How do I switch the Device ON & OFF?

On: Hold Green Button in & then let go. If asked to choose an Institution, SELECT Altech & then SELECT ConnectNet

Off: SELECT the Menu Button, Terminal, Power & then Power Off

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Merchant Password: 6755

Manual Settlement (End Of Day Cash Up):

-Press the Grey Menu Button, ENTER on Transactions
-ENTER on End Of Day & SELECT Manager on the Top Right-hand corner
-ENTER PIN 6755
-The device will dial out & print a list of transactions since the last settlement
Press NO when asked to reprint Bank Slip

*This should be done at the end of each day and sent to WAPPoint by fax if requested– 086 672 0496

Parameter Download (To test if the GPRS is working):

-Press the Menu Button and SELECT 'Applications'
-SELECT 4 for "Maintenance Menu", ENTER the 'Manager Pin' 6755
-Press 3 for Manual Bank, & then 5 for Download Parameter

Debit / Credit Card Sales:

-Swipe the Card or insert into Chip Reader Slot
-SELECT 1 for Purchase
-ENTER the Amount of the Purchase & press ENTER again
-Press ENTER to confirm the Amount
-Cardholder must type in their PIN and ENTER
-The machine will dial out & authorize the transaction. Cardholder must sign the **Merchant** Copy. Remember to compare Signature to the one on the back of the Card. Another Slip will print out which is the **Customer** Copy

I have a Dual SIM Device. How do I switch the SIM Cards if one of the Networks Fails

-Switch the Device off & then switch the 2 SIMs at the back of the Device
-Switch the Device back on. If asked to choose an 'Institution', SELECT Altech & then SELECT ConnectNet

How do I Reprint a slip?

-Press the Grey Menu Button
-Applications
-2 for Reprint Slip
-SELECT ENTER the Receipt if you would like to
-Reprint according to the sequence number of the transaction

POSSIBLE TERMINAL ERRORS:

-**Ecommerce Status Error:** Signal error. switch off, swap SIMs, switch on, and do a Parameter download

-**Printing Problems:** Make sure the paper is inserted the correct way. Make sure the paper roller is tightly in place

-**Device not charging / Battery Issues:** Check your wall socket for power and try inserting charger into the device port / base port. If all else fails, phone the Helpdesk at 021 3000 121

*Tip: Try not to leave the device on charge for too long as the battery might become "lazy"

support@wappoint.co.za
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WAPPoint