PP2 Smart POS

Package list

Smart POS Terminal x 1, Adapter x 1, Quick guide x 1, If any one of the items is missing or damaged, please contact your dealer immediately. We will provide the missing or damaged items free of charge.

Type-C x 1
Type-A x 1
Adapter x 1
Paper x 1
Paper x 1

Product Features:

1. **NFC card identification area**
2. **Front camera**
3. **Power button**
4. **Volume up**
5. **Volume down**
6. **Front camera**
7. **Fingerprint recognition**
8. **Front flashlight**
9. **Type-C port**
10. **Earphone**
11. **Type-A port**
12. **Speaker**
13. **Type-C port**
14. **Thermal printer protection panel**
15. **USB port**
16. **Type-A port**
17. **Rear NFC area**
18. **Rear camera**

Product Specifications

Model: PP2
Operating System: Android 9.0 (Pie) (OTA Authorized Upgrade), Pilot Pay(Pay) ADK1

Chipset: PP2
Processor: Quad-core processor, 1GHz

Memory:
RAM: 2GB + 16GB(Total)
Storage: 16GB + 128GB(Total) Micro SD Card

Display:
Screen: 4.0 inch HD+ 720*1280 pixels Gorilla glass multi-touch screen

Rear Camera:
Rear Camera: 13MP, 1080P(1 Mega)NFC

Front Camera:
Front Camera: 5.0 MP(FF/AF), 1080P(2 Mega)NFC

Storage Bin:
Storage Bin: Micro SD, up to 256GB

Magnetic stripe card reader:
Magnetic stripe card reader: Support Tracks 1 and 2 and Tracks 2 and 3, Support JIS Type I, ISO/IEC 7811, ISO/IEC 7813, AAMVA, CDL, NCIC, CA DMV, Transit, Bi-directional swipe detection, 5 Times/sec

IC Card Reader:
IC Card Reader: Support EMV L1 & EMV L2 contact IC cards

Communication Ports:
Communication Ports: Type-C x 1, Type-A x 3(Front, Rear and Left), USB x 1

Audio:
Audio: Speaker, Microphone, earphone

Sensor:
Sensor: Gravity sensor, Light sensor, Hall sensor

Camera:
Camera: Front 5.0 MP camera

Connectivity:
Connectivity: 4G LTE, WiFi, Bluetooth

Bluetooth:
Bluetooth: Bluetooth 5.0 (BR+EDR+LE), (aptX/SBC)

Wi-Fi and 4G Band:
Wi-Fi: 2.4G/5G dual-band WiFi, 802.11a/b/g/n/ac
4G: LTE-FDD: B1/B3/B5/B7/B8/B20/B28A; LTE-TDD: B38/B40/B41

Battery:
Battery: 5V, 3000mAh, up to 12 weeks

SIM:
SIM: Micro-SIM x 1

Other:
Other: Wireless charging

Working Environment:
Working Temperature: -10°C ~ 50°C
Storage Temperature: -20°C ~ 70°C
Relative Humidity: 10% ~ 90% non-condensing

Certification:
Certification: Complies with international safety certification standards

Dimensions:
Dimensions: 170*80*18.5mm

Weight:
Weight: 270 g (0.6 LBS) ±5%

Troubleshooting

Charging problem:
1. Check whether the battery has been fully charged.
2. Check whether the charging port is blocked or dirty.

Touch screen not responsive:
1. Ensure the screen is not too dirty or wet.
2. Remove any protective film or screen protector that may be causing interference.
3. Check whether the accessory of the magnetic stripe card is damaged or worn out. If the magnetic stripe card is damaged or worn out, please replace it with a new one.
4. Ensure the magnetic stripe card is inserted correctly and in a straight manner.
5. If the magnetic stripe card is damaged or worn out, please request a new card.

Magnetic stripe card reader not responsive:
1. Clean the card and the card reader slot.
2. Ensure the card is inserted correctly.
3. Try another card to test the magnetic stripe card reader.

Wifi/4G/BT/GPS not working:
1. Check whether the device is in airplane mode.
2. Check whether the device is connected to the correct network.
3. Restart the device.

Wifi/4G/BT/GPS signal weak:
1. Check the signal strength.
2. Move to a place with better signal.

Camera not working:
1. Check whether the camera app is blocked by other apps.
2. Restart the device.

Fingerprint not responsive:
1. Clean the fingerprint sensor.
2. Ensure the sensor is not damaged.
3. Restart the device.

Bluetooth not working:
1. Check whether the Bluetooth function is enabled.
2. Check whether the Bluetooth function is blocked by other apps.
3. Restart the device.

Speaker not working:
1. Check whether the speaker is blocked by other apps.
2. Restart the device.

Microphone not working:
1. Check whether the microphone is blocked by other apps.
2. Restart the device.

Thermal printer not working:
1. Check whether the thermal paper is installed correctly.
2. Check whether the thermal paper is damaged or worn out.
3. Check whether the thermal paper is too thick or too thin.
4. Check whether the thermal paper is too dirty.
5. Check whether the thermal printer is blocked by other apps.
6. If the thermal printer still does not work, please contact the manufacturer for assistance.

Thermal printer protection panel:
1. Check whether the thermal printer protection panel is damaged or worn out.
2. If the thermal printer protection panel is damaged or worn out, please request a new one from the manufacturer.

Safety Information

Load Temperature:
0°C ~ 45°C

Wear and tear:
Wear and tear refers to the normal wear and tear of the product during its normal use, including but not limited to the wear and tear of the product and its accessories. Normal wear and tear does not affect the product's normal use or its performance and therefore is not covered by our warranty.

Environmental Tips:
Please dispose of the product and its accessories in accordance with local laws and regulations. Do not dispose of the product and its accessories in fire, water, or in the trash, or in any way that may harm the environment or cause pollution. Please recycle the product and its accessories in accordance with local laws and regulations, or return them to the manufacturer for recycling and disposal.

Electrical Safety:
Please use the power adapter provided by the manufacturer to charge the device. Do not use other power adapters or charging cables, as this may damage the device or cause safety hazards.

Liquid Contact:
Avoid contact with liquids, as liquids may damage the device's internal components and cause short circuits or other hazards. If the device accidentally comes into contact with liquid, please immediately turn off the power and remove the battery, then contact the manufacturer for assistance.

Battery:
Do not attempt to disassemble, puncture, or modify the battery, as this may cause fire or explosion. If the battery is damaged or leaks, please immediately stop using it and contact the manufacturer for assistance.

Charging Environment:
Please charge the device in a well-ventilated environment and avoid charging in high-temperature, humid, or dusty environments. Ensure the charging port is clean and free of foreign objects to prevent short circuits or other hazards.

Charging Time:
Do not leave the device charging for extended periods of time, as this may affect the battery's performance and lifespan. It is recommended to unplug the charger after the battery is fully charged.

Storage Environment:
Store the device in a dry, cool, and well-ventilated environment. Avoid exposure to high temperatures, direct sunlight, or corrosive substances. If the device will be stored for an extended period, it is recommended to fully charge the battery and turn off the power.

Disposal:
Please dispose of the device and its accessories in accordance with local laws and regulations. Do not dispose of them in fire, water, or in the trash, or in any way that may harm the environment or cause pollution. Please recycle the device and its accessories in accordance with local laws and regulations, or return them to the manufacturer for recycling and disposal.

Product Use:
Please use the device in a well-lighted and ventilated environment. Avoid using the device in dark or poorly ventilated environments to prevent eyestrain or other health issues. Do not use the device while driving or in other situations that may affect your safety.

Accessories:
Please use only the accessories provided by the manufacturer. Do not use other accessories, as this may affect the device's performance or cause safety hazards.

Data Backup:
Please regularly back up the data on the device to prevent data loss. The manufacturer is not responsible for any data loss caused by failure to back up data.

Software Updates:
Please keep the device's software up to date to ensure optimal performance and security. Software updates may include bug fixes, performance improvements, and new features.

Physical Impact:
Avoid dropping, bending, or applying pressure to the device, as this may damage the internal components and affect its performance and lifespan.

Temperature:
Avoid exposing the device to extreme temperatures, as this may affect its performance and lifespan. It is recommended to use the device in a temperature range of 0°C to 45°C.

Humidity:
Avoid using the device in high-humidity environments, as this may affect its performance and lifespan. It is recommended to use the device in a humidity range of 10% to 90% non-condensing.

Cleaning:
Please use a soft, dry cloth to clean the device. Do not use chemical cleaners or abrasive materials, as this may damage the device's surface.

Storage:
When not in use, please store the device in a dry, cool, and well-ventilated environment. Avoid exposure to high temperatures, direct sunlight, or corrosive substances.

Charging Time:
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Battery Life:
The battery life of the device may vary depending on usage and environmental factors. It is recommended to charge the battery regularly to ensure optimal performance.

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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

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition, compliance with exposure requirements.

Specific Absorption Rate (SAR) Information:

Smart POS Terminal meets the government's requirements for exposure to radio waves. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons regardless of age or health. FCC RF Exposure Information and Statement the SAR limit of USA (FCC) is 1.6 W/kg averaged over one gram of tissue. Device types: Smart POS Terminal has also been tested against this SAR limit.

This device was tested for typical body-worn operations with the back of the Smart POS Terminal kept 0mm from the body. To maintain compliance with FCC RF exposure requirements, use accessories that maintain an 0mm separation distance between the user's body and the back of the Smart POS Terminal. The use of belt clips, holsters and similar accessories should not contain metallic components in its assembly. The use of accessories that do not satisfy these requirements may not comply with FCC RF exposure requirements, and should be avoided.