POINT Mobile

For Android™ 7.1

Mobile POS Terminal
PM500
User Manual

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Instruction

This manual provides information about basic features and using the PM500. Please read this manual carefully before using your handy payment device and peripherals to ensure safe and proper use.

Note: *Screenshots in this manual may differ from actual screens.*

Revision History

Revision	Date	Description
V01	24 Aug 2020	Initial release
V02	26 Aug 2020	Added ‘Printer roller reassembling’

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Instruction

Related Document

- PM500 MasterApplication Guide – describes how to use the features of MasterApp.

PM500 SKUs

The contents of this manual can cover the following SKUs. SKU configuration can be changed depending on location.

SKU	Common	Rear Camera	Scanner	UHF RFID	RAM /Flash	Fiscal	PCI
SKU1 (EU/KR) SKU2 (N-America) SKU3 (Japan)	LTE Wi-Fi IC/MSR Thermal Printer NFC Bluetooth	O			1/8G		O
SKU1-1		O			2/16G		O
SKU1-2		O			1/8G		
SKU1-3		O			2/16G		
SKU4 (EU/KR) SKU5 (N-America) SKU6 (Japan)			O		1/8G		O
SKU4-1			O		2/16G		O
SKU4-2			O		1/8G		
SKU4-3			O		2/16G		
SKU7			O		1/8G	O	O
SKU8				O	1/8G		O
SKU8-1				O	2/16G		O
SKU8-2				O	1/8G		
SKU8-3				O	2/16G		

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Table of Contents

INSTRUCTION 1

Revision History 1

Related Document 2

PM500 SKUs 2

TABLE OF CONTENTS 3

GETTING STARTED 6

Device Parts 6

Product Standard Accessories 8

Setup 9

Install & Remove Battery 9

Install the battery 9

Remove the battery 10

SIM, SAM, and microSD cards 11

Install and remove SIM and SAM cards 12

Install and remove microSD card 13

Charge the device 14

Battery Specification 15

LED Indicator 15

Turn on & off PM500 16

Thermal Printer 17

Paper Roll Recommendation 17

Paper Roll Installation 17

Reassemble Printer Roller 19

Use a touch screen 20

PAYMENT 22

Master App: PciMaster 22

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Download Application 23
Run Application 24
Magnetic Stripe Card 25
IC Card 25
Contactless Payment 26

LEARNING THE BASICS 27
Home Screen 27
Status Bar 28
Icons 28
Notification Panel 29
Quick Setting Panel 30
Apps & Widget 31
App Folder 31
App Drawer 32
Favorites Tray 32
Organize App in Home screen 33
Widget 33
Recently Used Apps 35
MTP Connection with PC 36
Manage Files and Folders 37
Settings 39
Adjust Display Brightness 39
Adjust Sound 39

CAMERA 40

SCANNER 41
Turn on the Scanner 41
ScanSetting 41
Basic 42
Options 43
Notification 43

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Wedge 44
Extended Wedge 44
Symbologies 47
About 47
Scan a barcode 48
ScanDemo 49

WIRELESS 50
Cellular Network 50
WLAN 51
NFC 51
Bluetooth 52
UHF RFID 53

SYSTEM MAINTENANCE 55
System Information 55
OS Update 56
OS update via FOTA 56
Factory Data Reset 58

CRADLE (OPTIONAL ACCESSORY) 59
Single slot PSTN Cradle (SPC) 59
Attach Rubber Support 59
Ports 60
Provide Power to Cradle 61

SECURITY 62
Tamper Protection 62
Entering PIN 62

SAFETY INFORMATION 63

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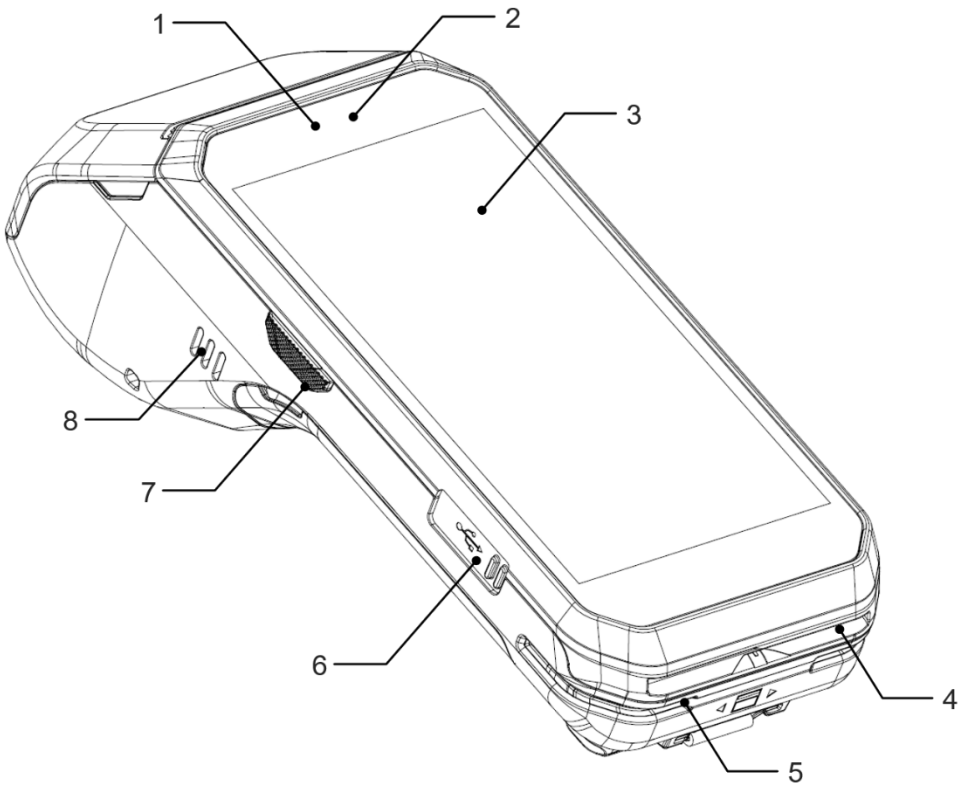
Getting Started

Device Parts

Figure 1 PM500 front view



No	Name	Description
1	Front LED indicators	Indicate the power status and notification Find more details in LED Indicator
2	Front camera	Take a picture
3	Display	Display all operating screen
4	IC Card Reader (ICCR)	For detail information, refer to IC Card
5	Magnetic Stripe Reader (MSR)	For detail information, refer to Magnetic Stripe Card
6	USB connector	USB 2.0 Type C / OTG
7	Scan trigger (Left)	Scan a barcode by pressing
8	Speaker	Ring buzzer and system sound

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Getting Started

Figure 2 PM500 back+right view

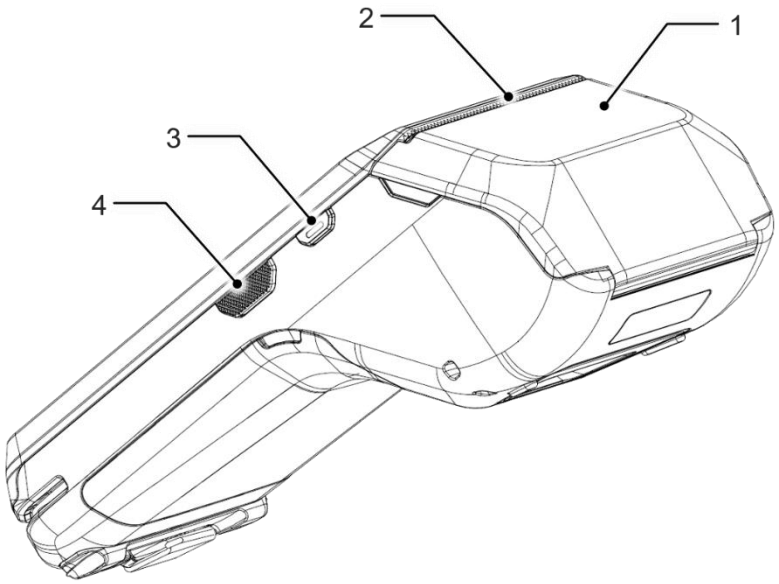
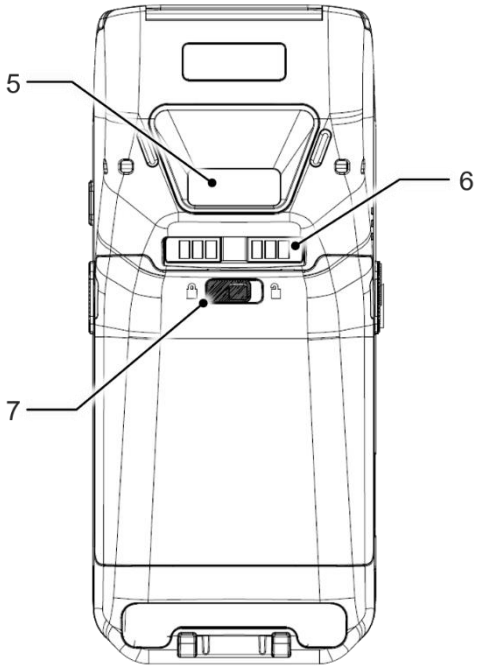


Figure 3 PM500 back view



No	Name	Description
1	NFC Antenna	Communicate with NFC cards/devices Make contactless payment
2	Thermal printer	Print a bill by thermal printer and paper roll
3	Power button	Press to turn on/off the device or the screen
4	Scan button (Right)	Scan a barcode by pressing
5	Scanner or Rear Camera	Scan a barcode or take a photo (Different by SKU)
6	I/O(dock) connector	Pogo 6 pin type I/O connector Attach PM500 to cradle
7	Battery cover lock	Move to lock/unlock the battery cover. For more detail, see Install & Remove Battery

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Getting Started

Product Standard Accessories

The following items are in the product box.

Accessory	Name
	Standard battery pack (2,900mAh)
	AC/DC power supply
	Country plug (UK / US / EU / KR plug)
	USB type C cable
	LCD protection film

Note: *The images may differ from the actual accessory.*

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Getting Started

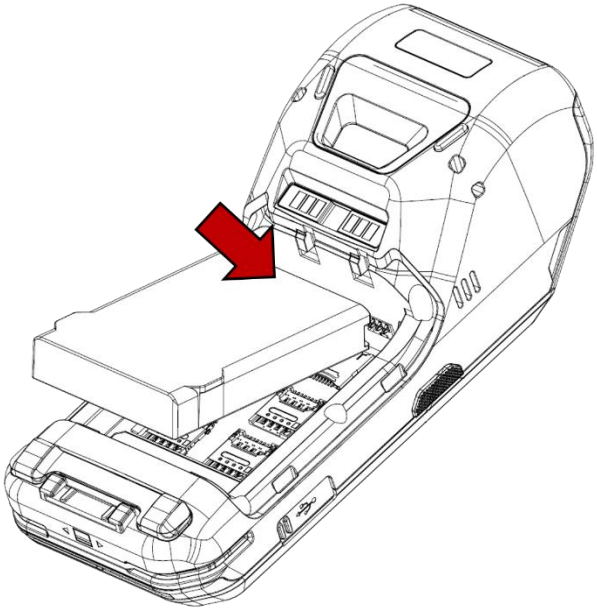
Setup

Install & Remove Battery

Install the battery

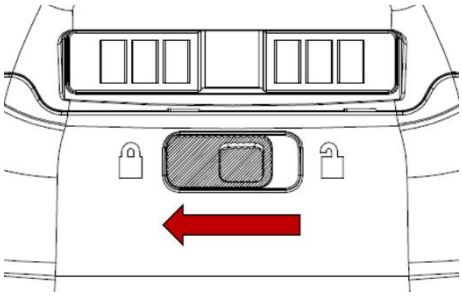
1. Insert the top of the battery first, and then push down the bottom

Figure 4 Installing battery



2. Attach the bottom of the battery cover first, and then push down the top
3. Lock the battery lock to lock side

Figure 5 Lock battery lock



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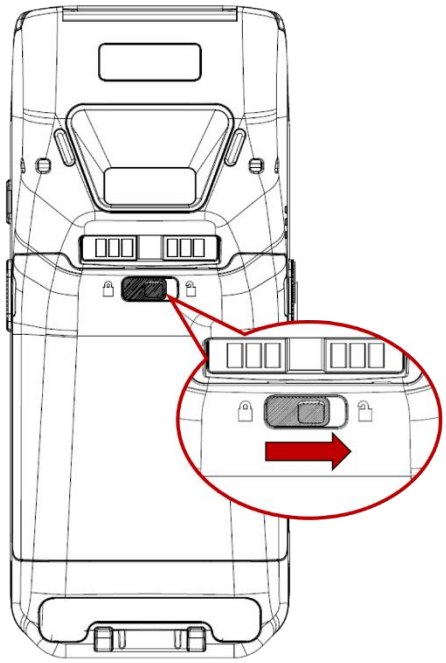
Getting Started

Remove the battery

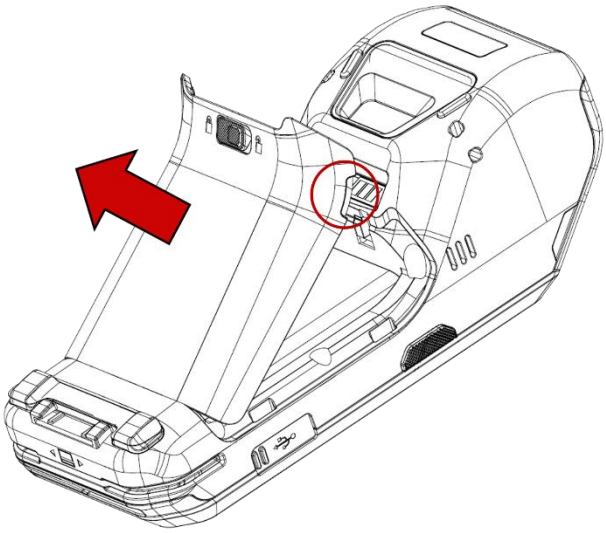
1. Release the battery lock to unlock side to open the battery cover

Figure 6 Unlock battery lock



2. Pull up the top of the battery cover using side holes

Figure 7 Open battery cover



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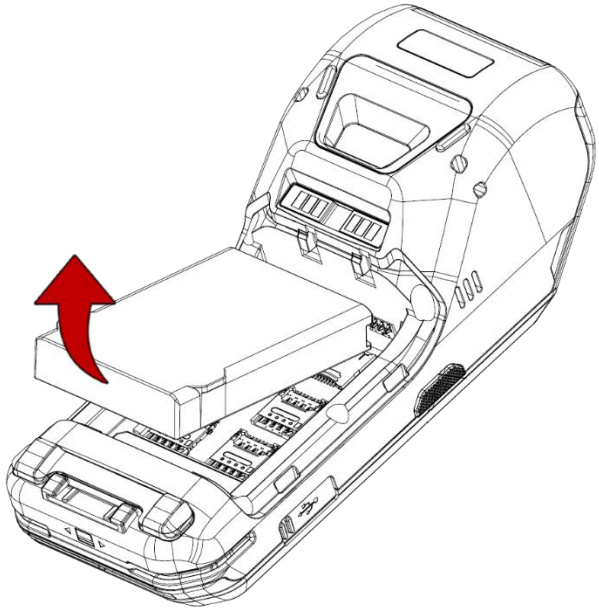
Getting Started

3. Lift the bottom of the battery

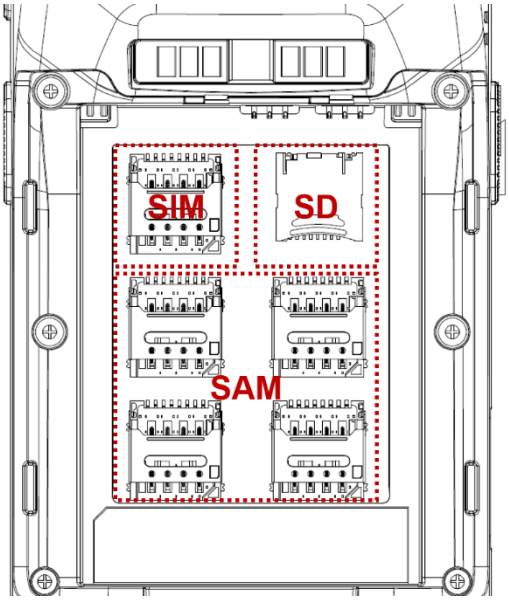
Figure 8 Removing battery



SIM, SAM, and microSD cards

PM500 has 1 Micro SIM card slot, 4 PSAM card slots, and 1 microSD card slot. Find the correct slot for your card in Figure 9.

Figure 9 SIM & SD card slot



Caution: *Use micro SIM card, micro SAM card, and microSD card only.*

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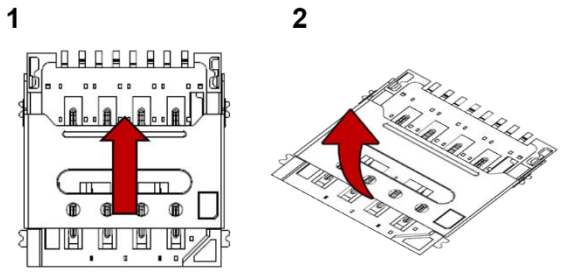
Getting Started

Install and remove SIM and SAM cards

Following steps describe how to install the SIM and SAM cards.

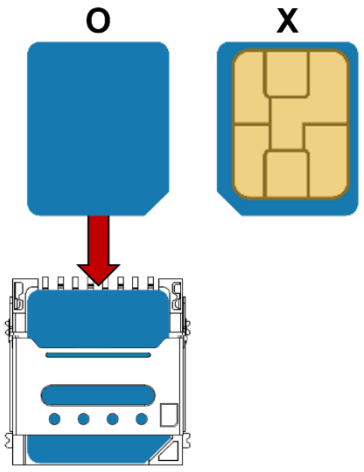
1. Open the battery cover and remove the battery
2. Slide the card holder up and swing upwards to open the holder (Refer to Figure 10)

Figure 10 Open SIM, PSAM slot



3. Facing down the gold contact of the cards, put the cards in the correct orientation.

Figure 11 SIM, PSAM card orientation



4. Put the holder down and slide it down to lock the holder

To remove the cards,

1. Open the card holder
2. Remove the card and slide the holder down to lock it

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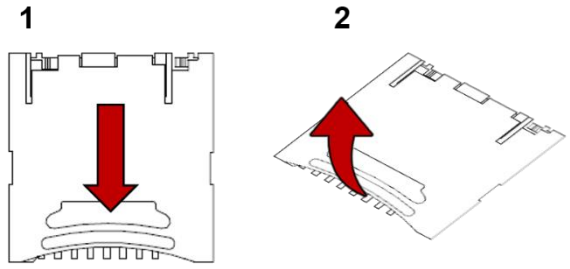
Getting Started

Install and remove microSD card

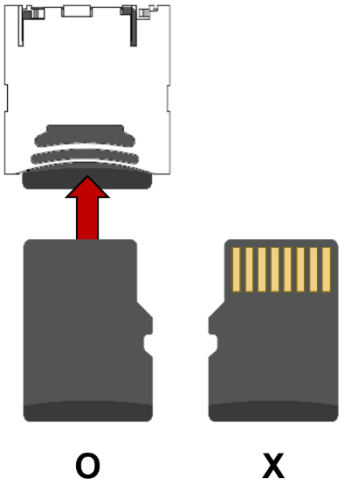
1. Open the battery cover and remove the battery
2. Slide the card holder down and swing upwards to open the holder (Refer to Figure 12)

Figure 12 Open SD card slot



3. Insert the card to the opened card holder in the correct orientation.

Figure 13 SD card orientation



4. Put the holder down and slide it up to lock

To remove the SD card,

1. Open the card holder
2. Remove the card from holder and put down the holder to slot
3. Slide the holder up to lock it

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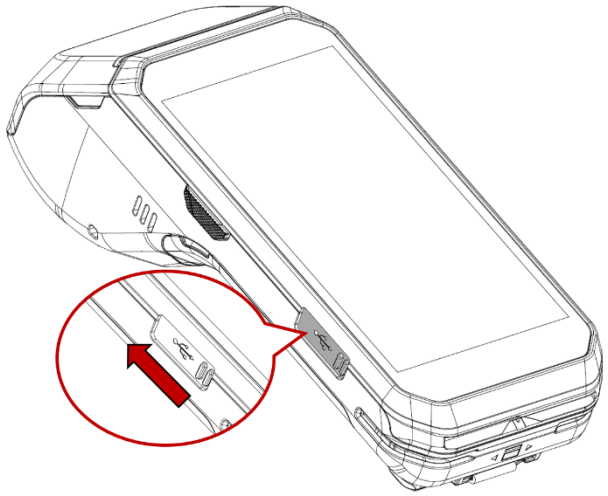
Getting Started

Charge the device

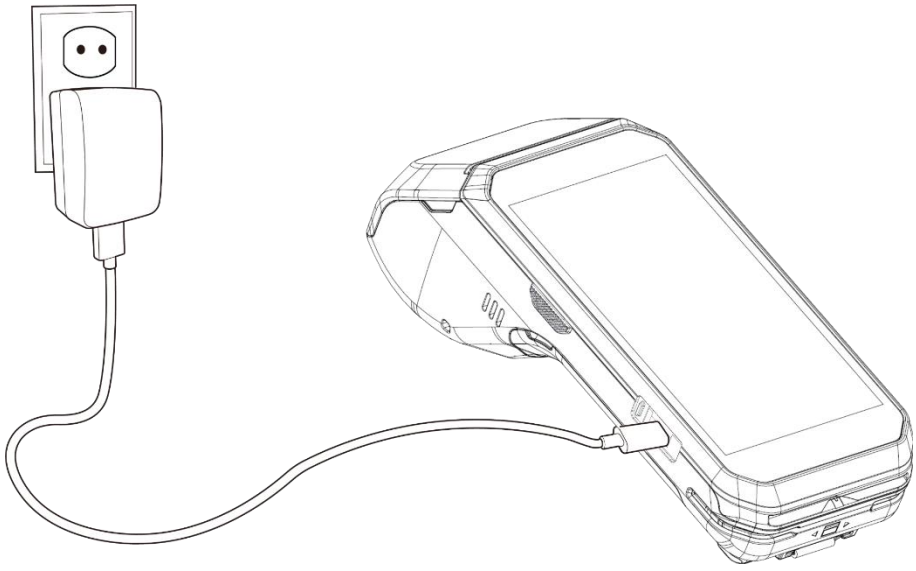
1. Open the cap of the USB connector on the left side of the PM500

Figure 14 Open USB cap



2. Assemble the proper country plug and the AC/DC power supply
3. Plug USB type C cable to the AC/DC power supply
4. Connect the cable to PM500 and provide power by plugging the power supply to the wall socket

Figure 15 Charging PM500



Caution: *Always use an original charger and cable from Point Mobile. Other chargers and cables may damage PM500. Also, make sure the charger and cables are not wet.*

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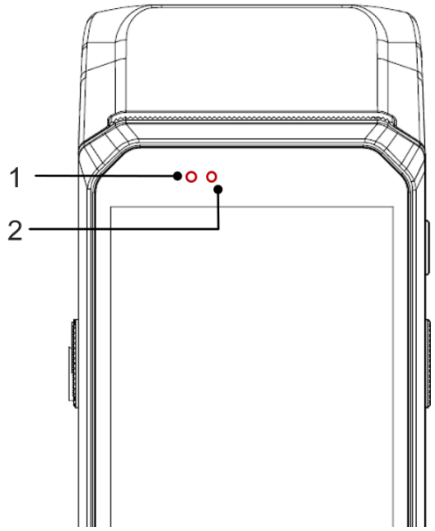
Getting Started

Battery Specification

Capacity	2,900mAh / 7.4V
Charging time	About 4 hours

LED Indicator

Figure 16 LED indicator



No	Indicator	Status	Indication
1	Power LED	Solid green	Device is completely charged
		Solid red	Device is charging / Battery is low
		Blinking red	Charging temperature is out of normal range / Battery is very low
		Alternately blinking red & green	Cannot recognize the battery
2	Notification LED	Solid red	Barcode reading failed
		Solid blue	Barcode reading success
		Blinking blue	Notification existing

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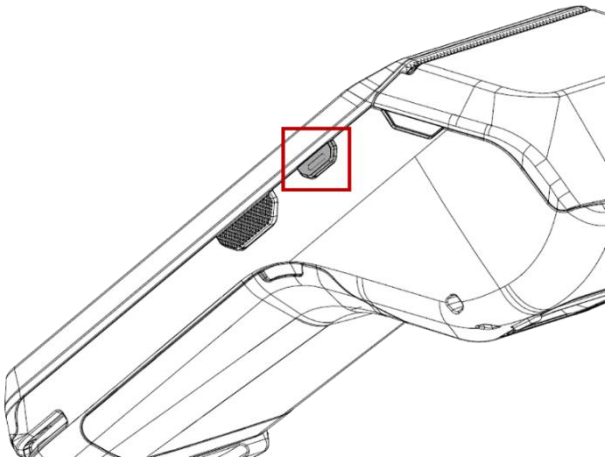
Getting Started

Turn on & off PM500

To turn on the device,

1. Press and hold the **Power** button on the right side of the PM500 for a few seconds

Figure 17 Power button



2. When **SMART BEYOND RUGGED** logo displays on the screen, release the button and wait until PM500 finish booting

To turn off the device,

1. Press and hold the **Power** button until the power menu is shown
2. Tap **Power off** among the menu

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Getting Started

Thermal Printer

Paper Roll Recommendation

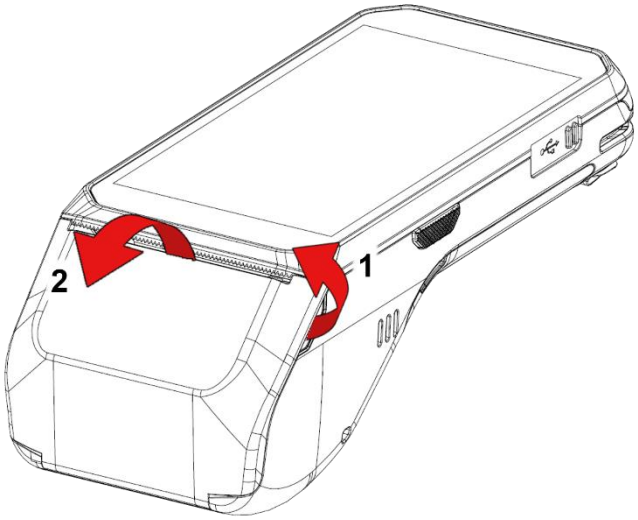
Purchase thermal paper roll, which is proper to PM500. Refer to the below specification of matching paper roll.

Specification	Precisions
Type	Thermal paper
Width	58mm
Diameter	40mm

Paper Roll Installation

1. Pull the hole at both sides of the printer cover
2. Open the printer cover

Figure 18 Open printer cover



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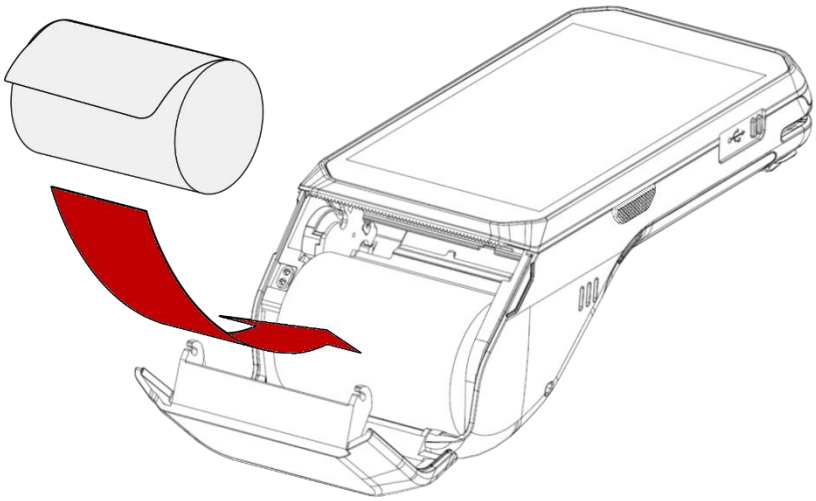
Getting Started

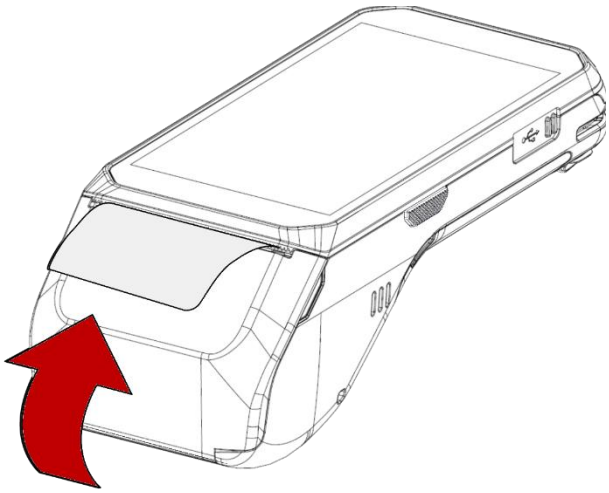
3. Referring to Figure 19, put the paper roll into the printer in the correct orientation. The end of the paper roll should be a little unrolled

Figure 19 Insert paper roll



4. Close the printer cover firmly

Figure 20 Close printer cover



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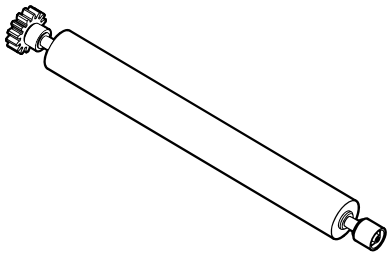
Getting Started

Reassemble Printer Roller

When the printer roller is separated accidentally, it can be simply reassembled.

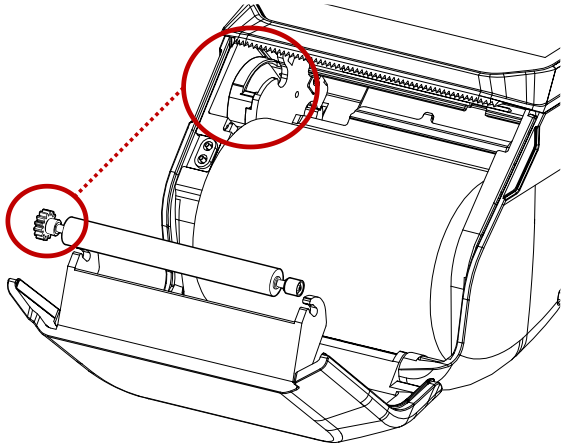
Figure 21 Printer roller



In order to reassemble the printer roller, follow the steps.

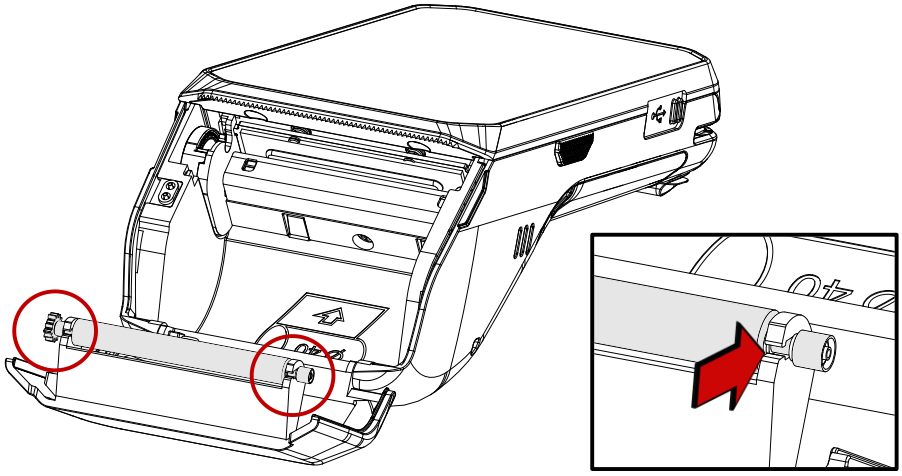
1. Open the printer cover
2. Align the printer cover with roller as correct orientation (Refer to Figure 22)

Figure 22 Printer roller orientation



3. Until it clicks, push the both side of the roller firmly in the marked direction in Figure 23

Figure 23 Reassembled printer roller



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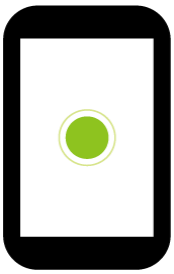
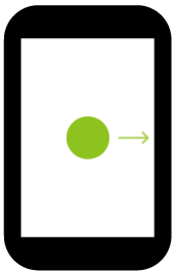
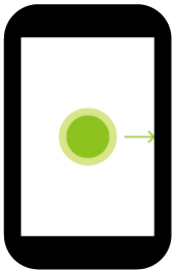
Getting Started

Use a touch screen

Action	Description
	Tap One-finger press and release
	**Double tap** Tap twice quickly for “Zoom in"
	Long press Press and hold for "Select an item"
	**Swipe** Press and move, and then release for "Scroll" or "Tilt"
	**Long-press drag** Press and hold, and move for "Pick up and move" or "select multiple items"

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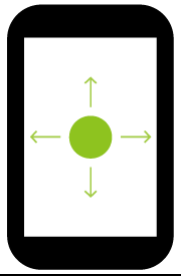
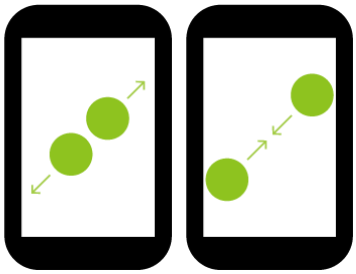
Action	Description
	**Scroll** Vertical or horizontal swipe in a single direction
	**Pinch Open & Close** Two-finger press, move outwards and inwards, lift for "Zoom in and out."
	Rotate When PM500 is turning sideways, screen orientation is changing

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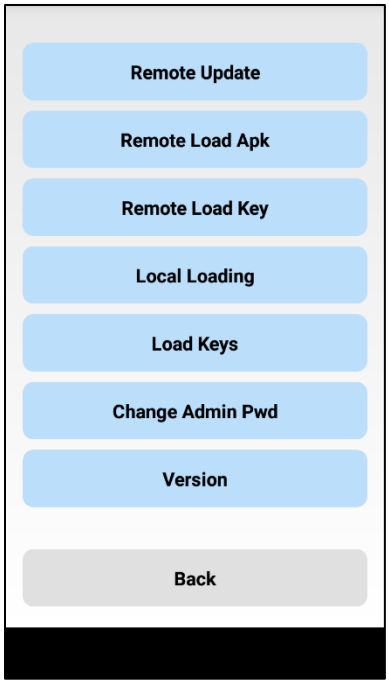
Payment

Master App: PciMaster

PciMaster is a service program for security. The keys and applications can run or be downloaded on the device through the master app.

When the device is running for the first time or triggered, the MasterApp will run automatically after device startup. Or you can execute **PciMaster** to start MasterApp manually.

Figure 24 MasterApp main screen



You can do below actions with MasterApp,

- Download firmware of security processor and application processor
- Check the firmware version
- Initialize and modify administrator's passwords
- Download Payment Master Key and Open protocol keys
- Download and run applications
- Recover the device from tamper scenario

This manual describes the feature of the application only. If you want to find how to use the other features, please refer to **PM500 MasterApplication Guide** document.

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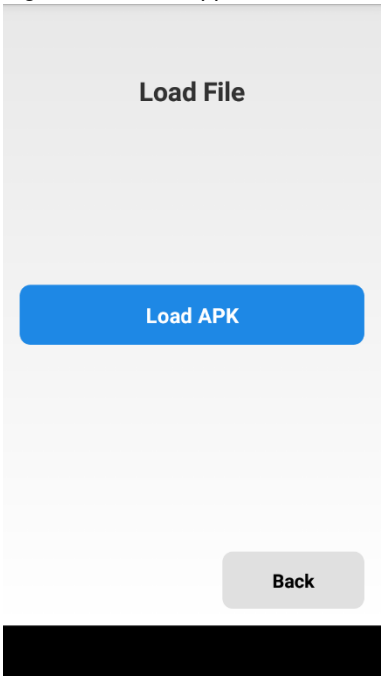
Payment

Download Application

To download the application from local,

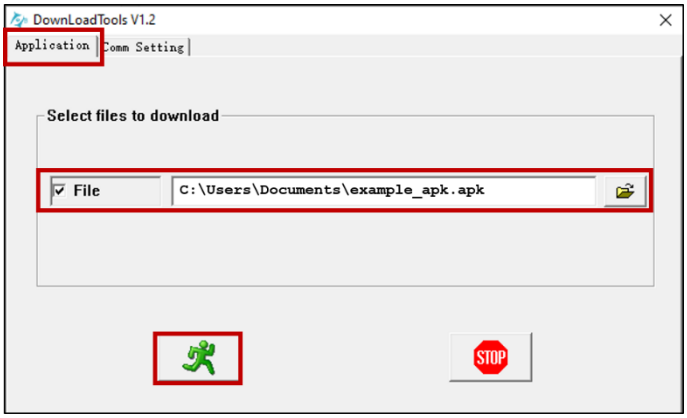
1. Connect device and PC through USB cable
2. Go to **Local Loading** > **Load Apk** from the main menu, then, MasterApp will enter application loading mode

Figure 25 MasterApp - Local Loading



3. On your PC, execute DownLoadTools.exe and set **Port** and **Baud** in Comm Setting tab
4. Go to **Application** tab and then, check **File** and browse desired apk file
5. Click

Figure 26 DownLoadTools_application



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Payment

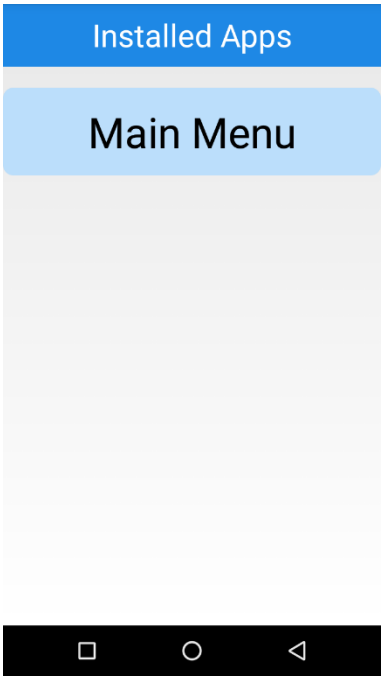
To download the application remotely,

1. Connect the device to the network through WLAN or Mobile data
2. Go to **Remote Load Apk** from the main menu
3. Set the server's IP & port, and tap **Load**. Then MasterApp will enter application remote loading mode
4. On your PC, execute PCItools.exe and set **ComPort** and **Baud rate** in **Setup Com** tab
5. Go to **Download** tab and then, check **Load Key/Apk** and browse desired key file
6. Click **Remote Load Apk** and input two administrator passwords

Run Application

To run a payment application installed with administrator permission, tap the application which you want to run in the **Installed Apps** list.

Figure 27 MasterApp - Installed Apps



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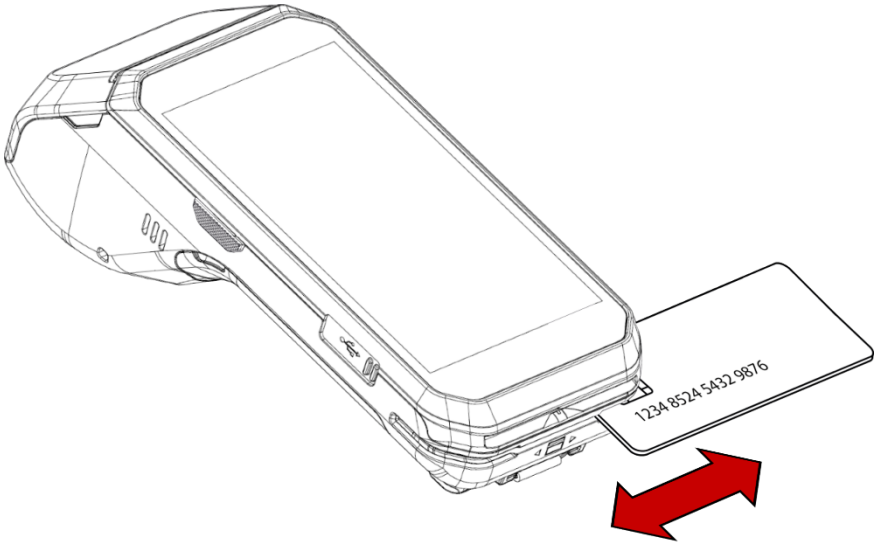
Payment

Magnetic Stripe Card

To read a magnetic stripe card, swipe the card through the MSR (Magnetic Stripe Reader) at a proper and steady speed. The magnetic stripe must be facing down as Figure 28, and you can read the card bi-direction.

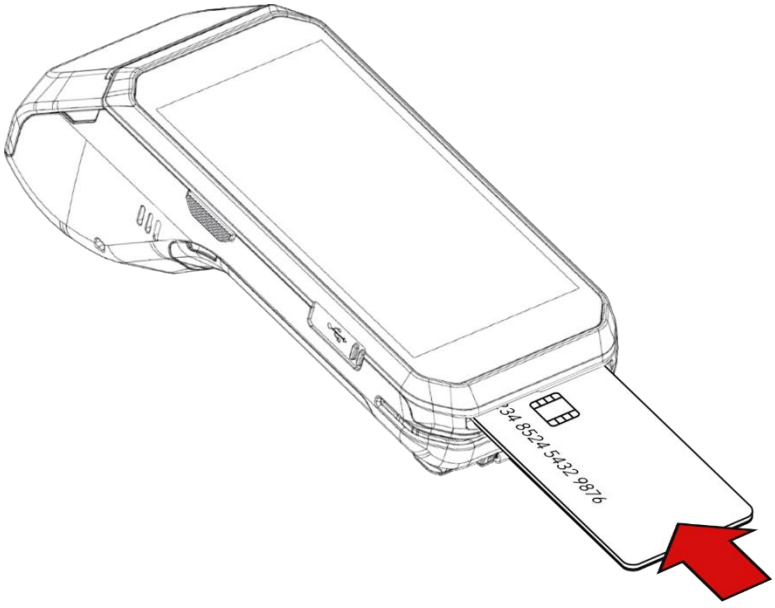
Figure 28 Magnetic stripe card payment



IC Card

To read an IC card, insert the card to the ICCR (IC Card Reader) and wait for completing the transaction. IC chip must be facing up as Figure 29.

Figure 29 IC Card payment



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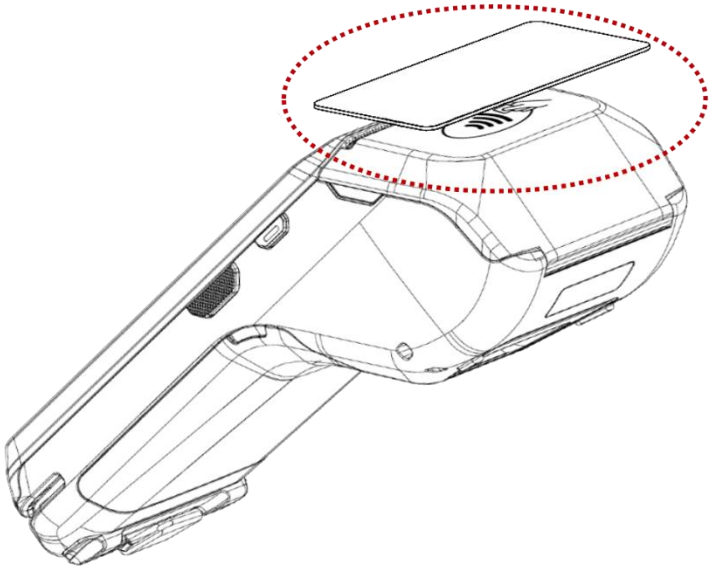
Payment

Contactless Payment

Make contactless payment with NFC (Near Field Communication) feature. Bring the card close to the NFC symbol on the top of the PM500, and keep the position during the transaction. Refer to Figure 30.

Figure 30 Contactless payment



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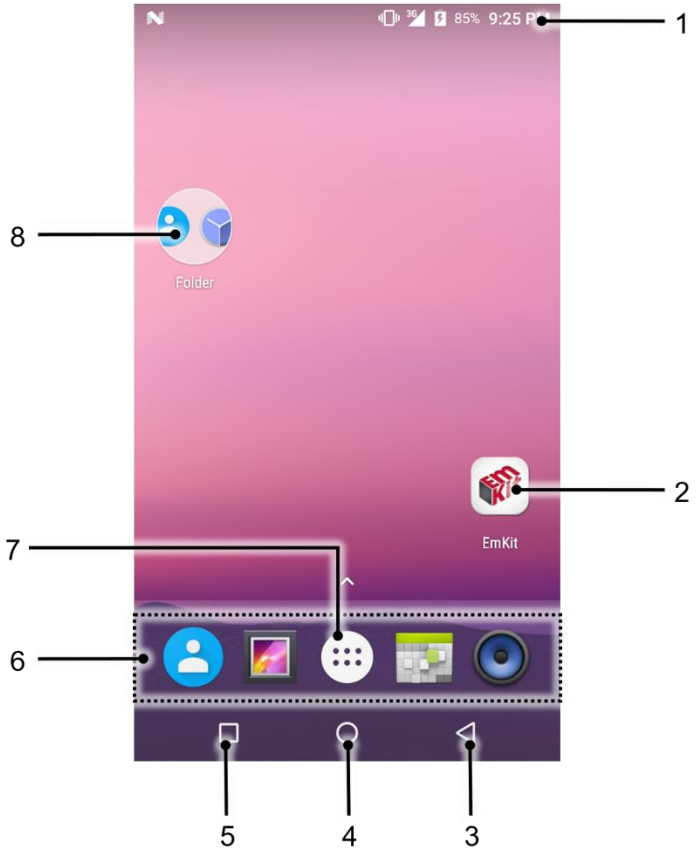
Learning the basics

Home Screen

Home screen is a screen displayed when you boot your PM500 or unlock the screen.

Figure 31 Home screen



No	Item	Description
1	Status bar	Indicate device status and notification.
2	App	Tap to run the application Long-press to see the application's options
3	Back	Tap to go to the previous screen
4	Home	Tap to go to the Home screen
5	Recent apps	Tap to show recently used applications
6	Favorites tray	Place the frequently used apps
7	App drawer	Tap to open the App drawer
8	App folder	Apps are organized in the folder. Tap to open the App folder

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Learning the basics

Status Bar

Icons

You can see the time, status icons, and notification icons on the Status bar.

- Status icons

Icon	Description	Icon	Description
	3G connected		LTE connected
	No SIM card installed		Airplane mode
	Strong signal		Good signal
	Weak signal		Connection issue
	Data communication		No data connection
	Hotspot enabled		
	Wi-Fi turned on		Connected to a Wi-Fi network
	Bluetooth turned on		Connected to a Bluetooth device
	Battery is full		Battery is partially drained
	Battery is low		Battery is charging
	Battery is very low or cannot be recognized		
	Location service turned on		Using location service
	Scanner turned on (Scanner SKU Only)		Alarm is set

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Learning the basics

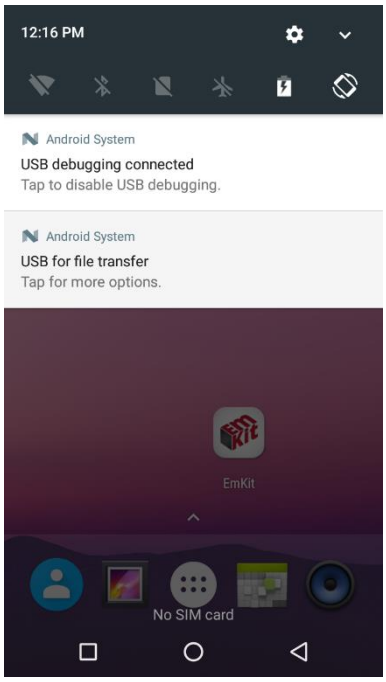
- Notification Icons

Icon	Description	Icon	Description
	OTG device connected		Connected to VPN network
	Upcoming event		Other input methods available
	Preparing SD card		SD card removed, unexpectedly
	File uploaded		File downloaded
	File copied		There are more notifications

Notification Panel

Notification panel displays a list of notifications. You can respond to a notification by tapping it. To open the Notification panel, drag the Status bar down. If you want to close the panel, swipe it up.

Figure 32 Notification panel



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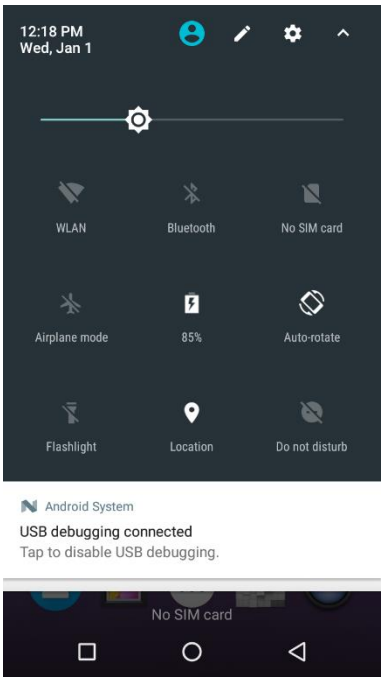
Learning the basics

Quick Setting Panel

In Quick setting panel, easily control some frequently used settings such as WLAN, Bluetooth. To use the Quick setting panel,

1. Open the Notification panel
2. Drag down the Notification panel

Figure 33 Quick setting panel



3. Tap a setting icon to enable/disable the setting or long-press an icon to see more detail

If you want to edit the configuration of Quick settings panel,

1. Touch ✎ on the top of the Quick setting panel
2. By long-press and dragging the icon, you can customize the configuration of the panel

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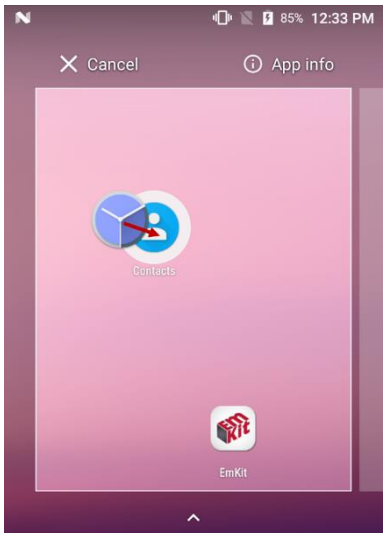
Learning the basics

Apps & Widget

App Folder

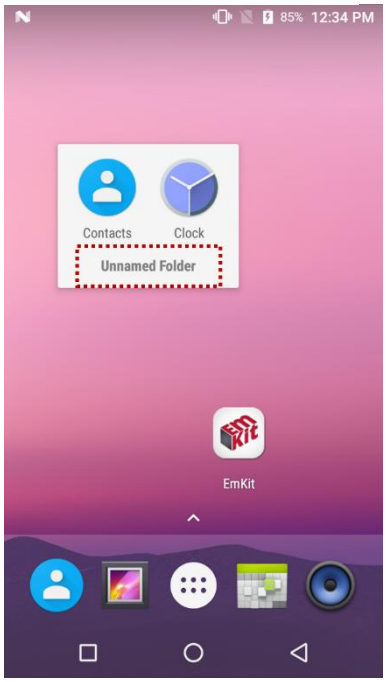
To create the app folder, long-press an app icon and drag it to another app icon.

Figure 34 Create app folder



If you want to set the folder name, tap the **Unnamed Folder** and input a new name.

Figure 35 Set app folder name



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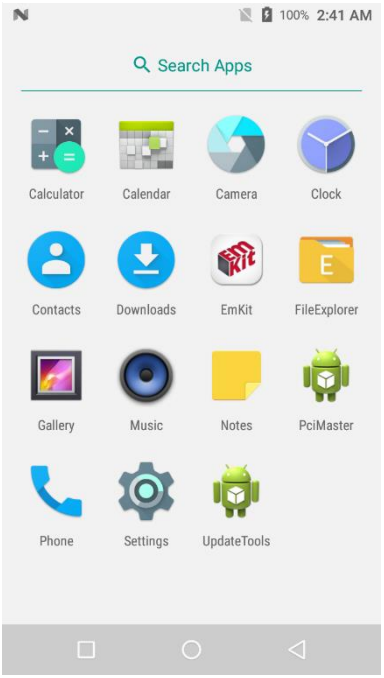
Learning the basics

App Drawer

All installed apps are listed alphabetically in App drawer.

- To open the App drawer, swipe up the Home screen or tap icon
- To close the App drawer, swipe down the screen

Figure 36 App drawer



Favorites Tray

To organize an app in the Favorites tray,

1. Long-press an app icon from the App drawer. Then, drag it slightly until the Home screen is shown
2. Place the app icon in the Favorites tray
   (If a toast message which means there is no room in the Favorites tray, remove an app you don't need from the tray.)

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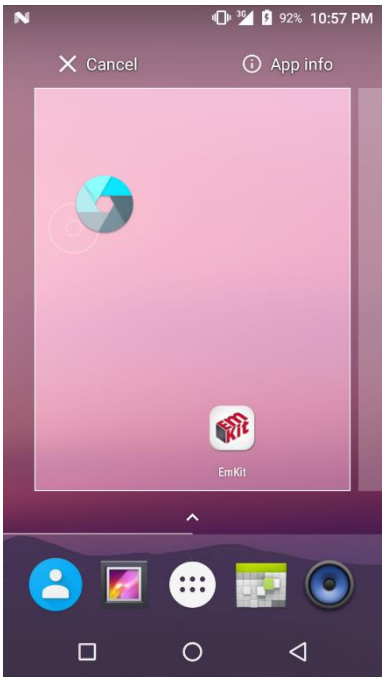
Learning the basics

Organize App in Home screen

To organize an app in the home screen,

1. Long-press an app icon from the App drawer. Then, drag it slightly until the Home screen is shown
2. Place the app icon where you want
   (If you want to cancel to place the app, drag it to **Cancel** area and release)

Figure 37 Place app in Home screen



Widget

To add a widget in the Home screen,

1. Long-press the blank space of the home screen
2. You can see the three menus, **WALLPAPERS, WIDGETS,** and **SETTINGS**

Figure 38 Widget menu

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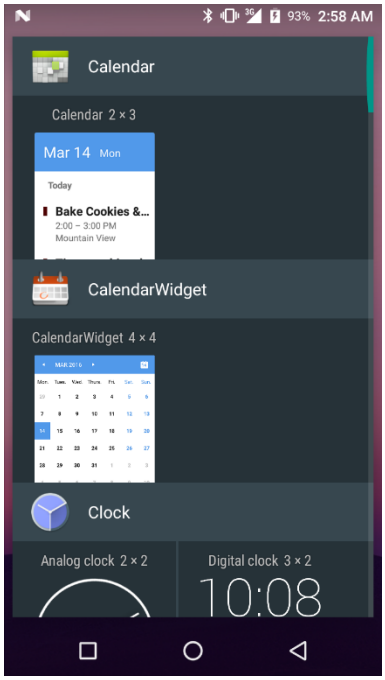
Learning the basics

3. Tap **Widgets**
4. Among the list, tap and hold the widget you want to add

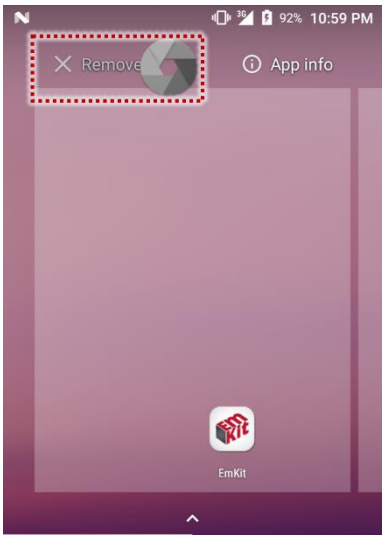
Figure 39 Widget list



5. Place the widget to the Home screen by dragging

Note: *To remove an app or a widget from the Home screen, long-press and drag it to* ***Remove*** *area.*

Figure 40 Remove from Home screen



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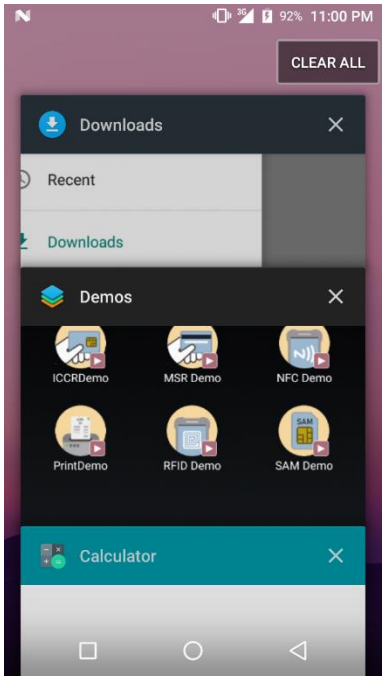
Learning the basics

Recently Used Apps

Tap **Recent apps** button on the bottom of the screen to see recently used apps. You can open an app from the list, or completely close the app by swiping it left/right. Tap **CLEAR ALL** to close all the apps.

Figure 41 Recently used apps



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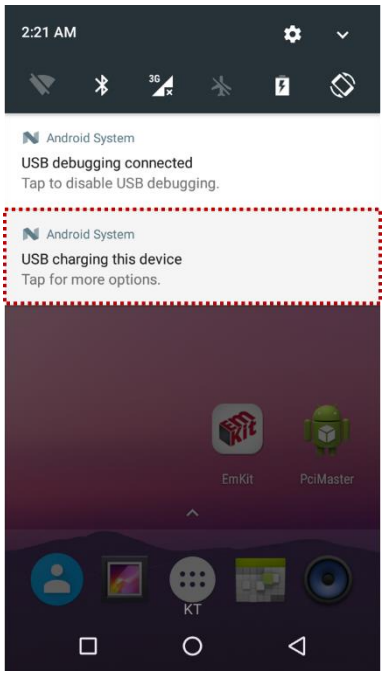
Learning the basics

MTP Connection with PC

To transfer the files with your PC, connect the device to PC via USB cable first.

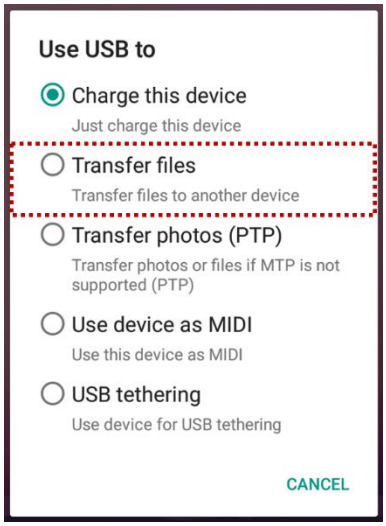
1. Drag down the Status bar and tap **Android System** notification to change USB preference option

Figure 42 USB connection notification



2. Change the option to **Transfer files** from **Charge this device**

Figure 43 USB setting



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Learning the basics

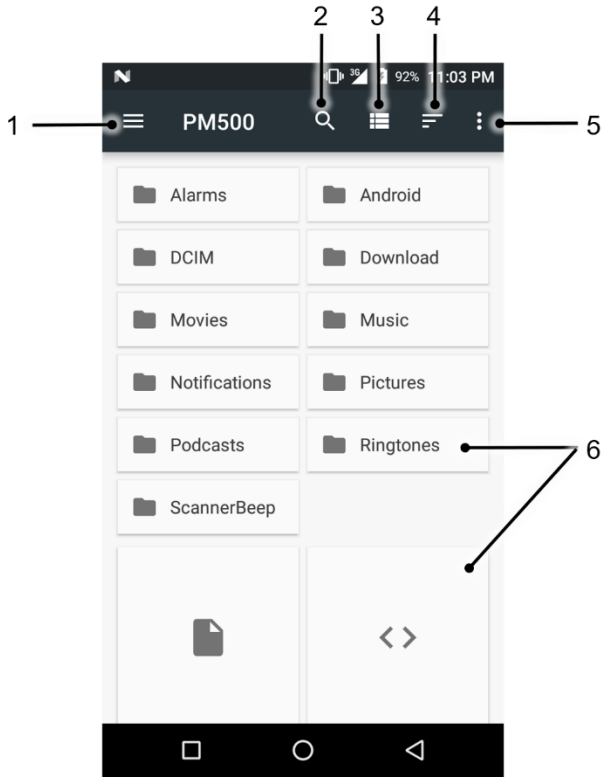
3. Now your PC recognizes the connected device. In file explorer, you can find PM500 device

Figure 44 File explorer on PC

Manage Files and Folders

To manage or share the files on the device, open **FileExplorer** in App drawer.

Figure 45 FileExplorer main screen



No	Description
1	Select media file type or storage
2	Search a file
3	Change the view of the file list
4	Change the sort – Name / Modified Date / Size
5	Open the advanced option – Create a new window or folder
6	Tap a file or folder to open. Or long-press a file or folder to select

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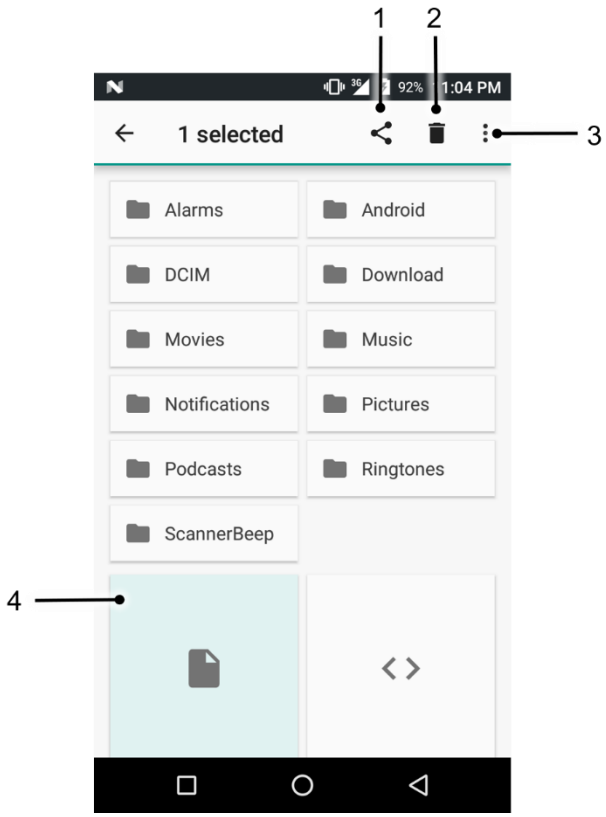
Learning the basics

When you select a file or folder, the screen changes like below.

Figure 46 FileExplorer screen when file selected



No	Description
1	Share the file via Bluetooth. Sharing is possible only with files
2	Delete the files or folders
3	Open the advanced option - Select all: Select all files and folders - Copy / Move to: Copy or move the file to a new location - Rename: Rename the file or folder
4	Selected file or folder is highlighted

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Learning the basics

Settings

There are two ways to go to **Settings**:

- Open the App drawer and tap **Settings**
- Open the Quick setting panel and tap gear icon

Adjust Display Brightness

To adjust the display brightness level,

- Open Quick setting panel and adjust display brightness bar
- Go to **Settings** > **Display** > **Brightness level**

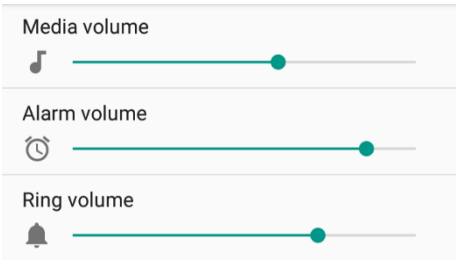
Figure 47 Brightness level

Caution: *Using high brightness levels for long periods may cause eye strain and increase battery consumption.*

Adjust Sound

To adjust volume, go to **Settings** > **Sound** and control the Media, Alarm, Notification volume.

Figure 48 Volume bar



Caution: *Using high volume levels for long periods may cause ear strain and increase battery consumption.*

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Camera

PM500 supports the front camera basically. Especially in SKU1~4 there is a rear camera, too.

To use the camera, open App drawer, and tap Camera . **Figure 49** is the main screen of the Camera application, and **Figure 50** is a screen that is displayed when you swipe the screen to the right.

Figure 49 Camera main screen

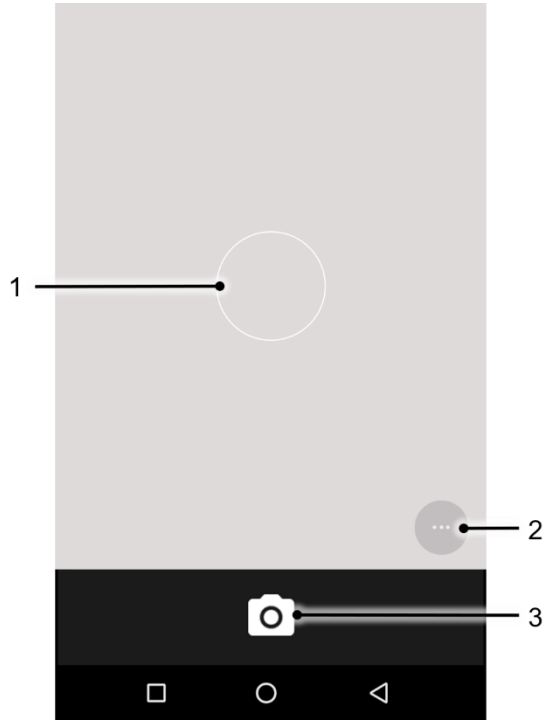
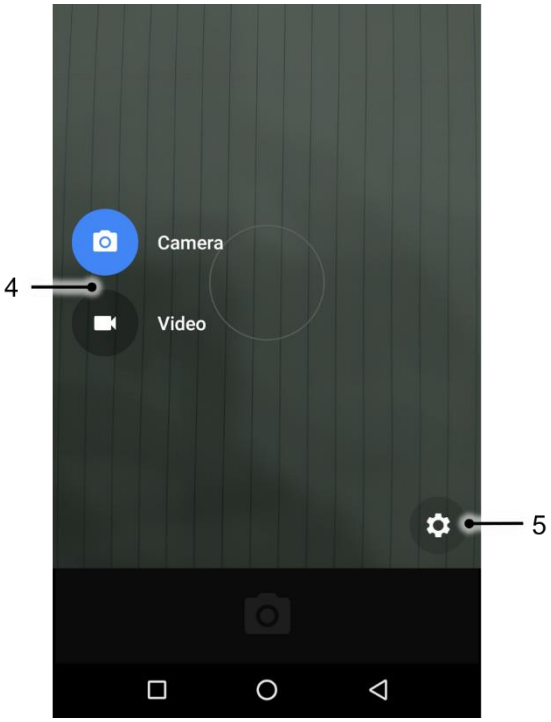


Figure 50 Camera mode change/setting screen



No	Name	Description
1	Focus zone	You can change the focusing area by touching the other area
2	Advanced camera option	: Set timer : Display the grid on the screen : Activate or Deactivate HDR : Set flash mode (Activate / Deactivate / Auto mode) : Switch camera (Rear camera SKU only)
3	Shutter button	Take a picture or recode a video
4	Mode change button	Change the Camera or Video mode
5	Advanced camera setting	Set resolution & quality of the picture Enable / Disable saving location and manual exposure

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Scanner

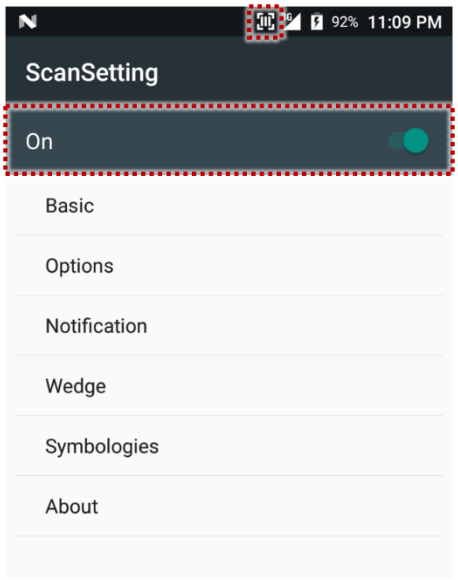
PM500 SKU5~9 has a scan engine on the back of the device instead of the rear camera. The scanner is disabled by default. Therefore, turn on the scanner to use.

Turn on the Scanner

If you want to enable the scanner, follow the steps.

1. Go to **EmKit** or **Settings** and tap **ScanSetting**
2. Tap the toggle button to turn on/off the barcode scanner
3. Check if the scanner icon( ) is placed on **Status bar**

Figure 51 Enable the Scanner



ScanSetting

If you turn on the scanner, scanner setting menus will be displayed. **ScanSetting** consists of

- **Basic**
- **Options**
- **Notification**
- **Wedge**
- **Symbologies**
- **About**

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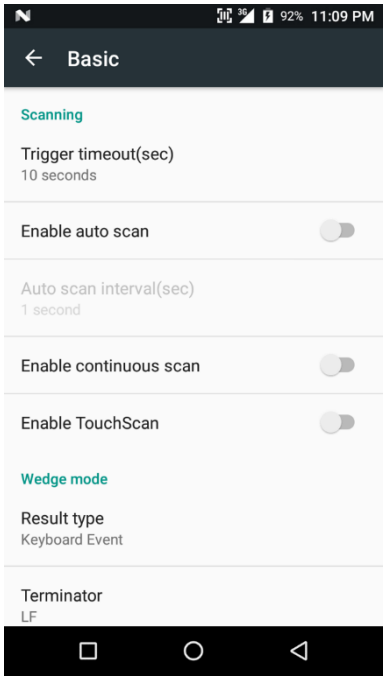
Scanner

Basic

In **Basic**, you can set the **Scanning** option and **Wedge mode** option.

1. **Scanning**
   - You can change the scanner's **trigger timeout** and set **Auto scan** & **continuous scan**.
   - You can use **TouchScan,** which is a software scanner button. Place a scan icon in any position and tap the icon to read a barcode.

Figure 52 ScanSetting - Basic



2. **Wedge mode**
   - You can change decoded scan data's **result type** handling 'User Message', 'Keyboard Event', 'Clipboard', or 'Intent Broadcast'. Also, you can set **Terminator** as ‘None’, ‘Space’, ‘Tab’, ‘LF’, ‘Tap & LF’.

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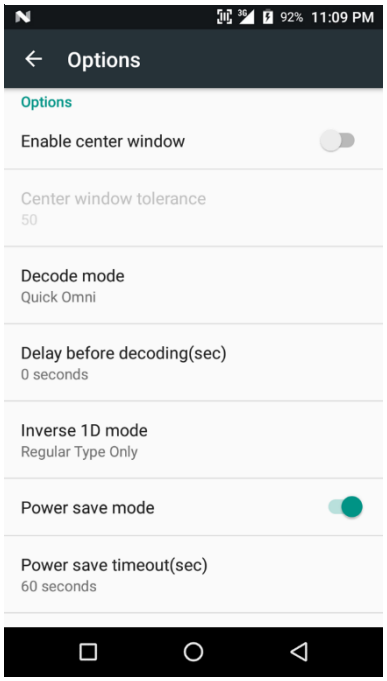
Scanner

Options

In **Options**, you can enable/disable the **center window** & **Aimer** & **Illumination** and set **Decode mode** & **Power save mode**.

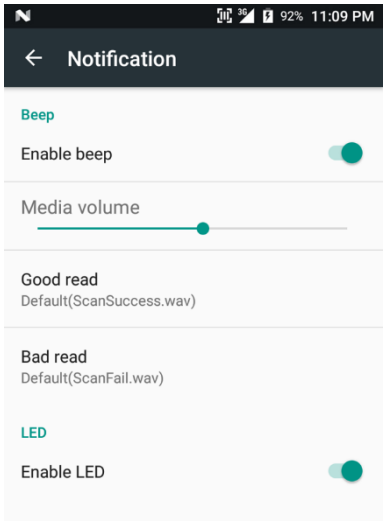
Figure 53 ScanSetting - Options



Notification

In **Notification**, you can change or control the **beep sound**, and manage **LED** option

Figure 54 ScanSetting - Notification



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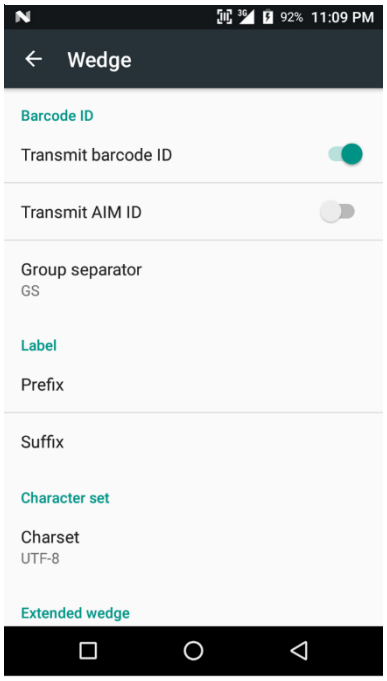
Scanner

Wedge

In **Wedge**, you can enable/disable the **Barcode ID** and **Aim ID**, set **Group separator**, **Prefix & Suffix**, **Character set,** and **Extended Wedge**.

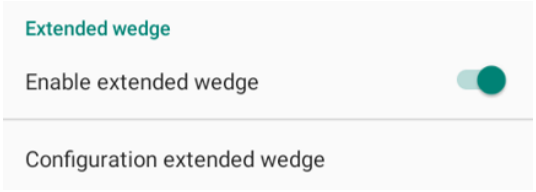
Figure 55 ScanSetting - Wedge



Extended Wedge

PM500 supports Extended wedge that allows you to edit the decoded data. Tap **Enable extended wedge** toggle button, and then set a rule in **Configuration extended wedge**.

Figure 56 ScanSetting - Extended wedge



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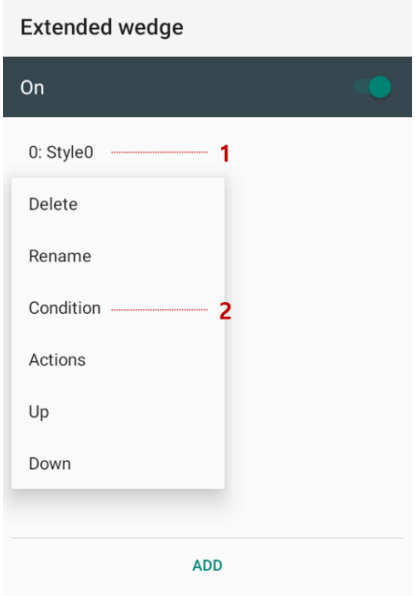
Scanner

For example, if you want to add "Point Mobile" at the start of decoded data whenever decoding CODE128,

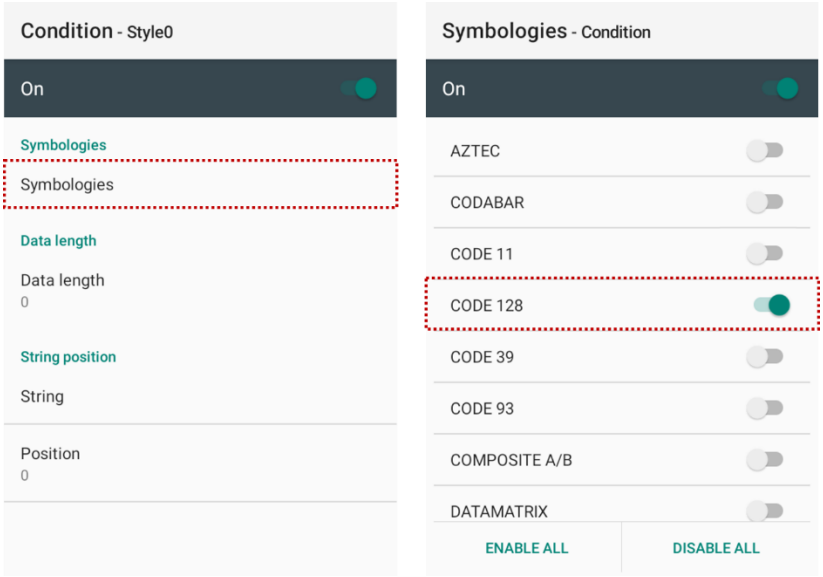
1. Tap **Style**(1) and select **Condition**(2)

Figure 57 Extended wedge example_1



2. Tap **Symbologies** and select **CODE128** between the symbologies

Figure 58 Extended wedge example_2



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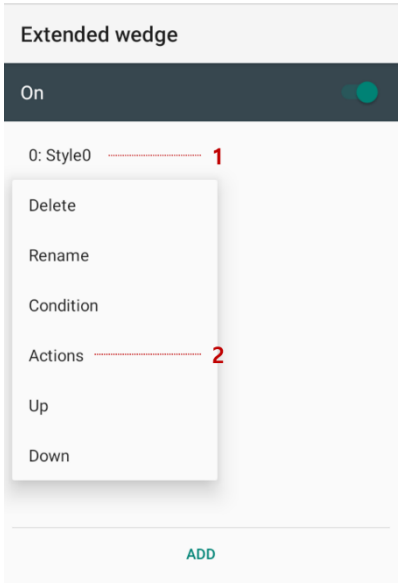
Scanner

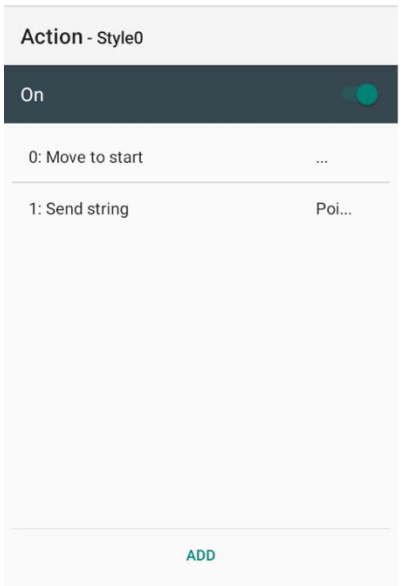
3. Tap **Style**(1) and select **Actions**(2)

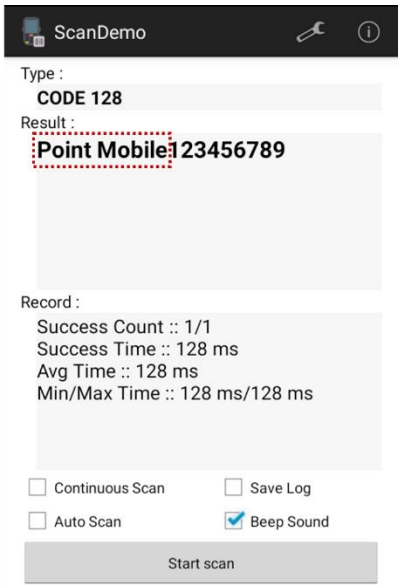
Figure 59 Extended wedge example_3



4. Tap **ADD** and select **Move to start** to point the start of the decoded data. And then, add another action of which **action type** is **Send string** and set **value** as "Point Mobile". Now you can get decoded data with "Point Mobile" text

Figure 60 Extended wedge example_4





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Scanner

Symbologies

In **Symbologies**, you can enable/disable specific barcode type or set a detail option. By tapping each symbology name, you can set a detail option.

Figure 61 ScanSetting - Symbologies

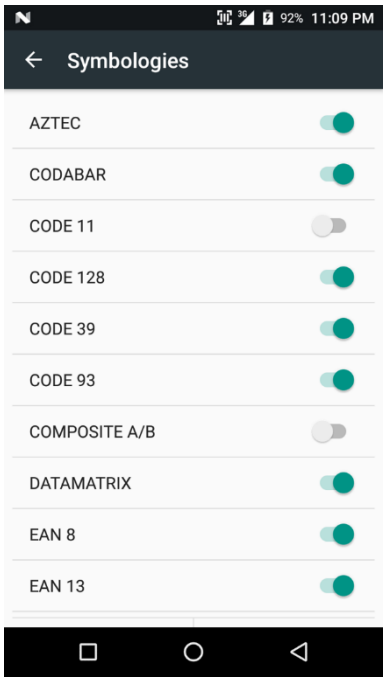
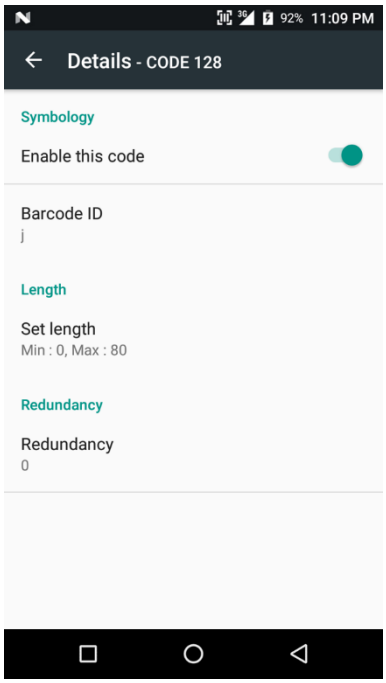


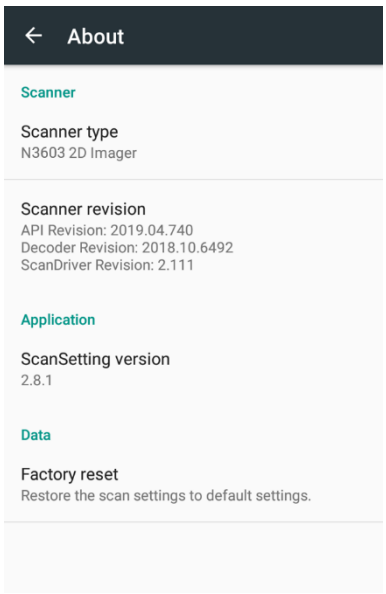
Figure 62 ScanSetting - Select a symbology



About

In **About**, you can find your Scanner's information and restore Scanner's settings to default.

Figure 63 ScanSetting - About



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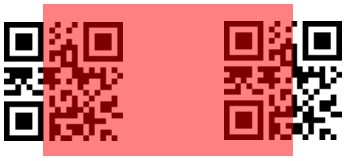
Scanner

Scan a barcode

Idle barcode scan

- Please aim the middle of the barcode.

- Even you aim the barcode slightly upper or down area, or angle is slightly tilted, you can read the barcode.



Bad example of barcode reading

- If you aim the barcode wrong direction or tilt too much, you can't read the barcode.

- If you aim part of the barcode, you can't read the barcode.

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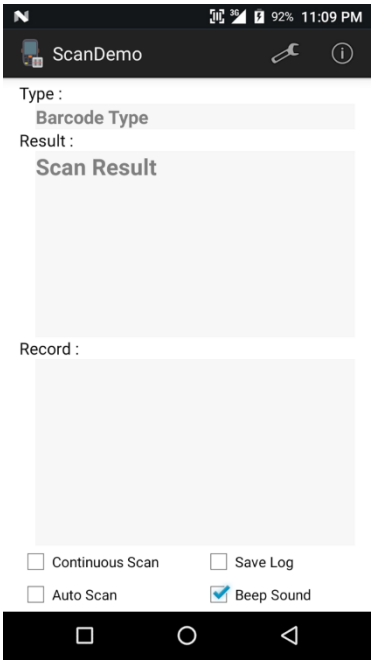
Scanner

ScanDemo

After turning on the scanner, you can test the scan feature with **ScanDemo**.

1. Execute **EmKit** > **ScanDemo**
2. Scan a barcode by pressing the scan button
3. Find scan result

Figure 64 Scan Demo



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Wireless

Cellular Network

To connect cellular network,

1. Insert a micro SIM card to the SIM slot. Refer to Install and remove SIM and SAM cards

   Caution: *Use micro SIM card only.*

2. Check if the cellular network icons (3G or LTE) appeared on the status bar and try to connect to the internet

Figure 65 3G icon

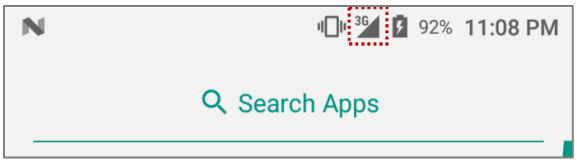
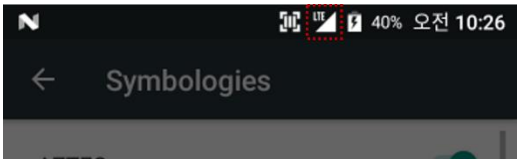


Figure 66 LTE icon



You can find the network information and adjust the network settings in **Settings** > **(Wireless & networks) More** > **Cellular networks** and **Settings** > **(Wireless & networks) Data usage**

Figure 67 Cellular network setting

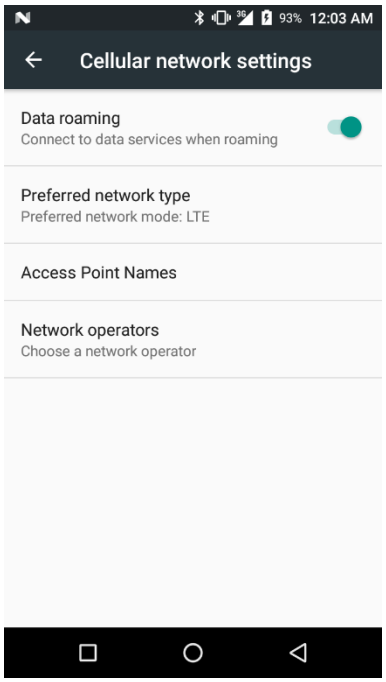
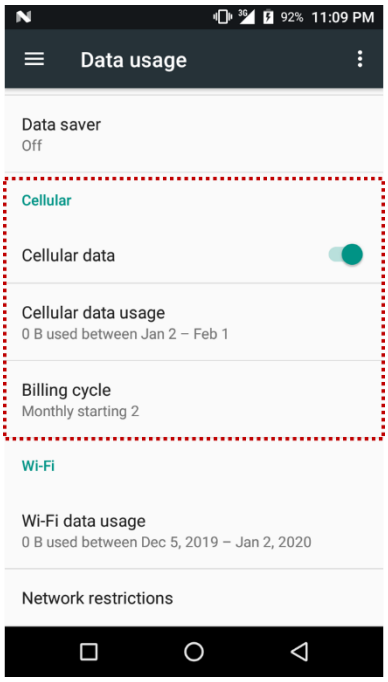


Figure 68 Cellular network setting_2



Note: *PM500 can connect to cellular network, but cannot use the phone feature because PM500 doesn't have a microphone and receiver.*

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Wireless

WLAN

1. Go to **Settings** > **WLAN**
2. Tap the toggle button to enable WLAN
3. Device searches for nearby APs and each SSID will be listed by signal strength
4. Select a SSID you want to connect
5. The message **Connected** under the SSID means the device complete connecting to the WLAN

Figure 69 WLAN connected

Caution: *PM500 cannot connect to Open WLAN network because of security. Make sure that the selected WLAN is not open WLAN network. You can tell those apart by lock icon ( ). To connect the Secured WLAN network, you need to enter the password.*

Open WLAN network	
Secured WLAN network	

NFC

PM500 supports NFC (Near Field Communication) feature. You can make contactless payments and read/write the information of tag. Find NFC tagging location in Contactless payment.

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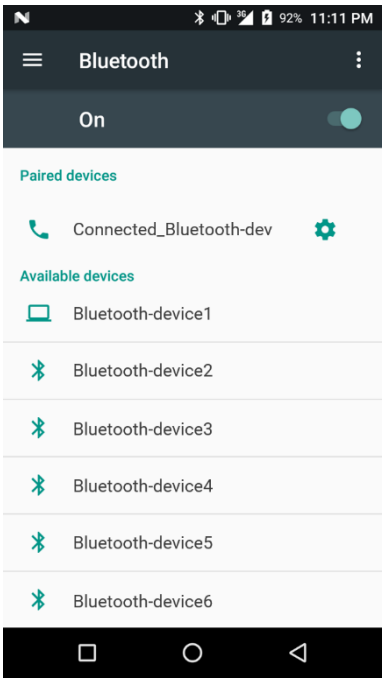
Wireless

Bluetooth

If you want to pair with a new device,

1. Go to **Settings** > **Bluetooth**
2. Tap the toggle button to turn on the Bluetooth
3. Select the desired device in **Available devices**
4. Check the pairing code in the dialog, tap **PAIR**

Figure 70 Pair new device



Caution: *PM500 cannot connect with Just-works Bluetooth devices due to security.*

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Wireless

UHF RFID

PM500 SKU10~13 supports UHF RFID reading instead of the rear camera and scan engine. Difference between UHF RFID SKU and the others can find in Figure 71. Read RFID tag referring to Figure 72.

Figure 71 Difference UHF RFID SKU

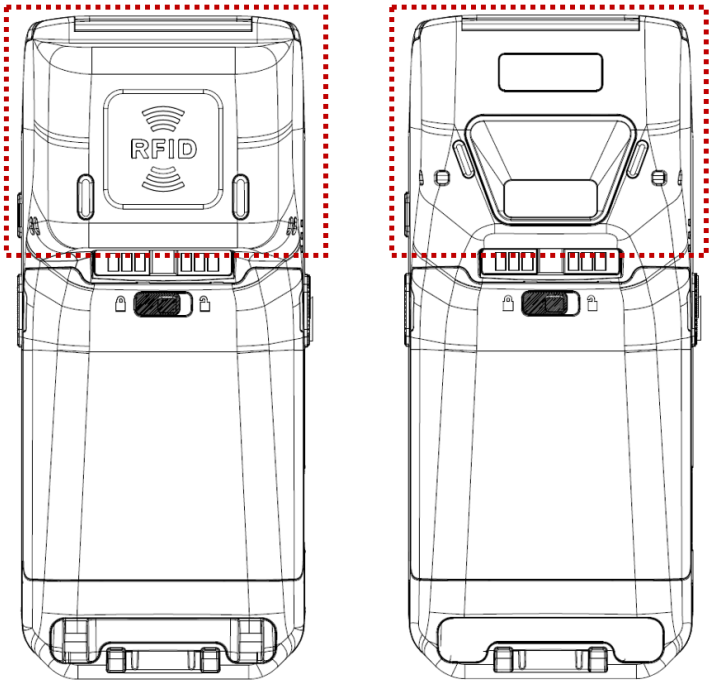
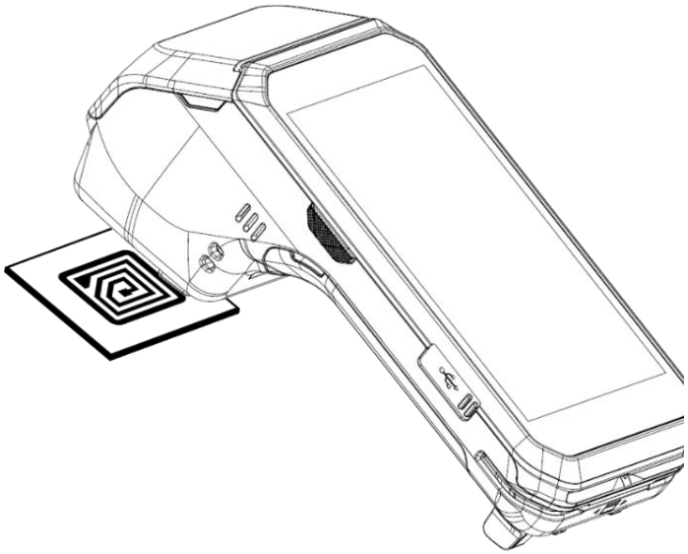


Figure 72 Reading RFID Tag



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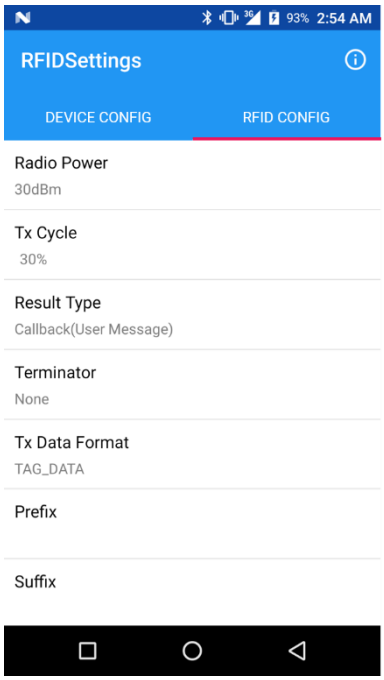
Wireless

Set up the RFID feature details with **RFIDSettings** and test the feature with **RFID Demo** .

They are installed in **EmKit** . In **RFIDSettings**, below options can be set up.

- Radio Power
- Tx Cycle
- Result Type
- Terminator
- Tx Data Format
- Prefix & Suffix
- Inventory Config
- Tag Focus
- Fast ID

Figure 73 RFIDSettings



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System Maintenance

System Information

There are two locations for checking system information.

First, you can find the following information in **Settings** > **About phone**,

- Status
  - Battery & SIM status
  - IMEI information
  - IP & WLAN MAC address
  - Bluetooth address
  - Serial number & Uptime
- Legal information & Certificates
- Model
- Hostname
- Android version & Android security patch level
- Baseband version
- Kernel version
- Build number

Second, the following information is in **EmKit** > **System Information**,

- Processor information
- Version information (Android version, OS image version, SDK version, etc.)
- Manufacturer information (Serial number, Part Number, etc.)
- Device information (Camera, Audio parameter, display, etc.)
- Battery information (Battery charging status, etc.)
- Application Version info (Version of Demos and Tools)

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System Maintenance

OS Update

To improve the performance of your device, Point Mobile provides up-to-date OS (Operating System) version. You can update your device via FOTA server.

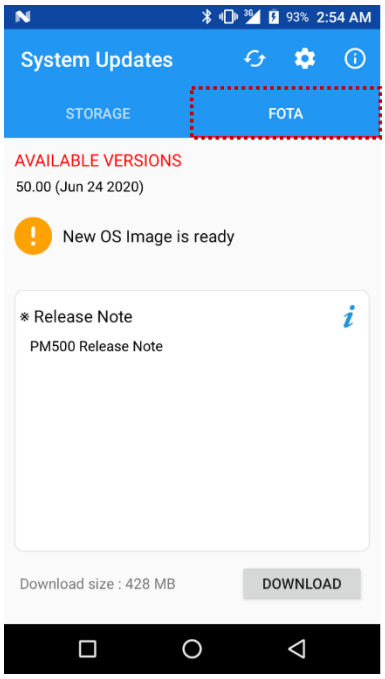
Note: *Please backup your data before starting the update process.*

OS update via FOTA

If you can connect the network, you can use the FOTA server for the update.

1. Go to **Settings** > **About phone** > **System Update**
2. Tap **FOTA** tab or Swipe left to move to **FOTA** tab. If there is an OS version newer than device's one, the server shows the new OS information

Figure 74 FOTA update tab



3. Tap **Download**

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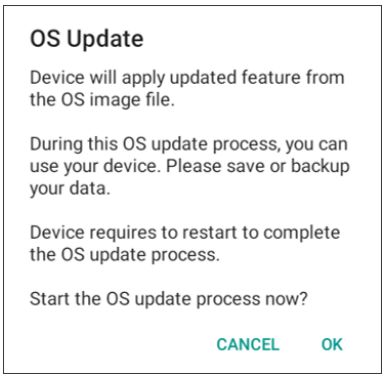
System Maintenance

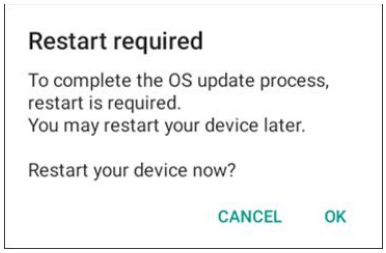
4. Tap **OK** on the **OS Update** dialog to start to download the OS image file

Figure 75 OS update dialog



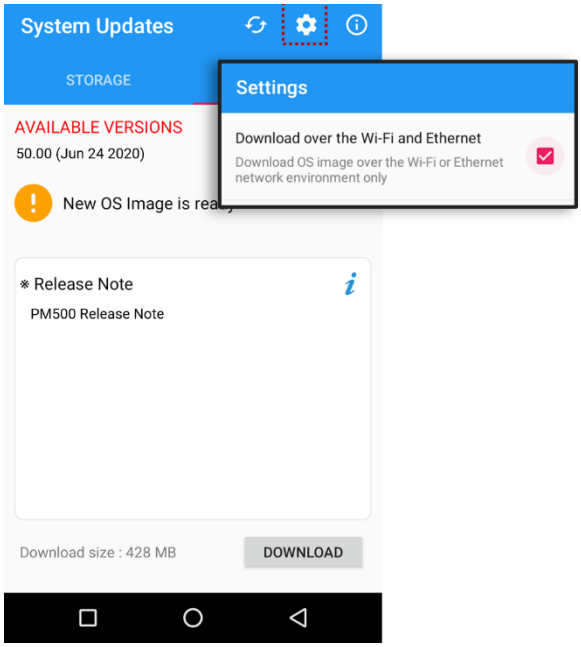
5. When completing the download, you may restart the device. Tap **OK** on the **Restart required** dialog to restart the device

Figure 76 Restart required dialog



Note: *Basically, you can download OS image file over Wi-Fi or Ethernet only. If you want to download over Mobile Network too, change the setting value in FOTA Settings. Downloading over the Mobile network may result in additional charges.*

Figure 77 FOTA Settings



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System Maintenance

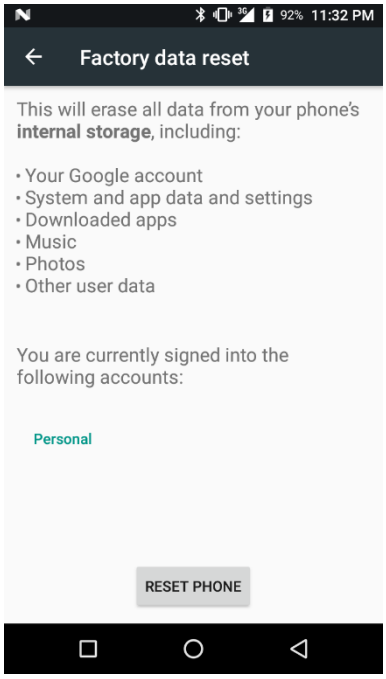
Factory Data Reset

When you have a problem with your device or want to reset your device, follow the steps below to do a factory data reset.

***Caution**: **Factory data reset will erase all security keys, personalized settings, and data saved in your device**. And factory data reset cannot undo. After resetting the system, you should set up the administrator's password, keys, etc. again.*

1. Go to **Settings** > **Backup & reset** > **Factory data reset**
2. After being aware that factory reset will erase all data from the internal storage, Tap **RESET PHONE**

Figure 78 Factory reset screen



3. Tap **ERASE EVERYTHING** to start the factory reset process

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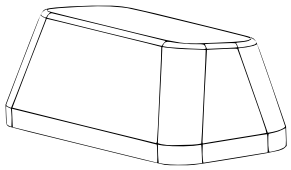
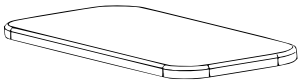
Cradle (Optional Accessory)

Single slot PSTN Cradle (SPC)

Attach Rubber Support

The standard package of SPC contains 2 types of rubber support. Depending on your PM500 SKU, select a proper rubber support.

SKU	Rubber Support Type	Figure
SKU 1~9	**Standard Rubber Support**	
SKU 10~13	**RFID Rubber Support**	

In order to attach the rubber support to the cradle,

1. Clean the surface of rubber support attaching point of the cradle
2. Peel the backing tape off on the back side of the rubber support
3. Attach the rubber support to the cradle

Figure 79 Attaching standard rubber support

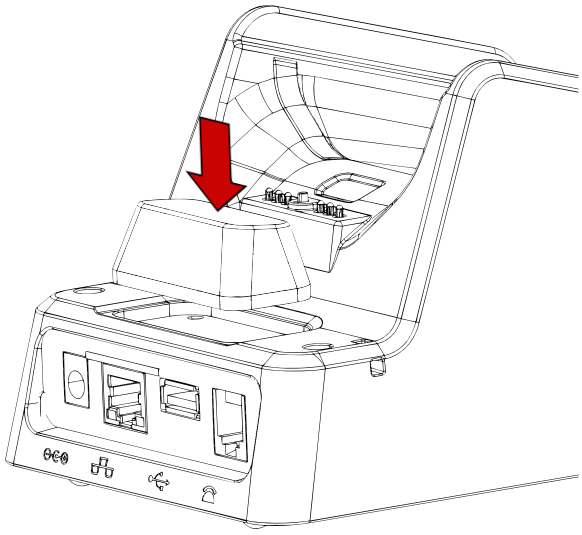
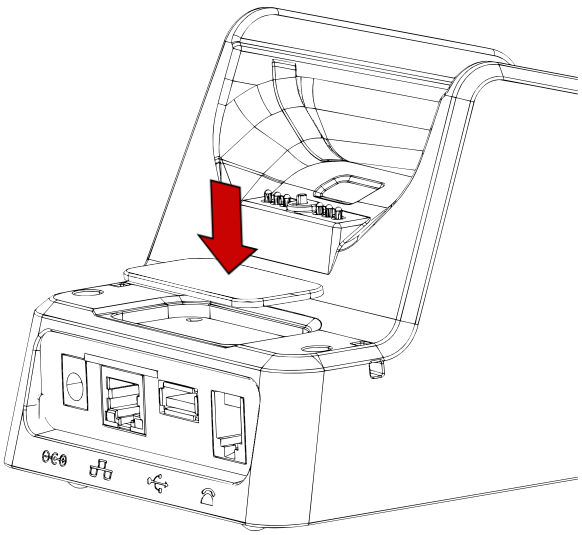


Figure 80 Attaching RFID rubber support



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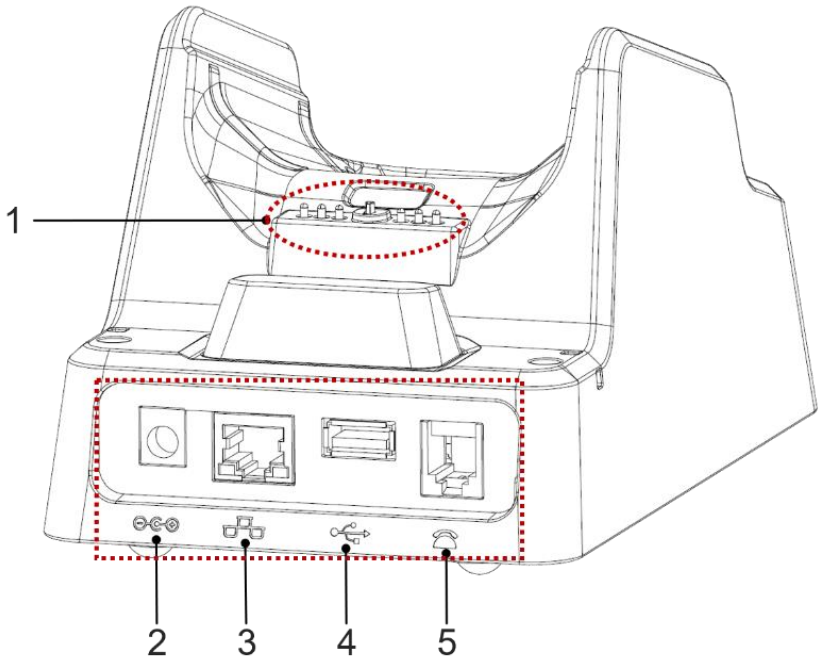
Cradle (Optional Accessory)

Ports

Single PSTN cradle supports Ethernet, PSTN, and USB-Host connections ports, and DC-jack for power. Find the location of each port in Figure 81.

Figure 81 SPC ports



No	Port	Description
1	Dock connector	Plug PM500 by contacting this point to PM500's dock connector
2	Power	DJ-Jack. Provide power to cradle and charges PM500 with cradle
3	Ethernet	RJ45 socket. 10/100 Ethernet connection port
4	USB-Host	USB 2.0 Standard type A. Supports only HOST mode
5	PSTN	RJ11 socket. PSTN connection port

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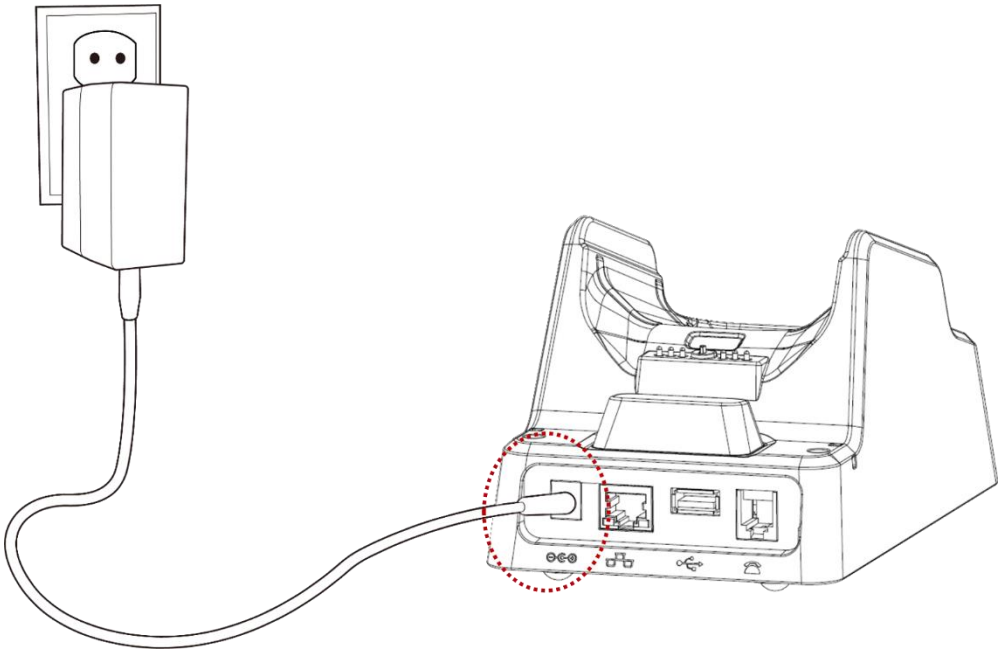
Cradle (Optional Accessory)

Provide Power to Cradle

To use PM500 with cradle, provide power to the cradle by DC-jack like Figure 82. Plug PM500 to the cradle and verify the connection by Power LED indicator of PM500. Power LED will light on red or green.

Figure 82 Providing power to cradle



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Security

Tamper Protection

PM500 meets PCI PTS security requirements. You should inspect the tamper evidence listed below periodically for keeping the security of your device.

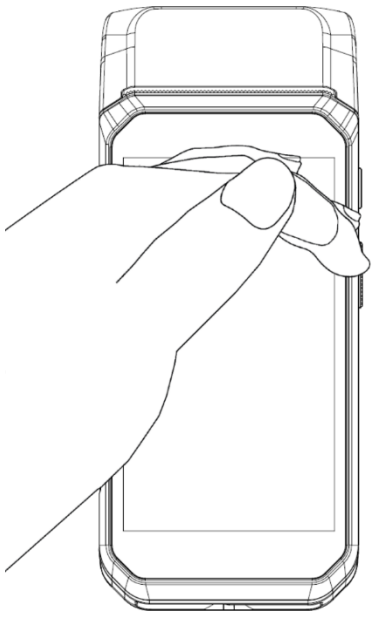
- Serial number on the back label is same as the one recorded in system. Refer to System Information to find the serial number in system
- ICCR; any obstruction or suspicious objects are attached
- MSR; other readers or suspicious objects are attached
- Cuts, holes, cracks, wires, additional stickers, glue marks, and any other suspicious elements

When any tamper evidence is detected, the message **"Tamper Detected"** displays. The device won't be recovered even if you reboot the device. If your device is in tampered state, you must stop using it and contact the device maintenance or authorized center immediately.

Entering PIN

Cardholder will cover the key area with one hand during entering PIN (Refer to Figure 83). In this way, the key area will not be seen except the cardholder. It can protect the secret code from peeping by the others.

Figure 83 Cover the screen during entering PIN



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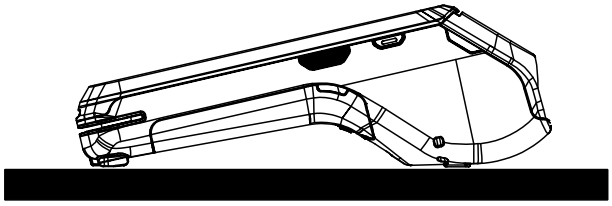
Safety Information



PM500 is a desktop device that is typically used while placed on the structure such as a table or counter. When using PM500 holding in hand, keep separation distance of at least 20 cm from the user's body.

Please note PM500 is a battery-embedded design with a removable battery. Unauthorized personnel is strictly prohibited from disassembling the device.

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