

CCV Mobile A920



First Steps



The perfect solution for every industry!



let's make
payment
happen



www.ccv.eu/de

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.

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-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 0°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.

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 had to 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.

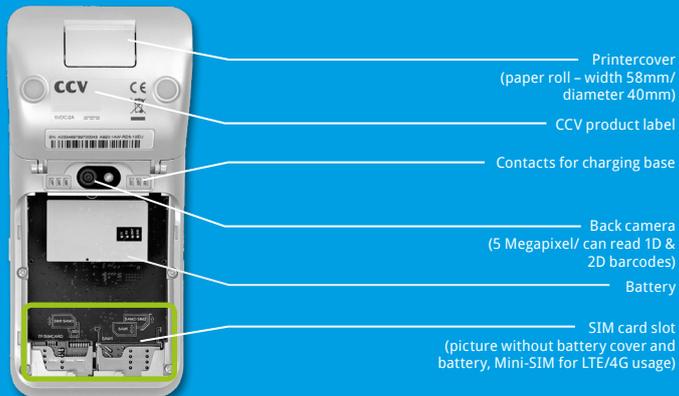
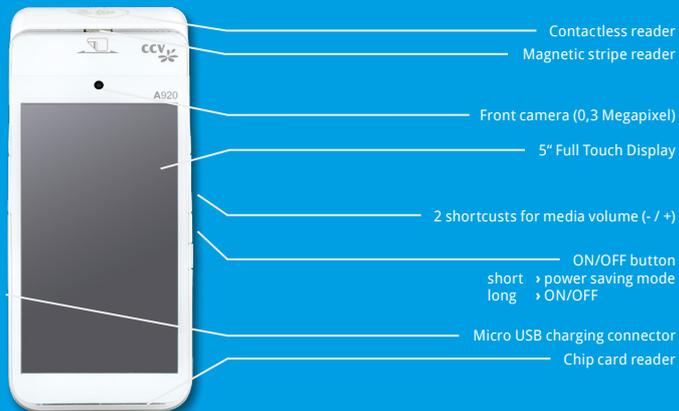
- Do not attempt to service the adapter. There are no serviceable parts inside. Replace the unit if it is damaged or exposed to excess moisture.

- Do not use the adapter if the cord is damaged.

End of life

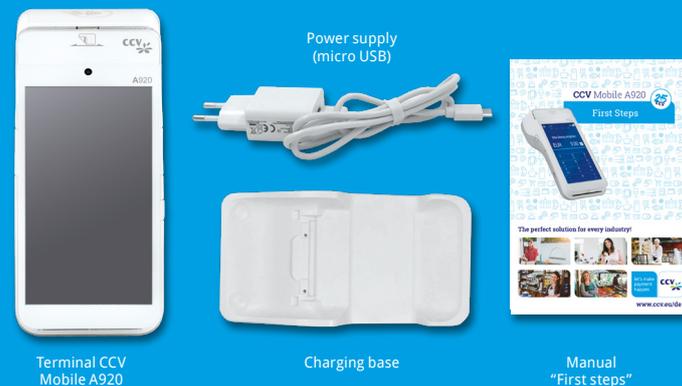
- At the end of life, dispose of the terminal and storage battery pack in an environmentally proper manner.

Product description



Startup

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 compartement by lifting printer catch. Insert the paper roll and close printer cover (characteristics: width 58mm/ 40mm diameter).
4. **Communication:** Enable WiFi or Mobile Network (LTE/4G) on your CCV Mobile A920. For Mobile Network a Mini SIM card is needed. Connection settings are the same as used by other Android devices (settings / wireless & networks/ → WiFi / → Cellular networks).
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) the terminal automatically connect to you payment provider host. Transactions like a initialisation, diagnosis and EMV diagnosis will be processed – please check these receipts to ensure that all transactions are done successful.
7. **Start payment transaction:** Please start the cash register app „app2pay“. Now you can enter the payment amount and start a payment transaction.

1. Connect

2. Turn on

3. Paper roll

4. Communication

5. Startup
SECpos EVO

6. Host
communication

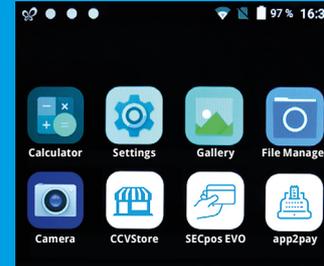
7. Start payment
transaction

Handling

Android Homescreen

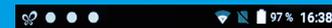
Your terminal CCV Mobile A920 is based on Android OS and usage is the same as you know from Android smartphones. After turning on by pressing power button on the right side the terminal show you after booting the Android homescreen.

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

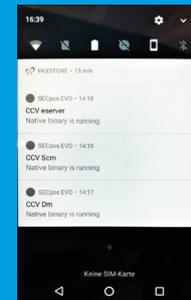


1. Symbol for active CCVStore
2. Three white dots are for active CCV apps working in the background (CCV eserver, CCV Scm and CCV Dm)
3. WiFi status
4. SIM status
5. Battery status
6. Time

Android navigation bar



1. Back
2. Homescreen
3. Task Manager



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

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)

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 chosen 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.

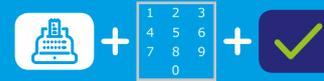
Information: You can change your 4 favorite softkey buttons. Hold softkey and drag & drop to first page.

Transaction history:

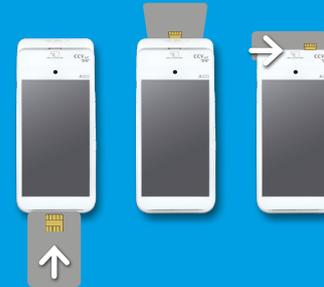
With the history you can start:

- 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)

Payment



1. Start "app2pay" and enter amount



2. Read card



3. Optional: enter PIN

Transactions



- **Reconciliation with closure/day-ending closure:** Softkey Reconciliation with closure



- **Reversal:** Softkey Reversal



- **Select transaction type (optional):** Screen "Card please" → press "Select" button → read card

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") – 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 starts 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 SECpos EVO has been updated the terminal automatically contacts TMS to update the configuration. Further the terminal contacts TMS with a heartbeat call every week (configurable, default once a week).

Declaration of Conformity

Hereby declares CCV Deutschland GmbH the accordance of the radio equipment CCV Mobile A920 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/partner-integratoren-netzbetreiber/androidbasiertebezahlloesungen/ccv-mobile-a920/>

Specifications

RAM – 2 GB RAM, 8 GB Flash
(expendable up to 32 GB by micro SD)

Operating system – PayDroid powered by Android (start with Android 7.1.2)

Processor – Cortex A7 Quad Core 1000 MHz, Cortex M4 Security CPU

Keypad – Full touch display, 1x on/off button, 2x shortcuts

Display – 5" colour display, 720x1280 pixel, capacitive touchscreen, integrated signature pad

Battery – Li-Ion battery 5250 mAh, 3,7V

External power supply – Input 100-240V AC, 50/60Hz and Output 5.0V DC, 2.0A

Integrated thermal printer – Paper roll diameter 40mm

Camera – 0,3 megapixel front camera and 5 megapixel rear camera for reading 1D & 2D codes

Audio – Speaker and microphone

Dimension – (LxWxH) – 175,7 x 78 x 55 mm, weight 458g

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 – WiFi (2,4 GHz + 5 GHz), Bluetooth 4.0, 4G, 1 Micro-USB/OTG, 1 SIM, 2 SAM, 1 Micro SD (up to 32 GB)

Cash register interface – ZVT and O.P.I. protocol

Environment – Operation temperature -10° - 50°C, storage temperature -20° - 70°C, loading temperature 0° - 50°C, 10% - 93% relative air humidity, non-condensing

Certifications – compatible with current specifications DK TA7.1/DC-POS.5, DK TA7.2/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 frequently proof this seal sticker.



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



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