



XD2100SP Mobile Payment Terminal

User Guide

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1.0 XD2100SP Mobile Terminal



The ExaDigm XD2100SP Terminal supports multiple applications and will communicate with the Paymentech host via Dial, Ethernet, WiFi, Cellular Modem (CDMA) or (GPRS/GSM).

- PCI-PED Device information: XD2000-PCI
- Hardware version – T400000.000

2.0 Accessories, Parts, Peripherals, and Modems

Code	Description	Category
A381000.000	Holsters	ACCY
A385000.000	Holster RX	ACCY
P430010	Printer Roller	ACCY
A275000.000	Power Supply (cord & adapter)	ACCY
SCRW	Modem Screws	ACCY
A535200.000	Pin Pad Cable	ACCY
A120000	Li-Ion Battery - 7.2 V 2000mAh	BATT
A203000	Multi-Charger 4X -Batteries Not Included	BATT
A203000-4	Multi-Charger 4X	BATT
A231000.000	Car Charger - XD2100 (9V)	MISC
QRG	Quick Reference Guide	MISC
SPINDLES_	Spindles	MISC
MRT3230.000	RX CDMA Modem – Verizon	MODEMS
MRT3240.000	RX CDMA Modem – Sprint	MODEMS
MRT3250.000	RX CDMA Modem - Alltel	MODEMS
MRS4210.000	RX GSM Modem	MODEMS
MRW9600.000	RX WiFi Modem	MODEMS
MMT3230.000	DX CDMA Modem – Verizon	MODEMS
MMT3240.000	DX CDMA Modem – Sprint	MODEMS
MMT3250.000	DX CDMA Modem – Alltel	MODEMS
MWU4210.000	DX GSM Modem	MODEMS
MMW9600.000	DX WiFi Modem	MODEMS
MWU3230.000	UX CDMA Modem – Verizon	MODEMS
MWU3240.000	UX CDMA Modem – Sprint	MODEMS
MWU3250.000	UX CDMA Modem – Alltel	MODEMS
MWU4210.000	UX GSM Modem	MODEMS
MWU9600.000	UX WiFi Modem	MODEMS
MWJ3630.000	AX CDMA/WiFi Modem – Verizon	MODEMS
MWJ3640.000	AX CDMA/WiFi Modem – Sprint	MODEMS
MWJ3650.000	AX CDMA/WiFi Modem – Alltel	MODEMS

3.0 Installing the ExaDigm XD2100SP

When installing the ExaDigm XD2100SP for countertop, use a location near a power outlet and an Ethernet jack; telephone or direct dial connectivity is also an option.

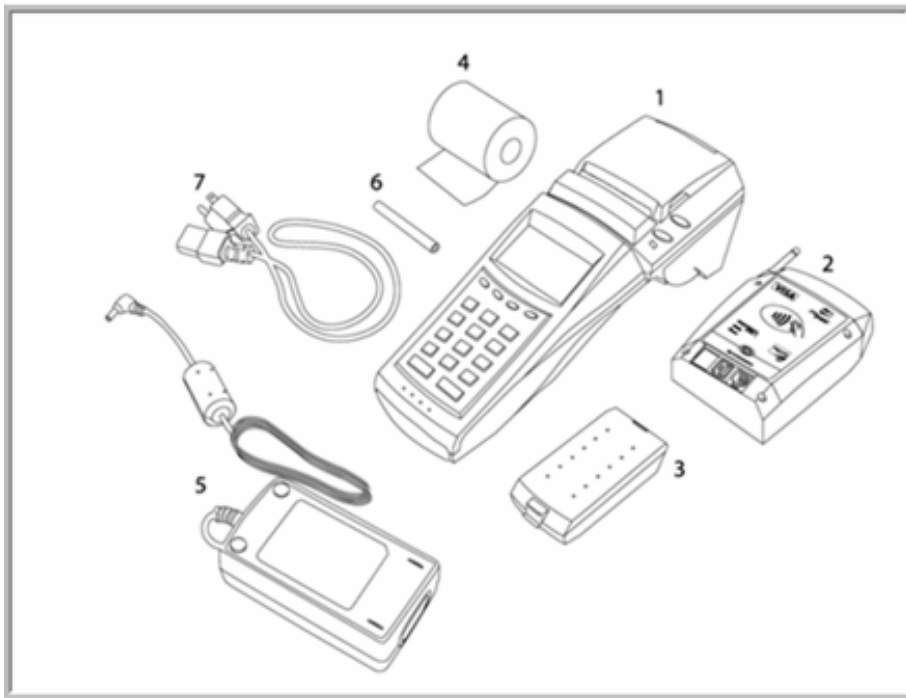
When wireless installation is required the terminal should have a wireless modem attached (WiFi or Cellular).

The battery time will vary according to the terminal setup and merchants desired usage.

Certain conditions may damage the terminal or cause it to operate poorly. In general, avoid areas with:

- Excessive heat or dust
- Oil or moisture
- Excessive electrical noise (caused by air conditioners, motors, fans, neon signs, or power tools)
- Direct sunlight
- Artificial light that could reflect glare off the display panel

4.0 Basic Parts and Accessories

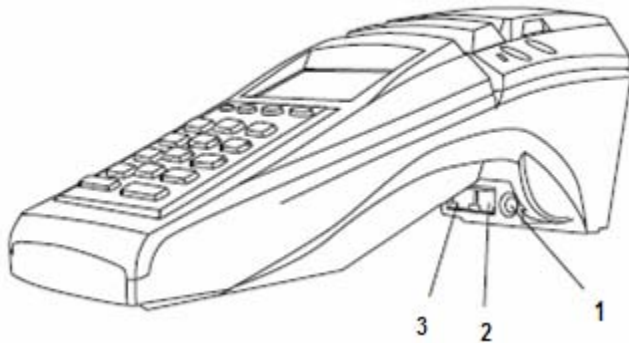


1. Terminal
2. Modem
3. Battery
4. Paper Roll
5. Power Adapter
6. Spindle
7. Power Cord

5.0 Terminal Ports

The figure below shows the ports used to connect the terminal to a power source, Ethernet and various devices such as PIN pads.

The ports numbered in the graphic correspond to the adjacent list:



1. Power Adapter Port
2. Serial Port
3. Ethernet Port

6.0 Modem Configurations

Ensure that the terminal is properly connected to an active power source or with a fully charged battery in it. Carefully plug the AC adapter into the terminal (the plug should insert into the power receptacle on the right side of the terminal) and secure it to a live electrical outlet.

The following are steps to use should you need to configure or change modem types on your terminal with your merchant account and begin accepting credit card payments. If you require assistance with the process or need to find details regarding your modem, please contact your dealer or go to www.exadigm.com/XD2100SP.

6.1 Dial Up (Direct Dial)

The terminal can be connected to a telephone line in order to contact the host for transaction approvals and settlements. Plug one end of the telephone cord to the RJ11 port on the back of the modem. Plug the other end of the telephone cord into the telephone jack on the wall. Follow the steps below to connect the terminal directly to a telephone line:

Note: This option is available on the RX and DX modems only and come in the following communication methods: CDMA, GSM, and WiFi

- **[Admin]**
- **[Setup]**
- Enter Administrator Password (application specific)
- **[Processor Name]**
- **[Comm Option]**
- Select **[Direct Call]**
- **[Cancel]** out to Setup menu
- **[Communication]**
- **[Modem Ex]**
- Select **[On]**
- **[Modem Std]**
- **[Cancel]** back to Communication menu
- **[Enter]** on **[Modem Init]**
- **[Cancel]** out to Main menu
- Run test transaction

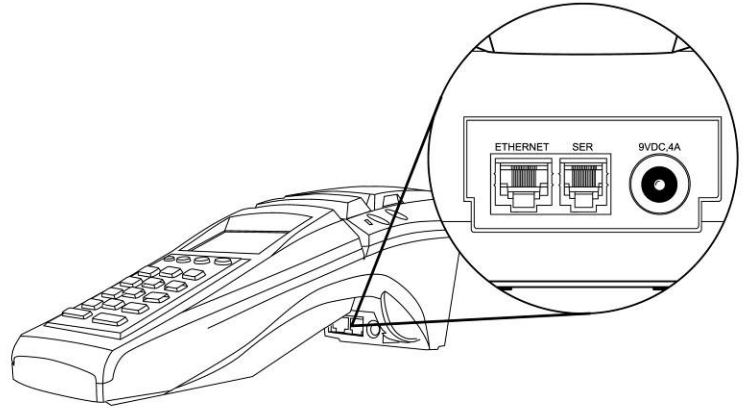


6.2 Ethernet

The terminal can be connected to an Ethernet line in order to contact the host for transaction approvals and settlements. Connect the Ethernet cable to the Ethernet port underneath the terminal. Follow the steps below to connect the terminal to Ethernet:

- **[Admin]**
- **[Setup]**
- Enter Administrator Password (application specific)
- **[Processor Name]**
- **[Comm Option]**

- Select **[SLL]**
- **[Cancel]** out to Setup menu
- **[Communication]**
- **[Ethernet]**
- **[Conn. Method]**
- Select **[Static]**, **[DHCP]** or **[PPPoE]**
- Static will require the following fields:
 - i. **[Set IP]**
 - ii. **[Set Mask]**
 - iii. **[Set Gateway]**
 - iv. **[Set DNS1]**
 - v. **[Set DNS2]**
- **[Cancel]** back to the Communication Menu
- **[Modem Init]**
- Return to the Ethernet Menu
- **[Test Connection]**
- **[Test]**
- 0%packet loss
- **[Cancel]** back to Main Menu
- Run test transaction



6.3 WiFi

WiFi router configuration settings will be needed to proceed with terminal setup. WiFi configuration settings must match those of your WiFi router and include a WEP/WPA key if wireless encryption is enabled, an SSID and the connection method (Static or DHCP).

Using the information above, use the following steps to configure your terminal:

- **[Admin]**
- **[Setup]**
- Enter Administrator Password (application specific)
- **[Communication]**
- **[Modem Ex]**
- **[On]**
- **[WiFi 802.11]**
- **[Connection Method]**
- Select **[Static]**, **[DHCP]** or **[PPPoE]**
- Static will require the following fields:
 - i. **[Set IP]**
 - ii. **[Set Mask]**
 - iii. **[Set Gateway]**

- iv. **[Set DNS1]**
- v. **[Set DNS2]**
- Return to WiFi 802.11 menu
- **[WiFi mode]**
- Select **[G]** or **[G2]**
- **[Security]**
- Select **[WEP]** or **[WPA]** (application specific)
- **[Setup SSID]**
- **[Add SSID]**
- **[Print SSID]** (to confirm)
- **[WEP Key]**
- Enter WEP 'KEY'
- **[CANCEL]** to Communication Menu
- **[Modem Init]**
- 0% packet loss
- **[Cancel]** back to Main Menu
- Run test transaction



6.4 CDMA

Before you use the terminal to do live transactions with TCP/IP connections, you need to make sure the modem is activated. Contact your network carrier, ISO or ExaDigm to confirm activation.

Follow the procedures below to configure the terminal and activated the modem:

- **[Admin]**
- **[Setup]**
- Enter Administrator Password (application specific)
- **[Processor name]**
- **[Comm option]**
- **[SSL]**
- **[Cancel]** back to Setup menu
- **[Communication]**
- **[Modem Ex]**
- **[On]**
- **[CDMA]**
- **[CDMA mode]**
 - i. For Alltel: Select **[mode A]**
 - ii. For Verizon: Select **[mode W]**
 - iii. For Sprint: Select **[mode WS]**
- **[Cancel]** back to CDMA menu
- **[Net Carrier]**



- **[Data Activation]**
- Upgrade PRL
- Press **[Enter]**
- PRL Version XXXX – Press **[Enter]**
- Activation Successful
- Press **[Enter]**
- **[Test Connection]**
- **[Test]**
- 0% packet loss
- **[Cancel]** back to Main Menu
- Run test transaction

6.5 GSM/GPRS

Before you use the terminal to do live transactions with TCP/IP connections, you need to make sure the modem is activated by inserting in the SIM card. Contact your network carrier, ISO or ExaDigm to confirm activation.

Follow the procedures below to configure the terminal and activate the modem:

- **[Admin]**
- **[Setup]**
- Enter Administrator Password (application specific)
- **[Processor name]**
- **[Comm option]**
- **[SSL]**
- **[Cancel]** back to Setup menu
- **[Communication]**
- **[Modem Ex]**
- **[On]**
- **[GSM]**
- **[GSM Class]**
- **[Data Only]**
- **[Cancel]** back to GSM menu
- **[Net Carrier]**
- **[GSM carrier]**
 - i. Select **[Cingular]**
 - ii. Select **[T-Mobile]**
 - iii. Select **[Other]**
- **[Cancel]** back to Communication menu
- **[Modem Init]**



- **[GSM]**
- **[Initialize]**
- **[Net Carrier]**
- **[Test Connection]**
- **[Test]**
- 0%packet loss
- **[Cancel]** back to Main
- Run test transaction

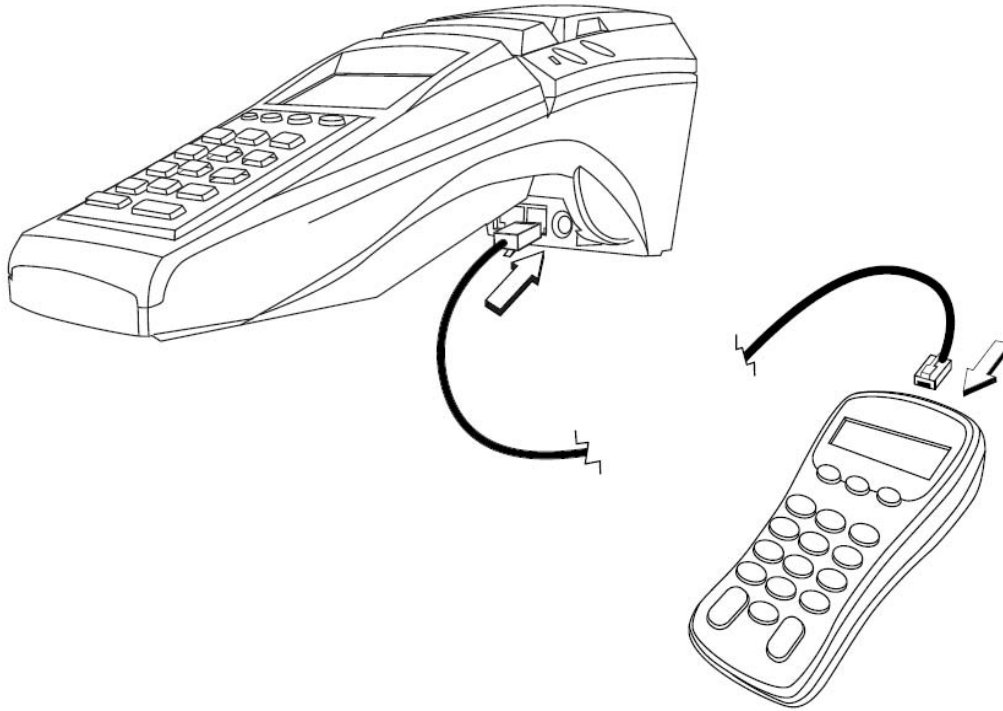
7.0 Switch to USB Mode

Please contact Technical Support at (866) 392-8326 (option 1) as USB connection options vary from product to product.

8.0 Connecting an External PIN Pad

PIN pads give customers privacy while entering their PIN numbers during debit transactions. Follow the steps below to connect a PIN pad to the terminal:

- Plug one end of the PIN pad cable into the Serial port underneath the terminal.
- Plug the other end of the PIN pad cable into the appropriate port on the PIN pad.

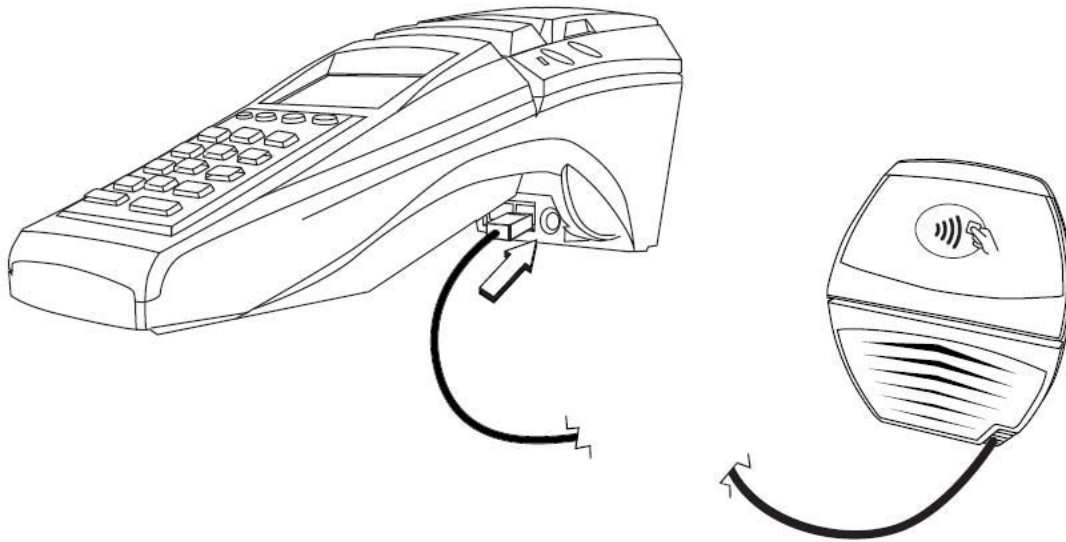


9.0 Connecting an External RFID Reader

RFID readers enable **contactless** card reading on the terminal. ExaDigm offers two hardware solutions that support RFID capability:

Follow the steps below to connect an external RFID reader to the terminal:

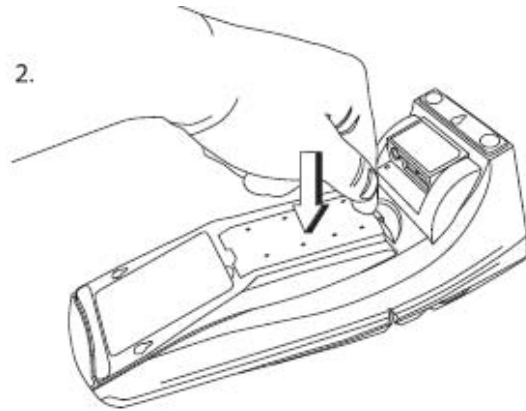
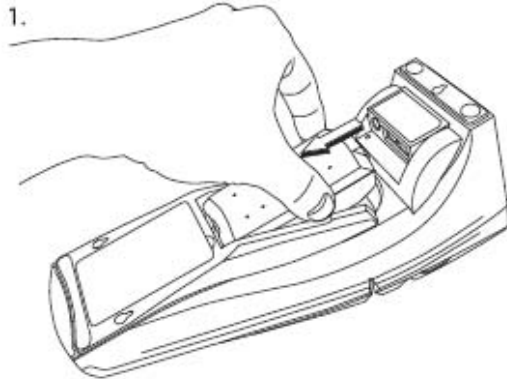
- The ExaDigm RFID modem which connects directly to the terminal optionally an external RFID reader.
- Plug one end of the RFID Readers connection cable into the Serial port underneath the terminal.



10.0 Installing the Power Pack

The power pack allows the terminal to operate when not connected to a power outlet. Follow the steps below to install the terminal's power pack.

- Insert the power pack so that the gold connectors on the power pack line up with the gold connectors on the terminal.
- Push the back of the power pack into the terminal until it snaps into place.

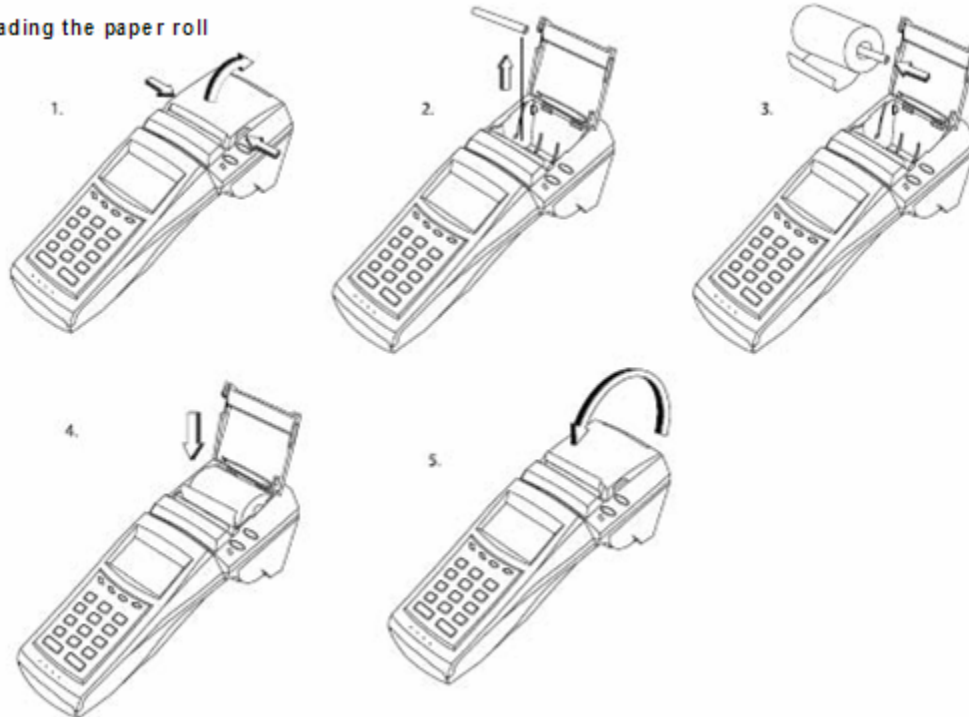


11.0 Installing a Paper Roll

A paper roll is required to print receipts and reports. Follow the steps below to install a paper roll:

1. Hold either side of the terminal compartment with your thumb and forefinger and pull the printer compartment door up and away from the terminal screen.
2. Remove the spindle from the terminal compartment.
3. Place the spindle through the center of the paper roll.
4. Place the paper roll and the spindle in the printer compartment.
5. Close the printer compartment door by pressing until it clicks into place.

Loading the paper roll



12.0 SIM Chip Installation

Note: SIM chips are only used in GSM modems.

- 12.1 The SIM chip slot is located on the inside face of the GSM modem. To install a SIM chip, the modem cannot be attached to the terminal. The SIM chip is held in place with a locking gate (Figure 1).

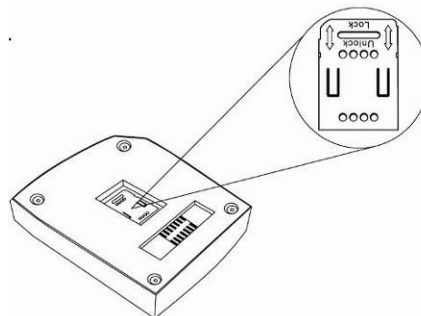


Figure 1

- 12.2 To open the gate, *carefully* use your fingernail or a small flathead screwdriver to slide the gate from the **LOCKED** to the **UNLOCKED** position. The distance required is about 1/8 inches or 3mm.

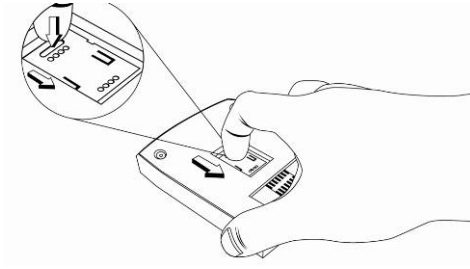


Figure 2

- 12.3 Once unlocked, use the oval slot to open the gate. The gate is on a hinge and should NOT be removed from the modem.

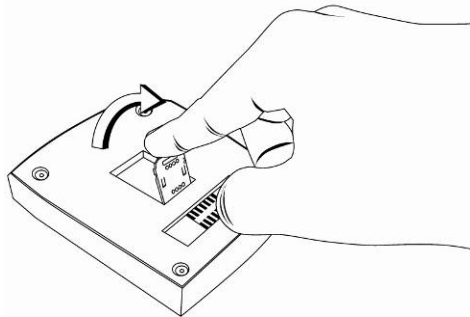


Figure 3

- 12.4 Once the gate is open, the SIM chip can be easily placed in the modem. The metallic contact on the SIM card must be placed face down (toward the contacts on the modem).

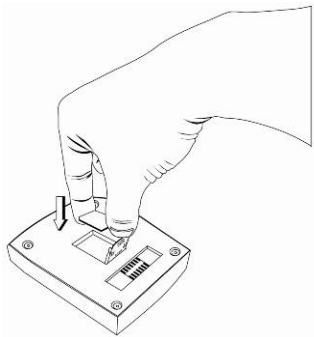


Figure 4a

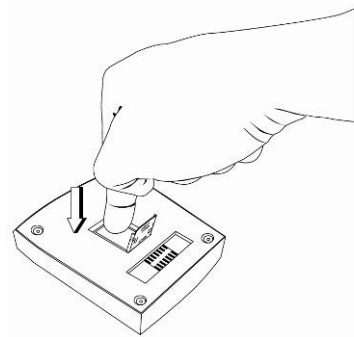


Figure 4b

- 12.5 Once the chip is in place, close the gate. After the gate is closed, slide it back to the locked position.

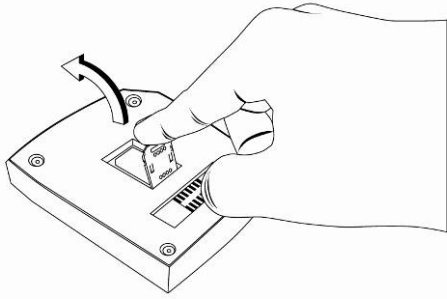


Figure 5a

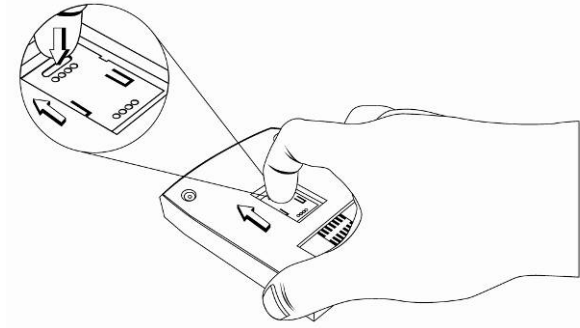


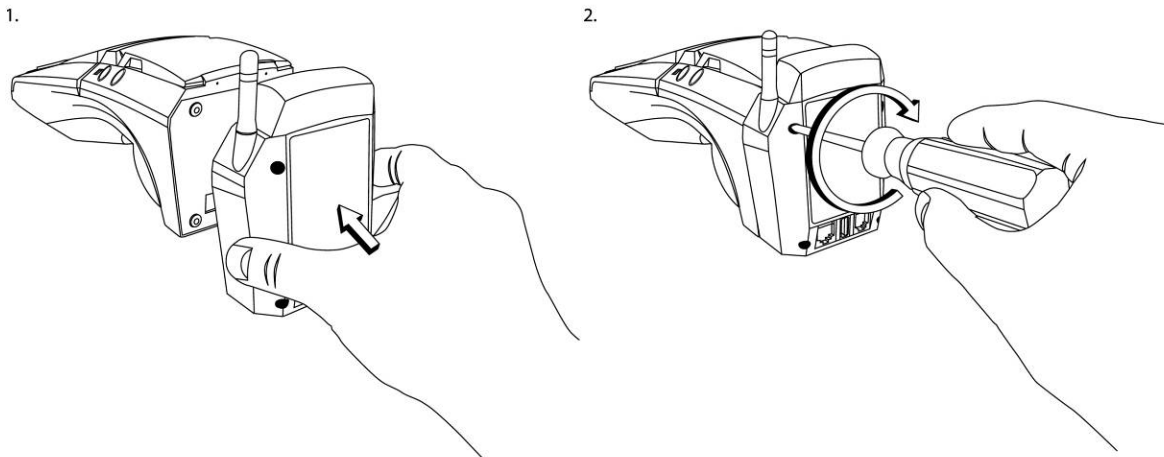
Figure 5b

13.0 Attaching the Modem

To attach a modem to the XD2100SP:

- Line up the inside face of the modem with the back of the terminal. Make sure the metallic contacts on the modem are lined up with the contacts of the terminal.
- Using a Phillips-head screwdriver, tighten the provided screws on the modem (screws are permanently attached to the modem).

Insert / Changing the Modem



14.0 Alpha/Numeric Keypad

The keypad contains horizontal rows of numeric keys with alphabetic characters. The keypad accepts numeric keys as the default. To activate the alphabetic keys, press the **[FUNC/ALPHA]** key to change from a numeric digit to an alpha character, press the numeric key with the desired alpha character and then press the **[FUNC/ALPHA]** key until the target alpha character displays.

The following is a table representing the Numbers, Alpha Letters and Symbols on the keypad.

Number	Alpha 1	Alpha 2	Alpha 3	Alpha 4	Alpha 5	Alpha 6
1	Q	Z	q	z	.	
2	A	B	C	a	b	c
3	D	E	F	d	e	f
4	G	H	I	g	h	i
5	J	K	L	j	k	l
6	M	N	O	m	n	o
7	P	R	S	p	r	s
8	T	U	V	t	u	v
9	W	X	Y	w	x	y
0	*	,	SPACE	@	-	_
	\$	#	=	'	“	+
	!	~	%	^	&	(
)	<	>	?	/	\
		{	}	[]	:
	;					

For example press the numeric key **[2]**, then press the **[FUNC/ALPHA]** key continuously until the desired alpha character displays. One press to display the alpha letter **A (Capital)**, press twice to display the alpha letter **B (Capital)**, and press four times for the alpha letter **a (Lower case)** to display.

15.0 Function/Arrow Keys

- **F1** – Left Arrow Key
- **F2** – Up Arrow Key
- **F3** – Down Arrow Key
- **F4** – Right Arrow Key

16.0 Color-Coded Keys

The color-coded keys perform the following tasks:

- **Red CANCEL Key:** Press the red key to cancel the current operation or return to the previous menu.
- **Yellow CLEAR and Backspace Key:** Press this key to backspace, erasing typed text, starting from right to left or to clear an action.
- **Green ENTER Key:** This key is used like the **ENTER** key on a computer keyboard. Press the green key to signify to the terminal that the task is complete, or press to enable a function or perform an action based on typed data.
- **Blue FUNC/ALPHA Key:** This key is used activate a special function and to enter alpha characters from the keyboard.