

Donation Point™  
TAP

# GETTING STARTED GUIDE



**QUEST**  
payment systems

# CONTENTS

Overview .....	2
Items in the box .....	3
Setting up the Device .....	4
Making a Donation .....	5
Online Reporting .....	6
Troubleshooting .....	7
Caring for your Device .....	9
Lost or Stolen Device .....	9
Accessories .....	10
Returns .....	10

## OVERVIEW

Donation Point Tap is an affordable contactless counter-top device that enables charities to quickly accept low value card donations.

Compact and cost-effective, Donation Point Tap is portable and small in footprint. The pre-set donation amount can be changed at any time through the online Quest Cloud EFTPOS website.

Donation Point Tap processes a 'set' donation amount such as \$2. Donors simply tap their card to make a donation. Donation Point Tap can be placed on your counter or in store with your charity partners such as supermarkets or cafés and is the perfect way to accept 'spur of the moment' donations at charity events.

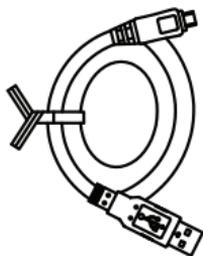


# ITEMS IN THE BOX!

Donation Point Tap



MicroUSB Cable



**Power Adapter**  
(5V 2A)



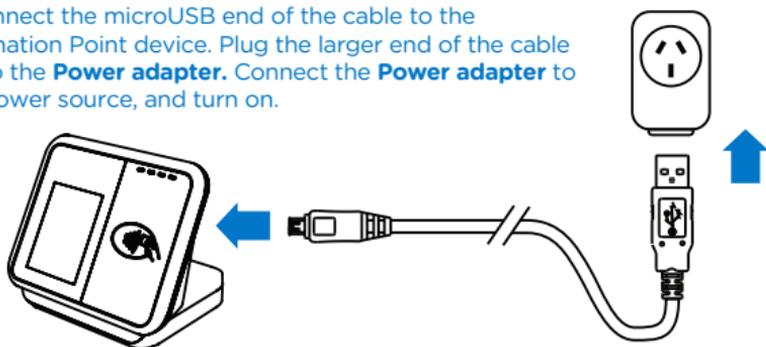
**SIM card** (size: micro)

(not always included)  
(may be pre-installed in Donation Point device)



# SETTING UP THE DEVICE

1. Connect the microUSB end of the cable to the Donation Point device. Plug the larger end of the cable into the **Power adapter**. Connect the **Power adapter** to a power source, and turn on.



2. When power is applied, the device will automatically turn on. The following image will be displayed.



3. Whilst the device is logging onto the 3G network it will display the following image.



*Logging onto to the 3G network may take between 30 seconds, to 1 minute.*



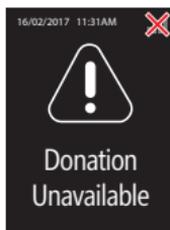
No 3G connection



Weak 3G connection



Good 3G connection



4. The Home screen is ready to accept donations when the Home screen is displayed and the first green light is flashing.



*Contactless lights*



*You can display your charity's logo on the device. This logo will be displayed after the home screen and cycle through with the other prompts.*

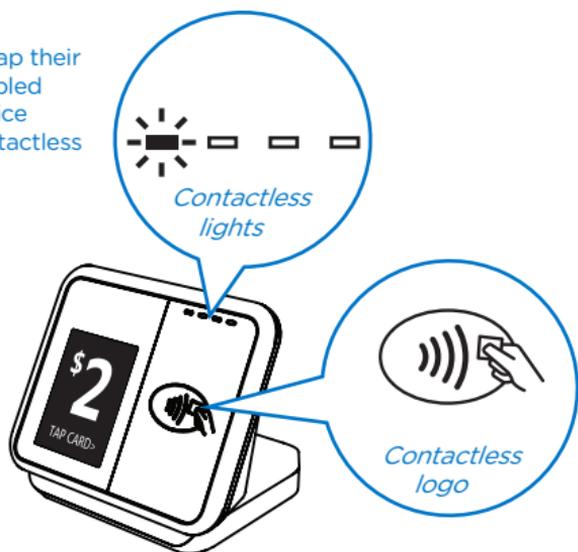
*You can alter the fixed donation amount on the online portal.*



*Home screen*

# MAKING A DONATION

1. Donors simply tap their contactless enabled card on the device nearest the Contactless logo.



2. When the donor taps their card, all 4 lights on the device will illuminate and emit a single beep. The following notifications will be displayed.

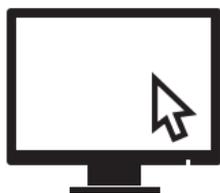


3. In a few seconds the transaction will be processed and the device will return to the home screen. The device is now ready for a new tap!



# ONLINE REPORTING

Information on the donations received by your Donation Point device/s are available to you via the online portal.



## REVIEWING TRANSACTION HISTORY

- STEP 1. In your web browser, go to: **mel.cloudeftpos.com**
2. 'Log on' by entering the **User name & Password** supplied to you.
3. On the Reporting page, click the '**Transactions**' button. At this point, you'll be presented with a summary page of the transactions processed within a given period.

Use a date range to filter your results.

The following reports are available by clicking on the 'Report type' drop down box:

- Transaction Overview Report
- Detailed Transaction Report
- Detailed Card Report
- Card Summary Report

# TROUBLESHOOTING

**Q: My device does not show signs of turning on, what should I do?**

A: Check the power is turned on at the wall. Check fitment of cable in the device and USB adapter. If the device still will not power on, call your nominated help desk.

**Q: How do I know that my device has connected to a 3G network?**

A: Like a mobile phone, refer to the top right corner of the device for the network signal strength. 4 bars is best.



**Q: My device shows this icon, what does it mean?**

A: This icon indicates no connection to a 3G network. To retry a connection, switch the device off, wait one minute, turn the power back on. If the device still cannot connect to a 3G network then move the device to a different location that may present a stronger signal strength.



Donation  
Unavailable



**Q: My device is displaying 'Please try again', what can I do?**

A: You may receive this screen for a number of reasons, for example the bank or mobile data network is not available or the card is not working. Try the transaction again when the error message goes away. If the problem persists, contact your nominated help desk.

**Q: My device is restarting unexpectedly?**

A: Please ensure you are using the cable and power supply that was supplied with your device. Do not use other brand cables and power supplies.

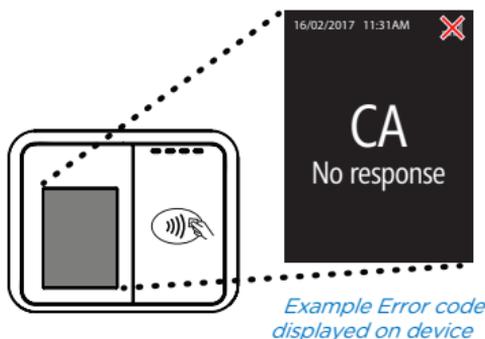
**Q: My device is not registering a card tap, what should I do?**

A: Turn off and unplug the device. Wait at least 10 seconds and reconnect the power. If the problem persists, contact your nominated help desk.

# TROUBLESHOOTING CONTINUED

## ERROR CODES

If the device displays an error code listed below, please address the cause or take the appropriate action.



### CODE

**51 - Cannot Pay**

### CAUSE / ACTION

The transaction has been rejected by the issuing Bank due to insufficient funds. Refer the card holder to the card issuer. Ask the customer for an alternative method of payment.

**59 - Transaction Cancelled**

The cardholder's Bank (issuer) has not allowed the transaction. Contact Merchant Help Desk.

**91 - Issuer Not Available**

The cardholder's Bank is unable to be contacted to authorize the transaction. Ask for an alternative method of payment.

**'C' Error**

Unplug the device, wait 10 seconds, reconnect the cable to try again. If the problem persists, call your nominated help desk.

**No SIM card**

If you are supplying the SIM card, please insert it into the device (call the Quest support team for instructions). If Quest was to supply the SIM card, please notify the Quest support team to resolve.

# CARING FOR YOUR DEVICE

- Do not use this device in an extreme environment where high temperature or high humidity exists.
- Do not leave this equipment in a vehicle or window in direct full sun.
- Do not drop or shake Donation Point Tap. Rough handling could break internal circuit boards and mechanics.
- Do not expose this equipment to rain or spilled beverages.
- Avoid contact with metal objects to avoid unsightly scratches.
- Storage - Store Donation Point Tap in a cool dry place. If in long term storage, the internal memory battery must be fully charged before storage and the battery level must be periodically recharged every 6 months to avoid damage to the device or its battery. (To fully recharge the internal memory battery, connect the device to power for at least 4 hours).
- Do not disassemble Donation Point Tap or its accessories. If service or repair is required, contact Quest to organise for the device to be returned. If the device is disassembled this will void the warranty and will render the device inoperable.

# LOST OR STOLEN DEVICES

If your device gets stolen, please contact Quest for deactivation. Acting promptly will help to reduce any potential for fraud.

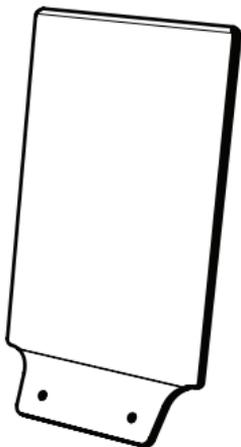


**03 8807 4444**

# ACCESSORIES

The following accessories are available for separate purchase.  
Call the Quest sales team on 03 8807 4400 to purchase.

## Acrylic Banner Holder



## Banner Thumb Screws



# RETURNS

If you are renting a Donation Point Tap for a short period, please return the equipment in reasonable working order. The equipment must be returned in its original packaging to our Service Centre address below. Once received at Quest, the equipment will be assessed for reasonable wear and tear. Any unreasonable damage may incur a repair fee. Lost accessories will also incur a fee for their replacement.

## Quest Payment Systems - Returns

227 Burwood Road, Hawthorn, Victoria 3122

Need help with Donation Point Tap?  
Please contact our support team.



support@questps.com.au



1800 008 595 9am - 9pm, 7 days a week (Australian EST)

BEST OF LUCK  
WITH YOUR  
FUNDRAISING!

**QUEST**  
payment systems

---

[www.questpaymentsystems.com](http://www.questpaymentsystems.com)