

User Manual

POS SYSTEM

Please read this manual carefully before using device.

ATTENTION

This is a Class A product. In a living environment, this product may cause radio interference. In this case, the user may need to take adequate measures.

Replacing with error battery may cause explosion!

Replaced old battery should be handed over to the repairman for disposal! Do not put them into fire!

There is a Lithium battery in the device. Its voltage will decline if it is not turned on for long time. It will even stop working if the battery volume was exhausted. So the device requires to be charged at least in 2 months.

If there is any problem during installation or any confusion about this manual, please send email to our customer support department:

support@citaq.com

There will be professional experts to help you!

Or visit our website:

www.citaq.com

Thank you for using our products!

Kindly find below items when opening carton

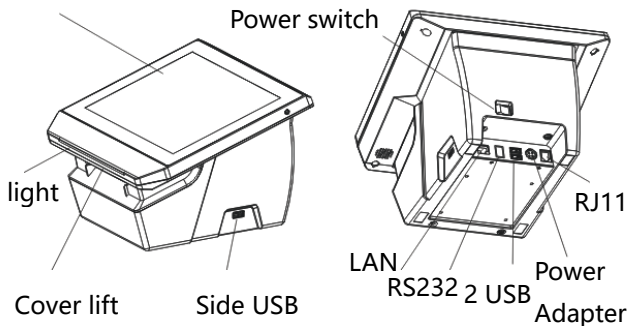
ITEM	LIST
Device	1 unit
Thermal pape	1 roll
Adaptor	1 pc
Power core	1 pc
Manual	1 pc
Twisted ring	1 pc
Desiccative	2 bags

Name	Configuration	Remark
CPU	Quad-Core Cortex-A17, up to 1.8GHz	
RAM	2GB	
ROM	16GB	
OS	Android 10.0	
Display	1024*768	
Touch Screen	Capacitive multi-touch	
Bluetooth	Bluetooth 4.0 BLE	
Speaker	Stereo 2W	
Indicator light	Programmable orange and blue	
4G	Optional embedded 4G LTE	

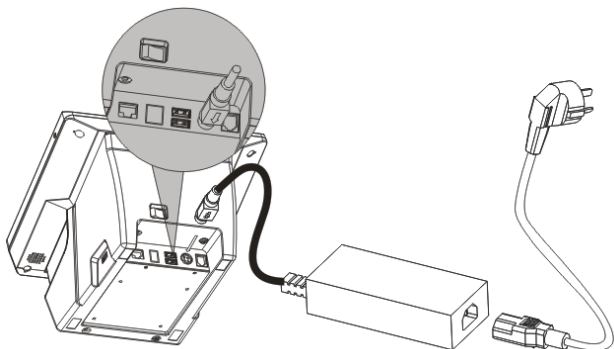
WiFi	IEEE 802.11 a/b/g/n/ac	
Name	Configuration	Remark
Printer	80mm Thermal printer	
PrintingSpeed	MAX 20mm/s	
Printing Span	200km	
Sensor	out of paper, cover open	
Cutting times	2 million times	
cutting way	half cut/ full cut	
Power supply	DC 24V/2.5A input	
Ports	3X USB 1X RS232 1X LAN 1X RJ11 for Cash drawer	
COM	RJ11-4P4C,RS232,+5V、RXD、TXD、 GND	
LAN	RJ45,10/100M	
Audio jack	3.5mm standard audio jack, 4 phases with MIC.	not available on V8
Working Environment Temperature	0 °C -50 °C Humidity 10%-90% Non-condensation	
Storage Environment Temperature	-10°C – 60°C Humidity 10%-90%, Non-condensation	

Product Summarization

Touch Screen

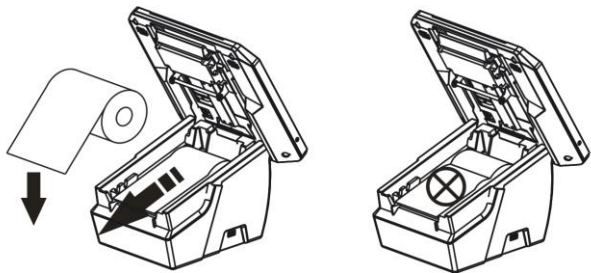


Installation of power supply



Please connect as per above pic shows.

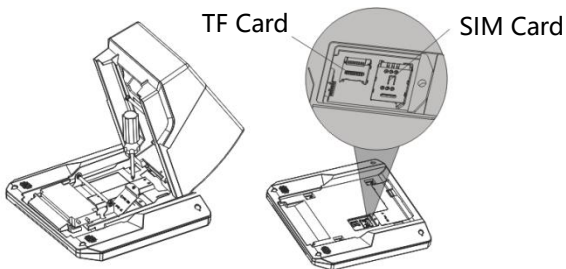
Install the thermal paper



Step1: Take out a roll of paper and lift the cover.

Step2: Put the paper inside the groove and pull out the paper to the feeder edge.

Install the Sim card and TF Card

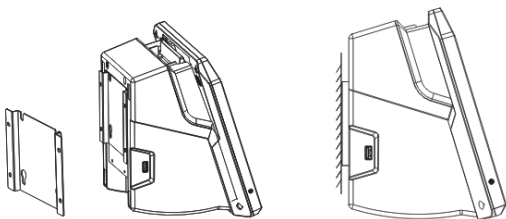


Step 1: Unscrew the plastic cover

Step2: Insert the Sim card and TF card to corresponding slot

Step3: Install the cover

Wall mounting Installation



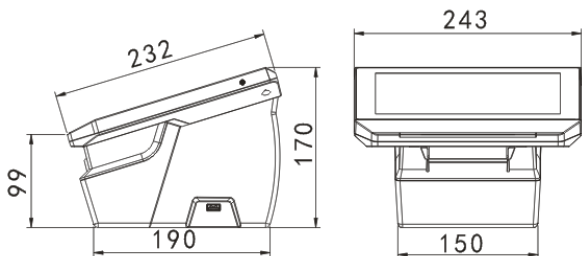
Step 1. A suitable flat wall should be required for installing fixture. Install the 4 screws that fixing the bracket on the wall, and install the 4 screws that embedding the equipment on the metal base board

Step 2 Put the equipment that installed with 4 Screws into the fixation block.

Dimension

H10

Unit : mm



FAQ

1. What OS is installed on H10? Is Linux or Windows possible to be installed?

Answer: It's Android 5.1. Not possible to install Linux or Windows.

2. How to install and debug Apps on H10?

Answer: Install Apps either by downloading or through Flash driver or TF card. And debug (program) it through internal debug port or by wifi.

3. Is H10 connectable with 3G? What's the frequency?

Answer: The internal PCI-E port could be extended with various communication modules. Mainstreamed Huawei 3G or 4G modules are all supported such as WCDMA module MU709S-2, EVDO module MC509, 4G module ME909

4. How many external ports supported by H10? What devices could be connected with? Is driver required?

Answer: There're totally 3 USB ports, 1 RS232, 1 Lan, 1 RJ11. USB ports could be connected with various kinds of storage device or HID device (mouse, keyboard, scanner). RS232 could be connected with only communicative devices. Above 2 kinds of connections is driver free connection. Other connections which are not supported by system can't be used by installing driver. Drivers could only be embedded in system.

5. What kind of paper is used for H10? What is the width? What kind of content is printable?

Answer: It applies with thermal paper with a width of 80mm; maximum diameter of paper roll could be 80mm.

It's compatible with ESC/POS order set and could print texts (multi-lingual), image, barcode as well as QR code.

6. Could we customize the system of H10? What kind of language will it support?

Answer: Yes. We could customize startup animate as well as startup picture, system setting and embedded Apps. It supports multi languages of original Android.

7. What kind of port is the printer? Is it possible to connect with PC?

Answer: The printer is integrated via internal serial port.

Serial No. is ttyS1 and can't connect with PC

8. Is H10 possible to connect with Pole Display? What contents would be available to show?

Answer: It's compatible to connect with PD-TFT43 pole display. The display shows text, picture and QR codes.

9. Is V8/H10 possible to connect with MSR?

Answer: Yes. It's positive to connect MSR port. But it needs programming to realize input and reading.

10. What is the purpose of internal lithium battery of H10? Does it work without external power connection?

Answer: The internal battery provides only buffering times when system shut down. It won't work without external power.

11. What type of serial it is? What devices are connectable?

Answer: The serial signal is RS232 electrical level, including 2 signal lines of TXD and RXD, and supplies +5V voltage. It's totally 4 lines such as +5V, RXD, TXD, GND. This serial port could be used for connection of communicative devices but the system doesn't include serial driver. The communication should be realized by programming.

12. What certificates are approved for H10?

Answer: CCC, CE, FCC and Rohs.

Daily Maintenance of the device

1. Keep the spaces clean
2. Kindly pull out the adaptor after using to lengthen the service life.
3. Routinely clean dusts of the device. Don't use liquid or spray cleaner. Wipe the touch screen and case by a soft cloth. And please avoid pouring liquid inside the machine which will bring damage of it.
4. Don't cover anything on the device when using. That will cause inefficient heat dissipating and ages the device as well as shorten the service life.
5. When unstable voltage were found, please cut the power immediately to avoid damage to the device
6. Don't use it under circumstances that are with high temperature or humidity.
7. Touch the screen with a clean figure.
8. Don't use it or store under fierce sunshine.
9. Please don't put it in high magnetic places.
10. Apply better thermal paper will avoid wearing of printer mechanism and lengthen its service life. Routinely clean the thermal area with Alcohol pen or cotton carefully.

Notice:

Don't remove any label or attached stuffs on printer by knife or metal stuffs. Any hard meterials(such as bamboo stick or hard plastic) are not allowed for cleaning the printer. These will damage the thermal area and leads area and damage the printer as well.

FCC Statement

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.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this 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.

RF Exposure Information

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 and your body.

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