



# Mobilescape<sup>®</sup> 5000

## User Guide



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**Caution:** Changes or modifications made to the Mobilescape terminal, not expressly approved by BankServ, will void the user's authority to operate the equipment and will void the warranty.

Manual number: 100433 Rev. L

## Welcome to Mobilescape

Welcome! The Mobilescape® terminal is designed to be user-friendly and efficient while providing the power to accept and process credit cards anywhere your customers are. We're sure you are eager to begin using the terminal right away and this guide is designed to help you do just that.

For a quick overview of the Mobilescape terminal, review "Getting to know the Mobilescape terminal" (page 7) and "Basic usage" (page 9). These two topics are designed to be a quick start guide to using the Mobilescape terminal.

For an in-depth guide to using the Mobilescape terminal, review "Mobilescape 5000 screens." This section provides detailed information on all of the functions of the Mobilescape terminal. The remainder of the guide contains information about caring for the Mobilescape terminal, troubleshooting, accessories, hardware specifications, and more.

We are continuously working to increase the capabilities and features of the Mobilescape terminals. Be sure to check out our website's support page for a listing of our releases (feature bulletins). Depending on which software version is currently downloaded on your terminal, you may be eligible for a software upgrade.

Again, welcome, and please let us know how we can help.

Best regards,

*The Mobilescape by BankServ Team*

**Welcome to Mobilescape..... 3**  
 What’s in the box ..... 5  
 FCC Statement ..... 6  
 Safety guidelines ..... 6  
 Getting to know the Mobilescape terminal ..... 7

**Caring for your Mobilescape terminal ..... 8**  
 General considerations ..... 8  
 Battery considerations ..... 8

**Basic usage ..... 9**  
 Display indicators..... 9  
 Using the stylus ..... 10  
 Turning the Mobilescape terminal on and off ..... 10  
 Signal strength..... 10  
 Charging the battery ..... 10  
 Sleep mode ..... 10  
 Batching..... 10  
 Accessing the printer paper ..... 11  
 Loading paper..... 11

**Mobilescape 5000 screens ..... 12**  
 Credit Card ..... 12  
 Check ..... 19  
 Pending ..... 24  
 About ..... 25  
 Tools..... 25  
 Sleep ..... 27

**Maintenance Mode ..... 28**  
 Enabling/Exiting Maintenance Mode..... 28  
 Contrast ..... 28  
 Calibrate ..... 29

**Troubleshooting ..... 30**  
 The terminal keeps turning off ..... 30  
 The screen is frozen or not responding ..... 30  
 The screen is blank..... 30  
 The screen is not responding properly to touch..... 30  
 The signature is not working ..... 31  
 The wireless signal is weak or not working ..... 31  
 The printer is not working properly..... 31  
 The magnetic stripe reader is not working ..... 31

**Menu error screens ..... 32**

**Hardware specifications ..... 33**

**Warranty information ..... 34**

## What's in the box

The Mobilescape terminal is packaged with the following items:

- 1 - Mobilescape terminal
- 3 - Thermal paper rolls (1 in the terminal; 2 in the box)
- 1 - Stylus
- 1 - Wall Charger
- 1 - Quick Reference Guide

Please confirm that all items are included. Contact the Mobilescape Helpline immediately at 1-866-414-5600 if anything is missing.

## FCC Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- a) This device may not cause harmful interference, and
- b) 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 B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

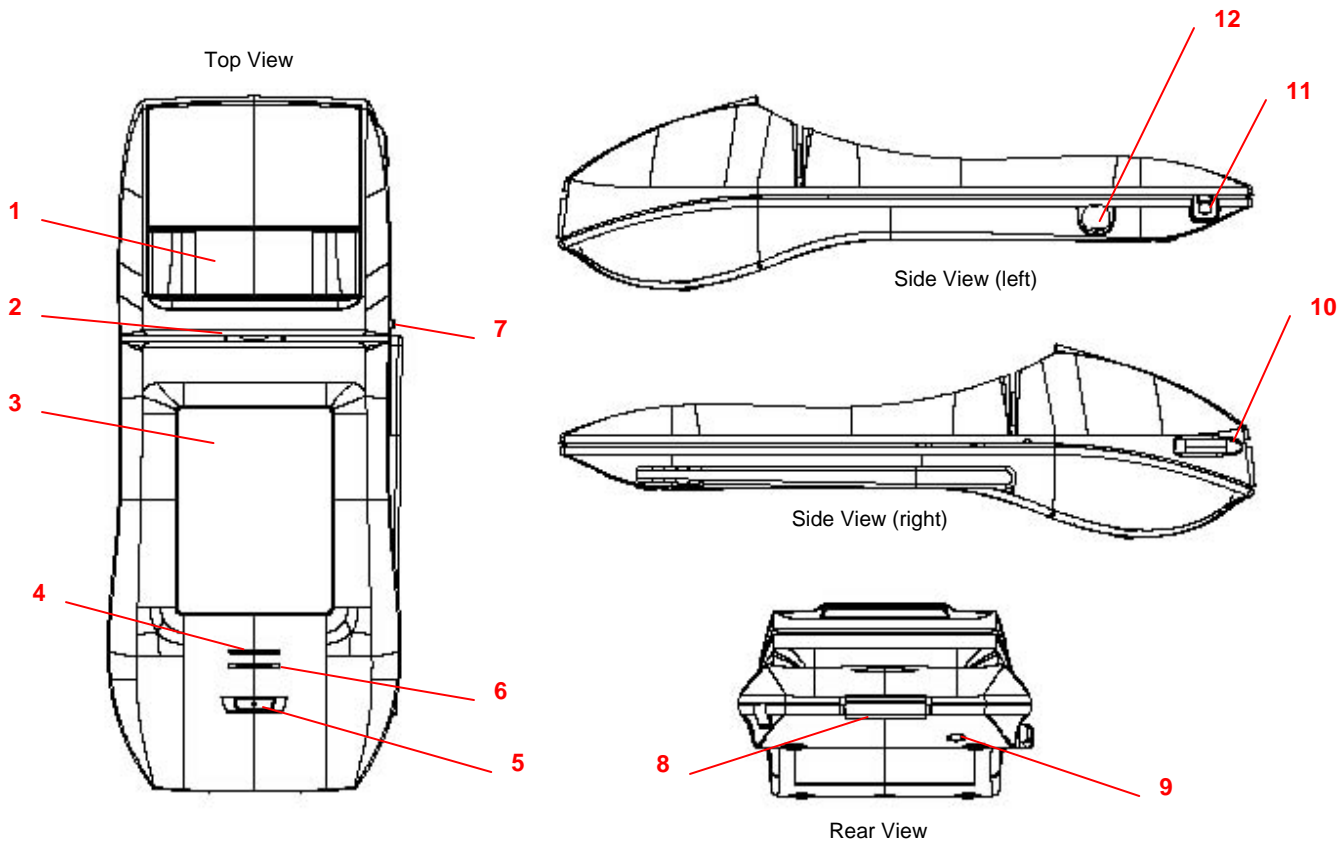
- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## Safety guidelines

Inside the Mobilescape terminal is a radio transmitter and receiver, much like a cellular phone or modem. When operating, it receives and transmits radio frequency (RF) signals. The Mobilescape terminal operates in the 1900 MHz frequency range. To operate safely, always follow any special regulations in a given area. Turn the terminal off in areas where it is forbidden or when it may cause interference or danger.

## Getting to know the Mobilescape terminal



Item	Item Name	Item Description
1	<b>Paper compartment</b>	Contains thermal paper roll used for printing receipts. See "Loading paper" on page 11 for proper paper installation.
2	<b>Magnetic card reader slot</b>	Used to capture required authorization data from the magnetic strip on credit/debit cards.
3	<b>LCD touch screen</b>	Display and touch screen for screen icon navigation and signature capture. <b>Note:</b> Use ONLY the stylus when navigating or signing a signature on the screen.
4	<b>Power light</b>	Lights up green when the unit is powered on.
5	<b>Power button</b>	Press to turn the Mobilescape terminal on.
6	<b>Signal light</b>	When blinking, this light indicates that the Mobilescape terminal is connecting to the cellular network.
7	<b>External antenna connector</b>	For future use.
8	<b>Docking connector</b>	Debug port for use during factory testing.
9	<b>Reset button</b>	Used to restart the Mobilescape terminal if the system locks up. Using the stylus, press this button and then press the <b>Power</b> button to restart the terminal.
10	<b>Stylus</b>	The pointing and writing device for navigating the menus and writing signatures. Use only a stylus on the screen.
11	<b>Audio connector</b>	For future use.
12	<b>External power connector</b>	Connect the supplied power adapter to recharge the battery or to operate the terminal.

## Caring for your Mobilescape terminal

### General considerations

The Mobilescape terminal is designed to be rugged and reliable. However, please observe the following tips when using the terminal:

- Take care not to scratch the screen. When working with the terminal, use the supplied stylus or plastic-tipped pens intended for use with an LCD touch screen. Never use an actual pen or pencil, or other sharp object on the surface of the screen.
- Use a soft, damp cloth to clean the terminal. If the surface of the screen becomes soiled, clean it with a soft cloth moistened with a diluted window-cleaning solution.
- The Mobilescape terminal is not waterproof and should not be exposed to rain or other moisture. Under extreme conditions, water could enter the circuitry through the front panel buttons.
- Protect the Mobilescape terminal from temperature extremes. Do not leave the terminal on the dashboard of a vehicle or near other heat sources.

### Battery considerations

Please note the following considerations when using the rechargeable battery in the Mobilescape terminal:







- Conserve battery life by minimizing use of the screen and internal modem. To do this, put the terminal into Sleep mode after each transaction. Press the Power button to exit Sleep mode.
- If the battery becomes low in the course of normal use, an alert appears on the Mobilescape terminal screen describing the low battery condition. If this alert appears, connect the terminal to an external power source using the approved Mobilescape wall charger. Allow the battery time to recharge. A fully drained battery requires 120 minutes to fully recharge.
- If the battery drains to the point where the terminal does not turn on, start charging the battery immediately. Do not leave a drained battery in the terminal for an extended period of time.

## Basic usage

This section provides an overview of how to use the Mobilescape terminal.

### Display indicators

These symbols appear along the bottom of the screen to provide status on the operating functions of the terminal.

Symbol	Symbol Name	Symbol Description
	External power indicator	Indicates the terminal is operating on external power.
	Battery life indicator	Four bars indicate the battery is fully charged. A single bar indicates the battery needs recharging.
	Signal strength indicator	Indicates the signal strength of the cellular network. More bars indicate a stronger signal. Fewer bars indicate a weaker signal.
	Transmit indicator	Indicates an active data session over the cellular network.
	Connection indicator	The tower indicates the terminal is connected to the cellular network. The question mark indicates that the terminal is not connected to the cellular network.
	Cancel display	Touch this symbol to exit the current screen.
<b>12:38 PM PDT</b>	Time/Date Stamp	This symbol will appear only after the terminal has been turned on and a connection has been made. <u>You must have a time/date stamp to process a transaction.</u>

## Using the stylus

Use the stylus to navigate through the Mobilescape terminal icons and to sign electronic signatures. Always use the point of the stylus for on screen writing. Never use an actual pen, pencil, or other sharp object to write on the screen.

When entering a signature on the screen, be sure to use slow, continuous strokes and sign only in the signature box.

## Turning the Mobilescape terminal on and off

To turn the terminal on, press the **Power** button. When a valid time-of-day displays in the lower right corner of the screen, the terminal is ready for use. You should allow 15 to 60 seconds for the terminal to become fully functional. Please note that it may take longer depending on the local cellular coverage.

The Mobilescape terminal is designed to enter Sleep mode rather than turn off. Activate Sleep mode when the terminal is not in use to conserve battery power. The terminal is programmed to automatically enter Sleep mode after five minutes of inactivity. To manually activate Sleep mode, touch the **Sleep** icon on the main screen. Press the **Power** button to exit Sleep mode.

## Signal strength

The Mobilescape terminal processes transactions best when reception is strong. Signal strength is indicated by displaying a number of bars on the bottom of the screen. The more bars displayed, the stronger the signal. To get the best signal strength, use the terminal outside whenever possible. When operated inside a building, reception may be better near a window. Once a stable connection is established, the signal strength indicator will no longer display. The Transmit indicator (circling arrow) will appear in its place.

## Charging the battery

We recommend charging the battery whenever the terminal is not in use. Use the approved Mobilescape wall charger to charge the battery. Allow approximately 120 minutes to fully charge a drained battery. The life of a fully-charged battery varies depending on the amount of transaction time versus sleep time.

## Sleep mode

The Mobilescape terminal uses an advanced power savings mode to conserve battery life. The terminal is programmed to automatically go into Sleep mode after 5 minutes of inactivity. While in Sleep mode the terminal's screen will turn off. To restore to operating mode simply press the **Power** button.

## Batching

The Mobilescape automatically batches daily all transactions that are not in pending. The terminal does not need to be plugged in or turned on for the auto batch process to take place.

## Accessing the printer paper

Access to the paper compartment is a two movement operation. First, lift the front edge of the paper door to unlock the door (Figure 1). Then, continue lifting as the door swings up and back to reveal the paper compartment (Figure 2).

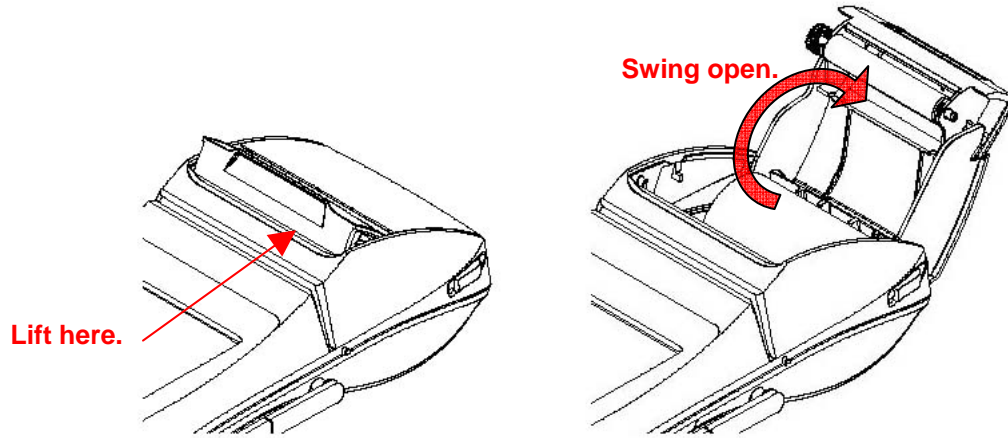


Figure 1

Figure 2

## Loading Paper

The Mobilescape terminal requires thermal paper. The direction in which the paper is loaded is important. For proper installation, load the roll with the paper extending from the bottom of the roll (Figure 3). Unroll enough paper to extend beyond the compartment when the door is closed.

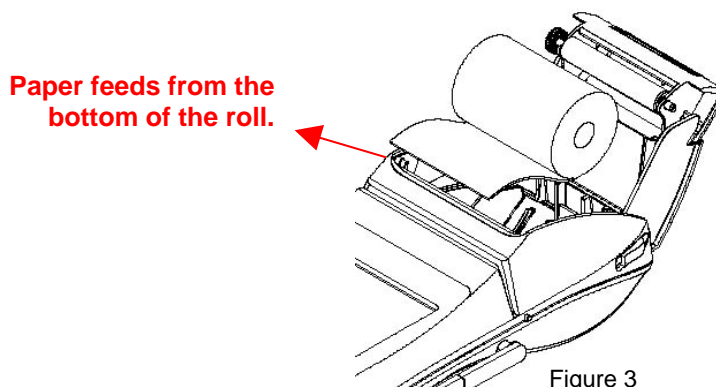


Figure 3

**IMPORTANT:** Do not subject the terminal or paper to extreme temperature. Do not leave either in direct sunlight for long periods of time. Thermal paper is heat-sensitive and may turn black in extreme conditions.

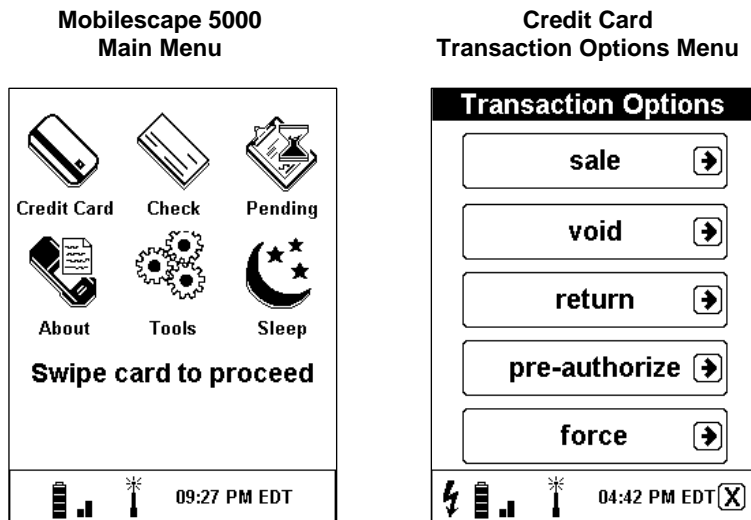
## Mobilescape 5000 Screens

The following sections describe each of the icons that appear on the Mobilescape terminal LCD touch screen.

### Credit Card

The Mobilescape terminal provides an assortment of credit card transaction processing capabilities. Details for each type of transaction are provided over the next few pages. Please read thoroughly before proceeding. The following transaction types are available when using a credit card.

- Sale
- Void
- Return
- Pre-Authorization
- Force



**CAUTION:** Always use the stylus for navigating or signing on the screen. Never use an actual pen, pencil, or other sharp object to write on the screen.

## Swiped Credit Card Transaction

The swiped credit card transaction is the most common type of transaction and is also the most cost-effective. Always attempt to swipe a credit card for the lowest transaction costs. To process a credit card sale, follow these steps:

1. With the main menu displayed, select the **Credit Card** icon or swipe the credit card to initiate a sale transaction.
2. On the Transaction Options screen, select **sale**.
3. Hold the credit card with the magnetic strip down and facing away from you. Swipe the credit card from right to left through the magnetic card reader slot.
4. Using the stylus, enter the transaction amount (in dollars and cents) and select **enter**.
5. If the Invoice screen is displayed (optional), enter the invoice number and select **enter**.
6. If the Confirm Tip screen is displayed (optional) and the customer would like to add gratuity, select **ADD TIP** or **YES**.
  - a) Enter the tip amount, select **enter**.
  - b) The Confirm Tip screen displays the new transaction total. If the total amount is correct, select **Done**. (to make corrections select **Retry**)
7. The terminal contacts the server to authorize funds.
8. Once the transaction is approved, the terminal will prompt for an authorization signature. Using the stylus, have the cardholder sign in the signature box and select **Done**.
9. The terminal prints a receipt of the transaction, including the signature, and returns to the main menu.

## Manual Credit Card Transaction

Use this procedure to perform any of the transactions types available with the Mobilescape (sale, void, return, pre-authorize and force) when the credit card is not present or if the magnetic strip on the credit card is not scanning properly. The following steps will walk you through a manual credit card sale.

1. With the main menu displayed, select the **Credit Card** icon.
2. On the Transaction Options screen, select **sale**.
3. Select the **enter card** icon.
4. Enter the 16-digit credit card number, select **enter**.
5. Enter the 2-digit expiration month, select **enter**.
6. Enter the 2-digit expiration year, select **enter**.
7. Enter the transaction amount (in dollars and cents), select **enter**.
8. If the Invoice screen is displayed (optional), enter the invoice number and select **enter**.
9. If the Confirm Tip screen is displayed (optional) and the customer would like to add gratuity, select **ADD TIP** or **YES**.
  - a) Enter the tip amount then select **enter**.
  - b) The Confirm Tip screen displays the new transactions total. If the total amount is correct, select **Done** (to make a correction select **Retry**)
10. The terminal contacts the server to authorize funds.
11. Once the transaction is approved, the terminal will prompt for an authorization signature. Using the stylus, have the cardholder sign in the signature box and select **Done**.
12. The terminal prints a receipt of the transaction, including the signature, and then returns to the main menu.

When the credit card information is manually entered, an additional copy of the receipt will print that contains extra space allowing for a manual imprint of the credit card to be taken. Place the blank portion of the receipt on top of the credit card. Using the flat side of the stylus, trace the cardholder information, including name, 16-digit card number, and expiration date. This feature helps in providing proof that the card was present at the time of transaction.

## Void

When a transaction is done incorrectly, the following steps will cancel/void the transaction. A void transaction must be performed on the same day as the original transaction and before the daily batch closes.

1. With the main menu displayed, select the **Credit Card** icon.
2. On the Transaction Options screen, select **void**.
3. Swipe the card (if available) or select the **enter card** icon to enter the card number manually.
4. A Warning screen will display the message "This is a VOID SALE transaction. Do you want to proceed?" Select **Yes** to proceed or **No** to cancel the transaction.
5. If the **enter card** icon was selected in step 3, the Enter Card Number screen will be displayed.
  - a) Enter the 16-digit credit card number, select **enter**.
  - b) Enter the 2-digit expiration month, select **enter**.
  - c) Enter the 2-digit expiration year, select **enter**.
6. With the card information captured/entered, the terminal prompts for the amount to authorize. Enter the amount (in dollars and cents) to be voided, select **enter**.
7. Verify the transaction information (name, credit card number, and amount) then select **Yes**.
8. The terminal contacts the server to authorize the void.
9. Once the transaction is approved, the terminal will prompt for an authorization signature. Using the stylus, have the cardholder sign in the signature box and select **Done**.
10. The terminal prints a receipt of the transaction, including the signature, and then returns to the main menu.

## Return

When items or service is unwanted, unsatisfactory, damaged or incorrect; a return transaction can be processed to credit the customer's card.

1. With the main menu displayed, select the **Credit Card** icon.
2. In the Transaction Options screen, select **return**.
3. Swipe the card (if available) or select the **enter card** icon to enter the card number manually.
4. A Warning screen displays the message "This is a CREDIT/RETURN transaction. Do you want to proceed?" Select **Yes** to proceed or **No** to cancel the transaction.
5. If the **enter card** icon was selected in step 3, the Enter Card Number screen will be displayed.
  - a) Enter the 16-digit credit card number, select **enter**.
  - b) Enter the 2-digit expiration month, select **enter**.
  - c) Enter the 2-digit expiration year, select **enter**.
6. With the card information captured/entered, the terminal prompts for the amount to credit. Enter the amount (in dollars and cents) to be credited back to the cardholder's account and select **enter**.
7. If the Invoice screen is displayed (optional), enter the invoice number and select **enter**.
8. The terminal contacts the server to authorize the credit/return.
9. Once the transaction is approved, the terminal will prompt for an authorization signature. Using the stylus, have the cardholder sign in the signature box and select **Done**.
10. The terminal prints a receipt of the transaction, including the signature, and then returns to the main screen.

If you manually entered the credit card number, an additional copy of the receipt will automatically print that contains extra space allowing for a manual imprint of the credit card to be taken. Place the blank portion of the receipt on top of the credit card. Using the flat side of the stylus, trace the cardholder information, including name, 16-digit card number, and expiration date. This feature helps in providing proof that the card was present at the time of transaction.

## Pre-Authorization

To authorize payment before a service or item is bought, a pre-authorization can be processed to ensure funds are available prior to the completion of the sale or work.

1. With the main menu displayed, select the **Credit Card** icon.
2. On the Transaction Options screen, select **pre-authorize**.
3. Swipe the card (if available) or select the **enter card** icon to enter the card number manually.
4. A Warning screen will display the message “This is a AUTHORIZATION ONLY transaction. Do you want to proceed?” Select **Yes** to proceed or **No** to cancel the transaction.
5. If the **enter card** icon was selected in step 3, the Enter Card Number screen will be displayed.
  - a) Enter the 16-digit credit card number, select **enter**.
  - b) Enter the 2-digit expiration month, select **enter**.
  - c) Enter the 2-digit expiration year, select **enter**.
6. With the card information captured/entered, the terminal prompts for the amount to pre-authorize. Enter the amount (in dollars and cents) to be reserved in the cardholder’s account, select **enter**.
7. If the Invoice screen is displayed (optional), enter the invoice number and select **enter**.
8. The terminal contacts the server to perform the pre-authorization.
9. Once the transaction is approved, the terminal will prompt for an authorization signature. Using a stylus, have the cardholder sign in the signature box and then select **Done**.
10. The terminal prints a receipt of the transaction, including the signature and returns to the main menu.

**Note:** Be sure to keep a copy of this receipt since you will need the Auth Number to later force the sale.

If you manually entered the credit card number, an additional copy of the receipt will automatically print that contains extra space allowing for a manual imprint of the credit card to be taken. Place the blank portion of the receipt on top of the credit card. Using the flat side of the stylus, trace the cardholder information, including name, 16-digit card number, and expiration date. This feature helps in providing proof that the card was present at the time of transaction.

## Force

If a transaction was pre-authorized with the Mobilescape and once the service or item is accepted by the customer, a force transaction is processed to collect the pre-authorized funds.

1. With the main menu displayed, select the **Credit Card** icon.
2. In the Transaction Options screen, select **force**.
3. Swipe the card (if available) or touch the **enter card icon** to enter the card number manually.
4. A Warning screen displays the message “This is a FORCE SALE transaction. Do you want to proceed?” Select **Yes** to proceed or **No** to cancel the transaction.
5. If the **enter card** icon was selected in step 3, the Enter Card Number screen will be displayed.
  - a) Enter the 16-digit credit card number, select **enter**.
  - b) Enter the 2-digit expiration month, select **enter**.
  - c) Enter the 2-digit expiration year, select **enter**.
6. With the card information captured/entered, the terminal prompts for the amount to force. Enter the amount (in dollars and cents) to be charged to the cardholder’s account, select **enter**.

**Note:** The amount being forced cannot exceed the amount that was originally pre-authorized.

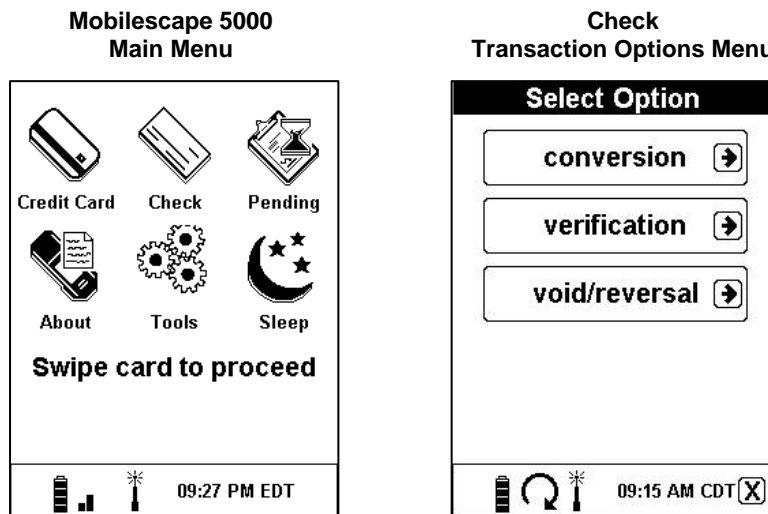
7. Enter the Auth Number from the pre-authorized transaction and select **enter**.
8. If the Invoice screen is displayed (optional) enter the invoice number from the pre-authorized transaction, select **enter**.
9. If the Confirm Tip screen is displayed (optional) and the customer would like to add gratuity, select **ADD TIP** or **YES**.
  - a) Enter the tip amount then **select enter**.
  - b) The Confirm Tip screen displays the new transaction total. If the total amount is correct, select **Done**. (to make a correction select **Retry**)
10. The terminal contacts the server to perform the force.
11. Once the transaction has been approved, the terminal will prompt for an authorization signature. Using the stylus, have the cardholder sign in the signature box and then select **Done**.
12. The terminal prints a receipt of the transaction, including the signature, and returns to the main menu.

If you manually entered the credit card number, an additional copy of the receipt will automatically print that contains extra space allowing for a manual imprint of the credit card to be taken. Place the blank portion of the receipt on top of the credit card. Using the flat side of the stylus, trace the cardholder information, including name, 16-digit card number, and expiration date. This feature helps in providing proof that the card was present at the time of transaction.

## Check

The Mobilescape terminal gives you the choice of converting a paper check into electronic format for processing or of manually depositing the paper check at your bank once you have verified it. Depending on the check processing service you selected, your Mobilescape terminal will offer one or more of the capabilities described below. Depending on the service you selected, your screen prompts may be slightly different.

Please note that when you want to electronically convert a check, always select **conversion**. When you want to verify and then manually deposit a check without electronically converting it, select **verification**.



## Conversion



Tapping the **conversion** icon converts the paper check into an electronic format for processing. Depending on the check processing service you selected with your check processor, tapping the **conversion** icon will also provide one of the following options:

**Conversion without guarantee** – When you convert a check without guarantee, the person/check is matched against a database used by the processor to determine whether you should accept or decline the check. A number of factors are considered, including whether the check writer has an outstanding bad check, if the account number on the check is legitimate, and whether the number/amount of checks written in a certain time frame is similar to past check writing history. It is important to remember that with conversion without guarantee you will still be responsible for collecting on any bad checks that you may receive.

**Conversion with guarantee** – When you convert a check with guarantee, the person/check is matched against a database used by the processor to determine whether you should accept or decline a check. The difference is, with conversion with guarantee, the processor assumes all the risk for accepting the check and regardless if the check clears, you will be paid for the amount of the check.

It is important to remember, whenever you want to electronically convert a paper check, press the **conversion** icon and follow the steps described below.

To electronically convert a check, follow these steps:

1. With the main screen displayed, select the **Check** icon.
2. Select the **conversion** icon.
3. Hold the check with the bank transit and account number down and facing you and swipe the check from right to left with a smooth, even motion. If the check does not register, try swiping it again.
4. Once the check is successfully swiped, you'll be prompted to enter data based on the service you selected. Examples include phone, driver's license number, state, first name, and last name. For state driver's license with a magnetic stripe, swipe from left to right with a slow, even motion.
5. Next, enter the amount (in dollars and cents), then select **enter**. The terminal contacts the server to perform the authorization. Upon acceptance, the terminal prompts for an authorization signature.
6. Have the customer sign in the signature box using the stylus, then select **Done**.
7. When the transaction is complete, write void on the check and hand it back to the customer.

## Verification



Tapping the **verification** icon will not convert the paper check into an electronic format for processing!

When you tap the **verification** icon, the person/check is matched against a database used by the processor to determine whether you should accept or decline the check. A number of factors are considered, including whether the check writer has an outstanding bad check, if the account number on the check is legitimate, and whether the number/amount of checks written in a certain time frame is similar to past check writing history.

When using the verification feature, you must retain the check and manually deposit it at your bank.

Whenever you want to verify a check without electronically converting it, follow these steps:

1. With the main screen displayed, select the **Check** icon.
2. Select the **verification** icon.
3. Hold the check with the bank transit and account number down and facing you and swipe the check from right to left with a smooth, even motion. If the check does not register, try swiping it again.
4. Once the check is successfully swiped, you'll be prompted to enter data based on the service you selected. Examples include phone, driver's license number, state, first name, and last name. For state driver's license with a magnetic stripe, swipe from left to right with a slow, even motion.
5. Next, enter the amount (in dollars and cents), then select **enter**. The terminal contacts the server to perform the authorization.
6. The "Transaction Approved" message displays. Verify the information and print a receipt if needed.

## Manually entering check information for verification

If the check will not swipe successfully, you can manually enter the information by doing the following. Manual entry of check information only applies to verifying a check, not conversion.

1. With the main screen displayed, select the **Check** icon.
2. Select the **verification** icon.
3. Select the **enter micr** icon.
4. Enter the transit number, select **enter**.
5. Enter the account number, select **enter**.
6. Enter in the check number, select **enter**.
7. Once you have entered the check information correctly, you'll be prompted to enter data based on the service you selected. Examples include phone, driver's license number, state, first name, and last name. For state driver's license with a magnetic stripe, swipe from left to right with a slow, even motion.
8. Enter in the amount (in dollars in cents), then select **enter**. The terminal contacts the server to perform the authorization.
9. The "Transaction Approved" message displays. Verify the information and print a receipt if needed.

## Void/reversal



To void or reverse a check transaction, do the following:

1. With the main screen displayed, select the **Check** icon.
2. Select the **void/reversal** icon.
3. Hold the check with the bank transit and account number down and facing you and swipe the check from right to left with a smooth, even motion. If the check does not register, try swiping it again.
4. Once the check is successfully swiped, you'll be prompted to enter data based on the service you selected. Examples include phone, driver's license number, state, first name, and last name. For state driver's license with a magnetic stripe, swipe from left to right with a slow, even motion.
5. Next, enter the amount (in dollars and cents), then select **enter**. The terminal contacts the server to authorize the void/reversal.
6. The "Transaction Approved" message displays. Verify the information and print a receipt if needed.

## Pending

Using the stylus, select the **Pending** icon (Figure 1) to view all current pending or declined transactions. By selecting the radio buttons found at the bottom of the screen, all pending and declined transactions will be displayed (Figure 2). A pending credit card transaction is neither approved nor declined until the terminal is powered on and a connection is made with the cellular network.

If a credit card transaction is processed without an active data session, the Mobilescape will give you the option of pending the transaction (Figure 3). If you select **Yes** on the Connection screen, the transaction will move into pending until you re-enter a coverage area and the transaction can be authorized. If you select **No**, the transaction will automatically be voided.

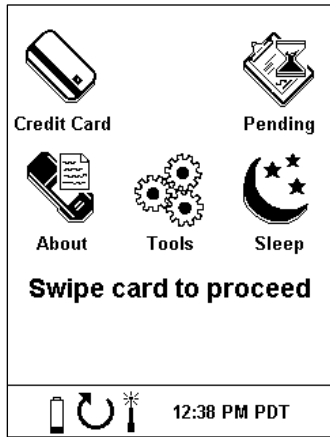


Figure 1

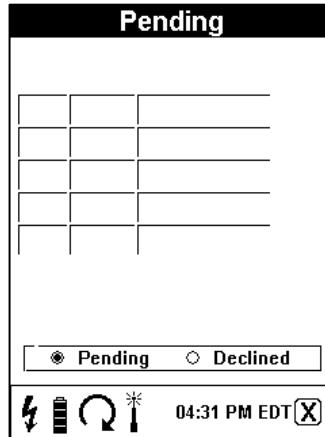


Figure 2

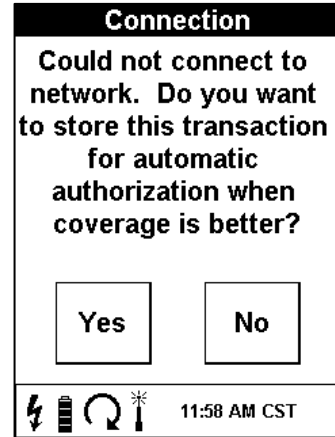


Figure 3

### NOTICE ON PENDING TRANSACTIONS

The Mobilescape device has the capability to store transactions in “pending” mode in the event that it cannot find a cell signal. By selecting “yes” on the appropriate screen, the device will upload stored transactions once it finds a clear cell signal. Storing transactions for future authorization is an optional feature. By selecting “yes”, you agree to hold BankServ harmless from any financial risk or liability in the event that the card is declined, transactions do not authorize correctly or are lost for any reason, including transmission errors in the cellular communication network.

If you do not agree to these terms, you should select “no” to cancel the transaction. If you select “no”, you are solely responsible for the outcome of the transaction if you decide to exchange your goods or services for a card that cannot be authorized. In this situation, you may decide to write down the customer’s credit card number, or to place the card under a segment of the device’s thermal paper to rub an imprint of the card number. By doing this, you understand and agree that BankServ is not responsible for the loss or theft of this data, is not responsible for key-entered processing downgrades, and holds no responsibility if the card is stolen, closed or otherwise fraudulent. You also understand that you assume the entire risk of the transaction and that you should ask the customer for as much contact information as possible, including an address and a telephone number.

If you have questions about this process, please call BankServ’s customer service help line at 866-414-5600 for more information.

## About

Using the stylus, select the **About** icon (Figure 1) to see specific information concerning your Mobilescape terminal's configuration. Temperature, hardware and software revisions, battery status, and the name and number of the terminal are displayed (Figure 2).

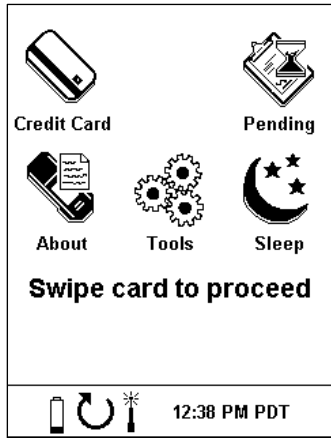


Figure 1

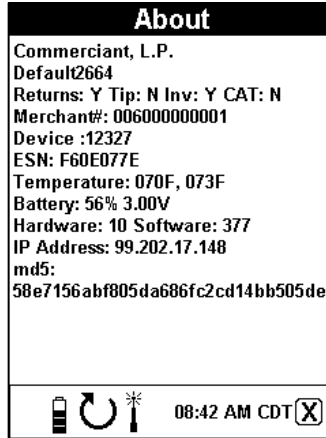


Figure 2

## Tools

Selecting the **Tools** icon from the main menu (Figure 1) will give you access to the Tools menu and its functions (Figure 2).

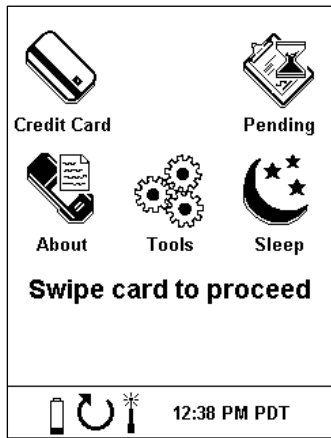


Figure 1

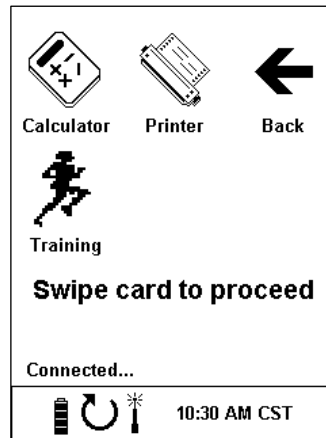


Figure 2

Using the stylus, select the **Calculator** icon from the Tools screen to display the calculator (Figure 3). To return to the Tools screen, select the cancel icon in the lower right hand corner.

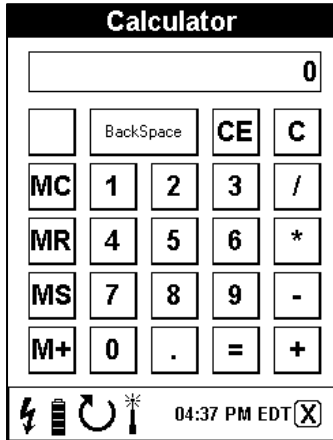


Figure 3

Using the stylus, select the **Printer** icon from the Tools screen to have access to multiple printer features (Figure 4).

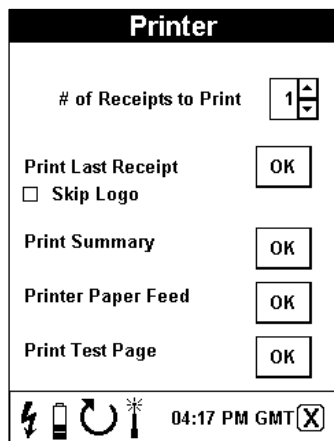


Figure 4

- Set the number of receipts you wish to print
- Print the last receipt
- Set the Skip Logo toggle
- Print a summary of all transactions run since the previous batch
- Advance extra paper through the printer
- Run a test page

Using the stylus, select the **Training** icon from the Tools screen to enter training mode for check processing training only. When you enable training mode (Figure 5), you have the ability to practice swiping the same check multiple times without processing a transaction.

It is very important to remember to take your Mobilescape terminal out of training mode when you are ready to process live transactions. Also note that credit card transactions will be processed regardless if you are in training mode or not.

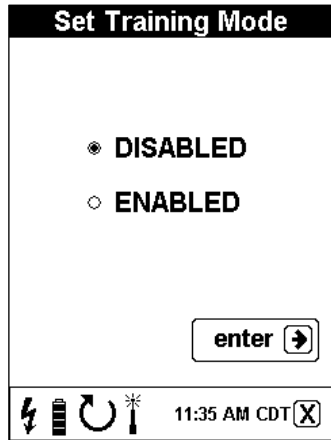
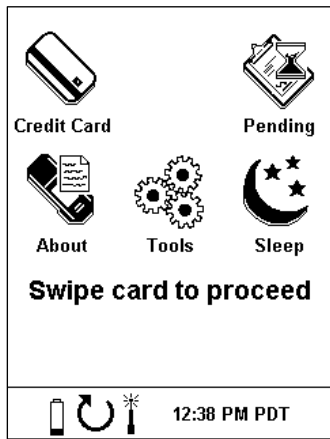


Figure 5

## Sleep

Using the stylus, select the **Sleep** icon to put the Mobilescape terminal into Sleep mode to conserve battery power. To exit Sleep mode, press the **Power** button.



## Maintenance Mode

### Enabling/Exiting Maintenance Mode

To enter the Mobilescape’s Maintenance Mode, make sure that the terminal is on and hold down the power button until you hear a single beep and the screen displays that you are “Enabling Maintenance” (Figure 1). Once you are in maintenance mode, the **Contrast** and **Calibrate** icons will be displayed on the main menu (Figure 2).

To exit the Mobilescape’s Maintenance Mode, select the **Sleep** icon found on the main menu to turn off the terminal. The next time the terminal is powered on to process a transaction, the **Contrast** and **Calibrate** icons will be gone.

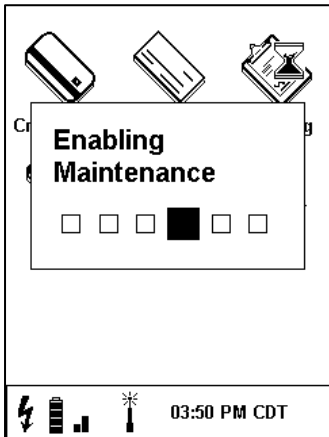


Figure 1

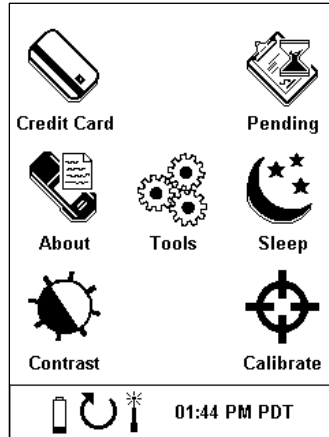


Figure 2

### Contrast

To adjust the contrast of the Mobilescape’s LCD screen, make sure that the terminal is in Maintenance Mode then select the **Contrast** icon. Tap either the up or down arrows to adjust the contrast of the screen (Figure 3). Once the adjustment has been made, exit the screen and then exit Maintenance Mode by putting the Mobilescape to sleep.

Note: It is best to tap the up or down arrow once and wait until the screen registers the new contrast before tapping the arrow multiple times.

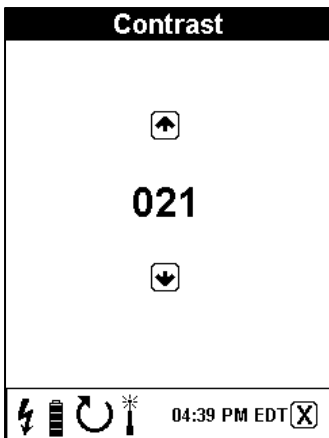


Figure 3

## Calibrate

If the Mobilescape is ever dropped or if the LCD screen is not registering your selection the screen may need to be calibrated. Once in Maintenance Mode, select the **Calibrate** icon from the main menu. Using the stylus, touch the center of the moving box as many times as necessary (Figure 4). This could be up to 6 times for full calibration. After the terminal has been calibrated, you will be redirected to the main menu where you should select the **Sleep** icon to exit Maintenance Mode.

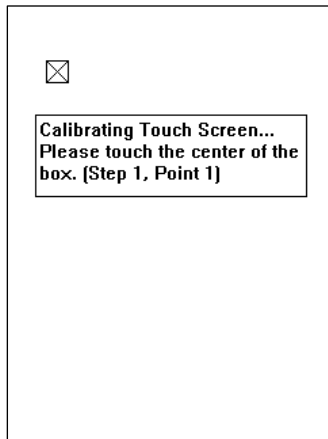


Figure 4

## Troubleshooting

### The terminal keeps turning off

There are several reasons why the terminal could be turning off.

If the terminal turns off immediately, connect it to an external power source using the Mobilescape wall charger and let it charge for at least 2 hours. If this does not correct the problem, please contact the Mobilescape Helpline.

If the terminal turns off in about five minutes, it is entering Sleep mode to conserve battery life. Simply press the **Power** button to exit Sleep mode.

If neither of these steps resolves the problem, contact the Mobilescape Helpline.

### The screen is frozen or not responding

If the screen is frozen or not responding, make sure that the terminal is not transmitting. If the terminal is not responding while authorizing a charge or transmitting the signature, the signal strength may be too low to transmit. The terminal takes about 90 seconds to timeout during this situation. Try walking to a different location to establish a better signal strength.

If the screen is frozen or not responding on any other screen, try pressing the reset button located on the bottom of the terminal then turn the terminal back on. If these steps do not correct the problem, please contact the Mobilescape Helpline.

### The screen is blank

If the LCD touch screen becomes blank, please check the following:

- Is the green power light on? The terminal may have gone into Sleep mode and needs to be awakened by pressing the **Power** button.
- Is the battery charged? The battery may be discharged. First, press the reset button on the bottom of the terminal, attach the external power supply to the terminal, and then press the **Power** button.
- Is the contrast set too low? Try to adjust the contrast. Press the reset button on the bottom of the terminal and then press the **Power** button to power on the terminal. Once it is powered on (indicated by a series of tones), enter Maintenance Mode and then select the **Contrast** icon to adjust the contrast.

### The screen is not responding properly to touch

If the screen is not responding properly to the stylus, try recalibrating the screen.

### The signature is not working

If transaction receipts are not printing signatures properly or at all, please observe the following:

- Have customers sign only within the signature box.
- Only use the stylus provided to accept signatures on the screen and make sure the screen is properly calibrated.
- When the customer is signing, ask them to use slow, even strokes to complete their signature.

### The wireless signal is weak or not working

If the wireless signal is weak or not working, check the following:

- Move a few yards away to see if the signal improves. If you are using the Mobilescape terminal inside, move to a window. If there are metal blinds on the window, raise the blinds.
- Take note of any tall buildings or other obstacles that could affect the signal. The Mobilescape terminal is similar to a cell phone, so anything that can interfere with a cell phone can also interfere with the terminal.

**NOTE:** All transactions that do not transmit right away are stored in the terminals pending queue and will be transmitted at a later time when the signal improves.

### The printer is not working properly

If the printer does not print properly, check the following:

- Does the printer try to print? If the printer tries to print but nothing comes out, be sure that paper is loaded correctly and that it is not jamming in the printer compartment.
- If the printer is not printing, make sure the receipt count in the printer menu is set to at least one.
- If the receipt is printing only on the left or right side of the paper, check the paper and reset the printer door.
- If the paper is feeding but nothing is printing on the paper, make sure the paper is loaded with the correct side up. See Loading Paper on page 11 for more details.

### The magnetic stripe reader is not working

If the magnetic stripe reader is not reading cards, make sure that the card is inserted properly. It should be swiped with the magnetic strip down and facing towards the printer compartment and away from you. Or, try another credit card. If the other credit card works, it could be that the magnetic stripe on the original card is bad. In this case, manually enter in the credit card number.

## Menu Error screens

The menu error screens show the possible error messages you could receive and explains how to deal with each one.

<p><b>Please Wait:</b> This message is displayed if your terminal has not yet synced up with the server and received proper time and configuration yet.</p>	<p><b>Error - Signature:</b> This message is displayed if your signature is invalid or out of the boundary given for the signature.</p>	<p><b>Error - Limit:</b> This message is displayed if during a transaction the entered amount exceeded \$99,999.99</p>	<p><b>No Match:</b> This message is displayed if during a void transaction there is no matching sale to void.</p>
<p><b>Please Wait</b></p> <p>This terminal is not configured yet. Please wait for configuration data to arrive from Commercial.</p> <p>OK</p> <p>⚡ 🔋 ? ?29</p>	<p><b>Error</b></p> <p>Signature not complete. Please Sign</p> <p>OK</p> <p>⚡ 🔋 📶 02:09 PM</p>	<p><b>Error</b></p> <p>Max Limit is \$99,999.99</p> <p>OK</p> <p>⚡ 🔋 📶 01:54 PM</p>	<p><b>No Match</b></p> <p>No transactions for this card were found in the open batch. Please select RETURN instead.</p> <p>OK</p> <p>⚡ 🔋 📶 02:08 PM</p>
<p><b>Solution:</b> If this message is displayed, turn on the terminal and wait to receive time in the lower right hand corner before processing any transactions.</p>	<p><b>Solution:</b> If this message is displayed, resign the receipt making sure to not go outside of the provided area.</p>	<p><b>Solution:</b> If this message is displayed, enter in a lesser amount. If an amount greater than this is needed, run multiple transactions.</p>	<p><b>Solution:</b> If this message is displayed, make sure you are using the same card/card number you made the sale with and that the amount is correct.</p>

<p><b>Low Battery:</b> This message is displayed if your terminal battery is low at the time of the transaction. If you proceed it could turn off during the transaction.</p>	<p><b>Weak Signal:</b> This message is displayed if your terminal does not have a strong signal for the cellular network. Proceeding will place the current transaction in a pending queue.</p>	<p><b>Declined!:</b> This message is displayed if the credit card number was not able to authorize the amount of the sale.</p>
<p><b>Warning</b></p> <p>Your battery is low and has 9% charge left. Do you want to proceed?</p> <p>Yes No</p> <p>📶 🔋 📶 01:40 PM</p>	<p><b>Weak Signal</b></p> <p>The cellular signal is very weak. Do you want to store this transaction for automatic authorization when coverage is better?</p> <p>Yes No</p> <p>⚡ 🔋 📶 01:50 PM</p>	<p><b>Declined!</b></p> <p>DO NOT HONOR</p> <p>OK</p> <p>⚡ 🔋 📶 01:55 PM</p>
<p><b>Solution:</b> If this message is displayed, you may proceed but it is recommended to plug your terminal in before continuing.</p>	<p><b>Solution:</b> If this message is displayed, select the yes to place the transaction in the pending queue or no to cancel the transaction.</p>	<p><b>Solution:</b> If this message is displayed, recheck the amount and try again or use a different credit card.</p>

## Hardware Specifications

### Mobilescape 5000 terminal:

- Physical size: 10" x 4" x 3" thick at printer or 1.5" thick at display.
- Weight: 1 lb. 4.1 oz. (without paper).
- Operating Temperature: 0-50° C (32-122°F)

### CPU:

- Type: 32-bit processor @ 90MHz

### Memory:

- Type: 32-Mbit Flash, 128-Mbit EDO RAM
- Storage capacity: 300 transactions

### LCD screen:

- EL backlight
- Resolution: 320 x 240, black and white
- Dot pitch: .23mm
- Size: 3.6" diagonal

### Printer:

- Type: Thermal
- Paper size: 2 ¼" W x 1 ½" D x 38' L

### Modem:

- Type: CDMA
- Data rate: 144kbs

### Battery:

- Type: Lithium-ion rechargeable
- Estimated Life in Sleep Mode: 14+ days
- Charge time: 2.5 hours for full charge
- Runtime of 10 hours with intermittent use

**BANKSERV  
END CUSTOMER LIMITED WARRANTY (U.S.)**

**GENERAL PRODUCT WARRANTY**

This limited warranty applies to the Mobilescape product line ("Product"). Please contact the Mobilescape Helpline at 1-866-414-5600 for questions regarding this limited warranty.

**Terms of the Warranty**

BankServ warrants the Product you have purchased from BankServ, or from an authorized BankServ reseller, against defects in materials or workmanship under normal usage for a period of one (1) year from the date of original purchase. Your sales receipt, showing the date of purchase is your proof of purchase date and is required to make a warranty claim.

During the warranty period, BankServ will repair or replace defective or damaged parts with new or refurbished parts or, at the option of BankServ, refund the purchase price. All exchanged parts and Products replaced under this warranty will become the property of BankServ.

Mail-in service can be obtained during the warranty period by calling 1-866-414-5600. This warranty does not cover inbound shipping charges, risk of loss during shipment, export taxes, custom duties and taxes, or any other charges associated with transportation of the Product to the repair facility. BankServ covers outbound shipping charges when returning a replacement or repair Product to the Customer.

BankServ retains the right to assess all warranty claims and to determine if damages are covered by the warranty. In the case of a claim that is not covered by the warranty, you will be contacted to determine whether BankServ should repair the damage for a fee or whether the Product should be returned to Customer by BankServ.

**Limitations of Remedy**

This limited warranty excludes any Product(s) that has been damaged or rendered defective (a) as a result of accident, misuse, or abuse; (b) by operation outside the usage parameters stated in the Product's User Guide; (c) by the use of parts not manufactured or sold by BankServ; (d) by modification of the Product; or (e) as a result of service by anyone other than an authorized BankServ service provider.

If a problem develops with this Product during or after the warranty period, you may contact your dealer or the BankServ service center. If the problem is not handled to your satisfaction, write us at BankServ, 3130 Rogerdale Road, Suite 190, Houston, Texas 77042 or e-mail [support@commerciant.com](mailto:support@commerciant.com).

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