



America

Certification Exhibit

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FCC Rule Part: 15.225 and 15.247

TÜV SÜD Project Number: 16-3026

Manufacturer: TableSafe, Inc.
Model: RAIL2

Manual



RAIL User Manual

Date: August 16, 2017

Version: 1.2

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RAIL Introduction

The RAIL is a patented, handheld, digital device designed to replicate the look and feel of a traditional bill presentation folder. The RAIL allows guests to securely self-swipe credit cards, auto-calculate tip, split the bill multiple ways, and choose how to have their receipt delivered. It provides additional services to restaurants including surveys, advertising, manager alerts and guest data-related reporting.

Key Features

- Security
- Payment Platform
- Purpose Built
- Transaction Status LEDs

Product Features



*Shock and Spill Resistant

*EMV Chip Reader and Apple & Android Pay – COMING SOON!

Staff Login

Clock in on POS before logging into the RAIL.

When on the Server Login screen, simply input your PIN, or swipe your POS Login Card through the RAIL's MSR.

Below are some issues and resolutions related to logging in:

1. Employee logged in on other terminal

If you are logged in on the POS terminal, you will not be able to log into the RAIL. Log out of the POS and retry on the RAIL.

2. Manager or Employee does not have sufficient access rights to perform the action

This is tied to staff settings in the POS BOH system. Granting or hindering "right to perform the action" will need to be changed on the POS BOH.

The screenshot displays a login interface with a black background. At the top, a white rounded rectangle contains the text "Swipe Card or Enter ID". Below this is a 4x3 grid of white buttons with black borders. The buttons are labeled with the numbers 1 through 9, the letter 'C', the number '0', and a backspace icon (a small square with an 'x' and a left-pointing arrow). At the bottom of the screen, a red rounded rectangle contains the text "Log In" in white.

Server Tools

Once logged in to the RAIL, the server will be presented with the “My Tables” screen, which shows all of the server’s currently open tables from the POS. Servers will be able to select tables from this screen to begin the payment process when the guest is ready to check out.

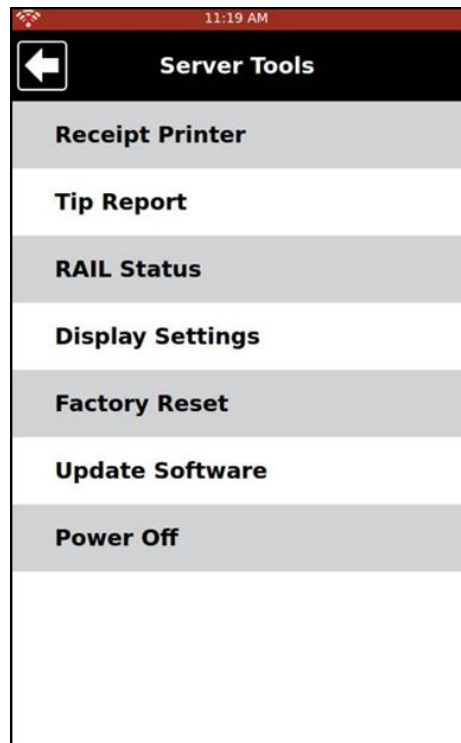
In the upper right corner of the screen, a gear icon will bring up the Utilities menu. The utilities include:

Servers

- Receipt Printer
- Tip Report
- RAIL Status
- Display Settings

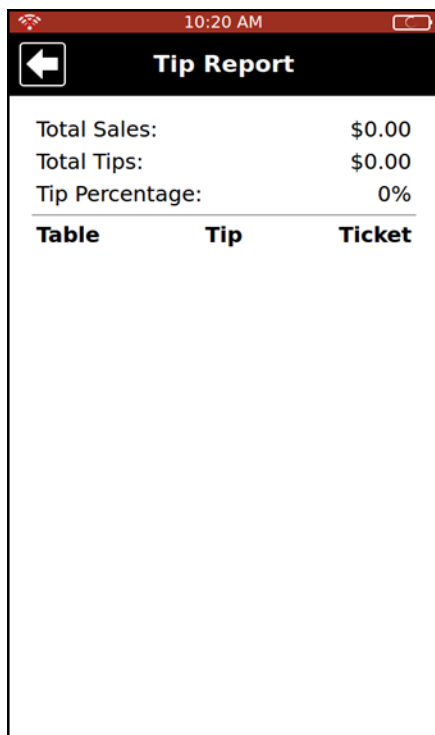
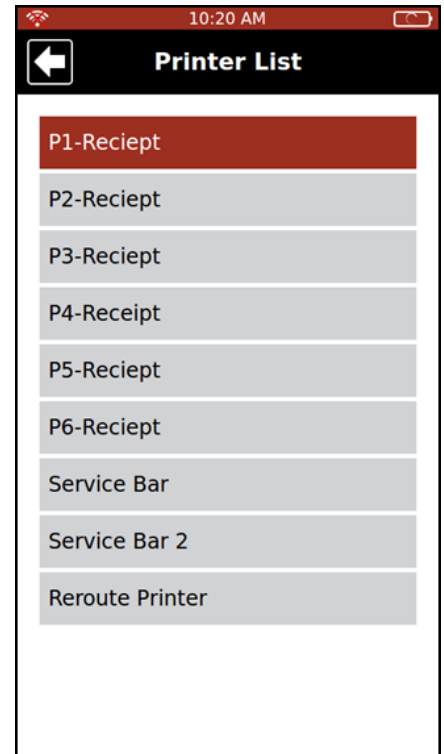
Managers

- Factory Reset
- Update Software
- Power Off
- View All Tables



Receipt Printer

A receipt printer should be selected at the beginning of each server's shift for whenever a guest selects a printed receipt. Each server may have their own receipt printer location and any RAIL device can be used to designate the location.

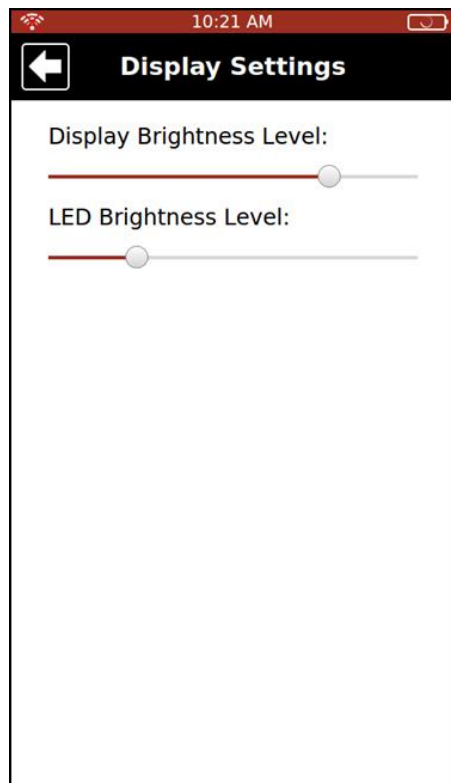
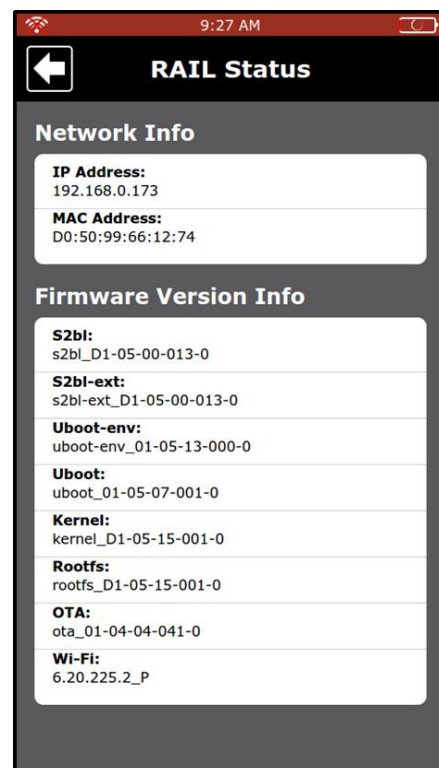


Tip Report

The Tip Report displays all the checks closed on the RAIL with credit and their subtotals, tip amounts, and percentages for that server logged in. Additionally, a summary report will show the server's average tip percentage and total amount of tips received for the shift.

RAIL Status

The RAIL Status displays a RAIL's current software versions and hardware information.



Display Settings

The Display Settings allows a user to modify the RAIL's screen brightness and LED brightness.

Manager Utilities

Managers have the same utilities as servers, plus the following:

Factory Reset

- Restarts the RAIL to factory settings. Factory reset will need to be selected if a new wireless network will be used with the RAIL or new credentials are required to maintain RAIL connectivity

Update Software

- Checks for any available software updates and begins the download of that software when selected

Power Off

- Powers the RAIL down. The RAIL will turn back on once placed into a charging station and will reconnect to last connected network

View All Tables

- If a user is configured with the appropriate permissions, once logged in they will have the ability to view all open tables by selecting the "View All Tables" button

Prepare the Check

Follow the steps below to present the RAIL when the guest is ready to check out.

- Select the table from "My Tables" screen
- Press "Please Click Here and Present to Guest"
- Close cover of folio

| Table 14/1 | |
|-----------------------------------|-----------------|
| Bay Shrimp cktl | \$8.00 |
| Bay Shrimp cktl | \$8.00 |
| Bay Shrimp cktl | \$8.00 |
| Crab and S...p Cocktail | \$13.50 |
| Crab and S...p Cocktail | \$13.50 |
| Crab and S...p Cocktail | \$13.50 |
| Crab Cocktail | \$15.00 |
| Crab Cocktail | \$15.00 |
| Crab Cocktail | \$15.00 |
| Total | \$119.57 |
| Click and Present to Guest | |

Presenting the RAIL

"This is the RAIL, our secure payment device to protect your credit card information. The screen will guide you through the check out process with options like bill splitting and receipt types. If using a credit card, you will swipe your card here and exit the device at this point. If you have any questions, select the question mark here and I will come by to help."

Gift Cards

- The RAIL currently does not accept gift cards. Prior to presenting, confirm if the guest will pay with a gift card. These will be processed on the POS system. If the gift card only applies a partial payment, use the RAIL device for the remaining balance

Order Summary

When the guest opens the RAIL and presses the "View Check" button, they will be presented with an Order Summary page of their order. From here they will have options to choose from.

- Pay Check
- Split Check

Previous Payments and Discounts

Any previous payments or discounts will be presented as a line item with the subtotal and tax. These will be listed on the Order Summary, Pay by Credit, Pay by Cash, and Transaction Details screens.

Order Summary
?

| | | |
|-------------------------|---------|-----------------|
| Bay Shrimp cktl | \$8.00 | |
| Bay Shrimp cktl | \$8.00 | |
| Bay Shrimp cktl | \$8.00 | |
| Crab and S...p Cocktail | \$13.50 | |
| Crab and S...p Cocktail | \$13.50 | |
| Crab and S...p Cocktail | \$13.50 | |
| Crab Cocktail | \$15.00 | |
| Crab Cocktail | \$15.00 | |
| Crab Cocktail | \$15.00 | |
| Subtotal | | \$109.50 |
| Tax | | \$10.07 |
| Total | | \$119.57 |

Split Check

Pay Check

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Transaction Details

| | | |
|--------------|---------|----------------|
| Subtotal | \$35.45 | |
| Payments | \$-5.00 | |
| Tax | \$3.26 | |
| Total | | \$33.71 |

Tip Suggestions

| Percent | Tip | Total |
|---------|---------|---------|
| 10% | \$3.87 | \$37.58 |
| 20% | \$7.74 | \$41.45 |
| 30% | \$11.61 | \$45.32 |

Tip percentage is calculated off of the original ticket value

Please leave your cash in the RAIL. If you need change, place the RAIL on the edge of the table. Thank you.

Close Transaction

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←
Add Tip
?

| | | |
|--------------|---------|----------------|
| Subtotal | \$35.45 | |
| Payments | \$-5.00 | |
| Tip | \$7.74 | |
| Tax | \$3.26 | |
| Total | | \$41.45 |

20 %

+

-

Tip percentage is calculated off of the original ticket value

Round Total to Next Dollar

Custom Tip

Continue

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←
Payment And Receipt

| | | |
|--------------|---------|----------------|
| Subtotal | \$35.45 | |
| Payments | \$-5.00 | |
| Tax | \$3.26 | |
| Total | | \$33.71 |

Tip Suggestions

| Percent | Tip | Total |
|---------|---------|---------|
| 10% | \$3.87 | \$37.58 |
| 20% | \$7.74 | \$41.45 |
| 30% | \$11.61 | \$45.32 |

Tip percentage is calculated off of the original ticket value

No Receipt

Print Receipt

Email Receipt

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Split Check

There are three options for the guest to choose from under Split Check.

- Split Equally
- Split by Item
- Split by Amount

Split Equally

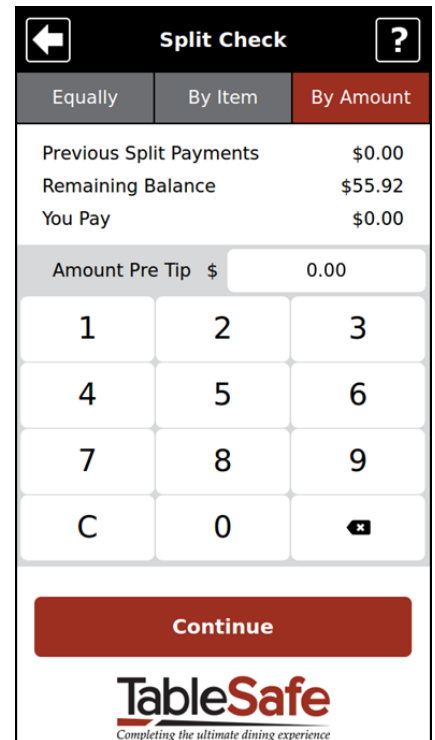
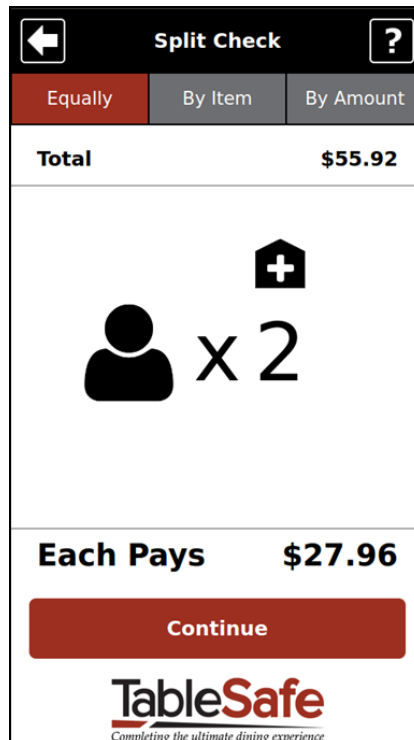
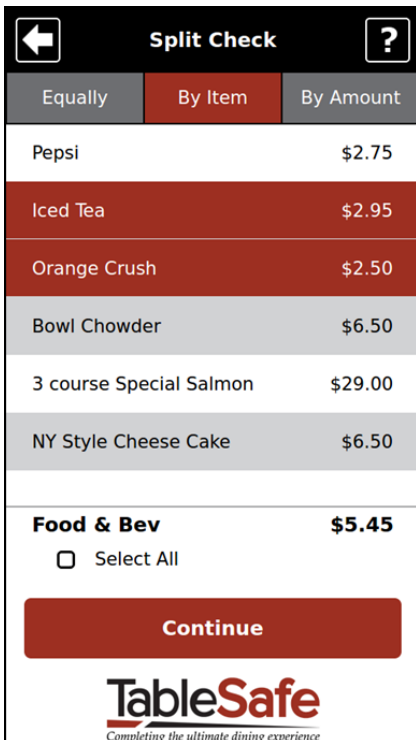
The guest can select to divide the check equally up to 9 ways. Once the payment and survey participation are complete for a guest, a screen will alert them to pass the RAIL to the next guest.

Split by Item

The guest can select what items to include on their ticket for payment. Once the payment and survey participation are complete for a guest, a screen will alert them to pass the RAIL to the next guest. The next guest will see the remaining items left to be paid.

Split by Amount

The guest can input a specific amount to pay. Once the payment and survey participation is done for a guest, a screen will alert them to pass the RAIL to the next guest. The next guest will then see the remaining balance to be paid.



Payment Options

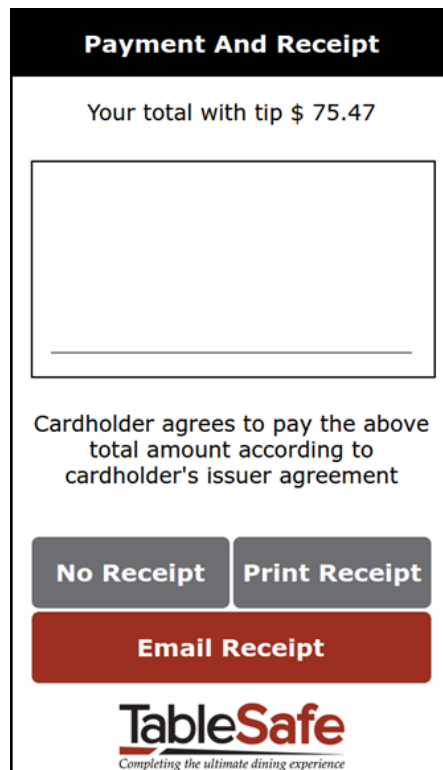
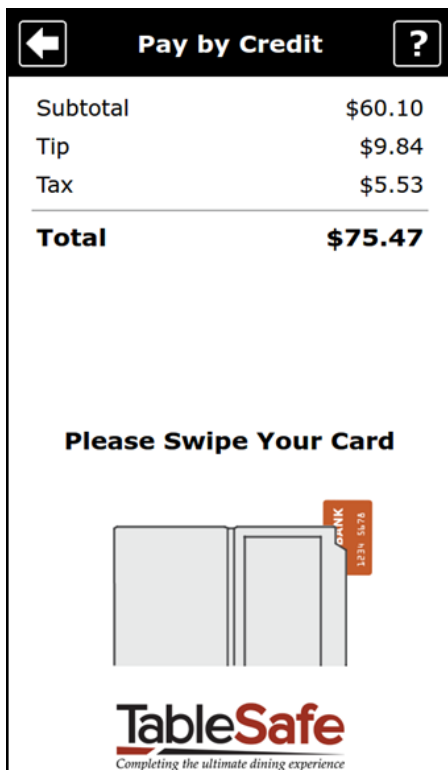
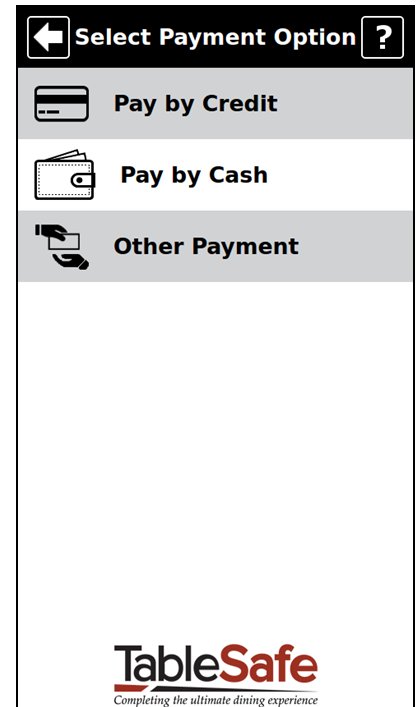
The guest will be prompted with the same “Pay Check” button regardless of whether they are a single payer or splitting the check. They will then be prompted with the following three choices:

- Pay by Credit
- Pay by Cash
- Other Payment

Pay by Credit

The guest will be prompted with a tip amount. They can increase or decrease it to the desired amount or enter in a custom tip, as well as round the total to the nearest dollar. Once they have decided a tip amount, they will be prompted to swipe their card.

When the card has been approved, the guest will sign their name to authorize the payment with their finger.



Pay by Cash

The guest will confirm the total of the check and select a receipt option. Suggested tip amounts will be provided on the Receipt Option and Transaction Details screens.


← Payment And Receipt

| | |
|--------------|-----------------|
| Subtotal | \$109.50 |
| Tax | \$10.07 |
| Total | \$119.57 |

| | | |
|--------------------------------|---------|----------|
| Tip Suggestion on Cash Balance | | |
| Percent | Tip | Total |
| 10% | \$11.96 | \$131.53 |
| 20% | \$23.91 | \$143.48 |
| 30% | \$35.87 | \$155.44 |

No Receipt
Print Receipt

Email Receipt




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Transaction Details


| | |
|--------------|-----------------|
| Total | \$119.57 |
|--------------|-----------------|

| | | |
|----------------|---------|----------|
| Tip Suggestion | | |
| Percent | Tip | Total |
| 10% | \$11.96 | \$131.53 |
| 20% | \$23.91 | \$143.48 |
| 30% | \$35.87 | \$155.44 |



Please leave your cash in the RAIL. If you need change, place the RAIL on the edge of the table.
Thank you.

Close Transaction




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←
?


Pay by Other

| | |
|--------------|-----------------|
| Subtotal | \$109.50 |
| Tax | \$10.07 |
| Total | \$119.57 |

Your server has been alerted to help. Please place payment in RAIL.
Thank you.



Close Transaction



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Other Payment

The "Other Payment" option will be used when a guest is using a gift card or rewards card. The RAIL will alert the server to come to the table so they can process the payment on the POS terminal.

Receipt Delivery

Whether the guest pays by credit or cash, they will be prompted with a choice for how they want their receipt delivered.

Email Receipt

- The guest will be prompted to enter their email address for the receipt to be sent to. From here, they will also have the option to have their receipt emailed and printed

Print Receipt

- The server will deliver a printed receipt

No Receipt

- A receipt will not be delivered to the guest

Email: k

@gmail.com @yahoo.com @hotmail.com
@aol.com @msn.com @comcast.net
@live.com

← → ↵ ↶ ↷

q w e r t y u i o p
a s d f g h j k l
z x c v b n m ⌫

!123 @ . .com - _

[Privacy Policy](#)

Send

Print & Send **No Receipt**

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Survey

After selecting the receipt delivery option, the guest will be presented with a short survey of three questions. The first screen will have one question, and the second screen will have the final two.

The guest can choose to not answer the questions by pressing the "No Thanks" button.

After the survey, the guest will finalize their payment.

Rate the Rail's performance

Didn't notice

Slow

OK

Fast

No Thanks

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←

How would you rate the Rail user experience?

Fair

Excellent

Good

Poor

Test Quesiton 3

Delta

Bravo

Alpha

Charlie

No Thanks **Submit**

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Thank You

We hope you enjoyed the streamlined payment process and increased level of security, brought to you by

TableSafe
Completing the ultimate dining experience

Log In

RAIL LED Indicators

Solid Green

- Successful credit card transaction with no printed receipt

Flashing Green

- Successful cash transaction with no printed receipt; restaurant staff will need to collect the cash from the RAIL and process at the POS according to current restaurant operating procedures

Solid Blue

- Successful credit card or cash transaction and a printed receipt was requested; restaurant staff will need to retrieve the printed receipt from the designated receipt printer location and verify whether or not cash was used for payment

Solid Red

- Indicates an error has occurred on the RAIL or assistance was requested by the guest; restaurant staff should check with the guest and provide assistance if needed

Flashing Blue

- When customers are prompted to swipe their credit card, and when the RAIL is setting up

Multi-Color

- RAIL's safety feature has been triggered making it inoperable. The top LED is red and the screen is dark and unresponsive

Help Menu and Abort Transaction

If in need of assistance, the guest can select the “?” button. The red LED light will display.

If the guest's question is answered, the server will select the “X” button and allow the guest to continue processing their payment on the RAIL.

If an error to the bill needs to be rectified, the server will select “Wait Staff Functions,” enter their PIN, then select “Abort Transaction”.

- The server will either correct the error and re-present the RAIL to the guest or process the guest's payment at the POS system

| Order Summary | | ? |
|-------------------------|---------|-----------------|
| Bay Shrimp cktl | \$8.00 | |
| Bay Shrimp cktl | \$8.00 | |
| Bay Shrimp cktl | \$8.00 | |
| Crab and S...p Cocktail | \$13.50 | |
| Crab and S...p Cocktail | \$13.50 | |
| Crab and S...p Cocktail | \$13.50 | |
| Crab Cocktail | \$15.00 | |
| Crab Cocktail | \$15.00 | |
| Crab Cocktail | \$15.00 | |
| Subtotal | | \$109.50 |
| Tax | | \$10.07 |
| Total | | \$119.57 |
| Split Check | | Pay Check |
| | | |

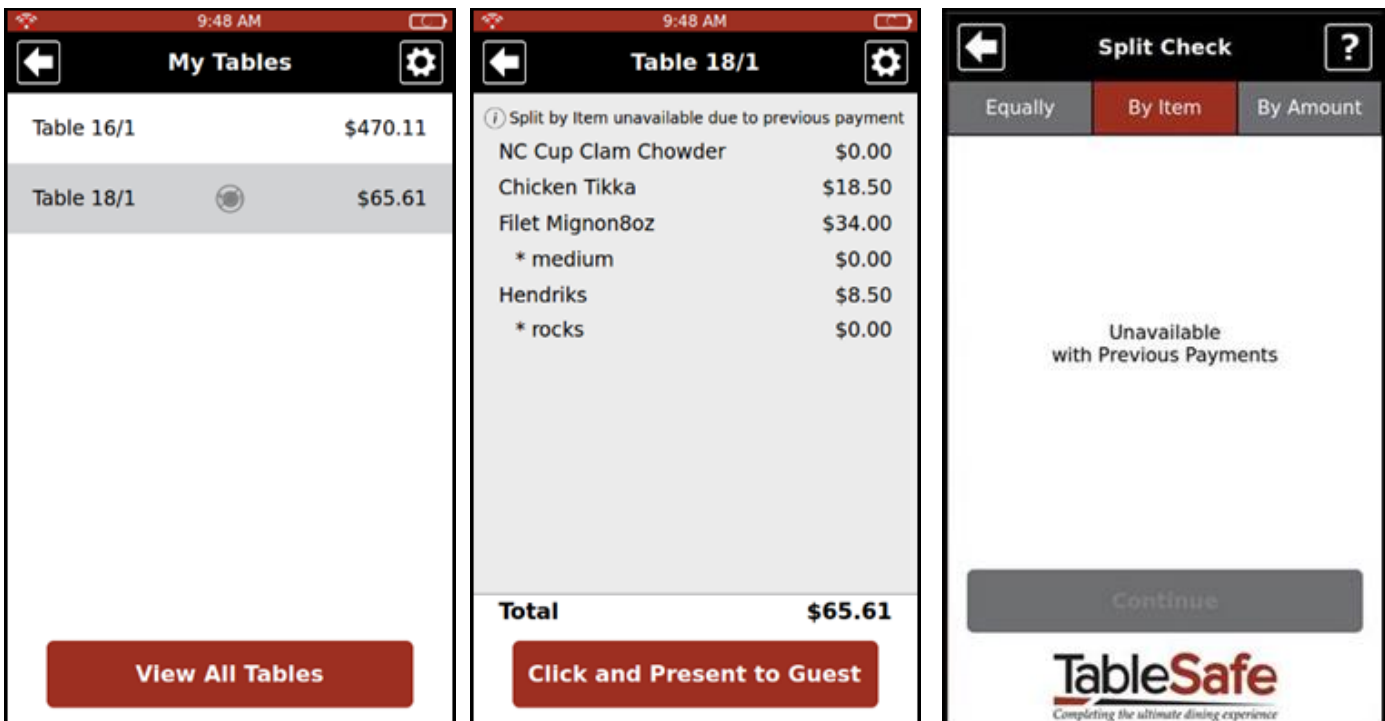


Split by Item Disabled

The "Split by Item" option may be disabled in several scenarios:

- A payment has already been applied to the check via the POS or RAIL
- A discount has been applied to the check
- An item has been split or "shared" among guests on a ticket on the POS
- Menu items have been transferred to or from another check on the POS

In these cases, a ticket will have a "Split by Item" disabled icon next to the name of the table. If the guest tries to split the check on the RAIL, they will see an "Unavailable" message. The "Split Equally" and "Split by Amount" options will still be available for guests electing to split the check in these scenarios.



Changes After Check Presentation

Menu items can easily be added to the check if the guest wants to order more, or taken away if there is an error with the check. The server would need to:

1. Reacquire the RAIL from the guest
2. Select the "Help" menu in the upper right-hand corner of the RAIL if not already pressed
3. Select the "Wait Staff Functions" option
4. Enter server PIN and select the "Abort Transaction" button

The server will be routed to their "My Tables" page, where they can verify all menu items are added to the check in the POS, and then re-present the RAIL to the guest.

Split Check on POS

Multiple RAILS cannot be used for one ticket; the ticket must be split ahead of time on the POS and individual checks presented on individual RAILS. The server will need to:

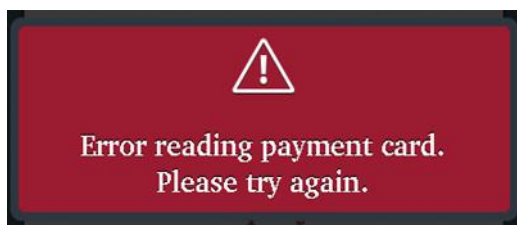
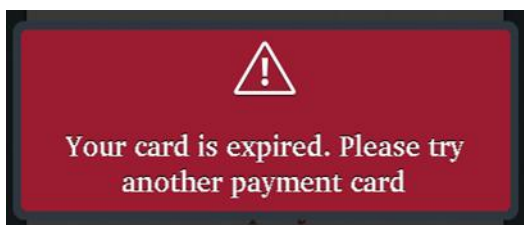
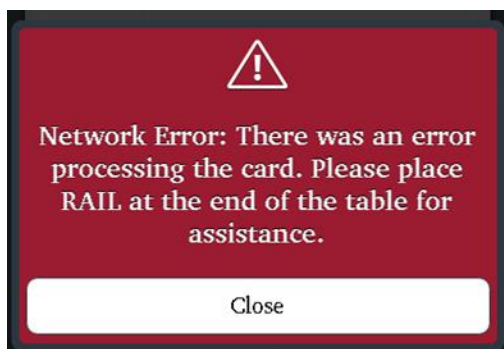
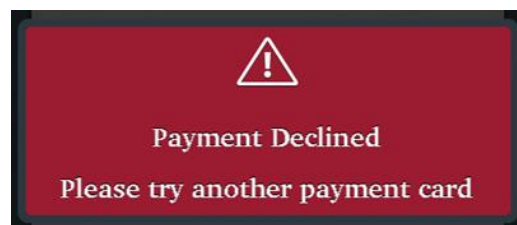
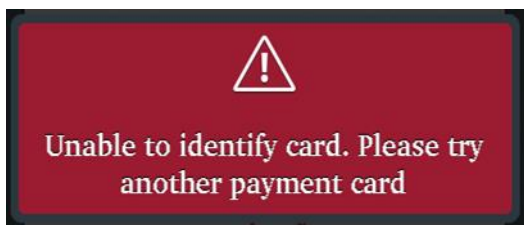
- Confirm if any guests are paying with cash and close those amounts in the POS ahead of time
 - This will leave only guests paying with a card on the RAIL
- This option should only be used in large group settings (more than 9 paying guests at a table)
 - The RAIL can split equally up to nine guests; there are an unlimited amount of payers when "Split by Item" and "Split by Amount" are selected on the RAIL

Credit Card Errors

There are a few reasons why the RAIL will decline a guest's card include:

- Credit card may not be valid
- Funds are insufficient
- Credit card cannot be read
- Credit card was poorly swiped

Ensure the card is a valid credit card and not damaged. The guest may need to provide another card, or you can try to run the card through the POS terminal.



RAIL Maintenance

A daily wipe-down with a warm, damp towel will minimize wear and keep the RAIL clean. Additionally, when not being used, it should be stored in a charging station.

If the RAIL seems to be running slow, place it in the reset tool along the back cover's left edge for three seconds or until the screen goes dark. It will take about 4 minutes to reboot.

Staff should inspect the RAIL for signs of tampering. If physical damage is done to the device, the device will erase its software. The action of erasing its software is described as tampering. A tampered device will be unusable and have to be replaced. All three of the RAIL's LED lights will be lit, with the top color being red. Signs of physical tampering could include, but are not limited to:

- Cracked or broken case
- Hole(s) in case
- Loose or damaged screen or keypad
- Exposed wires or missing screws
- Additional stickers/labels that may be masking other damage

If a device has tampered, alert a manager and pull the RAIL from circulation. The manager will need to contact TableSafe Support to have the RAIL replaced.

How to Charge a RAIL

1. Slide the RAIL with the cover on, screen up, EMV chip reader out into a pod. Ideally this will be done when the RAIL is not in use.
2. The RAIL should begin to charge within 10 seconds. You will know that the RAIL is charging when the light on the pod blinks green.
3. If the light does not blink green, proceed to make slight adjustments to the RAIL's position.

A RAIL takes about 3 to 4 hours to fully charge and will last between 6 to 8 hours on a full charge.

The RAIL may continue to blink after 3 to 4 hours. This is because once the RAIL is fully charged, it will power down to 90% and then begin to recharge.



Federal Communications Commissions (FCC) Statement

FCC Warning: Changes or modifications to any of these devices not expressly approved by TableSafe could void the user's authority to operate the equipment.

1. RAIL Payment Platform

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

This equipment complies with radiation exposure limits set forth for an uncontrolled environment. This equipment is in direct contact with the body of the user under normal operating conditions. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

THIS DEVICE COMPLIES WITH PART 15 OF THE FCC RULES. OPERATION IS SUBJECT TO THE FOLLOWING TWO CONDITIONS.

(1) THIS DEVICE MAY NOT CAUSE HARMFUL INTERFERENCE, AND (2) THIS DEVICE MUST ACCEPT ANY INTERFERENCE RECEIVED, INCLUDING INTERFERENCE THAT MAY CAUSE UNDESIRE OPERATION.

2. Charging Station: TS-CS5, TS-CS10

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

This equipment complies with radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.