iPayment® mobilepay

for Android

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Two-Factor Authentication

iPayment MobilePay utilizes two-factor authentication so that new devices can be added and verified securely to your account for use with iPayment MobilePay. For example, if a device you normally use is lost or stolen, you will be able to add and verify a new device simply by verifying a 6 digit security code that will be sent to you via SMS text or e-mail. This process will take place upon logging into iPayment MobilePay on the new device.

In order to use this feature, you will need to configure your Contact information upon logging into iPayment MobilePay for the first time. Follow the steps below to add an SMS capable phone number and an e-mail address.

Contact Enrollment - Phone Number:

1. Tap Add Phone.
2. Enter a Phone Number in the box, and then tap Continue.
3. Enter the 6 digit code from the SMS text you receive in the box, and then tap Verify.

Contact Enrollment - E-mail Address:

1. Tap Add E-mail.
2. Enter an e-mail address in the box, and then tap Continue.
3. Enter the 6 digit code from the e-mail you receive in the box, and then tap Verify.
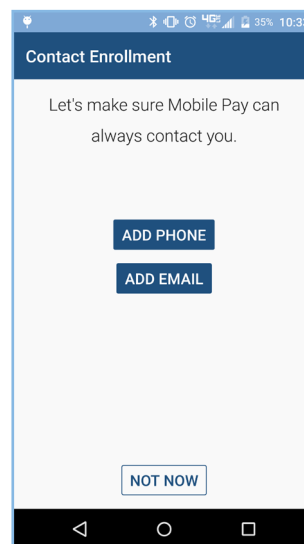
In the event that you need to verify a new device, follow the steps below once you have logged into iPayment MobilePay from the new device:

Verify Account - Phone Number or E-mail Address:

1. Select either Phone or E-mail contact, and then tap Next.
2. Enter the 6 digit code from the SMS text or e-mail in the box, and then tap Verify.
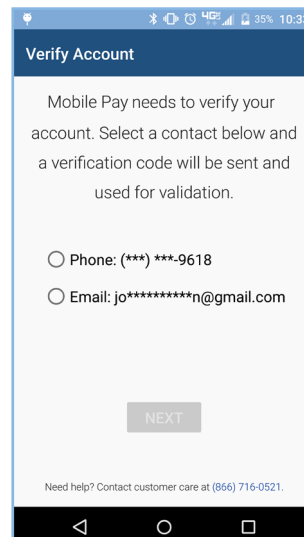
Overview

iPayment MobilePay turns an Android device into a mobile point of sale. This streamlined application is geared towards small and mid-sized merchants, and can be used in any number of venues — storefront or mobile. From a local in-store apparel shop or eatery, to an art dealer participating in a local festival, to a tow truck or taxi, it's an affordable, secure way to take payments. It's also ideal for seasonal merchants who may not need year-round coverage but do need a reliable service when business picks up.

Card reader

If you are using a card reader with iPayment MobilePay, simply plug the card reader into your device headphone jack, and then turn up the volume on your device to maximum. If you are using a bluetooth card reader, please see the *Bluetooth Card Reader* section on the next page.

Status icons are displayed on-screen and vary depending on the card reader being used:

Chip Card EMV Card Reader:

    Card Reader Ready

    Card Reader Initializing

    Card Reader Battery Low

    Card Reader Error

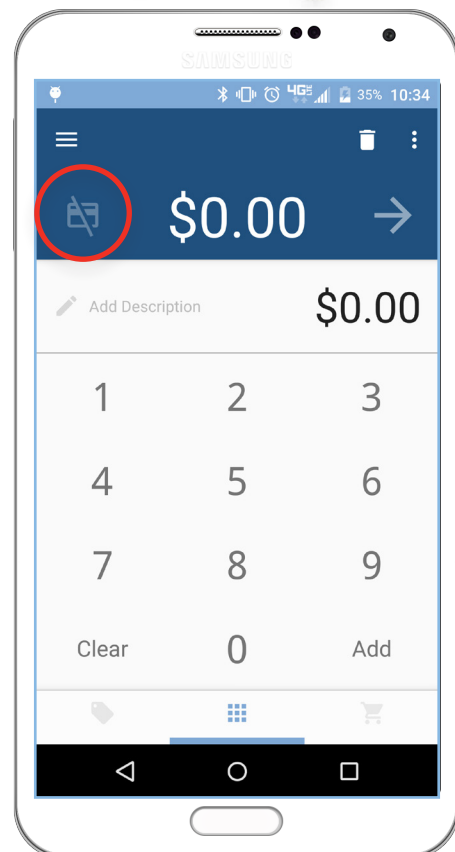   Card Reader Critical Battery

    Card Reader Not Ready

MSR Card Reader:

    Card Reader Ready

    Card Reader Not Ready
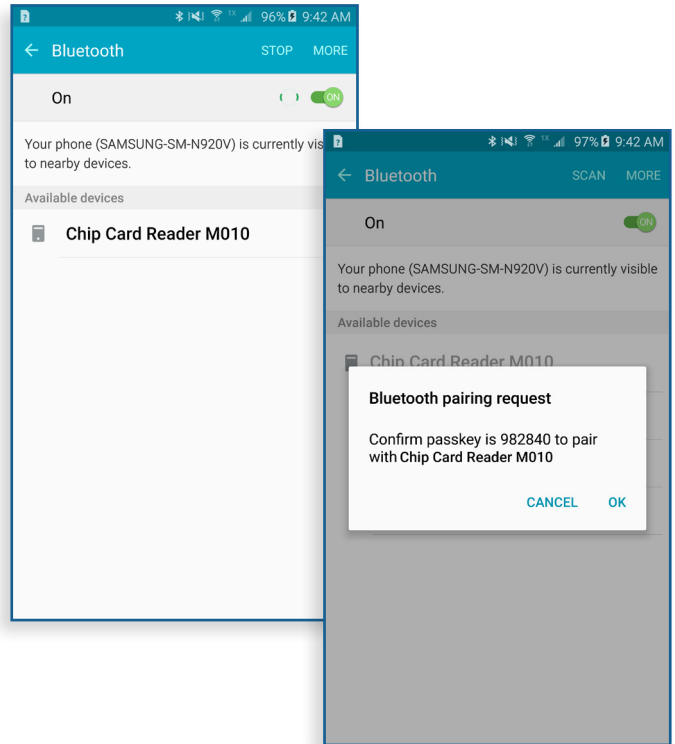
Bluetooth Card reader

If you are using a supported bluetooth card reader with iPayment MobilePay, follow the steps below to pair your Android device with the bluetooth card reader.

Bluetooth Pairing

Please enable Bluetooth on your Android device before performing the following steps.

1. Press the Power Button on the reader to turn it on
2. Press and hold the Enter key on the reader until the Bluetooth LED flashes rapidly, and then release the key
3. Open Settings > Bluetooth on your Android device
4. On your Android device, tap Chip Card Reader *123*, where 123 is a unique three digit identifier
5. On your Android device, tap Pair/OK
6. Press the Enter key on the reader

The Bluetooth LED will begin to blink slowly when pairing is complete.

Using the Reader

1. USB Port (Charge Port)
2. Factory Reset Button
3. Power Button
4. Magnetic Stripe Reader
5. Bluetooth LED
6. Number Pad
7. Cancel Key
8. Enter Key
9. Clear Key
10. Chip Reader

Receipt Printer

If you are using a supported printer with iPayment MobilePay, follow the steps below to pair your Android device with the printer.

Bluetooth Pairing

Please enable Bluetooth on your Android device before performing the following steps.

1. Press and hold the Power Button on the printer for approximately 5 seconds to turn it on
2. Open Settings > Bluetooth on your Android device
3. On your Android device, tap Star Micronics
4. If prompted for PIN, enter 1234 on your Android device, and then tap Pair/OK

You can check the connection status of the printer in your device's Bluetooth settings.
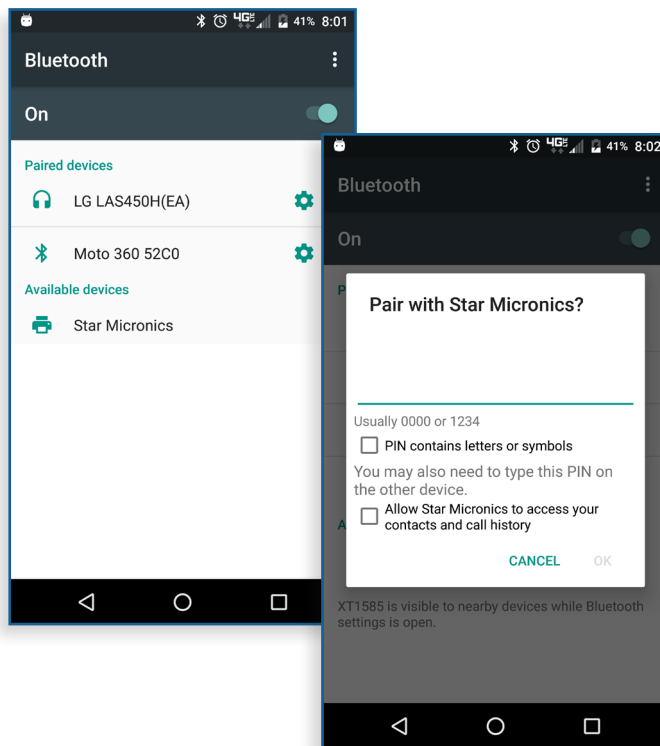
Printing Receipts

Receipts are printed automatically once you have a printer paired with Mobile Pay. Additionally, you can print receipts by tapping the printer icon from the receipt view.
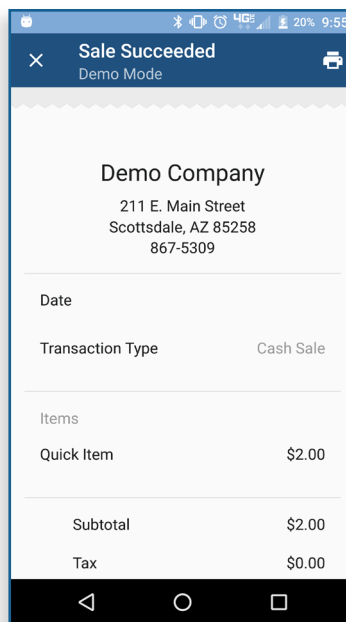
Logging in to iPayment MobilePay

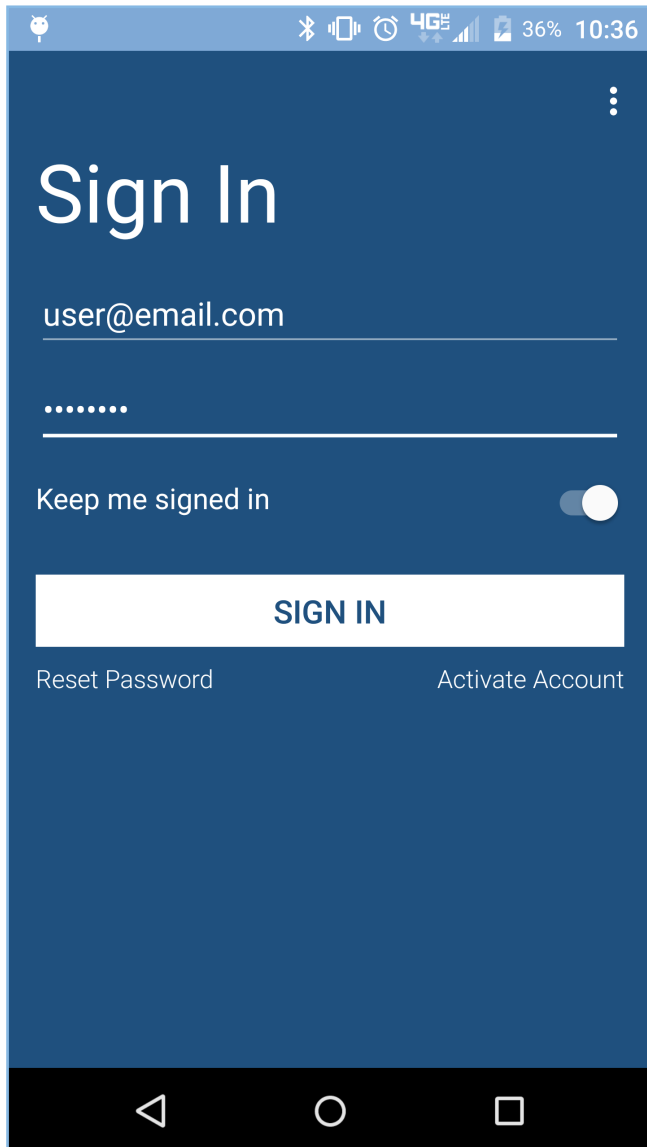Use your e-mail address and the password you entered during activation to login to iPayment MobilePay.

Tap the Overflow Icon, and then tap Demo Mode to launch iPayment MobilePay in Demo Mode.

Demo Mode

When you launch iPayment MobilePay you may use Demo mode to familiarize yourself with all of the features available in iPayment MobilePay.

Please be advised that while in Demo mode, any inventory items that you create will not be saved and any transactions that you perform will not be processed. In addition, EMV transactions and the Merchant Portal access are disabled.

Tip:
If you do not want to be prompted to log in each time you launch the iPayment MobilePay App, slide the Keep me signed in slider to the right

Reset Password

If you are unable to login to the app, tap the Reset Password link beneath the SIGN IN button to reset your iPayment MobilePay password.

You will be prompted to enter your Username (e-mail address) and then will be asked to provide the answer to one of the three security questions you selected during activation.

Once you have successfully answered the security question you will be prompted to establish a new password.

Home Screen Overview

The iPayment MobilePay Home Screen consists of three main views which are displayed by tapping the icons at the bottom of the screen:
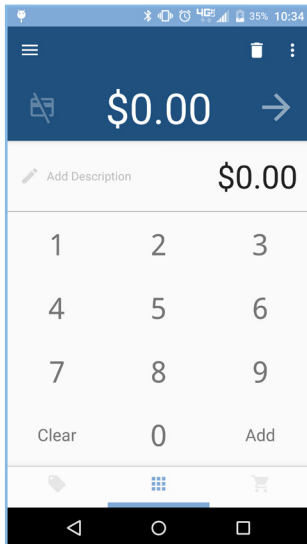
Inventory View:
Allows you to tap items in your inventory and add them to the current sale.

Quick Item View:
Allows you to enter dollar amounts and optional item descriptions for Quick Items that are not in your inventory.

Cart View:
Allows you to change the quantity of items or remove items from the cart. When you add items to your cart, a number will appear displaying the total number of items in the cart.

In addition to the view icons, there are several other icons used within iPayment MobilePay. Below you'll find a description of each icon:

Continue:
After all items have been added to the transaction, tap the Continue Icon to progress to the payment type screen.

App Menu:
When you tap the App Menu icon, the menu and settings drawer appears. From the menu and settings drawer, you can sign out of the app, visit the companion merchant portal, and change settings for iPayment MobilePay.

Trash Icon:
At any point during a transaction, you can tap the Trash Icon to cancel the transaction.

Overflow Icon:
Tap the Overflow Icon, and then tap Barcode Scanner if you'd like to use your device's camera as a barcode scanner. Additionally, when a specific transaction is selected in the Sales History, the Overflow icon can be used to print receipts, e-mail receipts, or issue a refund.

Inventory Search (Inventory view only):
Tap the Inventory Search Icon to search for items in your inventory.

You can add and manage users for your account by tapping Users under the App Menu. After additional users have been added to your account, you can manage (suspend/delete) them from the User Management screen. *Please note that only the account Admin can use this function.*
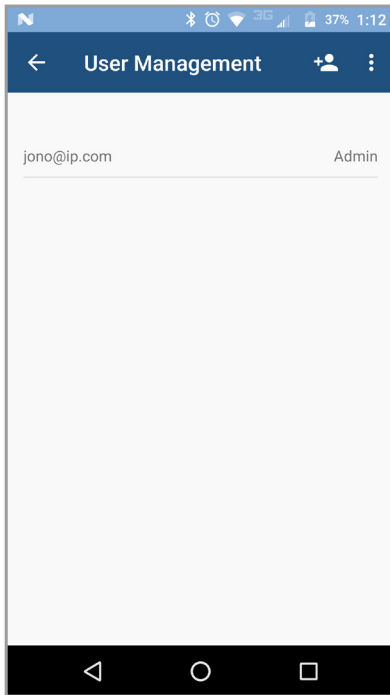
Add User:
Tap the Add User icon to add a new user.

More Icon:
Tap the More icon in the User Management Screen to refresh the user list. In the Edit User screen, the More icon is used to Delete or Suspend users.

Add New User

1. Tap the Add User icon.
2. Enter the new user's details, and then tap Save.

Reactivate User

1. From the user list, tap the user you would like to reactivate.
2. Tap the More icon.
3. Tap Activate User.

Delete or Suspend User

1. From the user list, tap the user you would like to Delete or suspend.
2. Tap the More icon.
3. Tap Delete User or Suspend User.
4. If deleting a user, tap Yes to confirm.

You can manage inventory items directly from the app by tapping the App Menu icon, and then tapping Inventory. Items that you add in the app are automatically synced to the cloud and are accessible to all users activated on your account.
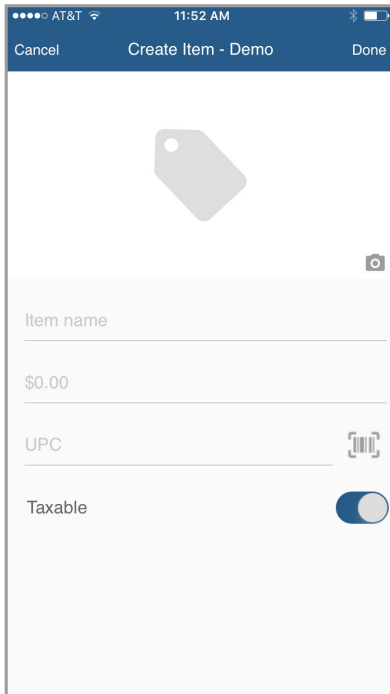
Add Image:
Tap the Camera icon to add an image to your new inventory item. You can select an image from your photo library or use your device's camera to take a new photo.

Scan Barcode:
Tap the Barcode icon to use your device's camera to scan UPC codes from your items.

Create Inventory Item

Follow the steps below to create inventory items:

1. On the inventory screen, tap ' + ' in the upper-right.
2. Add an image for your item (optional).
3. Enter an item name.
4. Enter a dollar amount for the item.
5. Add a UPC for the item (optional).
6. If the item is taxable, turn the slider on.
7. Tap Save.

Delete Inventory Item

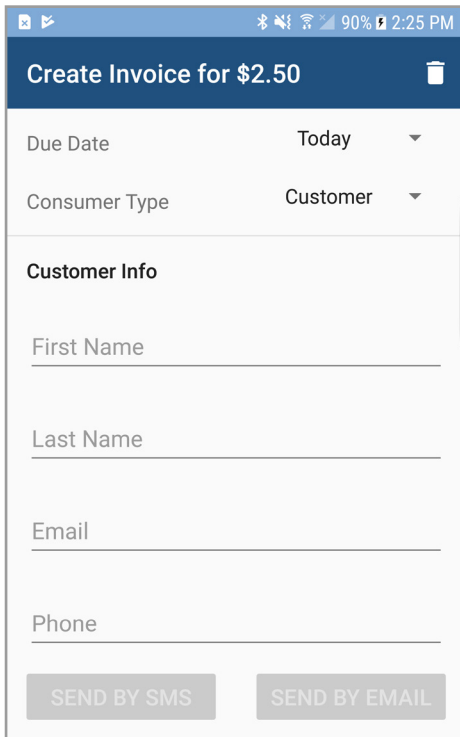Follow the steps below to remove inventory items:

1. On the inventory screen, tap the item you would like to delete.
2. Tap the Trash icon in the upper-right of the screen.
3. Tap OK to confirm item deletion.

Pro-Tip: BOGO (Buy One Get One Free) Items

Add an item with $0.00 dollar amount to create a buy one get one free item.

You can distribute Digital Invoices via e-mail or SMS text message, which allows your customers to pay from anywhere on a mobile device or desktop computer.

Due Date:
Due Date options are: Today, 1 week, 2 Weeks, 1 Month or Custom Due Date.

Consumer Type:
There are 2 Consumer types to select from. Selecting Customer will prompt for First and Last Name. Selecting Business will prompt for Business Name.

Customer Info:
Customer First Name and Last Name or Business Name, E-mail Address and Phone number.

Delivery Method:
Tap Send by SMS to send the digital invoice to your customer via SMS text message or tap Send by E-mail to send the digital invoice to your customer's e-mail address.

Create a New Invoice

Follow the steps below to create a new invoice:

1. Add items to the transaction.
2. Tap the Continue icon.
3. Tap Invoice.
4. Enter the Invoice details.
5. Select a method of delivery for the digital invoice.
6. Tap Done.

View Invoices

Follow the steps below to view an invoice:

1. Tap the App Menu.
2. Tap Invoices.
3. Here you can see a list of your current invoices and their status.

Resend an Invoice

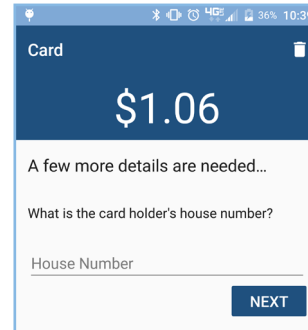Follow the steps below to resend an invoice:

1. Tap the App Menu.
2. Tap Invoices.
3. Locate the Invoice and swipe left to display the menu.
4. Tap Edit.
5. If necessary, edit your customer's contact info, and then select a method of delivery for the digital invoice.
6. Tap Done.

Below are the descriptions of the most common prompts that you may encounter when processing transactions with the iPayment MobilePay App.
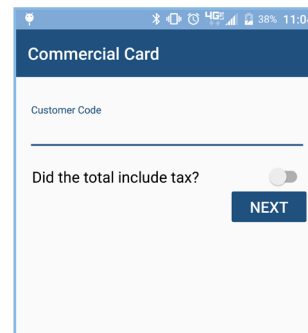
AVS (Address Verification)

Whenever you process a manual sale with the card not present, you will be prompted to enter the house number of your customer.
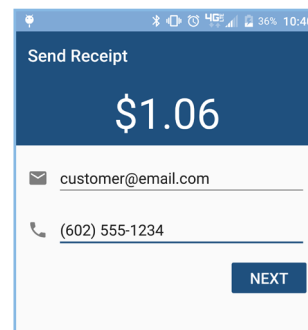
Commercial Cards

If a customer uses a commercial card for a transaction, you may be prompted to enter Tax and customer code information. Tax is entered only if there is no tax calculated on the item purchased. If the tax rate is entered, the app will extract the percentage entered and create a receipt showing the tax amount and adjusting the item price.
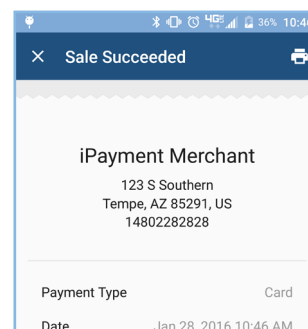
E-mail Receipts

To send electronic receipts to your customers via e-mail or SMS text message, enter their e-mail address, mobile phone number or both, and then tap Next.

Approved Transaction

Once a transaction is approved, a receipt will be displayed on the screen.

Declined Transaction

If a transaction is declined, you may be prompted to try the transaction again, use a new card, or cancel the transaction. In some cases, you can provide a declined statement to your customer with information they may need when contacting their card issuer.

If a transaction fails, you can edit the cart or cancel the sale.
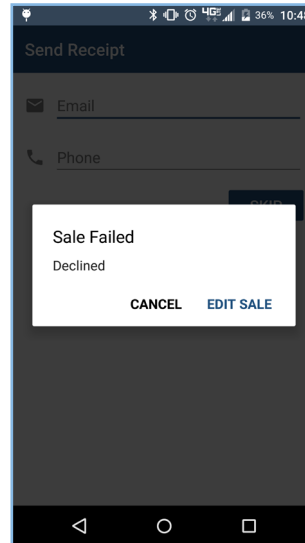
Session Timeout

You will be required to re-enter your password after an extended period of inactivity or if your account was used on another device.
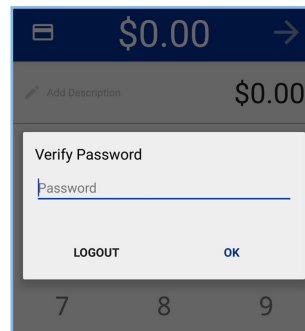
Partial Authorization

A partial authorization partially approves a transaction if a cardholder does not have enough credit on their credit card to cover the transaction amount.

You may then allow the cardholder to pay the remaining balance owed with another card or cash.

Note: This is completed in two separate transactions. The first transaction for the approved amount and a second transaction for the remaining balance.

Credit Card Sale

1. Add items to the transaction.
2. Swipe your customer's card.
3. Ask your customer to sign for the transaction or enter PIN if prompted to do so, and then tap Next.
4. Enter your customer's e-mail address and/or, Mobile number or both in the fields, and then tap Next (optional).
5. Receipt is displayed.
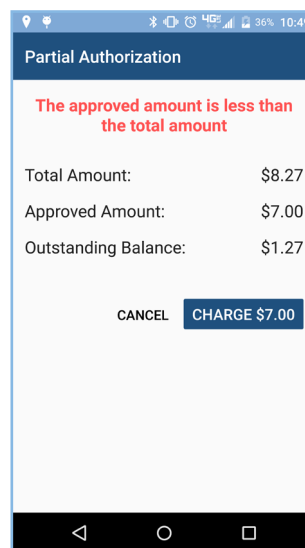6. Tap the 'X' at the top-left of the screen to return to the Home Screen.

Chip Card Sale

1. Add items to the transaction.
2. Insert your customer's card into the EMV reader.
3. When prompted, tap OK, and then hand the device to your customer to confirm the charge.
4. Customer taps Charge.
5. Ask your customer to sign for the transaction or enter PIN if prompted to do so, and then tap Next.
6. Enter your customer's e-mail address and/or, Mobile number or both in the fields, and then tap the Continue icon (optional).
7. Receipt is displayed.
8. Tap the 'X' at the top-left of the screen to return to the Home Screen.

Check Sale

1. Add items to the transaction.
2. Tap the Continue Icon.
3. Tap Check.
4. Enter the customer's Check Number, and then tap the Continue icon.
5. Enter your customer's e-mail address and/or, Mobile number or both in the fields, and then tap the Continue icon (optional).
6. Receipt is displayed.
7. Tap the 'X' at the top-left of the screen to return to the Home Screen.

Credit Card Sale (Manual)

1. Add items to the transaction.
2. Tap the Continue Icon.
3. Tap Card.
4. Enter your customer's credit card number, expiration date, CVV, and Zip Code. You must also select whether the customer's credit card is present or not. If it is not present, you will be prompted to enter your customer's billing statement house number. In addition, if you do not enter the CVV, you will be prompted to provide a reason.
5. Tap tap the Continue icon.
6. Enter your customer's e-mail address and/or, Mobile number or both in the fields, and then tap the Continue icon (optional).
7. Receipt is displayed.
8. Tap the 'X' at the top-left of the screen to return to the Home Screen.

Cash Sale

1. Add items to the transaction.
2. Tap the Continue Icon.
3. Tap Cash.
4. Enter the Amount Tendered, and then tap the Continue icon.
5. Enter your customer's e-mail address and/or, Mobile number or both in the fields, and then tap the Continue icon (optional).
6. Receipt and Change Due is displayed.
7. Tap the 'X' at the top-left of the screen to return to the Home Screen.

Sales History

1. Tap Sales History at the bottom of the screen to search your sales history by date, last four digits of card number or by amount.

Refund

1. Tap Sales History.
2. Search for your transaction to refund by date, last four digits of the card number or by the transaction total amount, and then select it.
3. Tap the Overflow Icon.
4. Tap Issue Refund.
5. Enter your password, and then tap the Continue Icon.
6. Select the items to refund, and then tap the Continue Icon.
7. Select a reason for the refund. If Other is selected, type in the reason.
8. Receipt is displayed.
9. Tap the 'X' at the top-left of the screen to return to the Home Screen.

Resend Receipt

1. Tap the App Menu Icon.
2. Tap Sales History.
3. Search for your transaction to refund by date, last four digits of the card number or by the transaction total amount, and then select it.
4. Tap the Overflow Icon.
5. Tap Send Receipt.
6. Enter your customer's e-mail address and/ or mobile number in the boxes, and then tap Next.
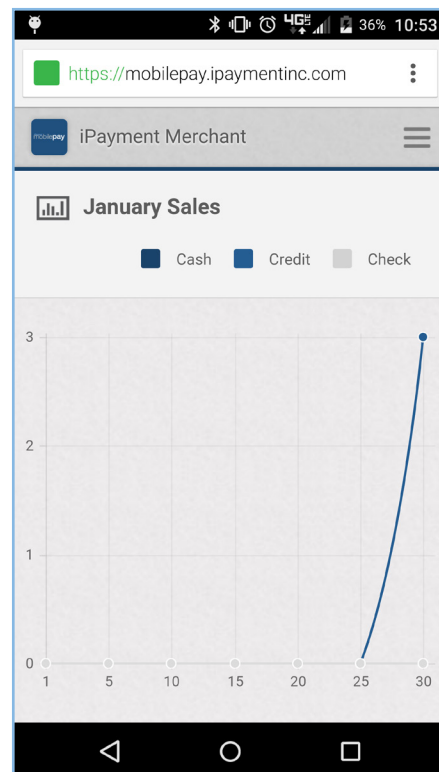
Web Companion Portal

Web Companion Portal

You can visit the Web Portal by tapping the App Menu Icon, and then tapping Dashboard.
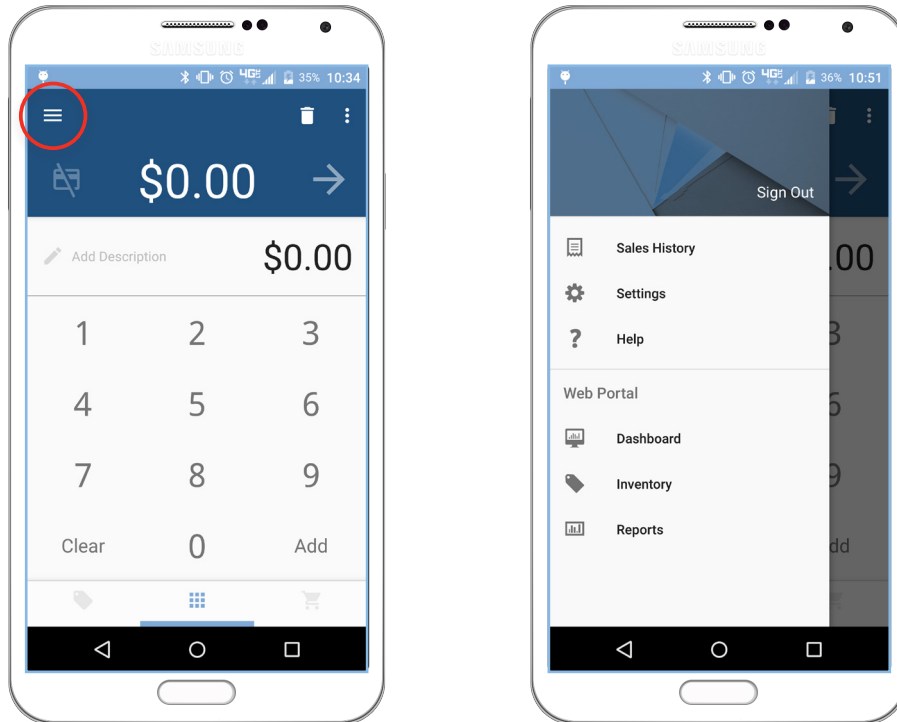
Web Portal Features:

- Recurring Billing
- Issue Refunds
- View and Export sales reports
- Manage additional users for your account
- Manage inventory
- View Inventory Report
- XML Feed
- Access help and support

There are many settings that you can configure within iPayment MobilePay. All settings are accessed by tapping the App Menu Icon, and then tapping Settings.

Invoice Numbers

If you enable invoice numbers, you will have the option to enter an invoice number for each transaction that you run. To turn invoice numbers on:

1. Tap General.
2. Turn invoice numbers on or off using the slider.

Geolocation

Geolocation allows iPayment MobilePay to access your location information which will display a map on all transaction receipts.

1. Tap General.
2. Turn Geolocation on or off using the slider.

Feedback

Allows anonymous analytics to be gathered to help us improve your user experience.

1. Tap General.
2. Turn Analytics on or off using the slider.

Card Reader

The app works with multiple card readers. Select the preferred reader to be used during sale transactions.

1. Tap Card Reader.
2. Select Chip Enabled Device, Swipe Only Device or Bluetooth Card Reader.

Tax

You may enable a sales tax percentage to your transactions:

1. Tap Tax.
2. Turn Tax on using the slider.
3. Enter a Tax Rate to add a percentage to include state and local taxes to each transaction.

Tips

You may enable tips (gratuities) that allow your customer to select a percentage to add a gratuity to their purchase. The customer will also have the option to enter a different tip amount as well as the ability to bypass adding a tip:

1. Tap Tips.
2. Turn Tips on or off using the slider.
3. Additionally, you may Round Tip Amounts up to whole dollar amounts using the provided check box.

Receipts

Use the automatic receipt option if you would like to receive copies of transaction receipts via e-mail or SMS message. To enable receipts:

1. Tap Receipts.
2. Turn Receipts on using the slider and add up to 3 mobile numbers and 3 e-mail addresses.

Sync

By enabling this option, the account settings are managed by the administrator and shared with all users. When disabled, users are allowed to locally manage their own settings.

1. Tap Sync.
2. Turn Auto Sync on or off using the slider.

Troubleshooting

Issue	Suggestion
Unable to log in to the application	• Ensure that you are connected to a network and that your device is not in airplane mode.
Forgot password	• Reset your password by tapping Reset Password on the Login Screen.
Password does not work	• Ensure you are spelling it correctly. • Ensure you enter the case correctly.
Card reader is not working properly	• Ensure the reader's audio jack is completely inserted into your device. • Disconnect and reconnect the reader. • Ensure headset volume is turned up to the highest setting. • Power off your device and restart it. • Verify the appropriate card reader type is selected in the app Settings.
Bluetooth Card reader is not working properly	• Press the Enter key (green check) to wake the device. • In the App's Card Reader settings, choose a different type of device, and then back to Bluetooth. • Verify the reader is paired with your device in the Bluetooth Settings of your device. • Ensure that the reader is charged. • Power off your device and restart it. • Verify the appropriate card reader type is selected in the app Settings.
Application closes unexpectedly	• Close all other open applications on your device. • Ensure you are connected to a network. • Ensure your device is not in airplane mode. • Power off your device and restart it.
I cannot process transactions	• Ensure you are connected to a network. • Ensure your device is not in airplane mode. • Close all other open applications on your device. • Disconnect and reconnect the reader. • Power off your device and restart it.

Technical Support

Our Customer Contact Representatives are available 24 hours a day, 7 days a week to help merchants with technical support issues they may have with iPayment MobilePay.

(844) 312-1251