

# User Guide

## C20DS POS Terminal



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- Every effort has been made to ensure the accuracy and completeness of the information in this user guide. However, errors or omissions may exist.
- LANDI reserves the right to modify product software, hardware or documentation without notice.
- Product details in this guide may differ from the actual product due to updates. Refer to the physical product for authoritative information.
- LANDI shall not be held liable for damages, malfunctions, data loss or accessory loss caused by operations not complying with instructions in this guide.

# Important Safety Information

## Regulated Substances in the Product

The environmentally sustainable lifespan of this product is 10 years, subject to the specified climate conditions for normal operation, storage, and transportation as outlined in the product's technical characteristics. Upon reaching its end-of-life stage, we highly recommend returning it along with its packaging to LANDI.

Part Name	Hazardous Substances					
	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent chromium (Cr(VI))	Polybrominated biphenyls (PBB)	Polybrominated diphenyl ethers (PBDE)
Casing	○	○	○	○	○	○
Circuit board	×	○	○	○	○	○
Power Supply (optional)	×	○	○	○	○	○
Wire (optional)	○	○	○	○	○	○
Packaging materials	○	○	○	○	○	○
Lithium battery	×	○	○	○	○	○

Complies with China's SJ/T 11364 standard.

○: Indicates that the content of the hazardous substance in all homogeneous materials of the part is below the limit requirements specified in GB/ T 26572.

×: Indicates that the content of the hazardous substance in at least one homogeneous material of the part exceeds the limit requirements specified in GB/ T 26572.

### Note:

1. Most of the parts of this product are made of harmless environmental protection materials, and the parts containing harmful substances or elements cannot be replaced by harmful substances due to the limitation of global technological development level.

2. The environmental data for reference are obtained by testing in the normal use and storage environment required by the product, such as humidity and temperature.

## Usage Instructions

### ● Power Safety

- Connect terminal only to properly grounded, stable power outlets.
- Avoid circuits shared with high-power devices (photocopiers, air conditioners).
- Use only manufacturer-approved power supplies.
- Immediately discontinue use if power cord is damaged.
- During thunderstorms, disconnect power to prevent lightning damage.
- Maximum operating temperature: 40°C (104°F).

### ● Operating Environment

Avoid using in conditions with:

- Direct sunlight exposure
- High temperature
- High humidity
- Excessive dust
- Strong electromagnetic fields
- Severe vibration or impact

Note: Terminal is not waterproof or dustproof. Indoor use only. Damage caused by rain or dust infiltration is not covered by warranty

### ● Operation Precautions

- Power off before connecting/disconnecting any components.
- Do not hot-swap external devices or cards.
- Avoid placing heavy objects on terminal.
- Keep conductive objects (pins, wires) away from terminal.
- Protect from liquid exposure.
- Only authorized personnel should operate the terminal.
- Keep flammable materials (sprays, paints) away from equipment.

- **RF Compliance & Safety**

- Take precautions against potential radio interference despite FCC Part 15 Class B compliance
- Disable Wi-Fi where prohibited (e.g., aircraft).
- Follow local regulations for wireless device usage.

- **Audio Safety**

- Avoid prolonged exposure to high volume levels.
- Follow recommended volume settings.

- **Emergency Procedures**

Immediately power off and contact service provider if:

- Sharp or unusual noises occur.
- Liquid or foreign objects enter terminal.
- Unusual odors are detected.
- Warning messages appear on LCD screen.

- **Maintenance**

- Only authorized service personnel should perform repairs.
- Keep documentation for future reference.
- Regular cleaning and maintenance required.

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# 1. Product Profile

## 1.1. Introduction

The C20DS is a high-performance POS terminal featuring a full touchscreen display and advanced connectivity. Optimized for wall-mounted indoor use, it serves diverse businesses including restaurants, entertainment venues, retail chain stores, membership-based businesses, e-commerce retail locations, and beauty centers.

Incorporating innovative software, hardware, and industrial design, this intelligent terminal combines elegant aesthetics with powerful functionality. Powered by a quad-core 2.0GHz processor and high-capacity memory, the terminal delivers smooth performance through its large interactive touchscreen display and intuitive multimedia interface.

The C20DS comes standard with multiple connection options including Wi-Fi, Bluetooth, and Ethernet.

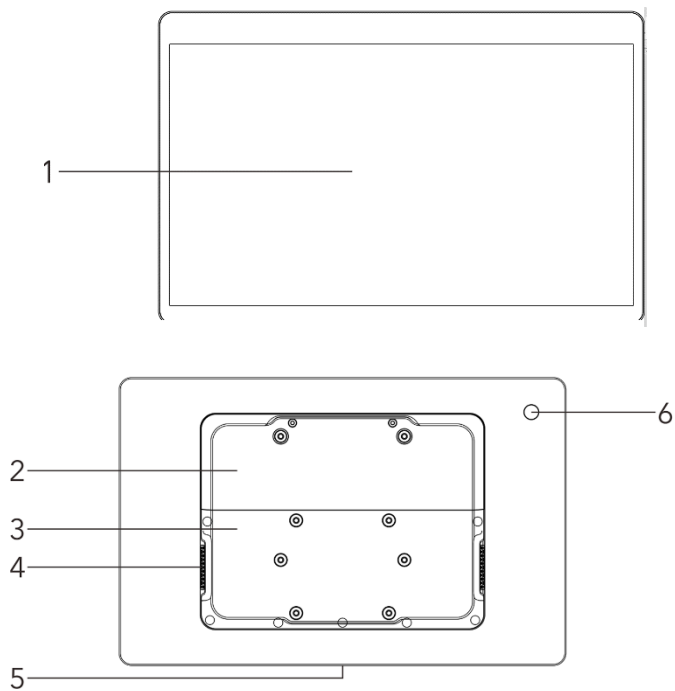
## 1.2. Unboxing Inspection

Upon opening, inspect the terminal and optional accessories for any signs of disassembly or transit damage. Check for:

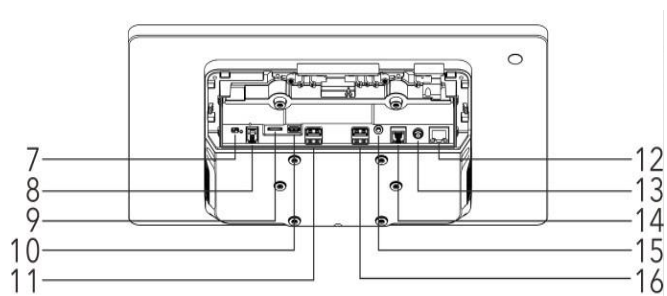
- Terminal main unit
- Power adapter
- 4 screws
- Quick Start guide

Remove all plastic packaging from the terminal and accessories. Peel off the protective film from the LCD screen. Retain the transit packaging for future transportation of the terminal.

1.3. Overview



- |   |                                    |   |            |   |              |
|---|------------------------------------|---|------------|---|--------------|
| 1 | Main Display (LCD and Touchscreen) | 2 | Back Cover | 3 | Cable Cover  |
| 4 | Speaker                            | 5 | Micro USB  | 6 | Power Button |



- |    |                   |    |                  |    |                   |
|----|-------------------|----|------------------|----|-------------------|
| 7  | Auto Power Switch | 8  | RS232 Port       | 9  | TF Card Slot      |
| 10 | Type-C Debug Port | 11 | USB-A Port       | 12 | Ethernet/POE Port |
| 13 | Power Port        | 14 | Cash Drawer Port | 15 | Audio Jack        |
| 16 | USB-A Port        |    |                  |    |                   |



## 2. Product Technical Features

<b>Processor</b>	ARM 64-bit quad-core, 2.0GHz
<b>Operating System</b>	Android 13 secure payment system
<b>Memory</b>	2 GB RAM + 16 GB ROM 4 GB RAM + 32 GB FLASH (optional)
<b>Expandable Storage</b>	Micro SD, up to 128GB
<b>Main Display</b>	15.6'', 1920 × 1080 px capacitive multi-touch
<b>Interfaces</b>	Type-C debug port * 1 USB-A port * 4 Micro USB port * 1 RS232 port * 1 RJ45 Ethernet port * 1 Cash drawer port * 1 3.5 mm audio jack * 1 TF card slot * 1
<b>Communication</b>	ETH: 1000 M Wi-Fi: 2.4G/5G dual-band, 802.11a/b/g/n/ac/ax, Wi-Fi 6 (optional), hotspot support Bluetooth: BT5.0 with BLE support
<b>Audio</b>	Headphone support, audio playback
<b>Video</b>	1080P video playback support
<b>Speaker</b>	Built-in high-power, high-fidelity dual full-range speakers
<b>Environment</b>	Operating Temperature: 0°C to 40°C (32°F to 104°F) Storage Temperature: -40°C to -70°C (-40°F to 158°F) Operating Humidity: 10% to 90% (Non-condensing)
<b>Power</b>	Input: 100V-240V AC, 50-60Hz Output: 19V DC/2.1A IEEE 802.3at POE+ Auto power-on support
<b>Dimensions</b>	378 mm × 249 mm × 37 mm
<b>Weight</b>	Net 1.8 kg, gross 2.4 kg

## 3. Product Installation

### 3.1. Environmental Requirements


Install the terminal on a stable platform to prevent accidental falls. Keep it away from the following environmental factors:

- Heat sources
- Vibration
- Dust
- Moisture
- Electromagnetic radiation sources (e.g., computer screens, electric motors, security devices)

### 3.2. Interface Connections

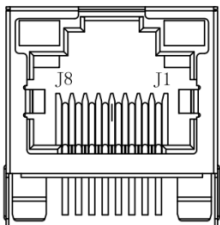
#### Power Supply

Use certified 19V power adapter.

<b>POWER</b> 		Signal	Description
	1	VDD	Power Input, 19V DC
	2	GND	Power Ground Reference

#### Ethernet Port (RJ45)

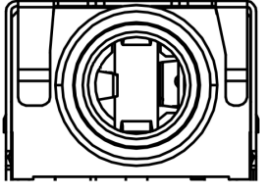
Connect via standard RJ45 cable.

		Signal
	1	TX+
	2	TX-
	3	RX+
	4	NC
	5	NC
	6	RX-
	7	NC
	8	NC

### Audio Jack

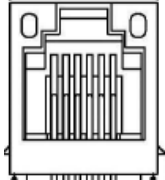
Supports OMTP and CTIA standards interfaces, accommodating:

- 4-pole audio connectors (with microphone support)
- 3-pole audio connectors (for headphones or speakers)

		Signal	Description
	1	MIC2_IN	Microphone Input
	2	HPH_L	Headphone Left Channel
	3	HPH_R	Headphone Right Channel
	4	HS_DET	Headset Detection
	5	NC	Not Connected
	6	HPH_REF	Headphone Reference Ground

### Cash Drawer Port (RJ11)

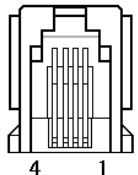
Compatible with standard 12V/24V cash drawer devices.

		Signal
	1	GND
	2	NC
	3	Drive Signal
	4	GND

Note: Please ensure cable length is less than 3 meters to prevent electromagnetic interference when connecting external devices through this port.

### Serial Port (RJ22)

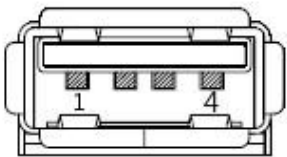
Features a standard RS232 serial interface, designated as COM1.

 4 1		Signal
	1	5.0V
	2	TXD Send
	3	RXD Receive
	4	Power Ground Reference

Note: Please ensure cable length is less than 3 meters to prevent electromagnetic interference when connecting external devices through this port.

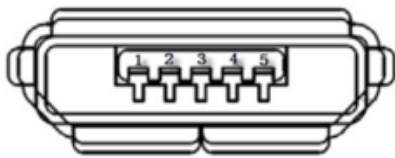
## USB Type-A Ports

1 USB 3.0 and 4 USB 2.0 ports, for connecting external devices.

		Signal	Description
	1	VBUS	Power Output, 5.0V
	2	D-	Data-, Differential Signal
	3	D+	Data+, Differential Signal
	4	GND	Power Ground Reference

## Micro USB Port

USB HOST port for connecting external devices.



	Signal	Description
1	VBUS	5V Device Detection
2	D-	Data-, Differential Signal
3	D+	Data+, Differential Signal
4	ID	No Connection
5	GND	Power Ground Reference

## USB Type-C Port

Used for debugging.



## TF Card Slot

Supports FAT/FAT32 format only, up to 128GB.

## 3.3. Setup and Testing

1. Check power supply - power indicator should show red when properly connected.
2. Verify all cables and SIM card (if needed) are properly installed.
3. Press power button. Power indicator should turn blue on startup. If terminal doesn't respond to long-press, see [7. FAQs](#).
4. Run a test operation to verify installation.

## 4. Usage

### 4.1. Power Operations

- **Power Connection**

Connect the power adapter to the terminal's power port and plug it into a power outlet.

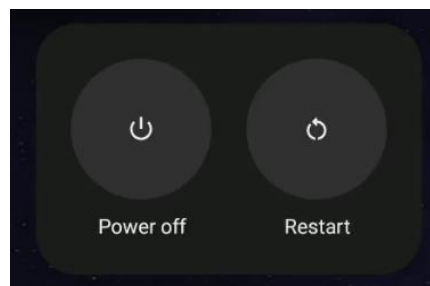
Power indicator shows red when properly connected.

- **Power On**

Press the power button for 1 second until the indicator turns green and the screen activates.

- **Power Off/Restart**

1. Press power button for 2 seconds.
2. Choose **Shut down** to power off or **Restart** to reboot.



### 4.2. USB Connections

Connect standard USB devices to any of the 4 USB Type-A ports or Micro USB port.

## 5. Maintenance

- When cleaning, always disconnect the power source first. Wipe the exterior surfaces with a soft, dry cloth.
- For light dirt, dampen a clean cloth with 1–2 drops of mild, neutral cleaner. Never spray cleaners or liquids directly onto the display screen and do not use an overly wet cloth.
- For stubborn stains, gently wipe with isopropyl alcohol or an alcohol-based cleaner. Do not use diluent thinners, trichloroethylene, ketone-based solvents or other strong chemicals as these may damage plastic or rubber parts.

## 6. Transportation and Storage

- **Transportation**

The terminal should be handled carefully to prevent damage from rain, snow, sunlight, mechanical impacts, or dropping. The packaging must prevent crushing during transit to avoid damage.

- **Storage**

Store the product in its original packaging box. The storage area should be free of hazardous gases, flammables, explosives, corrosives, strong vibrations, impacts, or magnetic fields. Place the box at least 15 cm off the ground and 50 cm away from walls, heat/cold sources, windows, or air intakes.

## 7. FAQs

### **Question: Why won't my terminal start?**

#### **Answer:**

This may be due to power supply issues.

1. Verify power adapter is properly connected.
2. Press power button for at least 3 seconds until terminal starts.
3. If problem persists, contact customer support.

### **Question: Why is the display blank?**

#### **Answer:**

This could be due to insufficient power or loose connections.

1. Check power connection.
2. Disconnect and reconnect power.
3. Verify all power cables are properly connected.
4. If problem persists, contact customer support.

### **Question: Why aren't peripheral devices working?**

#### **Answer:**

This could be due to power issues, cable problems, or Micro USB computer connection.

1. Check if peripheral device cables are properly connected.
2. Verify connected devices are powered on and working.
3. Try replacing connection cables.
4. If problem persists, contact customer support.

### **Question: Why is the touchscreen unresponsive or inaccurate?**

#### **Answer:**

This may be due to screen contamination or software issues.

1. Clean the screen and try again.
2. Restart the terminal.



3. If problem persists, contact customer support.

**Question: Why can't I connect to Ethernet?**

**Answer:**

This is typically due to cable issues.

1. Check network indicator lights at both terminal and router ends.
2. Try replacing the Ethernet cable.
3. If problem persists, contact customer support.

**Question: Why can't I connect to Wi-Fi?**

**Answer:**

This could be due to system settings, signal issues, or router configuration.

1. Check if Wi-Fi is enabled in system settings.
2. Restart system to clear potential software issues.
3. Verify Wi-Fi signal strength using another device.
4. Check router settings, encryption mode, and security settings.
5. If problem persists, contact customer support.

## 8. Frequency Bands and RF Output Power

The C20DS terminal supports the following wireless specifications:

Frequency Bands	
2400-2483.5 MHz, 5150-5350 MHz, 5470-5725 MHz, 5725-5875 MHz, 13.553-13.567 MHz	
Operating Frequency	
Bluetooth	2402-2480 MHz
2.4 GHz WLAN	2412-2472 MHz
5 GHZ RLAN	5180-5240 MHz; 5260-5320 MHz; 5500-5700 MHz
5.8 GHz SRD:	5745-5825 MHz
NFC	13.56 MHz
Channel Spacing/Bandwidth	
1 MHz, 2 MHz, 5 MHz, 20 MHz, 40 MHz, 80 MHz	
RF Output Power	
Bluetooth	9.51 dBm (Max. e.i.r.p.)
2.4 GHz WLAN	19.13 dBm (Max. e.i.r.p.)
5 GHZ RLAN	20.05 dBm (Max. e.i.r.p.) for 5180-5240 MHz; 18.97 dBm (Max. e.i.r.p.) for 5260-5320 MHz; 18.62 dBm (Max. e.i.r.p.) for 5500-5700 MHz
5.8 GHz SRD	13.83 dBm (Max. e.i.r.p.)
NFC	-32.29 dBuA/m @10m

## 9. Standards

### CE Marking

LANDI C20DS complies with the essential health, safety, and electromagnetic compatibility requirements of European Directive 2014/53/EU on Radio Equipment for:

- Protecting the health and safety of users and all other parties.
- Meeting electromagnetic compatibility protection standards.

### FCC Marking

LANDI C20DS complies with part 15 of the FCC Rules and contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference, 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.

This equipment has been tested and found to comply with the limits for a Class B 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<sup>20</sup> 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.

To fulfill the standards for human exposure to radiofrequency electromagnetic fields, keep the equipment at least 20 cm away from the body.

### Environmental Compliance (WEEE, Batteries and Packaging)

LANDI C20DS is labeled in accordance with European Directives 2012/19/EU concerning Waste Electrical and Electronic Equipment (WEEE) and 2013/56/EC concerning Batteries and Accumulators. Those provisions are requiring producers and manufacturers to become liable for take-back, treatment and recycling upon end of life of equipment and batteries.



The crossed-out wheeled bin symbol on the product or accessories indicates it is considered electronic equipment waste (WEEE) which must be properly disposed of and should not be thrown away. Spent batteries must also be collected separately for recycling.

Please contact your retailer for more details on the take-back and recycling program in place for disposing of old equipment and batteries. Participating ensures their responsible re-use and recycling, which benefits both the environment and human health.



The Green Dot symbol on the packaging confirms it complies with Directive 94/62/EC concerning packaging and packaging waste. Packaging bearing this symbol must be returned through collection schemes managed by accredited Green Dot organizations for recovery and recycling.

### RF Compliance



BE	BG	CZ	DK	DE	EE	IE	EL
ES	FR	HR	IT	CY	LV	LT	LU
HU	MT	NL	AT	PL	PT	RO	SI
SK	FO	SE	NO	IS	LI	CH	TR

5150-5350MHz band operation is limited to indoor use only within EU countries.

## **Battery**

Where providing safety devices or design in a battery or equipment is not reasonably practical (considering the functional nature of the battery or equipment containing a battery), instructional safeguards in accordance with Clause F5 shall be provided to protect the battery from extreme conditions or user's abuse. Examples that shall be considered include:

- Replacement of a battery with an incorrect type that can defeat a safeguard (for example in the case of some lithium battery types);
- Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion;
- Leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas;
- A battery subjected to extremely low air pressure that may result in an explosion or the leakage of flammable liquid or gas.

## **Power**

The power adapter and POE cannot work simultaneously with power supply.

## 10. Customer Support

- **Data Backup**

Please back up all terminal data before requesting any after-sales support. LANDI does not back up data directly from terminals received for service work. We are not responsible for any data loss or deletion that may occur.

- **Repairs**

Please contact local distributors or [LANDI after-sales team](#) to arrange a repair. Be sure to keep your invoice or other valid proof of purchase documentation and present it when necessary.

- **Manufacturer**

Fujian LANDI Commercial Equipment Co., Ltd.

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