



# USER MANUAL

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## **Elo Touch Solutions** PayPoint® Plus for Android™



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# Section 1: Introduction

## Product Description

The Elo PayPoint Plus register is an all-in-one Android based cash register that comes equipped with built-in receipt printer, magnetic stripe reader, barcode reader, cash drawer, and optional customer facing display. In addition to its built-in peripherals, the system has USB, Serial, and HDMI ports that allow for connectivity of external devices.

## Precautions

Follow all warnings, precautions and maintenance as recommended in this user manual to maximize the life of your unit and prevent risks to user safety. See Section 6 for more information on safety.

This manual contains information that is important to ensure proper setup of the PayPoint Plus. Before setting up and powering on your PayPoint Plus, read through this manual, especially Unpacking and Operation, and Technical Support and Maintenance sections.

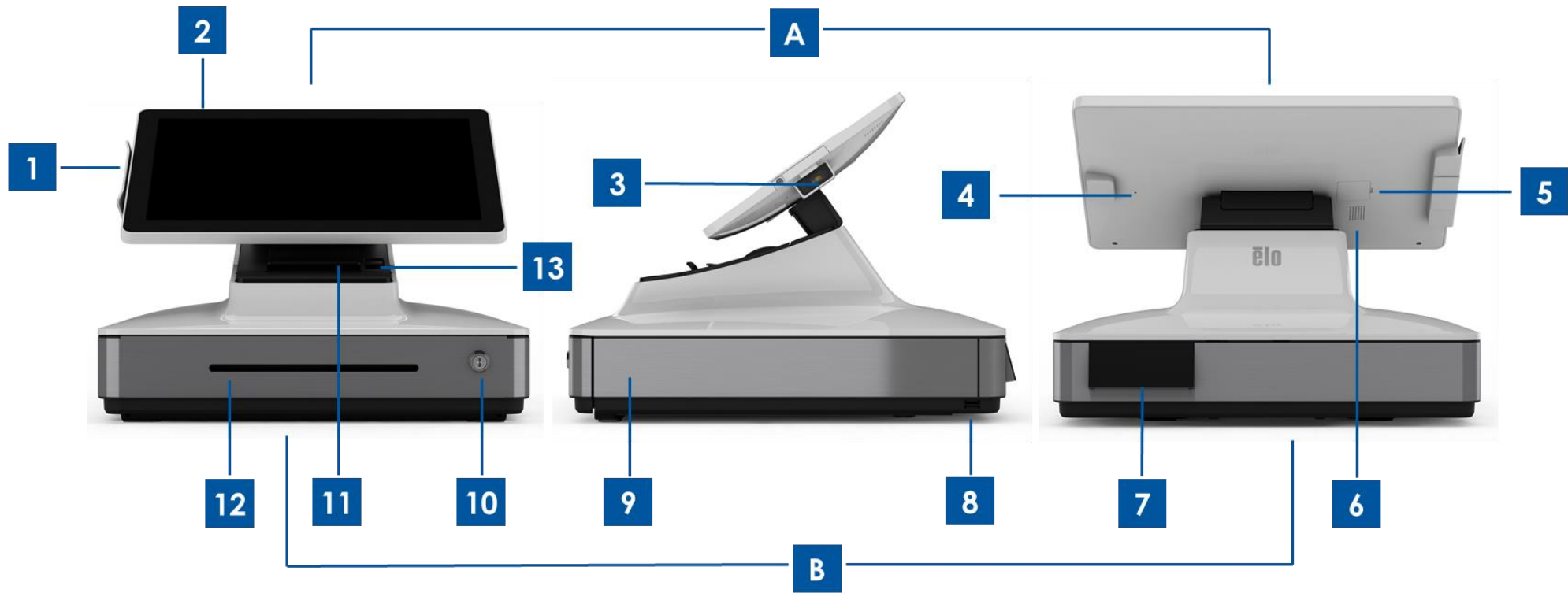
# Section 2: Unpacking and Operation

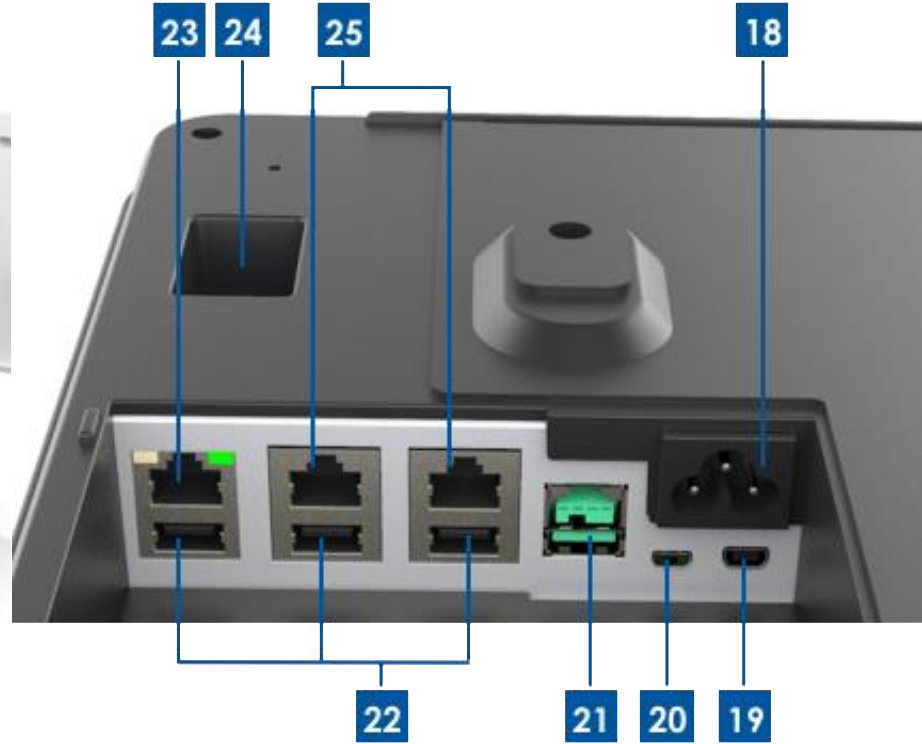
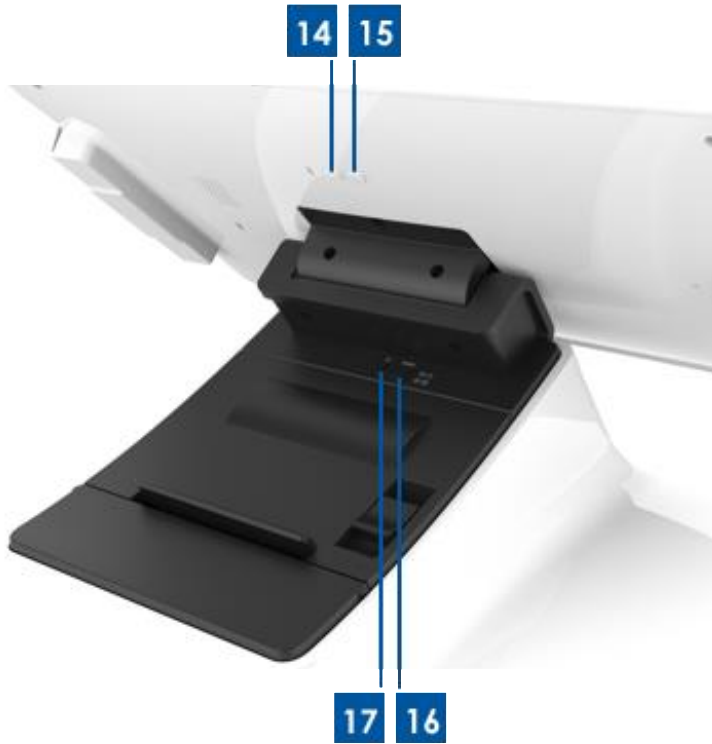
## Box Contents

Verify that the box contains:

- PayPoint Plus for Android
- Quick Install Guide
- Power Cable
- 1x receipt paper roll
- 2x cash drawer keys
- 1x RJ45 to DB9 Serial Cable

# Elo PayPoint Plus Layout





### A. PayPoint Plus Display Head

1	Magnetic Stripe Reader (MSR)
2	Touch display
3	Barcode scanner
4	Barcode scanner manual trigger
5	SD card slot
6	Speaker

## B. PayPoint Plus Base

7	Customer Facing Display (USA and China part numbers only)	17	Printer power button
8	USB Port	18	AC power input
9	Cash Drawer	19	Micro HDMI port
10	Cash drawer lock	20	Mini USB port
11	Receipt printer	21	12V USB port
12	Cash drawer media slot	22	USB ports
13	Printer Head Release Lever	23	Ethernet port
14	Power button	24	RJ12 cash drawer port
15	Home button	25	2x RJ45 serial ports
16	Printer feed button		

## 1. Magnetic Stripe Reader (MSR)

The register has a built in encryptable magnetic stripe reader. Application provider is responsible for correctly encrypting the reader.

When the register is in cashier-facing view, the MSR will be on the left of the register display head. When register is in customer-facing view, the



MSR will be on the right of the register display head.

## **2. Touch display**

The register is equipped with a 15.6" FHD with Multitouch TouchPro Pro-G (glass) PCAP touch display.

## **3. Barcode scanner**

The register has a built-in barcode scanner that scans 1-D and 2-D barcodes. When the register is in cashier-facing view, the barcode scanner will be on the right of the register display head.

## **4. Barcode scanner manual trigger**

The back of the display head has a manual trigger for the barcode scanner. It can be accessed with a pin or paper clip.

## **5. SD Card Slot**

Remove SD card door to access a micro SD card slot for expandable storage.

## **6. Speaker**

The register has a build in speaker on the back of the display head.

## **7. Customer-Facing Display (North America and China part numbers only)**

The register base is equipped with a customer-facing display. As a cashier rings up customer orders, the customer facing display will display each order.

## **8. USB Port (USB 2.0)**

This USB port can be used to connect other point of sale peripheral devices.

## **9. Cash Drawer**

The register is equipped with a cash drawer for storing cash, coins, and checks.

## **10. Cash Drawer Lock**

Use the key that comes with the Elo PayPoint Plus register to lock / unlock the cash register. When cash drawer is locked, cash drawer will not open even when it is commanded to.

Note: Your register comes with one of three unique key and lock combinations. A key and lock pair are marked with matching numbers (001, 002, or 003).

## **11. Receipt Printer (built-in)**

The register is equipped with a built-in receipt printer that is located on the register base.

## **12. Cash Drawer Media Slot**

The cash drawer is designed with a slot for slipping checks into the cash drawer.

## **13. Printer Head Release Lever**

Pull this release lever to release the printer head cover. For more information on how to change printer paper on the register, refer to the Receipt Printer section of this manual.

## **14. Power Button**

The register has a power button on the back of the display head. A short press will turn off the LCD backlight. A long press will automatically power down the PayPoint Plus.

## **15. Home Button**

There is a home button that can be used to return to the home page of Android. In EloView if the home and back buttons are pressed together, the PayPoint Plus will return to the EloView homepage.

## **16. Printer Feed Button**

Press the printer feed button to feed paper through the PayPoint Plus printer.

## **17. Printer Power Button**

Press the printer power button to power off (and to turn back on) the PayPoint Plus printer. Printer will print printer diagnostics information when printer power button is pressed and held during printer bootup / power on.

## **18. AC Power In**

The PayPoint Plus has a built-in power supply. Plug in the AC power cable provided. The unit can be powered by 110V-240V output

## **19. Micro HDMI Port**

The PayPoint Plus has a built in micro HDMI port to support Elo Monitors for customer displays.

## **20. Mini USB Port**

This mini USB port can be used for external peripherals or for connecting host PCs for debugging. Plug in the mini USB cable and enable ADB from the host PC to collect logs or download APKs and images to your PayPoint Plus unit

## **21. 12V Powered USB Port**

The PayPoint Plus has a 12V powered USB port that can provide power (and touch interface) to an external Elo monitor.

## **22. USB Ports**

The USB ports can be used for external peripherals or payment devices.

## **23. Ethernet Port**

Connect a LAN cable to the Ethernet port to enable internet.

## **24. RJ12 Cash Drawer Port**

The register is equipped with a secondary cash drawer port. The cash drawer port follows Star Micronics pin out. Please consult your cash drawer user manual to determine which cash drawer cable you will require.

## **25. 2x RJ45 Serial Ports**

The register has two RJ45 serial ports for connecting external peripherals or payment devices.

## **Register Display Head**

The Elo PayPoint Plus register display head can be flipped to allow customers to complete purchase transactions by self-swiping payment cards, and to authorize transactions by signing directly onto the touchscreen.

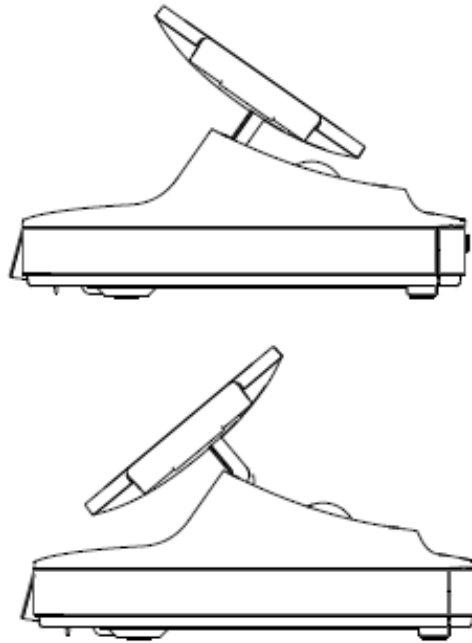


Figure 3. Elo PayPoint Plus display head can be flipped and supports two configurations: Elo PayPoint Plus register cashier-facing view (top) and customer-facing view (bottom)

## Power

Press the register power button to turn the Elo PayPoint Plus register on. Press and hold power button when the register is on to bring up the Shut Down option screen.

In the event that the register freezes and does not respond, press and hold the power button until the register turns off. If the register does not turn off via the power button, the register will need to be powered down by unplugging the power cord from the wall.

The Elo PayPoint Plus register power button is equipped with an LED that indicates the power status of the register, as follows:

Register Power Status	LED Status
OFF (disconnected from wall)	Off
OFF (connected to wall)	Red (Solid)

SLEEP	White (Blinking)
ON	White (Solid)

The system consumes low power when in SLEEP and OFF modes. For detailed power consumption specifications, refer to technical specifications available on the Elo website [www.elotouch.com](http://www.elotouch.com).

To bring register out of sleep/standby mode, press the power button once.

If long periods of non-use are planned, turn off the Elo PayPoint Plus register to save power.

The maximum voltage, frequency and current for the register, are provided in the power ratings table below:

Operating Voltage Range	Operating Frequency Range	Operating Current Range
100 - 240Vac	50 – 60 Hz	0.1 – 0.3 AC

## Duty Usage Cycle

12 hours on per 24 hours

Elo recommends using the content management system or OS scheduling settings and/or EloView commands to manage the duty cycle. This will promote power savings and troublefree operation throughout the life of the register.

# Section 3: Receipt Printer

## Printer Paper

The register receipt printer operates using heat, and not with ink. Printer paper compatible with the Elo PayPoint Plus receipt printer are as follows:

Type: Thermal Paper

Paper width: 80 mm (58 mm with paper roll guide installed)

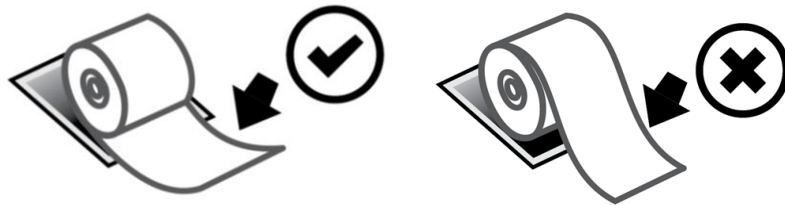
Printing width: 72mm (50.8mm with paper roll guide installed)

Roll Diameter (maximum): 80 mm

Thickness: 0.053 – 0.085 mm

To change the paper for the Elo PayPoint Plus register receipt printer:

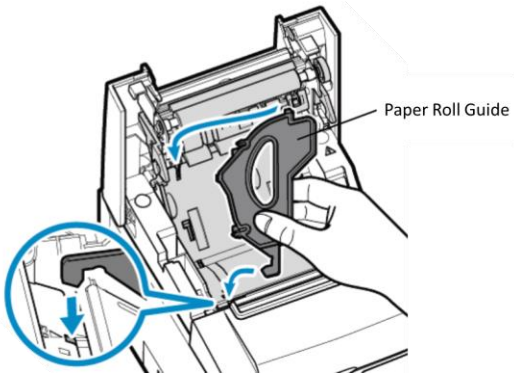
1. Ensure that the register display head is flipped away from the receipt printer (in customer-facing view).
2. Pull the receipt printer head release lever to release the printer head cover.
3. Lift printer head cover.
4. Take out the roll of used printer paper, and replace with new roll of printer paper. Make sure that the paper is placed and positioned in the correct orientation, as shown below.



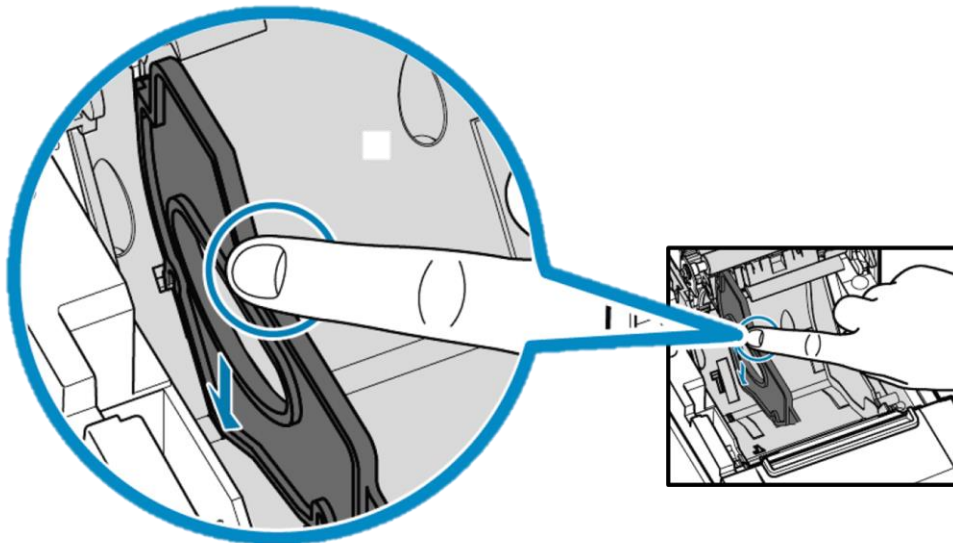
## Installing Paper Roll Guide

To operate printer with a 58 mm width receipt paper roll, install paper roll guide as follows:

1. Insert the paper roll guide along the groove of the body  
Note: Securely insert into the groove marked with "Δ 58"



2. Secure the paper roll guide by pressing on it until it clicks in place.





## Cleaning and Care of Printer

The following tips will help maintain optimal performance of your Elo PayPoint Plus register receipt printer:

- Do not pull any paper that is ejected from the printer.
- Do not touch the printer roller or thermal head surface with bare hands. In the case of contact between printer roller or thermal head and hands, clean the roller and/or thermal head surface with alcohol, as specified in the latter parts of this section herein.

Note: Contaminating heating elements with any oil or grease (e.g. oil from hands) may shorten the life of the thermal head.

- Turn off printer before performing maintenance on it.

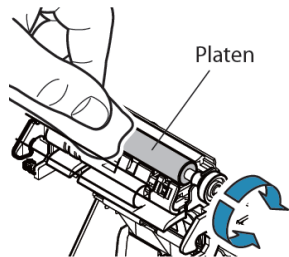
Prior to cleaning the PayPoint Plus register receipt printer, ensure that the register display head is flipped away from the receipt printer (in customer-facing view). Pull the receipt printer head release lever to release printer head cover and access the different printer components listed in Figure 4 above.

Guidance on how to clean the printer photo-sensor, thermal head, and roller are as follows:

### 1. Roller (Platten)

It is recommendable to clean the printer roller once every 6 months. To do so:

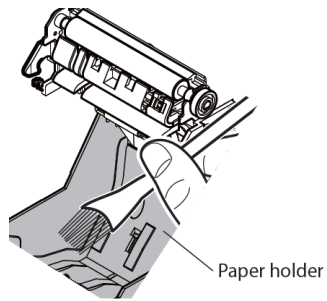
- a. Use a dry, soft cloth, to wipe off any stains from the printer roller.
- b. Clean the entire rubber roller by rotating it.



### 2. Paper holder and its surrounding area:

It is recommendable to clean the paper holder and its surrounding area once every 6 months. To do so:

- a. Use a Nylon brush (or equivalent) to brush off any paper dust or other residues that may have accumulated.

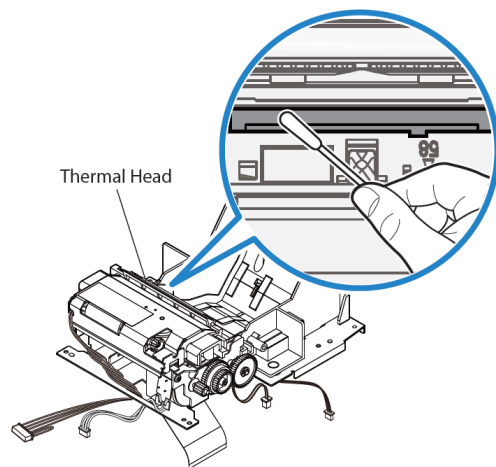


### 3. Thermal head

It is recommendable to clean the printer thermal head once every 6 months. To do so:

- a. Moist cotton swab (or soft cloth) with alcohol (ethanol, methanol, or isopropyl alcohol).
- b. Wipe the thermal head with the cotton swab to remove any stain from the thermal head.
- c. Use a dry soft cloth to wipe the thermal head.
- d. Wait to allow the thermal head to dry off, and then shut the printer head cover.

Note: Do not clean thermal head immediately after printing, as thermal head may be hot. Be careful of static electricity while cleaning the thermal head. Static electricity can damage the head.



## Clearing Paper Jam

In case of paper jam, open the paper jam printer door (highlighted in light gray outline below) to clear paper jam. Open paper jam printer door by exerting upward pressure on side rib (highlighted by blue arrow below). If unable to unlatch door using finger force, use an apparatus (e.g. coin) to gently exert an upward lever force to the side latch.

After removing the paper jam door, rotate the knob to clear the paper jam. Once the paper jame is cleared, replace the paper jam door.



Figure 5. In case of paper jam, exert upward pressure on side rib (blue arrow) to open paper jam printer door (light gray)

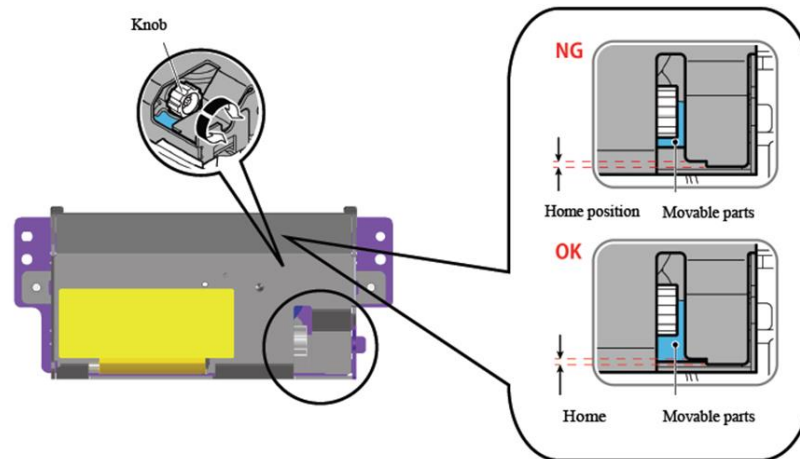


Figure 6. In case of paper jam, rotate the knob to clear the jam.

# Section 4: Barcode Scanner

## Out-of-Box Settings

Out of the box the default settings of the barcode reader are as follows:

- USB VCP (Virtual COM Port)
- Presentation Mode
  - Illumination always on
  - Red aimer will turn off between reads
- Most common barcodes enabled
- Beep on successful scan

This section covers procedures to set barcode settings and configurations.

Note: Not all available configurations are covered herein. For complete list, refer to N3680 User Guide from [www.honeywellaidc.com](http://www.honeywellaidc.com).

## Reader Interface

VCP Mode (Virtual COM Port):



This is the default setting for the scanner out of the box.

USB Keyboard Mode:



USB HID Mode:



## Illumination Settings



The above setting is the default for the scanner. The white illumination light will be on at all times.



Scanning the above barcode will disable the white illumination light when the scanner is not in use.

## Trigger Mode Settings

Out of the box the default of the scanner will be presentation mode (always on). The reader will be scanning for barcodes at all times.

Manual Trigger mode:



Scanning the above barcode will enable manual trigger mode. When in this mode, the scanner will need to be activated manually (by software or hardware button) between each scan.

Presentation Mode (default setting):



## Audio Settings

Out of the box the scanner will be configured to beep on each successful scan of a barcode. This beep can be enabled or disabled based on your preference.

Beep Disable:



Scanning the above barcode will disable the beeper when a barcode is successfully scanned.

Beep Enable:



Scanning the above barcode will enable the beeper when a barcode is successfully scanned.

# Keyboard Country Settings

Out of the box the scanner will be configured as US English keyboard

US Keyboard (by default):



**Belgium Keyboard:**



**Canada (French):**



**Czech Republic:**



**France (French):**





Italy:



KBDCTY5.

**Japan:**



KBDCTY28.

**United Kingdom:**



KBDCTY7.

## Additional Configurations

### Mobile Phone Optimization

Out of the box the scanner will be optimized to read printed barcodes. If the primary application for your scanner will be reading barcodes from mobile devices, the reader can be configured for this purpose.



### Reread Delay

If your application requires sometimes rereading of the same barcode, your scanner can be adjusted to allow this. The reader is configured to have a delay between each read of the same barcode to prevent multiple scans of the same item. Use a shorter delay when repetitive barcode scanning is required.

500ms (short delay):



750ms (medium delay):



1 second (long delay):



2 seconds (extra-long delay):



# Section 5: Technical Support and Maintenance

## Solutions to Common Problems

Problem	Suggested Troubleshooting
The Elo PayPoint Plus register does not respond when turning on the system.	Check that the power cable is properly connected to both the register and the wall. Power button LED will be red when register is properly connected to the wall. OR - Unplug the power cable, re-plug after five seconds, and press the power button to turn on the system. OR - In the case that the power button LED displays solid white light, which suggests that the system is on, there may be an issue with the display or LCD backlight. Please contact Elo Customer Service.
Blank screen	If the power button LED is blinking, the register may be in SLEEP mode. Press the power button to bring the unit out of SLEEP mode.
Receipt printer does not print text on the receipt paper	Ensure that the thermal receipt paper is installed in the printer in the proper orientation. Note: Only one side of the thermal paper is coated with the dye that changes color when heated. This is the side that will need to contact the printer thermal head. Refer to Receipt Paper Section of this manual for more information on how to properly install the thermal receipt paper in the receipt printer. OR - Try and restart the register.
Poor receipt printing quality	Poor receipt printing quality may be due to the use of poor quality thermal paper. Refer to Receipt Printer section of this manual for more information on recommended thermal paper for the Elo PayPoint Plus register receipt printer.
Receipt printer does not run when it's supposed to	Ensure that receipt paper is loaded onto the printer. In case of paper jam, refer to Receipt Printer section of this manual.
MSR does not read card properly	The MSR may not function properly when dirty. Use MSR cleaning cards (purchasable in some office supply stores).
Cash drawer doesn't open	Check to ensure that cash drawer lock is not in lock position.  Ensure that the thermal receipt paper is installed in the printer in the proper orientation

## Technical Assistance

### Technical Specifications

visit [www.elotouch.com/products](http://www.elotouch.com/products)  
for technical specifications for this device

### Support

visit [www.elotouch.com/support](http://www.elotouch.com/support) for technical support

Refer to last page for worldwide technical support phone numbers.

## Elo PayPoint Plus Register Care and Handling

The following tips will help maintain optimal performance of your Elo PayPoint Plus register:

- Disconnect the power cable before cleaning.
- To clean the unit (except for touch screen), use a soft cotton or microfiber cloth lightly dampened with a mild detergent.
- It is important that your unit remains dry. Do not get liquids on or inside the unit. In the event that liquid does get inside, have a qualified service technician inspect the unit before you power it on again.
- Do not wipe the screen with a cloth or sponge that could scratch the surface.
- When cleaning the touchscreen, use window or glass cleaner applied to a clean cloth. Never apply the cleaner directly on the touchscreen. Do not use alcohol (methyl, ethyl or isopropyl), thinner, benzene, or other abrasive cleaners.

# Section 6: Regulatory Information

## Electrical Safety Information

Compliance is required with respect to the voltage, frequency, and current requirements indicated on the manufacturer's label. Connection to a different power source than those specified herein will likely result in improper operation, damage to the equipment or pose a fire hazard if the limitations are not followed.

There are no operator serviceable parts inside this equipment. There are hazardous voltages generated by this equipment which constitute a safety hazard. Service should be provided only by a qualified service technician.

Contact a qualified electrician or the manufacturer if there are questions about the installation prior to connecting the equipment to mains power.

## Emissions and Immunity Information

### **Notice to Users in the United States for FCC compliance:**

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.

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

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

This equipment should be installed and operated to ensure a minimum of 20 cm spacing to any person at all times.

## **Notice to Users in Canada for IC compliance:**

This device complies with Industry Canada's licence-exempt RSSs. 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.

Le présent appareil est conforme aux CNR d'Industrie Canada 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."

This equipment should be installed and operated to ensure a minimum of 20 cm spacing to any person at all times.

## **Notice to Users in the European Union:**

Use only the provided power cords and interconnecting cabling provided with the equipment. Substitution of provided cords and cabling may compromise electrical safety or CE Mark Certification for emissions or immunity as required by the following standards:

This Information Technology Equipment (ITE) is required to have a CE Mark on the Manufacturer's label which means that the equipment has been tested to the following Directives and Standards: This equipment has been tested to the requirements for the CE Mark as required by EMC Directive 2014/30/EU as indicated in European Standard EN 55032 Class A and the Low Voltage Directive 2014/35/EU as indicated in European Standard EN 60950-1.

## **General Information to all Users:**

This equipment generates, uses and can radiate radio frequency energy. If not installed and used according to this manual the equipment may cause interference with radio and television communications. There is, however, no guarantee that interference will not occur in any particular installation due to site-specific factors.

1. In order to meet emission and immunity requirements, the user must observe the following:
  - a. Use only the provided I/O cables to connect this digital device with any computer.
  - b. To ensure compliance, use only the provided manufacturer's approved line cord.
  - c. The user is cautioned that changes or modifications to the equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
  
2. If this equipment appears to cause interference with radio or television reception, or any other device:
  - a. Verify as an emission source by turning the equipment off and on. If you determine that this equipment is causing the interference, try to correct the interference by using one or more of the following measures:
    - i. Move the digital device away from the affected receiver.
    - ii. Reposition (turn) the digital device with respect to the affected receiver.
    - iii. Reorient the affected receiver's antenna.
    - iv. Plug the digital device into a different AC outlet so the digital device and the receiver are on different branch circuits.
    - v. Disconnect and remove any I/O cables that the digital device does not use. (Unterminated I/O cables are a potential source of high RF emission levels.)
    - vi. Plug the digital device into only a grounded outlet receptacle. Do not use AC adapter plugs. (Removing or cutting the line cord ground may increase RF emission levels and may also present a lethal shock hazard to the user.)

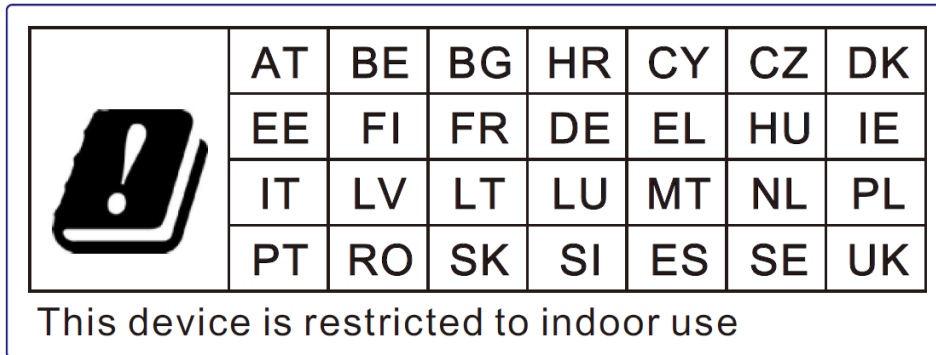
If you need additional help, consult your dealer, manufacturer, or an experienced radio or television technician.



## Radio Equipment Directive

Elo hereby declares that the radio equipment type, PayPoint Plus, is in compliance with Directive 2014/53/EU. The full text of the EU Declaration of Conformity is available at the following internet address: [www.elotouch.com](http://www.elotouch.com)

This device is designed and intended for indoor use only.



Operation frequency and radio-frequency power are listed as below:

- WLAN 802.11b/g/n/a
  - 2400 - 2483.5MHz < 17 dBm EIRP
  - 5150 - 5250MHz < 18 dBm EIRP
- BT 2400-2483.5MHz < 11 dBm EIRP

### **ECC/DEC/(04)08:**

The use of the frequency band 5 150-5 350 MHz is restricted to indoor operation because of the protection requirements of satellite services

## Agency Certifications

The following certifications and marks have been issued or declared for this peripheral:

- US FCC
- Canada IC
- EU CE
- US and Canada UL/cUL
- International CB
- Japan MIC
- Japan VCCI
- China CCC
- China SRRC
- Australia RCM

## 中国 RoHS (China RoHS)

根据中国法律《电器电子产品有害物质限制使用管理办法》，以下部分列出了产品中可能包含的有害物质的名称和含量。

### 中国电子电气产品环境信息

触控一体机	有害物质					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr(VI))	多溴联 苯 (PBB)	多溴二苯 醚 (PBDE)
电缆组件	X	O	O	O	O	O
玻璃外罩	X	O	O	O	O	O
液晶面板	X	O	O	O	O	O
金属框架	X	O	O	O	O	O
塑胶盖	O	O	O	O	O	O
印制线路板	X	O	O	O	O	O

本表格依据 SJ/T 11364 的规定编制。

O: 表示该有害物质在该部件所有均质材料中的含量均在 GB/T 26572 规定的限量要求以下。

X: 表示该有害物质至少在该部件的某一均质材料中的含量超出 GB/T 26572 规定的限量要求。

### 标志说明

根据 SJ/T11364 的要求, 电子信息产品标有以下污染控制标识。此产品在 10 年内不会对环境产生影响。



# Power Specifications

## Electrical Ratings

Input	100 - 240VAC
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## Operating Conditions

Temperature	0°C - 40°C
Humidity	20% to 80% (non-condensing)

## Storage Conditions

Temperature	-20°C - 50°C
Humidity	10% to 95% (non-condensing)

# Waste Electrical & Electronic Equipment Directive (WEEE)



This product should not be disposed of with household waste. It should be deposited at a facility that enables recovery and recycling. Elo has put in place recycling arrangements in certain parts of the world. For information on how you can access these arrangements, please visit [www.elotouch.com/e-waste-recycling-program/](http://www.elotouch.com/e-waste-recycling-program/).

Caution:  
Risk of explosion if battery is replaced by an incorrect type.  
Dispose of used battery according to the local laws and regulations.

# Section 7: Warranty Information

For warranty information, go to <http://support.elotouch.com/warranty/>

# www.elotouch.com

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