

PDQ User Guide

Make a new Transaction

- Press New TXN
- Press Purchase
- Enter amount
- Ask a customer to present card if contactless or insert card if not

Issue a refund

- Press New TXN
- Press refund
- Enter Refund pin 2610
- Enter amount
- Ask a customer to present card if contactless or insert card if not

Print Z Report

- Press Menu
- Press TXN Management
- Press reports
- Press Z Report

How to change Printer paper

- On the top rear side of the unit there is a small lid, release this to access the printer roll. Remember to insert paper feed downwards with the spindle inside and close lid gently.

Login as different user

- Press Logoff
- Insert MGR Pin 2610
- Press Yes
- Enter new login code
- Enter new pin code
- Press replace account
- Insert MGR Pin 2610

How to work offline (If no Internet connectivity available)

- Press enter to start communication
- Press Continue
- Insert Login Code
- Insert pin
- Press login offline

** All transactions will now be authorised please XXXX

When you do have network connectivity, log back in and your offline transactions will be processed.



Quick Set Up Guide

How to Connect to WIFI

- Hold Green button to turn on
 - Press Setup
 - Enter setup pin 2610
- Press Network Settings
 - Press down button
- Select WIFI Settings
 - Press SSID
- Insert WIFI Username
 - Press Green button
 - Press Encryption
 - Press WPA2*
 - Press WPA Key
 - Insert Password
 - Press Green button
- Press Red button 4 times
- Press Enter to communicate with network

How to login

- Insert your 4 digit login code
 - Insert your 4 digit pin

Version No. 17-1

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email card@freemaneventpartners.co.uk
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(8.30am - 4.30pm Monday -Friday)

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Troubleshooting Guide

Transactions are taking too long or declining:

Check for an active network connection. On the top right of the main screen, the Wi-fi indicator should have 1-3 bars. If not, reset the device.

Contactless is declining:

If contactless starts to decline, the device has gone into a limited connectivity mode and its instant authorisation coverage has gone offline. Try moving device closer to the Wi-fi device and resetting unit.

Saying no active network connection:

Your PDQ device should be pre-configured to attach to a network if the network is available. If the network signal has dropped from your device, try getting closer to your nearest Wi-fi device or try restarting the unit. Remember you may need your Merchant Account ID info when logging back in.

Your device is showing no signs of life:

It is likely the battery has died. Place it on a charging dock connected to external power. Then the unit should power up and you can log into the device to initialise transactions.

The battery power indicator:

Green = battery is at a high level or is docked onto a powered dock (6+ hours).

Amber = battery is starting to deteriorate (2-3 hours).

Red = battery is low and needs charging (30 minutes).

Card machine not working:

If your device is frozen and you cannot execute any commands on the device, remove device from its dock and remove battery from the rear of the unit. After a few seconds replace battery and power-up the device.

Make sure the charging dock is connected to external power.

Tamper detected:

The terminal has suffered a knock or a power surge, which has caused it to go into a security lock mode. The terminal must be delivered back to Freemans Event Partners Technologies.