

Heartland

# Restaurant

Mobile Point of Sale Quick Start Guide



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# Overview

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**This guide describes how to configure a Heartland Restaurant site to use the Mobile Point of Sale service.** This service enables you to attach an EMV card reader to an iPad Mini tablet and scan credit cards to perform EMV transactions with the iPad device.

To use the Mobile Point of Sale service, the site must use Heartland Processing to process EMV credit card transactions. Currently, the Mobile Point of Sale service supports EMV card readers provided by WiseCube.

To use the Mobile Point of Sale functionality, the site must run Heartland Restaurant version 6.70 or newer.

We also recommend that you use the standard Apple 5 volt / 2.4 amp USB wall charger to charge the iPad devices.

# Important Information

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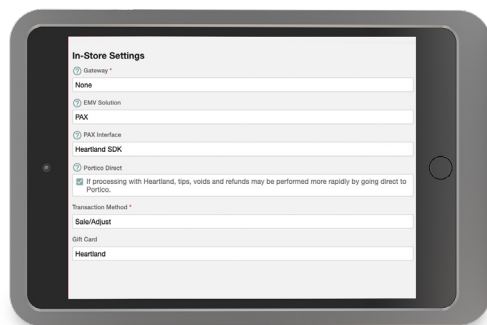
- CrossTID must be enabled on the Heartland servicing site.
- Secure Submit (Heartland Portico) credentials for Online settings are required for Manual Entry.
- Mobile POS is only available for Heartland Processing merchants.
- Mobile POS is not compatible with Monetary EMV.
  - In-store settings and Online settings will work.
  - Monetary with Online settings will lose manual entry feature for Mobile POS units.
- Mobile POS is not compatible with SAF.
- Mobile POS is not compatible with Surcharge.
  - If PAX surcharge is enabled and you have Mobile POS on for the location, Surcharge will be turned off. All or nothing.
- Mobile POS can be used in conjunction with Heartland Gift (manual entry only).
- Mobile POS can be used in conjunction with PAX devices in the same location:  
At least 1 PAX unit is required per location.
  - PAX S300 (firmware version 1.01.06E or later)
  - PAX S920 (firmware version 1.01.01E or later)
  - PAX A920 (firmware version 1.01.11E or later)
- Mobile POS must be used on iPads running iOS12 or newer.

## Configure In-Store Settings

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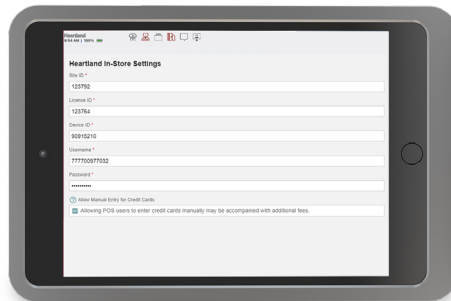
To use the Mobile Point of Sale service, you must configure the POS to use the Heartland EMV processing service. You can do this in the Admin Console on the Payment Gateway screen.

We also recommend that you set the POS to allow servers to enter credit card numbers manually.



1. Log in to the Admin Console and select an appropriate account
2. In the Admin Console's Main Menu, click **Location Setup**, then **Payment Gateway**
3. In the **Heartland In-Store Settings** area, enter the appropriate credentials in the following boxes:

- **Site ID**
- **License ID**
- **Device ID**
- **Username**
- **Password**




After the site enrolls for Heartland EMV processing service, the Relationship Manager (RM) will send an email containing a copy of the VAR sheet and additional information.

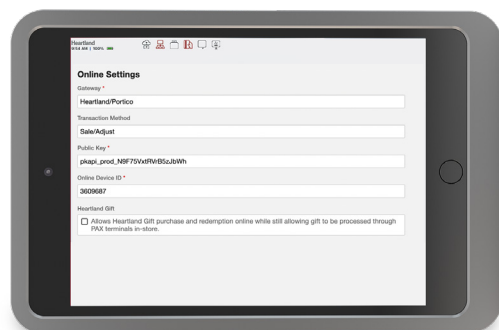
When using PAX devices with Wisecube devices, use the PAX credentials for the In-Store Settings.

4. Check the **Allow Manual Entry for Credit Cards** box

When using the card reader, we recommend that you configure the POS to allow the manual entry of credit card numbers. This allows servers to accept payments with credit cards that may have damaged or compromised EMV chips.

If you plan to use the Manual Entry for Credit Cards feature, you must first set the site to use the Heartland/Portico gateway.

5. To enable the Heartland/Portico gateway, find the Gateway field in the Online Settings area. Then select **Heartland/Portico**.
6. Click  to save the settings



# Attach iPad to Reader Assembly

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For detailed instructions for how to attach the card reader to the iPad and secure them in the device enclosure, review the Mobile Point of Sale Assembly Instructions.

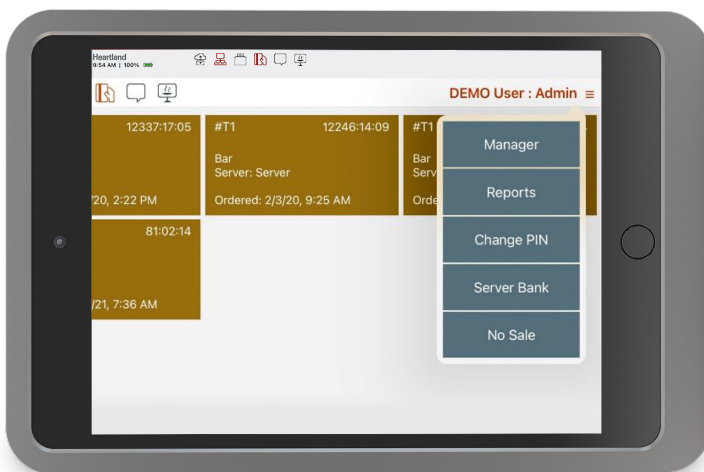
1. When opening the enclosure, use a coin to open BOTH corners before pulling up on the bezel.
2. After opening the enclosure, you should power on the EMV reader device before inserting it into the reader compartment. To turn on the device, press the power button next to the USB-C port. Once this is done, flashing lights will illuminate horizontally.

# Connect POS to EMV Card Reader

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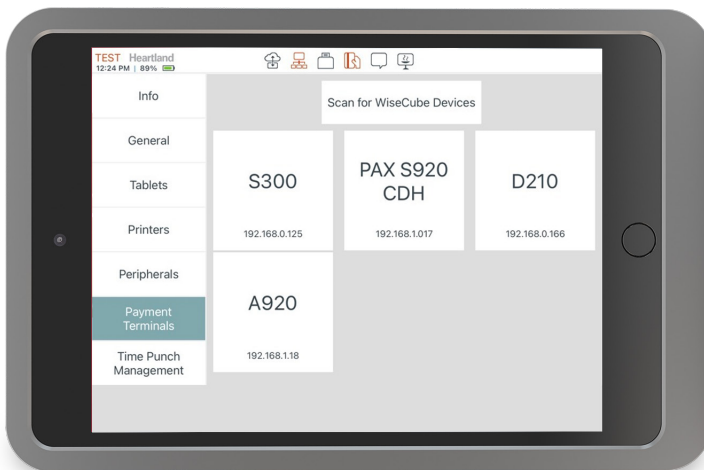
Only pair one EMV reader device and one iPad device at a time. If you try to pair multiple devices at the same time, it may cause connection problems.

1. After you have connected the iPad to the EMV reader assembly, turn on the tablet and run the Heartland Restaurant POS app
2. Log in to the POS
3. In the Ticket screen, tap the **Settings** button  in the top right-hand corner, then tap **Manager**



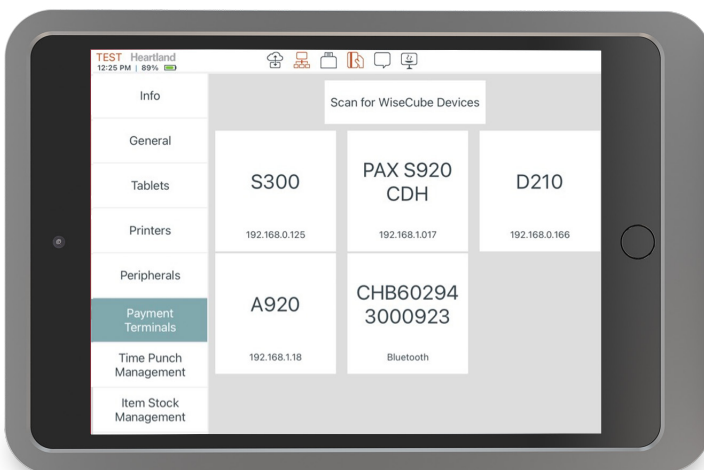
#### 4. In the Manager Settings screen, tap **Payment Terminals**

The POS will display a list of tiles, each representing an available payment terminal.



#### 5. Tap **Scan for WiseCube Devices**

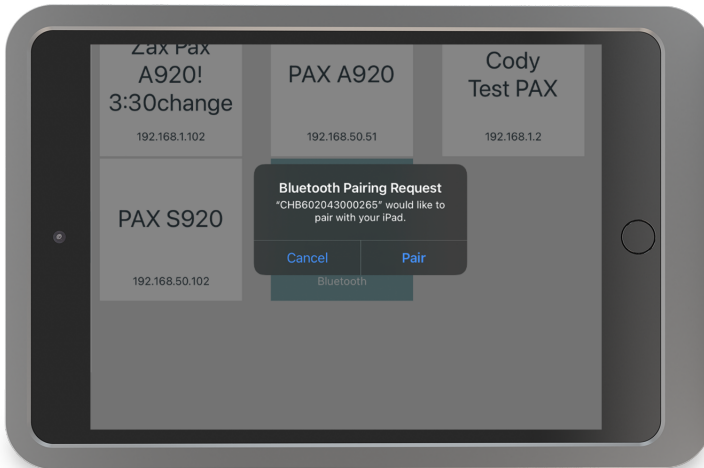
The POS will search for the new card reader. When the POS locates it, it will display a new tile representing the card reader. The tile will display the card reader's serial number (beginning with "CHB").





6. Tap the EMV card reader device tile

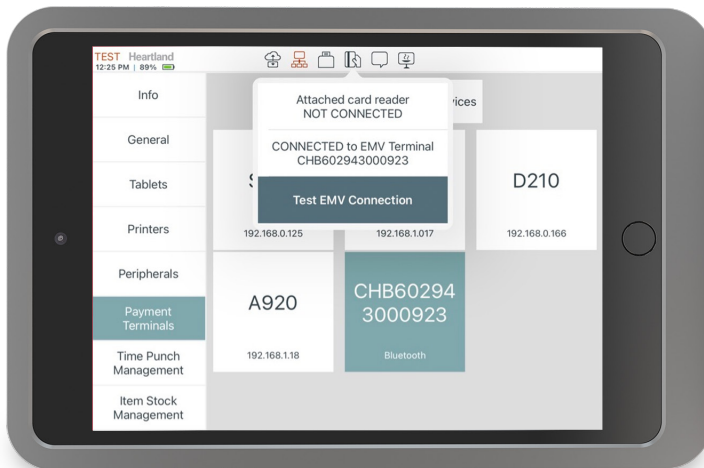
The POS will display the Bluetooth Pairing Request prompt.



7. Select **Pair**

The POS will connect to the EMV card reader and display a prompt confirming its connection status.

8. To test the POS connection to the EMV card reader, tap **Test EMV Connection**






# Disconnect the EMV Card Reader

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To disconnect the current device from the iPad, do the following:


1. On the iPad, double tap the **Home** button or swipe up on the screen
2. Close the Heartland Restaurant app
3. On the iPad home screen, tap **Settings** 
4. In the Settings screen, tap **Bluetooth**
5. In the list of connected devices, find the card reader device, then tap its "i" (Information) button
6. Tap **Forget device**
7. Close the Settings app

To connect a new device to the iPad, repeat the process described above.


# Move Card Reader to Another iPad

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To move a card reader device from one iPad to another, do the following:

1. Open the Heartland Restaurant app
2. Log into the POS
3. In the Ticket screen, tap the **Settings** button  in the top right-hand corner, then tap **Manager**
4. In the Manager Settings screen, tap **Payment Terminals**
5. Tap the card reader button

Heartland Restaurant will disconnect from the selected device.

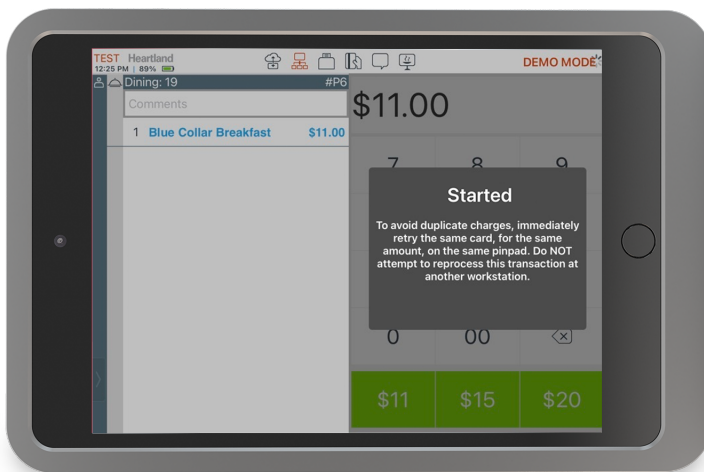
6. Close the Heartland Restaurant app
7. On the iPad home screen, tap **Settings** 
8. In the Settings screen, tap **Bluetooth**
9. In the list of connected devices, find the card reader device, then tap its "i" (Information) button
10. Tap **Forget device**
11. On the card reader device, press and hold the power button until the device powers off
12. Press the power button to turn the device back on
13. Once restarted, if its lights start flashing horizontally, the device is in pairing mode

To connect the device to the new iPad, follow the process described above.

# Using EMV Card Reader in the POS

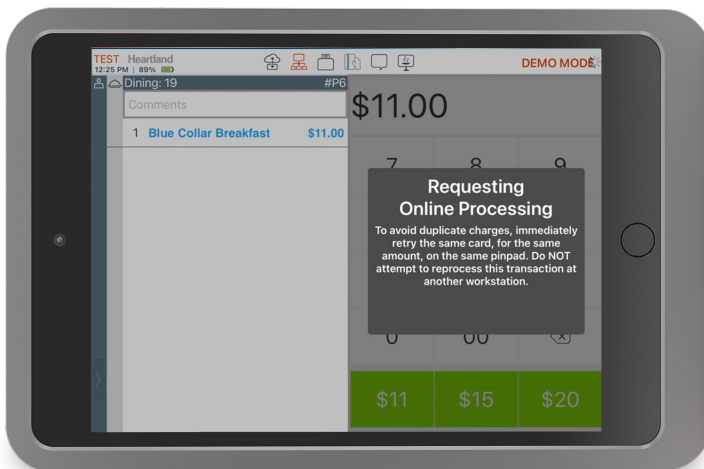
1. In the POS, access an open ticket and tap **Checkout**
2. Tap **Card**

The POS will prompt you to present the card.

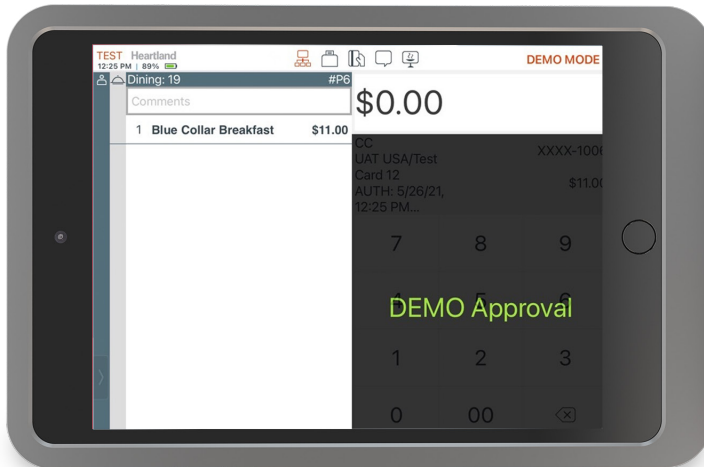


3. Insert the card into the card reader slot or tap the card against the “WiFi” icon on the back of the assembly

The POS will display a message stating that it is requesting online processing.



If the card is confirmed, the POS will display a message stating that the payment was processed successfully.



## Error Codes

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### Error System Error

- CrossTID is not enabled on the processing file.  
**Resolution:** Call processing, **888-963-3600**, to re-enable CrossTID for the Wisecube device.
- The processing URL used for Wisecube devices is down.  
**Resolution:** Call processing, **888-963-3600**, to report/confirm outage, wait for processing to be restored.

### Error Offline Decline

- The device is misconfigured and needs an RMA.

### Insert, swipe, or try another card error

- The card was inserted incorrectly; flip the card over and try again.
- The card is defective; try another card.
- Tapping does not work.
- The EMV device is not installed correctly.
- The EMV device needs to have the NFC logo facing to the NFC logo on the enclosure.

# Troubleshooting Guide

## HPS Mini with USB-A Apple Brick

### Symptoms

- Apple iPad charging issue
- Apple brick issue

## Apple iPad charging slowly

### Power Supply / Cable Combination

There are two different power supplies (bricks) being supplied with the Apple iPad MINI. The A1401 and the A2167.

Your Mobile Point of Sale case comes with a USB-C to USB-A cable, which allows you to easily connect and disconnect the brick to the case. This cable works with both bricks. The A2167 brick requires a different hand shake protocol to supply maximum power to the case. Heartland has included a black USB extension cable with the CONNECT case for this purpose. Without the USB extension cable installed, the A2167 brick will only supply 8.8w of power to the case. With the USB extension cable installed, the A2167 brick will supply the optimal 12.4w of power the case.

**Note:** Use of the extension cable with the A1401 brick will have an adverse effect on charging and will reduce the A1401 output from the optimal 12.4w to 8.8w.

### A2167

Requires black extension cable



### A1401

Do NOT use black extension cable



# Wisecube device not connecting

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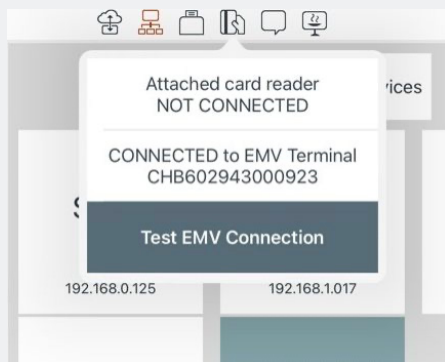
If the device is not charged, charge the device before trying these resolutions.

## Resolution 1

1. Plug the power cord into the Mobile POS enclosure.  
This will “wake” the EMV device.
2. Wait ten seconds.
3. Tap the card icon at the top of the POS software to determine if the device is connected.


## Resolution 2

1. On the iPad, run the Settings app.
2. Tap Bluetooth.
3. Verify that the EMV device is connected.  
If not, tap the “CHBxxxx” device to connect.
4. Run the Heartland Restaurant app.
5. Tap the card icon at the top of the POS to determine if the device is connected.



## Resolution 3

1. On the iPad device, double-tap the Home button or swipe up.
2. Close the Heartland Restaurant app.
3. Access the iPad's Bluetooth settings.
4. In the Bluetooth list, tap the Information button for the “CBHxxxxxxx Wisecube” device.
5. Tap Forget device.

6. Run the Heartland Restaurant app.
7. In the POS, tap the Settings button (  ) in the top right-hand corner, then tap Manager.
8. In the Manager Settings screen, tap Payment Terminals.
9. Tap Scan for WiseCube Devices.  
If the POS finds the card reader, it will display a new tile representing the card reader.
10. Tap Pair.

#### **Resolution 4**

1. Access the iPad's Bluetooth settings to verify the device is not there.  
If it is, delete it.
2. Open the enclosure from both openings.
3. Remove the EMV device.
4. On the EMV device, press and hold the power button until it powers off.
5. On the iPad, access the Bluetooth settings.
6. Disable the Bluetooth connection feature, then enable it again.
7. Turn the Wisecube device back on. It should flash its lights in a chasing pattern.
8. Run the POS, access the Payment Terminals screen again, and scan for the device.
9. Select your device for pairing.  
You should see a prompt for pairing on the iPad.

# Heartland

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