

# Ezetap mPOS Device USER GUIDE

**Ezetap**  
Payments made easy



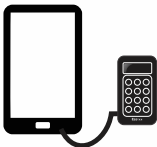
# Hello!

Dear Customer,  
Ezetap welcomes you to the world of mobile payments. We assure you of our committed service to accept card payments from your customers anywhere, anytime.

This package consists of:

- One Ezetap mPOS device (a fully integrated EMV compliant MSR and CHIP card reader with PCI-PTS 3.1 compliant PIN PAD),
- A charging cable,
- An USB cable (this is used to connect the device to the phone).

This user guide has all the information to help you start accepting card payments on your mobile or tablet.



# Getting started

## What you need...

You need a mobile phone/tablet, Ezetap mPOS device and the mobile application installed on your phone/tablet.

### Mobile Phone/Tablet

- Android OS ver 3.0 or higher
- Phone/tablet should be connected to a data network connection or WiFi



### Mobile Application

- Download Ezetap mPOS application or the specific application provided to you by your company to accept card payments through Ezetap
- Get the username and password to login to the application from Ezetap. If you are using a custom application provided by your company, please request for the username and password from your manager

Since Ezetap can be used only by the subscriber, it is not an open market application and hence not available on Google Play. Please ensure that this setting is selected on your mobile phone/tablet:

- Settings > Security > (under device administration) Unknown Source
- On older android OS versions this might be under : Settings > Applications > Unknown Sources

# Connecting the device

## Pair the device and tablet/mobile phone

You can connect the Ezetap device with a phone/tablet in one the following ways :

- USB - If your handset is USB (CDC class) enabled, you can connect Ezetap device to your mobile device with USB OTG cable
- Bluetooth - You can connect the Ezetap device with your mobile handset wirelessly with Bluetooth wireless interface



# Getting started [continued]

## Ezetap Device

1. The device in the box you unpacked is an Ezetap mPOS device.



mPOS

2. We recommend at least 4 hours of charging prior to usage. Please use a charging cable plugged to a standard USB host or a standard mobile charger. LED at the bottom of the left side of the device will light up in red when the device is charging and will turn green once the charging is complete.



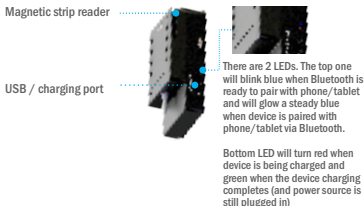
\_\_\_\_\_4hours



## Mobile Application

1. Download Ezetap mPOS Application or the specific application provided by your company to accept card payments through Ezetap
2. Get the username and password to login to the application from Ezetap. If you are using a custom application provided by your company, please request for the username and password from your manager.

# Know your device

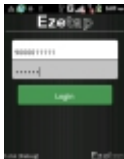


# Initializing the device

Every Ezetap device needs to be prepared once everyday to make it ready to accept card payments for that day. It is a simple process that takes just a few minutes.

- 1** Launch Ezetap mPOS application provided by the Ezetap representative or the custom application provided by your company.

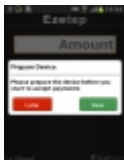
Login using your Mobile Number & Password.



- 2** On first login in a day, the application will prompt to Prepare the Device.

Press “Now” to start the process.

Note: If you choose to prepare the device “Later”, you can manually prepare the device by pressing “Prepare Device” option in the Main Menu of the application.





# Initializing the device

**3** Connect the Ezetap device using any one of the available methods: USB cable or Bluetooth.

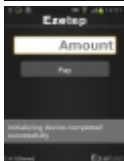


**4** Once the Ezetap device is connected to the application, the preparing process should start.

Please do not disconnect or plug out the device while this is in progress (it is an 8-step process that may take a few minutes).



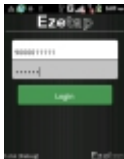
**5** Once the process is completed successfully, the success message is displayed and the device is now ready to accept card payments.



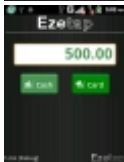
# How to transact

- 1** Launch Ezetap mPOS application or the custom application provided by your company to accept card payment through Ezetap.

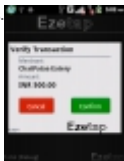
Login using your Mobile Number & Password.



- 2** Enter transaction details. Press “Card” to proceed for accepting card payments.



- 3** Verify and confirm transaction details. Press “Confirm” to proceed.



# How to transact

**4** If Ezetap device is not plugged in to the mobile phone or tablet, connect the device using USB cable or Bluetooth.

Once connected, you should see the confirmation message indicating that the pairing of the device and mobile application is successful.



**5** Wait for the “SWIPE / INSERT CARD” message on the device and on the application after the device has successfully paired with the application.



# How to transact

- 6a** If customer's card is a CHIP card, please insert the card into the chip slot as shown in the picture. Do not remove the card until the entire transaction is complete.

You should see the "READING CARD" message on the Ezetap device once the card has been inserted.



- 6b** If the customer's card is a MAGNETIC STRIPE card, insert the magnetic strip of the card into the swipe slot as shown in the picture, and swipe the card swiftly from right to left (or left to right).



# How to transact

**7** If prompted for PIN, hand over the Ezetap device to the customer for PIN entry. After PIN has been entered, the SUBMIT button on the device keypad needs to be pressed. **DO NOT** disconnect or detach the device from the mobile handset.

**8** As the PIN is being entered, \* symbols will show up on the device display for each digit of the PIN. Once the SUBMIT button is pressed, you should see “AUTHORIZING...” message on the Ezetap device.



Note: To bypass the entry of PIN, the merchant may press SUBMIT button without asking the customer to enter the PIN. If PIN entry is mandatory, the transaction may be declined by the card issuing bank.

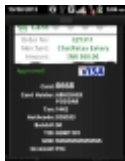


# How to transact

- 9** Once the transaction is approved, you should see the “APPROVED” message on the Ezetap device



- 10** After the transaction is approved, verify transaction details on the authorization screen on the application. Post verification, press “Next” on the application.
- Note: you may now remove the CHIP card of the customer from the Ezetap device



# How to transact

- 11** If prompted, get the customer's signature on the mobile screen, and hit 'Done' once to complete.



- 12** Enter customer's mobile number and/ or email address to send the charge slip/ receipt to the customer. This completes the transaction.



**Note:** You may not be required to carry out this step if you are using the custom application provided by your company to accept card payments through Ezetap.

**Disclaimer:**

Graphics used in this guide are for illustration purposes.  
The actual product may vary.

# FAQs

## 1 What is Ezetap?

Ezetap is a mobile point of sale [POS] solution that allows its customers to accept credit and debit card payments as well as records other transactions details.

It also allows the geo tagging of transactions.

## 2 What is the Ezetap mPOS device?

The Ezetap mPOS device is a fully integrated EMV compliant magnetic strip & CHIP card reader with a PCI PTS 3.1 compliant PIN PAD. It has the latest security features used to allow merchant to accept credit and debit card transactions when the device is connected to a GPRS/WiFi enabled Android phone with the Ezetap application (or your company's custom application that is integrated with Ezetap) on it.

## 3 What is the warranty period on the Ezetap mPOS device?

1 year

## 4 Can I use my own phone for Ezetap?

Yes you can. However, the phone must have the following features:

- Operating system should be Android 3.0 and above.
- Touch screen
- 3.5mm audio jack
- Bluetooth (2.0, EDR or 3.0)



# FAQs

**5 How can I download the application onto my phone?**

After your request is approved, you will receive a SMS. Click on the SMS and you will be able to download the application.

**6 Will it work at all locations?**

It will work at all locations provided the phone has access to a GPRS or WiFi connection.

**7 Does it work like a regular point of sale device?**

Yes it does, but it is paperless. The customer and you will receive charge slip/receipt via SMS and / or email and you can check all your transactions by logging on to the merchant portal.

**8 Can I accept PIN based cards and Chip cards?**

Yes

**9 Where do I get the cardholder's signature for credit/debit card payments and is it mandatory?**

It is mandatory to take the cardholder's signature for credit/debit card payments. The cardholder will have to sign on the screen after the transaction has been authorized by the issuer. All signatures are stored in a secure manner. For some PIN based card's signature may be optional. In that case the application will not ask for the signature.

# FAQs

**10 How does the cardholder/customer get a charge slip/receipt?**

The cardholder can choose to receive receipt via a SMS or email. Once the transaction is approved, mobile phone application will prompt for either email or phone number. Depending on the data entered, the receipt will be delivered accordingly.

**11 How long does it take for SMS/Email receipt to reach the cardholder?**

The customer should receive the SMS/Email within 2 minutes of the transaction happening. Ezetap does not give any guarantee of the same. If the cardholder does not receive the SMS/EMAIL within 5 minutes, please call Ezetap Customer Support.

**12 How can I print charge slip/receipt?**

Users can download and print charge slip/receipt from the web portal

**13 What happens if I input the wrong password for the Ezetap application?**

The Ezetap mobile application allows 3 invalid login attempts, following which the user is locked. To unlock user / reset password from the Ezetap portal, please call Ezetap customer support.

# FAQs

**14 Do you provide an online merchant portal to view and manage transactions?**

Yes. You can view and manage transactions, download transaction reports through the Ezetap Merchant Portal.

Weblink is <https://www.ezetap.com/portal/login/>

**15 What do I need to do when Ezetap mPOS Device is lost?**

Call Ezetap Customer Support, inform about the loss and they will immediately deactivate the device. Ezetap Customer Support will ask you about the Ezetap Device's Serial Number / Device ID.

If you do not have the Serial Number / Device ID, they will ask you about your Business Establishment Name & your User Name to retrieve the Serial Number / Device ID.

**Ezetap Customer Support**

**+91.80.6767.8787**

Available 24/7.

Please mail in queries to [support@ezetap.com](mailto:support@ezetap.com)

# Warranty conditions

- Ezetap device comes with 1 year warranty from the date of purchase. The warranty is solely towards all defects in material or workmanship or other defects which in any manner affect the processing of MPOS Transactions.
- It is the responsibility of the purchaser to inform Ezetap Customer Support if the purchaser encounters any defect in the Ezetap Device and to ship the defective Ezetap Device to the company for inspection and for repair.
- On receipt of defective Ezetap Device, the company shall repair free of charge any part or parts of the product, or replace any such defective device with a working Ezetap Device of same feature and configuration.
- Maximum time for repair or replacement is 4 weeks from the date of receipt of Ezetap Device by the company.
- The company's obligation under this warranty shall be limited to repair or providing replacement of part/s only. The maximum claim/s if entertained by the company will be subject to the maximum retail price of the product or the purchase price whichever is lower.
- It is clarified that, the warranty of any such replacement Ezetap Device shall be available for the balance warranty period which was available in respect of the Ezetap Device being replaced.  
In addition, when any Ezetap Device or part of it is exchanged, the replaced item shall become the property of Ezetap and the replacement item shall become the property of Ezetap.

# Warranty conditions

This Warranty is not applicable in any of the following cases:

- Loss or damage caused to the Ezetap Device as a result of
  - (i) Extreme use beyond normal wear and tear,
  - (ii) Unauthorized modification to the Ezetap Device or any part of it.
- Loss or damage caused to the Ezetap Device as a result of droppage of the Ezetap Device in water or any other fluid, high intensity impacts, or other similar usage.
- Loss or damage caused to the Ezetap Device by household pets, rats, cockroaches or any other animal animals or insects.
- If Ezetap device is misused or is put to use for any purpose which are prohibited.
- If Ezetap device is put to use under extreme atmospheric or climatic conditions.
- The original serial number is removed, obliterated or altered from the product.

# Product disposal & WEEE

Applicable in the European Union and other European Countries.  
This marking indicates that the product and its electronic accessories (e.g.: device, charger, USB cables etc.) should not be disposed of with other household waste at the end of their working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, this product and its accessories should not be mixed with other commercial waste for disposal.





# Ezetap

Payments made easy

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