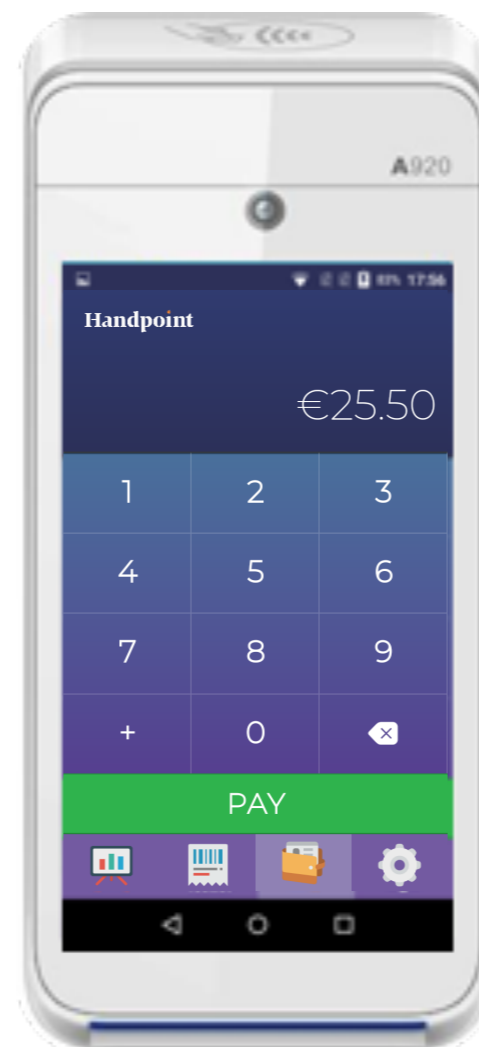# Handpoint

Quick Start Guide:
Get ready to accept card and contactless payments
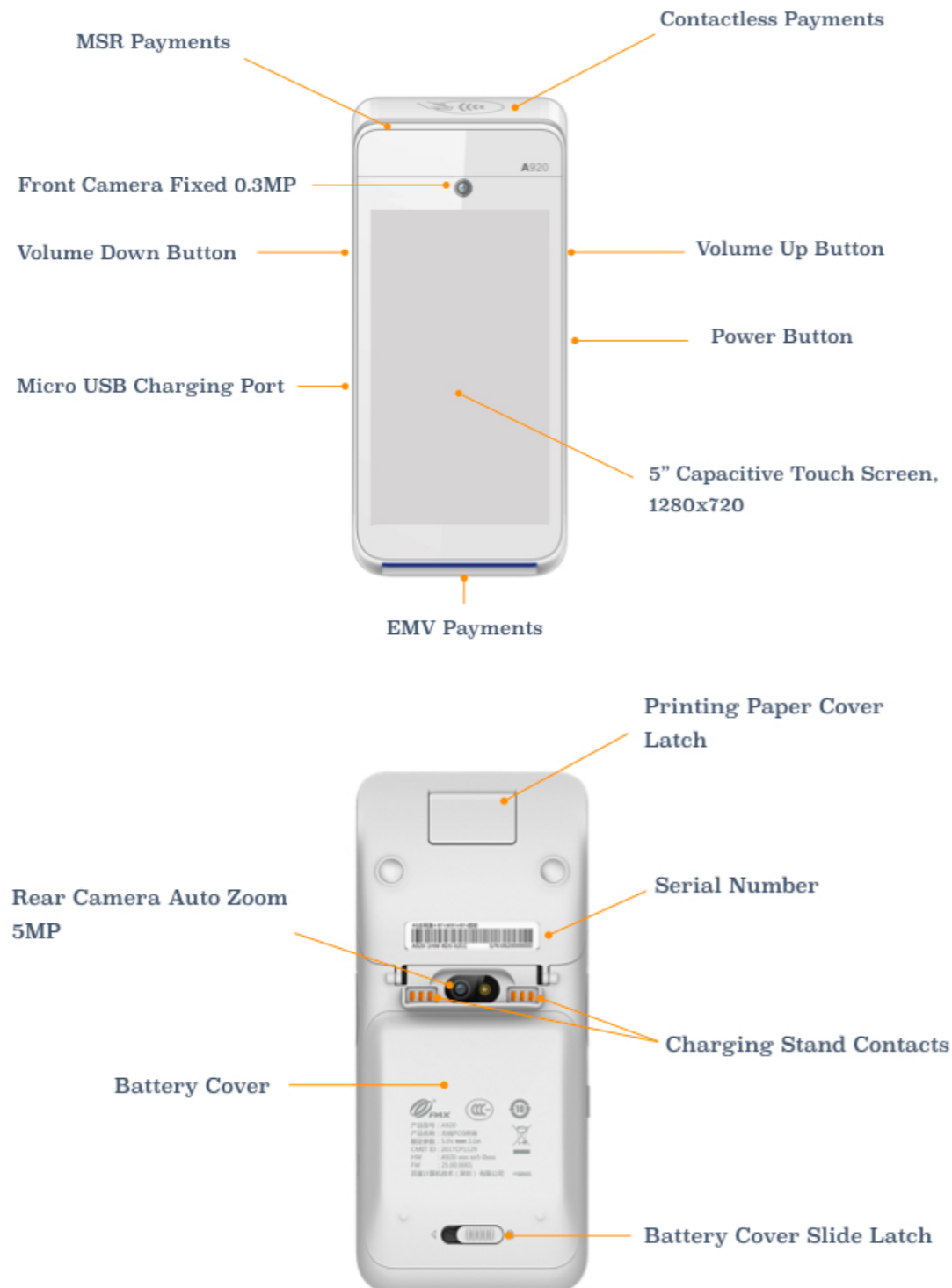## with your new Handpoint SmartPOS terminal

Getting started

In order to accept card payments you only need your Handpoint SmartPOS PAX A920 and an account with an authorized merchant account provider

Charge up your Handpoint SmartPOS

Before starting your Handpoint SmartPOS, the card reader should be fully charged.

MSR Payments
Contactless Payments
Front Camera Fixed 0.3MP
Volume Down Button
Volume Up Button
Power Button
Micro USB Charging Port
5" Capacitive Touch Screen, 1280x720
EMV Payments

Printing Paper Cover Latch
Rear Camera Auto Zoom 5MP
Serial Number
Charging Stand Contacts
**Battery Cover**
Battery Cover Slide Latch

To be able to charge your battery, first remove the protective plastic strip from the battery connectors:

1. Push the battery cover slide latch (at the back of the card reader) to the right to open, and remove the battery case cover (lift from bottom)
2. Lift out the battery (lift from the bottom)
3. Remove the battery protective strip from the battery connectors (this is important)
4. Re-insert the battery and casing, pushing back the cover slide latch to the left

To charge the card reader, plug the micro USB connector to the micro USB port on the left side of the terminal.

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Power on your Handpoint SmartPOS and get connected

Turn on your smartPOS card reader. The **Handpoint app** should automatically start. Make sure you have WiFi or SIM connection

Volume -
Volume +
Power Button
Micro-USB

Press Power button
3 to 5 seconds
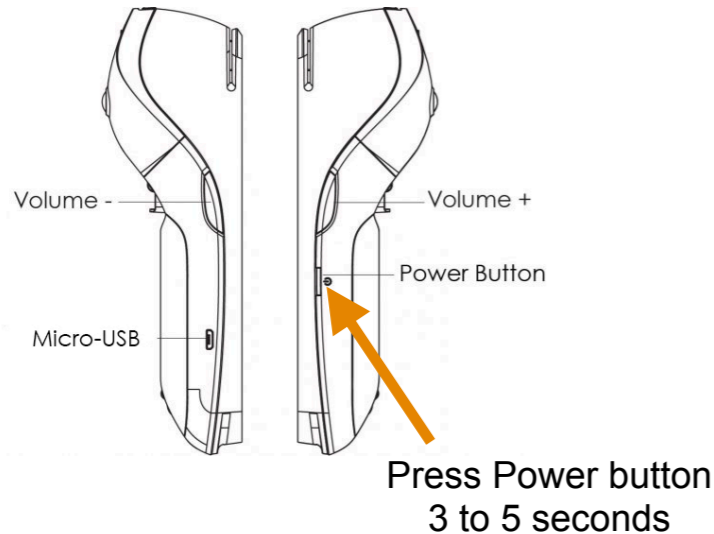
Handpoint app should start. If not, please select the app's icon to launch it.

WiFi: configure internet from settings bar (top of screen)

OR

Sim: check the SIM is inserted under the battery

SIM1 slot

WiFi Connection:

- Use the touch screen to bring the settings bar down from the top of the screen. You must pull it all the way down until the settings appear in full with icon names
- Select the Wi-Fi name (below the Wi-Fi icon)
- Select the toggle switch to enable Wi-Fi
- Once the list of available Wi-Fi networks appear, select your desired network
- When your card reader has successfully connected to the network, it will confirm this action by displaying "connected" below the network name

SIM Connection:

- Insert your SIM - Push the battery cover slide latch (at the back of the card reader) to the right to open, remove the battery case (lifting from the bottom) and take out the battery (also lifting from the bottom). Insert your SIM, replace the battery and cover. Slide the lock closed.
- Select the Settings application and the following steps:
  a) enter the password pax9876@@ and click "OK"
  b) Select "More" —> Select "Cellular Networks" —>Select "Access Point Names"
  c) Select "+" at top right and fill in the APN settings
  d) Select the drop-down, dotted icon (three dots icon) —> Select "Menu" —> Select "Save"

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Getting started is easy!

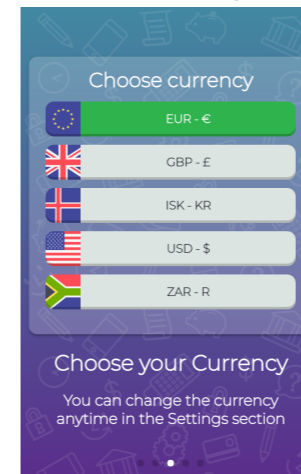On your first activation, you will be asked to choose some basic settings in the app. In a few steps, you're all set!
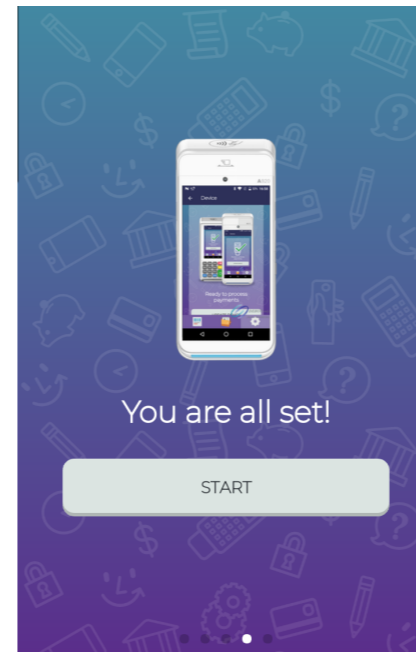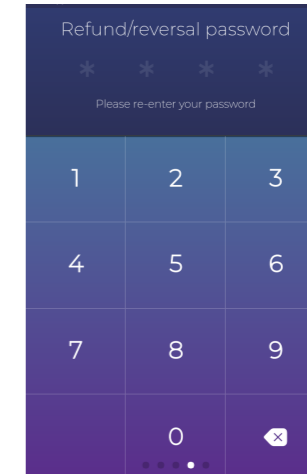
Start
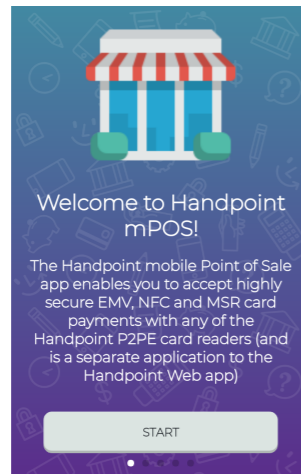
**Select
Language**

**Select
Currency**

**Select
Password for refunds**

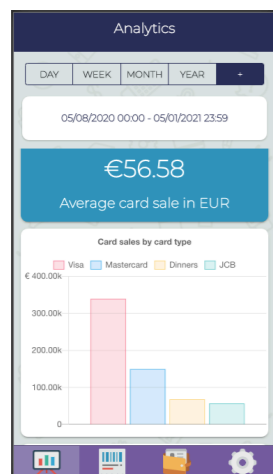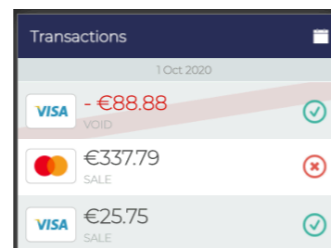If you want to change any of these settings later, simply click into the setting of the app:

You are in!

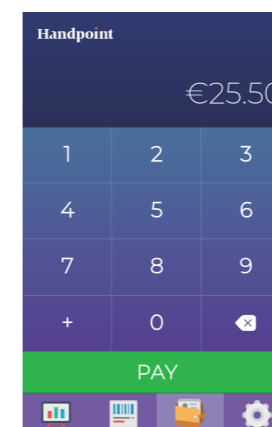## Start taking payments and gaining insights
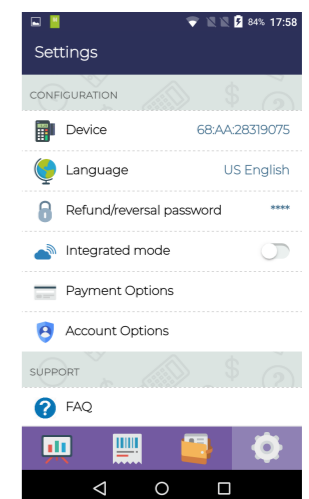

1 See your business growth right from the app

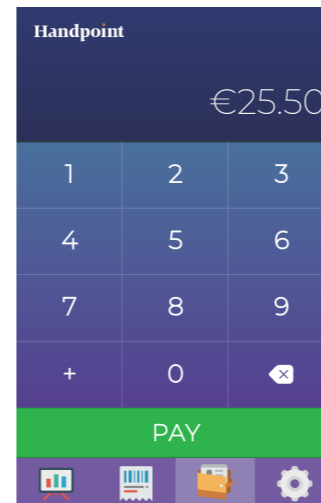2 See your transaction history, reprint receipts, and reverse transactions

3 Accept payments with Handpoint SmartPOS
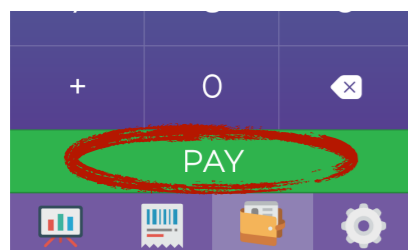
4 Easily control your experience

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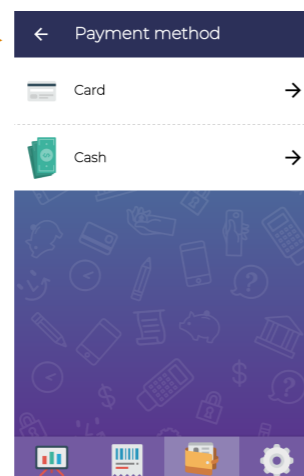## PAYMENTS - easily accept card and contactless payments

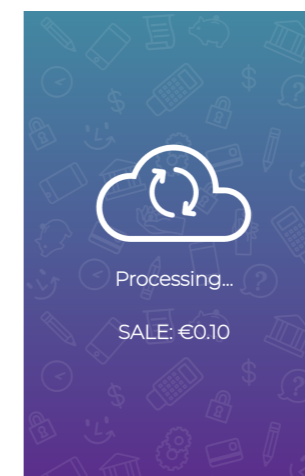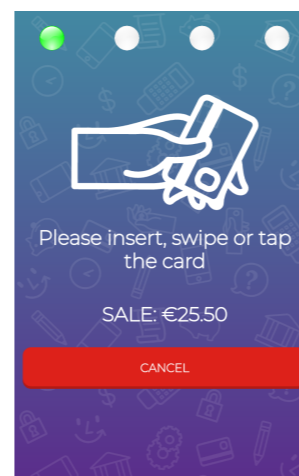The payment method and card brands accepted are defined by your merchant account provider

| Type the amount, click Pay	Select Card, Cash, etc.	Your customer can follow the prompts on the screen		Sale is processed!
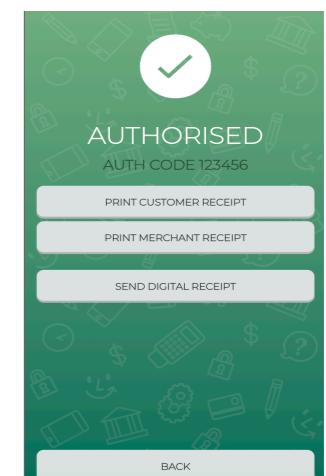
Note: Select "Card" for physical cards or mobile wallets, e.g. ApplePay.

Once the sale is authorized, you can print the receipt or send it electronically.

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TRANSACTIONS - review history, reprint/resend receipts, process refunds

Transactions

1 Oct 2020

VISA - €88.88
VOID

 €337.79
SALE

VISA €25.75
SALE
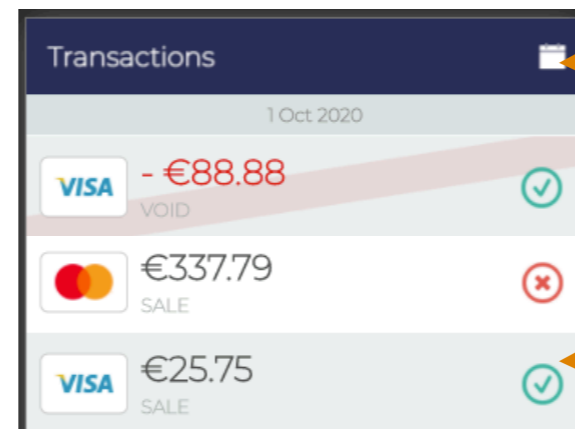
Filter by dates

View details
by clicking on a transaction

Reprint or resend receipt
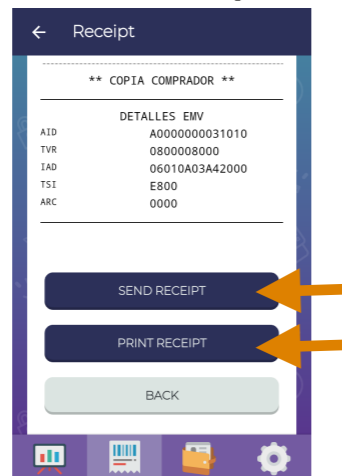Select the transaction from your transaction list.

Select Customer or Merchant receipt

Transaction
22/12/2020 01:13
AUTH CODE 123456
AUTHORISED
€0.10
CUSTOMER RECEIPT
MERCHANT RECEIPT
REVERSAL   REFUND
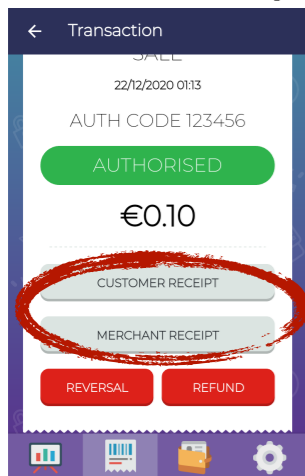
Select Print or Send receipt

Receipt
** COPIA COMPRADOR **
DETALLES EMV
AID   A0000000031010
TVR   0800008000
IAD   06010A03A42000
TSI   E800
ARC   0000
SEND RECEIPT
PRINT RECEIPT
BACK

Make reversals or refund transactions with your password
Select the transaction from your transaction list.

Select Reversal or Refund sale

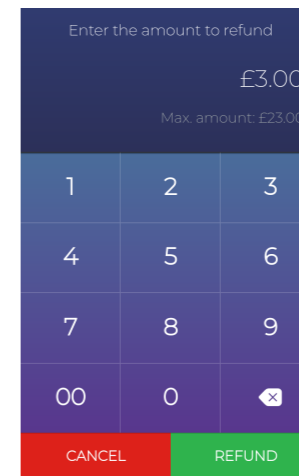Transaction
22/12/2020 01:13
AUTH CODE 123456
AUTHORISED
€0.10
CUSTOMER RECEIPT
MERCHANT RECEIPT
REVERSAL   REFUND
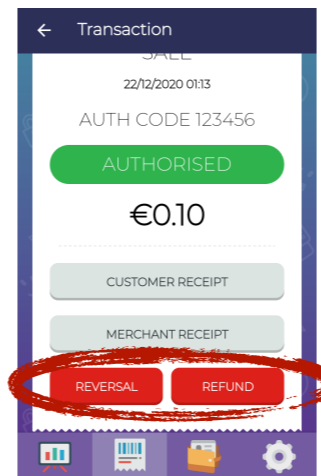
Type amount to refund

Enter the amount to refund
£3.00
Max. amount: £23.00
1 2 3
4 5 6
7 8 9
00 0 ⌫
CANCEL   REFUND

Enter your password to authorize

Refund/reversal password
Please enter your password
1 2 3
4 5 6
7 8 9
0 ⌫
CANCEL
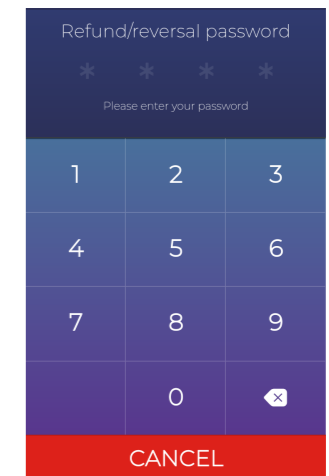
Reversals are only enabled before a transaction settles, usually end of day.

Your merchant account provider will determine if refunds are allowed from your terminal.

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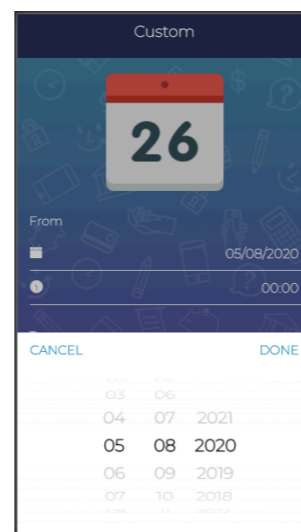## ANALYTICS- get real time insights on your card payments

Select a time period or define your own

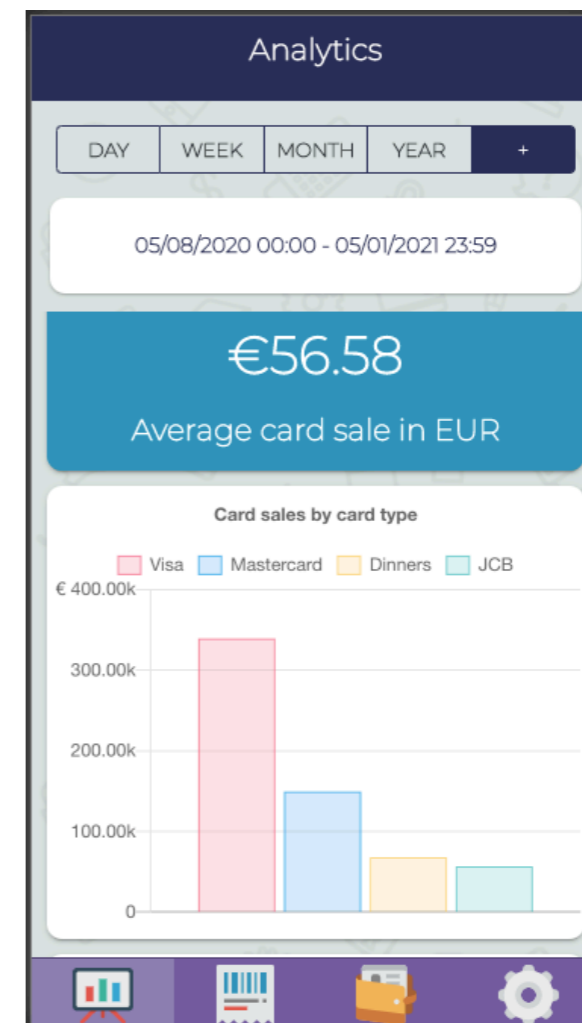**Select Period at the top, or tap the last option for custom**
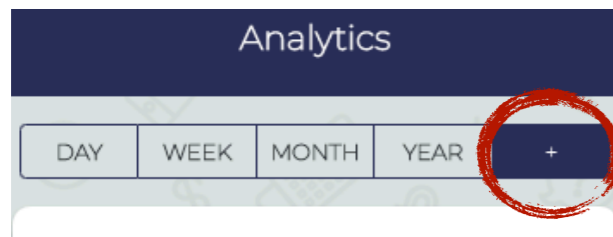
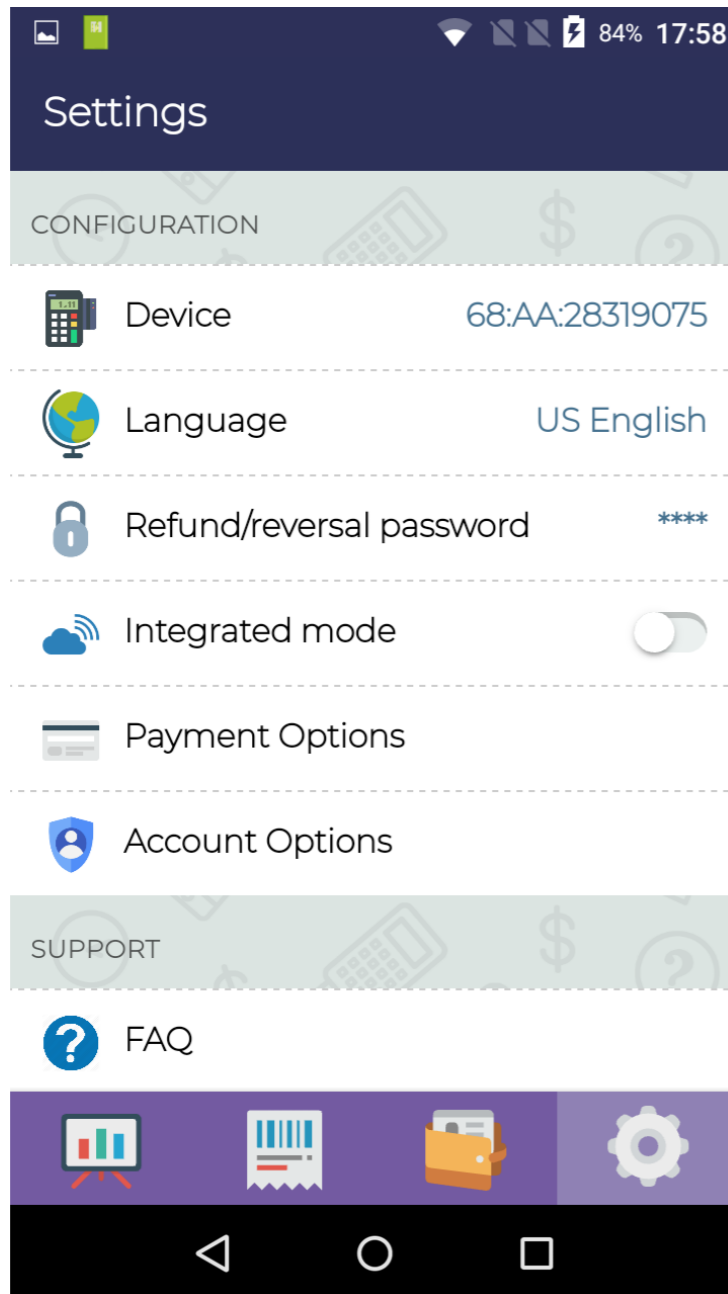**Define start and end dates of custom period**

Analyze your business performance

View your total card sales, sales by card type, and more

SETTINGS- manage your account: change or reset your password, get a link to support, and more

Customize your solution:

- **Currency** options are defined by your provider
- **Device** update your terminal
- **Language** choose the language of the app
- **Refund / Reversal password** change your password
- **Integrated mode** - If you are using your PAX with an another point of sale, you can toggle off integrated mode to take standalone payments with the Handpoint app
- **Payment options** enable or disable different payment options (the list you see here is defined by your provider)
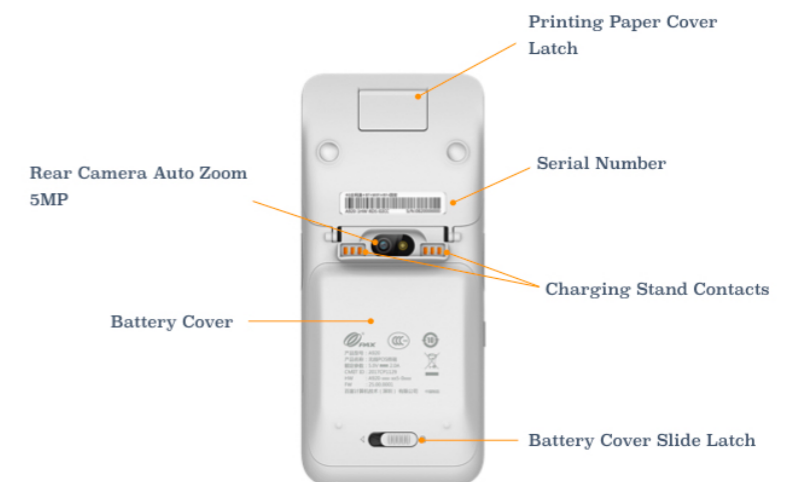- **Account Options** delete your account

Support options

- **FAQ** link to your support channel, access to the Frequent Questions and support material by Handpoint.

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Handpoint SmartPOS includes a built-in printer for all-in-one flexibility

To change your receipt paper

- On the back of the card reader, pull down the paper lid release leaver and take the whole lid casing away
- Remove the paper roll by simply pulling it out of the slot
- Use a roll of thermal receipt paper 2 1/4" x 50'
- Insert the new thermal paper roll in the same slot with the glossy side of the paper sheet facing out the top.
- Pull out around 2 inches of the paper sheet and close the close over it, until the lid snaps into place
- Tear off any excess paper
- Now your card reader is ready to produce receipts after a transaction.

Printing Paper Cover Latch

Serial Number

Rear Camera Auto Zoom 5MP

Charging Stand Contacts

Battery Cover

Battery Cover Slide Latch

Handpoint

Questions?
Contact your provider of Handpoint for additional support

www.handpoint.com