



bbpos WisePad 3 mPOS Handheld Reader User Guide

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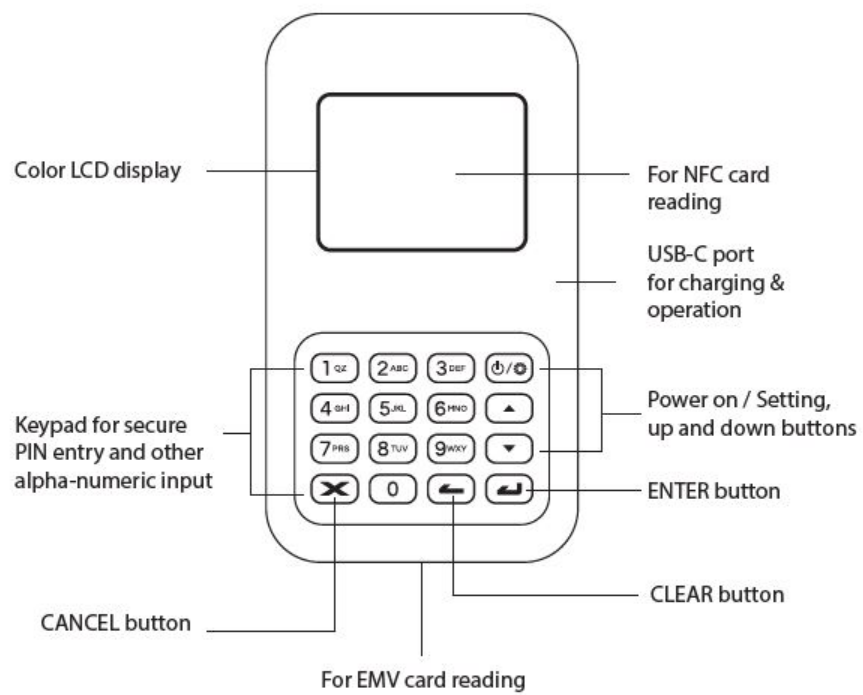


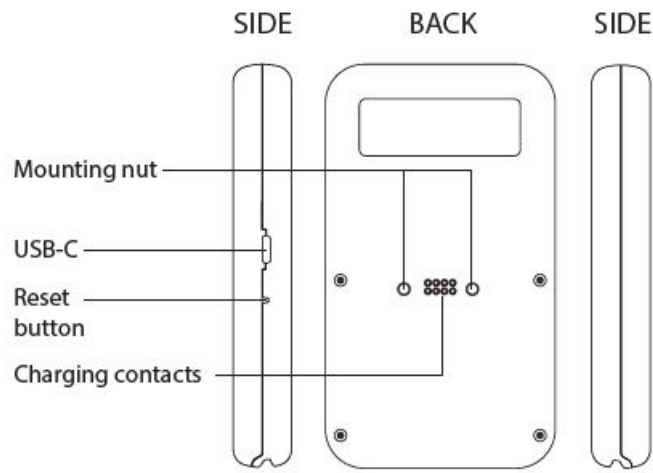
bbpos WisePad 3 mPOS Handheld Reader



Index & Accessories

FRONT



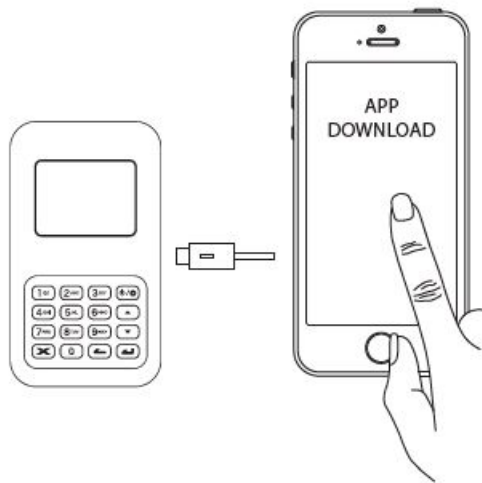


Package Contents

- Device x 1
- USB-C cable x 1
- Quick start guide x 1

Quick Start Procedures

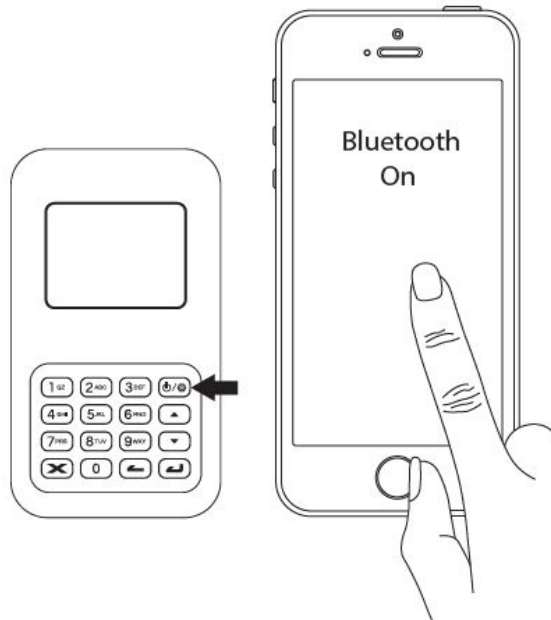
STEP 1



Connect USB-C charging cable to charge the device as shown to the right. Play. Download application from google play store. WisePad 3 is powered by an internal Lithium Polymer rechargeable battery pack that cannot be removed or replaced. Before first use, charging is required for approximately two to three hours. To prevent potential electrical damage to the WisePad please be recommended to use the USB cable provided with the packaging only.

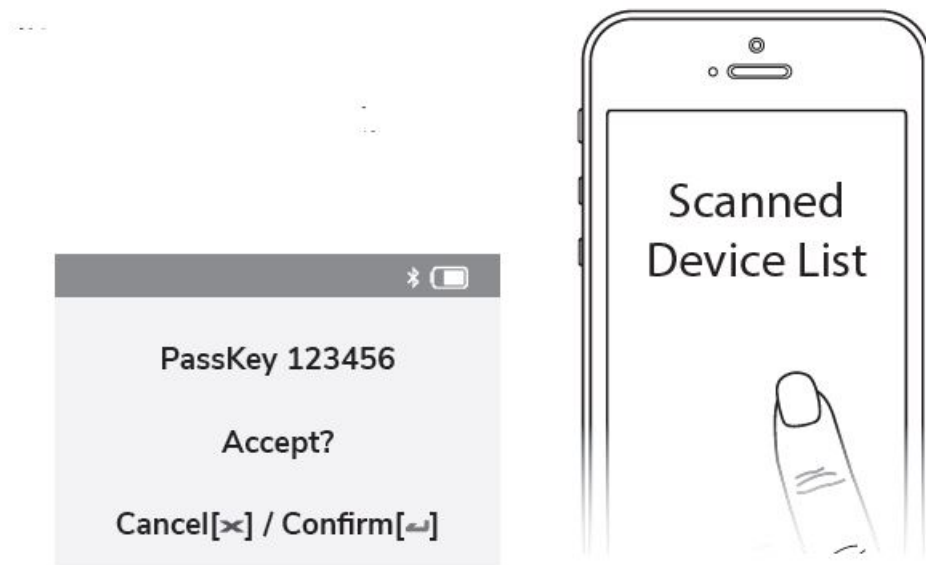
STEP 2

Turn on the device pairing function of your smartphone/tablet. Then, press turn on the WisePad. Please ensure that Bluetooth function of your smartphone / tablet is ON before device pairing.



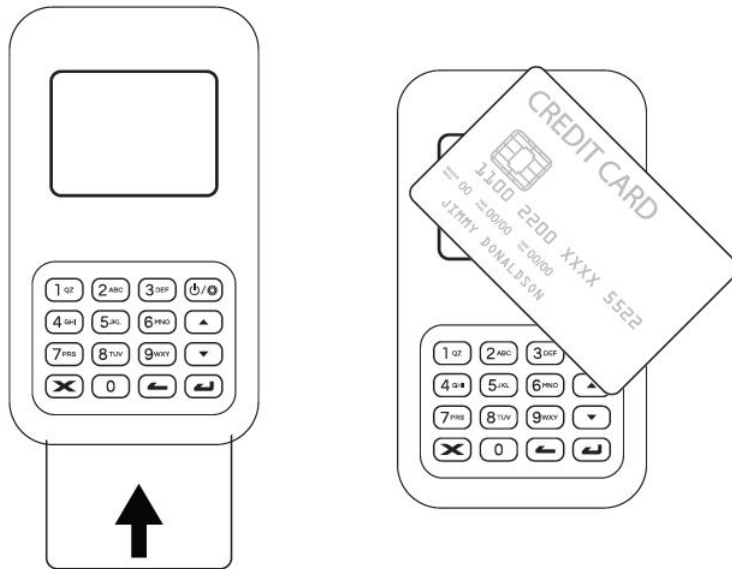
STEP 3

Select WisePad 3 in the Scanned Device List on your smartphone/tablet. Then, pair with WisePad 3 with Pairing PIN. And now your WisePad is connected.



STEP 4

You can follow your application instruction to start the transaction process, then insert or tap card to complete the transaction. If you pay via inserting EMV IC card, please ensure that EMV chip of the card is facing the right direction. If you pay using NFC card, please ensure you tap the NFC payment card within 4cm range on top of the screen.



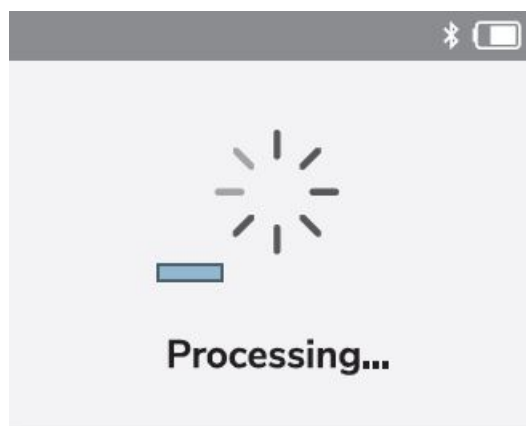
On Screen Transaction Status

Ready to read



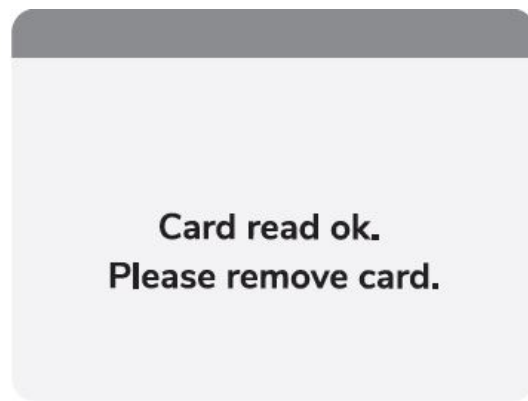
Ready for tapping/ inserting /swiping card.

Reading card



Reading card information.

Completed card reading



Card reading process completed.

Approved transaction



Transaction completed.

Declined transaction



Error, please retry.

Product Specifications

Display	2.4 (320 x 240) Backlit color display
Features & Functions	EMV/PBOC Chip card reader ISO 7816 Compliant Class A, B, C card) NFC Reader (EMV contactless, ISO 14443A/B) Secure PIN pad
Status Indicator	On Screen indicator
Communication Interface	mPOS mode Bluetooth BLE 4.2, USB-C Contact point (cradle)
Power & Battery	Li-polymer battery, 3.7V, 800mAh
Charging	Via USB-C Via Charging contact points
Supported OS	Android 4.2 or above, iOS 6.0 or above, Windows 8 or above
Operating Temperature	0°C – 45°C (32°F – 113°F)
Operating Humidity	Maximum 95%
Storage Temperature	-20°C – 55°C (-4°F – 131°F)
Storage Humidity	Maximum 95%
Dimensions	69.7 x 121.7 x 17.7 mm / 2.74 x 4.79 x 0.7 inch approx.
Weight	130 g / 4.59 oz approx.

Troubleshooting

Problems	Recommendations
Device cannot be paired	<p>Please press & hold the power on/o button to restart your device.</p> <p>Please check to see if you can find the WisePad 3's "Serial Number" in the Scanned Device List of your smartphone or tablet.</p>
Display turned o automatically	<p>The display may turn o after entering the SLEEP MODE to save power. Please press and hold the power on/o button to restart it.</p> <p>The device battery may have discharged, please use the USB cable to recharge it and then retry.</p>
Device has lost connection with your smartphone or tablet	<p>Please press and hold the power on/o button to turn on the device again. The device will automatically connect with your smartphone or tablet again.</p> <p>The device may be at lower battery level, please use the USB cable to recharge it and then retry.</p> <p>Please ensure that the device and the smartphone / tablet are within the Bluetooth reception range.</p>
Device cannot read your card successfully through the NFC reading	<p>Please check that your card supports NFC payment.</p> <p>Please ensure if your card is placed within 4cm range on top of the NFC marking.</p>
Device cannot read your card successfully through the NFC reading	<p>Please check if your card supports NFC payment.</p> <p>Please ensure if your card is placed within 4cm of the NFC symbol on the display.</p> <p>Please take your NFC payment card from your wallet or purse for payment to avoid any interference.</p>
Device Tampered	<p>WisePad 3 has several tamper detection mechanism. When a device is tampered (self protected), all secret/sensitive information stored inside the device is erased and the device cannot be used.</p> <p>A tampered message will be displayed on device's screen.</p> <p>Please contact the service provider if the device is tampered.</p>

Problems	Recommendations
Device cannot read your card successfully	<p>Please check to see if the WisePad 3 has power and make sure that it is connected to your phone/tablet</p> <p>Please make sure that there is no obstacle in the card slots.</p> <p>Please make sure that the chip of the card is facing the right direction when inserting card.</p> <p>Please ensure your phone/tablet is a supported model for this device's operation.</p> <p>Please insert card with a more constant speed.</p>
Device has no response	Please use a paper clip to press the reset button near USB-C connector for reboot.

CAUTION & IMPORTANT NOTES

- Be sure to turn on the Bluetooth® function of your smartphone or tablet before use.
- Please fully charge your WisePad™ 3 before use.
- Please ensure EMV chip of the card is facing the right direction when inserting card.
- Don't drop, disassemble, tear, open, crush, bend, deform, puncture, shred, microwave, incinerate, paint, or insert foreign object into the device. Any of these actions will void the Warranty.
- Don't immerse the device into water and place near any wet locations.
- Don't spill any food or liquid onto the device.
- Don't attempt to dry the device with external heat sources such as microwave or hair dryer.
- Don't use any corrosive solvent or water to clean the device.
- It is recommended that you use a dry cloth to clean the surface only
- Don't insert any sharp tools into the internal components or connectors. Any of these actions may lead to malfunction and will void the Warranty
- Don't try to disassemble the device to repair. Please contact your dealer for repair and maintenance.

ISED Statement

Déclaration ISED

This device contains licence-exempt transmitter/receiver that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

FCC Caution Statement

FCC Supplier's Declaration of Conformity BBPOS / Wisepad 3 (WPC32)

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions. This device may not cause harmful interference, and this device must accept any interference received, including

interference that may cause undesired operation.

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Caution

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Documents / Resources

	bbpos WisePad 3 mPOS Handheld Reader [pdf] User Guide WPC3V1, 2AB7X-WPC3V1, 2AB7XWPC3V1, WisePad 3, mPOS Handheld Reader, WisePad 3 mPOS Handheld Reader
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References

-  [BBPOS – Business Beyond Point of Sale](#)