Smart POS Terminal – A920
Starter Guide

智能 POS 終端機 – A920
入門指南

Version 1.1

Table of Contents 目錄

Version 1.1

![HKT Merchant Services logo]

1. Power on & off / Reboot 電源開啟及關閉 /重啟

- Power button is on the right side of the Smart POS
- Long press the power button to switch on / shut down / reboot

- 電源按鈕在智能 POS 的右側
- 長按電源按鈕以開啟／關閉／重啟

2. Transaction 交易

Payment Means 付款方式	Transaction 交易	Tips 小費	Void 取消交易	Full Refund 全數退款	Partial Refund 部分退款	Tips Adjustment 小費調整

Payment	1	2	3	4	5	6
VISA	✓	✓	✓			✓
Mastercard	✓	✓	✓			✓
American Express	✓	✓	✓	✓	✓	✓
UnionPay 银联	✓		✓			
云闪付 UnionPay	✓		✓			
轉數快	✓			✓		
八達通 Octopus	✓					
AlipayHK / 支付宝 ALIPAY	✓			✓	✓	
微信支付 WeChat Pay	✓			✓	✓	
Tap&Go	✓			✓		

HKT | Merchant Services

2.1) Credit Card Payment 信用卡支付 VISA mastercard AMERICAN EXPRESS UnionPay 銀聯

i. Regular Payment 一般支付

1. Select "New Transaction"	1. 選擇「New Transaction」
2. Enter the transaction amount	2. 輸入交易金額
3. Select the payment method	3. 選擇付款方法
4. Transaction complete	4. 交易完成
5. Print receipt	5. 打印收據

Credit/Debit Card

Amount HK$

2.00

TAP

SWIPE

INSERT

ii. Tips Payment 小費支付

1. Select Visa / Mastercard/ American Express as the payment method	1. 選擇 Visa / Mastercard / 美國運通為支付方法
2. Enter the transaction amount	2. 輸入交易金額
3. Allow customers to select the tip amount and confirm the final payment amount	3. 讓客人選擇小費金額並確認最終付款金額
4. Transaction complete	4. 交易完成
5. Print receipt	5. 打印收據

Remarks 備註

o Tap* / swipe / insert the card	o 拍卡*、刷卡或插卡
* Support contactless payment (NFC)	** 支援非接觸支付 (NFC)*
Pay G Pay SAMSUNG pay HUAWEI pay	Pay G Pay SAMSUNG pay HUAWEI pay

iii. Tips Adjustment 小費調整

1. Select "Transaction History"	1. 選擇「Transaction History」
2. Select a transaction which you want to adjust tips	2. 選擇需要調整小費的交易
3. Tap on the menu button in the upper right and select "Adjust Tips"	3. 點擊右上方的選單按鈕並選擇「Adjust Tips」
4. Allow customers to adjust a tip amount and sign for an adjusted final payment amount	4. 讓客人調整小費金額並簽署確認經調整的最終付款金額
5. Adjustment complete	5. 調整完成
6. Print receipt	6. 打印收據

HKT | Merchant Services
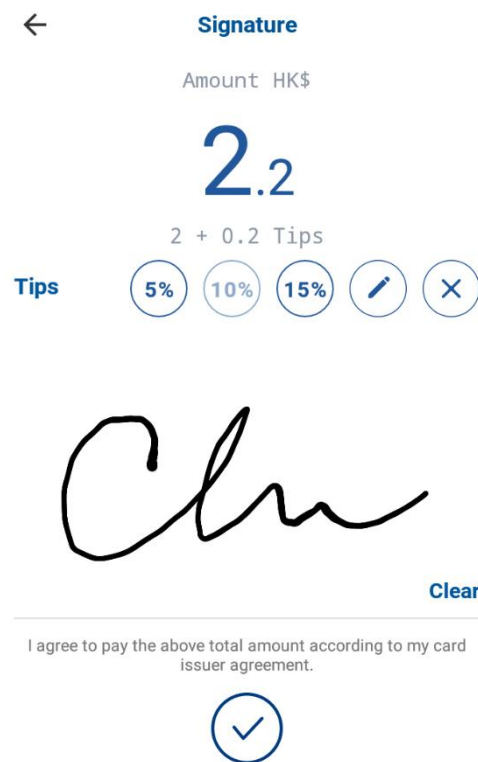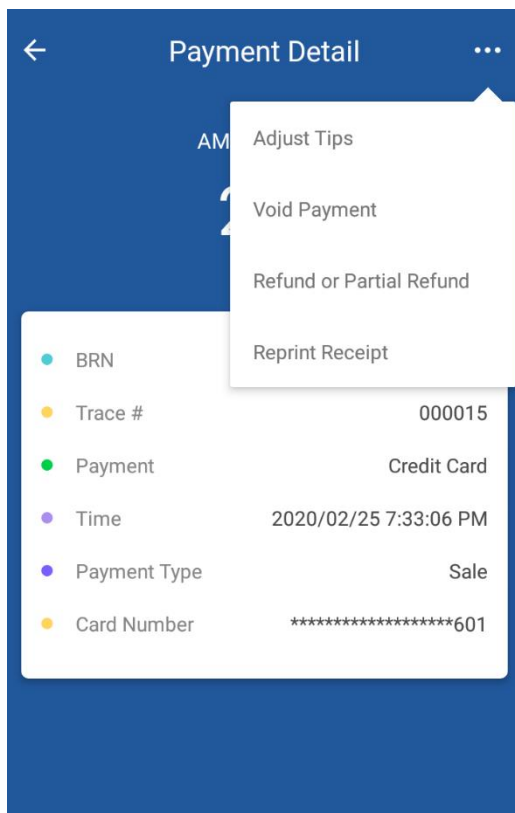
2.2) QR Code Payment 二維碼支付

i. Consumer-present QR code 客戶出示二維碼

1. Select "New Transaction"	1. 選擇「New Transaction」
2. Enter the transaction amount	2. 輸入交易金額
3. Select the payment method	3. 選擇付款方法
4. Scan the customer's QR code	4. 掃描客人的二維碼
5. Transaction complete	5. 交易完成
6. Print receipt	6. 打印收據

ii. Merchant-present QR code 商戶出示二維碼

1. Select "New Transaction"	1. 選擇「New Transaction」
2. Enter the transaction amount	2. 輸入交易金額
3. Select the payment method	3. 選擇付款方法
4. Show your merchant QR code for customer to scan	4. 向客人展示你的商戶二維碼作掃描
5. Transaction complete	5. 交易完成
6. Print receipt	6. 打印收據

HKT | Merchant Services

2.3) Octopus Card Payment 八達通卡支付 八達通 Octopus

i. Regular Payment 一般支付

1. Select "New Transaction"	1. 選擇「New Transaction」
2. Enter the transaction amount	2. 輸入交易金額
3. Select the payment method	3. 選擇付款方法
4. Tap the Octopus Card	4. 拍卡
5. Transaction complete	5. 交易完成
6. Print receipt	6. 打印收據

ii. Query Balance on Octopus Card 八達通餘額查詢

- Check remaining balance and the most recent 4 transactions
  (Only applicable to the Octopus card which spent on this Smart POS before)

- 查詢餘額及最近 4 次的交易紀錄
  (只適用於曾在本機消費的八達通卡)

HKT | Merchant Services

3. Void Transaction 取消交易

1. Select "Transaction History"

2. Select the transaction to void

3. Tap on the menu button in the upper right and select "Void"

4. Enter the password (Please refer to your welcome mail)

5. Confirm to void

6. Void complete

7. Print receipt

---

1. 選擇「Transaction History」

2. 選擇需要取消的交易

3. 點擊右上方的選單按鈕並選擇「Void」

4. 輸入密碼 （請參閱你的迎新電郵）

5. 確認取消交易

6. 取消交易完成

7. 打印收據

4. **Refund (Full / Partial) 退款（全部／部分）**

1. Select "Transaction History"	1. 選擇「Transaction History」
2. Select a transaction which you want to refund	2. 選擇需要取消的交易
3. Tap on the menu button in the upper right and select "Refund or Partial Refund"	3. 點擊右上方的選單按鈕並選擇「Refund or Partial Refund」
4. Enter the password (Please refer to your welcome mail)	4. 輸入密碼（請參閱你的迎新電郵）
5. Enter refund amount (Full or partial amount of transaction)	5. 輸入退款金額（全部或部分的交易金額）
6. Ask customer to present the credit card (Only applicable to credit cards)	6. 出示信用卡（只適用於信用卡）
7. Ask customer to sign-off the refund	7. 請客人為退款簽署
8. Confirm to refund (*You may refund the same transaction once and you cannot void a refunded transaction)	8. 確認退款交易（*你只能為同一交易退款一次，亦不能取得已退款的交易）
9. Refund complete	9. 退款完成
10. Print receipt	10. 打印收據

5. Settlement 結算

1. Select "Settlement"	1. 選擇「Settlement」
2. Confirm settlement	2. 確認結算
3. Settlement complete	3. 結算完成
4. Generate settlement report	4. 生成結算報告
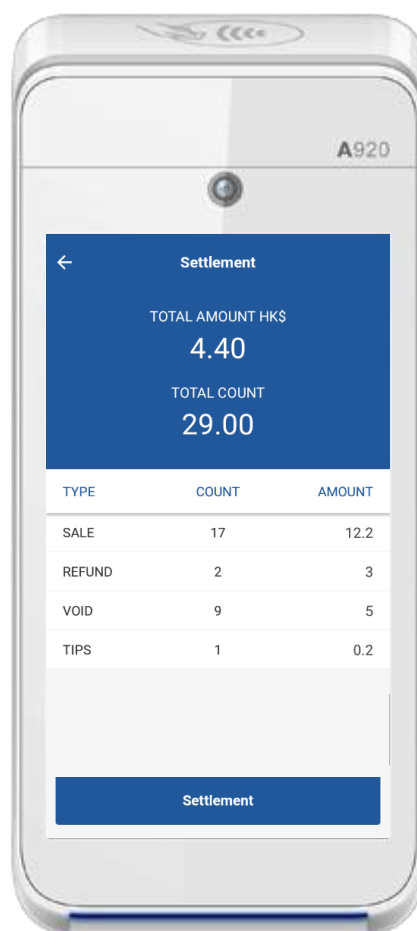
6. Consolidated Merchant Portal 整合商戶報表

The screen layout is a simulation. The contents are for reference only.
模擬介面，內容僅供參考。

HKT | Merchant Services

i. Login to Merchant Portal 登入商戶報表

1. Login to your account at https://portal.hktmerchantservices.com/login

   Login email: Registered email of contact person
   PIN: 123456 (*default password, please change it after the first login)

1. 於 https://portal.hktmerchantservices.com/login 登入你的賬戶

   登入電郵： 已登記之聯絡人電郵

   密碼： 123456 （*預設密碼，請在第一次登入後進行更改）

2. Select stores (Support selection of single, multiple or all stores)	2. 選擇商店 （支援選擇單一、多間或所有商店）
3. Select a range of dates and click "Submit"	3. 選擇日期範圍並按 「Submit」

ii. Forgot Password 忘記密碼

1. Select "Forgot Password" on the login page	1. 在登入版面中選擇「Forget Password」
2. Enter your login email	2. 輸入你的登入電郵
3. You will receive an email for reset password, click on the link to reset password (*Password requirement: 6 digits or more)	3. 你會收到一封重設密碼的電郵，點擊附上的連結並重新設定密碼 （*密碼要求：6 個字元或以上）

iii. Transaction Dashboard and Report 交易表板及報告

You may find 3 dashboards presenting the below transaction information:

- Transaction breakdown by payment type
- Transaction volume per day
- Transaction summary

For more details, you may export the transaction breakdown report as .csv or .xlsx format for further reconciliation and data analysis.

你可以透過 3 個表板獲得以下的交易資料:

- 按收款方式分類的交易明細
- 每日交易量
- 交易概要

如欲瞭解更多詳情，你可以以 .csv 或 .xlsx 格式匯出交易明細報告作進一步的對賬及數據分析。

iv. Definition of Transaction Report 交易報告說明

Store ID	Store ID for merchant account	商戶賬單中的商店識別碼
Store name	Merchant account store name	商戶賬單中的商店名稱
Order date	Date order created	賬單創建日期
Time	Time order created	賬單創建時間
Transaction date	Transaction date & time	交易日期及時間
Order number	Number created when order placed	下單時創建的編號
RRN	Refund reference number (shown on the printed slip, which is used for transaction recognition)	退款參考編號 （顯示在收據上，用作識別交易）
Salesperson	Login user's full name	登入用戶的全名
CDID	Recognition ID of terminal issued by HKT (ie FSA)	HKT 發行的終端機識別碼 (如 FSA)
SPID	Recognition ID issued by Octopus	八達通發行的識別碼
Terminal name	Terminal name – e.g. A920	終端機 – 如 A920
Reference number	Accumulated reference number created when transaction is made	交易進行時創建的累積參考編號
Channel	Payment channel	付款渠道
Device ID	HKT Smart POS terminal serial number	HKT 智能 POS 終端機的序號
Payment method	Payment via acquirer – e.g. FPS, Visa, Mastercard, Alipay, WeChat Pay, Octopus, Tap & Go and others	透過收單銀行付款 – 如轉數快、Visa、Mastercard、支付寶、微信支付、八達通、拍住賞及其他
Transaction type	Definition of transaction type – e.g. sale, void, refund, adjust tip (if tips feature is ON)	交易類型說明 – 如 銷售、取消、退款、小費調整（當小費功能已開啟）
Voided	Date will be shown in the event of a voided transaction	如有交易取消，將顯示日期
Foreign currency	Currency will be shown when foreign currency used	如有使用外幣，將顯示該貨幣
Currency	Actual transaction currency	實際交易貨幣
Amount	Total transaction amount (with tip)	總計交易金額（含小費）
Tip amount	Amount will be shown when a "tip" forms part of the transaction	如交易中有小費，將顯示小費金額
Amount before tip	Total transaction amount (without tip)	總計交易金額（不含小費）
Refund amount	Amount will be shown in the event of a refund (if refund feature is ON) Partial refund supported, if applicable	如有退款，將顯示退款金額（當退款功能已開啟）支援部分退款，如適用
Amount after tip & refund	Tip refund not applicable Equivalent to "amount deducted for refund / partial refund"	不適用於小費退款 等同於扣除退款（全部/部分）後的金額

7. Appendix 附錄

Device Specifications 設備規格

OS	PayDroid Powered by Android 7.1
Processor	Application CPU: Quad-core Cortex-A.7, 1.1GHz Security CPU: Cortex-M4
Memory	1GB DDR + 8GB Emmc | 2GB DDR + 16GB Emmc (optional) 1 x Micro SD Card Slot, Supports Up To 128GB
Card Readers	Magnetic Card Reader | Smart Card Reader | Contactless Card Reader
Camera	0.3 Megapixel Fixed Focus Front Camera | 5 Megapixel Auto Focus Rear Camera with LED Flashlight | Reads 1D & 2D Codes
Display	5-inch Colour Display | HD 1280 x 720 Pixels | Capactive Touchscreen
Audio	1 x Speaker Volume up to 85Db | 1 x Microphone
Physical Button	1 x ON/OFF Button | 2 x Volume +/- Button
Communications	WIFI 2.4G, 5G (optional) Support Hotspot | 4G (FDD-LTE / TDD-LTE) + 3G (WCDMA / CDMA2000) + 2G (GSM / CDMA / GPRS) | Bluetooth 4.0
Card Slots	1 x SIM + 2 x SAM | 2 x SIM + 1 x SAM (optional)
Peripheral Ports	1 x Micro USB Supports charging and USB 2.0, OTG | 6 x POGO pin
Printer	2-inch Thermal Printer | Print Speed: 80mm/s | Paper Width: 58mm Diameter: 40mm
Battery	3.7V / 5250MmAH Rechargeable Li-ion Battery
Adapter	Input: 100-240V AC, 50Hz / 60Hz | Output: 5.0V DC, 2.0A
Sensor	G-Sensor (optional)
Location	GPS | GLONASS | BEIDOU
Accessories	Charging Base (optional) | Wireless Base (optional) Multifunctional Base (optional)
Indicators	Smart Card Reader Indicator
Physical	L x W x M (mm) : 175.7 x 78 x 57 | Weight (g) : 458 (Including Battery)
Environmental	-10°C ~ 50°C (14°F ~ 122°F) Operating Temperature -20°C ~ 70°C (-4°F ~ 158°F) Storage Temperature 5% ~ 95% Relative Humidity, Non-Condensing
Certifications	PCI PTS 5.x, SRED | EMV L1 & L2 | EMV Contactless L1 | Visa payWave Mastercard Contactless | American Express Pay | Discover D-PAS Mastercard TQM | Interac_Flash L2 | J/Speedy L2 | EFTPOS L2 | PTCRB ABECS | CSEC | APCA | ABECS | UL | CE | FCC | Anatel | RoHs | IC

操作系統	PayDroid 基於 Android 7.1
處理器	四核 Cortex-A7, 1.1GHz
內存	1GB DDR + 8GB Emmc 1 x MicroSD (TF)卡槽, 最大可擴 32GB
銀行卡受理	磁卡閱讀器 | IC 卡閱讀器 | 非接觸卡閱讀器
攝像頭	30 萬前置定焦攝像頭 | 500 萬後置自動對焦攝像頭 | 支持 1D/2D 識別及拍照
顯示屏	5.0 英寸 IPS 全視角 | 高清 1280 x 720 分辨率 | 多點觸控電容屏
音頻	1 x 揚聲器, 音量可達 85dB | 1 x 麥克風
物理按鍵	1 x 電源鍵 | 2 x 音量+/-鍵 (可自定義掃碼按鍵)
通訊	WIFI 2.4
卡槽	1 x SIM + 2 x SAM | 2 x SIM + 1 x SAM (可選)
外接接口	1 x Micro USB 支持充電及 USB 2.0, OTG | 6 x POGO pin
打印機	2 英寸高速熱敏打印機 | 打印速度: 80mm/s | 紙卷寬度: 58mm | 紙卷直徑: 40mm
電池	3.7V / 5250mAh 鋰離子電池
電源適配器	輸入: 100~240VAC, 50Hz/60Hz, 0.4A | 輸出: 5.0VDC, 2.0A
傳感器	G-sensor(可選)
定位	GPS | BeiDou | Glonass
配件	單充電底座位(可選) | 多功能底座(可選) | 多功能掃碼底座(可選)
指示燈	IC 卡槽指示燈
物理屬性	產品尺寸(mm): 175.7x78x57 | 重量(g): 458(含電池)
工作環境	工作溫度: -10°C~50°C | 相對濕度: 5%~95%(非冷凝) | 存儲溫度: -20°C~70°C
認證	PC | PTS 5.x, SRED | 商用密碼產品型號 | 銀聯卡受理終端產品安全 | 小額支付 銀聯雲 POS 測試 | 電信入網 | 型號核准 | PBOC L1 & L2 | EMV Contactless L1 qPBoc L1 & L2 | EMV L1 & L2 | Mastercard Contactless | Visa payWave American Express Pay | Discover D-PAS | CCC | RoHS

8. FAQ 常見問題

Q1	**Where can I find my Smart POS login credential?**	我可以在哪裡找到登入資料？	
A1	Please refer to the label underneath the battery cover of your Smart POS.	請參閱你的智能 POS 電池蓋下方的標籤。	
Q2	**Where can I find my refund password?**	我可以在哪裡找到退款密碼？	
A2	Please refer to your welcome letter.	請查閱你的迎新通知書。	
Q3	**Can I get tips from my customers using Smart POS?**	我可以透過智能 POS 收取小費嗎？	
A3	Yes, you may select to get a 5% / 10% / 15% tip, or manually input any value which is equal or less than 20% of the transaction amount.	可以，你可以選擇收取 5% / 10% / 15% 小費，或手動輸入任何等於或少於全單交易金額 20%的數值。	
Q4	**Can Smart POS accept payments by Alipay (China) or WeChat Pay (China)?**	智能 POS 接受支付寶（內地）/ 微信支付（內地）付款嗎？	
A4	Yes, the transaction will be settled in HKD. (subject to the exchange rate of Alipay / WeChat Pay)	可以，該筆交易將以港幣結算（取決於支付寶 / 微信支付之匯率）	
Q5	**I run out of thermal receipt paper roll, what should I do?**	我需要額多熱感紙，怎麼辦？	
A5	We provide 100 thermal receipt paper rolls. You may buy more rolls from local stationary shops.	我們提供 100 卷熱感紙卷。你亦可於附近文具店購買更多紙卷。	
Q6	**What is the dimension and length of a thermal receipt paper roll? How long a roll will last?**	熱感紙的尺寸是多少？一卷紙可以做多少宗交易？	
A6	58mm (W) x 40mm (Ø), and each roll is about 11m - 18m long. Assuming each is about 13-16 cm long, you can print about 80 - 100 receipt with each roll.	58mm (W) x 40mm (Ø), 約長 11 至 18 米。假設每張收據約長 13-16cm，一卷紙可列印約 80-100 張收據。	
Q7	**How do the Smart POS connect to the internet?**	如何把智能 POS 連接至網絡？	
A7	Smart POS supports 3G / 4G / WIFI network.	智能 POS 支援 3G / 4G / WIFI 網絡。	
Q8	**How long does it take for a full battery charge? How long can it operate with battery?**	每次充電需時多少？充電後可以運作多久？	
A8	You may fully charge the Smart POS in 3-6 hours with the original charger. It can stay up for 48 hours after a full charge.	透過原裝充電器，你可以於 3-6 小時內為智能 POS 完全充電。 完全充電後，可待機約 48 小時。	
Q9	**Is manual settlement required?**	需要每日清機嗎？	
A9	You need to manually settle the transactions on credit cards, whereas the settlement of other payment methods will be automated.	你需要為信用卡交易作手動清機，使用其他支付方式進行之交易則會自動結算。	
Q10	**When is the auto-settlement?**	自動結算何時進行？	
A10	At 00:00 midnight every day.	每日午夜零時零分。	

Q11	How can I void or refund a transaction?	我可以怎樣取消交易或退款？
A11	For same-day transactions on credit cards, you may void any transaction on your Smart POS directly. After that, you need to proceed with refund on the merchant portal of each payment means. (Please be reminded that you can neither void of refund a transaction on Octopus; FPS / Alipay / WeChat Pay / Tap & Go do not support void transaction but refund.)	你可以在智能 POS 上直接取消信用卡的任何當天交易。過後，你需要使用各支付方式的商戶平台進行退款。 （請注意八達通不支援取消交易或退款；轉數快 / 支付寶 / 微信支付 / 拍住賞皆不支援取消交易，只限退款。）
Q12	Can I view all transactions details from a desktop computer?	我可以透過電腦查閱所有交易明細嗎？
A12	You can view the transactions on the online portal.	你可透過網上報表網站查閱所有交易。
Q13	Who should I contact for merchant portal enquiry and transaction dispute?	有關不同商戶平台查詢和交易糾紛，我應該聯絡誰？
A13	Please reach us at 2888 9882 (HKT Support Hotline).	請聯絡 HKT 支援熱線 2888 9882。