Wireless WisePOS
Quick Start Guide

Follow the steps in this guide to set up your device to work with your POS.

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1 QZ   2 ABC   3 DEF   F1

4 GHI   5 JKL   6 MNO   F2

THE PLATFORM

Power button – press and hold to turn on your device

Front

Magnetic
card reader

Volume
buttons

Charging
port

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Back

Home

AC Adaptor

USB cable

Chip card reader
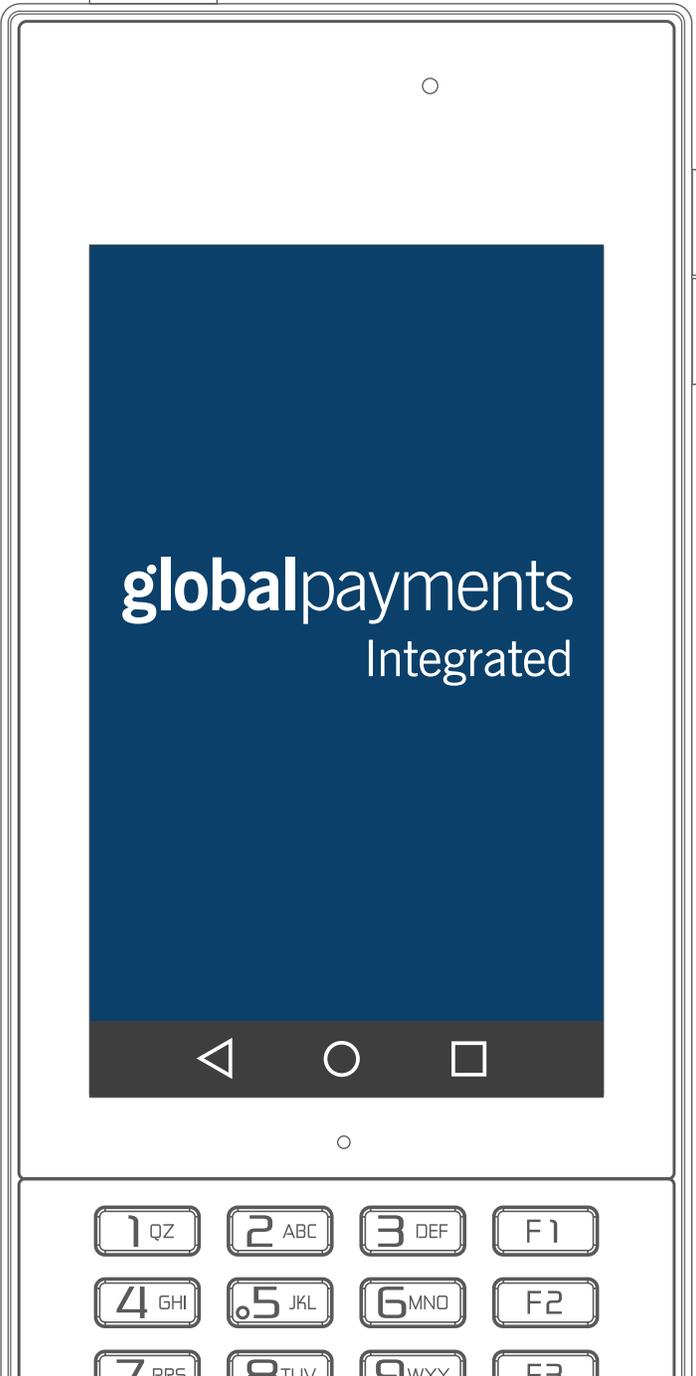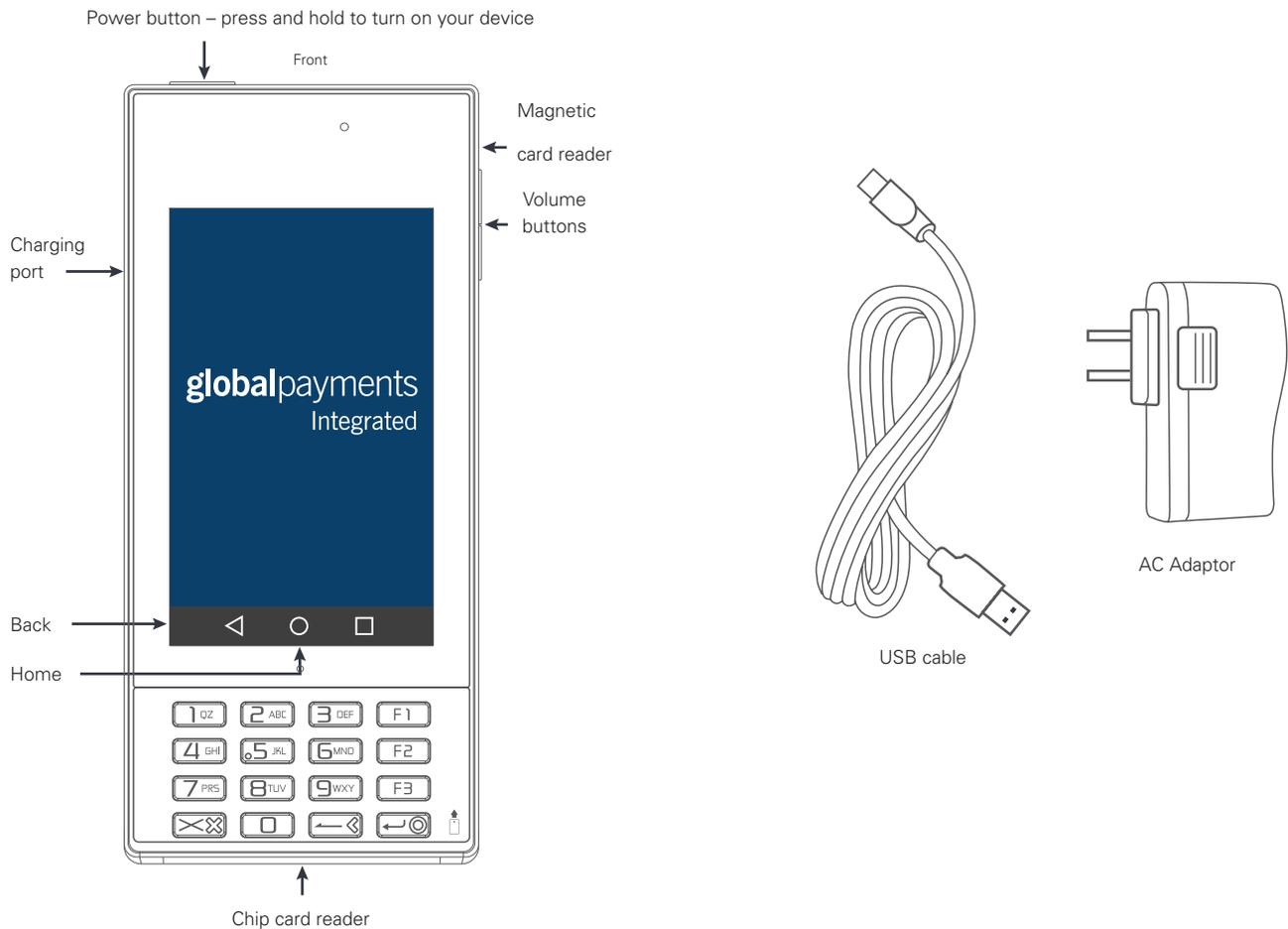
WHAT IS THE WIRELESS WISEPOS DEVICE?

The WisePOS is a wireless payment terminal that works with your point-of-sale (POS) system. It allows your team members to take payments from customers anywhere in your business.

Simply initiate the sale at the POS and customers can use your device to pay with their credit, debit or gift card — just as they would on a countertop device.

BEFORE YOU BEGIN

Find your Merchantware credentials. We sent these in an email with "Merchantware Credentials" in the subject line.

Make sure your internet connection is working and that you have your wireless network name and password ready.

Press and hold the Power button to turn on your device.

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SPECIFICATIONS

Power and battery	Lithium polymer rechargeable battery 3000 mAh, 3.8V
Charging	Via USB or charging contacts
Operating temperature	32°F – 113°F (0°C – 45°C)
Operating humidity	Maximum 95%
Storage temperature	-4°F to 131°F (-20°C to 55°C)
Storage humidity	Maximum 95%

STEP 1: CHECK THE BATTERY BEFORE USE

Before you use the battery in your device:

- Check the battery for damage, including signs of crushing, deformation and broken casing.
- Check that the surface of the battery is clean.
- If the battery terminals are dirty, rub them with a clean, dry cloth.

When you use the battery in the your device:

- Use only the supplied charger to charge your device.
- Charge your device at least once every three months.
- Do not leave your device near any heat source or direct sunlight.

STEP 2: INSTALL THE BATTERY

1. Remove the rear battery cover by sliding it down until it clicks, then lifting it off.
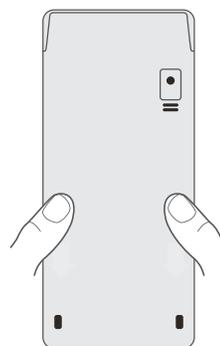
2. Insert the battery, aligning the three gold contacts on the top of the battery with the contacts in your device.

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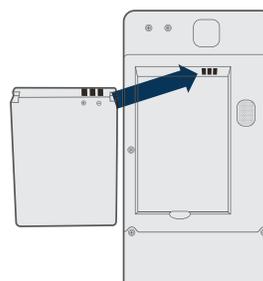
3. Replace the rear battery cover, and slide it up until it clicks. Check that the cover is secure before charging or turning on your device.
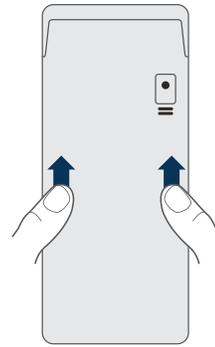
WARNINGS:

- Do not place any metal objects near the battery's metal terminals. This may short-circuit the battery and damage it.

- If the battery gives off a bad smell, generates heat, or is discolored or deformed, stop using it immediately. Remove the battery and store it safely according to the instructions in this document, and call our Support Team at **888.249.3220**.

- Do not drop, break, bend, puncture, or damage the battery in any way.

IMPORTANT	If your battery shows any signs of damage, do not use it. Store it safely according to the instructions below and call our Support Team at **888.249.3220**.

HOW TO STORE YOUR BATTERY:

- Cover the metal battery terminals with non-conductive electrical tape.

- Store the battery in a cool, dry place, away from any flammable items. For example, store it by itself, on sand, or on concrete.

- Do not place in a sealed container.

STEP 3: CONNECT TO THE INTERNET

IMPORTANT	You must connect your device to the same wireless network as your POS. Your device does **NOT** use a cellular network.

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1. On the Home screen, tap **Menu** **:::** .

2. Tap **Settings** ⚙, then tap **Wi-Fi**.
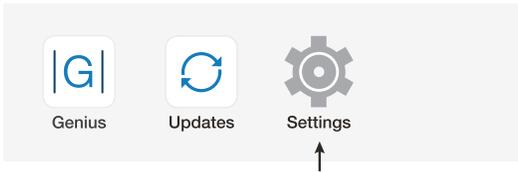
3. Ensure **Wi-Fi** is turned on, and select your wireless network.

4. Type your wireless network **password**, and tap **Connect**.

- If your wireless network requires a user name and password, type your user name and swipe up to access the Password field.

5. Tap O, to return to the **Home** screen.

STEP 4: UPDATE THE DATE AND TIME

To update the date and time of your device, complete the following steps:

1. From the **Home** screen, tap **:::** .

2. Tap ⚙, then swipe up and tap **Date & time**.

🕐 **Date & time**

3. On the **Date & time** menu, tap **Automatic date & time**.

‹ ⚙ **Date & time**
Automatic date & time Use network-provided time

4. Select **Use network-provided time**.

Automatic date & time	
Use network-provided time	◉
Use GPS-provided time	○
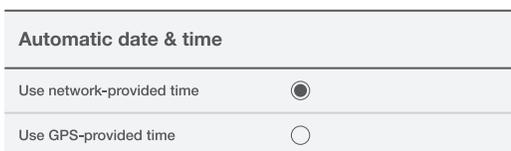
5. On the **Date & time** menu, tap **Select time zone**.

Select time zone GMT -04:00, Eastern Daylight Time

6. On the **Select time zone** menu, swipe through the time zone options, and select your time zone.

‹ ⚙ Select time zone	
Central Time	
GMT -5:00	
Mexico City	
GMT -5:00	
Bogota	
GMT -5:00	
Venezuela	
GMT -4:30	
Eastern Time	
GMT -4:00	
Atlantic Time (Barbados)	
GMT -4:00	

7. To return to the **Home** screen, tap ◁.

STEP 5: UPDATE THE GENIUS APP

To update to the latest version of the Genius app, complete the following steps:

1. From the **Home** screen, open the **Updates** app.

|G|	↻	⚙
Genius	Updates	Settings
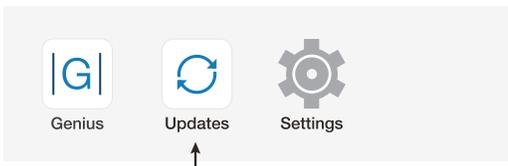
2. Tap ⋮, and select **Update Repos**.

	🔋 2:45 PM
Files	Update Repos ←
AVAILABLE	Repositories
What's New	Preferences
|G| Genius	1.0.1.79
TSYS	BBPOS Limited
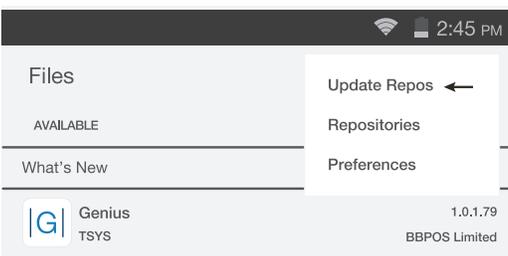
3. If an update is available, tap **Update**, then tap **Install**.

STEP 6: CONNECT TO YOUR POS

IMPORTANT	We've configured your device to receive a dynamic IP address by default. If you need to configure a static IP address, see the "How to configure a static IP address" section. If you are unsure about whether your device needs a dynamic IP address or a static IP address, contact your network administrator or ISP support. Most users do not need to change the default setting.

1. Tap O to return to the **Home** screen, then open the **Genius** app.

2. Tap ⓘ to open the **Admin** screen.
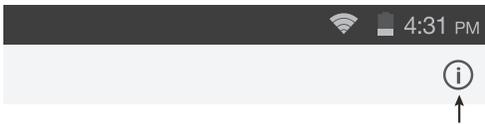
3. Confirm there is an IP address in the **IP address** field. Take a note of the address for use with your POS.

4. Tap **Test** to run a **Network** test.
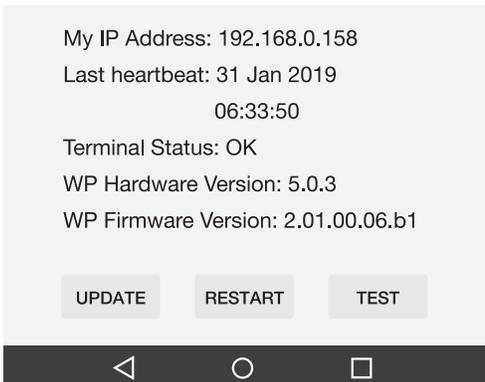
5. Confirm that the **Network** test says **Pass**, then tap **OK**.
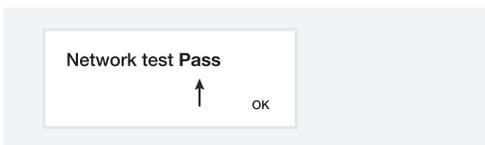
6. Tap ◁ to return to the **Genius** app screen.

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STEP 7: CONFIGURE YOUR POS

Consult with your POS provider to assist with this step.

To configure your POS, you need:

- Your Merchantware credentials, including your:
  - Merchantware name
  - SiteID
  - Key
- The IP address of your device

> **IMPORTANT**
>
> If you are using a dynamic IP address on your device, its IP address may change from time to time, which can result in a loss of connection with the POS. This can happen after a disruption in network connectivity, or if you reboot your server. If this happens, remember to update your POS with the new IP address of your device.

STEP 8:TEST A TRANSACTION

> **IMPORTANT**
>
> The Genius app must be open when you are processing transactions.

Run a test transaction on your POS system to make sure it is correctly configured with your device.

✓ If the test transaction transfers successfully to your device, cancel the test transaction and start running live sales.

✗ If the test transaction does not transfer successfully, contact our Support Team at **888.249.3220**.

HOW TO CONTACT OUR SUPPORT TEAM

Before you contact our Support Team, gather the following information:

- The serial number of your device:
  - Open your **Genius** app, then tap ⓘ
  - Take a note of the number in the **Serial number** field
- Your Merchantware credentials
- Your POS make and version

Contact our Support Team at **888.249.3220**.

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HOW TO CONFIGURE A STATIC IP ADDRESS

You should assign a static IP address to your device if:

- Your network requires static IP addresses
- You are having trouble with your IP address changing regularly

Note: Most network setups do not require you to assign a static IP address.

Before you configure a static IP, ask your system administrator for your network information, including your:

- Static IP address
- Gateway
- Network prefix length
- DNS 1
- DNS 2

To configure your static IP address:

1. On the Home screen, tap **Menu** ⋮⋮⋮ .

2. Tap **Settings** ⚙ , then tap **Wi-Fi**.

3. Make sure Wi-Fi is turned on, then press and hold your wireless network.

4. Tap **Modify network**.

5. From the advanced options, change the IP settings to **Static**.

6. Type your network information.

7. Tap **Save**.

FAQs

Can I connect my device to any wireless network?

Yes. However, you must connect it to the same wireless network as your POS system.

Why is my device not responding to my sales request?

Incorrect IP address: If you are using a dynamic IP address on your device, its IP address may have changed. Complete the following steps to check that your POS is set up with the correct IP address of your device:

1. Check the IP address of your device by following the steps described in Section 6, "Connect to your POS".

2. Check the network settings in your POS system to make sure the IP address matches the IP address of your device.

Note: If you are unable to find the network settings in your POS system, contact your POS provider.

Wrong Merchantware credentials: Check your POS setup to confirm that your Merchantware credentials match the credentials we sent you. If there is a space or additional character in the fields, your device will not respond to sales requests.

If your device still does not respond to sales requests, contact our Support Team at **888.249.3220**.

For additional help or support, visit help.globalpaymentsintegrated.com

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