



Using your Toast Go 2 Handheld Device

Sleeker. Faster. Stronger.



Water
Resistant.



Drop
Resilient.

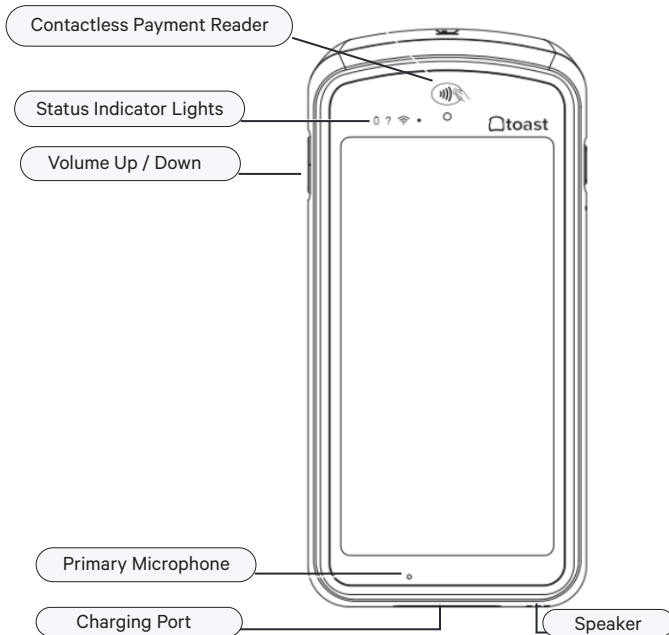


24hr
Battery.

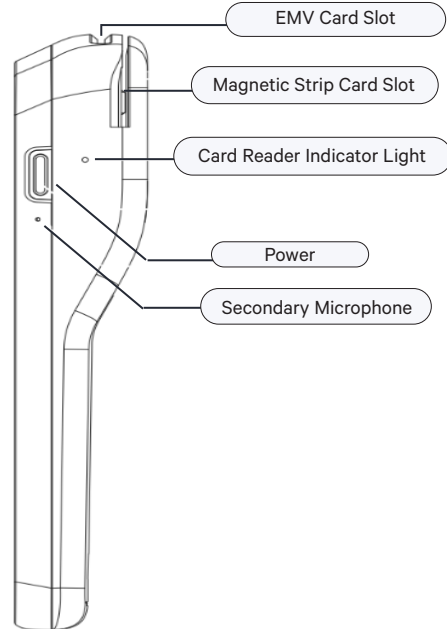


Toast Go 2

Front View



Right Side View



Getting Started

After unboxing your new Toast Go 2, follow these steps to complete initial set up:

- 1 Ensure the device is fully charged before use.
- 2 Press and hold the power button briefly to turn the device on.
- 3 Connect the device to your Toast Wi-Fi network.
- 4 Log into the Toast app using your Toast email and password.
- 5 Enable EMV to accept dip and tap (contactless) payments:
 - A. On the lower left corner of the passcode screen, click the credit card icon.
 - B. Enter your pin to log in.

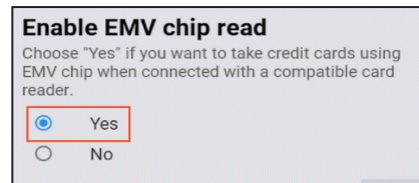
c. From the main menu, go to **Setup** and select **Device Setup**.



D. Scroll down and select **EMV Enabled**.



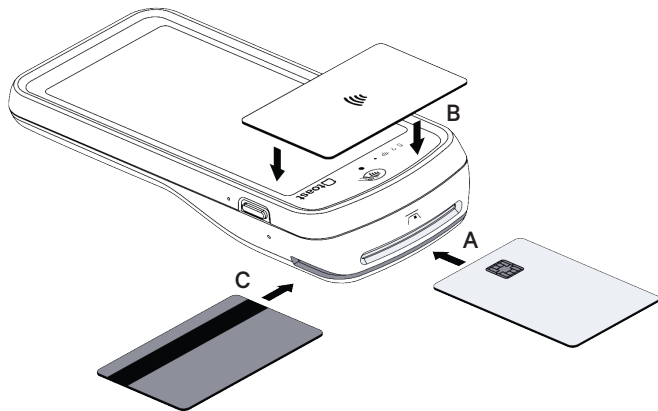
E. Select **Yes**. You may be prompted to update the card reader during the process.



Payment Methods

You can accept the following payment methods using your Toast Go 2:

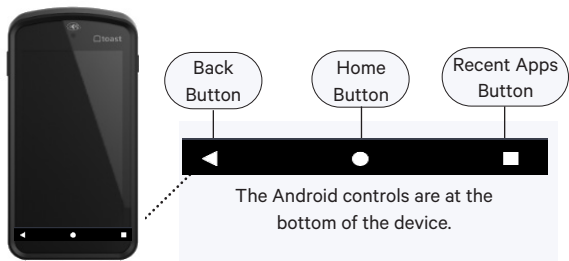
- **Chip or tap-enabled cards:** To dip, insert the card chip-first into the EMV Card Slot at the top of your device. (A) To tap, horizontally align and tap the card on the Contactless Card Reader (B).
- **NFC-enabled devices:** Tap the device on the Contactless Card Reader (B) to pay using Apple Pay®, Samsung Pay, Google Pay™.
- **Magnetic Strip Cards:** Swipe cards that have a magnetic strip in the Magnetic Strip Card Slot. (C)



Troubleshooting Your Toast Go 2

Android™ Basics

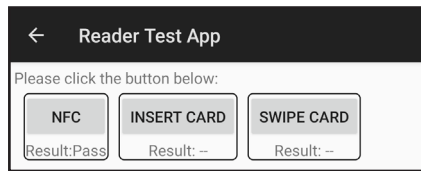
- To display the notification panel, swipe down from the top of the screen.
- To close or force quit an app, select the recent apps button and swipe up the app you want to quit.
- To uninstall an app, press and hold down the app icon to prompt an uninstall.
- To go to the previous screen or to minimize the on-screen keyboard, select the back button.



Q: Dipping or tapping cards doesn't work, what do I do?

Make sure EMV is enabled. If EMV is disabled, you can only swipe cards. If the problem persists when EMV is enabled:

1. Exit the Toast app.
2. Open the Reader Test App and make a test payment by dipping or tapping the card. Check the result.



- If you see **Result: Fail**, contact Toast Customer Care.
- If you see **Result: Pass**, perform the following steps:
 - i. Exit the Reader Test App.
 - ii. Go to Settings > Apps & notifications > Toast POS > Advanced > Open by default > Clear defaults.
 - iii. Turn off your device, then turn it back on.

Troubleshooting Your Toast Go 2

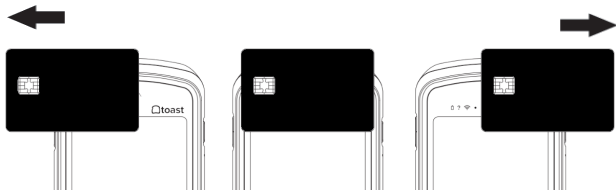
- iv. Open the Toast app, log in using your Toast account, and retry the payment.

If the payment fails, contact Toast Customer Care.

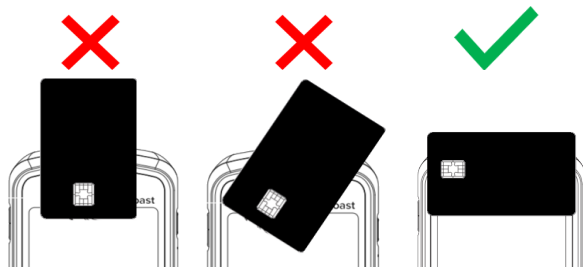
Q: Tapping a credit card doesn't work, what do I do?

Each tap-enabled credit card has an NFC coil inside. This coil powers the credit card chip when it's near the card reader. However, each card is made differently and the coil is not always located at the same spot.

Align the card horizontally with the top of the device. Then, move the card slightly to the left or right. Once the Contactless Reader detects the coil, it will read the card.



When using the Contactless Reader, it's important to hold the credit card correctly. Make sure guests center and horizontally align the credit card with the top of the device as shown below.



Q: Why is it difficult to insert a card into the card reader?

The Toast Go 2's EMV Card Slot was made more compact to keep out water and foreign materials. Although it seems like a tight fit, this extends the life of your card reader.

Troubleshooting Your Toast Go 2

Q: My card reader won't work, and my device is out of warranty. What are my options?

Not to worry! We designed the Toast Go 2 with easy swapping of readers in mind. Contact Toast Customer Care for a Toast Go 2 reader repair kit. See Toast Central for instructions on how to swap your card reader.

Q: The Toast app won't start. What do I do?

Force quit and relaunch the Toast app. If the problem persists, perform the following steps:

1. Perform a factory reset: Go to Settings > System > Reset options > Erase all data (factory reset).
2. From the home screen, select the **Download Toast** shortcut to download the Toast app.
3. After the download is complete, select the file in the notification panel to install the app.
4. After the app is installed, open the app and log in with your Toast email and password.

Q: How do I wake the screen from sleep mode?

Press the **Power** button or double tap anywhere on the screen.

Q: My device is showing the "No command" screen.

What do I do?

Press and hold the **Power** button for 15 seconds to force reboot the device.

Q: My device won't power on/off. What do I do?

If the device stops responding or will not power on, perform the following steps to **force reboot** your device:

1. Make sure to charge the device for at least 30 minutes.
2. Press and hold the **Power** button for 15 seconds until the device powers off and powers on again.

If the device remains unresponsive, contact Toast Customer Care.

Troubleshooting Your Toast Go 2

Q: Why are my tickets not printing?

Make sure your Toast Go 2 is connected to the secure Toast Wi-Fi. It is generally named *Your_Restaurant_Name_Toast*.

Tickets will not print if your device is not on this network. If the problem persists when your device is on the Toast Wi-Fi, see Toast Central for printer troubleshooting information.

Q: What to do if my Toast Go 2 gets wet?

If your Toast Go 2 gets exceedingly wet, follow these steps:

1. If your device is on, turn it off immediately.
2. Dry the device as much as possible, starting with the EMV Card Slot and Magnetic Strip Card Slot at the top.
3. Let the device dry **completely** before turning it back on. Keep in mind, this could take a full day or two.

Keep your device away from wet areas such as sinks, cleaning buckets, etc.

Q: Why should I give the Toast app permission to access location and make phone calls?

Toast needs to access your device's location to ensure your networking is correct and needs access to make phone calls to perform device upgrades.

See the next page for some helpful tips regarding your Toast Go 2!

Helpful Tips

Status Indicator Lights

Battery When Toast Go is unplugged (not charging)

Solid red: 10% battery remaining.

Blinking red: 5% battery remaining.

Battery When Toast Go is plugged in (charging)

Solid red: Battery is 0-84% charged.

Solid green: Battery is 85-100% charged.

Device Synchronization

Blinking red: Device contains a payment that has not synced with the Toast platform.

Blinking blue: Device is not syncing with other Toast POS devices at your restaurant. Make sure your device is on the secure Toast Wi-Fi, then force quit and relaunch the Toast app. On the passcode screen, select the 3 dots at the top right corner and select Resync Orders.

Status Indicator Lights (contd.)

Wi-Fi Signal

Solid blue: Wi-Fi signal is low. Move to a location with a stronger signal.

Solid red: Wi-Fi is off or disconnected. Go to Settings > Wireless and Networks to enable Wi-Fi and connect to the secure Toast Wi-Fi.

Uninstall and Reinstall the Toast App

1. On the home screen, press and hold the Toast app icon to prompt an uninstall.
2. On the home screen, select the **Download Toast** shortcut to download the Toast app.
3. Once the download is complete, select the file in the notification panel to install the app.
4. Once installed, log into Toast using the email address and password associated with your Toast account.

Helpful Tips

Toast Wi-Fi Network

Make sure your Toast Go 2 is always connected to the secure Toast Wi-Fi network. It is generally named *Your_Restaurant_Name_Toast*.

As you move through the restaurant, your device might connect to other Wi-Fi networks that have stronger signals. Tickets will not print if your device is not on the secure Toast Wi-Fi network.

Follow these steps to forget other networks your device might accidentally connect to:

1. Select Settings > Wireless and Networks.
2. Select Wi-Fi.
3. Select and hold the Wi-Fi network you want to forget.
4. In the pop-up list, select Forget.

Repeat steps 3 and 4 to forget additional networks.

Offline Mode

- When a device leaves Wi-Fi coverage area, it is normal to experience a lag time of 1-2 minutes while the device reconnects.
- When a device goes offline, do not begin the order again on a different device. If you place an order on a device that has gone offline, delete the order from the offline device before ringing it in on a different device.

General Device Maintenance

- Do not install any other apps on your device.
- Make sure devices are fully charged at the beginning of every shift.
- Avoid water damage to card readers by placing the device upside down in servers' aprons.

Cleaning Your Toast Go 2

Daily Cleaning

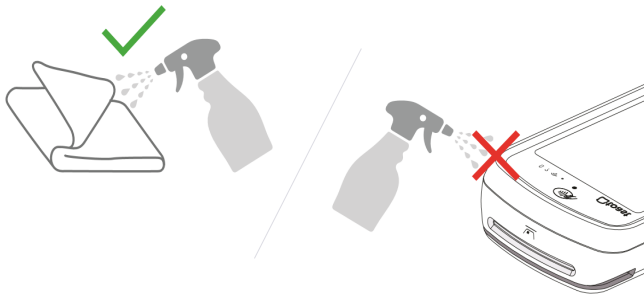
1. Make sure the device is powered off.
2. Dampen a clean cloth with water or screen cleaner and gently wipe down the device.
3. Let the device air dry for a few minutes before turning it back on.

Deep Cleaning

1. Make sure the device is powered off.
2. Spray 70% IPA (Isopropyl Alcohol) onto a clean cloth and gently wipe down the device.
3. Let the device air dry for a few minutes before turning back on.



Never spray cleaning products directly on the device. Always use a cloth. This will prevent liquid from getting into open ports or other areas like the card reader.



The 5-in-1 Charging Dock for Toast Go 2

Have multiple Toast Go 2s?
The 5-in-1 charging dock is the
perfect accessory for your restaurant!

Reliable, cable-free charging.

*Keep your devices organized, fully
charged, and ready to go. Always.*

*A convenient end-of-shift home for
your devices.*


Contact Toast Customer Care to
purchase your charging docks today!



toast Customer Care

If you are still having problems with your Toast Go 2
contact Toast Customer Care.

 Call (617) 682-0225

 Chat with us on [Toast Central](#)

 Submit a ticket on [Toast Central](#)