Card Payment Terminal Quick Start Guide

Pocket Card Payment Terminal

CabCard Terminals Ltd

Before you start

Please read through this quick start guide before you use your terminal.

Your Pocket card payment terminal is supplied ready to use. When you switch on the terminal for the first time, it will automatically search for a mobile network. You should allow the terminal time to find and connect to a network.

Further information and contact details for our friendly support team is available on our website: `https://cabcard.services/support`

Charging the Terminal

Insert the USB-C charging cable directly into the side of the terminal. Make sure you insert it correctly and do not use force as this may damage the port. Connect the other end of the cable into a USB power source.

The battery level is indicated on the top right of the terminal screen.

Turning the Terminal On and Off

1. To turn on the terminal, hold down the power button (on the top right of the keypad)
2. The terminal will show an **'Initialization… Please wait'** screen**,** followed by **'Please wait…or press 'X' to configure'**. Do not press 'X' to configure, but allow your terminal to find and connect to the best available network in your area.
3. The terminal will show **'Setting up network…Please wait'**
4. It will check for software updates, showing **'Checking for updates…Please wait'**
5. It will synchronise its internal clock, showing **'Updating time…Please wait'**
6. Finally, the terminal will display **'Ready, Present card or enter amount'**
7. To turn off the terminal, hold down the power button (on the top right of the keypad)

   The terminal will automatically turn off after a period of inactivity to conserve battery power. This is normal, and it can be turned back on by following step 1 above.

Performing Card Payment Transactions

Using your terminal, you can accept payment from any Visa, Mastercard or American Express card. Card payments can be made using Chip & PIN or contactless methods, including Apple Pay and Google Pay.

Remember, for transaction amounts greater than £100 your customer should use Chip & PIN. When using Apple Pay or Google Pay, transactions above this limit can usually be processed.

Performing a Chip & PIN Transaction

1. From the **ready** screen, insert the customer's card into the slot at the bottom of the terminal with the chip facing upwards.
2. Enter the transaction total when prompted. At this stage you can choose to pass the terminal to the customer if you want them to consider adding a gratuity (tip).
   If you prefer, you can enter the transaction amount before inserting the card.
3. The terminal will prompt the customer to add a gratuity (tip). The customer can choose 'Yes' or 'No' and select a percentage.
4. The screen will display a final confirmation of the transaction amount. Press the enter (**green**) key to continue.
5. The terminal will then prompt the customer to enter their PIN.
6. The terminal will connect to CabCard's secure payment service, and the transaction will either be approved or declined. This will be displayed on your terminal screen.

   Note: A 'CANCELLED' 'INVALID' or 'DECLINED' response means the transaction has not been accepted and you will not receive payment.

Performing a Contactless (NFC) Transaction

1. From the **ready** screen, enter the transaction total, then press the enter (**green**) key. At this stage you can choose to pass the terminal to the customer if you want them to consider adding a gratuity (tip).
2. The terminal will prompt the customer to add a gratuity (tip). The customer can choose 'Yes' or 'No' and select a percentage.
3. The screen will display a final confirmation of the transaction amount. Press the enter (green) key to continue.
4. Allow the customer to tap the terminal screen with their contactless card or NFC payment device e.g. mobile phone.
5. The terminal will beep to confirm that the contactless card or payment device has been recognised.
6. The terminal will connect to CabCard's secure payment service, and the transaction will either be approved or declined. This will be displayed on your terminal screen.

   Note: A 'CANCELLED' 'INVALID' or 'DECLINED' response means the transaction has not been accepted and you will not receive payment.

Electronic Receipts

After a transaction has been completed, the terminal will display a QR code on screen with a website URL underneath. If the passenger wishes to see a copy of the receipt online, they should scan the QR code with their phone, or make a note of the URL to access later.

Alternatively, you can log into your web dashboard at `https://my.cabcard.services` from your smartphone or tablet and locate the completed transaction from the transactions list. You can now send your passenger a digital receipt by SMS or email by following the instructions on screen.