

Octopus Business Broadband Solution – user guide

Portable Octopus Processor (POP) – operational manual

Turn on POP and login

- | | |
|--------------------------------|---|
| Apr 27 11:42 | ☰ |
| SYSTEM INIT.
PLEASE WAIT... | |

The POP powers-on automatically when the power adaptor is connected to the power socket. Press **Enter**.
- | | |
|--------------------|--|
| WELCOME TO OCTOPUS | |
| ID : | |
| > PW : | |
| Enter | |

Enter login user ID "90000000", press **Enter**, key-in "12345" password, press **Enter** again.
- | | |
|-------------------------|--|
| WELCOME TO OCTOPUS | |
| 1) With Fixed Amount | |
| 2) Without Fixed Amount | |
| Enter | |

Press **1** to choose payment with fixed amount mode (please see back page for details on fixed amount payment and setting), press **2** to choose payment without fixed amount mode.

Payment: Without fixed amount mode

- | | |
|----------------------|---|
| Apr 27 11:42 | ☰ |
| 輸入金額
Enter Amount | |
| 0.0 | |

Payment main screen
- | | |
|----------------------|---|
| Apr 27 11:42 | ☰ |
| 輸入金額
Enter Amount | |
| 16.9 | |

Enter correct amount (e.g. \$16.9, press 169), then press **Enter** again.
- | | |
|-----------------------------------|--|
| 請拍卡 | |
| Present Octopus
金額 Amt: \$16.9 | |
| X=Back | |

If the amount is correct, please ask the customer to place the Octopus card or press **X** to re-enter the amount.
- | | |
|-------------------|--|
| TXN SUMMARY | |
| Deduct : \$16.9 | |
| Balance : \$234.8 | |
| 1=Print Enter=OK | |

A receipt will be printed automatically when transaction is complete. Press **1** if you want to reprint.

Settlement

- | | |
|---------------|--|
| TRAN MENU | |
| 1) Enquiry | |
| 2) Reprint | |
| 3) Settlement | |

Press **交易** (Transaction), then press **1** for enquiry.
- | | |
|------------------|--|
| TXN ENQUIRY | |
| 1) Octopus | |
| 2) Last Four Txn | |
| 3) Print All Txn | |

Press **3** to print all payment transactions.
- | | |
|----------------|--|
| Print All Txn? | |
| X=Back Enter | |

Press **Enter** to confirm printing, then press **X** 3 times to return to main page.
- | | |
|-------------------|--|
| Start Settlement? | |
| X=Back Enter | |

Press **結算** (Settlement), then press **Enter**.
- | | |
|------------------------------|--|
| 結算完成
Settlement Completed | |
| Enter | |

Settlement is complete. A settlement receipt will be printed automatically.

Card transaction log enquiry

- | | |
|---------------|--|
| TRAN MENU | |
| 1) Enquiry | |
| 2) Reprint | |
| 3) Settlement | |

Press **交易** (Transaction), then press **1** for enquiry.
- | | |
|------------------|--|
| TXN ENQUIRY | |
| 1) Octopus | |
| 2) Last Four Txn | |
| 3) Print All Txn | |

Press **1** "Octopus".
- | | |
|-----------------|--|
| 請拍卡 | |
| Present Octopus | |
| X=Back | |

Ask customer to place the Octopus Card.
- | | | | |
|-----------|----------|----------|---------|
| CARD INFO | | | |
| T01# | 28/04/09 | 12:24 | -\$9.8 |
| T02 | 28/04/09 | 11:35 | -\$10.7 |
| T03# | 28/04/09 | 09:38 | -\$21.6 |
| Balance | | | \$342.5 |
| 1=Print | | Enter=OK | |

Press **1** to print the card transaction log.
means transactions are handled by the same processor.

POP transaction log enquiry

- | | |
|---------------|--|
| TRAN MENU | |
| 1) Enquiry | |
| 2) Reprint | |
| 3) Settlement | |

Press **交易** (Transaction), then press **1** for enquiry.
- | | |
|------------------|--|
| TXN ENQUIRY | |
| 1) Octopus | |
| 2) Last Four Txn | |
| 3) Print All Txn | |

Press **2** "Last Four Txn".
- | | | |
|---------------|-------|---------|
| LAST FOUR TXN | | |
| 28/04/09 | 12:58 | -\$18.0 |
| 28/04/09 | 10:49 | -\$21.7 |
| 28/04/09 | 09:33 | -\$7.6 |
| 28/04/09 | 09:21 | -\$8.5 |
| 1=Print | | Enter |

Press **1** to print transaction log.



For technical support, please call our new Business Customer Hotline on 10088 (after choosing language, press 3 then 3 again).

For enquiries relating to settlement reports and other matters, please call our new Business Customer Hotline on 10088 (after choosing language, press 2 then 6).

NEW Business Customer Hotline **10088**
 Knowledgeable • Swift • Comprehensive

Payment: With fixed amount mode

- | | | | |
|--|--|--|--|
| <p>1 JAN 31 23:59 </p> <p>1) 5.0 2) 10.0
3) 15.0 4) 20.0
5) Other Amount</p> <p>Choose correct amount (eg \$5, Press 1).</p> | <p>2 請拍卡
Present Octopus
金額 Amt: \$5.0
X=Back</p> <p>If the amount is correct, please ask customer to place the Octopus card or press X to re-enter the amount.</p> | <p>3 TXN SUMMARY</p> <p>Deduct : \$5.0
Balance : \$128.0
1=Print Enter=OK</p> <p>A receipt will be printed automatically when transaction is complete. Press 1 if you want to reprint.</p> | <p>4 JAN 31 23:59 </p> <p>1) 5.0 2) 10.0
3) 15.0 4) 20.0
5) Other Amount</p> <p>To enter other amount, press 5.</p> |
| <p>5 輸入金額
Enter Amount
16.9
X=Back Enter=OK</p> <p>Enter correct amount (e.g. \$16.9, press 169), then press Enter again.</p> | <p>6 請拍卡
Present Octopus
金額 Amt: \$16.9
X=Back</p> <p>If the amount is correct, please ask customer to place the Octopus card or press X to re-enter the amount.</p> | <p>7 TXN SUMMARY</p> <p>Deduct : \$16.9
Balance : \$128.0
1=Print Enter=OK</p> <p>A receipt will be printed automatically when transaction is complete. Press 1 if you want to reprint.</p> | |

Preset/reset/delete fixed amount setup

- | | | | |
|---|---|--|--|
| <p>1 JAN 31 23:59 </p> <p>1) 5.0 2) 10.0
3) 15.0 4) 20.0
5) Other Amount</p> <p>Payment main screen shows all preset amounts.</p> | <p>2 TRAN MENU</p> <p>1) Enquiry
2) Reprint
3) Settlement
4) Amt Setting</p> <p>Press 交易 and press 4 to enter Fixed Amount setting menu.</p> | <p>3 FIX AMT SETTING</p> <p>0) Reset all
1) \$ 5.0 2) \$ 10.0
3) \$ 15.0 4) \$ 20.0
Enter</p> <p>Press 0 to reset all amounts, then press Enter.</p> | <p>4 FIX AMT SETTING</p> <p>0) Reset all
1) \$ -- 2) \$ --
3) \$ -- 4) \$ --
Enter</p> <p>When screen shows all presets set to zero, press 1 to start new setting.</p> |
| <p>5 FIX AMT SETTING</p> <p>Fix Amount (1)
>\$8.0
Enter</p> <p>Enter "Fixed Amount 1" (e.g. \$8, press 80) as screen shows, then press Enter.</p> | <p>6 FIX AMT SETTING</p> <p>0) Reset all
1) \$ 8.0 2) \$ --
3) \$ -- 4) \$ --
Enter</p> <p>Check the confirmed "Fixed Amount" onscreen and press 2 to continue setting.</p> | <p>7 FIX AMT SETTING</p> <p>0) Reset all
1) \$ 8.0 2) \$ 16.0
3) \$ 24.0 4) \$ 32.0
Enter</p> <p>As shown above, you can finish the 2nd, 3rd and 4th "Fixed Amount" setting and press Enter twice for confirmation.</p> | <p>8 JAN 31 23:59 </p> <p>1) 8.0 2) 16.0
3) 24.0 4) 32.0
5) Other Amount</p> <p>When confirmation completes, payment main screen shows all preset amounts.</p> |

Incomplete transaction handling

- | | | | |
|--|--|--|--|
| <p>1 請再次拍卡
Present Octopus again
八達通卡號碼
Octopus no.: 28038567
金額 Amt: \$48.2</p> <p>If a transaction is incomplete, please ask the customer to present the same card again to complete the transaction.</p> | <p>2 IMPORTANT 注意</p> <p>八達通卡號碼 Octopus no.: 28038567
機號 Device no.: 457806
商戶編號 SPID: 49999
店號 Shop no.: 0
操作員 Cashier: 90000000
Ref: 12 280409 1234
餘額 Remaining value: \$234.6
金額 Amount: \$48.2
002e00460001118823c9b44758dc</p> <p>交易不成功，但金額可能已從卡內扣除。
請再次拍卡。待交易完成後，收據會自動列印。</p> <p>如再次拍卡後交易仍然未能完成：
1) 請操作員打印最近四次交易紀錄及檢查有關金額有否從卡內扣除
2) 客戶如有任何查詢，請保存此存根及致電八達通顧客服務熱線 2266 2222</p> <p>If the transaction fails and remains incomplete, an incomplete transaction alert message will be printed.</p> | <p>3 交易不成功，
但金額可能已扣除
Transaction cannot be
completed but money
may have been deducted</p> <p>Please ask the customer to remove the card from the processor, then present it again. When the transaction is complete, the receipt and card transaction log of the last 4 payments will be printed automatically.</p> <p>If the transaction fails again, please check the Octopus transaction log of the last 4 payments for the customer. If the relevant amount has been deducted, first provide the customer with goods/services and keep the alert message and card transaction log of the last 4 payments to support submission of a claim made to PCCW, if necessary.</p> | <p>請再次拍卡
Present Octopus again
八達通卡號碼
Octopus no.: 28038567
金額 Amt: \$48.2</p> |
|--|--|--|--|

Important note

Transaction settlement

- Please make settlement every day before 12 noon. Net settlement amount will be deposited in a merchant's designated bank account before 4pm the next day/next working day.
- Please make settlement before expiry (i.e. transactions exceeding 6 days or more). Octopus Cards Limited reserves the right not to settle expired transactions.
- Merchants will receive Octopus settlement reports via email every day before 10:30am (password: PCCW_ _ _ _ i.e. -- last 4 digits of SPID). Or reports will be sent via fax before noon every day.
- Please check Octopus settlement reports daily. If problems or discrepancies are encountered, merchants should call PCCW's Business Customer Hotline immediately.

POP (the processor)

- The POP must be laid flat when in use and should always be connected to the power adaptor and broadband line.
- The Octopus blacklist is automatically downloaded from the Octopus backend system to the POP every 3 hours. The whole download process takes only a few seconds.
- Merchants can purchase thermal paper by contacting PCCW's Business Customer Hotline, or obtain from other sources (white thermal paper specifications: 57mm x 48mm x 12mm; 58gsm).
- If the POP is lost, please call the police immediately and contact PCCW's Business Customer Hotline for follow-up action.