



# 2TouchPOS Operations Reference Guide

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## About this Document

This document was written for 2TouchPOS version 3.03.4900.

# Employee Operations

## Quick Reference

### Beginning of Shift

- Enter Code & Clock In
- Swipe Badge

### Login & Logout

- Login
  - Enter Code & Login
  - Swipe Badge
- Logout

### Taking an order

- Log in
- Tabs:
  - Add Items, New Tab, Send
- Table Management:
  - Select Table, New Check, Add Items, Send
- Logout

### Open Existing Tab

- Tabs:
  - Open Tab or Check, Add Items, Send
- Table Management:
  - Select Table, Open Check, Add Items, Send
- Requisitions will be sent to bar/kitchen – only the new adds will be sent

### Printing Check

- Tabs:
  - Highlight Tab, Print Tab, Speed Screen
- Table Management
  - Select Table, Print Check

### Open Tab for Payment

- Tabs:

- Highlight Tab, Open Tab, Payment
- Table Management:
  - Select Table, Payment
- Fast cash (Tabs Only) or Payment screen
- Split payments (½ cash ½ credit)
  - Use Split Payment buttons
  - Process Credit Cards first.

### Adjusting Tips on Credit Cards

- Tabs:
  - Must be at empty speed screen
    - Payments
    - Adjust Tips
- Table Management:
  - Adjust Tips

### Open Tab for Splitting

- Tabs:
  - Highlight Tab, Split Tab
- Table Management:
  - Select Table, Split Check
- Transfer menu items:
  - Updates original and creates new tabs to be given to customers.

### Comps and Spills

- Tabs:
  - Open Tab, Highlight items, Delete
- Table Management:
  - Select Table, Open Check
- Choose Transfer to Comp Tab/Spill Tab
- If it was a spill, add items to tab again.

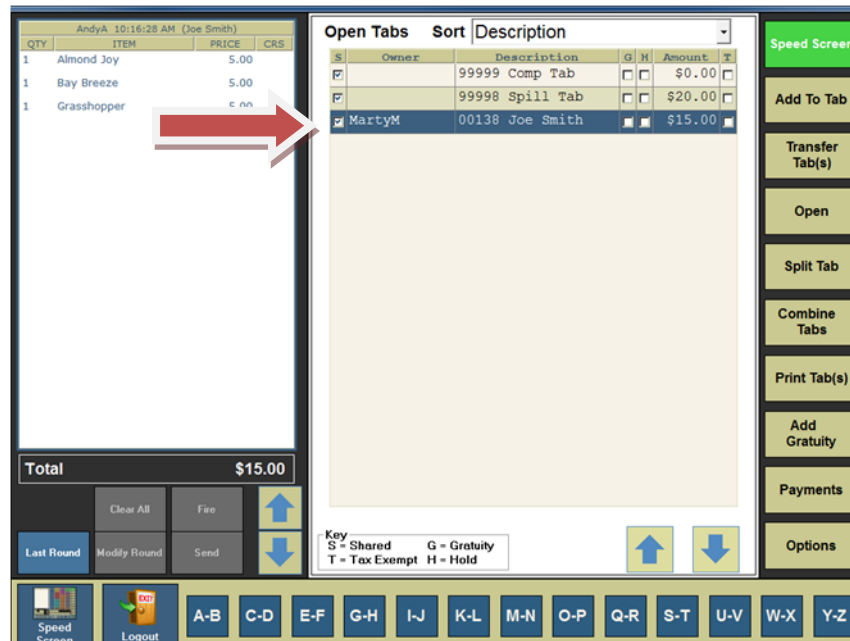
### Attach Credit Card

- Tabs: *Highlight Tab*
  - Options
  - Attach credit card
  - Swipe card

## Deleting Sent Menu Items

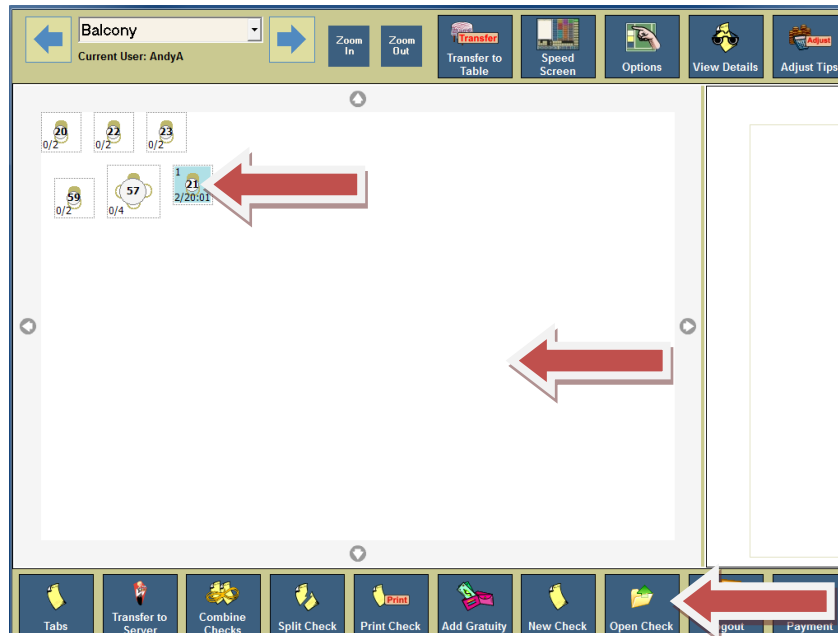
### Bartender

1. From an empty speed screen, touch **"Tabs"** button, Select a Tab, touch **"Open"** button.
2. Select menu item/s for deletion. (Manger's approval maybe needed).
3. Touch **"Delete"** button, choose one of the following, transfer to **"Comp Tab"**, **"Spill Tab"** or **"Return to Inventory"** buttons.



## Server

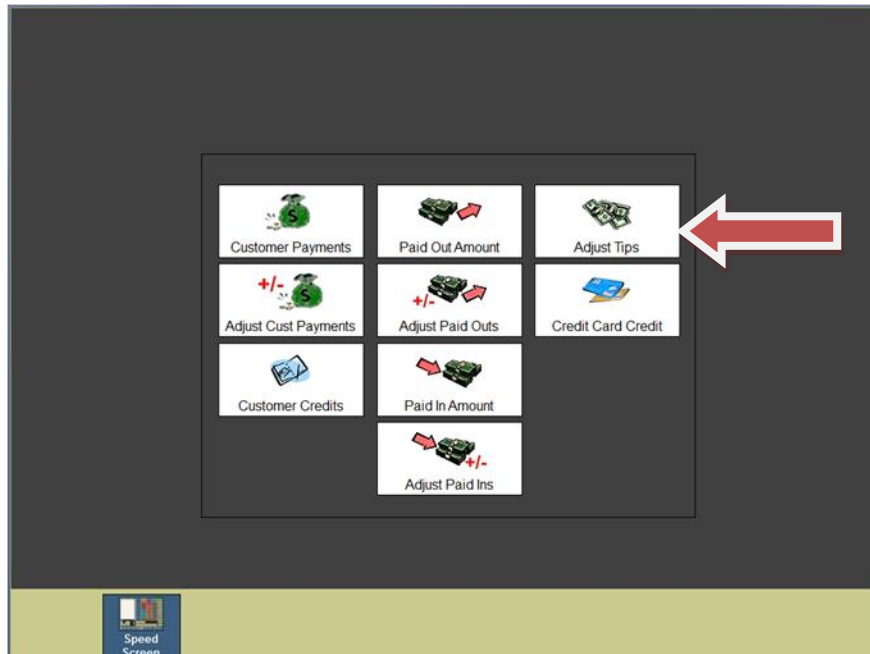
1. From the table view management screen, touch a “**Table**” button, touch “**Open Check**” button.
2. Select menu item/s for deletion. (Manger’s approval maybe needed)
3. Touch “**Delete**” button, choose one of the following, transfer to “**Comp Tab**”, “**Spill Tab**” or “**Return to Inventory**” buttons.



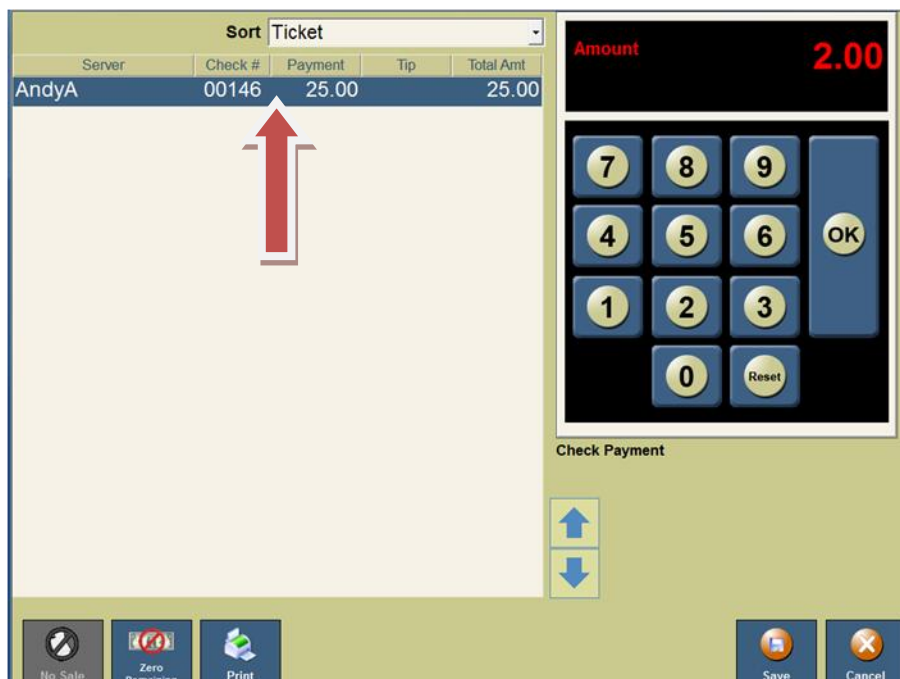
## Adding or Adjusting Tips

### Bartender

1. From an empty Speed Screen (If left blank, that employee will lose their tip).
  - a. Touch “**Payment**” button, located in the lower right of the screen.
  - b. Touch “**Adjust Tips**” button located in the upper right hand corner.



2. Select the correct credit card transaction and enter the tip amount.  
*Note: Repeat step 2 as needed for any/all credit card transactions that need to be adjusted.*

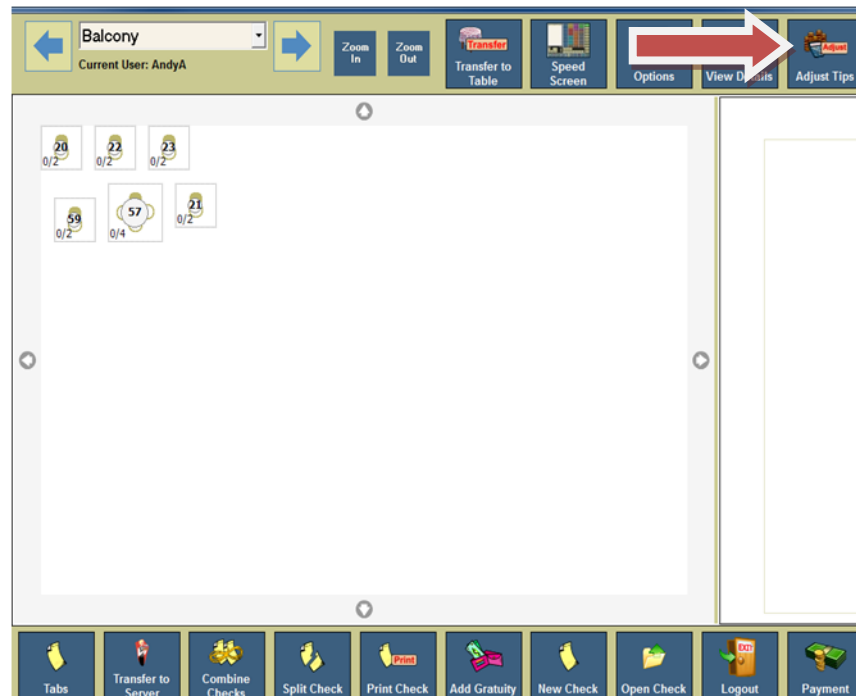




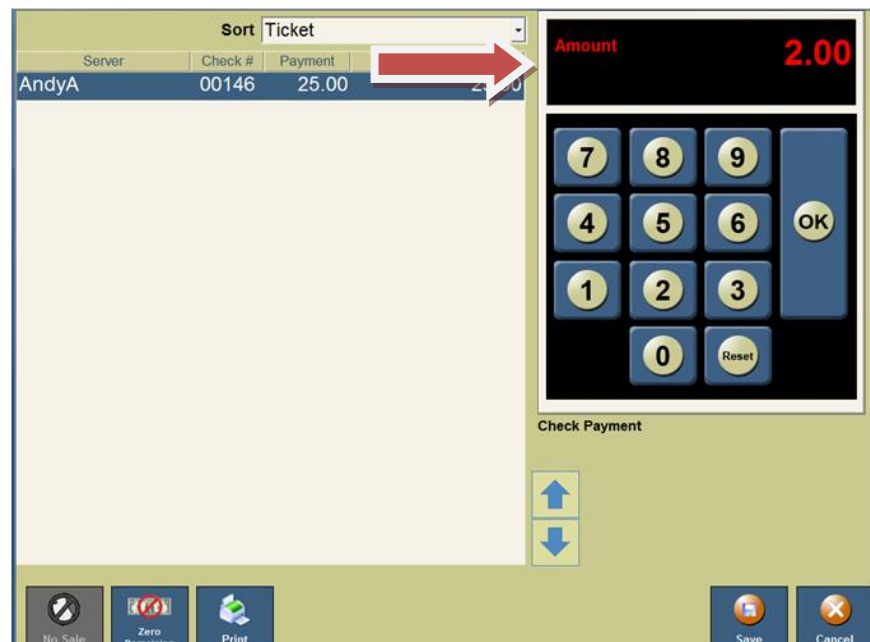
3. Touch “**Save**” button located in the lower right hand corner.
  - a. If a button appears asking whether you want to post your tips, press the “**No**” button.  
If you press the “**Yes**” button, you will not be able to readjust tips that were on the screen.

**Server** (If left blank, that employee will lose their tip).

1. From the table view management screen, touch “**Adjust Tips**” button located in the upper right corner.



2. Select the correct credit card transaction and enter the tip amount.  
*Note: Repeat step 2 as needed for any/all credit card transactions that need to be adjusted.*



3. Touch “**Save**” button located in the lower right hand corner.
  - a. If a button appears asking whether you want to post your tips, press the “**No**” button. If you press the “**Yes**” button, you will not be able to readjust tips that were on the screen.

## Menu Item Hold / Release

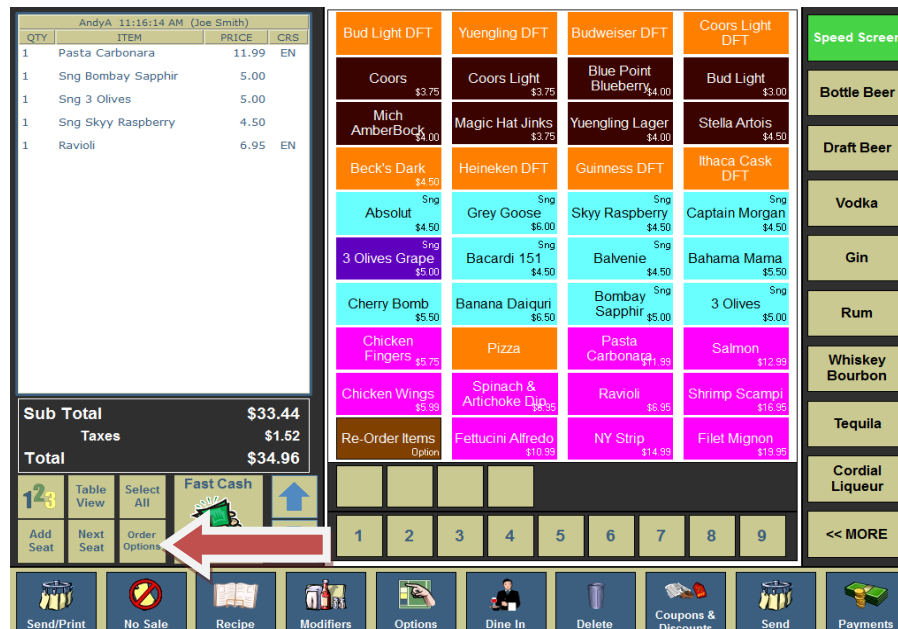
### Reference Guide

#### Bartender

##### Putting Items on Hold from a Tab

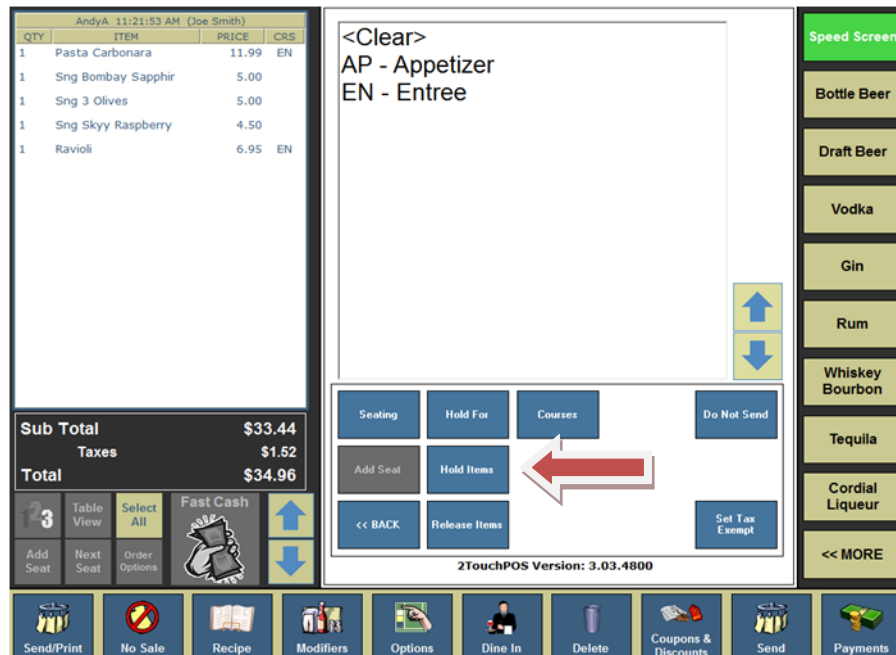
1. From an empty speed screen, touch **“Tab”** button, select a **“Tab”**, touch **“Open”** button.
2. Touch **“Order Options”** button located underneath ticket.
3. Select the items that need to be held, then touch **“Hold”** button.
4. Touch the **“Back”** and **“Send”** buttons.

*Note: To hold entire order, follow steps 1 & 2, underneath ticket, touch **“Select All”** button, then touch **“Hold Items”** button.*



5. Select the items that need to be held, then touch **“Hold”** button.
6. Touch the **“Back”** and **“Send”** buttons.

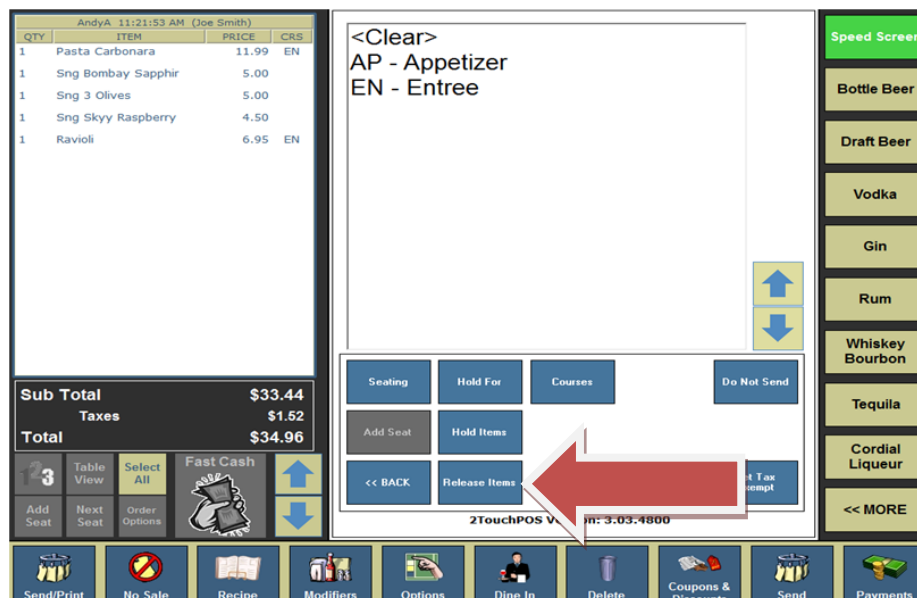
*Note: To hold entire order, follow steps 1 & 2, underneath ticket, touch **“Select All”** button, then touch **“Hold Items”** button.*



## Releasing Items from a Tab

1. From an empty speed screen, touch **"Tab"**, select the customer tab, touch **"Open Tab"** buttons.
2. Touch **"Order Options"** button located underneath ticket.
3. Select the items that need to be released, then touch **"Release Items"** button.
4. Press the **"Back"** and **"Send"** buttons.

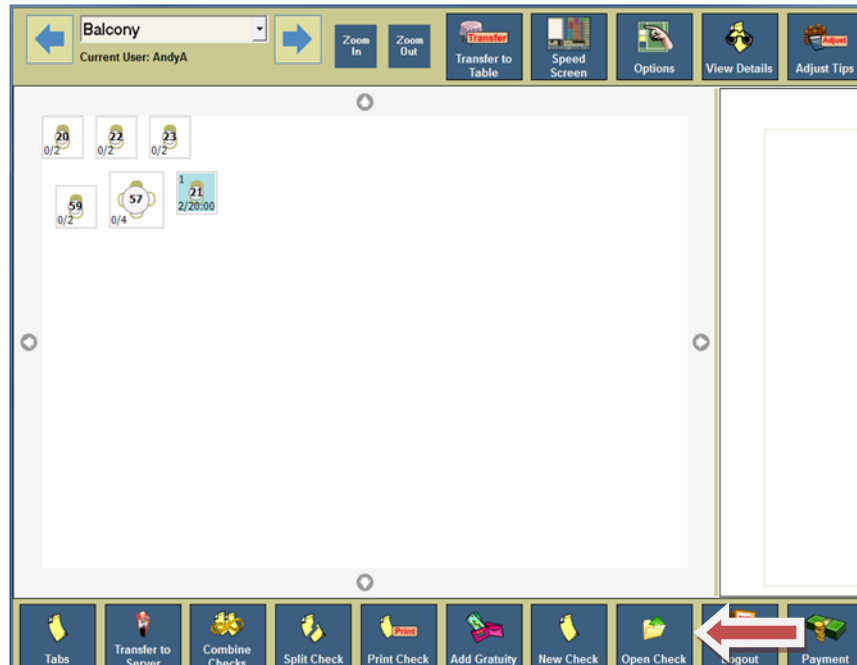
*Note: To release an entire order, follow steps 1 & 2, underneath ticket, touch **"Select All"** button, then touch **"Release Items"** button.*

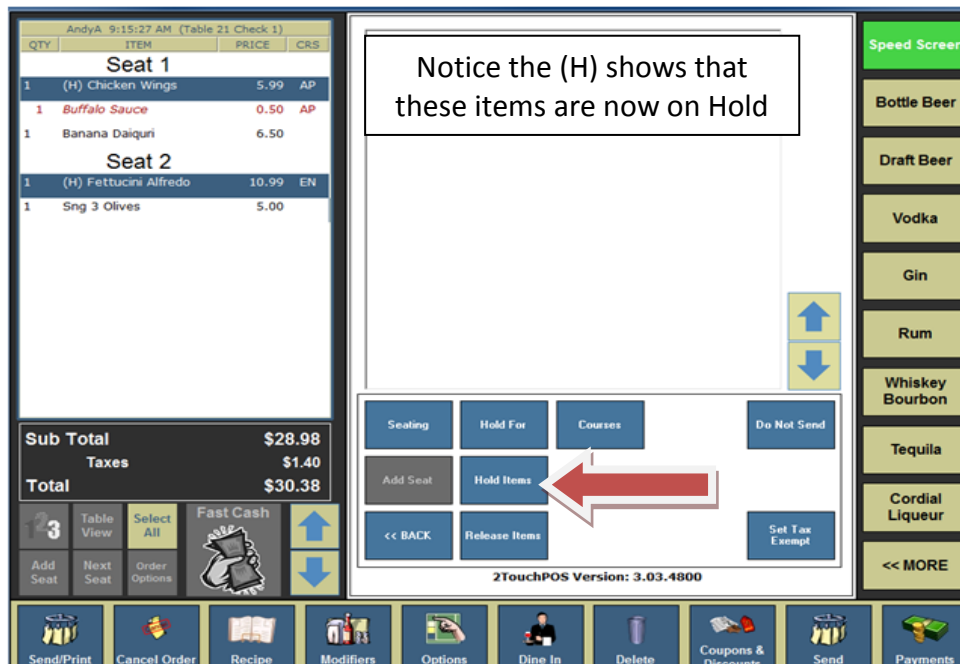


## Server

### Putting Items on Hold from a Table

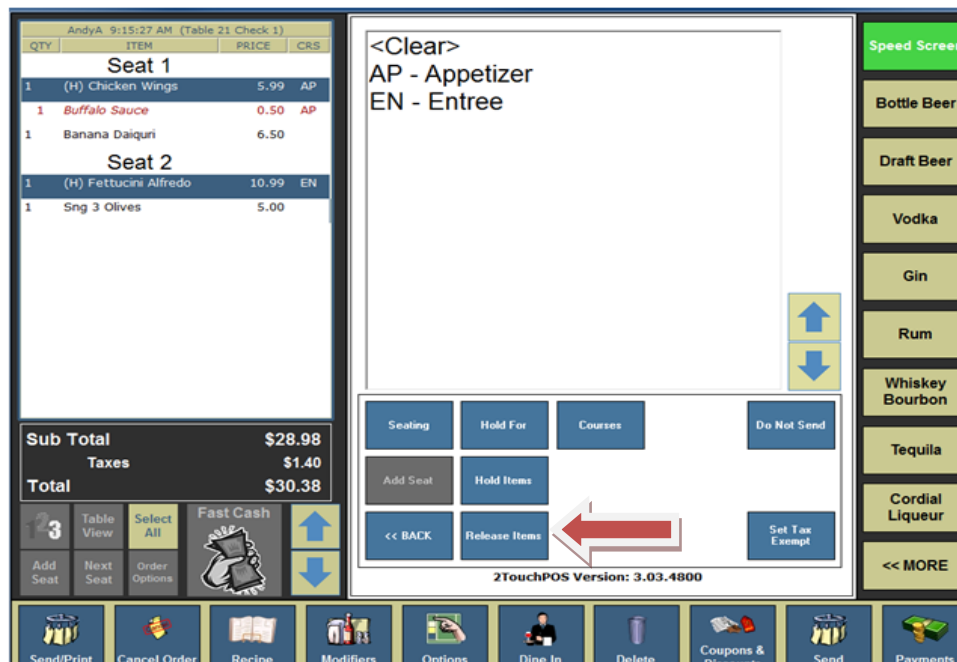
1. From the table view management screen, select a **"Table"**, touch **"Open Check"** button.
2. Touch **"Order Options"** button located underneath ticket.
3. Select the items that need to be held, then touch **"Hold"** button.
4. Touch the **"Back"** and **"Send"** buttons.





### Releasing Items from a Table

1. From the table view management screen, touch a **"Table"**, touch **"Open Check"** button.
2. Touch **"Order Options"** button located underneath ticket.
3. Select the items that need to be released, then touch **"Release Items"** button.
4. Press the **"Back"** and **"Send"** buttons.



## Bartender End of Shift

1. **Make sure all Tabs have been closed:**
  - a. From an Empty Speed Screen, touch “**Tabs**” button, select the open tab, touch “**Payments**” button. Process customer’s payment.
2. **Make sure all tips have been adjusted:** *(If tips are left blank, the bartender will lose their tip).*
  - a. From an empty speed screen, touch “**Payments**” button, touch “**Adjust Tips**” button, select appropriate ticket, enter tip amount, touch “**Save**” and “**Close**” buttons. *(Repeat this step of all tips that need to be adjusted).*
3. **Make sure all money and reports has been collected from employees:**
  - a. Bartenders run the Cash in Drawer Report.
    - i. Touch “**Options**” button, touch “**Reports**” button, touch either “**Favorites**” or “**Daily**” button and “touch “**Cash in Drawer Report**” button, touch “**Run**” button, enter starting cash amount, then print, email or save report button. Touch “**Close**” button.
    - ii. You will be prompted “Reset Cash in Drawer Amount?” If you touch “**Yes**” button, then the drawer will be ready for the next shift and ready to be initialized.
4. **Logout & Clock Out.**

## Server End of Shift

1. **Make sure all Tables and checks have been closed:**
  - a. From table view management screen, select highlighted table, touch “**Payments**” button. Process customer’s payment.
2. **Make sure all tips have been adjusted:** *(If left blank, that employee will lose their tip).*
  - a. From table view management screen, touch “**Payments**” , “**Adjust Tips**” buttons, then select appropriate ticket and enter tip amount,
  - b. Touch “**Save**” and “**Close**” buttons. *(Repeat this step of all tips that need to be adjusted).*
3. **Make sure all money and reports has been collected from employees:**
  - a. Run a Server Report. Hand in your cash due.
    - i. Touch “**Options**” button, touch “**Reports**”, then touch either “**Favorites**” or “**Daily**” button
    - ii. Touch “**Server Report**”, “**Run**” buttons,
    - iii. Select employee, touch “**Ok**” button, then print, email and/or save report. Touch “**Close**” button.
4. **Logout & Clock Out.**

# Manager Operations

## End of Night

### Quick Reference

1. **Ensure all Tabs & Tables (checks) have been closed.**
  - a. To close tabs - From an empty speed screen, Touch “**Tabs**”, Touch “**Payments**” buttons, process customer’s payment.
  - b. To close tables - Select Table, Touch “**Payments**” button, process customer payment.
2. **Make sure all tips have been adjusted.** *If left blank, that employee will lose their tip.*
  - a. From table view management screen, touch “**Payments**” button, touch “**Adjust Tips**” button, select appropriate ticket, enter tip amount, touch “**Save**” and “**Close**” buttons. *(Repeat this step of all tips that need to be adjusted).*
  - a. From an empty speed screen, touch “**Payments**” button, touch “**Adjust Tips**” button, select appropriate ticket, enter tip amount, touch “**Save**” and “**Close**” buttons. *(Repeat this step of all tips that need to be adjusted).*
3. **Make sure all money & reports has been collected from employees.**
  - a. *(E.G.: Server Reports, Driver Closed Report, Cash in Drawer Report or Close Register Report, which ever reports your establishment has decided to use).*
4. **Make sure all Employees are clocked out.**
5. **Post Credit cards:**
  - a. *This will post the final amount of each check including the tip amount.*
6. **Batch Close/Settle:**
  - a. Your processor will take the total of your nights’ credit card business and transfers funds to your bank account.
  - b. If an error should occurs after hours, while batching your credit cards, write it down & call 585-507-3079 the next morning, as long as the Post Credit Cards worked, you can still move to the next step which will prepare your system for the next business day.
7. **Close End of Day.**



## End of Night Detailed Reference

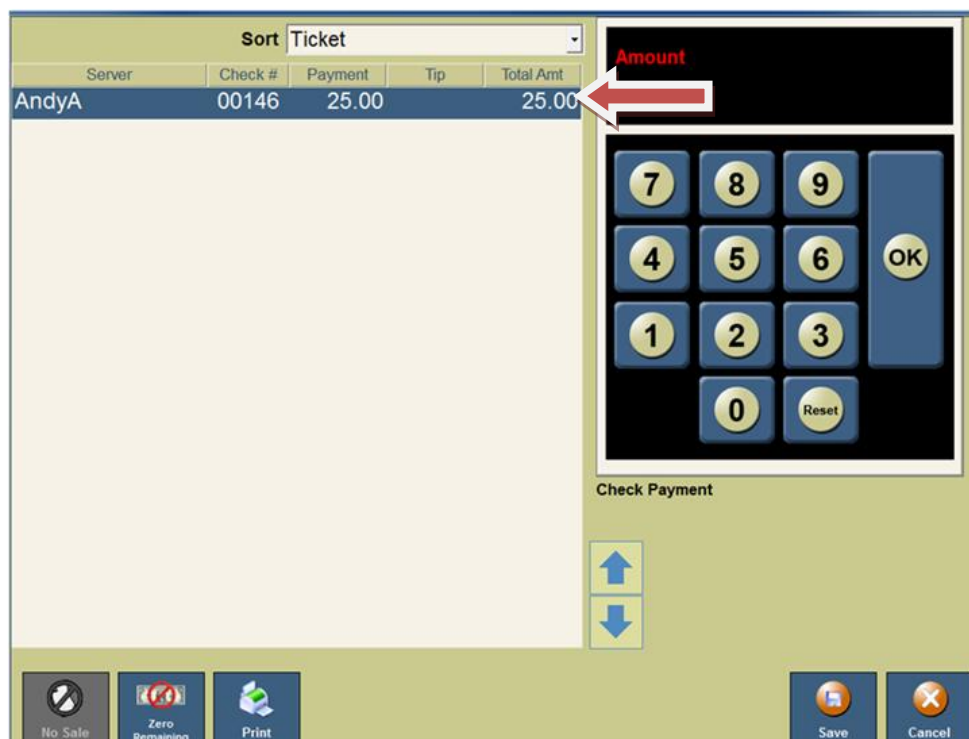
1. Ensure all Tabs & Tables (checks) have been closed.

These items can be reached from the Speed Screen.

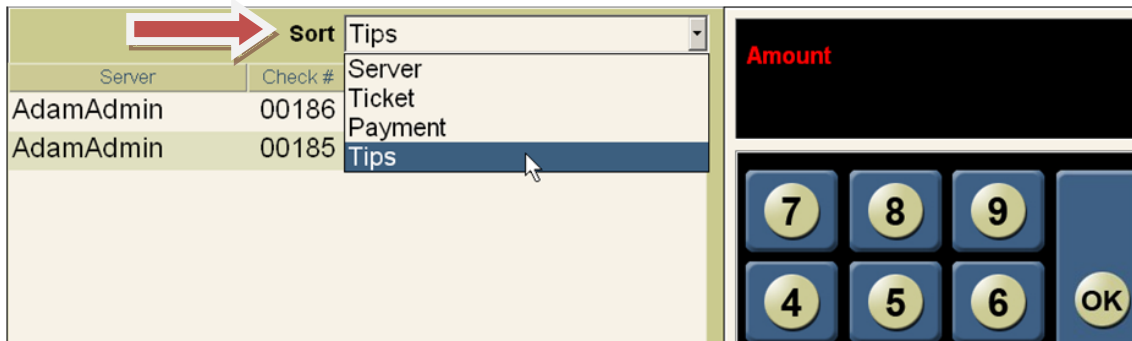


2. Make sure all tips have been adjusted.

*Note: If left blank, that employee will lose their tip.*



- a. You can also Sort by tips



### 3. Make sure all money & reports has been collected from employees:

- a. E.G.: Server Reports, Cash in Drawer Report or Close Register Report (which ever reports your establishment has decided to use).
- b. Cash in Drawer report will show you how much money you should have in your drawer at any given time. When Cash in Drawer report is run you will be asked ‘Reset cash in drawer amount?’ Selecting yes will assume you are done with that cash drawer’s shift or day and you will then have to reinitialize the cash drawer to use again.
- c. Close register report works the same way a Cash in Drawer report does but shows on the report the money breakdown of what you initialized the drawer with (bill and coin breakdown).
- d. Server reports are typically what a waiter would use to show their sales and cash due. Management should not accept a server report with this heading at the top of the report:

\*\*\*\*\*

ALL TABS HAVE NOT BEEN CLOSED!!!

\*\*\*\*\*

### 4. Make sure all employees are clocked out.

- a. From an empty speed screen, Touch “**Options**”, “**Employee Setup**” & “**Adjust Timeclock Entries**” buttons.



- b. Select All Employees to see if anyone is clocked in. If an employee is still clocked in and should have been clocked out highlight that employee who does not have a clock out time and press Adjust Time.

User Name	Job Type	Clock In	Clock Type	Clock Out	Clock Type	Hours	Tips	Adjusted
Barney Bartender	Bartender	10/26 11:22 AM	Keypad			0.00		

User ID: Barney Bartender

Clock In: 10/26/2012 11:22 AM

Clock Out:

Adjustable Values

Primary Job: Bartender

Pay Rate: \$ 4.60

**Clock In**

Over Ride Date: 10/25/2012

Over Ride Time: 11:22 AM

Over Ride Time By: Andy Admin

**Clock Out**

Over Ride Date: 10/25/2012

Over Ride Time: 11:23 AM

Over Ride Time By: Andy Admin

Save Cancel

**5. Post Credit Cards -This will post the final amount of each check, including the tip amount.**



**6. Batch Close/Settle**

Your processor will take the total of your night's credit card business and transfers funds to your bank account.

If an error should occurs after hours while batching your credit cards, write/print the error & call 585-507-3079 the next morning. As long as the Post Credit cards worked, you can still move to the next step, which will prepare your system for the next business day.



**7. Close End of Day**

Closing the End of Day will give you your Z report, which then closes your day out. Your next Business day will start will \$0.00 in sales.



## Re-Opening a Closed Tab or Table

1. From an empty speed screen, touch “**Options**” button.
2. Touch “**Re-Open Check**” button.
3. Select employee and/or station (*if known*).
4. Touch “**Load**” button located on the bottom of screen.
5. Select the check you need to re-open. Once you have selected check, you can view check details by touching “**View Details**” button.
6. Touch “**Open**” button – this will **VOID** all the payment(s) and credit cards that have been applied to that check and send that check back to an open order.

Select Employee

Admin, Andy [Admin]  
Bartender, Barney [Bartender]  
Busser, Bill [Server Assist]  
Doe, John [Bartender]  
Manager, Marty [Manager]  
Owner, Oscar [Admin]  
Server, Sally [Server]  
Smith, Jane [Server]  
Smith, Joe [Bartender]

↑

↓

Select Station

Barback  
Deck  
Main Station  
Patio

↑

↓

Sort

Check Number

Payment Method	Check #	Time	Total Amt
Cash	00171	01:41 PM	\$36.88
Cash	00162	02:22 PM	\$36.47
Cash	00145	09:41 AM	\$4.50
Cash	00144	10:40 AM	\$30.38
Cash	00143	09:14 AM	\$30.12
Cash	00139	11:06 AM	\$29.38
Cash	00129	10:49 AM	\$5.00
Cash	00128	09:09 AM	\$10.50
Cash	00127	09:07 AM	\$5.00
Cash	00127	02:22 PM	\$72.38
Cash	00119	12:37 PM	\$42.00
Cash	00115	09:34 AM	\$10.50

↑

↓

Qty	Item	Price
1	Fettucini Alfredo	10.99
1	Coors	3.75
1	Pin Bud Light DFT	3.50
1	Pasta Carbonara	11.99
	Auto Gratuity	4.81

↑

↓

Check: 00171 (08/28/2012 11:13 AM - 08/28/2012 01:41 PM)

Desc: Table 21 Check 1

Load

Change Format

View Details

Print Ticket

Open

Close

## Applying Tax Exempt

Often food menu items are eligible for tax exemption.

### Tab

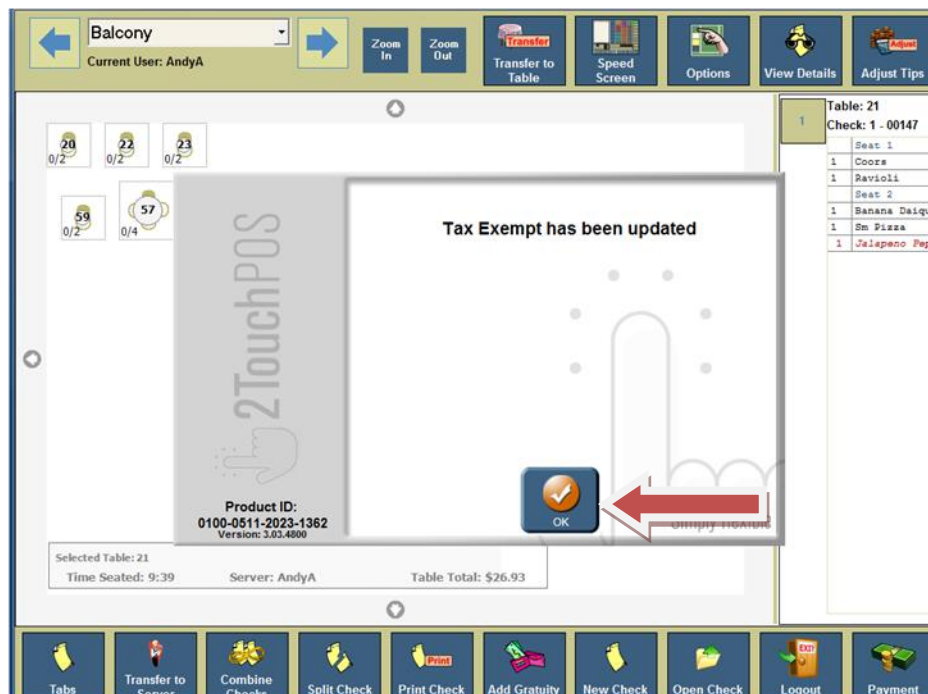
1. Enter the customer's order, at the time of payment:
  - a. From an empty Speed screen, Select a Tab, Touch **"Tabs"**, **"Options"**, and **"Tax Exempt"** buttons, then select Customer.

*Note: A customer needs to have a customer account to use the tax exempt feature with the actual tax exempt number filled in on the advanced page of the customer account.*

### Table

1. Enter the customer's order, at the time of payment:
  - a. From the table view management screen, select a Table, Touch **"Options"**, and then **"Tax Exempt"** buttons. Select Customers Account, then touch **"Select"** and **"Yes"** buttons.

*Note: A customer needs to have a customer account to use the tax exempt feature with the actual tax exempt number filled in on the advanced page of the customer account.*





# Common Reports

## Cash in Drawer Report

An instant up to date overview of the current days activities associated with a specific terminal or station. Department totals, tax, dine-in and carryout totals, types of sales, Comps & Spills, Voids, House Accounts, Discounts and cash in drawer totals will be displayed and reported.

## Server Report

An instant up to date overview of the current day's activities associated with a specific server. Department totals, tax, dine-in and carryout totals, types of sales, Comps & Spills, Voids, House Accounts and Discounts are displayed in this report. Once all tabs associated with this server are closed, this report will print and serve as the final statement for the activity and monies owed by that individual.

## Daily X Report

An overview of the current day's activities for the entire establishment. Captures department totals, tax, dine-in and carryout totals, types of sales, Comps & Spills, Voids, House Accounts, discounts and totals. Running this report does not close out the totals for the day.

## Daily Z Report

An overview of the current days activities for the entire establishment. Captures department totals, tax, dine-in and carryout totals, types of sales, Comps & Spills, Voids, House Accounts, discounts and totals. When this report is run, the totals are closed out for that business day. This is one of the final reports of the business day.

## Historical Server Report

Historical sales information by terminal or for the entire establishment. Captures department totals, tax, dine-in and carryout totals, types of sales, Comps & Spills, Voids, House Accounts, discounts and totals. This information can be accessed for an indefinite amount of time. This report is based on your specified date range.

## Audit Menu Item Report

Tracks quantities sold that are tracked by any auditing agency, by any date and /or time range specified for up to a six-week period. This Report can be sorted by PLU Number, Menu Item Description, Quantity Sold & Revenue Generated. You specify a Time and Date Range for the report.

## Historical Menu Item Report

Tracks Quantities sold, by Menu Item, by any date and /or time range specified for up to a six-week period. Can sort by PLU Number, Menu Item Description, Quantity Sold & Revenue Generated. You specify a Time and Date Range for the report.

## **Historical Modifier Report**

Tracks Quantities sold, by Menu Item and Modifier, by any date and/or time range specified. There is a six-week historical limit on this report. Can sort by PLU Number, Menu Item/Modifier Description, and Quantity Sold & Revenue Generated. You specify a Time and Date Range for the report.

## **Historical Sales Report**

Historical sales information by station/terminal or entire establishment regarding; Department totals, tax, dine-in and carry-out totals, types of sales, Comps & Spills, Voids, House Accounts, discounts and totals based upon the selected date range. This information can be accessed for an indefinite amount of time.

## **Hourly Sales Report**

Identifies gross sales in dollars on an hourly interval. You specify a Date Range for the report.

## **Menu Item Summary Report**

Shows the regular dine in price for items. This report can be sorted by PLU Number, Menu Item Description or Price.

## **Open Item Report**

Tracks items that rung in under the "Open Item" (beer, food, wine, etc.) button and the respective amount that was collected for these items for the selected date range. This information is useful when creating new "Menu Item" buttons to identify items repeatedly being rung in under an "Open" description and price.

## **Customer Account Payment History Report**

Gives a breakdown of the charges and credits made to a customers account over a date range.

## **Customer Account Detail Report**

An instant up to date overview of the current day's activities associated with a specific terminal or station. Department totals, tax, dine-in and carryout totals, types of sales, Comps & Spills, Voids, House Accounts, Discounts and cash in drawer totals will be displayed and reported

## **Customer Account Summary Report**

Gives an overview of the customers with outstanding balances on their account.



# Troubleshooting Guide

Symptom	Cause	Steps
<b>Your product registration has expired.</b>	Overdue funds	You will need to call 585-325-5242 x3 and speak with the Finance Department.
<b>Cash drawer won't open</b>	Printer inoperable	<ul style="list-style-type: none"> <li>• Does the printer have paper?</li> <li>• Is the printer on and working?</li> <li>• Are the lights on the printer active?</li> <li>• Is the printer cover closed?</li> <li>• Turn the printer off and back on.</li> </ul>
<b>Screen is frozen/stuck/not moving/stalled</b>	Your on the Admin Screen	Hit 'Back'
<b>Screen is frozen/stuck/not moving/stalled</b>	System is frozen	Reboot the unit; hold the power button down until it shuts off, could be up to a count of 25.
<b>Disaster recovery mode error appears on the base station</b>	System is in an inconsistent state	Reboot
<b>Cannot</b>		
<b>Receipt Printer not working</b>	Out of Paper light is on	1) Sometimes the paper sensor misfires. Take the paper out and reinsert the paper. Make sure the lid is closed tightly.  2) Cycle the power on the printer.
<b>Kitchen printer not working</b>	Paper spools but no text is readable	Replace the ink (Ithaca) or ribbon (Epson)
<b>Kitchen printer not working</b>	Nothing happens	Might be a loose wire. Check the connections.
<b>Credit Cards not Processing</b>	Internet down	Login using code 000413.  1) If the IP comes up then the internet is connected.  a. Restart TwoTouch by logging in with

code 000927.

- b. If restarting TwoTouch did not resolve the issue, reboot the terminal.
- 2) If the IP comes up blank, follow the steps in the section on “Internet is Down”.

## Credit Cards aren't Processing and the Internet is Down

### Quick Reference Guide

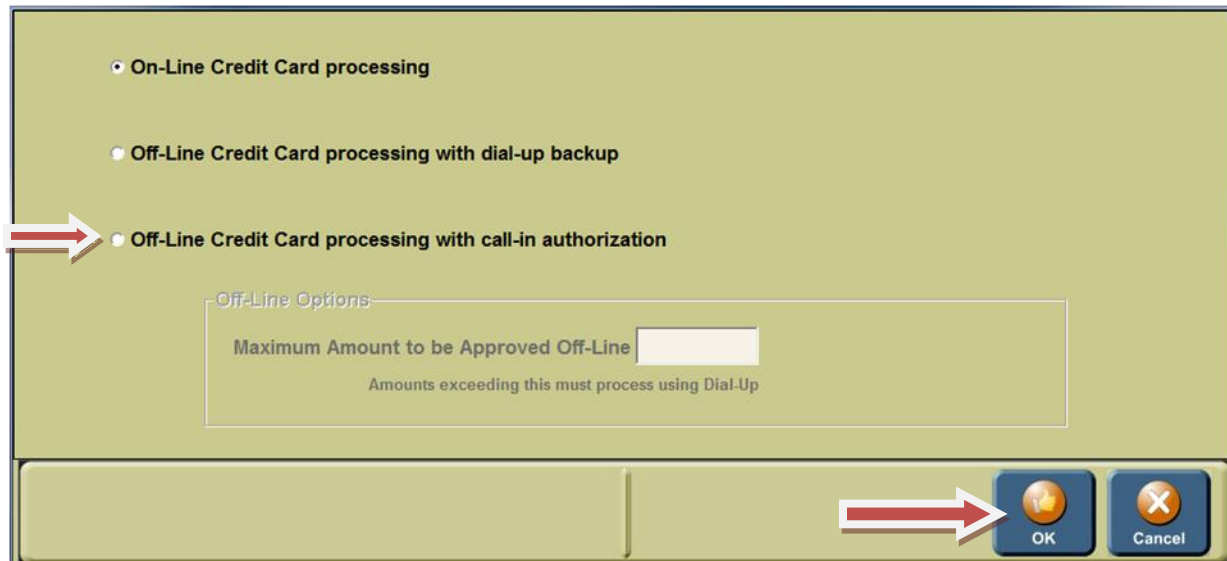
1. Go into Credit Offline Credit Card Mode.
2. Reboot the Modem and Netgear FVS318 Firewall/Router.
  - a. Shutdown the Netgear FVS318 Firewall/Router and leave it powered off.
  - b. Shutdown your Modem and leave it off for at least 30 seconds.
  - c. After about 30 seconds, turn on the Modem. Make sure your Modem is connected to your phone or cable Internet line. Wait until the ready light turns solid on the Modem; it goes through a warm up stage. It might take up to 2 minutes to fully connect.
  - d. After waiting for the modem to boot up, now turn on the Netgear FVS318 Firewall/Router (goes through a warm up stage). It might take up to 2 minutes to fully connect as well.
  - e. How to tell if successful: log into the system on the login screen with the number 000413. If the terminal comes back with an IP address, problem has been solved.
3. If needed: full system reboot (restart).
  - a. Shutdown your server stations e.g. TwoTouch1, TwoTouch2, ...
  - b. Shutdown your base station (e.g. TwoTouch0).
  - c. Shutdown the Netgear FVS318 Firewall/Router and leave it powered off.
  - d. Shutdown your Modem and leave it off for at least 30 seconds.
  - e. After at least 30 seconds, turn on the Modem. Make sure your Modem is connected to the phone or cable Internet line. Wait until the ready light turns solid on the Modem (goes through a warm up stage). It might take up to 2 minutes to fully connect,
  - f. After waiting for the Modem to boot up, now turn on the Netgear FVS318 Firewall/Router (goes through a warm up stage). It might take up to 2 minutes to fully connect as well.
  - g. Turn on your base station and let the 2Touch program start up.
  - h. Turn on your wait stations typically the same way you turned on your base station.
  - i. How to tell if successful: log into the system on the login screen with the number 000413. If the terminal comes back with an IP address, problem has been solved.
4. If a full system reboot does not get you back online, call your broadband Internet Service Provider.

## Detailed Reference

1. Go into Credit Offline Credit Card Mode. Options -> Admin -> Off-Line Credit Cards.  
Off-Line processing allows your establishment to keep running Credit Card transactions. This is meant to make your disruption of business minimal. Your ultimate goal is to get your Internet back up to continue to do real time authorizations.



- a. Choose the 3<sup>rd</sup> option: Off-Line Credit Card processing with call-in authorization.



- b. Enter in a maximum amount to be approved off-line in the white box:  
We suggest putting in your average check amount. What is really happening here is you are allowing your credit cards to swipe but not actually doing any real time authorization. There is a risk of accepting a declined credit card and that is why you determine the amount.

- c. When a check amount exceeds your maximum amount allowed for off-line Credit Card mode, and you have to call in the credit card transaction and enter in the given authorization number into 2Touch POS.
    - i. If you have chosen Mercury Payment Systems:
      - a. To call in and authorize a VISA, MASTERCARD, or DISCOVER card their phone number, 1-800- 944-1111.
      - b. AMERICAN EXPRESS phone number is 1-800-528-2121.
      - c. If you are prompted to enter a BIN number enter 023400.
      - d. You will then be prompted for your Merchant ID # \_\_\_\_\_.
      - e. You will then be able to continue entering in the transaction information requested by the phone prompts, Credit Card Number, amount, tip amount.
      - f. You must enter the authorization number given by the phone prompt into 2Touch POS. You might want to write it down!
    - ii. If you have chosen another platform that uses PCCharge:
      - a. Call your credit card processing company and inquire how to phone in credit card authorizations.
- 2. Reboot the Modem and Netgear FVS318 Firewall/Router**
- a. Shutdown the Netgear FVS318 Firewall/Router and leave it powered off.



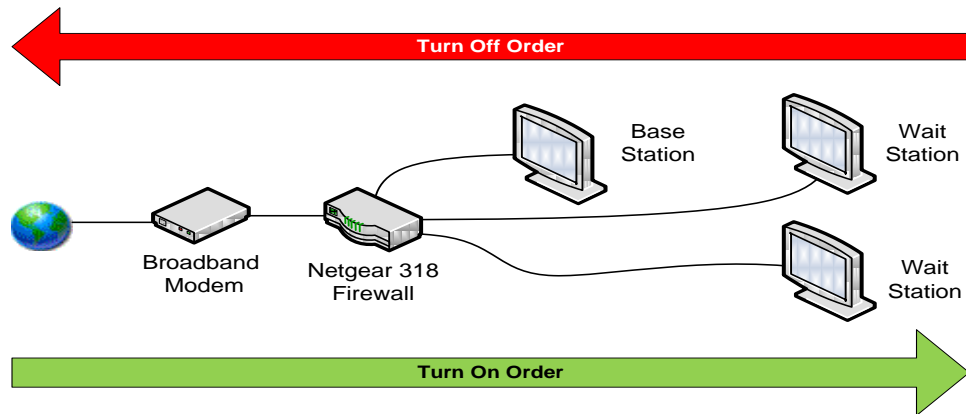
- b. Shutdown your modem and leave it off for at least 30 seconds
- c. After about 30 seconds now turn on the Modem. Make sure your Modem is connected to the phone or cable Internet line. Wait until the ready light turns solid on the Modem; it goes through a warm up stage. It might take up to 2 minutes to fully connect.
- d. After waiting for the Modem to boot up, now turn on the Netgear FVS318 Firewall/Router (goes through a warm up stage). It might take up to 2 minutes to fully connect as well.



- e. How to tell if successful: log into the system on the login screen with the number 000413. If the terminal comes back with an IP address, problem has been solved.
- f. If you see this screen with could not locate IP information, move on to a full system reboot.



3. If needed: full system reboot (restart).



- a. Shutdown your server stations e.g. TwoTouch1, TwoTouch2, ...

Touch **Options**, **Admin**, **Shut Down System** buttons. This button will only shut down the computer you do this action on.



- b. Shutdown your base station (e.g. TwoTouch0).
- c. Shutdown the Netgear FVS318 Firewall/Router and leave it powered off.
- d. Shutdown your Modem and leave it off for at least 30 seconds.
- e. After at least 30 seconds, turn on the Modem. Make sure your Modem is connected to the phone or cable Internet line. Wait until the ready light turns solid on the Modem (goes through a warm up stage). It might take up to 2 minutes to fully connect.

- f.** After waiting for the Modem to boot, up now turn on the Netgear FVS318 Firewall/Router (goes through a warm up stage). It might take up to 2 minutes to fully connect as well.
- g.** Turn on your base station (think of this as the mother ship computer) and let the 2Touch program start up.



- h.** Turn on your wait stations; typically the same way you turned on your base station.
  - i.** How to tell if successful: log into the system on the login screen with the number 000413. If the terminal comes back with an IP address, problem has been solved.
- 4.** If a full system reboot does not get you back online, call your broadband Internet Service Provider.