

Rotech X3 POS - User Manual

Operation, connectivity, care and troubleshooting guide.



1. Product Overview

The Rotech X3 is a foldable POS terminal designed for commercial environments. It combines a 15.6-inch Full HD display, fanless Intel processing, SSD storage and flexible connectivity for POS peripherals.

2. Hardware and Connectivity

Specification	Details
Product Model	X3
Display	15.6" TFT LCD Panel
Resolution	1920 x 1080 Full HD
Processor	Intel N95 up to 3.40 GHz, fan-free
Optional Processor	Intel N97 up to 3.60 GHz
Memory	8GB DDR4 SO-DIMM, up to 16GB

Specification	Details
Storage	128GB M.2 SSD; 256GB / 512GB optional
Operating System	Windows 10 IoT LTSC / Windows 11 IoT LTSC / Ubuntu
Wi-Fi / Bluetooth	Wi-Fi 2.4/5GHz + Bluetooth 4.0 optional
USB	4 x USB 3.0 + 2 x USB 2.0
Serial Ports	2 x Serial
LAN	1 x Gigabit LAN 10/100/1000Mbps
Cash Drawer Port	RJ11, compatible with 24V cash drawers
Audio	Mic-In / Speaker-Out combo jack
Speaker	2 x 2W optional
Power Adapter	24V / 2.75A / 66W
Screen Tilt	0 to 180 degrees
Base Tilt	0 to 50 degrees
Optional Second Display	11.6" or 15.6"
Optional Accessories	MSR / MSR + iButton / Barcode Scanner
Operating Temperature	0 C to 40 C
Storage Temperature	-15 C to 70 C
Certifications	CE / FCC / UKCA / RoHS
Single Screen Weight	5.3kg net / 6.1kg gross
Single Screen Dimensions	373 x 194 x 310 mm
Dual Screen Weight	7.3kg net / 8.1kg gross
Dual Screen Dimensions	372 x 189 x 322 mm

3. Daily Operation

Power on the X3 and wait for the operating system to load. Start your POS application only after network connectivity is available. At the end of the day, close business applications before shutting down Windows or Ubuntu.

4. Display and Tilt Adjustment

The main screen supports approximately 0 to 180 degrees of tilt and the base supports approximately 0 to 50 degrees. Adjust using both hands and avoid forcing the hinges beyond their normal travel.

5. Peripheral Setup

Receipt printers and barcode scanners are normally connected through USB, LAN or serial ports depending on the peripheral. Cash drawers can be connected through the supported RJ11 interface. Always install the correct device driver before configuring the POS application.

6. Cleaning and Care

Switch off the terminal before cleaning. Use a soft lint-free cloth. Do not spray liquid directly onto the display or chassis. Avoid abrasive cleaners, excessive moisture and strong solvents.

7. Basic Troubleshooting

Problem	Check
X3 does not power on	Check mains power, adapter connection and the power switch.
No network	Check LAN cable/router or confirm Wi-Fi settings if fitted.
Printer not printing	Confirm printer power, cable, driver, port and POS printer selection.
Cash drawer not opening	Check RJ11 connection and confirm the POS printer/drawer trigger settings.
Touchscreen not responding	Restart the terminal and verify touchscreen driver/device status.
System feels slow	Close unused applications and confirm sufficient free SSD space and memory.

8. Support

For installation assistance, software setup, drivers, warranty support or repair service, contact Rotech Company Limited at helpdesk@rotech.co.tz or visit www.rotech.co.tz.