# CCV Mobile Premium

## First steps

English

# CCV Mobile Premium

The CCV Mobile Premium is one of the most compact and functional mobile payment terminals, which also shines with an extraordinarily elegant and high-quality design.

**Scan for information**

# Content


| | | |
|---|---|---|
| 1. | Safety notes | 36 |
| 2. | Declaration Of Conformity | 40 |
| 3. | Startup | 42 |
| 4. | Handling | 53 |
| 5. | Softkeys | 57 |
| 6. | Menu | 60 |
| 7. | Specifications | 62 |

# 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 terminals´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 terminals´s power port. The power pack is rated as follows: Input Voltage 100 - 240 VAC 50/60 Hz (0,2 A max.) and output voltage 5V DC, 1,0 A.

- Do not use the adapter in a high moisture enviroment. 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.
- 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.

## Battery

- The battery pack must be charged at least 6 hours before you start first work with the terminal. Non-observance can lead to faults.

- Do not discharge the battery pack less 10% of the nominal capacity (deep-discharge) as the battery life time is otherwise considerably reduced.

- Damaged battery packs must be changed immediately and disposed of in an environentally proper manner. Do not throw them into the domestic waste or short-circuit them. **CAUTION**: In case of incorrect handling, there is a risk of explosion and fire!

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

## 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.

## 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-freqeuncy or magnetic security devices, or 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.

- Your POS 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.

- Maintain a sufficient distance to other electrical devices, such as **cancelling machines for security labels (min. 50 cm)** since this can lead to malfunctions.

- 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.

## 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.

## 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.

## 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).

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

# 2. Declaration Of Conformity

## CE Declaration of Conformity

Hiermit erklärt die CCV GmbH, dass der Funkanlagentyp CCV Mobile Premium und dessen Netzteil der Richtlinie 2014/53/EU entspricht.
Die vollständigen Texte der EU-Konformitätserklärungen sind unter der folgenden Internetadresse verfügbar:

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

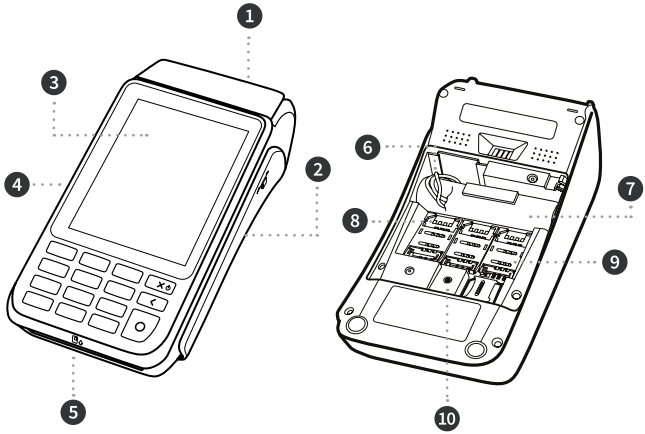
## CE Declaration of Conformity

Hereby declares CCV GmbH the accordance of the radio equipment CCV Mobile Premium 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. Printer cover
2. Magnetic-stripe reader
3. Contacless reader
4. Power connector (Micro-USB)
5. Smart card reader
6. Battery connector
7. Battery
8. SIM card slot
9. Card slot for „Händlerkarte“ (GeldKarte)
10. Screw for backcover

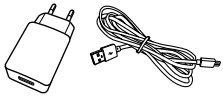


# 3. Startup

## 1. Content

Terminal CCV
Mobile Premium

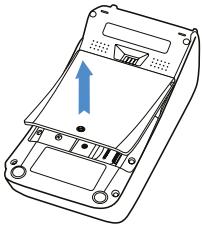
Battery
(2600 mAh, 3,7 V)

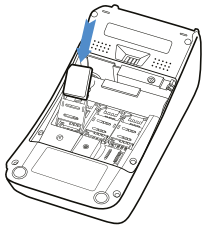


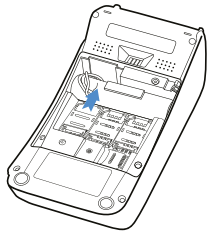
Power supply (Micro-USB,
Output: 5V DC, 1,0 A)

Manual
„First steps“

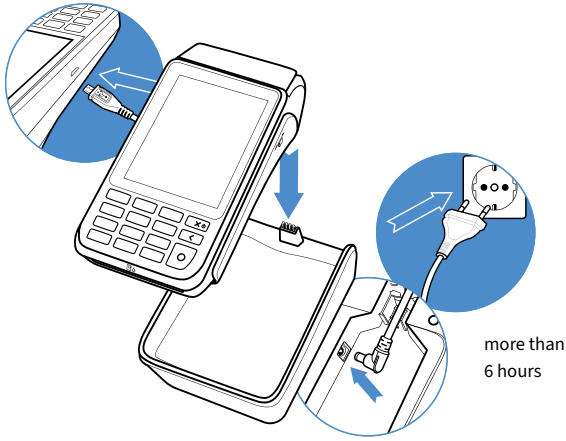
## 2. Input SIM card





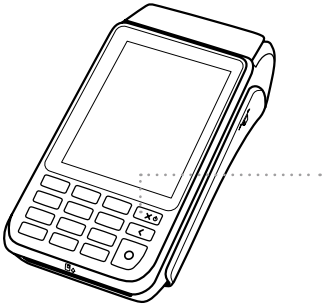


## 3. Battery load



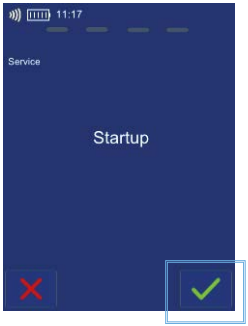

## 4. Input paper roll (40 mm)

## 5. Switch on

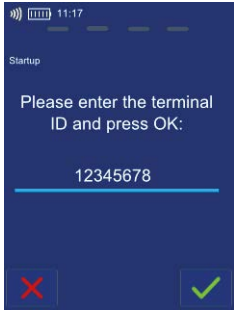


hold for 2 sec. = on/off

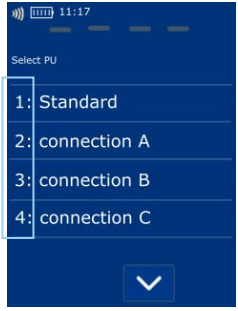
## 6. Startup



## 7. Select language and enter Terminal-ID

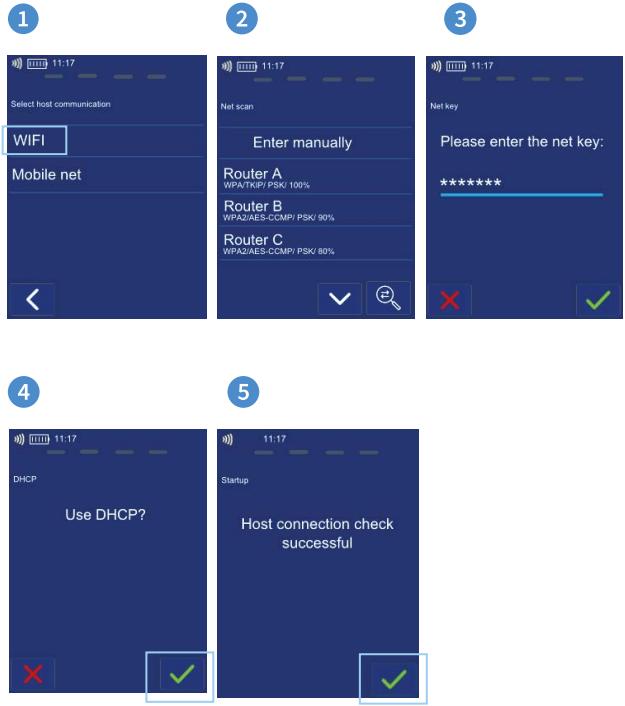



## 8. Select Host target (communication unit)

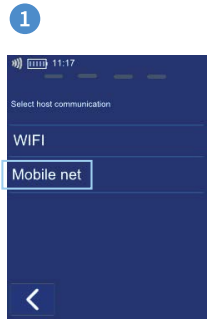


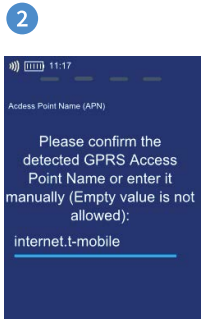
# 9. Set communication (3G/WIFI)

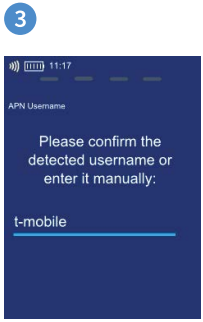
**WIFI**

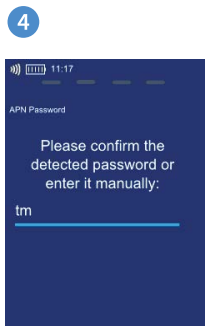


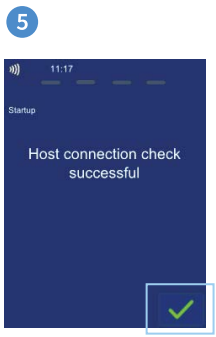
## Mobile net


1
11:17
Select host communication
WIFI
Mobile net


2
11:17
Acdess Point Name (APN)
Please confirm the detected GPRS Access Point Name or enter it manually (Empty value is not allowed):
internet.t-mobile

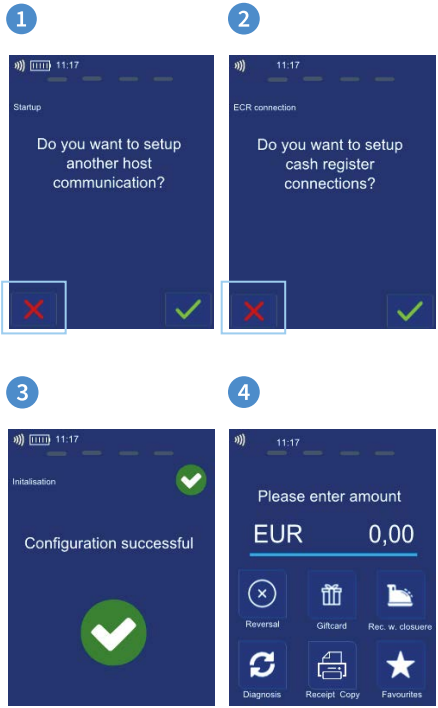

3
11:17
APN Username
Please confirm the detected username or enter it manually:
t-mobile


4
11:17
APN Password
Please confirm the detected password or enter it manually:
tm

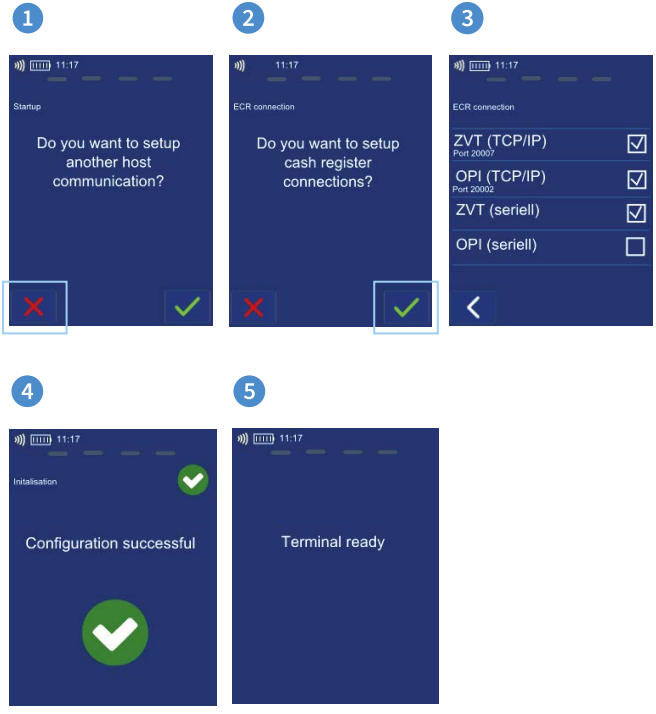

5
11:17
Startup
Host connection check successful

## 10. Optional - activate cash register

Without cash register



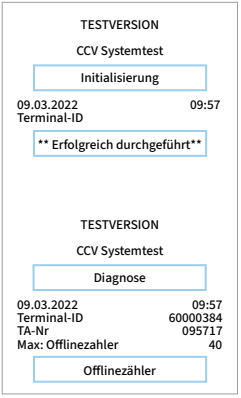
With cash register

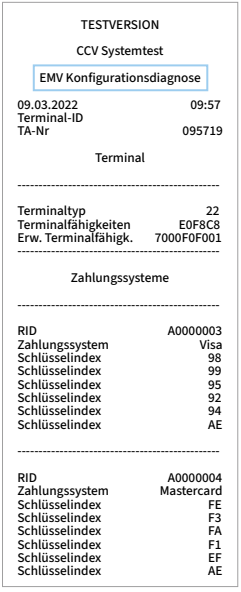


# 11. Initialisation

Please proof your receipts for a successful initialisation, diagnosis and EMV diagnosis. After that the terminal is ready to use.

If neccessary you can start the initialisation directly with a softkey button or via the menu.



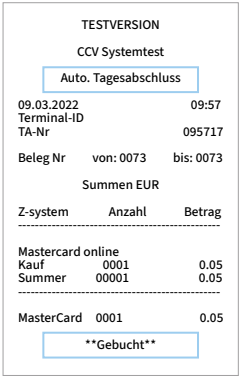



## Initial state

**Status bar** (concactless reader ready, time and communication information)

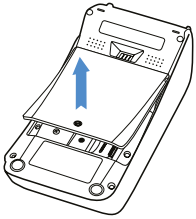
**Enter amount**
(example: enter 5000 for 50,00 €)

**Softkeys**

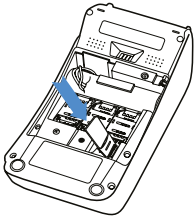


**Rec. with closure**

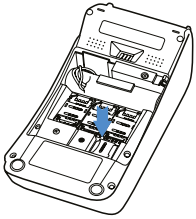
## Input „Händlerkarte“ (optional for „GeldKarte“ payments)



1 Turn off the terminal and disconnect from power supply/ battery



2 Remove back cover and open SIM-slot



3 Insert Händlerkarte-SIM and close SIM-slot and back cover

Please do not remove the Händlerkarte-SIM before executing a successful reconsiliation with closure. Please proof the receipt. Otherwise payments can be lost.

# 4. Handling

## Reconsiliation with closure

1. Softkey reconsiliation with closure

2. Proof your receipt

## Payment

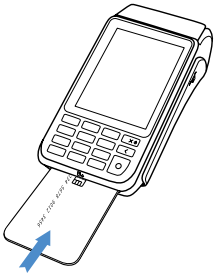
1. Enter amount

2. Card please ... (smart card, magnetic stripe or contactless)

3. Enter PIN

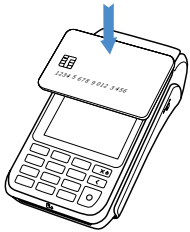
4. Proof your receipt

## Card reader



**Smart card**
(Chip upside)

**Magnetic stripe**
(draw quickly and magnetic stripe left side)



**Contactless card**
Tap to contactless area (display)
Distance less than 4 cm
Please watch status LED (4 green LEDs = successful)

1 LED → ready

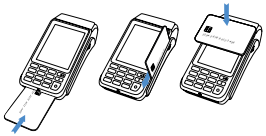
4 LEDs → successful

## Reversal

1. Softkey Reversal

2. Enter transaction number

3. Card please ... (smart card, magnetic stripe or contactless)



4. Enter PIN

## Select transaction type (optional)

If enabled you can choose your payment application.

## Transaction information

Softkey intermediate revenue

or Menu

+ Menü → Menü-PIN

Information → Transcaction → ....

## Initialisiation/ Diagnosis

1. Softkey initialisation or diagnosis

2. Proof your receipt

# 5. Softkeys

| | | | |
|---|---|---|---|
| | **Favourites** (show all possible softkeys) | | **Total revenue**(information of all transactions - without booking) |
| | **Receipt Copy** (reprints merchant and customer receipt) | | **Giftcard** (payment with giftcard) |
| | **Network-switch** (WIFI/GPRS/3G) | | **Credit** (start credit transaction) |
| | **Network-switch** (WIFI/GPRS/3G) | | **Startup** (startup with input of TID and PU) |
| | **Cashback** (payment with a higher amount for customers cash) | | **Initialisation** (Host registration + automatic diagnosis) |
| | **CUP** (payment with China Union Pay Card) | | **Unlock** (starts the neccessary unlock action as diagnosis or initialisation) |
| | **Diagnosis** (activate all allowed cards, limits, receipt header…) | | **Choose account** (choose your payment account) |
| | **EMV diagnosis** (activate EMV configuration) | Menü | **Menu** (password level merchant, manager or technician) |
| | **GeldKarte** (starting a transaction with GeldKarte) | | **Select payment application** (select your payment application) |

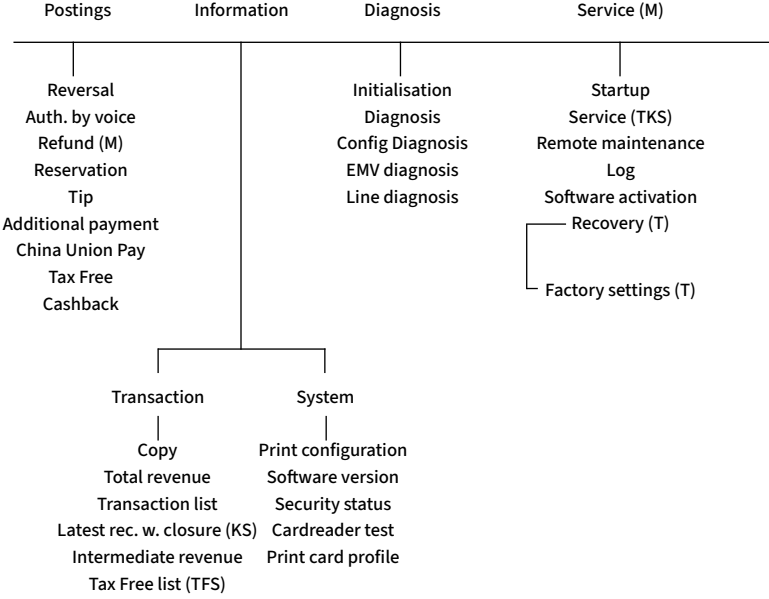
| | | | |
|---|---|---|---|
| | **Softkey order** (change your softkeys) | TAX FREE | **Tax Free** (start a tax free transaction) |
| | **Reconsiliation with closure** (start of booking all open transactions end of the day) | | **Authorisation by voice** (authorize a declined payment by phone) |
| | **Config diagnosis** (sync host commands) | | **TIP** (start a separate TIP transaction) |
| | **Additional payment** (increase the original payment amount) | | **Transaction list** (over-view of all transactions with opportunity for a reprint) |
| | **Prepaid** (add money to your mobilephone prepaid account) | TKS | **Servicecall** (TKS/TMS) (starts a connection to the service server) |
| | **Reservation** (reservati-on about the choosen amount) | | **Intermediate revenue** (revenue information since the last Rec. w. closure) |
| | **Reversal** (cancel a payment) | | **Manual card data** (input your card data) |
| SYS | **System information** (shows important system information) | | |

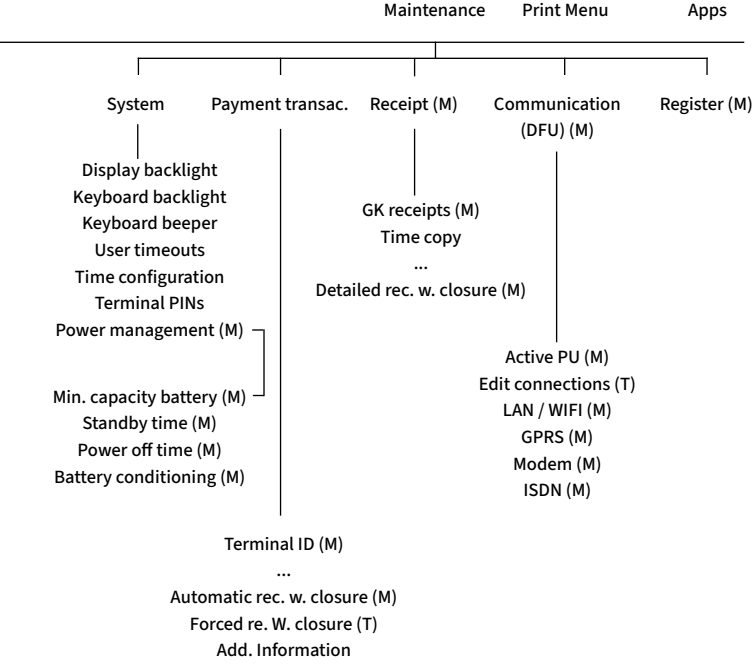
The softkeys are defined by your payment provider. Some functions must be activated before the first use.

# 6. Menu

1 ★ 2 Menu 3 Menu-PIN example: 000000

## Reconciliation with closure




Maintenance
Print Menu
Apps
System
Payment transac.
Receipt (M)
Communication (DFU) (M)
Register (M)
Display backlight
Keyboard backlight
Keyboard beeper
User timeouts
Time configuration
Terminal PINs
Power management (M)
Min. capacity battery (M)
Standby time (M)
Power off time (M)
Battery conditioning (M)
GK receipts (M)
Time copy
...
Detailed rec. w. closure (M)
Active PU (M)
Edit connections (T)
LAN / WIFI (M)
GPRS (M)
Modem (M)
ISDN (M)
Terminal ID (M)
...
Automatic rec. w. closure (M)
Forced re. W. closure (T)
Add. Information

# 7. Specifications

**CPU/Memory**
32-bit ARM 11/192 MB (128 MB Flash/64 MB DDR), expandable to 32 GB (Micro SD)

**Keypad**
10 numeric keys, 5 function keys, back-lightning

**Display**
3,5 Inch 240 x 320 pixels capacitive touch screen

**Communication/Peripheral Ports**
WiFi (IEEE 802.11 b/g/n up to 72.2 Mbps) + 3G (WCDMA), 1 x Micro-USB/OTG

**Power Supply**
Input: 100-240 VAC, 50/60 Hz (0,2 A max.), Ausgang: 5V/1,0 A

**Battery**
2600 mAh 3,7V

**Card Reader**
- Track 1/2/3, bi-directional
- Smart Card Reader EMV L1 & L2
- Contactless Reader Mastercard contactless & Visa contactless, ISO/IEC 14443 Type A/B, MIFARE, FeliCa, girogo contactless, American Express contactless

**Physical** (L x W x H)
150 x 78 x 44 mm, weight 330 g (with battery)

**Enviromental**
Operation temperature: -10°C to 50°C, storage temperature: -20°C to 70°C, 10%...93% relative humidity, non-condensing

**Certifications**
PCI PTS 5.x, EMV L1 & L2, DK TA 7.2, RoHS

**Audio**
Speaker

**Printer**
Integrated thermal printer, graphics-compatible, 30 lines/sec., paper roll diameter: 40mm

## Seal sticker

On the side of your terminal, you will find a seal sticker that guarantee that the device is intact and unopened.

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

Please find further information under:
https://www.ccv.eu/de/service-support/

## Contact details

**CCV GmbH**
Gewerbering 1
84072 Au in der Hallertau

+49 87 52 864 444
hotline@ccv.eu
**www.ccv.eu/de**

**www.ccv.eu**

© CCV GmbH
All rights reserved. Subject to change. Similar to illustration.
The product names used are trademarks or registered trademarks of the respective owners.
CCV products and services, as well as CCV manuals and instructions, are intended for use in the EU/EEA only.

Artikel-Nr. 02950-95 Version: Rev. 06 January 2023