



# bbpos WPC4V1 WisePad Q mPOS Solution Combining Swipe User Manual

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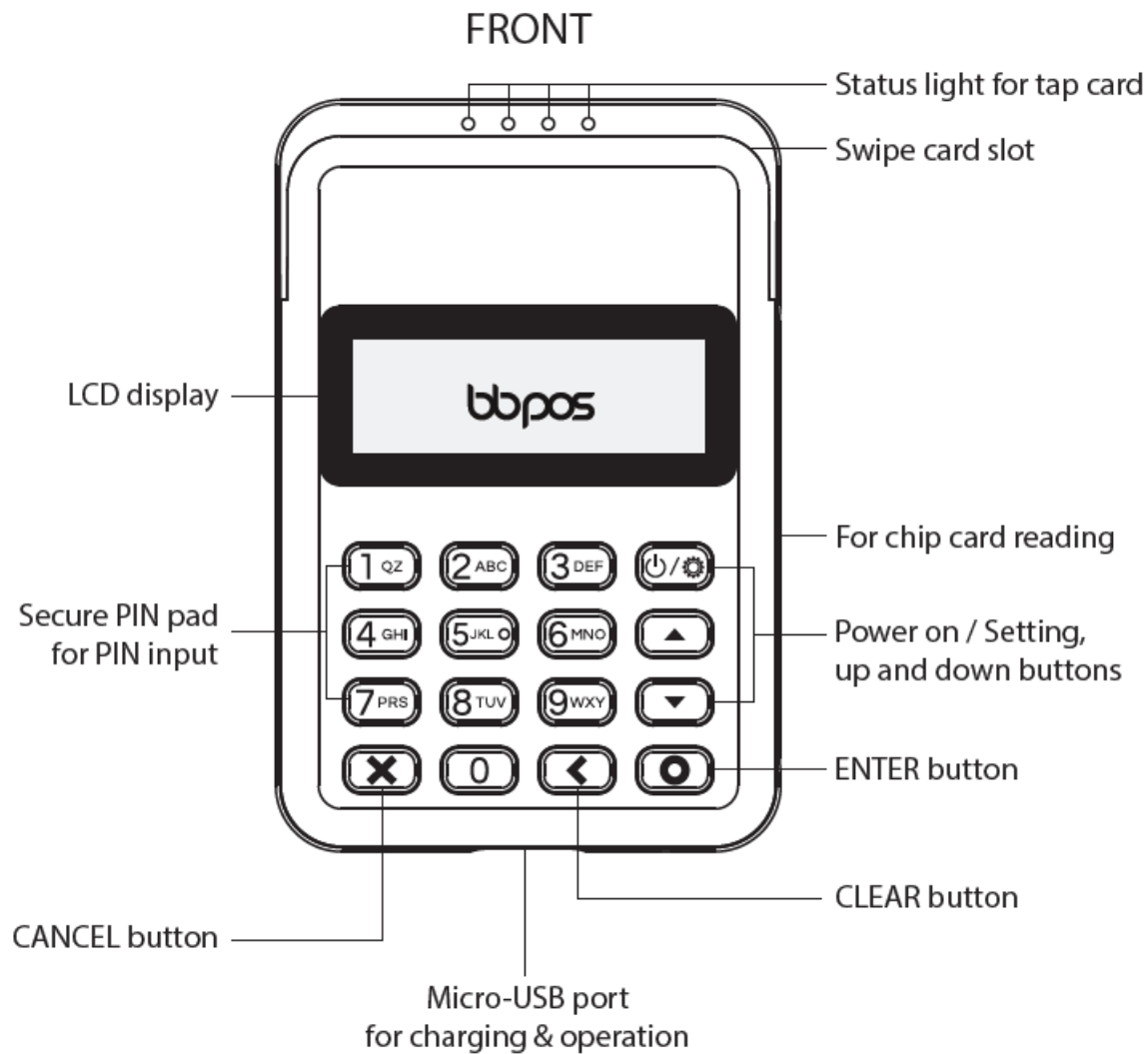
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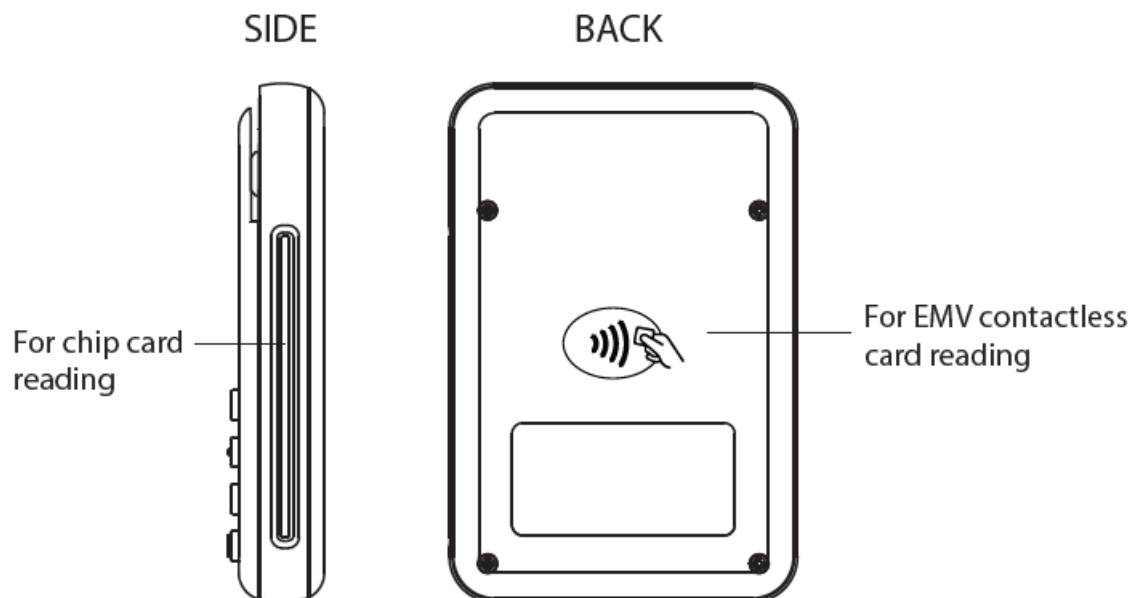
**bbpos WPC4V1 WisePad Q mPOS Solution Combining Swipe**



## Index & Accessories



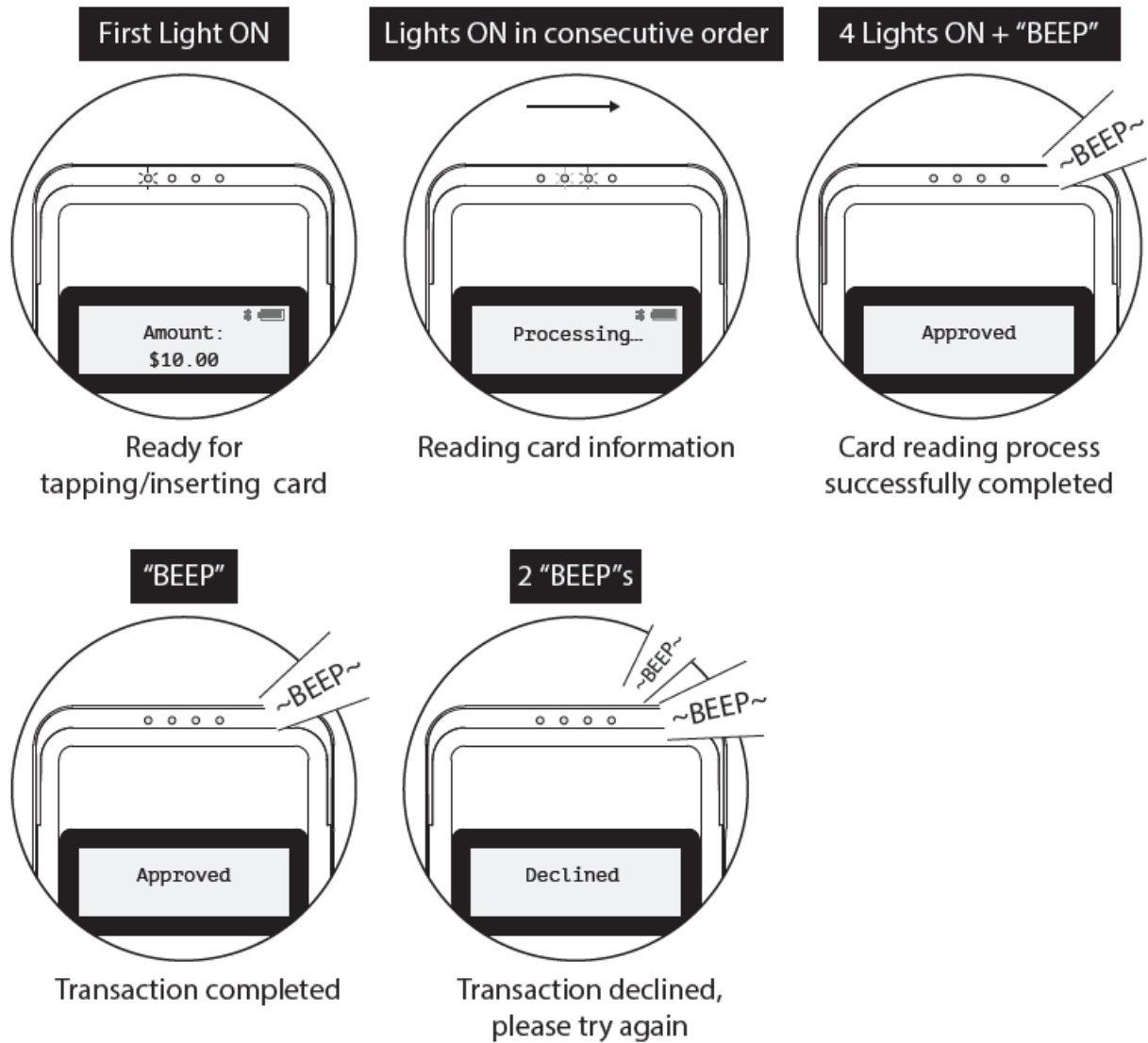
## Index & Accessories



## Package Contents

- Device x 1
- Micro-USB cable x 1
- Quick start guide (QR code) x 1

## Status LED Indicators in Transaction



## Product Specifications

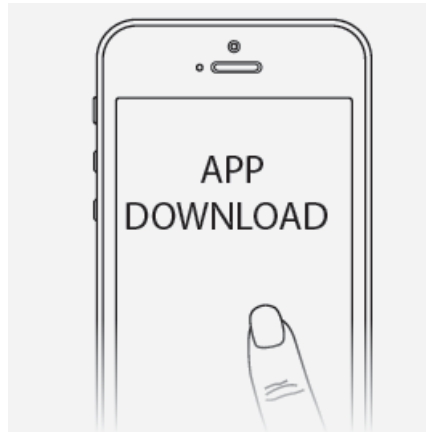
Features & Functions	<ul style="list-style-type: none"> <li>• EMV/PBOC Chip card reader (ISO 7816 Compliant Class A, B, C card)</li> <li>• NFC Reader (EMV contactless, ISO 14443A/B)</li> <li>• Secure PIN pad</li> <li>• Dual Track Magnetic Stripe Card Reader</li> </ul>
Display	1.8" LCD, 128x40 dot pixel with backlight
Status Indicator	4 LEDs
Communication Interface	mPOS mode – <i>Bluetooth</i> ® BLE 4.2, Micro-USB
Power & Battery	Li-polymer battery, 3.7V, 520mAh
Charging	Via Micro-USB
Support Operating Systems	Android 4.2 or above, iOS 6.0 or above, Windows Phone 8 or above, MS Windows
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	94 x 63 x 15.5 mm / 3.7 x 2.48 x 0.61 inch (approx.)
Weight	105 g / 3.7 oz (approx.)

## CAUTION & IMPORTANT NOTES

- Ensure to turn on the Bluetooth® function of your smartphone or tablet before use.
- Please fully charge your WisePad™ Q before use.
- Please ensure that you have chosen the desired “Pairing” method of WisePad™ Q before to start the connection process.
- 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. Doing any of which will void the Warranty.
- Don't immerse the device into water and place near washbasins or any wet locations. Don't spill any food or liquid on 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. Recommend using dry cloth to clean the surface only.
- Don't use any sharp tools to point the internal components or connectors, doing which may lead to malfunction and void the Warranty.
- Don't try to disassemble the device to repair. Please contact your dealer for repair and maintenance.
- Risk of fire or explosion if the battery is replaced by an “incorrect type”.
- Please be aware the correct direction of IC card insert. Chips should be facing up and on the left before

entering the card slot.

## Procedures



### • STEP 1

WisePad™ Q can support iOS (iOS 6.0 or above), Android (Android 4.2 or above), Windows Phone 8 & MSWindows. Download and install ofcial application from APP Store (Fig. 3.1).

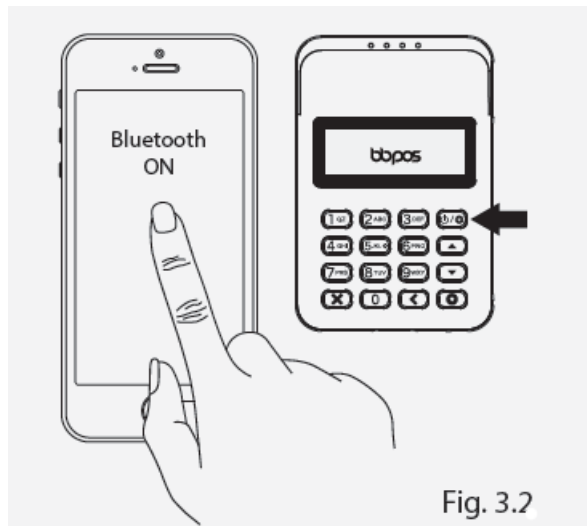


Fig. 3.2

### • STEP 2

Press and hold “ ” to turn on WisePad™ Q until “bbpos” is displayed on the LCD. Turn on your smartphone/tablet Bluetooth® pairing function (Fig. 3.2).

## Sale Operation



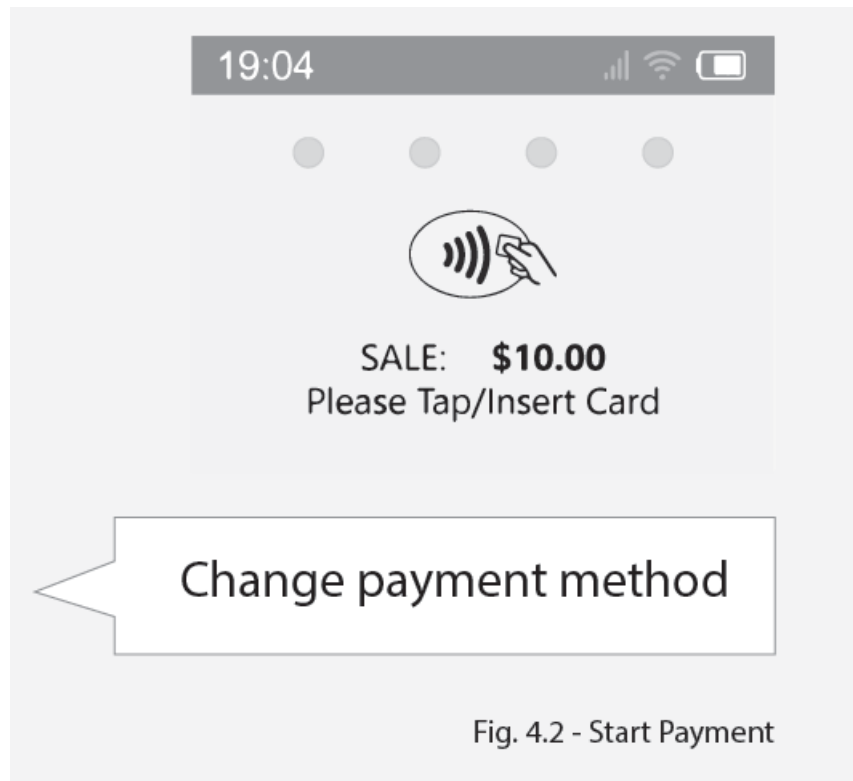
Fig. 3.3

### • STEP 1

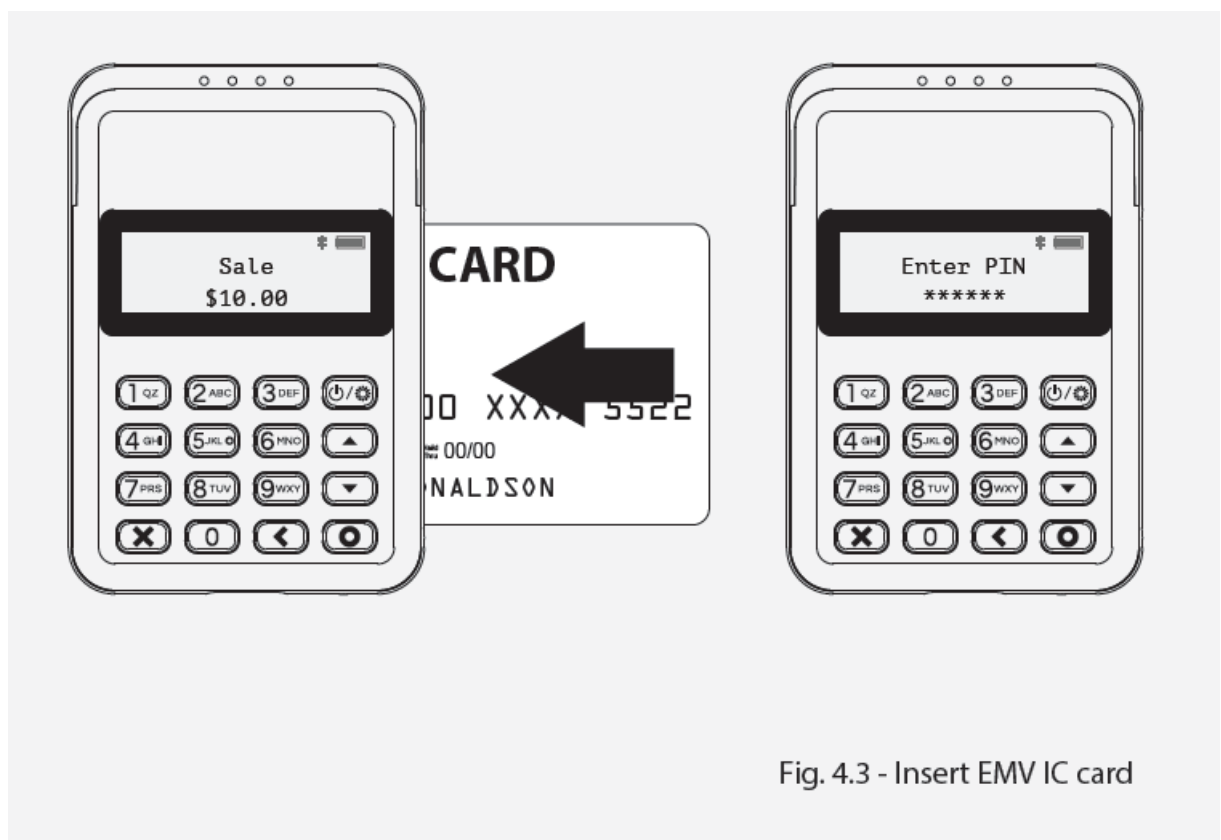
On Sale page (Fig. 3.5), enter the amount and press “Charge”.

### • STEP 2

In the Payment Method page (Fig. 4.1), press the payment method that you choose. When you press “Credit Card”, the APP and the device will go to Start Payment page (Fig. 4.2). Then, you can use one of below payment methods to start the transaction



- Insert EMV IC card. If you are required to input a PIN (Fig. 4.3), please input it via a secure PIN pad and press “ ” to confirm on the device.



- Tap NFC card (Fig. 4.4). Success tapping will have beep sound and LED indication. (Please refer to NFC status indicators) \*\* Remarks:
- If you would like to change to the other payment method in Start Payment page (Fig. 4.2), press “Change payment method”. Then, it will back to Payment Method page (Fig. 4.1) for next transaction.

- If you pay by EMV IC card, please ensure that the EMV chip of the card is facing the right direction.
- If you pay by using NFC card, please ensure you tap the NFC payment card within 4cm range on top of the NFC marking.
- If the amount is higher than CVM limit in NFC payment, input PIN is required.

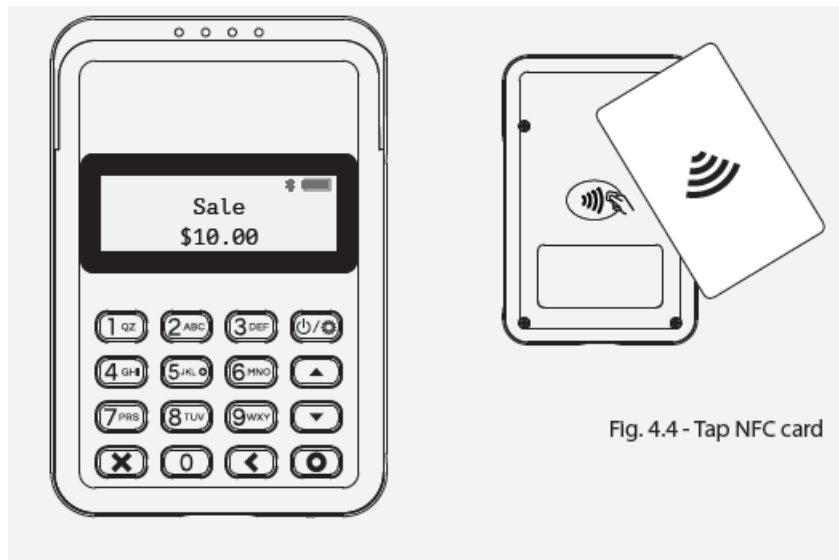


Fig. 4.4 - Tap NFC card

### • STEP 3

When transaction finish, “Approved” is shown on the APP and the device. (Fig. 4.6).

\*\* Remarks:

If the transaction is not successful, “DECLINED” will be shown on the APP and the device. Then, it will go back to Sale page (Fig. 3.5).

### **The cardholder’s signature is required under these situations:**

1. Depends on card type.
2. If the amount is exceed the limit.

Under these situations, the APP will go to Signature page (Fig. 4.7). To sign on white area and then press “Confirm”.

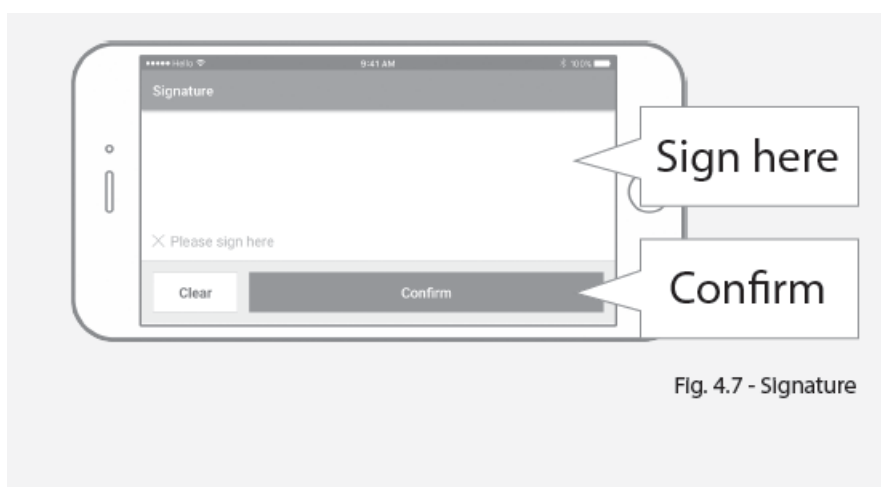


Fig. 4.7 - Signature

### • STEP 4

In the Receipt page (Fig. 4.8), you can choose email and SMS a receipt.

- To send a receipt, press “Email” to input the email address and press “enter”. Then, press “ ”.
- To SMS a receipt, press “SMS” to input the contact number and press “enter”. Then, press “ ”.



- If you do not need receipt, press “New Payment” back to Sale Page (Fig. 3.5) to start another payment.

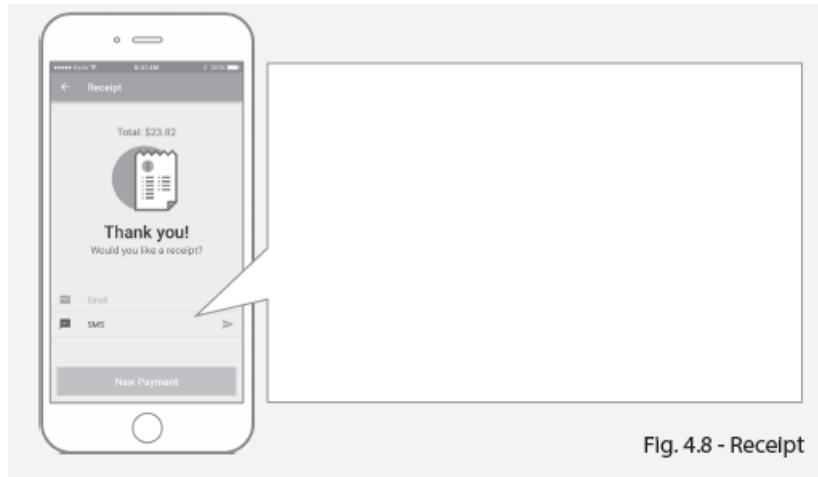


Fig. 4.8 - Receipt

## Troubleshooting

Problems	Recommendations
Device cannot be paired	<ul style="list-style-type: none"> <li>• Please press &amp; hold the power on/o button to restart your device.</li> <li>• Please check if you can find the device's "Serial Number" (Shown on the back of device) in the "Scanned Device List" of your smartphone or tablet.</li> </ul>

<p>Display turned o automatically</p>	<ul style="list-style-type: none"> <li>• The display may turn o after enter the “SLEEP MODE” to save power. Please press and hold the power on/o button to restart it.</li> <li>• The device may be out of power, please use the USB cable to recharge it, then retry.</li> </ul>
<p>Device lost the connection with your smartphone or tablet when the device is auto-o .</p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• The device may be at lower battery level, please use the USB cable to recharge it, then retry.</li> <li>• Please ensure the device or smartphone/tablet is within the reception range.</li> </ul>

Device cannot read your card successfully through NFC reading

- Please check if your card supports NFC payment.
- Please ensure if your card is placed within 4cm range on top of the NFC marking.

Device cannot read your card successfully through NFC reading

- Please check if your card supports NFC payment.
- Please ensure if your card is placed within 4cm range on top of the NFC marking.
- Please take out your NFC payment card from wallet or purse for payment to avoid any interference.

Problems	Recommendations
Device cannot read your card successfully	<ul style="list-style-type: none"> <li>• Please check if the device has power when operating and ensure devices are connected.</li> <li>• Please ensure that there is no obstacle in the card slots.</li> <li>• Please check if the chip of the card is facing the right direction when inserting card.</li> <li>• Please ensure your phone/tablet is supported model for this device's operation.</li> <li>• Please insert card with a more constant speed.</li> </ul>
Device has no response	<ul style="list-style-type: none"> <li>• Please use a paper clip to press the reset button at the back for reboot.</li> </ul>

## FCC Caution Statements

FCC Supplier's Declaration of Conformity:

BBPOS / WPC40, WPC41,WPC43 This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation. BBPOS Corp. 970 Reserve Drive, Suite 132 Roseville, CA 95678

www.bbpos.com

Email: sales@bbpos.com | Tel: +852 3158 2585

#### 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 of 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. ©2022 BBPOS Limited. All rights reserved. BBPOS and WisePad™ are either trademark or registered trademarks of BBPOS

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## Documents / Resources

	<a href="#">bbpos WPC4V1 WisePad Q mPOS Solution Combining Swipe</a> [pdf] User Manual WPC4V1, 2AB7X-WPC4V1, 2AB7XWPC4V1, WPC4V1 WisePad Q mPOS Solution Combining Swipe, WPC4V1, WisePad Q mPOS Solution Combining Swipe
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## References

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