

AMP 6500 Quick Reference Guide DOCUMENT PROPERTIES Information <table> <tr> <td>ID</td><td>PQR-6500-10-E</td></tr> <tr> <td>Title</td><td>Quick Reference Guide</td></tr> <tr> <td>Category</td><td>AMP POS 6 Series - 6500</td></tr> <tr> <td>Access Level</td><td>General</td></tr> </table> Version Control <table> <tr> <th>Version</th><th>Date</th><th>Summary of Change</th><th>Updated by</th></tr> <tr> <td>1.0</td><td>Jan 2018</td><td>Initial version</td><td>R. Gibbs</td></tr> </table> Supported Hardware & Software <table> <tr> <th>Version</th><th>Software Release</th><th>Supported Hardware Model</th></tr> <tr> <td>1.0+</td><td>1.0</td><td>AMP 6500-CB</td></tr> </table>	ID	PQR-6500-10-E	Title	Quick Reference Guide	Category	AMP POS 6 Series - 6500	Access Level	General	Version	Date	Summary of Change	Updated by	1.0	Jan 2018	Initial version	R. Gibbs	Version	Software Release	Supported Hardware Model	1.0+	1.0	AMP 6500-CB	AMP 6500 Quick Reference Guide 1 Introduction Engage customers in new ways with the AMP 6500's crystal-clear 5" color touch display and video capabilities, all while accepting payment options that appeal to them with signature capture, chip and PIN, NFC/contactless, smartphone payments, electronic wallets and tap-to-go compatibility. The Android OS and 4-core secure processor provide power and simple application development options to meet the most demanding needs of any multi-line or self-checkout environment. Optimized for the next generation of value-added services, gift card issuing and support of loyalty schemes, the AMP 6500 is the ultimate choice for a complete multimedia transaction solution. 2 AMP 6500 Architecture 2.1 Front View 2.2 Back View 2.3 Ports	AMP 6500 Quick Reference Guide 3 Advanced Mobile Payment Inc. www.ampmobilepayment.com	AMP 6500 Quick Reference Guide 4 Advanced Mobile Payment Inc. www.ampmobilepayment.com	AMP 6500 Quick Reference Guide 5 Advanced Mobile Payment Inc. www.ampmobilepayment.com 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	AMP 6500 Quick Reference Guide 6 Advanced Mobile Payment Inc. www.ampmobilepayment.com 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. <table> <tr> <th>Problem</th><th>Troubleshooting</th></tr> <tr> <td>Nothing displayed on screen</td><td>Ensure the power is properly connected at the socket and DC jack</td></tr> <tr> <td>Unable to read card</td><td>Ensure that the slot is free of debris or foreign objects Switch the card in both directions, and check if error has been corrected Check if the current card is operational and test with a different card</td></tr> <tr> <td>Magnetic reader data read error</td><td>Swipe the card with constant speed, right to the bottom edge of the slot Ensure the card strip is facing the screen and aligned properly with the slot Try swiping the card in the opposite direction</td></tr> <tr> <td>Chip and card read error</td><td>Ensure the chip portion is facing upwards, and is properly inserted into the slot Check the card for excessive scratches, dirt or other damage</td></tr> <tr> <td>Contactless card data read error</td><td>Confirm that the card supports contactless communication Check whether the card is properly aligned above the contactless reader area</td></tr> <tr> <td>Communication error</td><td>Restart the terminal in order to re-establish communications Confirm that the SIM card is properly installed, and that its contacts are clean Flashing WiFi: check that the terminal's connection is enabled</td></tr> </table> 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 THE INSTRUCTIONS	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 Switch the card in both directions, and check if error has been corrected Check if the current card is operational and test with a different card	Magnetic reader data read error	Swipe the card with constant speed, right to the bottom edge of the slot Ensure the card strip is facing the screen and aligned properly with the slot Try swiping the card in the opposite direction	Chip and card 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 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