

How to Accept Payments Reference Card

For easy reference to steps for each transaction type and key shortcuts, remove this reference card and place it near your register.

Credit Sale (Swipe/Tap/EMV Insert)

- Press 1 – SALE
- Select 1 – CREDIT
- * Server ID + ENTER
- Enter Sale Amount and press ENTER
- Swipe Card, Tap Payment Device or Insert EMV Card
- * Confirm Amount? Select YES or NO
- * Tip Required? Select YES or NO
- * Tip Amt + ENTER
- * Confirm Total, Select ACCEPT or CHANGE

Credit Card Sale (Key Entered)

- Press 1 – SALE
- Select 1 – CREDIT
- * Server ID – CREDIT
- Enter Sale Amount + ENTER
- Enter Card # + ENTER
- Exp Date + ENTER
- Card Present? Select YES or NO
- Enter V-Code + ENTER
- Address + ENTER
- Zip Code + ENTER
- * Confirm Amount? Select YES or NO
- * Tip Required? Select YES or NO
- * Tip Amt + ENTER
- * Confirm Total, Select ACCEPT or CHANGE

Void Any

- Press 3- Void
- Void Last Transaction?
- Select NO- F4
- Use Search Menu to locate desired transaction
- Press F4 to select
- Verify Void Press YES- F1 to confirm or NO- F4 to cancel

- 1=All
- 2=Reference #
- 3=Clerk #/PO #
- 4=Invoice #/PO #
- 5=Account #
- 6=Customer #
- 7=Approval Code

!If ALL is selected, use the up/down arrows to scroll through the transactions

Settlement

- Press 7 – Settlement
- Select 1 – CREDIT/DEBIT/EBT
- Close Batch and Deposit Funds?
- Select F1 – YES
- Review Totals, Press F1 – ACCEPT
- Press F4 – YES to print reports or F1 – NO to skip

* Optional prompts depending on your terminal's setup



GROOVV[®]
terminal one[™]



One terminal.
All the ways to pay.



Groovv[®] is a registered ISO/MSP of Wells Fargo Bank, N.A., Walnut Creek, CA

Say hello to Ava.

She's your friendly guide, designed by Groov® to help make it easy for you to get up and running within minutes. Think of her as your very own knowledge navigator. When you're ready to create your account and set up your Terminal online, Ava will be there with extra info and useful hints.



What You'll Need Before You Start

- Federal EIN Number (if you have one)
- Social Security Number (of the owner)
- Bank Account Information
- Device ID Card
- Have the Payment Terminal ready
- Internet or Phone Connection for the Payment Terminal
- Have a Smartphone, Tablet, or PC ready

Create Your Account Online

Create your account online in order to start your processing.

Visit <http://Groov.com/getstarted> to activate your account and access the setup tutorial.



Recommended: Complete setup on business location. Set aside 10 minutes for the whole process.

- Enter your business and banking information
- Customize your Payment Terminal for your business

What's In The Box

- Payment Terminal with Hub and Receipt Paper
- Power Supply and Power Cord
- Extra Receipt Paper
- Black Ethernet Cable
- Silver Phone Cable
- Starter Guide

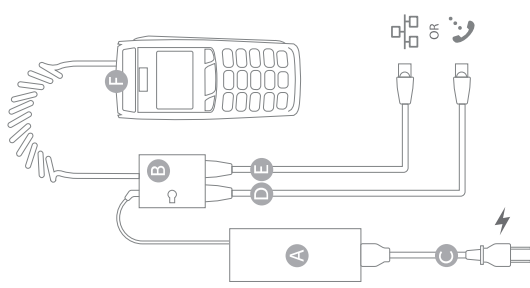
Connect Your Payment Terminal

Step 1
Connect the two-part Power Supply (A) to the Hub (B).

Step 2
Plug the Power Cord (C) into a power outlet.

Step 3
Connect your phone line to the Hub, router or LAN outlet using either the Phone Cable (D) OR Ethernet Cable (E).

NOTE: When connecting to the phone outlet on the Hub, do not use the one marked RS232.



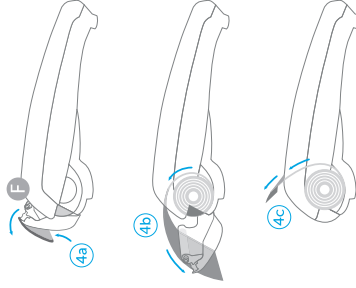
Step 4

4a. Lift up and pull the flap to open the Receipt Paper Compartment (F) at the top of your Terminal.

4b. Insert the Receipt Paper roll in the position shown.

4c. Next, close the compartment so that a bit of the Receipt Paper is coming out.

NOTE: To refill your Terminal, replace the empty spool with a new Receipt Paper roll, and then follow the steps above.



Credit Card Force

Press 4 – FORCE
Select 1 – CREDIT
* Server ID + ENTER
Enter Sale Amount and press ENTER
Swipe or Type Card Information and press ENTER
* Confirm Amount? Select YES or NO
* Tip Required? Select YES or NO
* Tip Amt + ENTER
* Confirm Total. Select Accept or Change
Type Approval Code and press ENTER

Report

Press # – ADMIN MENU
Select 0 – REPORTS MENU
Select 1 – DETAIL REPORT or 2 – SUMMARY REPORT
Choose 1 – Print or 2 – Display
If you choose 2 – Display, use the F1 (Previous) and F4 (Next) keys to scroll through transactions

Clerk/Server Menu

Press # – ADMIN MENU
Select 1 – CLERK MENU
Select from list:

- 1=Add ID
- 2=Delete ID
- 3=Print ID List
- 4=Auto Add Clerk
- 5=ChkPrompt
- 1=Off
- 2=ID Only
- 3=ID + Name
- 6=ChkWording
- 1=Clerk
- 2=Server
- 3=Cashier

Receipt Reprint

Press 8 – REPRINT
Select 1 – LAST RECEIPT to reprint last transaction OR
Select 2 – SEARCH to search menu to select transaction to select which copy to print:

- 1=Merchant Copy
- 2=Customer Copy
- 3=Both

* Optional prompts depending on your terminal's setup

Shortcut Keys

- F1, F2, F3 – No Function
- F4 – Change Language
- 1 – Sale
- 2 – Return
- 3 – Void
- 4 – Force
- 5 – No Function
- 6 – Trans Adjust
- 7 – Settlement
- 8 – Reprint Menu
- 9 – Balance Inquiry
- F – System Manager
- 0 – No Function
- .,#* – Admin Menu
- Cancel – No Function
- Clear – Paper Feed
- Enter – Transaction Menu

Support Hotline

For assistance with your Groov® Payment Terminal, please contact us at: GroovSupport@Groov.com or (855) 379-9011 (x9422)