



SOLUTION INSTALLATION MANUAL FOR MOBIPOS



CONTENTS

Introduction..... 3

Zapper Tender Configuration 3

Printer Configuration 6

Zapper Payment 8

Zapper Offline Payment..... 10

Sync Other Terminal 11

INTRODUCTION

ARRIVAL ON SITE

On arrival at site, introduce yourself, and explain clearly what you intend to do, ask the customer to show you all the tills they have and compare this to the site survey, if there are any discrepancies please inform Zapper installations desk.

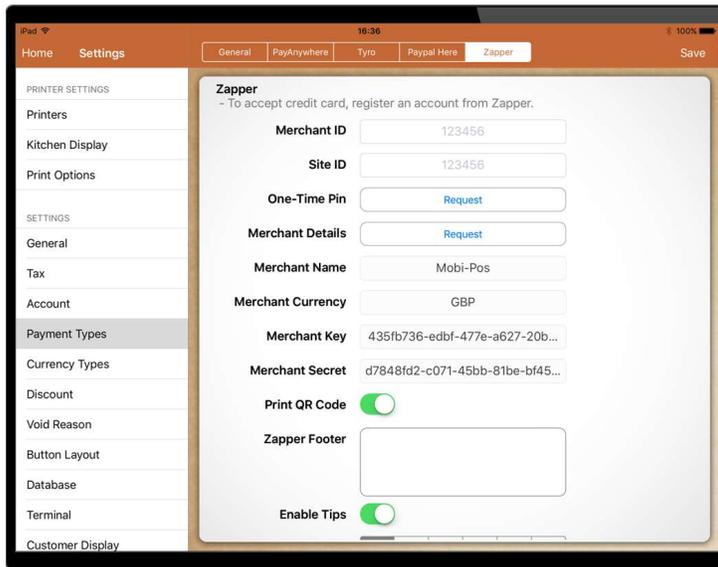
Confirm with manager they have access to the MobiPOS back office, this is to enable configuration.

Confirm with manager the functions of tip/split bill/discount as contained in the Site Data Doc are as agreed previously.

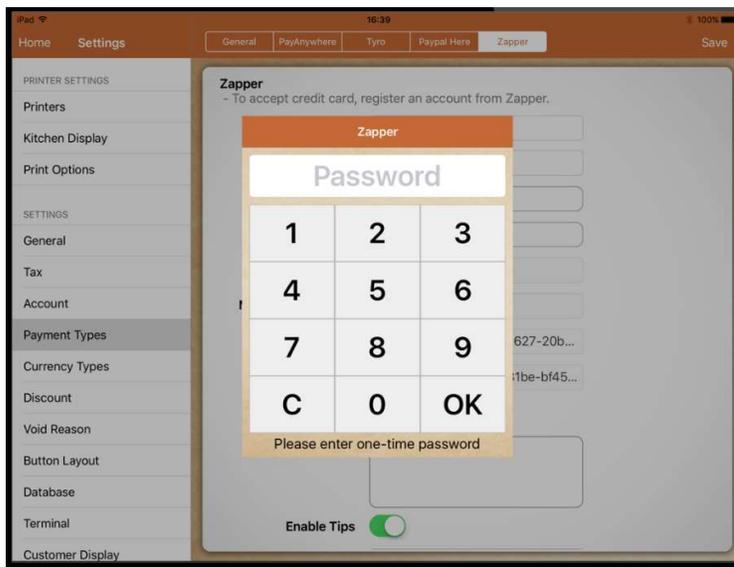
ZAPPER TENDER CONFIGURATION



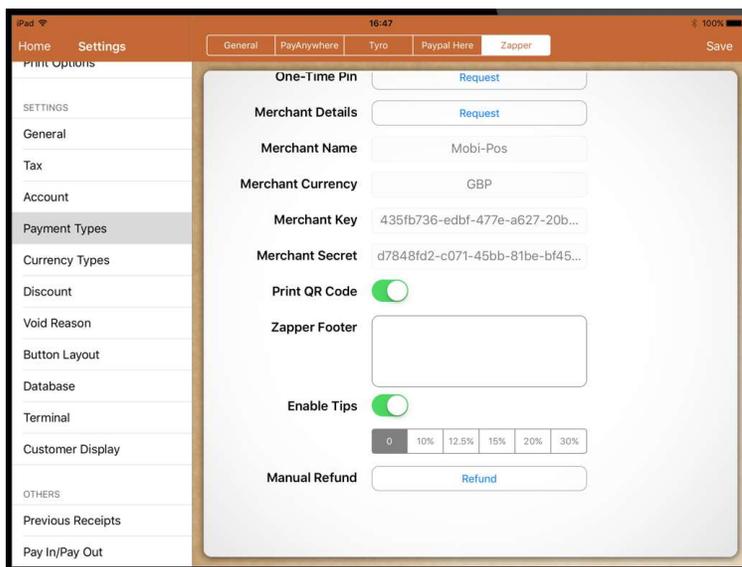
Login into MobiPOS and go to Settings



1. From the menu on the left hand side choose payment types.
2. From the Top menu in Payment Type choose Zapper.
3. Insert Merchant Id
4. Insert Site Id
5. Touch "Request" one Time Pin.
6. Call Installations UK and provide them with the Merchant ID and Site Name, and request the "One Time Pin" stay on the phone until they confirm that is successful
7. Click "Request" Merchant details and follow the procedures on the next Image.



1. Insert the code provided by Installations UK over the phone and press "OK". That will populate the text boxes below as per the next image.



Print QR codes:

This function is to enable or disable the QR Code printed on the bills.

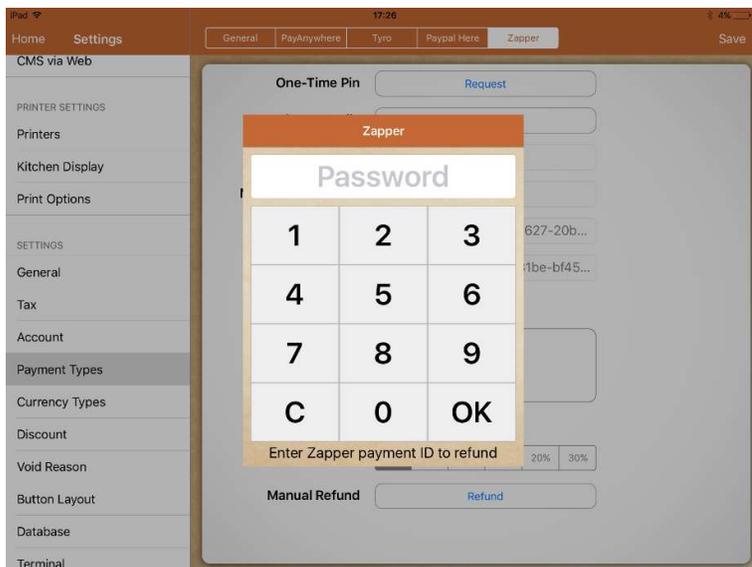
Zapper Footer:

This space is a free text that can be used to write the Zapper promo text.

Enable Tips:

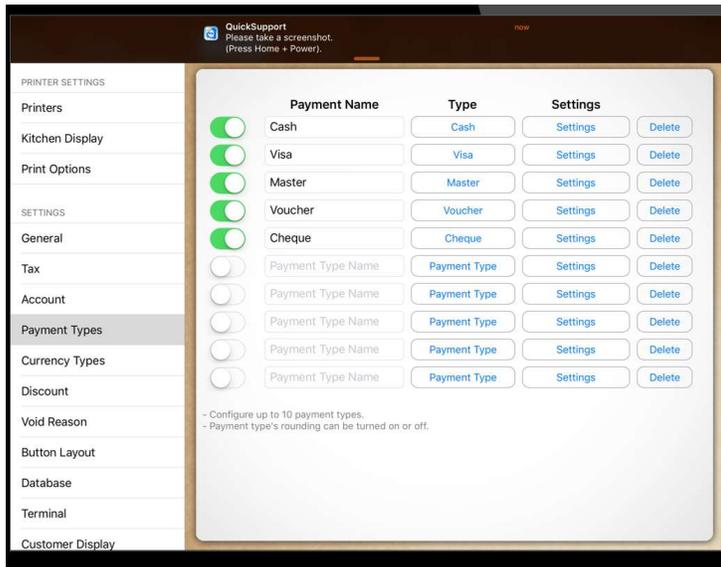
This will enable the tip function in the Zapper mobile app.

And the box below will allow the user to choose the default suggested tip in the zapper app.



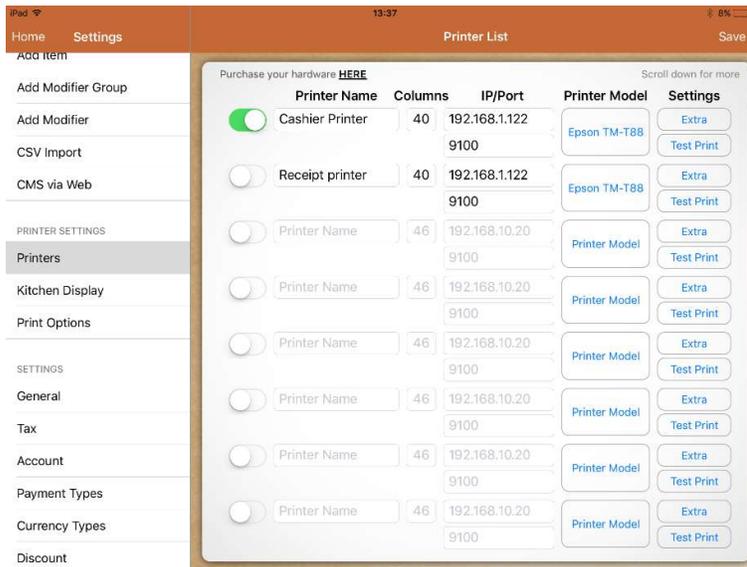
Refund:

1. Press the refund button in the previous image.
2. Enter Payment ID from the confirmation receipt and press OK.
3. System will give a confirmation message or a not valid message.



1. **Toggle:** Toggle on to enable the Zapper payment in the system.
2. **Type:** Choose “Zapper” from the drop down List.
3. **Settings:** Common installations in UK can keep the default.
4. **Delete:** To uninstall Zapper

PRINTER CONFIGURATION



In the menu on the left hand side look for printers:

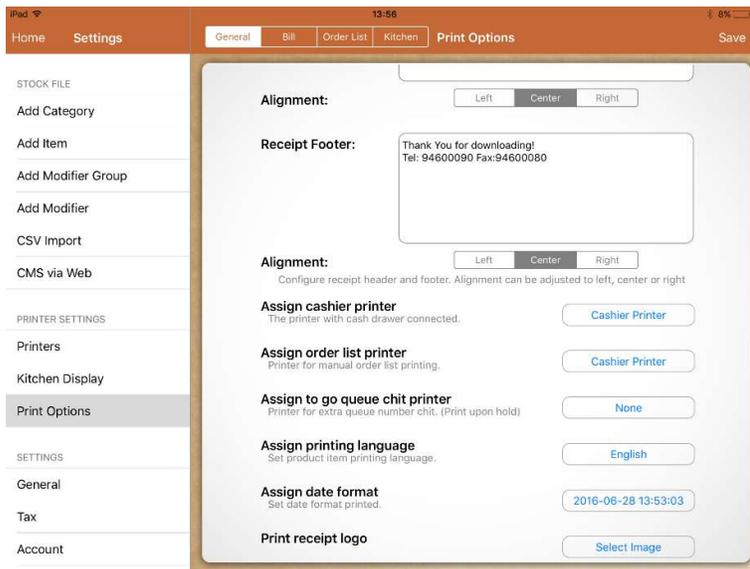
(This section should already be filled by in the site.)

1. **Printer Name:** Free text
2. **Column:** In case of an Epson printer should be 40, but this needs to be according to the printer specifications
3. **Ip Port:** Check Ip of the destination printer
4. **Printer Model:** Drop down List to choose
5. **Settings (Extra):** If you have multiple printer you can set a backup printer.
6. **Settings:** This will print a test receipt in the printer.

Multiple stations note:

This software can work with multiple Ipad, in that case all the printers need to be configured in the Master workstation.

After all the configurations please press “Save” in right top corner

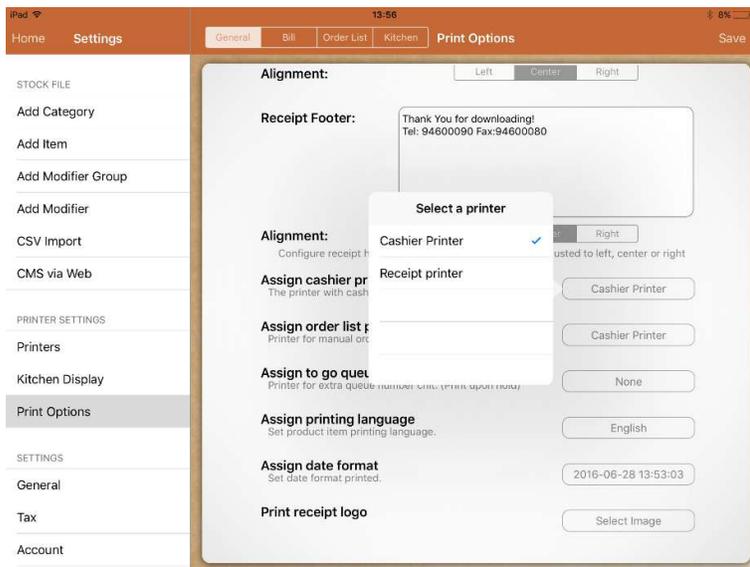


Next step will be assign a printer to a function.

For what concerns to Zapper install, we may need to assign the Cashier Printer

Multiple stations note:

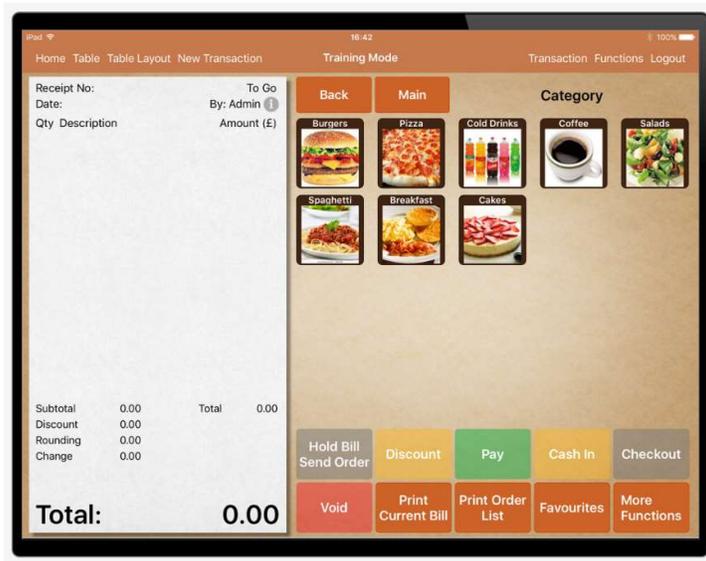
This step needs to be done in each station.



When the cashier printer button is pressed it shows the list of printers configured.

After complete the print options please press the save button in the too right corner.

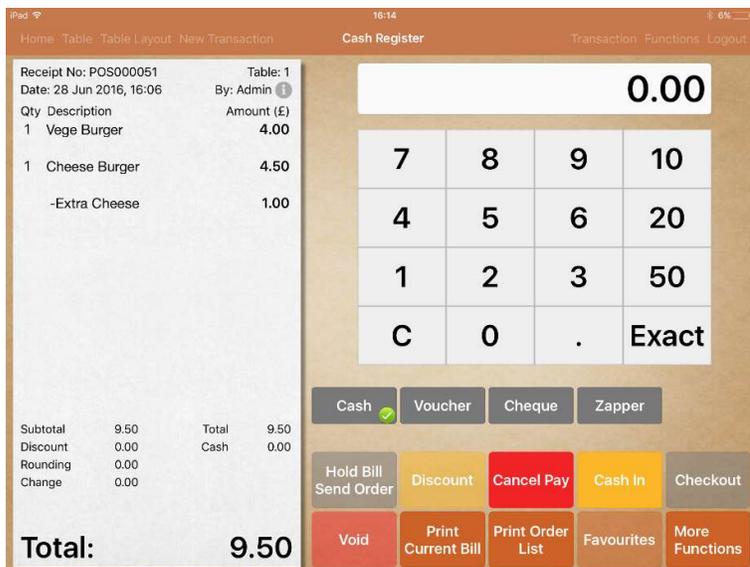
ZAPPER PAYMENT



In the home screen when the user choose Cash Register it will show a screen similar to this one.

Steps to create a bill:

1. Add some products from the right hand side of the screen.
2. Press Hold bill, send order.
3. Print current bill.
4. Bill should be printed in the select printer in previous configurations and should have a Zapper QR Code.
5. Press Pay button



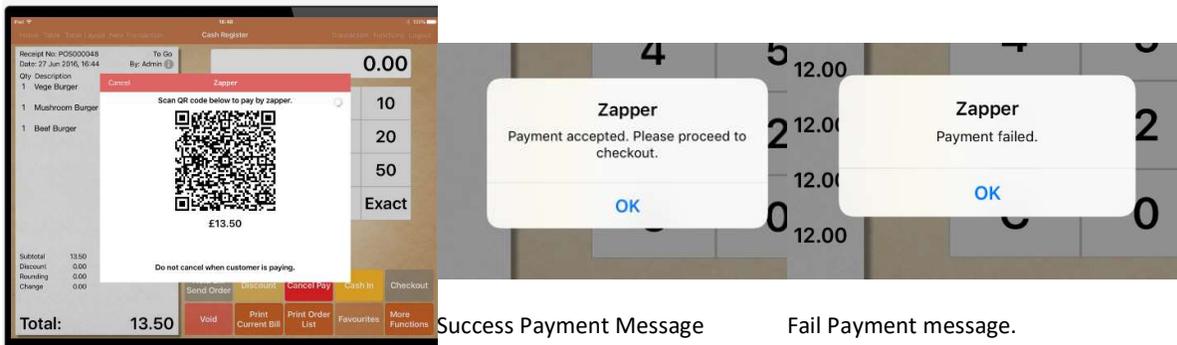
Payment with the System online.

Scenario 1: Customer pays at table

1. Cashier prints the receipt
2. Take it to the table and come back.
3. Customer pays by Zapper
4. Cashier Press Pay and choose zapper key.
5. Should show for some seconds the first image below.
6. Follow by the confirmation message
7. Press “check out” to Close Table / Check

Scenario 2: Customer pays at the till

1. Press Pay and choose zapper key.
2. Should show for some seconds the first image below.
3. Customer scans the QR Code make the payment
4. Till will display messages after the payment complete.
5. Press “check out” to Close Table / Check



QR Code

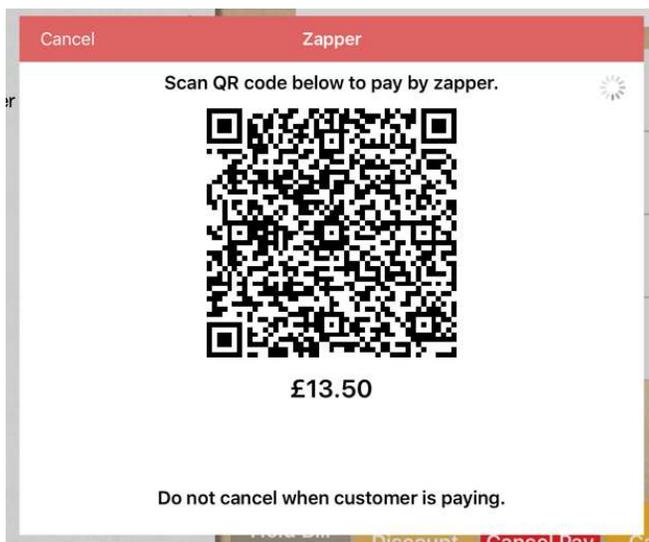
Waiting for payment confirmation

Success Payment Message

Customer paid with success

Fail Payment message.

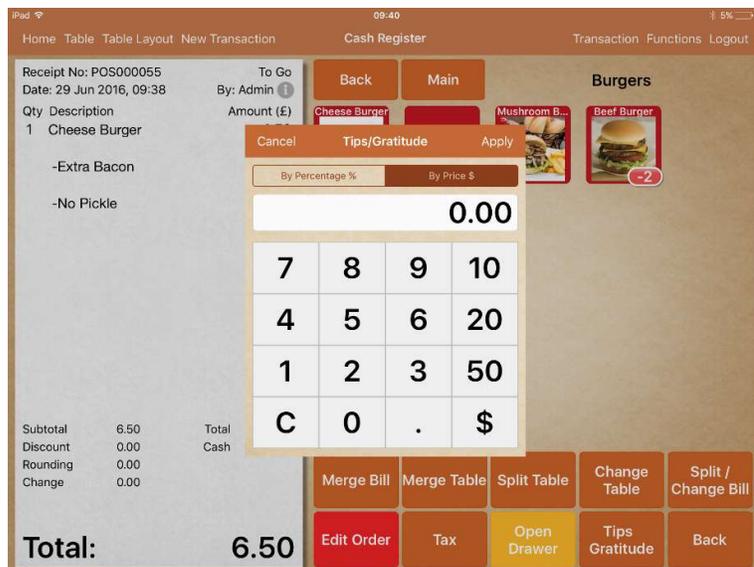
Failed Payment Message



System is offline:

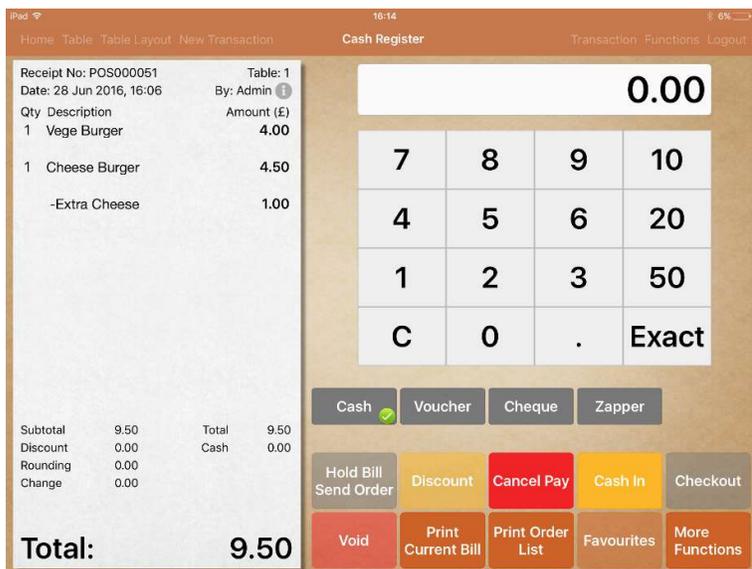
1. User needs to press cancel on the upper left corner of the zapper pop up.
2. Make the payment as any other regular payment.

ZAPPER OFFLINE PAYMENT



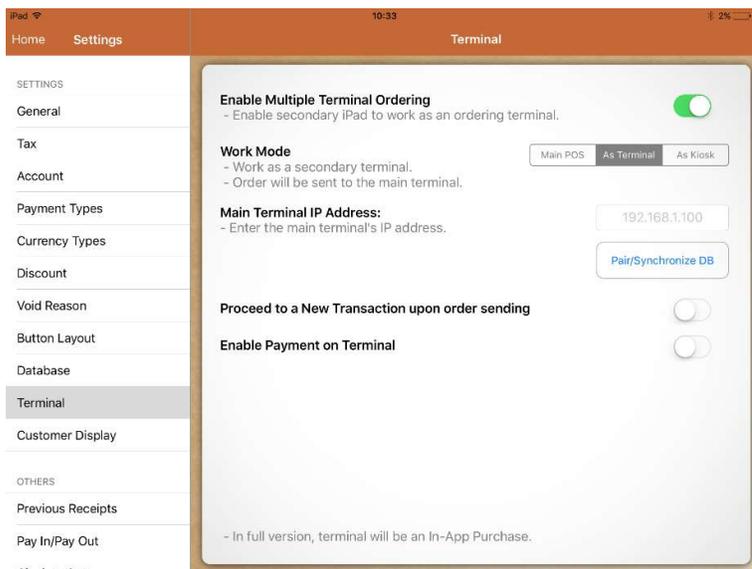
1. Select Tips / Gratitude from the bottom menu (If is not in the first page need to swap left to see the button)
2. When select it will show the pop up as per the image.
3. Insert the amount or percentage according to the customer did in his phone.
4. Press "Apply". (MobiPOS System do not allow to register tips by tender type.) Tip should show in the left hand side in totals.
5. Proceed to payment.

Note: It cannot be done after the payment, if the payment is already registered, need to come off payment mode by using "Cancel Pay" Button. Add the Tip using the above process and repeat payment process.



1. Choose "Zapper"
2. Cancel the Payment popup
3. Press "Exact"
4. Press "Cash In" (Payment should show in the Left hand side in the bottom totals.)
5. Press "Check Out" to finish the sale and / close the table.

SYNC OTHER TERMINAL



In case of multiple terminal please do not forget :

1. Set the Printer to the terminal, as described before.
2. After all the configuration done. The user need to synchronise so the new tender will be available for the other iPads, Press "Synchronize DB".