Jiopay

User Manual
Jiopay 2800

Mobile Pin Pad

KanhaTech Solutions Limited

INTRODUCTION

Welcome to a Preeminent Secure Mobile Payment Solution from KanhaTech.

It's a mobile payment solution which is compact, lightweight having Bluetooth and USB communication mode.

Supports Mag stripe Cards, Contact ICC (Integrated Circuit Chip) and Contactless (NFC) payment modules. Compatible with most of the Android based Smartphones / Tablets and Apple

It can be used as a cost-effective and secure -

- Payment Solution for Merchants, configured with Android/ Apple based device as a point of sale to accept card payments, both as Open/Closed loop.
- Financial Solution, for branchless banking or micro-finance.
- Cashless & Contactless Payment Solution for Events & Bus Ticketing with its NFC, Tap and Pay support.
- Loyalty and Payment Solution for Hospitality Industry.

This document provides an overview and important information required to use your new JM 2800 terminal.

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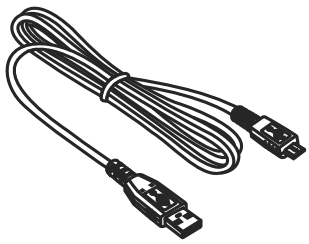
INSIDE THE BOX



USB Cable

JioPay 2800 device

User Guide

Caution:
Using un-authorized accessories may void the warranty of the terminal.

SECURITY OF TERMINAL

Upon receipt of your terminal you should check for signs of tampering of the equipment. It is strongly advised that these checks are performed regularly.

You should check for following

That the keypad is firmly in place

That there is no evidence of unusual wires that have been connected to any ports on your terminal or associated equipment, the chip card reader, or any other part on your terminal.

Such checks would provide warning of any unauthorized modifications to your terminal.

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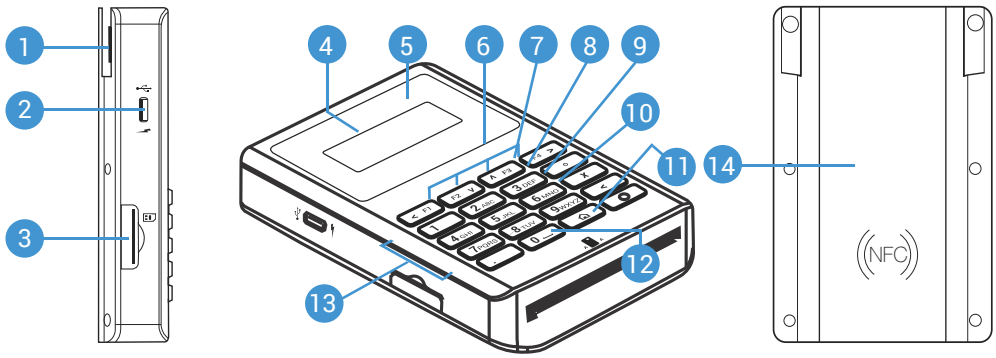
If your terminal detects any temper, then the terminal will repeatedly flash the message “Device Tampered” and further use of the terminal will not be possible.

If you observe the “Device Tampered” message, or any unauthorized modification you should contact the terminal helpdesk immediately.You are strongly advised to ensure that privileged access to your terminal is only granted to staff that have been independently verified as being trustworthy.

KNOW YOUR DEVICE

First Glance



1. Magnetic Strip Reader
2. USB Connector
3. SAM Smart Card slot
4. 128 x 64 Monochrome LCD
5. Charging LED
6. Functional Keys
7. Power On/Off
8. Cancel/Menu
9. Back
10. Enter
11. Home Key
12. Numeric Keypad
13. ICC Card Reader
14. NFC

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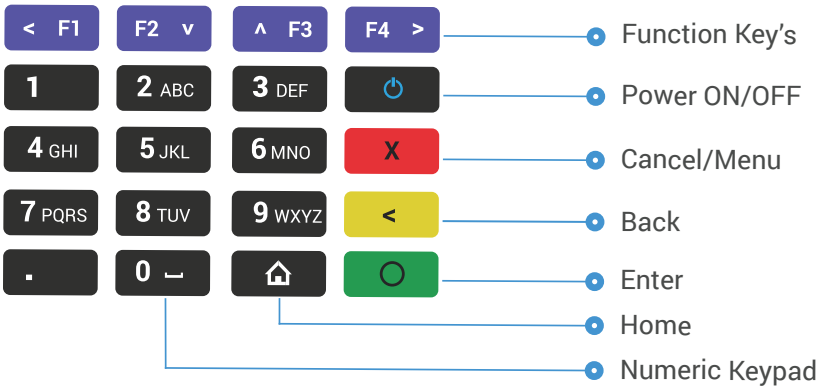
Keypad

JioPay 2800 has a standard self–Illuminating keypad with 10 Numerical Keys, 4 Functional Keys, 3 Control Keys & an On/Off Key.



The functions keys are used for navigation purpose

Display

JioPay 2800 terminal has 128 x 64 Monochrome LCD.

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-Header - Status Bar

When the JioPay 2800 is powered on, the Header - Status bar appears on the top line in the screen. It shows the Bluetooth Status and Battery Status.

Following table outline what is displayed:

Icon	Description
	Bluetooth Status - On and not paired
	Bluetooth Status - On and Paired
	Battery Status - Fully Charged
	Battery Status - Partial Charged
	Battery Status - Fully Discharged
	Battery Status - Charging On

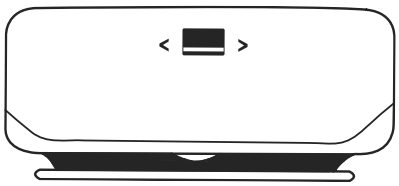
Card Readers

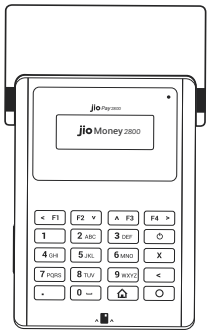
JioPay 2800 is equipped with the following card readers

- Magnetic Stripe Reader (MSR)
- Chip based Card Reader (ICC)
- Contactless Reader (NFC)

- Magnetic Stripe Reader (MSR)

The bi-directional **Magnetic Stripe Card Reader** is located on the top of the Pin Pad, JioPay 2800. The card should be swiped freely, with magnetic stripe facing as shown in the following image.





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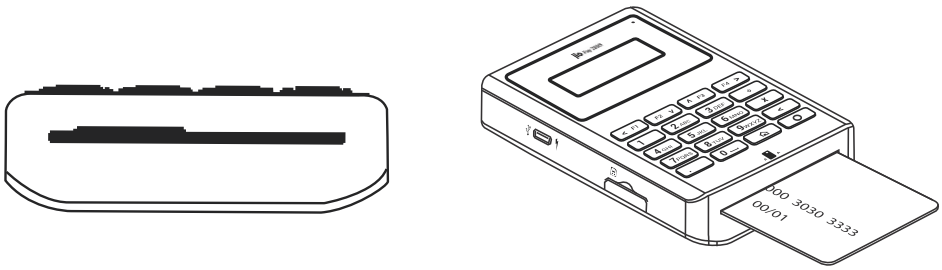
Tip
Swipe the card in constant speed. Not too slow not too fast to maximize the reading and avoid annoying

Note: Card can be swiped in any direction, as the reader supports bi-directional swipe and can read all the three tracks in a single swipe.

- Chip Based Card Reader (ICC)

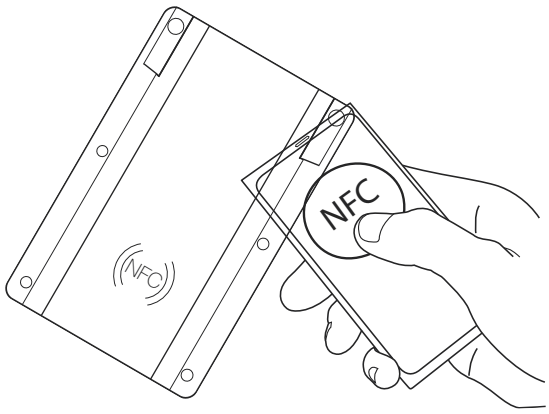
The chip card reader is located at the bottom of the JioPay 2800 terminal. Insert the card with chip facing up into the reader. Keep the card inserted till you see the message to remove it.



Note :
If the transaction requires the pin-verification, cardholder has to enter the pin after the message is prompted on the JioPay 2800.

-Contactless Card Reader (NFC)

Contactless card (NFC) reader is located at the middle of the back of the terminal. Tap NFC enabled device/card at the back and hold till you hear a beep



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Battery, LED & Buzzer Indicators

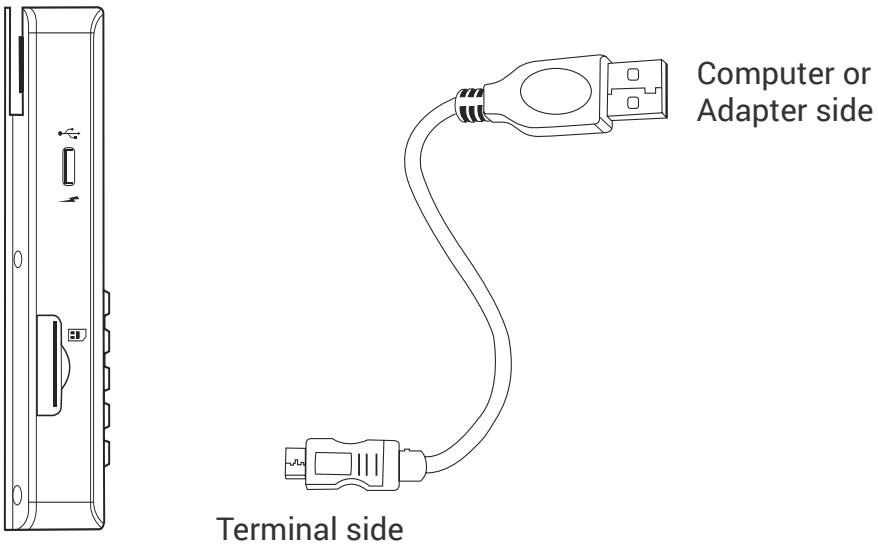
Battery in JioPay 2800 is factory fitted and is inaccessible to user or service provider. When the battery is unable to hold its charge, don't try to replace it of your own.

Caution:

Any attempt to remove or replace the battery will void the warranty and will destroy the device.

-Battery Charging

Battery of Jio Pay 2800 terminal can be charged using the USB charger cable provided in the box. Insert the µUSB connector of the cable into the USB port of Jio Pay 2800 and connect the USB connector either to the computer's USB port or the power adapter plug.



Note :

First time charging of the battery approximately takes 3 hrs.

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Caution:
Use only the charging cable or accessory provided in the box to avoid losing warranty.

Tip:
The rating input (for battery charge function):5V, 2000mA.

-LED and Buzzer Indicators

DEVICE STATE	INDICATORS	
	LED	Buzzer
Power On	Keypad On	Beep Once
Charging with Power Off	Red LED On	Beep Once
Charging Complete with Power Off	Green LED On	
Charger Plugged In / Out	Keypad On	Beep Once
Charger Plugged Out	Keypad On	NA
MSR Detect	NA	Beep Once
ICC Detect	NA	Beep Once
NFC Detect	NA	Beep Once
Timeout	NA	Fast Beep Thrice
Bluetooth Connected	NA	Beep Once
Sleep	Keypad backlight Off	NA
Wakeup	Keypad backlight On	Beep Once
Power Off	Keypad Off	Beep Once
Low Battery in Power On	Turns On Keypad LED	
Critical Battery in Power On	Turns On Red LED	
		Beep Once

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