



## **AIRCHARGE J2ME™ Software Version 2.6 User Guide for Palm Treo 600**

**J2ME™ MIDP 2.0**

**WebSphere® Micro Environment MIDP 2.0 by palmOne, Inc. See requirements**

**Palm® Treo® 600 with DM2 (IPC PP-55ms)**



World Products, Inc.

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## Palm Treo 600



### KEY USAGE





## Features in Version 2.6

### New Features

- New device carriers
- Ability to do "Authorization Only" transactions
- New hardware updates
- Menu items on "Transaction Summary" screen now show only if active

### AIRCHARGE v2.6 software continues to allow you to choose from these options:

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

### 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 Auth transaction types can be disabled on individual devices



### IBM WebSphere program environment

You **MUST** purchase **WebSphere® Micro Environment MIDP 2.0 by palmOne, Inc** from the palmOne Software Connection or use the following web address:  
<http://software.palmone.com/PlatformProductDetail.jsp?siteId=291&platformId=1&productType=2&catalog=1&productId=102045>  
You must install this software before running AIRCHARGE



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

1. Go to the **Web** choice on your device. Once the browser starts up 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/pac> and press **Ok**.
2. Screen will show "Do you want to download?" Press "Yes" to download the AIRCHARGE software.
3. AIRCHARGE software will now start downloading into your device.
4. After download is complete press the  (Home) button on your device until you see "ALL" on the top right corner of the screen. You should now see AIRCHARGE program. Press on the AIRCHARGE icon to run the program. If you get a "Java" error you have **NOT** yet installed the **WebSphere® Micro Environment MIDP 2.0** by palmOne, Inc onto the device

## Or Steps to load AIRCHARGE software via HotSync®

1. Enter <http://www.aircharge.com/pac> in your browser.
2. You should be asked to open or save. Select save file to computer.
3. Follow standard HotSync® procedures to install the AIRCHARGE software on your device.

## Setting up your payment gateway account on your device

<b>1</b>	Use the "Navigation" control and scroll to AIRCHARGE then press "Program Select" button.
<b>2</b>	The AIRCHARGE program should now open and you should use the "Navigation" control to go to Setup menu choice and press <b>Ok</b> .
<b>3a</b>	On first setup the "Current Settings" screen will tell you to call AIRCHARGE with a Device ID before pushing the <b>Refresh</b> . Please call 1-847-855-1483 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.
<b>3b</b>	If you already have information on your screen and you press <b>Refresh</b> 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 "Refresh" you will deactivate AIRCHARGE on your DEVICE. If you have been instructed to press <b>Refresh</b> "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.
<b>4</b>	The current settings screen should now show your merchant information. Press <b>Back</b> . You are now ready to process transactions.

The screen will now tell you to call AIRCHARGE to setup software. Please write down the Device ID and call us at phone number is 847-855-1483. We do **initial/first time** software setups M – F from 9 am to 5 pm CST.

## After Setup

Please refer to our Quick Reference Guides for how to use the software based on the equipment you have.


## AIRCHARGE Memory Requirements








Program Space 179 kilobytes	Data Space 1 kilobyte
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












## AIRCHARGE J2ME v2.6 Quick Reference Guide

### 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. Press  twice to lock number entry "on" (it is located next to the "Z").

1	Verify that the Cash Receipt menu choice is highlighted. Use the "Navigation" control to highlight Cash Receipt and press  .
2*	You may now be prompted to enter Order/Invoice#. You may enter a number or not and then press  . * <b>If Order/Invoice entry is enabled.</b>
3	Enter Amount and then press  .
4*	Enter Other Amount and then press  . * <b>Other Amount can turned on or off.</b>
5*	If Tip Entry* is enabled. Enter Tip Amount and the press  . * <b>Tip Entry can turned on or off.</b>
6	Receipt may now print. You may see "Make a local connection?" with "Yes or No" selected. Press Yes.
7	Press  to finish the transaction or  to print same copy again.


### 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  .
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	Press  twice to lock number entry "on" (it is located next to the "Z"). 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. Press  .
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  . * <b>If Order/Invoice entry is enabled.</b>
5	Enter Amount and then press  .
6*	Other Amount screen may now appear. Enter Amount and then press  . * <b>Other Amount can turned on or off.</b>
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  . * <b>Tip Entry can turned on or off.</b>
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 press  or press  to change information. * <b>Can be disabled.</b>
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*. Press  to print the customer copy. If an error with your printer occurs you may press  to reprint the transaction. * <b>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.</b>
11	Press  to finish the transaction or  to print same copy again.



## AIRCHARGE J2ME v2.6 Quick Reference Guide Continued

### Manually Input Sale or Refund transaction

Press  twice to lock number entry "on" (it is located next to the "Z").

1	Verify that the Manual Entry menu choice is highlighted. Use the "Navigation" control to select. Press  .
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  .
3	Screen will now show text entry boxes for Expiration Month and Year. Enter credit card expiration month and then use the Press the "Navigation" control to move down to the expiration year text box and input the year. Press  .
4	Zip Code screen will now appear. Enter customer's Zip Code. Press OK.
5*	If card number is valid you may be prompted to enter Order/Invoice#. You may enter a number or not and then press  . * If Order/Invoice entry is enabled. This can turned on or off.
6	Amount screen will now appear. Enter Amount and then press  .
7*	Other Amount screen will now appear. Enter Amount and then press  . * Other Amount can turned on or off.
8*	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  . * Tip Entry can turned on or off.
9*	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 press  or press  to change information. *Can be disabled.
10	The screen will show "Please Wait..." while the transaction is being processed.
11	You may see "Make a local connection?" with "Yes, Ask Once" selected. The transaction response will show on the screen and then print the merchant receipt. Have your customer sign this copy. Press  to print the customer copy. If an error with your printer occurs you may press  to reprint that receipt.
12	Press  to finish the transaction or  to print same copy again

# AIRCHARGE J2ME Other Information

## Important equipment and data plan information

### Data Network Issues


**“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 carrier data network.

## AIRCHARGE J2ME common error messages

**“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.

**“Error opening serial port ; error code=775”** – A error has occurred between the device and the printer. Remove device from printer, turn device over and push **“RESET”**. The device will power off and back on. Retry transaction. If problem persists contact AIRCHARGE for further troubleshooting.

**“Connection timed out.”** – Card was not swiped through unit in 15 seconds. Press  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.

# Printer Information

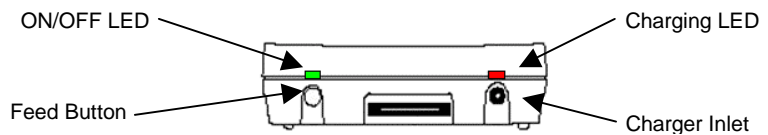
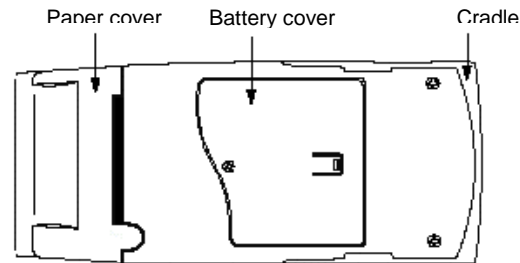
## IPC PP-55ms - QUICK REFERENCE GUIDE

### AIRCHARGE®

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

#### 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

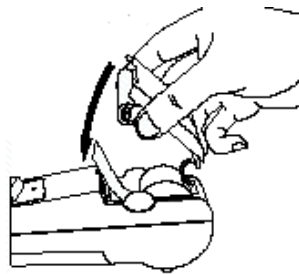


### LOADING PAPER

Open the paper cover 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

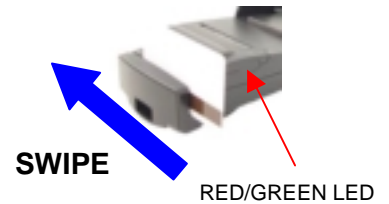


**(Unit will not function if paper is not loaded correctly)**

### 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.



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.

### TROUBLESHOOTING

Battery Charging LED	<ul style="list-style-type: none"> <li><span style="color: green;">■</span> Solid GREEN = Battery at full charge</li> <li><span style="color: red;">■</span> Solid RED = Battery charging</li> </ul>
ON/OFF LED	<ul style="list-style-type: none"> <li><span style="color: green;">■</span> Solid GREEN = Power ON</li> <li><span style="color: red;">■</span> Solid RED = Low battery</li> <li><span style="color: red;">■</span> Fast Blinking = Printer out of paper</li> <li><span style="color: red;">■</span> Slow Blinking = High temperature error</li> </ul>
Unit does not print a receipt	<p>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.</p>

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.
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# Technical Support

**Email - support@aircharge.net**  
**Phone 1-847-855-1483**  
**Fax 1-847-557-9146**

Mailing Address:

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