



Software Version 2.5

User Guide

Phone models i55sr, i58sr, i85s i88s, i90c, i95cl, and i730
utilizing the data network from

Southern LINC.



World Products, Inc.
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Features in Version 2.5

New Features

- Ability to do "Authorization Only" transactions
- New hardware updates
- Menu items on "Transaction Summary" screen now show only if active

AIRCHARGE v2.5 software continues to allow you to choose from these options:

- Cash Receipt – use our software to give your customers a receipt when they pay by cash
- Tech Support Screen - point of contact information specific to your account for support
- Refresh Verify – verifies you really want to reload account settings
- Order/Invoice Number Entry
- Tip Entry
- Other Amount Entry
- Disable Refund

Other notable features

- Duplicate reprint and Cable disconnected reprint
- Complies with legislation enacted or in process of enactment in regard to what may be printed on transaction receipts in the following states: AZ, CA, CO, FL, IL, KS, KY, LA, ME, MD, MO, NE, NY, OH, OK, RI, PA, VA, and WI. Other states do not have laws in regard to this as of the date the manual was created. **Complies with card issuer regulations as well as proposed Federal law.**

Security Features

- Last four digits of swiped card must be entered and match data on magnetic strip of credit card
- SSL 128 Bit Encryption for all payment transactions
- Refund and Auth transaction types can be disabled on individual phones



Steps to load AIRCHARGE software on Southern LINC® phones via OTA.

Date Check

Press Menu then scroll to Settings and press SELECT then scroll to Initial Setup and press SELECT. Verify Year is actually the current year. If not, scroll to Year and press button below CHANGE. Press DELETE as needed to correct year and press OK. You will see "Datebook events may be deleted. Continue?" You **must** press the button below YES. After confirming date change press BACK then EXIT.

Confirm Memory

Press Menu and scroll to Java Apps and SELECT. Java Apps menu will be shown. Scroll to Java System to check available memory. To remove programs you will need to highlight the program you are going to remove, press the menu button on your phone, and then highlight the Deinstall menu item. Follow instructions on the screen of the phone.

WARNING – Do not remove Download Apps as it is needed to download the AIRCHARGE software.

Load AIRCHARGE Software

Push Menu and go to Java Apps. Scroll to Download Apps. Push button below RUN or INSTALL. (If INSTALL is shown wait for program to install itself and then press DONE.) If run is the choice, Screen will show "Authenticating with expanding below it. If the Download Apps program has never been run on the phone text information will be shown about the Download Apps system. Press Bypass.

The next screen that appears will show:



Scroll to Free/Demo and press SELECT

Screen will show " Sending Request"

Next SELECT Business and Productivity

Next, locate AIRCHARGE v2.5. Press the SELECT button. Screen will again show "Sending Request".

App Details will now be shown and you should just press the button below GET IT.

The system will now start to download the application directly to the phone. Be patient as the two files needed are loaded. Press EXIT when completed.

Installing Software

Once you have exited the Download Apps program you will need to scroll to AIRCHARGE and press the button below INSTALL. Wait for program to install on the phone. When "DONE" appears press the button below it.

Setting Up Merchant System

Scroll to AIRCHARGE and press RUN. Now scroll down to Preferences and press OK. The screen will now tell you to call AIRCHARGE to setup software. Please write down the Phone ID and call us. Our phone number is 847-855-1483. We do **initial** software setups M - F from 8am to 5pm CST.

After Setup

Please refer to our Quick Reference Guides for how to use the software based on the equipment you have.

Installing AIRCHARGE v2.5 J2ME application

Network Aware Applications: **AIRCHARGE is a "Network Aware" application.**

Please note: During use of AIRCHARGE transaction processing and preference load all other services are blocked.

You may need a Data Cable to load application onto the phone, Motorola Part# NKN6544B. It is also available for download via Download Apps.










Network aware applications require subscription to a data plan.


Southern LINC® data plan is called Wireless Data Access. To purchase this plan please contact your representative.



After downloading AIRCHARGE v2.5 application:

Before running AIRCHARGE application you have downloaded to your phone, you must install it.


- 1 From your phone's Ready screen, select menu 
Scroll  to the Java Apps option, and press the Select  button.
- 2 Press  to scroll to AIRCHARGE.
- 3 Press  under INSTALL.
- 4 When your phone has finished installing the application, press  under DONE.
- 5 Now push the  button and scroll to Java Apps, press  under SELECT.
- 6 Next scroll to AIRCHARGE, press  under RUN.
- 7 The AIRCHARGE program should now open and you should scroll to Preferences.

8a On first setup the "Current Settings" screen will tell you to call AIRCHARGE with a Phone ID **before** pushing the  below "REFRESH".


Please call 1-847-855-1483 with the Phone ID.

"Please Wait..." will appear as you phone goes out to our server to get your merchant information. Be patient, this may take a minute depending on network activity.

8b After initial setup you may update settings by doing the following.

Press  below Refresh. "Please Wait..." will appear as you phone goes out to our server to get your merchant information. Be patient, this may take a minute depending on network activity.

9 The current settings screen should now show your merchant information.

Press  under Back. You can now process transactions.



AIRCHARGE J2ME v2.5 Program Memory Requirements

You may need to remove some programs from your phone in order to load the AIRCHARGE software...

AIRCHARGE Memory Requirements:

i55sr, i85s, and some i90c models	i58sr, i88s, i90c, i95cl, and i730
Install Data Space 79K	Install Data Space 79K
Program Space 189K	Program Space 146K
Data Space 2K	Data Space 2K

To check memory usage and possibly deinstall programs...

Check your Phone's Data and Program Memory usage

In order to download, store and run the application of your choice, you must have enough Data and Program memory in your phone.

Data memory refers to the memory needed to download an application to your phone. Program memory refers to the memory needed to install and run an application on your phone.

To check how much memory your phone has available:

1. From the idle screen, press **Menu**.
2. Use the navigation button to scroll to "Java Apps", press **Select**.
3. Scroll to "Java System", press "Select".
4. Press **Select**, and then press **Next** to view the "Data Space" and "Prog. Space" available.

Caution: Java applications are stored in your phone using the same memory space used to store Voice Notes. Using a large amount of data memory to store Voice Notes reduces the data memory available for downloading of Java applications. When this occurs, deleting Voice Notes from your phone's data memory space will free memory space for Java applications.










In addition, you may free more Data Memory space by deinstalling an application that you do not wish to use. Deinstalled applications that were obtained from the Southern LINC website may be redownloaded at a later time at no cost.

To Deinstall Applications:

1. From the "Java Apps" screen, press the **navigation button** to scroll to the application you would like to remove.
2. Press "Menu".
3. Press the navigation button to scroll to "Deinstall", then press **Select**.
4. A confirmation screen displays. Press **Yes**.
5. Upon deinstall completion, press **Done**.








AIRCHARGE J2ME v2.5 Quick Reference Guide

Setting up your payment gateway account on your phone:

1	Push the  button and scroll to Java Apps, press  below Select.
2	Next  scroll to AIRCHARGE, press  below Run.
3	The AIRCHARGE program should now open and you should use the  to go to Preferences.
4a	On first setup the "Current Settings" screen will tell you to call AIRCHARGE with a Phone ID before pushing the  below "REFRESH". Please call 1-847-855-1483 with the Phone ID. "Please Wait..." will appear as you phone goes out to our server to get your merchant information. Be patient, this may take a minute depending on network activity.
4b	If you already have information on your screen and you press  below Refresh, you will be shown a "WARNING!" and will be asked if you really want to continue. If you decide to continue and you not been instructed to "Refresh" you could deactivate AIRCHARGE on your phone. If you have been instructed to press  below Refresh "Please Wait..." will appear as you phone goes out to our server to get your updated merchant information. Be patient, this may take 1 to 2 minutes depending on network activity and phone model.
5	The current settings screen should now show your merchant information. Press  below Back. You can now process transactions.

Cash Receipts

This allows you to print a receipt for your customer if needed when using compatible printer models.












1	Verify that the Cash Receipt menu choice is highlighted. Use the  to select. Press the  below OK.
2*	You will now be prompted to enter Order/Invoice#. You may enter a number or not and then press  below OK. * If Order/Invoice entry is enabled in v2.5
3	Enter Amount and then press  below OK. Receipt may now print.
4*	Enter Other Amount and then press  below OK. Receipt may now print. * Other Amount can turned on or off in v2.5.
5*	If Tip Entry* is enabled. Enter Tip Amount and the press  below OK. Receipt will now print. * Tip Entry can turned on or off in AIRCHARGE v2.5.
6	Press  below DONE to finish the transaction and return to the main screen.

AIRCHARGE J2ME NPM Quick Reference Guide v2.5

(No Printer)















Swiped Sale or Refund transaction:



- 1 Verify that the Swipe Card menu choice is highlighted. This is the default choice when first opening the program. If it is not use the  to select. Press the  below OK.
- 2 Screen will state "Swipe Credit Card. Waiting for swipe..." Swipe card through reader.
- 3 If card read was good screen will show "Enter last 4 digits of card number". Look at customers card and enter the last 4 digits of credit card number. Press  below OK.
- 4* If last 4 digits of card number matched you may be prompted to enter Order/Invoice#. You may enter a number or not and then press  below OK. * If Order/Invoice entry is enabled in v2.5
- 5 Enter Amount and then press  below OK.
- 6* Other Amount screen may now appear. Enter Amount and then press  below OK.
* Other Amount can turned on or off in v2.5.
- 7* If Tip Entry* is enabled. After the customer hands you the receipt back. Enter Tip Amount and then press  below OK. * Tip Entry can turned on or off in AIRCHARGE v2.5.
- 8 You now will see the transaction information on the phone screen and have the options of Charge, Auth*, Refund*, or Reset.
Use the  to select function you would like to perform and press the  below OK or press  above BACK to change information. *Can be disabled.
- 9 The screen will show "Please Wait..." while the transaction is being processed.
- 10 The transaction response will show on the screen. We recommend that you use a manual imprinter and credit card sales draft in order to record the transaction and have the customer sign.
- 11 Press  below DONE to finish the transaction and return to the main screen.

AIRCHARGE J2ME NPM v2.5 cont.














Manually Input Sale or Refund transaction:

1	Verify that the Manual Entry menu choice is highlighted. Use the  to select. Press the  below OK.
2	Screen will show Enter Credit Card and will have a text input box for you to enter credit card number. After entering credit card number press the  below OK.
3	Screen will now show text entry boxes for Expiration Month and Year. Enter credit card two digit expiration month and then use the  to move down to the expiration year text box and input the two digit year. Press the  below OK.
4	Zip Code screen will now appear. Enter customer's Zip Code. Press the  below OK.
5*	You may now be prompted to enter Order/Invoice#. You may enter a number or not and then press  below OK. * If Order/Invoice entry is enabled.
6	Amount screen will now appear. Enter Amount and then press  below OK.
7*	Other Amount screen may now appear. Enter Amount and then press  below OK. * Other Amount can be turned on or off in v2.5.
8*	If Tip Entry* is enabled. After the customer hands you the receipt back. Enter Tip Amount and then press  below OK. * Tip Entry can be turned on or off in AIRCHARGE v2.5.
9	You now will see the transaction information on the phone screen and have the options of Charge, Auth*, Refund*, or Reset. Use the  to select function you would like to perform and press the  below OK or press  above BACK to change information. * Can be disabled.
10	The screen will show "Please Wait..." while the transaction is being processed.
11	The response will show on the screen. We recommend that you use a manual imprinter and sales draft in order to record the transaction and have the customer sign. You may have already done this if Tip Entry is enabled.
12	Press  below DONE to finish the transaction and return to the main screen.

AIRCHARGE J2ME Printer Models Quick Reference Guide

Swiped Sale or Refund transaction:



- 1 Verify that the Swipe Card menu choice is highlighted. This is the default choice when first opening the program. If it is not use the  to select. Press the  below OK.
- 2 Screen will state "Swipe Credit Card. Waiting for swipe..." Swipe card through reader.
- 3 If card read was good screen will show, "Enter last 4 digits of card number". Look at customers card and enter the last 4 digits of credit card number. Press  below OK.
- 4* If last 4 digits of card number matched you may be prompted to enter Order/Invoice#. You may enter a number or not and then press  below OK. * If Order/Invoice entry is enabled. This can turned on or off in AIRCHARGE v2.5.
- 5 Amount screen will now appear. Enter Amount and then press  below OK.
- 6* Other Amount screen may now appear. Enter Amount and then press  below OK. * Other Amount can turned on or off in v2.5.
- 7* If Tip Entry* is enabled and you are using a printer with AIRCHARGE it will now pre-print receipt with blank line for customer to enter a tip amount, total and then sign. After the customer hands you the receipt back. Enter Tip Amount and then press  below OK. * Tip Entry can turned on or off in AIRCHARGE v2.5.
- 8* You now will see the transaction information on the phone screen and have the options of Charge, Auth*, Refund*, or Reset. Use the  to select function you would like to perform and press the  below OK or press  below BACK to change information. * Can be disabled.
- 9 The screen will show "Please Wait..." while the transaction is being processed.
- 10* The transaction response will show on the screen and then print the merchant receipt. Have your customer sign this copy*. Press  below OK to print the customer copy. If an error with your printer occurs you may press  below AGAIN to reprint the transaction. * If Tip Entry is enabled customer will have already signed receipt. You should hand write authorization code on the receipt that your customer has already signed. If Tip is enabled you will not be able to back up and change prior information other than Tip Amount. You will need to "Reset" the transaction on the summary screen and start over.
- 11 Press  below DONE to finish the transaction and return to the main screen.

AIRCHARGE J2ME Printer Models cont.

Manually Input Sale or Refund transaction:

1	Verify that the Manual Entry menu choice is highlighted. Use the  to select. Press the  below OK.
2	Screen will show Enter Credit Card and will have a text input box for you to enter credit card number. After entering card number press the  below OK.
3	Screen will now show text entry boxes for Expiration Month and Year. Enter credit card expiration month and then use the  to move down to the expiration year text box and input the year. Press the  below OK.
4	Zip Code screen will now appear. Enter customer's Zip Code. Press OK.
5*	If card number is valid you may be prompted to enter Order/Invoice#. You may enter a number or not and then press  below OK. * If Order/Invoice entry is enabled. This can be turned on or off in AIRCHARGE v2.5.
6	Amount screen will now appear. Enter Amount and then press  below OK.
7*	Other Amount screen will now appear. Enter Amount and then press  below OK. * Other Amount can be turned on or off in v2.5.
8*	If Tip Entry* is enabled and you are using a printer with AIRCHARGE it will now pre-print receipt with blank line for customer to enter a tip amount, total and then sign. After the customer hands you the receipt back. Enter Tip Amount and then press  below OK.. * Tip Entry can be turned on or off in AIRCHARGE v2.5. If Tip is enabled you will not be able to back up and change prior information other than Tip Amount. You will need to "Reset" the transaction on the summary screen and start over.
9*	You now will see the transaction information on the phone screen and have the options of Charge, Auth*, Refund*, or Reset. Use the  to select function you would like to perform and press the  below OK or press  below BACK to change information. *Can be disabled.
10	The screen will show "Please Wait..." while the transaction is being processed.
11	The transaction response will show on the screen and then print the merchant receipt. Have your customer sign this copy. Press  below OK to print the customer copy. If an error with your printer occurs you may press  below AGAIN to reprint the transaction.
12	Press  below DONE to finish the transaction and return to the main screen.

AIRCHARGE J2ME Hardware

Compatible Phone Identification



i55sr - i58sr



i85s - i88s



i90c



i95cl



i730

Printer Identification



ZM



CM



DM



AM



ASM

Power must be turned on and off by user.

AIRCHARGE J2ME Other Information

Important equipment and data plan information

Refresh Note

You should only "Refresh" once on your phone or that phone will be disabled from your account.

Data Network Issues

If you receive the message "**Server unavailable, please try again later.**" Please refer to one of these five possible causes:

1. Southern LINC data plan is not active on your phone.
2. You have not turned your phone off since activating a Southern LINC data plan. Turn phone off and then back on. Now try again.
3. The data network is not available; you may be out of coverage.
4. You continue to get the message "**Please Wait...**" for longer than two minutes. Your transmission was most likely processed but the response could not be returned to the phone.
 - a. You should press the Red phone button
 - b. Then press the Exit button to stop the AIRCHARGE program.
 - c. Now restart the program and try the **EXACT** transaction again.
 - d. If your first attempt did make it to the processor and an authorization was given you will get a "Duplicate" transaction response that means the first one did go through, and was authorized. If you get an "Approved" message the first one did not get through and you now have your authorization code.

AIRCHARGE J2ME Other Information Cont...

5. If you receive the error message **"Certificate expired"** you will need to change the date in your phone setup to the current year. Follow these steps to change year.
 - a. Press Menu button on phone.
 - b. Scroll to Settings and press SELECT
 - c. Scroll to Initial Setup and press SELECT
 - d. If year does not show the current year scroll to Year and press CHANGE
 - e. Press DELETE to change Year.
 - f. Message "Datebook" may be deleted. Continue? You should press YES or you will not be able to run transactions with AIRCHARGE.
 - g. Screen will show "Changed: Year ####"
 - h. Press BACK and then EXIT. Your year change has now been saved and you should not see the certificate expired message.
6. If you receive the error message, **"The name on the certificate does not match the name of the site."** you will need to contact AIRCHARGE as the software is setup incorrectly for your payment gateway provider.
7. If you receive the error message, **"Can't connect to server. Please try again later."** You are able to try the transaction again but if this message continues to appear there is a problem with transmitting data from your current location or there is a general problem with the data network.

AIRCHARGE J2ME common error messages

"Error opening port no cable." – Check to verify hardware cable is connected. If cable seems to be connected verify that there is no residue or corrosion on the bottom connector of your phone. If these items appear OK contact AIRCHARGE for further troubleshooting.

"Printing error Check cable." - same as above.

"Account not valid. Please contact AIRCHARGE." – Your Phone ID was not found in our system or you have pushed "Refresh" and your AIRCHARGE software was disabled. Contact AIRCHARGE to reset software.

"Can't connect to server. Please try again later." – Network connection not available. You will have to wait until you are back in network coverage to complete operation. Look for Red or Green blinking light on the top of the phone.

"Program not configured. Please refresh preferences." – Phone does not have software setup. You will need to go the Preferences menu choice to setup AIRCHARGE software.
See Account not valid.

"Bad Credit Card Number." – The credit card number you have manually entered is incorrect. Please push back and verify number. Use * to delete numbers.

"Specify month as 2 digits. (Jan = 01)" or Specify year as 2 digits. (2003 = 03)" – In Manual Entry mode you must enter the month and year in 2 digit format.

"Zip Code is 5 or 9 digits." - In Manual Entry mode you must enter a Zip Code for the customers billing address. If customers zip code is unknown use 12345.

"Amount must be at least \$0.01." – You cannot charge a \$0.00 amount.

"Refund not allowed from this terminal." – Refund capability has been disabled on this phone's AIRCHARGE software.



Example Screen Shots

Main Screen	Preferences Screen	Program Error if AIRCHARGE settings are not activated	Data Network is not available or Data plan is not activated
Example of AIRCHARGE program "Preferences" that has been setup	"Phone ID" not found in our database	Warning screen if you are trying to reset program. This can disable unit from our system if done without being instructed to do so.	Program has been setup and you are now into running a transaction.

Technical Support

Email - support@aircharge.net

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