




# SUZOHAPP WP188 Computers Boards User Guide

[Home](#) » [SUZOHAPP](#) » SUZOHAPP WP188 Computers Boards User Guide 

## SUZOHAPP WP188 Computers Boards User Guide



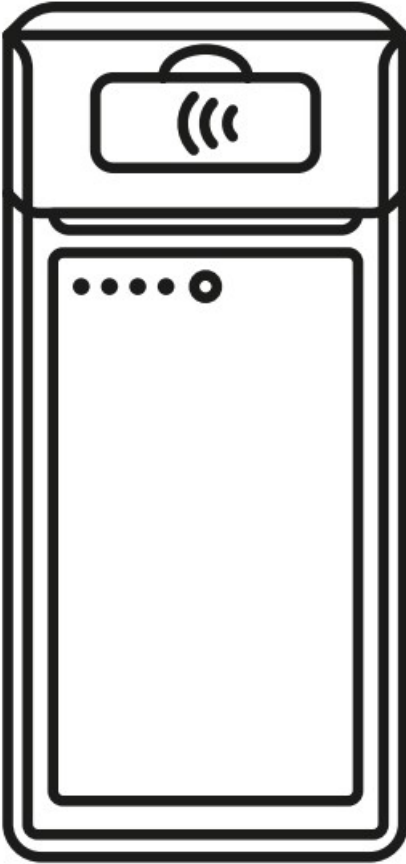
### Contents

- [1 Items included](#)
- [2 Precautions](#)
- [3 Usage specifications](#)
  - [3.1 General troubleshooting guidelines](#)
  - [3.2 Disclaimer](#)
  - [3.3 Product description](#)
  - [3.4 POS power on and off operation](#)
  - [3.5 Card reader operation instructions](#)
  - [3.6 Loading printing paper roll](#)
  - [3.7 SIM card/PSAM card/ Battery installation instruction](#)
- [4 Documents / Resources](#)
- [5 Related Posts](#)

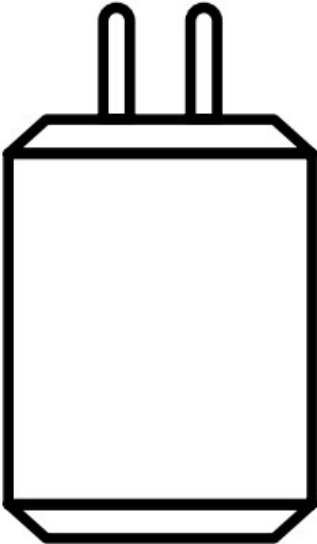
## Items included

POS and accessories are shown as below. 1. Make sure to only use with dedicated battery and

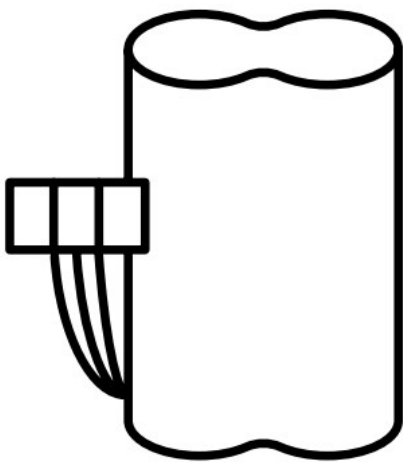
- Main unit



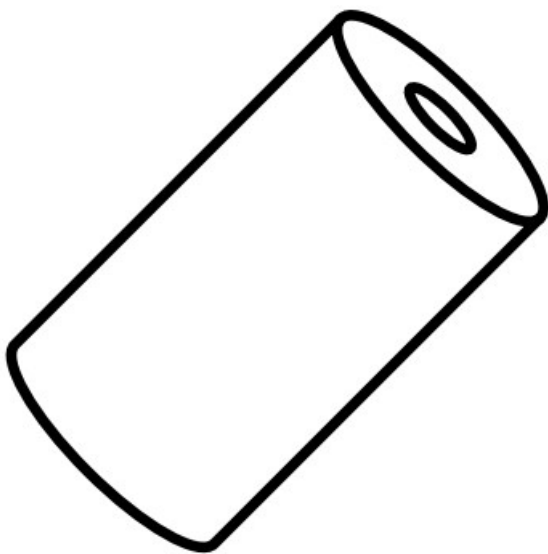
- Power adapter



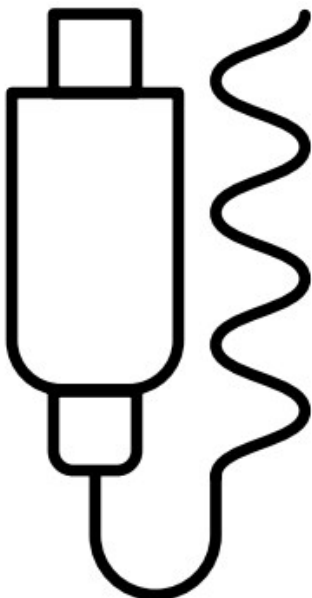
- Battery



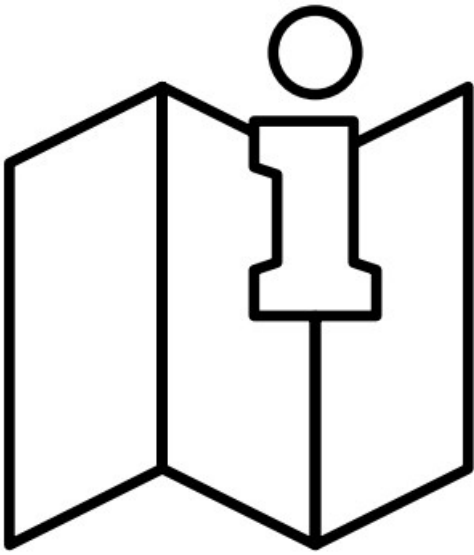
- Printing paper



- USB cable



- User guide



## **Precautions**

1. Please use the attached charger and USB to connect to the power socket for charging.
2. Do not dismantle the power adapter.
3. Detach the power adapter and battery from the terminal immediately if any of abnormal smell, overheating or smoke occur.

## **Usage specifications**

1. Make sure to only use with dedicated battery and approved power socket with stable voltage, avoiding sharing the circuit.
2. Do not place any liquid or foreign objects into the terminal. if this happens, please cut-off the power, unload the battery, dry the liquid and remove the objects.
3. Avoiding hard pressing,vibration,shaking and knocking the terminal.
4. The operating temperature range is -10~50
5. Operate the terminal in a dry, ventilated and clean environment,avoiding direct sunlight,and relative humidity at 10%~95%RH.
6. Maintain the terminal regularly and keep clean.
7. Use proper thermal paper: Width 58mm,Diameter 40mm.
8. Please contact your dealer for support and further information. Do not attempt to repair the terminal by yourself.

## **General troubleshooting guidelines**

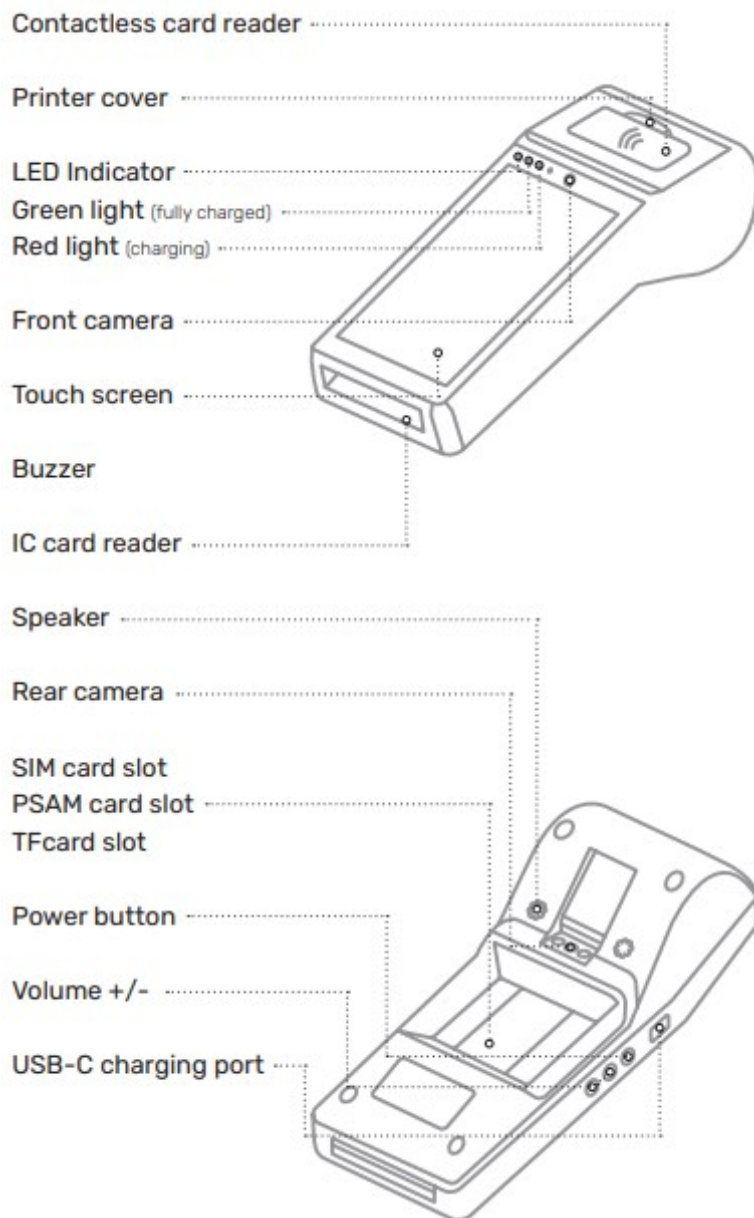
| Problem                          | Solution  |
|----------------------------------|---|
| Screen does not turn on          | <ol style="list-style-type: none"> <li>1. Check whether the battery is installed correctly or not.</li> <li>2. Check whether the battery is low, then connect power adapter for charging.</li> </ol>                          |
| Printer does not w               | <ol style="list-style-type: none"> <li>1. Check whether the printing paper lid is closed properly.</li> <li>2. Check whether using the appropriate printing paper and is correctly loaded.</li> </ol>                         |
| Unable to read IC card           | <ol style="list-style-type: none"> <li>1. Check whether the IC card is fully inserted into card slots in the right direction.</li> <li>2. If problem persist, please use clean napkin and clean the contact point.</li> </ol> |
| Mobile network connection failed | <ol style="list-style-type: none"> <li>1. Check whether the SIM card is installed correctly.</li> <li>2. Make sure the SIM card was activated data for service.</li> </ol>  |
| Terminal hang                    | Hold down the power button 10 seconds, restart the terminal.  |

If the above solutions can not resolve your problem, Please contact local dealer for support.

## Disclaimer

For any problem or damage caused by incorrect usage, including unapproved accessories, that is not approved by the Dealer, the Dealer will not take responsibility for any damage of the terminal. Only authorized personnel can examine, repair or replace parts of the terminal. Unauthorized attempts will immediately void the warranty

## Product description

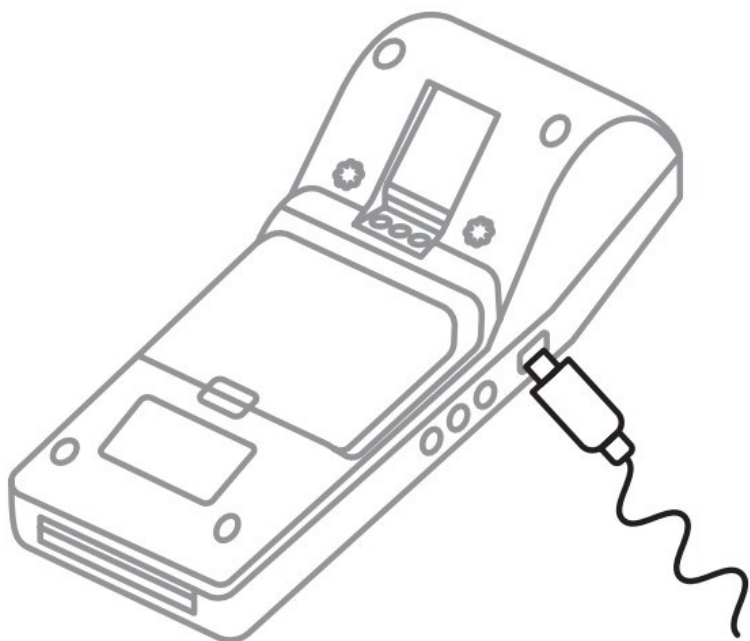


## POS power on and off operation

Power on: Press the power button for 4 seconds, until display turns on and terminal starts to boot up. Power off: Press the power button for 2 seconds until LCD prompts the power off, restart and flight mode confirmation. Select power off to shutdown the terminal.

## Interface connection

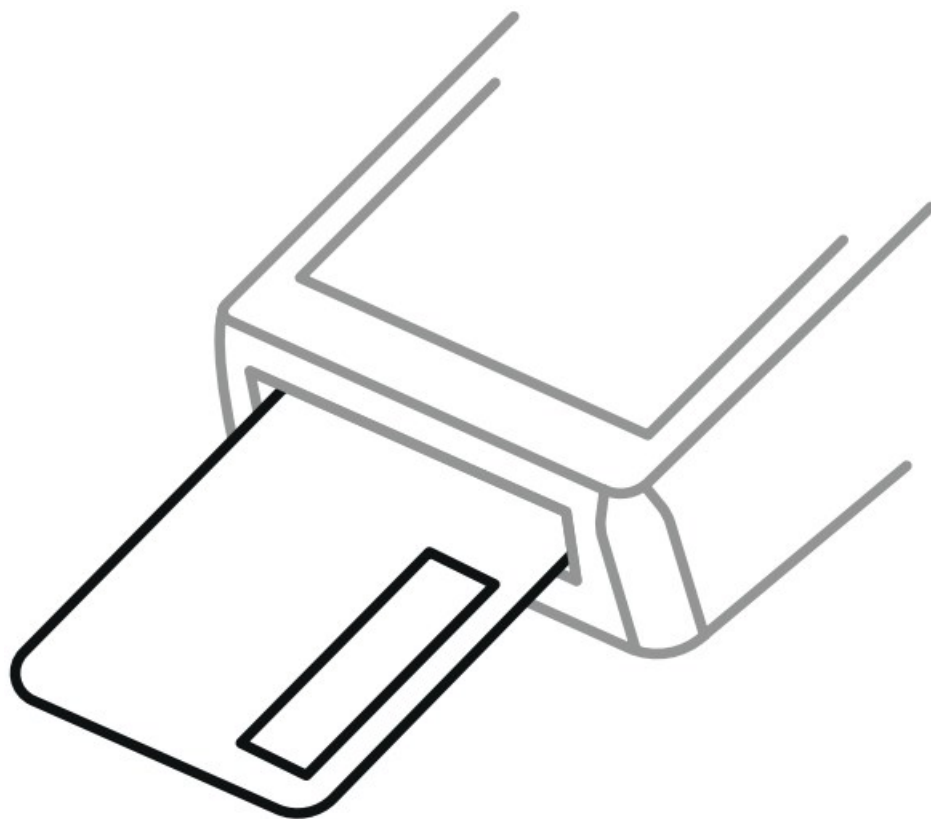
Connect the power adapter cable to the USB-C charging port for battery charging.



## **Card reader operation instructions**

### **Contact IC card reader**

The IC Card Reader is at bottom of the POS. Fully insert the IC card into the card slot with the SIM contact points facing up.



### **Contactless IC card reader**

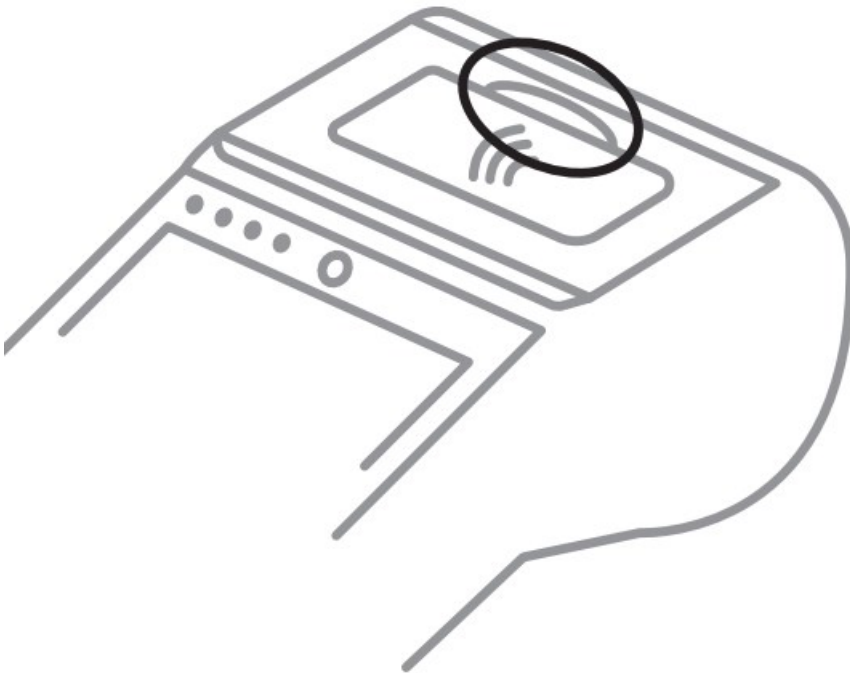
The contactless IC card reader is located at the printer cover with contactless card logo.



**Note:** The IC card reader is can be easily stained with dirt after prolonged use of the POS. Please use a proper clean napkin to clean the dirt.

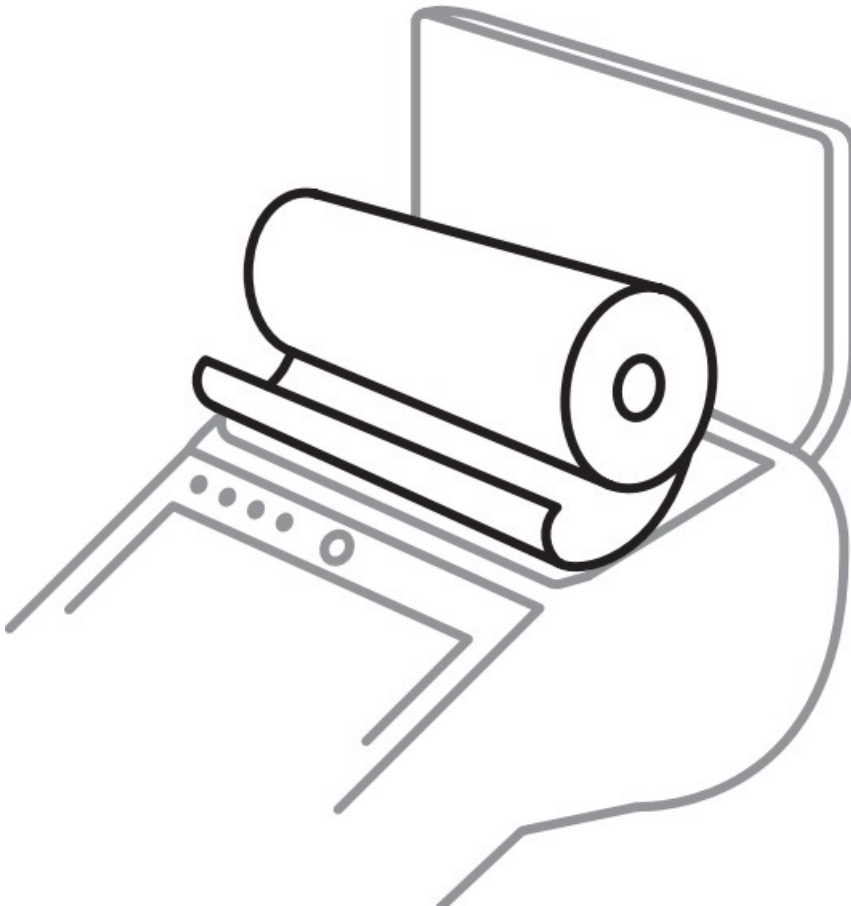
### Loading printing paper roll

1. As shown below, pull up on the tab of the printing paper box cover to open it.

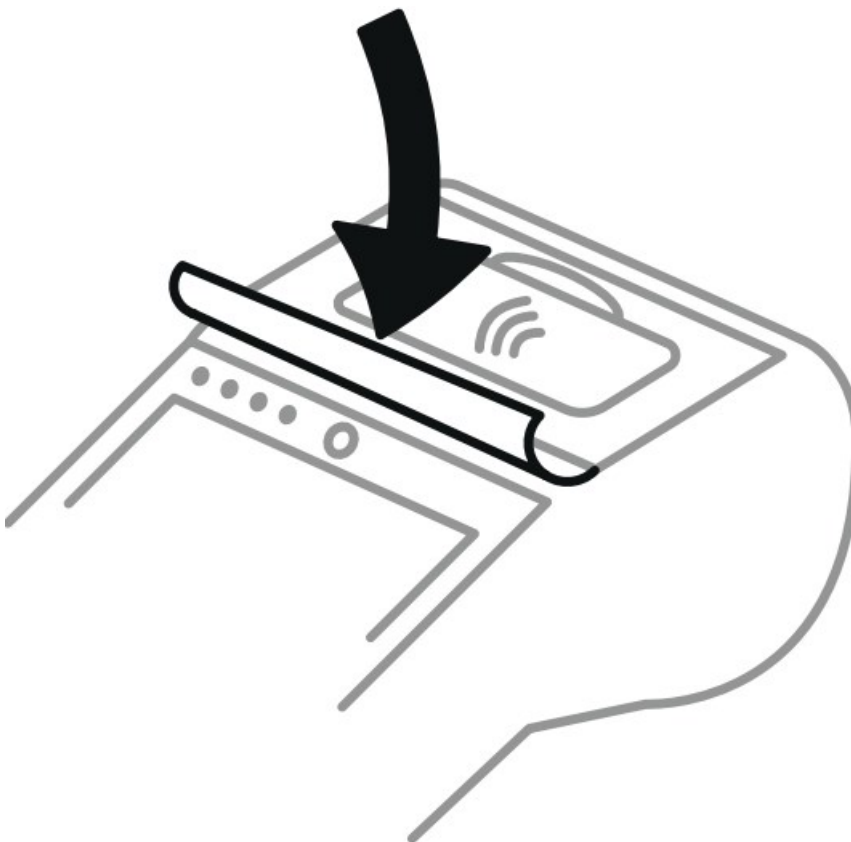


2. Load the printing paper roll into the printing paper box in the right direction as shown.





3. Close the cabinet cover tightly, leaving some paper outside as shown in diagram.



4. Pull out the printing paper a little bit along with the cutter and cut the excess paper by using the cutter.

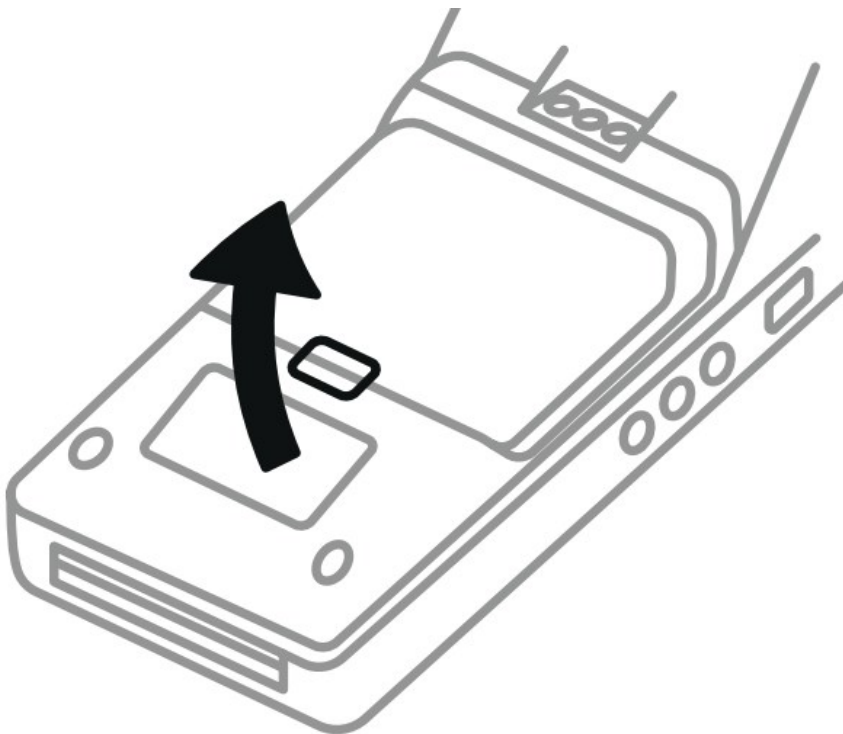


**Note:** Please make sure to load the printing paper in the correct direction or it will lead to printer failure.

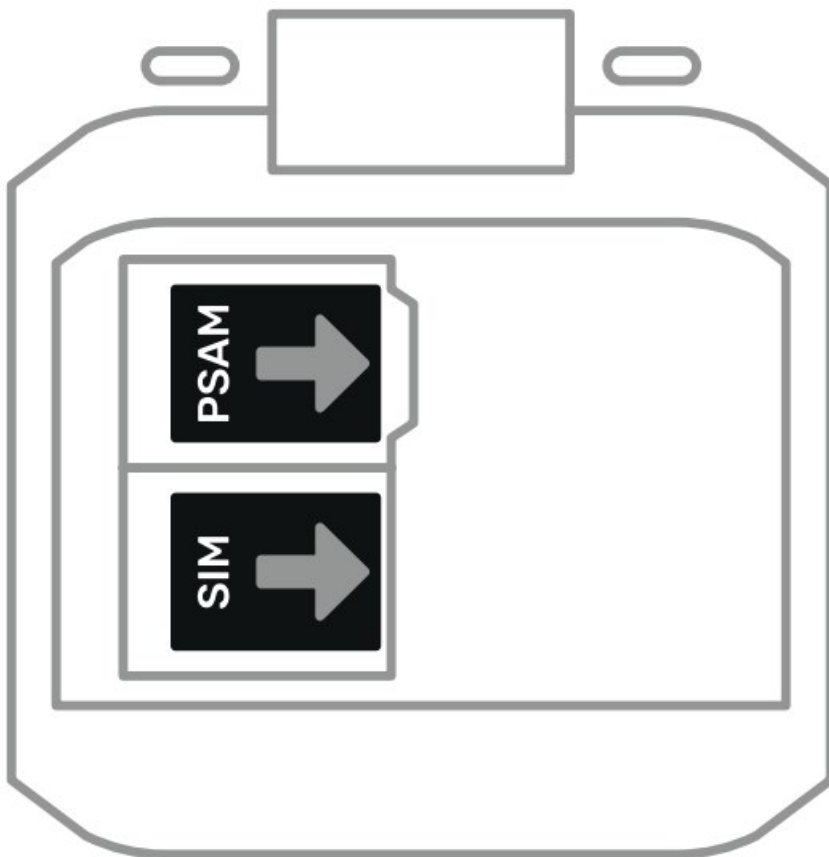
### **SIM card/PSAM card/ Battery installation instruction**

When using the POS for the first time, you may need to install PSAM, SIM or TF card. Please follow the below instructions to operate:

1. Place the POS on a soft and clean surface to prevent scratching.
2. Open/close the battery cover.



3. Insert PSAM, SIM or TF card according to illustration.
4. Load the battery and close the cover.



**Note:** Please make sure to insert the SIM card PSAM cards and TF card in correct direction

 SUZOHAPP

## Documents / Resources



[SUZOHAPP WP188 Computers Boards](#) [pdf] User Guide  
WP188 Computers Boards, WP188, Computers Boards, Boards