

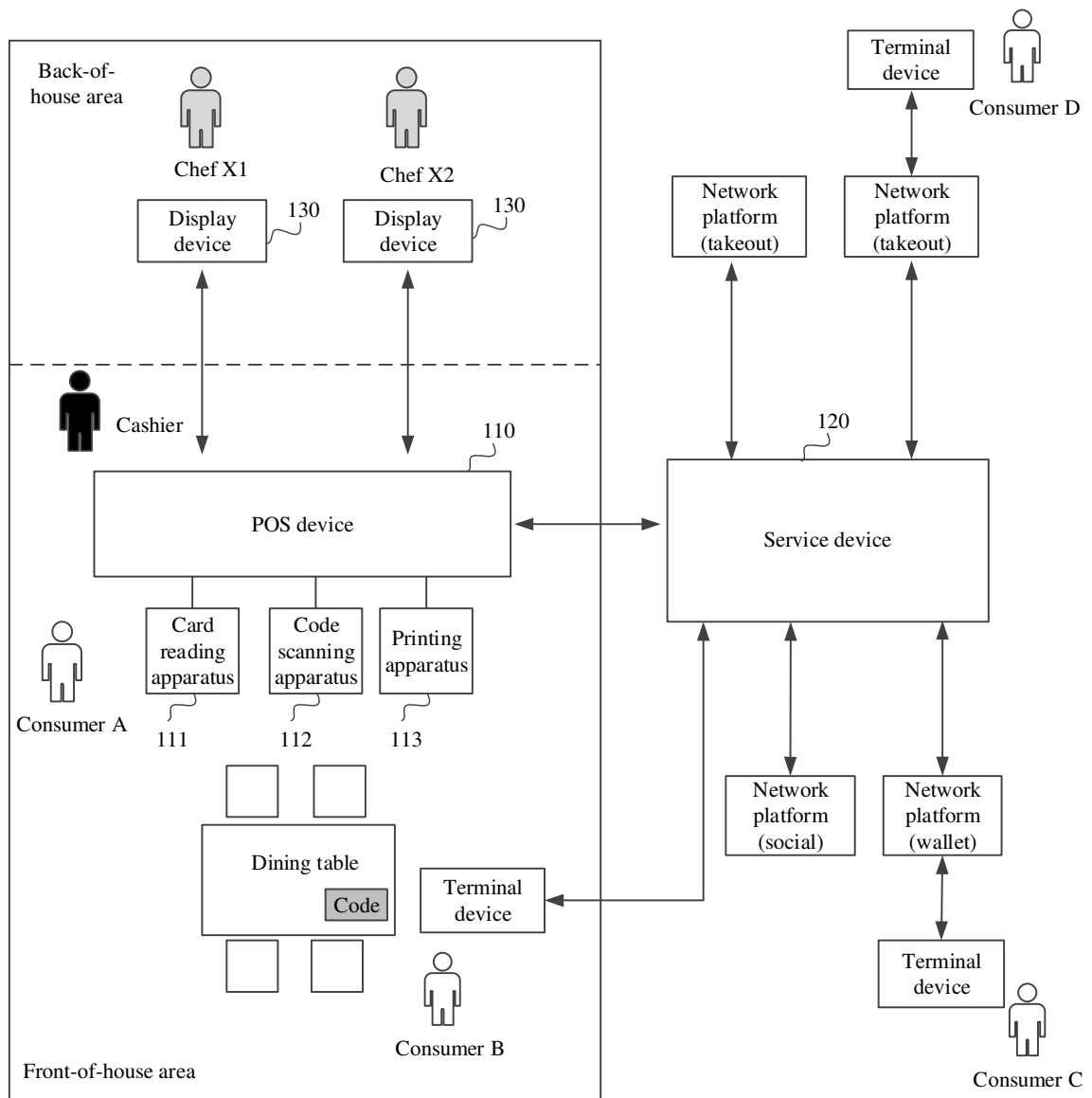
100

FIG. 1

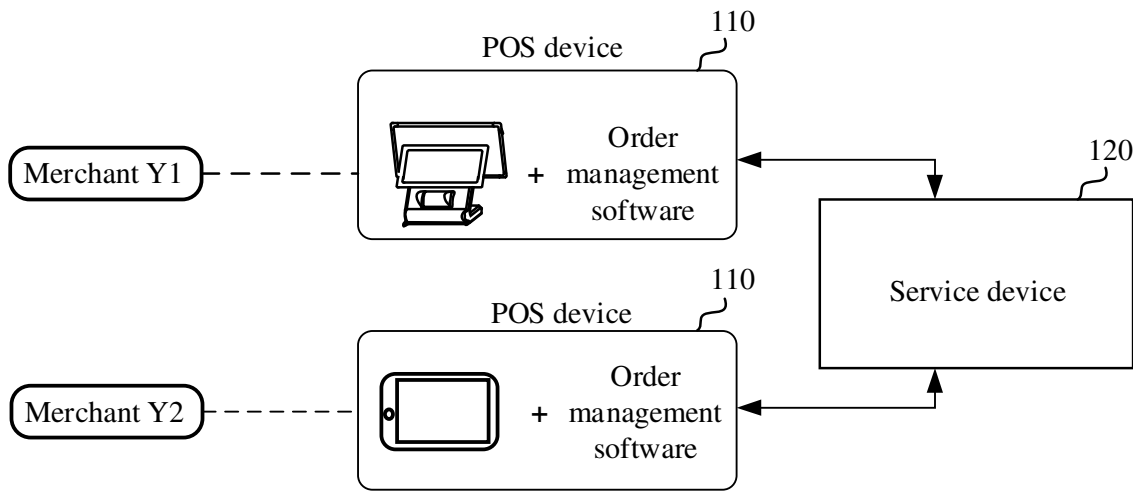


FIG. 2

110

Software configuration

Merchant Y1  

Order management module

Inventory management module

Customer management module

Financial management module

External device module

More 



Function setting

Order creation function	Details	☒ On ☐ Off
Order modification function	Details	☒ On ☐ Off
Order query function	Details	☒ On ☐ Off
Order profit analysis function	Details	☒ On ☐ Off
Order payment function	Details	☒ On ☐ Off
Code scanning function	Details	☒ On ☐ Off
Facial recognition function	Details	☒ On ☐ Off
Card swiping function	Details	☒ On ☐ Off
Module abnormality monitoring	Details	☒ On ☐ Off

Apply

310

FIG. 3

Software configuration

Merchant Y2



Order management module

Inventory management module

Customer management module

Financial management module

External device module

More >



Function setting

Order creation function

Details

OnOff

Order modification function

Details

OnOff

Order query function

Details

OnOff

Order profit analysis function

Details

OnOff

Order payment function

Details

OnOff

Code scanning function

Details

OnOff

Facial recognition function

Details

OnOff

Card swiping function

Details

OnOff

Module abnormality monitoring

Details

OnOff

Apply

410

FIG. 4

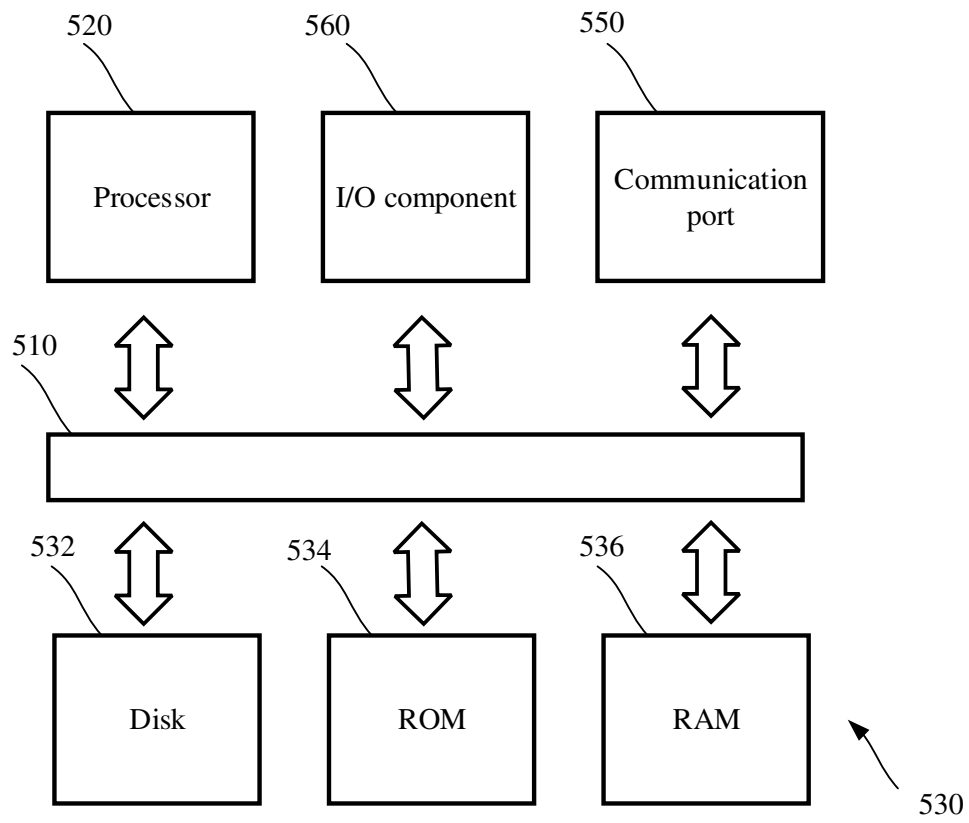


FIG. 5

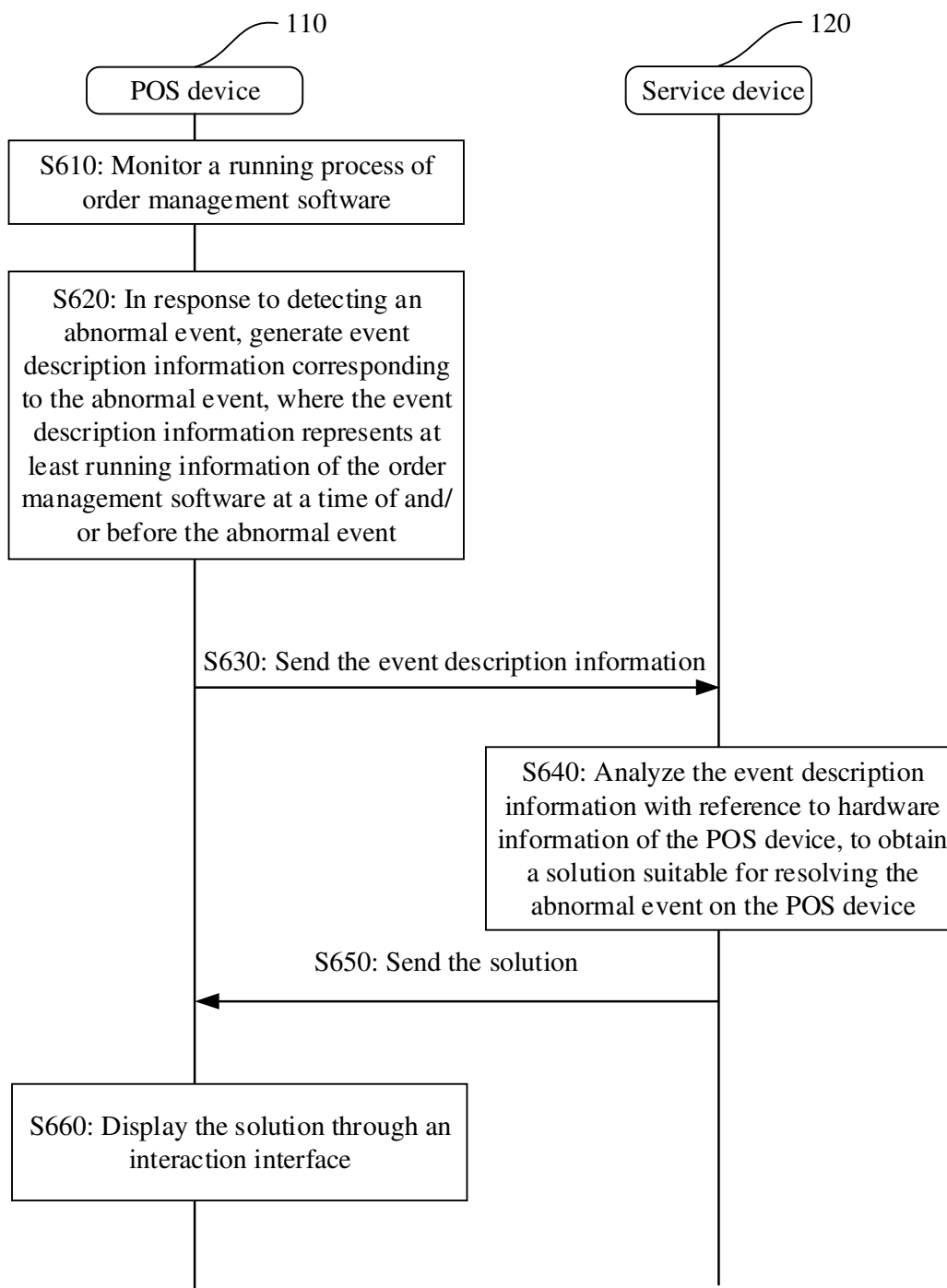


FIG. 6

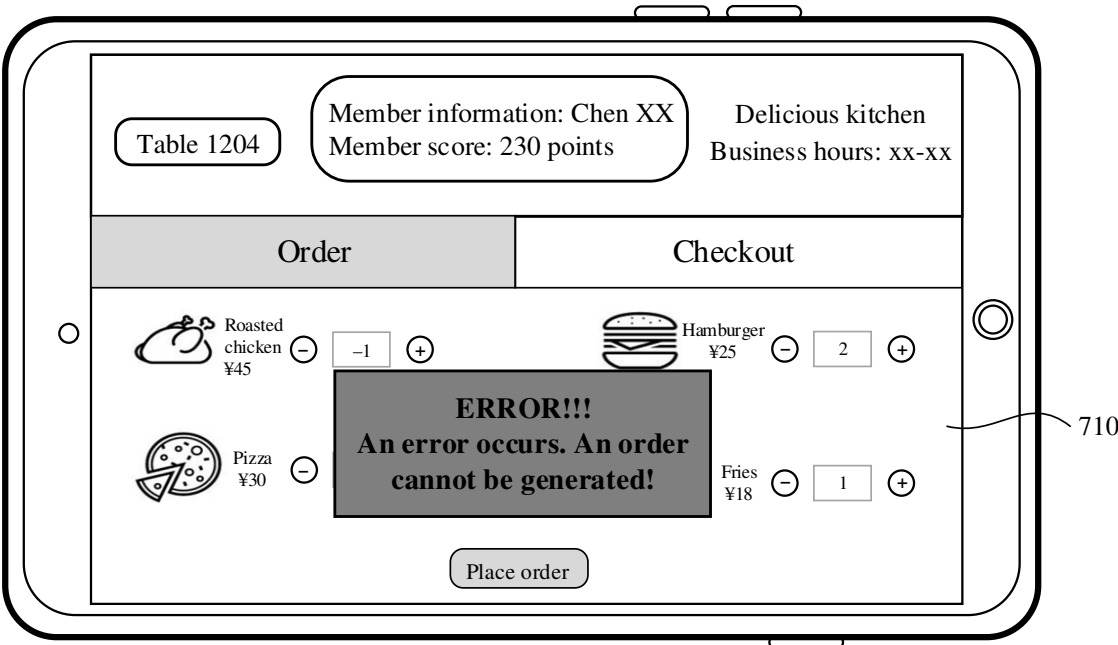


FIG. 7

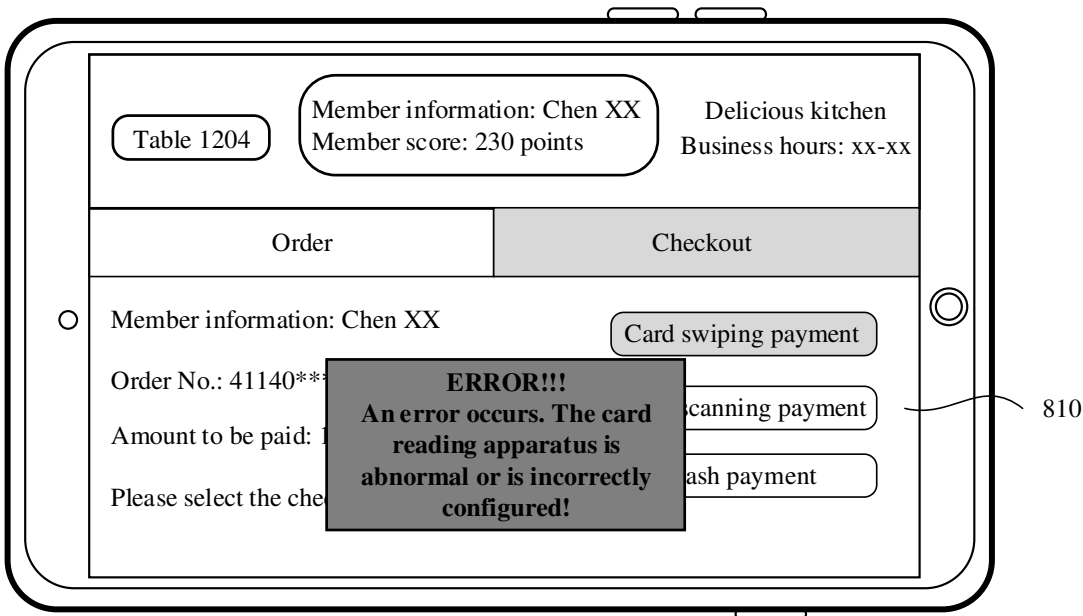


FIG. 8

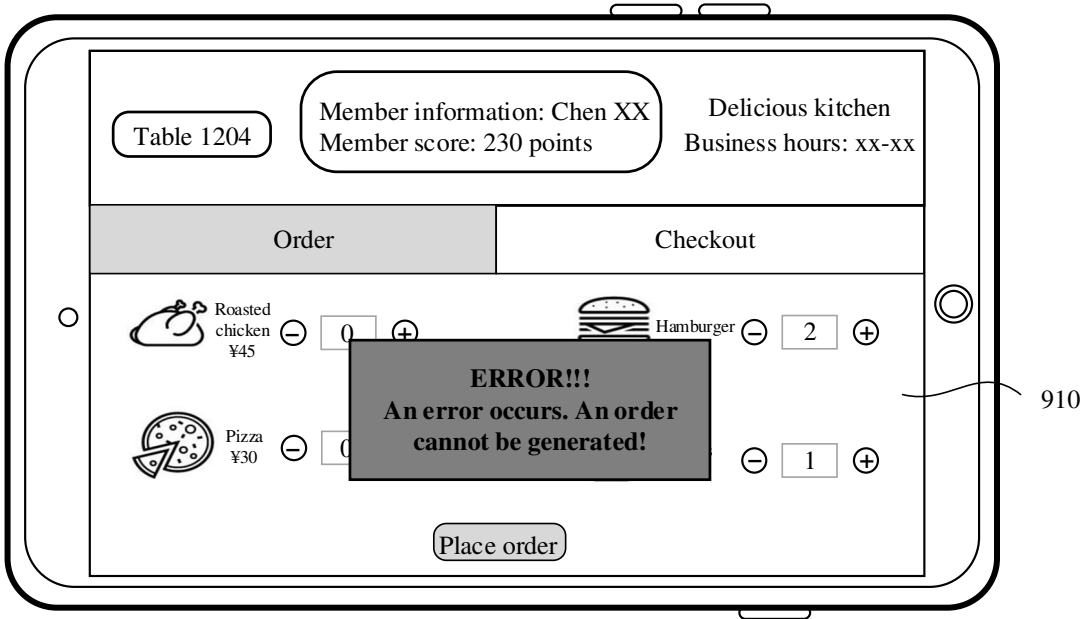


FIG. 9

Solution library

Historical event	Hardware information				Event description information			Solution
	CPU	...	Available memory amount	External device status	Interaction interface screenshot	Running log	Historical operation sequence	
Event 1	M4 chip	...	16 GB	Printing apparatus (normal)		{<software configuration...> <order payment function-on> <code scanning function-on> <facial recognition function-on> <card swiping function-on> }	Enter a checkout interface -> tap a card swiping payment button	Solution 1
Event 2	Intel Core iX	...	50 MB	No external device		/	Enter an ordering page -> set a quantity of hamburgers to 2 -> set a quantity of fries to 1 -> tap a "Place order" button	Solution 2
...	...	...	...	...	...	...	...	...

FIG. 10

Dear merchant,

You have not completed the configuration of the card swiping function and cannot receive card payment from a consumer. You can configure the card swiping function based on the following steps:

- ① Enter the "**Software configuration interface**"
- ② Tap the "**Order management module**"
- ③ Set the "**Order payment function—card swiping payment**" to an on state
- ④ Complete the settings

Contact customer service

FIG. 11

Dear merchant,

The version (V1.2.0) of the order management software you are currently using is incompatible with the hardware device, which may result in a case in which some functions in the order management software cannot be used normally. It is recommended that you upgrade the order management software to the latest version (V2.0.0). You can:

- ① Log in to the official website (<https://cn.XXXXXXXX&PC=XXXXXB>)
- ② Log in with the account and password
- ③ Tap "**Software update**"
- ④ Restart your device after completing the upgrade

Contact customer service

FIG. 12

Comments

Is your problem resolved?

Satisfaction ★★☆☆☆

Please enter your comments or suggestions...

110

1310

FIG. 13