

talech Mobile

Quick Start Guide

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Before You Begin

Welcome to talech!

Thank you for selecting talech Mobile as your new point of sale solution. We look forward to helping you run your business better.

Before you begin

Look for an email from talech that says, "Welcome to talech: Get Started Here!" with your talech login credentials.

Note: If you didn't receive an email or need a new one sent, chat with talech Support on help.talech.com. See the Support page at the end of this guide for more information.

Make sure you have the most recent update on your mobile device's OS.

Getting Started

How to download the talech app

You can download talech Mobile on the App Store or on Google Play.



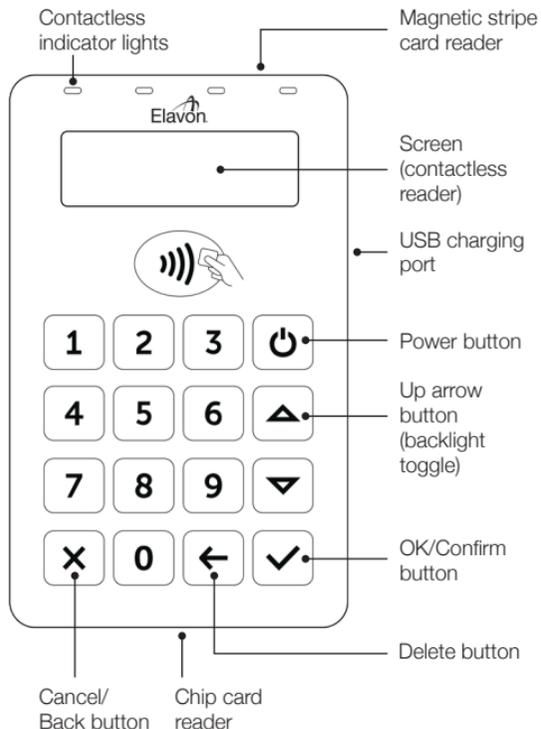
Log in

Once talech Mobile is installed, log in using the credentials in your welcome email.



Scan the QR Code for more information on getting started, on help.talech.com

The Datacs card reader



Pair the Datacs card reader with talech Mobile

Go to the **Settings** app on your mobile device and select **Bluetooth**. Ensure that Bluetooth is turned on.

1. On talech Mobile go to **Home > Settings > Card Readers**.
2. Select the **+** button in the bottom right.
3. Select **BluePad-50**.



Scan the QR Code to go to the Datacs set up guide on help.talech.com

Pair the Datecs card reader with talech Mobile continued

- An in-app guide appears to help with pairing. Swipe left to progress through each step of the guide.
- Make sure the Datecs card reader is fully charged before pairing. The Datecs card reader is fully charged when the battery icon is full.
- Press and hold the power button to turn on the Datecs card reader.



Tip: Press the up arrow to toggle the backlight on and off.



- Press and hold the green OK button until **Enter Pairing Mode?** appears on the screen.



- Press the green OK button.



- Bluetooth Pairing** appears on the Datecs card reader with the serial number underneath.



Note: If you don't see the Datecs card reader serial number, search 'Datecs Setup with talech Mobile' on help.talech.com or scan the QR code on page 11 for troubleshooting tips.

Pair the Datecs card reader with talech Mobile continued

10. Select **Start Pairing** on your mobile device.
11. Select the serial number that appears on your mobile device (it will match the back of the Datecs card reader).



12. A passkey appears on the Datecs card reader that matches the code displayed on your mobile device.
Press the green OK button on the Datecs card reader. Then press **Pair** on your mobile device.

13. Wait for pairing to complete. The Datecs card reader displays the message **Pairing Successful**. Press the green OK button.



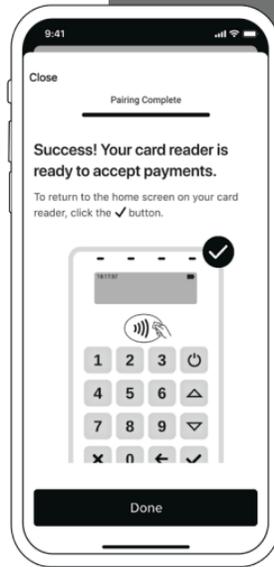
14. Once paired, a TMS update is required. Select **Begin Update** on your mobile device.



Note: It should only take a few minutes for the initial update to complete. Make sure you leave talech Mobile open for the entire update.

Pair the Datecs card reader with talech Mobile continued

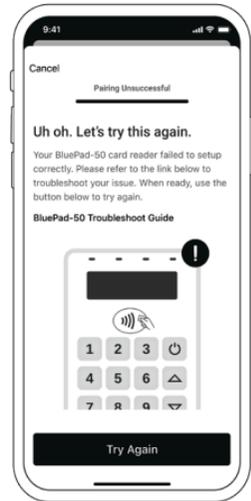
- Once the TMS update is complete, the in-app guide displays the **Pairing Complete** screen. Click **Done** on your mobile device.
You are now ready to accept payments and run transactions!



If the update failed, the in-app guide tells you the Datecs card reader failed to setup correctly.

Select **Try Again** on your mobile device and re-try the update.

Note: If pairing continues to fail, search 'Datecs Troubleshooting' on help.talech.com or scan the QR code below.

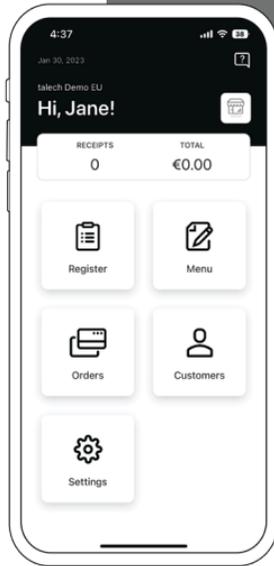


Scan the QR Code for Datecs troubleshooting tips, on help.talech.com

Transaction Basics

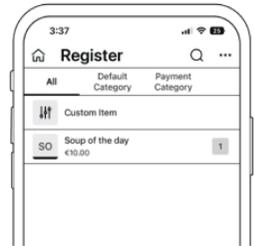
You can only take payments if your mobile device is connected to data or WiFi.

If you have multiple TID's, only one mobile device may be mapped to a TID at a time. You can switch between TID's via **Settings > Payments > Terminal**.



Run a transaction

1. On talech Mobile select **Register**.



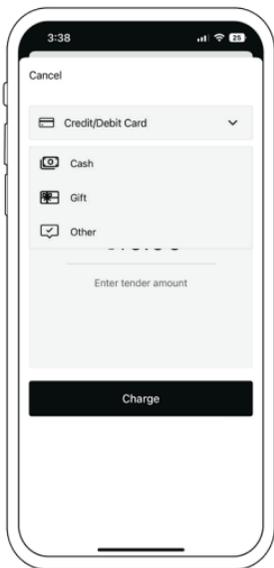
2. Select an item from the menu to add to the shopping cart, or select **Keypad** at the bottom to add a custom item to the cart for a specified amount.
3. Select **Save > Pay** at the bottom of the screen.



Scan the QR Code to learn how to create items or categories for your catalogue

Run a transaction continued

4. Select **Credit/Debit Card** from the payment type.
5. Select **Charge**.



8. When prompted, insert, swipe or tap the card.

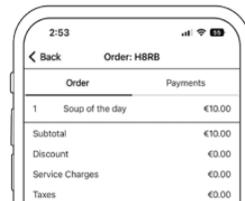
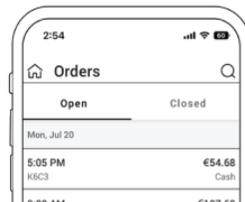
Note: You can also manually key in the card number by pressing **1** on the Datecs card reader when prompted.



9. A message appears on your mobile device that says **Payment Successful**.

Refund a transaction

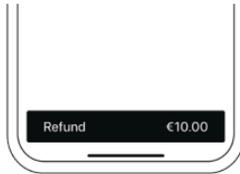
1. On the talech Mobile home screen, select **Orders**.
2. Select the **Closed** tab.
3. Select the order you want to refund.
4. Select **Refund** at the bottom of the screen.



6. Select a tip amount (if necessary).
7. Select **Done**.

Refund a transaction continued

5. Select **Refund** again to complete the transaction.

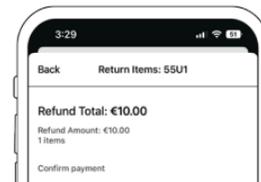
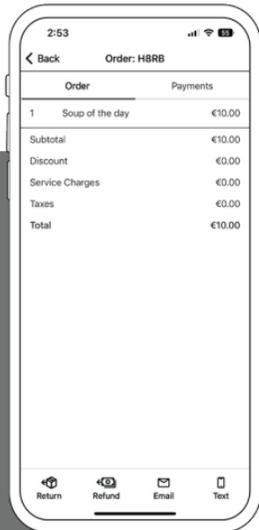


3. Put a checkmark next to the item(s) that need to be returned.
4. Select **Refund**.



Return an item from an order

1. On the talech Mobile home screen, select **Orders**.
2. Select the order you want to return an item from.



5. Select **Refund** at the bottom of the screen.

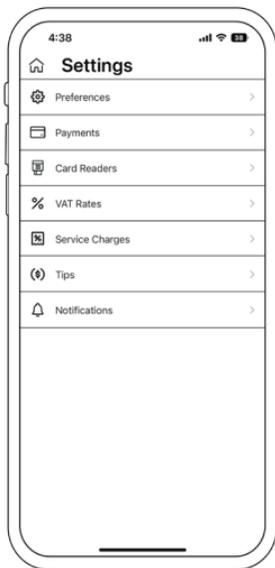
Settings

Preferences

- **Landing View:**
Choose to view the Dashboard or Register when launching the app.
- **Register View:**
Choose whether you see your menu/catalogue or keypad by default.

Payments

- **Terminal:**
The ID of the card reader associated with this device.
- **Default Payment Type:**
Set the default payment type.



Card Readers

Connect a card reader.

VAT Rates

Create and add VAT to your products.

Service Charges

Create and add service charges to your orders.

Tips

Enable or disable tips or set suggested tips.



Scan the QR Code for more information on settings, on help.talech.com

talech Web Portal

Visit talech.com to manage some of the same settings found in talech Mobile in addition to many other valuable resources not found in the app. Some of the features include:

- Business dashboard showing various statistics about your business in default or custom date ranges.
- Reports on revenues, products and employees.
- Insights to help you understand your business better.
- Receipts by order type, payment type or by employee.
- Customer management.
- Complete product management.
- Additional settings for managing employees, taxes, gift cards, business info and more!



Scan the QR Code to go to the talech.com web portal

Security

We take payment security seriously, and the Datecs card reader conforms to all of the relevant Payment Card Industry (PCI) standards. No sensitive data is stored on your mobile device and all sensitive data used in payment transactions is encrypted.

You should:

- Check that the Datecs card reader hasn't been tampered with when you receive it and regularly after.
- Contact us if the Datecs card reader goes missing, has been stolen or has been substituted.
- Store the Datecs card reader in a safe environment when not in use.



The Datecs card reader is marked with the Waste Electronics & Electrical Equipment (WEEE) symbol. The Datecs card reader can be disposed of at any electronic waste collection point, or can be returned to us if you no longer need it. The Datecs card

reader should not be disposed of as part of unsorted municipal waste. The Datecs card reader contains a battery and the environment or human health may be negatively impacted as a result of inappropriate disposal.

Support

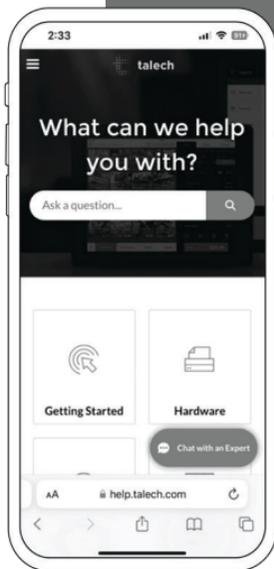
talech support

For support with the app, the Datecs card reader, or web portal, contact talech:

Chat: Go to help.talech.com and click **Chat with an Expert**.

Email:
UK: uksupport@talech.com
IE: iesupport@talech.com

Phone:
UK: 0808 164 1513
IE: 1800 938 630



Elavon support

For support with your bill or account information, contact Elavon:

Email: queries@elavon.com

Phone:
UK: 0345 850 0195
IE: 0845 850 0195

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