

Westpay standalone

Quickstart – posapp edition

Table of contents

Quickstart – posapp edition	1
1. Before you start	3
2. First start-up.....	3
2.1. Language selection	3
2.2. Connect to internet.....	4
2.2 a. Connect to Wi-Fi	4
2.2 b. Connect to cellular network (GSM).....	5
2.3. Terminal Id and connection test	5
2.3 a. In case there is a problem	6
2.4. Finish – ready for payments	6
3. How to guides.	7
3.1. Perform a transaction.....	7
3.2. Print reports.....	9
3.3. Password protection	10
3.4. Update your terminal.....	10
4. Additional features.	11
4.1. Decimal (cent) input control	11
4.2. Enable tipping.....	11
4.3. Enable or disable merchant receipt.	11

Version history

Version	Description	Valid from
1.0	First version	Version 1.0.0

Valid from refers to the minimum version that this document can be used for guidance in how to use the standalone solution. To validate the version you use, access the configuration menu, and look at the top right.

1. Before you start

Make sure that you have performed the following steps before starting up the terminal for the first time.

- Performed the delivery inspection.
- Prepared the terminal for first time use by following the unboxing guide
- Connected a power supply or charged the battery to 100%.

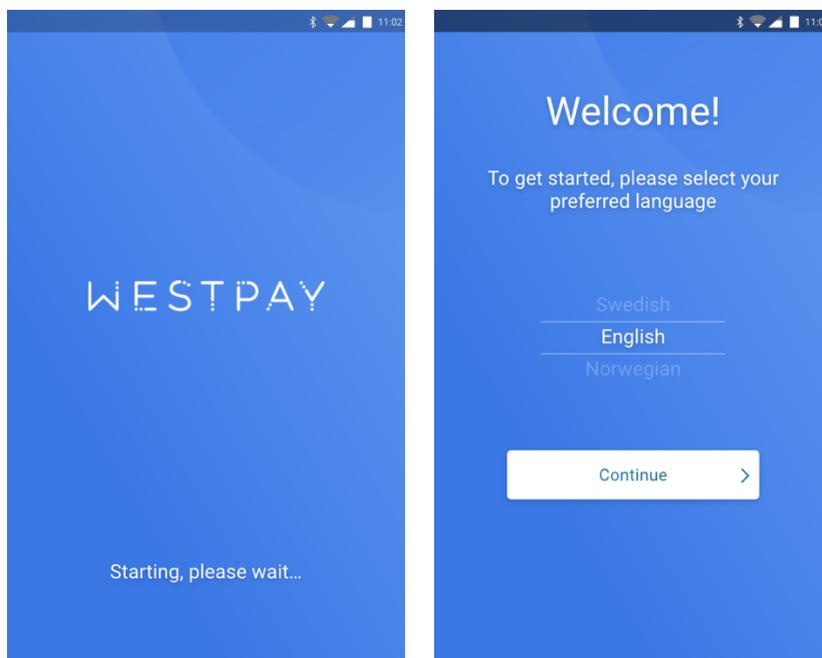
For more information see documents:

- *WP Delivery inspection*
- *WP C10, C100 or C150 Unboxing & Connect*

2. First start-up

2.1. Language selection

When turning on the terminal for the first time you will be greeted by the guided installation process.



The first step is to choose your preferred language. For this instruction we will continue to use English, but all the steps are the same between the different languages present.

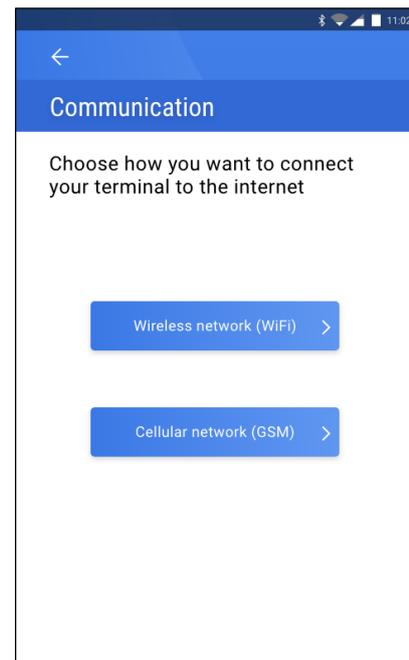
2.2. Connect to internet.

The next step in the installation process is to connect the terminal to a network with internet connection so that the terminal can communicate with the payment system.

Model dependency

If you are using Carbon C10 then this step will be omitted since connecting the terminal to a network is part of the unbox and connect routine.

You are presented with two options. Choose the one you will use by pressing on the corresponding button.



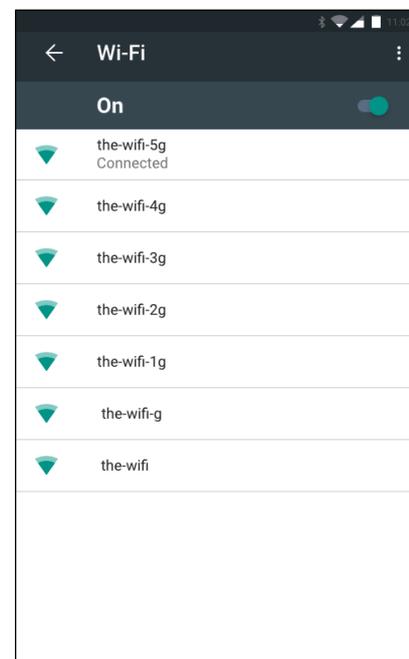
2.2 a. Connect to Wi-Fi

If you have chosen to connect your terminal to Wi-Fi, then you will be presented with the Android Wi-Fi connection view.

Start by making sure that the Wi-Fi is turned on, this can easily be identified by the “On” Text at the top of the Wi-Fi window.

A list of available access points (networks) will be presented. Click on your network to bring up a password input box. Enter your password, press connect and then verify that the status indicator under the network name states “**Connected**”.

When connected, press the back arrow at the top or bottom left of the screen to continue the configuration process.



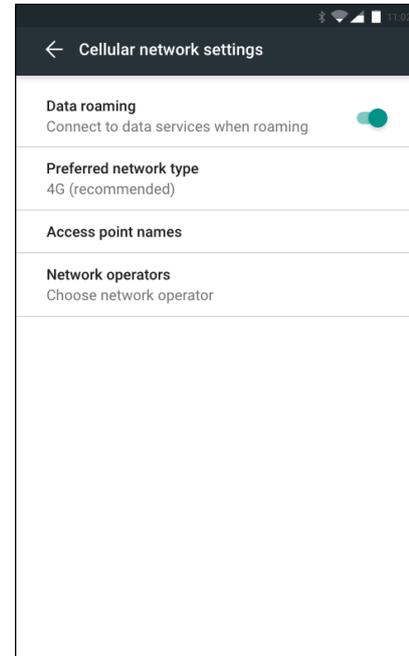
2.2 b. Connect to cellular network (GSM)

Prerequisite

To use cellular, you must first install this to your payment terminal. See section (6) in the document unboxing & connect

Depending on your carrier you are sometimes required to enter customer APN settings. You can do this from the presented window. Your carrier will be able to provide you with instructions on what to enter and where.

If your operator does not require any settings, then you can skip this step by pressing the back arrow at the top or bottom left to continue the configuration process.



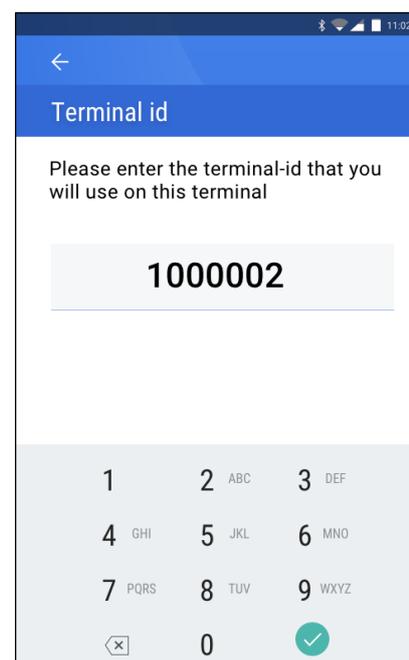
2.3. Terminal Id and connection test

The next step in the configuration process is to provide your terminal with a terminal-id. This id is provided via either our self-service portal Access or via the welcome letter that you have received prior to the terminal delivery.

The terminal-id is a unique 8-digit number that allows the terminal to download all the settings required to accept the payment cards that you have signed up for.

To enter your id simply use the on-screen keyboard or the physical keypad and press the green confirmation button.

The terminal will now start its connection and verification test. The screen will ask you to wait while this process completes. Please note that this can take seconds or minutes depending on your internet connection.



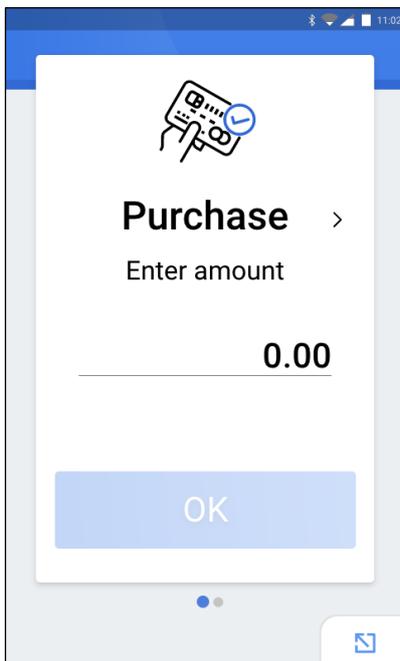
2.3 a. In case there is a problem

If there is a problem with the id, you entered or a problem with the connection between terminal and payment system then an error screen will be shown and then you are asked to verify your configuration by repeating step 2.2 to 2.3 again.

Need help?

If you need further assistance, please contact your dedicated terminal partner for help and troubleshooting.

2.4. Finish – ready for payments

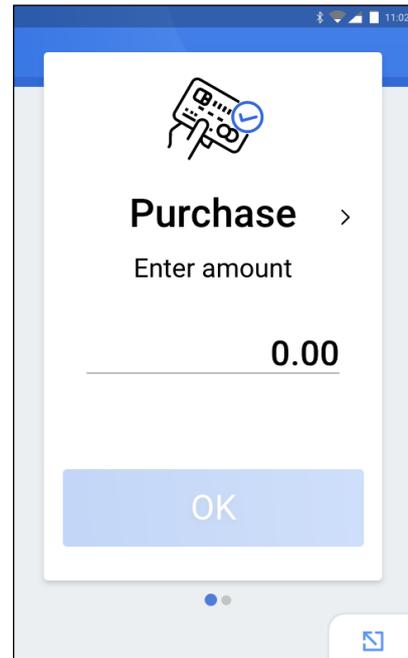


You have successfully completed the first configuration when you are presented with the following purchase screen.

3. How to guides.

Your terminal is designed to enable fast and easy card transactions meaning that we have minimized the steps required from start to finish. Therefore, we have made the payment screen the home screen for the solution.

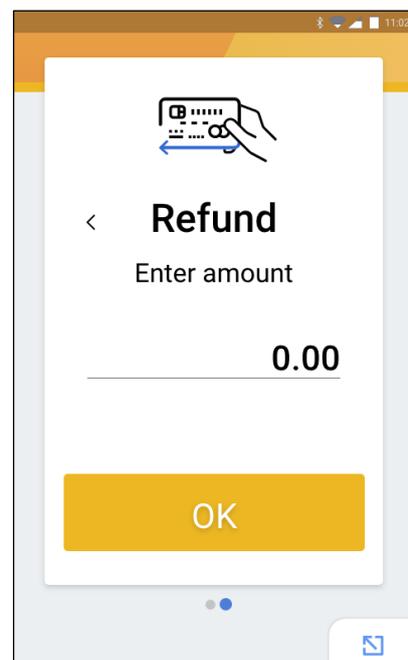
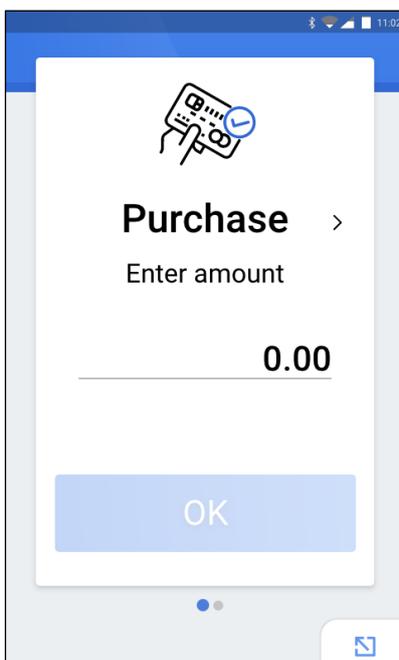
All steps in this part of the quick-start manual uses the “home screen” as a starting point.



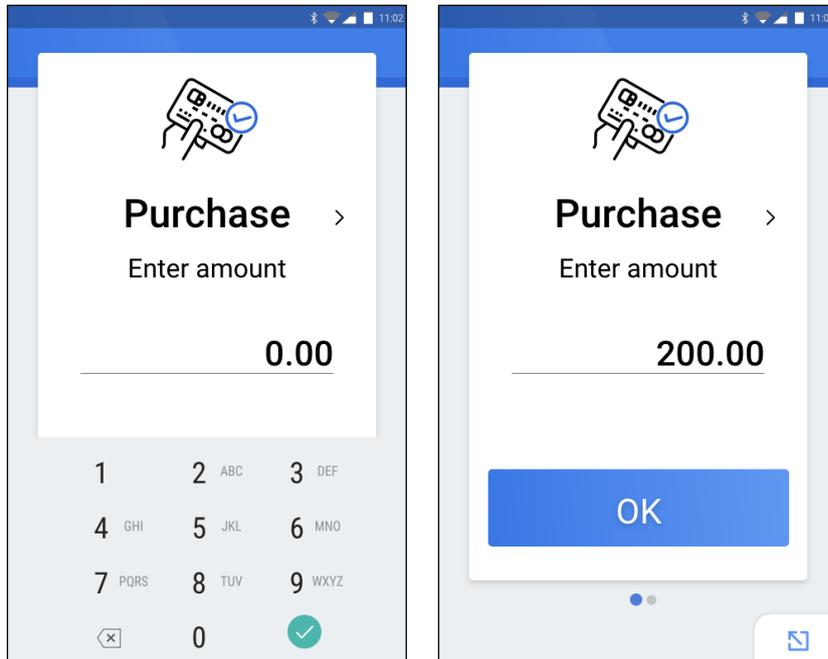
The home screen

3.1. Perform a transaction.

Your terminal supports different payment types depending on the configuration ordered during the onboarding process. To switch between the different payment types, you simply swipe on the screen from right to left.



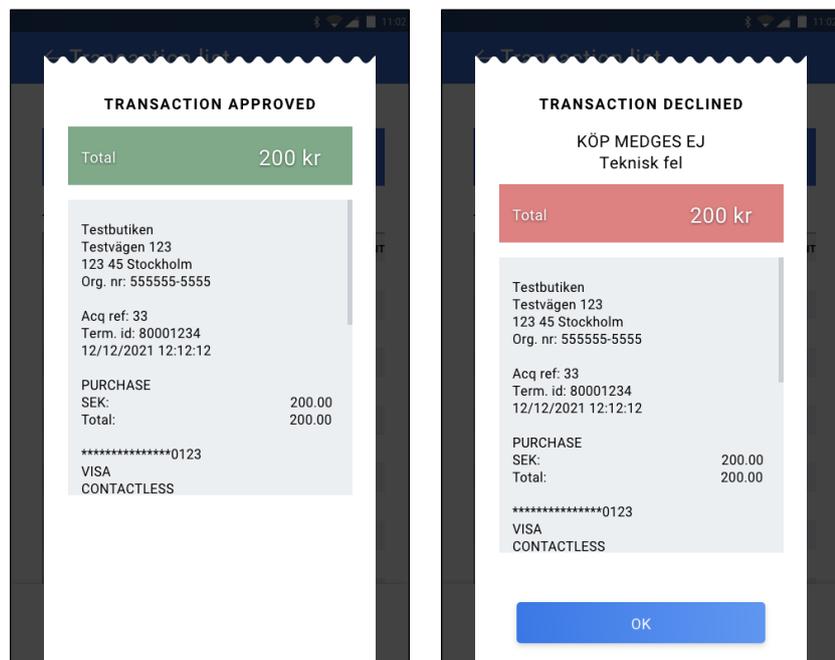
To start a transaction, select the transaction type by swiping on the screen. Then depending on your payment terminal model start to enter an amount using the physical keypad or by pressing the amount 0.00 text on the screen to show an on-screen keyboard.



If the on-screen keyboard is used, hide it by pressing the confirm in the bottom right corner. Then press the OK button to start the payment process.

Once the payment process is over the result is printed on the built in printer and shown on the screen of the terminal.

A successful transaction is shown for a few seconds whilst a declined will remain on the screen to make sure that you have seen and understood the result.



3.2. Print reports

Your terminal support three different report:

1. Transaction list: a list of all transactions performed on a specific date.
2. X-Report: aggregated transactions on a specific date.
3. Z-Report: aggregated transactions since last time you printed the Z-Report.
Includes a unique report ID. The report will be cleared once printed.

Transaction list report for Mon, 23 Nov 2021. The report shows a list of transactions with columns: DATE/TIME, TYPE, CARD, STATUS, and AMOUNT.

DATE/TIME	TYPE	CARD	STATUS	AMOUNT
20-01-01T10:10:10	Purchase	VISA	Approved	200
20-01-01T10:10:10	Purchase	MasterCard	Approved	200

PRINT REPORT

Transactions list

X-Report for Mon, 23 Nov 2021. The report shows a summary of transactions with columns: TYPE, TXN, AMOUNT, and CURRENCY.

TYPE	TXN	AMOUNT	CURRENCY
Purchase	100	10 000	SEK
Refund	5	500	SEK
Gratuity	-	20	SEK
Total	95	9 520	SEK

BANKAXEPT

TYPE	TXN	AMOUNT	CURRENCY
Purchase			
Refund			

VISA

TYPE	TXN	AMOUNT	CURRENCY
Purchase			
Refund			

MASTERCARD

TYPE	TXN	AMOUNT	CURRENCY
Purchase			
Refund			

DANCARD

TYPE	TXN	AMOUNT	CURRENCY
Purchase			
Refund			

PRINT REPORT

X-Report

Z-Report for Mon, 23 Nov 2021. The report shows a summary of transactions with columns: TYPE, TXN, AMOUNT, and CURRENCY.

TYPE	TXN	AMOUNT	CURRENCY
Purchase	100	10 000	SEK
Refund	5	500	SEK
Gratuity	-	20	SEK
Total	95	9 520	SEK

BANKAXEPT

TYPE	TXN	AMOUNT	CURRENCY
Purchase			
Refund			

VISA

TYPE	TXN	AMOUNT	CURRENCY
Purchase			
Refund			

MASTERCARD

TYPE	TXN	AMOUNT	CURRENCY
Purchase			
Refund			

DANCARD

TYPE	TXN	AMOUNT	CURRENCY
Purchase			
Refund			

PRINT REPORT

Z-Report

X- and Z-reports shows the same information, the only difference is that the Z-report ends the sales for the *current* day when printed and can be used for the stores accounting, this report also includes a fiscal report id.

The X-report is thus a snapshot of the current status and can be printed multiple times during the day but cannot be used as an accounting document.

To access the reports, you press the bottom right menu bottom form the home screen and select “**Reports menu**”.

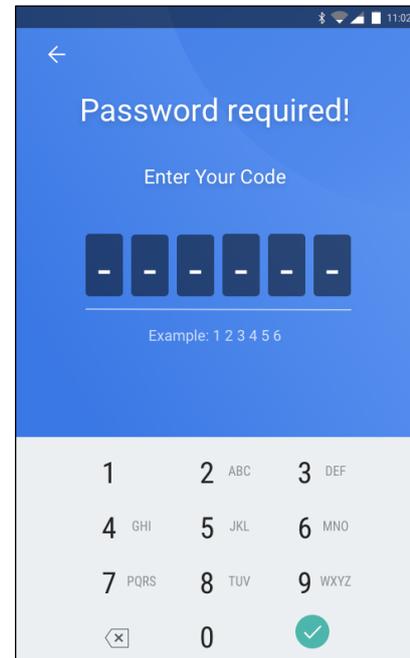
3.3. Password protection

To protect you, the merchant, we have added the ability to password sensitive in-terminal functionality. By default, reversals are protected and, in most cases, also refund.

To pass the protection you will be prompted to enter the merchant password that was provided during your onboarding process.

Don't remember your password?

You can access your merchant code via the Westpay self-service portal Access or by contacting your payment partner.



3.4. Update your terminal.

To make things easy for you we send out mandatory updates to your terminal centrally. If you however have specific needs, we also allow you to do manual checks for update directly on the terminal. This is mainly used with guided assistance from your dedicated terminal partner.

In need of an update?

If you need further assistance, please contact your dedicated terminal partner for help with how to manually update your terminal.

4. Additional features.

Additional features are settings and functionality that you can control from within the payment terminal. The steps provided always start from the home screen.

4.1. Decimal (cent) input control

Not all countries use cents on their products, therefore we allow you to control if this should be entered or not before you start a payment. To change this setting follow below steps:

1. Press the bottom right menu icon from the home screen
2. From the menu drawer that is shown press: Configuration
3. From the configuration menu find the heading named SETTINGS
4. From the Settings section find the row “use decimal input”
5. Toggle the switch on or off to control if decimals should be used or not.

4.2. Enable tipping.

Your terminal can be used for multiple use cases, in a restaurant environment it's common to accept gratuity (tip) for the services provided. To enable tipping follow below steps:

1. Press the bottom right menu icon from the home screen
2. From the menu drawer that is shown press: Configuration
3. From the configuration menu find the heading named SETTINGS
4. From the Settings section find the row “show tipping dialogue”
5. Toggle the switch on or off to control if decimals should be used or not.

4.3. Enable or disable merchant receipt.

We recommend that you always print two receipts for any purchase. One to give to the card holder and one to keep for you own bookkeeping. If you however have other means of tracking your sales, then the merchant part of the receipt can be disabled to save paper. To disable the merchant receipt follow below steps:

1. Press the bottom right menu icon from the home screen
2. From the menu drawer that is shown press: Configuration
3. From the configuration menu find the heading named SETTINGS
4. From the Settings section find the row “print merchant receipt”
5. Toggle the switch on or off to control if decimals should be used or not.