

SAHAND **K9**

User Guide



Sahand Advanced Industries, Inc

Centerm

1. Introduction

Thank you for choosing Sahand smart POS terminal. We recommend you to read this user guide carefully. It will help you use our terminal in great convenience.

- To benefit from the guarantee-related products, we hope you use the only charge adapter delivered with the terminal.
- The maintenance operation can only be done by a qualified technician.

2. Unpacking

Once received terminal K9, please check if all of the following items are supplied in K9 box. If there is any problem, please connect your provider.

ITEM	QTY
K9 terminal	1
Battery	1
Power adapter	1
Charger cable	1

3. Appearance of K9





4. User of the terminal

4.1 Power on/Power off the terminal

- **Power on:**

long press the power button for 1 seconds

- **Power off:**

long press the power button for 3 seconds, when a dialog box appears in the screen click power off icon.

- **Forced shutdown:**

long press the power button for 10 seconds

If the battery is empty, the terminal will shut off automatically

4.2 Reading cards

- **Magnetic card**

The card can be read bi-directionally, with the stripe facing the terminal.

Please move the card in a normal speed in order to read the info correctly

- **IC card**

Insert the card horizontally with the metal chip facing upward and leave in position throughout the transaction.

- **Contactless card**

Bring the contactless card close to the contactless card reading zone. Hold on the card and make sure the terminal reads the card correctly.

4.3 Installing print paper

- 1) Open the printer paper cover.
- 2) Put the paper roll in the compartment as the following picture shows.
- 3) Close the printer paper cover.



5. Attentions

In order to keep your terminal running normally, please read the following items carefully
Sahand is not responsible for any risk caused by not following the user guide.

5.1 Lithium cell

There is an internal lithium cell installed in K9. It can only be accessed by a qualified technician

5.2 Battery

- We suggest you change the battery for every 24 months. There is a risk of explosion if the battery is used for more than 24 months.
- Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.



Warning

- It is potential for fire or burning.
- Do not disassemble, puncture, crush, heat or burn.

5.2 Storage and transport

- When the terminal is in air transportation, please switch off the power of the terminal and remove the battery from the terminal
- Prevent the terminal from sunlight when transporting it

- The warehouse to keep the terminal should be cool and clean

5.3 Other

- The terminal should be installed and placed in the dry, ventilated and non-corrosive gas area.
- It's necessary to check the IC card slot every day.
- If you find any foreign matter, please stop using this terminal and submit to your provider.
- This terminal is handheld device. You need to protect the password when you are using it.
- Once find the terminal is lost or stolen, you need to submit these cases to your provider. After confirming, the provider will stop the payment network for this terminal in time.
- Do not spill any liquid on this terminal
- During lightning storms, please cut off the outer power supply.
- Do not disassemble the terminal by yourself, or it will cause the damage, and Sahand is not responsible for warranty in this case.
- Any abnormal phenomenon shall submit to your provider.
- This terminal is not suitable for children under 16 years to contact or disassemble. Parents shall fulfill the regulatory obligations to avoid the children swallowing the product or causing any other damage.

- Sahand is not responsible for any risk caused by not following the prescribed operations in this manual.
- Hereby, Sahand declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU.
- Use the product in the environment with the temperature between 0°C and 40°C.
- Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.
- The product shall only be connected to a USB interface of version USB2.0.
- The device complies with RF specifications when the device used at 5mm from your body.
- Adapter shall be installed near the equipment and shall be easily accessible.

6. Troubleshooting

In order to facilitate customers to solve some problem in the using of our product, the document is specially organized. It mainly provides corresponding solutions and disposal methods for some problem frequently in the using of our products.

- **Nothing appears on the screen**

1. Check whether the battery is connected correctly.
2. Check whether the power button is normally pressed.

- **Magnetic card reader can't read data**

1. Check whether there is foreign matter inside the card slot.
2. Check whether the card is in lack of magnetism.

- **IC card reader can't read data**

Check whether the contact area(chip) is upturned and inserted into the bottom of card slot.

- **Contactless card reader can't read data**

1. Sinking the card in the contactless card read area.
2. Check whether the card is support read by the terminal with the technology team.

- **The printer failed to work**

1. Check whether paper storage cover is closed correctly.
2. Check whether right paper is used and placed in a right place.

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