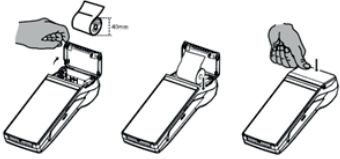


## Changing Printer Roll



1. Lift the flap to open lid
2. Insert the paper roll
3. Hold paper and pull lightly towards the screen, close lid

## Network Connection problems

**Wireless Network Connection** - If you are experiencing connectivity issues and the terminal is unable to connect to the network, check the network connection at the router and that the password is correct, if the issue persists, please contact the helpdesk.

**SIM card** - If your terminal cannot connect to the network and you are using a SIM card, ensure you have a good phone signal in the location you are trying to use the terminal.

For accessories go to: <https://shop.trustpayments.com>

If you need more detailed instructions,  
either scan the QR code or visit  
<https://help.trustpayments.com/>



For further assistance,  
please contact:  
[support@trustpayments.com](mailto:support@trustpayments.com) or  
+44 (0)333 240 6000

[www.trustpayments.com](http://www.trustpayments.com)

# Smart POS User Guide



## In the box

- Saturn SIF2 payment terminal
- USB-C Charging Cable
- Printer roll
- Charging Base

## Getting Started

Plug the USB-C charging cable provided into the terminal port on the side of device and let the battery charge for at least 4 hours while you continue with the next steps.

## Switching On

Press and hold the power button (on the left side of the terminal) until the screen lights up. The terminal will power on and initialise for use.

## Connecting to the WI-FI

1. Select **Settings** on the home screen
2. Enter the manager passcode and press ✓
3. Select **System Settings** then **Network Settings**
4. Select your chosen Wifi network from the list and press ✓
5. Enter your Wifi password and press **Connect**
6. Press ◀ twice then ✕ twice to return to the home

Please note your Wifi password is case sensitive

## Taking Contactless and Chip & Pin Payments

1. Tap **Sale** to start.
2. Enter the amount to pay and tap ✓
3. For **Contactless** payments – ask the customer to hold their card or mobile device close to the contactless symbol on the card machine.
4. For **Chip & Pin** payments – ask the customer to:
  - a. Insert their card
  - b. Enter their PIN and tap ✓
5. An **Approved** or **Declined** result is displayed and a receipt is printed (your copy).
6. To print the customer copy tap Yes, otherwise tap No

## Taking Phone Payments

(If enabled on your device, contact the helpdesk if not enabled)

1. Tap **Sale** to start.
2. Enter the amount to pay and tap ✓
3. Tap 📶 at the bottom right of the screen then enter the following details:
  - a. Card number then tap ✓
  - b. Expiry date MMYT then tap ✓
  - c. Security code and tap ✓
  - d. House number on address then tap ✓
  - e. Numbers from post code then tap ✓
4. An **Approved** or **Declined** result is displayed and a receipt is printed (your copy).
5. To print the customer copy tap Yes, otherwise tap No

## Changing the Manager passcode

Your manager password can be found in your welcome email, however we recommend you change the password frequently for security purposes. If you have forgotten the password then please contact the helpdesk.

1. Select **Settings**
2. Enter the manager passcode and press ✓
3. Select **Change Passcode**
4. Enter the existing passcode and press ✓
5. Enter the **new passcode** and press ✓
6. Re-enter the **new passcode** and press ✓

## End of Day

At the end of every business day, you should complete the End of Day processing to accurately reconcile takings for the day.

1. Tap **Totals** for the Transaction Menu
2. Select **Start End of Day**
3. Enter the Manager passcode and tap ✓
4. Tap ✓ to start the End of Day processing
5. A receipt is printed
6. Tap **Continue** to return to the home screen

## Refund a payment

When a customer requests a refund:

1. Select **Refund**
2. Enter the Manager passcode and tap ✓
3. Enter the amount to be refunded and tap ✓
4. When prompted, ask the customer to Tap, Insert or swipe their card. The customer can also present their mobile device. The refund transaction completes and your receipt is printed.
5. If required, ask the customer to sign the receipt and return it to you.
6. To print the customer copy tap Yes, otherwise tap No

## Payment Reversal

1. Select **Supervisor** on the home screen
2. Tap **Select Reversal**
3. Enter the Manager passcode and tap ✓
4. Select the transaction to be reversed
5. Confirm amount to be reversed by tapping ✓
6. The reversal transaction completes and your receipt is printed.
7. If required, ask the customer to sign the receipt and return it to you.
8. To print the customer copy tap Yes, otherwise tap No

## Reprinting Receipts

1. Select **Supervisor**
2. Select **Reprint merchant copy** OR **Reprint cardholder copy** to reprint the receipt.

## To return to the Payment Menu

1. Tap the home button Ⓞ at the bottom of the screen
2. Select the Payment application 📌

To switch off the device press the power button on the side of the device then tap either power off or restart on the screen.