

CollecTin More Including SumUp Reader



# CollecTin More Including SumUp Reader User Guide

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# CollecTin<sup>®</sup> More

**CollecTin More Including SumUp Reader**



### Specifications:

- Product: CollecTin More 4G A12 with optional Kiosk Mode for Stripe readers
- Collaboration: CollecTin, Stripe, Give A Little, Daisy
- Website for detailed instructions and setup video: [bit.ly/CTMA12ST](https://bit.ly/CTMA12ST)
- Transaction fees for Give A Little Stripe account: 1.58%

### Product Usage Instructions

**Prerequisites:** Charge the device and set up a new account via Give A Little.

#### Quickstart Steps:

1. Start the device and ensure battery and signal indicators are showing correctly.
2. Avoid damaging the USB connector during installation.
3. Start Kiosk Mode to prevent users from exiting the Give A Little app.
4. Congratulations, you are now ready to collect donations!

#### Troubleshooting:

- **Issue:** Device won't turn on.

**Solution:** Insert the battery and charge overnight using supplied charger and cable.

- **Issue:** Works on Wifi but not on 3G/4G.

**Solution:** Check SIM activation with Daisy and ensure mobile data settings are correct.

- **Issue:** Chinese characters on screen.

**Solution:** Restart device by pressing power button for 10 seconds.

- **Issue:** Can't log in or donations fail.

**Solution:** Check network settings and signal strength, consider using a WiFi booster if needed.

## FAQ

- **Q: How do I disable Kiosk Mode?**

- A: Instructions to modify or disable Kiosk Mode can be found in the user manual provided with the device.

- **Q: What should I do if the battery drains quickly?**

- A: Check for background apps consuming power, adjust settings\ like screen brightness, and consider optimizing app usage to conserve battery.

- **Q: Can I use the device without a SIM card?**

- A: Yes, if you have a stable WiFi connection, you can use the device without a SIM card for internet connectivity.

## Useful background

The CollecTin More is a collaboration between four organisations: CollecTin – design, make and sell the CollecTin More itself Stripe – provide the payment services Give A Little – supply the software Daisy – power the SIM card if you need a 3G/4G mobile connection (not required if you have WiFi, see the 'Connect to the internet' section below for costs) For a more detailed set of instructions and the set-up video please see [bit.ly/CTMA12ST](https://collectin.com/support/collectin-more/4GA12/PB) which goes to: <https://collectin.com/support/collectin-more/4GA12/PB>

## Prerequisites

### A. Charging the device:

- Take the CollecTin More out of its box
- [If you ordered a static cable with your CollecTin More] Insert the part with the white plastic end into the handle with the cable facing outside the device and skip to the last bullet point (it is recommended to use this cable if you plan to leave the CollecTin More in one place for extended periods of time, available for purchase at <https://collectin.com>)
- Insert the battery into the handle with the printed arrow facing outside the device
- Plug the smaller end of the usb cable into the battery and the other into the charger
- Plug the charger into a standard socket (it takes about 10 hours to fully charge from flat)

### B. Setting-up your Give A Little and Stripe accounts

You will use your Give A Little account to log-in to:

- The Give A Little website to create and manage campaigns & to access fundraising reports
- The Give A Little app on the CollecTin More

### To set-up your Give A Little account:

- Go to <https://givealittle.co/sign-up/create-account> and follow the steps on each screen
- You will be asked to upload some proof of your charitable status for your Give A Little account to be verified

(unless you are a group member)

- [Important] At the 2nd step, choose to either connect your pre-existing Stripe account or open a new account via Give A Little
  - When connecting an existing Stripe account, transaction fees are as per your Stripe agreement
  - When opening a Give A Little Stripe account, transaction fees are 1.58%

## Quickstart Steps

### 1. Start the device

- Press and hold the power button until the CollecTin logo appears on screen
- Wait for the tablet to boot up
- [IF the 'Update preferred SIM card?' pop-up appears] Tap 'YES'
- Wait for the SIM configuration. When this is complete:
  - the empty triangle to the left of the battery indicator (at the top left part of the screen) should now be partially or completely full (depending on the signal strength)
  - two 4G icons should appear: one on top of the signal indicator and another to the left of it.
- Please note that at this point it only shows the availability of the network and it can not connect to the internet unless the SIM has been activated

### 2. Connect to the internet and the card reader

- Tap the settings cogwheel icon on the home screen
- Choose 'Network and Internet', then 'Wi-Fi'
- Turn on Wi-Fi (the switch on the right as well as the entire cell should turn blue)
- Select your Wifi network and enter the password, if any
- Press the triangle at the bottom of the screen twice to return to the 'Settings' screen
- Make sure the card reader is turned on by pressing the power button (the top right corner one)
- Go to 'Connected devices' and tap on '+ Pair new device' – the tablet will now turn on Bluetooth to search for nearby devices
- Check the back of the card reader for the serial number (located next to the "S/N")
- From the list of Bluetooth devices, tap on the one with the same name as the "S/N" of the card reader
- On the pop-up message, check the "Allow access to your contacts and call history" box and tap 'PAIR' – you should be taken back to the 'Connected devices' screen
- [IF you do not get a pop-up message] Tap the device again
- [Important] Power the card reader off (by holding the power button until a confirmation message appears on its display and confirming the power off with the green button at the bottom right)
- Power the card reader back on – it should now appear under "Previously connected devices" on the tablet screen
- Press the circle at the bottom of the screen to return to the homepage
- [IF you'd like to use the CollecTin More in areas without WiFi coverage] Activate the SIM card by signing-up using the webform on <https://daisycomms.co.uk/collectin/> OR emailing Daisy Communications at [collectin@daisycomms.co.uk](mailto:collectin@daisycomms.co.uk). You can find the SIM serial number on the SIM card carrier (which you'll find under the base of the unit) to purchase a data plan. They offer 500mb per month for £42+VAT per year and it takes about 4 days to set-up a new account

### 3. Log-in to the Give A Little app

- Tap on the Give A Little app icon on the home screen
- [IF a message about an update for the Give A Little app appears] Tap 'Update' and give the app any permission it might ask for during the process
- [IF a 'Location Services pop-up appears] Tap 'Continue', then 'WHILE USING THE APP'
- [IF the app ask for permissions to find, connect and determine the relative position of nearby devices] Tap 'ALLOW'
- Select 'stripe card reader'
- Enter your Give A Little login credentials and tap on 'Log in'
- [IF the 'We need permission to manage Bluetooth' pop-up appears] Tap 'Give permission', then 'ALLOW'
- Wait for the app to scan for readers, then tap on the 'Connect via Bluetooth' button
- [IF the app says 'Bluetooth is] Tap 'OK'
- [IF the location service pop-up appears] Tap 'OK'
- [IF more than one reader is found] :
- Check the back of your Wisepad 3 (or the bottom of its box) for the 'S/N' code, and note the last four digits
- Scroll through by swiping left and right until the reader serial number in the middle of the screen matches that of the correct unit
- Tap 'Connect'
- [IF the firmware update menu appears] wait for the update to install (it might take up to 20 minutes in some cases)
- [IF the reader keeps displaying "Disconnected" while trying to connect] leave it charging until more than half of the battery icon appears full

#### 4. Set up your first campaign

We recommend you set up your app campaigns on the Give A Little website:

- Go to <https://givealittle.co/login> and log-in with either your Give A Little or SumUp account details
- Click on 'Campaigns' from the first row of options, then the blue 'Add new' at the top right corner
- Select 'App campaign' then pick a layout and enter the info requested at each step until your campaign is complete
- If you prefer to use an image or video for the background, then it's best to format this to 1024 pixels high x 600 pixels wide as it could cause the GiveALittle app to crash otherwise.
- Click on 'Devices' from the first row, then select your device
- Click on 'Change campaign' then pick your campaign from the list Alternatively, here's how you can do this on the CollecTin More:
- Swipe in from the left of the screen to open the menu
- Choose 'Campaigns' and tap the 'ADD' button
- Pick a layout template
- Enter the info requested in each step until your campaign is complete
- Choose your campaign from the list
- Select the blue 'USE' button

#### 5. Make a test donation

- Choose an amount you wish to donate
- [IF you are taken back to the campaign page instead] Simply pick the desired transaction again follow the instructions on screen
- You can either tap a card on the top of the reader to complete the transaction or lift the lid and press the

red 'X' button at the bottom left side of the card reader to cancel the transaction

- A successful donation will take you to the thank you screen, then back to the donation options
- CAREFULLY insert the card reader into the top of the CollecTin More, following the instructions on the sticker. Be mindful on the USB connector on the side and always make sure that it is not touching the reader during installation; otherwise it might get damaged.

6. Start Kiosk Mode (optional) This mode prevents anyone from leaving the Give A Little app. It also has the 'Wakeup and Sleep' function to shut the device off between specified interval (this is on by default for the '4GA12 Feb 24' model and tablets with 'S.V10' or 'S.V11' stickers on the back, with the interval being 01:00-06:45am). This function is optional and can be modified or disabled completely at any time, with the instructions to do so provided below.

**To turn Kiosk Mode on:**

- Swipe up from the bottom of the screen and tap on the circle icon in the bottom middle to return to the home screen
- From there, swipe up anywhere on the screen to access the apps drawer
- Tap on the 'Fully Single App Kiosk' app icon (blue 'f')
- [IF the app ask for permissions] :
- Tap 'OK'
- Tap on the 'Fully Single App Kiosk'
- Tap the switch button to the right of 'Allow from this source' (the switch on the right should turn blue)
- Tap the triangle icon at the bottom left of the screen or the arrow at the top left until you are back to Fully's main screen
- [OPTIONAL 'Wakeup and Sleep' function] To adjust the 'Wakeup and Sleep' functions:
- Swipe in from the left side of the screen to open the Fully menu
- Select 'Settings', then 'Power Settings'
- Tap on 'Schedule Wakeup and Sleep (PLUS)' and edit the default times to suit your preferences or tap on the rubbish bin icon to disable the function altogether; you can also add multiple wakeup and sleep times by tapping on the blue 'ADD ANOTHER TIME' button from the bottom left of the screen.
- Tap the triangle at the bottom left of the screen until you are back to the Fully Single App Kiosk Quick Settings screen and carry on with the rest of the steps
- You can type a custom PIN in the 'Kiosk Exit PIN' field; write the new PIN down (we cannot help if you forget or lose it!) or leave the default one in ("1111")
- Tap 'START KIOSK MODE'
- Make sure the Test Mode toggle is off (grey) and select 'YES' on the confirmation pop-up
- From the 'Select a Home app' menu, tap on 'Fully Single App Kiosk' (NOT Quickstep)
- On the "Hmmm... One more try!" pop-up tap 'RETRY'
- Tap 'Always' on the "Use Fully Single App Kiosk as Home"
- You will now be taken to the Give A Little app
- Lastly, to make sure the settings are not accessible while in Kiosk mode:
- Swipe up from the bottom of the screen and tap on the square to bring up the list of open apps
- Swipe to the right until the 'CLEAR ALL' option appears in the middle left of the screen, after all the apps
- Tap on 'CLEAR ALL' and wait for GiveALittle to restart

7. To get access if the unit is locked down using Fully Kiosk (optional)

- Tap the screen 7 times in quick succession (do not panic if it doesn't work the first time, you have to do it at a fast even pace and it takes a bit of practice)

- Enter the PIN you set ('1111' is the default one) and tap 'OK'
  - At the bottom of the screen tap 'STOP KIOSK MODE'
  - Tap 'DISABLE KIOSK MODE' to confirm
8. Lock the Give A Little menu (optional) An extra security feature, on top of the Kiosk Mode:
- Access the Give A Little menu and select 'Lock Menu' (alternatively, you can lock it on their website: <https://givealittle.co>)
  - Confirm menu lock by tapping 'Lock the menu' (WARNING: this action can ONLY be undone on the givealittle.co website)
  - [IF you want to unlock the menu, for example, to change a campaign] :
  - Head to givealittle.co and log in with your SumUp login details
  - Navigate to 'Devices' and you can manage your units from there, identify them, deploy campaigns, force updates, and lock/unlock their menus
  - **Important note:** the CollecTin needs to be connected to the internet in order for this to work!
- Congratulations, you're now ready to start collecting! You can manage your campaigns at anytime either on the app or through the Give A Little website (<https://givealittle.co/login>)

## Troubleshooting


Issue	Solution
The CollecTin More won't turn on.	<p>Insert the battery into the handle and leave to charge overnight. Ensure you are using the charger and usb cable supplied, as some mobile phone chargers are unable to provide sufficient power.</p> <p>Press and hold the power button for up to 20 seconds.</p>
The CollecTin More works on Wifi, but not on 3G/ 4G.	<p>Have you activated the SIM with Daisy? If not please do so using the webform on <a href="https://daisycomms.co.uk/collectin/">https://daisycomms.co.uk/collectin/</a>, quoting the serial number on the SIM card carrier, on the base of the unit. Please check in Settings&gt;Network and Internet&gt;Mobile network that 'Roaming' and 'Mobile data' are both turned on.</p>
Chinese characters have appeared on the screen.	<p>Use the volume keys to highlight the last option and select it with the power button to restart the device. Alternatively, you can press and hold the power button (lower button on the right-hand side) for 10 seconds to restart the CollecTin.</p>
I can't log into the Give A Little app or donations are failing.	<p>You may have insufficient WiFi or 3G/4G signal. Try moving the unit, or buying a WiFi booster.</p>
The battery seems to run down every time I leave the unit.	<p>You may be turning off the screen, rather than shutting down the unit. Press the power button for 3 seconds, and then select 'Power off' from the power menu.</p>

## Useful Contact Details









- Give A Little: [hello@givealittle.co](mailto:hello@givealittle.co)

- Stripe: <https://support.stripe.com/>
- CollecTin: [support@collectin.com](mailto:support@collectin.com) or +44 (0)20 4538 8855
- Daisy Communications: email [collectin@daisycomms.co.uk](mailto:collectin@daisycomms.co.uk) or call 01282 609470

## Documents / Resources

	<p><a href="#">Collectin More Including SumUp Reader</a> [pdf] User Guide More Including SumUp Reader, Including SumUp Reader, SumUp Reader, Reader</p>
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## References

-  [Activate Your Daisy Anywhere SIM in a CollecTin Device - Daisy Communications](#)
-  [Give A Little](#)
-  [CollecTin | Tap to Donate with Contactless Charitable Giving](#)
-  [Activate Your Daisy Anywhere SIM in a CollecTin Device - Daisy Communications](#)
-  [Give A Little](#)
-  [Login - Give A Little](#)
-  [Sign up to start fundraising - Give A Little](#)
-  [Stripe: Help & Support](#)
- [User Manual](#)

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