# maestroqCheck

# Cash Register Mode

To take full advantage of your year-round qCheck merchant account, you can use "cash register mode" to process basic transactions outside of large events without using MaestroAuction.

## Cash Register Basics

- qCheck Cash Register is used for basic transactions.
- Cash Register mode works just like a standard credit card terminal.
- Cash Register mode does not have any statement capabilities.
- Cards captured in cash register mode do not import into MaestroAuction.

## Cash Register Live Mode - Online

Use this mode if you have an internet connection at the time of sale. You can process credit cards instantly.

## Register Delayed Mode - Offline

Use this mode if you don't have an internet connection at the time of sale, or want the flexibility of reconciling first. qCheck stores the cards and transaction amounts to process later.

# Cash Register Live Mode

## Setup Cash Register Live

*If you have a flashdrive inserted into your computer, you must remove it during this setup!*

*Remember, cards and transactions processed in cash register mode do not import into MaestroAuction.*

1. Open qCheck using the icon on your Desktop.  It looks like this:
   a. *If you can't find the icon, reference the troubleshooting page.*
2. Click **Create New Event.**
   a. *If the welcome screen appears first, select "I know what I'm doing".*
3. Click **Cash Register Live.**
   a. *Even though you have selected "cash register",  the options will still say "Event". This is normal.*
4. Edit the Event Name and Event Date if desired.
5. Enter your iATS Client Code from your credit card processor.
6. Ignore "Please Insert Drive", as this is only for auction events.
7. Click **Create New Event.**
8. Click **Yes.**
9. Click **Collect Credit Cards.**
10. Click **Settings.**
11. Enter your Password.
12. Click **OK** at the message prompt.
13. Click **Collect Credit Cards**.
14. You're ready to process cards live!

## Process cards in real-time with an internet connection.

*Remember cards and transactions processed in cash register mode do not import into MaestroAuction.*

*Ensure the USB card reader is plugged into the computer, and that you have an internet connection.*

## Using Cash Register Live

1. Swipe the Credit Card
2. Enter the amount to charge
3. Click **Process Charge**

# Cash Register Delayed Mode

- *Remember, cards and transactions processed in cash register mode do not import into MaestroAuction.*
- *If you have a flash drive inserted into your computer, you must remove it during this setup!*

## Setup Cash Register

1. Open qCheck using the icon on your Desktop. It *must* look like this:
   a. *If you can't find the icon, reference the troubleshooting page.*
2. Click **Create New Event.**
   a. *If the welcome screen appears first, select "I know what I'm doing".*
3. Click **Cash Register.**
   a. *Even though you have selected "cash register", the options will still say "Event". This is normal.*
4. Edit the Event Name and Event Date if desired.
5. Enter your iATS Client Code.
6. Ignore "Please Insert Drive", as this is only for auction events.
7. Click **Create Event.**
8. Click **Yes.**
9. *Ignore the instructions in the pop-up, as the instructions and printable document are for auction events only.*
10. Click **Collect Credit Cards.**

## Using Cash Register in Delayed Mode

(i) *Ensure the USB card reader is plugged into the computer, and that you have an internet connection.*

1. Swipe the Credit Card
2. Enter the amount to charge
3. Click **Register Card**

## Processing Cards Captured in Delayed Mode

1. Open qCheck using the icon on your Desktop.
2. If there are multiple events listed, make sure you've selected the Cash Register Event.
3. Click **Collect Credit Cards.**
4. Click **Batch Processing**.
5. Ensure you have an internet connection and click **Yes**.
6. Enter your Client Code and Password from your credit card processor.
7. Click **Charge All Credit Cards**.
8. If desired, you may print reports using the **View Reports** button.

# Troubleshooting

| Problem | Possible Cause | Solution |
|---|---|---|
| **The qCheck icon is not on the Desktop.** | qCheck is not installed. | Download and install qCheck from maestrosoft.com/cash |
| **The qCheck icon is not on the Desktop.** | The qCheck icon has been deleted. | Open qCheck from the Start Menu. |
| **The client code or password is unknown** | Information misplaced. | Contact your credit card processor to obtain the information. |
| **Error Code 10012** | Incorrect password. | Try again with new password. |
| **The credit card reader does not work** | Card is being swiped in wrong direction. | Swipe the credit card with the magnetic strip facing the green light. |