

 vodapay | Kwika

 NEXGO

K300



F1

F2

F

1

QZ.

2

ABC

3

DEF



4

GHI

5

JKL

6

MNO



7

PRS

8

TUV

9

WXY





\*

0

\_



#

# vodapay | Kwika

## Operating Manual

# Contents

1. Hardware Instructions	<b>1 - 6</b>
2. Hardware Trouble Shooting Guide	<b>7</b>
3. Home Screen	<b>8</b>
4. Navigating the terminal	<b>9</b>
5. Admin Menu	<b>10 - 15</b>
6. Device Settings	<b>16 - 25</b>
7. Performing Transactions	<b>26 - 29</b>
8. Transaction Report	<b>30 - 31</b>

# 1. Hardware Instructions

## Installing and operating the VodaPay Kwika Device



- Strictly follow the instructions provided in this manual to operate the terminal.
- The terminal must use the power adapter supplied in order to ensure it works optimally. Use of any other adapter may damage the terminal 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 terminal 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 terminal.
- Contact the call center on **0800 000 654** to report any faults with the terminal. Do not attempt to open the battery cover as this will void the warranty.
- Do not shake or knock the terminal.
- Do not spray and/or keep the device away from any flammable substances, chemicals or paint to avoid combustion of the device.
- It is impermissible to disassemble, modify and/or use any parts of the terminal. Anyone found guilty of these will risk having their merchant account suspended and terminated, and listed on MATH.

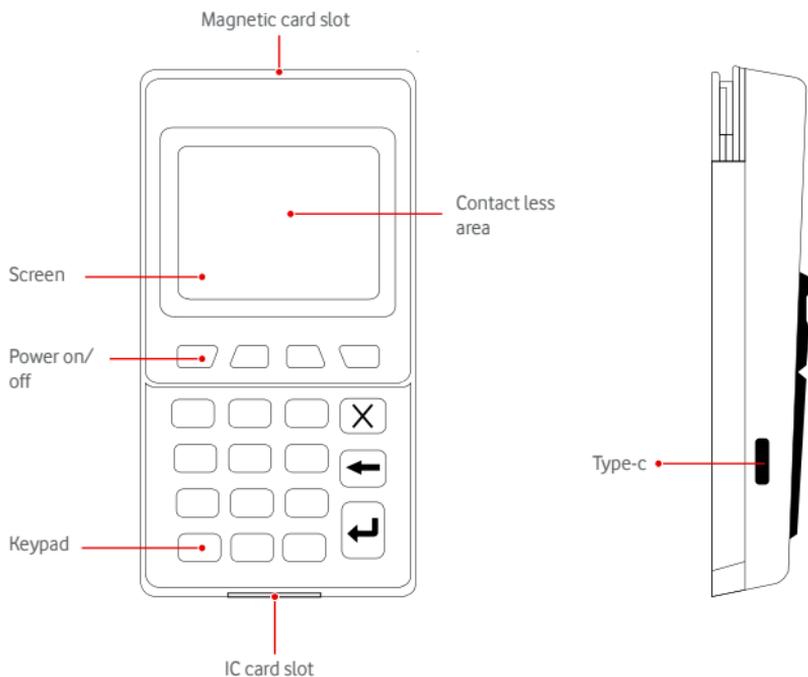
# 1. Hardware Instructions continued

## Instructions

### Power on/off

**Power on:** Press " ⏻ " for 3-4 seconds, the back light will turn on indicating the device is powered on.

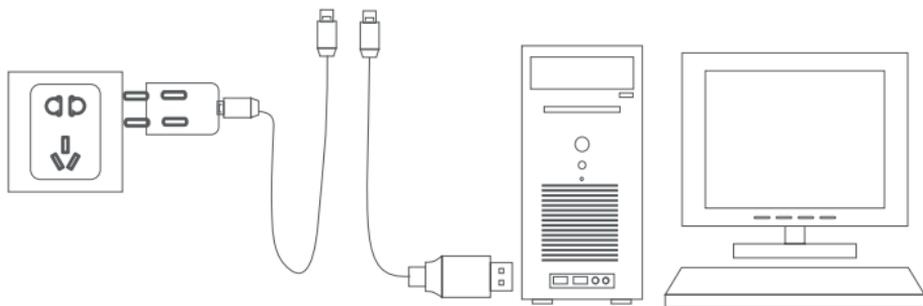
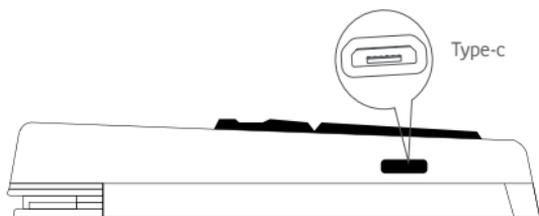
**Power off:** Press " ⏻ ", the screen will show POWER OFF, Device? Press F1 to Power Off and F2 to Reboot the terminal



# 1. Hardware Instructions continued

## Charging:

1. Use the provided USB cable and connect to PC or adapter.
2. Terminal comes with an adapter, insert the adapter into the power socket.
3. Connect the adapter/usb cable to the Vodapay Kwika usb port and start charging. The battery will indicate charging progress and when the battery is full status indicator is "  ", it means charging is finished.

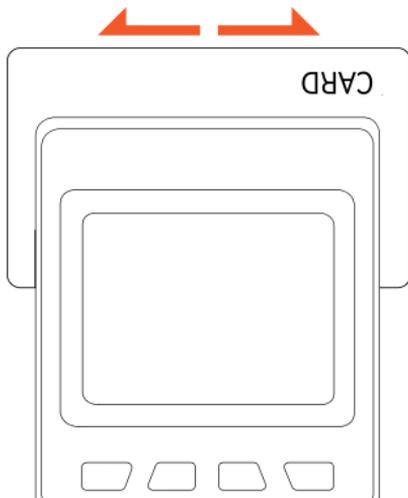


# 1. Hardware Instructions continued

## Magnetic card

Slide the card horizontally through the card slot, the back of the card facing up. The card can be swiped in any directions, however the speed must be stable and consistent.

**Notice:** If the magnetic strip is damaged or the card is swiped incorrectly, the transaction may fail.

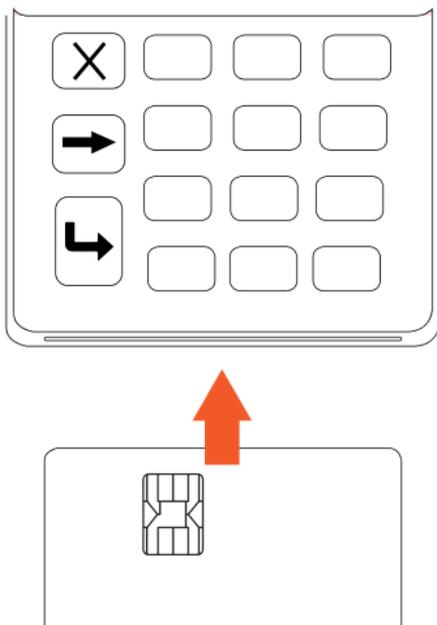


# 1. Hardware Instructions continued

## Contact IC Card

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

**Notice:** If the chip is damaged, the chip may be unreadable and render the card useless.



# 1. Hardware Instructions continued

## Contact less IC card

Gentle tap the card on top of the screen and hold until you hear a prompt tone which indicates that the tap succeeded.

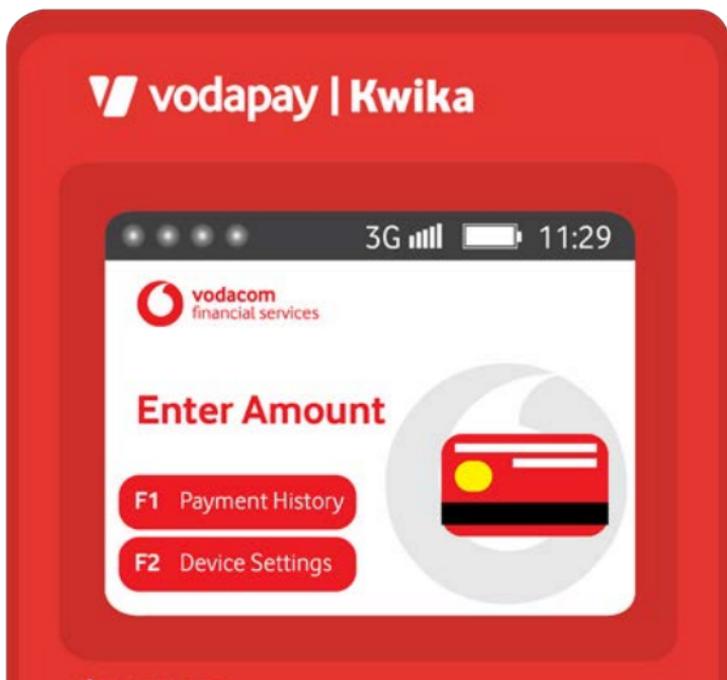


## 2. Hardware trouble shooting guide

Category	Fault	Reason	Solution
Power on/off	Unable to power on terminal.	<ol style="list-style-type: none"><li>1. Battery drained.</li><li>2. Broken circuit/ connection</li></ol>	<ol style="list-style-type: none"><li>1. Charge the device for at least 30 minutes.</li><li>2. Check that the device is plugged correctly and charging.</li></ol>
Card Read failure	Read Chip Fail Card Read Error	<ol style="list-style-type: none"><li>1. The chip on the card is damaged</li><li>2. Card inserted wrong way or card not inserted fully</li><li>3. There is dirt on the magnetic card.</li><li>4. Magnetic card is dirty or de-magnetization.</li><li>5. Swiped the card in a wrong way.</li></ol>	<ol style="list-style-type: none"><li>1. Wipe the magnetic stripe gently using a soft cloth and try again.</li><li>2. Try a different card as the card may be damaged.</li></ol>

## 3. Home Screen

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



## 4. Navigating the terminal

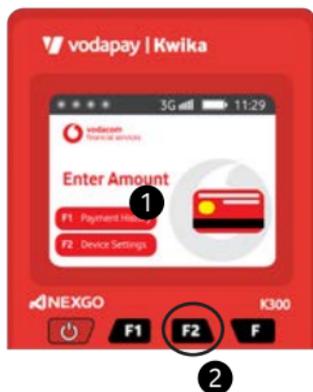
1. Home screen
2. Power button-Reboot or switch off the terminal
3. F1 key - Access payment history
4. F2 key - Access device settings
5. F Key - For use by technical personnel (don't access this menu)
6. Cancel button - for canceling and navigating back
7. Clear key - for correcting entered values
8. Enter key - for confirming action and also to access transaction types (sale, reversal)
- 9 & 10. Arrows for navigating up and down



## 5. Admin menu

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

1. Make sure the terminal is on the home screen (as shown previously)
2. Press the F2 button to access device settings
3. Select Admin



## Operator: SHIFT MANAGEMENT

The **SHIFT MANAGEMENT** may be **ON** by default.

Before transacting on the terminal, please ensure that the **SHIFT MANAGEMENT** is switched **ON** otherwise the **TERMINAL WON'T WORK**: To enable shift management, the following steps must be followed:

## 5. Admin menu continued

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

1. Select Operator
2. Select Shift Management
3. Select Enable



Press Cancel button (X) until back at the home screen

## Report

**Access Tips Report:**

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

1. Select Report
2. Select Tips Report
3. Reports are displayed by shift number, select desired shift number
4. Report is displayed by Cashier user id, name, count and total tips



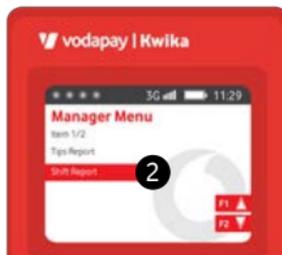
## 5. Admin menu continued



Press Cancel button (X) twice and return to the report menu to

### Access 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, count and total amount



## 5. Admin menu continued

Press Cancel button (X) until back at the home screen

### Upload logs

The terminal keeps events in a log file, in case of a fault, technical error etc. The technical team will ask for the logs so they can investigate and resolve the issue. The log file contains current date and previous 7 days files, to upload logs the steps are the same.

To upload logs, the following steps must be followed:

**Navigate to the Admin menu** (as previously shown) and;

1. Select Upload Last day or Upload Last 7 days
2. Terminal displays upload Logs, connecting..., then
3. Progress bar
4. Upload Logs, Upload all files successful



## 5. Admin menu continued

Press Enter to exit, and Press Cancel button (X) 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 Supervisor 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 updated



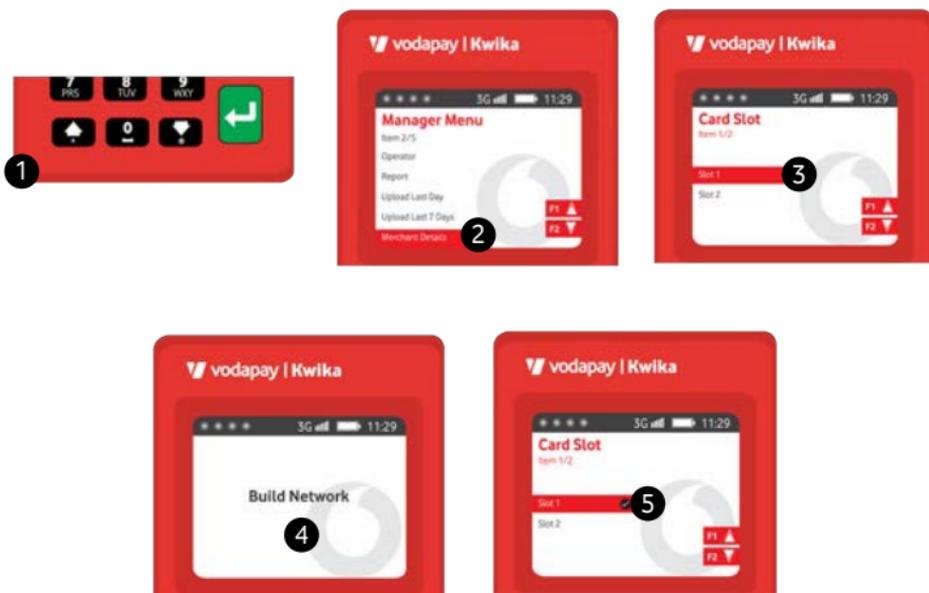
### Switching SIMS

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:

## 5. Admin menu continued

1. Select \* key
2. Select Swap Card Slot
3. Select either Slot 1 or Slot 2
4. Terminal displays Build Network
5. When done terminals will show the active



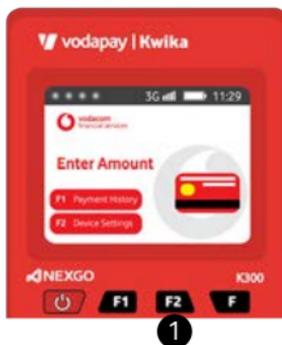
Please note that the terminal is capable of transacting with a signal as low as 2G.

4G or 3G 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. Select F2
2. Select Manager
3. Enter Supervisor 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
8. Support- For Technicians ONLY



# 6. Device Settings continued

## Manager Menu: Manage Cashiers

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

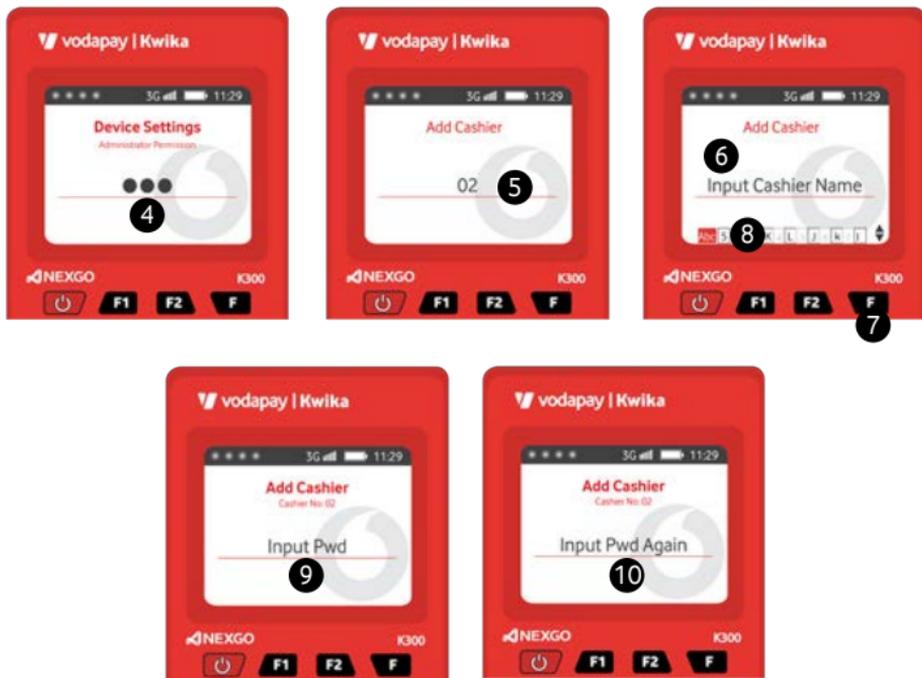
There are three options, namely Add Cashier, Delete Cashier and Modify Cashier

**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, select 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 Password for the cashier
10. Repeat password for the cashier
11. Press Enter to accept the name (Clear button can be used to correct errors)



## 6. Device Settings continued



# 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 Cancel button and navigate away from this menu to avoid deleting other cashiers in error



# 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

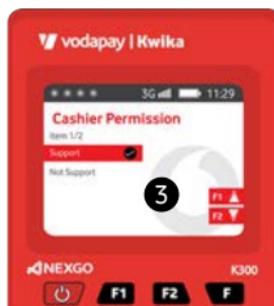
Press enter button to confirm action



## 6. Device Settings continued

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



## 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;

## 6. Device Settings continued

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 terminal will prompt for the original password to be verified. The following passwords types on the terminals can be changed:

- System password
- Admin password
- Refund password

## 6. Device Settings continued

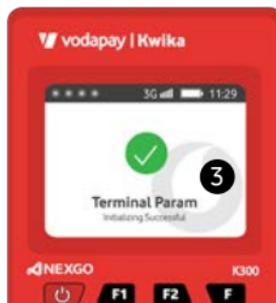
To change any password, the following steps must be followed; navigate to **Manager Menu** and select **Manager** and enter Supervisor Password, select Change Password, enter Supervisor password and then select desired password to update.

### Parameters

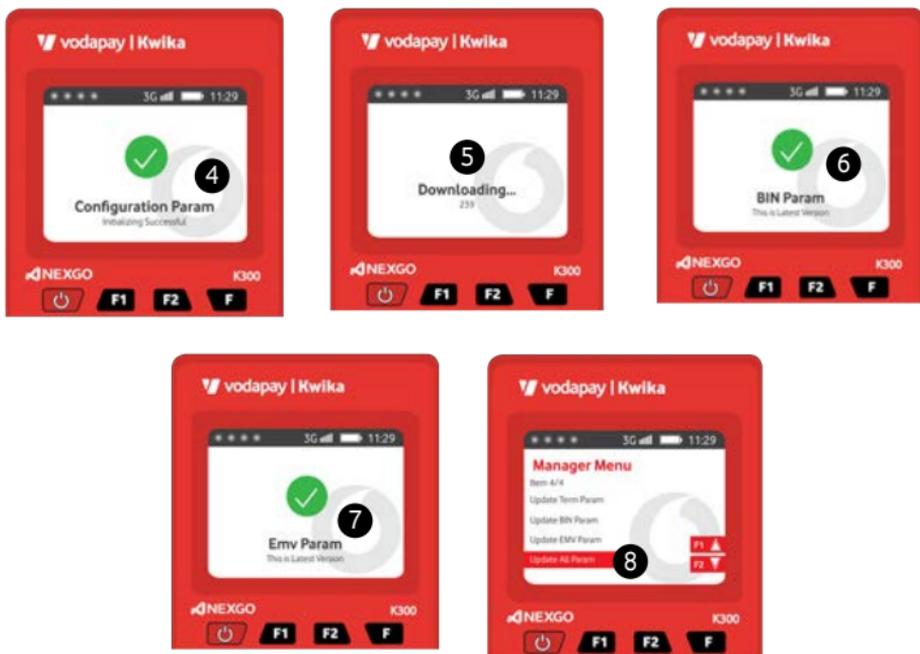
The terminal requires continuous updates of certain files, these files are contained in parameters and are automatically downloaded to the terminal at least once a day. Should the need arise to update parameters, the following steps can be followed to manually update parameters:

**Manager Menu** and select **Manager** and enter Supervisor Password, then:

- Select Parameters (1)
- Select Update All (this action updates all files as displayed; files can be updated individually as well) (2)
- Terminal displays downloading, then paraminit
- Terminal displays 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 terminal is configured to auto update however if this fails, the following steps can be followed to update the terminal to the latest application.

## 6. Device Settings continued

Follow the same steps to navigate to Parameters, on parameters scroll down to:

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



## Support Menu

This menu item is intended to be used by authorized technicians only

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



## 7. Performing Transactions continued



**NB! If Tip is enabled, terminal will prompt for Tip immediately after the Sale amount is entered, if Cashier is enabled, terminal will prompt for cashier number only before prompting for sale amount.**

### Performing other transactions

To access other Transaction Types, Press Enter (Green 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 device 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 in the near future

- Sale with Cashback
- Budget transaction
- Refund

# 7. Performing Transactions continued

## Reversal

1. To perform a reversal, Press Enter (Green Button) and a list of available transactions will be displayed
2. Select Reversal
3. Enter supervisor password
4. Terminal 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. Terminal displays success, please remove card

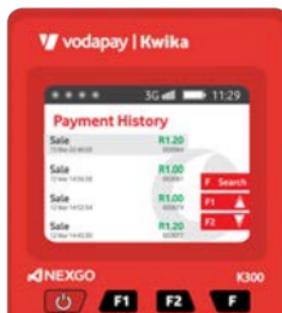
**Note:** If card does not support reversal, terminal will display “Reversal not allowed.” Reversal can only be performed on the same day as the original transaction.



# 7. Performing Transactions continued



## 8. Transaction report



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

### Payment History

Payment history provides detailed transactions. To payment history on the terminal the following steps can be followed:

On the home screen, select F1

Transactions are displayed sorted from newest to oldest (Only approved transactions are displayed)

Scroll to the desired transaction and press enter

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

## 8. Transaction report continued



### Summarized transaction report

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

The terminal 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 and
5. Total Amount



# Contact us

Phone: **0800 000 654**



**: 072 605 9421**

Email: [vpssupport@xlink.co.za](mailto:vpssupport@xlink.co.za)

Web: <http://voda.com/accept-payments>

## 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

