# AMP 6500

## Quick Reference Guide

v 1.0

PQR-6500-1.0-E

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# DOCUMENT PROPERTIES

## Information

| | |
|---|---|
| **ID** | PQR-6500-1.0-E |
| **Title** | Quick Reference Guide |
| **Category** | AMP POS 6 Series - 6500 |
| **Access Level** | General |

## Version Control

| Version | Date | Summary of Change | Updated by |
|---|---|---|---|
| 1.0 | Jan 2018 | Initial version | R. Gibbs |

## Supported Hardware & Software

| Version | Software Release | Supported Hardware Model |
|---|---|---|
| 1.0+ | 1.0 | AMP 6500-CD |

# CONTENTS



**The following items should be found inside the original packaging:**

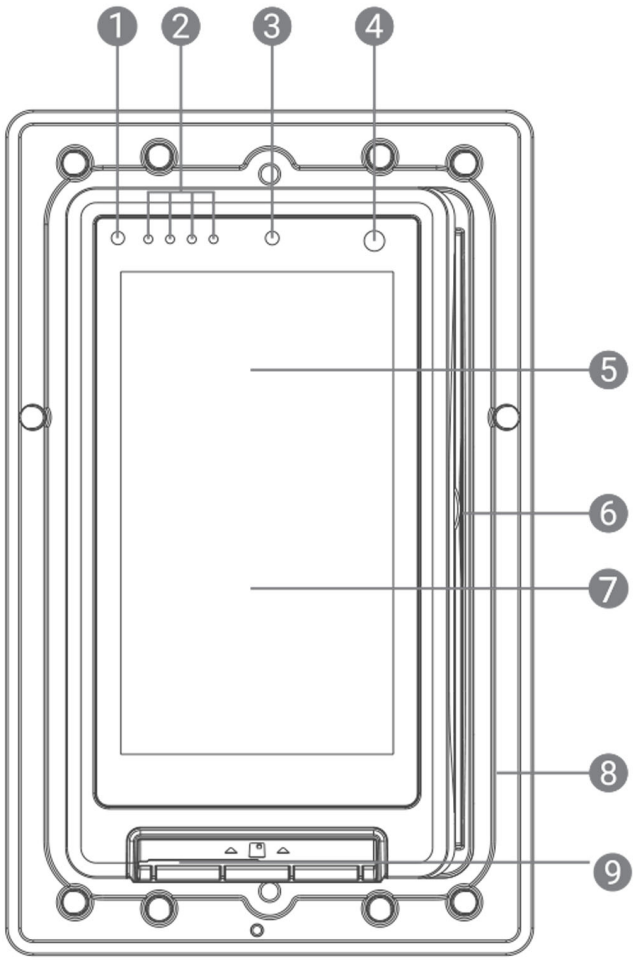
- The AMP 6500 POS terminal
- One Microfit cable
- Product Quick Reference Guide

# 1 Introduction

Deploy self-service POS solutions with confidence, using the AMP 6500 unattended terminal. This physically robust payment device is built to withstand the toughest service environments without having to sacrifice speed, security or payment options. Running on a hybrid Android/Linux OS, the 6500 makes development easy and allows the software to be custom-tailored to each appliccation. The integrated design combines the display, keypad, dip, swipe, and tap in an all-in-one solution to simplify installation and maintenance. The extra-robust casing built to IP65 dust and water resistance standard, UL 94 V-0 flame resistance, and IK08 vandal-proofing ensures that the 6500 can be deployed in any kind of environment, without sustaining excessive damage or weathering.

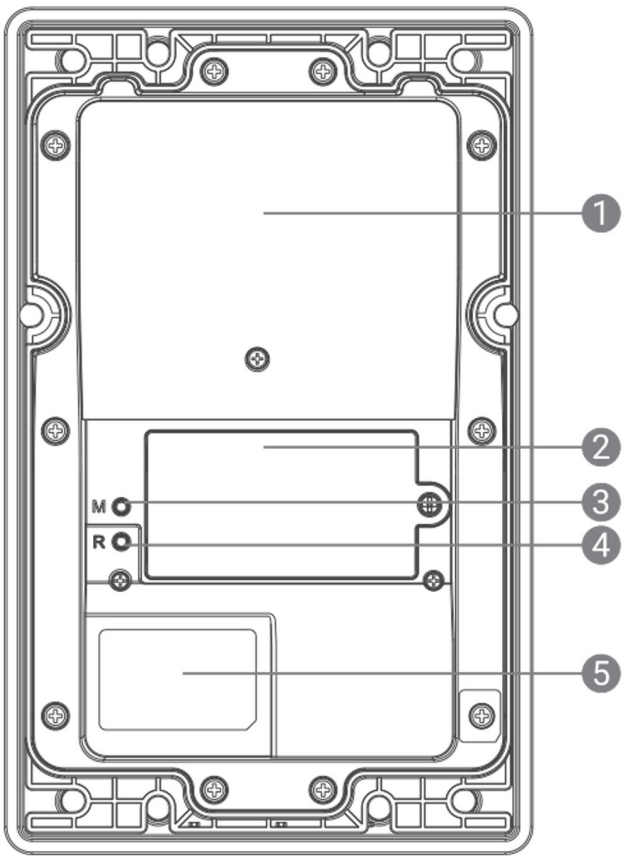
# 2 AMP 6500 Architecture

## 2.1 Front View



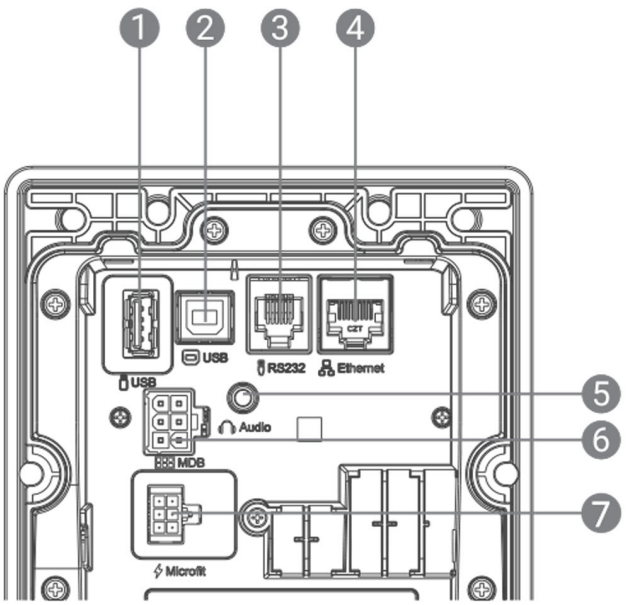

| | |
|---|---|
| 1 | Infrared LED |
| 2 | NFC LED indicators |
| 3 | Front facing camera |
| 4 | Infrared sensor |
| 5 | Touchscreen LCD display |
| 6 | Magnetic stripe reader |
| 7 | NFC contactless reader |
| 8 | Waterproof seal |
| 9 | EMV chip insert slot |

## 2.2 Back View




| | |
|---|---|
| 1 | Port cover |
| 2 | SIM/SAM card cover |
| 3 | Menu button for setup |
| 4 | Reset button |
| 5 | Identification label |

## 2.3 Ports




| | |
|---|---|
| 1 | USB - host |
| 2 | USB-device |
| 3 | RS232 |
| 4 | Ethernet |
| 5 | Audio |
| 6 | MDB |
| 7 | Microfit |

# 3 General Precautions

Basic care and consideration should be used when handling, operating or installing the 6500 terminal. This is a secure device, with both physical and logical tamper protection, and no attempt should be made by the user to open or service the device in any way other than approved troubleshooting methods. Keep these basic guidelines in mind to prolong the longevity and functionality of your product:

- Do not use the non-dedicated power supply, because it may be in trouble due to the mismatch of power.
- Do not vibrate, shake or knock the product sharply.
- When a fault occurs, immediately turn off the power supply and discontinue to use the product, please contact the service sector related to our company.
- Do not open and repair it by yourself.

  When the terminal being attacked by unscrupulous environment(such as opening the terminal shell, etc.), the internal sensitive information stored in the terminal will be erased. For avoiding unnecessary trouble, you should not open the housing.
- AMP 6500 is designed to be unattended terminals, it is used outdoors, Please follow as below:

  1. The device should be covered by a pin shield over the pin entry area.
  2. Avoiding the direct sunlight and precipitation.
  3. Place the device in a ventilated area and ensure good heat dissipation is possible.

# 4 Powering Device On/Off

**Powering On the device**

First ensure that the plug is inserted into a known working socket, then insert the Microfit power or MDB power jack into the power port on the 6500, the device will then power itself On.

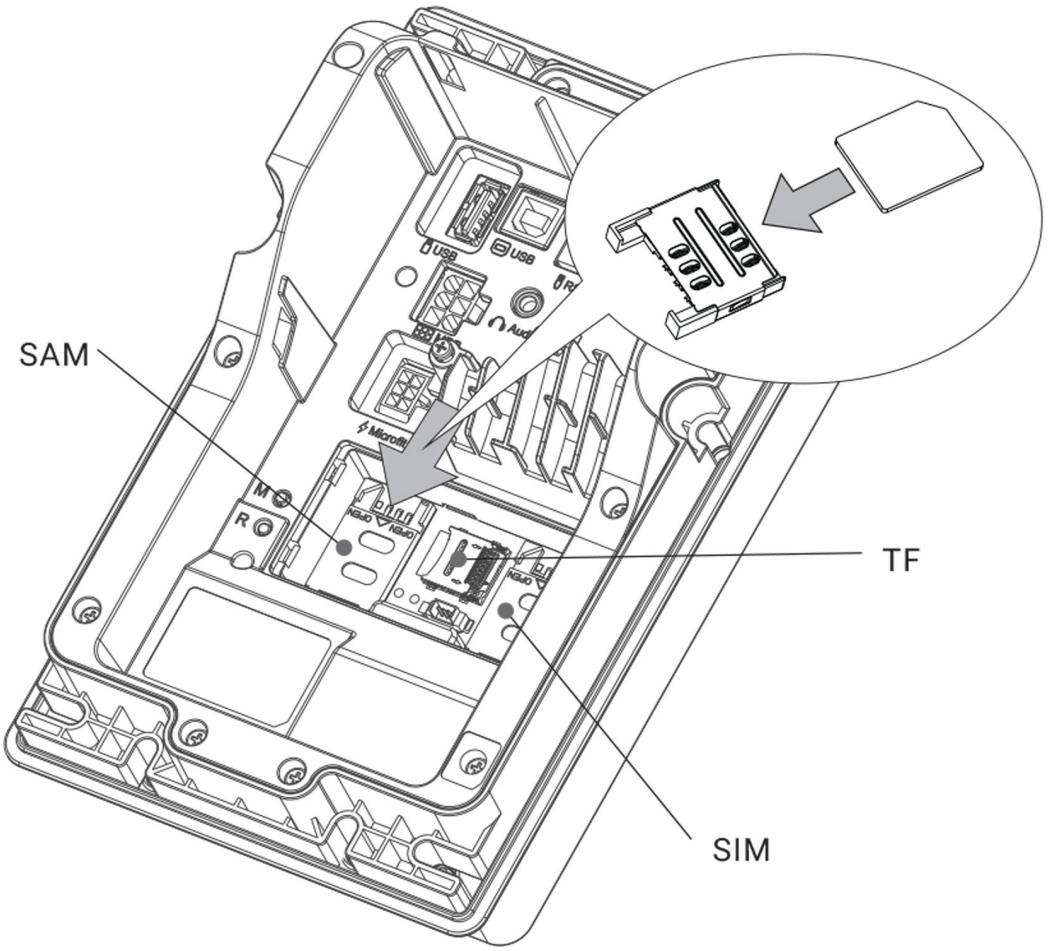
**Powering Off the device**

Unplug the DC jack from the back of the terminal and it will power itself Off.

# 5 Installing SIM/SAM/TF Card

**Installation of a SIM/SAM/TF card**

- Open the rear cover to reveal the card slots
- With the exposed chip facing downward, and the angled corner oriented away from the slot, insert the card until it is seated right at the bottom of the slot
- Ensure that any installed cards are securely locked in place, and close the rear cover



# 6 Troubleshooting Common Problems

If problems occur with the terminal, try these simple troubleshooting methods to correct the fault, or contact a service representative to further diagnose the issue.

| Problem | Troubleshooting |
|---|---|
| Nothing displayed on screen | Ensure the power is properly connected at the socket and DC jack |
| Unable to read card | Ensure that the slot is free of debris or foreign objects<br>Swipe the card in both directions, and check if error has been corrected<br>Check if the current card is operational, and test with a different card |
| Magnetic reader data read error | Swipe the card with constant speed, tight to the bottom edge of the slot<br>Ensure the card strip is facing the screen and aligned properly with the slot<br>Try swiping the card in the opposite direction |
| Chip card data read error | Ensure the chip portion is facing upwards, and is properly inserted into the slot<br>Check the card for excessive scratches, dirt, or other damage |
| Contactless card data read error | Confirm that the card supports contactless communication<br>Check whether the card is properly aligned above the contactless reader area |
| Communication error | Restart the terminal in order to re-establish communications<br>Confirm that the SIM card is properly installed, and that its contacts are clean<br>If using WiFi, check that the terminal's connection is enabled |

If problems persist after completing these troubleshooting procedures, please contact your sales or service representative. **Do not** attempt to open the terminal or make further repairs.

CAUTION RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO BATTERY INSTRUCTIONS.

# 7 Technical Specifications

The following are specifications detailing the overall capabilities of the AMP 6500, including optional or variable elements. To obtain the specifications for your individual terminals, refer to the original sales order or your sales representative for more information.

| | |
|---|---|
| **PROCESSOR** | 32-bit secure processor, Cortex A9 kernel, 1.2 GHz |
| **MEMORY** | 1GB RAM, 8GB Flash memory, supports Micro TF Card, up to 32GB |
| **DISPLAY** | 5 " TFT LCD capactive touch screen, 720*1280 |
| **CONNECTIVITY** | WiFi, Bluetooth, 2G/3G/4G (option), RS232, USB host, USB device, ethernet 10/100, MDD, Micro SD, TTL interface |
| **CERTIFICATION** | PCI PTS 5.X, EMV 4.X level I & II contact & contactless, CE, FCC, Mastercard Contactless |
| **CARD READERS** | Bi-directional triple-track magstripe reader, landed smart card, NFC |
| **OTHER** | 2 SAM slots, Optional comm. boards, debug interface, 5MP 1D/2D scanning camera |
| **SECURITY** | 3DES Encryption, Master/Session and DUKPT Key Management, p2p encryption |
| **POWER** | 12V DC, 2A (using Microfit), 24-45 V DC (using MDB), 12 V DC, 2A (using serial) |
| **ENCLOSURE** | IP 65 dust/waterproof rating, IK08 class vandal-proofing, ANSI/UL 94 V-0 flammability -20°C to +70°C operating temp. |

### Regulatory Conformance

Hereby, Advanced Mobile Payment Inc. declares that the radio equiptment type [AMP 6500] is in compliance with Directive 2014/53/EU

The full text of the EU Declaration of Conformity is available on our website:

www.amobilepayment.com

CE

**Notice: This device may be used in each member state in EU**