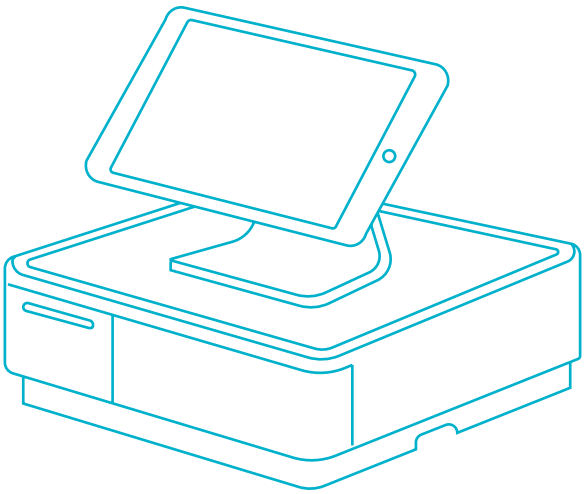
treatwell
POS

Your Treatwell POS setup guide

treatwell POS



How to setup your Treatwell POS

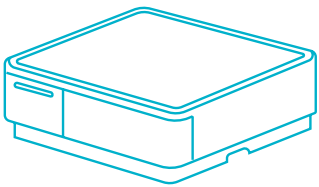
in 5 simple stages

We're excited to get you set up on your new Treatwell POS!

In order to make the most out of the device we first need to get some of your equipment set up - before showing you how the software works so you can get up and running.

It's really straightforward, and the following guide will run through the basics before your Treatwell Account Manager follows up with a more detailed runthrough.

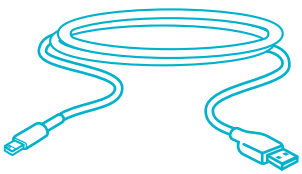
What you need:



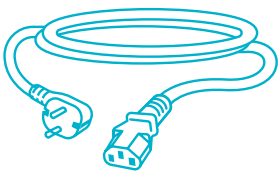
mPOP (All in one cash drawer & receipt printer)



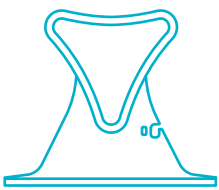
A working iPad*



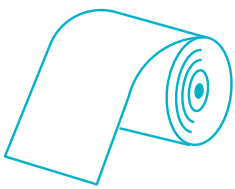
iPad charger



mPOP power adaptor



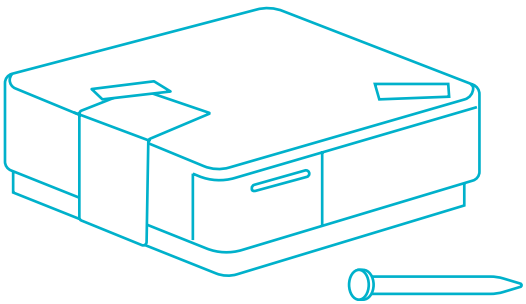
xMount iPad stand



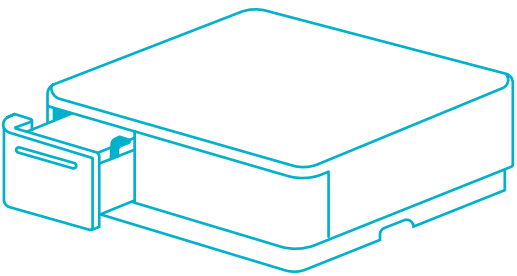
A roll of thermal paper

*If your iPad is brand spanking new, you will have to set this up separately before continuing with this guide.

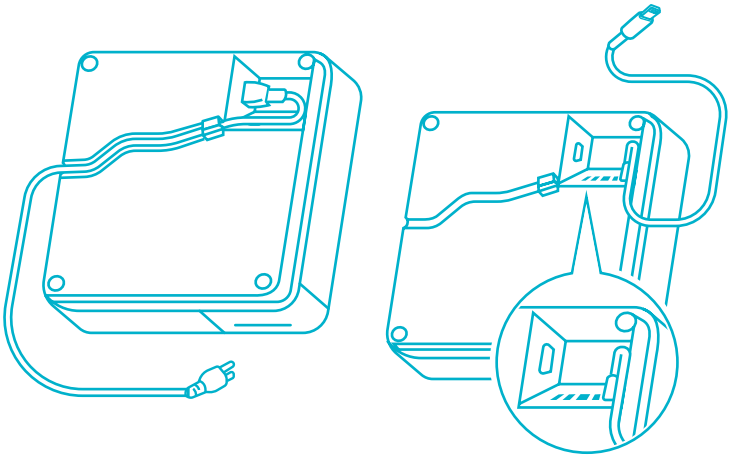
1 Connecting your mPOP to power



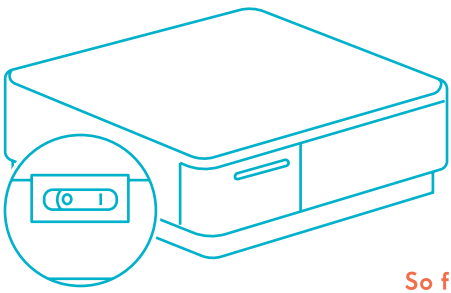
1.1 Lift up the mPOP on the left hand side and remove the protection packaging used, including the metal pin. Once done, close the printer drawer with a light push.



1.2 Turn the mPOP upside down. You'll see a large socket where the power adaptor should be plugged in. There's also a small socket which is for the iPad charger. Once plugged in, you're able to thread the cables through the narrow gap to whichever side you prefer.



1.3 Turn the mPOP back over again. Plug the power adaptor into the power outlet / mains as convenient. To turn on the mPOP there is a switch on the lower left hand side. A blue light should appear if you have correctly connected to power.



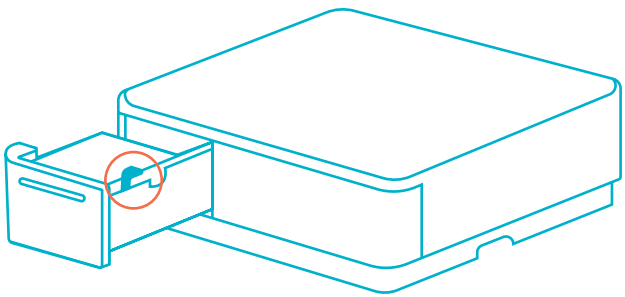
So far, so good!

2 Adding thermal paper to the mPOP

2.1

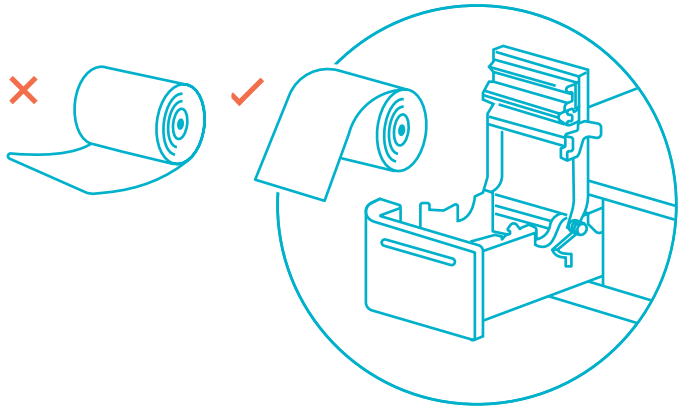
Ensure power remains on first.

Then open the printer drawer with a light push and pull the drawer out. On the right hand side you will see a light blue lever. Pull it towards you and release to open up the lid of the papercase.



2.2

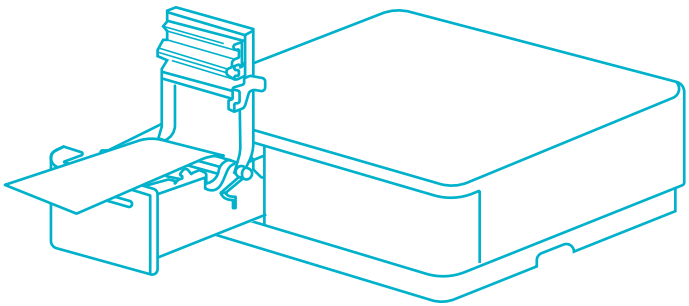
Open the lid fully and insert the thermal paper into the drawer - so that the loose end is on top and pointing towards you (see image below).



2.3

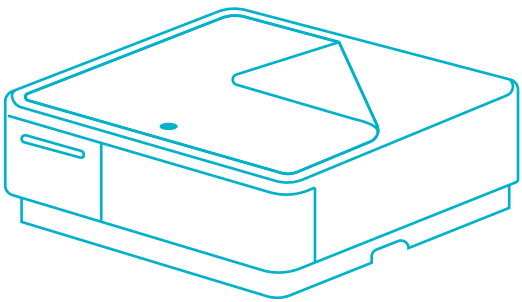
Pull the loose end so that it overlaps the drawer. Do not thread this through the slot, instead leaving it overlapping. Close the drawer lid back into place. The overlapping paper should now be cut off automatically if the power is on.

Now close the drawer back in with a light push.



Now we've got power and thermal paper added, not bad so far!

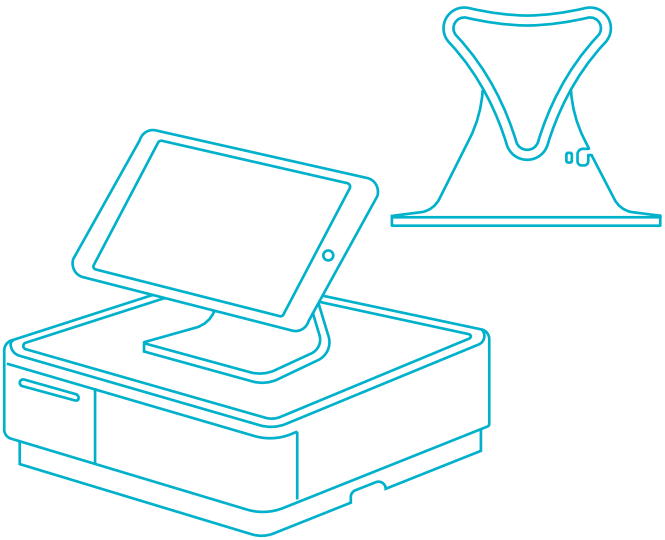
3 Setting up your mPOP with your iPad



3.1 Remove the protective film from the top of the mPOP. It can be tricky to see, but it's definitely there!

3.2

Remove the film from the top and bottom of the xMount iPad stand. Then set the stand in the middle of the mPOP with a small amount of pressure.



3.3

Set the iPad in the centre of the stand with a small amount of pressure also. (Note: The charging cable you set up previously is only to power the iPad, this will not connect the software itself.

And now all of your equipment has been set up! Easy as that. The last couple of stages are just to set up the Treatwell Connect app and connect the iPad to the mPOP. Almost home and dry!

4 The Connect App

4.1

Open the App Store on your iPad.



4.2

Search for ‘Treatwell Connect’ and click to download.



And that’s all for this part. Easy!

5 Connecting your mPOP & iPad via Bluetooth

5.1

Open ‘Settings’ on your iPad.



5.2

Select ‘Bluetooth’ and make sure this is on.



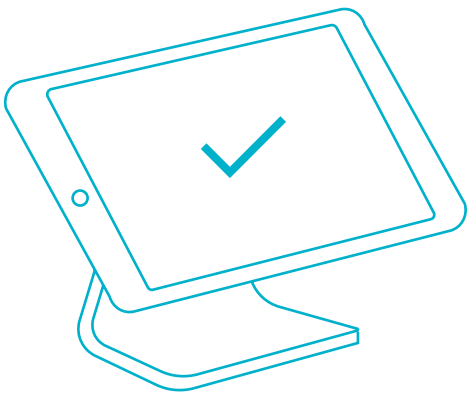
5.3

Wait while the Bluetooth signal searches for devices.

5.4 Select ‘Star mPOP’ when it appears.

(Note: If Star mPOP is not showing, double check that the switch for the mPOP is on and that the switch to the power supply is also working. If you are being asked to link, that’s fine. Just tap ‘Confirm / Allow’.)

5.5 Wait a couple more moments for the connection to be established.



And there you have it! Your Treatwell POS device is now ready to start being used!

(Note: If you turn off the mPOP or close the app, you may need to establish the Bluetooth connection again using the steps above.)

We're looking forward to the more detailed runthrough with you, and will be enabling the software then to start printing the first receipts. Can't wait that long and want to get cracking sooner? Give us a ring and we'll kick things off even earlier!

Enjoy!
Treatwell

