www.PTSetup.com

Payment Terminal

Uninstall Guide

For QuickBooks® Pro, Premier,
Enterprise and Account Versions

Contents

Conventions used in this User Guide

IMPORTANT: Instructions that MUST be followed to complete a task.
Best results are experienced when following these important alerts.

INFORMATION: Important information about the Payment Terminal, your System or Software
This information is useful for compatibility or maybe useful in understanding the
relationship between the Payment Terminal and your system or software.

NOTE: TIPS and additional information to help with trouble shooting or your configuration
Beneficial TIPs and procedures to make integration or the use of the Payment Terminal
easier with your system or software.

RED TEXT: is a warning or is very important to the section.
BLUE TEXT: is a notable sub comment to the section.

This User Guide is for reference purposes only and may not the current version.

⚠️ **BEFORE YOU UNINSTALL**
1. **If you need any reports or information** from the software, be sure to grab it before you uninstall the software. Some information may not be available after the software is uninstalled.
2. **If canceling services**, confirm with your Agent about your desire to cancel the subscription for the Payment Terminal so you will not continue to be charged.
3. **AFTER you uninstall** the Payment Terminal, be sure to remove the certificate from QuickBooks® if no other users are going to be processing with the Payment Terminal.

For BEST results: Disable QuickBooks® from running in the background
1. **In QuickBooks®:** Choose **Edit > Preferences > General > My Preferences**
2. Click to CLEAR the checkbox: [_] Keep QuickBooks® running for quick startups.
3. Click [OK]
After you close QuickBooks® or restart your computer, QuickBooks® won't run in the background.
QuickBooks® Quick Startup is a feature in QuickBooks® 2011 or later and is the application process (QBW32.exe) found in the Windows Task Manager.

SERVER INSTALLATION: If installed on the server for users to remove in and use the Payment Terminal, be sure to confirm the removal of the Icons and Shortcuts which may have been placed on the User Profiles.

Below is the short version of the Payment Terminal desktop Uninstall;

1st - Vista, 7, 8 and 8.1: (If XP, see section named: Uninstall on XP)

1: Close QuickBooks®.

2: Click **Start** > **Control Panel** > **Programs and/or Programs & Features**
   Win 8 & 8.1: use the Windows key and type Control Panel

3: Find **PaymentTerminal** in the list and click **Uninstall**

4: If prompted, click to confirm the removal of the software

5: Windows Administrator approval may be needed to complete this.

2nd - **Remove Certificate from QuickBooks®:** (If no longer using by any user)

1: Open the QuickBooks® Company File as the QuickBooks® **Admin User**

2: Click **Edit** > **Preferences…** > **Integrated Applications**

3: Choose the TAB **Company Preferences** and find the software in the list

4: Click Remove and then YES to confirm the removal and finally [OK]

XP USERS:

1: Close QuickBooks®.

2: Click **Start** > **Control Panel** > **Add or Remove Programs**

3: Find **PaymentTerminal** in the list and click **Change/Remove**

4: If prompted, click to confirm the removal of the software

If removing form other computers, repeat the above instructions.

Thank you and we appreciate you use of our Payment Terminal for QuickBooks®?

- **If you encounter errors** after Uninstalling the Payment Terminal for QuickBooks®:
  Run QuickBooks® in Windows Administrative mode then log into QuickBooks®
  with Admin and the Admin Password ... if needed, switch to Single User Mode.
  This will clear any of the errors related to the Payment Terminal for QuickBooks®.
- **Feedback**: We love to hear your comments on the Payment Terminal for
  QuickBooks®.
      Please send any comments or suggestions to: CS@PTSetup.com
- **Discontinue Service**:
      Please send an email to: CS@PTSetup.com
  We will contact you to confirm so please include your company name.

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