



# Contactless Donation Terminal Quick Start User Guide



# Welcome

Thank you for using PayaCharity.

This donation box works just like a contactless card machine.

Donors simply tap their card against the contactless symbol to make a donation.



The donation amounts are preset for you.

## **Getting The Most From Your Box**

Please charge the box overnight, every night, whilst switched off.

You can link to a power bank to maximise usage.

If there's no signal, you can still accept donations. These will be stored 'offline'. At the end of each day, ensure a good signal so that stored transactions are uploaded.

## **On/Off**

The portable box has an on/off button at the rear.

## **Portable Box Charging**

Your box should last 4-8 hours when fully charged, indicated by a green light.

To recharge it, look for the micro USB port at the rear. Plug into the mains power as normal. You can also charge from a power bank.

## Donation Amounts

Your box has been pre-set to accept three donation amounts.

The donor can simply press the arrow button to cycle through them.



If no donation is made within 30 seconds the box will revert back to the default amount.

# Accepting Donations

Ask the donor to tap or place their card on the contactless symbol.

The donation will register within a few seconds.

On completion, the 4 blue lights will illuminate and you will hear a beep.



## Accepting Larger Amounts

If a donor would like to give more than the pre-set amounts, they can donate more than once by tapping their card again when the 'donate' screen appears.



## Weak Or No Signal

Don't worry! You can still accept donations 'offline'. These will still be stored.

### **IMPORTANT!**

If you do fundraise in the 'offline' mode, please ensure you obtain a good signal and connect the device to upload the stored transactions by the end of the day.

# Uploading Stored Transactions

Find a location with a strong mobile signal and connect the box.

The 'i' above the signal strength indicator will stop flashing and remain solid.



The transactions will upload in the background within an hour.

# Troubleshooting

To reboot a box, simply switch it off and on again.

If you need any further assistance, please call Customer Services:

**0333 123 1243**

You can also watch our User Guide Videos at:

**[www.payacharity.com/resource-library/videos/](http://www.payacharity.com/resource-library/videos/)**

# Thank You



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