

# QUICK START GUIDE

152-0010-05



Donation Point  
EVENT

## STEP 1. REMOVE FROM PACKAGING

Take out your Donation Point Event from the packaging and sit it on a table in front of you for setup. Keep the packaging stored in a safe place for if you need to pack up and return the product for any reason.

## STEP 2. TURN ON THE TABLET

On the top edge of the stand you will see a button indicator. Press and hold this button to turn on the Tablet. Once started up, unlock the tablet by swiping up. The Donation Point Event application will launch on startup. It may take 20 to 40 seconds to load. If it does not launch, please see troubleshooting.


## STEP 3. CONNECT TO WIFI

- Press and hold the QUEST logo on the display and enter the access code "2486"
- Select "Wifi" and select your WiFi network
- Enter the network password and press "Connect"
- Press the home button to return to the App

*If your campaign home page doesn't load and you see a "Connection Problems" screen, tap the "WiFi Options" button and configure your WiFi network. Then use back to return to the app.*

**If the app becomes stuck on the "Connection Problems" screen after setting up WiFi, then restart the app or contact Quest Support**

## STEP 4. TURN ON THE AP3 READER

On the top corner is a black button. Press and hold to turn on the AP3. The AP3 should pair automatically with the application and you will see a Bluetooth Icon  on the AP3 Display. If the AP3 does not automatically pair, please see troubleshooting

## MANAGING YOUR CAMPAIGN

You can manage your campaign (or campaigns if you have multiple units) at the Quest Donation Point Portal - <https://portal.donationpoint.app/> You should have received login credentials for the portal from your Quest sales representative. If you haven't received them or have lost them, please contact our support team on 1800 008 595

You can use the Donation Point Portal to configure your campaign(s), as well as export donation and donor reports. For more information on using the Donation Point Portal, please visit <https://help.portal.donationpoint.app/>

# TROUBLESHOOTING

## HOW TO LAUNCH THE APP

The Donation Point Event application will launch on startup or when the tablet is unlocked. There should be no need for you need to manually launch the application, but you can do so by tapping the Donation Point icon on the home screen. If it does not launch, please contact support.

## HOW TO ACCESS THE SETTINGS

- Press and hold the QUEST logo on the display and enter the access code "2486"
- Select "Settings"
- Press the "back" arrow to return to the application

## HOW TO PAIR YOUR AP3 READER

- Long-press the QUEST logo on the display and enter the access code "2486"
- Select "Tools Menu"
- Select "Choose PINpad"
- Ensure your AP3 Reader is turned on
- The serial number will appear at the top
- Select your AP3 Reader by the corresponding serial number
- Once paired, press the "back" arrow on the display to return to the application

## HOW TO RESTART YOUR AP3 READER

If your AP3 is frozen and non-responsive, press and hold the black AP3 Power Button for 10 seconds to turn it off (the screen will appear to remain on), then press and hold again to turn it back on. If successful, the AP3 should beep and restart.

## CHARGING THE DEVICES

The Donation Point Event includes a dual USB Power Adapter for charging your terminal and card reader. Connect the power adapter into a nearby power point and turn on the power.

To charge the tablet, connect the right angle USBC cable into the 2.4A port of the power adapter and the the other end into the tablet.

To charge the card reader, connect the down angle Micro USB cable into the 1A port of the power adapter and the card reader.

## QUEST SUPPORT

<https://help.portal.donationpoint.app/>

 1800 008 595

Help Desk support coverage (telephone and email) from 9.00am - 9.00pm (AEDT) on weekdays, and 10.00am - 5.00pm (AEDT) on weekends and Victorian public holidays

