

Goldshell X5 Miner FAQ

Payment related questions

1. What payment method can I use to buy the Goldshell X5 miner?

So far we only accept the payment transferring through bank system. We are sorry that we do not accept other payment methods such as paypal, credit card etc. Also, RMB is the only currency we accept.

2. How am I supposed to do when I am making the payment?

When you are writing the documents to transfer the payment to our company, please make sure that you write the right company name and account information. These are very important to avoid the unnecessary loss.

3. After I purchased the Goldshell X5 miner, does my payment include the shipping fees and installation fees?

We are sorry that the shipping fees and installation fees are not included in the payment. Customer must pay the shipping fees and installation fees separately. The default shipping method is SF Express. Since SF express is the third party, our company will only make promise that the starting time of the shipment is accurate, we are not able to guarantee the exact arriving time of every shipment. The estimated arriving time is based on the estimation made by the third party. It is also the third parties' responsibilities to make sure every shipment arrives at the destination safe and without damage.

4. Can I have refund after I purchased the machine or can I change a new machine if I am not satisfied with the machine?

Once the machine has been sold out, we are sorry that we cannot cancel the order and refund the customer. We will send replace the machine only if the machine itself has quality issues. Besides, digital currencies' price fluctuate with the current market price, so the miner's price also fluctuates. Once the miner has been sold out, we will not charge or compensate the price difference of the machine. We reserve the right to adjust the miner's price.

Technical related questions

1. After I received the Goldshell X5 miner, how am I supposed to do to run the machine?

Please look at the Goldshell X5 user guide as reference.

2. How to set the miner to local area network same with my computer?

Connect the internet cable with the miner and the router. Then connect the computer into same local area network (you may connect the internet through wifi or hard internet cable

port)

3. How to find out the miner's IP?

3.1 Install Angry IP Scanner software

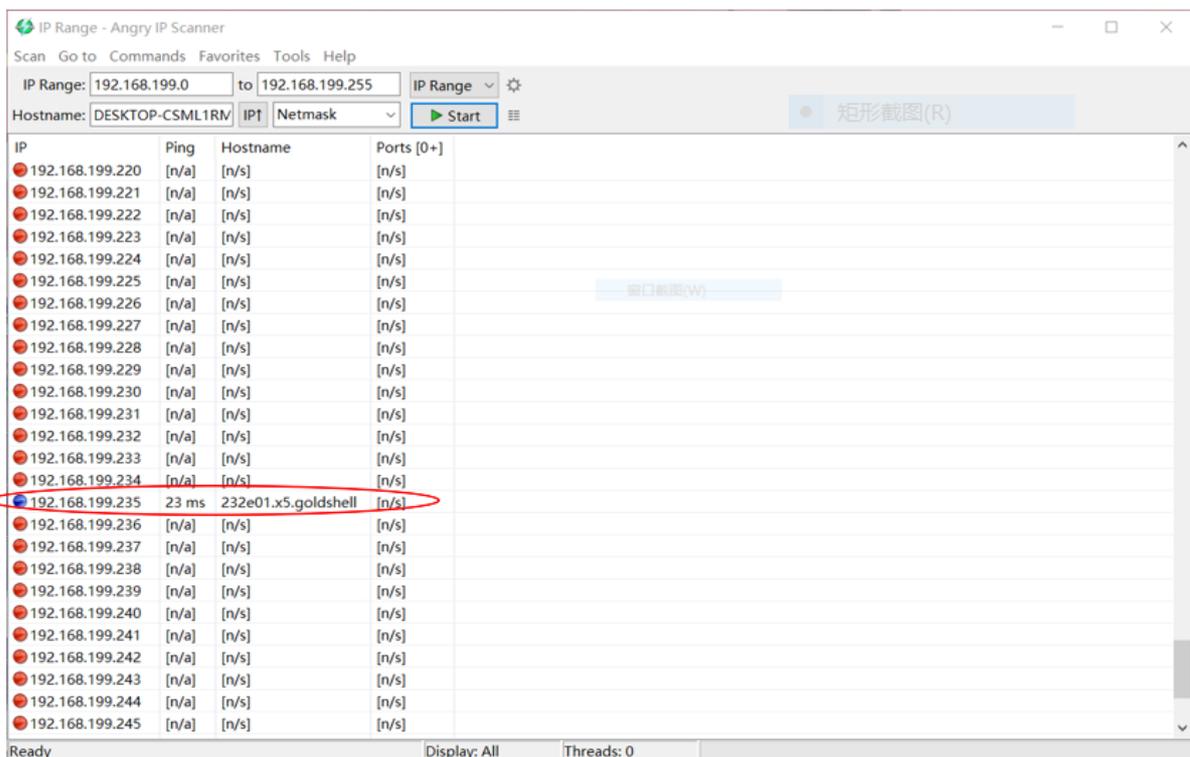
3.1.1 Open web browser, type the following URL: <http://angryip.org/download/#windows>

3.1.2 Users should download the needed version of the software according to their specific PC hardware and OS configurations. Then install the Angry IP Scanner. After the software has been successfully installed, user could find out the icon on the desktop.



3.2 Connect the power cable and internet cable to the miner, connect the computer into same local area network.

3.3 Open the IP scanner and type the searching range of IPs, click start. The IP with host name goldshell X5 is the miner's IP



Type the IP in the address bar of the web browser to login the miner's managing software.

4. How to check and change the DNS of miner or router?

If the you want to change the router's DNS, first step is to find out the router's IP, usually it will be printed on the tag that stuck at the bottom of the router. Then type the IP in the web browser. After you logged in the router's control panel, you can check and change the default DNS.

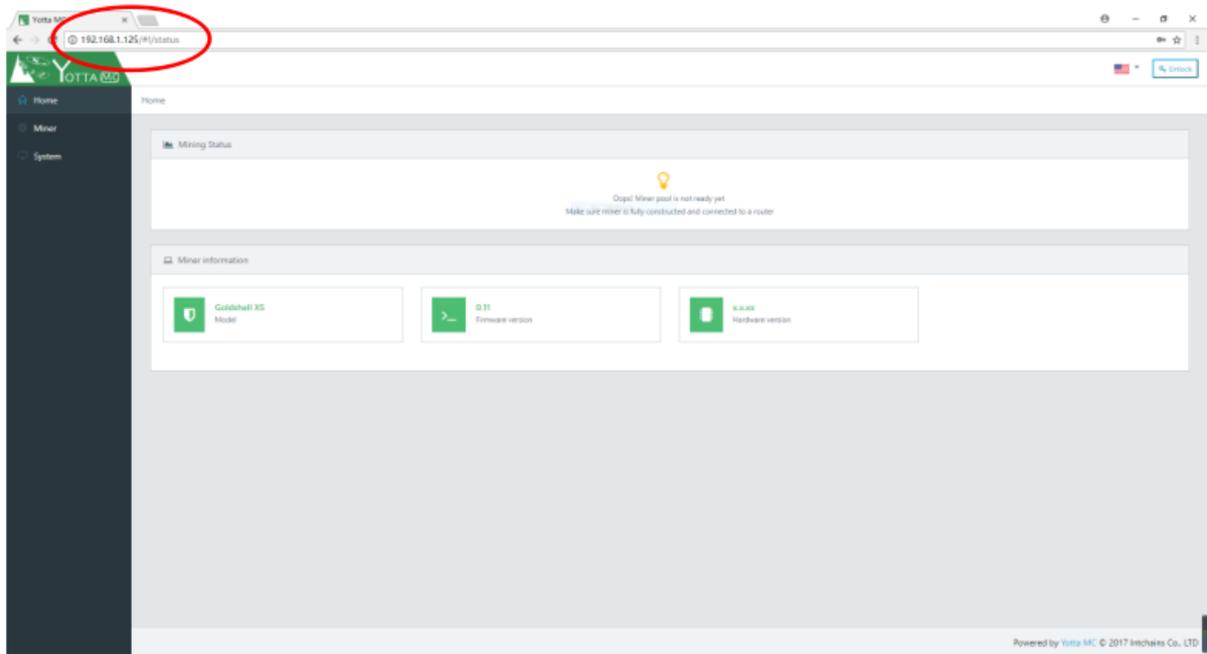
If you want to change the miner's DNS, first loggin the control pannel of the miner, then click System page, then click off the the auto DNS configuration button. Then you can type the

DNS you want to use.

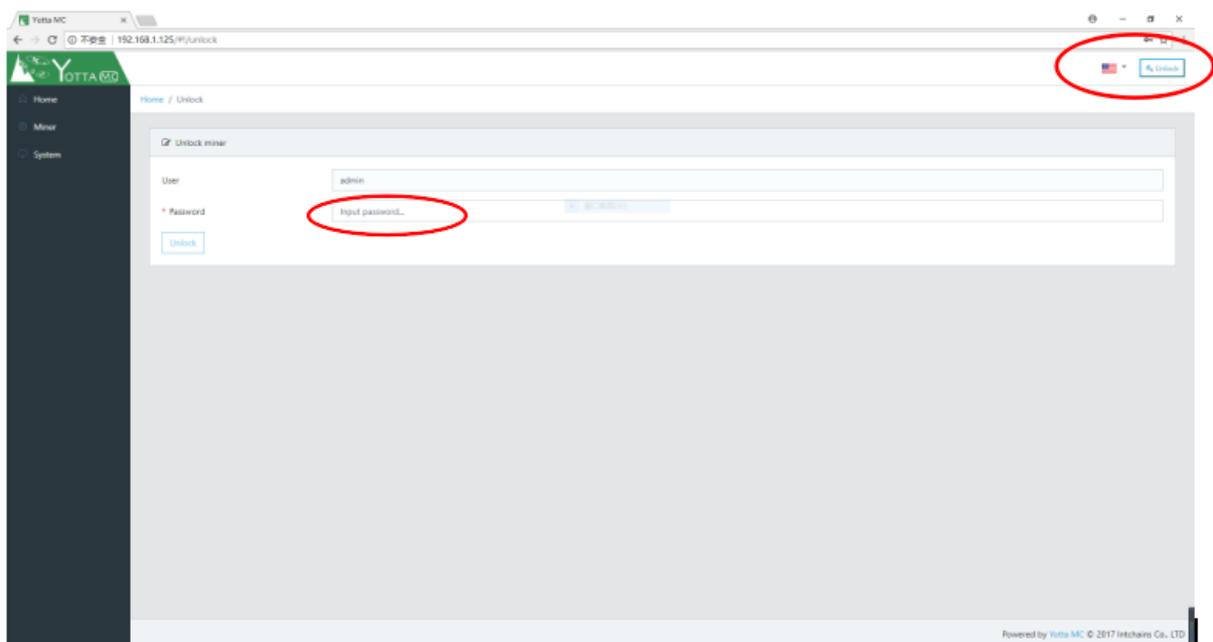
5. How to upgrade the miner's system?

5.1 First log in to the official website of Goldshell X5. Then download the newest version of the miner's system. Save it on your computer.

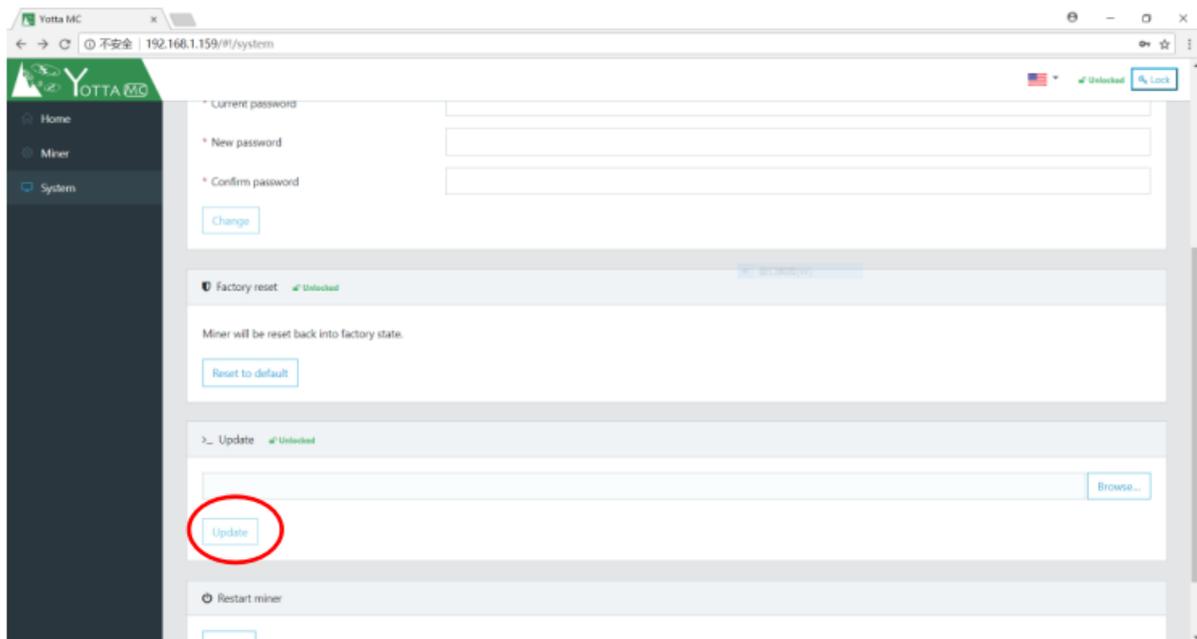
5.2 Open google chrome web browser, type the IP that you just found.



5.3 Click the unlock button at the top right corner, then type the default password:123456789



5.4 Click the system page and then click upgrade button. Choose the upgrade package file that has already been saved in your computer.



5.5 Wait until the upgrading process finished.

6. After I set up the miner and it shows up it is normal working. But the hash rate is lower than what I found out on the official website. Does it mean this miner has some problem? Is it normal?

In default working mode, it is normal that the miner has $\pm 10\%$ hash rate fluctuation. However, if the hash rate is much lower than 10% of the normal hash rate, user should login the miner's control panel and check the hash rate of every computing board. If not all of the boards are working normally, please try to reset to factory mode and then restart the miner and check if the hash rate goes back to normal range. After all of this procedures, if the hash rate is still lower than the normal hash rate range, please contact the customer service, we will respond ASAP. Please remember, do not open the miner's case by yourself, warranty will be terminated immediately once we found the anti-tamper label.