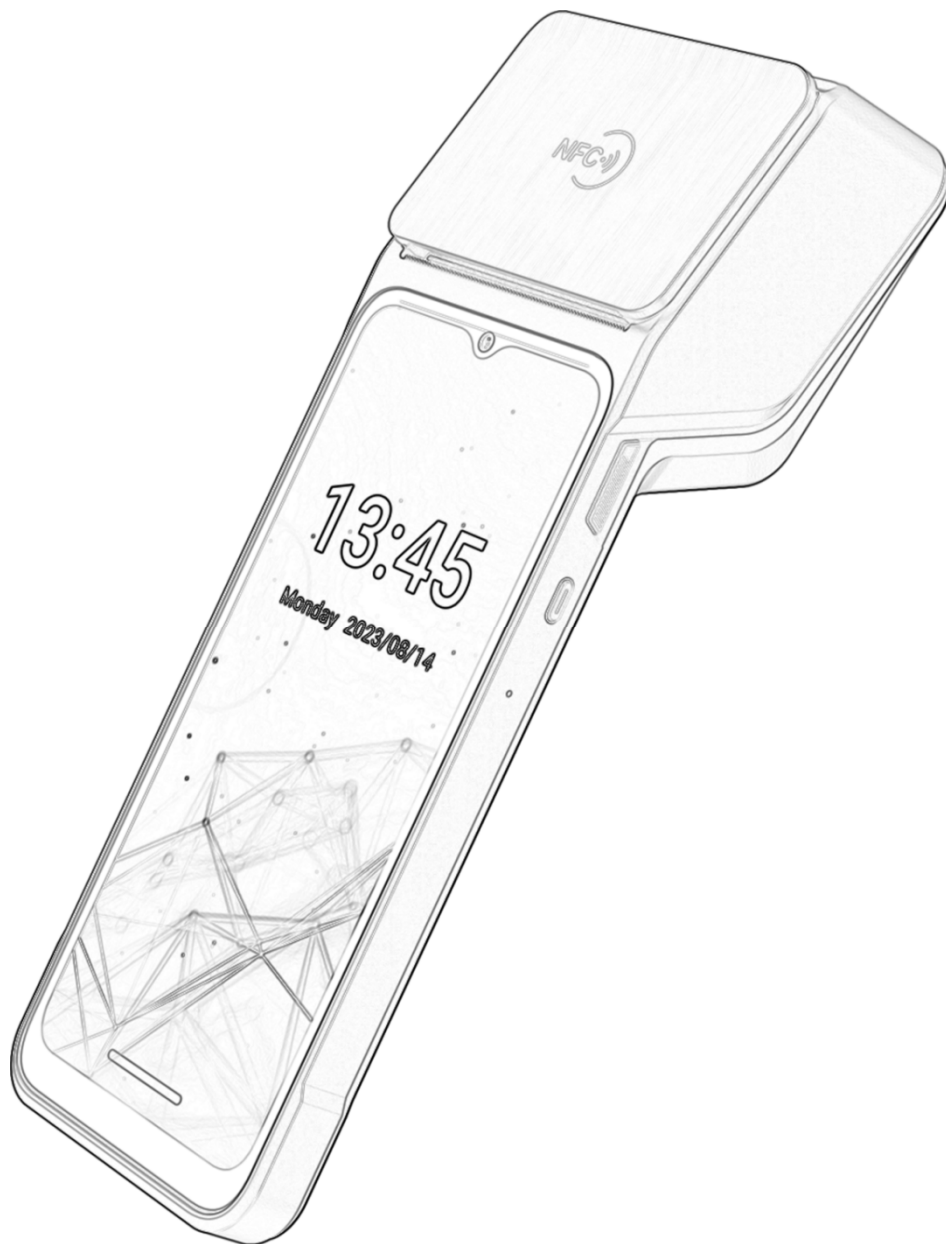


User Manual

M20Mobile Terminal



HVIN:M2oS1(Honeywell Scan Engine)

HVIN:M2oS0(None)

Contens

Disclaimer	4
Environment Tips	5
1. Introduction.....	6
2. Unboxing Inspection	6
3. Overview	7
4. Specification	9
5. Usage of terminal.....	10
5.2 Reading Contactless Card	11
5.3 Code Scanning	11
5.4 Installation Guide.....	11
5.4.1 SAM1/SAM2 Card	11
5.4.2 Micro SD Memory Card	12
5.4.3 SIM1/SIM2 Card	13
5.4.4 Removing SIM1 Card.....	13
5.5 Paper roll.....	14
5.5.1 Main characteristics of M20 paper roll.....	11
5.5.2 Loading paper roll.....	11

5.6 Battery.....	15
5.6.1 Inserting the battery	12
5.6.2 Charging the battery.....	12
6.Recommendations	13
6.1 Safety.....	13
6.2 Security of your terminal.....	14
6.3 Cleaning of the terminal.....	15
6.4 Transport and storage	15
7. Warning.....	18
8.Usage Precautions.....	20
9.Standard	21
10.Troubleshooting	21

Disclaimer

- Every effort has been made in the preparation of this User Guide to ensure the accuracy and completeness of its content. However, it cannot be guaranteed that there are no errors or omissions in this manual.
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- Fujian LANDI Commercial Equipment Co., Ltd. shall not be held responsible for any damages, malfunctions, data loss or loss of accessories caused by incorrect operations that do not follow the instructions provided in this manual.

Environment Tips

The environmentally sustainable lifespan of this product is 10 years, subject to the specified climate conditions for normal operation, storage, and transportation as outlined in the product's technical characteristics. Upon reaching its end-of-life stage, we highly recommend returning it along with its packaging to our company.

Part name	Hazardous substances					
	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent chromium (Cr(VI))	Polybrominated biphenyls (PBB)	Polybrominated diphenyl ethers (PBDE)
Casing	×	○	○	○	○	○
Circuit board	○	○	○	○	○	○
Power Supply (optional)	×	○	○	○	○	○
Wire (optional)	○	○	○	○	○	○
Packaging materials	○	○	○	○	○	○
Lithium battery	○	○	○	○	○	○

This form is prepared in accordance with the provisions of SJ/ T 11364.

○ : Indicates that the content of the hazardous substance in all homogeneous materials of the part is below the limit requirements specified in GB/ T 26572.

× : Indicates that the content of the hazardous substance in at least one homogeneous material of the part exceeds the limit requirements specified in GB/ T 26572.

Note:

1. Most of the parts of this product are made of harmless environmental protection materials, and the parts containing harmful substances or elements cannot be replaced by harmful substances due to the limitation of global technological development level.

2. The environmental data for reference are obtained by testing in the normal use and storage environment required by the product, such as humidity and temperature.

1. Introduction

We hope that you will be fully satisfied with your new M20 Mobileterminal.

Please read this guide to understand and make the best use of your terminal. It presents you the necessary information about use, installation, maintenance, safety and security recommendations.



WARRANTY/SECURITY

Use only the power supply included with the product to ensure best performance and safety. Maintenance should only be provided by LANDI authorized technician.

Failure to comply with these instructions will void the manufacturer's responsibility.



This symbol indicates an important Warning.

Before you start



When powering on for the first time, open the battery cover, remove the sticker from the top of the battery, and insert the lithium battery.

2. Unboxing Inspection



ADVICE

Carefully preserve the packaging of the M20 Mobileterminal. It must be re-used whenever the terminal is shipped.

According to the model, the following items are included in the M20 mobileterminal box (Including optional accessories):

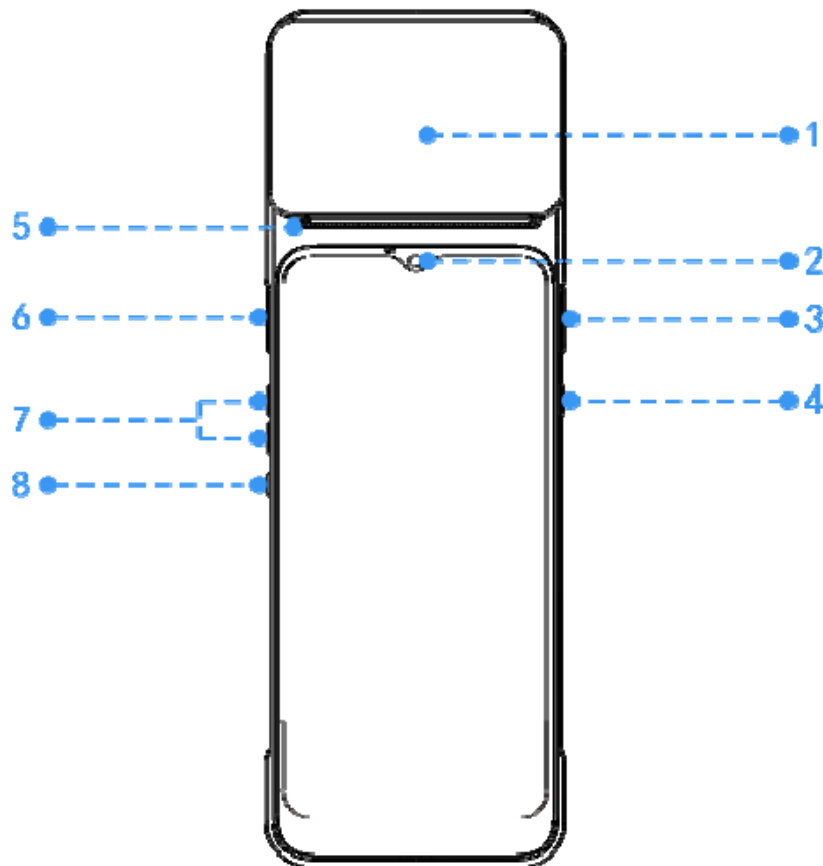
- M20 Mobile Terminal
- Paper Roll
- Power Adapter
- This user guide
- A battery pack
- USB Cable



CAUTION

The power adapter provided with your equipment is specially designed for LANDI M20 Mobileterminal. Do not use any other power supply. The use of a power supply with apparently similar voltage/current characteristics may damage your terminal.

3. Overview



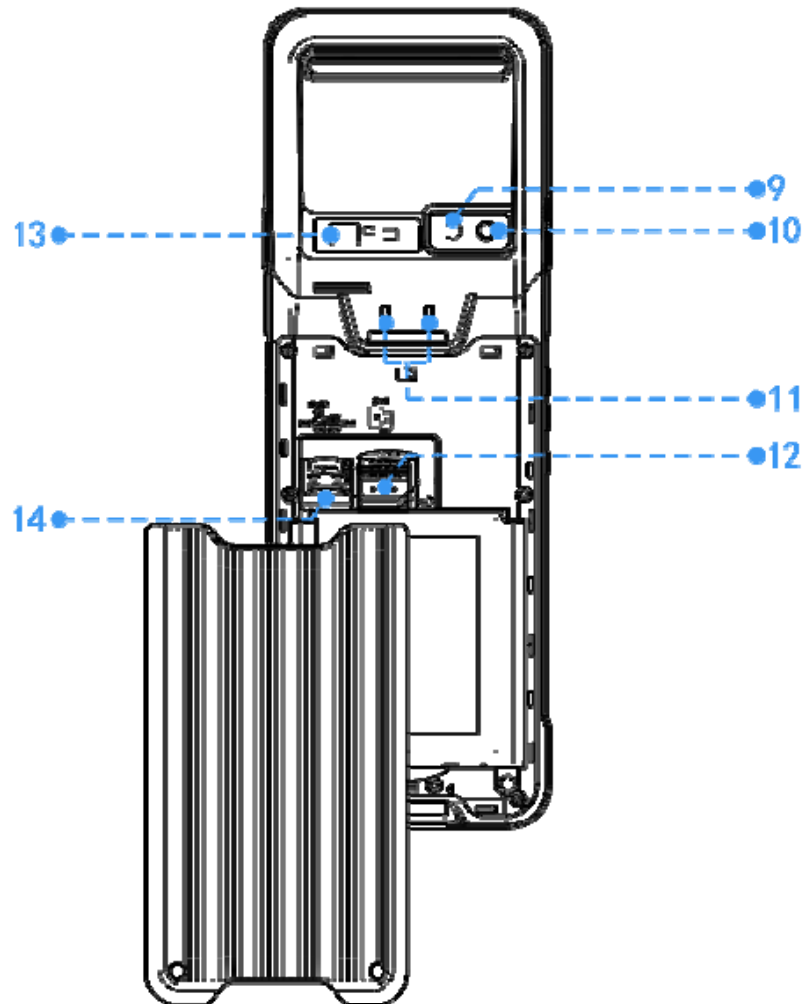
- 1、 **NFC Reader**
For reading membership card and other NFC cards.
- 2、 **Front Camera**
For capturing images and videos.
- 3、 **Quick button 1**
This button defaults to the scan button. Press and hold the button to activate the Scanner.
- 4、 **Power Button**
Short Press: Wake up or lock the screen.
Long Press: Long press for 2-3 seconds in power off mode to switch on the terminal.
Long press for 2-3 seconds in operation mode to select power off or restart.
Long press for 6-8 seconds when system is frozen for powering off.
- 5、 **Printer Paper Cover**
Open the paper cover to load/unload printing paper.
- 6、 **Quick button 2**
This button defaults to the scan button. Press and hold the button to activate the Scanner.

7、 Volume Button

Press '+' to increase the volume, and press '-' to decrease the volume.

8、 USB TYPE-C Port

For charging the terminal or for developer debugging purposes.



9、 Rear Camera

For quick scanning of QR codes/ Bar codes or photography.

10、 Flashlight

For lighting in camera mode.

11、 DC input PINS

Power/ground for charging (5V).

12、 SAM Card Slot

For inserting encrypted SAM cards and support the insertion of two cards.

13、 Scanner (Optional)

For bar code data collection.

14、 SIM/SD Card Slot

Insert/ remove Nano SIM and Micro SD Card.

4. Specification

Item	Specification
OS	Android 13 (GMS Certified)
CPU	Qualcomm Quad-core, 2.0GHz
memory	3GB + 32GB - MicroSD Card (Up to 2TB)
Display & Touchscreen	6.517", IPS, 720x1600 HDcapacitive multi-touch
Printer	58mm thermal printer, diameter : 40mm, print speed : 80mm/slabel printing (Optional), paper specs : 30~58mm wide, ≥20mm high, 2mm wide gap
Scanner	- None - Honeywell Scan Engine
Buttons	1 power key (Right side) 2 volumes keys (Left side) 2 scan buttons are located on each side (Optional)
Audio	- Speaker: 1W - Headset: USB-C - MIC: Dual MIC
Connectivity	- Cellular: 4G, 3G, 2G - Wi-Fi: 2.4G + 5G - Bluetooth: 5.0, supports BLE
Camera	- Rear camera: 5MP, autofocus and flashlight - Front camera: 2MP, fixed focus, for code scanning (Optional)
NFC (optional)	Android NFC, ISO / IEC 14443, ISO15693 compliant, support Type A / B, Mifare, Felica
SAM/SIM slots	2 SIM + 2 SAM
Connection	1 USB-C 2 Pogo Pin
Sensor	- G-sensor, support screen rotation automatic - Light Sensor - Proximity Sensor
power supply	5VDC 2A
Battery	7.7V/3550mAh, removable(Typical Capacity) 7.7V/3620mAh, removable(Typical Capacity)

Accessories	• Charging base • Battery charger (Support 4 batteries) • Hand strap
Weight	• 415g
Environment Editor	• Operating temperature:-10℃ to +50℃ • Storage temperature:-20℃ to +70℃ • Operating humidity:10% to 90% non-condensing
Charging temperature	• 0℃ to +40℃
Protection	• 1.2m drop tested • Data from LANDI lab

5. Usage of terminal



ADVICE

Before using the terminal, always check if the roll of paper is present.

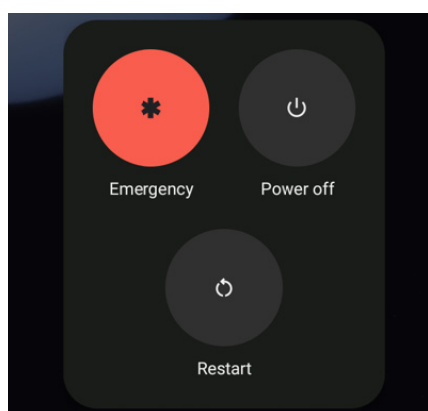
5.1 Power on/Power off the terminal

To power on: Make sure the terminal battery is correctly installed and Press <Power> button for about 2-3s until the display is turned up.

To power off: Press <Power> button for more than 2-3s until the display show the following figure,select <Power off> then press it.

If the battery is empty, the terminal automatically shuts off.

To restart:Press <Power> button for more than 2-3s until the display show the following figure, select < restart> then press it.



Abnormal power off:

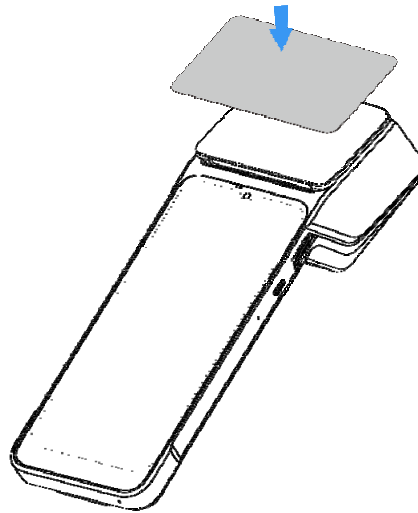
When the terminal works abnormally, for example, it is crashed and no actions menu popped out while pressing the power button, please long-press the power button for 11s, the terminal will be automatically powered off.

Screen switch operation:

Short press the power button for about 0.5s, the terminal display will be turned on or off.

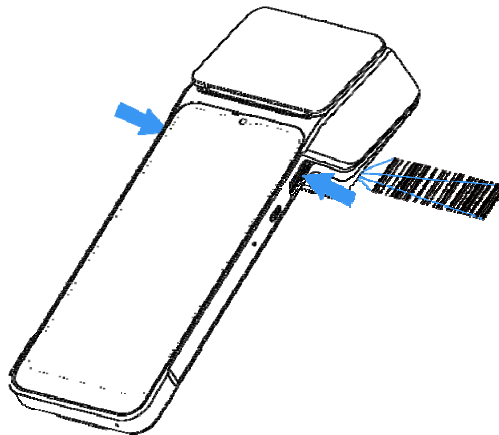
5.2 Reading Contactless Card

Please align the contactless card directly with the designated sensing area and refrain from removing it until hearing a successful card reading prompt. The radio frequency sensing area of the contactless card is located top of protective paper cover.



5.3 Code Scanning

Press and hold the scan button on either side, aligning the laser at the center of the bar code.



5.4 Installation Guide

5.4.1 SAM1/SAM2 Card

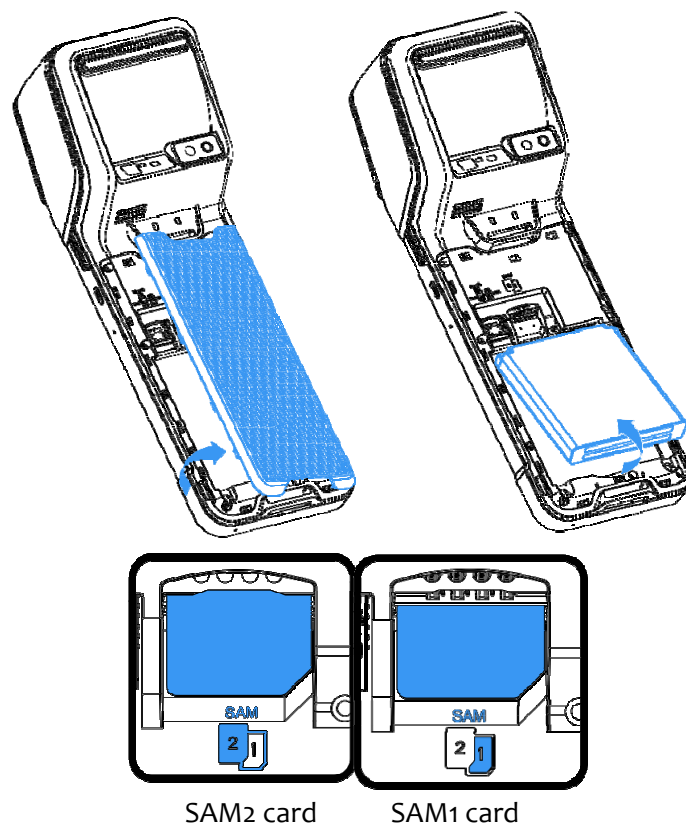


CAUTION:

Please power off the terminal first, open the back cover of the terminal, and remove the lithium battery.

The SAM connectors are located inside the terminal, in a closed compartment.

- Please power off the terminal first, open the back cover of the terminal, and remove the lithium battery.
- Remove the previously installed SAM card from the SAM card slot. (Note: Skip this step if no SAM card was installed.)
- Insert the SAM cards according to the indicated direction (with SAM2 card on top and SAM1 card at the bottom), until the SAM card is securely fixed in the card slot. (The terminal supports two SAM cards.)
- Reinsert the lithium battery and cover it with the back battery cover.



NOTICE

When using only one SAM card, it is recommended to insert SAM1 slot (bottom).



NOTICE

The appearance of the sockets of SIM card and SAM is same. Please do pay attention to the SIM card socket position.

5.4.2 Micro SD Memory Card

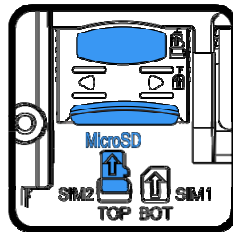


CAUTION:

Please power off the terminal first, open the back cover of the terminal, and remove the lithium battery.

Micro SD connector is located inside the terminal, in a closed compartment.

- Please power off the terminal first, open the back cover of the terminal, and remove the lithium battery.
- Insert the Micro SD card in the direction shown in the Fig below, until it is securely fixed in the card slot. (Note: The Micro SD card slot is located in the same slot as SIM 2, and only supports either one of them.)
- Reinserting the lithium battery and cover it with the back battery cover.



The terminal supports Micro SD up to 2TB.

5.4.3 SIM1/SIM2 Card



CAUTION:

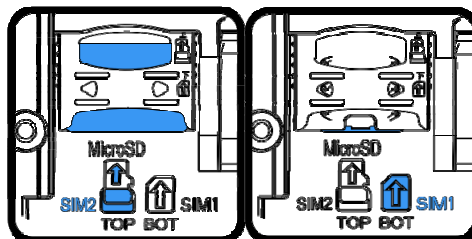
Please power off the terminal first, open the back cover of the terminal, and remove the lithium battery.

The SIM connector is located inside the terminal, in a closed compartment. This connector only supports Nano SIM card, please do not insert a standard SIM or Micro SIM cards.

- Please power off the terminal first, open the back cover of the terminal, and remove the lithium battery.
- Insert the SIM card in the direction shown in the Fig below, until it is securely fixed in the card slot. The SIM1 card is located below the card holder; SIM2 card and Micro SD card are in the same card slot (On the top of the card holder), which only supports 1 out of 2 options.

Furthermore, SIM2 card should be inserted horizontally. Please make sure to identify the correct orientation and avoid inserting it upside down.

- Reinsert the lithium battery and cover it with the back battery cover.



5.4.4 Removing SIM1 Card



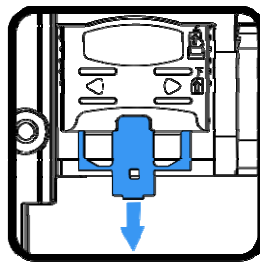
CAUTION:

Please power off the terminal first, open the back cover of the terminal, and remove the

lithium battery.

Due to the special way of removing the sim2 card, it is specially explained here as follows.

- Please power off the terminal first, open the back cover of the terminal, and remove the lithium battery.
- Pull out the card slot according to the indicated direction and remove SIM2 card.
- Reinstall the lithium battery and cover it with the back battery cover.



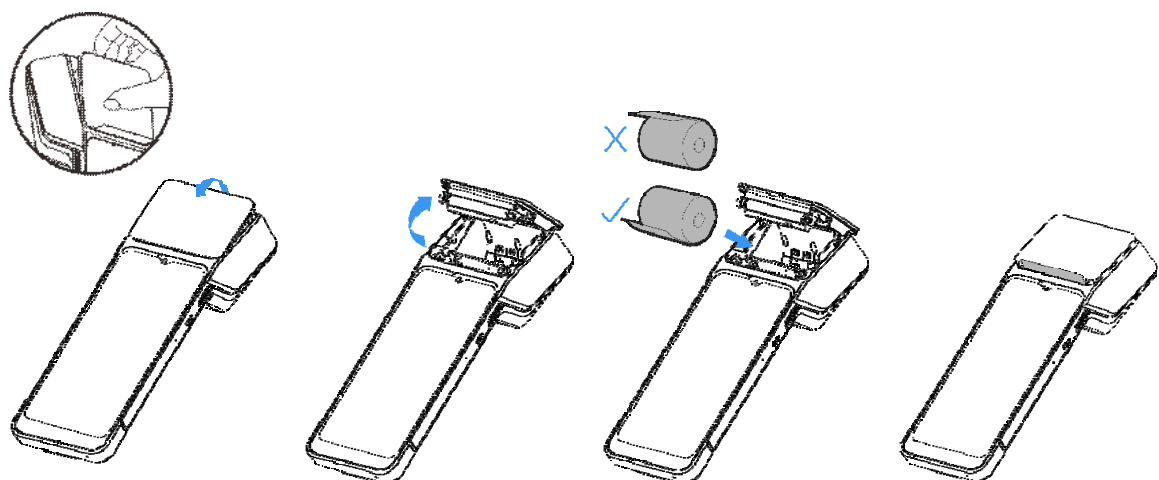
5.5 Paper roll

5.5.1 Main characteristics of M20 paper roll

Paper roll characteristics	Precisions
Color	White
Width	58mm (2.283inch)
Diameter	30mm(1.181inch)
Length	About 18 meters (59feet)

5.5.2 Loading paper roll

- Open the paper cover by lifting the catch located at the top of M20 and pull the cover to the rear of the terminal.
- Insert the paper roll in the compartment following the directions shown on the below picture.
- Pull the paper up to the top of terminal, maintain the paper and close the cover.
- Press simultaneously on both upper corners of the paper flap until it clips into position.





NOTICE

If you insert a new R30 paper roll, tear off the first length (one complete turn to avoid printing on adhesive footprint).

5.6 Battery

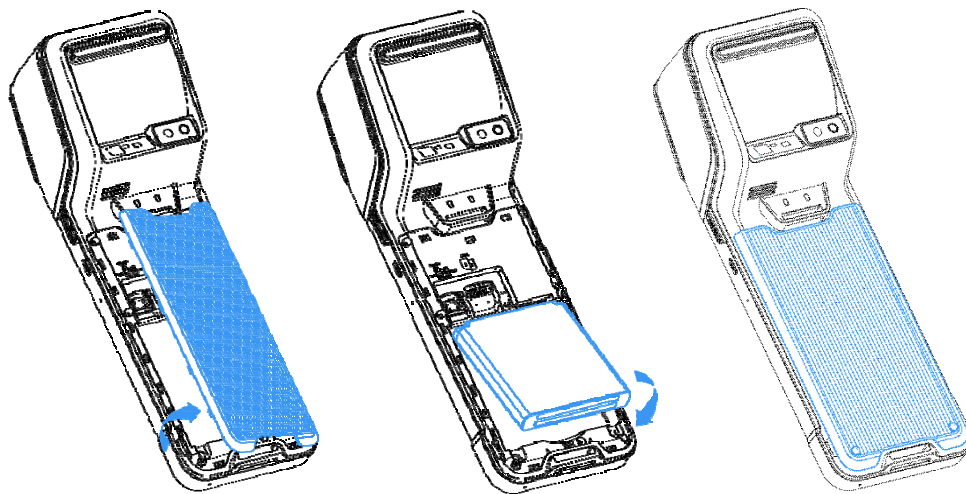
5.6.1 Inserting the battery



CAUTION:

Check that the terminal is not connected to the main electric network.

- open the back cover of the terminal as shown with the arrow on the picture.
- Disengage the back cover of the terminal.
- Take the battery pack included in the box.
- Locate the battery pack connector beside the battery compartment.
- Plug the battery pack connector according to the connector locating system.
- Place the battery pack in its compartment.



5.6.2 Charging the battery

- When does the battery need to be charged?
 - When used daily, the terminal recharges its battery each time the power adapter is connected. Charging is automatic.
- How can the battery be charged?

Using the power adapter

- Connect the power adapter to the terminal USB Type-C connector located on the left side of the terminal.
- Connect the power adapter to the power supply mains network.
- Check if the battery in the upper right corner of the screen for a lightning bolt sign. (It means battery charging.)

6. Recommendations

6.1 Safety

Powering off the M20

Disconnect the M20 power supply block adapter from the electrical mains network.

Lithium Button Battery

The M20 is fitted with an internal lithium button battery which can only be accessed by a qualified technician.

Battery

M20 is fitted with a battery specially designed for this terminal.

- Only use the appropriate chargers and batteries listed in the LANDI's catalogue.
- Do not short-circuit the battery.
- Do not attempt to open the battery container.
- Used batteries must be disposed of at the appropriate sites.

The life span of battery depends on:

- Features used.
- Number of charge and discharge cycles.
- Use temperature.



CAUTION

RISK OF EXPLOSION BATTERY IS REPLACED BY AN INCORRECT TYPE.
DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.



Warning

There is a risk of explosion if the battery is incorrectly replaced or is placed in a fire.

Electrical power supply network

Provide an electrical outlet:

- Located near the equipment and easily accessible.
- Must meet the standards and regulations in the country of use.
- For type A plug, the protection of the installation must be set to 20 A.

Speaker



CAUTION

To prevent possible hearing damage, do not listen at high volume levels for long periods.

LASER RADIATION





SAM1/SAM2/SIM Readers compartment

The back cover for battery, SAM1/SAM2/SIM, readers located underneath the terminal, must be in place during the normal operation of the terminal.

On Airplanes

Your terminal must be switched off by removing the battery pack. Remove the battery from the terminal when on an airplane.

Non-compliance with these safety rules may result in legal action and/or a ban on later access to cellular network services.

Explosion areas

Some regulations restrict the use of radio equipment in chemical plants, fuel depots and any site where blasting is carried out. You are urged to comply with these regulations. The terminal shall be protected by a specially fitted and certified cover enabling use in proximity to a fuel pump.

Thunderstorm weather

According to some relevant reports, the mobile phone electromagnetic wave is good conductor of lightning. It is much easier to suffer lightning strike when the damp atmosphere form a magnetic conductivity, especially in open areas. Do not use wireless terminals under thunderstorm weather.

Electronic health appliances

Your terminal is a radio transmitter which may interfere with health appliances, such as hearing aids, pacemaker, hospital equipment, etc.

Your doctor or the equipment manufacturer will be able to provide you with appropriate advice.

6.2 Security of your terminal

Your terminal fulfills current applicable PCI PTS security requirements.

Upon receipt of your terminal you should check for signs of tampering of the equipment. It is strongly advised that these checks are performed regularly after receipt. You should check, for example: that the keypad is firmly in place; that there is no evidence of unusual wires that have been connected to any ports on your terminal or associated equipment, the chip card reader, or any other part of your terminal. Such checks would provide warning of any unauthorized modifications to your terminal, and other suspicious behavior of individuals that have access to your terminal. Your terminal detects any “tampered state”. In this state the terminal will repeatedly flash the message “Warning Detected” and further Usage of terminal will not be possible. If you observe the

“Warning Detected” message, you should contact the terminal helpdesk immediately. You are strongly advised to ensure that privileged access to your terminal is only granted to staff that have been independently verified as being trustworthy.

CAUTION



Never ask the customer to divulge their PIN Code. Customers should be advised to ensure that they are not being overlooked when entering their PIN Code. The terminal must never be put in or left at a location where it could be stolen or replaced with another terminal.

6.3 Cleaning of the terminal

First, unplug all the wires from terminal.

Rules for proper cleaning of the terminal are:

- Use a soft cloth that is very slightly soaked with soapy water to clean the outside of terminal.
- Do not clean the electrical connections.
- Do not use in any case, solvents, detergents, or abrasive products: Those materials might damage the plastic or electrical contacts.
- Avoid exposing the terminal to the direct rays of the sun.
- Do not put anything into the slot of the smart card reader.

6.4 Transport and storage

Adopt general transportation mode, and prevent the goods from sunlight, snow, shower, and mechanical impact. Transport the terminals with care, do not throw it forcibly.

Prevent the packaging from extrusion during transportation, to avoid breakage. The product should be stored in the original packing box. The warehouse is not allowed to have all sorts of harmful gases, inflammable, explosive, corrosive chemical goods, strong mechanical vibration, and strong magnetic field. Packing box should be at least 15cm above the ground, and be away from heat, cold, window or air inlet source at least 50cm.

7. Warning

FCC Statement:

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

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.

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.

ISED RSS Warning:

This device complies with Innovation, Science and Economic Development Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

The device for operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems

Le présent appareil est conforme aux CNR d'ISED applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Les dispositifs fonctionnant dans la bande de 5 150 à 5 250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux

Specific Absorption Rate (SAR) information

SAR tests are conducted using standard operating positions accepted by the FCC/ISED with the device transmitting at its highest certified power level in all tested frequency bands, although the SAR is determined at the highest certified power level, the actual SAR level of the product while operating can be well below the maximum value. Before a new device is available for sale to the public, it must be tested and certified to the FCC/ISED that it does not exceed the exposure limit established by the FCC/ISED. Tests for each Device are performed in positions and locations as required by the FCC/ISED.

Les tests SAR sont effectués à l'aide d'un emplacement d'exploitation standard reconnu par la FCC / isedc et l'équipement transmet à son niveau de puissance certifié le plus élevé dans toutes les bandes de fréquence testées, bien que le SAR soit déterminé au niveau de puissance certifié le plus élevé.

Le niveau de SAR pendant le fonctionnement de l'appareil peut être bien inférieur au maximum. Avant de vendre un nouveau produit au public, il doit être testé et démontrer à FCC / isedc qu'il ne dépasse pas les limites d'exposition spécifiées par FCC / isedc, chaque appareil étant testé à l'endroit et à l'endroit requis par FCC / isedc. Pour le fonctionnement du corps, l'appareil a été testé pour être conforme aux directives FCC / isedc sur l'exposition aux RF lorsqu'il est utilisé avec les accessoires spécifiés pour ce produit.

For body-worn operation, the device has been tested and meets the FCC exposure guidelines.

Non-compliance with the above restrictions may result in violation of RF exposure guidelines.

The device should be operated with minimum distances 10 mm from the Body.

Pour une utilisation corporelle, l'appareil a été testé et répond à l'exposition FCC Lignes directrices.

Le non-respect des restrictions ci-dessus peut entraîner une violation de l'exposition aux RF Lignes directrices.

Le dispositif doit être utilisé à une distance minimale de 10 mm du corps.

8. Usage Precautions

- Do not use the terminal in harsh environments such as direct sunlight, high temperatures, humidity, or excessive dust.

- When cleaning, make sure to turn off the power first and use a soft dry cloth to wipe the body of the terminal. For cleaning the terminal, dampen a clean cloth with a few drops of neutral cleaner; do not use a wet cloth. For stubborn stains, you can use alcohol or cleaners containing alcohol for cleaning. Avoid using diluents, trichloroethylene, or ketone-based solvents as these chemicals can damage plastic or rubber components. Never spray cleaning agents or other solutions directly onto the keyboard or terminal screen.

- Do not plug in or unplug any components while they are powered on as this may damage interface terminals.

- After each day's business operations end, please remember to shut down the terminal to

save energy.

·The terminal should be managed by designated personnel and should not be operated by individuals unfamiliar with its operation.

· If any of the following abnormal phenomena occur in the work, it shall stop the operation immediately, cut off the power supply, and promptly report to the service provider:

1. Hearing sharp noises during operation.
2. Accidentally allowing impurities or water into the terminal.
3. Emitting unpleasant odors during operation.

9. Standard

CE MARKING

The CE marking indicates M20 complies with the requirements of European Directive 2014/53/EU on Radio Equipment for:

- The protection of the health and the safety of the user and any other person.
- The protection requirements with respect to electromagnetic compatibility.

And complies with harmonized standards.

Environment (WEEE, Batteries and Packaging)

This product is labeled in accordance with European Directives 2012/19/EU concerning Waste Electrical and Electronic Equipment (WEEE) and 2013/56/EC concerning Batteries and Accumulators. Those provisions are requiring producers and manufacturers to become liable for take-back, treatment and recycling upon end of life of equipment and batteries.



The crossed-out wheeled-bin symbol on the product or its accessories means that the product belongs to the family of electrical and electronic equipment, and waste batteries must not be thrown away but collected separately and recycled.

Please contact your retailers for more detailed information about the compliance solution in place for disposing of your old product and used batteries.

In this way you can participate in the re-use and upgrading of Electrical and Electronic Equipment Waste, which can have an effect on the environment and human health.



The Green Dot recycling symbol on the packaging means that the packaging meets the requirements of directive 94/62/EC and all its revisions on packaging and packaging waste. Packaging waste must be returned, collected and recovered by Green Dot organizations.

10. Troubleshooting

Q: The terminal cannot be started.

A: The terminal might be under low energy status or the program may be damaged. Please make sure the power is enough and then restart your terminal. If it still fails, please contact our customer service department for help.

Q: Printer cannot work.

A: This may be caused by abnormal power supply or incorrect paper installation.

Check the battery status or the terminal power connection. If the remaining battery power is insufficient for a complete printing operation, the printer will not print the paper.

Check the printer roller and if the paper dust cover is correctly installed.

If the problem still exists, please contact our customer service center.

Q: Transaction Processing Failure

A: Following reasons are likely to cause transaction failure: damaged contactless card or smart card/SAM card, damaged NFC card reader, improper operation of card swiping, etc. Try to use more than one contactless card to test the transaction, to confirm the failure is not caused by contactless card.

Make sure card swiping is operated correctly.

Manually process the transaction instead of NFC reader. If manual transaction works, the failure may be caused by NFC reader.

Use more than one smart card to test the transaction, to confirm the failure is not caused by smart card. Make sure the SAM card is correctly inserted into the card slot.

Check if the SIM card is installed correctly and local wireless communication network functions or not.

If there is still problem, please contact our customer service center.

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