# C-ZAM SMASH Portable

## Owner's manual

banksys

end-to-end transactions

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Owner's Manual C-ZAM/SMASH Portable
Version 2.2
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# Table of Content

*FCC Conformity* 2
*Declaration of Conformity* 3
*Introduction* 5
*The C-ZAM/SMASH Portable terminal* 6
*Installing the C-ZAM/SMASH Portable* 7
**Selecting a location** 7
**Unpacking** 9
**Getting started with the C-ZAM/SMASH Portable** 10
*Using the C-ZAM/SMASH Portable* 21
**Using the card interfaces** 21
*C-ZAM/SMASH Portable Maintenance* 22
*Troubleshooting* 23
*General safety information for Banksys Products* 26
**Compliances** 26
**Safety recommendations** 26
**Disposal of the C-ZAM/SMASH Portable** 27
*Technical Specifications* 28

## FCC Conformity

FCC Rules Sections 15.103 and 15.21
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This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.
The user may find the following booklet prepared by the Federal Communications Commission helpful:
"How to identify and Resolve Radio-TV Interference Problems".
This booklet is available from the U.S. Government Printing Office, Washington DC 20402, Stock No 004-000-00345-4

15.21 FCC Warning

*The user is cautioned that changes or modifications not expressly approved by the manufacturer could void the user's authority to operate this equipment.*

Please Note:
In order for the installation of this product to maintain compliance with the limits for a Class B device, shielded cables or a ferrite choke on the cable should be used for the Ethernet link.

# Declaration of Conformity

Manufacturer: Banksys N.V./S.A.

**Address:** **Chaussée de Haecht, 1442**
**B-1130 Brussels**
Belgium
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CE 0682

Product name: C-ZAM/SMASH Dual-Band GSM terminal
Interface model number(s): 3031300186

**The undersigned hereby declares, on behalf of Banksys that the above-referenced product, to which this declaration relates, is in conformity with the provisions of:**

Council Directive 89/336/EEC (May 3, 1989) on Electromagnetic Compatibility;

Council Directive 73/23/EEC (Feb. 19, 1973) on Low Voltage Equipment Safety;

Council Directive 93/68/EEC (July 22, 1993)–Amending Directives 89/336/EEC (EMC) and 73/23/EEC (Low Voltage Equipment Safety).

R&TTE Council Directive 91/263/EEC

**The product is compatible with following norms/standards:**

EN 301 489-7 - Electromagnetic compatibility and radio spectrum matters.

EN 60950

ETS 300 342-1 - TBR19 – TBR20 – TBR31 – TBR32 (Class1.9)

**The Technical Construction File required by these Directives is maintained at Banksys, Chaussée de Haecht 1442, B1130 Brussels.**

**Carl Van Himbeeck**
**Head of R&D - Terminals & Products**

Manufacturer: Banksys N.V./S.A.

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CE 0536 !

Product name : C-ZAM/SMASH terminal with short range wireless interface

Interface model number(s) : 3031300203

**The undersigned hereby declares, on behalf of Banksys that the above-referenced product, to which this declaration relates, is in conformity with the provisions of:**

Council Directive 89/336/EEC (May 3, 1989) on Electromagnetic Compatibility;

Council Directive 73/23/EEC (Feb. 19, 1973) on Low Voltage Equipment Safety;

Council Directive 93/68/EEC (July 22, 1993)–Amending Directives 89/336/EEC (EMC) and 73/23/EEC (Low Voltage Equipment Safety).

R&TTE Directive 1999/5/EEC - This device works between 2400 MHz and 2483,5MHz. It is notified in Belgium, The Netherlands, Norway and Switzerland. There may be restrictions for the use of this device for other countries or outside the EU.

**The product is compatible with following norms/standards:**

EN 55022 class B – EN 61000-4-2 – EN 61000-4-3,4,5,6,11 - EN 61000-3-2,3

EN 60950

EN 300328-2 – EN 301489-17

**The Technical Construction File required by these Directives is maintained at Banksys, Chaussée de Haecht 1442, B1130 Brussels.**

**Carl Van Himbeeck**
**Head of R&D - Terminals & Products**

# Introduction

### About the C-ZAM/SMASH Portable

The C-ZAM/SMASH Portable is a portable payment terminal offering the following features:

- Supports wireless telecommunications technologies including GSM, GPRS and Local Wireless.
- Accepts a wide range of payment cards including credit cards, debit cards, stored-value cards (e-purse), loyalty cards, social security cards and closed user-group cards.
- The possibility to connect towards peripherals such as the C-ZAM/SMASH merchant unit, Electronic Cash Registers, personal computers, bar code readers, remains.

The C-ZAM/SMASH Portable consists of two main pieces of equipment:

- The C-ZAM/SMASH Portable terminal for performing payment transactions, which includes:
  - A C-ZAM/SMASH battery
  - A C-ZAM/SMASH communication card, plus plastic cover
  - A Bluetooth wireless technology access point for transmitting transaction data, if the C-ZAM/SMASH local wireless is used
- The C-ZAM/SMASH charging station or vehicle cradle to load the battery.

### About this manual

This manual contains information for owners of the C-ZAM/SMASH Portable on:

- The C-ZAM/ SMASH Portable terminal
- Installing the C-ZAM/ SMASH Portable
- Using the C-ZAM/ SMASH Portable
- C-ZAM/SMASH Portable maintenance
- Troubleshooting
- General Safety information
- Technical specifications

## The C-ZAM/SMASH Portable terminal

The C-ZAM/SMASH Portable terminal consists of a secure keypad, a backlit display and two card interfaces, one for magnetic strip cards and the other for smart cards. It is also called the Base Unit. The display messages in the portable configuration are intended both for the merchant and the customer.

# Installing the C-ZAM/SMASH Portable

A technician or field engineer may help you to install your terminal. If you are installing it yourself, proceed as described below.

**Cautions**:

- If you are installing the C-ZAM/SMASH Portable, neither Banksys nor its vendor will bear any responsibility or cost for malfunctioning, breakdowns or any anomaly that may occur due to incorrect manipulation or use of the terminal.
- If you notice that any part of the C-ZAM/SMASH Portable does not fit, blocks or shows any other malfunction, contact your vendor. Do not alter or try to repair it yourself.
- All accessories such as power adapter, battery pack, etc. must be provided by your vendor or by a Banksys approved source.
- Before proceeding with the installation of your C-ZAM/SMASH Portable, read the safety recommendations on page 26.

## Selecting a location

### Ergonomic factors

Select a location for the C-ZAM/SMASH Portable terminal and its accessories that is both convenient for you and the customer.

*Placing the terminal:*

- Make sure that the keypad and the display are facing the customer, when handing over the terminal to the customer or placing the terminal in front of the customer for payment.
- Make sure that the position of the terminal is appropriate for the customer, not too low or too high.
  - For a customer who is sitting down, the appropriate height is the height of a standard table.
  - For a customer who is standing, the appropriate height is at elbow height of the card holder.
- Check whether there is enough space around the C-ZAM/SMASH Portable terminal to:
  - Insert a chip card in the chip card interface.
  - Slide a magnetic card through the magnetic strip reader.
- Avoid placement near direct light sources that can hinder the readability of the display or the keypad.

**Physical factors**

Your C-ZAM/SMASH Portable and its accessories can only be used in the following physical circumstances:

- Hold firmly or placed on a flat and stable surface or firmly fixed and safe and easy accessibly.
- If a charging station is used, this should be placed on a flat and stable surface.
- If a vehicle cradle is used, this should be placed in a stable and fixed position.
- If an access point is used, this should be kept away from disturbing devices or materials such as abnormal light sources, heat, concrete, microwave, etc. The instructions as provided in its manual should be taken into account.
- Environmental humidity between 20% and 85%.
- Environmental temperature between 0° C and 50° C.
- Electrical power supply of 100-240 VAC 50 – 60 Hz.
- Assure that circulation of air around the terminal and its accessories are not obstructed. If the C-ZAM/SMASH Portable is not in use, it should be kept in an environment where adequate ventilation is present.

Avoid:

- Vibration and shocks
- Excessive heat and dust
- Explosive environments
- Oil or moisture
- Water or condensation
- Placement near devices that cause excessive voltage fluctuations and/or electromagnetic fields such as electric motors or high-frequency devices
- Direct sunlight or objects that radiate heat
- Environments where humidity fluctuations might occur

## Unpacking

After you have unpacked the C-ZAM/SMASH Portable and its accessories:

1. Check whether the content of the shipping container is complete.

   Depending on your order, you should find following parts:

| Box | Contents |
|---|---|
| C-ZAM/SMASH Portable base unit | - C-ZAM/SMASH Portable base unit<br>- Power adapter (to be used for charging station only)<br>- Power cable<br>- Printer cover<br>- Vendor's information |
| Battery | - Battery |
| Communication card | - Communication card<br>- Plastic cover, to close the terminal after installation of the card |
| Charging Station | - Charging Station |
| Vehicle Cradle | - Vehicle Cradle<br>- Cable |
| Printer | - Printer<br>- Paper roll<br>- Printer fixation bracket<br>- Illustrated instruction |
| Access Point | - Access Point<br>- Adapter<br>- Vendor's information |

If any of these parts is missing, you should contact your vendor immediately.

2. Inspect the shipping container and its contents for damage.

   If any of the contents have been damaged, immediately contact your shipping company and notify your vendor.

   **Tip**: Save the cartons and packing material for repacking or shipping your equipment in the future.

## Getting started with the C-ZAM/SMASH Portable

### Step 1 - Installation of the SAM (Security Application Module) - Optional

Specific applications, such as e-purse and debit, use a Security Application Module or Chip Security Module that is placed in a SAM slot.

1. On the picture below you can see what a SIM card looks like. Note that at one side the corner is missing, this will be your reference point when properly inserting the SIM card.

2. Turn the terminal with the bottom side facing upwards. Now you can see the inside of the terminal and the four clamping mechanisms to hold the SAM's. They should all be empty; you can install your SIM in any of these slots. Some applications may require that a SAM be placed in a specific slot. Consult your application provider for further information.

Push with your thumb on the back flange of one slot and slide it gently to the side. Left side for the two slots on the left, to the right for the two slots on the right side. The flange will unclick and you can turn it 90° so that it stands up.

3. You can slide the SAM in the slot. Make sure the marked corner is placed correct. For the slots at the left side, the corner needs to be on your top right hand side, for the slots on the right, the corner needs to be at your down left hand side.

4. You can now close the slot again; the SAM will be positioned towards a plastic stop, which has the same shape as the missing corner. Gently slide the cover back to the right or left, until you hear a small click. The SAM is now firmly attached to the terminal.

**Step 2 - Inserting the communication card**

Out of a list of various communication cards, you have ordered a specific communication card, being a GSM/GPRS or Local Wireless communication card.

Take the necessary precautions to avoid electrostatic discharge (ESD). This can damage the terminal and even put it in tampered state. Only handle the board at the edges.

The C-ZAM/SMASH GSM-GPRS needs a SIM card to be able to connect to the GSM-GPRS provider network. A C-ZAM/SMASH Local Wireless does not need a SAM to be functional.

1. If it concerns a GSM communication card, first insert the SIM card on the communication card. This is done in the same way as the SAM cards described in step1.

2. Insert the communication card by sliding it gently into the terminal. Do not touch the electronics while inserting the card.

Push the card at both sides during installation

3. Slide the cover in its bottom slot and then push the upper part towards the terminal until you hear a click.

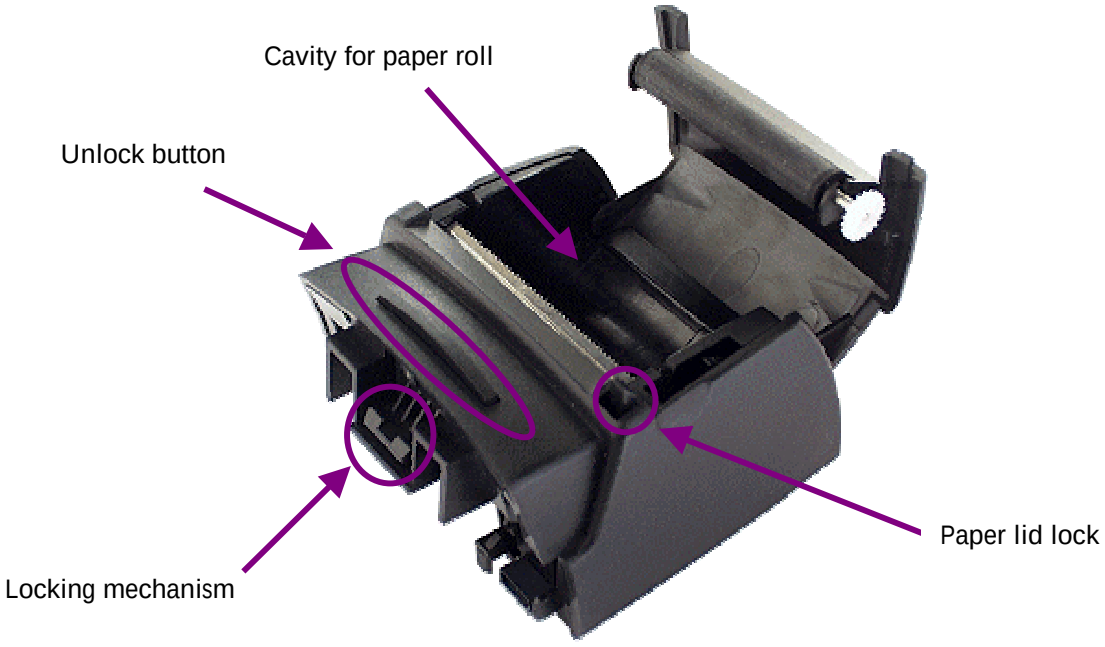
**Step 3 - Installation of the Access Point**

Install the Access Point as described in the user manual delivered with it.

**Step 4 - Connect the printer and fill paper**

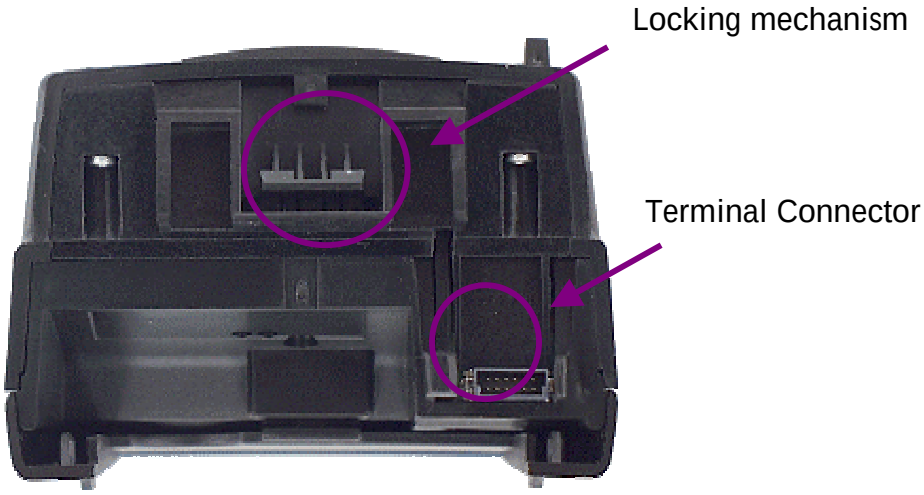
To connect the printer to the C-ZAM/SMASH Portable, proceed as described below.

1. Ensure yourself of the position of the unlock button, which is marked on the picture below.

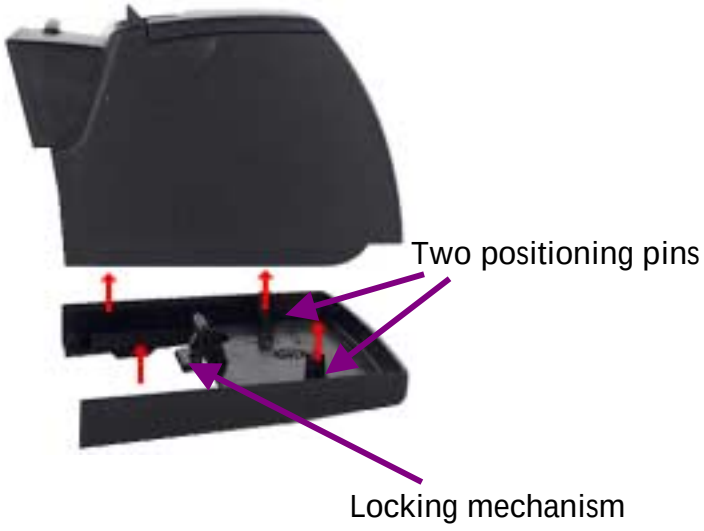


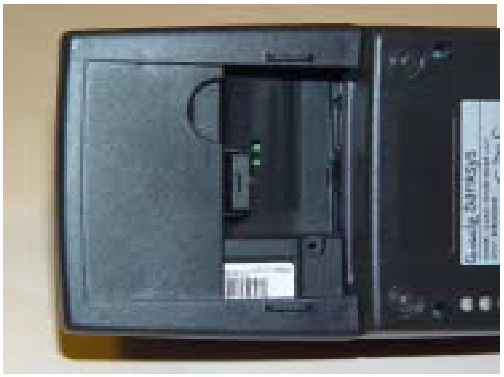

2. Position the printer horizontally at the rear side of the printer. Fit together the printer and the unit and ensure yourself that the unlock button returned to its initial position.

3. Make sure the printer is correctly connected to the terminal connector, and that the locking mechanism has been firmly fixed.



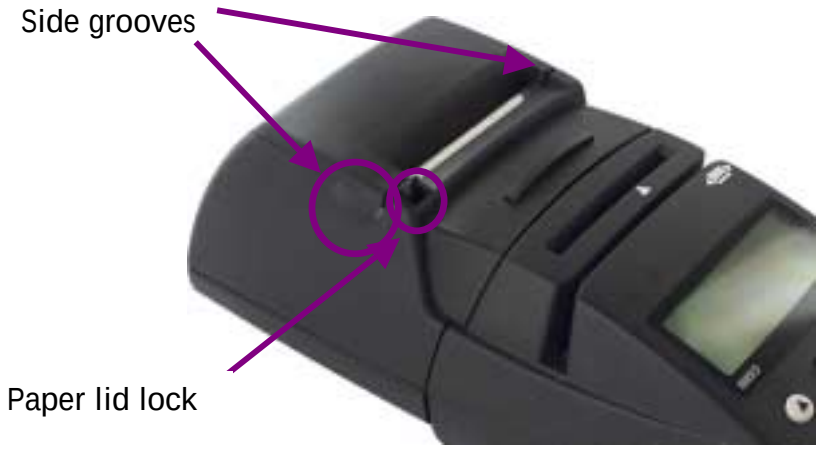

4. Install the cover on the bottom of the printer making sure that the lock and two positioning pins are clicked into the slots.



Do not try to remove the printer from the terminal when the bottom cover is in place.

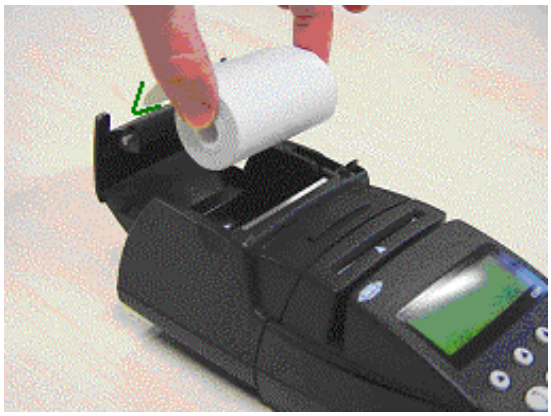
5. Locate the paper lid lock and the two side grooves.




6. Pull the paper lid lock towards you with one finger and lift with your other hand the paper lid with the help of the foreseen side grooves.

7. The paper lid should open as shown in the picture below.

8. Ensure the start of the paper is at the upside, put the paper roll in the compartment and gently unroll about 5 cm of paper.



9. Close the paper lid and press firmly until you hear a click and the lid is firmly closed.

**Caution:** Impact, friction, temperature, humidity, light, and oil affect the coloring and storage characteristic of thermal paper. Handle and store this type of paper outside the mentioned conditions. Never load a roll of paper that has any folds, wrinkles, tears, or holes at edges in the printing area. Do not pull paper out of the printer; this could damage the feed mechanism. Only use Banksys approved paper.

**Step 5 - Inserting the battery**

1. Hold the terminal upside down
2. Press firmly on the middle side just above the battery compartment, until you can slide the empty battery cover off the terminal as shown on the picture.

3. Take the battery pack.
4. Slide the battery into the terminal, in opposite direction as to remove it, until you hear a click and the battery is firmly fixed.

Automatically, after the new loaded battery has been correctly connected, the C-ZAM/SMASH Portable will display a green LED at the top right of the terminal. The C-ZAM/SMASH Portable will start its initialization program and different messages appear on the screen. This booting phase lasts approximately three minutes.

**Caution:** Disconnecting the battery during transaction processing or booting phase may cause data files stored in the terminal memory to be lost.
Do not connect a portable terminal directly with a power adapter; this will lead to an irregular behavior of the terminal.

**Step 6 - Connecting cables**

- If you want to connect your portable terminal C-ZAM/SMASH to an Electronic Cash Register (ECR), pc, bar code reader, connect the cable into the ECR connector on the back of the Base Unit.
- Do NOT connect your portable terminal to a power adaptor.

**Step 7 - Installing the charging station - Optional**

**Cautions**:

- When the terminal is placed on the docking and the power supply of the docking station is cut off, the terminal will NOT fall in battery mode but will switch off.
- Only use the power adapter that is supplied by your vendor.
- Always connect the device to the power adapter before connecting the power cord to the wall socket.

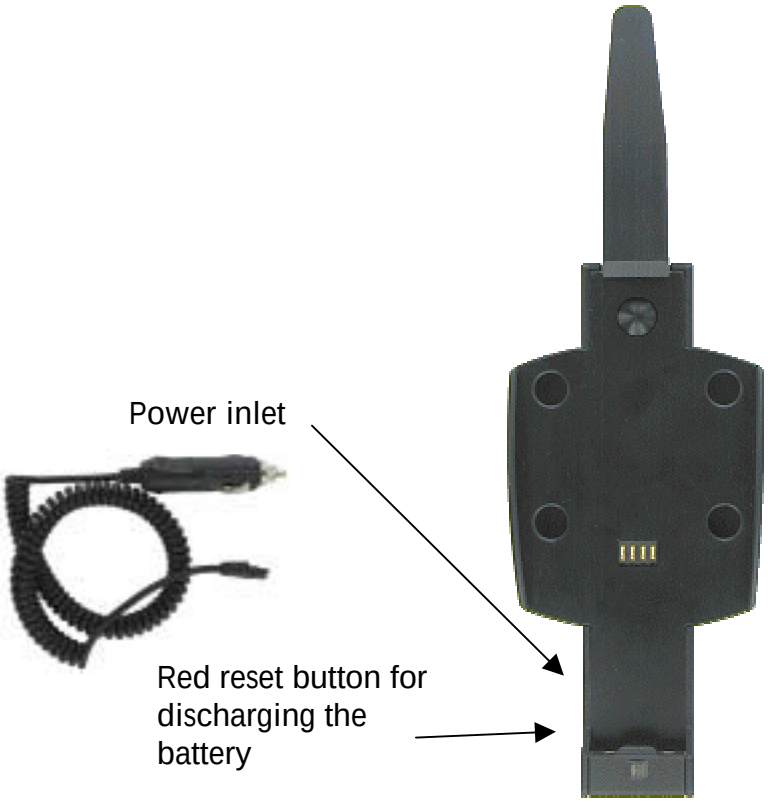
1. Place the charging station on an easy accessible, stable and flat surface.

2. Connect the power adaptor to the charging station. The adaptor is the disconnection device, the socket-outlet shall be installed near the equipment and shall be easily accessible.
3. Connect the power cord to the adaptor and then plug in to the wall socket. The charger 3 LED will light up in orange during the power-up phase.
4. Place the terminal on the docking station when its battery is empty, the charger 1 LED will flash for a few seconds and remain red during the charging cycle. When the charging cycle is completed, the LED will turn green.
5. When you place the battery in the lower slot for charging, the charger 2 LED will light up. You can press the little red battery refresh button to ensure the battery discharges completely before charging. Doing this will elongate the lifetime of the battery considerably. It is advised to re-charge the battery only when necessary and to discharge as much as possible before placing it on the charging station.
6. Only one battery can load at a time, the battery of the terminal will be charged first.

**Step 8 - Installing the vehicle cradle**

**Cautions**:

- Only use the power adapter that is supplied by your vendor.
- Always connect the device to the power adapter before connecting it to the car socket.




**Caution:**

- When you place the terminal on the vehicle cradle to load, press the little red battery refresh button, to ensure the battery gets completely discharged before charging. Doing this will elongate the lifetime of the battery considerably.

# Using the C-ZAM/SMASH Portable

## Using the card interfaces

### Chip card interface

Insert the chip card in the chip card interface with the chip side pointing into the direction of the keyboard.

### Magnetic strip card interface

Slide the card through the magnetic strip card interface with the magnetic stripe pointing into the direction of the keyboard. You can slide in either direction, from the left to the right side or from the right to the left side.

Chip card interface

Magnetic Strip card interface

## C-ZAM/SMASH Portable Maintenance

For optimal functioning of the C-ZAM/SMASH Portable terminal, it should be kept clean and regularly be cleaned.

### Cleaning the housing and the display

1. Disconnect the battery from your C-ZAM/SMASH Portable terminal.
2. Clean the display and the terminal housing with a soft damp cloth.

---

**Caution**: Do not use detergents, solvents or alcohol. These products may damage the surface of the terminal and render transparent parts opaque.
Make sure that dirty particles are prevented from entering the card readers.

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3. After cleaning, do not forget to re-connect the battery.

### Cleaning the chip card interface and the magnetic strip card interface

Clean the chip card interface and the magnetic strip card interface with a cleaning card. Contact your vendor for additional information about cleaning cards.

## Troubleshooting

| Symptom | Try this |
|---|---|
| The display of the C-ZAM/SMASH Portable terminal is not working. | Check the power supply:<br>- Check if the battery is properly connected to the C-ZAM/SMASH Portable. If not, reconnect the battery.<br>- Check if the battery is charged. Place the terminal on a powered charging station.<br>- If the problem persists, contact your vendor. |
| The C-ZAM/SMASH Portable terminal display is working but the terminal does not react to any key manipulation. | - Power off the C-ZAM/SMASH Portable terminal by disconnecting the battery and re-connect after 15 seconds.<br>- If the problem persists, contact your vendor. |
| The C-ZAM/SMASH Portable terminal is unable to make a telecom connection. | 1. Check the telecom wiring<br>- Check whether the telecom cable is connected to the telecom outlet.<br>- Check the telecom line and all telecom connections.<br>- Verify that no other devices attached to the same telecom outlet are interfering with the terminal's communication, such as telephone, fax, etc.<br>- Verify that the parameters such as telephone numbers and "line access codes" used by your C-ZAM/SMASH Portable terminal have been entered correctly.<br>- Make sure that the system, which your terminal is trying to call, is operational.<br>- If the telecom line does not work, contact the telecom company to check the status of the line.<br>2. In case you use the **Local Wireless version**:<br>- Make sure the access point is powered up prior to powering up the terminal. |

| Symptom | Try this |
|---|---|
| | - Make sure no other devices are interfering with the terminal's communication, such as a microwave, economy lamp, concrete wall. Make sure the communication line between the access point and terminal is free from interferences. Keep inappropriate devices such as microwave etc. away from the access point.<br>- Make sure the power supply towards the access point is properly connected.<br>- Check whether the telecom cable is connected to the telecom interface of the access point.<br>2. In case you use the **GSM/GPRS version**:<br>- Make sure that the system, which your terminal is trying to call, is operational.<br>- Make sure your hand is not covering the antenna.<br>- Verify that no other devices are interfering with the terminal's communication. |
| Printer does not work. | - Make sure the printer is properly connected to the terminal connector. Look at the side of the terminal and check if the printer bottom side is as close to the terminal as the upper side. If not, reconnect the printer as described in this manual.<br>- Open the printer cover and check whether there is enough paper.<br>- Check whether the paper is inserted correctly.<br>- Check if there is a paper jam. Remove the paper roll and carefully cut the damaged paper from the roll and replace it.<br>- Check whether the printer cover is properly closed.<br>- If the problem persists, contact your vendor. |
| Cards are not read. | - Try another card to determine whether or not a defective card causes the problem. |

| Symptom | Try this |
|---|---|
| | - Make sure you insert the card correctly, with the chip facing the keypad or swipe the card with the magnetic strip faced towards the keyboard, passing in the terminal.<br>- Clean the card reader interfaces with a cleaning card.<br>- If possible, try to complete the transaction manually using the keypad instead of the card reader interface. After the manual transaction has been completed, contact your vendor to have your C-ZAM/SMASH Portable terminal repaired or replaced.<br>- If the problem persists, contact your vendor. |

# General safety information for Banksys Products

**Caution**: Banksys declines any liability if the instructions and precautions contained in this manual are not observed.

## Compliances

### Electrical codes

The C-ZAM/SMASH Portable operates safely when used according to its marked electrical ratings and product usage instructions. To ensure safe operation of the C-ZAM/SMASH Portable, use facilities that comply with the following electrical codes:

- In the **United States**, operate the product in commercial or residential structures that have electrical installations in compliance with American National Standards Institute/National Fire Protection Association (ANSI/NFPA) 70, United States National Electric Code, or ANSI/NFPA 75, Protection of Electronic Computer / Data Processing Equipment, with branch circuit current protection of up to 20 A.
- In **Canada**, operate the product in commercial or residential structures that have electrical installations in compliance with Canadian Standards Association (CAN / CSA) C22.1, Canadian Electrical Code.
- In **all other countries**, operate the product in commercial or residential structures that have electrical installations in compliance with local and regional office and residential electrical wiring codes such as International Electro technical Commission (IEC) 364 parts 1 through 7.

## Safety recommendations

### Installing and operating the C-ZAM/SMASH Portable

- The C-ZAM/SMASH Portable can only be used as a payment terminal and not for any other purposes. It should not be held against, be exposed to or be near heat, fire, cold, moisture or oil, electricity, radiation, water, humidity, shocks, vibrations, chemicals or any other product that may affect electronic devices. The C-ZAM/SMASH Portable terminal should not be kept in refrigerators, defrosting systems, microwaves, or treated with a hairdryer, any high pressure cleaning equipment or any other type of device that can cause non-compliance with the described functionalities and environment specifications.
- Do not drop the C-ZAM/SMASH Portable terminal, throw it or slam it; do not put any heavy equipment on top of it or squeeze it, do not store it with food or any consumable goods. Do not store it with explosive substances such as lighter fuel, petrol, ether or the like.
- Check regularly that there is no overheating of the power adapter.
- Handle your C-ZAM/SMASH Portable with care: there is no warranty against breakage.

- Disconnect the power adapter and battery when you want to clean the terminal housing or the display and when the C-ZAM/SMASH Portable needs servicing or repair.
- Never use extension cables for the power adapter's DC outlet.

### Opening the C-ZAM/SMASH Portable

- Only open the C-ZAM/SMASH Portable terminal for adjustments that are described in this manual. Never remove or open a part that is not described in this manual.
- When opening the C-ZAM/SMASH Portable terminal take the necessary precautions to avoid electrostatic discharge (ESD). An electrostatic charge can build up on the human body and then be discharged when you touch a circuit board. ESD can damage equipment and impair electrical circuitry or can cause the terminal to go into tampered state. In order to minimize the risk of ESD damage, always follow these guidelines when removing and replacing interface boards and other system components:
  - Handle boards by the edges only.
  - Store boards in the antistatic envelope.
  - Use a grounded wrist strap whenever you work on a board or other system component.

### Malfunctioning

All servicing other than the actions described in this manual must by performed by Banksys or an approved service centre.

## Disposal of the C-ZAM/SMASH Portable

At the end of your C-ZAM/SMASH Portable's life, contact your vendor about how to dispose of your unit. Do not throw away, give away or sell your C-ZAM/SMASH Portable as it contains environmentally hazardous materials that have to be treated by a professional party.

## Te

| Item | Specification |
|---|---|
| Product name | C-ZAM/SMASH Portable |
| Type | Portable POS terminal |
| Display | LCD backlit graphic display, 122 x 32 pixels, 60 x 20mm |
| Card Interfaces | Chip card interface that conforms to EMV 3.1.1 level 1<br>Dual track magnetic strip reader conform ISO 1-2 or ISO 2-3 |
| Chip Security module | Four SAM slots type ID0, one SAM slot type ID1 |
| Processor | Two 32 bit processor:<br>- ARM security processor<br>- Intel application processor |
| Memory | The memory configuration is extendable.<br>- 8 Mbytes Ram<br>- 12 Mbytes Flash Memory |
| Interfaces | Two RS232 ports for connection to Electronic Cash register, PC, bar code reader, etc. .. |
| Power supply via adapter | Voltage 100-240 VAC<br>Frequency 50-60Hz |
| Terminal Dimensions (wxhxl) | Approximately 172 x 67 x 87 mm |
| Weight | Approximately 375g without printer |
| Software | Chorus operating system that is POSIX compliant.<br>Programming languages Java and C can be used to develop software<br>Secured download of software (RTL server) |
| Approvals | EMV 3.1.1 level 1 for all chip card interfaces<br>EMV 4.0 level 2 approved kernel for payment application development.<br>EMC according to FCC part 15 |

| Item | Specification |
|---|---|
| | TNO and T-Systems security evaluation<br>VISA PED compliant |
| Environmental conditions | Operating temperature 0 °C to +50 °C<br>Operating humidity 20 % to 85 % |
| Accessories | Additional interface boards:<br>- GSM/GPRS/SMS Communication Card<br>- Local Wireless Communication Card<br>Other:<br>- Fast thermal graphic printer to attach to the rear of the terminal, containing a paper roll of 10m<br>- Privacy Shield<br>- Battery<br>- Charging station<br>- Vehicle cradle<br>- Protective carry bag |

# C-ZAM/SMASH PORTABLE

The leading edge in secure payment terminal

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