



Mobile POS iCMP Bluetooth Card Reader

android Quick Start Guide v1.0



This quick start guide will take you through the basics of:

- **activating your account**
- **pairing your card reader with your iOS device**
- **processing a basic transaction**

For a full guide detailing advanced app features and the Paymate OnTheGo web portal, including reporting, receipt customisation, managing multiple card readers and more, go to:

https://www.paymate.com/cms/images/PDF/Paymate_OnTheGo_User_Guide.pdf

For a detailed iCMP card reader guide, including maintenance information, go to:

<https://www.paymate.com/cms/images/stories/ptg-card-reader-user-guide.pdf>

Helpdesk Support

In addition to step by step instructions on how to pair your device with the card reader, be sure to read the help section of this guide:

- **Frequently Asked Questions** (page 14)
- **Troubleshooting** (pages 14 & 15)

If after reading the help section you still require technical assistance you can contact our helpdesk on

 **1800 248 934** Mon - Fri / 9am - 5pm Sydney time

 **onthego@paymate.com**

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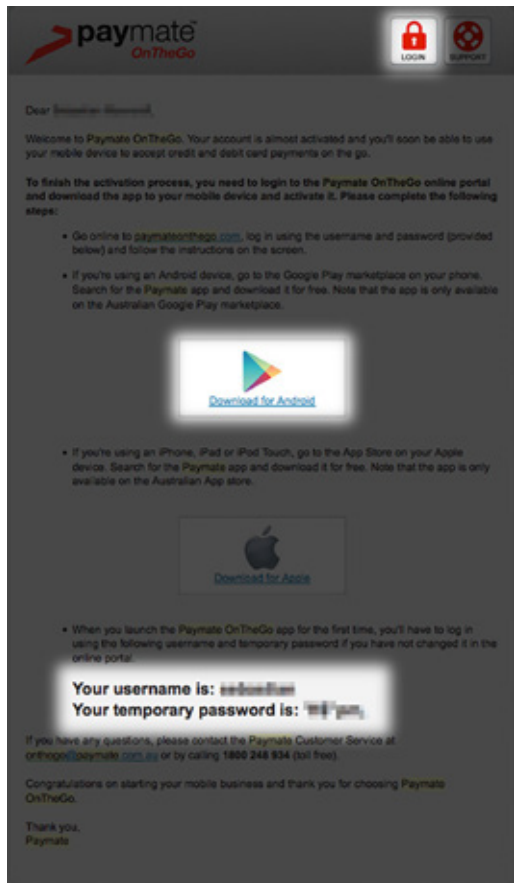
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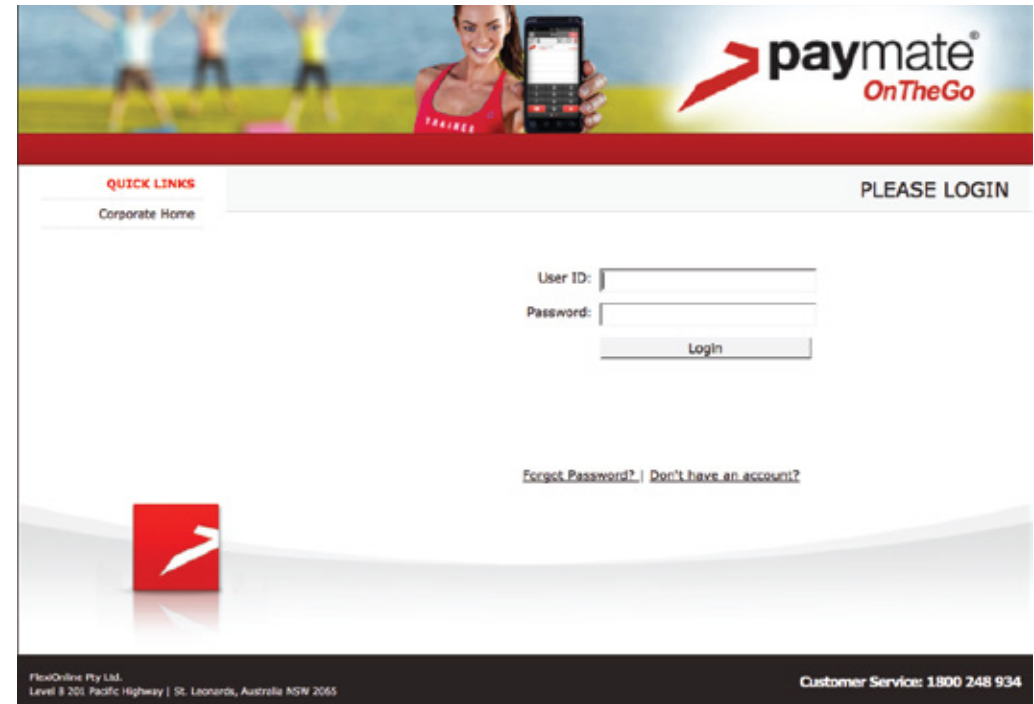
Step 1



Once your application is approved you will receive a WELCOME email containing:

- A Link to the app from the Google Play® Store
 - Your Username and Temporary Password
 - A link to the Paymate OntheGo web portal
- (i) Visit the Google Play® Store and download the app to your Apple device





Step 2






- (i) Visit the Paymate OnTheGo web portal by clicking the LOGIN link in the welcome email <<https://paymateonthego.com>>
- (ii) Enter your Username and temporary password from your welcome email
- (iii) Follow the on screen instructions, you will be asked to accept terms and conditions, change your password, setup password recovery and finally activate your account.

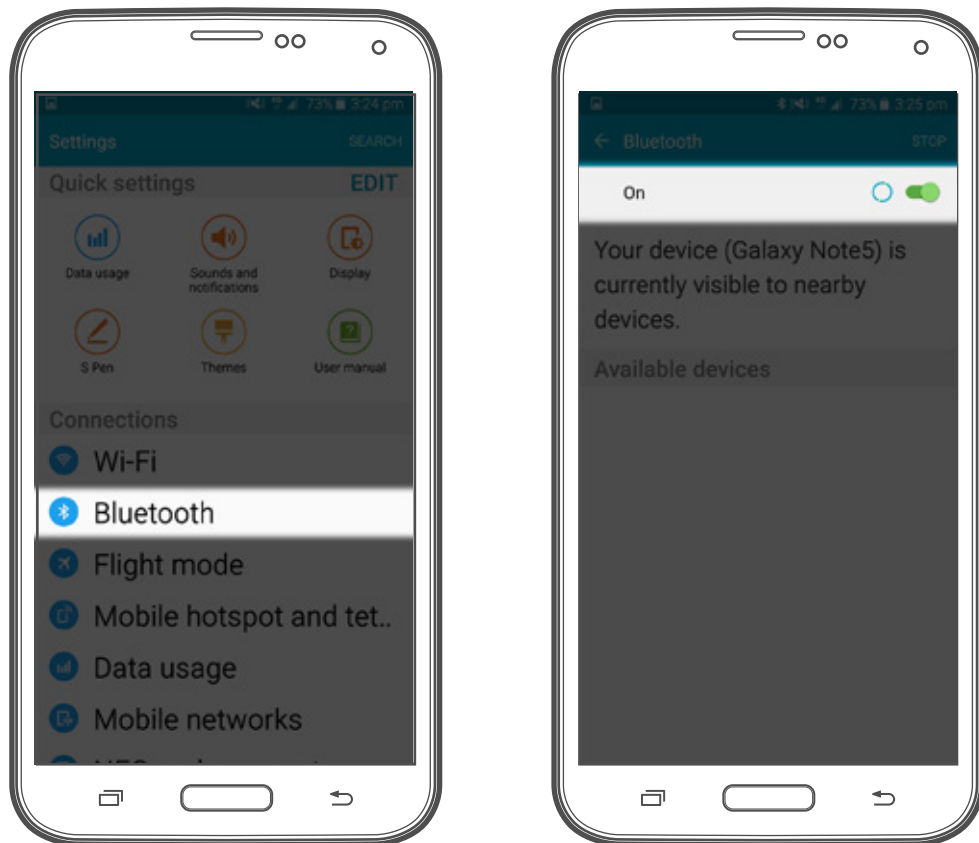






1	Battery Status  Fully Charged  Partially Charged / Charging in Process  No Charge
2	Power Supply  Connected to supported Power Source
3	Bluetooth Status BLUETOOTH Card Reader Bluetooth ON

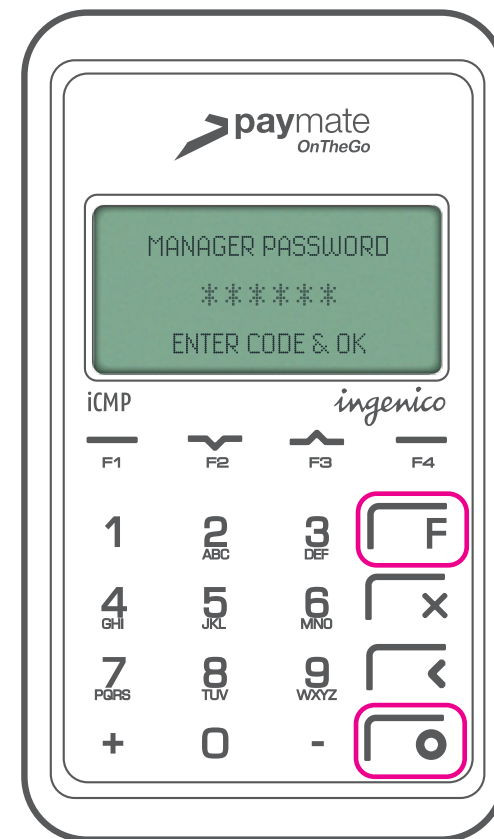
4	Android device Pairing Status D087E21BEE3B 12 digit pairing code will display when Bluetooth connection ready & device successfully paired
5	Bluetooth Connection Status  Solid Antenna Icon - 3rd Party device connection established  Flashing Antenna Icon - Attempting Connection
6	Security Keys Installed  Displays number of security keys installed (3 is Default)



Step 1



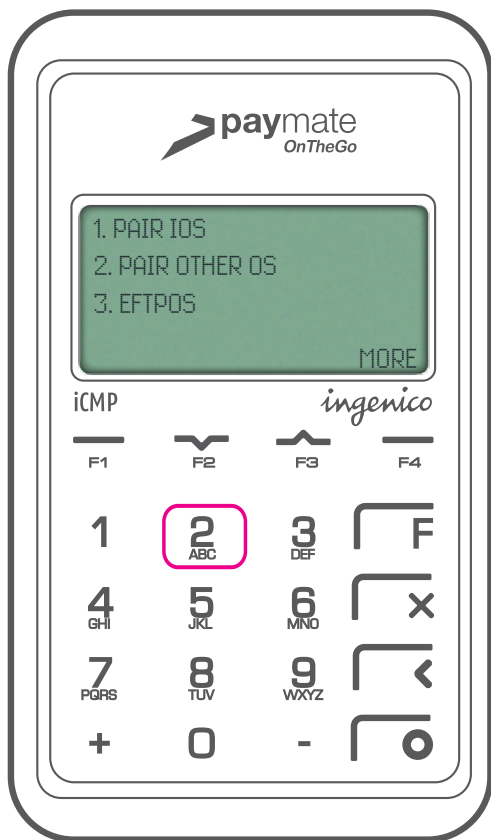
- (i) Open the SETTINGS menu on your Android device (Cogs Icon)
- (ii) Open the Bluetooth menu by tapping  Bluetooth
- (iii) Ensure Bluetooth is set to ON 

Step 2



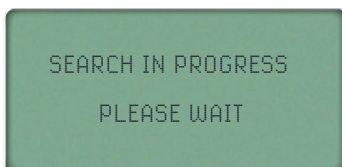
- (i) Power on the iCMP terminal by pressing the POWER button on the right side of the reader
- (ii) Access the TERMINAL MENU by pressing the  key
- (iii) Enter your 6 digit MANAGER PASSWORD supplied by Paymate
- (iv) Press the CONFIRM  key to continue

Step 3



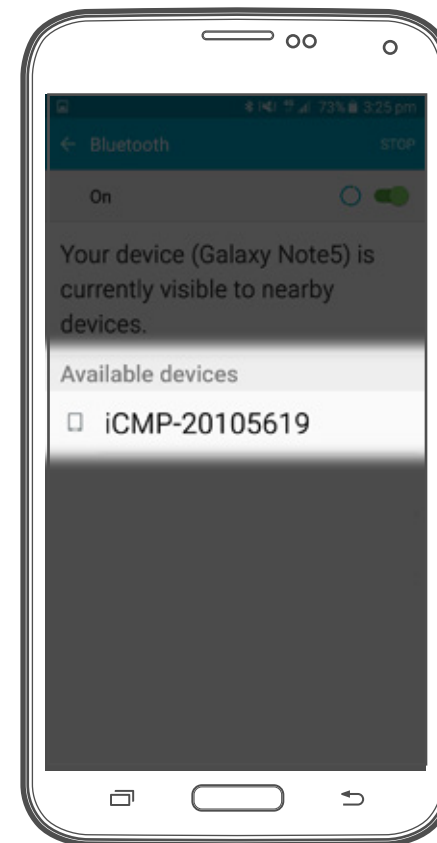
(i) Press **2** [PAIR OTHER OS]

(ii) You'll see the message



Note: Make sure the Bluetooth menu is open on the Android device so it can be found by the card reader.

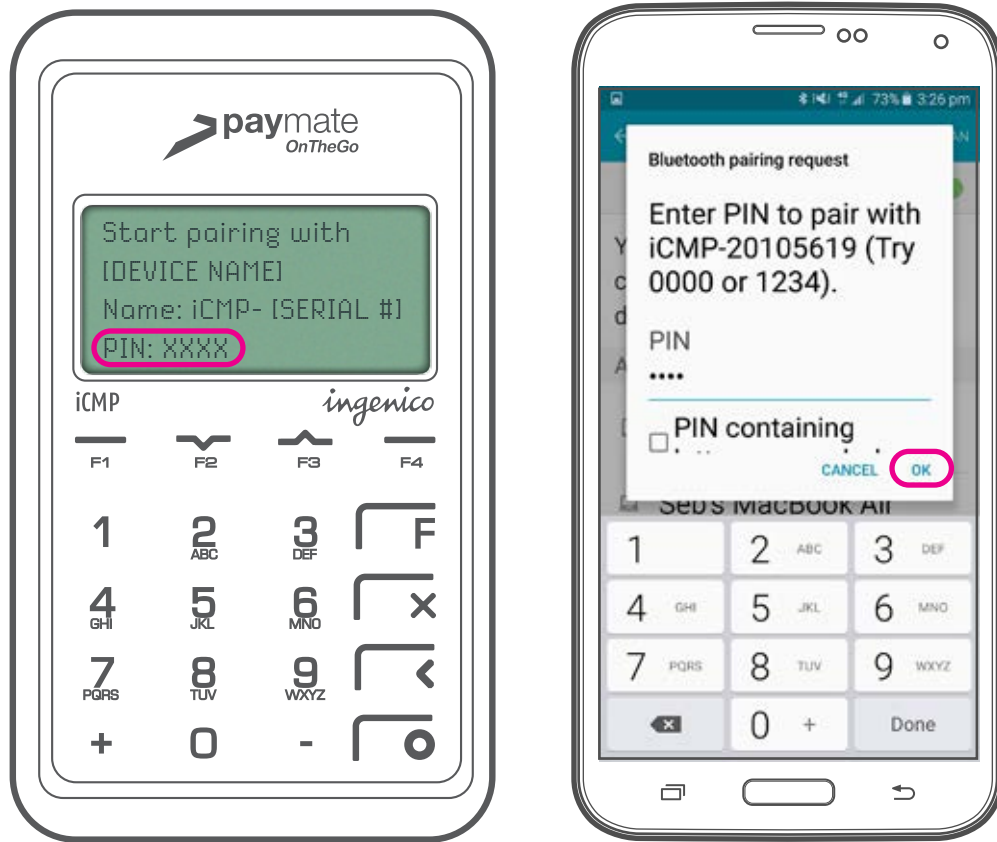
Step 4



(i) The iCMP should appear in the "Available Devices" list on your Android device

(ii) Tap the iCMP listed on your device to begin pairing


Step 5



- (i) The card reader will display a 4 digit PIN number
- (ii) The Android device will display a screen prompting for you to enter the 4 digit PIN generated by the card reader
- (iii) Enter the displayed 4 digit PIN into your Android device
- (iv) Tap **OK** on the bottom right of the Android PIN entry window

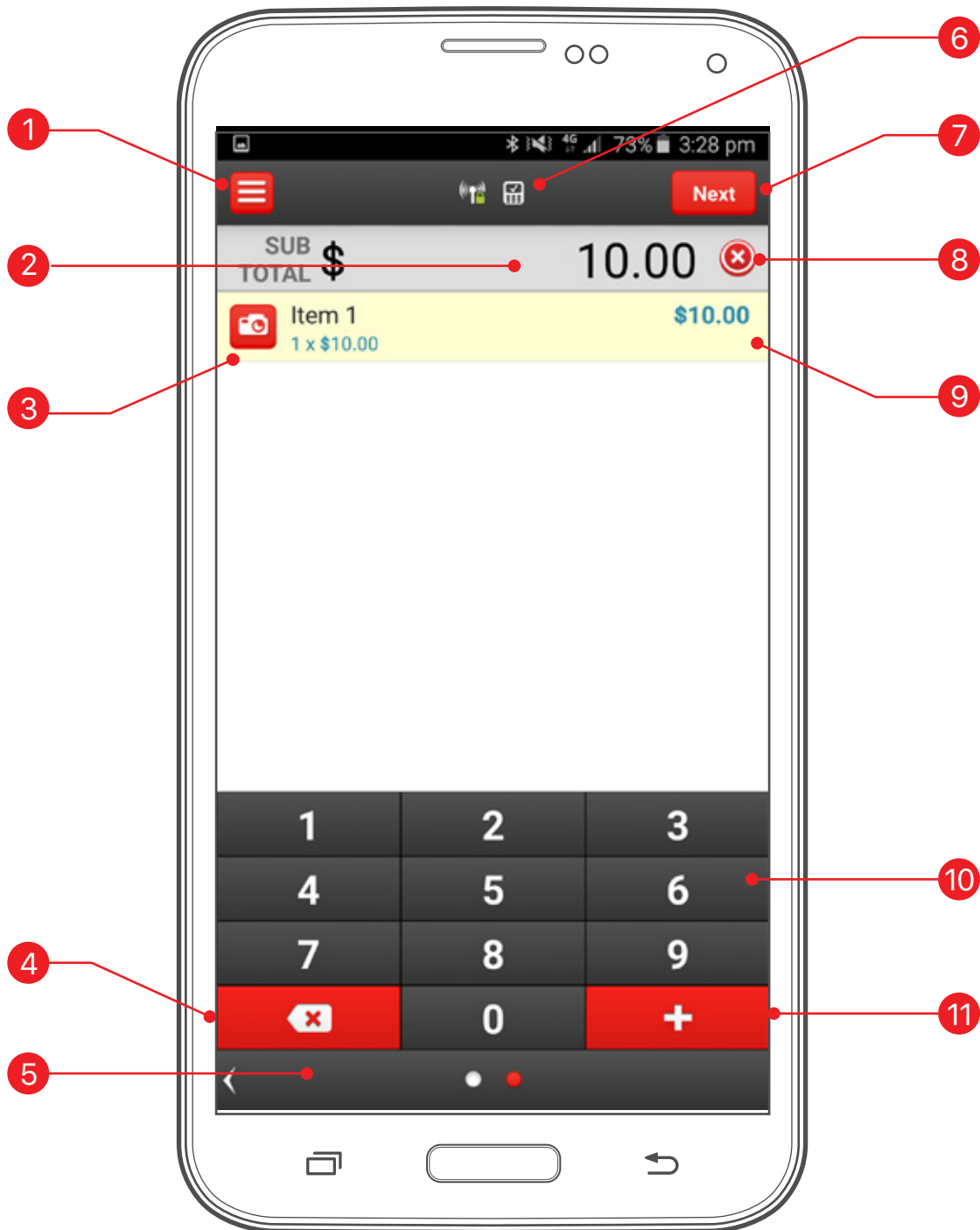
Final Step



- (i) If the pairing was successful, you will see "iCMP [Serial #]" listed under "PAIRED DEVICES" in the Android Bluetooth menu.
- (ii) Press the back  key on the card reader to return to the home screen
- (iii) The antenna icon and a 12 digit pairing code should display at the top of the card reader screen

BLUETOOTH
D087E21BEE3B 



The card reader is ready to use



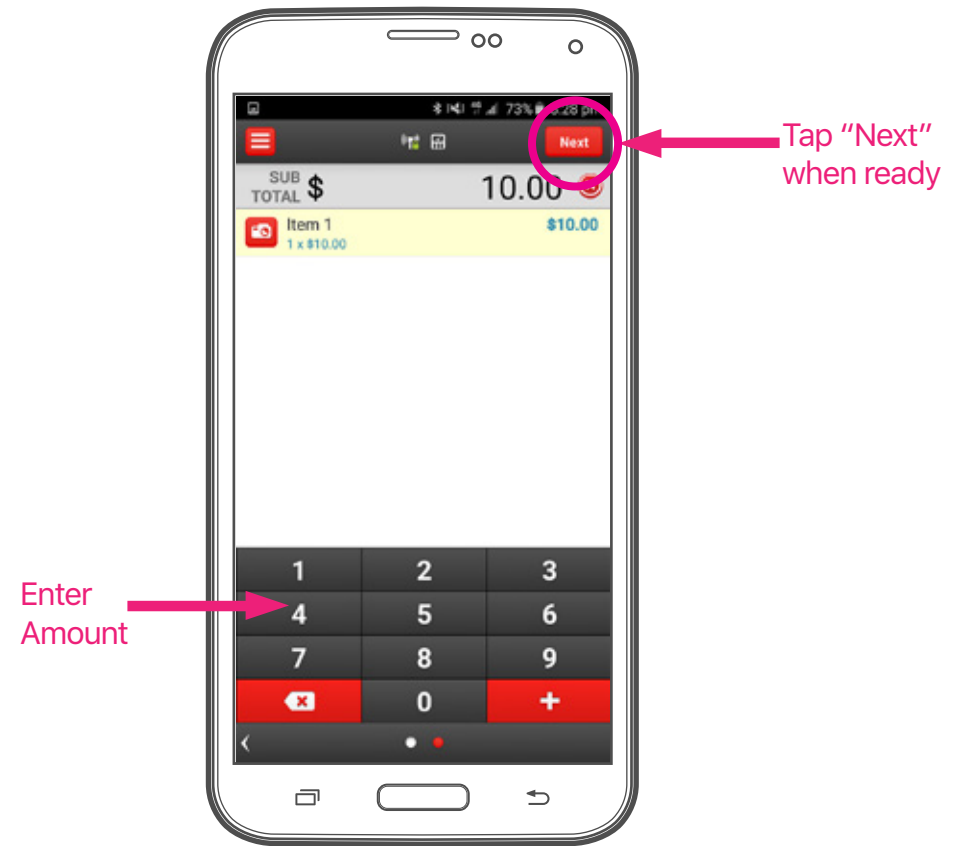
1	Menu (Transaction History / Settings / Troubleshooting / etc)
2	Sub Total (Of all line items added)
3	Add Product Image to Cart Item (Optional)
4	Delete Entered Numeric Character
5	Main screen / Inventory screen selection Swipe left to enter Inventory List Swipe right to return to main screen
6	Card Reader Connection Status Icons Illuminated white = Connected Greyed Out = Not Connected
7	Page Navigation (Next Page)
8	Clear all current cart items (Resets Sub Total to \$0)
9	Cart Items added for current transaction
10	Numeric keypad for entering cart item value
11	Add new cart line item to current transaction



Step 1



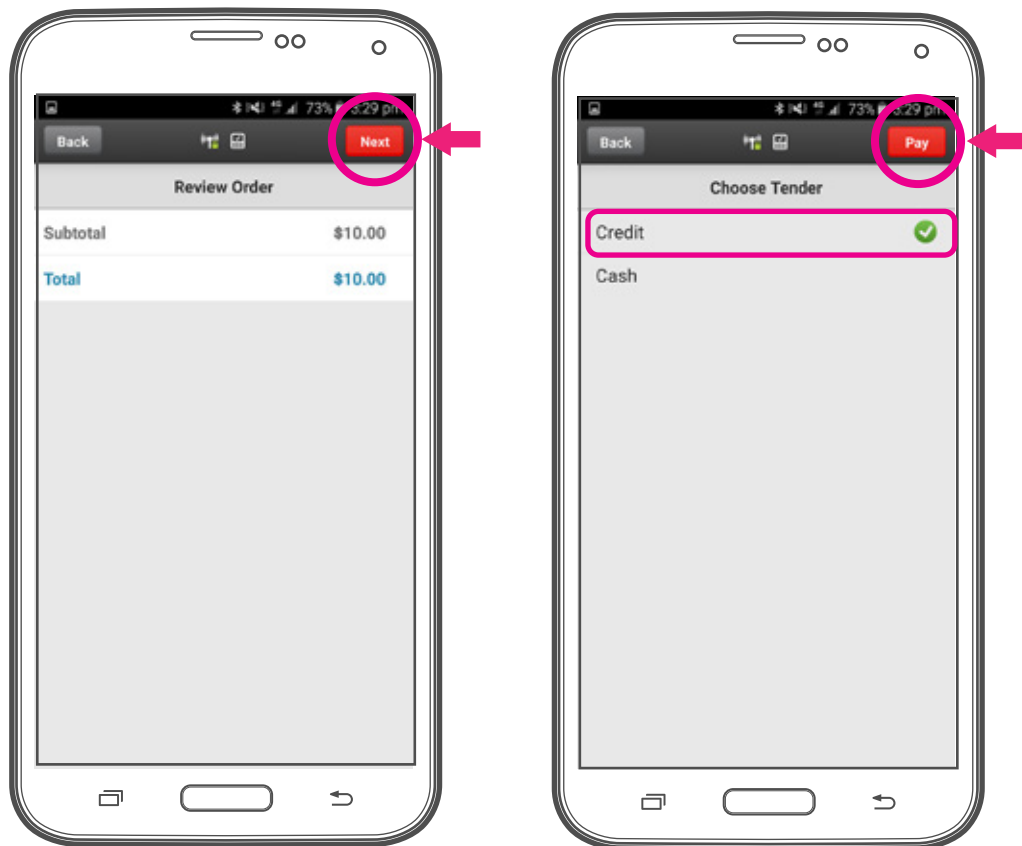
- (i) Open the Paymate OnTheGo App on your Android Device and login using your assigned username and the password you chose during account activation
- (ii) Power on the iCMP card reader
- (iii) Check the   icons are illuminated in the top navigation bar of the Paymate App.
- (iv) Check the Bluetooth connection icons are displayed at the top of the card reader screen

Step 2



- (i) Enter the purchase amount using the numeric keypad in the Paymate App
Note: Decimal Points are added automatically, for example \$10.00 would be entered as **1000**
 - (ii) Press the  button at the top right of the screen to proceed
- Tip** You can add additional line items to the cart by tapping  at the bottom right of the numeric keypad

Step 3



- (i) The "Review Order" screen will confirm the amount you are about to charge, if correct, tap **Next**
- (ii) The "Choose Tender" screen will by default have "Credit" selected. With "Credit" selected tap **Pay** to proceed with payment from the cardholder.

Step 4

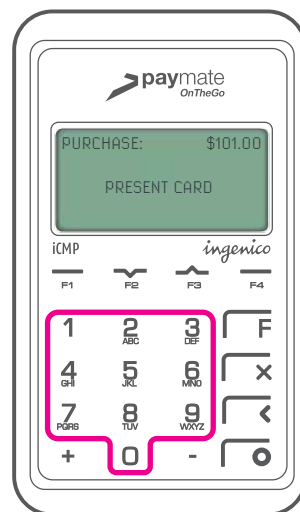


- (i) The Paymate App will display a red screen with the text **PRESENT CARD**
- (ii) Pass the iCMP card reader to the cardholder

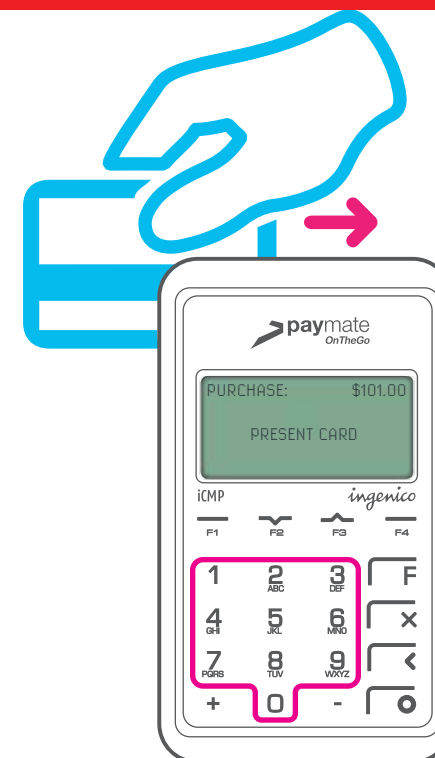
Step 5



OR




OR



Option 1

Tap and Go

Under \$100 - MasterCard PayPass™ and Visa Paywave™ cards ONLY

- (i) If the purchase amount is less than \$100, the  icon will display on the iCMP screen.
- (ii) Ask them to **tap** their card against the card reader for 1 -2 seconds until the reader beeps

Option 2

Chip Insert and PIN

Over \$100 - MasterCard and Visa cards with electronic chip

- (i) Ask them to **insert** their card, chip side up into the slot in the bottom of the card reader
- (ii) Ask them to select the account to pay from (CHEQUE / SAVING / CREDIT)
- (iii) Use the numeric keypad on the card reader to enter their PIN number when the screen displays "**ENTER PIN**"

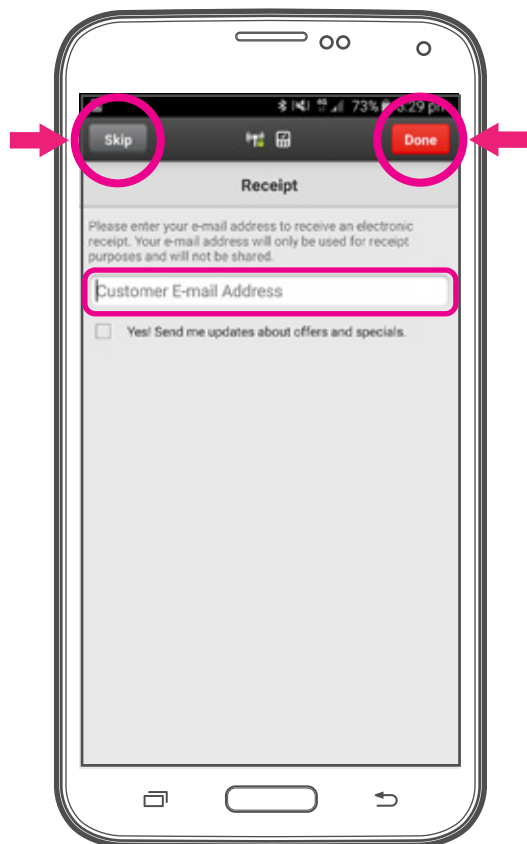
Option 3

Magnetic Swipe and PIN

EFTPOS cards / foreign cards without electronic chip / cards with damaged chip

- (i) Ask them to **swipe** their card, with the black magnetic strip facing towards the front of the card reader
- (ii) Ask them to select the account to pay from (CHEQUE / SAVING / CREDIT if applicable)
- (iii) Use the numeric keypad on the card reader to enter their PIN number when the screen displays "**ENTER PIN**"

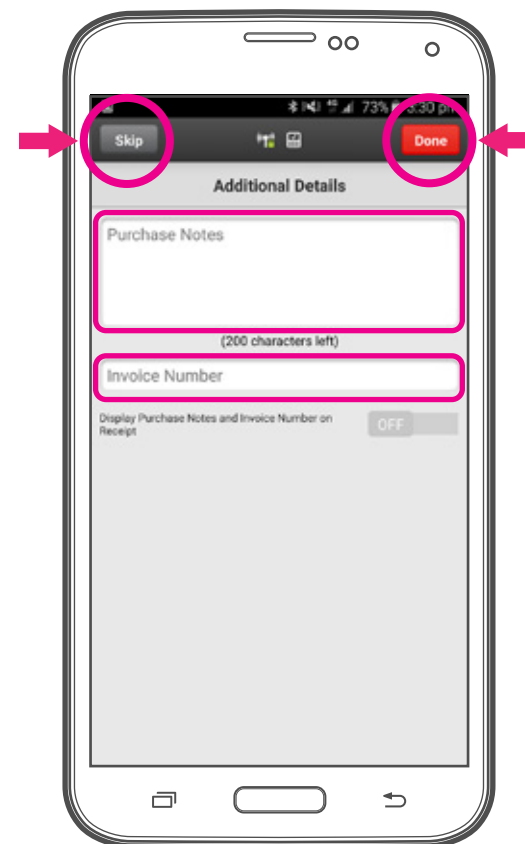
Step 6



- (i) The result of the payment (APPROVED / DECLINED) will display on both the Paymate app and the card reader screens
- (ii) The receipt screen of the App allows you to send your customer an email receipt whether the transaction was approved or not. Tap **Next** after you enter an email or **Skip** to proceed

Tip If you decide to send a receipt, you have the option to save the customer's email to your Paymate account for future marketing purposes. Simply tick the checkbox under the email field

Final Step



- (i) Finally, the Additional Details page allows you to add notes and /or an Invoice number to the purchase which will display against the transaction in the Paymate OnTheGo web portal.
- (ii) Any details added in this screen can also be displayed on the customer receipt by sliding the swipe button under the invoice number field to **ON**
- (iii) Tap **Done** once you have finished entering additional details, or **Skip** to finish the transaction

Frequently Asked Questions

Q. The Card Reader is asking me for my Managers Password, what is this?

A. It's a 6 digit number that came with your card reader when it was delivered. We typically set this as the telephone area code for the state where you live, followed by the year of your birth. For example if you live in NSW and were born in 1980, the password will be 021980. If you see the message "Invalid Password" Please contact us

Q. How do I process a Refund?



A. You will need to contact Paymate on 1800 248 934 and have the following information to hand:

- Transaction Number
- Credit Card Number
- Card Expiry Date
- Amount to be Refunded

Q. Can I accept AMEX or DINERS cards?

A. At this stage, only VISA, MasterCard and EFTPOS cards can be accepted

Q. How do I turn the card reader OFF?



A. Press the  and  buttons simultaneously for 2 seconds until the reader beeps.

Q. The Paymate App is asking for my Username to login- where can I find this?

A. This is the username you entered during registration, if you cannot remember your username, it will be at the bottom of your welcome email. Search "paymateonthego" in your email and look for the email titled "Welcome" If you are still having trouble finding it, please contact us on 1800 248 934

Q. I'm getting "TMS" / "Busy" / "SAF" messages in the app - why is this?

A. The first thing to try if you are having trouble processing payments is to manually "Initialize" the card reader. To do this:

- (i) Log into the Paymate app > tap the  menu button (top left)
- (ii) In the menu, select "Troubleshoot" > tap the  button



Additional FAQs can be found on our website at

<https://www.paymate.com/cms/help-and-support/faqs/faq-paymate-onthgo>













Troubleshooting (1)

Q. When I try to process a payment, the app displays the message "Cannot Connect to Card Reader"

A. This can be due to a number of different reasons (It's worth noting that "Connected is different to "Paired")

Are the 2   icons in the top bar of the app illuminated white? If not, then full connection has been lost.

Things to check:

1. Is Bluetooth on your Android device turned on? If not turn on Bluetooth *See page 3 - Step (i)* and restart the card reader
2. Is the iCMP listed in your Android Bluetooth device menu? If **No**, you need to pair the card reader *See page 3 - 5*
3. If the iCMP is listed as "Paired" in your Android Bluetooth device menu, but both   icons are not illuminated in the top bar of the app:
 - a. Go to "Application Manager" in your Android settings. Force stop the app and clear the cache. Then log back into the Paymate app.
 - b. Ensure you have the latest version of the Paymate app - to do this, go to the Google Play® store and select "Updates"
 - c. Open the Paymate app menu  and select "Manage Readers" and check the card reader is listed with a green tick next to it. If not - select "Tap to Connect" or select "Pair with new reader"
 - d. Ensure the card reader "Comms Mode" is set correctly, to do this:
 - (i) Press  [Function] > Enter your **Managers Password**
 - (ii) Press  [More] > Press  [Terminal]
 - (iii) Press  [More] > Press  [Bluetooth]
 - (iv) Press  [IOS Mode COMMS] > Press  [OFF]
 - (v) Log into the Paymate app > tap the  menu button (top left)
 - (vi) In the menu, select "Troubleshoot" > tap the  button

Troubleshooting (2)

Q. The card reader has "SAF" or "SAF Required" displayed - What does this mean?

A. SAF stands for "Store and Forward" and means there is a transaction stored in the terminal that needs to be sent to the Paymate system so we can process the transaction.

You need to manually send this transaction to our system, to do this you need to "Initialize" the card reader via the Paymate app

(i) Log into the Paymate app > tap the  menu button (top left)


(ii) In the menu, select "Troubleshoot" > tap the **Initialize** button

Note. The Paymate app may automatically initialize the card reader when you log in, watch for a "Initializing card reader" message when logging in.

Q. The app crashed / Froze whilst I was processing a payment?

A. If the app crashes or freezes during a payment, it is designed to attempt to recover the transaction

(i) Force quit, restart and log into the app, the transaction recovery attempt should begin automatically. Note any messages that appear on screen

(ii) Once any messages clear from the screen, tap the  menu button (top left)

(iii) In the menu, select "Troubleshoot" > tap the **Initialize** button

(iii) When Initialization has finished, you'll be returned to the **Troubleshoot** menu

(iv) Tap the **Last Transaction** button, a copy of the EFTPOS receipt will display

(v) If the receipt is for the payment you were processing when the app crashed (check the amount /time) and shows **APPROVED** at the bottom of the receipt, the payment was successfully recovered and processed and the goods can be released.

Q. The card reader is displaying "Alert Irruption Error"?

A. This means the card reader thinks it has been tampered with, and can no longer be used. Please contact us on 1800 248 934

Troubleshooting (3)

Q. The card reader is displaying "TMS Required"?

A. This means you need to log into the Terminal Management System.

First try and do this from within the app:

(i) Log into the Paymate app > tap the  menu button (top left)

(ii) In the menu, select "Troubleshoot" > tap the **Initialize** button

(iii) The app will force the card reader to log in and check for updates. If successful, the app will display "APPROVED"

Alternatively, you may have to initiate this from the card reader instead:

(i) Press (F) [Function] > Enter your **Managers Password**

(ii) Press (F4) [More] > Press (4) [Terminal]

(iii) Press (1) [Configure] > Press (F4) [More]

(iv) Press (4) [TMS Logon] > Press (F1) [Proceed]

If you are still unable to transact, please contact us on 1800 248 934

Q. The card reader is displaying "RSA Required"?

A. This means you need to reset your RSA security keys. To do this:

(i) Press (F) [Function] > Enter your **Managers Password**

(ii) Press (3) [EFTPOS] > Press (3) [Special Functions]

(iii) Press (3) [Reset] > Press (F1) [Proceed]

Once complete, Initialize the card reader, To do this:

(i) Log into the Paymate app > tap the  menu button (top left)

(ii) In the menu, select "Troubleshoot" > tap the **Initialize** button

If you are still unable to transact, please contact us on 1800 248 934

For all other Technical support issues, please contact us on 1800 248 934