

How to start using a smart terminal?

1. Download the smart terminal app

Open Google Play / the App Store on your smartphone or tablet and search for the app 'Comfy by Worldline'.

STEP 1.

Find the app with the icon shown here.



STEP 2.

Tap on the app and press the button 'Install'. When the programme asks for your permission, press the button 'Accept' and installation will continue.

2. Log in to the smart terminal account

STEP 1.

Log into the application with the data sent by Worldline via e-mail and text message. If you have not received passwords for logging in, call the Worldline customer support at +372 626 4777.

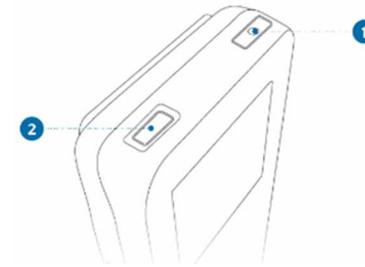
STEP 2.

Upon first login, you will be asked to change your initial password for a new one. In addition, the application will ask for permission from the user to use the memory of the smart device.

3. Connect the D200 card reader with your smartphone

- Charge the D200 card reader.
- Follow the instructions on your smartphone/tablet and make sure that the phone/tablet is connected to WiFi or a mobile network and that mobile data is turned on.
- Turn on Bluetooth.

Android



STEP 1.

Switch on the card reader by holding down the on-off button (1) in the upper right corner of the device.

STEP 2.

The message 'No connection to the sales system' will be displayed on the screen of the D200 card reader. Press the button (2) in the upper left corner. From the opened menu, select 'BLUETOOTH', confirm it, then select the command 'Connect' and press the ENTER button [O].

STEP 3.

Make sure that a list of nearby devices is displayed under the Bluetooth settings of the smartphone or tablet (e.g. FDM2, etc.). If necessary, switch Bluetooth off and on again.

STEP 4.

A connection request will be displayed on the screen of the phone/tablet and the display of the D200 card reader. Make sure that the connection code on the screen of the phone/tablet corresponds to that on the screen of the D200 card reader. If the smartphone cannot find the terminal when searching for available devices, repeat the search. If this does not help, restart the terminal and your smart device.

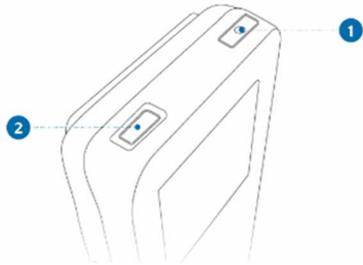
STEP 5.

Press the button 'Yes/OK/Connect' on both devices to confirm the connection.

STEP 6.

Open the smart terminal app, log in, and wait for 10–20 seconds until all three indicator lights are green and the message 'Ready' is displayed on the screen of the D200 card reader. If a connection is not established, close the app completely, reopen it, and log in.

iOS (Apple)



STEP 1.

Switch on the card reader by pressing the on-off button (1) in the upper right corner of the device.

STEP 2.

The message 'No connection to the sales system' will be displayed on the screen of the D200 card reader. Press the button (2) in the upper left corner. From the opened menu, select 'BLUETOOTH' and press the ENTER button [O].

STEP 3.

Make sure that the iOS mode is selected as the connection mode. If 'BR/EDR' is displayed as the mode, choose 'Deactivate' with the ENTER button and then choose 'BLUETOOTH MODE'. Select 'Activate BLE (APPLE)', confirm it, and then choose 'Connect'. After pressing the ENTER button, Bluetooth is activated on the card reader.

STEP 4.

Open the previously downloaded 'Comfy' app on your phone and log in with the data sent by Worldline via e-mail and text message. If you have not received passwords for logging in, call the Worldline customer support at +372 626 4777.

STEP 5.

A field to enter a code will appear on the screen of the phone/tablet. Enter the passkey displayed on the screen of the D200 card reader as the connection code. Wait for 10–20 seconds until all three indicator lights are green and the message 'Ready' is displayed on the screen of the D200 card reader.

Now you are all set for accepting card payments.

How to make card payments?

Switch on the D200 card reader from the power switch in the upper right corner.

Open the smart terminal app and log in.

It may take up to 20 seconds before the D200 card reader connects with the smartphone or tablet. After the connection has been established, the D200 card reader's screen will display 'Ready'.

STEP 1.

Enter the transaction amount (in euros) into the smartphone/tablet and tap 'PAY'.

STEP 2.

Hand the D200 card reader to the customer and ask to wave the contactless card near it, enter a chip card, or wipe through the magnetic strip card and enter the PIN.

If the cardholder's signature is required, ask the cardholder to give their signature on the smartphone's screen. To continue, press 'Next' and compare the cardholder's signature with that on the payment card, confirm with either 'Yes' or 'No'.

STEP 3.

Check from the smart terminal app screen (in the mobile or tablet) whether the payment was approved.

STEP 4.

Tell the customer that a digital transaction receipt has been created and ask whether the customer wants to receive it. Tap the button 'Receipt' in the smartphone/tablet. Ask for the customer's e-mail address. Enter the details presented by the customer and tap 'Send e-mail' to send the digital receipt.

How to send transactions to the bank?

Transactions should be sent to the bank for clearing once a day. Money will be credited to the account usually on the next working day after sending the transaction for clearing.

STEP 1.

Tap on the selection 'Report' in the main menu and you will see the list of transactions.

STEP 2.

To send transactions to the bank, press the button 'Send transactions' at the bottom of the screen.

STEP 3.

Wait until the transaction is sent. The confirmation will be displayed in the smart terminal app (on the smartphone/tablet screen).

PLEASE NOTE! Transactions must be sent to the bank once every 24 hours; otherwise, new card payments cannot be processed. Money will be transferred to the bank account only after the transactions have been sent to the bank.

How to reverse a transaction?

If you have charged an incorrect amount from the customer or the customer returns the purchased goods or does not want to use the service, you can reverse the transaction before it is sent to the bank. To reverse a transaction that has already been sent to the bank, please contact the bank.

STEP 1.

Select 'Transactions' from the main menu.

STEP 2.

Tap on the first icon (current date).

STEP 3.

Find the transaction to be reversed and tap on it.

STEP 4.

Select the command 'Reverse the amount'.

