A732 A832 Smart POS Terminal User Manual

Newcapec

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Declaration

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1. Product Introduction

1.1. Purpose and Introduction

Based on a smart operating system, the A732 A832 smart POS terminal integrates facial recognition, contactless card payment, and QR code scanning payment into one device, providing users with a easy-to-use, multi-channel payment experience. It is equipped with two independently operated touchscreens, which makes it ideal for payment, as well as self-service ordering and pickup scenarios.

1.2. Product Appearance

Model: A732 (Desktop). The product dimensions are shown in Figure 1.

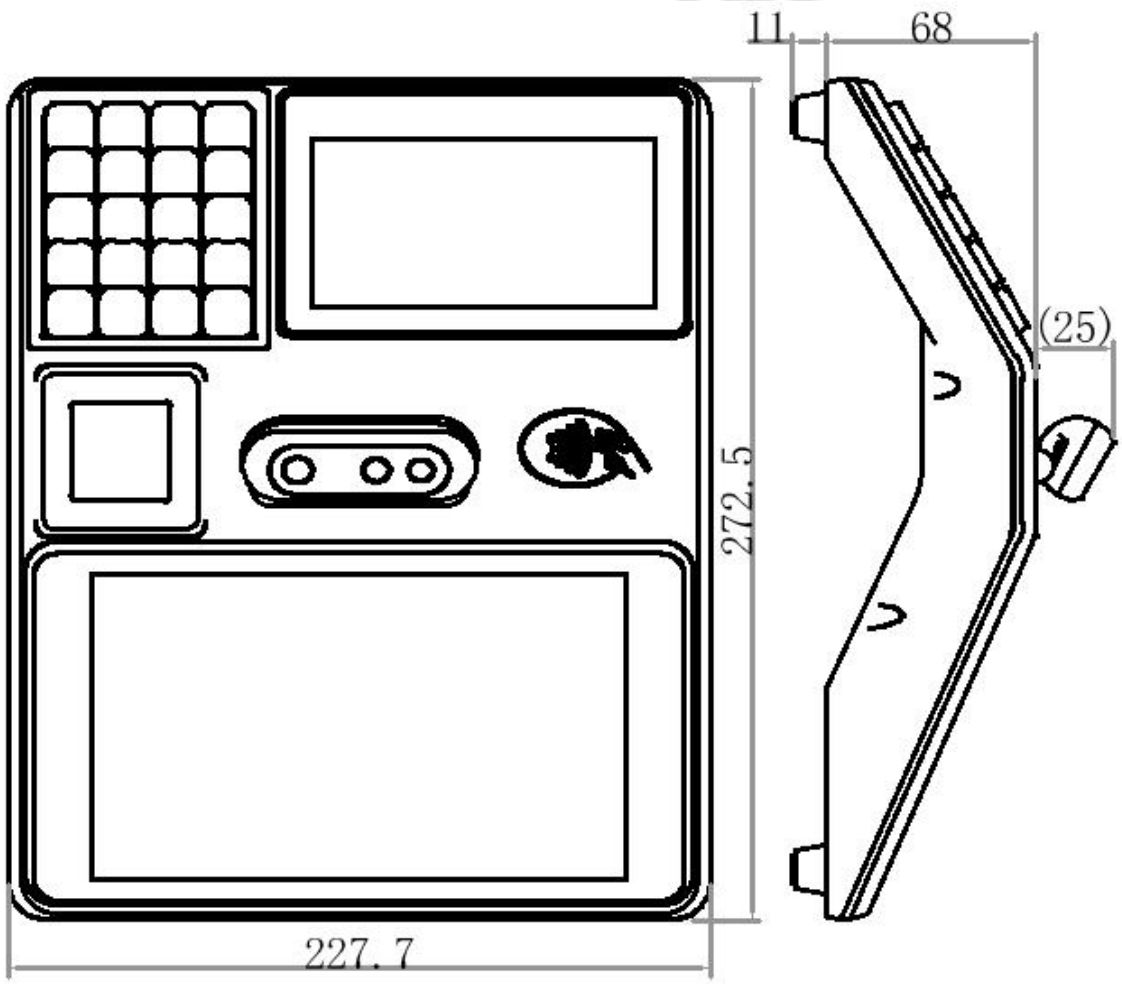


Figure 1: A732

Model: A832 (Wall-mounted). Product dimensions are shown in Figure 2.

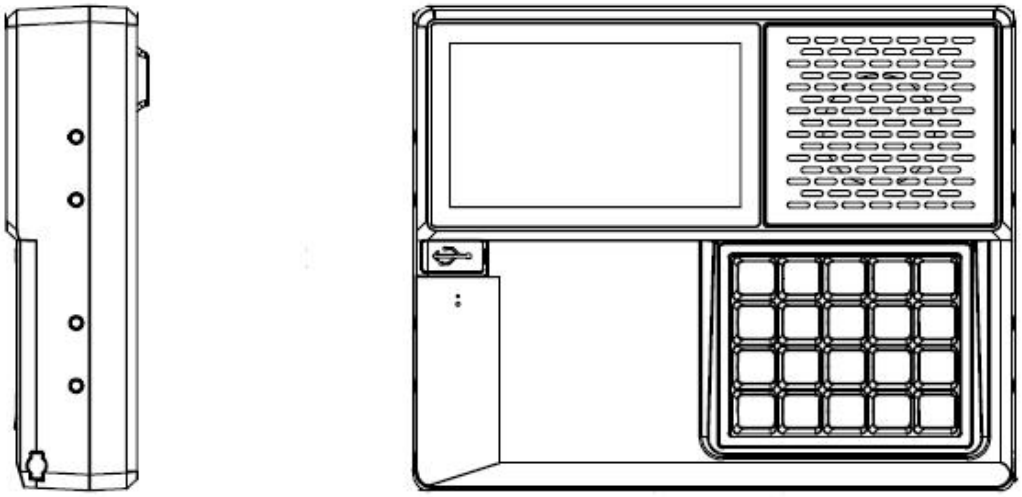


Figure 2: A832

1.3. Product Features

- Supports settlement via multiple payment methods, including facial recognition, contactless card, and QR code scanning (both forward and reverse scanning).
- Supports offline 1:N facial recognition.
- Equipped with a binocular camera and supports liveness detection.
- Supports multiple communication methods, including TCP/IP, Wi-Fi, Bluetooth, and 4G (optional).
- Customizable Billing Modes: The billing mode for the current meal can be configured via the platform or terminal. Options include fixed-amount billing, amount-based billing, and dish number billing.
- Offline Storage Capacity: Transaction records can be automatically uploaded. When offline, they are stored locally and automatically uploaded upon network recovery. Supports storage of up to one million offline records.
- Adjustable Camera Angle: The device camera supports vertical rotation, with a vertical rotation angle greater than 15°.
- Equipped with RS485, RS232 and USB interfaces, allowing integration with third-party hardware devices.

1.4. Technical Specifications

Mode	A732	A832
Processor	Octa-core Processor	
Storage	2G RAM + 16G Flash	
Display	Dual-LCD Displays: 8-inch (1280 × 800); 5-inch (1280 × 720)	
Touch Screen	8-inch display with standard touch panel	
Camera	Dual-lens IR Camera; Optional 3D Structured-Light Camera	
Communication Modes	Ethernet, Wi-Fi (IEEE 802.11a/b/g/n/ac,2.4 G+ 5 G dual-band), Bluetooth; Optional 4G(optional)	
Product Form	Desktop and wall-mounted versions Wall-mounted: 185 × 230 × 55 (mm × mm × mm) Desktop: 272 × 228 × 104 (mm × mm × mm)	
Contactless Card Reading	Simultaneous support for M1, CPU, and NFC; PSAM card slot available	
Scanning	Support for dual-side mobile QR scanning	
Facial Recognition	1. Offline Recognition: Offline 1: N facial recognition capability, with anti-spoofing against photos, videos, and other attacks 2. Offline Capacity: Local storage for up to 50,000 facial feature templates	
Power Supply	DC12V / 24W Max	
Operating Environment	-10° C to 60° C	
Storage Temperature	-20° C to 70° C	

2. Installation Instructions

2.1. Package Contents

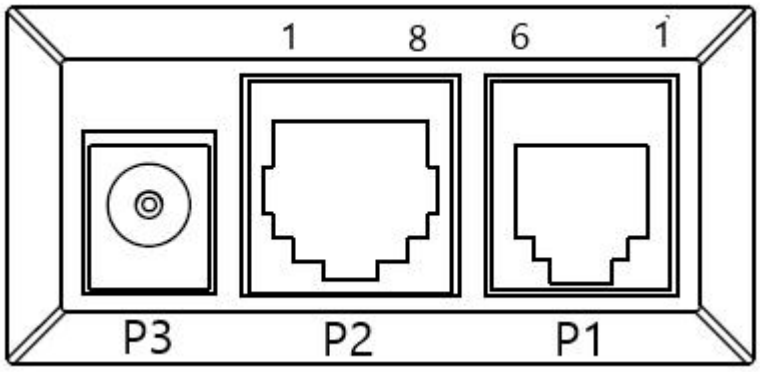
Product Type	Accessory Name	Unit	Quantity
A732 A832	Smart POS Terminal	Unit	1
	Product Manual	Copy	1
	Warranty Card	Page	1
	Certificate of Conformity	Copy	1
	Power Adapter	Piece	1

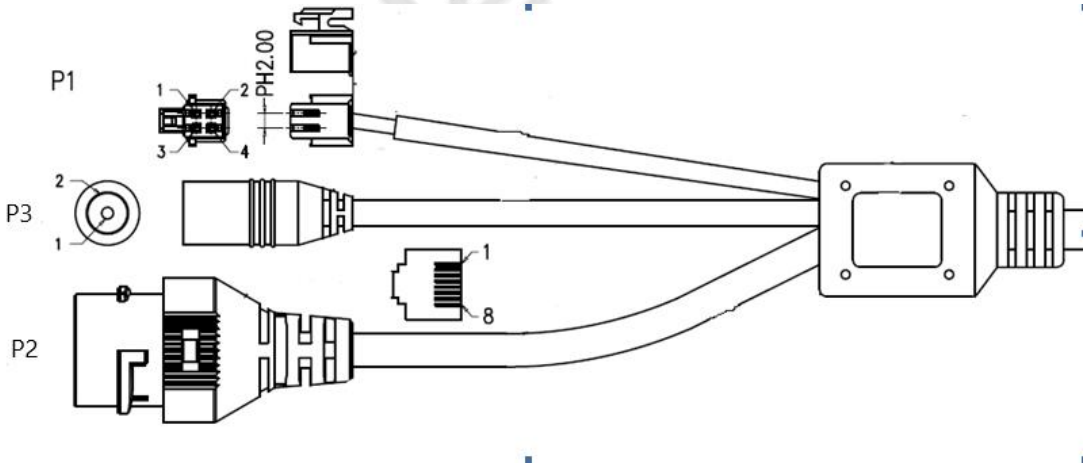
	Interface Cover	Piece	1

Note: Due to different safety standards and regulatory requirements in different countries and regions, the power adapter is not included and must be purchased separately from Newcapec.

2.2. Interface Description

2.2.1.A732 A832





Interface wiring sequence and function definition:

	A732	A832
P1	**RS232 Port**	**RS232 Port**
P2	TCP	TCP
P3	DC12V	DC12V

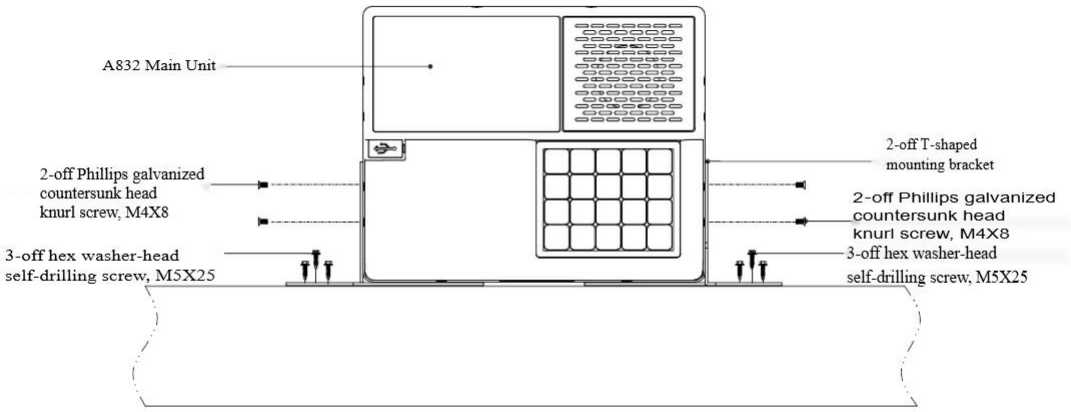
P1 Interface Definition:

Interface Definition and Pin-out	A732	A832
1	5 V (Controlled)	Yellow RS232-RX
2	5 V (Controlled)	Gray RS232-TX
3	RS232-TX	Orange 5 V (Controlled)
4	RS232-RX	Purple GND
5	GND	
6	GND	

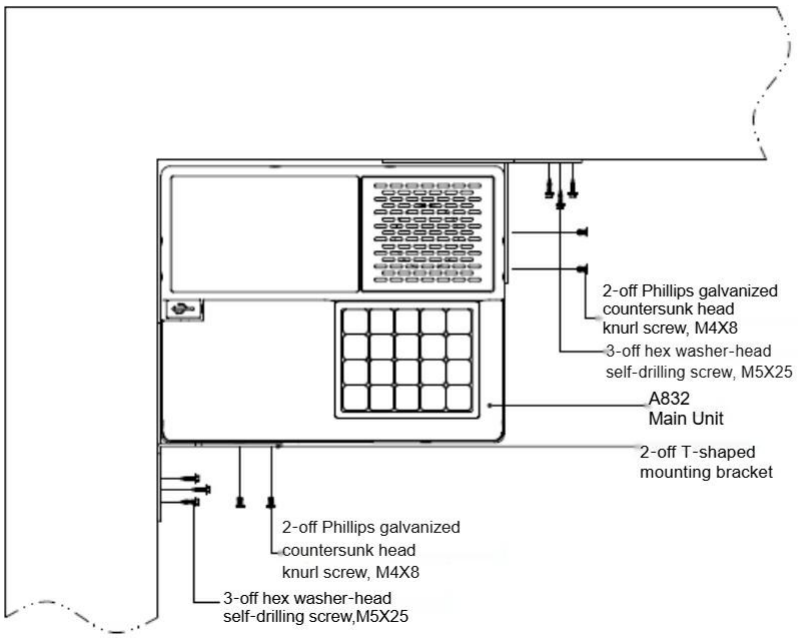
2.3. Installation Steps

1) Desktop Installation: Model A732 features a desktop-style design for placement on a horizontal surface.
2) Wall-mounted Installation: Model A832 features a wall-mounted design with four installation options

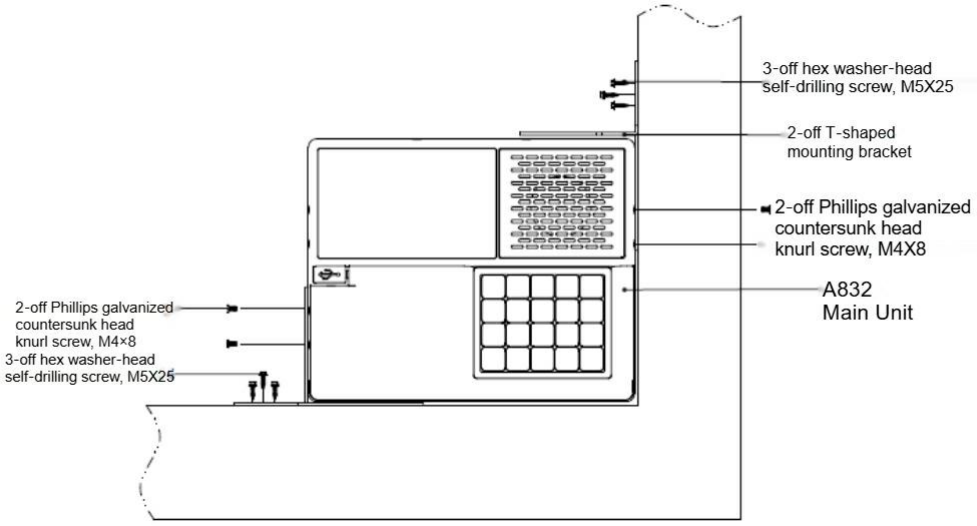
Note: When installing Model A832, please refer to the diagram. Do not use self-tapping screws where straight-thread screws are specified. Self-tapping screws may pierce the housing, causing a short-circuit in the battery, which could result in fire or explosion.



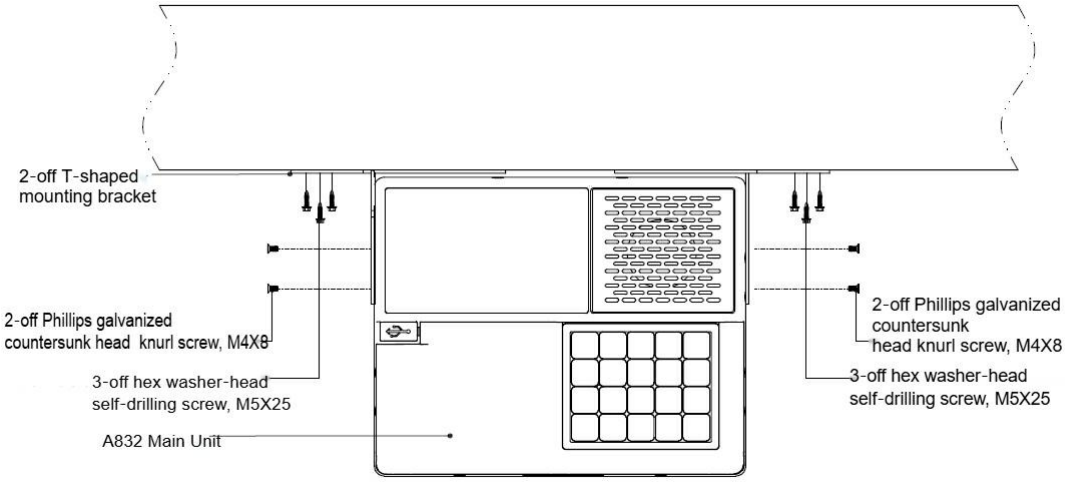
A832 Desktop Installation Instructions



A832 Top-Left Corner Installation Instructions

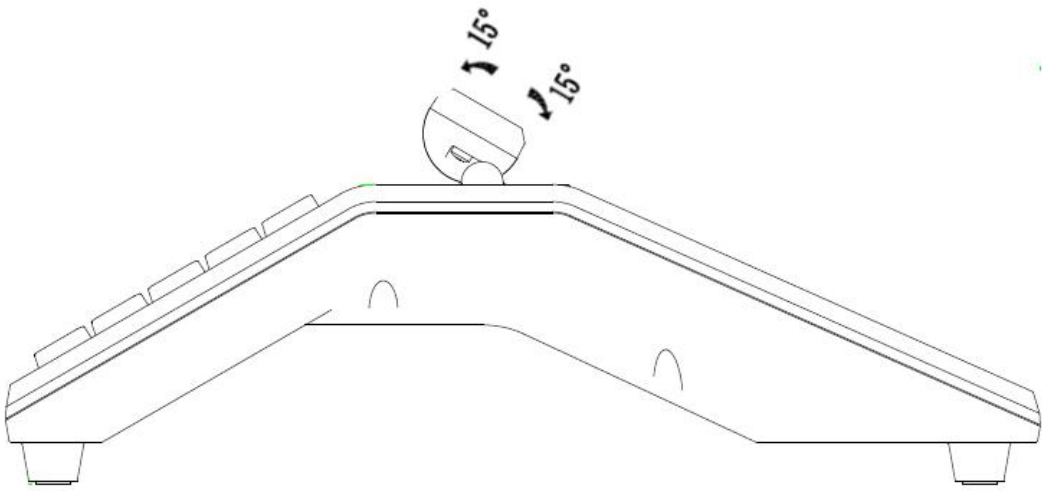


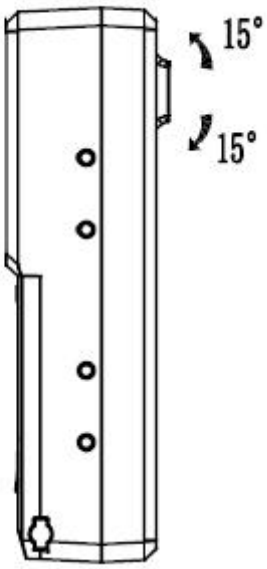
A832 Bottom-Right Corner Installation Instructions



A832 Bottom-Hung Installation Instructions

3) Power Supply: DC 12 V power adapter, 3-meter cable, national-standard 3-pin plug, rated AC 220 V.
4) Network: National-standard RJ45 port.
5) Interfaces: 1 non-standard RS232 physical port, 1 USB 2.0 port.
6) Height and Camera Angle: The camera angle is adjustable within the range of 0° to 15°. Adjustment shall be made with reference to the horizontal-surface height, so as to achieve optimum recognition performance for users with a height of 145 cm – 185 cm at a working distance of 70 cm. Please refer to the figure below for camera-angle adjustment.





7) Simulated Payment: After the device is activated, one test transaction each of facial-recognition payment, QR-code-scanning payment, and contactless-card payment must be performed

3. Operation Instructions

1) Power-on: Press the red mechanical button for approximately 3 seconds. Release the button upon hearing the buzzer sound.
2) Power-off / Reboot: Press and hold the power button for approximately 3 seconds. A dialog box will appear on the display to indicate that the device is shutting down. After a few seconds, the screen shall turn black, signifying successful power-off.
3) Forced Power-off: Press and hold the power button for approximately 15 seconds until the screen goes black, which indicates that the power-off procedure has been completed.
4) F1：Access the inquiry menu and setting menu.
5) F2/F3: Serve as up- and down-navigation keys within the menu.

4. Precautions / Daily Maintenance

1) It is recommended to use a power strip with a fuse and ensure reliable grounding.
2) The power adapter shall not be enclosed or covered. Poor heat dissipation during long-term operation may cause fire hazards.
3) Damage to the power cord is prohibited. The device shall not be used if the power cord is worn or damaged.
4) Before connecting the power supply to the AC socket, verify that the socket output voltage complies with the rated operating voltage of the device.
5) The device shall be placed on a stable indoor platform. Installation and placement in areas with direct sunlight, high temperature, humidity, or excessive dust is prohibited.
6) The device shall be kept away from all types of liquid.
7) If the device is powered by batteries, remove the batteries when the device is not in long-term use to prevent battery damage caused by continuous self-discharge.
8) Insertion of any foreign objects into any interface of the device is strictly prohibited, as such operation may cause permanent damage to the equipment.
9) In the event of device failure, contact professional POS maintenance personnel. Unauthorized disassembly and repair by users are not permitted.
10) It is forbidden to insert or remove the PSAM card of the POS device while the equipment is powered on, which may damage the internal circuit. The device power shall be turned off completely before power disconnection.
11) Prior to cleaning, power off the device thoroughly. Wipe the equipment body with a soft, dry cloth. Do not use wet cloths or chemical solvents such as gasoline, alcohol, and diluents.

5.Troubleshooting

1) Failure to activate the 3D structured-light camera: a) If no image appears on the screen when the APP attempts to load the camera: Go to Settings, force-stop both the watchdog APP and the application APP. Launch the OBUVC test utility, set the stress-test count to 8, the stream-on duration to 60 s, and the stream-off duration to 3 s, then start the test. If three preview windows appear, the hardware

functions correctly. Install the two IoT APKs, connect to a network with internet access, and restart the application APP. If the OBUVC tool fails to display three preview windows, a hardware issue exists; please contact after-sales service for repair or replacement.

2) Failure to activate the non-structured-light camera: If the camera cannot be opened during an APP transaction, force-quit the APP and the watchdog process. Then open the native Android camera to check whether it works properly. If it does, the hardware is intact; contact after-sales personnel to reinstall the APP.
3) Failure of the scanning module to decode normally: First, check the brightness of the mobile phone. Insufficient phone brightness may lead to decoding failure. Next, contact after-sales technical personnel to identify whether the issue is caused by hardware.
4) Low audio volume: Press F1 to enter "Other Settings" and adjust the volume. If the volume remains low after adjustment, contact after-sales technical personnel for repair or replacement.
5) OTA firmware update requires a device reboot. If a system error occurs after rebooting, the firmware shall be re-flashed via the USB port.
6) TCP communication failure: Verify that network parameters are set correctly or confirm whether the connected server imposes network restrictions.