



OPEN GO MANUAL

VERSION 1.1

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OPEN GO Payment Terminal

Power up the Payment Terminal

To start the payment terminal, press and hold the POWER until the screen lights up and the boot screen appears (Black screen with white logo and the text CARBON)

Change Paper Roll

To change the paper roll, open the hatch at the top of the payment terminal and replace it. Place the paper in the same position as the image below illustrates.



Battery Info

The battery type is an integrated model which means that it shall not be removed from the payment terminal. Note that removing the battery will invalidate the warranty.

If there is a need to shut down the payment terminal and the normal shut off does not work, press and hold the POWER button for 10 seconds.

Online/Offline functionality

If the connection to the Internet is lost, OPEN Go can still perform card transactions. All Payments performed will be managed automatically when connection is restored.

The Connection status indicator will turn red if the payment terminal is offline and green for online. The indicator is visible in the top right corner of the screen after login. See section “Header Layout” for further details.

During offline mode, OPEN Go cannot Login or open a Table.

If the payment terminal is offline, please restart the device and check the wireless network status. If this does not help, please contact OPEN support.

Function TablePay Pro

Header Layout

The following icons is shown in the header.



1 Cashier Information

Name of the Cashier currently logged in.

2 Tabs

This section displays active functionality of OPEN Go. Image above displays the option to see all open tables (in use) and available tables (available for new guests). Choose the tab by simply pressing on the label.

3 Title

Title of the current function.

4 Online Indicator

Green: Payment terminal is online, full connection to the POS.

Red: Payment terminal is offline, no connection to the POS. Certain functionality is blocked if the payment terminal is in offline state.

5 Cashier Logout

Press this button to logout the Cashier.

6 Battery Status

Battery status in percentage.

7 WiFi Status

Icon represents the status and signal strength of the WiFi connection.

Cashier Login

The user will need to login in order to start using OPEN Go. The Cashier Code is set in Open Insight or the Open One administration panel. The user logs in using the same code as they use to log in to Open One. When logged in, the user is shown in the top left corner.

Open Tables View is shown directly after the Cashier login.



Enter Cashier Code and press OK (green button) to login.



User is presented with their name in the top left corner. In this example the user is "Admin"

Cashier Logout

To switch between Cashiers, log out and simply login again with another code.



Press logout icon in top right corner to change Cashier

Open Table

OPEN Go will only open Tables with an active order for payment or Guest bill printing.

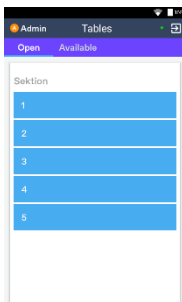
Tables can only be opened by one Cash Register at the time. If trying to open a locked Table, a dialog will appear informing that table is locked by another Cash Register. If such a case appears, save and close the table on the cash register where the order is still open and try to open the table from OPEN Go again.

By the List

OPEN Go will list all available Tables in two tabs. One for all Open Tables which has an active order, and one for all the Available Tables.

The Tables are grouped by the same sections as in Open One.

To open a Table with an Active Order, press the row with the correct Table Number.



To open a Table for Payment, press the row which represents the Table in the Open tab.



In the Available tab all Tables are listed that do not have an active order.

By Number

To open a table by number, enter the number of that table using the key pad and press OK. Once you start entering the table number, an indication of the entered number will appear on the top section of the screen.



To open a table, enter its number and press OK.

Table Cart

When a table is opened, the cart will be displayed and list all the articles with table payment information. From here the Guest bill can be printed and payments be done.



1 Close Table

To close a Table, press the icon. The Table will then be unlocked and saved

2 Select Articles

Articles can be selected either by ticking the box next to each article or by pressing Select all. It's then possible to pay the selected Articles, see more under the Payment chapter.

3 Print Guest Bill

Press Guest bill button to print the guest bill. This will save and close the table. The Guest bill is **not** a valid receipt for Payment.

4 Payment

Payments are started when pressing the Payment button, see more information under chapter Payment.

5 Sum of the Cart

Remaining sum: The remaining sum to be paid on the cart.

Paid: The amount already paid on the cart.

6 Article List

The article list shows all articles not paid on the opened table. Each article can be selected via the ticking box next to it.

6a Grouped articles

If the order has more than one of the same articles it will be grouped. This is represented by an up/down arrow at the right side of the article. Press the arrow to show all articles in the group.

To select the whole group, press the ticking box of the head article.

To select an individual article, press the ticking box for each in the group.

7 Delete Articles

To delete articles from the cart, tick the article(s) and press the Delete cart row button. If no article is selected the last added article will be deleted.

8 Logout

Press Logout icon to logout the Cashier. This will save and close the table that was currently open.

9 Table Number in Title

The number of the opened table is shown in the title.

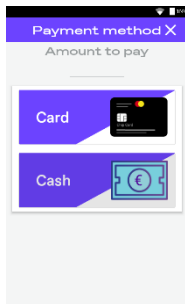
Payment

The articles on a Table can either be paid by selecting those to be paid, or by amount. If the Table is first paid by Amount, Selecting Articles will not be supported for that Table. You can either use pay by amount or select articles to pay.

Pay All Articles

To pay all Articles and close the Table, press the Payment button and select Payment Method, Pressing the X in the top corner will cancel the payment. If all the remaining articles are ticked when pressing Payment, the order on the table will not close after payment is done and the cart will be shown.

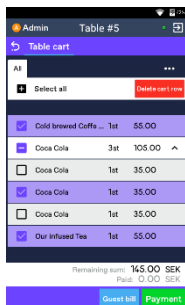
Note: if you want to perform payment for the entire table, you do not need to tick any articles. The application chooses the entire table by default if no selection has been made.



After pressing the Payment button, option is shown to select Payment Method

Pay Specific Articles

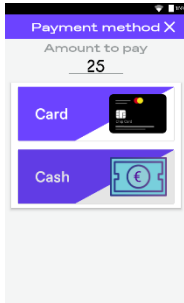
To pay for specific Articles, select the ones to be paid and press the Payment button. When the payment is done the articles will be removed from the Table Cart.



Select Articles to be payed by ticking each Article row and then press Payment.

Pay by Amount

To pay by Amount, enter the amount after pressing Payment button while selecting Payment Method. If no amount is entered the Payment will use the amount for the whole Order or the selected Articles if that is the case.



Enter the Amount to be payed before selecting the Payment method.

Setup Payment Terminal

System Menu

To open the System Menu press TAB on the keypad. Some Menus require the TAB button to be pressed twice.



Press TAB
(marked green) to
open the System
Menu.

WiFi

To connect to the WiFi open the System menu and change page until the WiFi option is shown. Press the corresponding number on the payment terminal keypad to open it and then choose Connect to Access Points.

A list of all available WiFi networks are shown, select the one to connect to. Enter the password and press OK. The payment terminal will now connect to the network.

To forget a WiFi SSID, open WiFi menu in the System menu and select Show preferred networks. Press the corresponding number on the payment terminal keypad for the SSID and confirm removal by pressing Yes.

License

Enter License information at the first startup. If unsure which License to use, contact OPEN Support.

Cash Register Configuration

Enter the Cash Register configuration at first startup to connect to database. To change this setting later press TAB from the Cashier Login screen and choose Platypus Configuration.

CashRegister: Enter the Cash Register ID that OPEN GO shall use.

Host IP: Enter the IP or Domain name for the Service host.

Port: Enter the Port for the Service host, default 49090.

Support

Contact Information

Contact information to the different countries for support can be found at openpos.tech/support

RMA

If the payment terminal is not working and needs to be repaired, please contact the support in your country. See above for link to contact information.