



For Android™ 11

Mobile POS Terminal

P10

User Manual

Instruction

This manual provides information about basic features and using the P10. Please read this manual carefully before using your device and peripherals to ensure safe and proper use.



Note: Screenshots in this manual may differ from actual screens.

Revision History

Revision	Date	Description
v1.0	25 Jan 2024	Initial release
v1.1	20 Mar 2024	Changed manual cover (Updated company address)

P10 SKUs

The contents of this manual can cover the following SKUs.

SKU	Part Number	Network	RAM /Flash	Scanner	Payment	Others
SKU1	PP10GE503APE0C	Wi-Fi 5 /BT	2G/32G	O	ICCR MSR Contactless	NFC Front/Rear Camera Android 11 Go

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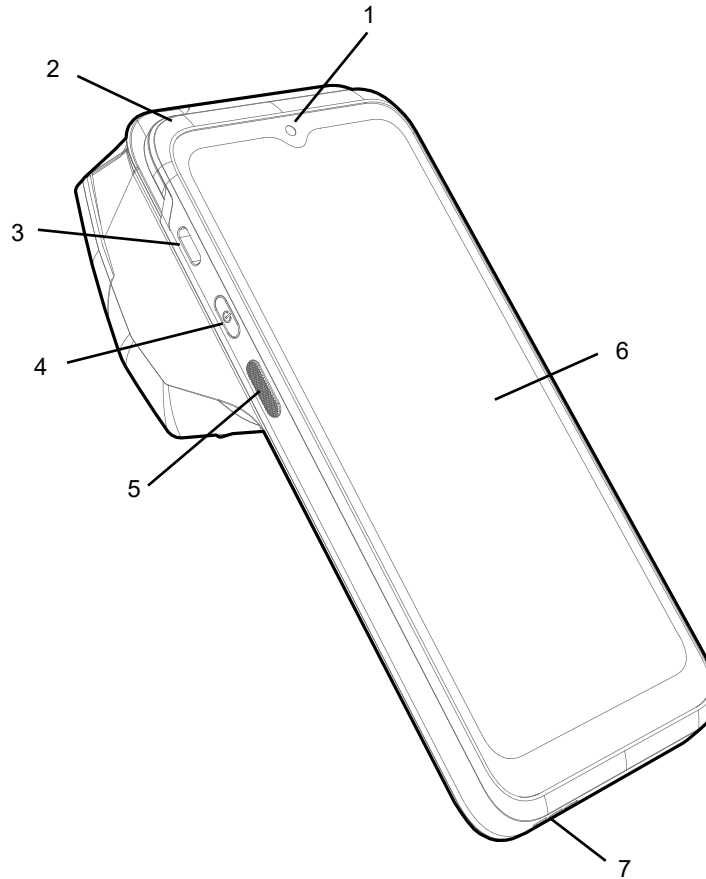
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Getting Started

Device Parts

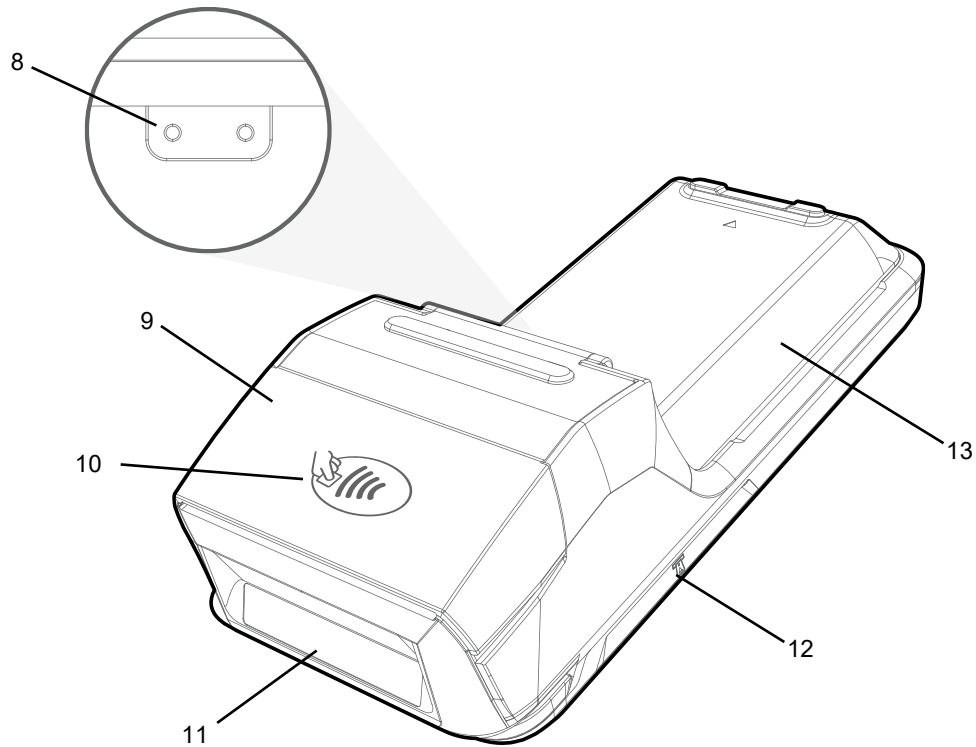
Figure 1 P10 front + left view



No	Name	Description
1	Front camera	Take a picture
2	Magnetic stripe reader	Read magnetic card
3	USB connector	USB Type C connector for charging and data communication
4	Power button	Turn on/off the device
5	Scan button	Scan a barcode by pressing
6	Touch screen	Displays all operating screen
7	Speaker	Ring system sound

Getting Started

Figure 2 P10 rear + right view



No	Name	Description
8	Rear I/O connector	Connector for charging and communication with cradle
9	Thermal printer	Print a receipt
10	NFC tapping area	Get a contactless payment or read an NFC tag
11	Scanner	Scan a barcode
12	IC card reader	Read an IC card (smart card)
13	Battery cover	Protect the battery from detaching and damage

Getting Started

Product Standard Accessories

The following items are in the product box.

- P10 (with Battery pack installed)
- Power adapter
- USB type C cable
- Quick start guide
- LCD protection film

Getting Started

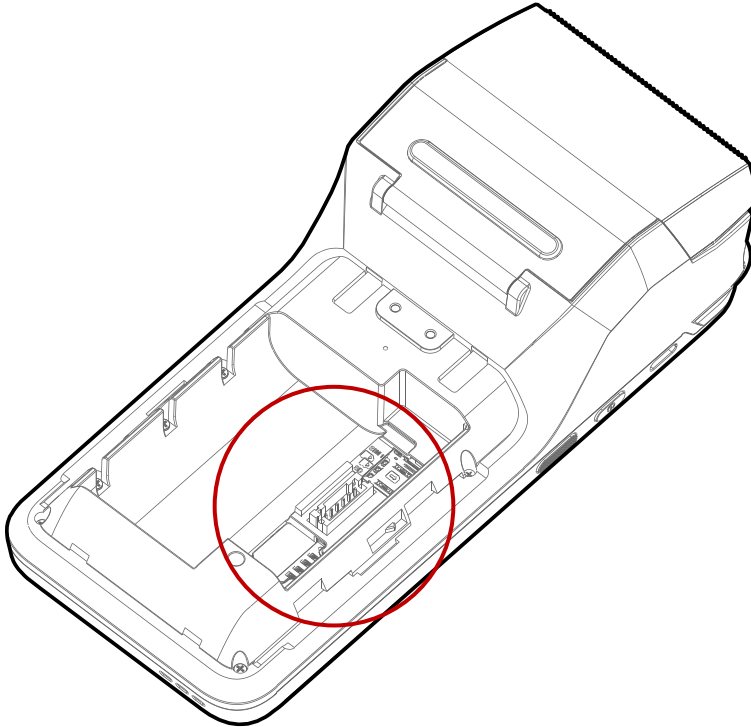
Install SD & SAM cards

P10 supports

- microSD card
- mini SAM card

You can find the card slots after opening the battery cover.

Figure 3 P10 Card Slots



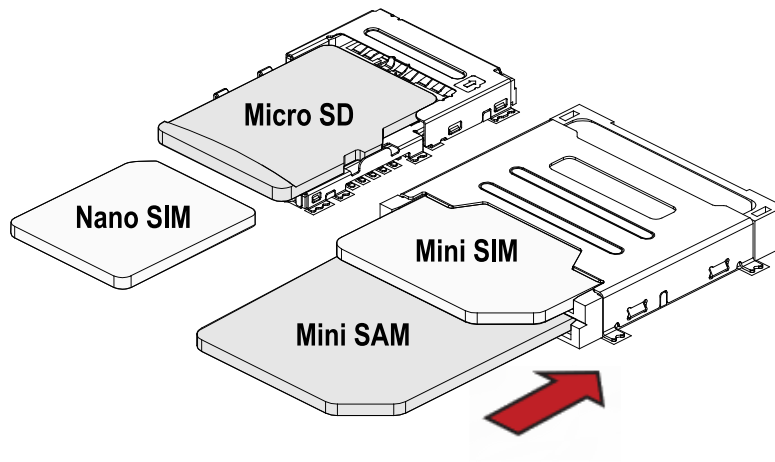
To install the SD or SAM cards,

1. Open the battery cover and take off the battery to reveal the card slots.

Getting Started

2. Insert the card into the proper card slot with the gold contact is facing down.

Figure 4 Install SD & SAM cards



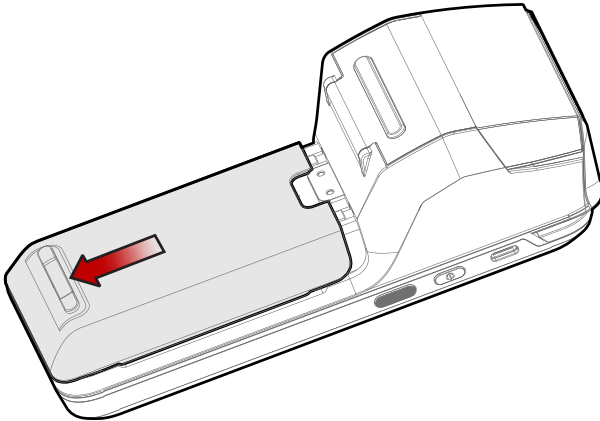
Getting Started

Install & Remove Battery

Install the battery

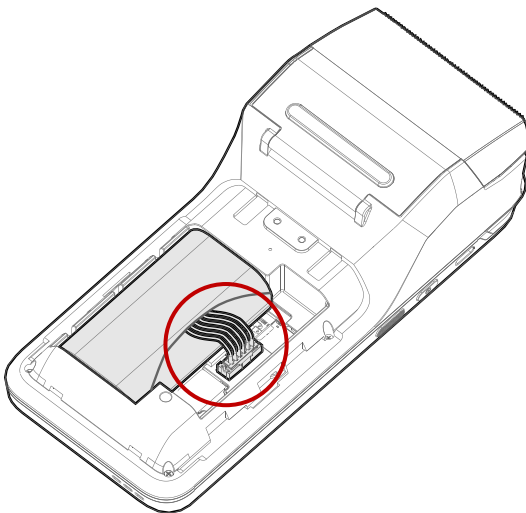
1. Slide the battery cover down to open.

Figure 5 Installing battery – 1



2. Plug the battery cable into the port.
3. Place the battery into the battery slot.

Figure 6 Installing battery – 2



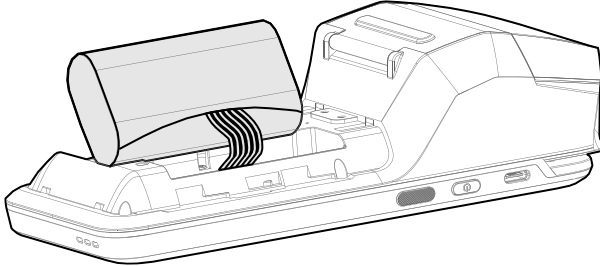
4. Align the battery cover, and slide it to the end.

Getting Started

Remove the battery

1. Slide the battery cover down to open.
2. Take out the battery from the slot.

Figure 7 Removing battery



3. Hold the end of the cable (white-colored part) and gently unplug it.

Getting Started

Charge the Device

Before using P10, charge the device enough to use. P10 can be charged with power adapter. For best charging performance and safety, follow the normal [charging temperature](#).



Caution: Always use an original charger and cable from Point Mobile. Other chargers and cables may damage P10. Also, make sure the charger and cables are not wet.

Follow the [Battery Safety Information](#) for safety of using the battery.

Battery specification

- Capacity: 2,600mAh
- Rechargeable & Removable battery

Charging temperature

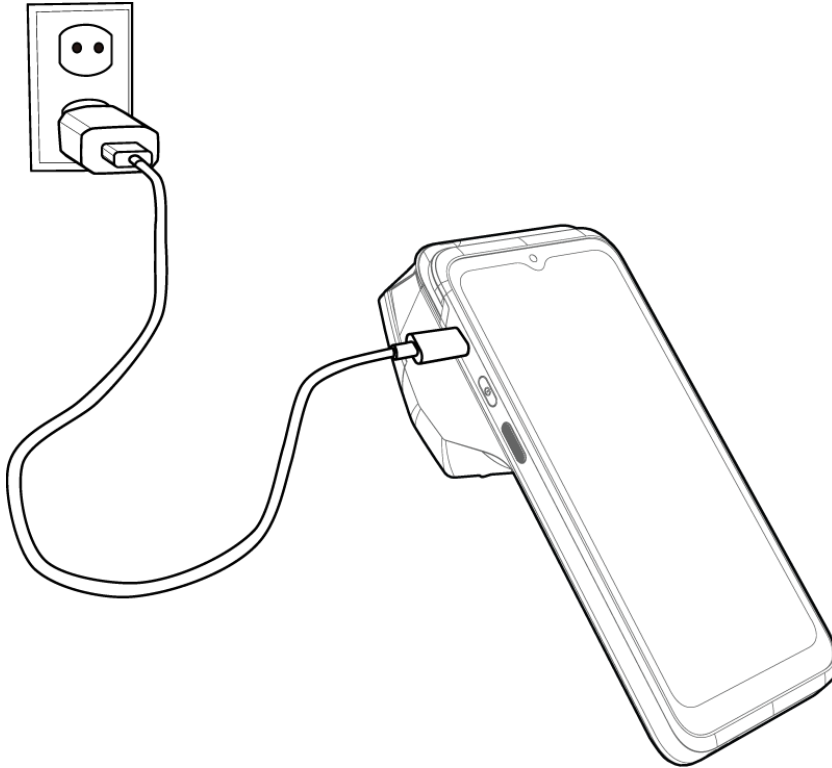
Charge devices and batteries in temperatures from 0 °C to 45 °C.

Getting Started

Charge with power adapter

1. Plug the USB type C cable to the power adapter.
2. Connect the cable to the USB connector on the left side of P10.
3. Provide power by plugging the power adapter to the wall socket.

Figure 8 P10 charging with power adapter



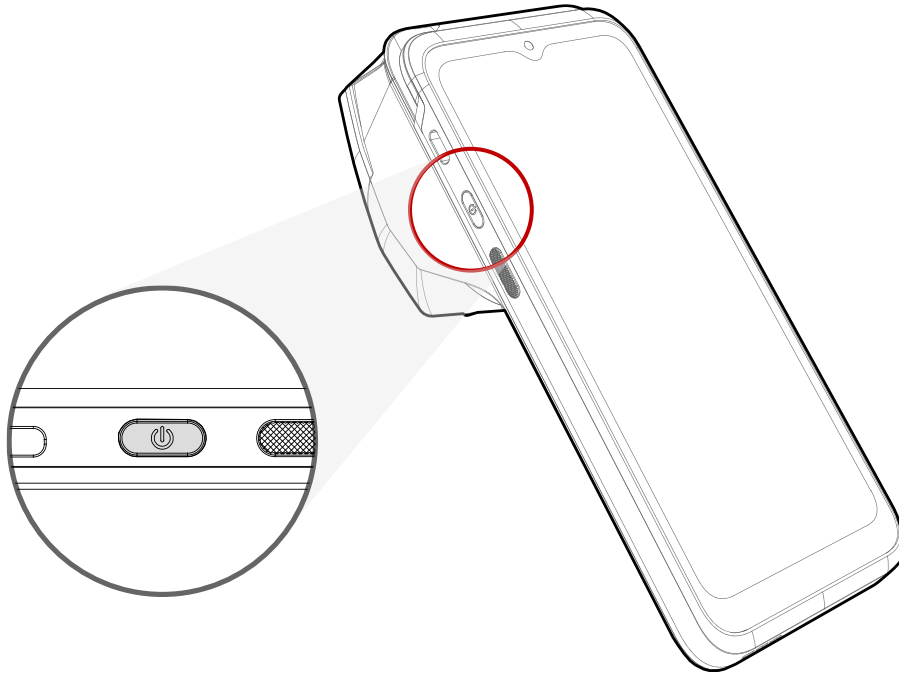
Getting Started

Turn On / Off the Device

To turn on the device,

- Press and hold the power button on the left side of the device until the screen is turned on.

Figure 9 P10 power button



To turn off the device,

- Press and hold the power button when the display is on until the power menu is shown. Then, tap **Power off**.

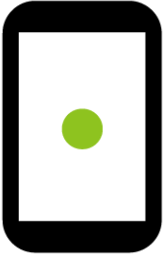
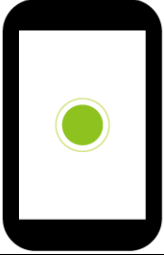
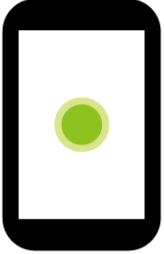
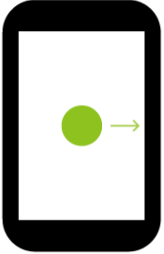
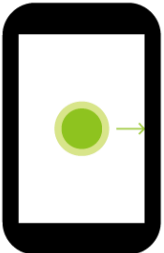
Figure 10 Power menu - Power off



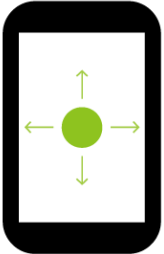
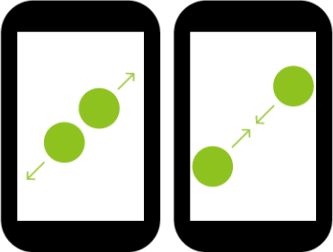
Getting Started

Use a Touch Screen

Controlling the touch screen

Gesture	Description
	Tap One-finger press
	Double tap One-finger press, lift, one-finger press, lift for zoom in action
	Long-press One-finger press, wait, lift for select action
	Drag, Swipe, or Fling One-finger press, move, lift for scroll or tilt action
	Long-press drag One-finger press, wait, move, lift for pick up and move, or select multiple items action

Getting Started

Action	Description
	Scroll Vertical or horizontal swipe in a single direction
	Pinch Open & Close Two-finger press, move outwards and inwards, lift for zoom in / out action

Thermal Printer

Paper roll recommendation

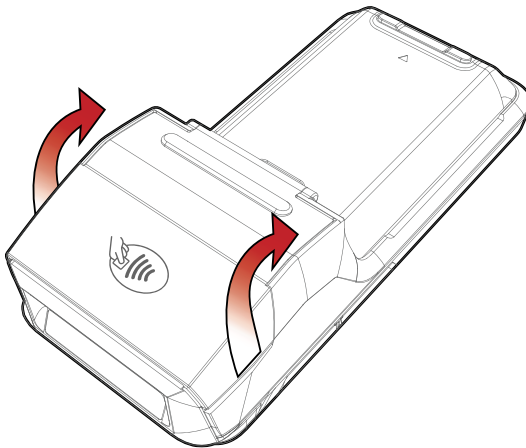
Provide a paper roll with the following specification.

- Type: Thermal paper
- Width: 58mm
- Diameter: 40mm

Installing a paper roll

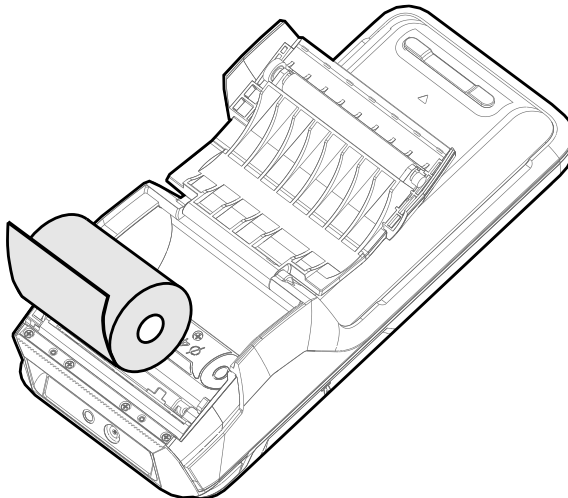
1. Pull the both sides of the printer cover to open.

Figure 11 Open printer cover



2. Referring to Figure 12, put the paper roll into the printer in the correct orientation.

Figure 12 Inserting a paper roll

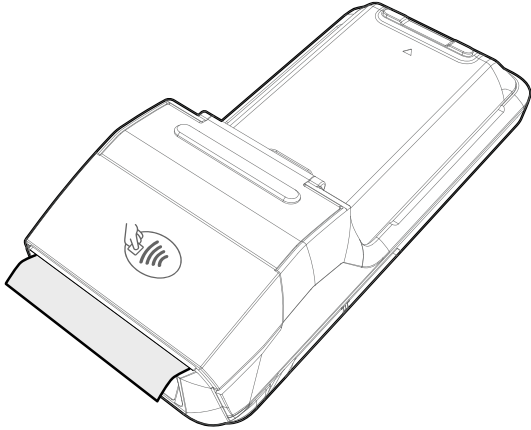


Thermal Printer

3. Close the printer cover firmly.

The end of the paper roll should be a little unrolled to allow it to extend outside the printer cover.

Figure 13 Printer cover closed



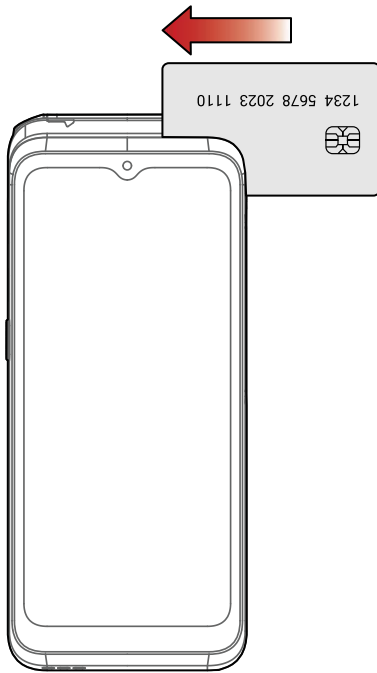
Payment

Magnetic Stripe Card

Read a magnetic stripe card using the MSR (Magnetic Stripe Reader) on the top of the device.

Swipe the card through the MSR at a proper and steady speed. The magnetic stripe must be facing down as, Figure 14 and you can read the card bi-direction.

Figure 14 MSR Payment



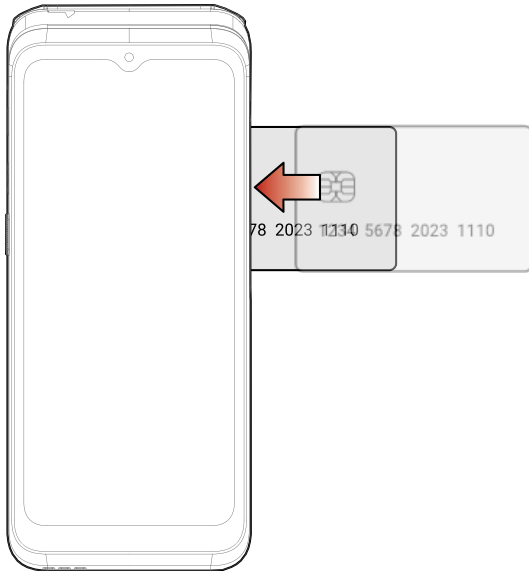
Payment

IC Card (Smart Card)

Read an IC card using the ICCR (IC Card Reader) on the right side of the device.

Insert the card to the ICCR and wait for completing the transaction. The IC chip must be facing up as Figure 15.

Figure 15 ICCR Payment

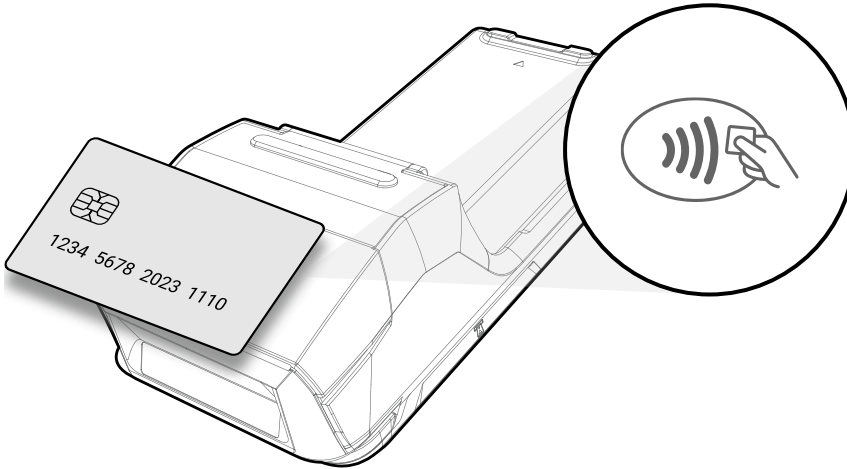


Payment

Contactless Payment

Make a contactless payment with NFC feature. Bring the card close to the NFC symbol on the printer cover of the device, and keep the position during the transaction.

Figure 16 Contactless payment

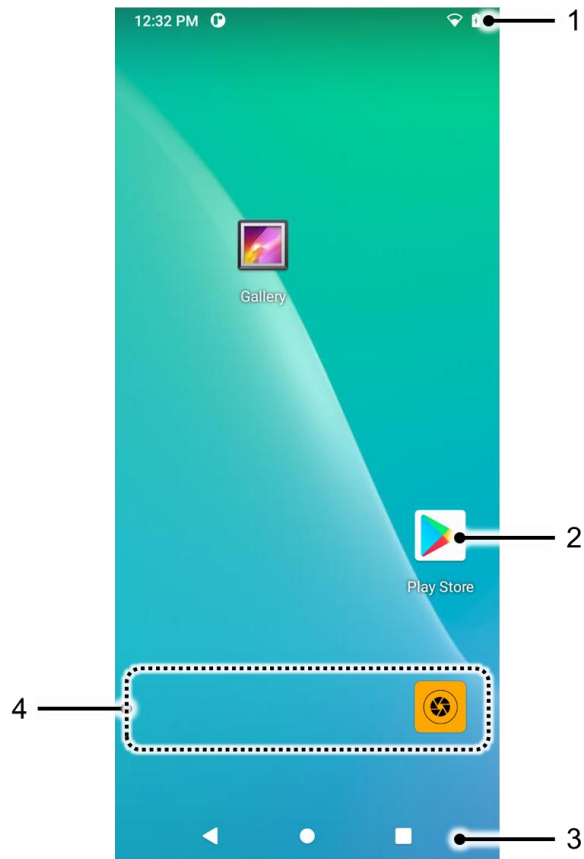


Learning the Basics

Home Screen

Home screen is a screen displayed after Setup Wizard or pressing the Home button.

Figure 17 Home screen













No	Item	Description
1	Status bar	Indicates device status and notification.
2	App	Tap to run the application Long-press to see the application's options
3	Navigation bar	◀ (Back button): Tap to go back to the previous screen
		● (Home button): Tap to go to the home screen
		■ (Recent apps button): Tap to see the recently used app list
4	Favorites tray	Place the shortcut of frequently used apps

Learning the Basics




Status bar

Time, status icons, and notification icons are on the Status bar.

Status icons

Icon	Description	Icon	Description
	Airplane mode		Connected to a Bluetooth device
	Connected to a Wi-Fi network		Wi-Fi data communication
	Battery is full		Battery is low
	Battery is critical low		Cannot recognize battery
	Battery is charging		Vibrate mode

Notification icons

Icon	Description	Icon	Description
	Connected to VPN network		Other input method available
	There are more notifications		

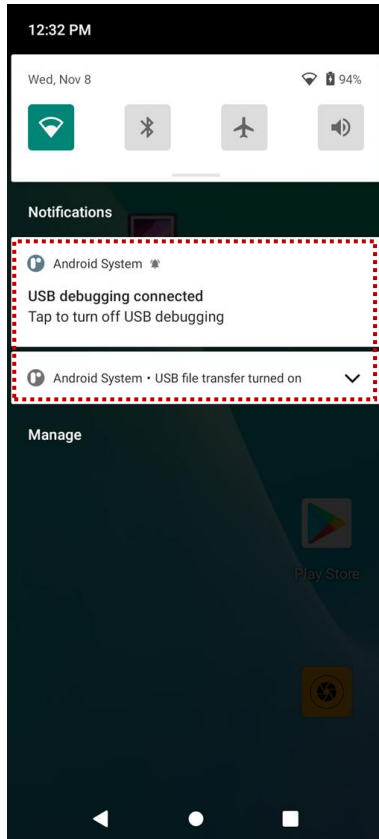
Learning the Basics

Notification panel

Notification panel displays a list of all notifications. Tap a notification to respond.

To open the Notification panel, drag the Status bar down. To close the panel, swipe it up.

Figure 18 Notification panel



Learning the Basics

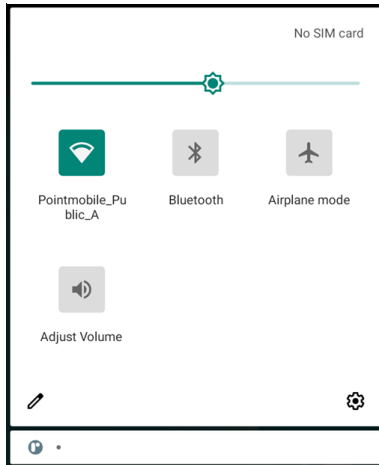
Quick setting panel

Quick setting panel contains some frequently used settings such as Wi-Fi, Bluetooth, etc.


To use the Quick setting panel,

1. Open the Notification panel.
2. Drag down the Notification panel.
3. Tap a setting icon to enable / disable the setting or long-press an icon to see more detail.

Figure 19 Quick setting panel



To edit the configuration of Quick setting panel,

1. Tap  on the bottom of the panel.
2. By long-press and dragging the icon, customize the configuration of the panel.

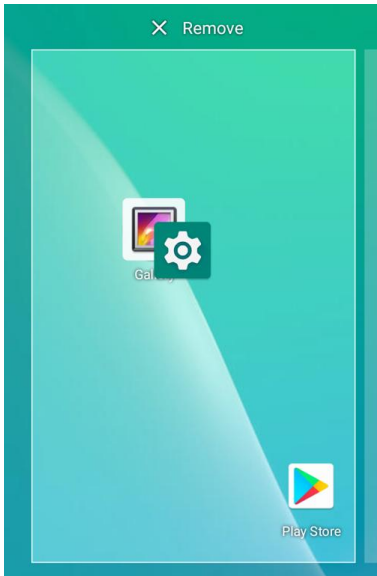
Learning the Basics

Apps & Widget

App folder

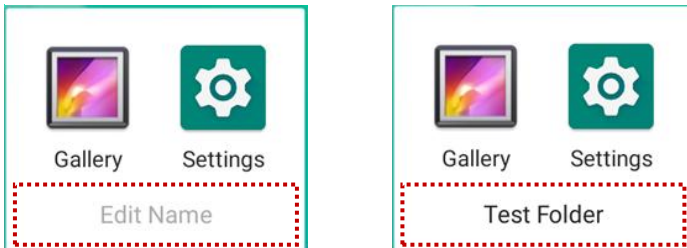
To create the app folder, long-press an app icon and drag it to another app icon.

Figure 20 Create app folder



To change the folder name, tap the **Edit Name** and input a new name.

Figure 21 Change app folder name



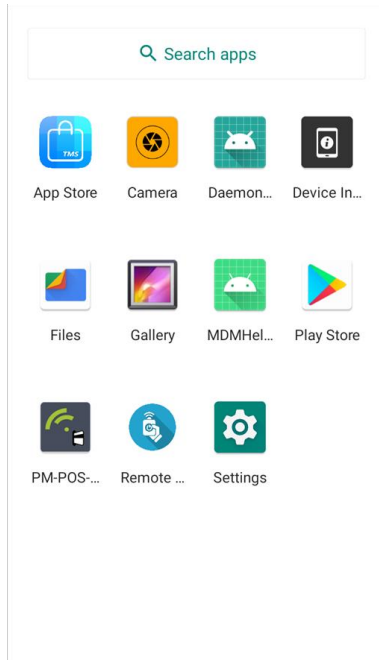
Learning the Basics

App drawer

All installed apps are listed alphabetically in App drawer.

- To open the App drawer, swipe up the Home screen.
- To close the App drawer, swipe down the Home screen.

Figure 22 App drawer



Favorites tray

To organize an app in the Favorites tray,

1. Long-press an app icon from the App drawer. Then, drag it slightly until the Home screen is shown.
2. Place the app icon in the Favorites tray.

Figure 23 Add an app to Favorites tray



Learning the Basics

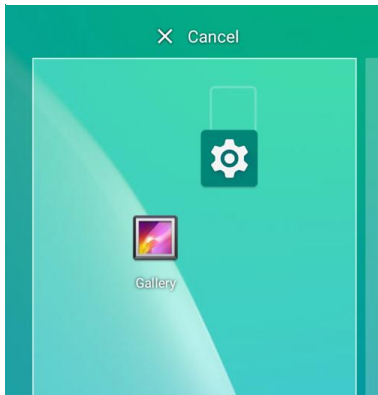
Organize app in Home screen

To organize an app in the Home screen,

1. Long-press an app icon from the App drawer. Then, drag it slightly until the Home screen is shown.
2. Place the app icon where you want.

(To cancel to place the app, drag it to **Cancel** area and release.)

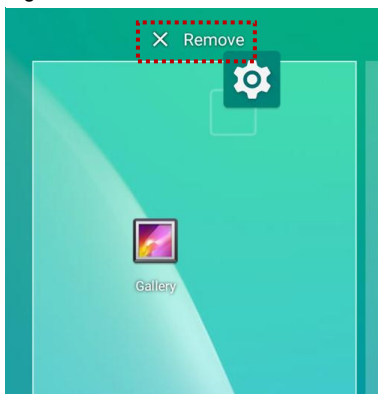
Figure 24 Place app in Home screen



To remove an app or widget in the Home screen,

1. Long-press an app icon or widget.
2. Drag it to **Remove** area and release.

Figure 25 Remove from Home screen



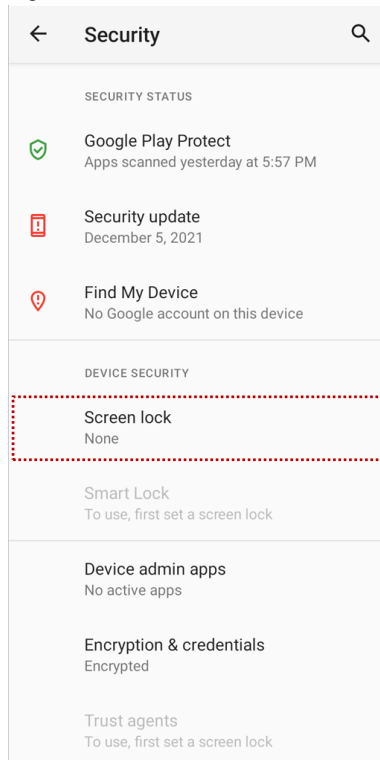
Learning the Basics

Lock the Screen

Protect the device from unauthorized personnel by setting up the screen lock.

1. Navigate to **Settings**  > **Security** .
2. Tap **Screen lock**.

Figure 26 Screen lock





3. Choose a screen lock method.
 - None: Screen unlocks immediately
 - Swipe: Swipe the lock screen to unlock (Default)
 - Pattern: Draw a pattern to unlock
 - PIN: Input a PIN to unlock (At least 4 digits)
 - Password: Input a password to unlock (At least 4 characters)

Learning the Basics

Settings

There are two ways to go to **Settings**:

- Open the App drawer and tap **Settings** 
- Open the Quick setting panel and tap gear icon 

Adjust display brightness

To adjust the display brightness level,



- Open Quick setting panel and adjust display brightness bar
- Go to **Settings**  > **Display**  > **Brightness level**

Figure 27 Brightness level

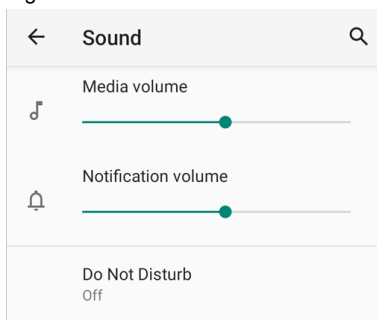


Caution: Using high brightness levels for long periods may cause eye strain and increase battery consumption.

Adjust sound

To adjust sound volume, go to **Settings**  > **Sound**  and control the Media, Notification volume bars.

Figure 28 Volume bars



Caution: Using high volume levels for long periods may cause ear strain and increase battery consumption.

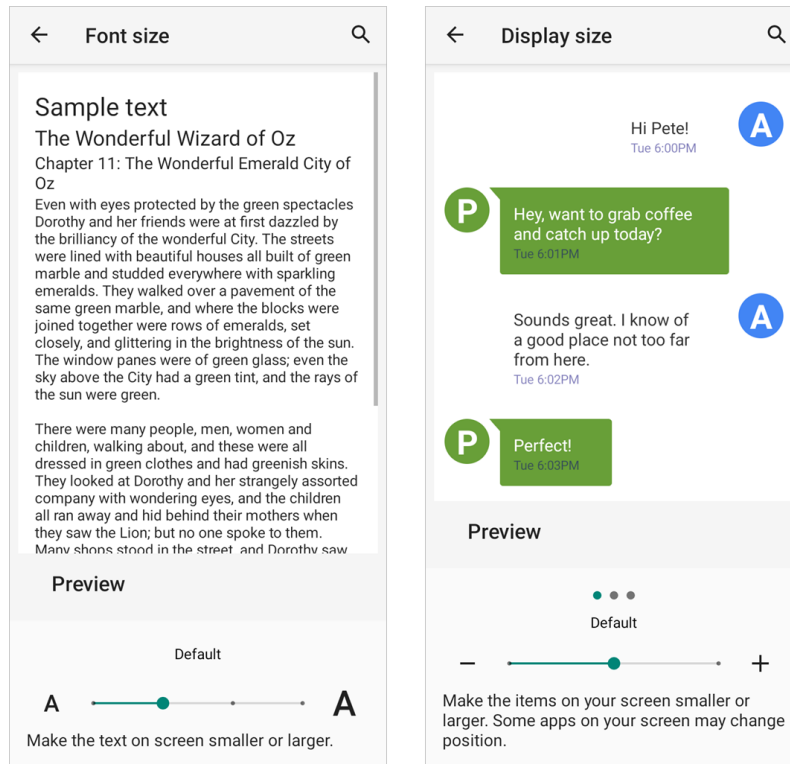
Learning the Basics

Adjust font / display size

If the font / display size of the screen is too small or too large, adjust the size.

1. Go to **Settings**  > **Display**  > **Advanced** > **Font size / Display size**
2. Referring to the **Preview**, set the size.

Figure 29 Set font size



Camera



To use the camera, open App drawer and tap Camera application .

Figure 30 is a main screen of Camera application.

Figure 30 Camera main screen

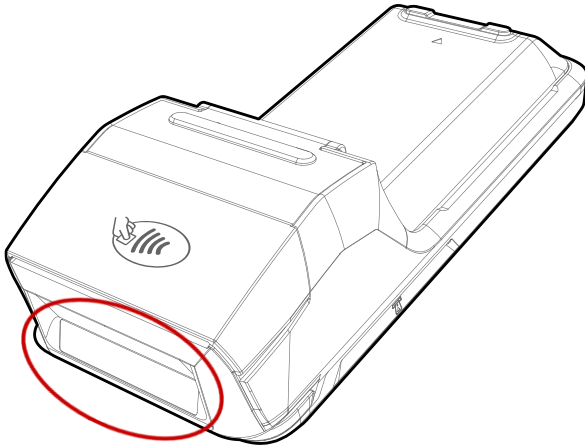


No	Name	Description
1	Advanced camera setting	Set quality, timer, size, etc.
2	Mode	Change the Camera or Video mode
3	Shutter button	Take a picture or recode a video
4	Gallery	Go to the gallery to see currently taken pictures
5	Flash option	 : Set flash mode (Activate / Deactivate / Auto mode)

Scanner

Scanner is placed on the top of the device.

Figure 31 P10 scanner



Scan a Barcode

Point the scanner at the barcode and press the scan button on the left side of the device.

Center the cross-hair laser aimer over the barcode. You can tilt the aimer slightly for a comfortable angle to scan.

Figure 32 Aiming barcode



Wireless

Mobile Network



Note: Mobile network is only available on the P10 SKU supporting WWAN.

To connect to a mobile network, SIM card is required. Insert SIM card first referring [Install SD & SIM cards](#)

After inserting the SIM card, reboot the device. When network is connected, a network icon will appear on the status bar.

Figure 33 Mobile network icon



Find network information and adjust the network settings in **Settings**  > **Network & internet** > **SIMs**.

Figure 34 Mobile Network Setting



Wireless

Wi-Fi

To turn on and connect a Wi-Fi,



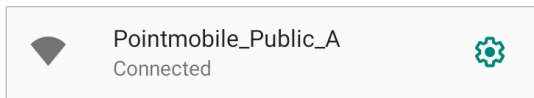
1. Go to **Settings**  > **Network & internet**  > **Wi-Fi**.
2. Tap toggle button to enable Wi-Fi.
3. Device searches for nearby Wi-Fi signals and lists them in order of signal strength.
4. Select a Wi-Fi SSID to connect.
5. The message **Connected** under the SSID means the device complete to connect to the Wi-Fi.

Figure 35 Wi-Fi connected




Notice: P10 cannot connect to Open WLAN network because of security. Make sure that the selected SSID is not open WLAN network. You can tell those apart by lock icon . To connect the secured Wi-Fi network, you need to enter the password.

Figure 36 Open Wi-Fi Network

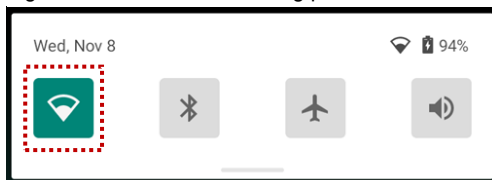


Figure 37 Secured Wi-Fi Network



If there is a saved Wi-Fi network, simply turn on the Wi-Fi through the Quick setting panel. The saved network will be connected automatically.

Figure 38 Wi-Fi in Quick setting panel



Wireless

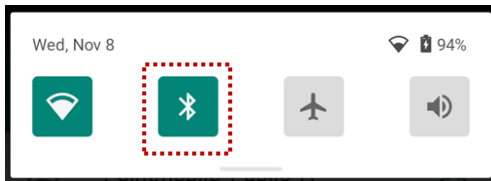
Bluetooth

Turn on / off

Bluetooth is turned off as default. There are two ways to turn on the Bluetooth,

- Open quick setting panel and enable Bluetooth 

Figure 39 Bluetooth in Quick setting panel



- Go to **Settings**  > **Connected devices**  > **Pair new device**

Pair and Connect



Notice: P10 cannot connect with Just-works Bluetooth devices due to security.

To connect with a new device,



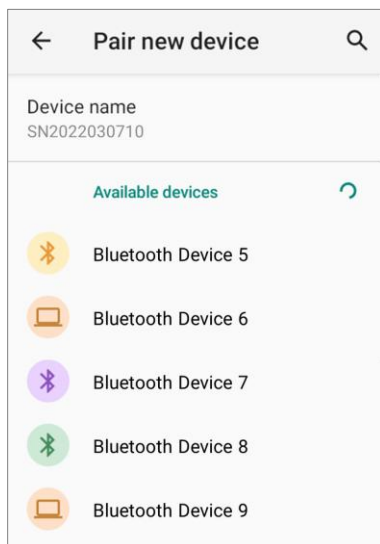
1. Go to **Settings**  > **Connected devices** .
2. Tap **Pair new device**.
(Bluetooth will be turned on automatically)
3. Select the device you want to pair among **Available devices** list.

Figure 40 Bluetooth available devices

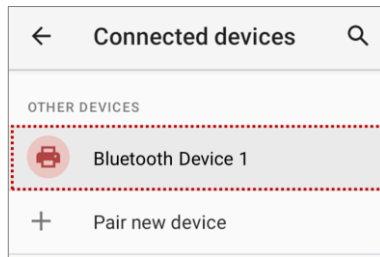


4. Follow instructions on the screen (Pairing code or pairing confirmation dialog) and tap **PAIR**.

Wireless

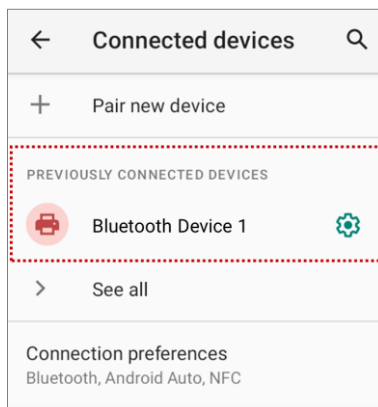
5. When the connection is succeeded, the connected device name is listed on the top of the screen.

Figure 41 Bluetooth currently connected




To connect a device previously connected, select the device name from the **PREVIOUSLY CONNECTED DEVICES** list.

Figure 42 Previously connected devices



Unpair and Disconnect

To unpair the device, select the name of the device you want to unpair from **CURRENTLY CONNECTED** list and tap **FORGET** .


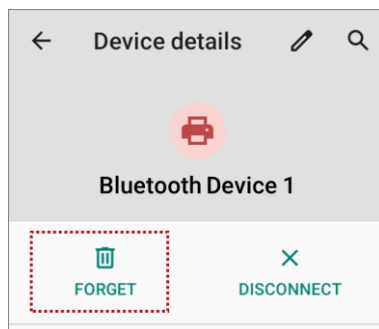
Or tap **DISCONNECT**  to disconnect only and not unpair.

Figure 43 Forget device



Wireless

Change the Bluetooth device details


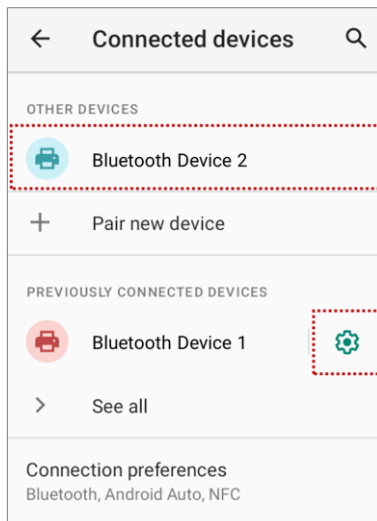

Select a device name from the top list or tap  icon next to the device name from **PREVIOUSLY CONNECTED DEVICES** list.

Figure 44 Bluetooth device detail



If no devices are listed under the **PREVIOUSLY CONNECTED DEVICES**, tap **See all**.

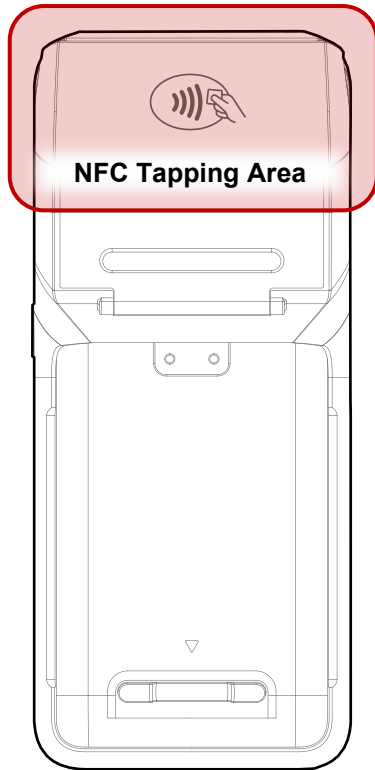
- To change the device's name, tap  on the top of the screen
- Turn other settings on or off (Available on some devices)

Wireless

NFC

P10's NFC antenna is located on the printer cover of the device (rear). Bring the NFC tag or contactless card close to the antenna location.

Figure 45 P10 NFC tapping area



System Maintenance

System Information

There are two ways for checking system information, on settings and on the Device Information app.

On Settings

Go to **Settings**  > **About phone** . Following information can be found.

- Device name
- Emergency information
- Legal information & Certificates
- Model and Hardware
- IMEI
- Android version
- IP address
- Wi-Fi MAC address
- Bluetooth address
- Build number

System Maintenance

On Device Information app


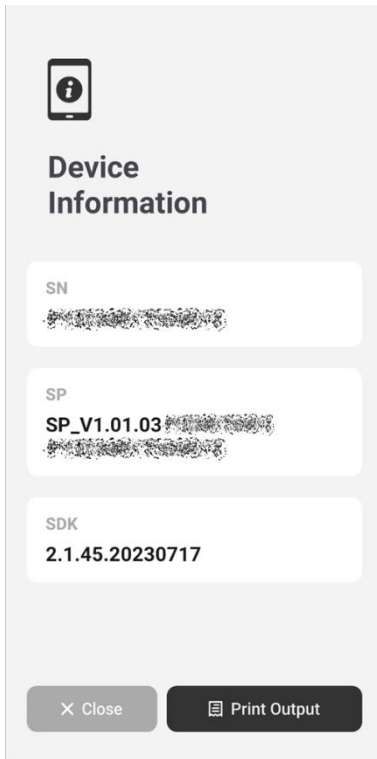
Launch **Device Information**  from the app drawer. Following information can be found, and can be printed by **Print Output** button.

Figure 46 Device Information app



System Maintenance

OS Update

Periodic update improves the performance of the device. Point Mobile provides up-to-date OS version via Service Portal and FOTA. Update the device via FOTA server.



Notice: Please backup your data before starting the update process.

OS update via FOTA

If P10 can connect to a network, use the FOTA server for the update.



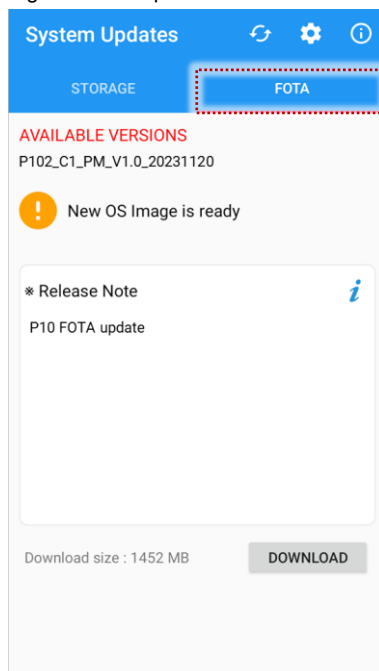
1. Connect the device with a network
2. Go to **Settings**  > **System**  > **Advanced** > **System Update**
3. Tap **FOTA** tab or Swipe left to move to **FOTA** tab
4. If there is an OS version newer than device's one, the server shows the new OS information

Figure 47 OS update via FOTA



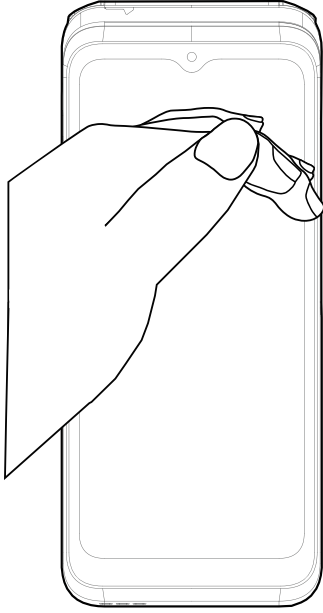
5. Tap **Download**
6. Tap **OK** on the **OS Update** dialog to start to download the OS image file
7. To complete the update, rebooting is required.
Tap **OK** on the **Restart required** dialog to restart the device

Safety Information

Entering PIN

Cardholder should cover the key area with one hand during entering PIN (Refer to Figure 48). In this way, the key area will not be seen except the cardholder. It can protect the secret code from peeping by the others.

Figure 48 Cover the screen during entering PIN



Safety Information

Battery Safety Information

Follow the battery safety guidelines for safe usage, storage, and disposal of Li-ion batteries. Improper battery use may result in a fire, explosion, or other critical hazards.

Battery Safety Guidelines

- Use only Point Mobile approved batteries and charging accessories. Other batteries and chargers may damage the device or result in a fire, leakage, or other hazards.
- Do not expose the battery to excessive heat or cold.
- Do not use or store the battery in or near areas that might get very hot, such as in a parked vehicle, near a heat duct or close to other heat sources.
- Do not allow objects that may cause a short circuit, such as metal objects, corrosive substances, or liquids like water, to contact the battery.
- Do not disassemble, crush, bend, shred, press, or other actions that may damage or deform the battery.
- Do not use or replace the battery on the go or from a high location. Dropping may result in an explosion or fire.
- Do not put any labels, stickers, tags, etc. on the device or battery. Performance of the device or battery, such as sealing, drop, or tumble, could be affected.
- Close supervision is necessary when used near children to avoid the risk of injury.
- If battery leakage is observed, avoid any contact with the skin or eyes and properly dispose of the battery. If contact has been made, wash the affected area with water for 15 minutes and seek medical advice.
- If you notice any type of damage to the battery, such as swelling, dents, and leaks, stop using it immediately and contact Point Mobile.

Battery Charging Guidelines

- Charge the battery in a clean, cool, dry, and ventilated environment.
- Separate the charger from the battery as soon as possible when the battery is fully charged.
- Battery performance can degrade due to the stress of daily charging and discharging. Batteries typically need to be replaced after 300 to 500 charging cycles (full charge-discharge cycles) or when the battery capacity has been reduced to 70 ~ 80% of its original capacity. The actual number of charging cycles varies based on usage patterns, temperature, age, and other factors.

Safety Information

Battery Storage / Disposal Guidelines

- Store the batteries in a clean, dry and ventilated environment within ambient temperature ranges of $20\pm5^{\circ}\text{C}$.
- For safety regulations, batteries are charged to below 20~30% of full capacity during production.
- When not using batteries for a long period, charge the battery for 30 minutes to 1 hour at least once every 6 months to prevent full discharge and keep the performance.
- Batteries should be stored separately when storing for long periods. Disconnect from any device, charger, or cradle.
- Dispose of used batteries promptly according to local disposal regulations.
- Do not dispose of the battery in fire. It may cause explosion.



Notice: The battery is consumable. Point Mobile provides a warranty for the battery for 12 months after purchase. If you suspect the battery swelling, change the battery immediately and contact Point Mobile.



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