A711 A811 Smart POS Terminal User Manual

Newcapec

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Declaration

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- Any loss or damage caused by failure to operate the product according to the instructions provided in this document shall be borne by the user.
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Document Revision History

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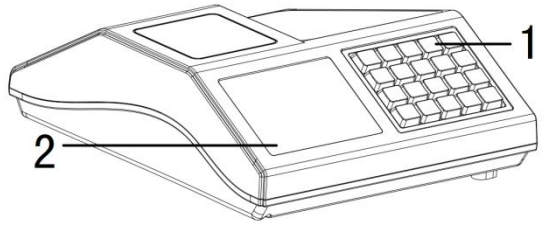
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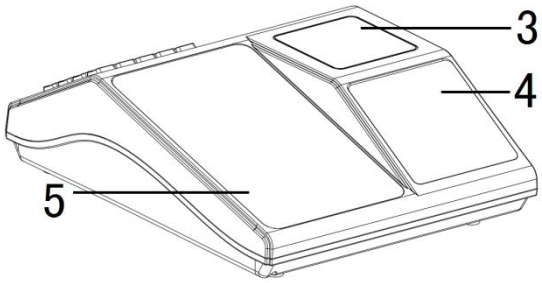
1. Product Introduction

1.1. Purpose and Introduction

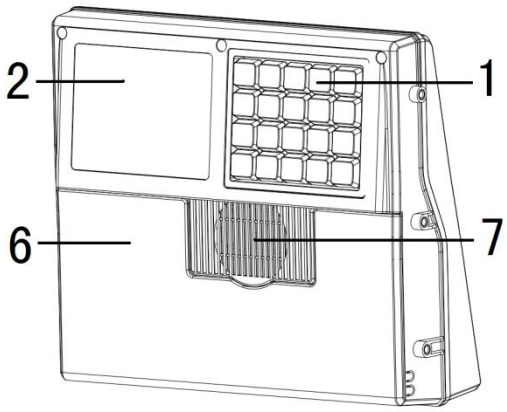
The terminal is equipped with multiple modules, including a 7-inch color touchscreen, a 3.5-inch color display, a 13.56 MHz RFID reader, a mechanical keypad, a 2D-code scanner, Wi-Fi/Bluetooth, 4G, audio power amplifier, TCP/IP interface and a battery-powered unit.Based on an intelligent operating system, this device integrates "contactless card payment" and "QR code payment" functions, constituting a smart POS terminal that delivers a highly human-centered operating experience.

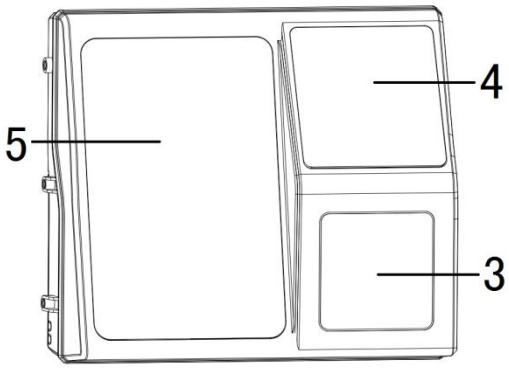
1.2. Product Appearance

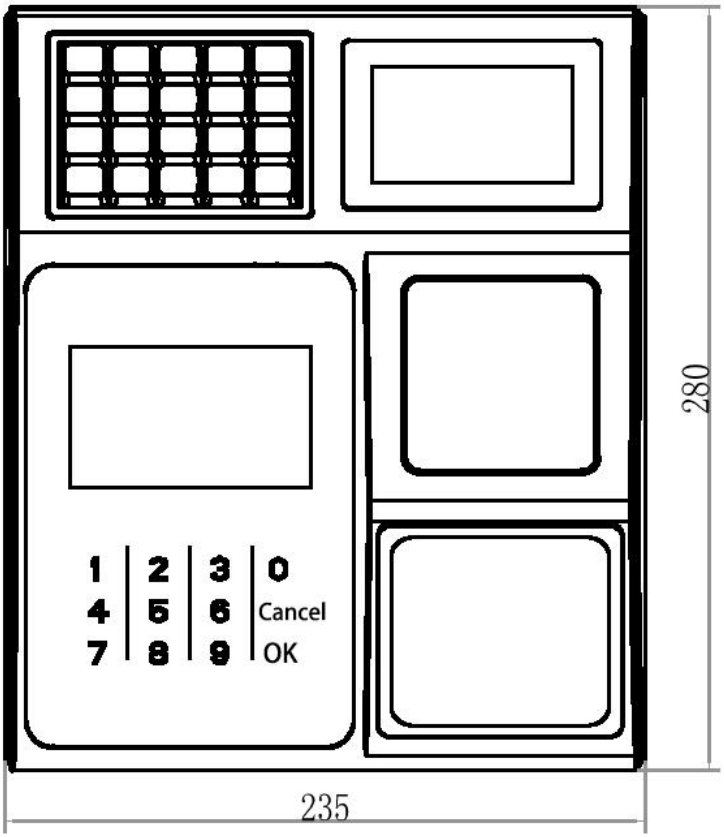


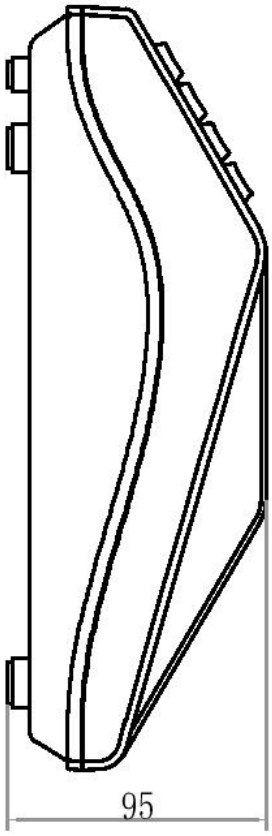


1-Buttons
2-3.5-inch Display
3-Card Swipe Area
4-QR code Scanning Area
5-7-inch Touchscreen
6-Interface Cover
7-Speaker Cavity

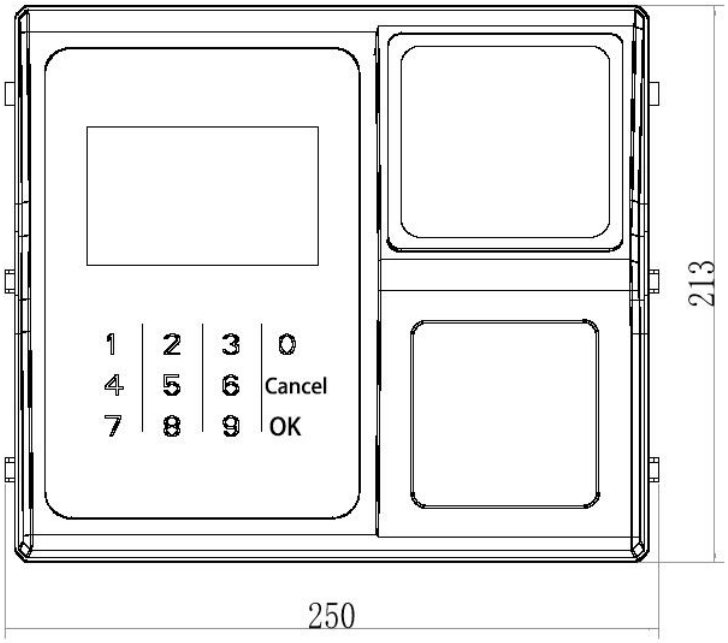


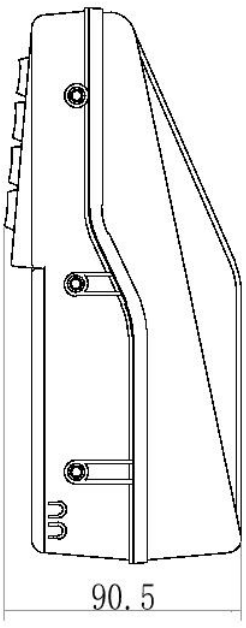



1 2 3 0
4 5 6 Cancel
7 8 9 OK
280
235


95

A711


1 2 3 0
4 5 6 Cancel
7 8 9 OK
213
250


90.5

A811

1.3. Product Features

- Supports settlement via multiple payment methods, including contactless card and QR code scanning (both forward and reverse scanning).
- Supports multiple communication methods, including TCP/IP, Wi-Fi, Bluetooth (optional), 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 Consumption, Amount-Based Consumption, and Dish Number Consumption.
- Supports Blacklist Download: Functions include blacklist sorting and organization, blacklist verification and retrieval, and blacklisted card loss reporting.
- Supports Discounts: Payers can enjoy different discounts based on account type.
- Dual Offline Payment: When the network is disconnected, contactless card and QR code scanning payments remain available.
- Operation During Power Outage: Equipped with a standard 10,000 mAh high-capacity lithium battery, supporting 2–4 hours of operation during a power outage.

1.4. Technical Specifications

Central Processing Unit	a quad-core CPU architecture.
Memory	8G FLASH，1G DDR3
Display / Touch Screen	Front screen: 7-inch color display, resolution 1024 × 600, multi-touch capacitive screen. Rear screen: 3.5-inch color display, resolution 480 × 320.
Keypad	10 numeric/alphanumeric keys, 6 function keys, 1 power-on/off button, 1 cancel key and 2 confirmation keys.
SAM Card Slots	2 PSAM card slots, 1 SIM card slot.
Contactless Card Reading	Supports contactless M1 and CPU cards; complies with ISO/IEC 14443 specifications and TYPE A/B standards.
External Interfaces	1 RJ45 port, 1 RS232 port, 1 USB 2.0 (OTG), 1 USB Device port.
Communication Modes	Ethernet: 10/100 Mbps auto-negotiation. Wi-Fi: IEEE 802.11 wireless standard, supports security authentication and encryption schemes; operates in the 2.4 GHz band (optional). USB interface. RS232: Supports multiple baud rates with 5 V power output (power output is software-controlled). 4G: Full-Netcom module (optional).
Audio-Visual Indication	Real-human voice notification
Power Supply	AC：100-240V，50Hz/60Hz DC：12V
Operating Environment	Operating temperature range: - 20 ℃ to 70 ℃ Relative humidity range: 10% to 93% (non-condensing)
Storage Environment	Storage temperature range: - 40 ℃ to 80 ℃ Relative humidity range: 5% to 95% (non-condensing)
Overall Dimensions	Desktop Type: 280× 235 × 95 (mm × mm × mm) Wall-Mounted Type: 250 × 214× 88 (mm × mm × mm)

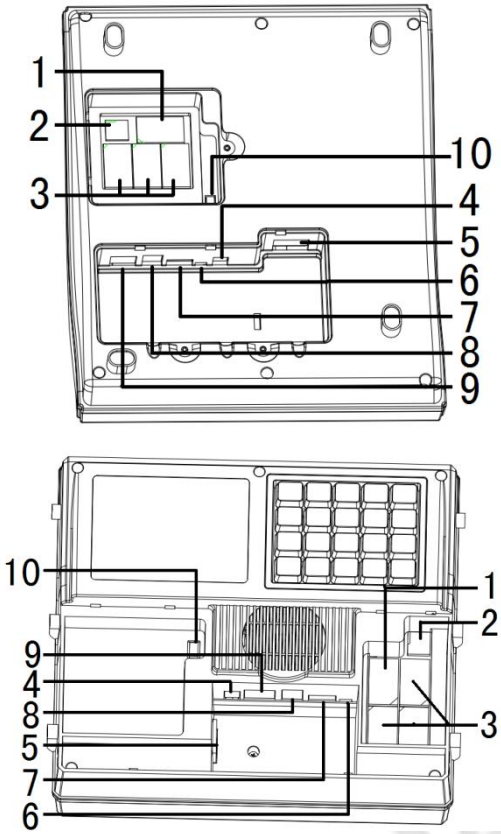
2. Installation Instructions

2.1. Package Contents

Product Type	Accessory Name	Unit	Quantity
A711 A811	Smart POS Terminal	Unit	1
	Power cord	Cord	1
	User Manual	Copy	1
	Warranty Card	Page	1
	Certificate of Conformity	Copy	1

2.2. Interface Description

2.2.1. A711-A811



1-SIM Card

2-TF Card

3-PSAM Card

4-DC12V Power Interface

5-AC220V Power Interface

6-USB Device

7-USB Host

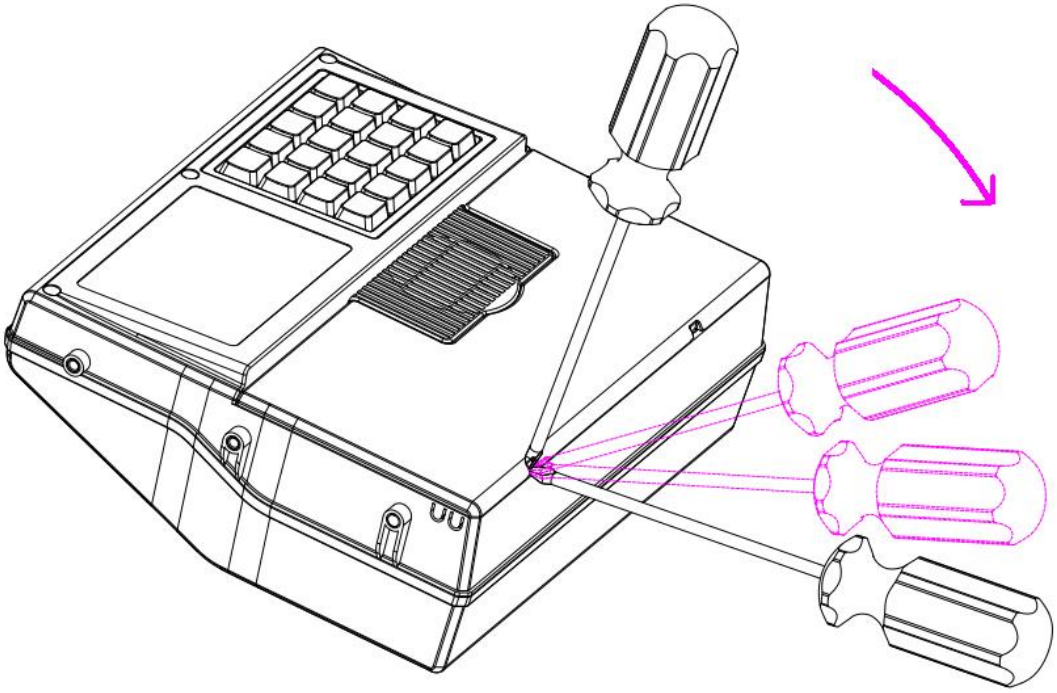
8-RS232

9-RJ45

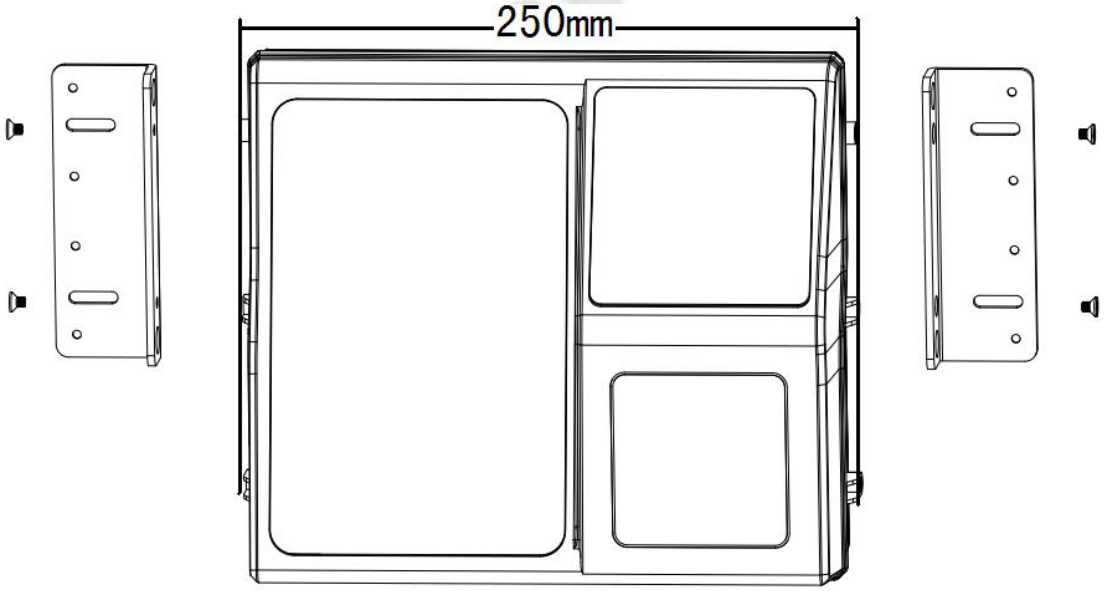
10-Battery Interface

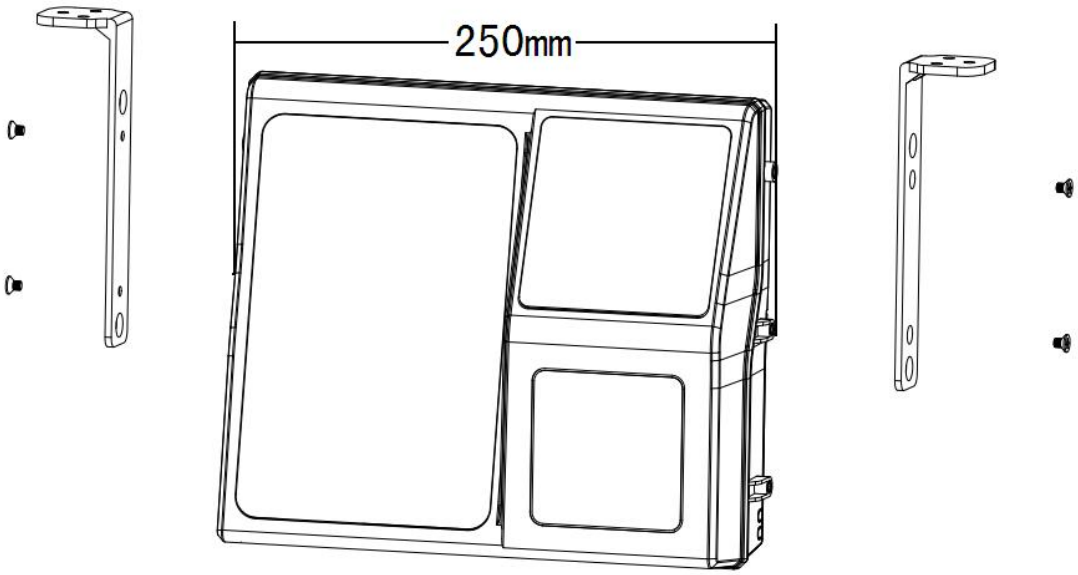
2.3. Installation Steps

1) Prior to proceeding, remove the interface cover in accordance with the procedure described below;



2) The installation of Model A811 is relatively complex. Only two installation configurations are depicted in the diagram. The L-shaped or C-shaped mounting bracket shall be adopted in accordance with site-specific conditions;





3) Connect the power supply. Insert the power connector into the power-input interface;
4) Insert the Ethernet cable into the RJ45 port of the POS terminal;
5) Connect the serial-port device to the RJ11 jack of the POS terminal;
6) To perform a firmware upgrade: create the required folder on a USB flash drive, insert the drive into the USB Host port, then initiate the upgrade through the on-screen menu;
7) Power on the device. The LCD backlight will turn on; the screen goes through initialization and then displays the application interface;
8) When supplying power via POE, a dedicated POE splitter matching the voltage rating of your POE switch must be ordered separately. For example, a 48-V-to-DC 12 V splitter is required for a 48 V POE switch, while a 24-V-to-DC 12 V splitter suits a 24 V POE switch;
9) For centralized low-voltage power supply, please select a DC 12 V, 350 W switching power supply. Low-voltage DC transmission experiences substantial voltage attenuation along cables. For this mode of power supply, the main power cord should feature a 4 mm^2 conductor cross-section, and no more than 10 Model A711 or A811 POS terminals may be powered within a 70-meter run;
10) The battery of Model A711 exhibits self-discharge during storage. Some newly-delivered units may fail to power on at the site due to battery depletion from self-discharge. If this occurs, charge the device for one hour first (up to 3 hours, depending on the depth of discharge) before commissioning.When

deeply discharged, the A711 battery may suffer permanent failure. For spare units kept at the customer’s site, perform a charging cycle every three months to prevent permanent battery damage caused by excessive discharge;

3. Operation Instructions

1) Power-on: Press and hold the red power button for approximately 5 seconds. The unit powers up once the LED backlight illuminates and the boot-up logo appears.
2) Power-off: Press and hold the red power button for approximately 3 seconds. An on-screen menu will pop up, allowing you to select Power-off or Cancel.
3) Sleep mode: Briefly tap the red power button to enter sleep mode or wake the device.
4) Instructions for contactless card operation: When swiping a card, place the contactless card over the marked card-reading area. The optimal reading distance ranges from 0 to 50 mm.
5) QR code recognition: Hold the QR code displayed on your mobile phone close to the QR code scanning area. The optimal recognition distance is 10-50 mm.
6) Press the "F1" key to access the menu for parameter configuration and transaction-record inquiry.

4. Precautions / Daily Maintenance

1) When operating with AC 220 V power supply, an air switch must be used, and reliable grounding is required;
2) For centralized low-voltage DC 12 V power supply, use a main power cord with a 4 mm^2 conductor cross-section. Do not connect more than 10 POS terminals within a 70-meter run. Insufficient conductor size, excessive cable length or overloading may lead to low voltage at the far-end devices, failure to power on, inability to charge the battery, and heating of the power cord. Severe overheating of the power cord could create a safety hazard;
3) Take care not to damage the power cord. If the cord becomes damaged, replace

it immediately with a new one.

4) Always verify the power-supply type before connecting power to the POS terminal；
5) Keep the device well away from liquids wherever possible；
6) Do not insert any foreign objects into any of the device’s ports, as this may cause serious damage to the unit.
7) Should the device malfunction, please contact qualified POS service personnel. Users are not permitted to carry out repairs on their own;
8) Never insert or remove the PSAM card while the terminal is powered on, as this may damage its internal circuitry. Please power down the unit before disconnecting the power supply;
9) Avoid storing connection details for multiple distinct networks on one terminal. This prevents the device from automatically switching to an inaccessible access-point and losing network connectivity;
10) If the unit contains a built-in lithium-ion battery, only the specified battery model may be used for replacement. Using an incorrect battery model presents an explosion risk. Please contact our company or an authorized distributor for battery replacement;
11) Before cleaning, switch off the power. Wipe the housing with a soft, dry cloth. Do not use a damp cloth or chemical agents such as gasoline, alcohol and diluents;

5. Troubleshooting

1) Noticeable reduction in battery operating time
   - The battery has not been fully charged.
   - Battery degradation; replace the battery
2) Card transaction failure
   - Verify whether the user’s card belongs to this system.
   - If the M1-card cannot be read, check whether the terminal has been loaded with system cards and parameters.
   - If the CPU-card cannot be read, check whether the PSAM card is loose.
   - Confirm that the card is held at the optimal reading position during operation.
   - Hardware fault; contact after-sales service for repair
3) Unable to power on

- Battery degradation; replace the battery
- Flat battery: Charge the unit via mains power for approximately 10 minutes, then attempt to power it on. Some deeply-discharged batteries may require 1-3 hours of charging to return to a normal charge level.
- Loose power-supply connection (DC 12 V or AC 220 V)

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