

J.P. Morgan Pinpad™



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Hello. Let's get started.

Congratulations, you now have a sophisticated high performance biometric & traditional payments acceptance device along with 4G support from JP Morgan Chase.

You no longer need a physical SIM card. Your device has an embedded eSIM that is setup to work with JP Morgan developed applications.

For more information, go to jpmorganchase.com/placeholder-url/Pinpad/esim.

Know your Pinpad

The Pinpad is an advanced payment acceptance tablet developed by JP Morgan.



Product Details

Model: STICK_401_GEN1

PRODUCT DIMENSIONS

Height: 7.32" (186 mm)

Width: 2.99" (76mm)

Depth: 0.63" (16.2mm)

Weight: 250g

SYSTEM

Processor: QCM2290 (4G)

Display: 4" (400 x 800 pixels)

Touchscreen: Multi-touch, pen and glove support

Video: Intel HD graphics

Audio: Integrated speakers

Memory: 4GB DDR3 Standard

Storage: 32 GB SSD Standard

Operating System: Android 14

Interfaces: USB-C

Buttons: Hard keys— 15 keys

Radios: Wi-Fi 5 (2.4GHz & 5GHz, 802.11a/b/c/n/ac), Bluetooth, NFC (contactless tags and non-payment cards)

Bluetooth: 5.0

ENVIRONMENTAL

Operating Temperature: -10° / +50°C;

Storage Temperature: -20° / + 70° C;

Charging mode Temperature: -0° / +45° C

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Operating Humidity: 10% to 95%

Impact: 0.8m drop, IK05

EMI/EMC: FCC class B

IP/IK Rating: IP54

PHYSICAL

Cameras: Back Camera 2MP-AF

Front module with 5MP-FF RGB / NIR / ToF module & White/IR LEDs

Battery: 700 mAH rechargeable

Charging Time: 2 hrs

Power Rating: 5.0 V/ 2.0A

SECURITY

Payment Certifications: PCI PTS POI V6.x (SCR + Contactless + Pin Entry), SRED TDES DUKPT, AES DUKPT & Voltage

IoT Certifications: CE, FCC, RoHS 2.0, Reach, UL, CSA, California Prop 65, CEC, BT

Setup Basics



Make sure you charge the Pinpad at least 2 hours before first use.

Power On

JP Morgan Pinpad has an easy setup process to help you get going when you first turn on your device. You turn on the device by holding the Green button for 3-4 seconds. You will see the screen turn on and Android logo and animation indicating start up.

Connect to Wi-Fi

JP Morgan Chase Pinpad provides the ability to connect to your preferred wi-Fi during setup. Once the application has launched, navigate to settings to set up the Wi-Fi.

Sign in to your account

At the time of purchase, you would have received a welcome email which has information about your login credentials. Please have this email handy. When you start the device, the device shows a login screen. Please use the login and password received in the email to get access to the device.

Finding E-label Instruction

Settings > About device > Regulatory labels

If your device required Federal Communications Commission (FCC) approval, you can access the FCC certification by opening Settings > About device > Regulatory labels

Battery

- Do not replace battery with an incorrect type that can defeat a safeguard.
- Do not dispose battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion;
- Do not leave the battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas;

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– Ensure the battery is not subjected to extremely low air pressure to avoid resulting in an explosion or the leakage of flammable liquid or gas.



Open from the notch



Pull the battery

Before use, please put the removed battery back in its original position (for battery reinstallation, ensure the gold contacts align correctly).

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Federal Communication Commission Interference Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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 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.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Radiation Exposure Statement:

This device meets the government's requirements for exposure to radio waves.

This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government.

The exposure standard for wireless device employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg. Tests for SAR are conducted using standard operating positions (0mm) accepted by the FCC with the device transmitting at its highest certified power level in all tested frequency bands.

FOR COUNTRY CODE SELECTION USAGE (WLAN DEVICES)

Note: The country code selection is for non-US model only and is not available to all US model. Per FCC regulation, all WiFi product marketed in US must fixed to US operation channels only.

JP Morgan Chase Bank N.A

70 Fargo st., Boston, Massachusetts, United States, 02210

781-738-5682

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IC Statement

IC: 33846-801GEN1

CAN ICES-003(B)/NMB-003(B)

This device complies with Industry Canada license-exempt RSS standard(s).

Operation is subject to the following two conditions:

this device may not cause interference, and

this device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil est conforme avec Industrie Canada RSS exemptes de licence standard(s).

Son fonctionnement est soumis aux deux conditions suivantes:

(1) cet appareil ne peut pas provoquer d'interférences, et

(2) cet appareil doit accepter toute interférence, y compris celles pouvant causer un mauvais fonctionnement de l'appareil.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

The exposure standard for wireless device employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the IC is 1.6W/kg. Tests for SAR are conducted using standard operating positions (0mm) accepted by the IC with the device transmitting at its highest certified power level in all tested frequency bands.

Les normes d'exposition pour les appareils sans fil utilisent une unité de mesure appelée taux d'absorption spécifique (SAR). La limite SAR fixée par le circuit intégré est de 1.6 W/ kg. Les tests SAR sont effectués en utilisant une position de travail standard (0 mm) reconnue par le circuit intégré et l'appareil transmet à son niveau de puissance certifié le plus élevé dans toutes les bandes de fréquences testées.

The device for operation in the band 5150-5350 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

L'équipement utilisé pour fonctionner dans la bande 5150 - 5350 MHz est destiné uniquement à un usage intérieur afin de réduire le risque de brouillage préjudiciable aux systèmes mobiles par satellite à canal identique.



CAUTION

Risk of fire or explosion if the battery is replaced by an incorrect type.

Dispose of used batteries according to the instructions.

ATTENTION

Risque d'incendie ou d'explosion en cas de remplacement de la pile par un modèle incorrect.

Jetez les piles usagées conformément aux instructions.

CAUTION

Over-Voltage Protection (Charging): 4.275±0.025 V

Over-Current Protection (Charging): 0.7±0.3 A

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Higher Over-Temperature Protection (Charging): $50^{\circ}\text{C}\pm 3^{\circ}\text{C}$

Lower Over-Temperature Protection (Charging): $0^{\circ}\text{C}\pm 3^{\circ}\text{C}$

ATTENTION

Protection contre les surtensions (charge) : $4.275\pm 0.025\text{ V}$

Protection contre les surintensités (charge) : $0.7\pm 0.3\text{ A}$

Protection contre les surchauffes (charge) : $50^{\circ}\text{C}\pm 3^{\circ}\text{C}$

Protection contre les surchauffes (charge) : $0^{\circ}\text{C}\pm 3^{\circ}\text{C}$



Proximity Sensor

The Proximity Sensor contains a laser to sense when the user is near.



CAUTION :

Use of controls or adjustments or performance of procedures other than those specified may result in hazardous radiation exposure

Attention:

L'utilisation des commandes ou réglages ou l'exécution des procédures autres que celles spécifiées dans les présentes exigences peuvent être la cause d'une exposition à un rayonnement dangereux

Module complies with IEC 60825-1:2014

Complies with 21 CFR 1040.10 and 1040.11 except for conformance with IEC 60825-1 Ed. 3, as described in Laser Notice No. 56, dated May 8, 2019.

Manufacturer Address:

383 Madison Avenue,
New York, New York
10179

CONSUMER LASER PRODUCT

EN 50689:2021

Thus, each Class 1 consumer laser product, shall have affixed an explanatory label bearing the words:

CLASS 1 LASER PRODUCT

CONSUMER LASER PRODUCT

EN 50689:2021

As always, we are just one call
away if you need any help.
Feel free to contact us at

1-555-265-5158



To help you get started,
scan for helpful resources

jpmorgan.com/placeholder-url/pinpad-guide