

NBS5500™ TERMINAL



INSTALLATION AND OPERATION MANUAL

NBS5500 TERMINAL™ INSTALLATION & OPERATION MANUAL

NOTES

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NBS Part Number: DE-X5500-IOM-0A-F5TDCDMA

TRANSPORTING AND STORING THE NBS5500

- Use the original packing material for any unit transport or storage.
- Disconnect the battery whenever the portable is not to be used for a period exceeding one month.

The method to disconnect the battery is outlined in the "Changing the battery."

ACCESSORIES

USB TRAVEL ADAPTOR

Connect the BA–USB travel adaptor to the portable mini-USB slave connector to charge the battery.

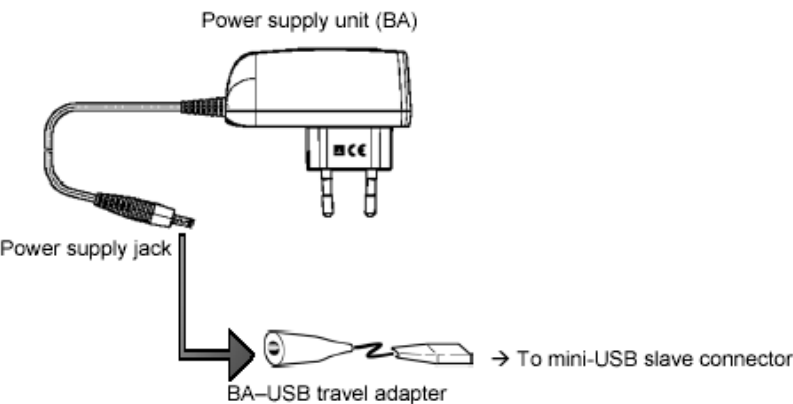


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PRODUCT REGULATORY INFORMATION

Changes or modifications to this unit not expressly approved by NBS Technologies Inc. could void the user's authority to operate this equipment.

MANUFACTURER'S DECLARATION OF CONFORMITY

American Notice

FCC Part 15 Compliance (EMC)

This device complies with the requirements in Part 15 of the FCC Rules for a Class A digital device. Operation is subject to the following two conditions:

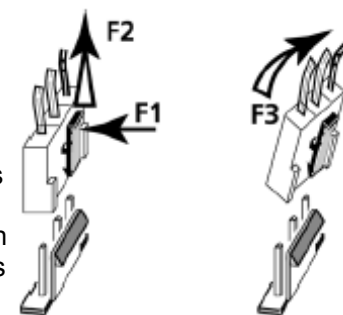
- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Warning: Changes or modifications not expressly approved by NBS technologies Inc. could void the user's authority to operate the equipment.

5. Carefully disconnect the battery as follows:

- a) Unlock the connector by pressing the locking mechanism (See Arrow F1) while pulling wires (See Arrow F2), to disconnect the connector. Release the traction on it as soon as the connector comes unclipped.



- b) Finish extracting the connector by tilting it slightly (See Arrow F3) to bring it away from the housing.
6. Connect and install the new battery following the instructions in "Connecting the Battery."
 7. Close the battery cover flap and charge the battery following the instructions in "Charging the Battery."
 8. In order to preserve the environment, dispose of used batteries in compliance with current recycling legislation.

THE LITHIUM BATTERY

For the attention of maintenance departments:

Warning: this equipment is provided with a lithium battery. There is a risk of explosion if this battery is incorrectly replaced. Replace the battery with a battery recommended by the manufacturer.

- Dispose of used batteries according to current recycling legislation.
- Only qualified personnel can be authorized to service this component.

CLEANING THE NBS5500

- Unplug all the wires from the base.
- Use a soft cloth VERY SLIGHTLY dampened with soapy water to clean the portable hoods and the base. Do not clean the contacts.

The NBS5500 terminal is now ready for use.

Handy Tip: The amount of paper remaining can be checked by looking through the left side hole.

Once installed, continue with the NBS5500 setup by following the terminal application instructions.

MAINTAINING AN NBS5500

OPERATING THE PORTABLE IN CASE OF BATTERY FAILURE

It is necessary to change the battery if you notice any of the following signs of battery failure:

- The screen does not have any display
- The battery icon appears crossed when you put the NBS5500 on its base
- Even after a long battery recharging, the terminal autonomy is very limited

If there is no battery, the initialization of applications present in the equipment is still possible. This is done by putting the terminal on its base. However, it is not possible to carry out transactions under these conditions.

CHANGING THE BATTERY



It is imperative to use a battery authorized by NBS. There is danger of explosion if the battery used is not approved by NBS.

1. Remove the portable from its base.
2. Turn off the unit by simultaneously pressing the "Point" key and the "yellow" key for approximately one second.
3. Remove the cover of the battery housing (see "Opening/Closing the Battery Cover Flap.")
4. Lift the battery and remove it from its housing.

FCC Part 68 Compliance (Telecom) For NBS502XB

Customer Information:

This equipment complies with the Federal Communication Commission (FCC Part 68) rules and regulations governing telephone equipment and the Technical Requirements for Connection to the Telephone Network published by the industry's Administrative Council for Terminal Attachments (ACTA). On the bottom side of this equipment is a label that contains, among other information, a product identifier in the format

US:5EKMM00BNBS502XB

If requested, this number must be provided to the telephone company.

Applicable USOC Jack: **RJ-11**.

The telephone cord and modular plug provided with this equipment is compliant with the criteria of the telecommunication industry. This equipment is designed for connection to the telephone network or premises wiring using a compatible modular jack that is also compliant. See installation instructions for details.

Notice: The Ringer Equivalence Number (or REN) for this terminal equipment is 0.0B. The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.

The REN for this product is printed on the product label and is a part of the product identifier that has the format US:AAAQE##TXXXXXXX. The digits represented by ## are the REN without the decimal point.

Caution: If this equipment NBS502XB causes harm to the telephone network, the telephone company will attempt to notify you in advance of discontinuing service. If advance notice isn't practical, the telephone company will notify the customer as soon as possible. If service is discontinued, you will be advised of your right to file a complaint with the FCC should you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment NBS502XB, please contact NBS Customer Support at **#201-845-7373 (ext 127)** for repair or warranty information.

If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

Notice: Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

This equipment is not hearing aid compatible.

FCC OET Bulletin 65, Supplement C (SAR) Compliance

For body worn operation, this POS terminal has been evaluated and found to comply with the RF exposure limits for humans, as specified in FCC OET Bulletin 65, Supplement C (SAR – Specific Absorption Rate) when used with the NBS Technologies Inc. accessories supplied or designated for this product and when the position of the device is a **minimum** of 4" (10 mm) from the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

ADJUSTING THE CONTRAST

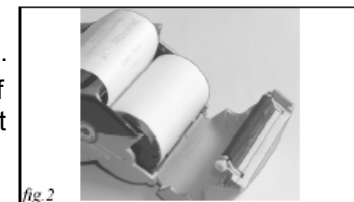
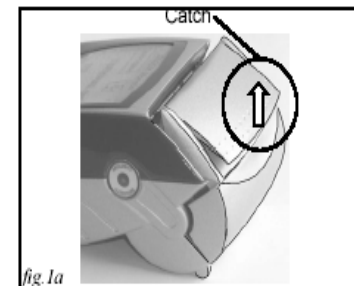
If you wish to modify the contrast of the characters displayed on the screen, simply press and hold the "Point" and "▲" or "Point" and "▼" keys as long as necessary to obtain a satisfactory contrast.

INSTALLING A ROLL OF PAPER

Warning: Use only paper approved by NBS. Use of unsuitable paper is likely to damage the terminal printer.

Paper roll diameter: 40 mm.

1. If you are inserting a new roll, tear off the first length (one complete turn).
2. Open the paper recess cover plate (Figure 1a) as follows:
 - Raise the catch located on the rear of the NBS5500;
 - Grip the cover plate and tilt it down from the rear of the terminal. (Figure 1b)
3. Insert the roll of paper in its housing as shown in Figure 2.
4. Pull the paper up to the top of the terminal (Figure 2). Hold it in this position.
5. Push up the cover plate fully home. (Figure 3).
6. Press on both upper corners of the paper flap simultaneously (Figure 3 arrows) until the flap clips into position and holds the paper.



CHARGING THE BATTERY

When is the battery to be charged?

- On initial start up, charge the battery for 16 hours following the environmental conditions stated below.
- When used daily the PORTABLE will recharge its batteries each time it is placed on its base. Charging is automatic.
- A completely discharged battery requires 8 hours for a complete recharge.

Where is the battery to be charged?

- The environment in which the charge takes place influences battery lifetime and autonomy (number of out-of-base transactions). The optimal conditions are as follows:
 - charge away from any external heat source (radiator, sun, enclosed area, etc
 - charge in optimal temperatures between +15°C and +25°C.

How is the battery to be charged?

Using the base

- Place the PORTABLE on its base.
- Check that the electrical plug symbol is displayed on the portable screen and that the battery symbol is moving (=battery charging).

Using the slave mini-USB connector of the portable

(The portable is out of its base)

- Connect the power supply unit to the BA-USB adapter. (See "Accessories.")
- Connect this assembly to the slave mini-USB connector located on the side of the portable. (See "Portable connections.")
- Connect the power supply unit to the mains.
- Check that the battery symbol is moving (=battery charging).

Canadian Notice

IC ICES-003 Compliance (EMC)

This device complies with the Class A limits for radio noise emissions as set out in the interference-causing equipment standard entitled "Digital Apparatus", ICES-003 of Industry Canada. This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of Industry Canada, ICES-003.

Cet appareil numérique respecte les limites du bruit radioélectrique applicable aux appareils numériques de Classe B prescrites dans la norme sur le matériel brouilleur: Appareils Numériques, NMB-003 édictée par l'Industrie Canada.

IC CS-03 Compliance (Telecom)

This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation "IC" before the registration number signifies that registration was performed based on a Declaration of Conformity indication that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

Notice: The Ringer Equivalence Number (REN) for this terminal equipment is 0.0. The REN assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices, subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed five. The REN for the device can be found on the device label.

Notice: The Industry Canada Label identifies certified equipment. This certification means that the equipment meets telecommunications network protective, operational, and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. The precaution may be particularly important in rural areas.

Caution: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

IC RSS-102 (SAR) Compliance

This POS terminal has been evaluated and found to comply with the RF exposure limits for humans, as specified in Health Canada's Safety Code 6, when used with the NBS Technologies Inc. accessories supplied or designated for this product and when the position of the terminal is a **minimum** of .4" (10 mm) from the body. Use of other accessories may not ensure compliance with IC/FCC RF exposure guidelines.

Standards

USA

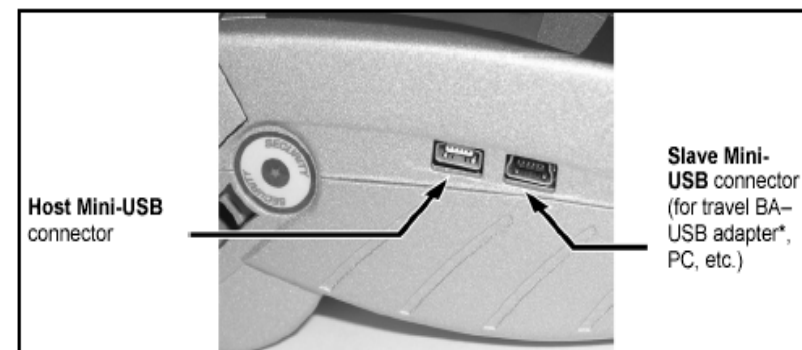
FCC Part 15: Radio Frequency Devices

FCC Part 68: Connection of the terminal equipment to the telephone network

FCC Part 22: Public Mobile Services

FCC Part 24: Personal Communication Services

PORTABLE CONNECTIONS

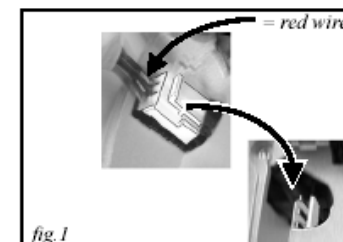


Travel BA-USB adapter is a NBS5500 accessory (See "Accessories").

CONNECTING THE BATTERY

The battery pack is located in the unit, under the battery cover flap. On a new device, the battery pack is not connected.

1. Turn the PORTABLE over on the table with the bottom side facing up and remove the cover flap (See "Opening/Closing the Battery Cover Flap.")

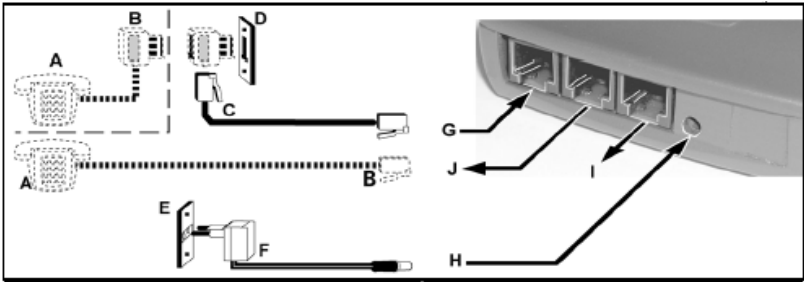


2. Locate the battery pack connector footproofing and the board connector located under the battery compartment (Figure 1).



3. Plug the battery pack connector on the board **according to the connector locating system and the wire colors** (Figure 1). Feel the locking.
4. Place the battery pack in its compartment (Figure 2).
5. Close the battery compartment cover flap.

- If necessary, connect the telephone **A**. (Telephone **A** is not required for the terminal to operate).
 - France: Plug **B** to the telephone network **D** through the piggyback plug
 - Other countries: Telephone connected to the base through the socket **J** (RJ-type connector).
- 2. Connect power supply block **F** to the mains electrical socket **E**.



A = Possible telephone	B = Telephone Plug
C = Interface to the telephone line	D = Telephone network wall socket
E = Main power supply network	F = Power supply unit
G = Plug for telephone network	H = Plug for power supply
I = Serial link (local loading tool, cash register)	J = Telephone device socket

Socket G (=socket J): TNV-3 circuit: Telecommunication Network Voltage, as per safety standard EN 60950.

Socket I: SELV circuit: Since these links are Safety Extra Low Voltage circuits, they must be interconnected to units which have interfaces powered by the same type of circuits. Connecting is to be made when the terminal is off.

Canada

- ICES-003: Digital Apparatus
- CS-03: Compliance specification for terminal equipment, terminal systems, network protection devices, connection arrangements and hearing aid compatibility
- RSS-129: 800MHz dual-mode CDMA cellular telephones
- RSS-133: 2 GHz personal communication services

INTRODUCTION

Thank you for purchasing the NBS5500 Terminal. We are confident that the NBS5500 will meet your exacting quality standards.

NBS5500 is the industry's latest generation wireless point-of-sale (POS) terminal designed to provide convenient and efficient processing of payments and value-added services to mobile merchants.

As a fully integrated, secure, EMV certified POS terminal, the NBS5500 is the most advanced terminal using CDMA on the market today

For more information on NBS Technologies Inc. and NBS products, visit our Web site at www.nbstech.com

INSTALLATION

NBS designs and builds POS devices with complete customer satisfaction in mind. To help ensure the trouble-free operation of your device, please read this guide carefully and follow the recommendations.

Note: When you receive a new terminal, the battery located in the portable is not connected. For connection details, see "Connecting the Battery."

USE

Once you have installed and equipped the NBS5500 with your application(s), you can use it following the instructions in the user guides specific to your application(s).

GUARANTEE AND SAFETY

To benefit from the guarantee on this equipment and to ensure your safety, you must use NBS-approved batteries and entrust disassembly procedures to authorized personnel only. The manufacturer cannot be held liable for any unauthorized handling of a NBS5500 terminal.

HANGING UP IN AN EMERGENCY

If you have an urgent call to make and the NBS5500 is on your telephone line, do the following to get a dial tone:

Place the handset in the hang up position and press the red key (= CANCEL)

- OR remove the portable terminal from its base
- OR disconnect the NBS5500 telephone connector from the telephone wall socket, and place the telephone connector into the telephone wall socket

You will get a dial tone within 6 seconds.

SAFETY INSTRUCTIONS**A- To power down the NBS5500 base:**

Disconnect the NBS5500 power supply block from the electric power supply network.

B- Lithium battery

The NBS5500 is fitted with a lithium battery which is not operator accessible. Only a qualified technician may be authorized to open the unit and service this component. Refer to "Maintaining the NBS5500 > The Lithium Battery."

3. Insert the card fully home into the slot.
4. Close the CAM2 cover flap.

To remove a smart card from the CAM2 reader:

1. Open the CAM2 cover flap.
2. Withdraw the smart card
3. Close the CAM2 cover flap.

INSTALLING THE NBS5500**INSTALLING THE NBS5500 ON ITS BASE**

Place the NBS5500 between the flanges on its base so that the unit's contacts engage with the contacts on the base (See figure opposite).

**CONNECTING THE BASE WIRES**

Select an electrical socket that complies with the general safety instructions as outlined in "Safety Instructions."

To connect the base wires:

1. Connect the base to the telephone network
 - Connect telephone plug **C**, equipped if necessary with the user country specific telephone plug, to the telephone network **D**.
 - Connect the other end of the wire to the base (socket **G**)
 - Connect the mains power supply wire to the base (socket **H**)

DE-INSTALLING THE MMC OR SDCARD

To gain access to the MMC or to the SDCARD connector, open the CAM2 cover flap.

Caution: Switch off the machine before opening the cover.

To install an MMC or a SDCARD (see previous diagram):

1. Open the CAM2 cover flap.
2. Insert the MMC or a SDCARD fully into the connector slot shown by the arrow in the previous figure. Be sure to put the cut corner as indicated in the figure above.
3. Close the CAM2 cover flap.

To remove an MMC or a SDCARD:

1. Open the CAM2 cover flap.
2. Withdraw the MMC or a SDCARD.
3. Close the CAM2 cover flap.

THE SECONDARY SMART CARD READER

The secondary smart card reader is also called the "CAM2 Reader."

To access the CAM2 reader, open the CAM2 cover flap.

Caution : Switch off the machine before opening the cover.

To insert a smart card into the CAM2 reader:

1. Open the CAM2 cover flap.
2. Position the smart card with the chip in the position shown in figure opposite:
 - chip forward, but not visible (facing down)
 - magnetic stripe visible (facing up).



C- Electrical power supply network

Provide an inlet connector for the electrical power supply network that meets the following recommendations:

- Connector is installed near the equipment and is easily accessible
- Connector meets the standards and regulations of the country of use

D- Telephone network

Provide an inlet connector for the telephone in compliance with the standards and regulations of the country of use.

E- Cover flap for battery and SAM1 and SAM2 reader

The cover flap for batteries and for the Sam1 and SAM2 reader, located underneath the terminal, must be in place during the normal operation of the terminal. See "De-Installing the SAM1 and Sam2 Modules" and "Connecting the Battery."

F- Cover flap for CAM2, SAM3 and SAM4 (or SIM) reader

The cover flap for the CAM2, SAM3 and SAM4 (or SIM), located on the underside of the terminal, must be in place during normal operation of the terminal. See "De-Installing the SAM3 and Sam4 (or SIM) Modules."

CHARACTERISTICS OF THE NBS5500

Portable physical characteristics

Weight: 410 g with battery, without paper roll

Dimensions : 180 x 80 x 55 mm (L x W x H)

Base physical characteristics

Weight: 120 g

Dimensions : 153 x 87 x 33 mm (L x W x H)

Telephone cable length : 3 m

Power supply cable length : 3 m

Power supply block : 100 g

Standards

See the "Standards" section on page 8 of this manual.

Operating conditions

Class II

Electrical network : 100-240VAC; 50-60 Hz

Consumption : 150 mA

Power supply block : 2 pole socket 2,5 A

Ambient temperature : +5°C to +45°C

Maximum relative humidity : 85% at +40°C

Serie link : level RS 232 / V28

Mini-USB A serie link

Mini-USB B serie link

Storage conditions

Storage temperature : -20°C to +55°C

Maximum relative humidity : 85% at +55°C

Paper References No.

To benefit from the full product warranty, you must use thermal paper authorized by NBS. Paper roll diameter: 40 mm.

UNPACKING THE NBS5500

Carefully preserve the packaging of the NBS5500. It must be re-used whenever the terminal is shipped.

Packaging contains:

- PORTABLE itself, equipped with its battery pack (not connected) and paper roll
- Base receiving the PORTABLE
- Detachable power supply unit. (The power supply unit delivered with your terminal is specially designed for it. Do not use any other power supply.) The use of a power supply having apparently similar voltage/current characteristics may, in spite of this, damage your terminal
- Telephone cable
- Installation manual

CLOSING

To close up the device, carry out the previous operation in the reverse order.

1. Engage the front of the flap cover under the terminal housing.
2. Fold the cover backwards to clip it on.
3. Make sure the clips are totally engaged under the housing by pushing them manually.

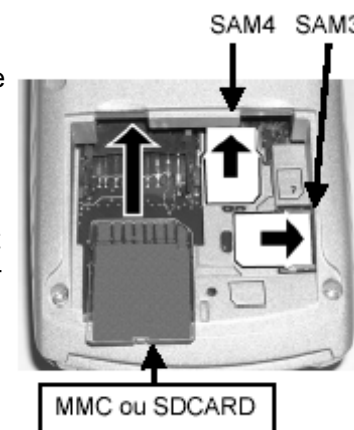
**DE-INSTALLING THE SAM3 AND SAM4 (OR SIM) MODULES**

The SAM3 and SAM4 (or SIM) modules are installed under the CAM2 cover flap.

Location 4 may be used by a SAM or a SIM.

Caution: Switch off the machine before opening the cover.

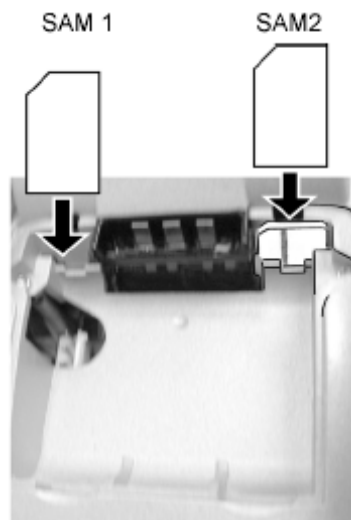
1. Open the CAM2 cover flap (See "Opening/Closing the CAM2 Cover Flap"). Note the location mark of SAM3 and SAM4 engraved in the lower housing.
2. When introducing a SAM in its slot, be sure to put the cut corner as indicated in the figure opposite. The position of the cut corner is also engraved on the lower housing.
3. Close the flap cover.



DE-INSTALLING THE SAM1 AND SAM2 MODULES

Caution: Turn off the terminal before opening the cover.

- Open the battery compartment cover flap (See § "Battery cover flap"). Note the location mark of the SAM1 and SAM2 engraved in the lower housing.
- When introducing a SAM in its slot, be sure to put the cut corner as indicated on the figure opposite.
- Close the flap cover.



Removing

Handy tip: Use a piece of adhesive tape to grip the SAM to make withdrawal easier.

OPENING/CLOSING THE CAM2 COVER FLAP (SECONDARY READER)

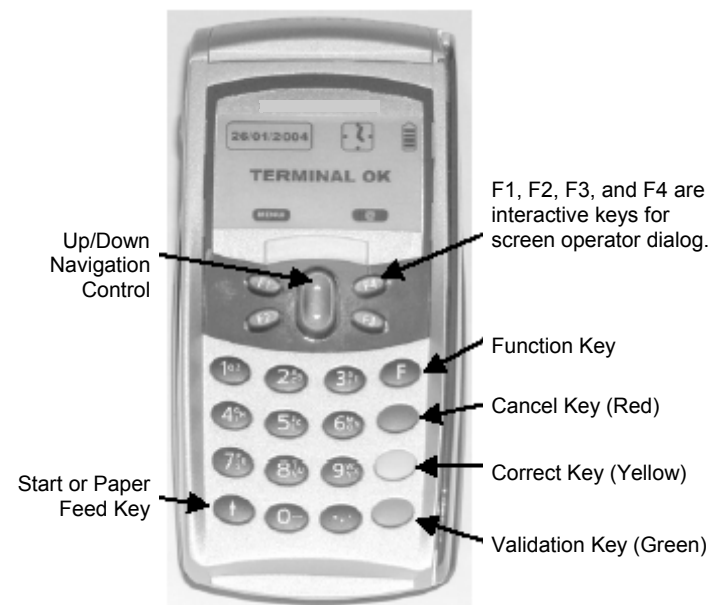
CAM2 cover flap is located under the portable.

Caution: Switch off the machine before opening the cover.

OPENING

1. Turn the PORTABLE over on the table with the bottom side facing up (as shown).
2. Unclip the cover flap by pushing both clips simultaneously with your nails in the direction shown (See Arrows 1).
3. Lift the cover flap on the clips side (Arrows 2) and remove the cover flap.

KEYPAD KEY ASSIGNMENTS



DAILY USE

CARD INSERTION AND READING DIRECTION

Reading the magnetic stripe (on a swipe or chip card):

1. Position the card as follows:
 - front side towards the right (magnetic stripe is on opposite side).
 - upper edge of card (defined with respect to text reading direction) set at reader lead-in.
2. Run the card by hand through the reader. (Arrow 1).



Inserting a chip card : Chip facing up (Arrow 2)

USING THE BASE (MODEL NBS 502XB)

Once installed, the base is designed to remain on constantly and connected to the telephone network.

→ The telephone line should not be shared.

The portable may be placed back in its base after each transaction.

It **must** be placed on its base in the following cases:

- When the telephone network is using (1) authorization request, (2) remote collection, (3) downloading
- When check processing, if the base is connected to a check reader.

BATTERY AUTONOMY

When removed from its socket, the portable can perform up to 200 transactions at 20°C, provided completely charged batteries are used.

STOPPING THE PORTABLE

When removed from its socket, after it has been used and if its battery is empty, the portable automatically shuts off. The screen is turned off.

To forced the portable to stop, press the "Point" and "Yellow" keys simultaneously for one second.

In order to restart the Portable, press  key on the keyboard.

PRECAUTIONS WHEN USING HEAT-SENSITIZED PAPER

To prevent the ticket from deteriorating in the event of improper storage, avoid the following:

- Storage in areas that are hot and humid (close to a heater/cooling unit, degree of humidity greater than 85%)
- Long-term exposure to sunlight or ultraviolet rays
- Contact with organic solvents (solvent-based adhesives)
- Direct contact with material containing softening (plasticizing) agents (envelopes or clear plastic folders made of PVC)

- Direct contact with whiteprint paper
- Direct contact with water
- Rubbing or pressing the paper too forcefully

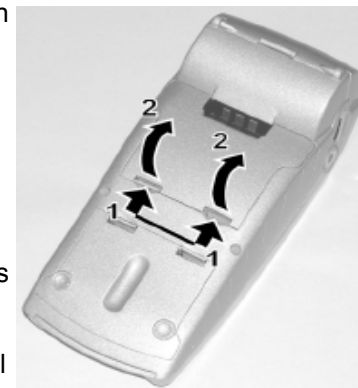
OPENING/CLOSING THE BATTERY COVER FLAP

The battery cover flap is located under the portable.

Caution: Switch off the machine before opening the cover.

OPENING

1. Turn the PORTABLE over on the table with the bottom side facing up (figure opposite).
2. Unclip the cover flap by pushing on the clips with your nails in the direction of Arrow 1 as shown opposite.
3. Lift the cover flap on the clips side (Arrow 2), disengage the two rear limiting tabs from underneath the terminal housing, and remove the cover flap.

**CLOSING**

To close up the device, carry out the above operations in the reverse order.

1. Engage the two rear limiting tabs of the flap cover under the terminal housing;
2. Fold the cover downwards to clip it on. If a SAM stops the cover flap from closing, check the direction of its insertion.
3. Make sure the clips are totally engaged under the housing by pushing them manually.