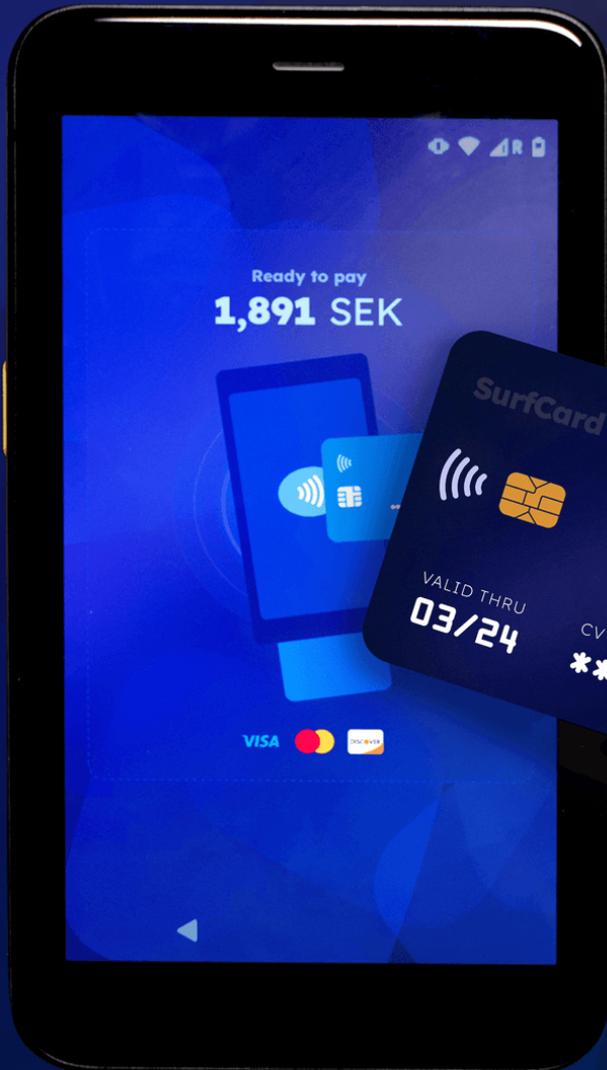




surfpay

ONE

## User Guide



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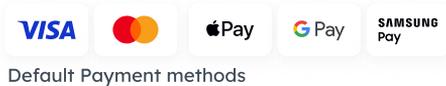
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# SurfPay One overview

SurfPay One, by Surfboard Payments, is a compact Android-based terminal designed for versatile and efficient multi-payment acceptance.

Key features of SurfPay One include:

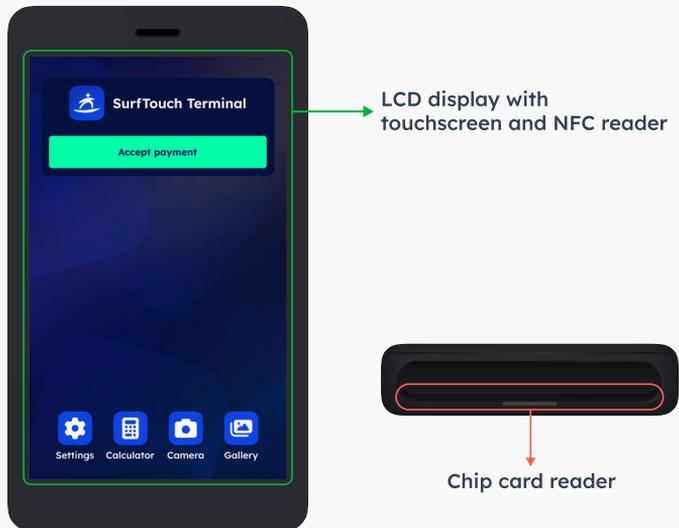
- Accepted Card and Contactless payments



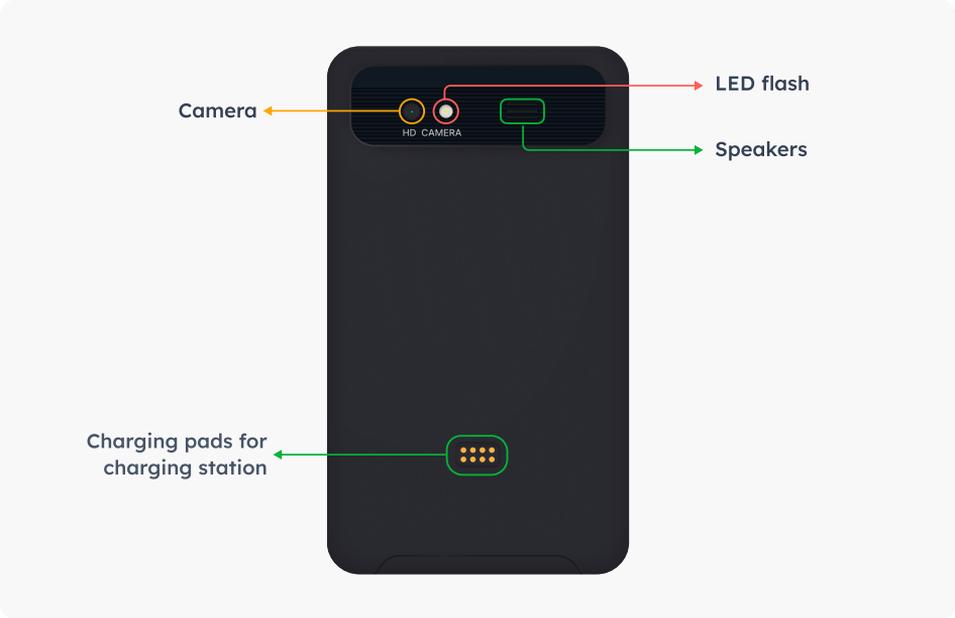
- Multiple connectivity options including Wi-Fi and GSM
- Digital receipt functionality and more.

Apple Pay logo is trademark of Apple Inc., registered in the U.S. and other countries.  
Google Pay logo is trademark of Google Inc.

## Front and bottom view



# Rear view



# Side views



## Getting started

Before you begin, make sure that your package contains all necessary components, including the SurfPay One terminal, the charging cable, and other accessories. If anything appears to be missing or damaged, please contact our support team immediately.

SurfPay One is equipped with advanced security mechanisms that detect any unauthorized hardware or software alterations. Any alterations, even a slight hardware tampering that involves unscrewing or software modification, can trigger these protective features. When such an issue is detected, the device will be flagged as compromised. Once a device is marked as compromised, it is automatically blocked from further use as a security measure.

Follow the instructions below to complete the initial set up of the document.

### How to turn on SurfPay One?

1. Press and hold the Power button  until the screen turns on and the display lights up. If SurfPay One doesn't turn on, you may need to charge the battery.
2. If it isn't charged, use the provided USB Type-C power cable or charging dock to charge the device.

### How to set up for network connection?

#### **Wi-Fi connectivity:**

Once SurfPay One is turned on, you will see a welcome screen asking you to select your WiFi network.

To connect to the Wi-Fi network:

1. Tap on Select a WiFi network. A list of available WiFi networks will show up.
2. Select your preferred WiFi network from the list.

### **Enable GSM with Roaming:**

When the Wi-Fi network is established, a screen will pop up asking you to enable roaming. This is necessary for using GSM.

### **To enable Roaming:**

1. Tap **Enable Roaming** and activate the roaming setting of your terminal.
2. The Enable Roaming screen will also appear if you had selected 'I will do it later' on the initial Wi Fi setting.

Note: If WiFi is unavailable, SurfPay One can still operate, but **we recommend using WiFi for consistent connectivity.**

## **How to register your SurfPay One?**

1. Once SurfPay One connects to the Surfboard servers, a screen will prompt you to register the terminal. On the screen, **tap Register Terminal.**
2. SurfPay One will display a 6-digit OTP for registration. Use this OTP to register your SurfPay One through your respective merchant Portal under terminals tab.

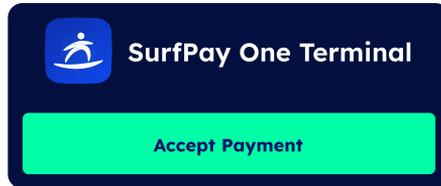
1 2 3 4 5 6

Code expires in 90 secs



Merchant Portal

3. Upon successful registration, Surfpay One enter into the update mode where all the necessary updates gets installed. (This typically takes less than 5 minutes)
4. Now, you have successfully registered, tap on **Accept payments** to start using it.



## Using Surfpay One

After setup, you'll be automatically directed to the Surfpay One interface, where you'll see all-time sales, total number of sales, charge customer, product catalogue list, Latest transactions, and Shortcuts section

### How to charge a customer?

1. Tap **Charge Customer** on the SurfPay One interface.



2. Initially, a numeric keypad will appear. To hide the numeric pad, tap the numeric keypad icon on the bottom left corner of the screen.
3. Product catalogue will be displayed from which you can choose the desired items.

Note: When you first open the product catalog, it will be empty. To add items, please refer to the Add/Edit Product Catalogue section of the guide for instructions on Pg. 6

5. Upon tapping or inserting their card, the payment will be initiated.
4. Once selected, tap **pay**. The terminal will prompt you to have the customer tap their card.

## How to add/edit products?

You can add and edit products by using either Add Products or Manage Products:

### 1. Add Products and see all

- a. This option, accessible on the home screen of SurfPay One, allows you to add new products. Simply tap Add Products, enter details like name, price, and category and tap save to complete your product addition.
- b. **To edit products**, tap see all and select the product you want to edit and modify its details.



### 2. Manage Products:

- a. Go to shortcut section on the bottom and tap **manage products** to add or edit products
- b. To add new products, tap **Add Products** and enter the required details, including product name, selling price, and category. Once you've finished entering the information, tap **Save** to complete your product addition.
- c. **To edit existing products**, simply select the desired product from the list, modify the details as needed, and then tap **Save** to apply the changes.



## How to initiate a refund?

1. Initiate a refund by simply tapping **Make a Refund** in shortcuts, and select the order to refund in the displayed list.
2. Review the transaction details for the selected product, that includes Order ID, Transaction ID, Item description, Order description, Order time, Payment type, Currency, and Amount.
3. Tap the Make a Refund and confirm it by tapping Start the refund.
4. On tapping **Start the Refund**, you'll be instructed to present the card to initiate the refund process. Tapping the card will initiate the refund process.

**Important:** Ensure the customer uses the same card used for the original purchase to avoid payment failure.

## How to change the language?

1. Tap **system settings** in the shortcuts section and select the desired language.

## Settings

### Wi-Fi

Manage your Wi-Fi connections, including connecting to new networks and modifying existing ones.

**Access:** Shortcuts → System Settings → Wi-Fi

### Sound

Adjust volume levels, vibration settings, and Do Not Disturb functionality.

**Quick adjustments:** Use the dedicated volume buttons  on your terminal.

- **Fine-tuned control:** Shortcuts → System Settings → Sound

## Display

Customise screen brightness, wallpaper, and other visual settings.

**Access:** Shortcuts → System Settings → Display

## Roaming

Enable roaming for mobile data connectivity when Wi-Fi is unavailable.

**Access:** Shortcuts → System Settings → Roaming

Note: Roaming needs to be enabled to access GSM

## Storage

View available storage space on your terminal.

**Access:** Shortcuts → System Settings → Storage

## Accessibility

Activate features that assist users with visual or physical impairments.

**Access:** Shortcuts → System Settings → Accessibility

## Screen Lock

Set a password, PIN, or pattern to protect your terminal and data.

**Access:** Shortcuts → System Settings → Screen Lock

# Charging Your SurfPay One Terminal



## SurfPay One only

- Connect the USB charging cable directly to the terminal's charging port.



## SurfPay One + Charging dock

- Connect the USB cable to the charging dock.
- Place the terminal on the charging rack, ensuring proper alignment for charging.

Visit [surfboardtutorials.com/SurfPay One](https://surfboardtutorials.com/SurfPay%20One) for step by step videos

## Troubleshooting Errors

### Unexpected error occurred

Please try restarting your terminal:

1. Press and hold the power button  for a few seconds until the screen turns off.
2. Wait for a few seconds, then press the power button  again to turn it back on.

If the issue persists:

1. Carefully remove the battery from the terminal.
2. Wait at least 30 seconds, then reinsert the battery.
3. Turn the terminal back on.

If you are still facing trouble, please contact our support team for further assistance.

## Missing transactions

If you notice recent transactions are not displaying on the Surfpay One home screen, try refreshing the page. For that,

- Simply swipe down on the screen to refresh the data.
- If refreshing doesn't work, please check the merchant portal to see if the transactions have been recorded there.

## Terminal already registered

If you see this message while registering your terminal for the first time. Contact support immediately

## Other Actions

### How to Lock/turn off/restart the Terminal?

- 1. To Lock:** Press the Power button  once when the terminal is not in use.
- 2. To Turn off/restart:** Press and hold the Power button  until a pop-up shows from the right, Tap on the desired action to turn off or restart the terminal.