



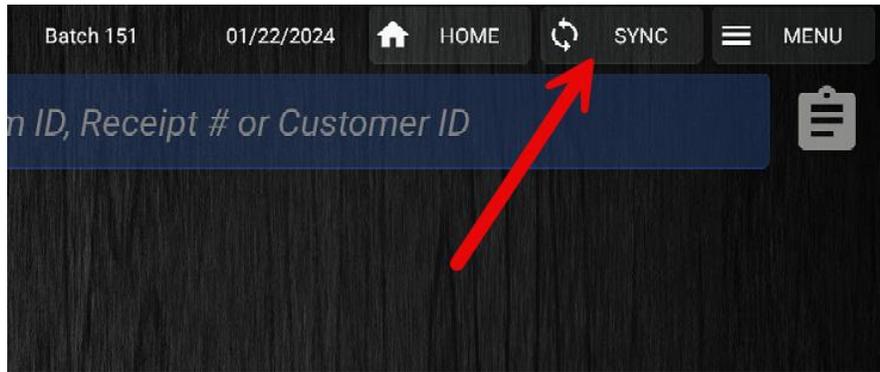
Step 5.1 – Pairing your Pin Pad (Basys)

Getting Started with OrderDog > Step 5 – Pairing your Pin Pad

This tutorial picks up where the last tutorial (Step 4.4 – Preparing to Pair) left off.

First, we will need to sync your integrated credit card processor settings from the OrderDog portal on the point of sale.

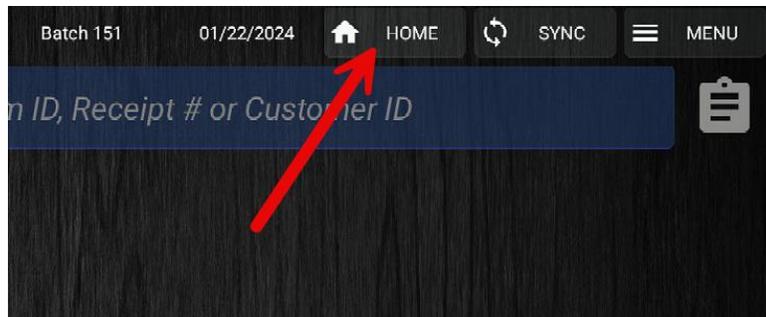
1. Select “Sync” to enter the sync screen.



2. Select “Sync All Now”, and then press the cycling arrow icon to make sure the sync is now up to date. Your integrated credit card processor settings are now synced to the point of sale. Press the “Close” button to return to the main sales screen.

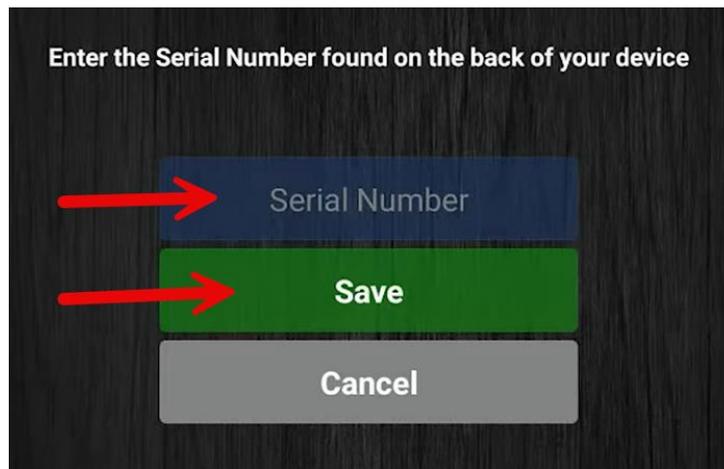


3. Select “Home”. In the top right corner, press “Menu”, and then press “Update Pin Pad Settings”.



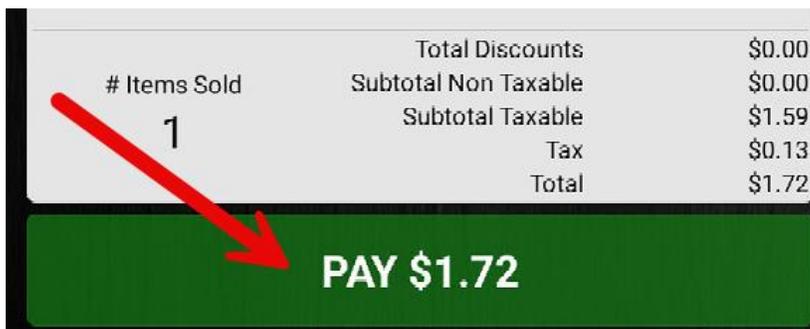


4. Enter the Serial Number located on the back of the pin pad into the textbox. Then, press "Save". The pin pad is now paired!

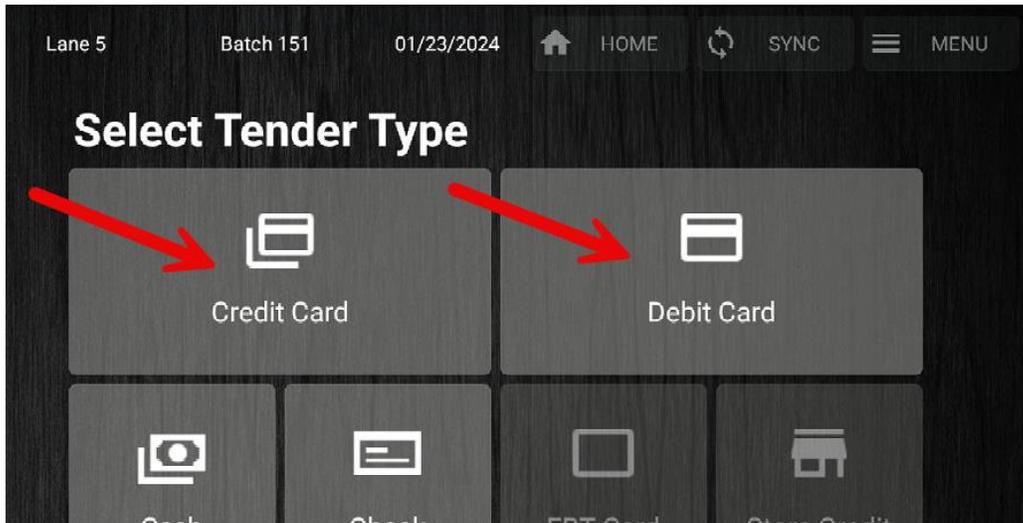


NOTE: You must now complete a test transaction to verify the pin pad is properly paired.

5. Select the point of sale button to return to the main sales screen.
6. Enter or scan a product for the test transaction. Press "Pay".



7. Choose a credit or debit card option to complete the test transaction.



8. Complete the instructions on the pin pad.



****IMPORTANT:** Please call your processor to confirm your test transaction has been successfully processed *BEFORE* taking any customer cards. ******

Here is the contact information for Basys:

Phone: +1 800 386 0711

Email: support@basyspro.com

Hours: Monday-Friday; 7am-7pm CST

After Hours Support: "Refer to the 800 number on your terminal"

9. Once you have verified that the test transaction processed correctly...

YOU'RE DONE!

If you have any questions or concerns regarding this tutorial, or any other inquiries, please feel free to contact us at:

Email: support@orderdog.com

Call: 1-866-673-3736

Our hours: 8 AM – 6 PM CST

Monday – Friday

After Hours Support Available

Visit our website for more tutorials and resources:

<https://orderdog-inc.kayako.com/>

