

Maybank QRPay Soundbox Frequently Asked Questions (FAQ)

Question	Answer
What is the Maybank QRPay Soundbox ("Soundbox")?	<p>The Soundbox is a device that has both audio and visual display of successful payments received through Maybank QRPay. Every time you receive a payment, the Soundbox will announce the amount in the language of your choice, and display the amount on screen.</p> <p>You may select Bahasa Malaysia, English or Chinese (Mandarin) for the announcement.</p>
Why should I get the Soundbox?	The Soundbox provides you with a peace of mind by announcing and displaying every payment amount you receive. This will ensure that the amount you receive is accurate, genuine, and to prevent fake receipts by fraudsters.
How do I order the Soundbox?	<p>You may order it on the MAE app > Sama-Sama Lokal. Follow steps below to complete your order:</p> <ol style="list-style-type: none"> 1. Launch your MAE app 2. Go to Sama-Sama Lokal 3. Search for "Naga Plus Resources" or "InfinitePay Sdn Bhd" 4. Select the desired Soundbox 5. Review details and proceed with payment
Who is Naga Plus Resources Sdn Bhd and InfinitePay Sdn Bhd?	Naga Plus Resources Sdn Bhd and InfinitePay Sdn Bhd (the "Vendor") are authorised vendors of the Soundbox. Maybank does not sell, deliver the Soundbox and provide technical support to our merchants. Delivery, deployment and maintenance of the Soundbox will be fulfilled by the Vendor.
What happens after I place an order for the Soundbox and when will I receive the Soundbox?	<p>You will expect the following:</p> <ol style="list-style-type: none"> 1. A phone call from the Vendor to obtain your merchant ID for configuration of the Soundbox (followed by step 2 below) and to confirm your delivery address. Please answer the phone call and provide information accordingly. 2. Integration request on your Maybank QRPayBiz app that will be initiated after step 1 above. Please approve the request. 3. Upon completing steps above, the Vendor will arrange for delivery of the Soundbox via courier service. <p>The whole process of step 1 to 3 above should be completed within 10 working days from your order. To ensure timely</p>

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	delivery, we would encourage you to accept phone calls and integration requests from the Vendor promptly.
What is included in the delivery package?	<p>You will receive the following in the package:</p> <ul style="list-style-type: none"> • Soundbox device x 1 unit • Soundbox USB Charging Cable x 1 unit • Maybank QR Code Standee x 1 unit • Maybank QR Code Sticker x 1 unit • Soundbox User Guide <p>If you ordered the Soundbox with a SIM Card, a SIM Card will be included in the package.</p>
What should I do upon receiving the Soundbox package?	Once you receive your Soundbox package, refer to the included user guide to complete your device setup. Please note that once it's setup, the device cannot be transferred to another merchant account.
Does the Soundbox require internet connection?	<p>Yes, internet connection is required. You may connect the Soundbox to the internet via: -</p> <ul style="list-style-type: none"> • Wi-Fi; or • Mobile network data (with a SIM Card) <p>To learn how to connect your Soundbox to the internet, please refer to the Soundbox user guide provided.</p>
Is the SIM Card included as part of the purchase of the Soundbox device?	<p>No. SIM Card is an add-on item in the Soundbox package options. You may select the package on the MAE app. The SIM card is enabled with a one-year data plan.</p> <p>Alternatively, you may purchase your own SIM Card from a local mobile network provider.</p>
What does each colour of the light indicate?	Each light colour may have a different meaning depending on your Soundbox model and the Vendor you purchased it from. For detailed information, please refer to the user guide included with your Soundbox package from the Vendor.
Can I replay the announcement of the last transaction on the Soundbox?	Please refer to the user guide included with your Soundbox package from the Vendor.

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How do I change the language of the Soundbox?	<p>This may differ based on the Soundbox model offered by the Vendor, as per table below: -</p> <table> <tr> <th>Naga Plus Resources Sdn Bhd</th><th>InfinitePay Sdn Bhd</th></tr> <tr> <td>Once purchased, the language of the Soundbox cannot be changed. Hence, please select your preferred language during the Soundbox order confirmation process</td><td>Long press volume down button (5 sec) to change the language</td></tr> </table>	Naga Plus Resources Sdn Bhd	InfinitePay Sdn Bhd	Once purchased, the language of the Soundbox cannot be changed. Hence, please select your preferred language during the Soundbox order confirmation process	Long press volume down button (5 sec) to change the language
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Can I transfer my Soundbox to a third-party?	No, the Soundbox is not transferrable.				
Can I use the Soundbox for other DuitNow QR service providers?	The Soundbox is only compatible with Maybank QRPAY. It cannot be used for other DuitNow QR service providers.				
Is there a warranty coverage for the Soundbox?	<p>Yes. There is a hardware warranty for up to 12 months from the date of purchase. the warranty does not cover physical damages arising from:</p> <ul style="list-style-type: none"> • Moisture or liquid penetration • Wear-and-tear, damages arising from fall, misuse of device, etc. • Unauthorized intervention such as repair or modification performed by an unauthorised party. <p>We encourage you to contact the Vendor for assistance for further details of warranty.</p>				
How do I claim the warranty?	<p>To make a warranty claim, please contact the Vendor(s):</p> <table> <tr> <th>Naga Plus Resources Sdn Bhd</th><th>InfinitePay Sdn Bhd</th></tr> <tr> <td> Contact Number: +6017 8692 638 Operating Hours: 9am-6pm (Mondays to Sundays) Email: soundbox@nagaplus.my </td><td> Contact Number/WhatsApp: +603 3099 6666 Operating Hours: 9am to 6pm, (Mondays to Fridays) Email: support@infinitepay.com.my </td></tr> </table> <p>If your Soundbox qualifies for warranty, the Vendor will fulfil the following:</p>	Naga Plus Resources Sdn Bhd	InfinitePay Sdn Bhd	Contact Number: +6017 8692 638 Operating Hours: 9am-6pm (Mondays to Sundays) Email: soundbox@nagaplus.my	Contact Number/WhatsApp: +603 3099 6666 Operating Hours: 9am to 6pm, (Mondays to Fridays) Email: support@infinitepay.com.my
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	<ul style="list-style-type: none"> collection of the faulty device; and delivery of a new unit within 14 working days upon receiving the faulty device 				
My Soundbox is not working. What could have caused it?	<p>Possible reasons of the Soundbox not working:</p> <p>Ran out of battery</p> <ul style="list-style-type: none"> Red light indicates that the battery is flat. Please recharge your Soundbox immediately. You may continue using the Soundbox while the battery is re-charging <p>Disconnected from the internet connection</p> <ul style="list-style-type: none"> Check if your internet connection is working and stable. Restart your Soundbox by pressing and holding the "Power" button. Reconnect your Soundbox to the internet. 				
I am still facing issues with my Soundbox. What should I do?	<p>Please contact the Vendor(s) for assistance:</p> <table border="1"> <thead> <tr> <th>Naga Plus Resources Sdn Bhd</th><th>InfinitePay Sdn Bhd</th></tr> </thead> <tbody> <tr> <td> Contact Number: +6017 8692 638 Operating Hours: 9am-6pm (Mondays to Sundays) Email: soundbox@nagaplus.my </td><td> Contact Number/WhatsApp: +603 3099 6666 Operating Hours: 9am to 6pm, (Mondays to Fridays) Email: support@infinitepay.com.my </td></tr> </tbody> </table>	Naga Plus Resources Sdn Bhd	InfinitePay Sdn Bhd	Contact Number: +6017 8692 638 Operating Hours: 9am-6pm (Mondays to Sundays) Email: soundbox@nagaplus.my	Contact Number/WhatsApp: +603 3099 6666 Operating Hours: 9am to 6pm, (Mondays to Fridays) Email: support@infinitepay.com.my
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Can I return the Soundbox for a refund if I am no longer using it?	The Soundbox is non-returnable, non-refundable and non-transferrable once purchased.				
Is there any annual maintenance fee I should aware of?	Yes, there is an annual maintenance fee of RM38 for the Soundbox. However, the fee is waived for the first year.				