

Heartland | **POS**

Heartland | POS

Heartland Restaurant

PAX D210 PAY AT THE TABLE

Rev. 03/2019

Disclaimer: The PAX D210 integration with Pay at the Table is ONLY supported with Heartland Payment processing. It will require a special BroadPOS template to be loaded for Heartland Restaurant in order to function properly. Attempting to setup PAX D210 with Pay at the Table with any other payment processor other than Heartland; will result with an unsuccessful install.

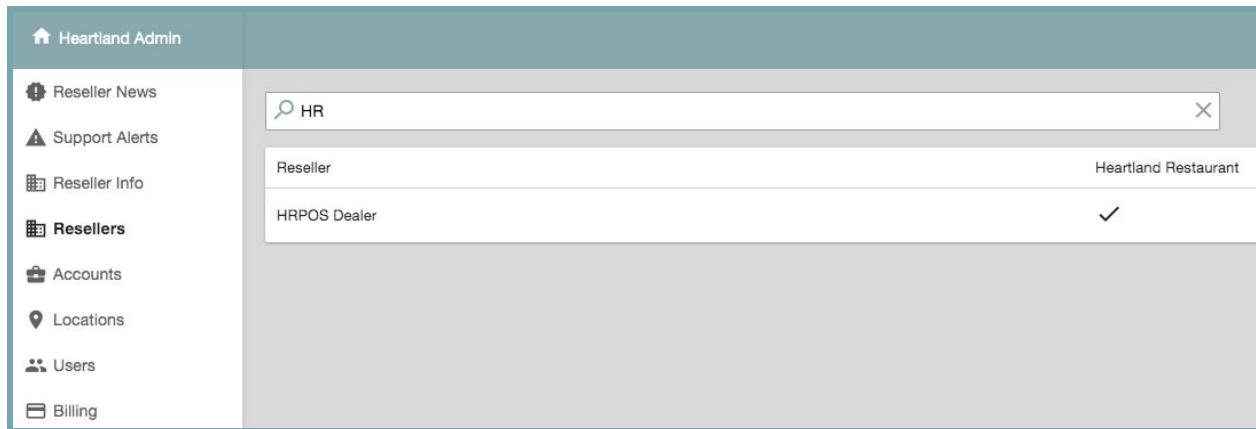
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Heartland Restaurant Account Number

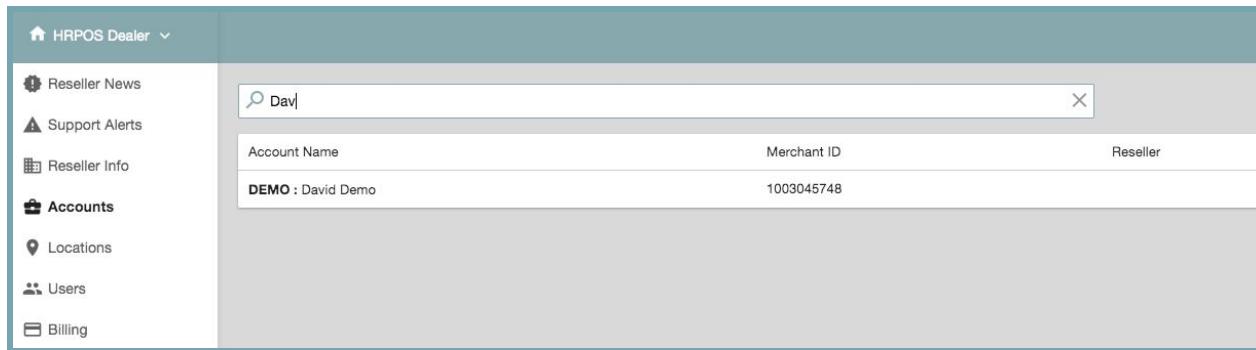
In order to setup PAX D210 as a pay at the table device you will first need to have the account number for the location using Heartland Restaurant. Keep this account number on hand, as you will need it for setup in BroadPOS.

1. Log into Heartland Restaurant Admin portal (hrpos.heartland.us)
2. Navigate to Resellers tab on right hand panel and search for Dealer



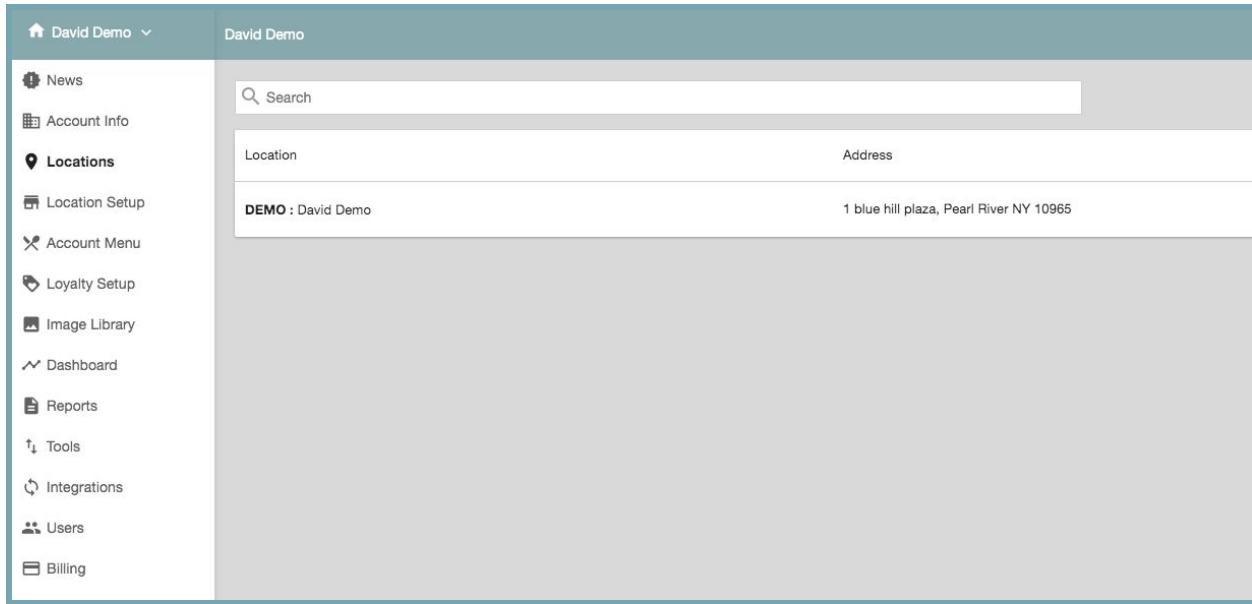
Reseller	Heartland Restaurant
HRPOS Dealer	✓

3. Navigate to Accounts Tab on right hand panel and search for Location



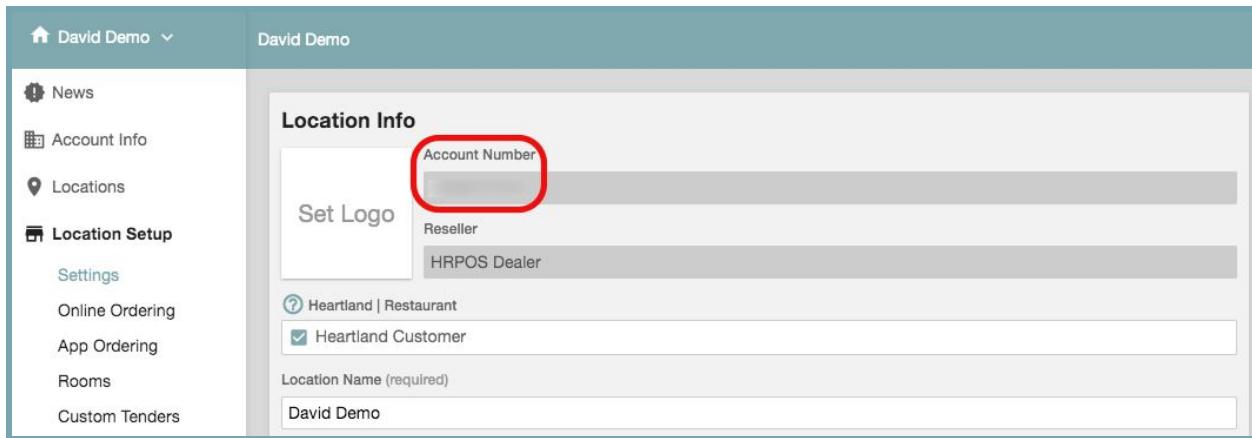
Account Name	Merchant ID	Reseller
DEMO : David Demo	1003045748	

4. Navigate to Locations Tab and Select store we are doing configuration for



The screenshot shows the Heartland POS software interface. The left sidebar has a dark blue header with 'David Demo' and a dropdown arrow. Below it is a list of menu items: News, Account Info, Locations (which is selected and highlighted in blue), Location Setup, Account Menu, Loyalty Setup, Image Library, Dashboard, Reports, Tools, Integrations, Users, and Billing. The main content area has a light gray header with 'David Demo' and a search bar. Below that is a table with two columns: 'Location' and 'Address'. A single row is shown: 'DEMO : David Demo' and '1 blue hill plaza, Pearl River NY 10965'.

5. Take Note of Account Number of location



The screenshot shows the 'Location Info' page. The left sidebar is identical to the previous screenshot. The main content area has a light gray header with 'David Demo'. Below it is a form titled 'Location Info'. The 'Account Number' field is highlighted with a red circle. Other fields include 'Set Logo' (with a placeholder 'Reseller' and 'HRPOS Dealer'), 'Heartland | Restaurant' (checkbox), 'Heartland Customer' (checkbox), and 'Location Name (required)' with the value 'David Demo'.

6. Account Number - Will be listed as a 12 digit number

PAX D210 Terminal

Entering Account Number on Terminal

1. Power the device on
2. Press Pax Menu button on Terminal (3rd button on top right)
3. Enter the default Password (916860) and press the green button
4. Press the down arrow on screen and select [1. System Settings]
5. Press the down arrow twice and select [1. Pay At The Table]
6. Select [4. Server page]
7. Type account number for heartland restaurant (pax/patt/<Account Number>)
8. Press Enter
9. Press Cancel 3 times to exit

WiFi Settings

1. Power the device on
2. Press Pax Menu button
3. Enter the default password (916860) and press the green button
4. Press the down arrow on screen and select [2. Communication]
5. Enter the password again
6. Press the down arrow twice
7. Select [1. WiFi Parameters]
8. Select [1. SSID] and enter the name of the Wireless Network and press Enter
9. Select [3. Password] and enter the password for the Wireless Network and press
10. Press Cancel 3 times to exit
11. Make sure it connects to WiFi (You will see WiFi icon)
12. Repeat Steps 2-6
13. Select [DHCP Type] and Select [2. Static]
14. Press the down arrow
15. Select [1. IP Address]
16. Note IP address
17. Press Cancel a few times to exit

Heartland Restaurant Configuration

Creating Payment Terminal

1. Log into hrpos.heartland.us
2. Navigate to Account (ex. HRPOS Dealer)
3. Navigate to Location (ex. David Demo)

The screenshot shows the HRPOS Dealer interface. On the left, a sidebar menu includes 'Reseller News', 'Support Alerts', 'Reseller Info', 'Accounts' (which is selected and highlighted in blue), 'Locations', 'Users', and 'Billing'. The main content area has a search bar with 'dav' typed into it. Below the search bar is a table with two columns: 'Account Name' and 'Merchant ID'. The table contains one row with the account name 'DEMO : David Demo' and the merchant ID '1003045748'.

4. Click Location Setup on the left side panel
5. Click Payment Terminals
6. Click New
7. Type in Name for device
8. Type in IP Address for PAX D210 (IP Address that was used in wireless configuration)
9. Select Prompt for Tip if needed

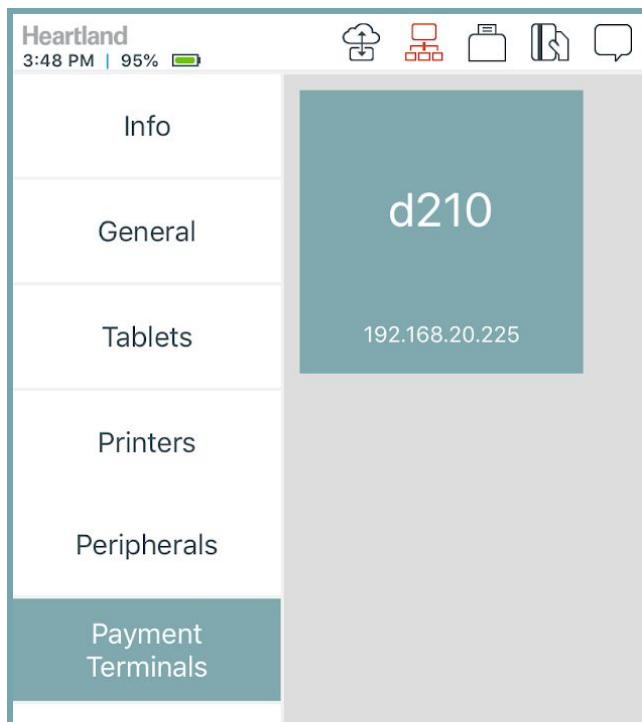
The screenshot shows the configuration page for a payment terminal named 'd210'. The page has fields for 'Name (required)' containing 'd210', 'IP Address (required)' containing '192.168.20.225', and a checkbox for 'Prompt for Tip' which is checked. A tooltip for the checkbox states: 'Prompts the user to select a tip amount on the payment terminal when processing a credit card.'

10. Click Save ()
11. Publish Changes () and click Yes to prompt

Payment Terminal

These settings allow a user to attach a PAX D210 to a Heartland Restaurant terminal for normal use.

1. Open and Log into Heartland Restaurant
2. Click on User Menu
3. Click on Manager
4. Click on Payment Terminals
5. Select your PAX D210 device (wait until it says Connected)
- 6.



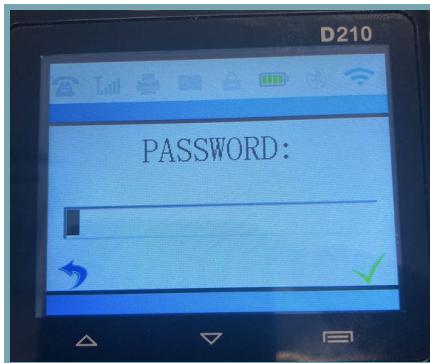
PATT

Performing a PATT Transaction

1. Log into Heartland Restaurant with Employee PIN
2. Create a new ticket with desired items
3. Send Order
4. On PAX D210
 - a. Click Login on screen



- b. PASSWORD: <Enter Employee PIN>

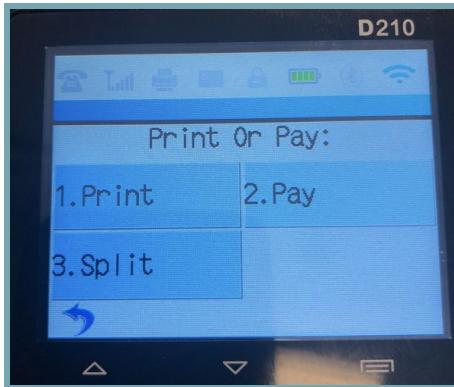


- c. Click Enter or Green check on screen
- d. Select desired ticket on Open Ticket Screen (Open Heartland Restaurant Tickets)



- e. Check Info Screen Appears > Click Function to Continue

f. Option to Print, Pay, or Split Appears



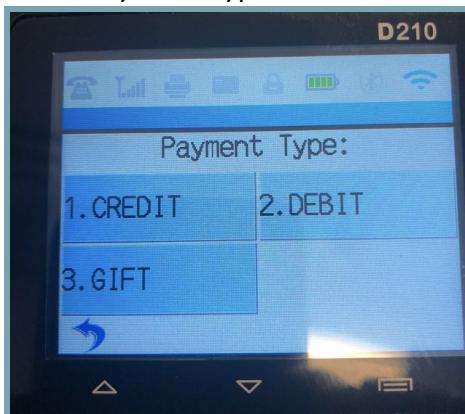
*Print will Print the Ticket Info

*Pay will Allow you to pay check in full

*Split will allow you to pay desired amounts across cards

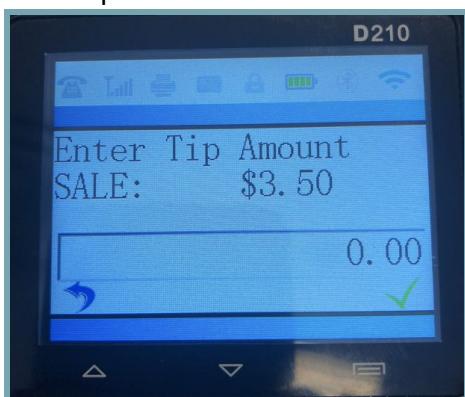
g. Select Pay

h. Select Payment Type

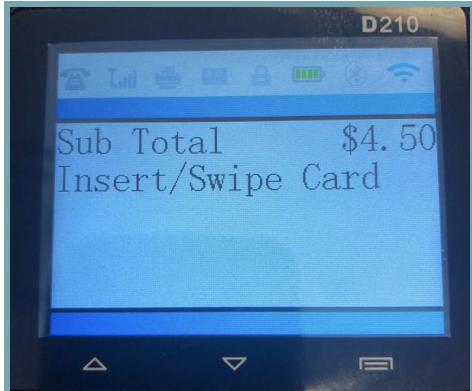


*Select Credit

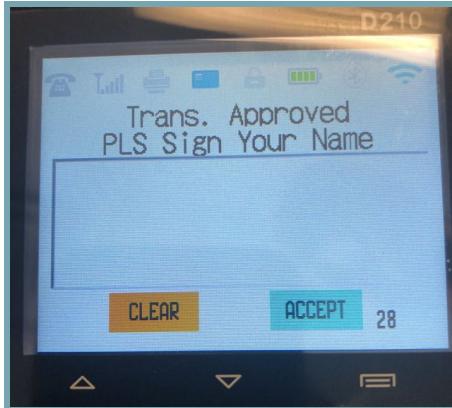
i. Enter Tip amount if needed > Press Enter



j. Insert/Swipe Card



k. Sign After Approval



l. Receipt Should Print
m. Remove your Credit Card

Performing a VOID

1. Log into Heartland Restaurant
2. Select Search
3. Locate and Select Invoice needing a VOID
4. Select Payment
5. Select Void Payment

Performing a Split Payment with PATT

1. Log into Heartland Restaurant with Employee PIN
2. Create a new ticket with desired items
3. Send Order
4. On PAX D210

a. Click Login on screen



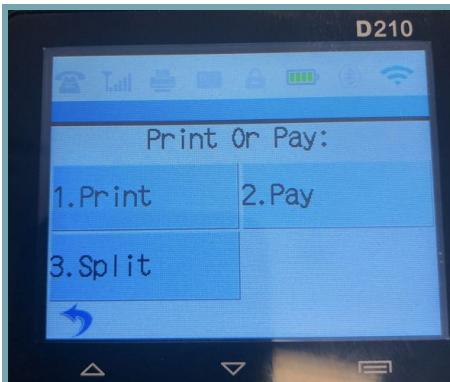
b. PASSWORD: <Enter Employee PIN>



c. Click Enter or Green check on screen
d. Select desired ticket on Open Ticket Screen

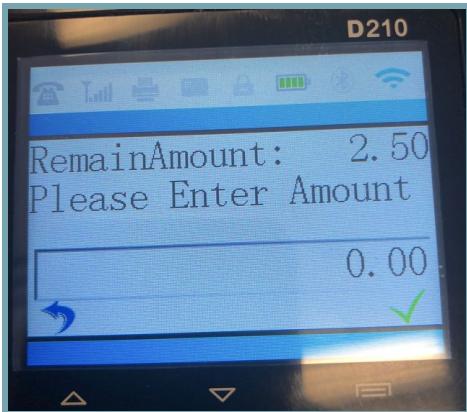


e. Check Info Screen Appears > Click Function to Continue
f. Option to Print, Pay, or Split Appears



*Print will Print the Ticket Info

- *Pay will Allow you to pay check in full
- *Split will allow you to pay desired amounts across cards
- g. Select Split
- h. Enter Amount desired to Pay



- i. Insert/Swipe Credit Card
- j. Sign After Approval
- k. You will then be prompted again to pay remaining amount.
- l. Continue process until Invoice is fully Paid