

Payment Jack

Easy User Guide



255 Gold Rivers Ct. Third Floor Basalt, CO 81621
1.888.368.1725
paymentjack@merchantserviceshq.com
www.paymentjack.com

Contents

2 Welcome	13 For Swipe Capable Devices
3 Introduction	14 For Manual Entry
3 Purpose	15 Offline Cash Sale
4 Key Features	15 Upload Offline Trxs
5 Activation	<i>16 History</i>
6 Using the System	16 Last 30 Days
<i>6 Login</i>	16 Current Batch
<i>7 Credit Sale</i>	16 Transaction Errors
8 For Swipe Capable Devices	16 Email Transactions
8 For Manual Entry	<i>17 Settings</i>
<i>9 Cash Sale</i>	17 Enable Sales Tax
<i>10 Reverse Phone Lookup</i>	17 Enter Sales Tax %
<i>10 Void Transaction</i>	17 Enable Tipping
<i>11 Refund</i>	17 Enable Signature Capture
11 For Swipe Credit Returns	<i>17 Offline Mode – Change Password</i>
11 For Manual Entry Credit Returns	18 PaymentJack.com
11 For Cash Refund	22 Swiper Mounting
<i>12 Offline</i>	23 iPhone & Android Troubleshooting
13 Offline Credit Sale	26 Contact Us

Note: Click on desired section to jump straight to that section of the guide. On the top of each page is a link back to contents.

Welcome to Payment Jack!



This exciting application will add value to your traditional merchant solutions by empowering you to use your new merchant account on your mobile devices, without having to purchase additional expensive hardware.

Payment Jack is an application for those merchants who want to have the ability to manage their account and take payment via their compatible mobile device. You will find a link to a compatibility list of mobile devices at:
<http://devices.roamdata.com/device-center/index2.php>

If you have any questions about your mobile phone compatibility or how to find your device model please call Payment Jack support at: 1(888)368-1725

Introduction

The primary purpose of Payment Jack is to turn your mobile phone into a payment terminal to accept credit, check, and debit card payment transactions. The application also allows users to both void and refund transactions. To accommodate users who may not always have connectivity on their device, the application can run in “online” or “offline” modes. While in offline mode, credit and cash payment information is stored securely on the device and will be uploaded later to the payment server. The user assumes the risk of a credit card decline while operating in offline mode.

The Payment Jack application has 7 major functions:

1. Credit Sale
2. Cash Sale
3. Offline Sale
4. Void
5. Refund
6. Inquiry
7. Change Password



Figure 1

Purpose

This Easy User Guide describes how to use the Payment Jack application. It provides information and details on the functionality, and simple steps to use each function of the Payment Jack application, and the Virtual Terminal (Desktop/Notebook version). On the top of each page is a link to the contents page. The contents page has links to each section of the guide.

NOTE: Illustrations depict the application as shown on a mobile device and Virtual Terminal (Figure 1). Different devices may display the content differently.

Key Features

- **Process all major credit and debit cards**

Payment Jack enables you to accept every major credit card with your mobile phone. This includes MasterCard, VISA, American Express, and Discover.

- **Set Tax rate for auto calculations to the total**

- **Accept tips**

- **Record cash and card transactions**

All transactions are recorded and can be exported for better management and organization.

- **Record customer contact details and build up customer base for targeted marketing**

- **Offline transactions when cellular or WiFi signal is not available, transactions can be stored securely and uploaded at a later time when your network is accessible.**

- **Issue receipts to customers email receipts can be sent to customers' email addresses when making both cash and card sales—quick, effortless and professional.**

- **Completely secure transactions, all payment activities are DES3 encrypted to ensure protection for you and your customers.**

- **Process and record transactions such as voids and refunds for credit and cash transactions**

Activation

Minutes after the approval of your Payment Jack application, you'll receive an activation email. If the device requested is an iPhone, iPad, Android, or a Verizon Brew device, go to your respective App Store or App Marketplace and purchase the Payment Jack application. Once it is loaded to your device you will need to input the activation code you received in your welcome e-mail. The activation code is required to activate (Figure 2) and use the Payment Jack application after it is downloaded from the App Store/Market. This code should be kept in a secure location in case you ever need to reinstall your application in the future.

If you have any other device type you will receive a text message (SMS) on your mobile device. Click on the hyperlink within the message to begin the download of the Payment Jack application in the ROAM Player.

You should receive your username and password in the welcome e-mail sent upon approval.

To access the virtual terminal, video tutorials, online reporting and much more go to: www.paymentjack.com

If you are unsure of the kind of phone you have, please contact Payment Jack customer support at: (888)368-1725.

When the download is completed, the [Payment Jack application](#) (Figure 3) most likely will be stored in the Application folder under the Main Menu. Once loaded, the device screen will appear requesting the user name and password (Figure 4). Once the user name is entered you will not have to enter again. The user name and password are case sensitive.



Figure 3



Figure 2



Figure 4

Using the System

Login

Launch the ROAMplayer by selecting the Application folder. Enter your user name and password.

These settings include:

- Enable Sales Tax
- Enter Sales Tax %
- Enable Tipping (Gratuity)
- Enable Signature Capture
- Allows you to Change Password

NOTE: All users must be authenticated using a username and password before gaining access to any functionality provided by the application. *The user name and password are case sensitive.*

NOTE: If this is the first time you are launching the application, you will see a screen requesting you to setup your default settings (Figure 5).

These settings include:

Select the items you wish to enable and select Save. You may change these setting later under “Settings”.

After the initial setup above you will land on the main page which is the “Credit Sale” page (Figure 6).

From this screen you can produce a credit sale or move to one of the other options which are:

- Cash Sale
- Void
- Refund
- History
- Offline
- Settings

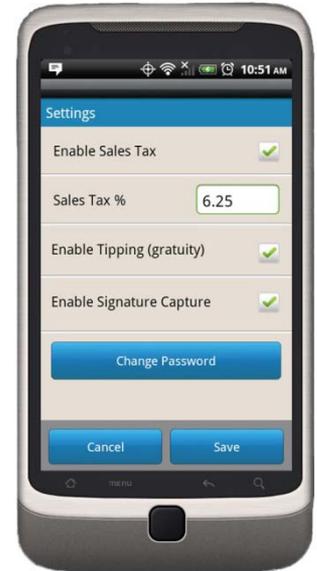


Figure 5



Figure 6

Credit Sale

The main page upon login is “Credit Sale” (Figure 6).

Please follow the steps below:

- Start by entering in the amount of the transaction in the “Amount” section using the standard dollars and cents format (e.g., 10.09).
 - The sales tax has been pre-populated only *IF the sales tax option has been enabled in the setup.*
 - Tip amount can be added by a predefined percentage or enter a tip amount *IF tips has been enabled in the setup.*
 - Once the amounts have been added in the respective fields select “Calculate.”
 - The Subtotal, Tax, and Tip will be displayed along with the Sale Total (Figure 7).
- Select “Continue” if the information is correct or “Back” if the information needs to be changed.

The next section is Optional information (Unless you are manually key entering transactions) to be added, if you wish to capture your customer’s information:

- Name
- Address 1
- Address 2
- Zip Code
- City
- State

You may either enter the information and select “Capture” or select “Skip”.

The next screen (Figure 8) is where you will capture the following:

- Card data—*manual or swipe*
- Email address of your customer (*optional*)
- Invoice/Order Number (*optional*)
- Additional Notes (*optional*)

Card data may be entered by swiping the card if your device is swipe unit capable or manually enter the card data. (Address and CVV2 code always required on manually key entered transactions.)



Figure 7

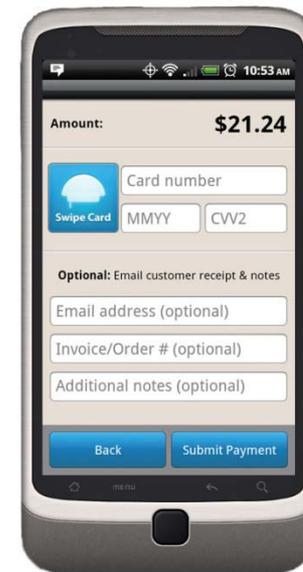


Figure 8

For Swipe Capable Devices

- Select the Icon “Swipe Card” (Figure 8).
- The user will be prompted to “Swipe Card Now.”
- The user will swipe the card through the swipe as directed in the “Swipe Instructions Guide”. The truncated card data will appear along with the expiration data and security code data.
- If the user wishes to enter any of the optional data then do so at this time and select “Submit Payment”.

For Manual Entry

The user will hand key the following:

- Credit card number
- CVV • Expiration date

The user will also be required to enter in the customer data fields:

- Address
- Zip code

All other fields for address are optional. Only the numerical parts of the address are required. If the data entered is not correct the card could be declined by the issuing bank.

For either Manual or Swipe Capable Device entry, transmission will begin and the payment request approval or decline will appear on the screen (Figure 9). The user will be prompted to continue confirming the transaction message and a copy of the receipt will be displayed (Figure 10).

Select OK to continue.

If you have enabled signature capture you will be prompted to have the card holder sign on the screen.

Customer signs in signature box and selects “Done” (Figure 11).

You are returned to the Credit sale screen for the next transaction.

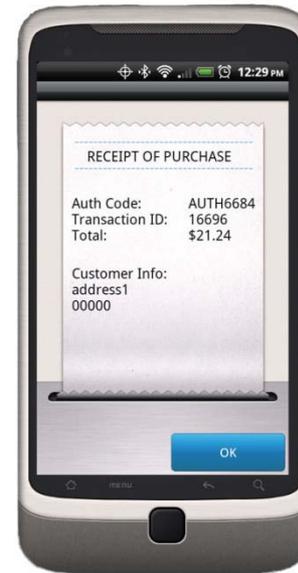


Figure 10

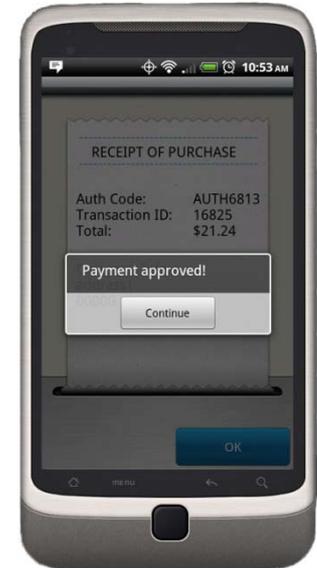


Figure 9

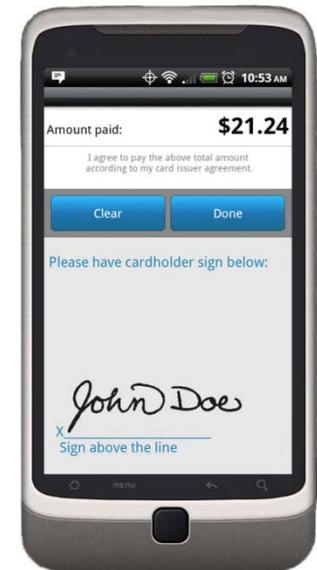


Figure 11

Cash Sale

Cash sales provide the following benefits:

- Cash sale does not go to the processor for any approval
- Used for tracking your cash sales
- Provides an email receipt for your customer
- Viewable on your Payment Jack Account

Select the “Cash Sale” icon and the screen will change as indicated below:

- Start by entering in the amount of the transaction in the “Amount” section (Figure 12) using the standard dollars and cents format (e.g., 10.09).
- The sales tax has been pre-populated only *IF the sales tax option has been enabled in the setup.*
- Tip amount can be added by a predefined percentage or enter a tip amount *IF tips has been enabled in the setup.*
- Once the amounts have been added in the respective fields select “Calculate.”
- The Subtotal, Tax, and Tip will be displayed along with the Sale Total (Figure 13).

Select “Continue” if the information is correct or “Back” if the information needs to be changed (Figure 13).

The next screen is “Optional” with a section for:

- Notes (Notes are any notes you wish to make about the customer, that will only be on the merchant copy of the receipt)
- Email (Email is to send an email receipt to your customer)

NOTE: Select the “Send Receipt” check box for the email to be sent.



Figure 12



Figure 13

Reverse Phone Lookup

NOTE: This function is optional and not required to process with the exception of manual key entries which requires address and zip code entry.

Select next and the optional screen to use the Reverse Phone Lookup feature. You may lookup a phone number to collect the data for your records. To collect the data check “Collect Cust. Data”.

If you place a phone number which is listed, the fields in the customer address fields will populate.

If you check the “Collect Cust. Data” without entering a phone number you can manually enter the customer information. This information includes:

- Name
- Address 1
- Address 2
- Zip Code
- City
- State

Select “Continue” and the request will be submitted. You will receive a “Payment Submitted” response, select “OK”.

Void Transaction

A void is clearing a transaction that was just recently performed. Voids must be performed prior to settlement occurring and for some processors this must occur in as little as 20 minutes. If a void cannot be performed a refund can.

- Select the Void Icon. This will bring up the latest transactions and amount.
- Select the transaction and if desired, select the “Details” icon to view details of the transaction.
- Depress the “Void” Icon and you will be prompted to verify the transaction to void.
- Select the icon “Void” and the application will request a void. If the request was approved the screen will display transaction voided and the Authorization Code. If declined the decline will be displayed.
- Select OK to proceed back to the Void screen.
- Select “back” go back to the main screen.

Refund

Refund is a credit reverse which means you can credit the card for any amount.

- Credit
- Cash

To perform a Credit Refund select “Credit” and then depress “Select” which will bring you to the credit card data entry screen (Figure 14).

For Swiped Credit Returns

- Enter the amount to be credited first
- Select the “swipe” icon. The device will initiate the swipe and display “Swipe Card Now”.
- Swipe the card. The data will be displayed with the expiration and amount to be refunded.
- Select the “Next” icon to transmit the refund request. If successful and approved you will receive a approval message and an authorization code.
- Select the “OK” icon to continue

For Manual Entry Credit Returns

- Enter the card data
- Enter the expiration date
- Enter the amount to be refunded
- Select the “Refund” icon to transmit the refund request. If successful and approved you will receive a approval message and an authorization code.
- Select the “OK” icon to continue.

For Cash Refund

(Only issues a receipt for a cash refund. All Credit refunds are required to be refunded on the same card)

- From the refund menu , select “Cash”
- Depress “Select”
- Enter the Cash amount
- Select the “Refund” icon to transmit the refund request. You will receive a message the refund was successful
- Select the “OK” icon to continue

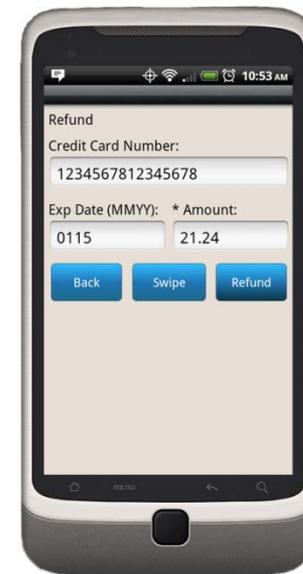


Figure 14

Offline

Offline transactions (also known as Store and Forward) are for times when there is no method of transmitting the credit card information to the processor. This allows the user to store the card data in the application for running the transaction at a later time when data transmission is available.

NOTE: Offline transactions will not perform an authorization at the time of swiping or entering the card data. The merchant assumes all risks if the card is declined or lost in transmission. It is highly suggested that all offline transactions also include the card data and merchant contact information being captured for possible recreation of the transaction if needed.

There are 2 methods of entering Offline:

- 1) Forced into Offline due to no coverage (Figure 15)
- 2) Logging in and selecting Offline

If you have network coverage and are able to login but wish to perform offline transactions select the “offline” in the upper menu bar.

If you do not have communications, you will be asked if you wish to enter “Offline Mode” (Figure 15) when logging in and must select “Continue”. You will receive a second message indicating you are in offline mode. Select “Continue”.

There are 3 options under Offline (Figure 16):

- 1) Offline Credit Sale
- 2) Offline Cash Sale
- 3) Upload Stored Trxs



Figure 15

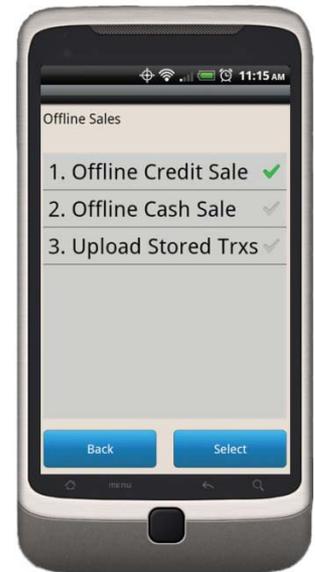


Figure 16

Offline Credit Sale

This will allow you to capture the credit card information which will be stored until the device is able to transmit and an upload can occur.

From the Offline Sales menu:

- Start by entering in the amount of the transaction in the “Amount” section using the standard dollars and cents format (e.g., 10.09). The sales tax has been pre-populated only *IF the sales tax option has been enabled in the setup*.
- Tip amount can be added by a predefined percentage or enter a tip amount *IF tips has been enabled in the setup*.
- Once the amounts have been added in the respective fields select “Calculate.”
- The Subtotal, Tax, and Tip will be displayed along with the Sale Total (Figure 17).

Select “Continue” if the information is correct or “Back” if the information needs to be changed.

The next screen (Figure 18) is where you will capture the following:

- Card data – Manual or Swipe
- Expiration Date
- CVV2 Number

Card data may be entered by swiping the card if your device is swipe unit capable or manually enter the card data.

For Swipe Capable Devices

Select the Icon “Swipe Card” (Figure 18).

- The user will be prompted to “Swipe Card Now”.
- The user will swipe the card through the swipe as directed in the “Swipe Instructions Guide”. The truncated card data will appear along with the expiration data and security code data.
- If the user wishes to enter any of the optional data then do so at this time and select “Submit Payment”.



Figure 17



Figure 18

For Manual Entry

The user will hand key the:

- Credit card number
- CVV
- Expiration date

The user will also be required to enter in the customer data fields:

- Address
- Zip code

All other fields for address are optional.

Only the numerical parts of the address are required. If the data entered is not correct the card could be declined by the issuing bank.

For either Manual or Swipe Capable Device entry:

- Select “Continue”
- Enter Notes (*optional*)
- Enter Email address and check send receipt (*optional*)
- Select “Submit”
- Receipt of Purchase Notification will display
- Select “OK”

The transaction has been stored.

NOTE: The transaction will still need to be uploaded to the processor once network connectivity is available.

Offline Cash Sale

This option allows you to perform a cash sale to keep the information for your records and send a receipt to your customer. This will only occur when the transactions are uploaded. This function is only to send receipts for Cash sales. This will not transact any payments.

Select from the Offline Sales menu:

- Select “Offline Cash Sale”
- Depress “Select”
- Enter the amount of the sale
- Enter tip amount into the respective fields
- Select “Calculate” . The totals screen will be displayed allowing you to continue or go back to change the information.
- Select “continue”
- Enter notes (*optional*)
- Enter an email address if you wish to send an email receipt to your customer (*optional*). *Assure you check the “Send Email” box*
- Select Next
- Enter phone number if you want to perform a reverse lookup (*optional*)
- Select “Collect Cust. Data” if you wish to collect the customers address information (*optional*)
- Checking the “Data Collection” box and selecting “ Next” will bring you to a screen allowing data entry for name, address, zip, city, and state.
- Enter any or all data and select “Continue”
- The transaction will be saved after acknowledgement

Upload Offline Trxs

This option allows you to upload any transactions stored while in offline mode. You must have communications available for this to be performed.

Select from the Offline Sales menu:

- Select Upload Stored Trxs
- Depress “Select”
- All stored transactions (if any) will be displayed
- You may view the details of a specific transaction by selecting the transaction and depress the “Details” icon.
- Select “Upload All” . The transactions will upload and display the approval or decline
- Select “Continue” for each transaction uploaded. Completion message will be displayed.
- Select OK
- Select Back to go back to the main Offline Cash Menu
- Make your next selection

History

History of transactions can be viewed from the device by selecting the History Icon (Figure 19) in the upper task bar.

The history Inquiry allows for the following functions:

- Last 30 Days
- Current Batch
- Transaction Errors
- Email Transactions

Last 30 Days

Select the “Last 30 Days” and depress “Select”. This will load the transactions on the device. You can view any of the transactions in the list by selecting the transaction and depressing the “Select” icon. This will provide a view of the transaction including the Authorization number.

Current Batch

Select the Current Batch from the Inquiry Menu and depress “Select”. This shows the latest batch the processor has. This will change depending upon the processors batching schedule. You can view any of the transactions in the list by selecting the transaction and depressing the “Select” icon. This will provide a view of the transaction including the Authorization number.

Transaction Errors

Select the “Transaction Errors” from the Inquiry Menu and depress “Select”. This will show all errors that have occurred. Selecting the error and depressing “Select” will show the error in more detail. You may clear the error list at any time.

Email Transactions

Select the Email Transactions from the Inquiry Menu and depress select. There are 2 choices:

- 1) Email 30 days (Email 30 Days will send the last 30 days)
- 2) Email Current Batch (Email Current Batch is only for the current processes)

Both options will send you a CSV file for your records via email. Select the Email tab to confirm and the email will be sent.



Figure 19

Settings

The settings function allows changes to the applications settings such as (Figure 20):

- Enable Sales Tax
- Enter Sales Tax %
- Enable Tipping
- Enable Signature Capture

These are the same features which were enabled in the original setup and can be changed or modified at any time.

Enable Sales Tax

Select to enable or disable sales tax. If the check box is checked, sales tax is enabled, if not it is disabled. Select “Save” to save the selection.

Enter Sales Tax %

Enter the % of sales tax used.

NOTE: This option is dependent upon the “Enable Sales Tax” option being checked.

Select “Save” to save your setting.

This option enables tipping while entering the charge. If the check box is checked, Tipping is enabled, if not it is disabled. Select “Save” to save the selection.

Enable Tipping

This option enables tipping while entering the charge. If the check box is checked, Tipping is enabled, if not it is disabled. Select “Save” to save the selection.

Enable Signature Capture

This option enables signature capture when the transaction is complete.

- If the check box is checked, Signature Capture is enabled. Select “Save” to save the selection.
- If the check box is not checked, Signature Capture is not enabled.

Enable Sales Tax

Enter Sales Tax %

Offline Mode-Change Password: The user cannot change the password in Offline Mode.

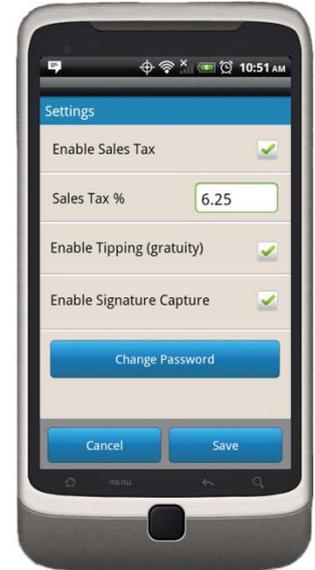


Figure 20

PaymentJack.com

Your Payment Jack.com account is the web home page to start your virtual terminal and perform administrative functions.

To log on, go to <https://paymentjack.com>

- Enter User name
- Enter Password
- Select Login

You will be placed on your home page in your Payment Jack.com account.

In the middle of the page are:

- Launch Apps
- Account Info

Home

Clicking this option will bring you back to your home page.

My Account

My Account has three options:

- Payment Jack – Web Edition (Virtual Terminal)
- Update Account Info
- Reprovision Phone

Hovering the mouse pointer over the over the MY Account tab will show the options above.

Payment Jack – Web Edition

- Select this option to bring you to the page to launch the Virtual Terminal
- Select the “Launch” icon
- New window will open, select “open”
- Java will launch
- New Window will appear
- Select the application
- Click “Run”
- Input User Name
- Input Password
- Select Login

The Virtual Terminal on the web will operate and look the same as the device application. See Using the System for more detail.

Update Account Info

Under this option there are 2 options:

- Change Password
- Edit Secret Question

Change Password

Changing the password here will change it in both the paymentjack.com website and the mobile application. Passwords can be alpha, numeric, or alphanumeric 5-8 characters (Case Sensitive).

Edit Secret Question

This simply allows you to change your secret question if our support requests this information for verification.

My Apps

“My Apps” provides the application options for you to review transactions. Entering the application you will see three options:

- Recent Activity
- New Customers
- Transactions

Recent Activity

Once you have selected the application you will see the recent activities on the screen as the default. This lists your most recent activities processing with date, time, and type of sale.

New Customers

This will show you a list of customers which you have “Captured” their information during a transaction. This may also be downloaded as a CSV file if you wish. There is a drop down list for the last 30, 60, 90 days or all.

Transactions

This option allows you to see transactions which occurred in the last 90 days. There is a drop down which allows for the last 3 days, 3 weeks, or 3 months. You may also export the last 30, 60, 90 days or all using the drop down.

Training

The training tab has several options in it pertaining to training on the application. The options include:

- Getting Started
- Helpful Documents
- FAQ's

Getting Started

The main page under “Getting Started” has links and helpful advice on how to process via the web or device.

Helpful Documents

There are several helpful documents under this section including swipe unit user manuals.

FAQ's

The Frequently Asked Questions section is a general section of answers to general questions.

Support

The support tab has 2 categories:

- Terms of Use
- FAQ's

Terms of Use

The terms and conditions is the same set of Terms and Conditions accepted when signing up for the Payment Jack Application. This is for general review.

FAQ's

The Frequently Asked Questions section is a general section of answers to general questions.

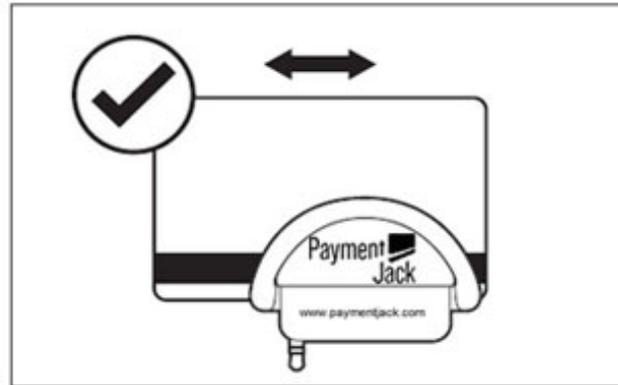
Contact Us

The next tab is the contact us tab. If you feel you need to contact us please use this tab to find this information.

Swiper Mounting



iPhone & Android



Swiping Card



BlackBerry

Swipe Instructions for iPhone and Android Devices

Instructions for use:

1. Take the Payment Jack swiper out of case
3. Plug device into audio headset jack
4. Open the Payment Jack application on your phone
5. On credit card input screen, press "Swipe" button
5. Ensure media volume is at 100% before swiping. Raise the volume from the swipe card now screen with the controls on the side of the phone.
Note: Ringer volume is different from media volume
6. Swipe card when prompted

Note: Swiper Mounting differentiates on certain phone models

iPhone and Android Device Troubleshooting

Can't get into the app:

The username and the password are case sensitive; make sure you are using upper case letters when you should be.

Verify the username and password you are using from the Activation Email and that they are correct.

Delete the app from the phone, cycle the power, Reprovision the phone from Payment Jack.com. Go to the My Account Tab, then Reprovision phone. The new activation code can be any 10 digit numbers or letters. An easy activation code example is the last 7 digits of the cell phone number and lower case abc, eg. 9876543abc. First uninstall the app on the phone. Then download the app using the new activation code.

Still can't get into the app, Call Payment Jack at 888-368-1725 for further troubleshooting. Please call from a different line than your device.

Select swipe and getting error: swiper not detected:

Make sure the media/headset volume is at 100%. Hit the swipe button. When it says swipe card now, hit the up volume button on the side of the phone repeatedly until it shows on the screen media/headset volume 100%. Once the volume is all the way up, stop hitting the volume button. Then count to three and then swipe the card with the magnetic strip facing the correct direction. If you are facing the front of the swiper (with the website,) you should also be looking at the magnetic strip.

Make sure there isn't a protective cover on the phone. Protective covers won't allow the swiper to plug in all the way. If there is a protective cover remove it.

Make sure the device is plugged in all the way, if it is check to see if there is debris in the headset jack. See if you are able to plug in a headset or headphones and check to make sure that jack is working. When you hit the swipe button and you can clearly hear a loud tone, the swiper isn't fully plugged in.

Make sure the speakerphone is turned off.

Go to the app store/marketplace and make sure your phone has the latest software version. If there's a software update for your phone download it. Make sure to remind them to backup any files that could be lost in the update.

Device will not swipe:

Getting error try again. Hit the try again button. When it says starting swiper, raise the media headset volume on the side of the phone to 100%. Once the volume is all the way up, stop hitting the volume button. When the screen says SWIPE CARD NOW, count to three, and then swipe the card with the magnetic strip facing the correct direction. If you are facing the front of the swiper (with the website,) you should also be looking at the magnetic strip.

Adjust the speed of the swipe, faster or slower. If you are still getting the error, try swiping in a different direction ie, left to right, right to left.

Delete the app from the phone, cycle the power, reprovision the phone from my.roamdata.com. Go to the My Account Tab, then Reprovision phone. The new activation code can be any 10 digit numbers or letters. An easy activation code example is the last 7 digits of the cell phone number and lower case abc, eg. 9876543abc. First uninstall the app on the phone. Then download the app using the new activation code.

Still can't get it to swipe, Call Payment Jack at 888-368-1725 for further troubleshooting. Please call from a different line than your device.

iPhone's only, can key enter but can't swipe:

Cycle the power to the phone. Power off by holding the screen saver button on the top right and the home button at the same time.

This is a download glitch that only happens to Apple products. Delete the app from the phone, cycle the power, reprovision the phone from Paymentjack.com (with your Username and Password combination) to the last 7 digits of the cell phone number and lower case abc, eg. 9876543abc. Reload the app to the phone and use the new activation code to activate the app.

Still can't get it to swipe, Call Payment Jack at 888-368-1725 for further troubleshooting. Please call from a different line than your device.

Miscellaneous errors/problems:

Make sure when you are holding your phone you are not also inadvertently holding down the volume button on the side of your phone.

iPhone 4G, has a glitch with its antenna. Depending on how you are holding the phone one, or both, of the antenna's can be blocked enough to provide the phone with insufficient signal strength to process a card. Grip the phone from the bottom, not the middle to top of the phone, and try to process the transaction again.

iPhone 4G, screen goes black when you swipe the credit card. The sleep button on the iPhone 4G is on the top of the phone where the swiper seats. When you swipe the credit card the swiper is hitting the sleep button and putting the phone in sleep mode. Turn the swiper around so it is hanging off of the phone, not on top of the phone.

When you hit the swipe button and you can clearly hear a tone, the swiper is not fully plugged in.

iPhones, getting error swipe failed. Go to settings, general, network, "Enable 3G"-turn it off. You can also try this to turn off Wifi. Retry the swipe.

iPhone 3G, will not swipe, have done all the troubleshooting steps in the guide. Check to see what operating system is in the phone. To check the current OS in the phone go to, Settings, General, About, then you should see an entry called version. If it's version 4.2.1 we might have a common software problem with this device. Escalate this problem to ROAMPay.

If you have done all the troubleshooting and are getting error codes still, verify you had strong signal coverage when they downloaded the app. If you didn't have sufficient signal the app probably downloaded corrupt. Reprovision the phone and go to an area with stronger coverage so the app will load correctly.

Hardware Issues

For all hardware issues such as adjusting the media volume, the screen not displaying, if the battery is running low, not receiving a signal, or buttons not working, etc. Please contact your service provider with any hardware related issues. All computer hardware issues should be handled with your IT or computer support department. Note: call your service provider with a different phone than the device you are troubleshooting.

Need Help?

For Support call 1(888)368-1725

E-mail us at paymentjack@merchantserviceshq.com



Contact Us

For Supported Devices:
devices.roaddata.com

For Sales Inquiry:
888.368.1725

Customer Support:
paymentjack@merchantserviceshq.com
888.368.1725

Shipping Address:
Payment Jack
255 Gold Rivers Ct.
Third Floor
Basalt, CO 81623

Wireless Carrier Support

Alliant: 1-866-428-4268
Alltel: 1-800-255-8351
AT&T: 1-800-331-0500
Boost Mobile: 1-866-402-7366
Cellular South: 1-877-276-8841
Cincinnati Bell Wireless: 1-888-391-3925
Credo Mobile: 1-800-411-0848
Nextel: 1-800-639-6111
Sprint: 1-888-211-4727
Suncom: 1-800-786-7378
T-Mobile: 1-800-866-2453
Tracfone: 1-800-867-7183
U.S. Cellular: 1-888-944-9400
Verizon: 1-800-922-0204
Virgin Mobile: 1-888-322-1122