



Collectin Plus Quickstart Guide

Thank you for buying a Collectin Plus, we hope you raise lots of money with it!

For any steps which may take you to the Wil-U Control Centre, please see the “Control Centre Guide”.

1. Powering the device:

- Take the Collectin Plus out of its box
- Insert the white plastic end of the static charging cable into the handle with the cable facing outside the device and connect your device to a standard socket using the included charger
- *[If you purchased a boost battery]* Insert the battery into the handle with the printed arrow facing outside the device and connect your device to a standard socket using the included cable and charger

2. Start the device

- Press and hold the power button until a black and white Collectin logo appears on screen
- Wait for the tablet to boot up, this is done when you can see a green and white Collectin logo on the screen

3. Connect to the internet

- Tap the settings cogwheel icon in the top right corner of the home screen
- Choose ‘WiFi Settings’, this will prompt you for a password
- The quickest way to obtain this password is to call the Wil-U support team on [01332 921 399](tel:01332921399), alternatively you can obtain this password from your Control Centre.
- Turn on Wi-Fi (the switch on the right should turn teal)
- Select your Wi-Fi network and enter the password, if any
- Press the circle at the bottom of the screen to return to the homepage

4. Log-in to your Zettle by PAYPAL account

- Tap on the Collectin icon on the home screen
- Enter the email address used for your Zettle account, press ‘Next’, enter your password and press ‘Log in’
- The display will change for a few seconds and then return to the login page, then press the circle at the bottom of the screen

5. Connect your Zettle by PAYPAL card reader

- Tap the Collectin icon on the home screen, then the burger button in the top left corner of the screen
- Select ‘Configuration’, this will prompt you for a password
- By default this password is 1234 and can be changed in your Wil-U Control Centre.
- Power on your Zettle card reader, this button is located at the top of the Zettle reader
- Select ‘Hardware’ > ‘Test Card Integration’
- Match the card reader ID (3 digits) on the screen to the last 3 digits of your Zettle Reader
- Once you’re happy they match, select the reader on the screen
- Compare the codes shown on both the tablet and card reader screens, if they match press the green button on your card reader

- On the tablet screen, press the back arrow, then the 'Back' button 3 times to return to your campaign screen

6. Make a test donation

- Choose an amount you wish to donate
 - The CollecTin will attempt connect to the Zettle card reader



CollecTin® Plus

- Once connected, a transaction amount matching the amount you selected will show on the Zettle card reader
- Tap your payment card to the reader to complete the donation
- To cancel the donation, press the back arrow on the tablet screen, or wait for the transaction to time out

Congratulations, you're now ready to start collecting!

Troubleshooting

Issue	Solution
The CollecTin Plus 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
Chinese characters have appeared on the screen	You have accidentally entered the boot mode by pressing the volume and power button. 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.
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 'shutdown' from the power menu.

Useful Contact Details

Wil-U: support@wil-u.com or +44 (0)1332 921 399

Zettle by PAYPAL: +44 (0)20 3984 8464 or via live chat on the Zettle Help Centre website

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