

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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SELF SERVICE ORDERING KIOSK QUICK START GUIDE



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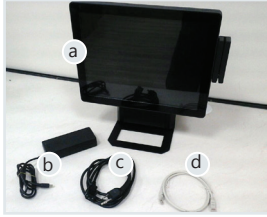


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COMPONENTS

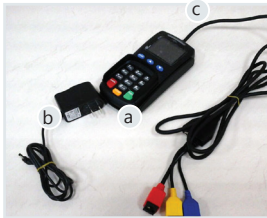
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- a. Qwickserve Self Ordering Kiosk
- b. Power block
- c. Power connector
- d. Ethernet cable*



2

- a. SP30s PIN pad
- b. Power connector
- c. Ethernet and power cable



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.

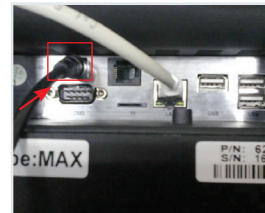
In case of using cash register – SmartPOS or DCBox – make sure that it is connected to the same network as other components.

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 Terminal device is created.
- Qwickserve user is created with QS related permissions.
- Qwickserve Terminal application is installed on the terminal.

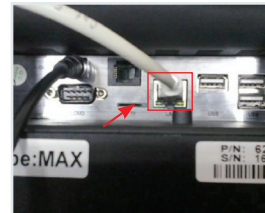
1 TERMINAL PLACEMENT AND POWER CONNECTION

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



2 TERMINAL INTERNET CONNECTION

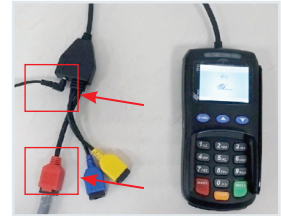
- 2.1 Pass the Ethernet cable from the router or switch that you use to connect to the Internet through the back panel of terminal and connect it to the LAN port.



3

PIN PAD PLACEMENT AND CONNECTION

- 3.1 Unpack SP30s PIN pad and place it next to the terminal unit.
- 3.2 Connect the power connector and the Ethernet cable to the power cable (3.c).
- 3.3 Connect other end of the Ethernet cable to the router or switch that you use to connect to the Internet.
- 3.4 Plug the SP30s PIN pad into the power outlet on the surge protector.



4

TERMINAL 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 terminal unit and hold it until you hear that the unit runs.
- 4.3 Once the terminal loads click on the Qwickserve Application
- 4.4 Once the user screen loads, enter the Terminal PIN, select your user name from the list and then enter its Administrator PIN.

