



Toast Flex 22"

User Guide

Built for Restaurants.

Like all our hardware, we designed the Toast Flex 22" to meet the demands of busy restaurants, making it durable enough for everyday spills, grease, and heat. More to love? The lightning fast processing speeds, intuitive layout, and sleek design – all thoughtfully engineered by our team of restaurant experts to help you do what you do best. We hope you're as excited about this as we are.

Use this booklet to install your new hardware. With intuitive, simple packaging, color-coded wiring, and easy step-by-step instructions, most people should be able to complete installation in under 30 minutes. (We know you've got other things on your plate.) Of course, if you need additional support, we're here for you. Start by checking out the additional resources on page 7.

Do this first...

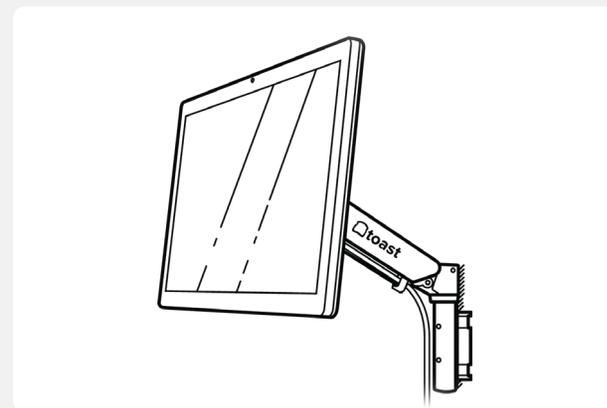
If you have existing POS hardware set up, unplug it and remove it.

Make sure your setup surface is cleared.

Wipe your surface with an alcohol wipe. (A clean restaurant is a happy restaurant.)

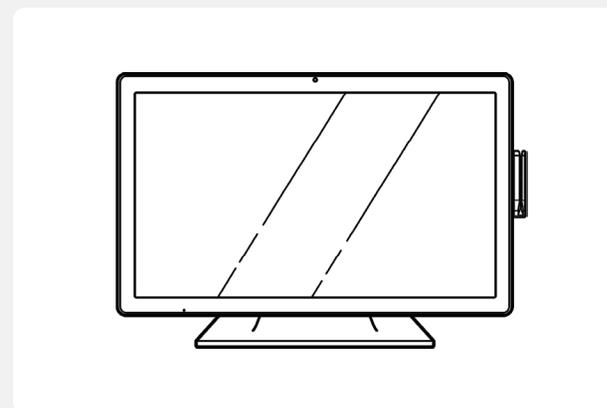
Choose Your Bundle

You'll follow the instructions for the hardware bundle you purchased.



Toast Flex 22" with mount

[→ Turn to page 8](#)

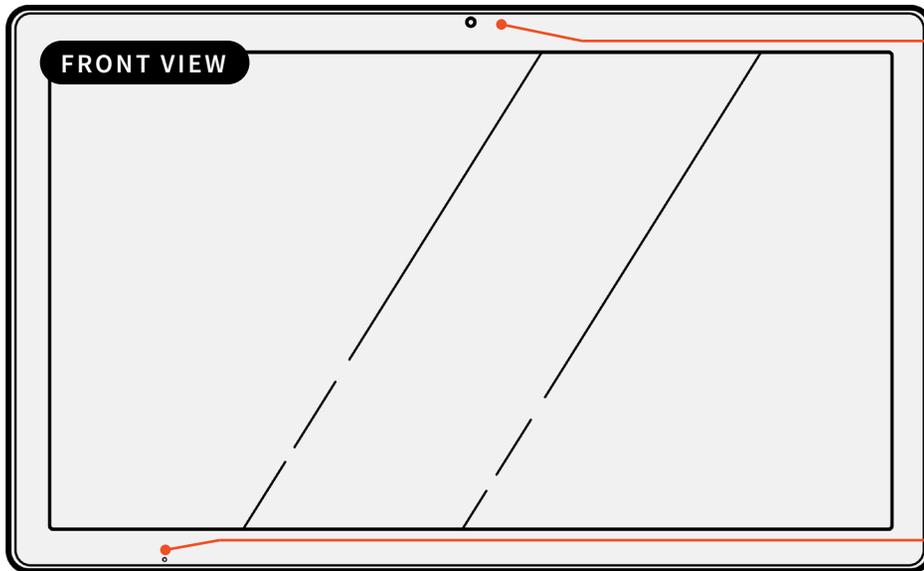


Toast Flex 22" with stand

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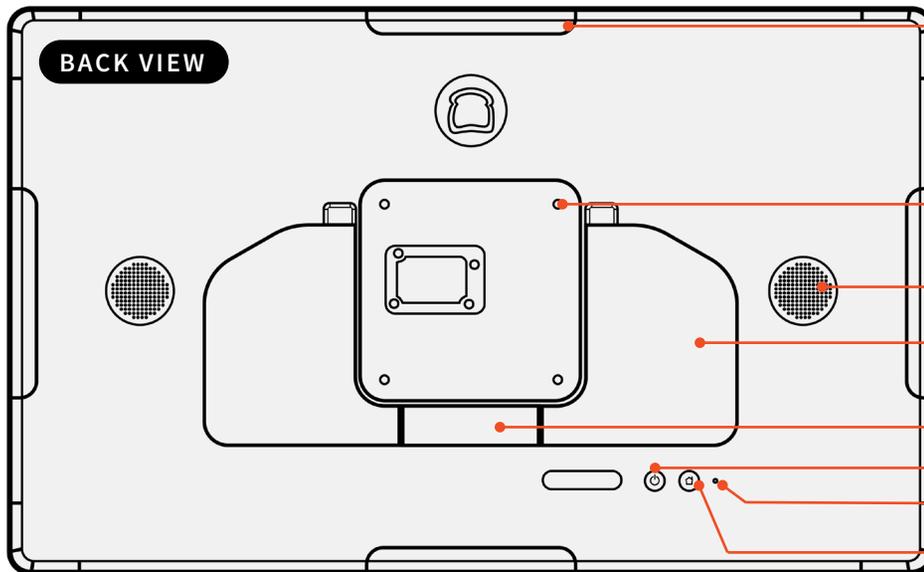
Meet the Toast Flex 22" (Your new hardest worker.)



Front Camera

22" Display

LED Light



Ports for Card Readers x 4

VESA100 (100mm x 100mm)
Mount Pattern

Speakers x 2

Back Cable Covers x 2

Cable Exit

Power Button

Reset Button

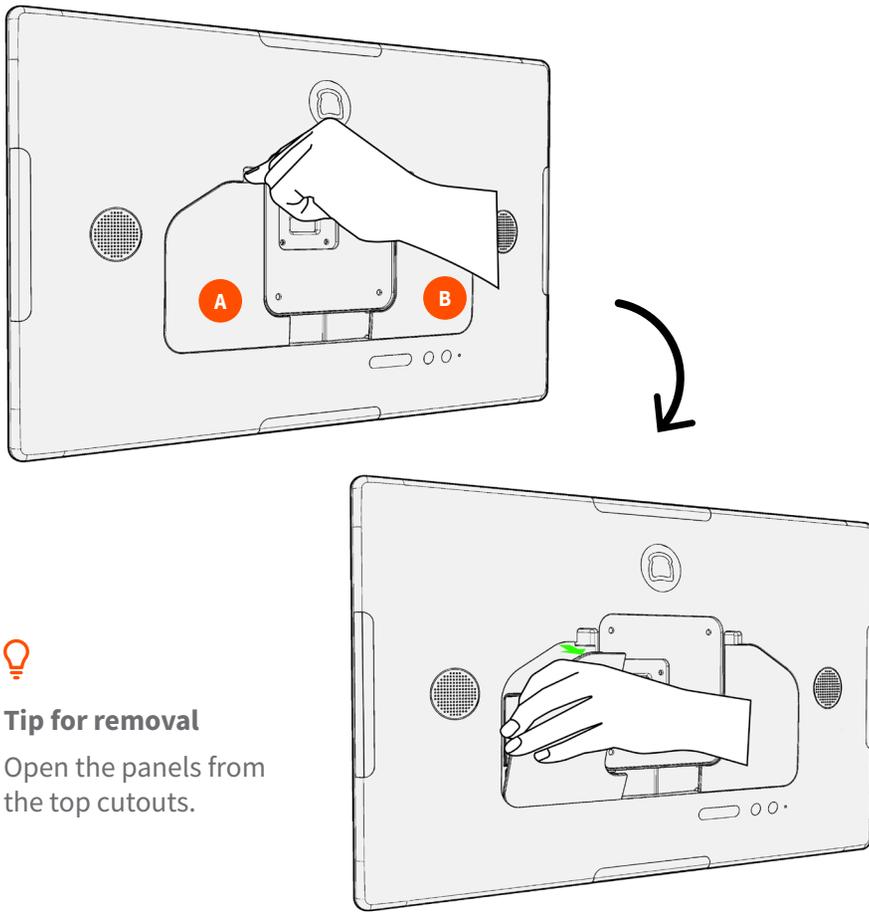
Home Button

Connecting your cables

Pro tip: To protect your cables from potential liquid contact, make sure they are pushed all the way through the grommet notches and back covers are closed completely.

Step 1

Location and remove the back panels (A and B) to expose the back pockets, as shown.

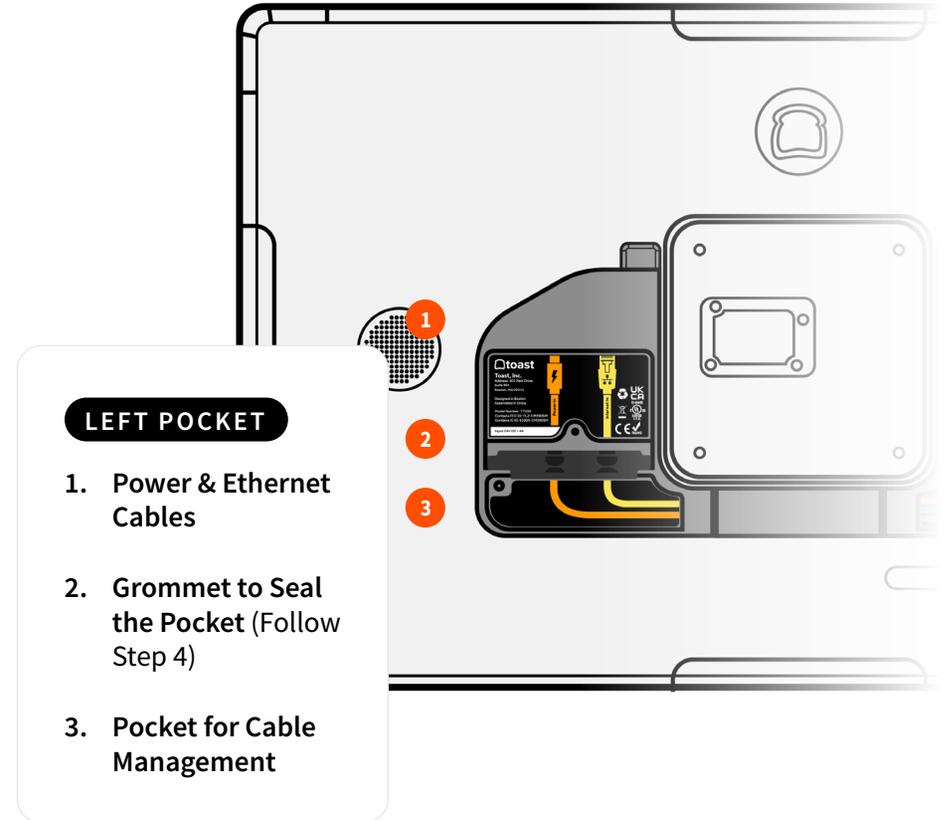


Tip for removal

Open the panels from the top cutouts.

Step 2

Plug the USB-C power cable and the ethernet cable (*optional*) into the left pocket.

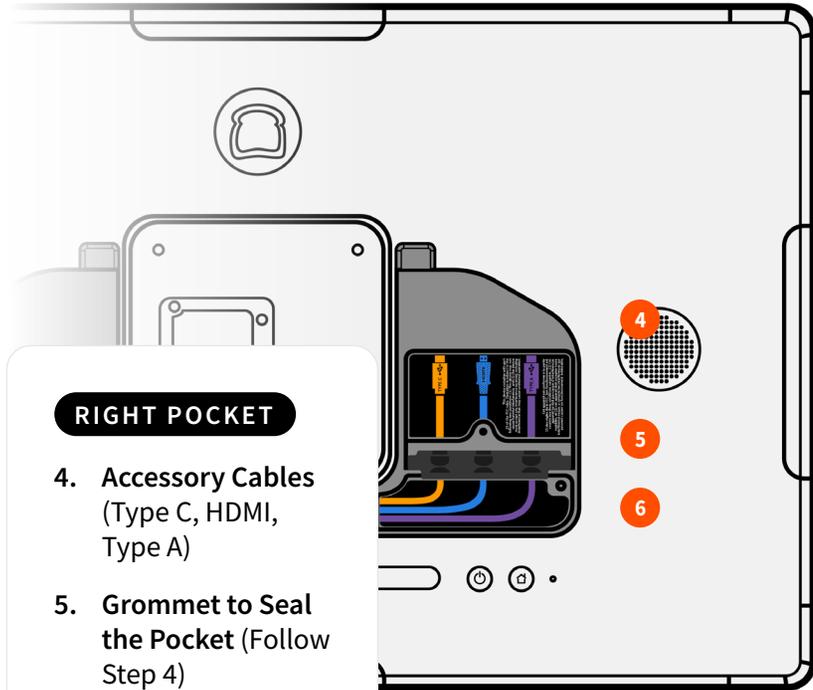


LEFT POCKET

1. Power & Ethernet Cables
2. Grommet to Seal the Pocket (Follow Step 4)
3. Pocket for Cable Management

Step 3

Plug additional accessory cables into the right pocket as indicated (*optional*).

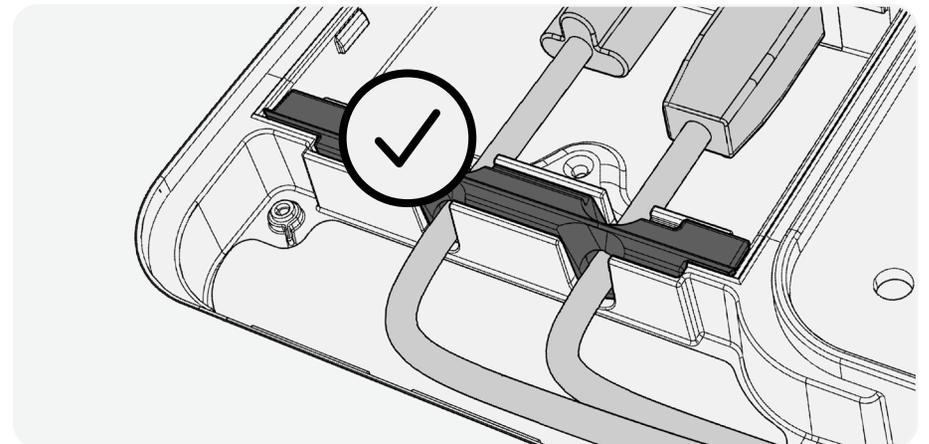
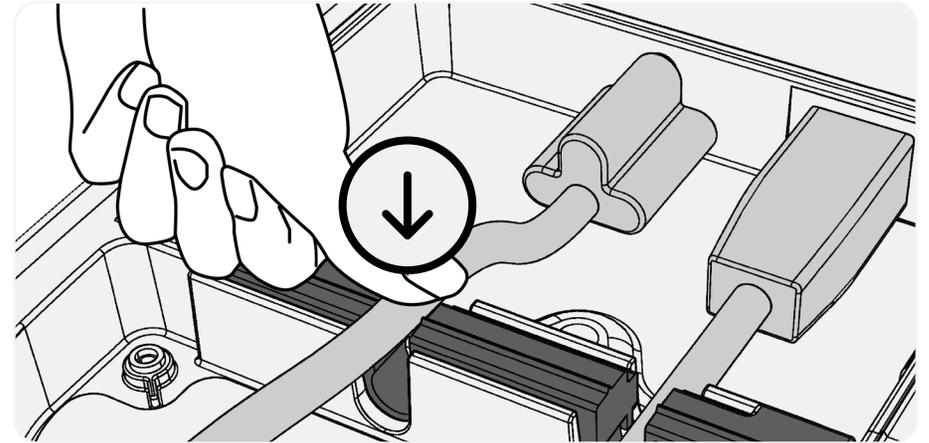


RIGHT POCKET

4. Accessory Cables (Type C, HDMI, Type A)
5. Grommet to Seal the Pocket (Follow Step 4)
6. Pocket for Cable Management

Step 4

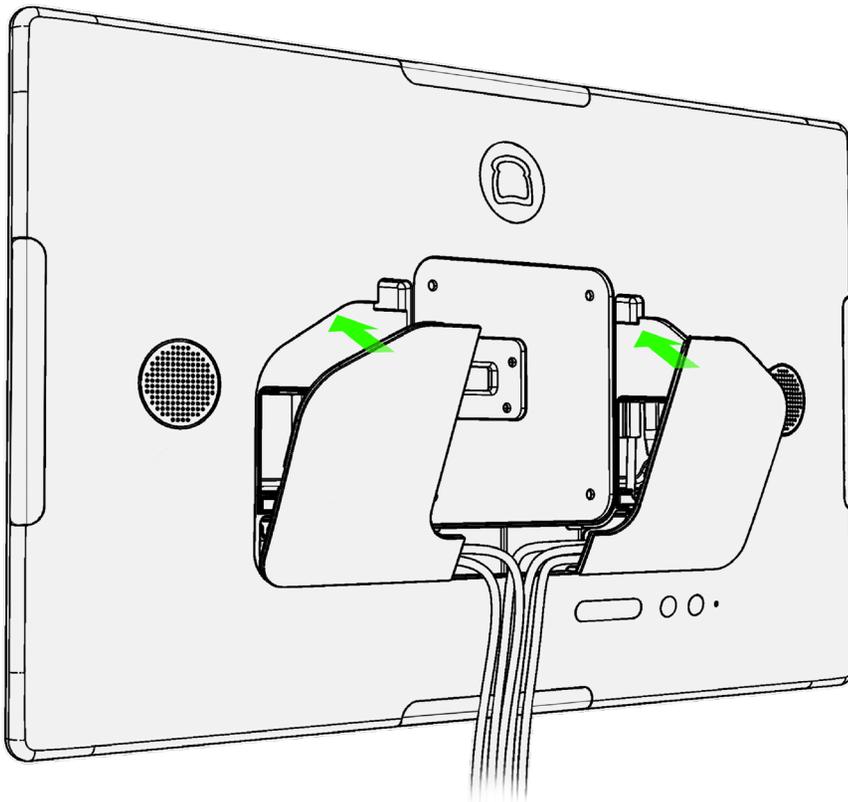
Ensure that the cables are pushed all the way through the grommet notches, as shown.



Connecting your cables (continued)

Step 5

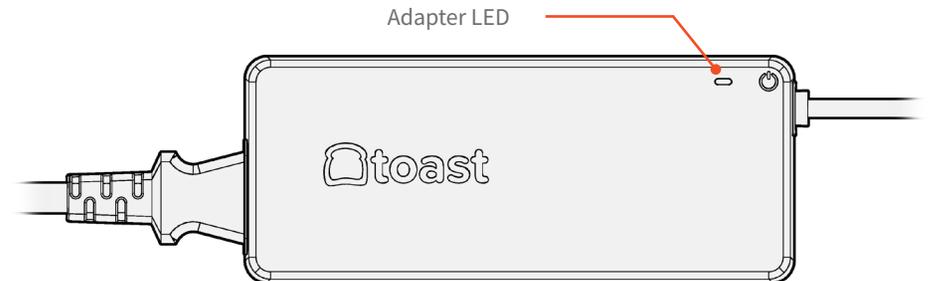
Organize the cables at the exit of the lower pocket. Close the back cover by inserting the tabs on the bottom into the corresponding notches. Hinge upwards until the latches lock in place.



Step 5

Plug the power adapter into the wall unit and check LED status.

	When the LED is GREEN, the adapter is providing power to your terminal and you are ready to proceed. Turn on your terminal using the power button located on the back.
	When the LED is AMBER, the wall outlet is providing power to the adapter but the adapter is not providing power to the terminal. Check the power cable at the back of the terminal and make sure that it is securely plugged in.
	When the LED is off, the adapter is not receiving adequate power from the wall outlet. Check your wall power or use a different power outlet.



We're behind you all the way.

Let's get you set up for success.

Restaurant Success Team: With regular consultation calls, we'll help you get the most out of your technology, optimize your business workflows, leverage your data for growth, and provide customized insights and resources.

In-product tools: Step-by-step guides throughout your Toast account help you unlock the full potential of our platform, without missing a beat.

Toast Central TOAST PRODUCT RESOURCE

Easy-to-find, easy-to-follow educational resources and help articles available 24/7.

Searchable, customized resources: Looking for something specific? Visit Toast Central for searchable articles, product walkthrough videos, and information for specific restaurant types.

Toast Release Menu: Stay in the know on product update details, feature enhancements, and how-to guides with the Toast Release Menu.

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Extended manager and staff trainings on topics like menu management, how to use Toast reporting, and more.

Multi-modality education: Choose from expert-led training programs, tutorial videos, and live and on-demand webinars to get the content you need.

Knowledge checks and quizzes: Grow expertise across your entire team with manager notifications on knowledge checks, quizzes, and completed trainings.

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Toast Learn INDUSTRY RESOURCE

Your all-access pass to gold standard restaurant industry knowledge.

On the Line: A one-stop shop for best practices, industry resources, and tips and tricks for running your most successful restaurant.

Visit pos.toasttab.com/blog/on-the-line

Tools you can use: Level up your business with free tools: employee handbooks, tip pooling calculators, and more. Visit pos.toasttab.com/resources

Visit pos.toasttab.com/blog



Need to talk to someone right away?

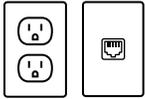
Toast Customer Care is available 24/7 to help or route you to the correct team at Toast. Login to your account at central.toasttab.com for chat support, to submit a new ticket, and to view case updates, or call Customer Care: (617) 682-0225.

Set up your Toast Flex 22" with mount

ⓘ Please note: Toast will not drill holes for you. You will need to drill your own or have them pre-drilled in the desired location.

If you purchased a terminal with a mount, follow these instructions for installation.

Before you get started, make sure there is easy access to a power outlet and ethernet port within reach of your desired location.

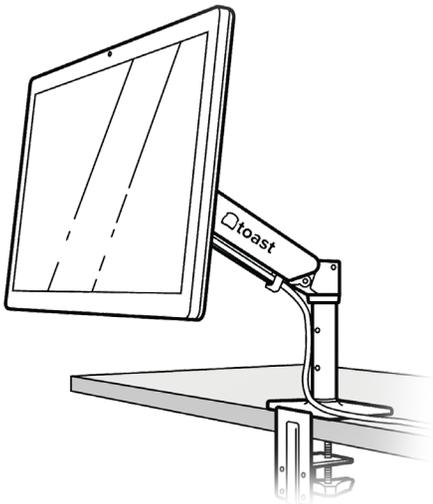


Scan QR code for mount video instructions and more details.

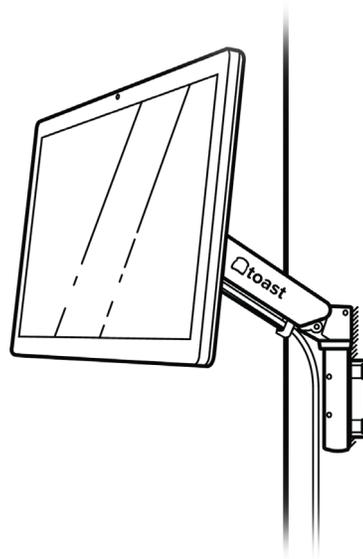
<https://toast.help/3B6Xwsl>



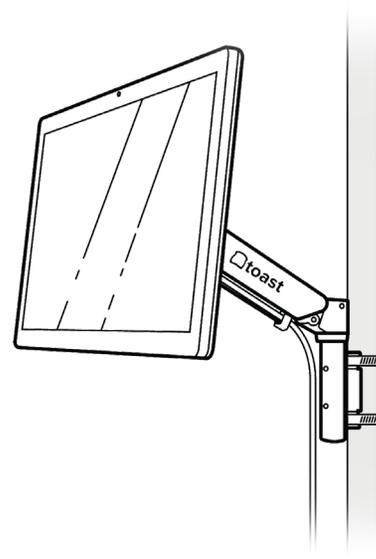
Counter Mount



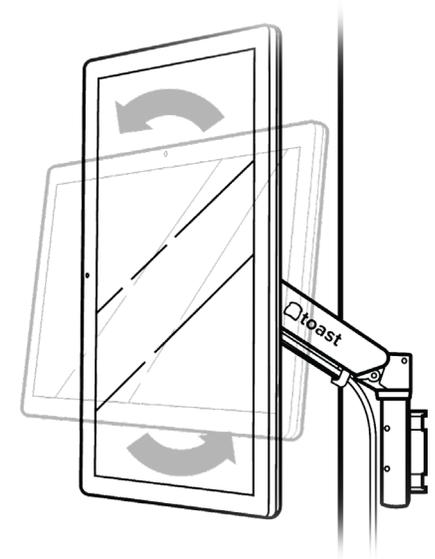
Wall Mount



Pole Mount



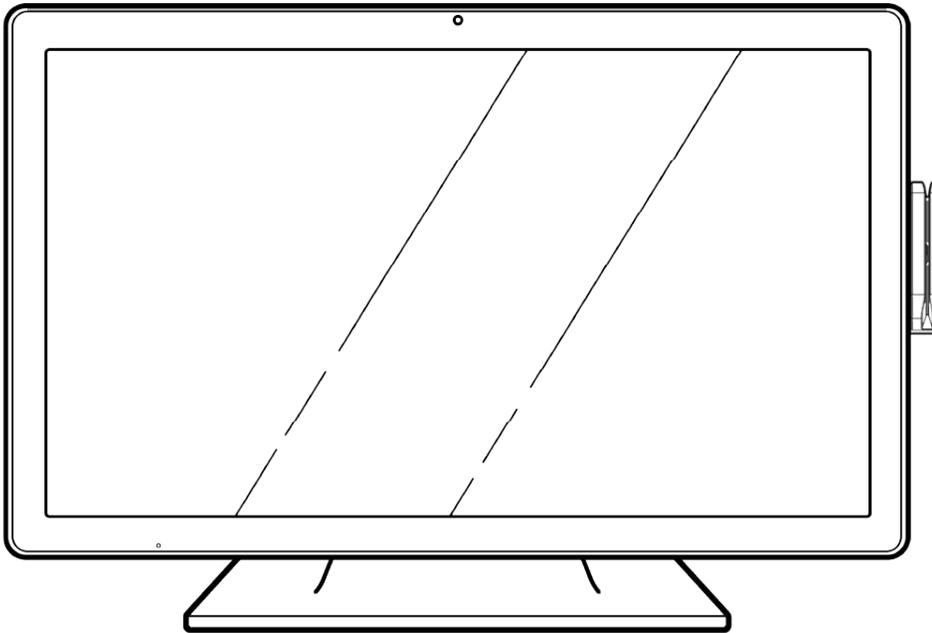
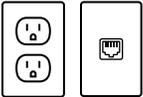
Portrait Display



Set up your Toast Flex 22" with stand

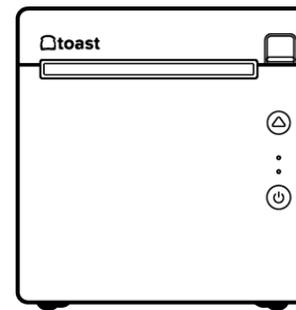
If you purchased a terminal with a stand, follow these instructions for installation.

Before you get started, make sure there is easy access to a power outlet and ethernet port within reach of your desired location.



Scan QR code for stand video instructions and more details

<https://toast.help/3DgDFXs>



A Toast Printer can be purchased separately on the Toast Shop website

User Manual

Product Name Toast Flex 22”

Model Name: TT500, TT501

Specifications: Toast Flex

Operation System	Android 12
Processor	Rockchip RK3399
LCD	22-inch, 1920 x 1080 resolution
Memory	16GB ROM + 4GB RAM
WIFI	Dual-band WIFI, 802.11 a/b/g/n (2.4GHz/5GHz) supported
Bluetooth	Bluetooth 4.0 BLE supported
Camera	5M FF MIPI Camera
Speaker	2 x 3W
External Ports	1 x RJ45 LAN port, 2x USB TypeC port, 1x HDMI-D port, 1x USB TypeA port, 4x Micro-USB port
Power Adapter	Input: AC 100-240V/1.5A Output: DC 24 V/4.0 A, 96W
Operating Temperature	0°C to 50°C
Terminal Dimensions	524 mm x 319 mm x 32.9 mm (20.6” x 12.6” x 1.3”)

Setting up Your Device

It only takes a few steps to turn on this Toast Flex. Press the power button and the screen will light up. Follow the instructions shown on the start-up screen. Two internet access modes are available for you to select.:

WLAN Settings

1. Press the [Setting] button and start WLAN to enter the WLAN search interface.
2. Search for the available WLAN hotspots.
3. Press the WLAN to be connected. If an encrypted network is selected, a password is required for connection.

Precautions

Warning:

- Please insert the AC plug into the AC outlet according to the identifying input on the power adapter.
- It is prohibited to use the device in any places with potential explosive gases.
- Nonprofessionals should not open the power adapter to avoid danger.
- Adapter should be installed near the equipment and be easily accessible.

Instruction:

- Do not use the device near water or in a humid environment.
- Keep liquid from falling on the Toast Flex.
- Do not use the device in extremely cold or hot environments, or around an open flame.
- Do not smash, throw, or bend the device.
- Use the device in a clean and dust free environment as much as possible and keep small items from falling into the Toast Flex.
- Avoid installing or using the device in open air during inclement weather as a risk for lightning strikes may be present.

Important Safety Instructions

- In the rare event that overheating, a burning smell, or smoke are attributed to the device, please immediately remove power to the device by unplugging it from the wall power socket.
- The equipment must be properly grounded. The AC plug must be connected to a properly wired and grounded outlet.
- There is risk of fire or explosion if an incorrect replacement battery is used. Only qualified technicians should replace the battery.
- Do not attempt to open the device to access any internal parts.

Statement

The device may not be modified in any way without Toast, Inc. (“Toast”)’s permission, and use of the device must be in accordance with this user manual. Toast is not responsible for the following scenarios, and such scenarios or any other misuse of the device may void any warranty protections on the device:

- Damage caused to the device due to the use or maintenance of the device not in accordance with the user manual.
- Damage or issues caused by the combination of the device with other equipment, software or products not supplied by Toast.

Discrepancies between the device and the user manual may occur due to product updates.

The company reserves the right and has the sole discretion to interpret and revise the user manual at any time without prior notice.



FCC Regulations

This device complies with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules, and operation of the device by the user is subject to the following two conditions: (1) this device may not cause harmful radio frequency interference of other wireless devices, and (2) this device must accept any interference received, including interference that may cause undesired operation.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user should try to correct the interference using one or more of the following recommended remediation measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet or a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

To comply with radio frequency exposure requirements, the user must maintain a minimum separation distance of 20cm from the POS terminal, including the antenna.

Caution: changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment in accordance with applicable law.

Contains FCC ID: TLZ-CM390SM

IC Regulations

This device complies with Canada's License Exempt Radio Apparatus laws, and operation of the device by the user is authorized under the following conditions: (1) this device may not cause radio frequency interference of other wireless devices, and (2) the user of this device must accept any such interference caused, even if the interference is likely to affect performance of the device. Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Contains IC ID: 6100A-CM390SM

EU Regulatory Conformance

The manufacturer hereby declares that this device is in compliance with the essential requirements and other relevant provisions of the Radio Equipment Directive 2014/53/ EU. The description of accessories and components, including software, which allow the radio equipment to operate as intended, can be obtained in the full text of the EU declaration of conformity at the following internet address: <https://pos.toasttab.com>.

BE	BG	CZ	DK	DE	EE	IE	EL	ES	FR
HR	IT	CY	LV	LT	LU	HU	MT	NT	AT
PL	PT	RO	SI	SK	FI	SE			

United Kingdom Statement of Compliance

**UK
CA** Toast hereby declares that this radio equipment is in compliance with the Radio Equipment Regulations 2017 and the Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012. Any radio operation limitations within UK are identified in Appendix A of UK Declaration of Conformity.

The full text of the UK Declaration of Conformity is available at: <http://pos.toasttab.com>.

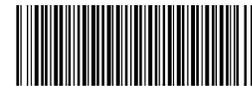
UK Importer: Toasttab UK Limited

Address: 3rd Floor 1 Ashley Road, Altrincham, Cheshire, UK WA14 2DT

Notice

All users must observe any applicable national or local regulations in the location where the device is used. This device may be restricted from use in some or all member states of the European Union (EU). Adapters must be installed near the equipment and be easily accessible. The device complies with radio frequency specifications when the device is used 20cm from a user's body.

Max, radio-frequency power transmitted	BT 2402-2480 MHz: 6 dBm
	BLE 2402-2480 MHz: 5 dBm
	2.4G WIFI 2412-2472 MHz: 15 dBm
	5G WIFI 5150-5725 MHz: 12 dBm



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