



















3



This Quick Reference Guide explains how to setup, use and maintain the MPM-100 Mobile Payment Module.

Unpacking

Carefully remove all protective material from around the device and save the shipping container for later storage and shipping.

Verify that you received all equipment listed below:

- MPM-100
- Lithium-ion battery (2400 mAh)
- · Battery door
- · Quick Start Guide.

Inspect the equipment for damage. If you are missing any equipment or if you find any damaged equipment, contact the Motorola Enterprise Mobility Support immediately. See Service Information for contact information.









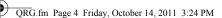












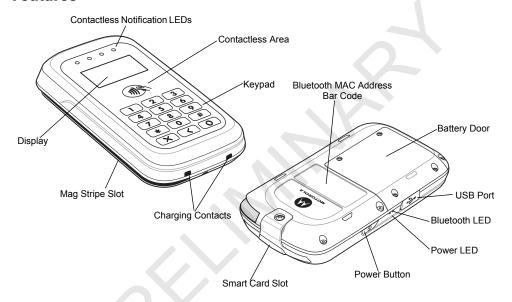








Features



LED State	Description		
Contactless Notification LEDs			
On	During a Contactless transaction, LEDs light from left to right indicating transaction is in process.		
Power			
Flashing Green	MPM-100 is in sleep mode.		
Slow Flashing Red	Battery is low.		





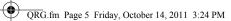
















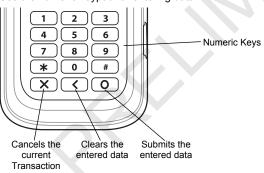


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LED State	Description		
Fast Flashing Red	Battery voltage is low.		
Slow Flashing Red	Battery voltage is very low.		
Slow Flashing Orange	Battery is charging.		
Solid Orange	A charging timer fault occurred.		
Solid Green	FIrmware upgrade in process.		
Bluetooth			
Single Blue Flash	Active SPP connection with mobile device.		
Double Blue Flash	After a power on, the MPM-100 is resuming pair relationship with mobile device.		
Off	MPM-100 is in discoverable mode.		

Keypad

Use the numeric keypad for entering data.

















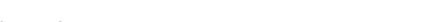












Getting Started

To start using the MPM-100, install one or two Security Access Module (SAM) cards (if required), install the battery and then charge the MPM-100.

Installing SAM Cards

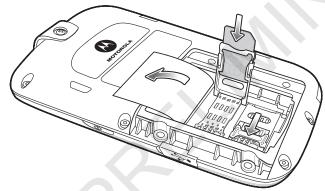


NOTE An SAM card is not required for all applications. If using one SAM card, place the card in either holder.

To install a SAM card:

- 1. Place the MPM face-down on a flat surface.
- 2. Lift the manufacturing label.







- 3. Slide a SAM card holder to the right to unlock and then lift.
- 4. Insert the SAM card into the holder in the orientation shown above.
- 5. Close the SAM card holder.
- **6.** Slide the SAM card holder to the left to lock.
- 7. Repeat for the second SAM card, if required.
- 8. Place the label over the SAM card holders.

















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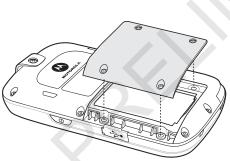
7

Installing the Battery

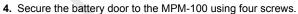
1. Place the battery, contacts first, into the battery compartment.



- 2. Ensure that the battery is laying flat in the compartment.
- 3. Align the battery door with the battery compartment.





















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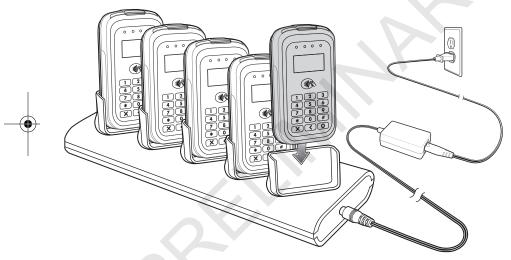


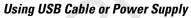


Charging the MPM-100

Using Cradle

Place the MPM-100 into a slot in the cradle. Ensure that the MPM-100 is seated properly. Failure to do so can cause the MPM-100 to not charge properly. The MPM-100 Power LED indicates that the MPM-100 is charging.





To charge the MPM-100 using a USB cable:

- 1. Connect the micro USB A connector of the USB cable to the USB port on the MPM-100.
- 2. Connect other end of the USB cable to a host computer or to the power supply.



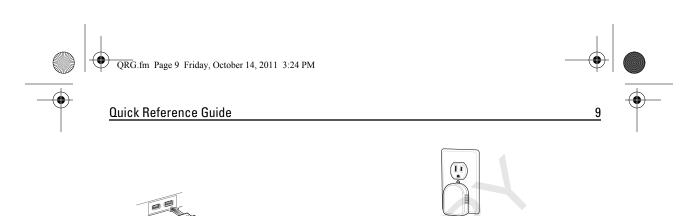






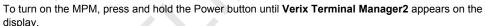












To turn off the MPM press and hold either the Power button or the Cancel key until SHUTTING DOWN appears on the display.

Bluetooth Communication

To use the MPM-100 with a mobile device, pair the mobile device and the MPM.



NOTE Bluetooth pairing and communication may vary depending upon the mobile device being used. Refer to the mobile device's User Guide for more information.

If the mobile device supports the Scan and Pair Bluetooth pairing feature, scan the Bluetooth MAC Address bar code on the back of the MPM-100 to pair the mobile device and the MPM-100.





















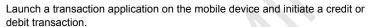


- 1. On the mobile device, enable Bluetooth.
- 2. Turn on the MPM-100. The Bluetooth LED flashes blue.
- 3. On the mobile device, perform a Bluetooth discovery.
- 4. Select the MPM-100 (VFI-PWN-sRDA-xx).
- 5. Enter PIN (0000).
- **6.** Complete connection.

Magnetic Stripe Transactions



NOTE Credit and debit transactions will not function without an encryption key injected or if a tamper event occurs.



On the MPM-100, swipe the credit or debit card through the magnetic stripe reader (MSR) slot, orienting the magnetic stripe as shown.

For credit transaction the customer may need to sign on the mobile device screen. For debit transactions, the customer enters a PIN on the MPM-100 keypad following the instructions on the display.



NOTE Swipe the card in either direction. For best results, gently pull up on the card while swiping to ensure contact with the top of the slot.



















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Smart Card Transactions

NOTE Credit and debit transactions will not function without an encryption key injected or if a tamper event occurs.

Launch a transaction application on the mobile device and initiate a credit or debit transaction.

Hand the MPM-100 to the customer. The customer inserts the Smart card into the slot, orienting the card with the contacts facing down and toward the back of the MPM-100.

For credit transaction the customer may need to sign on the mobile device screen. For debit transactions, the customer enters a PIN on the MPM-100 keypad following the instructions on the display. Follow the screen prompt for when to remove the Smart card from the MPM-100.







NOTE Contactless transactions will not function without an encryption key injected or if a tamper event occurs.

Launch a transaction application on the mobile device.

Customer places the Contactless card against the Contactless area on the MPM-100. The card must be at most 1 cm from the surface of the MPM-100.

The Contactless Notification LEDs light green from left to right. When all LEDs are lit green, the customer can remove the card away from the MPM-100.

If required, the customer enters their PIN following the instructions on the display.

























Troubleshooting

Symptom	Cause	Action
MPM-100 does not turn on.	Battery not charged.	Fully charge the MPM-100.
MPM-100 display does not show correct or readable information.	Battery not charged.	Recharge the battery.
	System error.	Turn the MPM-100 off and then on. If problem still occurs, contact support.
Display is blank.	Battery not charged.	Recharge the battery.
	System error.	Turn the MPM-100 off and then on. If problem still occurs, contact support.
Keypad does not respond.	MSR not swiped correctly. Smart card not inserted properly.	Check the device display. If it displays the wrong character or nothing at all when a key is pressed, follow the steps outlined in MSR and Smart card transaction errors.
MSR transactions fails to process.	Swipe was done incorrectly.	Re-swipe card.
		Ensure card is aligned properly.
Smart card transaction fails to process.	Smart card inserted incorrectly.	Insert the card with the contacts facing the back of the MPM-100.
	Smart card removed before transaction completed.	Re-insert Smart card and remove when instructed.
	Ensure SAM cards are installed correctly.	Re-install SAM cards.
Message "Device is tampered" displays on the screen.	A tamper event has occurred.	Return the MPM-100 for service.
Message "System Error" displays on the screen.	MPM-100 system error has occurred.	Turn MPM-100 off and turn on. If message still appears, contact support.
Message "Call Service Center" displays on the screen.	MPM-100 not functioning.	Contact support.























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To clean the MPM-100, use a clean cloth slightly dampened with water and a drop or two of mild soap. For stubborn stains, use alcohol or an alcohol-based cleaner.



CAUTION

Never use thinner, trichloroethylene, or ketone-based solvents – they may cause deterioration of plastic or rubber parts.

Do not spray cleaners or other solutions directly onto the keypad or device display.

Gently swab the contacts with alcohol or contact cleaner to remove the dirt.



CAUTION

Avoid touching the recessed area on the device. Finger oils tarnish contacts, causing bad connections. When operating on battery power and experiencing a high occurrence of bad or incomplete data transfers, clean the contacts.



Maintenance

There are no user serviceable part in the MPM-100.



CAUTION

Do not tamper, it will be rendered MPM-100 non-operational.

Regulatory Information

This device is approved under Motorola Solutions, Inc. (collectively "Motorola").

All Motorola devices are designed to be compliant with rules and regulations in locations they are sold and will be labeled as required.

Local language translations are available at the following website: http:// supportcentral.motorola.com.

Any changes or modifications to Motorola equipment, not expressly approved by Motorola could void the user's authority to operate the equipment.





























CAUTION

Only use Motorola approved and UL Listed accessories, battery packs and battery chargers.

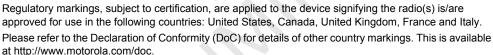
Do NOT attempt to charge damp/wet mobile devices or batteries. All components must be dry before connecting to an external power source.

Declared maximum operating temperature 50°C.

Bluetooth® Wireless Technology

This is an approved Bluetooth[®] product. For more information or to view End Product Listing, please visit https://www.bluetooth.org/tpg/listings.cfm

Wireless Devices Country Approvals







CAUTION

Operation of the device without regulatory approval is illegal.

Health and Safety Recommendations

Ergonomic Recommendations



CAUTION

In order to avoid or minimize the potential risk of ergonomic injury follow the recommendations below. Consult with your local Health & Safety Manager to ensure that you are adhering to your company's safety programs to prevent employee injury.

- Reduce or eliminate repetitive motion
- · Maintain a neutral postures
- · Reduce or eliminate excessive force
- · Keep objects that are used frequently within easy reach
- Perform tasks at correct heights
- · Reduce or eliminate vibration























- · Reduce or eliminate direct pressure
- Provide adjustable workstations
- Provide adequate clearance
- Provide a suitable working environment
- · Improve work procedures.

Vehicle Installation

RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles (including safety systems). Check with the manufacturer or its representative regarding your vehicle. You should also consult the manufacturer of any equipment that has been added to your vehicle.

An air bag inflates with great force. DO NOT place objects, including either installed or portable wireless equipment, in the area over the air bag or in the air bag deployment area. If in-vehicle wireless equipment is improperly installed and the air bag inflates, serious injury could result.

Position your device within easy reach. Be able to access your device without removing your eyes from the road.

Note: Connection to an alert device that will cause a vehicle horn to sound or lights to flash, on receipt of a call on public roads, is not permitted.

IMPORTANT

Before installing or using, check state and local laws regarding windshield mounting and use of equipment.

For Safe installation

- · Do not put your phone in a location that obstructs the drivers vision or interferes with the operation of the Vehicle.
- · Do not cover an airbag.

Safety on the Road

Do not take notes or use the device while driving. Jotting down a "to do" list or flipping through your address book takes attention away from your primary responsibility, driving safely.

When driving a car, driving is your first responsibility - Give full attention to driving. Check the laws and regulations on the use of wireless devices in the areas where you drive. Always obey them.

































Warnings for Use of Wireless Devices

Please observe all warning notices with regard to the usage of wireless devices.

Potentially Hazardous Atmospheres - Vehicles Use

You are reminded of the need to observe restrictions on the use of radio devices in fuel depots, chemical plants etc. and areas where the air contains chemicals or particles (such as grain, dust, or metal powders) and any other area where you would normally be advised to turn off your vehicle engine.

Safety in Aircraft

Switch off your wireless device whenever you are instructed to do so by airport or airline staff. If your device offers a 'flight mode' or similar feature, consult airline staff as to its use in flight.





$(((\bullet)))$ Safety in Hospitals

Wireless devices transmit radio frequency energy and may affect medical electrical equipment. Wireless devices should be switched off wherever you are requested to do so in hospitals, clinics or healthcare facilities. These requests are designed to prevent possible interference with sensitive medical equipment.

Pacemakers

Pacemaker manufacturers recommended that a minimum of 15 cm (6 inches) be maintained between a handheld wireless device and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with independent research and recommendations by Wireless Technology Research.

Persons with pacemakers:

- Should ALWAYS keep the device more than 15cm (6 inches) from their pacemaker when turned ON.
- Should not carry the device in a breast pocket.
- Should use the ear furthest from the pacemaker to minimize the potential for interference.
- If you have any reason to suspect that interference is taking place, turn OFF your device.

























Other Medical Devices

Please consult your physician or the manufacturer of the medical device, to determine if the operation of your wireless product may interfere with the medical device.



RF Exposure Guidelines

Safety Information

Reducing RF Exposure - Use Properly

Only operate the device in accordance with the instructions supplied.

International

The device complies with internationally recognized standards covering human exposure to electromagnetic fields from radio devices. For information on "International" human exposure to electromagnetic fields refer to the Motorola/Symbol Declaration of Conformity (DoC) at http://www.motorola.com/doc.



Europe

Handheld/Body Worn Devices

This device was tested for typical body-worn operation. Use only Motorola tested and approved belt-clips, holsters, and similar accessories to ensure EU Compliance.

US and Canada

Co-located Statement

To comply with FCC RF exposure compliance requirement, the antenna used for this transmitter must not be co-located or operating in conjunction with any other transmitter/antenna except those already approved in this filing.

Handheld/Body Worn Devices

This device was tested for typical body-worn operation. Use only Motorola tested and approved belt-clips, holsters, and similar accessories to ensure FCC Compliance. The use of third-party belt-clips, holsters, and similar accessories may not comply with FCC RF exposure compliance requirements, and should be avoided.



























Power Supply

Use ONLY a LISTED Motorola, Verifone's direct plug-in power supply (5 VDC, 1 A), marked Class 2 or LPS (IEC60950-1, SELV). Type no.:

- PWR087-002-01-A with USA type for USA and Canada
- PWR087-002-02-A with EU type for France and Italy
- PWR087-002-03-A with UK type for UK.

Use of alternative Power Supply will invalidate any approvals given to this unit and may be dangerous.

Batteries

Battery Information

Use only Motorola approved batteries. Accessories which have battery charging capability are approved for use with the following battery models:

VeriFone BPK087-201 (3.7 Vdc, 1380 mAh)

Motorola rechargeable battery packs are designed and constructed to the highest standards within the industry.

However, there are limitations to how long a battery can operate or be stored before needing replacement. Many factors affect the actual life cycle of a battery pack, such as heat, cold, harsh environmental conditions and severe drops.

When batteries are stored over six (6) months, some irreversible deterioration in overall battery quality may occur. Store batteries at half of full charge in a dry, cool place, removed from the equipment to prevent loss of capacity, rusting of metallic parts and electrolyte leakage. When storing batteries for one year or longer, the charge level should be verified at least once a year and charged to half of full charge.

Replace the battery when a significant loss of run time is detected.

Standard warranty period for all Motorola batteries is 30 days, regardless if the battery was purchased separately or included as part of the mobile device or bar code scanner. For more information on Motorola batteries, please visit: http://mysymbolcare.symbol.com/battery/batbasics1.html

























Battery Safety Guidelines

- · The area in which the units are charged should be clear of debris and combustible materials or chemicals. Particular care should be taken where the device is charged in a non commercial environment.
- Follow battery usage, storage, and charging guidelines found in the user's guide.
- Improper battery use may result in a fire, explosion, or other hazard.
- To charge the mobile device battery, the battery and charger temperatures must be between +32 °F and +104 °F (0 °C and +40 °C)
- Do not use incompatible batteries and chargers. Use of an incompatible battery or charger may present a risk of fire, explosion, leakage, or other hazard. If you have any questions about the compatibility of a battery or a charger, contact Motorola Enterprise Mobility support.
- For devices that utilize a USB port as a charging source, the device shall only be connected to products that bear the USB-IF logo or have completed the USB-IF compliance program.
- to overheat.
- Do not short circuit a battery or allow metallic or conductive objects to contact the battery terminals.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, or expose to fire, explosion, or other hazard.
- · Do not leave or store the equipment in or near areas that might get very hot, such as in a parked vehicle or near a radiator or other heat source. Do not place battery into a microwave oven or dryer.
- Battery usage by children should be supervised.
- Please follow local regulations to promptly dispose of used re-chargeable batteries.
- Do not dispose of batteries in fire.
- Seek medical advice immediately if a battery has been swallowed.
- In the event of a battery leak, do not allow the liquid to come in contact with the skin or eyes. If contact has been made, wash the affected area with large amounts of water and seek medical advice.
- If you suspect damage to your equipment or battery, contact Motorola Enterprise Mobility support to arrange for inspection.

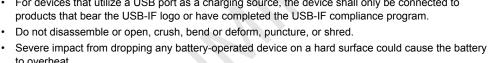
























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Radio Frequency Interference Requirements - FCC

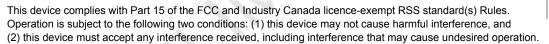


Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate 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.

Radio Transmitters (Part 15 / RSS-Gen)



Cet appareil se conforme à Partie 15 du Canada de FCC et Industrie Règles de normes de RSS permis-exempt. L'opération est assujetti au suivre deux conditions : (1) cet appareil ne peut pas causer l'intervention nuisible, et (2) cet appareil doit accepter de l'intervention reçue, y compris l'intervention qui peut causer l'opération non désirée.

Radio Frequency Interference Requirements – Canada

This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Marking and European Economic Area (EEA)

Bluetooth® Wireless Technology for use through the EEA has the following restrictions:

- Maximum radiated transmit power of 100mW EIRP in the frequency range 2.400 -2.4835 GHz
- France, outside usage is restricted to 10mW EIRP
- Italy requires a user license for outside usage.

























Statement of Compliance

Motorola hereby, declares that this device is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. A Declaration of Conformity may be obtained from http://www.motorola.com/doc.



Waste Electrical and Electronic Equipment (WEEE)

English: For EU Customers: All products at the end of their life must be returned to Motorola for recycling. For information on how to return product, please go to: http://www.motorola.com/recycling/weee. Bulgarish: За клиенти от ЕС: След края на полезния им живот всички продукти трябва да се връщат на Motorola за рециклиране. За информация относно връщането на продукти, моля отидете на адрес: http://www.motorola.com/recycling/weee.

Français: Clients de l'Union Européenne: Tous les produits en fin de cycle de vie doivent être retournés à Motorola pour recyclage. Pour de plus amples informations sur le retour de produits, consultez : http://www.motorola.com/recvcling/weee.

Español: Para clientes en la Unión Europea: todos los productos deberán entregarse a Motorola al final de su ciclo de vida para que sean reciclados. Si desea más información sobre cómo devolver un producto, visite: http://www.motorola.com/recycling/weee.

Deutsch: Für Kunden innerhalb der EU: Alle Produkte müssen am Ende ihrer Lebensdauer zum Recycling an Motorola zurückgesandt werden. Informationen zur Rücksendung von Produkten finden Sie unter http://www.motorola.com/recycling/weee.

Italiano: per i clienti dell'UE: tutti i prodotti che sono giunti al termine del rispettivo ciclo di vita devono essere restituiti a Motorola al fine di consentirne il riciclaggio. Per informazioni sulle modalità di restituzione, visitare il seguente sito Web: http://www.motorola.com/recycling/weee.

Português: Para clientes da UE: todos os produtos no fim de vida devem ser devolvidos à Motorola para reciclagem. Para obter informações sobre como devolver o produto, visite:

http://www.motorola.com/recycling/weee.

Nederlands: Voor klanten in de EU: alle producten dienen aan het einde van hun levensduur naar Motorola te worden teruggezonden voor recycling. Raadpleeg http://www.motorola.com/recycling/weee voor meer informatie over het terugzenden van producten.



















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Polski: Klienci z obszaru Unii Europejskiej: Produkty wycofane z eksploatacji należy zwróciæ do firmy Motorola w celu ich utylizacji. Informacje na temat zwrotu produktów znajduj¹ siê na stronie internetowej http://www.motorola.com/recycling/weee.

Čeština: Pro zákazníky z EU: Všechny produkty je nutné po skonèení jejich životnosti vrátit spoleènosti Motorola k recyklaci. Informace o zpùsobu vrácení produktu najdete na webové stránce: http://www.motorola.com/recycling/weee.

Eesti: EL klientidele: kõik tooted tuleb nende eluea lõppedes tagastada taaskasutamise eesmärgil Motorola'ile. Lisainformatsiooni saamiseks toote tagastamise kohta külastage palun aadressi: http://www.motorola.com/recycling/weee.

Magyar: Az EU-ban vásárlóknak: Minden tönkrement terméket a Motorola vállalathoz kell eljuttatni újrahasznosítás céljából. A termék visszajuttatásának módjával kapcsolatos tudnivalókért látogasson el a http://www.motorola.com/recycling/weee weboldalra.

Românesc: Pentru clienții din UE: Toate produsele, la sfârșitul duratei lor de funcționare, trebuie returnate la Motorola pentru reciclare. Pentru informații despre returnarea produsului, accesați: http://www.motorola.com/recycling/weee.

Slovenski: Za kupce v EU: vsi izdelki se morajo po poteku življenjske dobe vrniti podjetju Motorola za reciklažo. Za informacije o vraèilu izdelka obišèite: http://www.motorola.com/recycling/weee. Svenska: För kunder inom EU: Alla produkter som uppnått sin livslängd måste returneras till Motorola för återvinning. Information om hur du returnerar produkten finns på http://www.motorola.com/recycling/weee.

Suomi: Asiakkaat Euroopan unionin alueella: Kaikki tuotteet on palautettava kierrätettäväksi Motorola-yhtiöön, kun tuotetta ei enää käytetä. Lisätietoja tuotteen palauttamisesta on osoitteessa http://www.motorola.com/recycling/weee.

Dansk: Til kunder i EU: Alle produkter skal returneres til Motorola til recirkulering, når de er udtjent. Læs oplysningerne om returnering af produkter på: http://www.motorola.com/recycling/weee.
Ελληνικά: Για πελάτες στην Ε.Ε.: Όλα τα προϊόντα, στο τέλος της διάρκειας ζωής τους, πρέπει να επιστρέφονται στην Motorola για ανακύκλωση. Για περισσότερες πληροφορίες σχετικά με την επιστροφή ενός προϊόντος, επισκεφθείτε τη διεύθυνση http://www.motorola.com/recycling/weee στο Διαδίκτυο.
Malti: Għal klijenti fl-UE: il-prodotti kollha li jkunu waslu fl-aħħar tal-ħajja ta' l-użu tagħhom, iridu jiġu rritornati għand Motorola għar-riċiklaġġ. Għal aktar tagħrif dwar kif għandek tirritorna l-prodott, jekk jogħġbok żur: http://www.motorola.com/recycling/weee.

Slovenski: Za kupce v EU: vsi izdelki se morajo po poteku življenjske dobe vrniti podjetju Motorola za reciklažo. Za informacije o vračilu izdelka obiščite: http://www.motorola.com/recycling/weee.















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Slovenčina: Pre zákazníkov z krajín EU: Všetky výrobky musia byť po uplynutí doby ich životnosti vrátené spoločnosti Motorola na recykláciu. Bližšie informácie o vrátení výrobkov nájdete na: http://www.motorola.com/recycling/weee.

Lietuvių: ES vartotojams: visi gaminiai, pasibaigus jų eksploatacijos laikui, turi būti grąžinti utilizuoti į kompaniją "Motorola". Daugiau informacijos, kaip grąžinti gaminį, rasite: http://www.motorola.com/recycling/weee.

Latviešu: ES klientiem: visi produkti pēc to kalpošanas mūža beigām ir jānogādā atpakaļ Motorola otrreizējai pārstrādei. Lai iegūtu informāciju par produktu nogādāšanu Motorola, lūdzu, skatiet: http://www.motorola.com/recycling/weee.

Türkçe: AB Müşterileri için: Kullanım süresi dolan tüm ürünler geri dönüştürme için Motorola'ya iade edilmelidir. Ürünlerin nasıl iade edileceği hakkında bilgi için lütfen şu adresi ziyaret edin: http://www.motorola.com/recycling/weee.















