



Spring Forward.

USER GUIDE

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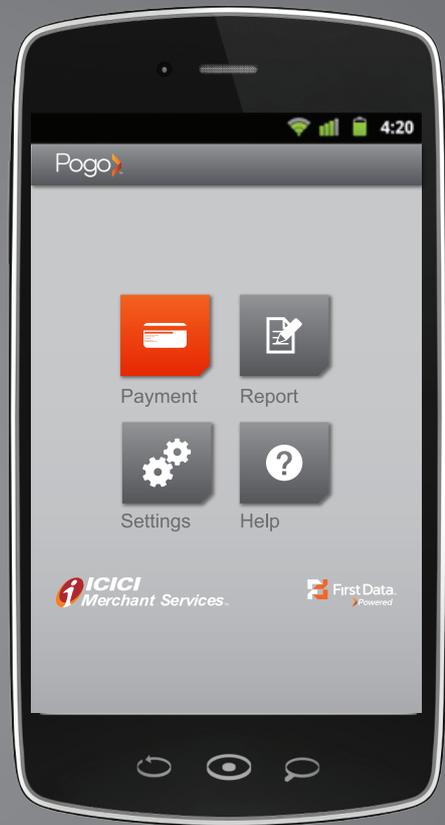
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KNOW YOUR POGO>



For the first time setup, ensure your smart device(mobile phone/tablet), POGO device & welcome kit are handy.

[1] POWERING POGO>

- **Power ON**
Keep the GREEN button pressed till POGO> device switches ON
- **Power OFF**
Keep the RED button pressed till POGO> device switches OFF



[2] CHARGING POGO> DEVICE

- Connect Micro USB cord to the POGO> device and the USB end into your laptop or desktop or a USB charger



[3] BLUETOOTH PAIRING

- Turn on the POGO> device along with your smart device's Bluetooth
- Keep the * button of POGO> device pressed until the below 3 options are displayed
1. Pair new device 2. Clear pairing list 3. Restore BT settings
- Select 1
- Tap on Settings in your smart device
- Tap on Bluetooth Settings
- Scan the available devices using "Scan"
- From the list of available Bluetooth devices shown on your smart device's screen, please select RP757x XXXXXX (indicating the serial number of the POGO> device)
- Note down the six digit code that is displayed on your smart device
- Enter the six digit code on the POGO> device and press the green button
- Wait for the message "Pairing Success"



[4] DOWNLOADING OF POGO> APP

- You will need an active WIFI or GPRS connection to download the POGO> app
- In the Welcome Kit you have received via SMS or Email, select and download the POGO> app from the link provided
- Once the POGO> app is launched, key in MID*, TID* & Activation Code* updated in the Welcome Kit. (Required to be done once to activate the application)

* Merchant ID (MID) – This is unique for each merchant
 * Terminal ID (TID) – This is specific to each smart device

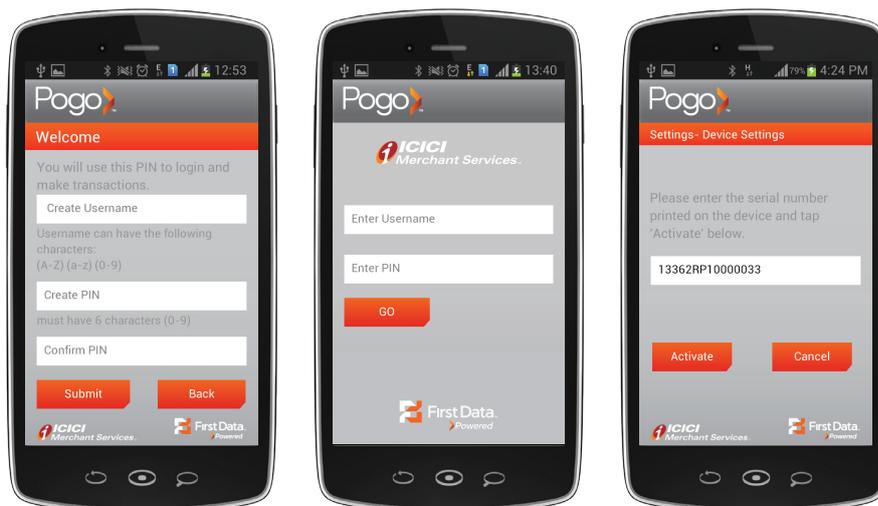


[5] POGO> APP ACCESS AND ACTIVATION

- After the POGO> app is activated on your smart device, create a User Name and PIN
- You need to use this User Name and PIN to access the POGO> app each time on your smart device

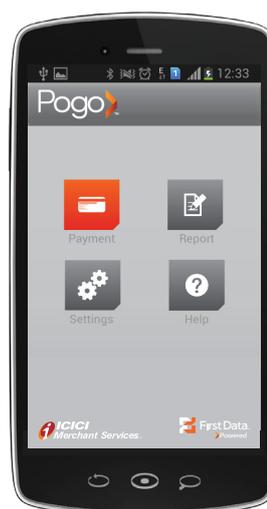
To create a User Name & PIN:

- Enter User Name – Username can have the following characters (A-Z) (a-z) (0-9) or a combination
- Enter a PIN – Must be 6 digits (0-9)
- Re-enter the PIN for confirmation
- Should you ever forget your Username or PIN, please call our Customer Care
- Tap “Settings” and then “Device Settings”. Fill in the serial number of the POGO> device (visible on the reverse of the POGO> device) and then tap on “Activate”.



[6] POGO> HOME PAGE

- **Payments:** Receive various type of payments (Card, Cash, Cheque, EMI)
- **Reports:** View recent transactions, history of past transactions or search for a specific transaction
- **Settings:** Change PIN and/or device settings
- **Help:** - Contact customer support teams for help
 - Get notifications on new services and promotional schemes
 - Send queries or feedback



[7] POGO> VALUE ADDED SERVICES (VAS) SCREEN

Depending on the type of Payment you are accepting, Select

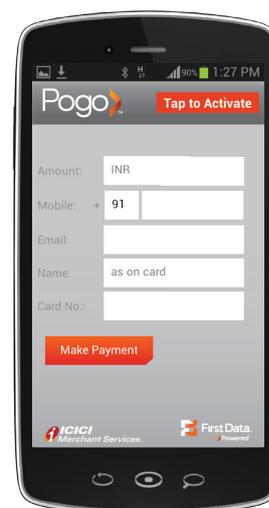
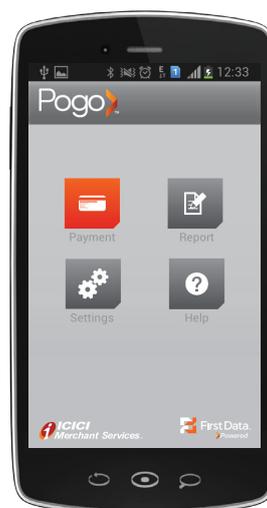
- **Card** – To accept all type of VISA/MasterCard debit and credit cards (See point 8)
- **Cash** – To accept Cash (See point 12)
- **Cheque** – To accept cheque or Demand Draft (See point 13)
- **EMI** – To accept payment by card with EMI repayment (See point 14)

Note – This screen will appear post tapping the "Payment" icon in the Home Page (if you have registered for VAS)



[8] HOW TO ACCEPT CHIP & PIN CARDS

- Turn on the POGO> device & ensure your smart devices Bluetooth is ON and paired
- Tap on "Payment" in your POGO> Home Page
- Enter the amount in the Amount field
- Enter the customers mobile number and email id (optional) and then tap on "Tap to Activate"
- The POGO> device will display the message "PLS INSERT/SWIPE"
- DIP customers card into the DIP slot
- Request customer to validate amount on the POGO> device by pressing the green button
- Request customer to key in their PIN and then press the green button
- On successful DIP the POGO> device reads the card details
- Masked details now appear on the POGO> app
 - Name of Card Holder
 - Card Number (Last 4 digits visible)
- Tap on "Make Payment"
- An Authorisation message to indicate the status of transaction appears. Also, a SMS and an email (if provided) are sent to the customer on successful completion of the transaction



[9] HOW TO ACCEPT CHIP & SIGN CARDS

- Turn on the POGO> device & ensure your smart devices Bluetooth is ON and paired
- Tap on "Payment" in your POGO> Home Page
- Enter the amount in the Amount field
- Enter the customers mobile number and email id (optional) and then tap on "Tap to Activate"
- The POGO> device will display the message "PLS INSERT/SWIPE".
- Please DIP customers card in the DIP slot
- On successful DIP the POGO> device reads the card details
- Masked details now appear on the POGO> app
 - Name of Card Holder
 - Card Number (Last 4 digits visible)
- Tap on "Sign" and request customer to sign in the signature panel
- Tap on "Continue"
- You will now be routed back to the payment screen and notice the signature captured on the side of the sign field
- Tap on "Make Payment"

An Authorisation message to indicate the status of transaction appears. Also, a SMS and an email (if provided) are sent to the customer on successful completion of the transaction



[10] HOW TO ACCEPT MAG & PIN CARDS

- Turn on the POGO> device & ensure your smart devices Bluetooth is ON and paired
- Tap on "Payment" in your POGO> home page
- Enter the amount in the Amount field
- Enter the customers mobile number and email id (optional) and then tap on "Tap to Activate"
- The POGO> device will display the message "PLS INSERT/SWIPE"
- SWIPE customers card in the SWIPE slot
- On successful SWIPE the POGO device reads the card details
- Masked details now appear on the POGO> app
 - Name of Card Holder
 - Card Number (Last 4 digits visible)
- Click on the "Sign" icon and request the customer to sign on the signature screen
- Click on the 'Continue' icon
- Please note - Back to the payment screen, the signature captured is visible on the side of the sign field
- Tap on "Make Payment"
- Request customer to validate amount on the POGO> device by pressing the green button
- Request customer to key in their PIN and then press the GREEN button

An Authorisation message to indicate the status of transaction appears. Also, a SMS and an email (if provided) are sent to the customer on successful completion of the transaction.



[11] HOW TO ACCEPT MAG & SIGN CARDS

- Turn on the POGO> device & ensure your smart devices Bluetooth is ON and paired
- Tap on "Payment" in your POGO> home page
- Enter the amount in the Amount field
- Enter the customers mobile number and email id (optional) and then tap on "Tap to Activate"
- The POGO> device will display the message "PLS INSERT/SWIPE"
- SWIPE customers card in the SWIPE slot
- On successful swipe the POGO> device reads the card details
- Masked details now appear on the POGO> app
 - Name of Card Holder
 - Card Number (4 digits visible)
 - Expiry
- Tap on "Sign" and request customer to sign in the sign field
- Tap on "Continue"
- You will now be routed to the payment screen and notice the signature captured on the side of the sign field
- Tap on "Make Payment"

An Authorisation message to indicate the status of transaction appears. Also, a SMS and an email 9if provided) are sent to the customer on successful completion of the transaction



[12] HOW TO ACCEPT CASH

- Tap on "Payment" in the POGO> Home Page
- Tap on "Cash" in the VAS screen (if you have opted for VAS services)
- Enter the amount in the Amount field
- Enter the customers mobile number and email id (optional)
- Enter name of the customer
- Enter the reference number
- Tap "Make Payment" to successfully accept Cash payment



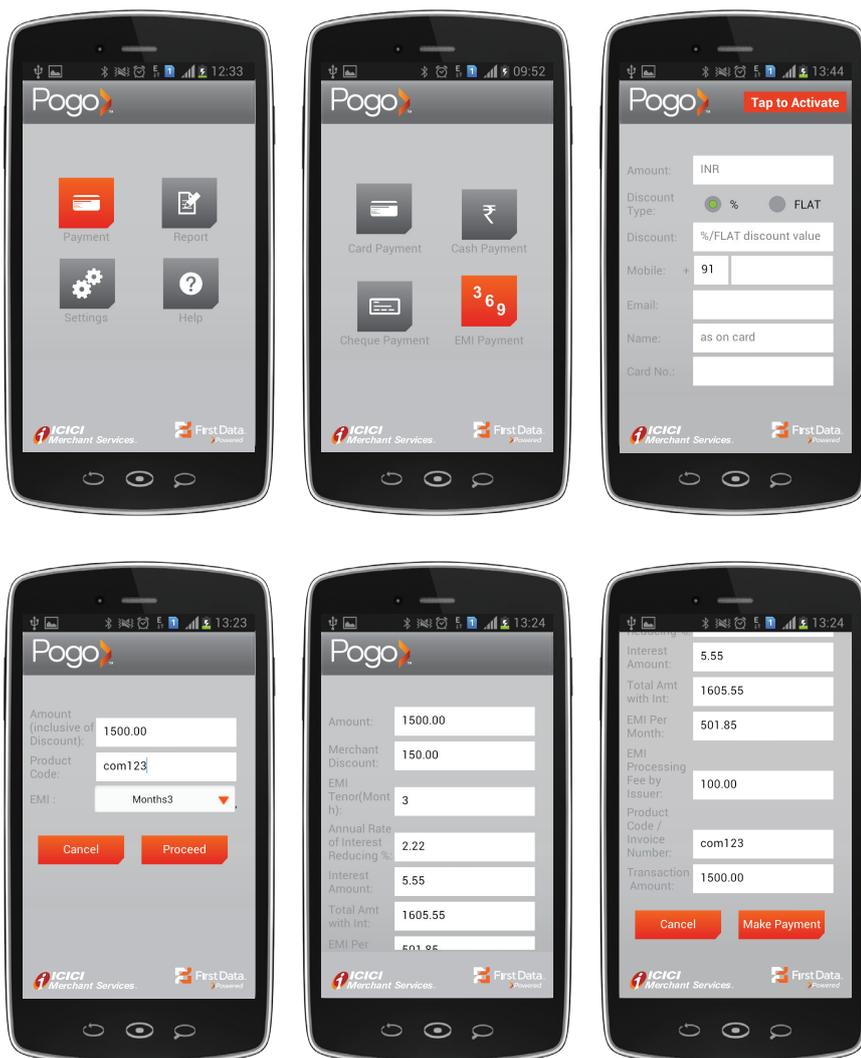
[13] HOW TO ACCEPT CHEQUE/ DEMAND DRAFT

- Tap on "Payment" in the POGO> Home Page
- Tap on "Cheque" in the VAS screen (if you have opted for VAS services)
- Enter the amount in the Amount field
- Enter the customers mobile number and email id (optional)
- Enter name of customer
- Enter the cheque or DD number
- Enter the reference number
- Tap "Make Payment" to successfully accept Cheque or DD payment



[14] HOW TO ACCEPT AN EMI TRANSACTION

- Turn on the POGO> device & ensure your smart devices Bluetooth is ON and paired
- Tap on "Payment" in the POGO> Home Page
- Tap on "EMI" in the VAS screen (if you have opted for VAS services)
- Enter the amount in the Amount field
- Tap on "Discount%" or "Discount Amount" depending on what is on offer for the customer
- Enter the customers mobile number and email id (optional) and then tap on "Tap to Activate"
- SWIPE or DIP the customers card
- For Chip & PIN cards – Please refer point 8
- For Chip & SIGN cards – Please refer point 9
- For Mag-stripe & PIN cards – Please refer point 10
- For Mag-stripe & Sign cards - Please refer point 11
- The total amount of the product/service now appears
- Enter "Product Code" (if applicable) and select the EMI tenure basis the options available in the drop down menu. Now tap on "Proceed"
- Share the entire EMI working with customer for better understanding and acknowledgement
- Tap on "Make Payment" to successfully complete EMI transaction



[15] REPORTS

This menu displays the recent and past transactions

It also supports a search for transactions. There are three tabs to view transactions.

• RECENT

For each transaction, the card number (last four digits), transaction value, and the date-time are displayed. Tap on a transaction to view more details. The details include the customer's name, mobile number and email ID. You can execute a refund for a transaction and also resend the charge-slip to a customer, if needed

• HISTORY

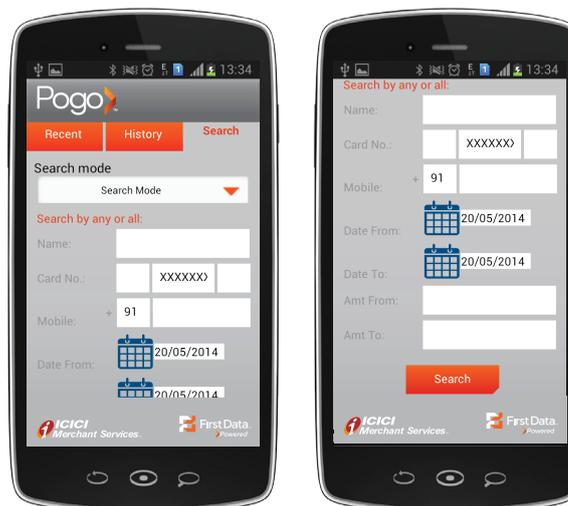
This displays a graphical view of the transactions done on a weekly or monthly basis. The graph shows the total sales done over a period. The screen also shows the total sales value and transaction count of the current day

• SEARCH

A search can be done on any or all the fields shown on the screen. Search is useful when you need to track transactions for reference or execute a refund.

You can execute a search with the:

- Name of the customer
- Card No.
- Mobile No.
- Email ID
- Date of payment
- Select the start and end dates using the calendar icon
- Payment amount



[16] REFUND AND RESEND CHARGE-SLIP

To execute a refund or resend the charge-slip for a given transaction:

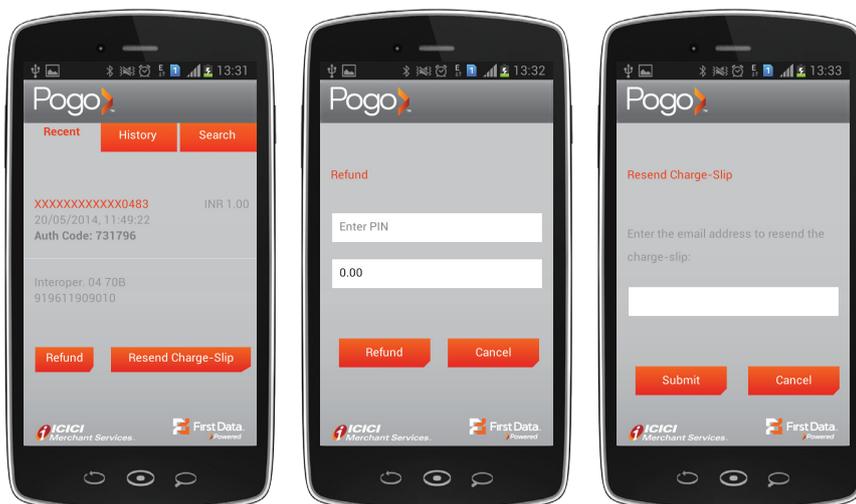
- Tap on the transaction. This displays a screen that lets you execute a refund or resend a charge-slip for the transaction
- Click Refund to execute a refund or
- Click Resend Charge-Slip

Refund

To refund amount:

- Enter your PIN
- Enter the amount to be refunded
- Tap Refund

An SMS notification along with the refund slip is sent to the customer.



[17] HELP

This menu is organised into three tabs:

- **Updates**

This tab displays important notifications about new services and POGO> app releases. The notifications are arranged chronologically.

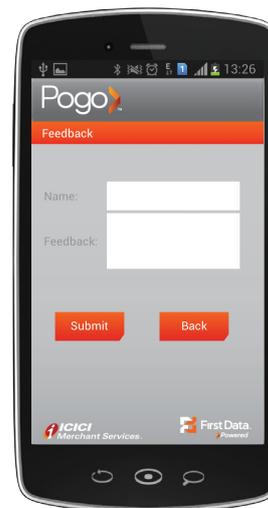
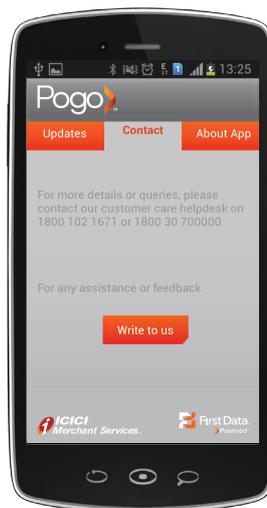
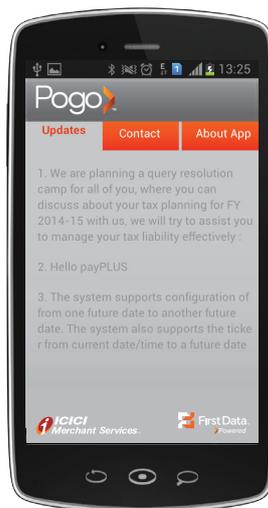
- **FAQ and Contacts**

This tab displays the frequently asked questions to address your queries and contact numbers required for assistance to use the application.

- To give feedback
- Tap Write to Us
- Enter your name
- Enter the feedback or query
- Tap Submit

- **About App**

This tab displays the version number and gives a brief overview of the application.



[18] PIN CHANGE

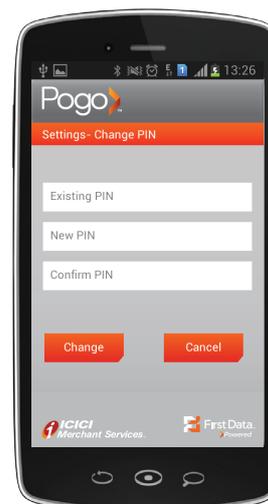
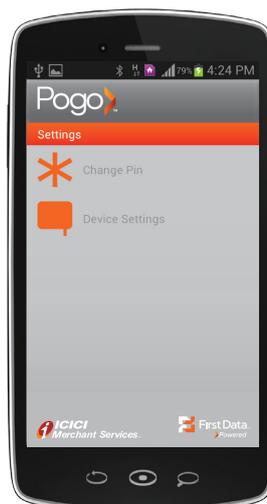
This screen enables you to change your PIN or pair a different smart device to the POGO> device:

- **Change PIN**

- Enter the current PIN
- Enter a new PIN
- Re-enter the PIN
- Tap Change

- **Change Smart Device**

- You can use a different smart device in order to swipe credit & debit cards with the same POGO> device. Before using the device, please call our customer care.



**Call us on 1800 102 1671/1800 30 700000
or email merchantcare@icicims.com
for any queries you may have on POGO>**