



## Quick Reference Guide



# Till Portable terminal

[tillpayments.com](https://tillpayments.com)





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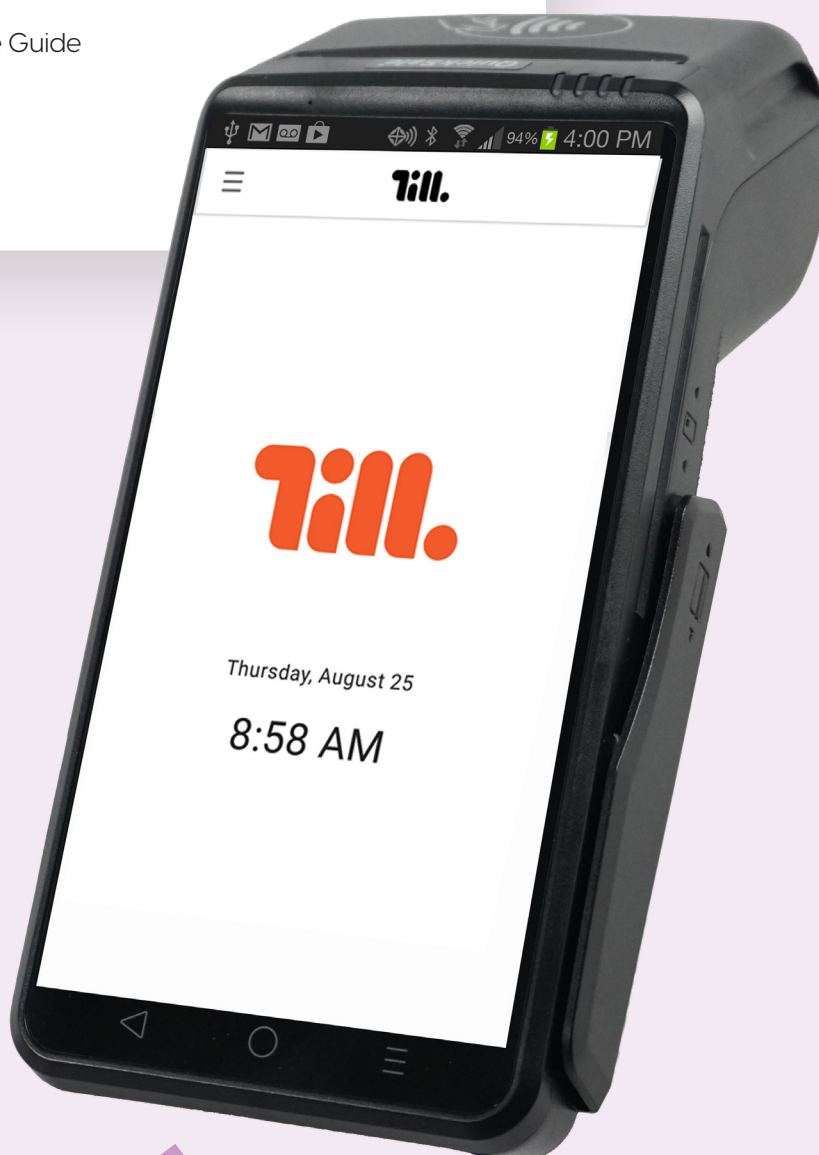
# 01 Getting started

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## What's in the box

Your Till Portable Terminal comes with:

- ✓ Till Portable Terminal
- ✓ Power Cable
- ✓ USB Wall Socket Plug
- ✓ Quick Reference Guide



## Getting to know your terminal

Your terminal arrives ready with mobile connectivity and will work without the need for phone or broadband cables. Press and hold the power button to turn your terminal on, or if you have a base, set up your base and place the terminal on it.



## Internet and network connection

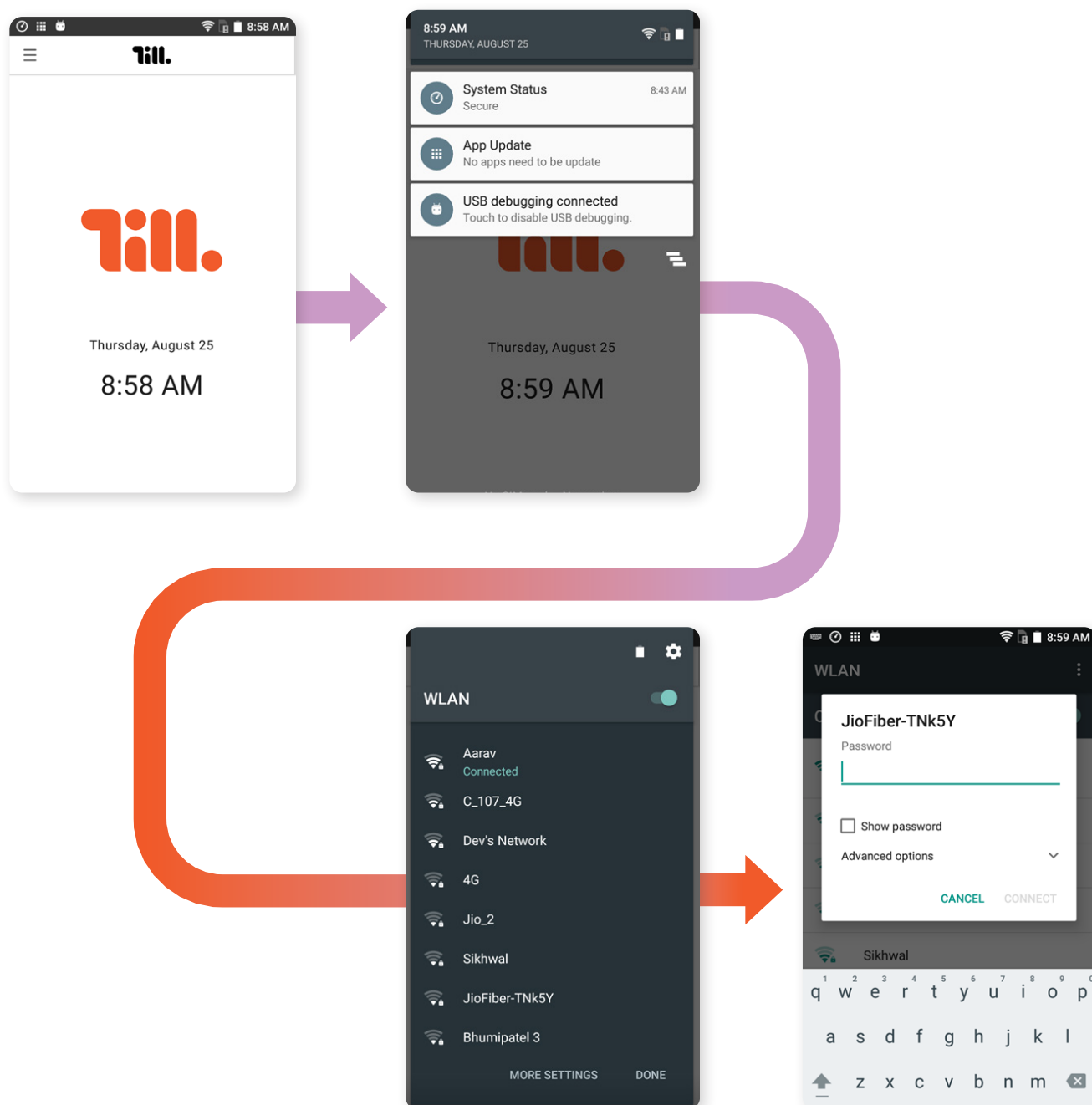
To power up the terminal hold the power button for 1-2 seconds.

Swipe down for the Notification bar at the top of the screen and tap and hold the Wi-Fi icon.

Select your network from the available networks list.

Enter your Wi-Fi password and tap CONNECT.

**Note:** Only 2.4 GHz wifi band is supported.



## 02 Charging the terminal

### Charge your Till Portable Terminal

When your battery has 15% remaining, you will receive an alert to charge your terminal. To save power, receipt printing is disabled once the battery has only 5% remaining. If the battery reaches 0% your terminal will power off. Once connected to a wall charger or charging base, the terminal may take a few minutes before it powers back on.

### Charge using a charging cable and DC power outlet

Insert DC Power outlet into the DC Power outlet adapter.

Insert DC Power outlet into a wall socket.

Insert DC Power outlet end of the charging cable into the DC Power outlet charging port on the terminal.

Look for this icon  in the Notification bar to make sure your terminal is charging.

**Note:** Do not charge the device with any computer USB ports. Computer USB ports do not generate enough power to properly charge the device and will cause potential damage to the battery.

## 03 Installing receipt rolls

### Installing receipt rolls

Open the receipt roll cover.

Remove the used receipt roll.

Insert new roll so the receipt feeds from the top, leaving a length of receipt sticking out of the terminal.

Close the printer door, pressing down gently until it clicks shut.

## 04 Terminal functionality

### Integrated mode

#### A Processing a purchase

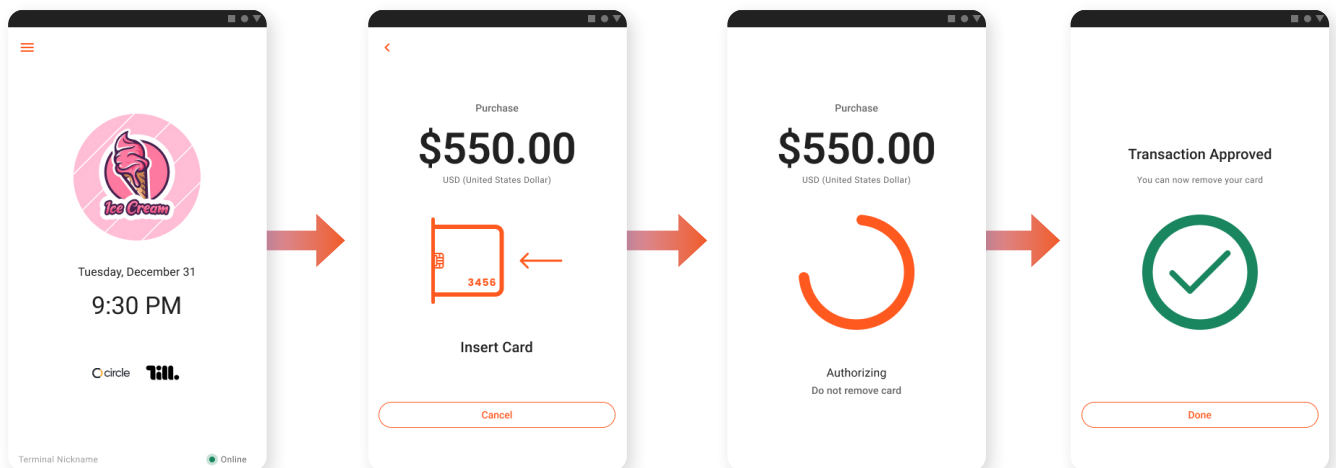
Initiate a 'Purchase' transactions via the POS.

The terminal will prompt the customer to insert, swipe or tap card.

If a contactless card is presented, position the card on top of the screen.

The terminal will advise if the transactions has been approved or declined.

**Note:** In Intergrated mode, all receipt information for the transactions is sent to your POS for printing.





## 04 Terminal functionality

### Integrated mode

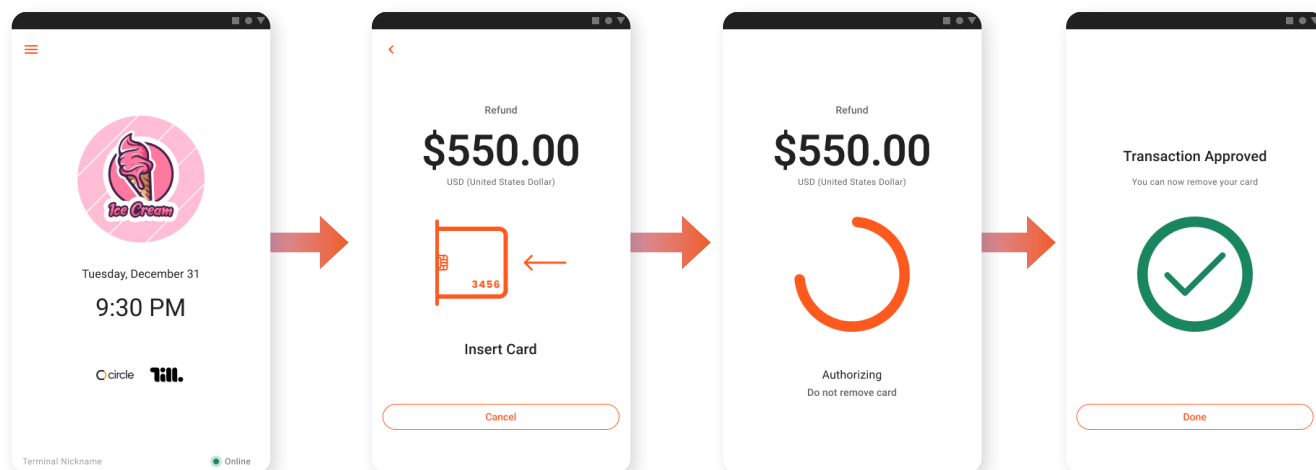
#### B Processing a refund

Initiate a 'Refund' transactions via the POS.

The terminal will prompt the customer to swipe, insert or tap card.

If a contactless card is presented, position the card on top of the screen.

The terminal will advise if the transactions has been approved or declined.



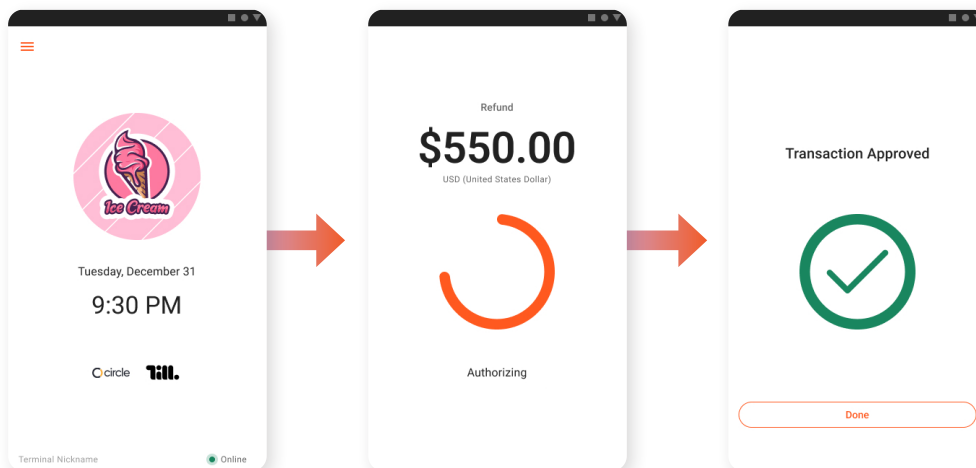
## 04 Terminal functionality

### Integrated mode

#### C Processing a refund (without a Card)

Initiate a 'refund' transaction with the "transaction ID" of the purchase via POS

The terminal will advise if the transaction has been approve or declined.



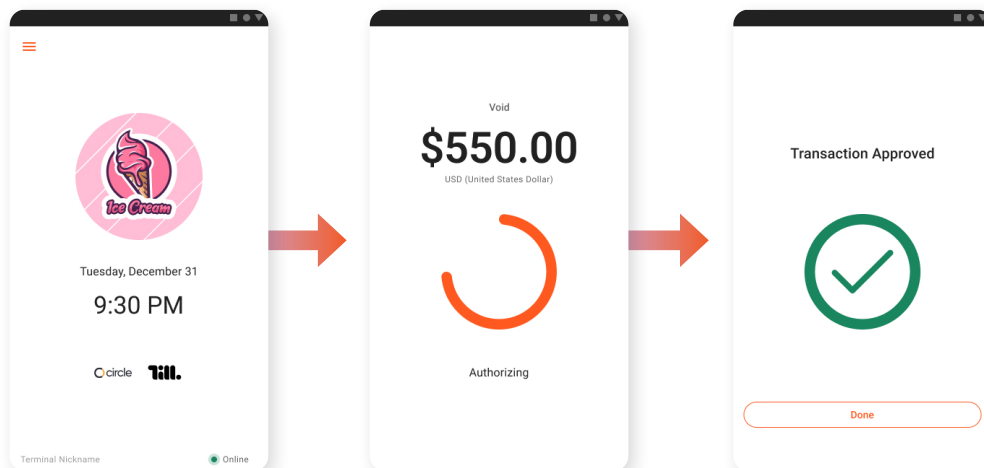
## O4 Terminal functionality

### Integrated mode

#### D Processing a Void

Initiate a 'void' transaction with the "transaction ID" of the transaction via POS

The terminal will advise if the transaction has been approve or declined.



## **O5** Troubleshooting

### **If no response is received from the terminal**

Ensure that the power cable is securely connected to the terminal.

Power off the terminal for 10 seconds.

Power on the terminal.

Retry the transactions.

Contact the Till Customer Support team if the problem persists.

### **If the terminal is not reading cards**

Re-tap/inset or swipe the card.

If there is still no response from the card reader power off the terminal for 10 seconds.

Power on the terminal.

Attempt transaction again.

Contact the Till Customer Support team if the problem persists.









## Need a bit of help?

### Contact us



Call **347-911-5997**



Email us at **[us-support@tillpayments.com](mailto:us-support@tillpayments.com)**

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Our dedicated team of experts can assist you over the phone 24/7 with questions, problem resolution and extra training. Keep your merchant ID number handy when you call, this will help speed up your enquiry.

For online reports and statements please visit **[merchant.tillpayments.com](https://merchant.tillpayments.com)**