

**P3500**  
Countertop Payment Terminal



# user manual

**BLUEBIRD**  
version 1.0

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# About This manual

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The P3500 countertop payment terminal provides high quality features based on Bluebird's creativity and technological expertise. This user manual is designed to help users use the device effectively.

- Please read this manual carefully before using the device for safe and proper use.
- This device may only be used in countries where it is sold.
- The components and colors of the device described in this manual may differ from the actual product.
- Features and specifications are subject to change without prior notice.
- Content may vary by device's software version or by service provider or carrier.
- The program and features may vary by country or region.
- Certain features of this device may have performance issues due to user environment, the program in use, or peripheral device usage. Bluebird is not liable for any issue caused by the program or accessories from any provider other than Bluebird.
- Modifying the device's operating system or installing software from unknown sources may cause device malfunction or data loss. Improper or unauthorized use of the device is a violation of Bluebird license agreement and void your one-year limited warranty.

## Copyright

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Bluebird Inc. is the designer and manufacturer of Pidion handheld mobiles.

This manual and the programs in this device are protected under international copyright laws and may not be copied, distributed, translated, or removed by any means.

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## User's guidance

Device type	User's guidance
Class B Device (Household Information and Communication Device)	This device has qualified the electromagnetic wave suitable registration and can be used as a household device at a residential area as well as any other areas.
Type registration	This wireless device may cause propagation interference, and so, it cannot be used for life-saving services.

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# Overview

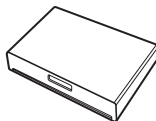
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## Package Contents

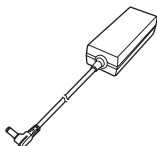
The following items are included in the package.



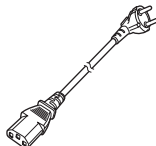
P3500 body



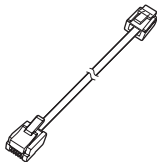
Backup battery



Power adapter



Power cord



Telephone line



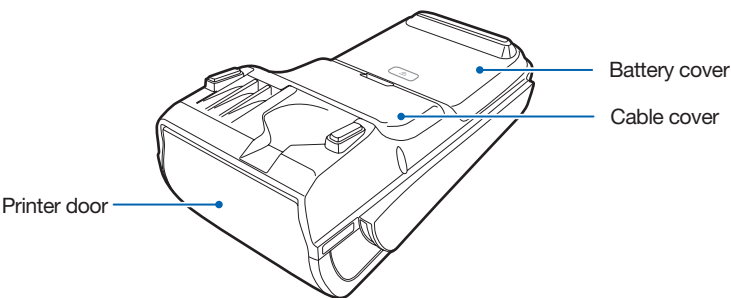
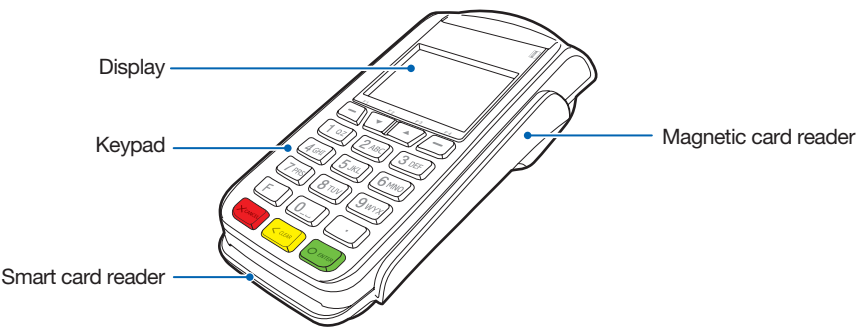
### NOTE

To purchase optional accessories, contact your sales representative.

You can download the user manual from [www.mypidion.com](http://www.mypidion.com). However, the product package may include a physical version in some regions.

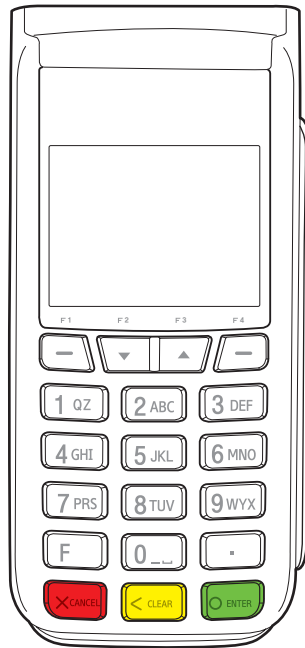
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# Terminal Overview





# Features



P3500 has the following features:

- A backlit LCD display
- Five types of keys:
  - 12 numeric keys
  - 4 function keys, labeled F1 to F4
  - 4 unlabeled, programmable function keys
- A magnetic card reader built into the right side
- A smart card reader built into the bottom
- A thermal printer built into the top
- 3 SIM or SAM slots built into the back

# Installation

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## Installation Location

Consider the following guidelines when choosing a location for the terminal.

- Ease of use
  - Choose a location convenient for both merchants and card holders.
  - Choose a flat surface, such as a countertop or table.
  - Choose a location near a power outlet and a telephone line connection. For safety, do not string the power cord in a walkway or place it across a walkway on the floor.
- Environmental factors
  - Do not use the terminal in the place where there is high heat, dust, humidity, moisture, or caustic chemicals or oils.
  - Keep the terminal away from direct sunlight and anything that radiates heat, such as a stove or motor.
  - Do not use the terminal outdoors.



### CAUTION

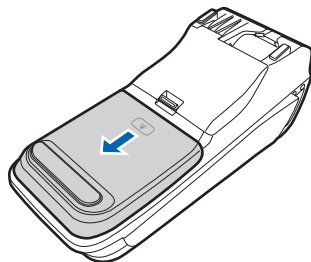
The terminal is not waterproof or dustproof, and is intended for indoor use only. Any damage to the unit from exposure to rain or dust may void the warranty.

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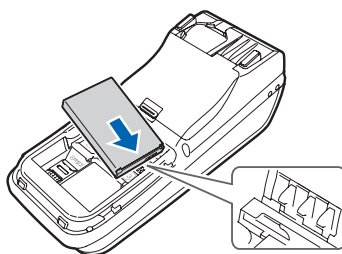
- Electrical considerations
  - Avoid using this product during a thunderstorm.
  - Avoid locations near electrical appliances or other devices that cause excessive voltage fluctuations or emit electrical noise, such as air conditioners or electric motors.
  - Do not use the terminal near water or in moist conditions.

## Installing the Battery

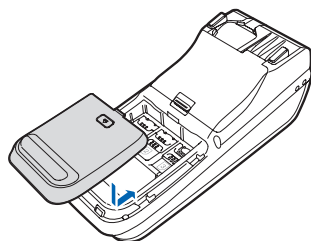
- 1 Remove the battery cover. Slide down the battery cover with the top part pressed, and lift it up.



- 2 Insert the battery into the battery compartment with the gold contacts aligned.

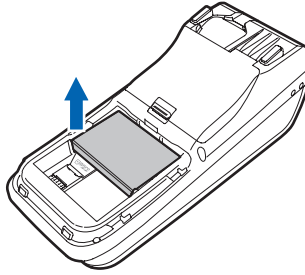


- 3 Replace the battery cover. Put back the battery cover and push it until it locks in place.



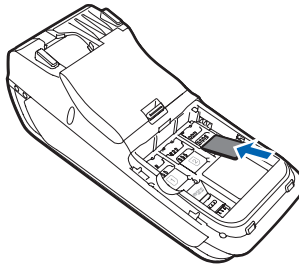
## Card Slots

All card slots are under the battery compartment. When installing a SIM card or microSD card, the battery must be removed to expose the card slots. Use the groove at the left side of the battery compartment to pull out the battery.



## Installing the SIM Card

- 1 Remove the battery cover and the battery.
- 2 Insert the SIM card into the SIM slot with the gold contacts facing downward.

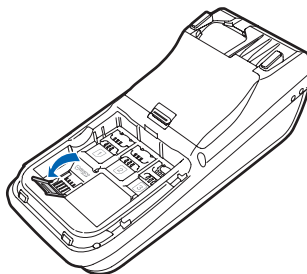


- 3 Replace the battery and the battery cover.

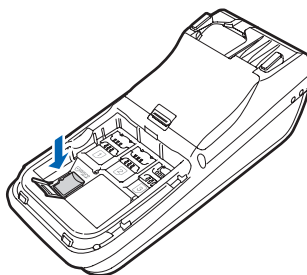
## Installing a microSD card

Use a microSD card to expand the storage capacity.

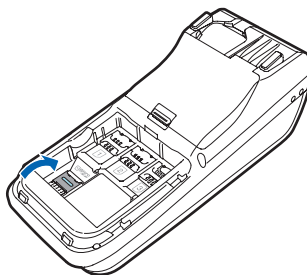
- 1 Remove the battery cover and the battery.
- 2 Open the flap of the SD slot by swinging it up.



- 3 Put a microSD card in the SD slot with the gold contacts facing downward.



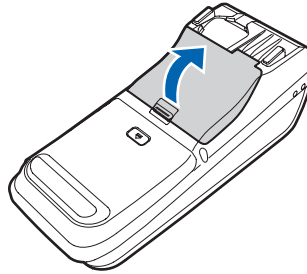
- 4 Close the flap and press it until it locks in place.



- 5 Replace the battery and the battery cover.

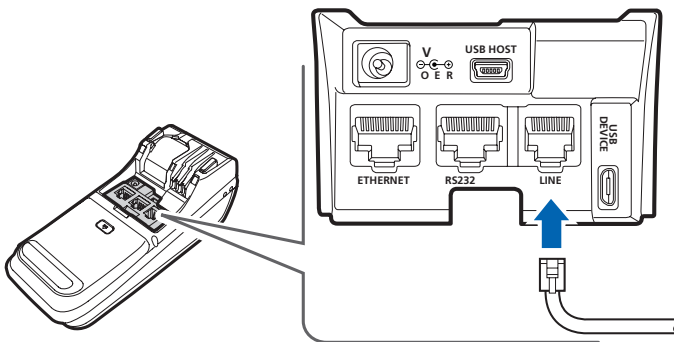
## Connection Ports

The port cover hides all ports and the power jack. To connect the power adapter or telephone line, remove the port cover first. Press and hold the tab at the bottom of the port cover and lift it up.



## Connecting the Telephone Line

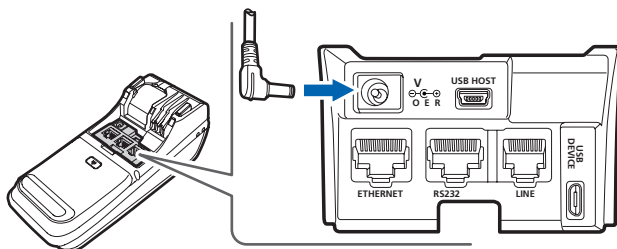
- 1 Remove the port cover.
- 2 Connect one end of the telephone line to the **LINE** port, and connect the other end to a telephone wall jack.



- 3 Replace the port cover.

## Connecting the Power Adapter

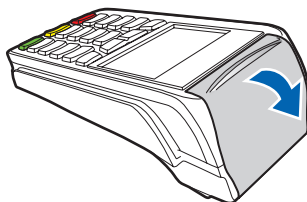
- 1 Remove the port cover.
- 2 Connect the power adapter to the power jack and a power outlet.



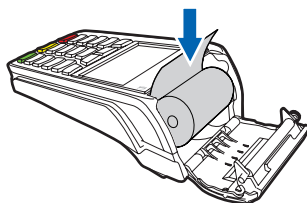
- 3 Replace the port cover.

## Installing a Paper Roll

- 1 Hold the top edge of the printer door and swing it back to open it.



- 2 Loosen the leading edge of a new paper roll.
- 3 Put the paper roll into the printer tray with the leading edge facing toward the paper output slit.

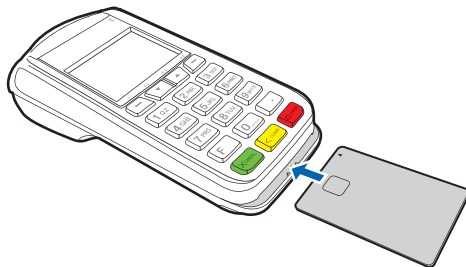


- 4 Close the printer door.

# Payment Card Transactions

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## Using the Smart Card Reader



### NOTE

The smart card transaction procedure may vary depending on the program.

- 1 Insert the smart card into the smart card reader with the chip facing upward until it seats firmly.
- 2 Remove the card when the transaction is completed successfully.

## Using the Magnetic Card Reader



Position a magnetic card with the magnetic card reader with the stripe facing inward, and swipe the card through the card reader.



## Cutting Off Receipts

This terminal uses a roll of thermal-sensitive paper whose width is 58 mm and diameter is 40 mm to print receipts.



Pull the receipt toward the display to cut it off. Pulling the paper backward may cause the printer door to open.

# Maintenance

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This terminal contains no user serviceable parts. Do not attempt to disassemble the terminal under any circumstance. Perform only those adjustments or repairs specified in this guide. For all other services, contact the local service representative. Service conducted by parties other than authorized service representatives.



## CAUTION

Using an incorrect power supply may damage the terminal or cause it not to work as specified. Use only the supplied power adapter.

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## Cleaning the Body

Use a clean cloth slightly dampened with a solution of water and mild soap. For stubborn stains, use alcohol or an alcohol-based cleaner.

Gently swab the contacts with alcohol or a contact cleaner to remove the dirt. The exposed contact of the terminal should stay clean and unbent.



## CAUTION

Never use thinner, trichloroethylene, or ketone-based solvents. These may cause deterioration of plastic or rubber parts. Do not spray cleaners or other solutions directly onto the keypad or the display.

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## Cleaning the Smart Card Reader

Do not attempt to clean the smart card reader. Doing so may void the warranty. For a service of the smart card reader, contact the local service representative.

# Technical Specifications

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## Body

Dimensions	187.8 × 85.6 × 68 mm
Net weight	400 g
Power adapter	Input: 100–240 V AC, 50/60 Hz Output: 9 V DC, 3 A
Backup battery (optional)	7.4 V, 5920 mW·h, Li-ion
SIM	1 slot (usable as a SAM slot)
SAM	2 slots
MicroSD	1 slot
Receipt printer	Thermal paper Width: 58 mm (2.25 inches) Diameter: 40 mm
Speaker (optional)	1

## Features

OS	Linux
CPU	ARM11, 266 MHz
Memory	64 MB for operation 128 MB for storage of programs and data
Display	320 × 240 pixels, 71 mm (2.8 inches), LED-backlit TFT LCD
MSR	Bi-directional, triple track
NFC (optional)	ISO 18092
Telephone	1 port
LAN	1 port, 10/100Base-T
RS-232	1 port
USB	1 host port, 1 device port, USB 2.0
WWAN (optional)	GSM or CDMA
WLAN (optional)	IEEE 802.11 b/g/n

### Environmental Requirements

Operating temperature	0°C to 50°C (32°F to 122°F)
Storage temperature	–20°C to 60°C (–4°F to 140°F)
Relative humidity	5% to 95%, non-condensing



**NOTE**

Contact your local dealer for specifications not listed above or for the future specifications.

# Troubleshooting

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## Power

### The battery does not charge properly

- 1 Make sure that the terminal is properly connected to the power source.
- 2 If the battery does not charge completely, it may be dead or defective. Replace the battery with a new one.



#### NOTE

The warranty period for battery replacement is six months.

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### The battery life is shorter

When the terminal uses a wireless LAN or a peripheral terminal that requires more power, the terminal may use more battery than usual. If it happens for an extended period of time, the battery may be dead. Replace the battery with a new one.

### The terminal will not turn on

The software may be damaged.

- 1 Reset the terminal.
- 2 If the problem persists, contact the local service representative.

## Physical Condition

### The terminal is wet

Turn off the terminal and take out the battery. Place the terminal and battery in a dry place. Let them dry completely for a considerable period of time, and turn it back on. If it does not turn back on, contact the local service representative.

## Operation

### Transactions will not proceed

Several things can be the reason for this problem.

- Check the magnetic card reader. See [The magnetic card reader does not respond.](#)
- Check the smart card reader. See [The smart card reader does not respond.](#)
- Check the telephone line. See [The terminal will not dial out.](#)

### **The magnetic card reader does not respond**

- 1 Make sure to swipe the card properly.
- 2 Perform a test transaction using one or more different magnetic cards to see if the card in question is defective.
- 3 Manually process a transaction using the keypad instead of the card reader.
- 4 If the manual transaction does not work, check the telephone line.

### **The smart card reader does not respond**

- 1 Make sure that the card is inserted correctly.
- 2 Perform a test transaction using one or more different smart cards to see if the card in question is defective.
- 3 Make sure that the SIM card is properly installed in the SIM slot.
- 4 Manually process a transaction using the keypad instead of the card reader.
- 5 If the manual transaction does not work, check the telephone line.

### **The terminal will not dial out**

- 1 Make sure that the telephone line is properly connected.
- 2 Check if the telephone lines are down by using a different telephone.
- 3 Check if the telephone line of the terminal is normal by testing it on a working telephone.
- 4 If the telephone line proves defective, replace it with a new one.
- 5 If the problem persists, contact the local service representative.

### **The paper is jammed**

- 1 Open the paper door.
- 2 Remove the damaged paper from the paper roll and clear the feed mechanism.
- 3 If the problem persists, it may be due to poor paper quality. Install a new, high-quality paper roll.

## **Display**

### **The display is not readable**

- 1 Make sure that the terminal is properly connected to the power source.
- 2 Remove and reapply the input power to the terminal.
- 3 Make sure that the telephone line is properly connected
- 4 If the problem persists, contact the local service representative.

## Keypad

### The keypad does not respond

- 1 Check the display. If it shows the wrong characters or nothing at all, see [Transactions will not proceed](#).
- 2 If pressing a function key does not perform the expected action, refer to the user guide for the program.
- 3 If the problem persists, contact the local service representative.

## Printer

### The printer will not print

- 1 Make sure that the terminal is properly connected to the power source.
- 2 Make sure that the printer is not out of paper and that the paper roll is properly installed.
- 3 If the problem persists, contact the local service representative.

# Safety and Handling

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## WARNING

Please read this safety and handling information carefully. Failure to follow the information provided may result in fire, electric shock, or other property damage or bodily injuries

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## General Precautions

These simple guidelines will help you for operating your terminal properly, maintaining it safe, and experience satisfactory services.

### Device

- Do not press any button on the device if the device is wet, or do not touch the power adapter or power cord with wet hands. There is a risk of electric shock.
- Do not use your device at an explosive danger zone.
- Although this device is very sturdy, do not drop, hit, bend, or sit on it on purpose. It can be broken.
- Do not remodel, take apart, or repair the device. Contact to your customer service center. If not the case, you will not be able to get your free repair service.
- Do not attempt to modify your hardware or software. It may cause device malfunction and void your warranty.
- You may not be able to use this wireless device in the basement or certain places in buildings where the signal is weak, or on open fields or in skyscraper or tall buildings where there is no signal.
- Backup the data and information from your device. Your data may be erased during the repair or upgrade.
- Do not paint your device. It can damage your screen or your device's exterior. Also, the paint can peel off and it triggers allergies. If there is allergic reaction, please seek medical attention.
- In case your device is wet, do not put your device in heaters, microwaves, etc. to dry. There is a risk of explosion or it can be the cause of malfunction.
- Keep the device away from children.
- Avoid using or storing this device in too high or too low temperature. This device is designed to work in temperature between 0°C and 50°C (32°F and 122°F), and humidity between 5% and 95%.
- Do not expose your device to direct sunlight such as on the dashboard of a car for extended periods of time.
- Avoid wet, dusty, or damp place for storing your device.
- Do not keep the device close to the vents of air conditioning. Corrosion within the device may occur due to dew condensation from dramatic changes in temperature.
- Do not place credit cards, phone cards, bankbooks and tickets next to the device. The magnetic forces of the device can damage the information of the listed items.



## **Battery and charging**

- Improper battery use may cause fire, explosion, or other hazard.
- If the battery is taken apart by impact, applied heat, submersion, or hole-drilling, there is a risk of a dangerous explosion. Keep away from children and animals.
- Do not make any improper contact on battery contact pin with necklaces, coins or any electric conductors. Do not give any impact with sharp objects. There is a risk of explosion.
- Use only the approved battery and charger. Using incompatible battery or charger may cause device malfunction, or other damages such as fire.
- When you are not using the device for a long period, take out the battery and keep the device and the battery in a dry, cool place. Also, charge the battery once a year. If you keep it without charging for a long time, it may cause device malfunction.

## FCC compliance information

This device complies with Part 15 of the FCC's Rules. Operation is subject to the following two Conditions:

- 1 This device may not cause harmful interference, and
- 2 This device must accept any interference received, including interference that may cause undesirable operation.

This device complies with part 15 of the FCC Rules. Operation is subject to the condition that this device does not cause harmful interference.

The antenna must be installed such that 20 cm is maintained between the antenna and users, and the transmitter module may not be co-located with any other transmitter or antenna.

End users cannot modify this transmitter device. Any Unauthorized modification could void the user's authority to operate this device.

### Part 15.105 (B)

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment under FCC rules.

### FCC 15.407 (g) states

Manufacturers of U-NII devices are responsible for ensuring frequency stability such that an emission is maintained within the band of operation under all conditions of normal operation as specified in the users manual.

Since this is an Indoor Only device (required for this band) you do not need to worry about the extreme frequency Stability over wide temperatures, but you can show that the frequency Generation portion of this device (from the schematic) has its own stated stability that would never allow the device to generate emissions or part of the spectrum outside of the authorized band (can be determined by looking at the Occupied BW plots to see how much margin to the band edge is available).

If the devices in the future use the other higher frequency UNII bands, and the devices

can be used outdoors, you may need to provide details of stability over a much wider temperature range (depending on the use conditions stated in the manual).

Most compliance for this requirement is stated from the specification of the frequency generation portion of the device and not necessarily through additional testing.

## CE

Hereby, Bluebird Inc. declares that this P3500 is in compliance with the essential requirements and other relevant provisions of directive 1999/5/EC.

Use only power supplies listed in the user manual.

The technical information about the power adapter is as follows:

- Manufacturer: Phihong (Switching Power Supply)
- Model: PSAC30U-090
- Input: 100-240 V, 50-60 Hz, 0.8 A
- Output: 9 V, 3.0 A

## Waste of Electrical and Electronic Equipment directive



According to the European Union's WEEE directive, this symbol means that products sold into EU countries must dispose electrical device and/or its battery separately from household waste. Disposing of the device separately will help conserve resources and energy and contribute to human health and environment protection.

Customers or end-users in EU countries should contact their local equipment supplier representative or service center for information about the waste collection system in their country.

# Warranty and Support

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## Warranty certificate

Thank you for purchasing a product from Bluebird Inc.

- If a circumstance arises where you lose a receipt or the certificate of guarantee, then the term of guarantee will be calculated 3 months (certified by the number of the manufacture, a certificate of inspection) after the date of manufacture.
- In case of accessories such as batteries, only those that match the sales list managed by the service center will be eligible for customer service.
- A repair or an exchange of batteries that does not match the sales list of the service center due to the carelessness of the customer will be fully charged.

Name of Product	Countertop payment terminal
Name of Model	P3500
Date of Purchase	
Manufacture Number	
Place of Purchase	
Term of Guarantee	1 year from purchase

## Warranty information

- Bluebird Inc. (hereinafter referred to as Bluebird) provides the warranty service for its products in compliance with the regulations on compensation for damage of customer.
- Upon receiving a notification on a defect of its product within the range of warranty during the warranty period, Bluebird will repair or replace the defective product according to its warranty policy.
- If the defective product within the range of warranty is not repairable or replaceable, Bluebird shall refund the purchasing price within a designated period from the date of receiving a notice of defect.
- Bluebird assumes no responsibility for repairing, replacement or refund until it receives the defective product from the customer. The replacement shall be equivalent to a new product in the aspect of performance.
- Warranty of Bluebird is valid in the countries where the Bluebird products are distributed by Bluebird. (Contract for additional warranty service like field service)
- Bluebird products may contain the recycled products, components or materials equivalent to new products in the aspect of performance.
- This warranty is applied to software products only when the programming commands are not executed. Bluebird does not guarantee interruption- free or error-free performance.

## Customer support

For a repair service, contact the local service representative or send the device via a delivery service to the headquarter in Korea. When sending the package, make sure to pay for the shipping fee in advance. When the repair is completed, headquarter will reimburse the shipping cost.



### IMPORTANT

Before asking for after-sales service, please back up the data from the device. We do not back up data from the products received in the Customer Care Center. Therefore, we assume no responsibility for the loss or deletion of data.

---

### Customer Service Center

SSang-young IT Twin tower, B703

531, Dunchon-daero, Jungwon-gu, Seongnam-si, Gyeonggi-do

South Korea 462-727

- Fax: +82-2-548-0870
  - Email: mookseven@bluebird.co.kr
  - Hours: 9:30 AM to 6:30 PM (GMT Time: +9 hours)
- 



### NOTE

The center is closed on Saturdays, Sundays, and Korean national holidays

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### Registering for After-Sales Service

- We receive the products for after-sales service through mail, delivery service and hand carry only in principle.
- If you bought the product from any party other than the authorized dealer, you need to register the product before asking for after-sales service.
- Please enclose an evidence of purchasing or the receipt to the product for after-sales service.
- Please enclose the name, telephone number, address and symptom for prompt service.
- You can ask for after-sales service through the dealer or the Customer Care Center in the head office.
- Do not intentionally damage the label on the product.
- Damaged label may result in a disadvantage to the customer.
- When you return the product to Bluebird for service, please put the product in a protective box.
- Warranty will not be provided for any damage occurring during delivery. We recommend you to use the box and protective cover supplied with the product.
- Make sure to deliver the product in a safe way. Bluebird assumes no responsibility for loss of the product during delivery.

### Charged services

- If it is not a default, it will be charged when requesting for after-sales service.
    - Service request due to inappropriate use of the customer
    - Loss of a PIN number
    - Use of programs that might effect the program (over-clock, forceful changes in the input of the system, personal developments)
  - Default due to a mistake on the part of the customer
    - Default due to inappropriate or careless use of the product (dropping, submersion under water, shock, damage, unreasonable operations, etc)
    - Default due to a repair or unauthorized technician
    - Default caused intentionally or by carelessness of the customer
    - Default due to the use of fraudulent parts or components
  - Other cases
    - Default due to nature (fire, damage due to sea wind, flood damage, etc.)
    - Expendable parts have exhausted there life (batteries, antenna, or other component parts).
  - Regulations of treatment after charged service  
If the same default occurs on the part that had been repaired within a 2 months( 60 days) period, it will be provided with free of charge repair service.
- 



#### **NOTE**

There will be no returning of good repayment upon the following situation:

- Removal of the sealing of the product if it had been sealed.
  - If the product has been damaged due to careless use by the customer or due to a natural disaster (floods, rain, fire, etc.).
  - Loss of product or other components (CD, diskette, manual, connecting cables, etc).
  - Damage to the product after 10 days of purchase, the product will either be exchanged or provided with after-sales service (note, returning of goods or repayment is not allowed).
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## **FCC Caution.**

### **§ 15.19 Labelling requirements.**

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

### **§ 15.21 Information to user.**

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### **§ 15.105 Information to the user.**

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### **Specific Absorption Rate (SAR) information:**

This Automotive Diagnosis Computer meets the government's requirements for exposure to radio waves. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons regardless of age or health.

FCC RF Exposure Information and Statement The SAR limit of USA (FCC) is 1.6 W/kg averaged over one gram of tissue. Device types: **Handheld Mobile Computer (FCC ID: SS4BM180M)** has also been tested against this SAR limit. The highest SAR value reported under this standard during product certification when properly worn on the body is **0.955W/kg**. This device was tested for typical body-worn operations with the back of the handset kept **0cm** from the body. To maintain compliance with FCC RF exposure requirements, use accessories that maintain a **0cm** separation distance between the user's body and the back of the handset. The use of belt clips, holsters and similar accessories should not contain metallic components in its assembly. The use of accessories that do not satisfy these requirements may not comply with FCC RF exposure requirements, and should be avoided.

### **Body-worn Operation**

This device was tested for typical body-worn operations. To comply with RF exposure requirements, a minimum separation distance of **0.5 cm** must be maintained between the user's body and the handset, including the antenna. Third-party belt-clips, holsters, and similar accessories used by this device should not contain any metallic components. Body-worn accessories that do not meet these requirements may not comply with RF exposure requirements and should be avoided. Use only the supplied or an approved antenna.

