

# PAYMENT BLADE USAGE AND CARE INSTRUCTIONS

## 1. AVOID DROPPING THE DEVICE

Thumbzup encourages the use of a lanyard that is attached to the Payment Blade device. Should the device be attached to a table we recommend tethering the device to the table with a line that is short enough to prevent the device falling directly on the floor.

### WHY

Even though the device has been designed to survive a 1.5m drop, not every drop scenario can be tested, and there may be cases where it drops in such a manner that it can cause a tamper in the Payment Blade or Payment Pebble®.

## 2. DO NOT SWING OR THROW THE DEVICE

Do not swing or throw the device around.

### WHY

This generates G-forces that may exceed the design limits of the Payment Pebble® and will result in a compromised state.

## 3. AVOID PROLONGED HEAT EXPOSURE

Do not expose the Payment Blade device to heat for prolonged periods.

### WHY

The Payment Blade has been designed to work in temperatures up to 50°C. Letting the device lie in the sun for an extended period of time will heat it beyond this temperature and the device will tamper resulting in a compromised message to be displayed on the Payment Pebble® screen.

## 4. AVOID CONTACT WITH WATER

Do not expose the device to water by cleaning it with a WET cloth. If you need to clean the device, rather use a moist cloth and wipe it down.

### WHY

Should water get into the Payment Pebble® or Payment Blade, it will damage the device.

## 5. DO NOT CARRY THE DEVICE BY THE SLEEVE

The sleeve that is fitted to the Payment Blade is designed to protect the Payment Blade from bumps and scratches, and not to be used as a means of holding/carrying the device.

### WHY

The sleeve will tear if you do this.

## 6. USE THE THUMBZUP CHARGERS / CHARGING DOCK

Please only use the thumbzup chargers / charging dock to charge the device.

### WHY

Using other chargers may damage the circuits. This is not covered by warranty.

## 7. KEEP THE BATTERY CHARGED

To keep the device in optimal condition, the battery should be charged each evening, without letting the device run down completely. To ensure all is working as it should, please check that you see the LED on the bottom of the Payment Pebble® showing either RED or GREEN status. Green indicates a Payment Pebble® that is 100% charged.

### WHY

The Payment Pebble® battery is there to ensure the Payment Pebble® can maintain its security. If the Payment Pebble® battery runs low, then the Payment Pebble® will compromise itself as a last means of protection against tampering. The Payment Pebble® however will draw power from the Payment Blade as long as it can before it will drain its own battery.

## 8. INSERT BANK CARD GENTLY

When inserting the card into the CHIP slot, do so gently.

### WHY

There is a switch inside the slot that detects if the card has been inserted correctly, as well as contact pins that need to read the CHIP. If you insert the card with a lot of force, you can damage the card, the pins that read the chip may bend or the presence switch can be pushed out of place so that it can no longer detect if a card has been inserted.

## 9. USE WITH CLEAN HANDS

Use the Payment Blade with clean hands.

### WHY

As all oils and dirt will cling to the device over time and make the device look unappealing.



- 1 Micro USB Charger connector
- 2 Power Switch
- 3 Docking Station Charge connectors



- 1 Payment Pebble®
- 2 Touch Sensitive Main Display
- 3 Yellow Scanner Button
- 4 Front camera



- 1 Payment Pebble®
- 2 Scanner Module (Not Fitted)
- 3 Rear Camera
- 4 Battery Compartment

**thumbzup**  
MAKING THINGS EASY

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# PAYMENT BLADE FAULT FINDING

## 1. PAYMENT BLADE DOES NOT SWITCH ON

After pressing the power button on the bottom of the device and holding it in for more than 5 seconds it does not switch on.

CAUSE	SOLUTION
Battery not inserted in battery compartment.	If the battery has been removed, re-insert the battery into the compartment at the back of the Payment Blade, ensuring the battery terminals are correctly orientated to make contact.
There is a battery in the battery compartment.	Check the orientation of the battery and ensure the battery terminals are correctly orientated.
Battery is in compartment and is correctly orientated.	Put the Payment Blade on charge for at least two hours and then try turn on.

## 2. PAYMENT BLADE IS ON BUT TOUCH SCREEN DOES NOT RESPOND

The Payment Blade main display is on, but when you try select an option or try type something nothing seems to happen or the application is not responding.

CAUSE	SOLUTION
Touching the screen does not give the desired response.	Device must be returned for repair.

## 3. CAN NOT COMMUNICATE TO SERVER / NETWORK ERROR

While doing a transaction you get an error message that there is a network error, or a communications error is reported.

CAUSE	SOLUTION
There is no network signal for the selected SIM network.	Check with a phone or another device if there is a signal in the area. Sometimes networks such as Vodacom or MTN do go down temporarily which will result in no connection errors. Check the top of the Payment Blade main screen to see if there is a signal being picked up.
SIM Card not present.	Open the battery compartment and check if there is a SIM card installed, and that the SIM has been installed in the correct orientation.
SIM Card present.	Check the orientation of the SIM card. If this is correct, try the SIM card in another device to test if the card is still operational. It is possible for the SIM card to go faulty or for it to be disabled. If the SIM card is faulty it needs to be replaced by a Technician. DIAGNOSIS: SIM FAULTY

## 4. CAN'T SWIPE A CARD

Please ensure that the MAGSTRIPE on the Card is facing towards the FRONT (Towards you and is at the bottom of the card. Swipe with the card down flat, and at a constant speed. The direction of the swipe is not important).

### MAGSTRIPE

Note: The card is shown with the MAGSTRIPE at the bottom and facing you.



## 5. CAN'T DIP A CARD

Please ensure that the card does have a CHIP fitted and that the card is inserted with the CHIP to the front and down. When the card is inserted correctly you should not be able to see it at all.

CHIP

