ADAPTIS Soundbox

Frequently Asked Questions (FAQ)

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FREQUENTLY ASKED QUESTIONS

1. What is the ADAPTIS Soundbox?

The ADAPTIS Soundbox is a smart, voice-enabled payment terminal developed by NTT DATA Payment Services to simplify in-store cashless transactions. It supports a variety of payment methods and provides real-time voice and screen confirmations for each successful transaction.

2. What are the benefits of using this device?

The ADAPTIS Soundbox offers several key benefits:

- Accepts multiple payment types, including credit/debit cards, QR payments, and e-wallets.
- Provides real-time voice and on-screen confirmation for every transaction.
- Issues paperless e-receipts via a QR code displayed on the screen.
- Compact, user-friendly, and ideal for various retail environments.

3. Who is eligible to sign up?

The ADAPTIS Soundbox is available to registered NTT DATA Payment Services merchants. If you are not yet a merchant, please contact us to start the registration process.

4. How do I sign up as a merchant?

You can express your interest through the online form on our product page, the general contact form, or by emailing our sales team directly at sales@ghl.com. Once received, our team will guide you through the registration and onboarding steps.

5. What types of payments can I accept with this device?

The Soundbox supports the following payment methods:

- Contactless cards: Visa, Mastercard, MyDebit
- Chip-and-PIN cards: via insert or tap
- QR code payments: DuitNow QR, including participating e-wallets such as Touch 'n Go, Boost, GrabPay, and others

6. How do I accept a payment?

Enter the transaction amount on the Soundbox. The customer may then tap, insert, or scan their card or e-wallet. A voice alert and on-screen confirmation will indicate a successful transaction. For detailed instructions, please refer to the User Guide.

7. What is a User Guide and how do I access it?

The User Guide provides step-by-step instructions on setting up and operating the ADAPTIS Soundbox.

To access it:

- Locate the QR code on the back of your Soundbox screen.
- Scan the QR code with your smartphone to open the guide instantly.

8. How does tap (NFC) card payment work?

For contactless transactions, customers may simply tap their card on the Soundbox. If the amount is within the contactless limit, no PIN is required. Please refer to the User Guide for more details.

9. Will my customers receive a receipt?

Yes. Customers can scan the QR code displayed on the Soundbox screen to receive a paperless e-receipt instantly.

10.   Can I use the Soundbox outside of Malaysia?

We are working towards expanding the availability of the Soundbox to other countries in the near future.

11.   What should I do if payment was deducted but no QR code was generated?

- **For QR Transactions:** Use the "Check Status" feature on the Soundbox device.
- **For Card Transactions:** Proceed with the next transaction to trigger a "Void" to the cardholder.

12. How do I void a transaction?

You may void a transaction on the same day, before settlement, via the Soundbox or the Merchant Portal. Follow the on-screen instructions or refer to the User Guide for step-by-step guidance.

13. What is the Merchant Portal and how does it support me?

The Merchant Portal is an online platform that helps you manage your transactions efficiently. If access is granted, you can:

- View and track your transaction history
- Monitor terminal activity
- Generate and download settlement reports
- Access support via our chatbot, NISA
- Retrieve transaction receipts up to 90 days from the sale date

Login credentials will be provided during onboarding, where applicable.

14. How do I update my merchant profile?

To update your contact information, banking details, or business profile, email hdesk@ghl.com with the necessary supporting documents. Our team will process the update and notify you once completed.

15. What should I do if my Soundbox is not working?

Answer: If you encounter any issues, contact our Customer Care team at 03-6286 5222, or refer to the User Guide for basic troubleshooting.

16. Does the ADAPTIS Soundbox come with a warranty?

Yes. The device includes a **limited lifetime warranty** covering manufacturing defects under normal use conditions.

17. What is not covered by the warranty?

The warranty excludes the following:

- Accidental or physical damage (e.g., water damage, drops, or tampering)
- Damage due to misuse, negligence, or improper handling
- Unauthorised repairs, modifications, or alterations
- Missing or stolen device

18.   Who should I contact for further assistance?

For general inquiries or support, please contact:

- **Sales enquiries:** sales@ghl.com
- **Device support:** hdesk@ghl.com or 03-6286 5222