LinkPoint 2000
INSTALLATION MANUAL

LinkPoint 2000 Installation Manual
Manual Revision Number 1.1

Published December 1998

LinkPoint International, Inc.
6101 Condor Drive
Moorpark, CA 93021
www.linkpoint.com

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 a 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. **Caution:** Danger of explosion if lithium battery is incorrectly replaced. Replace only with the same of equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.

TABLE OF CONTENTS

GENERAL SAFETY INFORMATION

♦ For safety, the LinkPoint 2000 terminal must be serviced <u>only</u> by LinkPoint International or its representatives.

♦ Do not operate the LinkPoint 2000 terminal until you have been trained by your Sales Representative.

♦ Operate the terminal according to the instructions in this manual.

♦ Protect the terminal from liquid spills, dust and sharp objects.

♦ Do not submerge the terminal.

♦ Avoid operating the terminal in locations where it may be splashed with acid or other chemicals.

♦ Do not place any foreign objects into the cardreader or into the jacks of the terminal.

♦ Make sure all cables are connected securely.

♦ Do not attempt to disassemble the unit. Doing so will void your warranty.

GETTING STARTED

Introduction

Congratulations on your choice of the LinkPoint 2000 point-of-sale (POS) terminal (Figure 1). Scientifically engineered to exceed the quality found in current terminal technology, the LinkPoint 2000 combines user-friendly operation with soft programmable functions. The screen addressable keys and the innovative backlit display make terminal operation quick and easy. Expanded serial port capabilities include all major printer compatibility with additional serial ports for PIN pads, check readers, and other peripherals.

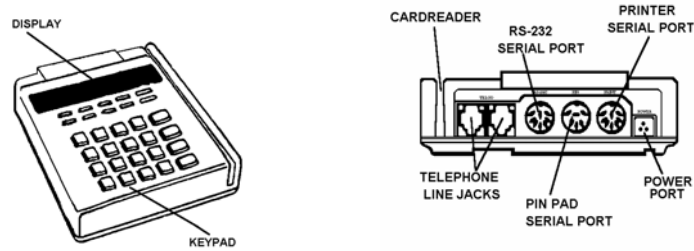This manual explains how to unpack and install your terminal and how to make sure that it is operating properly.

Figure 1
LinkPoint 2000 Terminal

Unpacking

Carefully inspect the shipping carton and its contents for any damage that may have occurred during shipping. If the printer is damaged, file a claim immediately with the shipping company or carrier and notify LinkPoint International Customer Service at (888) 222-0071. **Do not try to use a damaged terminal!**

To unpack the LinkPoint 2000:

1. With the shipping carton right side up, open the carton's lid.

2. Lift the terminal, its AC adapter and line cord with modular plugs up and out of the box.

3. Remove the terminal from its protective bubble wrap and place the bubble wrap back in the shipping carton. Remove the AC adapter from its protective box and return the box to the shipping carton. Close the shipping carton and save the shipping materials so that the unit can be repackaged for shipping or moving.

4. Place the terminal on a desk or table top. When choosing a place for the LinkPoint 2000, avoid areas with:

    ♦   Direct sunlight or objects that radiate heat,

    ♦   Excessive dust,

    ♦   Electrical devices that cause excessive voltage variations such as air conditioners, space heaters, fans, or high-frequency security devices.
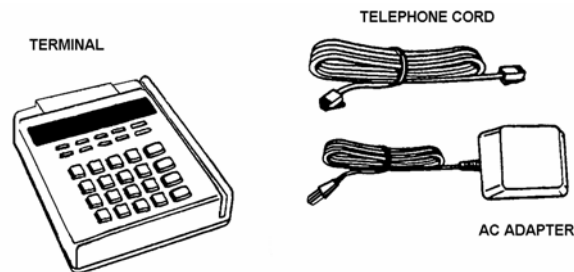

Figure 2
LinkPoint 2000 and accessories

GETTING STARTED

Installation

Installing the LinkPoint 2000 terminal is simple and requires no tools.

1. Connect the AC adapter to the power input at the rear of the LinkPoint 2000 terminal.
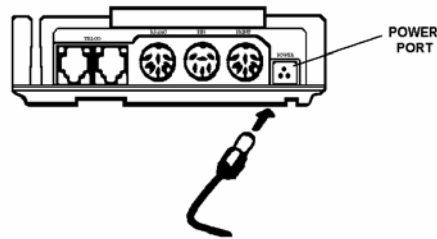
Figure 3

2. Plug the adapter into a 120V electrical outlet or into a surge suppresser.
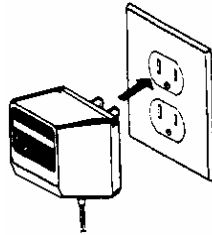
Figure 4

3. Connect one end of the telephone line cord to one of the modular jacks at the rear of the terminal. Connect the other end of the line cord to a modular telephone wall jack, just as you would connect a telephone (see Figure 5). Insert the modular plug directly into the wall jack, or use a 4-prong adapter (not included) for older 4-prong jacks.

Note: You may connect a standard telephone or handset to the other modular jack at the rear of the terminal.

Figure 5

4. If you are using a printer with your LinkPoint 2000 terminal, see the manual packaged with your printer for installation and operating instructions.

5. When the terminal is plugged in, it will display an idle message (i.e., App. Not Available).

Maintenance

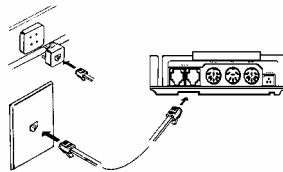Your LinkPoint 2000 system does not need preventive maintenance. However, LinkPoint International does recommend periodically cleaning the keypad using a soft paint brush to remove dust. To avoid costly downtime, LinkPoint International also recommends protecting your terminal with a surge suppresser. Because your terminal can be damaged by liquids, do not spray liquid cleaners directly on the terminal. Always apply the cleaner to a cloth towel first and then use the towel to clean the terminal.

Returning the Terminal for Service

To repair or replace your LinkPoint 2000 terminal, contact your Sales Representative for instructions. Be sure to mention the serial number on the bottom of your terminal.

CAUTION: Do not try to service, adjust, or repair the LinkPoint 2000 terminal yourself. Doing so will void your warranty.

Printers

The LinkPoint 2000 terminal supports all major terminal printers. Printers attach easily to the LinkPoint 2000 terminal with a connecting cable, and can be plugged into any standard 120V electrical outlet.

PIN pad Devices

The LinkPoint 2000 terminal supports PIN pad devices. Please refer to the PIN pad manual for installation and operating instructions.

TERMINAL FEATURES

TERMINAL FEATURES

The Display Panel

Each LinkPoint 2000 terminal has a built-in display panel capable of displaying up to 20 letters or numbers (see Figure 6). The LinkPoint 2000's backlit display enhances readability. The 2-line 20-character display easily accommodates most display messages. The LinkPoint 2000 terminal also supports a scrolling feature that allows you to read messages longer than 20 characters.

F**igure 6**
Sample LinkPoint 2000 display message

The Cardreader

The LinkPoint 2000 terminal comes with a dual track magnetic cardreader, so the terminal can read both Track 1 and Track 2. The cardreader reads the cardholder's account number, expiration date, name, and security data from the magnetic stripe on the back of all major credit and bankcards.

Figure 7

Note: When sliding the card (bi-directional motion), face the magnetic stripe down and <u>away</u> from the keypad.

The Keypad

Transactions are performed via the terminal's keypad (Figure 8). The keypad allows users to select transaction types and enter information.
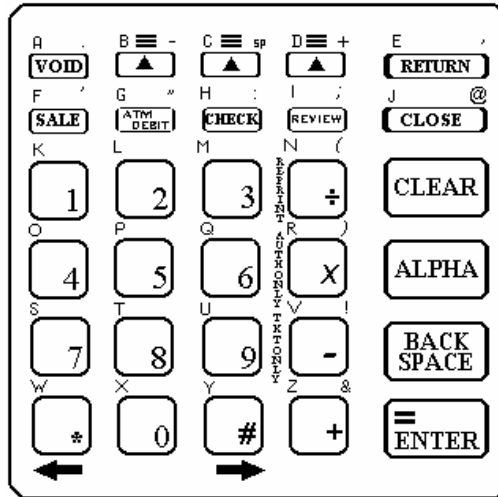

Figure 8
LinkPoint 2000 keypad with overlay

As Figure 8 illustrates, the LinkPoint 2000 terminal keypad has 30 keys that can be used to select numbers or letters, choose functions, or enter data.

During transactions, use the number keys and the "soft" [▲] keys to respond to prompts or to enter alphanumeric data.

BASIC OPERATION

Download

The LinkPoint 2000 terminal may or may not have an application pre-downloaded. To download an application, please contact your Sales Representative.

Transaction Keys

The LinkPoint 2000 has seven (7) transaction keys and three (3) screen addressable, "soft" programmable keys. The seven transaction keys are located directly below the terminal display. These seven keys can be customized to perform a variety of functions, depending on the type of application that is downloaded into the terminal. The three screen addressable "soft" keys are used to reply to display prompts.

Using the Cardreader

The cardreader saves time and avoids mistakes that can occur when typing information directly onto the keypad.

1. Check the display for an idle message. If it is not displayed, wait until the current operation has ended and then press [CLEAR] to return to the idle message.

2. Initiate the correct transaction type.

3. Insert a card into the rear of the cardreader slot with the magnetic stripe facing down and to the right of the terminal (see Figure 7 on page 6).

4. Slide the card through the slot without stopping. If the terminal beeps, check the position of the magnetic stripe and slide the card through the slot again. If the beep persists, the card may be damaged. Type the account number directly on the keypad.

5. Complete the transaction by following the display messages.

Entering Alphanumeric Data from the Keypad

The LinkPoint 2000 keypad has 30 keys that can be used to enter as many as 47 different alphanumeric characters. These characters are the letters A through Z, the numerals 0 through 9, and the following special characters: + * , ' " - . # ; : @ and [space]. To enter numbers and special characters (i.e., +) simply press the appropriate key. Alpha characters can be entered in one of two modes: single or locked. The "single" mode is selected by pressing the [ALPHA] key once followed by the corresponding character key. For example, to enter the letter "A" press [ALPHA] [A]. The "locked" mode is selected by pressing the [ALPHA] key twice followed by the corresponding character keys. For example, to enter the word "LINKPOINT" press [ALPHA] [ALPHA] [L] [I] [N] [K] [P] [O] [I] [N] [T] . To release the "locked" upper case mode, press the [ALPHA] key once.

LINKPOINT 2000 SPECIFICATIONS

Microprocessor	Z180 CPU operating at 12.288 MHz
Memory	128k EPROM and 128k battery-backed RAM
Display	2 line 20 character LCD back-lit display
Keypad	30-key alphanumeric keypad Audio feedback tone (short tone for legal key entry, longer tone for illegal key entry)
Cardreader	ABA Track 1 and ABA Track 2 magnetic stripe cardreader
Modem	Internal modem with modular jack. Model 212A Standard Bell 212A high-speed dial-up modem, 300 and 1200 baud
Communications	Internal Bell 100/212A 300/1200 bps on dial operation V. 21 V.22
Peripheral Ports	2x RS-232 serial ports for PIN pad, roll printers, slip printers, bar code wands, etc.
Power Connector	3-pin male-DIN power connector
Telco Connector	6-position modular jack
Operating Environment	0º to 40º C, 32º to 104º F Humidity: 0% to 90% relative humidity; no condensation
Power Requirements	Voltage: 120 volts AC, 60 HZ Power: 10W
Dimensions	Height: 1.5 in. (38.1 mm) Width: 5.6 in. (143.1 mm) Depth: 6.5 in. (165.4 mm)
Weight	Shipping Weight: 2.5 lb. (1.13kg)