

# MobileCharge®

## Wireless Credit Card Authorization



## Palm OS™ Version User Guide

Copyright © 2004, MobileCharge  
All rights reserved.

## Table of Contents

---

<b>MOBILECHARGE™ END-USER LICENSE AGREEMENT (EULA)</b> .....	<b>3</b>
<b>PREFACE</b> .....	<b>4</b>
<b>SYSTEM REQUIREMENTS</b> .....	<b>5</b>
<b>SOFTWARE INSTALLATION</b> .....	<b>6</b>
PC INSTALLATION .....	6
PALM INSTALLATION .....	9
STARTING MOBILECHARGE APPLICATION .....	10
REGISTRATION SCREEN.....	11
<b>MAIN SCREEN</b> .....	<b>12</b>
<b>TRANSACTION LIST</b> .....	<b>13</b>
<b>SETTING APPLICATION PREFERENCES</b> .....	<b>14</b>
<b>SECURITY ACCOUNT SETTINGS</b> .....	<b>15</b>
<b>GENERAL SETTINGS</b> .....	<b>16</b>
<b>MERCHANT SETUP SETTINGS</b> .....	<b>17</b>
<b>PRINT SETTINGS</b> .....	<b>18</b>
<b>CREDIT CARD PAYMENT SIMPLE TRANSACTION MODE</b> .....	<b>19</b>
<b>CREDIT CARD PAYMENT COMPLETE TRANSACTION MODE</b> .....	<b>21</b>
<b>APPENDIX A</b> .....	<b>23</b>
CARD CODES .....	23
<b>APPENDIX B</b> .....	<b>24</b>
SAMPLE TRANSACTION SALES DRAFT RECEIPTS.....	24

# MobileCharge™ End-User License Agreement (EULA)

---

**This MobileCharge End-User License Agreement (EULA)** is a legal agreement between you (either an individual or a single entity) and MobileCharge for the MobileCharge software product identified above, which includes computer software and may include associated media, printed materials, and online or electronic documentation. The software also includes any updates and supplements to the original software provided to you by MobileCharge. Any software provided along with the software that is associated with a separate end-user license agreement is licensed to you under the terms of that license agreement. By installing, copying, downloading, accessing, or otherwise using the software, you agree to be bound by the terms of this EULA.

## **USE**

You (an entity or a person) may use the software product identified above (the "software") on ONE PDA within your organization.

## **TECHNICAL SUPPORT**

The software is provided as is. Technical support is available only for registered users who have purchased the retail product or product downloads from the Internet. Technical support questions can be addressed to [support@mobilecharge.net](mailto:support@mobilecharge.net)

## **RESTRICTIONS**

Except as authorized by the user documentation, you may not merge, modify, or adapt the software in any way, including reverse engineering, disassembling, de-compiling, or attempting to enable features that are disabled. You may not loan, rent, lease, license, or otherwise transfer the software or any copy of it to any third party outside your organization.

## **COPYRIGHT**

All intellectual property rights in the software and user documentation are owned by MobileCharge or its suppliers and are protected by United States, Canadian, and international copyright laws, other applicable copyright laws, and international treaty provisions. MobileCharge retains all rights not expressly granted.

## **NO WARRANTY**

Given the nature of this right to use, MobileCharge makes no warranty or representation, either expressed or implied, with respect to the software or related user documentation or technical support, including their quality, performance, merchantability, or fitness for a particular purpose. No MobileCharge dealer, distributor, agent, or employee is authorized to make any modifications or addition to this warranty.

## **LIMITATION OF LIABILITY**

Because software is inherently complex and may not be completely free of errors, you are required to verify your work and make back-up copies. In no event will MobileCharge be liable for direct, indirect, special, incidental, economic, cover, or consequential damages arising out of the use of or inability to use the software, user documentation, or technical support, including, without limitation, damages or costs relating to the loss of profits, business, goodwill, data, or computer programs, even if advised of the possibility of such damages. Some states or provinces do not allow the exclusion or limitation of implied warranties or the limitation of liability for incidental or consequential damages, so the above exclusion or limitation may not apply to you.

## **PRERELEASE CODE**

The software may contain pre-release code that is not at the level of performance and compatibility of the final, generally available, product offering. These portions of the software product may not operate correctly and may be substantially modified prior to the first commercial shipment. MobileCharge is not obligated to make this or any later version of the software product commercially available.

## **TERMINATION**

Without prejudice to any other rights, MobileCharge may terminate this EULA if you fail to comply with the terms and conditions of this EULA. In such event, you must destroy all copies of the software and all of its component parts.

## **GENERAL**

© 2004 - MobileCharge All rights reserved

## Preface

---

MOBILECHARGE® is a software application which runs on Palm OS™ powered devices and allows a registered Authorize.Net merchant to process a credit card transaction wirelessly and securely as well as to issue a paper receipt of the sales transaction utilizing the PP55MS portable printer. This unique piece of software combines state of the art digital wireless technologies with cutting edge security framework protocol to deliver a turn key solution for the mobile merchant.

## System Requirements

---

Software (Operating System)	Hardware (Supported Devices)
Palm OS version 5.1.2 or above	PalmOne Treo 600 PalmOne Tungsten C* All Bluetooth devices or internet-enabled devices

\* - connection through Wi-Fi

# Software Installation

---

## Installing MobileCharge

Please follow the instructions below to install MobileCharge onto your Palm device. This is a two step process. The first process is to install the MobileCharge application files onto you desktop PC. The second process is to tell Palm Hotsync® which device you want to install to before you run the synchronization.

**Note:** It is assumed that you have already installed the Palm software that came with your PDA and that you have successfully performed at least one Hotsync between your Palm device and the computer you are using to install this software. If not, please consult the documentation that came with your Palm device and set up your system before continuing with this installation.

## PC Installation

In order to install MobileCharge onto your device...

1. Locate the **MobileCharge.exe** file. This is the file that was provided on some type of media, downloaded from Internet, or as an attachment through an e-mail.
2. If the file has the ZIP or RAR file extension, extract the executable file and start the installation by using the Windows [Start] \ [RUN] command option.
3. Now follow the steps below and on the following pages to finish the installation.

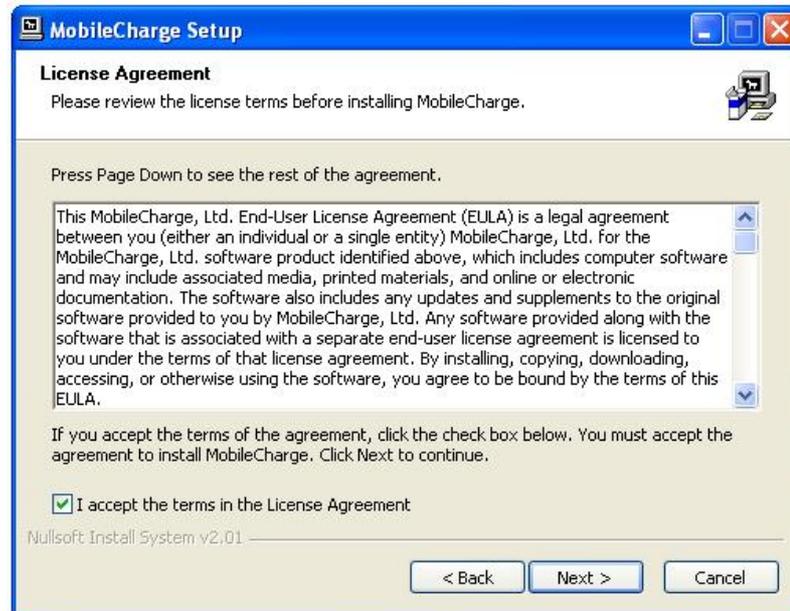


4. Click on [Next] to continue the installation.

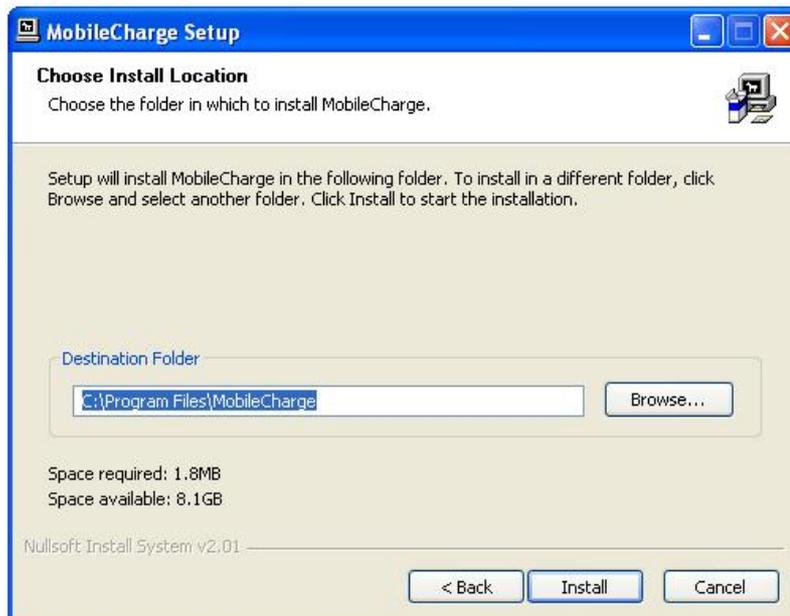
# Software Installation

## PC Installation

5. Before continuing the installation, review the license agreement then place a check next to the "I accept the terms in the License Agreement" option as shown in the figure below.



6. Click on [Next] to continue the installation.



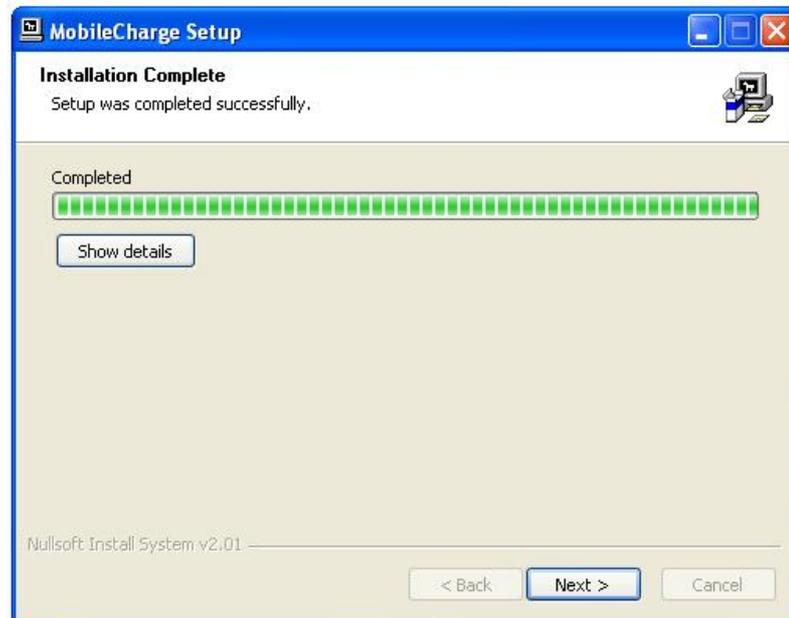
7. Keep the default folder where the MobileCharge application files will be installed. Click on [Install] to continue the installation.

# Software Installation

---

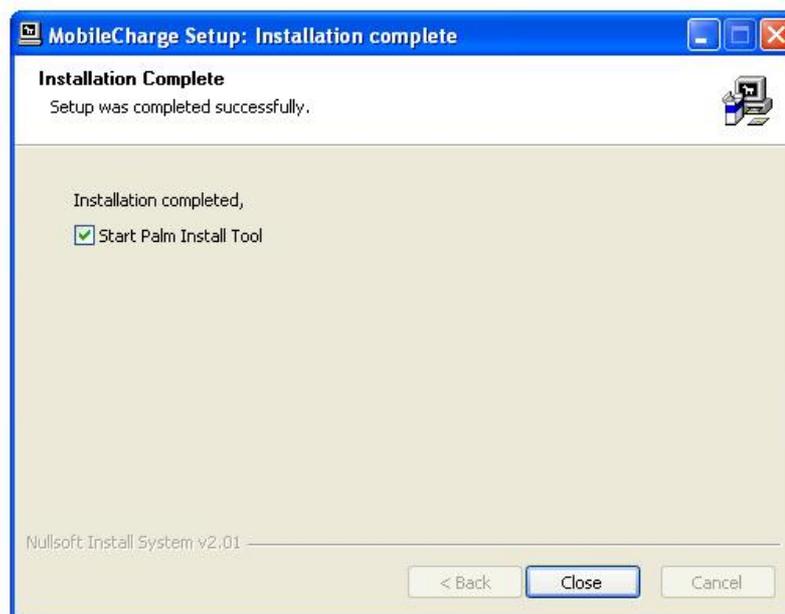
## PC Installation

8. If the installation is successful, the screen below is displayed.



9. Click [Next] to begin the second part of MobileCharge installation.

10. Check the box next to the "Start Palm Install Tool" as shown in the figure below.



11. Click on the [Close] option to continue the installation.

## Software Installation

---

### Palm Installation

1. Select user or all users where MobileCharge application is to be installed on as shown below.



2. Click [Ok] option to continue the installation.
3. Place your Palm device into the Hotsync cradle.
4. Press the Hotsync button to load the **MobileCharge.prc** file onto your Palm device.
5. After a successful Hotsync, remove your Palm device from its cradle.

MobileCharge is now installed on your Palm device and is ready for use.

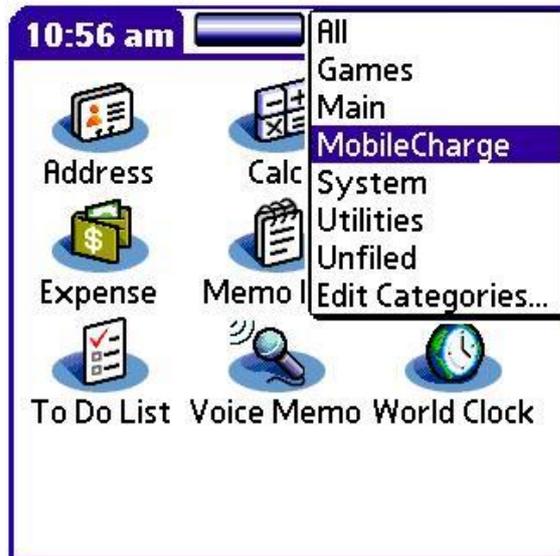
## Software Installation

---

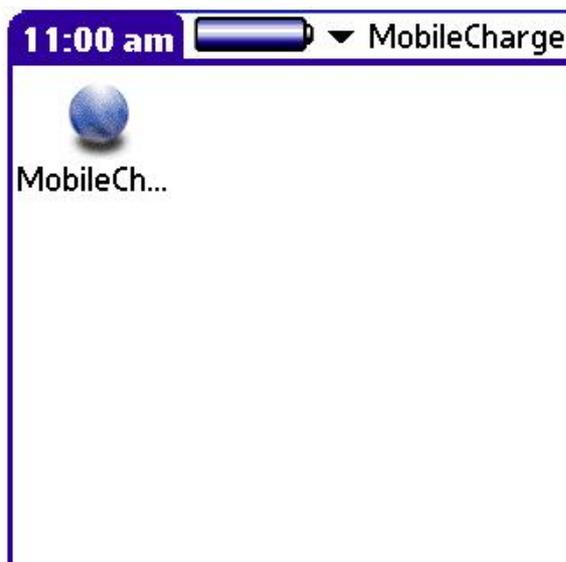
### Starting MobileCharge Application

Now that the MobileCharge application is installed on the Palm device it has to be configured before being used. To start the MobileCharge application follow the steps below.

1. Select MobileCharge in the Categories dropdown list as shown in the figure below.



2. Tap on the MobileCharge icon to launch the MobileCharge application as shown in the figure below.

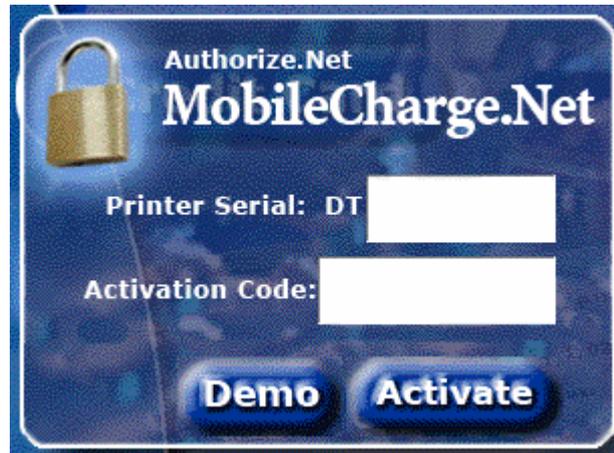


## Menu Screen Functions

---

### Registration Screen

When you first run MobileCharge you'll see the registration screen which allows you to unlock the program or evaluate it. The registration and program protection of MobileCharge is bound to the PP-55 printer.



**Demo:** Allows you to evaluate MobileCharge in demo mode – all transactions done are test only transactions and "Demo Mode" is printed on all printouts.

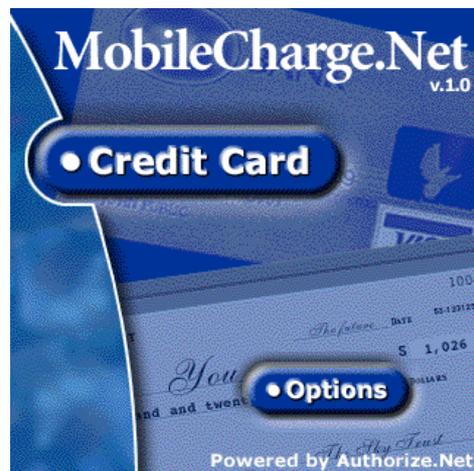
**Activate:** Activates MobileCharge for the currently attached PP-55 printer. When activated, MobileCharge will not run on another printer or with no printer attached. To run it on another PP-55, a new registration is required. You can activate MobileCharge as many times as you want on a single printer without requiring a new license. If the PDA breaks or left without battery, there are no problems reactivating MobileCharge again.

## Main Screen

---

The following is the main screen of MobileCharge where you start processing a transaction. From the main screen you can:

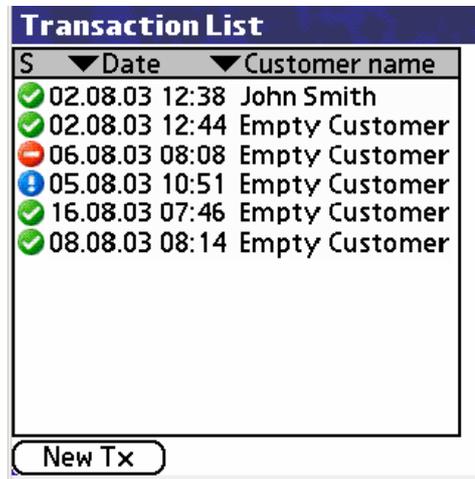
- Start a new Credit Card Transaction
- Access transaction specific options
- Access all MobileCharge menus for setting up merchant account, transaction options, security settings, print settings and transaction list where you can manage your transactions.



## Transaction List

---

The following is the transaction list view of MobileCharge. From the transaction list view you can quickly access transactions entered previously.



S	Date	Customer name
✓	02.08.03 12:38	John Smith
✓	02.08.03 12:44	Empty Customer
✖	06.08.03 08:08	Empty Customer
!	05.08.03 10:51	Empty Customer
✓	16.08.03 07:46	Empty Customer
✓	08.08.03 08:14	Empty Customer

New Tx

## Setting Application Preferences

---

### Accessing Transaction Settings

From the main Menu select **Options**

#### Activate Test Mode

For test transactions only! Use this to evaluate MobileCharge.

#### Authorize Only Mode

When this box is checked, the application will only check for the availability of the amount, without charging the customer's account. This transaction could be referenced at a later time and settled.

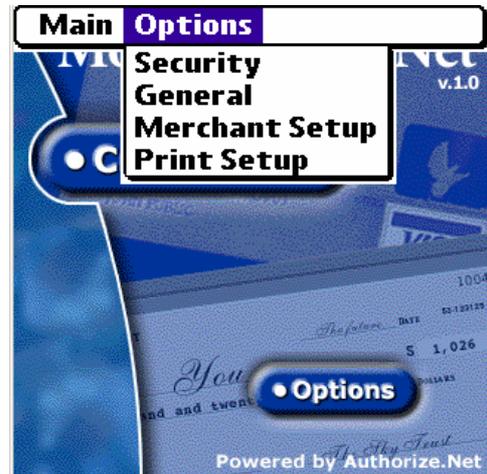


## Security Account Settings

### Accessing the Application Settings

From main screen select **Menu** ⇒ **Options**

The screen below will display.



**Note:** You will be asked to re-enter your PIN code when accessing this screen

**Security Options** [X]

**Gateway:**  
https://cardpresent.authorize.net/gateway/transact.dll

**AuthNet Login:** testlogin

**Trans Key:** 3F687460BA

Old PIN Code: .....

New PIN Code: .....

Repeat PIN: .....

PIN on device wakeup

Done

**Gateway:**

Authorize.net Payment Processing URL

**AuthNet Login:**

Authorize.net assigned login Id.

**Transaction Key:**

Transaction key supplied by Authorize.net

**PIN Code Change:**

These options give the merchant the ability to lock the application with a user defined PIN code. By default this code is blank.

**Requires PIN on device wakeup:**

Will ask the user to log in when device is Turned off and then back on

## General Settings

### Transaction Mode:

Switches between Simple and Complete mode

### Preliminary Credit Card Validation:

When this box is checked, there will be an additional validation of the credit card number before submitting it for authorization to Authorize.net

### Automatic Keyboard Popup:

Will display Palm OS keyboard for easier entry in data fields

### Scan AutoStart:

Auto powers the magnetic-stripe reader for quicker processing

### Automatic Receipt Print:

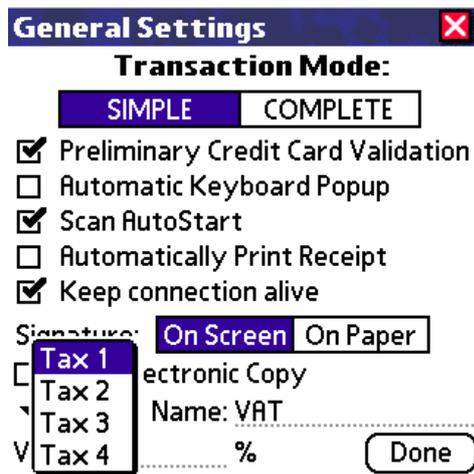
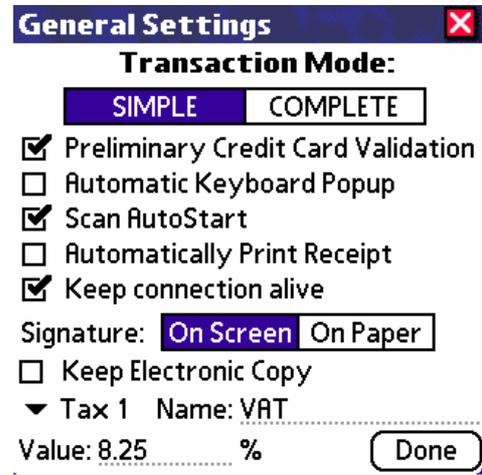
Will print a sales draft receipt upon completion of the transaction

### Signature:

Allows the merchant to select where to capture the customer's signature

### Keep Electronic Copy:

Customer's electronic signature will be kept in the transaction record



### Tax Groups:

MobileCharge supports up to four tax groups. You can set up a name and tax value in percents for each of them. You have the option to enter custom tax too.

## Merchant Setup Settings

---

### Merchant Information:

Contact information of the merchant



The image shows a dialog box titled "Merchant Information" with a close button (X) in the top right corner. The dialog contains several text input fields and dropdown menus. The fields are: F.Name, L.Name, Company, Address, City/ST (with a dropdown arrow and "??"), ZIP Code, Country (with a dropdown arrow and "United states"), Phone, Fax, and E-mail. A "Done" button is located at the bottom right of the dialog.

F.Name:	.....
L.Name:	.....
Company:	.....
Address:	.....
City/ST:	..... ▼ ??
ZIP Code:	.....
Country:	..... ▼ United states
Phone:	.....
Fax:	.....
E-mail:	.....

Done

## Print Settings

**Note:** See Appendix A – Transaction Sales Draft Receipt for a preview

### Print Logo:

Will print a user defined logo on the receipt

### Header:

Allows the merchant to use, view and edit a header on the sales receipt

### Print Customer Details:

Will print customer related data on the sales draft receipt

### Footer:

Allows the merchant to use, view and edit the footer on the sales receipt

**Print Setup (1/2)**

Print Logo

Use header

Print Customer Details:  Small

Name  TaxReg1

Company  TaxReg2

Address  Card/Check#

Use footer

Total as text  Small

Auto LineFeed

Use small Font  CAPITAL letters

Intensity: ▼ 70%

### Total as text:

Will print the amount of the transaction in words ( i.e. *Twenty nine dollars* )

### Auto LineFeed:

Will allow some extra space at the end of the receipt for an optimal cutting

### Use small Font and CAPITAL letters:

Allows the merchant to choose the character style of the printed data

### Intensity:

Gives the merchant the ability to control the intensity of the printed data

**Print Setup (2/2)**

Print Merchant Details:  Small

Name  Phone

Company  Fax

Address  E-mail

### Print Merchant Details:

This option will print the merchant contact information on the sales draft receipt – information is gathered from the Merchant Setup Settings (p.7)

## Credit Card Payment Simple Transaction Mode

- From the main menu select **Credit Card**  
The following screen will display:

**Card/Price** [X]

\*Sub Total: 100 USD  
 Tax Shipping: USD  
 ▼ VAT(8.250) 8.25 USD  
**TOTAL: 108.25 USD**

1 2 3 4 5 <  
 6 7 8 9 0 .

Status: Credit Card not scanned!

Scan Manual Done

**Credit Card Manual** [X]

Card#: .....  
 Code: .....  
 EXP: ▼ 01 ▼ 2003

1 2 3 4 5 <  
 6 7 8 9 0 <|

AVS Done

- Swipe the Credit Card through the magnetic card reader (You will have to press **Scan** if "Scan Auto Start" option is not checked in the General Settings)

**Note:** Alternatively you can also key in the credit card number manually by pressing the **Manual** button - the following screen will display:

Click on **AVS** if you would like to enter address information – the following screen will display:

**AVS System Data** [X]

F.Name: | .....  
 L.Name: .....  
 Address: .....  
 City/ST: ..... ▼ ??  
 ZIP Code: .....

- Enter the amount of the sale in the Sub Total field and Click **Done**

## Credit Card Payment Simple Transaction Mode (Cont)

4. Capture customer's signature and click .

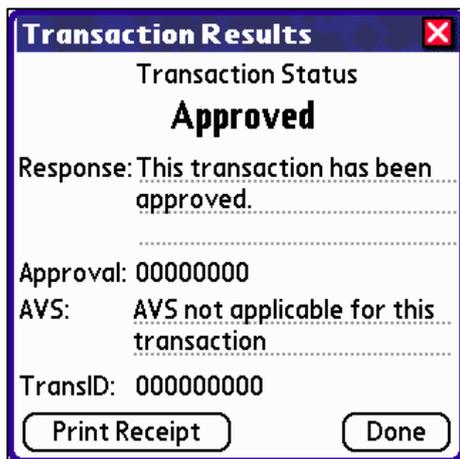


**Customer Signature** [X]

I agree to pay **108.25 USD** according to card issuer agreement.

*[Handwritten Signature]*

Name:



**Transaction Results** [X]

Transaction Status  
**Approved**

Response: This transaction has been approved.

Approval: 00000000

AVS: AVS not applicable for this transaction

TransID: 000000000

6. Click  to print customer and merchant copies of the sales draft receipt.

**Note:** If option Auto Print is selected, the receipt will print automatically

7. Click

## Credit Card Payment Complete Transaction Mode

1. From the main menu select

### • Credit Card

The following screen will display:

The screenshot shows a window titled "Card/Price" with a close button (X) in the top right corner. The fields are as follows:

- \*Card#: 123456789101112
- \*EXP: 04 2006 Code: 555
- F.Name: John
- L.Name: Smith
- \*Sub Total: 100 USD
- Tax Shipping: USD
- ▼ VAT(8.250) 8.25 USD
- TOTAL: 108.25 USD**

At the bottom, there are four buttons: "Scan", "More", "Finish", and "Next".

**Note:** All fields marked with \* are required fields and Must be filled in

2. Swipe the Credit Card through the magnetic card reader (You will have to press  if "Scan Auto Start" option is not checked in the General Settings).

**Note:** Alternatively you can also key in the information manually in \*Card#.

3. Enter the amount of the sale in the Sub Total field and Click .

**Note:** You can enter some additional data by clicking on the  button. The following screen will open:

The screenshot shows a window titled "Additional Data" with a close button (X) in the top right corner. The fields are as follows:

- PO#: .....
- Invoice#: .....
- Descript: .....
- Recurring billing transaction
- Duty: ..... USD
- Currency: ▼ US Dollar (United States)

At the bottom right, there is a "Next" button.

**PO#:** Purchase Order number if any exist

**Invoice #:** Invoice number if applicable

**Descript:** Optional description

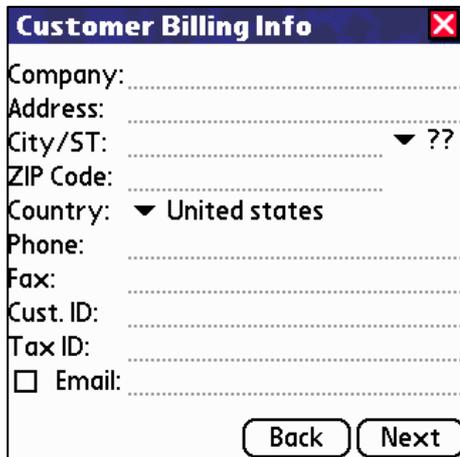
**Recurring billing transaction:** Subscription type transaction.

**Duty:** Additional Duty or Tax Amount if Applicable.

**Currency:** Currency units

## Credit Card Payment Complete Transaction Mode (cont)

4. (Optional) Enter customer billing and shipping information and click **Next**



**Customer Billing Info** [X]

Company: .....  
Address: .....  
City/ST: ..... ▼ ??  
ZIP Code: .....  
Country: ▼ United states  
Phone: .....  
Fax: .....  
Cust. ID: .....  
Tax ID: .....  
 Email: .....

**Back** **Next**



**Customer Shipping Info** [X]

F.Name: .....  
L.Name: .....  
Company: .....  
Address: .....  
City/ST: ..... ▼ ??  
ZIP Code: .....  
Country: ▼ United states

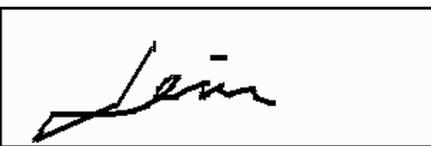
**Use Billing Info** **Back** **Next**

5. Capture customer's signature and click **Submit**



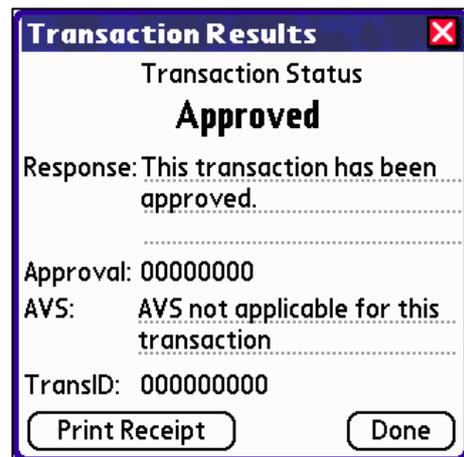
**Customer Signature** [X]

I agree to pay **99.99** **USD**  
according to card issuer agreement.



Name: John John

**Clear** **Save** **Back** **Submit**



**Transaction Results** [X]

Transaction Status  
**Approved**

Response: This transaction has been approved.

Approval: 00000000  
AVS: AVS not applicable for this transaction

TransID: 000000000

**Print Receipt** **Done**

6. Click **Print Receipt** to print customer and merchant copies of the sales draft receipt.

**Note:** If option Auto Print is selected the receipt will print automatically

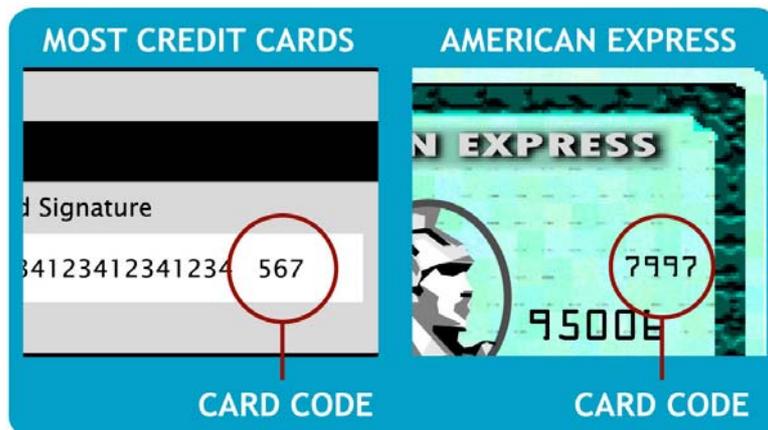
7. Click **Done**

## APPENDIX A

---

### Card Codes

The figure below shows the location of the card codes required by MobileCharge for processing transactions.



# APPENDIX B

## Sample Transaction Sales Draft Receipts

### Using Large Fonts



INFINITE PERIPHERALS  
WWW.IPCPRINT.COM  
SALES DRAFT RECEIPT

TIME/DATE: 13:07 20 Aug 2003  
CUSTOMER:  
CCARD NUM: XXXXXXXXXXXXX3456

AMOUNT: 99.99 USD  
TAX: 8.24 USD  
TOTAL: 108.23 USD

One hundred and eight and 23/100 only

RESPONSE: Approved  
REASON: This transaction has  
been approved.  
AVS: AVS not applicable  
for this transaction  
APPROVAL#: 00000000  
TRANS ID: 00000000  
I AGREE TO PAY ABOVE AMOUNT  
ACCORDING TO CARD ISSUER  
AGREEMENT (MERCHANT AGREEMENT IF  
RETURN)

X 

Thank you!

### Using Small Fonts



INFINITE PERIPHERALS  
WWW.IPCPRINT.COM  
SALES DRAFT RECEIPT

TIME/DATE: 13:05 20 AUG 2003  
CUSTOMER:  
CCARD NUM: XXXXXXXXXXXXX3456

AMOUNT: 99.99 USD  
TAX: 8.24 USD  
TOTAL: 108.23 USD

ONE HUNDRED AND EIGHT AND 23/100 ONLY

RESPONSE: Approved  
REASON: THIS TRANSACTION HAS BEEN  
APPROVED.  
AVS: AVS NOT APPLICABLE FOR THIS  
TRANSACTION  
APPROVAL#: 00000000  
TRANS ID: 00000000  
I AGREE TO PAY ABOVE AMOUNT ACCORDING TO  
CARD ISSUER AGREEMENT (MERCHANT AGREEMENT  
IF RETURN)

X 

THANK YOU!