

CCV Mobile A920Pro

First steps



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Introduction

The CCV Mobile A920Pro terminal is as easy to use as your smartphone, perfectly fitted for mobile use. In addition to the payment application, you can install helpful B2B apps.



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1. Safety notes

Power

- Before you connect the terminal power pack to an electrical outlet, check that the on/off power switch on the terminal is off. If the terminal does not have an on/off switch, check that the power cable connector is removed from the terminal's power port. Or, when connecting the terminal to a power pack, always connect the plug of the power pack to an electrical wall outlet first. Then connect the power cable to the terminal's power port. The power pack is rated as follows: Input Voltage 100 - 240 VAC 50/60 Hz and output voltage 5V DC, 2000mA.
- Do not use the adapter in a high moisture environment. Never touch the adapter when your hands or feet are wet.
- Allow adequate ventilation around the adapter. Avoid locations with restricted airflow.
- Connect the adapter to a proper source. The voltage and grounding requirements are found on the product case and/or packaging.
- Your terminal contains sensitive electronic components that can be permanently damaged if exposed to excessive shock or vibration. To minimize the risk of damage to your terminal avoid dropping your terminal and operating it in high-shock and high-vibration environments.
- Never immerse the device in water, throw it into open fire, or expose it to a high level of moisture. Wipe off the device using only a slightly moistened cloth. Do not use cleaning agent.
- For damage arising from the use of unapproved external products (e.g. unsuited charging adapters, power supply units, storage batteries, cables, etc.), no liability is assumed.

- Do only use CCV Mobile A920 original power supply and cable.
- Caution - overheating the plug connector: To avoid overheating the connection does not use a dirty or moist plug connector. Do only use a clean and dry plug connector. For usage in moist or dirty environments please use a protective cover or charging base.

Disconnecting power

- Disconnecting power during a transaction may cause transaction data files that are not yet stored in terminal memory to be lost. Never remove the battery pack from the terminal if it is in the process of performing a payment or other transaction („Please wait...“). If this message appears for a longer period of time, please contact your network provider.

Payment

- The terminal is designed only for cashless payments using debit, credit, and customer cards (magnetic stripe/chip/contactless) and must be used only for these cards.
- If you want to reset your terminal settings (factory settings) please make sure that all transactions are transferred to your payment provider by an end of day closure.

Software Updates

- Caution: Please use a SIM card which does have a adequate cost model for the necessary data volume. The terminal does have a data connection to the net service provider (transactions), TMS (software updates) and CCVStore (apps). Typical data volumes: app 8 MB, software update 20 MB, Android OS 500 MB.



Avoid



Shock and vibration



Oil and dirt



Excessive heat



Direct sunlight or objects
that give off heat



Dust



Water, moisture or
condensation



Objects that cause excessive current
fluctuations and/or electromagnetic fields.

For example, anti-theft gates and
conveyor motors.

Attention



Only use original PSU,
cables and accessories



For special environments, the
terminal must be protected
accordingly (protective
cover, charging base...)



Keep terminal and
connectors dry and clean

Repair

- Never try to open the terminal. In case of unauthorised opening, all safety-related data is deleted and the device is out of order. Repairs may be performed by the manufacturer only.
- The removal of or damage to type plates and seals attached to the device lead to the expiration of any warranty claims.

Location — Electrical Considerations

- **CAUTION:** Due to risk of electrical shock or terminal damage, do not use the terminal near water, including a bathtub, wash bowl, kitchen sink or laundry tub, in a wet basement, or near a swimming pool. Also, avoid using this product during electrical storms. Avoid locations near electrical appliances or other devices that cause excessive voltage fluctuations or emit electrical noise (for example, air conditioners, neon signs, high-frequency or magnetic security devices, electric motors).
- Do not plug the power pack into an outdoor outlet. It is not waterproof or dustproof. Avoid operation in very hot, dusty, moistly, acidly or oily environment.
- Do not expose the device to temperatures above 50°C, which can occur behind glass under direct sunlight, or to temperatures below -10°C.
- Maintain a sufficient distance to other electrical devices, such as cancelling machines for security labels (min. 50 cm) since this can lead to malfunctions.

End of life

- At the end of life, dispose of the terminal and storage battery pack in an environmentally proper manner.

Service

- After each software update or other change on the terminal, the payment processing must be tested, including day-end closing with all payment types, and the correct credit to the dealer account must be checked.
- Obtain information regularly regarding available updates or product expansions (hotline of your network provider).
- In case of the normal use of the card reader (no dirty cards, indoor use), the card reader must be cleaned once a week with suitable cleaning cards (dry or moist). In case of frequent use under difficult conditions (e.g. dirty fleet and station cards, outdoor use), the card reader must be cleaned once a day with suitable cleaning cards (dry or moist).

Please make sure that the terminal can connect to the IP targets for maintenance.

- TMS: IP 80.72.137.22 (port 1260 or 1270 with TLS encryption)
- CCVStore: For Android terminals IP 80.72.141.66 (port 443),
api.store.ccv.eu and store.ccv.eu



In case of the non-observance of the safety notices or incorrect use, no liability will be assumed for any damage that occurs.

- Do not use the adapter if the cord is damaged.
- Do not attempt to service the adapter. There are no serviceable parts inside. Replace the unit if it is damaged or exposed to excess moisture.

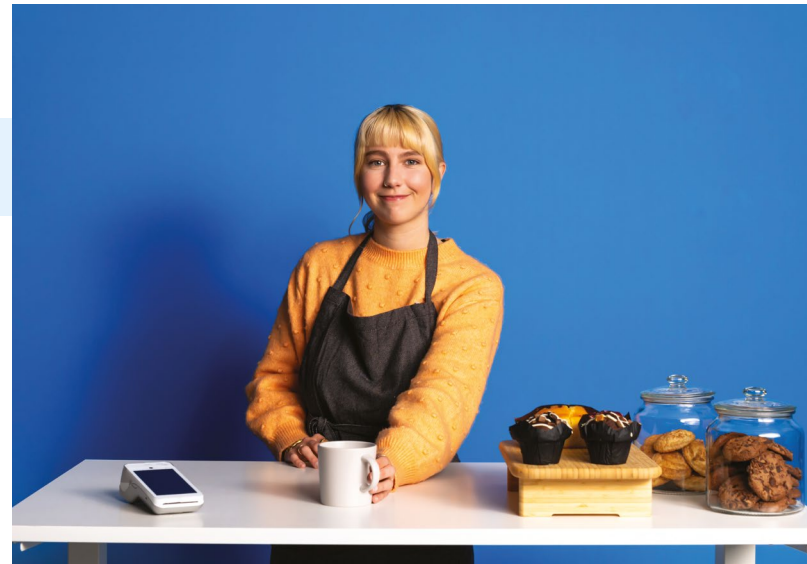
2. Declaration Of Conformity

CE Declaration of Conformity

Hereby declares CCV GmbH the accordance of the radio equipment CCV Mobile A920Pro and its power supply to the directive 2014/53/EU.

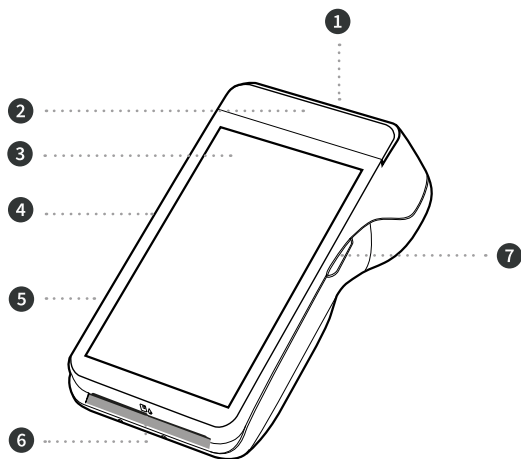
The complete texts of the EU declarations of conformity are available on following internet address:

<https://www.ccv.eu/de/download-bar/>

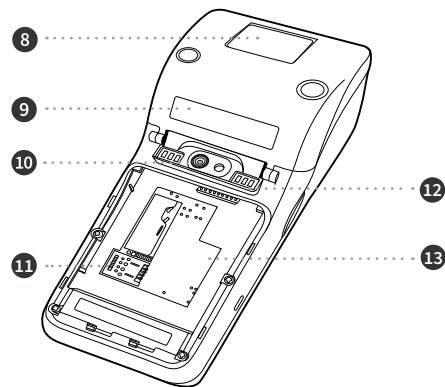


Product description

- 1 Contactless reader
- 2 Magnetic stripe reader
- 3 5.5" Full Touch Display
- 4 2 shortcuts for media volume (-/+)
- 5 Micro USB charging connector
- 6 Chip card reader
- 7 ON/OFF button
short → power saving mode
long → ON/OFF

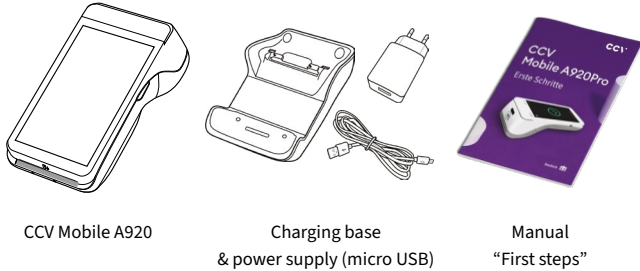


- 8 Printer cover
(paper roll - width: 58 mm/
40 mm diameter)
- 9 CCV Product label
- 10 Back camera
(5 Megapixel/can read
1D & 2D barcodes)
- 11 SIM Card Slot
(picture without battery cover
and battery, Mini-SIM for
LTE/4G usage)
- 12 Contacts for charging base
- 13 Battery

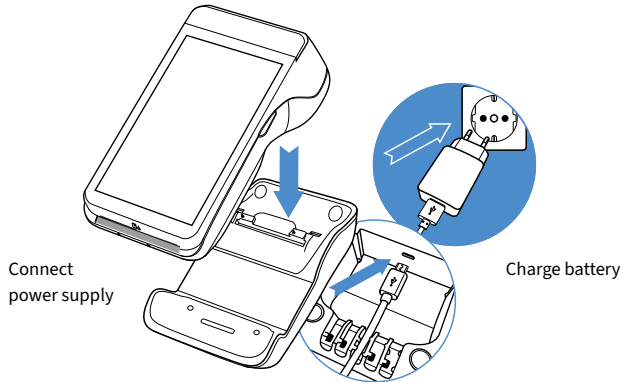


3. Start up

Content



Connect



Installation

- 1. Connect** Please connect terminal with power supply. You need to plug power supply connector to charging base and put terminal on charging base.
- 2. Turn on** Terminal starts up. First use: Please take care to charge battery more than 6 hours.
- 3. Paper roll** Open printer compartment by lifting printer catch. Insert the paper roll and close printer cover (characteristics: width 58 mm/40 mm diameter).
- 4. Communication** You can connect the device to the Internet via WiFi or alternatively via an LTE/4G mobile connection (mini-SIM card required). If you drag down the status bar by wiping you will see further settings. Press and hold the WiFi icon (far left) to enter the connection settings and to connect to your network.
- 5. Startup**
SECpos EVO Start SECpos EVO app and choose language. After that please enter your Terminal-ID (8 digits) and your PU (optional: processing unit/ communication target). You get your Terminal-ID and your PU number by your payment provider.



- 6. Host communication** After entering the needed data (language, TID and PU) terminal automatically connect to your payment provider host. Transactions like an initialisation, diagnosis and EMV diagnosis will be processed – please check these transactions to ensure that all transactions are done successfully.
- 7. Start payment transaction** Please start the cash register app „app2pay“. Now you can enter the payment amount and start a payment transaction.

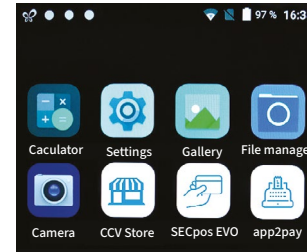


4. Handling

Android homescreen

Your terminal is based on Android OS and usage is the same as you know from Android smartphones. After turning on by pressing power button on the right side the terminal shows you the Android homescreen after booting.

By factory load there are following apps:

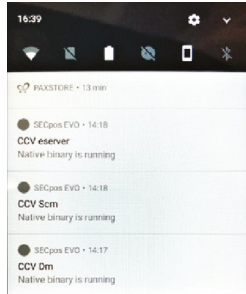


1. Calculator
2. Settings
3. Gallery
4. File Manager
5. Camera
6. CCVStore (CCV marketplace to download apps)
7. SECpos EVO (CCV payment app – for payment please start app2pay)
8. app2pay (CCV cash point app – for payment please start app2pay and enter amount)

Android status bar

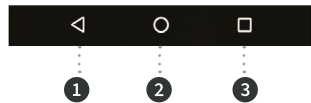


- 1 Symbol for active CCVStore
- 2 Three white dots are for active CCV apps working in the background (CCV eserver, CCV Scm und CCV Dm)
- 3 WiFi status
- 4 SIM status
- 5 Battery status
- 6 Time



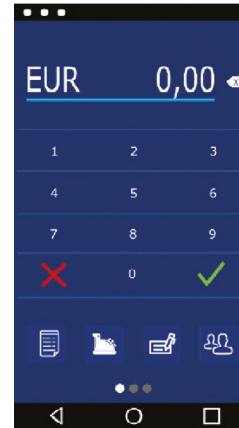
You can draw down the statusbar to see further settings and a list of active apps (CCV eserver, CCV Scm und CCV Dm – please do not close these apps!).

Android Statusleiste



- 1 Back
- 2 Homescreen
- 3 Task Manager

app2pay



To process card payments please start “app2pay” and enter amount.

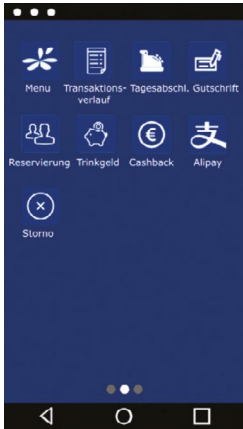
- Android status bar
- Amount and correction button
- Keypad
- 4 Softkey Buttons
- Android navigation bar (back/home/task manager)



Transaction history:

With the history you can start:

- a transaction reprint or
- a reversal (only possible if the transaction is not finished by a end of day closure) or
- a refund (only possible if the end of day closure is already done)



Information:

You can change your 4 favorite softkey buttons. Hold softkey and drag & drop to first page.

Softkey Buttons:

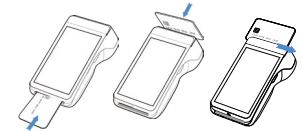
- **Menu:** start app2pay menu for information and settings
- **Reconciliation with closure/Day-ending closure** → Send all offline transactions and closure of all open transactions
- **Refund:** start refund transaction
- **Reservation:** Reservation about choosen amount
- **TIP:** Enter amount and add a TIP amount for the service
- **Cashback:** Enter amount and add a cash amount
- **Alipay:** QR code scan for an Alipay transaction
- **Transaction history:** Show all transactions. You can start a copy of a receipt copy or a reversal
- **Reversal:** Reversal of a transaction. Only possible until day-end closure.After day-end closure a refund transaction is possible.

Payment

1. Start “app2pay” and enter amount



2. Read card (chip reader, contactless reader or magnetic stripe reader)



3. Optional: enter PIN



Transactions



Reconciliation with closure/ Day-ending closure:
Softkey Reconciliation with closure

Select transaction type
(optional): Screen “Card please”
→ press “Select” button→ read card



Reversal:
Softkey Reversal

SECpos menu

You can start special functions by using SECpos EVO menu.

Functions as:

Diagnosis | Configuration diagnosis | EMV diagnosis



Start SECpos EVO menu:

- Start "SECpos EVO" app
- Press menu button
- Enter menu PIN (example 000000)
- Select function

If there is a payment lock (app SECpos EVO/ acCEPT) – you can unlock by pressing the unlock button or starting the needed function.

Locks can be:

- Day-end closure lock (unlock → start reconciliation with closure/ Day-end closure)
- Initialisation lock (unlock → start initialisation)
- Diagnosis lock (unlock → start diagnosis)
- Startup lock/out of order lock
(solution → start "app2pay" startup process)



Example:

- Diagnosis lock
- Solution → press unlock button

The unlock button automatically start the needed function.

Software updates:

Software updates (Android/Apps) for CCV Mobile A920 are done via CCVStore. And a configuration change or reading logs is done via TMS.

1. Software updates → automatically via CCVStore
2. Configuration change → via CCV TMS

If payment app has been updated the terminal automatically contact TMS to update the configuration. Further the terminal contact TMS with a heartbeatcall every week (configurable, default once a week).

5. Specifications

Memory

2 GB RAM, 16 GB eMMC (expendable up to 128 GB via Micro SD)

Operating system

Paydrod powered by Android (Android 8.1)

Processor

ARM Cortex A53 Quad-Core, 1.4GHz

Keypad

Full touch Display

Hardware Keys

Power ON/OFF | Volume+ | Volume- | Quick Scan Key

Display

5.5" colour display 1440x720 px, capacitive touchscreen

Battery

Li-Ion 5150 mAh, 3.7 V

Integrated printer

Thermal printer 40 lines/s, paper roll diameter 40 mm

Camera

5.0 MP rear camera

Audio

Buzzer, speaker, microphone

Scanner

0.3 MP Scanner on top-side for reading 1D & 2D codes

Dimension

178.3 x 78.0 x 54.2 mm (L x W x H). Weight: 390 g (incl. battery)

Contactless reader

ISO 14443 A/B, MIFARE, girocard contactless, Mastercard contactless, Visa contactless, American Express contactless, Diners contactless, girogo

Chip card reader

EMV L1 & L2

Magnetic stripe reader

3 stripe magnetic reader (bidirectional)

Communication/ interfaces

4G, WiFi 2.4/5GHz, Bluetooth, GPS, USB C, USB 2.0 OTG, 6x POGO PIN, 1 SIM, 2 SAM

Cash register interface

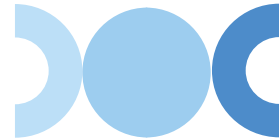
ZVT and OPI protocol

Environment

Operating temperature -10°C to 50°C, storage temperature -20°C to 70°C, relative air humidity 10% to 95% non-condensing

Certifications

Compatible with current specifications DK TA 7.2/DC-POS3.0, EMV, RoHS, CE, PCI-PTS 5.x, P2PE (on request)

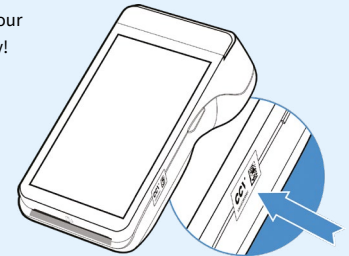


Seal sticker

On the side of your terminal, you will find a seal sticker that guarantees that the device is intact and unopened. The seal sticker gets broken when device will be opened. Please check this seal sticker regularly.



If the seal is broken, contact your network provider immediately!



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