vodapay

Vodapay Max
Operating Manual

vodacom
financial services

Welcome to Vodacom Financial Services | Payment Solutions

VodaPay Max Operations Instructions

1. HARDWARE INSTRUCTIONS

Installing and operating the VodaPay Max payment device

- Always read and follow all of the instructions and cautions in the manual before starting the installation.
- For the payment device to work effectively, ensure that it is plugged into a suitable power adaptor.
- Before inserting the AC socket, check that the power supply socket complies with the device's set voltage.
- Keep the device away from any form of liquid. Do not allow water to enter into the device.
- Do not insert any foreign materials into the device since serious damage can occur.
- If the device is faulty and needs repairing, please have it serviced by a professional POS maintainer.
- When printing receipts, please use standard printer paper that has no folds, wrinkles, tears or holes at the edges of the print area, to avoid a paper jam.
- This device is flammable. Keep away from fire.
- Users are forbidden to use this device illegally. Offenders will face serious legal repercussions.

1. HARDWARE INSTRUCTIONS continued

Contactless Area

Printer Cover

Screen

Camera

Battery Cover

Audio Jack

Micro USB

Sound

Power On/Off

SD Card Slot
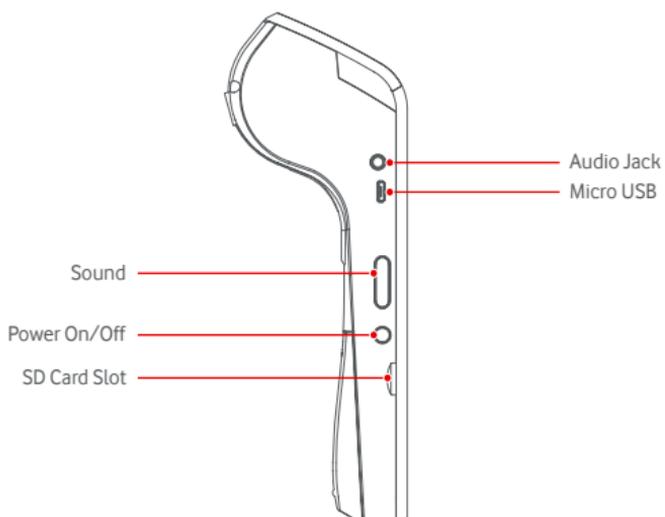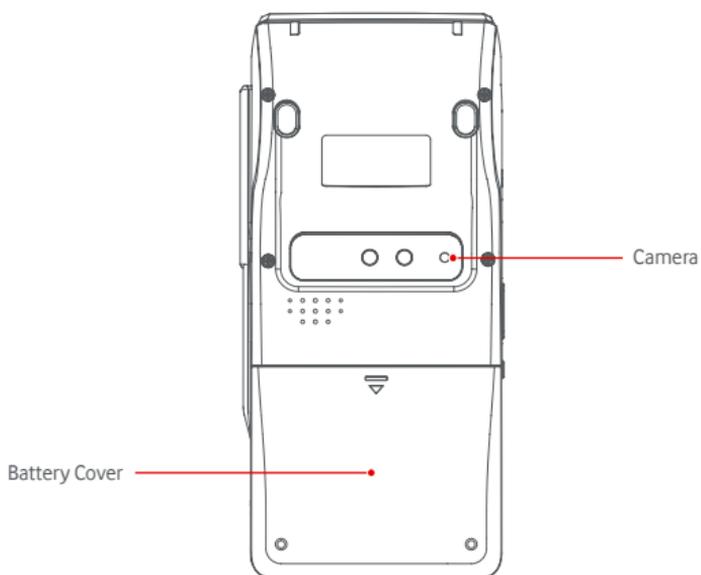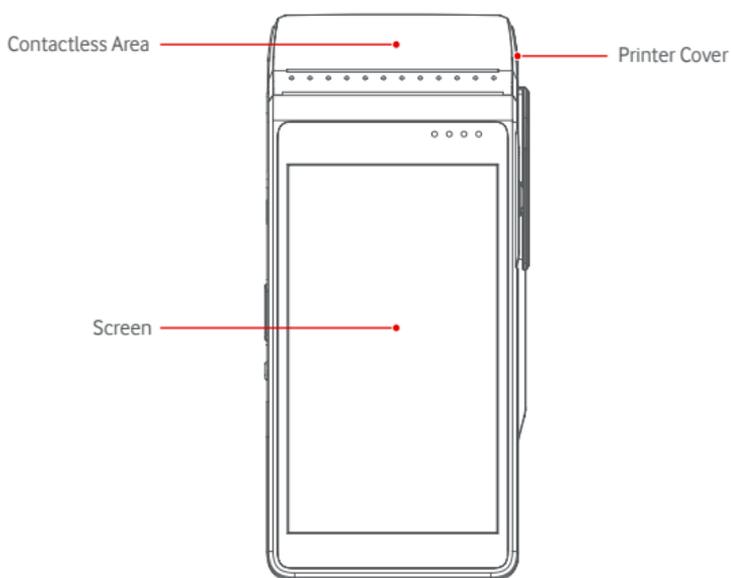
1. HARDWARE INSTRUCTIONS continued

Power Charge

Remove the battery cover, insert the rechargeable lithium battery, and replace the battery cover. Connect the adapter, mobile power or PC and terminal using a USB line. Plug the adapter into a power outlet. Power on the terminal. The terminal screen will display charging progress. After the terminal is fully charged " " will display. See graphic below.


USB
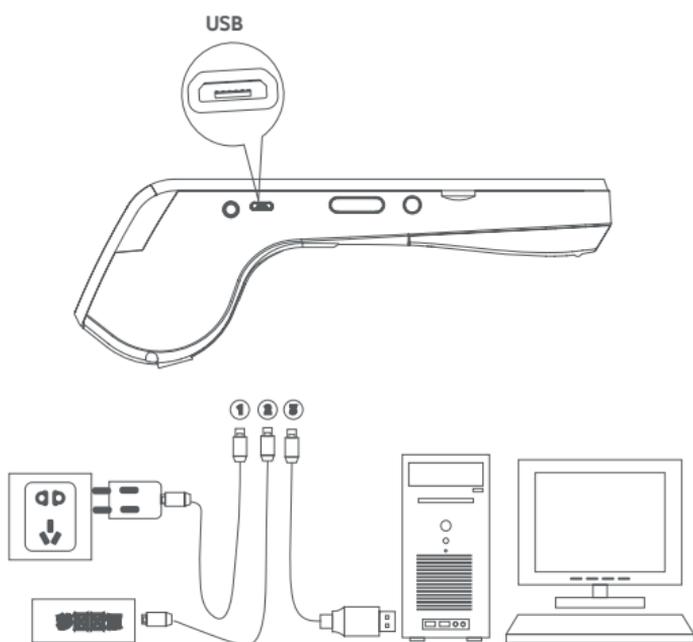
Install Paper Roll

1. Open the paper cabinet cover in the direction shown above.
2. Peel open the paper-roll and insert it into paper holder in the direction shown above, leaving a small portion of paper above the paper cutter.
3. Close the paper holder cover in the direction shown above.

Inserting the paper-roll in the wrong direction will result in printer malfunction.
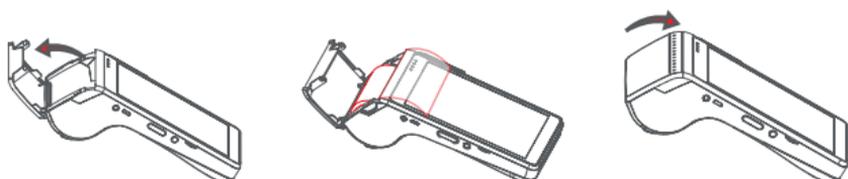
1. HARDWARE INSTRUCTIONS
continued

Instructions

Power On/Off
Power on: press "⏻" key for 2-3 seconds to power on terminal
Power off: press "⏻" key until it shows menu "power off;
Restart; flight mode; silence mode", select "power off" to enter
menu; your POS terminal will turn off; "cancel" "ok"', press ok to
confirm.

Magnetic Card
Swipe card in magstripe card slot as demonstrated below in
steady motion, and make sure the magstripe faces the device.
Note: Any damage to the magstripe or incorrect swiping may
lead to transaction failures.
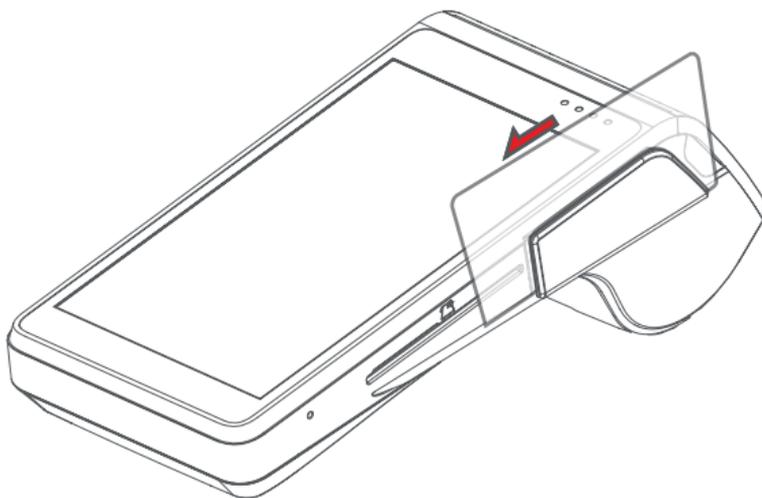
1. HARDWARE INSTRUCTIONS continued

Contact IC Card

The IC Card Slot is on the right side of the main unit. To insert a card, hold the opposite side of the IC chip with the chip facing up, insert the IC card into the slot. During the transaction process, the IC card should remain in the slot. See graphic below.

If the contact point of the IC chip is damaged or oxidized, the transaction may fail.
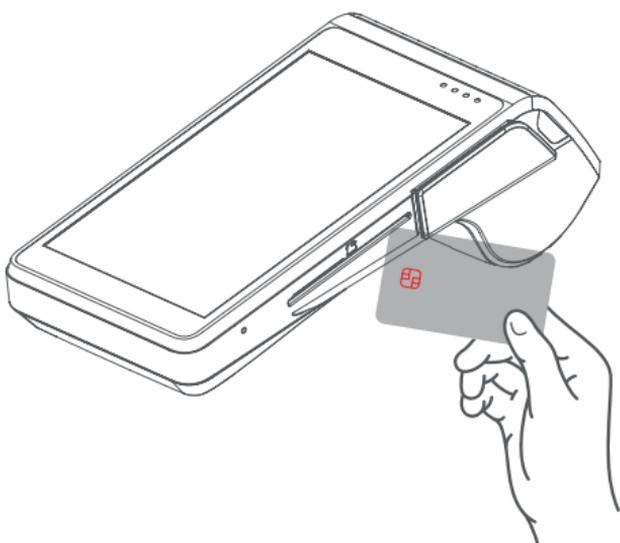
Contactless IC Card

When tapping a card, hold the IC card close to the top of printer cover and hold for around 1 second until you hear a "beep" sound signaling a successfully completed transaction. The card can now be removed.
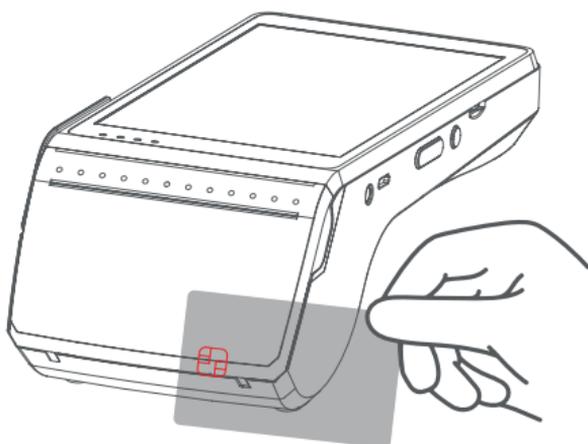
2. HARDWARE TROUBLE SHOOTING GUIDE

Category	Fault	Reason	Solution
ON/OFF Issue	Unable to power on terminal	1. Ran out of battery; 2. Battery installation is incorrect; 3. AC power connect is incorrect; 4. Battery failure	1. Connect with AC power supply; 2. Confirm the battery is installed properly; 3. Confirm the AC power supply is plugged in properly; 4. Replace battery.
PIN Pad Issue	No response	Terminal crash	Unplug power supply and battery, turn off terminal and restart.
Communication Fault	Display reads: Communication Timeout	1. Weak wireless signal is poor; 2. SIM card connection 3. Terminal software issue;	1. Relocate the terminal to a window or open area; 2. Reinsert the SIM card; 3. Restart the terminal.
	Display reads: "Please Insert SIM Card" after SIM card is inserted	1. SIM card is damaged; 2. SIM card was inserted improperly.	1. Check if the SIM card is functioning, if the chip surface is oxidized or not, wipe with a soft cloth; 2. Reinsert SIM card.
Printer Issue	Blank printouts	Thermal printer paper is incorrectly installed.	Reinstall thermal printer paper following "Install Paper Roll" guidelines above.
	Printing is light/ difficult to read	Poor quality printer paper used.	Replace with good quality printer paper.

2. HARDWARE TROUBLE SHOOTING GUIDE continued

Cate-gory	Fault	Reason	Solution
Card Read Error	Display reads: "Swipe Card Error, Please Swipe Again"	1. Reader is dirty; 2. Card is demagnetised; 3. Card swiped in incorrect direction.	1. Clean the card reader by inserting a moderately stiff piece of paper into the card slot and dragging the paper horizontally and vertically several times, removing any particles or dirt in the reader. 2. Wipe any particles or dirt off of the magnetic strip on the card with a soft cloth; if the card is demagnetized, a replacement card may be needed from issuing bank; 3. Please note the direction when swiping the card; the speed should be continuous.
Charging Error	Displays red battery icon after battery is installed and power adapter is connected	Li-battery was in storage too long, causing the battery to discharge below charging voltage; it can recover after reactivating.	If the battery icon displays red, please continue charging for 15 minutes; when the battery icon turns green, this indicates that the battery was successfully reactivated; it should perform normally after a complete recharge.

3. DEVICE SET UP STEPS

Click on pay icon to open payments application or Swipe screen left
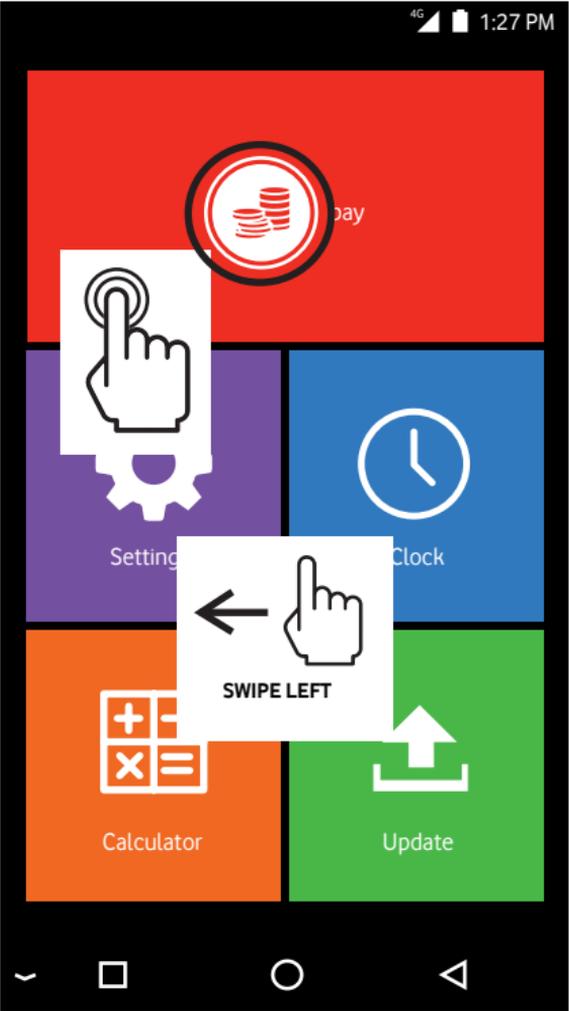
3. DEVICE SET UP STEPS - continued
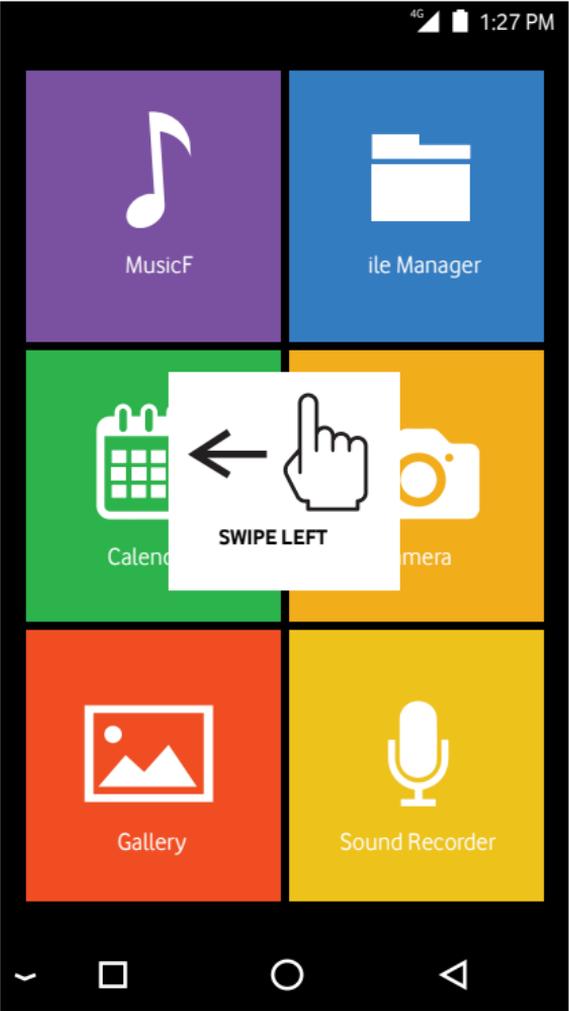
3. DEVICE SET UP STEPS - continued

Click on VodaPay Max Icon
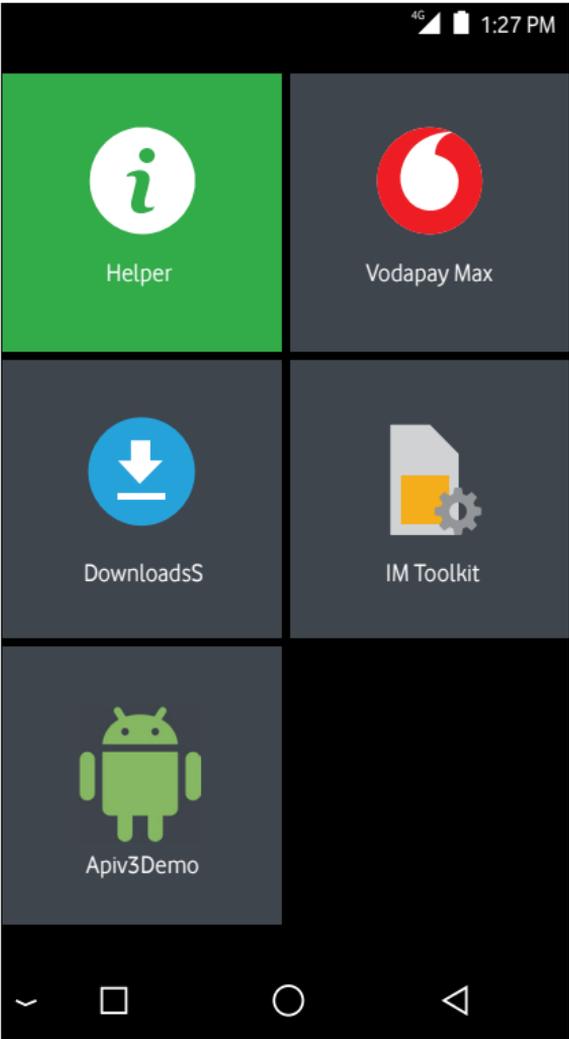
3. DEVICE SET UP STEPS - continued

STEP FOUR

The Vodacom Payments home page will open
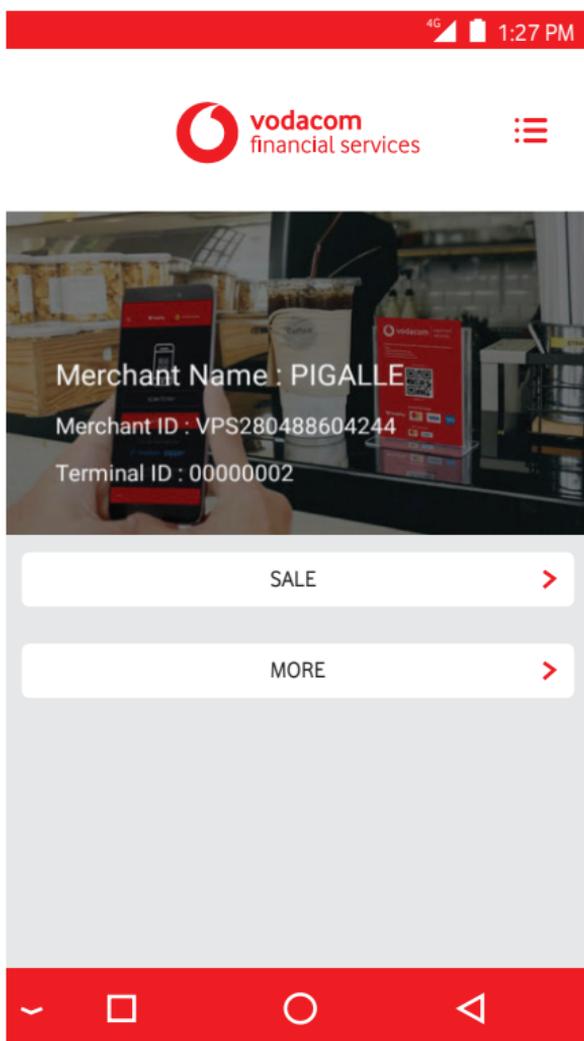
4. SHIFT MANAGEMENT

1. The SHIFT MANAGEMENT may be ON by default.
2. Before transacting on the terminal, please ensure that the SHIFT MANAGEMENT is switched ON otherwise the TERMINAL WON'T WORK:

STEP ONE

Click on the MENU icon, on the top right of the home screen
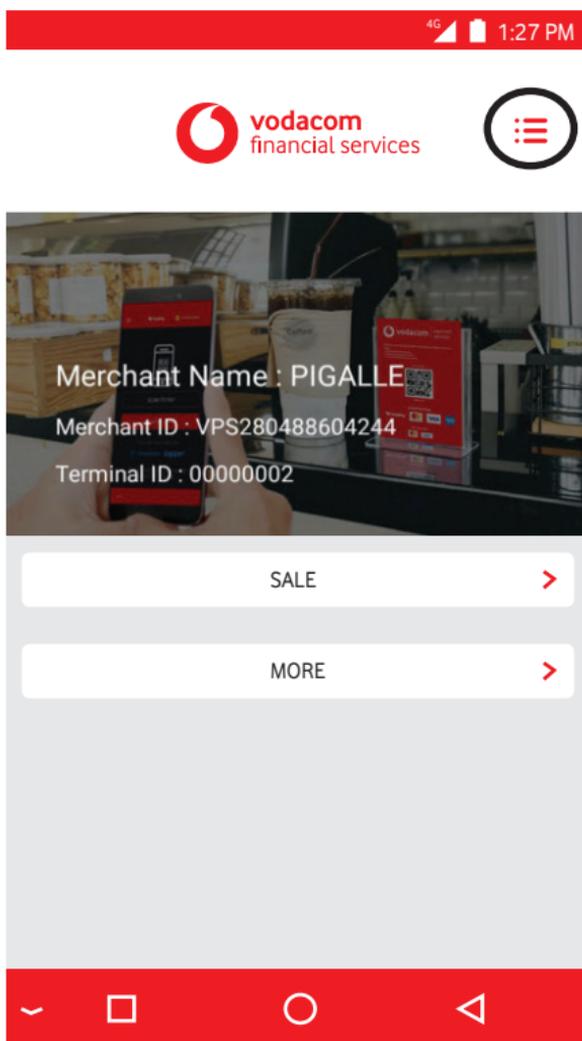
4. SHIFT MANAGEMENT - continued

Select ADMIN on the next Menu
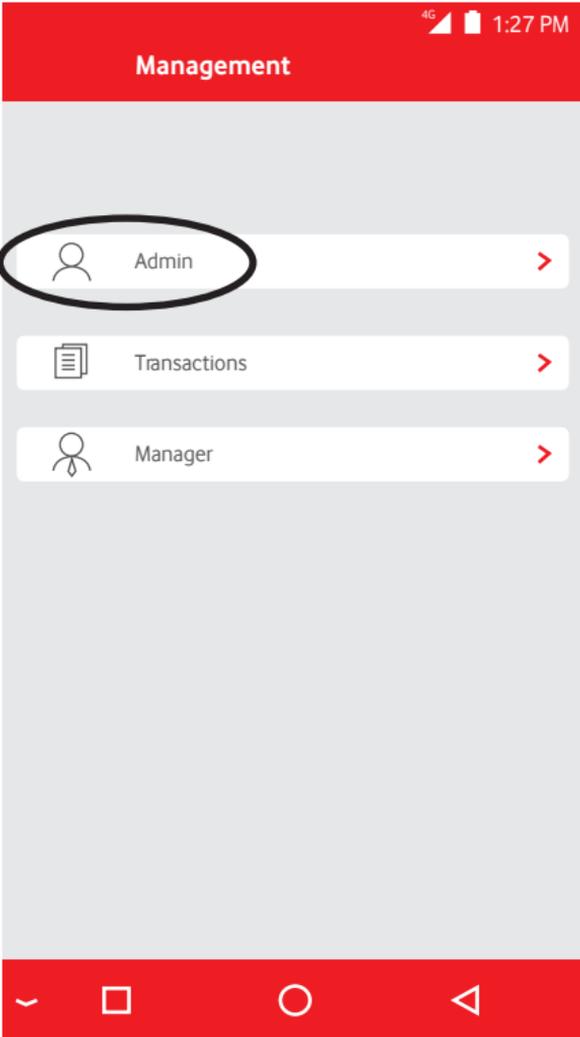
4. SHIFT MANAGEMENT - continued

Switch SHIFT MANAGEMENT on by sliding the button to the right.

Click on Back Button till the welcome screen appears.

5. MANAGER SCREENS
CHANGE MANAGER PIN

STEP ONE

Click on the MENU icon, on the top right of the home screen
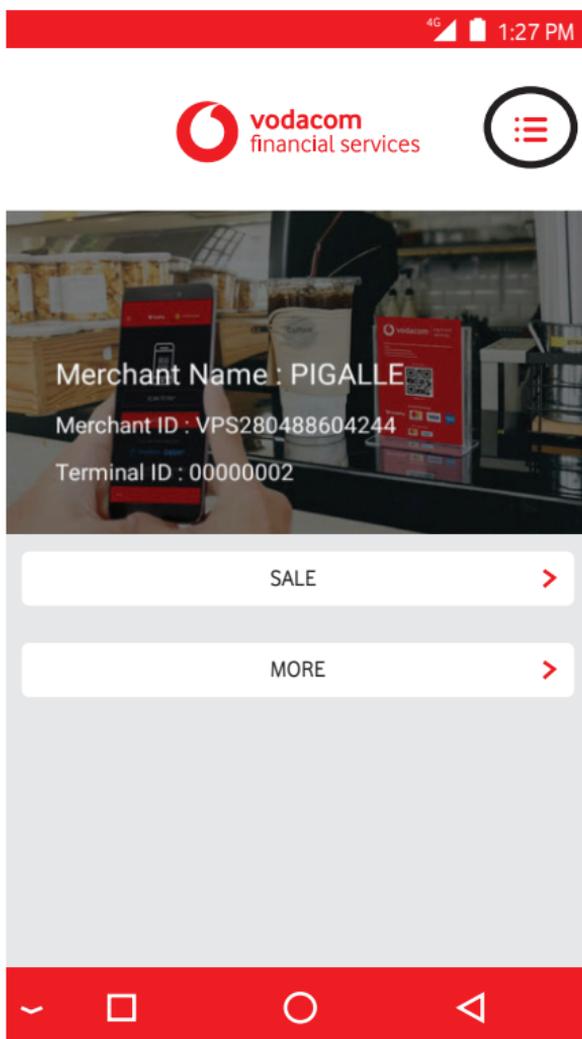
5. MANAGER SCREENS
CHANGE MANAGER PIN
continued
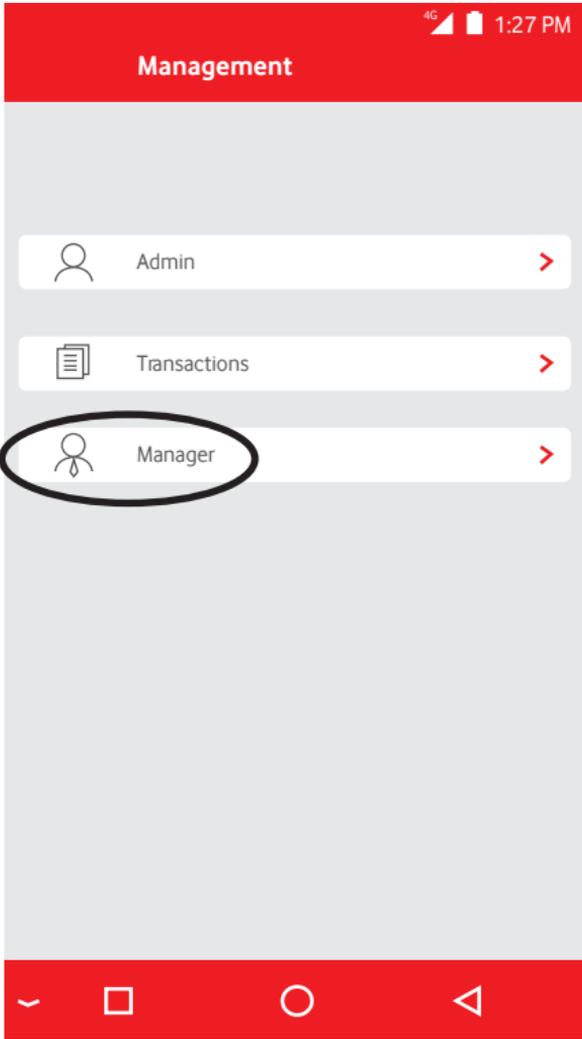
5. MANAGER SCREENS
CHANGE MANAGER PIN
continued

3.Select CHANGE PIN
4.Select the MANAGER
5.Enter the original PIN (Default PIN = 123456)
6.Enter new MANAGER PIN
7.Re-Enter new MANAGER PIN
8.Select CONFIRM
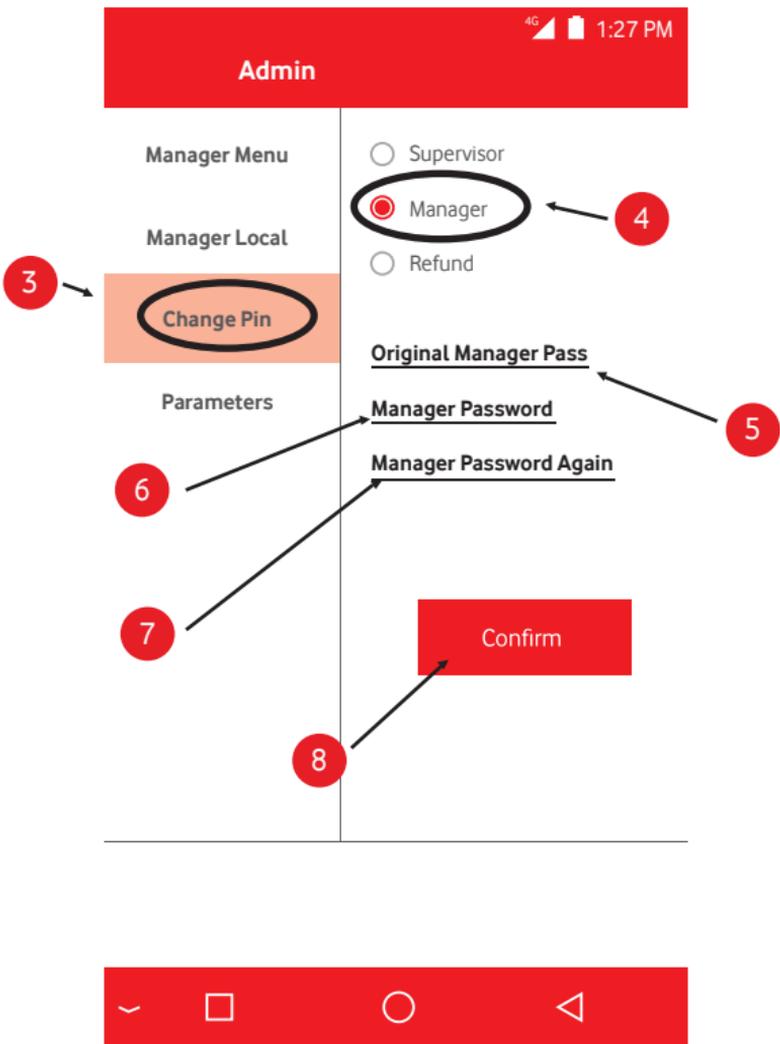
5. MANAGER SCREENS
CHANGE MANAGER PIN
continued
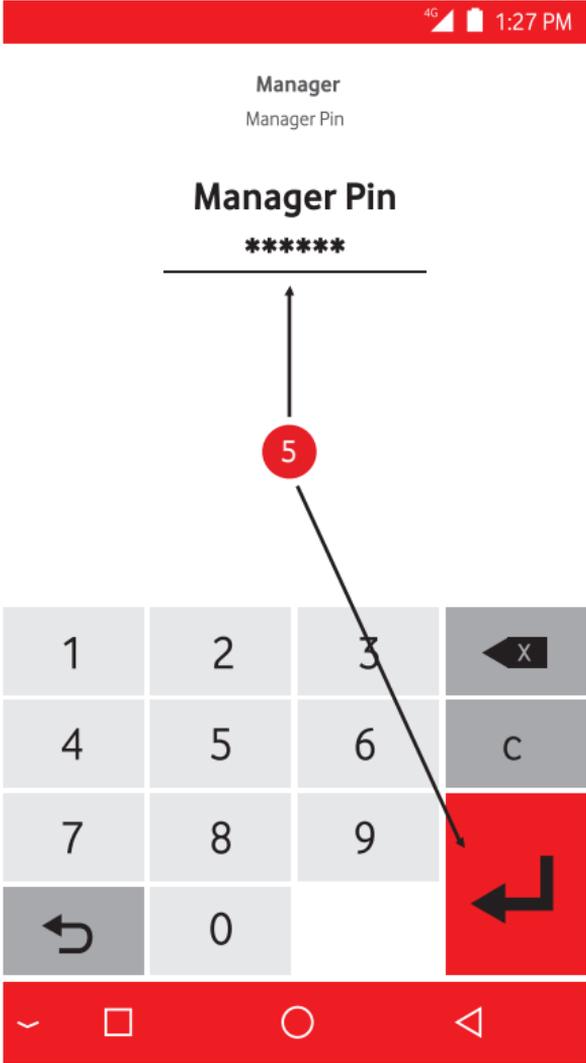
6. SUPERVISOR SCREENS
CHANGE SUPERVISOR PIN

STEP ONE

Click on the MENU icon, on the top right of the home screen
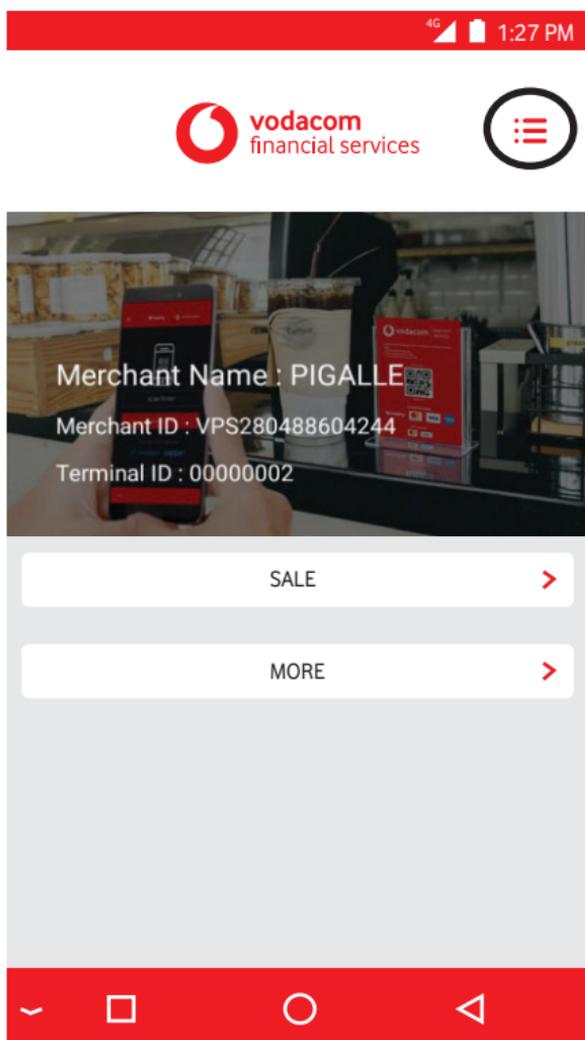
6. SUPERVISOR SCREENS
CHANGE SUPERVISOR PIN
continued

Select MANAGER on the next Menu
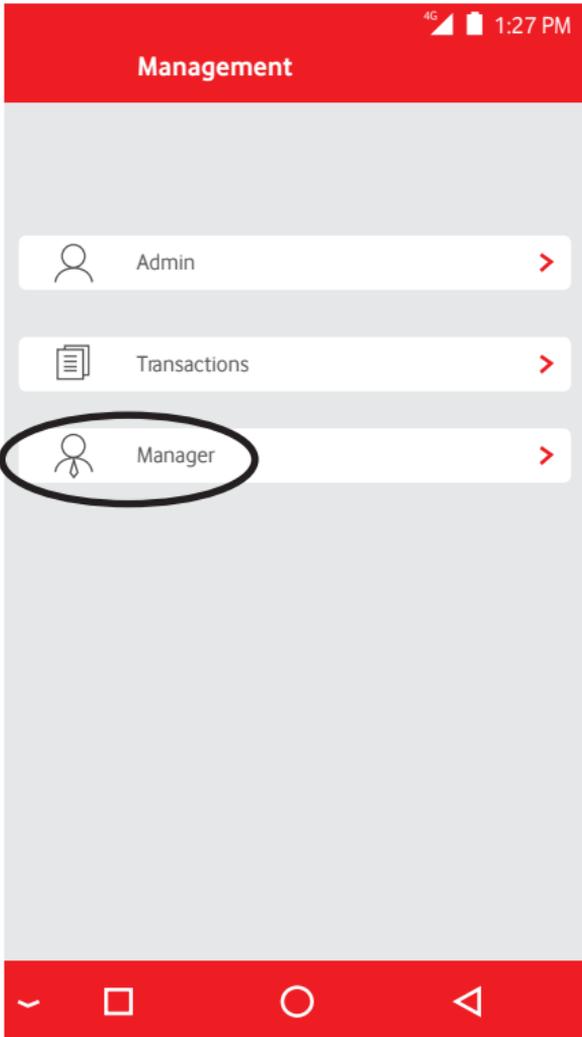
6. SUPERVISOR SCREENS
CHANGE SUPERVISOR PIN
continued

3. Select CHANGE PIN
4. Select SUPERVISOR
5. Enter the original PIN (Default PIN = 123456)
6. Enter new Supervisor PIN
7. Re-Enter new Supervisor PIN
8. Select CONFIRM
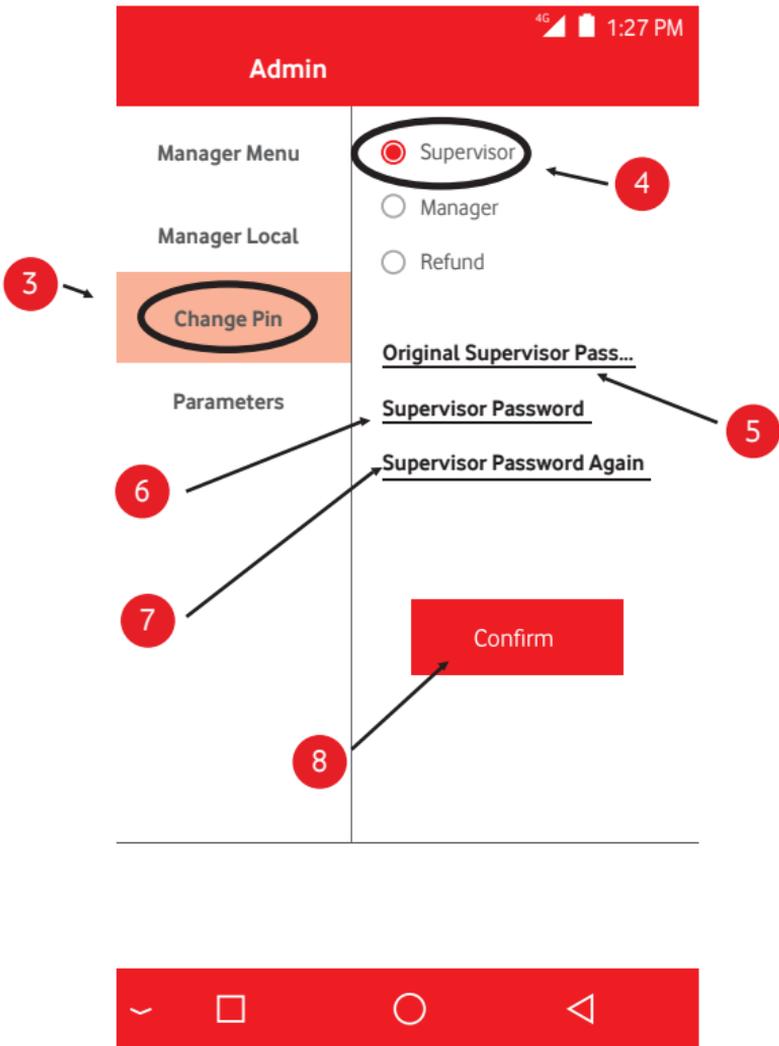
6. SUPERVISOR SCREENS
CHANGE SUPERVISOR PIN
continued
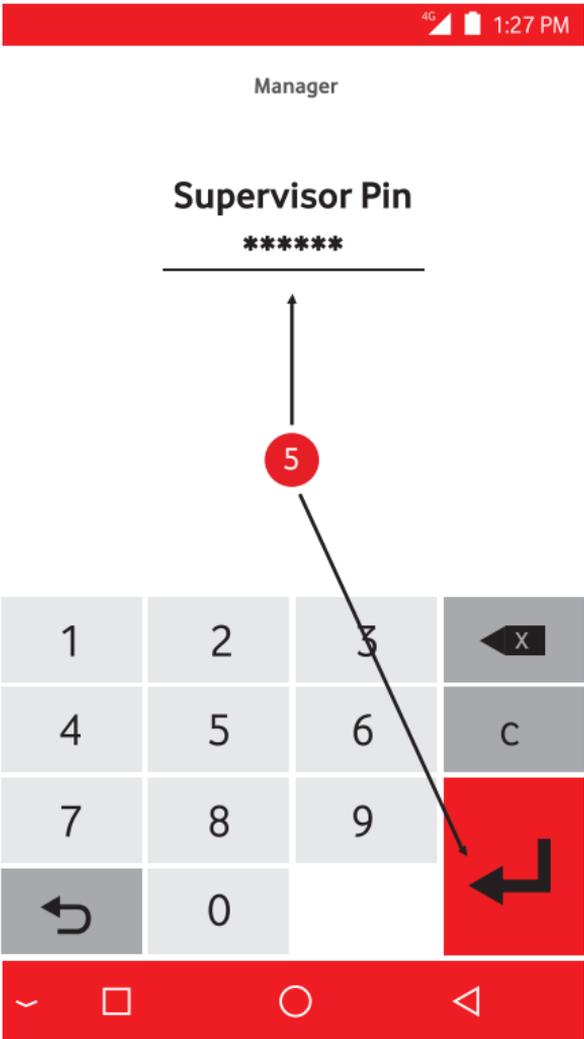
7. CASHIER MANAGEMENT

Click on the MENU icon, on the top right of the home screen
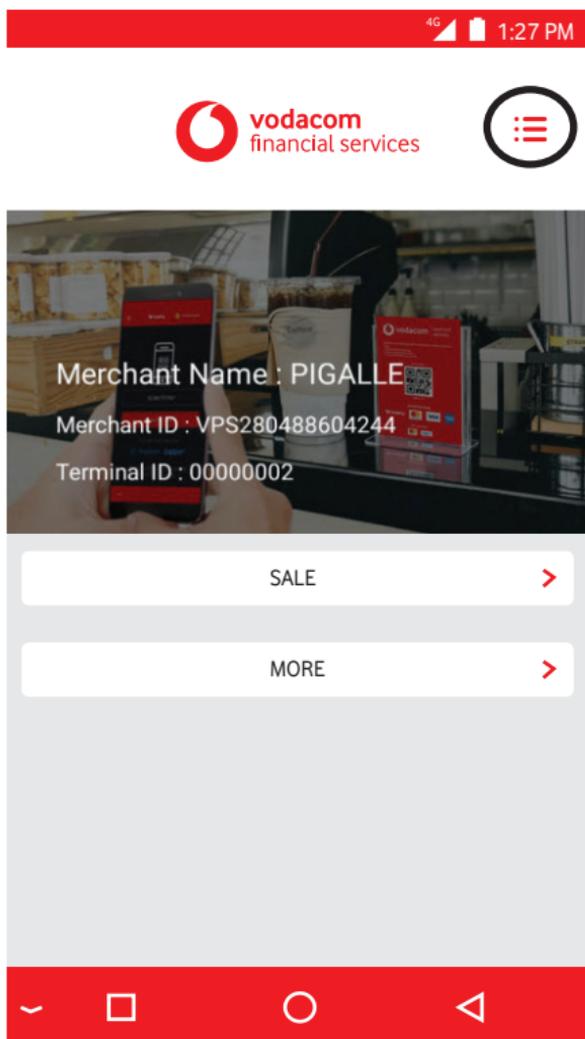
7. CASHIER MANAGEMENT - continued

STEP TWO

Select MANAGER on the next Menu
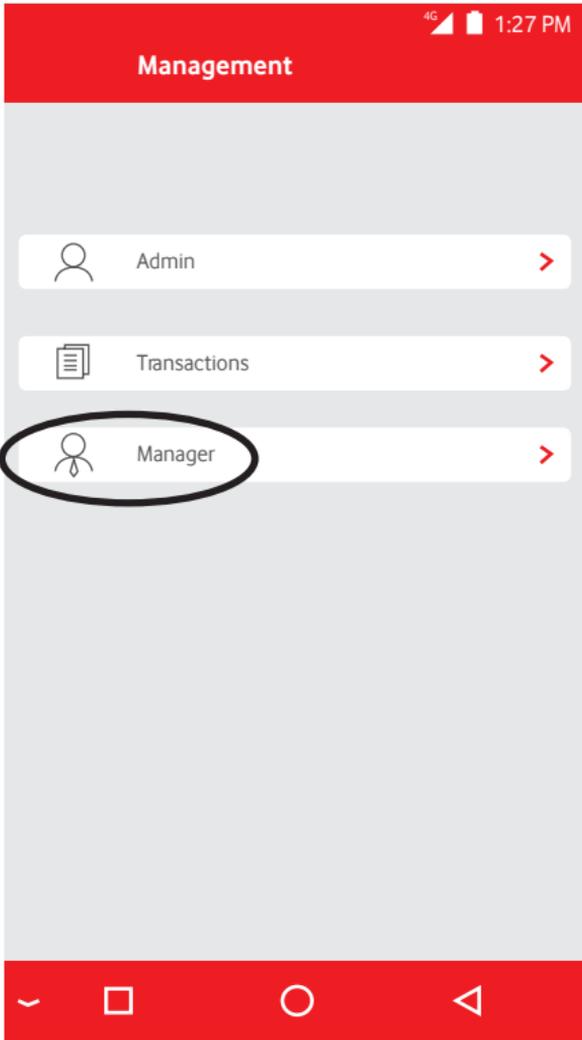
7. CASHIER MANAGEMENT - continued

Manager enters PIN. (Default PIN 123456). Clink on Enter Key to proceed.

7. CASHIER MANAGEMENT - continued

Select Manager Cashier

7. CASHIER MANAGEMENT - continued

Click on the + sign top right of screen to add cashiers

7. CASHIER MANAGEMENT - continued

STEP SIX

Enter Cashier Name & Password. Click on OK to save
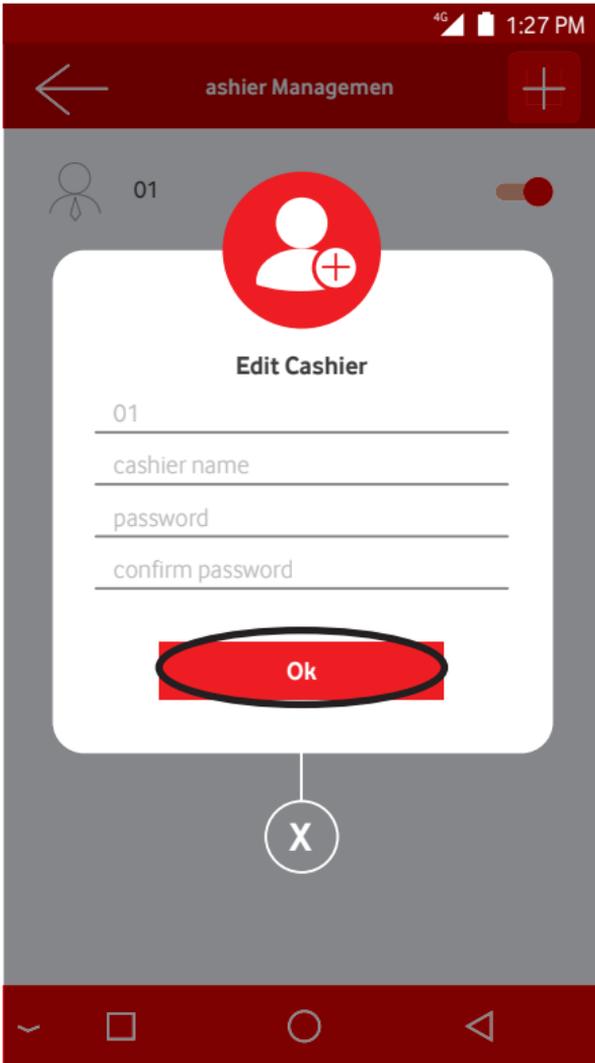
7. CASHIER MANAGEMENT - continued

STEP SEVEN
Cashier number will appear on the screen.

7. CASHIER MANAGEMENT - continued

STEP EIGHT

Press on the cashier you want to edit/change.
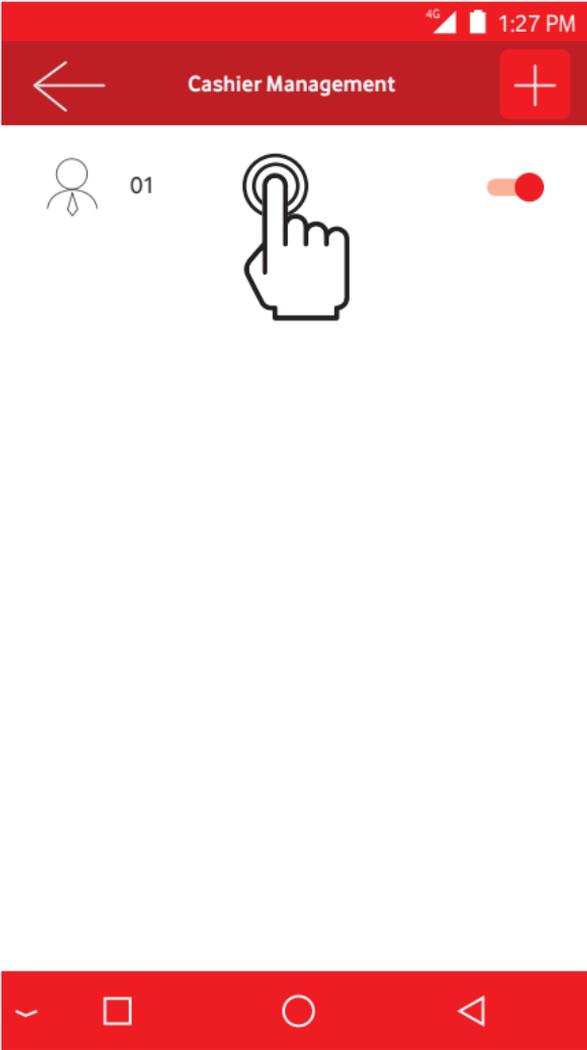
7. CASHIER MANAGEMENT - continued

Click on the fields to update them and click on OK to Save.
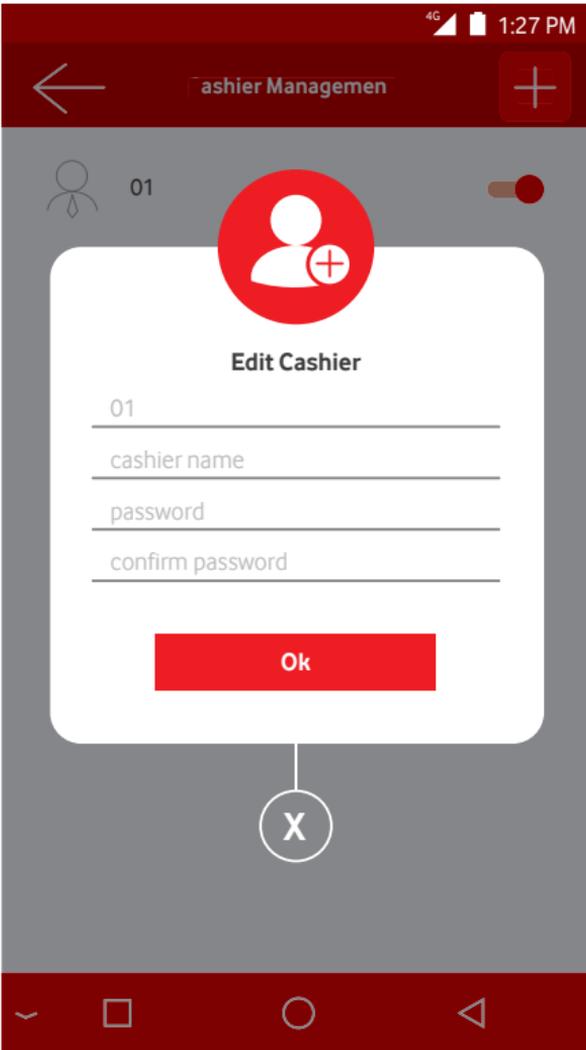
7. CASHIER MANAGEMENT - continued

STEP TEN
Swipe left on the cashier you want to delete.

SWIPE LEFT
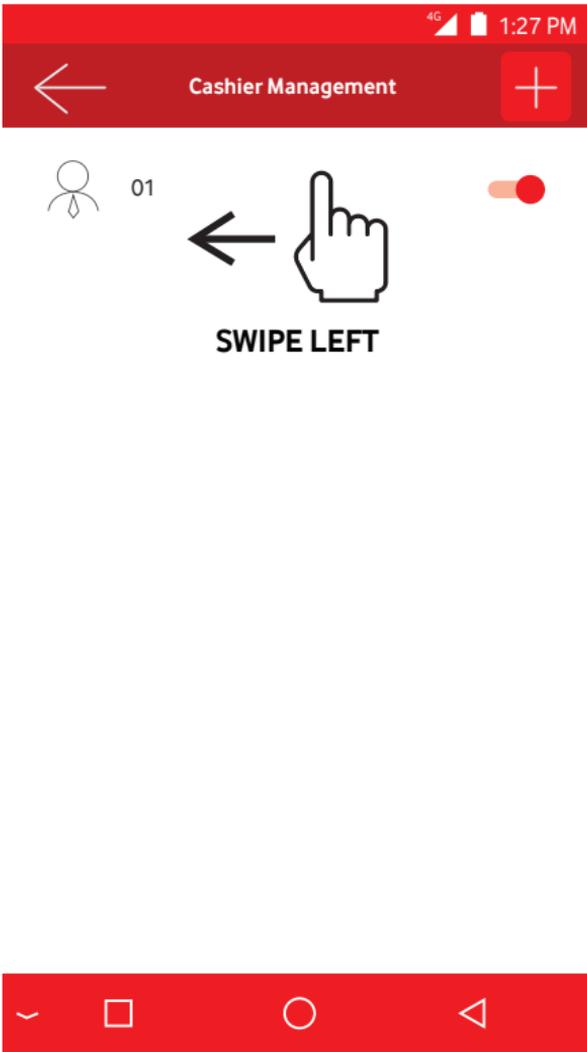
7. CASHIER MANAGEMENT - continued

STEP ELEVEN
Click on the Delete button.
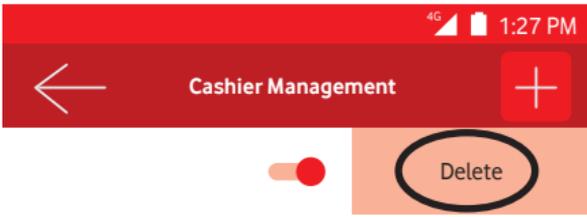
8. TIP FUNCTIONALITY

Click on the MENU icon, on the top right of the home screen
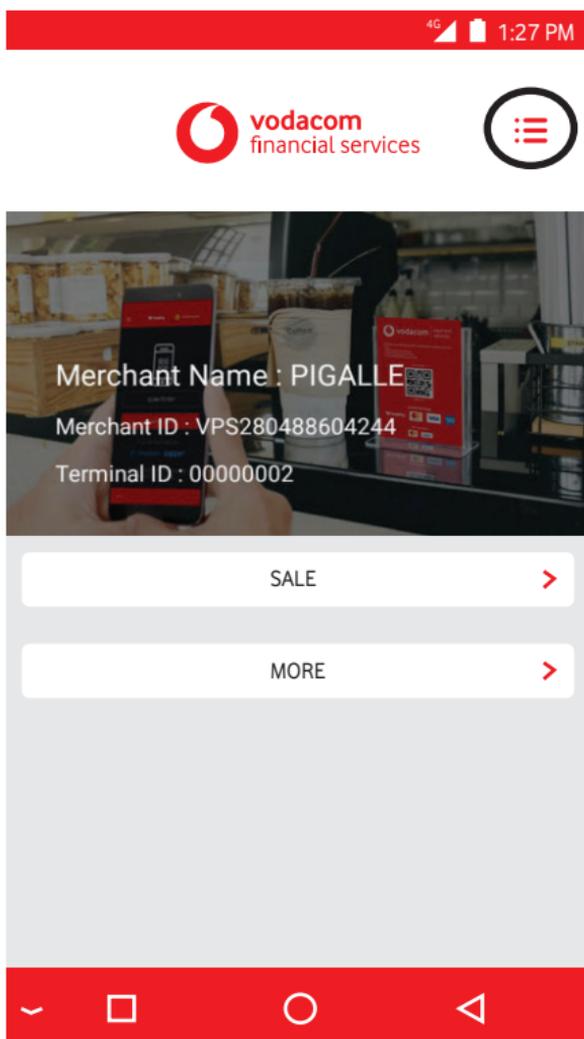
8. TIP FUNCTIONALITY - continued

STEP TWO
Select MANAGER on the next Menu
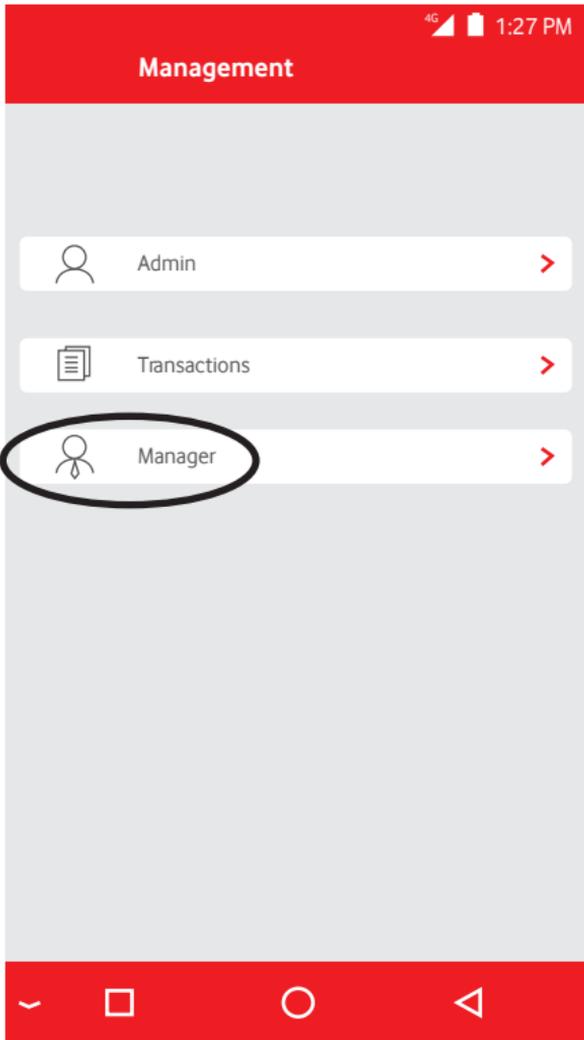
8. TIP FUNCTIONALITY - continued

Enter Supervisor Pin (Default 123456)

Manager

Supervisor Pin
******
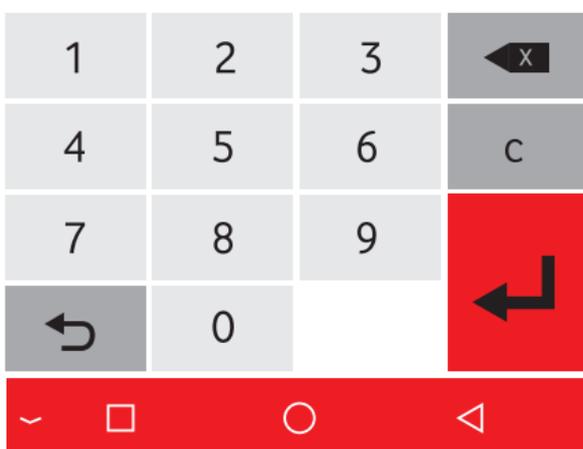
8. TIP FUNCTIONALITY - continued

STEP FOUR
Select Manager Local

Admin	⁴ᴳ ▰ 🔋 1:27 PM
Manager Menu	☑ Enable Purchase
Manager Local	☑ Enable Refund
Change Pin	☑ Enable Cashiers
Parameters	☐ Tip Management
Support	☑ Manual Card Entry
	☐ Enable QR
	☑ Enable Printer
	☐ Enable Manager
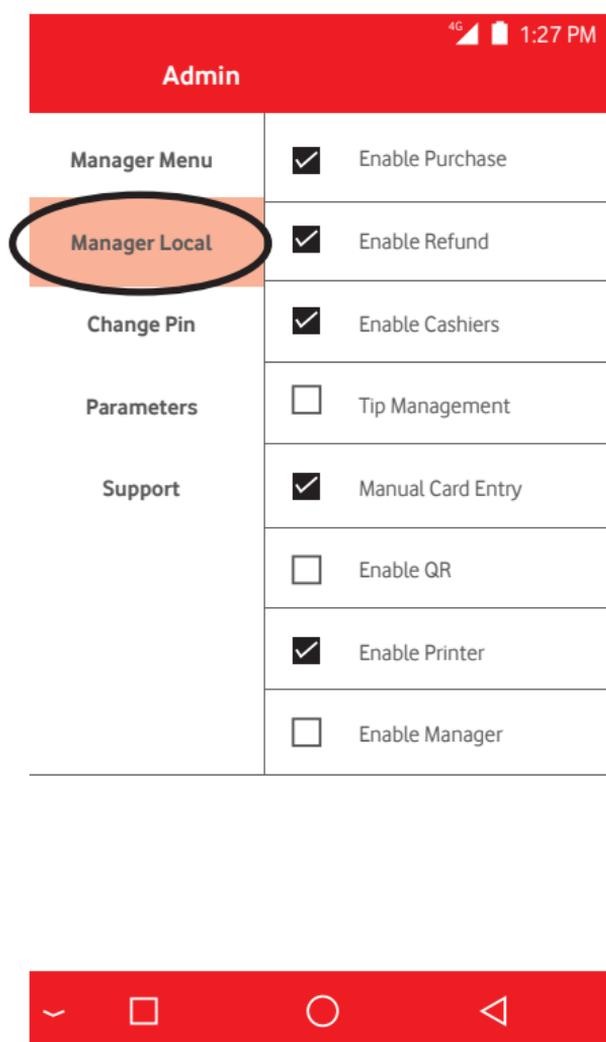
8. TIP FUNCTIONALITY - continued

Select Tip Management

Click on back button until you land on the main menu screen.
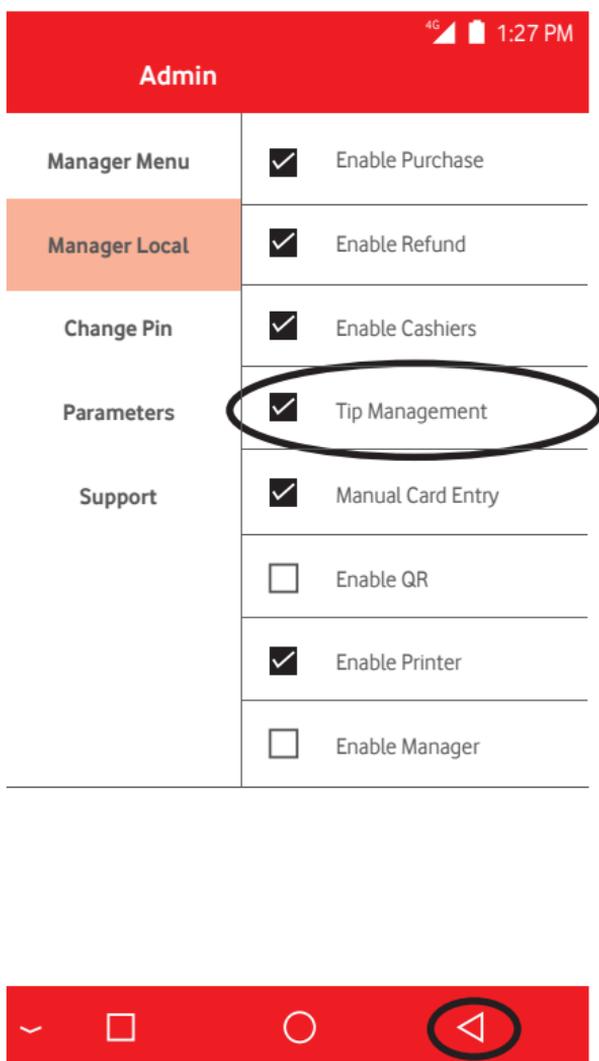
9. SALE PROCESS

1. TAP Function: Hold card over the Tap Icon for 5 sec otherwise error Z21 might occur, if too quick.
2. If TAP function fails then insert the card (card may not be tap enabled or tap limit exceeded)
3. If Insert function does not work, then swipe the card

STEP ONE
Click on the SALE option

9. SALE PROCESS - continued

Enter the amount to be paid using the key pad. Press Enter key to continue.

9. SALE PROCESS - continued

STEP THREE

Hand Device to the customer. Show them where they either insert or tap card to process transaction

# 9. SALE PROCESS - continued

STEP FOUR

Customer must enter PIN if prompted to. Press green enter Key to proceed.
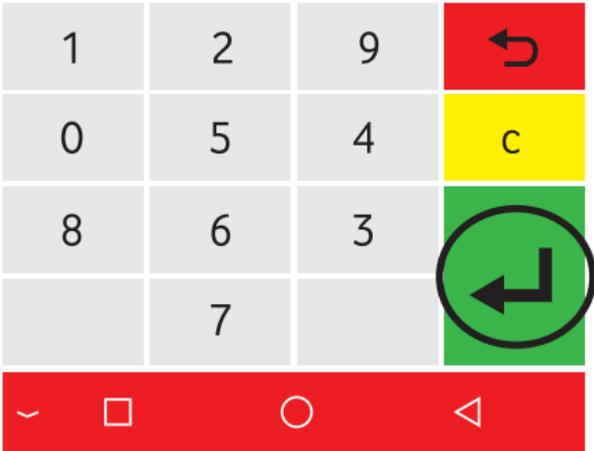
9. SALE PROCESS - continued

Device will process transaction and print automatically

9. SALE PROCESS - continued

Successful transaction. Press home button to proceed.

4G 1:27 PM

Approved

Home

58
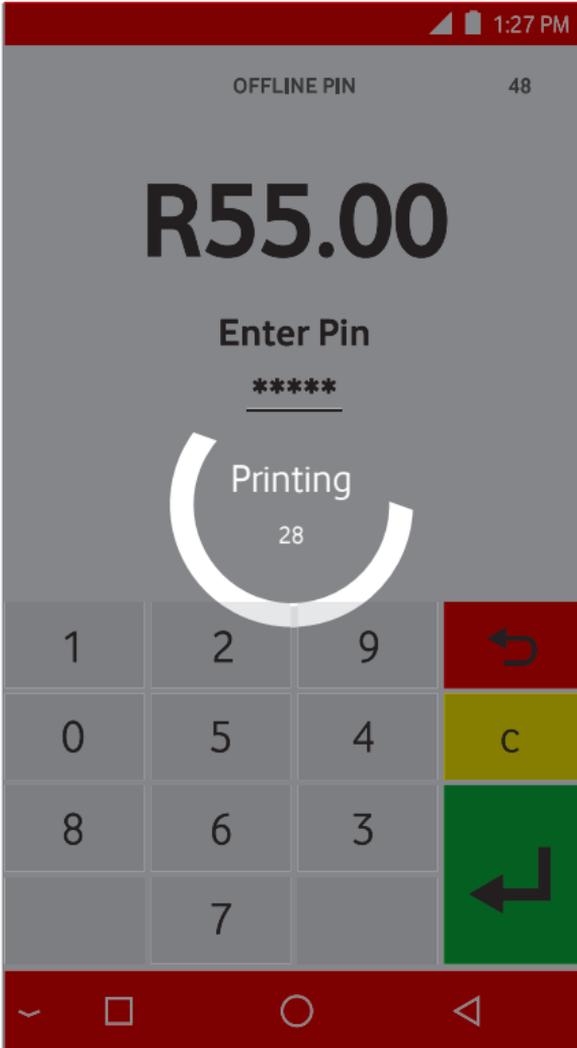
9. SALE PROCESS - continued

STEP SEVEN
Remove customer's card, tear off 2nd slip and hand them to the customer. Press OK.
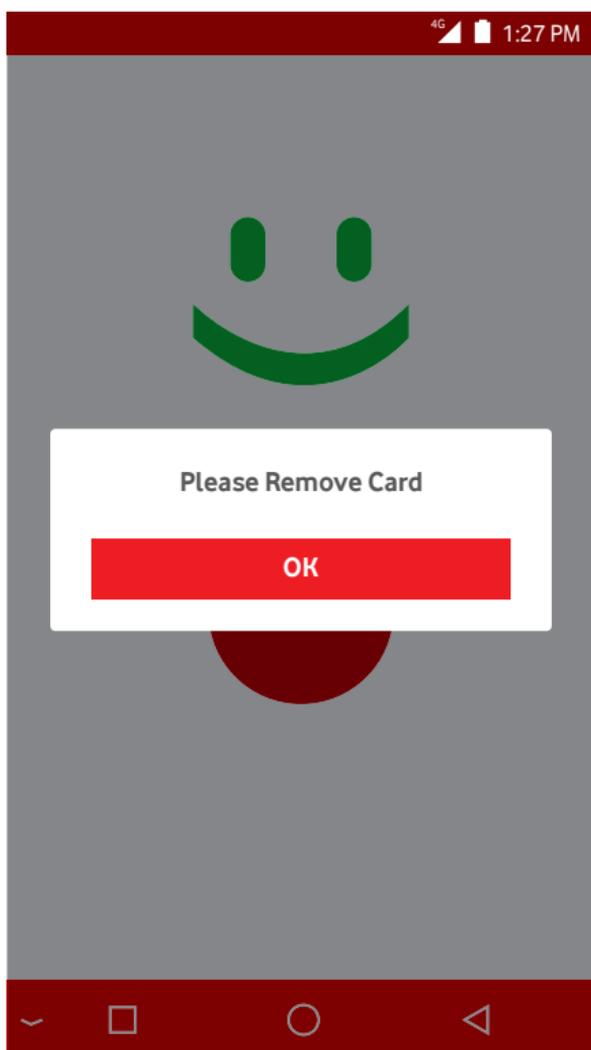
10. SALE PROCESS – tip & cashier functionality

1. Cashier and Tip functionality will only work if activated in the main menu.
2. If one/both of the functionalities is not active the respective step will not be in the process

STEP ONE
Click on the SALE option
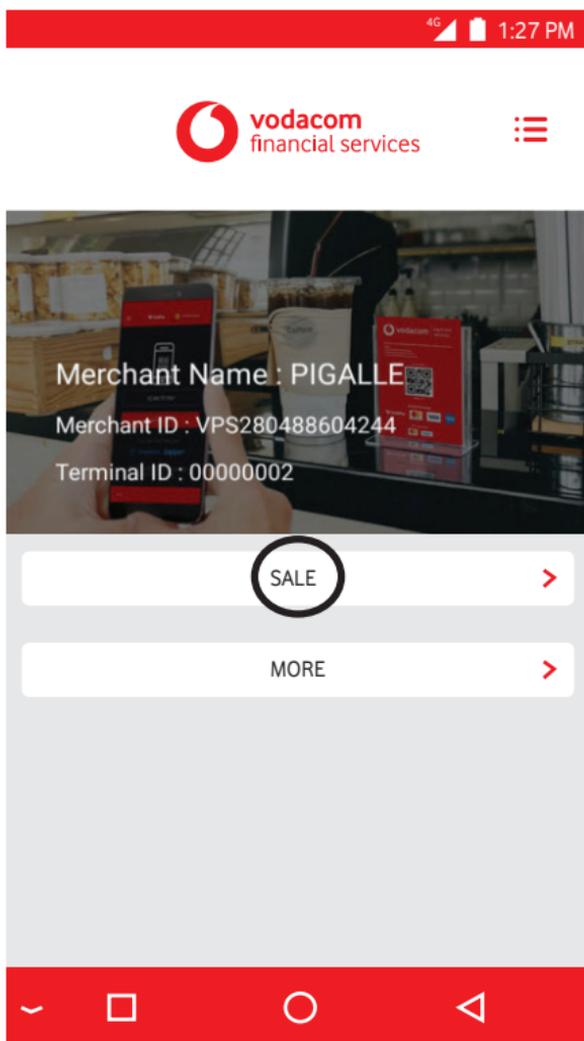
10. SALE PROCESS – Tip & Cashier activated continued

STEP TWO
Enter the amount to be paid using the key pad. Press Enter key to continue.

		4G ▲ ▮ 1:27 PM
<	Sale	51

Enter Amount (0.00 - 9, 999, 999.99):

R50.00

1	2	3	⌫ X
4	5	6	c
7	8	9	↵
↩	0	00	
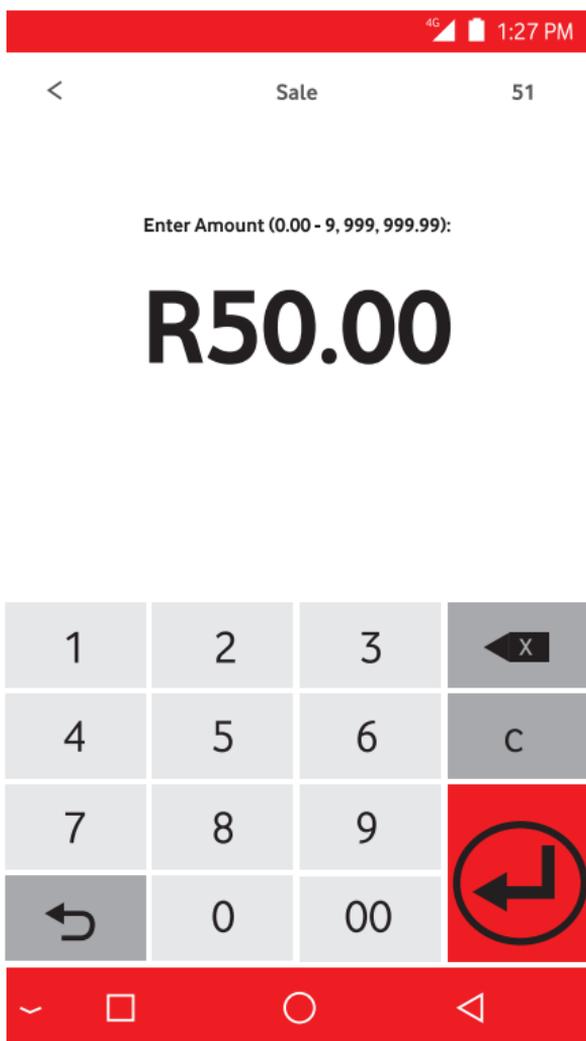
10. SALE PROCESS – Tip & Cashier activated continued

STEP THREE
Enter the Cashier Number who is processing the sale

			4G 1:27 PM
<	**Cashier No**		**56**

Enter Cashier No
02

1	2	3	⌫ X
4	5	6	c
7	8	9	↵
↩	0		

10. SALE PROCESS – Tip & Cashier activated continued

STEP FOUR

It will display the cashier name once the number is entered. Click "OK"

Nume: 02
Name: Naysha

OK
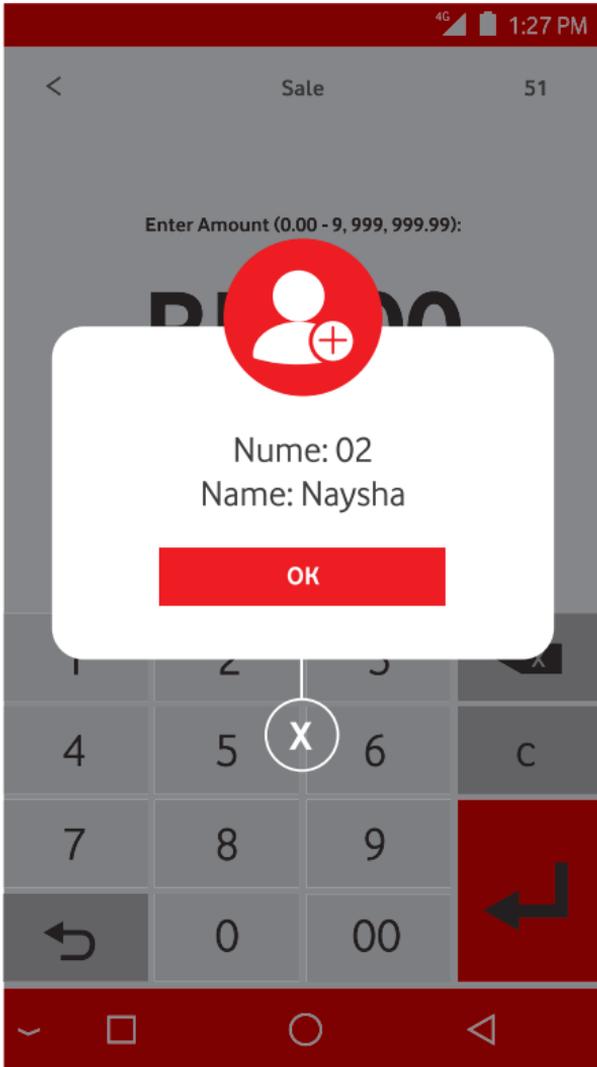
10. SALE PROCESS – Tip & Cashier activated continued

Add the tip amount if
Tip is provided then click on the ENTER sign.

		4G 📶 🔋 1:27 PM
<	Sale	51

Enter Amount (0.00 - 9, 999, 999.99):

R5.00

1	2	3	⬅ X
4	5	6	c
7	8	9	⏎
↩	0	00	

⌄	□	○	◁
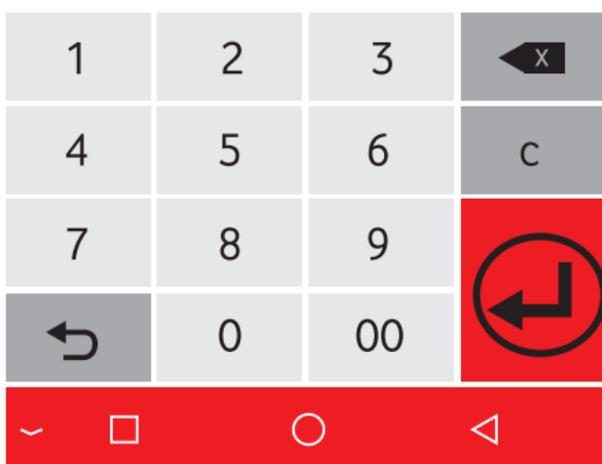
10. SALE PROCESS – Tip & Cashier activated continued

1. TAP Function: Hold card over the Tap Icon for 5 sec otherwise error Z21 might occur, if too quick.
2. If TAP function fails then insert the card (card may not be tap enabled or tap limit exceeded)
3. If Insert function does not work, then swipe the card

STEP SIX
Hand Device to the customer. Show them where they either insert or tap card to process transaction

4G 1:27 PM

<   Manager   55

Pay

Total amount due
R2.00

Tap to display

—— or ——

SWIPE/INSERT/TAP

CANCEL PAYMENT

10. SALE PROCESS – Tip & Cashier activated continued

Customer must enter PIN if prompted to. Press green enter Key to proceed.

	1:27 PM

OFFLINE PIN 48

R55.00

Enter Pin

*****

1	2	9	⬑
0	5	4	c
8	6	3	⏎
	7		

10. SALE PROCESS – Tip & Cashier activated continued

Device will process transaction and print automatically

OFFLINE PIN 48

R55.00

Enter Pin

*****

Printing
28

1	2	9	⤺
0	5	4	c
8	6	3	↵
	7		

1:27 PM

10. SALE PROCESS – Tip & Cashier activated continued

Successful transaction. Press home button to proceed.

4G 1:27 PM
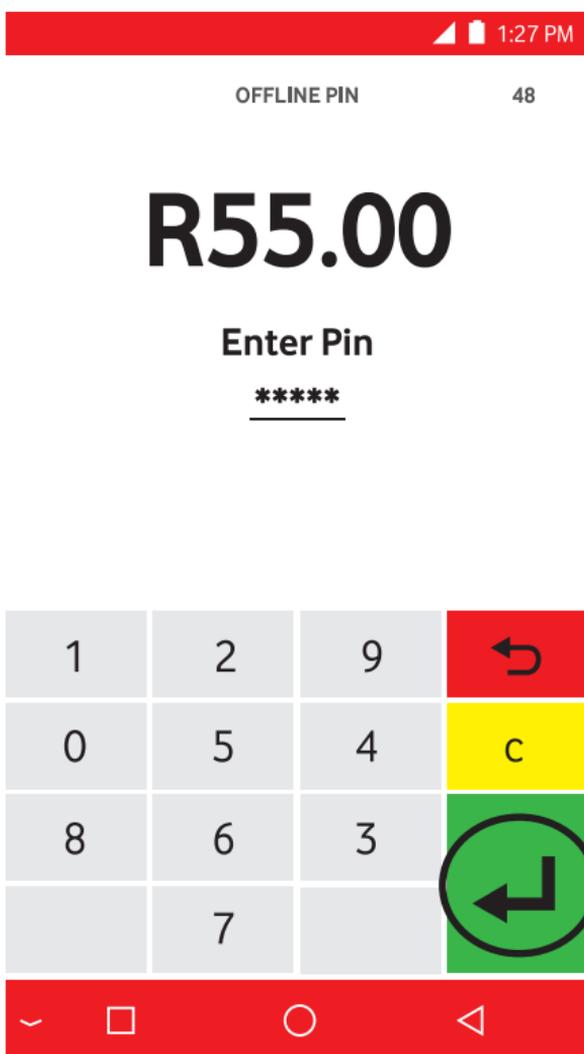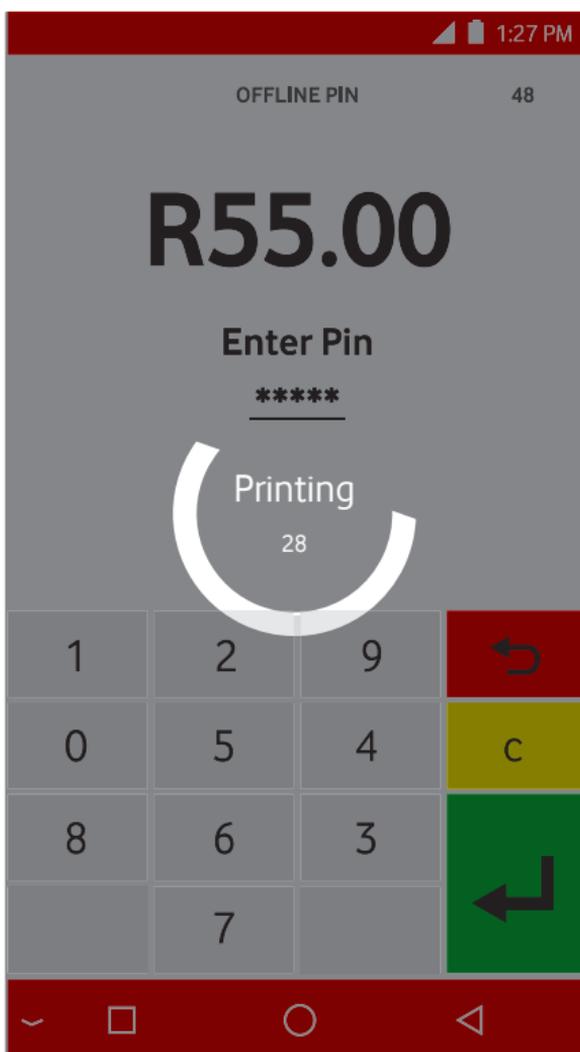
Approved

Home
58

10. SALE PROCESS – Tip & Cashier activated continued

Remove customer's card, tear off 2nd slip and hand them to the customer. Press OK.
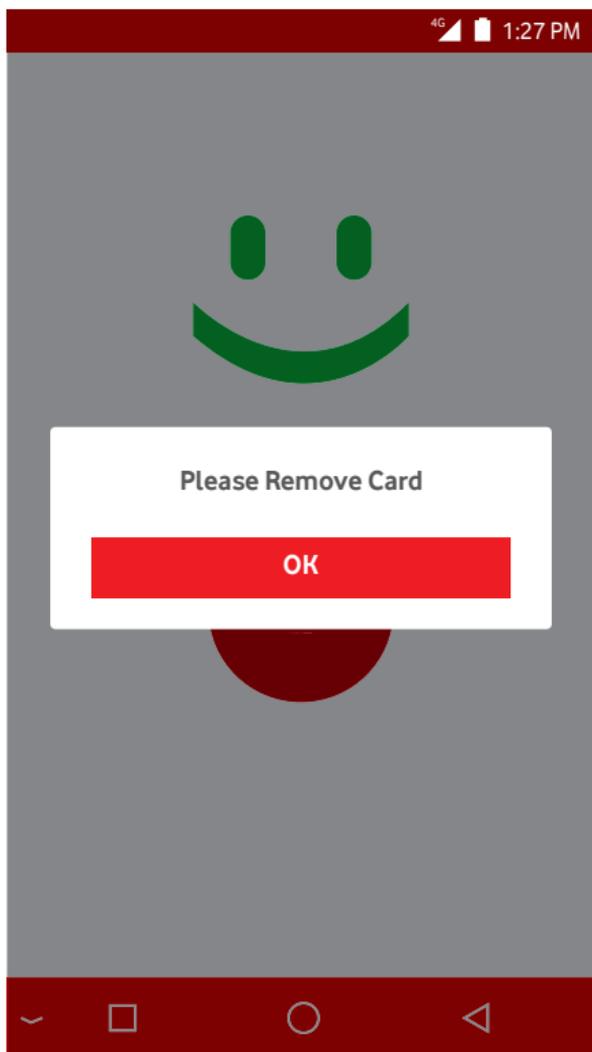
11. QR Payment process

A QR Code payment transaction enables consumers to make purchases by scanning a merchant generated QR Code using a compatible mobile app.

This mobile app may be an existing mobile banking app offered by the Issuer or a third party.

STEP ONE
Click on the SALE option
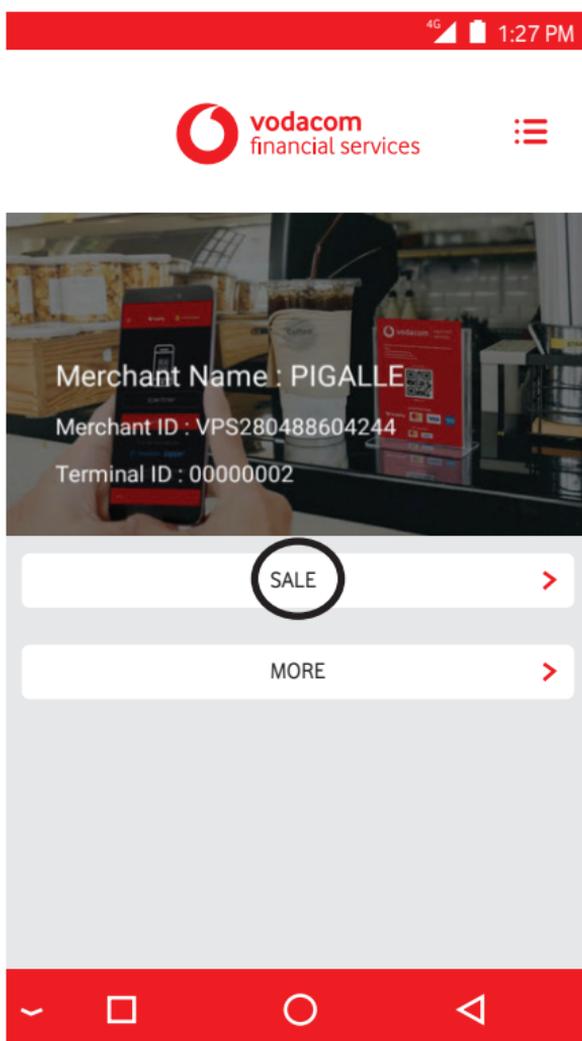
11. QR Payment process - continued

STEP TWO
Click on the SALE option
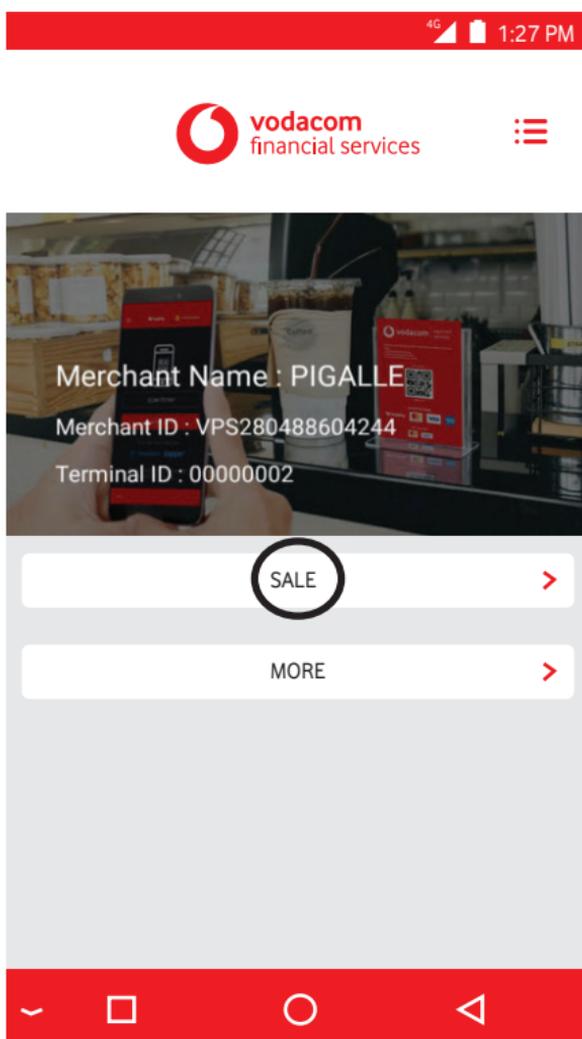
11. QR Payment process - continued

Enter the amount to be paid using the key pad. Press Enter key to continue.
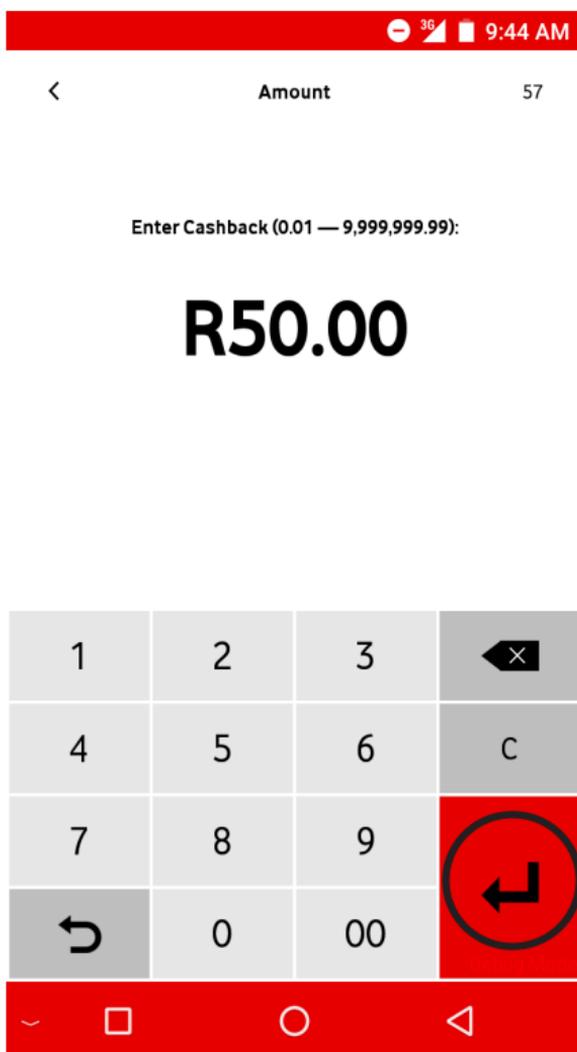
11. QR Payment process - continued

Enter cashier number.

⊖ ³⁶◢ ▮ 9:44 AM			

‹   **Cashier No**   57

Enter Cashier No

01

1	2	3	⌫
4	5	6	c
7	8	9	↵
↩	0		

⌄   □   ○   ◁
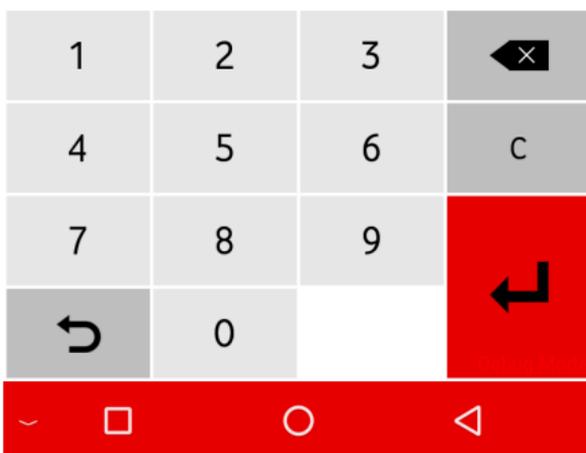
11. QR Payment process - continued

STEP FIVE

Confirm cashier number

11. QR Payment process - continued

Hand Device to the customer. Show them where they either insert or tap card to process transaction

11. QR Payment process - continued

SCAN QR code and continue with payment

11. QR Payment process - continued

When done this screen will pop up to show you have your
transaction approved

12. REVERSAL PROCESS (to be performed by Supervisor)

A reversal is when an error is made on a transaction that needs to be reversed. The reversal must be performed on the same day of the transaction before clearing cut off time (23:59). It can be performed for one or more of the transactions done on the card in question.

STEP ONE
Click on MORE option
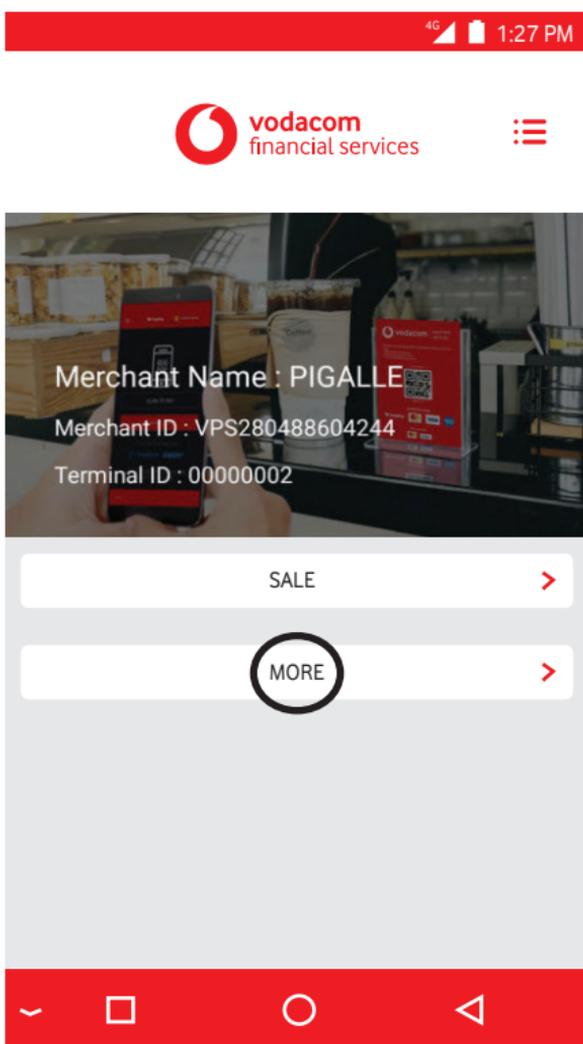
12. REVERSAL PROCESS continued

STEP TWO
Click on REVERSAL option
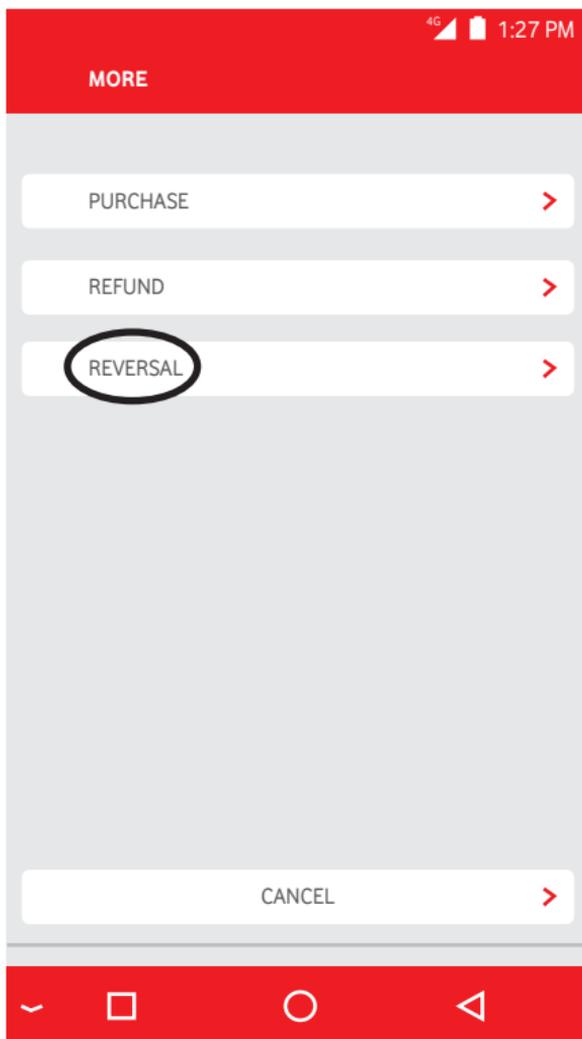
12. REVERSAL PROCESS continued

Supervisor Password needs to be entered
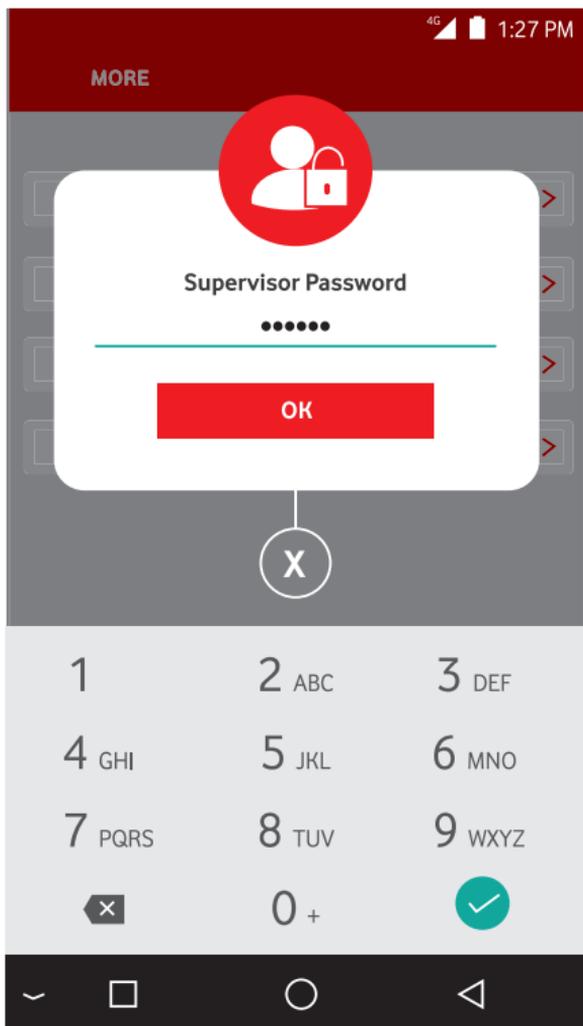
12. REVERSAL PROCESS continued

STEP FOUR

Swipe/Insert same card that the sale was processed on.
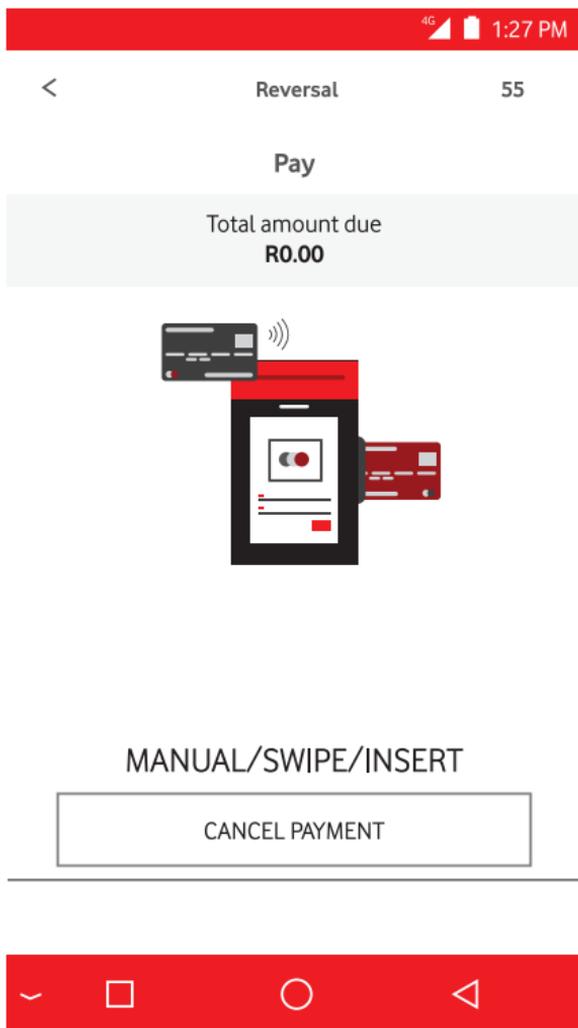
12. REVERSAL PROCESS continued

Device will automatically identify transaction to be reversed, if only one transaction. If more than one transaction it will list them.

12. REVERSAL PROCESS continued

Select CONFIRM if the correct transaction. Or select the transaction from the list and select confirm.

12. REVERSAL PROCESS continued

Successful reversal. Press on Home button to proceed.

Success

Home

58

12. REVERSAL PROCESS continued

STEP EIGHT

Remove Customers card and hand back to them with the slip.
Press on OK to proceed
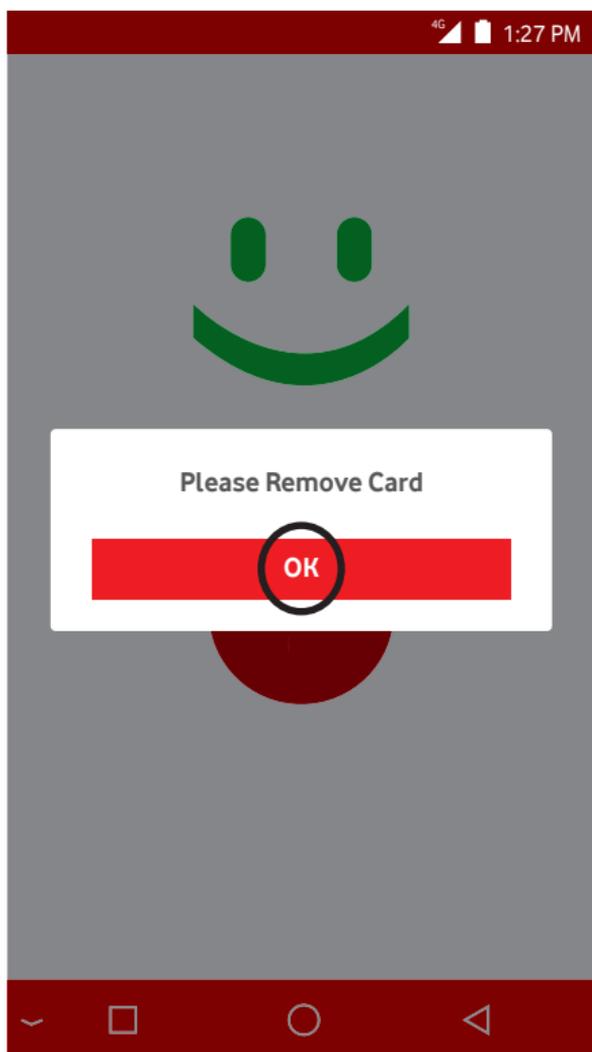
13. VIEW & PRINT TRANSACTIONS

Transactions can also be viewed on the merchant portal
**https://merchantportal.vfs.africa/merchantportal/home/
Login**

STEP ONE
Click on the MENU icon, on the top right of the home screen
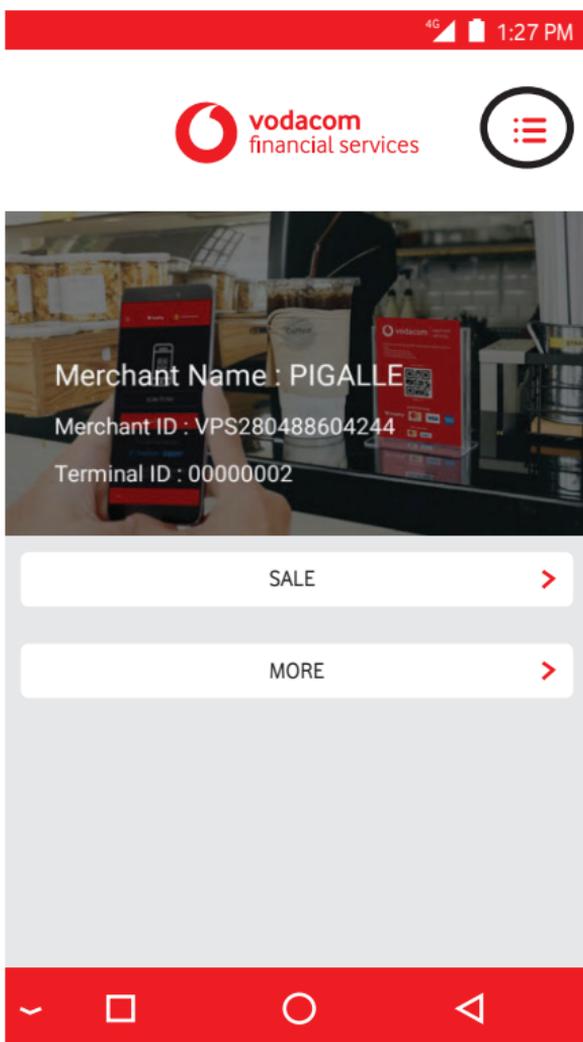
13. VIEW & PRINT TRANSACTIONS continued

Select TRANSACTIONS on the next Menu
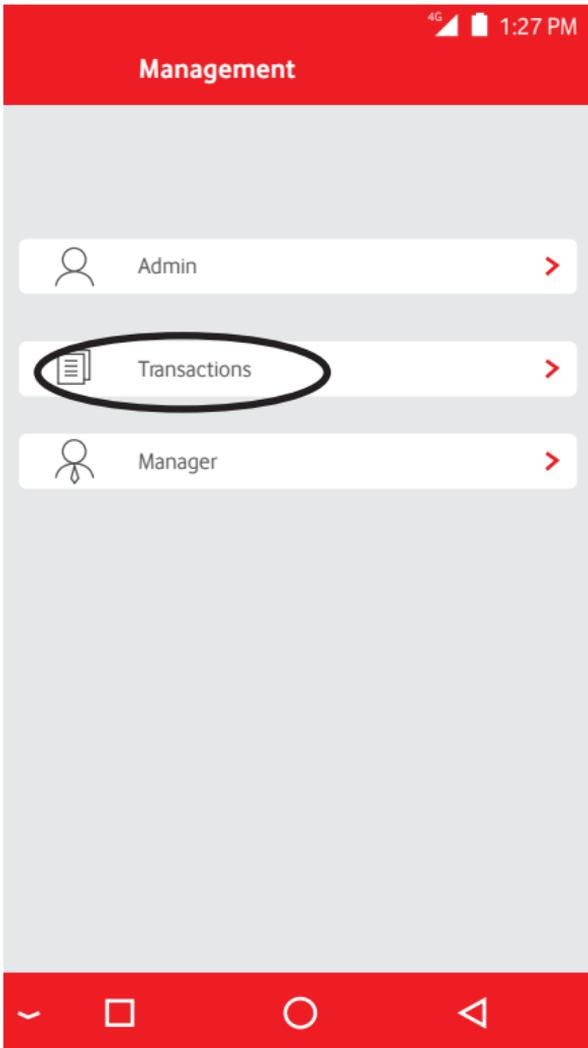
13. VIEW & PRINT TRANSACTIONS continued

STEP THREE
All transactions processed will then be displayed.
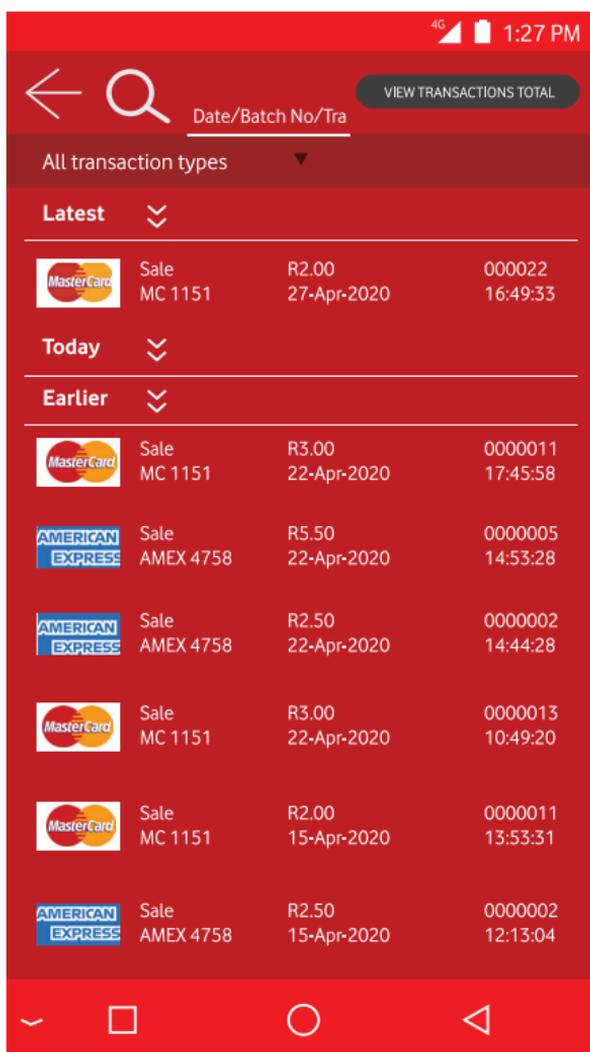
13. VIEW & PRINT TRANSACTIONS continued

STEP FOUR

To view & print the transactions summary for the day, click on the
VIEW TRANSACTIONS TOTAL in the top right of the screen
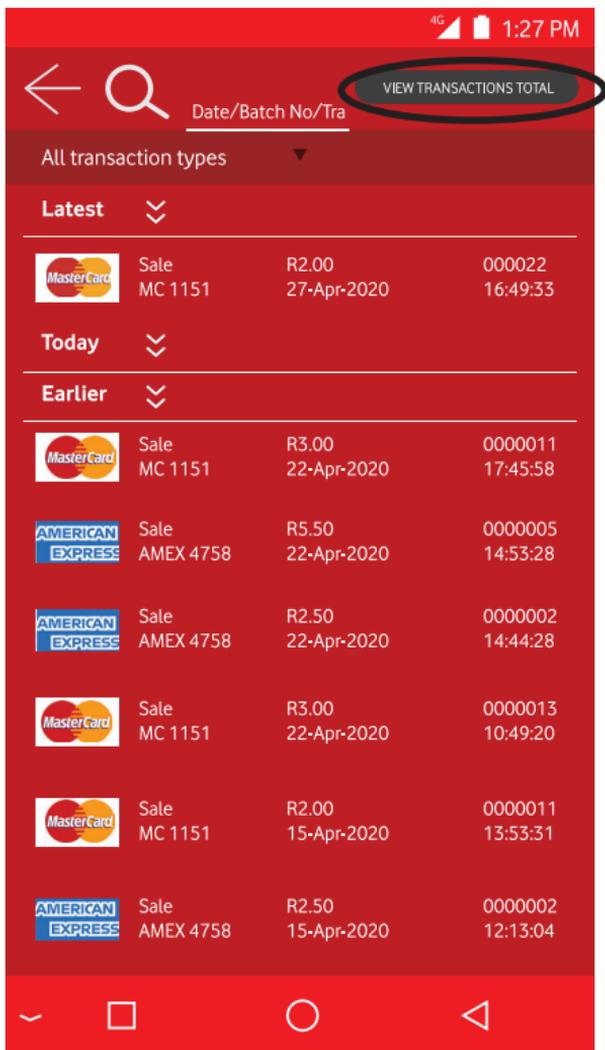
13. VIEW & PRINT TRANSACTIONS continued

STEP FIVE

The Transactions Summary Report will open. Click on PRINT to print the summary report. PRINT TRANSACTION LIST to Print the Transactions List for the selected date

13. VIEW & PRINT TRANSACTIONS continued

To view & print an individual Transaction, click on the transaction to view/print
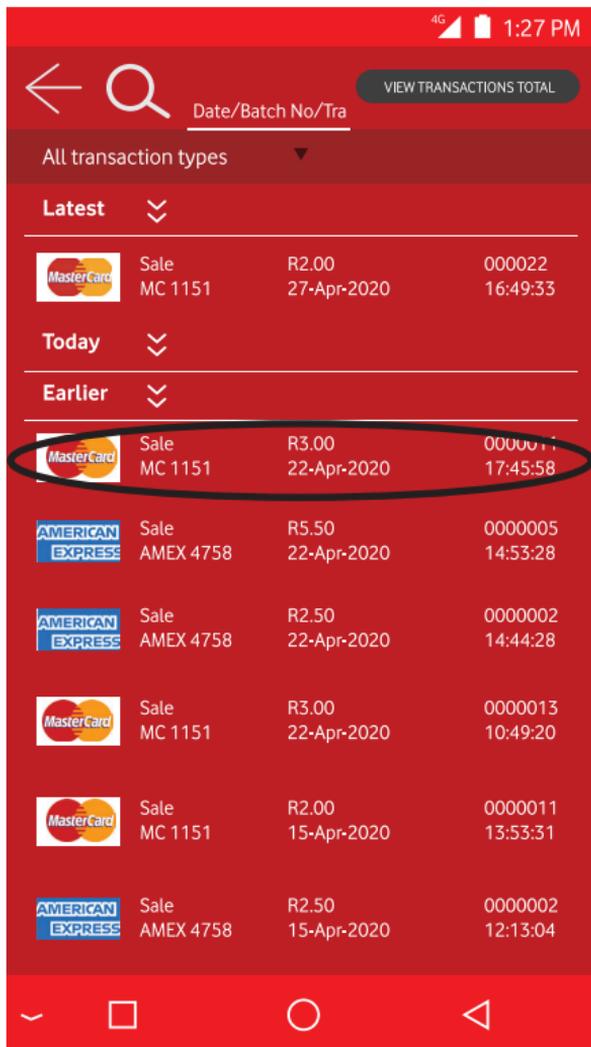
13. VIEW & PRINT TRANSACTIONS continued

STEP SEVEN

The transaction details will open and click on PRINT to print the transaction on the slip

14. CHANGE SIM CARD CONNECTION

When connectivity signal is weak follow these steps to swap sim cards.

Sim card 1 Signal Strength.

It states 4G this means it's the card being used for connectivity

Sim card 2 signal Strength.

It does not state the type of connectivity, therefore, is not the active sim

STEP ONE

Navigate back to the home menu and Click on Settings
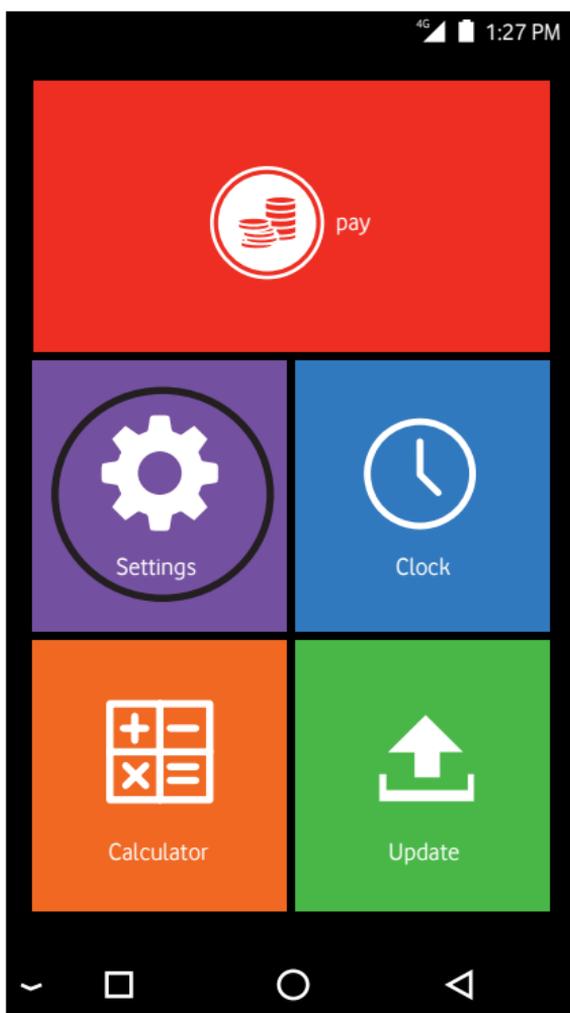
14. CHANGE SIM CARD CONNECTION continued

STEP TWO
Click on SIM cards
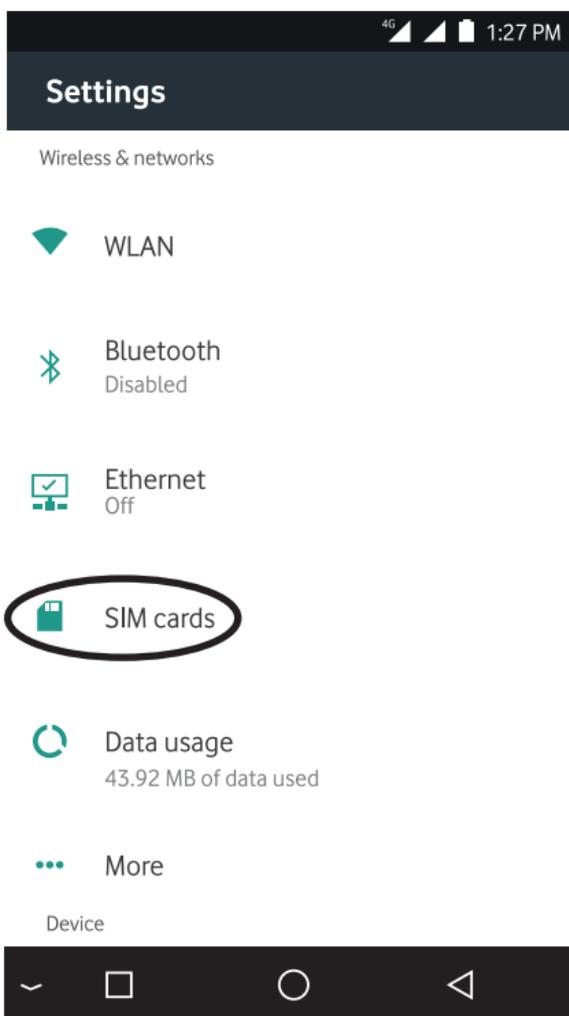
14. CHANGE SIM CARD CONNECTION continued

STEP THREE

You see two cards are in the device. Click on Cellular Data
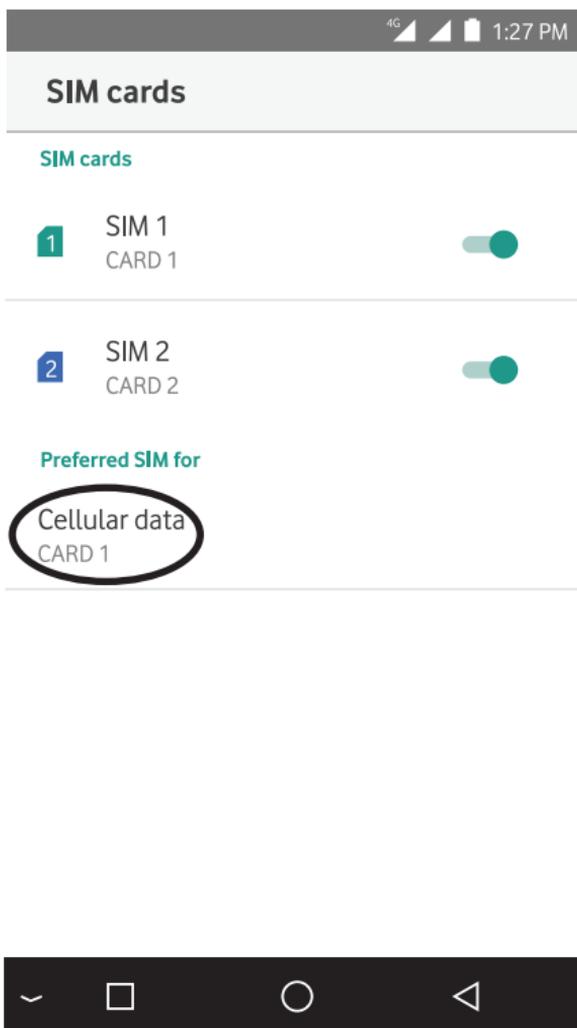
14. CHANGE SIM CARD CONNECTION continued

The green sim is the active sim. Click on the Blue Sim Card 2 to activate it.
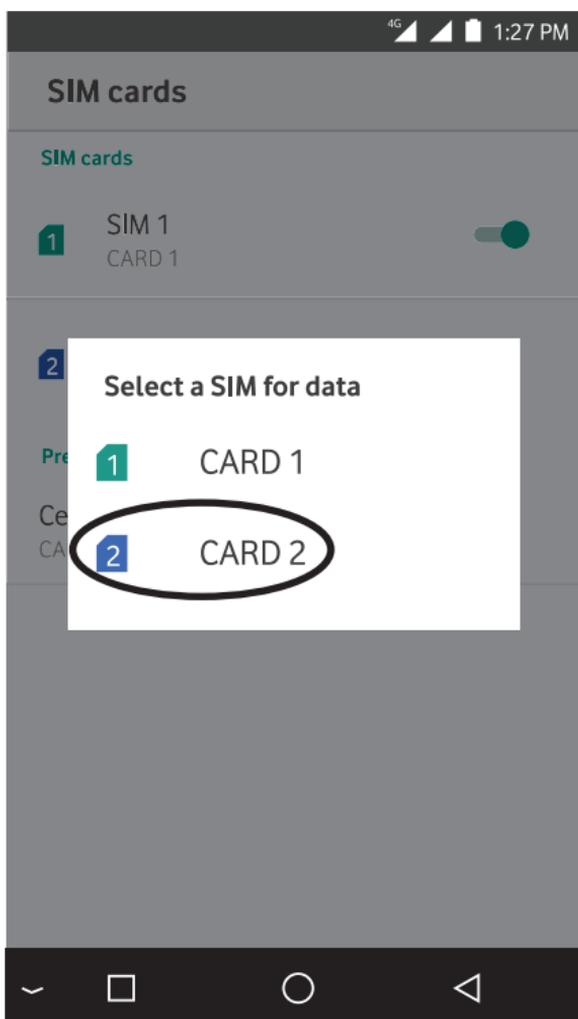
14. CHANGE SIM CARD CONNECTION continued

You will see that Sim Card 2 is now active
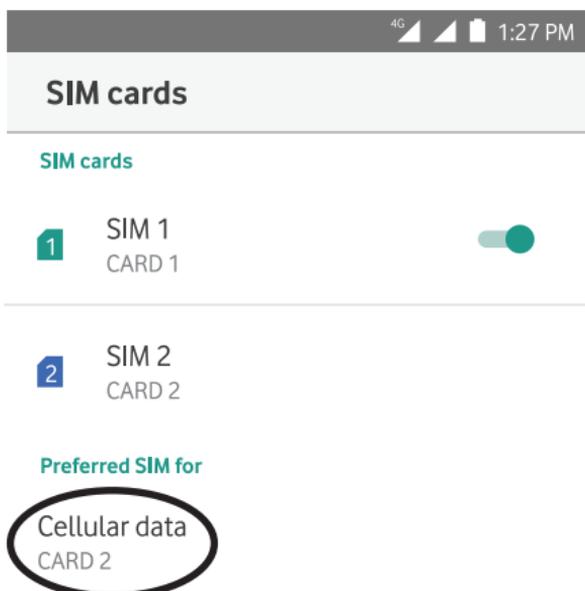
Sim card 1 Signal Strength.

It does not state the type of connectivity, therefore, is not the active sim

Sim card 2 signal Strength.

It states **3G** this means it's the card being used for connectivity

15. SILENT MODE ICON continued

STEP ONE

This Minus sign means the device is in silent mode i.e. volume and alerts is off. It does NOT mean their us no connectivity

STEP TWO

Adjust the volume on the device using the button on the left side of the device

STEP THREE

The minus sign will disappear. Notice the connectivity icon is still visible

Contact us

Phone: **0800 000 654**
Email: VPSsupport@xlink.co.za
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