Smartcall SmartTerminal
User Manual

smartterminal
powered by smartcall

SmartTerminal Device Information Booklet

Smartterminal Device

The Smartterminal device is an Android device with a built-in printer, which makes it convenient to print vouchers sold from Smartload. Functionality includes:
1. Quickprint
2. Buy
    a. Direct Recharge
    b. Voucher for printing
    c. Voucher for sending
    d. Voucher for storing
3. Voucher Store – any available vouchers can be sold from here
4. Cashout
5. Transfer
6. Backup

Registering

Follow this process to register:
- Enter your Smartload dealer cell number
- Enter your Smartload PIN linked to the Smartload dealer cell number
- Create a password
- Confirm the password
- Request an OTP (which will be SMSed to the Smartload dealer cell number entered)
- Enter the OTP and register

Restore

Once the device is registered, it takes you through a restore process. This process can be skipped with the initial install as no data backup is in place. The process is in place in the event that the app is uninstalled and re-installed. If the dealer has backed-up their data to their selected Google Drive account, the restore process will pick up the backup file from Google Drive and restore any data.

First time users will be requested to add a Google Account. If the user has an existing Gmail address, they can use that or they can create a new account by following the steps to do so. It has to be a Google Account so that the backup and restore process can access the Google Drive cloud account.
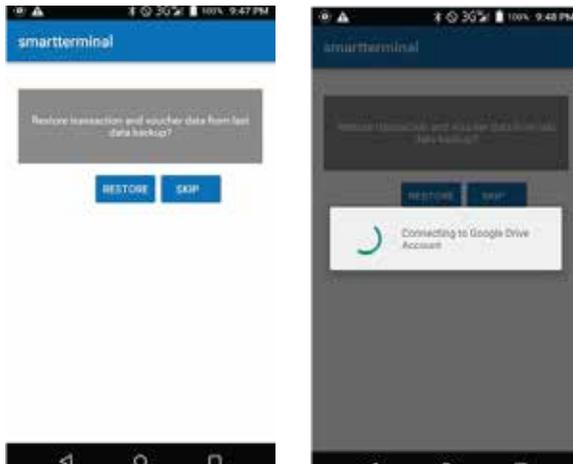
Google Account information will be required if none have been provided previously.
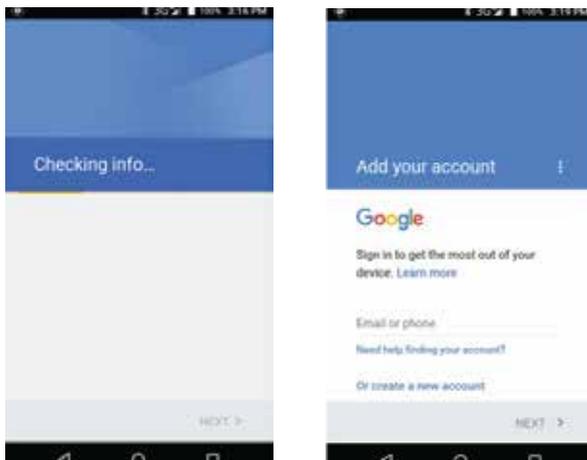
If account information is available, the choose account dialog will appear and the user can select the desired Google account.
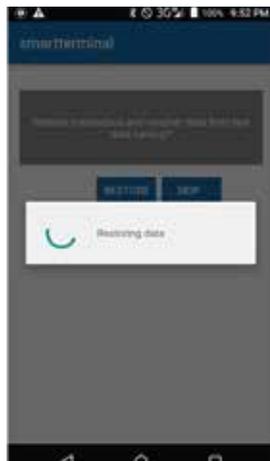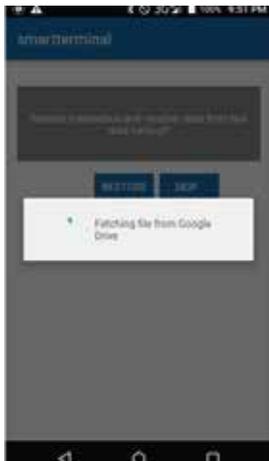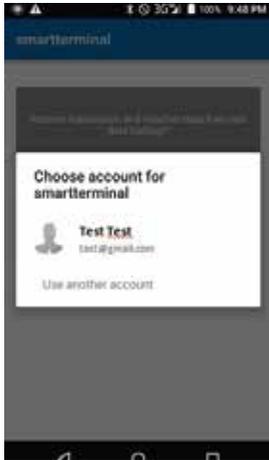
Log In

To log in, the user needs to enter the password they created at registration. There is a Forgot Password link at the bottom of the Log In screen if the user forgets their password. The password will then be SMSed to the Smartload cell number used at registration.
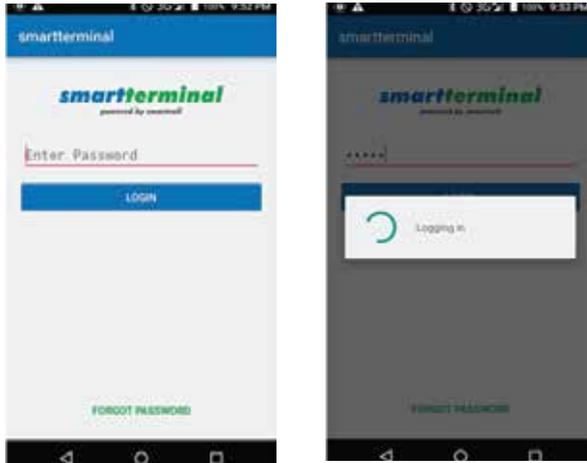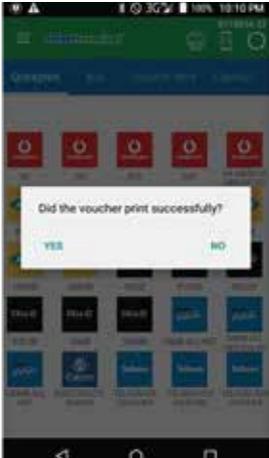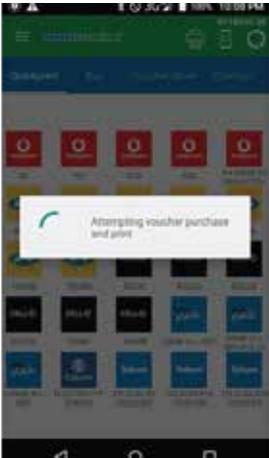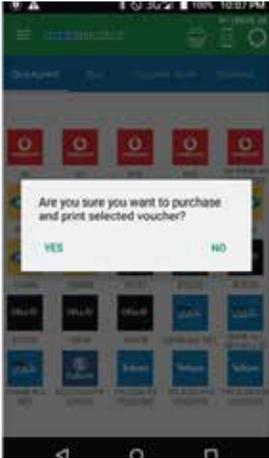

Volume Button

When you are logged into the Smartload app, you can use the Volume up key on the device to feed the printer paper.

App Functionality

Quick Print

Quickprint enables you to quickly print a voucher for a customer. Smartload's most popular selling vouchers are listed here.

Print Settings
Change the font by by going to Settings - Printing - Inner Print Settings - Print Style Setting - Select Bold font.

Buy
The progression on the Buy screen is as follows:
1. Select a Network
2. Select the Product
3. Select the Offering

There are different types of offerings catered for from the Buy screen currently:
1. Direct Recharge/Flexi Recharge
2. Buy and Print voucher
3. Buy and Store voucher
4. Buy and SMS voucher pin
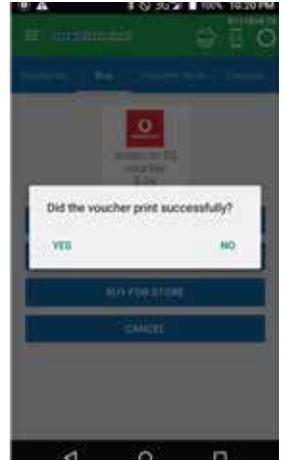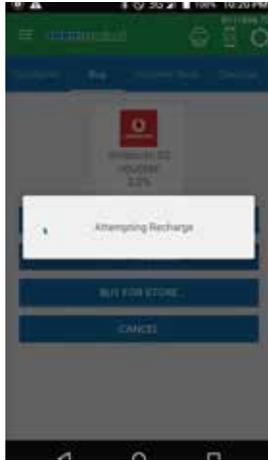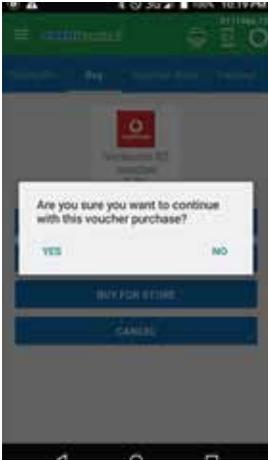5. Electricity recharge

1. Direct Recharge / Flexi Recharge

With this type of recharge, the recipient specified will receive the recharge directly if successful.
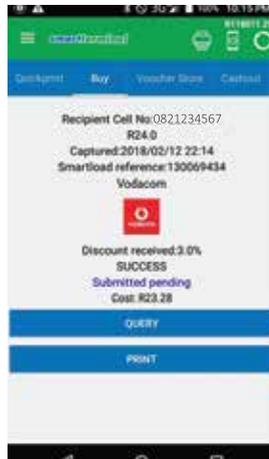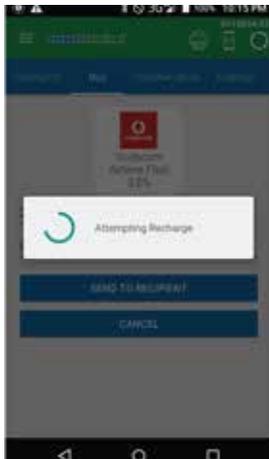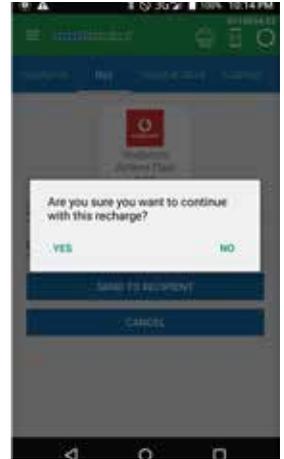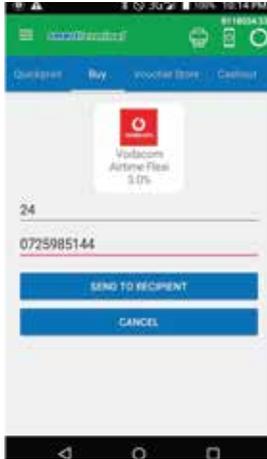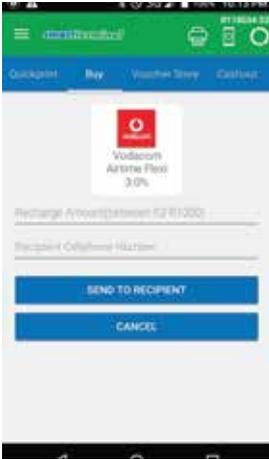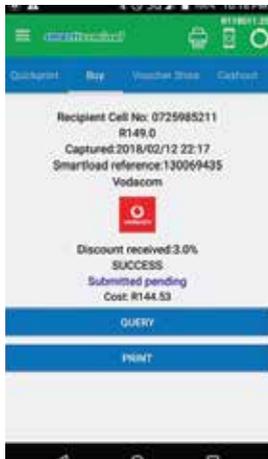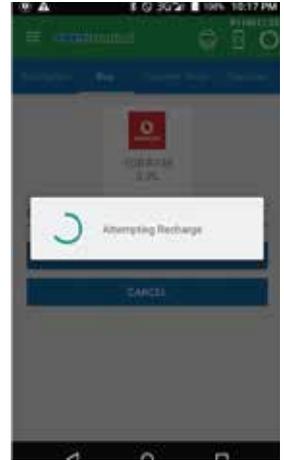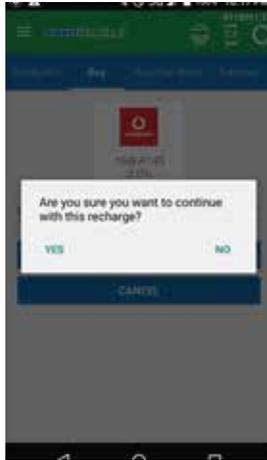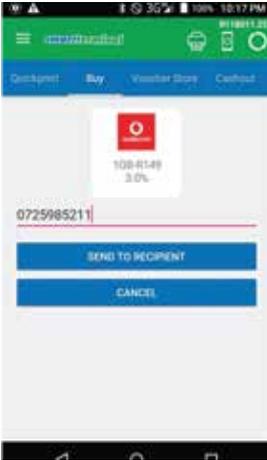
2. Buy and Print Voucher
With this type of recharge, a voucher is purchased from Smartload and the pin returned and printed immediately.
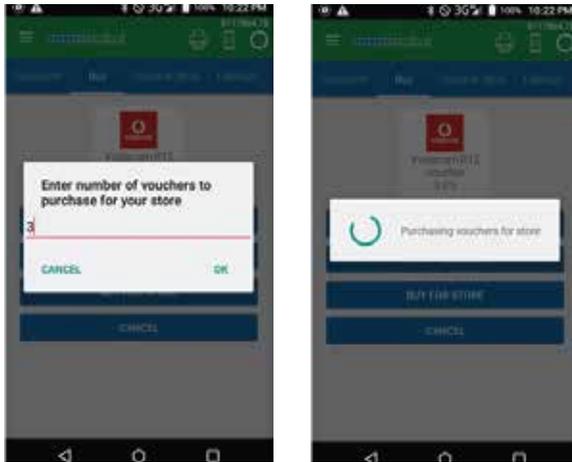
3. Buy and SMS Voucher

With this type of recharge, a voucher is purchased from Smartload and then SMSed to the recipient specified.
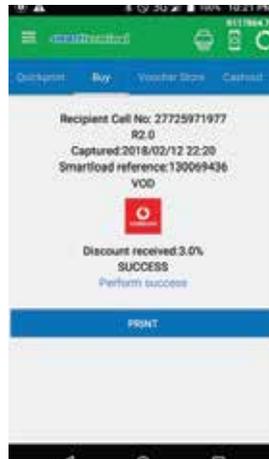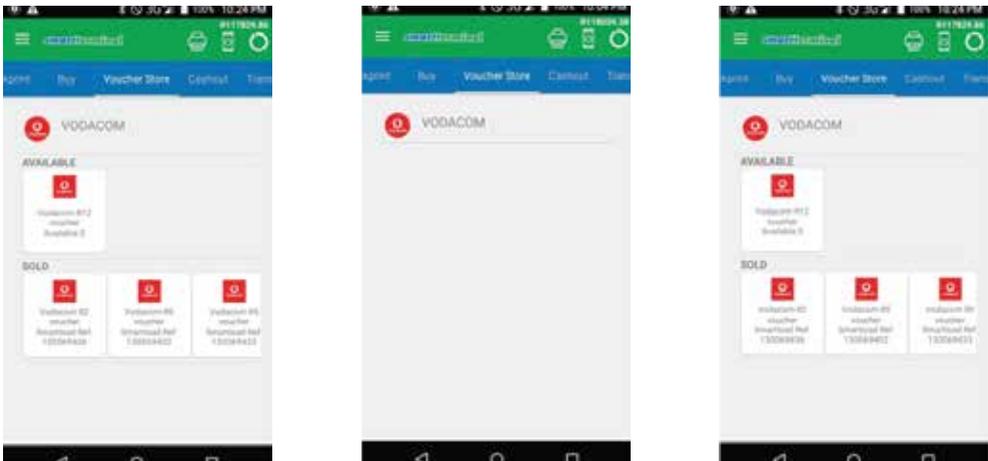
4. Voucher for Store

With this type of recharge, you can purchase vouchers from Smartload for your Voucher store. You can then sell these to customers at a later stage.
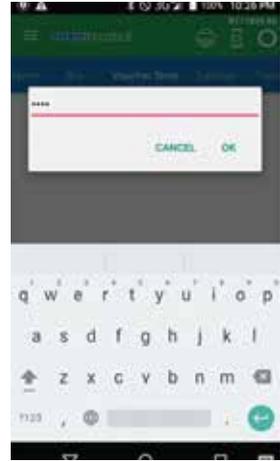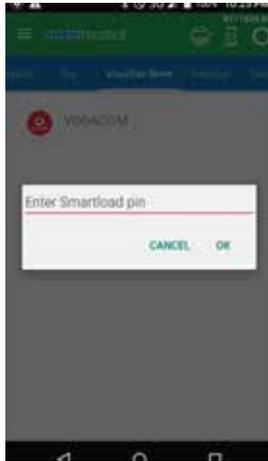

Voucher Store

The Voucher Store contains both vouchers you have already sold and any that are available.

Available

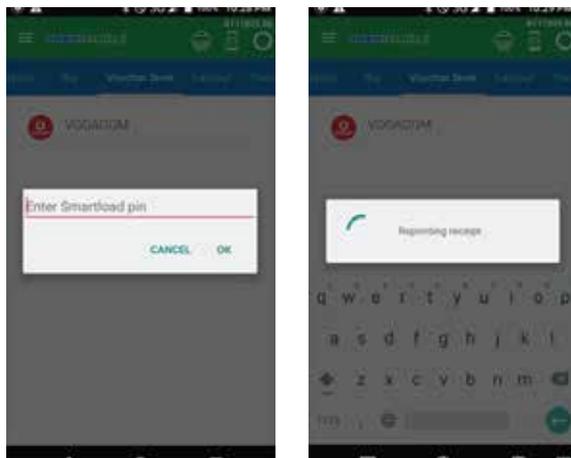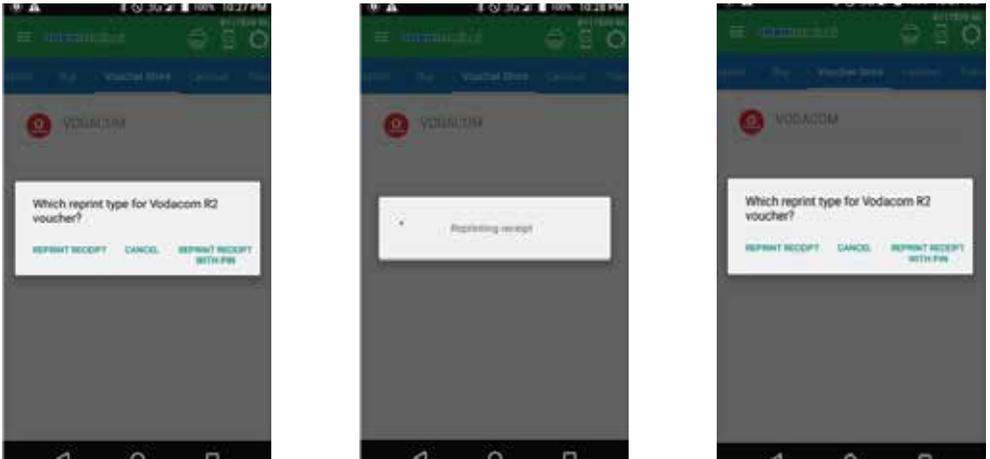When printing an available voucher you need to enter your Smartload pin.

Reprint Sold Voucher

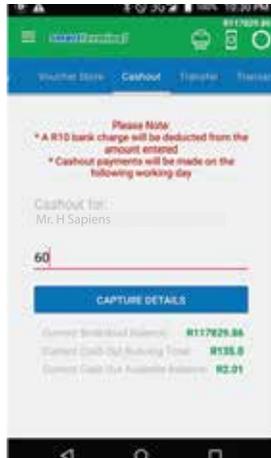There are two options when reprinting a sold voucher:
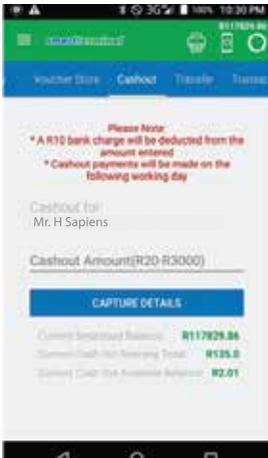1. Reprint Receipt – This prints receipt detail and not the voucher pin or
   serial number.
2. Reprint Receipt with Pin – This prints the receipt detail and the voucher pin and
   serial number. You are required to enter the Smartload pin in order to do this.
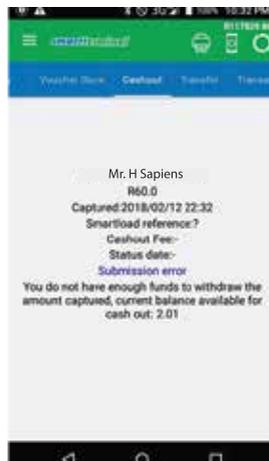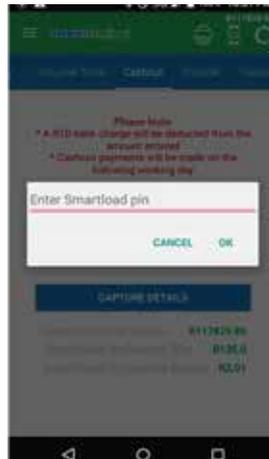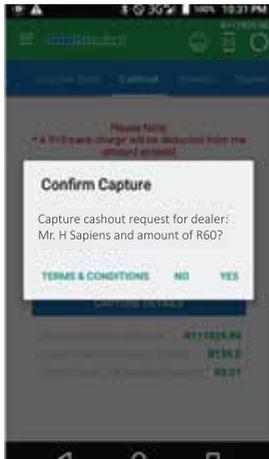   This option is available in the event that a customer requires the voucher
   pin again.

To change the font you can go to

Cashout

The Cashout option enables you to cash out funds from Smartload into an FNB e-Wallet.

Confirm Capture

Capture cashout request for dealer:
Mr. H Sapiens and amount of R60?

TERMS & CONDITIONS   NO   YES

Enter Smartload pin

CANCEL   OK

Submitting cash out details

Mr. H Sapiens
R60.0
Captured:2018/02/12 22:32
Smartload reference:?
Cashout Fee:-
Status date:-
Submission error
You do not have enough funds to withdraw the
amount captured, current balance available for
cash out: 2.01

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Transfer

The Transfer enables you to transfer funds from your Smartload wallet into another Smartload wallet.
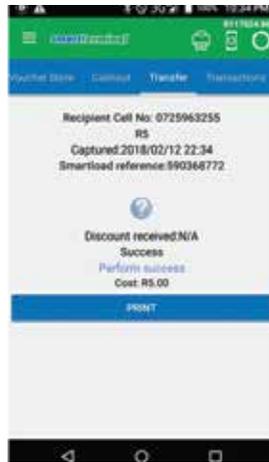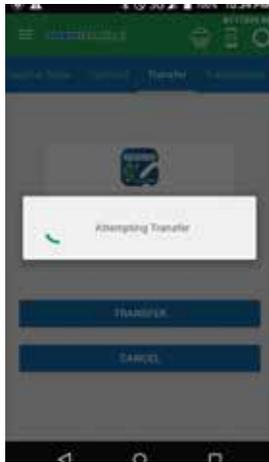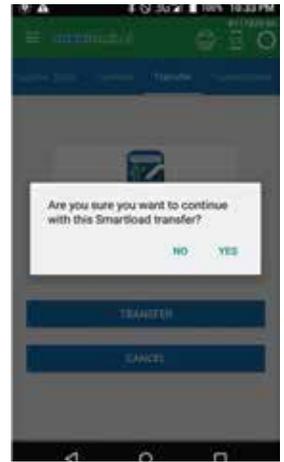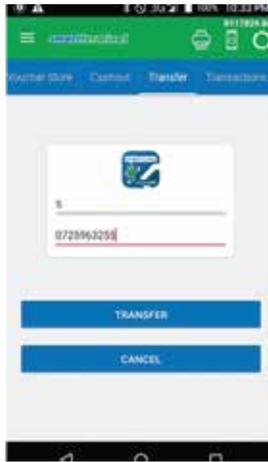
Transactions

All transactional activity can be viewed from the Transactions tab. When you select a transaction from the list, you will be provided with more detail.

There are several statuses a transaction can be in:
1. Perform success – The transaction is successfully processed
2. Successfully Submitted – The transaction has been submitted to our server
3. Submitted pending –The transaction is being processed
4. Submission error – Some error occurred during submission or the server returned with an unsuccessful response on submission

The Print button on some transactions enables you to print the transaction detail – no voucher pins or serial numbers will be printed.
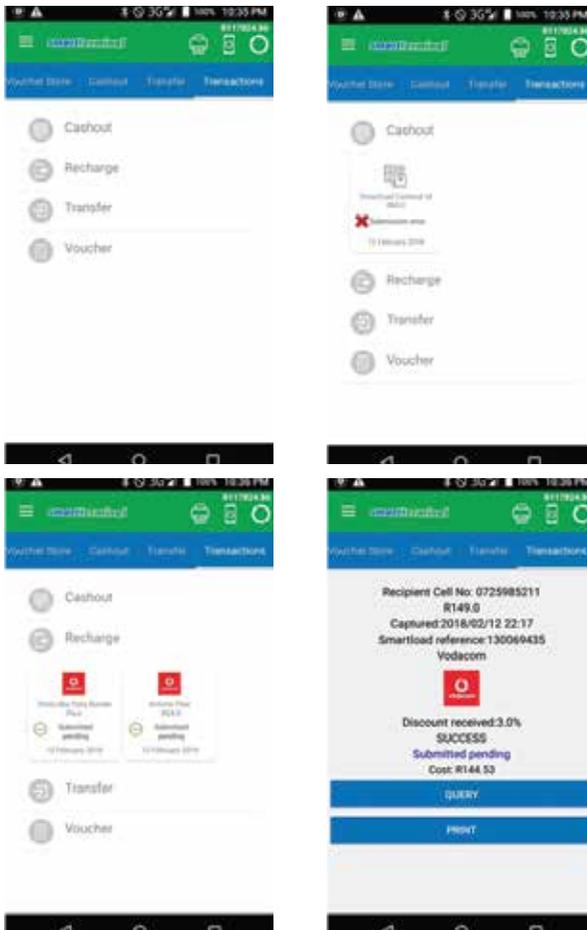
Navigation Drawer

The navigation drawer contains links to the general app functionality as well as some additional links. It is accessed by clicking the hamburger icon on the top left of the screen. You can also swipe right on your screen to open the navigation drawer.
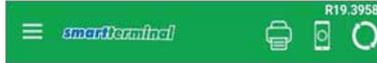
In the SmartLinks section you can navigate to:
1. Online Store
2. Cash Up Functionality
3. Smartcall Online
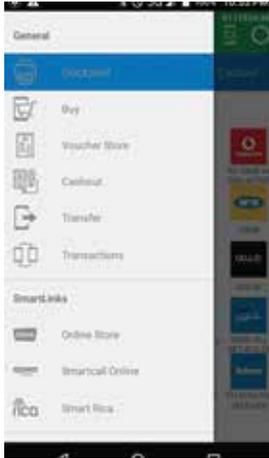4. SmartRICA App

1. Online Store
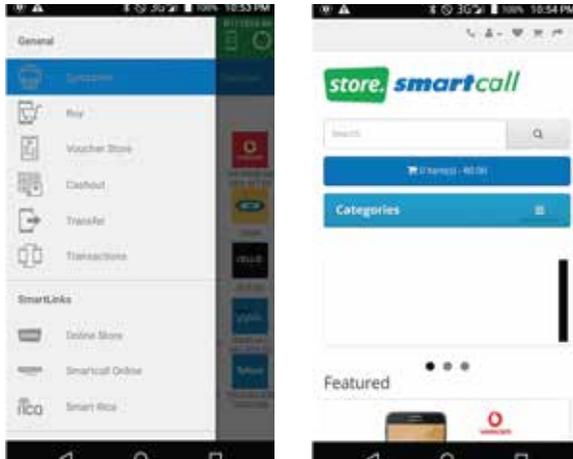
2. Cash Up Functionality

Customers can use the Cash Up Functionality to do a cash up for a specific period of time.
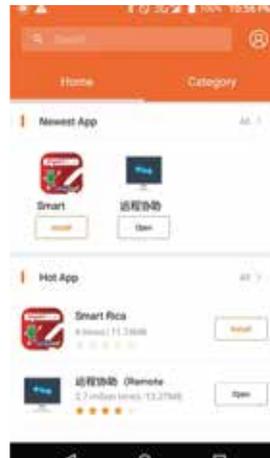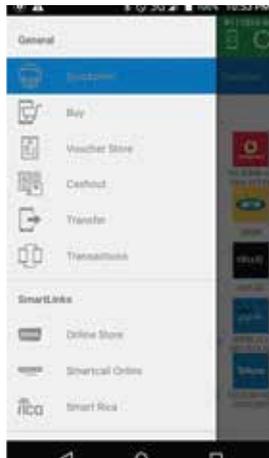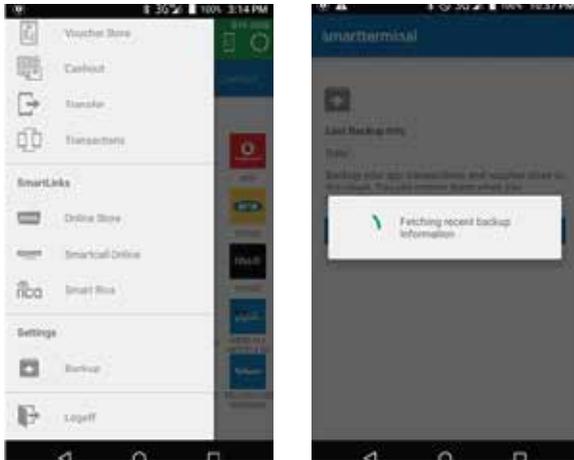
3. Smartcall Online

4. SmartRICA App

If the Smart RICA app is installed, it will open automatically but if not, you will be taken to the app store from which you can install it.
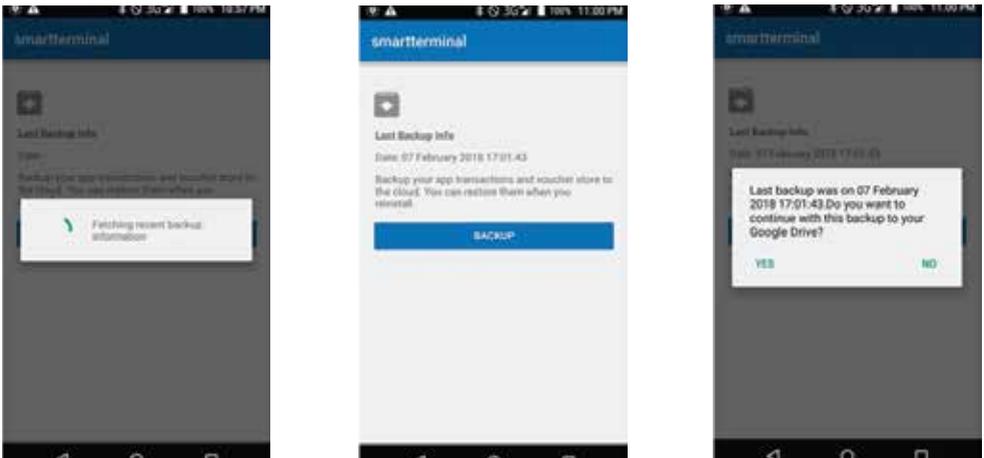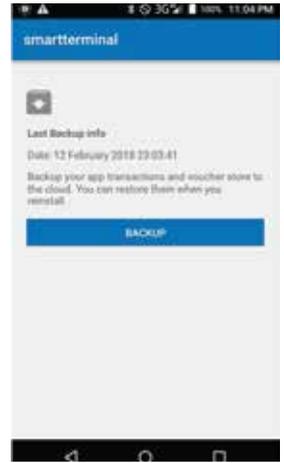
Backup

In the Settings section you can navigate to the Backup functionality.

The Backup creates a file in your Google Drive, which is then used to restore data should you uninstall and reinstall the application.

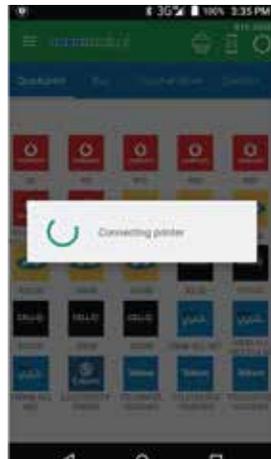Currently you are required to manually do the backup.
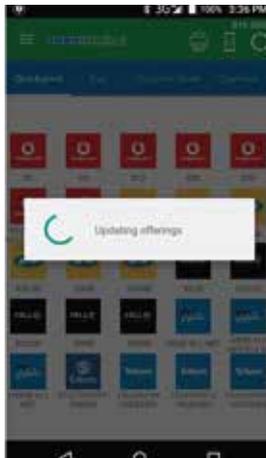
App Toolbar

Printer Icon

The printer icon indicates whether the printer is connected or not. Click to connect if it indicates that its disconnected.
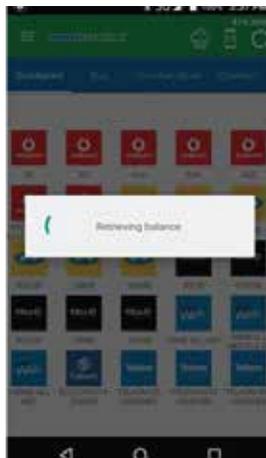
Offering Update Icon
Click this icon to retrieve the latest list of offerings.

Balance Update Icon
Click this icon to retrieve the latest Smartload balance.

Support

If you are still uncertain and have a query, please contact us. We are happy to assist

011 507 4789

support@smartcall.co.za

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