

# Optimum T4100

## Frequently Asked Questions

**Q** What merchants would benefit most from this product ?

**A** The Optimum T4100 is ideal for merchants looking to add value at their point of service with a superior multi-application architecture that transforms rapidly from payment to marketing.

**Q** How does the Optimum T4100 communicate ?

**A** The T4100 offers dual IP and dial communications. Adaptable to all IP environments, this terminal offers superior dial-back with a standard (US only) 56K modem. The 56K modem reduces download times significantly when IP downloads are not available.

**Q** Is the dial backup sequence automatic ?

**A** Yes. When the T4100 senses a "disconnect" of the IP connection, it automatically initiates the dial sequence. Once the IP connection is restored, the terminal resumes IP communications. There is no manual configuration required in either instance.

**Q** Are IP transactions safe ?

**A** The latest multi-thread Secure Socket Layer (SSL) technology is used in the T4100 to ensure that all IP transactions are secure without sacrificing transaction time. This technology also allows different applications to access their own distinct host without missing a beat. The T4100 can also incorporate state-of-the-art TSA PKI security framework to protect what is on the terminal.

**Q** Is the terminal safe from intrusion attacks ?

**A** Yes. In order for a terminal to be susceptible to the attacks and "trojan horses" that exist in the IP world, running applications must be "listening" for activity over their IP connection. (PC applications often "listen" over well-known ports.) Then, hackers seek and invade weak systems by mimicking expected data and infiltrating those ports. Hypercom HyperWare software does not actively listen for inbound traffic and therefore is not susceptible to the same attacks.

**Q** Is the T4100 easy to configure ?

**A** Hypercom designed a wizard-style user interface to ensure that configuring the T4100 is as fast and easy as possible. The intuitive user interface includes embedded help menus, cleaner verbiage and requires no manual to operate. The T4100 also has a built-in diagnostics tool to assist with troubleshooting in the field. Like our industry favorite T7 Series, the Optimum T4100 incorporates "one touch" capability which allows merchants to initiate transactions without going through complicated menu screens.

**Q** What are the download requirements ?

**A** The Optimum family of terminals requires Term-Master® Suite 2.0. To perform secure downloading, use Term-Master Suite 2.1. T4100 downloads can also be performed using iTerm-Master.

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**Q** Is the T4100 a multi-application device ?

**A** Yes. The T4100 allows simultaneous applications to pass data to one another adding endless partnership possibilities and enabling unique opportunities for separate applications that can enhance the terminal's value. Applications can share data, while remaining seamless to the user.

**Q** Are there other multi-application benefits on the T4100 ?

**A** Yes, 24MB standard memory and simultaneous application operation make the T4100 ideal for multi-application use. This allows for lightning fast switching between applications and plenty of space for additional revenue-generating software. Also, its simultaneous, dual communications allow the terminal that is performing credit processing over IP to access a value-added partner's dial host.

**Q** How does this environment affect certification ?

**A** Certification on the T4100 extends to the application management of the device. This means reduced certification times over the industry standard of certifying all terminal applications plus the application manager every time a different set of applications is integrated on the terminal.

**Q** Does the T4100 read both magnetic stripe and smart cards ?

**A** Yes, the Optimum T4100 has a magnetic stripe card reader and an optional smart card reader. The magnetic stripe card reader reads Tracks 1 and 2 standard and Tracks 1, 2 and 3 as an option. The T4100 can also handle contactless payment transactions with an external peripheral.

**Q** What peripheral connectivity does the terminal offer ?

**A** The T4100 can connect to external peripherals using the RS-232 and PIN pad ports on the rear of the terminal.

**Q** Has the printer been updated ?

**A** Yes, the T4100 printer still features the SureLoad® clamshell design with drop-in paper loading, but printing time has become faster, 18 lines per second including graphics. Available in 2 1/4 inch and 3-inch paper widths, the printer's speed and graphic ability provide the perfect opportunity to introduce marketing programs at the point of service.

**Q** What processor is used on the T4100 ?

**A** The Optimum T4100 employs a 32-bit Intel® XScale® processor to deliver ultra-fast transactions. Combined with Hypercom's HyperSafe® 32 operating system, this is the fastest, most secure POS terminal available.



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- Q** Is it possible to develop custom applications?
- A** Yes. Hypercom offers the Optimum Developer's Toolkit, XScale edition as 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.

### Wireless Network Configuration

- Q** Is the network secure ?
- A** Yes, as stated before, the terminal does not listen for incoming requests and transactions are sent with SSL encryption. We do recommend that you enable common security procedures on the wireless network (unique SSID, disable SSID broadcasts, enable encryption, change default passwords, create MAC filters).
- Q** What equipment is needed ?
- A** In addition to a DSL modem, the merchant will need a wireless router, wireless bridge and Ethernet cables.
- Q** Is it easy to install ?
- A** Yes, wireless network manufacturers provide wizard-style configuration CDs designed to have the equipment operational within minutes.

- Q** Does Hypercom offer other Optimum products?
- A** Yes. Hypercom offers a complete family of Optimum products (including the L4100) that feature fast, 32-bit processing and feature-rich software to provide a perfect balance of cost, performance and security, making Optimum the ideal solution for diverse transaction environments.

- Q** Can I load software to the T4100 through a wireless network ?
- A** Yes, but Term-Master Suite must be installed and running on the network.
- Q** Can I run transactions to my credit card processor through a wireless network ?
- A** Yes, if the processor accepts transactions through an IP gateway.
- Q** What is the range of the wireless router ?
- A** The T4100 has been tested to a range over 200 feet with no noticeable degradation in signal.

