



Hardware Installation
WiFi Setup

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Store Analysis

Every store is unique. Each will have different setups and needs. You will need to analyze your store and see where everything fits. Although stores can vary, each should have the following components:



A Network Box – Stores normally have a box or place near the back where the internet equipment is set up. You’ll see a router, a switch, access points, and other devices used for networking in this box. Find yours.



Ethernet Ports – Stores normally have ethernet ports throughout the store. These are used to connect payment terminals, printers, cash registers, wifi access points, and other necessities to the internet. Your store should have a bunch of these ports. They look similar to a power outlet, but contain rectangular boxes inside. Locate these as well.



Power Outlets – Power outlets are what give your equipment electrical power. There should be power outlets throughout the store. There should be some near your registers and each of your kitchen displays.



Power Strips -- If you don't have power outlets near your registers or displays, or if you don't have enough outlets to power all of your devices, consider using a power strip. These can be purchased at Best Buy for fairly cheap, and provide a lot more electrical outlets to power your equipment.

Hardware Overview

Crisp hardware is high quality and easy to set up! We will provide you with nearly everything you need to get started. We want to start by giving you an overview of what hardware is needed, what we will provide, and how our network/equipment will work in your store.

What Crisp Provides



Server -- The computer that powers Crisp, fully configured and ready to go. It can be either of the models shown above.



Meraki -- A switch, router, AND indoor wifi extender combination. It provides you with access to the internet, extra ethernet ports to use as needed, and indoor wifi service.



Wired Payment Terminal -- A payment terminal hardwired to your register setup.



Printer (Liner-free) -- Prints order labels on liner-free, sticky paper. You can also order paper for this printer through Crisp.



Printer (Sticker) -- Prints order labels on stickers. Paper for this printer cannot be ordered through Crisp.



Ethernet Cables -- Internet connectors. Crisp can provide cables up to five feet long.

What You Provide



iPad -- Your iPads will connect to the wifi through the indoor router.



Cash Drawer -- Each register station needs a cash drawer (If you are using one). This will be connected to our system and powered through your printer.



Switch -- An outlet for your router that provides more ethernet ports, **needed if you have more devices than the Meraki connects to** (can be purchased at Best Buy or another hardware store).



Paper for Receipt Printers/Sticker Printers -- These will have to be ordered through Amazon (Paper for the Liner-Free Printer can be ordered through Crisp).

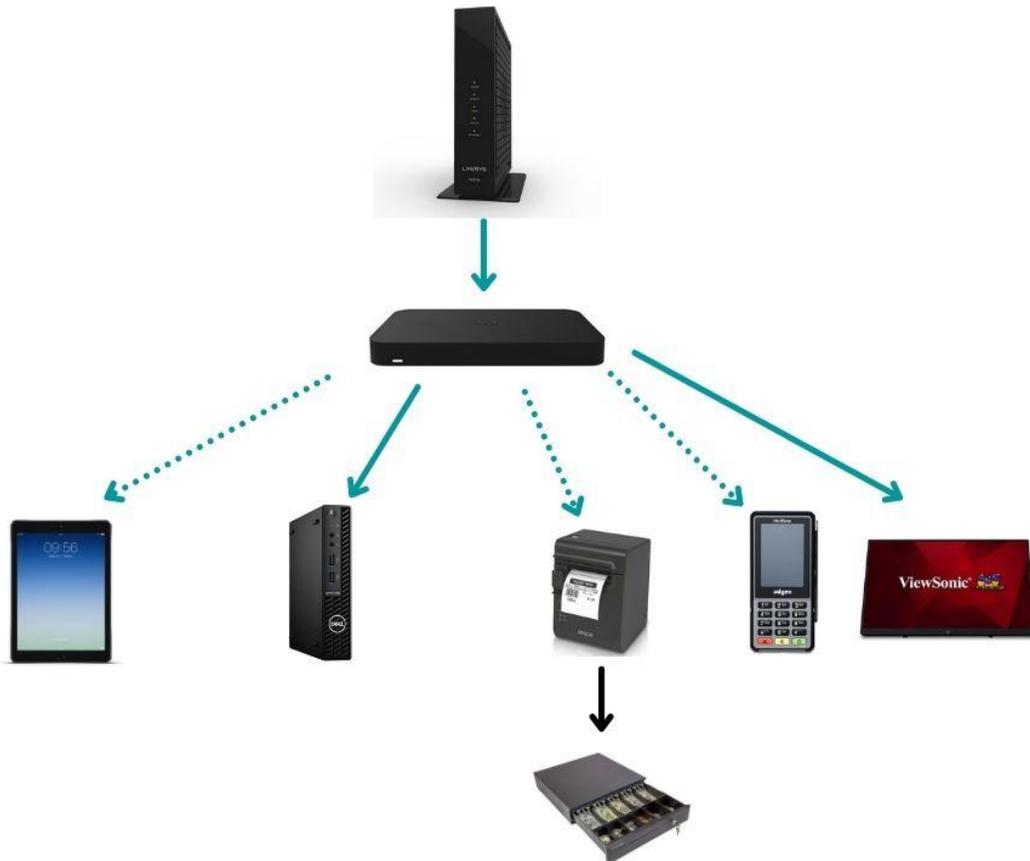


Ethernet Cables -- You will need to provide any cables longer than five feet.



Wifi Service -- Crisp will set up all necessary devices and configure them to work on the Crisp network, but you must have wifi service in the store.

Crisp Store Setup



With Crisp, your store setup will look somewhat like this.

The solid blue arrows represent ethernet cables. The dotted arrows represent wifi connection. The black arrow represents a printer cable.

Preparing to Install

Before you install your Crisp hardware please be sure to complete the following, to ensure the process goes smoothly:

- Make sure the correct cables are run in your store**
- Make sure your store has enough ethernet ports and power outlets to power your equipment**
- Download the “Crisp POS” app to each iPad
- Make sure you have all your Crisp hardware
- Remove any existing equipment that is being replaced with Crisp equipment
- Set aside 3-6 hours to place and set up the hardware correctly

Once each item is complete you are ready to install!

**Guidelines on this can be found in the Pre-Installation document emailed to you by your Onboarding Specialist

Install Day

Step One: Place the Meraki

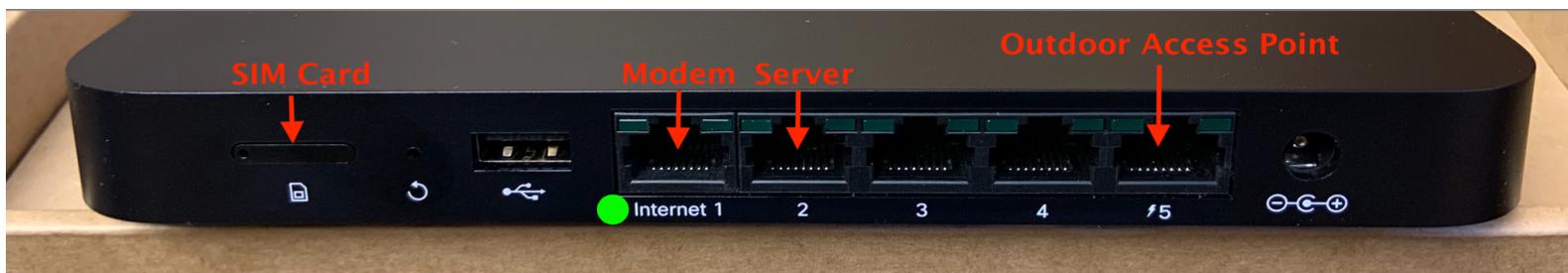
A Meraki is a router, switch, and wifi access point combo. Using a Meraki eliminates the need for extra equipment and cables, so that you can use your space more efficiently. The setup is simple.

1) Power on

Start by connecting the Meraki to power. It should be set up inside the network box in the back of the restaurant, or wherever your network is currently set up.

2) Connect to modem

Find your modem from your internet service provider and connect it to your Meraki using an ethernet cord. Once it is connected to your modem you should see a blue light come onto the Meraki. This means it is online.



Step Two: Place the Server



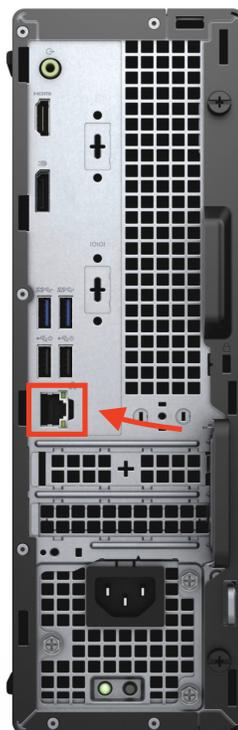
Crisp will provide you with a server that will communicate with all the systems in your store. It has already been configured to your network, so the setup will be easy.

1) Power on

Connect the server to an electrical outlet using the cord provided in the box.

2) Connect to Meraki

Connect the server to the Meraki using an ethernet cable. The ethernet cable needs to be plugged into the port labeled LAN. This is pictured in the photo below.



Step Three: Place the Payment Devices

Crisp will send you a P400Plus Payment Terminal.



The P400 sits next to your order taking station. Requires an ethernet cable and a power cord. Devices have a sticker on the back of them showing their device IP address/name (Register/Drive Thru .6x). The P400Plus payment terminals accept tap, chip, and swipe payment.

1) Power on

Use the included power cord to connect to an electrical outlet.

2) Connect to wifi

Connect to the internet. Wifi settings are configured on the device before shipment.

3) Link to iPad.

Open Settings in the Crisp app (downloaded to the iPad you are using) and click on LINKED PAYMENT TERMINAL. Select the option from the dropdown that matches the device name/IP.

Step Four: Place the Printers

Crisp will provide you with two wifi printers - Epson TM-M30, and Epson TM-L90(TPL). Each printer has the same setup process.

Epson TM-M30 - Receipt Printer



- 1) Place this next to your register station.
- 2) Detach the bottom of this printer to find the power adapter and ethernet ports.
- 3) Turn on!

Epson TM-L90/L90(TPL) - Liner-free Label Printer



- 1) Place this near the kitchen to label each item made in the kitchen.
- 2) Detach the bottom of this printer to find the power adapter and ethernet ports.
- 3) Turn on!

Step Five: Place the Kitchen Display

Crisp will provide you with an iPad to use for your kitchen display. The only configuration necessary is downloading the Crisp app.

1) Download CRISP POS from the App Store

Make sure to allow all permissions requested by the CRISP POS app.

2) Configure the App settings

Once the app is installed on your iPad, click the three lines in the top left corner. Then, select KITCHEN. Select KDS (Kitchen Display Screen) from the dropdown that appears.

Now, when an order is placed it will show up on this iPad for fulfillment.

3) Placement

Set the device in the kitchen where it can be seen easily!

Step Six: iPad Setup

Each iPad you intend to use at the register will need to have the app installed and settings configured.

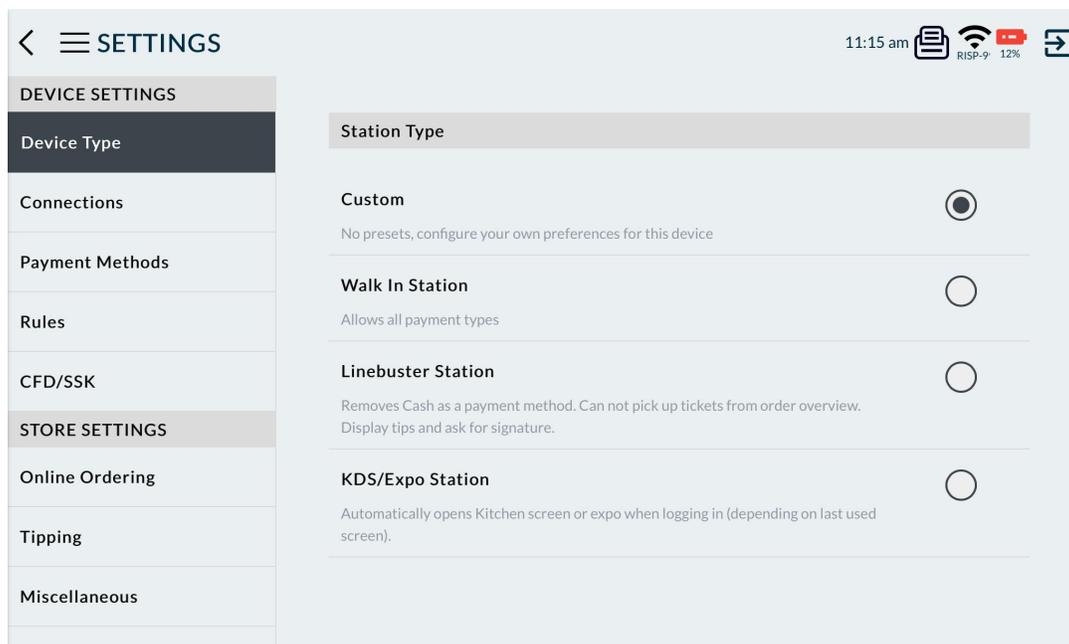
1) Download CRISP POS from the App Store

Make sure to allow all permissions requested by the CRISP POS app.

2) Configure the App settings

Once the app is installed on your iPad, make sure that you go to settings and select the correct device type, and connections (register, printer, and payment terminal) for your station. This will allow the app to communicate with those devices.

If the correct devices are not selected, your labels and receipts will not print and payments will not process.



For more information on the settings page see [POS settings article at help.crispnow.com](https://help.crispnow.com).

Step Seven: Ordering Stations

Each ordering station should have a printer, payment terminal, a customer facing iPad mini with the application installed, and an employee facing iPad or iPad Air with the point of sale application installed.

One Ethernet Port Ordering Station Setup

- 1) **Connect the printer to power**
- 2) **Connect the payment terminal to power**
- 3) **Connect the cash drawer to the printer using the included printer cable**
 - Cash drawer is powered through the printer
 - Not all stores may use a cash drawer
- 4) **Payment terminals and printers will automatically connect to wifi once powered on**
- 5) **Power on iPad**
- 6) **Configure settings**
 - Select the correct printer and payment terminal in settings

Two Ethernet Port Ordering Station Setup

- 1) **Connect the printer to power**
- 2) **Connect the payment terminal to power**
- 3) **Connect the cash drawer to the printer using the included printer cable**
 - Cash drawer is powered through the printer
 - Not all stores use a cash drawer
- 4) **Payment terminals and printers will automatically connect to wifi once powered on**
- 5) **Power on iPad**
- 6) **Configure settings**
 - Select the correct printer and payment terminal in settings

****Ensure that all ethernet cables for printers are connected to an ethernet port on the wall or a switch, *NOT* to the card reader cable that has several ports on it.**

Frequently Asked Questions

Why isn't my printer working?

- Make sure that it **is** powered on.
- Make sure that it **is** plugged into an ethernet port.
- Make sure that it is ***NOT*** plugged into the black card reader cable that connects to your payment device.
- Make sure the correct printer is selected in your Crisp app settings.

Which payment device/printer do I select in the iPad settings?

- Each payment device and printer is sent out with a label telling you the name of the device. Simply find that sticker and select that payment device/printer in your settings.

My iPad is not connected to the internet!

- Make sure that the Crisp app has all permissions enabled
- >Go to settings, then privacy. Make sure that the toggle is set to ON, enabling all permissions for the Crisp app.

My iPad says it can't connect to the server!

- Make sure that your iPad is connected to the CRISP wifi (CRISP-xxxxx), then try again.

Why won't my cash drawer open?

- Make sure that the cash drawer cable is plugged into the printer itself.
- Make sure that the correct printer is selected in your app settings.
- Ensure that the printer is printing order receipts.