Trouble	Troubleshooting
Cannot connect to the mobile network	Check if the mobile data of the device is enabled. Check if the APN provided is correct. Check if the data service of the SIM is active.
Paper jam	Reload the paper roll, or check if there is crease on paper roll. Check if the cover of printer is properly closed. Check if the slot is blocked by the paper of last transaction record. Check if the print shaft is missing.
Display unstable	The display may be interfered by fluctuation in voltage while charging, Please disconnect the plug.
No response	Restart the application or operation system or the device
Operation very slow	Please stop active applications which are not necessary.

PRODUCT WARRANTY POLICY

VISIONTEK VA 21 is warranted for a period of 12 months from the date of sale against manufacturing defects. Antenna and Battery has 6 months warranty.

VISIONTEK VA 21 Terminal Warranty:

Linkwell Telesystems Pvt. Ltd's, obligation under the warranty shall be limited to servicing or replacing the defective parts on prior intimation of the defect or submission of any satisfactory proof to the concerned authorized personnel of Linkwell Telesystems Pvt. Ltd.

The warranty does not cover any defects to the product caused by accident, misuse, abuse, mishandling, negligence, alteration, modification or substitution of any of the components or parts or any attempt of unauthorized dis-assembly or any form of tampering by unauthorized / unskilled personnel or due to loss of components /accessories or natural calamities or fluctuation in the power voltage.

Under no circumstance shall Linkwell Telesystems Pvt.Ltd, be liable for any consequential or resulting injury or loss, damage or expenses directly or indirectly arising from the use of this product. Linkwell Telesystems Pvt. Ltd. will make every effort to carry out repairs/replacement under the warranty as early as possible and it is expressly made clear that the company shall not be liable to do so with in any specified time or period.

1) Service support will be provided on back to bench basis at the nearest assigned service centre or at our primary service centre in Hyderabad.

2) The warranty of the device is applicable only to the authorized owner of the device. In case of transfer of ownership of the device to any other party, the transferee must communicate such transfer, in writing, to M/s Linkwell Telesystems Pvt Ltd to continue the validity of the warranty for the balance period. The transferee must communicate the details of such transfer to info@visiontek.co.in and must obtain acknowledgement from Linkwell Telesystems Pvt Ltd.

The decision of Linkwell Telesystems Pvt. Ltd. pertaining to the nature of the defect and the applicability of warranty shall be final. Claims if any to this warranty shall be made only before the court having jurisdiction in Secunderabad, Telangana.

WARRANTY LIMITATION CLAUSE

Cases/Situations where the warranty is not covered:
1. POS terminal is found serviced by unauthorized personnel.
2. The Operating System is found changed without the consent from Linkwell Telesystems Pvt Ltd.
3. Operating System is found corrupted due to third party application.
4. Damage to the device due to external/deliberate forces.
5. Warranty card is not provided at the time of service.
6. Any other actions which are forbidden by the related laws.

SERVICE SUPPORT WILL BE PROVIDED ON COST BASIS IN SUCH CASES.

Description of environmental protection

List of harmful substances in the product and logo of environment friendly use period.
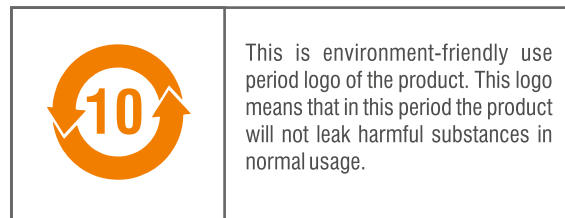
10	This is environment-friendly use period logo of the product. This logo means that in this period the product will not leak harmful substances in normal usage.

Linkwell Telesystems Pvt. Ltd.
1-11-252/1B, Behind Shoppers' Stop
Begumpet, Hyderabad - 500016
Telangana, India.
Ph: 040-66388000
CIN No. : U64203TG1993PTC015875

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info@visiontek.co.in   www.visiontek.co.in

55101521-0308

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F3133

30 VISIONTEK

VA 21
User Manual

Product from an ISO 9001:2015 &
ISO 14001:2015 Certified Company

Congratulation!!! We thank you for purchasing the VISIONTEK VA 21 Android smart POS terminal. This User manual will help you in knowing all the features of the system including Operation and installation procedure in a step by step manner. Please keep this manual for easy reference.

Note: Specific options of this product are factory configured as per the user requirement. Some of the features/parts mentioned in this manual may not be applicable to the VISIONTEK VA21 Android POS terminal model purchased by you.

Contents:

1. Introduction

VISIONTEK VA 21 Android PCI PTS Secure smart POS and fingerprint scanner is useful for biometric authentication based transactions. Based on biometric sensor with proprietary models which can support ANSI-378 and ISO19794-2(FBI, FIPS201, and STQC Certified) template formats for both enrollment and verification along with raw image extraction.

Omni channel acceptance (Swipe, chip, contactless, e-Wallet, prepaid, QR code, and biometric) and high speed printing. Secure PIN access on glass featuring a smooth transaction flow on a 5.5" touch screen and color display.

Specifications

Specification	Detailed Description
Software Platform	Secure Android OS
Processor	Quad-Core Processor
Memory	1GB/8GB, 2GB/16GB, 2GB/32GB
Display	5.5" color LCD with touch Screen
Printer	High speed thermal printer
Scanner	*1D and 2D barcode scanner
Security Certification	PCI PTS 5.0
Contactless Card	SO14443 Type A & B, Mifare, Contactless EMV Level 1,Mastercard Paypass, Visa, Paywave, Rupay
Smart Card	ISO7816, EMV Level 1 & Level 2
MSR	ISO7811, Track 1/2/3, Bi-direction
Communications	Dual SIM, GSM, WCDMA, FDD-LTE, TDD-LTE, Wi-FI 5Ghz, GPS, Bluetooth 5,0, Micro TF card
Audio	Built-in speaker
USB	USB Type-C
Battery	Powerful Li-ion Battery
Charging	5V/2A adapter
Dimension	188×85×69 mm
Weight	455g (without paper roll)

* Indicates product form & features are configuration dependent.

IMPORTANT SAFETY INFORMATION

To protect yourself and your VISIONTEK VA 21 Android PCI PTS Secure smart POS terminal against electrical shock, fire, power surges and other risks, follow all precautions while using

INSTRUCTIONS AND CAUTIONS

1. The installation of VISIONTEK VA 21 POS terminal should not be done in the places:
   ~ Exposed to direct sunlight, moist, hot or dusty, atmosphere
   ~ Unstable or vibrating places
   ~ Near flammable liquid or gas
   ~ Near large appliances Eg. AC, Fridge etc.
   ~ Near electric apparatus such as radios and Tvs
   ~ Near magnetic bodies such as audio speakers
2. Do not get the POS device serviced by an unauthorized personnel
3. User shall bear the risks of installation and usage of third party applications.
4. The system will become slow if too many applications are installed.
5. Please use dry soft cloth to clean the POS device. Do not use any chemicals to clean the device.
6. Do not expose the POS to direct sunlight or metal particles.
7. Do not use sharp and hard objects on touch screen/display.
8. Do not dispose the POS device, charger or battery in the household garbage.
9. Place the finger on the scanner properly during authentication.
10. Avoid using the terminal during lightning storms or voltage fluctuations.
11. At any point, do not try to open any screw(s) of the POS device. This will void the warranty.
12. Do not pull hard or place any sharp objects on the Power cord/USB Cable.
13. Do not use the POS device with wet hands or expose the device to wet/moist environment.
14. Charge the POS device with the genuine adapter provided with the device.

For Genuine Accessories contact Linkwell Telesystems Pvt Ltd.

WARNING:

1. Do not expose the Battery to direct fire. The battery may explode.
2. Do not short circuit the battery, otherwise it may cause personal injury or damage the battery.
3. If the battery is deformed or is heating abnormally, discontinue the usage and replace with new battery.
4. Dispose the used batteries in accordance to the local recycling regulations.
5. If the battery is removed from the device, make sure the it is kept away from any metal objects.
6. Do not remove the battery while the device is ON.

CONTENTS OF SHIPPING CARTON

When you unpack the shipping carton, you should find:

VISIONTEK VA 21 POS terminal with battery pack - **Fig. 1a.**
Thermal Paper Roll - **Fig. 1b**
DC Adapter - **Fig.1c**
DC Adapter Cable - **Fig. 1d**
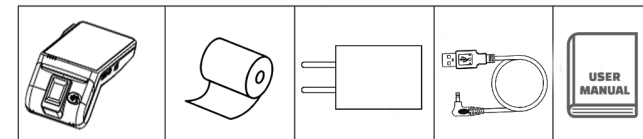User Manual - **Fig. 1e**
Stick Antenna - **Fig.1f**

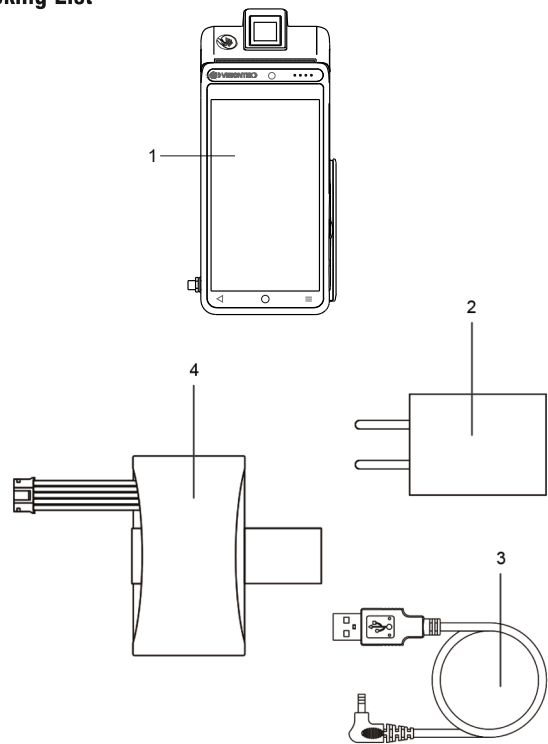Fig. 1a   Fig. 1b   Fig. 1c   Fig. 1d   Fig. 1e
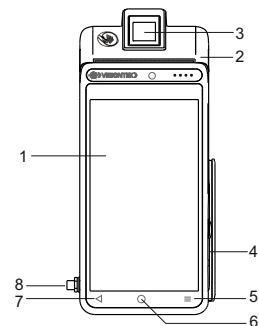
Fig. 1f

Packing List

1 VA 21
2 5V Adapter
3 DC Cable
4 7.2V Lithium Battery

Front View

1) 5.5"Capacitive Touch Screen
2) 58" Thermal Printer
3) Fingerprint Scanner
4) Magnetic Card Reader
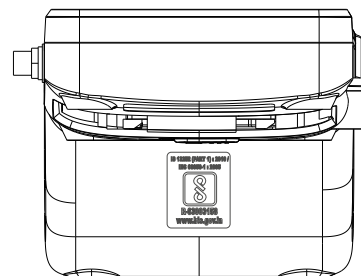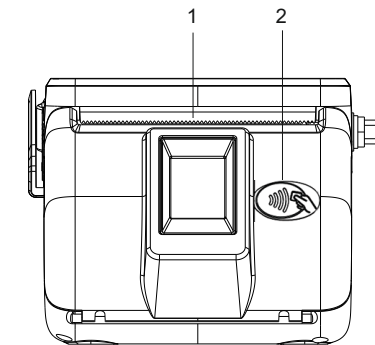5) Menu Button
6) Home Button
7) Return Button
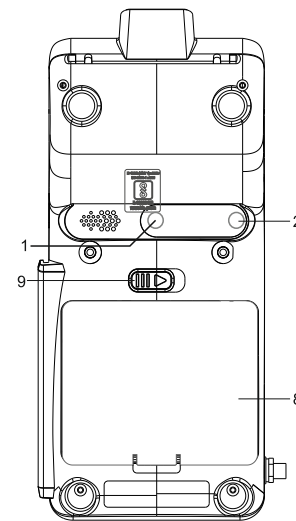8) Antenna

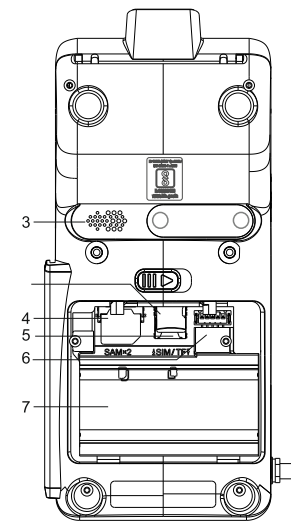## Right View
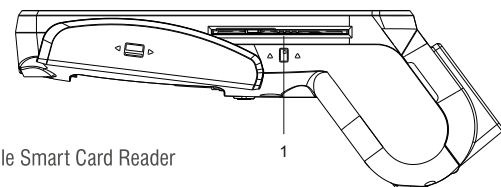
1) Single Smart Card Reader

Top/Bottom View

1) 58mm Thermal Printer
2) Contactless Card Reader

Rear/Back View

1) Camera
2) Flash
3) Speaker
4) SD Card Slot
5) Standard SIM Card, Lower-SIM2
6) Nano SIM Card-SIM1
7) Battery Connector
8) Battery Compartment Cover
9) Battery Cover Lock
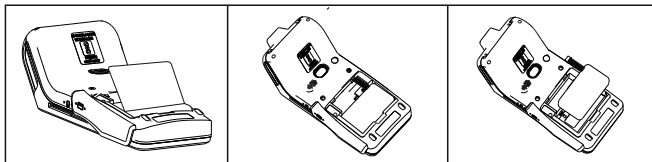
GSM GPRS 4G Bluetooth WiFi GPS

2. Installation
HANDLING OF BATTERY PACK

Battery removal: lift the battery pack cover from the unit at bottom side and disconnect the battery 5-pin connector from the unit.
Battery insertion: Insert the battery pack 5-pin connector into the terminal then gently swing down and press it into the unit.
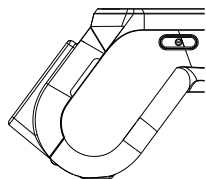

| STEP-1 | STEP-2 | STEP-3 |

### SWITCHING ON/OFF THE UNIT
a) Press "power" key for 3 seconds,
   you can power on the POS.
b) After secure booting, it will display
   home page, POS is ready for transaction
e) You can turn on/off the LCD by quickly
    press the "Power" key.
d) When the POS is power on,
    press "power" key for 3 seconds, it will
    display power off menu, follow the prompts to power off the POS.

CONNECTING THE DC ADAPTOR

Insert the DC Adapter 5V DC output cable into the terminal's DC power socket located next to the Micro connector left side of the terminal.
Plug the DC power adapter mains power plug into a standard AC 100 - 240V, 50/60Hz DC output 5V, 2A
Note: Even if the unit is not switched ON, the battery pack in the unit will get chargedwhen ever the DC Adapter power is available

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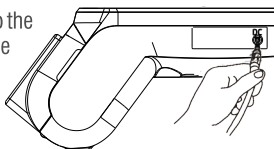
LOADING THE THERMAL PAPER ROLL
a) Unlock the printer cover and then rotate the cover towards top side and open it,
b) Place a roll of thermal paper into the printer housing as shown in the below image
c) Hold the extreme end of the paper roll by keeing a few centimeters of thermal paper out of the paper roller of the printer cover, Ensure paper in its proper place and close the printer cover.
d) Gently lock the printer cover
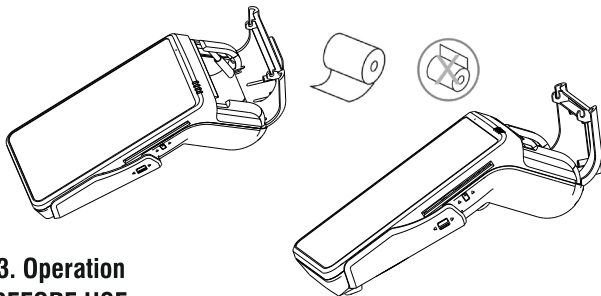

3. Operation
BEFORE USE

a) Please install the battery first and fix the battery cover.
b) Please charge if the battery has not enough energy.
   Insert the paper roll and close the printer cover

SYSTEM SETUP
a) Pull off the status bar at the top of home page. It will display the notification interface
b) Click the menu icon in upper right corner of the screen. It will display the function switch interface.
c) Click the "setup" icon. It wil display the setup interface. Please setup the POS as needed.

USING PAYMENT CARDS
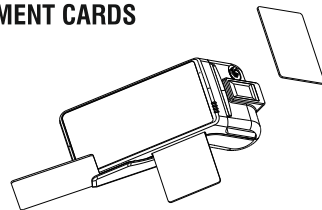
MAGNETIC SWIPE:
Hold the card so that its magnetic stripe is facing down towards the Magnet swipe Card Reader

Swipe the card in a smooth continuous manner. Bidirectional reader.

SMART CARDS:
Insert the smart card (Chip end first) into the opening provided for the reader on VISONTEK VA 21 POS's front panel as shown in the picture.
For guidance, most smart cards will have directional guide arrows engraved or inscribed on the cards. Inbuilt* Smart card reader and Contactless card reader.
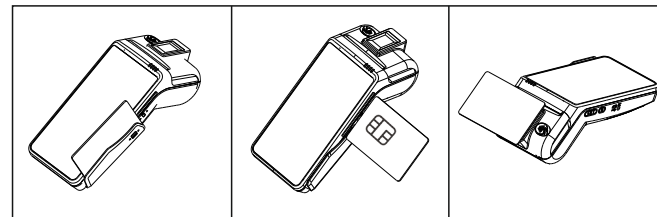
CONTACTLESS CARDS:
Place the contactless card close to the card reader area quickly
Please follow the instructions of your payment application provider.

FINGERPRINT SCANNER:
Place the finger exactly on the "Scanner Area"
of the finger print device
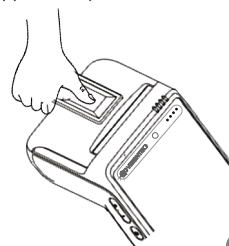
| Magnetic Swipe | Smart Card Reader | Contactless Card Reader |

Precautions:
1. Change/Charge the battery when it indicates red on charge symbol (below 20%)
2. For transactions there should be a minimum of 20% charge present on the display.
   Note: Features to be considered based on configuration of the unit.

Micro SD, SIM and SAM Cards:
Micro SD Card connector or expansion of memory, 1SAM and 1SIM slots
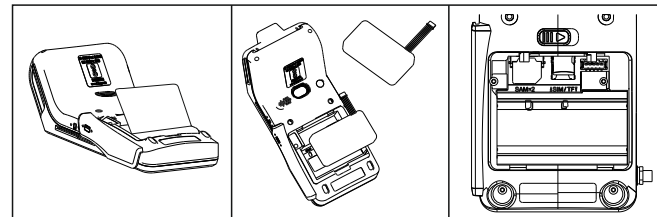
Step 1. Remove the battery pack cover
Step 2. Remove the battery.