



*Cloud Connected Point of Sale System*

MB2000/MB3000/MB4000 Product Manual

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# 01 INTRODUCTION

Setting up your uAccept Point of Sale (POS) requires an interaction between your POS and Cloud Portal. First we'll begin in the Cloud, then we'll finish with the POS. Once you've completed the following 4 easy steps, you'll be ready to use your POS system.



**CREATE YOUR  
ACCOUNT**

---



**FOLLOW THE  
SETUP WIZARD**

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**SET UP  
YOUR POS**

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**START  
SELLING**

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# 02

## CREATE YOUR uACCEPT ACCOUNT

Before you can use your new uAccept POS, you'll need to set up your uAccept Cloud Account.

Open your web browser and visit **trackmypos.com/signup** then follow the prompts.

Here are some helpful tips to make the setup as smooth as possible.

Your **Dealer ID** and your **Device ID** are located on the back of your Quick Start Guide.

If any of your information is missing, please contact **Customer Support**.

**QUESTIONS?** Call 800-518-8925 or Email [support@trackmypos.com](mailto:support@trackmypos.com)

Your login URL is going to become the “web address” for your company’s uAccept Portal.

For example, “The Great Cookie Co” may become **trackmypos.com/gr8cookieco**

The screenshot shows a web browser window with the URL <https://signup.trackmypos.com>. The page is titled "Sign Up :: uAccept POS" and features a progress bar with six steps: 1. IDs, 2. Terms and Conditions, 3. Account (highlighted), 4. Billing, 5. Options, and 6. Review. The form contains the following fields:

- Company Name: The Great Cookie Co
- Address Line 1: 4321 Ginger Snap Lane
- Address Line 2: (empty)
- City: San Diego
- State: California (dropdown menu)
- Zip Code: 92109
- System Admin/Contact First Name: Rebecca
- System Admin/Contact Last Name: Cook
- System Admin/Contact Email Address: rcook@gr8cookieco.com
- Phone Number: 555-2665
- Site URL: trackmypos.com/ gr8cookieco
- Username: (empty)
- Password: (empty)
- Confirm Password: (empty)
- Password Strength: Password not entered

A blue button labeled "Need assistance?" is located at the bottom right of the form. A grey callout box points from the "Site URL" field to a separate box at the bottom of the slide.

trackmypos.com/ gr8cookieco



# 03

## USING THE uACCEPT WEB PORTAL

The following information is a list of definitions to help you navigate within your uAccept web portal:

**Stores**—Your stores are your physical locations. Each store you create will keep valuable information organized for reporting, receipts, taxes, and more.

**POS**—uAccept Point of Sale (POS) machine. You can manage all customer transactions through your POS. POS systems are assigned to stores and should be given a unique name so you are able to easily differentiate the data, from one POS to another.

**Add Store**

General Information

Name *	Great Cookie Co
Description	Great Cookie Co Headquarters
Zip Code *	92109
Region	San Diego
Hours of Operation Type	Simple
Hours of Operation	<input checked="" type="checkbox"/> Sunday <input checked="" type="checkbox"/> Monday <input checked="" type="checkbox"/> Tuesday <input checked="" type="checkbox"/> Wednesday <input checked="" type="checkbox"/> Thursday <input checked="" type="checkbox"/> Friday <input checked="" type="checkbox"/> Saturday 8 : 00 : AM - 8 : 00 : PM
Time Zone *	US/Pacific
Company Logo	Select File Choose File   No file chosen Images must be in .jpg, .bmp or .png format
Receipt	A New Receipt-2 <a href="#">Edit</a>
Text Messaging	Select One... <a href="#">Edit</a>

**QUESTIONS?** Call 800-518-8925 or Email [support@trackmypos.com](mailto:support@trackmypos.com)

**User Policies**—A user policy is a set of rules that govern the permission levels of users in groups. When you add a new policy, you will specify the tasks that the users assigned to this policy will be able to perform. Your new account will have three default user policies set up: Supervisor, Employee, and Probation. You can modify these default policies at any time.

The screenshot displays the 'Edit User Policy' window, which is divided into two main sections: 'General' and 'Till and Transaction'.

**General Section:**

- Name:** Employees
- Status:** Active
- Open Register:** Yes
- Close Register:** Yes
- Employee Log In Timeout:** 2 minutes
- Device Settings:** Includes checkboxes for Network Settings, General Settings, External Printer Settings, and Employee Settings, all of which are checked.
- Batch Process:** Yes

**Till and Transaction Section:**

- Set Till:** Yes
- Close Till:** Yes
- Perform Cash Fill:** Yes
- Perform Cash Drop:** Yes
- Perform No Sale:** Yes
- Post Void:** No
- Apply Saved Discounts:** No
- Apply Manual Discounts:** No
- Override Price:** Yes
- Transaction Maximum:** \$ 50 .00
- Refund Maximum:** \$ 50 .00

**Groups**—A user group is a collection of users to which policies can be applied. Each user can only belong to one group. Policies are assigned to groups. Your new account will have three default user policies set up: Supervisor, Employee, and Probation. You can modify these default groups at any time.

**Users**—A user is an employee who is given rights to use the uAccept POS system. Users are assigned to groups and are assigned user policies, which define their access privileges.

Edit User Group

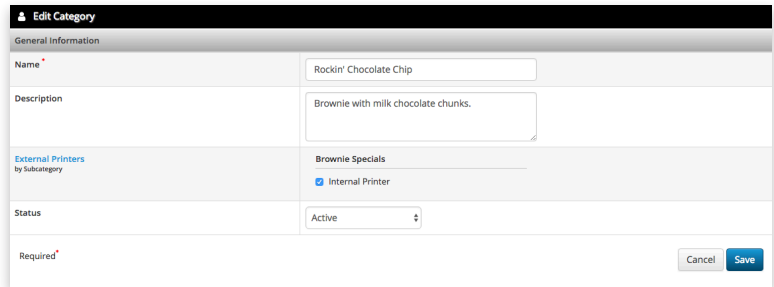
Name	Employee	
Description	Employee	
Users	<div><div><input type="checkbox"/> Jim (JimO) Drive Thru Personnel</div><div><input checked="" type="checkbox"/> Jim (jim) Employee</div><div><input type="checkbox"/> Jess (Jess) Pet Groomers</div><div><input type="checkbox"/> Test (test) Test profile group</div><div><input checked="" type="checkbox"/> Rally (Rally) Employee</div><div><input checked="" type="checkbox"/> Greg (Greg) Employee</div><div><input checked="" type="checkbox"/> Jimmy (Jimmy) Employee</div><div><input checked="" type="checkbox"/> Jimmy (Jojo) Employee</div><div><input checked="" type="checkbox"/> Lenny (Lenny) Employee</div><div><input type="checkbox"/> Jose (Josee) Janitorial</div><div><input type="checkbox"/> Test (thequickbrownfoxjumpedoverthelazydogt) Supervisor</div><div><input checked="" type="checkbox"/> Joanne (Joanne) Employee</div></div>	
Assign Policies By	Device	
User Policies	BP Jane: MB3000-B546118516	Employees
	BPay 15 in-NEW- ZZMB3000-B665317980	Employees
	Chris = ZZMB3000-B936323447	No Policy



**Categories, Subcategories, and Products**— A category is a group of items that your company sells. Subcategories help you to further organize your products.

For example: If you have a breakfast menu, your Category could be “Breakfast,” and two Subcategories could be “Low Calorie Options” and “Pancakes.” The individual Products would then be the items within those Subcategories.

For specific information on how to set up your account, see the **Online Help** at [help.trackmypos.com](http://help.trackmypos.com).



The screenshot shows a web-based form titled "Edit Category" with a user icon in the top left. The form is divided into sections. The "General Information" section contains fields for "Name" (with a red asterisk) containing "Rockin' Chocolate Chip", "Description" containing "Brownie with milk chocolate chunks.", and "Status" (a dropdown menu) set to "Active". Below this is a "Required" label with a red asterisk. A second section, "External Printers by Subcategory", shows a subcategory "Brownie Specials" with a checked checkbox for "Internal Printer". At the bottom right are "Cancel" and "Save" buttons.



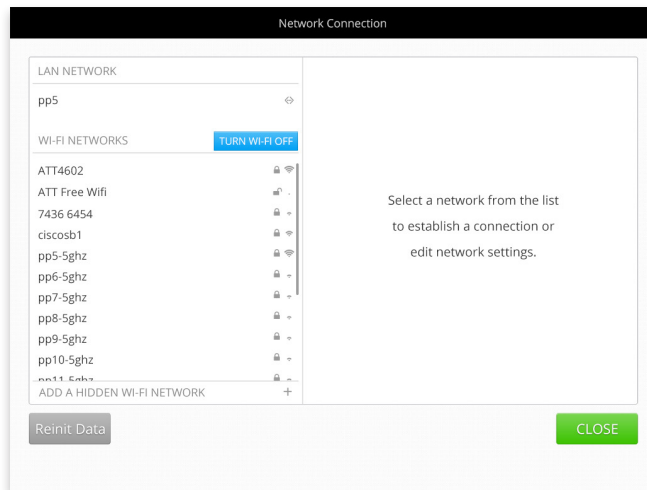
## 04 SETTING UP YOUR POS SYSTEM

After you have used the Setup Wizard to create your cloud portal, you'll be ready to connect your POS. This section guides you through those steps.

### PLUG IN AND TURN ON YOUR POS

1. Plug your power cord into your POS.
2. Press and hold the power button until you hear a beep.

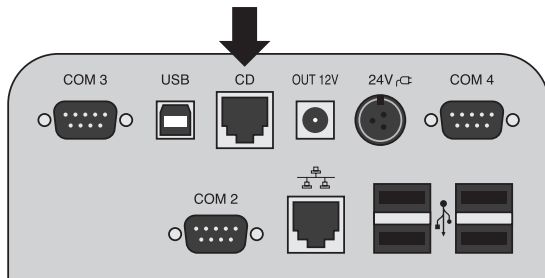
**NOTE:** We strongly suggest that you use a surge protector or uninterruptible power supply (UPS). If a surge protector is not used and there is a power surge, your warranty may become void.



**QUESTIONS?** Call 800-518-8925 or Email [support@trackmypos.com](mailto:support@trackmypos.com)

## CONNECT THE CASH DRAWER

To connect the cash drawer to your POS, attach the enclosed cable from the cash drawer to the “CD” port on your POS.



## CONNECT TO THE INTERNET

### Ethernet

1. To connect your uAccept POS, attach an Ethernet cable between your POS and your router.
2. Plug your POS into a power outlet.

### WiFi

1. Press the Settings icon in the lower right corner of your screen.
2. Press Device Settings.
3. Press Network.
4. In the WiFi Networks section, press Turn WiFi On.
5. From the network list, select the network you wish to connect to.
6. Enter the network password and press Close.
7. Press Connect.

## LOADING THE RECEIPT PAPER

The receipt paper is loaded either into the receipt tray at the top right of the device for the 8" model, or into the receipt cabinet at the front of the device for the other models. To load receipt paper, follow these steps:

### 8" Model

1. Pull the lever on the top of the receipt tray cover.
2. Place the roll of paper into the tray with the paper rolled over the top of the roll.
3. Pull a small amount of paper from the roll and snap the cover shut.



### Other Models

1. Press down the lever to the right of the cabinet door to open the cabinet.
2. Firmly remove the hub and load the roll of paper onto the hub.
3. Insert the hub back into the receipt cabinet with the paper rolled over the top of the roll.
4. Pull a small amount of paper from the roll and snap the cover shut.





## 05

# USING YOUR uACCEPT POS

Easily customize your uAccept POS system to best fit the needs of your business. Use your POS to track your inventory, sales, and more. Optionally add a compatible barcode scanner, EMV reader, and external printer for even faster transactions.

## GETTING STARTED

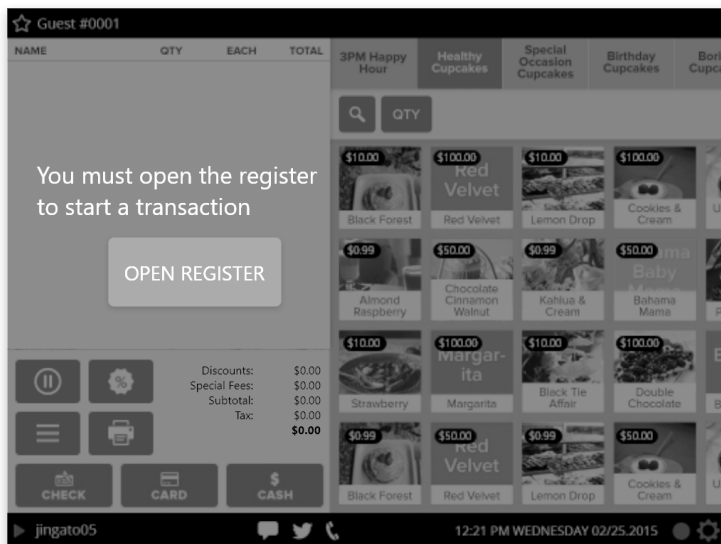
When the login screen appears, select your user name from the drop-down menu and enter your **PIN** to log in.



## OPENING THE REGISTER AND SETTING THE TILL

To open the register, select **Open Register** and you will be taken to the main **Menu** screen.

Note: To close the register and till select Close Till and follow the on screen prompts, then select Close Register.

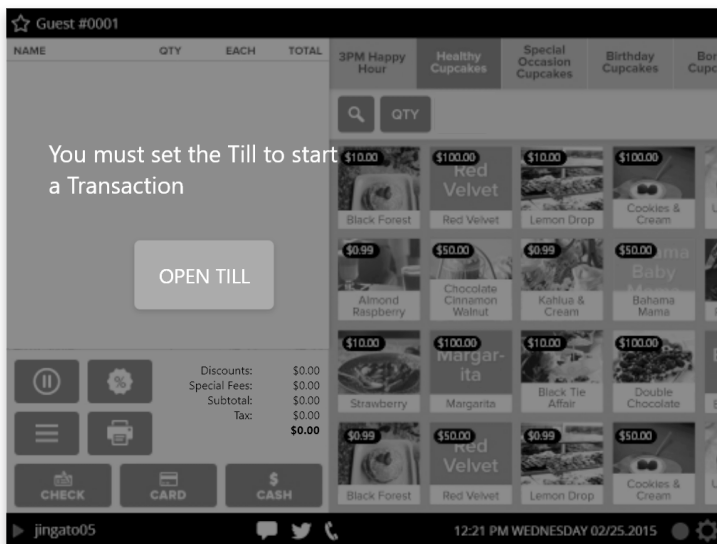


You will be prompted to open the till before you can begin a transaction.

To set the till, follow these steps:

1. From the **Menu** screen, select **Open Till**.
2. In the **Total Coins** field, enter the total amount in coins that will be in your register at the start of the day.
3. In the **Total Bills** field, enter the total amount in bills that will be in your register at the start of the day, then press **Enter**.

**NOTE:** You can change your till settings from **Simple** to **Complex A** or **Complex B** via the **Till Settings** in your account.



The **Complex A** method requires entry of the total amount of each denomination of bills in dollars and change in cents.

The **Complex B** method requires that the user enters the total number of bills and coins in each denomination, which will then calculate the dollar amount of the denomination.

5. Press **Confirm**.
6. At the next prompt, press **Confirm** a second time.

After the till has been opened, the POS device will return to the main screen.

OPEN TILL

Please enter the total dollar amount for each denomination below

TOTAL COINS  
\$20.00

TOTAL BILLS  
\$100.00

NET TOTAL  
\$120.00

1 2 3  
4 5 6  
7 8 9  
00 0

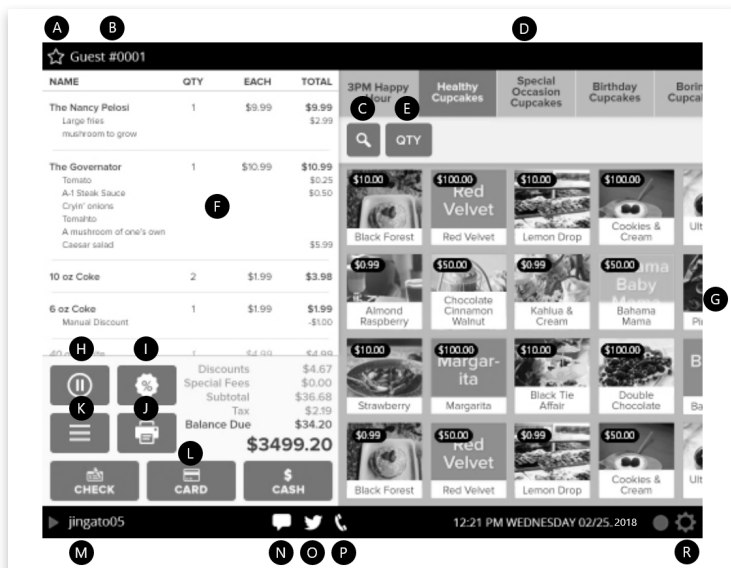
CANCEL CONFIRM



## USING THE MAIN APPLICATION SCREEN

The following shows the main application screen that displays after you have opened the register and set the till.

- A. Customer Loyalty**—Search for existing members or add new members to your customer loyalty program.
- B. Receipt number**—Click on the receipt number to rename the ticket.
- C. Search box**—Enter product name or part of a product name to search.
- D. Categories**—Products that can be organized into a group to simplify sales, inventory, and reporting.
- E. Quantity**—Click on quantity when you need to add multiples of a product to a transaction.

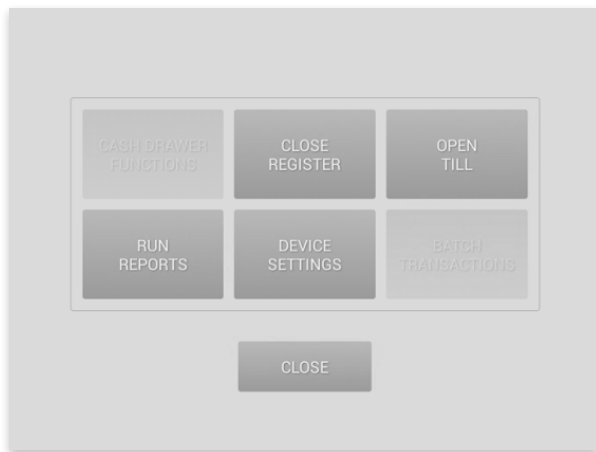


- F. **Ticket**—The list of products that are in the current transaction.
- G. **Subcategories**—Classification of categorized products to further organize your data.
- H. **Hold/Resume**—Press button to hold an order. Once order is on hold, the button will change to Resume. Press the button to resume the held order.
- I. **Transaction Discount**—Displays a list of all Transaction Only and Single Item and Transaction discounts that can be applied to the subtotal of discountable items in the transaction.
- J. **Printer icon**—Press the icon to manually print a receipt.
- K. **Functions icon**—Press the icon to display the Functions menu.
- L. **Payment Type icons**—Click one of the icons (Check, Card, Cash) to select a payment type for a transaction.
- M. **User name**—Click on your user name to display the Log Out menu.
- N. **Text icon**—Displays a list of text orders and inquiries, if text messaging is enabled. Reply by clicking on the message. You can also print the message or create an order for the customer.
- O. **Twitter icon**—Allows you to tweet promotions and specials directly from your device.
- P. **Phone icon**—Displays a list of phone orders.
- Q. **Settings icon**—Press the icon to display the Settings menu.

## USING THE SETTINGS BUTTON

The **Settings** button is the gear located in the lower-left corner of the screen. Pressing it will display your **POS Menu**, which offers the following options to authorized users:

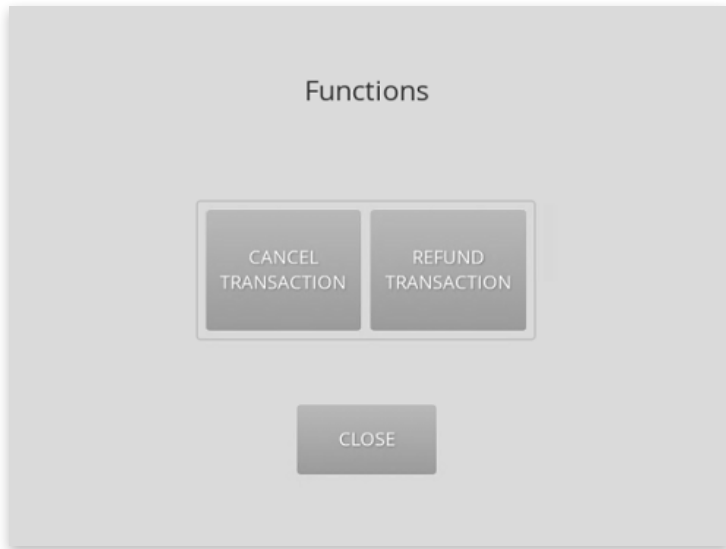
- **Open Register**—Unlocks the register for use.
- **Close Register**—Locks the register.
- **Open Till**—Allows user to log cash added to the drawer at the start of a shift or day and initiates the Z-Tape.
- **Close Till**—Allows the user to record the dollar amount in the drawer at the close of a shift and finalizes the Z-Tape.
- **Run Reports**—Print X-Tape (shift report), Z-Tape (daily report), and journal reports from the POS.
- **Device Settings**—Allows user to access the device settings; user access, printers, and more.
- **Batch Transactions**—(Batch Process) If tip feature is enabled, allows user to capture all credit card transactions with tips included and send them to your credit card processor at the end of the day.



## USING THE FUNCTIONS BUTTON

The Functions button is located at the bottom of the ticket, next to the transaction amount. When you press the Functions button, the menu offers the following options:

- **Split Receipt**—Allows the user to apply one or more payment methods to a bill.
- **Cancel Transaction**—Cancel the transaction before a customer has been charged.
- **Refund Transaction**—Issue a refund or void a same-day transaction.
- **Transaction History**—View all transactions for the day.
- **Close**—Used to close the Functions Menu.





## 06

# uACCEPT DEVICE LIMITED WARRANTY

This Warranty covers all uAccept™ Devices and any Devices which may now or in the future be connected to your uAccept Account.

- A. **Warranty and Warranty Periods.** WorkWell Technologies. (“WWTech”) warrants only to the original Purchaser that the Device will be free from defects in material and workmanship for the time during which (i) the original Purchaser subscribes to the uAccept System, and (ii) until such time the Device has been replaced (the “Warranty Period”).
- B. **WWTech’s Obligation Under Warranty.** WWTech’s sole obligation under the above warranty shall be to repair or replace Devices and parts during the Warranty Period. WWTech does not assume responsibility for delays in replacement or repair of products or parts. WWTech may, at its sole discretion, replace Devices with refurbished Devices. This warranty gives end users specific legal rights, and particular end users may also have other rights which may vary from jurisdiction to jurisdiction.
- C. **DISCLAIMER OF ALL OTHER WARRANTIES.** NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, ARE GIVEN, AND WWELLTECH EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, INCLUDING AND WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to particular end users.

- D. Limitations. No salesperson, representative, or agent of WWellTech is authorized to make any guaranty, warranty, or representation that contradicts the terms contained in this Limited Warranty. Any waiver, alteration, addition, or modification to the warranties contained herein must be in writing and signed by authorized representatives of WWellTech to be valid, binding, and enforceable. WWellTech does not assume responsibility for any specific application to which any products or parts are applied including, but not limited to, compatibility with other equipment. All statements, technical information, or recommendations relating to the products or parts are based upon tests believed to be reliable, but do not constitute a guaranty or warranty. WWELLTECH SHALL NOT UNDER ANY CIRCUMSTANCES WHATSOEVER BE LIABLE TO ANY PARTY FOR LOSS OF PROFITS, DIMINUTION OF GOOD WILL, OR ANY OTHER SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES WHATSOEVER WITH RESPECT TO ANY CLAIM IN CONNECTION WITH WWELLTECH PRODUCTS AND/OR PARTS. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to particular end users.
- E. What May Void the Warranty. This Limited Warranty shall be null and void in the following circumstances:
1. Modification or repair by the end user or any non-authorized WWellTech service provider; or
  2. Improper use or installation, or damage by accident or neglect, by the end user or any third party, or intentional damage by the end user or any third party; or

3. Failure of the end user or any third party to exercise caution to protect from electrostatic discharge damage and adverse temperature, or physical abuse; or
  4. Failure by the end user to follow the Return Appointment Process set forth below.
- F. Return Appointment Process. As a condition precedent to the above Limited Warranty, the end user must:
1. Obtain a return material authorization (RMA) from Workwell Technologies, which will include an RMA number that must be prominently displayed on the outside of the shipping container. Returns without an RMA number may be rejected by Workwell Technologies and immediately returned to end user, freight collect.
  2. Ship the items being returned to Workwell Technologies, freight prepaid, together with a written description of the claimed defect.
  3. Pack the items being returned in the original packing carton or equivalent. Damage in transit is end user's responsibility and may be cause to void the warranty claim.
- G. Transportation Costs. Except for New in Box items less than 30 days from purchase, end user will pay surface freight to return all products covered by this Limited Warranty. If covered by this Limited Warranty, Workwell Technologies will pay surface freight to ship replacement products to end user.

# uACCEPT SAFETY INFORMATION

IMPORTANT SAFEGUARDS FOR SAFE OPERATION & USE



**CAUTION/WARNING**



**DANGEROUS VOLTAGE**



**DO NOT CONNECT  
DAMAGED SUPPLY CORD**

## SAVE THESE INSTRUCTIONS

### THIS PRODUCT IS FOR COMMERCIAL USE ONLY

The uAccept Point of Sale System is an electrical device. In order to reduce the risk of fatal electrical shock and fire, basic safety precautions should be followed, including the following:

1. Read all instructions before operating.
2. This POS system must be properly installed and located in accordance with these instructions before used.



3. Do not use outdoors.
4. Do not expose to water or any liquid.
5. Do not place objects into the POS system.
6. For best operation, plug the POS system into its own electrical outlet.
7. Do not operate the POS system with a damaged cord or plug.
8. If an extension cord is used, the marked electrical rating of the extension cord should be at least as great as the electrical rating of the POS system.
9. Plug the POS system into a surge protector or uninterruptible power supply (UPS). If a surge protector is not used and there is a power surge, your warranty may be voided.

# WARNING

**RISK OF FIRE OR ELECTRIC SHOCK - DO NOT OPEN**

**WARNING:** TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT OPEN THE TIME CLOCK. NO USER SERVICEABLE PARTS ARE INSIDE. REPAIRS SHOULD BE COMPLETED BY AUTHORIZED SERVICE PERSONNEL ONLY.





# Questions?

**Contact us seven days a week.**

Monday-Friday 5am-6pm Pacific | Saturday-Sunday 7am-3:30pm Pacific



Call

800-518-8925



Text

760-278-6622



Email

[support@trackmypos.com](mailto:support@trackmypos.com)



Visit

[help.trackmypos.com](http://help.trackmypos.com)



*Cloud Connected Point of Sale System*



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