QwickServe Curbside

Installation Guide

Version 1.1

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INSTALLING QWICKSERVE CURBSIDE

> 💡 If you have not received your hardware yet, we recommend you to proceed with other steps, such as Build Up Your Menu and Setting Up Payment Solutions.
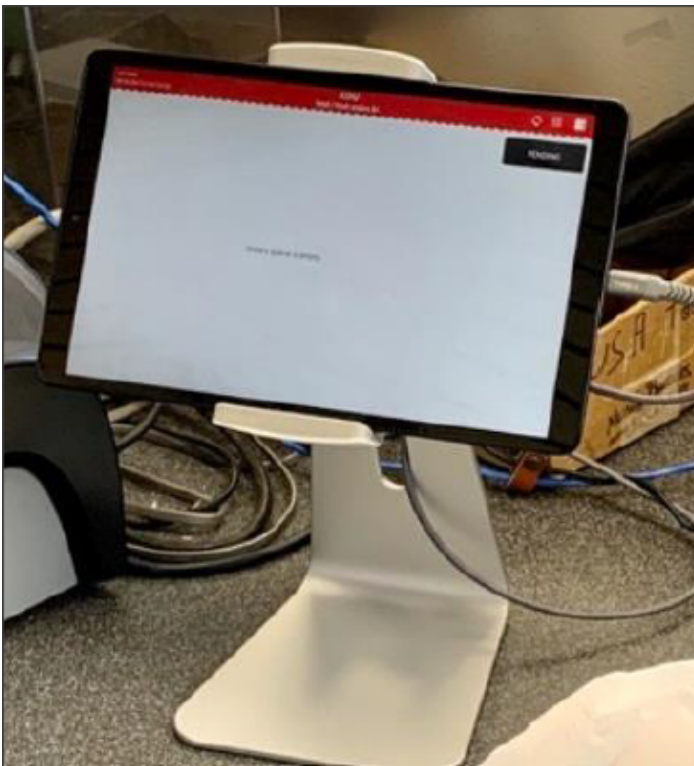
To install the QwickServe Curbside, you need to perform the following steps:

1. Install the QwickServe Order Manager/Galaxy tablet.
2. Instal the Thermal Printer.

Installing the QwickServe Order Manager/Galaxy Tablet

To install the QwickServe Order Manager/Galaxy tablet:

1. Power on the tablet.
2. Mount it to the stand.

3. Connect the tablet to the Wi-Fi network.

> 💡 Make sure you have physical access to this router from the front of the store since you will need to connect a thermal printer to it

ⓘ For more information about QwickServe Order Manager technical specification and installation process, see the InstallingQwickServe Order Manager section at Petrosoft University Portal > **QwickServe** > **QwickServe Devices and Periphery Setup**.

Installing Thermal Printer

To install the Thermal Printer:

1. Connect the power supply and Ethernet cable to the printer. The power supply can be found in the printer box, while the Ethernet cable is provided separately.

   💡 The Ethernet cable must be connected to the same router to which the tablet (Samsung Galaxy) is connected over Wi-Fi.

2. Find out the IP address of the thermal printer:
   a. If the printer is powered on, power it off using the power switch.
   b. Press and hold the feed button and flip the power switch to the **On** position at the same time.
      Result: The short and long diagnostic sheets are printed. The short diagnostic sheet will contain the IP address value. For example, *192.168.31.161*.

3. Enter the IP address of the printer to QwickServe Order Manager app on QwickServe Order Manager:
   a. Launch QwickServe Order Manager app from QwickServe Order Manager.
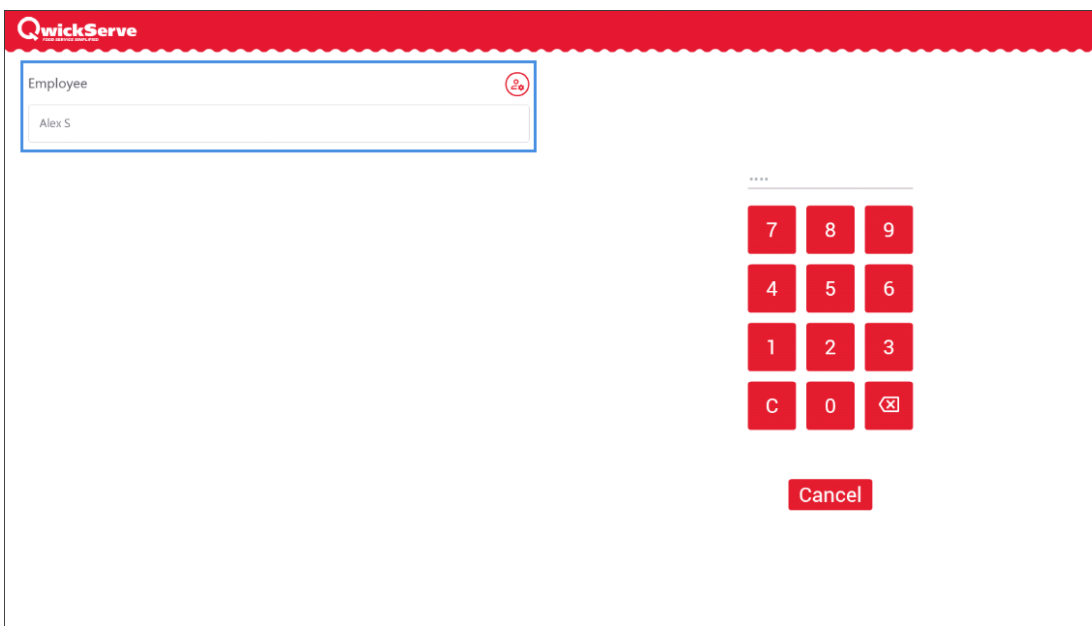   b. In the QwickServe Order Manager dashboard, tap **Setup**.

> ♀ If this is the first time you launches QwickServe Order Manager app from this device, you need to activate QwickServe Order Manager. For details, see the **Activating QwickServe Order Manager for QwickServe Curbside** section at **Petrosoft University Portal** > **QwickServe** > **QwickServe Curbside**.

c. Log into the configuration interface, using the following credentials:

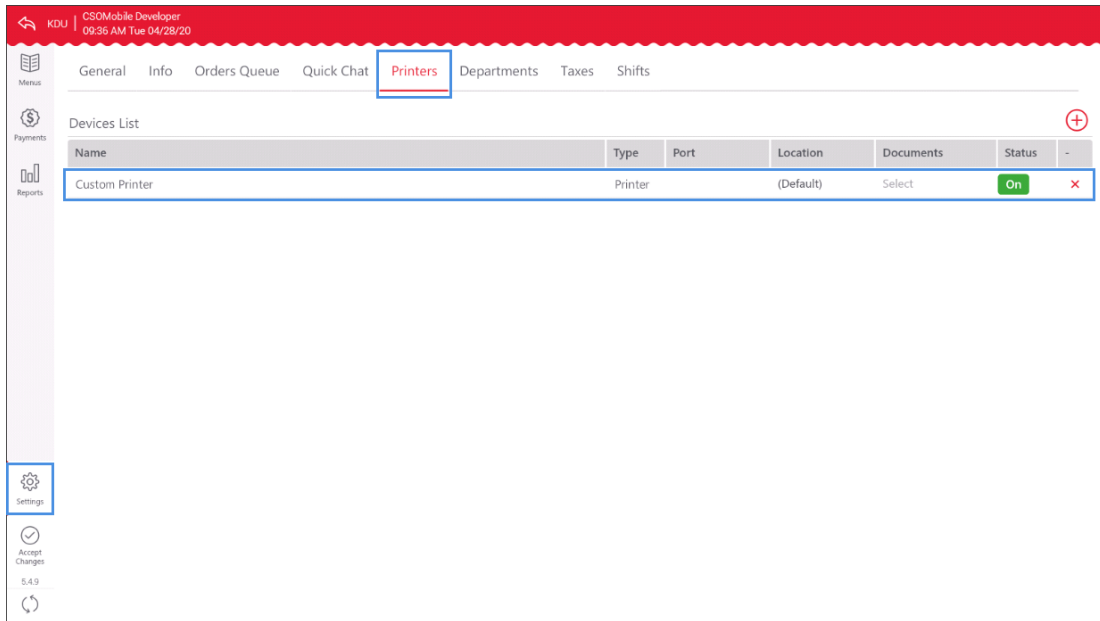- **Employee**: In the **Employee** list, find and tap your name.
- **PIN**: Enter your PIN.

> ♀ If you don't know or remember your PIN, use the Checking Your PIN section for reference.

d. In the configuration interface, tap **Settings** > **Printers**.

e. In the **Devices List**, select your printer and tap it.

> 💡 If there are no printers in the **Devices List**, configure one. For details, see the Configuring External Printers section at **Petrosoft University Portal** > **QwickServe** > **QwickServe QwickServe Order Manager and SSOT Devices**.

f. In the **Port** field, enter the IP address value obtained on the step 2.b.

g. Tap **Back to List**.
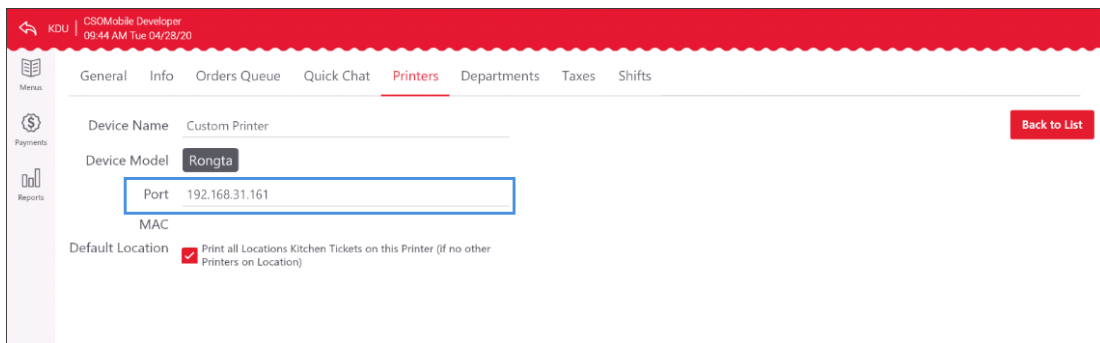
h. Make sure the IP address of the printer is displayed in the **Devices List** > **Port** column.

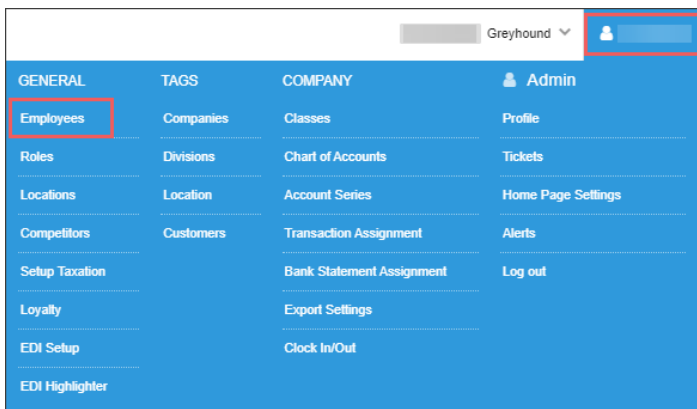i. At the bottom left of the screen, tap **Accept Changes** and confirm the changes.
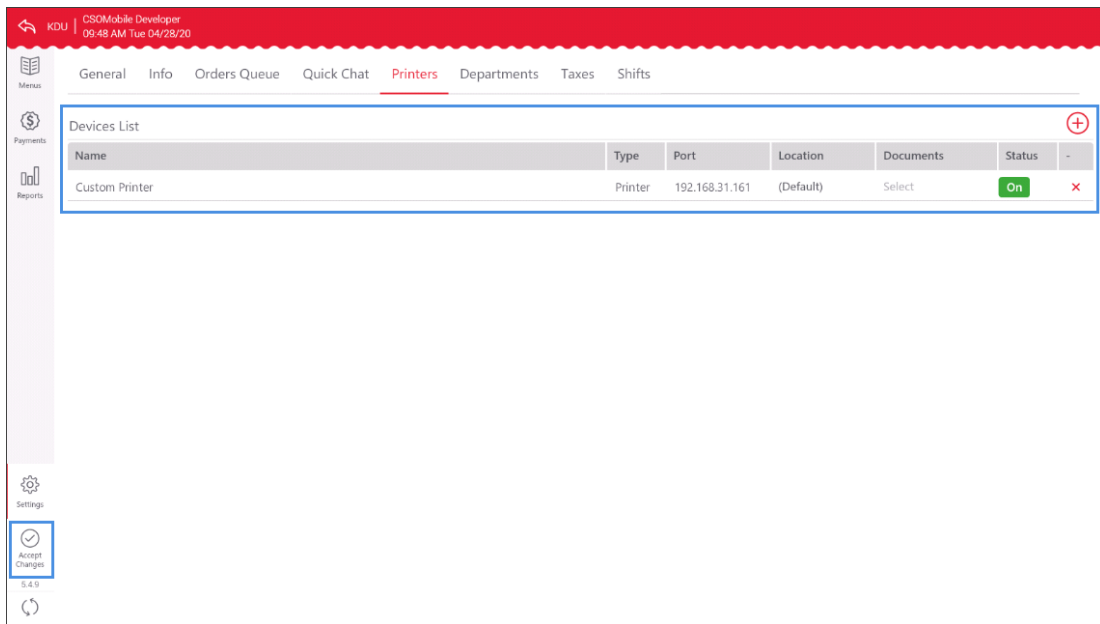
In case you have any issues with installing the Thermal Printer or working with it, you may refer to the following sections in **Petrosoft University Portal** > **QwickServe** product:

- Thermal Printer for Receipts, Kitchen Tickets and Reports
- Printers Troubleshooting

Checking User PIN

To check your user PIN:

1. Open C-Store Office, using the link: https://www.cstoreoffice.com/.
2. Log into C-Store Office.
3. At the top right corner of the C-Store Office home page, go to **Settings** > **General** > **Employees**.

4. In the **Employee** list, select your employee and then click **Edit**.

5. In the **Edit Employee** form > **Employee Setup** section, go to **Personal Data**.

6. Move down the form and find the PIN field. This PIN is used for logging into QwickServe Curbside.