toast

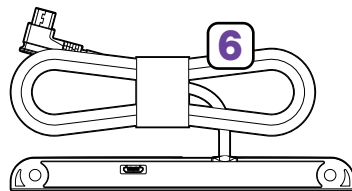**Toast Tap™**

**INSTALLATION & CONFIGURATION** INSTRUCTIONS

WHAT'S IN THE BOX?

1 Toast Tap (On-Counter)™

2 Toast Tap (On-Counter)™ Plate with adhesive

3 Stickers for your door or windows to advertise accepted payment types

4 Counter placement pad for your Toast Tap™

5 Tool kit containing a screwdriver, alcohol wipes, and extra adhesives

6 Micro-USB to Micro-USB cable

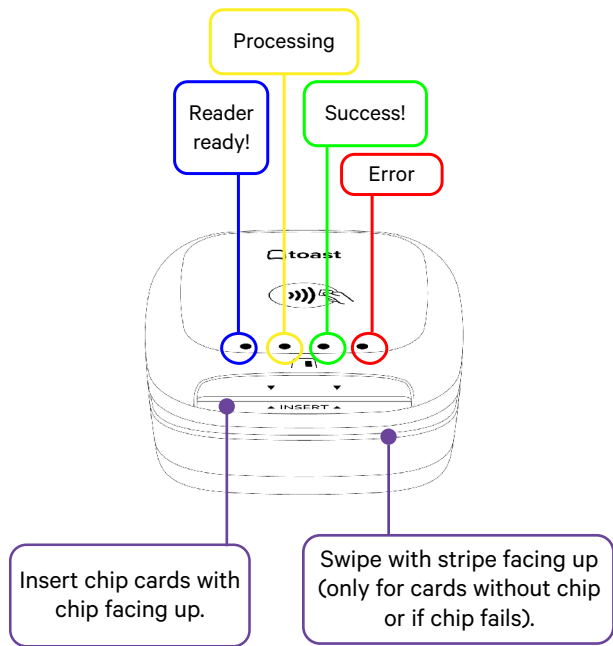**7** USB-A to Micro-USB cable

Note: You will only use one of the two cables provided to install your Toast Tap™ hardware.

Start with a *Clean Slate* — Cleaning Wipe

Another one *Wipes* the dust — Cleaning Wipe
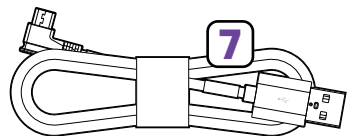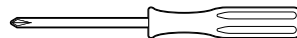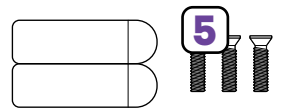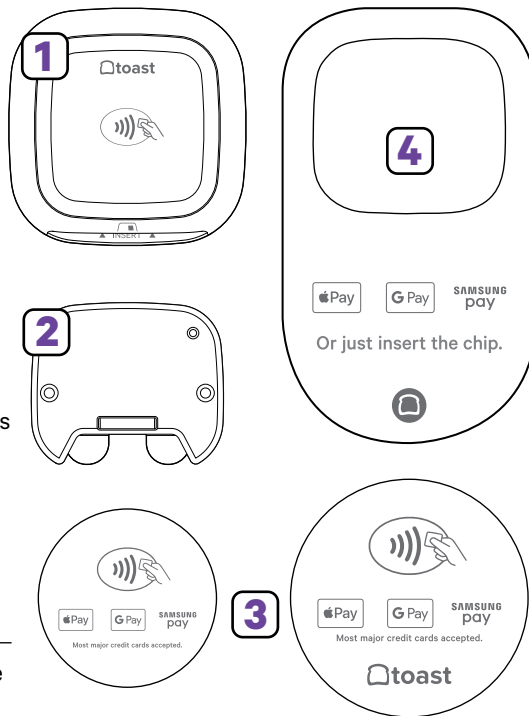
YOUR NEW TOAST TAP™

Here's a breakdown of your new hardware.
Below explains each light and both ways to insert or swipe cards.

Processing

Reader ready!

Success!

Error

Insert chip cards with chip facing up.

Swipe with stripe facing up (only for cards without chip or if chip fails).

1 ASSESS YOUR COUNTER SPACE AND CARD READER SETUP

Start by looking at your current hardware setup. Are you using a card reader that takes dip payments (aka an EMV reader)?

i **Note:** If you have an existing EMV card reader like the one shown above, physically remove it before installation.

Next, wipe down the countertop with the alcohol wipe provided in your tool kit. This will make it even easier for your Toast Tap (On-Counter)™ to adhere properly.
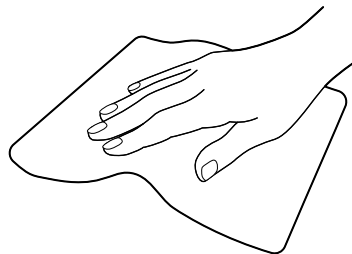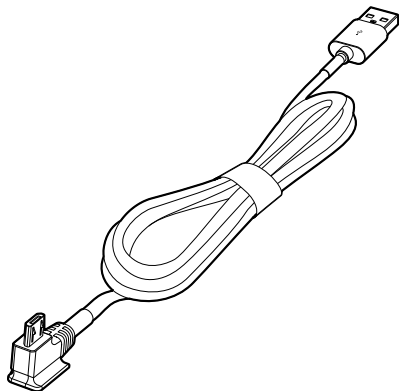
2 PICK YOUR CABLE FOR INSTALLATION

Begin by determining the cable you'll use to plug in your Toast Tap™ hardware.
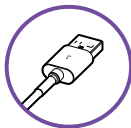**You'll only use one of these cables.**

USB-A TO MICRO-USB CABLE

Use this cable if you have an available port open on your Toast Hub, third party USB-Hub, or Toast Printer.

This cable plugs into the USB port on any of these devices.

See installation instructions for the USB-A to Micro-USB cable on the next page.

OR

MICRO-USB TO MICRO-USB CABLE

Use this cable if you don't have an available port, have an Epson printer, or if you only have a terminal.
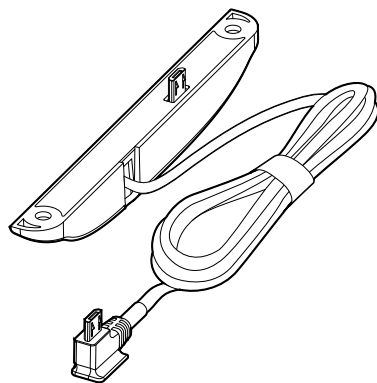
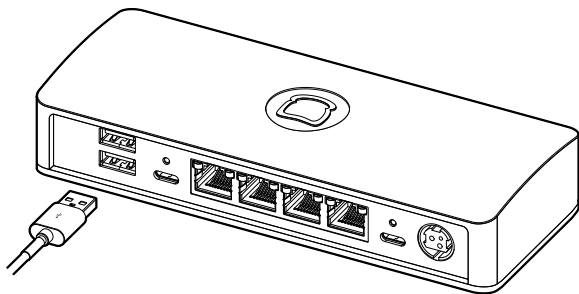This cable with the plate attached plugs into the side of your terminal and is adhered with screws.

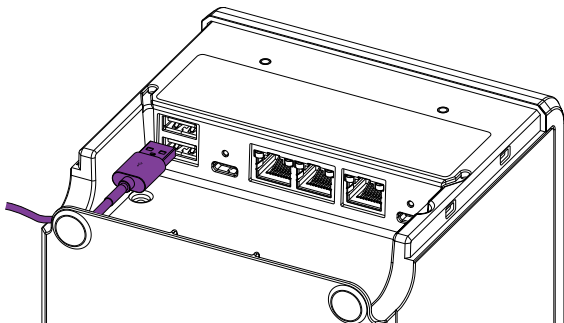Jump ahead to the Micro-USB to Micro-USB installation instructions.
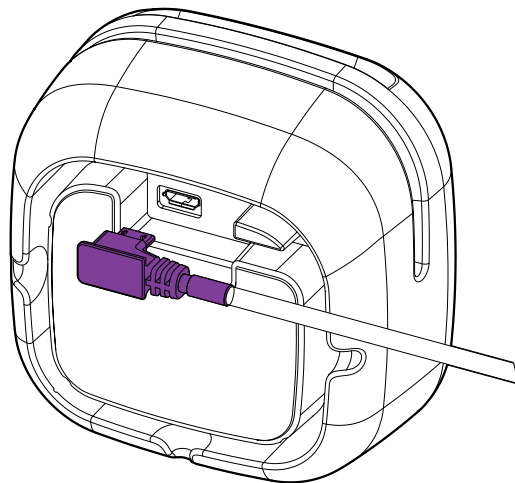
USB-A TO MICRO-USB INSTALL STEPS

1. Take the **USB-A** end of the cable and plug it into your **Toast Hub** or **third party USB-Hub.**

Or, plug the **USB-A** end of the cable into your **Toast Printer.**

2. Plug in the remaining **Micro-USB** end into the bottom of the **Toast Tap (On-Counter)™.** The end of this cable is marked "to reader."
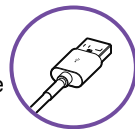
You'll see a blinking blue light on your Toast Tap™ to signify that the cable is plugged in all the way.

Nice work! Next, turn to Section 3, EMV Configuration to enable all types of payments.

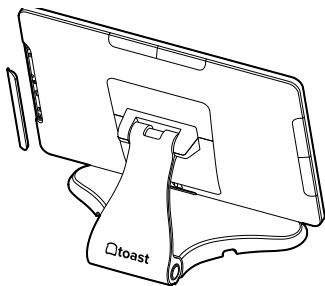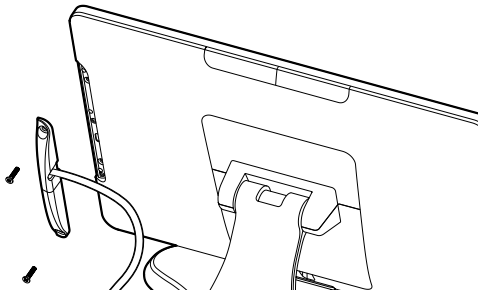# MICRO-USB TO MICRO-USB INSTALL STEPS

1. Remove the plate covering the port on the side of your terminal. Any of the three ports (left, right, or on top) will work.

2. Plug in the end of the Micro-USB cable that has the plate attached. Then, screw the plate into the terminal.

3. If your terminal stand has a neck to hide the cable, feed it through for a cleaner look.

4. Plug the other end into the bottom of the **Toast Tap (On-Counter)™.** This end of the cable is marked "to reader."
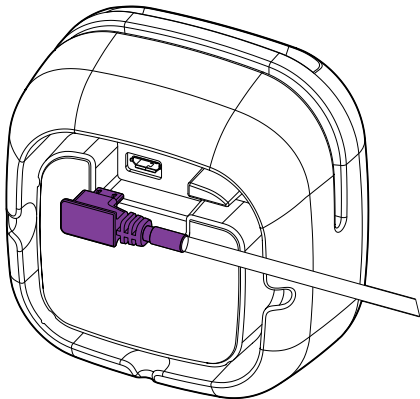
You'll see a blinking blue light on your Toast Tap™ to signify that the cable is plugged in all the way.

Nice work! Turn to the next page to enable EMV so your reader can accept all types of payment.

# **3** EMV CONFIGURATION

Your Toast Tap™ will auto detect once plugged into your Toast system.
You'll need to enable EMV for the ability to take chip card and contactless payments.

1. Once the Toast Tap™ has been properly plugged into your Toast hardware, restart your terminal.

2. From the main menu in Toast, select *Device Setup.*

	Setup
Menu	Tables
Toggle Next Day Mode	Enable Test Mode
Device Setup	
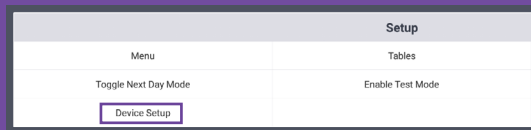
3. In the list of settings, scroll to the option for *EMV Enabled.* Make sure that this is set to *Yes*.

Enable EMV chip read

Choose "Yes" if you want to take credit cards using EMV chip when connected with a compatible card reader.
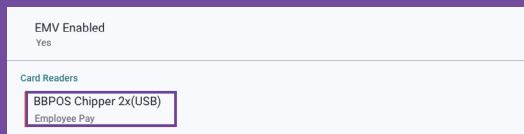
- ◉ Yes
- ○ No

Continue

4. You'll see an option for Card Readers below the EMV settings. Your new Toast Tap™ device is listed as:

BBPOS Chipper 2X(USB)

Confirm this is listed. You may also be prompted to update the reader's software. If so, opt into the update.

EMV Enabled
Yes

**Card Readers**
BBPOS Chipper 2x(USB)
Employee Pay

If you have a second screen attached to your terminal - also known as a Toast Flex for Guest - your system can support an additional swipe-only card reader. If you have this, make sure the BBPOS Chipper 2X(USB) reader is set to *Guest Pay.*
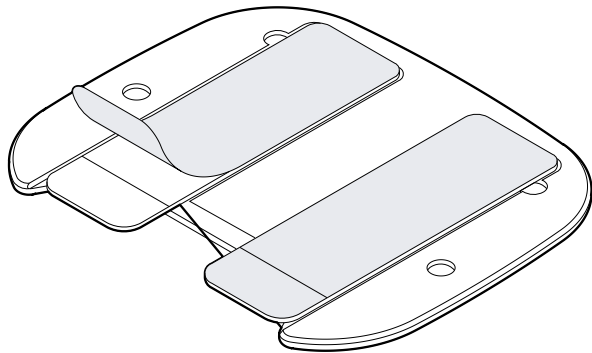
ⓘ **Note:** Switching out readers automatically turns the EMV setting off. Even if you've already enabled it, EMV will need to be turned on again.

4 FINISHING TOUCHES

1. Wrap your cable around the inside of your Toast Tap™ in a clockwise motion to reduce wire clutter.
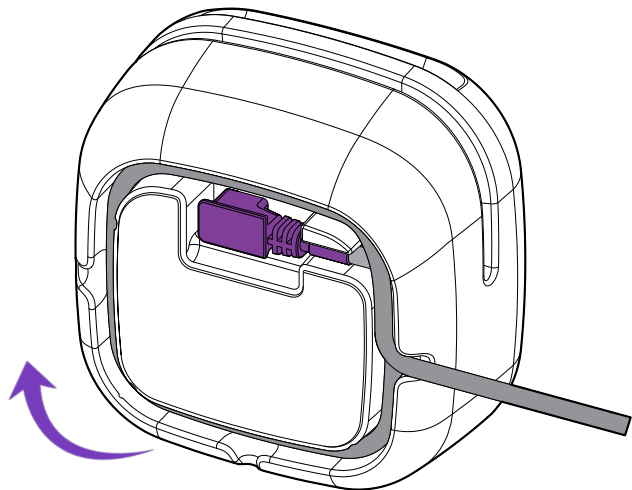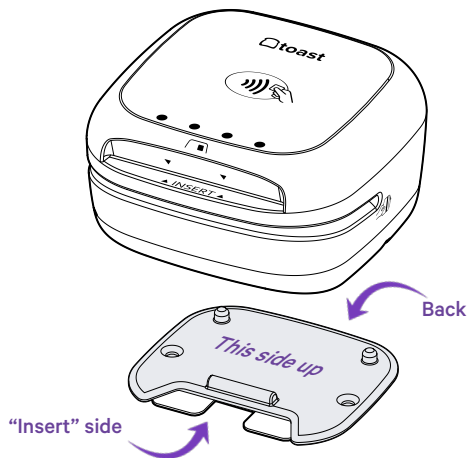

2. Apply the plate to your counter surface with the adhesive to anchor your Toast Tap™.


ⓘ Note: The adhesive is strong so plan your anchoring spot wisely!

3. Firmly press the plate down with the adhesive and hold for six seconds. The "Insert" side should face toward your guests.

Back

"Insert" side

This side up

4. Place the reader on the plate. It can be removed if needed in the future.

Cards can be:

- Tapped on the top of the reader
- Dipped into the front slot with the card chip facing up
- Swiped across in any direction with the card stripe facing upwards
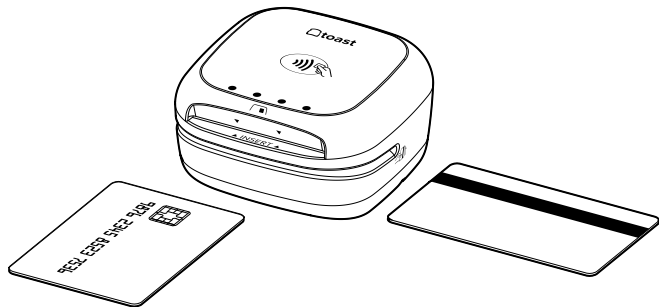
Note: If you were using a card reader with dip options prior, you'll need to reconfigure your manager swipe cards.

⬠toast Support

Support is your first line of defense for all Toast questions. Our Support team is available 24/7/365 and is trained to either help or route your request to the correct team at Toast.

📞 Call (617) 682-0225

💬 Chat with an agent online on Toast Central

📄 Submit a ticket on Toast Central

Scan the QR code with the camera app on your phone to access these documents for more info!

Resolve any issues you may have with the Toast Tap™ Troubleshooting Guide.

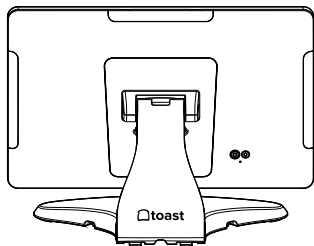Set up for success with our Training & Best Practices Guide.

PAD AND STICKERS

You'll receive a Toast Tap™ placement pad to place your hardware and window stickers to advertise accepted payment types. Use the instructions on the next page to set up your Toast Tap™ placement pad.
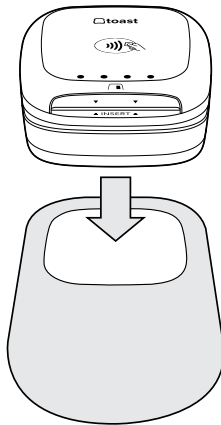
PAD INSTALLATION

1 Wipe down the counter space in front of your terminal and firmly place the adhesive side of the pad down with your hands.

2 Place the Toast Tap™ within the opening of the pad. This fits with the anchor plate that comes with your Toast Tap™.

TOAST TAP DUAL CARD READER CONFIGURATION

When setting up your Toast Tap (On-Counter)™, you may have a second screen attached to your terminal - also known as a Toast Flex for Guest. If so, you have the ability to utilize two card readers at once. Check out the instructions below to set these readers up and take payments.

SETUP

From the Toast main menu on the terminal, select **Device Setup**. Under **Card Readers**, you should see two different readers.

Card Readers

MagTek DynaMag (USB)
Employee Pay

BBPOS Chipper 2x(USB)
Guest Pay
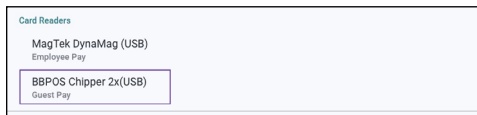
The Toast Tap™ - **BBPOS Chipper 2x(USB)** - should be set to **Guest Pay** when used with another card reader.

The **MagTek DynaMag(USB)** is your swipe-only reader on the terminal. This reader should be set to **Employee Pay**.

TAKING PAYMENTS

After taking a guest's order and selecting **Pay**, you'll see a button for **Guest Pay**, just like the option for Cash or a Gift Card. Once selected, the screen will prompt your guest with instructions to complete the payment.
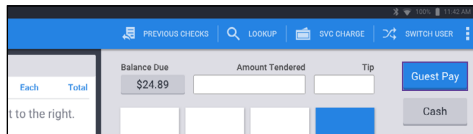
Note: Your Toast Tap™ can **only** be paired up with a swipe-only reader (also known as an MSR). All other card readers cannot be used with the Toast Tap™.