










AIRCHARGE J2ME v2.5 Quick Reference Guide












Setting up your payment gateway account on your phone:

| | |
|----|---|
| 1 | Push the  button and scroll to Java Apps, press  below Select. |
| 2 | Next  scroll to AIRCHARGE, press  below Run. |
| 3 | The AIRCHARGE program should now open and you should use the  to go to Preferences. |
| 4a | On first setup the "Current Settings" screen will tell you to call AIRCHARGE with a Phone ID before pushing the  below "REFRESH". Please call 1-847-855-1483 with the Phone ID. "Please Wait..." will appear as you phone goes out to our server to get your merchant information. Be patient, this may take a minute depending on network activity. |
| 4b | If you already have information on your screen and you press  below Refresh, you will be shown a "WARNING!" and will be asked if you really want to continue. If you decide to continue and you not been instructed to "Refresh" you could deactivate AIRCHARGE on your phone. If you have been instructed to press  below Refresh "Please Wait..." will appear as you phone goes out to our server to get your updated merchant information. Be patient, this may take 1 to 2 minutes depending on network activity and phone model. |
| 5 | The current settings screen should now show your merchant information. Press  below Back. You can now process transactions. |

AIRCHARGE J2ME NPM Quick Reference Guide v2.5 (No Printer)















Swiped Sale or Refund transaction:



| | |
|----|---|
| 1 | Verify that the Swipe Card menu choice is highlighted. This is the default choice when first opening the program. If it is not use the  to select. Press the  below OK. |
| 2 | Screen will state "Swipe Credit Card. Waiting for swipe..." Swipe card through reader. |
| 3 | If card read was good screen will show "Enter last 4 digits of card number". Look at customers card and enter the last 4 digits of credit card number. Press  below OK. |
| 4* | If last 4 digits of card number matched you may be prompted to enter Order/Invoice#. You may enter a number or not and then press  below OK. * If Order/Invoice entry is enabled in v2.5 |
| 5 | Enter Amount and then press  below OK. |
| 6* | Other Amount screen may now appear. Enter Amount and then press  below OK. * Other Amount can be turned on or off in v2.5. |
| 7* | If Tip Entry* is enabled. After the customer hands you the receipt back. Enter Tip Amount and then press  below OK. * Tip Entry can be turned on or off in AIRCHARGE v2.5. |
| 8 | You now will see the transaction information on the phone screen and have the options of Charge, Auth*, Refund*, or Reset. Use the  to select function you would like to perform and press the  below OK or press  above BACK to change information. *Can be disabled. |
| 9 | The screen will show "Please Wait..." while the transaction is being processed. |
| 10 | The transaction response will show on the screen. We recommend that you use a manual imprinter and credit card sales draft in order to record the transaction and have the customer sign. |
| 11 | Press  below DONE to finish the transaction and return to the main screen. |

AIRCHARGE J2ME NPM v2.5 cont.

Manually Input Sale or Refund transaction:

| | |
|----|---|
| 1 | Verify that the Manual Entry menu choice is highlighted. Use the  to select. Press the  below OK. |
| 2 | Screen will show Enter Credit Card and will have a text input box for you to enter credit card number. After entering credit card number press the  below OK. |
| 3 | Screen will now show text entry boxes for Expiration Month and Year. Enter credit card two digit expiration month and then use the  to move down to the expiration year text box and input the two digit year. Press the  below OK. |
| 4 | Zip Code screen will now appear. Enter customer's Zip Code. Press the  below OK. |
| 5* | You may now be prompted to enter Order/Invoice#. You may enter a number or not and then press  below OK. * If Order/Invoice entry is enabled. |
| 6 | Amount screen will now appear. Enter Amount and then press  below OK. |
| 7* | Other Amount screen may now appear. Enter Amount and then press  below OK. * Other Amount can turned on or off in v2.5. |
| 8* | If Tip Entry* is enabled. After the customer hands you the receipt back. Enter Tip Amount and then press  below OK. * Tip Entry can turned on or off in AIRCHARGE v2.5. |
| 9 | You now will see the transaction information on the phone screen and have the options of Charge, Auth*, Refund*, or Reset. Use the  to select function you would like to perform and press the  below OK or press  above BACK to change information. * Can be disabled. |
| 10 | The screen will show "Please Wait..." while the transaction is being processed. |
| 11 | The response will show on the screen. We recommend that you use a manual imprinter and sales draft in order to record the transaction and have the customer sign. You may have already done this if Tip Entry is enabled. |
| 12 | Press  below DONE to finish the transaction and return to the main screen. |

AIRCHARGE J2ME Other Information

Important equipment and data plan information

Refresh Note

You should only "Refresh" once on your phone or that phone will be disabled from your account.

Data Network Issues

If you receive the message "**Server unavailable, please try again later.**" Please refer to one of these five possible causes:

1. Southern LINC data plan is not active on your phone.
2. You have not turned your phone off since activating a Southern LINC data plan. Turn phone off and then back on. Now try again.
3. The data network is not available; you may be out of coverage.
4. You continue to get the message "**Please Wait...**" for longer than two minutes. Your transmission was most likely processed but the response could not be returned to the phone.
 - a. You should press the Red phone button
 - b. Then press the Exit button to stop the AIRCHARGE program.

- c. Now restart the program and try the **EXACT** transaction again.
 - d. If your first attempt did make it to the processor and an authorization was given you will get a "Duplicate" transaction response that means the first one did go through, and was authorized. If you get an "Approved" message the first one did not get through and you now have your authorization code.
5. If you receive the error message "**Certificate expired**" you will need to change the date in your phone setup to the current year. Follow these steps to change year.
 - a. Press Menu button on phone.
 - b. Scroll to Settings and press SELECT
 - c. Scroll to Initial Setup and press SELECT
 - d. If year does not show the current year scroll to Year and press CHANGE
 - e. Press DELETE to change Year.
 - f. Message "Datebook" may be deleted. Continue? You should press YES or you will not be able to run transactions with AIRCHARGE.
 - g. Screen will show "Changed: Year ####"
 - h. Press BACK and then EXIT. Your year change has now been saved and you should not see the certificate expired message.
6. If you receive the error message, "**The name on the certificate does not match the name of the site.**" you will need to contact AIRCHARGE as the software is setup incorrectly for your payment gateway provider.
7. If you receive the error message, "**Can't connect to server. Please try again later.**" You are able to try the transaction again but if this message continues to appear there is a problem with transmitting data from your current location or there is a general problem with the data network.

AIRCHARGE J2ME common error messages

"Error opening port no cable." – Check to verify hardware cable is connected. If cable seems to be connected verify that there is no residue or corrosion on the bottom connector of your phone. If these items appear OK contact AIRCHARGE for further troubleshooting.

"Printing error Check cable." - same as above.

"Account not valid. Please contact AIRCHARGE." – Your Phone ID was not found in our system or you have pushed "Refresh" and your AIRCHARGE software was disabled. Contact AIRCHARGE to reset software.

"Can't connect to server. Please try again later." – Network connection not available. You will have to wait until you are back in network coverage to complete operation. Look for Red or Green blinking light on the top of the phone.

"Program not configured. Please refresh preferences." – Phone does not have software setup. You will need to go the Preferences menu choice to setup AIRCHARGE software.
See Account not valid.

"Bad Credit Card Number." – The credit card number you have manually entered is incorrect. Please push back and verify number. Use * to delete numbers.

"Specify month as 2 digits. (Jan = 01)" or Specify year as 2 digits. (2003 = 03)" – In Manual Entry mode you must enter the month and year in 2 digit format.

"Zip Code is 5 or 9 digits." - In Manual Entry mode you must enter a Zip Code for the customers billing address. If customers zip code is unknown use 12345.

"Amount must be at least \$0.01." – You cannot charge a \$0.00 amount.

"Refund not allowed from this terminal." – Refund capability has been disabled on this phone's AIRCHARGE software.