bbpos

WisePad™ 2 Plus

Magstripe, EMV and NFC Card Reader
with integrated thermal printer
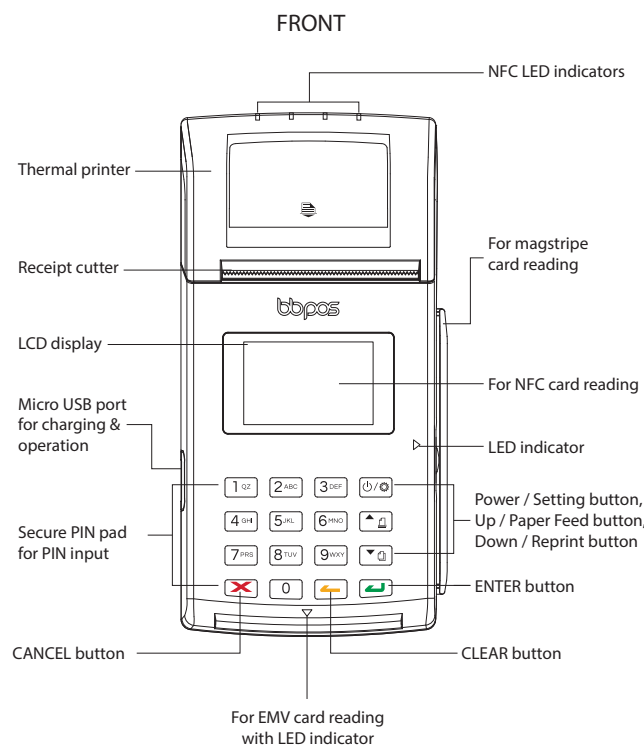

Support Operating Systems:
iOS, Android, Windows Phone 8, MS Windows
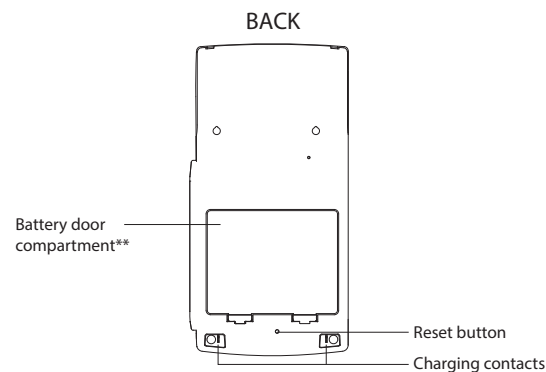
Bluetooth®

www.bbpos.com

Index & Accessories (Fig.1)

FRONT

- NFC LED indicators
- Thermal printer
- Receipt cutter
- LCD display
- Micro USB port for charging & operation
- Secure PIN pad for PIN input
- CANCEL button
- For magstripe card reading
- For NFC card reading
- LED indicator
- Power / Setting button, Up / Paper Feed button, Down / Reprint button
- ENTER button
- CLEAR button
- For EMV card reading with LED indicator

Index & Accessories (Fig.1)

BACK

- Battery door compartment**
- Reset button
- Charging contacts

**Remarks: SAM card slot inside the battery compartment. For any questions of SAM card installation, please contact the official distributors to follow up.

Package Contents

Device	x 1	Paper roll	x 1
USB cable	x 1	Quick start guide	x 1
Rechargeable battery	x 1		

### SIM and SAM Cards Installation Method

- SIM/SAM card slot
- SAM card slot

**Please make sure the SIM and SAM cards are facing down.**
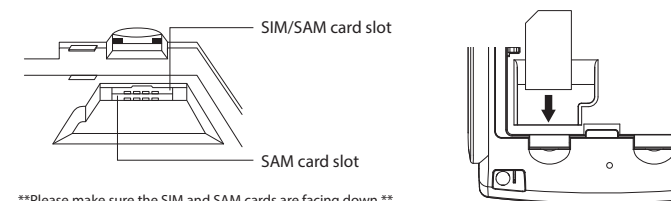
Battery Installation And Charging Method

To insert or replace the battery, please lift up the latches to remove the battery door.

**WisePad™ 2 Plus is powered by a removable Lithium Polymer rechargeable battery. Before first use, charging is required for approximately two to three hours. To prevent potential electrical damage to the WisePad™ 2 Plus, please be recommended to use the Micro USB cable provided with the packaging.
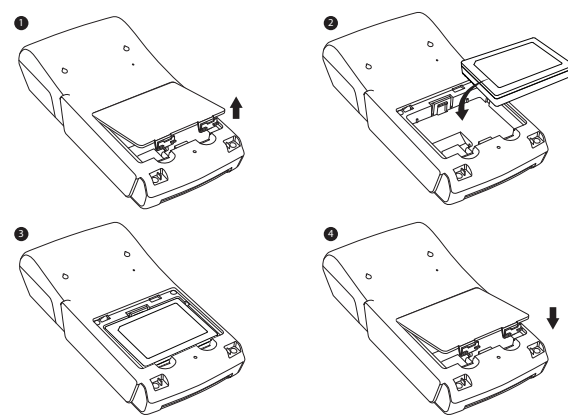
Connect Micro USB charging cable to charge the device as shown to the right.
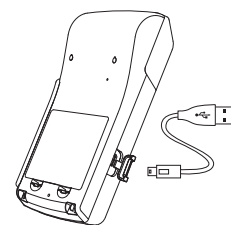
Paper Roll Installation Method

STEP 1
Open the paper compartment by gently lifting the lever and pulling it towards the rear of the terminal (Refer to Fig. 1.1)
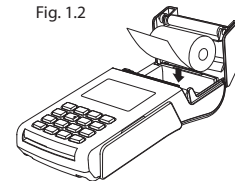
STEP 2
After discarding the packing material on the paper roll, fit the paper roll in the compartment with paper feeding underneath the roll. The correct placement of paper is critical. (Refer to Fig. 1.2)
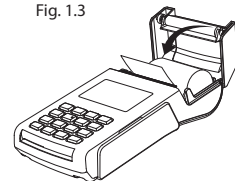
STEP 3
Gently close the printer cover until a "click" is heard. (Refer to Fig. 1.3)
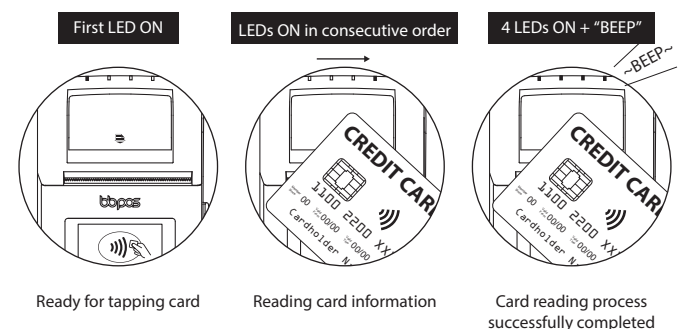
STEP 4
Remove excess paper by tearing it along the serrated cutting edge.

Caution: Please use paper approved by the manufacturer. If not, it may cause damages to the printer. When installing paper, the user needs to be cautious of the serrated metal cutting edge.

Fig. 1.1

Fig. 1.2

Fig. 1.3

NFC Status Indicators

First LED ON	LEDs ON in consecutive order	4 LEDs ON + "BEEP"
Ready for tapping card	Reading card information	Card reading process successfully completed

"BEEP"	First LED flashing	2 "BEEP"s
Transaction completed	Standby mode	Error, please retry

Product Specifications

Functions	• EMV chip card reader (ISO 7816 compliant class A, B, C card) • Triple track magnetic stripe card reader • NFC reader (EMV contactless, ISO 14443A/B) • Thermal printer • Secure PIN pad • Thermal printer • Over-the-air firmware update • Over-the-air key update • Over-the-air terminal configuration
Display	Backlit dot-matrix LCD display
Buttons	10 numerical buttons, enter, cancel & clear buttons, power/setting button, up/paper feed button, down/reprint button
Communication Interface	mPOS mode - *Bluetooth*® 2.1, Micro USB Standalone mode - WiFi, GPRS (optional) /3G (optional)
Connectivity	Dual SAM cards OR single SAM card & single SIM card if with GPRS/3G
Thermal Printer - Paper Width - Effective Printing - Paper Roll Diameter - Resolution - Sensor	 58mm / 2.28inch 48mm Max 30mm / 1.18inch (can print 60 receipts with printing length 10mm per receipt) 8 dots/mm, 384 dots/line Paper and cover open sensor, low battery
Power & Battery	Lithium polymer rechargeable battery 1300mAh, 3.7V
Charging	Via Micro USB or charging contacts (Charging cradle optional)
LED indicator	• Ready for magstripe card swiping - ▷ LED on • Ready for ICC card insertion - ▽ LED on
NFC LED Indicator	• Connecting with POS terminal - First LED flashing • Ready for NFC Reading - First LED on • Success Reading - 4 LEDs on in consecutive order • Transaction Completed - One "BEEP" sound • Errors - Two "BEEP" sound • Power off - All LEDs off
Key Management	DUKPT, MK/SK
Encryption Algorithm	TDES
Swipe Speed	15cm/sec - 100cm/sec
Battery Life	Above 1200 EMV transactions, or above 4000 magnetic card swipe transactions, or above 700 EMV contactless transactions, or 12 hrs BLE broadcasting for one fully charge
Support Operating Systems	Android 2.1 or above, iOS 6.0 or above, Windows Phone 8, 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%
Product Size	155 x 78 x 38.4mm (approx.) / 6.1 x 3.07 x 1.51inch (approx.)
Product Weight	280g / 9.9oz (approx., including Paper Roll)

LCD Message Details

WisePad™ 2 Plus Message	Description
BBPOS	WisePad™ 2 Plus opening screen
STANDBY	Waiting for connection via *Bluetooth*®, WiFi or GPRS network. WisePad™ 2 Plus enters "SLEEP MODE" if no operation for 5 minutes
BLUETOOTH ON PAIRING NOW	*Bluetooth*® is turned on and pairing with smartphone or tablet.
CONNECTING NETWORK	Connecting to WiFi or GPRS network
PROCESSING	Transaction is processing
INPUT PIN	Remind to enter PIN
INCORRECT PIN	Incorrect PIN input, please retry
COMPLETED	Transaction is completed
CANCELLATION	Transaction is cancelled
TERMINATE	Transaction is terminated
DECLINED	Transaction is declined
MSR SUCCESS	Succeeds to swipe card
MSR FAIL	Fails to swipe card
NO ICC	No ICC card is inserted/detected
NO RESPONSE	Time out message for no card is inserted or swiped
INSERT CARD	Remind to insert ICC card
SWIPE CARD	Remind to swipe magstripe card
NFC	Remind to tap card
ACCEPTED	Transaction is successful
POWER OFF?	Confirm or decline to turn off the WisePad™ 2 Plus

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. • Please take out your NFC payment card from wallet or purse for payment to avoid any interference.
Device cannot read your card successfully	• Please check if the device has power when operating and ensure devices are connected. • Please check if the application instructs to swipe or insert card. • Please ensure that there is no obstacle in the card slots. • Please check if the magstripe or chip of the card is facing the right direction when swiping or inserting card.
Device cannot read your card successfully	• Please ensure your phone/tablet is supported model for this device's operation. • Please swipe or 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.

Quick Start Procedures

STEP 1
Press and hold "⏻" to turn on WisePad™ 2 Plus until "STANDBY" is shown (Fig. 2.1).

Fig. 2.1 - Standby Mode
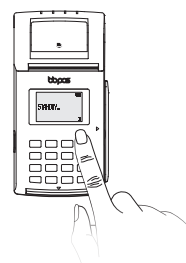
STEP 2
Press "⏻" to enter the Setting Menu (Fig. 2.2), press "1" to enter the Connection Menu (Fig. 2.3). Then, choose one of connection methods by pressing:
- "1" to connect WiFi or
- "2" to connect Cellular (GPRS/3G)

After network is successfully connected, WisePad™ 2 Plus will enter the Transaction Menu (Fig. 2.4).

Fig. 2.2 - Setting Menu

```
1.CONNECTION
2.DEVICE INFO
3.UPDATE SETTING
X
```

Fig. 2.3 - Connection Menu

```
CONNECTING VIA
1. *WIFI
2. CELLULAR
X
```

Fig. 2.4 - Transaction Menu

```
1.SALE
2.VOID
3.REFUND
```

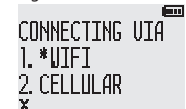## Sale Operation

STEP 1
In Transaction Menu (Fig. 3.1), press "1" to start the Sale Operation.

Fig. 3.1 - Transaction Menu

```
1.SALE
2.VOID
3.REFUND
```

STEP 2
Enter amount, then press "⏎" to confirm (Fig. 3.2).

Fig. 3.2 - Enter Amount

```
SALE
ENTER AMOUNT
$15.00
X
```
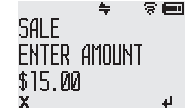
STEP 3

When the amount EXCEED the contactless limit

It will display Insert/Swipe screen (Fig. 3.3) and the device can accept either magstripe or EMV IC card.

When the amount HAVEN'T EXCEED the contactless limit

It will display the Start Payment (Fig. 3.4), the device can accept one of magstripe, EMV IC and NFC card.

Steps of different payment methods:
a. Swipe magstripe card (Fig. 3.5)

b. Insert EMV IC card (Fig. 3.6). If you are required to input PIN, please input via secure PIN pad and press "⏎" to confirm.

c. Tap NFC card (Fig. 3.7). Success tapping will have beep sound and LED indication. (Please refer to NFC status indicators)

** Remarks:
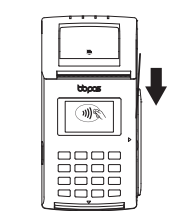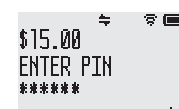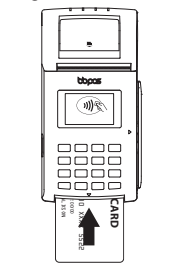- If you need to cancel the transaction, please press "X" to cancel. "CANCALLED" will be shown on the display and it will back to Enter Amount page (Fig. 3.2) to start next transaction.
- If you pay by magstripe card or EMV IC card, please ensure that the magstripe or EMV chip of the card is facing the 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. 3.3 - Insert/Swipe

```
SALE
INSERT/SWIPE
$15.00
X
```

Fig. 3.4 - Start Payment

```
$15.00
X
```
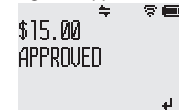
Fig. 3.5 - Swipe magstripe card

Fig. 3.6 - Insert EMV IC card

```
$15.00
ENTER PIN
******
```

Fig. 3.7 - Tap NFC card

STEP 4
When transaction finish, "Approved" is shown (Fig. 3.8). Then, press "⏎" to print receipts.

** Remarks:
If the transaction is not successful, "DECLINED" will be shown on the display. Then, press "⏎" back to Enter Amount page (Fig. 3.2) to start next transaction.

Fig. 3.8 - Approved

```
$15.00
APPROVED
```

STEP 5
To print merchant receipt (Fig. 3.10), press "⏎" to print merchant receipt. If you don't need, press "X".

After finish, you can print customer receipt (Fig. 3.10), press "⏎" to print customer receipt, else press "X" to skip this step.
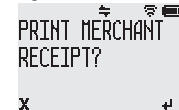
Fig. 3.9 - Print Merchant Receipt

```
PRINT MERCHANT
RECEIPT?
X
```

Fig. 3.10 - Print Customer Receipt

```
PRINT CUSTOMER
RECEIPT?
X
```

Quick Start Procedures

STEP 1
WisePad™ 2 Plus can support iOS (iOS 6.0 or above), Android (Android 2.1 or above), Windows Phone 8 & MS Windows.

Download and install official application from APP Store (Fig. 4.1).

Fig. 4.1

APP DOWNLOAD

STEP 2
Press and hold "⏻" to turn on WisePad™ 2 Plus until "STANDBY" is displayed on the LCD. And, turn on your smartphone/tablet *Bluetooth*® pairing function (Fig. 4.2).

Fig. 4.2

Bluetooth ON

STEP 3
For first time pairing, open the APP and click "Tap to connect" (Fig. 4.3). Then, select "WisePad™ 2 Plus" in the "Select the reader model" pop-up window (Fig. 4.4). After that, "Device Ready" is shown on the top in Sale page (Fig. 4.5).

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

Fig. 4.3

No Reader. Tap to connect.
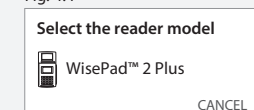
Fig. 4.4

Select the reader model

WisePad™ 2 Plus

CANCEL

Fig. 4.5 - Sale

WisePad™ 2 Plus (0023)

Sale Operation

STEP 1
In Sale page (Fig. 4.5), enter amount and press "Charge".

Fig. 4.5 - Sale

Enter amount

Charge

STEP 2
In Payment Method page (Fig. 5.1), press a payment method which you choose.

When you press "Credit Card", the APP and the device will go to Start Payment page (Fig. 5.2). Then, you can use one of below payment methods to start the transaction.

a. Swipe magstripe card (Fig. 5.3)

b. Insert EMV IC card. If you are required to input PIN (Fig. 5.4), please input via secure PIN pad and press "⏎" to confirm on device.

c. Tap NFC card (Fig. 5.5). 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. 5.2), press "Change payment method". Then, it will back to Payment Method page (Fig. 5.1) for next transaction.
- If you pay by magstripe card or EMV IC card, please ensure that the magstripe or 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.
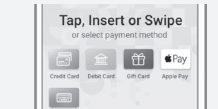
Fig. 5.1 - Payment Method

Tap, Insert or Swipe

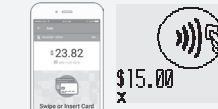Fig. 5.2 - Start Payment

$15.00
Change payment method

Fig. 5.3 - Swipe magstripe card

Fig. 5.4 - Insert EMV IC card

```
$15.00
ENTER PIN
******
```

Fig. 5.5 - Tap NFC card

```
$15.00
X
```
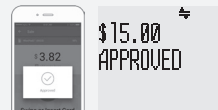
STEP 3
When transaction finish, "Approved" is shown on the APP and the device. (Fig. 5.5).

** 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. 4.5).

Cardholder's signature is required under these situations:

i. Depends on card type.
ii. If amount is exceed the limit.

Under these situations, the APP will go to Signature page (Fig. 5.6). To sign on white area and then press "Confirm".

STEP 4
In Receipt page (Fig. 5.7), you can choose email, SMS and print a receipt.

a. To send a receipt, press "Email" to input the email address and press "enter". Then, press " ▷ ".

b. To SMS a receipt, press "SMS" to input the contact number and press "enter". Then, press " ▷ ".

c. To print a receipt, press "print". Then, the receipt will be printed out from the device.

d. If you do not need receipt, press "New Payment" back to Sale Page (Fig. 4.5) to start another payment.

Fig. 5.5 - Approved

```
$15.00
APPROVED
```

Fig. 5.6 - Signature

Sign here
Confirm

Fig. 5.7 - Receipt

CAUTION & IMPORTANT NOTES

- Ensure to turn on the *Bluetooth*® function of your smartphone or tablet before use.
- Please fully charge your WisePad™ 2 Plus before use.
- Please ensure that you have chosen the desired "Pairing" method of WisePad™ 2 Plus before to start the connection process.
- Please ensure magstripe/EMV chip of the card is facing the right direction when swiping or 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.

FCC Caution Statements:

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.

NOTE: 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 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.

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

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End user must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

For WPP23: The device is designed to meet the requirements for exposure to radio waves established by the Federal Communications Commission (USA). These requirements set a SAR limit of 4.0 W/kg averaged over ten gram of tissue. The highest SAR value reported under this standard during product certification for use in handheld is 2.614 W/kg.

For WPP21 and WPP22: The mobile device is designed to meet the requirements for exposure to radio waves established by the Federal Communications Commission (USA). These requirements set a SAR limit of 1.6 W/kg averaged over one gram of tissue. The highest SAR value reported under this standard during product certification for use when properly worn on the body is 1.362W W/kg. For body operation, this device has been tested and meets FCC RF exposure guidelines when used with any accessory that contains no metal and that positions a minimum of 15mm from the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

Caution
Risk of explosion if battery is replaced by an incorrect type.
Dispose of used batteries according to the instructions.