

# Frequently Asked Questions

Converge Mobile – U.S.



## Features and Functionality

### What is Converge Mobile?

Converge Mobile is the mobile payment solution that offers you a way to accept payments securely while on-the-go. Simply download the Converge Mobile app from the Apple Store or the Google Play store. Purchase a supported card reader device and you're ready to go! Converge Mobile can email receipts or it can be paired with one of two portable printers.

### Which types of mobile devices are compatible with Converge Mobile?

Converge Mobile is supported on Android 5.0 (and higher) and iOS 8.0 (and higher) devices including smartphones, tablets and iPads. Converge Mobile may work on lower versions but this is not supported by Elavon.

### Can Converge Mobile run on a Windows or Blackberry phone?

Not at this time.

### What card brands does Converge Mobile accept?

Converge Mobile accepts Mastercard, Visa, Discover, and American Express.

### Is the Converge Mobile app secure?

Yes. Payment card data is immediately encrypted when using either the RP457c or the iCMP. This data is processed and stored within servers and data centers behind secured firewalls that make up the Converge payment platform.

No payment information is stored on or accessible through the mobile app or your card reader device. So in the event your mobile device or card reader is lost or stolen, you can rest assured that your payment information, and your customer's payment information cannot be compromised.

In addition, the app is passcode protected to prevent unauthorized access. You can also activate and deactivate access to the app for your employees by going into the user settings in your Converge account.

### What payment types are supported using Converge Mobile?

Converge Mobile supports mobile wallets, debit, and credit card transactions, including PIN based payments with the iCMP. It also supports cash entry for recordkeeping purposes.

### What transaction types are supported?

Converge Mobile supports sale, refund and void transactions. You can also key-in payment data directly into the Converge Mobile app in the event the magnetic stripe or EMV chip on your customer's card isn't reading.

### Which mobile wallets does Converge Mobile support?

Converge Mobile, using the NFC contactless capabilities of the Ingenico iCMP can accept:

- Apple Pay®
- Android Pay™
- Samsung Pay®
- PayPal® (when available)

### Does Converge Mobile print receipts?

Yes! The Converge Mobile app supports the Star SM T300i or Star SM T220i. Receipts can also be emailed to the consumer and a record of the transaction is accessible within Converge Mobile and online at [www.convergepay.com](http://www.convergepay.com).

### Can my customers receive text receipts?

Not at this time. We are working on adding this functionality in the future. Receipts can be delivered to your customer via email.

### Can a signature be captured in the app?

Yes. A signature is accepted using the mobile app. The signature is stored within Converge so if your customer chooses to receive his/her receipt via email, a picture of the signature is attached in the email for reference.

### Does Converge Mobile include tax with a sale?

Yes, you can configure the app to auto calculate and apply taxes to purchases or you can turn tax off completely. You can also edit the tax rate for each transaction – which is really helpful if you travel as part of your business and need to accept payments in different provinces or countries.



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## Can I offer a discount as part of the sale?

Yes. You can configure the app to apply discounts as either a percentage or dollar amount which auto-calculates the new amount after discount. Discounts can also be turned off.

## Can I collect gratuities or tips with Converge Mobile?

Yes – your customers can add a tip right before you accept payment. An option will appear to add the tip but your customer must click on the option to do so. Tips can be added as a percentage or as a dollar amount.

## What happens if I receive a call during a transaction?

When a call is received during a transaction, the Converge Mobile app will close and you will be prompted to answer or decline the call. When the call is finished, you must reenter your passcode and reinitiate the transaction. This is a security measure to help ensure the app is secured if unattended.

## Does Converge Mobile support Electronic Gift Cards (EGC) and Fanfare Gift?

No. Converge Mobile does not support EGC or Fanfare Gift cards at this time. These are on the roadmap for a future release.

## Can I block users from certain features within Converge Mobile, like the ability to refund or view transactions?

Yes, you can configure exactly what each Converge Mobile user is authorized to do when you set up their terminal ID on Converge settings panel.

## Card Reader – Ingenico iCMP

### How does Converge Mobile work with the Ingenico iCMP?

The Ingenico iCMP connects via Bluetooth. Simply pair the iCMP with your smartphone or tablet. You can pair it with multiple devices, however, only one device can be connected to an iCMP at any given time.

### What types of transactions does the Ingenico iCMP accept?

The Ingenico iCMP accepts magnetic stripe, chip card and contactless payments, like mobile wallets.

### Can you capture a signature with the iCMP?

The iCMP is not a signature capture device. Signatures are captured using the Converge Mobile app.

## Does the Ingenico iCMP sold with Converge Mobile also work with Converge?

The Ingenico iCMP (iCICMP) will also work with Converge, meaning you can pair the iCMP with your mobile device or configure it to connect directly to your computer to process transactions with Converge.

## Can you pair multiple mobile devices (e.g. smartphones and tablets) with the Ingenico iCMP?

Yes, but this is not preferred. This process of pairing and repairing might take too long for this to be a standard business practice. It is recommended that each user has their own iCMP.

## Is a USB cable included in the Ingenico iCMP box?

Yes, a USB cable is included for charging. You must use a Bluetooth connection when using Converge Mobile and your mobile device.

## Card Reader – RP457c

### Can you pair multiple mobile devices with the RP457c?

Yes, multiple devices can be set up and paired with the RP457c, however, only one device can be connected to and communicating with one smartphone/tablet at any given time and you will need to pair it again each time you switch devices.

### How does Converge Mobile work with the RP457c?

The RP457c can connect to a customer's mobile device via Bluetooth or audio jack. Bluetooth capability is particularly helpful for iPhone 7/7s users who may not want to purchase a separate dongle to attach the RP457c directly to their device.

### What types of transactions does the RP457c accept?

The RP457c accepts signature debit and credit magnetic stripe, chip card and contactless payments, like mobile wallets.

### Can you capture a signature with the RP457c?

The RP457c is not a signature capture device. Signatures are captured using the Converge Mobile app.

### Is a USB cable included with the RP457c?

Yes, a USB cable is included for charging the device.

### Does the RP457c charge when connected using the audio jack?

No, the USB cable, included with the RP457c, is the only way to charge the device. This means your device's battery will not be sapped by the RP457c while it is in use.