

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.

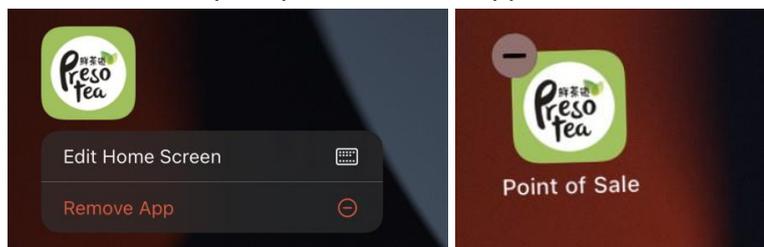
REQUIREMENTS

- 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

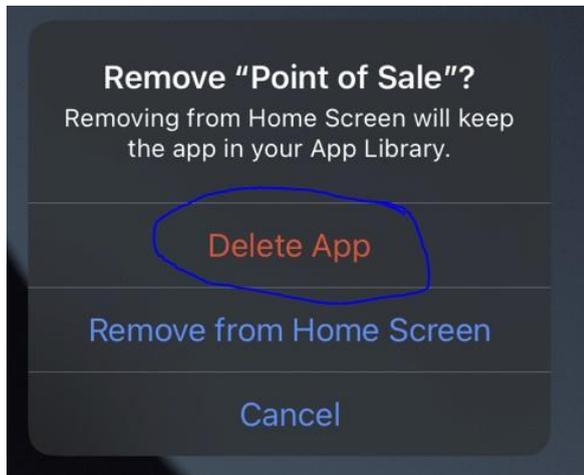
PREPARATION

AT THE END OF THE DAY ON **17th of June (Monday)**

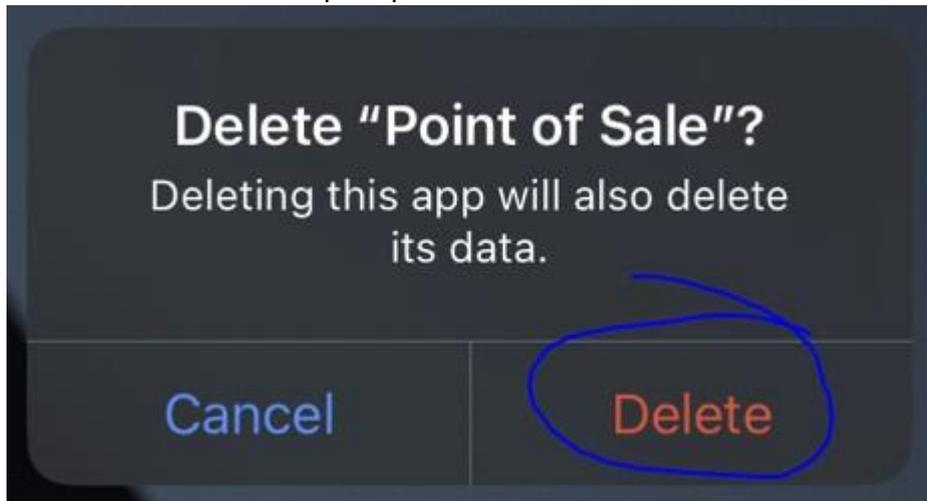
- Close your EOD as normal and DO NOT open a new one.
- Leave the POS app open for 5 minutes to make sure all your data is synchronized. (Unsynchronised data will be lost after the upgrade.)
- Notify Jonathan that you have completed the above steps.
 - Jonathan will confirm if you can proceed with the 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.



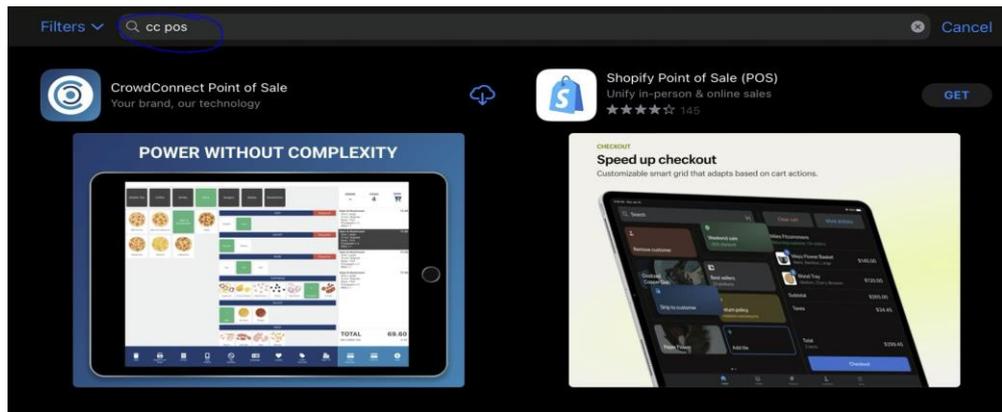
- Confirm delete of data if prompted.



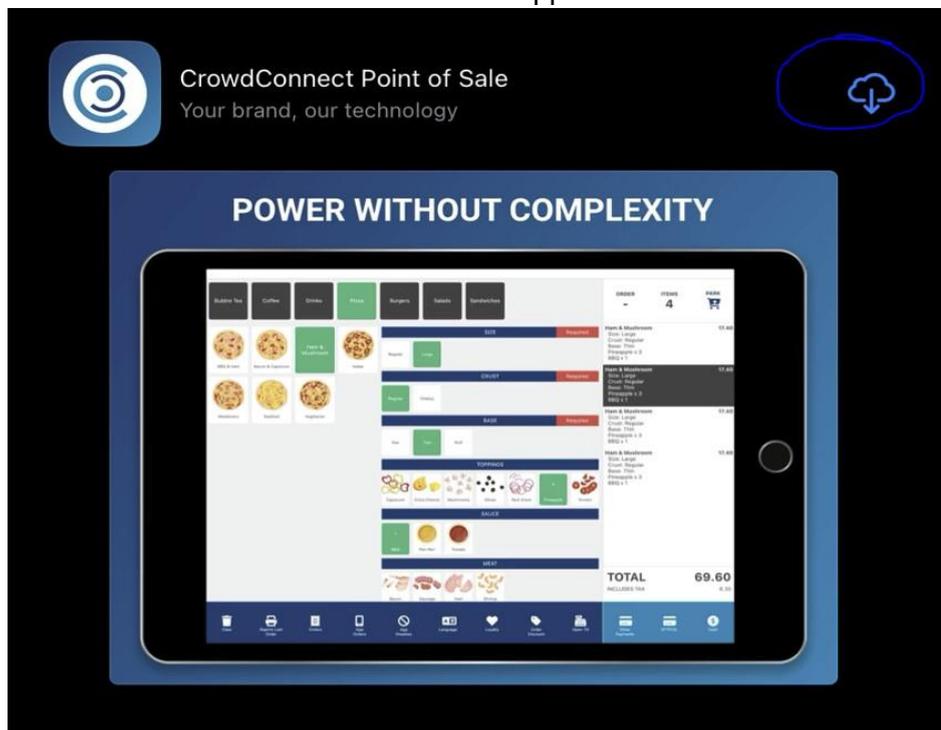
- Reboot the iPad
 - Press and hold the Home and Lock buttons until the iPad reboots.



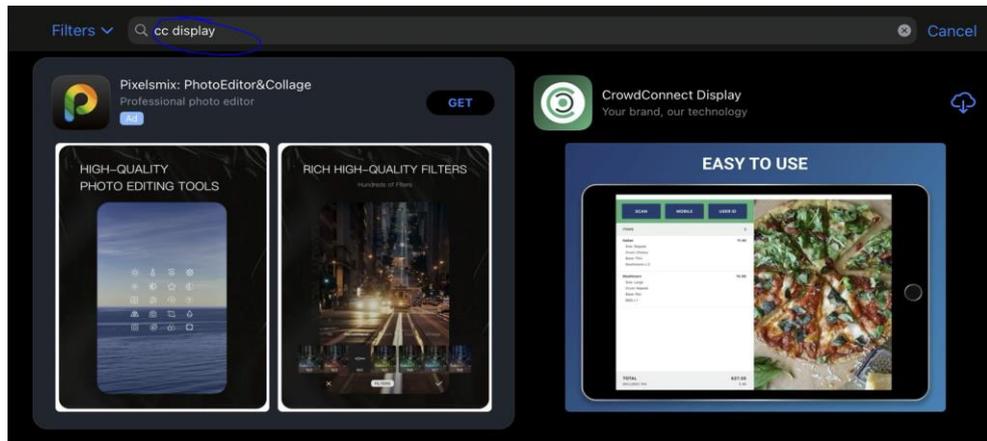
- Install the new POS
 - Open the App Store
 - Search for **CC POS**



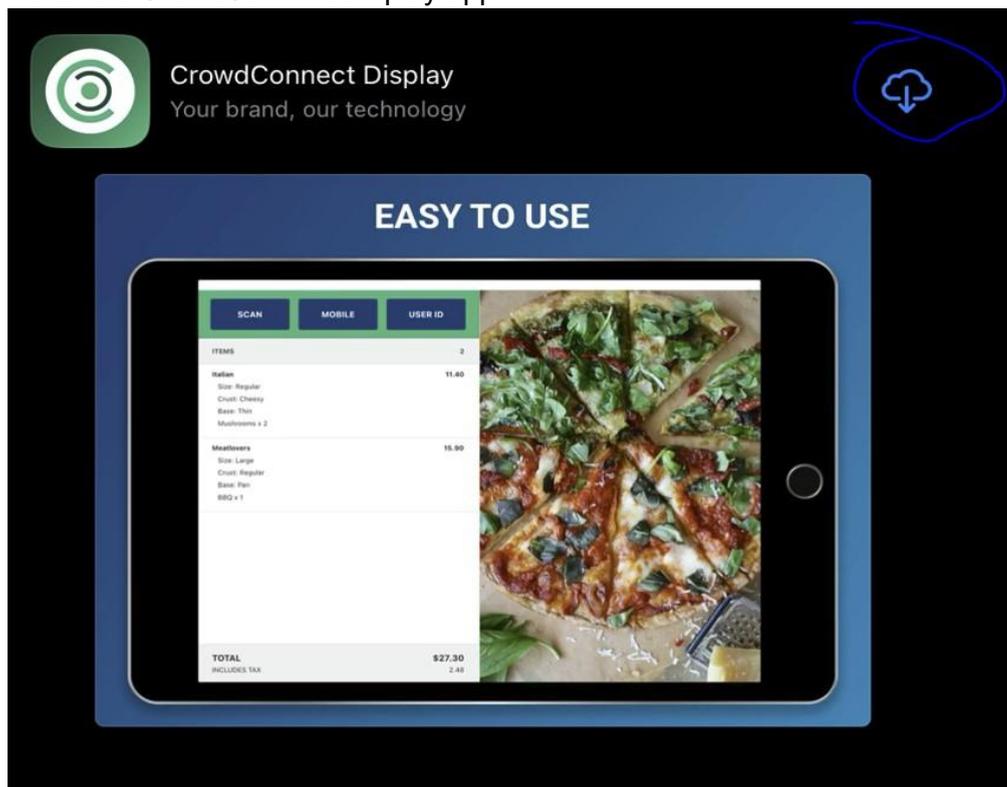
- Install the CrowdConnect Point of Sale app



- 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**



- Install the CrowdConnect Display app



- Notify Jonathan that you have completed all preparation steps.

MOVING YOUR DATA

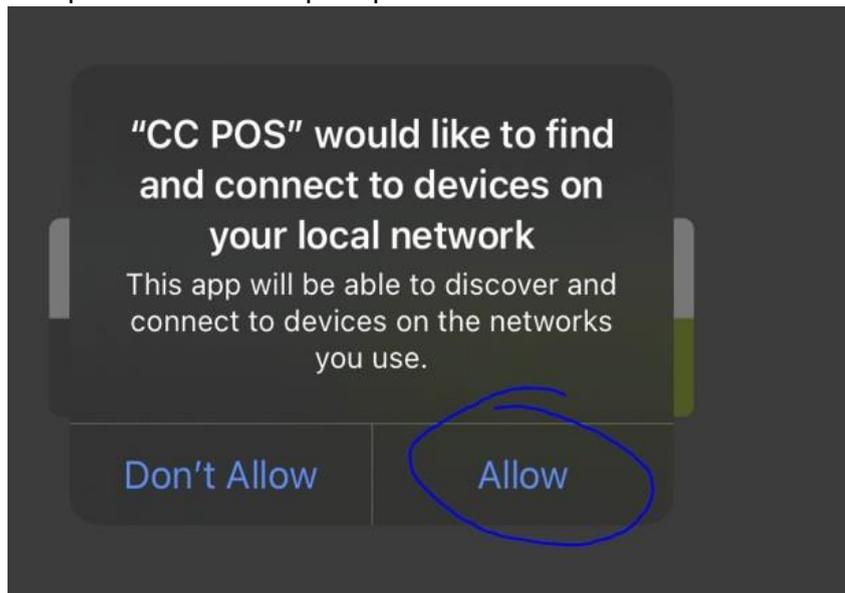
OVERNIGHT

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

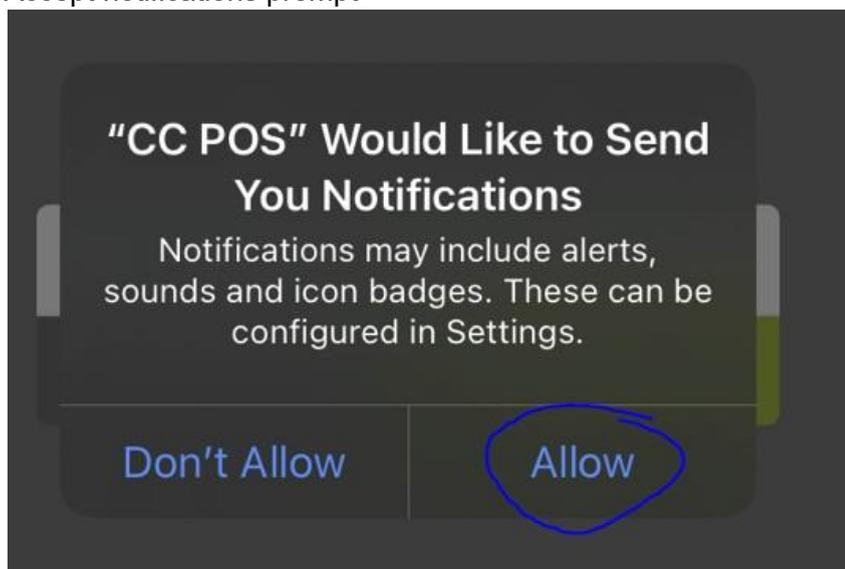
SETUP THE POS

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



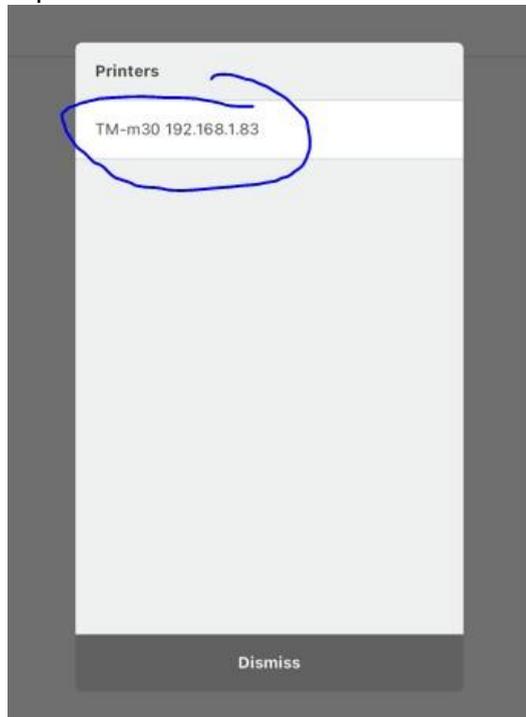
- Select the make of your printer.



- Tap Scan

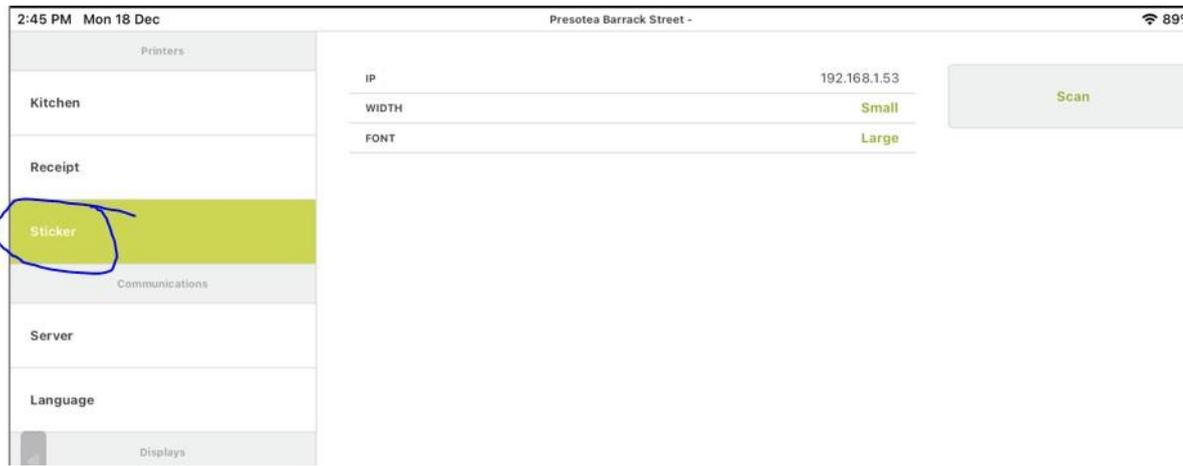


- Tap the IP address in the list of results



- Setup the Sticker Printer

- Navigate to Settings->Printers->Sticker



○ Tap Scan



○ Tap the IP address in the list of results

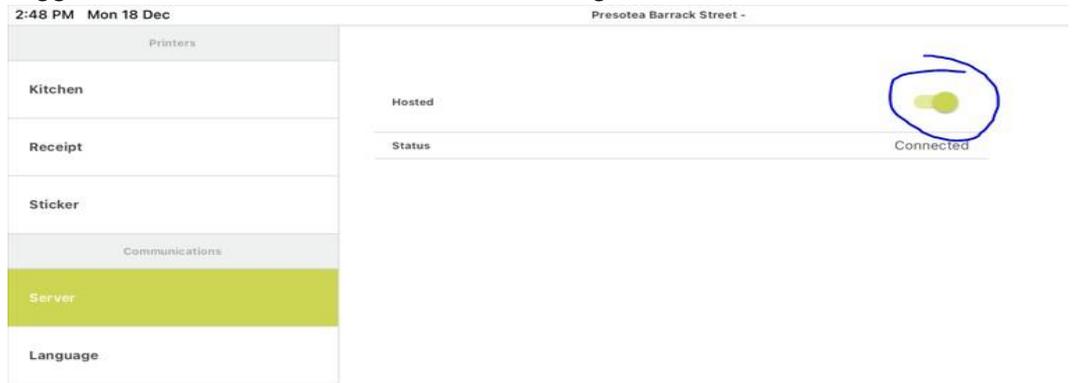


SETUP THE CUSTOMER DISPLAY

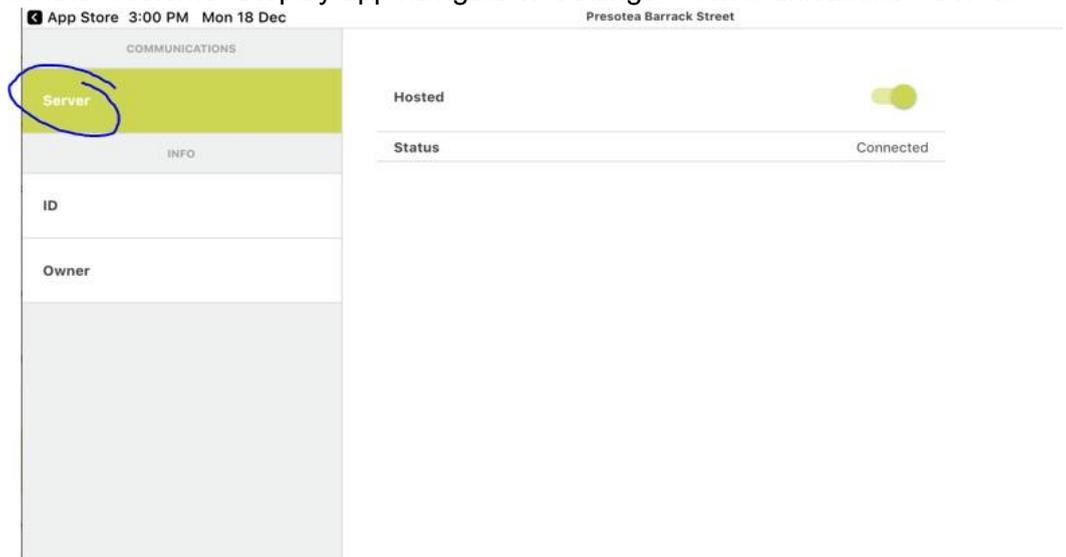
- Login to the Customer Display app using the credentials Jonathan provided.
- Connect to the server.
 - On the POS app navigate to Settings->Communications->Server



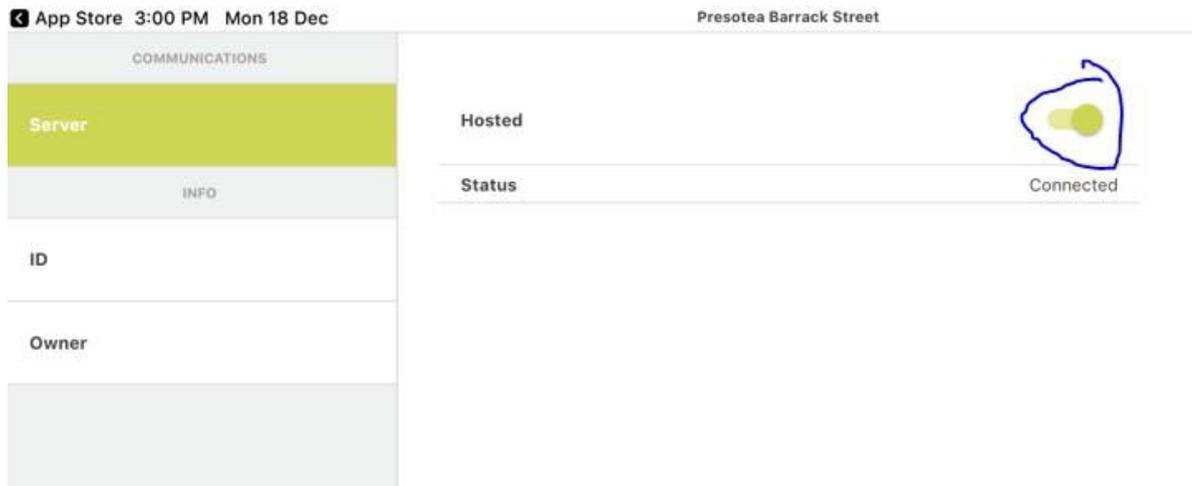
- Toggle Hosted to ON and the status will change to Connected if successful.



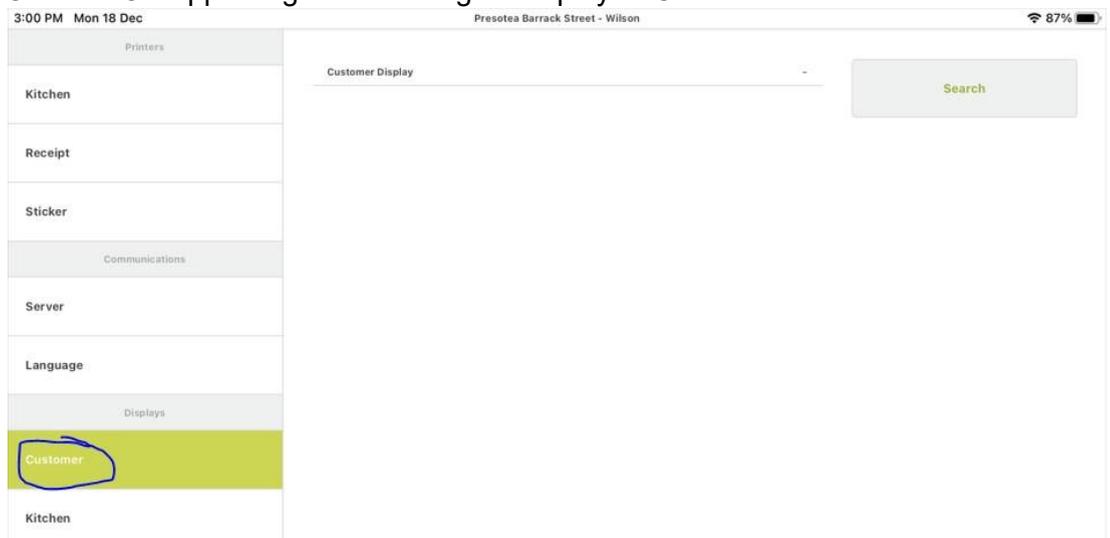
- On the Customer Display app navigate to Settings->Communications->Server



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



- Take ownership of the display from the POS app.
 - On the POS app navigate to Settings->Displays->Customer.



- Tap Search.



- Tap the ID of the Display app it found.

Displays

280984f0-9d49-11ee-bf3c-4ffa8846fa7

Dismiss