

Community Wi-Fi Merchant Terminal

User Guide

For more information or any questions about the
Activ8me Merchant Portal, call Activ8me on
1800 137 500

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1. How to Connect the Merchant Terminal to the Internet

→ Turn on the Activ8me Merchant Terminal: Power (On/Off) button located on right hand side of tablet

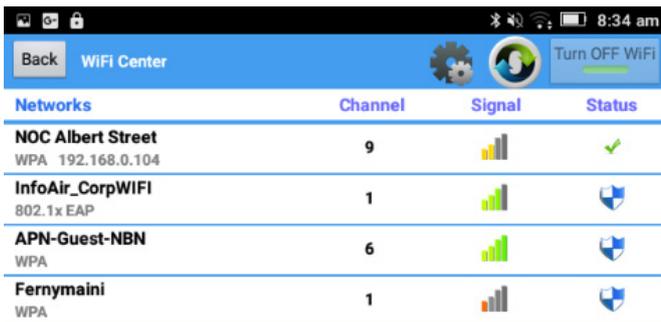


If tablet is in sleep mode or screen locked, touch screen and swipe upwards whilst touching screen

→ Tap: **WiFi Centre icon**



→ Identify your WiFi internet and Tap on it



→ Input your SSID Password and Tap on connect button



2. How to Login

→ Turn on the Activ8me Merchant Terminal: Power (On/Off) button located on right hand side of tablet



If tablet is in sleep mode or screen locked, touch screen and swipe upwards whilst touching screen

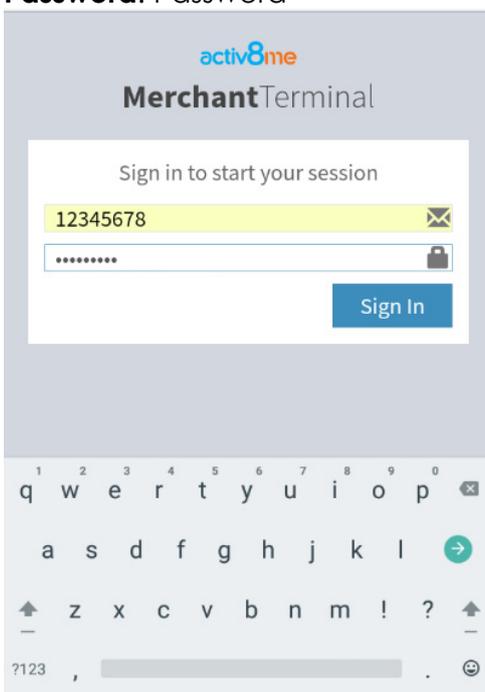
→ Tap: **Merchant icon**



→ Enter your login details: (please refer to your welcome email from Activ8me)

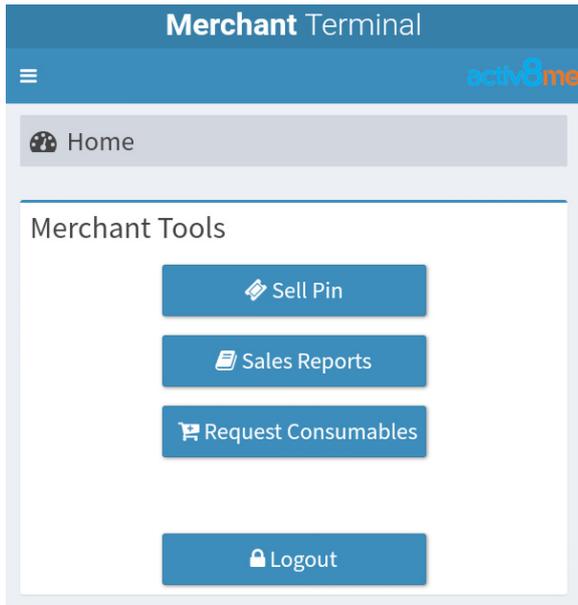
Username: Customer Number

Password: Password

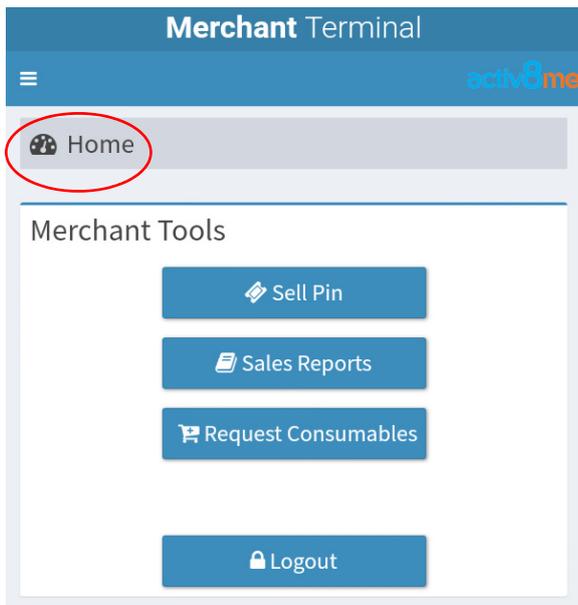


→ Tap: **Sign in** to access the **Merchant Tools** (Home Screen):

→ the **Merchant Tools** (Home Screen):



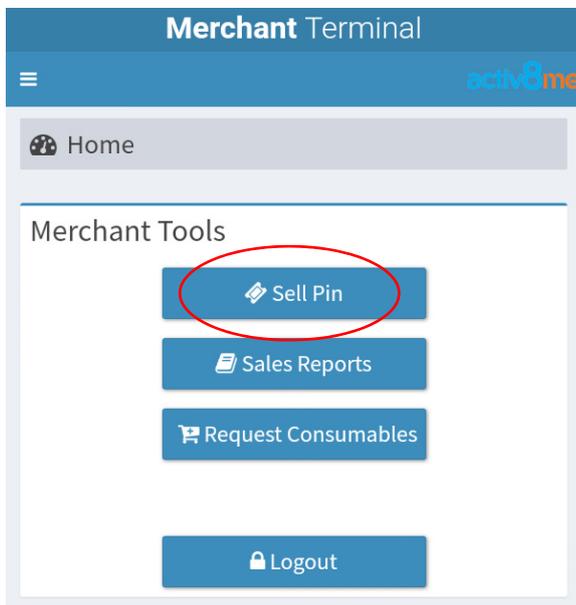
To return to the Merchant Tools home screen at any time, press the **Home** button in the top left of the screen



3. How to Sell a PIN Voucher

Step 1

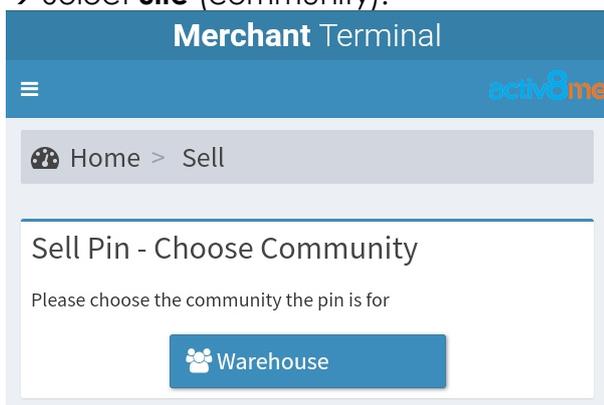
→ From the **Merchant Tools** (Home screen), tap on **Sell Pin** button:



The level of information above is only visible to the **Primary User** (i.e. business owner). Confidential account/payment information contained above is not available to employees who have a restricted access login, as explained in Section 4.

Step 2

→ Select **Site** (community):

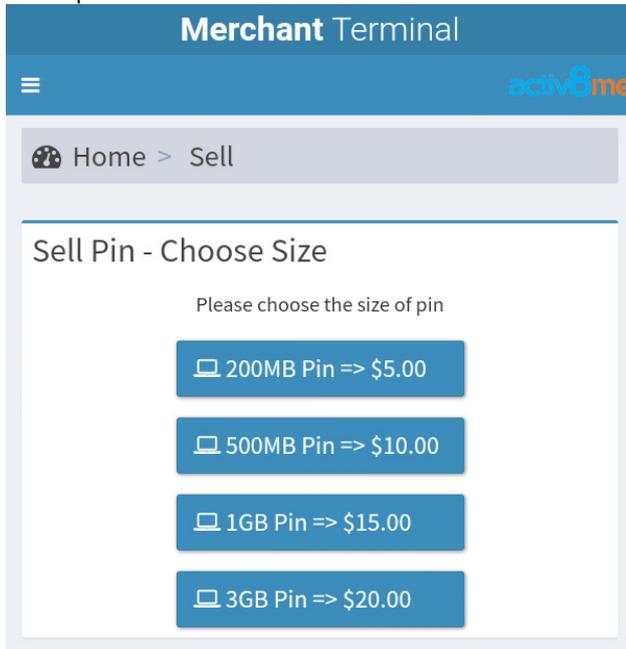


If a Merchant sells vouchers for more than one community a drop down box will appear prompting to select a site. Otherwise only the default community will show.

If a customer's community does not appear, call activ8me on 1800 137 500.

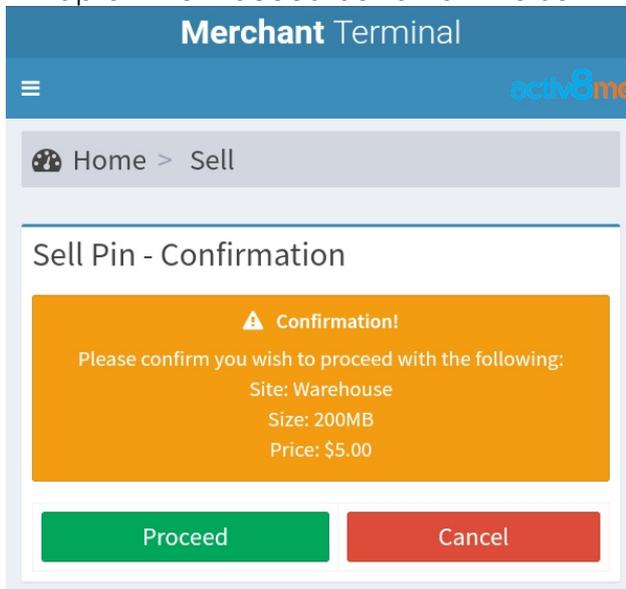
Step 3

- Select **Pin size** (value of WiFi data being purchased):
- Tap on selected **Pin size**



Step 4

- Tap on the **Proceed** button on the Sell Pin - Confirmation screen which follows:



Clicking '**Proceed**' on this screen will

- generate a PIN voucher and the merchant will be debited the value of the Pin/s sold, less commission and
- print the Pin voucher



Pin vouchers must be activated within **30 days** from purchase otherwise they will expire.

4. How to Print a PIN Voucher

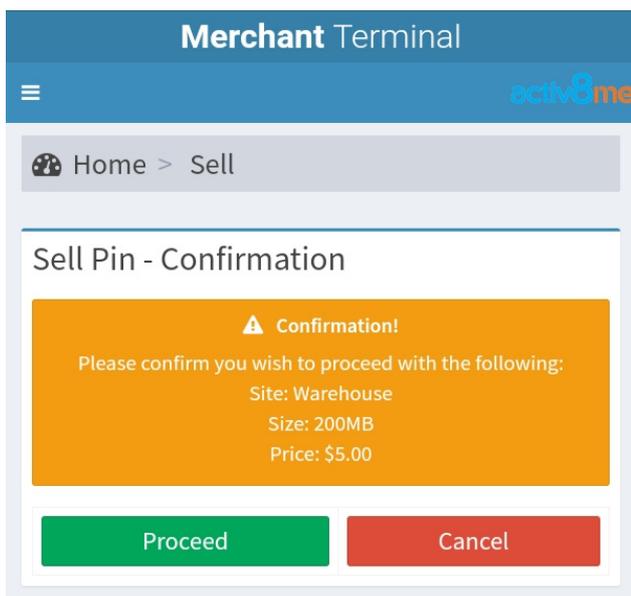
Step 1

→ Follow steps in **Section 2** to Generate Pin.



Printer will be connected via Bluetooth. Should the printer not be connected to the tablet device, please check if printer is turned on. If not turned on refer section 'How to Connect Printer'.

→ Tap on the **Proceed** button on the Purchase Pin - Confirmation screen which follows:



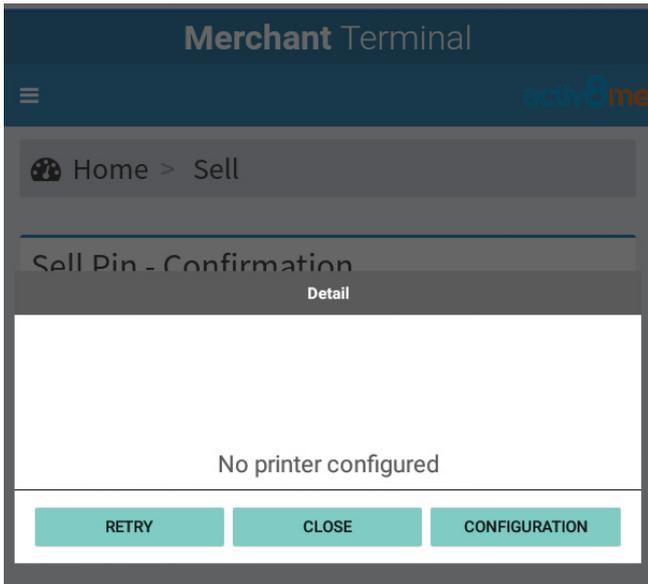
Pin voucher will print automatically once you tap on Proceed.



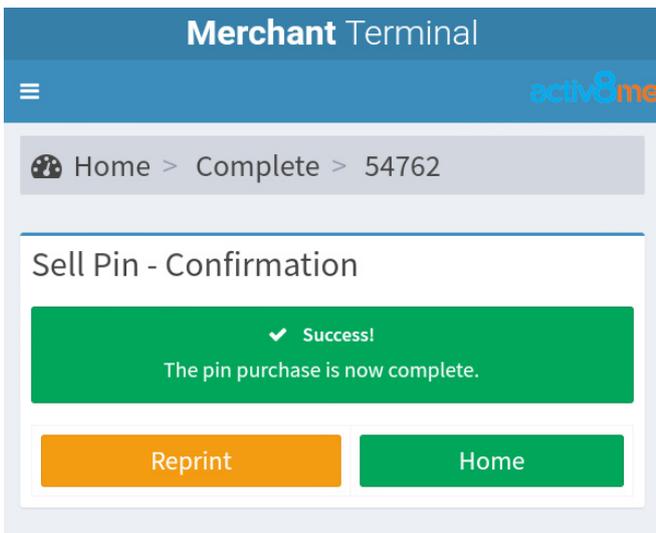
*Pin vouchers must be activated within **30 days** from purchase otherwise they will expire.*

→ If more than one Pin has been sold to a customer, or to create a 'stock' of pin vouchers to sell at a store/shop, you will be required to repeat the process for the volume you require or use the Merchant Portal to sell and print multiple Pin vouchers

→ If the following screen appears please check if printer is connected, tap on close



→ Once printer is connected, Tap on Reprint button and Pin voucher will print.



If printer is connected and still not printing, **call activ8me on 1800 137 500**. You can retrieve the Pin voucher from the Merchant Portal by reprinting the invoice.

5. How to Connect the Printer

Merchant Terminal consists of a Printer and Tablet device. The Printer is paired with Tablet device, boxed and delivered as a single unit. Ensure units remain together.

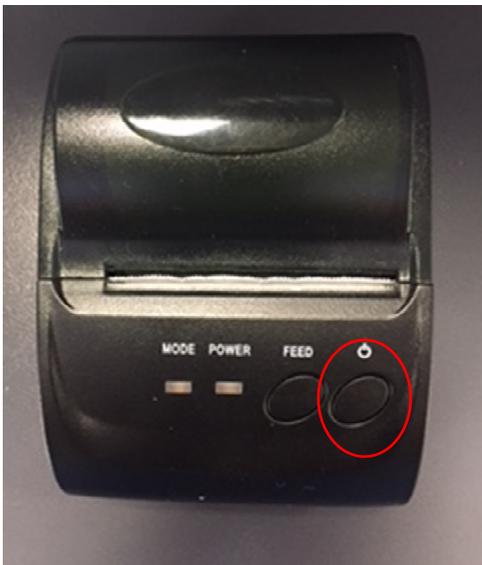
Should the printer not be connected to the Tablet device follow the below steps to re-connect the printer to the Tablet device.



If unable to connect printer, **call activ8me on 1800 137 500.**

Step 1

→ Turn on the Printer by pressing the On/Off button:



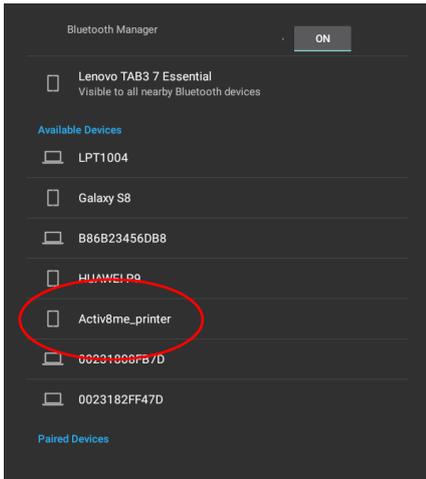
Printer will either show a blue flashing light or solid blue light on 'Power' indicator.

Step 2

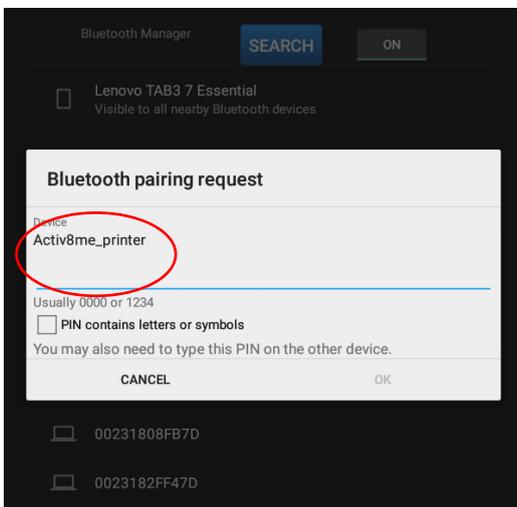
→ Tap Bluetooth Manager to open the next screen to pair the device:



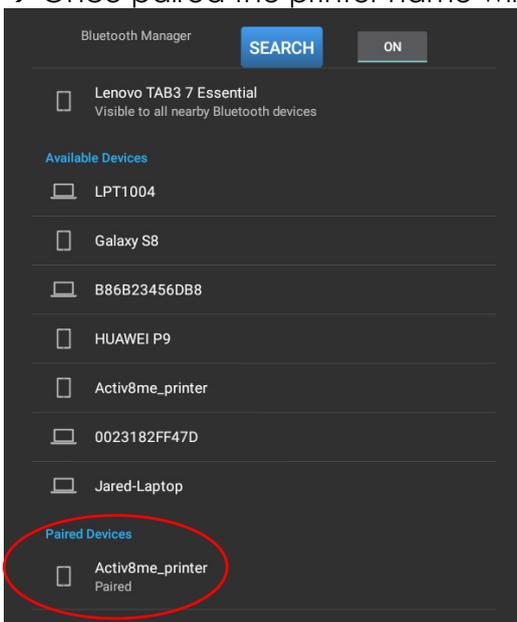
→ Tap the Activ8me_printer as seen in the 'Available Devices' section:



→ Type in the password 3072 and tap ok:



→ Once paired the printer name will move to Paired Devices section:

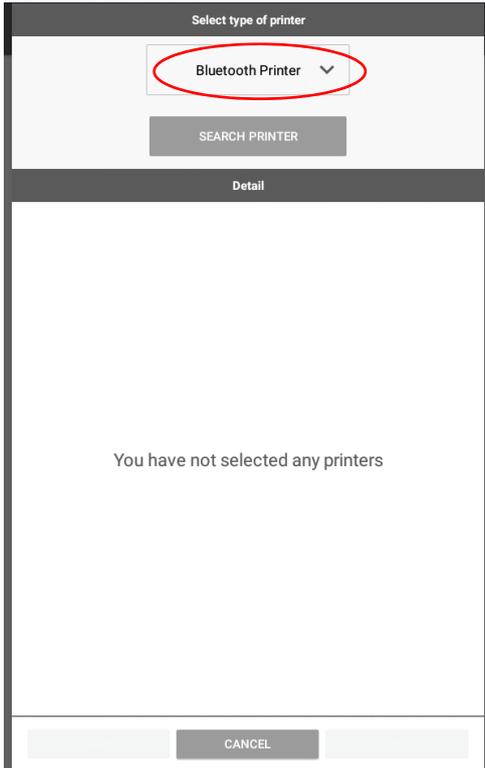


Step 3

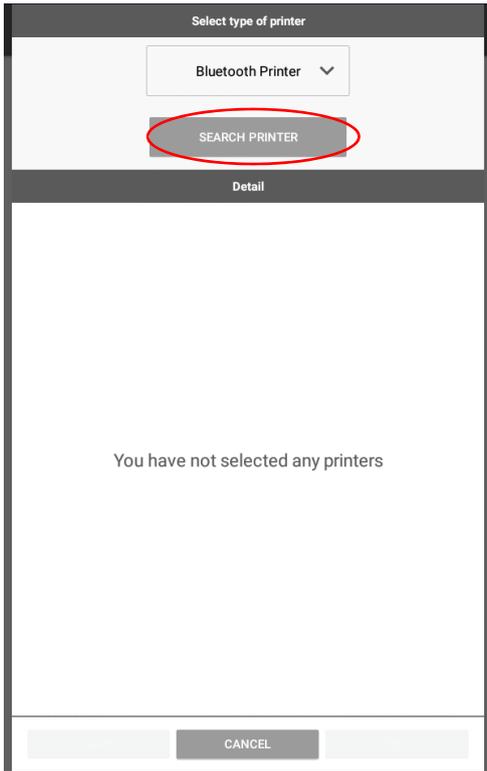
→ Tap Quick Printer to open the next screen to pair the device:



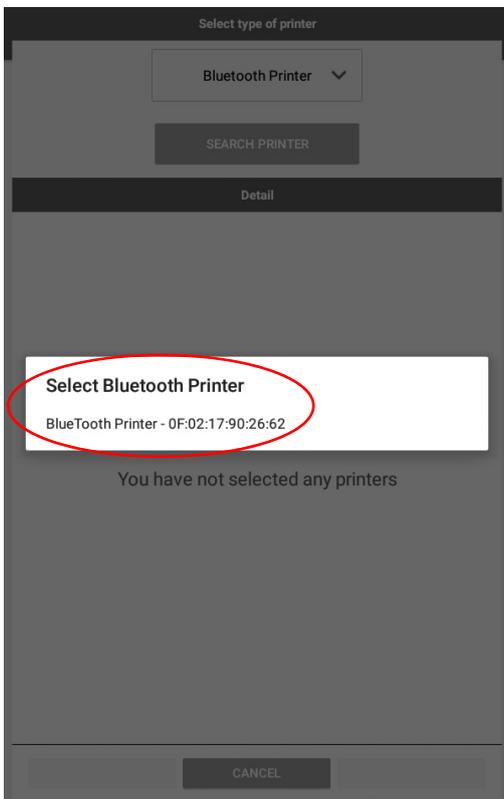
→ Select Bluetooth Printer, if Network Printer appears:



→ Tap on Search Printer:

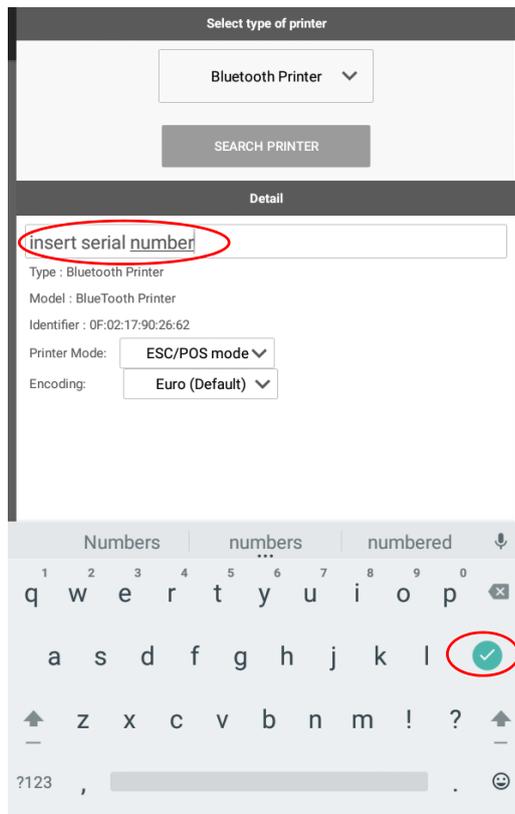
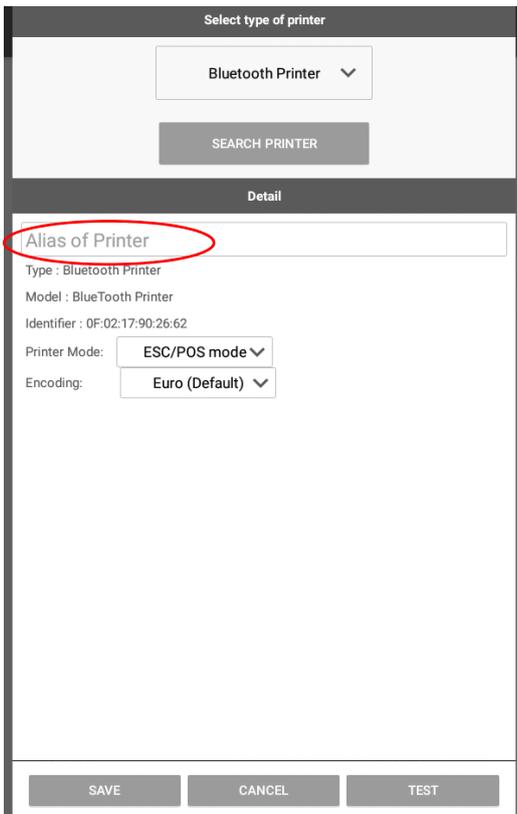


→ Tap Select Bluetooth Printer:



→ Type unit serial number in the Name in Alias of Printer. Printer name is the unit serial number.

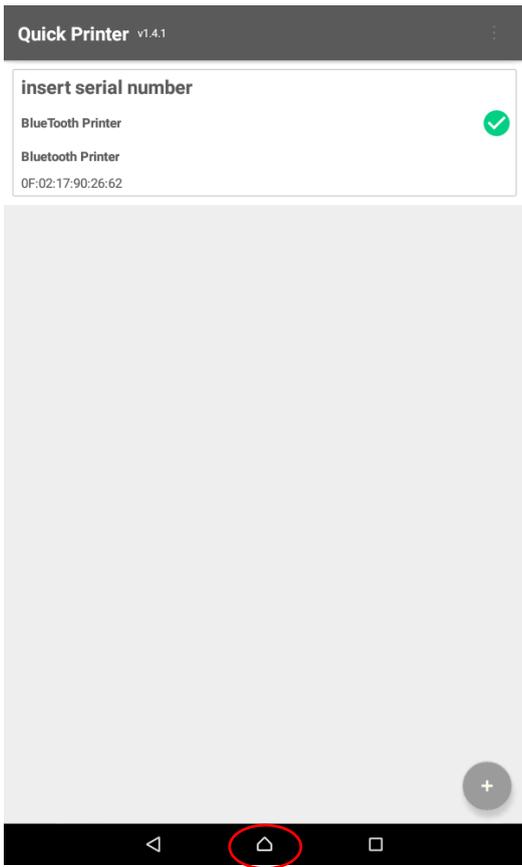
→ Tap the tick button to confirm:



→ Tap the save button:



- Confirmation screen that printer has been added to the Tablet device.
- Tap Tablet device home button to return to Icon Page:



6. How to order Consumables for the Printer

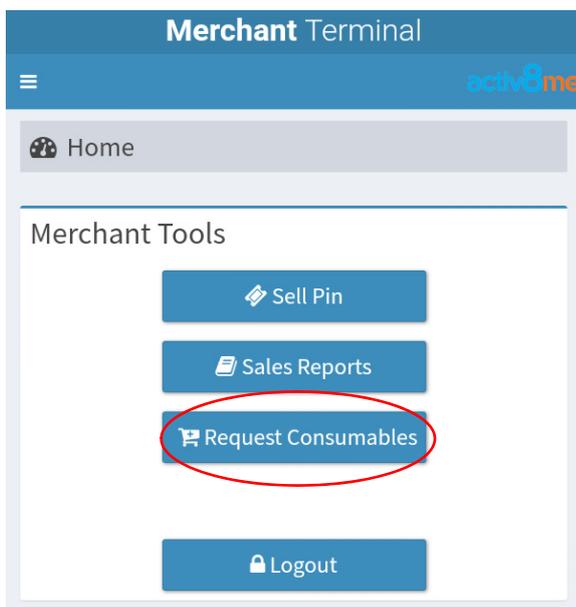
To order new printer rolls follow the following steps.



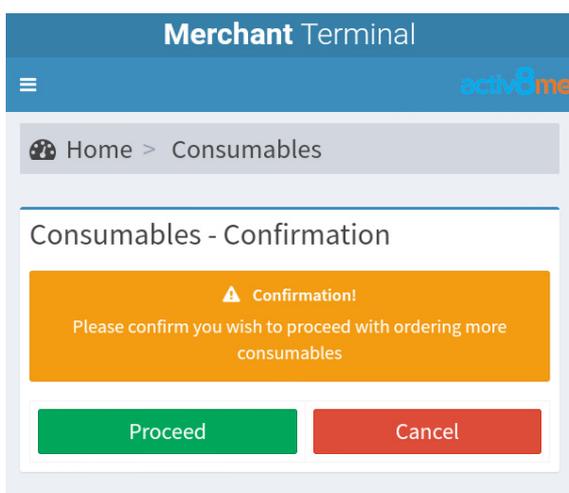
If unable to order new printer rolls through the Merchant Terminal or need to know the status of delivery, **call activ8me on 1800 137 500.**

Step 1

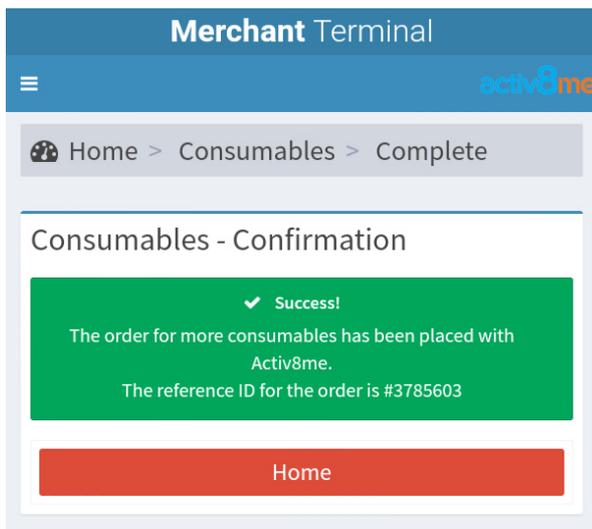
→ From the **Merchant Tools** (Home screen), tap on **Request Consumables** button:



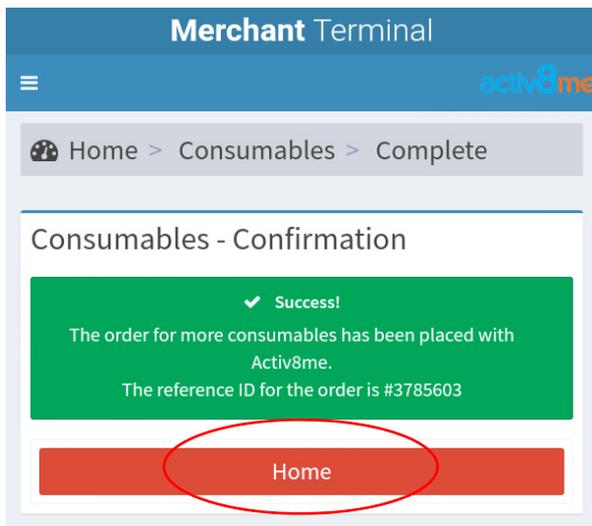
→ Tap on the **Proceed** button on the Consumables – Confirmation screen:



→ Successful – Consumable Confirmation screen:
Order has been placed with Activ8me and will be mailed:



→ Tap on the **Home** button to return to Merchant Tools Home page:



7. How to Manage Add, Edit or Delete Users



The Process can only be completed using the Merchant Portal.

The Merchant Terminal is only for Pin sales and printing daily reports.

Primary Users (i.e. business owners) can set up other users (i.e. employees) to use the Merchant Terminal system. These are called **Secondary Users** and their access is restricted to selling and printing PIN vouchers only. They cannot view or access confidential information (i.e. payment details) about the business. The steps to explain how a Primary User can **add, edit** or **delete** a Secondary User is contained within the Community Wi-Fi Merchant Portal – User Guide.

8. How to Create and Print/View Reports

The Merchant Terminal allows merchants to view:

- **Sales (Today)**
- **Sales (Daily)**
- **Sales (Monthly)**
- **Sales (All)**

The Merchant Terminal can print the Sales (Today) report for balancing of cash registers.

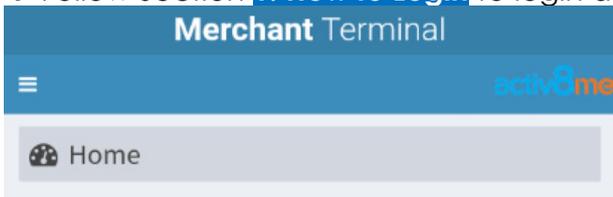


Sales (Daily), Sales (Monthly) and Sales (All) reports can be viewed through the Merchant Terminal but can only be printed through the Merchant Portal (Instructions are provided in the Merchant Portal User Guide).

Reprint of Individual PIN sales can be printed from Sales (Today or Sales (All) report by clicking the printer icon.

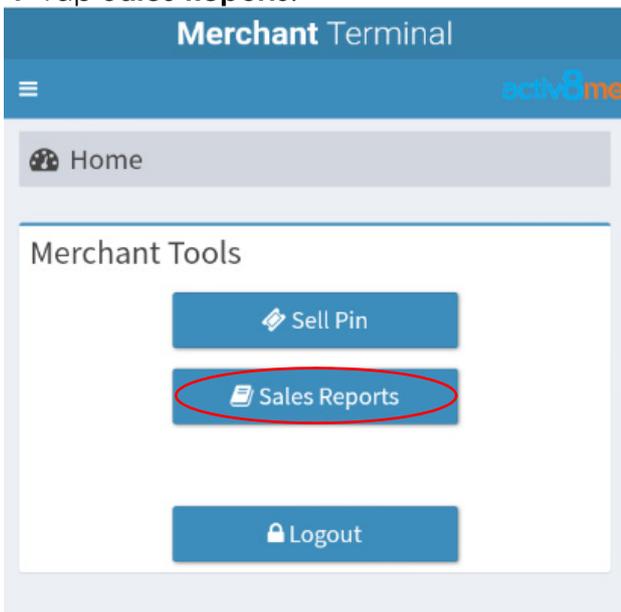
Step 1

→ Follow Section **1. How to Login** to login as a Primary User or click **Home** button:

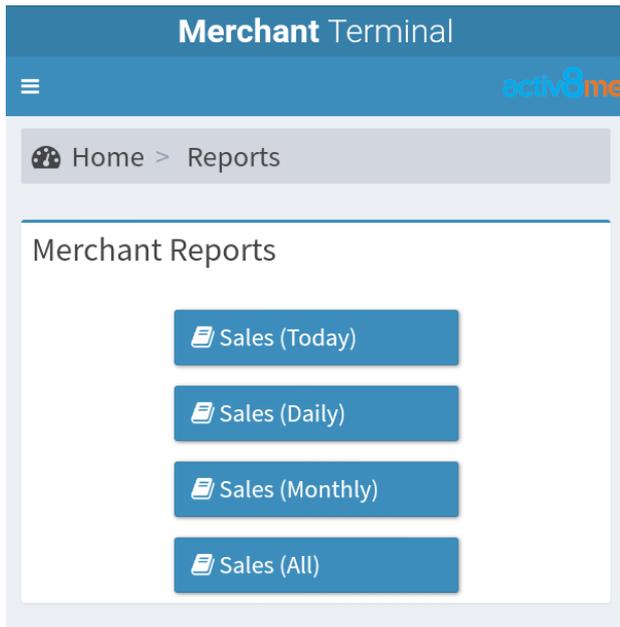


Step 2

→ Tap **Sales Reports**:

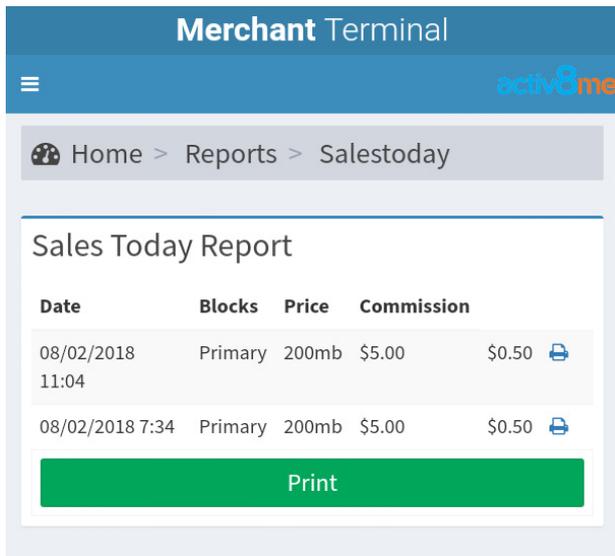


→ Select the applicable button: **Sales (Today)**, **Sales (Daily)**, **Sales (Monthly)** or **Sales (All)**:



Example Report: Sales (Today)

→ Tap on the Print button to print the full report of daily sales on the Bluetooth Printer.



Example View Report: Sales (Daily)

Merchant Terminal

Home > Reports > Sales Daily

Sales Daily Report

Date	Blocks	Retail Price	Commission
09/11/2017	3	\$30.00	\$3.00
20/10/2017	4	\$20.00	\$2.00

Example View Report: Sales (Monthly)

Merchant Terminal

Home > Reports > Sales Monthly

Sales Monthly Report

Date	Blocks	Retail Price	Commission
November 2017	3	\$30.00	\$3.00
October 2017	4	\$20.00	\$2.00

Example View Report: Sales (All)

Merchant Terminal

Home > Reports > Sales All

All Sales Report

Date	User	Block	Price	Commission	
09/11/2017 10:16	Primary	500mb	\$10.00	\$1.00	
09/11/2017 10:16	Primary	500mb	\$10.00	\$1.00	
09/11/2017 10:16	Primary	500mb	\$10.00	\$1.00	
20/10/2017 13:50	Primary	200mb	\$5.00	\$0.50	
20/10/2017 13:50	Primary	200mb	\$5.00	\$0.50	

Re-Print Individual Pin Sales/Invoices

From either the Sales (Today) or Sales (All) reports, tap on the blue printer icon to re-print the individual Pin sale/invoice on the Bluetooth Printer.

Sales Today Report

Merchant Terminal

Home > Reports > Salestoday

Sales Today Report

Date	Blocks	Price	Commission
08/02/2018 11:04	Primary	200mb	\$5.00 \$0.50 
08/02/2018 7:34	Primary	200mb	\$5.00 \$0.50 

[Print](#)

All Sales Report

Merchant Terminal

Home > Reports > Sales All

All Sales Report

Date	User	Block	Price	Commission
09/11/2017 10:16	Primary	500mb	\$10.00	\$1.00 
09/11/2017 10:16	Primary	500mb	\$10.00	\$1.00 
09/11/2017 10:16	Primary	500mb	\$10.00	\$1.00 

9. How to Login and Sell PIN Voucher [Secondary User]

Step 1

→ Turn on the Activ8me Merchant Terminal: On/Off button located on right hand side of tablet



If tablet is in sleep mode or screen locked, touch screen and swipe upwards whilst touching screen

→ Tap: **Merchant icon**



Merchant



WiFi Center



Quick Printer



Bluetooth Manager



→ Enter **Secondary User** login details:

Username: Customer Number: Username

Password: Password

Customer Number is allocated by Activ8me to the Merchant Primary User in the welcome email sent during setup.

Secondary Users are only able to print vouchers (they cannot view reports).



Secondary Users must be established via the Merchant Portal by the Merchant Primary User.

*Username is set up by Primary User as detailed in section 4 of the Merchant Portal User Guide (i.e. **12345678:johnsmith**).*

activ8me
MerchantTerminal

Sign in to start your session

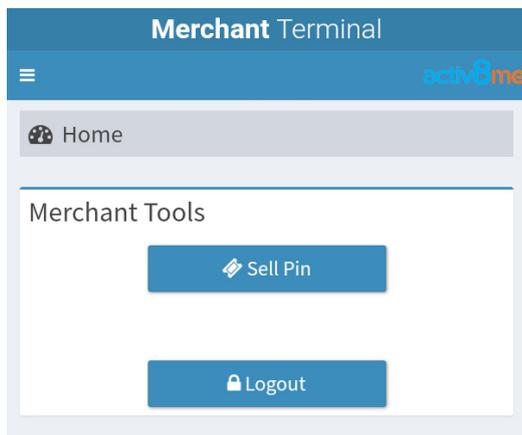
12345678:johnsmith

....

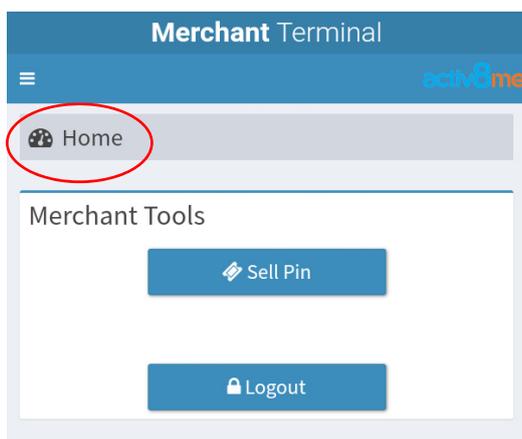
Sign In

→ Tap: **Sign in** to access the **Merchant Tools** (Home Screen):

→ the Secondary User **Merchant Tools** (Home Screen):



To return to the Merchant Tools home screen at any time, press the **Home** button in the top left of the screen



→ See **2: How to Sell a Pin Voucher** for instructions on how to print the Pin/s

→ See **3: How to Print a Pin Voucher** for instructions on how to print the Pin/s.