



To determine the charge state of the battery, push the “target” icon (shown in [Figure 5](#)) on the bottom of the battery. The bar LED status indicators on the battery each indicate 25% of the charge state. The **E** LED blinks at the 10% charge state. The battery charge state displays at the bottom of the first copyright screen when the terminal is turned on.

**NOTE**  Conserve battery power by turning the Omni 3600 terminal off when not in use. If the terminal is not to be used for several days, remove the battery from the terminal as it continues to discharge even when the terminal is turned off.

When the battery charge state reaches 10%, the **E** LED ([Figure 5](#)) blinks, indicating the low charge state.

The smart battery has a safety circuit to protect the Li-ion cells from overcharging and over-discharging. If the battery is over-discharged, safety circuit shuts down the battery and none of the indicator LEDs (see [Figure 5](#)) on the battery pack blink. The battery must then be recharged to restore operation.

**NOTE**  The Omni 3600 terminal automatically shuts off when the smart battery reaches the *critically low* charge state. If this occurs, the smart battery must recharge a minimum of 1/2 hour before it can power the terminal.

If the Omni 3600 terminal is already running an application (for example, SoftPay), a battery status indicator appears on the display.

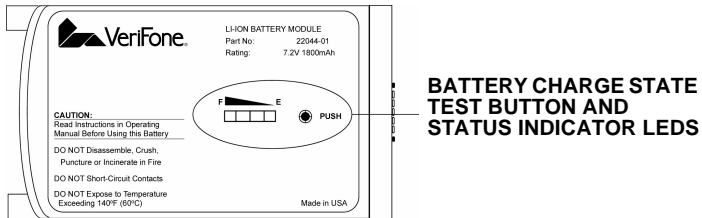




Figure 5 Smart Battery Charge Indicator LEDs and Test Button

## Turn On/Off the Omni 3600 Terminal



When the smart battery completes its initial charge, turn on the Omni 3600 terminal by pressing the green ENTER/ON key (icon at left) for approximately 3 sec. The display screen lights and displays the initial VeriFone copyright screen. If an application is loaded in the terminal, it starts after the initial VeriFone copyright screen and displays a unique copyright screen. If no application is loaded in the terminal, DOWNLOAD NEEDED appears on screen after the initial VeriFone copyright screen.



Turn off the Omni 3600 terminal by pressing the red CANCEL/OFF key (icon at left) continuously until the cancel tone is heard (approximately 4 sec.). First a series of beeps is heard, then the cancel tone. The unit then shuts off.

## Paper Installation

The internal thermal printer uses a roll of single-ply, thermal-sensitive paper, approximately 57 millimeters (2.25 inches) wide and 25–33 meters (82–108.26 feet) long. A pink *out-of-paper* indicator line appears on the edge of the paper approximately 18 inches before the end of the roll. After this line appears, there is enough paper remaining on the roll to conclude at least one transaction.

### WARNING



Poor-quality paper may jam the printer. Order high-quality paper from VeriFone; refer to the ordering process listed in [Accessories and Documentation](#).

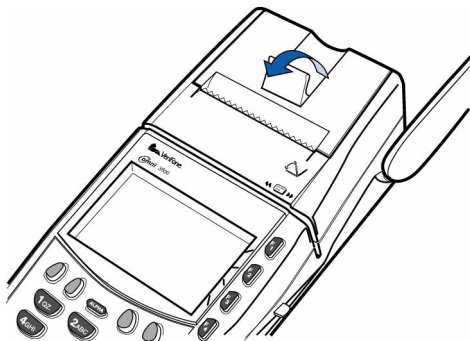
### NOTE



Store thermal paper in a dry, dark, cool place. Handle thermal paper carefully; impact, friction, high temperatures, humidity, light, and oils affect the color and storage characteristics.

To install the paper roll in the internal thermal printer:

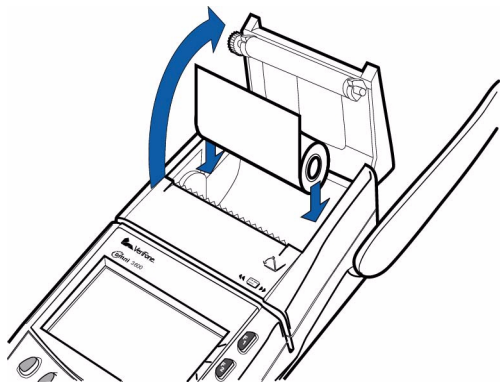
- 1 Lift paper roll cover tab to unlock the printer door ([Figure 6](#)).
- 2 Rotate the printer door up and back. Note that the door is hinged; it is not necessary to remove it from the unit.



**Figure 6** Open the Printer Cover

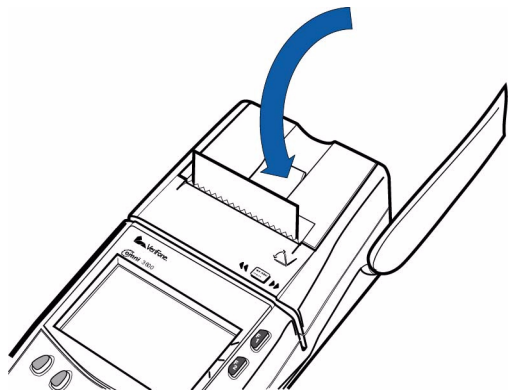
- 3 Loosen the glued leading edge of the paper from the roll.
- 4 Hold the paper roll so paper feeds from the *bottom* ([Figure 7](#)) and pull approximately two inches of paper free of the roll.

- 5 Drop the paper roll into the printer tray, allowing the free paper to extend outside the printer door (Figure 7).



**Figure 7 Load Paper**

- 6 Close the cover by gently pressing directly on the paper roll cover tab until it clicks shut. Allow a small amount of paper to extend outside the cover, as shown in Figure 8.



**Figure 8 Close the Printer Cover**

**NOTE**



To prevent damage to the print roller on the paper roll cover, *always* close the cover by gently pressing down on the paper roll cover tab.

## Antenna (Mobitex and GSM Models only)

For the Omni 3600 terminal to establish a wireless connection, an antenna is required. This connection allows communication with your service provider to upload transaction data from the terminal and download system upgrades to the terminal. Radio service is activated by your service provider.

**CAUTION**



Only use the antenna designed for your unit. Failure to use the proper antenna results in the inability to establish a wireless connection.

Antennas for GSM units have a blue connector base.  
Antennas for Mobitex units are solid gray.

### NOTE



Never hold the unit by the antenna; doing so may break the connection and void your warranty.

Data transfers can also be performed through the Omni 3600 base (see [Omni 3600 Base Communications Ports](#)).

## Installation

The Omni 3600 should arrive from manufacture with the antenna attached. If unattached, use the following procedure to install the antenna:

- 1 Locate the antenna port on the side of the Omni 3600 terminal.
- 2 Align the respective “notch” inside the antenna to the key in the terminal ([Figure 9](#)).
- 3 Push gently on the center of the base of the antenna until it locks in position.

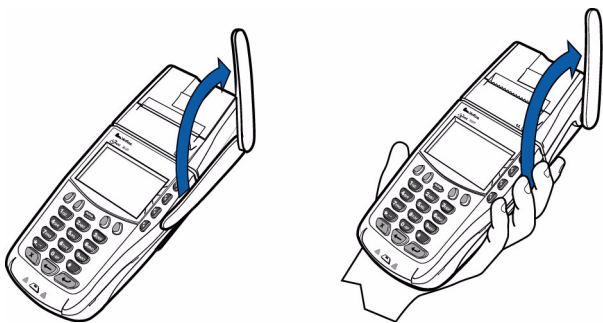


**Figure 9** Antenna Installation

### Orientation

To establish good wireless communication (*uplink*), it is important that the antenna always be vertically aligned with respect to ground and sky (Figure 10). For example, if standing and holding the terminal, position the antenna at an approximately 90° angle to the unit (that is, pointing up from the printer). This should point the antenna directly at the sky.

If the unit is on a flat surface (for example, a table top) or docked in the Omni 3600 base, position the antenna so that it points directly at the sky. Soft detentes are felt and clicks heard when positioning the antenna. These detentes maintain an antenna position of 60°, 90°, and 180°.



**Figure 10 Correct Antenna Position for Uplink**

If an application (for example, SoftPay) is installed in your Omni 3600 unit, a signal strength indicator may appear on the display.

### Replace the Antenna

If your Omni 3600 terminal has difficulties completing wireless transactions, you may have to replace the antenna. Use the following procedure to replace the antenna:

- 1 Remove the existing antenna from the Omni 3600 terminal:
  - a Rotate the antenna to align with the base of the unit, pointing away from the back.
  - b Grasp the base of the antenna, close to the body of the terminal.
  - c Pull gently out until the antenna unsnaps from the antenna port.
- 2 Align the respective notch inside the new antenna to the key in the antenna port on the terminal (Figure 9).
- 3 Push gently on the center of the base of the newly installed antenna until it locks in position.

### Install/Replace MSAM Cards

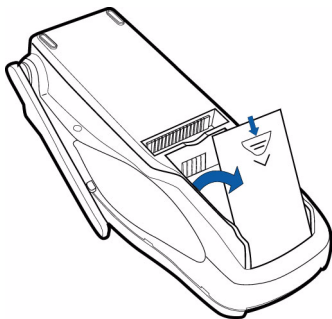
When you first receive your Omni 3600 terminal, you may need to install a merchant smart card or one or more micromodule-sized security account manager (MSAM) cards, or you may need to replace old cards. The following procedure describes MSAM card installation.



**CAUTION** Observe standard precautions for handling electrostatically sensitive devices. Electrostatic discharges can damage this equipment. An anti-static wrist strap grounded to a metal surface is recommended.

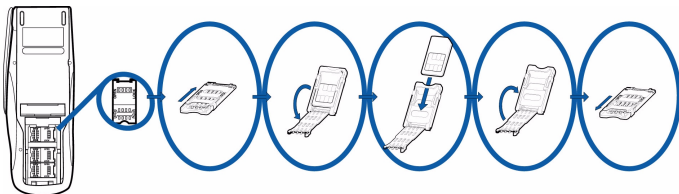


- 1 Remove the battery (see [Smart Battery](#)).
- 2 Open the MSAM door located beneath the battery ([Figure 11](#)):
  - a Push down and back on the *raised arrow* on the door.
  - b Lift up on the raised arrow with the tip of your index finger.
  - c Open the door until it is in the upright position, resting against the end of the terminal.



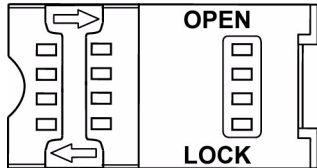
**Figure 11** Open the MSAM Access Door

The three MSAM cardholders are now accessible. Each cardholder consists of a hinged tilt-up cover attached to a connector base ([Figure 12](#)).



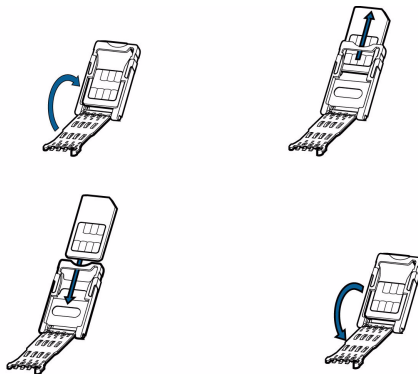
**Figure 12** MSAM Card Installation

- 3 Access the MSAM cardholders (reference [Figure 12](#)):
  - a Unlock the cardholder: Slide the lock plate to the unlocked position, in the OPEN direction ([Figure 13](#)).



**Figure 13 MSAM Cardholder Lock Plate Detail**

- b Open the cardholder by pivoting the cover on its hinge away from the connector base ([Figure 14](#)).



**Figure 14 Insert MSAM Card into Cardholder**

- 4 Remove any previously installed MSAM card by sliding the card from the cover.

- 5 Install an MSAM card by aligning the card and carefully sliding it within the guides on the cover until fully inserted.

**NOTE**



The cardholder has a set of contacts and a notch on one corner to ensure the MSAM card is positioned correctly when the cover is closed. The MSAM card has a notch on one corner to ensure it is correctly positioned in the cardholder. Before inserting the MSAM card, position it as shown in [Figure 14](#).

- 6 Close the cover ([Figure 14](#)).
- 7 Lock each MSAM cardholder by sliding its locking plate towards the LOCK arrow until the plate stops ([Figure 13](#)).

**CAUTION**



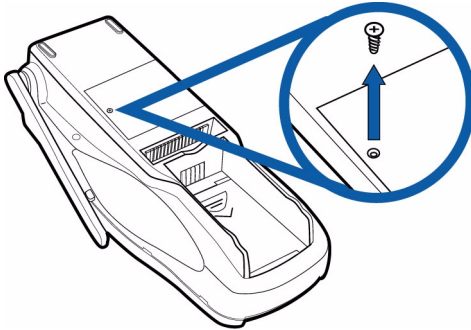
To avoid damage to the MSAM cardholders, ensure each cardholder is locked before closing the MSAM door.

- 8 Close the MSAM door.
- 9 Replace the smart battery.

## Install/Replace SIM Card (GSM models)

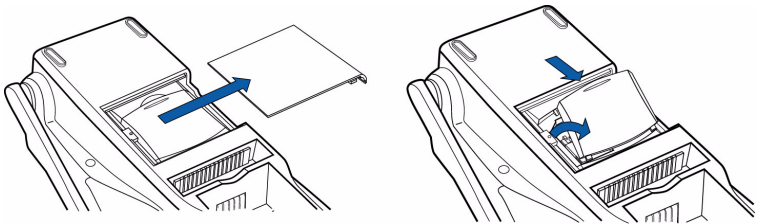
The SIM (Subscriber Identity Module) card is a smart card inserted in the Omni 3600 GSM terminal that contains your GSM radio account information. Use the following procedure to replace or install a SIM card.

- 1 Remove screw from SIM card access door on back of Omni 3600 terminal ([Figure 15](#)).



**Figure 15 Remove SIM Door Screw**

- 2** Open the SIM card dust cover (Figure 16):
  - a** Wedge your fingernail or a thin coin in the crescent shaped recess above the dust cover.
  - b** Push dust cover towards arrow shown in Figure 16 to open and remove cover from unit.



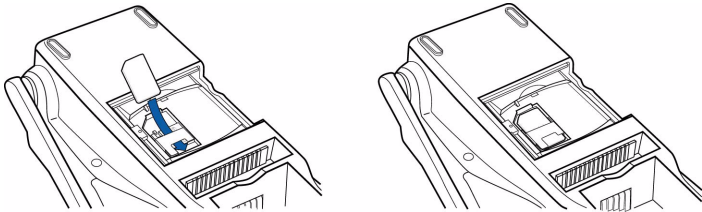
**Figure 16 Slide Off SIM Card Access Door and Remove Dust Cover**

- 3** Slide the SIM card supplied by your provider into the cardholder (Figure 17).

**NOTE** The SIM cardholder has a notch on one corner to ensure the SIM card is positioned correctly. The SIM card has a notch on one corner for easy orientation in the cardholder. Before inserting the SIM card, position it as shown in [Figure 17](#), with the card's gold contacts facing down.



- 4 Replace the SIM card dust cover, SIM card access door, and screw.



**Figure 17** Insert SIM Card into Cardholder

## Wireless Transactions

To conduct a wireless transaction:

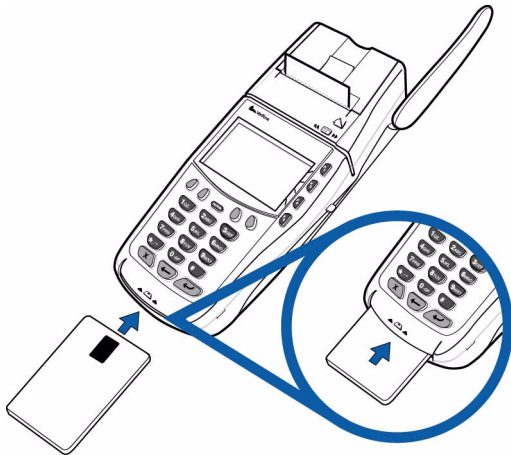
- 1 Ensure the antenna is in the proper position (see [Orientation](#)).
- 2 Follow the on-screen instructions provided with your application.

## Smart Card Reader Transactions

To conduct a smart card transaction:

- 1 Position the smart card with the contacts up and insert it into the smart card reader slot in a smooth, continuous motion until it seats firmly (Figure 18).

Leave the smart card in the card reader until the transaction is complete. Premature removal voids the transaction.



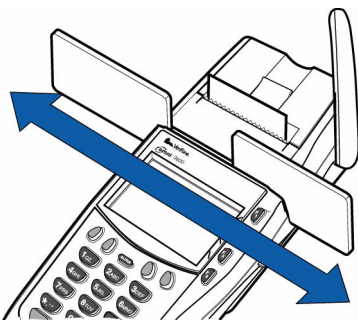
**Figure 18 Using the Primary Smart Card Reader**

- 2 Remove the card when the display indicates the transaction is complete.

# Magnetic Card Reader Transactions

To conduct a credit/debit card transaction:

- 1 Position the card with the magnetic stripe facing down and towards the printer.
- 2 Swipe it through the reader from left-to-right, as shown in Figure 19.



**Figure 19 Using the Magnetic Card Reader**

## Omni 3600 Base

This section discusses the features of the Omni 3600 base, including

- providing power to the Omni 3600 base,
- docking the Omni 3600 terminal,
- charging the smart battery in a docked terminal,
- charging a spare smart battery,
- establishing communications, and
- connecting peripheral devices.

The Omni 3600 base does not support PIN pad connections.

## Unpack the Shipping Carton

Refer to [Figure 20](#) and the following procedure while unpacking the Omni 3600 base shipping carton.

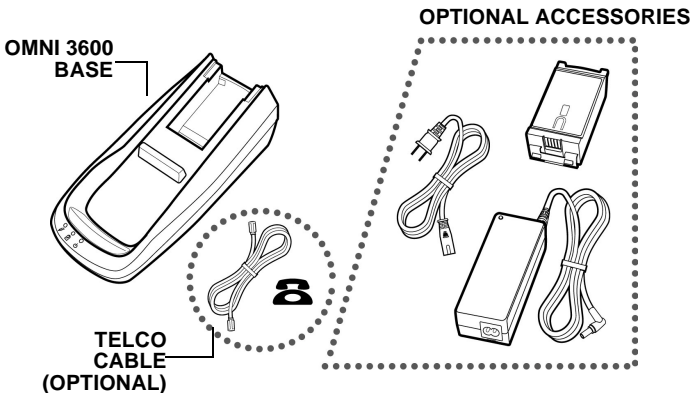



Figure 20 Omni 3600 Base Shipping Carton Contents



- 1 Remove the following items:
  - Omni 3600 base
  - Telco cable (optional)

**NOTE**  The power pack and power cable, spare battery packs, and Telco cable are available separately. See [Accessories and Documentation](#) for ordering information.

- 2 Remove all plastic wrap from the Omni 3600 base and other components.

## Omni 3600 Base Features

This section discusses the features of the Omni 3600 base.

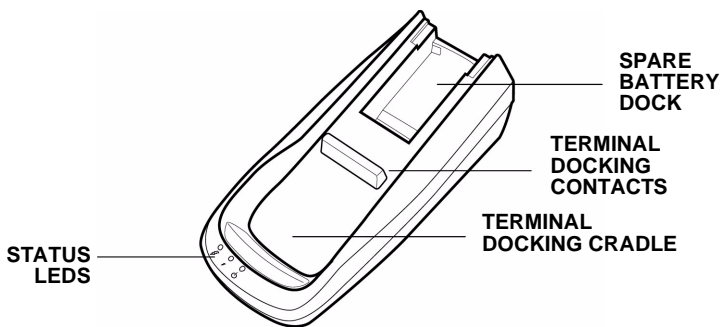
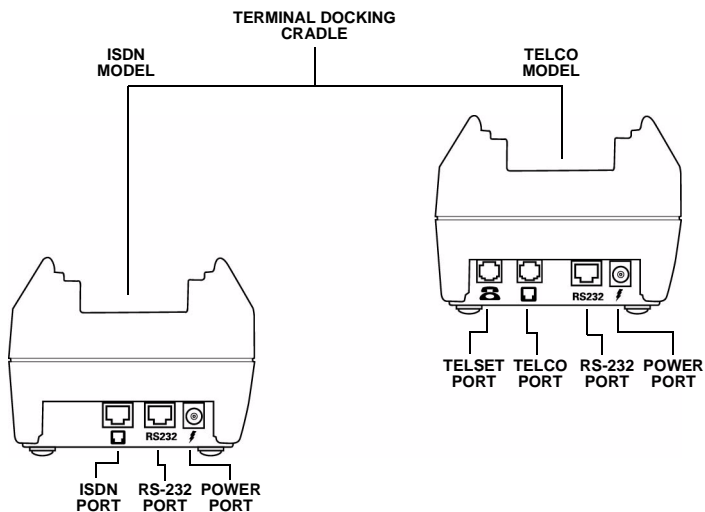


Figure 21 Omni 3600 Base Features: Top

**CAUTION**

Avoid touching the contacts in the raised area in the center of the Omni 3600 base. Finger oils tarnish contacts, causing bad connections. If the battery charge state or terminal power LEDs do not light when the terminal is docked or there is a high occurrence of bad or incomplete data transfers, clean the contacts. See [Maintenance](#) for more information.



**Figure 22** Omni 3600 Base Features: Back (ISDN and Telco models)

The Omni 3600 base

- recharges the smart battery within a docked Omni 3600 terminal,
- charges a spare smart battery pack placed in the spare battery dock,
- establishes communications to a host through a 14.4 Kbps modem (Telco port) or ISDN connection, and
- connects to optional peripherals through the serial (RS-232) port (see [Peripheral Devices](#)).

The following are the physical features of the Omni 3600 base ([Figure 21](#) and [Figure 22](#)):

- Three status LEDs (light emitting diodes) viewed left-to-right
  - Terminal power LED:
    - Steady green indicates the battery in the terminal is fully charged or the terminal is docked, but has no battery.
    - Flashing amber indicates the battery in the terminal is in the *precharge state*—the Omni 3600 base circuitry is determining the charge state of the battery in terminal.
    - Steady amber indicates the battery in the terminal is recharging.



- Battery charge state LED:
  - Steady green indicates the spare battery docked in the Omni 3600 base is fully charged or is no longer charging.
  - Flashing amber indicates the spare battery *precharge state*—the Omni 3600 base circuitry is determining the charge state of the spare battery.
  - Steady amber indicates the battery in the terminal is recharging.
- Omni 3600 base power LED:
  - Steady green indicates the Omni 3600 base is connected to the power adapter.
  - Not lit indicates the Omni 3600 base is not connected to the power pack, the power pack is not connected to the wall outlet, or the power is out.
- Docking cradle: For Omni 3600 terminal ([Figure 21](#)) smart battery recharging and data transfers.

### NOTE



The Omni 3600 terminal will not automatically turn off or *sleep* when docked; it must be turned off manually (see [Turn On/Off the Omni 3600 Terminal](#)).

- Spare battery docking station and optional spare battery: The recessed area in the top-rear of the Omni 3600 base is the dock to charge and store a smart battery.
- Power port: The round port on back of Omni 3600 base (icon at right) connects the Omni 3600 base to the power pack.



- Communications ports: The ports on the back of the Omni 3600 base allow telephone, ISDN, or LAN line connectivity and peripheral device support.

## Power Connection

The Omni 3600 base must be plugged in to a power outlet to

- recharge a smart battery in a docked terminal,
- charge spare smart batteries,
- communicate with peripheral devices, and
- establish Telco or ISDN host connections.

### WARNING



Do not plug the power pack into an outdoor outlet.

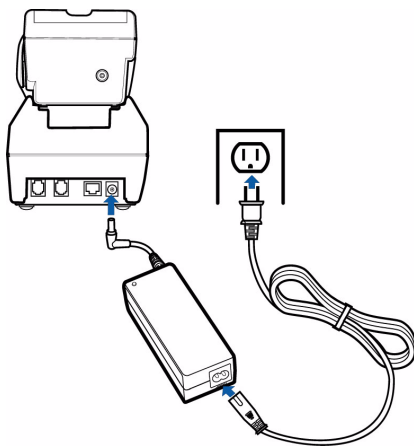


Figure 23 Power Pack Connection (Docked Terminal)