

Customer Display and Register Pairing Guide

Counter Hardware | Owners, managers, and counter staff

Pair the customer-facing display to the right register, verify each cart state, and fix workstation or network pairing errors before a live sale.

What This Guide Helps You Do

- Pair a customer-facing screen to the correct register.
- Verify what the display shows when the cart is idle or active.
- Fix the common workstation and network mistakes that break pairing.

PAIR THE DISPLAY FROM THE REGISTER THAT OWNS IT

Customer display pairing starts in Settings > Registers/Locations on the register itself. FlintPOS generates a QR code and URL that are specific to that workstation.

1 Claim the register first

Make sure the counter device has the correct workstation identity before you pair anything. Duplicate register names create bad pairings fast.

2 Open the Customer Display pairing card

Use the QR code or URL shown in Settings. FlintPOS appends the workstation ID so the customer-facing screen knows which register to join.

3 Scan or open the link on the customer-facing device

The display should pair over the local network to that register.

CHOOSE A STARTUP MODE: PINNED REGISTER OR REGISTER PICKER

If the display opens with a workstation ID in the URL, it joins that register directly. If not, it shows a register picker and refreshes the workstation list while it waits.

- Picker mode shows a register list so staff can choose which workstation this screen should follow.
- If no registers are available yet, the screen waits and prompts you to open FlintPOS on a register first.

- Connected status matters. If the display never moves past connecting, check the network before you blame the cart.

WHAT THE CUSTOMER SEES WHEN NO CART IS ACTIVE

With no cart, the display stays on a simple standby screen instead of showing stale order data. That is the normal idle state.

WHAT THE CUSTOMER SEES WHEN THE CART IS ACTIVE

When the POS cart changes, the customer display mirrors the current customer name, item lines, subtotal, tax lines, tax amount, and total.

- If the order has no named customer, the display falls back to Walk-in Customer.
- Newest cart lines stay in view while totals stay pinned at the bottom so the customer can keep reading the amount due.
- Tax can show as detailed tax lines as well as a summed tax amount, depending on the cart payload.

USE IT AS PART OF CHECKOUT

Treat the customer display as part of the same checkout workflow as the register, payment terminal, and receipt printer.

- Test it during a real practice sale so you see the item list, tax change, and final total update live.
- If the screen is wrong, verify the cart on the register first. The display mirrors the register state; it does not calculate its own sale.
- If you move or rename a register, re-pair the customer display instead of assuming the old QR code still belongs to the same workstation.

TROUBLESHOOT THE COMMON FAILURES FAST

Most customer-display problems are boring: wrong workstation, no open register, or no local-network path.

- No registers in the picker usually means FlintPOS is not open on any claimed register yet.
- The wrong cart on screen usually means two counter devices share confusing workstation names or the display was paired to the wrong one.
- A display stuck on connecting usually means the network path is wrong or unstable.

**Keep Going**

Use the FlintPOS Docs hub to search for related guides by role, category, or job to be done. Open the interactive walkthrough at </quickstart/settings.html> when you want a screen-by-screen visual refresher.