

Mobile Point of Sale **FAQ**

What kind of payments will the Mobile Point of Sale process?

The Mobile Point of Sale can process chipped cards and near-field communication (NFC) payments for all major credit card companies.

Does the Mobile Point of Sale support manual credit card entry?

Yes. You can manually input credit card information through a user interface on the point-of-sale (POS) system.

Can I process gift cards with the Mobile Point of Sale?

Yes. Simply enter the gift card information manually using the POS interface. The ability to swipe gift cards is currently unavailable.

After a payment is processed, how are tips added?

Customers can enter tips and their signature on the iPad or a printed credit card receipt.

After the payment is processed, will customers get a receipt?

Yes. Customers can choose to receive an emailed or printed copy of their receipt.

Do I need to process credit cards with Heartland to use the Mobile Point of Sale?

Yes, only Heartland customers can use the Mobile Point of Sale. To learn more, contact us.

Which version of Heartland Restaurant runs the Mobile EMV Tablet?

Versions 6.4X and above support the Mobile Point of Sale.

How do I configure the Mobile Point of Sale?

It's simple and user-friendly. For step-by-step instructions, check out the Mobile Point of Sale Quick Start Guide.



Will the Mobile Point of Sale work with any iPad? Yes. However, the Heartland case is designed specifically for the iPad mini. To use the Mobile Point of Sale as a handheld payment device, we recommend using the iPad mini instead of other versions.

How does the Mobile Point of Sale fit into its case?
Please refer to the Assembly Guide that was shipped with your device.

Can the Mobile Point of Sale work without an internet connection? No. The iPad must be connected to the internet and the EMV device must be connected to the iPad via Bluetooth. See the Mobile Point of Sale Quick Start Guide for more information.

Do I need to charge the Mobile Point of Sale before I can use it? Yes. We recommend you charge the Mobile EMV Tablet 2-3 hours prior to use.

How long will a fully charged Mobile Point of Sale last before it needs to be recharged? The Mobile Point of Sale can last roughly 3.5 hours before it needs to be recharged. The case's built-in battery extender helps prolong the life of the device and the iPad. We recommended charging the unit daily.

If the Mobile Point of Sale loses power, how do I turn it back on? Just plug it in and allow the tablet to reach a charge. Once it does, the Mobile Point of Sale will automatically turn itself back on.

Can I replace the battery in the Mobile Point of Sale? No. Ensuring your Mobile Point of Sale remains charged should lessen the need to change the battery. If you experience issues with the battery, contact your Heartland representative.

Does the Mobile Point of Sale charge while in the iPad case? Yes. The case's internal wiring will charge the Mobile Point of Sale battery for both the iPad and the EMV device.

How do I know when my Mobile Point of Sale's battery is running low? The LED lights on the back of the case will indicate the level of battery life.

- **If the first RED light is on**, the battery life is between 0 - 10%
- **If the light is on but not RED**, the battery life is between 11 - 25%
- **Two solid lights** indicate a battery life of 26-50%
- **Three solid lights** indicate a battery life of 51-79%
- **Four solid lights** indicate a battery life of 80 -100%
- **Bottom left, if the LED light is blinking**, the Mobile EMV Tablet's battery life is 0%

The second light indicates the level of battery life for the iPad.

LED Indicator Lights, bottom left

1. Internal Battery LED
2. iPad Battery LED

