FLEX 5100 (IC 5100)
User's Manual

Bitel co., Ltd.

TABLE OF CONTENTS

Bitel co., Ltd.

User's Warning

OK **NO**

To clean this product turn the power off and use only a damp cloth for cleaning exterior of terminal using either water or light detergent.
Do not use flammable substances such as benzene thinner

Before the use of this product, read all instructions in your user's manual and keep it for future references.

Do not unplug terminal while it's in use, if you wish to unplug the terminal please make sure the machine is turned off, then unplug it.

Do not attempt to service this terminal yourself, as opening or removing the cover may expose you to dangerous voltage.
(Refer all servicing to authorized personnel)

If there is smoke coming out of the terminal turn the terminal off and unplug it from the outlet.

7

Bitel co., Ltd.

Product component

Receipt Box

Receipt Out

Display screen device

IC card opening

Paper forward key

Headphone jack

Serial port

Power plug

Magnetic card opening

Battery charge LED

Magnetic card opening   IC card opening
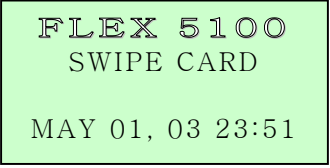
Battery charge LED   Power plug   Serial port   Headphone jack
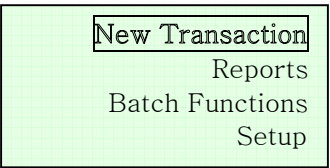
Bitel co., Ltd.
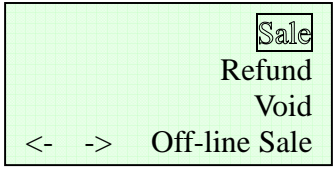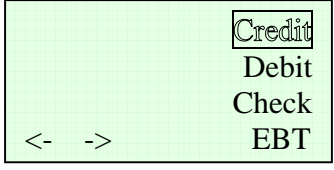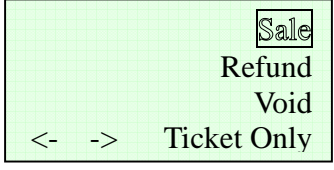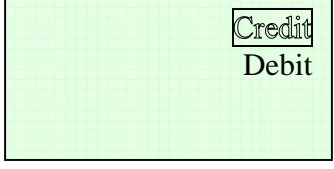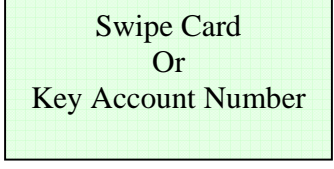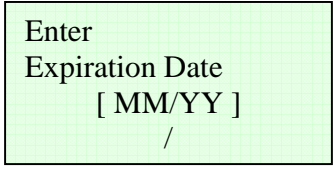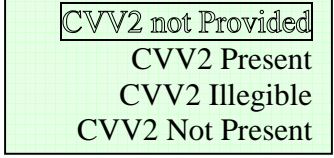
IDLE PROMPT / MAIN MENU
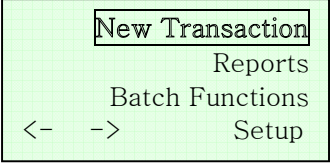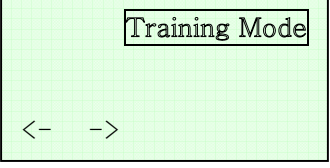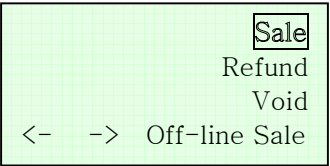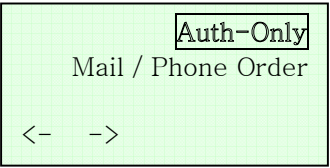
#	Terminal Screen	Descriptions for Key Operation and Summary
1	FLEX 5100 SWIPE CARD MAY 01, 03 23:51	Enter or Swipe Card.
2	New Transaction Reports Batch Functions <- -> Setup	*, # keys are scroll menu.(1 line)
3	Training Mode <- ->	Displays next page of menu items. *, # keys are scroll menu.(1 line)

New Transaction MENU

#	Terminal Screen	Descriptions for Key Operation and Summary
1	New Transaction Reports Batch Functions Setup	Press any key (0-9, *, #) to activate Main Menu. Press Enter Key to select new transaction function.
2	Sale Refund Void <- -> Off-line Sale	New Transaction Menu. *, # keys are scroll menu.(1 line)
3	Auth-Only Mail / Phone Order <- ->	
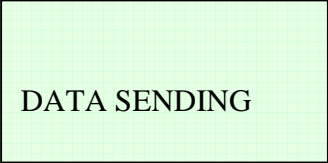
Bitel co., Ltd.

Credit Sale MENU

#	Terminal Screen	Descriptions for Key Operation and Summary
A 1	Sale Refund Void <- -> Off-line Sale	Press F1 or Enter key to begin Sale transaction.
A 2	Credit Debit Check <- -> EBT	Press F1 for Credit Sale or Press Enter key.
B 1	Sale Refund Void <- -> Ticket Only	Press F1 or Enter key to begin Sale transaction.
B 2	Credit Debit	Press F1 for Credit Sale or Press Enter key.
3	Swipe Card Or Key Account Number	Swipe Card or Input Account Number.
4a	Enter Expiration Date [MM/YY] /	Manual Entry: Enter expiration date and press enter.
4b	CVV2 not Provided CVV2 Present CVV2 Illegible CVV2 Not Present	Display only when CVV2 processing option is ON. Press F1, F3, F4 and move to Step 6. Press F2 and move to step 4c.
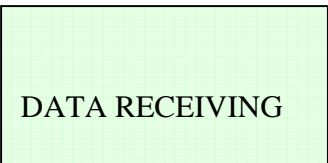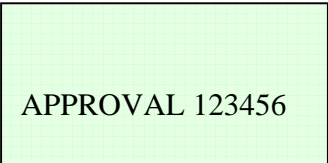
4c	Enter CVV2 data From Customer Card	Skip to step 6 after CVV2 is entered.	Enter Key
5	Enter Last 4 Num From Account Number	Card Swipe Only: Enter 4 digits and press Enter key.	Enter Key
6	Enter Amount $00.00	Enter Amount. Press Enter key.	Enter Key
7	Enter Tip Amount $00.00	Enter Tip Amount. Press Enter key.	Enter Key
8	Enter Server ID	Enter Server ID Press Enter key.	Enter Key
9	PROCESSING NOW. >	No key operation.	
10	LINE CONNECTED.	Line Connected.. No key operation.	

11	DATA SENDING	Data Sending. No key operation.
12	DATA RECEIVING	Data Receiving. No key operation.
13	APPROVAL 123456	Display and Print Out Sales and Authorization Code.
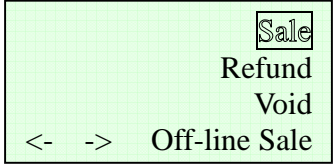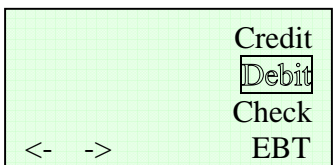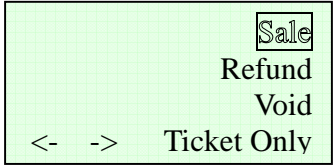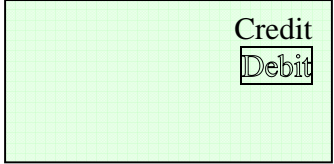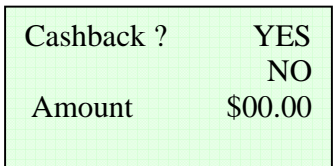
Debit Sale MENU

#	Terminal Screen	Descriptions for Key Operation and Summary
A 1	Sale Refund Void <- -> Off-line Sale	Press F1 or Enter key to begin Sale transaction.
A 2	Credit Debit Check <- -> EBT	Press F2 for Debit Sale or Press scroll key to highlight Debit function then press the Enter key.
B 1	Sale Refund Void <- -> Ticket Only	Press F1 or Enter key to begin Sale transaction.
B 2	Credit Debit	Press F2 for Debit Sale or Press scroll key to highlight Debit function then press the Enter key.
3	Swipe Card	Swipe Card.
4	Enter Amount $00.00	Enter Amount. Press Enter key.
A 5	Cashback ? YES NO Amount $00.00	Cashback? No answer skip to step 6. (F2) Yes answer show amount entry. (F1)

B 5	Enter Cashback Amount $00.00	Enter Cashback Amount. Next Step 7
6	Sale Amt $xxxxx.xx Cash Amt $xxxxx.xx Total Amt $xxxxx.xx ENTER PIN	Display on PINPad Screen and wait for PIN entry.
7	Amount $00.00 Waiting for PIN	Display on Terminal when External PIN Pad is used.
8	LINE CONNECTED.	Line Connected.. No key operation.
9	DATA SENDING	Data Sending. No key operation.
10	DATA RECEIVING	Data Receiving. No key operation.
7f	Standard 2. CCITT 3. BELL	Select Standard.
7g	Dialing Mode 2. Normal Mode 3. Blind Mode	Select Dialing Mode.

Key, ICON component of FLEX5100(IC5100)

Void key
(FLEX5100)

Keypad(0~9)

Power key or
Sattlement key
(FLEX5100)

Cancel kev

Clear key

Scroll up
(FLXE 5100)

Scroll down
(FLEX5100)

Enter key

ICON Component

Signal level   Bell   SMS   Standby   Battery level   Clock
                               AC IN
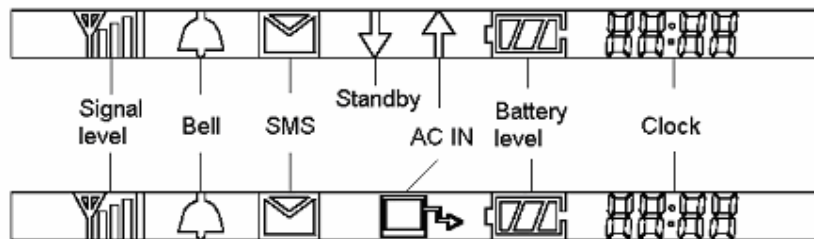
Bitel co., Ltd.

SAM, SIM, RUIM SOCKET

SAM #2 ———————

SAM #1 ———————

——————— SIM / RUIM

Bitel co., Ltd.

Troubleshooting

Problem	Cause	Follow-up measures
When Power On, LCD screen do not operation	Power supply error LCD contrast error Terminal error	Confirm a wall socket. Confirm connection Between a wall socket and power plug. Confirm power plug. Adjust LCD contrast. Request A/S.
LCD show too Dark or too Bright	LCD adjustment error LCD device error Terminal error	Adjust LCD contrast. Request A/S.
Paper is not clear	Printer head error Printer device error Bad paper Terminal error	Open the printer cover and Confirm printer device. Request A/S. * Paper keep in dry place.
When Printer paper hanging on Printer device	Bad paper use Paper Insert error Terminal error	Use Up key. And eliminate the paper. Clean paper Insert. Request A/S.
Character is not normal at LCD screen	LCD error LCD device error Terminal error	Request A/S.
When card don't Read	Card Insert error Bad card use Terminal error	Confirm insert direction. Confirm card. Confirm magnetic line. Request A/S.
When pinpad do not operate	Pinpad error	Confirm connection between terminal and pinpad. Request A/S.
When time is not correct	TimeSetting is wrong Timer error	Time Setting. (Date & Time) Request A/S.

Bitel co., Ltd.

Regulatory Information

FCC compliance Information

This device complies with part 15 of 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.

Information to User

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

FCC WARNING:

This equipment may generate or use radio frequency energy. Changes or modifications to this equipment may cause harmful interference unless the modifications are expressly approved in the instruction manual. The user could lose the authority to operate this equipment if an unauthorized change or modification is made.

Body-worn Operation

This device was tested for typical body-worn operations with the back of the CREDIT/DEBIT CARD TERMINAL kept 1.5cm from the body .To maintain compliance with FCC RF exposure compliance requirements, use only belt-clips, holsters or similar accessories that maintain a 1.5cm separation distance between the user's body and the back of the CREDIT/DEBIT CARD TERMINAL, including the antenna, whether extended or retracted. The use of third-party belt-clips, holsters and similar accessories should not contain metallic components in its assembly. The use of accessories that do not satisfy these requirements may not comply with FCC RF exposure composure compliance requirements, and should be avoided.