duó™

User guide

Welcome to **duō**, a compact handheld sales and payment device for the Retail and Hospitality industries. Until now, no convenient portable solution has offered Point-of-Sale and multiple secure payment technologies in one device. The unique two-sided architecture allows sales to be entered on one side, and payments processed on the other. Separating the two core functions ensures that the Point-of-Sale side remains open-architecture, whereas the payment side remains compliant to financial (PCI) standards.
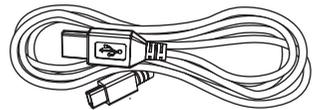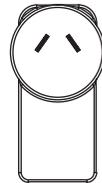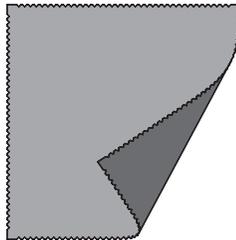
Contents

Before using

Check contents of the box

Thank you for selecting duō. Please check that your package comes with the following items. If any of them are missing, please contact your place of purchase.

- duō
- Li-Ion Battery
- Polishing cloth
- Stylus
- Wrist lanyard
- Power Adapter (5vDC)
- USB cable

Product Storage - Best practice

Important!

If you intend to leave duō unused for an extended period of time, please ensure a fully charged Battery is fitted prior to storage. If storage is expected to be GREATER than 6 months, ensure the battery is periodically recharged (every 3-4 months).

⚠ *Warning: Failure to maintain adequate battery charge may result in the loss of stored information on duō, subsequently the unit will need to be returned to Quest for recomissioning. If you have any concerns about this, please contact the Quest Help desk.*
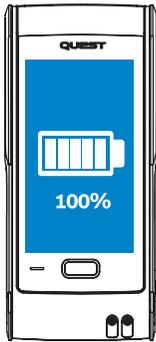
Battery is fully charged and can be left untouched for 6 months
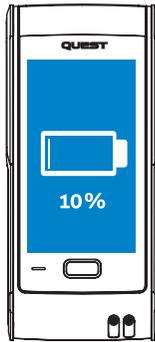
Battery is low or fully depleted and should be charged before storage

Charged Battery must be fitted to duo prior to being stored for an extended period

Charge the Battery

Before using duō for the first time, charge the battery for at least 5 hours. Do this by ensuring the Battery is installed in duō. Open the rubber access door, fit Battery as shown below, plug the supplied USB cable into the USB Port on duō, connect the cable to the 5V Adapter or plug into a PC. See 'Battery installation' section for more detail.
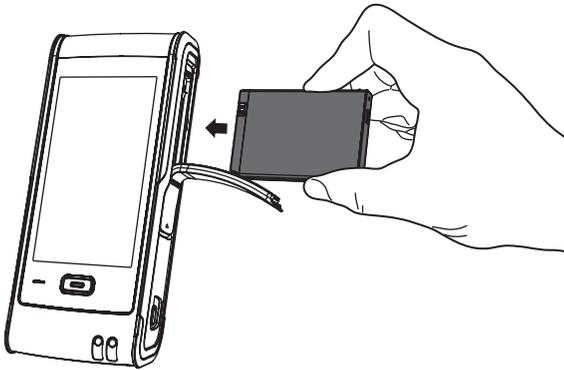
Note: If you charge the Battery by connecting the USB cable to a PC, it will take longer to charge. If you have purchased a duō cradle, you may use this to charge the Battery directly.

Once fully charged, the LED on the Home button will change from Orange to Green.

5H
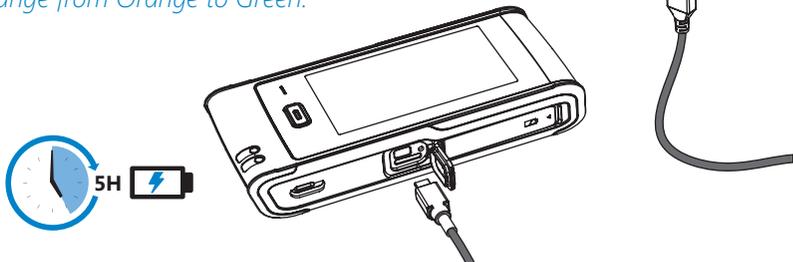
⚠ Cautions

Before operating duō, read and understand all instructions in this booklet.

• Do not look straight into the emitting laser barcode scanner. Class 2 laser scanners use a low power visible light diode. As with any very bright light source, such as the sun, avoid staring directly into the beam. Momentary exposure to a Class 2 laser is not known to be harmful.

• Do not use this equipment in an extreme environment where high temperature or high humidity exists.

• Do not abuse the equipment. Avoid striking, shaking or giving it a shock. When not using the unit, lay it down or place in the recharge cradle to avoid possible damage due to instability.

• Do not expose this equipment to rain or spilled beverages.

• Avoid charging the Battery in strong heat or extreme cold environment. The battery has its optimum performance in an ambient temperature of 0°C to +45°C. Do not store the Battery near a fire or heat source. Never soak the Battery in water or any other fluid. Never try to open the Battery as it contains substances that may be harmful if swallowed or allowed to come into contact with unprotected skin. Never short-circuit the Battery, as it may overheat and cause a fire. Keep it away from jewellery and other metal objects. Never dispose of the Battery in a fire. It could explode and release harmful substances into the environment. Never dispose of the Battery with your regular waste.

• Do not disassemble duō or its accessories. If service or repair is required, contact your place of purchase to organise for the unit to be returned. If the unit is disassembled this will void the warranty and tamper the device rendering it inoperable.

◁uō at a glance
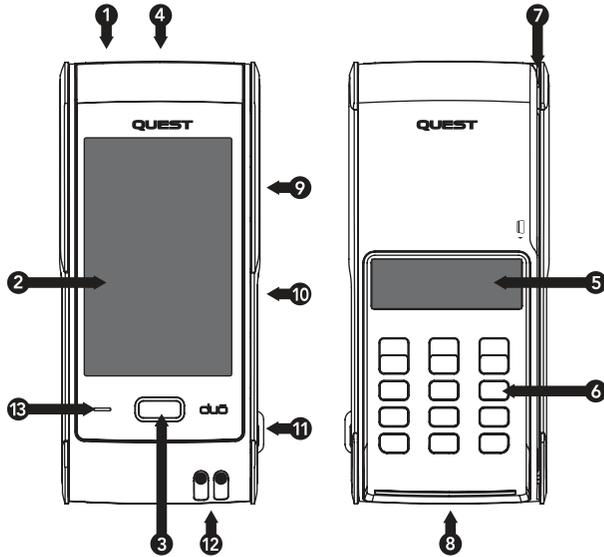
1. Power button
2. POS LCD Touchscreen
3. Home button
4. Laser Barcode Scanner
5. PINpad LCD display
6. PIN entry keyboard
7. Magnetic swipe card channel
8. Chip & PIN card acceptor
9. Battery access cover (also access to SIM card)
10. USB port access cover (also access to Hard Reset switch & microSD card)
11. Wrist Lanyard attachment point
12. **duō**charger contacts (note: **duō**charger is an optional accessory)
13. Speaker

General operation

Wrist Lanyard

Wearing the wrist strap will prevent potential damage to duō if dropped. The strap can either be used around your wrist or tied to your person or tied to the Waist bag accessory.

The length of the strap allows duō to be handed over to a customer for PIN entry while still tied to your person.
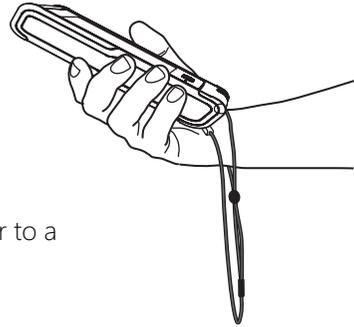
Stylus

duōStylus can be used if people prefer that method of input. It can be attached to the Wrist strap provided. The Stylus end can be detached from the attachment point offering more freedom of use.

Fitting Stylus to Lanyard:

With the help of a friend, stretch the loop end of the lanyard tight, then push the opening of the Stylus hook onto one section of the Lanyard.
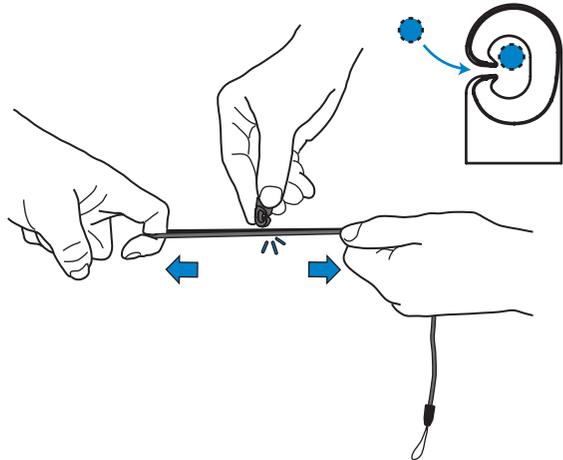
To remove:

Using the same method as above, clip the other half of the cord loop into the Stylus hook. Now simply slide the hook off the Lanyard.
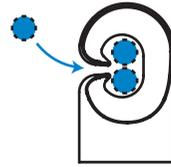
Battery Installation & Removal

To install:

1. Use the tip of your finger to peel out the Rubber door.
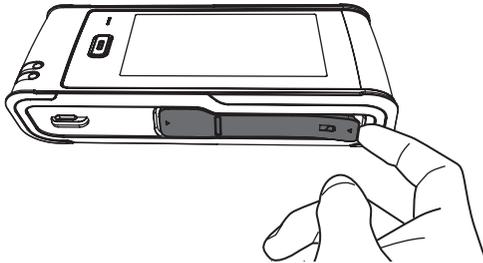
2. Correctly orientate the battery to duō (note: the battery will only go in one way. The access door will not close if the battery is inserted incorrectly)
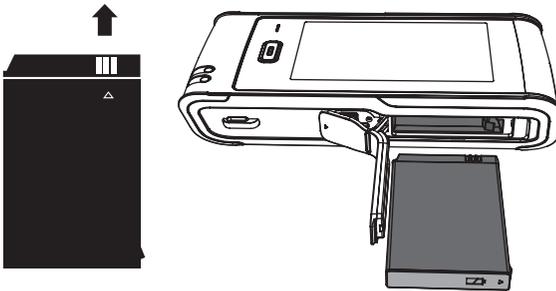
3. Insert the Battery fully ensuring the catch engages (click!)
4. Refit the Rubber door.

To remove:

1. With your finger, pull out the Rubber door (See previous Step 1)
2. Find the metal Battery release tab under the door and shift it sideways. The Battery will eject enough for your fingers to grip the battery and slide it out.

SDCard Installation / Removal

1. Open the side rubber door to reveal the USB port & microSD slot
2. Insert microSD card in correct orientation (shown below). Push until it clicks. To remove, push the card in further and release, the card will eject allowing your fingers to grip it and pull it out.
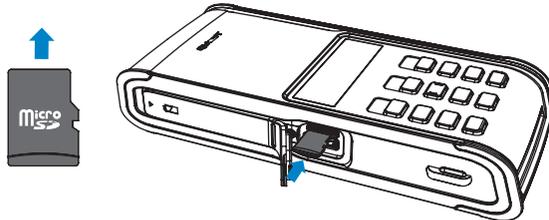
SIM/SAM Card Installation / Removal

A SIM card is required for a duō with 3G.
A SAM card may be fitted to duō if the Contactless module is fitted.

1. Open the side rubber door to reveal the Battery
2. Release and remove the Battery
3. Insert SIM or SAM card in correct orientation (shown below). Push until it clicks. To remove, push the card in further and release, the card will eject allowing you to grip it and pull it out.
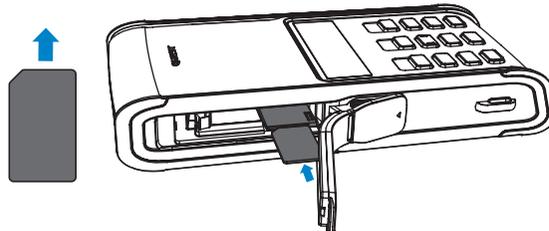
Reset Switch

If for some reason duō will not respond to any inputs, press and hold down the Reset switch for 4 seconds using a pen tip, duō will then power off.
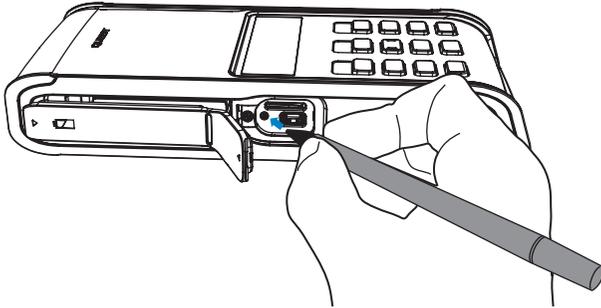
Power button

Turn duō On: Press and hold the button until the duō logo appears. Once On, you can press and release the button again to Lock duō. Locking will turn Off the display to save your battery and to prevent unintended operation of duō. The Home button flashes orange in this state.

Note: By default, if you don't touch the screen for a minute, duō will turn the display off automatically to conserve battery power.

To wake duō, press the button, or press the Home button. duō will wake to the last screen accessed. To turn duō completely Off, press and hold the button for 4 seconds.

Battery Run time

The nominal capacity of the duō battery is 2.3Ah. Its run time is dependant on the different duō states.

State		Run time*
Active operation	3 items scanned, payment performed by chip card, 2 copies of EFTPOS receipt printed on Bluetooth printer	275 transactions
Idle *(Standby & Sleep setting, set to 'Never')*	duō is ON, but not in use. Large LCD Screen is ON	9.5 hours
Standby *(Sleep setting, set to 'Never')*	duō is ON, but not in use. Large LCD Screen has dimmed to half brightness	16.5 hours
Sleep	duō is asleep, ready to wake to last window open (Large LCD Screen is OFF)	12.5 days

* Based on new, fully charged Battery. Based on duo without Contactless or 3G fitted

Note: Replacement Batteries can be ordered. Call Quest on 03 8807 4400

Part name:	Part Number:
duō Li-Ion Battery	270-0004-xx

POS operation

This section refers to the generic operating system controls without detailing the specific operations of proprietary applications by Quest or others.

POS Touchscreen

The Touchscreen can be activated with any type of pointer. To prevent premature wear of the touchpanel, use only your finger or the Stylus provided with its anti scratch tip.

The controls on the touch screen change depending on the task you are performing. Tap the screen with your finger to activate an on-screen button.

Drag up or down to scroll in certain windows. Dragging your finger over the screen to scroll won't choose or activate anything on the screen. Tap an item in a list to choose it.

The back button, commonly situated in the upper-left corner shows the name of the previous screen. Tap it to go back.

Home Button

A single press of the Home button takes you to the previous screen. The centre of the Home button has a light indicator.

Colour	What it means
Red Blinking	duō is in Sleep mode
Orange Solid	duō is connected to PC / Charging.
Green	Booting, Fully charged
Red	Internal fault in Battery (replace battery inside duō.)
No light	duō is Off or in general use
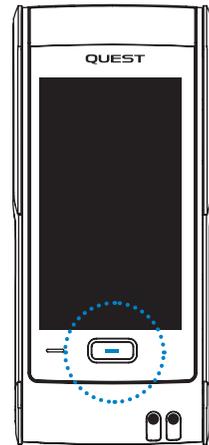
Barcode Scanner

⚠ *Warning: Do not stare at the emitting Laser.*

The barcode scanner reads 1D barcodes, particularly useful in a Retail Sales environment. Point the top of duō at the barcode with the barcode printed surface parallel to duō. Tap the on screen SCAN button. The laser beam will project a red line onto the object surface, hold the scan line still for a moment whilst over the barcode. By default, the speaker will sound a single beep if the read is successful. Two beeps sound if duō cannot identify the barcode. Note: The Home button can be configured to trigger the scanner.

⚠ *Warning: Take care not to scratch the scanner window as it may affect the scanners ability to decode the barcode.*

Beep!
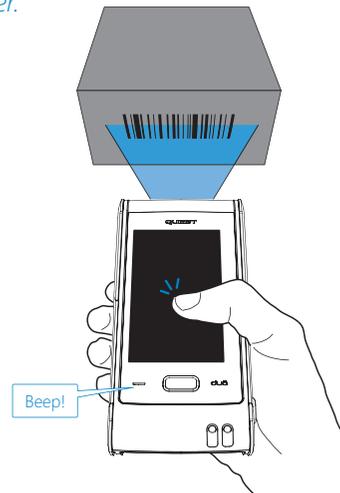
SAMPLE BARCODE FOR SCANNING

Status Bar

The icons in the status bar at the top of the screen provide dynamic information about duō and the surrounding environment.
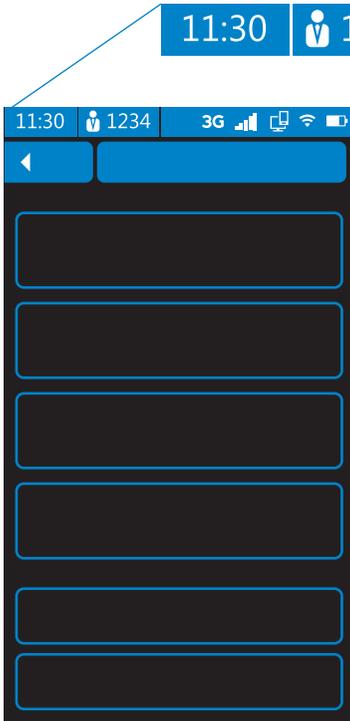
11:30 | **1234** | **3G** all

Time
The current time is situated on the left side of the status bar.
Note: The time is set by the Bank.

Operator ID
Shows the ID of the user currently logged on.

POS
Indicates connection to a POS

WiFi
Indicates that duō is connected to a WiFi network. The more bars, the stronger the connection.

3G (Factory build option)
'3G' icon indicates that 3G is enabled.

Indicates that duō is connected to a 3G network. The more bars, the stronger the connection.

Battery indicator
Shows the power remaining in the battery.
Note: When duo is low on power, a popup message will appear prompting you to recharge or swap the battery

Home Screen
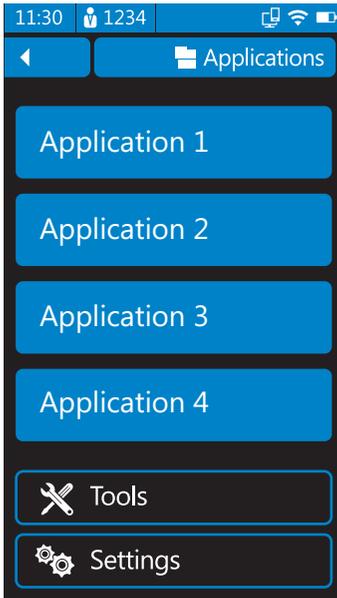
The Home screen is the place in which Applications are launched. Tools and Settings for duō are also accessed here.

11:30	🔒 1234	🖥 🛜 🔋
◀		📓 Applications

Application 1

Application 2

Application 3

Application 4

⚒ Tools

⚙ Settings

🔳 Applications

To Launch an application, Tap the application button once.

Note: Applications may differ from those shown here.

⚒ Tools

The tools section is primarily for system management and diagnostic functions. These may be accessed when troubleshooting with Quest Support Staff.

❯ Bank Logon
Bank Logon will initiate a session between duō and the Bank, indicating to the Bank that this duō is now ready to process financial transactions. This function can also be used to test the connection to the Bank.

❯ Reprint EFT Receipt
This function is used to print a duplicate copy of the last EFT receipt.

✂ Tools

❯ EFTPOS Totals

Settlement enquiry
Is used to retrieve and print a report of the current subtotals from the Bank.

Settlement cutover
Informs the Bank that the Merchant is settling the current Settlement period and is cutting over to a new Settlement period. All transactions performed after the cutover has been performed will appear in the next Settlement period.

Previous totals
This screen will report the Settlement totals for the previous settlement period.

Shift totals
Used to retrieve and print a report of the current EFTPOS shift totals from duō. To reset the Shift totals, tap the Reset button.

Upload offlines
Initiates a process to upload all stored transactions in the PINpad to the Bank.

Offline totals
Allows you to print a summary totals report of the Offline transactions that are currently stored in the PINpad.

> **Diagnostics** are primarily for troubleshooting potential hardware issues. The following hardware functions can be tested:

PINpad	POS
Smartcard	Printer
MSR	WiFi
Keyboard	Scanner
Speaker	Home button
Display	Speaker
PINpad reboot	Vibrater
Power on	

> **Support**
> This section contains EFT related functions that a support desk may ask you to run as part of troubleshooting an EFT issue.

> **TMS (Terminal Management System)**
> Your support desk may ask you to perform a TMS function in order to pickup duō software maintenance or to diagnose an issue.

Updates
- Check for updates
- Update from SD Card

Settings

Printer
Use this screen to pair duō to a Bluetooth printer or network printer for receipt printing. If you do not use a printer, deselect 'Enable printing'.

WiFi
This screen will allow you to configure duō to connect to your local area network

Power
This screen allows you to adjust the power usage of duō. Three standard profiles are available, or simply adjust each component to achieve the right balance between power savings and usability.

Audio
Drag the Slider to adjust the volume. When the slider is set all the way to the left it will make duō silent.

Brightness
Brightness of the POS display can be adjusted to suit your current light conditions. Drag the Slider to adjust the brightness.

EFTPOS
EFTPOS settings are set via the SnapCloud Web Portal. This screen does however allow you to view the bank settings duō uses for EFT transactions.

Calibrate
Allows you to calibrate the touchpanel ensuring that a tap on the screen is aligned with a button on the LCD.

Language
Use this to change language used. Note: duō will prompt to reboot for the language change to be implemented.

PINpad operation

The PINpad is fitted with both a magnetic swipe card reader and EMV Chip card accepter.

 Note: Contactless payment facility is available as build level option. Speak to your dealer or Quest Sales staff for more information.

Magnetic swipe reader
Insert card into wide portion of channel with strip facing inward. With one smooth motion, swipe the card downwards. The PINpad display will either prompt for account or if duō detects a Chip Card was swiped, it will prompt to insert the Card in the slot.

EMV Chip reader
If an EMV Chip card is presented by a customer, insert it first into the Slot. If there is a problem reading the Chip, duō will prompt to re-insert or swipe the card instead.

Contactless card reader
To pay with a Contactless enabled card, the card should be presented to duō in close proximity to the Contactless symbol located above the PINpad LCD.
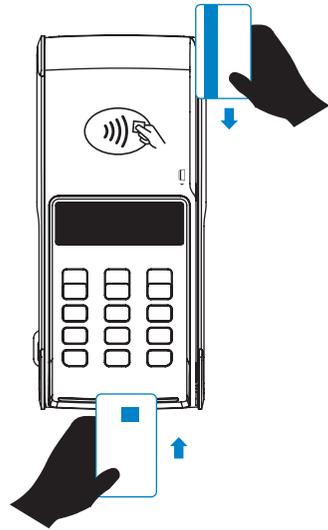
Account Selection

After swiping or inserting your card, you will be prompted to select an account. Choose from the following:

for CHEQUE account	press '1'
for SAVINGS account	press '2'
for CREDIT account	press '3'

Note: Account selection is not required in some countries.
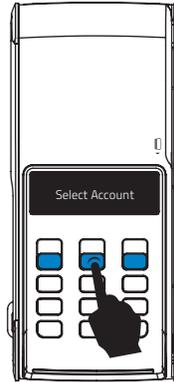
Entering PIN

To enter a Personal Identification Number (PIN), use the Numeric / Alpha keys on the PINpad and press OK.

Technical Specifications

Size & Weight
- Dimensions: 78mm x 175mm x 29mm
- Weight: 400g (including Battery)

Operating Temperature

duō performs at its optimum in an ambient temperature of 0°C to +40°C.

POS Specifications
- Processor: ARM9 (400MHz)
- Operating system: Microsoft Windows CE 6.0
- Memory: 128MB Flash, 128MB DDR SDRAM
- Expansion: Micro-SD card slot
- Display : Colour Transmissive TFT LCD, 4.3 inch, 480 x 272 pixels
- Touch panel: Resistive
- Interfaces
  - Bluetooth: 2.1 + EDR (2.4GHz) Class 2
  - WLAN: 802.11 b/g/n (2.4GHz)
  - USB 2.0
- Barcode reader: 1D, Laser Class 2
- Power source: Li-Ion 2.3Ah Rechargeable Battery (Replaceable)
- 3G module (Build option):
  - UMTS/HSPA 800, 850, 900, 1900 and 2100 MHz
  - GPRS 900 and 1800 MHz

PINPAD Specifications
- Processor: 32 Bit RISC (96MHz)
- Memory: 8MB Flash + 8MB SDRAM
- Display: Monochrome graphic LCD, 128 x 32 pixels, backlit
- Keypad: Numeric with 12 keys, backlit. 'Never wear-out' labelling
- Smart card reader: EMV Compliant
- Contactless (Build option): Works with ISO/IEC 14443 A & B cards

Cleaning

Use the polishing cloth that came with **duō** to gently wipe the displays and the case when required. You can also use a soft, slightly damp, lint-free micro fibre cloth. Turn off **duō** (press and hold the Power button) before cleaning.

To clean the scanner window
1. Dip the corner of a soft cloth in soapy water, or Isopropyl Alcohol (IPA) and wring out the excess. Wipe the scanner window clean. Do not allow any abrasive material to touch the window.
2. Wipe dry with a lint-free cloth.

⚠️ *Warning: Avoid getting moisture in openings. Do not use window cleaners, household cleaners, aerosol sprays, solvents, ammonia, or abrasives.*

Service & Support

For all **duō** Service and support, contact your agreed service provider. If you have a service agreement with Quest:

Quest email: support@questps.com.au
Quest Support telephone: 03 8807 4444

When requesting support please have your **duō** serial number ready. It is located under the Battery Access door on the side of **duō**.

The following table lists the available spare parts that can be ordered direct from your Dealer or Quest.

Part name:	Part Number:
duō Li-Ion Battery	270-0004-xx
duō Stylus	810-0009-xx
duō Wrist Lanyard (Long)	810-0012-xx
duō Wrist Lanyard (Short)	810-0011-xx
duō Carry Pouch	810-0010-xx
duō Recharge Cradle	320-0026-xx
duō USB door replacement Kit	335-0030-xx

Note: The standard hours of operation of the Quest Support Desk are 9.00am to 5:00pm (EST) Monday to Friday, excluding National and Victorian public holidays.

Accessories available

Recharge Cradle
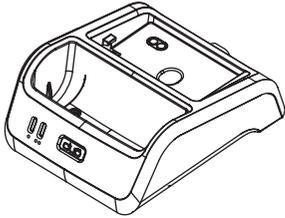
duōCradle contains charge contacts that connect directly to the outside of duō. Simply drop in duo and walk away. Because it's so easy to use, duō will be charged and ready to go all the time. The cradle has a separate pocket for charging another battery. This is especially convenient when you're on the move and need to keep duō running for another shift.

Multiple cradles can be joined together to provide a neat array on the shelf or counter. A 12V Plug pack is provided with the cradle.
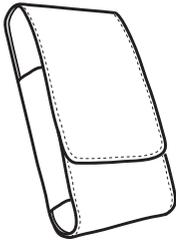
Carry Pouch

This is a convenient method to store and protect duō when not in use. The adjustable belt supplied in the kit, can also be attached to the Pouch, keeping your hands free to do other tasks. The Belt can assist in carrying a wireless printer if required.

Bluetooth Printer

Bluetooth printers tested and recommended by Quest are available for purchase. Contact Quest Payment Systems or your authorised dealer for more information.

Software Development Kits

Software Development Kits allow developers the ability to customise the application/s running on duō to the specific needs of the business. Quest have developed three Kits, SnapRetail, SnapHospitality & duōApplication. Contact your Dealer or the Quest Sales team on email: duosales@questps.com.au

SnapRetail SDK

The duōRetail SDK allows retailers who don't have a mobile version of their existing Point of Sale to quickly integrate duō into their system. Designed for the Retail market, duōRetail SDK allows full use of all hardware features, including Barcode scanner & PINPad.

- No Windows CE knowledge or development required.
- Fast POS integration using PC based duōBridge POS plug-in architecture.
- Full sample source to get you up and running quickly.
- duō simulator included to enable rapid development.
- Support for Windows and Linux.

SnapHospitality SDK

The duōHospitality SDK allows Restaurants who don't have a mobile version of their existing Point of Sale to quickly integrate duō into their system. Features such as Table management, menu management, kitchen printing, tipping & surcharging can be fully integrated with your POS.

- No Windows CE knowledge or development required.
- Fast POS integration using PC based duōBridge POS plug-in architecture.
- Full sample source to get you up and running quickly.
- duō simulator included to enable rapid development.
- Support for Windows and Linux.

duōApplication SDK

The duōApplication SDK allows porting of existing mobile applications to duo, or for creating totally new applications.

- Windows CE 6 application development environment.
- Supports Microsoft Windows CE 6 API functions and .NET compact framework 3.5
- Includes library functions to access duō hardware (scanner, home button, vibrator, Bluetooth printing)
- Simple EFTPOS interface for performing payments.
- Integrate your applications into the duo Application Launcher with custom icons & button text.
- duō Emulator included for PC based development of duo applications and source level debugging.

Declaration of Conformity

duō complies with the following standards:

1. PCI PIN Transaction Security Device Requirements PED v2.x (Security requirements for payment terminals deployed internationally)

2. APCA CECS security requirements (Security requirements for payment terminals deployed in Australia)

3. EMV 2000 Integrated Circuit Card – Specifications for Payment Systems – Version 4.0, December 2000. (Requirements for payment terminals that accept chip & PIN cards)

4. AS/NZS CISPR22:2006. (EMC compatibility requirements)

5. Radio-communications (Electromagnetic Radiation-Human Exposure) Standard 2003.

6. IEC/EN60825-1: 2007 (2nd Edition) Class 2. (Requirements for equipment with Laser Emitters)

Important SAR Information

duō is a radio transmitter and receiver. Specific absorption rate (SAR) is a measure of the rate at which energy is absorbed by the body when exposed to a radio frequency (RF) electromagnetic field. duō is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organisations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

Body-worn Operation.

duō was tested for typical body-worn operations. Third-party belt-clips, holsters, and similar accessories used by this device should not contain any metallic components. Body-worn accessories that do not meet these requirements may not comply with RF exposure requirements and should be avoided. The genuine duō waist bag is available for purchase as an accessory.

Stolen devices

If your **duō** gets stolen, please call the Quest support team immediately for remote deactivation. Ph +61 3 8807 4444. Acting promptly will help to reduce potential fraud.

End of Life requirement

At end of life, your **duō** must be returned to Quest Payment Systems for secure disposal. **duō** contains sensitive bank details. Contact Quest support team to arrange for **duō** to be returned and disposed of securely.

Send hardware returns to:

Quest Payment Systems Pty Ltd
Service Centre
227 Burwood Road
Hawthorn VIC 3122
AUSTRALIA

Hardware Warranty

Quest Payment Systems (Quest) hardware products are warranted against defects caused by faulty workmanship and materials for twelve (12) months from the date of shipment for new products, and three (3) months from the date of repair for refurbished or repaired products.

To the extent permitted by law, the warranty excludes defects caused by the products not being used in accordance with instructions, accidental damage, damage caused by external forces, liquids damage, misuse, security tamper activation, fair wear and tear, or repair or attempted repair by unauthorised persons.

This warranty is provided on a return to depot basis, and freight and insurance charges to and from the Quest Service Centre are not included.

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