



**MOSAMBEE PAYMENTS REFERENCE
MANUAL**

Version 1.0.0.h

MOSAMBEE CPOC Application REFERENCE MANUAL

Version History:

S.No	Version	Revision date	Revision details	Revised by	Authorization
1	1.0.0.g	10 Dec, 2021	Final to upload	Rishi	Hari Krishna
2	1.0.0.h	24 Jan, 2022	Product logo updated	Rishi	Hari Krishna

MOSAMBEE CPOC Application REFERENCE MANUAL

Contents

SECTION 1: - INTRODUCTION.....	3
Part A: - Operating system required for smart phone	3
SECTION 2: - INSTALLING MOSAMBEE APPLICATION	4
Part A: - With the help of SMS received	4
Part B: - Using Play Store to Install Mosambee Application	5
SECTION 4: - SET YOUR OWN PIN	10
Part A: - Starting Mosambee Application.....	10
SECTION 5: - ACCEPT CARD PAYMENTS.....	15
Part A: - LOGIN to Mosambee Application	15
Part B: - Sale Transaction	16

MOSAMBEE CPOC Application REFERENCE MANUAL

SECTION 1: - INTRODUCTION

This section details smart phone operating system version.

Part A: - Operating system required for smart phone

Mosambee application supports only those smart phones which have android version 8 and above.



SECTION 2: - INSTALLING MOSAMBEE APPLICATION

This section details methods on how to go about installing *Mosambee* application on smart phone

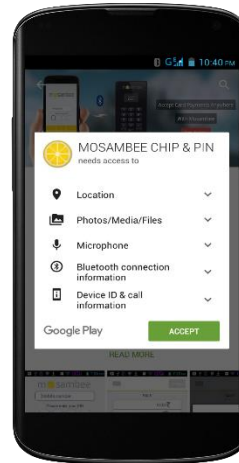
Part A: - With the help of SMS received

- A. Mosambee server will send the SMS link to download the *Mosambee* application.
- B. Tap on link to install the *Mosambee* application.

MOSAMBEE CPOC Application REFERENCE MANUAL

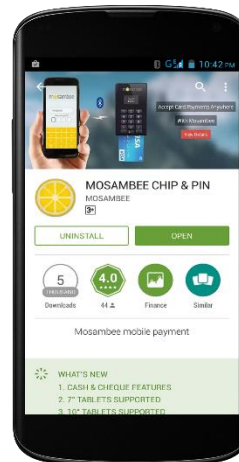
Step 1: -

- Tap on the **ACCEPT** button to continue installation.



Step 2: -

- After Installation is done **DO NOT** press on **OPEN** button.
- Press **Home** button to go to the Home page.



Part B: - Using Play Store to Install Mosambee Application

MOSAMBEE CPOC Application REFERENCE MANUAL

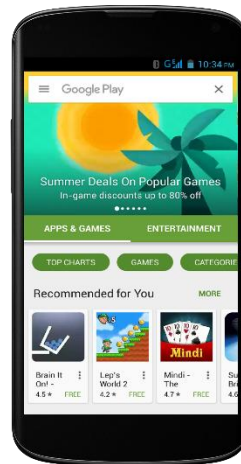
Step 1: -

- On the registered merchant mobile, tap **Google Play Store icon.**



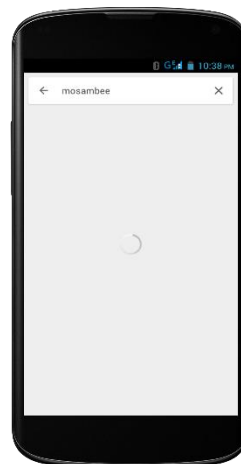
Step 2: -

- Once in Play Store select **SEARCH** icon.



Step 3: -

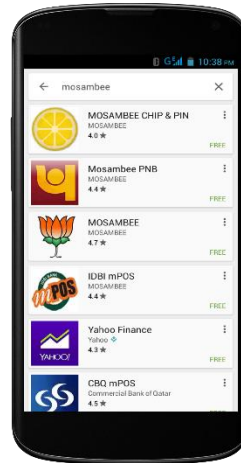
- Type **MOSAMBEE** in the search bar and initiate **SEARCH**.



MOSAMBEE CPOC Application REFERENCE MANUAL

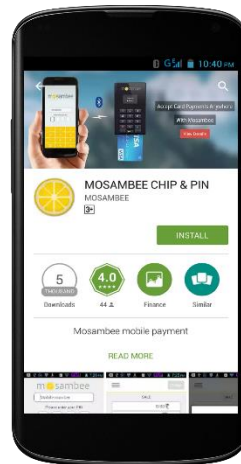
Step 4: -

- The search result will display **Mosambee chip & pin** application on the Mosambee store.



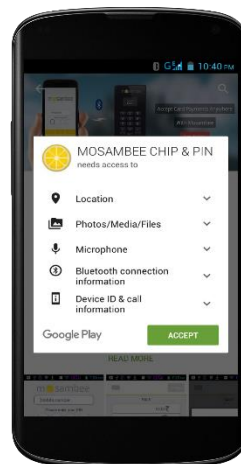
Step 5: -

- Click on **install**.



Step 6: -

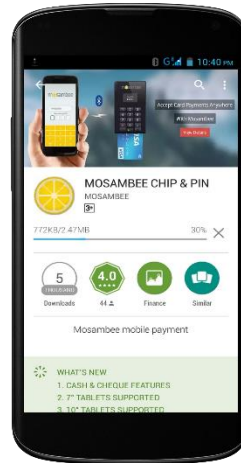
- Click on **ACCEPT** button to continue installation.



MOSAMBEE CPOC Application REFERENCE MANUAL

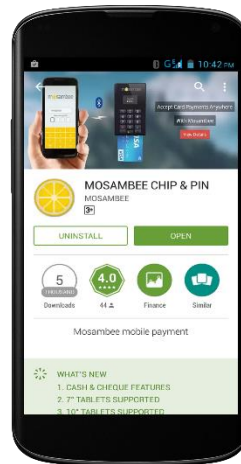
Step 7: -

- The downloading will start.



Step 8: -

- After Installation is done **DO NOT** press on **OPEN** button.
- Press **Home** button to go to the Home page.



MOSAMBEE CPOC Application REFERENCE MANUAL

SECTION 4: - SET YOUR OWN PIN

This section helps you to create a confidential 4digit PIN for logging on to the Mosambee application. Steps to be performed only for the **first time** or when PIN **needs to be changed**.

Part A: - Starting Mosambee Application

Step 1: -

- Click on Mosambee **Icon** to start the Mosambee application.

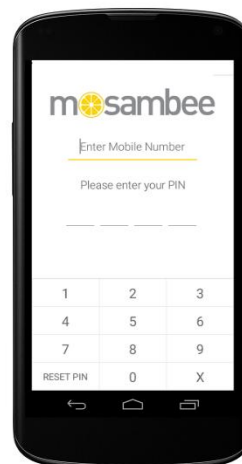


Step 2: -

- Enter **registered mobile number**.

Step 3: -

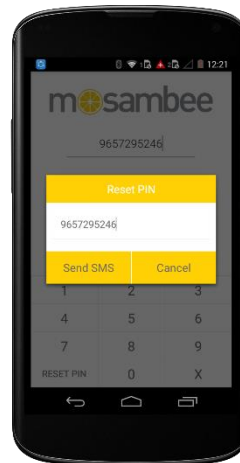
- Click on **RESET PIN**.



MOSAMBEE CPOC Application REFERENCE MANUAL

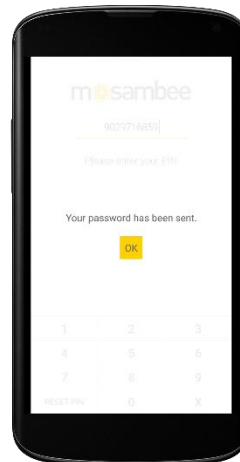
Step 4: -

- Click on **Send SMS**.



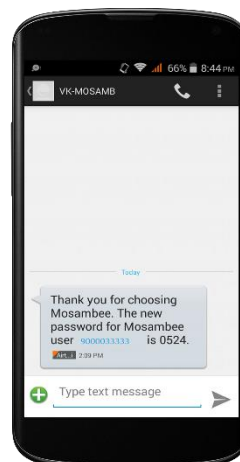
Step 5: -

- PIN will be **sent to the registered mobile number** via SMS.



Step 6: -

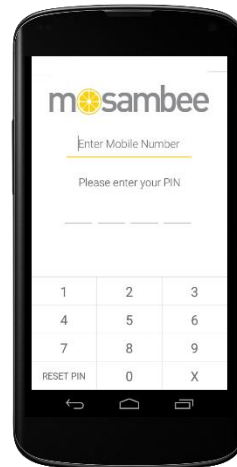
- Check the pin which you received via **SMS**.



MOSAMBEE CPOC Application REFERENCE MANUAL

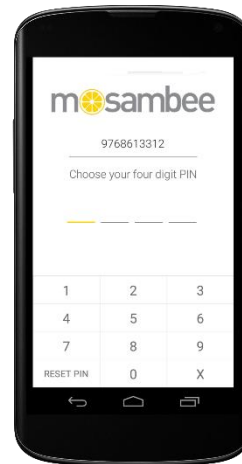
Step 7: -

- Enter your **registered mobile number**.
- Enter the **4-digit PIN** which you have received via SMS.



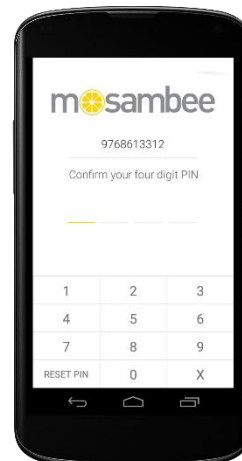
Step 8: -

- Select and enter your **new 4-digit PIN**.



Step 9: -

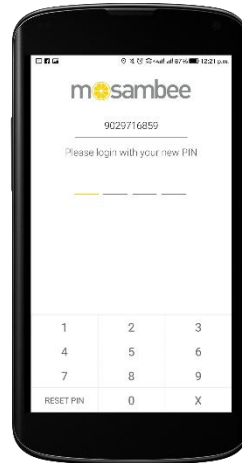
- **Confirm** your selected **4-digit PIN**.



MOSAMBEE CPOC Application REFERENCE MANUAL

Step 10: -

- Continue to **login** with the **new 4-digit PIN**.



Step 11: -

- The sale page will appear.



MOSAMBEE CPOC Application REFERENCE MANUAL

SECTION 5: - ACCEPT CARD PAYMENTS

This section details features of *Mosambee* application and how to use those features.

Part A: - LOGIN to *Mosambee* Application

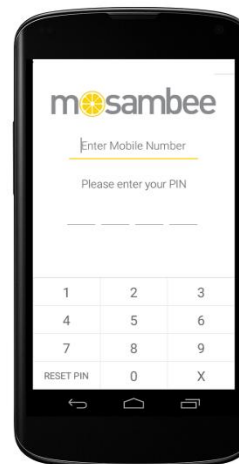
Step 1: -

- Click on Mosambee **Icon** to start the *Mosambee* application.



Step 2: -

- Enter **registered mobile number**.
- Enter the **4-digit PIN**.



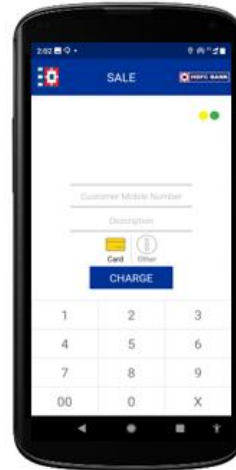
MOSAMBEE CPOC Application REFERENCE MANUAL

Part B: - Sale Transaction

On successful Login, **SALE** transaction screen will be shown

Step 1: -

- Enter the **amount**.



Step 2: -

- Click on **Charge button**.



Step 3: -

- After clicking on charge button, **please tap card** message will be shown on smart phone.



Step 4: -

- Now tap the card behind on the smartphone to do the transaction.



MOSAMBEE CPOC Application REFERENCE MANUAL

Step 5: -

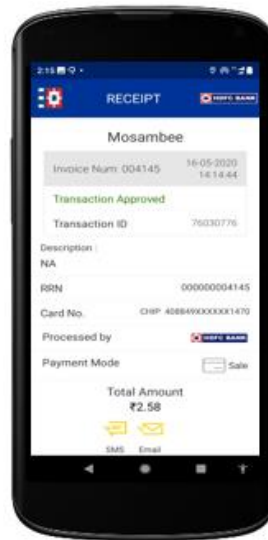
- Now you will see the message **Processing** on the mobile phone.



MOSAMBEE CPOC Application REFERENCE MANUAL

Step 7: -

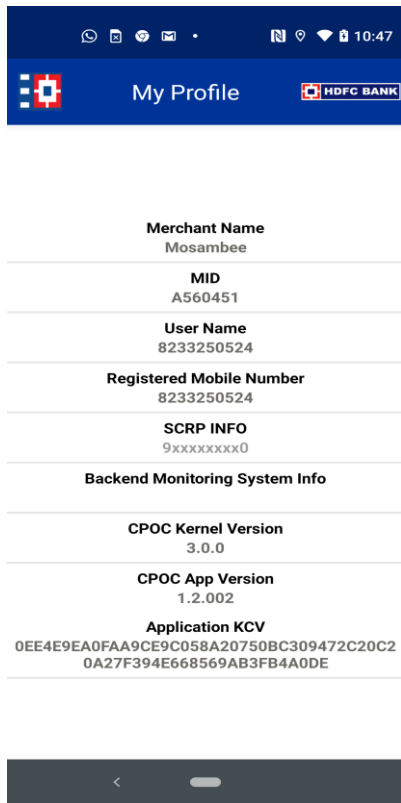
- Approved sale transaction receipt with details will be displayed on the screen.



CPOC Version Info:

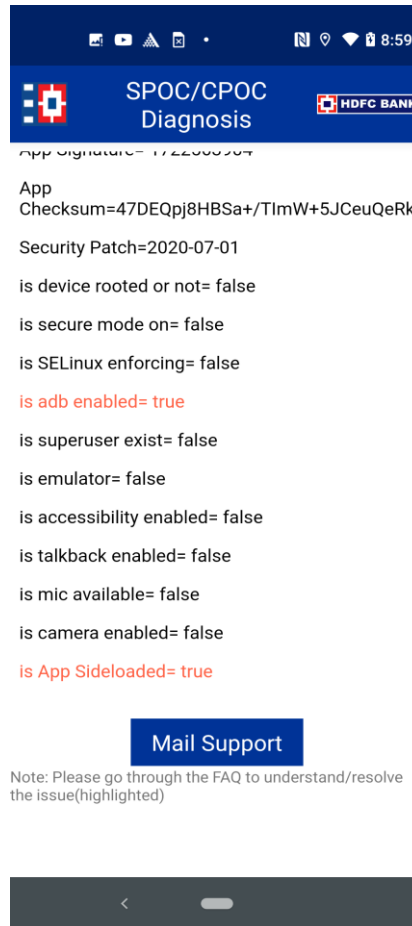
To check CPOC Version information, Navigate to My Profile. App Version is present in About. User can verify application authenticity by checking application kvv. User can verify kvv from support call center over email or call.

MOSAMBEE CPOC Application REFERENCE MANUAL



Quick reference to CPOC error codes/troubleshooting:

To troubleshoot: Go to the Diagnosis screen and follow the below for the error code prompted.



CPOCT00 – Success, No issue with the setup.

CPOCT01 - Device Rooted : Change the device and use an unrooted device/mobile

CPOCT02 - Secure Mode: Change the device and use an unrooted device/mobile

CPOCT03 - SELinux Enforcing : Change the device and use an unrooted device/mobile

CPOCT04 - Adb Enabled: Turn off the developer mode from device settings

CPOCT05 - Super User Exist: Change the device, use unrooted device/mobile

CPOCT06 - Emulator: Dont use emulator. use a physical device/mobile

CPOCT07 - Accessibility Enabled: Turn accessibility off from device settings

CPOCT08 - Talk Back Enabled: Turn talkback off from device settings

MOSAMBEE CPOC Application REFERENCE MANUAL

CPOCT09 - Remote Screen Sharing: Turn off screen sharing tool

CPOCT10 - Mic is ON: Turn off mic and/or apps running behind while using the mic

CPOCT11 - Camera Enabled: Turn off camera app and/or apps running behind while using the camera

CPOCB01 - Application is side loaded (System baseline Error code) : Download app from google play store

CPOCB03 - Android Version not supported (System baseline Error code): Use Android 8 or later device

CPOCB04 - Firmware not updated (System baseline Error code):Use latest firmware

For further support in troubleshooting, Please contact support@mosambee.in