

Get started with your Smartpay Hub

Contents

- 3** What's in the box and getting started
- 4** Connecting to the internet
- 5** Setup Wizard
- 6** Setting up the printer
- 7** Connecting Bluetooth devices
- 8** Smartpay Hub features
- 9** Printer loading
- 10** Supported peripherals
- 11** Safety information
- 12** Technical information



Welcome to Smartpay Hub

With its award-winning software for accepting payments, your Smartpay Hub is here to help you grow your business.

You'll get dedicated support and training in addition to 24/7 technical support. From navigating the Epos Now software to getting the apps set up, we're here to ensure you're making the most of this valuable software.

This pack includes everything you need to get going with your Smartpay Hub. It's easy to get started – just follow this guide.

Once you've switched on your device, follow the steps on the screen. When you've completed this, we'll be in touch within 48 hours to get you started with training and on your way to trading.

What's in the box ?

The package contains*

- 1 x Smartpay Hub
- 1 x Power supply unit
- 1 x Dust cover
- 1 x User manual
- 1 x Ethernet cable
- 1 x Barclaycard card reader

*Contents may vary and may contain additional antennas for Wi-Fi or Bluetooth.



Getting started



Connecting the power supply

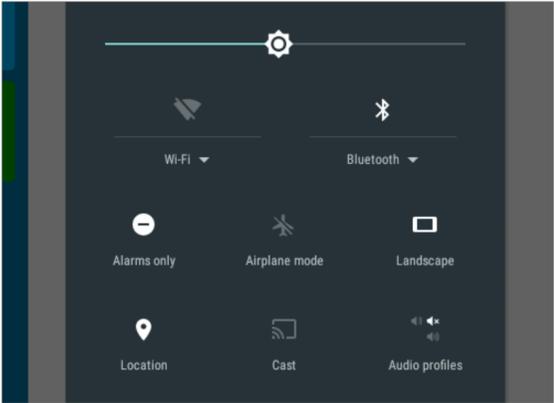
- 1) The power supply is connected via the power socket at the back of the device – in the port cover.



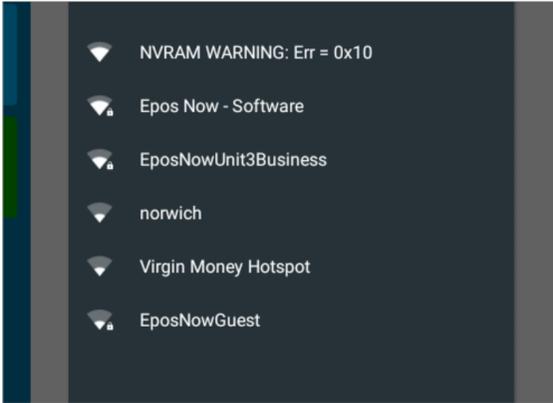
Powering on the Smartpay Hub

- 2) To turn the Smartpay Hub on, hit the 'Power on' button. The light above it will turn blue.

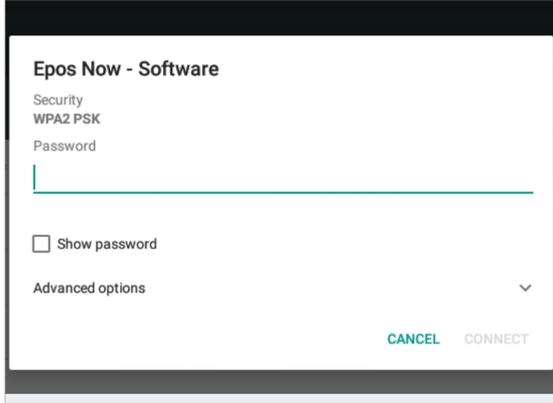
Connecting to the internet



1) You can either connect via Ethernet (plug and play) or via Wi-Fi. To connect via Wi-Fi, swipe down from the top of the screen. This will reveal a new drop down screen. Swipe down on this card to see more options in a dropdown menu. Hit 'Wi-Fi'.



2) You'll then see a list of Wi-Fi networks that are available to join. Choose yours from the list.



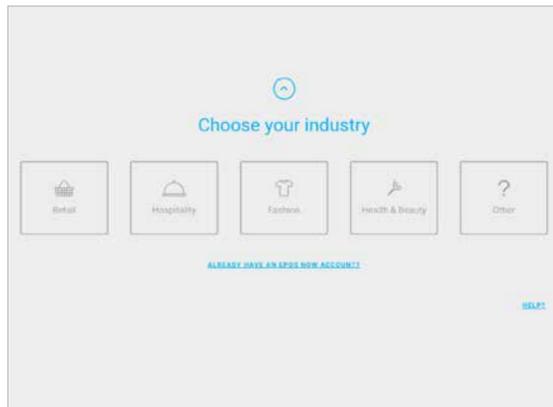
3) When prompted, enter the Wi-Fi network password, then hit 'Connect'.



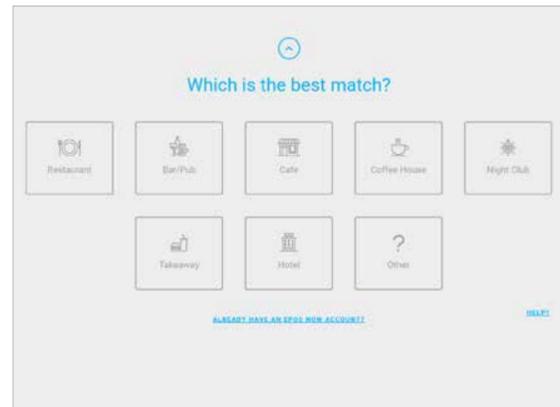
4) Once you've connected to Wi-Fi, navigate to the Epos Now Till app on the screen and continue as normal. If it fails to connect, make sure you've entered the password correctly.

If you still have issues, navigate to 'Wi-Fi settings' via the Android settings icon on the dropdown menu. If that still doesn't help, check your network status.

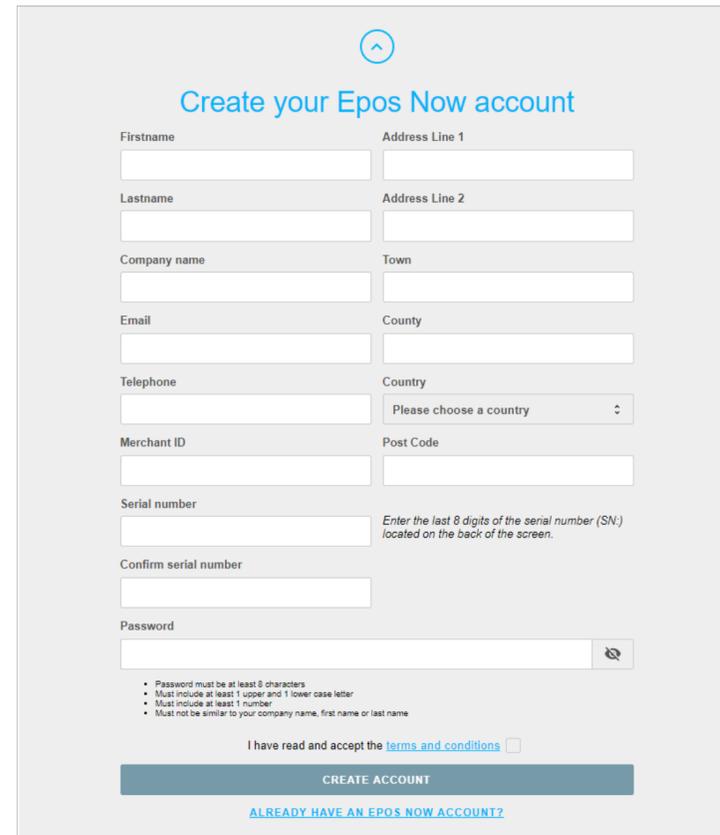
Setup wizard



1) When you open the app, you'll be presented with a company setup wizard. Firstly, choose your industry.



2) Once you've chosen your industry, choose the best match with your business. This information will help us set up the software to be specific to you.

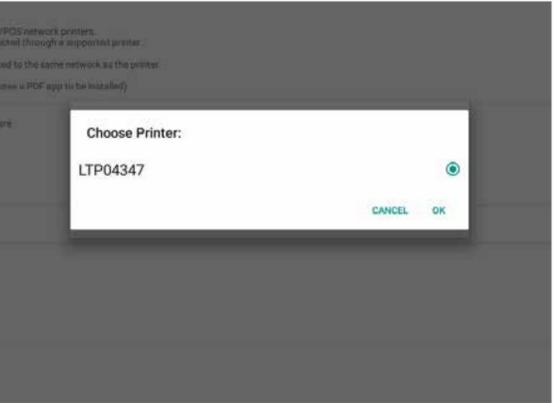
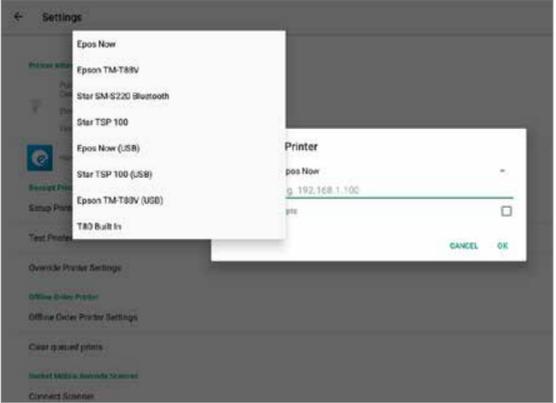
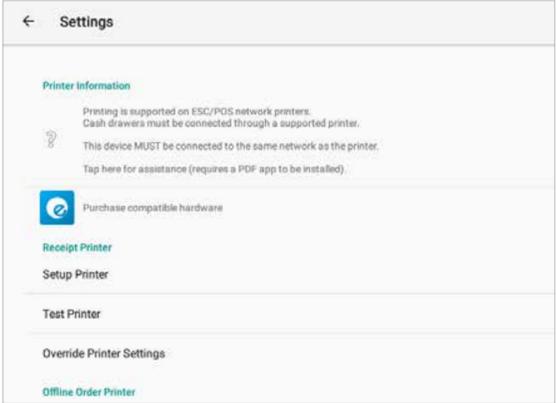
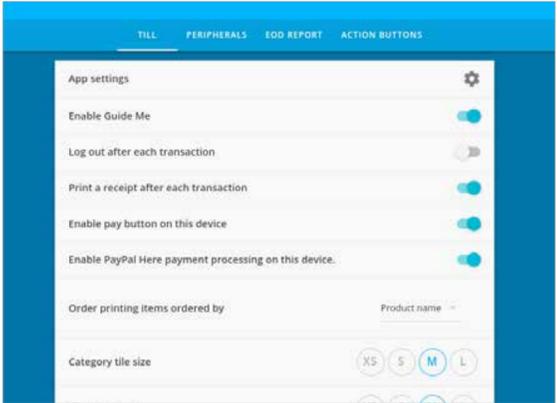


3) You'll now be prompted to create your Epos Now account. Accurately fill in your details to create your account. Your merchant ID can be found in your Barclaycard paperwork.

4) If you have an Epos Now account already, please hit the **"Already have an Epos Now account?"** button and sign in.

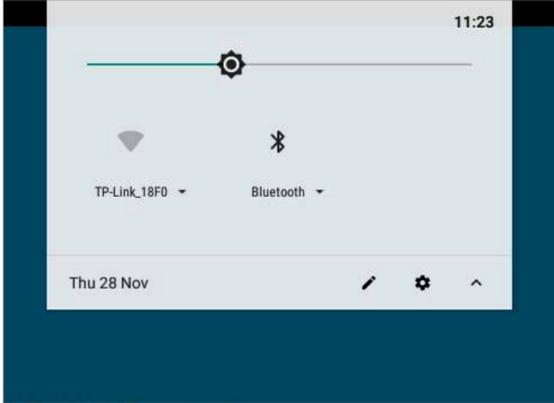
5) Once you've created your account, we'll be in touch with you within 48 hours to walk you through the software, and explain how to get the most out of all features of Smartpay Hub.

Setting up the printer

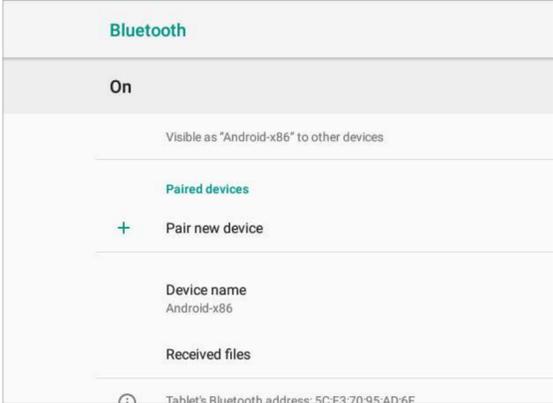


- 1) Your printer is built-in. To set this up, open the side menu at 'Till' and go to 'Settings'. Then select the cog next to 'App settings'.
- 2) A new page – 'Settings' – will appear. Under 'Receipt printer', choose 'Set up printer'.
- 3) A pop-up will appear. In the dropdown, select 'T80 Built in'.
- 4) Your printer name should appear. Choose that and press 'OK'.
You can test the printer on the 'App settings' page.

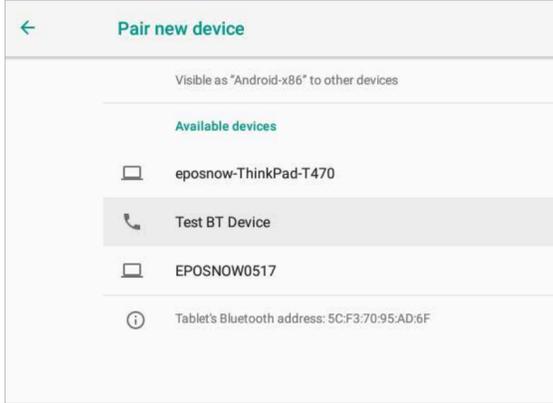
Connecting to Bluetooth devices



1) Swipe down twice from the top and then **HOLD DOWN** the Bluetooth logo until the Bluetooth page opens.



2) Select the **'Pair new device'** option to find the device you wish to pair with.



3) Select the relevant device from the list to enter pairing mode.



4) Ensure the Bluetooth pairing code is the same on the Bluetooth device and the Smartpay Hub. Then select 'Pair' on both devices. (This may appear as a tick icon on the Bluetooth device.)

The integration of the Barclaycard card reader must be completed by Epos Now over the phone during your training. Specification may vary and require a separate Bluetooth USB dongle, or additional Bluetooth antenna.

Smartpay Hub features

Front view

- 1) Power button
- 2) USB
- 3) Printer indicator

Printer alarm and indicator may show/sound if:

- the printer is out of paper
- the printer paper is not inserted correctly
- the printer is overheating / fault with the printer

Please contact support if you continue to have issues.

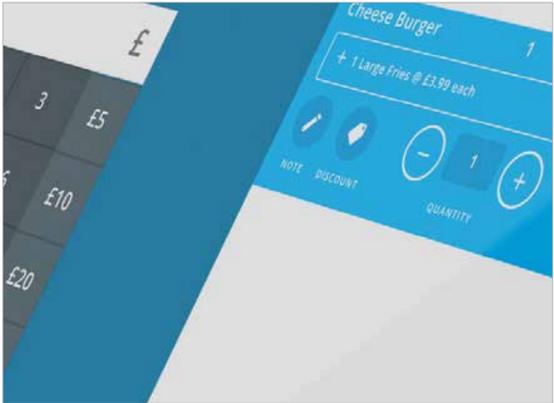


Front view

- 1) Audio Jack
- 2) 3x USB
- 3) LAN
- 4) 2x USB
- 5) COM
- 6) Power Input
- 7) Cashdrawer Port
- 8) HDMI Out



Printer loading



- 1) Find the trigger – it's under the screen on the right-hand side (as you're facing the screen). Pull the trigger from behind (towards you) to open the printer drawer.
- 2) Put the receipt paper in, as shown above, then close the printer drawer. Note – the printer alarm won't sound if the paper's put in the wrong way around.

Supported peripherals



Card reader stand

If you'd like your card reader to be fixed to a counter top, you can buy an optional stand.



USB barcode scanner

Connects to your Smartpay Hub and makes selling barcoded items simple.



Order printer

If you need completed orders automatically printed when they're placed, add an order printer to your bar, kitchen or warehouse.



Cash drawer

The Smartpay Hub is built to work seamlessly with the cash drawer. Simply plug it in, and it's ready to work. You can set it to automatically trigger after a transaction, or open it from the Smartpay Hub software.

To order, just call us on [01698 843 866*](tel:01698843866) or visit the Smartpay Hub section at pdqconsumables.com

Safety information

General use

ALWAYS read the safety information and keep this guide in a safe place. Heed all warnings, and follow these instructions carefully before use.

DO NOT attempt to insert any sharp objects into the device, or use them to operate it – they may scratch or damage the product.

DO NOT place the device on an uneven surface.

ALWAYS consider the device placement and cables connected to the device to ensure a safe working environment.

DO NOT use harsh chemicals, cleaning solvents or detergents to clean the product. Wipe with a dry, soft cloth or tissue paper to clean. Disconnect the product from the electrical outlet before cleaning.

DO NOT shove any foreign objects into the product or ports.

NEVER place any objects on top of the product, or on top of the display, as this may damage the product.

DO NOT attempt to open the product casing. This product does not contain any user serviceable parts. Unauthorised handling of the device may damage it and will void your warranty.

DO NOT expose the product to strong magnetic or electrical fields.

NEVER use your product, and always disconnect your product from the mains power supply, during an electrical storm.

ALWAYS disconnect your product from mains power supply if not being used for a significant period of time.

SAFE TEMPERATURE: This product should only be used in environments with ambient temperatures between 0°C and 40°C. It is advised not to use the product in any extreme cold or heat environment.

CAUTION: This product has some metal parts to disperse heat.

ALWAYS keep the product away from heat sources such as radiators, heaters and other appliances which produce heat.

DO NOT leave the product in high temperatures as electronic devices and plastic parts may warp in heat.

INPUT RATING: Refer to the rating label on the product and be sure that the power adapter complies with it. Only use the power adapter that came with the product. Using an unauthorised power supply will invalidate your warranty and may damage the product beyond repair.

ALWAYS check the connections between any peripheral and the product before powering on.

DO NOT insert anything into the product that may result in short circuiting or damaging it.

ALWAYS handle the product with care to avoid damage.

CAUTION: This product should never be immersed in water, used in a humid environment, and should be protected against any water jets.

DO NOT expose the product to any chemical substances.

DO NOT use this product near medical devices.

CAUTION: Disconnect mains power in the event of any abnormal smell or smoke emitting from the product.

NOTE: No one is entitled to modify or change the product in any way, unless permitted by the company.

Recycling

Always return your used electronic products, batteries, and packaging materials to dedicated collection points. This way, you help to prevent uncontrolled waste disposal and promote the recycling of materials. All materials of the device can be recovered as material and energy.

DO NOT throw the product in municipal waste. Check local regulations for disposal of electronic products.

Disposal of Waste Electrical & Electronic Equipment (WEEE).

This symbol, on the product or on its packaging, indicates that this product should not be treated as household waste. Instead, it should be handed over to a suitable collection point for the recycling of electrical and electronic equipment. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product. The recycling materials will help to conserve natural resources. For more information about the recycling of this product, please contact your local council office, your household waste disposal service or where you purchased the product.

Electrical Safety Information

Compliance is required with respect to the voltage, frequency, and current requirements indicated on the manufacturer's label. Connection to a different power source than those specified herein will likely result in improper operation, damage to the equipment, or pose a fire hazard if the limitations are not followed.

There are no operator serviceable parts inside this equipment. There are hazardous voltages generated by this

equipment which constitute a safety hazard. Service should be provided only by a qualified service technician.

Contact a qualified electrician or the manufacturer if there are questions about the installation, prior to connecting the equipment to mains power.

Emissions and Immunity Information

Notice to Users in the European Union: Use only the provided power cords and interconnecting cabling provided with the equipment. Substitution of provided cords and cabling may compromise electrical safety or CE Mark Certification for emissions or immunity as required by the following standards: This Information Technology Equipment (ITE) is required to have a CE Mark on the Manufacturer's label which means that the equipment has been tested to the following Directives and Standards: This equipment has been tested to the requirements for the CE Mark as required by EMC Directive 2014/30/ EU as indicated in European Standard EN 55032 Class A and the Low Voltage Directive 2014/35/EU as in European Standard EN 60950-1.

Trademarks

Manufactured by Epos Now, 2 Whiting Road, Norwich Business Park, Norwich, England, NR4 6DJ.

Epos Now, and the Epos Now logo are trademarks or registered trademarks of Epos Now Limited.

Technical information

System	Processor	Intel® Celeron 3865U Dual Core
	GPU	Intel HD Graphics
	Memory	2GB
	Storage	64GB
	OS	Android 8.1
Display	Display	15.6" diagonal, 10pt capacitive touch screen
	Resolution	1920*1080
	Viewing angle	Horizontal: ±85° or 170° total Vertical: ±85° or 170° total
	Contrast ratio	800:1
	Brightness	Typ 300cd/m2
Network	Wi-Fi	802.11 a/c
	Ethernet	100M/1000M
	Bluetooth	Bluetooth 4.2
Interface	USB Host x 1	Front facing USB 3.0
	USB Host x 5	Rear USB 2.0 x 5
	LAN x 1	RJ45
	Serial Port x 2	DB9
	Audio Jack x 1	3.5mm
	Cash drawer port x 1	RJ12
	Power interface x 1	DC input
	HDMI x 1	HDMI out
Other	Antenna ports	Antennas for Wi-Fi and Bluetooth
	Speakers	2 x 1W
	Power	24V / 2.5A
	Operating temperature	0°C - 40°C

Need any help or support?



Visit us online at barclaycard.co.uk/smartpayhubhelp



Or call the Barclaycard Smartpay Hub support team [0844 822 2011](tel:08448222011)*

**Available in large print, Braille and audio format by calling [0800 161 5350](tel:08001615350)*
(Barclaycard Payment Solutions) / [1800 812700](tel:1800812700) (Barclaycard International Payments)**

*Calls charges apply. 0844 calls will cost 7p per minute plus your phone company's access charge (current at August 2018). Calls to 0800 numbers are free from UK landlines and personal mobiles, otherwise call charges may apply. Calls to 0818 are charged at local call rates please check with your network provider charges may be higher from mobile network providers. Calls to 1800 numbers are free from ROI landlines and personal mobiles otherwise call charges may apply. Calls may be monitored or recorded in order to maintain high levels of security and quality of service.

Barclaycard is a trading name of Barclays Bank PLC and Barclaycard International Payments Limited. Barclays Bank PLC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register number: 122702). Registered in England No. 1026167. Registered Office: 1 Churchill Place, London E14 5HP. Barclaycard International Payments Limited, trading as Barclaycard, is regulated by the Central Bank of Ireland. Registered Number: 316541. Registered Office: One Molesworth Street, Dublin 2, Ireland, D02 RF29. Directors: Paul Adams (British), James Kelly, Mary Lambkin Coyle and Peter Morris.