luca-Terminal

Dear Hotel Team,

We are very happy to have you as our partner! With the included card terminal, you can now accept payments quickly and easily with luca.

To help you get started, we prepared a short guide for you on the next page.
And if something doesn't work as expected, our support team is always happy to help you – by email, phone, or WhatsApp:

📧 locations@luca-app.de   📞 +49 30 221 838 555

We look forward to working together!

Your luca Team

Getting Started with Your S1F2 Terminal

How to turn your terminal on or off

1. To turn on, press the power button on the side of the terminal
2. To turn off, press and hold the power button on the side
3. Choose *Turn off* or *Restart*

How to connect your terminal to the Wi-Fi

1. Open the *Settings* via the wheel icon at the bottom left
2. Select *Network*
3. Enter the code **0309**
4. Select *Wi-Fi* and connect the terminal to your network

The mobile network is preset and does not need to be configured manually. If there is no Wi-Fi connection, the terminal automatically switches to the mobile network.

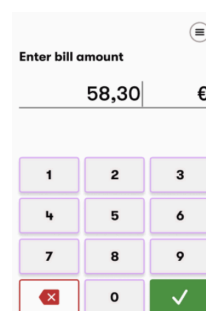✅ *Your terminal is now active and ready for payments!*

Die Icons auf deinem Terminal

luca Pay:
Here you can process payments

Device Settings:
Here are the settings of your terminal

Here you can find the luca Pay menu. If you click on it, you can find more payment features.

How to make a payment

1. If you're not on the payment screen already, choose the luca Pay icon on the start screen
2. Enter the desired amount and confirm
3. Let your guests pay
4. The receipt is printed

How to make a partial or full refund

1. Tap on the menu icon within luca Pay (upper right corner)
2. Select *Payment history*
3. Select the payment
4. Click *Refund payment* at the bottom
5. Enter the refund code (also **2177**)
6. Now you can choose between *Partial refund* and *Refund*
7. For a partial refund, you can now add the amount
8. Confirm the refund

How to create a daily report (Z-report) on the terminal

1. Tap on the menu icon within luca Pay (upper right corner)
2. Select *Payment Summary*
3. Enter the period for which you want to create a report
4. Click on *Create summary*

You can choose whether you want to create a PDF or print the report at the terminal.

How to perform an update

If we make adjustments to your terminal, you'll need to make an update. Here's how:

1. Open the device settings via the wheel icon at the bottom left
2. Click on *Configuration*
3. Enter the code **0309**
4. The *Status* section will show you whether an update is available. You can then start the update using the button that appears (note: do not select "Reset device").

What you can do if the terminal stops working, or you can no longer accept payments

This can help:

- Remove the battery from your terminal and reinsert it after 15 minutes
- Try restarting
- Check the network connection of your terminal and switch between mobile network and Wi-Fi if necessary

How to make MOTO payments (e.g. with VCCs) - with or without CVC

1. Tap on the menu icon within luca Pay (upper right corner)
2. Click on *Capture MOTO payment*
3. Enter the amount
4. Indicate if you want to add a CVC number or a confirmation number
5. Enter the card details and confirm

How to print customer or merchant receipts afterwards

1. Tap on the menu icon within luca Pay (upper right corner)
2. Select *Payment history*
3. You now can search for the payment in the overview or by entering the confirmation number or the verification code
4. Select the payment
5. Click on *receipt*
6. You can now choose if you want to print the receipt or receive a digital copy

How to change the device's language

1. Tap on the menu icon within luca Pay (upper right corner)
2. Click on *Settings*
3. At the top, you can now choose *language*
4. Choose between German and English