

Optimum M4100



FREQUENTLY ASKED QUESTIONS

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Q: WHAT IS THE OPTIMUM M4100? WHAT MAKES IT UNIQUE?

A: The Optimum M4100 is a mobile device that redefines the industry by integrating functionality and security necessary in today's market into a truly portable design focused on the unique needs of the wireless market.

Designed for both short and long-distance wireless transaction processing, the M4100 is also unique in its modularity. Users can package together the necessary hardware for their solution, be it a portable terminal or a terminal complete with a printer and/or a docking station with additional communications options.

Above all, the M4100 is compact, fitting easily in the consumer's palm or pocket. The form factor of the M4100 is truly portable, offering reduced size while retaining full-sized" functionality.

Q: WHAT ARE THE PRINTER CAPABILITIES ?

A: Hypercom offers an optional fanfold printer for the M4100 which provides 100 receipts in a single pack. Its receipt-sized paper reduces bulk while still providing functionality in a compact size.

Q: WHAT MERCHANTS WOULD BENEFIT MOST FROM THIS PRODUCT ?

A: The Optimum M4100 is ideal for a variety of markets. With its flexible design, it is adaptable to meet a merchant's need - buy what you need. Its size and power makes it a great fit for mobile merchants (i.e., contractors, taxis, home delivery, etc.) who can transport the device in a pocket for short or long-distance transaction processing.

The M4100's design enables software development that allows the terminal to act as an extension of existing POS equipment, serving the pay-at-the-table restaurant and multi-lane vertical markets, offering payment processing directly at the point of service.

Q: IN WHAT TYPES OF ENVIRONMENTS WOULD MERCHANTS USE THIS MOBILE DEVICE ?

A: Hypercom's M4100 features a compact, handover design that is easy to use - its form factor fits comfortably in customer's hands offering convenient payment processing in all wireless environments. Its compact size make it truly portable, unlike other so-called" mobile devices.

The M4100's active matrix, high-resolution, color display allows transactions to be viewed in every environment - its superior display is visible in shade and full sunlight.

Q: WHAT COMMUNICATIONS OPTIONS ARE AVAILABLE WITH THE OPTIMUM M4100 ?

A: Customers need support only one platform for wWAN (long range) and wLAN (short distance) transactions, since the M4100 hardware and software supports GSM/GPRS and WiFi. So, whether you are sending wireless transactions from curb-side or cross country, the M4100 has the solution.

Dial backup (up to V.90) connectivity are options offered on the device's docking station.

Q: DOES THE M4100 HAVE A GRAPHICS-CAPABLE TOUCH SCREEN ?

A: Yes, the graphics-capable touch screen features a state-of-the-art, active matrix, 64K color screen with signature capture functionality. The touch screen can be used by merchants to design and display easy-to-understand graphic icons and screens to guide customers through the payment process as well as promote internal product campaigns. Its active view backlight technology provides a display that has superior visibility in both shade and full sunlight. The software architecture allows the touch screen to adjust to landscape mode to allow a larger area for signature capture.

Q: HOW MUCH MEMORY IS AVAILABLE ?

A: The M4100 has a minimum of 24MB memory capacity and up to 64MB to protect against the growing size of value-added applications and allow software development aimed at wireless vertical markets and additional applications that enhance a mobile merchant's business capabilities. The M4100's large memory, advanced multi-application design and color touch



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screen enables software development to increase the capabilities associated with a payment terminal.

Q: HOW DO YOU CHARGE THE M4100 ?

A: The M4100 can be charged using a wall adapter, computer USB port or optional docking station. It takes 3-4 hours to recharge the M4100. To charge the M4100 with the printer attached takes 9-10 hours with the terminal recharged first, followed by the printer.

Using the optional docking station, the M4100 can recharge in two hours. Please note that the M4100 can still operate while on the docking station.

Q: HOW LONG DOES THE BATTERY LAST BETWEEN CHARGES ?

A: The M4100's long-life battery lasts up to eight hours between charges with up to 10 hours of standby time. It can process up to 200 transactions on a single charge. Please note that the battery's life is dependent on the strength of the wireless signal, the amount of printer usage and environmental conditions.

Q: WHAT MAKES THE BATTERIES UNIQUE ?

A: The M4100 utilizes an advanced power system that allows the M4100 to share power with the optional printer. While each device incorporates its own swappable, Li-Ion battery pack, Hypercom's patent-pending power management system allows the combined devices to give maximum operation time by the shared distribution of battery power. Power is drawn from both devices in parallel. The printer supports a single or double-stack battery. If necessary, it can operate on a single battery.

Q: WHAT PROCESSOR IS USED IN THE M4100 ?

A: The M4100 uses a 32-bit Intel XScale® processor for ultra-fast, secure wireless transactions. This processor is used across the Optimum 4xxx product line. The compatibility of the processor makes it possible to easily migrate or port existing applications between Optimum devices, thus reducing certification times, deployment and user training.

Q: CAN THE M4100 BE HANDED TO A CUSTOMER ?

A: Yes. The Optimum M4100 features a color-coded illuminated keypad with easy-to-read, raised keys which comply with usability requirements, offering ease of use to international disability groups. The graphics touch screen provides the

medium for an intuitive interface, allowing customers to easily operate the device for payment transactions and PIN entry. With wireless processing, customers can remain in complete control of the payment transaction and their cards.

Q: DOES THE M4100 CONFORM TO GLOBAL SECURITY STANDARDS ?

A: Yes. The M4100 meets all global security standards and guidelines. It support SSL and Triple DES encryption and exceeds the wireless encryption security standards mandated by the international card associations. The M4100 also has a tamper-proof architecture that protects internal systems from invasion to form a highly secure electronic transaction device.

Q: DOES THE M4100 READ BOTH CHIP AND MAGNETIC STRIPE CARDS ?

A: Yes. Both chip and magnetic stripe card readers are standard on the M4100.

The magnetic stripe card reader reads Tracks 1, 2, and 3 standard and has an illuminated card slot. The illuminated chip card reader has two SAM sockets. Both readers have rubber encasing to protect from the elements.

The contactless payment card reader supports ISO 14443 A & B, which includes American Express ExpressPay™, MasterCard PayPass™ and Visa contactless payment cards.

Q: HOW DO YOU CONFIGURE THE M4100 ?

A: Hypercom designed a simple, menu-driven interface that uses clear and concise language to ensure configuration and maintenance of the device is fast and easy. The integrated help menus reduce help desk calls and increase user efficiency. The M4100 supports software loads using current version of Term-Master® Suite or iTerm-Master.

Q: IS IT POSSIBLE TO DEVELOP CUSTOM APPLICATIONS ?

A: Yes. The Hypercom Developer's Toolkit - Optimum Edition is a global development tool that allows developers to create new and sophisticated 32-bit applications for traditional and specialty market segments on the Optimum platform. This toolkit supports both C and C++ application development and is comprised of world-class and industry-standard development elements.



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