

Terminal User Guide

<p>To Pay → Step 1: Enter the App. with UserID & Password</p>	<p>Step 2: Press "PAY WITH" & Select the Payment Service</p>	<p>Step 3: Key in amount & Press "Calculate"</p>	<p>Step 4: Select "Scan" & Scan Customer QR Code</p>
<p>Step 5: Verify the amount</p>	<p>Step 6: Print the receipt</p>	<p>To Void → Step 1: Select "Void Transaction"</p>	<p>Step 2: Enter Trade No. <u>or</u> "Scan" Customer Bar Code.</p>
<p>Step 3: Select "Void"</p>	<p>Step 4: Print Void Receipt</p>	<p>Check Transaction → Step 1: Select "Transaction List"</p>	<p>Step 2: Select the transaction</p>
<p>Daily Summary → Step 1: Select "Daily Summary"</p>	<p>Step 2: Select the "Date"</p>	<p>Step 3: Press the "Search"</p>	<p>Step 4: Print "Daily Summary"</p>

FAQ for Sunmi Device

Customer Inquiry	Possible Problem	Troubleshoot/Solution
The device cannot be turned on.	<ul style="list-style-type: none"> ● Battery flats. ● The device is faulty. 	<ol style="list-style-type: none"> 1. Charge it a few hours, it may take a while as the battery drained out 2. If the terminal has been charged for a few hours, please contact MCPayment technician for assistance.
The user fails to login.	<ul style="list-style-type: none"> ● Wrong Username or password. ● No network. 	<ol style="list-style-type: none"> 1. Verify the username and password that you key in. E.G – Username is the outlet name; Password is the last 6 characters of the serial number at the back of the terminal WITHOUT Capital letter. 2. Is 3G^{3G} displayed on the top right hand corner of the terminal? 3. Is the WiFi turned on? Please turn off the WiFi. 4. What is the name of the App. ? (Uninstall Ffastpay mPOS and install Ffastpay O2O)
The device cannot print receipts.	<ul style="list-style-type: none"> ● Bluetooth is not turned on or disconnected. ● The printer is faulty. ● The printer cover is not latched. 	<ol style="list-style-type: none"> 1. Is the Bluetooth turned on? 2. What is the error message? (Data sent to printer failed) – Reboot the terminal
The device only prints half of the receipt.	<ul style="list-style-type: none"> ● The printer is faulty. ● The printer cover is not latched. ● The roller is loose. 	<ol style="list-style-type: none"> 1. Ensure paper roll is correctly placed in the chamber. 2. Check if the printer cover is latched fully. 3. Check if the roller is broken. 4. Contact the technician for assistance if the problem is not solved. Provide screenshots of the receipt printout and condition of the paper roller chamber.
The screen displays in Mandarin message & indicates “Firmware has been burned”.	<ul style="list-style-type: none"> ● The device has been hard reset. 	<ol style="list-style-type: none"> 1. Force restart – Press and hold volume down and power button till it shuts off. 2. Let the terminal battery drain out.