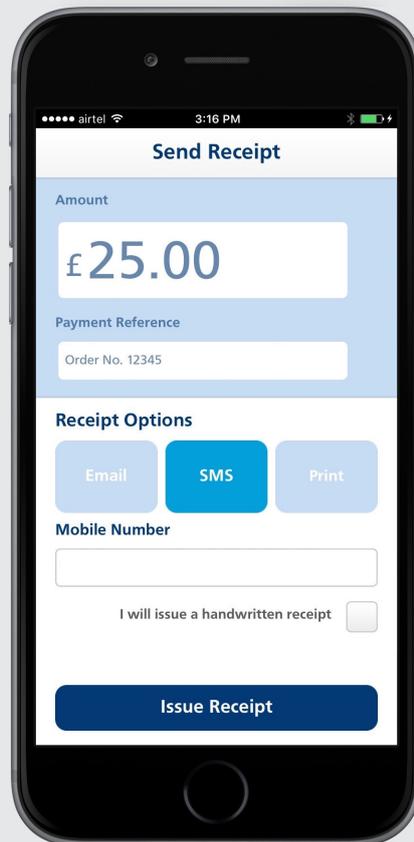


iOS User Guide

Worldpay Total Mobile



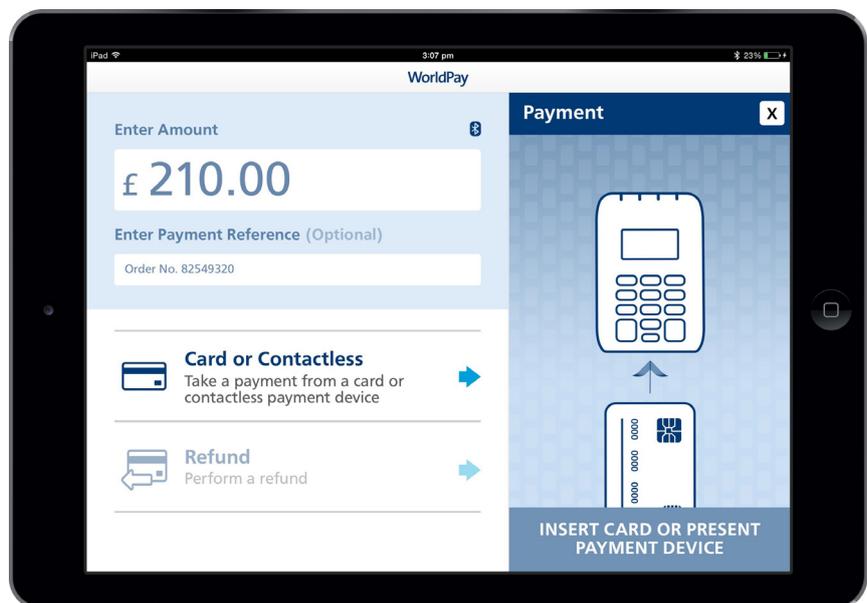
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Welcome

Very soon, you'll be ready to start accepting card transactions and offer refunds on your Apple iPhone or iPad any time, anywhere.

This is your step-by-step guide to setting up and using Worldpay Total Mobile.



Get activated

You'll need these four things:

1. Worldpay Total Mobile login and password

You'll find these in your welcome email. If you can't find the email please contact Worldpay Total Support on 0845 3666015 and select option 2.

2. Worldpay KeyPad

Worldpay Total Mobile works with the Worldpay Keypad – which is provided to you as part of your package.

It's worth knowing that your keypad is built with 'tamper-proof, tamper-evident' technology. This means that if anyone tries to open or dismantle it (or breaks it by accident) it will stop working.

3. A terminal ID (TID)

This is your Worldpay Keypad ID, and you'll need it when you set up the Worldpay Total Mobile App. You can find it in the Welcome email we sent you.

4. An Apple iPhone or iPad

Worldpay Total Mobile is compatible with Apple devices that support iOS7.1 and above.

Get started

Worldpay Total Mobile combines a Worldpay Keypad with a payment application for your Apple device.

To get started, first download the Worldpay Total Mobile app by visiting [the App Store or VPP](#) and then install it on to your device.

Next you need to link to the keypad using a secure Bluetooth connection. Here's how to pair your Apple device and the Worldpay Keypad:

- 1.** Press the Enter key (green tick) for five seconds. The Bluetooth symbol will start flashing at the top left of the screen on your keypad.
- 2.** On your Apple device, tap the Settings icon. Find the Bluetooth menu and make sure it is switched ON. Your device will automatically search for nearby devices. You'll see the Worldpay device listed as Not Paired. Select this.
- 3.** Your Worldpay keypad screen should show a passkey number – this is a randomly generated six-digit number.

a. Your Apple device will show a Bluetooth Pairing Request. Check that the passkey matches the one on your keypad.

If the passkeys match, tap Pair on your Apple device and Enter on your keypad. The keypad screen will show Passkey confirmed and the Bluetooth symbol will stop flashing. You have about 20 seconds to do this before you are timed out. If that happens, you'll see a Pairing Unsuccessful message on your Apple device. Just tap OK, select the Worldpay device again and repeat steps 2 and 3.

4. The keypad screen will show Passkey confirmed, and the Bluetooth symbol will stop flashing. The Worldpay device will show as Connected on your Apple device.

If you have trouble with the pairing process, try resetting the Worldpay keypad and your Apple device. To do this:

a. Go to the Bluetooth menu on your Apple device. Find the Worldpay keypad in the list, and tap the small arrow next to Connected. Then tap Forget this device.

b. Hold down the Enter key on your Worldpay keypad for five seconds to reset.

c. Then start again from step 2.

5. Open the Worldpay Total Mobile App and log in using your username and password.

6. Tap Next. Our Setup Wizard will guide you through the process.

7. Now enter your Terminal ID (from your Welcome email). Then select your keypad from the dropdown list and tap Done.

8. That's it. You'll see a Setup Complete message. Just tap OK to start taking payments.

Get going

Taking payments

1. Switch on the Worldpay Keypad by pressing and holding the black button on the side of the keypad. The Bluetooth symbol should be steady. If it's flashing, you need to pair the keypad with your Apple device (See 'Get started').
2. Open the Worldpay Total Mobile App on your phone and login using your user name and password.
3. Enter the amount for the payment. If you make a mistake, use the delete key and re-enter the amount.
4. Next, you can add a payment reference – like the customer's name or an invoice number – to help you identify this sale later. If you don't want to add a payment reference simply leave the space blank.
5. Choose Card or Contactless from the payment method options. When the prompt appears, ask the customer to insert their card into the

keypad and confirm the amount by pressing Enter.

6. a) If the customer is using a non-contactless card: When the prompt appears, ask the customer to insert their card into the keypad and confirm the amount by pressing Enter. Ask the customer to enter their PIN and press Enter.

b) If the customer is using contactless card: When the prompt appears, ask the customer to tap their contactless card on the keypad. The Apple iPhone or iPad will then play a BEEP sound once the payment is accepted.

Worldpay Total Mobile will process the payment and obtain authorisation. The speed depends on your signal strength, but it should take less than 30 seconds.

Refunding payments

You can now offer refunds using Worldpay Total Mobile.

1. Start the process like you would to take payments.
2. Select the Refund option instead of 'Card or Contactless'.
3. When prompted, please enter your login, password details and click 'Confirm'.
 - a) If the customer is using a non-contactless card: When the prompt appears, ask the customer to insert their card into the keypad and confirm the amount by pressing Enter. Ask the customer to enter their PIN and press Enter.
 - b) If the customer is using contactless card: When the prompt appears, ask the customer to tap their contactless card on the keypad. The Apple iPhone or iPad will then play a BEEP sound once the payment is accepted.
4. You will be asked to confirm the refund. Once confirmed, Worldpay Total Mobile will then process the refund.

Issuing receipts

Once the payment is authorised, a confirmation screen will appear. Now choose one or more of the receipt options:

Email

Tap Email and type the customer's email address in the box. Then tap Issue Receipt. The App will confirm that it has issued the receipt. Tap OK to finish.

SMS

Tap SMS and then follow the steps described for email above.

Written

Select I Will Issue a Written Receipt and then tap Issue Receipt. The App will confirm that it has issued the receipt. Tap OK to finish. Then fill in the details on your Worldpay Total Mobile receipt (there is a receipt template in the appendix of this guide for you to print and use).

Apple Airprint

Tap Print and then tap Issue Receipt. You'll see a list of printer options. Tap the one you want, and choose the number of copies you need.

Tap the Print button. The App will confirm that it has issued the receipt. Tap OK to finish.

You can issue multiple receipts for each payment. Just tap Issue Another Receipt on the Card Payment Complete screen.

When you're ready, tap Done to go back to the home screen.

Taking payments with magnetic stripe (magstripe) cards

Almost every card issued in the UK has a Chip, but some cards from overseas don't.

You can still accept these cards with Worldpay Total Mobile, but the process is slightly different as the cardholder verifies the payment with a signature rather than a PIN.

1. Start the process like you would with a normal Chip & PIN card.
2. Instead of inserting the card into the bottom of the keypad, swipe it along the slot at the top. Make sure the magnetic stripe is facing away from you. You can swipe in either direction.
3. Once the keyboard has read the card, Confirm Amount will appear on the screen. Ask the cardholder to check the amount, then press Enter to confirm. Take the keypad back and wait for the payment to go through.

4. A signature box will appear on your Apple screen. Ask the customer to sign in the box, and check that their signature matches the one on the back of their card.

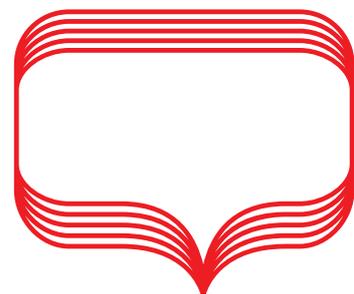
5. The App will ask you to confirm that you've checked the signature. Press Enter on your keypad to confirm.

6. The App will then authorise the payment. Once it's approved, you can issue a receipt (see Apple Airprint on page 5 for help).

7. Finally, tap Done at the bottom to go back to the home screen.

Viewing past payments

You can view all your transactions and perform refunds in the Worldpay Total Manager portal.



Go to:

<https://www.yes-pay.net/storemanager-web/Login.htm>

using your user name and password.



worldpay.com