

**PUNDI**

**X POS**

**U S E R   G U I D E**



**Pundi X Labs Pte. Ltd.**

# Pundi X Labs Pte. Ltd.

**Disclosure:** Pundi X reserves the right to modify the content, specifications, and parameters included in this user guide, which is subject to change without prior notice. Due to regular product updates and improvements, certain details presented in this manual may not be up to date, or match exactly with the product provided.

## Introduction

Thank you for your purchase of this product. Please ensure that you have read this manual and understood its contents before using the XPOS device and XPASS cards. Always keep a copy of this manual where it can be read by **all** who use the product. For the latest information on this product, including the latest versions of the manuals and software, please refer to our product updates at [www.pundix.com](http://www.pundix.com).

Parts	Amount
XPOS Terminal	1
XPOS Dock	1
Battery	1
Power Adapter	1
Charging Cable	1
Printer Paper	1
Quality Control /Check Certificate	1
Warranty Card	1

\*When receiving the device, please ensure that **all** components in the package are in good condition and the number of parts received matches the table above. Please contact the dealer if there are any discrepancies.

## Product Care:

To ensure prolonged use of the product, please observe the following precautions.

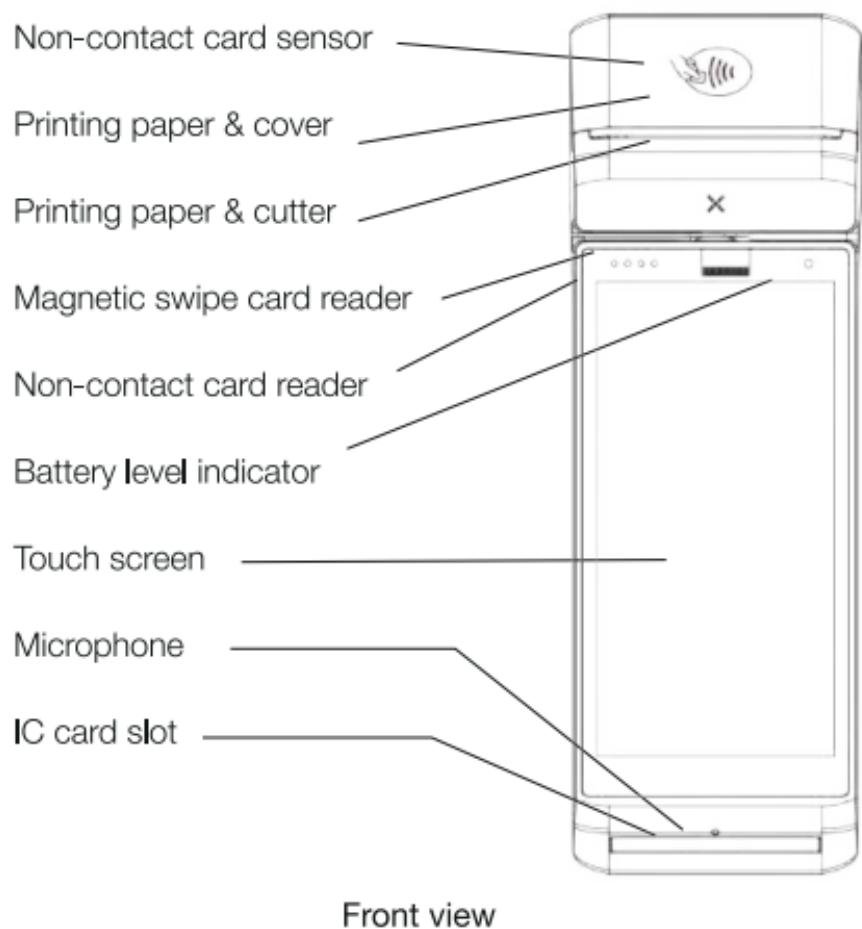
- This product must be installed and used in strict accordance with the instructions provided in this guide.
- Unauthorized disassembly of the XPOS device will trigger an internal security defense mechanism that will render the device unusable.
- Do not drop, strike, scratch, twist, or subject the device to heavy vibration or strong impacts. Do not place heavy objects on the device.
- Care should be taken to avoid sharp objects from coming into contact with the XPOS device (especially on the display screen) as this may cause the display to malfunction or become otherwise damaged.
- Gently wipe the screen with a soft, slightly damp, and lint-free cloth to remove oil stains from regular use. Avoid using corrosive detergents to clean the device.
- This device must be charged with the original factory-provided power adapter. Do not use a third-party power adapter. As this may result in the unit malfunctioning or cause damage to the battery.
- This device must be powered by the original factory-provided battery. Do not use a third-party battery. Failure to do so may result in the unit malfunctioning or cause damage to the battery.

- This device must be used with the original accessories provided by Pundi X. Any use of non-approved accessories may result in the unit malfunctioning or serious damage.
- This product is an electronic device. Therefore, care should be taken to avoid any exposure to liquid splashes, as electric circuits inside the product may be short-circuited causing serious damage.
- Do not insert foreign objects into any opening on the device, as this may cause serious damage to the unit.
- Do not leave the unit under direct sunlight or in locations exposed to high temperatures, extreme humidity, dust, or strong magnetic fields.
- If the power cord is damaged or faulty, stop using the unit immediately and turn off the power. Contact your local after-sales service representative. Again, any attempts to disassemble the unit or to repair the device personally could be dangerous and will result in the immediate voiding of this warranty.

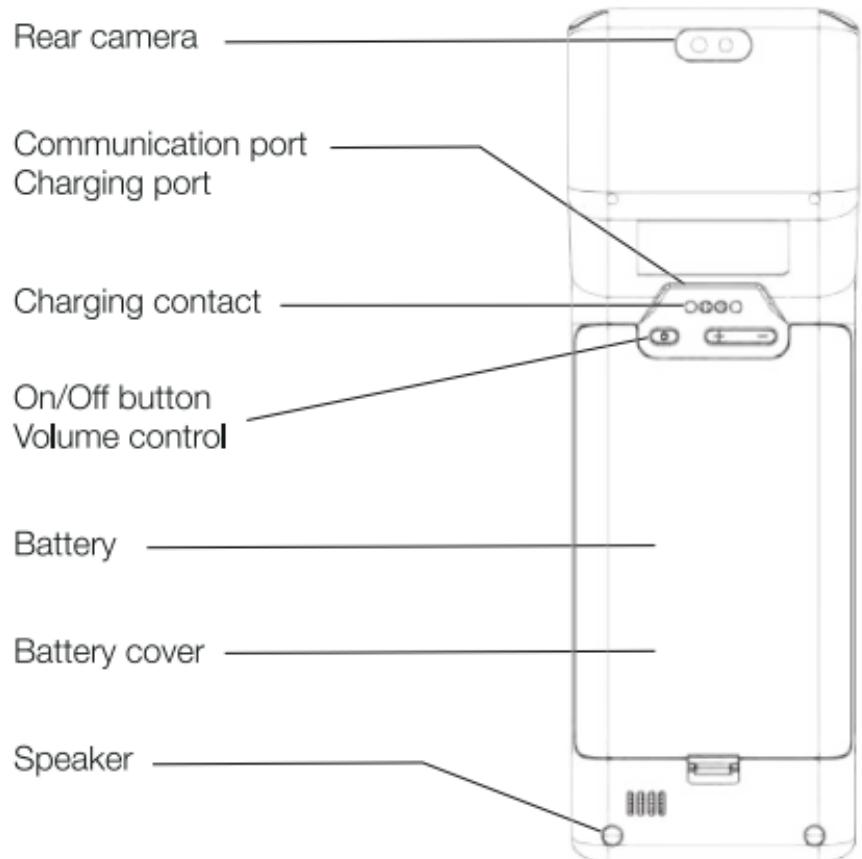
## Terminology

The point-of-sale (“POS”) device that Pundi X uses for payment processing is referred to as “XPOS”. The Pundi X card issued to consumers is the “XPASS”.

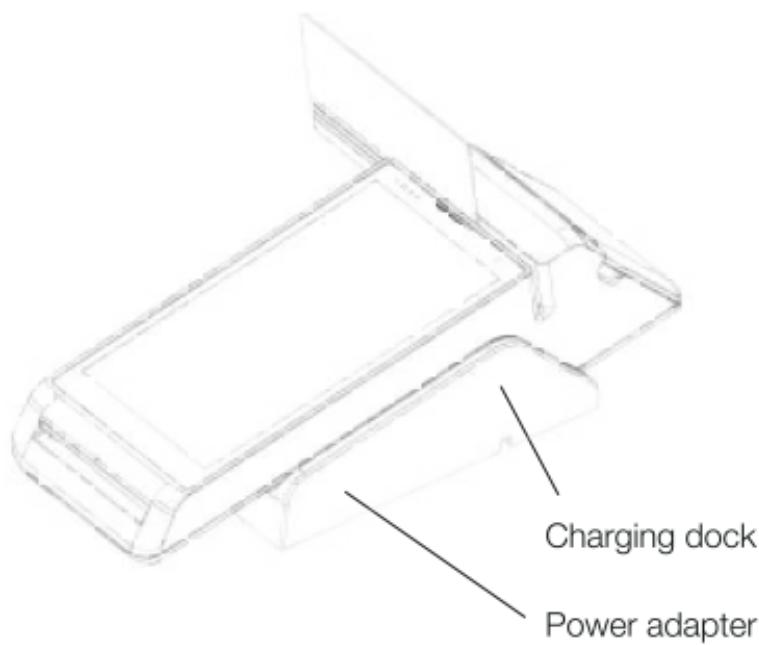
## Main Body of the XPOS



Front view



Rear view



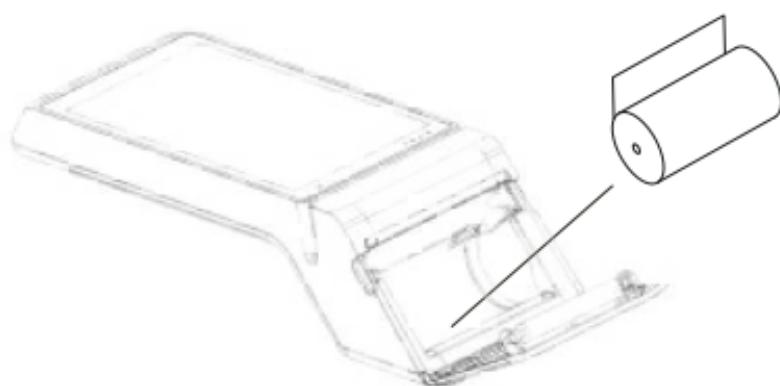
Charging Dock

Part Name	Function
Non-contact sensor	The field of range for the on-board reader for non-contact IC cards, such as the Pundi XPASS. As indicated by the logo on the sensor, cards should be placed close to the card sensor facing towards it.
Non-contact reader indicator	Provides the status for the non-contact reader.
Receipt printer	A thermal paper printer issues customer receipts which should be torn in either direction against the paper cutter.
Receipt paper compartment	Open the receipt paper compartment by unlatching the lid, and then insert thermal paper rolls (up to 30mm in diameter).
Magnetic stripe card slot	A slot for processing transactions with magnetic-stripe cards. Cards should be swiped smoothly, evenly and can be swiped in either direction.
Charge status indicator	Indicates when the XPOS unit is connected to the charger, or placed on the charging dock.
Multi-touch screen	A display area for the XPOS touch screen.
Microphone	For best results when audio recording, avoid blocking the path to the microphone.
IC card insertion port	When inserting the card, please keep the front of the IC card, including any chip, facing upward.

Rear camera	Can be used for photo and video capture, as well as bar-code scanning ( may require specialized software support).
Communication port, charging port	A micro USB communication port and DC charging port.
Charging contact	The charging interface between the main device and the charging dock.
Power button and volume controller	The power switch can be used to power the device on or off or to wake it from an idle state. The volume switch toggles device sounds up and down.
Battery	The battery can be inserted or removed only after opening its compartment lid.
Battery compartment	After the battery has been removed, slots for loading/unloading SAM, TF (Micro SD), and SIM cards can be accessed.
Speaker grille	Mounted over the speaker for protection, the grille should not be blocked.

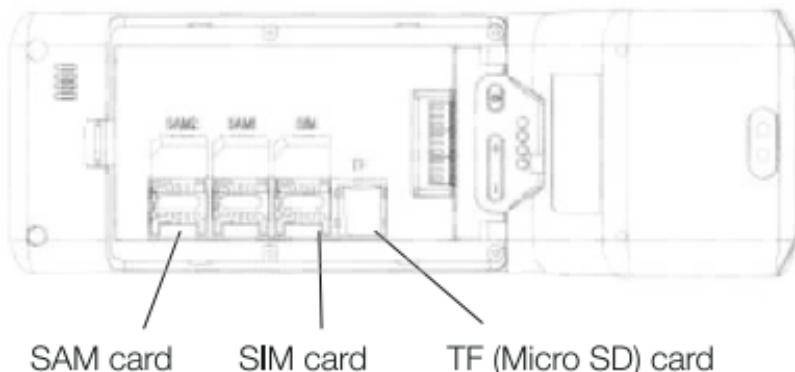
## Inserting Printing Paper

First unlatch the paper compartment lock, remove any spent roll and insert a new one in the space between the lid roller and paper cutter. New paper should be inserted so that the free end of the roll faces the metal receipt cutter and not the outside lid of the compartment. The lid should then be closed back into its latched position.



## Tearing Receipt from Thermal Printer

Hold the receipt paper with your hand and tear the paper at an angle of about 45 degrees against the metal paper cutter.



## Inserting SAM, TF, and SIM Cards

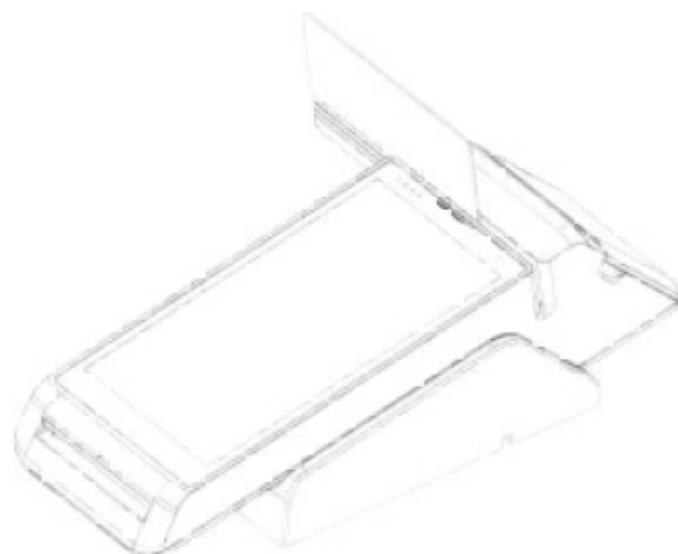
Unlatch the battery compartment lid and remove the battery. At the relevant card slots, load a corresponding SAM, SIM, and TF (Micro SD) card. The battery should then be re-inserted and the compartment lid closed and pushed back into a latched position.

## SAM, TF, and SIM Cards Installation

Shut down the device by pressing the on/off switch. Then unlatch the battery compartment lid and remove the battery. At the card slots, load the corresponding SAM, SIM, and TF (Micro SD) cards; then re-insert the battery and close the lid by pushing it back into the latched position. Please ensure the cards are being placed into the correct holders as the slots' similar appearance can cause confusion. Once the cards are correctly loaded the battery can be reinserted and the compartment shut.

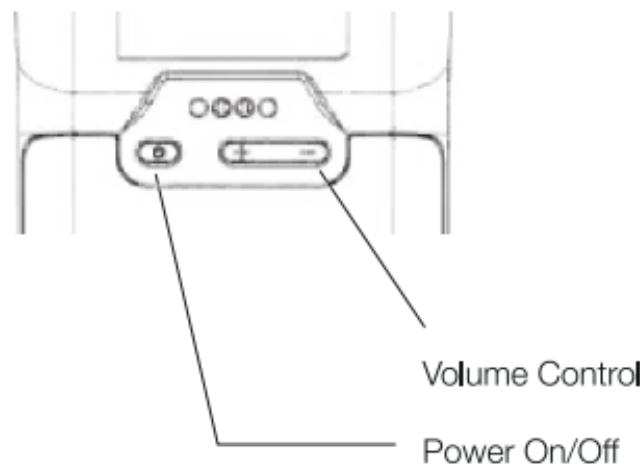
## Battery Charging

Place the XPOS unit onto the charging dock and ensure it is properly connected to the power adapter. The connecting power cable can be led up to the charging dock to the left, right, or rear of the device running along one of the grooves indented in the back of the charging dock.



## Power On/Off

Make sure that the battery in the XPOS unit is inserted and has enough power then press the on/off switch on the back of the XPOS unit for 3 seconds to complete 'boot' of the device. When the XPOS device (not the charging station) is connected to the DC charger or data cable, the on/off button will be disabled. These cables must be unplugged before the device can be switched on and off. After the device is turned on, the startup screen will appear. Wait for the system to boot fully and until the default display interface is shown.



When shutting down the device, please press and hold the on/off switch for 3 seconds. The system will require you to confirm the device will be shut down.

## Volume Control

Press + to increase the volume, press - to decrease the volume. If the XPOS unit is resting on the charging dock it must be removed before the volume can be adjusted. If the XPOS unit is connected to a power or data cable the volume control will be disabled until the cables are removed.

## Swiping Magnetic-stripe Card

Swipe cards along the magnetic slot evenly and while keeping the card in contact with the bottom of the swiping channel. You can swipe it either direction.

## Using Non-contact IC Card

Hold the IC card within about 2 centimeters' distance of the sensor field (distances may vary between types of cards). Remove the card from the sensor area only after it has been successfully read by the device. Do not place multiple cards in the way of the sensor at the same time.

## Inserting Contact IC Card

Hold the IC card with the IC contact chip facing up before inserting it into the slot, and remove the card only after it has been successfully read by the device.

Issue	Cause	Solution
The XPOS device does not turn on	The battery is not installed or is exhausted.	Insert a charged battery, or place the main body of the device onto the charging dock until replenished.
There is no sound	The volume settings are too low, or the speaker path is blocked.	Increase volume, or clear the path to the speaker.
Printer does not print receipts	The roller is out of paper.	Ensure that the paper roll is properly fitted into the printing compartment.
Could not fit paper roll into the printing compartment	Incorrect placement during installation.	Remove any remaining paper in the printing compartment before attempting to re-install it again.
Magnetic card swipe error	Swiping was either too slow/fast, or the swipe speed was inconsistent.	Swipe smoothly and evenly in either direction.
Contact IC card read error	A dirty, smudged, damaged card contact; or the card was inserted in opposite direction.	Clean the card contact and ensure to insert the card with the IC chip facing upward.
Device could not detect non-contact IC cards	The wrong type of card has been used, or insertion is incorrect.	IC cards of either type A or B require closer placement to the sensor.

Issue	Cause	Solution
Microphone could not record audio	The airway is blocked.	Ensure the pathway to the microphone is clear.
Device does not charge when placed on the dock	The charging dock is not connected to a power supply; or the XPOS unit has failed to properly establish a connection to the dock.	Ensure that the charging dock is connected to its charger and plugged in. Also ensure the charging port is free of dirt or dust.

\*If the XPOS device remains unusable despite exhausting the problem-solving methods suggested above, please contact our customer service or dealer for after-sale services.

**\*Important:** Attempting to disassemble the XPOS unit personally will immediately void the terms of this warranty and could expose users to personal injury, or cause equipment damage, data loss or total failure.



Correctly dispose of this product. This marking indicates that this product should not be disposed with other household wastes throughout the EU.

To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle responsibly to promote the sustainable reuse of material resources. To safely recycle your device, please use return and collection systems or contact the retailer where the device was originally purchased.

## CAUTION

RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO INSTRUCTIONS.

## Important safety information

Read all the safety information below before using your device.

Using unauthorized cables, power adapters, or batteries can cause fire, explosion, or pose other risks.

Use only authorized accessories which are compatible with your device.

This device's operating temperature range is 0°C~40°C. Using this device in the environments outside of this temperature range may damage the device.

If your device is provided with a built-in battery, don't attempt to replace the battery yourself to avoid damaging the battery or the device. Charge this device only with the included or authorized cable and power adapter.

Using other adapters may cause fire, electric shock, and damage the device and the adapter.

After charging is complete, disconnect the adapter from both the device and the power outlet. Do not charge the device longer than 12 hours. The battery must be recycled or disposed of separately from household waste.

Mishandling the battery may cause fire or explosion. Dispose or recycle the device, its battery and accessories according to the local regulations.

Do not disassemble, hit, crush, or burn the battery. In case of deformation, stop using the battery immediately.

- Do not short circuit the battery to avoid overheating, burns, or other personal injuries.

- Do not place the battery in the high-temperature environments.

Overheating may cause explosion.

- Do not disassemble, hit, or crush the battery to avoid battery leaks, overheating, or explosion.

- Do not burn the battery to avoid fire or explosion.

- In case of deformation, stop using the battery immediately.

Keep your device dry.

Do not try to repair the device yourself. If any part of the device does not work properly, contact customer support or bring your device to an authorized repair center.

Connect other devices according to their instruction manuals. Do not connect incompatible devices to this device.

For AC/DC Adapter, the socket-outlet shall be installed near the equipment and shall be easily accessible.



## Safety precautions

- Follow relevant laws and regulations. Do not use your XPOS in the following environments.
- Do not use your XPOS in a potentially explosive environments include fuelling areas, below decks on boats, fuel or chemical transfer or storage facilities, areas where the air contains chemicals or particles, such as grain, dust, or metal powders. Obey all posted signs to turn off wireless devices such as your XPOS or other radio equipment.
- Do not use your XPOS in the hospital operating rooms, emergency rooms, or intensive care units. Please consult your doctor and the device manufacturer to determine if operation of your XPOS may interfere with the operation of your medical device. To avoid potential interference with the pacemaker. keep a minimum separation of 15 cm be maintained between the mobile XPOS and the pacemaker . To achieve this use the XPOS on the opposite ear to your pacemaker and do not carry it in a breast pocket. Do not use your XPOS near hearing aids, cochlear implants, etc to avoid interference with medical equipment.

Respect aircraft safety regulations and turn off your XPOS on board the aircraft when required.

When driving a vehicle, use your XPOS in accordance with the relevant traffic laws and regulations.

To avoid lightning strike, do not use your XPOS outdoors during thunderstorms.

Do not use your XPOS to make calls while it is charging.

- Do not use your XPOS in places with high humidity such as bathrooms.
- Doing so may result in electric shock, injury, fire, and charger damage. Observe any rules which restrict using mobile XPOS in specific cases and environments.

	DC voltage
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## Security notice

Update your phone's operating system using the built-in software update feature, or visit our authorized service outlets. Updating software through other means may damage the device or result in data loss, security issues, and other risks.

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 Information (SAR)

This device meets the government's requirements for exposure to radio waves. This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy. The exposure standard for wireless device employs a unit of measurement known as the Specific Absorption Rate, or SAR.

The SAR limit set by the FCC is 1.6W/Kg. For body worn operation, this device has been tested and meets the FCC RF exposure guidelines for use with an accessory that contains no metal and be positioned a minimum of 0 cm from the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines. If you do not use a body-worn accessory and are not holding the device at the ear, position the handset a minimum of 1.0 cm from your body when the device is switched on.

## FCC Note

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. Shielded cables must be used with this unit to ensure compliance with the Class B FCC limits.

## 5GHz devices only

High power radars are allocated as primary users of the 5.25 to 5.35 GHz and 5.65 to 5.85 GHz bands. These radar stations can cause interference with and/or damage this device. No configuration controls are provided for this wireless equipment allowing any change in the frequency of operations outside the FCC grant of authorization for US operation according to Part 15.407 of the FCC rules.

## IC statement

This device complies with RSS247 of Industry Canada. Cet appareil se conforme à RSS247 de Canada d'Industrie. This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device. appareils radio exempts de licence. Son fonctionnement est sujet aux deux conditions suivantes: (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

## Notice for 5 GHz devices

### Caution:

- (i) the device for operation in the band 5150 - 5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;
- (ii) the maximum antenna gain permitted for devices in the bands 5250 - 5350 MHz and 5470 - 5725 MHz shall comply with the e.i.r.p. limit; and
- (iii) the maximum antenna gain permitted for devices in the band 5725 - 5825 MHz shall comply with the e.i.r.p. limits specified for point-to-point and non point-to-point operation as appropriate.
- (iv) Users should also be advised that high-power radars are allocated as primary users (i.e. priority users) of the bands 5250 - 5350 MHz and 5650 - 5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

## Exposure of humans to RF fields (RSS-102)

The computers employ low gain integral antennas that do not emit RF field in excess of Health Canada limits for the general population; consult Safety Code 6, obtainable from Health Canada's Web site at <http://www.hc-sc.gc.ca/>

The radiated energy from the antennas connected to the wireless adapters conforms to the IC limit of the RF exposure requirement regarding IC RSS-102, Issue 5 clause 4. SAR tests are conducted using recommended operating positions accepted by the FCC/ RSS with the device transmitting at its highest certified power level in all tested frequency band without distance attaching away from the body. Non-compliance with the above restrictions may result in violation of FCC RF exposure guidelines.

## Conformité des appareils de radiocommunication aux limites d'exposition humaine aux radiofréquences (CNR-102)

L'ordinateur utilise des antennes intégrées à faible gain qui n'atteignent pas un champ électromagnétique supérieur à la norme imposée par Santé Canada pour la population. Consultez le Code de sécurité 6 sur le site Internet de Santé Canada à l'adresse suivante : <http://www.hc-sc.gc.ca/> L'énergie est mise par les antennes reliées aux cartes sans fil respecte la limite d'exposition aux radiofréquences telle que définie par Industrie Canada dans la clause 4.1 du document CNR-102, version 5. Tests DAS sont effectués en utilisant les positions recommandées par la FCC/ CNR avec le téléphone portable mis à la puissance certifiée maximale dans toutes les bandes de fréquences testées sans distance attacher loin du corps. Non-respect des restrictions ci-dessus peut entraîner une violation des directives de la FCC/CNR.

## FCC Regulations

This mobile phone 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.

This mobile phone 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: