

Tablet Management System



Step-by-Step Guide
including Frequently Asked Questions

Contents

| | |
|-----------|--|
| 3 | Chapter 1: Getting Started |
| 3 | About the TouchTAB IV tablet |
| 4 | Magnetic Stripe Card Reader |
| 7 | About the RPP02 thermal printer |
| 6 | Chapter 2: Tablet Set Up |
| 6 | The First Steps |
| 7 | The Second Steps |
| 8 | Pairing the Printer |
| 10 | Chapter 3: Using Your TMS |
| 10 | Logging In |
| 11 | Loyalty Card Transaction |
| 13 | Charge Card Transaction |
| 16 | Offline Transactions |
| 18 | Chapter 4: Frequently Asked Questions |

Getting Started

About the TouchTAB IV tablet



- * Android 4.1.1 - Jelly Bean
- * Rockchip Dual Core A9 1.5Ghz Processor
- * 1GB System RAM
- * 9.7" Multi-Touch Capacitive Screen
- * 1024 x 768 Resolution
- * Memory: 8GB onboard
- * 802.11 b/g/n WiFi
- * Micro USB & OTG cable support
- * Bluetooth support
- * Built-in Speaker & Microphone
- * only the items in **BOLD** below are used

Headphone Jack ● →

Micro USB Port ● →

TF Card ● →

Micro USB Host Port ● →
connects to the magnetic stripe card reader

HDMI Port ● →

9v Power Port ● →
connects tablet to A/C Powerpoint

Power Button ● →
power on, put tablet into sleep-mode & wake-up



Getting Started

Magnetic Stripe Card Reader



- * Micro B Male to USB A Female Adapter
- * USB Magnetic Stripe Card Reader
- * Android compatible
- * Connected to the tablet via the Micro USB Host port
- * Powered via the tablet's Micro USB Host port
- * the Magnetic Stripe Card Reader is plugged into the USB Adapter



Getting Started

About the RPP02 thermal printer



- * Thermal print head
- * Bluetooth connectivity
- * Android compatible
- * Battery and A/C mains power
- * Portable
- * only the items in **BOLD** below are used



Thermal Printer



- **Paper Roll**
- **Power Button**
power on / off
- **Paper Feed Button**
- **9v Power Port**
- **Mini USB Data Port**

note:

Additional thermal paper rolls are available from **Distribution One**
tel: +61 2 8007 6435
info@distributionone.com.au



Tablet Set Up

The First Steps



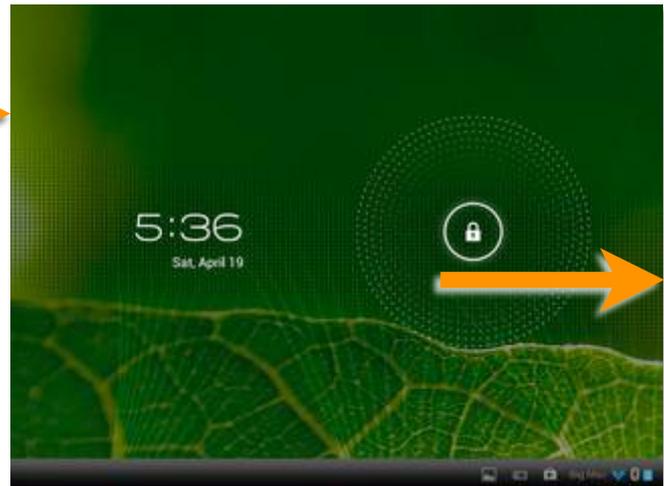
Your tablet is already assembled

Carefully unpack your tablet stand, tablet and reader.

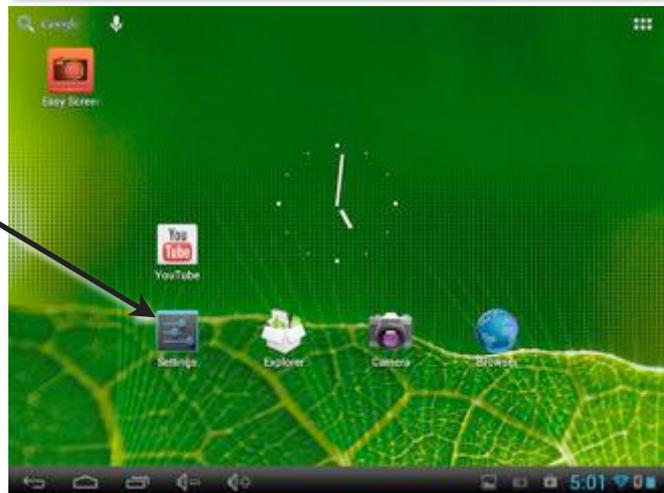
Plug in your tablet using the tablet power adapter supplied.

Turn on the tablet using the power button

Using your finger - swipe the lock image to the right. 
This will display the "home" page of the tablet



Using your finger - tap onto the **Settings** icon.



Ensure that WiFi is turned to **ON**.

Ensure that Bluetooth is turned to **ON**.



Tablet Set Up

The Second Steps



SETTING UP WiFi

Select the preferred **WiFi** and enter in your WiFi password and press “**Connect**”.

The tablet should authenticate your WiFi password and connect.

Contact your IT support and/or see the Troubleshooting section should you have difficulty connecting to your WiFi.

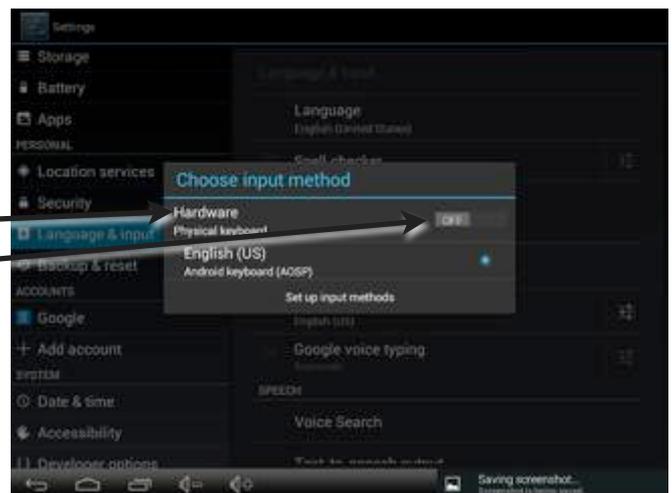


SETTING UP TABLET KEYBOARD

In the “**Language & Input**” section click onto “**Default**”.

On the “Hardware Physical Keyboard” - select **OFF**.

If you do not have the “Hardware Physical Keyboard” option displayed - please ensure that the Micro USB Adapter and Magnetic Stripe Card Readers are firmly plugged in.



SETTING UP DATE & TIME

In the “**Language & Input**” section click onto “**Select Time Zone**”.

A Screen will then pop-up with a selection of locations and time-zones. Simply click onto the relevant selection.



Thermal Printer Set Up

Pairing the Printer



Although the tablet will have already been paired via bluetooth to your thermal printer before shipping - should you ever need to pair the tablet to the printer the steps are listed below:

Ensure that Bluetooth printer is plugged in and turned **ON**.



Using your finger - tap onto the **Settings** icon.



Ensure that Bluetooth is turned to **ON**.

In the Available Devices area you will see the RPP-02 printer listed.

Click onto the **RPP-02**



Thermal Printer Set Up

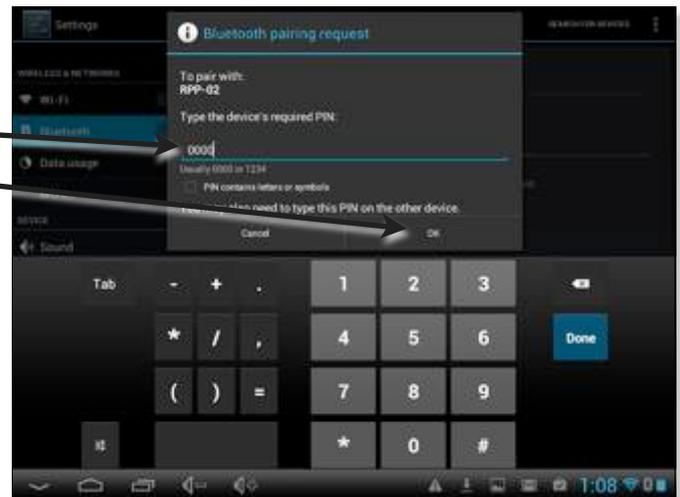
Pairing the Printer



This pop-up box will appear where you will enter in the printer's required PIN.



The PIN required for the RPP-02 printer is **0000**
After entering the PIN press **OK**



You will see that the RPP-02 printer is now listed in the **Paired Devices** section.



Using Your TMS

Logging In



Your Best Western tablet management system offer you a selection of easy to follow steps for transacting with Points Cards or Charge cards.

Your tablet screen displays the following options:

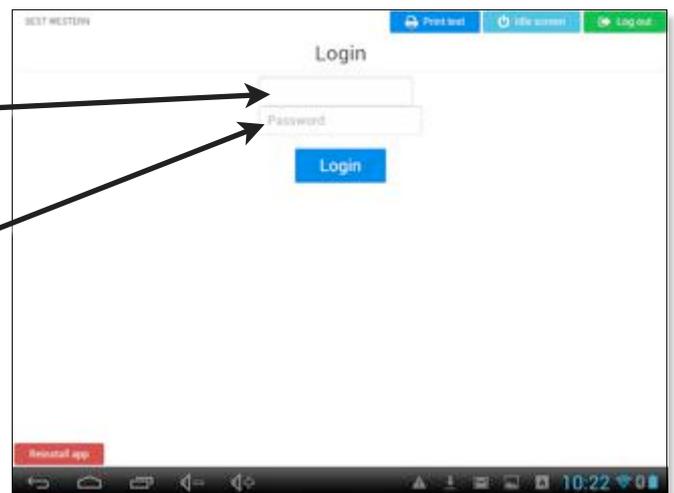
| | | | |
|---|--|---|--|
|  Print test |  Idle screen |  Cancel transaction |  Log out |
| A way to ensure that your wireless bluetooth printer is connected. | Puts your tablet into "Marketing Mode" while also logging you out. | cancels your transaction and brings you back to the start screen - but does not log you out. | Logs you out which ensures that no one can enter in data. |

| |
|---|
| Reinstall app |
| Reloads the tablet application with the most current version. |

LOGGING IN

To log in enter in your 4-digit **USER ID** number in the top section.

Enter your 5-digit **Property Number** in the Password section.



Using Your TMS

Loyalty Card Transaction



ENTERING CARD NUMBER

You can swipe the card or manually enter in the **Card#**

NOTE 1: If the swiped card has the customer name in the magnetic strip then the details will be displayed on the right hand-side of the screen.

NOTE 2: If entering in the card number manually then you will have to press the **Continue** button.

BEST WESTERN Hotel IQ Geeks

Print test | Hide screen | Cancel transaction | Log out

Swipe card (or enter card number)

Card#

Continue

Reinstall app

NIGHT STAYED

When you touch the **Nights Stayed** section the tablet keyboard will appear.

Using the tablet keyboard enter in the correct amount of nights and press the **Continue** button.

BEST WESTERN Hotel IQ Geeks

Print test | Hide screen | Cancel transaction | Log out

Nights stayed

Nights stayed

Continue

Reinstall app

CARD# 2081811815293780
NAME ON CARD RES3FFELM
RES3FFELM

BOOKING DETAILS

Using the tablet keyboard enter in the spend segmentation press the **Continue** button.

NOTE 1: The amounts entered in each segment will automatically be calculated and displayed TOTAL section.

NOTE 2: If you are wanting to reverse / refund an earlier transaction simply ensure that the **Refund** button is chosen/ticked.

BEST WESTERN Hotel IQ Geeks

Print test | Hide screen | Cancel transaction | Log out

Booking details

Accommodation 500

Food & Beverage 125

Conference 100

Refund? Other

TOTAL 775

Continue

Reinstall app

CARD# 2081811815293780
NAME ON CARD RES3FFELM
RES3FFELM

Using Your TMS

Loyalty Card Transaction



CONFIRM NAME & EMAIL

Either the staff or the guest can enter in the guest's **Name** and **Email Address** so that the receipt is sent to them.

NOTE 1: These fields are initially blank. The details can be filled out by the clerk or guest.

NOTE 2: Once fields have been filled in - then the details will be automatically displayed when the card is next transacted.

NOTE 3: The guest can change/update these details by overwriting with their new details.

NOTE 4: The terms and condition agreement is automatically checked for the guest.

BEST WESTERN Hotel IQ Gecko

Print test | Info screen | Cancel transaction | Log out

Confirm name & email

Name: Michael Reiffé
Email address: michaelr@iggecko.com.au

By submitting this form, you hereby agree to our Terms and Conditions on bestwestern.com.au.

Confirm

REINSTALL APP

CARD# 2081811815293780
NAME ON CARD Michael Reiffé

“Flip” the tablet to face the guest.

SUMMARY

The guest reviews the details and signs the screen and then presses **Print & Email**.

NOTE 1: After the **Print & Email** button is pushed the transaction will be emailed to the registered email address and printed on the receipt printer while also being both saved and uploaded.

BEST WESTERN Hotel IQ Gecko

Print test | Info screen | Cancel transaction | Log out

Summary (please sign below to confirm)

| | |
|-----------------|--------------|
| Accommodation | \$500 |
| Food & Beverage | \$125 |
| Conference | \$100 |
| Other | \$50 |
| Total | \$775 |

REINSTALL APP

CARD# 2081811815293780
NAME ON CARD Michael Reiffé

Clear signature | Print & Email

PRINT ANOTHER COPY

Either the hotel clerk or guest may select to **Print** an additional copy of the transaction receipt or **Skip** this process.

NOTE 1: This is the final step in the loyalty card transaction process.

BEST WESTERN Hotel IQ Gecko

Print test | Info screen | Cancel transaction | Log out

Print another copy

Print | Skip

REINSTALL APP

CARD# 2081811815293780
NAME ON CARD Michael Reiffé

Using Your TMS

Charge Card Transaction



ENTERING CARD NUMBER

You can swipe the card or manually enter in the **Card#**

NOTE 1: If the swiped card has the customer name in the magnetic strip then the details will be displayed on the right-hand side of the screen.

NOTE 2: If entering in the card number manually then you will have to press the **Continue** button.

CHARGE CARD INFO (ACTIVE)

An **Active** charge card will be displayed in **green**.

In **Guest Name** enter in the full (first and last) name of the Guest.

OPTIONAL: Enter in the business **Cost Centre** details (ie: Admin).

NOTE 1: When the **Name on card** is listed as "Letter of Authority" or something generic - it is very important to ensure that the guest's name is recorded.

CHARGE CARD INFO (INACTIVE)

An **Inactive** charge card will be displayed in **red**.

Please either contact Best Western head office for payment approval or select an alternate payment type (Visa, MasterCard, AMEX, etc).

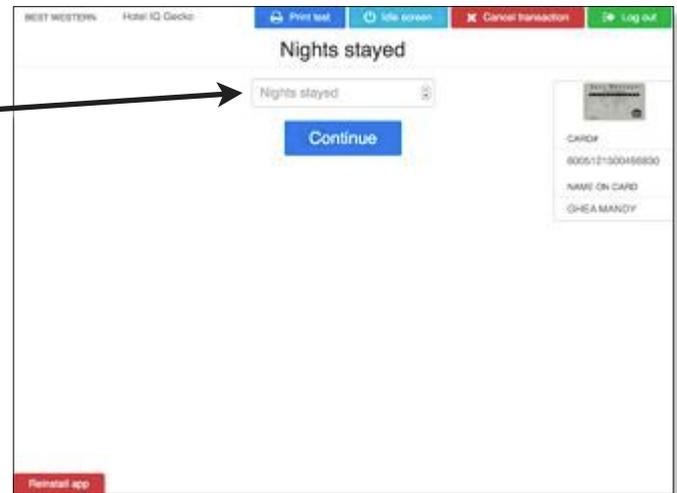
Using Your TMS Charge Card Transaction



NIGHT STAYED

When you touch the **Nights Stayed** section the tablet keyboard will appear.

Using the tablet keyboard enter in the correct amount of nights and press the **Continue** button.

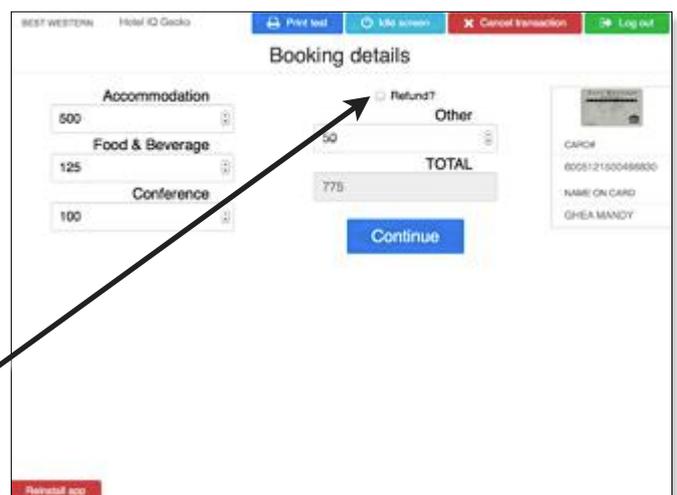
Screenshot of the 'Nights stayed' screen in the TMS app. It features a numeric keypad for entering the number of nights, a 'Continue' button, and a card summary on the right showing the card number and name. Navigation options like 'Print test', 'Hide screen', 'Cancel transaction', and 'Log out' are at the top.

BOOKING DETAILS

Using the tablet keyboard enter in the spend segmentation press the **Continue** button.

NOTE 1: The amounts entered in each segment will automatically be calculated and displayed TOTAL section.

NOTE 2: If you are wanting to reverse / refund an earlier transaction simply ensure that the **Refund** button is chosen/ticked.

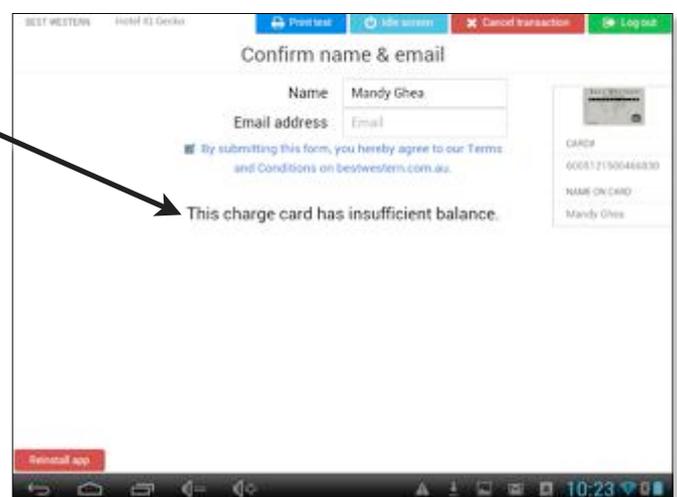
Screenshot of the 'Booking details' screen. It shows input fields for 'Accommodation' (500), 'Food & Beverage' (125), and 'Conference' (100). There is a 'Refund?' checkbox and an 'Other' field. A 'TOTAL' section shows a sum of 775. A 'Continue' button is at the bottom. A card summary is on the right.

INSUFFICIENT BALANCE

Should the Best Western Charge Card does not have enough funds available then the transaction will not proceed

NOTE 1: This will only happen if there is insufficient funds. When there are sufficient funds the tablet will automatically take you to the this screen.

NOTE 1: Should this occur you may call Best Western head office and request a credit limit increase.

Screenshot of the 'Confirm name & email' screen. It shows fields for 'Name' (Mandy Ghes) and 'Email address' (Email). A message states 'This charge card has insufficient balance.' There is a checkbox for terms and conditions. A card summary is on the right.

Using Your TMS

Charge Card Transaction



CONFIRM NAME & EMAIL

Entering in their **Name & Email Address** ensures that a receipt is sent to the relevant recipient.

NOTE 1: If these fields have been filled in previously then the details will be automatically displayed.

NOTE 2: The guest can change/update these details by overwriting with their new details.

NOTE 3: The email address will be automatically be filled with the charge card company's head office email address, so they receive a receipt of the transaction as the guest checks out.

“Flip” the tablet to face the guest.

SUMMARY

The guest reviews the details and signs the screen and then presses **Print & Email**.

NOTE 1: After the **Print & Email** button is pushed the transaction will be emailed to the registered email address and printed on the receipt printer while also being both saved and uploaded.

NOTE 2: **THIS IS A PAYMENT TRANSACTION.** This information will be emailed so that the recipient has documentation of this payment transaction.

PRINT ANOTHER COPY

The hotel clerk or guest may select to **Print** an additional copy of the transaction receipt or **Skip** this process.

NOTE 1: This is the final step in the charge card transaction process.

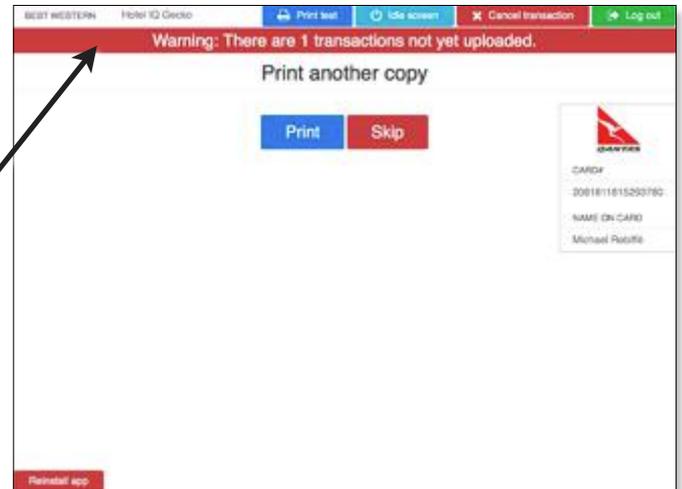
Using Your TMS

OFFLINE Transactions

OFFLINE LOYALTY

If the system is offline the loyalty transaction will still work although you will get a **Warning** alert notification to let you know that the transaction has not yet been uploaded.

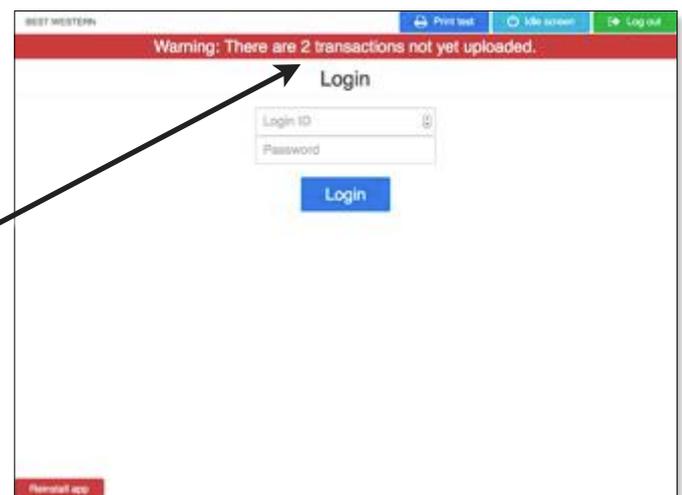
NOTE 1: When a transaction is completed with the tablet online - then all transactions will be uploaded.



OFFLINE LOYALTY

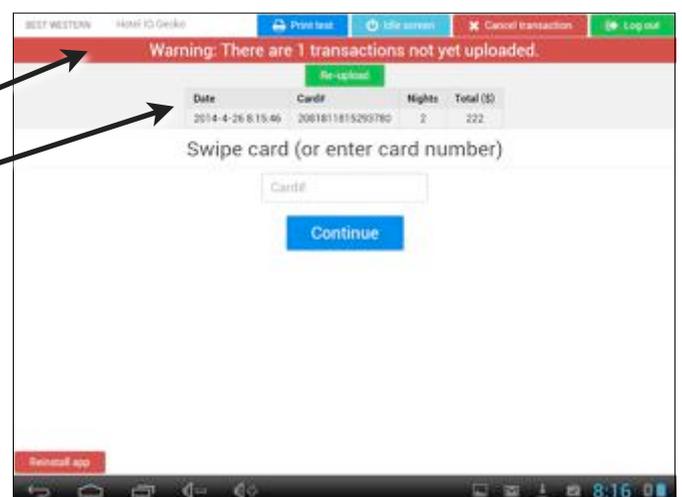
Should you do more loyalty transactions while offline mode the tablet will continue to count the amount of offline transactions that are waiting to upload.

NOTE 1: When a transaction is completed with the tablet online - then all transactions will be uploaded.



OFFLINE TRANSACTIONS

Users can click on the **red bar** and see offline transactions and the upload button.

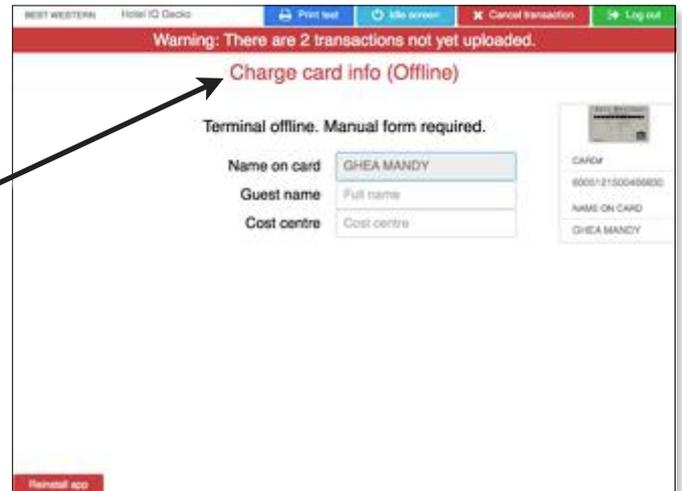


Using Your TMS

OFFLINE Transactions

OFFLINE CHARGE CARD

Offline Charge Card transactions are not permitted. You will be required to fill in a Manual Form.



The screenshot shows a TMS interface with a red warning banner at the top: "Warning: There are 2 transactions not yet uploaded." Below the banner, the title "Charge card info (Offline)" is displayed. A message states "Terminal offline. Manual form required." The form contains the following fields:

| | |
|--------------|-------------|
| Name on card | GHEA MANDY |
| Guest name | Full name |
| Cost centre | Cost centre |

On the right side, there is a card image placeholder and a summary box containing:

- CARD#
- 6000121500450830
- NAME ON CARD
- GHEA MANDY

An arrow points from the text "You will be required to fill in a Manual Form." to the "Charge card info (Offline)" title.

Staying “In The Know”

Frequently Asked Questions



How do I unlock the screen?

When in standby mode, the screen will power off. You simply unlock the screen by pressing the power on button briefly to resume. To unlock the screen, drag the Padlock symbol across the screen towards the right unlocked Padlock symbol.

Cannot Connect to WiFi

Step 1. Check your Wi-Fi Router connection.

Step 2. Unlock the screen from the Main page, CLICK on the Settings App, slide the Wi-Fi "ON" in order to connect to WIFI. You will need your SSID (Personal Wireless Network Name).

If you are not familiar with the SSID, please contact your Internet Service Provider. Once you have located your SSID (Personal Wireless Network Name), simply click on it and enter your password.

How do I set the time and date on my Amicroe TouchTAB iV?

Unlock the screen from the lock page, CLICK on the Settings App and this will open the settings page.

Disable the Automatic date and time and then CLICK on Set date/ Set time. Set the appropriate date and time and then re-enable the Automatic date & time option.

How do I find numbers and symbols on the Touch Screen keyboard?

On the Touch Screen Keyboard, to change to numbers and symbols, press the "?123" key. This will bring up the numeric keypad. On the Numeric keypad, press the "ABC" key to return to the normal alpha keyboard.

Staying “In The Know”

Frequently Asked Questions



How do I know that the Magnetic Stripe Card Reader is on?

The Magnetic Stripe Card Reader is plugged into the USB Adapter which, in turn, is plugged into the tablet HOST port.

When the Magnetic Stripe Card Reader Light is correctly connected and receiving power then the green light is on.

How can I tell if the touch screen is functioning correctly?

Unlock the screen from the lock page, CLICK on the Settings App, go to "Developer Options" on the left hand side, then scroll down on the right hand side of the tablet and tick both "Show touches" & "Pointer location".

Then CLICK the home button, once you are on the home screen, draw a straight line and the blue cross hairs should match where your finger is located on the screen.

Lift and place your finger back on the screen a few times to make sure the blue cross hairs match where your finger is positioned.