

User Manual

Model: C9

HVIN: C9QI

Table of Contents

Getting started	4
Device layout	4
Technical Specification	6
Buttons	7
Package contents	7
Power	8
Basics	9
Home Screen Overview	9
Customize the Home Screen	9
Extended Home Screens	10
Indicator Icons	10
Web and Communications	11
Wi-Fi	11
Turn Wi-Fi On and Connect to a Wireless Network	11
Check the Wireless Network Status	11
Connect to a Different Wi-Fi Network	12
Launch a Web Connection	12
Bluetooth	12
Turn Bluetooth On or Off	12
The Bluetooth Settings Menu	13
Sending and receiving data	13
Unpairing Bluetooth devices	13
Settings	14
Wi-Fi Settings	14
Bluetooth Settings	14
Data Usage Settings	14
More Settings	15
Mobile Networks Settings	15
Storage Settings	15
Application Manager	15
Back Up and Reset Phone	15
Date & Time Settings	16
Copyright Information	20

Read me first

This device provides mobile communication and media services using **Telpo**'s latest standards and technological expertise. This user manual and the information available contain details about the device's functions and features.

- Please read this manual before using the device to ensure safe and proper use.
- Descriptions are based on the device's default settings.
- Some content may differ from your device depending on the region, service provider, or device's software.
- **Telpo** is not liable for performance issues caused by apps supplied by providers other than **Telpo**.
- **Telpo** is not liable for performance issues or incompatibilities caused by edited registry settings or modified operating system software. Attempting to customise the operating system may cause the device or apps to work improperly.
- Software, sound sources, wallpapers, images, and other media provided with this device are licensed for limited use. Extracting and using these materials for commercial or other purposes is an infringement of copyright laws. Users are entirely responsible for illegal use of media.
- You may incur additional charges for data services, such as messaging, uploading and downloading, auto-syncing, or using location services. To avoid additional charges, select an appropriate data tariff plan. For details, contact your service provider.
- Modifying the device's operating system or installing softwares from unofficial sources may result in device malfunctions and data corruption or loss. These actions are violations of your **Telpo** licence agreement and will void your warranty.
- Is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU.
- For safe operating, the antenna of the product shall be least 0.2m away from the body of the user.
- Caution:
 - For Adapter: Shall be installed near the equipment and shall be easily accessible.
- Only can use the adapter as below:
 - CE:
 - Model Name: GM39-120200-2A
 - Rated Input & Output: INPUT: AC 100-240V~50/60Hz 1.5A
 - OUTPUT: DC 12.0V, 2.0A 24.0W
 - FCC/IC:
 - Model Name: BI36L-120300-AdU
 - Rated Input & Output: INPUT: 100-240V~50/60Hz 1.2A
 - OUTPUT: 12V=3A



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	FI	SE	NO	IS	LI	CH	TR

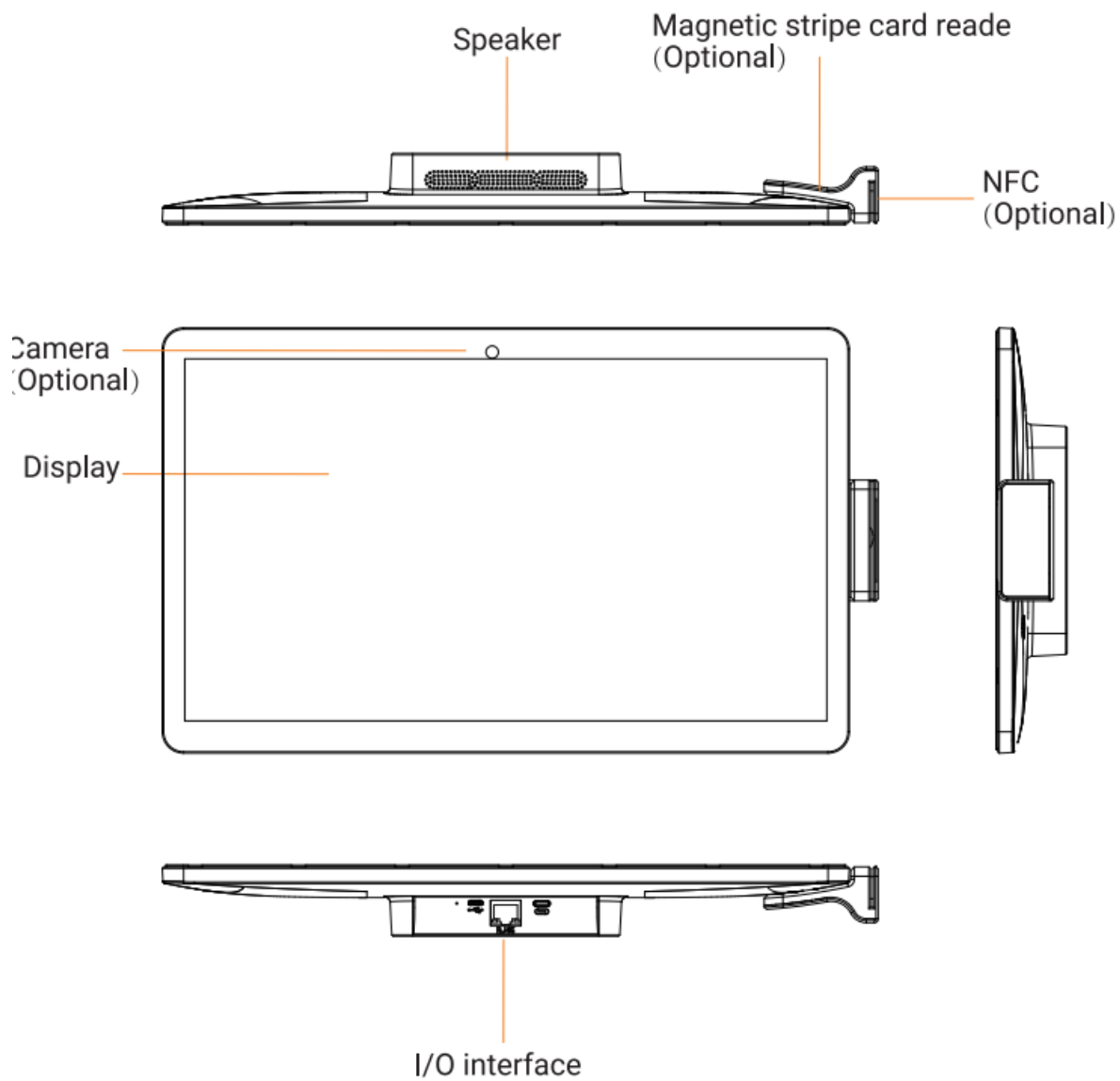
In all EU member states, operation of 5150-5350 MHz is restricted to indoor use only.

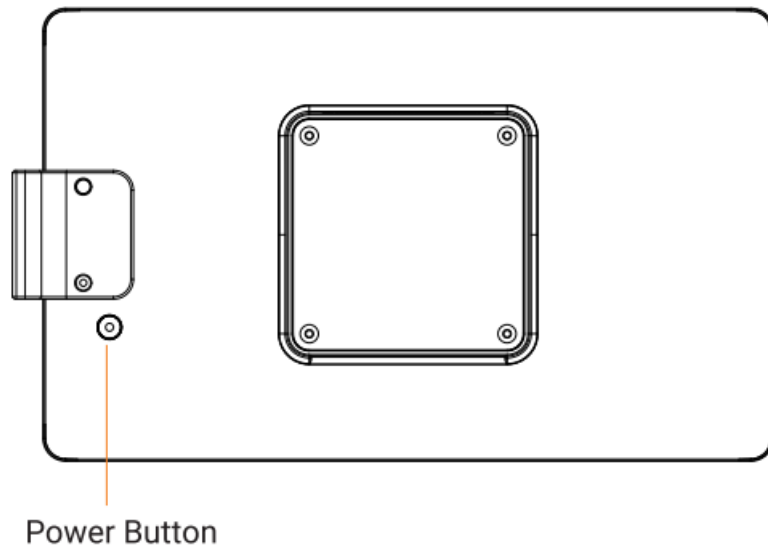
Applicant/Manufacturer: Telpo Technology Co., Ltd.

Address: No.15, Juyuan South Road, Guicheng Street, Nanhai District, Foshan City,
Guangdong, China

Getting started

Device layout





-
- Do not cover the antenna area with your hands or other objects. This may cause connectivity problems or drain the battery.
- Do not use a screen protector. This causes sensor malfunctions.

Technical Specification

Processor	Qualcomm SM6225, Octa Core 2.4GHz
OS	Android 13 or above
Internal Memory	6GB DDR,128GB ROM 8GB DDR, 128GB ROM(Optional)
Display & Touch	Main Display 15.6-inch, resolution 1920*1080, IPS, touch, G+G, Full HD
Camera (Optional)	2MP RGB Camera on the screen, no flash light
Magnetic card reader (Optional)	Track 1/2/3, bi-directional swipe, ISO7810, ISO7811, ISO7812, ISO7813
Contactless card reader(Optional)	ISO14443 Type A/B, Mifare
Ports	1* USB-B : for ADB debug port 1* USB-C with USB2.0 host + 12V direct input: USB-C with USB2.0 host 1* RJ45: Ethernet 10/100/1000 1*DC port Connection method for MSR and NFC: via pogo pin
Audio	Speaker 2W*2 Microphone (optional)
Keypad	1*Power Key(Physical Key), 1*Volume+ Key(Virtual key), 1*Volume- Key (Virtual key)
Power Adapter(optional)	12V/3A
Operating Temperature	-10°C ~ 45°C
Storage Temperature	-25°C ~ 60°C
Humidity	5%RH ~ 95%RH, Non-condensing
WLAN	WIFI2.4G & 5G: 802.11 a/b/g/n/ac
Bluetooth	Bluetooth 5.2, BR/EDR + BLE
Ethernet	10/100/1000Mbps

Buttons

Button	Function
KIOSK Power	• Press the device on or off. • Press to lock or unlock the device. The device goes into lock mode when the touch screen turns off.
Printer Power	• Press the device on or off.
FEED	• The feeding test

Package contents

Check the product box for the following items:

- Main Device
- Power Adapter
- User guide
- The connection cable of main LCD and Custom LCD

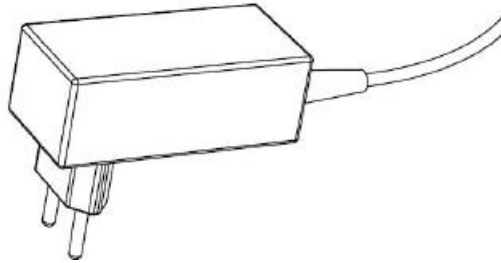


- The items supplied with the device and any available accessories may vary depending on the region or service provider.
- The supplied items are designed only for this device and may not be compatible with other devices.
- Appearances and specifications are subject to change without prior notice.
- You can purchase additional accessories from your local retailer. Make sure they are compatible with the device before purchase.
- Availability of all accessories is subject to change depending entirely on manufacturing companies. For more information about available accessories, please contact us.

Power

Use the charger before turn on the device.

Plug Power adapter into an electrical outlet. Then push the power key.



- Use only **Telpo**-approved chargers, batteries, and cables. Unapproved chargers or cables can cause the battery to explode or damage the device.

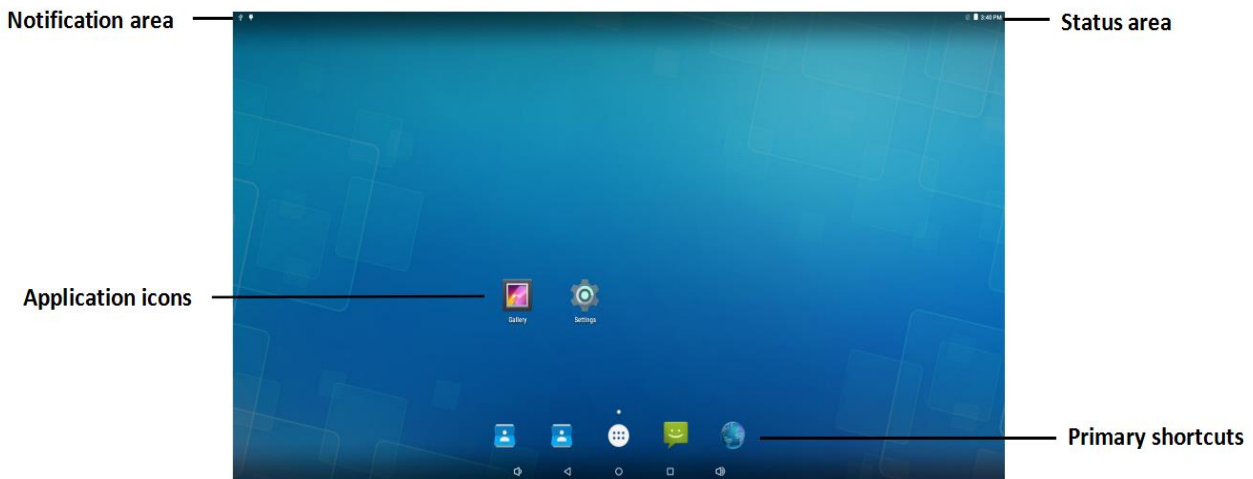


- To save energy, unplug the charger when not in use. The charger does not have a power switch, so you must unplug the charger from the electric socket when not in use to avoid wasting power. The charger should remain close to the electric socket and easily accessible while charging.

Basics

Home Screen Overview

The home screen extends beyond the initial screen. Swipe the screen left or right to display additional screens.



- The device's home screens cycle through so that you can keep swiping in one direction and make it back to the main home screen. The small circles above the primary shortcuts let you know your current screen position.

Customize the Home Screen

Learn how to add, move, or remove items from the home screen.

Add Items to the Home Screen

1. Touch and hold an empty area on a home screen. (If the current home screen doesn't have room, swipe the screen left or right to display an extended screen.)
2. On the Home screen menu, touch the type of item you want to add and then select the item.
 - **Set wallpaper:** Select a wallpaper for the Home screen, the Lock screen, or the Home and lock screens.
 - **Apps and widgets:** Add app shortcuts to a home screen, or add widgets such as a clock, calendar, mail, people, Wi-Fi and Bluetooth toggles, social networking apps, and more.
 - **Folder:** Add a folder where you can organize screen items. Add a shortcut to all your contacts, contacts with phone numbers, or starred contacts. Contact details are automatically updated when there are changes in the source.
 - **Page:** Add a new blank home page, up to the maximum number of allowable home pages for your device.

Move or Remove Items on the Home Screen

- Touch and hold the item you want to move or remove from the home screen.
- To move the item, drag it to a new area and release it.
- To remove the item, drag it to the Remove icon at the top of the screen and release it.

Extended Home Screens

In addition to the main home screen, your device has extended Home screens to provide more space for adding icons, widgets, and more. Touch  and then drag across the screen to move from the main screen to an extended screen.

You can have any number of Home screens to the right of the main Home screen.

- To add a Home screen, swipe to the rightmost screen and drag an app or widget to the right edge.

Indicator Icons

The icons displayed on the status bar provide information about the status of the device. The icons listed in the table below are most common.



- The status bar may not appear at the top of the screen in some apps. To display the status bar, drag down from the top of the screen.

Icon	Meaning
	Bluetooth feature activated
	Wi-Fi connected
	Signal strength
	Flight mode activated
	Mute mode activated
	Vibration mode activated
	Error occurred or caution required

Web and Communications

Wi-Fi

Wi-Fi provides wireless Internet access over distances of up to 300 feet. To use your phone's Wi-Fi, you need access to a wireless access point or "hotspot."

The availability and range of the Wi-Fi signal depends on a number of factors, including infrastructure and other objects through which the signal passes.

Turn Wi-Fi On and Connect to a Wireless Network

Use the Wireless & networks setting menu to enable your device's Wi-Fi radio and connect to an available Wi-Fi network.

1. Touch **Apps**  > **Settings**  > **Wi-Fi**.
2. Touch the Wi-Fi slider to turn Wi-Fi on.
3. The network names and security settings (**Open** or **Secured**) of detected Wi-Fi networks are displayed in the Wi-Fi networks section.
4. Touch a Wi-Fi network to connect. If you selected an open network, you will be automatically connected to the network. If you selected a network that is secured with a password, enter the password and then touch **Connect**.

Depending on the network type and its security settings, you may also need to enter more information or choose a security certificate.

When your device is connected to a wireless network, the Wi-Fi icon () appears in the status bar.



- The next time your device connects to a previously accessed secured wireless network, you will not be prompted to enter the password again, unless you reset your device to its factory default settings or you instruct the device to forget the network.
- Wi-Fi networks are self-discoverable, which means no additional steps are required for your device to connect to a Wi-Fi network. It may be necessary to provide a user name and password for certain closed wireless networks.

Check the Wireless Network Status

Check the status of your current wireless network, including speed and signal strength, through the Wi-Fi settings menu.

1. Touch **Apps**  > **Settings**  > **Wi-Fi**.
2. Touch the wireless network that the device is currently connected to. You will see a message box showing the Wi-Fi network name, status, speed, signal strength, and other details.



- If you want to remove the device's wireless network settings, touch **Forget** on this

window. You need to enter the settings again if you want to connect to this wireless network.

Connect to a Different Wi-Fi Network

Use the Wireless & networks settings to scan for and connect to a different Wi-Fi network.

1. Touch **Apps**  > **Settings**  > **Wi-Fi**. Detected Wi-Fi networks are displayed in the Wi-Fi networks section. To manually scan for available Wi-Fi networks, on the Wi-Fi settings screen, touch  .
2. Touch another Wi-Fi network to connect to it.



- If the wireless network you want to connect to is not in the list of detected networks, scroll down the screen, and touch . Enter the wireless network settings and touch **Save**.

Launch a Web Connection

Launching a Web connection is as simple as opening the browser on your device.

- Touch **Apps**  > **Browser**  . (Your data connection starts and you see the home page.)

While connecting, you may see an animation. Once complete, you are connected to the default home page.



- Internet connections can be made either through Wi-Fi (configured within the **Settings** > **Wi-Fi** page).
- The Browser automatically launches when a Web link is touched from within either an email or text message.

Bluetooth

Bluetooth is a short-range communications technology that allows you to connect wirelessly to a number of Bluetooth devices, such as headsets and hands-free car kits, and Bluetooth-enabled handhelds, computers, printers, and wireless devices. The Bluetooth communication range is usually approximately 30 feet.

Turn Bluetooth On or Off

Use the settings menu to enable or disable your device's Bluetooth capabilities.

1. Touch **Apps**  > **Settings**  .
2. Touch the ON/OFF slider to turn Bluetooth ON. Touch it again to turn Bluetooth OFF.



- An even easier way to turn Bluetooth on or off is with the toggle menu in the notifications screen. Drag the notifications bar down to display the notifications screen and then touch **Bluetooth** to turn Bluetooth on or off.
- Turn off Bluetooth when not in use to conserve battery power, or in places where using a wireless device is prohibited, such as aboard an aircraft and in hospitals.

The Bluetooth Settings Menu

The Bluetooth settings menu gives you access to information and controls for your device's Bluetooth feature.

- Touch **Apps**  > **Settings**  > **Bluetooth**.
 - Touch **SEARCH FOR DEVICES** to search for other visible in-range Bluetooth devices.
 - Touch  > **Rename device** to rename your device for Bluetooth access.
 - Touch  > **Visibility timeout** to set your visibility timeout for Bluetooth.
 - Touch  > **Show received files** to view all files you have received via Bluetooth.

Sending and receiving data

Many apps support data transfer via Bluetooth. You can share data, such as contacts or media files, with other Bluetooth devices. The following actions are an example of sending an image to another device.

Sending an image

1. On the Apps screen, tap Gallery.
2. Select an image.
3. Tap  → Bluetooth, and then select a device to pair with.
4. Accept the Bluetooth authorisation request on the other device.

Receiving an image

- When another device sends you an image, accept the Bluetooth authorization request. The received image is saved in the **Gallery** → **Download** folder.

Unpairing Bluetooth devices

1. On the Apps screen, tap **Settings** → **Bluetooth**.
 - The device displays the paired devices on the list.
2. Tap next to the device's name to unpair.
3. Tap **Unpair**.

Settings

Wi-Fi Settings

The Wi-Fi settings menu lets you turn Wi-Fi on or off, set up and connect to available Wi-Fi networks, and configure advanced Wi-Fi options.

Access the Wi-Fi Settings Menu

- Touch **Apps**  > **Settings**  > **Wi-Fi**.

Advanced Wi-Fi Settings

The advanced Wi-Fi settings menu lets you set up and manage wireless access points.

1. Touch **Apps**  > **Settings**  > **Wi-Fi**.
2. Touch > **Advanced**.
3. Configure your Wi-Fi settings, which may include:
 - **Network notification**
 - **Keep Wi-Fi on during sleep**
 - **Scanning always available**
 - **Avoid poor connections**
 - **Wi-Fi frequency band**
 - **Install certificates**
 - **Wi-Fi optimization**
 - **MAC address**
 - **IP address**

Bluetooth Settings

Your device's Bluetooth capabilities let you use wireless headsets, send and receive pictures and files, and more.

Access the Bluetooth Settings Menu

- Touch **Apps**  > **Settings**  > **Bluetooth**.

Data Usage Settings

The Data usage menu lets you view your device's Wi-Fi data usage, set data limits, restrict hotspot usage, and more.

- Touch **Apps**  > **Settings**  > **Data usage**.

More Settings

The More settings menu provides access to additional wireless and network options, such as mobile networks, VPN, roaming and more.

Mobile Networks Settings

The Mobile networks options let you enable your device's mobile data access, set your preferred network mode, configure Connections Optimizer, and select network operators for international use.

1. Touch **Apps**  > **Settings**  > **More...** > **Mobile networks**.
2. Options include:
 - Data enabled
 - Data roaming
 - Preferred network type
 - System select
 - Carrier settings

Storage Settings

The Storage settings menu lets you manage internal storage on your device. You can view your device's internal storage capability and available space.

Device Memory

- Touch **Apps**  > **Settings**  > **Storage**.
 - View your device's memory storage total space and space used by specific features.
 - Touch an itemized category for additional details.

Application Manager

You can download and install applications from the Google Play Store or create applications using the Android SDK and install them on your device. Use Application manager to manage applications on your device.

1. Touch **Apps**  > **Settings**  > **Apps**.
2. Touch **Downloaded**, **Running**, or **All** to view the status of apps and services. Tap an app or service for more information, and for app options, such as stopping and uninstalling.

Back Up and Reset Phone

Your device's **Back up and reset** menu lets you back up your device's data and settings to Google servers before resetting your device to the original factory settings. The Factory data reset erases all data from the device's application storage, including:

- Your Google Account
- All other email and social networking accounts
- System and application data and settings
- Downloaded applications

Backup and Restore

To set your backup and restore options:

1. Touch **Apps**  > **Settings**  > **Back up and reset**.
2. Select your backup and restore options.
 - **Back up my data:** This option lets you back up your app data, Wi-Fi passwords, and other settings to Google servers.
 - **Backup account:** Select a Google Account for your device backup.
 - **Automatic restore:** This option lets you restore backed up settings and data when reinstalling an application after a factory data reset.

Factory Data Reset

1. Touch **Apps**  > **Settings**  > **Back up and reset**.
2. Touch **Factory data reset**.
3. Read the factory data reset information page and touch **Reset device**.
4. Touch **Delete all**. Your device will power down and reset itself, which may take up to 10 minutes.

Once the device has reset, it will run through the Hands Free Activation and update processes again. When finished, you will see the Welcome screen and Setup application.

Date & Time Settings

Use the Date & Time settings menu either to automatically use the network-provided date and time or manually set these values, as well as select time and date format options.

1. Touch **Apps**  > **Settings**  > **Date and time**.
2. Touch **Automatic date & time** to disable the feature.
 - If enabled, you cannot alter the date, time zone or time values.
3. Touch **Setdate**. Adjust the date, month, and year. Touch **Done** when finished.
4. Touch **Settime**. Adjust the hour and minute. Touch **Done** when finished.
5. Touch **Automatic time zone** to disable the feature.
 - If enabled, you cannot alter the time zone values.
6. Touch **Select time zone**, and then select a time zone from the onscreen list. Scroll down the list to view additional time zones.
7. Touch **Use 24-hour format** to toggle between using a 12-hour or a 24-hour format.
8. Touch **Select date format** to select how the date information is displayed on your device. The selected date format is also applied to the date displayed within the device's Alarm Clock.

About Phone

The About Phone menu lets you access important device information, search for and apply updates, and view legal and safety information.

1. Touch **Apps**  > **Settings**  > **About phone**.
2. Touch items for more details:
 - **System updates:** Use System update options to update your device's internal software.
 - **Status:** View information about your device's current status.
 - **Legal information:** Display open source licenses, configure license settings, including your DivX® VOD registration, and Google info.
 - **Regulatory information:** View regulatory information related to your device.
 - **Model number:** View your device's model number.
 - **Android version:** View the firmware version of your device.
 - **Baseband version:** View the baseband version of your device.
 - **Kernel version:** View the kernel version of your device.
 - **Build number:** View the build number of your device.

FCC Caution:

-

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.

IMPORTANT NOTE:

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.

ISED Warning

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.

Operation of 5250-5350 MHz is restricted to indoor use only.

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.

L'appareil destiné à fonctionner dans la bande 5150–5250 MHz est uniquement destiné à une utilisation en intérieur afin de réduire le risque d'interférence nuisible aux systèmes mobiles par satellite utilisant le même canal.

Le fonctionnement de la bande 5250-5350 MHz est limité à une utilisation en intérieur uniquement.

Le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada 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.

The device is compliance with RF exposure guidelines, users can obtain Canadian information on RF exposure and compliance. The minimum distance from body to use the device is 20cm.

Le présent appareil est conforme Après examen de ce matériel aux conformité ou aux limites d'intensité de champ RF, les utilisateurs peuvent sur l'exposition aux radiofréquences et la conformité and compliance d'acquérir les informations correspondantes. La distance minimale du corps à utiliser le dispositif est de 20cm.

CE Specification:

Frequency Range:	Bluetooth/BLE 1M&2M: 2402-2480MHz 2.4G Wi-Fi: 2412-2472MHz/2422-2462MHz 5G Wi-Fi: 5180-5240MHz, 5260-5320MHz, 5500-5700MHz NFC: 13.56MHz
Output Power:	Bluetooth: 3.57dBm, BLE: 6.81dBm, 2.4G Wi-Fi: 17.76dBm 5G Wi-Fi: 5180-5240MHz: 17.74dBm, 5260-5320MHz: 16.31dBm 5500-5700MHz: 17.99dBm NFC: 20.04dBm/3m

Copyright Information

Copyright © 2017 **Telpo Technology Co., Ltd.**

This manual is protected under international copyright laws.

No part of this guide may be reproduced, distributed, translated, or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or storing in any information storage and retrieval system, without the prior written permission of **Telpo Technology Co., Ltd.**