Kanha

JioPay 3850

User Manual

Mobile Payment Terminal

Card & Fingerprint Reader

KanhaTech Solutions Limited

1 Introduction

Thank you for choosing **JioPay 3850** payment terminal, a compact & secure mobile solution with the ability to perform faster transactions. JioPay 3850 allows you to process transactions with credit/debit cards, pre-paid cards and NFC enabled mobile phones. The payment terminal is future-proof and conforms to the latest security standards including EMV standard. Please take a moment to read through this guide, which contains important information you will need in order to use your new payment terminal.

It can be used as a cost-effective and secure solution for following industries:

- Payment Solution for Merchants supporting MSR, ICC & NFC, configured with Android/Apple based device as an accessory payment device to accept card payments (Open / Closed loop).
- Financial Solution, for branchless banking or micro-finance.
- Solution for government managed ID validation schemes, with its PIV Compliant fingerprint authentication technology.
- Cashless Payment Solution for Tickets and Events with its NFC, Tap and Pay support.
- Attendance Solution with Bio-metric authentication capability.
- Payment Solution for Transportation (Bus Ticketing, Taxi) or Hospitality Industry.

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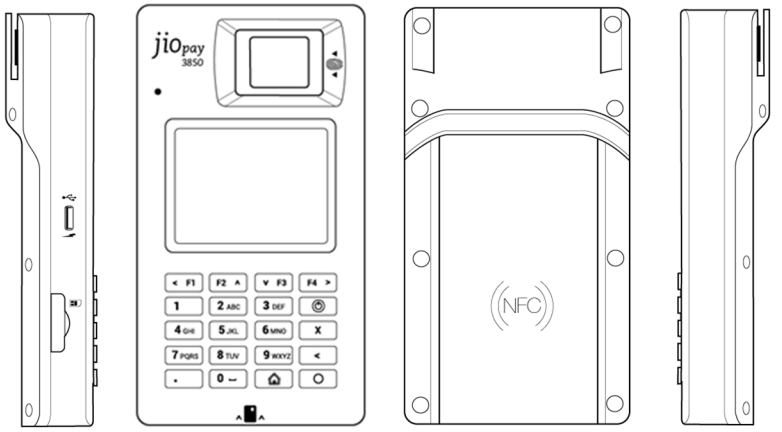
1.1 First Glance



Right View Front View Back View Left View

Inside the Box

JioPay 3850 box includes the following components.

- JioPay 3850 payment terminal
- Micro USB cable

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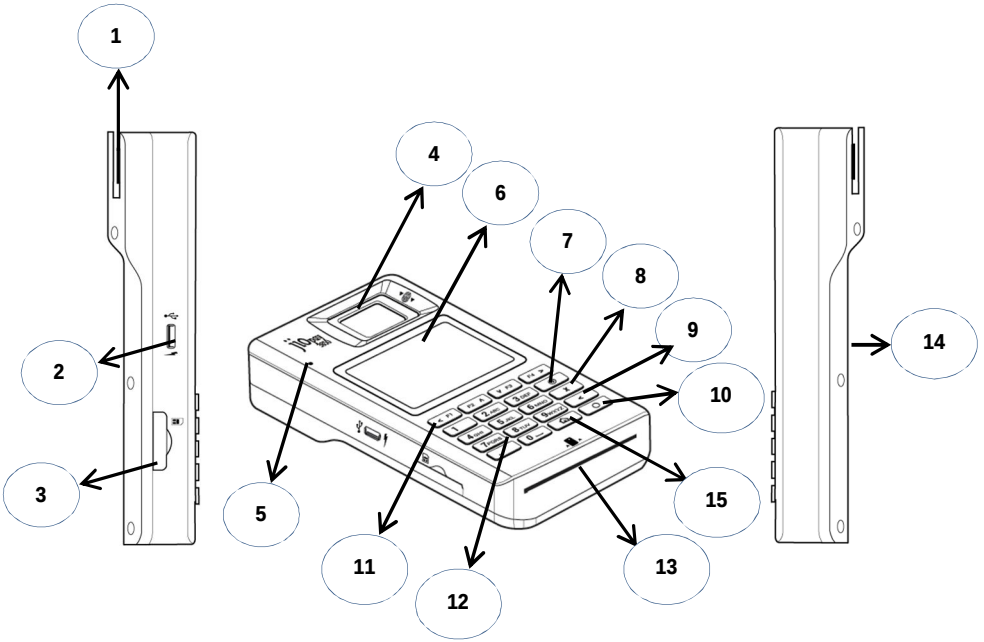
1.2 Features



1 Magnetic Strip Reader
2 µUSB Connector
3 SAM Smart Card slot
4 Fingerprint Reader
5 Charging LED
6 2.4" TFT, 320 x 240
7 Power On/Off
8 Cancel/Menu
9 Back
10 Enter
11 Functional Keys
12 Keypad
13 ICC Card Reader
14 NFC
15 Home button

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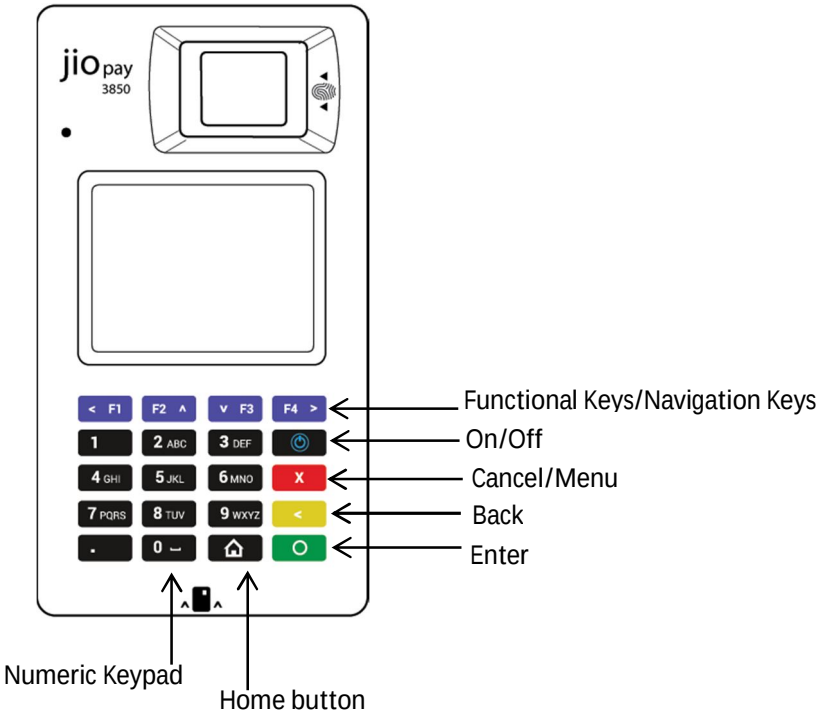
1.3 Keypad

JioPay 3850 has a standard self–Illuminating keypad with 10 Numerical Keys, 4 Functional Keys, 3 Control Keys & an On/Off Key.

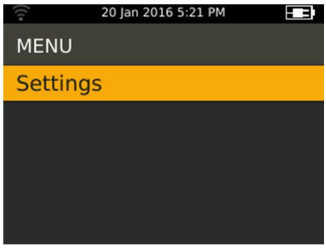


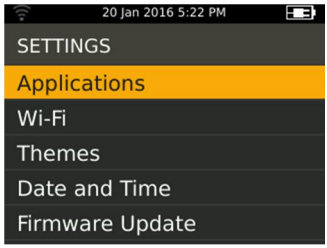
1.4 Display

JioPay 3850 is equipped with 2.4” TFT 18bpp, QVGA display.

1.4.1 Settings

To change the Settings of the JioPay 3850, press the CANCEL button for 5 seconds. It will open up menu, select SETTINGS and press ENTER button.





Display related options under SETTINGS menu are THEMES and DATE AND TIME.

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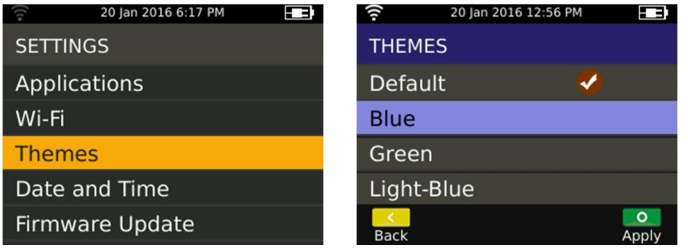
1.4.2 Themes

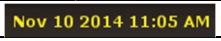
User can select different color theme from the SETTINGS Menu, select the THEMES option.



1.4.3 Header - Status Bar

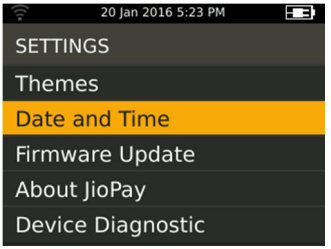
When the JioPay 3850 is powered on and the Header - Status bar appears on the top line in the screen. It shows the, Wi-Fi Status, Current Date and Time and Battery Status.

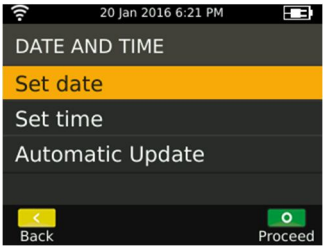
Following table outline what is displayed:

Icon	Description
	Wi-Fi Status – Connected or not connected
	Battery Status – Fully Charged
	Battery Status – Partial Charged
	Battery Status – Fully Discharged
	Battery Status – Charging On
	Current Date and Time

1.4.4 Date and Time

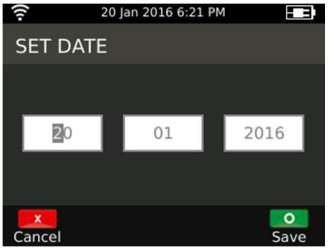
User can change the date and time settings by selecting the option DATE AND TIME from SETTINGS Menu





1.4.4.1 Set Date

To change the date, select SET DATE. To choose the attribute from DD, MM or YYYY use F1 or F4 function keys. To change value, use numeric keypad to key in. To save the changes, press the ENTER button.



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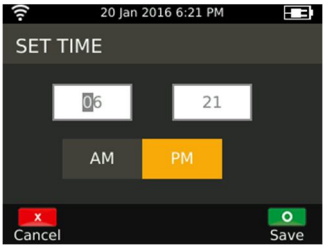
1.4.4.2 Set Time

Select SET TIME to change device time. To choose the attribute from HH, MM or AM/PM use function keys. User can change values using numeric keypad. To save the changes, press the ENTER button.



1.4.4.3 Automatic Update

You can Enable/Disable Automatic Update of Date and Time with ENTER key. This will disable the options SET DATE and SET TIME and will use the network Date & Time.

1.5 Connectivity

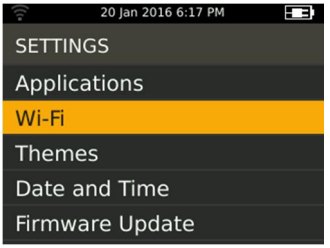
1.5.1 Wi-Fi

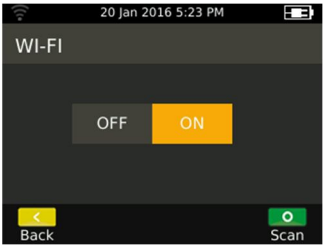
Wi-Fi is a term for certain types of wireless local area networks (WLAN) that use specifications in the 802.11 family, with which you can access the Internet over the wireless connection. To use Wi-Fi on your payment terminal, you need access to a wireless access point (hotspot) / Wi-Fi Direct devices. Hotspot coverage can be as small as a single room with walls that block radio waves, or as large as many square kilometers achieved by using multiple overlapping access points.

1.5.1.1 Configure Wi-Fi

When Wi-Fi is **ON**, you can connect the terminal with Wi-Fi devices to share internet between the devices. Turn Wi-Fi **Off** when not in use to conserve battery power.

Press CANCEL key for a while, SETTINGS menu will appear. Select the option SETTINGS > Wi-Fi.





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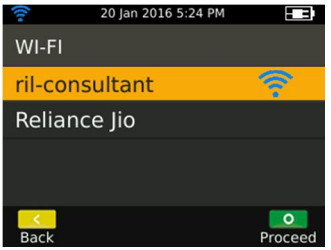
Choose the option Wi-Fi On or Off with F1 or F4, Function keys. Press ENTER to scan for the available networks. Select the network from available options; press ENTER to proceed to next screen to enter password. Enter minimum 8 character password to connect to the network. On successful connection with network, you will see the Wi-Fi icon next to the network name and in the status bar on the top.



TIP: *If you want to remove the Wi-Fi network settings on your terminal, select FORGET, after selecting the network. You need to complete the required settings to connect again to this wireless network.*

1.5.2 USB

Micro USB port is located on the right side of the JioPay 3850. Connect the USB cable supplied with JioPay 3850, to connect the device with the desktop/laptop. Status bar on the top of the screen will show the USB is connected.

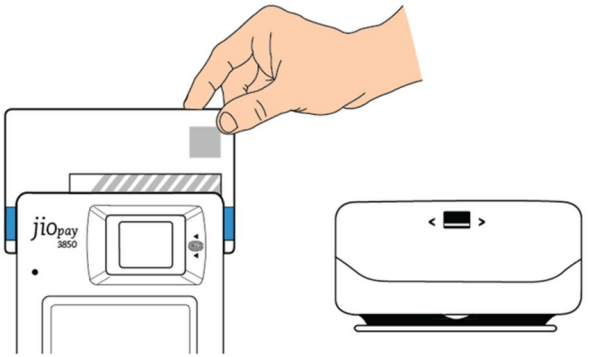
1.6 Card Readers

JioPay 3850 is equipped with the following card readers

- Magnetic Stripe Reader (MSR)
- Chip based Card Reader (ICC)
- Contactless Reader (NFC)

1.6.1 Magnetic Stripe Reader (MSR)

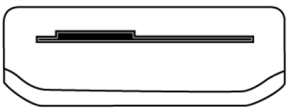
The bi-directional Magnetic Stripe Card Reader is located on the top of the JioPay 3850. The card should be swiped freely, with magnetic stripe should face up as shown in image.



Card can be swiped in any direction, as the reader supports bi-directional swipe and can read all the three tracks in a single swipe.

1.6.2 Chip based Card Reader (ICC)

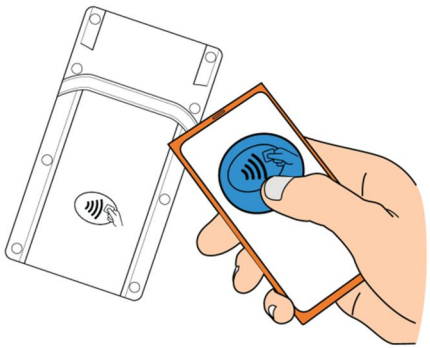
The ICC card reader is located on the bottom of the JioPay 3850. Dip the card with chip facing up into the reader. Leave the card till the completion of the transaction and you see the message to do so.



If the transaction requires the pin-verification, cardholder has to enter the pin after the message is prompted on the JioPay 3850.

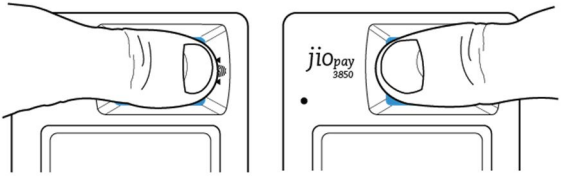
1.6.3 Smart Card Reader (NFC)

For NFC based transactions, NFC enabled device/card has to be tapped at the back of the JioPay 3850.



1.7 Fingerprint Reader

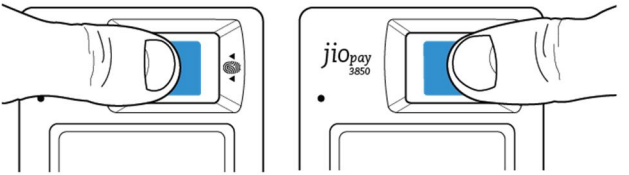
JioPay 3850 has PIV certified finger print reader with optical scanner for fingerprint authentication which is located on the top right corner.



Cardholder has to place finger flat on the fingerprint sensor for authentication.

- Make sure the finger's midpoint is placed at the center of the fingerprint sensor, as shown above.
- Finger should not be wet, too dry, injured or dirty.
- Don't press hard on the sensor. Just place the finger on sensor.

Finger should not be placed as shown below



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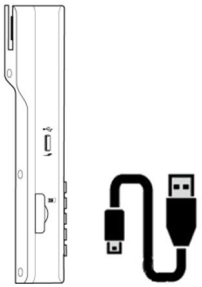
1.8 Battery, LED and Buzzer Indicators

Battery in jioPay 3850 is factory fitted and is inaccessible to user or service provider. When the battery is unable to hold its charge, don't try to replace it of your own. Any attempt to remove or replace the battery will void the warranty and will destroy the device.

1.8.1 Battery Charging

Battery of payment terminal can be charged using the USB charger cable provided in the box. Insert the μUSB connector of the cable into the μUSB port of JioPay 3850 and connect the USB connector either to the computer's USB port or the power adapter plug.



First time charging of the battery approximately takes 5 hrs.

Tip: *The rating input (for battery charge function): 5V, 2000mA*

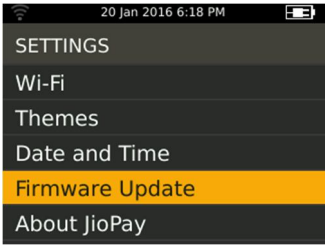
1.8.2 LED and Buzzer Indicators

Device State	Indicator	
	LED	Buzzer
Power On	All LED Blink Once, Keypad On	Beep Once
Charger Plugged In		Beep Once
Charging with Power On	Red LED On	
Charging Complete	Green LED On	
Charger Plugged Out		Beep Once
MSR Detect		Beep Once
ICC Detect		Beep Once
NFC Detect		Beep Once
Timeout		Fast Beep Thrice
Wi-Fi Connected		Beep Once
Read FPR		Beep Once
Success		Beep Once
Bad Capture		Beep Once
Sleep	Keypad LED and LCD turns Off	
Wakeup	LCD turns On and Keypad LED On for 5 seconds	
Power Off	All LED Blink Once, Keypad On	Beep Once
Low Battery on Power Off	Turns On Keypad LED	
Critical Battery on Power Off	Turns On Red LED	
Battery Above 70% on Power Off , Charging On	Turns On Green LED	

1.9 Firmware Update and About JioPay

1.9.1 Firmware Update

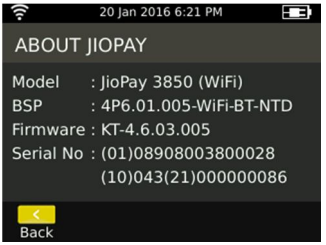
You can remotely update the firmware on the terminal by selecting this option, but the terminal should be connected to Internet either through Wi-Fi or USB.



1.9.2 About JioPay

This option will display the following information related to terminal.

- Model Name
- BSP
- Firmware
- Serial Number

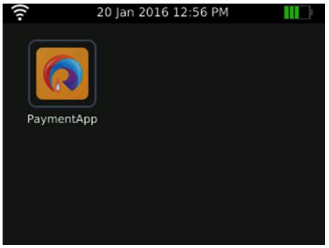


2. Using JioPay 3850

2.1 Power ON/OFF

Press the POWER button for 2 seconds to power on the device.

2.2 Desktop



After power on, flash screen will appear and device will boot into desktop, showing icons of the applications that are installed.

2.3 Launch of Application

Select the icon of application and press ENTER to launch the application.

If the default application is set through STARTUP option under APPLICATION SETTINGS menu then that application will be launched automatically with in few seconds with the message “Launching” in the bottom status bar. In case, no application is launched by default means that no application is set to launched by default.

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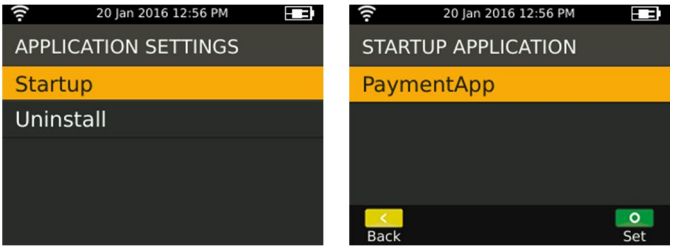
2.3.1 Setting Default Application

To change the application that should be launch as default, from SETTINGS > APPLICATION SETTINGS menu select the option STARTUP.



In the above screen, PAYMENTAPP is the set to be launched as a default application. Use the function keys F2 and F3 to select the application and ENTER button to save the changes.

2.3.2 Uninstall

To uninstall the application go to SETTINGS > APPLICATION SETTINGS menu select the option UNINSTALL and select the application you want to uninstall.

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3. Trouble Shooting

Terminal starts and shuts down

- Checks the battery level, chances are battery is low.

Problems with reading payment cards

• For MSR cards
  - Make sure the magnetic stripe on card is facing correctly as shown in the section of MSR
  - Swipe again the card with a constant speed, not too slow or not too fast

• For Chip based cards
  - Make sure chip on the card is facing correctly as shown in ICC section
  - Chip should not be in wear & tear state

• For NFC cards/Mobiles
  - Card/Mobile should be tapped on the back cover of terminal

Problems with fingerprint reader

- Finger should be properly placed on the scanner as shown in the FPR section

Problem connecting with Wi-Fi network

- Verify that Wi-Fi setting is on JioPay 3850 and Wi-Fi Router are set to ON

If problem still persist, try after rebooting the JioPay 3850.

Contact Customer Care, if still unable to resolve the problem.

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4. Maintenance

Safety information

- Recharge battery only with approved chargers designed for this product.
- Do not open to change battery.
- Do not use if visibly damaged.
- Do not expose to temperatures above 135°F or 55°C.
- Do not place the device in the proximity of burning candles, cigarettes, cigars, open fires, direct sunlight, etc.
- Do not expose to moisture.
- Do not disassemble. Improper handling can cause damage or loss of the saved transactions. Only persons authorized by KanhaTech Solutions Ltd can carry out maintenance work.
- Do not incinerate or crush.
- Handle the device carefully and keep it in a clean, dust-free location.
- Keep out of reach of small children.

How to clean your terminal

WARNING: DO NOT USE UNDILUTED AMMONIA OR ANY CORROSIVE CHEMICALS, ABRASIVE CLEANERS

1. Disconnect all cables and make sure the terminal is powered off before beginning any cleaning.
2. Apply denatured alcohol to a clean, soft, non-abrasive, low-lint cloth. Carefully wipe the entire terminal.
3. To ensure perfect operation, it is important to clean the card reader regularly using a cleaning card. You are recommended to clean the terminal whenever read problems occur, but at least once a month. To do so, you should use damp cleaning cards which you pull through the card reader five to ten times on each side.

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assumed by KanhaTech Solutions Limited for its use. No licence is granted under any patents or patent rights owned by KanhaTech Solutions Limited

Warranty Certificate

- Please note that the battery is excluded from the warranty and is guaranteed for 1 year.
- Battery performance will degrade over time and you may eventually need to purchase a new one and get it replaced at the acquirer's authorized service center only for device safety and correct disposal of the battery.

Safety

- CE
  DO NOT disassemble or replace the battery. If you suspect there is something wrong with the battery, please carry the unit to the service center for help.
- CAUTION: RISK OF EXPLOSION IF BATTRY IS REPLACED BY AN UNCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS

The battery should not be disposed together with other waste.
The battery has to be disposed at an authorized place for recycling of electrical and electronic appliances. By collecting and recycling waste, you help save natural resources, and make sure the product is disposed in an environmental friendly and healthy way.
The operating temperature: 40°C
The rating input (for battery charge function): 5V, 2000mA

FCC Compliance & Warning

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of FCC Rules.
These limits are designed to provide reasonable protection against harmful interference in a residential installation.
This equipment generates and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

FCC ID: 2AFXJ-JIOPAY3850

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.

Note 1: 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.

Note 2: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate this equipment.

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

Declaration of Conformity (DoC)

We,

KanhaTech Solutions Limited,
#74, Prestige Feroze Building,
Cunningham Road,
Bengaluru-560052.

declare that the following product(s):

Product Description: **Payment terminal**
Model Number: **JioPay3850**

is conformed with the protection requirements of the Directive(s):
EC R&TTE – Telecommunication Directive 1999/5/EC

Test Standards:
EN300 328V1.8.1,EN301 489-1V1.9.2, EN301 489-1V1.6.1, EN301 489-17:V2.2.1, EN300 330-2V1.5.1,
EN 60950-1:2006/A2:2013, EN 50566:2013,EN62479:2010, EN301 511V9.0.2, EN300 440-2V1.4.1, EN 301 489-7:V1.3.1,

I understand that the manufacturer would take all the responsibilities for the above product(s).

For and on behalf of

Authorized person	Location
Name:	
Position:	Date of issue: