SIX Payment Services

mPRIME short instructions

Accepting payments

1. Enter the purchase amount in the app.
   If desired, create a purchase reference underneath the amount (e.g. product name).

2. Select <Pay>.

3. Hand the card reader to the customer.

4. Customer inserts their card, enters their PIN and confirms again with the <O> button.
   For some cards, a signature is required instead of a PIN. Have the customer sign by hand on the touchscreen of the smartphone/tablet.

4.1 **Contactless payment**
   On the mPRIME device, the contactless function is always switched on. As soon as the amount appears on the terminal, the card holder can hold their card over the display or near the four LED lights. If the payment was successful, the four LEDs light up. You can tell if the card is contactless with this symbol:)))

5. The payment is verified and processed. This may take a few seconds.

6. The customer takes their card back.

7. Would you like to send our customer a purchase receipt by email?
   1. Press <Send email>.   3. Enter your customer's email address.
   2. Select email client you have already installed.   4. Send the email.

Cancelling payments
You can cancel the last payment in the app:

1. In the app, select the menu list on the upper left-hand side.

2. Select the <Movements> function under Administration.

3. Select the last transaction that was carried out from the list.

   Select <Cancellation>. Would you like to cancel another payment? Write an email to the responsible customer services. You can find the details at: www.mprime.me

Crediting payments
You can issue a credit note at any time in the app:

1. In the app, select the menu list on the upper left-hand side.

2. Select the <Credit> function in the app.

3. Confirm your selection.

4. Enter the amount in the app and then press <Pay>.

5. Hand the card reader to your customer.

6. Customer inserts their payment card, confirms the amount, enters their PIN and confirms again with OK. For some cards, a signature is required instead of a PIN. Have the customer sign by hand on the touchscreen of the smartphone/tablet.

Daily closing

With daily closing, all transactions that have been carried out are sent to the card processors and completed. By carrying out daily closing, the amounts are credited to your bank account. Daily closing should be done at least once a day, preferably after closing time.

1. In the app, select the menu list on the upper left-hand side.
2. Select the <Closing> function under Administration.
3. Confirm your selection.

Charging the battery

The card reader is fitted with a powerful battery. The battery can be charged via USB.

Battery status display:
– 20%–16%: "Battery almost empty!" For every transaction, the following notice is displayed briefly: "Please connect to power supply".
– 25%–10%: "Battery empty!" Transactions are denied with the warning "Please connect to power supply".
– >10%: "Battery empty!" The Bluetooth connection is disconnected!

Switching mPRIME card reader on/off

The card reader automatically switches to standby mode after 2 minutes. Press any button to end standby mode. The card reader can be switched off by holding down the <✕> key and switched on by holding down the <O> key.

Requirements for tablet/smartphone

– Android: minimum version 6
– iOS: minimum version 10

Hotline

Number: 0900 00 00 66; costs for the caller: CHF 0.79/minute.
Number operated: Monday–Saturday, 8.00 a.m.–5.00 p.m.

App

The SIX mPRIME app can be downloaded for free in the Apple App Store or Google Play Store, and it can only be used in conjunction with the mPRIME payment terminal.

www.six-payment-services.com/mprime.me

Download on the App Store

GET IT ON Google Play