

NOTE

To prevent damage to the print roller on the paper roll cover, *always* close the cover by gently pressing down on the paper roll cover tab.

Printer Test

To ensure the printer is operating correctly:

- 1** Turn on the terminal by pressing the green enter key (see [Figure 2, page 10](#)).
- 2** Enter system mode by pressing F2+F4 at the initial copyright screen, and entering the system mode password (see [Passwords](#)).
- 3** Toggle through the **SYS MODE MENU** screens, using the down arrow key until you reach **SYS MODE MENU 6**.
- 4** Press F4 to enter the **Printer ID** screen.
- 5** Press F3, **Test**, to start the printer self-test.

The test printout, with printer information and repeating character strings, is approximately 38 cm (15 in.) long.

Install/Replace MSAM Cards

When you first receive your Omni 3600 terminal, you may need to install a merchant smart card or one or more micromodule-sized security account manager (MSAM) cards, or you may need to replace old cards. Often, these small cards arrive on a larger, credit card-style plastic card, from which they must be removed. The following procedure describes MSAM card installation.

CAUTION

Observe standard precautions for handling electrostatically sensitive devices. Electrostatic discharges can damage this equipment. An anti-static wrist strap grounded to a metal surface is recommended.

- 1** Remove the battery (see [Smart Battery](#))
- 2** Open the MSAM door located beneath the battery ([Figure 9](#)):
 - a** Push down and back on the *raised arrow* on the door.
 - b** Lift up on the raised arrow with the tip of your index finger.
 - c** Open the door until it is in the upright position, resting against the end of the terminal.

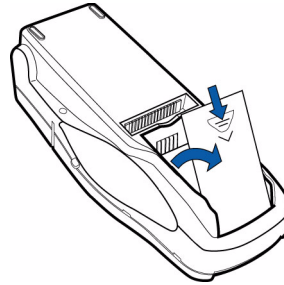


Figure 9 Open the MSAM Access Door

The three MSAM cardholders are now accessible. Each cardholder consists of a hinged tilt-up cover attached to a connector base (Figure 10).

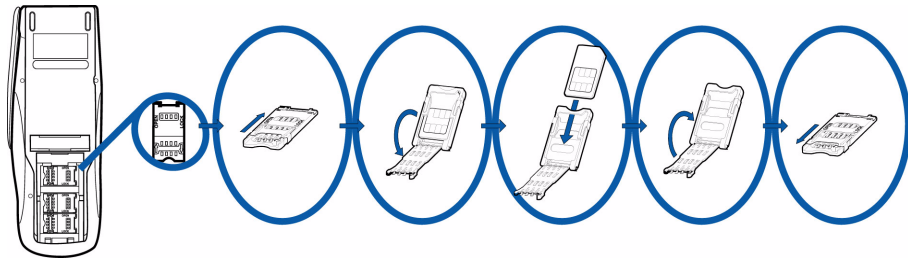


Figure 10 MSAM Card Installation

3 Access the MSAM cardholders (reference Figure 10):

- a** Unlock the cardholder: Slide the lock plate to the unlocked position, in the OPEN direction (Figure 11).

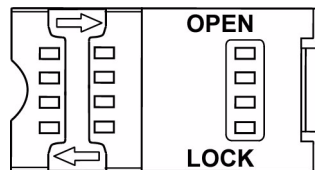


Figure 11 MSAM Cardholder Lock Plate Detail

- b Open the cardholder by pivoting the cover on its hinge away from the connector base (Figure 12).

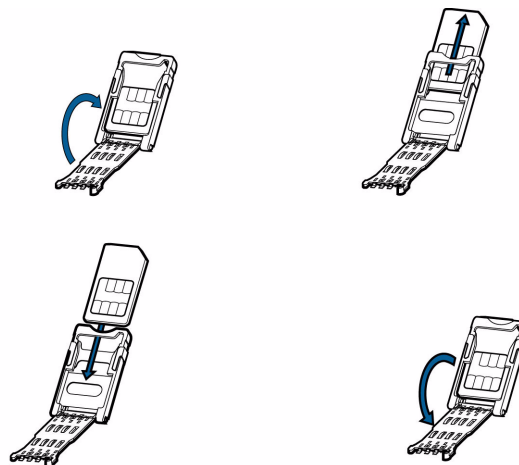


Figure 12 Insert MSAM Card into Cardholder

- 4 Remove any previously installed MSAM card by sliding the card from the cover.
- 5 Install an MSAM card by aligning the card and carefully sliding it within the guides on the cover until fully inserted.

NOTE



The cardholder has a set of contacts and a notch on one corner to ensure the MSAM card is positioned correctly when the cover is closed. The MSAM card has a notch on one corner to ensure it is correctly positioned in the cardholder. Before inserting the MSAM card, position it as shown in Figure 12.

- 6 Close the cover (Figure 12).
- 7 Lock each MSAM cardholder by sliding its locking plate towards the LOCK arrow until the plate stops (Figure 11).

CAUTION



To avoid damage to the MSAM cardholders, ensure each cardholder is locked before closing the MSAM door.

- 8 Close the MSAM door.
- 9 Replace the smart battery.

**Install/Replace
SIM Card (GSM
models)**

The SIM (Subscriber Identity Module) card is a smart card inserted in the Omni 3600 GSM terminal that contains your GSM radio account information. Use the following procedure to replace or install a SIM card.

- 1 Remove screw from SIM card access door on back of Omni 3600 terminal (Figure 13).

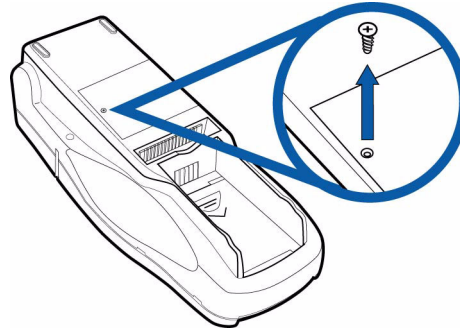


Figure 13 Remove SIM Door Screw

- 2 Remove the SIM card access door (Figure 14):

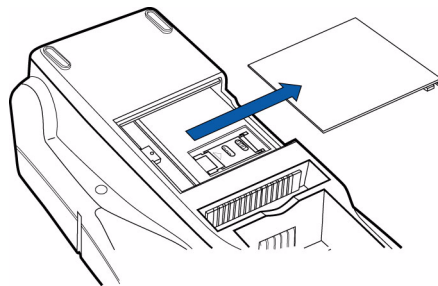


Figure 14 Slide Off SIM Card Access Door

- 3 Open the SIM card holder and slide the SIM card supplied by your provider into the cardholder (Figure 15).

NOTE



Do not lose the SIM card dust cover or retaining screw.

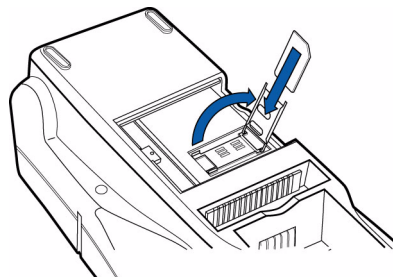


Figure 15 Insert SIM Card into Cardholder

NOTE



The SIM cardholder has a notch on one corner to ensure the SIM card is positioned correctly. The SIM card has a notch on one corner for easy orientation in the cardholder. Before inserting the SIM card, position it as shown in Figure 15, with the card's gold contacts facing down.

- 4 Replace the SIM card access door and screw.

Wireless Transactions

To conduct a wireless transaction:

- Ensure the terminal is in an optimal position for transmitting.
- Follow the on-screen instructions provided with your application.

Smart Card Reader Transactions

To conduct a smart card transaction:

- 1 Position the smart card with the contacts up and insert it into the smart card reader slot in a smooth, continuous motion until it seats firmly (Figure 16).

Leave the smart card in the card reader until the transaction is complete. Premature removal voids the transaction.

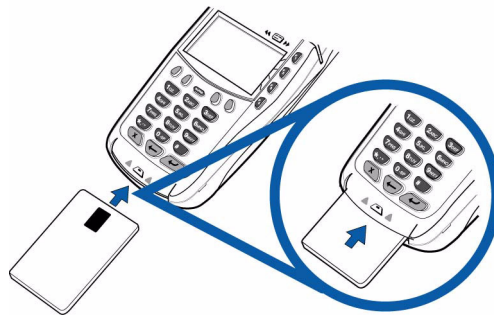


Figure 16 Using the Primary Smart Card Reader

- 2 Remove the card when the display indicates the transaction is complete.

Magnetic Card Reader Transactions

To conduct a credit/debit card transaction:

- 1 Position the card with the magnetic stripe facing down and towards the printer.
- 2 Swipe it through the reader from left-to-right, as shown in Figure 17.

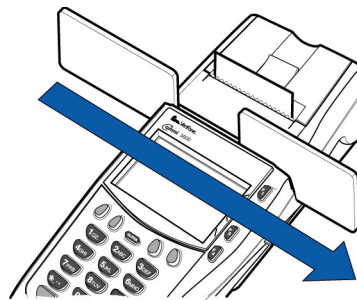


Figure 17 Using the Magnetic Card Reader

Antenna (Some Wireless Models)

For some Omni 3600 terminals to establish a wireless connection, an external antenna is provided. This connection allows communication with your service provider to upload transaction data from the terminal and download system upgrades to the terminal. Radio service is activated by your service provider.

NOTE



Most Omni 3600 terminals have an internal antenna and this section can be ignored.

Only use the antenna designed for your unit. Failure to use the proper antenna results in the inability to establish a wireless connection.

CAUTION



Never hold the unit by the antenna; doing so may break the connection and void your warranty.

Data transfers can also be performed through the Omni 3600 base (see [Omni 3600 Base Communications Ports](#)).

This section only discusses Omni 3600 terminals with external antenna.

Installation

The Omni 3600 should arrive from manufacture with the antenna attached. If unattached, use the following procedure to install the antenna:

- 1 Locate the antenna port on the side of the Omni 3600 terminal.
- 2 Align the respective “notch” inside the antenna to the key in the terminal (Figure 18).
- 3 Push gently on the center of the base of the antenna until it locks in position.



Figure 18 **Antenna Installation**

Orientation

To establish good wireless communication (*uplink*), it is important that the antenna always be vertically aligned with respect to ground and sky (Figure 19). For example, if standing and holding the terminal horizontally, position the antenna at an approximately 90° angle to the unit (that is, pointing up from the printer). This should point the antenna directly at the sky.

If the unit is on a flat surface (for example, a table top) or docked in the Omni 3600 base, position the antenna so that it points directly at the sky. Soft detentes are felt and clicks heard when positioning the antenna. These detentes maintain antenna positions of 60°, 90°, and 180°.

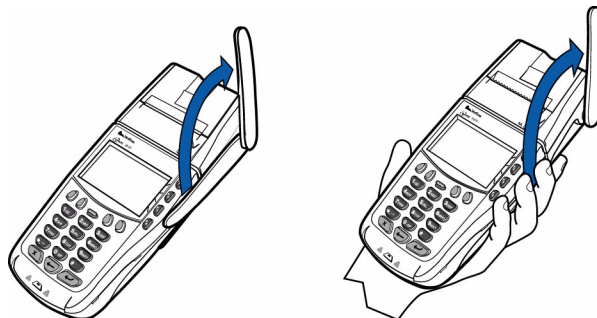


Figure 19 **Correct Antenna Position for Uplink**

If an application (for example, SoftPay) is installed in your Omni 3600 unit, a signal strength indicator may appear on the display.

Replace the Antenna

If your Omni 3600 terminal has difficulties completing wireless transactions, you may have to replace the antenna. Use the following procedure to replace the antenna:

- 1** Remove the existing antenna from the Omni 3600 terminal:
 - a** Rotate the antenna to align with the base of the unit, pointing away from the back.
 - b** Grasp the base of the antenna, close to the body of the terminal.
 - c** Pull gently out until the antenna unsnaps from the antenna port.
- 2** Align the respective notch inside the new antenna to the key in the antenna port on the terminal (Figure 18).
- 3** Push gently on the center of the base of the newly installed antenna until it locks in position.

Omni 3600 Base

This section discusses the features of the Omni 3600 base, including

- providing power to the Omni 3600 base,
- docking the Omni 3600 terminal,
- charging the smart battery in a docked terminal,
- charging a spare smart battery,
- establishing communications, and
- connecting peripheral devices.

The Omni 3600 base does not support PIN pad connections.

Unpack the Shipping Carton

Refer to [Figure 20](#) and the following procedure while unpacking the Omni 3600 base shipping carton.

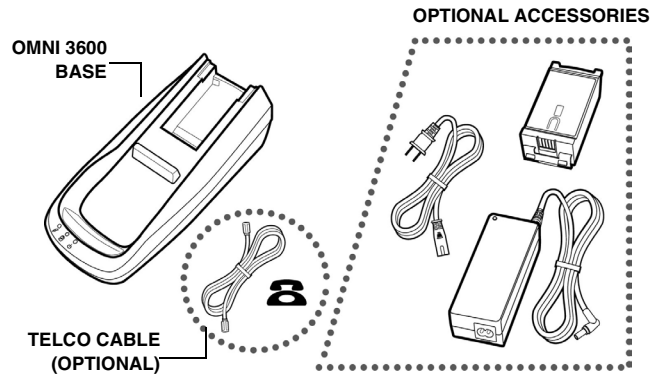


Figure 20 Omni 3600 Base Shipping Carton Contents

1 Remove the following items:

- Omni 3600 base
- Telco cable (optional)



NOTE The power pack and power cable, spare battery packs, and Telco cable are available separately. See [Accessories and Documentation](#) for ordering information.

2 Remove all plastic wrap from the Omni 3600 base and other components.

Omni 3600 Base Features

This section discusses the features of the Omni 3600 base.

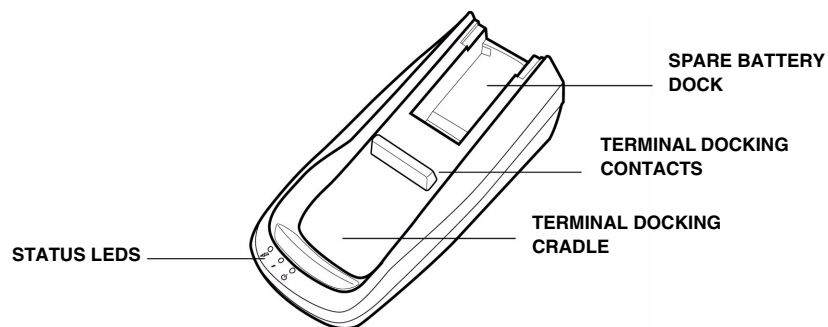


Figure 21 Omni 3600 Base Features: Top



CAUTION Avoid touching the contacts in the raised area in the center of the Omni 3600 base. Finger oils tarnish contacts, causing bad connections. If the battery charge state or terminal power LEDs do not light when the terminal is docked, or there is a high occurrence of bad or incomplete data transfers, clean the contacts. See [Maintenance](#) for more information.

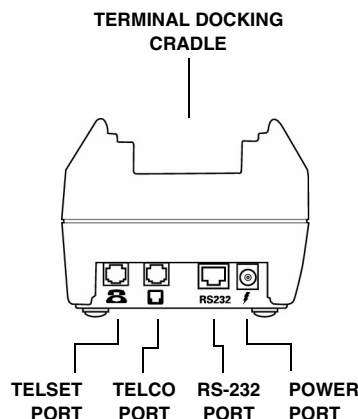


Figure 22 Omni 3600 Base Features: Back (Telco models)

The Omni 3600 base

- recharges the smart battery within a docked Omni 3600 terminal,
- charges a spare smart battery pack placed in the spare battery dock,
- establishes communications to a host through a 14.4 Kbps modem (Telco port), and
- connects to optional peripherals through the serial (RS-232) port (see [Peripheral Devices](#)).

The following are the physical features of the Omni 3600 base ([Figure 21](#) and [Figure 22](#)):

- Three status LEDs (light emitting diodes) viewed left-to-right



- Terminal power LED:
 - Steady green indicates the battery in the terminal is fully charged or the terminal is docked, but has no battery.
 - Flashing amber indicates the battery in the terminal is receiving a *test charge* and is in the *precharge state*—the Omni 3600 base circuitry is determining the charge state of the battery in terminal.
 - Steady amber indicates the battery in the terminal is recharging.



- Battery charge state LED:
 - Steady green indicates the spare battery docked in the Omni 3600 base is fully charged or is no longer charging.
 - Flashing amber indicates the spare battery is receiving a *test charge* and is in the *precharge state*—the Omni 3600 base circuitry is determining the charge state of the spare battery.
 - Steady amber indicates the battery in the spare battery dock is recharging.



- Omni 3600 base power LED:
 - Steady green indicates the Omni 3600 base is connected to the power adapter.
 - Not lit indicates the Omni 3600 base is not connected to the power pack, the power pack is not connected to the wall outlet, or the power is out.

Table 1 illustrates different LED states.

Table 1 Omni 3600 Base LED Status

Battery State	LED		
	 Terminal Power	 Spare Battery	 Omni 3600 Base Power
Fully charged battery in Omni 3600 terminal and spare battery in Omni 3600 base			
Pre-charge state			
Charging			
Omni 3600 base has power			

- Docking cradle: For Omni 3600 terminal ([Figure 21](#)) smart battery recharging and data transfers.



NOTE The Omni 3600 terminal will not automatically turn off or *sleep* when docked; it must be turned off manually (see [Turn On/Off the Omni 3600 Terminal](#)).



- Spare battery docking station and optional spare battery: The recessed area in the top-rear of the Omni 3600 base is the dock to charge and store a smart battery. The spare battery LED does not light if no spare battery is present.
- Power port: The round port on back of Omni 3600 base (icon at left) connects the Omni 3600 base to the power pack.
- Communications ports: The ports on the back of the Omni 3600 base allow telephone or LAN line connectivity and peripheral device support.

Power Connection

The Omni 3600 base unit must be plugged in to a power outlet to

- recharge a smart battery in a docked terminal,
- charge spare smart batteries,
- communicate with peripheral devices, and
- establish Telco host connections.

WARNING



Do not plug the power pack into an outdoor outlet.

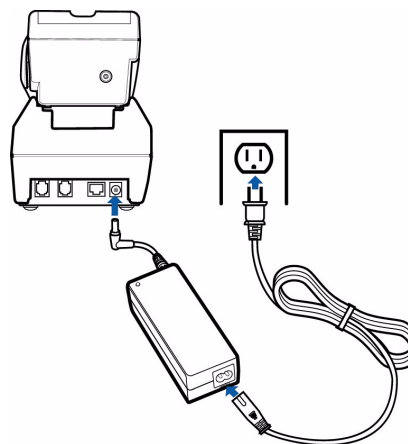


Figure 23 Power Pack Connection (Docked Terminal)

NOTE



It is recommended that the power pack be plugged into a power surge protector to protect against possible damage caused by lightning strikes and electrical surges.

To connect the Omni 3600 base to power (Figure 23):

-  **1** Insert the round barrel connector into the power port (icon at left) on the far right of the Omni 3600 base.
- 2** Insert the power cable into the power pack.
-  **3** Plug the power cable into a wall outlet or surge protector. When the Omni 3600 base is powered, the far-right LED (icon at left) lights steady green.

Omni 3600 Terminal Docking

Place the Omni 3600 terminal in the docking cradle ([Figure 23](#)) to recharge the terminal smart battery, establish communications connections for data transfers, and communicate with peripheral devices.

NOTE



The Omni 3600 terminal will not turn off or enter sleep mode while docked on the Omni 3600 base. This ensures that the unit is not placed into sleep mode during data transfers. **The unit must be turned off manually when docked on the Omni 3600 base.** See [Turn On/Off the Omni 3600 Terminal](#).

Spare Smart Battery Pack

Spare smart battery packs for the Omni 3600 terminal can be ordered from VeriFone. See [Accessories and Documentation](#) for ordering information. To charge a smart battery in the Omni 3600 base, place the smart battery into the Omni 3600 base spare smart battery dock as shown in [Figure 24](#). The smart battery dock is *keyed* so that the smart battery can only be inserted in one way.

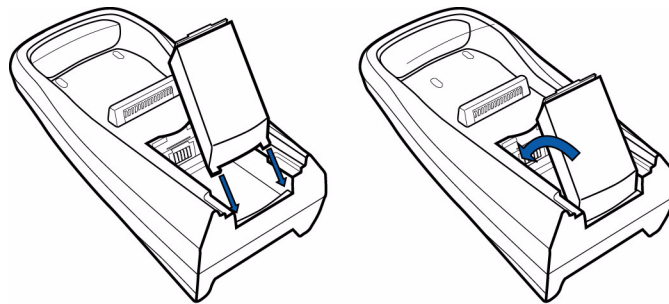


Figure 24 Spare Smart Battery Docking

NOTE



Allow the spare battery to remain in the Omni 3600 base unit for a minimum of 2 hours, maximum of 4 hours to ensure the battery receives a full charge. Note that a new Li-ion battery's full performance is achieved only after two or three complete charge and discharge cycles.



Keep a spare smart battery charging in the Omni 3600 base battery dock to ensure that a fully charged battery is always available.

CAUTION



Conserve battery power by turning the Omni 3600 terminal off when not in use. If the terminal is not to be used for several days, remove the battery from the terminal as it continues to discharge even when the terminal is turned off.

If the Omni 3600 base unit is not plugged in, remove the smart battery from the dock to avoid the smart battery discharging in the Omni 3600 base unit.

On initial use, allow the Omni 3600 smart battery to charge a maximum of 4 hours and *fully discharge* during normal operation to ensure reliable battery operation. See [Smart Battery](#) for charge/discharge procedures.

WARNING



Do not dispose of batteries in a fire. Li-ion batteries must be recycled or disposed of properly. Do not dispose of Li-ion batteries in municipal waste sites.



Omni 3600 Base Communications Ports

The communications ports are located on the back of the Omni 3600 base (see Figure 25). When the Omni 3600 terminal is docked in the Omni 3600 base, a communication port in the terminal is opened, and data can transfer from the Omni 3600 terminal back and forth through the Omni 3600 base over the modem connection to and from your service provider or merchant contact.

NOTE



The Omni 3600 base must be plugged into power to establish communications connections.

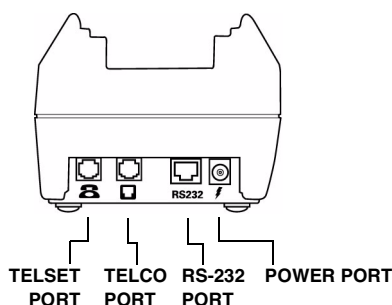


Figure 25 Omni 3600 Base Connection Ports

WARNING



Do *not* remove the Omni 3600 terminal from the Omni 3600 base during data transfers. This terminates the connection and data loss may result.

Telephone Line Ports

There are two RJ11-type modular *phone* jacks (Figure 25) to connect the Omni 3600 base to a telephone line:



- The first port is identified by a telephone-shaped *Telset* icon shown at left. Use this port to connect a telephone to the terminal (*pass-through* connection)



- The second port is identified by the *Telco* icon shown at left. Use this port to directly connect the Omni 3600 series terminal to a telephone wall jack

Telephone Line Connections

To make a direct connection, connect a telephone cord from the Telco port on the Omni 3600 base directly to a telephone wall jack (Figure 26). Do not string the telephone cord across a walkway or place it so as to interfere in high-traffic areas. With a direct connection, the phone line is dedicated to the terminal.

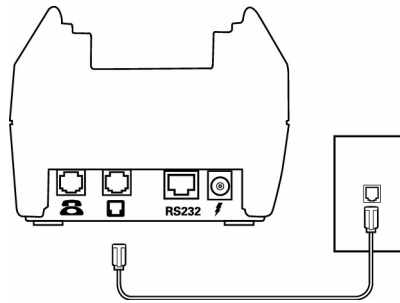


Figure 26 Direct Connection

Pass-through connection — Run a telephone cord from the Telco port on the Omni 3600 base to the RJ11 jack on a standard telephone (Figure 27). Do not string the telephone cord across a walkway or place it so as to interfere in high-traffic areas. With a pass-through connection, the phone line is busy during downloads.

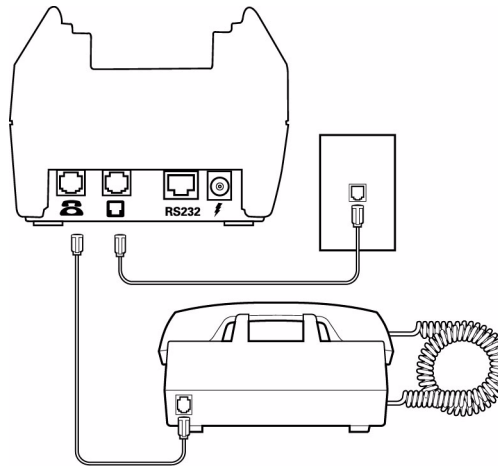


Figure 27 Pass-through Connection

Peripheral Devices

The Omni 3600 base supports a line of VeriFone peripheral devices designed to use with point-of-sale terminals. Use the RS-232 port on the back panel of the Omni 3600 base to connect these optional devices.

The following sections discuss the optional devices supported by the Omni 3600. Other optional devices may be supported. For more information, please contact your VeriFone distributor.

Optional Peripheral Device Port

Right of the RJ11 ports is a RJ45-type modular jack (serial port), labeled RS232:

- The *RS232* serial port (icon shown at left) connects a VeriFone CR 600 check reader or other peripheral device to the Omni 3600 base

The Omni 3600 base does not support external PIN pad devices.

Check Readers Supported

The Omni 3600 base supports two VeriFone check readers: CR 600 and CR 1000i. Contact your VeriFone representative or visit the online store at www.verifone.com for information on these devices. Figure 28 provides an example of a peripheral connection.

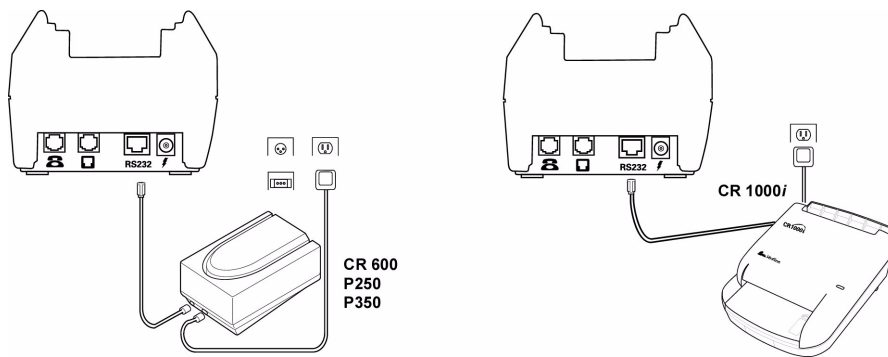


Figure 28 Example Peripheral Connections

External Printers Supported

Although the Omni 3600 has an internal thermal printer (see [Paper Installation](#)), it may be convenient to print larger print runs (for example, daily or weekly reports) to an external printer. The Omni 3600 base supports three VeriFone external printers: P250, P350, and P900. Contact your VeriFone representative or visit the online store at www.verifone.com for information on these devices. External printer connections are through the same port as check readers (see [Figure 28](#)).