



USER MANUAL

Elo Touch Solutions

Elo Pay 7"
POS Terminal



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Section 1: Introduction

Product Description

Thank you for choosing Elo Pay 7" POS terminal, it delivers an enterprise-grade, Android POS computer ready to help you assist customers. This all-in-one device offers built-in capabilities to accept payments, conduct business, and track sales all from the palm of your hand. Complete with a 7-inch HD touch display, integrated payment, flexible Android 12 OS or newer, and Qualcomm 660 octa-core processor, the Elo Pay 7" POS terminal provides seamless integration, effortless provisioning, and simplified device management via Elo View® or your preferred 3rd party MDM.

With rugged Corning Gorilla Glass technology to provide protection against unintentional spills, the Elo Pay 7" is purpose-built to endure commercial use. From table service and line busting to curbside pickup and accepting payment almost anywhere, Elo Pay 7" allows your employees to be ready on the go.

Important Information

Terminal Identification (TID)

Each terminal contains an electronically programmed eight-digit number known as a Terminal Identification (TID). This is printed in full on the merchant's copy of all transaction receipts.

Merchant Identification (MID)

Your bank will have issued you with a MID, supplied in a separate documentation pack directly from them. If you do not have this number, please contact your bank.

Before taking transactions, you should confirm the MID printed on your Terminal Report matches the MID issued by your bank. If not, please contact your helpdesk.

You may have separate the MIDs for American Express, Dinners Club, JCB and, and Duet cards, and the mobile Top Up service, if you have requested these.

Operator ID

Your terminal may require you to input an Operator ID during a Voice Referral transaction. The Operator ID will be provided by the Authorization center.

RECEIPT: The inclusion of a *symbol printed on the Merchant Copy of the transaction receipt indicates that the transaction was authorized using the Voice Referral process.

'Batch' end-of-day banking (settlement)

At the end of each business day, the Settlement procedure must be performed on the terminal. If you do not complete this procedure, you may experience delays in funds being transferred to your bank account.

Cash Register Interface

If you have an SP terminal or PIN Pad integrated with your cash register/till system, many of the functions of the terminal will be carried out by cash register functions.

Certain functions described in this user manual may not be available via the cash register interface.

If your terminal operates in conjunction with a cash register, your head office or the product manufacturer will have provided additional instructions.

PCI-PTS

PCI SSC's approval only applies to PEDs that are identical to the PED tested by a PCI Security Standards Council recognized laboratory. If any aspect of the PED is different from that which was tested by the laboratory – even if the PED conforms to the basic product description contained in the letter — the PED model should not be considered approved, nor promoted as approved. For example, if a PED contains firmware, software, or physical construction that has the same name or model number as those tested by the laboratory, but in fact are not identical to those PED samples tested by the laboratory, then the PED should not be considered or promoted as approved.

No vendor or other third party may refer to a PED as "PCI Approved," nor otherwise state or imply that PCI SSC has, in whole or part, approved any aspect of a vendor or its PEDs, except to the extent and subject to the terms and restrictions expressly set forth in a written agreement with PCI SSC, or in an approval letter. All other references to PCI SSC's approval are strictly and actively prohibited by PCI SSC. When granted, an approval is provided by PCI SSC to ensure certain security and operational characteristics important to the achievement of PCI SSC's goals, but the approval does not under any circumstances include any endorsement or warranty regarding the functionality, quality, or performance of any particular product or service. PCI SSC does not warrant any products or services provided by third parties. Approval does not, under any circumstances, include or imply any product warranties from PCI SSC, including, without limitation, any implied warranties of merchantability, fitness for purpose or non-infringement, all of which are expressly disclaimed by PCI SSC. All rights and remedies regarding products and services, which have received an approval, shall be provided by the party providing such products or services, and not by PCI SSC or the payment brand participants.

Payment Card Industry Data Security Standard (PCI-DSS) Advice

Monthly Updates

Once a month, your terminal will connect to the Elo Terminal Management System to download new software and important configuration changes. This update will typically occur overnight. For this reason, it is suggested that your terminal be powered on at all times. For POS terminals, it is recommended for the device to be left on the charging stand or connected to the power supply when not in use. In the event that the terminal is powered off when the update takes place or having a low battery in the case of portable models, the system will notify you that the update has failed. Please leave your terminal on the following night to ensure the upgrade is completed or call your helpdesk for assistance.

The Elo Pay 7" POS terminal contains a payment application that stores, processes and transmits cardholder data. It therefore falls within the scope of the Payment Card Industry Data Security Standards (PIC-DSS).

This section contains advice to assist you with PCI-DSS compliance.

Please note it is the responsibility of the merchant to ensure the merchant copies of receipts and reports showing cardholder details are stored securely for the period of time specified by your bank. Please also ensure they are disposed of in a secure manner at the end of that period. Failure to do so may result in charge-backs or fraudulent activity.

1. Retention of full magnetic strip, card validation code or PIN block data

The payment application within the Elo Pay 7" POS terminals does not retain card data. You need to take no further action to ensure your PCI DSS compliant environment meets this specific requirement.

2. Protection of stored cardholder data

The payment application within the Elo Pay 7" POS terminals protect stored cardholder data in a secure manner.

You must ensure you give the correct copy of the receipt to the cardholder (clearly marked CARDHOLDER COPY) and retain the merchant receipts in a secure area with limited access to authorized staff. The merchant receipts must be destroyed by incineration or by cross-shredding when they become obsolete. Your bank will advise on the period necessary for retention of receipts.

You should perform an End of Day Banking/Settlement every day. Your terminal may be configured to perform this process automatically every day; if you are unsure how your terminal is configured, please contact your helpdesk.

3. Provision of secure authentication features

The payment application operates in the Elo Pay 7" POS terminal hardware environment and does not require username or password access. You need take no further action to ensure your PCI DSS compliant environment meets this specific requirement.

4. Secure payment applications

The Elo Pay 7" POS terminal and its software applications have been designed in line with PCI DSS and industry best practices. You need take no further action to ensure your PCI DSS compliant environment meets this specific requirement.

5. Protection of wireless transmissions

The Elo Pay 7" POS terminal utilizes Wi-Fi wireless transmissions in accordance with PCI DSS and industry best practices.

6. Testing payment applications to address vulnerabilities

Elo have a process to identify newly discovered security vulnerabilities and have timely development and deployment of security patches and upgrades. You need take no further action to ensure your PCI DSS compliant environment meets this specific requirement.

7. Secure network implementation

The payment application operates in the Elo Pay 7" POS terminal hardware environment and does not need to log application activity.

8. Ensuring cardholder data must never be stored on a server connected to the Internet

If you are using the Elo Pay 7" device on a Local Area Network for the payment transaction interface and you are using a local server to store and forward the transaction data, you must take steps to protect the transaction data in accordance with DSS requirements.

9. Secure remote software updates

Software updates will be carried out automatically by the Elo Terminal Management System. This system ensures only authenticated payment software is loaded onto your terminal.

10. Secure remote access to payment application

There is no remote access to the payment application.

11. Encryption of sensitive traffic over public networks

Transactions sent over network connections are always encrypted by the payment application using Secure Socket Layer (SSL) technology.

You must never communicate sensitive cardholder data by any means unless it is encrypted. Elo will never request such data from you.

Sensitive cardholder data means:

- The Card Number (often known as Primary Account Number or PAN),
- The Cardholder Name, the Card Expiration Date,
- The Card CV2 Number (the last three digits printed on the card signature strip, or for American Express, the four-digit value printed on the front of the card).

Your helpdesk may request the first six digits of a card number from you to assist with troubleshooting a problem. This should be provided along with the name of the card issuer when requested, to enable your helpdesk to assist.

You will not be asked for a full card number by your helpdesk.

12. Encrypt all non-console administrative access

This is not applicable to the Elo payment application.

13. Maintain instructional documentation/training programs for cardholders, resellers, & integrators

As well as the information in this user manual, Elo will make available to you via its website www.elotouch.com for further information regarding PCI DSS compliance.

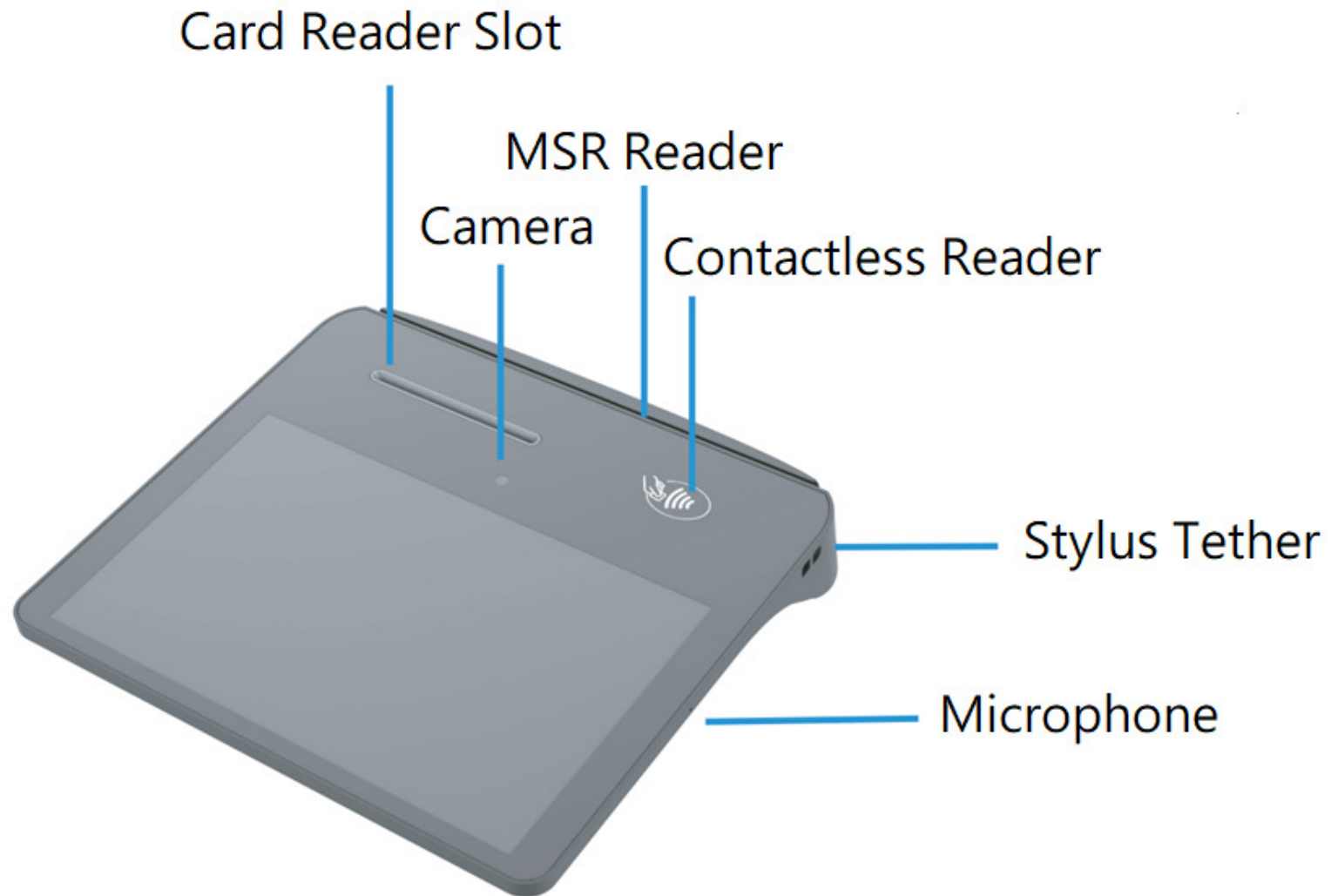
Overview – Specifications

	Elo Pay 7"
Enclosure Color	Black
Operating System	Android 12 with Google Play Services
Processor	Qualcomm Snapdragon 660 2.2GHz Octa-Core Processor
Memory	4GB
Storage	64GB
Display	7" Optically bonded high-definition LED 1920*1080 400 nits typ. 1000:1 contrast ratio typ.
Touch Screen	Projective capacitive with Corning Gorilla Glass Water rejection

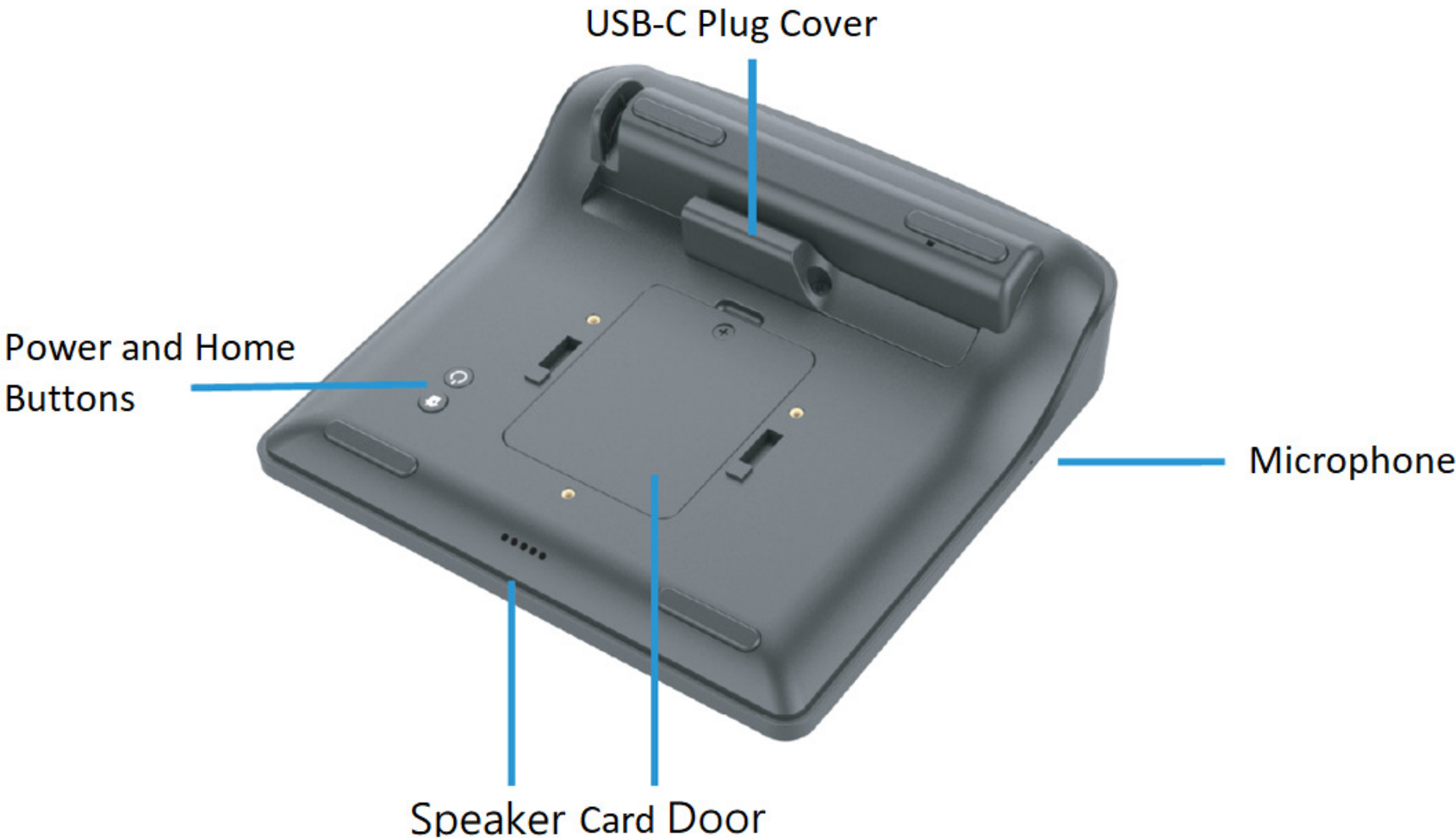
Front Camera	1x 5MP, Fixed Focus
Sensors	Accelerometer (automatically adjust display orientation)
Extended Storage	1x MicroSD slot (up to 1TB)
PSAM	2x PSAM card slot
I/O Ports	USB Type-C for display, charging and data
Payment	EMV Contactless ISO 14443-A/B, MiFare, ISO-18092 EMV Chip Card Reader 3-Track MSR ISO 7810/7811
Certifications / Supported Payment Schemes	<ul style="list-style-type: none"> • PCI-PTS V6.2 • EMV L1 Contact & Contactless <ul style="list-style-type: none"> • EMV L2 Contact • Visa PayWave • MasterCard Contactless <ul style="list-style-type: none"> • Amex ExpressPay • Discover D-PAS • UnionPay QuickPass <ul style="list-style-type: none"> • JCB Jspeedy <ul style="list-style-type: none"> • TQM • Interac Flash <ul style="list-style-type: none"> • EFTPOS • Common SECC / UKCC
Wireless	IEEE 802.11a/b/g/n/ac with 2x2 MU-MIMO
Bluetooth	Bluetooth 5.0
LED	1x Amber/White LED for power RGB+W LED for EMV-CL reader RGB+W LED for SCR reader
Keyboard	On screen keyboard
Audio	1x Microphone 1x 1W Speaker 1x Buzzer
Buttons	1x Power button 1x Home button
Dimensions	176*168.68*42.95mm
Shipping Box Dimensions	220*185*68mm
Gross Weight	716g
Net Weight	616g

Temperature	Operating: 0°C to 40°C (32°F to 104°F) Storage: -20°C to 50°C (-4°F to 122°F)
Humidity	5% to 90% non-condensing
Regulatory Approvals and Declarations	UL, FCC (US) – Class B cUL, IC (Canada) CB (International safety) CE (Europe) – Class B RCM (Australia)
ESD	8kV contact, 15kV air, Criteria B
Ingress Protection/Sealing	IP54 to the front facing side per IEC standard 60529

Features: Front View



Features: Back View




Section 2: Getting Started

Unpacking and Initial Inspection

The Elo Pay 7" POS terminal fulfills PCI-PTS security requirements. Upon receipt of your device, the following inspection should be performed.

- Check if any damage on the shipping carton.
- Open the carton box and verify all contents listed below are included in the box:
 - ❖ Elo Pay 7" POS terminal.
 - ❖ 18W USB-C Power Adapter with US, EU, and UK AC plug options.
 - ❖ Quick Install Guide.
- Check if the information (product name, serial number, etc.) matches the delivery information.
- Remove all protective material, plastic wrapping from the device, inspect the device carefully if any damage or signs of tampering.
 - ❖ Inspect the security seals and labels to make sure no signs of peeling or tampering.
 - ❖ Inspect chip card acceptor to make sure that there's no untoward obstruction(s) or suspicious objects at the opening.
 - ❖ Inspect MSR slot to make sure that there is no other additional reader or inserted object(s).
 - ❖ Inspect appearance of device to make sure that there is no tamper evidence. It is important to review especially in the touchscreen area.
 - ❖ Power on the device, check if any tamper warning message shown on the screen and make sure the red LED in the front is not turned on.
 - ❖ Inspect the HW/FW version and check if it runs well.

Note: Keep the packing material and shipping carton, which must be re-used whenever the device is shipped.

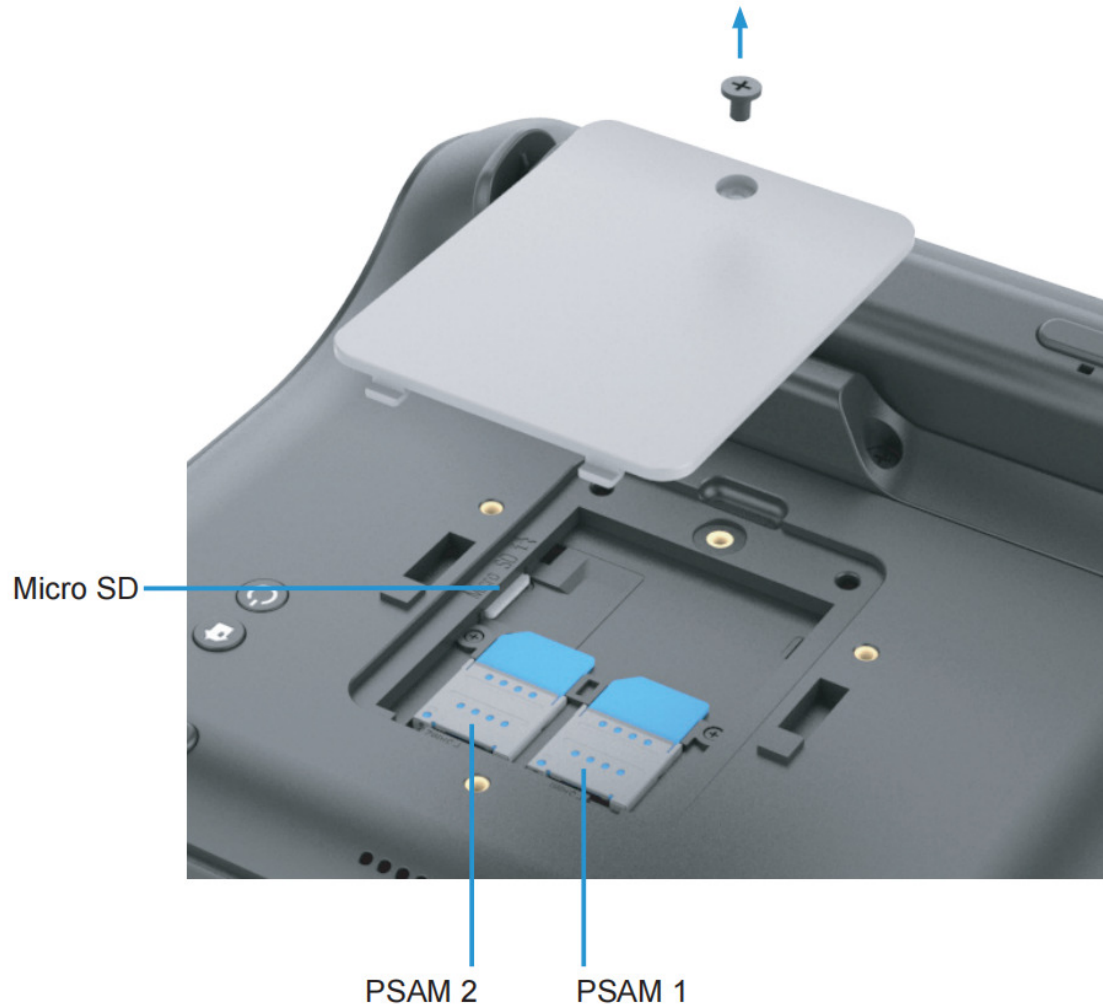
 **Do not use a device that has been damaged or tampered with. The Elo Pay 7" POS terminal comes equipped with tamper-evident label(s). If any of the label or components appears damaged, please notify the shipping company and your Elo representatives or service provider immediately.**

USBC Cable Installation



Micro SD/ PSAM Card Installation

- First save files and shutdown the terminal.
- Unscrew and remove the plastic cover over the card slots.
- Reinstall the card slot cover with a screw.



System & Power

Powering up the device through USB type C Port

- The Elo Pay 7" POS terminal comes with a charger (USB-C type wall adapter) in the box, plug-in the charger to the USBC port on the device.

Power Button

- To turn ON the power of mobile POS, press and hold power button for 2 seconds.
- To Shut down or Restart, press and hold the power button for more than 5 seconds and follow the on-screen display menu.
- To force the system to Shut down, press and hold the power button for 12 seconds.
- To bring the system out of sleep/standby mode, press the power button once or touch the screen.

Power LED Status

POWER LED STATUS	DESCRIPTION
OFF	OFF (unplugged)
Solid Amber	OFF (plugged)
Solid White	Power ON

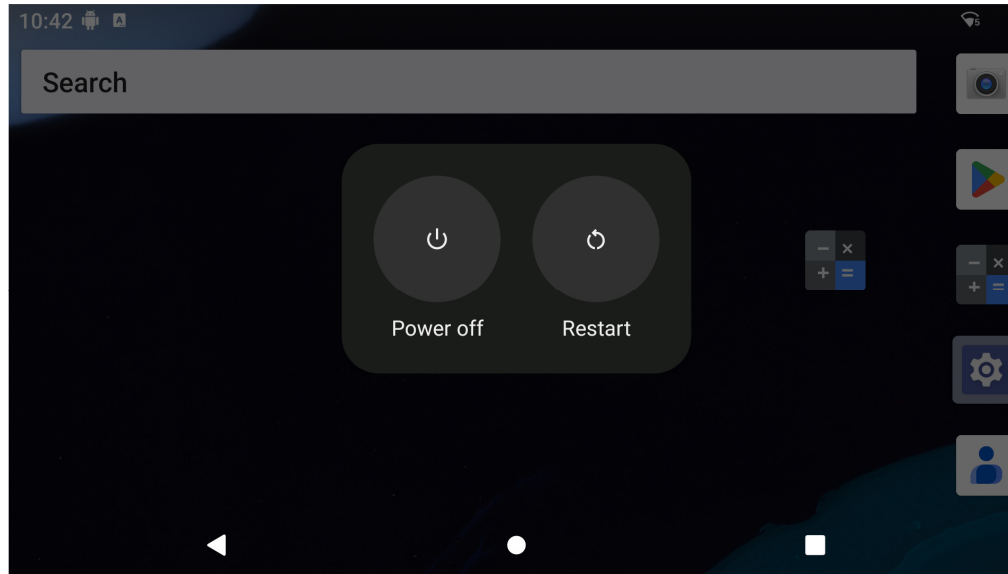
Home Button

- To return to Android Home, press the Home button once.

Power / Function Buttons Features and Gestures

Power button On-Screen display menu features

If the power button is pressed for more than 5 seconds, a pop-up screen menu will appear.









Gestures

Note: The following gesture will only work if the programmable function buttons are set as "Volume up and down". See [Key Remap](#) from Settings.

- Pressing power button twice will activate Camera.
 - ❖ To enable or disable this feature see "*Settings on System* → *Gesture*" on this user manual.

Status Bar Icons and Definition

	Connected to GPRS mobile network		Roaming
	GPRS in use		No signal
	Connected to EDGE mobile network		No SIM card installed
	EDGE in use		Vibrate mode
	Connected to 3G mobile network		Ringer is silenced
	3G in use		Phone microphone is mute
	Mobile network signal strength		Battery is very low
	Connected to a Wi-Fi network		Battery is low
	Bluetooth is on		Battery is partially drained
	Connected to a Bluetooth device		Battery is full
	Airplane mode		Battery is charging
	Alarm is set		GPS is on
	Speakerphone is on		Receiving location data from GPS
	New Gmail message		More notifications
	New text or multimedia message		Call in progress
	Problem with text or multimedia message delivery		Call in progress using a Bluetooth headset
	New Google Talk message		Missed call
	New voicemail		Call on hold
	Upcoming event		Call forwarding is on
	Data is syncing		Song is playing
	Problem with sign-in or sync		Uploading data
	SD card or USB storage is full		Downloading data
	An open Wi-Fi network is available		Download finished
	Phone is connected via USB cable		Connected to or disconnected from virtual private network (VPN)
	Phone is sharing its data connection via USB (USB tethering)		Carrier data use threshold approaching or exceeded
	Phone is sharing its data connection as a Wi-Fi hotspot (Wi-Fi tethering)		Application update available
	Phone is tethered in multiple ways		System update available

About Touch Gestures



Tap

Briefly touch surface with fingertip

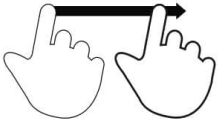


Press

Touch surface for an extended period of time.

Press and Hold / Touch and Hold

Touch surface for an extended period of time and continue to hold the finger against the screen.



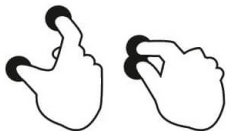
Drag

Move fingertip over surface without losing contact.



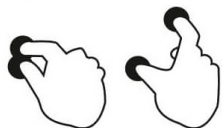
Flick

Quickly swipe surface with fingertip.



Spread – Zoom in

Touch surface with two finger and move them apart.



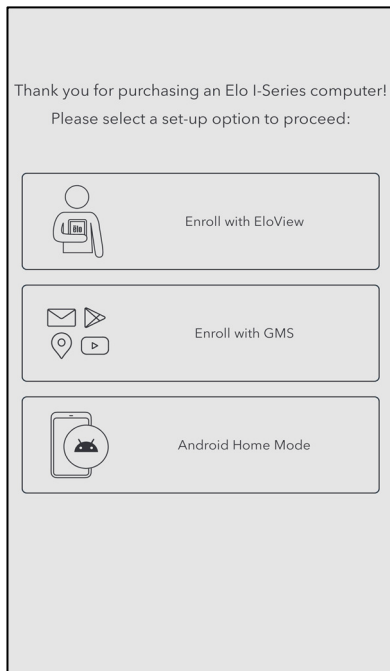
Pinch – Zooming out

Touch surface with two fingers and bring them closer together.

Out of Box Experience (OOBE)

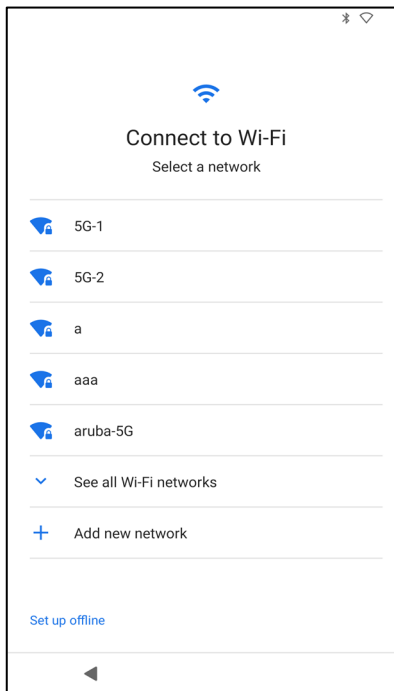
Step 1:

- Choose the following set up method.



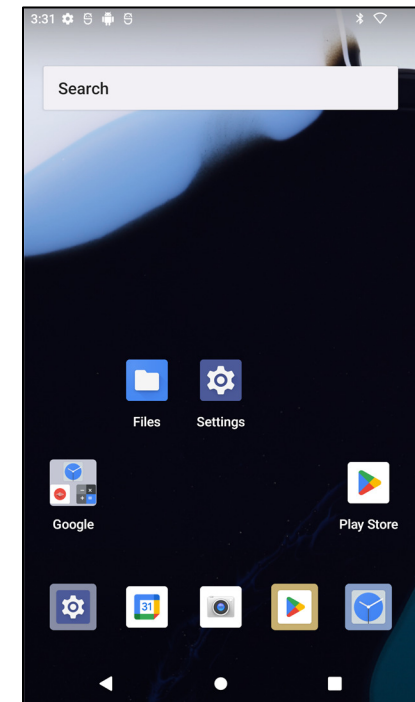
Step 2:

- Follow on-screen instructions to complete the setup.
- To enroll with EloView® you must connect to Wi-Fi.



Step 3:

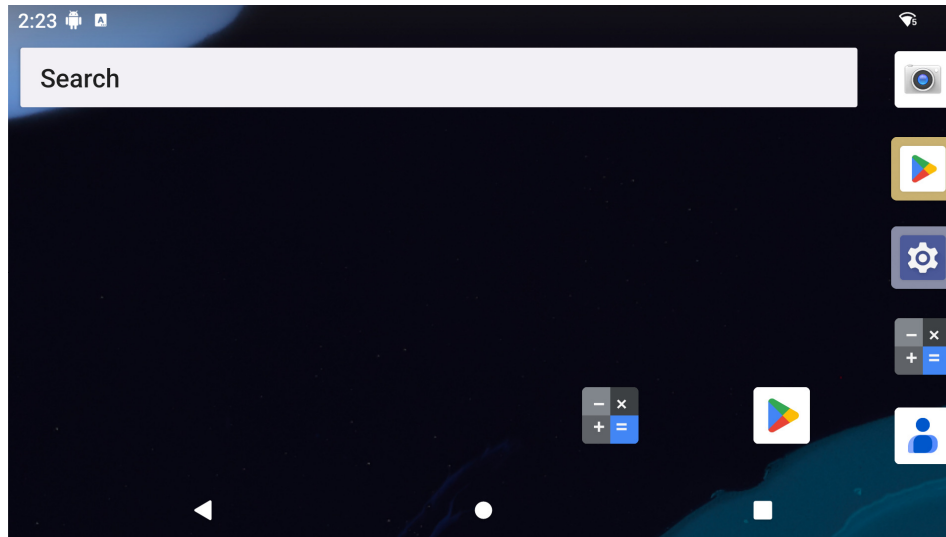
- EloView® Home (screen locked at default).






EloView® Home Screen

The EloView® Home Screen is the starting point for navigating of the device. You can place your favorite apps and widgets here.

Note: The images below may appear differently on your mobile POS device.



Navigation Bar

-  **Back** – Return to the previous page.
-  **Home** – Return to the home screen.
-  **Recent App** - Return to the previous page.

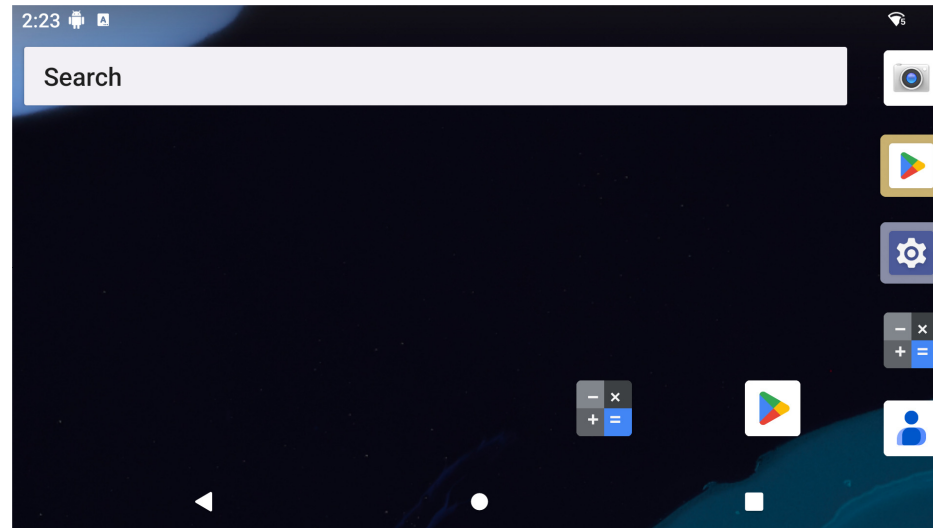
Lock and Home Screens

Note: The images below may appear differently from the actual computer.

Lock Screen



Home Screen






Home Screen is the starting point for navigating the computer. You can place your favorite apps and widgets here.

- To unlock the screen to **Home Screen**, swipe up on the **Lock Screen**.

Note: The default security is Swipe. Refer to Security settings section in this manual for advanced settings.

- To Lock the screen, press the power button once.

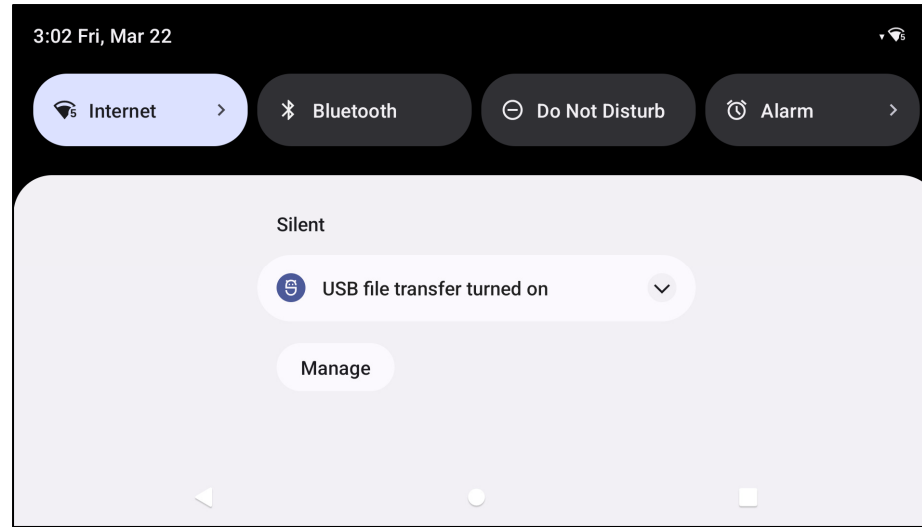
Navigation Bar

-  **Recent App** - Return to the previous page.
-  **Home** - Return to the home screen.
-  **Back** - Switch between recently used apps.


Notification Panel

The notification panel allows for quick access to setting shortcuts and notification alerts.

Note: The images below may appear differently from the actual computer.



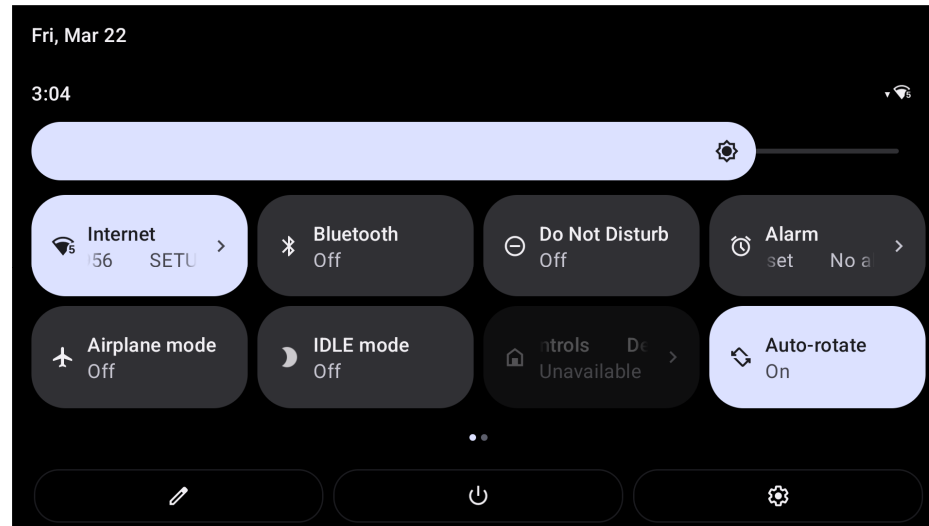
To open the Notification Panel

- From the **Home Screen**, swipe down from the top of the touch screen.
- To clear a single notification alert, drag the notification all the way to the left or right.
- To clear all notification alerts, tap "**Clear**".
- To customize notification alerts, drag the notification halfway to the left or right then tap  setting.
- To exit tap **Navigation Bar** feature or swipe up the notification alert menu.

Quick Access Panel

Access Panel allows for quick access frequently used settings, Brightness, and a shortcut to System Settings.

Note: The images below may appear differently from the actual computer.



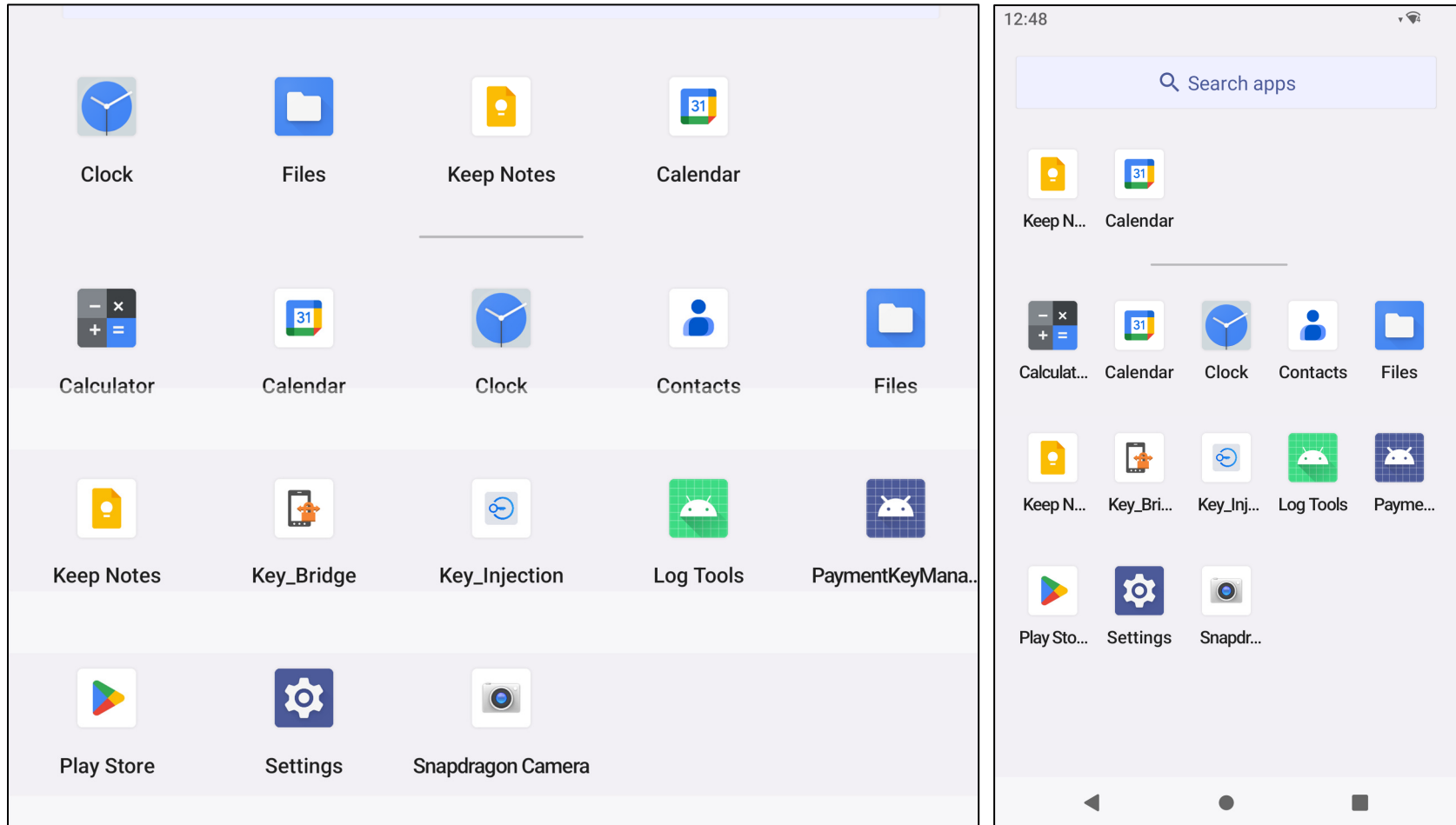
To open the Full Quick Access Panel

- From the **Lock Screen**, swipe down from top of the touch screen once.
- From the **Home Screen**, swipe down with two fingers from top of the touch screen.
- If the Notification Panel is open swipe down from the **Quick Settings bar**.
- For additional shortcut Icon's swipe screen from right to left.
- Tap **Navigation Bar** to exit.

Application Drawer

The application drawer is a menu containing all the applications installed on the device including System Settings. This is different from the Home Screen, as it contains every installed app and cannot be customized.

Note: The images below may appear different from the actual computer.



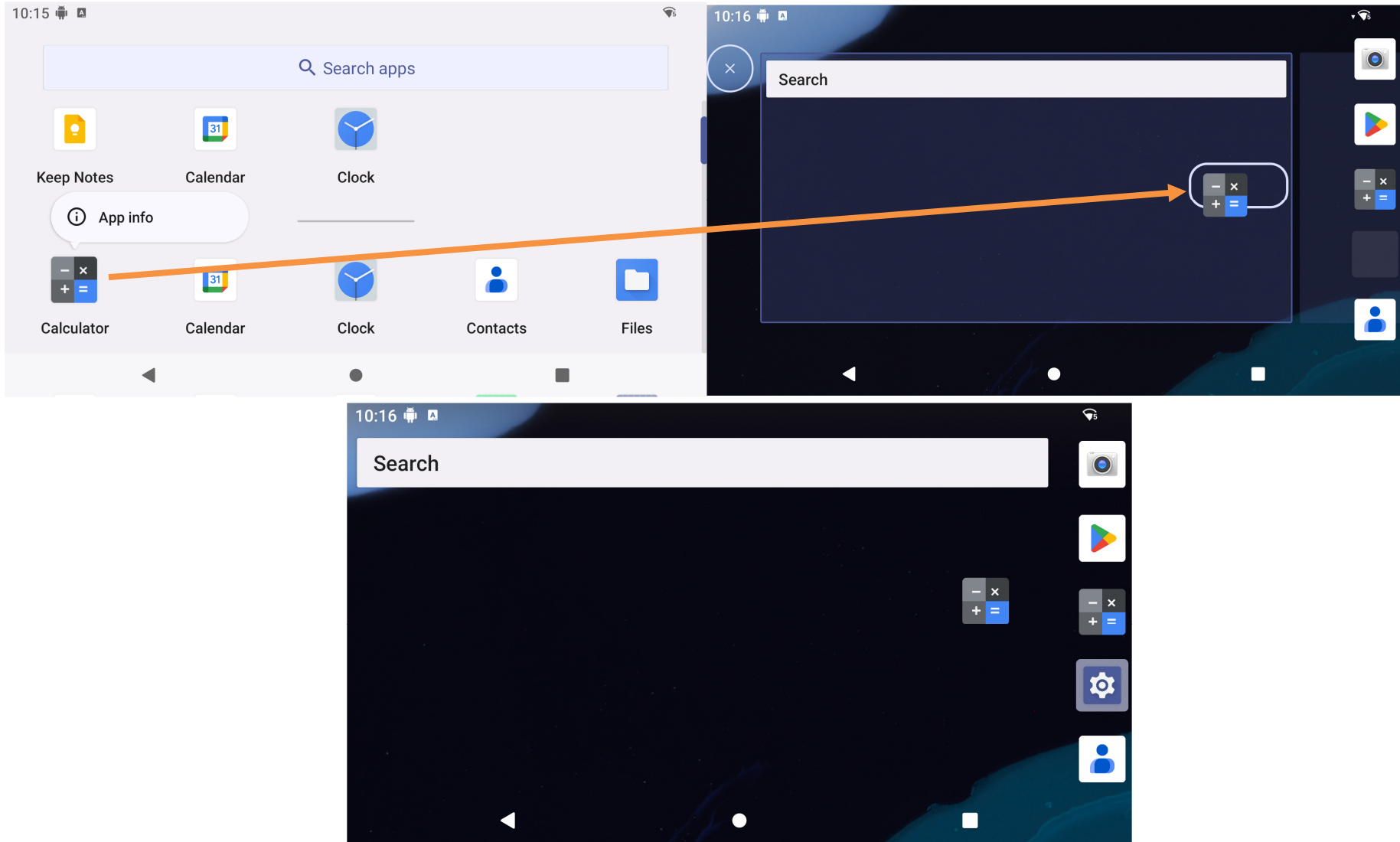
To open the Application Drawer (Manager)

- Swipe up the **Navigation Bar** from the **Home Screen**.
- To open an application, tap once.
- To exit from the **Application Drawer**, tap the Navigation Bar or swipe down.

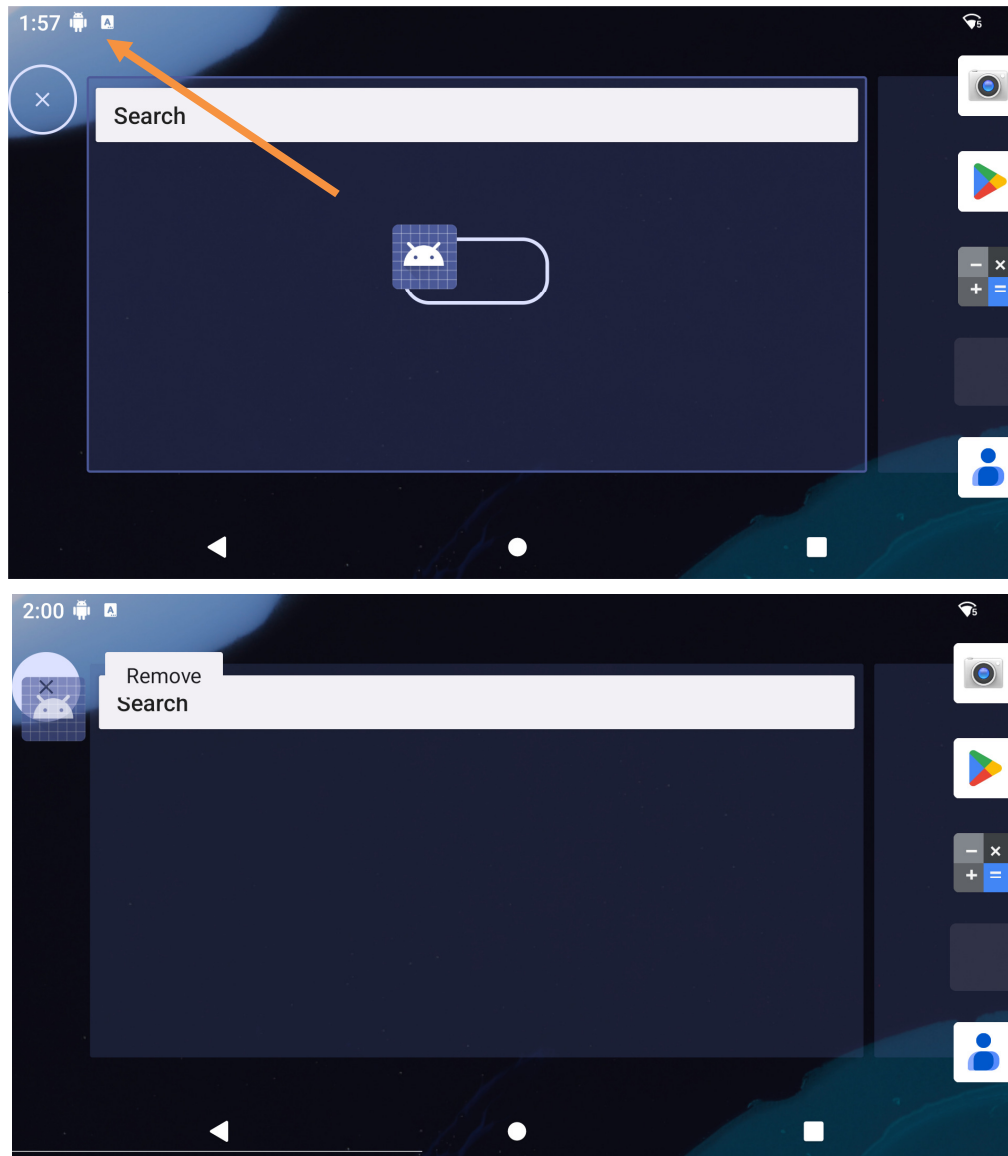
Customize and add a shortcut to the Home Screen

Note: The images below may appear different from the actual computer.

- From the **Application drawer**, press and hold an app or (Icon) then drag the Icon to move the app to the **Home Screen**.
- Drag the Icon into the new location and release.

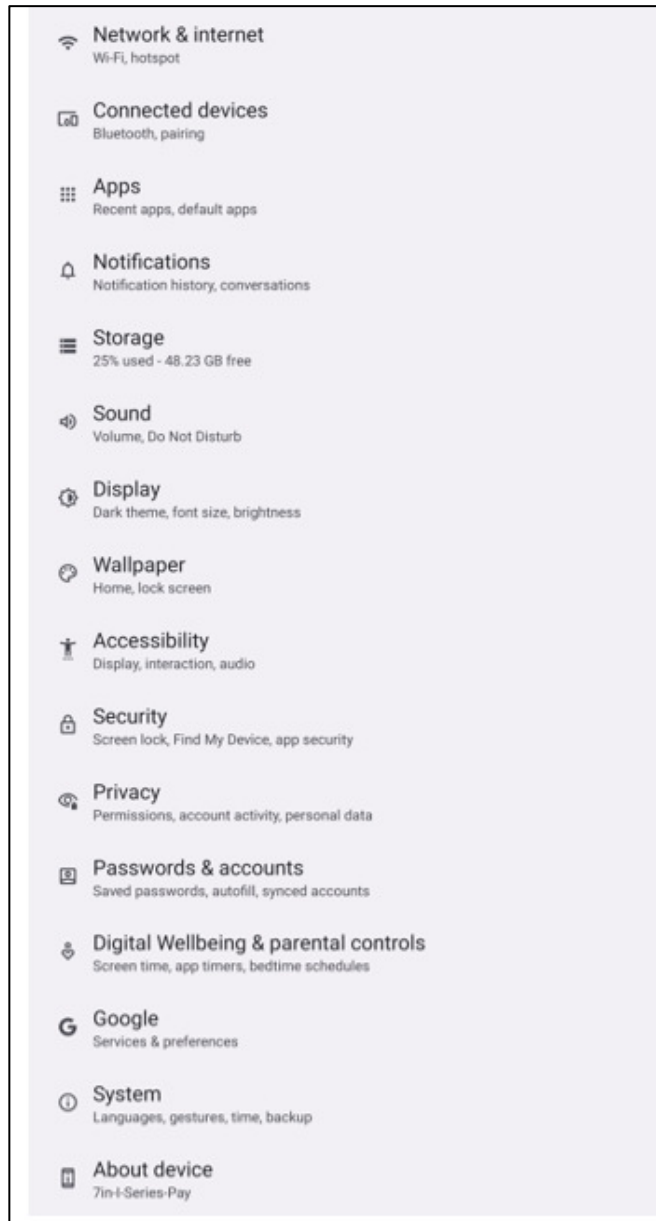


- To cancel, drag the icon to **"X Cancel"**.
- To remove a shortcut Icon from home screen, press and hold the Icon then drag the Icon to **"X Remove"**.



- To uninstall an app, press and hold the icon, click on the "App info" menu, then click on the "Uninstall" option. Some applications are required by the system to function normally. Such applications cannot be installed from the system. Please reach out to Elo Customer Support for more information.

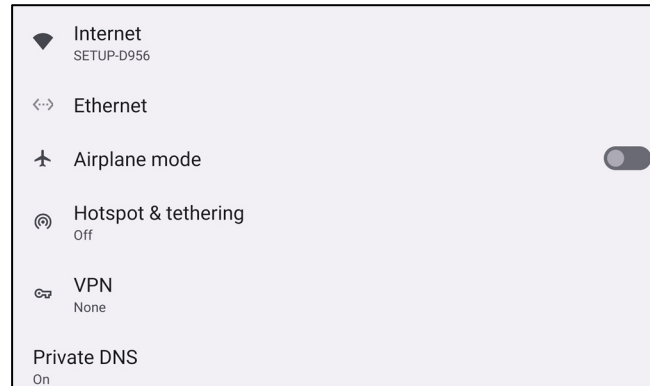
Section 3: System Settings






Network & Internet

The Network & Internet application allows you to access Wi-Fi, Airplane Mode, Hotspot, Tethering and Advanced settings of Data Saver, VPN and DNS.




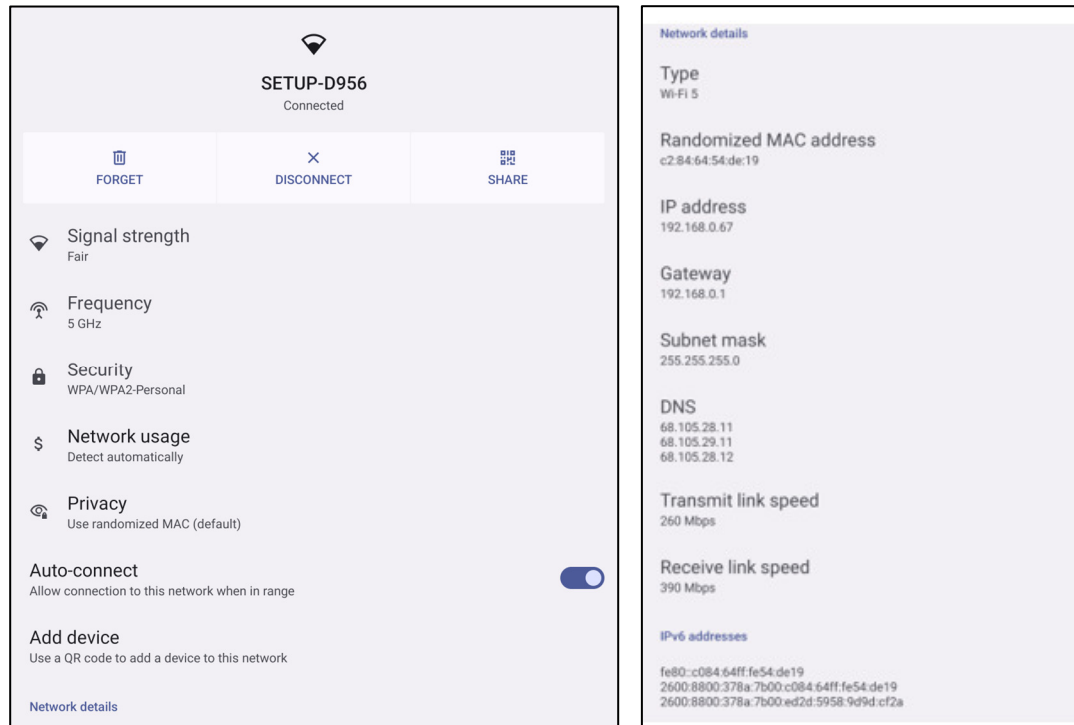
To set up Network and Internet, enter to System Settings  → Network & Internet.

WLAN



- Tap **Internet**.
- Tap **WLAN** to enable .
- From the list, select a wireless network.
- When prompted enter the network password.
- Tap **Connect**.





For additional Network detail information's (IP address, Security, Frequency and Advanced), tap  setting of the network (e.g., SETUP_D956)).





Joining Wi-Fi using QR code

- From the list of saved Wi-Fi scroll down and tap  Add network .
- Tap  (QR code) icon to the right of Add network.
- Position the viewfinder over the QR code on another device.

Sharing Wi-Fi using QR code

- Tap  setting of the connected device.
- Tap  (Share) icon.

Disconnecting a connected Wireless Network

- Tap  setting of the connected device.
- Tap  (FORGET) icon to disconnect.

Airplane Mode

This will disable all of the wireless transmission functions. Including cellular, Wi-Fi, and Bluetooth.



- To enable , tap **Airplane mode**.

Hotspot & Tethering

Wi-Fi hotspot

This feature is for sharing Internet network connection with another device using Wi-Fi.


Note: The mobile POS must be connected to Wi-Fi or cellular network (cellular SKUs). See *Network & Internet connection on this user manual*.

- Tap **Hotspot and tethering**.
- Tap **Wi-Fi hotspot**.
- Tap toggle switch to ON .
- Tap  QR code.
- The QR code is for another device to scan the password for easy connect.
- To enter manually the password, tap **Hotspot password**.

USB tethering

This feature is for sharing Internet connection to another device using a USB cable.

Note: The USB cable must be connected first from mobile POS to another device or PC. See *Connected device → USB on this user manual*.

- Tap **Hotspot and tethering**.
- Tap **USB tethering**, to enable .

Bluetooth Tethering


This feature is for sharing internet network connection to another device using Bluetooth.


Note: The Bluetooth must be paired first from mobile POS to another device or PC. See *Connected devices → Bluetooth on this user manual*.

- Tap **Hotspot and tethering**.
- To enable , tap **Bluetooth tethering**.

Ethernet

Note: To connect the mobile POS to Ethernet, it will need an Elo I/O hub (E863687). When available, the mobile POS will automatically prioritize the ethernet connection. If does not, please follow the steps below:

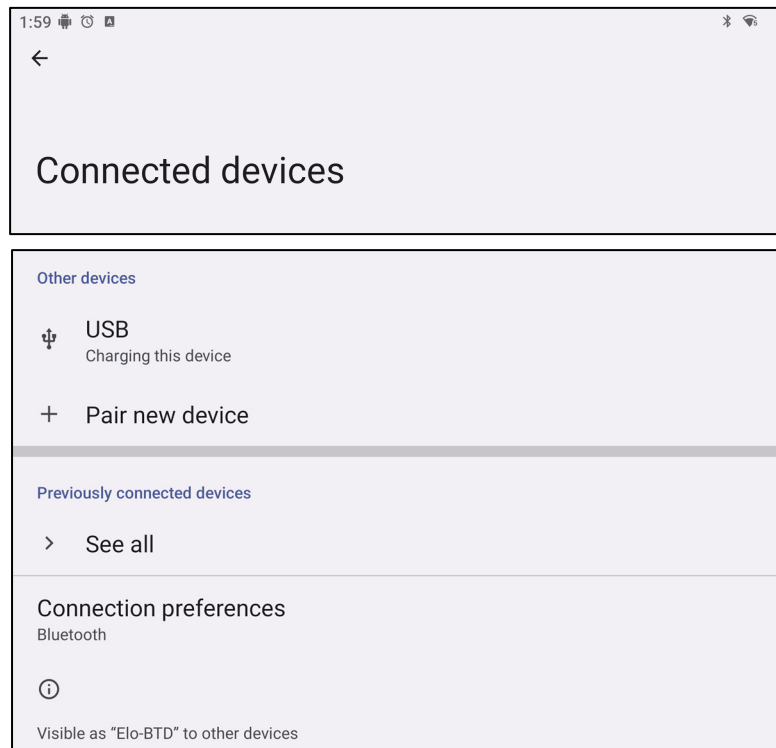
- Place the mobile POS into the Elo hub.
- Set Wi-Fi to disable.
 - ❖ Go to Wi-Fi settings, tap **Use Wi-Fi** to disable .

- Tap **Ethernet**.
- Tap toggle switch to enable .

Connected Devices

The Connected devices application allows you to pair Bluetooth devices, NFC, and USB (Tethering File transfer MDI and PTP)


To setup, enter to System Settings  → **Connected devices**




Bluetooth

Note: Elo mobile POS supports Bluetooth 5.1 Classic/LE and Beacon; to remain PCI-PTS compliant, only devices supporting Bluetooth Security Mode -4 (Authenticated Link / Secure Connection) can be paired and connected to the Elo mobile POS.

Note: Make sure the BT device is on discoverable.

- Tap **Connection preferences**.
- Tap **Bluetooth**.
- Tap toggle switch to ON .
- Tap + **Pair new device**.
- From Available devices screen, tap a device to pair.
- When a pairing request message appears.
 - ❖ Verify the pairing number is the same.
 - ❖ If the pairing requests a PIN, enter the PIN.
- Tap **PAIR**, to connect.
- When the Bluetooth device is successfully connected to mobile POS, the connection will show as Active or Connected.

Unpair a paired Bluetooth Device

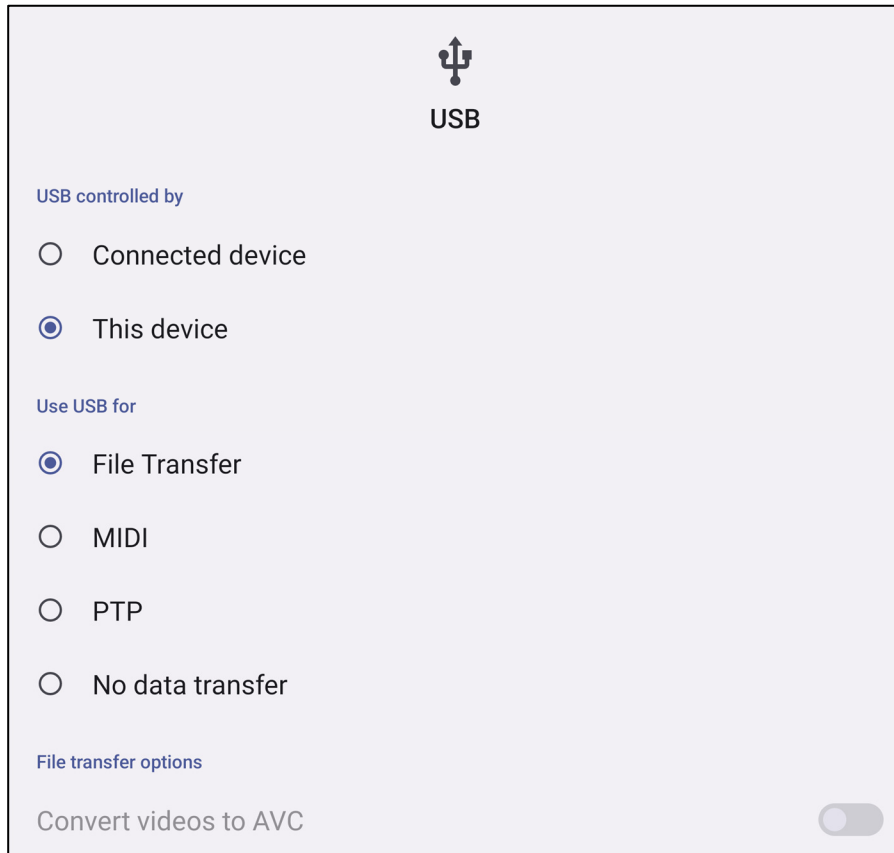
- Navigate back to 'Connected devices' screen, from **AVAILABLE MEDIA DEVICES** or **PREVIOUSLY CONNECTED DEVICES**.
- Tap  settings of the connected device.
- In the settings menu, it is possible to **DISCONNECT, FORGET** (to unpair the device) and to enable and disable Phone calls, Media audio and Contact sharing.

USB

For data transfer and network sharing using a USB connection.

Note: To activate the USB settings, connect the USB cable from mobile POS to another device or PC. Once the mobile POS detects the device, it will become available in the USB preference settings.

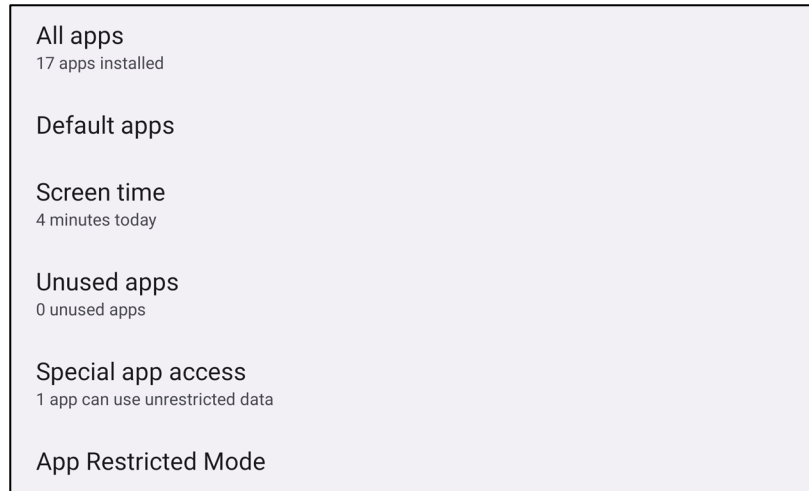
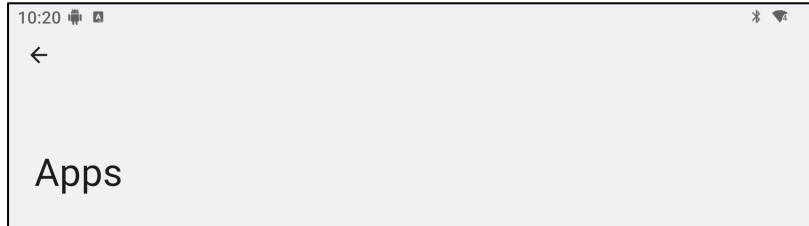
- Tap USB.
- From USB Preferences under USE USB FOR choose and tap a feature to enable.



- **File transfer** – This will share mobile POS internal and SD shared storage.
- **USB tethering** – This will share internet network connection.
- **MIDI** - Musical Instrument Digital Interface.
- **PTP** - Picture Transfer Protocol.
- **No data transfer** – (Default Setting) No data will be transferred even if the USB cable is connected.

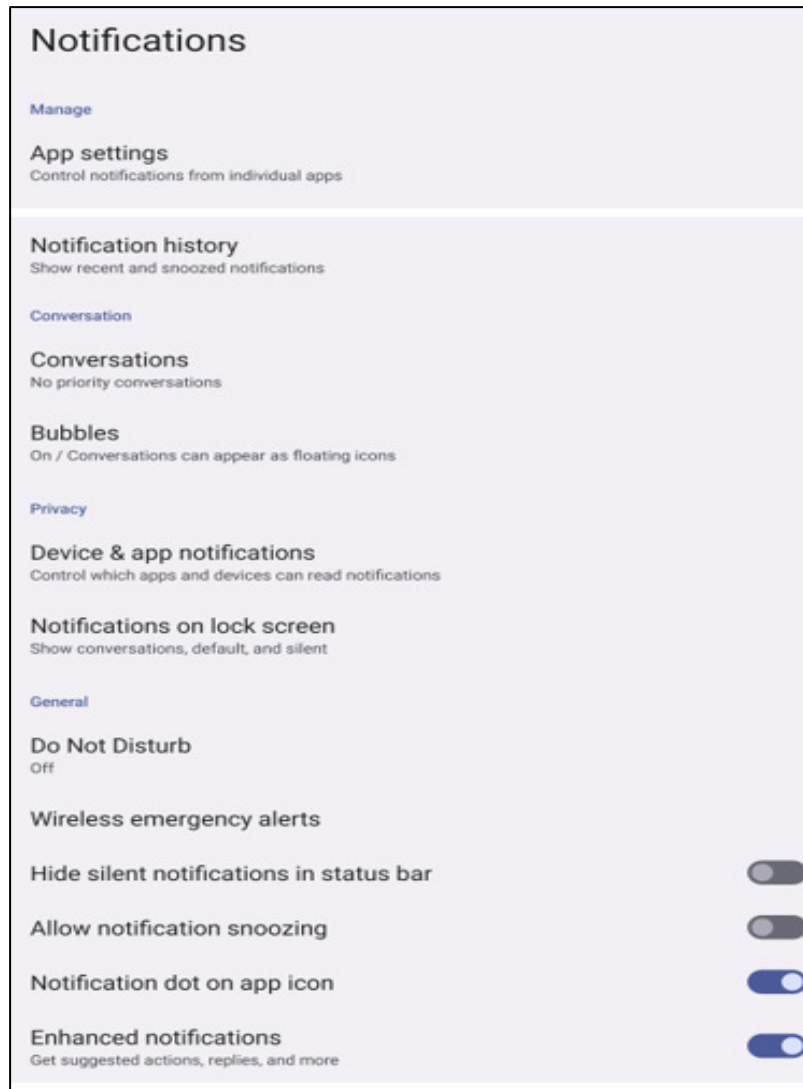


To manage Apps, enter to System Settings  → Apps



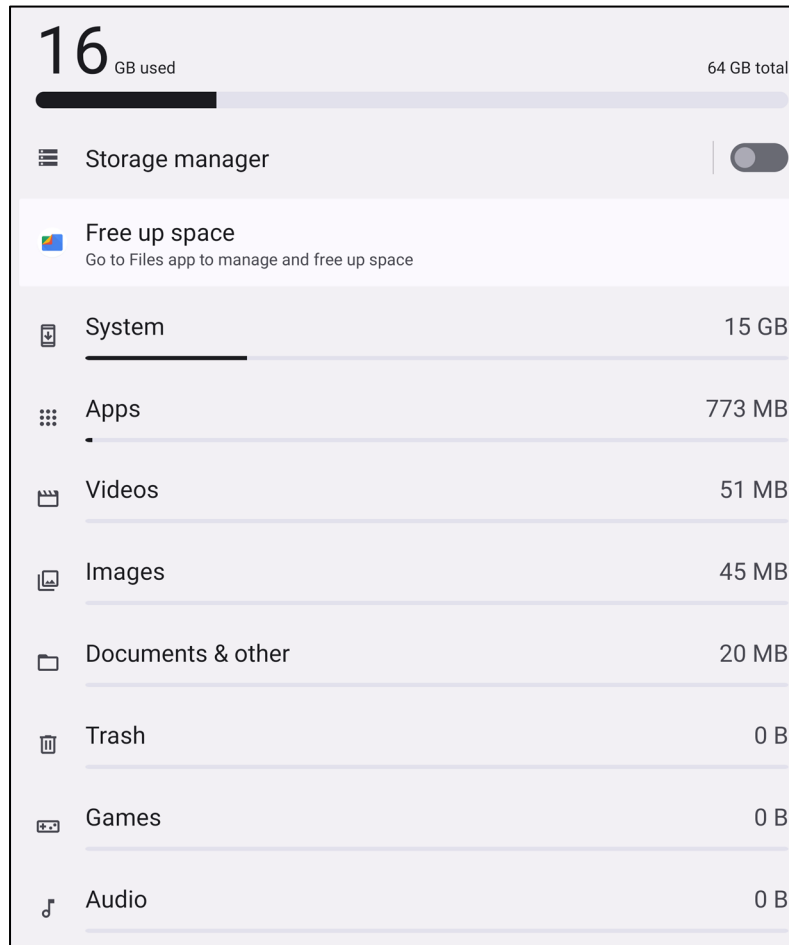
Notifications

To manage Notifications, enter to System Settings  → Notifications



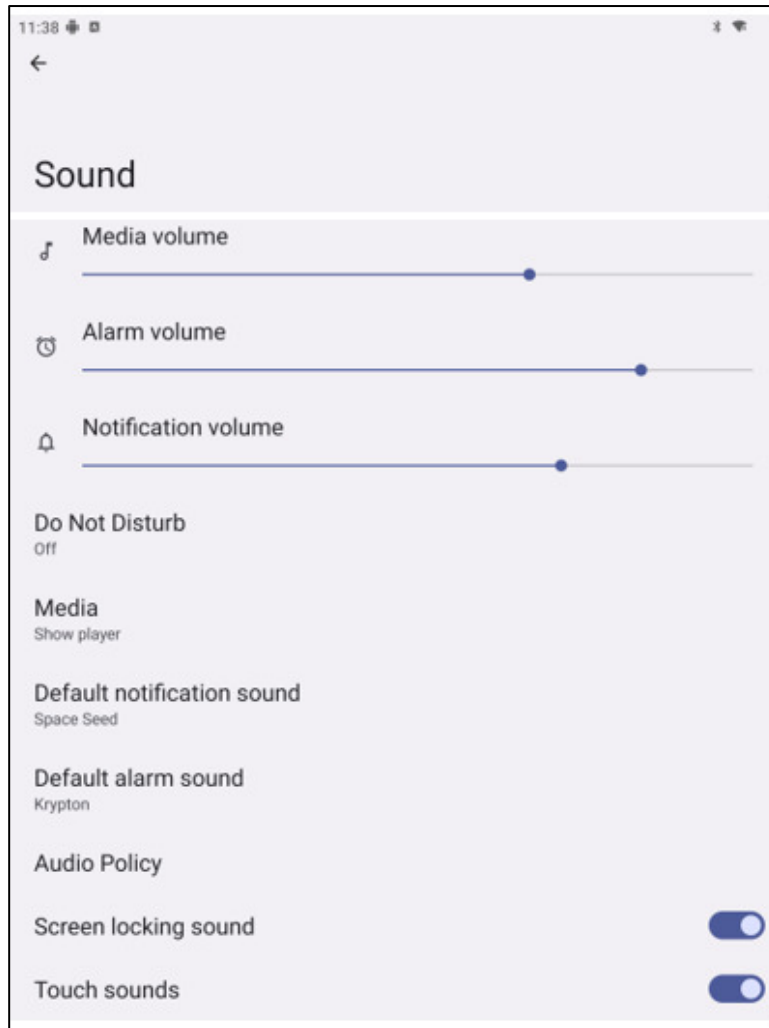
Storage

To manage Storage, enter to System Settings  → Storage





To manage Sound options, enter to System Settings  → Sound

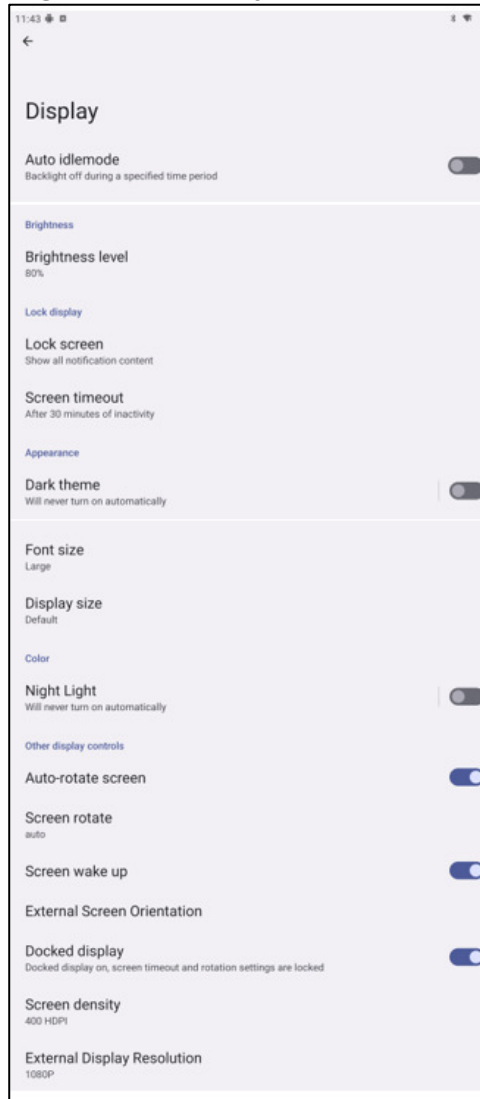




Display

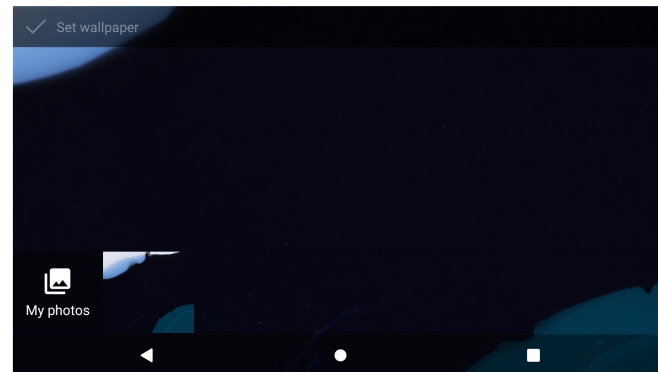
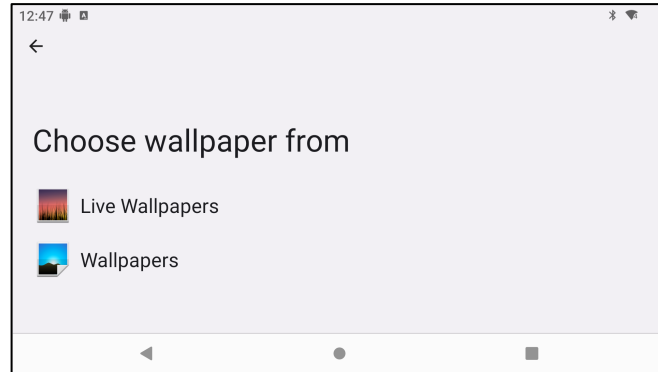
The Display application manages the screen's display settings.

To modify Display settings, enter to System Settings  → Display



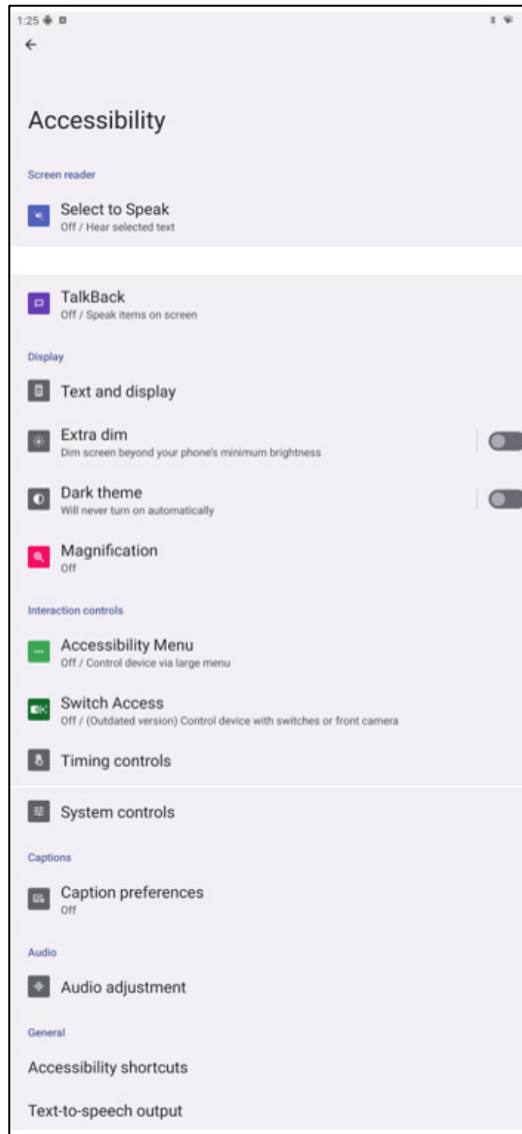


To modify Wallpaper settings, enter to System Settings  → Wallpaper



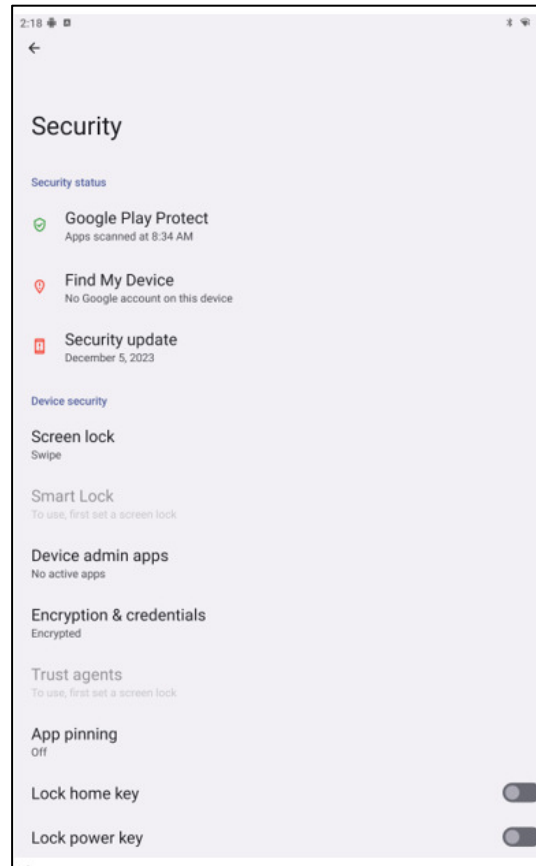


To modify Accessibility settings, enter to System Settings  → Accessibility





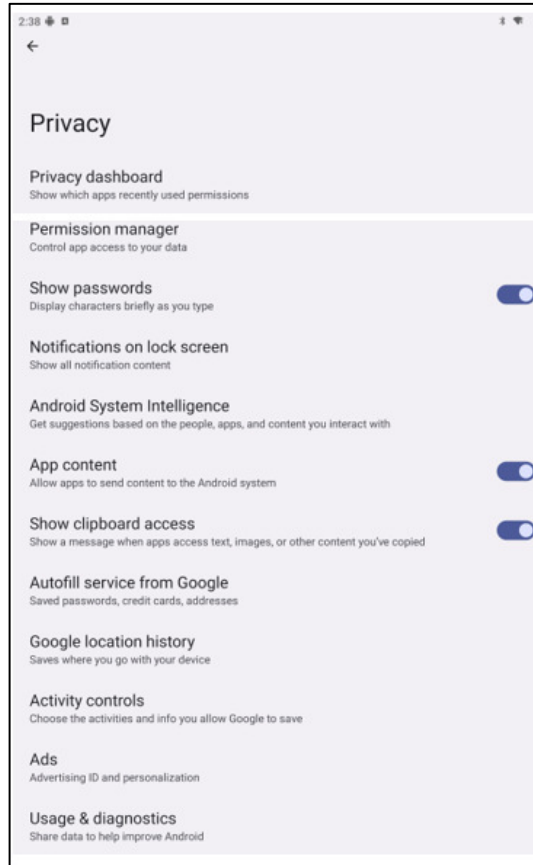
To modify Security settings, enter to System Settings  → Security





The Privacy application is to give you control over what permissions of applications can have.

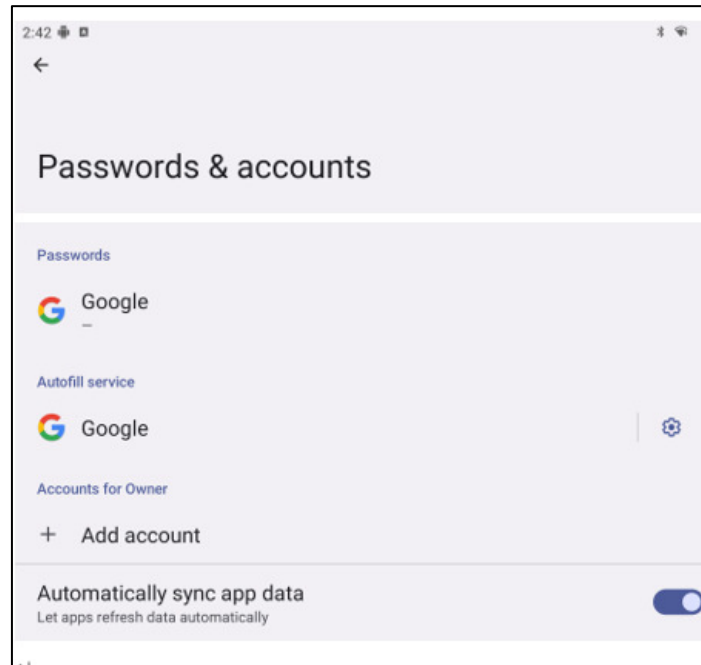
To manage permission, enter to System Settings  → Privacy





Passwords and Accounts

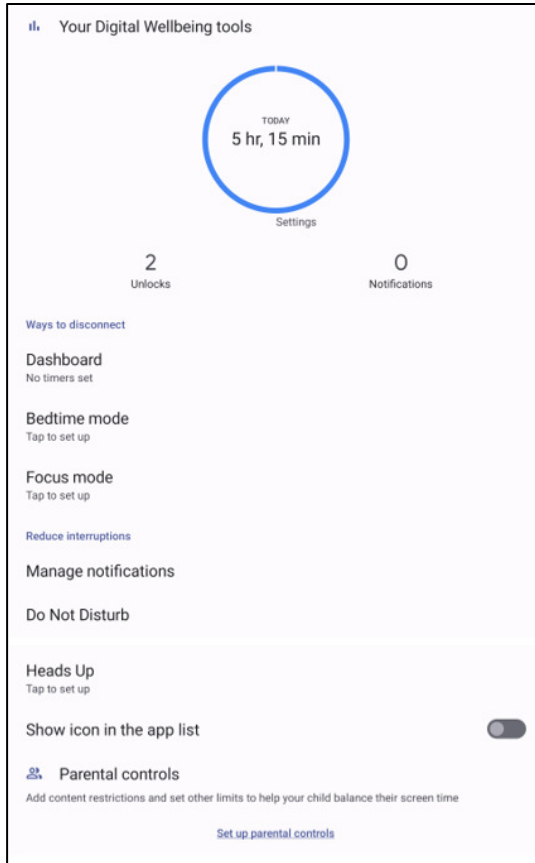
To add or modify an account, enter to System Settings  → Passwords and Accounts





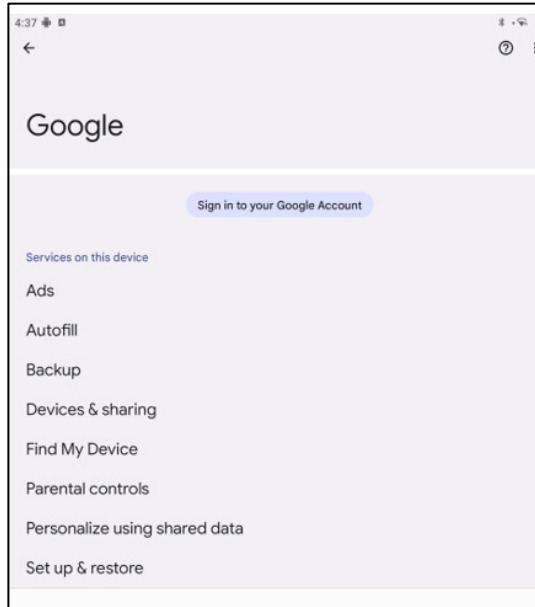
Digital Wellbeing & Parental Controls

To modify Digital Wellbeing and Parental controls, enter to System Settings  → Digital Wellbeing and Parental controls



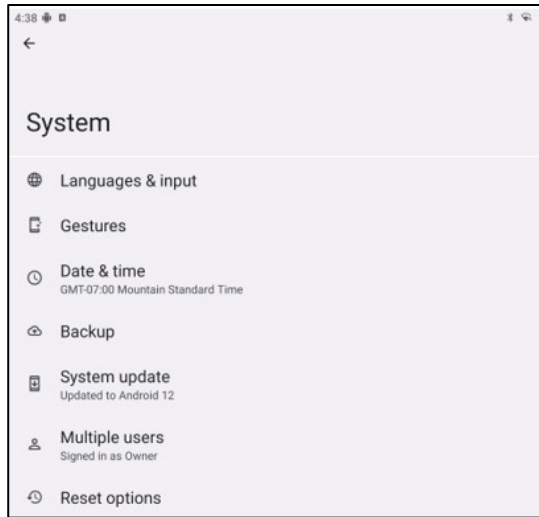


To modify Google services and preferences settings, enter to System Settings  → Google





To modify settings, enter to System Settings  → System

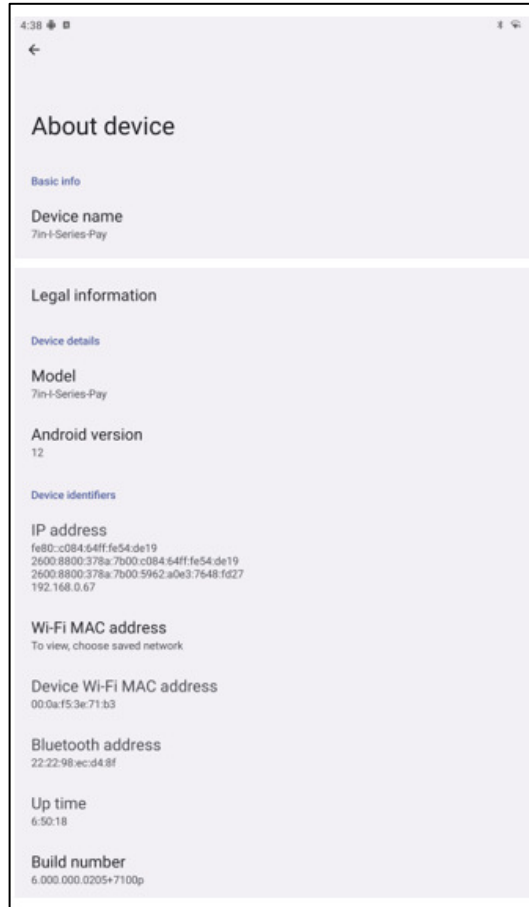




About Device

For viewing specific information of mobile POS terminal.

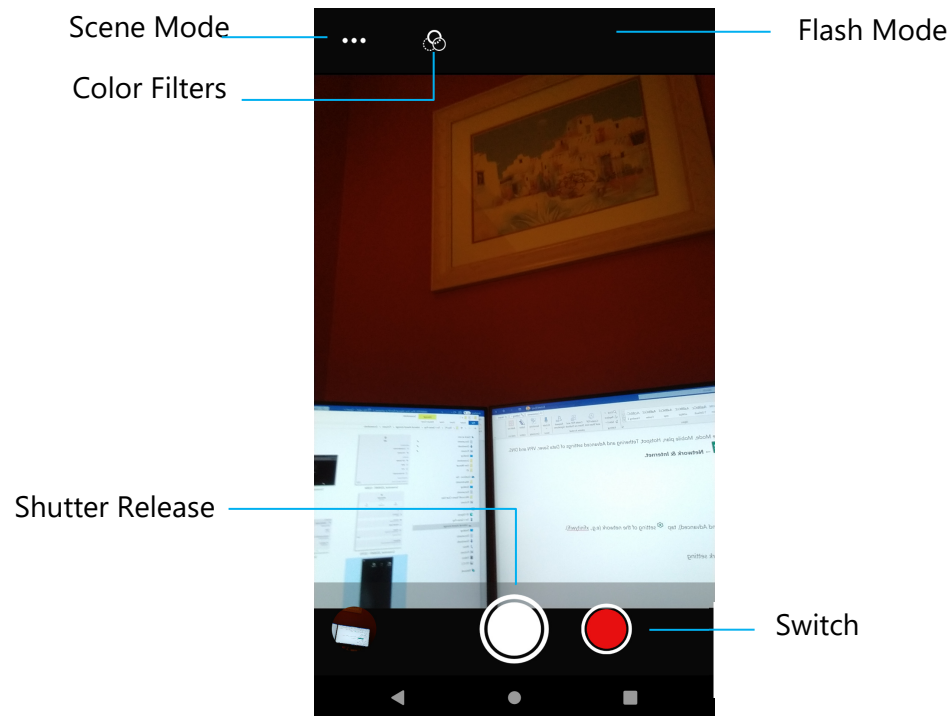
To view and modify settings, enter to System Settings  → About Device



Section 4: Operational

About Camera App

Camera Features



Switch – A switch for Video Capture mode.

Scene Mode – For selecting the best exposure settings to fit the type of scene being shot. That is, in addition to the amount of light in the scene.

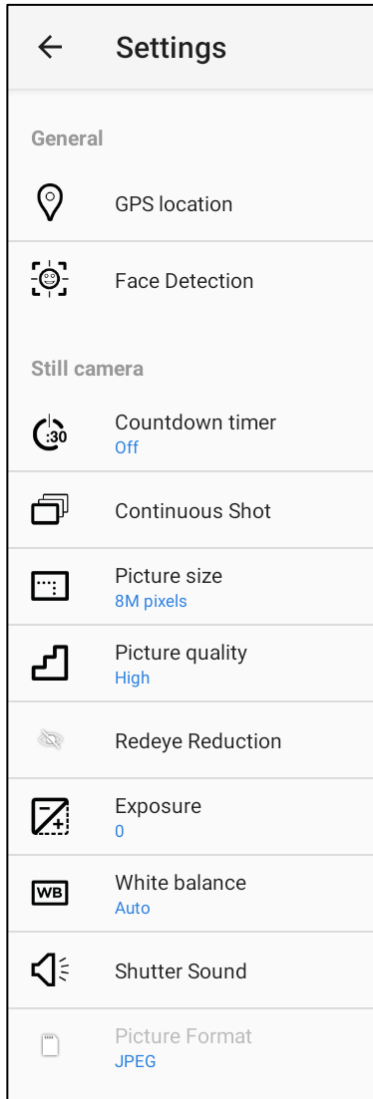
Options include: Automatic, HDR.

Flash Mode – For flash control. Options include Auto, On, Off.

Color Filter – For photo effect. Options include Mono – Sepia – Negative – Solarize – Posturize – Aqua.

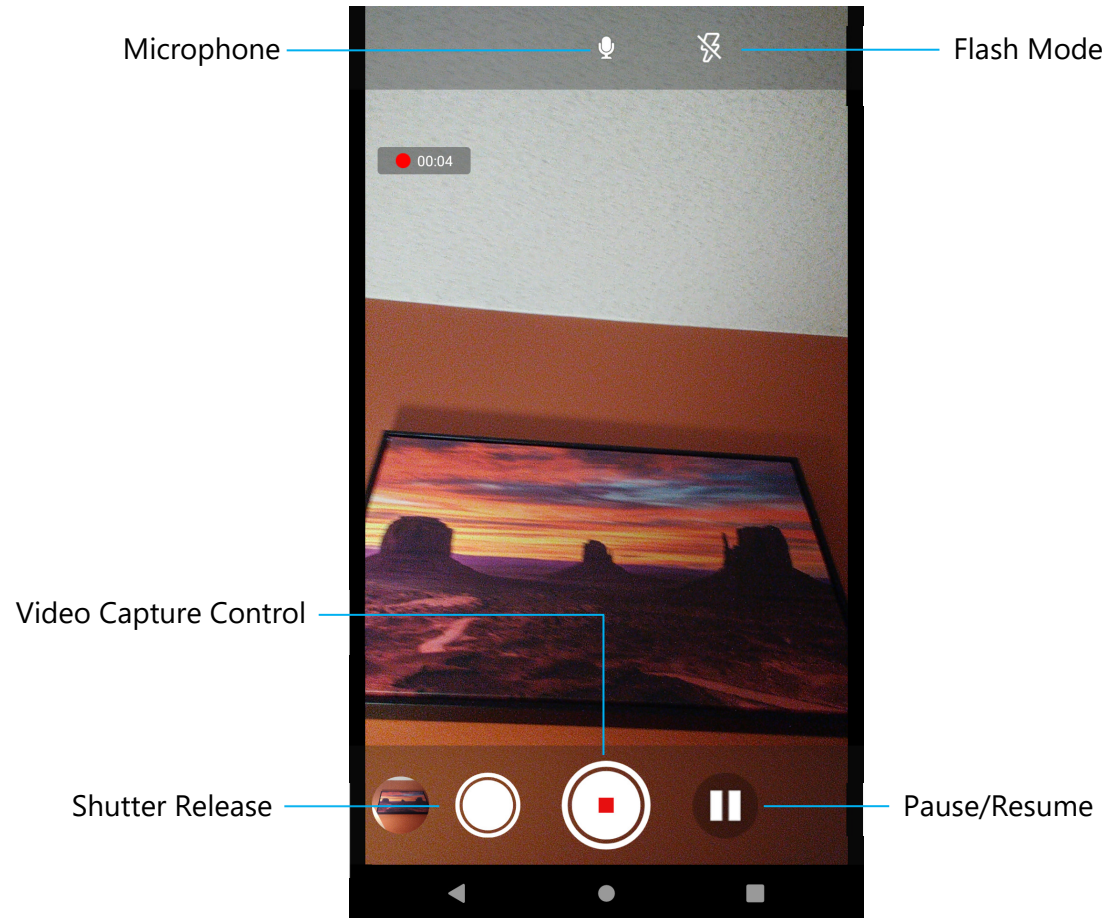
Shutter Release – For taking picture.

Advanced Settings



- For showing location information in an image to show the photographer where the camera was when the photo was taken.
- For detecting faces in the images and recognize them to automatically adjust focus and exposure.
- Is a timer that gives a delay between pressing the shutter release. It is most used to let photographers to take a photo themselves (often with family), hands free.
- For taking multiple photographs to be taken within a short timeframe and in rapid succession.
- For changing picture resolution.
- For enhancing photos and images.
- For reducing reddyeye when taking a picture using flash.
- Exposure is the amount of light which reaches your camera sensor. It is a crucial part of how bright or dark your pictures appear.
- For eliminating the discoloration in an image due to certain colors in the scene having more intensity and/or a higher or lower "temperature".
- Play a tone when taking a picture.
- For changing the file format of picture.

Video Features



Shutter Release – Taking a picture while video recording is in progress.











Video Capture Control – Start/Stop capturing video.

Pause/Resume – Pause/Resume capturing video.

Flash Mode – For flash control. Options include Auto, On, Off.

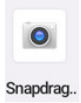
Microphone – For capturing sound on video.


Advanced Settings

Video camera	
	Video quality HD 1080p
	Video duration 10 minutes
	Noise Reduction Off
	Video Encoder H264
	Audio Encoder AAC
	Video Rotation 0
	Time lapse Off
	Video High FrameRate Off
System	
	Restore defaults
	Version Info 2.0.002



- For changing video resolution.
- Is an auto timer to stop video recording without pressing video capture icon.
- Is a feature reducing noise and causes the image to lose its sharpness. This mode is only recommended to use while you are taking pictures in artificial light like indoors.
- For changing video encoder for the video file.
- For changing audio encoder for the video file.
- For changing rotation of the video.
- For changing interval when time lapse feature is enabled.
- HFR refers to higher frame rates than typical prior practice (e.g., 24 fps for standard movies).
- For restoring default settings.
- Shows camera application version information.

Take a Picture and Record Video






- Tap  Snapdragon **camera app** to access the Digital camera.
- To change camera and video settings, see features.
- From the switch, located on bottom left side of the mobile POS select one from the following options.

For Panorama, tap  Panorama icon.

- ❖ To take panoramic pictures, tap  panorama shutter icon.
- ❖ Slowly move the device across to take a panoramic picture.
- ❖ When finished, tap  stop icon.





For Video recording, tap  Video icon.

- ❖ To record videos, tap  Capture icon.
- ❖ To mute and unmute sound while recording, tap microphone icon.
- ❖ When finished recording, tap  Stop icon.














For camera, tap  Camera icon.

- ❖ To take pictures, tap  Shutter release icon.
- ❖ To enable and disable shutter sound, go to advanced settings. See camera features.
- ❖ To zoom an object or scene place two fingers on the screen together, spreads them apart to zoom in and pinch to zoom out.
- ❖ To auto focus an object or scene, tap touch screen.
- ❖ To play recorded video, tap  Play icon.



About File Application

The File Manager app helps to manage, delete, print, shares and transfer files between the mobile storage and a computer.





To access pictures, videos, screenshots, audios, downloads, and mobile internal / external storage, go to application drawer.

- Tap  File application from the application drawer.
- Tap  3 lines menu and choose one of the following options.
- Tap  Image icon for pictures and screenshots.
 - ❖ Tap  Camera folder for photos.
 - ❖ Tap  Screenshots folder for screenshot images.
 - ❖ Tap  Video for recorded videos.
 - ❖ Tap  Camera folder.
 - ❖ Tap  Audio for recorded audios.
 - ❖ Tap  for Downloaded items.
 - ❖ Tap  for mobile internal storage folders.
 - ❖ Tap  for mobile external storage folders.


Delete Files

- To delete files from the folders above, press and hold an item or tap  3 dots menu to select all items in the folder.
- Tap  to delete.
- Tap OK to confirm.

Copy and Move Files





- To copy or move files into new location press and hold an item from the folders above or tap  3 dots menu to select all items in the folder.
- Tap  3 dots menu again and choose "Copy to" or "Move to".
- Tap  3 lines menu and choose from the following options where you want to move or copy the item.
- To create a new folder, tap  3 dots menu.
- Rename the folder.
- Tap Copy or Move to confirm.
- Print File.

Note: To print you must set a printer. See Settings → Connected device → Print.

- To print files from the folders above, tap an item once.
- Tap  3 dots menu and tap Print.

Share Files

Note: Make sure both devices Bluetooth are paired. See Connected devices → Bluetooth on this user manual.



- To share files from the folders above, press and hold an item.
- tap  share icon.
- To share via Bluetooth, tap  Bluetooth icon.
- To share via email, tap  email icon.
- For more options hold an item from the folders above.
- Tap  3 dots menu and choose from the following options and follow on-screen instructions.

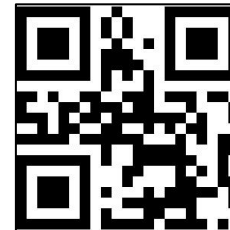
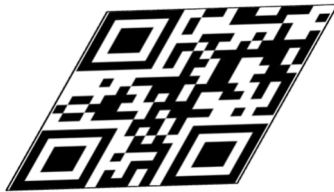
Keep Notes Application

Goes to Google Account Sign In

Scanning QR code with Integrated Camera

To test the functionality of the camera for reading QR code, open (Camera / Snapdragon app) from application drawer. The App will allow to enable the camera as imager, decode the barcode data, and display the barcode content.

- Open the camera application (Snapdragon).
- Take a photo of the following QR code below.
- Tap the photo gallery at lower left corner.
- Below the QR code picture, tap the QR icon .
- Tap the content of the QR code .
-
- After tapping the content (www.elotouch.com), the website will open.



NFC / EMV

NFC/EMV Contactless Reader Spec

EMVCo L1 and L2 contactless certified:

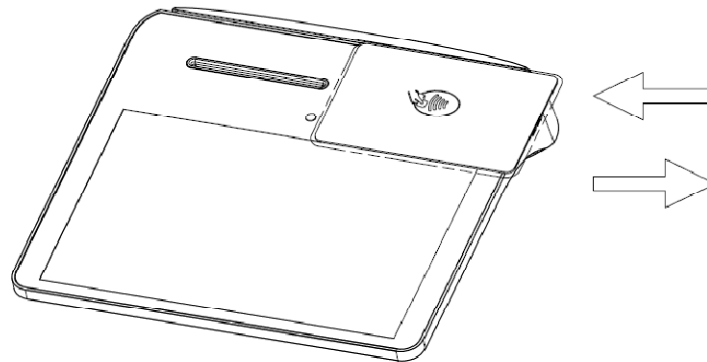
- Visa PayWave.
- MasterCard PayPass.
- AMEX ExpressPay.
- Discover D-PAS.
- JCB Jspeedy.
- UnionPay QuickPass.
- Interac Flash.
- EFTPOS

Compatible with:

- ISO14443-Type A & B (for EMV cards) read and write mode.
- ISO18092.
- MiFare.

Reading NFC and EVM card

- To start reading NFC card, open the Elo demo payment app or depending which application is installed.
- Follow the on-screen instruction.
- When device is ready to read, place the NFC card at the location as show below.
- When the card is read by default a beep sound will turn ON.



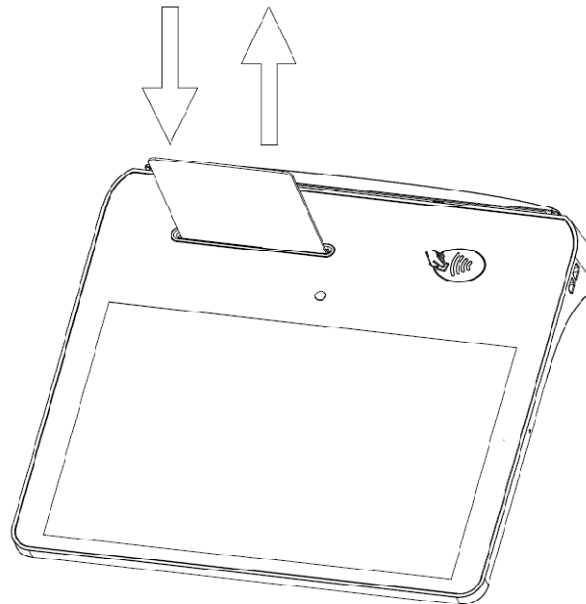
SCR

Smart Card Reader

- Compliant with ISO7816 standard.
- Compliant with PCI-PTS, EMVCo L1 and L2.
- Supported Card schemes.
 - ❖ Visa.
 - ❖ Mastercard.
 - ❖ American Express.
 - ❖ Discover.
 - ❖ JCB.
 - ❖ UnionPay.

Reading SCR Card

- To start reading SCR, open the Elo demo Payment app or depending which application is installed.
- Follow the on-screen instructions.
- Insert the card at the location.

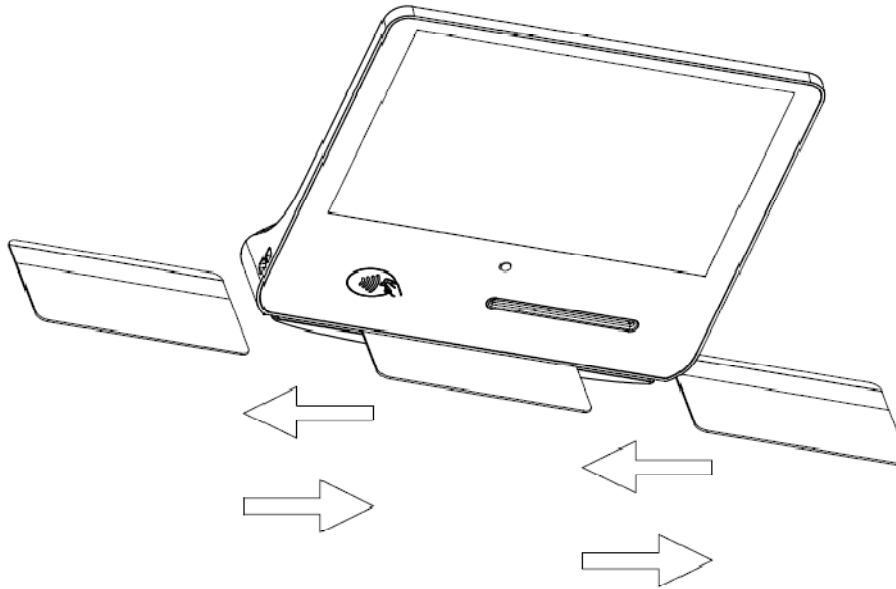


MSR

Bidirectional MSR capable of reading up to three tracks of data on ISO 7810/7811.

Reading MSR Card

- To start reading MSR, open the Elo demo Payment app or depending which application is installed.
- Follow the on-screen instructions.
- Swipe the card at the location.




About Elo Mobile Factory Full Reset

A full factory reset should only be performed if all other recovery methods have failed and all other troubleshooting options. Performing a full factory reset results in loss of data. This options will recover the original factory image state by erasing all data in the main storage on the Elo handheld computer.

Note: Performing a factory reset on **bootloader menu**, if you added a Google Account to Elo handheld Computer make sure you have your Google credential (Username and password) associated with the Elo handheld computer. If you don't have it you will not be able to use the device after reset.

This is a security measure that prevents unauthorized user from using the device if they do a factory reset on bootloader menu.

To Reset

- Enter to **System Settings**  → **System** → **Advanced** → **Reset Options**.
- Tap **Erase all data**.
- Under **Erase all data (factory reset)** or **Erase all data (factory reset to EloVidw® Mode)**, tap Erase all data .
- Under **Erase all data**, tap Erase all data.
- When successfully done, the device will auto reboot.

Section 5: Maintenance and Troubleshooting

Elo Pay 7" POS Care and Handling

The following tips will help maintain optimal performance of your Elo mobile POS:

- To prepare for cleaning the touchscreen, power down the device (if possible), or ensure your on-screen software can tolerate false touches while you clean.
- Do not get liquids inside the unit. Do not spray the Elo product directly. Instead, use wet wipes, a sprayed cloth or a dampened cloth with the excess moisture squeezed off.
- Select only non-abrasive cleaning wipes or cloths to avoid scratching touchscreens.
- Avoid highly concentrated alcohol (> 70%), non-diluted bleach or ammonia solutions, as these may cause discoloration.
- Wipe the surfaces with the appropriate wipes or cloths and approved cleaning products and allow them to dry.
- For additional cleaning methods, recommended cleaning and disinfectant solutions, please visit <https://www.elotouch.com/support/technical-support/cleaning>

Note: The Elo Pay 7" POS terminal comes equipped with tamper evident labels. The terminal unit contains no user serviceable parts. Do not, under any circumstance, attempt to disassemble the terminal. Perform only those adjustments troubleshooting actions specified in this user guide. For all other services, contact your local Elo service provider. Service conducted by non-authorized representatives may void any warranty.

Section 6: Elo Service and Support

Elo Service and Support

Technical Specifications

visit www.elotouch.com/products
for technical specifications for this device

Support

visit www.elotouch.com/support for technical support

Refer to last page for worldwide technical support phone numbers.

Note: Customers outside the United States are advised to contact their local representatives for assistance regarding service, return, or replacement of terminals.

Returning a Terminal for Service

Elo recommends contacting technical support for troubleshooting before proceeding with returns. After it is determined a product repair is required, visit the Elo website to access the online RMA portal. All products must have an RMA number before being returned to Elo. The product Serial Number will be required to obtain an RMA.

Visit <https://myelo.elotouch.com/support/s/> and Navigate to the Product Returns and Repairs section or directly access the RMA Portal by visiting <http://portal.elotouch.com/>

Note: Before returning an Elo Pay 7" POS terminal to Elo, you must obtain an RMA number. The following procedure describes the RMA process for how to return one or more Elo Pay 7" POS terminals for repair or replacement.

1. **Get the product PN and SN from the printed labels on the back of each Elo Pay 7" POS terminal to be returned.**
2. **Obtain the RMA number(s) by completing the following.**
3. **Describe the problem(s).**
4. **Provide the shipping address where the repaired or replacement unit to be returned.**
5. **Keep a record information and documentation related to the RMA.**

Section 7: Regulatory Information

Electrical Safety Information

Compliance is required with respect to the voltage, frequency, and current requirements if indicated on the manufacturer's label. Connection to a different power source than those specified herein will likely result in improper operation, damage to the equipment, or pose a fire hazard if the limitations are not followed.

There are no operator serviceable parts inside this equipment. There are hazardous voltages generated by this equipment which constitute a safety hazard. Service should be provided only by a qualified service technician.

Contact a qualified electrician or the manufacturer if there are questions about the installation prior to connecting the equipment to mains power.

Emissions and Immunity Information

Notice to Users in the United States:

FCC

§ 15.19 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 of the device.

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

§ 15.105 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.

This equipment should be installed and operated to ensure a minimum of 0 cm spacing to any person.

Notice to Users in Canada for IC compliance: This equipment complies with the Class B limits for radio noise emissions from digital apparatus as established by the Radio Interference Regulations of Industrial Canada.

RF Exposure Information (SAR)

This device meets the government's requirements for exposure to radio waves. This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy.

The exposure standard for wireless devices employs a unit of measurement known as Specific Absorption Rate, or SAR.

The SAR limit set by the FCC is 1.6 W/Kg. For body-worn operation, this device has been tested and meets the FCC RF exposure guidelines for use with an accessory that contains no metal and positions the device a minimum of 0 cm from the body. RF exposure compliance with any body-worn accessory that contains metal was not tested and certified and use of such body-worn accessory should be avoided. Any accessory used with this device for body-worn operation must keep the device a minimum of 0 cm away from the body.

The device for operation in the band 5150–5250 MHz is only for indoor use

L'appareil utilisé dans la bande 5150-5250 MHz est uniquement destiné à un usage intérieur

IC Radiation Exposure Statement

This EUT is compliance with SAR for general population/uncontrolled exposure limits in IC RSS-102 and had been tested in accordance with the measurement methods and procedures specified in IEEE 1528 and IEC 62209. This equipment should be installed and operated with minimum distance 0 cm between the radiator and your body. This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet appareil est conforme aux limites d'exposition DAS incontrôlée pour la population générale de la norme CNR-102 d'Industrie Canada et a été testé en conformité avec les méthodes de mesure et procédures spécifiées dans IEEE 1528 et IEC 62209. Cet appareil doit être installé et utilisé avec une distance minimale de 0 cm entre l'émetteur et votre corps. Cet appareil et sa ou ses antennes ne doivent pas être co-localisés ou fonctionner en conjonction avec tout autre antenne ou transmetteur.

CAN ICES3 (B)/NMB3(B)

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

1. L'appareil ne doit pas produire de brouillage;
2. L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Notice to Users in the European Union: Use only the provided power cords and interconnecting cabling provided with the equipment. Substitution of provided cords and cabling may compromise electrical safety or CE Mark Certification for emissions or immunity as required by the following standards:

This Information Technology Equipment (ITE) is required to have a CE Mark on the Manufacturer's label which means that the equipment has been tested to the following Directives and Standards: This equipment has been tested to the requirements for the CE Mark as required by EMC Directive 2014/30/ EU as indicated in European Standard EN 55032 Class B and the Low Voltage Directive 2014/35/EU as indicated in European Standard EN 62368-1.

General Information to all Users

This equipment generates, uses, and can radiate radio frequency energy. If not installed and used according to this manual the equipment may cause interference with radio and television communications. There is, however, no guarantee that interference will not occur in any particular installation due to site-specific factors.


1. In order to meet emission and immunity requirements, the user must observe the following:
 - i. Use only the provided I/O cables to connect this digital device with any computer.
 - ii. To ensure compliance, use only the provided manufacturer's approved line cord.
 - iii. The user is cautioned that changes or modifications to the equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
2. If this equipment appears to cause interference with radio or television reception, or any other device:
 - i. Verify as an emission source by turning the equipment off and on. If you determine that this equipment is causing the interference, try to correct the interference by using one or more of the following measures:
 - a. Move the digital device away from the affected receiver.
 - b. Reposition (turn) the digital device with respect to the affected receiver.
 - c. Reorient the affected receiver's antenna.
 - d. Plug the digital device into a different AC outlet so the digital device and the receiver are on different branch circuits.
 - e. Disconnect and remove any I/O cables that the digital device does not use. (Unterminated I/O cables are a potential source of high RF emission levels.)
 - f. Plug the digital device into only a grounded outlet receptacle. Do not use AC adapter plugs. (Removing or cutting the line cord ground may increase RF emission levels and may also present a lethal shock hazard to the user.)

If you need additional help, consult your dealer, manufacturer, or an experienced radio or television technician.

Radio Equipment Directive

Elo hereby declares that the radio equipment type, Elo handheld Computer, is in compliance with Directive 2014/53/EU. The full text of the EU Declaration of Conformity is available at the following internet address: www.elotouch.com

This device is designed and intended for indoor use only.

	AT	BE	BG	HR	CY	CZ	DK
	EE	FI	FR	DE	EL	HU	IE
	IT	LV	LT	LU	MT	NL	PL
	PT	RO	SK	SI	ES	SE	UK
This device is restricted to indoor use							

Operation frequency and radio-frequency power are listed as below:

- WLAN 802.11 a/b/g/n/ac.
 - ❖ 2400~2483.5MHz < 17dBm EIRP.
 - ❖ 5150~5250MHz < 18dBm EIRP.
- BT 2400~2483.5MHz < 11dBm EIRP.

ECC/DEC/ (04)08

The use of the frequency band 5150-5350 MHz is restricted to indoor operation because of the protection requirements of satellite services EC R&TTE Directive EU Directive 2014/53/EU of the European Parliament and of the Council of 16 April 2014 on the harmonization of the laws of the Member States relating to the making available on the market of radio equipment and repealing Directive 1999/5/EC Text with EEA relevance.



Identification mark and the relevant technical documentation is held by: Elo Touch Solutions, Inc. 670 N. McCarthy Boulevard Suite 100 Milpitas, CA 95035 USA

USA FCC ID:

- RBWESY07P1

Canada IC ID:

- 10757B-ESY07P1

Agency Certifications

The following certifications and marks have been issued or declared for this peripheral:

- UL, FCC (US) – Class B.
- cUL, IC (Canada).
- CB (International Safety).
- CE (Europe) – Class B.
- RCM (Australia).

Waste Electrical & Electronic Equipment Directive (WEEE)



This product should not be disposed of with household waste. It should be deposited at a facility that enables recovery and recycling. Elo has put in place recycling arrangements in certain parts of the world. For information on how you can access these arrangements, please visit www.elotouch.com/e-waste-recycling-program/.



Ce produit ne doit pas être jeté avec les ordures ménagères. Il doit être déposé dans une installation permettant la récupération et le recyclage. Elo a mis en place des dispositifs de recyclage dans certaines régions du monde. Pour plus d'informations sur la façon dont vous pouvez accéder à ces dispositions, veuillez visiter www.elotouch.com/e-waste-recycling-program/.



Replace the battery with same type only. Improper replacement of battery may cause in risk of burns, fire, and explosions. Dispose the battery according to local regulations. Risk of fire and burns if properly handled. Do not open and crush, heat above 60° C / 140° F or incinerate. If there is a serious swelling of the battery, do not continue using. (Remplacez la batterie avec le même type seulement. Un remplacement inapproprié de la batterie peut entraîner un risque de brûlures, d' incendie et d' explosion. Jetez la batterie conformément à la réglementation locale. Risque d' incendie et de brûlures si manipulé correctement. Ne pas ouvrir et écraser, chauffer au-dessus de 60° C / 140° F ou incinérer. S' il y a un gonflement sérieux de la batterie, ne continuez pas à utiliser).

Power Specifications

Electrical Ratings

Input	9VDC/2A, 20VDC/2.25A (with the USB PD adapter)
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Operating Conditions

Temperature	0°C - 50°C
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Humidity	10% to 90% (non-condensing)
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Altitude	0 to +10,000 ft (3,048m)
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Storage Conditions

Temperature	-30°C - 60°C
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Humidity	5% to 95% (non-condensing)
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Altitude	0 to +35,000 ft (10,668m)
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Note: This unit is intended to be supplied by an UL approval external DC power source, output is compliant with ES1, meets LPS or PS2, rated 9Vdc/2A minimum and maximum and ambient temperature up to 50°C minimum.



Make sure the voltage of the power source is correct before connecting the equipment to the power outlet and earth the connection. Ensure to connect the power cord to a socket-outlet with an earth connection.

Section 8: Warranty Information

For warranty information, go to <http://support.elotouch.com/warranty/>

Visit our website www.elotouch.com for the latest information below:

- Product information.
- Specifications.
- Upcoming events.
- Press releases.
- Software drivers.

To find out more about our extensive range of Elo touch solutions, go to www.elotouch.com, or call the office nearest you.

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