

# SUPPORT AND MAINTENANCE

Petrosoft offers training, support and maintenance to ensure that customers can take advantage of all Qwickserve features and capabilities. Support representatives can also provide best practices and technical assistance.

## SUPPORT CONTACT INFORMATION

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Ticketing system C-Store Office

## SALES CONTACT INFORMATION

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## KITCHEN DISPLAY UNIT (KDU) QUICK START GUIDE



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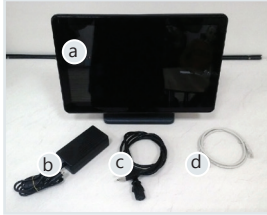


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# COMPONENTS

1

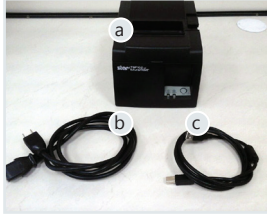
- a. Qwickserve KDU (Kitchen Display Unit)
- b. Power block
- c. Power connector
- d. Ethernet cable



2

- a. STAR TSP 100 printer\*
- b. Ethernet cable
- c. Power connector\*

\* STAR TCP 100 printer for printing the kitchen tickets and recipe labels is ordered separately. You can connect up to 4 printers to the Qwickserve network.



# ASSEMBLING

Prior to beginning the installation process, make sure you have:

- Philips screwdriver
- Active Internet connection
- Surge protector

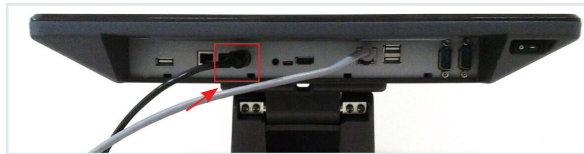
Use the CAT5e or CAT6 Ethernet cables for connecting each component to the router or switch.

In case of using cash register – SmartPOS or DCBox – make sure that it is connected to the same network as other components.

Before starting up terminal, ensure that the following prerequisites are met:

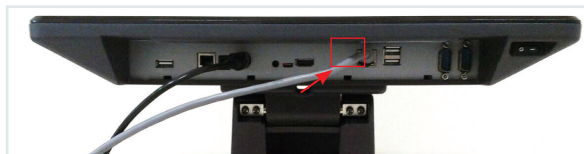
- C-Store Office account is created for you and Qwickserve module is enabled for this account.
- Qwickserve Prepstation (the former name of KDU) device is created.
- Qwickserve user is created with QS related permissions.
- Qwickserve Terminal application is installed on the KDU unit.

## 1 QWICKSERVE KDU PLACEMENT AND POWER CONNECTION



- 1.1 Unpack the Qwickserve Kitchen Display Unit, screw it to its base and then place KDU where it will be used.
- 1.2 Attach the power block (1.b) to the power connector (1.c) and plug the cord into the surge protector.
- 1.3 Tilt the monitor of the Qwickserve KDU (1.a) upward and attach the power cord to the power port below the monitor.

## 2 QWICKSERVE KDU INTERNET CONNECTION

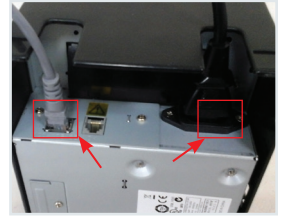


- 2.1 Pass the Ethernet cable from the router or switch that you use to connect to the Internet through the back panel of Qwickserve KDU and connect it to the LAN port.

3

## PRINTER PLACEMENT AND CONNECTION

- 3.1 Unpack the STAR TCP 100 printer (2.a) and place it next to the Qwickserve KDU unit.
- 3.2 Connect the power connector (2.c) to the back of the STAR TCP 100 printer (2.a).
- 3.3 Connect one end of the Ethernet cable (2.b) to the STAR TCP 100 printer (2.a) and the other end to the router or switch that you use to connect to the Internet.
- 3.4 Plug the STAR TCP 100 printer (2.a) into the power outlet on the surge protector.



4

## QWICKSERVE KDU STARTUP



- 4.1 Tuck in any loose wires for a clean appearance.
- 4.2 Press the power button located at the right side of the Qwickserve KDU unit and hold it until you hear that the unit runs.
- 4.3 Once the user screen loads, select your user name from the list and enter your PIN.

