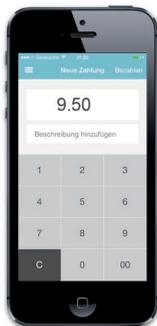


mCashier User Guide



To accept payments

1. Enter the purchase amount in the app.
If desired, you can enter a reference under the amount (e.g. the product name). The reference will appear on the receipt.
2. Select <Checkout>.
3. Hand the card reader over to your customer.
4. The customer inserts their payment card, confirms the amount, enters their PIN and reconfirms the transaction by pressing <✓>. Some cards require a signature rather than a PIN. Ask the customer to sign manually on the touchscreen.
If the chip reader does not work, read the card data again using the magnetic strip reader.

4.1 Contactless payment

The contactless function is always activated on the mCashier device. As soon as the amount is displayed on the terminal, the cardholder can hold his/her card over the display or near the four LEDs. As soon as the payment has been made successfully, the four LEDs light up. This symbol indicates whether the card is contactless-enabled)))

5. The payment is checked and processed. This may take a few seconds.
6. The customer removes their card.
7. Do you want to e-mail a receipt to the customer? Enter their e-mail address now.



To cancel a payment

You can cancel the most recent payment in the app:

1. Select the menu bar on the top left in the app.
2. Select <Reimburse payment> for the most recent payment.
3. Enter your password and select <Reimburse>.
Do you want to cancel another payment? Send an e-mail to your Customer Service Manager. You will find contact information at www.six-payment-services.com/mcashier-support. Add your customer details, the date and amount of the payment, and the reason for the cancellation.

Getting started with mCashier

1. Load the app

Download the app onto your smartphone or tablet, or visit the relevant app store on your mobile device and enter "mCashier". www.six-payment-services.com/mcashier-app

2. Customize the receipt

Sign in to the mCashier portal at www.six-payment-services.com/mcashier-login.

Using your predefined login details. Upload your company logo to customize your customers' receipts. mCashier gives you an overview of all payments at all times.

3. Charge the card reader

Before getting started, fully charge the card reader using the USB cable provided.

4. Connect the card reader with your mobile device

Connect the card reader with your smartphone or tablet as described below:

- 1) Switch on the card reader using the power button on the upper right of the terminal.
 - 2) Hold down the green <✓> key or Bluetooth key with the blue LED (upper right of the terminal) until the Bluetooth symbol <Ⓜ> flashes.
 - 3) Now activate Bluetooth on your smartphone or tablet. After a few seconds the mCashier card reader will appear in the list of available devices.
 - 4) Connect the two devices in the usual way.
 - 5) Confirm the activation of the Bluetooth connection on your mobile device.
 - 6) Then confirm the connection on the card reader by pressing the green <✓> key.
-

5. Launch the mCashier app

Open the app. For identification and security, use your login details to open it (same as for the mCashier portal).

6. You're ready to go!

Enter payments and let your customers pay without cash.

To charge the battery

The card reader is fitted with a high-performance battery. This can be charged by USB.

To switch mCashier card reader on and off

The card reader automatically switches to standby mode after approximately two minutes. Press any button to exit standby mode.

App

If you are no longer using mCashier, use the menu bar on the top left to log out. This will prevent other people from making any unauthorized payments.

Requirements

The following smartphones and tablets are compatible:

Apple: iOS7 and higher with iPhone 4, iPad 2, iPod touch 5 and later versions.

Android: Version 4 and higher/tested on the Samsung Galaxy S2, S3, S4 and Nexus 4 and 5.

Troubleshooting

Payment does not work

1. Check the card reader and turn it off and then back on again.
2. Check the Bluetooth connection between the card reader and your smartphone. If necessary, reboot the connection by turning it off and then back on again.
3. Check the card has been inserted correctly.
4. Try the payment again to check the card is not defective.

Reasons for rejected payments

The following reasons result in a rejected payment:

- The card is not supported.
- The card limit has been reached.
- No credit balance is available.
- The card has expired.

Keyboard does not react

If the keyboard does not react, check the battery or reset the card reader. To do this, use a sharp object to press the Reset button immediately to the left of the Power button.



Questions & answers

Where can I see the most recent payments?

Go to the menu bar on the top left in the app. Here you will find the most recent transaction history. You can find a detailed overview on the mCashier portal, which can be found at www.six-payment-services.com/mcashier-login.

What happens when there is a poor Internet connection?

If the Internet connection is lost, the card is not debited. Change to a WLAN connection if possible.

What happens if the battery runs out during a payment?

The payment will be interrupted. Check afterwards if the payment was made by looking at the most recent payments in the app or on the mCashier portal. To avoid any errors, do not use mCashier when the battery is low.

What do I do if I get an incoming call during a payment?

Reject the call and complete the payment. This is the only way to ensure the payment is processed correctly.

How do I send a duplicate receipt to a customer?

Go to the menu bar on the top left in the app. Select the relevant payment and re-enter the e-mail address.

My card reader has been lost or stolen – what should I do?

Contact our hotline. We will deactivate the mCashier immediately to prevent any misuse.

For more questions, answers & support, go to:

www.six-payment-services.com/mcashier-faq

www.six-payment-services.com/mcashier-support

Your local point of contact can be found at: www.six-payment-services.com/contact

SIX Payment Services Ltd
Hardturmstrasse 201
P.O. Box
CH-8021 Zurich

SIX Payment Services (Europe) S.A.
10, rue Gabriel Lippmann
5365 Munsbach
Luxembourg

SIX Payment Services (Austria) GmbH
Marxergasse 1B
1030 Vienna
Austria