

Welcome Aboard

Merchant Guide | Lighthouse Reader



Content

Getting Started	1
Get to know your Lighthouse reader	2
First Time Activation	3 - 4
Card Payments	5 - 6
Perform Installment Payment Plan (IPP)	7
View sales history, Resend e-Receipt and Void transactions	8
Credit Settlement	9
Security & Warranty	10

Getting Started

Charging

Note: Charge the Lighthouse reader for 2 hours before using.

Charge the card reader using the enclosed USB type-C cable or a “Charging Dock” (sold separately). The Lighthouse reader can be used while it’s being charged.

Charging time Approx. 2 hours

Battery life Approx. 500 transactions per charge



Integration with Point of Sales (POS) system

For POS integration with our Lighthouse reader kindly get in touch with us.



Superks Systems

Kindly refer to the Superks Systems guide on how to perform rewards redemption on the Lighthouse reader.

Get to know your Lighthouse reader



- 50% Battery status
- Battery charging
- Battery fully charged

- Mobile network status
- Bluetooth connection

First Time Activation

1

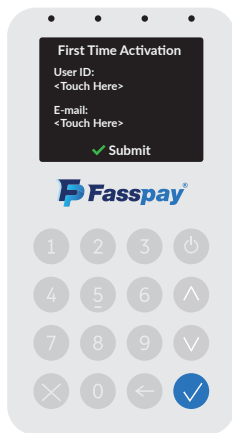
Go to settings and select on
“**First Time Activation**”



2

Enter your User ID and
email address.

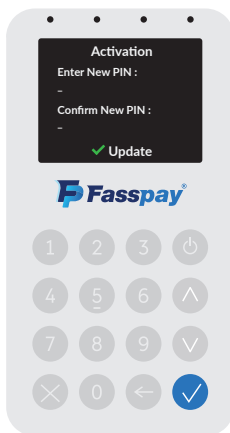
- The user ID is sent to the email address you registered with.
- You must enter the email address you registered with us.
- To submit press ‘OK’.



3 Set up a 6-digit user PIN.
This user PIN will be used for
the next login.

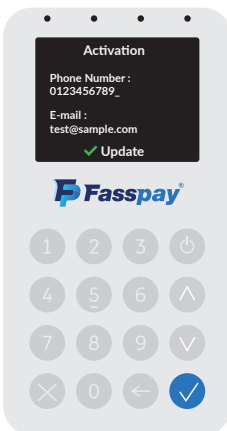
4 Confirm by re-entering the
6-digit PIN.

5 To confirm press 'OK'.



6 Confirm your mobile user
details and press "OK".

- You may edit youe details if
they are incorrect.



Card Payments

- 1 Press any button to start and select **"Card Sale"**.
- Select **"Sale"** and enter amount.

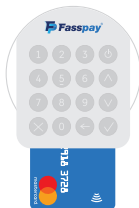


- 2 Ask the customer to insert, swipe or tap their card.



Contactless

Tap on the card reader display.



Insert card

Insert the card at the bottom of the reader. (Chip first)



Swipe card

Swipe the card at the back of the reader. (Magstripe in front)

3

When prompted ask the customer to enter their PIN or sign on the display and press 'OK' to process the payment.

RM 88.00

Enter PIN:

Please Sign

Signature

X Cancel

Y Clear

V OK

4

Sending an e-Receipt.



Send via SMS

Enter customer's mobile number.



Send via E-mail

Press the 'Up' or 'Down' buttons and enter customer's email address.

e-Receipt
SMS

(+6)_

X SKIP

V SEND

Fasspay®

1

2

3



4

5

6



7

8

9



X

0



Perform Installment Payment Plan (IPP)

1 Press any button to start and select “**Card Sale**”.

- Select “**IPP**” and enter the total amount.
- Refer to steps 2 and 3 from **Card Payments** to continue the transaction.

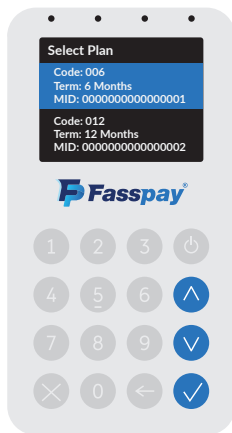
Note: For IPP transactions, only card insert method is accepted.



2 Select the IPP plan by navigating the list with the ‘**Up**’ or ‘**Down**’ buttons and press ‘**OK**’.

- To send an e-Receipt, refer to step 4 from **Card Payments**.

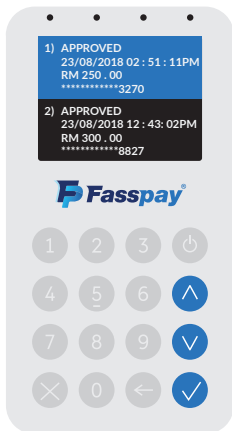
Note: For Installment Payment Plan (IPP) enablement kindly get in touch with us.



View sales history, Resend e-Receipts and Void transactions

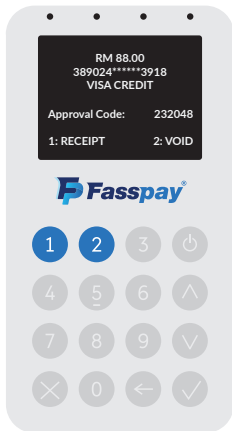
1 Press any button to start and select **"Sales History"**.

- Enter your User PIN.
- View the sales history by navigating the list with the **'Up'** or **'Down'** buttons and press **'OK'** to select.



2 Resending an e-Receipt or voiding a transaction.

- To resend an e-Receipt press **'1 : Receipt'**.
- To void a transaction press **'2 : Void'**.
- To send a voided e-Receipt, refer to step 4 from **Card Payments**.



Credit Settlement

- 1 Press any button to start and select **"Settlement"**.

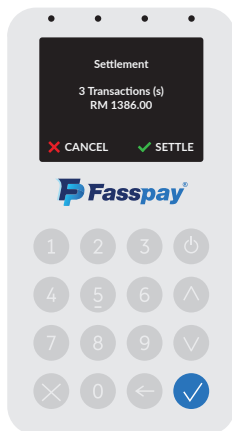
- Enter your User PIN.



- 2 Confirm the settlement amount and press **'OK'**.

Note: Credit settlements are automatically done at the end of the day.

You may also choose to perform manual credit settlements.



Security

Soft Space deals with payments and transactions every day, hence security risk management and data protection require high level of security and regulatory compliance - we want to build a foundation of trust with our clients.

Our platforms and products adhere to the highest level of global security standards. Our solutions has been through numerous penetration tests, strict scrutiny compliance and meticulous procedures before being adopted by financial institutions all over Asia.

We are certified by EMVCo, PCI DSS and other major card schemes, making



EMV approved, PCI DSS compliant, PCI PTS 4.X and SRED certified
EMV® APPROVED mark and logo are owned by EMVCO, LLC.

Privacy Policy & Terms of Service

For the full merchant Privacy Policy and Terms of service, please refer to
fasspay.com/support/privacy-policy | fasspay.com/support/terms-service

Warranty

Card readers purchased from Fasspay are under warranty for one year from the date of purchase. The warranty does not cover damages found to be caused by the customer, including but not limited to water damage, drops, dents, extreme heat /cold damage, pressure, evidence of tampering of the casing and/or damages to internal components. Customers shall be liable for lost or stolen card readers. Fasspay reserves the right to collect the balance of payment for lost or stolen card readers.

If you have any questions, please get in touch with us at helpdesk@fasspay.com



Get ready to launch

Skyrocketing your business
to new heights



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