



WisePad™ Q

mPOS Solution Combining Swipe, EMV Contactless, EMV Chip and Pin Card Reading Functions

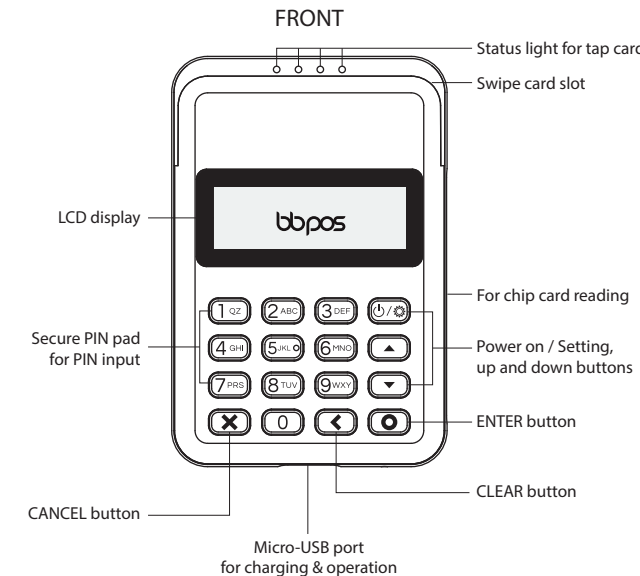


Support Operating System:
iOS, Android, Windows Phone 8, MS Windows

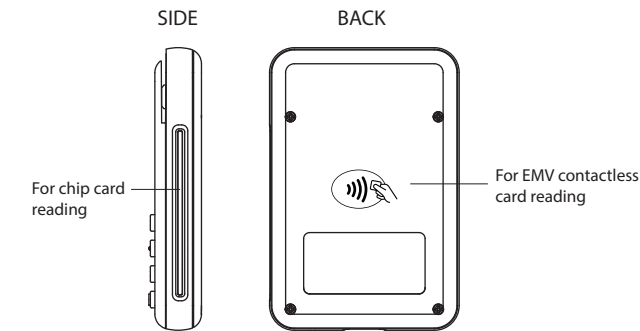


www.bbpos.com

Index & Accessories (Fig.1)



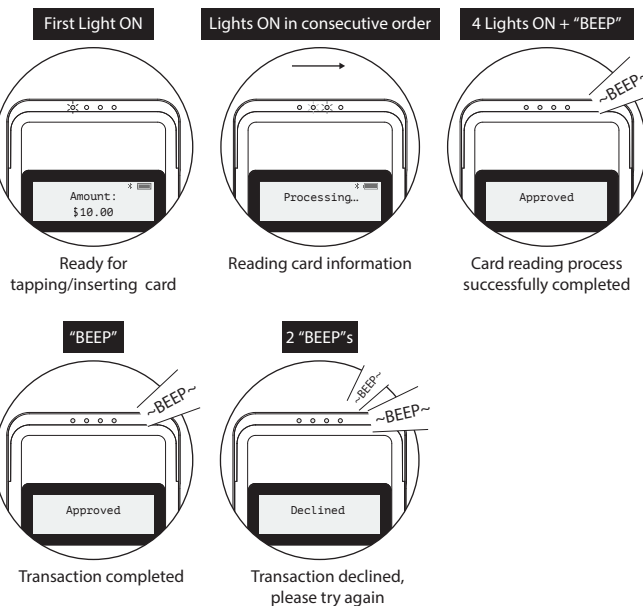
Index & Accessories (Fig.2)



Package Contents

Device	x 1	Quick start guide (QR code)	x 1
Micro-USB cable	x 1		

Status LED Indicators in Transaction



Product Specifications

Features & Functions	• EMV/PBOC Chip card reader (ISO 7816 Compliant Class A, B, C card) • NFC Reader (EMV contactless, ISO 14443A/B) • Secure PIN pad • Dual Track Magnetic Stripe Card Reader
Display	1.8" LCD, 128x40 dot pixel with backlight
Status Indicator	4 LEDs
Communication Interface	mPOS mode - <i>Bluetooth®</i> BLE 4.2, Micro-USB
Power & Battery	Li-polymer battery, 3.7V, 520mAh
Charging	Via Micro-USB
Support Operating Systems	Android 4.2 or above, iOS 6.0 or above, Windows Phone 8 or above, MS Windows
Operating Temperature	0°C - 45°C (32°F - 113°F)
Operating Humidity	Maximum 95%
Storage Temperature	-20°C - 55°C (-4°F - 131°F)
Storage Humidity	Maximum 95%
Dimensions	94 x 63 x 15.5 mm / 3.7 x 2.48 x 0.61 inch (approx.)
Weight	105 g / 3.7 oz (approx.)

Troubleshooting

Problems	Recommendations
Device cannot be paired	• Please press & hold the power on/off button to restart your device. • Please check if you can find the device's "Serial Number" (Shown on the back of device) in the "Scanned Device List" of your smartphone or tablet.
Display turned off automatically	• The display may turn off after enter the "SLEEP MODE" to save power. Please press and hold the power on/off button to restart it. • The device may be out of power, please use the USB cable to recharge it, then retry.
Device lost the connection with your smartphone or tablet when the device is auto-off.	• Please press and hold the power on/off button to turn on the device again. The device will automatically connect with your smartphone or tablet again. • The device may be at lower battery level, please use the USB cable to recharge it, then retry. • Please ensure the device or smartphone/tablet is within the reception range.
Device cannot read your card successfully through NFC reading	• Please check if your card supports NFC payment. • Please ensure if your card is placed within 4cm range on top of the NFC marking.
Device cannot read your card successfully through NFC reading	• Please check if your card supports NFC payment. • Please ensure if your card is placed within 4cm range on top of the NFC marking. • Please take out your NFC payment card from wallet or purse for payment to avoid any interference.

Troubleshooting

Problems	Recommendations
Device cannot read your card successfully	• Please check if the device has power when operating and ensure devices are connected. • Please ensure that there is no obstacle in the card slots. • Please check if the chip of the card is facing the right direction when inserting card. • Please ensure your phone/tablet is supported model for this device's operation. • Please insert card with a more constant speed.
Device has no response	• Please use a paper clip to press the reset button at the back for reboot.

CAUTION & IMPORTANT NOTES

- Ensure to turn on the *Bluetooth®* function of your smartphone or tablet before use.
- Please fully charge your **WisePad™ Q** before use.
- Please ensure that you have chosen the desired "Pairing" method of **WisePad™ Q** before to start the connection process.
- Please ensure EMV chip of the card is facing the right direction when inserting card.
- Don't drop, disassemble, tear, open, crush, bend, deform, puncture, shred, microwave, incinerate, paint, or insert foreign object into the device. Doing any of which will void the Warranty.
- Don't immerse the device into water and place near washbasins or any wet locations. Don't spill any food or liquid on the device. Don't attempt to dry the device with external heat sources, such as microwave or hair dryer.
- Don't use any corrosive solvent or water to clean the device. Recommend using dry cloth to clean the surface only.
- Don't use any sharp tools to point the internal components or connectors, doing which may lead to malfunction and void the Warranty.
- Don't try to disassemble the device to repair. Please contact your dealer for repair and maintenance.
- Risk of fire or explosion if the battery is replaced by an "incorrect type".
- Please be aware the correct direction of IC card insert. Chips should be facing up and on the left before entering the card slot.

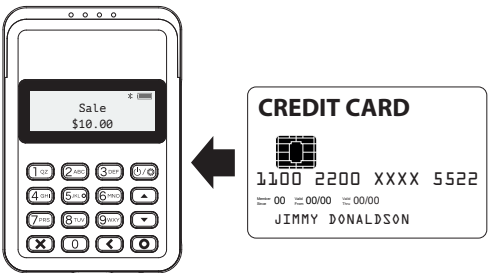


Fig 3 - The correct direction of inserting IC card.

FCC Caution Statements:

FCC Supplier's Declaration of Conformity:

BBPOS / WPC40, WPC41, WPC43

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

BBPOS Corp.
970 Reserve Drive, Suite 132 Roseville, CA 95678
www.bbpos.com
Email: sales@bbpos.com | Tel: +852 3158 2585

Caution:

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

ISED Statement

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSSI(s). Operation is subject to the following two conditions:
1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.
L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:
1. L'appareil ne doit pas produire de brouillage;
2. L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement



Need Help?

E: sales@bbpos.com | T: +852 3158 2585



Room 1902-04, 19/F, Tower 2, Nina Tower, No. 8 Yeung Uk Road, Tsuen Wan, Hong Kong
www.bbpos.com

©2022 BBPOS Limited. All rights reserved. BBPOS and WisePad™ are either trademark or registered trademarks of BBPOS Limited. iOS is the trademark of Apple Inc. Android™ is a trademark of Google Inc. Windows® is registered trademark of Microsoft Corporation in the United States and/or other countries. The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by BBPOS Limited is under license. Other trademarks and trade names are those of their respective owners. All details are subject to change without prior notice.

Quick Start Procedures

STEP 1

WisePad™ Q can support iOS (iOS 6.0 or above), Android (Android 4.2 or above), Windows Phone 8 & MS Windows.

Download and install official application from APP Store (Fig. 3.1).



Fig. 3.1

STEP 2

Press and hold “**⏻**” to turn on **WisePad™ Q** until “bbpos” is displayed on the LCD. Turn on your smartphone/tablet **Bluetooth®** pairing function (Fig. 3.2).

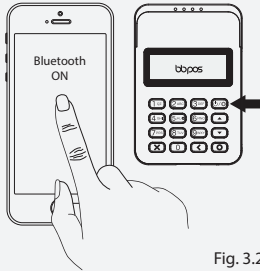


Fig. 3.2

STEP 3

For first time pairing, open the APP and click “Tap to connect” (Fig. 3.3).

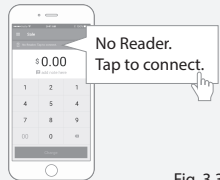


Fig. 3.3

Then, select “**WisePad™ Q**” in the “Select the reader model” pop-up window (Fig. 3.4). Passkey will be shown on **WisePad™ Q** and your smartphone/tablet. Press “**⏻**” to accept if they are matched.

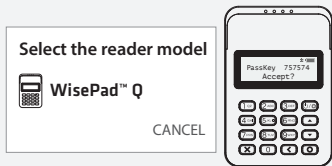


Fig. 3.4

After that, device is shown on the top in Sale page (Fig. 3.5).

** If you paired the device before, it will automatically pairing to the device when open the APP.



Fig. 3.5

Sale Operation

STEP 1

In Sale page (Fig. 3.5), enter amount and press “Charge”.

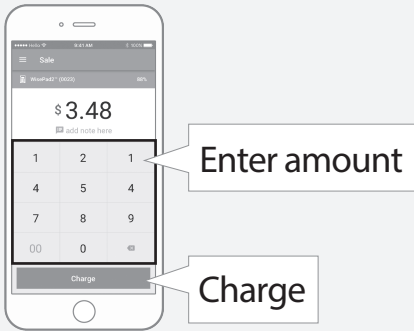


Fig. 3.5 - Sale

STEP 2

In Payment Method page (Fig. 4.1), press a payment method which you choose.

When you press “Credit Card”, the APP and the device will go to Start Payment page (Fig. 4.2). Then, you can use one of below payment methods to start the transaction

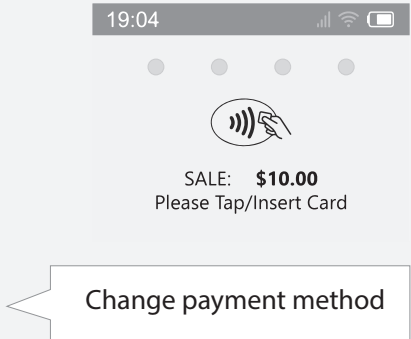


Fig. 4.2 - Start Payment

a. Insert EMV IC card. If you are required to input PIN (Fig. 4.3), please input via secure PIN pad and press “**⏻**” to confirm on device.

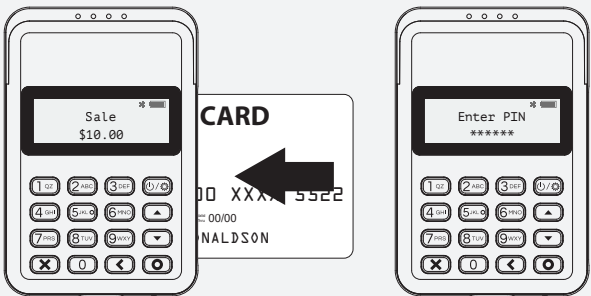


Fig. 4.3 - Insert EMV IC card

b. Tap NFC card (Fig. 4.4). Success tapping will have beep sound and LED indication. (Please refer to NFC status indicators)

** Remarks:

- If you would like to change to the other payment method in Start Payment page (Fig. 4.2), press “Change payment method”. Then, it will back to Payment Method page (Fig. 4.1) for next transaction.
- If you pay by EMV IC card, please ensure that the EMV chip of the card is facing the right direction.
- If you pay by using NFC card, please ensure you tap the NFC payment card within 4cm range on top of the NFC marking.
- If the amount is higher than CVM limit in NFC payment, input PIN is required.

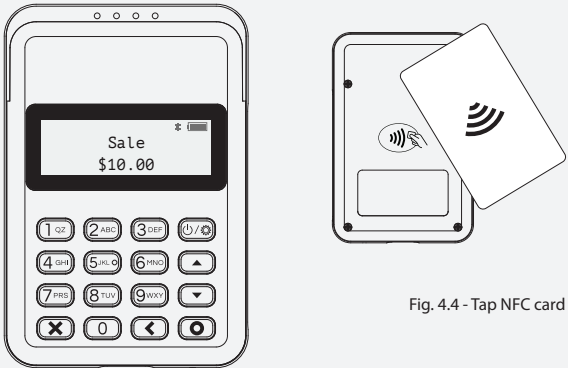


Fig. 4.4 - Tap NFC card

STEP 3

When transaction finish, “Approved” is shown on the APP and the device. (Fig. 4.6).

** Remarks:

If the transaction is not successful, “DECLINED” will be shown on the APP and the device. Then, it will go back to Sale page (Fig. 3.5).

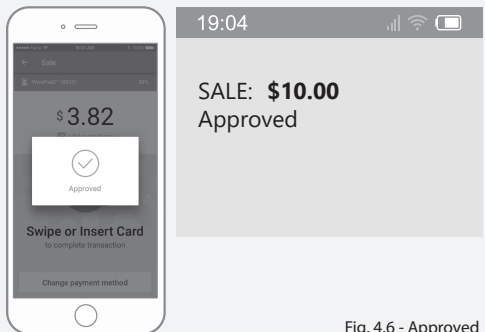


Fig. 4.6 - Approved

Cardholder's signature is required under these situations:

- Depends on card type.
- If amount is exceed the limit.

Under these situations, the APP will go to Signature page (Fig. 4.7). To sign on white area and then press “Confirm”.

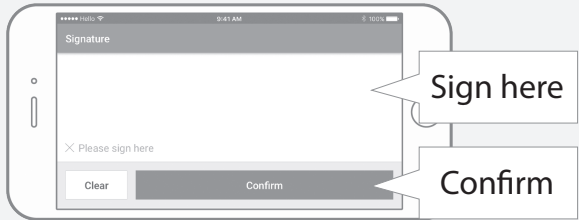


Fig. 4.7 - Signature

STEP 4

In Receipt page (Fig. 4.8), you can choose email and SMS a receipt.

- To send a receipt, press “Email” to input the email address and press “enter”. Then, press “**▶**”.
- To SMS a receipt, press “SMS” to input the contact number and press “enter”. Then, press “**▶**”.
- If you do not need receipt, press “New Payment” back to Sale Page (Fig. 3.5) to start another payment.

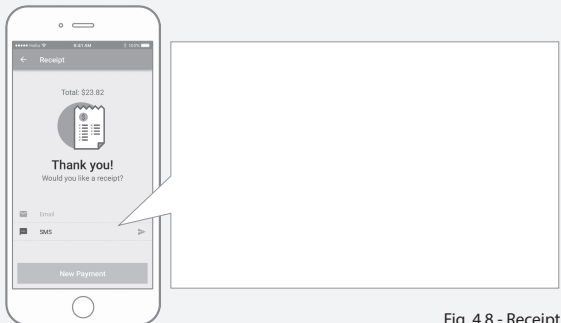


Fig. 4.8 - Receipt