

# Windows PoS Application

*Product User Guide for Ezetap Windows Pos Application v 1.0*

---

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.

The package consists of one Ezetap Raisin mPOS Device (a fully integrated EMV compliant MSR & CHIP card reader with PCI PTS 3.1 compliant PIN PAD), a USB OTG cable.

This user guide has all the information to help you start accepting card payments on your Windows based system today.

## Getting Started

### What you will need...

You will need a Windows desktop or tablet, the Ezetap PoS device and the Ezetap Windows PoS solution installed on your Windows desktop or tablet.

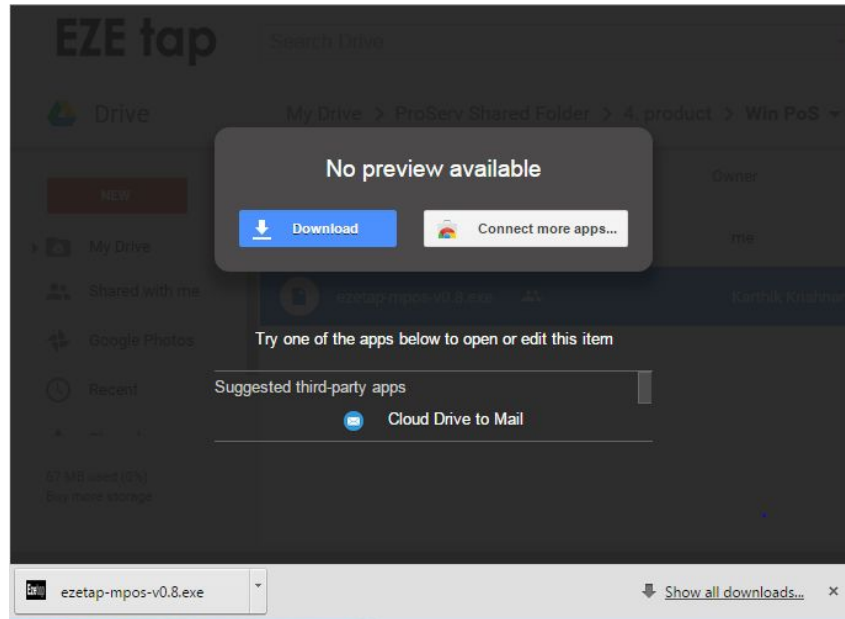
#### Windows system

A Windows desktop or tablet connected to the internet. Any Windows desktop running either Windows 8.1 or Windows 7 or any tablet running Windows 8.1 Professional edition is supported by the Ezetap solution.

#### Ezetap PoS application

- ❑ Download the Ezetap application installer for Windows or the specific application provided by your company to accept payments through Ezetap. Run the executable to install Ezetap Windows PoS on your system.

Accept Cards - Anywhere, Anytime!



- ❑ 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 the username and password from your manager.

## Ezetap device

- ❑ The device in the box you unpacked is an Ezetap mPOS device. The Windows PoS solution works hand in glove with Ezetap's Raisin (USB OTG based) version of the PCI-PTS and EMV certified device. The raisin device is powered when you connect the device to your Windows desktop or tablet.



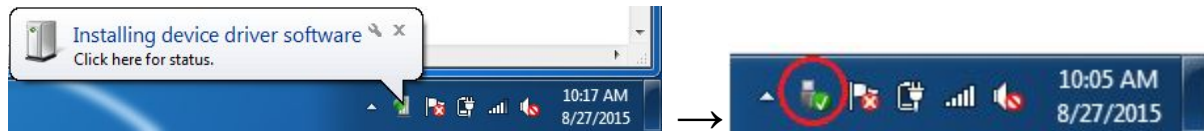
## Logging in and connecting to the device

- ❑ After installing the PoS application, connect the Ezetap Raisin device to your Windows desktop or laptop using the USB port. The device turns on as soon as it is connected to your Windows system.

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

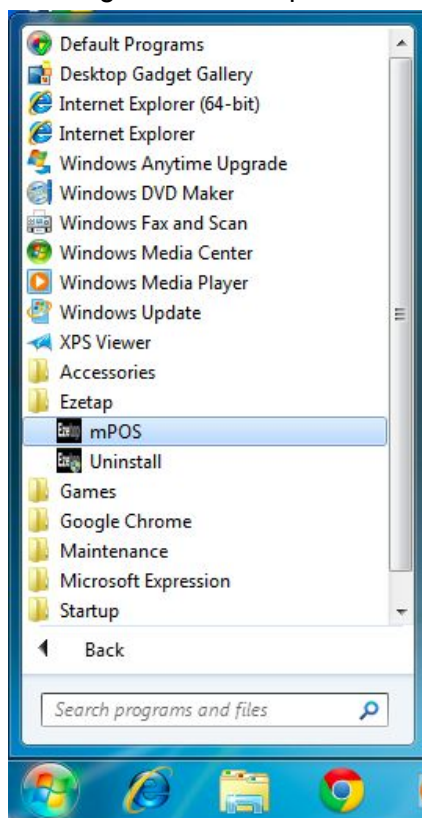
*Accept Cards - Anywhere, Anytime!*

- ❑ The first time the device is connected, Windows will detect the device and install the required drivers. This may take some time. Ensure that Windows is setup to automatically acquire drivers and updates from the internet. (Tip: You can refer to [Microsoft's note](#) on how to set this up)



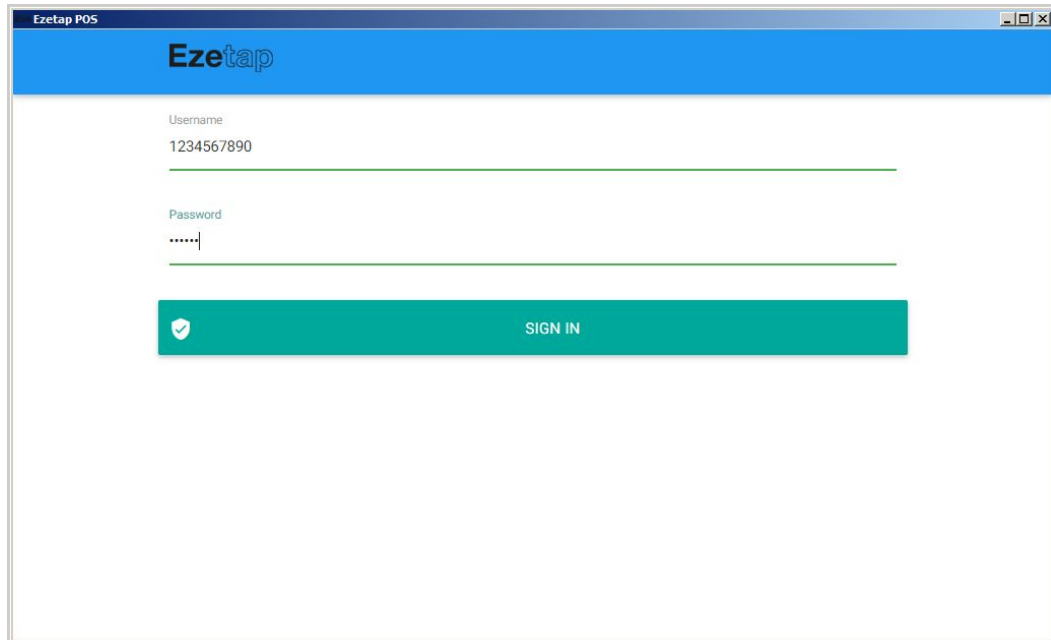
Windows system tray


- ❑ Launch the Ezetap Windows PoS application from the All Programs menu, in the Start Menu (Start > All Programs > Ezetap > mPOS).

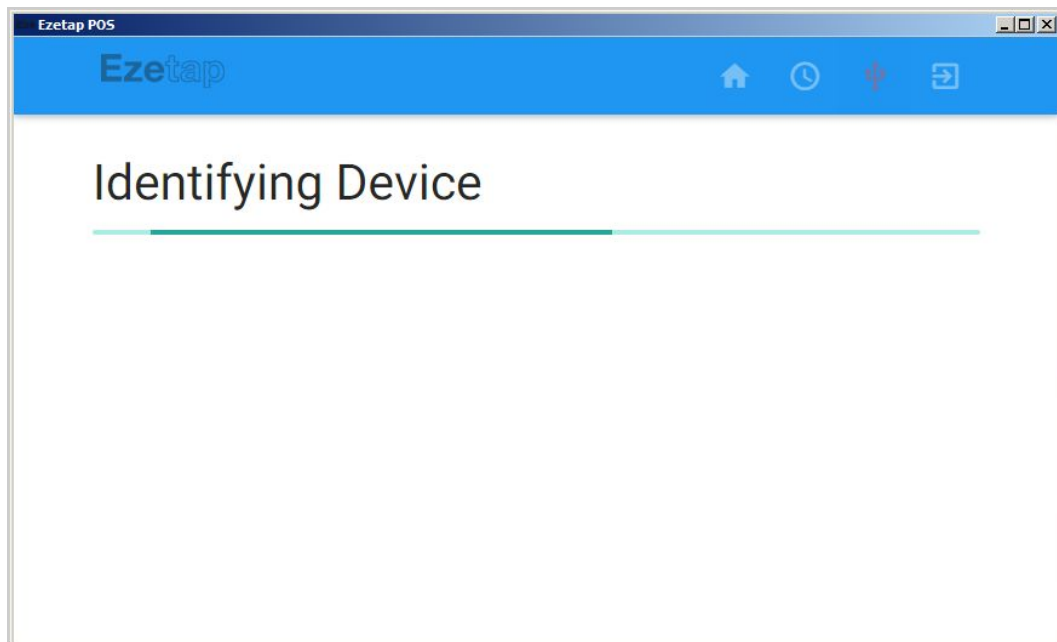


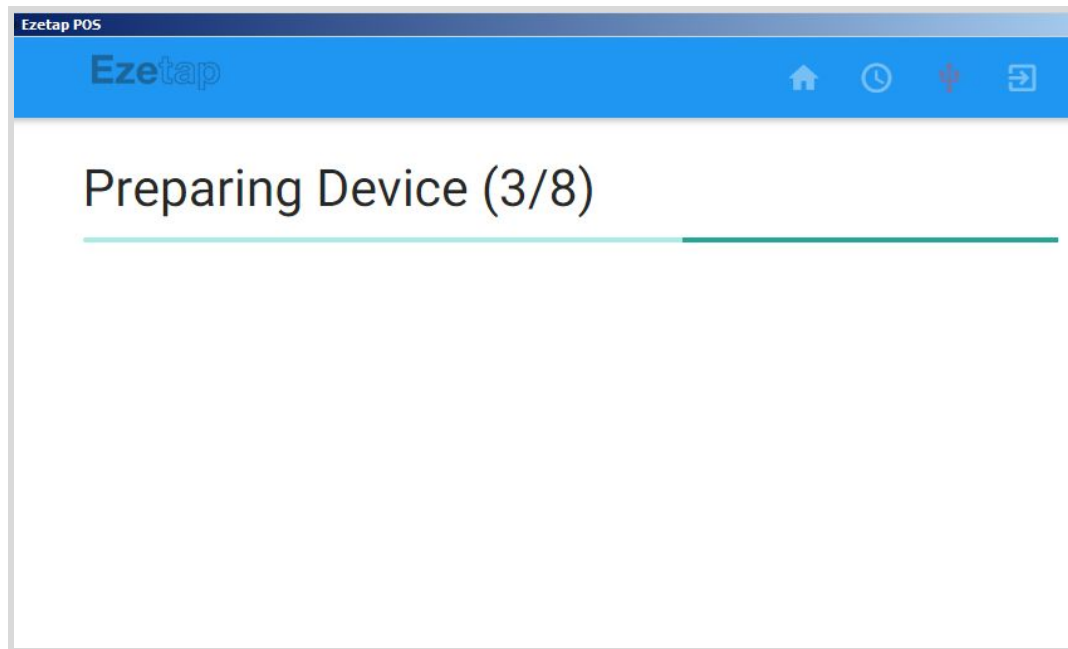
- ❑ Login in using your mobile number and password.


*Accept Cards - Anywhere, Anytime!*



- ❑ Connect to your Ezetap device in the application. Click on the  icon. The application establishes a secure connection with the Ezetap device and initializes the device for processing transactions. Do not disconnect or plug out the device while this is in progress (may take a few minutes).

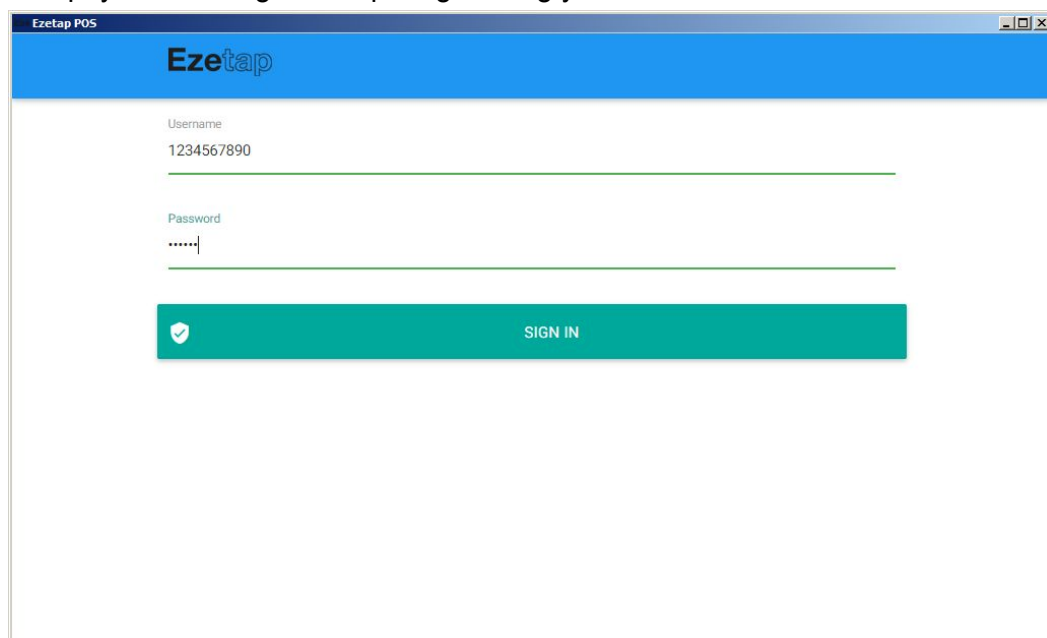




- ❑ Once the process is complete, a success message is displayed and the device is now ready to accept card payments. The  icon changes color from red to white indicating a successful connection.

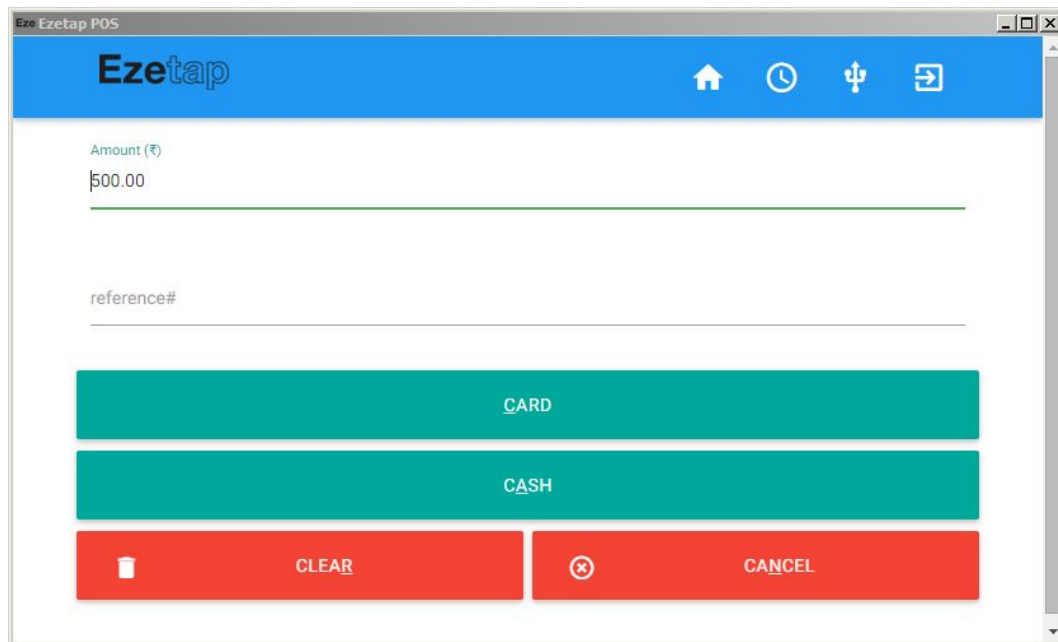
## Transacting and processing Credit Card payments

- ❑ Launch Ezetap mPOS application or the custom application provided by your company to accept card payment through Ezetap. Login using your Mobile Number & Password.



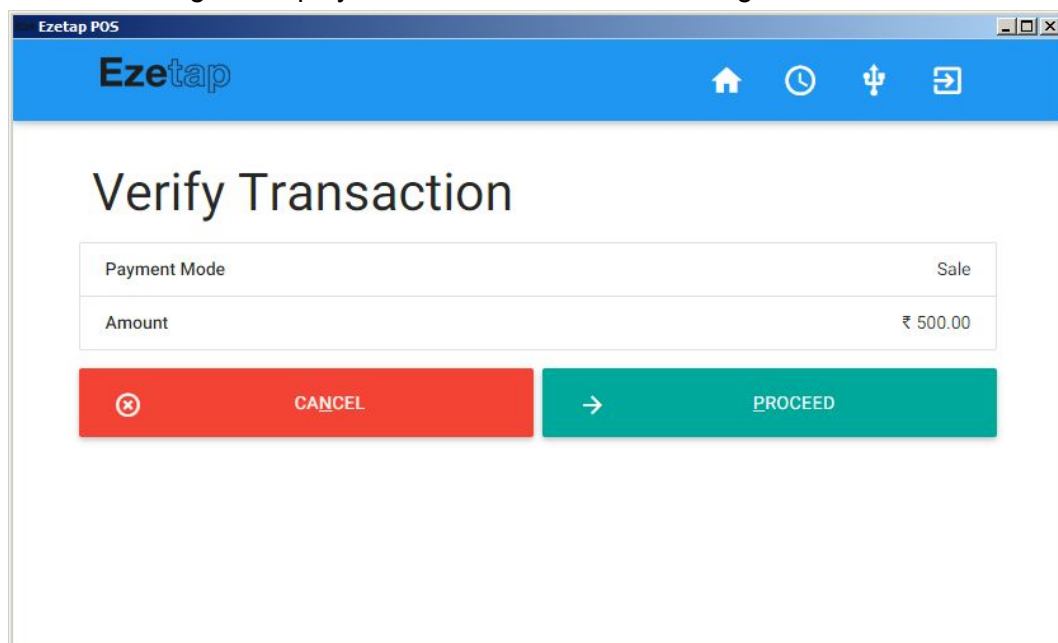
Accept Cards - Anywhere, Anytime!

- ❑ Enter transaction details. Press “Card” to proceed with accepting card payments.



The screenshot shows the Ezetap POS application window. The title bar reads "Ezetap POS". The interface has a blue header with the Ezetap logo and four icons: a home icon, a clock, a USB symbol, and a square icon. Below the header, there is a section for "Amount (₹)" with a text input field containing "500.00". Below that is a "reference#" label with an empty text input field. At the bottom, there are four buttons: a teal button labeled "CARD", a teal button labeled "CASH", a red button with a trash icon and the label "CLEAR", and a red button with a circular arrow icon and the label "CANCEL".

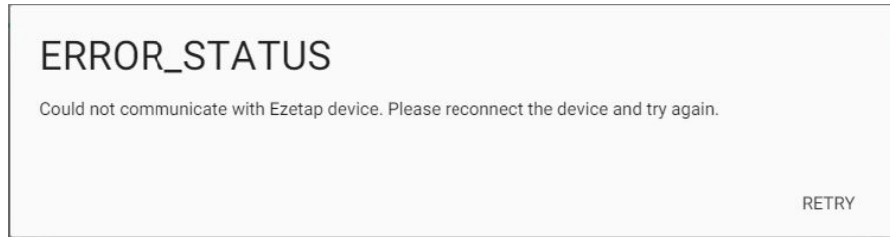
- ❑ A confirmation message is displayed with the amount to be charged.



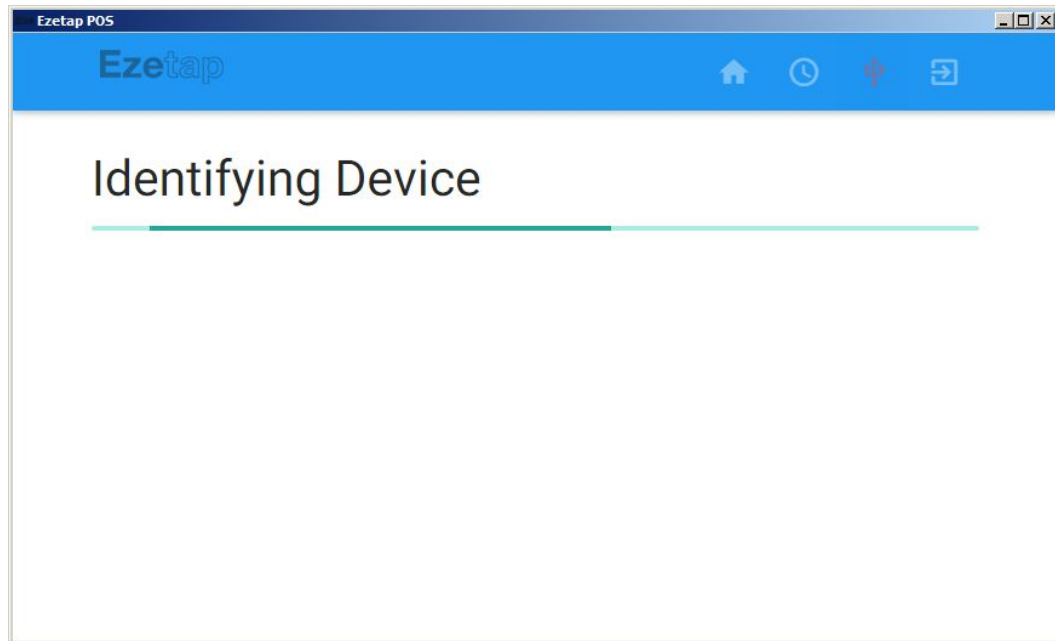
The screenshot shows the Ezetap POS application window displaying a "Verify Transaction" screen. The title bar reads "Ezetap POS". The interface has a blue header with the Ezetap logo and four icons: a home icon, a clock, a USB symbol, and a square icon. Below the header, the text "Verify Transaction" is prominently displayed. Underneath, there is a table with two rows: "Payment Mode" with the value "Sale" and "Amount" with the value "₹ 500.00". At the bottom, there are two buttons: a red button with a circular arrow icon and the label "CANCEL", and a teal button with a right-pointing arrow icon and the label "PROCEED".

- ❑ If the Ezetap device is not plugged in to your desktop or tablet, connect the device using USB.

*Accept Cards - Anywhere, Anytime!*

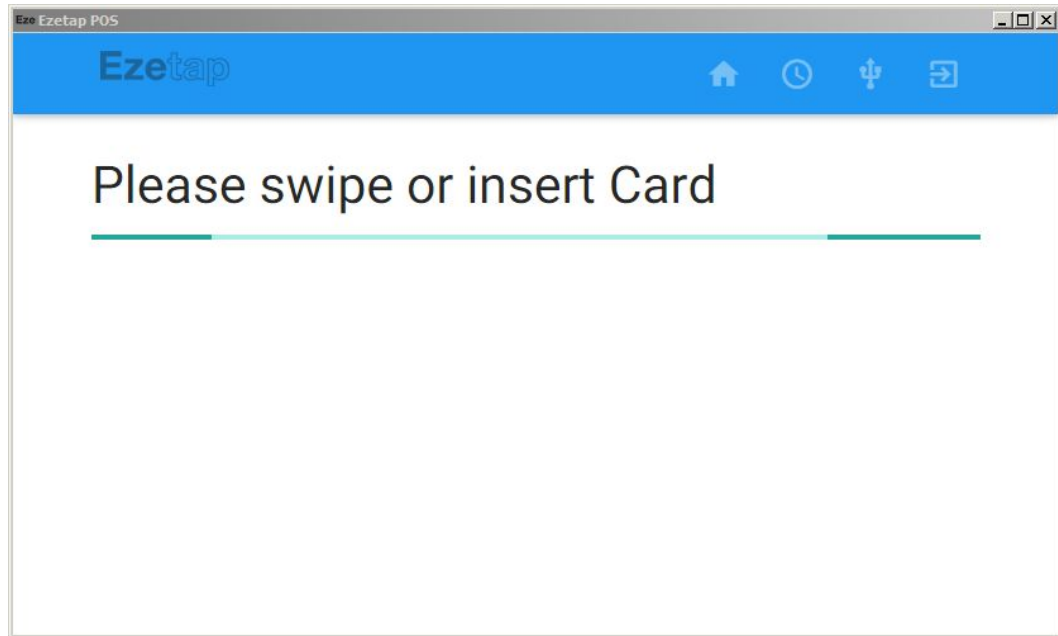


- ❑ Once connected, you should see the application connecting to the device and identifying it. This indicates that the pairing of the device and mobile application is successful.



- ❑ Wait for the "SWIPE / INSERT CARD" message on the device and on the application after the device has successfully paired with the application.

Accept Cards - Anywhere, Anytime!



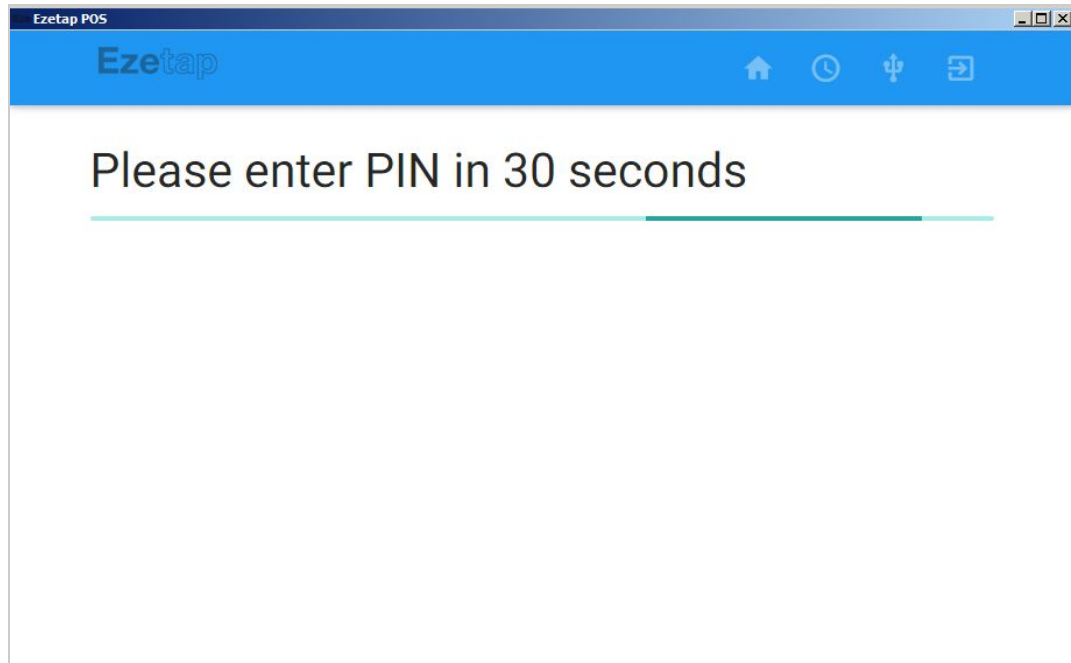
- ❑ If customer's card is a CHIP card, please insert the card into the chip slot as shown in the picture. Do not remove the card until the entire transaction is complete. You should see the "READING CARD" message on the Ezetap device once the card has been inserted.



- ❑ 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).
- ❑ 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.

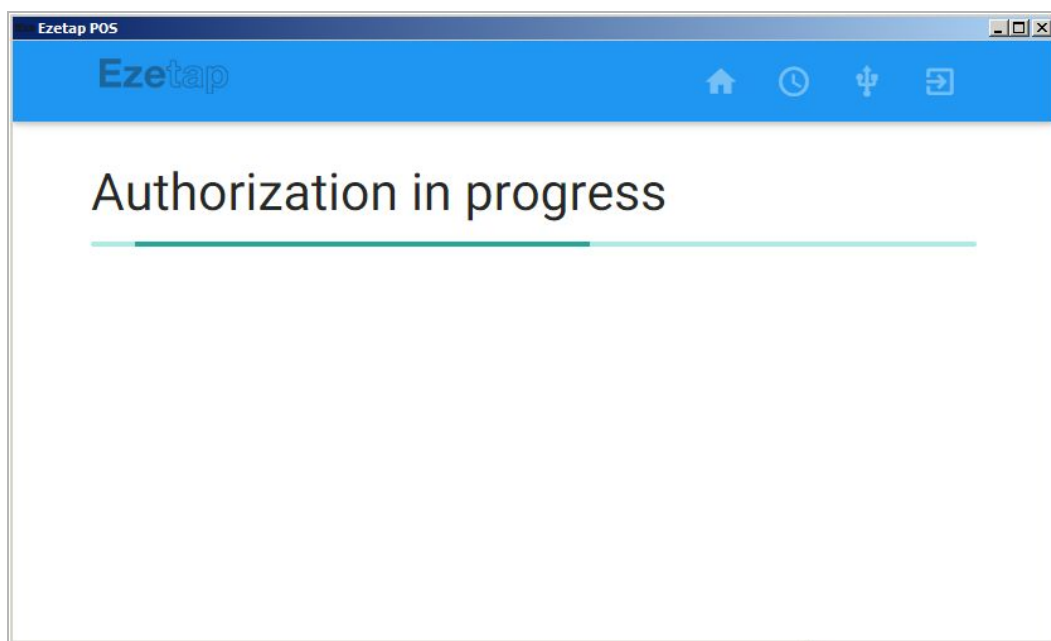


Accept Cards - Anywhere, Anytime!



- ❑ 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. The application prepares to receive the authorization from the 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.)







- ❑ Once the transaction is approved, you should see the “APPROVED” message on the Ezetap device. The application will display the authorization details. Verify the 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.

AUTHORIZED		₹500.00
RRN	RRE8CB60E179C8	
Auth	D52317	
Batch	8	
Invoice	20	
MID	981932981371976	
TID	87325158	
Customer Name/Card	VARSHA RAI/ *8840	
Transaction ID	151008070912094E010182924	
Date Time	Mon, Aug 10, 2015 12:39:16 pm	

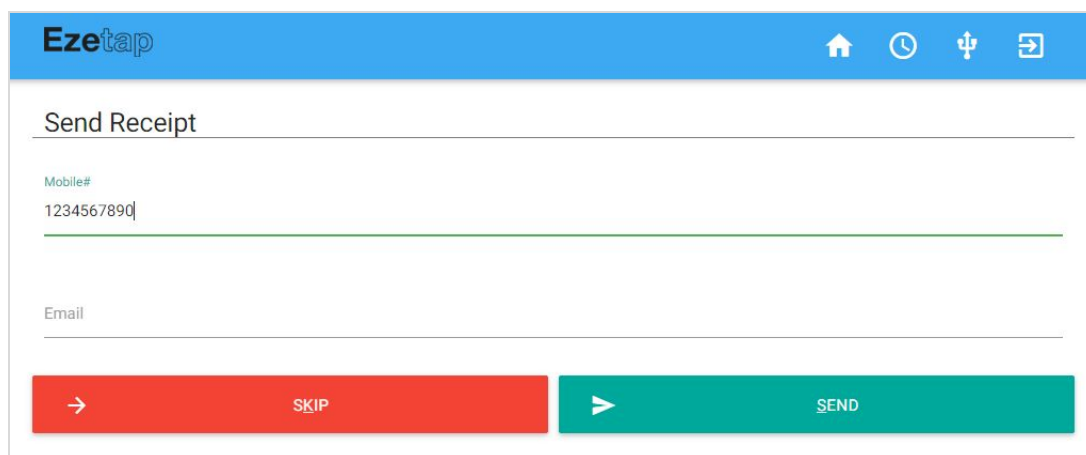
→ PROCEED

*Accept Cards - Anywhere, Anytime!*

- ❑ If prompted, get the customer's signature on the application, and hit Save once to complete. If you skip this step, you can still take the customer's signature after the transaction is saved from the Transaction History screen (click on the  icon to access the history)

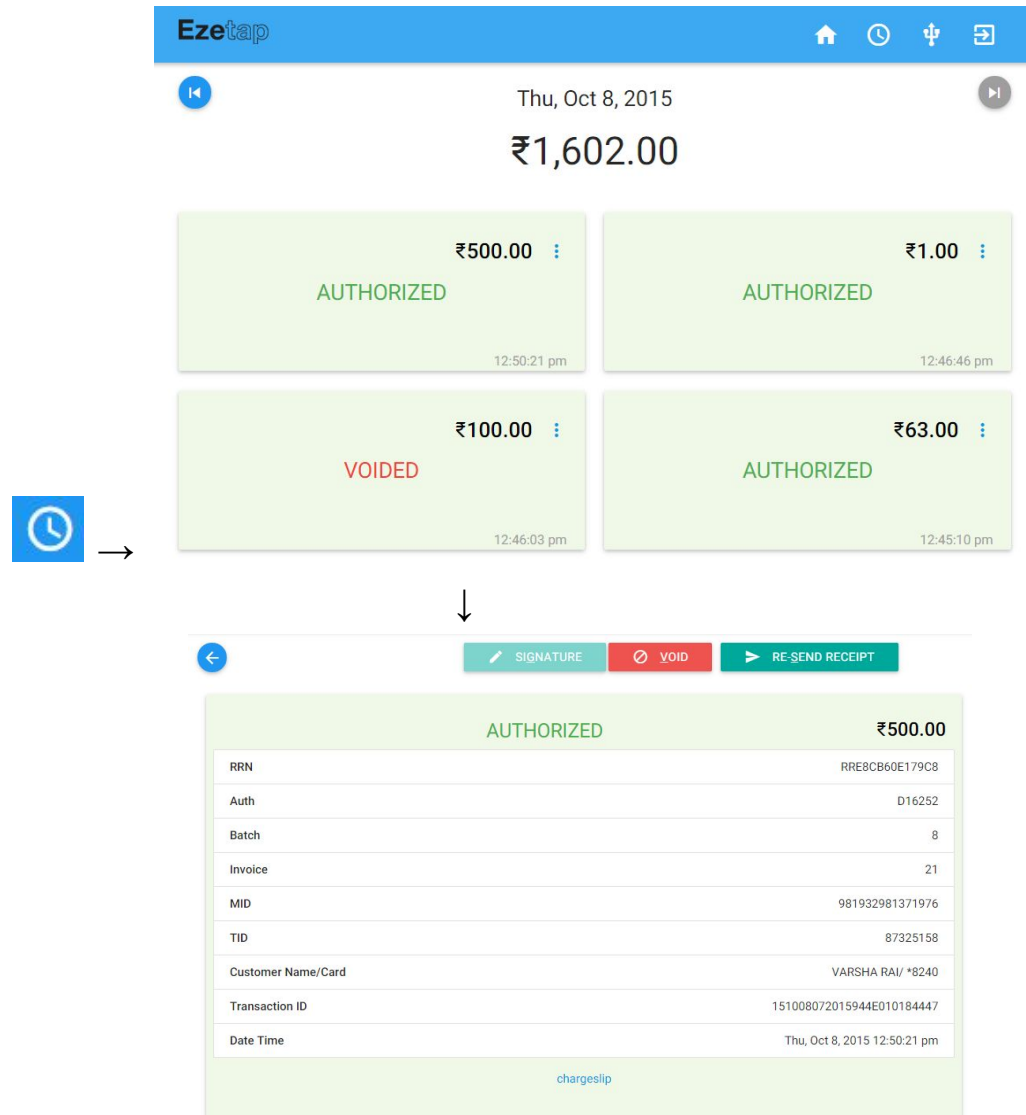


- ❑ Enter customer's mobile number and/ or email address to send the charge slip/ receipt to the customer. This completes the transaction. (Note: You may not be required to carry out this step if you are using the custom application provided by your company to accept card payments through Ezetap.)



- ❑ Review the charge slip if required.

Accept Cards - Anywhere, Anytime!



*Accept Cards - Anywhere, Anytime!*



## FAQs

### What is Ezetap?

Ezetap is a 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.

### What is the Ezetap POS device?

The Ezetap POS 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.

### What is the warranty period on the Ezetap POS device?

1 year

### How can I download the application onto my Windows desktop or tablet?

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

*Accept Cards - Anywhere, Anytime!*

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

It will work at all locations provided your tablet or desktop has access to internet.

### **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.

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

Yes

### **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 your Windows device 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.

### **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.

### **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.

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

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

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

The Ezetap 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.