

# Smart Terminal Quick Start Guide

## Before Your Smart Terminal Arrives

### STEP 1: SET UP YOUR POYNT ACCOUNT

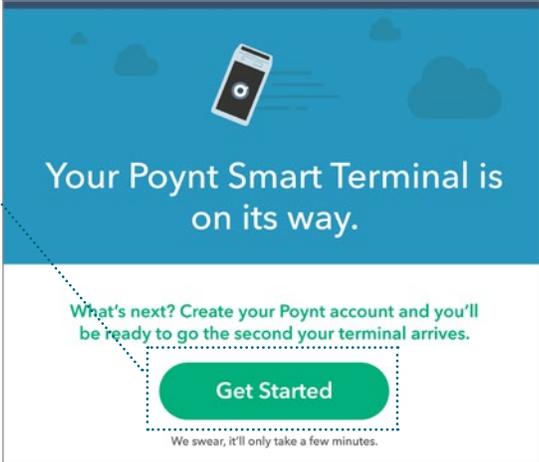
Review the welcome email in your inbox and click on “Get Started” to create your Poynt HQ account.

### STEP 2: VISIT YOUR POYNT HQ ACCOUNT

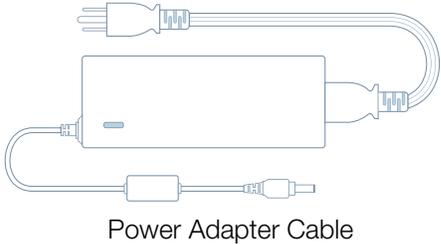
Go to **Poynt.net** and sign in with your account credentials to see your dashboard. Once your terminal arrives, this is where you will log in to see your real time customer and transaction data. You can also access your dashboard on your smart phone using the Poynt HQ app.

### STEP 3: REVIEW TUTORIALS AND SETUP INFORMATION

Visit **support.poynt.com** and review helpful video tutorials and support articles.



## Smart Terminal Box Contents



**Need help? Have questions?**  
**Contact us at 800-725-1243 (toll free)**

# Smart Terminal Setup & Activation

## STEP 1: PLACING THE DEVICE

Your smart terminal has two screens – the bigger one should face you, and the smaller one is directed at customers. Make sure it's in a place with strong, private WiFi, or hook up the docking station to an Ethernet cable.



## STEP 2: POWER ON

To power on your device, press and hold the power button on the bottom of the device for 3 seconds. Your Smart Terminal can be charged from its dock. Just plug in the dock and place your smart terminal onto it. We recommend fully charging the device (approximately one hour) before initial use.



## STEP 3: CONNECT

Follow the instructions on screen to connect to the Internet using WiFi. (Or you can just plug your Ethernet cable into the Ethernet port on the back of the device). After that, it may automatically start updating its software as required. This can take a few minutes. Allow the device to download, install, and reboot.



## STEP 4: ACTIVATE

Now it's time to activate your Smart Terminal, which links your device to your bank.



## STEP 5: QR CODE SCAN

After powering on and connecting to WiFi/Ethernet, tap continue and follow the on-screen directions to scan the QR Code from your welcome email.



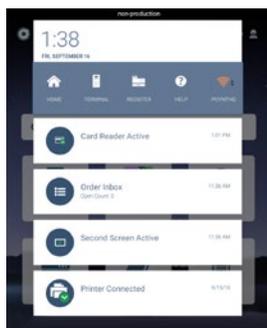
## STEP 6: LOAD PAPER

Finally, you'll just need to load a fresh roll of receipt paper. Lift the latch on the printer compartment, unwrap the roll of paper, and insert as shown. Then you're ready to start accepting payments!



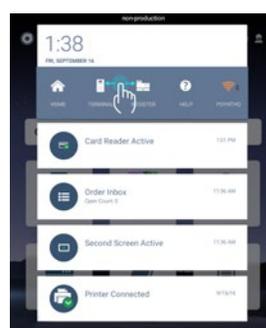
## STEP 7: HOW TO ACCESS THE SWIPE DOWN MENU

You can access the Poynt swipe-down menu by swiping down from the top of the screen. This also serves as the Notification tray where any notifications appear.



Some useful features you can access quickly are:

- Return to home screen
- Open terminal app
- Open help app
- Manage WiFi settings



If you swipe from left to right on the gray bar, there are additional useful features you can access:

- Access device settings
- Check Battery Level
- Take a Bug Report
- Adjust brightness