

## DISHENGZHEN M10

# DISHENGZHEN M10 11.6-inch Smart POS Terminal User Manual

Integrated Payment Terminal & Till System

## 1. INTRODUCTION

This manual provides essential instructions for the setup, operation, and maintenance of your DISHENGZHEN M10 11.6-inch Smart POS Terminal. This integrated system is designed for various business environments, offering a comprehensive solution for payment processing and till management. Please read this manual thoroughly before using the device to ensure proper functionality and safety.

## 2. SAFETY INFORMATION

Observe the following safety precautions to prevent damage to the device or injury to users:

- Do not expose the device to water or excessive moisture.
- Avoid placing the device near heat sources or in direct sunlight.
- Use only the provided power adapter.
- Do not attempt to open or repair the device yourself. Refer to qualified service personnel.
- Ensure proper ventilation around the device during operation.

## 3. PACKAGE CONTENTS

Verify that all items are present in the package:

- 1 x DISHENGZHEN M10 Touch Screen Cash Register
- 3 x USB Cables
- 1 x DC Power Adapter (100-240V/AC input, DC 12V/4A/3A output)

## 4. PRODUCT OVERVIEW

The DISHENGZHEN M10 is an all-in-one POS terminal featuring an 11.6-inch main display and a 4.3-inch customer-facing display, integrated with a thermal printer and multiple payment acceptance options.



Figure 4.1: The DISHENGZHEN M10 Smart POS Terminal, showcasing its sleek design and integrated components.

#### 4.1 Key Components

- **11.6-inch IPS HD Display:** Main operator touch screen (1366\*768 pixel or 1920\*1080 pixel options).
- **4.3-inch IPS Screen Display:** Customer-facing display for transaction amounts, QR codes, and advertisements.
- **Integrated 80mm Thermal Printer:** Built-in printer with auto-cutter function, supporting both thermal labels and thermal receipts.
- **Omni-Payment Solution:** Includes NFC Contactless, an inbuilt QR code reader, and a hybrid card reading payment module for various payment types.
- **Operating System:** Supports Windows 10 Pro or Android 7.1/8.1.
- **Connectivity:** Multiple USB ports.



Figure 4.2: A customer using a smartphone to scan a QR code on the 4.3-inch display for payment, demonstrating the integrated payment capabilities.



Figure 4.3: Close-up view of the integrated 80mm thermal printer dispensing a receipt, alongside the card swipe slot for traditional card payments.



**Figure 4.4:** An illustrative diagram highlighting key features such as the 11.6-inch IPS Capacitive Touch screen, Windows 10/Android OS, 80mm Receipt Thermal Printer with Autocutter, and optional components like 1D/2D barcode scanner, NFC, and 4.3-inch LCD Display.

Windows10



Android



Google Play



Loyverse



e-Boleta

Support printing  
tickets, receipt/labels



Built-in 80mm thermal printer  
With automatic cutting function

Figure 4.5: The main 11.6-inch display showing a grid of applications, including IPI-POS, alongside a thermal label being printed from the integrated printer.



**Figure 4.6:** The DISHENGZHEN M10 terminal displaying the Windows 10 operating system interface, demonstrating its compatibility with Windows-based POS software.



**Figure 4.7:** The DISHENGZHEN M10 terminal displaying the Android operating system interface, showing its versatility for Android-based POS applications.

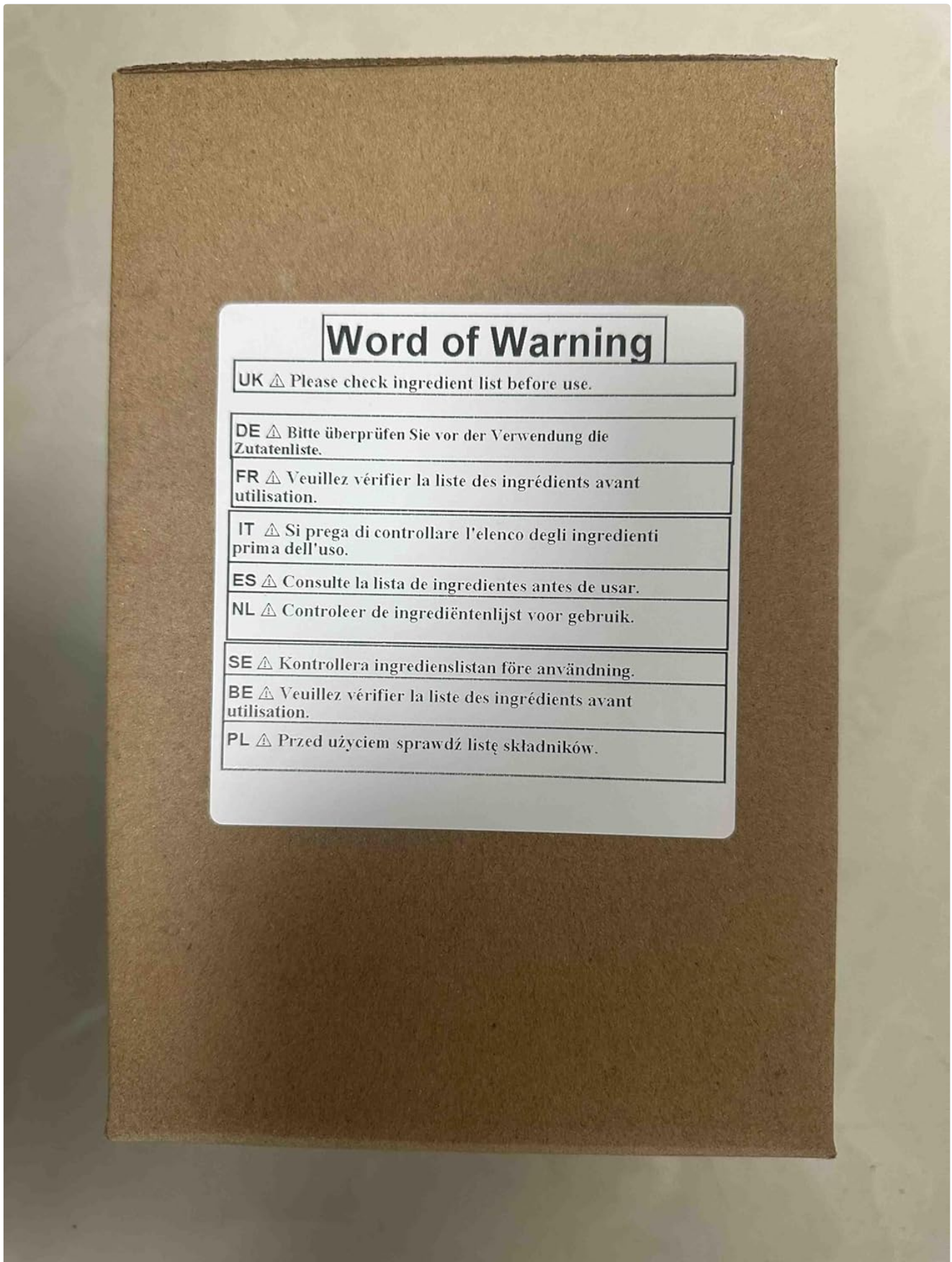


Figure 4.8: A diagram illustrating the physical dimensions of the DISHENGZHEN M10 terminal, with measurements of approximately 292mm (width), 297mm (depth), and 100mm (height).

## 5. SETUP INSTRUCTIONS

### 5.1 Unpacking and Placement

1. Carefully remove the POS terminal and all accessories from the packaging.
2. Place the terminal on a stable, flat surface with adequate ventilation.
3. Ensure the area is free from excessive dust, moisture, and direct heat.

## 5.2 Power Connection

1. Connect the DC power adapter to the power input port on the terminal.
2. Plug the power adapter into a suitable electrical outlet.

## 5.3 Initial Boot and OS Selection

1. Press the power button to turn on the device.
2. The system may prompt you to select the operating system (Windows 10 or Android) during the initial boot, depending on the configuration. Follow the on-screen instructions.
3. Complete any initial setup steps for the chosen operating system, such as language, time zone, and network configuration.

## 5.4 Connecting Peripherals

Use the provided USB ports to connect any external peripherals such as barcode scanners, external keyboards, or mice, if required.

# 6. OPERATING INSTRUCTIONS

---

## 6.1 Touchscreen Operation

The 11.6-inch main display features a G+G Capacitive touchscreen. It is oil-proof and water-resistant, allowing operation with wet hands or gloves. Use light touches for navigation and input.

## 6.2 Thermal Printer Operation

### 6.2.1 Loading Thermal Paper

1. Open the printer cover.
2. Insert a roll of 80mm thermal paper, ensuring the paper feeds from the bottom of the roll.
3. Pull a small amount of paper out past the cutter.
4. Close the printer cover firmly until it clicks into place.

### 6.2.2 Printing Receipts and Labels

The integrated printer supports both receipt and label printing. Printing functions are typically managed through your installed POS software. Ensure the correct paper type is loaded for your desired output.

## 6.3 Payment Acceptance

The M10 terminal supports multiple payment methods:

- **NFC Contactless:** For tap-to-pay transactions, instruct customers to tap their card or mobile device on the designated NFC area on the customer display.
- **QR Code Reader:** The inbuilt QR code reader allows customers to make payments by scanning a QR code displayed on the customer screen or by presenting a QR code from their mobile device to the reader.
- **Chip Card Reader:** Insert chip cards into the designated slot.
- **Magnetic Stripe Reader:** Swipe cards through the magnetic stripe reader slot.

Follow the prompts on the main display and the customer display during transactions.

## 6.4 POS Software Usage

The terminal comes pre-configured with a POS cash register system software. Familiarize yourself with the specific functions of your installed software for sales, inventory management, reporting, and other business operations.

## 7. MAINTENANCE

### 7.1 Cleaning the Device

- Turn off the device and disconnect it from the power source before cleaning.
- Use a soft, damp cloth to wipe the screen and exterior surfaces. Avoid abrasive cleaners or solvents.
- For the touchscreen, use a screen-specific cleaner if necessary, applied to the cloth, not directly to the screen.

### 7.2 Thermal Paper Replacement

Replace the thermal paper roll when it runs out, following the instructions in Section 6.2.1.

## 8. TROUBLESHOOTING

If you encounter issues with your DISHENGZHEN M10 terminal, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
Device does not power on	Power cable disconnected; Faulty power adapter; Power outlet issue	Check power cable connections; Try a different power outlet; Contact support if adapter is suspected faulty
Printer not printing	No paper; Paper loaded incorrectly; Printer cover not closed; Software issue	Load new paper roll correctly; Ensure cover is latched; Check POS software printer settings
Touchscreen unresponsive	Software freeze; Screen dirty; Hardware issue	Restart the device; Clean the screen; Contact support if issue persists
Payment module not working	Software error; Module disabled; Hardware issue	Restart the device; Check POS software payment settings; Ensure module is clean; Contact support

## 9. SPECIFICATIONS

Feature	Detail
Product Name	M10 All in One Touch Screen Android POS System
Type	Touch Screen POS Terminal
Main Screen Size	11.6 inch IPS HD display
Main Screen Resolution	1366*768 pixels (or 1920*1080 pixel option)
Touch Type	G+G Capacitive touch screen (10-dot)
Customer Display	4.3 inch IPS screen

Feature	Detail
CPU	Intel J1900 Quad core 2.0 Ghz (for Windows version)
Memory	1GB/2GB (Android), 4GB (Windows)
Hard Disk Capacity	16GB/32GB
Operating System	Windows 10 Pro (with license) / Android 7.1/8.1
Printer	Built-in 80mm thermal printer with autocutter
Printing Speed	116mm/s (for 80mm thermal printing)
Payment Module	NFC Contactless, Inbuilt QR code reader, Hybrid card reader
Connectivity	3 x USB ports
Power Adapter	100-240V/AC input, DC 12V/4A/3A output
Working Temperature	0°C~40°C
Manufacturer	DISHENGZHEN
ASIN	B0BWYFVRZF

## 10. WARRANTY INFORMATION

---

This DISHENGZHEN M10 Smart POS Terminal is covered by a standard manufacturer's warranty. Please refer to your purchase documentation or contact your retailer for specific warranty terms and conditions. Keep your proof of purchase for warranty claims.

## 11. SUPPORT

---

For technical assistance, troubleshooting, or service inquiries, please contact your product vendor or the DISHENGZHEN customer support channel provided at the time of purchase. When contacting support, please have your product model (M10) and ASIN (B0BWYFVRZF) readily available.