# POS SYSTEM UPGRADE

- The night before cutover, all stores sync their data and then uninstall v1 POS and Display apps.
- The morning of cutover, all stores install v2 POS and Display apps.
- All stores need to reconnect printers and Display apps to the new POS.

### WARNING: YOU MUST COMPLETE ALL DETAILED INSTRUCTIONS BELOW.

### REQUIREMENTS

- The person performing the upgrade must have the login and password for installing apps on the iPad and Android tablets.
- Ensure you have an Apple ID to login to the App store
- Remember your store login details

## PREPARATION

### AT THE END OF THE DAY ON **17<sup>th</sup> of June (Monday)**

- Close your EOD as normal and DO NOT open a new one.
- Leave the POS app open for 5 minutes to make sure all your data is synchronized. (Unsynchronised data will be lost after the upgrade.)
- Notify Jonathan that you have completed the above steps.
  - Jonathan will confirm if you can proceed with the following steps.
- Uninstall the old POS app.
  - Close the POS app.
  - On the iPad's home screen, tap and hold the old POS app icon until it shows a on the icon or a prompt to "Remove App"



- Tap / Remove App to uninstall held POS.
- Confirm removal of app if prompted.



• Confirm delete of data if prompted.



- Reboot the iPad
  - $\circ$   $\,$  Press and hold the Home and Lock buttons until the iPad reboots.



- Install the new POS
  - Open the App Store
  - Search for CC POS



#### • Install the CrowdConnect Point of Sale app



- Uninstall the customer display app.
  - iPad
    - Close the Display app.
    - On the iPad's home screen, tap and hold the old Display app icon until it shows a on the icon or a prompt to "Remove App"
    - Tap / Remove App to uninstall the old Display
    - Confirm removal of app if prompted.
    - Confirm delete of data if prompted. ○
- Install the new customer display app.
  - Open the App Store
  - Search for **CC Display**



• Notify Jonathan that you have completed all preparation steps.

## MOVING YOUR DATA

### OVERNIGHT

• CrowdConnect will be moving all your data to the new POS system.

## SETUP THE POS

### BEFORE OPENING ON 18th of June (Tuesday)

- Allow for 2 hours before opening to ensure you have time to solve any problems that may occur.
- Login to the POS app using the credentials Jonathan provided.
  - Accept network device prompt



Accept notifications prompt



• Setup the Receipt Printer.

### • Navigate to Settings->Printers->Receipt

2:44 PM Mon 18 Dec	Presot	ea Barrack Street -	🗢 89% 🔳
Printers	Make		
Kitchen	Epson	•	Scan
Receipt	IP	192.168.1.83	
Sticker			
Communications			
Server			

### • Select the make of your printer.

2:44 PM Mon 18 Dec	Presotea Ba	rrack Street -
Printers	Make	
Kitchen	Epson	
Sticker	16	192.168.1.83
Communications		

#### • Tap Scan

2:44 PM Mon 18 Dec	Presotea Barrack Street -	중 89%
Printers	Make	
Kitchen	Epson	Scan
	IP 192.168.1.83	
Sticker		

• Tap the IP address in the list of results



- Setup the Sticker Printer
  - Navigate to Settings->Printers->Sticker



### • Tap Scan

2:45 PM Mon 18 Dec	Presotea Barrack S	itreet -	<b>奈</b> 89% I
Printers			
	IP	192.168.1.53	Sean
Kitchen	WIDTH	Small	ocan
	FONT	Large	
Receipt			
A REPORT OF L			
Sticker			
Communications			

### • Tap the IP address in the list of results

Sticker Printers
192.168 1.53
$\smile$
Dismiss

### SETUP THE CUSTOMER DISPLAY

- Login to the Customer Display app using the credentials Jonathan provided.
- Connect to the server.
  - On the POS app navigate to Settings->Communications->Server

2:48 PM Mon 18 Dec	Presotea	Barrack Street -
Printers		
Kitchen	Hosted	-
Receipt	Status	Connected
Sticker		
Communications		
Server		
Language		

• Toggle Hosted to ON and the status will change to Connected if successful.

Printers			
Kitchen	Hosted		
Receipt	Status	Connected	
Sticker			
Communications			
Language			

• On the Customer Display app navigate to Settings->Communications->Server

Hosted	-
Status	Connected
	Hosted

• Toggle Hosted to ON and the status will change to Connected if successful.

App Store 3:00 PM Mon 18 Dec	Presotea	Barrack Street
COMMUNICATIONS		2
	Hosted	$\langle \bullet \rangle$
INFO	Status	Connected
ID		
Owner		

- Take ownership of the display from the POS app.
  - On the POS app navigate to Settings->Displays->Customer. 3:00 PM Mon 18 Dec Presotes Barrack Street - Wilson

Printers		
Kitchen	Customer Display	- Search
Receipt		
Sticker		
Communications		
Server		
Language		
Displays		
Customer		
Kitchen		

≈ 87%

• Tap Search.

Presotea Barrack Street - Wilson	<b>奈</b> 87% 🔳)
Customer Display	Search
	$\bigcirc$

• Tap the ID of the Display app it found.

