SOME IMPORTANT NOTES

FCC NOTES

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.
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.

CE CLASS A WARNING

This equipment is compliant with Class A of CISPR 32. In a residential environment this equipment may cause radio interference.

AVERTISSEMENT CE CLASSE A

Cet équipement est conforme à la classe A de CISPR 32. Dans un environnement résidentiel, cet équipement peut provoquer des interférences radio.

WARRANTY LIMITS

Warranty will terminate automatically when the machine is opened by any person other than the authorized technicians. The user should consult his/her dealer for the problem happening. Warranty voids if the user does not follow the instructions in application of this merchandise. The manufacturer is by no means responsible for any damage or hazard caused by improper application.

LIMITES DE GARANTIE

La garantie prend fin automatiquement lorsque la machine est ouverte par une personne autre que les techniciens autorisés. L'utilisateur doit consulter son revendeur pour le problème qui se produit. La garantie s'annule si l'utilisateur ne suit pas les instructions d'application de cette marchandise. Le fabricant n'est en aucun cas responsable de tout dommage ou danger causé par une mauvaise application.

警告

為避免電磁干擾，本產品不應安裝或使用於住宅環境。

SAFETY INSTRUCTIONS

This equipment is not suitable for use in locations where children are likely to be present.

CONSIGNES DE SÉCURITÉ

Cet équipement ne convient pas à une utilisation dans des lieux pouvant accueillir des enfants.

WARNING

Power cord shall be connected to a socket-outlet with earthing connection

ATTENTION

Le cordon d'alimentation doit être connecté à une prise de courant avec mise à la terre.

BATTERY WARNING

Risk of explosion if battery is replaced by an incorrect type. Dispose of expended battery in accordance with local disposal regulations.

AVERTISSEMENT DE BATTERIE

Risque d'explosion si la batterie est remplacée par un type incorrect. Jetez la batterie usagée conformément aux réglementations locales en matière d'élimination.

警告

本電池如果更換不正確會有爆炸的危險，請依製造商說明書處理用過之電池。

Revision History

Date	Version	Description
2025/06/18	A0	For Preliminary Release



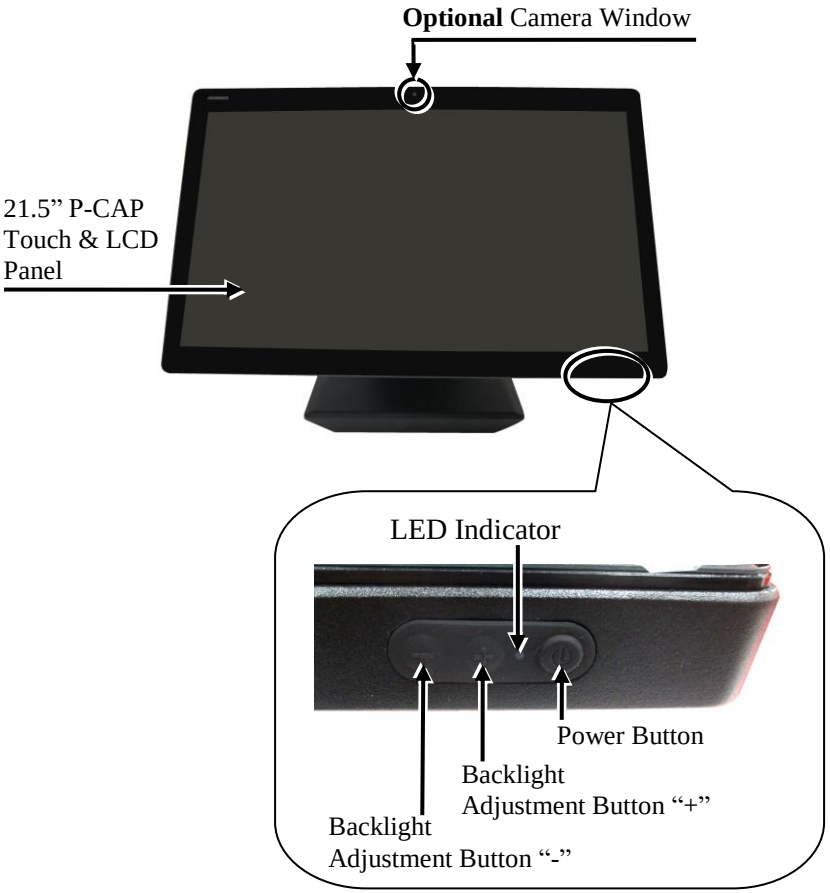


Package Contents

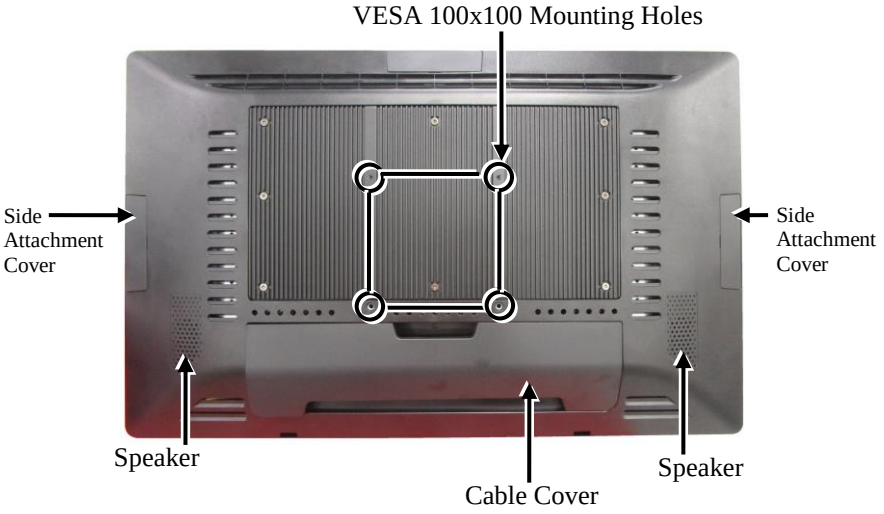
- ✓ HC-5321E POS Terminal with Gen10 Base Stand(x 1)
- ✓ Power Adapter (x 1)
- ✓ Power cord (x 1)

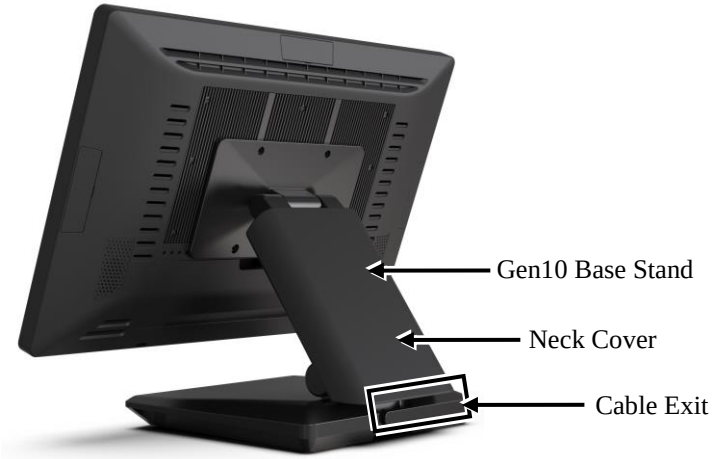
Views of HC-5321E

Front View

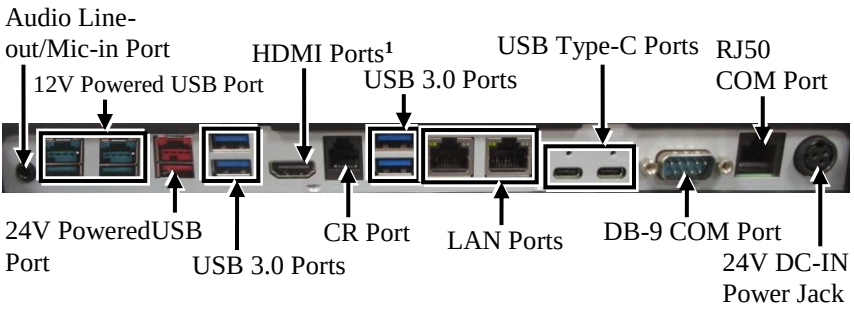


Rear View


VESA 100x100 Mounting Holes
Side Attachment Cover
Side Attachment Cover
Speaker
Cable Cover
Speaker


Gen10 Base Stand
Neck Cover
Cable Exit

Views of I/O Interface of HC-5321E



Note1: The terms HDMI, HDMI High-Definition Multimedia Interface, HDMI trade dress and the HDMI Logos are trademarks of HDMI Licensing Administrator, Inc.

Connecting I/O Cables

To have the terminal ready for operation, please connect the connector of power adapter and all of the connectors of required I/O cables respectively to the 24VDC-IN power jack and appropriate I/O ports. Please make sure that each of the cables is fully connected to each of the correct ports. Damages due to incorrect connection or orientation are not covered by product warranty!

Some cable connectors like the connectors of the COM or LAN cables have to be gently inserted until a click is heard. It is recommended that the I/O ports, such as COM port, should be screwed after the I/O cable connectors are completely connected. And please make sure that each connector has to be connected to the right peripheral device in the right way.

Note:

Please use the type-C cable certified/provided by Posiflex. Please **DO NOT** use the cables from other unknown sources.

CAUTION:

On doing insertion or extraction of a cable connector, please always hold the connector head itself instead of pulling the cable wire. Doing this could damage the cables and ports, which is considered as an artificial damage and is not covered by the warranty.

ATTENTION:

Lors de l'insertion ou de l'extraction d'un connecteur de câble, veuillez toujours tenir la tête du connecteur elle-même au lieu de tirer le fil du câble. Cela pourrait endommager les câbles, ce qui est considéré comme un dommage artificiel et n'est pas couvert par la garantie. Le cordon d'alimentation doit être connecté à une prise de courant avec mise à la terre.

Installing Gen10 Base Stand and Cable Routing

If you need to install the Gen10 base stand on your own, please follow the below procedure.

1. Install the Gen10 base stand with four screws.



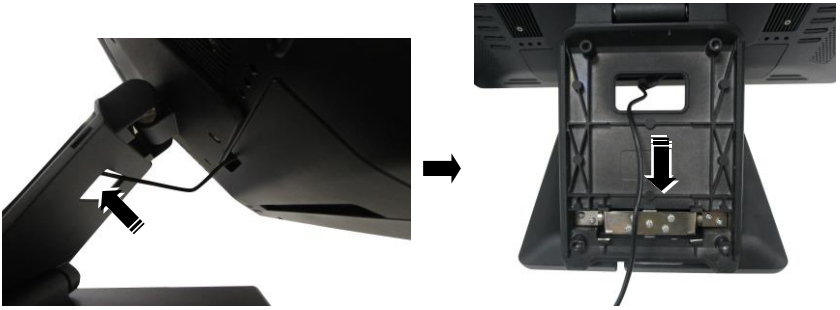
2. Remove the neck cover by both hands.



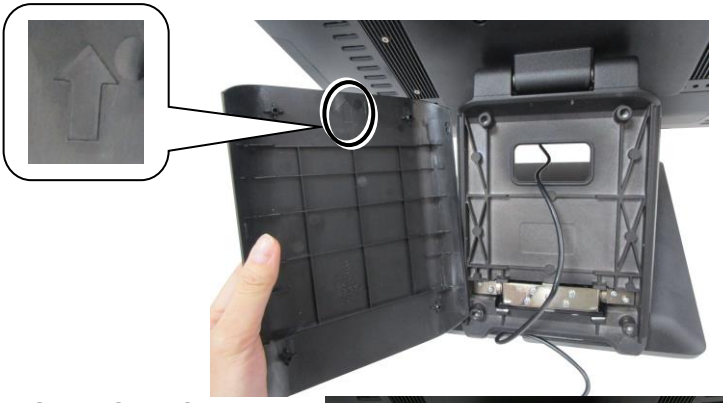
3. Remove the IO cover.



4. Connect the relative cables to the POS terminal, and then close the IO cover.
5. Pass the cable to the cable exit of the base stand.



6. There is an upward arrow pattern on the inside of the neck cover. When closing the neck cover, make sure the arrow pattern is on the upper side.



7. When closing the neck cover, make sure the arrow pattern is on the upper side. And remember to pull the cables out from the cable exit under the base stand.



8. Turn the bottom side of base stand face to you. Remove the power adapter bracket with four screws.
9. Use two Velcro tapes to fix the power adapter like the right picture.



10. Fix the bracket with power adapter to the base stand with the original four screws.



Powering ON/OFF the HC Series



Power Button

After connecting the power cable to the power jack of the terminal, press the power button to power on the terminal. To power it off, press the power button again.

Once powering off the system, if you want to power it on again, please wait at least 3 seconds.

If the system hangs due to a reason, such as software resource conflict, please press and hold the power button for over 10 seconds to forcedly shut down the system.

Status LED Indicator

The status LED indicator is next to the power button.



LED Indicator

LED	Status	Description
Power LED	Solid green	System standby
	Solid blue	System ON

Installing an Operating System

You are highly advised NOT to install an operating system on HC series without professional instructions. Improper installation could lead to system malfunction or failure. Please contact with your dealers about the issues of operation system installation.

Driver Download

If your POS terminal is shipped without OS pre-installed, please download the relevant driver that you need from the Posiflex website (https://www.posiflex.com/document/driver-and-utility/?pmid=90,265&pid=7715).

Performing System Recovery

For HC series with preloaded operating systems, please be advised to contact your service center for further assistance with system recovery. You are NOT encouraged to recover your system without the help of the system integrators.

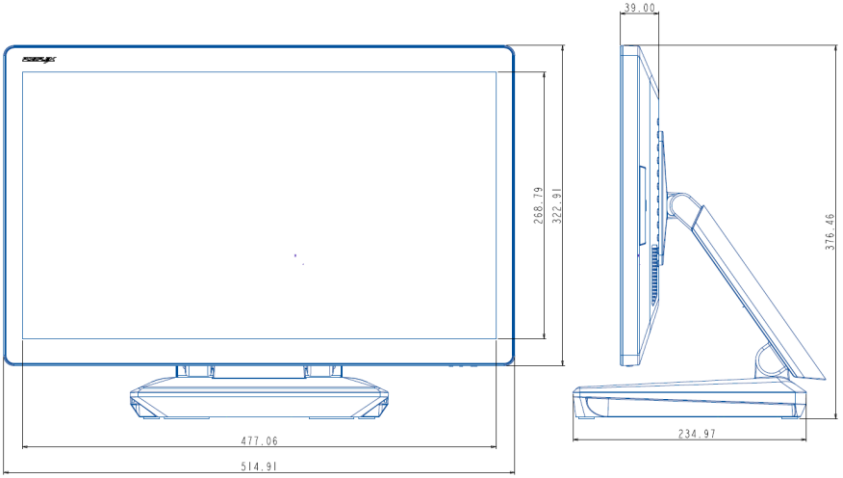
Specifications

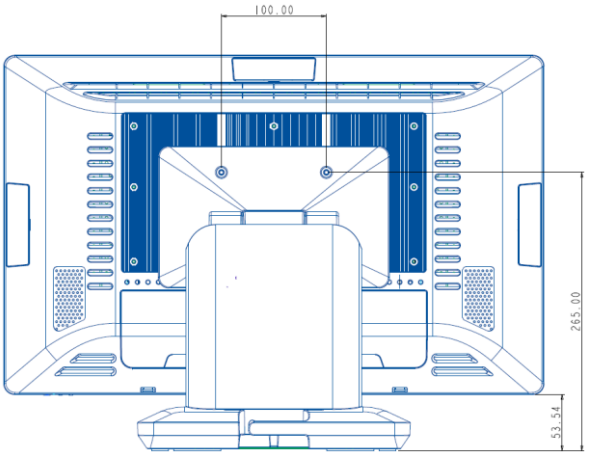
	HC-5321E
CPU	Intel Raptor Lake-U Processor
Memory	2 x DDR5 SO-DIMM, max. 64GB
Storage Device	2 x M.2 port (M.2 2280)
OS Support	Windows 10 IoT LTSC or Windows 11 IoT LTSC
TPM Support	Yes, TPM 2.0
RAID	Yes
Camera	Optional 5M camera module on front display
Power Supply	24V/120W
Display	21.5” 1920 x 1080 LCD panel
Touch Screen	P-CAP touch, support multi-touch

	HC-5321E
Serial Port	1 x DB9 port + 1 x RJ50 port
Display Port	1) 1 x internal LVDS connector 2) 2 x USB type-C ports 3) 1 x HDMI 2.0 **Note:** The terms HDMI, HDMI High-Definition Multimedia Interface, HDMI trade dress and the HDMI Logos are trademarks of HDMI Licensing Administrator, Inc.
USB Port	2 x 12V PoweredUSB ports + 1 x 24V PoweredUSB port + 4 x USB3.0 ports
Audio Port	2 x internal 2W speaker + 1 x line-out/mic-in port
Ethernet Port	2 x LAN Ports
LED Indicator	1 x bi-color LED (green/ blue color)
Extension Slot	1 x M.2 socket for optional WiFi module
4G/LTE Communication	Optional 4G LTE module
Mechanical Design	VESA 100x100 mount support, with Gen10 base stand
Dimension (W x D x H in mm)	514.9 x 322.9 x 39.0 (without Gen10 base stand)
Net Weight	4.9 kg (without Gen10 base stand) 7.8 kg (with Gen10 base stand)
Environmental Requirements	Operating：0℃ ～ 40℃, 20%RH - 90%RH Storage：-20℃ ～ 70℃, 10%RH - 90%RH
Regulation Rules	FCC/CE
Side Attachment	RA Series

※ The product information and specifications are subject to change without prior notice.

Outline Dimension





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