

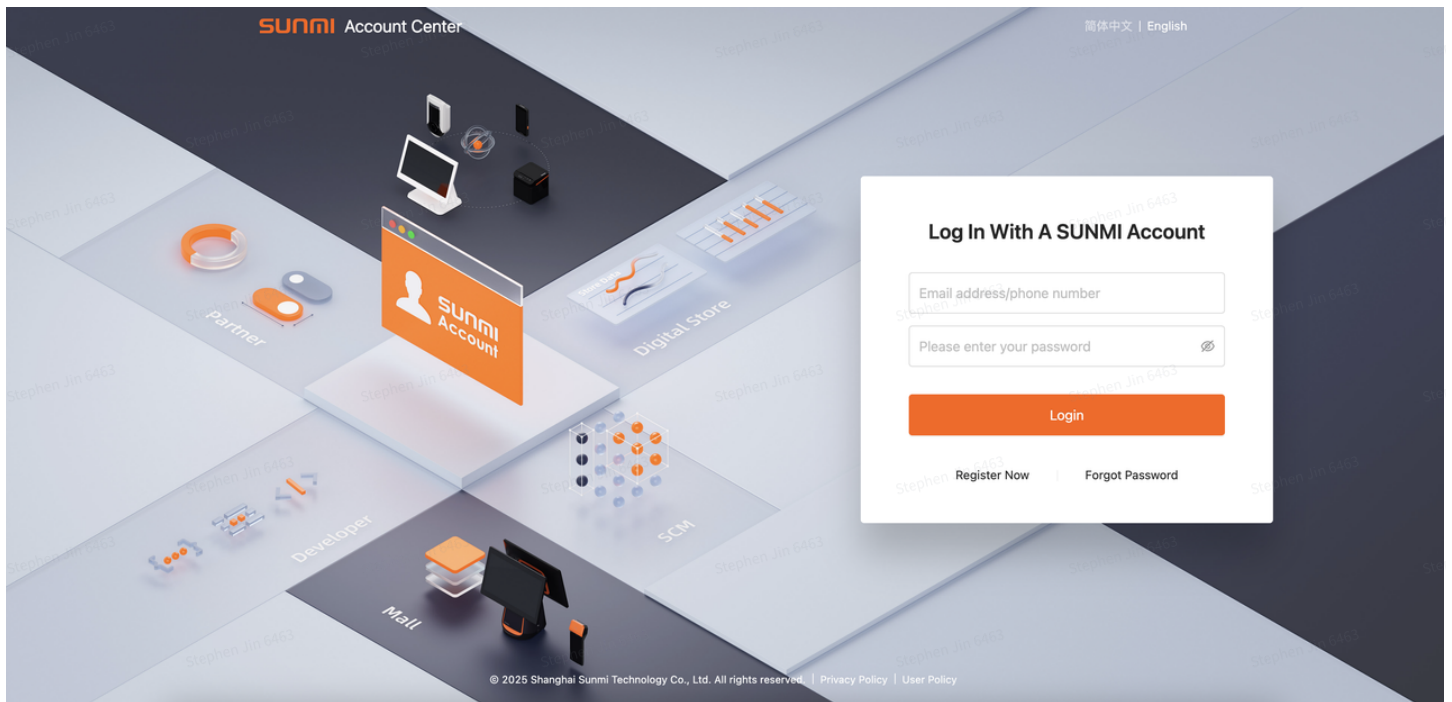
How to remote control Sunmi POS

1.Invite User

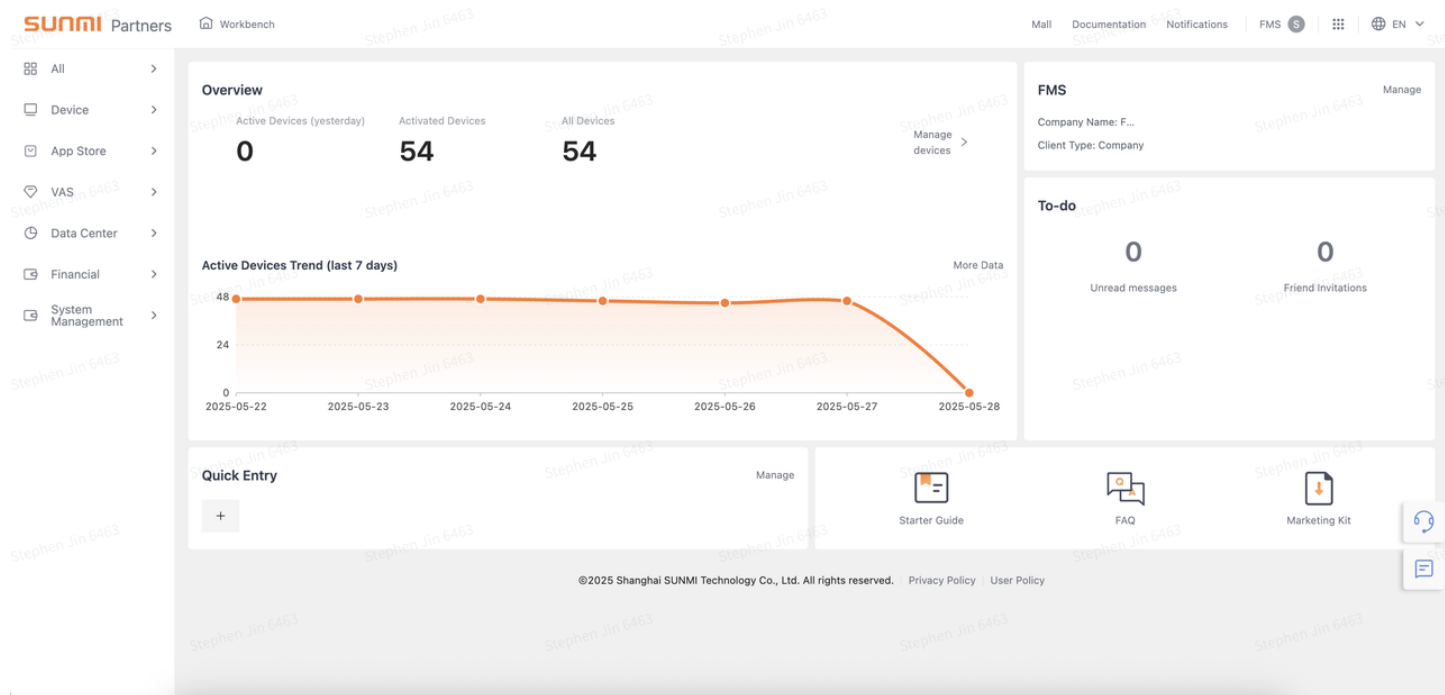
1.Login to Sunmi Portal

Sunmi Portal Web link: <https://partner.sunmi.com/>

You may see this page in the browser, please type your account(email) and password in the text box.

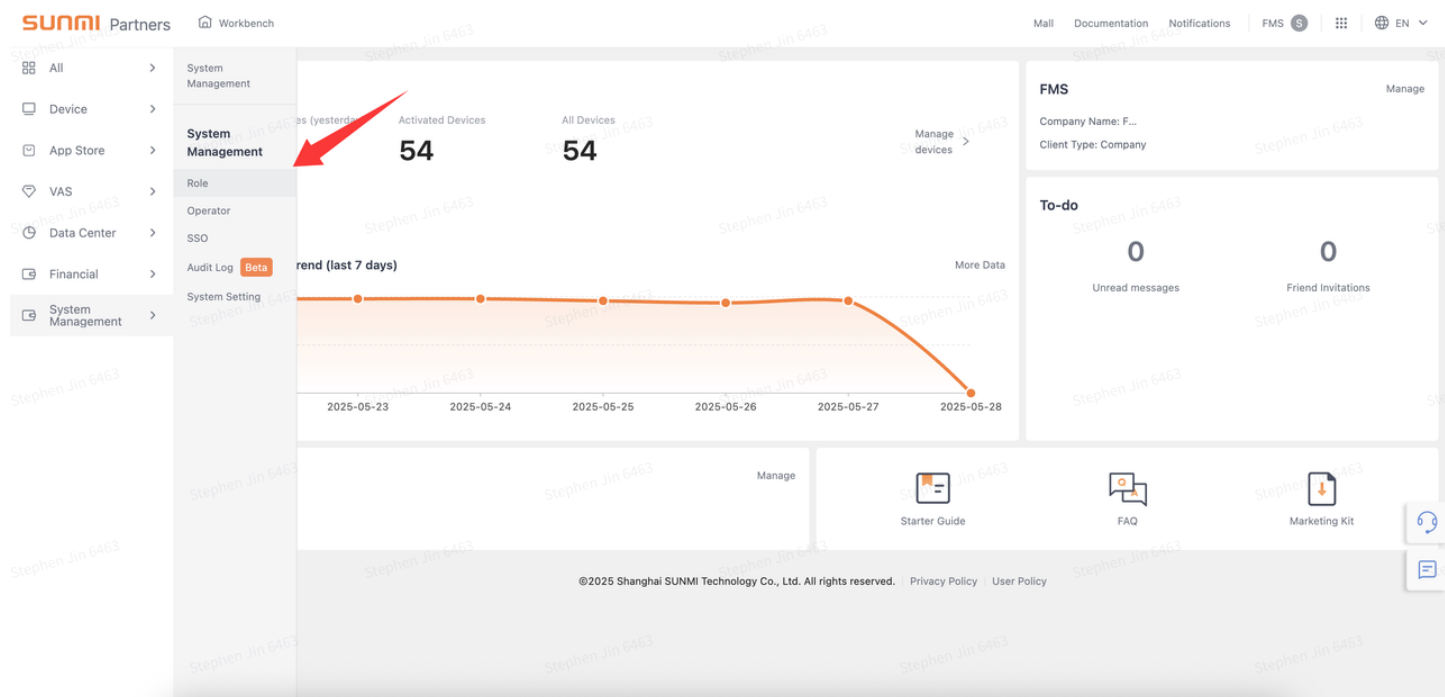


After login to the sunmi portal, you may see the dashboard page like the following picture.

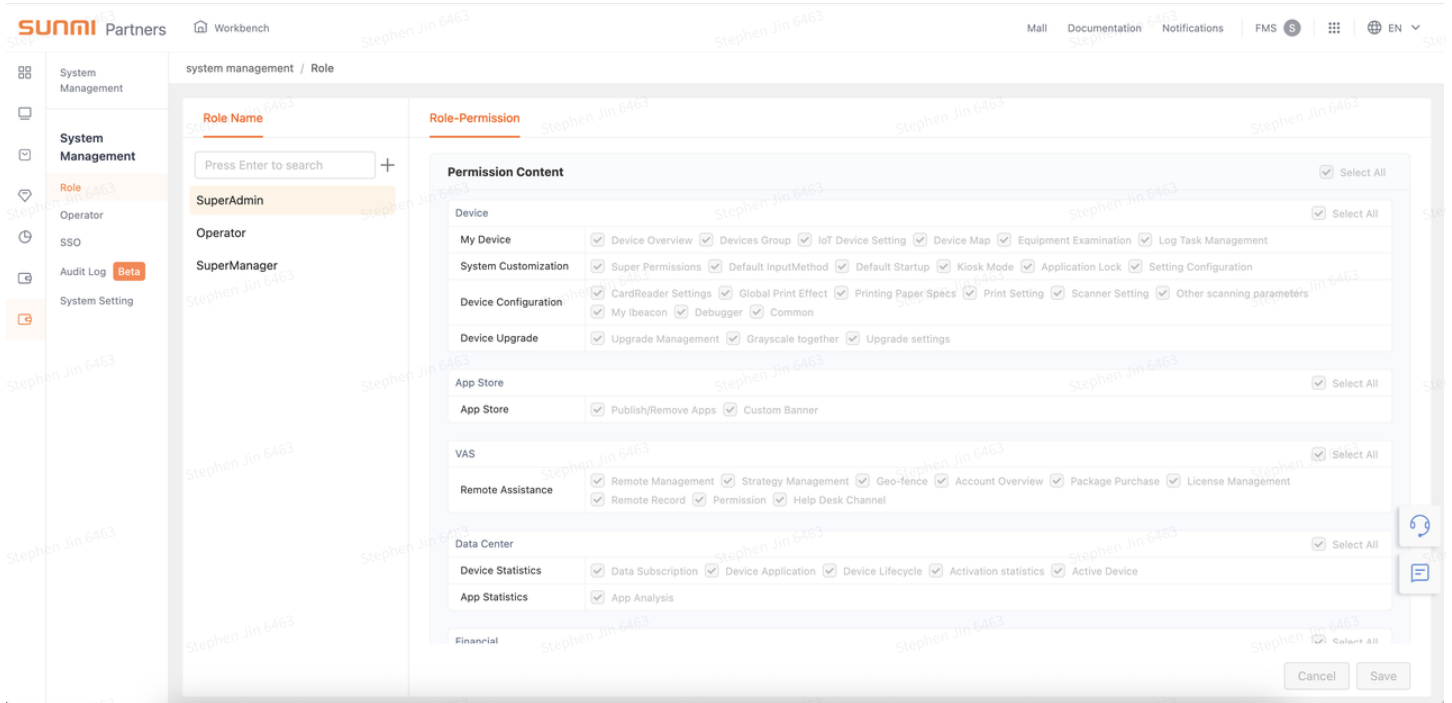


2.Create User Permissions

In the function list on the left side of the screen, please click the "System Management" button and select "Role" function.

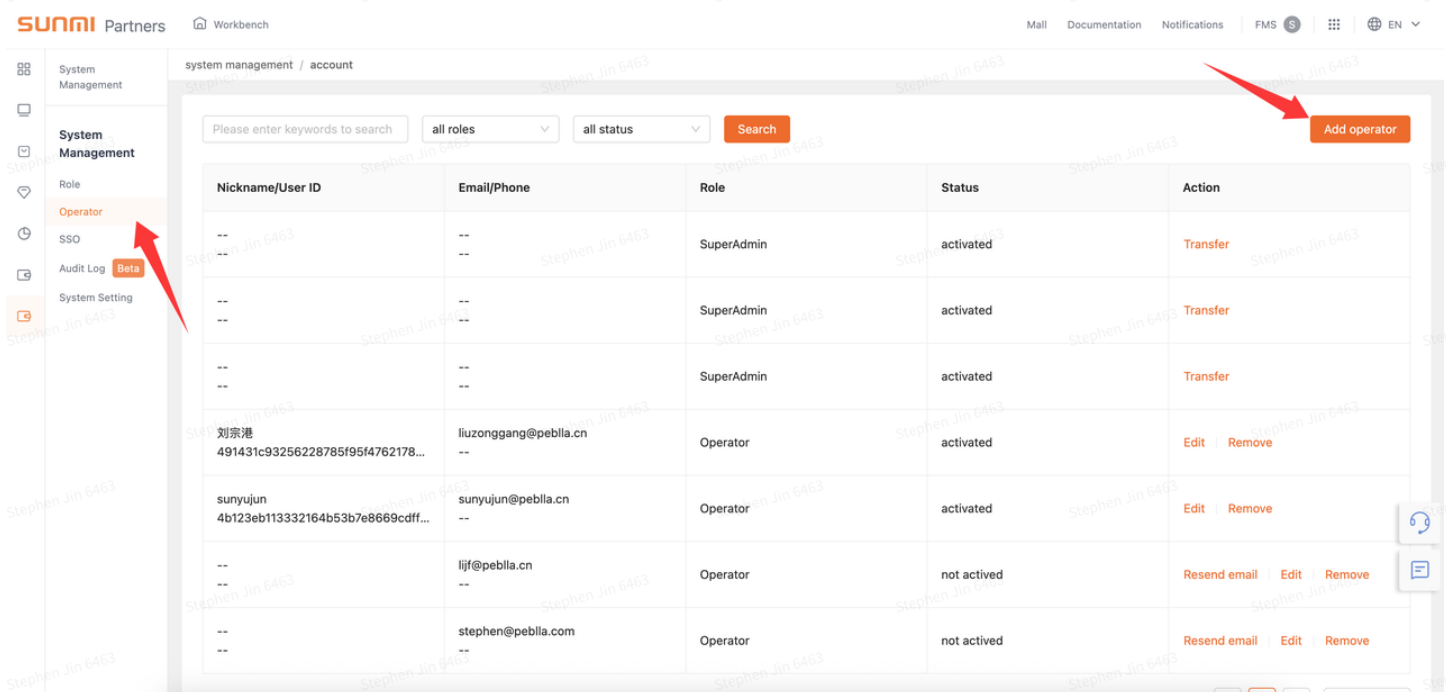


In this page, you can see all the permission that can be assign to others. We have created two default roles. The "Operator" can only remote control the sunmi POS, but the "SuperManager" has all the permissions.

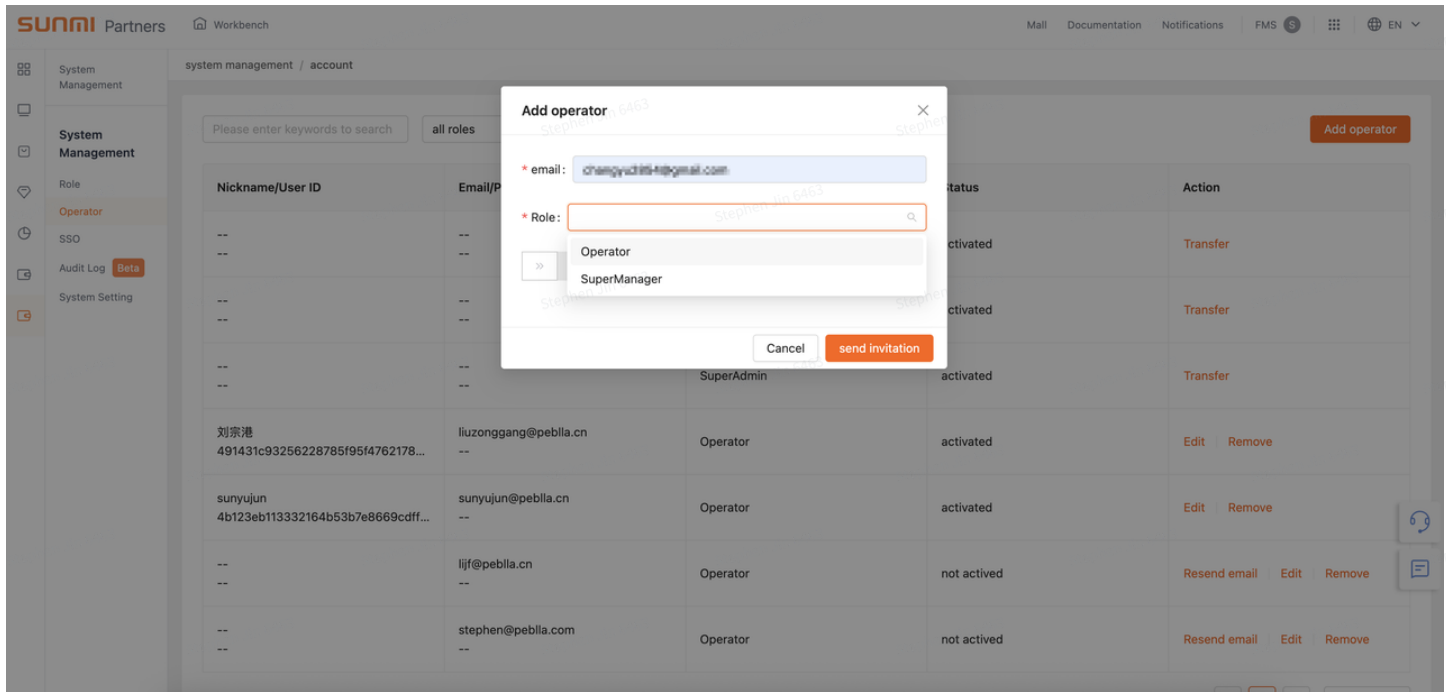


3. Invite new user

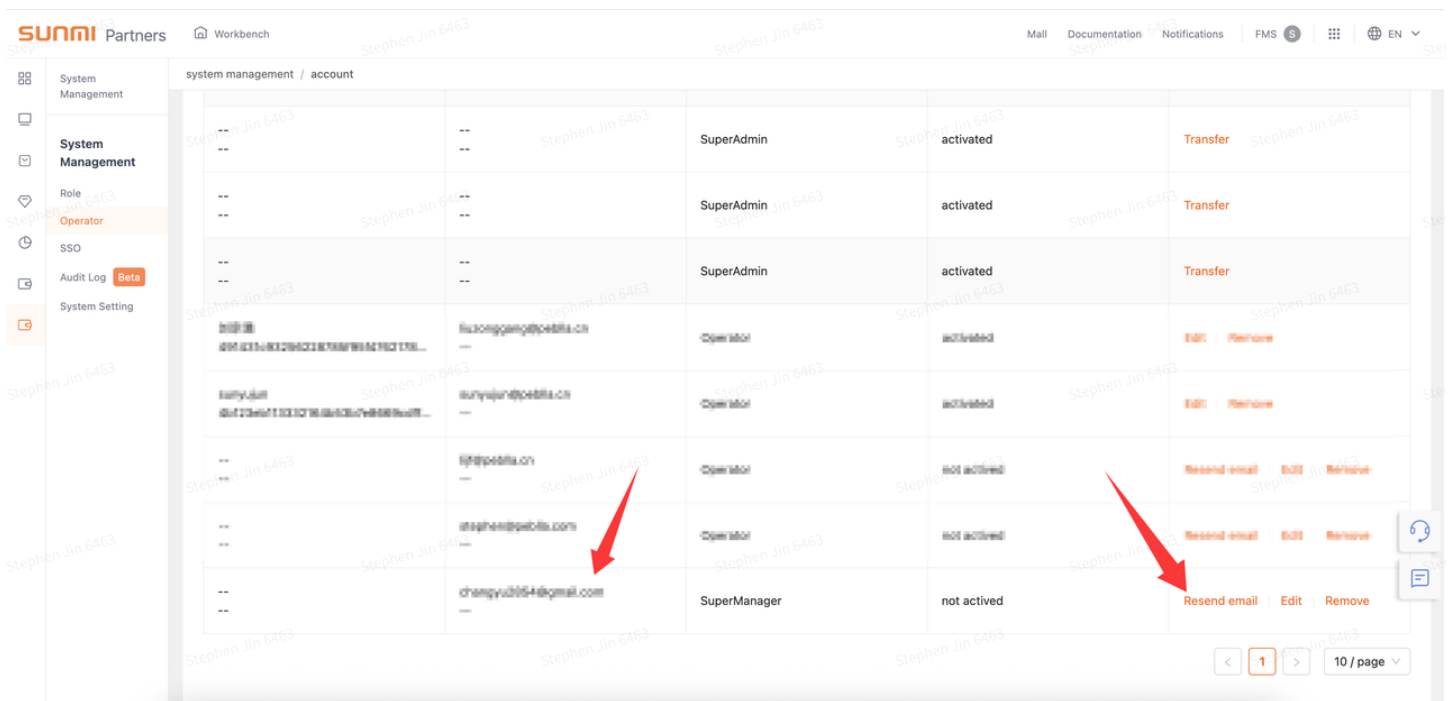
Go to "Operator" function, then click "Add operator" button on the right top of screen.



In the popup window, please type the email of the invitee and choose the role for this user, then click the "send invitation" button on the bottom right of the popup window.

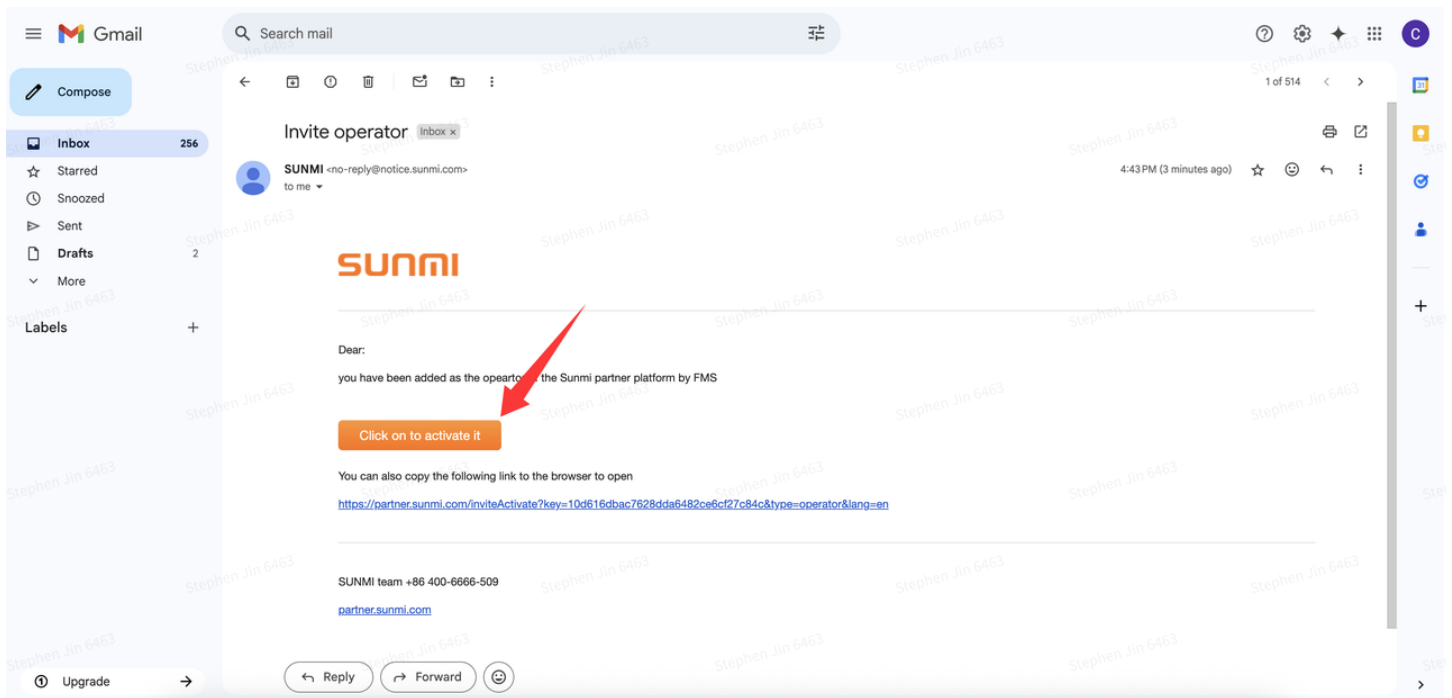
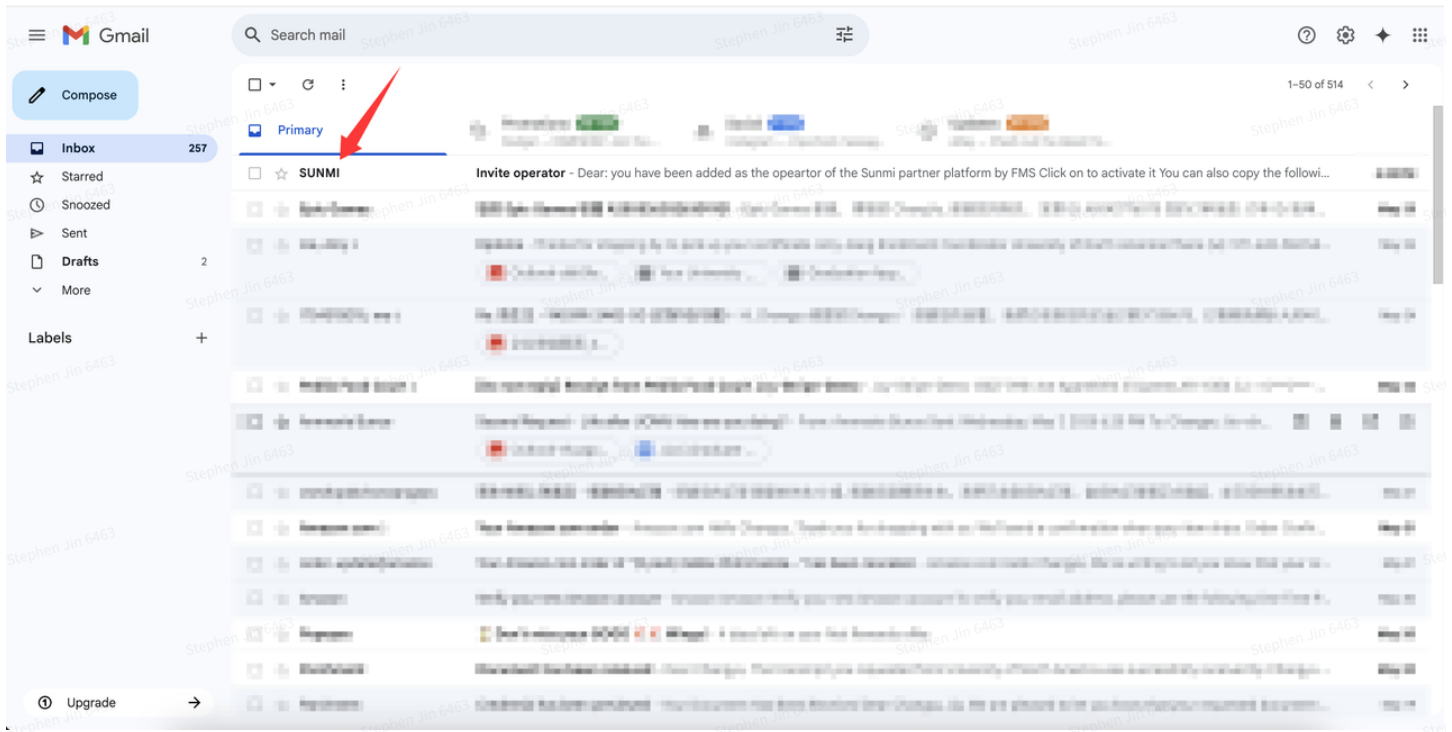


After send the email, the invitee will receive a email to activate the account, if the invitee don't receive the email, please click the "Resend email" button to send email again.



4. Accept the invitation

In the "Inbox", you may see the invite email, enter the email details to activate the invitation link



Please text all the information on the activation page.

Account activation

changyu2854@gmail.com

United States(United States)

865dcbf9582d2ab2ad22f3c28995b...

Verified



☒ Please read and agree to the [User Registration Service Agreement for SUNMI Partners Platform](#) and [SUNMI Partners Platform Privacy Policy](#).

Activate

After the invitee activates the account, he can enter the user management page again to confirm the user activation status.

SUNMI Partners

Mail Documentation Notifications FMS

system management / account

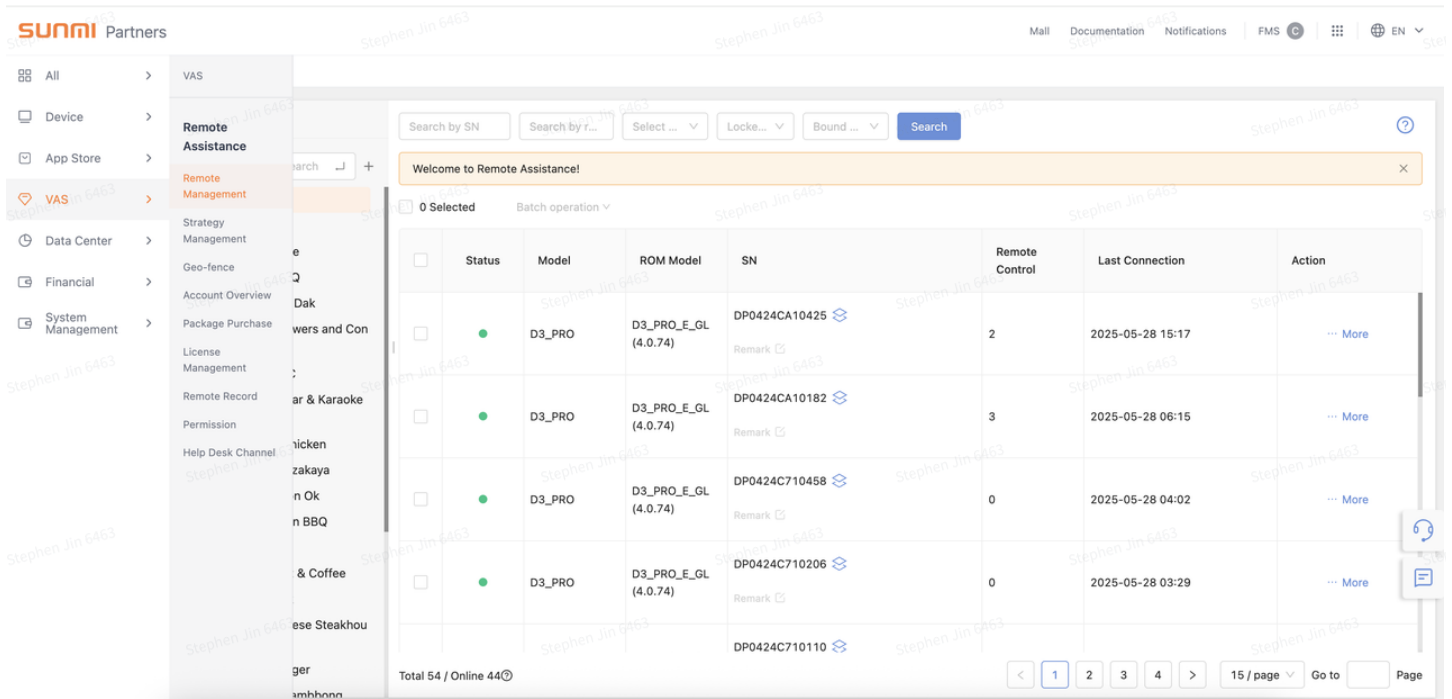
Please enter keywords to search all roles all status Search Add operator

Nickname/User ID	Email/Phone	Role	Status	Action
--	--	SuperAdmin	activated	--
--	--	SuperAdmin	activated	--
--	--	SuperAdmin	activated	--
865dcbf9582d2ab2ad22f3c28995b...	865dcbf9582d2ab2ad22f3c28995b...	SuperAdmin	activated	Edit Remove
865dcbf9582d2ab2ad22f3c28995b...	865dcbf9582d2ab2ad22f3c28995b...	SuperAdmin	activated	Edit Remove
865dcbf9582d2ab2ad22f3c28995b...	865dcbf9582d2ab2ad22f3c28995b...	SuperAdmin	activated	Resend email Edit Remove
865dcbf9582d2ab2ad22f3c28995b...	865dcbf9582d2ab2ad22f3c28995b...	SuperAdmin	activated	Resend email Edit Remove
865dcbf9582d2ab2ad22f3c28995b...	865dcbf9582d2ab2ad22f3c28995b...	SuperManager	activated	Edit Remove

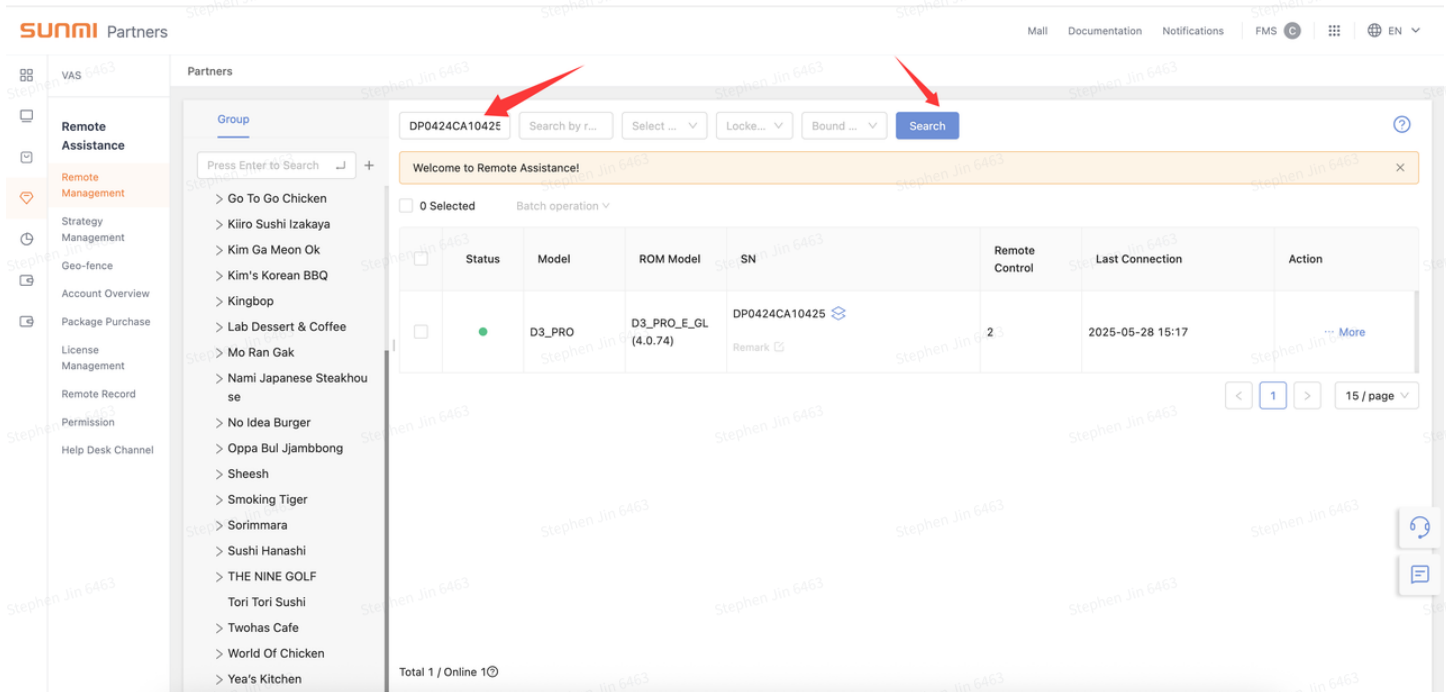
2.Remote Control POS

1.Find the device that needs to be remote

In the function list on the left side of the screen, please click the "VAS" button and select "Remote Management" function.



After type the POS SN, click "Search" button to find the correct device.



2.Start Remote Control

Click "More" button, then click "Remote control" button to control the device.

Partners

Group

TS44223843271 Search by r... Select ... Lock... Bound ... Search

Welcome to Remote Assistance!

0 Selected Batch operation v

	Status	Model	ROM Model	SN	Remote Control	Last Connection	Action
<input type="checkbox"/>	●	T2s	T2s (3.3.39)	TS44223843271	145	2025-05-28 08:36	More

Total 1 / Online 1

Sunmi Partners Workbench

Mail Documentation Notifications FMS Device Information

Partners

Group

TS44223843271 Search by r... Select ... Lock... Bound ... Search

Welcome to Remote Assistance!

0 Selected Batch operation v

	Status	Model	ROM Model	SN	Remote Control	Last Connection
<input type="checkbox"/>	●	T2s	T2s (3.3.39)	TS44223843271	145	2025-05-28 08:36

Total 1 / Online 1

- Device Information
- Remote control
- Send Files
- Get log
- Clear Password
- Lock Device
- Remote ADB
- Unlock Device
- Send Message
- Security Configuration
- Power off
- Reboot

3.Prepare for Remote

You may see the waiting hint on this page, if the page is unresponsive or you cannot enter the control page, please click "Cancel" button in the top right page.



Waking up the device, please wait...(40s)

If the device is ready to enter the remote stage, you will see this countdown. After it ends, you can enter the POS page.

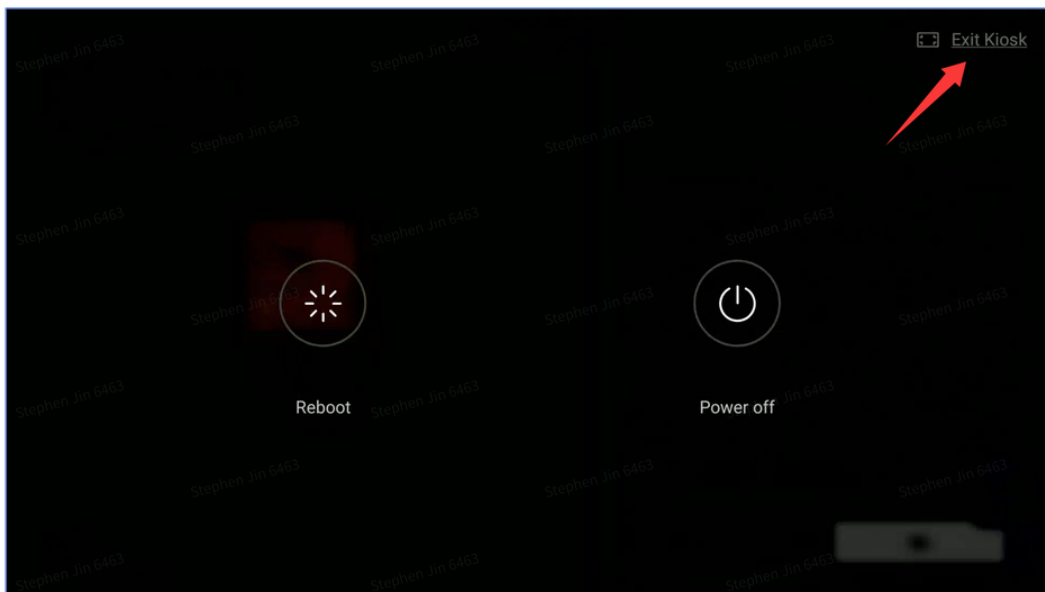
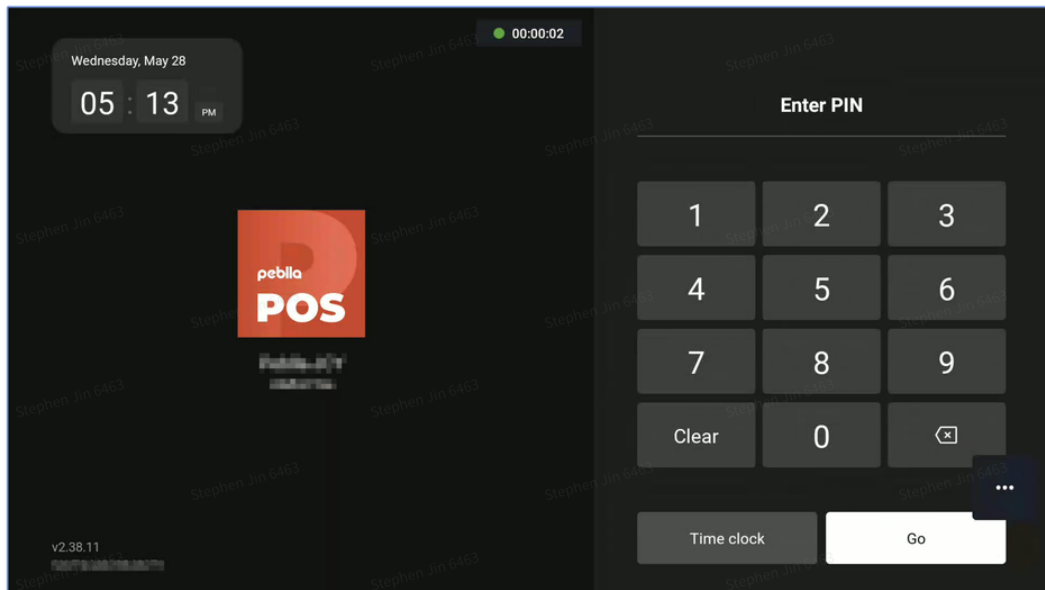


seconds later to control...

If any error occurs in the above steps, please try step 3 again.

4.Exit KIOSK Mode

Long press the power button for 5-10s, then you may see the "Exit Kiosk" button on the top right of the screen.



Click "Exit Kiosk" button then type "6543" to exit kiosk, if it requires an 8-digit password, please type "65430987" to exit kiosk, then you can do anything you need.

