

TABLE OF CONTENTS

What's inside	3
Preparation	4
Installation	5
Activation	6
First steps	7
Cashier screen cheat sheet	8
Checking in and out	10
Finishing the work	11
Pin pads and payment processors	12
Connecting the PIN pad	13
Setting up PAX PIN pad	14
Setting up standalone PIN pad	15
Accepting payments via standalone PIN pad	16
Troubleshooting	17



WARNING: ELECTRICAL CURRENT IS HAZARDOUS!

To prevent personal injury or material damage:

- Ensure the power supply voltage matches the voltage specified on the appliance's identification label.
 - Always use a surge protector for all power connections.
 - Do not use a damaged power cable.
 - Operate the appliance only when in faultless condition.
 - Keep the power cable and appliances away from water.
 - Do not open the appliance housing.
 - Only authorized technicians can repair a defective appliance. Do not attempt self-repair.
-

DISCLAIMER

We are constantly improving the devices in this bundle. The SmartPOS hardware, software, or features may be updated without prior notice to ensure optimal performance. While we strive to keep this manual current, some information may become outdated. For the most accurate information, please refer to the online documentation in the Petrosoft University Portal (<https://help.petrosoftinc.com>) or contact our customer support.

This document is to be regarded as an essential part of the SmartPOS bundle. Please read the operating instructions carefully before starting work with the device. Observe all warnings to prevent malfunctions, personal injury and material damage.

Petrosoft is not liable for damage or other consequences caused by non-compliance with the instructions, improper use of the appliance, use of accessories not approved by Petrosoft, or service by unqualified personnel.

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SMARTPOS



Streamline Your SmartPOS: **FREE** Phone Training Session



Setting up your SmartPOS can be exciting and we want to ensure it's also easy! To provide you with the best experience, we offer a **FREE Phone Training Session**. This session will guide you through every step of setting up and efficiently operating your SmartPOS.

How to Sign Up?



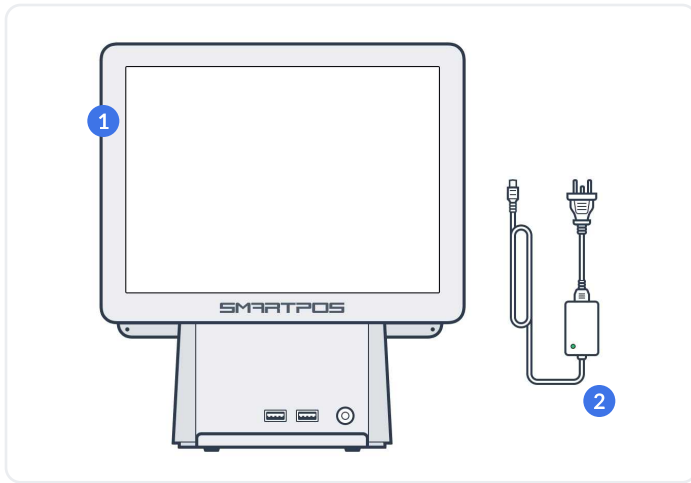
1. Scan the QR Code with the camera of your phone or follow the link below.
<https://bit.ly/smartpos-support>
2. Choose a convenient time for your free training session from the available slots.
3. Complete the brief contact form.

Why Register for the Training?

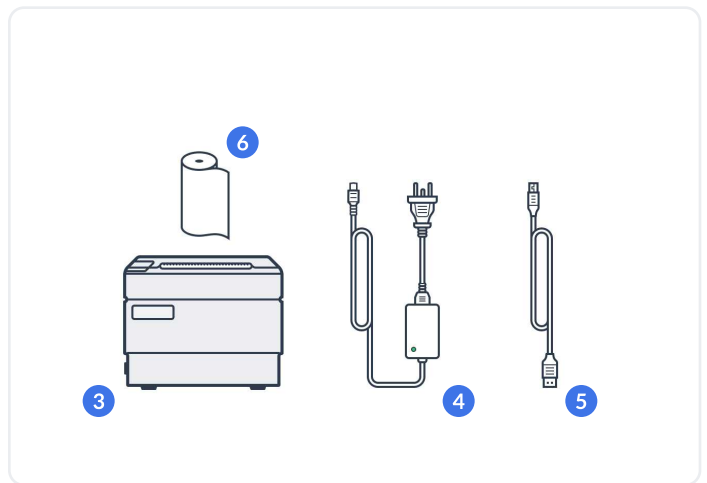
- **Effortless Setup:**
Avoid common issues and start using your SmartPOS with confidence.
- **Time-Saving:**
Get your system up and running quickly with expert advice.
- **Customized Help:**
Receive guidance specific to your SmartPOS setup.
- **Professional Insights:**
Learn insider tips to maximize your system's potential.
- **100% of our customers have positively reviewed our training, noting its immense value.**
Just one hour of your time now can save you hundreds of hours in the future.

Embrace the full potential of your SmartPOS with our expert training!

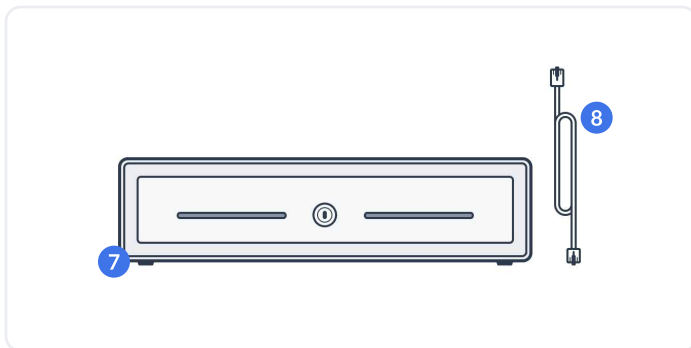
WHAT'S INSIDE?



1. Dual-screen SmartPOS unit
2. Power cord



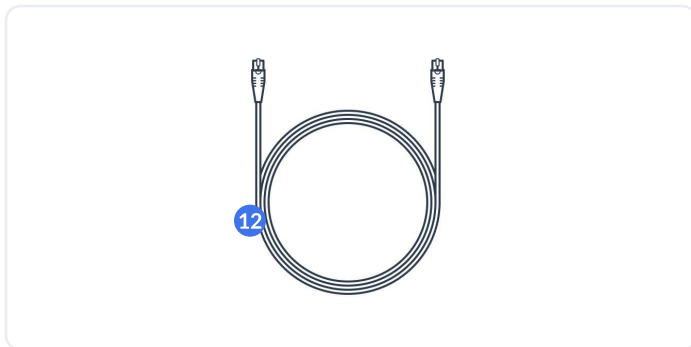
3. Receipt printer
4. Power cord
5. USB cable
6. Thermal paper roll (free sample)



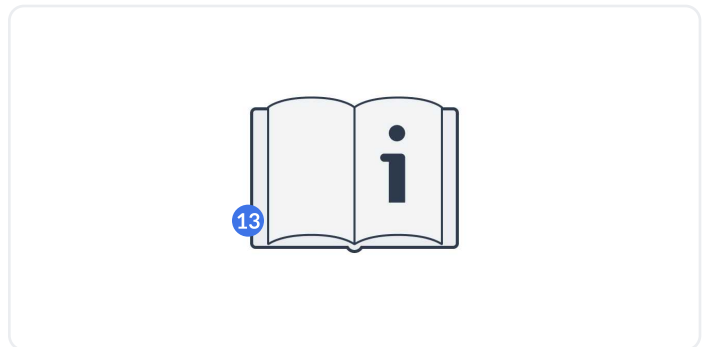
7. Cash drawer
8. RJ-11 Cable



9. Barcode scanner
NOTE: Included barcode scanner may vary in appearance without affecting the core functionality.
10. USB cable
11. Programming sheet



12. 10ft ethernet cable



13. Instruction manual and other printed materials

PREPARATION

Before you begin the installation and use of your SmartPOS, please ensure you have the following:

1. A network router or switch with internet access.
2. Android or iOS smartphone or tablet to activate your SmartPOS.
3. A surge protector with at least 2 outlets to safely connect your SmartPOS unit and receipt printer.



USE A SURGE PROTECTOR FOR ALL POWER CONNECTIONS TO SAFEGUARD YOUR SMARTPOS AND OTHER EQUIPMENT. OPERATING YOUR SMARTPOS WITHOUT SURGE PROTECTION WILL VOID THE WARRANTY.



Your SmartPOS bundle includes a complimentary roll of thermal paper to test your receipt printer.

To ensure uninterrupted operation, please purchase compatible thermal paper before the included roll is depleted.

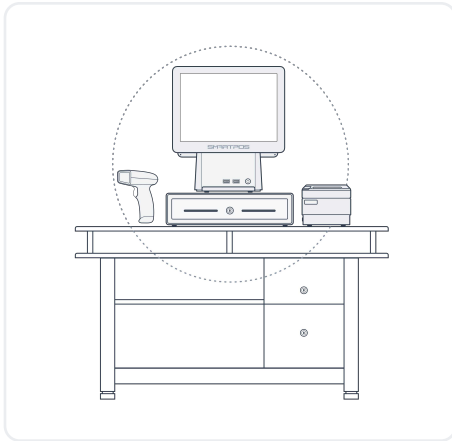
The receipt printer is compatible with the following paper:

Paper type:	Thermal paper
Paper width:	3 1/8 ± 0.02 inches (79.5 ± 0.5 mm)
Roll diameter:	3 1/8 inches (80 mm) maximum
Inner diameter of the roll paper core:	1/2 inch (13 mm) minimum



USE A SURGE PROTECTOR FOR ALL POWER CONNECTIONS TO SAFEGUARD YOUR SMARTPOS AND OTHER EQUIPMENT. OPERATING YOUR SMARTPOS WITHOUT SURGE PROTECTION WILL VOID THE WARRANTY.

INSTALLATION

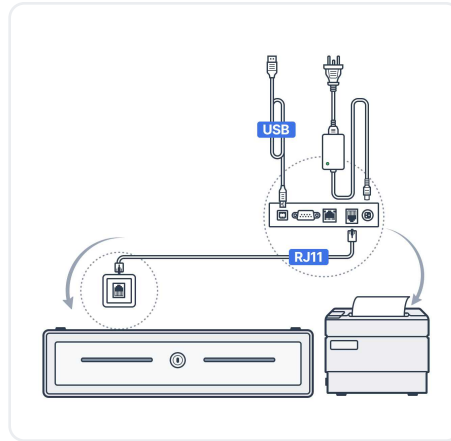


1. Choose a convenient spot

Find a place with enough space for the SmartPOS unit and its accessories.

Make sure there is a power outlet and internet connection nearby.

The picture above demonstrates a sample equipment arrangement after installation.



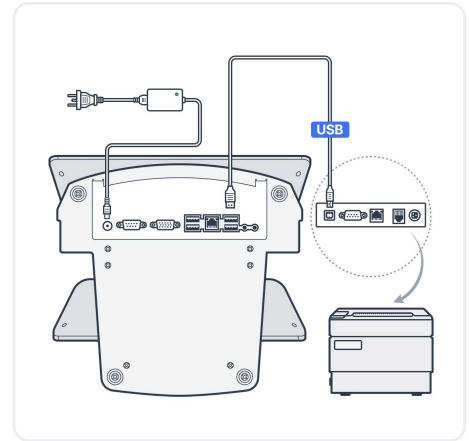
2. Cash drawer and receipt printer

Remove the cash drawer from the box and connect the provided **RJ11** cable to the port on the **drawer's bottom**.

Unpack the receipt printer box and connect the included power and USB cables to it.

Place the printer next to the cash drawer and attach the other end of the RJ11 cable to the designated port on the printer's back.

Insert the included sample roll of thermal paper into the printer's slot.

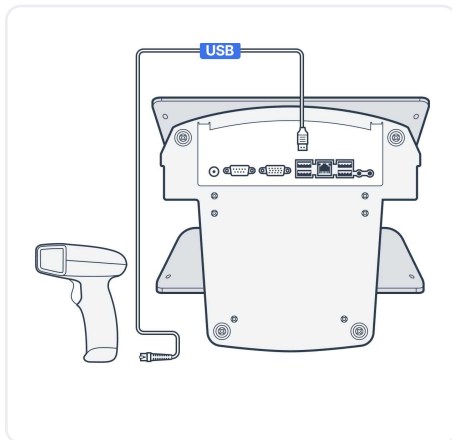


3. SmartPOS unit

Unbox the SmartPOS unit and connect the provided power cable to it.

Connect the other end of the USB cable from the receipt printer to any available **USB port on the bottom of the SmartPOS unit**.

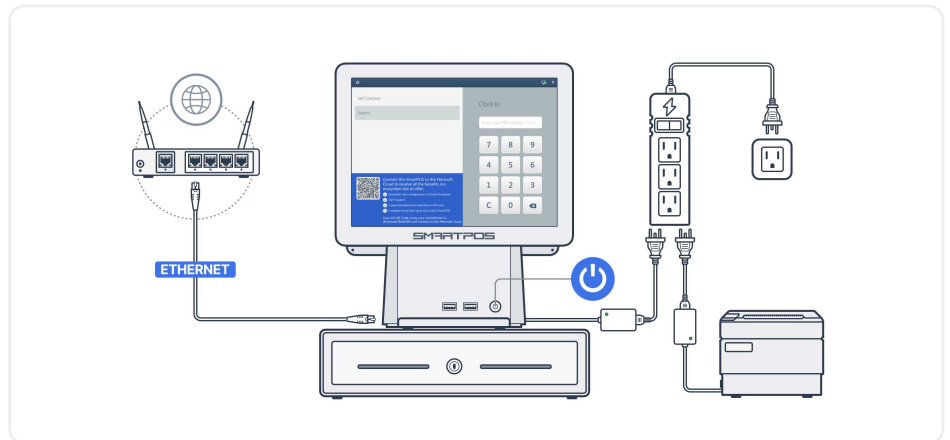
CAUTION: Do not connect the receipt printer or any other device to the **front USB ports** of the SmartPOS unit.



4. Barcode scanner

Unpack the barcode scanner box and connect the included USB cable to both the scanner and an available USB port on the **bottom of the SmartPOS unit**.

CAUTION: Do not connect the scanner or any other device to the **front USB ports** of the SmartPOS unit.



5. Finalize the setup

Connect the provided Ethernet cable to the network port on the **bottom of the SmartPOS unit** and the other end to your network router or switch.

Place the SmartPOS unit securely on top of the cash drawer.

Plug the power cables from the SmartPOS unit and receipt printer into the surge protector, then connect the surge protector to a power outlet.

6. Turn SmartPOS on

Power on the SmartPOS by pressing its front-facing power button.

The system may initiate an update process.

Once the update is complete, the SmartPOS will reboot, displaying the login screen.

Follow the instructions on the next page to activate your device.

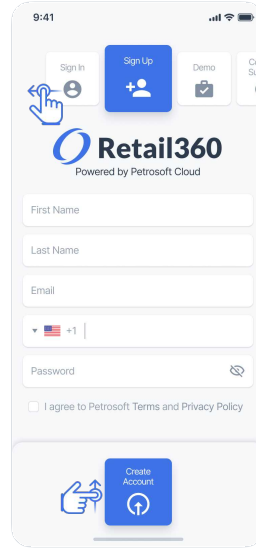
ACTIVATION



To activate your SmartPOS, follow these steps:

1. You will need the **Retail360 mobile app** to activate your SmartPOS. To get this app, **scan the QR code** in the lower left part of the SmartPOS screen with your phone, then download the app.

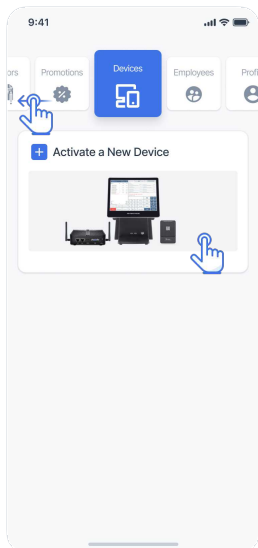
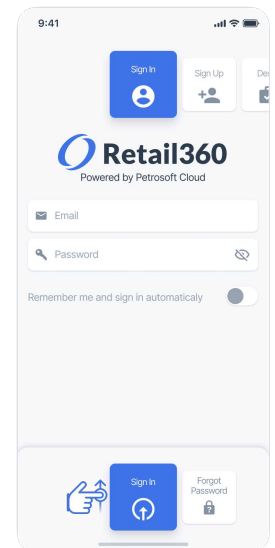
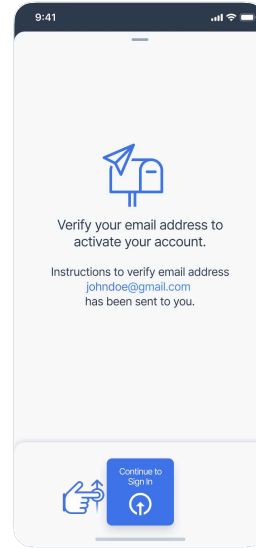
Alternatively, you can find this app in App Store or Google Play yourself.



2. Open the Retail360 app. Swipe left to the **Sign Up** form. Enter your first name, last name, email, phone number, and make a password. Tap the check box to agree to the policy. In the lower menu, select **Sign Up** and swipe up.

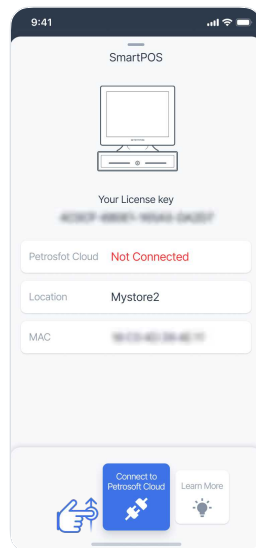
Activate your account by following the instructions sent to your email. After activating your account, select **Continue to Sign In** in the lower menu and swipe up.

On the **Sign In** form, select **Sign In** in the lower menu and swipe up.

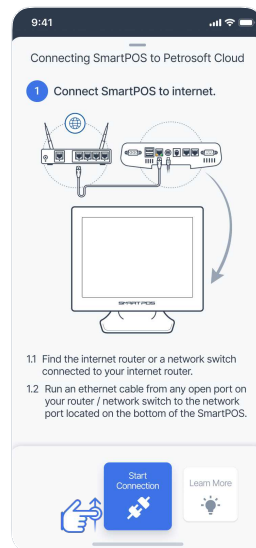


3. In the upper menu of the app, swipe left and select **Devices**.

4. In the devices list, tap **Activate a New Device**.

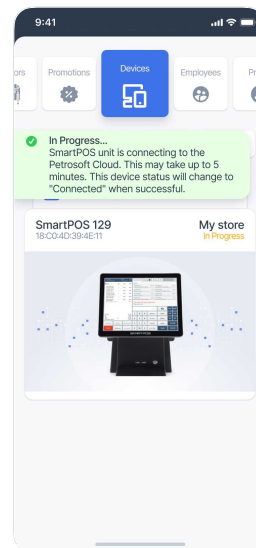


5. In the lower menu, select **Connect to Petrosoft Cloud** and swipe up.

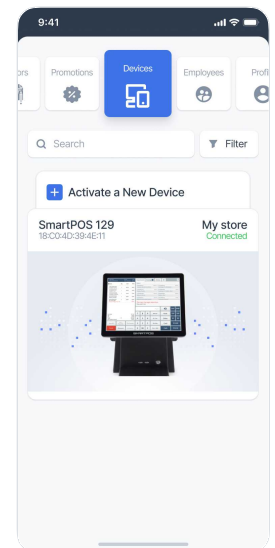


6. Make sure the SmartPOS device is installed and connected properly.

7. In the lower menu, select **Start Connection** and swipe up.



8. Wait for your SmartPOS to connect to the Petrosoft Cloud.



9. When your SmartPOS successfully connects to the Petrosoft Cloud, the status will change from In Progress to Connected.

FIRST STEPS

Get up and running quickly with your new SmartPOS cash register by following the instructions below.

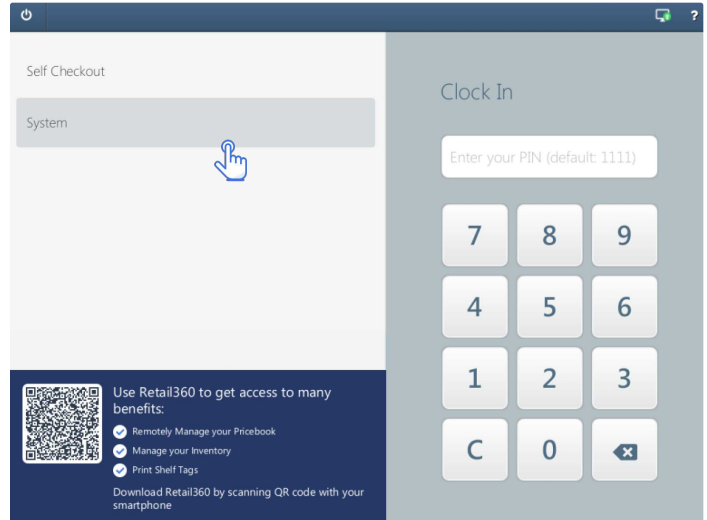
1. Clock in

By clocking in, cashiers provide a timestamp to track their hours worked and initiate a record of their actions.

This information is crucial for accurate reporting and payroll calculations.

To clock in, follow these steps:

1. To select a user, tap the name on the left side of the screen.
For quick setups, use the pre-configured **System** user.
2. Enter the PIN code on the right side of the screen.
The default PIN code for the **System** user is **1111**.



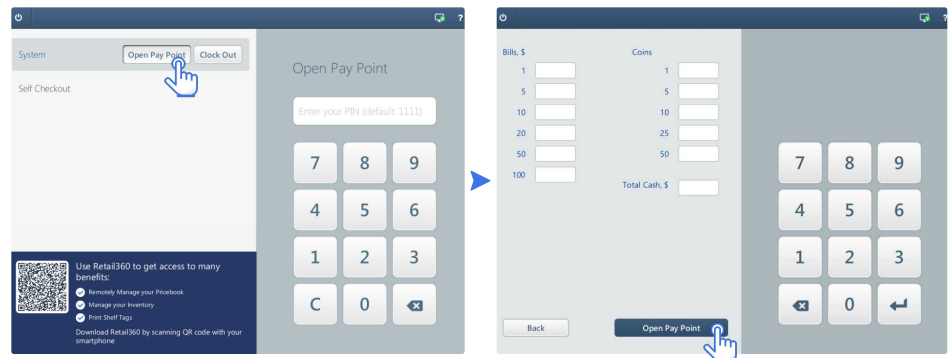
2. Open pay point

The common practice at the start of a shift is to count the bills and coins in the cash register to establish an initial cash float. This ensures the cashier has the correct amount for making change and serves as a reference point for reconciling the register at the end of the shift. This procedure is also known as "opening the pay point."

To start sales, a clocked-in cashier must open the pay point by following the steps below:

1. Tap the **Open Pay Point** button next to the clocked-in user name on the left side of the screen.
2. Enter the PIN code on the right side of the screen. The default PIN code for the **System** user is **1111**.
3. Enter either the number of **bills** and **coins** or enter the **total cash** amount.
4. Tap the **Open Pay Point** button at the bottom of the screen.

Once the pay point is opened, the user is automatically checked in, and the main cashier screen will appear.



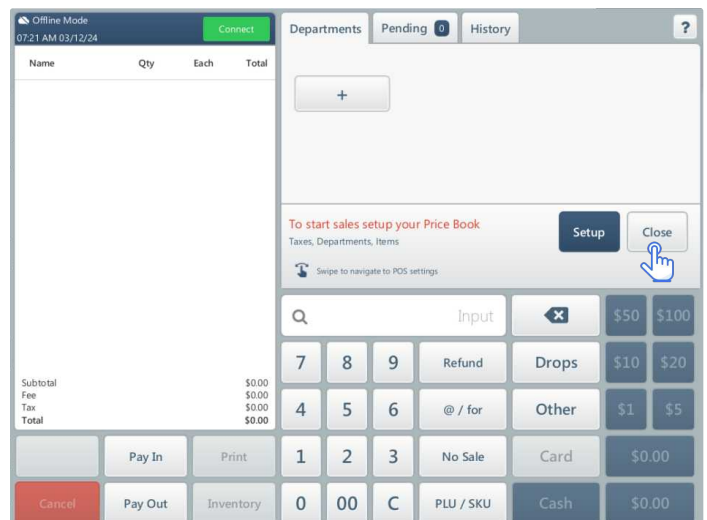
3. Set up price book

When you first start your SmartPOS cash register, you will be prompted to set up a price book.

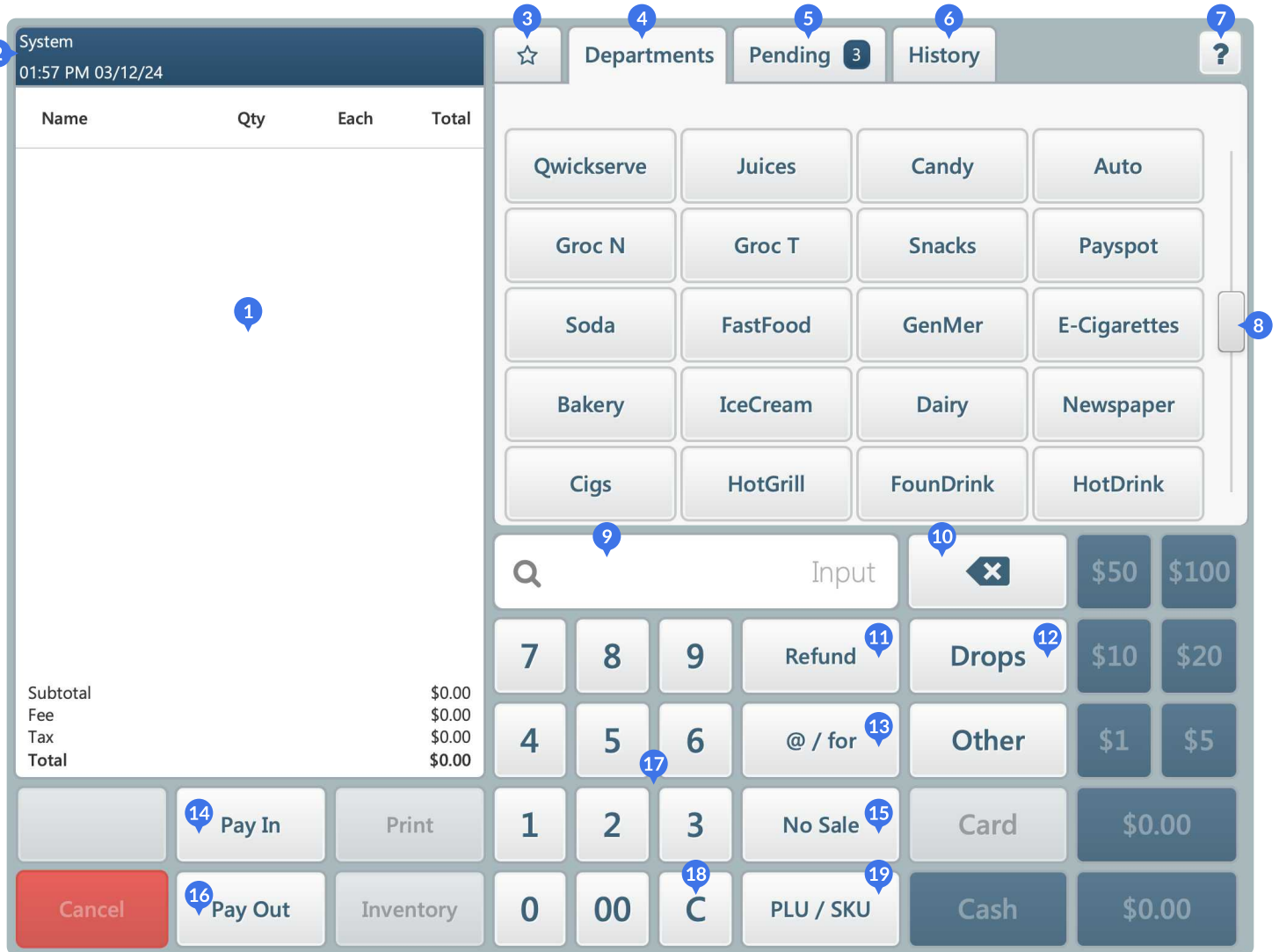
While this notification is displayed, the cashier screen will be temporarily locked, restricting access to other operations, including checkout.

To continue, do one of the following:

- Set up your price book (at least a couple of items).
Tap the **Setup** button and follow the instructions from the SmartPOS User Guide.
- Tap the **Close** button to dismiss the prompt.
If you have not set up a price book, we will remind you next time.



CASHIER SCREEN CHEAT SHEET: EMPTY CART



1. **Basket queue.** The basket queue represents a shopping cart with items a customer intends to purchase. Tap an item to select it in the basket queue. Swipe the basket queue up or down to scroll it.
2. Current user name and time and date.
3. **Favorites tab.** Add your favorite items to the basket queue from this tab. To add an item to this tab, find the item in the **Departments tab**, tap and hold the item, tap the stars button twice, and tap **Save**.
4. **Departments tab.** Add items from selected department to the basket queue from this tab. Tap a department to select it and tap an item to add it to the basket queue. Tap the magnifier icon on the **Input box** to search for items by the name you enter with the virtual keyboard.
5. **Pending tab.** View and manage pending orders in this tab. A pending order represents a list of items from the basket queue on hold.
6. **History tab.** View executed transactions in this tab. You can reprint the receipt for any transaction, but the no sale. To reprint the receipt, tap the transaction in this tab and tap the **Print button**. Tap the magnifier icon on the **Input box** to search for transactions. Right to the **Input box**, tap the ID you want to search by, and enter the ID with the virtual keyboard.
7. To open the **help**, tap the question mark and tap **Help**.
8. **Scroll bar.** Swipe up or down to scroll where the scroll bar appears.
9. **Input box.** If you tapped the magnifier icon, tap the cross icon on this box to hide the virtual keyboard.
10. **Backspace.** This is the backspace key for the **Input box**.
11. **Refund button.** Tap it to refund the last transaction within 30 seconds after its execution. In the **History tab**, tap the transaction you want to refund, tap the **Refund button**, and scan the item you want to refund with the barcode scanner.
12. **Drops button.** To remove cash from the cash drawer for storing it elsewhere, tap this button, enter the amount with the number pad, tap this button again, and extract the cash.
13. **@ / for button.** Use it to add specific quantity of an item to the basket queue. Enter quantity with the number pad, tap this button, and scan the item or tap it in the **Departments tab** or **Favorites tab**.
14. **Pay In button.** The pay-in allows you to credit cash to house accounts. Tap this button, select the house account, enter the amount you want to credit with the number pad, and tap the **Cash button**.
15. **No Sale button.** Tap it to open the cash drawer not for sales purposes.
16. **Pay Out button.** The pay-out allows you to remove cash from the cash drawer to pay to vendors or for other expenses. To issue a pay-out, enter the amount with the number pad and tap the **Pay Out button**.
17. **Number pad.**
18. Tap **C** to clear the **Input box**.
19. **PLU / SKU button.** Use it to add an item to the basket queue by entering the product code. Only numeric codes are supported. Enter the code with the number pad and tap this button.

CASHIER SCREEN CHEAT SHEET: ORDER

The screenshot displays the SmartPOS interface. On the left, a table shows the current order items:

Name	Qty	Each	Total
00012000207198 Pepsi-Cola, Soda Sho	1	\$2.29	\$2.29
00049000079326 POWERADE ZERO ...	1	\$2.69	\$2.69
00028400090094 Lay's, Salt & Vinega	1	\$0.59	\$0.59

Below the order list, a summary section shows:

Subtotal	\$5.57
Fee	\$0.00
Tax	\$0.56
Total	\$6.13
EBT eligible amount	\$5.57
House Account eligible amount	\$6.13

The right side of the screen features a 'Snacks' menu with various items and prices. At the bottom, there is a numeric keypad and several function buttons. Numbered callouts (20-32) are placed over the interface to indicate the location of specific features.

20. **Bookmark.** Tap it to bookmark a receipt. The transaction will appear bookmarked in the **History** tab.
21. **Red cross icon.** Tap it to reduce quantity of the selected item.
22. **Green plus icon.** Tap it to increase quantity of the selected item.
23. **Hold button.** Tap it to hold the current basket queue and start working with the next customer. You can find the saved basket queue in the **Pending** tab.
24. **Other button.** Tap it to choose other available method of payment (MOP).
25. **Price Override button.** The price override allows you to sell items at a price different from the price stated on the item. Select the item in the basket queue you want to override the price for, enter a new price with the number pad, and tap the **Price Override** button.
26. **Tax Exempt button.** Exempt the tax for specific items. Tap the item you want to exempt the tax for in the basket queue and tap the **Tax Exempt** button.
27. **Card button.** Cards can be used for payment when a PIN pad is connected to SmartPOS.
28. **Total due rounded button.**
29. **Cancel button.** Tap it once to remove the last added item from the basket queue. Tap and hold this button to void all items in the basket queue.
30. **Discounts button.** Apply discounts to specific items or the whole basket queue. Tap this button to apply a discount for the whole basket queue. Select an item and tap this button to apply a discount for the selected item.
31. **Cash button.** Enter cash amount the customer handed over to complete the transaction. You can enter the amount by tapping one of the buttons with dollar sign in the lower right part of the screen. To enter the amount manually, tap the **Cash** button, enter the amount with the number pad, and tap the **Cash** button again.
32. **Total due button.**

Visit Petrosoft
University Portal to
learn and explore
SmartPOS.



Scan the QR Code with the camera of your phone or follow this link:
bit.ly/smartpos-help

CHECKING IN AND OUT

Get up and running quickly with your new SmartPOS cash register by following the instructions below.

IMPORTANT: By default, SmartPOS automatically checks out after **30 minutes** of inactivity.

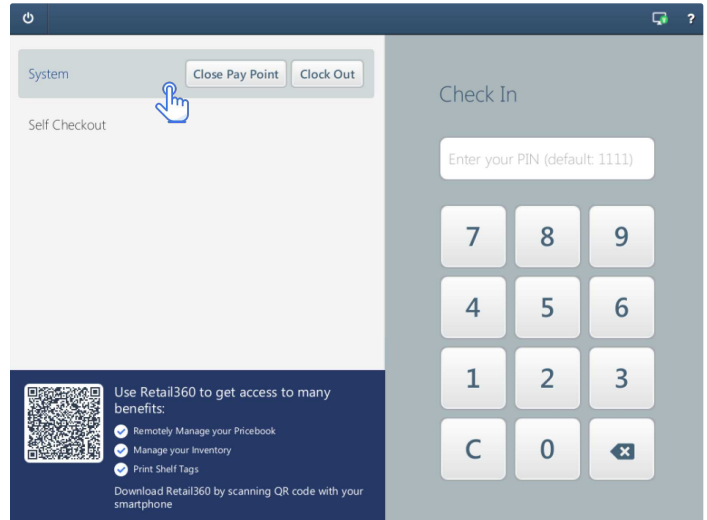
1. Checking in

Check-in requires the clocked-in employee to present identification, ensuring that only authorized personnel have access to the cash register.

To check in, follow these steps:

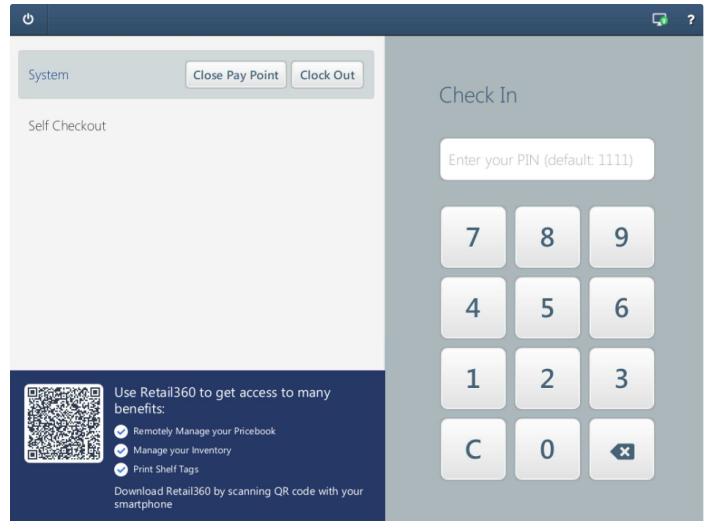
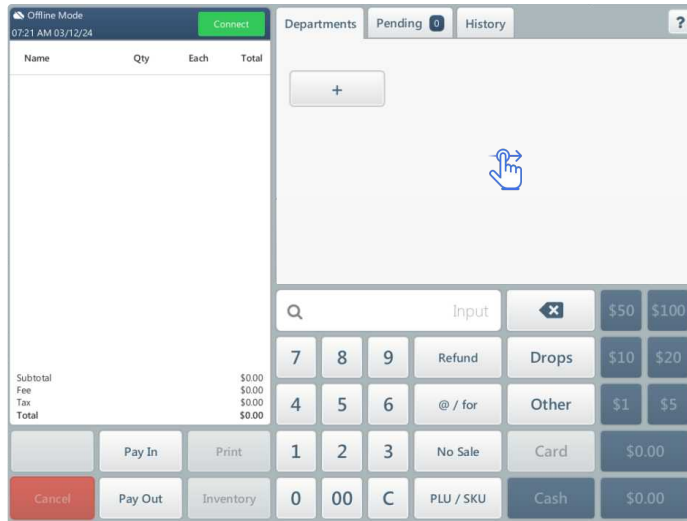
1. Tap the user name on the left side of the screen.
2. Enter the PIN code on the right side of the screen. The default PIN code for the **System** user is **1111**.


TIP: You can change the PIN code in SmartPOS settings. Tap the **question mark** icon in the top-right corner of the screen and tap **Help** to learn more about configuring SmartPOS.



2. Checking out

Check-out locks access to the cash register without needing to close the pay point or clock out. This can be useful in situations where you need to step away from the register for a short period but do not want to interrupt the sales.



To check out, swipe left to right  on the cashier screen until you see the **Check In** screen.

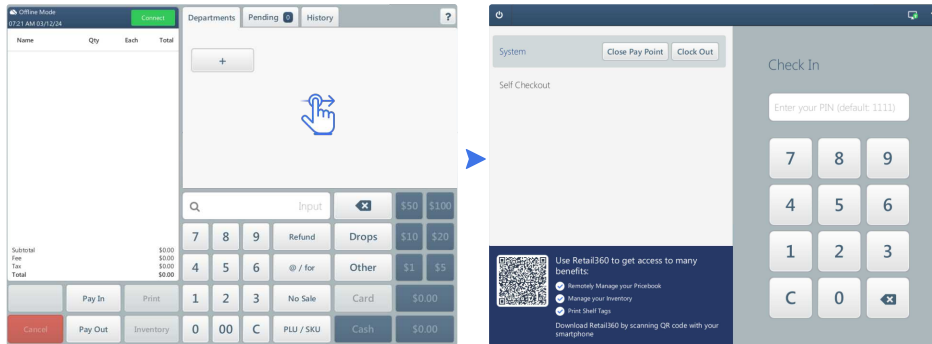
TIP: To return to the cashier screen after checking out, you will need to perform check-in as described above.

FINISHING THE WORK

At the end of a working shift, it is important to follow specific procedures to balance the register and ensure the accuracy and integrity of your cash register operations.

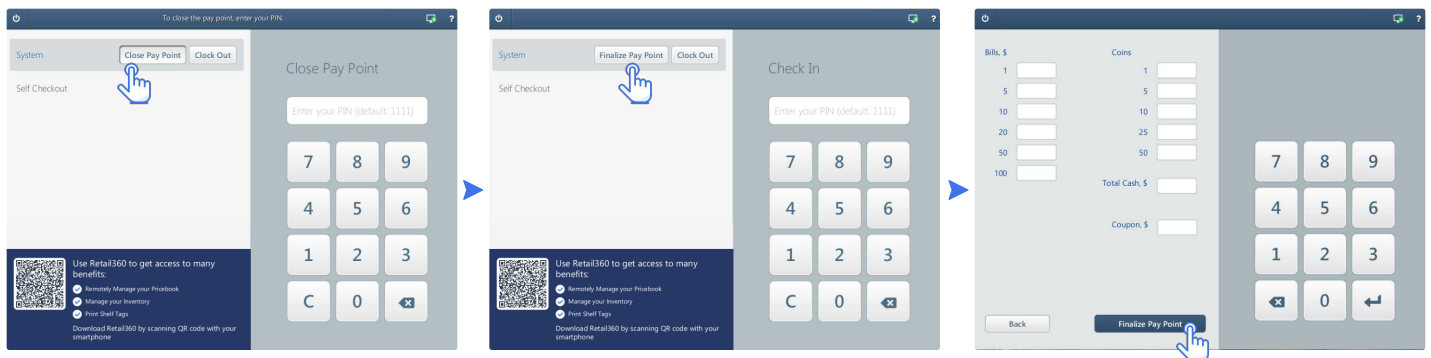
1. Check out

Lock access to the cash register by swiping left to right  on the cashier screen until you see the **Check In** screen.



2. Close and finalize pay point

Calculate the amount of cash present in the cash drawer at the end of the shift and balance the register



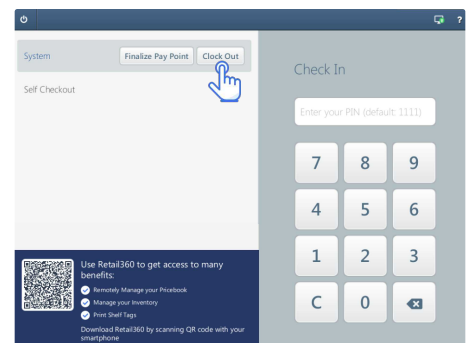
1. Tap the **Close Pay Point** button next to the user name on the left side of the screen.
2. Enter the PIN code on the right side of the screen. The default PIN code is **1111**.
3. Count the bills, coins and coupons in the cash drawer.
4. Tap the **Finalize Pay Point** button next to the user name on the left side of the screen.
5. Enter the amount of bills, coins, total cash, and coupons in the corresponding fields.
6. Tap the **Finalize Pay Point** button at the bottom of the screen.

3. Clock out

Clocking out marks the end of your work shift and signals your departure from the workplace. It is a crucial step in ensuring accurate timekeeping and wage calculation.

To clock in, follow these steps:

1. Tap the clocked-in user, on the left side of the screen.
2. Tap the **Clock Out** button.
3. Enter the PIN code on the right side of the screen. The default PIN code for the **System** user is **1111**.



PIN PADS AND PAYMENT PROCESSORS

SmartPOS is compatible with all PAX PIN pads. The order amount is automatically transmitted to the PIN pad, and once the payment is confirmed, all information is seamlessly stored in the cash register, eliminating the need for manual entry.

PAX Technology offers a wide range of PIN pads to suit various needs.

Here are some of the most popular models.

PAX Q25



PAX Q30



PAX A30



PAX A35



PAX Aries8



Payment processors

PAX PIN pads are widely available through various payment processors.

The list below highlights some common payment processors that offer PAX PIN pads. You can also request a PAX PIN pad directly from your bank.

- 1stPay
- Apriva Payment Host
- Blackstone Bluefin Payment Host
- BridgePay Network Solutions
- CBORD Cardknox
- ClearGate Payment Host
- Clutch Payment Host
- CrossCheck Payment Host
- DOCGGL EPS Payment Host;
- EPX Velocity Gateway
- ETS EMoney Platform EVO Snap
- Edge Gateway
- Elavon Payment Host
- Electronic Payment Exchange
- Electronic Payments
- Element Payment Host
- FDRCNV Payment Host
- FP Mobile Payment Host;
- Falcon Payment Host
- FidelityPay Payment Host
- First Data Bypass
- First Data Omaha Payment Host
- Geti Payment Host
- Global Payments
- Go3Gift Payment Host
- HPS Connect Gateway
- Heartland Exchange Payment Host
- Heartland NWS
- Heartland Portico
- IPay Payment Host
- JetPay Payment Host
- JetPayXML Payment Host
- IPay Payment Host
- MFE Payment Host
- Merchant Warehouse Inc
- Mercury Payment Systems
- Nashville Payment Host
- Opticard
- PAX
- PSP Services
- Paragon PURE Processing Platform
- PaygistiX Payment Host
- Paymentech Payment Host
- Phoenix Managed Networks
- PyxPay Payment Host
- Shift 4
- Smart Transaction Systems
- SparkBase Payment Host
- Sterling Payment Host
- Synergy World
- TGate Payments
- TPI Payment Host
- TSYS Payment Host
- TransIT Payment Host
- Valuelink Payment Host
- Valutec Payment Host
- Vantiv Payment Host
- World Gift Card

NOTE: You can use any PIN pad in **standalone mode**, even the one incompatible with SmartPOS. In standalone mode, there is no automatic data exchange between the cash register and the PIN pad. You will need to process payments manually.

See **page 15** for details.

CONNECTING THE PIN PAD

I don't have a PIN pad

Contact your payment processor or bank to get a **PAX PIN pad**.

It is a common piece of equipment that is usually available.

PAX PIN pads offer full integration with SmartPOS, providing a smooth payment flow and significantly increasing the speed of transactions.

Your payment processor doesn't supply PAX PIN pads?

You can use *any* PIN pad in standalone mode (see **page 15**) or check out our **special offers** following the link below.

Follow the instructions on **page 14** to set up your PAX PIN pad and ensure it is operating correctly.

Special offers from Petrosoft partners

Petrosoft partners with payment processing platforms that provide a comprehensive suite of financial services. Among these offerings, you will find the PAX PIN pad, which is fully compatible with SmartPOS, ensuring seamless integration with the cash register payment flow.



For more information, check the flyers in your SmartPOS package or visit this link:

<https://bit.ly/smartpos-payments>

PAX PIN pads from our partners come fully preconfigured. Simply connect them to the same network as the cash register, and change the **Payment Terminal** setting to **PAX** in SmartPOS configuration.

I already have PAX PIN pad

Great news!

Your PIN pad is perfectly compatible with the SmartPOS. Order amounts are automatically reflected on the PIN pad without manual entry, and payment confirmation is automatically sent from the PIN pad to the cash register.

Simply follow the instructions on **page 14** to integrate your PIN pad with SmartPOS and ensure it is operating correctly.

My PIN pad is incompatible with SmartPOS

No problem!

You can continue using your PIN pad in **standalone mode**. It will function separately from the SmartPOS, which means you will need to perform a few additional steps for each order, such as manually entering the payment amount on the PIN pad and confirming the payment on the SmartPOS.

Refer to **page 15** for details on configuring and using standalone PIN pads.

SETTING UP PAX PIN PAD

1. Connect the PIN pad to the same router or switch as your SmartPOS using an Ethernet cable. You might need to buy a cable separately.
2. Contact your payment processor and request the following updates to the PIN pad configuration:

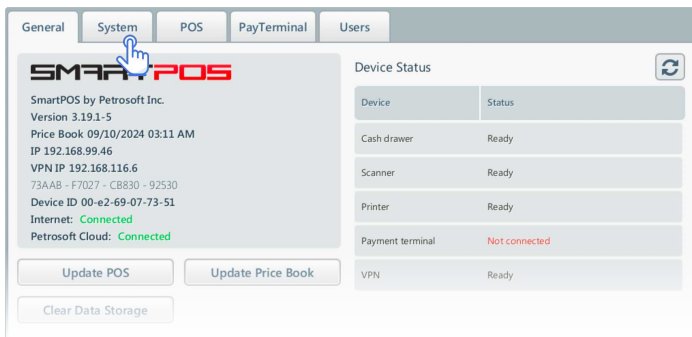
ECR Communication Type: Ethernet
ECR Communication Protocol: TCP/IP
ECR Communication Port: 10009

If you are using a **PAX A80** or **PAX A35** PIN pad, also communicate these additional settings:

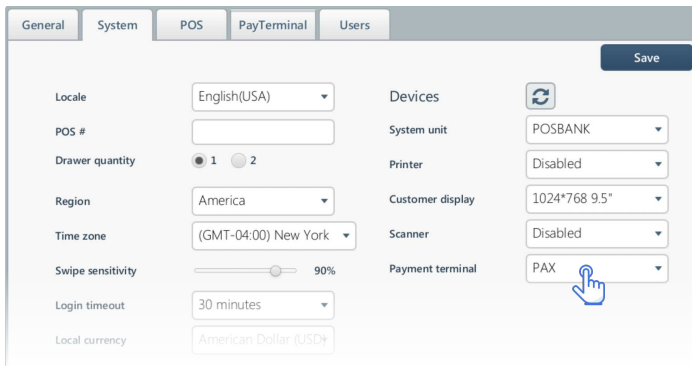
ECR Terminal Integration Mode: External POS
Support Print: Disabled

3. After the payment processor confirms that all the above-mentioned settings have been applied, proceed to set up the integration on your SmartPOS device:

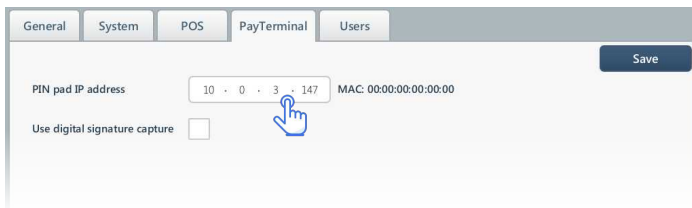
3.1. On the SmartPOS, swipe right to left  until you reach the settings screen.



3.2. Tap the **System** tab and change the **Payment terminal** to **PAX**. Apply the changes by tapping the **Save** button.




3.3. The SmartPOS will automatically discover the PAX PIN pad on your network. If this does not occur, check that the **PIN pad's IP address** is correctly configured under the **PayTerminal** tab and update it if necessary.

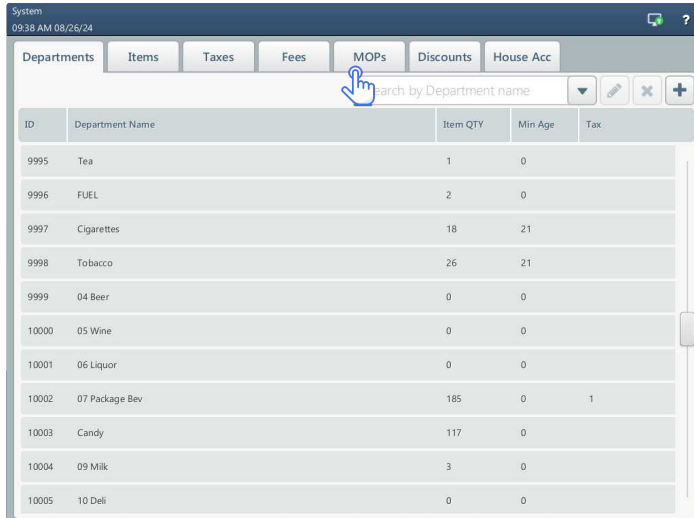


- 3.4. Go to the **General** tab and verify if the **Payment Terminal** status is marked as "**Ready**."
4. Make a test transaction.
5. Close a batch on the PIN pad and confirm with your payment processor that both the transaction and batch were successfully processed.

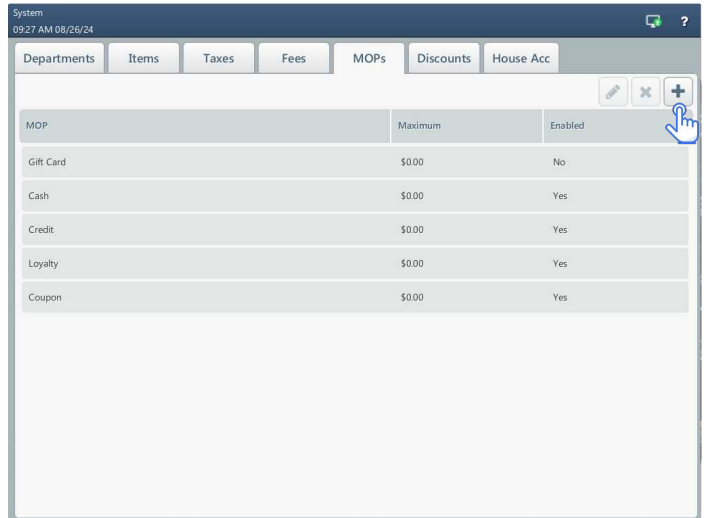
SETTING UP STANDALONE PIN PAD

If your PIN pad is incompatible with SmartPOS, you can set it up to operate as a **standalone terminal**. In this mode, there will be no data exchange between the POS and the PIN pad, so you will need to process payments manually.

1. Enter the SmartPOS by following the instructions on **page 7**.
2. Swipe right to left  until you reach the **Price Book** screen (see the image below). It takes 2 to 3 swipes, depending on your starting screen.
3. Tap the **MOPs** tab, then tap the **plus** icon in the top-right corner to add the custom payment method associated with your PIN pad.



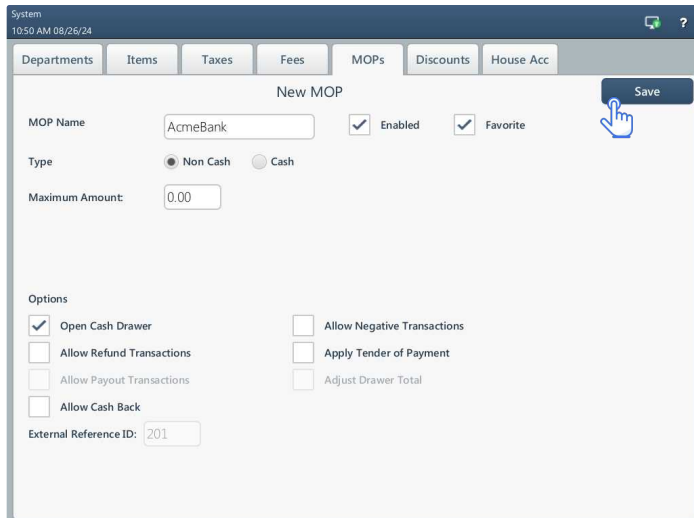
ID	Department Name	Item QTY	Min Age	Tax
9995	Tea	1	0	
9996	FUEL	2	0	
9997	Cigarettes	18	21	
9998	Tobacco	26	21	
9999	04 Beer	0	0	
10000	05 Wine	0	0	
10001	06 Liquor	0	0	
10002	07 Package Bev	185	0	1
10003	Candy	117	0	
10004	09 Milk	3	0	
10005	10 Deli	0	0	



MOP	Maximum	Enabled
Gift Card	\$0.00	No
Cash	\$0.00	Yes
Credit	\$0.00	Yes
Loyalty	\$0.00	Yes
Coupon	\$0.00	Yes

4. Configure the MOP options as shown on the image. The **MOP Name** is solely for navigation purposes; you can enter any text you like in this field.

TIP: Tap the question mark icon in the top-right corner of the screen to learn more about each option.



New MOP

MOP Name: Enabled Favorite Save

Type: Non Cash Cash

Maximum Amount:

Options:

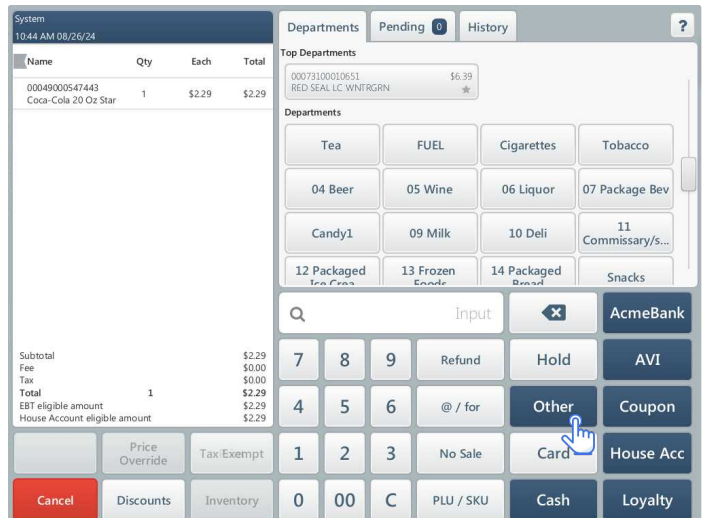
Open Cash Drawer Allow Negative Transactions

Allow Refund Transactions Apply Tender of Payment

Allow Payout Transactions Adjust Drawer Total

Allow Cash Back

External Reference ID:



System 10:44 AM 08/26/24

Departments Pending 0 History

Top Departments: 00073100010651 RED SEAL LC WNTFRGRN \$6.39

Departments: Tea, FUEL, Cigarettes, Tobacco, 04 Beer, 05 Wine, 06 Liquor, 07 Package Bev, Candy1, 09 Milk, 10 Deli, 11 Commissary/s..., 12 Packaged, 13 Frozen, 14 Packaged, Snacks

Subtotal: \$2.29, Fee: \$0.00, Tax: \$0.00, Total: \$2.29

Payment keypad: Cancel Price Override Tax: Exempt 7 8 9 Refund Hold AcmeBank 4 5 6 @ / for Other Coupon 1 2 3 No Sale Card House Acc 0 00 C PLU / SKU Cash Loyalty

5. Tap **Save** button to apply the changes. This payment method will now be accessible under the **Other** button on the order screen.

ACCEPTING PAYMENTS VIA STANDALONE PIN PAD

IMPORTANT: Before processing payments with a standalone PIN pad, ensure that the associated payment method is correctly configured on the SmartPOS, as outlined on [page 15](#).

On the PIN pad

The specific steps may vary depending on the PIN pad model and its features.

Refer to the device manual for detailed instructions.

1. Turn on the PIN pad if it's not already on.
2. Input the payment amount as displayed on the SmartPOS screen.
3. Follow the PIN pad's instructions to process the payment.
4. Allow the transaction to be processed and wait for approval.
5. Print a receipt if needed.

On the SmartPOS

The screenshot shows the SmartPOS interface during a transaction. The top bar displays 'System' and '10:44 AM 08/26/24'. The main area shows a list of items with columns for Name, Qty, Each, and Total. A summary table at the bottom left shows Subtotal, Fee, Tax, Total, EBT eligible amount, and House Account eligible amount. The right side features a 'Departments' section with a 'Pending 0' button and a 'History' button. Below this is a grid of department buttons (Tea, FUEL, Cigarettes, Tobacco, etc.). At the bottom is a keypad with numeric keys, function keys like 'Refund', 'Hold', 'Other', 'Card', 'Cash', and 'Loyalty', and a custom payment button labeled 'AcmeBank' which is being highlighted by a hand icon.

Name	Qty	Each	Total
00049000547443 Coca-Cola 20 Oz Star	1	\$2.29	\$2.29

Subtotal	\$2.29
Fee	\$0.00
Tax	\$0.00
Total	\$2.29
EBT eligible amount	\$2.29
House Account eligible amount	\$2.29

1. Tap the **Other** button on the screen with the order.
2. Select the custom method of payment associated with the PIN pad (see [page 15](#)) by tapping the corresponding button.

TROUBLESHOOTING

Malfunction	Cause	Measures
Cash register won't turn on.	<ul style="list-style-type: none"> Power issue. 	<ul style="list-style-type: none"> Check whether the surge protector is on and functioning. Check if the power cable is connected to both the surge protector and the SmartPOS unit. Check if the power cable is not damaged.
Appliances connected via USB do not function properly.	<ul style="list-style-type: none"> SmartPOS USB hub problem. 	<ul style="list-style-type: none"> Do not connect third-party USB devices, such as smartphones or flash drives, to the SmartPOS unit. Do not connect any device to the front USB ports of the SmartPOS unit.
Cash drawer won't open.	<ul style="list-style-type: none"> Mechanical obstruction. Receipt printer issue. 	<ul style="list-style-type: none"> Use the provided key to unlock the drawer. Carefully inspect the drawer's path for any items that might be blocking it. Ensure the receipt printer is powered on. Check if the receipt printer is securely connected to the designated port on the drawer's bottom. Verify that the receipt printer is connected to the USB port on the bottom of the SmartPOS unit.
Receipt printer not printing.	<ul style="list-style-type: none"> Connectivity issue. Paper issue. 	<ul style="list-style-type: none"> Ensure the printer is powered on. Ensure the printer is securely connected to the USB port on the bottom of the SmartPOS unit. Check if the thermal paper roll is correctly installed and the paper path is clear. Check if the installed paper roll is compatible with the printer. Verify that there is sufficient paper in the roll.
Flashing red and green lights on the receipt printer.	<ul style="list-style-type: none"> Printer issue. 	<ul style="list-style-type: none"> Check if the thermal paper roll is correctly installed and is compatible with the printer. Check the paper path for any obstructions, wrinkled paper or jams. Verify that there is sufficient paper in the roll. Check if the receipt printer is connected to the USB port on the bottom of the SmartPOS unit.
Barcode scanner not working: red scanning light is not activated.	<ul style="list-style-type: none"> The scanner is not correctly plugged in. 	<ul style="list-style-type: none"> Ensure the SmartPOS unit is powered on. Ensure the scanner is connected to a USB port on the bottom of the SmartPOS unit. Check the cable connecting the scanner to the SmartPOS unit for any damage or loose connections. Try unplugging the scanner and plugging it back in. Reboot SmartPOS unit afterwards.
Barcode scanner cannot read barcode. Red scanning light is activated.	<ul style="list-style-type: none"> Barcode issue. Scanner issue. 	<ul style="list-style-type: none"> Check for any objects that might be obstructing the scanner's view, such as cables, label, price tag, or packaging. Ensure the barcode is clearly readable and not damaged. Try scanning a different barcode to determine if the issue is specific to the barcode or the scanner. Reprogram the scanner. Follow the instructions from the programming sheet included in the scanner box.
Cash register does not see the compatible PIN pad.	<ul style="list-style-type: none"> Network connectivity issue. 	<ul style="list-style-type: none"> Ensure the PIN pad is connected to the same network as the SmartPOS unit. Verify that the PIN pad's IP address is correctly configured on the PayTerminal tab of the SmartPOS settings.
Cash register cannot access the internet.	<ul style="list-style-type: none"> No Internet connection or the connection is blocked. 	<ul style="list-style-type: none"> Ensure the Ethernet cable is securely connected to both the SmartPOS unit and the network router or switch. Verify that the router has an active internet connection. Check if your router's firewall rules are blocking outbound connections from the SmartPOS device. Hold the power button until the SmartPOS unit turns off, then press it again to turn it back on. Restart your router to refresh the network connection. Contact your IT personnel or ISP to check for any network outages or service disruptions.



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