ēlo

Elo Touch Solutions
ELO PAY M100
POS Tablet

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Section 1: Introduction

Product Description

Thank you for choosing Elo Pay M100 POS tablet, it delivers an enterprise-grade, Android POS computer ready to help you assist customers. This all-in-one device offers built-in capabilities to accept payments, conduct business, and track sales all from the palm of your hand. Complete with a 10-inch FHD touch display, integrated payment, flexible Android 12 OS, and Qualcomm 660 octa-core processor, the Elo Pay M100 provides seamless integration, effortless provisioning, and simplified device management via EloView® or your preferred 3rd party MDM.

With rugged Corning Gorilla Glass technology to provide protection against unintentional spills, the Elo Pay M100 is purpose-built to endure commercial use. From table service and line busting to curbside pickup and accepting payment almost anywhere, the Elo Pay M100 allows your employees to be ready on the go.

Important Information

Terminal Identification (TID)

Each terminal contains an electronically programmed eight-digit number known as a Terminal Identification (TID). This is printed in full on the merchant's copy of all transaction receipts.

Merchant Identification (MID)

Your bank will have issued you with a MID, supplied in a separate documentation pack directly from them. If you do not have this number, please contact your bank.

Before taking transactions, you should confirm the MID printed on your Terminal Report matches the MID issued by your bank. If not, please contact your helpdesk.

You may have separate the MIDs for American Express, Dinners Club, JCB and, and Duet cards, and the mobile Top Up service, if you have requested these.

Operator ID

Your terminal may require you to input an Operator ID during a Voice Referral transaction. The Operator ID will be provided by the Authorization center.

RECEIPT: The inclusion of a *symbol printed on the Merchant Copy of the transaction receipt indicates that the transaction was authorized using the Voice Referral process.

'Batch' end-of-day banking (settlement)

At the end of each business day, the Settlement procedure must be performed on the terminal. If you do not complete this procedure, you may experience delays in funds being transferred to your bank account.

Cash Register Interface

If you have an SP terminal or PIN Pad integrated with your cash register/till system, many of the functions of the terminal will be carried out by cash register functions.

Certain functions described in this user manual may not be available via the cash register interface.

If your terminal operates in conjunction with a cash register, your head office or the product manufacturer will have provided additional instructions.

PCI-PTS

PCI SSC's approval only applies to PEDs that are identical to the PED tested by a PCI Security Standards Council recognized laboratory. If any aspect of the PED is different from that which was tested by the laboratory – even if the PED conforms to the basic product description contained in the letter — the PED model should not be considered approved, nor promoted as approved. For example, if a PED contains firmware, software,or physical construction that has the same name or model number as those tested by thelaboratory, but in fact are not identical to those PED samples tested by the laboratory, then the PED should not be considered or promoted as approved.

No vendor or other third party may refer to a PED as "PCI Approved," nor otherwise state or imply that PCI SSC has, in whole or part, approved any aspect of a vendor or its PEDs, except to the extent and subject to the terms and restrictions expressly set forth in a written agreement with PCI SSC, or in an approval letter. All other references to PCI SSC's approval are strictly and actively prohibited by PCI SSC. When granted, an approval is provided by PCI SSC to ensure certain security and operational characteristics important to the achievement of PCI SSC's goals, but the approval does not under any circumstances include any endorsement or warranty regarding the functionality, quality, or performance of any particular product or service. PCI SSC does not warrant any products or services provided by third parties. Approval does not, under any circumstances, include or imply any product warranties from PCI SSC, including, without limitation, any implied warrantiesof merchantability, fitness for purpose or non-infringement, all of which are expressly disclaimed by PCI SSC. All rights and remedies regarding products and services, whichhave received an approval, shall be provided by the party providing such products or services, and not by PCI SSC or the payment brand participants.

Payment Card Industry Data Security Standard (PCI-DSS) Advice

Monthly Updates

Once a month, your terminal will connect to the Elo Terminal Management System to download new software and important configuration changes. This update will typically occur overnight. For this reason, it is suggested that your terminal be powered on at all times. For POS terminals, it is recommended for the device to be left on the charging stand or connected to the power supply when not in use. In the event that the terminal is powered off when the update takes place, or having a low battery in the case of portable models, the system will notify you that the update has failed. Please leave your terminal on the following night to ensure the upgrade is completed or call your helpdesk for assistance.

The Elo Pay M100 POS tablet contains a payment application that stores, processes and transmits cardholder data. It therefore falls within the scope of the Payment Card Industry Data Security Standards (PIC-DSS).

This section contains advice to assist you with PCI-DSS compliance.

Please note it is the responsibility of the merchant to ensure the merchant copies of receipts and reports showing cardholder details are stored securely for the period of time specified by your bank. Please also ensure they are disposed of in a secure manner at the end of that period. Failure to do so may result in charge-backs or fraudulent activity.

1. **Retention of full magnetic strip, card validation code or PIN block data**

   The payment application within the Elo Pay M100 POS tablet does not retain card data. You need to take no further action to ensure your PCI DSS compliant environment meets this specific requirement.

2. **Protection of stored cardholder data**

   The payment application within the Elo Pay M100 POS tablet protect stored cardholder data in a secure manner.

   You must ensure you give the correct copy of the receipt to the cardholder (clearly marked CARDHOLDER COPY) and retain the merchant receipts in a secure area with limited access to authorized staff. The merchant receipts must be destroyed by incineration or by cross-shredding when they become obsolete. Your bank will advise on the period necessary for retention of receipts.

   You should perform an End of Day Banking/Settlement every day. Your terminal may be configured to perform this process automatically every day; if you are unsure how your terminal is configured, please contact your helpdesk.

3. **Provision of secure authentication features**

   The payment application operates in the Elo Pay M100 POS tablet hardware environment and does not require username or password access. You need take no further action to ensure your PCI DSS compliant environment meets this specific requirement.

4. **Secure payment applications**

   The Elo Pay M100 POS tablet and its software applications have been designed in line with PCI DSS and industry best practices. You need take no further action to ensure your PCI DSS compliant environment meets this specific requirement.

5. **Protection of wireless transmissions**

   The Elo Pay M100 POS tablet utilizes Wi-Fi wireless transmissions in accordance with PCI DSS and industry best practices.

6. **Testing payment applications to address vulnerabilities**

   Elo have a process to identify newly discovered security vulnerabilities and have timely development and deployment of security patches and upgrades. You need take no further action to ensure your PCI DSS compliant environment meets this specific requirement.

7. **Secure network implementation**

   The payment application operates in the Elo Pay M100 POS tablet hardware environment and does not need to log application activity.

8. **Ensuring cardholder data must never be stored on a server connected to the Internet**

   If you are using the Elo Pay M100 POS tablet on a Local Area Network for the payment transaction interface and you are using a local server to store and forward the transaction data, you must take steps to protect the transaction data in accordance with DSS requirements.

9. **Secure remote software updates**

   Software updates will be carried out automatically by the Elo Terminal Management System. This system ensures only authenticated payment software is loaded onto your terminal.

10. **Secure remote access to payment application**

   There is no remote access to the payment application.

11. **Encryption of sensitive traffic over public networks**

   Transactions sent over network connections are always encrypted by the payment application using Secure Socket Layer (SSL) technology.

   You must never communicate sensitive cardholder data by any means unless it is encrypted. Elo will never request such data from you. Sensitive cardholder data means:

   - The Card Number (often known as Primary Account Number or PAN),

   - The Cardholder Name, the Card Expiration Date,

   - The Card CV2 Number (the last three digits printed on the card signature strip, or for American Express, the four-digit value printed on the font of the card).

   Your helpdesk may request the first six digits of a card number from you to assist with troubleshooting a problem. This should be provided along with the name of the card issuer when requested, to enable your helpdesk to assist.

   You will not be asked for a full card number by your helpdesk.

12. **Encrypt all non-console administrative access.**

   This is not applicable to the Elo payment application.

13. **Maintain instructional documentation/training programs for cardholders, resellers, & integrators**

   As well as the information in this user manual, Elo will make available to you via its website www.elotouch.com for further information regarding PCI DSS compliance.

Overview – Specifications

	Elo Pay M100
Enclosure Color	Black
Operating System	Android 12 with Google Play Services
Processor	Qualcomm Snapdragon 660 2.2GHz Octa-Core Processor
Memory	4GB
Storage	64GB
Display	10" Optically bonded high-definition LED 1920*1200 500 nits typ. 900:1 contrast ratio typ.
Touch Screen	Projective capacitive with Corning Gorilla Glass Water rejection
Front Camera	1x 5MP, Fixed Focus
Rear Camera	1x 8MP, Auto Focus with Flash LED
Sensors	Accelerometer and ambient light sensors
Extended Storage	1x MicroSD slot (up to 1TB)
SIM	1x nano SIM or eSIM
PSAM	2x PSAM card slot
I/O Ports	USB Type-C for display, charging and data
Payment	EMV Contactless ISO 144443-A/B, MiFare, ISO-18092 EMV Chip Card Reader
Certifications / Supported Payment Schemes	• PCI-PTS V6.2 • EMV L1 Contact & Contactless • EMV L2 Contact • Visa PayWave • MasterCard Contactless • Amex ExpressPay • Discover D-PAS • UnionPay QuickPass • JCB Jspeedy • TQM • Interac Flash • Common SECC / UKCC
Cellular	4G LTE

	Available on M100C model only
GPS	GPS/GLONASS/Galileo/BeiDou *Available on M100C model only*
Wireless	IEEE 802.11a/b/g/n/ac with 2x2 MU-MIMO
Bluetooth	Bluetooth 5.0
Barcode Scanner	SE4100 Scan Engine (1D/2D imager) *Available on scanner models only*
MSR	3-Track MSR ISO 7810/7811(Optional)
LED	1 x Power LED (Green/Amber dual color) 1 x Status LED (Red/Blue dual color)
Keyboard	On screen keyboard
Audio	2x Microphone 2x 1W Speak
Buttons	1x Power button 1x Volume button 2x programmable button (scan button in default)
Battery	Rechargeable Li-Polymer, 3.8V/8000mAh Serviceable battery
Dimensions	255.5*162*16mm
Shipping Box Dimensions	321*217*74mm
Gross Weight	810g
Net Weight	760g (WIFI SKU w/o the scanner)
Temperature	Operating: -20°C to 50°C (-4°F to 122°F) Storage: -20°C to 60°C (-4°F to 140°F)
Humidity	5% to 95% non-condensing
Regulatory Approvals and Declarations	UL, FCC (US) – Class B cUL, IC (Canada) CB (International safety) CE (Europe) – Class B RCM (Australia) (In progress/TBC)
ESD	8kV contact, 15kV air, Criteria B
Drop Rating	Multiple 1m drops per MIL-STD-810G standard
Ingress Protection/Sealing	IP54 per IEC standard 60529

Features: Front View

- Ambient Light Sensor
- Function LED
- Power LED

Contactless pay area.
(graphic to be image
on screen)

Front Camera

SCR slot

I/O Connector
USB-C

Scan trigger/
programmable key

Features: Back View

For strap/back bracket attachment

Rear camera and Flash

Scan trigger/ programmable key

Volume Up/Down Key

Power Key

Scanner + MSR

Scanner
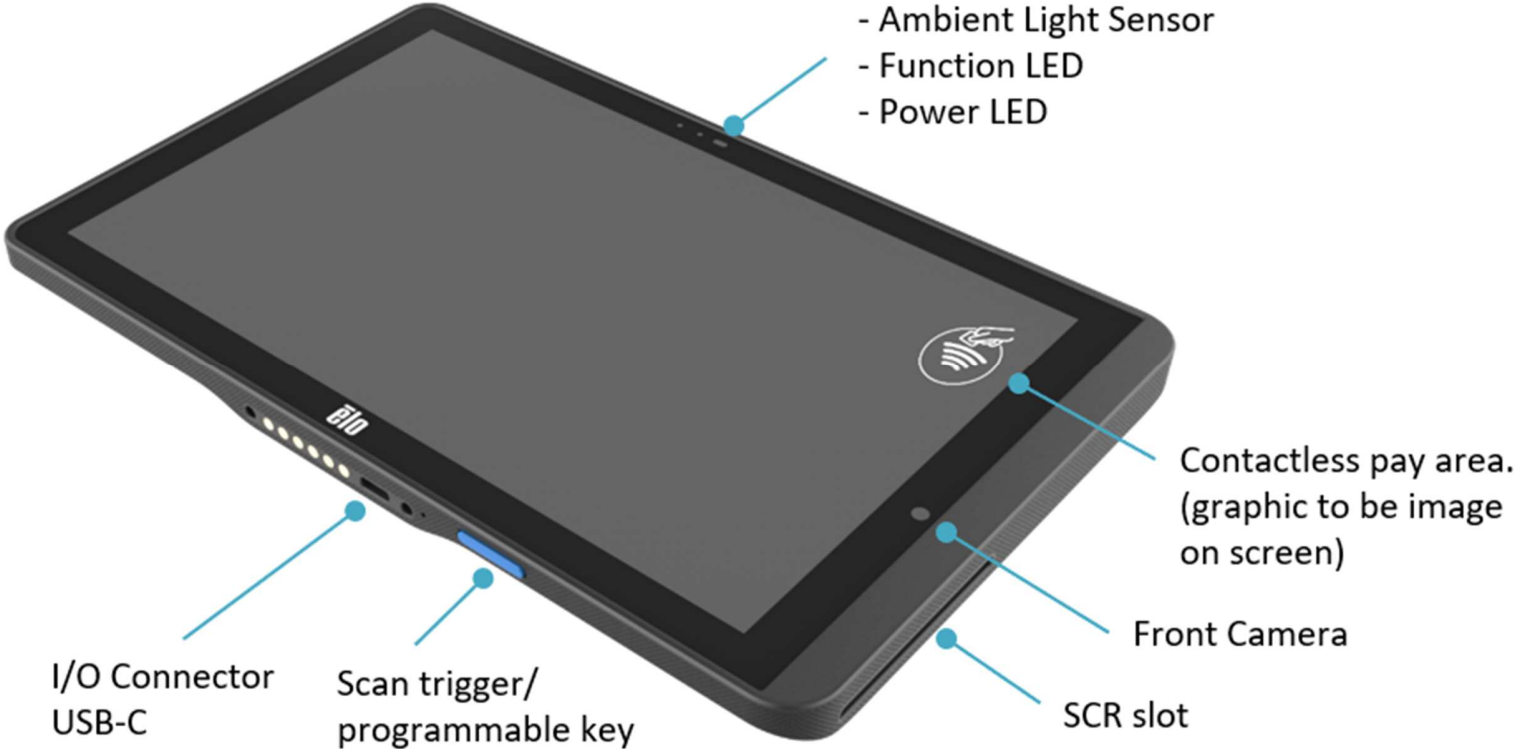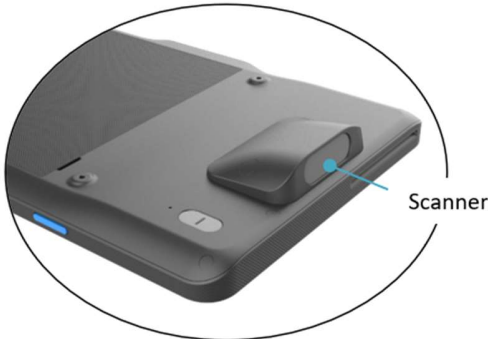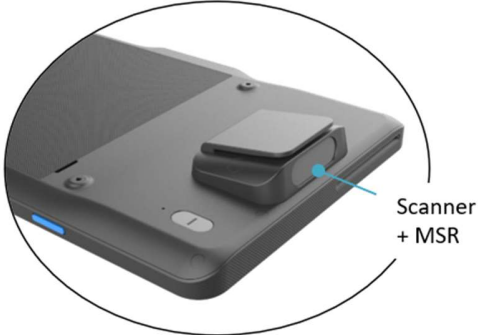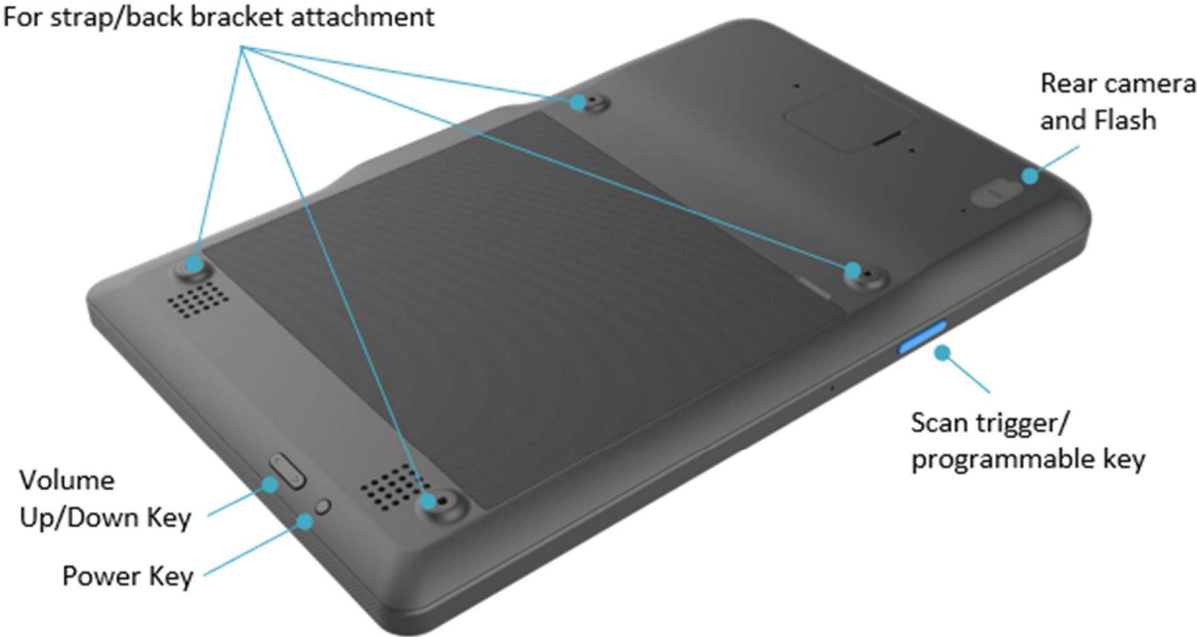
Section 2: Getting Started

Unpacking and Initial Inspection

The Elo Pay M100 POS tablet fulfils PCI-PTS security requirements. Upon receipt of your device, the following inspection should be performed.

- Check if any damage on the shipping carton.
- Open the carton box and verify all contents listed below are included in the box:
  - ❖ Elo Pay M100
  - ❖ USB-C Power Adapter with US, EU, and UK AC plug options.
  - ❖ 1.8M USBC Cable
  - ❖ Quick Install Guide.
- Check if the information (product name, serial number, etc.) matches the delivery information.
- Remove all protective material, plastic wrapping from the device, inspect the device carefully if any damage or signs of tampering.
  - ❖ Inspect the security seals and labels to make sure no signs of peeling of tampering.
  - ❖ Inspect chip card acceptor to make sure that there's no untoward obstruction(s) or suspicious objects at the opening.
  - ❖ Inspect MSR slot to make sure that three is no other additional reader or inserted object(s).
  - ❖ Inspect appearance of device to make sure that there is no tamper evidence. It is important to review especially in the touchscreen area.
  - ❖ Power on the device, check if any tamper warning message shown on the screen and make sure the red LED in the front is not turned on.
  - ❖ Inspect the HW/FW version and check if it runs well.

Note: Keep the packing material and shipping carton, which must be re-used whenever the device is shipped.

⚠️**Do not use a device that has been damaged or tampered with. The Elo Pay M100 comes equipped with tamper-evident label(s). If any of the label or components appears damaged, please notify the shipping company and your Elo representatives or service provider immediately.**

Battery Safety Precautions

⚠️ **The battery stores a large amount of energy in small amount of space. Replace the battery with same type only. Improper replacement of battery may cause risk of burns, fire, and explosions. Do not open, crush, bend, puncture, shred, heat above 60° C / 140° F or incinerate. Risk of fire and burns if improperly handled. Do not short circuit, immerse the battery to liquid, or attempt to insert any foreign object to the battery. Avoid storing under direct sunlight. If there is a serious swelling of the battery, do not continue using. Dispose the battery according to local regulations.**

ℹ️ **Note:** Guidelines for extending the lifespan of your device/battery:

- Fully charge the battery before using the device for the first time.
- Use only specified charger to charge the device.
- Charge your device in a cool, dry, and well-ventilated area, avoid using in extreme ambient temperatures.
- Regularly charge the battery to at least 50% every 3 months when the device is not used for an extended period of time.
- Avoid draining the main battery to low, or empty levels. If the main battery is completely depleted, the device will be running on the internal coin cell battery backup for the critical features. If the device is left for 6 months, the device could be rendered inoperable. In addition, failure to follow the guidelines above could result in loss of critical functions of the device. The customer shall be responsible for any cost associated with the remediation of such cases.

Battery Installation
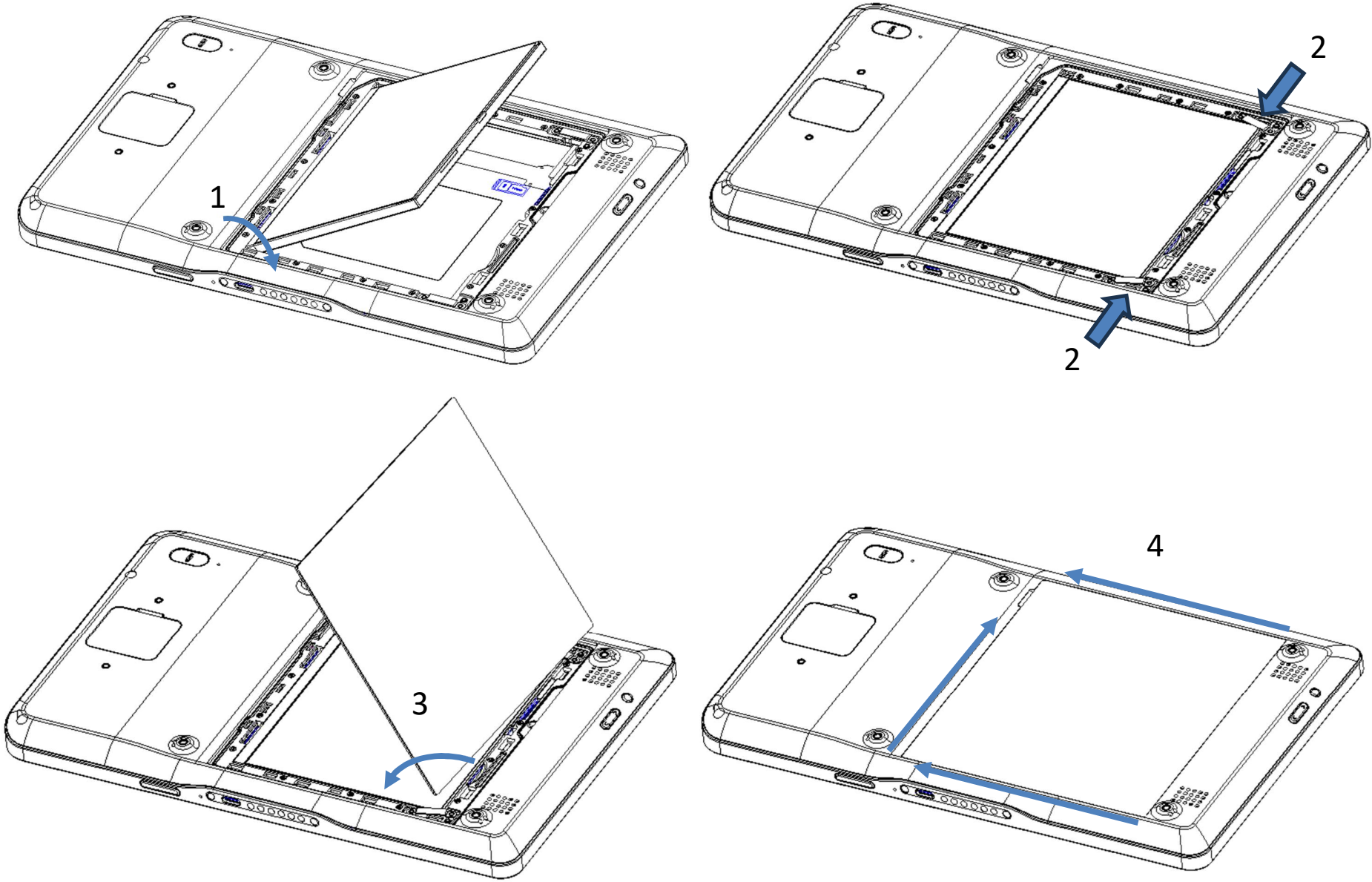
Micro SD/ SIM and PSAM Card Installation

PSAM Slot

Battery latch/lock

uSD and SIM slot
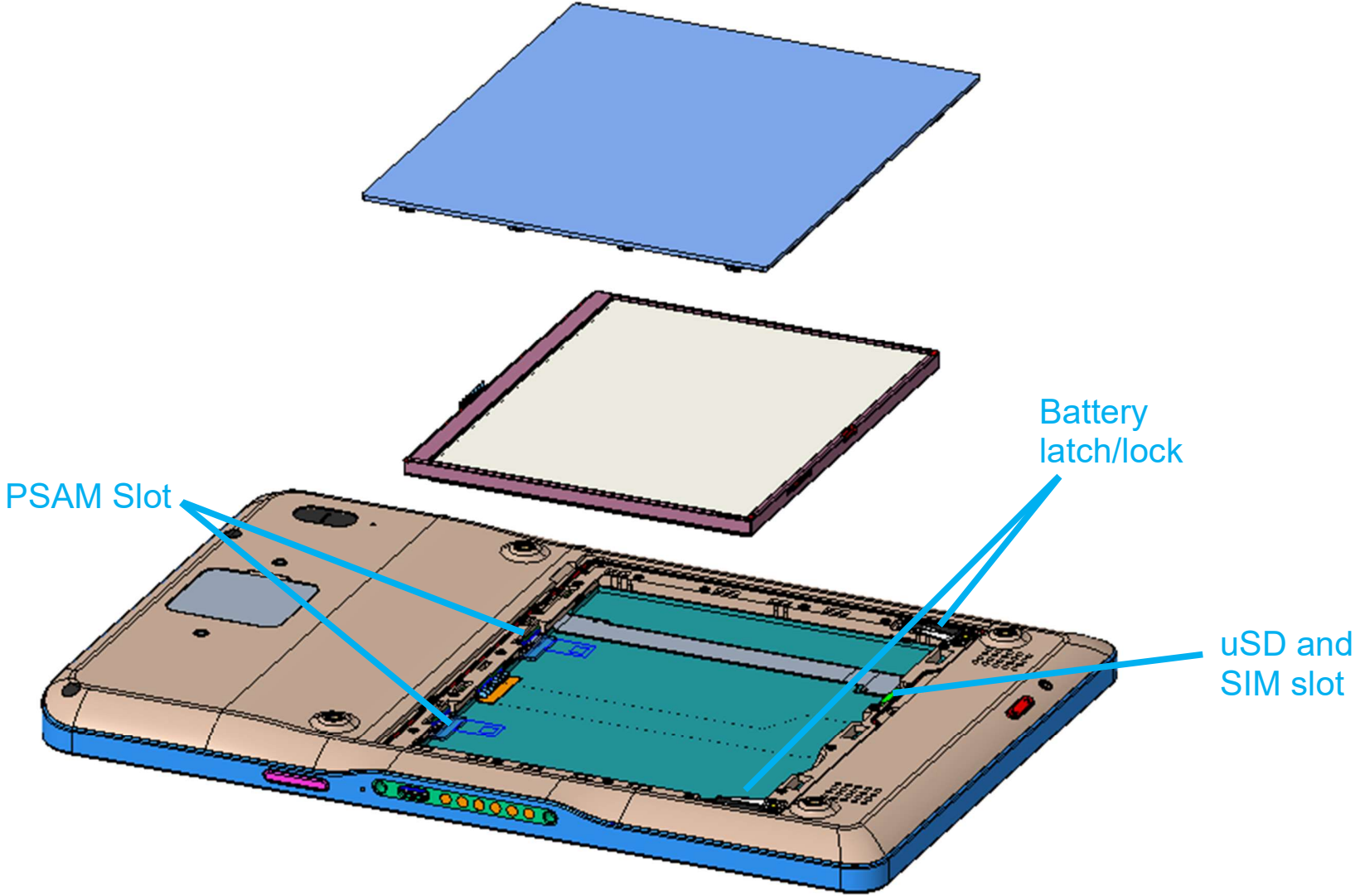
- First save files and shutdown the terminal.
- Remove the back cover and the battery, install the uSD card, SAM card and SIM card (Cellular SKU only).
- Lock battery using side latches to smoothly reinstall the back cover.

System & Power

Charging the Elo Pay M100 through power adapter:

- The Elo Pay M100 is powered by a rechargeable battery (Li-ion polymer Battery). A charger (USB-C type wall adapter) is included with the M100 in the box.
- With Qualcomm Quick Charge to 90% will take about 180 minutes.
- The device should be charged 100% when it is first use.

Charging Safety Features:

- Over charge/discharge protection
- Over current/short-circuit protection
- Temperature monitoring/Over temperature protection.

Powering up the device

Power Button

- To turn ON the power of tablet, press and hold power button for 2 seconds.
- To Shut down or Restart, press and hold the power button for more than 5 seconds and follow the on-screen display menu.
- To force the system to Shut down, press and hold the power button for 12 seconds.
- To bring the system out of sleep/standby mode, press the power button once or touch the screen.
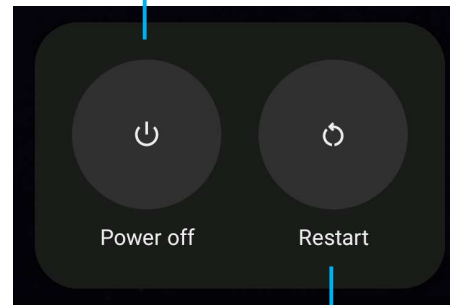
Power LED Status

POWER LED STATUS	DESCRIPTION
OFF	OFF
Solid Amber	Charging
Solid Green	Charging 100%

Power / Function Buttons Features and Gestures

Power button On-Screen display menu features

If the power button is pressed for more than 5 seconds, a pop-up screen menu will appear.

For shutting down the system.

Power off   Restart

For rebooting the system.

Gestures

<u>Note:</u> The following gesture will only work if the programmable function buttons are set as "Volume up and down". See <u>Key Remap</u> from Settings.

- Pressing power button twice will activate Camera.
    - ❖ To enable or disable this feature see *"Settings → System → Gestures"* on this user manual.

Status Bar Icons and Definitions (for reference)

Icon	Definition	Icon	Definition
	Connected to GPRS mobile network		Roaming
	GPRS in use		No signal
	Connected to EDGE mobile network		No SIM card installed
	EDGE in use		Vibrate mode
	Connected to 3G mobile network		Ringer is silenced
	3G in use		Phone microphone is mute
	Mobile network signal strength		Battery is very low
	Connected to a Wi-Fi network		Battery is low
	Bluetooth is on		Battery is partially drained
	Connected to a Bluetooth device		Battery is full
	Airplane mode		Battery is charging
	Alarm is set		GPS is on
	Speakerphone is on		Receiving location data from GPS
	New Gmail message		More notifications
	New text or multimedia message		Call in progress
	Problem with text or multimedia message delivery		Call in progress using a Bluetooth headset
	New Google Talk message		Missed call
	New voicemail		Call on hold
	Upcoming event		Call forwarding is on
	Data is syncing		Song is playing
	Problem with sign-in or sync		Uploading data
	SD card or USB storage is full		Downloading data
	An open Wi-Fi network is available		Download finished
	Phone is connected via USB cable		Connected to or disconnected from virtual private network (VPN)
	Phone is sharing its data connection via USB (USB tethering)		Carrier data use threshold approaching or exceeded
	Phone is sharing its data connection as a Wi-Fi hotspot (Wi-Fi tethering)		Application update available
	Phone is tethered in multiple ways		System update available

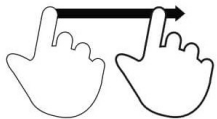# About Touch Gestures

Tap

Briefly touch surface with fingertip

Press

Touch surface for an extended period of time.

Press and Hold / Touch and Hold

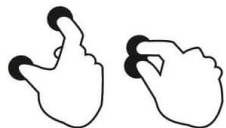Touch surface for an extended period of time and continue to hold the finger against the screen.

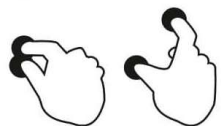**Drag**

Move fingertip over surface without losing contact.

Flick

Quickly swipe surface with fingertip.

Spread – Zoom in
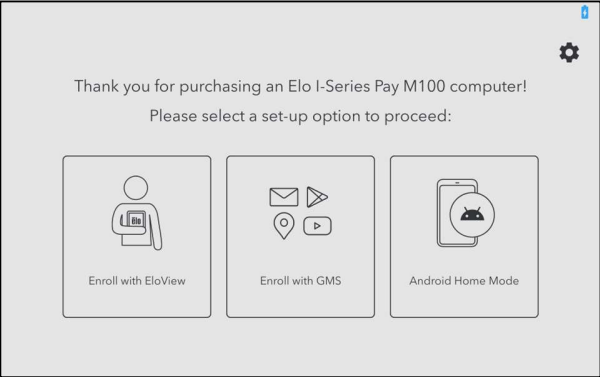
Touch surface with two finger and move them apart.

Pinch – Zooming out

Touch surface with two fingers and bring them closer together.
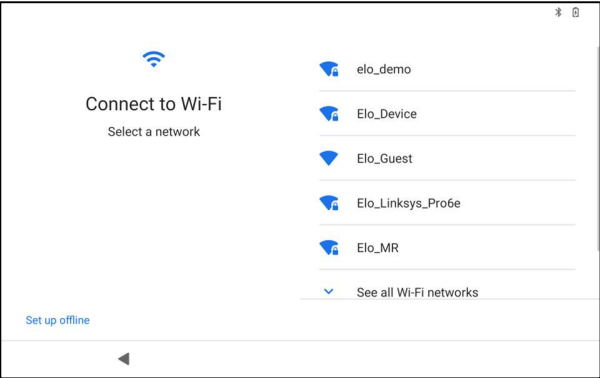
Out of Box Experience (OOBE)

Step 1:

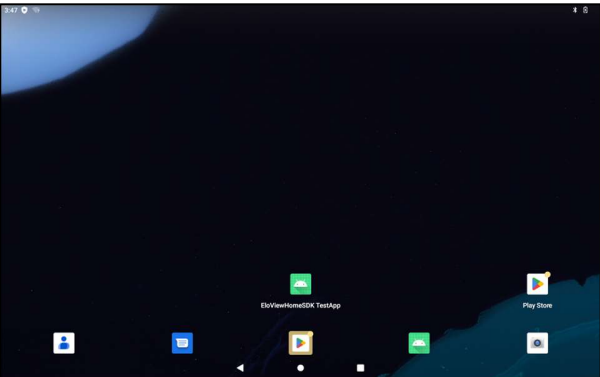- Choose the following set up method.

Thank you for purchasing an Elo I-Series Pay M100 computer!

Please select a set-up option to proceed:

Enroll with EloView   Enroll with GMS   Android Home Mode

Step 2:

- Follow on-screen instructions to complete the setup.
- To enroll with EloView® you must connect to Wi-Fi.

Connect to Wi-Fi

Select a network

elo_demo

Elo_Device

Elo_Guest

Elo_Linksys_Pro6e

Elo_MR

See all Wi-Fi networks

Set up offline

Step 3:

- EloView® Home (screen locked at default).

EloViewHomeSDK TestApp   Play Store

EloView® Home Screen

The EloView® Home Screen is the starting point for navigating of the device. You can place your favorite apps and widgets here.

Note: The images below may appear differently on your Elo Pay M100 device.
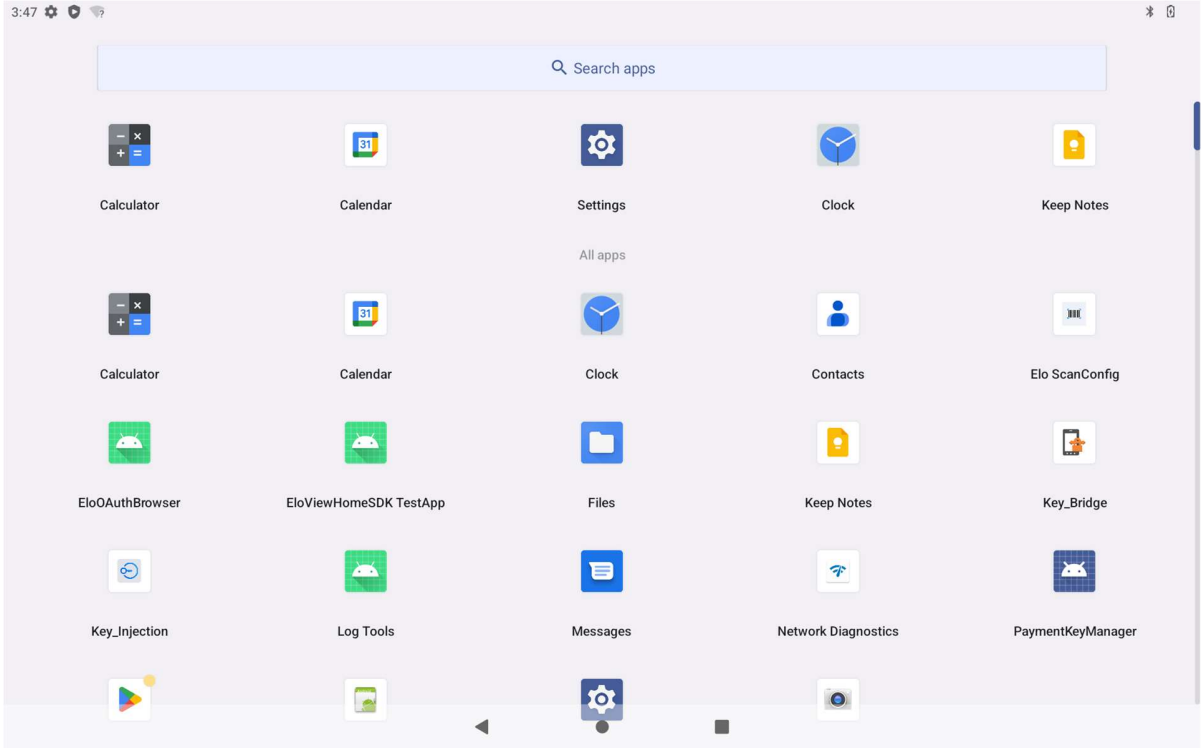
Navigation Bar

◀ **Back** – Return to the previous page.

● **Home** – Return to the home screen.

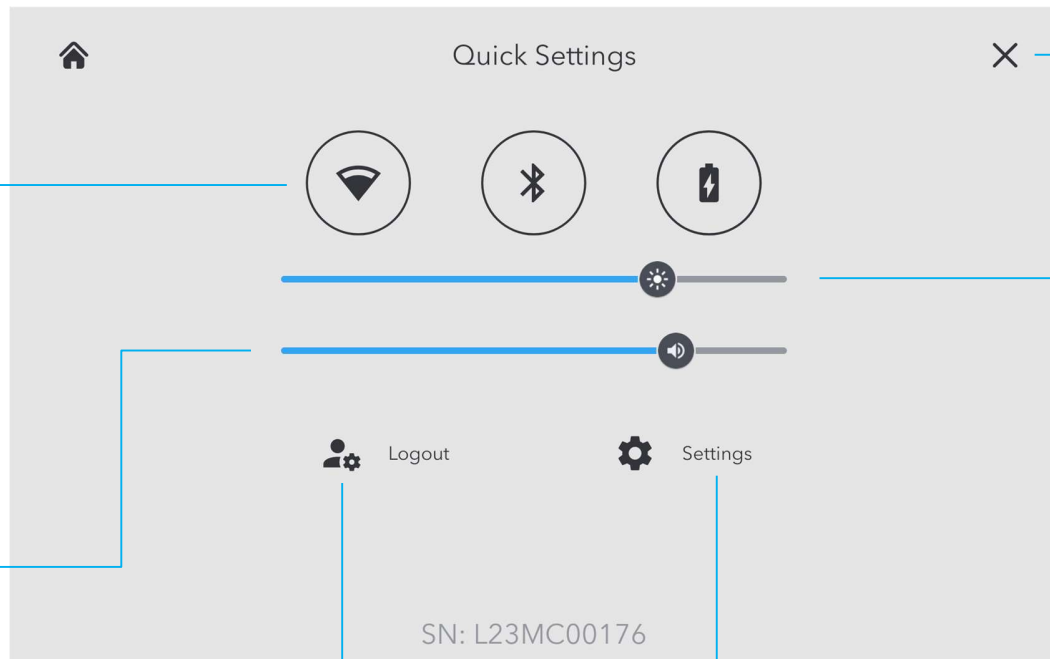■ **Recent App** - Return to the previous page.

EloView® Quick Settings

To access the Quick Settings, tap ☰ (3 lines menu from EloView® Home Screen). Located on the upper right side.

Settings:
- Wi-Fi
- Bluetooth
- Battery
  - ❖ Tap an Icon once to enable or disable.
  - ❖ Press and hold an Icon.

Quick Settings

Exit

Brightness
- Move the slider bar left or right to adjust the brightness level.

Logout

Settings

SN: L23MC00176

Volume
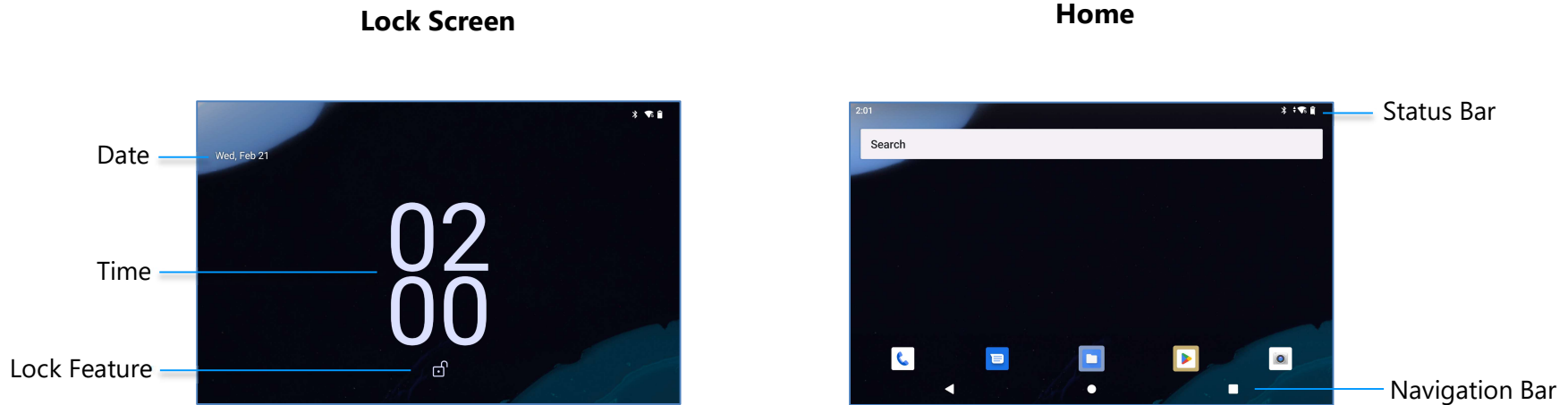- Move slide bar Left or Right to adjust the volume.

Admin Settings

Shortcut to System Settings

Lock and Home Screens

Note: The images below may appear differently from the actual device.

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Lock Screen

Date

Time

Lock Feature

Home

Status Bar

Navigation Bar

Home Screen is the starting point for navigating the computer. You can place your favorite apps and widgets here.

- To unlock the screen to **Home Screen,** swipe up on the **Lock Screen**.

Note: The default security is Swipe. Refer to Security settings section in this manual for advanced settings.

- To Lock the screen, press the power button once.

Navigation Bar

Back – Return to the previous page.

Home – Return to the home screen.

Recent App - Return to the previous page.

Notification Panel

The notification panel allows for quick access to setting shortcuts and notification alerts.

Note: The images below may appear differently from the actual device.

Quick Settings Bar

Notifications

Notification Setting

Navigation Bar
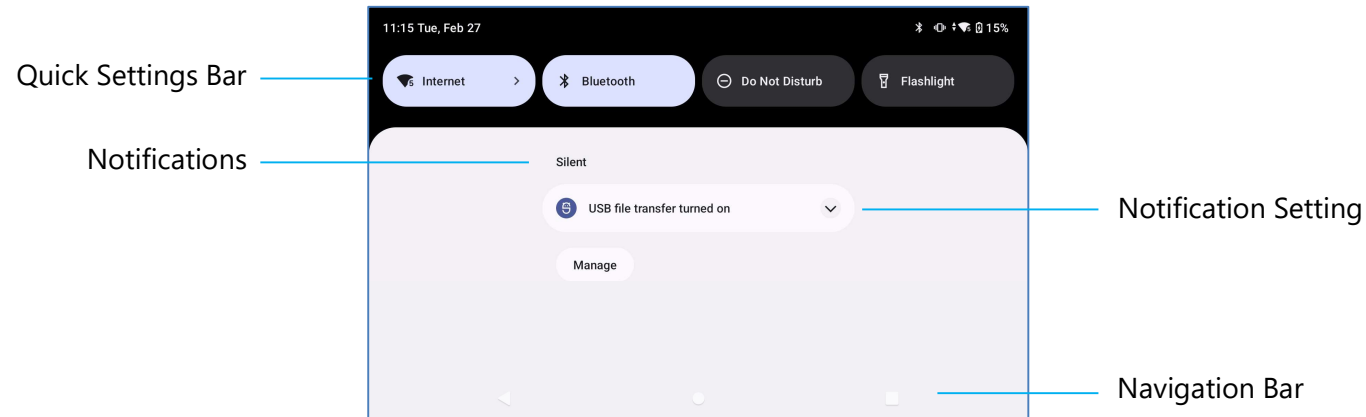
To open the Notification Panel

- From the **Home Screen,** swipe down from the top of the touch screen.
- To clear a single notification alert, drag the notification all the way to the left or right.
- To clear all notification alerts, tap "**Clear**".
- To customize notification alerts, drag the notification halfway to the left or right then tap ⚙ setting.
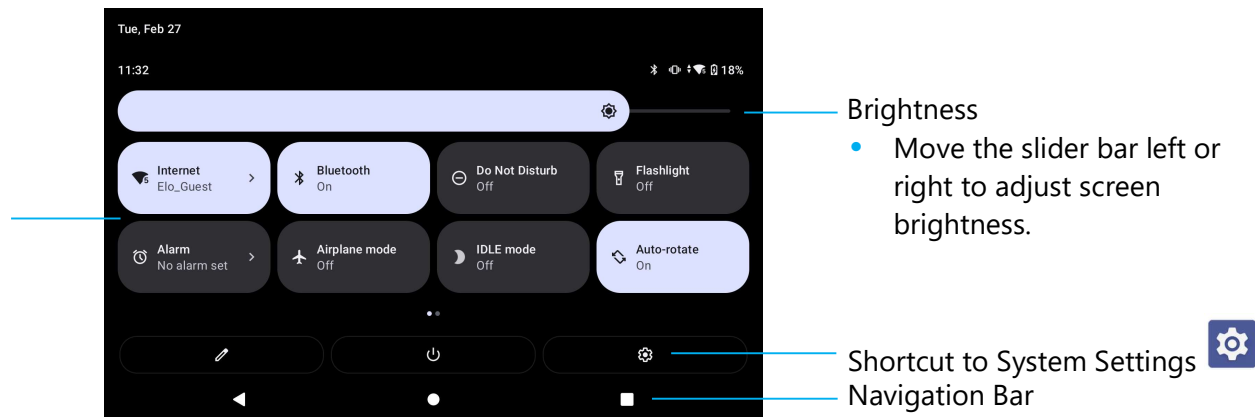- To exit tap **Navigation Bar** feature or swipe up the notification alert menu.

Quick Access Panel

Access Panel allows for quick access frequently used settings, Brightness, and a shortcut to System Settings.

Note: The images below may appear differently from the actual computer.

Quick Access Panel

- Internet ~~Wi-Fi~~
- Bluetooth
- Do Not Disturb
- Flashlight
- Alarm
- Airplane mode
- IDLE Mode
- Auto-rotation
- Device controls
- Nearby Share
- Hotspot
- Night Light

Tue, Feb 27

11:32   ✳ ◑ ⚡ 🔻 🔋 18%

Internet
Elo_Guest   >

Bluetooth
On

Do Not Disturb
Off

Flashlight
Off

Alarm
No alarm set   >

Airplane mode
Off

IDLE mode
Off

Auto-rotate
On

Brightness
- Move the slider bar left or right to adjust screen brightness.

Shortcut to System Settings

Navigation Bar

To open the Full Quick Access Panel

- From the **Lock Screen**, swipe down from top of the touch screen once.

- From the **Home Screen**, swipe down with two fingers from top of the touch screen.

- If the Notification Panel is open swipe down from the **Quick Settings bar**.

- For additional shortcut Icon's swipe screen from right to left.

- Tap **Navigation Bar** to exit.

Application Drawer

The application drawer is a menu containing all the applications installed on the device including System Settings. This is different from the Home Screen, as it contains every installed app and cannot be customized.

Note: The images below may appear different from the actual computer.

Search Bar
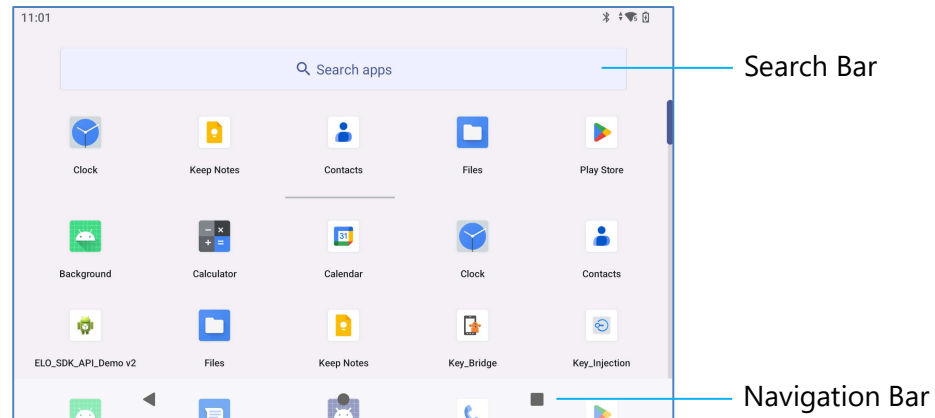
Navigation Bar

**To open the Application Drawer (Manager)**

- Swipe up the **Navigation Bar** from the **Home Screen**.

- To open an application, tap once.

- To exit from the **Application Drawer**, tap the Navigation Bar or swipe down.

Customize and add a shortcut to the Home Screen

<u>Note:</u> The images below may appear different from the actual computer.

- From the **Application drawer**, press and hold an app or (Icon) then drag the Icon to move the app to the **Home Screen**.

- Drag the Icon into the new location and release.
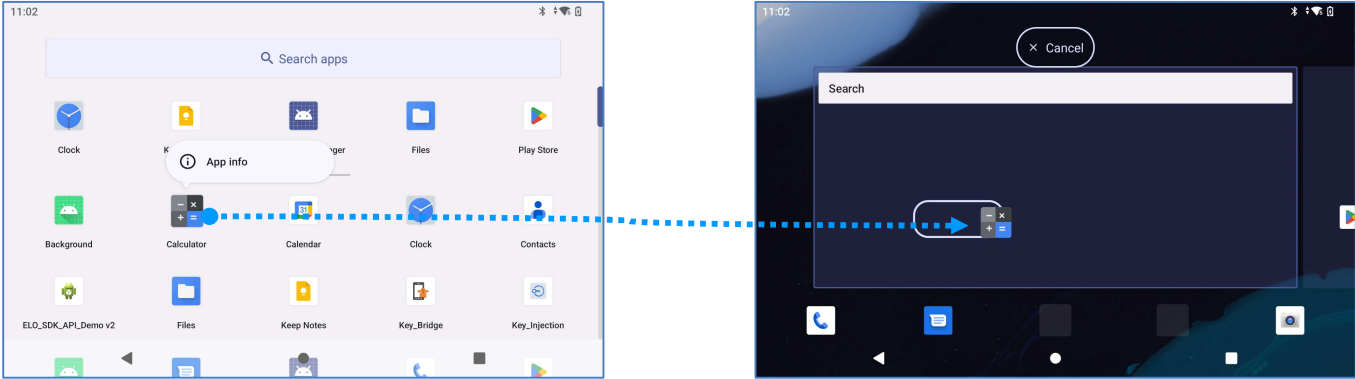
- To cancel, drag the icon to "**X Cancel**".

- To remove a shortcut Icon from home screen, press and hold the Icon then drag the Icon to "**X Remove**".

- To uninstall an app, press and hold then drag the icon to "**Uninstall**".
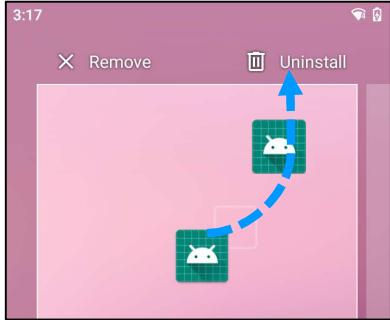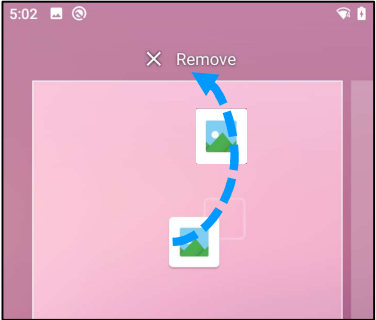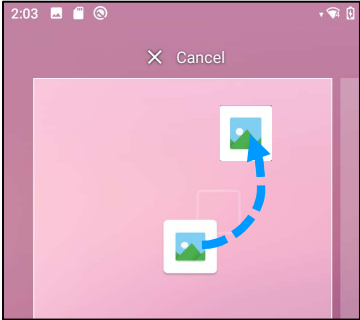
Section 3: System Settings

Network & Internet

The Network & Internet application allows you to access Wi-Fi, Airplane Mode, Mobile plan, Hotspot, Tethering and Advanced settings of Data Saver, VPN and DNS.

To set up Network and Internet, enter to System Settings ⚙ → **Network & Internet.**
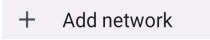
Wi-Fi

- Tap **Internet**.
- Tap **Use WLAN** to enable 🔵.
- From the list, select a wireless network.
- When prompted enter the network password.
- Tap **Connect**.

For additional Network detail information's (IP address, Security, Frequency and Advanced), tap ⚙ setting of the network (e.g., xfinitywifi).

Internet

WLAN 🔵

Elo_Guest
Connected ⚙ ———— Wireless network setting
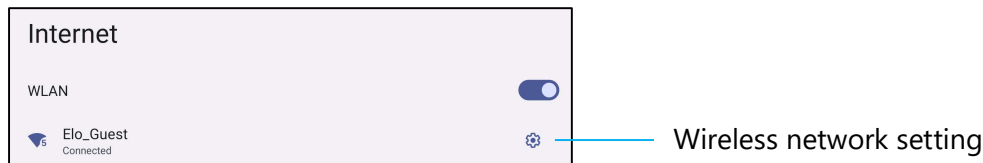
Joining Wi-Fi using QR code

- From the list of saved Wi-Fi scroll down and tap ➕ Add network .
- Tap ▣ (QR code) icon to the right of Add network.
- Position the viewfinder over the QR code on another device.

Sharing Wi-Fi using QR code

- Tap ⚙ setting of the connected device.
- Tap ▣ SHARE (Share) icon.

User Manual – Elo Pay M100

Disconnecting a connected Wireless Network

- Tap ⚙ setting of the connected device.

- Tap ✕ DISCONNECT (Disconnect) to disconnect from network.

Forgetting a connected Wireless Network

- Tap ⚙ setting of the connected device.

- Tap 🗑 FORGET (Forget) icon to forget connected network.

Mobile Network

- Tap **Mobile network**.

- Internet service provider and data usage is shown on the top.

<table>
<tr><td>←   Webbing   ✎</td></tr>
<tr><td>**212** kB used ————————————— Total Data Usage
0 B   2.00 GB
2.00 GB data warning
30 days left</td></tr>
</table>
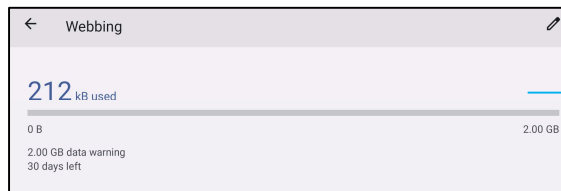
- Tap **Mobile data** to enable mobile data ⬤.

- Tap **Roaming** to enable roaming ⬤.

- Tap **Preferred Network Type** to choose preferred network available, e.g., LTE(Recommended)/3G.

App Data Usage

- Tap `DEC 11, 2020 – JAN 10, 2021 ▼` to set the period for mobile data usage calculation.

- Tap ⚙ to set data warning & limit.

  Automatically Select Network / APN

Access Point Names

- Tap **Access Point Names** under SIMs section.

- Tap toggle switch ⬤ to enable Automatic network select.

- Tap **Access Point Names** to select APN from the available APNs list.
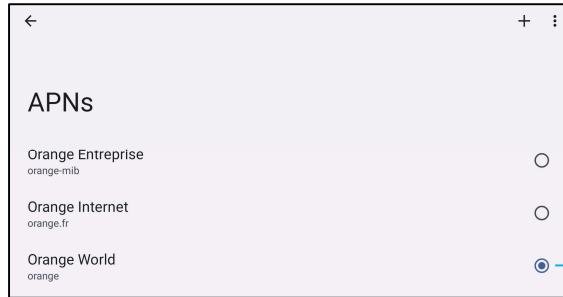
Tap to select the APN to be used

- To manually add an APN, tap ➕ and enter Access Point Name information. Tap ⋮ 3-dots menu to **Save**.
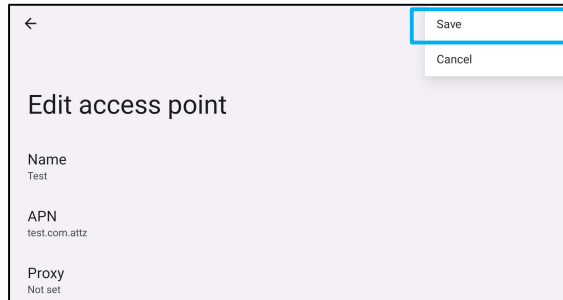
Airplane Mode

This will disable all of the wireless transmission functions. Including cellular, Wi-Fi, and Bluetooth.

- To enable ⬤, tap **Airplane mode**.

Hotspot & Tethering

Wi-Fi hotspot

This feature is for sharing Internet network connection with another device using Wi-Fi.

Note: The mobile POS must be connected to Wi-Fi or cellular network (cellular SKUs). *See Network & Internet connection on this user manual.*

- Tap **Hotspot and tethering**.
- Tap **Wi-Fi hotspot**.

User Manual – Elo Pay M100

- Tap toggle switch to ON .
- Tap QR code.
- The QR code is for another device to scan the password for easy connect.
- To enter manually the password, tap **Hotspot password**.

USB tethering

This feature is for sharing Internet connection to another device using a USB cable.

Note: The USB cable must be connected first from mobile POS to another device or PC. *See Connected device → USB on this user manual.*

- Tap **Hotspot and tethering**.
- Tap **USB tethering**, to enable .

Bluetooth Tethering

This feature is for sharing internet network connection to another device using Bluetooth.

Note: The Bluetooth must be paired first from mobile POS to another device or PC. *See Connected devices → Bluetooth on this user manual.*

- Tap **Hotspot and tethering**.
- To enable , tap **Bluetooth tethering**.

Ethernet

Note: To connect the mobile POS to Ethernet, it will need an Elo I/O hub. When available, the mobile POS will automatically prioritize the ethernet connection. If does not, please follow the steps below:

- Place the mobile POS into the Elo hub.
- Set Wi-Fi to disable.

  ❖ Go to Wi-Fi settings, tap **Use Wi-Fi** to disable .

- Tap **Ethernet**.
- Tap toggle switch to enable .

⊡ Connected Devices

The Connected devices application allows you to pair Bluetooth devices, NFC, and USB (Tethering File transfer MDI and PTP)

To setup, enter to System Settings ⚙ **→ Connected devices**

Bluetooth

Note: Elo Pay M100 supports Bluetooth 5.1 Classic/LE and Beacon; to remain PCI-PTS compliant, only devices supporting Bluetooth Security Mode -4 (Authenticated Link / Secure Connection) can be paired and connected to the Elo mobile POS.

Note: Make sure the BT device is on discoverable.

- Tap **Connection preferences**.
- Tap **Bluetooth**.
- Tap toggle switch to ON 🔘.
- Tap **+ Pair new device**.
- From Available devices screen, tap a device to pair.
- When a pairing request message appears.
  - ❖ Verify the pairing number is the same.
  - ❖ If the pairing requests a PIN, enter the PIN.
- Tap **PAIR**, to connect.
- When the Bluetooth device is successfully connected to mobile POS, the connection will show as Active or Connected.

Unpair a paired Bluetooth Device

- Navigate back to 'Connected devices' screen, from **AVAILABLE MEDIA DEVICES** or **PREVIOUSLY CONNECTED DEVICES**.
- Tap ⚙ settings of the connected device.
- In the settings menu, it is possible to **DISCONNECT**, **FORGET** (to unpair the device) and to enable and disable Phone calls, Media audio and Contact sharing.

Printing

User Manual – Elo Pay M100

Note: Make sure Elo Pay M100 and printer are connected to the same network.

- Tap **Connection preferences**.

- Tap **Printing**.

- Tap **Default Print Service**.

- Tap toggle switch to ON .

- Tap ⋮ 3-dots menu.

- Tap **Add printer**.

To add a printer using Wi-Fi printer:

- Tap **Wi-Fi direct printing** to enable .

- If prompted, tap '**ALLOW ONLY WHILE USING THE APP**' to allow the device.

- Tap **Wi-Fi Direct printers** to start searching for a Wi-Fi printer to add.

- Tap the printer's name to connect.

To add a printer entering IP address:

- Tap **Add printer by IP address.**

- Enter the printer's IP address.

USB

For data transfer and network sharing using a USB connection.

Note: To activate the USB settings, connect the USB cable from Elo Pay M100 to another device or PC. Once the Elo Pay M100 detects the device, it will become available in the USB preference settings.

- Tap USB.
- From USB Preferences under USE USB FOR choose and tap a feature to enable.

USB Preferences

USB

USB controlled by

○ Connected device

◉ This device

Use USB for

◉ File Transfer

○ MIDI

○ PTP
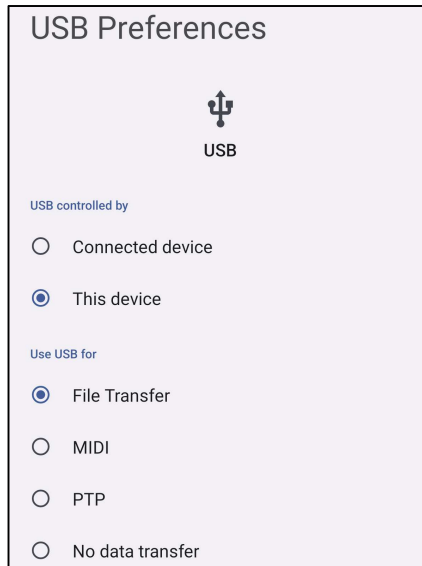
○ No data transfer

- **File transfer** – This will share mobile POS internal and SD shared storage.
- **MIDI** - Musical Instrument Digital Interface.
- **PTP** - Picture Transfer Protocol.
- **No data transfer** – (Default Setting) No data will be transferred even if the USB cable is connected.

⠿ Apps

App settings are to streamline app settings and permissions.

To manage Apps, enter to System Settings ⚙ **→ Apps**

Setting notifications

- In the Recently opened apps, tap **SEE ALL APPS** or **App info**.
- From App Info screen tap an App to set the notification (e.g., Android Keyboard).
- In the App property settings, you can also **DISABLE**, **ENABLE**, and **FORCE STOP** the app.

App info

Calculator

OPEN   DISABLE   FORCE STOP
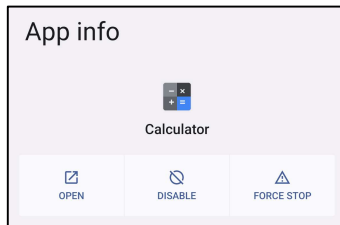
- To enable or disable notifications, tap **Notifications.** Then enable all notifications.

Calculator

OPEN   DISABLE   FORCE STOP

Notifications
~0 notifications per week

→

Calculator

All Calculator notifications
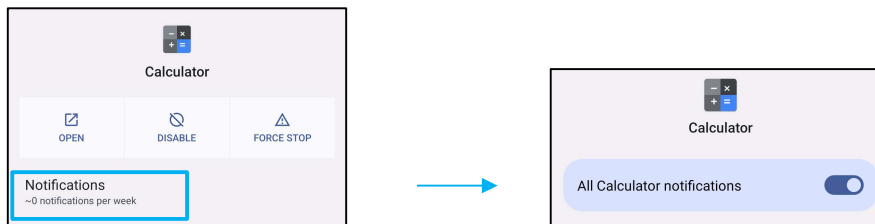
- To add a dot for unread notifications, tap **Allow notification dot**.

Allow notification dot

Notifications

Notification settings are to streamline app alerts by changing which apps send notifications and how the notifications alert you.

To manage Notifications, enter to System Settings ⚙️ **→ Notifications**

To manage notifications by app

- Tap **App settings** to control notifications from individual apps**.**
- Select app.
  - o   Enable/disable all application notifications or customize notifications by Alerts and Essentials.

Setting device and app notifications
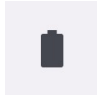
- To give notification access to an app, tap **Device & app notifications** from **Notifications screen** under Privacy**.**
- In the menu of permission manager, tap an app to manage that app's access (e.g., Google Play services).
- To allow a permission to an application, tap an app from **NOT ALLOWED** menu and allow 🔵 notification access.
- To deny a permission to an application, tap an app from **ALLOWED** menu and disable ⚪ notification access.

Setting notifications in the lock screen

- To set up notification in the lock screen from Apps and notification screen, tap **Notifications**.
- Tap **Notification on lock screen**. Then follow on-screen instruction on how notifications appear in the lock screen.

Setting Emergency alerts

- Tap **Wireless emergency alerts** from the Notifications screen.

▮ Battery

The battery application monitors the battery's status, performance, and charging state.

To modify Battery settings, enter to System Settings ⚙ **→Battery**

Battery Saver

The battery saver turns off, or restricts, background activity, some visual effects, and other high-power features to extend battery life.

ⓘ **Note:** The Battery Saver will suspend these features when the device is charging.

- Tap **Battery Saver.**
- To manually enable or disable Battery Saver, tap **TURN ON NOW or TURN OFF NOW**.
- In the ON mode, the screen theme display will turn dark, and the battery status icon will display this icon 🔋.
- To automatically enable Battery Saver in a certain power percentage threshold, tap **Set a schedule.**
- Tap **Based on percentage to** set a power percentage when the Battery Saver feature will enable.
- From the slider bar move the slider right or left to choose the power percentage from 5% to 75%. The default is 5%.
- To do nothing, tap **No Schedule**.
- Enabling 🔵 "Turn off when full charged", the Battery Saver turns off when battery is at 90%.

Battery Manager

When the Battery Manager detects that apps are draining the battery, you will have the option to restrict the application. Restricted apps may not work properly, and notifications may be delayed.

- Tap **Battery Manager**.
- Tap **Use Battery Manager** to enable.

Battery Percentage

This feature will show battery percentage in the status bar.

- To enable and disable, tap **Battery percentage**.

Battery Usage

This feature will show all list of all apps how much battery power they are using.

Battery usage

54%

100%

50%

0%

14 hr ago

Battery usage since full charge

Screen
Used for 7 hr, 19 min

1%

ⓘ

Battery usage data is approximate and doesn't measure usage when phone is charging
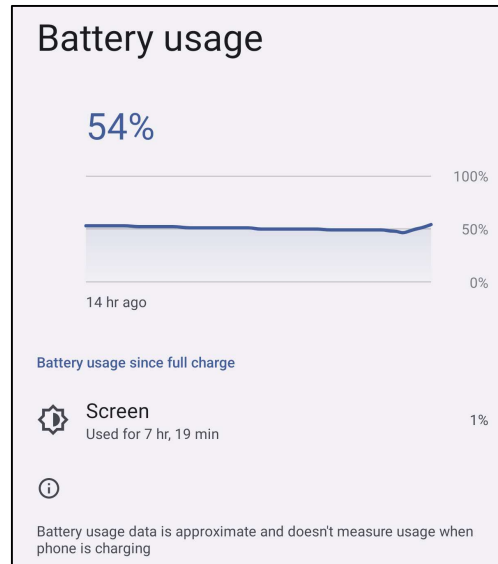
Display

The Display application manages the screen's display settings.

To modify Display settings, enter to System Settings ⚙ **→Display**

Auto Idle Mode

- Tap **Auto idle mode** to enable 🔵 or disable ⚪.

Brightness Level

- Tap **Brightness level.**
- Move the slider bar right or left to adjust the screen's brightness.

Nigh Light Feature

This feature will tint the screen to amber. This makes easier to look at the screen or read in dim light.

- Tap **Night Light** to enable 🔵 or disable ⚪.

Adaptive Brightness

This feature will automatically adjust the screen brightness to your environment.

- Tap **Adaptive Brightness**.
- Tap **Adaptive Brightness** to enable 🔵 or disable ⚪.

Advanced

Dark Theme

- To switch screen theme on dark (black color) or light (white color), tap **Dark**.

Screen timeout

- Tap Screen timeout.

- Select the time limit from the following options: Never, 15sec, 30 sec, 1min, 2min, 5min, 10min, 30min.
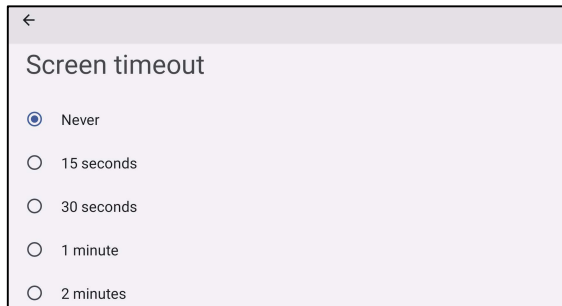
- Tap to save.

Auto-rotation screen

- Tap Auto-rotation screen to enable or disable.

Font size

- Tap Font size.

- Move the slider bar left or right to adjust the text size.
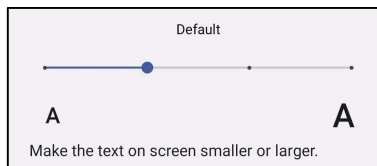
Display size

- Tap Display size.

- Move the slider bar to left or right to adjust the screen size.
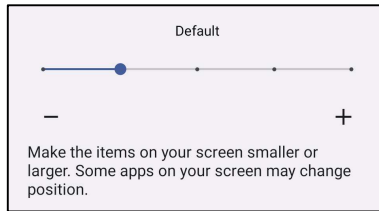
Screen Orientation

- Tap Screen Orientation.

- Select the orientation from the following option.
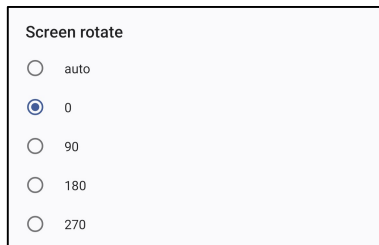
- Tap to save.

Screen Density

- Tap Screen Density.

- Select the density from the following option.
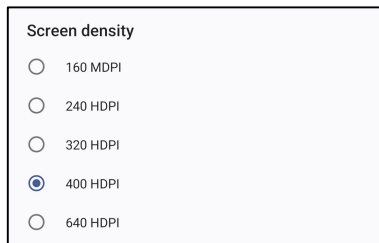
- Tap to save.

Wallpaper

The Wallpaper application manages the device's wallpaper.

To modify Wallpaper settings, enter to System Settings **→Wallpaper**

Wallpaper

- Select a wallpaper from the following options.
    - ❖ Live Wallpapers
    - ❖ Snapdragon Gallery → Download – Picture – Screenshot
- Select an image or picture you want as a wallpaper from the folders.
- Tap Set Wallpaper.
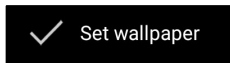
Sound

The sound application is to manage audio, do not Disturb features.

To modify settings, enter to System Settings ![gear] **→ Sound**

Volumes

- To decrease or increase the following sound volume, drag slider left or right.

← Sound
♪ Media volume
☎ Call volume
⏰ Alarm volume
🔔 Notification volume
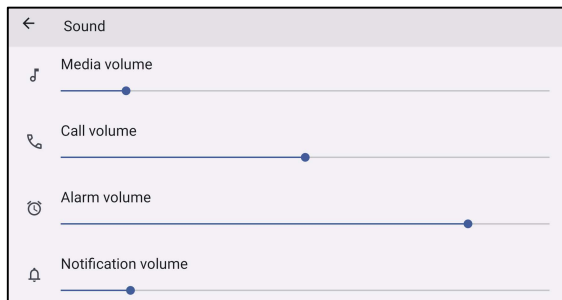
Do not Disturb

- Tap **Do not Disturb**.
- Tap **TURN ON NOW**, to enable Do not Disturb,
  - ❖ To manage settings, tap a feature you wish to manage and follow on-screen instructions to complete the set up.

← Do Not Disturb
Only get notified by important people and apps
TURN ON NOW
What can interrupt Do Not Disturb
People
Some people can interrupt
Apps
No apps can interrupt
Alarms & other interruptions

← Do Not Disturb
Schedules
Schedules
None
General
Duration for Quick Settings
Until you turn off
Display options for hidden notifications
No visuals or sound from notifications
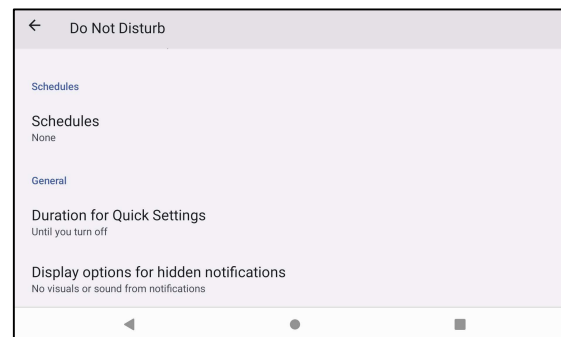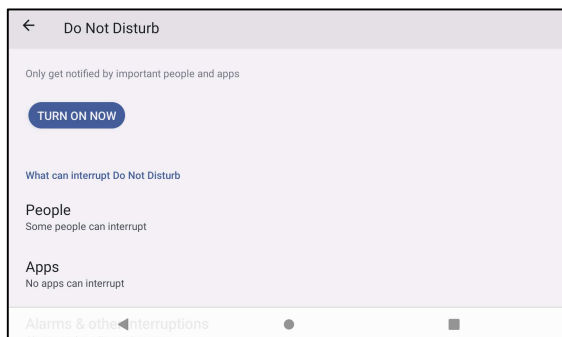
- To disable, tap **TURN OFF NOW**.

Prevent Ringing

- Tap **Shortcut to prevent ringing**.

- Tap toggle switch to ⬤ enable.

  ❖ To disable ⬤ , tap toggle switch.

Default Notification Sound

- Tap **Default notification sound**.

- Select a sound from the list (e.g., Pixie Dust) and tap **OK** to save.

Default notification sound

◉ On The Hunt

◯ Palladium

◯ Pixie Dust

◯ Pizzicato

◯ Plastic Pipe

◯ Polaris

CANCEL   OK
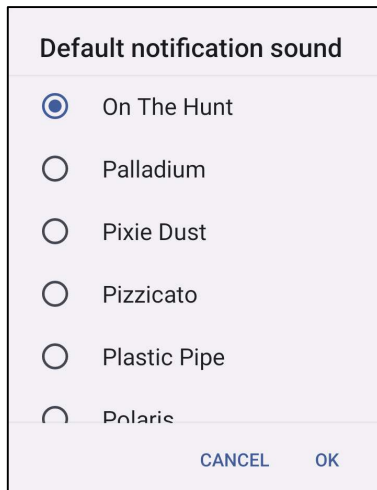
Default Alarm Sound

- Tap **Default Alarm sound**.

- Select an alarm sound from the list (e.g., Cesium) and tap **OK** to save.

Default alarm sound

- ● Buzzer Alarm
- ○ Carbon
- ○ Cesium
- ○ Fermium
- ○ Hassium
- ○ Krypton

CANCEL   OK
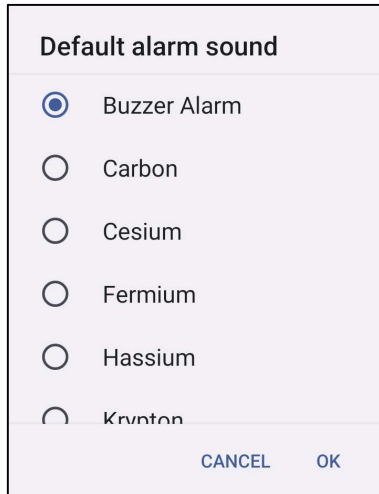
Screen Locking Sound

- To enable ⬤ or disable ⬤, tap Screen locking Sounds.

Advanced

- To enable ⬤ or disable ⬤ on the following features below, tap a feature.

Screen locking sound	⬤
Charging sounds and vibration	⬤
Touch sounds	⬤
Always show icon when in vibrate mode	⬤
Touch vibration Haptic feedback for tap, keyboard, and more	⬤

User Manual – Elo Pay M100
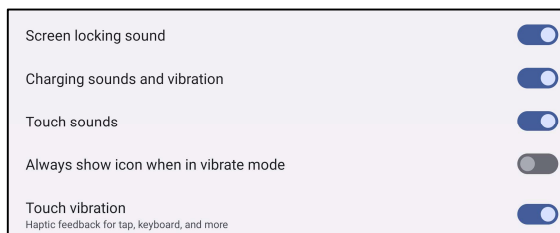
☰ Storage

To manage Storage, enter to System Settings ⚙ → Storage

Storage

To check the status of internal memory storage, tap storage.

Storage Manager

This feature is to help free up storage space, storage manager removes backed up photos and video from the device.

- To enable ⬤ or disable ⬤ , tap Storage manager.
- To make changes to set days on removing photos and videos, tap Remove photos & Videos.
- Select from the options below.

Over 30 days old
Over 60 days old
Over 90 days old

- Tap Recent App to exit.

SD card

- To manage SD card, tap SD card.
- To safely eject SD card, tap ⏏ eject.
- To remount the SD card, tap SD card.
- Tap MOUNT.

☀ Wakeup Source

The Wakeup Source applications allows you to program the "Left, Right programmable buttons and Touch Screen" to wake up the device from sleep or idle mode.

Wakeup Source	
LEFT_TRIGGER	☐
RIGHT_TRIGGER	☐
TOUCH	☑
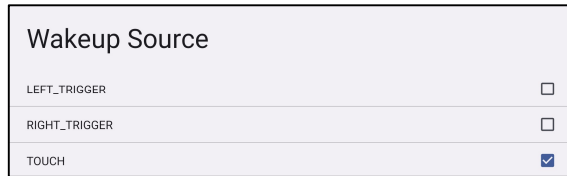
Tap to Enable (Checked) or Disable (Unchecked).
Double quick tap for wake on touch.

👁 Privacy

The Privacy application is to give you control over what permissions of applications can have.

To manage permission, enter to System Settings ⚙ **→ Privacy**

Permission Manger

This is to grant permission of an App that uses storage, and location.

- To manage permissions to an app, tap **Permission manager**.
- From the menu of permission manager, tap an app you wish to manage (e.g., Camera).
- From the camera property shows what applications has camera permissions.
- To allow a permission to an application, tap an app from **DENIED** menu.
- To deny a permission to an application, tap an app from **ALLOWED** menu.

Show Passwords

This will display character briefly as you type a password.

- To enable and disable , tap **Show passwords**.

Lock Screen

This will show all notification content in the lock screen.

- To enable and disable , tap **Lock screen**.

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Location

To modify Location settings, enter to System Settings ⚙ **→ Location**

- Tap Location.
- To enable or disable, tap Use location
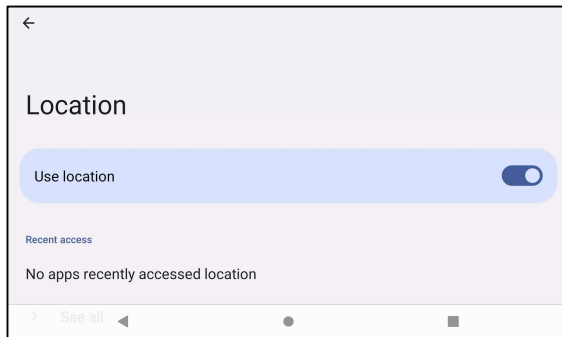
- For apps have requested location recently, tap **See all.**
- To update permission, tap **App permission**.
- To scan for Wi-Fi networks and Bluetooth, tap **Wi-Fi and Bluetooth scanning,**

Note: This feature allows app and services to scan for Wi-fi networks and Bluetooth anytime. This can be used to improve location-based features and services.

🔒 Security

To change Security settings, enter to System Settings ⚙ → Security

Screen Lock

- Tap **Screen lock**.
- From the menu select a security you wish to set. The default security is Swipe.

Swipe Security

- Tap **Swipe**.

Pattern Security

- Tap **Pattern**.
- Draw a Pattern for security (see image for an example) and tap **NEXT**.
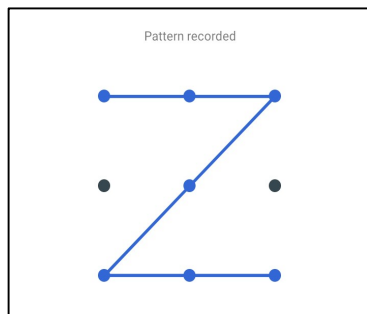
- Draw the same pattern again and tap **CONFIRM**.
- Follow on-screen instruction and tap **DONE**.

Pin Security

- Tap **PIN**.
- Tap **YES**.
- Enter a PIN number must be at least 4 digits minimum and tap **NEXT**.
- Re-enter PIN numbers and tap **CONFIRM**.
- Follow on-screen instruction and tap **DONE**.

Password Security

- Tap **Password**.
- Tap **YES**.
- Enter a password, must be at least 4 characters minimum and tap **NEXT**.
- Re-enter password and tap **CONFIRM**.
- Follow on-screen instruction and tap **DONE**.

Remove Screen Lock

- To remove screen lock, tap **Screen lock**.
- If prompted enter the Password (only applicable for PIN, PATTERN and PASSWORD security).
- Tap **None** to remove screen lock.
- Tap **YES**.
- Tap **REMOVE** to confirm.

 Accounts

To add an account, enter to System Settings → Accounts

- To set up an account, tap Account.

- Tap **+ Add account**.

- Enter an email account.

- Enter an Account type you want to add (PERSONAL - POP3 or PERSONAL – IAMP).

- Follow the on-screen instructions to complete the setup.

⬢ Accessibility

The Accessibility is a large on-screen menu to control Elo mobile POS device. You can control display, audio & on-screen text and more.

To modify settings, enter to System Settings ⚙ → Accessibility

- From the menu, select a feature to change the setting.
- To enable ⬤▬ or disable ▬⬤ , tap the feature.
- To adjust slide bar, drag slider right or left.

- For other settings, tap the feature and follow the on-screen instruction to complete the setup.

Screen reader

◀ Select to Speak
Off / Hear selected text

▣ TalkBack
Off / Speak items on screen

Display

▤ Text and display

☀ Extra dim
Dim screen beyond your phone's minimum brightness

◑ Dark theme
Will never turn on automatically

🔍 Magnification
Off

Interaction controls

⋯ Accessibility Menu
Off / Control device via large menu

⬅ Switch Access
Off / (Outdated version) Control device with switches or front camera

⇄ System controls

📳 Vibration & haptic strength
Ring Off, notification On, touch On

Captions

▤ Caption preferences
Off

Audio

∿ Audio adjustment

General

Accessibility shortcuts

Text-to-speech output

ⓘ System

To modify settings, enter to System Settings ⚙ **→ System**

Languages & Input

- To change language, tap **Languages & input**.

- Tap **Languages**.

- Tap + Add a language, then choose from the list of languages to add (e.g., Español).

-
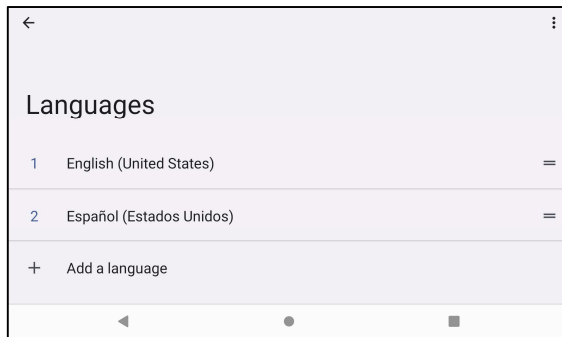
- After choosing a language, tap ⋮ 3-dots menu then tap Remove.

- To change a language e.g., from English to Espanol, tap English then tap 🗑.
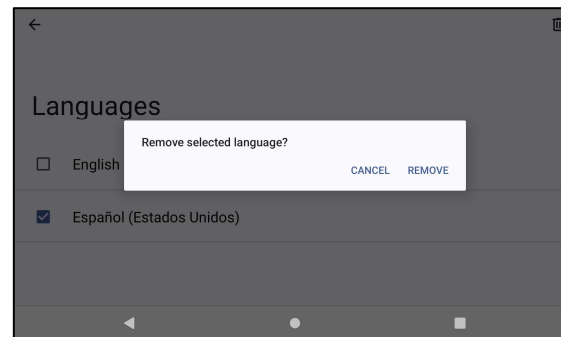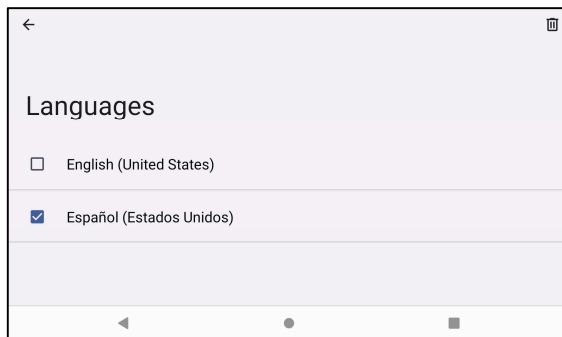
- Tap OK to remove selected language.

Date & Time

Note: The recommended setting for "**Date and Time**" is to use, "**Set time automatically**".

And for **Time zone** when is set to "**Set time zone automatically**", and "**Use location to set time zone**".
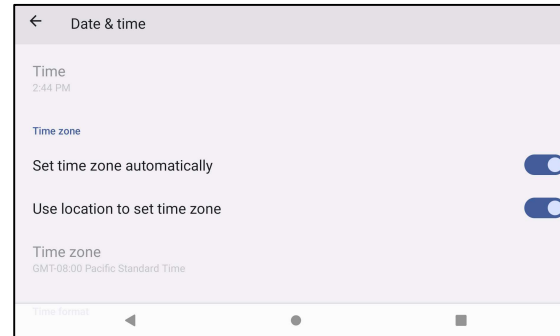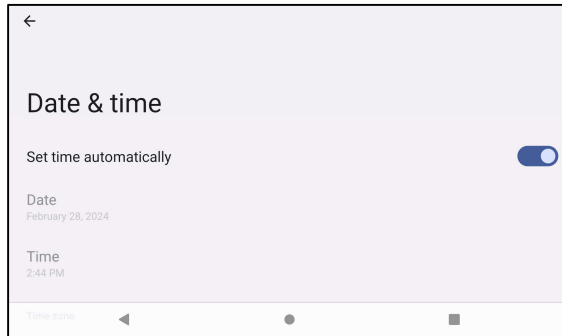
For manual settings

- To set time and date, tap **Date & Time**.
- Tap **Use network-provided time** to disable.
- Tap **Date** then enter date.
- Tap **Time** then enter time.
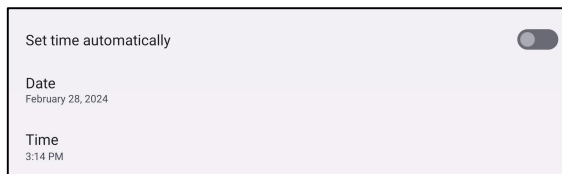
- To set time zone, tap **Set time zone automatically** and/or **Use location to set time zone** to select your time zone.
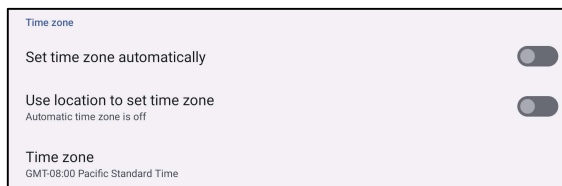
- To set to 12 hours format, tap **Use locale default**.

> Time format
>
> Use locale default

- To set 24 formats, tap **Use 24-hours format**.

> Use 24-hour format
> 13:00

Advanced

Reset options

- To select a following option to reset, tap Reset options.
- From the list, select an item to reset then tap to execute and follow on-screen instruction.

> ←
>
> Reset options
>
> Reset WLAN, mobile & Bluetooth
>
> Reset app preferences
>
> Erase downloaded SIMs
>
> Erase all data (factory reset)
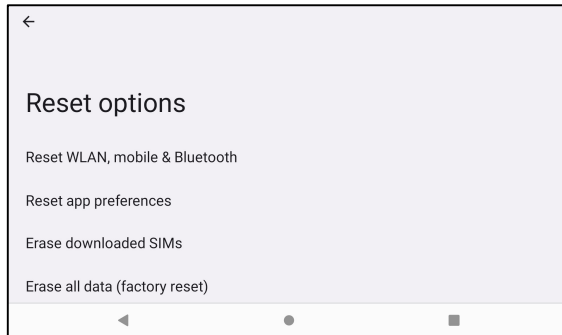
Multiple users

- Tap Multiple users.
- Tap toggle switch to ON.

To switch users

- Tap a user or name from the following option.
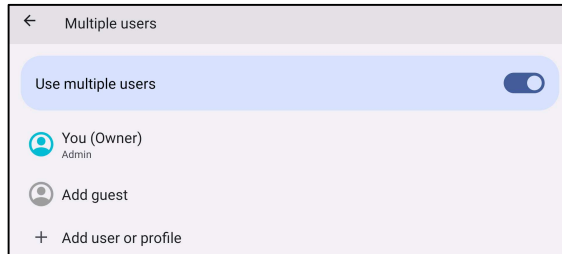
To add user

Note: only admin can add users.

- Tap **+ Add user or profile.**

- To set up apps and contents for the user, tap **User**. Follow on-screen instructions to complete account set up.

- To set up restriction access to apps and content for the users, tap **Restricted profile**. Follow on-screen instructions to complete account set up.

To delete guest from the device

- Tap ⋮ 3-dot menu from **Multiple Users** screen.

- Tap **Delete Guest** from this device.

To rename Admin Profile info

- Tap 👤 **admin**.

- Enter the name.

- Tap **OK** to save.

About Device

For viewing specific information of mobile POS.

To view and modify settings, enter to System Settings ⚙ → **About Device**
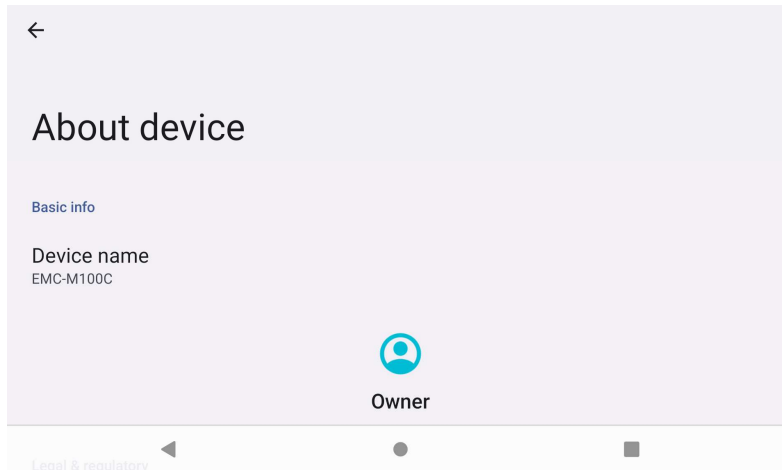
- Tap once to change the device name.
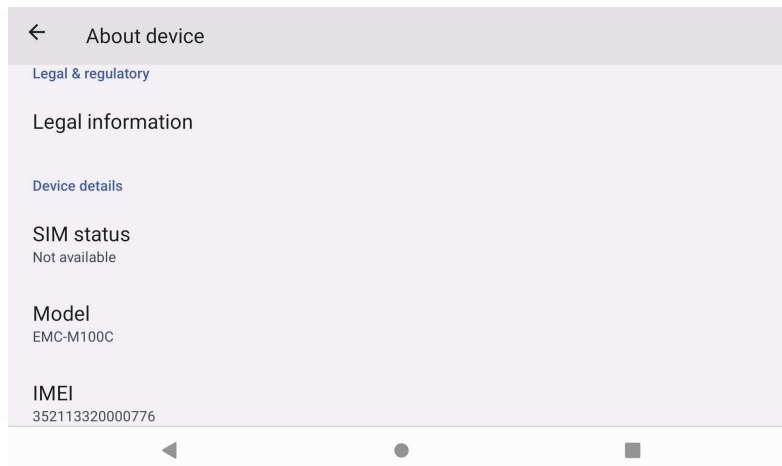
- Tap once to view Legal information.

- Tap once to view SIM status.

- Tap once to view Model to the hardware and Serial number information. Tap once to view Model description.

- Tap once to view IMEI information – IMEI and IMEI SV (Cellular SKUs).

About device

IMEI
352113320000776

Android version
12

Device identifiers

IP address
fe80::b441:25ff:fe57:356
10.164.9.140

Wi-Fi MAC address
To view, choose saved network
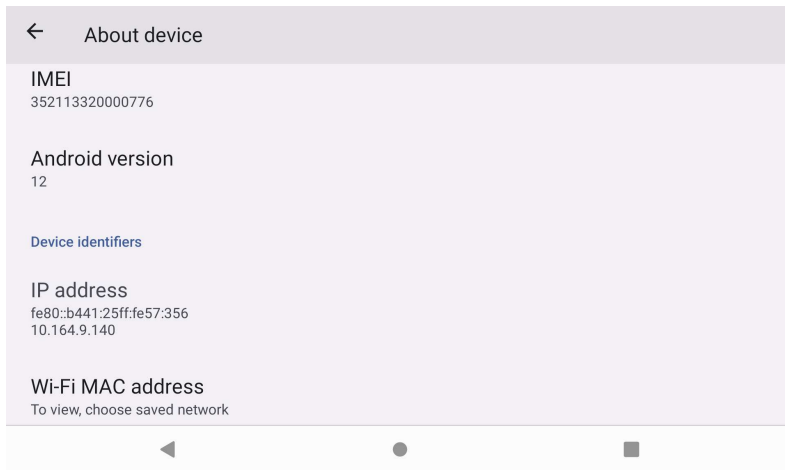
- Tap once to view Android version – Security, System update, Baseband version, Kernel version and Build number.

- IP address/Wi-Fi/Bluetooth information.

About device

Wi-Fi MAC address
To view, choose saved network

Device Wi-Fi MAC address
1c:ee:c9:64:0d:57

Bluetooth address
1c:ee:c9:64:0d:56

Up time
14:00:00

Build number
6.000.000.0205+7100p
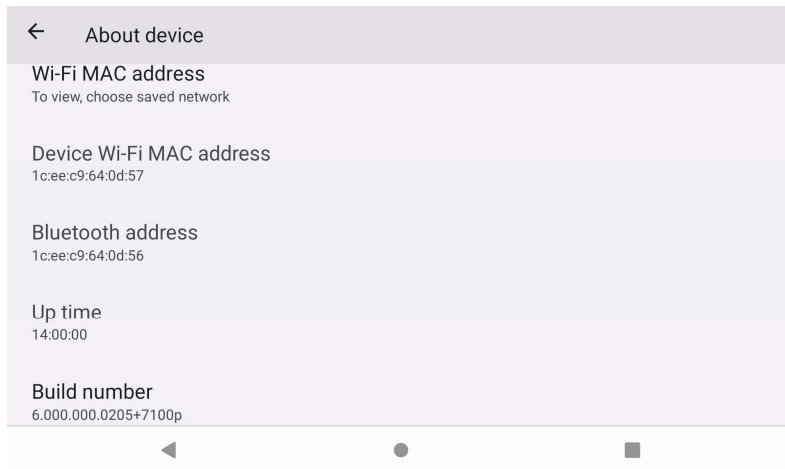
- Up time

- Build Number

Section 4: Operational

About Camera App

Camera Features
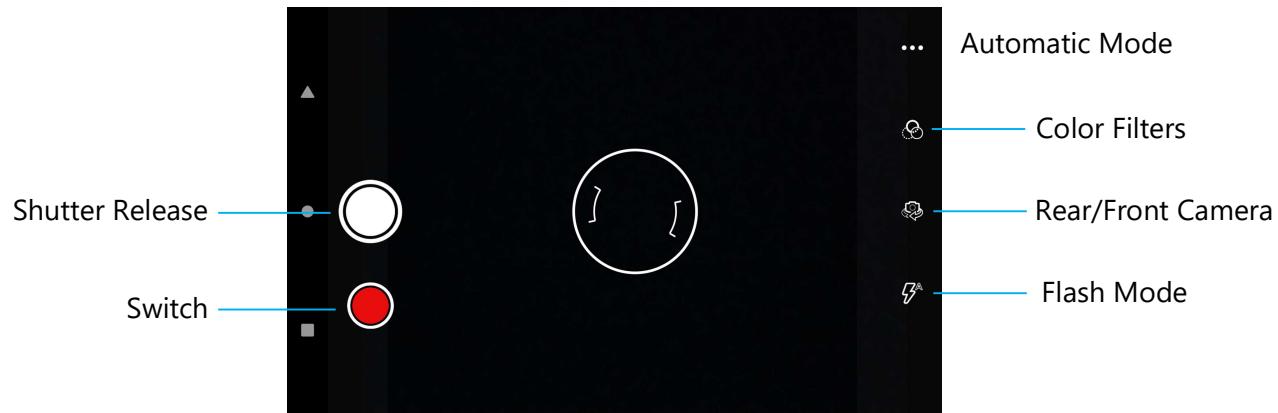
Switch – A switch for Video Capture mode.

Automatic Mode – For selecting the best exposure settings to fit the type of scene being shot. That is, in addition to the amount of light in the scene.

        Options include: HDR, ProMode.

Flash Mode – For flash control. Options include Auto, On, Off.

Color Filter – For photo effect. Options include Mono – Sepia – Negative – Solarize – Posterize – Aqua.

Shutter Release – For taking picture.

Advanced Settings
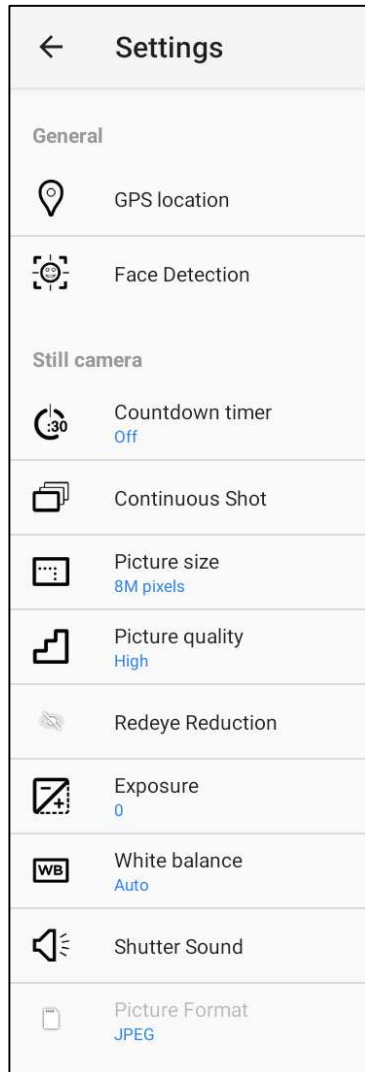
- For showing location information in an image to show the photographer where the camera was when the photo was taken.
- For detecting faces in the images and recognize them to automatically adjust focus and exposure.

- Is a timer that gives a delay between pressing the shutter release. It is most used to let photographers to take a photo themselves (often with family), hands free.
- For taking multiple photographs to be taken within a short timeframe and in rapid succession.

- For changing picture resolution.

- For enhancing photos and images.

- For reducing redeye when taking a picture using flash.

- Exposure is the amount of light which reaches your camera sensor. It is a crucial part of how bright or dark your pictures appear.
- For eliminating the discoloration in an image due to certain colors in the scene having more intensity and/or a higher or lower "temperature".
- Play a tone when taking a picture.

- For changing the file format of picture.

Video Features
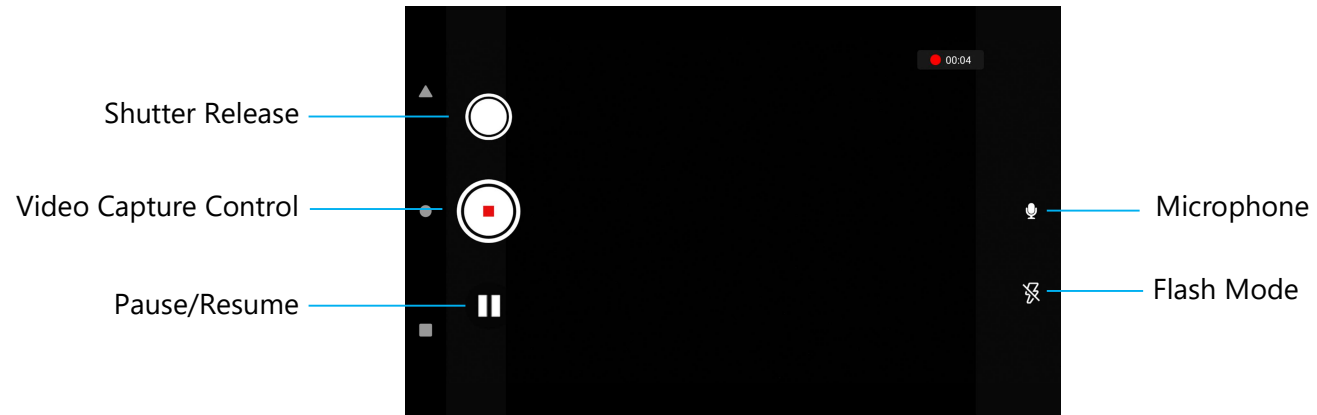
Shutter Release – Taking a picture while video recording is in progress.

Video Capture Control – Start/Stop capturing video.

Pause/Resume – Pause/Resume capturing video.

Flash Mode – For flash control. Options include Auto, On, Off.

Microphone – For capturing sound on video.

Advanced Settings

Video camera	
⬜ Video quality HD 1080p	• For changing video resolution.
🕐 Video duration 10 minutes	• Is an auto timer to stop video recording without pressing video capture Icon.
[NR] Noise Reduction Off	• Is a feature reducing noise and causes the image to lose its sharpness. This mode is only recommended to use while you are taking pictures in artificial light like indoors.
🎞 Video Encoder H264	• For changing video encoder for the video file.
🎙 Audio Encoder AAC	• For changing audio encoder for the video file.
🔄 Video Rotation 0	• For changing rotation of the video.
🕐 Time lapse Off	• For changing interval when time lapse feature is enabled.
🎞 Video High FrameRate Off	• HFR refers to higher frame rates than typical prior practice (e.g., 24 fps for standard movies).
System	
↺ Restore defaults	• For restoring default settings.
ⓘ Version Info 2.0.002	• Shows camera application version information.

Take a Picture and Record Video
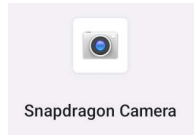
Snapdragon Camera

- Tap Snapdragon **camera app** to access the Digital camera.
- To change camera and video settings, see features.

For Video recording, tap Video icon.

❖   To mute and unmute sound while recording, tap Microphone icon.

❖   To pause recording, tap Pause icon.

❖   When finished recording, tap Stop icon.

For camera, tap Camera icon.

❖   To enable and disable shutter sound, go to advanced settings. See camera features.

❖   To zoom an object or scene place two fingers on the screen together, spreads them apart to zoom in and pinch to zoom out.

❖   To auto focus an object or scene, tap touch screen.

About File Application

The File Manager app helps to manage, delete, print, shares and transfer files between the mobile storage and a computer.

To access pictures, videos, screenshots, audios, downloads, and mobile internal / external storage, go to application drawer.

- Tap ⬜ File application from the application drawer.
- Tap ☰ 3 lines menu and choose one of the following options.
- Tap 🖼 Image icon for pictures and screenshots.

  - ❖ Tap Camera folder for photos.
  - ❖ Tap Screenshots folder for screenshot images.
  - ❖ Tap 🎬 Video for recorded videos.
  - ❖ Tap Camera folder.
  - ❖ Tap 🎧 Audio for recorded audios.
  - ❖ Tap ⬇ for Downloaded items.
  - ❖ Tap 📱 for mobile internal storage folders.
  - ❖ Tap 💳 for mobile external storage folders.

Delete Files

- To delete files from the folders above, press and hold an item or tap ⋮ 3 dots menu to select all items in the folder.
- Tap 🗑 to delete.
- Tap OK to confirm.

Copy and Move Files

- To copy or move files into new location press and hold an item from the folders above or tap ⋮ 3 dots menu to select all items in the folder.

- Tap ⋮ 3 dots menu again and choose "Copy to" or "Move to".

- Tap ≡ 3 lines menu and choose from the following options where you want to move or copy the item.

- To create a new folder, tap ⋮ 3 dots menu.

- Rename the folder.

- Tap Copy or Move to confirm.

- Print File.

Note: To print you must set a printer. See Settings → Connected device → Print.

- To print files from the folders above, tap an item once.

- Tap ⋮ 3 dots menu and tap Print.

Share Files

Note: Make sure both devices Bluetooth are paired. See Connected devices → Bluetooth on this user manual.

- To share files from the folders above, press and hold an item.

- tap ⋖ share Icon.

- To share via Bluetooth, tap ⁎ Bluetooth Icon.

- To share via email, tap ✉ email Icon

- For more options hold an item from the folders above.

- Tap ⋮ 3 dots menu and choose from the following options and follow on-screen instructions.

Scanning QR code with Integrated Camera

To test the functionality of the camera for reading QR code, open (Camera / Snapdragon app) from application drawer. The App will allow to enable the camera as imager, decode the barcode data, and display the barcode content.

- Open the camera application (Snapdragon).

- Take a photo of the following QR code below.

- Tap the photo gallery at lower left corner.

- Below the QR code picture, tap the QR icon .

- Tap the content of the QR code .

-

- After tapping the content (**www.elotouch.com**), the website will open.

NFC / EMV

NFC/EMV Contactless Reader Spec

EMVCo L1 and L2 contactless certified:

- Visa PayWave.
- MasterCard PayPass.
- AMEX ExpressPay.
- Discover D-PAS.
- JCB Jspeedy.
- UnionPay QuickPass.
- Interac Flash.

Compatible with:

- ISO14443-Type A & B (for EMV cards) read and write mode.
- ISO18092.
- MiFare.

Reading NFC and EVM card

- To start reading NFC card, open the Elo demo payment app or depending which application is installed.
- Follow the on-screen instruction.
- When device is ready to read, place the NFC card at the location as show below.
- When the card is read by default a beep sound will turn ON.

SCR

Smart Card Reader

- Compliant with ISO7816 standard.
- Compliant with PCI-PTS, EMVCo L1 and L2.
- Supported Card schemes.
  - ❖ Visa.
  - ❖ Mastercard.
  - ❖ American Express.
  - ❖ Discover.
  - ❖ JCB.
  - ❖ UnionPay.

Reading SCR Card

- To start reading SCR, open the Elo demo Payment app or depending which application is installed.
- Follow the on-screen instructions.
- Insert the card at the location.

MSR (Optional)

Bidirectional MSR capable of reading up to three tracks of data on ISO 7810/7811.

Reading MSR Card

- To start reading MSR, open the Elo demo Payment app or depending which application is installed.

- Follow the on-screen instructions.

- Swipe the card at the location.

About Elo Pay M100 Factory Full Reset

A full factory reset should only be performed if all other recovery methods have failed and all other troubleshooting options. Perfoming a full factory reset results in loss of data. This options will recover the original factory image state by erasing all data in the main storage on the Elo handheld computer.

<u>Note</u>: Performing a factory reset on **bootloader menu**, if you added a Google Account to Elo handheld Computer make sure you have your Google credential (Username and password) associated with the Elo handheld computer. If you don't have it you will not be able to use the device after reset. This is a security measure that prevents unauthorized user from using the device if they do a factory reset on bootloader menu.

To Reset

- Enter to **System Settings** ⚙ → **System** → **Advanced** → **Reset Options**.
- Tap **Erase all data.**
- Under **Erase all data (factory reset)** or **Erase all data (factory reset to EloVidw® Mode),** tap Erase all data .
- Under **Erase all data?,** tap Erase all data.
- When successfully done, the device will auto reboot.

Section 5: Maintenance and Troubleshooting

Elo Pay M100 Care and Handling

The following tips will help maintain optimal performance of your Elo Pay M100:

- To prepare for cleaning the touchscreen, power down the device (if possible), or ensure your on-screen software can tolerate false touches while you clean.

- Do not get liquids inside the unit. Do not spray the Elo product directly. Instead, use wet wipes, a sprayed cloth or a dampened cloth with the excess moisture squeezed off.

- Select only non-abrasive cleaning wipes or cloths to avoid scratching touchscreens.

- Avoid highly concentrated alcohol (> 70%), non-diluted bleach or ammonia solutions, as these may cause discoloration.

- Wipe the surfaces with the appropriate wipes or cloths and approved cleaning products and allow them to dry.

- For additional cleaning methods, recommended cleaning and distinfectant solutions, please visit https://www.elotouch.com/support/technical-support/cleaning

Note: The Elo Pay M100 terminal comes equipped with tamper evident labels. The terminal unit contains no user serviceable parts. Do not, under any circumstance, attempt to disassemble the terminal. Perform only those adjustments troubleshooting actions specified in this user guide. For all other services, contact your local Elo service provider. Service conducted by non-authorized representatives may void any warranty.

Section 6: Elo Service and Support

Elo Service and Support

Technical Specifications	Support
visit **www.elotouch.com/products** for technical specifications for this device	visit **www.elotouch.com/support** for technical support

Refer to last page for worldwide technical support phone numbers.

Note: Customers outside the United States are advised to contact their local representatives for assistance regarding service, return, or replacement of terminals.

Returning a Terminal for Service

Elo recommends contacting technical support for troubleshooting before proceeding with returns. After it is determined a product repair is required, visit the Elo website to access the online RMA portal. All products must have an RMA number before being returned to Elo. The product Serial Number will be required to obtain an RMA.

Visit https://myelo.elotouch.com/support/s/ and Navigate to the Product Returns and Repairs section or directly access the RMA Portal by visiting **http://portal.elotouch.com/**

Note: Before returning a Elo Pay M100 terminal to Elo, you must obtain an RMA number. The following procedure describes

the RMA process for how to return one or more Elo Pay M100 terminals for repair or replacement.

1. **Get the product PN and SN from the printed labels on the back of each Elo Pay M100 terminal to be returned.**

2. **Obtain the RMA number(s) by completing the following.**

3. **Describe the problem(s).**

4. **Provide the shipping address where the repaired or replacement unit to be returned.**

5. **Keep a record information and documentation related to the RMA.**

Section 7: Regulatory Information

Electrical Safety Information

Compliance is required with respect to the voltage, frequency, and current requirements if 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.

1. Never open the equipment. For safety reasons, the equipment should be opened only by qualified skilled person.

2. The equipment's power supply cord shall be connected to a socket-outlet with an earthing connection.

3. This product is intended to be supplied by a UL listed (Certificate) power supply, output rated 9Vdc/5Vdc, 2A minimum or 24Vdc, 3A minimum Tma 50 degree C minimum and altitude 5000m, if need further assistance, please contact manufacture or UL File owner or brand owner further information.

4. Replacement of a battery with an incorrect type that can defeat a safeguard

Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion.

Leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas.

5. Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer, discard used batteries according to the manufacturer's instructions.

Emissions and Immunity Information

Notice to Users in the United States:

FCC

§ 15.19 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 of the device.

User Manual – Elo Pay M100

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

§ 15.105 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 should be installed and operated to ensure a minimum of 0 cm spacing to any person.

Notice to Users in Canada for IC compliance: This equipment complies with the Class B limits for radio noise emissions from digital apparatus as established by the Radio Interference Regulations of Industrial Canada.

RF Exposure Information (SAR)

This device meets the government's requirements for exposure to radio waves. This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy.

The exposure standard for wireless devices employs a unit of measurement known as Specific Absorption Rate, or SAR.
The SAR limit set by the FCC is 1.6 W/Kg. For body-worn operation, this device has been tested and meets the FCC RF exposure guidelines for use with an accessory that contains no metal and positions the device a minimum of 0 cm from the body. RF exposure compliance with any body-worn accessory that contains metal was not tested and certified and use of such body-worn accessory should be avoided. Any accessory used with this device for body-worn operation must keep the device a minimum of 0 cm away from the body.

The device for operation in the band 5150–5250 MHz is only for indoor use

L'appareil utilisé dans la bande 5150-5250 MHz est uniquement destiné à un usage intérieur

IC Radiation Exposure Statement

This EUT is compliance with SAR for general population/uncontrolled exposure limits in IC RSS-102 and had been tested in accordance with the measurement methods and procedures specified in IEEE 1528 and IEC 62209. This equipment should be installed and operated with minimum distance 0 cm between the radiator and your body. This device and its antenna(s) must not be co-located or operating in conjunction with any other

antenna or transmitter.

Cet appareil est conforme aux limites d'exposition DAS incontrôlée pour la population générale de la norme CNR-102 d'Industrie Canada et a été testé en conformité avec les méthodes de mesure et procédures spécifiées dans IEEE 1528 et IEC 62209. Cet appareil doit être installé et utilisé avec une distance minimale de 0 cm entre l'émetteur et votre corps. Cet appareil et sa ou ses antennes ne doivent pas être co-localisés ou fonctionner en conjonction avec tout autre antenne ou transmetteur.

CAN ICES3 (B)/NMB3(B)

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.

2. This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique 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;

2. L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

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 B and the Low Voltage Directive 2014/35/EU as indicated in European Standard EN 62368-1.

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:

    i. Use only the provided I/O cables to connect this digital device with any computer.

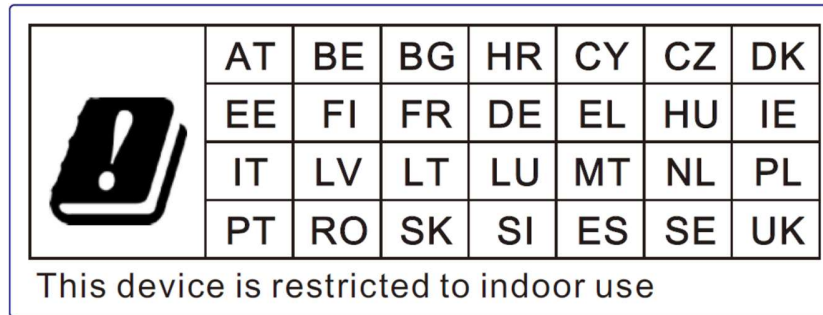   ii. To ensure compliance, use only the provided manufacturer's approved line cord.

   iii. 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:

   i. 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:

    a. Move the digital device away from the affected receiver.

    b. Reposition (turn) the digital device with respect to the affected receiver.

    c. Reorient the affected receiver's antenna.

    d. Plug the digital device into a different AC outlet so the digital device and the receiver are on different branch circuits.

    e. 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.)

    f. 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, Elo handheld Computer, 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

This device is designed and intended for indoor use only.

AT	BE	BG	HR	CY	CZ	DK
EE	FI	FR	DE	EL	HU	IE
IT	LV	LT	LU	MT	NL	PL
PT	RO	SK	SI	ES	SE	UK

This device is restricted to indoor use

RF Exposure Information (SAR)

The exposure standard for wireless devices employs a unit of measurement known asSpecific Absorption Rate, or SAR.The SAR limit set by the CE is 10g 2.0 W/Kg. For body-wornoperation, this device has been tested and meets the CE RF exposure guidelines for use

withan accessory that contains no metal and positions the device a minimum of 0 cm from thebody. RF exposure compliance with any body-worn accessory that contains metal was nottested and certified and use of such body-worn accessory should be avoided. Any accesspryused with this device for body-worn operation must keep the device a minimum of 0 cmaway from the body.

	CE Frequency band [MHz]	CE Maximum transmit power
Bluetooth BR/EDR/LE	2400-2483.5	< 20 dBm
2.4G Wifi	2400-2483.5	< 20 dBm
5G Wifi	5150-5350 5470-5725	< 23 dBm
5.8GWifi	5725-5850	<13.98 dBm
RFID	13.56	NA
GNSS	1559-1610	NA
WCDMA	Uplink : Band 1: 1920 ~ 1980MHz Band 5: 824 ~ 849MHz Band 8: 880~ 915MHz Downlink: Band 1: 2110 ~ 2170MHz Band 5: 869 ~ 894MHz Band 8: 925 ~ 960MHz	20.3dBm ~25.7dBm
LTE	Uplink : Band 1: 1920 ~ 1980MHz Band 3: 1710 ~ 1785MHz Band 5: 824 ~ 849MHz Band 7: 2500 ~ 2570MHz Band 8: 880 ~ 915MHz Band 20: 832 ~ 862MHz Band 40: 2300 ~ 2400MHz Downlink: Band 1: 2110 ~ 2170MHz Band 3: 1805 ~ 1880MHz Band 5: 869 ~ 894MHz Band 7: 2620~ 2690MHz Band 8: 925 ~ 960MHz Band 20: 791 ~ 821MHz Band 40: 2300 ~ 2400MHz	20.3dBm ~25.7dBm

Note: WCDMA and LTE are only applicable to models EMC-M100C. The remaining parts, models EMC-M100 and EMC-M100C are completely identical

User Manual – Elo Pay M100

ECC/DEC/ (04)08

The use of the frequency band 5150-5350 MHz is restricted to indoor operation because of the protection requirements of satellite services
EC R&TTE Directive EU Directive 2014/53/EU of the European Parliament and of the Council of 16 April 2014 on the harmonization of the laws of the Member States relating to the making available on the market of radio equipment and repealing Directive 1999/5/EC Text with EEA relevance.

Identification mark and the relevant technical documentation is held by: Elo Touch Solutions, Inc. 670 N. McCarthy Boulevard Suite 100 Milpitas, CA 95035 USA

USA FCC ID:

- RBWEMCM100

Canada IC ID:

- T10757B-EMCM100

Agency Certifications

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

- UL, FCC (US) – Class B.
- cUL, IC (Canada).
- CB (International Safety).
- CE (Europe) – Class B.
- RCM (Australia). (In progress/TBC)

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/.

Ce produit ne doit pas être jeté avec les ordures ménagères. Il doit être déposé dans une installation permettant la récupération et le recyclage.
Elo a mis en place des dispositifs de recyclage dans certaines régions du monde. Pour plus d'informations sur la façon dont vous pouvez accéder à ces dispositions, veuillez visiter
www.elotouch.com/e-waste-recycling-program/.

Power Specifications

Electrical Ratings	
Input	9VDC/2A, 5VDC/3A (with the USB PD adapter),
Operating Conditions	
Temperature	-20°C - 50°C
Humidity	10% to 95% (non-condensing)
Altitude	0 to +10,000 ft (3,048m)
Storage Conditions	
Temperature	-20°C - 60°C
Humidity	5% to 95% (non-condensing)
Altitude	0 to +35,000 ft (10,668m)

Note: This unit is intended to be supplied by an UL approval external DC power source, output is compliant with ES1, meets LPS or PS2, rated 9Vdc/2A minimum and maximum ambient temperature 40°C minimum.

Section 8: Warranty Information

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

Visit our website **www.elotouch.com** for the latest information below:

- Product information.
- Specifications.
- Upcoming events.
- Press releases.
- Software drivers.

To find out more about our extensive range of Elo touch solutions, go to **www.elotouch.com**, or call the office nearest you.

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North America
Tel +1 408 597 8000
Fax +1 408 597 8001
elosales.na@elotouch.com

Europe
Tel +32 (0)16 70 45 00
Fax +32 (0)16 70 45 49
elosales@elotouch.com

Asia-Pacific
Tel +86 (21) 3329 1385
Fax +86 (21) 3329 1400
www.elotouch.com.cn

Latin America
Tel +52 55 2281-6958
elosales.latam@elotouch.com