



CRISP

Hardware Installation

Hardwired Unifi

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Store Analysis

Every store is unique, and 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.



Outdoor Access Point -- An outdoor wifi extender used in the event of a rush, when you may need to take Crisp outside and use mobile payment terminals.



Indoor Access Point -- An indoor wifi extender to boost wifi range and signal through the store (optional, sent as needed).



Mobile Payment Terminal -- A wireless payment terminal you can take outside during a rush!



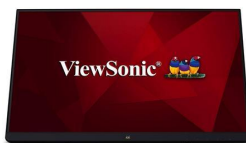
Wired Payment Terminal -- A payment terminal hardwired to your register setup.



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.



Kitchen Display Screen (KDS) -- A screen that displays incoming orders to a station in your kitchen.



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

What You Provide



Cash Drawer -- Each register station needs a cash drawer. This will be connected to our system and powered through your printer.



iPad -- Your iPads will connect to the wifi through either the indoor or outdoor access point.



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 be very similar. However, with our set up you will be using a Meraki instead of a router and a switch. A Meraki is 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.

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 hardware that is being replaced with Crisp equipment
- ☐ Set aside 3-6 hours to 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: Set Up the Meraki

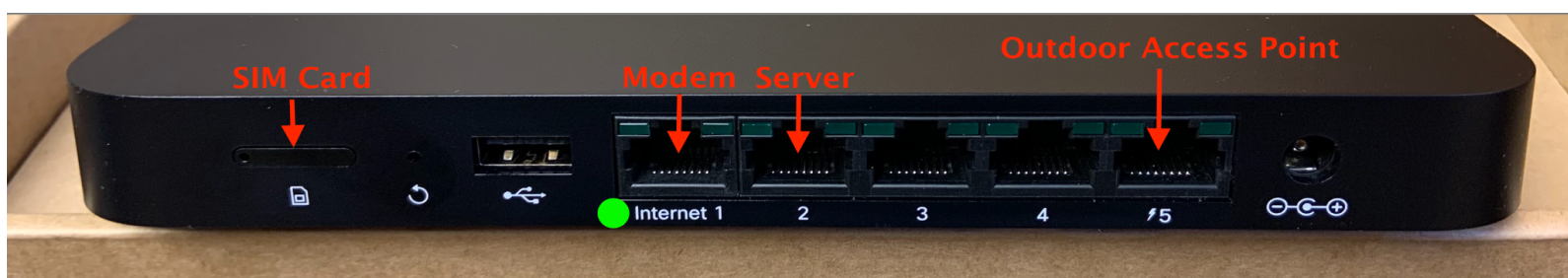
A Meraki is a router, switch, and wifi access point combo. Using a Meraki eliminates the need for extra equipment and cables, so that you can use your space more efficiently. The set up is simple.

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: Set Up Your Switch (optional)

A Switch is similar to a power strip. Instead of providing additional electrical outlets, it provides additional ethernet ports.

Typically, restaurants only require one switch (8-16 ports). If your equipment setup requires more ethernet ports than the Meraki provides, **you will need to purchase a Switch** (Best Buy, Amazon, and other hardware stores have great affordable options!). Setup of a Switch is simple.

1) Power on

Connect your Switch to an electrical outlet using the cable provided in the box.

2) Connect to Meraki

Connect your Switch to the Meraki using an ethernet cable.

Additional Switches

In the event that you need more ethernet ports in the front of your store for registers/order stations, you may need to purchase an additional switch. This should be plugged in near the register/order stations where you can easily connect it with your payment devices, printers, and cash drawers. Make sure that any additional switches are plugged into **power** and connected to the **main switch**.

Step Three: The Server



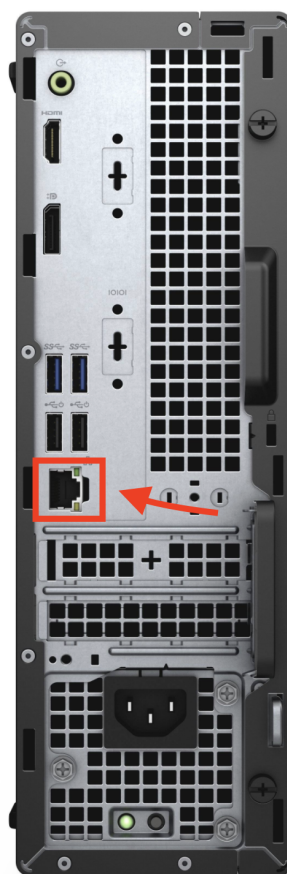
Crisp will provide you with a server that will power the systems in your store. It has already been configured to your network, so the setup will be easy.

1) Power on

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

2) Connect to Switch

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



Step Four: The Access Points (AP)

Access points act as wifi extenders and are only needed in large spaces. Your Meraki router has a built-in access point that works for most buildings. The access points have already been configured to your network and will connect automatically once they are powered on. No power cables are needed, only an ethernet cable.

Indoor AP



The access point gives off a Wi-Fi connection for your iPads to connect to, this device is very important and needs to be **as close to the order taking stations as possible**. This device is usually mounted onto the ceiling using the kit that comes in the box.

Note: The only cable required by this device is an ethernet cable.

1) Mount to wall

Follow instructions from the manufacturer.

Make sure to find a stud if mounting to a wall.

Mount this device in a central location of the restaurant.

2) Power on.

In order to make sure the device has power, **make sure you connect the access point to a PoE port (power over ethernet)**.

If you plug this device into a port that doesn't have power the access point won't turn on.

If you plug it in and you see a blue light on the access point you've done it correctly.

Outdoor AP (optional)



If you are using linebusters you will need to have an outdoor access point. The outdoor access point gives off a Wi-Fi connection for your iPads and payment terminals to connect to, this device is very important and needs to be **as close to the order taking as possible**. Find a safe location outside where you can install the outdoor access point and mount it using the kit in the box.

Note: The only cable required by this device is an ethernet cable.

1) Mount device

Follow the instructions from the manufacturer to mount the device in a secure location.

2) Power on

In order to make sure the device has power, make sure you connect the access point to a PoE port (Power over Ethernet).

If you plug this device into a port that doesn't have power the access point won't turn on.

If you plug it in and you see a blue light on the access point you've done it correctly.

Step Five: Payment Devices

Crisp has three types of payment devices. The Adyen V400m, Adyen E280, and Adyen P400. All payment terminals will be configured to your network and tested before shipment.

MOBILE TERMINALS



The Adyen V400m and E280 are mobile terminals intended for outside use, and do not require any cables. They will connect directly to your iPad through wifi. Devices have a sticker on the back of them showing their device IP address/name (Buster .6x)

1) Power on

Press and hold the power button on the side.

2) 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.

Wired 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 Through .6x)

1) Power on

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

2) Connect to wifi

Connect to the internet using one of the included BLUE ethernet cables. Make sure the cord is plugged into the ETH port on the back of the P400 and the other end is connected to the Switch.

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 Six: Printers

Crisp has four types of printers - Epson TM-M30, Epson TM-L90, Epson TM-L90(TPL) and Epson TM-T88VI. Each printer has the same setup process.

Epson TM-M30



Detach the bottom of this printer to find the power adapter and ethernet ports. Connect to power and internet using an ethernet cable and the included power cable.

Epson TM-L90/L90(TPL)



Detach the panel from the back of the printer to find the power adapter and ethernet ports. Connect to power and internet using an ethernet cable and the included power cable.

Epson TM-T88VI



Detach the panel from the back of the printer to find the power adapter and ethernet ports. Connect to power and internet using an ethernet cable and the included power cable.

Step Seven: Kitchen Display Screens (KDS)

Kitchen Display Screens are an essential part of your kitchen. They must be mounted to your wall, then connected to the power and the internet. These will be accompanied by a NUC, which powers the screen.

Mounting the KDS



You will receive four items: A screen mount, a NUC mount, a NUC, and a ViewSonic monitor.

Installing the Wall Mount

Please contact somebody knowledgeable about mounting something on your type of wall. Some people prefer to have it done externally. If you do it yourself, be sure to measure the distance between the screws very carefully to ensure that they are spaced correctly.



- 1) Find a stud
- 2) Drill a hole the same size as your anchor
- 3) Put anchors in the holes you made
- 4) Screw the mount into the anchor (screws provided)

What Kind of Wall Am I Drilling Into?

Ask yourself this question before you drill into the wall. See the below recommended ways to make sure your mount will be secure:

- **Drywall:** FIND A STUD. Drill a pilot hole with a small bit to test the waters. Ideally you'll want to drill through a stud, put an anchor in there, and then screw the mount on.
- **Wood:** Make sure to drill a pilot hole through the wood, then insert an anchor, line up the screws for the mount, and screw the mount into the wood.
- **Metal sheet:** Figure out what type of material is behind the metal sheet. Is it drywall? Wood? You're going to have to break through the metal first and use a toggle bolt for more stability. There are many ways to do this, but this is a suggestion that works.

Mounting the Screen and NUC



- 1) Attach the screen mount to your wall
- 2) Attach the NUC to the NUC mount
- 3) Put adapter onto the back of the monitor
- 4) Sandwich the NUC mount between screen mount and the monitor.
- 5) Attach the monitor to the wall mount.

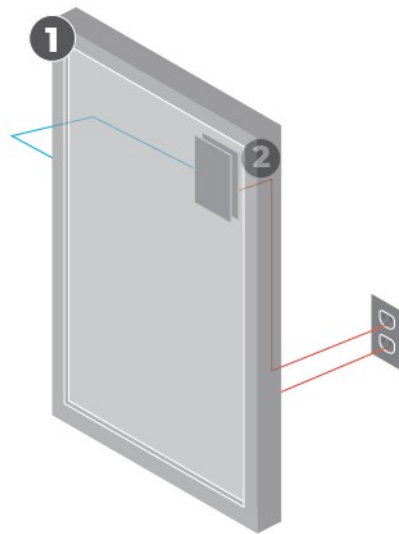
Step Eight: Digital Display Boards



You may use a digital display board setup powered by Crisp.

You provide the monitor and stand/mount. Crisp will provide you with a Raspberry Pi and an HDMI cable.

DIGITAL DISPLAYS



Power Cable

HDMI Cable

1) Use command strips to secure the Raspberry Pi (2) to the back of your monitor (1)

2) Connect the Pi to your monitor using the provided cable

3) Mount the monitor according to the instructions on the mount you purchased

4) Power on the monitor

1 Television

2 Raspberry Pi

Step Nine: iPad Setup

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

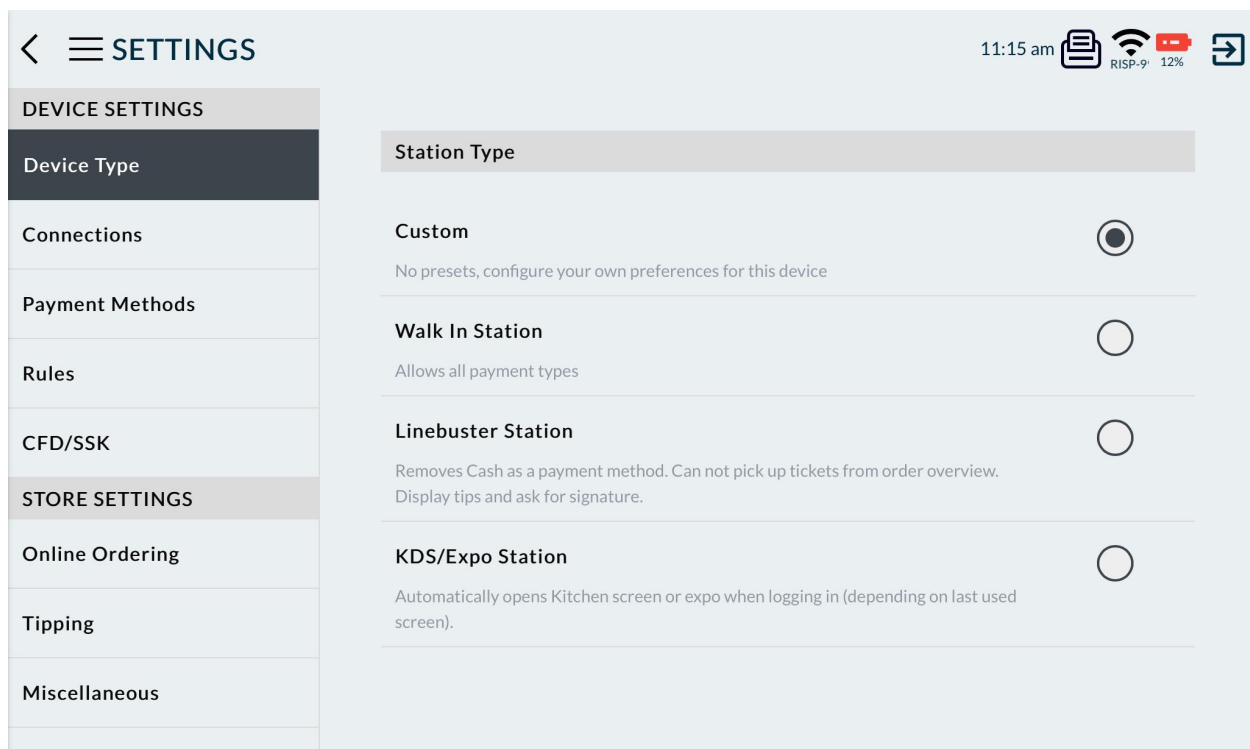
1) Download CRISP POS from the App Store

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 labels and receipts will not print, and payments will not complete.



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

Step Ten: Ordering Stations

Each ordering station should have a printer, payment terminal, and an iPad with the point of sale application installed.

One Ethernet Port Ordering Station Setup

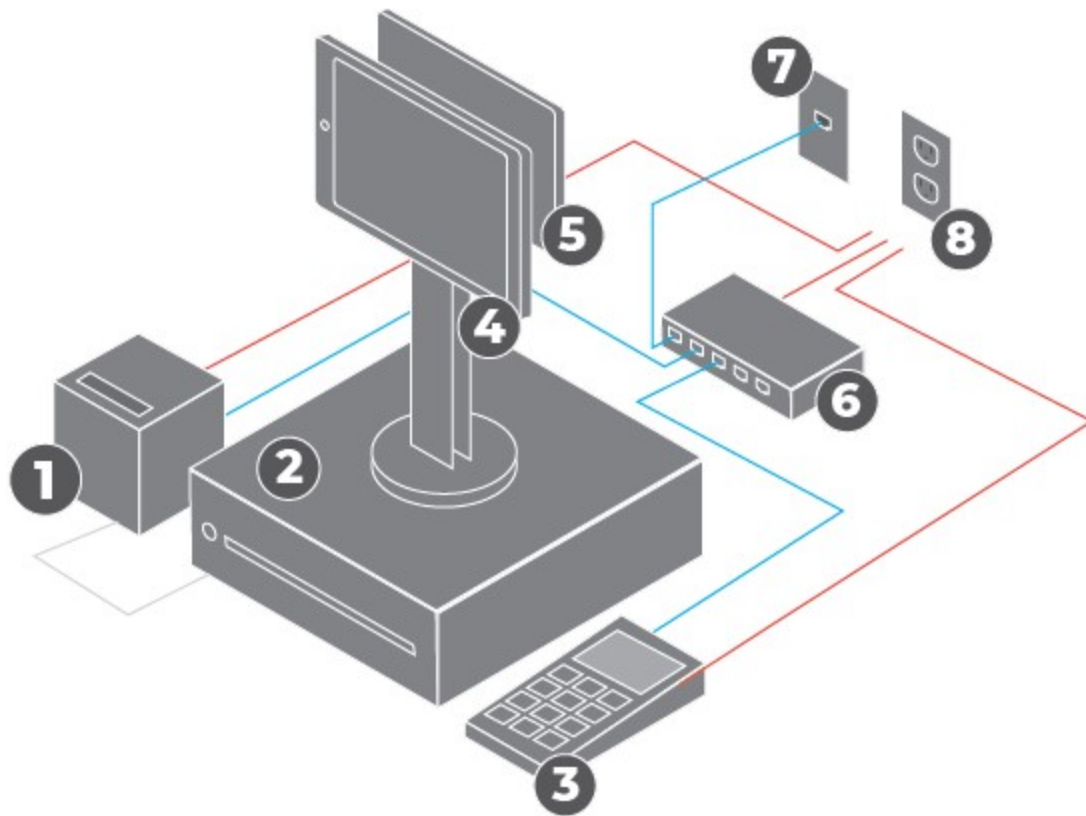
- 1) **Connect the printer to power**
- 2) **Connect the payment terminal to power**
- 3) **Connect the cash drawer to the printer using the included printer cable**
 - Cash drawer is powered through the printer
- 4) **Connect switch to power**
- 5) **Connect switch to internet using an ethernet cable**
- 6) **Connect printer to internet using an ethernet cable**
- 7) **Connect payment terminal to power using an ethernet cable**
- 8) **Power on iPad**
- 9) **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
- 4) **Connect printer to internet using an ethernet cable**
- 5) **Connect payment terminal to power using an ethernet cable**
- 6) **Power on iPad**
- 7) **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.**

Order Taking Station- One Ethernet Port (okay)



1 Receipt Printer

2 Cash Drawer

3 Payment Device

4 POS

5 CFD

6 Switch

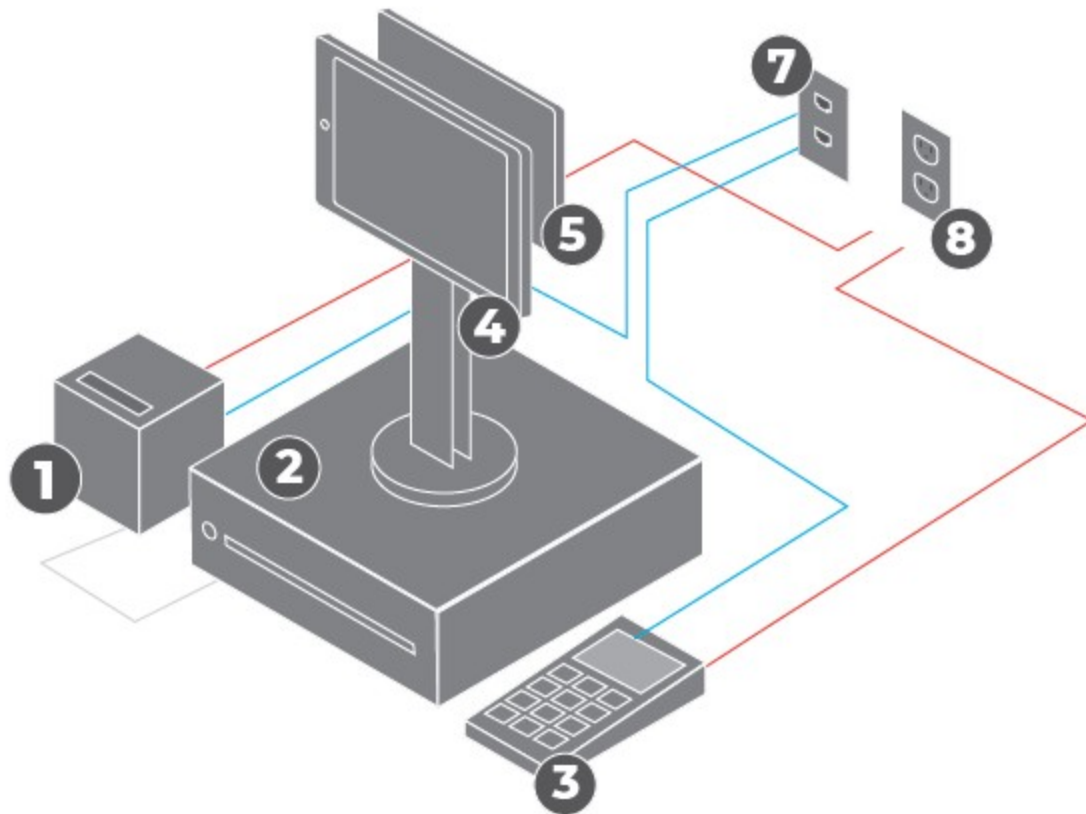
7 Ethernet

8 Power Outlet

Power Cable

Ethernet Cable

Order Taking Station- Two Ethernet Ports (better)



1 Receipt Printer

2 Cash Drawer

3 Payment Device

4 POS

5 CFD

6 Switch

7 Ethernet

8 Power Outlet

Power Cable

Ethernet Cable

Step Eleven: Drive Thru Setup

A Drive Thru station is normally made up of one order taking station (described in Step Ten) at the drive thru window, with an optional Linebuster crew taking orders outside on an iPad.

To expedite the Drive Thru, mobile payment terminals may be used outside to take payments before customers reach the Drive Thru window.

Drive Thru Order Station

- 1) Set up iPad with the Crisp App
- 2) Connect to the receipt and label printers through the Crisp App settings
- 3) Connect to a payment terminal through the Crisp App Settings.

Linebusting (optional)

- 1) Set up iPad with the Crisp App
- 2) Connect to label printer through the Crisp App settings
- 3) Connect to a mobile payment terminal through the Crisp App Settings (optional)

Frequently Asked Questions

Why isn't my printer working?

- Make sure that it **is** powered on.
- Make sure that it **is** plugged in to an ethernet port.
- Make sure that it is **NOT** plugged in to 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.

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.