



Collectin More 4G A12 Quickstart Guide with optional Kiosk Mode

Useful background

The Collectin More is a collaboration between four organisations:

Collectin - design, make and sell the Collectin More itself

SumUp - 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 'Connect to the internet' section below for costs)

For a more detailed set of instructions and the set-up video please see bit.ly/45xKTTO which goes to: <https://collectin.com/support/collectin-more/4GA12/>

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 SumUp and Give A Little accounts

You will use your SumUp account to log-in to:

- The SumUp website (to access transaction reports and do refunds <https://me.sumup.com>)

To set-up your SumUp account:

- Head to <https://sumup.co.uk/sprout/>
- Click on the blue "Order now" button
- Scroll to the bottom of the page where you should see "I do not need a reader"
- Click on the "Sign up" next to it and follow the steps

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?via=su>
- 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).

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

- 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 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. 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 'Skip for now'
- Tap 'LOGIN WITH SUMUP'
- Enter your SumUp login credentials and tap on 'Log in'
- **[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 'GOT IT' on the full screen pop-up (**do not** swipe down from the top!)
- Swipe in from the left of the screen to open the menu
- Tap on 'Check for updates', then 'Update'
- Wait for the update to download then press 'UPDATE' on the prompt
- The app should have restarted itself after the update

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
- The CollectIn will attempt to pair with the SumUp card reader
- **[IF the location service pop-up appears]** Tap 'OK'
- **[IF the 'Give A Little wants to turn on Bluetooth' pop-up appears]** Tap 'ALLOW'
- **[IF more than one reader is found]**:
 - Check the back of your SumUp Air [or the bottom of its box] for a 12-digit code, and note the last three 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 pop-up appears]** Tap 'OK' and wait for the update to install
- Tap 'Done' on the 'Connected!' Screen
- The transaction should go through afterwards
- **[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 power button on the right hand 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. The device should slide in place easily when installed correctly. If you encounter any resistance **DO NOT** push harder or you risk damaging the connector. Realign the reader and try again instead

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 a 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.	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. Press and hold the power button for up to 20 seconds.
The CollecTin More works on Wifi, but not on 3G/4G.	Have you activated the SIM with Daisy? If not please do so using the webform on https://daisycomms.co.uk/collectin/ , quoting the serial number on the SIM card carrier, on the base of the unit. Please check in Settings>Network and Internet>Mobile network that 'Roaming' and 'Mobile data' are both turned on.
Chinese characters have appeared on the screen.	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.
I can't log into the Give A Little app or donations are failing.	You may have insufficient WiFi or 3G/4G signal. Try moving the unit, or buying a WiFi booster.
The battery seems to run down every time I leave the unit.	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.
"Reader not found" during a transaction.	First, check the GiveALittle app version is the latest one in the Menu>Check for Updates. Second, try to reset the card reader: make sure the screen is off (press the power button for a few seconds to turn it off otherwise), eject the handle battery or static cable from the back of the unit, then press and hold its power button until the screen prompts you to release for reset. Now try connecting the reader again through the GiveALittle menu > 'Connect terminal'. If neither resolve the issue then contact support below.

Useful Contact Details

Give A Little: hello@givealittle.co

SumUp: 020 3510 0160 or 'Support' tab when logged in at me.sumup.com

Collectin: support@collectin.com or +44 (0)20 4538 8855

Daisy Communications: email collectin@daisycomms.co.uk or call 01282 609470