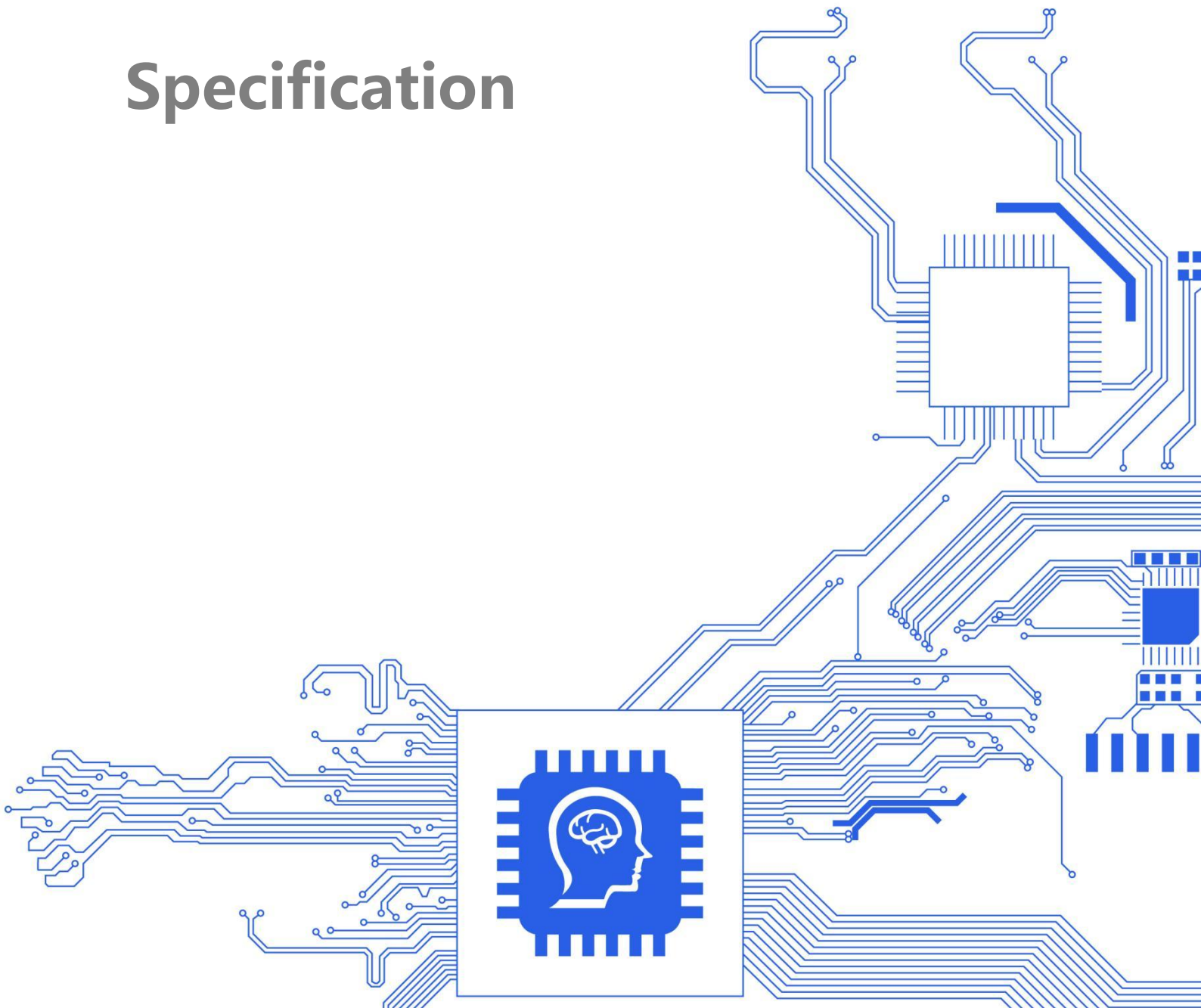


IOTBOX-3399M

Commercial Mini Pc

Specification



Document modification history

Version	Contents	Revision	Check	Date
V1.0	Creation	XXX	XXX	2023-04-25

Statement

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Chapter 1 Product Overview

1.1 Scope of application

IoTBox-3399M belongs to Android industrial control mini pc, which is generally applicable to smart display terminal products, video terminal products, industrial automation terminal products, such as: interactive advertising machine, interactive digital signage, intelligent self-service terminal, intelligent retail terminal, O2O intelligent device, industrial control host , robot equipment, etc.

1.2 Product Overview

IoTBox-3399M commercial mini pc, using RK3399 (dual Cortex-A72 big core + four Cortex-A53 small core) six-core 64-bit super CPU, equipped with Android7.1 system, main frequency up to 1.8 GHz. With Mali-T860 GPU, it supports 4K and H.265 hard decoding. In terms of mini pc, you can choose 16-64GB EMMC. In terms of interface, it integrates VGA, Ethernet, HDMI, WIFI, Bluetooth, and 4G. This product is ideal for commercial interactive touch screen products.

1.3 Product Features

- ◆ RAM and ROM can be configured according to customer needs.
- ◆ Support 12V power input.
- ◆ Support HDMI and VGA dual-screen 1080P different display, single screen maximum support 3840x2160 4K decoding, support HDMI 4K dot screen.
- ◆ Can support dual network ports, built-in PCI-E 4G interface, support Quectel, Longshang and other PCI-E 4G modules, support Internet access and call.
- ◆ Rich expansion interface, 4 USB interfaces (2 USB 3.0, one OTG, two USB 2.0); one RS232 serial port (DB9 male connector).
- ◆ Multiple function buttons (1 power button, 1 upgrade uboot button, 1 custom button).
- ◆ Support Android system customization, provide system call interface API reference code, perfect support for client upper application APP development.
- ◆ Perfect support for infrared, optical, capacitive, resistive, touch film and other mainstream touch screens, support mainstream peripheral drivers, no need to debug.

1.4 Appearance and interface diagram

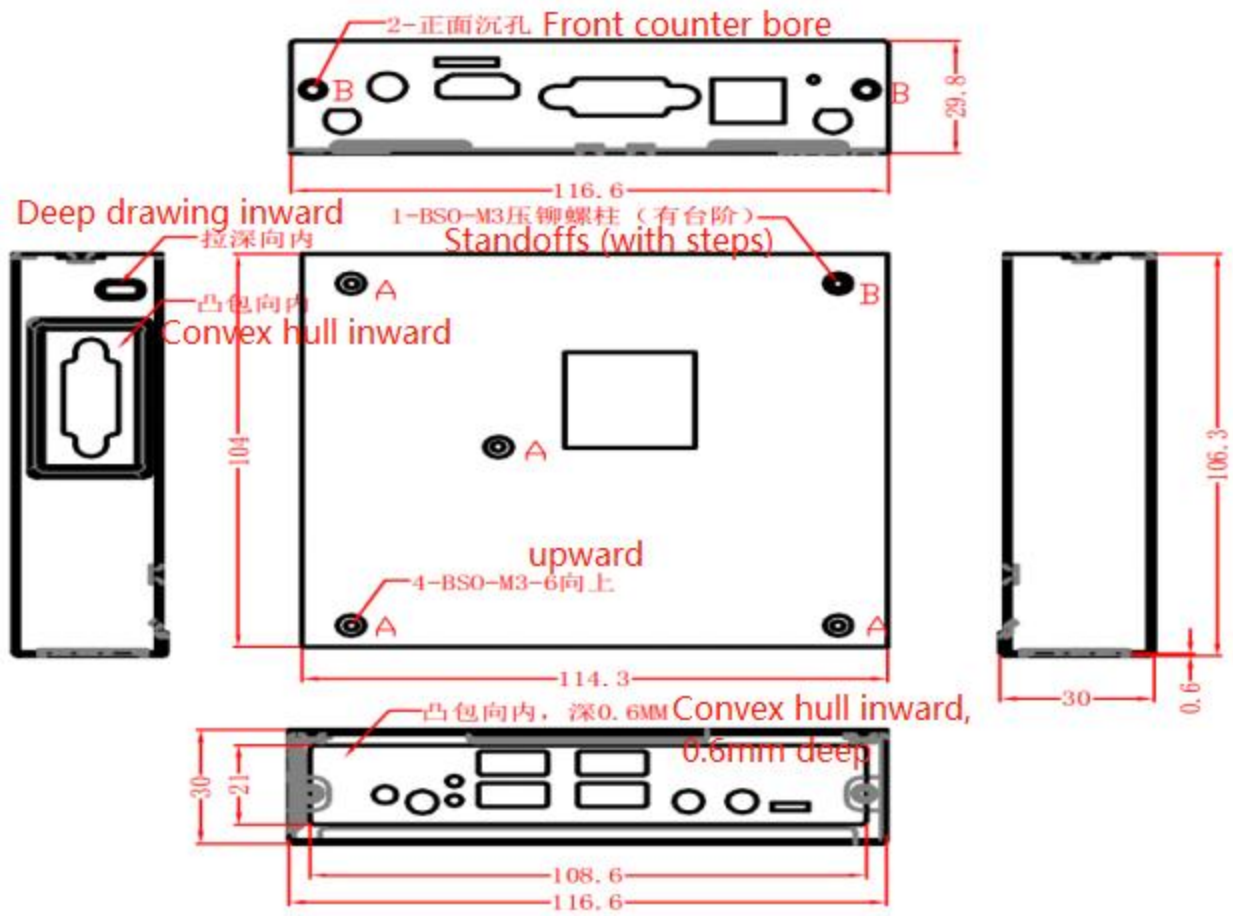
front:



back:



Product size chart:



Chapter 2 Product Hardware Specifications

Main hardware indicator	
size	105*115*30mm
CPU	RK3399, six cores, main frequency up to 1.8GHz, Android 7.1
GPU	Mali-T860 GPU high-performance GPU
RAM/Storage	Standard 4G / standard 16G (32/64G optional)
Built-in ROM	2KB EEPROM (not included by default, optional)
VGA output	1, support 1080P output
HDMI output	1, support 1080P@120Hz, 4kx2k@60Hz output
video	Support wmv, avi, flv, rm, rmvb, mpeg, ts, mp4, etc.
image	Support BMP, JPEG, PNG, GIF
Headphone output	Support one channel three-segment headset insertion
Audio input	Support one channel MIC1
USB interface	2 USB3.0, 2 USB2.0,
Serial port	1 Standard DB9 interface
Ethernet	1 , 10/100M/1000M adaptive Ethernet
WIFI	Built-in WIFI, BT4.1
3G/4G	Built-in PCI-E interface, support 4G Internet access and call

RTC real-time clock	Support
Timer switch	Support
System Upgrade	Support local TF,USB upgrade
Relative humidity	≤80%
Operating temperature	0°C~+60°C
Storage temperature	-20°C~+70°C

Chapter 3 Power and Product Maintenance

1. Power adapter

For your personal safety and the normal use of this product, please make sure that the AC power supply you provide meets the input information marked on the back of the product's power adapter; please use a three pin plug power socket with a reliable grounding terminal.

It is recommended to use the original power adapter of this machine. When the original power supply cannot be used under special circumstances, be sure to use the power adapter of the same specification.

2. Input characteristics

Input voltage range: from 90Vac-264Vac, one-way input.

	min	Rating	max
Input voltage	90Vac	100Vac-240Vac	264Vac
Input frequency	47Hz	60Hz/50Hz	63Hz

3. Output characteristics

Static Output Characteristics <Output & Ripple + Noise>

Output	Rated Load		Output voltage range	Ripple and noise	Remarks
	Min.	Max.			
+12.0V	0A	2A	+/-5%	50mVp-p	

4. Mini pc input characteristics

Input	Rated Load		Output voltage range	Ripple and noise	Remarks
	Min.	Max.			
+12.0V	0A	2A	+/-15%	50mVp-p	

Chapter 4 Assembly and Use Precautions

Please read the instructions and safety instructions of this guide carefully and strictly follow them during use. This will help prevent damage to the computer mainframe, extend the service life, ensure your normal use and computer maintenance, and ensure your personal safety.

1. Please read the relevant documents attached directly, if you have a folder, please be sure to read it first.
2. Follow all safety warnings and signs on this product.
3. Please use the original power adapter or only use the product according to the type of power supply indicated in this product.
4. In thunderstorms, please do not plug or unplug the network cable, power cord and other electrical conductors that may be connected to the outside world.
5. Unplug the power before cleaning the product. Do not use liquid, spray or wet cloth to clean.
6. Please do not disassemble the machine. Do not attempt to repair the product yourself. Please have this work done by an authorized professional.
7. Don't put your computer near a heat source.
8. Pay attention to moisture. Never spill water or other liquid on the computer. If the following conditions occur, immediately unplug the main unit. The following special circumstances need to be repaired by professional maintenance personnel.
 - a. The power cord or plug is damaged.
 - b. A conductive liquid is splashed into the product.

-
- c. The product has been dropped or the product casing has been severely damaged.
 - d. Unexplained errors or significant performance changes in the product cannot be ruled out after regular failure guidelines.

Chapter 5 Common Troubleshooting

IoTBOX-3399M commercial mini pc products have been rigorously tested before leaving the factory. The products are durable and the problems encountered during use may be caused by the settings and operations encountered during your use. Or some device compatibility issues.

This common troubleshooting information can help you resolve some simple operational issues or identify the cause of a repair failure.

1	The computer did not respond after booting.	Please confirm that the host and monitor are powered normally and the host adapter is powered.
2	The host automatically shuts down for no reason.	Please check if the power is off and the power adapter is loose.
3	The host automatically restarts without cause.	Please check if the one-button restore button is placed close to the outside of the board (normally close to the board).
4	Display image but no sound when playing video.	Check if the audio output settings match (Codec/HDMI) and are muted.
5	Network cannot connect.	Check if the network connection or router is normal and the network parameter settings are normal.
6	External USB device is not recognized.	Check if the external device is plugged into the OTG port, and the "Connect to PC" status is checked in "Settings" -> "USB".

Note: 1) If the host accidentally enters water or infiltrates conductive liquid, please cut off the power immediately, wipe the liquid with a paper towel, and do not blow it with a hot air blower. If the situation is extremely serious, it is recommended to contact the after-sales service immediately for consultation or inspection.

2) If the main unit is damaged due to the accidental sliding of the main unit, the main board is damaged. Please contact the after-sales service immediately for repair.