

» Get started  
with your  
Smartpay Hub





# Welcome to your Smartpay Hub

We're pleased to introduce Barclaycard Smartpay Hub by Epos Now. With its award-winning software for accepting payments, it's 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.

You'll have a base unit that you can fix to your counter and print receipts from. There's also a detachable tablet that you can take to customers on your premises.

In order to get set up quickly the first thing you'll need to do is to switch on and follow the start-up guide on the screen. Once you have completed this we'll be in touch to help you to get everything fully implemented.



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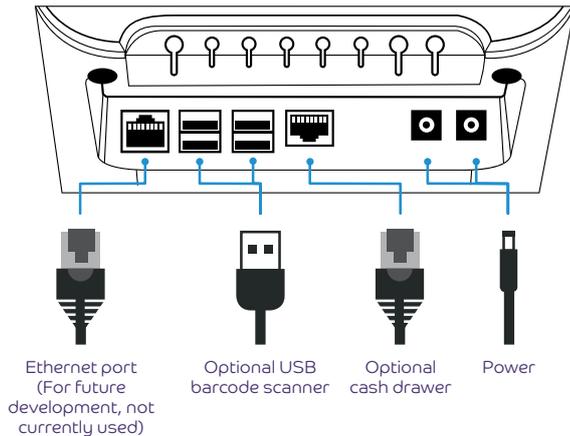
# Getting started

## Step 1

### Connect the power supply

First of all, you'll need to plug your base unit into a power supply. You can use either of the power sockets on the back. Just make sure you secure things using the cable strain relief.

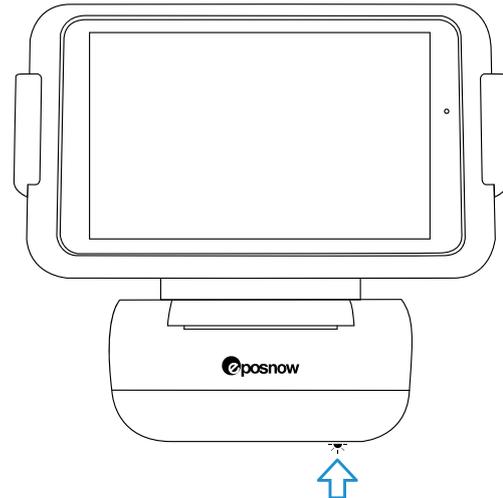
If you've got a USB barcode scanner and/or a cash drawer, connect those too. There's more about the extras you can get on page 13.



## Step 2

### Get up and running

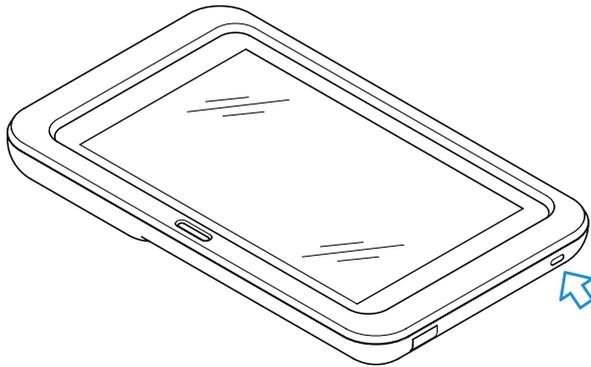
There isn't a power switch, so your base unit should turn on as soon as you plug it in.



### Step 3

#### Grab the tablet

Attach to the cradle – this will charge your tablet while the base unit power's on. Make sure it's fully charged before tapping the power button to switch it on.



### Step 4

#### Follow the startup guide

You're almost there. When you turn on the tablet for the first time, it'll automatically load up the startup guide. Follow that to finish setting things up.



# Taking Payments

## Barclaycard Smartpay Hub Card Reader

Take contactless, Chip & PIN and mobile payments through the Smartpay Hub Card Reader.

The card reader works wirelessly using Bluetooth, but also attaches to the back of the Smartpay Hub tablet, so you can take payments around your premises.

Once you've completed your startup guide we'll call you to get everything set up. This includes a simple integration that connects your Smartpay Hub Card Reader so you can start to take payments.



# Your base unit at a glance

Let's take a closer look at the front of the unit...

**1) Tablet LED**

Shows if the base unit's on or off.

**2) Tablet hinge**

You can tilt the screen angle.

**3) Receipt Printer Lid**

The paper roll lives in here (there's more on page 10).

**4) Base unit LEDs**

Here's what the different LED colours mean:

- Flashing white – the unit's starting up
- Solid white – it's ready to use
- Solid blue – printer paired and connected
- Quick flashing blue – Bluetooth is in 'discoverable mode' so it's ready to pair
- Slow flashing blue – Bluetooth pairing is not complete so the printer won't work



## And here's the back of the unit...

- 5) **Tablet lock**  
Keeps the tablet locked to the base unit.
- 6) **Cable strain relief**  
Keeps the power and connector cables in place.
- 7) **USB ports**  
You can use these ports to plug in barcode scanners and other extra devices (you'll find them on page 13).
- 8) **Ethernet port**  
We're working on developing this – so you can't use it just yet.
- 9) **Power jacks**  
You can plug the power supply into either of these.
- 10) **Cash drawer connector**  
For an optional RJ12 cash drawer (more on page 13).
- 11) **Fixing bracket**  
So you can secure the base unit to your counter (see page 12 for more info).



# Receipt printer

## 12) Pinhole reset button

You can use this to reboot the system (there's more about this on page 14).

## 13) Indicator LEDs

Show you what's going on with the base unit and any other devices that are plugged in.

## 14) Pairing button

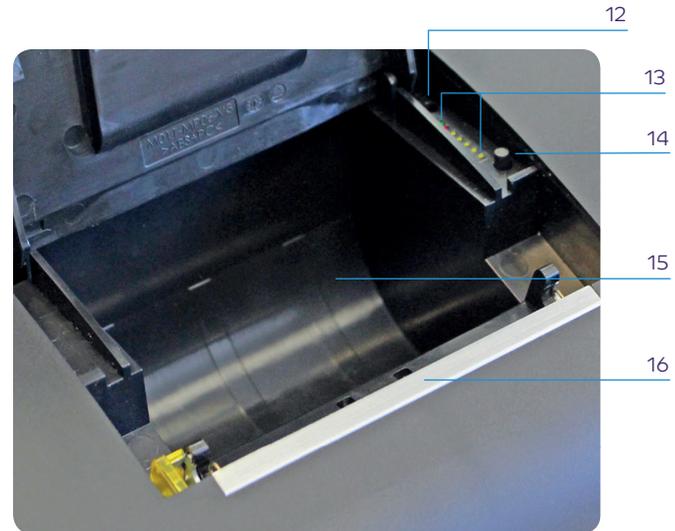
Allows Bluetooth pairing between the base unit and tablet.

## 15) Paper roll compartment

Holds 80mm paper roll for printing receipts.

## 16) Tear strip

Lets you tear paper rolls easily.

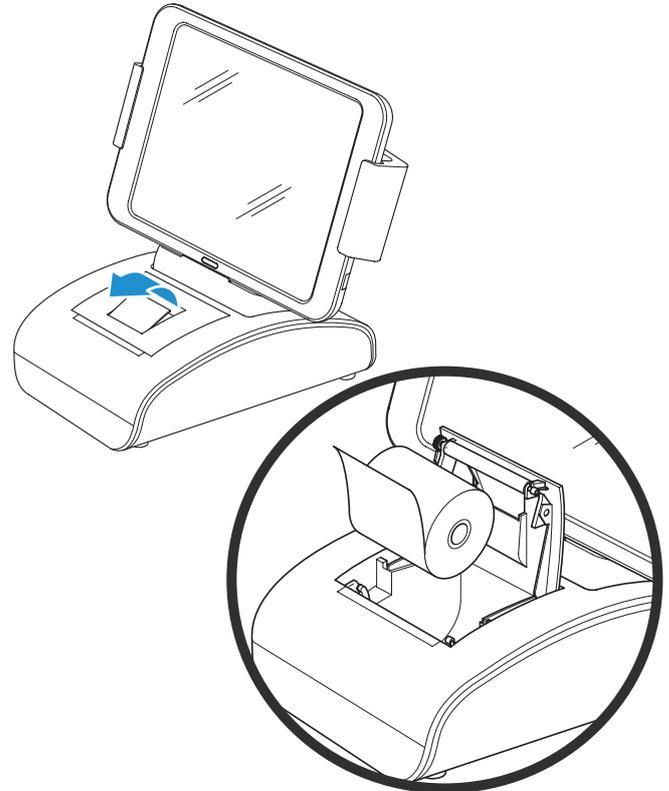


## How to change the receipt paper roll

You can use 80mm thermal receipt printer paper in the base unit. Here's how to change it:

- 1) Lift the printer lid latch until it clicks and unlocks.
- 2) Open the printer lid and remove the old roll.
- 3) Insert a new roll. Make sure the free end of the roll is towards the front of the compartment.
- 4) Check that an excess of the roll of paper is outside of the base unit.
- 5) With an even pressure, firmly close the printer lid until it clicks and locks shut.

» **To order your new till roll, head to the Smartpay Hub section at [pdqconsumables.com](https://pdqconsumables.com) or call us on 01698 843 866\***



# Take payments on the go

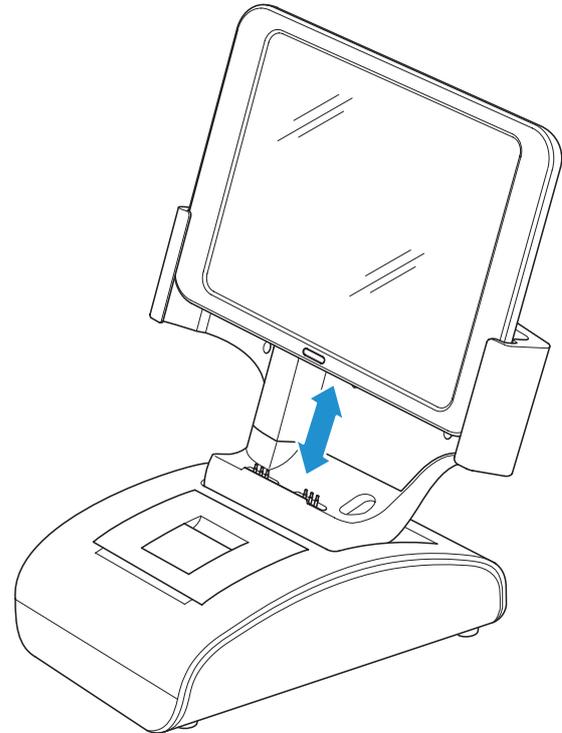
**You can use your tablet to take the till directly to customers in your business premises.**

To remove the tablet:

- 1) Unlock it from the cradle.
- 2) Slide it upwards. You can then use the hand strap to carry it around.

To put the tablet back in the cradle:

- 1) Check that the pushpin connectors are at the bottom of the tablet.
- 2) Slide the tablet wrap down into the cradle.
- 3) Keep it safe by using the lock on the back of the cradle.



# Mount it to your counter

You can securely fix your base unit to a countertop using the mounting bracket. There are two ways you can do it.

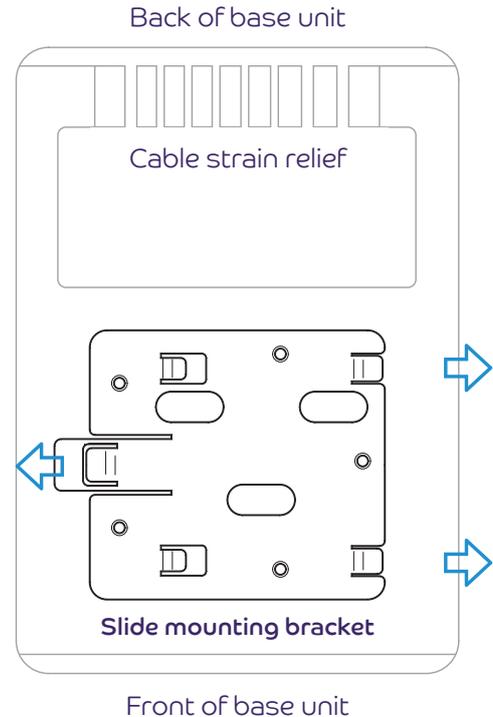
You can mount using the adhesive pad:

- 1) Connect the power supply and any extra devices to the base unit.
- 2) Remove the plastic tape on the bottom of the adhesive pad.
- 3) Put the base unit where you'd like it to go, then push down to secure it in place.

Or you can mount by screwing it into the counter:

- 1) Slide the mounting bracket off the base unit.
- 2) Affix the mounting bracket to your counter through the screw holes.
- 3) Connect the power supply and any extra devices to the base unit.
- 4) Align the lugs at the bottom of the base unit with the mounting bracket.
- 5) Then slide the unit until it locks in place.

## Bottom of base-unit



# Smartpay Hub accessories

Here are a few extra devices you can use alongside your Smartpay Hub.



## Card reader stand

If you'd like your card reader to be fixed to a countertop, you can purchase the optional stand. This also charges your card reader.

Smartpay Hub Card Reader not included.



## Cash drawer

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



## USB barcode scanner

Connects to your base unit and allows you to quickly sell barcoded items.



## Order printer

Add an order printer to your bar, kitchen or warehouse to have completed orders automatically print out when they're placed.

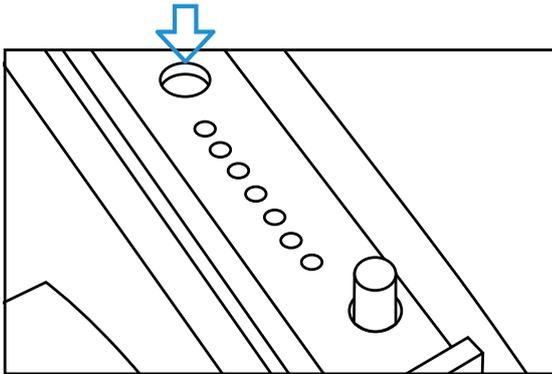
» **To order, just call us on 01698 843 866\* or visit the Smartpay Hub section at [pdqconsumables.com](http://pdqconsumables.com)**

# Troubleshooting

## Need to reset?

If the base unit ever stops responding, you can safely reboot it.

Just open the lid of the paper roll compartment and press the pinhole reset switch. The white LED should switch off and then flash to show the base unit's rebooting.



## Traffic-light LEDs

There are seven LEDs in the printer compartment. Here's what all those coloured lights mean.

LED colour (top to bottom)	State	What it means
<b>Green</b> (overall status)	On	OK
	Flash	Tamper alert (with red LED)
<b>Red</b> (tamper indicator)	Flash	Tamper alert (with green LED)
<b>Yellow</b> (not assigned)		
<b>Yellow</b> (PED status)	On	Connected
	Off	Disconnected
	Flash	Comms activity
<b>Yellow</b> (tablet comms)	On	Connected
	Off	Disconnected
	Flash	Comms activity
<b>Yellow</b> (scanner)	On	Connected
	Off	Disconnected
	Flash	Scan activity
<b>Yellow</b> (printer)	On	Connected
	Off	Disconnected

# Specifications

## Physical connections on the base unit

- RJ12 cash drawer connector (12V)
- 4 x standard USBs (500mA)

## Receipt printing

- Fast, integrated 80mm thermal printer

## Controls and status lights

- Reset button
- Bluetooth communications button
- Diagnostic LEDs
- Power/status LED
- Communications LED

## Compliance



## Communication

- Internal Bluetooth 4.0 module

## Power and charging

- 12V 10A DC power jack input

## Physical dimensions

- **With tablet:** H: 210mm – 280mm x W: 315mm x D: 250mm
- **Without tablet:** H: 185mm – 240mm x W: 300mm x D: 250mm
- **Tablet:** H: 180mm x W: 300mm x D: 40mm

## Supported devices

The Smartpay hub supports connection to the following extra devices:

- 12V RJ12 cash drawer
- USB barcode scanners
- Barclaycard card reader



## Need any help or support?

Call the Barclaycard Smartpay Hub support team on

**0330 100 3625\***

Or visit us online at

[barclaycard.co.uk/smartpayhubhelp](https://barclaycard.co.uk/smartpayhubhelp)

\*Calls to 03 numbers use free plan minutes if available; otherwise they cost the same as calls to 01/02 prefix numbers. Please check with your service provider. Calls may be monitored or recorded in order to maintain high levels of security and quality of service.

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