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LinkPoint

LP9100

Advanced Mobile Payment Terminal

User Guide

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FCC INFORMATION TO USERS

For body worn operation, this device has been tested and meets FCC RF exposure guidelines when used with an accessory that contains no metal and that positions the device a minimum of 2.5cm from the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

IMPORTANT SAFETY INSTRUCTIONS – TELECOMMUNICATION CABLE

CAUTION – To reduce the risk of fire, use only No.26 AWG or larger telecommunication cord.

ATTENTION – Pour reduire les risques d'incendie, utiliser uniquement des conducteurs de telecommunications 26 AWG au de section.

IMPORTANT SAFETY INSTRUCTIONS – LITHIUM BATTERY

CAUTION – Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the manufacturer's instructions.

ATTENTION – Il y a danger d'explosion s'il y a remplacement incorrecte de la batterie. Remplacer uniquement avec une batterie du même type ou d'un type equivalent recommandé par le constructeur. Mettre au rebut les batteries usagées conformement aux instructions du fabricant.

USA SERVICE CENTRE

Return unit for service to:

Insert US service centre address

Contents

Welcome

Thank you for choosing our LP9100 Advanced Mobile Payment Terminal. This guide will provide you with the information you need to operate it. Please use this guide as your primary reference point, together with your application guides. For any further details, please contact your service provider.

Note: This guide covers only the LP9100.

Please read the safety, maintenance and battery handling information carefully.

Guidelines

Please observe the following guidelines at all times:

- Do NOT use the product where it will interfere with other devices.

- Do NOT get the unit wet − it is not resistant to liquids.

- Handle the unit carefully to prevent damage to the antenna.

- The printer is a small device and must be handled gently.

- When loading paper, the paper cover must also be handled gently.

- When disconnecting cables pull the PLUG and NOT the cord.

Safety

Please refer to this user guide when using this product.
Failure to comply with interference requirements can be dangerous or illegal.

Use only accessories that have been approved by the manufacturer.

Battery Module Warning

Warning
There is a danger of explosion if the battery is incorrectly replaced.
Replace with only the same or equivalent type recommended by the manufacturer. Discard used batteries according to the manufacturer's instructions.

Il y a danger d'explosion s'il y a replacement incorrecte de la batterie. Remplacer uniquement avec une batterie du même type recommendé par le contructeur. Mettre au rebut batteries usagées a conformement aux instructions du fabricant.

Overview of the LP9100 Terminal

Operation

For this product to operate financial or other transactions you must have a network connection through your service provider. Connection is normally provided as part of your supply agreement. Your service provider will give you your reference guides and help desk numbers.

Should you have any problems during a transaction that cannot be solved using this guide, then please call your service provider's help desk.

Please note that the terminal's DC power supply is charging the battery. It is NOT powering the unit. If your battery is fully discharged you must recharge the unit for a period of time before the terminal can be operated.

The LP9100 uses an internal modem to perform communications with the Motient network.

LP9100 Components

Each component is explained in detail in this chapter.

Magnetic Card Reader

The LP9100 reads most regular magnetic cards. Your service provider will tell you which brands of cards are accepted.

Note: Because the unit is small, you may need to practise swiping the card a few times to familiarise yourself with how the unit works.

The magnetic stripe on the back of the card must slide against the magnetic head. The display will advise you if you have a bad swipe or if the terminal does not accept the type of card that you are swiping.

SAM Slots (Optional)

The terminal can contain other smaller smartcards similar to your GSM (Global System for Mobile communications) mobile phone SIM (Subscriber Identity Module). These are about the size of a postage stamp and are known as Secure Access Module (SAM) cards and are located under the back panel. The LP9100 supports several SAM cards that can be used for different payment methods. Your service provider will normally install these SAMs.

There is one SAM card on the main unit located under the battery. This is normally used for security, similar to a mobile phone SIM card.

Customer Smartcard Reader

The LP9100 supports a full size customer smartcard reader. A smartcard is a credit card sized card that has a microchip inserted in it. There are many different types of smartcards, and your service provider will tell you which types you can accept.

The slot is designed to be used for customer cards. The customer card is inserted with the microchip facing upwards. The terminal will tell you if the card is not accepted by the terminal.

Keys

All keys are backlit.

Soft keys

These keys align with menu instructions on the display.

Scroll key

Where a menu is displayed on the screen, the scroll key allows you to move up and down the menu.

Function key

This key calls up menus and special functions.

Cancel key

This key is used to cancel an operation.

Power ON/OFF Button

The LP9100 unit has a power ON/OFF switch. Press and hold the ON/OFF button for two seconds to turn the unit on; hold it for three seconds to turn it off.

Display

The terminal has a graphic s display with icons. The display has backlights that turn on when the unit is active. The lights will turn off automatically after a short time to conserve the battery. The backlights can be turned on again by pressing any key on the keypad.

Status Light

There is a light at the top of the unit that provides information about operation and charging. The light has three colours – green, orange and

red. The significance of the status light is dependent on application requirements. Please refer to your application guides for further details.

Printer Module

There is a printer module at the bottom of the unit.
The LP9100 supports two sizes of printer paper. The paper roll cover is transparent, providing a clear view inside the paper roll holder.

The printer module covers come in two sizes to accommodate the two printer paper sizes. In addition, the locator clips that correctly position the paper roll in the printer module can also be adjusted to cater for the two paper sizes.

External Port

The LP9100 provides an external port connector to support one of a number of devices through a special interface cable.

Communications Module

The LP9100 includes an interface to the service provider's network via a wireless modem. A whip antenna is included to enhance reception performance.

Dialup Modem

The unit also provides a modem that offers dialup connection through the PSTN to the host.

Using the LP9100 Terminal

Setting up the Terminal

The terminal will have software pre-loaded by your service provider. Ensure that you have **completely** charged the LP9100 terminal before first use.

Terminal Charging

The external terminal charger charges both the LP9100 terminal and the battery.

To recharge the LP9100 terminal, plug the external power supply cable into the LP9100 via the connector located on the side of the unit. The battery consists of a 4.8V NiMH pack that includes protection circuits. NiMH batteries do not show a memory effect like NiCd, but for optimum charging results, it is best to ensure the batteries are completely flat before charging.

Charging the battery should only take about 2 to 3 hours, but again for best results, it is best to leave the charger switched on overnight (with the LP9100 turned off). A rippling battery symbol on the display indicates that the battery is being charged.

Magnetic Card Reader

The magnetic card reader can be swiped from either direction. For best results, position the card so the stripe faces the top of the terminal, and swipe in a smooth continuous motion across the reader. To ensure that it is read correctly, the entire card must be swiped across the reader.

Note: If the optional softcover case is fitted, the magnetic card reader will need to be exposed before use. Simply undo the velcro straps located on the sides of the flap covering the magnetic card reader, push back the flap, and secure the velcro straps to the rear mounted velcro pads. This ensures that the cover flap is held back and out of the way when the magnetic card reader is being used.

Loading the Printer Paper

To load the printer paper, follow the steps below.

1. Open the paper roll cover by holding the cover tabs and pulling them up towards you. The paper roll holder is now accessible.

2. Cut the paper with scissors to make sure the paper roll has a clean, straight edge.

3. Ensure the LP9100 is turned on. Hold the LP9100 in one hand with the LP9100 LCD (Liquid Crystal Display) facing towards your palm, and with the paper roll section away from your body.

4. Holding the paper roll with the other hand, place the paper roll in the holder using the locator clips to hold it in place.
The paper roll should be positioned as indicated by the white label on the bottom of the paper roll holder. The loose paper end should come from the bottom of the roll, and rest on top of the serrated edge on the main unit.

5. Replace the paper roll cover in its original position. The cover must be properly closed for the printer to operate successfully.

Note: Depending on the size of the printer paper, an adjustment of the locator clips may be necessary. If this is the case, ensure that they are adjusted before placing the paper roll in the paper holder.

To accommodate the smaller printer paper size, adjust the locator clips so that they are sitting in the "down" position, and for the larger printer paper size, adjust the locator clips so that they are sitting in the "up" position. The paper roll cover must also be changed according to the size of printer paper used.

Tearing off the Printed Receipt

> **Warning**
> **When tearing off printed receipts, etc., you must ensure that you tear the paper off along the serrated edge. Start from the left hand side and pull across to the right. This will ensure that the paper does not become jammed inside the paper entry slot. If you do not tear the paper off along the serrated edge you can cause the paper to jam and damage the printer. If the optional softcover case is fitted, ensure that the hood over the printer is pulled back to expose the paper exit slot.**

Removing the LP9100 Battery Module

To remove the battery pack, follow the steps below.

1. Turn off the power to the LP9100.
2. Open the battery cover that is located on the side of the unit.
3. Remove the battery pack by sliding it out.

To replace the battery:

1. Slide the new battery pack into the battery compartment.
2. Close the battery cover.

External Cable

The external communication cable provides the interface between the LP9100 and any external device, such as a modem, printer, or PC.

To plug in the external cable:

1. Remove the rubber cover to expose the interface connector.

2. Line the cable up, ensuring the D connector is correctly oriented, and then push the cable onto the connector until it clicks into place on both sides.

To release the cable, push in the clips on either side of the cable connector and remove the cable.

Removing the SAM Cards

To remove a SAM card:

1. Remove the two screws holding the back cover in place and lift the back cover off. Four SAM connectors are now accessible.

2. Remove the SAM card from the appropriate connector.

3. Replace the back cover in its original position. Replace the two screws.

Troubleshooting

Magnetic Card Reader

Display Indicates a Bad Swipe

Make sure that the magnetic stripe on the back of the card slides against the magnetic head. You may need to practise swiping the card a few times to familiarise yourself with how the magnetic card reader works.

Display Indicates that the Terminal does not Accept Card

If the terminal does not accept the type of card that you are swiping, check with your service provider about which brands of cards are accepted.

If these steps do not restore operation, please contact your regional service centre or refer to the field service personnel accredited by your regional service provider.

Printer Module

Terminal is not Printing

If the LP9100 is not printing, make sure that:

1. The power is turned on.

2. The paper roll is positioned correctly.

3. The paper roll cover is closed properly.

4. The battery is not low.

If these steps do not restore operation, please contact your regional service centre or refer to the field service personnel accredited by your regional service provider.

Care and Maintenance

Looking after your Advanced Mobile Payment Terminal

To care for and maintain your LP9100 Advanced Mobile Payment Terminal:

- Keep the LP9100 unit in its softcase.

- Protect the terminal from rain, humidity and liquids.

- Avoid storing the terminal in extreme hot (over 70°C) or cold environments (below -10°C).

- The battery may be removed. Do not attempt to dismantle any other part of the terminal.

- To clean the terminal, wipe it with a soft cloth. Do not use organic solvents to clean the surface of the terminal.

Charging and Discharging the Battery

When charging or discharging the battery of the LP9100 terminal, keep the following guidelines in mind:

- If the terminal is not used for a time the battery will gradually discharge itself. The terminal sounds an audible tone when the battery is low.

  Note: the LP9100 terminal turns itself off once the battery is fully discharged.

- Fully discharge the battery periodically. To discharge the battery, leave the terminal on until it turns itself off.
  Do NOT discharge the battery in any other way. When the charger is not in use, disconnect it from the power source.

- Do NOT leave the terminal attached to the charger for longer than a week.

- Avoid extreme temperatures as they reduce the capacity and lifetime of the battery. Recycle or dispose of the batteries in a proper manner.

- Do NOT dispose of the batteries in fire or municipal waste.

Care and Maintenance Log

Date	Service	Name

Date	Service	Name

Glossary

LCD	Liquid Crystal Display
LED	Light Emitting Diode
Magnetic Card	A plastic card with a magnetic stripe that stores cardholder information
Motient	Wireless packet data network
NiMH	Nickel Metal Hydride
NiCd	Nickel Cadmium
PIN	Personal Identific ation Number
POS	Point of Sale
PSTN	Public Switched Telephone Network
SAM	Secure Access Module
SIM	Subscriber Identity Module
Smartcard	A plastic card with an embedded computer chip
USWD	US Wireless Data Inc. – wireless system interface (known as Synapse)