PTA0010

Point of Sale Terminal

3nStar

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TABLE OF CONTEXT

Important Safety Information

- Please read these safety instructions carefully.

- Keep this user manual for later reference.

- Before turning on the machine, please make sure that all electric power meets the requirements, (such as the electrical pressure and frequency), and that your electrical outlet is connected to the ground.

- Thunder can hurt this product, even your personal security, so please pull out the network cable, electrical cable and others connecting external on the thunder days.

- In the circumstance that the power system hasn't been cut off, please do not plug in and out any components and connections (except for USB device).

- non-experts or non-authorized persons please don't open machine shell.

- Please do not put terminal together with disk, credit card or other metallic objects, otherwise information stored in the disk and credit card may be affected.

- LCD screens and cameras are fragile components, please keep them well. And please keep the terminal from strike and strong extrusion.

- Please do not spatter liquid into the terminal and its accessories, as well as to not leave them in a damp environment.

- Please do not place the terminal in the environment with too high or too low temperature.

- If the machine makes abnormal noise, sends out burnt smell or discharges smoke, immediately shut off power, unplug the power plug and contact the service center. Otherwise, it may cause fire or an electric shock.

- Please do not allow children to climb onto the product, otherwise the product might fall and cause personal injury.

- Please lay this product packed in the 10-35℃ environment for at least 2 hours before turning on if it was stored in less than 10℃ temperature environment, thus avoiding the hurt on PC due to a big change of environmental temperature.

- All external devices' power consumption should be less than 1.5A.

Important Note
For program, user manual and other information, please visit the   website: http://www.3nStar.com to download or consult.

Cautions

- Please use the system shutdown method to power off the machine, and please don't pull the plug or shut off the power directly, or it will affect the normal use of the machine.
- To avoid damages from high and low voltage to the machine, please pull the plug or shut off power of the plug after shutdown.
- Please do not use a damaged power cord, damaged power plug or lose power socket, it may cause fire or an electric shock.
- Please do not use power plugs with wet hands, or it may cause an electric shock.
- Please do not connect more than one power plug of the electronic equipment to a wall socket, or it may cause fire because of overheating of the wall socket, meanwhile, it may cause power interference, thus leading to the equipment working abnormally.
- Please insert the power plug tightly, or it may cause fire.
- Please do not excessively bend or twist the power cord and please avoid placing heavy objects on the power cord, or it may cause damage to the power cord, thus causing fire or an electric shock.
- Please make the machine and the power cord be away from the heater, or it may cause fire or an electric shock.
- If the pins of the power cord or the wall socket are with dust, please use the dry cloth to wipe off.
- Please do not disconnect the power cord when the machine is running, or the machine may be damaged.
- Please be sure to only use the power cord supplied by our company.
- Please be sure to unplug the power plug from the wall socket by seizing the power plug instead of grasping the power cord.
- Please do not disassembly, repair or modify the machine by yourself. If it needs repairing, please contact us.
- When carrying the machine, please do not let it fall, otherwise it may lead to its malfunction or personal injury.
- Please do not place the machine on the floor with the display facing down, or the display may be damaged.
- Please take and put the machine gently, otherwise it may lead to its malfunction or personal injury.
- Please don't use or place flammable spray or goods around the machine, otherwise it may lead to explosion or fire.
- Note：In order to ensure the normal operation of the printer, please be sure to install the battery. If only 10% power remains, please connect the utility in time. When 1% power remains, the machine will be forced to shut down.

Maintenance of the Surface and Screen

- Please use soft dry cloth to clean it.

  - Please clean the machine when it's in the shutdown state.

  - Please use slightly damp and antistatic cloth to wipe terminal screens.

  - Please do not use chemical agent or detergent containing frosted ingredients, or the enclosure and screen may be damaged.
  - Please do not use nails or sharp objects to scrape the screen, otherwise it may scratch or damage the product.
  - In the process of cleaning the product, please do not spray water onto surface. If water enters the product, it may cause electric shock or product malfunctions.
- Please use soft brush to sweep the dust on the corner of the screen.

Note: To ensure the normal use of products, please do the maintenance and cleaning of the touch screen every day. Please keep the display of the products no dust, no water, and no oil as far as possible.

1. General Description

1.1 Unique Functions

- Mini touch Pad POS cash register which provides "cloud backup".
- All-in-one Pad POS Design: integrating with touch screen, printer, NFC card, 4G*, Bluetooth, WIFI, GPS, camera etc., its efficiency is sufficient to meet complex business needs.
- Equipped with a high-performance quad-core processor, its high energy efficiency and low power consumption characteristics ensure stable, efficient, and safe operation of the product.
- Adopt frameless capacitive touch screen, perfect light touch experience, and feel the same with high-end mobile phones, making easy and fast sales possible.
- Built-in lithium battery can avoid data loss and sales interruption caused by sudden power outage.
- With buyer protection function, it can ensure that competing software cannot run unauthorized software by re-flashing, to protect the interests of investors who buy the machine.

1.2 Excellent Functions

- There are multi-format front desk software (optional) for retail, convenience stores, restaurants, supermarkets, etc., which can directly access remote databases through Webservice, establish a chain network, and support online upgrades.
- Adopting 6'' LCD full-screen touch experience, high-definition display resolution, can realize graphical software interface, and the appearance of the device is fashionable. It is simple and easy to use.
- Support Android 10.0 operating system, welcome software companies to discuss cooperation system solutions.
- Easy loading paper structure can quickly replace the printing paper roll and has a black mark detection function (can print a fixed ticket, such as: movie tickets, bus tickets...).
- Modular hardware design is convenient for product upgrade and maintenance.
- It can realize remote system management, data maintenance and remote upgrade.

1.3 Hardware Introduction

1. Power key: long press to power on or power off/Short press to activate or close the screen
2. Display: Display and touch operation
3. HOME key: short press to fast return to the main interface, long press to manage tasks under operation
4. NFC card read area: Operating the NFC card
5. Microphone: Sound collection, supporting for ultrasonic
6. Indicator light

7. Paper feed key

8. USB Port

9. Charger Port

7. Paper feed key: Press the key to feed paper
8. USB port: To realize data transmission by USB
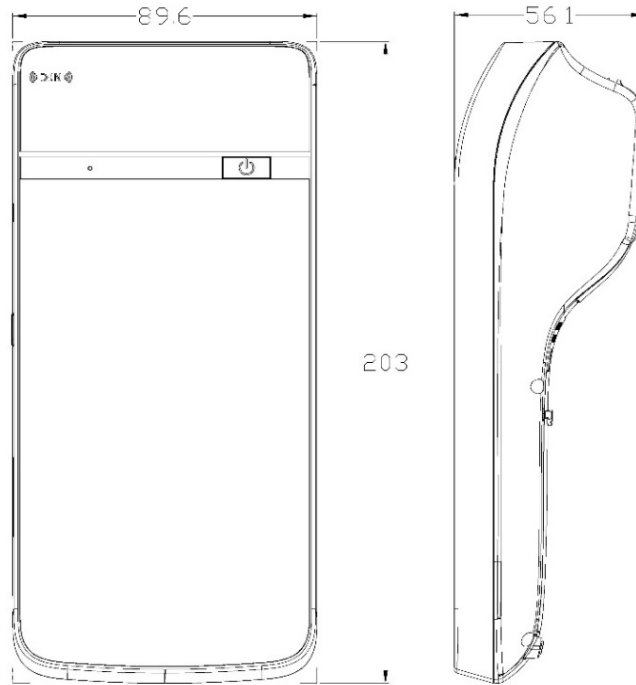9. Charger Port: Insert DC head of charger

10. Paper Storehouse: Install printer paper, installation direction is downward

11. Camera: Can be used to scan codes and take photos

12. Battery Compartment: Insert the battery with its metal contact up and cover the battery

13. Loudspeaker: Sound broadcast

14. Base Port: Used to charge with base

Optional:

15. Charging base (Optional): Used for charging and placing the host

1.4. Dimension

1.5. Accessories

1. PTA0010 Host x1
2. Charger x1
3. User Manual x1

1.6. Specifications

Processor	Qualcomm4*A53，1.3GHz
Memory	2 GB
Storage	16GB
System	Android10.0
LCD screen	5.98"TFT LCD,720*1280 resolution
Touch screen	Capacitive
Peripheral	Bluetooth	BT 4.2(BR/DDR+BLE)
	WIFI	IEEE 802 11a/b/g/n/ac
	GPS	GPS+BeiDou+GLONASS
	4G	LTE FDD: B1/B3/B5/B7/B8/B20/B28A LTE TDD: B38/B40/B41 WCDMA: B1/B5/B8 GSM: 850/900/1800/1900MHz
	NFC(Optional)	ISO/IEC 14443 A&B，ISO/IEC 15693，MIFARE 1K / 4K，MIFARE DESFire，Sony FeliCa
	Camera(Optional)	5 mega-pixel, auto-focusing, support one dimensional code and QR code scanning
Interface	TYPE-C	USB OTG
	Headphone jack	3.5mm aperture
	Speaker	Support
	Microphone	Encrypted acoustic wave verification is supported.
	SIM card	Support dual SIM card
	AC power port	9V 2A
Battery	Lithium battery 7.4V 2250mAh
Printer	2" thermal printer without cutter (57mmx40mm)
Dimensions	202.9(L)*93.2(W)*56.1(H)mm
Weight	about 0.44kg

1.7. Power On/Off

- **Power on**

1. Long press the power key.

2. The green indicator light on the left side is lit up.

3. Keep to long press the power key.

4. After about 3 seconds, it will show boot screen.

5. Release the power key.

6. The machine completes boot detection automatically.

7. The machine powers on successfully, entering the default page.

- **Power off**
1. Long press the power key.
2. The screen shows the prompting window of shutdown.
3. Release the power key.
4. Click the screen and choose "power off" or "restart".
5. Choose "power off", and the system prompts again "You POS will be turned off.", finally click "OK".
6. The machine powers off successfully.

- **Sleep**
1. In the state of power-on, if the machine is not operated for a long time, it will enter sleep mode automatically. or press the power key to make it enter sleep mode.
2. In sleep mode, it shows the black screen.
3. Short press the power key to activate the machine and light up its screen.

2. Battery, SD Card, SIM Card and Thermal Paper Installation

1. Open the rear cover, and inward pull it lightly in the notch area

2. Insert SD card, Sim Card 1 and Sim card 2 in the correct position

Sim Card 1   Sim Card 2

SD Card

Reset Key

3. Insert and pull out the battery

- Insert the battery: the metal contact of the battery should be aligned to the battery contactor in the machine. Gently press the battery downward, and flat push it in. Pull out the battery: gently pull it in the notch area, meanwhile, lift the battery up and take it out.

Meanwhile, lift the battery up and remove it from the socket.

Note: Please follow Instructions above to avoid unnecessary damage to the machine or battery

4. Install the printer paper to the direction of the paper roll shown in the following picture below

Note: The printer paper above is in thermal form. Only one side is available for printing. Please carefully refer to the picture above for installation.

3. Network Settings Instruction

3.1 Wi-Fi

The machine can be connected with WLAN to access to the network, the steps are as follows:

- Click Settings → Network & internet, turn on the Wi-Fi.
- Enter the Wi-Fi setting; the machine will search the available WLAN automatically.
- If the WLAN needs a password, you should input the password first. Otherwise, the machine can connect to the WLAN automatically.

3.2 Mobile Networks Connection

The setting procedures are as follows:

- Click Settings → Network & internet and choose "mobile network".

- Under network settings, Click Advanced "Access Point Names" to enter to the interface, click on the icons "+" at the top right, edit the access point name, APN, MCC and the MNC and other information.

3.3 Application Program Management

You are free to download the applications you want to install.

Note: When installing the unofficial electronic market to download applications, you need to tip "unknown sources" option, you can enter Security Device Administration; tip the "unknown sources" option.

4. Familiar Malfunctions Analysis and Elimination

A. Cannot Turn on the PTA0010 Terminal

- Reasons Analysis:
  If the PTA0010 cannot be turned on after connecting with the power supply, the possible reason may be there are some problems on the power supply.
  o First, please check whether the lithium battery is installed. Then if the lithium battery has low battery, please insert the adapter to recharge it.
  o A bad work situation (high temp. or work too long time) may cause the terminal to turn off automatically. Please wait for a moment before turning it on again to improve the work situation.

B. PTA0010 Terminal Auto-Restart (or turn off)

- Reasons Analysis and Solutions
  The occasion of PTA0010 auto turn off or restart occurs very often in working status (or just after startup).

  o Please check whether the lithium battery contacts well and whether the contact point is oxidized.
  o If the lithium battery has low battery, please insert the adapter to start the PTA0010.
  o If this problem is caused by abrupt power off or illegal turning off, please wait for a while to restart the terminal.
  o If it is caused by hardware addition or replacement, please return or remove the hardware.

C. The PTA0010 cannot surf the Internet (or low efficiency).

- Reasons Analysis and Solutions:

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- o The PTA0010 could not get access to the webpage.
- o Firstly, please confirm whether the exterior router is normal.
- o Please check whether the Wi-Fi signal is stable.

D. Cursor in Touch Screen Flops at The Same Place or Touch Inexactly

- Reasons Analysis and Solutions:
  - o Please check if the touch screen is dirty or stuck with foreign matters. In that case, please get rid of the foreign matters and make the screen clean.
  - o Please check if the shell is transfigured. In that case, the machine needs to be returned to the factory.

E. The Screen Displays Unclearly or With Water Wave

- Reasons Analysis and Solutions:
  - o Power supplies or other high-frequency equipment (such as interphones and mobile phones) affects the screen or the machine.
  - o Please make sure the PTA0010 terminal is away from the high-voltage and high-frequency equipment.

F. USB Equipment Cannot Be Used

- Reasons Analysis and Solutions:
  - o Check if the USB equipment is ok.
  - o USB equipment cannot be too long, or it may not be provided enough power.

G. Cannot Connect with The Printer

- Reasons Analysis and Solutions:
  - o Firstly, check if the printer is ok.
  - o If the printer connects with POS terminal well.

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