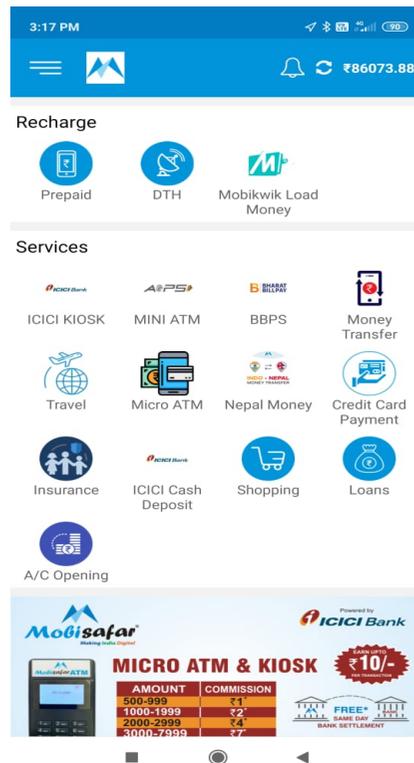
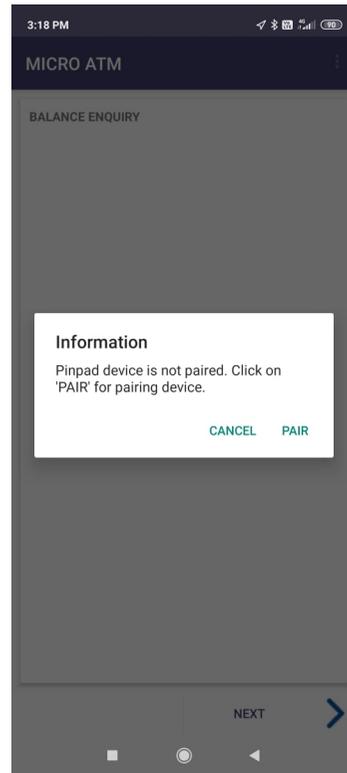


MICRO ATM APP – WITHDRAWAL & BALANCE ENQUIRY

Step 1 : Open Mobisafar App on the mobile



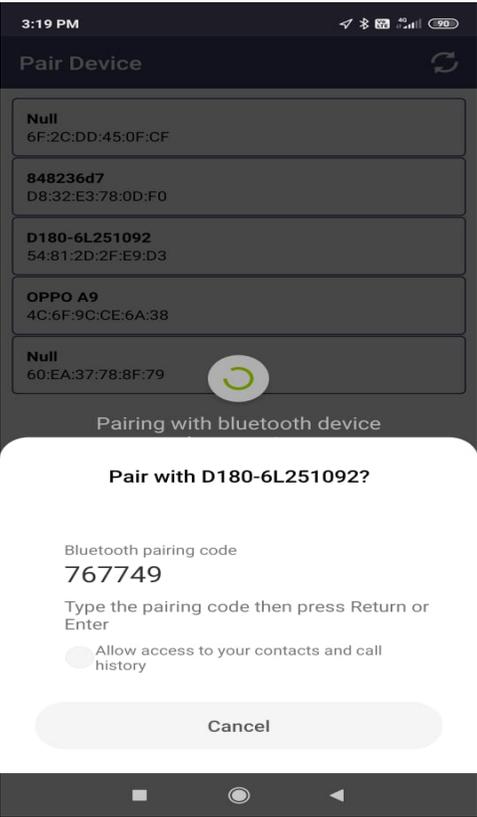
Step 2 : First screen will appear when the Micro ATM device is not paired with Mobile



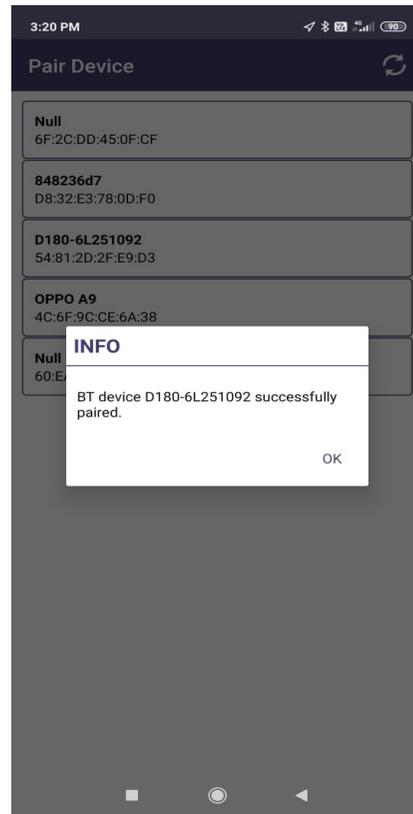
Step 3 : Switch on Bluetooth and search for device



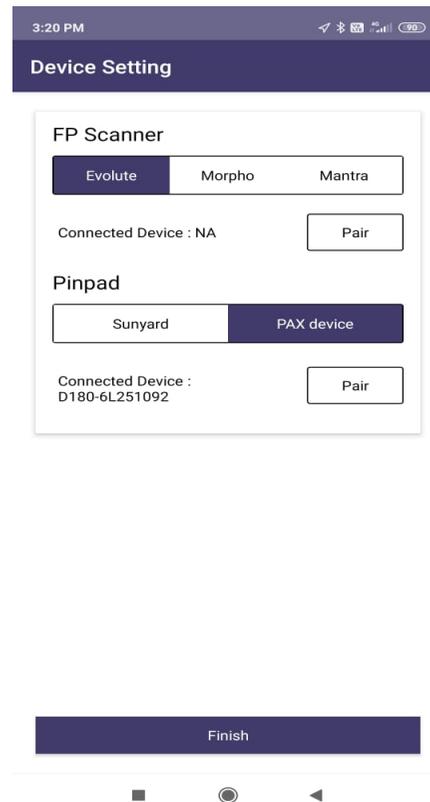
Step 4 : Pair the device by entering Bluetooth code



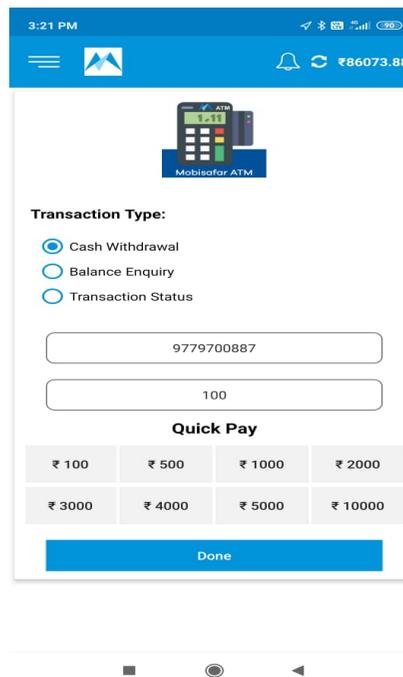
Step 5 : Device Successfully paired



Step 6: Under device settings, please select PAX device and Finish



Step 7: Select transaction type as Cash Withdrawal/ Balance Enquiry/ transaction status



3:21 PM

₹86073.88

Mobisafar ATM

Transaction Type:

- Cash Withdrawal
- Balance Enquiry
- Transaction Status

9779700887

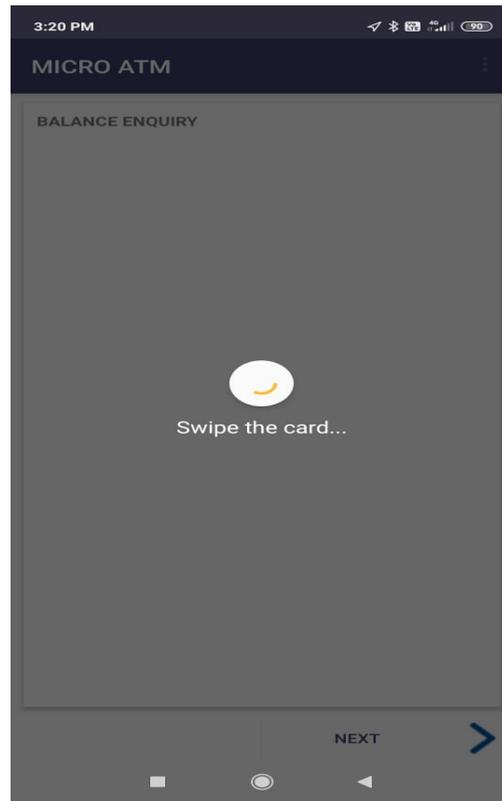
100

Quick Pay

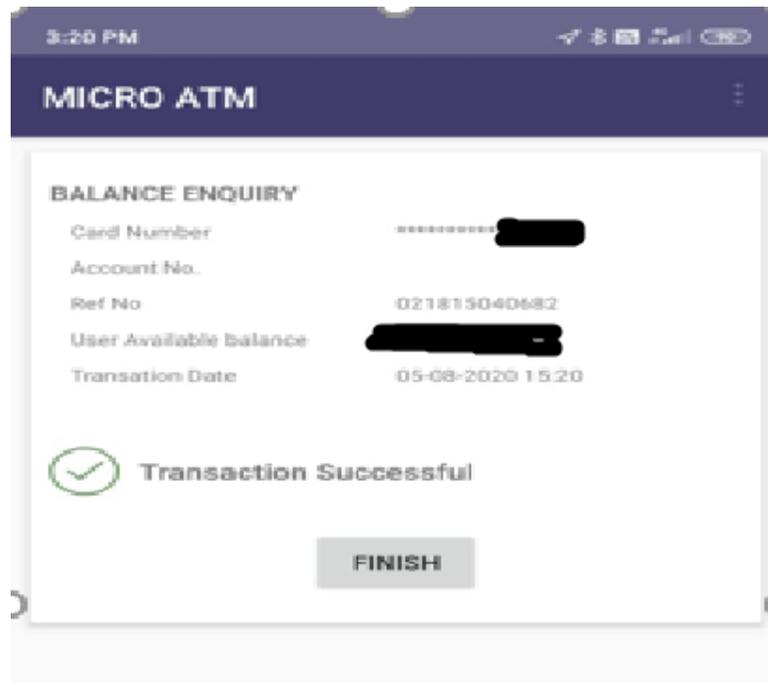
| | | | |
|--------|--------|--------|---------|
| ₹ 100 | ₹ 500 | ₹ 1000 | ₹ 2000 |
| ₹ 3000 | ₹ 4000 | ₹ 5000 | ₹ 10000 |

Done

Step 8: Swipe the Debit Card



Step 8: Transaction Successfully completed



3:20 PM

MICRO ATM

BALANCE ENQUIRY

| | |
|------------------------|------------------|
| Card Number | ***** |
| Account No. | |
| Ref No | 021815040682 |
| User Available balance | ***** |
| Transaction Date | 05-08-2020 15:20 |

 **Transaction Successful**

FINISH

FAQ

- Transaction status is showing "Success"**
Amount already credited in your wallet. Kindly check ledger statement.
- Transaction status is showing "Pending" but customer account debited.**
Please check final status after 90 minutes.
- Transaction status is showing "Failed" but customer account debited.**
Amount will get auto reversed within 3-4 working days (after date of transaction). If not reversed, please ask customer to get in touch with respective bank branch.
- Transactions are getting failed due to reason "91 key exchange failed"**
Please raise complaint on portal. Our customer care executive will get back on this.
- Transactions are getting failed due to reason "Merchant not found"**
Please raise complaint on portal. Our customer care executive will get back on this.
- Transactions are getting failed due to reason "Open BT Failed"**
Please raise complaint on portal. Our customer care executive will get back on this.
- Transactions are getting failed due to reason "PED Tempered"**
Please raise complaint on portal. Our customer care executive will get back on this.
- Transactions are getting failed due to reason "Unknown 301"**
Please raise complaint on portal. Our customer care executive will get back on this.



THANK YOU

