Newland | Where scanner, happens, where NEWLAND discovered.

X800 Small but has it all

Quick Reference Guide

Accessories

- Please check the items when you receive the product and if there is anything defective or missing, please contact your terminal provider.
- For any other AC Type Plug requirement, please contact your terminal provider.
- The charging base and multifunctional base are optional.

Introduction

- Smart cash register with payment product-X800, which has comprehensive cash register and payment functions. It provides different accessories for selection. It is equipped with a charging adapter by default. It can be equipped with a charging base and a multifunctional base to realize the expansion of charging methods and rich interfaces.

- Please read this guide to better understand and use the equipment. It provides you with advice on use, installation, maintenance, safety, security recommendations, etc.

WARNING
Use the accessories included with the product to ensure optimum performance and safety.
Maintenance should only be provided by Newland authorized technicians. The manufacturer accepts no consequences or liability for non-compliance.

Overview of the Terminal

Installation

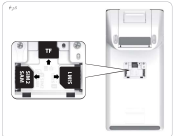
- **Recommendations**
  The terminal should be kept away from any heat source area, away from vibration, dust, moisture and electromagnetic radiation (such as computer screen, walkie-talkie, etc.)
- **Environment Conditions**

Operating temperature	14°F to 122°F (-10°C ~ 50°C)
Storage and transportation temperature	-4°F to 140°F (-20°C ~ 60°C)
Relative humidity	5% ~ 95% non-condensing at + 104°F (40°C)

Paper Roll Installation

- **Installation Steps**
  Step 1: Open the printer paper compartment cover, as shown in fig. 1.
  Step 2: Put the print paper roll in the paper cabin, as shown in fig. 1.
  Step 3: Close the printer paper compartment cover.
  Step 4: When you close the paper compartment, you will hear a "pop".
  Step 5: Press the paper compartment cover again with your hand to confirm the closure.

SAM/SIM/TF Card Installation



- **Installation Steps**
  Step 1: Power off the terminal, place the terminal upside down on a soft and clean table to avoid scratches.
  Step 2: Slide the switch of the card slot cover down to unlock the cover (fig.4)
  Step 3: Remove the card slot cover (fig.5)
  Step 4: Put in SAM/SIM/TF card according to your needs. (fig.6)
  Step 5: Cover the card slot cover.
  Step 6: Slide the switch of the card slot cover up to lock the cover.

Warning:
Note that the orientation of cards should match with card slots. This device can be damaged by static charge, please operate following the standard regulations of sensitive electronic device.

Charging the Battery

- Place the terminal on the charging base (if available) or connected to the adapter to charge the battery.
- **Tips:**
  1. A fully discharged battery may need 3.5 hours charging time to recover.
  2. It is not advised to deposit the terminals without power. Please charge them for about 8 hours every 3 months.

Warning:
Use the original battery and power adapter of Newland only. The use of other batteries or power adapters may result in damage to and even explosion of the terminal and battery. Charge the terminal under the specified ambient conditions. The terminal will be prohibited charging by hardware whether the temperature is too high or too low.

Switching on/off and Reboot the Terminal

1. The integrated charging status indicator light inside the power button: red light and green light, and the system indicator light: white light. For the charging status indicator, the red light indicates charging, and the green light indicates fully charged. For the system indicator light, the white light is on when the screen is off, the white light is off when the screen is on, and the white light flashes when there is a message notification (fig.7)
2. In the off state, press the power button for 2-3 seconds to turn on.
3. In the power-on state, press and hold the power button until the main screen pops up an interface to select shutdown and restart. At this time, select the shutdown option and confirm the selection to shut down the terminal. Select the restart option and confirm the selection to restart the terminal.
4. In the power-on state, press and hold the power button for more than 8 seconds, the terminal will automatically restart.

Reading Card

- **IC card**
  As shown in the figure, insert the chip into the IC card slot facing the customer screen side, and do not pull out the card until the card reading is completed. There is a blue LED indicator in the IC card slot during the card insertion process, which is convenient for finding the position of the IC card slot.(fig.8)
- **Magnetic card**
  As shown in the figure, place the black magnetic strip towards the main screen side, and quickly swipe across the entire magnetic card slot, from left to right or from right to left, ensure that the movement is coherent.(fig.9)
- **Contactless card**
  As shown in the figure, the contactless card reading antenna is in the display area of the customer screen. Put the contactless card close to the center of the guest screen for easy reading of the contactless card. During the contactless card reading process, the customer screen has an analog LED light indicator. (fig.10)

Operation of Scan Code

- **Code scanning on the merchant side**
  As shown in the figure, the scanning window is in the upper left corner of the screen. Place the 1D code or 2D code close to the scanning code. Keep the distance at about 8-12 cm and keep it stable. Do not move until the reading is completed.(fig.11)
- **Code scanning on the customer side**
  As shown in the figure, the scanning window is in the upper right corner of the screen. Place the 1D code or 2D code close to the scanning code. Keep the distance at about 8-12 cm and keep it stable. Do not move until the reading is completed.(fig.12)

Safety

1. Please be sure to follow the specifications in this document.
2. Do not use in proximity of potentially flammable gases or substances.
3. Do not disassemble the terminal, power adapter or battery.
4. Cut off the power immediately, when there is unusual smell, overheating or smoke.
5. Do not use in a near water or humid environment to prevent liquid from entering the device.
6. Do not use the terminal in extremely cold or hot zone, such as near a fire.
7. Do not drop, throw or bend the terminal.
8. Use in clean environment to avoid entry of small objects into terminal.
9. Do not use near hospital equipment without permission.
10. Do not use terminals with radio communication in or near the aircraft, or in any other place where radio communication is prohibited.

Security of Your Terminal

Your terminal fulfills current applicable PCI PTS security requirements. Upon receipt of your terminal you should check for signs of tampering. It is strongly advised that these checks are performed daily after receipt. Be sure the circumstance is brightness or you may use a light tool as well.

1. Check the product name and the hardware version on the label to ensure the product is correct.
2. Check if there are bugs hidden in the chip card slot before chip card is inserted.
3. Check whether the magnetic card slot has the exception of adding magnetic head.
4. Check the appearance of the product to guarantee the device without being modified.
5. Before entering the PIN, the user should be aware of his/her surrounding and use the body, fingers or protection to block the voyeur's sight.

Standards

- **CE Marking**
  The CE marking indicates X800 complies the requirements of European Directive 2014/53/EU of 16 April, 2014 on Radio and Telecommunications Terminal Equipment for:
  1. The protection of the health and the safety of the user and any other person.
  1. The protection requirements with respect to electromagnetic compatibility.

- **FCC**
  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.
  2. This device must accept any interference received, including interference that may cause undesired operation.
- **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:
  1. Reorient or relocate the receiving antenna.
  2. Increase the separation between the equipment and receiver.
  3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
  4. Consult the dealer or an experienced radio/ TV technician for help.
- **Specific Absorption Rate (SAR) information**
  SAR tests are conducted using standard operating positions accepted by the FCC with the device transmitting at its highest certified power level in all tested frequency bands, although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. Before a new product is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the exposure limit established by the FCC, tests for each POS Terminal are performed in positions and locations as required by the FCC.

  For body-worn operation, the device has been tested and meets the FCC exposure guidelines.
  Non-compliance with the above restrictions may result in violation of RF exposure guidelines.
  The device should be operated with minimum distances 15 mm from the Body.

  Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Troubleshooting

- **I. Can't read the magnetic card or the card swiping has a low success rate**
  1. Check that the magnetic card is swiped correctly (with magnetic band on terminal side).
  2. Check if there any bugs or dirt on the magnetic head. Please clean it if any.
- **II. Chip cards can't be read**
  1. Make sure you have inserted correctly the chip card into the chip card reader.
  2. Check if the card slot is blocked or if the card is in correct position.
- **III. Receipt cannot be printed or printed incompletely**
  1. Check the presence and proper positioning of the paper roll.
  2. Check whether the type of paper used is correct or not.
  3. Check if there is any shredded paper in the printer, clean it if any.

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