

SMART

TOUCH SCREEN

POS MACHINE

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USER INSTRUCTIONS

Installation Steps of POS Machine

Ports Details of POS Machine

Maintenance of POS Machine

Trouble Shooting of POS Machine

Trouble Shooting of POS Accessories

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>>CATALOG

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Dear Customer

Thank you for buying our All-In-One touch pos machine which is developed and manufactured by ourselves!

In order to master the method of using this product as soon as possible, we especially compose this instruction for you. In this instruction manual, you can get the products information about important considerations, interface details, specifications, operational approach and maintenance of our pos machine. We advise you read the instruction carefully before using this product. It will help you use the pos machine better.

We will try our best to ensure that all information in this instruction is correct and reliable, and if there are any omissions, welcome to point out and we will feel thankful for this. In order to improve the reliability of product, we may do some improvements and upgrading of the hardware which will cause some differences between this manual and actual product, please refer to actual products. But it has no substantial effect on the use of our products, hope you can understand!

Thanks for your cooperation.

In order to use this POS machine correctly, please keep the manual properly.

In case of some problem with POS machine, please contact us for professional repairing.

① Important notice

You must comply with the following precautions and safety information when using this pos machine:

01. Do not place the pos machine on the unstable and easily falling place.
02. Turn off the power switch on the pos machine before cleaning it, and pull out the plug from the electrical outlet, use a damp cloth to carry dry clean, please do not use cleaning fluid.
03. Working power of this machine is AC 100-240V transfer DC12V, please ensure good grounding during installation, and avoid high-power electrical equipment connected to the same power outlet.
04. Do not step on the power, cable or make it entwined.
05. Avoid contact or expose to inappropriate temperatures, solvents, acid, water or moisture.
06. Avoid the fragmentation, corrosion and any other damage to products or components. (such as shell, LED/LCD panel, port, circuits etc.) caused by insect and mouse or any other things inserting.
07. If the device is not used for a long time , unplug the power cable.
08. In the following cases, please turn off the power first, then pull out the power plug and inform our professional personnel of malfunction.
09. Please do not disassemble the machine without authorization.

Environmental considerations:

Due to its precision, the working environment must be checked for ensuring the stable performance of smart POS machine before operation. Do not use the machine in the environment which can not meet the specifications.

1. Operating environment

Ambient temperature: -10℃-60℃

Ambient humidity: 40%-65%

Transport/storage temperature: -20℃-60℃

Transport/storage humidity: 35%-80%

2. Power specifications

Rated voltage: AC100V-240V switch to DC 12V

Rated frequency: 50Hz - 60Hz

Rated current:3.0A-5.0A

Rated power:36-60W

② Start to Use

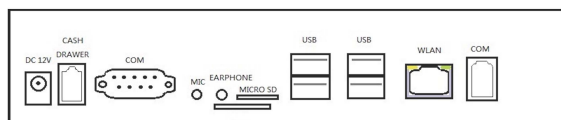
1. Unpacking

In order to ensure you receive the intact product, when you receive the goods, please check and accept them with the carrier face. If there is transport damage, please do not sign for it. Please pay attention to hold the goods, packing materials and accessories intact, and get in touch with us immediately. If the demand side has no discrepancy of the product within the receiving date, it will be regarded as pass the acceptance check, and we will not assume the responsibility for damaged goods. (Unless otherwise agreed contact) After opening the package, please make sure the box has below random accessories except the POs machine:

- Power adapter
- Power cable
- Warranty card
- User manual
- Driver CD (for windows device)

2. How to connect the machine with power cable?

Pull the side cover backwards, the ports can be shown. You will find the power connector “DC 12V”.

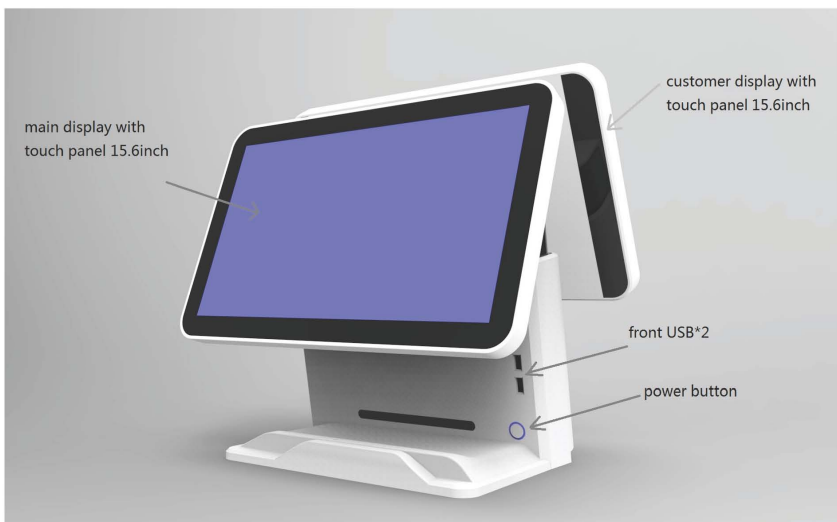


③General Introduction to Q8 Series

1. POS machine is the cash register terminal which has excellent stability and flexibility features, precise and sensitive touch platform combined with sophisticated industrial motherboard configuration, providing you with unprecedented convenience cashier experience and a reliable data processing platform for the complex retailers.

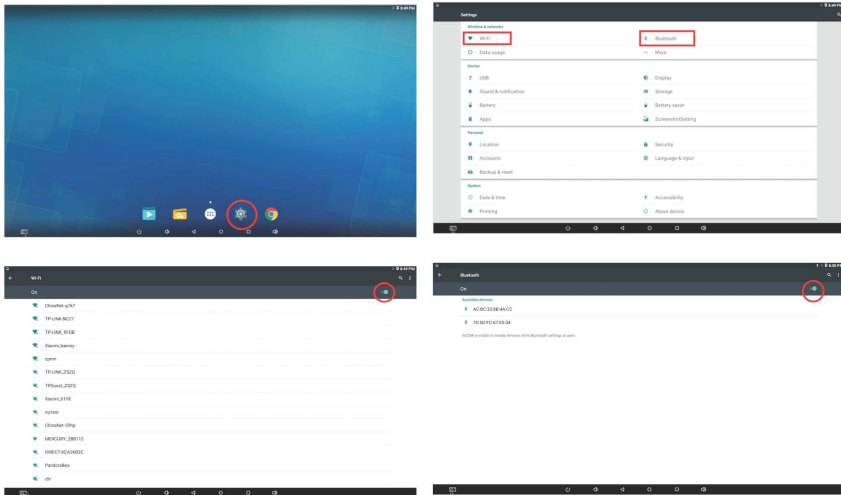
The features are:

- ✧ Clear and clean shape design without any disordered cables.
- ✧ Supporting long-time Non-stop operation, and playing advertisements and music are available at the same time
- ✧ Complete ports can support kinds of peripheral devices, such as cash collection box, thermal printer and label printer etc.
- ✧ Supporting magnetic card reader installation which can meet the needs of fast demanding for payment by UnionPay Cards and Member Cards.
- ✧ Supporting WIFI module which can guarantee the possibility of surfing the internet via cellphones.



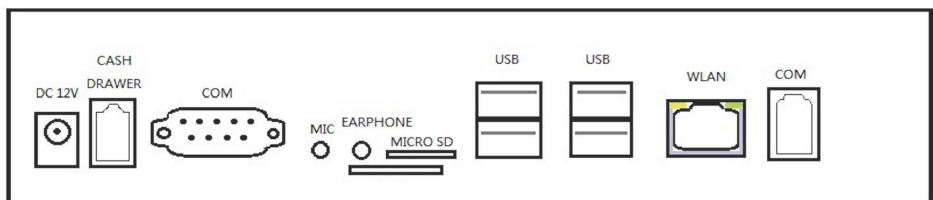
2. How to connect WIFI & Bluetooth:

Please refer the below pictures, click “setting” in the first picture—choosing “Wi-Fi” or “Bluetooth”, choose the one you need in the list.



④ Ports Details

Regarding Android POS terminals, Rockchip RK3288 SoC motherboard.



⑤ Technical Specifications

The technical specifications of our POS machines will be adjusted more or less for the purpose of improvement and upgrading, so please take the actual machine as standard.

Welcome to call us directly for more latest information about our products.

Display	
Viewing area	15.6inch 344.16 (H) ×193.59 (V)
Resolution	15.6inch 1920 (H) ×1080 (V)
Contrast	800:1, 1000:1
Lightness	220-350cd/m2 (500-1000cd/m2 for customized)
Display colors	262K
Pixel pitch	0.1611(H) ×0.1611 (V)
Touch panel	
Touch	10-points capacitive
Lifetime	50M times
Surface hardness	G+G, ≥3H
Other	
Power	AC 100-240V, DC in 12V
Power dissipation	36W-60W
Warranty	1 year

⑥Maintenance

To ensure POS machine working well, reduce the occurrence rate of failure, and regulate POS machine operation, prolong its lifetime, please maintain the machine as following instructions:

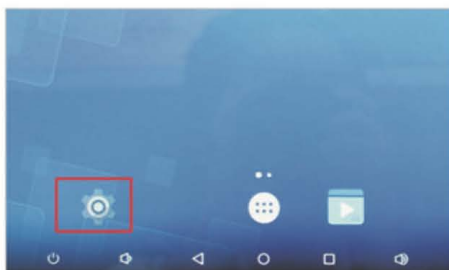
01. Please place POS machine on flat table
02. Please wait 1 minute at least, after it shutdown, don't turn it on and off frequently.
03. Please keep POS machine away from the strong electromagnetic field
04. Please cut off power if long time not use it
05. Be away from direct sunlight, water, dust and changeable temperature plate
06. Areas of poor power quality should be equipped with power supply
07. Pay attention to check regularly if the connection wire to the interface is loose or not
08. All kinds of connection wires can not be open-air. Do not let the weight pressing to keep smooth flow or wiring.
09. Avoid using the machine in too high or too low temperature environment
10. Do not shake or destroy the machine
11. Keep the machine in a dry state
12. Pay attention to the correct startup & shutdown machine, need to wait for the power indicator is off before power off
13. Idle or standby POS machine must be wrapped in a large plastic bag to avoid dust
14. Avoid the fragmentation, corrosion and any other damage to products or components caused by insect and mouse or any other things inserting
15. The daily cashier must use a little wet fabric to cleaning with wet fabric (corrosive liquid is not available)
16. Keeping the machine clean and do not put goods on the machine in order to reach purpose of dustproof, oil proof and waterproof
17. Please brush the magnetic stripe card lightly in a gentle way. If the card has weak or no magnetic, please add magnetic on time

⑦POS Troubleshooting

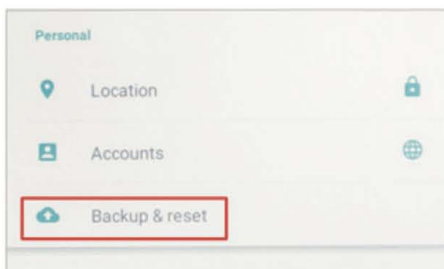
When Android POS happen trouble, you can use following 2 methods to quit, if troubling is invalid, please call us and send it back to our factory for repairing.

Method 1: Directly push the switch's power button, or plug in and pull out power wire to carry out POS's "Reset"

Method 2: Recover the factory original settings, to take the android 5.1 for an example, procedure is as follows:



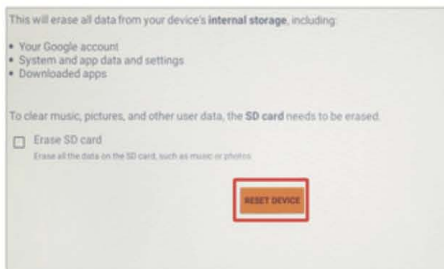
1. go into Android interface to find the Setting Icon.



2. go into the "Settings" interface, choose backup and Reset.



3. Click to recover the factory original setting



4. Check the format SD Card and Click to recover factory original setting option.

Warm tips: In case important data storage, you can ignore the format SD cards "check".

⑧Warranty Terms

Handling the malfunction product should follow the principle of solving the problems, if possible, we may try to solve the problems via internet, telephone or email etc. If some problems can be solved via installing the specified updated software or replacing the hardware by yourself, we will guide you how to obtain, install or replace it. Within the warranty period, we promise to repair any breakdown under normal use within a year. We will not offer free maintenance under the following conditions.

01. Products or components have exceeded warranty time.
02. Any fault or damage caused by abnormal use, accidents, refitting, improper physics or operating environment, natural disaster, surging and improper maintenance or storage.
03. Contact or exposed to unsuitable temperature, solvent, acid-base, water or moist environment; the fragmentation, corrosion and any other damage to products or components (such as Housing, LCD/LED panel, port, circuits etc.) caused by insect and mouse or any other things inserting.
04. Malfunction or damage after using the product, service or actions from the third party.
05. Without the valid purchasing invoice or warranty card, any other conditions unspecified here is exceptional.
06. Malfunction or damage caused by using the illegal unauthorized, nonstandard or nonpublic issuing software.
07. Malfunction or damage caused by the force majeure or accidents.
08. Appearance of the machine, wire, accessories and perishable articles. (e.g. electric cable, printing head, gear etc.)

Note:

*. 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.

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 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.

RF Exposure: A distance of 20 cm shall be maintained between the antenna and users, and the transmitter may not be co-located with any other transmitter or antenna.