CCV Plus Mobile A960

First steps

Introduction

The CCV Plus Mobile A960 terminal is as easy to use as your smartphone, perfectly fitted for mobile use. In addition to the payment application, you can install helpful B2B apps.

Content

1.   Safety notes

Power

- Before you connect the terminal power pack to an electrical outlet, check that the on/off power switch on the terminal is off. If the terminal does not have an on/off switch, check that the power cable connector is removed from the terminal´s power port. Or, when connecting the terminal to a power pack, always connect the plug of the power pack to an electrical wall outlet first. Then connect the power cable to the terminal´s power port. The power pack is rated as follows: Input Voltage 100 - 240 VAC 50/60 Hz and output voltage 5V DC, 2000mA.

- Do not use the adapter in a high moisture environment. Never touch the adapter when your hands or feet are wet.

- Allow adequate ventilation around the adapter. Avoid locations with restricted airflow.

- Connect the adapter to a proper source. The voltage and grounding requirements are found on the product case and/or packaging.

- Your terminal contains sensitive electronic components that can be permanently damaged if exposed to excessive shock or vibration. To minimize the risk of damage to your terminal avoid dropping your terminal and operating it in high-shock and high-vibration environments.

- Never immerse the device in water, throw it into open fire, or expose it to a high level of moisture. Wipe off the device using only a slightly moistened cloth. Do not use cleaning agent.

- For damage arising from the use of unapproved external products (e.g. unsuited charging adapters, power supply units, storage batteries, cables, etc.), no liability is assumed.

- Do only use CCV Plus Mobile A960 original power supply and cable.

- Caution - overheating the plug connector: To avoid overheating the connection does not use a dirty or moist plug connector. Do only use a clean and dry plug connector. For usage in moist or dirty environments please use a protective cover or charging base.

Disconnecting power

- Disconnecting power during a transaction may cause transaction data files that are not yet stored in terminal memory to be lost. Never remove the battery pack from the terminal if it is in the process of performing a payment or other transaction („Please wait…"). If this message appears for a longer period of time, please contact your network provider.

Payment

- The terminal is designed only for cashless payments using debit, credit, and customer cards (magnetic stripe/chip/contactless) and must be used only for these cards.

- If you want to reset your terminal settings (factory settings) please make sure that all transactions are transferred to your payment provider by an end of day closure.

Software Updates

- Caution: Please use a SIM card which does have a adequate cost model for the necessary data volume. The terminal does have a data connection to the net service provider (transactions), TMS (software updates) and CCVStore (apps). Typical data volumes: app 8 MB, software update 20 MB, Android OS 500 MB.

Avoid

Shock and vibration

Oil and dirt

Excessive heat

Direct sunlight or objects that give off heat

Dust

Water, moisture or condensation

Objects that cause excessive current fluctuations and/or electromagnetic fields. For example, anti-theft gates and conveyor motors.

Attention

Only use original PSU, cables and accesories

For special environments, the terminal must be protected accordingly (protective cover, charging base...)

Keep terminal and connectors dry and clean

Repair

- Never try to open the terminal. In case of unauthorised opening, all safety-related data is deleted and the device is out of order. Repairs may be performed by the manufacturer only.

- The removal of or damage to type plates and seals attached to the device lead to the expiration of any warranty claims.

Location — Electrical Considerations

- CAUTION: Due to risk of electrical shock or terminal damage, do not use the terminal near water, including a bathtub, wash bowl, kitchen sink or laundry tub, in a wet basement, or near a swimming pool. Also, avoid using this product during electrical storms. Avoid locations near electrical appliances or other devices that cause excessive voltage fluctuations or emit electrical noise (for example, air conditioners, neon signs, high-freqeuncy or magnetic security devices, electric motors).

- Do not plug the power pack into an outdoor outlet. It is not waterproof or dustproof. Avoid operation in very hot, dusty, moistly, acidly or oily environment.

- Do not expose the device to temperatures above 50°C, which can occur behind glass under direct sunlight, or to temperatures below -10°C.

- Maintain a sufficient distance to other electrical devices, such as cancelling machines for security labels (min. 50 cm) since this can lead to malfunctions.

End of life

- At the end of life, dispose of the terminal and storage battery pack in an environmentally proper manner.

Service

- After each software update or other change on the terminal, the payment processing must be tested, including day-end closing with all payment types, and the correct credit to the dealer account must be checked.

- Obtain information regularly regarding available updates or product expansions (hotline of your network provider).

- In case of the normal use of the card reader (no dirty cards, indoor use), the card reader must be cleaned once a week with suitable cleaning cards (dry or moist). In case of frequent use under difficult conditions (e.g. dirty fleet and station cards, outdoor use), the card reader must be cleaned once a day with suitable cleaning cards (dry or moist).

Please make sure that the terminal can connect to the IP targets for maintenance.

- TMS: IP 80.72.137.22 (port 1260 or 1270 with TLS encryption)
- CCVStore: For Android terminals IP 80.72.141.66 (port 443),
  api.store.ccv.eu and store.ccv.eu

> ❗ In case of the non-observance of the safety notices or incorrect use, no liability will be assumed for any damage that occurs.

- Do not use the adapter if the cord is damaged.

- Do not attempt to service the adapter. There are no serviceable parts inside. Replace the unit if it is damaged or exposed to excess moisture.

2.   Declaration Of Conformity

CE Declaration of Conformity

Hereby declares CCV GmbH the accordance of the radio equipment CCV Plus Mobile A960 and its power supply to the directive 2014/53/EU.
The complete texts of the EU declarations of conformity are available on following internet address:

https://www.ccv.eu/de/download-bar/

Product description

① 6" touch display
720x1440 pixels

② Front camera

③ Contactless field

④ Magnetic stripe reader
(bidirectional)

⑤ Chip card reader

⑥ Activate scan camera
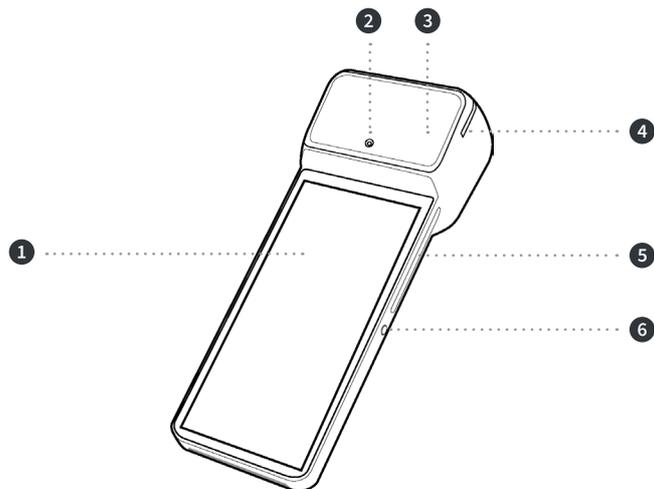
⑦ Rear camera and scan camera

⑧ Connectors for optional
charging base

⑨ Under housing cover:
- Battery
- SIM
- SAM
- MicroSD slot

⑩ Printer cover

⑪ USB C charging port

⑫ Volume

⑬ Power button
- Press → Power saving mode
- Press and hold → Switch
on/off
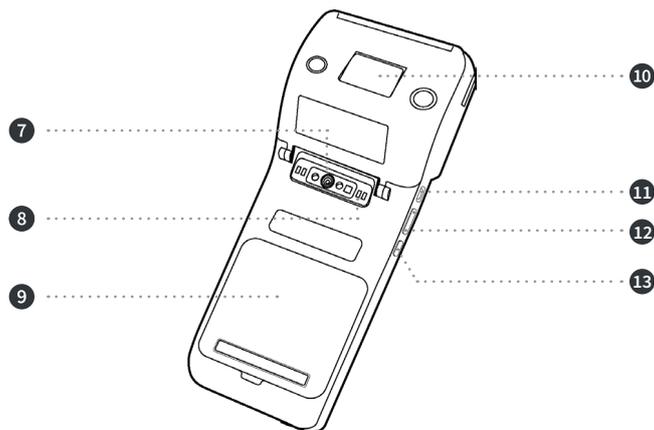
*Illustration similar

3. Start up

Content

CCV Plus Mobile A960
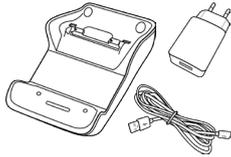
Power supply (USB C)
& optional charging base
(*Illustration similar)

Manual
"First steps"

Connection with optional charging base

*Illustration similar

Connect
power supply
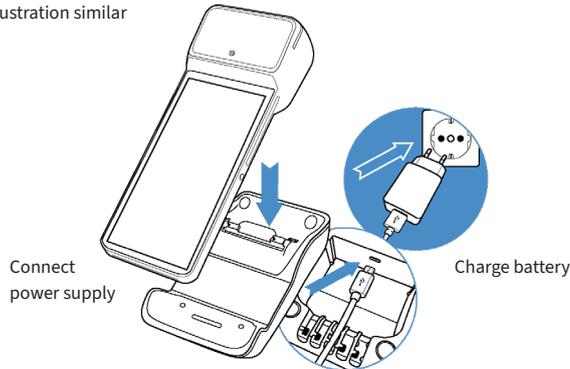
Charge battery

Installation

1. Connect

Please connect terminal with power supply. You need to plug power supply connector to charging base and put terminal on charging base.

2. Turn on

Terminal starts up. First use: Please take care to charge battery more than 6 hours.

3. Paper roll

Open printer compartement by lifting printer catch. Insert the paper roll and close printer cover (characteristics: width 58 mm/40 mm diameter).

4. Communication

You can connect the device to the Internet via WiFi or alternatively via an LTE/4G mobile connection (mini-SIM card required). If you drag down the status bar by wiping you will see further settings. Press and hold the WiFi icon (far left) to enter the connection settings and to connect to your network.

5. Startup Payment application

Start Payment application and choose language. After that please enter your Terminal-ID (8 digits) and your PU (optional: processing unit/ communication target). You get your Terminal-ID and your PU number by your payment provider.

6. Host communication

After entering the needed data (language, TID and PU) terminal automatically connect to your payment provider host. Transactions like an initialisation, diagnosis and EMV diagnosis will be processed – please check these transactions to ensure that all transactions are done successfully.

7. Start payment transaction

Please start the cash register app „app2pay+". Now you can enter the payment amount and start a payment transaction.

4. Handling

Android homescreen

Your terminal is based on Android OS and usage is the same as you know from Android smartphones. After turning on by pressing power button on the right side the terminal shows you the Android homescreen after booting.

By factory load there are following apps:
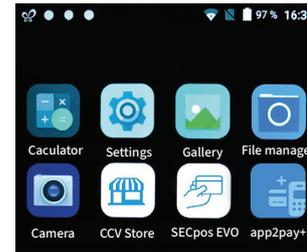
1. Calculator
2. Settings
3. Gallery
4. File Manager
5. Camera
6. CCVStore (CCV marketplace to download apps
7. SECpos EVO (CCV payment app – for payment please start app2pay+)
8. app2pay+ (for payment please start app2pay+ and enter amount)

app2pay+

Start screen

To begin, please start the "app2pay+" app.
Tap the centre of the screen to get to the **amount entry** screen and start a payment.

You can always return to this start screen by tapping "**Start**" in the navigation bar on the left.

You can pin up to three different functions as **favourites** in the centre of the navigation bar.

You can always access the menu by tapping on "**Menu**" in the navigation bar on the right. There you will find even more functions and access to the settings.

Transaction history

Here you can see a list of the transactions you have made.

You can view or reprint receipts for individual transactions. Cancellations are also possible here (cancellations are only possible for transactions made after the last reconciliation).

Amount entry

Use the keypad on the display to enter the amount.

The red STOP button (X) cancels the payment.

You can correct your entry with the yellow CORR button (<).

Press the green OK button (O) to confirm your entry and continue.
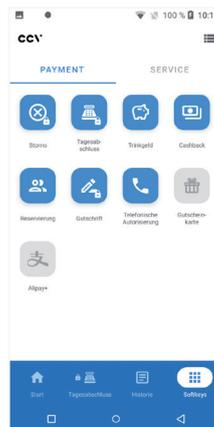
Menu

Further payment and service functions can be started from here. You will also find access to the settings in the "Service" area.

Download the complete app2pay+ manual in the download area of our website:

https://www.ccv.eu/en/support/documentation/

Android status bar

1	Symbol for active CCVStore
2	Three white dots are for active CCV apps working in the background (CCV eserver, CCV Scm und CCV Dm)
3	WiFi status
4	SIM status
5	Battery status
6	Time
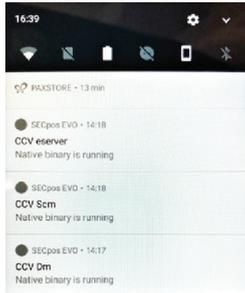
You can draw down the statusbar to see further settings and a list of active apps (CCV eserver, CCV Scm und CCV Dm – please do not close these apps!).

Android Statusleiste
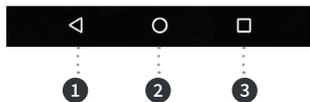
1	Back
2	Homescreen
3	Task Manager

Payment

1. Start "app2pay+" and enter amount

2. Read card (chip reader, contactless reader or magnetic stripe reader)
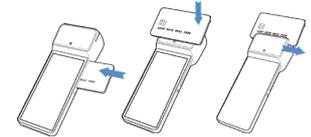
3. Optional: enter PIN

Transactions

Reconsiliation with closure/ Day-ending closure:
Softkey Reconsiliation with closure

Select transaction type
(optional): Screen "Card please" → press "Select" button→ read card

Reversal:
Softkey Reversal

Payment application menu

You can start special functions by using payment application (SECpos Evo/ acCEPT)

Functions as:
Diagnosis | Configuration diagnosis | EMV diagnosis

 →

Start payment application menu:
- Start "SECpos EVO" app
- Press menu button
- Enter menu PIN (example 000000)
- Select function

If there is a payment lock (app SECpos EVO/ acCEPT) – you can unlock by pressing the unlock button or starting the needed function.

Locks can be:
- Day-end closure lock (unlock → start reconciliation with closure/ Day-end closure)
- Initialisation lock (unlock → start initialisation)
- Diagnosis lock (unlock → start diagnosis)
- Startup lock/out of order lock
  (solution → start start-up process in payment application)

Example:
- Diagnosis lock
- Solution → press unlock button

The unlock button automatically start the needed function.

Software updates:

Software updates (Android/Apps) for CCV Plus Mobile A960 are done via CCVStore. And a configuration change or reading logs is done via TMS.

1. Software updates → automatically via CCVStore
2. Configuration change → via CCV TMS

If payment app has been updated the terminal automatically contact TMS to update the configuration. Further the terminal contact TMS with a heartbeatcall every week (configurable, default once a week).

5. Specifications

Memory
3 GB DDR4 RAM, 32 GB Flash (expendable up to 128 GB via Micro SD)

Operating system
Paydroid powered by Android (Android 12)

Processor
Speadtrum 8core Cortex™-A55, 1.6 GHz

Keypad
Full touch Display

Display
6" colour display, capacitive touchscreen

Battery
Li-Ion 5150 mAH, 3.7 V

Integrated printer
Thermal printer, paper roll diameter 40 mm

Camera
0.3 MP front camera, 5.0 MP rear camera, scan camera on the rear for reading 1D & 2D codes

External power supply
Input 100-240V AC 50/60Hz, Output 5V DC 2A

Audio
Buzzer, speaker, microphone

Dimension
211.5 x 81.0 x 52.9 mm (L x W x H)

Weight
368 g

Contactless reader
ISO 14443 A/B, MIFARE, girocard contactless, Mastercard contactless, Visa contactless, American Express contactless, Diners contactless, girogo

Chip card reader
EMV L1&L2

Magnetic stripe reader
3 stripe magnetic reader (bidirectional)

Communication/ interfaces
4G, WiFi 2.4/5GHz, Bluetooth 5.0, GPS, USB C OTG, 4 PIN POGO PIN, 1 SIM, 1 PSAM, eSIM

Cash register interface
ZVT and OPI protocol

Environment
Operating temperature -10°C to 50°C, storage temperature -20°C to 70°C, relative air humidity 10% to 93% non-condensing

Certifications
Compatible with current specifications DK TA 7.2/DC-POS3.0, EMV, RoHS, CE, PCI-PTS 6.x, P2PE (on request)
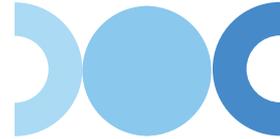
Seal sticker

On the side of your terminal, you will find a seal sticker that guarantees that the device is intact and unopened. The seal sticker gets broken when device will be opened. Please check this seal sticker regularly.

> ❗ If the seal is broken, contact your network provider immediately!