CRISP

HARDWARE INSTALLATION WALKTHROUGH

CRISP

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Hardware Overview

Crisp hardware is very effective, and the set-up is quick and easy! We want to start by showing you an overview of how our network will work in your store and how all of the devices connect to each other.

Internet

Router

Switch

Access Point   KDS   Payment Devices   Printers   Server

iPad (connects through Access Point Wi-Fi)
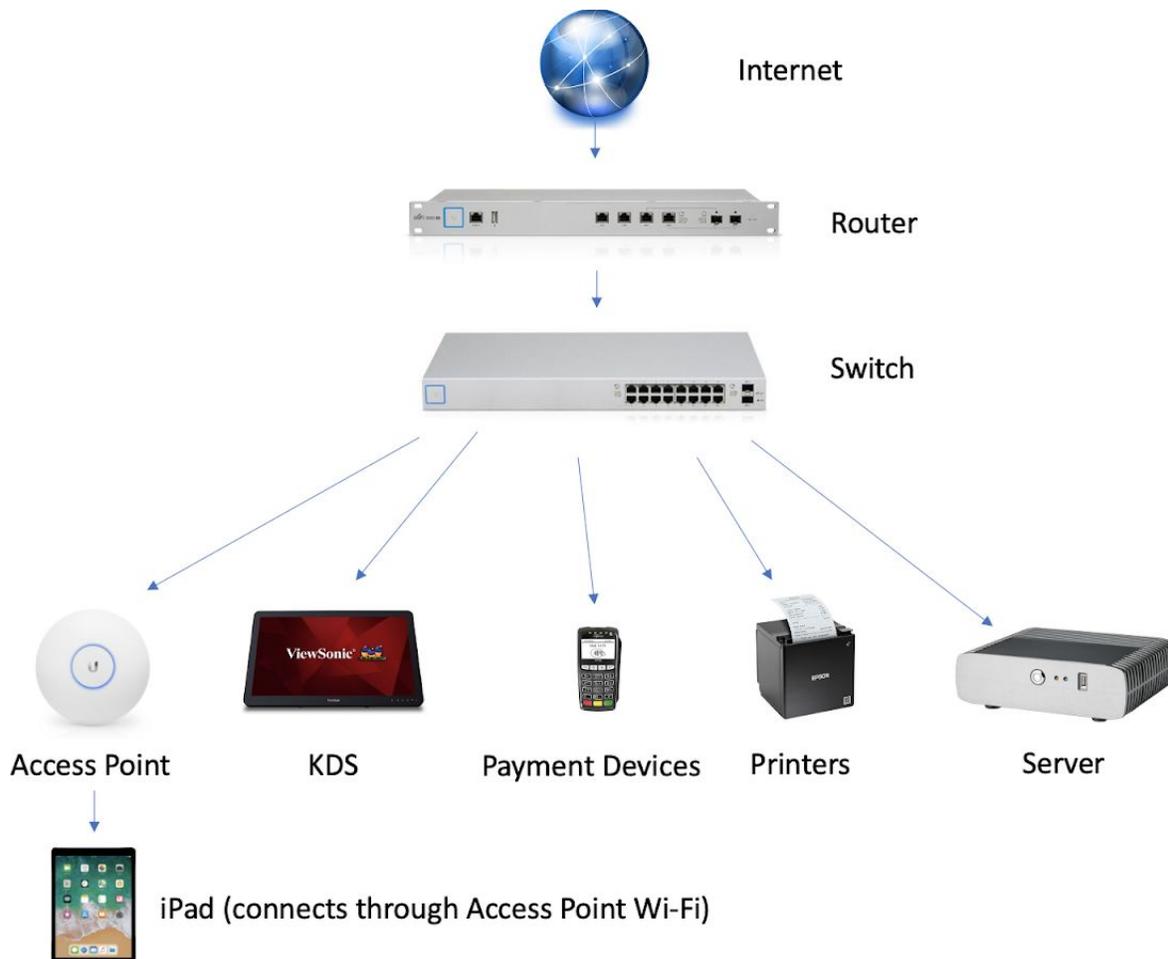
In the picture above you can replace the internet with your current modem you have set up in your store! All the **blue arrows represent ethernet cables that you will be plugging in to each device.**

Store Layout Analysis

Each store is very unique. You will want to analyze your store and see where everything fits! Although each store is different, each restaurant usually has the same following components:

- **A Network Box –** each store usually has a box or place near the back where you have your Internet. You'll usually see a router, a switch, access points, and different devices used for networking purposes in this box. Find yours! See the picture to the right for an example of a network box.

- **Data Ports Throughout the Store –** Each store is usually wired to have data ports for ethernet cables at several different parts of the store. These are needed to plug in payment devices, printers, cash registers, etc. Your store should have these ports! They look like a power outlet but they have just a square hole in them. Locate those as well!

- **Power Outlets –** There should be power outlets all throughout the store! Hopefully there are some underneath your cash registers, Kitchen Displays, etc. If not make sure and get those installed

Take some time to get to know your store. Please call Crisp's support line at (801) 503-0032 if you need assistance in finding any of the above-mentioned components! We are happy to help.

Pre-Install Preparations

Before you install, make sure the following preparations are done:

☐ Complete & Sign all legal documents sent to you by Crisp

☐ Make sure correct cables are ran in your store. See the Pre-Install Store Requirements Document for details

☐ Download the "Crisp POS" app from the App Store

☐ Make sure you've received all hardware from Crisp

☐ Make sure to take out any unnecessary hardware that we will be replacing

☐ Make sure you set aside 2-4 hours to set up the hardware correctly!

Once all the boxes are checked you are ready for a successful CRISP install!

Install Day

Step One: Set Up the Router

Crisp offers two types of routers to our customers, identify yours below:
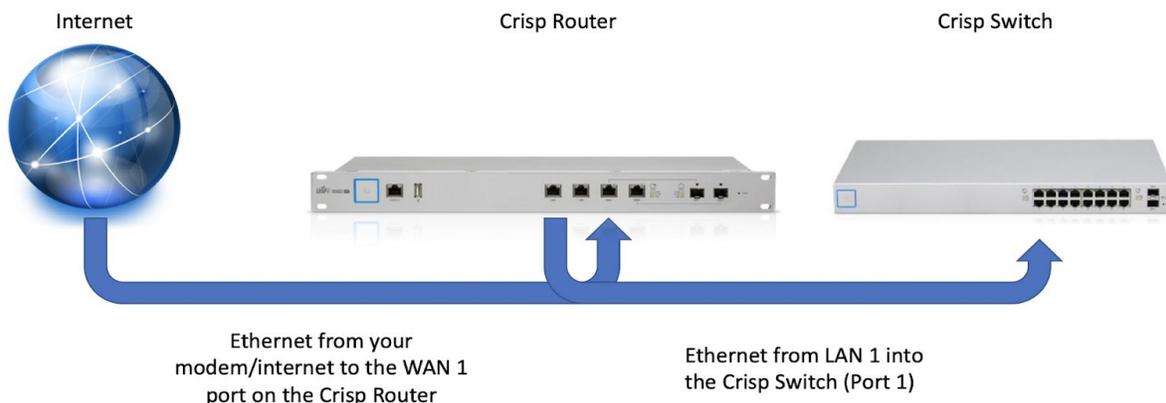
USG Ubiquiti Router

USG Pro-4 Model Ubiquiti

You'll want to start by connecting the router to **power.** You usually set up the router near or ideally inside the network box in the back of the restaurant.

After connecting the router to power, you should **connect the router to your source of internet in the store.** Find your modem/router and connect Crisp's router to that using an ethernet cord! The picture below will show what it looks like when it's plugged in correctly:

Internet   Crisp Router   Crisp Switch

Ethernet from your modem/internet to the WAN 1 port on the Crisp Router

Ethernet from LAN 1 into the Crisp Switch (Port 1)

Step Two: Set Up the Switch(es)

Crisp offers several different types of switches, identify yours below:

Ubiquiti Unifi
US-8-60W

Ubiquiti
US-16-150W

Linksys LGS108-P

The Main Switch

Most restaurants we install only have one switch (one with eight to 16 ports) in the back by the network box. This switch needs to be plugged into **power** and plugged into **Crisp's router**. **The BLUE arrows represent Ethernet Cables going from the switch to these devices.** YOU will have to learn your network and find out which cords run to which parts of the store.

Switch

Access Point   KDS   Payment Devices   Printers   Server
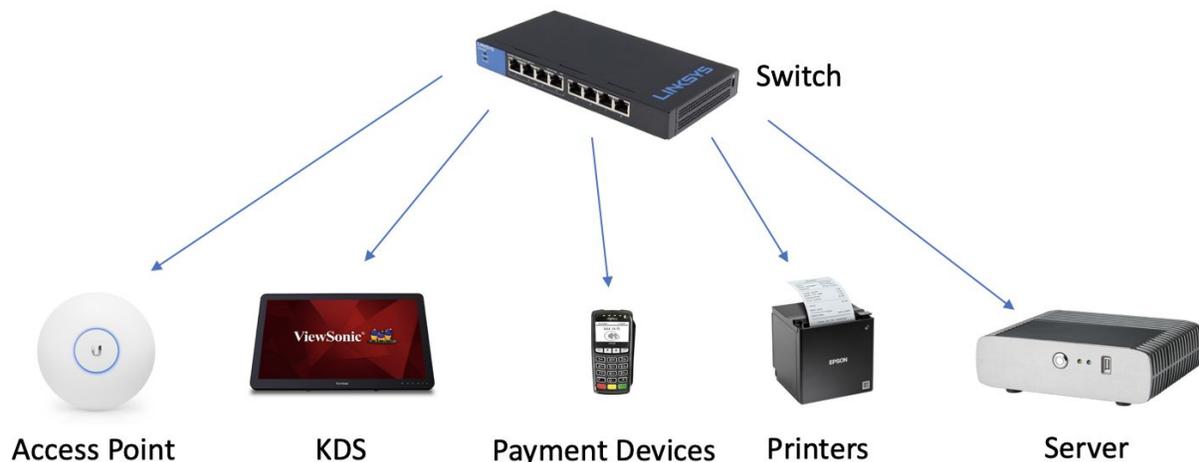
Extra Switches

Extra switches will be plugged in near the order taking stations. You will need these switches if you don't have enough ethernet ports by the front of your store. These are needed to plug in the Payment Devices, Printers, and Cash Drawers.

These switches need to be plugged into **power** and connected back to the **main switch.** See the picture below for reference.

Step Three: The Server

The server is a very simple set-up. First, start by connecting the server to **power.** Next, **plug the server into the switch** from the LAN port in the picture below.

Step Four: The Access Point

The access point gives off a Wi-Fi connection for your iPads to connect to, this device is very important and needs to be **as close to the order taking stations as possible.** This device is usually mounted onto the ceiling using the kit that comes in the box. **Mount this device on the ceiling in a central location of the restaurant.**

This device needs to be plugged into an **ethernet port**, and that's it. No power cables with this chord.

In order to make sure the device has power, you need to **make sure you connect the access point to a port that has power over ethernet (PoE).** If you plug this device into a port that doesn't have power the access point won't turn on. If you plug it in and you see a blue light on the access point you've done it correctly.

SEE FAQ TO LEARN HOW TO INSTALL CORRECTLY TO THE CEILING TILE

Step Five: Payment Devices

Crisp offers two types of payment devices. The iPP320 (left) that sits next to your order taking station, and the ID Tech Shuttle (right) that you can connect to an iPad and walk around and take orders wherever you want!

Ingenico iPP320   **ID Tech Unimag II**

Ingenico iPP320
This pin pad requires connection to **power** and connection to a **switch via ethernet.** Set this pin pad on your table and feed the chord to the side of the table (arrange the chords how you would like)

CRISP

Step Six: Printers

Crisp offers three different types of printers which are used for different purposes, identify the ones you ordered below:

Epson TM-M30

Detach the bottom of this printer and will see all the power plug-ins and all the Ethernet ports. This device requires being connected to **power and also connected to the switch via ethernet cord.**

Epson TM-L90

You detach this printer from the back side. This one is a little tougher to pull open but just use force to pull the back off. (The back is the opposite side of where the receipt comes out) This device requires being connected to **power and also connected to the switch via ethernet chord.**

This printer usually gets mounted to a wall or put somewhere easy for employees to quickly grab the labels and attach them to product. If you are mounting this to a wall and need instructions please refer to the FAQ section of these instructions.

Epson TM-T88VI

This printer detaches underneath and you're able to see where the ethernet chord plugs in and also where the power plugs in! In order for this device to be properly connected to the network you need to **connect it to power and also connect it to the main switch!**

Step Seven: KDS Displays: Mounting and Set-Up

Mounting the KDS

While we recommend you contact someone knowledgeable in mounting and working with all types of walls, you will start out with receiving a mount and a ViewSonic monitor. We will first set up the mount, and then we will explain hooking up the ViewSonic Monitor to the mount.

What Kind of Wall Am I Drilling Into?
Ask yourself this question before you drill into the wall. See the below recommended ways to make sure your mount will be secure:
- **Drywall:** FIND A STUD! Drill a pilot hole with a small bit to test the waters. Ideally you'll want to drill through a stud, put an anchor in there, and then screw the mount on.
- **Wood:** Make sure to drill a pilot hole through the wood, then insert an anchor, line up the screws for the mount, and screw the mount into the wood.
- **Metal sheet:** Figure out what type of material is behind the metal sheet. Is it drywall? Wood? You're going to have to break through the metal first and use a toggle bolt for more stability. There are many ways to do this, but this is a suggestion that works!
- **Other:** See the FAQ if you're drilling into Brick or different types of materials mentioned above.

Drill into the Wall & Make holes for the Mount to Screw Into
Please contact somebody knowledgeable about mounting something on your type of wall. This might be something you leave to someone else to do, but if you do it yourself, you'll need to measure carefully to make sure you are putting the holes in the right place.
1. Make small holes where you're going to mount the KDS
2. Put anchors in the holes you measured
3. Screw the mount into the anchor using the screws provided
4. Your mount should be secured properly!

Frequently Asked Questions

How Do I Install the Crisp Point of Sale App?
1. Open the "App Store" app on your iPad
2. Search for "Crisp POS" in the app store
3. Download Crisp - it will show an error saying "Not Connected to Server" until you are connected to Crisp WiFi.

How Do I Connect My iPads to My Payment Device & Receipt Printer?
1. Log into the Crisp app using your pincode
2. Tap the top left menu icon
3. Scroll down to the Settings Page
4. Make sure "Linked Register", "Linked Payment Terminal", and "Linked Printer" are all the ones that you want to connect them to