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# CiTAQ S1 Series POS Terminal Instruction Manual

**CITAQ**

**CiTAQ S1 Series POS Terminal**

# Product Information

The CITAQ S1 Series POS Terminal is a versatile and advanced device designed for point-of-sale applications. It comes in different models, including S1A01, S1A02, S1A03, S1A01-X, S1A02-X, and S1A03-X. The device features a powerful Quad-Core Cortex-A17 CPU with a clock speed of up to 1.8GHz. It has 4GB of RAM and 32GB of ROM for smooth multitasking and storage of data. The POS terminal runs on Android 10.0 operating system, offering a user-friendly interface and compatibility with a wide range of applications. It is equipped with a high-resolution display available in three sizes: 9.7 inches with a resolution of 1024×768, 11.6 inches with a resolution of 1366×768, and 13.3 inches with a resolution of 1920×1080. The display supports capacitive multi-touch for intuitive navigation. Connectivity options include Bluetooth 4.0 BLE, allowing seamless integration with other devices such as barcode scanners or printers. The device also features built-in WiFi support (IEEE 802.11 a/b/g/n/ac) for internet connectivity. The POS terminal includes a thermal printer with a printing speed of up to 20mm/s and a maximum printing span of 200km. It supports cutting paper in both half-cut and full-cut modes, ensuring efficient and clean printing. The device is powered by a DC24V/2.5A input and offers multiple ports, including 5 USB ports, 1 RS232 port, 1 HDMI port, 1 LAN port, and 1 RJ11 port for connecting a cash drawer. For installation and troubleshooting assistance, customer support can be contacted via email at **support@citaq.com**. Additional information can be found on the official website at **www.citaq.com**.

## ATTENTION

This is a Class A product. In a living environment, this product may cause radio interference. In this case, the user may need to take adequate measures. Replacing with error battery may cause explosion! Replaced old battery should be handed over to the repairman for disposal!Do not put them into fire! There is a Lithium battery in the device. Its voltage will decline if it is not turned on for long time. It will even stop working if the battery volume was exhausted. So the device requires to be charged at least in 2 months. If there is any problem during installation or any confusion about this manual, please send email to our customer support department:

**support@citaq.com**
There will be professional experts to help you!
Or visit our website: **www.citaq.com**
Thank you for using our products!
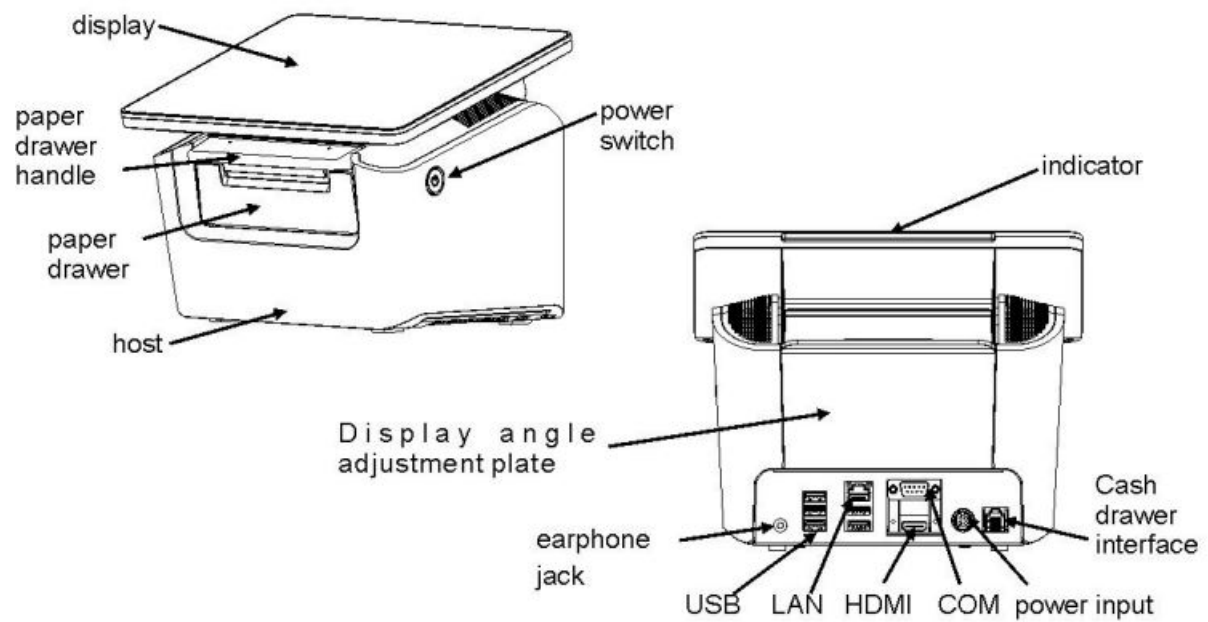
## ITEM LIST

Kindly find below items when opening carton

| ITEM | LIST |
|---|---|
| Device | 1 unit |
| Thermal pape | 1 roll |
| Adaptor | 1 pc |
| Power core | 1 pc |
| Manual | 1 pc |
| Twisted ring | 1 pc |
| Desiccative | 2 bags |

## Configuration

| Name | Configuration | Remark |
|---|---|---|
| CPU | Quad-Core Cortex-A17,up to 1.8GHz | |
| RAM | 4GB | |
| ROM | 32GB | |
| OS | Android 10.0 | |
| Display | 9.7' 1024*768; 11.6' 1366*768; 13.3' 1920*1080 | |
| Touch Screen | Capacitive multi-touch | |
| Bluetooth | Bluetooth4.0 BLE | |
| Speaker | Stereo 2W | |
| Indicator light | Programmable orange | |
| WiFi | IEEE 802.11 a/b/g/n/ac | |

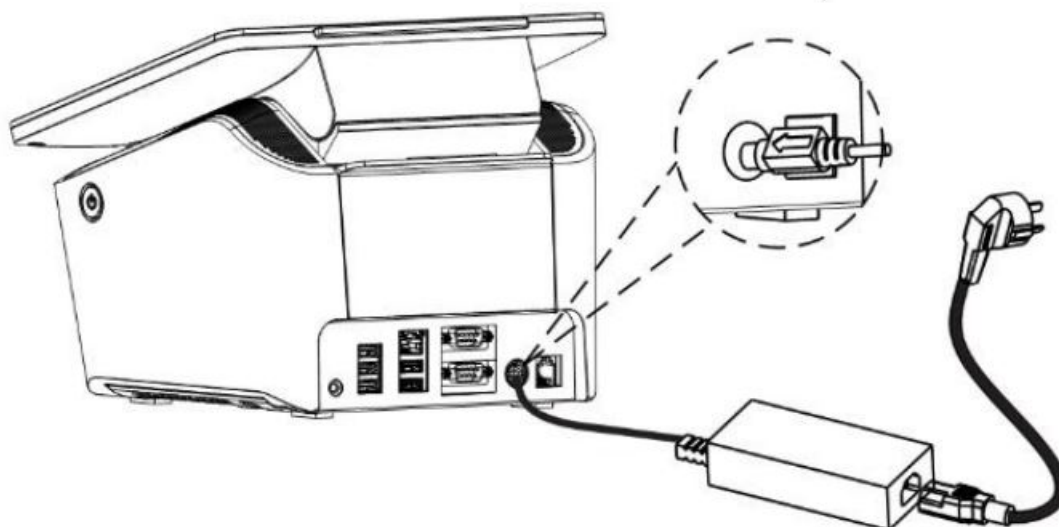| Name | Configuration | Remark |
|---|---|---|
| Printer | 80mm Thermal printer | |
| PrintingSpeed | MAX 20mm/s | |
| Printing Span | 200km | |
| Sensor | out of paper, cover open | |
| Cutting times | 2 million times | |
| cutting way | half cut/ full cut | |
| Power supply | DC24V/2.5A input | |
| Ports | 5X USB 1X RS232 1X HDMI 1X LAN 1X RJ11 for Cash drawer | |
| LAN | RJ45,10/100/100M | |
| Audio jack | 3.5mm standard audio jack, 4 phases with MIC. | |
| Working Environment Temperature | 0 ℃ -50 ℃　Humidity 10%-90% Non-condensation | |
| Storage Environment Temperature | -10℃– 60℃　Humidity 10%-90%, Non-condensation | |

**Product Interface**

**Installation Notes**

Put the whole machine on a stable table after unpacking.



| Product Size ( m m ) | 3 2 3 * 2 1 2 * 1 9 4 |
|---|---|
| Product Weight( K g ) | 5.7 |
| Package dimensions ( m m ) | 3 9 5 * 2 7 0 * 2 6 5 |
| Product gross weight( K g ) | 6.5 |

Note: The data is subject to the actual configuration.

Insert the power plug into the motherboard interface on the back of the host, and then connect the adapter.

**Install Paper**

Press the "paper drawer handle" upward to open the printer paper drawer, and install the paper roll in the correct way as shown in the figure.

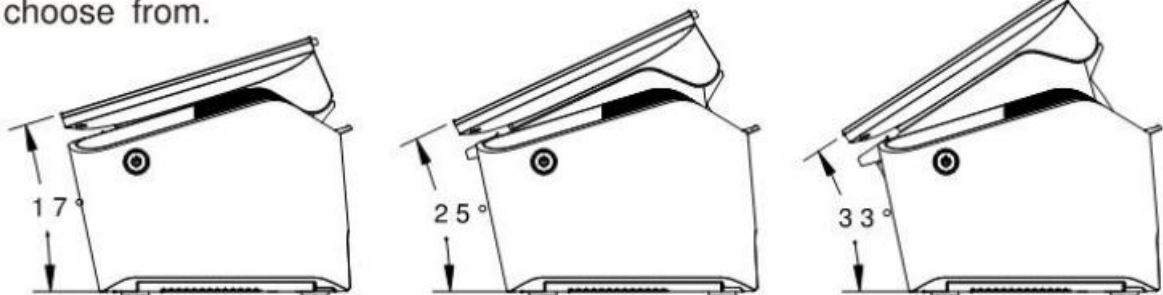Install the paper roll correctly    installed paper roll wrongly

**Display Description**
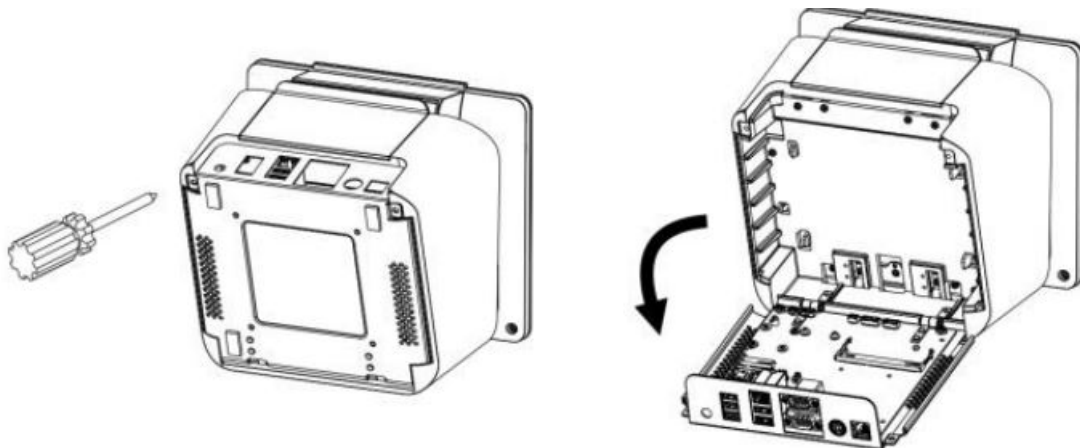
a. Pull back the "display angle adjustment plate";

b. At the same time ,the display screen is lifted up to adjust the display angle ;

c. Lift to the appropriate adjustment gear, and then buckle in the "display angle adjustment plate" to fix the display. Provides three display angle gears to choose from.
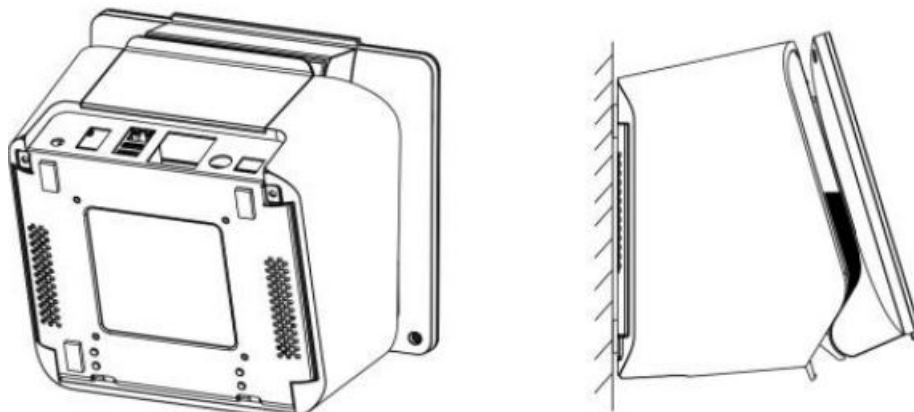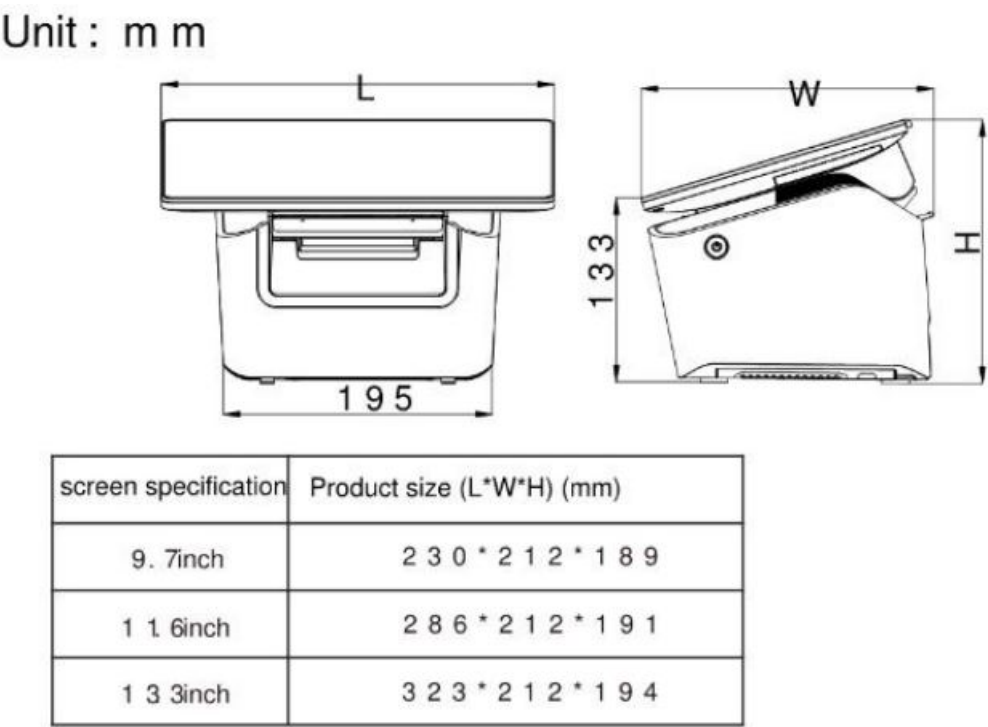


## Install the TF Card



- **Step 1:** Unscrew the metal cover
- **Step2:** Insert TF card to corresponding slot
- **Step3:** Install the metal cover

## Wall mounting Installation

- **Step 1:** A suitable flat wall should be required for installing fixture. Install the 4 screws(100x100mm) that fixing the bracket on the wall, and install the 4 screws(100x100mm) that embedding the equipment on the metal base board.
- **Step 2:** Put the equipment that installed with 4 Screws into the fixation block.
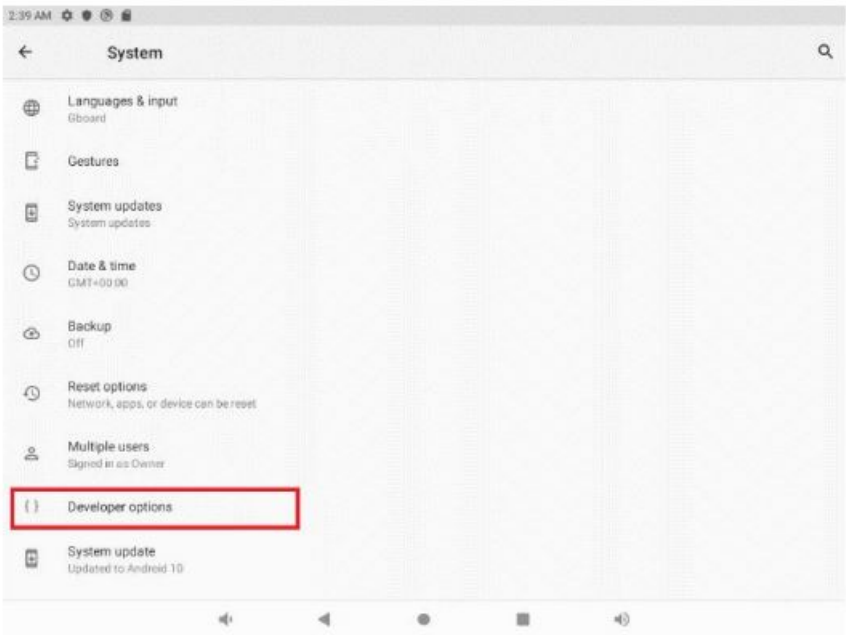
## Dimensions



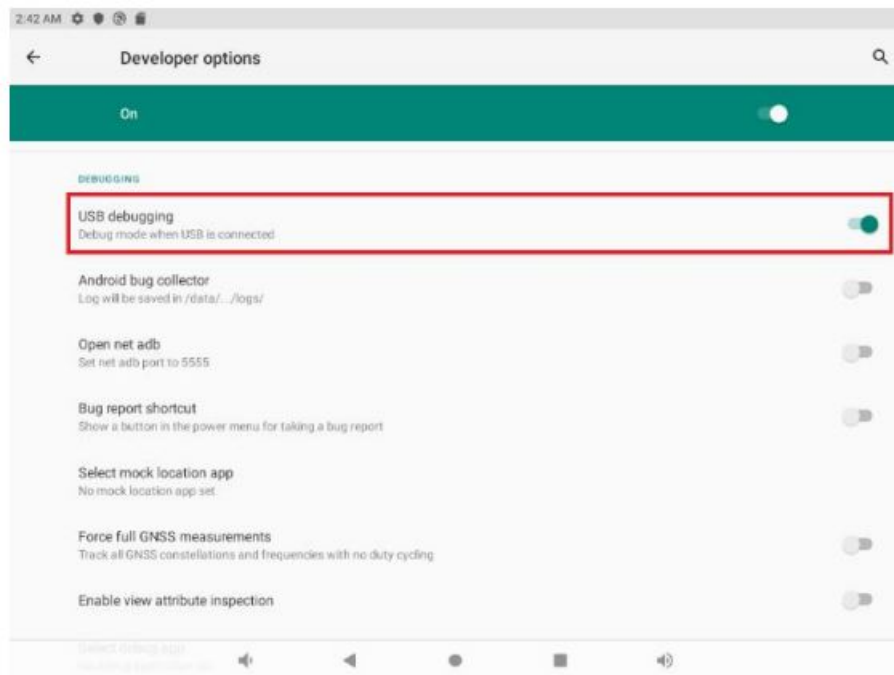| screen specification | Product size (L*W*H) (mm) |
|---|---|
| 9. 7inch | 2 3 0 * 2 1 2 * 1 8 9 |
| 1 1. 6inch | 2 8 6 * 2 1 2 * 1 9 1 |
| 1 3. 3inch | 3 2 3 * 2 1 2 * 1 9 4 |

## Developer debug mode

1. **Enter Developer mode**
   Turn on Settings, enter Abouttablet, Click Buildnumber for 7 times or more in a row until the "you are now a developer."prompt pops up. At this point, the System page in Settings can see the Developeroptions option.
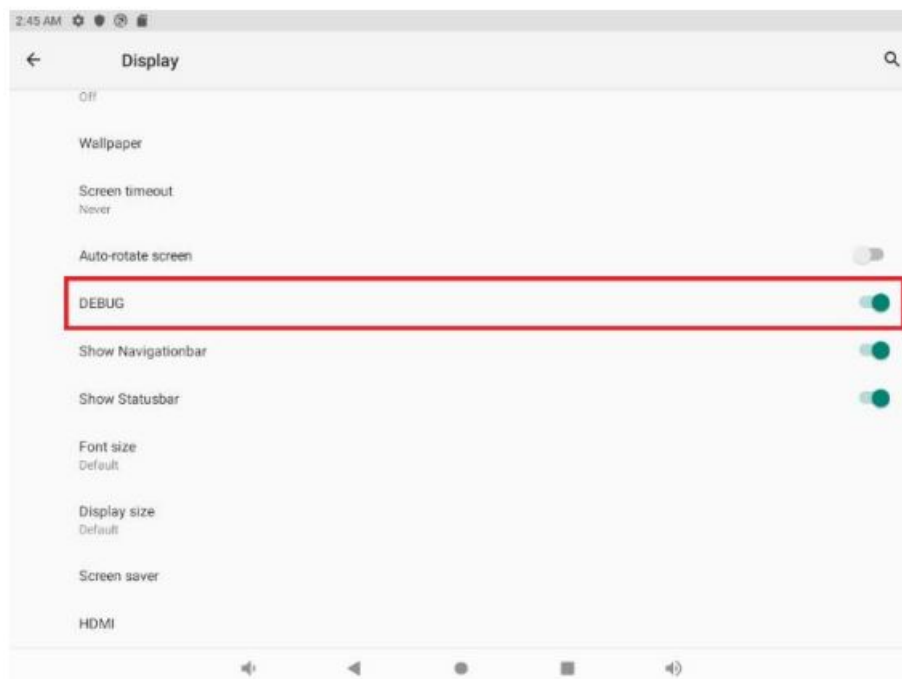


2. **Turn on debug**
   1. Enter Developer options, Turn USB debugging on.

2. Enter Settings, Enter Display, Turn DEBUG on.



3. **Debug**

Connect the Device and computer with a double-ended USB-A cable. (Must be connected to the usb port closest to the headphone jack)
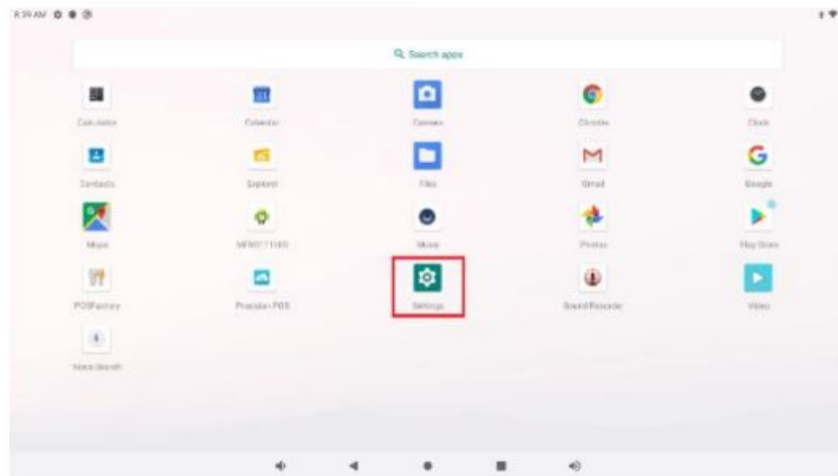


At this point, the adb command of the computer can already see the device and can be developed and debugged.

```
D:\>adb devices
List of devices attached
CTD328811111111111        device
```
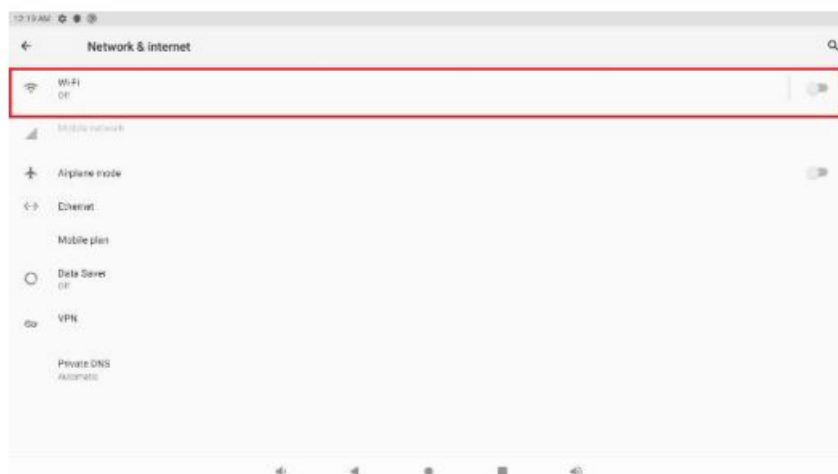
**WiFi**

- Step 1: Find and click the "Settings "on the desktop, as shown below:
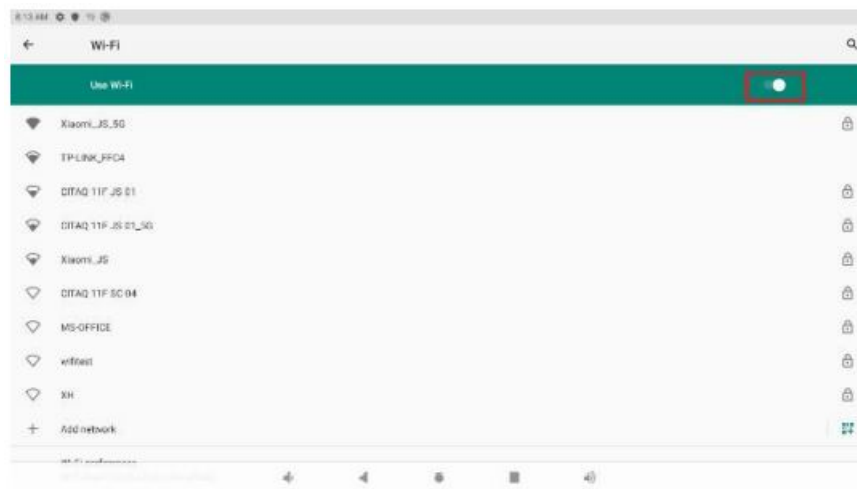


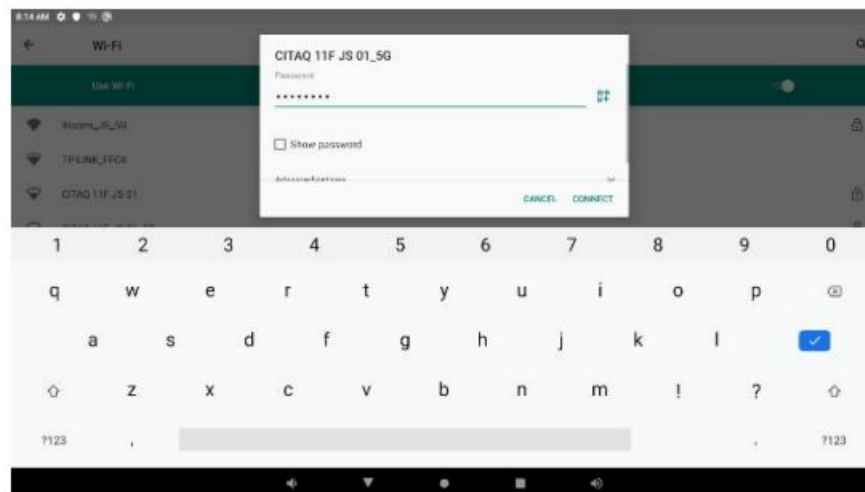- Step2: In the Settings menu, click "Network & internet", as shown below:



- Step 3: In the Network & internet menu, click "WiFi", as shown below:



- Step 4: After turning on the WiFi switch, find and click the WiFi signal that needs to be connected in the displayed signal list. As shown below:

- Step 5: Enter the WiFi password and click connect. As shown below:



- Step 6: After the connection is complete, find the wireless signal in the WiFi list, and it will display Connected. As shown below:
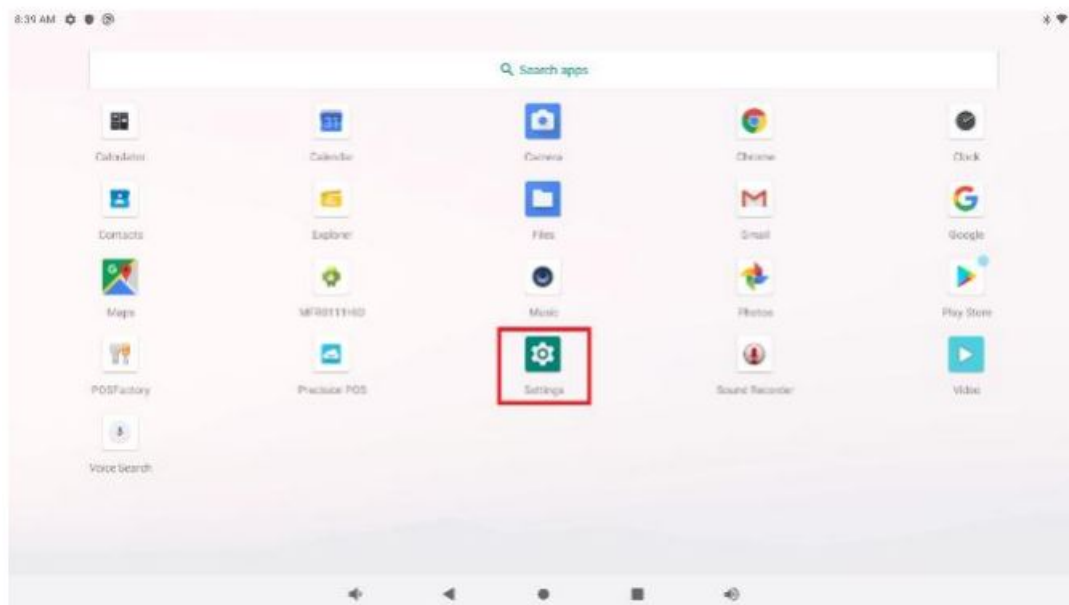


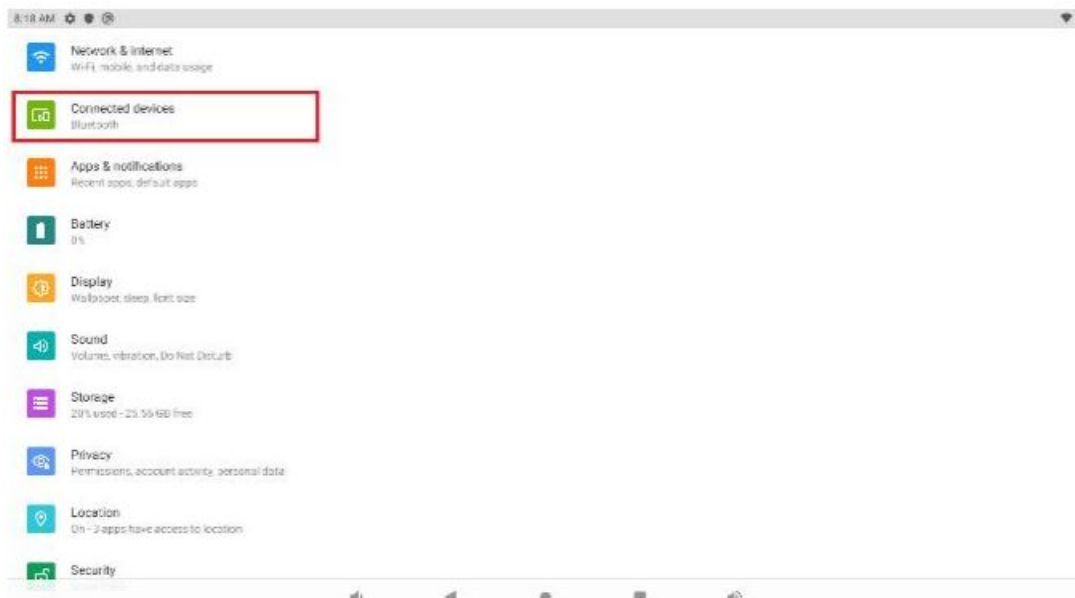- Step 7: In the WiFi list, click the connected signal to delete and share it. As shown below:
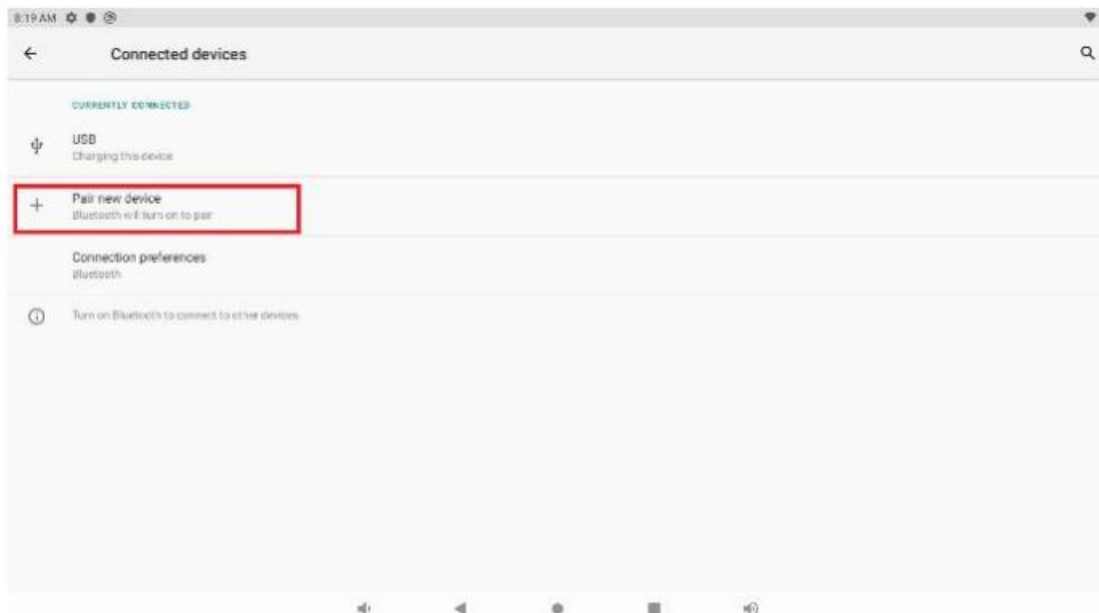
**Bluetooth**

- Step 1: Find and click the "Settings" on the desktop, as shown below:



- Step 2: In the Settings menu, click "Connected devices", as shown below:
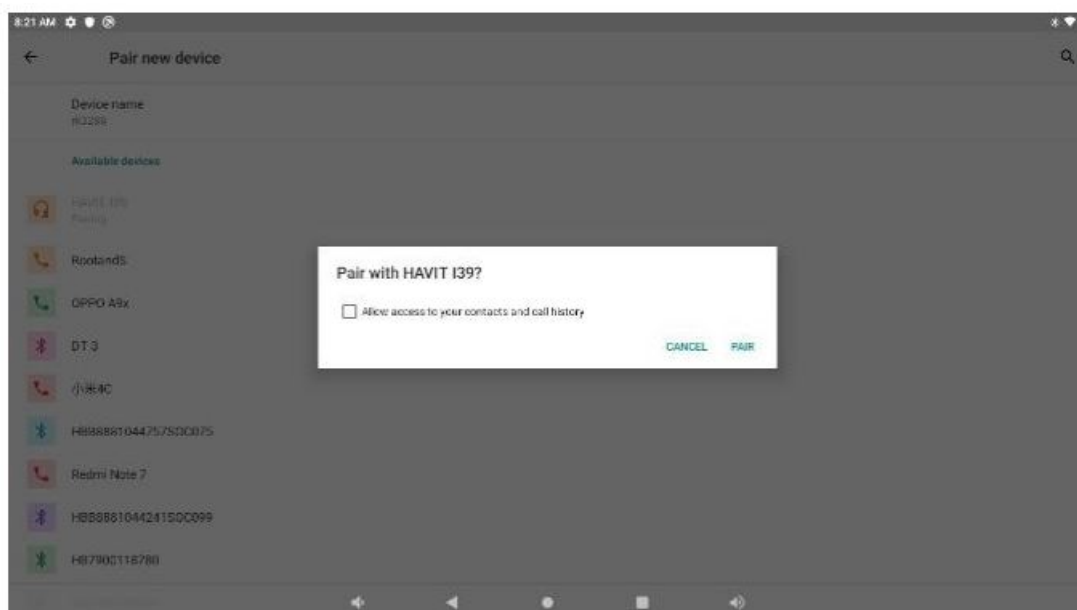
- Step 3: Click "Pair new device" to search for Bluetooth devices. As shown below:



- Step 4: Find and click the Bluetooth device to be connected in the displayed device list. As shown below:



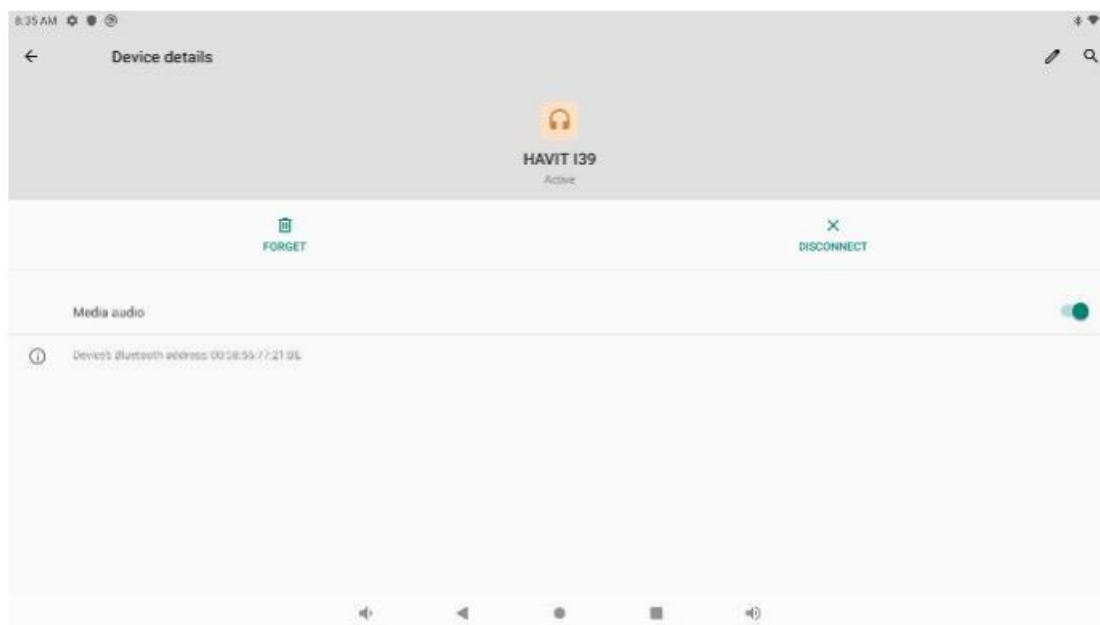- Step 5: In the confirmation box that pops up, click "Pair". As shown below:



- Step 6: After the pairing is complete, you can see the Connected device in the list of connected devices. As

shown below:



- Step 7: Click on the paired device to delete and disconnect it. As shown below:



**Daily Maintenance of the device**

1. Keep the spaces clean
2. Kindly pull out the adaptor after using to lengthen the service life.
3. Routinely clean dusts of the device. Don't use liquid or spray cleaner. Wipe the touch screen and case by a soft cloth. And please avoid pouring liquid inside the machine which will bring damage of it.
4. Don't cover anything on the device when using. That will cause inefficient heat dissipating and ages the device as well as shorten the service life.
5. When unstable voltage were found, please cut the power immediately to avoid damage to the device
6. Don't use it under circumstances that are with high temperature or humidity.
7. Touch the screen with a clean figure.
8. Don't use it or store under fierce sunshine.
9. Please don't put it in high magnetic places.
10. Apply better thermal paper will avoid wearing of printer mechanizm and lengthen its service life. Routinely

clean the thermal area with Alcohol pen or cotton carefully.

**Notice:**
Don't remove any label or attached stuffs on printer by knife or metal stuffs. Any hard materials (such as a bamboo stick or hard plastic) are not allowed for cleaning the printer. These will damage the thermal area and leads area and damage the printer as well.

## FCC Caution

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.
Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- 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 complies with FCC radiation exposure limits set fo rth for an uncontrolled environment. This equipment should be in stalled and operated with minimum distance 20cm between the radiator & your body.

**CITAQ CO., LTD**
**Tel:** 86-754-88990429
**Website:** **www.citaqpos.com**
**Add:** 9F&13/F, Chuangye Bldg, Keji Middle Road Hi-Tech Zone, Shantou, Guangdong, China 515000

## Documents / Resources

| | |
|---|---|
| **CITAQ S1**<br><br>CITAQ S1 Series POS Terminal<br>Installation Manual<br><br>Applicable model: S1A01, S1A02, S1A03,<br>S1A01-X, S1A02-X, S1A03-X ("X" can be represented<br>1"X)<br><br>Please read this manual carefully before installation | **CiTAQ S1 Series POS Terminal** [pdf] Instruction Manual<br>S1A01, S1A02, S1A03, S1A01-X, S1A02-X, S1A03-X, S1 Series POS Terminal, S1 Series, PO S Terminal, Terminal |

## References

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