

User Guide

C20Pro 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 harmless 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

- **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 device.
- Protect from liquid exposure.
- Only authorized personnel should operate the terminal.
- Keep flammable materials (sprays, paints) away from equipment.
- Avoid placing heat sensitive objects next to the terminal. (e.g., rubber table mats).

- **Wireless Safety**

- 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 device.
- 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 C20Pro is a sophisticated POS terminal featuring a responsive touchscreen and advanced connectivity. Designed for indoor commercial environments, it serves diverse businesses including restaurants, entertainment venues, retail chain stores, membership-based businesses, e-commerce retail locations, and beauty centers.

Powered by an octa-core 2.4GHz processor and high-capacity memory, the terminal delivers smooth performance through its interactive touchscreen display and intuitive multimedia interface.

The terminal supports multiple connection options including 4G cellular network, Wi-Fi, Bluetooth, and Ethernet.

1.2. Display Configurations

The terminal offers three display configurations, primarily varying by the customer-facing display (CFD). Each configuration includes a standard 15.6", 1920 × 1080 capacitive multi-touch main display. The table below details each option:

Display Config	Description	
Option 1	● Main Display	15.6" 1920× 1080 capacitive multi-touch screen
	● CFD	None
Option 2	● Main Display	15.6" 1920× 1080 capacitive multi-touch screen
	● Premium CFD	10.1" 1280× 800 capacitive multi-touch screen
Option 3	● Main Display	15.6" 1920× 1080 capacitive multi-touch screen
	● Premium CFD	15.6" 1920× 1080 capacitive multi-touch screen

1.3. Unboxing Inspection

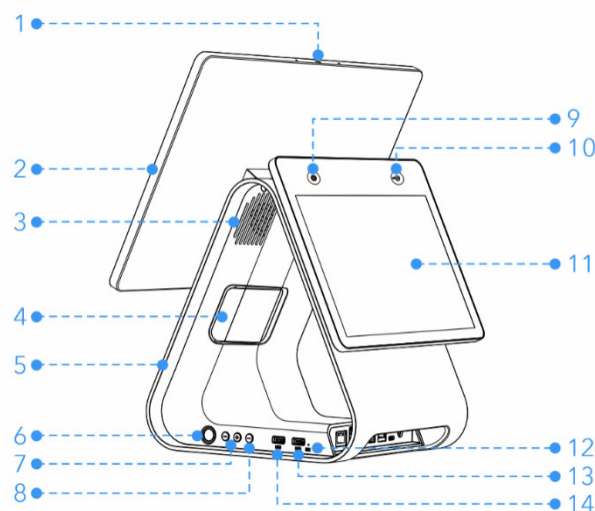
Upon opening, inspect the terminal and accessories for any signs of disassembly or transit damage. Check for:

- Terminal main unit
- Power adapter
- Quick start guide
- USB cable (optional)

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.

1.4. Overview

The following overview illustration depicts the **Option 2**. Variations in other configurations are specified in **Notes**.



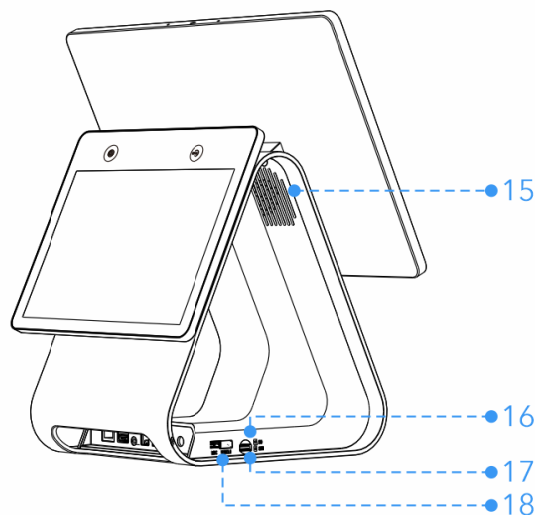
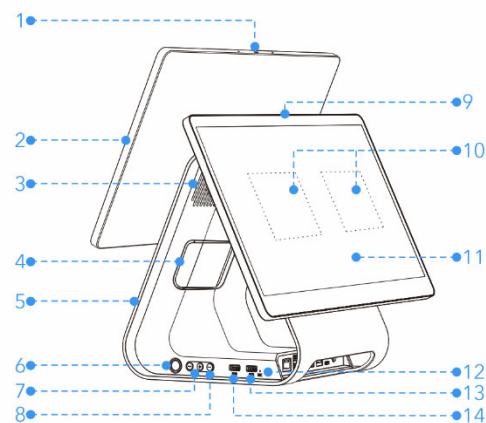
1	Expansion Port (Micro USB)	2	Main Display (LCD and Touchscreen)	3	Speaker
4	Printer Cover Latch	5	Triangular Base	6	Power Button

7	Volume Buttons	8	Function Button	9	Camera (Optional)
10	NFC Reader	11	CFD (LCD and Touchscreen) (Optional)	12	Microphone (Dual)
13	USB 2.0 Port	14	USB 2.0 Port		

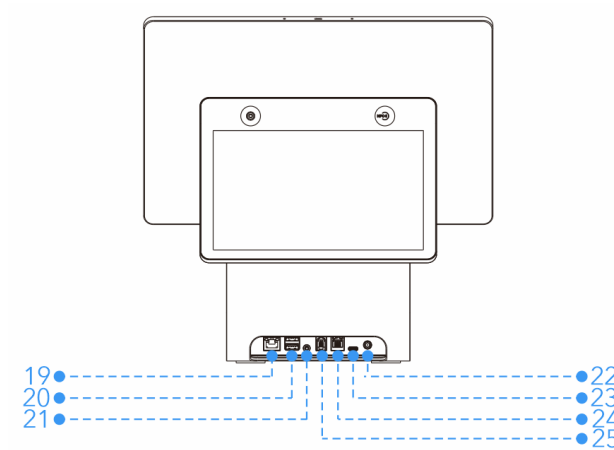
Notes:

All versions maintain the same main display configuration as the **Option 2** shown above. The primary distinctions are in the CFD implementation:

- **Option 1:** No CFD
- **Option 3:** CFD lacks camera, incorporates expansion port (position 9 in right figure), with two NFC readers beneath (position 10 in right figure)



15	Speaker	16	Micro SD Card Slot	17	SIM Card Slot	18	USB 3.0 Port
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19	Ethernet Port	20	USB 2.0 Port*2	21	Audio Jack 3.5mm
22	Power Supply Port	23	USB Type-C Port	24	Cash Drawer Port
25	RS232 Port				

Notes: The configurations shown in both figures above are identical across all options.

2. Product Specifications

Processor	Qualcomm octa-core, up to 2.4 GHz
OS	Android 13
Memory	Internal: 4 GB RAM + 64 GB FLASH 8 GB RAM + 128 GB FLASH (Optional) External: Micro SD Card (Up to 2 TB)
Main Display	15.6", 1920 × 1080, FHD capacitive multi-touch, with an expansion port (Micro USB)
CFD	Option 1: None Option 2: 10.1" premium CFD (1280 × 800, touch panel, camera, NFC) Option 3: 15.6" premium CFD (1920 × 1080, touch panel, micro USB HOST, NFC)
Printer	80 mm thermal printer Width: 80 mm Print Speed: 200 mm/s Auto cutter
Ports	USB Type-C * 1 USB Type-A 2.0 * 4 USB Type-A 3.0 * 1 RJ22 serial port * 1 RJ45 Ethernet port * 1 RJ11 cash drawer port * 1 3.5 mm audio port * 1 Micro SD slot * 1 Power port * 1
Buttons	Power button with indicator light (red & blue) * 1 Volume button * 2 Function button * 1
Dimensions	Option 1: 234 × 361.5 × 364 mm Option 2: 237 × 361.5 × 364 mm Option 3: 249.5 × 361.5 × 364 mm
Connectivity	Wi-Fi: IEEE802.11 a/b/g/n/ac, 2.4G/5G ETH: 1000 M Bluetooth: Bluetooth 5.0, support BLE Cellular: 4G fallback 3G and GPRS (Optional)
Positioning	GPS, GLONASS, BEIDOU (Optional)

Audio	Speaker: 5W, 100dB@1m, dual speaker Headset: 3.5 mm audio jack MIC: Dual microphone
Camera	Option 1: None Option 2: 0.3M Pixels, QR code scan (Only supported on the 10.1" premium CFD)
NFC	Android NFC, ISO / IEC 14443, ISO15693 compliant, support Type A / B, Mifare, Felica (Only supported on the 10.1"/15.6" premium CFD)
SAM/SIM Slots	SIM * 1 (Optional)
PSU	19V/3.42A
Environment	Operating Temperature: 0°C to 40°C (32°F to 104°F) Storage Temperature: -20°C to 60°C (-4°F to 140°F) Operating Humidity: 10% to 90% (Non-condensing)
Certification	CE, CB, FCC, IC, RoHS, WEEE

3. Product Installation

3.1. Environmental Requirements

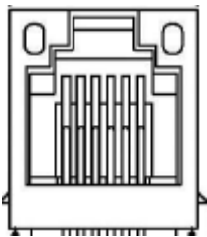
Install the terminal on a stable platform to prevent accidental falls. Keep the device away from the following environmental factors:

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

3.2. Interface Connections

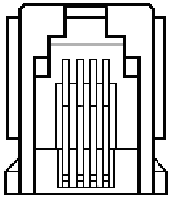
Cash Drawer Port (RJ11)

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

	Pin	Signal
	1	GND
	2	NC
	3	Drive Signal
	4	GND

Serial Port (RJ22)

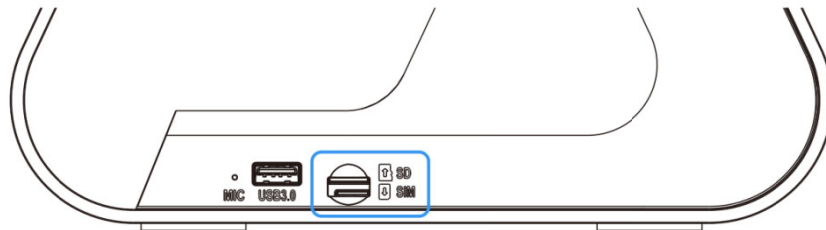
Features a standard RS232 serial interface, designated as COM1.

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

3.3. Card Installation

On the bottom left of the main display on the base are two slots - one each for the Micro SD card and SIM card. Insert the cards fully into their correct slots, then remove by pressing inward.

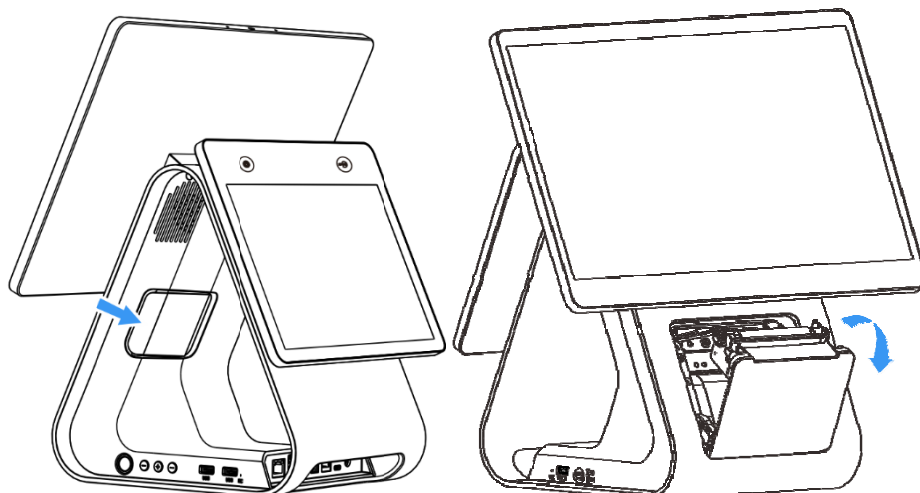
- Micro SD card: Insert with metal contacts facing down.
- SIM card: Insert with metal contacts facing up.



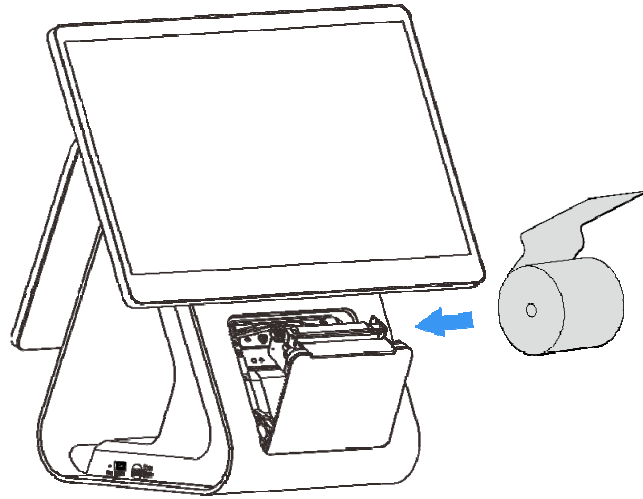
3.4. Paper Roll Installation

Parameter	Value
Color	White
Width	80 mm (3.15")

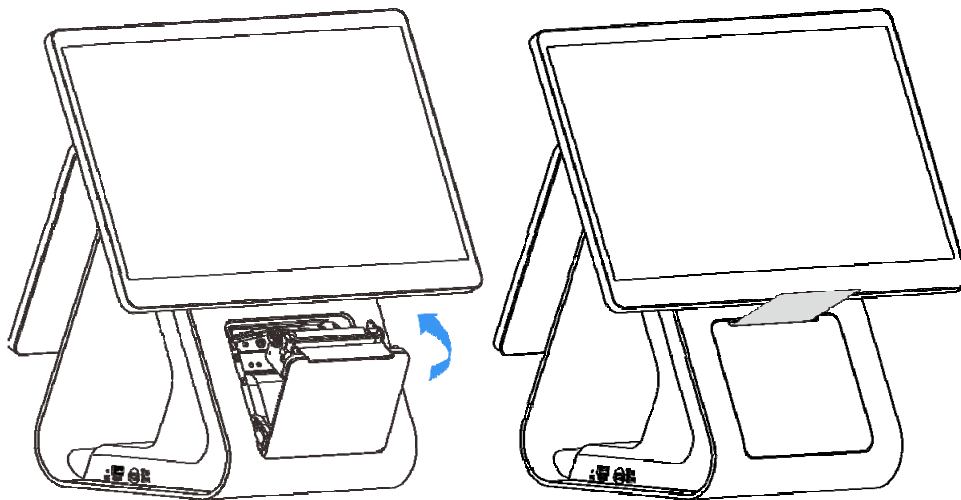
1. Press the release latch located on the right side of the triangular base to open the printer cover.



2. Place the paper roll in the compartment as shown, with paper feeding from the top.
Pull the paper end slightly beyond the cover edge.



3. Press the cover inward until it clicks into place.



Notes: Remove first turn of a new paper roll before printing to avoid adhesive marks.

4. Usage

4.1. Pre-Operation Check

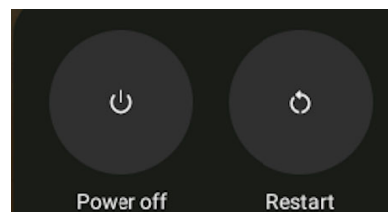
Before operation, ensure the thermal paper roll is properly installed.

4.2. Button Usage

The terminal has 4 physical buttons on the right side, with the following functions:

Power Button

- Power On
 1. Connect power supply properly (power indicator shows red).
 2. Long press the power button for 2 seconds.
 3. Wait for indicator to change from red to blue.
 4. Wait for system desktop to load.
- Power Off/Restart
 1. Long press the power button for approximately 2 seconds.
 2. Select from menu options.



- Emergency Shutdown

If system becomes unresponsive:

 - Long press the power button for 6 seconds.
 - Terminal will automatically power off.

Volume Controls

Volume +/- buttons adjust speaker output level.

Function Button

Customer-customized function button

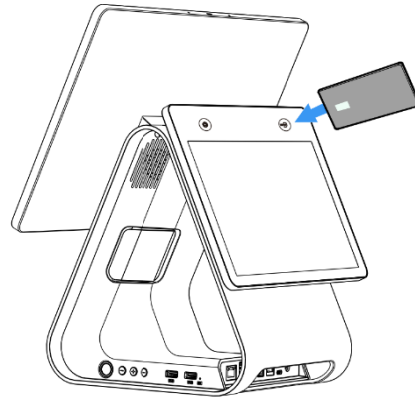
Power and Volume - Combination

Takes screenshot.

4.3. Reading Contactless Cards

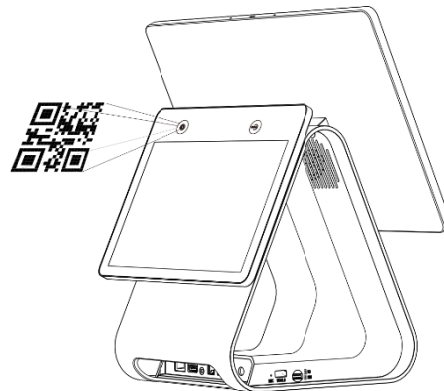
The Premium CFD is equipped with an NFC reader.

To perform a contactless transaction, position the card over the designated sensing area. Remove the card upon confirmed completion of the transaction.



4.4. Using the Camera

The Premium CFD features a QR-code camera for scanning QR codes from mobile device displays.



4.5. Using Peripheral Devices

Connect and use external devices as needed according to the interface specifications listed in [3.2. Interface Connections](#).

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 power on?

Answer:

1. Verify power adapter connection (red light should be visible when off).
2. Long press the power button for at least 3 seconds.
3. If issue persists, contact customer service.

Question: Why is my screen blank/not displaying anything?

Answer:

1. Check power supply connection.
2. Try disconnecting and reconnecting power supply.
3. Verify power cable connection.
4. If issue persists, contact customer service.

Question: Why aren't my peripheral devices working?

Answer:

1. Verify all cable connections.
2. Confirm connected devices are powered on and working.
3. Try replacing connection cables.
4. If issue persists, contact customer service.

Question: Why isn't the touch screen responding correctly?

Answer:

1. Clean screen surface.
2. Restart terminal.
3. If issue persists, contact customer service.

Question: Why can't I connect to Ethernet?

Answer:

1. Check network cable connections at both terminal and router.
2. Verify Ethernet port indicator lights.
3. Try replacing network cable.
4. If issue persists, contact customer service.

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

Answer:

1. Basic Checks:
 - Confirm Wi-Fi is enabled in system settings.
 - Restart system.
2. Signal Checks:
 - Verify Wi-Fi coverage using another device.
 - Check router configuration:
 - Compatible working/encryption mode
 - Security settings
 - Firewall settings
3. If issue persists, contact customer service.

8. Frequency Bands and RF Output Power

(only for CE)

The C20Pro terminal supports the following wireless specifications:

Frequency Bands	
EGSM900 (TX)	880-915 MHz, DCS1800: 1710-1785 MHz
WCDMA B1 (TX)	1920-1980 MHz, WCDMA B8: 880-915 MHz
FDD-LET (TX)	1920-1980 MHz (B1), 1710-1785 MHz (B3), 2500-2570 MHz (B7), 880-915MHz (B8), 832-862 MHz (B20), 703-748 MHz (B28)
TDD-LET(TX)	2570-2620 MHz (B38), 2300-2400MHz (B40)
2.4G Wi-Fi (TX/RX)	2412-2472 MHz, 2422-2462 MHz
5.2G Wi-Fi(TX/RX)	5150-5250 MHz
5.3G Wi-Fi(TX/RX)	5250-5350 MHz
5.6G Wi-Fi(TX/RX)	5470-5725 MHz
5.8G Wi-Fi(TX/RX)	5725-5850 MHz
BT/BLE(TX/RX)	2402-2480 MHz
NFC(TX/RX)	13.56 MHz
GPS L1 C/A, BDS B1, GLONASS G1	1559-1610 MHz(RX)
EGSM900 (RX)	900:925-960MHz, DCS 1800:1805-1880M Hz
WCDMA B1 (RX)	2110-2170MHz, WCDMA B8:925-960MHz
FDD-LET (RX)	2110-2170 MHz (B1), 1805-1880 MHz (B3), 2620-2690 MHz (B7), 925-960MHz (B8), 791-821 MHz (B20), 758-803 MHz (B28)
TDD-LET (RX)	2570-2620 MHz (B38), 2300-2400 MHz (B40)
RF Output Power: ERP/EIRP/Conducted	
GSM 900	33.63 dBm,
DCS 1800	31.41 dBm
WCDMA Band1	24.28 dBm
WCDMA Band8	24.12 dBm
FDD-LET	23.15 dBm (B1), 23.21 dBm (B3), 22.20 dBm (B7), 22.41 dBm (B8), 22.34 dBm (B20), 23.07 dBm (B28)
TDD-LET	22.60 dBm (B38), 23.80 dBm (B40)
2.4G Wi-Fi	17.73 dBm
5.2G Wi-Fi/5.3G Wi-Fi/5.6G Wi-Fi	16.68 dBm
5.8G Wi-Fi	13.77 dBm
BT	8.59 dBm
BLE	7.92 dBm
NFC	47.83 dBμV/m@3m

9. Standards

CE Marking

LANDI C20Pro 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 C20Pro complies with Part 15 of the Federal Communications Commission (FCC) rules.

- The protection of the health and the safety of the user and any other person.
- The protection requirements with respect to electromagnetic compatibility.

FCC Statement:

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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.

Note: 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.

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator& your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

ISED RSS Warning:

This device complies with Innovation, Science and Economic Development Canada licence-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.

Le présent appareil est conforme aux CNR d'ISED applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

ISED RF exposure statement:

This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator& your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Le rayonnement de la classe b respecte ISSED fixaient un environnement non contrôlés. Installation et mise en œuvre de ce matériel devrait avec échangeur distance minimale entre 20 cm ton corps.Lanceurs ou ne peuvent pas coexister cette antenne ou capteurs avec d'autres.

Equipment is restricted to indoor use only.

L'équipement électronique est réservé à une utilisation en intérieur uniquement.

The device for operation in the band 5150–5350 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;

Le dispositif utilisé dans la bande 5150-5350 MHz est réservé à une utilisation en intérieur afin de réduire le risqué de brouillage préjudiciable aux systèmes mobilespar satellite dans le même canal;

Environmental Compliance (WEEE, Batteries and Packaging)

LANDI C20Pro 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.

Accessibility Compliance

This product is certified under the EU Accessibility Directive (EU/2019/882) and complies with EN 301 549 requirements. It is compatible with standard Braille keyboards, available for separate purchase.

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.

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.

IC Address: 5th & 6th Floor, Building 3A, Area A, Software Park, No. 89, Software Avenue, Gulou District Fuzhou Fujian 350003 China

FCC Address: Building 17, Section A, Software Park, No. 89 Software Road, Gulou District, Fuzhou Municipality, Fujian Province, China

Phone: +86 0591-88077077, +86 400-658-0616

Fax: +86 0591-88077085

Website: <http://www.landicorp.com>

Model name	HVIN code	Configuration description
C20Pro	C2001-S295	4G NA-10.1" CFD
	C2001-S297	Wifi only -10.1" CFD
	C2001-S797A2	Wifi only -10.1" CFD-unattachedB [#]