

# *i*Merchant™

Card Reader & Thermal Receipt Printer



## - Operating Instructions -



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## - Important -



- Charge the iMerchant battery fully before using.
- iMerchant batteries are NOT interchangeable with other batteries.
- Attach all cables BEFORE turning on the iMerchant.

See page 7 on using the iMerchant with your Meritus Mobile software and phone or tablet.

## Package Contents

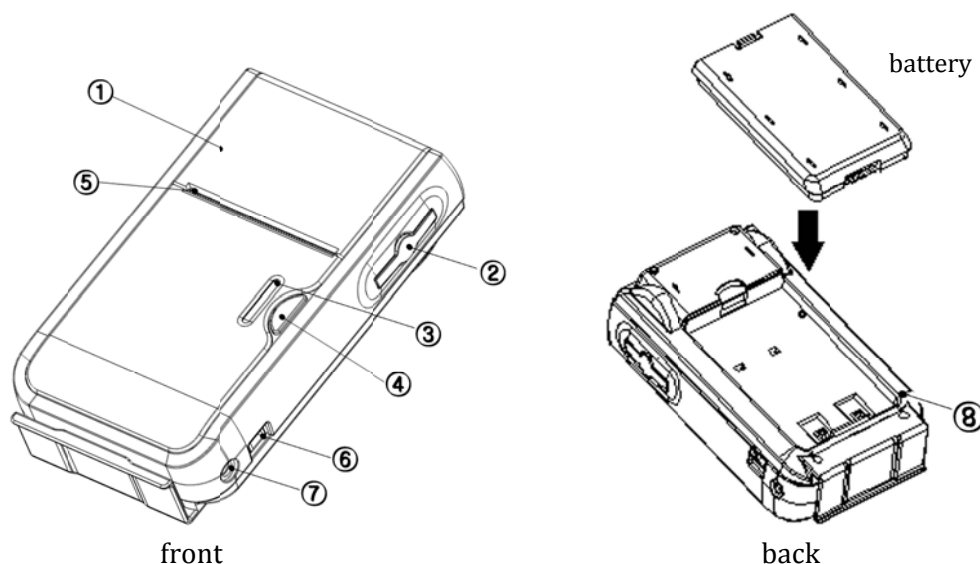
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Make sure that all the components are present and that there are no signs of damage. If there are, contact your retailer.

1. Operating Instructions (this booklet)
2. Paper roll
3. Battery charger
4. Charging cable
5. Printer cable
6. Battery
7. Printer

## iMerchant Printer

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- (1) Paper cover, (2) Paper cover open button (both sides), (5) Paper exit slot – see *Loading Paper (page 3)*  
(3) LED Window to indicate battery condition, errors, charging – see *The iMerchant Indicator Light (page 4)*  
(4) Power button – see *Turning the iMerchant ON and OFF (page 4)*  
(6) I/O connector port for 30-pin/Mini-USB Printer Cable – see *How to Use the iMerchant (page 7)*  
(7) External power port – see *Charging the iMerchant (page 5)*  
(8) Reset pin – see *Resetting the iMerchant (page 6)*

## General Safety Information

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Read and follow these instructions.

- Before cleaning the printer, disconnect the power supply, detach the charging and printer cables, and make sure that the printer is off.
- Clean the printer with a damp cloth. Do not use liquid or spray products.
- Do not operate the printer near water.
- Only use approved accessories and batteries, do not connect devices that are not compatible.
- Use the type of electrical power supply indicated on the printer label. If in doubt, contact your retailer.
- When deciding where to place the printer, make sure it is positioned where it will not be damaged.
- Do not introduce foreign objects of any kind into the printer as they could cause a short circuit and damage the printer.
- Disconnect the printer from the power supply and have it repaired by a specialized technician when:
  - Liquid has entered the printer
  - The printer has been exposed to rain or water.
  - The printer is not functioning normally
  - The printer has been dropped and its outer casing is damaged.
  - Printer performance is poor.
  - The printer is not functioning.

## Printer Features

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The iMerchant is a complete breakthrough in mobile printer design. It is a true Line Printer where the paper moves underneath a motionless head and has paper reliability rated in miles rather than just characters (31 to be exact). Powered by powerful, removable Lithium Ion rechargeable batteries, this printer can print at over 2 inches per second. The iMerchant weighs just under 10 ounces and can easily fit into a pocket or a purse. It can also be attached to a counter top or mounted on the dash of your vehicle. Advanced Merchant Solutions, Inc., has a number of attachment options available for both the iMerchant and your phone or tablet).

The iMerchant is primarily intended for credit card applications, but it can also be used as a printer-only device to print out text, graphics and/or barcodes for various needs. This ability is restricted to the iMerchant-aware application that you use on your phone or tablet.

It is important to note that iMerchant is designed for easy paper loading, making it simple and convenient to use. It has a 203 dpi thermal print mechanism that uses 58mm-wide thermal paper rolls and can print in 42, 32 and 16 column formats.

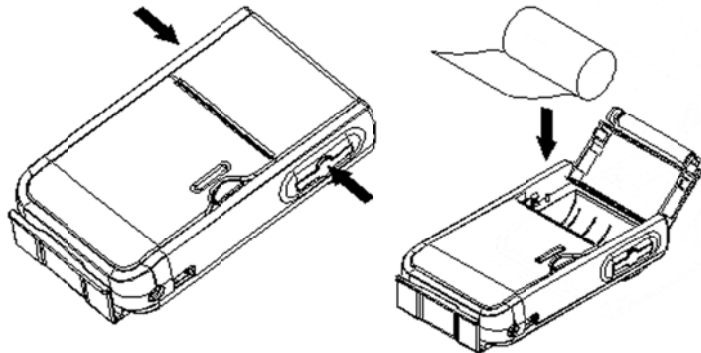
## Loading paper

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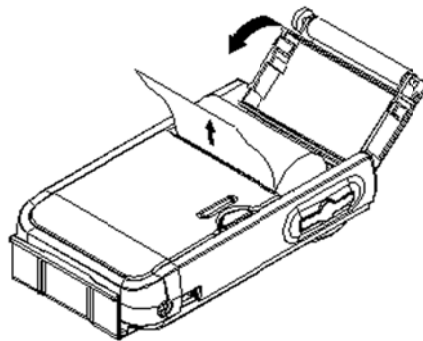
The printer has been designed with an easy paper load system to improve handling and to simplify use. When the paper is loaded into the printer, put the roll with the edge lifted into the printer.

To change a roll of paper, follow these steps:

- (1) Open the paper cover by pushing on the printer's lateral buttons.
- (2) Next, position the paper roll so that it unrolls in the direction shown below.



- (3) Pull up on the edge of the paper and close the cover by pushing down on the left part of the cover.



- (4) Tear off any extra paper and the printer is now ready.

## Turning the iMerchant ON and OFF

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### To turn the iMerchant ON

Press and hold the Power button until you start hearing a series of short beeps in a 2-by-2 pattern. The indicator light will also turn green. If the indicator displays a steady red light (i.e., no paper) or flashing red light (i.e., weak battery), the printer will not be able to function properly. If you release the ON button too soon, the iMerchant indicator will display a steady green light and flash red two times before powering off.

### To turn the iMerchant OFF

Tap the power switch and you will hear a short 1-by-2 pattern of beeps before the printer powers off. Depending on the feature-set of your software, the printer may also turn off or go into standby after 10 minutes of inactivity to conserve battery power.

## The iMerchant Indicator Light

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The indicator light on the iMerchant can provide you with some useful information as to the device's status and can help you troubleshoot some common issues.

Text	LED Color	Status	Sound	Description	Note / Action
on-line	green	on	2-2 beep	iMerchant is powering on	Turning on iMerchant using the switch.
		on	1-2 beep	iMerchant is powering down	Turning off iMerchant using the switch.
		on	--	iMerchant is on and ready	
		off	--	iMerchant is off	
charge	orange	on	--	iMerchant is charging	See status on Charger **
		off	--	iMerchant is not charging	Check if charger is plugged to a wall outlet and displays a red or green light. Check if charger is securely attached to iMerchant.
error	red	off		Status is normal	
		on		Paper drawer is open or no paper	Check if paper is installed correctly *
		blink once	1 beep	Successful card read	
		blink 2 or 4 times	2 beeps	Invalid card read	Invalid card read. Swipe card again or clean card head
		blink 2 times	--	When connecting printer cable	Authentication between iMerchant and phone/tablet failed. Try removing and reattaching the cable.
		blink 4 times	2 beeps	Low battery when turning on iMerchant	Printer will turn off after displaying status. Charge iMerchant.
		repeat blinking	--	Low battery	Charge iMerchant.

\* If paper is loaded correctly and iMerchant will not turn off, reset the device (see page 6)

\*\* The iMerchant can be used even when the battery is not attached, as long as the charging cable is attached and plugged into an outlet. The iMerchant will still display the yellow charging light, but no battery will be charged, since no battery is attached.

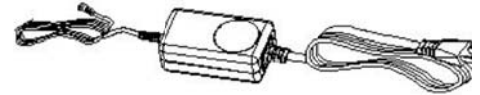
## Charging the iMerchant

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Your package came with a charging adaptor and cable. We recommend that you label the cable that came with the charger and only use this cable with the charger. The outlet must be AC 110~220V.

To recharge the battery:

- (1) Attach the battery to the iMerchant.
- (2) Plug the charging cable into the charger.
- (3) Plug the charger into the wall outlet.
- (4) Plug the charger into the iMerchant (the LED light on the charger will display a solid red light)



iMerchant charger and charging cable

The fill time for a complete recharge is 70~90 minutes.

When the battery has reached a full charge, the red LED light on the charger will turn green.



### **WARNING**

Do not use any other charger with the iMerchant.  
Doing so may damage the device and void the warranty.

### **Information regarding battery use**

- Never use battery charger and/or battery that is damaged or worn.
- Battery life varies greatly depending for example, on print density and the text to be printed.
- Recharge times vary depending on depletion levels, type of battery, and battery cradle used.
- Batteries may be recharged and discharged hundreds of times but they do wear out over time.
- When battery life (both print and stand-by) is noticeably shorter than usual, it is time to purchase a new battery.
- Only use batteries that conform to specifications and only recharge them directly through the iMerchant or by using a battery charger approved by Advanced Merchant Solutions, Inc.
- When the battery charger is not in use, unplug it from the electrical outlet.
- If not used, even a completely charged battery will discharge over time.
- Extreme temperatures can affect battery charge levels - leave them to cool or warm as required.

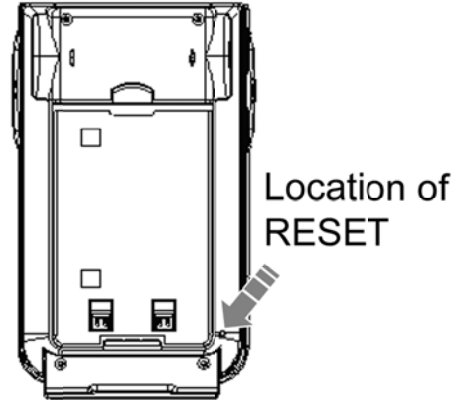
## Resetting the iMerchant

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The iMerchant contains a powerful processor. Like all computing devices, it may need to be reset from time to time. In order to reset the printer, use a paper clip and press the reset button located inside the printer through the reset access hole. This is a small hole on the bottom backside of the printer.

To properly reset the iMerchant while using an application:

- Unplug the printer cable from the iMerchant.  
You do not need to unplug the charging cable if it is attached.
- Reset the iMerchant.
- Turn on the iMerchant.
- Plug the printer cable back into the iMerchant.



## Cleaning the iMerchant

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- To clean the printer, use a vacuum cleaner, compressed gas keyboard cleaners, or a soft cloth.
- Before cleaning the printer, make sure that the printer is off and all cables are unplugged.
- Do not use alcohol, solvents or hard-bristled brushes.
- Do not let water or other liquids seep into the printer.

*Note: If you are getting false reads when swiping a card (i.e., red flash with a double beep), the magnetic head for the card reader may need to be cleaned. CardKleen Magnetic Head Cleaning Cards or unscented Baby Wipes can be used to clean the head without damage.*



## How to Use the iMerchant

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The iMerchant must be connected directly to your phone or tablet using the 30-pin/mini-USB printer cable that was included in your iMerchant package. Only this printer cable or cables certified by Advanced Merchant Solutions, Inc. can be used. If you are using the iMerchant for swiping credit cards, the use of 3rd-party cables can place you in violation of your merchant account, since it is against VISA OPERATING REGULATIONS to broadcast unencrypted magnetic track data. Cables from unknown sources may attempt to decrypt or store magnetic track data. The printer cable included in this package has passed stringent tests in order to make it compliant to the regulations that govern the payment industry.

*Infrared Notice: the iMerchant has a window that appears to be an IrDA (Infrared) port. There are no IrDA components in the iMerchant. The window exists only to support custom versions used in a non-credit card environment or for future technologies such as NFC (Near Field Communications).*

### To use the iMerchant with your phone or tablet follow these steps:

- (1) Attach the 30-pin connector end of the printer cable to your phone or tablet.
- (2) Attach the mini-USB connector end to the iMerchant.
- (3) Turn on the iMerchant.
- (4) Open up the iMerchant-aware application to start using the iMerchant \*

*\* iMerchant-aware applications will have a visual clue indicating that the iMerchant is on and functioning correctly. If you do not have an iMerchant-aware application on your device, you will be prompted download one.*

*If for some reason, the iMerchant indicator lights are not showing any errors, but you are still not seeing the visual indicator on the iMerchant-aware application, detach then reattach the printer cable to your phone or tablet. Within 3 seconds, the visual indicator on the iMerchant-aware application should appear.*



### Helpful Tips

- It is recommended that you turn the iMerchant off before disconnecting the cable
- The iMerchant does not use your device's power. It has its own power supply and battery
- The iMerchant printer icon will only appear after the printer is connected and the iMerchant is turned on
- The printer icon will be visible even when the printer is off, only when you disconnect the cable, will the printer icon disappear
- Should the printer freeze and cannot be shut off, you can keep or disconnect the cable then... remove / reinsert the battery, reconnect the cable, and turn the printer back on.
- Swipe cards left to right. Two beeps will indicate a bad card read. One beep indicates success.



## How to Use Pocket Verifier

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Pocket Verifier is the iMerchant-aware application that you can use with the iMerchant.

When you first attach the cables to the iMerchant and your device, and then power on the iMerchant, your devices will see if you have an iMerchant-aware application. If none exists, you will be given the option to download the Pocket Verifier application.

Pocket verifier is a universal application that can work on both your phone and tablet. To quickly get started with Pocket Verifier, follow the steps below to make your first sale.

### Using Pocket Verifier for the iPhone/iPod

1. Locate the Verifier app on your phone and launch it.
2. It first launch, the Sale screen will appear.
3. Tap the Settings tab to enter your account information and to set your options, then return to the Sales screen by tapping the Sale tab.
4. Attach the iMerchant and turn it on.
5. When the printer icon appears, swipe a credit card through the iMerchant (single beep = success).
6. Enter an Amount, then tap Done.
7. Tap the More Actions button (right button on the top toolbar) and select Printer Service Receipt to print a receipt where your customer can enter a tip. To print a cash receipt, only enter the Name and amount.
8. Tap the Charge Sale button
9. Pocket Verifier will contact the payment gateway to process the sale and then display the Approved Transaction screen. If Autoprint Approvals is turned on in the options, then an approved receipt will be printed upon completion. To print a receipt manually, tap the Print button.
10. Tap the Done button and return back to the Sales screen to make your next sale.

### Using Pocket Verifier for the iPad

1. Locate the Verifier app on your tablet and launch it
2. It first launch, the New Sales Order screen will appear and the Sales History will be empty (A = All Items, S = Sold Items, P = Pending Items)
3. Tap the ⚙ (settings) button to enter your account information and to set your options
4. Attach the iMerchant and turn it on
5. When the *Ready to Swipe Card* and printer icon appear, swipe a credit card through the iMerchant
6. Enter an Amount
7. Tap the Service Receipt button to print a service receipt where your customer can enter a tip. If you are printing a cash sale, you only need to enter the Name and amount
8. Tap the Charge Sale button
9. Pocket Verifier will contact the payment gateway and after a brief pause, display the Approved Sale. If Autoprint Approvals is turned on in the options, then an approved receipt will be printed. To print a receipt manually, tap the Print Receipt button on the toolbar for approved sales.



## iMerchant Technical Specifications

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Item	Description
Printing Method	Direct Thermal with 6 independent strobes
Print Specifications	Width: 48mm Density: 8 dots/mm (16 lines/mm), 384 dots/head
Max Printing Speed	1.57 inches/sec (40mm/sec)
Print Columns	16, 32, 42
Character Sets	ASCII 96 Characters, Korean (KSC5601), Japanese JIS Level I, II (Option)
Operating Temperature	40~100°F (5~40°C)
Operating Humidity	0~70%
Storage Temperature	-4~175°F (-20~80°C) - without battery (remove battery if stored in vehicle)
Operating Voltage	Motor: 7.0V Head: 7.2V Logic: 3.3V
Power Consumption	Stand-by: 50~80mA (Typical) 110mA (Max)
Battery Type	7.4V 1100mA Li-Ion (ABP-1100)
Charger Fill Time	70~90 min
Charger Input AC	110~220 V
Charger Output DC	8.4V 800mA