

*Pocket Merchant*tm

For Your Palm OS or Pocket PC PDA



User Guide

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Pocket Merchant

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Limited Warranty for Pocket Merchant

Advanced Merchant Solutions, Inc. warrants to the original end user ("Customer") that this Pocket Merchant product will be free from defects in workmanship, under normal intended use, for a period of one (1) year after the date of original purchase.

This Limited Warranty does not cover physical damage to the product, including, without limitation, breakage, cracks or scratches. This Limited Warranty also does not apply if anyone other than an authorized Advanced Merchant Solutions representative opens the casing for the product, or if damage or failure is caused by misuse, accident, modifying the product's components, or operating the product in an unsuitable environment or in a manner for which it is not intended. Customers will be charged for all product repairs for damage or failure not covered by this Limited Warranty. Advanced Merchant Solutions' sole obligation under this Limited Warranty shall be, at Advanced Merchant Solutions' discretion, to replace the product or part with a comparable product or part, repair the product or part, or if neither repair nor replacement is reasonably available, to refund to Customer the purchase price paid for the product or part. Replacement products or parts may be new or reconditioned.

Advanced Merchant Solutions warrants any replaced or repaired product or part for a period of ninety (90) days from shipment. All products or parts that are replaced become the property of Advanced Merchant Solutions. Advanced Merchant Solutions shall not be responsible for Customer's software, firmware, information, or memory data contained in, stored on, or integrated with any products returned to Advanced Merchant Solutions for repair, whether under warranty or not.

OBTAINING WARRANTY SERVICE: Customer must contact Advanced Merchant Solutions within the applicable

warranty period to obtain warranty service authorization. Dated proof of original purchase will be required. Advanced Merchant Solutions is not responsible for products or parts received without a warranty service authorization. Products or parts shipped by Customer to Advanced Merchant Solutions must be sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. The repaired product or part will be shipped as soon as reasonably possible, which will be no later than thirty (30) days after Advanced Merchant Solutions receives the original product or part from Customer, or Advanced Merchant Solutions will provide a full refund of the purchase price.

Advanced Merchant Solutions can be contacted at (714) 449-0211 M-F 9:00 am to 6:00 pm Pacific Standard Time. Email support is available at inform@merchantanywhere.com

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Introduction

Pocket Merchant is a complete, self contained Magnetic Card Reader and Thermal Printer. The Pocket Merchant can read credit cards, and driver's licenses as well as print receipts in 42, 32 and 16 column formats.

The Pocket Merchant is a complete breakthrough in mobile printer design. It is true Line Printer (the paper moves underneath a motionless head), rated not in characters, but MILES of paper in reliability (31 to be precise)! Powered by powerful, built-in Nickel - Metal Hydride rechargeable batteries, this printer literally throws receipts out at up to 2 inches per second!

All this in a printer that is shorter and narrower than a Palm III or VIIx, and only one inch thick! This printer will easily fit in a pocket or purse, and weighs just 7 oz.

Designed to work with Pocket Verifier Professional, WebConnect 5, Merchant Mover, AirVerify, Mobile System 7, and the Okanjo Merchant System, for either Palm OS or Pocket PC, Pocket Merchant will allow you to process credit cards, and issue receipts anytime and anywhere!

You can also use Pocket Merchant with our Pocket CrossCheck check guarantee software, and use the card reader to directly read the magnetic stripe on the back of many driver's licenses! Never take a bad check again!



Connectors & Controls

On the right hand side of the unit, you will find the pushbutton power switch, and the connector for the charger. On the top of the unit, you will find the tabs to open the paper door, and below that, the indicator LED's.

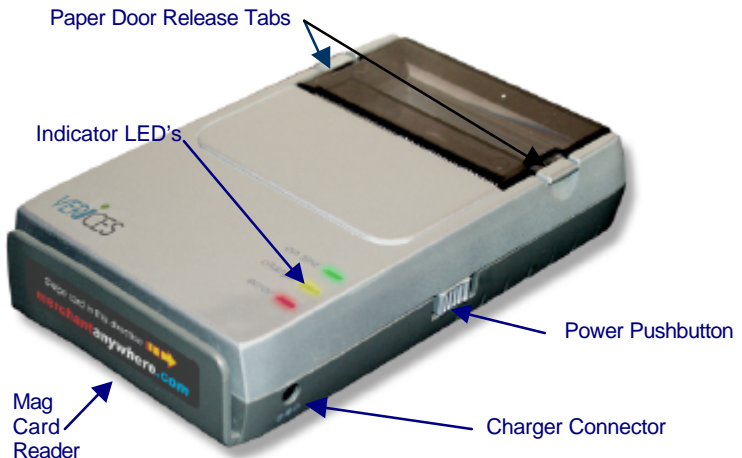


Figure 1 – Location of components.

The slot for the magnetic card reader is at the front of the unit.

Turning the unit on and off

The Pocket merchant is turned on by pressing the power button once. The unit will give 5 rising beep tones, and the green “ON LINE” LED will illuminate. After about two seconds, the printer will beep once more, the red “ERROR” LED will flash, and the printer will advance the paper about 1 mm. This indicates that the printer has completed its self test and is ready to use.

If the printer remains unused for five minutes, it will turn itself off in order to conserve battery power. This way, you can “use and forget” it, and never come back to a dead printer.

To turn the printer off manually, depress and hold the button until the printer makes 4 falling beep tones, and all LED’s extinguish.

If for any reason, the printer fails to respond to the power button, or fails to print or read properly, there is a reset button on the back of the printer. See “RESETTING THE PRINTER”



Figure 2 – Data connector.

On the left side of the printer, there is a connector for the data cable. This connector will can only be properly inserted one way, as shown in the following picture:

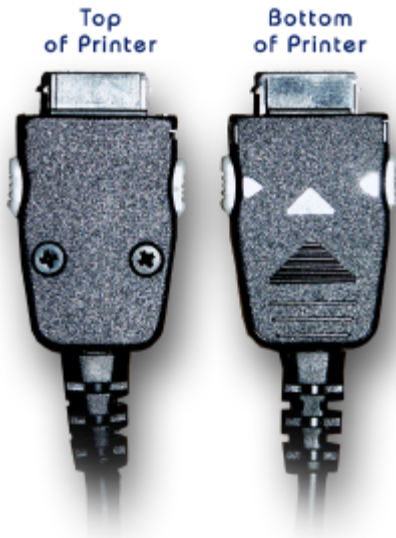


Figure 3 – Data cable (printer end).

Some cables may have a sticker marked “Top” on the top side of the connector.

Battery Considerations

Your new Pocket Merchant Reader / Printer is equipped with built in high capacity Ni-MH (Nickel – Metal Hydride) batteries. Please note that the new Ni-MH battery reaches maximum performance levels only after having been completely discharged and recharged at least two or three times. Never use battery chargers that are damaged or worn. Battery life varies greatly depending, for example, on print density and the text to be printed. Recharge times vary depending on depletion levels, type of battery and battery charger used. Batteries may be recharged and discharged

hundreds of times, but they do wear out over time. When the battery charger is not in use, unplug it from the electrical mains. If not used, even a completely-charged battery will eventually discharge over time. Ni-MH batteries last longer if you remember to completely discharge them every so often. Extreme temperatures can affect battery charge levels—leave them to cool or warm as required. Your battery pack will come to a full charge in 70 to 90 minutes.

Resetting the Printer

Your Pocket Merchant Printer / Reader has a CPU, and memory just like your PDA. If the error light stays on, or the unit does not respond to a card swipe or print command, the unit can be reset by pressing the button on the underside of the unit with the tip of your PDA stylus, as seen below:



Figure 4 – Reset button.

Changing Paper

Your Pocket Merchant Printer has the easiest paper loading system available. Simply open the printer paper door by squeezing the paper door release tabs (see figure 1). Unroll about 2 or 3 inches of paper, and place the roll in the printer as shown below.



Figure 5 – Loading paper.

Simply close the door on the paper, and tear off the excess. You are ready to print! When the printer runs out of paper, the red “ERROR” LED will illuminate. The last few feet of paper on each roll has a pink stripe on one side to let you know you are running low.

Charging Pocket Merchant

Your Pocket Merchant needs to be recharged periodically. Please read the section called “Battery Considerations” for full

details on how to maximize the performance of your Ni-MH batteries.

Included with Pocket Merchant is a Universal charger, and 110 V power cord . The Universal charger can operate on any voltage from 110 VAC to 220 VAC at 50 or 60 Hz (cycles). Your charger comes with a 110 V power cord, but you may use an inexpensive adaptor if you travel overseas.

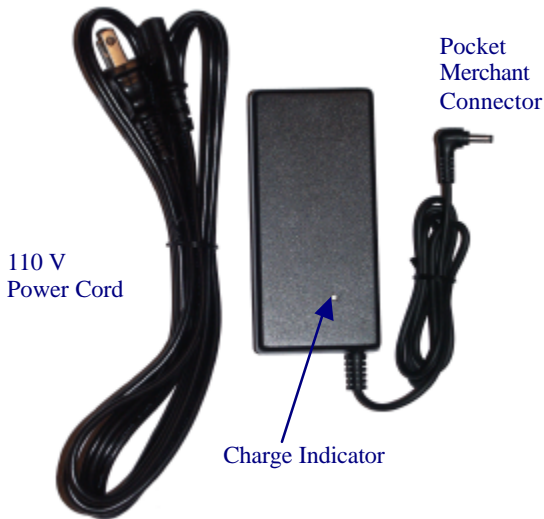


Figure 6 – Universal Charger.

When the adaptor is plugged into the wall outlet and the Pocket Merchant unit, both the charge indicators on the charger and printer will illuminate. When the batteries have reached a full charge, the LED on the charger will flash (the LED on the printer will not).

Swiping a Credit Card / Driver's License

Your Pocket Merchant has a built-in 2-track magnetic card reader. This reader can accommodate all types of credit cards, as well as drivers' licenses that have a magnetic stripe. The credit card capability is used by Pocket Verifier Professional, which allows for instant, wireless credit card approvals, and the driver's license capability is used by Pocket CrossCheck, which allows for instant, wireless check guarantees.



Figure 7 – Swiping a card.

With the magnetic stripe down, and facing the printer, slide the card through the slot in the direction shown. You will see

that the card slot is a little wider on the left side, making it easier to get the card started in the slot.

Wipe the card with a smooth, even motion. Do not ‘jerk’ the card, or stop during the swipe. Make sure that the card slides firmly against the bottom of the slot as you pull it through.

The unit will beep, and the red LED will flash once if the read was successful. If there was an error during the read, the red LED will flash three times, and the unit will beep three times. If this happens, simply swipe the card again.

Configuring your Software – Palm OS

Your Pocket Merchant was designed especially for Pocket Verifier Professional, WebConnect 5, Merchant Mover, AirVerify, Mobile System 7, and the Okanjo Merchant System, Pocket CrossCheck, and other AMSI software packages. In order to configure your software, simply click on the “Options” icon from your main menu:

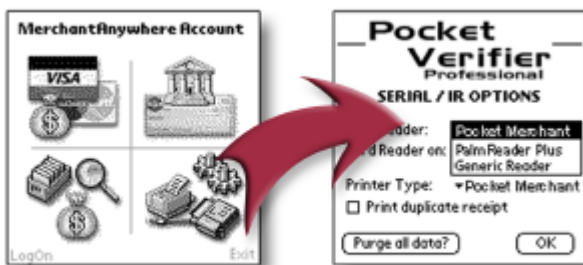


Figure 8 – Configuration for Palm OS.

Once you get to the “Serial / IR Options” screen, simply insure that both the card reader and printer selections are set to “Pocket Merchant”. Screens may vary slightly from version

to version, and Pocket CrossCheck does not have a printer selection.

If you want to print two copies of each receipt, one for you and one for your customer, click on the “Print Duplicate Receipt” checkbox.

Configuring your Software – Pocket PC

Your Pocket Merchant was designed especially for Pocket Verifier, Pocket CrossCheck, and other AMSI software packages. In order to configure your software, simply click on the “Options” icon from your main menu:



Figure 9 – Configuration for Pocket PC.

Once you get to the “Serial / IR Options” screen, simply insure that both the card reader and printer selections are set to “Pocket Merchant”. Screens may vary slightly from version to version, and Pocket CrossCheck does not have a printer selection.

If you want to print two copies of each receipt, one for you and one for your customer, click on the “Print Duplicate Receipt” checkbox.