

Kiwi bank QuickPay Device User Guide

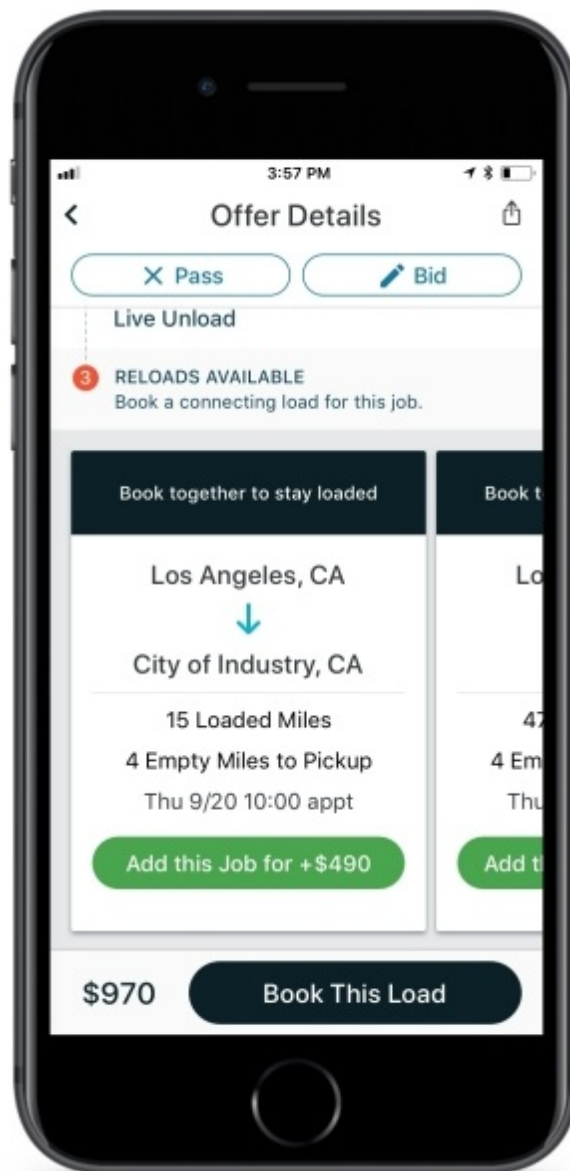
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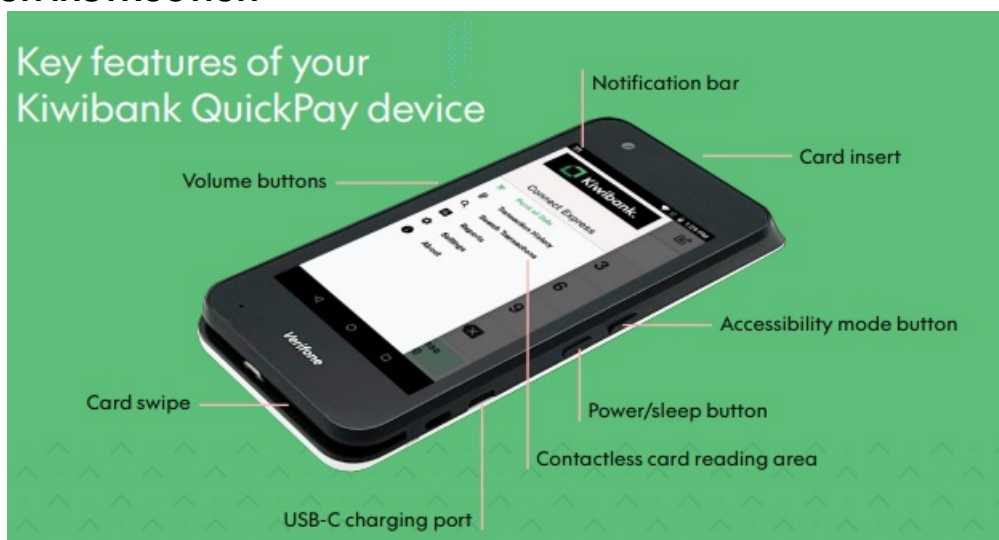


Kiwi bank QuickPay Device



How to use your Kiwibank QuickPay device

INSTALLATION INSTRUCTION



Get Connected

1. Charge it up

Insert the USB cable into the USB adapter and plug it into a wall socket. We recommend charging your device as often as you charge your phone.



2. Plug it in

Insert the USB-C into the USB-C charging port. Look for this icon at the top right of the screen. If you see it, your Kiwibank QuickPay device is charging.

3. Please turn it on



Press and hold the power button. The screen should light up after a few seconds.

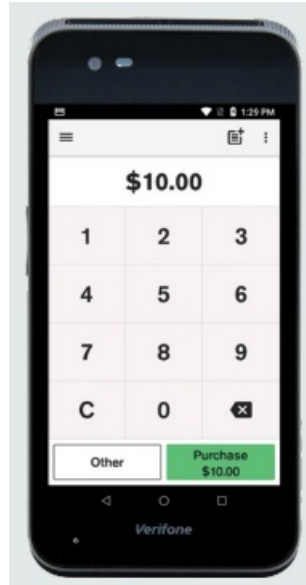
4. Wait for it to power up



Once your device turns on, it'll open to the payment screen. You can start taking payments straight away.

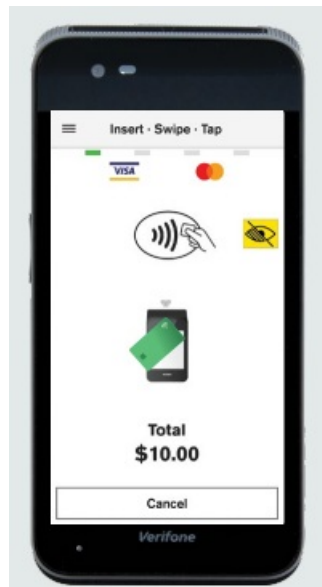
Start taking payments

1. Put in the amount, then tap 'Purchase'



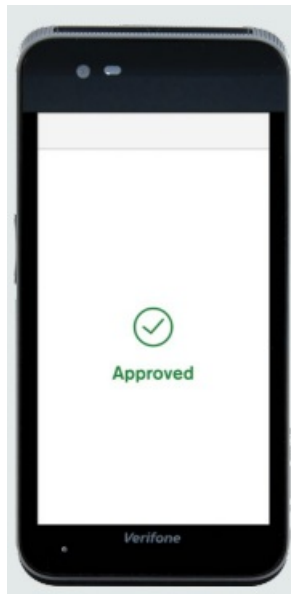
If you want to add a note to the transaction just tap the icon in the top right corner.

2. Hand the device to your customer



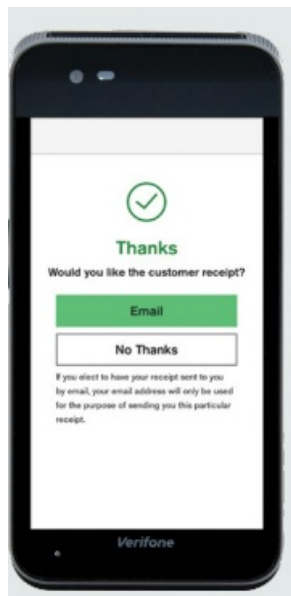
They can then insert, swipe or tap their card (or mobile wallet) and enter their PIN (if needed).

3. All sorted



Once the payment's been accepted, you'll see the word 'Approved' on screen.

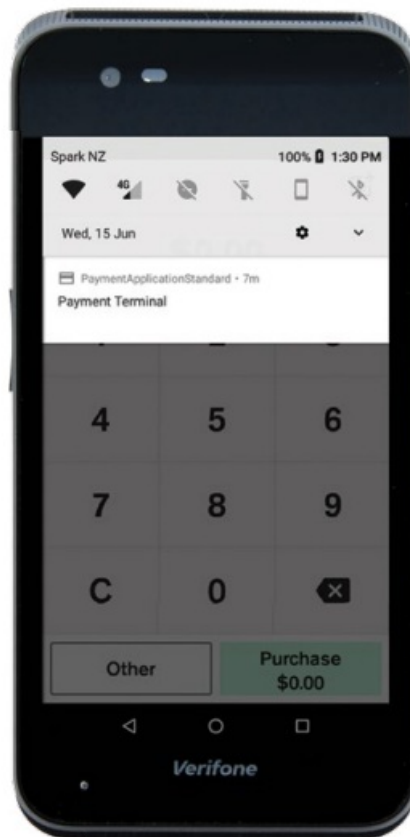
4. **Want to send a receipt?**



If the customer wants a receipt, select 'Email' to send, or 'No Thanks' to finish.

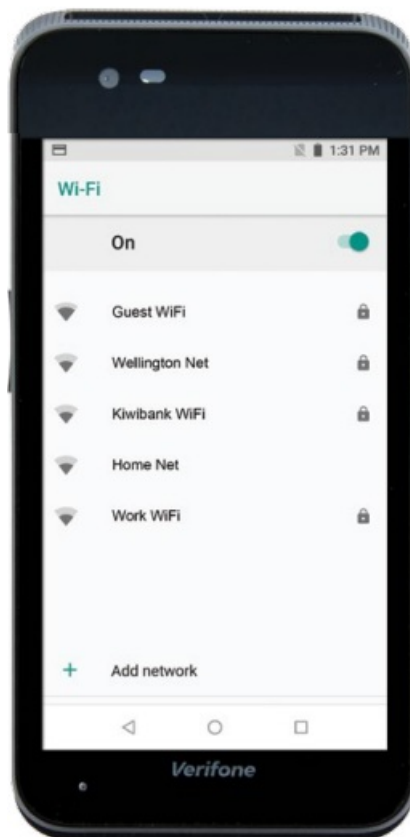
Your QuickPay device comes with a SIM card, so connecting to Wi-Fi is optional. If you'd like to connect to Wi-Fi, please follow these steps:

1. **Connect to Wi-Fi**



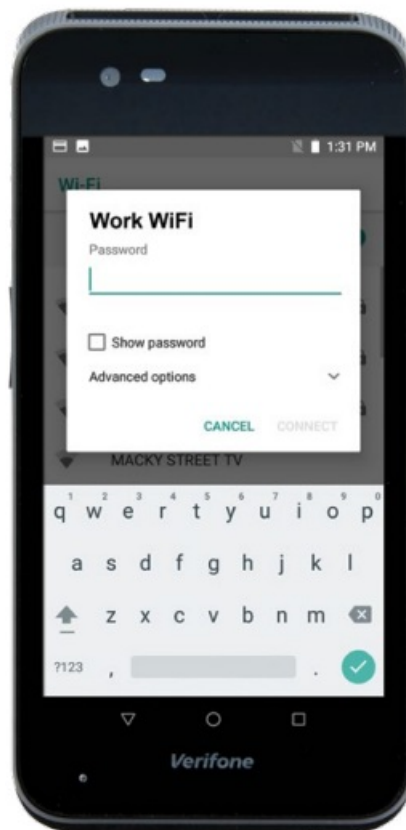
To connect, simply swipe down from the notification bar (the top of the screen) then tap and hold the Wi-Fi icon.

2. Find your network



Once you've tapped the Wi-Fi icon, choose your network from the list. (you can choose a cellular hotspot from the list too).

3. Connect to your network Tap 'Connect'.



Once you're connected, press the button at the bottom of the screen to return to the Payment screen.

We take security seriously

To make sure you and your clients stay safe, your Kiwibank QuickPay device will automatically check your network has the right security settings before connecting. The device won't connect if the network isn't secure, e.g. a public network.

Wake your device

Your device will go into sleep mode when it's not being used. To wake just press the power button.



Refunds

You'll need a passcode, if you don't have one call us on the number below.


To process a refund: Click on the menu and select 'transaction history' or 'search transactions' Find the

transaction to refund and click on it Select 'Refund' and click either 'Full' for a full refund or 'By amount' for a partial refund If 'By amount' is selected, enter the amount in the 'Subtotal'

Remember: You'll only be able to set a passcode if you're a listed signatory.

- **Call us:** 0800 233 824 **Email us:** merchantservices@kiwibank.co.nz **Go online:** Kiwibank.co.NZ/QuickPay

Documents / Resources

	<p>Kiwi bank QuickPay Device [pdf] User Guide QuickPay Device, QuickPay, Device</p>
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Manuals+.