

# GBx Mini

USER GUIDE



# Important Information to Get You Up and Running

Welcome to your new device, we hope it proves a valuable and essential tool for your fundraising. This section covers the basic information required to help you get the most out of your device.

- The device can operate either connected to WiFi, a mobile network or offline.
- If your network coverage is a little patchy, we recommend running the device in Offline Mode.
- Regardless of which option you choose, **it is vital that at the end of every day, the device is connected to a network (mobile or WiFi) and any offline transactions are sent for processing.** See page 9 of this document, "About Device" for instructions.
- The Admin pin for the device is 1397139 – you can change this (see later)
- The Charity Pin for the device is 2365 – you can also change this (see later)
- All donations are encrypted at point of donation therefore at no point do either GoodBox or our clients ever see, store or transmit any personal or credit card data ensuring you remain out of scope for PCI, and compliant with GDPR regulations.



Call our support team  
**0808 196 1808**



Email our support team  
**support@goodbox.com**

# The Main Menu

This screen displays the main options for the device plus indicators regarding battery life and connectivity status.

## Specifications

Office transaction indicator  
(how many transactions are waiting to be processed)

Contactless Donation Mode  
For up to £45

Charity Menu  
To connect to WiFi / Mobile & for refunds

Admin Menu  
To change PINs,  
to update software

Network connectivity indicator  
WiFi, mobile – if no symbol then device is offline

Battery life indicator

Chip & Pin Donation Mode  
For over £45

About Device  
To check if device is connected to network  
To send offline donations for processing



# Contactless Donation Mode

This option is used to take contactless donations (under £45).



- First, you must enter a default donation amount. This is the default amount that will be displayed onscreen, which the donor can choose to change if they like.
- Use the + and - buttons to set the default amount and then hit the green tick or press the green button on the keypad.



- As an example, a donor has now tapped their card and the offline transaction indicator shows 001. This means their donation has been added to the queue for processing (001 in the top left-hand corner).



- If the device is connected to a network and is idle for more than 30 seconds, it will start to send any transactions that are in the queue for processing. This is shown by the notice "Sending (1)" in the top, centre of the screen.
- If there are multiple transactions in the queue and someone wishes to donate while it is sending, it will stop sending and allow the donor to tap as normal.

# Chip & Pin Donation Mode

This option is used to take  
Chip & Pin Donations  
(over £45 or where  
contactless is not  
supported).



- For security reasons, donations over £45 can only be accepted while the device is connected to a network – either WiFi or mobile.
- If you are offline, you will be prompted to go online. Select the green tick or use the green button on the keypad and you will be lead through the process of connecting to either WiFi or mobile.
- Once connected, donations can be processed as normal.

# The Charity Menu (default PIN 2365)

This option allows you to process a refund and connect to WiFi or a mobile network.



## Connecting to WiFi

- Select "Network Config". Then the green button. Then "Wi-Fi"
- All networks in range will be displayed, use the up and down arrows on the right-hand side of the keypad to scroll.
- The connectivity indicator in the top right corner of the screen will now show the WiFi symbol.
- Once you have selected your WiFi network, use the keypad to enter your WiFi password.
- The keypad operates like an old-fashioned mobile phone. Scroll through the number keys for upper case, lower case and symbols.
- The letters Q and Z are located on the 1 key and to find the exclamation mark, just keep pressing 1.

## Connecting to Mobile

- Select "Network Config". Then the green button. Then "mobile".
- The connectivity indicator in the top right corner of the screen will now show the Mobile Symbol.
- The device will automatically connect to the mobile network via the inbuilt SIM card.

# The Charity Menu (default PIN 2365)

This option allows you to process a refund and connect to WiFi or a mobile network.



## How To Process a Refund

- Select "Start refund".
- Enter the amount for the refund.
- Present or insert the card.

**Please note:** refunds can only be performed on the device and where the donor is present. For any other circumstances, please email us at [support@goodbox.com](mailto:support@goodbox.com).



# The Admin Menu

(default PIN 1397139)

This option allows you to change the default Charity, Admin PIN's and to install any updates



If there is an update waiting to be downloaded, you will see a small "download" icon in the top left hand corner of the Main Menu.

Go to the Admin Menu and select "Install Update". The device will reset itself after the update and you will be returned to the Main Menu.

# About Device



This option allows you to check what software version the device is running, its network connection status and provides the serial number. It is also where you can send any donations taken offline to be processed.

If you need any more information or just fancy a chat, feel free to contact our Support team by phone or email.



Email

[support@goodbox.com](mailto:support@goodbox.com)



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0808 196 1808



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