



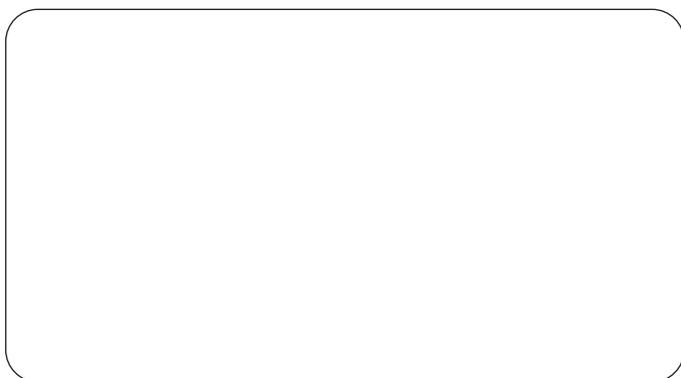
**VECTRON**

**User manual**

POS M4



**YOUR VECTRON DEALER:**

A large, empty rounded rectangular box with a thin black border, intended for the user to write the name of their Vectron dealer.

# Contents

<b>1. Notes.....</b>	<b>9</b>
1.1. Target group of this user manual.....	9
1.2. Dealer support .....	9
1.3. Scope of delivery POS M4 .....	10
<b>2. Terms, signs and signals.....</b>	<b>11</b>
2.1. Safety-related information .....	11
2.1.1. Warning.....	11
2.1.2. Warning symbol .....	11
2.1.3. Signal words .....	12
2.2. Notes.....	12
<b>3. Notes on safety .....</b>	<b>13</b>
3.1. Notes on safety POS M4 and charging stations .....	13
3.2. Security notes Vectron POS M4 Battery .....	15
<b>4. Device description .....</b>	<b>17</b>
4.1. Intended use .....	17
4.2. POS system .....	18
4.2.1. Front view.....	18
4.2.2. Rear view .....	19
4.2.3. Battery compartment.....	20
4.2.4. Charge state.....	21
4.2.5. Status LED .....	22
4.2.6. Acoustic signaller.....	22
4.2.7. Vibration motor .....	22
4.2.8. Tilt sensor .....	22
4.2.9. Wireless LAN (WLAN).....	23
4.2.10. Bluetooth .....	23
4.2.11. Charging station .....	24
4.2.12. Dimensions (in mm and inch - W x H x D).....	26

4.3.	Power supply of charging station and battery.....	27
4.3.1.	Power supply POS M4 Dual charging station .....	27
4.3.2.	POS M4 Battery .....	28
4.4.	POS software.....	28
<b>5.</b>	<b>Technical data.....</b>	<b>29</b>
5.1.	POS M4 POS system .....	29
5.2.	POS M4 Battery.....	30
5.3.	POS M4 Charging station.....	31
5.4.	POS M4 Power supply unit.....	31
5.5.	Software.....	31
<b>6.</b>	<b>Start-up.....</b>	<b>32</b>
6.1.	Setting up the charging station.....	32
6.1.1.	Selecting the set-up site.....	32
6.1.2.	Connecting the charging station to the power supply .....	33
6.2.	Inserting the battery to the POS M4.....	34
<b>7.</b>	<b>Operation.....</b>	<b>41</b>
7.1.	Switching on and off POS M4 .....	41
7.1.1.	Switching on POS M4 .....	41
7.1.2.	Switching off POS M4 .....	41
7.1.3.	Hardware reset.....	41
7.2.	Idle mode .....	42
7.2.1.	Switching POS M4 to idle mode.....	42
7.2.2.	Activating POS M4 from idle mode.....	42
7.3.	Changing and charging the battery .....	43
7.3.1.	Exchanging the battery in the POS M4 .....	43
7.3.2.	Charging the battery in the charging station.....	46
7.3.3.	Prolonging the battery service life.....	50

7.4.	MicroSD card.....	51
7.4.1.	Inserting the MicroSD card.....	51
7.4.2.	Removing the MicroSD card.....	52
7.5.	WLAN (Wireless Local Area Network).....	52
7.6.	Bluetooth .....	54
7.7.	Scanners.....	54
<b>8.</b>	<b>Service and maintenance .....</b>	<b>55</b>
8.1.	Cleaning.....	55
8.1.1.	Cleaning the contacts .....	55
8.2.	Contacting the customer service.....	56
<b>9.</b>	<b>Errors, possible reasons and troubleshooting.....</b>	<b>57</b>
9.1.	POS M4.....	57
9.2.	Charging station .....	60
<b>10.</b>	<b>Shutdown .....</b>	<b>61</b>
10.1.	Shutting down the POS M4.....	61
10.2.	Switching off the charging station.....	61
<b>11.</b>	<b>Disposal .....</b>	<b>62</b>
<b>12.</b>	<b>EC/EU Declaration of Conformity .....</b>	<b>63</b>
<b>13.</b>	<b>Accessories.....</b>	<b>65</b>
13.1.	POS M4 Dual charging station .....	65
13.2.	POS M4 Battery.....	66
13.3.	Stylus PCT .....	66
13.4.	Leather holster .....	67
13.5.	Belt.....	68
13.6.	Safety strap.....	68

<b>14.</b>	<b>Other Vectron products.....</b>	<b>69</b>
14.1.	Stationary Vectron POS systems.....	69
14.1.1.	Vectron POS 7.....	70
14.1.2.	Vectron POS 7 Mini.....	71
14.1.3.	Vectron POS Touch 14 Wide.....	72
14.1.4.	Vectron POS Touch 15 II.....	73
14.2.	Software.....	74
14.2.1.	Vectron POS Android App.....	74
14.2.2.	Vectron MobileApp.....	75
14.2.3.	Vectron Commander.....	76
14.2.4.	Vectron Journal Tool.....	77
14.2.5.	Vectron POS PC.....	77
14.2.6.	Digital Cloud Services.....	77

**USER MANUAL**

POS M4

# 1. Notes

This user manual is part of the Vectron POS M4 and the POS M4 Dual charging station, referred to as charging station in the following. Please read the whole document and in particular the chapter "Notes on safety" before working with the product. Keep the document so that it is available for all users at any time. Always enclose the required documents when forwarding the product to others.

## 1.1. Target group of this user manual

End users of the Vectron POS M4 and Vectron specialist retailers.

## 1.2. Dealer support

Your Vectron specialist retailer has programmed the POS M4 for you and is your contact partner for questions concerning the programming. If necessary, he will be glad to support you during initial start-up and will train you in using your POS system.

## 1.3. Scope of delivery POS M4

---

<b>Vectron POS M4</b>	
<b>Standard shipment</b>	Vectron POS M4 POS system
	Hand strap
	Power supply with cable
	POS M4 Battery
	Security and installation instructions
<b>Optional accessories</b>	Dual charging station for a Vectron POS M4 POS system and an additional battery
	POS M4 Battery
	Leather holster
	Belt
	Safety strap
	Stylus PCT

---

# 2. Terms, signs and signals

## 2.1. Safety-related information

These instructions contain introductory safety information and specific warnings for your POS system Vectron POS M4.

### 2.1.1. Warning

⚠ SIGNAL WORD	
	<b>Type and source of danger</b> Consequence of non-compliance ▶ Averting of a danger

### 2.1.2. Warning symbol

Warning symbol	Meaning
	Warning symbols for instructions warning of injuries.
	General warning symbol.
	Special warning symbol for hazards due to crushing.
	Special warning symbol for hazards due to electric shock.

### 2.1.3. Signal words

---

<b>Signal word</b>	<b>Meaning</b>
<b>▲ DANGER</b>	The signal word "DANGER" indicates a danger with high risk, which will result in death or severe injury if it is not avoided.
<b>▲ WARNING</b>	The signal word "WARNING" indicates a danger with medium risk, which could result in death or severe injury if it is not avoided.
<b>▲ CAUTION</b>	The signal word "CAUTION" indicates a danger with low risk, which could result in minor injuries if it is not avoided.
<b>▲ NOTICE</b>	The signal word "NOTICE" indicates a danger which could result in material damage if it is not avoided.

---

## 2.2. Notes

---



This sign refers to information that can be helpful when operating your POS M4.

---

## 3. Notes on safety

### 3.1. Notes on safety POS M4 and charging stations

#### **⚠ DANGER**

##### **Deadly shock caused by damaged POS system components**

- ▶ Disconnect the mains cable from the power grid in case of damage.
- ▶ Contact your Vectron specialist retailer if POS system components are damaged.

#### **⚠ WARNING**

##### **Eye damage due to laser beams**

- ▶ Never deliberately look into the beam.
- ▶ Consciously close your eyes and turn your head away when the laser beam hits your eye.
- ▶ Never point the laser beam at other people.

#### **⚠ CAUTION**

##### **Risk of stumbling and damaging the POS system components by device cables lying unprotected in the room.**

- ▶ Route the device cables so that they do not pose a potential hazard!

#### **⚠ NOTICE**

##### **Damage of POS system components caused by excessively high voltages or currents**

- ▶ For the POS M4 charging station use exclusively the original power supply.
- ▶ Use an earthed socket to which alternating current between 110 and 240 volts is connected.
- ▶ Use power sources which are protected with a residual-current circuit breaker.

---

##### **Damage of battery charging station caused by unsuitable batteries**

- ▶ Please use exclusively Vectron-approved batteries for the POS M4.
-

**▲ NOTICE**

**Malfunctions caused by faulty programming**

- ▶ Only change the programming when you are absolutely sure of the effects this will have.
- ▶ Protect the programming and program functions by means of passwords.
- ▶ Your Vectron specialist retailer will support you should you have questions on programming or will program the POS system according to your requirements.

---

**Damage of touch screen caused by unsuitable objects**

- ▶ Please touch the screen exclusively with fingers or the provided stylus.

---

**Burn-in effect through static image content**

Static image content allows shadow images to remain permanently visible on the display.

- ▶ Configure the screen saver.
- ▶ Your Vectron specialist retailer will support you should you have questions on programming or will program the POS system according to your requirements.

---

**Aggressive cleansers can damage the housing surface.**

- ▶ Do not use any scouring or dissolving agents for cleaning.
- ▶ If necessary clean the housing surface with a smooth, lint-free cloth. In case of strong contamination you can dampen the cloth with water or with a mild, residue-free cleanser.

---

**Damage to POS system components when transporting in unsuitable packing**

- ▶ Dispatch the POS system components exclusively in the original packing.
-

## 3.2. Security notes Vectron POS M4 Battery

---



The Vectron POS M4 is exclusively operated with a lithium-polymer battery Vectron POS M4.

---

### **⚠ DANGER**

#### **Danger due to explosion and/or chemical burn**

Improper handling of these batteries may result in overheating, ignition, deflagration or explosion for the user and the environment. This can release toxic gases and cause burns and poisoning.

---

#### **Danger from flammable and/or corrosive solutions and lithium salts**

Lithium polymer batteries contain combustible and/or corrosive solutions and lithium salts. In the event of leakage, these may cause irritation to the skin, eyes and mucous membranes.

---

#### **Danger from escaping vapours**

In the case of defective or damaged lithium polymer batteries, escaping vapours can pose a health hazard.

---

### **⚠ CAUTION**

#### **Danger of explosion**

- ▶ Use exclusively original Vectron POS M4 battery.
  - ▶ Do not short-circuit the contacts.
- 

#### **Battery defect due to incorrect charging**

- ▶ Load the battery exclusively in the in the designated Vectron POS M4 charging station.
  - ▶ For the POS M4 charging station use exclusively the original power supply.
-

**⚠ CAUTION**

**Battery defect due to incorrect handling**

- ▶ Do not expose the battery to extreme heat, open fire, strong mechanical shocks, vibration, water or caustic liquids.
- ▶ Never open the battery housing (no demounting, modification, deforming).
- ▶ Avoid operation under unfavourable environmental conditions (e.g. too low or too high temperatures, too high humidity, flammable gases, dust, vapours, solvents).

---

**Battery defect due to damaged battery**

- ▶ If the battery is obviously damaged, do not use it again and replace it immediately.
-

## 4. Device description

### 4.1. Intended use

- ▶ The POS M4 is a mobile POS system for the handling of orders and payments.
- ▶ The POS M4 may be used under ambient conditions as defined in chapter 5 “Technical data” on page 29.
- ▶ Operate the charging station exclusively in closed rooms under ambient conditions as defined in chapter 5.3 “POS M4 Charging station” on page 31.
- ▶ To operate the POS M4 use exclusively Vectron-original accessories or Vectron Systems AG-approved accessories.
- ▶ The Vectron Systems AG does not accept liability for damages or injuries resulting from improper use.
- ▶ use. Please observe the regulations of the professional organizations.
- ▶ The operating company of the POS M4 is responsible for saving and backup of data that was created with the POS M4.
- ▶ The operating company of the POS M4 is responsible for processing the data in accordance with the legal demands.

## 4.2. POS system

### 4.2.1. Front view

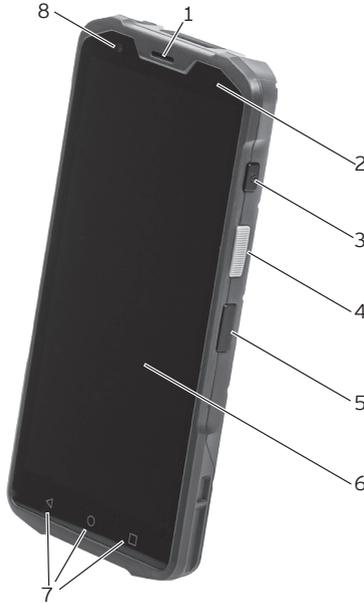


Fig. 1: Front view POS M4

Pos.	Designation	Description
1	Loudspeaker	The loudspeaker is suited for acoustic output of hints and warnings.
2	Status LED	The status LED shows the operating status.
3	On/off switch	Switching the POS system on and off.
4	Scanner key	Starts the scan function.
5	Function key	A function can be assigned to the key.
6	Display with touch screen	Screen with touch-sensitive surface for data input.
7	Menu keys	Menu keys for various control commands.
8	Camera	Front camera with 2 MP resolution.

## 4.2.2. Rear view



Fig. 2: Rear view POS M4

Pos.	Designation	Description
1	Scanners	Scans suitable bar codes.
2	Earphone connection	Connection for an earphone
3	Scanner key	Starts the scan function.
4	Volume control	You can increase the volume (top) or reduce it (bottom).
5	Battery compartment lid	The battery compartment lid closes the housing of the POS M4 waterproof. An antenna for an RFID/NFC card reader is integrated in the battery compartment lid (use is not yet possible).
6	Battery compartment lid locking	Mechanism to close the battery compartment lid.
7	USB-C-socket	For connection of data or charging cable.
8	Hand strap	The hand strap guarantees that the terminal can be held safely.
9	Camera	Rear camera with 13 MP resolution.

### 4.2.3. Battery compartment



Fig. 3: Battery compartment POS M4

Pos.	Designation	Description
1	MicroSD card reader	Here you can insert a MicroSD card for data update or program update.
2	Nano-SIM-card reader	Here you can insert a nano SIM card to make phone calls and use mobile data transfer (use not yet possible at present).
3	PSAM card reader	Here you can insert up to two PSAM (smartcard) cards (use not yet possible at present).
4	Charging contacts	The battery is inserted correctly when the contacts apply here.
5	Label	The label contains the product designation and the serial number of the POS M4.
6	Charging contacts	Contacts for charging the POS M4 in the charging station.

#### 4.2.4. Charge state

If the battery is low, the Vectron POS Android App shows the message "battery charge <= 10%". A short warning tone sounds and a message appears to charge the POS M4.

If the charge continues to drop, another audible warning will sound and messages will appear prompting you to back up your data, as the terminal will shut down shortly. After the message "Charge of the battery <= 2%" the POS software is automatically shut down.

If an attempt is made to start the POS Android App anyway, the message "Automatic shutdown. Battery low. Please recharge." This message can only be confirmed with "EXIT".



If the POS Android app is in the background, the messages are not displayed until the POS software is brought to the foreground.

---

If the POS Android App is started while the battery charge is 10% or lower, the messages will be issued immediately.

The operating system displays the battery's state of charge in the header with a small battery symbol. In the settings of the operating system, the display of the state of charge can additionally be activated in the form of a percentage value. The battery's health status is also visible there.

If desired, your specialist retailer will configure this according to your request.

#### **4.2.5. Status LED**

Above the display, on the right side of the POS M4 there is a status LED.

- ▶ If the status LED of the POS M4 is red, the battery is being charged.
- ▶ If the status LED of the POS M4 is green, the battery is fully charged.

#### **4.2.6. Acoustic signaller**

The POS M4 has an installed loudspeaker. It is suited for acoustic output of hints and warnings.

#### **4.2.7. Vibration motor**

The integrated vibration motor serves for almost silent signalling.

#### **4.2.8. Tilt sensor**

An integrated tilt sensor recognizes changes of the horizontal position. With respective programming the screen will rotate by 180° when tilting the display downwards.

You can program the POS M4 so that it switches to a different layout format for a clearer display. You can thus show your customers the invoice items for example.

### **4.2.9. Wireless LAN (WLAN)**

The POS M4 has a WLAN module for wireless network communication.

Your Vectron specialist retailer will support you with the WLAN installation and programming of required functions. (see also in chapter 7.5 “WLAN (Wireless Local Area Network)” on page 52).

### **4.2.10. Bluetooth**

The integrated Bluetooth radio module serves for communication with peripherals. Via this radio connection the POS M4 can contact printers for example.

Your Vectron specialist retailer will support you with the Bluetooth installation and programming of required functions.

### 4.2.11. Charging station

When the POS M4 is in the charging station, the battery inserted in the terminal is being charged. In addition, you can insert a second battery individually or parallel and charge it.



Fig. 4: Charging station top view

Pos.	Designation	Description
1	Charging station contacts for battery	The inserted battery is charged via the charging station contacts for the Vectron POS M4 battery.
2	Battery compartment	Compartment for the Vectron POS M4 battery.
3	Terminal holder	Slot for the POS M4.
4	Charging station contacts for terminal	The inserted battery is charged via the charging station contacts of the POS M4.
5	Status LED	Display of different charging status.



Fig. 5: Charging station bottom view

Pos.	Designation	Description
1	Power connection	Connector for power supply plug.
2	Label	Technical data and the serial number of the charging station are printed on the label.
3	Cable lead	The power cable is placed through this opening in the housing.

#### 4.2.11.1. Status LED

The status LED indicate the availability of the charging station or the charging state of the inserted battery. If the battery is charged in the POS M4, the charging status is shown via the status LED of the POS M4.

- ▶ If the charging station status LED is white, the charging station is ready for operation (a battery is not inserted).
- ▶ If the charging station status LED is red, the inserted battery is being charged.
- ▶ If the charging station status LED is green, the inserted battery is fully charged.

**4.2.12. Dimensions (in mm and inch - W x H x D)**



Fig. 6: Vectron POS M4  
74.6 x 154.4 x 17.1 mm (2.9 x 60.8 x 6.7 inch)



Fig. 7: Charging station  
110 x 100 x 156 mm (4.3 x 3.9 x 6.1 inch)



Fig. 8: Total height POS M4 in charging station - 110 x 196 x 156 mm (4.3 x 7.7 x 6.1 inch)

## 4.3. Power supply of charging station and battery

### 4.3.1. Power supply POS M4 Dual charging station

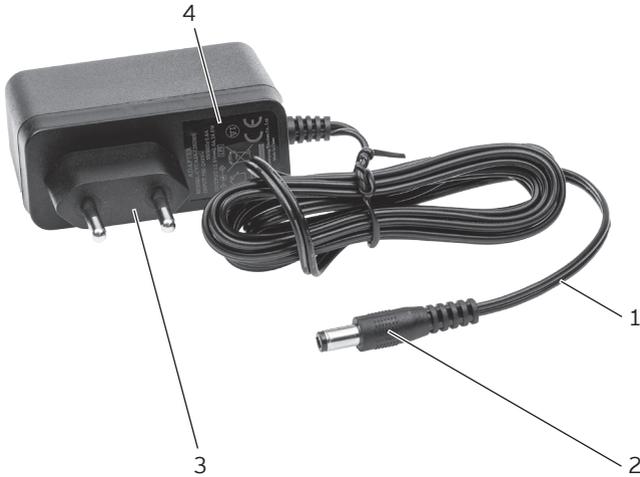


Fig. 9: Power supply POS M4 Dual charging station

Pos.	Designation	Description
1	Power cable	
2	Power supply plug	The power supply plug is put into the power connector of the charging station.
3	Safety plug	The safety plug is put into a socket.
4	Label	Technical data of the power supply POS M4 Dual charging station is printed on the label.

### 4.3.2. POS M4 Battery



Fig. 10: POS M4 Battery

Pos.	Designation	Description
1	Grip	At the grip you can take the battery out of the POS M4.
2	Label	Technical data and the serial number of the POS M4 battery are printed on the label.
3	Battery contacts	Via the battery contacts you charge the battery or supply the POS system with power.

## 4.4. POS software

The functions that you can use with the installed POS software depended on the app, the used software version and the programming.

Your Vectron specialist retailer will support you should you have questions on programming or will program the POS system according to your requirements.

# 5. Technical data

## 5.1. POS M4 POS system

Technical data of the Vectron POS M4 POS system	
Display diagonal	140 mm (5.5")
Display type	TFT-LCD
Display lighting	LED
Display size (active)	124 x 62 mm
Display resolution	1440 x 720 Pixel
Input	Capacitive multi touch screen
Housing	two parts plastic (IP 65)
Processor	ARM Cortex-A53 Quad-Core Processor; 2,0 GHz
Main memory	3 GB RAM
Mass storage	32 GB ROM
Interfaces	USB-C (OTG), 2-fold spring contact for charging device, 8-fold spring contact for accessories, 1x Nano-SIM*, 2x PSAM, 1x Micro-SD
Wireless network	IEEE 802.11 a/b/g/n/ac
Bluetooth	5.0
Camera	13 MP AF (rear)**, 2 MP FF (front) rear camera supports 1D/2D-barcode scanning
Scanners	Honeywell
NFC	supported types: A&B-cards, Mifare-cards, Felica-cards
GPS	supports AGPS, GPS, Glonass, Baidou, Galileo
additional sensors	Acceleration, approach, light, compass
Audio	2 microphones, 1 loudspeaker
Tilt sensor	yes
Vibration alarm	integrated
Power supply	Lithium-Polymer-battery; 3,8 V / 5000 mAh
Temperature	Storage: -40°C bis +70°C

---

<b>Technical data of the Vectron POS M4 POS system</b>	
	Operation: -20 °C to +55 °C
	humidity: 5 to 95 %, non condensing
<b>Dimensions (W x H x D)</b>	74.6 x 154.4 x 17.1 mm
<b>Weight</b>	245 g
<b>Certified</b>	CE, UKCA
<b>Warranty period</b>	12 months warranty
<b>*</b>	Use not yet possible.
<b>**</b>	Use with Vectron POS Android App not yet possible.

---

## 5.2. POS M4 Battery

---

<b>Technical data of POS M4 battery</b>	
<b>Type</b>	Lithium-polymer battery
<b>Charging capacity</b>	5000 mAh
<b>Voltage</b>	3,8 V
<b>Temperature</b>	Storage: -40°C bis +70°C
	Operation: -20 °C to +55 °C
	humidity: 5 to 95 %, non condensing
<b>Service life</b>	up to 800 charge cycles
<b>Dimensions (W x H x D)</b>	70,8 x 52,9 x 10 mm
<b>Weight</b>	86 g

---

## 5.3. POS M4 Charging station

---

Technical data of the POS M4 charging station	
Input voltage	12 V DC
Power consumption	max. 24 W
Dimensions	110 x 100 x 156 mm
Weight	536 g (incl. power supply)

---

## 5.4. POS M4 Power supply unit

---

Technical data of the power supply	
Type	USB- wall power supply
Input voltage	110 - 240 V AC
Output voltage	5 V DC
Output current	max. 2,0 A
Output power	max. 10 W
Dimensions	80 x 36 x 24 mm (without cable)
Weight	36 g

---

## 5.5. Software

---

Technical data of the software	
usable software	Vectron POS Android App
	Vectron MobileApp
myVectron	Cloud-based myVectron services, integrated customer loyalty tools  (e. g. individual campaigns, automatic processing of collection points, discount campaigns, vouchers)

---

## 6. Start-up

---



Your Vectron specialist retailer has programmed the POS M4 for you. If necessary, he will be glad to support you during initial start-up and will train you in using your POS system.

---

### 6.1. Setting up the charging station

#### 6.1.1. Selecting the set-up site

- ▶ Place the charging station in a well-ventilated room with a temperature between 0 and 35°C.
- ▶ The devices must not be covered during operation.
- ▶ Select the setup site so that the devices are not exposed to direct sunlight.
- ▶ Place the devices on a stable, even surface with sufficient space.
- ▶ Make sure that no liquids can flow over the devices or the mains cable.
- ▶ Route the cables so that they are not subjected to tension.
- ▶ Route the cables in such a way that nobody can trip over them.



## 6.2. Inserting the battery to the POS M4

---



- ▶ Charge the battery at an ambient temperature between 5 and 35°C.
  - ▶ Use the battery at an ambient temperature between -20 and +60°C.
  - ▶ The recommended storage temperature is approx. 15°C. In order to avoid deep discharge, the battery must not be stored for longer than three months without being recharged in the meantime.
- 

Prior to starting the POS M4 you have to charge the battery completely as described in in chapter 7.3.2 “Charging the battery in the charging station” on page 46.

### **⚠ NOTICE**

#### **Damage of POS M4 caused by unsuitable battery**

- ▶ Use exclusively a POS M4 battery.
- 



Your Vectron specialist retailer has programmed the POS M4 for you. If necessary, he will be glad to support you during initial start-up and will train you in using your POS system.

---

- ▶ Loosen or detach the hand strap.

- ▶ You open the battery compartment by flipping up the metal tab of the battery compartment cover latch.



Fig. 12: Opening the locking of the battery compartment lid

- ▶ Turn the locking of the battery compartment lid by 90 degrees anti-clockwise



Fig. 13: Opening the locking of the battery compartment lid

- ▶ Fold up the battery compartment lid.



Fig. 14: Opening the battery compartment lid

- ▶ Remove the battery compartment lid and put it aside.



Fig. 15: Battery compartment lid removed

- ▶ Insert the battery to the compartment, contacts to the front.



Fig. 16: Inserting the battery

- ▶ Press down the battery.



Fig. 17: Inserted battery

- ▶ Place the battery lid on the battery compartment as shown in Figure 14.
- ▶ Fold down the battery lid.
- ▶ Lock the battery lid by rotating the metal latch bar 90 degrees clockwise and pressing down.
- ▶ Retighten the hand strap if you removed it previously.

# 7. Operation

## 7.1. Switching on and off POS M4

### 7.1.1. Switching on POS M4

If the POS M4 was started as described in chapter 6 “Start-up” on page 32 you can switch on the POS M4.

- ▶ Press and hold the on/off button briefly until you feel a vibration.
- ▶ Unlock the input field with a swipe gesture.
- ▶ Click on the Vectron icon to start the POS software.

### 7.1.2. Switching off POS M4

- ▶ Exit the POS software.
- ▶ Hold down the on/off button for about two seconds until the "Reboot" and "Power off" selection boxes appear.

You can now either reboot or switch off the POS M4.

### 7.1.3. Hardware reset

#### **▲ NOTICE**

#### **Data loss through hardware reset**

Since the system is not shut down properly with a hardware reset, this can cause data loss.

- ▶ Only use the hardware reset when the system cannot be shut down.

In order to switch off the POS system independent of the POS software you can carry out a hardware reset.

- ▶ Hold down the on/off button for about nine seconds until the display goes out.
- ▶ The POS M4 reboots now.

## **7.2. Idle mode**

### **7.2.1. Switching POS M4 to idle mode**

Power consumption of the POS M4 is reduced in idle mode because the screen is switched off.

- ▶ Shortly press the on-/off key.

### **7.2.2. Activating POS M4 from idle mode**

- ▶ Shortly press the on-/off key.
- ▶ Unlock the input field with a swipe gesture.

The POS M4 is ready again for operation.

## 7.3. Changing and charging the battery

---



- ▶ Charge the battery at an ambient temperature between 5 and 35°C.
  - ▶ Use the battery at an ambient temperature between -20 and +60°C.
  - ▶ The recommended storage temperature is approx. 15°C. In order to avoid deep discharge, the battery must not be stored for longer than three months without being recharged in the meantime.
- 

### 7.3.1. Exchanging the battery in the POS M4

#### **⚠ NOTICE**

#### **Damage of POS M4 caused by unsuitable battery**

- ▶ Use exclusively a POS M4 battery.
- 
- ▶ Switch off the POS M4 as described in chapter 7.1.2 “Switching off POS M4” on page 41 .
  - ▶ Open the battery compartment lid as described in chapter 6.2 “Inserting the battery to the POS M4” on page 34.
  - ▶ Remove the battery compartment lid and put it aside.



Fig. 18: Battery compartment lid removed

- ▶ At the bottom of the battery housing you find a grip (see in chapter 4.3.2 “POS M4 Battery” on page 28). Take the grip and pull the battery to the top.



Fig. 19: Pulling the battery to the top

- ▶ Remove the battery.
- ▶ Insert the new battery to the compartment.
- ▶ Press down the battery.
- ▶ Place the battery lid on the battery compartment as shown in figure 14.
- ▶ Fold down the lid.
- ▶ Lock the battery lid by rotating the metal latch bar 90 degrees clockwise and pressing down.
- ▶ Retighten the hand strap if you removed it previously.

### 7.3.2. Charging the battery in the charging station

The POS M4 displays as described in chapter 4.2.4 “Charge state” on page 21 when the capacity of the inserted battery is too low.



Observe the information in chapter 7.3.3 “Prolonging the battery service life” on page 50.

---

#### **⚠ NOTICE**

##### **Damage caused by excessively high voltages or currents**

- ▶ Use the power supply POS M4 dual charging station for the charging station.
  - ▶ Use an earthed socket to which alternating current between 110 and 240 volts is connected.
  - ▶ Use power sources which are protected with a residual-current circuit breaker.
- 

##### **Damage of battery charging station caused by unsuitable battery**

- ▶ Use exclusively POS M4 batteries.
- 

- ▶ Start the charging station as described in chapter 6.1 “Setting up the charging station” on page 32.
- 



- ▶ In the battery charging station you can charge one POS M4 and one additional battery simultaneously.
  - ▶ The complete charging of an empty battery takes about 4 hours.
-

### 7.3.2.1. Charging the battery in POS M4

- ▶ Put the POS M4 into the slot of the charging station.



Fig. 20: POS M4 in charging station.

Pos.	Designation	Description
1	Status LED battery	Indicates the charging state of the inserted battery.
2	Status LED POS M4	Indicates the charging state of the battery in the POS M4.

- ▶ If the status LED of the POS M4 lights up, the battery is being charged.



As long as the charging device is connected no warning will be issued. If the charger is disconnected while the battery charge is still in the critical range, a corresponding warning message appears immediately.

### 7.3.2.2. Charging a single battery in the charging station

- ▶ Insert the battery to the compartment of the charging station, contacts to the front.



Fig. 21: Inserting the battery to the charging station

- ▶ Press down the battery.



Fig. 22: Charging station with inserted battery

- ▶ If the status LED of the charging station is red, the battery is being charged. As soon as the status LED is green, the battery is fully charged.



Out of a temperature range of ca. 5° to 40° C the charging station will interrupt the charging. The display shows a warning. The charging will be continued automatically when the temperature is adjusted.

### **7.3.3. Prolonging the battery service life**

The battery is a chargeable lithium-polymer battery.

If the battery capacity is below a defined minimum value, the spare capacity is indicated on every start of the POS system.

If the spare capacity is exhausted as well, the POS system is shut down after a respective warning.



- ▶ Run-down or faulty batteries cannot be repaired.
- ▶ Please dispose of run-down or faulty batteries properly.

---

#### **Tips for a long battery service life:**

- ▶ Use the batteries until the POS M4 signals the discharge. This is done either by fading in "Charge battery" or when the bar for charge indication turns red.
- ▶ The battery technology used has an optimum service life when the charge level fluctuates between 20 and 80%.
- ▶ Batteries that are not used for a longer period of time (circa 2 - 3 months) should be charged to 40-50%. For this purpose, the discharged battery needs to be charged for about 40 minutes. Afterwards, do not store the battery in the charging station.

## 7.4. MicroSD card

The POS M4 has an installed MicroSD card slot. You can use a MicroSD card e.g. for loading a backup or an update or for storing a backup.

### 7.4.1. Inserting the MicroSD card

Proceed as follows to insert a MicroSD card to the card reader:

- ▶ Remove the battery as described in chapter 7.3.1 “Exchanging the battery in the POS M4” on page 43.
- ▶ Take the MicroSD card so that the contacts are on the bottom.
- ▶ Slide the MicroSD card into the card reader, chip first, as far as it will go.



Fig. 23: MicroSD card inserted

- ▶ Insert the battery and close the POS M4 as described in chapter 7.3.1 “Exchanging the battery in the POS M4” on page 43 .

## 7.4.2. Removing the MicroSD card

- ▶ Remove the battery as described in chapter 7.3.1 “Exchanging the battery in the POS M4” on page 43.
- ▶ Take the MicroSD card out of the card reader.
- ▶ Insert the battery and close the POS M4 as described in chapter 6.2 “Inserting the battery to the POS M4” on page 34.

## 7.5. WLAN (Wireless Local Area Network)

The POS M4 has a WLAN module for wireless network communication. The WLAN is installed in the operating system.

Your Vectron specialist retailer will support you with the WLAN installation and programming of required functions.



In an ECR network the same POS software version has to be installed on all the POS systems.

The POS M4 supports the safety standards WEP and WPA2 for data encryption.

---

### **▲ NOTICE**

#### **External access to your data.**

- ▶ Make sure that your WLAN has switched on the latest available encryption standard (WPA2).
- 

For the wireless connection to other network devices you can program two operation modes:

- ▶ In ad-hoc mode, the POS M4 establishes a direct connection to another device, e.g. a printer with WLAN module. WLAN modules are available as accessories.
- ▶ In infrastructure mode, an access point must be available and configured to use a wireless network. The access point rules the communication between devices in wireless networks.

The POS M4 can communicate alternately with 16 access points within a WLAN. It independently selects the access point with the strongest radio signal.

The network name, the so-called SSID of the access points, must not be hidden, since otherwise the POS M4 cannot establish communication.



We recommend positioning access points at least two metres above the ground.

---

The access points antennas must be adjusted in such a way that they can receive radio signals of the POS M4 from the complete radius of the operator.

The range of the integrated WLAN module is ca. 50 metres in closed rooms and ca. 150 metres outdoor. Obstacles reduce the range or can interrupt the connection.

The POS M4 re-establishes radio connection when returning to the WLAN radio network and transmits the buffered data.

By means of the Vectron Commander you can retrieve booking data via the WLAN connection and update the Vectron POS software.

## **7.6. Bluetooth**

Your Vectron specialist retailer will support you with the Bluetooth installation and programming of required functions.

The integrated Bluetooth radio module serves for communication with peripherals via short distance. Via this radio connection the POS M4 can contact printers, scanners etc. that are equipped with Bluetooth technology.

The range of this connection is about five metres. Obstacles reduce the range or can interrupt the connection.

## **7.7. Scanners**

On first installation, the POS M4 automatically loads the settings that are required for the function.

Your Vectron specialist retailer will support you with the required adjustment of configuration and programming of required functions.

# 8. Service and maintenance

## 8.1. Cleaning

### ⚠ DANGER

#### **Deadly shock caused by liquid entry.**

- ▶ Do not open Vectron POS M4 charging station and power supply.
- ▶ Switch off the POS M4 and the charging station prior to cleaning as described in chapter 10 “Shutdown” on page 61.

### ⚠ CAUTION

#### **Aggressive cleansers can damage the housing surface.**

- ▶ Do not use any scouring or dissolving agents for cleaning.
  - ▶ If necessary clean the housing surface with a smooth, lint-free cloth. In case of strong contamination you can dampen the cloth with water or with a mild, residue-free cleanser.
- 

### 8.1.1. Cleaning the contacts

Corroded and soiled contacts impede the current flow and can lead to prolonged charging times and reduced charging capacity.

Clean the contacts of the POS M4, charging station and batteries regularly with a spirit-soaked cotton bud and without applying pressure.

## 8.2. Contacting the customer service

Your Vectron dealer will answer your questions concerning the POS M4 and peripherals and will support you with configuration and operation.

**⚠ DANGER**

**Deadly shock caused by improper repairs.**

- ▶ Some components can contain high residual voltages which discharge when touched.
  - ▶ Contact your Vectron specialist retailer if POS system components are damaged.
-

# 9. Errors, possible reasons and troubleshooting

## 9.1. POS M4

Errors	Possible reasons	Troubleshooting
The POS M4 cannot be switched on.	No battery inserted in the compartment of the POS M4.	Insert a battery to the compartment of the POS M4 as described in chapter 6.2 “Inserting the battery to the POS M4” on page 34.
	The battery is not charged.	Charge a battery as described in chapter 7.3.2 “Charging the battery in the charging station” on page 46.
	The Vectron POS software is malfunctioning.	Switch off and on the POS M4 as described in chapter 7.1 “Switching on and off POS M4” on page 41.
	The On/Off key is damaged.	Please contact your Vectron dealer.
	The POS M4 is damaged.	Please contact your Vectron dealer.
	The battery is damaged.	Please contact your Vectron dealer.
The POS M4 does not react to your entries.	The POS M4 is switched off or	Press the On/Off key as described in chapter 7.1.1 “Switching on POS M4” on page 41.
	The signed-in operator is not authorized for the respective function.	Please contact your Vectron dealer.

<b>Errors</b>	<b>Possible reasons</b>	<b>Troubleshooting</b>
	The Vectron POS software is malfunctioning.	Switch off and on the POS M4 as described in chapter 7.1 “Switching on and off POS M4” on page 41.
	Programming and configuration of the POS M4 are faulty.	Please contact your Vectron dealer.
	The touch screen is damaged.	Please contact your Vectron dealer.
	The POS M4 is damaged.	Please contact your Vectron dealer.
	The battery is damaged.	Please contact your Vectron dealer.
The POS M4 does not display anything.	The POS M4 is switched off or	Press the On/Off key as described in chapter 7.1.1 “Switching on POS M4” on page 41.
	No battery inserted in the compartment of the POS M4.	Insert a battery to the compartment of the POS M4 as described in chapter 6.2 “Inserting the battery to the POS M4” on page 34.
	The battery is not charged.	Charge a battery as described in chapter 7.3.2 “Charging the battery in the charging station” on page 46.
	The Vectron POS software is malfunctioning.	Switch off and on the POS M4 as described in chapter 7.1 “Switching on and off POS M4” on page 41.
	The POS M4 is damaged.	Please contact your Vectron dealer.
	The battery is damaged.	Please contact your Vectron dealer.

<b>Errors</b>	<b>Possible reasons</b>	<b>Troubleshooting</b>
The POS M4 processes other entries than those made on the touch screen.	The touch screen is damaged.	Please contact your Vectron dealer.
The battery is discharged after a short time.	The battery is not charged completely.	Discharge the battery completely. Charge the battery completely as described in chapter 7.3.2 "Charging the battery in the charging station" on page 46.
The POS M4 does not send data to the access point.	Obstacles interrupt the connection to the access point.	Remove the obstacles.
	The access point is switched off.	Switch on the access point.
	The POS M4 is out of the radio signal range.	Bring the POS M4 to radio signal range or expand the range of your WLAN. Contact your Vectron dealer.
	Faulty configuration of the access point.	Please contact your Vectron dealer.
	The radio signal is disturbed by devices within its range.	Please contact your Vectron dealer.
	The access point is damaged.	Please contact your Vectron dealer.
	The POS M4 is damaged.	Please contact your Vectron dealer.

## 9.2. Charging station

<b>Errors</b>	<b>Possible reasons</b>	<b>Troubleshooting</b>
The battery is not charged when the POS M4 incl. battery or the single battery is in the charging station.	The safety plug of the power supply POS M4 dual charging station is not put into a voltage-carrying outlet.	Insert the safety plug of the power supply to a voltage-carrying outlet.
	The power supply plug is not put into the power connector of the charging station.	Put the power supply plug into the power connector of the charging station.
	The charging contacts of the POS M4 do not contact those of the charging station.	Put the POS M4 into the charging station so that the charging contacts touch each other. Clean the charging contacts as described in chapter 8.1.1 "Cleaning the contacts" on page 55.
	The temperature of the battery is above or below the permissible temperature range.	Make sure that the ambient temperature is as described in chapter 5.2 "POS M4 Battery" on page 30 . Wait until the battery temperature is in the permissible range.
	The power supply that is connected to the charging station is not approved by Vectron.	Connect the power supply POS M4 dual charging station or another approved power supply to the charging station.
	The battery is damaged.	Please contact your Vectron dealer.
	The POS M4 is damaged.	Please contact your Vectron dealer.
	The power supply is damaged.	Please contact your Vectron dealer.
	The charging station is damaged.	Please contact your Vectron dealer.

# 10. Shutdown

## ⚠ NOTICE

### Damage of battery cells caused by total discharge

- ▶ Check the charging state of the stored batteries by means of the display on the POS M4.
  - ▶ Charge the batteries for 40-50 percent after six months at the latest.
- 

Shut down the POS M4 and the charging station if you do not use it for a longer time.

## 10.1. Shutting down the POS M4

- ▶ Switch off the POS M4 as described in chapter 7.1.2 “Switching off POS M4” on page 41.
- ▶ Remove the battery as described in chapter 7.3.1 “Exchanging the battery in the POS M4” on page 43 .
- ▶ Pack the POS POS M4 and the battery in the original packaging.
- ▶ Store the POS M4 in a room where the temperature is -20 to 70 °C and air humidity between 10 and 80 percent.
- ▶ Store the battery in a room where the temperature is -20 to 60 °C and air humidity between 45 and 85 percent. The optimum storage temperature for the battery is 20 to 25°C.

## 10.2. Switching off the charging station

- ▶ Unplug the power supply plug from the wall outlet.
- ▶ Unplug the device plug from the wall outlet.
- ▶ Pack the charging station and power supply in the original packaging.
- ▶ Store the charging station and AC adapter in a room where the temperature is between -40 and 70 °C (-40 and 158 °F) and the humidity is between 5 and 95 percent (non-condensing).

## 11. Disposal

---



### **Directive 2012/19/EU (WEEE)**

Waste electric and electronic equipment must not be disposed of together with domestic waste. Vectron Systems AG takes back waste electric and electronic equipment that has been used for commercial purposes and that was produced by or on behalf of the company. The company disposes of the waste electric and electronic equipment properly.

The legal take-back obligation applies for devices that were put on the market after 13 August 2005. In addition, Vectron Systems AG extends this obligation to all devices that were put on the market since 1 January 2004.

Please send back waste electric and electronic equipment that was produced by or on behalf of Vectron Systems AG as well as their accessories in the original packaging, marked "Waste electric and electronic equipment" franco domicile to Vectron Systems AG.

### **WEEE reg. no. DE 91733199**

---

### **Notes on disposal of batteries Vectron POS M4**

Batteries partly contain environmentally harmful as well as valuable raw materials that are recycled. Therefore, batteries must not be disposed off via household rubbish.

All consumers are legally obliged to bring batteries to a suitable collection point, e.g. public disposal points.

Lithium batteries must never be stored or transported unprotected in loose bulk to prevent short circuits and associated heating. Suitable countermeasures are, for example, masking the poles or placing the batteries in the original packaging or in a plastic bag.

---

# 12. EC/EU Declaration of Conformity

**EU Declaration of Conformity**

In accordance with EU Directives and Regulations

**Shanghai Sunmi Technology Co.,Ltd.**  
Room 505, KIC Plaza, No.388 Song Hu Road, Yang Pu District, Shanghai, China  
as the manufacturer hereby declares under our sole responsibility that the,  
**Product(s): Handheld Wireless Terminal**  
Model name: **T8910**  
is in conformity with the essential requirements of the RED Directive 2014/30/EU:

**RF:**  
ETSI EN 300 328 V2.2.2 (2019-07)  
ETSI EN 303 413 V1.2.1 (2021-04)  
ETSI EN 300 330 V2.1.1 (2017-02)  
EN 50364:2018  
ETSI EN 301 893 V2.1.1 (2017-05)  
ETSI EN 300 440 V2.2.1 (2018-07)  
EN 301 511 V12.5.1 (2017-03)  
ETSI EN 301 908-1 V13.1.1 (2019-11)  
ETSI EN 301 908-2 V11.1.2 (2017-08)  
ETSI EN 301 908-13 V13.1.1 (2019-11)  
ETSI EN 302 208 V3.1.1 (2016-11)

**SAR:**  
EN 50566:2017  
EN 50663:2017  
EN 62479:2010

**Safety:**  
EN 62368-1:2014+A11:2017

**EMC:**  
EN 55032:2015+A11: 2020  
EN 55035:2017+A11: 2020  
EN IEC 61000-3-2: 2019+A1:2021  
EN 61000-3-3: 2013+A1:2019  
ETSI EN 301 489-1 V2.2.3 (2019-11)  
ETSI EN 301 489-3 V2.2.1 (2019-03)  
ETSI EN 301 489-17 V3.2.4(2020-09)  
ETSI EN 301 489-19 V2.2.0(2020-09)  
ETSI EN 301 489-52 V1.1.2 (2020-12)

**ROHS:**  
A RoHS Directive 2011/65/EU and its amendment directives (EU) 2015/863

The notified body Bay Area Compliance Labs Corp.(BACL) (EU Identification Number: 1313) performed a conformity assessment according to Annex III, Module B.

Signed on behalf of **Shanghai Sunmi Technology Co.,Ltd.**



\_\_\_\_\_  
(Signature of authorized person)  
Name: zhang wen tang  
Title: General Manager  
Date:07.29.2021

Fig. 24: Declaration of Conformity of manufacturer - POS system

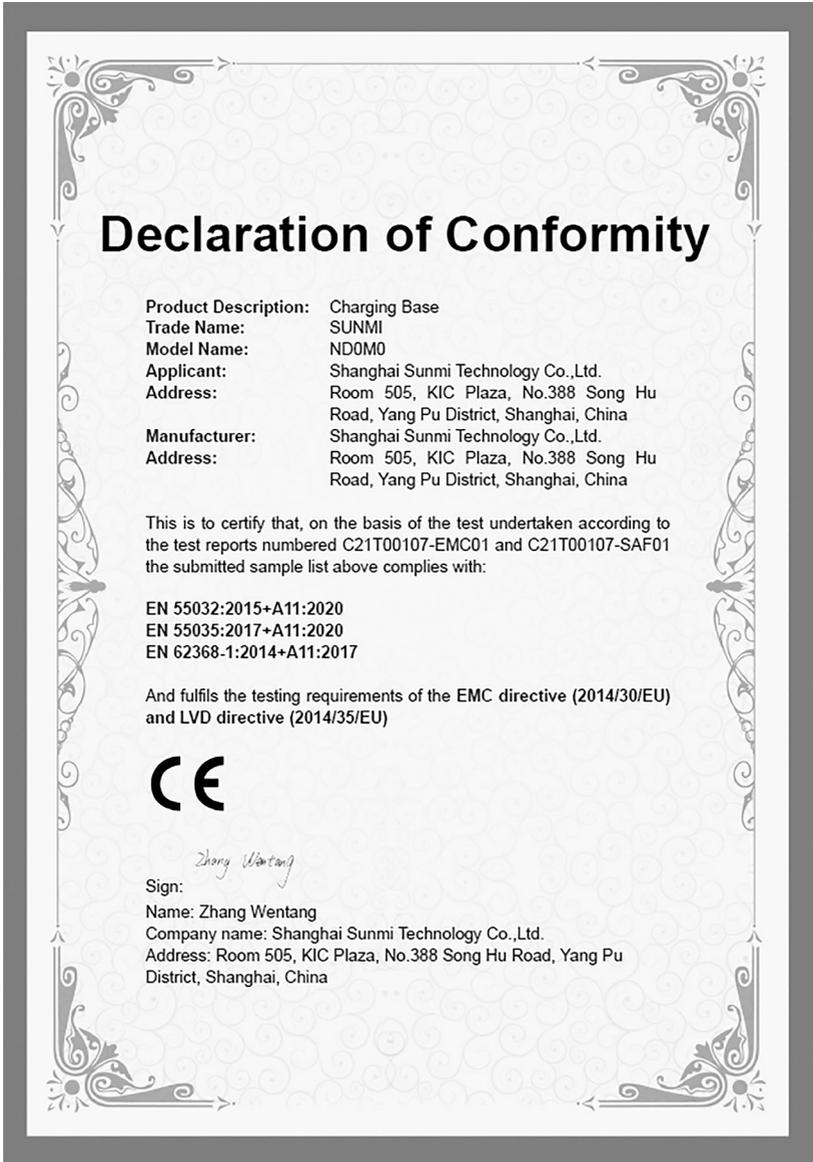


Fig. 25: Declaration of Conformity of manufacturer - charging station

## 13. Accessories

At this point we would like to inform you about the accessories you can purchase for the POS M4.

For more information and the technical data for accessories please see the website at [www.vectron.de](http://www.vectron.de).

For questions concerning our products please contact your Vectron dealer.

### 13.1. POS M4 Dual charging station

When the POS M4 is in the charging station, the battery inserted in the terminal is being charged. In addition, you can insert a second battery individually or parallel and charge it.



Fig. 26: POS M4 Dual charging station

## 13.2. POS M4 Battery

You can buy more batteries in addition to the one supplied with the POS M4.



Fig. 27: POS M4 Battery

## 13.3. Stylus PCT

The stylus serves for entering data via the touch screen of the POS M4.



Fig. 28: Stylus PCT

## 13.4. Leather holster

To protect the POS M4 when in use we recommend a special leather holster. This holster can be attached to a suitable belt and allows carrying the POS M4 conveniently at the hip.

The holster is made of robust calf leather. The metal lug at the side serves for attaching a safety strap.



Fig. 29: Leather holster

## 13.5. Belt

You can attach the leather holster to the belt. The belt and allows carrying the POS M4 conveniently at the hip.



Fig. 30: Belt

## 13.6. Safety strap

### ⚠ NOTICE

#### **Damage of the POS M4 housing.**

You can scratch the housing of the POS M4 irreparably when touching it.

- ▶ Do not use any metal safety straps.

The safety strap prevents the POS M4 from falling down.



Fig. 31: Safety strap

## **14. Other Vectron products**

Here we would like to inform you about additional Vectron products.

For more information and the technical data for Vectron products please see the website at [www.vectron.de](http://www.vectron.de).

For questions concerning our products please contact your Vectron specialist retailer.

### **14.1. Stationary Vectron POS systems**

Stationary Vectron POS systems with fast and reliable Vectron hardware are perfectly suited to single station use.

Their special server attribute also allows data exchange with other stationary and mobile Vectron POS systems.

The large product range provides the ideal Vectron POS system.

### 14.1.1. Vectron POS 7

The Vectron POS 7 has a 396 mm screen (15.6"). Data is entered via touch screen. The Vectron POS 7 is available as stand and VESA variant.



Fig. 32: Vectron POS 7 stand



Fig. 33: Vectron POS 7 VESA

### 14.1.2. Vectron POS 7 Mini

The Vectron POS 7 Mini has a 295 mm screen (11.6"). Data is entered via touch screen. The Vectron POS 7 Mini is available as stand and VESA variant.



Fig. 34: Vectron POS 7 Mini stand



Fig. 35: Vectron POS 7 Mini VESA





## 14.2. Software

### 14.2.1. Vectron POS Android App

The Vectron POS Android App is fully-fledged Vectron POS software, which you can download in our service section and install on the Vectron POS M4 as \*.apk file.



Fig. 38: Vectron POS Android App

### 14.2.2. Vectron MobileApp

The POS app for hospitality professionals is so easy to operate that you will be familiar with all the functions within minutes. At the same time the app provides you all the comfort you require for mobile cashing.

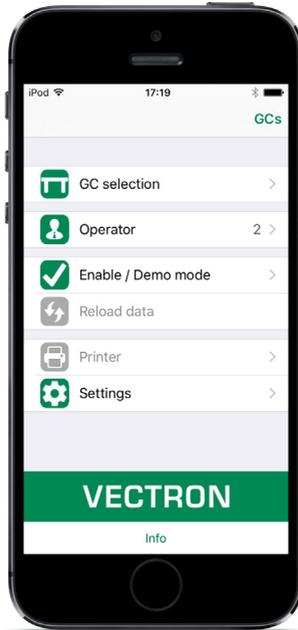


Fig. 39: Vectron MobileApp

### **14.2.3. Vectron Commander**

The Vectron Commander is the communication- and evaluation software for Vectron POS systems. You can use the software on computers with operating system Microsoft® Windows®.

With the Vectron Commander you can retrieve, evaluate and manage the data of the Vectron POS systems. The software helps you get an overview on sales, order, and the working times of your staff.

Data can be sent to and received from several POS systems simultaneously.

The Vectron Commander has an integrated user rights management, which serves for assigning every user individual rights.

The Vectron POS Anywhere function enables you to connect via network or modem to POS systems and control them remotely and to monitor operating procedures.

The Vectron Commander can be used as interface between external like e.g. ERP systems and Vectron POS systems.

#### **14.2.4. Vectron Journal Tool**

The Vectron Journal Tool is a tool for evaluating, archiving and analyzing the POS system journal data that was read out by means of the Vectron Commander.

Companies of all trades profit in the same way from the numerous functions. All the sales transactions and activities are displayed in detail; suspicious receipts are filtered.

The tool detects and displays the respective transactions for each receipt (e.g. temporary invoice, split receipt, invoice).

You can install the software on commercial PCs, using a Microsoft-SQL database.

#### **14.2.5. Vectron POS PC**

Vectron POS PC is software that you can use on computers with operating system Microsoft® Windows®.

You can use the software in addition to the usual Windows applications like e-mail-, office- and ERP applications.

The Vectron POS PC software is compatible to all mobile and stationary Vectron POS systems, Vectron Commander and the Vectron Journal Tool.

#### **14.2.6. Digital Cloud Services**

Digital Cloud Services are offered under the brand names myVectron and bonVito. The spectrum ranges from loyalty and payment functions to online reservations and online reporting. All the services are directly connected to the POS system.