



CollectTin More 4G 205 Quickstart Guide with optional Kiosk Mode

Thank you for buying a CollectTin More, we hope you raise lots of money with it!

Useful background

The CollectTin More is a collaboration between four organisations

- Sprout Products - design, make and sell the CollectTin 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 'Mobile Data' section below for costs)

For a more detailed set of instructions and the set-up video please see [bit.ly/CTM4G205](https://collectin.com/support/collectin-more/4G205/) which goes to: <https://collectin.com/support/collectin-more/4G205/>

Prerequisites

A. Charging the device:

- Take the CollectTin More out of its box
- **[If you ordered a static cable with your CollectTin 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 CollectTin More in one place for extended periods of time, available for purchase at <https://sprout.co.uk>)
- 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 Sum-Up account at <https://sumup.co.uk/sprout/>

You will use this account to log-in to:

- Give A Little website (for campaigns & to access fundraising reports. See login button top right at: <https://givealittle.co/login>)
- The Give A Little app on the CollectTin More (to set-up campaigns and receive donations)
- Sum Up website (to access transaction reports and do refunds <https://me.sumup.com>)

Quickstart steps

1. Start the device

- Press and hold the power button until the CollectTin 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
- Swipe down from the top of the screen to open the notifications panel
- **[IF there is a SIM notification]** Swipe left on it to dismiss it
- **[IF there is a blue Google account notification]** Tap 'NOT NOW' and then select 'Never' on the "Remind me" pop-up
- Swipe up the screen to close the notifications panel



2. Connect to the internet

- Tap the settings cogwheel icon on the home screen
- Choose 'Network & Internet', then 'Wi-Fi'
- Turn on Wi-Fi [the switch on the right should turn teal]
- 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 OR calling them on 01282 609470. 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 three 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 the app ask for permissions]** Tap 'Set permissions'
 - Tap the switch button to the right of 'Allow from this source' [the switch on the right should turn teal]
 - Tap the triangle icon at the bottom left of the screen to go back
- **[IF a message about an update for the Give A Little app appears]** Tap 'Update'
 - Wait for the update to download then tap 'INSTALL' at the bottom right of the screen
 - After the installation is complete the app should reopen and display the login screen
- Tap 'LOGIN WITH sump'.
- Enter your SumUp login credentials and tap on 'Log in'.
- Select 'GOT IT' on the full screen pop-up.

4. Set up your first campaign

[we recommend that you set up your app campaigns on the Give A Little website, <https://givealittle.co/login>, but you can also follow these steps to do so on your Collectin]

- Swipe in slowly from the left of the screen or down from the top to open the menu
- Choose 'Campaigns' and tap the 'ADD' button
- Pick a layout template
- 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.
- 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 more than one reader is found]** :
 - Scroll through by swiping left and right until the reader serial number in the middle of the screen matches that of the correct unit
 - Check the back of your SumUp Air [or the bottom of its box] for a 12-digit code, and note the last three digits
- Tap 'Connect', then 'Next'
- Either tap a card on the top 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 DON'T push harder or you risk damaging the connector. Realign the reader and try again.

6. Start Kiosk Mode

[optional - to lock down the unit and prevent anyone leaving the Give A Little App or changing any settings]

- 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']
- Set a PIN and write this down [we cannot help if you forget or lose the PIN!] or use the default one ['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] and then "ALWAYS" on the same menu
- You will now be taken to the Give A Little app

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

- 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"
- Press the triangle icon at the bottom left of the screen to dismiss the keypad then tap "STOP KIOSK MODE"
- Tap "DISABLE KIOSK MODE" to confirm

8. Lock the Give A Little menu

[optional but an extra security feature, different to the kiosk]

- 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 website givealittle.co]
- **[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 and unlock their menus.

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
The CollecTin More works on Wifi, but not on 3G/4G	Have you activated the SIM with Daisy? If not please call them to do so on 01282 609470, quoting the serial number on the SIM card carrier, on the base of the unit. Please check in Settings>Network & internet>Mobile network that 'Roaming' and 'Mobile data' are both turned on
Chinese characters have appeared on the screen	You may have accidentally entered the boot mode on our older 3G model. The newer 4G model has a boot mode in English. 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 'shutdown' from the power menu.
"Reader not found" during a transaction.	This is a bluetooth error that can occur for 2 reasons: First check that the SumUp app is not installed or enabled. You can check in Settings - Apps and Notifications - See all apps. GiveALittle is the only app required for donations. Second check the GiveALittle app version is the latest version in the Menu>Check for Updates. 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.sum.com

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

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

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