



ViVOpay 5000™ User Guide

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ViVotech, Inc.
451 El Camino Real
Santa Clara, CA 95050
Ph: (888) 363-3753
Email: info@vivotech.com
www.vivotech.com

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ViVOtech®, Inc.
451 El Camino Real
Santa Clara, CA 95050

Written and designed at ViVOtech, Inc.

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Overview

The ViVOpay 5000 seamlessly integrates existing POS systems and requires minimal counter space at checkout stands. The unit accepts a variety of magnetic credit/debit cards, key fobs, and wireless devices in various shapes and forms.

ViVOpay 5000 supports the following contactless card types:

- MasterCard Paypass
- American Express ExpressPay
- ExxonMobile Speedpass
- Visa MSD
- VisaWave
- HID/iClass

This document assumes that users are familiar with their host POS systems and all related functions.

Cautions and Warnings



CAUTION: The unit should be mounted 1-2 feet away from other units. Can be adjusted based on lane setup.



CAUTION: The unit should not be placed directly on or within 4 inches of any large metal surfaces.

Avoid close proximity to items such as cellular telephones and portable 2-way radio which may reduce the ability of the reader.

A distance of at least 1 foot (30 cm) should be maintained between units.

Features

The following features are supported:

- Table top mounting w/stand
- Multi-directional and curly cable routing
- Less than 300 mSec transaction time
- Power - 12 V, 500m A (standard)
- Power from POS PIN pad port (optional)
- LCD Graphical Display with 128 x 32 matrix
- Supports global currency signs
- Simple message display

Multilingual to include:

- English
- Mandarin
- Chinese
- Korean
- French
- German
- French Canadian
- Spanish
- Italian



NOTE: Units can be customized for most any language.

The ViVOpay 5000 supports the following transaction types:

- Contactless RF devices such as ISO 14443 Type A and Type B, MiFare, and Ultra Light MiFare devices
- Proximity Infrared devices
- Radio Frequency (RF)
- SIM Standard (ISO7816) Type Support

Optional Features

- Smartcable
- SD Memory

Installing ViVOpay 5000

This section describes how to install the ViVOpay 5000. Installation methods may vary depending upon the location of the POS and counter configuration.

Configuring the Cable

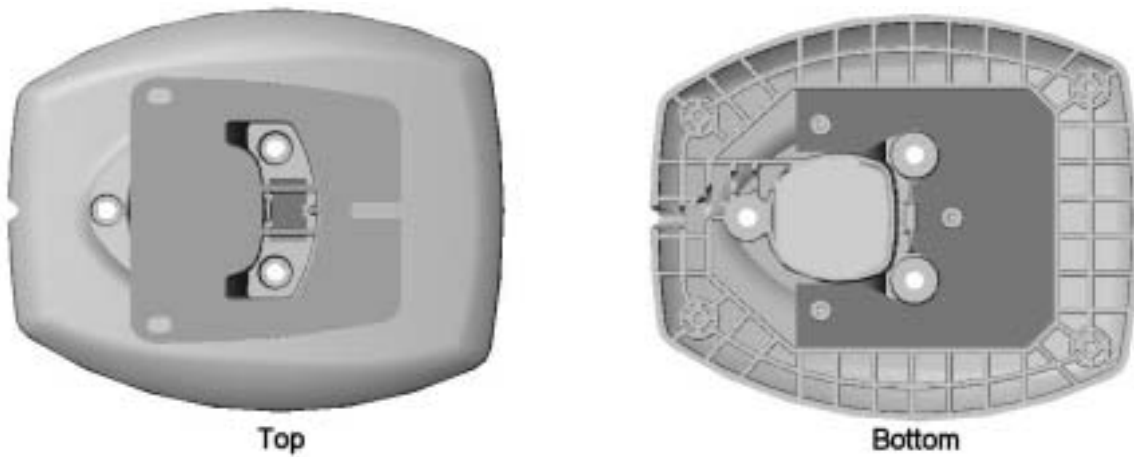
When installing the ViVOpay 5000, the cables should be threaded through the stand as follows:

1. Thread the POS cable through both stand pieces prior to attaching them to the ViVOpay 5000.
2. Ensure the cable and power cords are connected to the reader.
3. Snap both stand pieces to the rear of the ViVOpay unit.

Depending on the lane set up, installers can bolt the stand to the counter top or leave it free standing.

Note that the cables can be routed between the stand and ViVOpay unit as shown below.

4. Attach the cable to the POS.
5. Plug in the power adapter.



Using the ViVOPay 5000

Presenting Cards and Fobs

Present the card/fob in close proximity to the reader. Present the card/fob so that maximum surface area is parallel to the antenna as shown below.



When a card/fob has been successfully read, an audible beep is emitted and four LEDs will be illuminated.

Making a Purchase

1. After the transaction has been rung up, have the customer wave their card in close proximity to the ViVOPay reader. Users may also use their employee HID contactless badges as applicable.
2. A series of beeps and LED flashes indicate the card or badge has been validated.
3. A receipt is printed with the purchase amount.

The following screens are displayed on the unit to guide customers through the purchase process. The screens shown here are viewed in Malaysian:



Ketikkan Kad Anda Di Sini - Tap Your Card Here



Sedang Memproses - Sila Tunggu - Processing - Please Wait



Terima Kasih - Thank You



Sila Kemukakan Satu Kad pada satu Masa - Please Present One Card at a Time

Other messages include:

Hak Cipta - Copyright

Peralatan Tegar - Firmware

Versi - Version

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Troubleshooting

Symptom	Possible Cause	Probable Cause and Remedy
General Issues		
Reader does not appear to be powered on (no LEDs lit)	Reader not powered on or incorrect voltage	<ul style="list-style-type: none"> • Check cable connections. • Ensure power is on and correct voltage and current is present.
Reading Cards/Fobs		
LEDs do not light and beeper is not audible when card/fob is presented	<ul style="list-style-type: none"> • Card/fob not properly presented • Power supply voltage • Metal or RF interference • Wrong firmware 	<ul style="list-style-type: none"> • Present card/fob closer to the antenna • Ensure the card/fob is valid/current • Ensure the voltage is correct • Ensure the unit is not near and metal • Ensure correct firmware
Some cards/fobs read, not all	<ul style="list-style-type: none"> • See above • Possible bad card/fob 	<ul style="list-style-type: none"> • See above • Check to see if card/fob is damaged
Communication		
No data received or data is garbled	<ul style="list-style-type: none"> • Faulty or incorrect cable connections • RS-232 parameters 	<ul style="list-style-type: none"> • Check and /or replace cable • Ensure host parameters are correct • Ensure there are no COM port conflicts

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Technicians and installers may contact ViVOtech Inc. at 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 technology to upgrade existing POS terminals 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 or visit www.vivotech.com.

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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. 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.

For IC Regulatory Compliance: "Operation is subject to the following two conditions: (1) this device may not cause interference, and this device must accept any interference, including interference that may cause undesired operation of the device."

Cautions and Warnings



CAUTION: Danger of Explosion if battery is incorrectly replaced. Replace only with same or equivalent type recommended by the manufacturer. Discard used batteries according to the manufacturers instructions.



CAUTION: The unit should be mounted 1-2 feet away from other units. Can be adjusted based on lane setup.



CAUTION: The unit should not be placed directly on or within 4 inches of any large metal surfaces.



WARNING: Avoid close proximity to items such as cellular telephones and portable 2-way radios which may reduce the ability of the reader.

FCC Regulatory Compliance

NOTE: 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.

For IC Regulatory Compliance: "Operation is subject to the following two conditions: (1) this device may not cause interference, and this device must accept any interference, including interference that may cause undersired operation of the device."



Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment

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