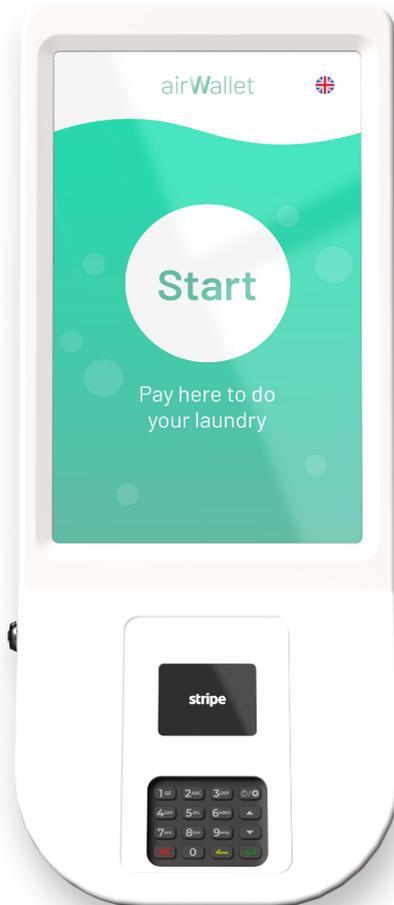


airWallet  
**anton**  
TECHNICAL GUIDE



**CONTACT US**

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# I. Getting started

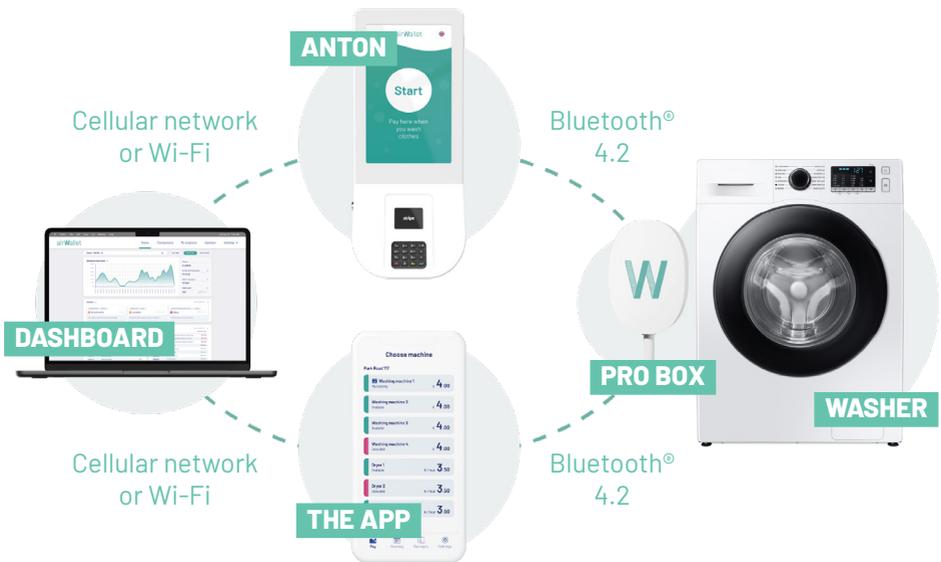


1. Touch screen
2. On/off/reset button on the tablet
3. Area for contactless payments
4. Lock
5. PIN pad
6. Card entrance for chip payments
7. Wall-mount
8. Secure payment terminal
9. Serial number

Every Anton comes with a small bag containing two keys for the lock, four screws, bevel washers, and plugs to install the Anton on the wall in your laundromat. Please carefully consider who should have the keys and store them safely (e.g. the installer, laundry owner, or the janitor).

## The Airwallet Network

The following illustration depicts an Anton installed at a location alongside an Airwallet PRO connected to a commercial laundry machine:



The machine supplies power to the Airwallet PRO, enabling it to send start signals and monitor the machine's status, as well as all information about the user payments.

The Airwallet Pro is linked to the Airwallet Dashboard, which stores information about all devices within the Airwallet network. The Airwallet PRO receives data from the Airwallet Dashboard through the Anton via mobile communication or Wi-Fi. The Anton connects to the Airwallet PRO via Bluetooth® wireless technology 4.2.

On the Anton, users can select an available machine, choose a desired service, and make a payment using their payment card. Once the payment is complete, the Anton instructs the Airwallet PRO to start the machine.

Anton is designed as an extension to The Airwallet Payment App and can be used in conjunction with it or independently. Anton respects orders and bookings made through the Airwallet app, and vice versa. In laundries without Anton, all communication is facilitated through the user's phone, which connects to the Airwallet PRO via Bluetooth® and to the Dashboard through Wi-Fi or mobile communication.

## II. Prior to installing the Anton

When you are considering the use of Anton at a particular laundromat location, it's advisable to test the internet connection during your first visit. You can make a speed test on your phone using [www.speedtest.net](http://www.speedtest.net) to check the network quality. If you suspect a poor connection, you may consider if the Anton can be connected to a Wi-Fi network instead. The speed test must achieve a minimum of 8 Mbps or higher.

Additionally, please ensure that there is no timer on the power supply (for instance, one that turns off at night), as the Anton requires a continuous power supply.

### Set up Anton on the Airwallet Dashboard

Before the Anton is given to the installer to be installed in the laundromat it must be set up on the dashboard.

**OBS:** If this is your first installation, ensure that the 'Bank account details', 'Stripe KYC', and 'Billing' flow is complete before continuing. It is located on the 'Overview' page on the dashboard.

1. To set up Anton on the dashboard, log into [admin.airwallet.net](http://admin.airwallet.net).
2. Once in the Dashboard, click on the 'Locations' button in the menu.
3. When in the specific location, click on the 'Create terminal' button.
4. Fill in the Serial Number, which can be found on the backside

of the Anton or on the Anton packaging. Alternatively, if the Anton is already installed on the wall, you can find it on the smaller screen of the payment terminal by clicking the on/off button on the PIN pad.

5. Select the default language in which Anton is desired to operate and click 'Create terminal'.
6. Now, Anton is created on the dashboard.
7. Finally activate the Anton by choosing a subscription plan on the 'Billing' page, which can be found in the 'Settings' drop-down menu.

It is possible for the installer to test the installation through the app before the AWPRO devices are activated on the billing page on the Airwallet dashboard. This requires the installer to be a test-user in the app. Contact Airwallet support if this is needed at [contact@airwallet.net](mailto:contact@airwallet.net) or [+45 7870 9999](tel:+4578709999).

While it is possible to test it with the app prior to activating the AWPRO devices, it is not possible to test the Anton until all the AWPRO devices and the Anton, are activated on the billing page.

Furthermore, it is not possible for an installer to perform a test transaction without an actual money transfer.

# III. Installation

Please note that the Anton will arrive with a low battery. It does not charge quickly, so do not wait until the last moment to plug it in for testing. Allow at least 15 minutes of charging before attempting to power it up.

There is a key located inside the Anton when you receive it. Make sure to bring the key, if the Anton has been unpacked prior to the installation.

## A. Find a suitable spot for Anton

Use the following guidelines to find the best spot to mount the Anton to get the best performance and user experience:

1. Position the Anton within 15 meters of the machines. The closer the better.
2. Perform a speed test on your phone at [www.speedtest.net](http://www.speedtest.net) at the intended installation spot for the Anton. Check multiple spots to find the best connection. The speed must be 8 Mbps or higher to guarantee a satisfying user experience.
3. Ensure that the Anton is not placed directly next to any machines or windows to protect it from water damage. Additionally, make sure it will not be exposed to direct sunlight at any time during the day to prevent overheating.
4. Position the Anton so that the right side is not blocked by any object to ensure access to the power button. Make sure there is at least 20 cm of space around Anton.
5. Make sure the Anton has constant power, and that the electricity is not turned off during the night.

## B. Install and power up the Anton

1. Unbox the Anton and locate the metal keys in the package together with the screws and rawplugs.
2. Use the key to unlock the 'wall-mount' from the Anton, and then install the wall-mount on the wall using the provided screws, bevel washers, and rawplugs.
3. Connect the Anton to power by supplying a line and neutral to the charger located on the backside of the terminal. Ensure that the power is disconnected before proceeding.
4. Power up the Anton by pressing and holding the power button for 3 seconds. Notice that it requires approximately 15 minutes of charging before it can be powered up.
5. Once powered up, press 'start' on the Anton.
6. Press 'Activate', if you are asked to 'Activate device admin app'.
7. Press 'I'm in the laundry', and Anton will search for Airwallet boxes that are configured and powered on.
8. Select your Laundry and test your installation by making a transaction.

You are now done setting up Anton!

## C. Anton optimization

Below is a 'best practice' guide to ensure that the Anton has the best possible connection to provide the user with an optimal experience.

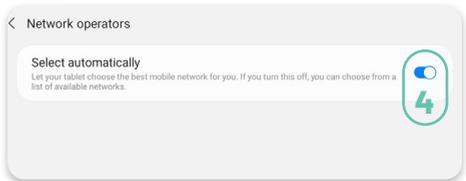
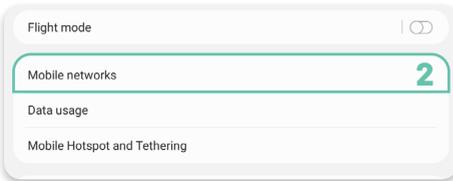
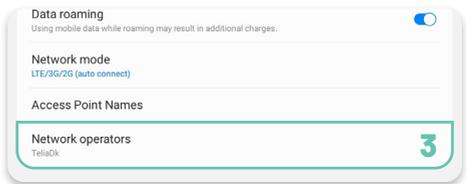
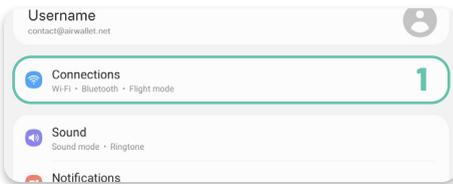
Check the internet speed on the Anton (and not just your phone as done during the Anton installation) and consider changing the

mobile operator if necessary. Do so by following the steps below:

1. Press and hold the on/off button on the right side of Anton.
2. Two options will appear. Select the one labeled 'ProKiosk mode'.
3. To exit the ProKiosk mode you will need to enter the ProKiosk mode code. If you don't have the code please contact Airwallet's support at [contact@airwallet.net](mailto:contact@airwallet.net) or [+45 7870 9999](tel:+4578709999).
4. Check the internet connection at the location using Anton. Open the 'Google Chrome' app on the tablet and enter: [www.speedtest.net](http://www.speedtest.net)
5. Now perform the speed test. The speed must be higher than 8 Mbps to guarantee a satisfying user experience.

If your test is lower than the recommended target select another Network Operator:

- Go into 'Settings'
- Click on 'Connections' ( 1 )
- 'Mobile Networks' ( 2 )
- 'Network Operators' ( 3 )
- Turn off 'Select automatically' and let it load for 5-20 seconds. Choose the preferred Network Operator from the options. ( 4 )



- After selecting the preferred operator, click on 'Network Operators' once more.
- Switch back on 'Select automatically' (In case the chosen network is down it will automatically choose another network).

Go back to the 'Google Chrome' app and do a speed test again. If you are satisfied with the result you must enter ProKiosk mode again (see below). Otherwise, you can repeat the process to find a better Network Operator. To enter Prokiosk mode you will need to use the same password as you did when exiting. Follow the steps below:

- Go into 'Settings'
- Advanced Features
- Configuration Service
- Profile Information
- Enter ProKiosk mode

In a few cases it can happen that you will have to follow this procedure instead to get into ProKiosk mode:

- Go into 'Settings'
- Click on 'About tablet'.
- Click on 'Software Information'
- 'Knox Configure'
- 'Profile information'
- 'Enter ProKiosk mode'

## iv. Tips and troubleshooting

Troubles	Common Solutions
The card is declined at the terminal during payment.	Go through the KYC information on the dashboard page 'Overview' and see if any information is missing.
Anton cannot find the location.	Anton and a minimum of one device on the location must be powered up.
Anton showing a 'no internet' symbol.	Try changing the Network Operator on the Anton by following section C (Anton optimization) of the installation guide. Make a speed test and see if it helps. Alternatively, connect the Anton to Wi-Fi if possible.
The tablet has not connected to the terminal - the Bluetooth® icon on the terminal is blinking.	<ul style="list-style-type: none"><li>• Try restarting the terminal by holding the power on/off button.</li><li>• Try restarting the tablet by pressing and holding the on/off button in the side.</li><li>• Check if the device has been set up properly on the dashboard.</li><li>• Make a hard reset of the payment terminal, by clicking the reset button next to the USB-C port with a paperclip.</li></ul>
The system has long loading times and is generally slow.	It is likely due to a bad internet connection. Make a speed test on the Anton by following section C of the installation guide (Anton Optimization). Change the Network Operator if necessary or connect the Anton to Wifi if possible.

<p>Devices are shown with a grey color code or stated as inactive on the Anton.</p>	<p>Airwallet devices might not be activated on the billing page.</p>
<p>Anton has been moved from one location to another and transactions are declined.</p>	<p>Update Anton and restart it. Contact Airwallet support at <a href="mailto:contact@airwallet.net">contact@airwallet.net</a> or <a href="tel:+4578709999">+45 7870 9999</a> for instructions.</p>
<p>A pop-up is shown on Anton which states: 'Anton is not set up via the Airwallet dashboard yet..'</p>	<p>The Anton is not set up on the Airwallet dashboard by the laundromat owner/distributor. The billing must be activated by the owner/distributor as well.</p>
<p>A pop-up on Anton says 'Anton has not yet been activated on the dashboard'</p>	<p>Anton is not activated on the billing page by the laundromat owner/distributor.</p>
<p>If it is the first time the Anton is used and it cannot find any devices after pressing 'Start'.</p>	<p>The devices might not have been powered up or set up and activated on the dashboard by the laundromat owner/distributor.</p>
<p>On the terminal display, it says 'TAMPER DETECTED'</p>	<ul style="list-style-type: none"> <li>• The payment terminal incorporated in the Anton has several tamper detection mechanisms. When a device is tampered (self-protected), all secret/sensitive information stored inside the device is erased and the device cannot be used.</li> <li>• Please contact Airwallet if the device is tampered.</li> </ul>

Terminal freezes when you try to pay	Restart the terminal on the on/off button. If that doesn't work, make a hard reset of the payment terminal, by clicking the reset button next to the USB-C port with a paperclip.
The screen on the tablet is black.	Make sure that the power is turned on for the Anton. Change it to another power source for test. Charge it at least 15 minutes and try to start it again by holding the button on the side for 5 seconds.
The machine/device is shown on the Anton, but the Anton can't connect	Check if your phone can connect to the machine/device. If not, the problem is from the machine/device.

Contact Airwallet support at [contact@airwallet.net](mailto:contact@airwallet.net) or [+45 7870 9999](tel:+4578709999) if the problem persists or is not listed in the troubleshooting table.

## v. Learning more, service, and support

You can find more information about your Anton online.

### **Online Resources**

You can find all available resources for our products and for Anton (including the latest version of this manual) on our website, [airwallet.net](https://airwallet.net), or on our resource page, [wiser.airwallet.net](https://wiser.airwallet.net). On the resource page, you will find useful guides and instructions on a variety of topics.

### **Obtaining Warranty Service**

If your Anton appears to be damaged or is not functioning properly, check the section 'Tips and Troubleshooting' for help and the online resources at [wiser.airwallet.net](https://wiser.airwallet.net). If your Anton continues to experience issues, please contact our support team at [contact@airwallet.net](mailto:contact@airwallet.net) or call [+45 7870 9999](tel:+4578709999).

# vi. Anton Specifications

## General Specifications

- Connections: 3G, 4G, Wi-Fi, Bluetooth® wireless technology
- Power supply: 100-240 VAC; 50/60 Hz
- Power consumption: Max 12 W
- Dimensions: 413 mm x 180 mm x 73,5 mm
- Display: 10.5"
- Resolution: 1200 x 1920 pixels
- Model number: AWANTONV800

## Environmental Specifications

- Operating temperature: 0°C to 30°C (32°F to 85°F)
- Operating Humidity: Maximum 95%
- Storage temperature: -20°C to 50°C (-4°F to 122°F)
- Storage Humidity: Maximum 95%
- Protection classification: IP20

## Product Safety

- The Included power adapter has temperature control, overcurrent-, overvoltage-, short circuit, and surge protection.
- The payment terminal incorporated in the Anton has several tamper detection mechanisms. When a device is tampered (self-protected), all secret/sensitive information stored inside the device is erased and the device cannot be used.

- Stripe End-to-End-Encryption. All sensitive information is encrypted in the terminal the moment the card information is presented to the reader. The information is sent encrypted to Stripe.
- Over-the-air product monitoring from the Airwallet headquarter.
- Connection secured by Samsung Knox. Samsung Knox is a security system that protects data against various threats. It allows monitoring and update of the Anton while keeping all sensitive data secured.
- Continuously updated whenever new features or security updates are required to stay compliant.

## VII. Safety instructions

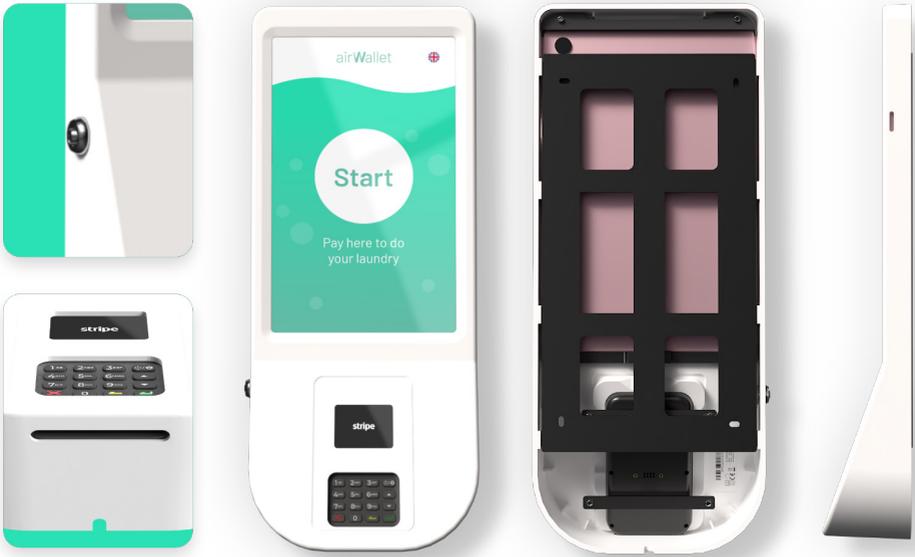
- Do not immerse the device in water or place it near any wet locations.
- Do not spill any food or liquid onto the device.
- Protect the device from direct sun, rain, water, or other moisture.
- The product is made for indoor use only.
- Do not attempt to dry the device with external heat sources such as microwave or hair dryer.
- Do not use any corrosive solvent or water to clean the device. It is recommended that you use a dry cloth to clean the surface only.
- Do not insert any sharp tools into the internal components or connectors. Any of these actions may lead to malfunction and will void the Warranty.
- Do not try to disassemble the device to repair it before getting in contact with Airwallet. Airwallet will guide you through any repair or maintenance procedure.
- Using or storing the device outside the recommended temperature and humidity ranges may damage the device.
- The product may be warm in use so mount it on a plain surface and do not cover it up in any way.
- Do not expose the device to physical impact or damage.
- Use only the parts supplied by Airwallet (charger, wires, etc.).
- If any part of the device is broken, smokes, or emits a burning odor, stop using the device immediately and contact Airwallet. Only use it after it has been repaired according to Airwallet instructions.
- Always disconnect the power source to the device before opening it for any reason.

# VIII. Device Inspection and Awareness

Carry out the following checks regularly. We recommend doing it once every daily.

If the display of the card reader shows the word 'TAMPER' or 'TAMPERED', stop using the device and contact Airwallet immediately.

- Verify the payment terminal is the same as shown in this documentation.
- Verify the "Stripe" logo on the card-reader and the Airwallet (or your company) logo appearing on the tablet.
- Verify no cameras or skimming equipment are attached to the Anton. Check for anything inserted in or attached to the card reader, ports, display, or keypad.
- Verify the Anton isn't physically damaged. Check for missing seals or screws, holes in the device, and added wires or labels.
- If there is video surveillance, verify that any camera footage cannot see the customers' PINs when they enter this on the card-reader.
- Verify the identity of any third-party persons claiming to be repair or maintenance personnel, before granting them access to modify or troubleshoot payment terminals.
- Contact Airwallet support team at [contact@airwallet.net](mailto:contact@airwallet.net) or call +45 7870 9999, if you experience any issues related to this, or if you discover that the Anton is lost or stolen.



## User Inspection

We recommend printing out the poster on the following link and hanging it next to the Anton: [wiser.airwallet.net/en/article/anton-inspection-poster-a4-s45wdl/?bust=1699436812138](https://wiser.airwallet.net/en/article/anton-inspection-poster-a4-s45wdl/?bust=1699436812138)

This allow users to help detect any attempts of modification on the Anton.

# ix. Declaration of Conformity

## Declaration of Conformity

### Manufacturer

Name: Airwallet  
Registered trade name: Airwallet ApS  
Address: Pakhusgården 28, 5000 Odense C, Denmark

### Product details

For the following  
Product: Payment terminal  
Model(s): AWANTONV800 & AWANTONUSAV400

### Declaration & Applicable standards

We hereby declare under our sole responsibility, that the product above is in compliance with the relevant harmonization legislations:

RED (2014/53/EU)  
RoHS (2011/65/EU)  
Eco-Design (2009/125/EC)

### In conformity with the following standards:

RoHS:		EN 63000:2018	
RED:	Safety	EN 50566:2017 + A1:2023 EN IEC 62368-1:2020 + A11:2020 IEC/IEEE 62209-1528 : 2020	EN 50663:2017 EN IEC 62368-3 : 2020 EN 62479:2010
	EMC	EN 301 489-52 V1.3.1 EN 301 489-1 V2.2.3 EN 301 489-19 V2.2.1 EN 55032:2015/A11:2020 EN 61000-3-3:2013/A1:2021	EN 55035:2017 + A11:2020 EN 301 489-17 V3.2.4 EN 301 489-3 V2.1.1 EN 61000-3-2:2019/A1:2021
	Radio	EN 300 328 V2.2.2 EN 301 893 V2.2.1 EN 301 908-1 V15.2.1 EN 301 908-2 V13.1.1 EN 301 908-25 V15.1.1 Regulation (EU) 2023/1717	EN 301 511 V12.5.1 EN 300 330 V2.1.1 EN 301 908-13 V13.3.1 EN 303 413 V1.2.1
	Other Cyber Security	Regulation (EU) 2023/1717 EN 18031-1:2024	EN 18031-2:2024
ECO		EN 50564:201 Regulation (EC) No 2023/826	Regulation (EC) 2023/1670

### Signed for and on behalf of : Airwallet ApS

Airwallet ApS  
Pakhusgården 28  
5000 Odense C  
Denmark  
2026.26.01

-----  
(Place and date of issue)



Thomas Salmonsén  
Hardware Specialist & SC Manager

-----  
(Name and signature of authorized person)

## x. Disposal and Recycling information



This symbol indicates that your product must be disposed of properly according to local laws and regulations. When your product reaches its end of life, contact Airwallet or your local authorities to learn about recycling options.

### **European Union—Disposal Information.**

The symbol above means that according to local laws and regulations, your product and/or its battery shall be disposed of separately from household waste. When this product reaches its end of life, take it to a collection point designated by local authorities. The separate collection and recycling of your product and/or its battery at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment.



**CONTACT US**

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