



## Customer Support

Technicians and installers may contact ViVOtech Inc. at [http://www.vivotech.com/support/service\\_request.asp](http://www.vivotech.com/support/service_request.asp) to submit a service request or call the toll free support line @ (888) 363-3753. Both are available 24 hours per day, seven days a week.

## About ViVOtech

ViVOtech Inc. enables more than 30 million new and existing merchant Point of Sale (POS) systems with rapid, scalable and cost-effective deployment of secure contactless card and mobile device payment capabilities. ViVOtech uses its unique Dynamic Strip™ technology to upgrade an existing POS terminal in minutes with no POS software change. ViVOtech has more than ten patents pending on various enabling technologies.

The company is privately held and headquartered in Santa Clara, California. ViVOtech Inc.'s management and advisory board include former executives from First Data Corporation, Citibank, Diebold, Intuit, McCaw Cellular, Target Corporation, VeriFone and Visa International/USA. For more information about ViVOtech, call (888) 363-3753, e-mail [info@vivotech.com](mailto:info@vivotech.com) or visit [www.vivotech.com](http://www.vivotech.com).

**FCC Regulatory Compliance: Notices Class B Equipment:** 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 instructions, 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 that to which the receiver is connected.
  - Consult the dealer or an experienced radio/TV technician for help.
- 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.



**WARNING:**

1. The Vivopay 4000 hardware or software can not be replaced or modified by any third party other than ViVOtech.
2. Minimum separation distance between 2 DT devices should be at least 2 feet.
3. The device should be mounted and seated on a non metal surface and be at least 6 inches far from any metal surface.

## VIVOpay 4000 User Guide

The merchant operation of the VIVOpay 4000 is very simple and almost entirely automated. Once installed, the clerk's role on the operation of the system is simply to guide new customers to hold their cell phones or plastic cards enabled with a contactless RF chip in front of the Reader Module. The information is automatically transferred to POS system and processed in the same way a standard magnetic card would be.

### How it Works

Contactless devices as cell phones and plastic cards are enabled with RF tags that securely release the payment information to the VIVOpay terminals without the need of physical contact with the Point of Sale terminal using contactless technology. The VIVOpay is constantly emitting a magnetic field, when it detects an RF tag in the field it communicates with it and retrieves the payment information. The card information is then transmitted to the POS device via the Dynamic Strip™ or direct serial connection.

### Typical Usage

1. The customer approaches the clerk with one or more items to purchase. The clerk enters the items into the cash register, and once done, asks the consumer for the form of payment and mentions the contactless payment option by pointing to the VIVOpay 4000.
2. The consumer pulls it's contactless cell phone or plastic card and holds it in front of the VIVOpay.
3. The VIVOpay quickly reads the information from the card through RF technology - no physical contact is necessary. In a fraction of a second the reader validates the card, and secures the transaction.  
*(As the reader is facing the customer and probably the clerk won't be seeing the LEDs, a beep will let the clerk know that the read was successful).*
4. VIVOpay automatically sends the information to the POS, which processes it as a conventional magnetic stripe card, though with increased security.  
*(Besides mentioning contactless payments and pointing to the VIVOpay unit no intervention from the clerk is necessary during the entire procedure).*
5. The POS terminal prints the receipt, which the clerk gives to the consumer for signature as with any other purchase.

**Consumers just need to hold their Paypass devices in front of the VIVOpay**

### LEDs and Sound

The VIVOpay is equipped with 4 LEDs on it's translucent cover as well as sound interface to provide consumers feedback on the read process. Upon a successful transaction all 4 LEDs will turn on and a beep will sound to let the customer know that the transaction is completed.

**Idle:** Just first LED is ON

**Read SUCCESS:** all LEDs will be turned on while the module emits a sound acknowledging the success.



**Read ERROR:** If there's an error while reading a card the LEDs will not turn On and no sound will be emitted