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NEXGO K300

Operating Manual

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Contents

1. Hardware Instructions

How to build your business your way with your VodaPay Kwika card machine

- Strictly follow the instructions provided in this manual to operate the card machine.
- The terminal must use the power adapter supplied in order to ensure it works optimally. Use of any other adapter may damage the card machine and/or reduce its performance.
- Ensure safe keeping of the power cable and adapter to reduce damage to the cables/adapter.
- Damaged cables/adapter may cause health risk.
- Keep the card machine away from any liquid substances or electronic conduction material. Spillage onto the device or being in the close vicinity of an electronic conductor will cause a short-circuit on the device, thus damaging it.
- Do not insert foreign objects in the ports as this may cause damages to the card machine.
- Do not shake or knock the card machine.
- Do not spray and/or keep the device away from any flammable substances, chemicals or paint to avoid the combustion of the card machine.
- It is impermissible to disassemble, modify and/or use any parts of the card machine. Anyone found guilty of these will risk having their merchant account suspended and terminated, and listed on MATCH.

1. Hardware Instructions - continued

Charging:

1. Use the provided ⬛🔌⬛ and connect to 🔌🖥️ or ➤🔌 .
2. The card machine comes with an ➤🔌 , insert the ➤🔌 into the 🔌 .
3. Connect the ➤🔌 / ⬛🔌⬛ to the Vodapay Kwika 🔋 & start charging. The battery will indicate charging progress and when the battery is full status indicator is "🔋", it means charging is finished.
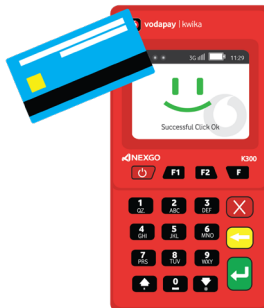
Contact IC Card

The IC card slot is at the bottom of the card machine, insert the card with the card chip facing up, the IC card should remain inside the card machine for the duration of the transaction.

Note: If the chip is damaged, the chip may be unreadable and render can't be used to transact with.

Contactless IC card

Gently tap the card on top of the screen and hold until you hear a prompt tone which indicates that the tap was successful.

2. Hardware troubleshooting guide

Category	Fault	Reason	Solution
Power on/off	Unable to power on the card machine	1. Battery drained 2. Broken circuit/ connection	1. Charge the card machine for at least 30 minutes. 2. Make sure that the device is plugged correctly and charging
Card Read failure	Read Chip Fail Card Read Error	1. The chip on the card is damaged 2. Card inserted incorrect way or card not inserted completely	1. Attempt using a a different card as the card may be damaged

3. Home Screen

The home screen displays Enter Amount. All settings are accessible on the home screen.

4. Navigating the card machine

1. Home screen
2. Press the ⏻ or switch off the terminal
3. Press the **F1** button - Access payment history
4. Press the **F2** button - Access device settings
5. Press the ⊗ button - for canceling and navigating back
6. Press the ⬅ button - for correcting entered values
7. Press the ⏎ button - for confirming action and also to access transaction types
8 & 9. Arrows for navigating ⬆ and ⬇

5. Admin menu

To access the Admin Menu, the following steps must be followed:

1. Make sure the card machine is on the home screen (as shown previously)
2. Press the **F2** button to access the card machine settings
3. Select Admin
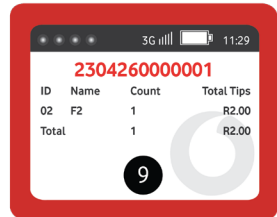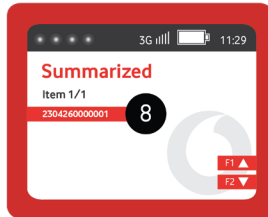
5. Admin menu - continued

Press Cancel button ⊗ until back at the home screen

Report

Access Tips Report:
Navigate to the Admin menu (as previously shown) and:

1. Manager menu shows Tips and Shift Report
2. Select Tips Report - By Cashier add to enter Cashier Number
3. Reports are displayed by shift number, select desired shift number
4. Report is displayed by Cashier user id, name, the number of transactions count and total tips
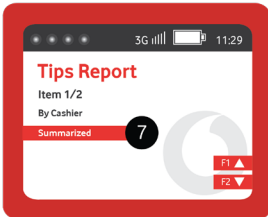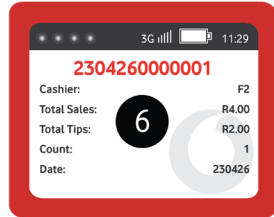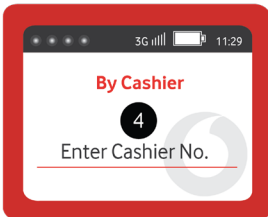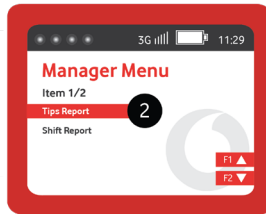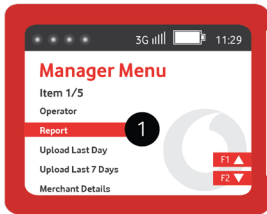
5. Admin menu - continued

Navigate to the Admin menu (as previously shown) and:

Press Cancel button ⊗ twice and return to the report menu to

SHIFT REPORT

1. Select Report
2. Select shift report
3. Reports are displayed by date, select desired date
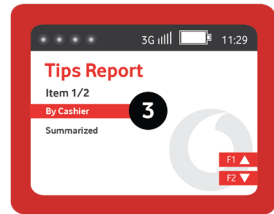4. Report is displayed by Cashier user id, name, the number of transactions count and total amount

Press Enter to exit, and Press Cancel button ⊗ until back at the home screen

Merchant Details

To see merchant details associated with this terminal, **navigate to the Admin menu** (as previously shown) and;

1. Select Merchant details
2. Enter Admin password Merchant details screen is displayed with the following details
3. Merchant name
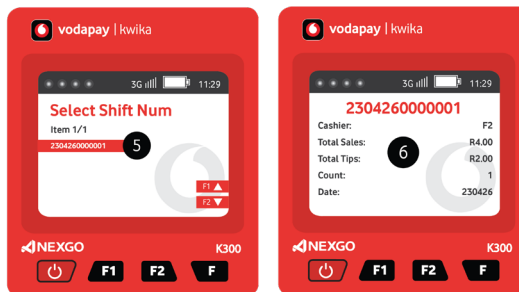4. MID - Merchant number
5. TID - Terminal ID
6. S/N - Device Serial number
7. Payment App version
8. Date App was last updated
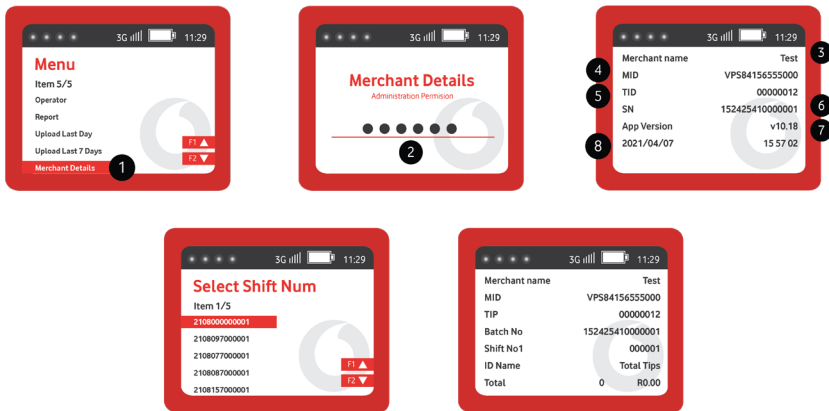
Switching SIMS

The terminal is equipped with two SIM cards in case the selected network has poor reception. To switch between SIMS for a better signal, the following steps should be followed:

Navigate to the Admin menu (as previously shown) and:

1. Select * key
2. Select Swap Card Slot
3. Add SIM 1 & SIM 2
4. Connecting to network
5. When done terminals will show the active

5. Admin menu - continued

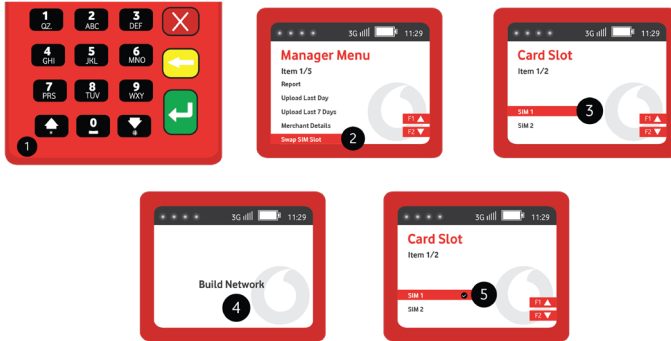Please note that the terminal is capable of transacting with a signal as low as 2G, 3G or 4G will be displayed on the screen indicating that the device is connected to the network.

6. Device Settings

Most of the device settings are accessible through this menu. To access Device Settings menu, the following steps:

1. Press the F2
2. Select Manager
3. Enter Admin Password Main Manager Menu is displayed
4. Manager Menu: Manage Cashiers
5. Manager Local: Manage transactions
6. Change Password - Password Management
7. Parameters - Manage terminal parameters
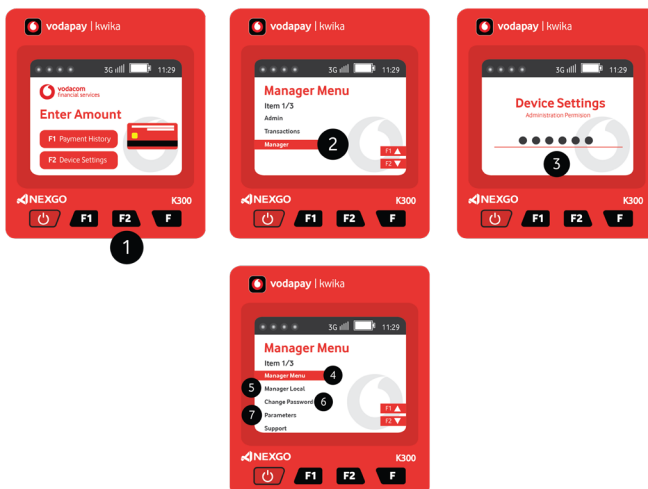
6. Device Settings - continued
Manager Menu: Manage Cashier's

The terminal settings are defaulted to Cashier off, if terminal is used by multiple users and there is a need for reporting, cashier can be enabled and multiple cashiers can be added. To manage cashier, Access the **Manager Menu** (as shown above) and;

1. Select Manager Menu
2. Select Cashier Management
   There are three options, namely Add Cashier, Delete Cashier and Modify Cashier
   Add Cashier - This option adds a new Cashier on the terminal
3. Select Add Cashier
4. Enter Supervisor Password
5. Enter new cashier number
6. Enter Cashier Name
7. To toggle between numeric and alphabets, press the **F** key
8. Select the number on the keypad that corresponds to the desired letter
   i.e. To enter the Name Jac, press the no 5 for J, then select 2, then Press 2 for the letter a then 5, then Press 2 again for the letter c and press the number 7, then you have Jac
9. Enter the cashier's password. Please note the password must contain a minimum 4 digits.
10. Re-enter password for the Cashier
11. Press Enter to accept the name (Clear button can be used to correct errors)
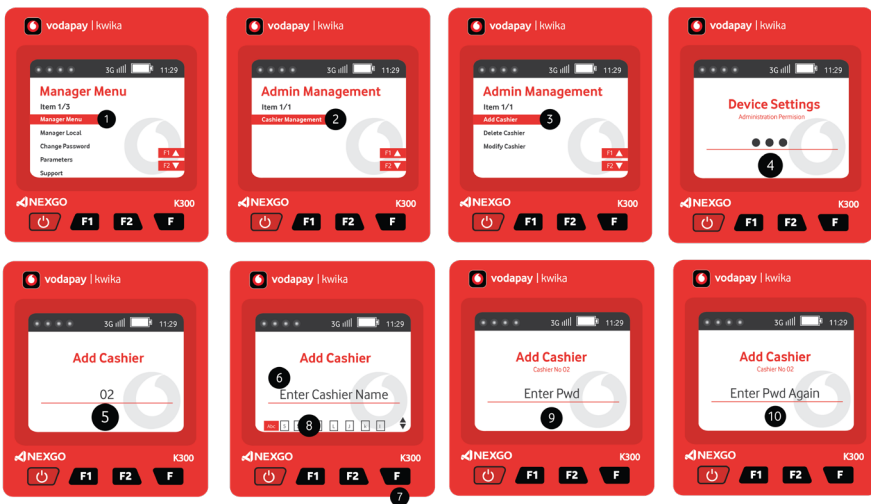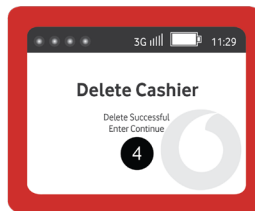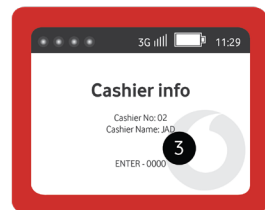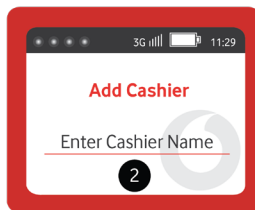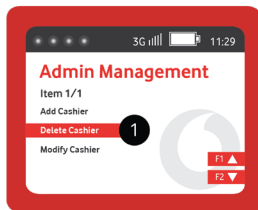
6. Device Settings - continued
Delete Cashier

Deleting a cashier removes the cashier from the terminal. To delete a cashier, Access the Manager Menu and select **Cashier Management** (as shown above) then select;

1. Delete Cashier
2. Enter Cashier number to be deleted
3. Terminal displays Cashier details, press Enter to delete cashier
4. Terminal displays confirmation screen

**Note:** Please press the [X] button and navigate away from this menu to avoid deleting other cashiers by mistake

6. Device Settings - continued
Modify Cashier

Modify cashier allows the user to edit cashier details (name and password) should the need arise. To change or edit cashier details, the following steps must be followed; Access the **Manager Menu** and select **Cashier Management** (as shown above) then select;

1. Modify Cashier
2. Select Cashier info
3. Enter cashier number to modify
4. Edit name if desired and/or
5. Enter new or old Password as desired
6. Confirm password entered in the previous step

Press the ⏎ button to confirm action
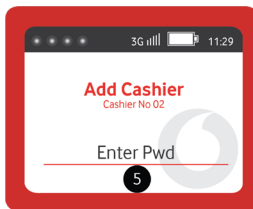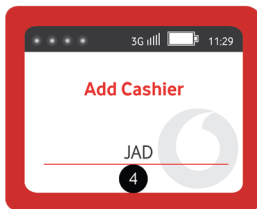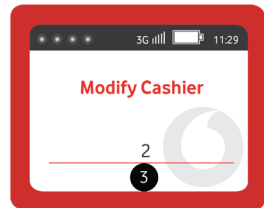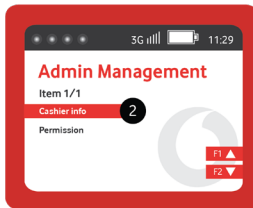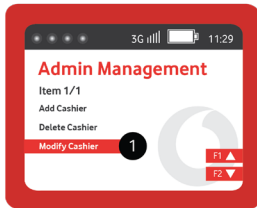
Modify Cashier

To view which cashier is enabled or disabled, navigate to **Manager Menu** and select **Cashier Management** (as shown previously) then select Modify Cashier, then select:

1. Permission
2. Select cashier
3. Cashier is displayed as supported or not supported (these settings can be changed by selecting the appropriate and then entering manager's pass word, alternatively this can be changed in manager local menu

6. Device Settings - continued
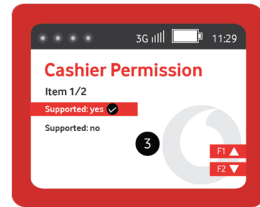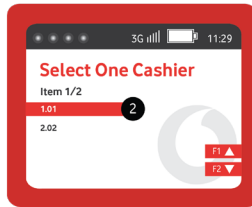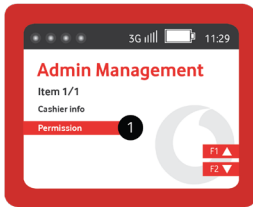
Manager Local: Manage transactions

- Cashier
- TIP
- Dynamic QR
- Manual Card Entry
- Sale (Recommended to keep it turned on at all times, otherwise no sale can be performed)
- Tip

To turn any of the functions listed above on/off, the following steps must be followed; navigate to **Manager Menu** and select **Manager** and enter Supervisor Password;

1. Select feature to turn on or off
2. Once feature is selected, it will be displayed as Support or Supported

Support means the feature is enabled, not supported means the feature is disabled. When function is disabled, it is hidden and can not be used until enabled again. To enable feature, select support, to disable feature select Not Supported. The same process can be followed to enable or disable any of the features listed. Some of the functions are enabled or disabled by default.
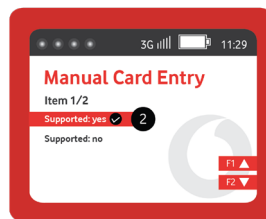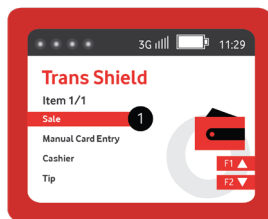
Change Password - Password Management

This function allows the user to change passwords on the terminals. To change any password, the card machine will prompt for the original password to be verified. The following passwords types on the card machines can be changed:
- System password
- Admin password
- Refund password

6. Device Settings - continued

To change any passwords, the following steps must be followed: navigate to
1. **Manager Menu**
2. Select **Manager**
3. Enter Admin Password
4. Select Change Password enter Admin password
5. Then select desired password to update.

Parameters

The card machine requires continuous updates of certain files, these files are contained in parameters and are automatically downloaded to the terminal at least once a day. Should the need arise to update parameters, the following steps can be followed to manually update parameters:

Manager Menu and select **Manager** and enter Admin Password, then:
- Select Parameters (1)
- Select Update All (this action updates all files as displayed; files can be updated individually as well) (2)
- The card machine displays downloading, then paraminit
- The card machine progress as each file is updated (3-7)
- When done, the terminal returns to Parameter menu screen (8)
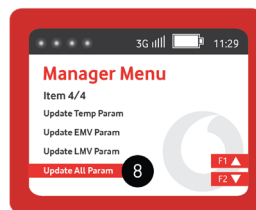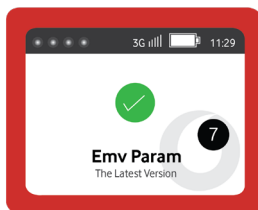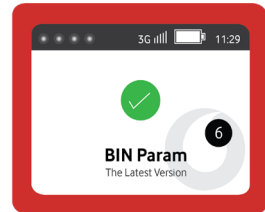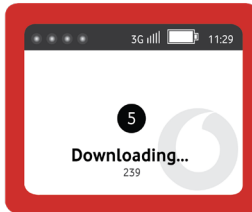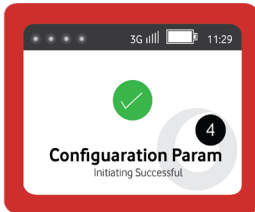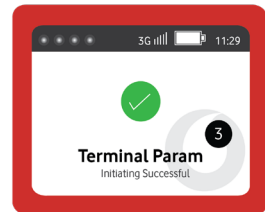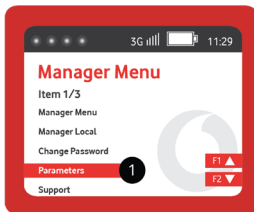
6. Device Settings - continued

Update XTMS App

Before Support Menu, Under Parameters please add Update XTMS App

For various reasons, and to always keep up with the latest patches and security updates, the terminal must be updated to the latest payment application. By default, the card machine is configured to automatically update however if this fails, the following steps can be followed to update the card machine to the latest application.

Follow the same steps to navigate to Parameters scroll down to:

1. Update XTMS App
2. The card machine will look for an update and once completed displays Online Report Success. The new App version can be seen under merchant details menu.
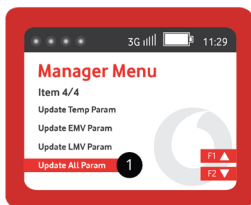
7. Performing Transactions

All transactions enabled on **the Manager Local Menu** can be performed.

Sale transaction

To perform a sale transaction the following steps can be followed:

1. On the home screen, enter the sale and press enter
2. The card machine prompts for card to be presented
   • Tap/Insert Card
   • Follow instructions (i.e. PIN is prompted)
3. Select Account type and press the ⏎ button
4. Opt to receive e-receipt by selecting Yes or No and press the ⏎ button
5. If yes, enter cellphone number and press enter Terminal displays Online Processing
6. The card machine displays Success
7. The card machine displays "Remove card"(if inserted) Merchant receives sms, and if opted in customer also receives sms

7. Performing Transactions - continued

All transactions enabled on **the Manager Local Menu** can be performed.

Sale transaction

To perform a sale transaction the following steps can be followed:

1. On the home screen, enter the sale and press the ⏎ button
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4. Opt to receive e-receipt by selecting Yes or No and press the ⏎ button
5. If yes, enter cellphone number and press the ⏎ on the card machine displays Online Processing
6. Terminal displays Success
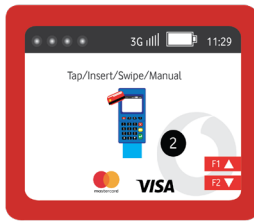7. The card machine displays "Remove card"(if inserted) Merchant receives sms, and if opted in customer also receives sms
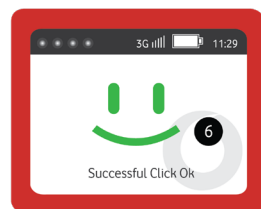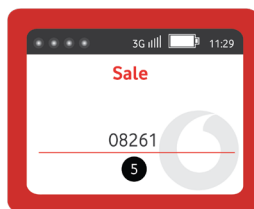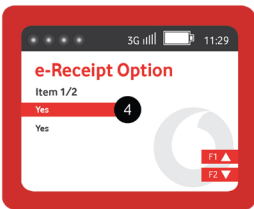
NB! If the Tips are enabled, the card machine will prompt for Tip immediately after the Sale amount is entered. If Cashier is enabled. The card machine will prompt for cashier number only before prompting for Sale amount.

Performing other transactions

To access other Transaction Types, Press the ⏎ button and a list of available transactions will be displayed. Transactions disabled will not show on this list. Currently the following transactions types are supported:
   - Sale
   - Dynamic QR Code
   - Reversal/Correction

7. Performing Transactions - continued

SIMPLE SALE Transaction Steps: QR Code

A QR transaction allows the customer to use the app on their phone to make a payment, the customer simply scans a QR code on the device.

Steps 1-2 same as shown above for the Sale
On step **3**, Select QR instead of Card
The card machine will display a QR code, present it to the customer and let them scan


Steps (8-9 as Figure 2) will apply

The following transaction types will be supported soon
- Sale with Cashback
- Budget transaction
- Refund

7. Performing Transactions - continued
Reversal

1. To perform a reversal, Press the botton and a list of available transactions will be displayed
2. Select Reversal
3. Enter supervisor password
4. The card machine will prompt for card, tap or insert card
5. If the card supports reversal, transaction eligible for reversal will be displayed, select the transaction and confirm.
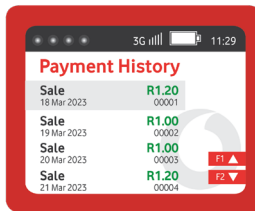6-7. The card machine displays success, please remove card
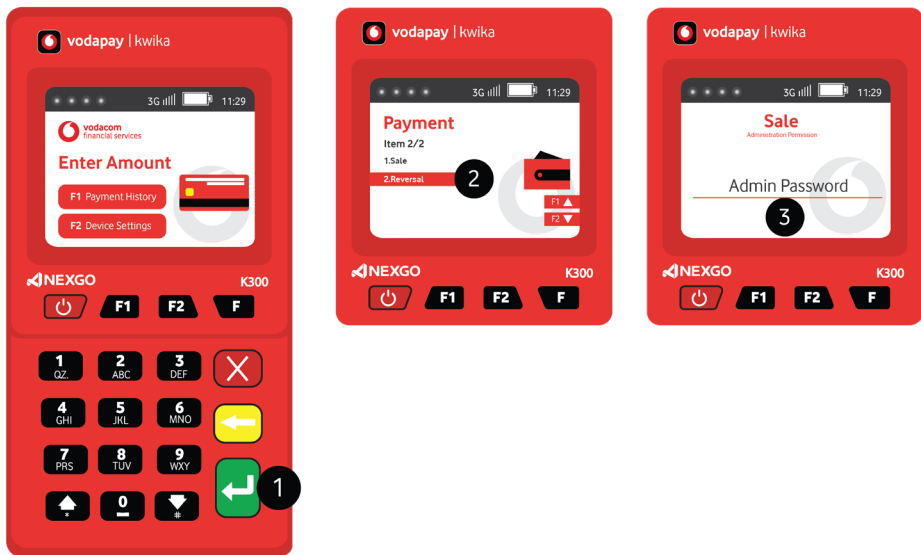
Note: If card does not support reversal, the card machine will display "Reversal not allowed." Reversal can only be performed on the same day as the original transaction.

7. Performing Transactions - continued
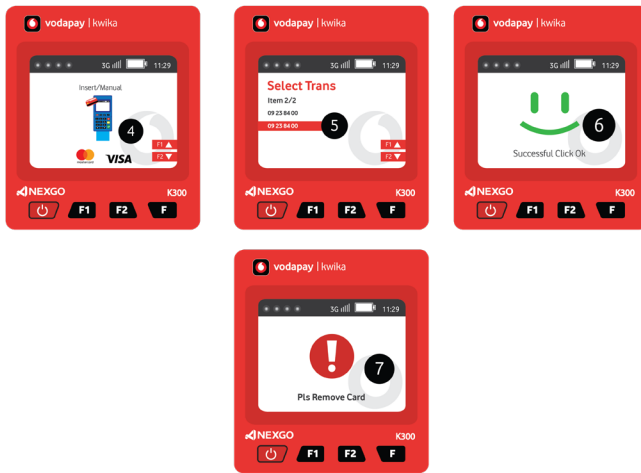
8. Transaction report

The card machine keeps the transaction record for 3 days, transactions will however always be available on the merchant portal.

Payment History

Payment history provides detailed transaction reporting. To view payment history on the card machine the following steps can be followed:
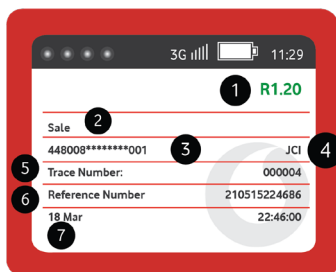On the home screen, select the F1 button
Transactions are displayed sorted from newest to oldest (Only approved transactions are displayed)
Scroll to the desired transaction and press the button

8. Transaction report - continued

1. Amount
2. Transaction type
3. Masked PAN and
4. Method of entry (Tap (RF), Insert (IC))
5. Trace number
6. Retrieval reference number
7. Date

Summarised transaction report

Transaction totals are summarized and can be accessed on the transaction menu. To view summarized transactions, on the home screen press the **F2** button, and select transactions.

The card machine will keep up to **3** days of transactions as in the payment history.

1. Select desired date
2. Totals are displayed in a table and
3. Show Transaction type,
4. Total count
5. Total Amount
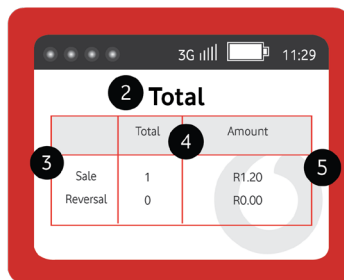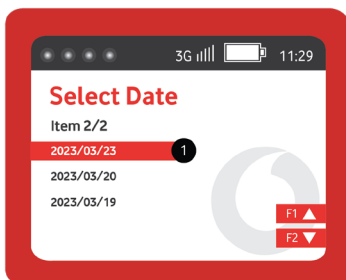
Contact us

Phone: **0800 000 654**

🟢 : **072 605 9421**

Email: vps@xlink.co.za
Web: http://voda.com/acceptpayments

Call centre operating hours:
Monday to Sunday 8am to 7pm with after-hours support for emergencies.

Vodacom South Africa

**Alternatively, scan the QR code below
for more**