## Index

Fig.1 • Front View

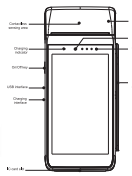



Fig.2 • Rear View

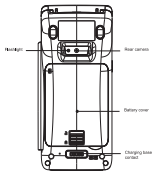
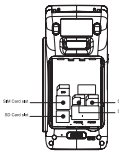



Fig.3 • Rear View (without battery cover)




**DO NOT:**
Opening the unit or damage the internal components when the back housing is opened. Approximately damage may void the warranty and cause device malfunction.

## Package Contents

| | | | |
|---|---|---|---|
| Device | x1 | Quick start guide | x1 |
| USB to DC cable | x1 | Paper Roll | x1 |
| Rechargeable battery | x1 | Charging Cradle(optional) | x1 |

## Quick Start Guide

**Initialize**

1. Push and hold the battery door button

2. Open the battery door

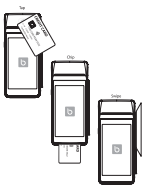
1. Install SIM card, SAM cards and SD card with your preference

2. Install the battery

3. Pull the battery door back and lock it

1. Turn on the device and configure network setting. Once finished the setup wizard, log in to the BBPOS APP and follow the APP instruction.

1. Start your business with BBPOS APP




**FRONT PAGE**

## Change Paper Roll

1. Open the Printer cover

2. Replace the paper roll and close the Printer cover
*Make sure the paper roll size is 57 x 40/50mm
*Make sure the paper roll direction is correct

## Charging Cradle (Optional)

Fig.5 - Charging Cradle Top View

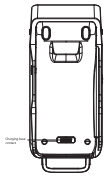
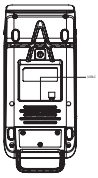
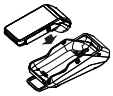



Fig.6 - Charging Cradle Bottom View




## Charge with Cradle



## Cautions & Important Notes

- Please fully charge your WisePOS™ E+ before use.
- Please use a magstripe (MSR) chip of the card is facing the right direction when swiping or inserting card.
- Don't drop, disassemble, beat, injure, crush, bend, deform, puncture, microwave, burn, paint or place foreign objects into the device. Doing any of which will cut the Warranty.
- Don't immerse the device into water and place near heat source or any wet location. Don't put any food or liquid on the device. Don't attempt to dry the device with external heat sources, such as microwave or hair dryer. Operating temperature: 0°C to 40°C; Storage temperature: -20°C to 70°C.
- Recommend using dry cloth to clean the surface only.
- Don't use any sharp tools to puncture internal components or connectors, doing which may lead to malfunction and void the Warranty.
- Don't try to disassemble the device to repair. Please contact your dealer or BBPOS Technical Support team.
- Only suitable use for output DC 5V, 2000mA (max) CE approved AC adaptor, other electrical rating of AC adaptor is prohibited.

## Troubleshooting

| Problems | Recommendations |
|---|---|
| Device cannot read your card successfully | • Please check if the device has power when swiping or inserting card.<br>• Please check if the application instructs to swipe or insert card.<br>• Please ensure there is no obstacle in the card slots.<br>• Please check if the magstripe or chip of the card is facing the right direction when swiping or inserting card.<br>• Please swipe or insert card with a more constant speed. |
| Device cannot read your card successfully through NFC | • Please check if your card supports NFC payment.<br>• Please ensure that if your card is placed within 4 cm range on top of the NFC marking.<br>• Please ensure the device is not moved or taken from reader premature for payment to avoid any interference. |
| Device has no response | • Please check if the rechargeable battery, SIM cards and SAM cards are properly inserted.<br>• Please check if the device is fully charged.<br>• Please restart the device for a while. |
| Device is Frozen | • Please check if you have installed the APP.<br>• Please hold the power button for 5 seconds to restart. |
| Standby time is short | • Please close unused connectivity (e.g. Bluetooth, GPS, Wi-Fi, etc).<br>• Please avoid to run too many APP in background |
| Cannot find other Bluetooth device | • Please check the Bluetooth function is turned on.<br>• Please make sure the distance between 2 devices is within 10 meter |

**FCC Statement**

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

**FCC RF Radiation**

The device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference, including interference that may cause undesired operation of the device.
Le présent appareil est conforme aux CNR d'ISED applicables, aux appareils radio exempts de licence. L'exploitation est autorisée à deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et
(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, et ce, ce le brouillage est susceptible d'en compromettre le fonctionnement.

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 set by the Federal Communications Commission of the U.S. Government.
The exposure standard for wireless devices employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg. *Tests for SAR are conducted using standard operating positions accepted by the FCC with the device transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. This is because the device is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.
The highest SAR value for the device as reported to the FCC when worn on the body, as described in this user guide, is 1.499W/kg. Body-worn measurements differ among devices, depending upon available enhancements and FCC requirements. While there may be differences between the SAR levels of various devices and at various positions, they all meet the government requirement. The FCC has granted an Equipment Authorization for this device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this device is on file with the FCC and can be found under the Display Grant section of www.fcc.gov/oet/ea/fccid after searching on FCC ID 2AJZE-WPOSEPLUS.
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 the position the device a minimum of 1.0 cm from the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines. If you do not use a body-worn accessory and are not holding the device at the position of 1.0 cm from your body, when the device is powered on, then you should position the device at a distance of 1.0 cm from your body.
For handheld operating conditions, SAR meets with FCC limit of 1.6W/kg.
RF Exposure Information (IC 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 set by Industry Canada. *Tests for SAR are conducted using standard operating positions accepted by IC, with the device transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. This is because the device is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.
The highest SAR value for the device as reported to IC when worn on the body, as described in this user guide, is 1.499W/kg. Body-worn measurements differ among devices, depending upon available enhancements, and IC requirements. While there may be differences between the SAR levels of various devices and at various positions, they all meet the government requirement. The IC has granted an Equipment Authorization for this device with all reported SAR levels evaluated as in compliance with the IC RF exposure guidelines. SAR information on this device is on file with the IC and can be found under the Display Grant section of www.ic.gc.ca/fr/spectre-gestionnaire-radiofrequences after searching on IC: 23846-WPOSEPLUS.
For body-worn operation, this device has been tested and meets the IC RF exposure guidelines for use with an accessory that contains no metal and the position the device a minimum of 1.0 cm from the body. Use of other accessories may not ensure compliance with IC RF exposure guidelines. If you do not use a body-worn accessory and are not holding the device at minimum of 1.0 cm from your body, when the device is powered on, then you should position the device at a distance of 1.0 cm from your body.
For handheld operating conditions, SAR meets with IC limit of 1.6W/kg.

The highest SAR value for the device as reported to the IC when worn on the body, as described in this user guide, is 1.499W/kg. Body-worn measurements differ among devices, depending upon available enhancements, and IC requirements. While there may be differences between the SAR levels of various devices and at various positions, they all meet the government requirement. The IC has granted an Equipment Authorization for this device with all reported SAR levels evaluated as in compliance with the IC RF exposure guidelines. SAR information on this device is on file with the IC and can be found under the Display Grant section of www.ic.gc.ca/fr/spectre-gestionnaire-radiofrequences after searching on IC: 23846-WPOSEPLUS.
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For handheld operating conditions, SAR meets with IC limit of 1.6W/kg.

[redacted]

**Caution**
Risk of explosion if battery is replaced by an incorrect type.
Dispose of used batteries according to the instructions.

**Need Help?**
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www.bbpos.com

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