

Jen's rewrite / edits to latest version of WD Documentation – updated 9/16/2022
Final Draft; reviewed by WDP staff for accuracy
(version without track changes)

EMV Terminal - IDTech VivoPay3300

The VP3300 by IDTech is a Bluetooth enabled 3-in-1 mobile card reader, encrypted and integrated with your WineDirect POS for clients processing with WineDirect Payments.

- Dip, Tap, and Swipe: Accept magnetic stripe (MSR), chip (EMV), and contactless (NFC) payments including Google Pay, Apple Pay, and Samsung Pay
- Bluetooth connection
- This is a 1:1 device: 1 card reader pairs to 1 iPad
- Internal rechargeable battery via micro-USB connection
- Comes encrypted and configured for clients processing on the WineDirect Payments Platform. Please call WineDirect Payments if you would like to start using this integrated solution: (818) 346-9888

To Order

Please visit <https://store.winedirectpayments.com/shop/Home-page>, or call WineDirect Payments: (818) 346-9888.

Please note: This is a 1:1 device. One card reader pairs with one iPad. While devices can be uninstalled and paired with different iPads, it is a multi-step process, not recommended for daily use in a busy tasing room. Please order one VP3300 for each iPad you plan to use as a checkout station.

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Commented [JC1]: The store still needs to be updated with the new card reader. Will be done just before launch.

Commented [JC2]: Needs to be hyper-linked in the doc

Commented [JC3]: Needs hyperlink in doc

Card Reader Basics

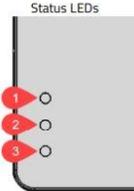
Front



Back



Status LED Lights

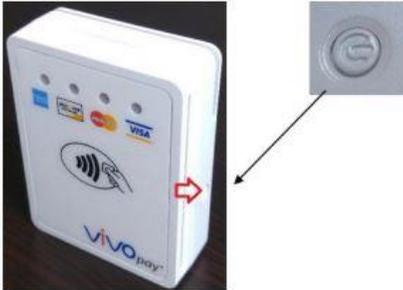


- 1. Bluetooth LED
- 2. Status LED
- 3. Charging LED

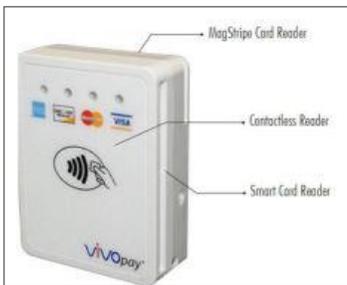
Essential Status Lights – Quick Reference

IMAGE	FRONT LIGHTS	MEANING	ACTION
	4 Solid Green Lights	Battery critically low; not enough power to run a successful transaction	Charge card reader
BACK LIGHTS			
	Bottom light = RED	Device charging	
	Bottom light = OFF	Device finished charging	
	Middle light = blinking GREEN and YELLOW	Battery is less than 10% charged	Charge card reader soon

Bluetooth Power Button – when the card reader is connected to a power source, Bluetooth automatically activates. If not connected to a power source, press the Bluetooth Power Button to activate:



Accept Payments 3 Ways



Battery Life

Depending on a number of factors, a fully charged card reader should be good for at least 200 transactions.

Getting Started - Setup & Operation

Step 1: Setup Checklist

Please complete these items, then proceed with pairing the card reader to your iPad:

1. Please fully charge the card reader. This may take a few hours. You'll know that the card reader is fully charged when the bottom red light on the back of the device is **off**.



Solid red light = charging (done when off)

2. Download the latest version of the WineDirect POS from the App Store
3. Enable Bluetooth on the iPad/iOS device you are using. (Later, you will pair the new card reader with the iPad through the POS, not through the iPad.) On iPad, go to Settings, Bluetooth, and toggle button On.

Step 2: Capture Serial Number for 1 card reader and assign to 1 iPad

- The Serial Number for each device arrives registered in your Gateway and assigned to your winery. All you need to do is pair one card reader with one iPad through the POS, and you'll be ready to process.
- The registered name for each device appears in this format:

IDTECH_Last 8 digits of Serial Number

Example: IDTECH_12345678

- The Serial Number is found on the bottom of the card reader. In order to read it, please take a photo, enlarge it, and write down the last 8 digits.

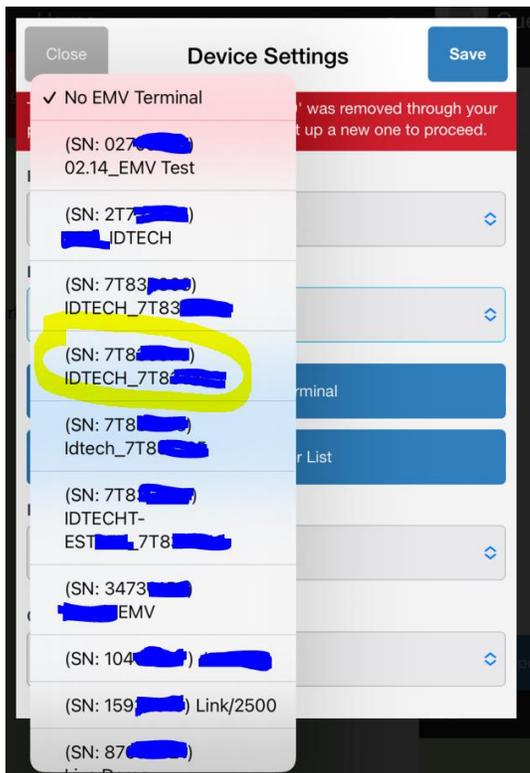


(Note: The serial number is also on the box the card reader comes in, and easier to read. If ordering and pairing multiple card readers, we recommend unboxing and pairing one at a time to avoid confusion.)

Step 3: Select New Card Reader in WD POS

With the new IDTech VivoPay terminal out of the box, charged, and sitting nearby:

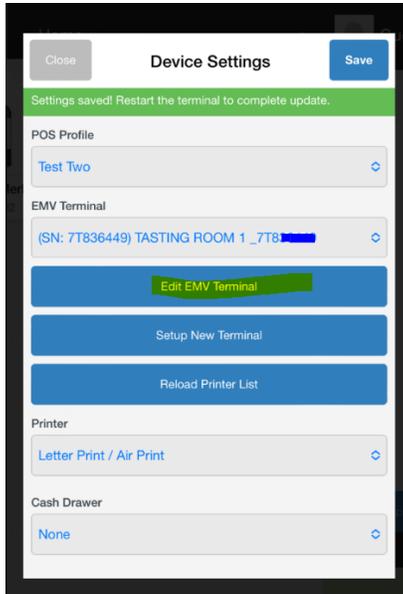
1. Login to your WineDirect POS application.
2. Tap the menu button in the top left and select "Device Settings" then select the drop-down menu under "EMV Terminal."
3. Identify the last 8 digits of the card reader Serial Number and select it. It will look something like this, depending on how many other terminals you have previously paired this iPad with, and how many new IDTech VivoPay 3300 terminals you've purchased for use. Scroll until you find the device you are working with. Once selected, hit "SAVE."



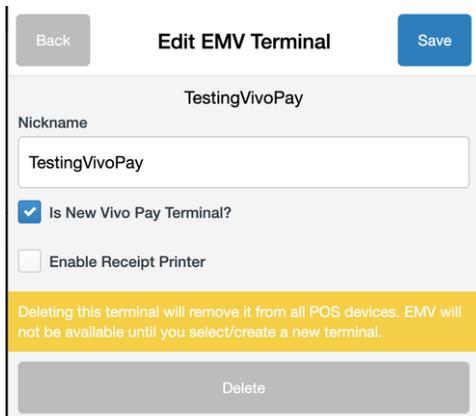
4: Optional: Rename the Terminal (Recommended)

We recommend assigning a nickname to the card reader that makes sense for the iPad. Example: if the iPad is named 'Tasting Room 1" make the card reader Terminal Nickname the same.

Tap the Menu button, then Device Settings, select the correct card reader, click Edit EMV Terminal:



Then you'll see this screen, and you can rename the card reader under "Nickname":



Q for WD/Edwin regarding printing – what do we need to communicate to clients?

***** Please be aware, this is also the screen where the terminal can be deleted from the POS. If deleted, it also is deleted from your Gateway. If deleted by**

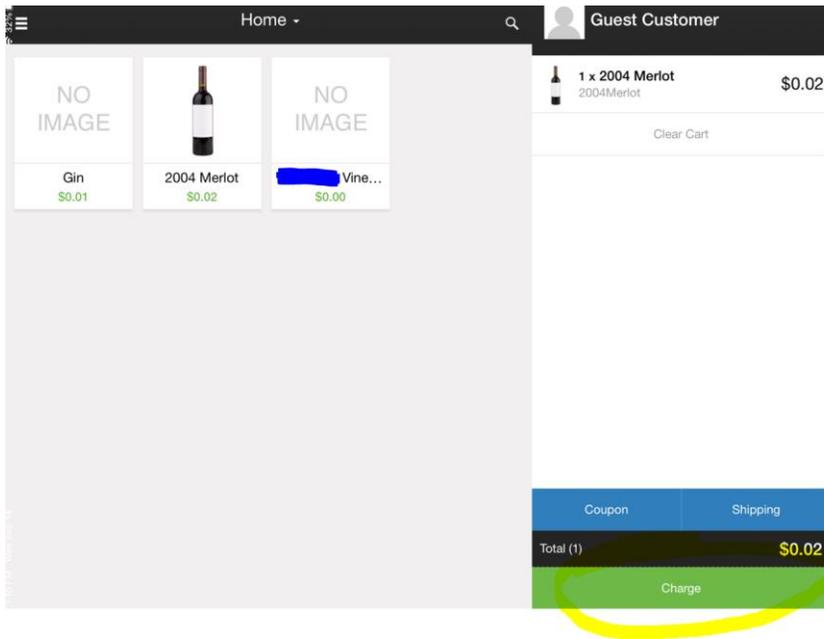
accident, please call WineDirect Payments to have it restored to your Gateway:
(818) 346-9888.

Finally, for future use, we recommend creating a master list / spreadsheet noting the pairing of each card reader serial number with assigned iPad, and names (or nicknames) of both. Something like this:

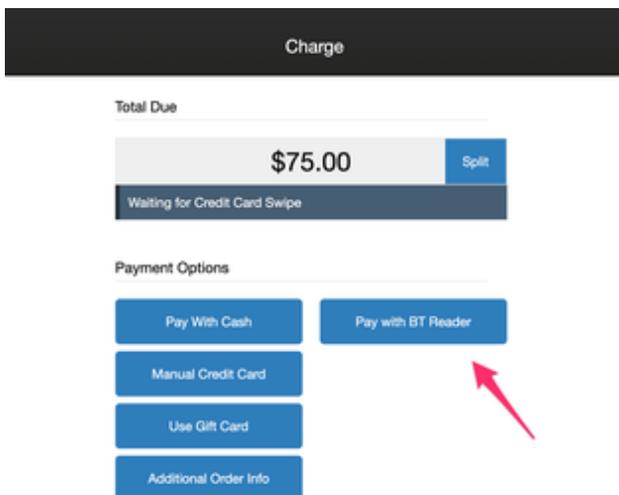
A	B	C
ID TECH VP3300 Card Reader Serial Number	Paired to iPad Named:	New Card Reader Nickname (as assigned in POS)
IDTECH_7T847320	Tasting Room 1	(SN: 1217T847320) Tasting Room 1

Payment and Checkout

1. To process a payment, add items to your cart and press “Charge”



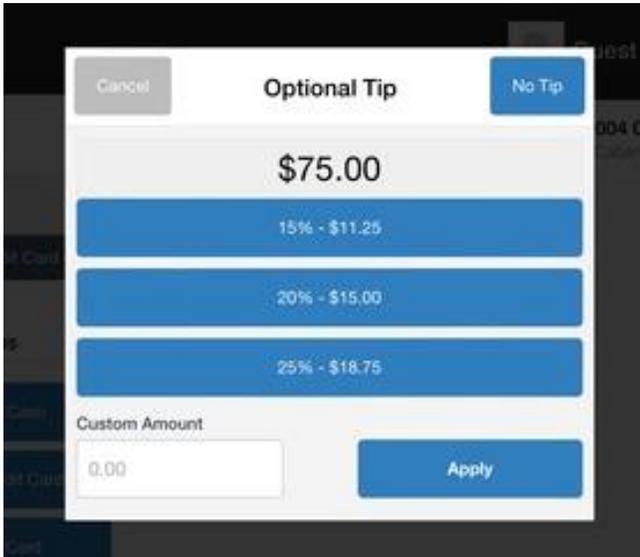
2. Tap “Pay with BT Reader”



3. Navigate “Optional Tip” screen.

The tip screen will display the sale amount and default tip options, as well as a place to add a custom tip amount. Hit “Apply” to proceed.

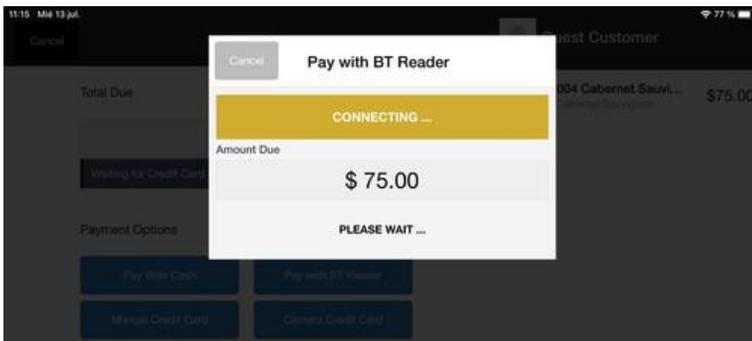
(Note: If you have opted to disable tipping, you won't see this screen; you'll advance directly to the payment screen.)



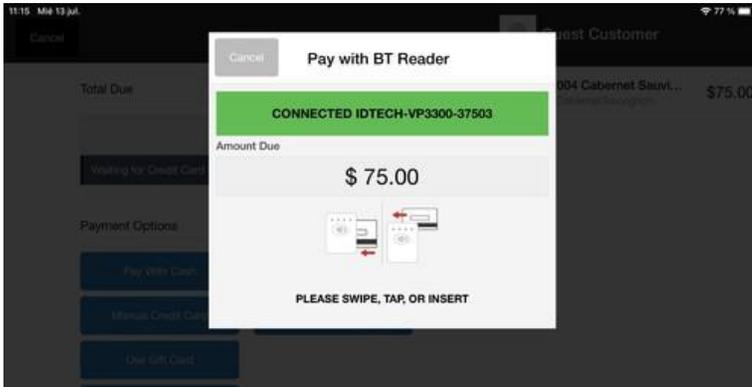
4. Connect and Process Payment

- First, the card reader will connect via Bluetooth to the POS
- Then, when connected, Dip, Tap, or Swipe the credit card.
 - ***Please note the image showing how the credit card must be inserted!***

CONNECTING:



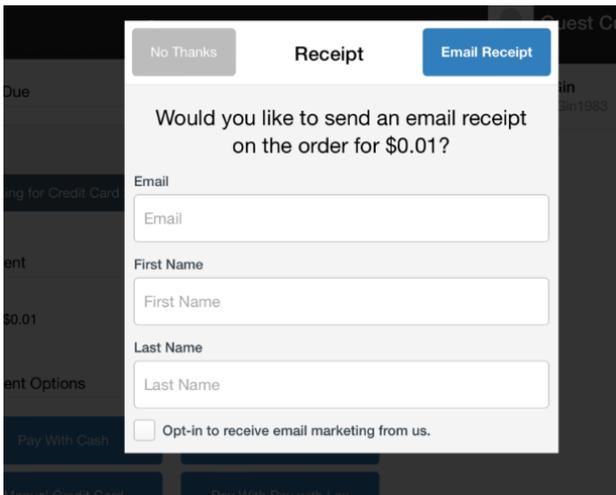
CONNECTED AND READY TO TAKE THE CARD:



PLEASE NOTE HOW CARDS ARE INSERTED FOR CHIP (aka DIP) AND SWIPE:



4. Option to Email Receipt



5. Option to capture “Additional Order Info”

The screenshot shows a modal window titled "Additional Order Info" with an "Apply" button in the top right corner. The form contains several fields: "Sales Associate" with a "Select..." dropdown, "Sales Attribute" with a "Select..." dropdown, "Order Type" with a dropdown menu currently showing "POS", and "Source Code" with a text input field. Below these is the "Order Notes" section, which includes a sub-header "Order Notes" and a note "These notes are visible to the customer." followed by a larger text area for entering notes. The background shows a blurred POS interface with various buttons like "Cash", "Credit Card", and "Card".

6. FINAL: Transaction Success screen, with option to print a receipt:

The screenshot shows a "Success" screen with a "New Order" button in the top right. A large green checkmark icon is centered on the screen. Below the icon, the text reads "Thank you for your order for \$0.01". At the bottom, there are two blue buttons: "Print Receipt" and "Print Receipt with Signature". The background shows a blurred POS interface.

At this point, the sale transaction is complete and you can begin a new order.

Q for WD – what screen appears if transaction fails? Are there other error messages that might pop up here? We should add here, and/or in FAQ

FAQ/Troubleshooting

1. **Trouble connecting to Bluetooth?** It might be your iPad. Please see Apple documentation here: <https://support.apple.com/en-ca/HT210578>
2. **Accidentally DELETE the card reader from your POS?** No problem. Please call WineDirect Payments so they can add it back to your Gateway, and walk you through re-pairing it to your POS.
3. **Tip Screen** – Need to add or delete from your POS? Click here to learn how.
4. **Common Error Messages: - what are they? What are the resolutions?**
5. **What other FAQ's do we have??**

Additional Resources

[Official Datasheet](#)

[IDTECH User Manual for VivoPay 3300](#)