Manuals

E-SDC must have a user manual that explains the following topics in detail:

1.
    System requirements
2.
    Installation instructions for the technicians performing the installation and integration of an E-SDC device or software at a sales point
3.
    Properly connecting the E-SDC to a POS
4.
    User instructions for the operator (cashier or shopkeeper) explaining normal operations in detail

    o
        Information about the supported card readers or integrated card reader
    o
        How commands are received and executed via USB drive or SD card
    o
        How to obtain help/support regarding the product
    o
        Steps for troubleshooting
    o
        How the product license is activated
    o
        Local and/or remote audit instructions
    o
        How to properly shut down or uninstall the product

5.
    A detailed explanation (with visuals) for each product notification
6.
    Explanation of each custom error (manufacturer-specific)