

PAYACARDSERVICES

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# WISEPAD 2 PLUS

OFFICIAL PAYACARDSERVICES USER GUIDE



**PAYACARDSERVICES**

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3rd Floor, Lakeside House,  
9 The Lakes,  
Northampton, NN4 7HD

**ACCEPT A VARIETY OF  
PAYMENTS USING THE  
WISEPAD 2 PLUS**

# INTRODUCTION

The Wisepad 2 Plus is a portable payment device with an integrated receipt printer, making it ideal for businesses who want to take a variety of payments using a portable device.

- Accepts Contactless, Chip and Pin and Magstripe payments, maximising your payment options.
- Accepts AMEX, Apple Pay and Google Pay.
- Doesn't need to connect to any App to function, making it easy and simple.
- Comes in a Wifi Only model or a Wifi and 3G model. The WIFI model will connect to mobile hotspots and the 3G model comes with its own data SIM.

# YOUR ACCOUNT

The Payacardservices team will make sure your device is set up and ready to use straight out of the box, saving you time and ensuring you're ready to collect card payments right away. All you need to do is connect to your WIFI or 3G connection. You can track your payments on your Payacardservices Merchant Portal.

# YOUR WISEPAD 2 PLUS

## Features:

1. Backlight Screen
2. Connectivity icons & Battery level
3. 4 x 4 keypad, numbers 0 - 9, lettered
4. Power / settings button
5. Up & Down arrows
6. Cancel button (Red X)
7. Back button (Yellow arrow)
8. Enter / Confirm button (Green tick)
9. Micro USB port



# TROUBLESHOOTING

## MY DEVICE CANNOT BE PAIRED

Please press and hold the power button to restart your device. Check your 'Scanned Devices List' on your smartphone or tablet. You should see your device serial number listed. You can find your serial number in two places:

- On the small barcode located on the paper sleeve of your device packaging.
- Underneath the battery in the back compartment.

## MY DISPLAY TURNED OFF AUTOMATICALLY

The display may turn off after entering the 'Sleep Mode' to save power. Press and hold the power button to restart the device. If the device does not turn back on it may be out of power. Please use the Micro USB to recharge it and then retry.

## MY DEVICE LOST CONNECTION WITH MY SMARTPHONE/TABLET WHEN THE DEVICE IS AUTO-OFF

Press and hold the power button to turn on the device again. The device will automatically connect with your smartphone or tablet again. The device may be at a lower battery level, in which case you can recharge using the Micro USB. Ensure your smartphone or tablet is within reception range, then retry.

# TURNING ON & OFF

The power button can be found on the front of the device on the top right row of buttons. To turn on the device, hold down the power button until the screen lights up and you hear a beep. To turn off the device, hold down the power button until you see the message asking if you want to turn off. Confirm with the green tick button.

# CHARGING YOUR DEVICE

Your Wisepad 2 Plus will come with a Micro USB charging cable. The charging port is located on the lower middle left side of the device. Gently pull back the protective cover to access the port. Plug your MICRO USB end of the cable into the device and then plug the USB end of the cable into a power supply.

# ACCESSING THE MENU & SETTINGS

The menu and settings button is the same as the power button. It should show a cog. Pressing this will take you to the menu and settings.

There are three lots of settings split across three screens. To navigate between screens, use the arrow buttons located below the power/settings button. To access the required settings, simply select the number that appears before it in the menu.



# CREATING A CONNECTION

To connect your device to the network:

- Press the settings button
- Select option 1 for CONNECTION
- Then select option 1 for WIFI

**OR**

- Select option 2 for CELLULAR and wait for a connection

## I'M HAVING TROUBLE WITH CONTACTLESS PAYMENTS

Please check that the card being used supports contactless payments. Cards need to be placed within a 4cm range on top of the contactless symbol on the screen. It is advised that the person presenting the card does so out of a wallet or purse to avoid interference.

## MY DEVICE CAN'T READ CARDS

Please check the device has power when operating and ensure devices are connected. Check if the device instructs to swipe or insert cards. Ensure there are no obstacles in the card slot. The magstripe and chip of the card must be facing in the right direction when swiping or inserting a card.

## MY DEVICE IS STILL NOT READING CARDS

If your Wisepad 2 Plus still isn't accepting a card, it may be that the card is being inserted/swiped at an inconsistent speed. The speed should not be too fast or too slow and you shouldn't pause when swiping.

## MY DEVICE HAS NO RESPONSE

You can use a paperclip or something similar to press the reset button on the back of the device at the bottom. This will reboot your device.

# SETTING UP WIFI

To connect to the WIFI:

- Press the settings button
- Press the down arrow
- Select WIFI setup
- Select option 1 for SSID
- You will need to use the 2,4,6,8 & 5 keys to navigate up left right and down and press the 5 to select the key
- Type the name of your internet
- Once done, press the green TICK button
- Select option 2 for PASSWORD, and repeat the above for the password of their internet
- Press the tick to confirm
- Press the red cross to go back to the main menu
- Select option 1 for connection
- Select option 1 for WIFI - the device will connect to WIFI and show a WIFI symbol at the top of the screen confirming connection

# ACCEPTING PAYMENTS

Payments on the Wisepad 2 Plus are set to be keyed payments. This means the amount needs to be keyed in manually every time a payment is taken. For example, £2.50 will be typed as 2, 5, 0. To confirm the amount press the green tick button.

The device will then request payment via chip and pin/contactless. The customer either inserts the card for chip and pin or taps the card to the screen for contactless. If paying by chip and pin, a PIN entry screen will be presented. They should enter their pin and press the green tick button to confirm.

Await instruction on the terminal confirming approval or decline, print the receipt and remove the card.



# REFUNDING A PAYMENT

To issue a refund on the Wisepad 2 Plus, select Refund from the main screen menu options. You will be asked to enter a RRN number. The RRN number is the invoice number which is located on the receipt for the original transaction. Entering the RRN performs a linked refund and does not require the cardholder's presence.

## LCD MESSAGE DETAILS

### CONFAIL

Please call us in the event of any CONFAIL errors.

### BBPOS

Wisepad 2 Plus opening screen.

### Standby

Waiting for a connection via bluetooth, wifi or gprs network. The device will enter sleep mode if no connection is made in 5 minutes.

### Connecting Network

Connecting to WIFI or GPRS signal.

### Processing

Transaction is processing.

### Input Pin

Reminder to cardholder to enter their pin.

### Incorrect Pin

Incorrect Pin entered, please try again.

### Completed

Transaction is complete.

### Cancellation

Transaction is cancelled.

### Terminate

Transaction is terminated.

### Declined

Transaction is declined.

### MSR Successful

Successful swiping of card.

# PRINTING RECEIPTS

After a payment has been taken on the device, an option will appear on the screen asking if you would like a receipt. Select the green tick button to confirm or the red cross button to deny.

# CHANGING RECEIPT ROLLS

To change the receipt roll, open the paper compartment by gently lifting the lever on the printer cover. The compartment should pop open and you can gently pull it backwards.

- Remove any old receipt rolls from the device.
- Remove the packaging of your new receipt roll before fitting into the compartment.
- Gently feed the receipt paper through the slot in the printer cover.
- Close the printer cover by gently pressing back into place until you hear a click.
- Remove any excess paper from the receipt feed by tearing it along the serrated edge.

**CAUTION:** Please use the paper approved by the manufacturer. The incorrect paper can cause damage to the printer.

# REMOVING THE BATTERY

If you need to remove or check the battery on your Wisepad 2 Plus, turn the device over to access the back. There are two clips at the bottom of the back cover - pinch these down to remove it.

Once the back is removed you will see the battery pack. This has its own clip to secure it. To remove the battery, pinch the clip upwards. The battery should gently pop out.

# CHECKING THE SIM CARD

It is unlikely that you will need to check the SIM card and if you suspect a SIM issue on your device you should contact customer services for support. If you find you need to access the SIM slot you can access this by following the instructions for removing the battery above.

Once you have removed the battery, the SIM card slot can be located in the bottom left corner of the battery compartment.

# CUSTOMER SERVICES

If we can be of further assistance, please contact Customer Services at Payacardservices on **0333 123 1243**.

## MSR Fail

Failed swiping of card.

## No ICC

No ICC card has been inserted/detected.

## No Response

Timeout message when no card is inserted or swiped.

## Insert Card

Reminder to the customer to insert their card.

## Swipe Card

Reminder to the customer to swipe their magstripe card.

## NFC

Reminder to the customer to tap their card contactlessly.

## Accepted

Transaction has been successful.

## Power off?

Confirm or decline to turn off the Wisepad 2 Plus.

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