

Payments

Mobile Pay

User Guide for Android™ Tablet

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Getting Started

Two-Factor Authentication

Mobile Pay utilizes two-factor authentication so that new devices can be added and verified securely to your account for use with Mobile Pay. For example, if a device you normally use is lost or stolen, you will be able to add and verify a new device simply by verifying a 6-digit security code that will be sent to you via SMS text or email. This process will take place upon logging into Mobile Pay on a new device.

In order to use this feature, you will need to configure your Contact Information upon logging into Mobile Pay for the first time. Follow the steps below to add an SMS capable phone number and an email address.

Contact Enrollment – Phone Number:

1. Tap Add Phone.
2. Enter your Phone Number in the box and then tap Continue.
3. Enter the 6-digit code from the SMS text you receive in the box and then tap Verify.

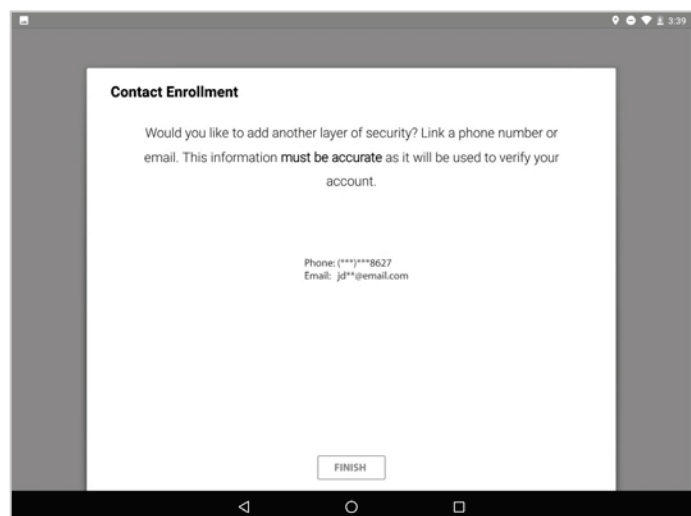
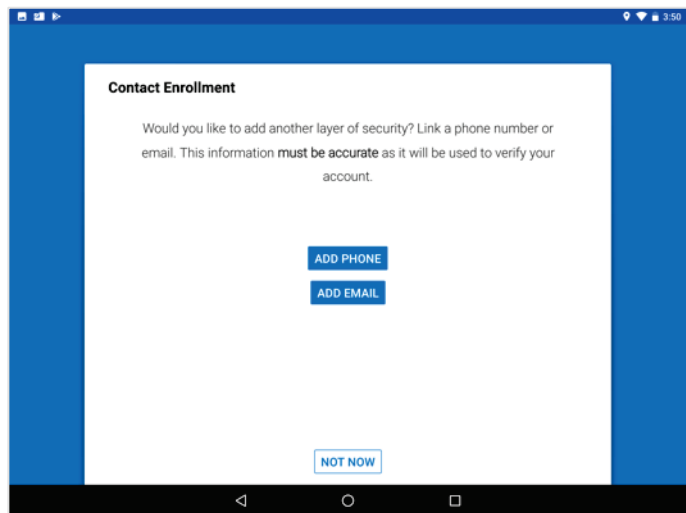
Contact Enrollment – Email Address:

1. Tap Add Email.
2. Enter your email address in the box, and then tap Continue.
3. Enter the 6-digit code from the email you receive in the box and then tap Verify.

In the event that you need to verify a new device, follow the steps below once you've logged into Mobile Pay from the new device:

Verify Account – Phone Number or Email Address:

1. Select either Phone or Email contact and then tap Next.
2. Enter the 6-digit code from the SMS text or email in the box and then tap Verify.



Overview

Mobile Pay turns an Android device into a mobile point of sale. This streamlined application is geared towards small and mid-sized merchants, and can be used in any number of venues – storefront or mobile. From a local apparel shop or cafe, to an art dealer participating in a local festival, to a tow truck or taxi, it's an affordable, secure way to take payments. It's also ideal for seasonal merchants who may not need year-round coverage but do need a reliable service when business picks up.

Card Reader Status

The card reader's status is shown on-screen via one of the following icons:



Card Reader Ready

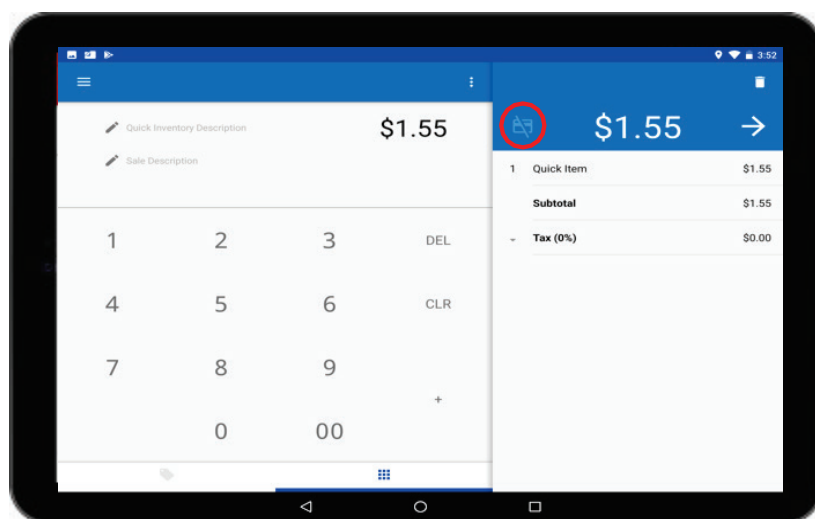
Card Reader Initializing

Card Reader Battery Low

Card Reader Error

Card Reader Critical Battery

Card Reader Not Ready



Card Reader Features and Specifications

Features

- Ergonomic design
- Mobility
- Secure and EMV certified
- Bluetooth connectivity

Card Reader Features and Specifications

Features

- Ergonomic design
- Mobility
- Secure and EMV certified
- Bluetooth connectivity

Specifications

Memory

256MB FLASH and 64MB RAM

Display

OLED technology graphical display with 128 x 64 pixels, viewing area 35mm x 20mm. Provides brilliant bright text with ultra-wide reading angle in low ambient light

Keypad

4 rows x 3 columns

0-9 (alpha-numeric legend)

CNL (RED) + ENT (GREEN) keys

Single clear key (YELLOW) at base

Battery

800 mAh is standard for the Bluetooth model

Physical Dimensions

H 103 mm x W 71 mm x D 18 mm

Weight

118g

Using the Card Reader

1. USB Port (Charge Port)
2. Factory Reset Button
3. Power Button
4. Magnetic Stripe Reader
5. Bluetooth LED
6. NFC Indicators
7. Keypad
8. Enter Key
9. Clear Key
10. Cancel Key
11. Chip Reader



Pairing your Card Reader

If you are using a bluetooth card reader, please follow these steps to pair the reader to your mobile device.

Pairing Instructions

Please enable Bluetooth on your Android device before performing the following steps.

- Press the Power Button on the device to turn it on
- On your Android device, open Settings > Bluetooth
- On your Android device, tap the 'device serial number' that is displayed
- On your Android device, tap Pair/OK
- Open the Mobile Pay app and select the Menu icon
- Select Settings and then Card Reader
- Select desired Card Reader from the list of Bluetooth Readers

Pairing Confirmation

- The LED on the card reader will be Solid Blue when the device is connected
- Make sure to charge device with Micro USB cable before turning on



Receipt Printer

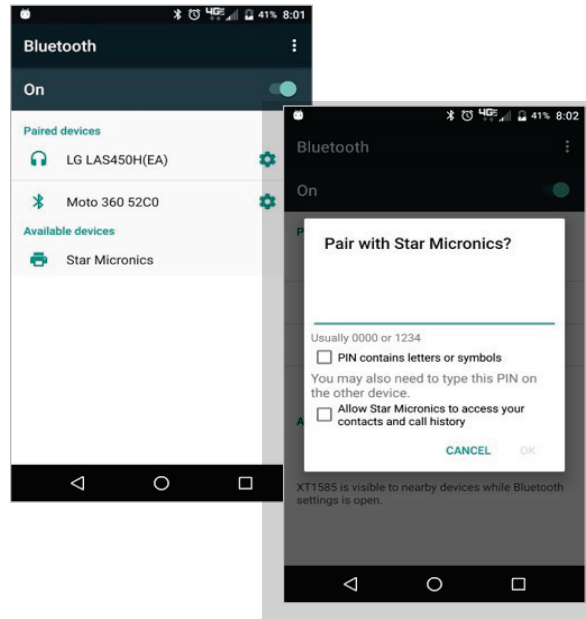
If you are using a supported printer with Mobile Pay, follow the steps below to pair your Android device with the printer.

Bluetooth Pairing

Please enable Bluetooth on your Android device before performing the following steps.

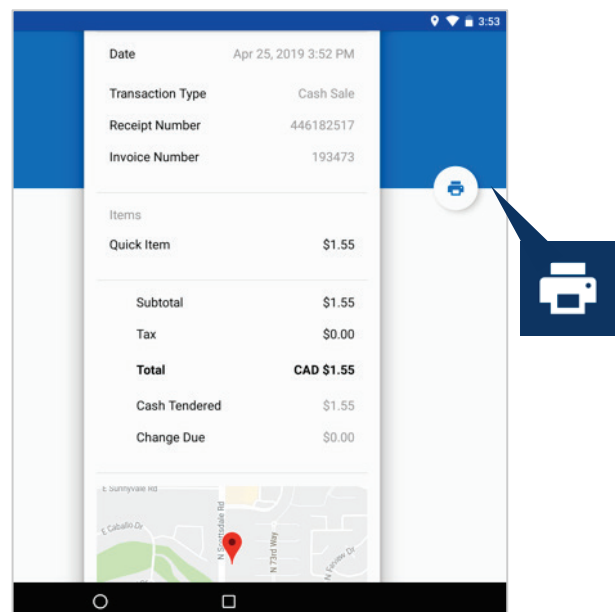
1. Press and hold the Power Button on the printer for approximately 5 seconds to turn it on
2. Open Settings > Bluetooth on your Android device
3. On your Android device, tap Star Micronics
4. If prompted for PIN, enter 1234 on your Android device, and then tap Pair / OK

The Bluetooth LED will begin to blink slowly when pairing is complete.



Printing Receipts

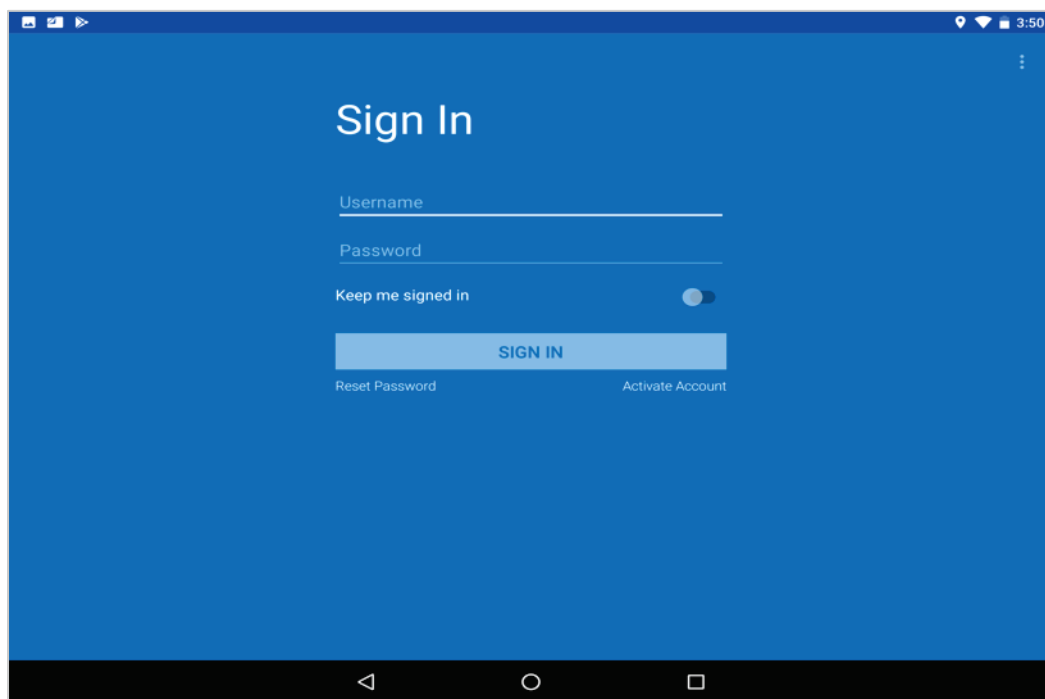
Receipts can be printed by tapping the Overflow icon from the receipt view and then press the Print Receipt button.



Using Mobile Pay

Logging In

Use your email address and the password you entered during activation to log in to Mobile Pay.



Tap the Overflow icon, and then tap Demo Mode to launch Mobile Pay in Demo Mode.

Demo Mode

When you launch Mobile Pay you may use Demo mode to familiarize yourself with all of the features available in Mobile Pay.

Please be advised that while in Demo mode, any inventory items you create won't be saved and any transactions that you perform won't be processed. In addition, chip and PIN transactions and the Merchant Dashboard access are disabled.

Tip:

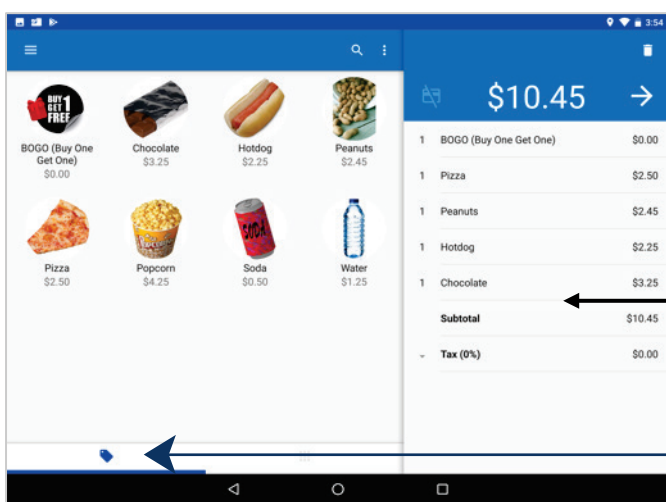
If you don't want to be prompted to log in each time you launch the Mobile Pay App, slide the 'Keep me signed in' slider to the right.

Reset Password

If you are unable to log in to the app, tap the Reset Password link beneath the SIGN IN button to reset your Mobile Pay password. You'll be prompted to enter your Username (email address) and then will be asked to provide the answer to one of the three security questions you selected during activation. Once you've successfully answered the security question, you'll be prompted to enter a new password.

Home Screen Overview

The Mobile Pay Home Screen consists of three main views, which are displayed by tapping the icons at the bottom of the screen:



Inventory View:

Allows you to tap items in your inventory and add them to the current sale.



Quick Item View:

Allows you to enter amounts and optional item descriptions for Quick Items that aren't in your inventory.

Cart View:

Allows you to change the quantity of items or remove items from the cart. When you add items to your cart, a number will appear displaying the total number of items in the cart.

In addition to the view icons, there are several other icons used within Mobile Pay. Below you'll find a description of each icon:



Continue:

After all items have been added to the transaction, tap the Continue icon to progress to the payment type screen.



App Menu:

When you tap the App Menu icon, the menu and settings drawer appears. From the menu and settings drawer you can sign out of the app, visit the Mobile Pay Dashboard, and change settings for Mobile Pay.



Trash:

At any point during a transaction, you can tap the Trash icon to cancel the transaction.



Overflow Icon:

Tap the Overflow icon and then tap Barcode Scanner if you'd like to use your device's camera as a barcode scanner. Additionally, when a specific transaction is selected in the Sales History, the Overflow icon can be used to print receipts, email receipts or issue a refund.

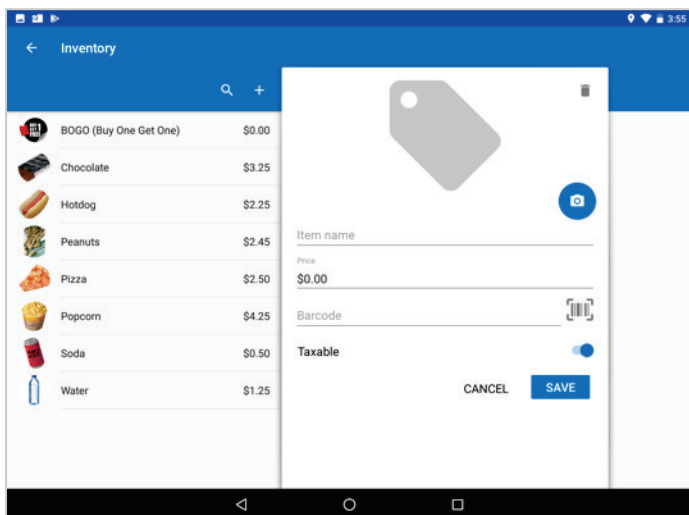


Inventory Search (Inventory view only):

Tap the Inventory Search icon to search for items in your inventory.

Inventory Items

You can manage inventory items directly from the app by tapping the More icon and then tapping Inventory. Items that you add in the app are automatically synced to the cloud and are accessible to all users activated on your account.



Add Image:



Tap the Camera icon to add an image to your new inventory item. You can select an image from your photo library or use your device's camera to take a new photo.

Scan Barcode:



Tap the Barcode icon to use your device's camera to scan barcodes from your items.

Create Inventory Item

Follow the steps below to create inventory items:

1. On the inventory screen, tap ' + ' in the upper-right.
2. Add an image for your item (optional).
3. Enter an item name.
4. Enter a dollar amount for the item.
5. Add a UPC for the item (optional).
6. If the item is taxable, turn the slider on.
7. Tap Save.

Delete Inventory Item

Follow the steps below to remove inventory items:

1. On the inventory screen, tap the item you'd like to delete.
2. Tap the Trash icon in the upper-right of the screen.
3. Tap OK to confirm item deletion.

Digital Invoices

You can distribute Digital Invoices via email or SMS text message, which allows your customers to pay from anywhere on a mobile device or desktop computer.

Due Date

Due Date options are: Today, 1 Week, 2 Weeks, 1 Month or Custom Due Date.

Consumer Type:

There are 2 Consumer types to select from. Selecting Customer will prompt for First and Last Name. Selecting Business will prompt for Business Name.

Customer Info:

Customer First Name and Last Name or Business Name, Email Address and Phone Number.

Delivery Method:

Tap Send by SMS to send the digital invoice to your customer via SMS text message or tap Send by Email to send the digital invoice to your customer's email address.

Create a New Invoice

Follow the steps below to create a new invoice:

1. Add items to the transaction.
2. Tap the Continue icon.
3. Tap Invoice.
4. Enter the Invoice details.
5. Select a method of delivery for the digital invoice.
6. Tap Done.

Resend an Invoice

Follow the steps below to resend an invoice:

1. Tap the App Menu.
2. Tap Invoices.
3. Locate the Invoice and swipe left to display the menu.

4. Tap Edit.
5. If necessary, edit your customer's contact info, and then select a method of delivery for the digital invoice.
6. Tap Done.

View Invoices

Follow the steps below to view an invoice:

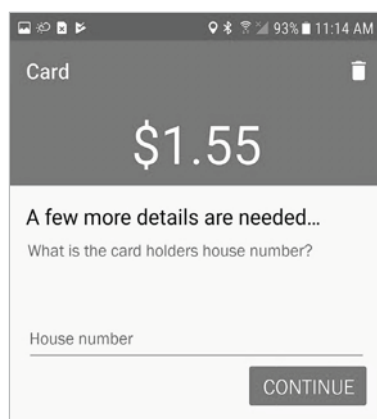
1. Tap the App Menu.
2. Tap Invoices.
3. Here you can see a list of your current invoices and their status.

Transaction Prompts

Below are the descriptions of the most common prompts that you may encounter when processing transactions with the Mobile Pay App.

AVS (Address Verification)

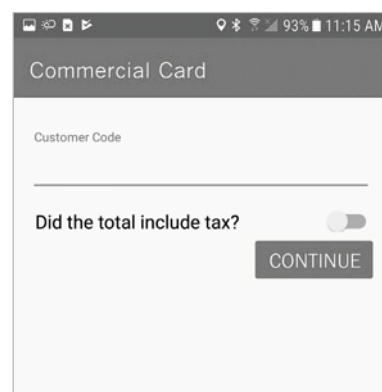
Whenever you process a manual sale with the card not present, you will be prompted to enter the house number of your customer.



The screenshot shows a mobile app interface for a card transaction. At the top, the word "Card" is displayed. Below it, the amount "\$1.55" is shown in large white text on a dark background. A message states "A few more details are needed..." followed by the question "What is the card holders house number?". There is a text input field labeled "House number" and a "CONTINUE" button at the bottom right.

Commercial Cards

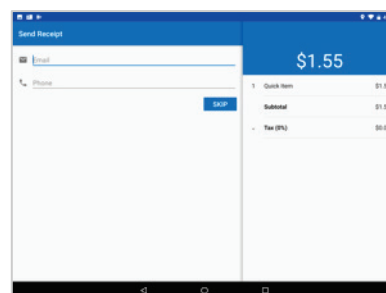
If a customer uses a commercial card for a transaction, you may be prompted to enter Tax and customer code information. Tax is entered only if there is no tax calculated on the item purchased. If the tax rate is entered, the app will extract the percentage entered and create a receipt showing the tax amount and adjusting the item price.



The screenshot shows a mobile app interface for a commercial card transaction. At the top, "Commercial Card" is displayed. Below it, there is a "Customer Code" input field. A toggle switch is labeled "Did the total include tax?". A "CONTINUE" button is at the bottom right.

Email Receipts

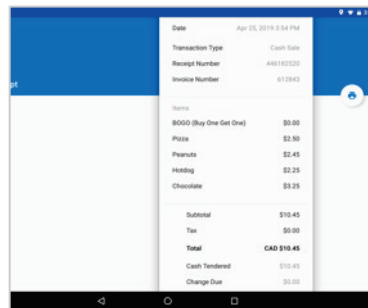
To send electronic receipts to your customers via email or SMS text message, enter their email address, mobile phone number or both, and then tap Next.



The screenshot shows a mobile app interface for sending an email receipt. On the left, there are input fields for "Email" and "Phone", with a "Next" button below them. On the right, a receipt summary is shown with a total of "\$1.55". The receipt details include: "Quick Item" \$1.55, "Subtotal" \$1.55, and "Tax (0%)" \$0.00.

Approved Transaction

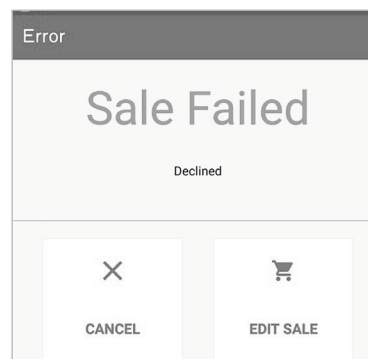
Once a transaction is approved, a receipt will be displayed on the screen. If you have a printer paired with your device, you can print receipts by tapping the printer icon.



Declined Transaction

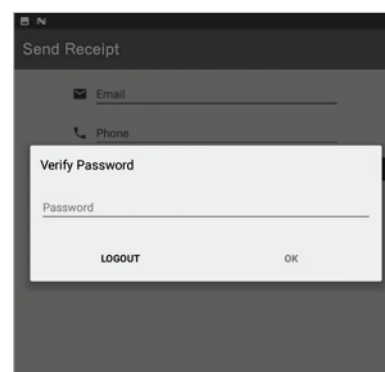
If a transaction is declined, you may be prompted to try the transaction again, use a new card, or cancel the transaction. In some cases, you can provide a declined statement to your customer with information they may need when contacting their card issuer.

If a transaction fails, you can edit the cart or cancel the sale.



Session Timeout

Transactions will timeout after 6 minutes of inactivity. You will be prompted to authenticate if this happens.

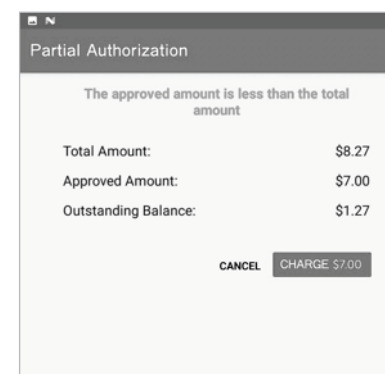


Partial Authorization

A partial authorization partially approves a transaction if a cardholder does not have enough credit on their credit card to cover the transaction amount.

You may then allow the cardholder to pay the remaining balance owed with another card or cash.

Note: This is completed in two separate transactions. The first transaction for the approved amount and a second transaction for the remaining balance.



Processing Transactions

Chip and PIN Sale

1. Add items to the transaction.
2. Insert your customer's card into the EMV reader.
3. When prompted, tap OK and then hand the device to your customer to confirm the sale.
4. Merchant taps Charge.
5. Enter your customer's email address and/or mobile phone number in the fields and then tap Continue (optional).
6. Receipt is displayed.

Contactless Sale

1. Add items to the transaction.
2. Tap the Continue icon.
3. Ask your customer to tap their card or mobile device on the card reader until light blinks.
4. Enter your customer's email address and/or mobile phone number in the fields and then tap Continue (optional).
5. Receipt is displayed.

Swiped Sale

1. Add items to the transaction.
2. Swipe your customer's card in the card reader.
3. Ask your customer to sign for the transaction and then tap Continue.
4. Enter your customer's email address and/or mobile phone number in the fields and then tap Continue (optional).
5. Receipt is displayed.

Cheque Sale

1. Add items to the transaction.
2. Tap the Continue icon.
3. Tap Cheque.
4. Enter the customer's Cheque Number and then tap Continue.
5. Enter your customer's email address and/or mobile phone number in the field, and then tap Continue (optional).
6. Receipt is displayed.

Cash Sale

1. Add items to the transaction.
2. Tap the Continue icon.
3. Tap Cash.
4. Enter the Amount Tendered and then tap Continue.
5. Enter your customer's email address and/or mobile phone number in the fields and then tap Continue (optional).
6. Receipt is displayed.

Cardholder Not Present Sale

1. Add items to the transaction.
2. Tap the Continue icon.
3. Tap Card.
4. Enter your customer's card number, expiration date, CVV, and Postal Code. Toggle the Card Present to off. You'll be prompted to enter your customer's billing statement house number. In addition, if you don't enter the CVV, you'll be prompted to provide a reason.
5. Tap Continue.
6. Enter your customer's email address and/or mobile phone number in the fields and then tap Continue (optional).
7. Receipt is displayed.

Note: If the customer is present this option must not be used.

Sales History

1. Tap the App Menu icon.
2. Tap Sales History.
3. Search your sales history by date, last four digits of card number or by amount.

Refunds

1. Tap the App Menu icon.
2. Tap Sales History.
3. Search for the transaction to refund by date, last four digits of the card number or by the transaction total amount, and then select it.
4. Tap the Overflow icon.
5. Tap Issue Refund.
6. Enter your password and then tap Next.
7. Select the items to refund, and then tap Next.
8. Select a reason for the refund. If Other is selected, type in the reason and then tap Next.
9. Enter your customer's email address and/or mobile phone number in the fields and then tap Continue (optional).
10. Receipt is displayed.

Note: Refunds can only be processed within 90 days of the original card transaction.

Resending Receipts

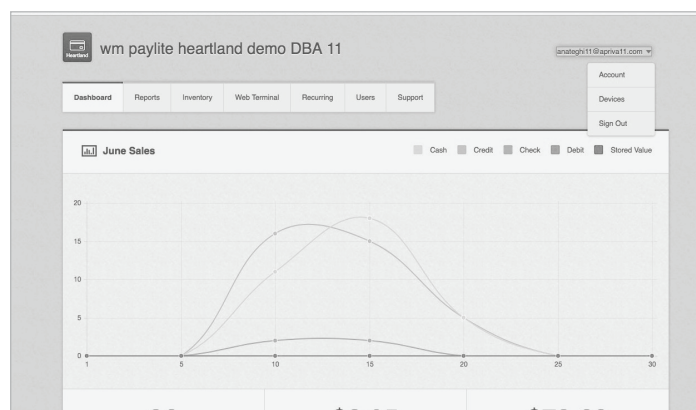
1. Tap the App Menu icon.
2. Tap Sales History.
3. Search for the transaction to resend the receipt for by date, last four digits of the card number or by the transaction total amount, and then select it.
4. Tap the Overflow icon.
5. Tap Send Receipt.
6. Enter your customer's email address and/or mobile phone number in the fields and then tap Send.

Mobile Pay Dashboard

You can visit the Mobile Pay Dashboard by tapping the App Menu Icon, and then tapping Dashboard.

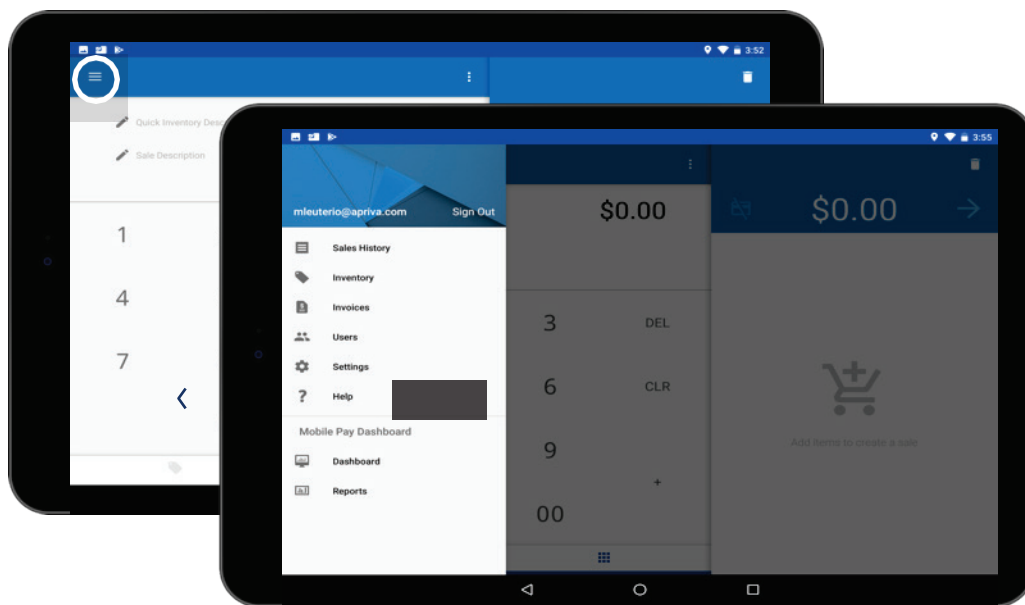
Features:

- Issue Refunds
- View and Export sales reports
- Manage additional users for your account
- Manage inventory
- Set up and manage recurring payments
- Access help and support.



Settings

There are many settings that you can configure within Mobile Pay. All settings are accessed by tapping the App Menu icon and then tapping Settings.



Feedback

Allows anonymous feedback to be gathered to help us improve your user experience.

1. Tap General.
2. Turn Feedback on or off using the slider.

Geolocation

Geolocation allows Mobile Pay to access your location information, which will display a map on all transaction receipts.

1. Tap General.
2. Turn Geolocation on or off using the slider

Invoice Numbers

If you enable invoice numbers, you will have the option to enter an invoice number for each transaction that you run. To turn invoice numbers on:

1. Tap General.
2. Turn invoice numbers on or off using the slider.



Note: You must tap into the cart view to enter the invoice number during a transaction.

 Add Invoice Number		
1	Candy Bar	\$1.00
Subtotal		\$1.00
▼	Tax (0.0000%)	\$0.00

Card Reader

Select the card reader to be used during sale transactions.

1. Tap Card Reader.
2. Select Bluetooth Card Reader.

Tax

You may setup or enable sales tax rate's for your transactions:

1. Tap Tax.
2. To create a new rate tap + at top right.
3. Enter the tax description and the tax rate to include state and local taxes to each transaction.
4. Tap Done.
5. Turn Tax on or off using the slider.

Tips

You may enable tips (gratuities) that allow your customers to select a percentage to add a gratuity to their purchase. Your customers will also have the option to enter a different tip amount as well as the ability to bypass adding a tip:

1. Tap Tips.
2. Turn Tips on or off using the slider.
3. Additionally, you may Round Tip Amounts up to whole dollar amounts using the provided tick box.

Receipts

Use the automatic receipt option if you'd like to receive copies of transaction receipts via email or to your mobile phone. To enable receipts:

1. Tap Receipts.
2. Add up to three mobile phone numbers and three email addresses for recipients.
3. Tap the back arrow to save your changes.

Sync

By enabling this option, the account settings are managed by the administrator and shared with all users. When disabled, users are allowed to locally manage their own settings. To turn this function on or off:

1. Tap Sync.
2. Turn Auto Sync on or off using the slider.

Troubleshooting and Support

Troubleshooting

Issue	Suggestion
Unable to log in to the application	• Ensure that you are connected to a network and that your device isn't in airplane mode.
Forgot password	• Reset your password by tapping Reset Password on the log in screen.
Password doesn't work	• Ensure you're spelling it correctly. • Ensure you enter it in the correct case (is the CAPS lock on?).
Bluetooth card reader isn't working properly	• Press the Enter key (green tick) to wake the device. • In the app's Card Reader settings, choose a different type of device and then back to Bluetooth. • Verify the reader is paired with your device in the Bluetooth Settings of your device. • Ensure that the card reader is charged. • Power off your device and restart it. • Verify the appropriate card reader type is selected in the app Settings.
Application closes unexpectedly	• Close all other open applications on your device. • Ensure you are connected to a network. • Ensure your device is not in airplane mode. • Power off your device and restart it.
I cannot process transactions	• Ensure you are connected to a network. • Ensure your device is not in airplane mode. • Close all other open applications on your device. • Disconnect and reconnect the card reader. • Power off your device and restart it.
Cannot process contactless transactions	• When the Card Reader battery reaches 'Low Battery' status, contactless transactions are not possible. • Charge the reader and try again.

Technical Support

Our Customer Representatives are available to help merchants with technical support issues they may have with Mobile Pay.

1-855-445-6225