



NEBULA KIOSK TABLET

User Manual

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SAFETY INSTRUCTIONS

IMPORTANT! Read the user manual first before installing, using, or maintaining the display. Save the user manual in a safe place for future reference.

⚠WARNING Install the product properly to avoid dropping and damaging the display. Store or use the display in a safe location.

⚠WARNING The power supply cord should be connected to a socket-outlet with an earthing connection.

⚠WARNING Disconnect the AC power cord before opening the unit to install features or service the product. Do not connect or disconnect any peripheral while the product is connected to AC power. This can result in system damage.

⚠WARNING Operate the product only within -30 °C to 60 °C.

⚠CAUTION Avoid collision of the display with other objects.

⚠CAUTION Avoid leaking or dropping liquid to the touch screen that may cause damage and malfunction to the display.

⚠WARNING Do not disassemble the display and power adaptor to avoid electric shock and fire. This would void the warranty terms.

⚠WARNING Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type as recommended by the manufacturer. Discard used batteries according to the manufacturer's instructions.

⚠WARNING Do not overload the electric socket; it may cause fire or explosion. Be cautious of whether the local voltage is compatible with the power adaptor input voltage.

⚠WARNING Repair or replace damaged or worn cords immediately.

⚠WARNING Avoid pulling the power cord when unplugging the display. Carefully disconnect the cable from the port to prevent damage to your power cord.

⚠CAUTION Risk of electric shock. Do not remove the cover.

⚠CAUTION Screw lengths inside the cover should not be longer than 8 mm.

PRODUCT OVERVIEW



Nebula Kiosk Tablet is designed as an all-in-one self-service kiosk. The tablet combines commercial grade reliability with a powerful processor and an optional Power over Ethernet (POE).

The kiosk tablet offers a wide variety of optional peripherals, such as magnetic card swipe, RFID/NFC, and barcode reader enabling flexibility for rigorous and continuous public use of fitness consoles, system terminals, retail e-catalog, employee access control, corporate check-in, restaurant self-ordering, hotel check-in, and etc.

The kiosk tablet is engineered for commercial environments with a supported 3-year warranty. The kiosk tablet runs Android 9.0 OS, developed for fixed applications, with no battery power included.

A license-free kiosk lockdown app is installed in the Nebula kiosk tablet, offering high-level of customization that allows customers to integrate tablets, such as touch screens, to your IOT products.

Product Specifications

Kiosk Tablet		NEB156		NEB215	
Screen Size		15.6"		21.5"	
Panel Information	Resolution	1920 x 1080			
	Brightness	250 cd/m ²			
	Contrast Ratio	1000:01:00			
	Aspect Ratio	16:09			
	Active Display Area	344.16 x 193.59 mm		476.06 x 267.786 mm	
	Viewing Angle	H:178° / V:178°			
	Touch Technology	10 points cap touch (reflective glass)			
Hardware & OS	Part Number	NEB156part#CT288	NEB156part#CT399	NEB215part#CT288	NEB215part#CT399
	CPU	RK3288 ARM A17,	RK3399 Hexacore –	RK3288 ARM A17,	RK3399 Hexacore –
		Quad core 1.8 GHz	Dual core Cortex-A72 up to 1.8GHz, Quad core Cortex-A53 up to 1.4GHz	Quad core 1.8 GHz	Dual core Cortex-A72 up to 1.8GHz, Quad core Cortex-A53 up to 1.4GHz
	RAM	2GB DDR3	4GB DDR3	2GB DDR3	4GB DDR3
	ROM	16GB eMMC Flash	32GB eMMC Flash	16GB eMMC Flash	32GB eMMC Flash
	OS	Android 9.0			

Video/ Image	Video format	H.265, VP8, RV, WMV, AVS, H.263, MPEG4, Up to 4K x 2K decoding, HTML5, Flash 10			
	Audio format	MP3/ WMA/ AAC etc.			
	Image format	JPEG, BMP, PNG			
Audio	Speaker	2W x 2			
Communication	Bluetooth	EDR 4.0	EDR 5.0	EDR 4.0	EDR 5.0
	Wi-Fi	802.11 b/g/n 2.4GHz and 5GHz			
	Ethernet	10/100 LAN			
General Information	Color	Black			
	I/O	RJ45 x 1; USB x 1; SD slot x 1; Micro-USB x 1; 3.5mm audio x 1; Recover x 1. expandable 2 USB; HDMI		RJ45 x 1; USB x 1; SD slot x 1; USB Type C x 1; 3.5mm audio x 1; Recover x 1. expandable 2 USB; HDMI	
	AV capability	Front Facing Camera 2 MP fixed focus & Mic			
	Included in Box	Tablet, Power Adaptor, Power cable			
	Sensors	G-sensor			
	Consumption	11W			
	Power input	12V 2A			
	Operating Environment	Operating: 32°F to 104°F (0°C to 40°C); Storage: -4°F to 122°F (-20°C to 50°C)			
		Operating: 20%-80%; Storage: 10%-95%			
	Certification	CE, FCC, ROHS			
Language	Multi language				
VESA	VESA75				
Dimension	Size (W x D x H)	258 x 34 x 178mm			
	Product Weight	980 g			

Accessories and Options

Accessories and Options	Type	Remarks
3G/4G	Mini-PCI add-on module	WCDMA/HSDPA 2100/1900/850(900)MHzGSM/GPRS/EDGE 850/900/1800/1900MHz Always check with your local service provider on compatibility of 3G/4G module.
PoE (Compatible with NEB156 only)	PCB add-on module	IEEE802.3af standard
Barcode Reader	Micro-USB add-on module	1D barcode/ 2D barcode
RFID / NFC	Micro-USB add-on module	ISO 14443 T=CL, T=CL, 1K/4K, ISO 18092
STAROS	<ul style="list-style-type: none"> • Kiosk lockdown • Hide control buttons • Set timer to turn device on and off • App Lockdown 	

Features



Durable, built to last



Optional POE



API third-party integration

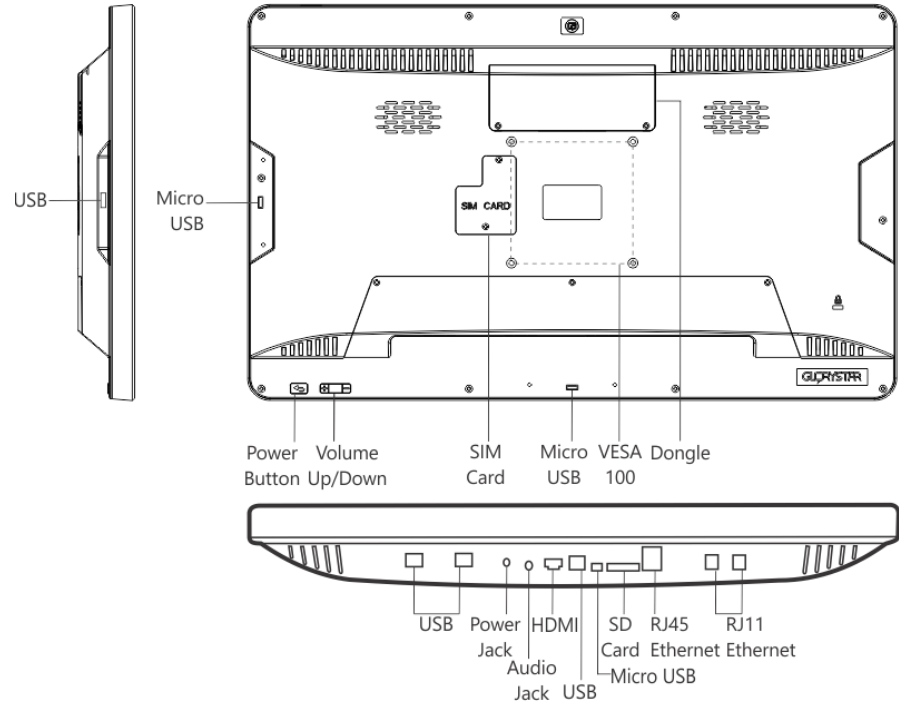
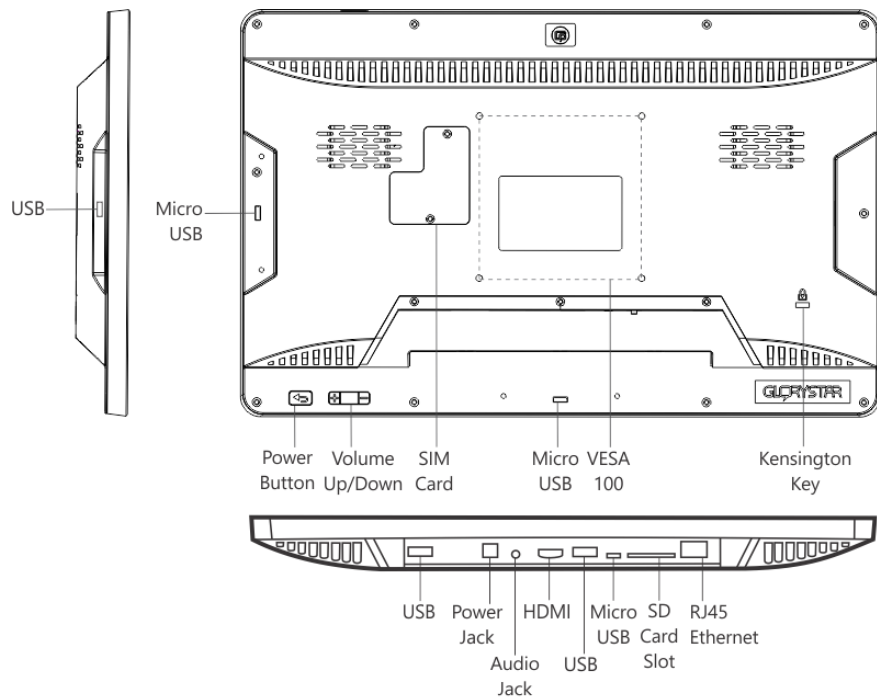


4G Capability



Easy cable management

Input/Output Ports

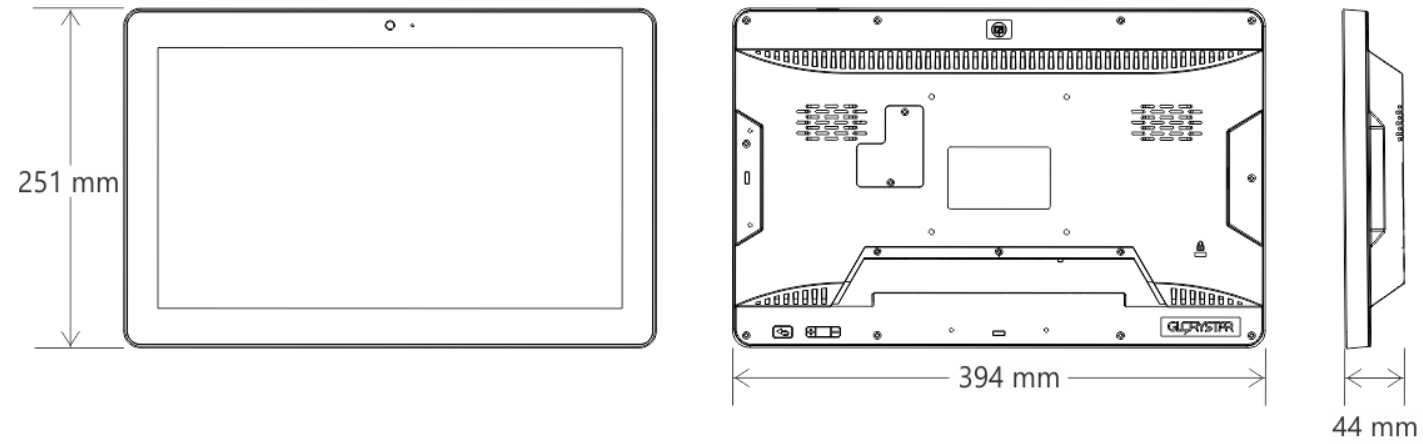


Port	Description
USB	Connects to an audio interface, external hard drive, or other computer peripherals
Power Jack	Connects to the power source (3.5 mm, 12V/5A)
Audio Jack	Connects to an audio interface, external hard drive, or other computer peripherals (3.5 mm)
HDMI	Connects to an HDMI monitor
Micro USB	Allows data transfer to PC
SD Card	Provides a slot for a micro SD card reader for extra memory storage

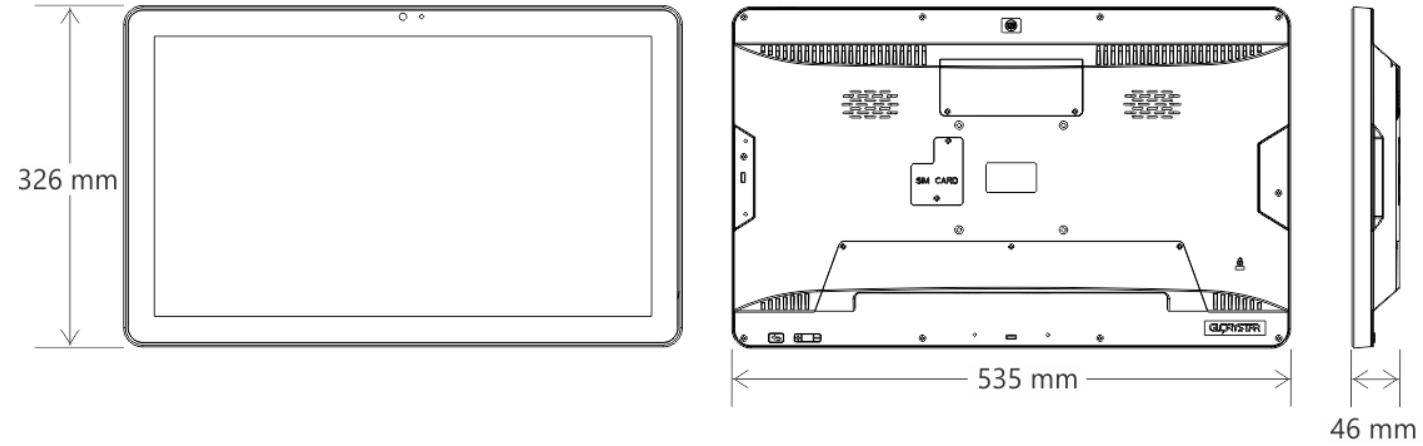
RJ45 Ethernet	Connects to the local area network (LAN)
RJ11 Ethernet (optional)	Provides TTL / mechanism connection (RS 232)
Power Button (optional)	Turns the display on or off
Volume up/down	Increases or decreases the sound from the display
SIM Card (optional)	Provides a slot for a SIM card
VESA 100	Allows display to be mounted (M4 x 8 mm)
Kensington Lock	Provides a slot for a security cable
Dongle	Allows access to online services (3G/4G, USB dongle)

Dimensions

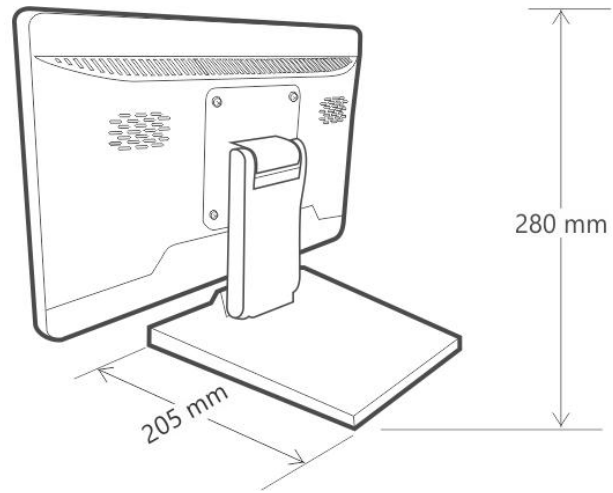
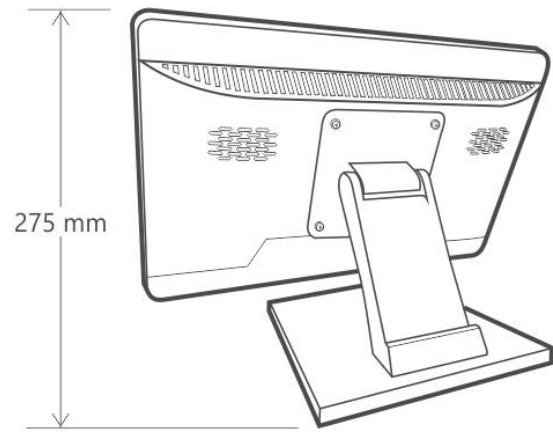
15.6" Display



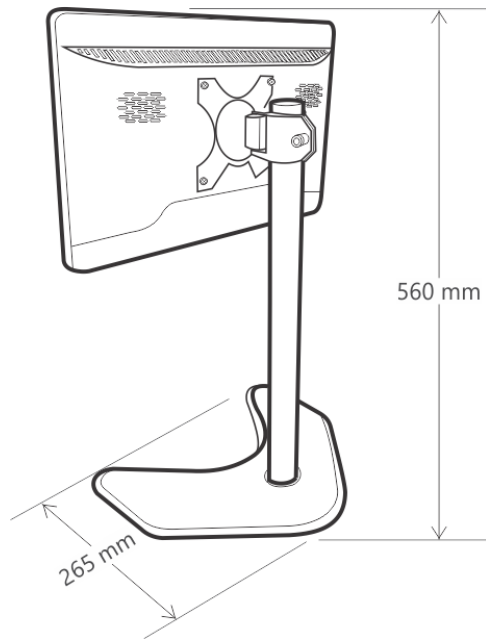
21.5" Display



15.6" Display with FIX-028 Stand



15.6" Display with FIX-030 Stand



Label Locations

15.6" Display

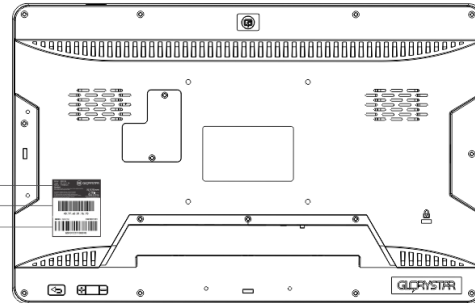
Rating Label



MAC Address Label

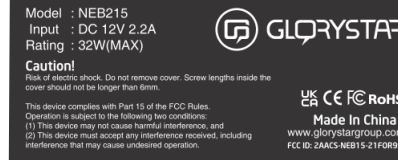


Serial Number Label



21.5" Display

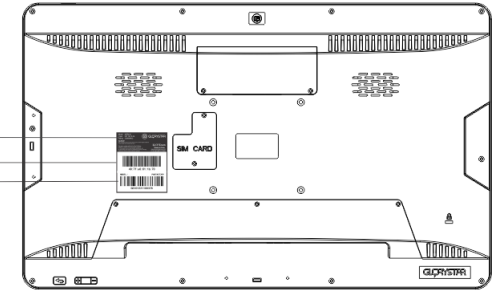
Rating Label



MAC Address Label



Serial Number Label



INSTALLATION AND SETUP

Select a preferred configuration for the display before installing the product and setting it up for use.

⚠CAUTION Follow the installation instructions properly to avoid dropping and damaging the display.

Configurations



WALL MOUNT

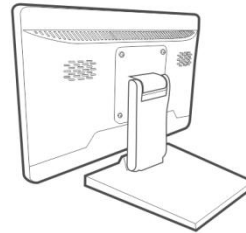
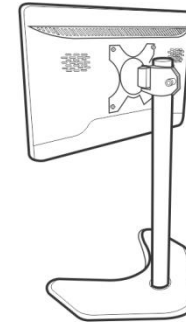
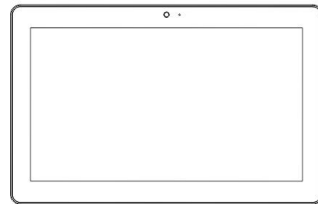


TABLE MOUNT



Unpacking the Box



Nebula Kiosk Tablet



Power Brick



Power Cord

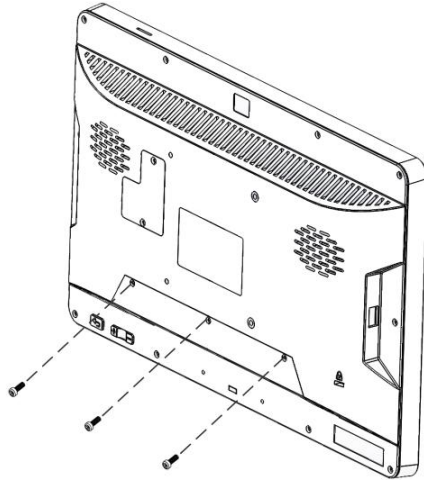
Out of the Box Failure

If you experience an out-of-box failure (OBF) during installation in relation to missing, incorrect, or defective unit or item, send an email to support@glorystargroup.com and provide a description of the issue. Glory Star will first troubleshoot the problem over phone or video to help resolve the issue. If Glory Star determines that a product or component has to be returned to the factory, it will instruct the customer how to remove the components from the product.

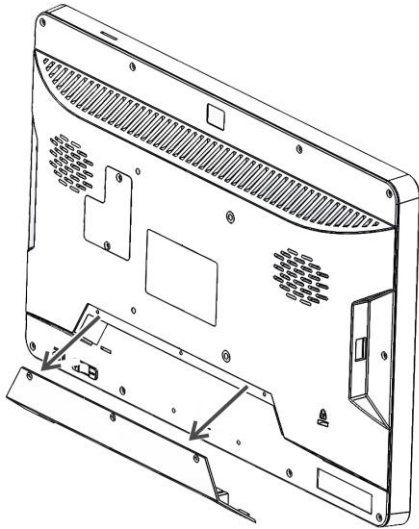
Connecting to Power

To power up the tablet, perform the following steps:

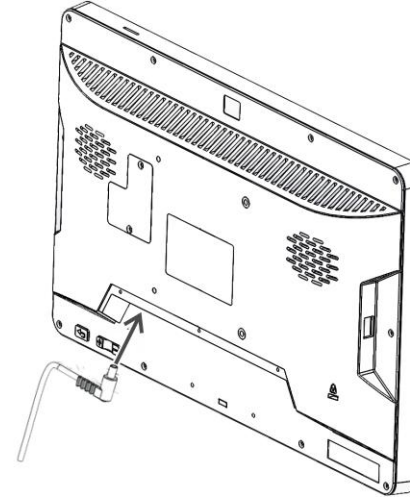
1. Remove the two screws that secure the back cover lid.



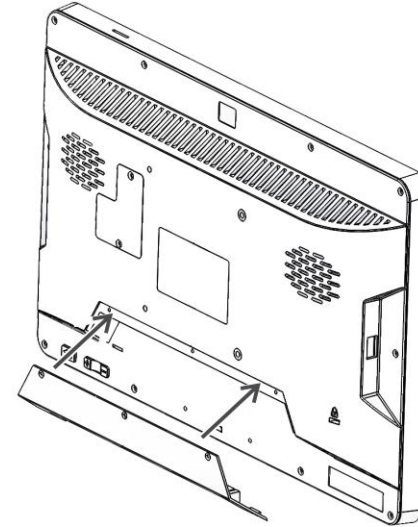
2. Remove the back cover lid.



3. Connect the DC power connector to the DC IN port.
NOTE: The L-shaped plug should be placed on the left side.



4. Install the back cover lid and secure it with two screws.



Installing Modules

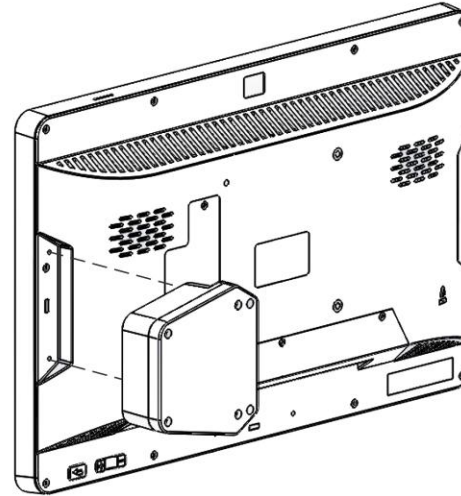
You can install the following modules to the computer tablet:

- **RFID/NFC** – automatically identifies persons and conducts access management and mobile payments
- **1D/2D Barcode Scanner** – scans printed barcodes and captures data information

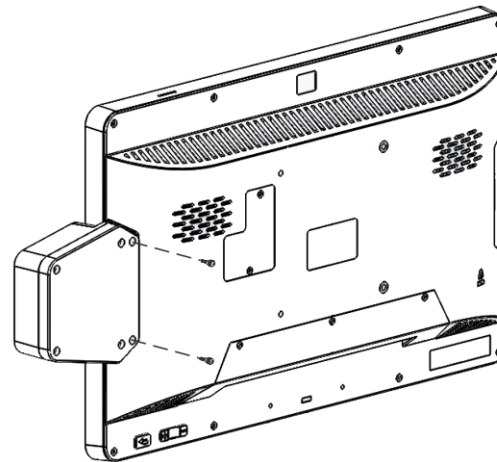
RFID/NFC

Before installing the RFID to your kiosk tablet, configure the module first.

1. Connect the RFID/NFC module to a USB Type C port of the tablet.

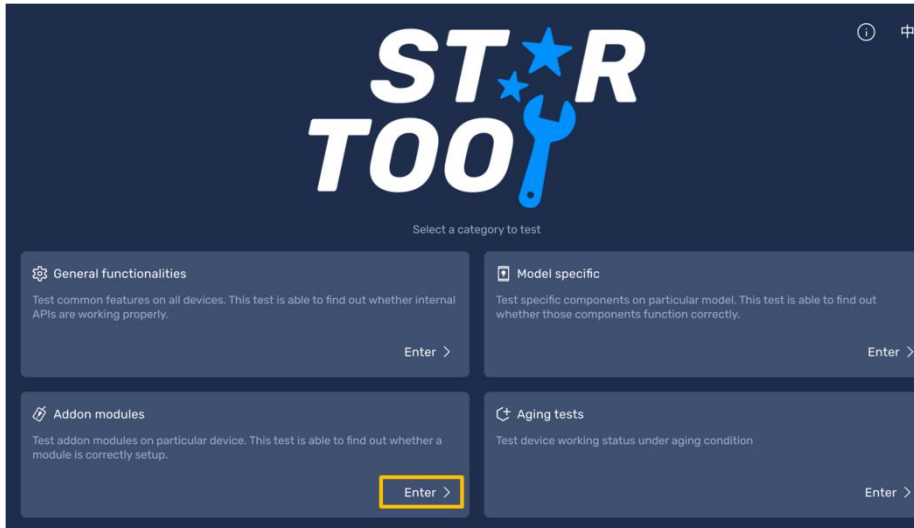


2. Secure the RFID/NFC module with two screws.

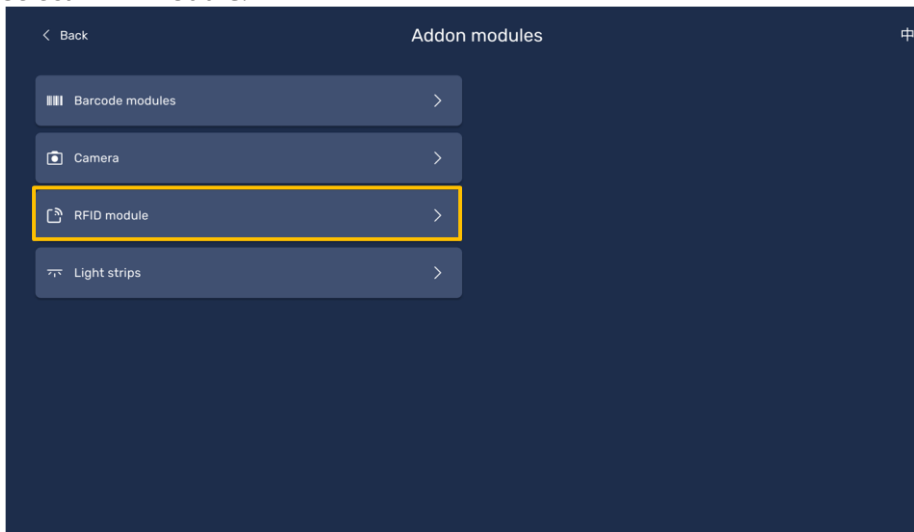


Configuring RFID

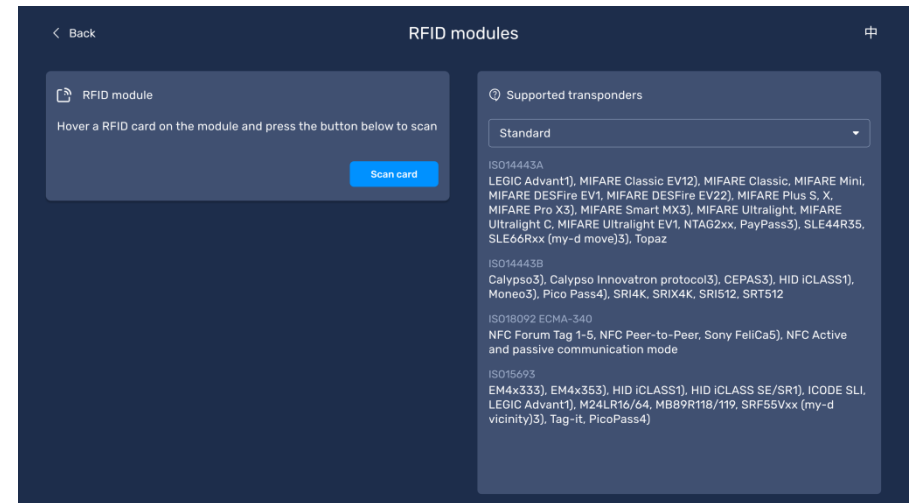
1. Launch the **Star Tool** app.
2. From the *Addon Modules* category, select **Enter**.



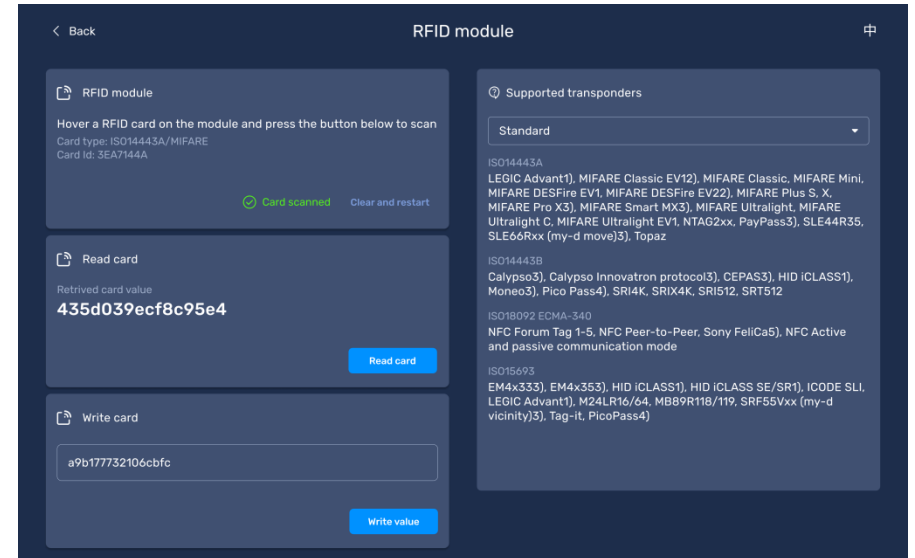
3. Select **RFID module**.



4. Hover an RFID card on the RFID module, and then select **Scan card**. The Card type and Card ID are displayed.



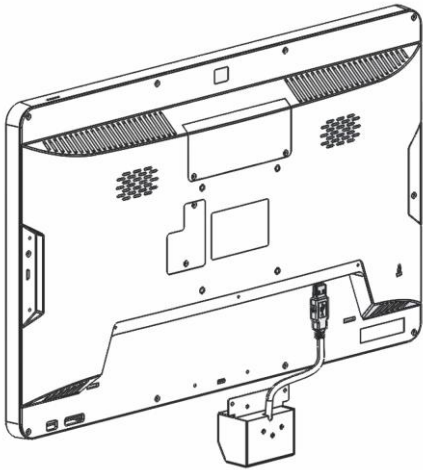
5. To change the RFID value, type an **RFID value**, and then select **Write value**.



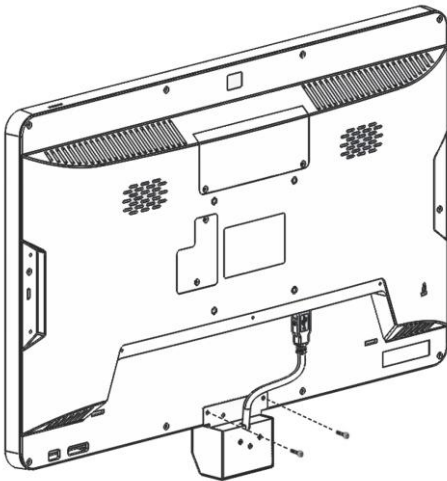
6. Select **Read card** to check new RFID card value.

1D/2D Barcode Scanner

1. Connect the 1D/2D barcode scanner module to a USB Type C port of the tablet.

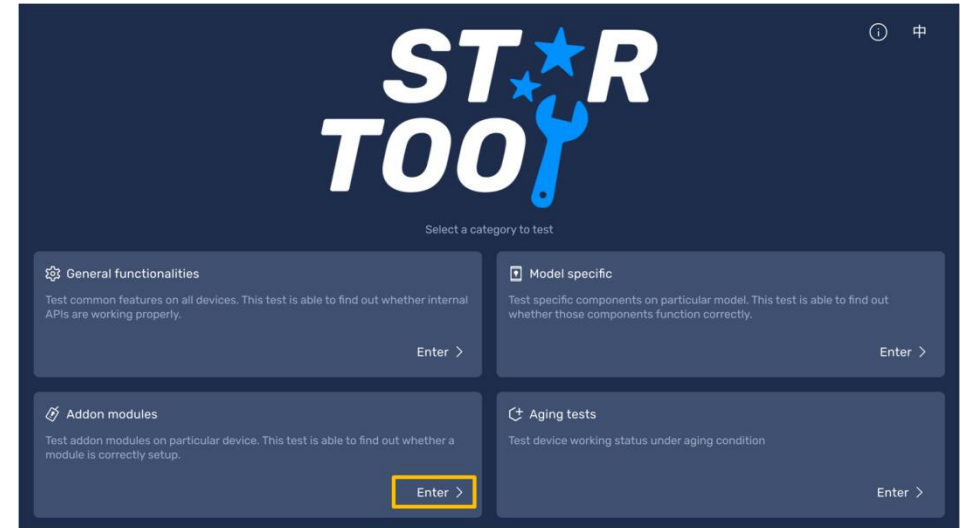


2. Secure the 1D/2D barcode scanner module with two screws.

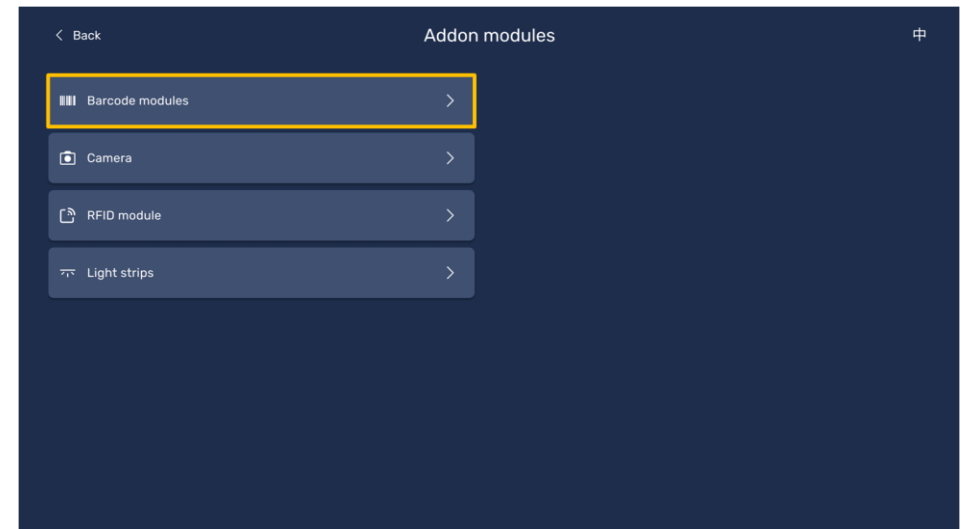


Configuring Barcode Scanner

1. Launch the **Star Tool** app.
2. From the *Addon Modules* category, select **Enter**.



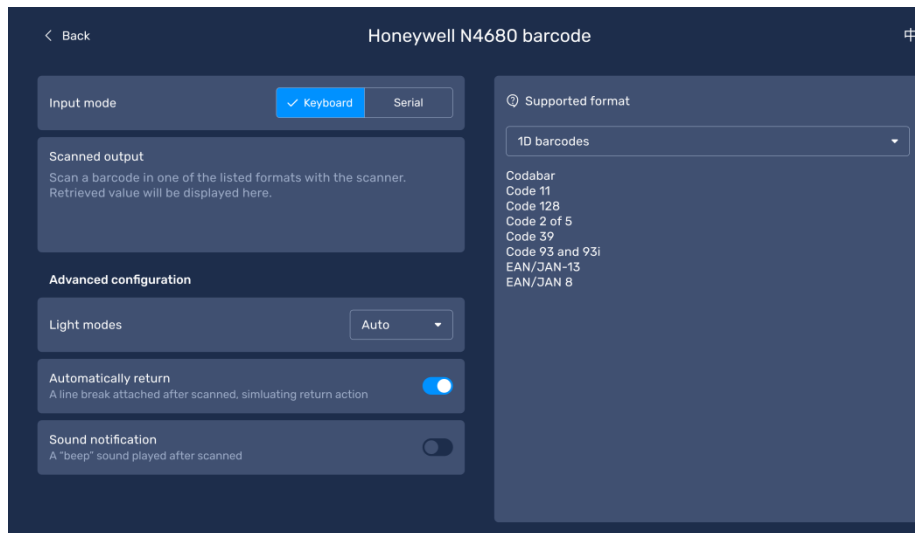
3. Select **Barcode modules**.



4. Select the installed barcode scanner.

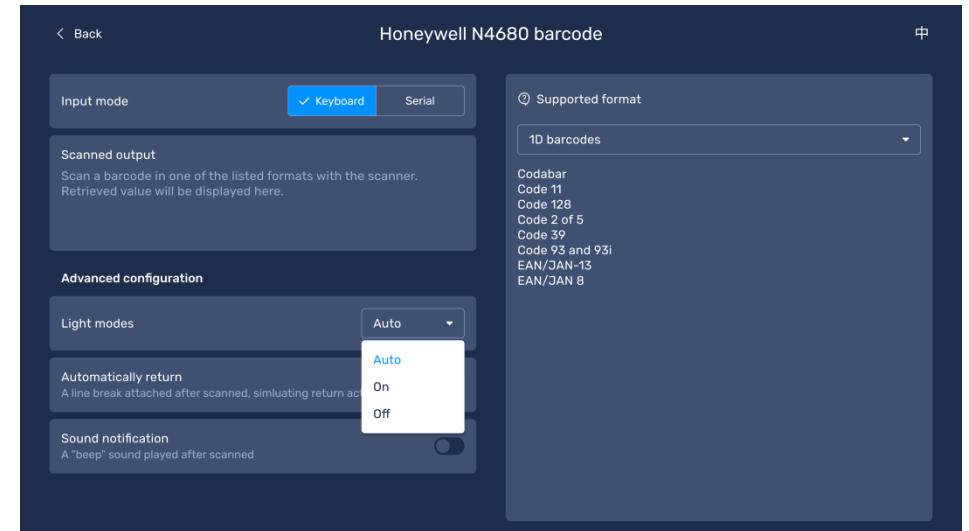


5. Select **Keyboard** or **Serial** as the input mode for barcodes. The barcode displays in the *Scanned output* field.



6. Select one of the following:

- **Light modes On** – always turns on the barcode scanner light.
- **Light modes Auto** – turns on the barcode scanner light when it detects a barcode to scan.
- **Light modes Off** – turns off the barcode scanner light.



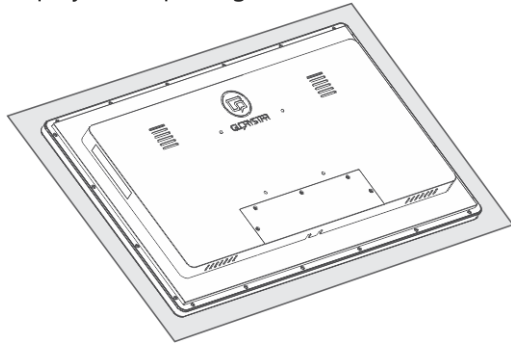
7. To add a line break after scanning a barcode, enable **Automatically return**.
8. To add a beep sound after scanning a barcode, enable **Sound notification**.
9. To view the list of 1D and 2D supported barcodes, select the format type under *Supported format*.

Installing Wall Mount

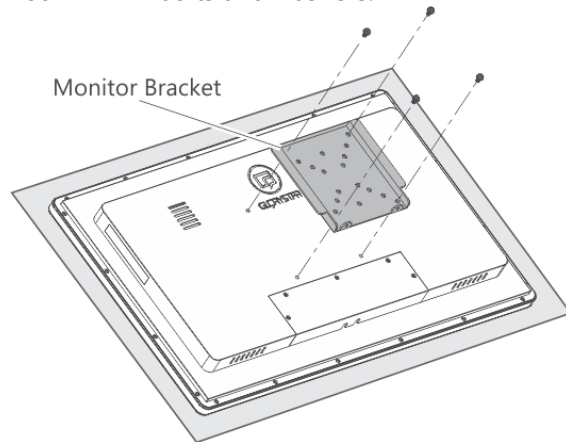
You can purchase the Wall Mount accessory to mount the display on a concrete or wooden wall.

To mount the display on the wall, follow these steps:

1. Disconnect the AC power adaptor from the power source to turn off the display.
2. Lay the display face down on a flat surface.
 - ⚠ **CAUTION:** Always use a soft material, cloth or foam, to protect the display when placing the screen face down.



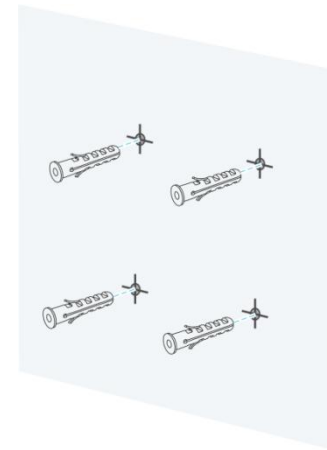
3. Mount the monitor bracket at the back of the display. Secure the bracket with four M4x12 bolts and washers.



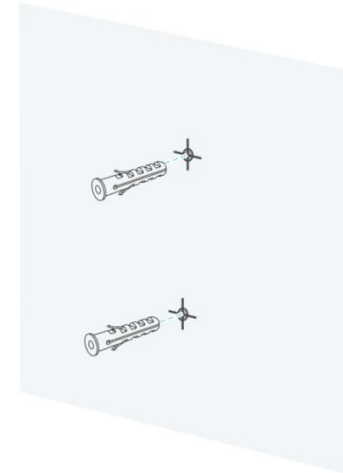
4. Place the wall plate on the wall and mark the four mounting holes.

5. Perform one of the following:

- For a concrete wall, drill four 8 mm holes on the concrete wall, and insert an anchor into each hole.

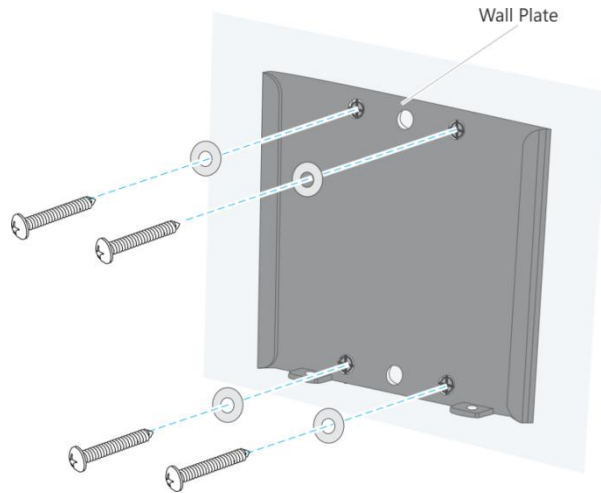


- For wooden mount, drill two 3.8 mm holes on the wood, and insert an anchor into each hole.

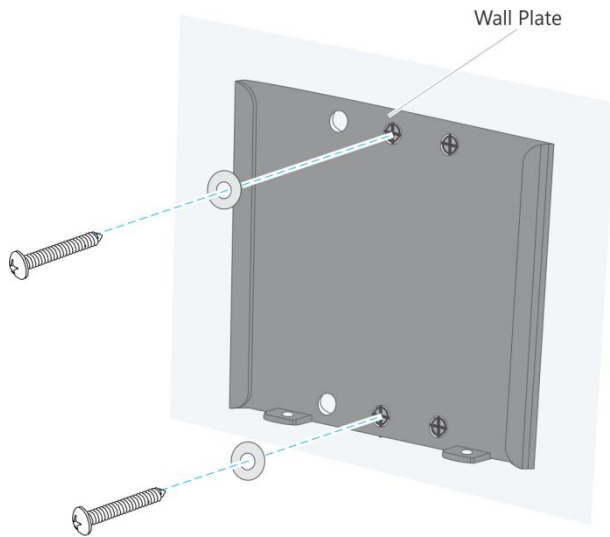


- Align the wall plate with the mounting holes. Secure the plate to the wall with lag bolts and log bolt washers.

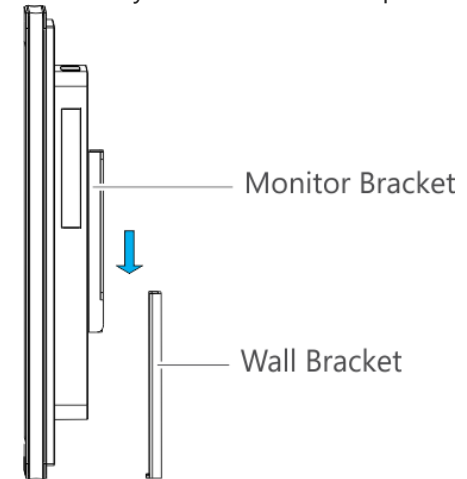
Concrete Wall



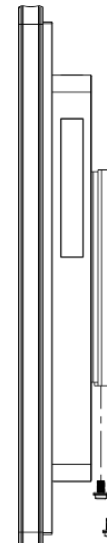
Wooden Wall



- Align the display with the wall plate, and then carefully slide down the display until the bracket is safely secured to the wall plate.



- Secure the bracket to the wall plate with two M5x15 bolts and M5 washers.

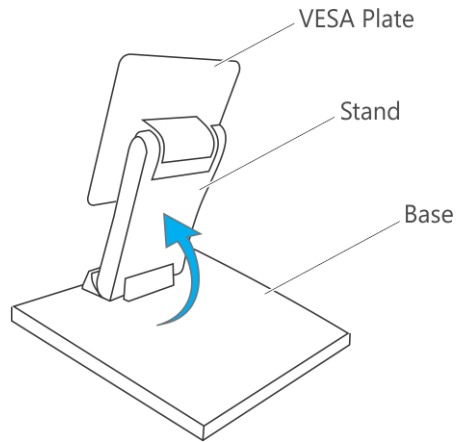


- Connect the AC power adaptor into a power source to turn on the display.

Installing the FIX-028 Table Mount

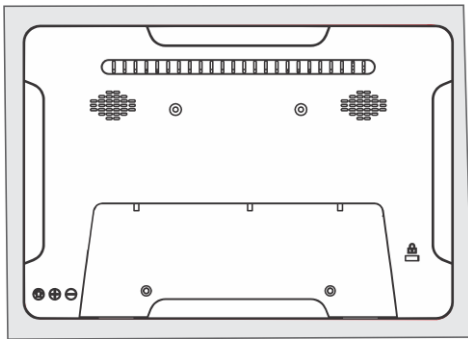
To install the FIX-028 table mount to the display, follow these steps:

1. Disconnect the AC power adaptor from the power source to turn off the display.
2. Pull up the stand from the base and the VESA plate from the stand.

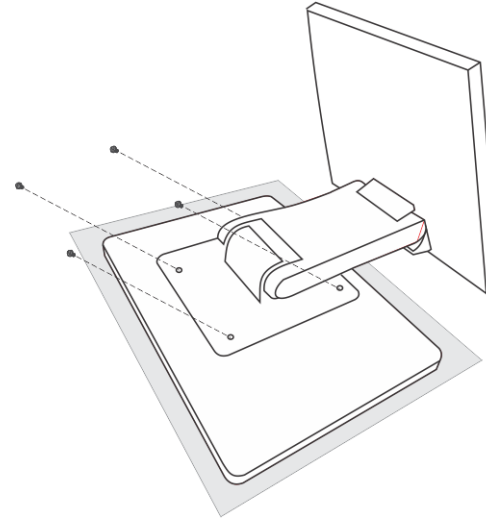


3. Lay the display face down on a flat surface.

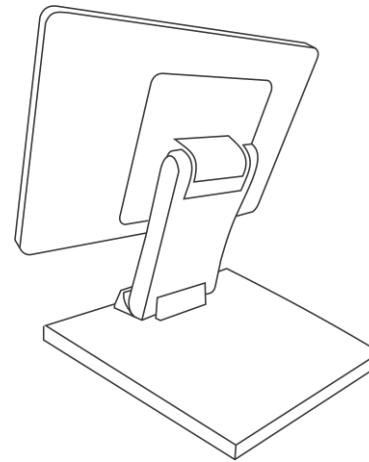
CAUTION: Always use a soft material, cloth or foam, to protect the display when placing the screen face down.



4. Mount the VESA plate at the back of the display. Secure the VESA plate with four M4x12 bolts and washers.



5. Set the display in an upright position.



6. Connect the AC power adaptor into a power source to turn on the display.

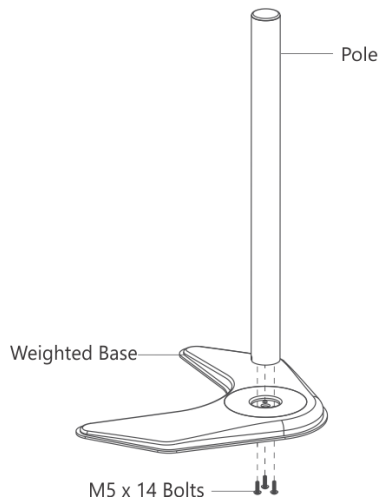
Installing the FIX-030 Table Mount

The FIX-030 table mount can be installed using a weighted or grommet base.

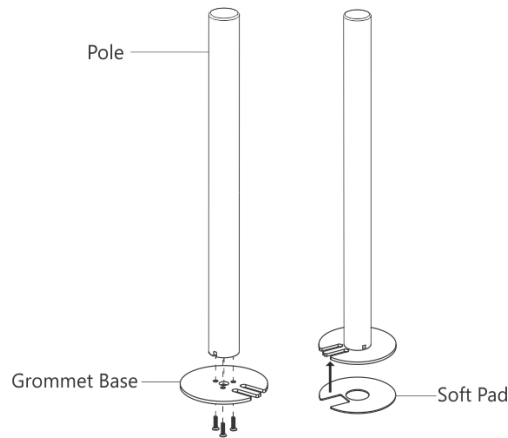
To install the FIX-030 table mount to the display, follow these steps:

1. Disconnect the AC power adaptor from the power source to turn off the display.
2. Install the Pole to the Weighted Base or to the Grommet Base, and secure with three M5 x 14 bolts using an Allen Key. For a Grommet Base, attach a soft pad at the base.

WEIGHTED BASE

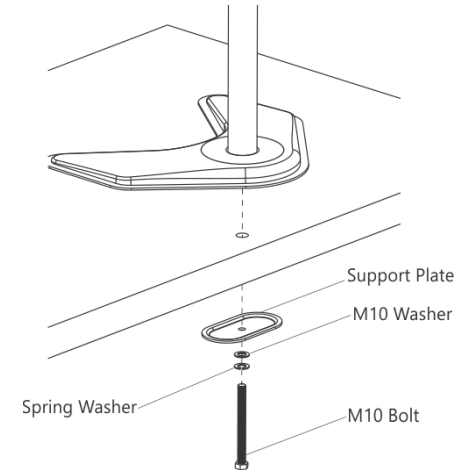


GROMMET BASE

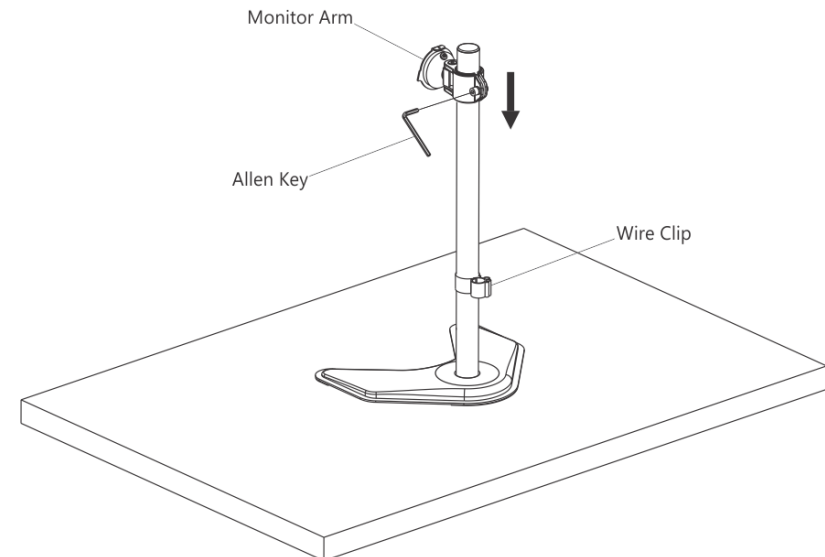


NOTE: If an existing grommet hole comes with a plastic protector, remove it to ensure to have a flat surface before installing the table mount.

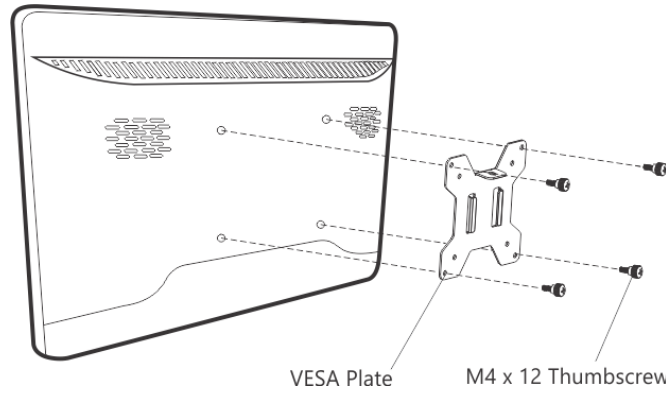
3. To install the table mount to a hole in a desk, drill a 10 mm hole and secure the mount with a Support Plate, M10 Washer, Spring Washer, and M10 Bolt using a wrench.



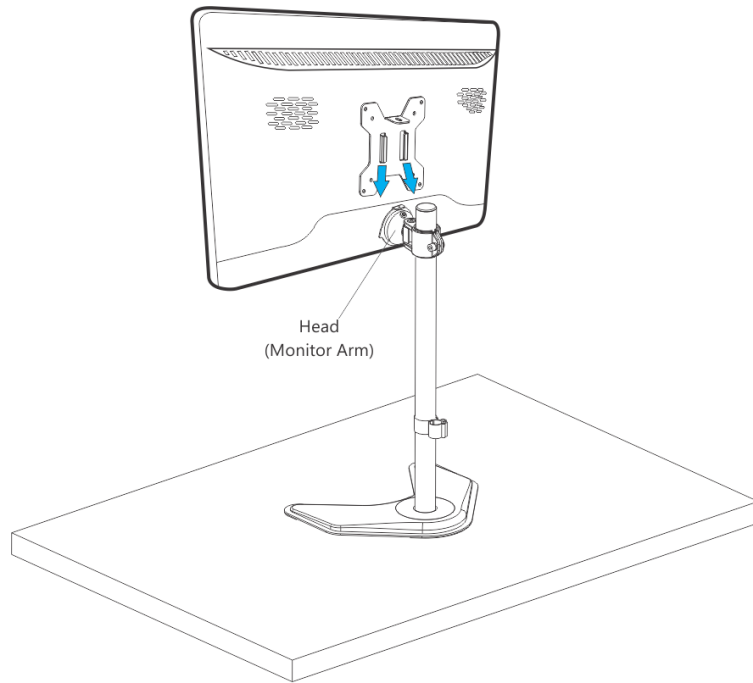
4. Install the Monitor Arm to the pole. Fasten the bolt with an Allen Key. Attach the Wire Clip to the pole.



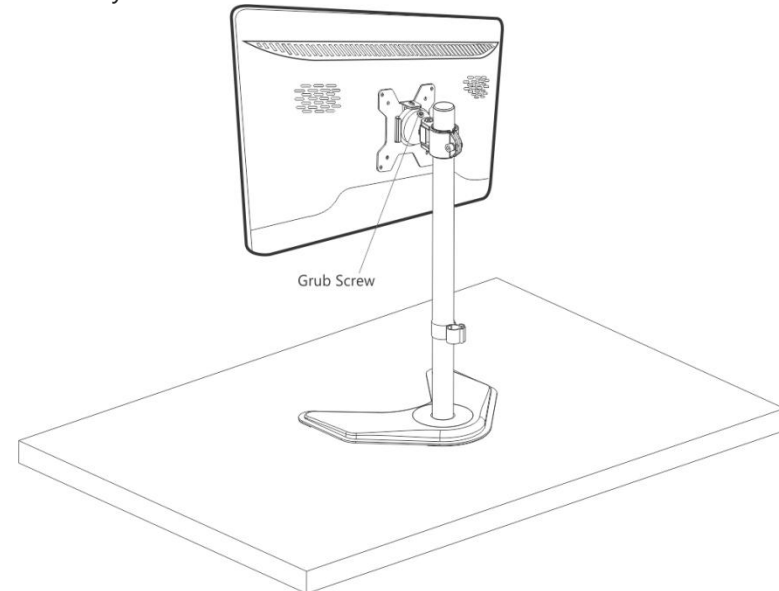
5. Install the VESA Plate at the back of the display, and then secure it with four M4 x 12 thumbscrews.



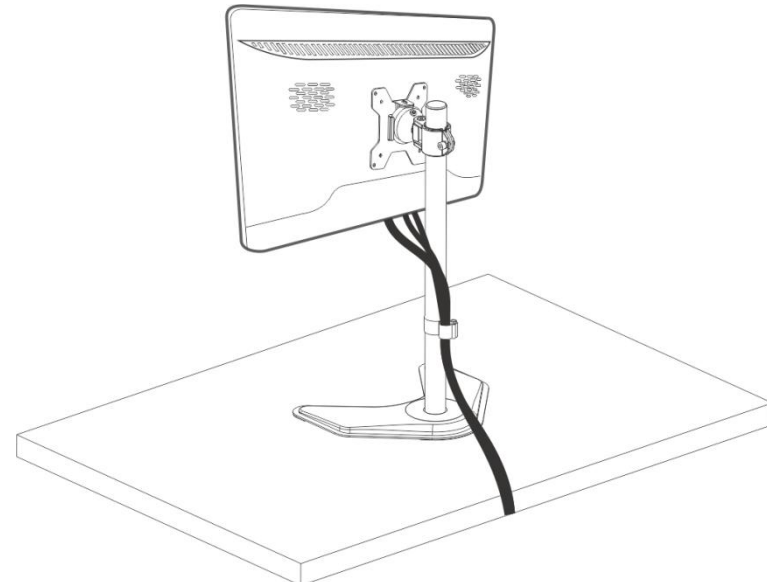
6. Slide down the display carefully until the plate locks into the head of the monitor arm, and then secure the display with a M4 x 6 bolt.



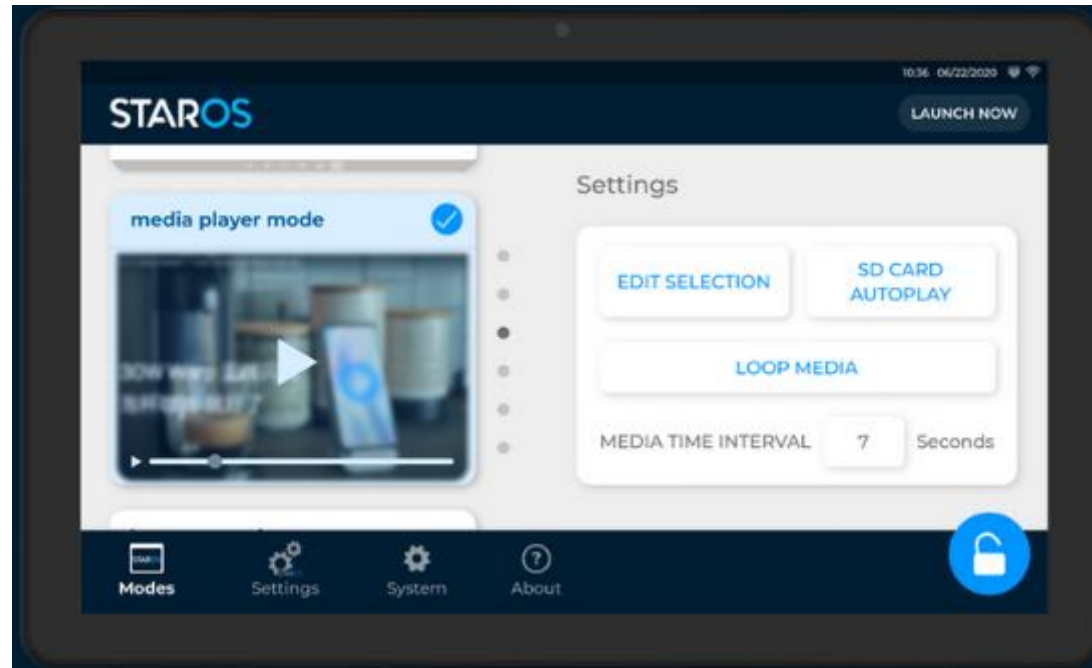
7. Fasten the Grub Screw in the monitor arm to fix the tilting angle using an Allen Key.



8. Route the cables out the display and through the Wire Clip.



STAROS APPLICATION



The STAROS application combines a high level of customization with a no-fuss experience for business owners who want to save time and money. The application allows devices to switch between tablet application modes, web pages, and playing media all within one UI. The custom lockdown application protects your information while streamlining all device activities into one simple process and integrates seamlessly to all businesses.

Using the STAROS app, you can do any of the following:

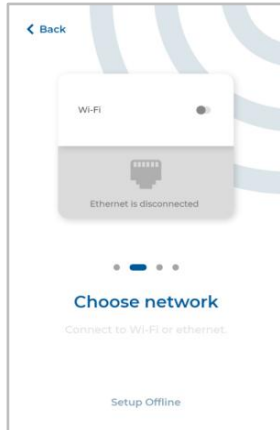
- Launch one or multiple apps, and switch apps with a click of a button.
- Set auto restart, daily startup, and shutdown schedules.
- Play photos, videos, or both when no apps are launched - free advertising!
- Locks device automatically within seconds if no user activity has been detected.
- Designed for compatibility with Star Control.

Connecting to the STAROS Server

To connect to the STAROS server, perform the following steps:

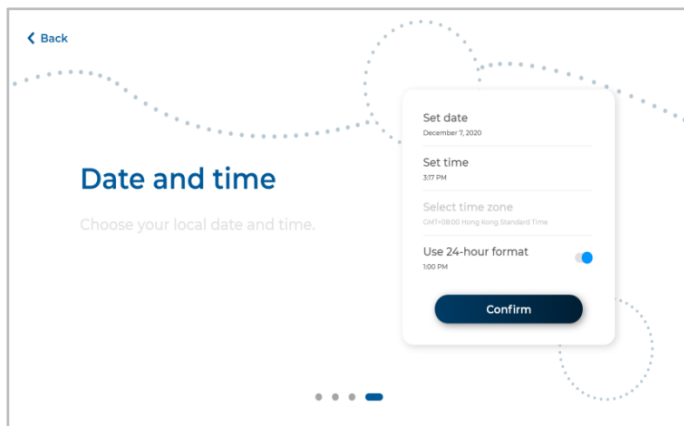
1. Select a Wi-Fi or LAN connection.

Note: To connect to a Wi-Fi connection, the LAN cable must be disconnected from the Ethernet port.



NOTE: If you want to set up offline, select the **Setup Offline** option.

2. Restart the display.
3. Set the **date** and **time**, or select a **time zone** for a more accurate date and time.



4. Once done with the onboarding process, select **Continue**. The STAROS login page is displayed.
5. Type "**0000**" as the default password to unlock the screen.

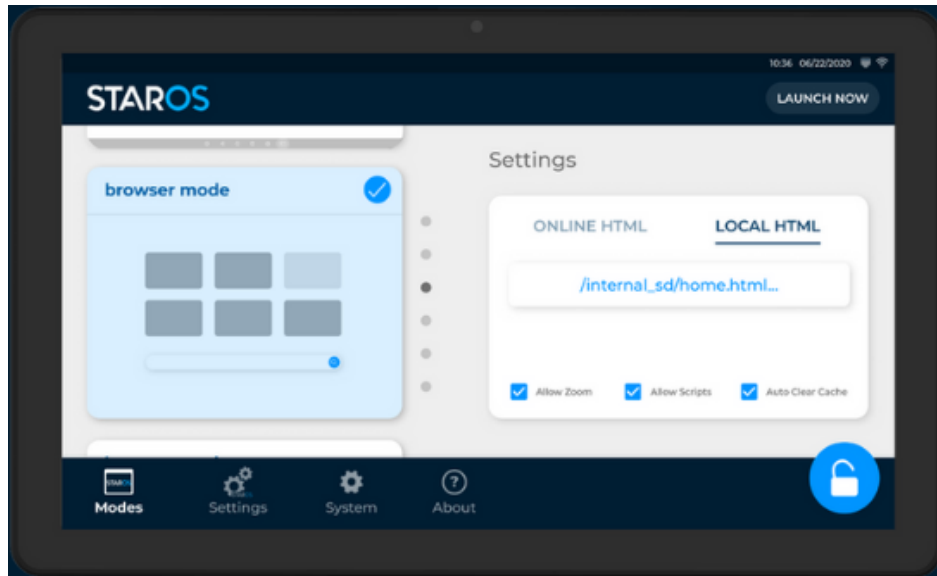
Turning on Star Control

Once connected to the STAROS server and while on the STAROS menu, you can turn on Star Control.

To turn on Star Control, follow these steps:

1. From the bottom navigation pane, select **Settings**.
2. From the Settings dashboard, select **Connect to Star Control**.
3. Activate the **Enable Star Control** option. A confirmation pop-up window is displayed.
4. Select **Yes** to confirm. The device reboots and connects to Star Control and Cloud server.

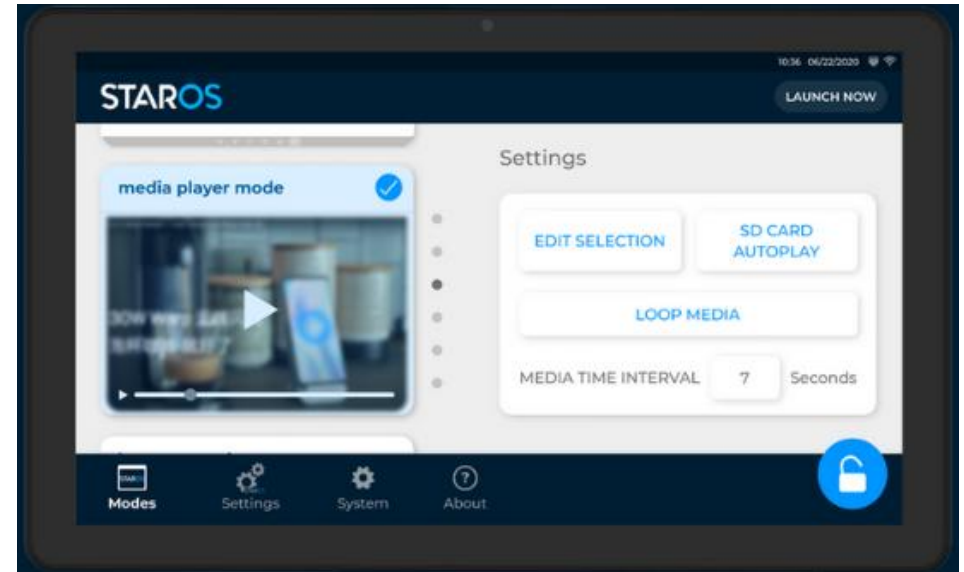
Using the STAROS App



The STAROS app provides different modes of display and allows user to select their preferred settings for the device.

- **Media player mode** – creates playlists of videos or photos to stream
- **Full screen browser mode** – locks browser when device turns on, displays the set website directly
- **Multiple apps mode** – switches between apps of your choice while device is in lockdown
- **Screensaver** – displays a video or photo when your device is idle
- **Display Schedule** – sets device startup and shutdown times

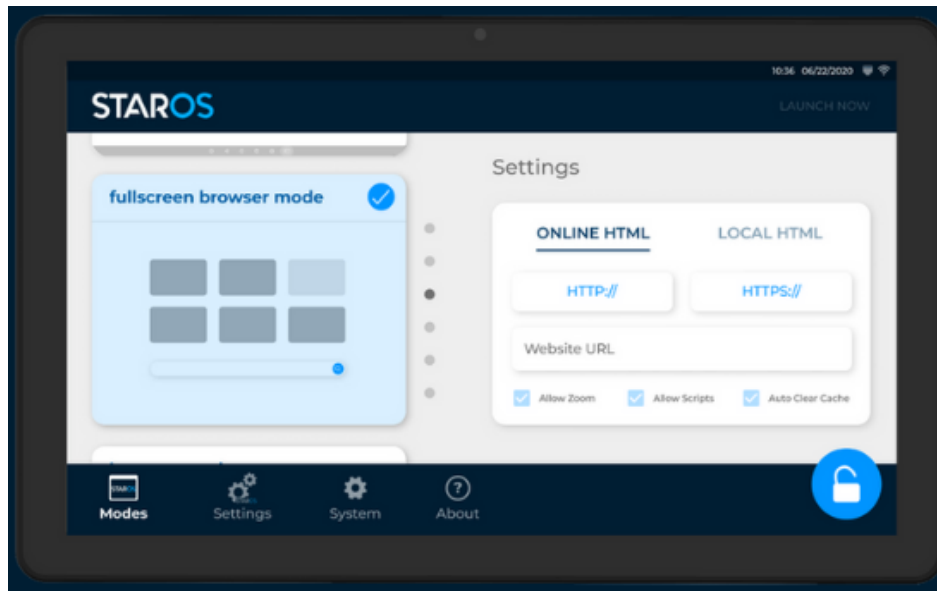
Media Player Mode



To select the photos or videos that display on the device, follow these steps:

1. Select **Choose Media**, and then select the storage device where photos or videos are saved.
2. Select one or more photos or videos to add, and then select **Confirm**.
3. Select **Edit Selection** to add or remove photos or videos from the playlist, and then select **Done**.
4. Select **SD Card Auto Play** to automatically play the selected playlist.
5. Set the **Media Time Interval** in seconds.
6. Select **Launch Now** to play the looped photos or videos.

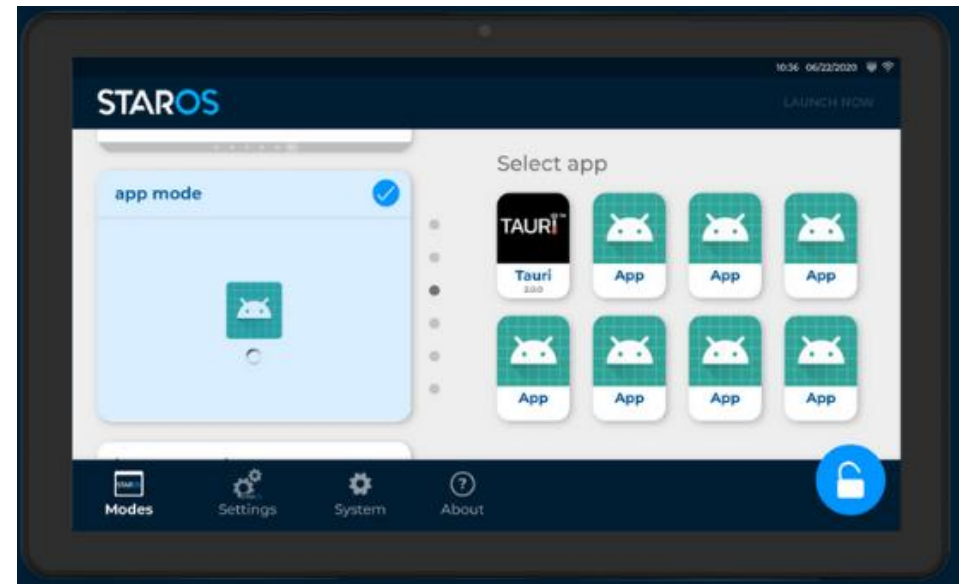
Full Screen Browser Mode



To select a website to display once the device is lock down, follow these steps:

1. Do one of the following:
 - Select **Online HTML**, and then add an external **Website URL**.
 - Select **Local HTML**, and then add a link to the HTML file in the local device.
2. Enable one or more of the following options:
 - **Allow Zoom** – allows user to zoom to the website
 - **Allow Scripts** – allows user to run custom scripts
 - **Auto Clear Cache** – removes unnecessary browsing data or history
3. Select **Launch Now** to display the website page.

Multiple Apps Mode



To enable one or multiple apps to run on the device, follow these steps:

1. Select one or more apps from the list of available apps.
2. Select **Launch Now** to enable the apps.
3. Select one app to run, and then select **Start app**.

Screensaver

To enable a screensaver for the device, follow these steps:

1. From the bottom navigation pane, select **Settings**.
2. From the Settings dashboard, select **Screensaver settings**.
3. Select the modes where the screensaver is displayed.
4. Select **Choose Media**, and then select the storage device where photos or videos are saved.
5. Select one or more photos or videos to add, and then select **Confirm**.
6. From the *Turn on when idle for* option, set the number of minutes the device should be idle before playing the screensaver.

Display Schedules

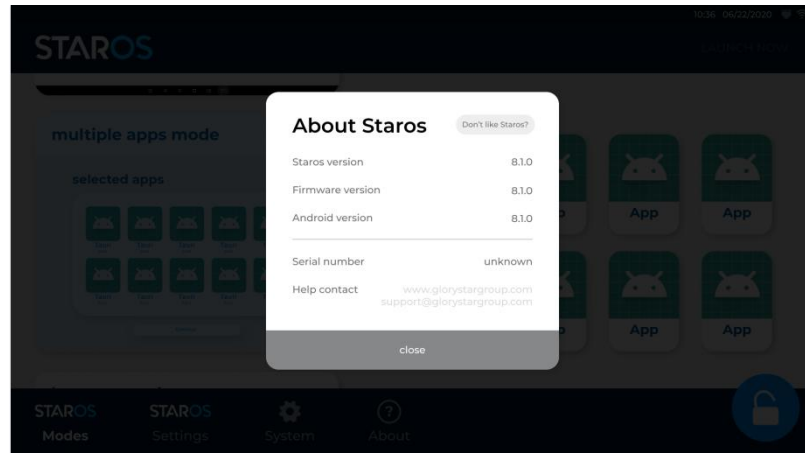
To set device startup and shutdown times, follow these steps:

1. From the bottom navigation pane, select **Settings**.
2. From the Settings dashboard, select **Display schedules**.
3. Select **Edit**, and then update the time and days of the schedules.
4. Enable the **Start up on-off** option of the preferred schedule to turn on the device.
5. Enable the **Shutdown on-off** option of the preferred schedule to turn off the device.
6. Select the remove button (-) to remove a schedule.
7. Select the time to auto restart the device.
8. Select **Done** to set the schedules.

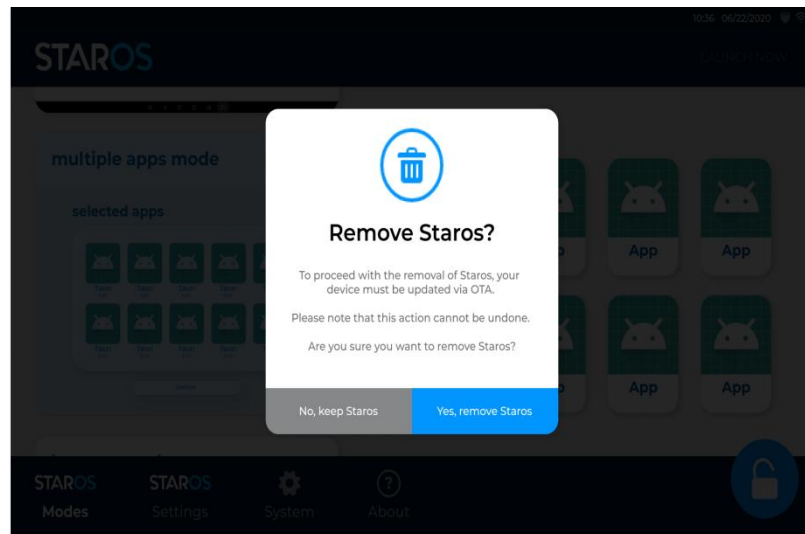
Reverting to Android Settings

To remove the STAROS app and revert to Android settings, follow these steps:

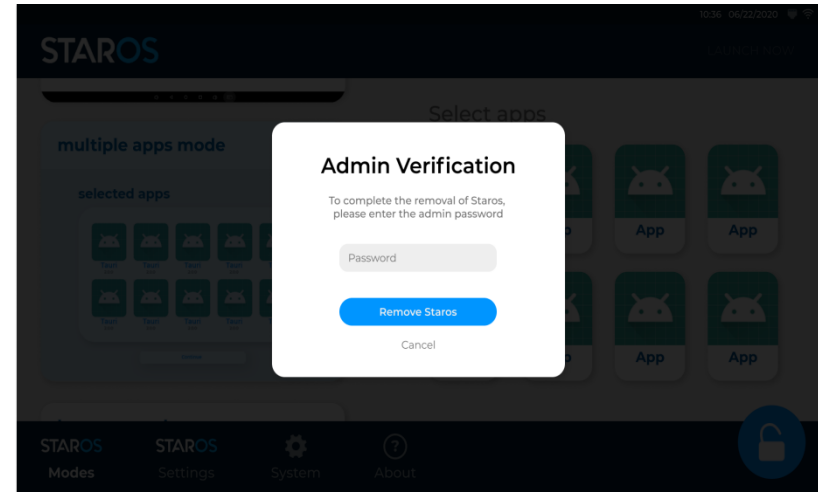
1. From the bottom navigation pane, select the **About** (About) button. The *About Staros* window displays:



2. Select the **Don't like Staros?** button. A confirmation window displays:



3. Select **Yes, remove Staros** to confirm. The *Admin Verification* pop-up window displays:



4. Type "0000" as the default password, and then select **Remove Staros**. The Staros app is removed from the device.

TECHNICAL SUPPORT AND MAINTENANCE

Glory Star provides the following options to help support your devices during installation, configuration, and troubleshooting issues.

SUPPORT	DESCRIPTION	LINK
Troubleshooting	Provides list of common issues reported while using the device and possible solutions to resolve these issues.	
Knowledge Base	Provides an online library of information, articles, FAQs, and technical documents of different devices.	https://support.glorystartouch.com/portal/en/kb
Email Support	Provides direct support through email.	support@glorystargroup.com

Troubleshooting

If you encounter any issue while using the STAROS app, you can refer to the table below for possible solutions.

ISSUE	SOLUTION
<p>Factory reset</p>	<p><u>Display is still turned ON</u></p> <ol style="list-style-type: none"> Click 5 to 7 times on the lower-right corner of the window to open the STAROS menu. Type 0000 as default password on the pop-up window. From the bottom navigation pane, select System → System → Reset options → Erase all data (factory reset). Select Reset Tablet. Select Erase Everything. The Erasing screen, and then the Glory Star logo are displayed. Once the “Welcome to StarOS” screen is displayed, the system reset has been completed. <p><u>Display won't turn ON</u></p> <p>⚠CAUTION Performing the procedure below would remove or erase all installed apps or software that did not come with the original GS system. Consult with partners first before resetting the system.</p> <ol style="list-style-type: none"> Turn off the display. Disconnect the AC power adaptor from the power source. Press and hold the VOL+ button at the back, and then connect the AC power adaptor. Note: Hold the button until the Recovery menu displays. Press the VOL+/VOL- button to select Wipe data/factory reset, and then press the Power button to confirm. Select YES, and then press Power button to confirm. Select Reboot system now, and then press Power button to confirm.
<p>Upgrade STAROS version</p>	<ol style="list-style-type: none"> Click 5 to 7 times on the lower-right corner of the window to open the STAROS menu. Type 0000 as default password on the pop-up window. From the bottom navigation pane, select Settings. Select Check for updates. If new update is available, a pop-up window displays. Select Update now to update the STAROS version. To update at a later time, select Remind me later. Select Update now to start.
<p>OTA update was unsuccessful</p>	<p>Contact Glory Star for the latest firmware update.</p>
<p>STAROS app does not boot</p>	<p>Perform a factory reset.</p>

Return to STAROS after a system crash	
Blurry screen	<ol style="list-style-type: none"> 1. Click 5 to 7 times on the lower-right corner of the window to open the STAROS menu. 2. Type 0000 as default password on the pop-up window. 3. From the bottom navigation pane, select Modes. 4. Select fullscreen browser mode. 5. From the top-right corner of the window, select Launch now. 6. If screen is not blurry, open the menu again. 7. From the bottom navigation pane, select Modes. 8. Select app mode. 9. From the top-right corner of the window, select Launch now.
Touch Panel malfunctions	<p>Submit an RMA request through the Glory Star website: https://www.glorystartouch.com/rma</p>
Display has cracked lines due to human error	Damaged hardware caused by human error is not included in warranty and must be returned to GloryStar for repair. Extra cost may apply.
Scratch on housing or touch panel	<p>We recommend collecting up to 10 damaged units to ship back to the HK office.</p> <p>Submit an RMA request through the Glory Star website: https://www.glorystartouch.com/rma</p>
LCD panel has abnormal display	
Dark screen displays	<ol style="list-style-type: none"> 1. Connect the display to an external monitor using an HDMI cable. 2. Check whether there are images displayed in the external monitor. 3. If you see images in the external monitor, there may be issues with the touch panel, but there are no issues with the main board. 4. If there are no images in the external monitor, the PCBA board may be damaged.
Connection timed out	Check the network connection and restart the display.
Locate serial number	From the back of the display, check the serial number with the GSXXXXXXXXXXXX format.

GAD101A does not boot up	<ol style="list-style-type: none"> 1. Connect a USB keyboard to the display. 2. Turn off the display. 3. Disconnect the AC power adaptor from the power source, and then connect again to the display. 4. Using the cursor, select Wipe data/factory reset to reset the system.
Update firmware through USB	<ol style="list-style-type: none"> 1. Download the NEB215 (3288) Android 9.0 +STAROS10.1.5 firmware OTA update from https://drive.google.com/file/d/1_JsALVC8Fz-x4aDVqo3_g1_tJboNGcD0/view?usp=share_link. 2. Copy the update.zip file to a USB drive (FAT32 format). Don't extract the file, just copy the file. 3. Connect the USB drive to the display. 4. Once the <i>Firmware Updating</i> pop-up window displays, select Install.
Update firmware through PC	<ol style="list-style-type: none"> 1. Download all files in the following link: https://drive.google.com/drive/folders/1kxTjifUEHE8znMQH9vEbVwRGNsMhHX1M?usp=sharing 2. Extract the DriverAssistant_V4.5.zip file and install the driver first. A pop-up window should display <i>Install driver ok</i>. 3. Extract the <i>AndroidTool_Release_V2.65.zip</i> file and execute <i>AndroidTool</i>. 4. Follow the installation instructions in the <i>GS Android Tablet update-firmware instructions</i> PDF file.
Update from Android 5.1/7.1 to Android 9.0 by PC	<ol style="list-style-type: none"> 1. Write down the Serial Number and MAC Address of the display on a piece of paper. 2. Download all the files in the following link: https://drive.google.com/drive/folders/1UE_vBKqHhja0USJr2MAnGLdS7Yeb-kyw?usp=share_link 3. Extract the DriverAssistant_V4.5.zip file and install the driver first. A pop-up window should display <i>Install driver ok</i>. 4. Extract the <i>AndroidTool_Release_V2.65.zip</i> file and execute <i>AndroidTool</i>. 5. Follow the installation instructions in the <i>GS Android Tablet update-firmware instructions</i> PDF file.
STAROS app is lost	<ul style="list-style-type: none"> • If the STAROS version is 10.0.6 and onwards, factory reset the device to install STAROS again, but all data and apps will be removed from the device. • If the STAROS version is before 10.0.6, contact support@glorystargroup.com and provide your serial number to install STAROS on your devices.
Cleaning the display	<p>To clean the display, follow these steps:</p> <ol style="list-style-type: none"> 1. Disconnect the AC power adaptor from the power source to turn off the display. 2. Using a non-abrasive cleaning cloth or wipes, gently wipe the screen. ⚠ CAUTION: Do not spray liquid directly on the touch screen; use wet wipes, a sprayed cloth, or a dampened cloth with the excess moisture squeezed off. Avoid highly concentrated alcohol (> 70%), non-diluted bleach, or ammonia solutions, as these may cause discoloration. 3. Allow the screen to dry before connecting the AC power adaptor to the power source.

REGULATORY INFORMATION

Electrical Safety Information

Compliance is required with respect to the voltage, frequency, and current requirements indicated on the manufacturer's label. Connection to a different power source than those specified herein will likely result in improper operation, damage to the equipment, or pose a fire hazard if the limitations are not followed. There are no operator serviceable parts inside this equipment. There are hazardous voltages generated by this equipment which constitute a safety hazard. Service should be provided only by a qualified service technician. Contact a qualified electrician or the manufacturer if there are questions about the installation prior to connecting the equipment to mains power. The equipment power supply cord shall be connected to a socket-outlet with earthing connection.

Emissions and Immunity Information

Notice to Users in the United States: 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 of the device. 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 A 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.

Warranty Information

For warranty information, go to <https://www.glorystartouch.com/warranty>.

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To find out more about our extensive range of Glory Star solutions, go to <http://www.glorystargroup.com> , or call the office nearest you. For more information, please contact us at sales@glorystargroup.com.

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