

Dojo Card Machine Setup & Troubleshooting

How to connect your Dojo card machine to Salon Tracker so card payments go straight to the machine.



Work through the guide in order. The whole setup takes around 10 minutes.

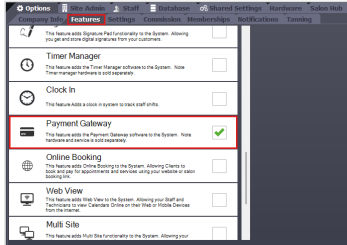
Contents

Click a section below to jump straight to it.

What do you need to do?	3
Before you start	4
Turn on integrated payments on the Dojo machine	5
Connect Dojo in Salon Tracker	6
Terminal not found or payment not going through?	7
Still not working?	8

What do you need to do?

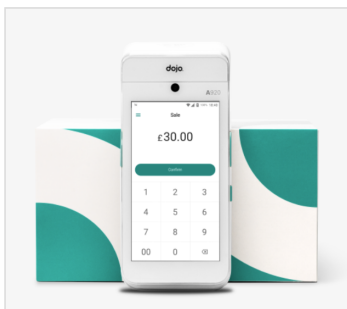
Choose the option that best matches what you need, then go to that page.



1. I am setting up Dojo for the first time

Start here. You will need your integration details from Dojo and your supervisor code.

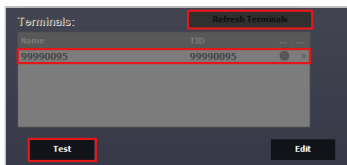
Go to [page 4](#)



2. My card machine does not show EPOS Payment

Integrated payments are not switched on yet on the Dojo machine itself.

Go to [page 5](#)



3. Salon Tracker cannot find the terminal, or payments do not go through

Refresh Terminals finds nothing, or a card payment is not sent to the machine.

Go to [page 7](#)

Before you start

Check you have these two things ready before you begin.

1. Your integration details from Dojo

Dojo will have sent you an email with the subject **Your integration details**. It contains two things you will need later:

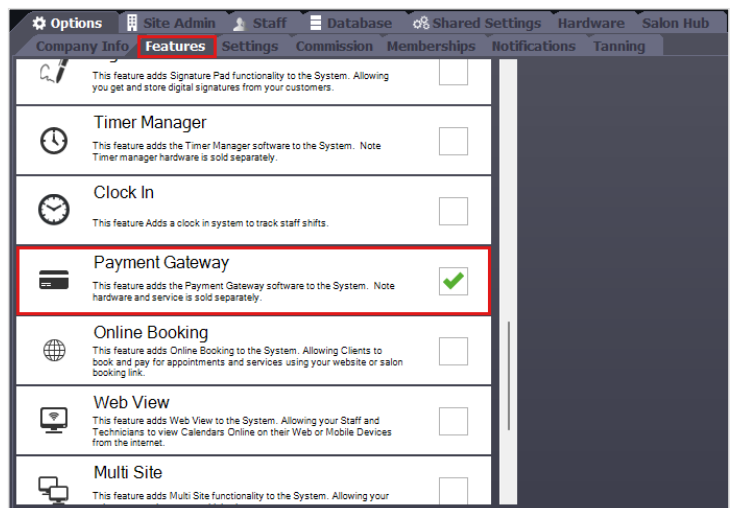
- **Host URL**, which goes in the Host Name box in Salon Tracker
- **API Key**, which goes in the API Key box in Salon Tracker

CANNOT FIND THE EMAIL?

Check your junk or spam folder. If it is not there, contact Dojo and ask them to resend your integration details.

2. The Payments tab in Salon Tracker

1. In Salon Tracker, go to **Admin > Hardware** and check there is a **Payments** tab.
2. If there is no Payments tab, go to **Admin > Options > Features** and click **Edit**.
3. Scroll down to **Payment Gateway**, tick it, then click **Save**.
4. Go back to **Admin > Hardware**. The **Payments** tab should now be there.



PAYMENT GATEWAY IS GREYED OUT?

You will not be able to tick it yourself. Contact Salon Tracker Support ([page 8](#)) and we will switch it on for your account.

Once you have both, continue to [page 5](#).

Turn on integrated payments on the Dojo machine

The Dojo machine must be in integrated mode, not standalone, before Salon Tracker can find it.

1. Switch on integrated payments

1. On the card machine, tap the **three bars** in the top-left of the screen.
2. Tap the **Settings** cog in the bottom-left of the screen.
3. Select **Payments** and enter your **supervisor code**.
4. Switch on both integrated modes: **Pay at Counter** and **Pay at Table**.
5. Press the back arrow, then tap the **three bars** at the top of the screen again.
6. You should now see the option **EPOS Payment**. Select it.



PAY AT TABLE IS GREYED OUT?

Call Dojo. They can switch it on from their side while you are on the phone.

DO NOT KNOW YOUR SUPERVISOR CODE?

This is set by Dojo, not Salon Tracker. Contact Dojo and they can give it to you.

CAN YOU SEE EPOS PAYMENT?

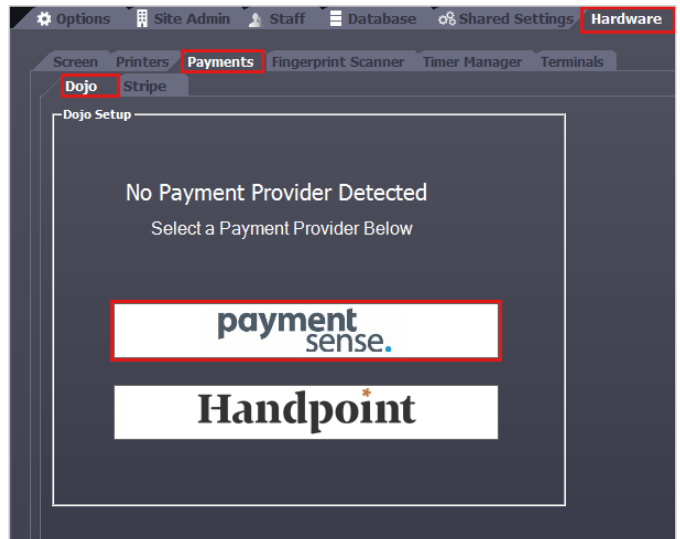
The machine is now in integrated mode. Leave it on the EPOS Payment screen and continue to **page 6**.

Connect Dojo in Salon Tracker

Now enter your Dojo details in Salon Tracker and let it find the card machine.

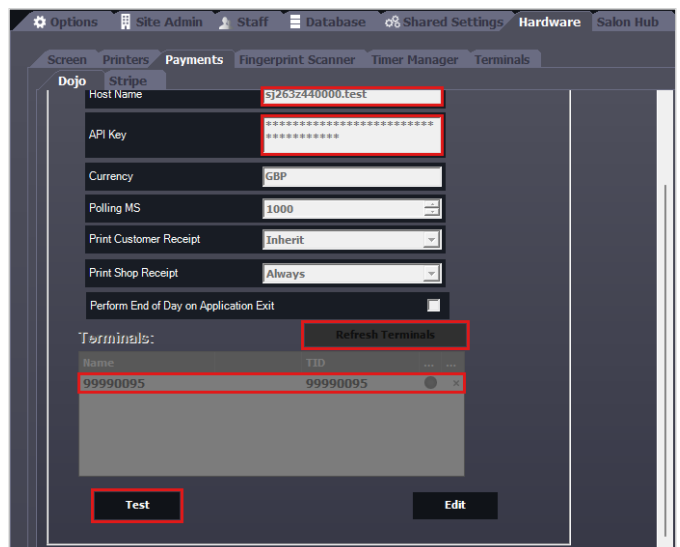
1. Open the payment settings

1. In Salon Tracker, go to **Admin**, then the **Hardware** tab.
2. Open the **Payments** tab, then **Dojo**.
3. If it says **No Payment Provider Detected**, click the **paymentsense** button.



2. Enter your details and find the terminal

1. Enter the **Host URL** from your Dojo email in the **Host Name** box.
2. Enter the **API Key** in the **API Key** box.
3. Check the card machine is showing **EPOS Payment**, not standalone mode ([page 5](#)).
4. Click **Refresh Terminals**.
5. After a few moments your terminal should appear in the **Terminals** list.
6. Click **Test** at the bottom of the box. The test should go through to the card machine.



TEST WENT THROUGH TO THE CARD MACHINE?

Dojo is connected. You can stop here.

NO TERMINAL FOUND, OR THE TEST DID NOT REACH THE MACHINE?

Continue to [page 7](#).

Terminal not found or payment not going through?

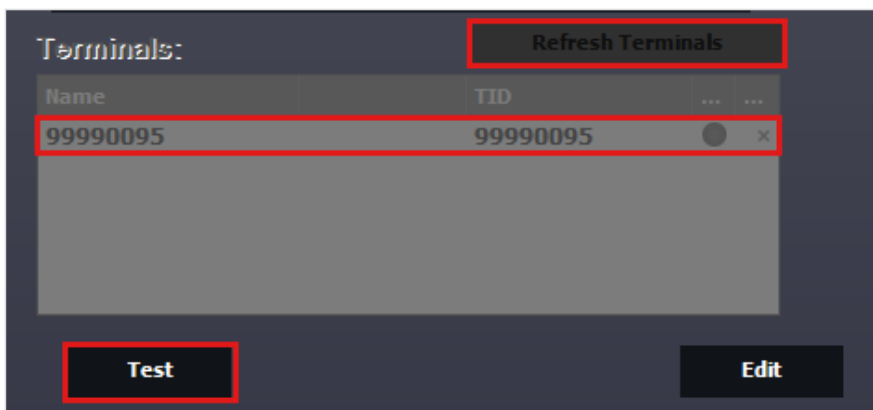
Most connection problems are fixed by checking the machine is in integrated mode and restarting.

1. Nothing appears after Refresh Terminals

1. Wait at least a minute. It can take a little while for the terminal to appear.
2. Check the card machine is on the **EPOS Payment** screen, not standalone mode ([page 5](#)).
3. Check the Host Name and API Key have been copied exactly, with no spaces at the start or end.
4. Close Salon Tracker, reopen it, go back to **Admin > Hardware > Payments** and click **Refresh Terminals** again.

2. The test does not go through to the card machine

1. Restart the card machine.
2. Close and reopen Salon Tracker.
3. Put the card machine back on the **EPOS Payment** screen.
4. Click **Test** again.



Once found, the terminal appears in the Terminals list. Then click Test.

STILL NOT WORKING?

Contact Salon Tracker Support ([page 8](#)).

Still not working?

If you have worked through this guide and Dojo is still not connecting, please contact Salon Tracker Support so we can take a closer look.

Contact Salon Tracker Support

Support Chat

salontracker.co.uk/help

Telephone

0113 350 8230

What we can check

Our Support Team can check the main areas that affect Dojo payments, including:

- Whether the Payment Gateway feature is switched on for your account
- The Host Name and API Key entered in Salon Tracker
- Whether Salon Tracker can find your terminal



Before you contact us

Please let us know what happened during these checks. It helps us fix the problem faster.

- Do you have the Your integration details email from Dojo?
- Does the card machine show EPOS Payment?
- Is there a Payments tab under Admin > Hardware?
- Did anything appear after clicking Refresh Terminals?
- Have you restarted both the card machine and Salon Tracker?

TIP

If possible, have Salon Tracker open and the card machine switched on and nearby. For problems with the card machine itself, such as the supervisor code or Pay at Table, contact Dojo directly.