

Toast Tap Troubleshooting Guide

If you're having complications with your Toast Tap hardware or software, use these frequently asked questions to help troubleshoot. *Toast Tap is currently in beta release to select Toast customers.*

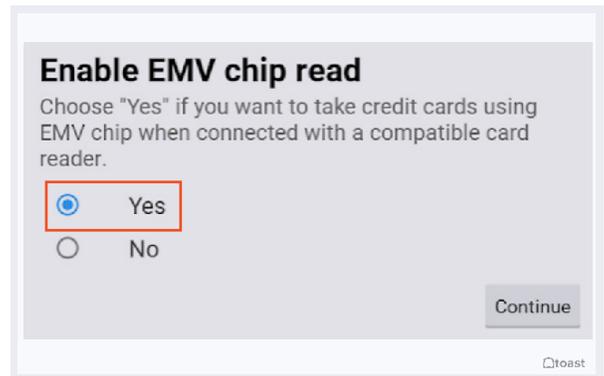
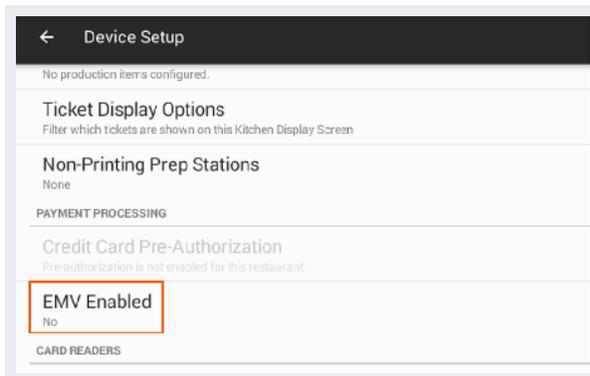
Q: My reader isn't emitting any solid or blinking lights, what do I do?

A: Make sure your Toast Tap is securely plugged in at both ends. You should see a blue light blinking when the reader is powered and solid blue when it's ready to accept payment. If you suspect the cable is bad, try the other cable in the box or try plugging it into another port on your Toast Flex terminal.

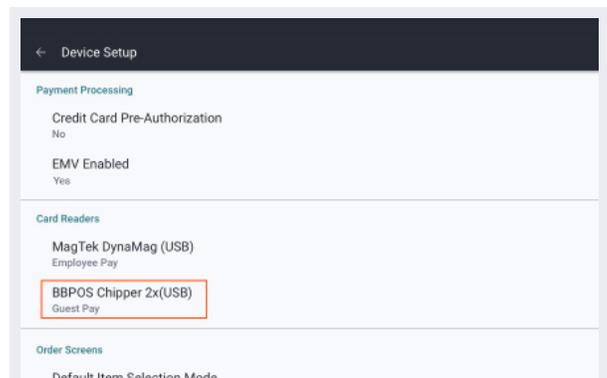
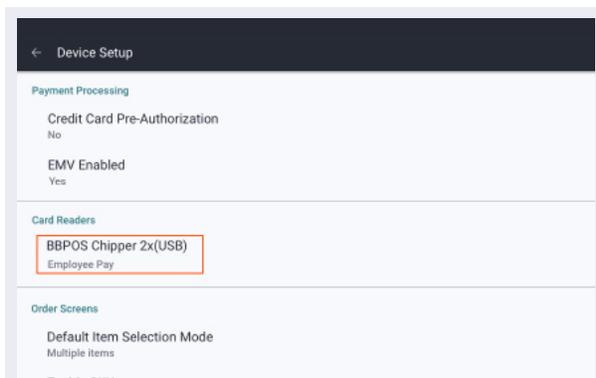
Q: My Toast Tap's blue light is blinking and hasn't turned solid blue to accept payments. What now?

A: Use the following steps:

1. Try a test payment by going to the Toast quick order screen and adding an item. At this point, there should be a solid blue light on the reader. Try to dip a card for payment (if you are using a Toast Flex for Guest, select **Guest Pay** before trying a payment).
2. If this doesn't work, navigate to **Device Setup** from the main menu of Toast on your terminal. Scroll down to **EMV Enabled** and select **Yes** if it is not already enabled. You may be prompted to update the card reader in the process.



3. If payment is still not working, verify that your Toast Tap hardware is recognized. Under **Card Readers**, you will see the name BBPOS C2X - this is the official name of your Toast Tap. *If you are using a guest-facing display with a swipe-only reader, the BBPOS C2X will show under Guest Pay.*



4. Select your reader and then select **Remove Reader**. Scroll down and you should see BBPOS C2X.

EMV will have automatically turned off, and should be turned on again. Do this again in the **Device Setup** menu and try another test payment.

5. If the steps above have not resolved your issue, force quit the Toast app, disconnect the cable from the Toast Tap, and reconnect the cable. Open Toast on your Toast Flex terminal again.

Q: It's still not working, what do I do?

A: Contact Toast Support, they'll be happy to help with further troubleshooting steps.

Q: My guests are trying to swipe their credit cards and are being prompted to dip instead.

A: Guests who pay with a credit card that has a chip will be prompted to dip their card by default. Dipping the card into the Toast Tap allows the system to read the chip on the card using a unique, one-time code.

This is the most secure type of transaction, which is best for you and your guests!

The card reader may be unable to read a dipped card if the chip is dirty or damaged. If your guest makes two unsuccessful dip attempts, the Toast system will ask them to swipe their card instead.

Q: Can I have two EMV card readers connected?

A: You can only use one EMV reader at a time.

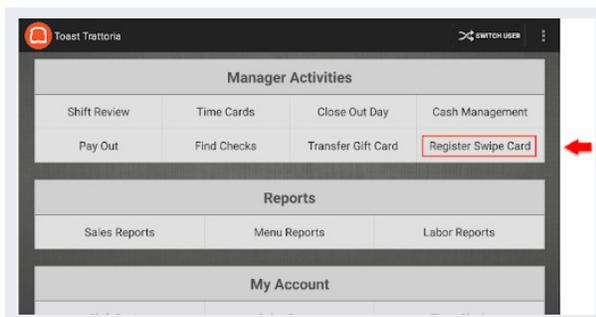
If you have a Toast Flex for Guest, you can keep an MSR card reader - the type of reader that only takes swipe payments - adhered to the employee-facing terminal. Your new Toast Tap will be set to **Guest Pay**.

Q: I installed my Toast Tap and my manager swipe cards aren't working.

A: If you removed a chip card reader (also known as an eDynamo or ICMP reader) to install your Toast Tap, the Toast system will no longer recognize your existing manager swipe cards. Reprogram your manager swipe cards using the following steps.

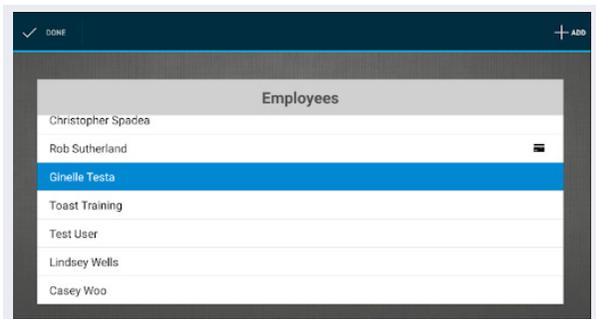
Note: If your previous card reader was a swipe-only card reader (also known as a magnetic stripe reader), the Toast system will recognize your manager swipe cards automatically and no action is necessary.

1. Start by selecting Register Swipe Card from the main Toast POS dashboard.



Register Swipe Card is a manager-level permission. You may need to review your manager permissions or contact your restaurant administrator in order to gain access to this permission.

2. Locate and select the employee that needs to register a card.



3. Select the **+Add** button in the top right corner and swipe the card through the credit card reader attached to the Toast device.

Note: Make sure the stripe is facing up when you swipe.

4. Select **Done**. You can now swipe the card to log in!



If you're have further issues or questions regarding your contactless pay reader, contact Toast Support by visting Toast Central online or by calling (617) 682-0225.