



User Guide

Welcome page....

Welcome – you've made the right choice! The MobileScape™ System was designed to be user friendly and efficient while giving you the power to do mobile credit card processing anytime anywhere. We know you are eager to start using your MobileScape™ terminal right away and this guide is designed to help you do just that.

To start using your MobileScape™ terminal immediately, see the sections marked "Getting to know your new MobileScape™ terminal" and "Basic functions". These two sections were designed to be a quick start guide to using your MobileScape™ terminal.

For a more in-depth guide to using your MobileScape™ terminal see the section labeled "Advanced functions". This section was designed to go into detail about using all of the functions of your new MobileScape™ terminal.

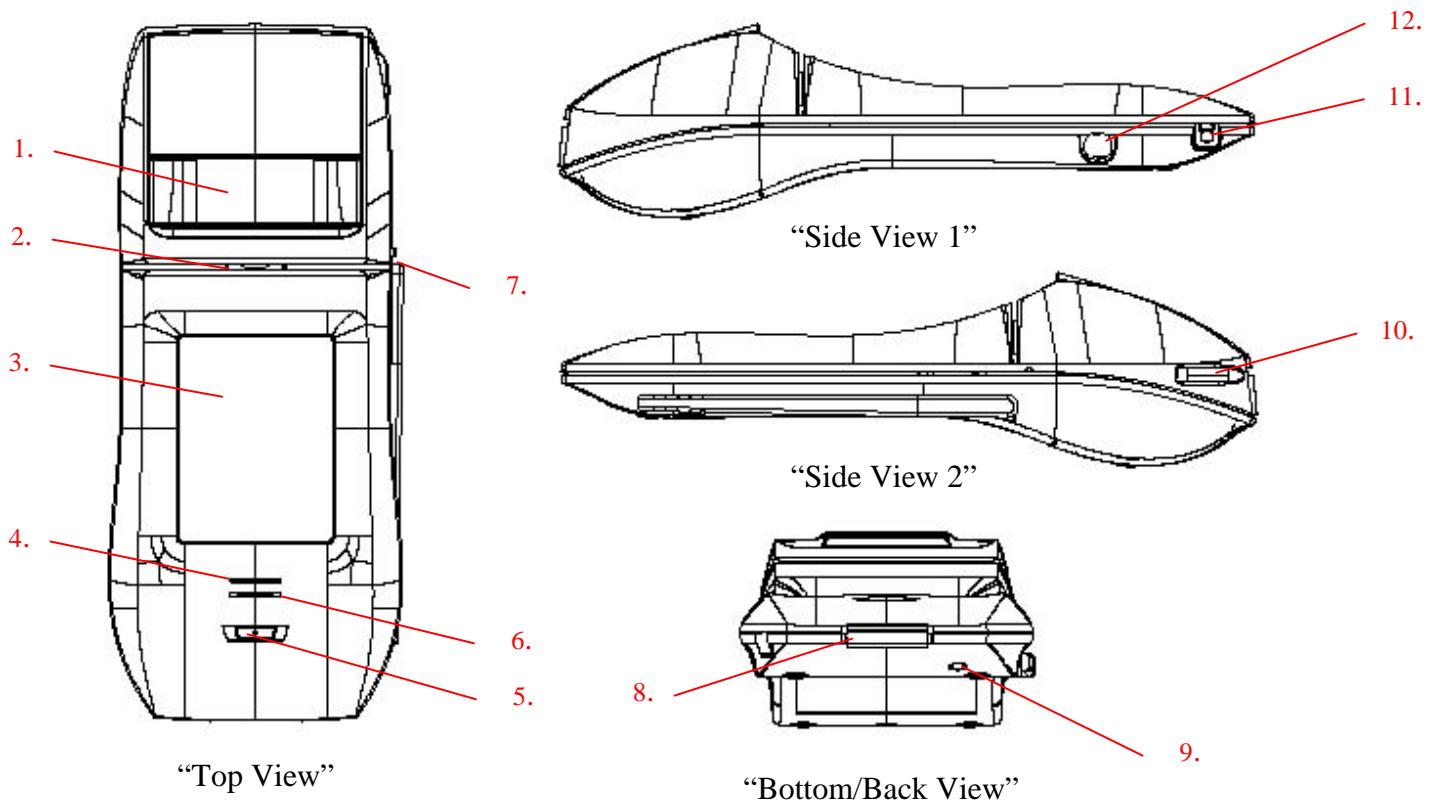
The remaining parts of the guide will give you information about caring for your new MobileScape™ terminal, accessories and more. You may contact customer service for assistance at **1 (866) 414-5600**.

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Getting to know your new MobileScape™ terminal...



- 1. Printer Compartment:** Compartment for your thermal paper roll for printing receipts. See Page 10 for proper paper installation.
- 2. Magnetic Card Reader Slot:** Slot for swiping credit cards. Swipe credit card through this slot with the magnetic strip down and toward the printer compartment.
- 3. LCD Touch Screen:** Display and touch screen for menu navigation and writing signature.
Note: Only use the stylus when navigating or writing on the touch screen.
- 4. Power Light:** Lights up green when unit is powered on.
- 5. Power Button:** Depress to turn your MobileScape™ terminal on.
- 6. Signal Light:** When blinking, this light indicates that the MobileScape™ terminal is attempting to make a connection to the cellular network.
- 7. External Antenna Connection:** Not used.
- 8. Docking Connector:** Debug port for connecting to a PC during factory testing.
- 9. Reset Button:** The reset button performs a hard reset to the MobileScape™ terminals in case of system lockup. Depress this button with the tip of the stylus, and then press the power button to restart the terminal.
- 10. Stylus:** Serves as pointing and writing device for navigating through menus and writing signatures. To use the stylus, slide it out of its storage slot and hold it as you would a pencil. The stylus is specialized plastic and should be the only device used on the touch screen.
- 11. Audio Connector:** For Future Use.
- 12. Car and Wall Charger Connector:** Connector to plug your supplied car or wall charger in for recharging the battery.

Display indicators...

Different indicators are displayed at the bottom of the LCD screen. Refer to the following chart for a description of each indicator.



Indicates when you have external power plugged into your terminal.



Indicates your battery voltage. Symbol changes as battery life goes up or down.



Measures your current signal strength. The more bars displayed means better signal strength. Once a stable connection has been established, the signal strength indicator will not be displayed. You will see the "active data session" indicator (below) in its place.



Indicates an active data session over the cellular network.



Indicates connection to the cellular network. When no connection is present a question mark indicator is displayed.



This indicator lets you back out of a menu screen back to the previous screen.



The question mark indicator followed by counting numbers are displayed when the unit first turns on and has not yet received time from the server. Once your terminal has received time from the server, the indicator changes to display the current time.

The question mark indicator is also present if connection to a cellular network is not made. In this instance the Antenna symbol is replaced with the question mark. This can be caused by weak signal or an inactive modem.

What's in the box...

Your new MobileScape™ terminal comes standard with the following items in the box. Please make sure that all items are included. Contact customer service immediately if something is missing at **1 (866) 414-5600**.

1 - MobileScape™ terminal.

3 - Rolls of thermal paper. 1 inside the terminal and 2 inside the box.

1 - Stylus.

1 - User manual (this document).

1 - Wall power supply.

1 - Vehicle power supply.

Basic Functions...

Basic functions are a quick overview of how to use the most basic functionalities of your MobileScape™ terminal.

Turning your MobileScape™ Terminal on and off:

To turn your terminal on, press the ON button located below the LCD screen. Once you receive a valid time in the lower right corner of the screen you are ready to use your terminal. (This usually takes 15 to 60 seconds but can take longer depending on your cellular coverage).

Your terminal was designed not to be turned off but to go into sleep mode. To put your terminal into sleep mode, take your stylus and select the sleep icon on the main screen. Sleep mode helps the terminal conserve battery power. It is recommended to put your terminal in sleep mode when not in use.

To wake up your MobileScape™ terminal after it goes into sleep mode, simply depress the ON button again. Your terminal is programmed to automatically go into sleep mode after 5 minutes of inactivity.

Using the Stylus:

Use the stylus to navigate through your MobileScape™ terminal menus and to sign electronic signatures. Always use the point of the stylus for selecting or signing on the LCD screen. Never use an actual pen, pencil, or other sharp object to write on the screen.

Charging the battery:

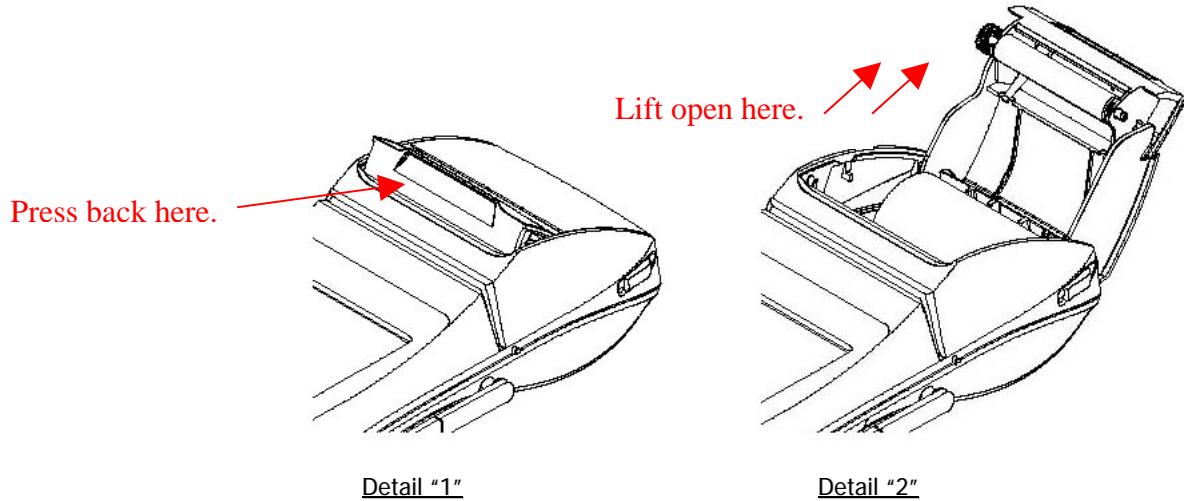
We recommend that you charge the battery when not in use with either the provided wall charger or car adapter charger. It takes approximately 120 minutes to charge a fully drained battery. The life of a fully charged battery varies depending on the amount of transaction time vs. sleep time.

Capturing An Electronic Signature:

When signing a signature on the touch screen, make sure you are using slow continuous strokes. Only sign in the clear area above the solid line and below all the credit card information text. To erase the signature and resign select the **Retry** button. To accept the signature, select the **Done** button.

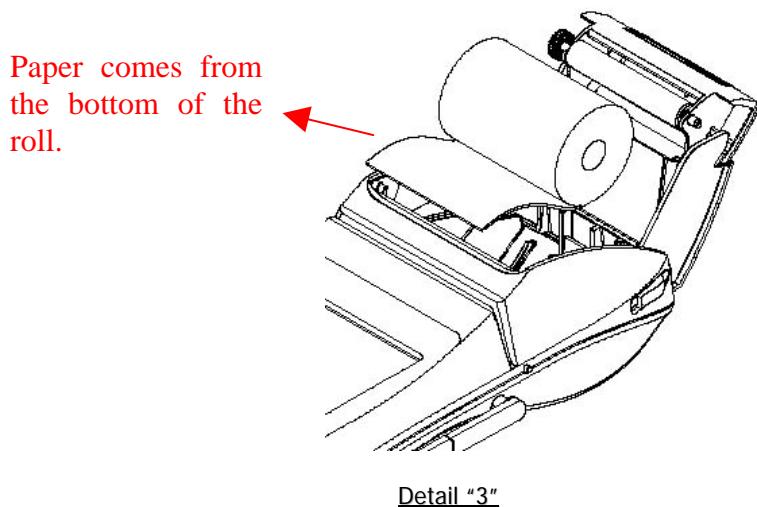
Printer Door Operation:

The paper door in your MobileScape™ terminal is designed to be a two movement operation. First, press the top of the paper door to the back of the terminal until the door rotates up and stops (see Detail "1"). Then, lift open both the front and rear of the printer doors to reveal the paper compartment (see Detail "2").



Paper Loading:

The paper in your MobileScape™ terminal is specialty thermal paper. The direction you load the paper is important. For proper installation load the paper in the paper compartment with the paper coming up from the bottom of the paper compartment (see Detail "3"). Pull enough lead from the roll to have paper sticking out the top when the door is closed.



IMPORTANT: Do not subject your system or paper to extreme temperatures. Do not leave in direct sunlight for long periods of time. Your paper is special thermal paper and may turn prematurely black in extreme conditions.

FCC Statement:

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.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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

This device has been tested and complies with FCC RF exposure compliance requirements. In order to comply with FCC RF exposure requirements during body-worn operation, this device should be used with the belt-holster accessory provided or similar accessory with no metallic components.

Swiped Credit Card Transaction:

To simply process a credit card sale with your terminal, from the main menu, swipe the credit card in the credit card slot. Make sure you swipe the card with the magnetic strip down and facing away from you.

Next, using the stylus, enter in the amount to be charged and press the  button.

The terminal will then contact the server to authorize funds. If accepted, it will prompt for the user to sign their signature on the screen.

Have the user sign in the appropriate place and press the  button.

The terminal will then print a receipt and return to the main menu screen.

Tip: Swiped Credit Card Transaction is the most common type of transaction and is also the most cost effective. Always attempt to swipe a credit card for lowest transaction costs.

Advanced functions...

Your MobileScape™ terminal comes with many ways to process transactions, from sales to voids to authorizations and more; details for all of these functions are below. Please read thoroughly before proceeding.

Caution: Always use the point of the stylus for selecting or signing on the LCD screen. Never use an actual pen, pencil, or other sharp object to write on the screen.

Types of transactions and examples of when to use each...

Credit Card Sales Transaction: In order to do a credit card sales transaction, either follow the guide from the basic functions or see below for the advanced functions.

Swiped Credit Card Transaction:

For doing standard credit card sale when a credit card is present, use the swiped credit card method. This is the lowest cost sales transactions.

1. From the main menu, select the  button.
2. In the credit card menu select the  button.
3. At this point you are prompted to either swipe card, enter card number, go back, or cancel. Swipe your credit card through the card slot with the magnetic stripe down and facing away from you.
4. Once the card is read it will prompt you to enter in the dollar amount, cancel or enter. (note: you cannot press enter until a dollar amount is entered). After you have entered the dollar amount on the screen, select the  button to proceed.
5. Your MobileScape™ terminal then processes the card and requests authorization. When approval has been given the MobileScape™ terminal will prompt for the customer to sign on the screen for the receipt.
6. Have the customer sign on the display with the stylus and then select the  button.
7. A receipt will then print with the customer's signature.

Manual Entry Credit Card Transaction:

For doing standard credit card sale when a credit card is not present, use the manual credit card method. This method could also be used if the magnetic strip on the credit card is not working or is dirty.



1. From the main menu, select the button.
2. In the credit card menu select the button.
3. At this point you are prompted to either swipe card, enter card number, go back, or cancel. Select the button.
4. Manually enter the 16-digit credit card number and select the button.
5. Manually enter the 2-digit expiration month and select the button.
6. Manually enter the 2-digit expiration year and select the button.
7. Enter dollar amount of transaction and select the button.
8. Your MobileScape™ terminal then processes the card and requests authorization. When approval has been given you will be prompted for the customer to sign on the screen for the receipt.
9. Have the customer sign on the display with the stylus and select the button.
10. Two Receipts will print. The first receipt is for the customer. The second receipt will print with a space for manually imprinting the credit card to prove that the card was present at the time of the transaction. Place the blank portion of the receipt on top of the credit card. Using the flat side of the stylus, trace the cardholder information including name, 16-digit card number and expiration date. Keep second receipt for your records.

Void Transaction:

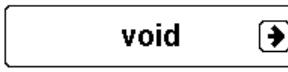
If a transaction was done incorrectly, a void transaction can be used to cancel/void the transaction amount.

1. From the main menu, select the



button.

2. In the credit card menu select the



button.

3. Once in the void menu, you may either manually enter in the card number or swipe the card.

4. When a card number is entered or swiped, a dialog box will be displayed to inform you that this is void. Select the

A rectangular button with the word "Yes" in the center.

button to proceed.

5. Next the terminal will prompt you for the amount to authorize. Enter the amount and select the

A rectangular button with the word "enter" and a right-pointing arrow icon.

button.

6. Another dialog box is displayed confirming the void information. Displayed is the person's name, credit card number and amount. Select the

A rectangular button with the word "Yes" in the center.

button to proceed.

7. The terminal then completes the void transaction and asks for a signature. Have the customer sign on the touch screen in the provided space and select the

A rectangular button with the word "Done" in the center.

button to have your receipt printed.

Return:

When items or service is unwanted, unsatisfactory, damaged or incorrect; a return transaction can be processed to credit back the customer's card.



1. From the main menu, select the  button.
2. In the credit card menu select the  button.
3. Once in the return menu, you may either manually enter in the card number or swipe the card.
4. When a card number is entered or swiped, a dialog box will be displayed to inform you that this is credit/return. Select the  button to proceed.
5. Next the terminal will prompt you for the amount to return. Enter the amount and select the  button.
6. The terminal then completes the void transaction and asks for a signature. Have the customer sign on the touch screen in the provided space and select the  button to have your receipt printed.

Pre-Authorization:

To ensure payment before a service or item is bought, a pre-authorization can be processed to insure funds are available prior to the sell or work is completed.

1. From the main menu, select the



button.

2. In the credit card menu select the



button.

3. Once in the authorization menu, you may either manually enter in the card number or swipe the card.

4. When a card number is entered or swiped, a dialog box will be displayed to inform you that this is only an authorization. Select the

A rectangular button with the word "Yes" and a small arrow icon to the right.

button to proceed.

5. Next the terminal will prompt you for the amount to authorize. Enter the amount and select the



button.

6. The terminal will then verify your funds and ask you to sign. Have the customer sign on touch screen in the provided space and select the

A rectangular button with the word "Done" and a small arrow icon to the right.

button.

7. Your receipt then prints with the authorization number on it.

Force:

Once a service or item is accepted by the customer and if the order was pre-authorized, a force transaction can be processed by entering the authorization code obtained when the pre-authorization was run.



1. From the main menu, select the button.
2. In the credit card menu select the button.
3. Once in the force menu, you may either manually enter in the card number or swipe the card.
4. When a card number is entered or swiped, a dialog box will be displayed to inform you that this is a force transaction. Select the button to proceed.
5. Next the terminal will prompt you for the amount to authorize. Enter the amount and select the button.
6. You will then be prompted to enter in the authorization number from the receipt. Enter in this number and select the button.
7. The terminal then completes the pre-authorization and asks for a signature. Have the customer sign on the touch screen in the provided space and select the button to have your receipt printed.

Caring for your MobileScape™ terminal:

General considerations:

Your MobileScape™ terminal is designed to be rugged and reliable. However, please observe the following general tips when using your terminal:

- Take care not to scratch the screen of your MobileScape terminal. Keep the screen clean. When working with your MobileScape terminal, use the supplied stylus or plastic-tipped pens intended for use with a touch-sensitive screen. Never use an actual pen or pencil or other sharp object on the surface of the screen.
- Use a soft, damp cloth to clean your MobileScape terminal. If the surface of the screen becomes soiled, clean it with a soft cloth moistened with a diluted window-cleaning solution.
- Your MobileScape™ terminal is not waterproof and should not be exposed to rain or other moisture. Under extreme conditions, water could enter the circuitry through the front panel buttons.
- Protect your MobileScape terminal from temperature extremes. Do not leave your MobileScape terminal on the dashboard of a vehicle or near other heat sources.

Battery considerations:

Please note the following considerations when using the rechargeable battery in your MobileScape terminal:

- You can conserve battery life by minimizing use of the LCD and internal modem. To do this, put your MobileScape terminal into sleep mode from the main menu after each transaction.
- If the battery becomes low in the course of normal use, an alert appears on the MobileScape™ terminal screen describing the low battery condition. If this alert appears, connect your MobileScape™ terminal to the wall or car charger to re-charge the battery as soon as possible.
- If the battery drains to the point where your MobileScape™ terminal does not turn on, start charging the battery immediately. Do not leave a drained battery in your MobileScape™ terminal for an extended period of time.

Performance and safety:

Signal strength:

Your MobileScape™ terminal processes transactions best when reception is strong. Your MobileScape™ terminal will inform you of the current strength by displaying a number of bars in the bottom of the LCD display. The more bars displayed the stronger the signal. To get the best signal strength, use your terminal outside whenever possible. If you are inside a building, reception may be better near a window. Once a stable connection has been established, this signal strength indicator will not be displayed. You will see the "active data session" indicator (circling arrow) in its place.

Understanding Sleep mode:

Your MobileScape™ terminal was designed with an advanced power savings mode to conserve battery life. The MobileScape™ terminal is programmed to automatically go into sleep mode after 5 minutes of inactivity. While in sleep mode your MobileScape™ terminal's LCD display and LEDs will turn off. To restore to operating mode simply press the On button.

Following safety guidelines:

Inside your MobileScape™ terminal is a radio transmitter and receiver, much like a cellular phone or modem. When on, it receives and transmits radio frequency (RF) signals. Your MobileScape™ terminal operates in the 1900 MHz frequency range. To operate safely, you should always follow any special regulations in a given area. Turn your MobileScape™ terminal off in areas where it is forbidden or when it may cause interference or danger.

Troubleshooting:

My terminal keeps turning off:

There could be several reasons why your terminal could be turning off. To narrow down the reasons do the following:

If your terminal turns off immediately plug your terminal in to external power with either the AC wall adapter or vehicle adapter and let it charge for at least 2.5 hours. If this does not fix your problem please contact customer service.

If your terminal turns off in about 5 minutes it is because your terminal is going into Sleep mode to conserve battery life.

If neither of these resolve your problem contact customer service.

My screen is frozen or not responding:

If your screen is frozen or not responding make sure that your terminal is not trying to transmit. If it appears to be stuck on the authorizing charge or transmitting signature screen then your signal strength may be too low to transmit. The terminal takes about 90 seconds to time out during this situation. You may be able to walk to a different location to get better signal strength.

If your screen is frozen or not responding on any other screen try to reset your terminal with the reset button on the bottom and then turn the terminal back on. If this does not fix your problem please contact customer service.

My screen is blank:

If your screen is blank please check the following:

Is the green power light on? It may be that your terminal has gone into sleep mode and needs to be woken up with the ON button.

Is the battery charged? It may be that your terminal is not plugged in to external power and that the battery is not charged. First, press the reset button on the bottom of the terminal, then plug the external power supply into your unit and press the ON button.

Is the contrast set too low? You can try to adjust the contrast. Press the reset button on the bottom of the terminal and then the ON button to power it on. Once it is powered on (you will hear a series of tones indicating that the terminal is now on), press again and hold the ON button until you hear a single beep. This will enable Maintenance Mode and the contrast controls. Now, with the stylus, click on the screen where the contrast icon should be; near the left of the screen and about 1/3 of the way up (the diameter of a quarter). When you hear a beep, you should now be in the contrast adjustment screen. Click midway between the left and right of the screen and down just less than 1/3 of the way from the top of the screen. When you hear a beep, keep clicking in that spot until the contrast has been raised enough for the screen to be readable again. If you think you have gotten lost navigating the menus, you can start over by resetting the device and following these steps again. See the menu navigation section for more details and screenshots which show the exact location of the icons that need to be clicked to adjust the contrast.

My screen is not responding properly to touch:

If your screen is not responding properly to the stylus touch you may need to recalibrate your touch screen. Press and hold the ON button until you hear a single beep. This will enable maintenance mode and the calibration menu icon. Select calibrate from the main menu and follow the on screen instructions to re-calibrate your touch screen.

If your screen is not responding at all you can force the terminal into calibration mode by lightly pressing down on the middle of the touch screen with your fingertip while resetting the terminal and waking it back up.

My signature is not working:

If your receipts are not printing signatures properly or at all make sure you observe the following:

Have customers sign only in the space provided for signatures.

Only allow use of the stylus provided to accept signatures on the touch screen and make sure the touch screen is properly calibrated.

When the customer is signing, ask them to use slow even strokes to complete their signature.

My wireless signal is weak or not working:

If your wireless signal is weak or not working check the following:

Move a few yards away to see if signal improves. If using the MobileScape™ terminal inside, move to a window. If there are metal blinds on the window, raise the blinds.

Take note of any tall buildings or other obstacles which could impede the signal. Your wireless terminal is similar to a cell phone, so anything that can interfere with a cell phone can also interfere with your terminal.

Note: All transactions that do not transmit right away are stored in the terminals pending queue and will be transmitted at a later time when the signal improves.

My printer is not working properly:

If your printer does not print properly check the following:

Does your printer try to print? If your printer tries to print but nothing comes out, check to make sure you have paper loaded and that it is not jamming in the printer compartment.

If the printer is not printing, make sure the receipt count in the printer menu is set to at least one. See [page 32](#) for setting your receipt count.

If the receipt is printing only on the left or right side of the paper, check the paper and reseat the printer door.

If the paper is feeding but nothing is printing on the paper, make sure the paper is loaded with the correct side up. See the printer paper loading section on page 10 for more details.

My magnetic stripe reader is not working:

If your magnetic stripe reader is not reading cards make sure that the card is inserted properly. It should be with the magnetic strip down and facing towards the printer compartment.

You can also try another credit card. If the other credit card works it could be that the stripe on the card is bad. In this case, you can manually enter in the card number.

Important Numbers...

Important: You must have your merchant number to do a voice authorization. When calling for service or support, have your merchant number, your terminal number and your hardware and software revision numbers ready. You can find all of this information in the "About" menu on your terminal.

Commerciant Customer Service:

Customer Service: 1 (866) 414-5600

Main Number 1 (713) 735-5500

Voice Authorization:

To obtain voice authorizations for Visa, MasterCard, Discover, and American Express the following items are required:

Voice Authorization Number: 1 (800) 944-1111

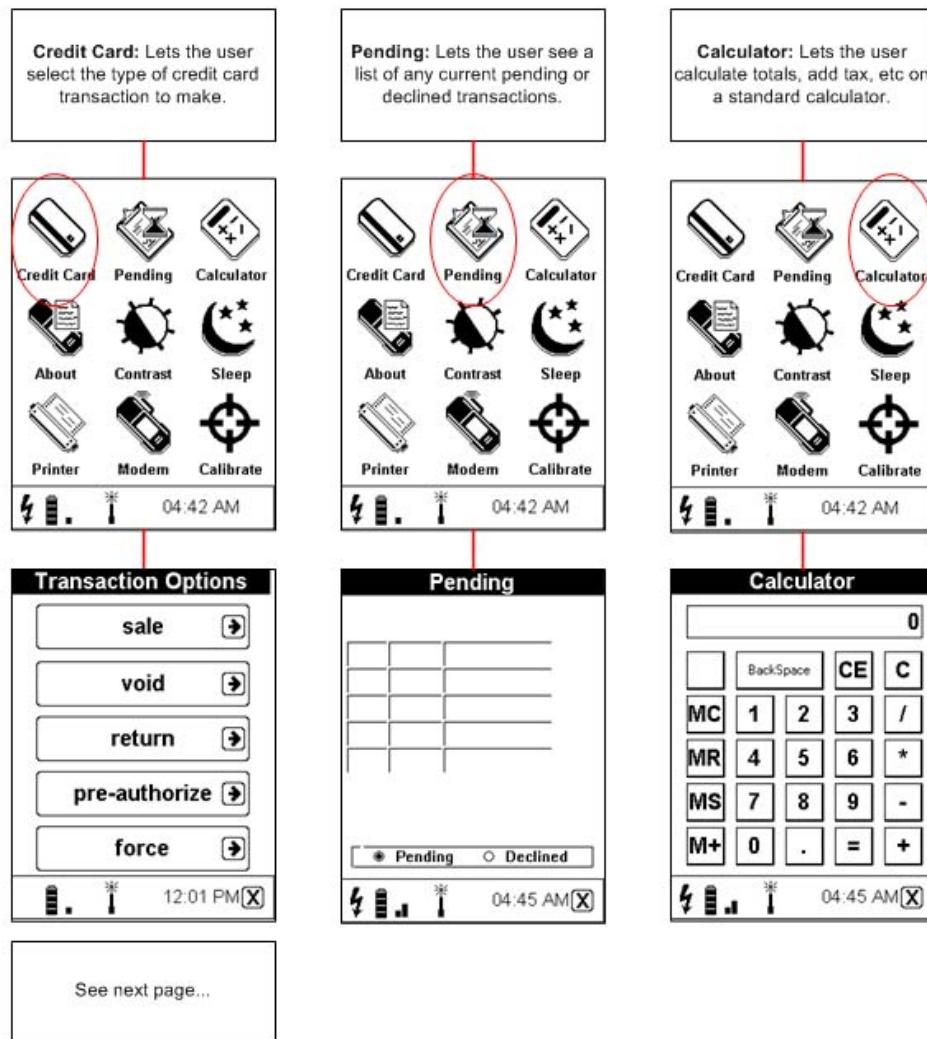
Bank Number: 026100

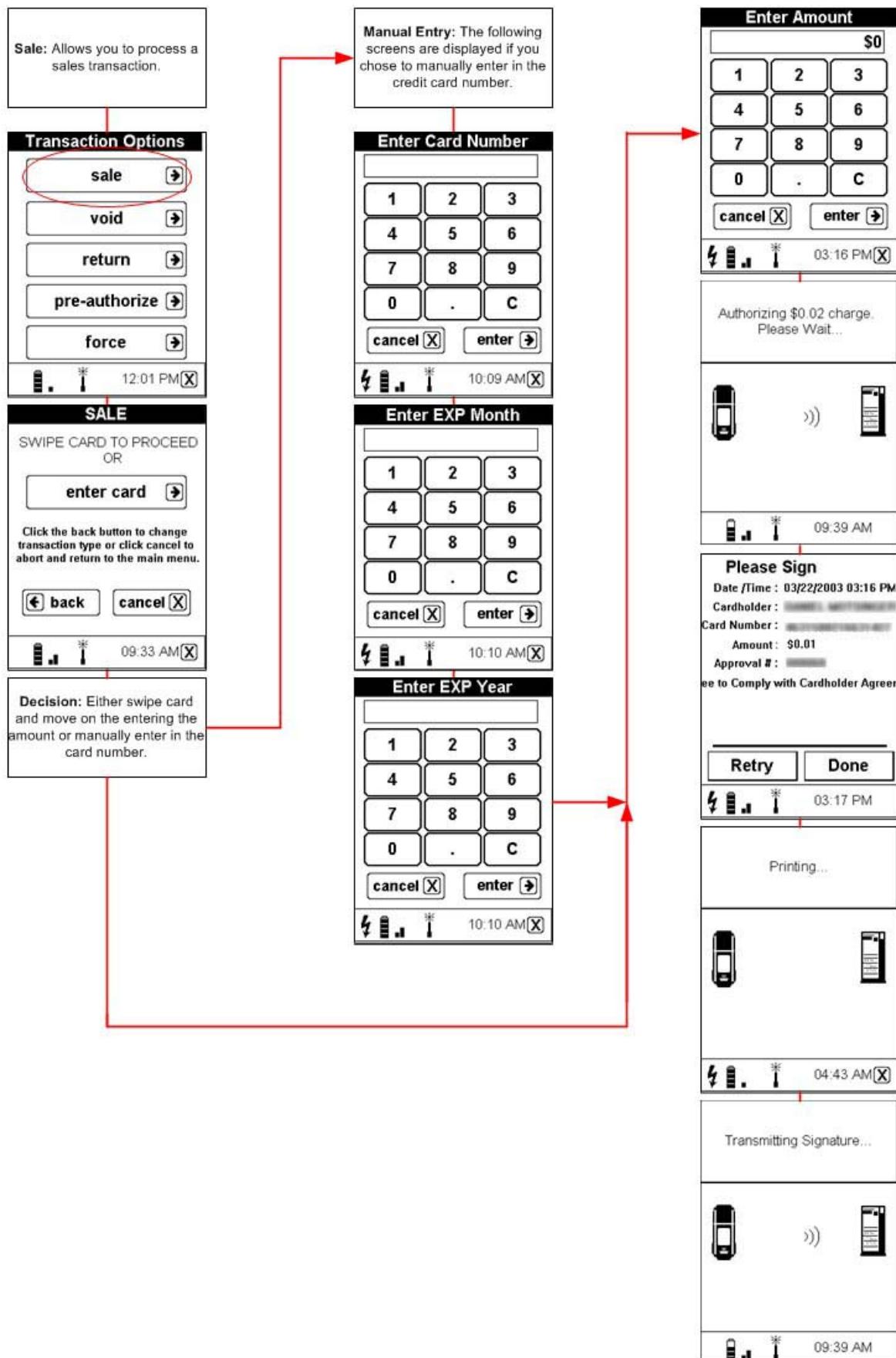
Merchant Number: 5187396005500 ### (### will be the last 3 digits of your merchant number.

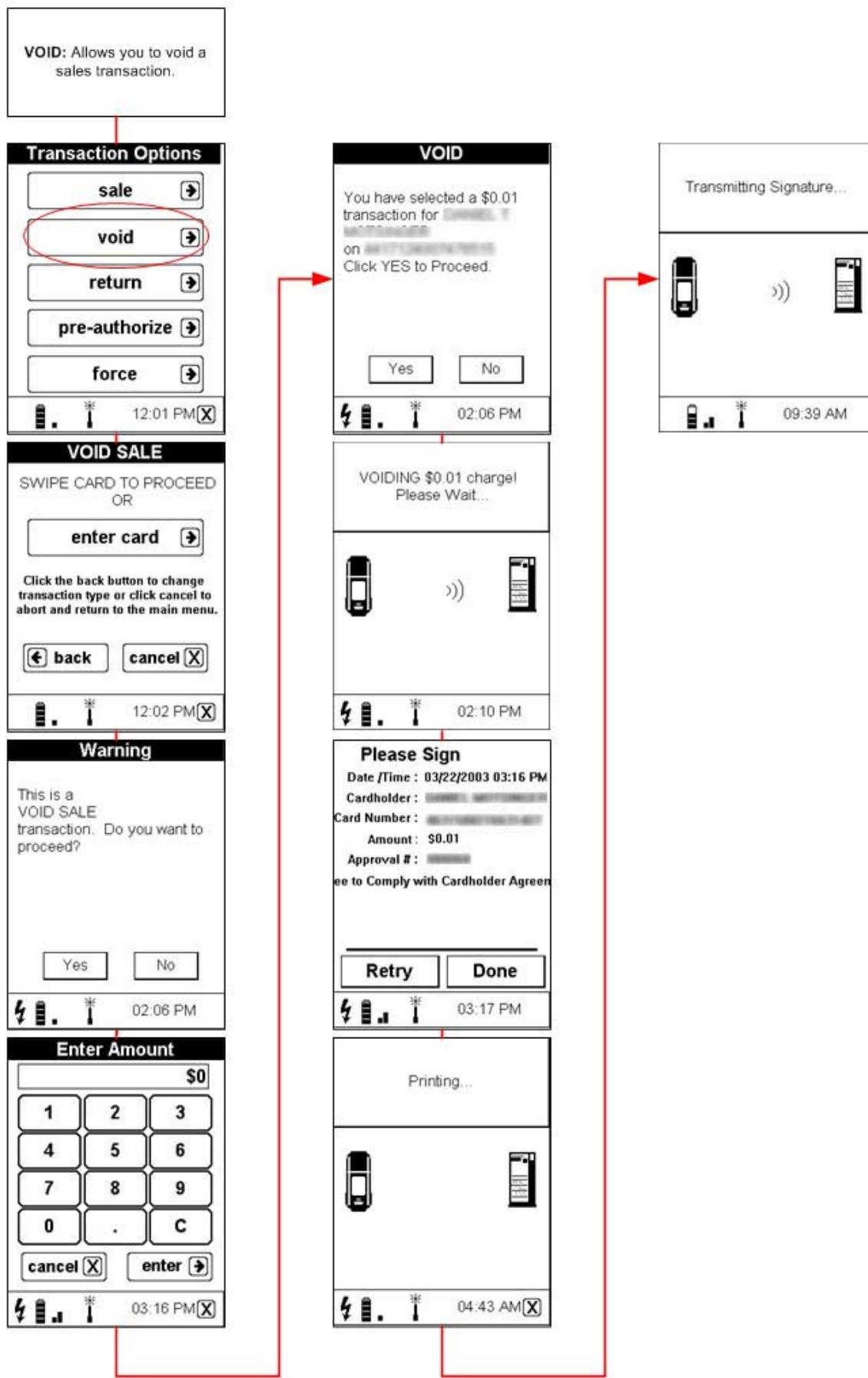
Menu Navigation chart...

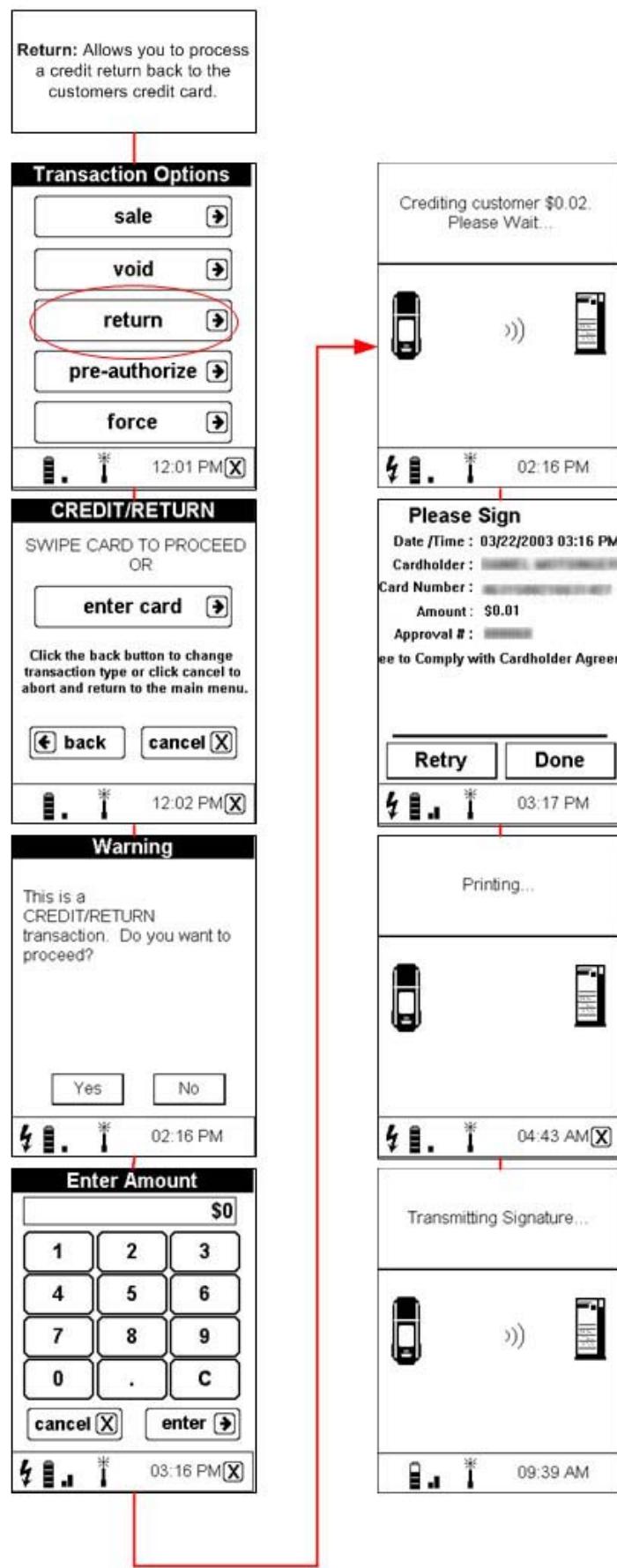
The menu navigation chart shows the flow of all of the menus and explains their purpose.

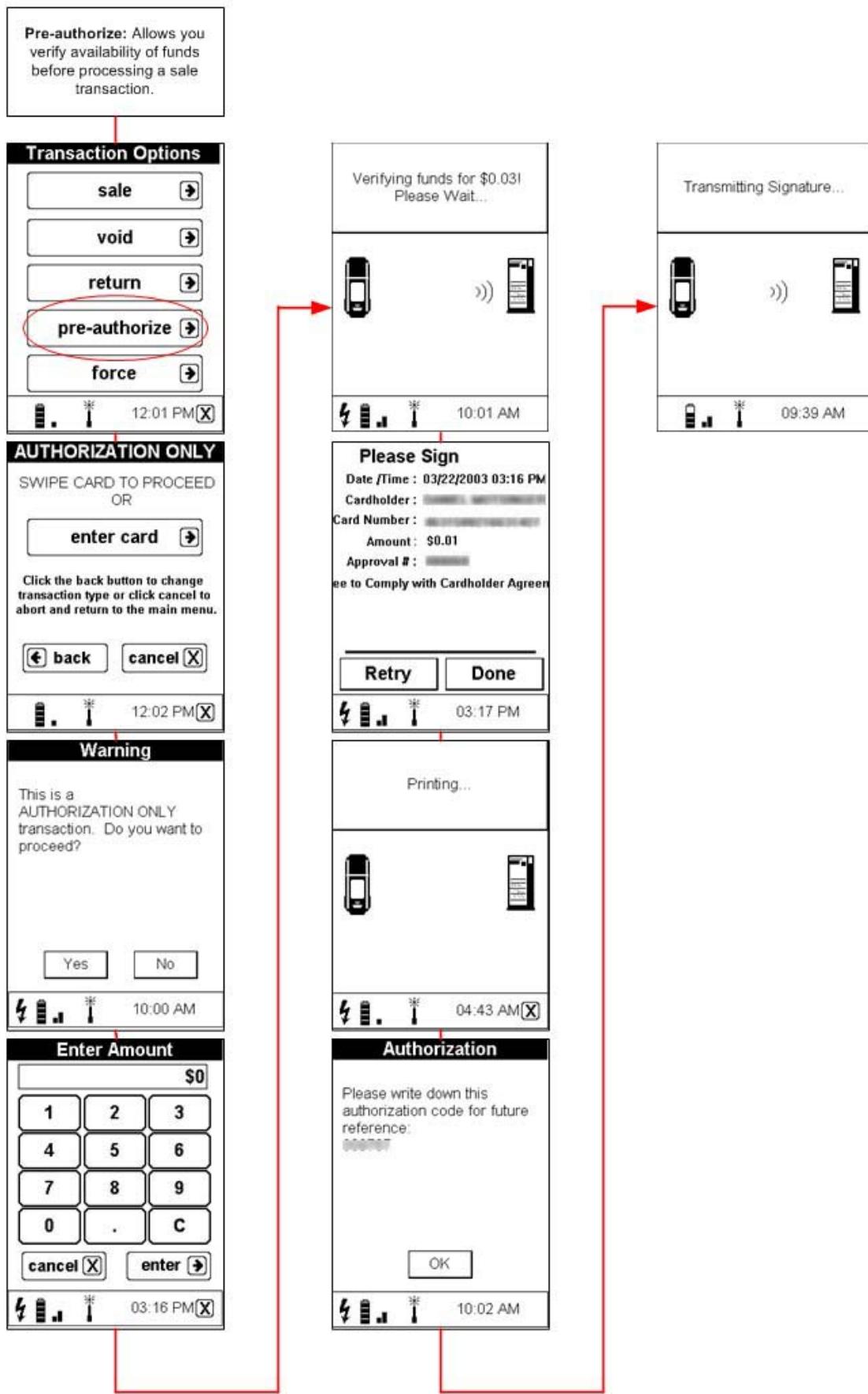
Note: From time to time the menu screens may change slightly for bug fixes and increased functionality. This chart is for reference only.

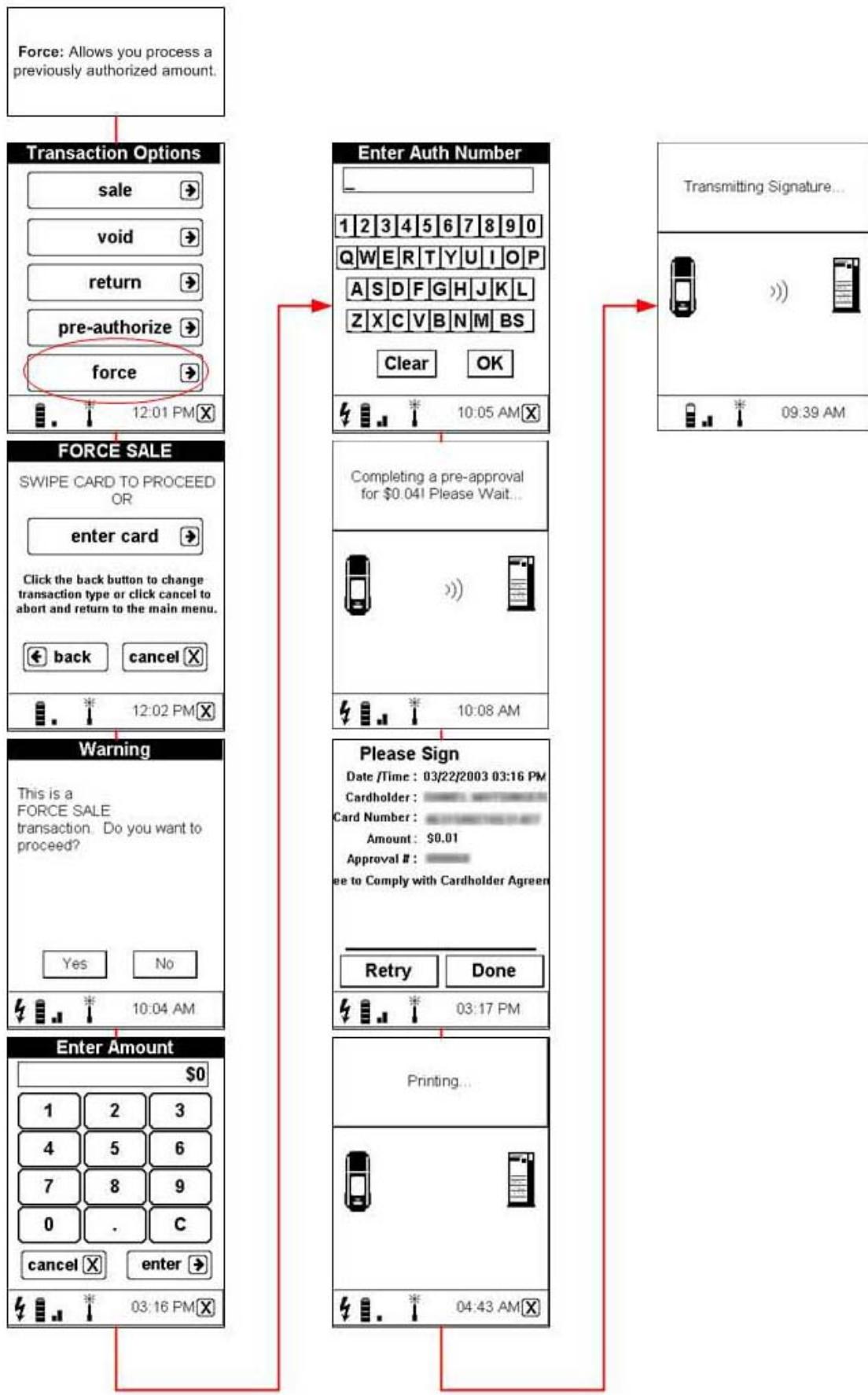




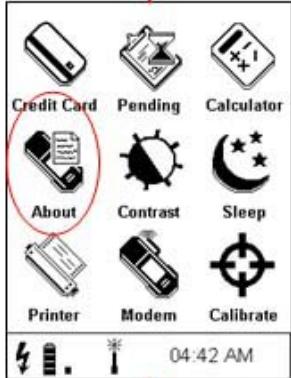








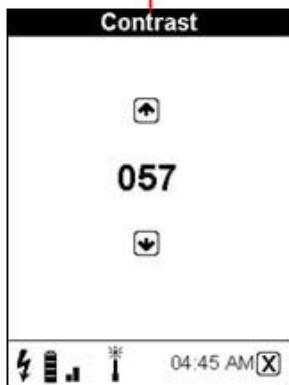
About: Give you information about your terminals configuration. Temperatures, hardware and software revisions as well as terminal name and number.

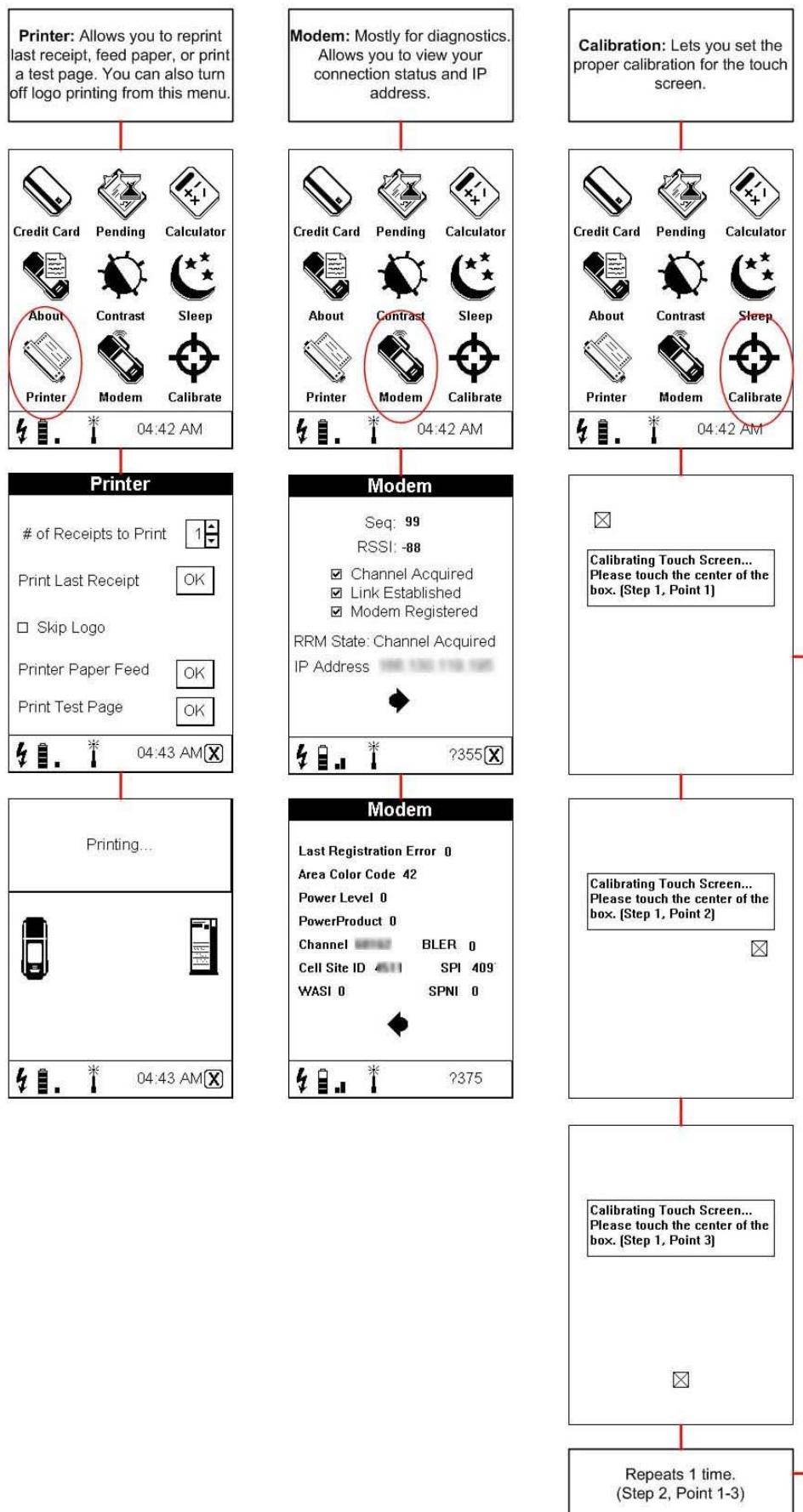


Contrast: Allows you to set the contrast of the LCD display for better visibility in your current lighting.



Sleep: Lets the user manually put the terminal into sleep mode to conserve battery power.





Menu Error screens...

The menu error screens show the possible error messages you could receive and explains how to deal with each one.

Please Wait: This message is displayed if your terminal has not yet synced up with the server and received proper time and configuration yet.



Solution: If this message is displayed, turn on the terminal and wait to receive time in the lower right hand corner before processing any transactions.

Error - Signature: This message is displayed if your signature is invalid or out of the boundary given for the signature.



Solution: If this message is displayed, resign the receipt making sure to not go outside of the provided area.

Error - Limit: This message is displayed if during a transaction the entered amount exceeded \$99,999.99



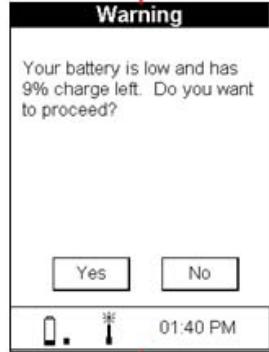
Solution: If this message is displayed, enter in a lesser amount. If an amount greater than this is needed, run multiple transactions.

No Match: This message is displayed if during a void transaction there is no matching sale to void.



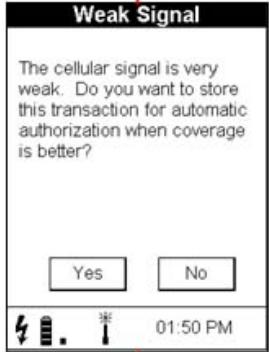
Solution: If this message is displayed, make sure you are using the same card/card number you made the sale with and that the amount is correct.

Low Battery: This message is displayed if your terminal battery is low at the time of the transaction. If you proceed it could turn off during the transaction.



Solution: If this message is displayed, you may proceed but it is recommended to plug your terminal in before continuing.

Weak Signal: This message is displayed if your terminal does not have a strong signal for the cellular network. Proceeding will place the current transaction in a pending queue.



Solution: If this message is displayed, select the yes to place the transaction in the pending queue or no to cancel the transaction.

Declined!: This message is displayed if the credit card number was not able to authorize the amount of the sale.



Solution: If this message is displayed, recheck the amount and try again or use a different credit card.

Accessories...

The following is a list accessories and/or replacement parts available for your MobileScape™ terminal. Contact your sales representative for pricing and orders.

- Replacement thermal paper rolls, 2 ¼" x 1 ½" x 50'
- Spare stylus
- Replacement vehicle power supply
- Replacement wall power supply
- Replacement user guide

Hardware Specifications...

MobileScape™ handheld:

- Physical size: 10" x 4" x 3" thick at printer or 1.5" thick at display.
- Weight: 1 lb. 4.1 oz. (without paper).
- Operating Temperature: 0-50° C (32-122°F)

CPU:

- Type: 32bit ARM7 processor @ 74Mhz

Memory:

- Type: 32Mbit Flash
64Mbit EDO RAM
- Storage capacity: 6000 transactions

LCD screen:

- EL backlight
- Resolution: 320 x 240 black and white
- Dot pitch: .23mm
- Size: 2" x 3"

Printer:

- Type: Thermal
- Paper size: 2 1/4" W x 1 1/2" D x 50' L

Modem:

- Type: CDMA
- Data rate: 144kbs
- Encryption: RSA 128-Bit RC-4

Battery:

- Type: Lithium ion rechargeable
- Estimated Life: Sleep mode: 72hrs
Run mode: 10hrs
- Number of transactions: 200
- Charge time: 2.5hrs for full charge

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