



AIRCHARGE JavaME™ User Guide for BlackBerry®

JavaME™ MIDP 2.0

Blackberry with AirPRO





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KEY USAGE



AIRCHARGE BLACKBERRY VERSION 1.0: FEATURES

New Features

- BLACKBERRY Devices Support
- Address number field
- Card Code Entry

AIRCHARGE BLACKBERRY v1.0 software continues to allow you to choose from these options:

- Order/Invoice Number Entry
- Tip Entry
- Other Amount Entry
- Disable Refund
- Tech Support Screen - point of contact information specific to your account
- Setup Verify – confirms you definitely want to reload account settings

Other Notable Features

- Complies with VISA, MasterCard, Discover, and AMEX regulations in regard to the storage, printing, and viewing of credit card information.

Security Features

- Last four digits of swiped card must be entered and match data on magnetic strip of credit card
- SSL 128 Bit Encryption for all payment transactions
- Refund and Authorization Only transaction types can be disabled on individual devices



Steps to load AIRCHARGE software OTA (*Over-the-air)

1. Go to the “WEB” choice on your device. Once the browser opens press the key on the device labeled “MENU.” Move to the “GO” choice and then scroll down to “GO TO WEB PAGE.” Enter <http://www.aircharge.com> and “ENTER”.
2. Screen will show “DOWNLOAD” or “CANCEL”. Select the download choice and wait for program to download.
3. After download is complete you can select “RUN” to start the Aircharge program or press the BACK button on your device until you see all of your programs. You should now have the AIRCHARGE program on the screen. Highlight the AIRCHARGE icon to run the program.

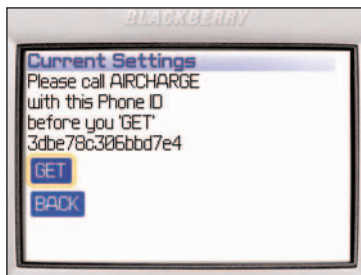


Figure 1

Setting up your payment gateway account on your device¹

1. Use the “NAVIGATION” control and scroll to AIRCHARGE then SELECT.
2. The AIRCHARGE program should now open and you should use the “NAVIGATION” control to go to SETUP menu choice and SELECT.
- 3a. On first setup the “CURRENT SETTINGS” screen will tell you to call AIRCHARGE with a Device ID before pushing “GET.” Please call 1-866-718-2800 with the Device ID. “Please Wait...” will appear as you device 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 “GET” you will be shown a “WARNING!” and will be asked if you really want to continue. If you decide to continue and you have not been instructed to “GET” you

will deactivate AIRCHARGE on your DEVICE.

If you have been instructed to press GET, “Please Wait...” will appear as your device connects to our server to get your updated merchant information. Be patient, this may take 1 to 2 minutes depending on network activity and device model.

4. The current settings screen should now show your merchant information. Select “BACK.” You are now ready to process card transactions.
- 1 **Sprint Users:** You may have to go into menu “Options”, then to “TLS”, and then change “TLS Default” to “Handheld”

The screen will now tell you to call AIRCHARGE to setup software. Please write down the Device ID and call us at 1-866-718-2800. We do initial/first time software setups Monday to Friday from 9 a.m. to 5 p.m. CST.

Cash Receipts

This allows you to print a receipt for your customer if needed. It is a “local” function only and does not use network data services.

1. Verify that the Cash Receipt menu choice is highlighted. Use the “Navigation” control to highlight Cash Receipt and press enter or press wheel for enter.
- 2* You may now be prompted to enter Order/Invoice#. You may enter a number or not and press enter or press wheel for enter. *If Order/Invoice entry is enabled.
3. Enter Amount and then press enter or press wheel for enter.
- 4* Enter Other Amount and then press enter or press wheel for enter. *Other Amount can be turned on or off.
- 5* If Tip Entry* is enabled. Enter Tip Amount and the press enter or press wheel for enter. *Tip Entry can be turned “on” or “off.”
6. Receipt now prints.
7. Select “DONE” to finish the transaction or select “AGAIN” to print same copy again and press enter or press wheel for enter.



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 "Navigation" control to highlight it then press enter or press wheel for enter.
2. You may see "Make a local connection?" with "Yes, Ask Once" selected. Press OK. Screen will show "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 customer's card and enter the last 4 digits of credit card number and press enter or press wheel for enter.
- 4* If last 4 digits of card number matched you may be prompted to enter Order/Invoice#. You may enter letters or numbers or not and then press enter or press wheel for enter. * If Order/Invoice entry is enabled. Please note eProcessingNetwork gateway cannot accept letter entry.
5. Enter Amount and then press enter or press wheel for enter. Amount fills in from the right so you WOULD use "00" for cents for even dollar amounts.
- 6* Other Amount screen may now appear. Enter Amount and then press enter or press wheel for enter. * Other Amount can be turned on or off.
- 7* 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 enter or press wheel for enter. * Tip Entry can be turned on or off.
- 8* You now will see the transaction information on the device screen and have the options of Charge, Auth*, Refund*, or Reset. Use the "Navigation" control to select the function you would like to perform and select OK press enter or press wheel for enter or select "Back" and press enter or press wheel for enter 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 and then print the merchant receipt. Have your customer sign this copy*. Select "OK" and press enter or press wheel for enter to print the customer copy. If an error with your printer occurs you may select "Again" and press enter or press wheel for enter 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. You will need to "Reset" the transaction on the summary screen and start over.
11. Select "DONE" and press enter or press wheel for enter to finish the transaction or select "Again" and press enter or press wheel for enter to print same copy again.

Manually Input Sale or Refund Transaction

1. Verify that the Manual Entry menu choice is highlighted. Use the "Navigation" control to select. Press **ENTER** or press wheel for enter.
2. 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 **ENTER** or press wheel for enter.
3. Card Information screen will now appear. Enter as much information as you have. You must enter **MONTH** and **YEAR** and **ZIP CODE** at a minimum. Press **ENTER** or press wheel for enter.
- 4* Enter **Order/Invoice#**. You may enter information or not and then press enter or press wheel for enter. *If **Order/Invoice entry is enabled. This can turned on or off.**
5. Amount screen will now appear. Enter Amount and then press enter or press wheel for enter.
- 6* Other Amount screen will now appear. Enter Amount and then press enter or press wheel for enter. ***Other Amount can be turned on or off.**
- 7* 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 enter or press wheel for enter. *Tip Entry can be turned on or off.
- 8* You now will see the transaction information on the device screen and have the options of Charge, Auth*, Refund*, or Reset. Use the "Navigation" control to select the function you would like to perform and select "OK" or select "BACK" to change information and press enter or press wheel for enter. *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 and then print the merchant receipt. Have your customer sign this copy. Select "OK" to print the customer copy or "AGAIN" to reprint the current copy. If an error with your printer occurs you may press "RETRY" to reprint that receipt.
11. Select "DONE" by pressing enter or press wheel for enter to finish the transaction or select "AGAIN" to print same copy again.



“Server unavailable, please try again later.”

Please refer to one of these possible causes:

1. Data plan is not active on your device.
2. You have not turned your device off since activating a data plan. Turn device 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 device.
 - a. You should press the Red device 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 device setup to the current year.
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.

“Error opening port no cable.”

- Check to verify hardware is connected.
- If device seems to be connected, verify that there is no residue or corrosion on the connector of your device.
- If these items appear OK contact AIRCHARGE for further troubleshooting.

“Connection timed out.”

- Card was not swiped through unit in 15 seconds. Select “BACK” and try again.

“Account not valid. Please contact AIRCHARGE.”

- Your Device 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 device.

“Program not configured. Please refresh preferences.”

- Device does not have software setup. You will need to go the Preferences menu choice to setup AIRCHARGE software.
- Also 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. (2004 = 04)”

- 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.

Technical Support

Email: support@aircharge.com

Phone: 1-866-718-2800

Fax: 1-847-557-9146

Mailing Address:

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BATTERY CHARGING LED

- Solid GREEN = Battery at full charge
- Solid RED = Battery charging

ON/OFF LED

- Solid GREEN = Power ON
- Solid RED = Low battery
-  Fast Blinking = Printer out of paper or paper loaded incorrectly
-  Slow Blinking = High temperature error

UNIT DOES NOT PRINT A RECEIPT

- ✓ Confirm unit has battery charged. Make sure the paper cover is closed completely. Printing problems can occur when the cover is not completely closed.
- ✓ Confirm the unit has paper and it is loaded correctly.

UNIT DOES NOT SWIPE CARD

- ✓ Confirm unit has battery charged. If you do not get a "Green/Red Flashing light" and/or one "beep" when swiping, check the battery level or card may be bad.
- ✓ If power light is on, credit card could be demagnetized. Ask for alternate payment or manually enter charge.



TECHNICAL SPECIFICATIONS

Print Width	48 mm
Dimensions (mm)	195L x 50H x 87W
Resolution	8 dots/mm
Paper Feed Method	Friction Feed
Printing Speed	Up to 50 mm/sec
Power	8.4 VDC
Paper Width	58 mm
Weight	420g
Battery	8.4 Li-ion

SWIPE CARD

- Swipe the card at a constant speed in the same direction with the arrow shown in the picture.
- When the card is read correctly, the RED/GREEN LED on the printer will blink green and unit will "beep" once.

NOTE: When swiping the credit card make sure it is UPSIDE DOWN and the front of the credit card is facing towards the RED LED on the card reader.

LOADING PAPER

- Open the PAPER COVER by the LIFT TAB and place the paper roll into the printer.
- With the paper in the printer as shown in the picture, close the lid making sure that the cover "snaps" into place

NOTE: Unit will not function if paper is not loaded correctly

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