



**zPay<sup>SM</sup> ZP100**  
**Product Manual**

# Compliance Statements

## 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.

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 instruction manual, 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 the circuit to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

## PCI Statement

zPay<sup>SM</sup> is fully compliant with all Payment Card Industry Payment Application Data Security Standards (PCI PA-DSS) 3.0.

## Table of Contents

Legal	2
Compliance Statements	2
Table of Contents	3
Warnings	4
Shock Hazards	4
Health and Product Safety	4
Transportation	5
Evidence of Tampering	5
zPay <sup>SM</sup>	6
Maintenance	7
Daily Maintenance	7
Cleaning Guidelines	7
zPay Inspection	8
Battery Maintenance	8
Troubleshooting	9
Ziosk Tablet	9
Battery Charger	10
Product Specifications	11

## WARNINGS

Use of this product in a manner other than that specified by Tabletop Media, LLC d/b/a Ziosk (“Tabletop”) may compromise design integrity and become unsafe. Any changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.

## Shock Hazards

To prevent fire or shock hazard, do not do the following:

- Do not immerse the unit or battery pack in water.
- Do not disassemble the unit or battery pack.
- Do not insert foreign objects into any slots, connectors, or accessories of the device.

## Health and Product Safety

### Proper Usage

For your protection, we advise you to read all the safety instructions before operating the product.

- Do not install zPay near a source of heat or water.
- Do not place battery or install charging station near a source of heat or water.
- Do not disassemble zPay or battery.
- Only use batteries and charger approved and supplied by the manufacturer.
- Only use replacement parts and supplies specified by the manufacturer.

It is the user’s responsibility to use the product in a manner in which it was intended.

## Transportation

This product contains lithium-ion battery packs. Should you need to ship this product, please follow the guidelines provided by Tabletop or consult published guidance documents by one or more of these organizations for advice on how to comply with the regulations: IATA, ICOA and IMDG.

## Evidence of Tampering

It is recommended to periodically monitor zPay for any changes to the external housing. This may indicate that the device has somehow been tampered with by an attacker and placed back in service. *See the Maintenance section on zPay Inspection for more details.*



zPay is a payment device intended for use with Ziosk tabletop tablets (“Ziosk tablet(s)”). zPay incorporates a payment module into the removable battery pack that powers the Ziosk tablet. When used to power a Ziosk tablet, the zPay device adds the capability to accept payment in the form of chip-enabled credit cards (commonly known as chip-and-signature) and contactless EMV payment methods such as Apple Pay, Google Wallet, Visa payWave and MasterCard PayPass.

zPay features include:

### **Payment Types Accepted**

- Smart Card chip-enabled credit cards
- EMV contactless payment cards and devices

### **Battery Characteristics**

- Lithium-Ion Polymer cells, 2S2P configuration
- 7.6V nominal voltage
- 57Wh capacity

### **User and Electrical Interfaces**

- card slot for chip card insertion
- LED indicators and buzzer notification
- EMV contactless payment symbol
- I2C interface to host

# Maintenance

## Daily Maintenance

It is important to properly maintain zPay daily using the following recommended procedures.

### At Startup:

- Insert fully charged battery.
- Verify zPay activation by 4 green LED status indicators illuminating momentarily

### Cleaning:

To clean the zPay battery pack you will need a soft, lint-free cloth and a mild glass cleaner (such as Windex®.) A microfiber cloth works well. See Cleaning Guidelines below for more tips.

- Spray cleaner or water directly onto a soft cloth.
- Wipe the surfaces of the battery pack gently with dampened cloth.

### At Shutdown:

- Remove zPay from the Ziosk tablet.
- Place zPay battery in charger.

If a unit is not operating properly or is damaged, remove it from service and contact our technical support: [support@zPay.com](mailto:support@zPay.com)

## Cleaning Guidelines:

- Do not use abrasive materials or utensils for cleaning.
- Do not use phosphates, ethylene glycol, or lubricants.
- Never use acidic or alkaline cleaners. Use of improper cleaners could damage the touch panel or plastic shell. Cleaning products may contain 1-3% Isopropyl Alcohol by volume, which is within acceptable limits for cleaning the touch panel.
- Do not spray any liquids directly onto zPay. The liquid could enter into a very small opening and damage the device.

## zPay Inspection

Periodically monitor zPay for any differences in the user interface or external housing. Changes to the device may be an indication that zPay has somehow been tampered with by an attacker and placed back in service.

To reduce or prevent fraud, make it a part of the daily procedures to visually inspect the device for tampering. Examples of things to look for during this inspection include:

- Look for stickers on the device that were not there previously. Stickers are often used to cover up drill holes. Make sure that any labels on the device do not appear to have been removed and replaced. Periodically run your finger over the label to feel for holes.
- Make sure that there are no new connections (leads, plugs, antennas) added to the product.

## Battery Maintenance

Good battery maintenance will ensure the Ziosk tablet provides a full day of infotainment.

### Inserting and Removing zPay Battery Pack

The battery compartment is located at the base of the Ziosk tablet. To insert the battery, just insert it into the battery compartment until you hear a click. To remove the battery for charging, depress the battery latch and pull the battery out.

## Charging

Batteries must be charged approximately 8 hours to obtain a maximum charge. Slide the battery into a charger slot and wait for the red status LED to indicate the battery is charging. The status LED will turn green when the battery is fully charged. Leaving batteries in the charger after the status LED turns green will not cause damage to the batteries. A flashing RED status light may indicate a battery fault. *See the Troubleshooting section.*

## Storage

Store unused batteries in a dry space at room temperature.



# Troubleshooting

Before troubleshooting a zPay problem, please make sure that you check the following items:

- Batteries are fully charged and inserted correctly.
- There is no visible damage to the exterior.
- The Ziosk unit containing zPay is powered on.

If you are still experiencing problems, continue troubleshooting using the following guide. Should the problem persist, please contact our technical support: [support@Ziosk.com](mailto:support@Ziosk.com)

## Ziosk Tablet

Screen is dark, tablet seems completely dead:

- Try inserting a different battery – make sure it is charged sufficiently. You can press the battery test button to determine the approximate level of charge in the battery; at least two solid green LEDs should be lit.
- Confirm that the battery is inserted fully and latched; check for any obstructions in the battery compartment that would prevent the battery from being fully inserted.
- Remove the battery and check the pogo pin connectors at the back of the battery cavity. If these appear damaged, please contact our technical support.
- If the problem persists, contact Ziosk technical support.

Content downloads seem slow, or other suspected wireless network connection issues:

- Relocate the tablet closer to an access point to see if that resolves the issue.
- Try rebooting the tablet by removing the battery, waiting 10 seconds, and re-inserting it.
- If the problem persists, contact zPay technical support.

For any unusual or unexpected behavior – such as the tablet appears frozen, touch screen seems unresponsive, LCD flickers, or any other condition that does not seem appropriate:

- Reboot the tablet by removing the battery, waiting 10 seconds, and re-inserting it.
- If the problem persists, contact Ziosk technical support.

## Battery Charger

The battery was in the charger overnight, but it doesn't seem to charge.

- Make sure the status LED turns RED when inserting a discharged battery.
- A charged battery will have a GREEN status LED.
- Press the battery test button to determine the approximate level of charge in the battery.

The status LED is flashing RED.

- The battery has a fault. Try removing the battery and place in a different slot in the charger. If the status LED continues to flash, contact technical support for further assistance.

I am having trouble inserting a battery into the charger or the status LED does not light.

- Check the orientation of the battery.
- Check the battery for damaged contacts, foreign material or broken plastic. If the battery is damaged, discontinue use and contact technical support for further assistance.
- Check the battery charger connectors for foreign material, bent pins or broken plastic. If a connector is damaged, contact technical support for assistance.
- If you do not see damage to either connector, try inserting the battery into a different slot.
- If the status LED still does not light, contact technical support for further assistance.

The charger does not turn on.

- Verify that there is power to the unit.
- If the power supply fan is not running, contact technical support for assistance.

# Product Specifications

## Electrical

- Battery – 7.4VDC (typical) Li-ion polymer 5400mAh custom rechargeable pack
- Payment Module – Smart Card connector, I2C host interface
- Contactless Card Reader – ISO 14443A and 14443B over 13.56MHz NFC

## Physical

- Dimensions – 6 ½" (165mm) L x 4 1/4" (108mm) W x 1/2" (13mm) H
- Weight - 14oz (400g)

## Environmental

- Operating conditions: 5 to 40°C ( 40 to 105°F ),  
20 to 90% RH (non-condensing)
- Storage conditions: - 20 to 60°C ( -5 to 140°F ),  
5 to 90% RH (non-condensing)