

**How do I switch the Device on or off?**

- ON:** Hold in the Green Button for a few seconds & let go
- OFF:** Hold in the Yellow Button & the Button with the Full Stop



**How do I Settle / Bank my Device?**

- SELECT F2
- SELECT 1 for Settle
- ENTER the Merchant Password, & press ENTER  
**(This should be done at the end each day & sent to WAPPoint by fax if requested – 086 672 0496)**

**How do I know my Device is working?**

- SELECT F1
- SELECT 2 for Functions
- SELECT 2 for Utilities
- SELECT 2 for Download
- SELECT 1 for Full Profile Download  
(It will start with a printout that says "Session Start" & once it has been successful it will say "Session End")

**I need to Reprint my last slip!**

- SELECT F2, 2 for Print, and then 1 for Reprint
- The last successful Transaction will be printed

**Merchant Password: 6755**

**Debit / Credit Card Sales:**

- Swipe on right or insert your card into the chip reader if it has a chip
- SELECT 1 for Sale & enter the Amount
- SELECT Cheque / Savings / Credit Card if applicable
- Ask the cardholder to ENTER their PIN & SELECT ENTER
- Slip is printed! Make sure it says **APPROVED**. The Merchant Receipt is yours & the Customer Receipt is the Cardholder's. Make sure the Cardholder signs the Merchant Receipt.
- For **Tap & Go** transactions, select the yellow button, select 1 for sale & enter the amount (Tap & Go transactions only work for amount from R500 & less!)
- Tap the card on the screen of the device. If approved it should print out a Merchant & Customer receipt without the client having to enter their bank card pin.

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

- Switch the device off & then switch the 2 SIMs at the back of the Device. The **SIM Slot** is the default Slot
- Switch the Device back on, & SELECT the new Network i.e. MTN/Vodacom according to the SIM in the default Slot  
**(If this fails, phone our 021 3000121 helpdesk to reconfigure the communication settings on your Device!)**



**Possible errors on the Device?**

- **Printing Problems:** Make sure the paper is inserted correctly & that the paper is going up, and overt the printer lid, away from you
- **Device not charging:** Try another plug point. If this fails contact our helpdesk as the battery or charger may be faulty!
- **No SIM:** Make sure the SIMs are inserted as per the image next to the SIM Slot

support@wappoint.co.za  
 021 3000 121  
 www.wappoint.co.za

