

## AMTECH MOBILE PRO - QUICK REFERENCE GUIDE

### AIRCHARGE®

5465 W Grand Ave Gurnee, IL 60031  
847-855-1483  
www.aircharge.net

#### TECHNICAL SPECIFICATIONS

Print Width	48mm
Dimensions (mm)	115 x 137 x 54
Resolution	8 dots/mm
Paper Feed Method	Friction Feed
Printing Speed	35mm/sec
Power	12VDC
Paper Width	58mm
Weight	238g



#### LOADING PAPER

- Open the paper cover and place the paper roll into the holder.



- Holding the paper down as shown in the picture, close the lid making sure both latching clasps "click"



(Unit will not function if paper is not fed correctly)

#### SWIPE CARD

- Swipe the card at constant speed in the same direction with the arrow shown in the picture.



- When the card is read correctly, the RED LED on the printer will blink once and you will hear a single "beep" sound.

When swiping the credit card be sure it is upside down and the front of the credit card is facing towards the center of the printer unit.

#### TROUBLESHOOTING

"Beep, Beep, Beep"	1. Credit card magnetic strip was not read. Please try to swipe again. If unable to read magnetic swipe, perform manual transaction.
Unit does not power-up	1. Confirm unit is connected to a power source. 2. Check that the power switch is "ON".
Unit does not print a receipt	1. Confirm unit is connected to a power source. 2. Make sure the paper cover is closed completely. (Printing problems can occur when the cover is not completely closed.) 3. Confirm the unit has paper and it is loaded correctly.
Unit does not swipe card	1. Confirm the unit is connected to a power source. 2. If you do not get a "beep" when swiping, check the power source. 3. If power light is on, credit card could be demagnetized. Ask for alternate payment.

## AIRCHARGE J2ME v2.5 Printers Quick Reference Guide

### Setting up your payment gateway account on your phone:

- Push MENU button. Now push the button and scroll to Java Apps, press below Select. Next scroll to AIRCHARGE, press below Run.
- The AIRCHARGE program should now open and you should use the to go to Preferences.
- 3a 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.
- 3b 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.
- 4 The current settings screen should now show your merchant information. Press below Back. You can now process transactions.

### Cash Receipts - This allows you to print a "Local" receipt for your customer

- Verify that the Cash Receipt menu choice is highlighted. Use the to select. Press the below OK.
- \* You will 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.**
- Enter Amount and then press below OK. Receipt will now print if tip entry is off.
- \* Enter Other Amount and then press below OK. Receipt may now print. \* **Other Amount can turned on or off.**
- \* If Tip Entry\* is enabled. Enter Tip Amount and the press below OK. Receipt will now print. \* **Tip Entry can turned on or off.**
- Press below DONE to finish the transaction and return to the main screen.

### Swipe transaction:

- 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.
- Screen will state "Swipe Credit Card. Waiting for swipe..." Swipe card through reader.
- 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.
- \* 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.**
- Amount screen will now appear. Enter Amount and then press below OK.
- \* Other Amount screen may now appear. Enter Amount and then press below OK. \* **Other Amount can turned on or off.**
- \* If Tip Entry\* is enabled and you are using a printer with AIRCHARGE it will now pre-print receipt with blank line for customer to enter a tip amount, total and then sign. After the customer hands you the receipt back. Enter Tip Amount and then press below OK. \* **Tip Entry can turned on or off.**
- \* 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 below BACK to change information. \***Can be disabled.**
- The screen will show "Please Wait..." while the transaction is being processed.
- \* The transaction response will show on the screen and then print the merchant receipt. Have your customer sign this copy". Press below OK to print the customer copy. If an error with your printer occurs you may press below AGAIN to reprint the transaction. \* **If Tip Entry is enabled customer will have already signed receipt. You should hand write authorization code on the receipt that your customer has already signed. If Tip is enabled you will not be able to back up and change prior information other than Tip Amount. You will need to "Reset" the transaction on the summary screen and start over.**
- Press below DONE to finish the transaction and return to the main screen.

### Manually input transaction:

- Verify that the Manual Entry menu choice is highlighted. Use the to select. Press the below OK.
- Screen will show Enter Credit Card and will have a text input box for you to enter credit card number. After entering card number press the below OK.
- Screen will now show text entry boxes for Expiration Month and Year. Enter credit card expiration month and then use the Press the to move down to the expiration year text box and input the year. Press the below OK.
- Zip Code screen will now appear. Enter customer's Zip Code. Press OK.
- \* If card number is valid 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.**
- Amount screen will now appear. Enter Amount and then press below OK.
- \* Other Amount screen will now appear. Enter Amount and then press below OK. \* **Other Amount can turned on or off.**
- \* If Tip Entry\* is enabled and you are using a printer with AIRCHARGE it will now pre-print receipt with blank line for customer to enter a tip amount, total and then sign. After the customer hands you the receipt back. Enter Tip Amount and then press below OK. \* **Tip Entry can turned on or off. If Tip is enabled you will not be able to back up and change prior information other than Tip Amount. You will need to "Reset" the transaction on the summary screen and start over.**
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- The screen will show "Please Wait..." while the transaction is being processed.
- The transaction response will show on the screen and then print the merchant receipt. Have your customer sign this copy. Press below OK to print the customer copy. If an error with your printer occurs you may press below AGAIN to reprint the transaction.
- Press below DONE to finish the transaction and return to the main screen.