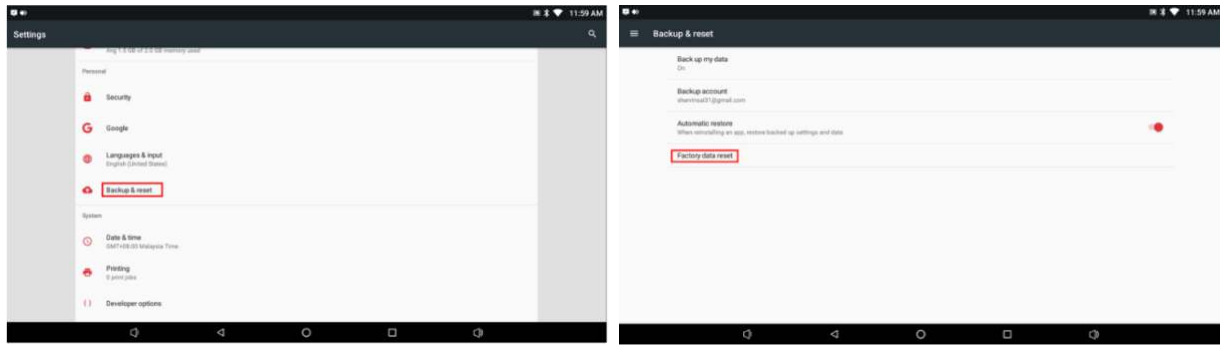
1. Make sure that your router is on and your device are discoverable.
2. Check for issues with your Wi-Fi network:
If able connect to a Wi-Fi network but cannot online, check your router cable connection. Try to connect the same network with other devices. If same symptoms using other devices, there might be a service outage. Contact your internet service provider for assistance.
3. Restart both your device and router.
4. Perform troubleshoot on the devices network settings.
5. Forget the network and reconnect the network:
Go to **Settings-> Wi-Fi->select the network and click Forget .**



6. Perform network reset and reconfigure the network setting:
Go to **Settings->Under Wireless & Network, click More...>Network settings Reset.**



7. Connects the device to other networks (eg. mobile hotspots or other WiFi networks)
8. Perform factory reset under the
Go to **Settings->Backup & reset->Factory data reset.**



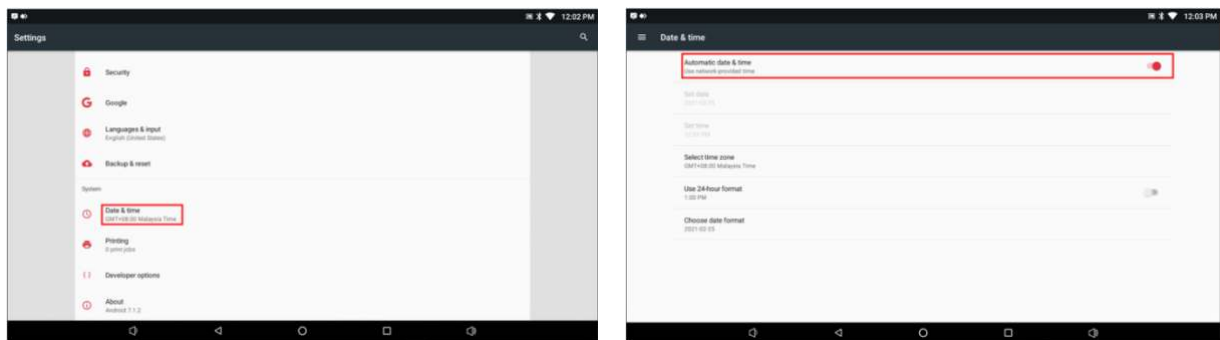
***Important:** caution factory reset will clear remove all the existing data, perform necessary backup if needed. Please proceed carefully.

9. If problem persist, please contact the respective product supplier or iMin technical support team, drop us a support ticket or email us at services@imin.sg.

Date and Time Keep Resetting/Restore Back to an Earlier Time?

1. If device is working online, connect device to internet network to allow time and date sync.
2. Ensure the time setting is configured enabled for network time synchronization.

Go to **Settings->Date & Time->Automatic Date & Time**



3. If the use of the device does not involve the network, replace the CR battery in the device by following the video link below:

(Remark: warranty wise is covered unless critical damage is done to device, which is irreparable will result in void, please refer to technical expertise to carry further action)

Video link:

D2- [https://iminsg-](https://iminsg-my.sharepoint.com/:v:/g/personal/vingseng_liow_imin_sg/EQNxDBH2NFRAI-eQ_SQYFPwBIXSMBsj3scb8qQrezEQIAw?e=eAvOlk)

[my.sharepoint.com/:v:/g/personal/vingseng_liow_imin_sg/EQNxDBH2NFRAI-eQ_SQYFPwBIXSMBsj3scb8qQrezEQIAw?e=eAvOlk](https://iminsg-my.sharepoint.com/:v:/g/personal/vingseng_liow_imin_sg/EQNxDBH2NFRAI-eQ_SQYFPwBIXSMBsj3scb8qQrezEQIAw?e=eAvOlk)

D3- https://iminsg-my.sharepoint.com/:v:/g/personal/vingseng_liow_imin_sg/EZI-AY2wRexLlaR0mjsXqUIBF4_LcgdXGWatcubnauH0SQ?e=fN6Ovi

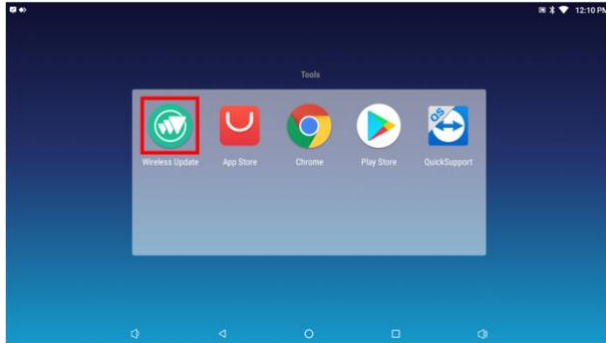
D4- [https://iminsg-](https://iminsg-my.sharepoint.com/:v:/g/personal/vingseng_liow_imin_sg/EcUZninfwSNKI4t5H-aFZX0BCIVRmcsjBA4wpk1IVOxxAg?e=hkjep3)

[my.sharepoint.com/:v:/g/personal/vingseng_liow_imin_sg/EcUZninfwSNKI4t5H-aFZX0BCIVRmcsjBA4wpk1IVOxxAg?e=hkjep3](https://iminsg-my.sharepoint.com/:v:/g/personal/vingseng_liow_imin_sg/EcUZninfwSNKI4t5H-aFZX0BCIVRmcsjBA4wpk1IVOxxAg?e=hkjep3)

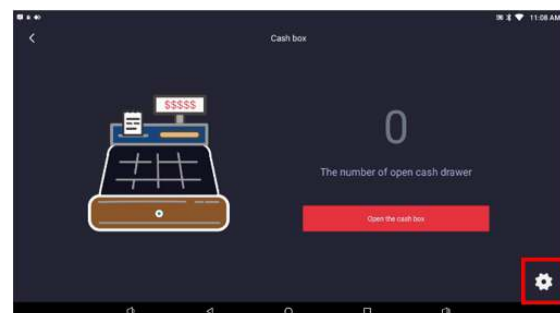
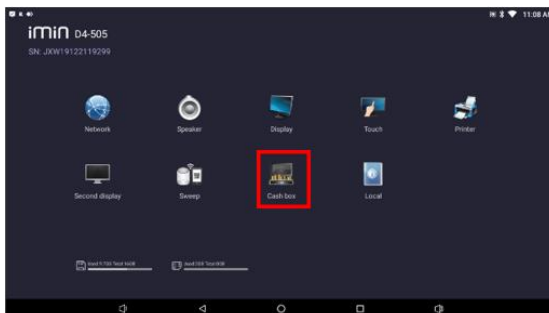
4. If problem persist, please contact the respective product supplier or iMin technical support team, drop us a support ticket or email us at services@imin.sg.

Cash Box Cannot Open

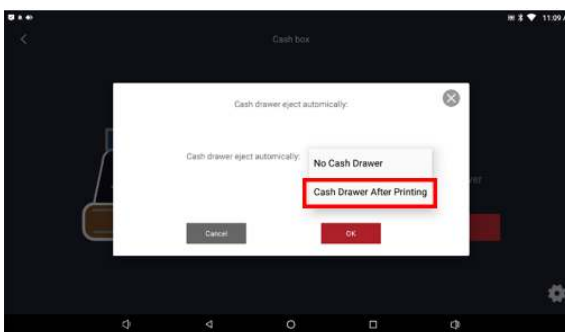
1. Ensure the cash drawer is connected to iMin devices.
2. Check the cash drawer and cable are in good condition.
3. Make sure software is updated to the latest version:
Go to **Wireless update**->**Check for updates**, install the new updates.



4. Cash box and type of printer connection are correlated. Refer below to configure the cash box setting based on printer connection used for your software
 - i) For Bluetooth printer, cash drawer setting is at diagnosis app. Refer below
Go to '**Diagnosis**' App->Select '**Cash Box**', Click on 'Setting' icon at the bottom right



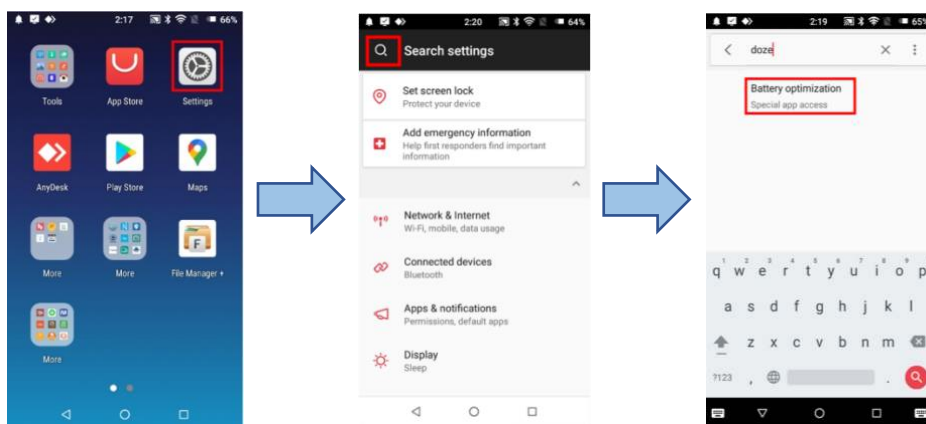
Select '**Cash Drawer After Printing**' and click '**OK**'.



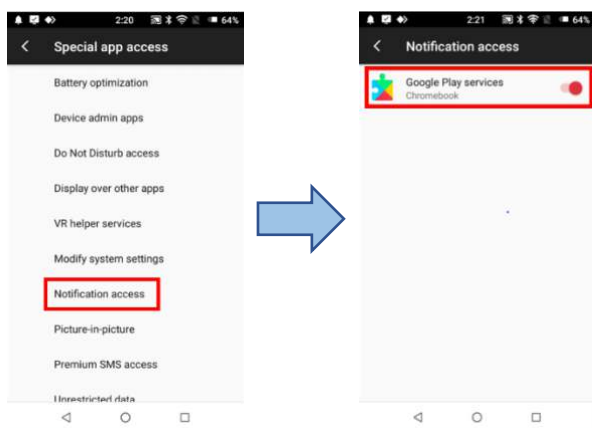
- ii) For USB printer connection, software needs to include iMin cash box SDK. Refer to below link.
URL: <https://docs.imin.sg/docs/en/GeneralFunctionModules.html#cashbox>
5. If problem persist, please contact the respective product supplier or iMin technical support team, drop us a support ticket or email us at services@imin.sg.

Firestore Push Notification Type Only – No Notification

1. Make sure device operating in English language.
2. Go to **'Setting'**, click the **search icon** and search for **'doze'**. Select **'Battery optimization'**.



3. Select **'Notification access'**, enable **'Google Play services'**. Restart the device.



Others

External devices problem (non-iMin products: scanner, cash drawer, printer, etc.)

1. Consult relevant software provider on configuration inside app.
2. Consult relevant hardware provider on hardware troubleshooting.

Get more help

- If you try the above troubleshooting steps but none is resolving your problem, contact iMin support team.
- Submit ticket or email technical inquiries to service@imin.sg.