



Welcome Pack

User Guide
& Support



Compatible devices and payment methods

You can use almost any Android device with our SoftPoS app that meets the following criteria:

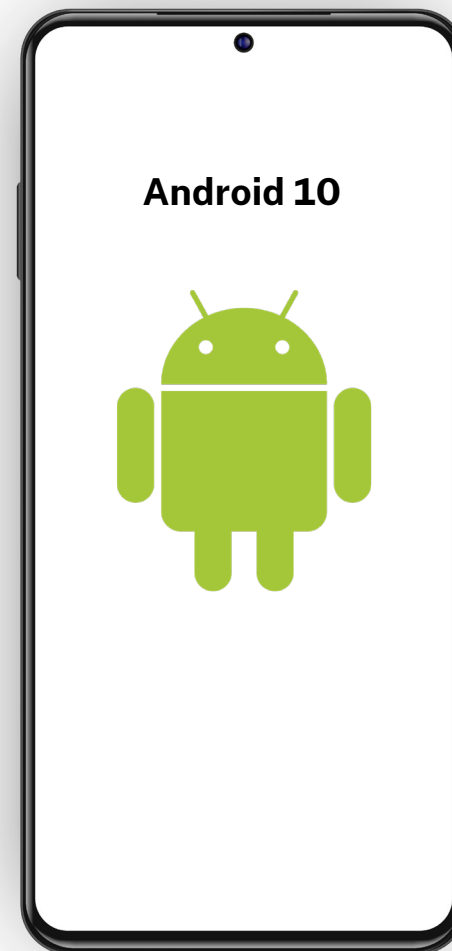
- Has at least Android 10.
- Is equipped with NFC hardware.
- Is connected to WiFi or an internet connection.

Our SoftPoS app can support the following type of cards:

- Visa/Mastercard - Debit cards only.
- Mobile wallets - Apple Pay, Google Pay and Samsung Pay.

Please note: Credit cards are NOT accepted.

*** We highly recommend you protect your device with a passcode and/or biometrics (fingerprint scan/face ID).**



Installation

The app can be installed only on an Android device with NFC chip.

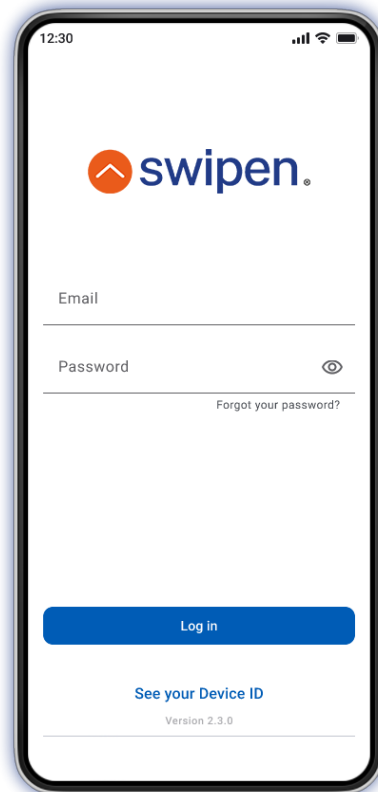
Download app

Find our Swipen SoftPoS app in the Google Play store and download it to your device.



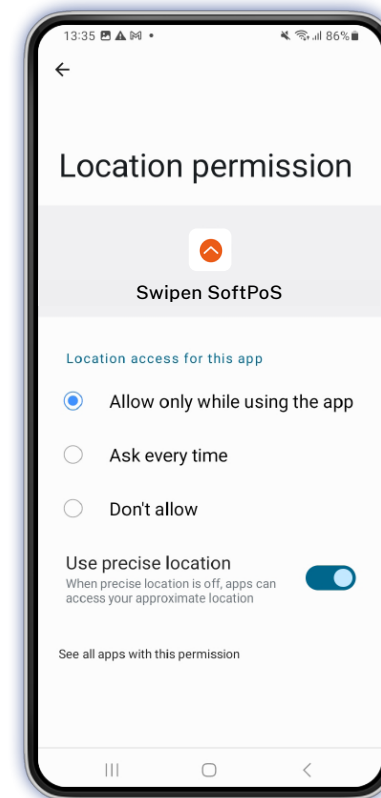
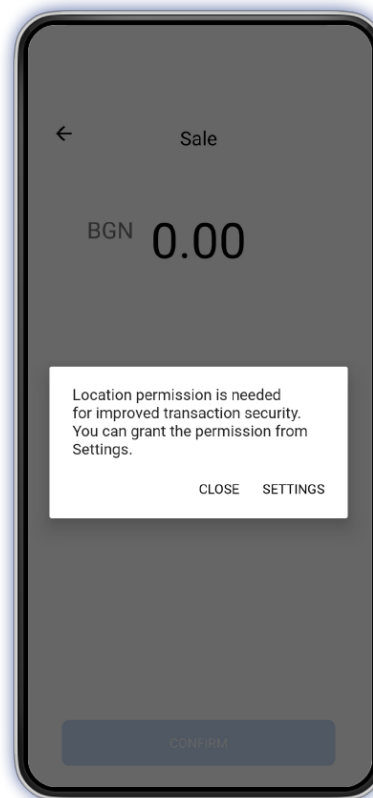
Launch & Login

Launch the app and login using the username and password provided at the beginning of this welcome pack.



Location Permissions

You will then be asked to grant permission for location. Press settings and follow the screens to allow the app to know your location.



Dashboard

The dashboard allows you to perform or access:

Sales

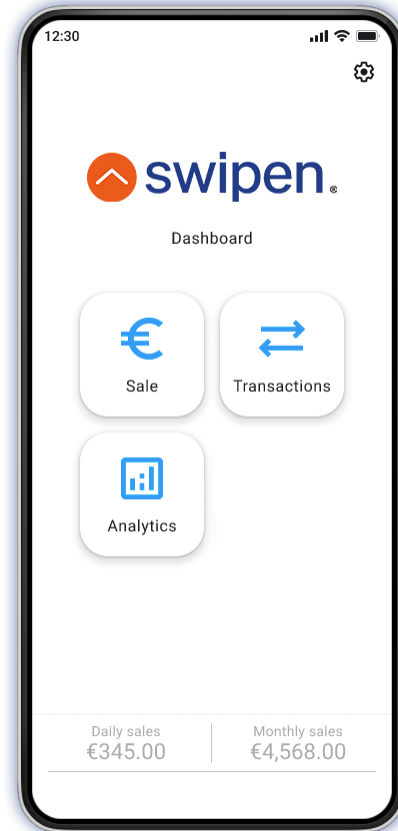
Accept contactless payments.

Transactions

All transactions processed via your app.

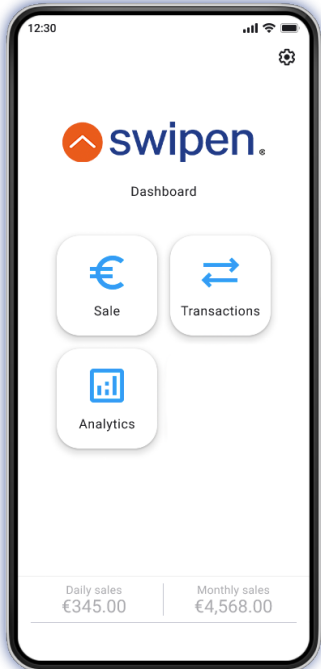
Analytics

A summary of all processed transactions on a daily, weekly and monthly basis.

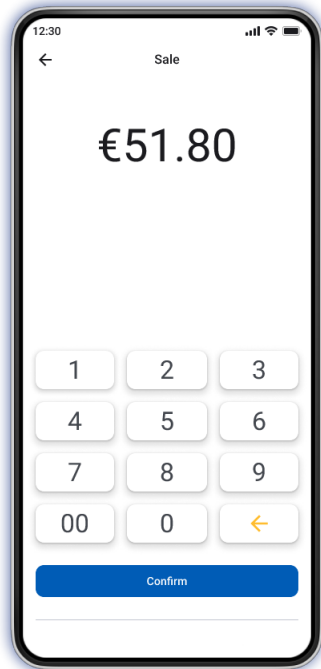


Sale

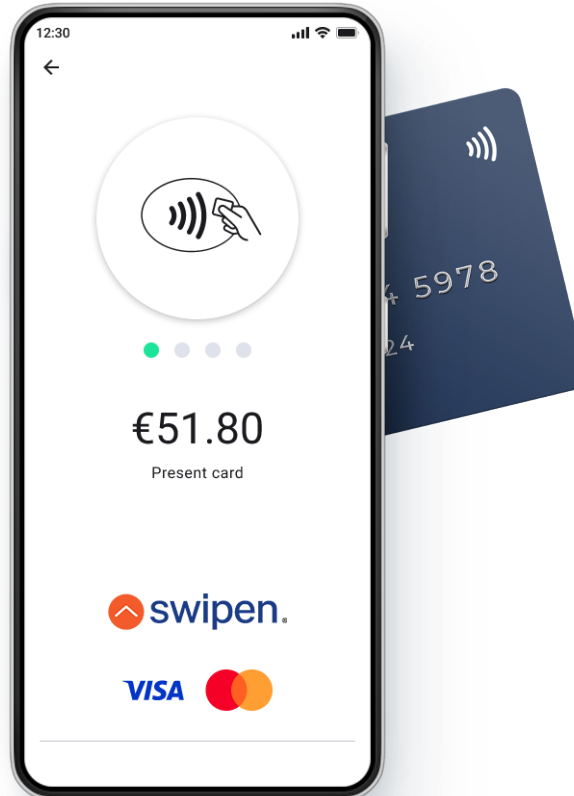
It's as easy as it looks.



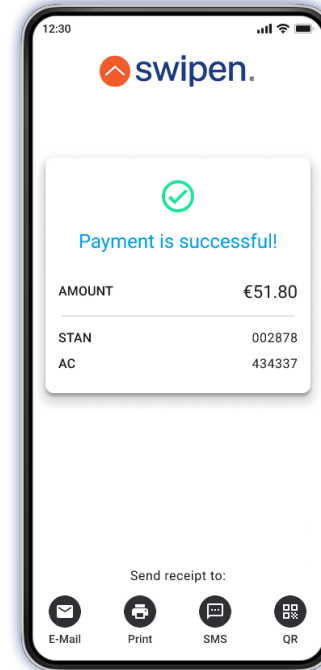
Press SALE.



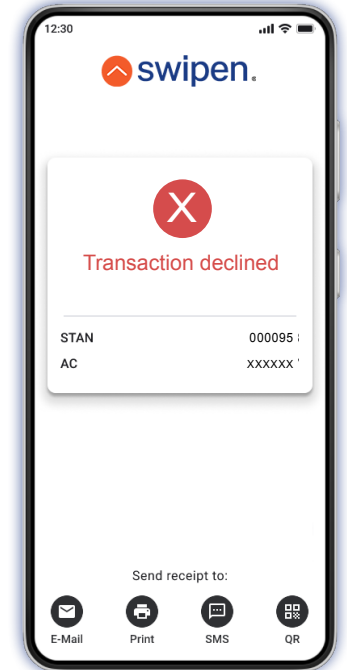
Type in the sale amount and press CONFIRM.



The cardholder taps and holds their card to the back of the device when this screen appears.



Payment is processed and approved.



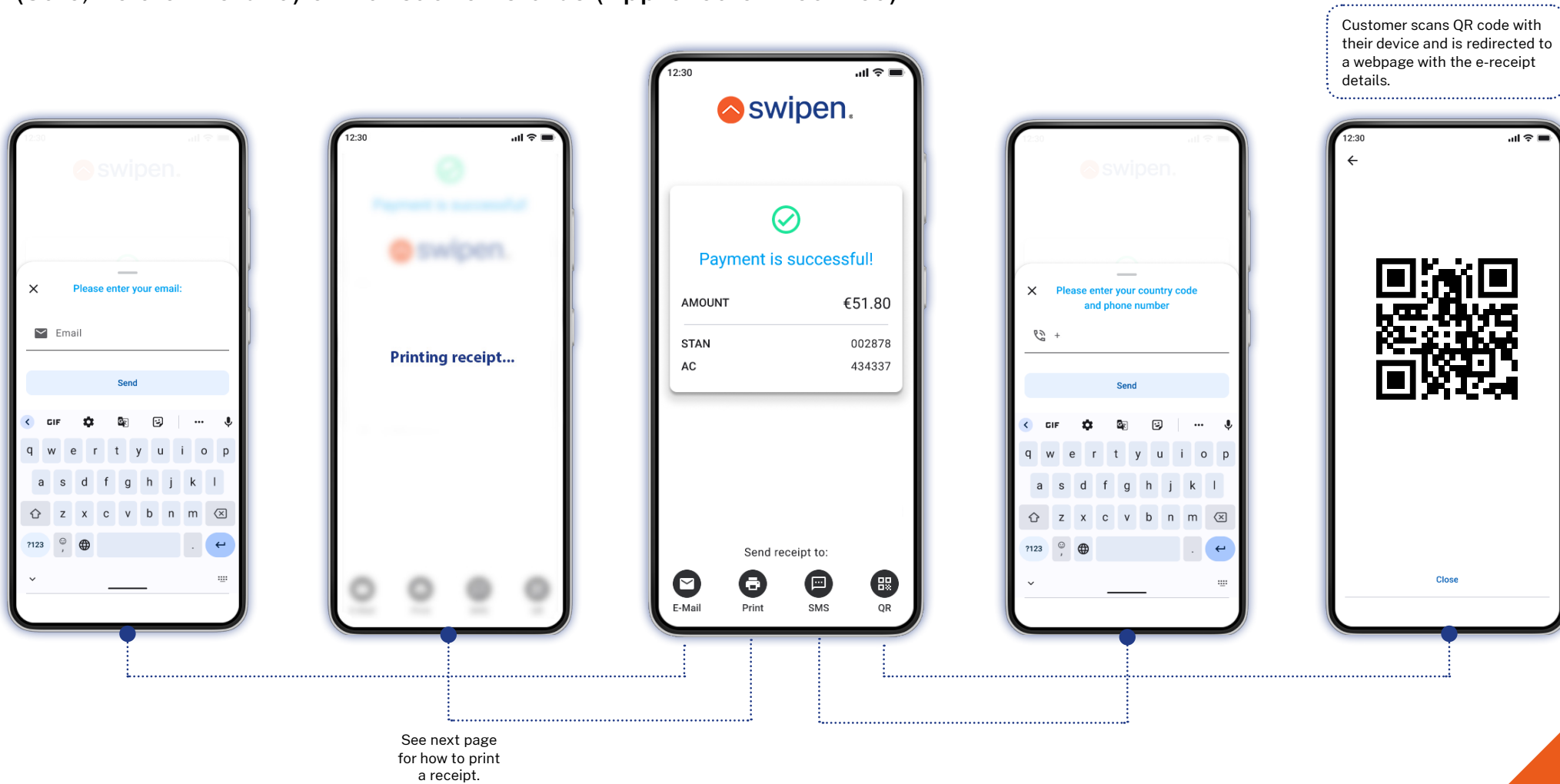
If declined go [here](#).



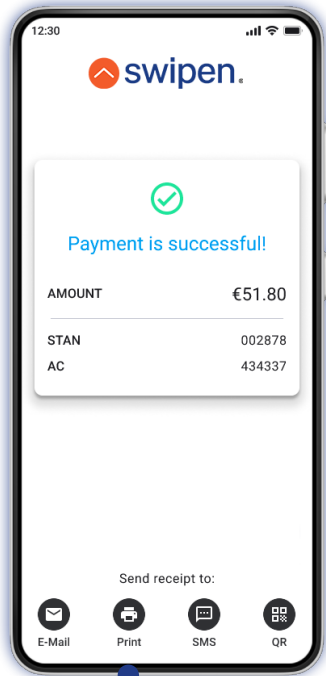
Send Receipt

Users can provide the transaction receipt via email, print, SMS or QR code.

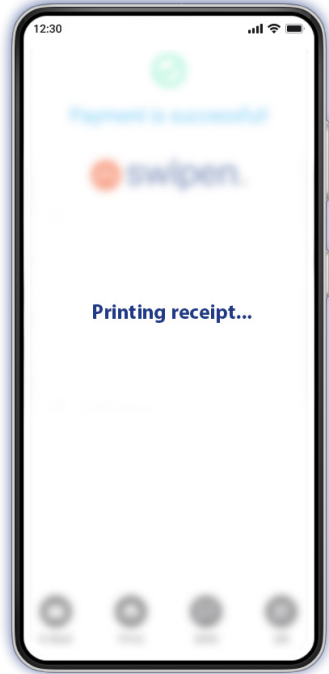
You can send a receipt, regardless of the performed financial transaction (Sale, Void or Refund) or transaction status (Approved or Declined).



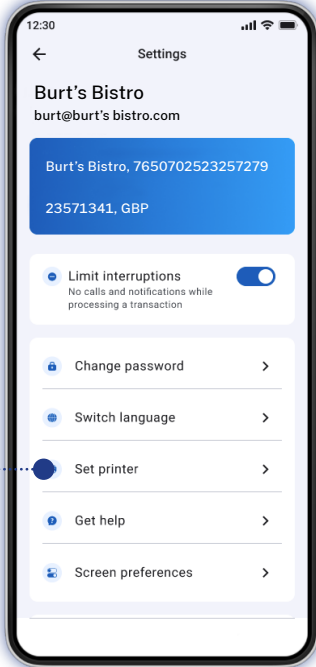
Print Receipt



Connected to printer



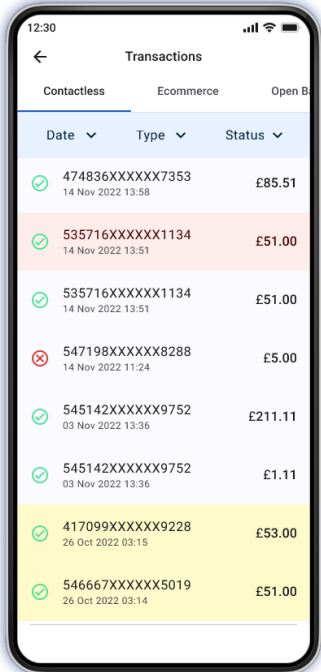
If you're printing for the first time, you will need to set-up your printer.
Go to settings and choose Set printer.



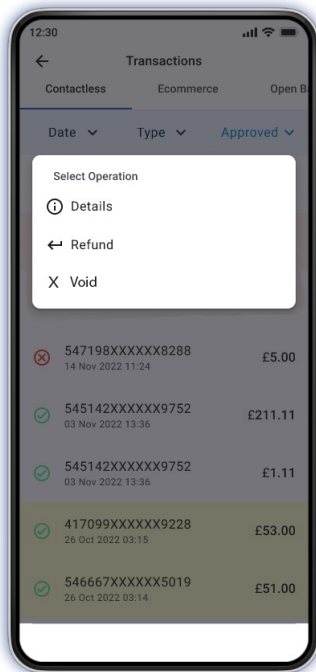
Click on "Please select printer" button. You will be asked to grant permission to Phos to use Bluetooth, then a list with available devices will appear and once the desired printer is selected the connection is initiated.

Void

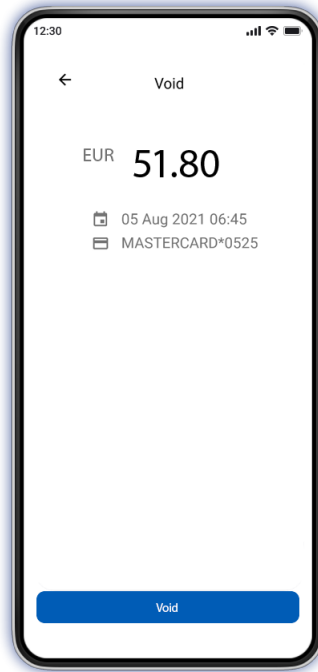
Void is so easy that no card is required to use it.
You can void a transaction within the same business day.



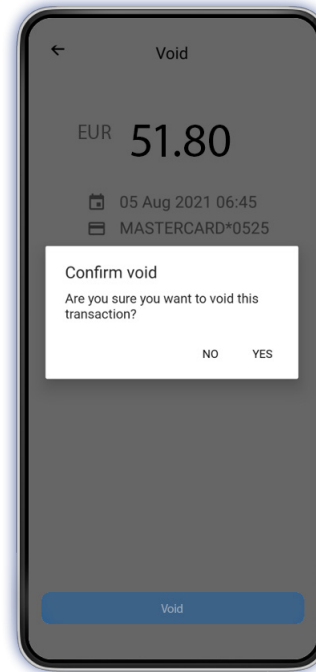
In Transactions, open the transaction you'd like to void.



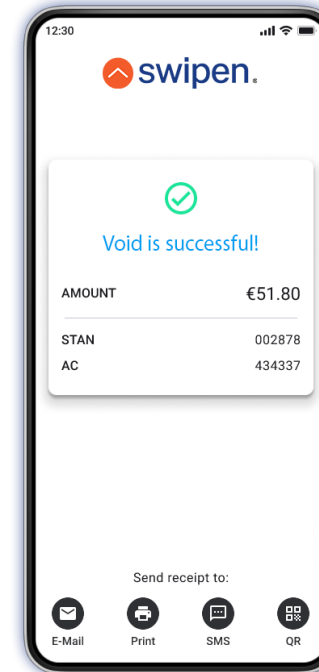
Choose Void.



Click VOID.

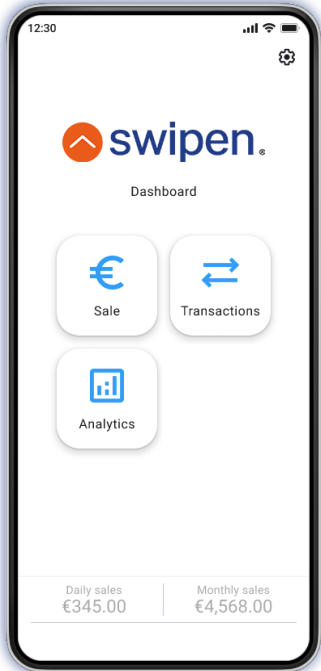


Confirm the void.

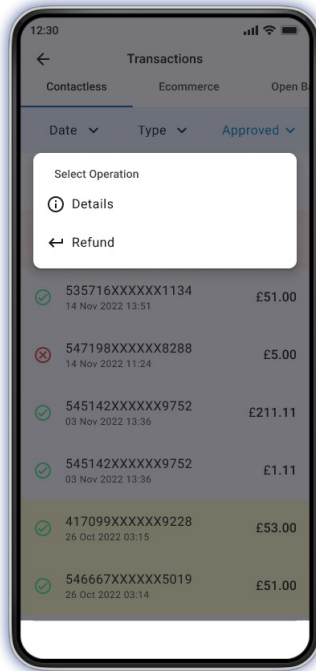


Refund

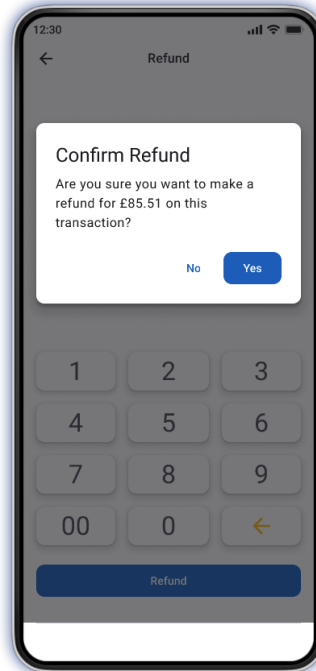
You can initiate a refund if the original transaction is approved and has not already been refunded or voided. To perform a refund, the customer will need to be present with the same card used for the original transaction.



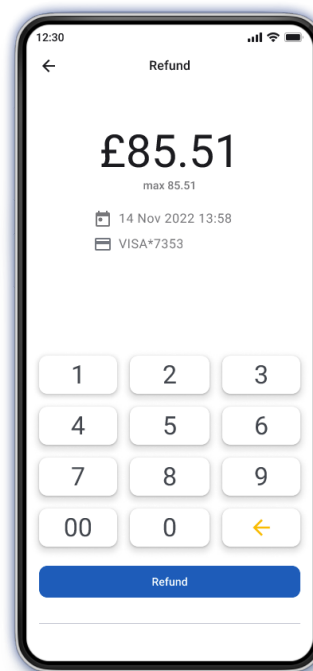
Press TRANSACTIONS.



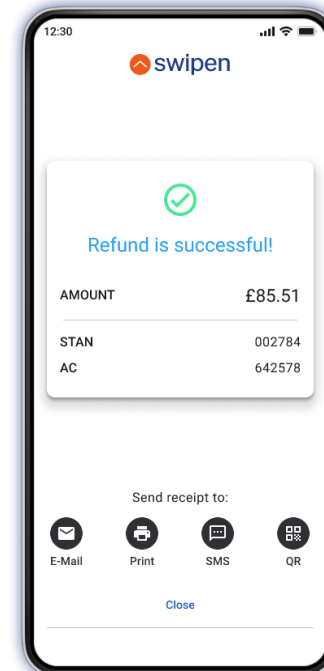
Choose the transaction you wish to refund and then press REFUND.



Confirm the refund.



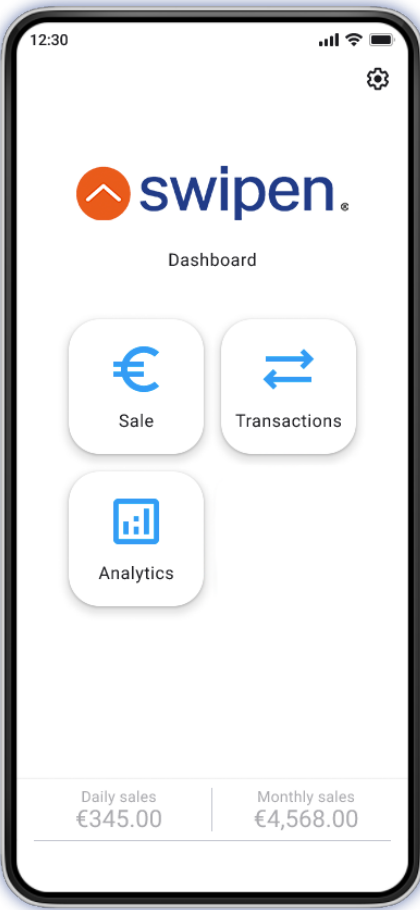
Tap the same card used for the original transaction.



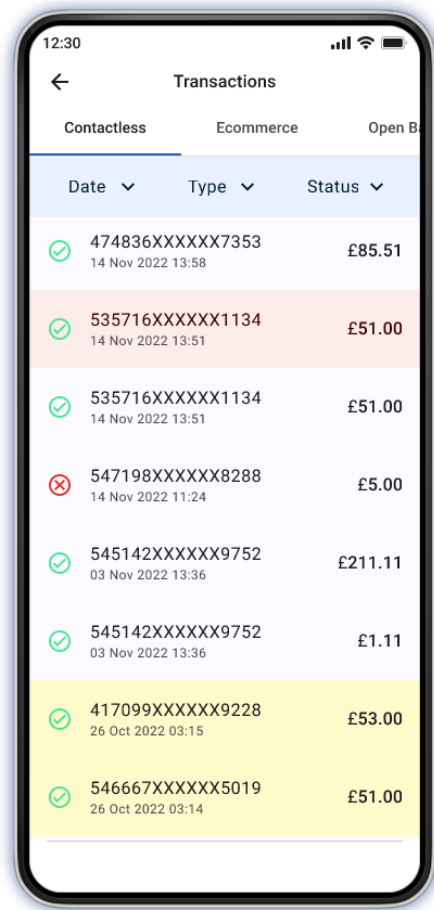
Once done, you can send a receipt.

Transaction Summary

You can view the history of all processed transactions.



Press TRANSACTIONS.

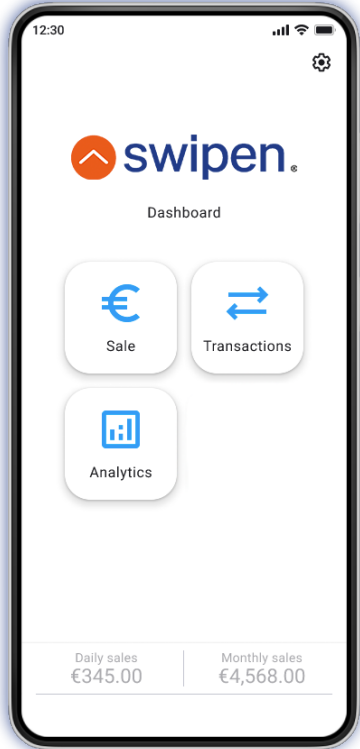


Filter by Date, Type or Status

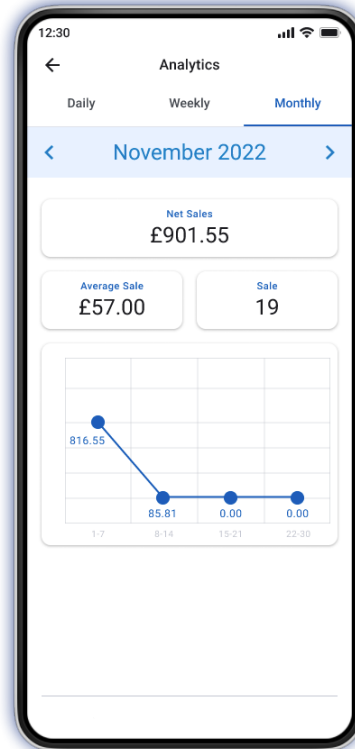
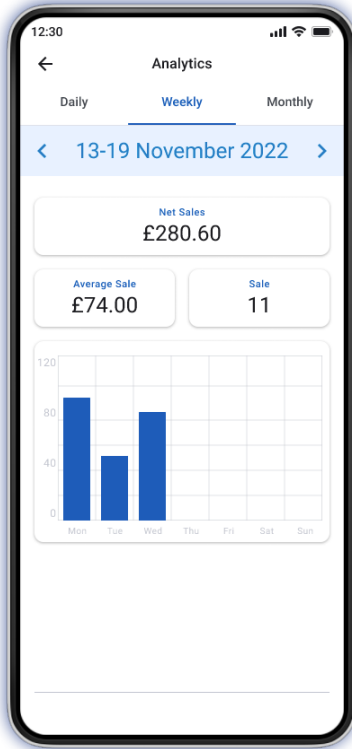
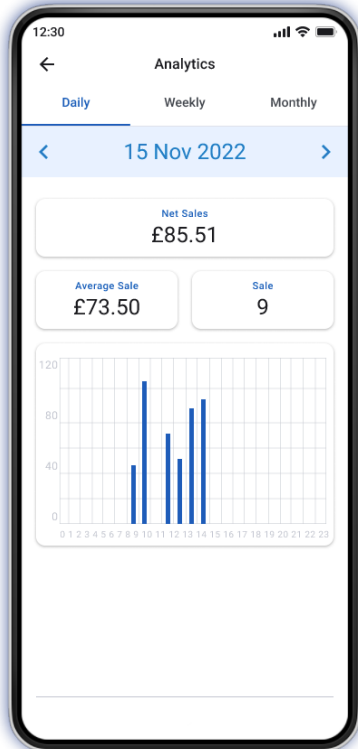


Reporting

Analytics allows you to see a summary of all processed transactions on a daily, weekly and monthly basis.

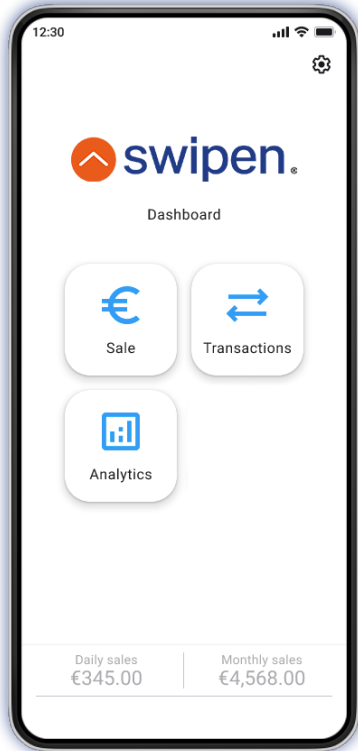


Press ANALYTICS.

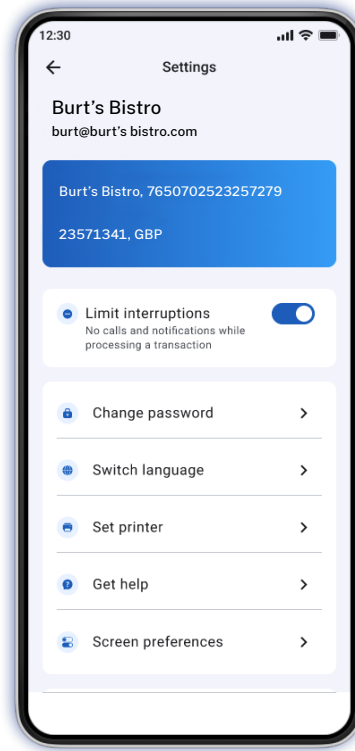


Permissions

Allow the app to enable a 'do not disturb' mode to limit interruptions while processing a transaction.



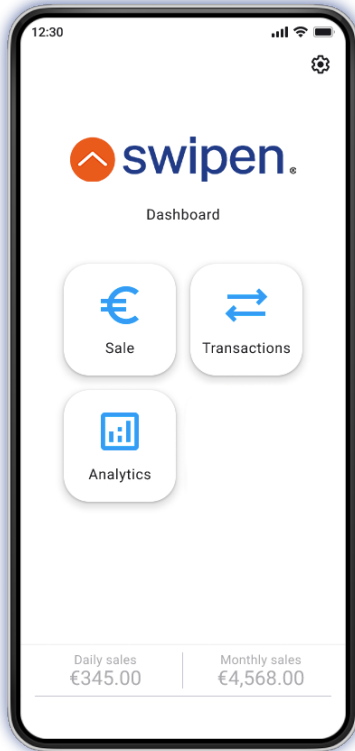
Press the MENU icon.



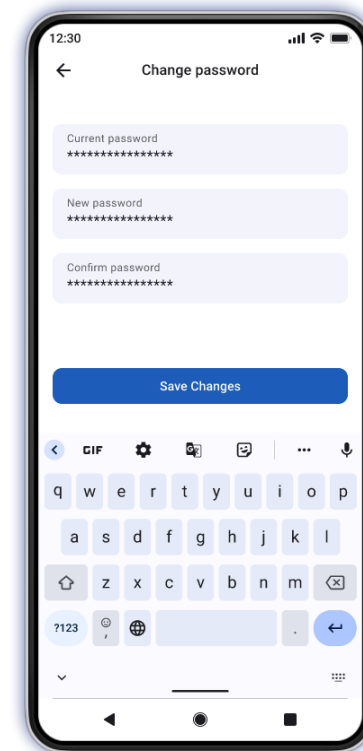
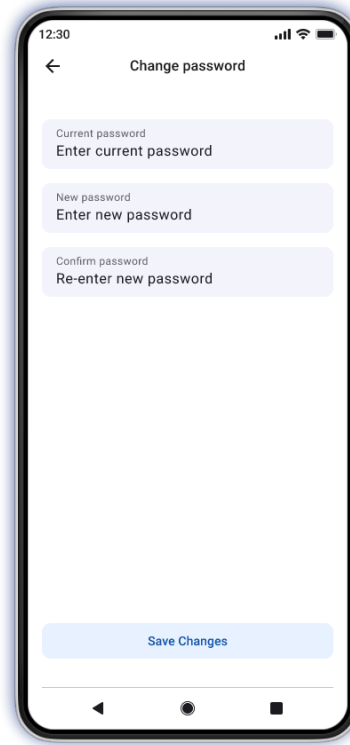
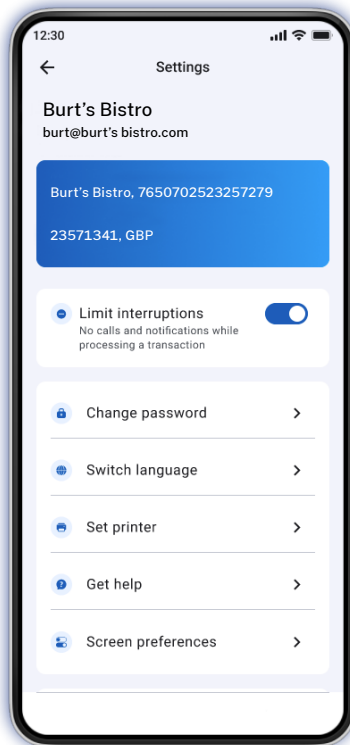
Toggle to turn on/off.

Password options

You can change or reset your password, if needed.
If you forget your password, follow the instructions [here](#).



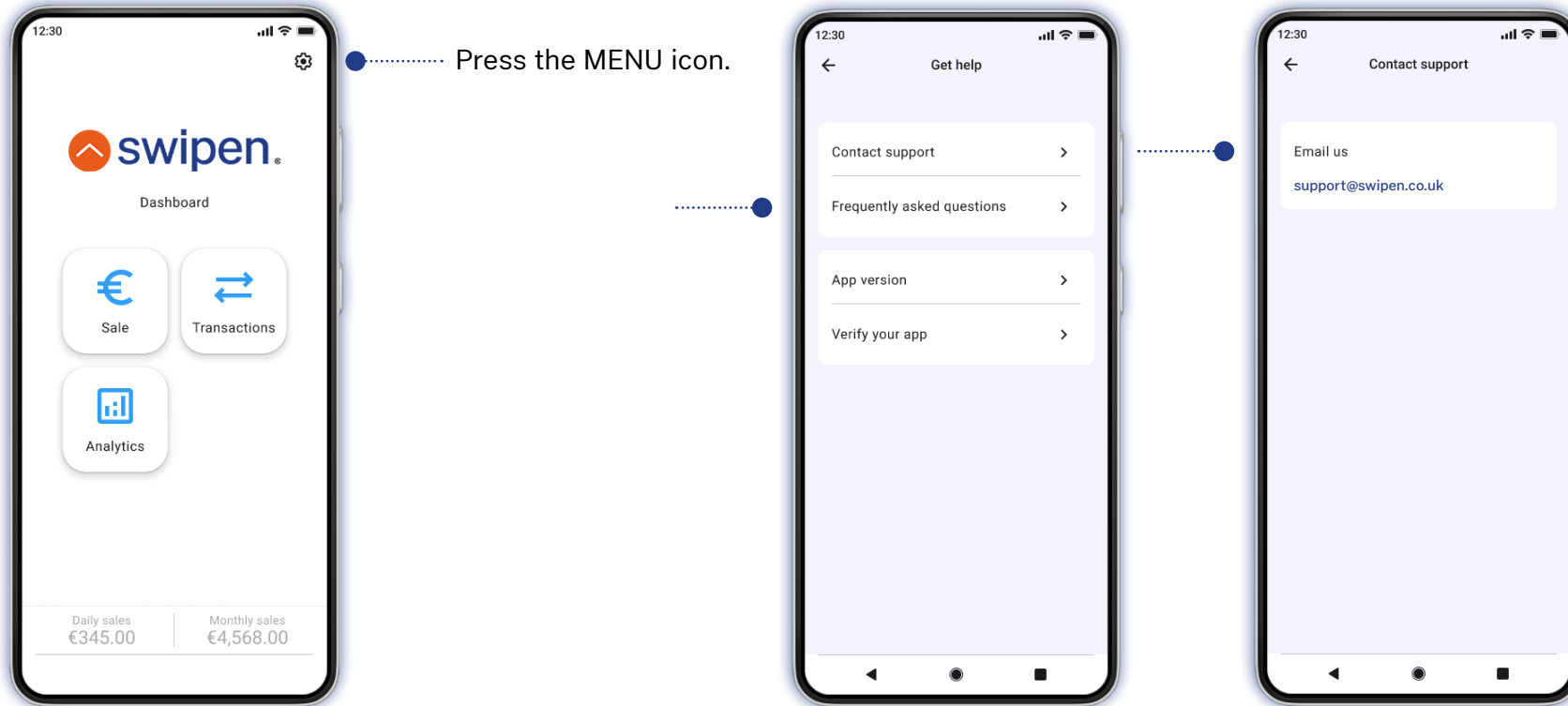
Press the MENU icon.



Get Help

If you have a query, please consult our FAQs available through the app.

If your question is not answered, you can contact support at support@swipen.co.uk



Troubleshooting & FAQs

Below are our most commonly asked questions. If you cannot find the answer to your query here, please contact us at support@swipen.co.uk.

What is NFC?

NFC stands for “near field communication”. You can think of near field communication like your Bluetooth speaker or home wi-fi network. When two NFC-enabled devices are in close proximity—usually four inches or less apart—radio wave tags can be used to transmit data.

Why can't my device read a contactless card?

Make sure your device has NFC. If it does have NFC, you need to make sure the NFC is enabled:

How to switch ON your NFC:

- Go to Settings > More
- Tap on the NFC switch to activate it. The Android Beam function will also automatically turn on.
- If Android Beam does not automatically turn on, just tap it and select Yes to turn it on.

Smartphones' NFC capabilities operate in tandem with Android Beam. If Android Beam is disabled, it may limit NFC's sharing capacity.

Where is my NFC located? How should I position the card?

Your NFC is located on the back of your device. The chip of the card should be positioned as shown in the picture.



Troubleshooting & FAQs

Will I be able to provide my customers with receipts?

After a successful processing of a transaction, regardless if it is approved or declined, you'll have the option to send a receipt to your customer via email or SMS or generate a QR code which can be scanned by your customer with his/her mobile phone. You also have the option to connect to a receipt printer if your customers prefer a physical copy of their receipt.

What if a customer does not want to give their email address?

Assure your customer that their address is only used to send the receipt and is not stored. Alternatively, you also have options to provide a receipt via SMS or QR code.

I can't log-in.

Please make sure you are entering the correct credentials.

If you are still experiencing trouble logging in, please try clearing the cache for the app:

- Open the Settings on your device
- Go to Apps menu
- Go to your installed apps
- Find Phos and select it
- Go to the Storage tab
- Click on Clear Cache / Storage

And then try to log in again.

If you are still experiencing trouble, please send us an email to support@swipen.co.uk



Troubleshooting & FAQs

I have forgotten my password. What should I do?

On the login screen, right under the fields for your credentials, there is a 'Forgot your password?' button. We will send you an email with a link to reset your password. Check your inbox and follow the instructions from the email we have sent.

I made a mistake and entered a wrong amount. What should I do?

There are two possible options here:

- If you have entered the wrong amount and have not tapped the customers' card yet, you can easily click the back button in the upper left corner on the screen that is pending for the customer to "Present card" and then start a new transaction.
- If you have entered the wrong amount and have already tapped the customers' card, wait for the transaction to finish. Go into your "Transactions" menu and find the wrong amount transaction. Click on it and then choose the "Void" button. On the next screen you will be asked to confirm the void. Once it is successful, you can go back and make a new transaction with the right amount.

My device has been lost or stolen. What should I do?

We always recommend that your devices should be locked with a passcode and/or biometrics (i.e. fingerprint/face ID). If lost or stolen, contact us immediately on support@swipen.co.uk so we can block the device.

Remember: Don't panic - even if a thief is able to get past your passcode and into the device before it can be blocked, they will be unable to steal money. They could potentially take new payments or perform a refund (which returns money only to the card originally used for that transaction). They cannot refund money to a card or account of their choosing.





Troubleshooting & FAQs

Why can't I void or refund a successful transaction? (Why are the void/refund options available on some transactions only?)

Void and refund options are only available for eligible transactions (they have been approved and have not been voided or refunded before). For security reasons and for your own convenience, if the transaction is not eligible, the app will not show you void and refund options when you click on the transaction.

In addition, please note, that you can void transactions only in the same day the original transaction was approved. If you want to return money or void a transaction later (not on the same day), you can use only the refund option.

Why do I need to tap the customer card when making a refund and why can't I make a refund to a different card?

This has been implemented solely for security reasons. We want to protect you from any scams and unregulated activity with the device.

Troubleshooting & FAQs

I have a 'Transaction Declined' or 'Unconfirmed transaction' message. What do I do?

This means the transaction has been declined. There can be a few reasons why a transaction is declined.

It's usually down to the customer's bank not approving the transaction. This could be for insufficient funds, fraud check, etc. Unfortunately, the card issuing bank does not provide additional details regarding the reason for the decline.

There are several things you can try:

- Check your WiFi connection.
- Retry with the same payment card.
- Try a different payment card if possible - this will let you know if it's a general problem or the customer's card.
- Most failed transactions are due to fraud checks by the bank. Get the customer to call their bank to authorise the transaction and try again.
- If no payment cards are working, restart your device, and make sure it's connected to WiFi.
- If none of the above work, contact us on support@swipen.co.uk.

Support

In the event that you have an issue you cannot resolve, our dedicated support team are happy to help.


Email us at:

support@swipen.co.uk

with your MID and business name as the email subject line.





 support@swipen.co.uk

 0131 202 4107

 www.swipen.co.uk

