8 Series

Quick Reference Guide

v 1.0

PQR-8200-1.0-E

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DOCUMENT PROPERTIES

Information

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Version Control

Version	Date	Summary of Change	Updated by
1.0	Dec 2017	Initial version	R. Gibbs

Supported Hardware & Software

Version	Software Release	Supported Hardware Model
1.0+	1.0	AMP POS 8 Series - 8200

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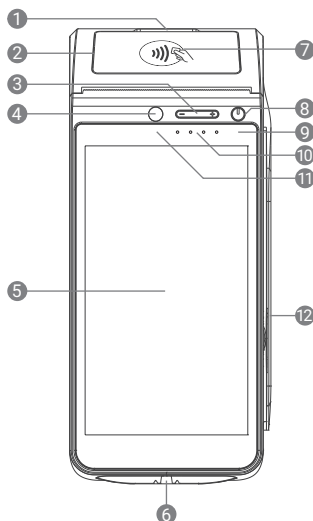The following items should be found inside the original packaging:

- 8 Series POS terminal
- AC power supply and plug
- Micro USB cable
- Li-Ion battery
- Thermal paper roll
- Product Quick Reference Guide

1   Introduction

Maximize your point of sale capabilities by combining easy payment acceptance with customer desired features such as QR code scanning and value-added applications. With functions designed to improve the transaction flow for merchants like the charging base, expandable ports, handsfree scanning and simple touch interface, the AMP 8 Series delivers the latest technology without sacrificng the connectivity and security of a traditional POS. Running on a powerful Android-based OS, the 8 Series is easy to use and open to customization, providing a platform to integrate payment with external applications.
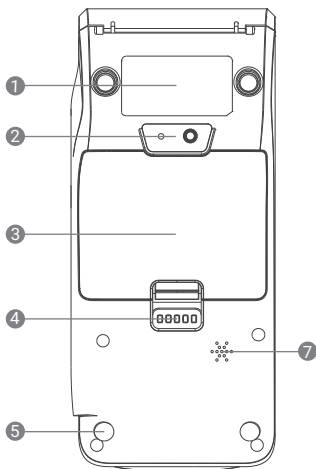
2   8 Series - 8200 Architecture

2.1   Front View
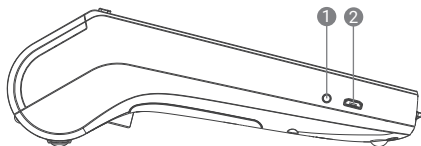

1	Printer paper roll door
2	Printer door release
3	Volume buttons
4	Front-facing camera
5	Touchscreen LCD
6	EMV chip insert slot
7	NFC contactless reader
8	On / Off button
9	Charging indicator light
10	LED indicators
11	Camera indicator light
12	Magstripe reader

2.2 Back & Side View

1	Identification label
2	Camera and 1D/2D scanner
3	Battery compartment cover
4	Charging contacts for base
5	Anti-slip rubber pads
6	Built-in speaker

| 1 | Headphone jack |
| 2 | Micro USB port |

3 General Precautions

Basic care and consideration should be used when handling, operating or installing the 8 Series 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:
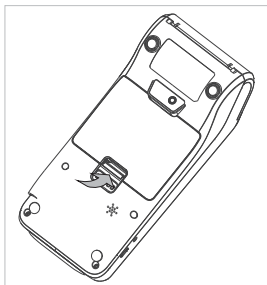
- Use only the dedicated power supply and battery provided with the terminal to avoid damage to the device's electrical components
- Avoid spills or exposure to liquid, which could cause the terminal to short circuit
- Protect the terminal from impact, including: vibration, shaking, knocks, falling objects, being dropped, etc.
- Keep the terminal from environments that produce excessive dust, humidity, high or low temperatures, or electromagnetic fields
- While charging, do not attach or remove any components to avoid damage to the internal circuitry
- There are no user-serviceable internal parts or mechanisms, do not try to open, modify or repair the device
- This terminal contains a failsafe where all internal data will be erased immediately upon detection of tampering (such as opening the housing)
- If a fault occurs, immediately disconnect power supply, discontinue use and contact your service provider to request repairs and diagnostics
- When the battery reaches the end of its service life, it cannot be thrown in the garbage, instead it should be safely disposed of according to local hazardous disposal laws
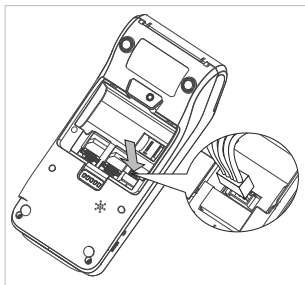
4   Installing Terminal Battery

Installing the battery

- Open the rear battery cover using the bottom tab to expose the battery compartment
- Connect the cable on the battery to the open connection port on the right side of the compartment, and securely insert the battery with the label tag facing upwards
- After installation, close the rear battery cover

Open rear battery cover

Install the battery

NOTE

- When removing the battery, support its weight and gently unplug the connector to avoid damage to the wires or connections
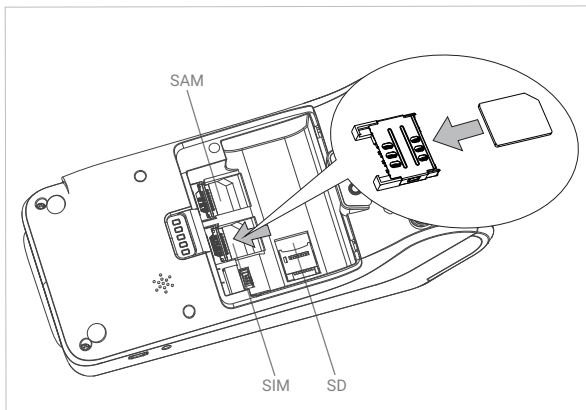
5   Installing SIM/SAM Card

Installing SIM/SAM cards

- Open the rear battery cover using the bottom tab and remove the battery

- 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
- After installing the card, connect the battery and close the rear battery cover

Install the SIM, SAM, or SD card

NOTE

- Ensure the terminal is powered off completely when attempting to install or uninstall a SIM/SAM card to avoid damaging the card or terminal
- Do not affix any labels or stickers to the SIM/SAM card, as they may cause the card to damage the receiver or become jammed inside of the device

6   Powering Device On/Off

Powering On the device

First ensure that the battery is adequately charged, then press and hold the power key for at least six (6) seconds to turn the terminal on.
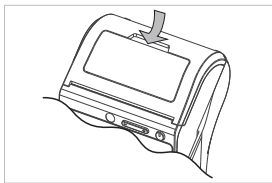
Powering Off the device

While the terminal is on, press and hold the power key for at least two (2) seconds, and select "Shutdown" from the on-screen prompt, or hold the power key for eight (8) seconds to perform a forced shutdown.
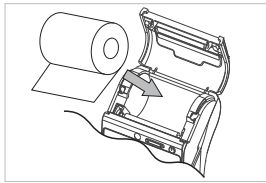
7   Installing Printer Paper

Installation of thermal receipt printer paper

- Pull up on the plastic release handle to pop open the paper holder lid
- Insert the thermal paper roll into the paper holder, ensuring the orientation and spool direction matches the below diagram
- After installation, ensure the paper holder lid is closed and securely in place

Open the printer paper door

Insert the printer paper

NOTE

- When installing paper, ensure thermal media side is facing print head
- Do not leave the printer without paper for extended periods of time, to prevent the rubber roller from sticking to the plate
- The heating plate operates at a high temperature, do not touch until it has fully cooled
- The manual paper cutter edge is sharp, keep clear to avoid injury

8   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 battery is charged and properly connected
Unable to read card	Ensure that the slot is free of debris or foreign objects Swipe the card in both directions, and check if the error has been corrected Ensure the test card is operational, and test with an alternate card
Magnetic reader data read error	Swipe the card with constant speed, tight to the bottom edge of the slot Ensure the card strip is facing the screen and aligned properly in the slot 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 Check the card for excessive scratches, dirt, or other damage
Contactless card data read error	Confirm that the card supports contactless communication Check whether the card is properly aligned above the contactless reader area
Communication error	Restart the terminal in order to re-establish communications Ensure that the SIM card is properly installed, and that the contacts are clean If using WiFi, ensure the connection is enabled on the terminal

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.

9   Technical Specifications

Below are specifications relating to the overall capabilities of the AMP 8 Series, including optional or variable elements. To get the specifications for your individual terminals, please refer to your original sales order, or your sales representative for more information.

PROCESSOR	Dual processor, Quad-core A9 & high speed secure processor
MEMORY	8 or 16GB flash, 1GB DDR
DISPLAY	Full color 5.5" 720x1280 LCD, touch screen, signature capture, video capable
CONNECTIVITY	WiFi, Bluetooth 4.0, 2G, 3G, 4G, GPS, Micro USB OTG, headphone audio jack
CERTIFICATION	EMV 4.3e level I and II, NFC, D-Pass, Expresspay, Interac Flash, JCB Contactless, Mastercard Contactless, Visa Paywave, PCI PTS 5.X, CE
CARD READERS	Triple-track bi-directional magstripe reader, NFC contactless, ISO7811, ISO7812, ISO4443 A/B, Mifare, SIM, 2 SAM slots, SD card
SECURITY	3DES Encryption, Master/Session and DUKPT key management
CAMERA	Front & rear cameras, 1D / 2D scanning, flash, front camera active indicator
PRINTER	High speed , easy loading, 58mm paper width, 40 mm roll diameter
BATTERY	Rechargeable, 2600mAH, 7.2v,
POWER	5V DC, 2A
DIMENSIONS	(190x84x62mm) - (7.5" x 3.3" x 2.4") LxWxH
BUTTONS	1 Power button, volume controls
SYSTEM	Android OS 5.X
WEIGHT	450 g (0.99 lbs)
OPERATION	O°C ~ 50°C (32°F ~ 122°F), 10% -90% humidity (non-condensing)
STORAGE	-20°C ~ 60°C (-4°F ~ 140°F), 5% -95% humidity (non-condensing)
PERIPHERAL	Docking base - charging, expansion ports, handsfree countertop scanning