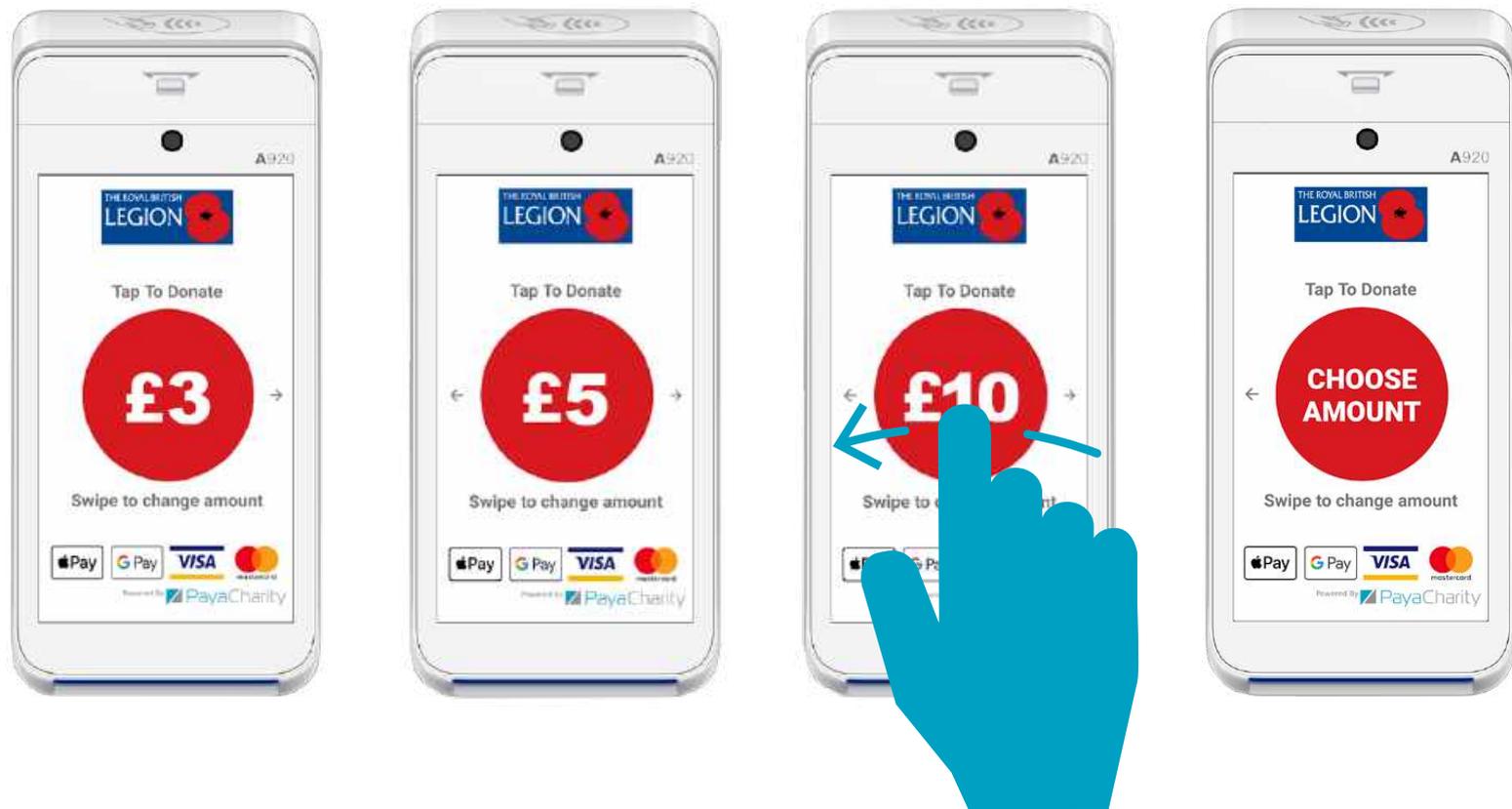


# PayaCharityPlus

## USER GUIDE



### PAYACHARITY

3rd Floor, Lakeside House,  
9 The Lakes,  
Northampton,  
NN4 7HD

0333 123 1243  
[www.payacharity.com](http://www.payacharity.com)

# WELCOME

The PayaCharity Plus payment terminal is ready to accept contactless, QR code scan, mobile and wallet payments, Chip & PIN and Magstripe. It is ideal for charities who want to give donors the widest variety of payment and donation options. With Wifi and 4G connectivity options the Plus can operate with your own WIFI network or in mobile environments.

The PayaCharity Plus package includes the specially developed PayaCharity Plus App which has been designed for charities to collect recurring donation amounts, or a selectable payment amount. Charities can set their own donation amounts and the App can be fully branded for the charity.

The App is quick and easy for donors to use in both Recurring and Selectable amount modes. In Selectable mode, they simply swipe between up to five set donation amounts or choose their own amount to donate. Once they have chosen their desired amount, they simply tap and pay by contactless or Chip & Pin.

The PayaCharity team will make sure your Plus is set up and ready to use straight out of the box, saving you time and ensuring you're ready to collect card payments right away. All you need to do is login and connect to your WIFI. If you have a 4G model of the Plus, your SIM will already be installed on your device and should automatically connect to 4G.

## Benefits

- Recurring or Selectable donation modes
- Email/SMS receipt options configurable for Gift Aid detail collection
- Easily select donation amounts
- Fast contactless process
- Option to take donations over £30 using chip & pin and Magstripe
- Wifi/4G SIM connection
- Can also be used for charity payments in store, at events or on stalls

## Features

- A standalone device
- 5-inch HD touch-screen
- Rechargeable battery for continuous use
- Dual cameras for recognition of 1D/2D codes
- Fast thermal printer
- Powered by Android OS
- Supports electronic signature capture



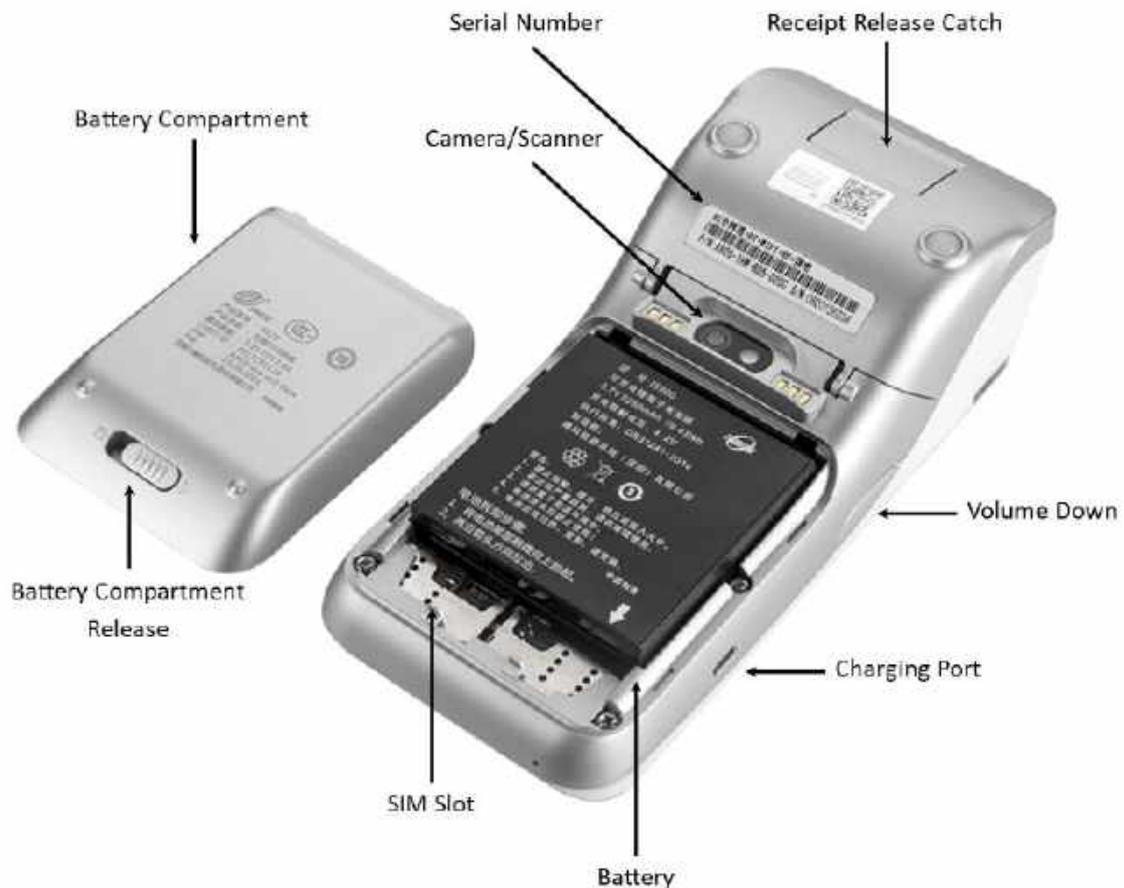
PLUS

# FRONT FEATURES

1. MSR Card Swipe
2. Front Camera Fixed 3MP
3. Volume Down Button
4. Mini USB Port
5. EMV Chip Read Card Insert
6. Contactless Card Tap
7. Volume Up Button
8. Power On/Off Button



# BACK FEATURES



# SYMBOLS & ICONS

	Battery Fully Charged
	Battery Charging
	Battery Issue - Contact Support
	Wi-Fi Connection Present - Example Shows 75% Signal Strength
	Cellular Connection Present - Example Shows 75% Signal Strength
	Cellular Connection Present - No Internet Connection Available
	No Cellular Connection Present
	Contactless Reader
	Insert Card
	Card Inserted
	Number of Stored Transactions
	Terminal Connected to PC

# TURNING ON/OFF

You can turn on the Plus by pressing and holding the small rectangle button on the right side of the terminal for 2-4 seconds and then release.

To turn off the device hold down the same button until you are presented with the four options:

- Airplane mode
- Sound
- Reboot
- Power off

Select 'Power Off', then select again to confirm. The device will then shut down.



# USER CREDENTIALS

You will be provided with User Credentials which you will need to log in and use the device.



# LOGGING IN

When you turn the device on you will be presented with the NMI Welcome screen.

To access the PayaCharity App, click the PayaCharity button. This will take you to the App login screen.

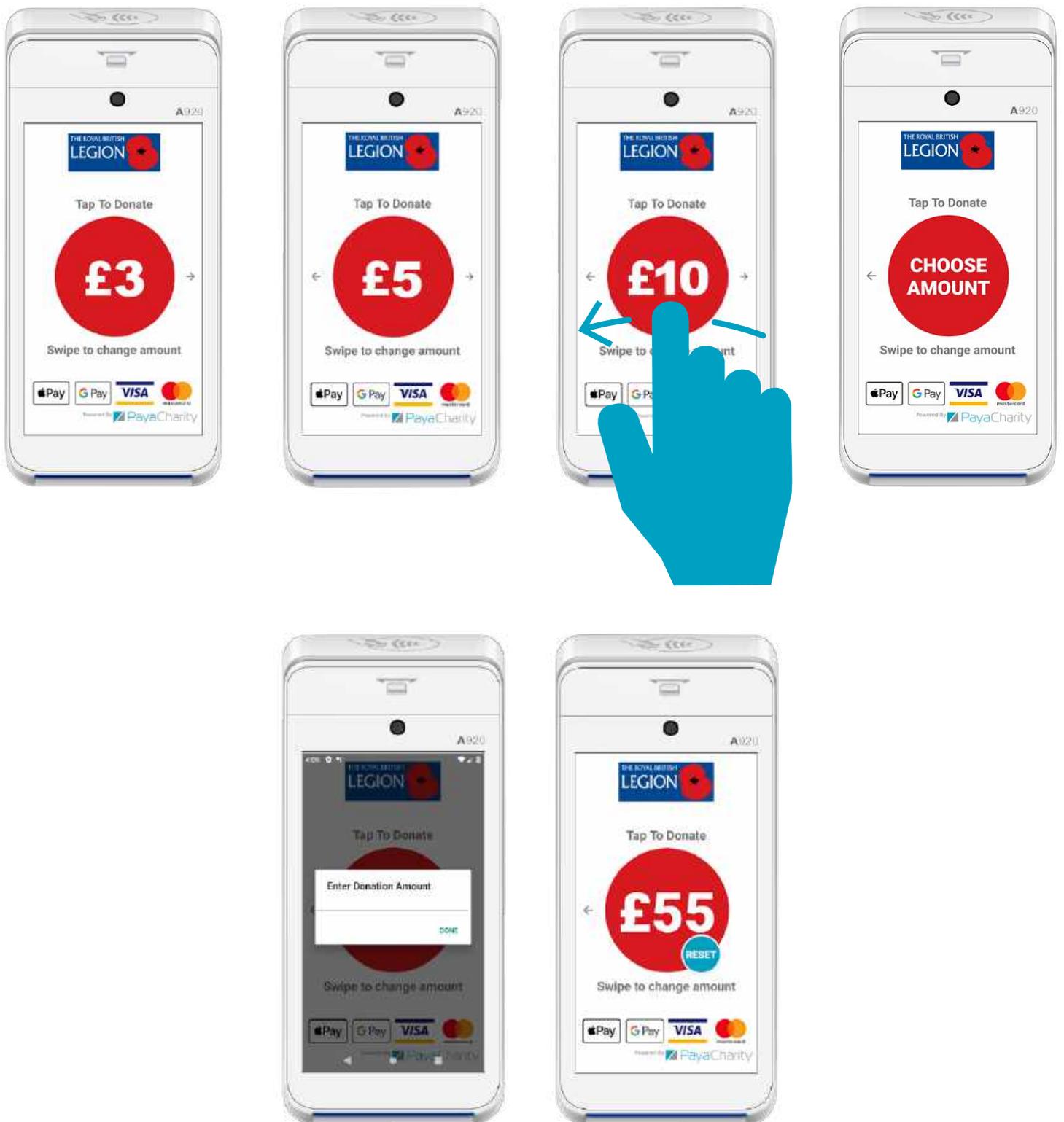
Login to the device using the User Credentials you have been given.



# ACCEPTING DONATIONS WITH THE PAYACHARITY APP

The PayaCharity Plus can be configured to accept up to 5 fixed donation amounts with the additional option of choosing another amount.

Donors then simply swipe through the screens to select their preferred donation amount and then choose to pay by Contactless, Chip & Pin or Magstripe.



# PAYMENT METHODS

## Contactless Donations

To accept a contactless donation on the App, simply ask the donor to tap their card against the contactless symbol at the top of the device.

## Chip & Pin Donations

To accept Chip & Pin donations on the App, simply ask the donor to insert their card into the Chip & Pin reader at the bottom of the device.

## Magstripe Donations

To accept Magstripe donations on the App, simply ask the donor to swipe their card through the Magstripe reader at the top of the device, above the camera.

# ACCEPTING LARGER AMOUNTS

If a donor would like to give more than the contactless limit of £45, they simply enter their desired amount in the 'Choose Amount' screen.



The PayaCharity Plus will automatically register it as a chip and pin payment and the donor will be prompted to insert their card.



# CHANGING DONATION AMOUNTS

You can change the donation amounts by accessing the PayaCharity Plus settings menu.

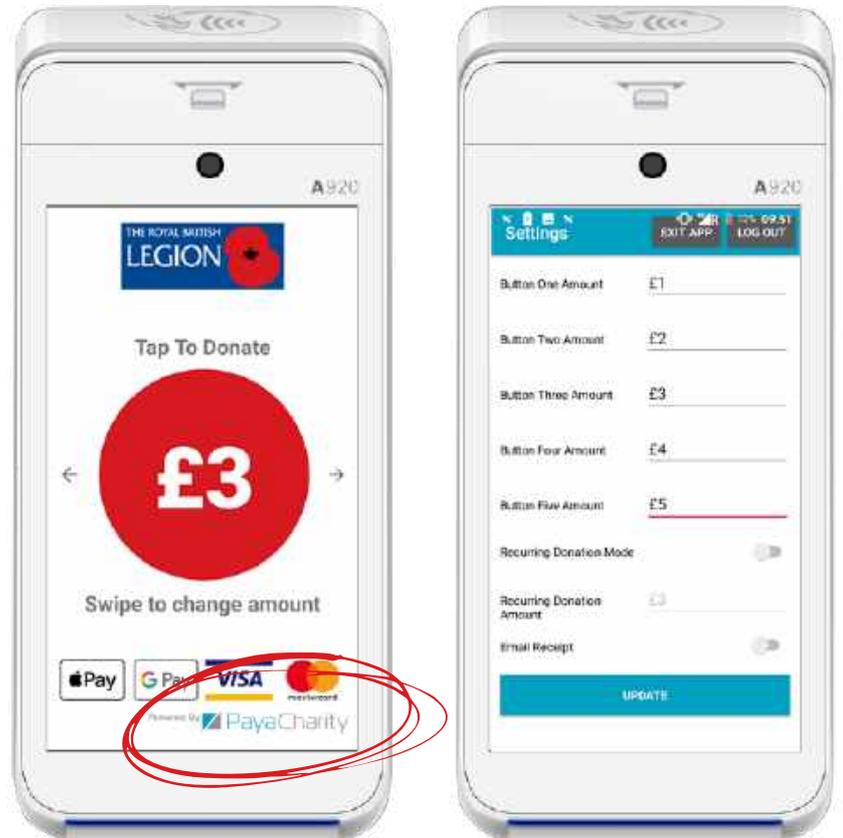
To do this, double-tap on the 'Powered by PayaCharity' logo at the bottom of the screen.

In the settings, enter the new amounts for each donation button and then click the 'update' button.

Button One can't be set below 1.

To remove a donation option simply set the amount to zero. This removes the option from the donation screen.

You cannot enter decimals.



## IMPORTANT!

When you log into the PayaCharity App the donation amounts will default to the values set on the account.

If you make changes, you can turn the device off without losing your new donation amounts but they will be reset to the default amounts if you log out of the PayaCharity App and log in again.

Please do not change the donation amounts unless you have been instructed to.

## CHARGING THE PLUS

Before starting up the Plus, the battery should be fully charged. Charge the device by plugging the USB end of the cable into a PC or power supply and then plug the Mini USB end into the port on the left side of the terminal.

Charge the battery until full. The device will normally charge within 3 - 4 hours.

# BATTERY

The battery on your PayaCharity Plus should last all day. To recharge, look for the micro USB port on the side of the device. Plug into the mains power as normal.

To ensure the longevity of the battery life the device brightness will already be set to the lowest level and the screen will go to sleep after 30 seconds.

If your screen does not go to sleep after 30 seconds please contact the customer support number.

# LOGGING IN TO THE NMI MENUS

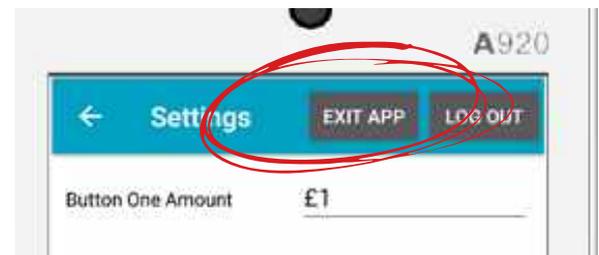
To use your PayaCharity Plus as a regular card machine, take payments and perform Administration tasks, you will need to access the Main Menu and Admin Menu on the PayaCharity Plus.

To do this you will need to exit the Charity App by going into the settings.

To do this, double-tap on the 'Powered by PayaCharity' logo at the bottom of the screen.



Click the 'Exit App' button at the top of the screen.



This will take you back to the Login Screen.

Click 'Exit App' again until you see the NMI screen.

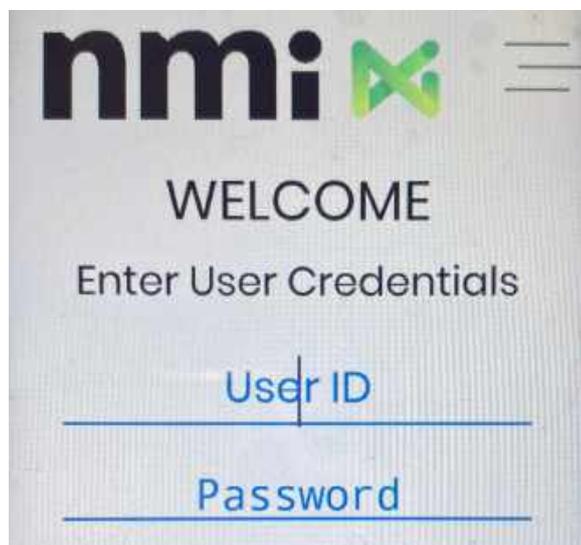


Click the 'Payments' button.

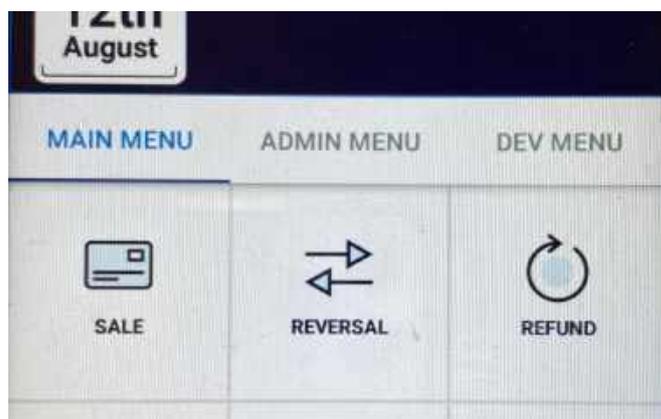


You will be taken to an NMI login screen. Log in using the following:

**User ID: 1234**  
**Password: 1234**



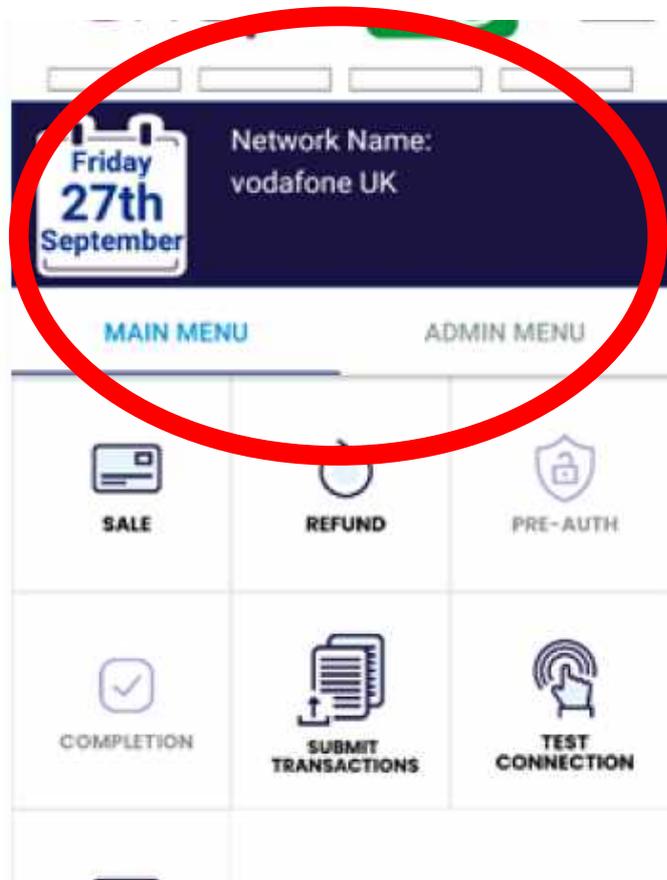
Once logged in you will have access to the Main Menu and the Admin Menu.



# QUICK DATA DISPLAY

On the Main Menu screen you will also find a small data display that will give you some quick information about your device. This includes:

- Your connection type
- Your signal strength
- Your number of stored transactions
- Your user ID
- Your department ID
- Your terminal ID
- Your merchant ID
- Your last Z Report date and time
- Your last update date and time



## GPRS SETUP

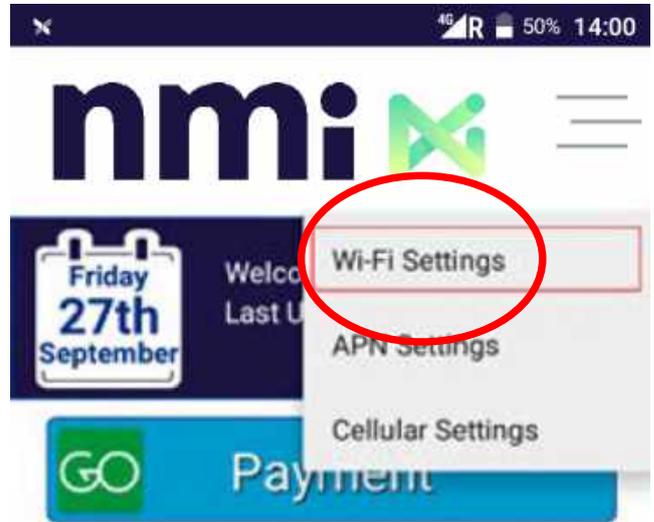
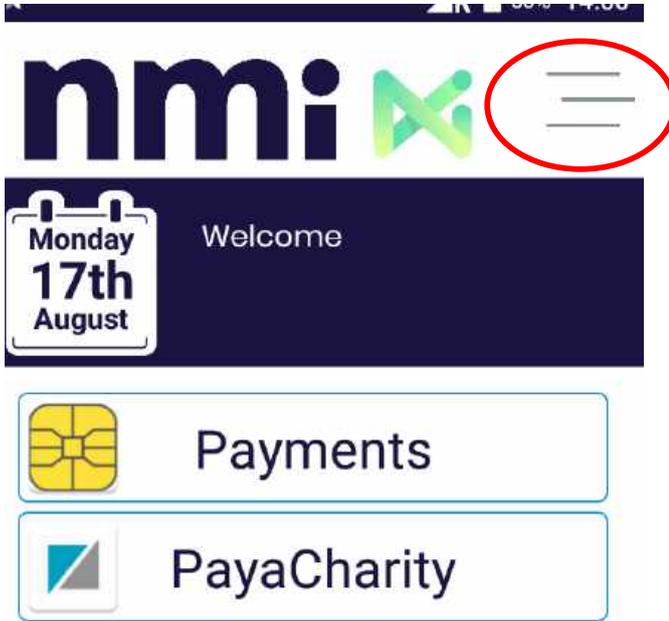
If you have chosen a 4G model of the Plus your SIM card will already be installed in the device when you receive it. The device should automatically connect to the mobile network once turned on. We recommend that you login to your device and set up your WIFI on your 4G also.

**Note:** The 4G model will have no more than 1GB of data per month. Once the mobile data is exhausted you can still process transactions via Wifi. Your mobile data will refresh every month.

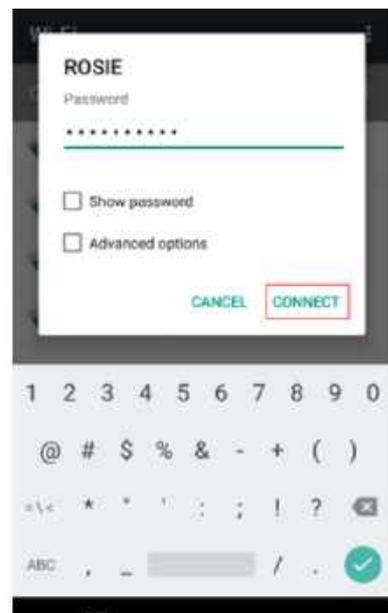
We recommend using WIFI whenever possible to conserve your 4G data.

# WI-FI SETUP

To turn on your WIFI you will need to login to your Plus and navigate to the Main Menu. Select the Burger Menu in the top right hand corner and select “Wifi Settings” from the drop down menu. If your Wifi setting is turned off, click the slider to turn it on. You will then see a list of available networks.



Select the desired Wi-Fi network, input the Wi-Fi password and select “Connect”. When the terminal has successfully connected to the wifi the status will show as “connected” under the network name. Select the back button to return the settings menu or to exit.



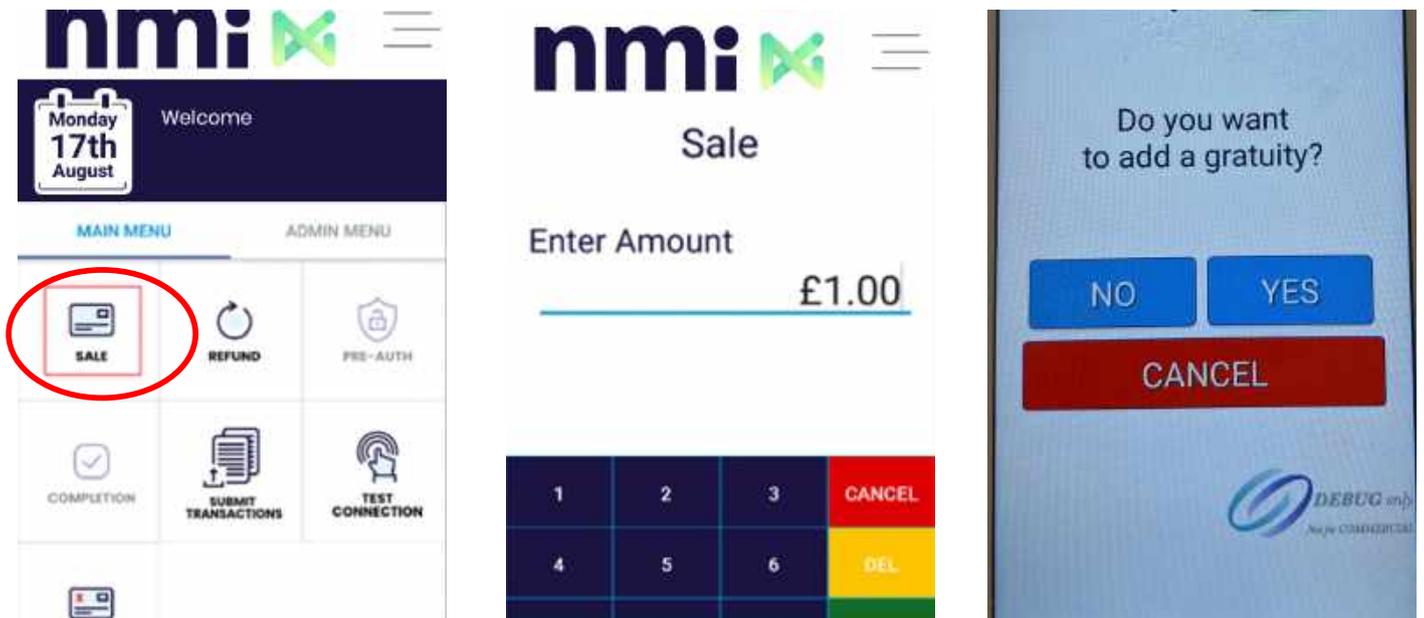
If the desired Wi-Fi network is not displayed you will need to manually connect to the network. To do this, scroll to the bottom of the available network list and select the “Add Network” option. Enter the details of your network and save.

**Note:** We recommend using WIFI whenever possible to conserve your 4G data.

# ACCEPTING PAYMENTS

## NON-APP

To start accepting card payments or donations, simply navigate to the Main Menu and select "Sale" from the options. You will be asked to enter the amount of the sale. You will then be asked if you want to add gratuity, either select No or select Yes and enter the desired amount.



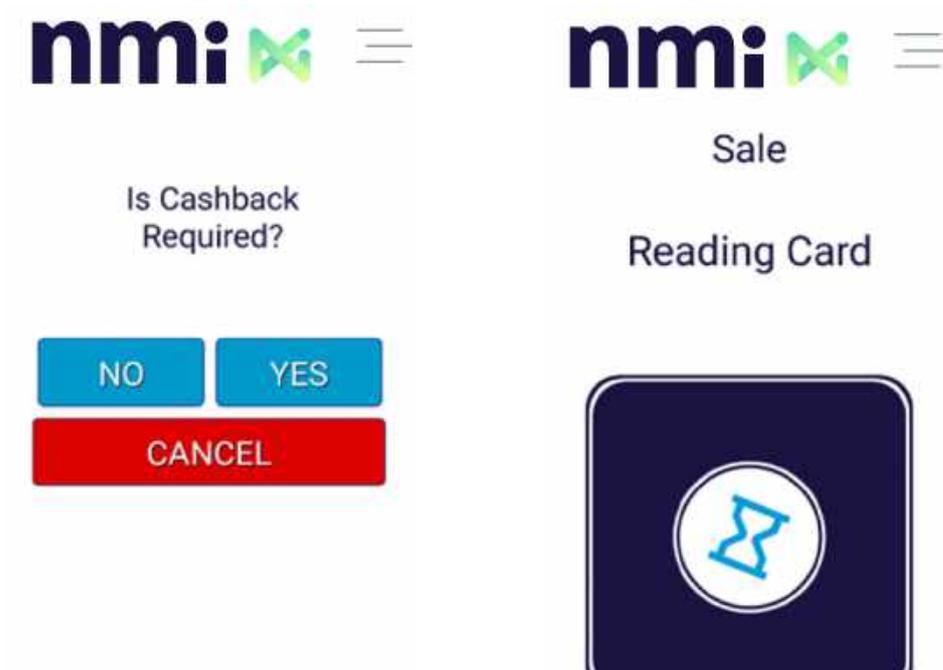
You will then be asked if you want to add a reference number for the transaction. You can skip this step if you wish. The sale screen will then appear. The payment is now ready to be made. Ask the customer to present their card either by Contactless, Chip and Pin or Magstripe.



If the customer wishes to pay by Contactless payment, the device will ask if you want to print a customer copy of the receipt. Select either yes or no. The receipt will print automatically.



When paying by Chip and Pin you will be asked if cashback is required. If your customer would like cashback select yes and enter the desired amount. Otherwise select no. The sale screen will then confirm how much the sale amount and ask the customer to enter their pin.



Once the customer has entered their pin the “processing transaction” screen will appear. Once it is complete the Merchant and Customer receipts will print and the customer will be asked to remove their card.

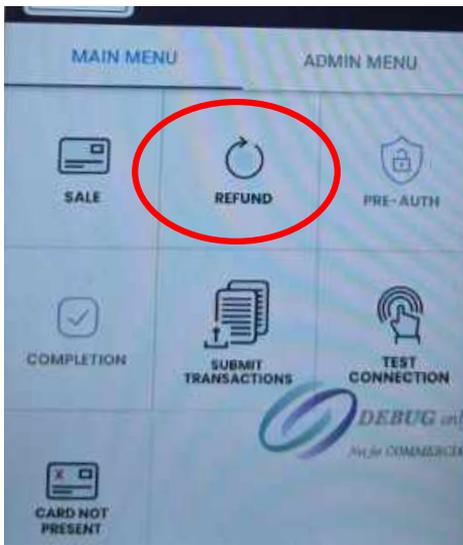
# REFUNDING A PAYMENT

To refund a payment you will need to log out of the 1234 user credentials and log back in using another username and password. To do this, click on the Burger Menu and select 'Log Out'. Once logged out you can then log back in using the following:

**Username 4321**

**Password: 4321**

This will unlock the Refund option in the main menu. Navigate to the main menu and then select the "Refund" option. You will be asked to enter the amount you wish to refund. You will then be asked if you want to enter a reference number. This should be the same as the reference number on the receipt for the original sale, if possible.



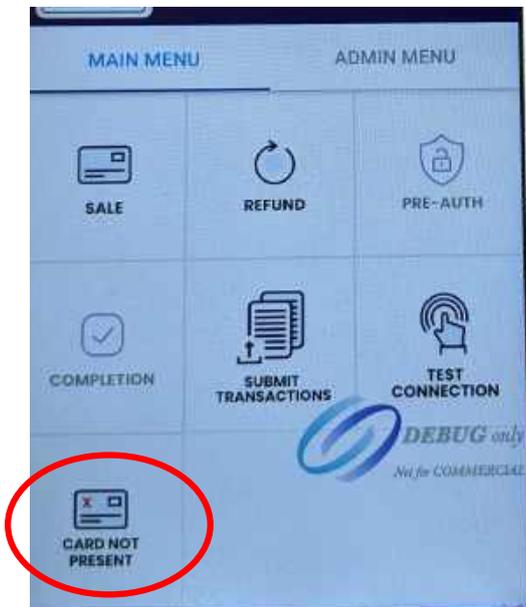
**Note:** The terminal will ask you to select a refund option: Contactless, Chip and Pin or Magstripe. However, trying to refund a payment via any other option than Chip and Pin will result in an error message.



Ask the customer to insert their card. They will be asked to enter their pin. The refund will then be authorised back onto the card. The customer will be asked to remove their card.

# CARD NOT PRESENT PAYMENTS/REFUNDS

If you need to issue a Card Not Present payment or refund, select the "Card Not Present" button in the main menu. You will be asked if you are issuing a refund or taking a payment. You will then be given two options, "Mail Order" or "Telephone Order".



After selecting the type of order, you will need to enter the sale amount, the card number, the expiry date, the CSC number, the card holders billing information (such as house number and postcode) and enter a reference number for the transaction.



Then select "Start Transaction".

# WEAK OR NO SIGNAL

If you are fundraising in a location with weak or no signal, don't worry. You can still accept donations. These will still be stored 'offline' and can be uploaded at the end of the day. 'Offline' donations will be stored on the device but need to be manually uploaded by the fundraiser at the end of each fundraising day.

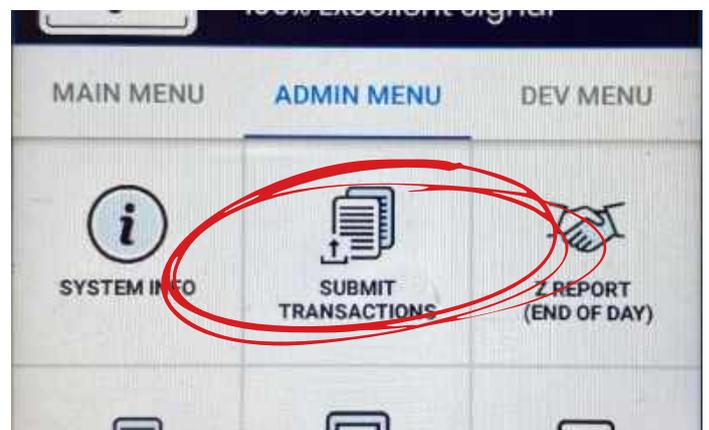
# UPLOADING STORED TRANSACTIONS

To upload your stored transactions, navigate to the Admin Menu.

In the Admin Menu, there is a 'Submit Transactions' option.

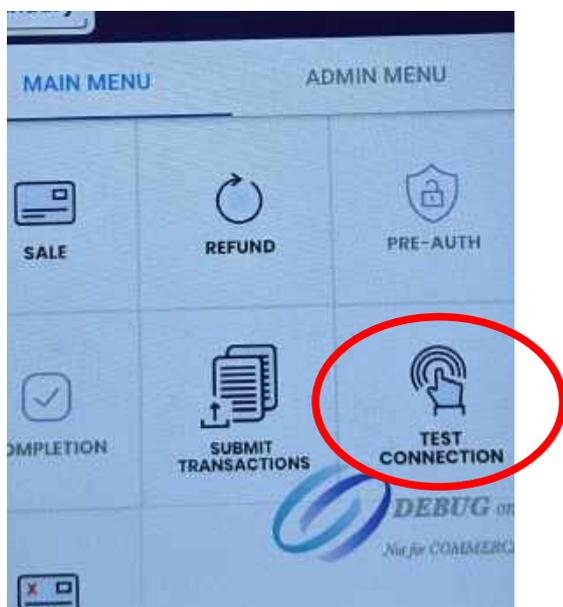
Click this to upload your stored transactions.

Make sure you have a good signal before attempting to upload.



# TESTING THE CONNECTION

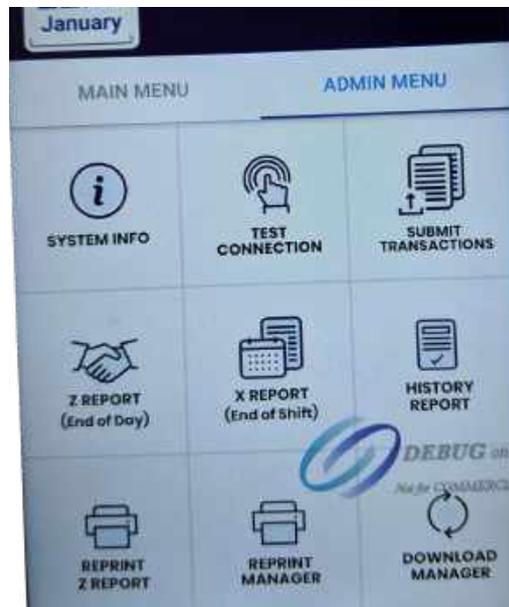
To test the device connection, select the "Test Connection" button on the Main Menu.



# OTHER ADMINISTRATION TOOLS

You can access the Admin Tools by selecting “Admin Menu” in the menu settings. This will give you access to the following options:

- System Info
- Test Connection
- Submit Transactions
- Z Report
- X Report
- History Report
- Reprint Z Report
- Reprint Manager
- Download Manager



## PRINTING Z REPORTS (END OF DAY)

To print end of day reports navigate to the Admin Menu and select the “Z Report” option. The device will then automatically start printing the end of day report.

The Z Report will tell you:

- How many sales you’ve made
- The total sale amount
- The number of refunds you’ve made
- The total refund amount
- The net total sales for the day.

It will also break down cashback, gratuity and vouchers, card types and the amount taken on each card type.



# PRINTING HISTORY REPORTS

History reports will give you a detailed look at transactions on your A920. This will include:

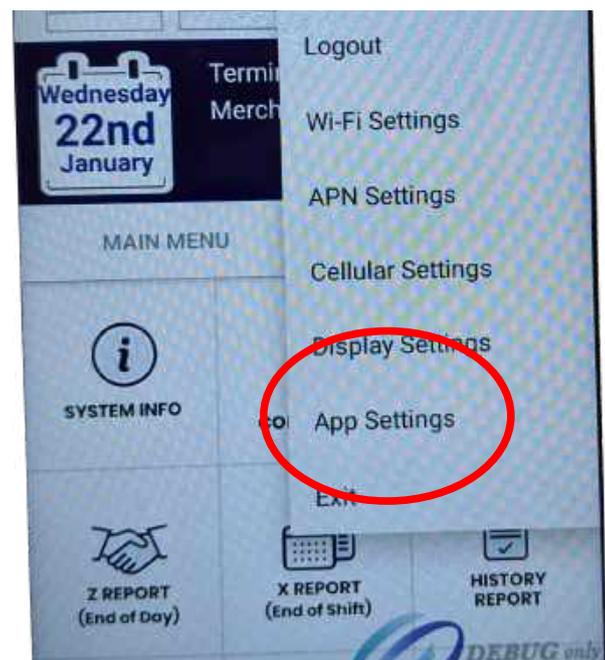
- Whether the transactions was a sale or refund
- The amount taken/refunded
- The type of payment
- Whether the transaction was approved
- The date and time of the transaction
- The receipt number
- The last three digits of the customer's primary account number



# PRINTING RECEIPTS

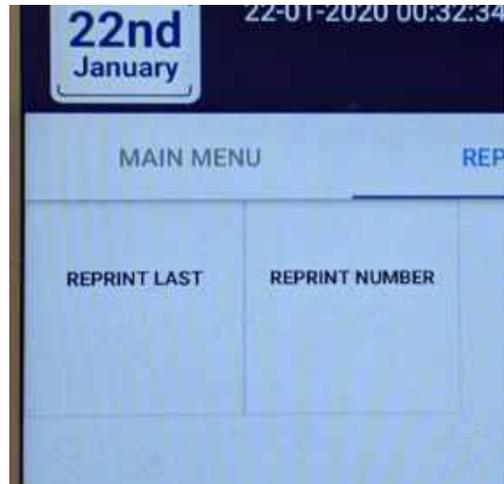
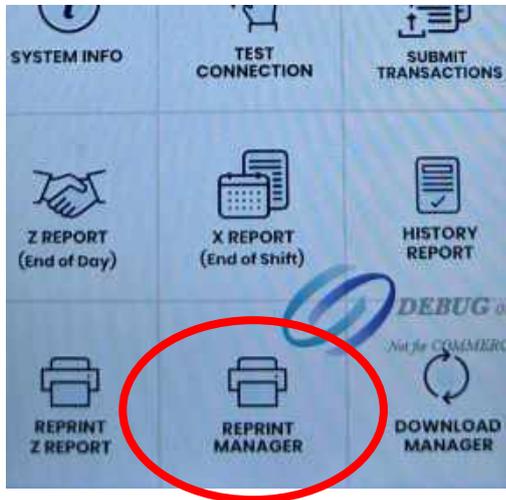
Most receipts will automatically print at the end of a transaction. When taking Contactless payments you will be asked if you require a customer copy of the receipt. You can change your receipt printing preferences by:

- Navigating to the Main Menu
- Selecting the Burger Menu in the top right corner
- Selecting App Settings from the dropdown menu
- Changing your receipt settings



# REPRINTING RECEIPTS

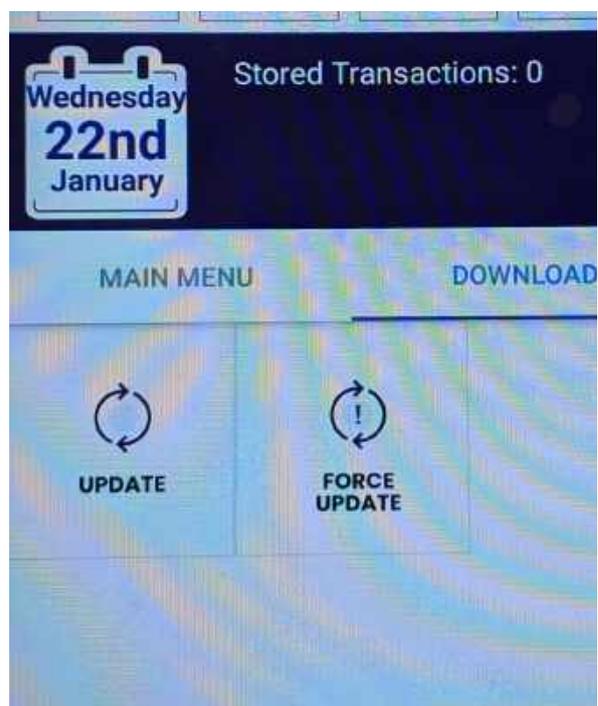
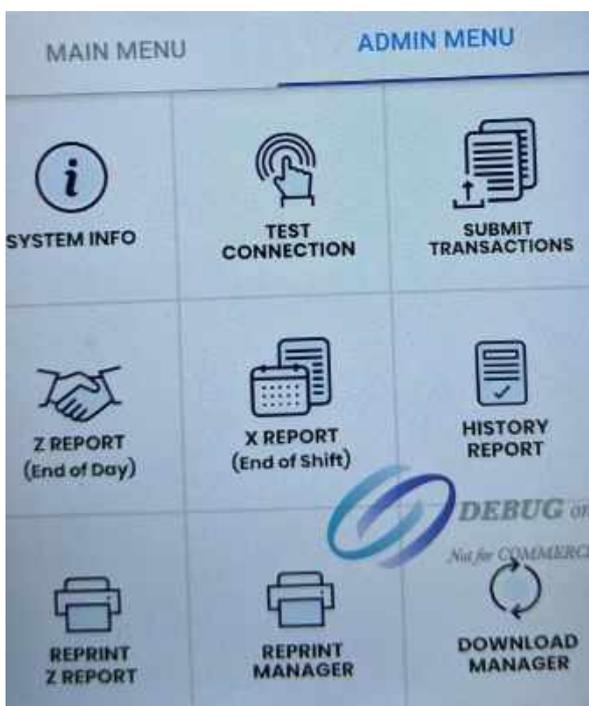
If you need to reprint a receipt you can do this by accessing the Admin Menu and selecting the “Reprint Manager” button. You will be given the option to either reprint the last receipt or reprint a specific receipt by entering the receipt number. You will find the receipt number on your Merchant copy of the receipt.



# UPDATING THE DEVICE

If you need to update the device settings, navigate to the Admin Menu and select the “Download Manager” button. You can then choose to update the device.

The device will then check for any available updates. If the device finds any updates to download it will automatically start the process. If there are no updates to download you will be taken back to the main axept GO screen where you will need to select the “Payment” button and log in again.



# HOW TO CHANGE THE PAPER ROLL

To remove and replace the thermal paper roll, turn the PayaCharity Plus over. Near the top back side of the terminal place your finger under the paper lid release lever and pull the entire lid assembly away from the terminal. To remove the paper, roll simply pull the paper roll out.



To install a new thermal paper roll, drop in the paper roll with the paper pulling from the back and out the top of the roll. Pull about 2" of paper out and close the lid until the lid snaps into place. It is important the lid is fully closed so that the paper roll fully engages the paper. Tear off any excess paper.



# REMOVING AND REPLACING BATTERY

To remove and replace the battery, position the Plus to show the backside of the terminal. Next locate the battery cover and slide the lock slide switch to the right.

The lock slide switch is tightly secured, we recommend that you apply pressure using your fingernails rather than your thumb. Lift the battery cover from the base and pivot the lid upwards and remove.



Next lift the battery from the bottom side and swing it upwards from the bottom and pull out.

To install a battery, first remove the protective cover over the battery connectors. Then insert the battery with the gold connectors towards the top right side.

Slide the battery upwards and then carefully push the bottom into place.

Insert the top of the battery lid into the lid hinges and then lower the bottom of the lid cover until it is flush with the case.

Slide the lock slide switch back to the left.

## CONTACT US

If we can be of further assistance, please contact Customer Services at PayaCharity on 0333 123 1243.