



SERVIPAY
Solutions de paiement



A50 : Pocket size User guide



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1. Start up and shut down



1.1. Start terminal

1.1.1. Keep your finger pressed down on the button on the right of the terminal.

1.1.2. Release the button and let the terminal light up.

1.2. Put terminal on standby

1.2.1. Press the right button once. The terminal goes into standby mode.

1.2.2. Press the right button again. The terminal reboots.

1.3. Switching off the terminal

1.3.1. Keep your finger pressed down on the button on the right of the terminal.

1.3.2. Press the **Switch off**.

1.3.3. **Switch Off** a second time.

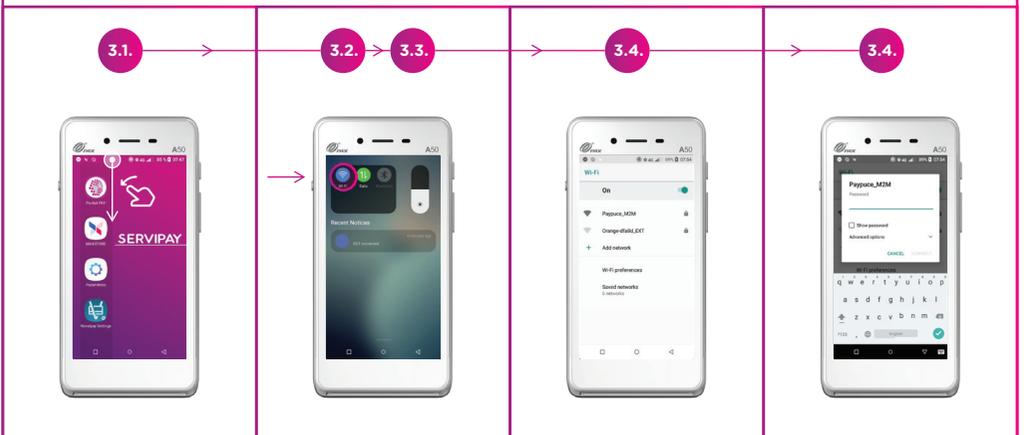


2. Important

- To use the terminal, it must be more than **10%** charged. If this is not the case, the terminal will not accept any credit card transactions and will not be able to close any transactions.

3. Network initialization

- 3.1. Slide your finger from top to bottom.
- 3.2. If the icons are not colored, press the WI-FI or 4G logo once to activate them.
- 3.3. Keep your finger pressed on the WI-FI icon until the settings page opens.
- 3.4. Select your Wifi and enter your code.
- 3.5. Exit wifi settings by pressing the circle at the bottom of the screen or by restarting the terminal.



4. Starting Pocket Pay

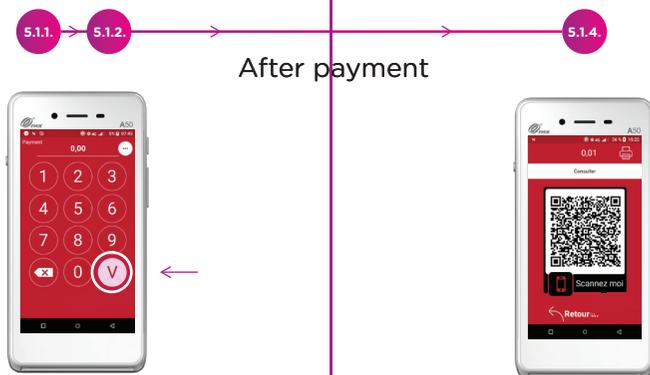
- 4.1. Press the **Pocket Pay** application.
- 4.2. Wait for the application to open.



5. How Pocket Pay works

5.1. Charge a customer.

- 5.1.1. Enter amount.
- 5.1.2. Press **V**.
- 5.1.3. Follow the instructions on the terminal to bill the customer by card.
- 5.1.4. If the customer wants a ticket, he scans the QR code with his phone and the ticket appears on his smartphone.



5.2. Refunding a customer

5.2.1. Press the 3 small dots at top right.

5.2.2. Press **Refund**.

5.2.3. Enter code **3380**.

5.2.4. Press **V** at bottom right.

5.2.5. Indicate the amount to be reimbursed.

5.2.6. Press **V** at bottom right.

5.2.7. Follow the terminal instructions.

5.2.8. If the customer wants a ticket, he scans the QR code with his phone and the ticket appears on his smartphone.

5.2.1.



5.2.2.



5.2.3.

5.2.4.



5.2.5.

5.2.6.



5.2.8.



5.3. Cancel a transaction

5.3.1. Press the 3 small dots at top right.

5.3.2. Press **History**.

5.3.3. Press **Transaction**.

5.3.4. Press the Cancel button of the transaction you wish to cancel.

5.3.5. Enter code **3360**.

5.3.6. Press the **V** at bottom right.

5.3.7. Wait for terminal validation.

5.3.8. If the customer wants a ticket, he scans the QR code with his phone and the ticket appears on his smartphone.

5.3.1.



5.3.2.



5.3.3.



5.3.4.



5.3.5.



5.3.6.

5.3.8.



5.4. Difference between refund and cancellation

Cancelling a payment means cancelling the transaction in the terminal, meaning that the customer's money will not be deducted; the transaction is made to "disappear". Cancellation can be carried out as long as the terminal has not been closed.

A refund, on the other hand, returns money to the customer. This action is carried out, for example, when the customer has been debited for a product that he has not received, and the money must be returned. A refund is a payment of a negative amount.

5.5. Display the QR of the last transaction:

5.5.1 Press the 3 small dots at top right.

5.5.2. Press **Last transaction**.

5.5.3. Customers can scan the QR code and the ticket appears on their phone.

5.5.1.



5.5.2.



5.5.3.



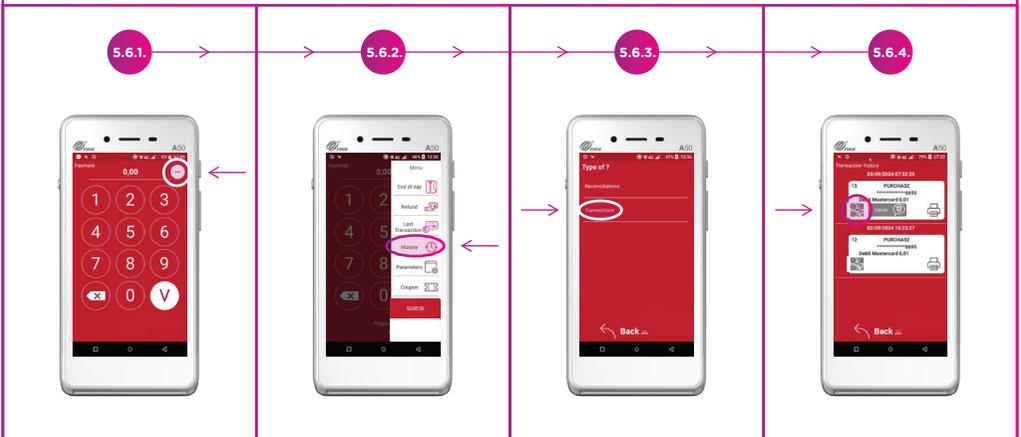
5.6. Voir l'historique des transactions :

5.6.1. Press the 3 small dots at top right.

5.6.2. Press History.

5.6.3. Press Transaction.

5.6.4. Press the QR code to display it.

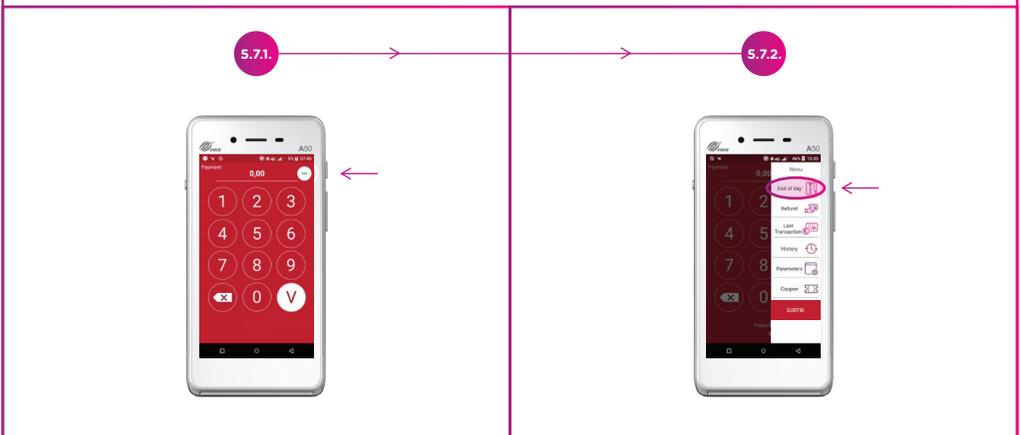


5.7. Close terminal

5.7.1. Press the 3 small dots at top right.

5.7.2. Press **Close**.

5.7.3. Let the terminal work.



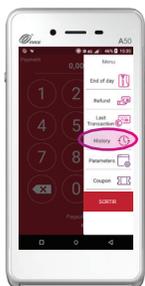
5.8. View fence history

5.8.1. Press the 3 small dots at top right.

5.8.2. Press **History**.

5.8.3. Press **Reconciliation**.

5.8.1.



5.8.2.



5.8.3.



6. Solutions to minor problems

6.1. Payment problems

6.1.1. Check that the battery is more than **10%** charged.

6.1.2. Check that the terminal is connected to Wifi or 4G. To do this, slide your finger from top to bottom.

- If both icons are grey, they are switched off. Press them to activate them.
- If both icons are lit but there are problems reading the map, disable wifi and leave only 4G.



www.servipay.eu

info@servipay.eu
+ 352 20 20 23 27

4, rue de Luxembourg
L-3360 Leudelange