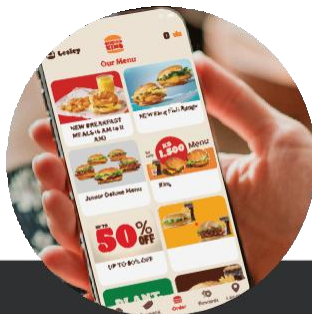




PLK Tillster Pedestal Kiosk Install Checklist September 19, 2025





CALL TILLSTER INSTALLATION SUPPORT AT 1-855-465-2204 TO CHECK IN!

Site Inspection

- ☐ Introduce yourself to the site representative as the Tillster kiosk installer.
- ☐ Verify equipment is on-site.
- ☐ Inventory the equipment.
- ☐ Do a walk through with the onsite representative identifying issues/concerns that may come up during the installation as well as anything that needs to be removed for equipment placement.
- ☐ Validate data and electrical.
- ☐ Check the network setup in the office to verify the network runs are patched into the network.
- ☐ Any other networks validate with IT manager.
- ☐ Call to check-in with Tillster Installations Team.
- ☐ Check-in with Tillster Support Team verify the IP addresses for each kiosk and pin pad for each kiosk.
- ☐ [Link to Pedestal Kiosk Installation Instructional Videos](#)

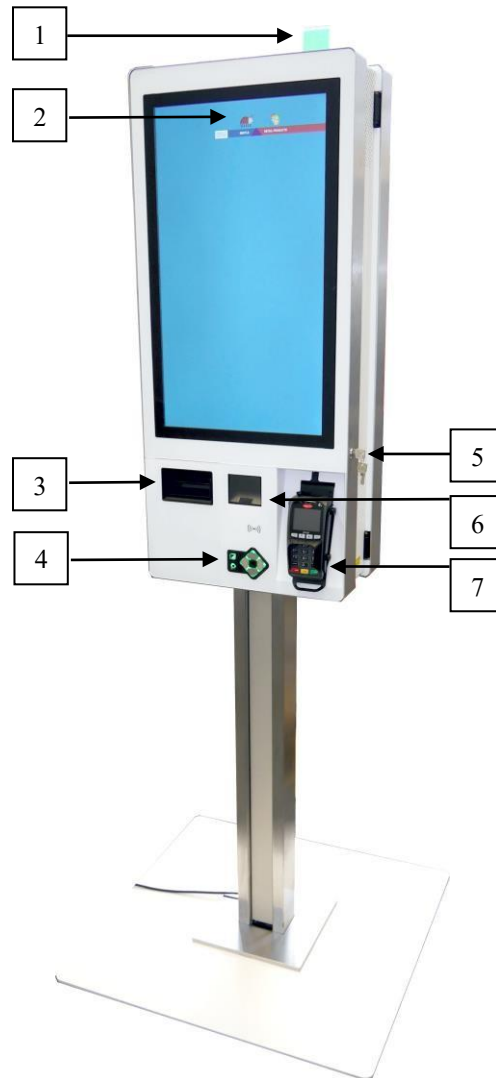
Pre-Install Picture Requirements

Front Counter from the employee side showing existing POS	Drill or drills you will be using
Level on the front and side of the power/data chase	Anchors you will be using
Back Office, wide shot of the office	Drill bits you will be using
Back Office Networking Equipment	Spot where the kiosks will be mounted
Equipment still in packaging and or on the pallet	Dining Area showing the front counter and kiosk locations
Pin pad serial numbers	Placement picture wide shot showing floor to ceiling w/pedestal in place
Windows Product Codes/Windows Activation Codes	Kiosks serial numbers

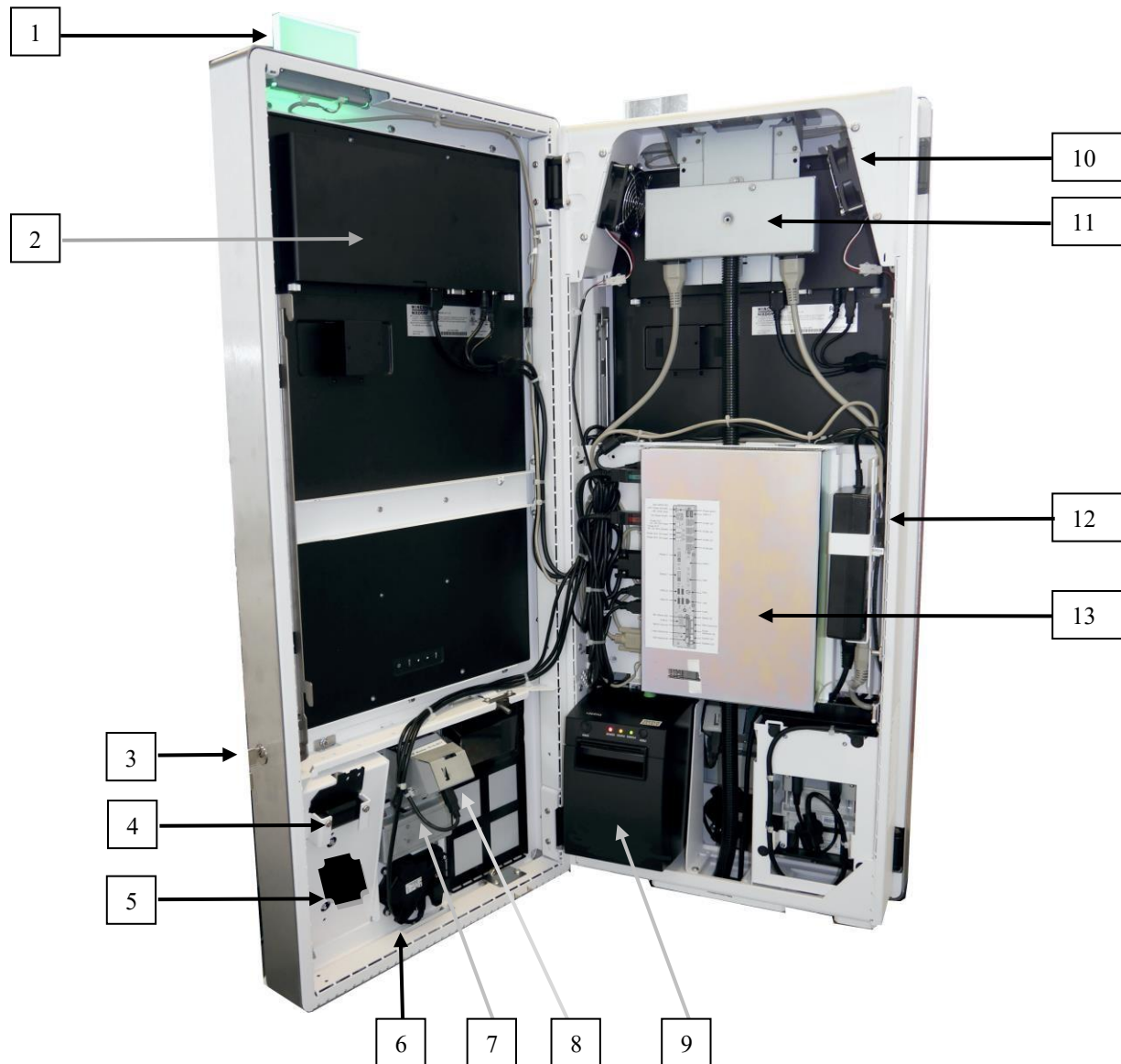
Material and Tools

- ☐ Corded hammer drill.
- ☐ Preferred anchors, Redhead 3/8"X3" sleeve anchors. **You will need 6 anchors per kiosk.**
- ☐ 3/8" concrete drill bits
- ☐ 3/8" tile bits
- ☐ Miscellaneous hand tools, TORX and Allen bits
- ☐ Level to show the power/data chase is installed straight
- ☐ Hacksaw for cutting down the power and data chase if needed
- ☐ Cordless drill with assorted bits
- ☐ Data tester
- ☐ Computer keyboard and mouse
- ☐ Cell phone to take pictures and communicate with support team.
- ☐ Zip ties, black
- ☐ Laptop
- ☐ Data jacks to terminate data cabling
- ☐ Data cabling crimper
- ☐ Ratchet set
- ☐ 2 3mmX6mm screws as back up to mount the pin pads
- ☐ Google Drive App on your phone





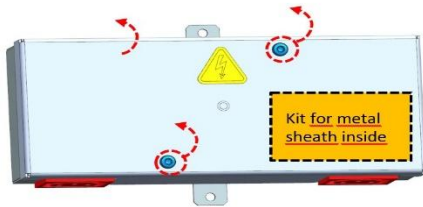
1	Pole Light	5	Lock
2	Display	6	Scanner
3	Printer	7	EFT*
4	ADA Navigation		



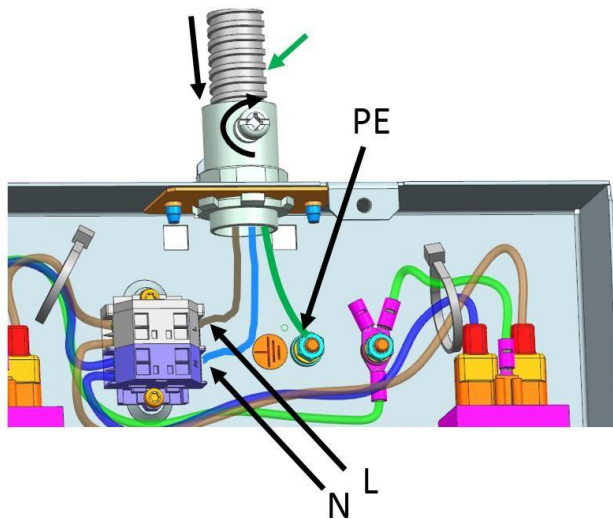
1	Pole Light	6	ADA Navigation	11	Power Distributor
2	Display	7	NFC Module	12	Power Supply
3	Lock	8	Scanner	13	PC
4	EFT*	9	Printer		
5	Speaker	10	Fan		

Electricians Needs

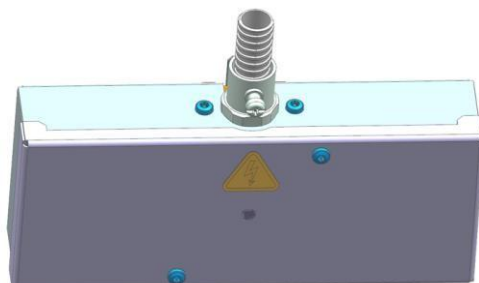
- ☐ Verify the electrician knows that the power for needs for each kiosk
- ☐ Single-wire conductor 0,08....4 mm² / 28.....12 AVG
- ☐ Finely stranded conductor 0,08....4 mm² / 28.....12 AVG
- ☐ Stripping length 9.....10 mm / 0.35.....0.39 inch
- ☐ Remove the screws and remove the cover. Find the kit for the metal sheath in the box.



- ☐ Mount the adapter. Guide the cable through and plug them as shown in the picture.



- ☐ Mount the cover.

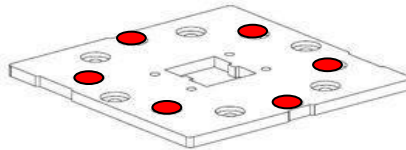


Unpacking and Inventory

- ☐ Unpack the kiosk(s). They will come two boxes per kiosk. One box for the kiosk and one for the pedestal.
- ☐ Verify you have the pedestal parts, the kiosk and the customer supplied pin pads.
- ☐ Move the equipment near where the kiosks will be installed.
- ☐ In the small accessories box that comes with the pedestal mount find the brown envelope that contains the Windows Activation code. Set aside for setup of the kiosk.

Ceiling Power and Data Installation

- ☐ [Link to Pedestal Kiosk Installation Instructional Videos](#)
- ☐ Please start with watching the video above if you have not installed this type of kiosk before!
- ☐ Use the site layout to verify where the kiosks will be mounted. If asked to install anywhere other than what is on the layout escalate to Tillster Installations.
- ☐ Start installation with the pedestal.



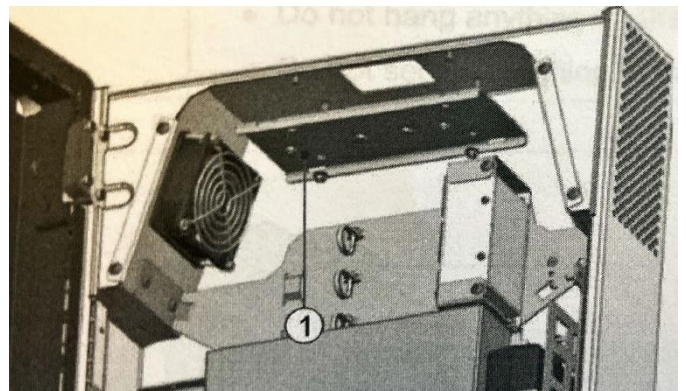
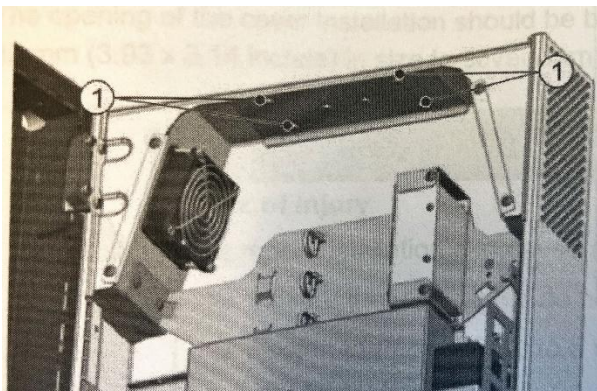
- ☐ Lift the base cover to expose the base plate.
 - ☐ Mark out six of the twelve holes you will be drilling and move the pedestal out of the way.
 - ☐ Using a hammer drill and a 3/8" drill bit, drill out the six holes you will be using.
 - ☐ Vacuum the holes to get the debris out of the hole so your anchors will be able to sit all the way in the holes.
 - ☐ Line up the pedestal with the holes you have drilled and insert, by hand, the six anchors you are using.
 - ☐ One at a time, hammer the anchors into the holes, then ratchet the anchors down, securing the base in place.
 - ☐ Once the pedestal is in place, lift the kiosk and place it on top of the pedestal.
 - ☐ Use the supplied screws to secure the kiosk to the pedestal.
 - ☐ Once the kiosk is secure on the pedestal, you can take off the shipping wings attached to the kiosk.
 - ☐ Place the front and back pedestal covers on the pedestal using the supplied screws.
 - ☐ Now have the on-site electrician and/or data person run and terminate the power and data wiring into the kiosk.
-
- ☐ If power and data are coming from the ceiling, assemble the cable channel from the top of the kiosk up into the ceiling.
 - ☐ If installing more than one kiosk, each kiosk will need to be at least 40" inches apart from each other center to center

Attach Cable Duct

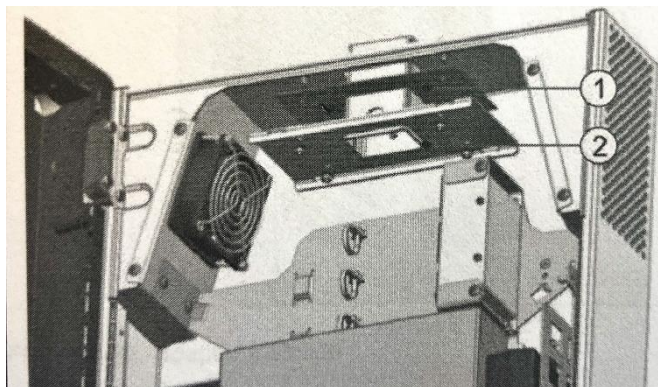
- ☐ Remove the power distributor box.



- ☐ Remove the top plate by unscrewing the four nuts.

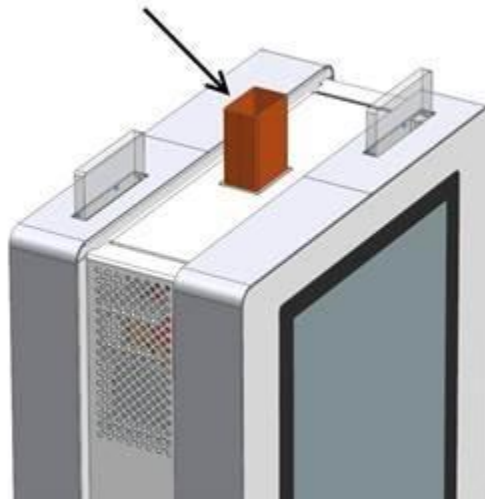


- ☐ Place sealing on the cable duct adapter.

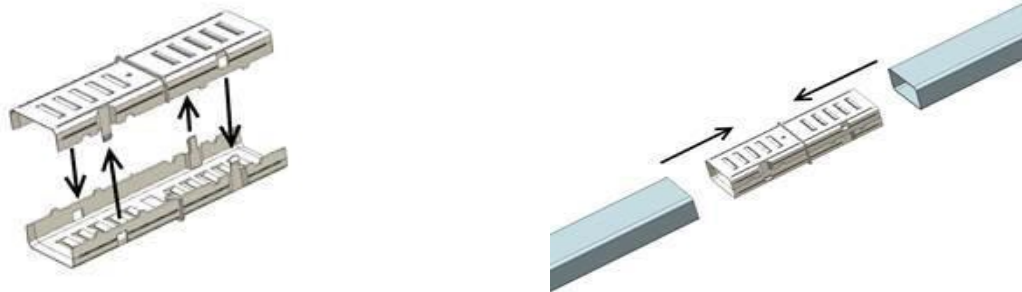


- ☐ Insert the cable duct adapter through the opening.
- ☐ Secure using the previously loosened nuts.

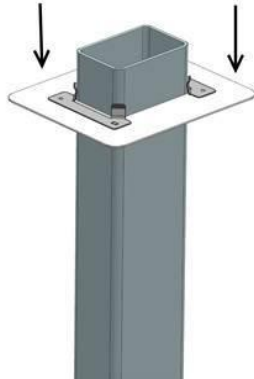
- ❑ Cable duct adapter will appear outside the kiosk to attach the cable duct to.



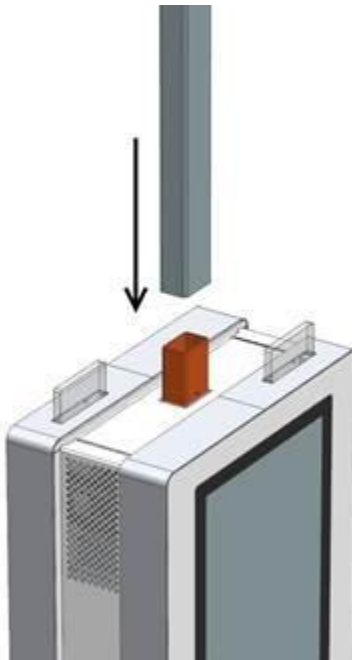
- ❑ Two sections of cable duct come with the kiosk, if both are needed to get above the ceiling you will need to use the joining adapter to join both sections.



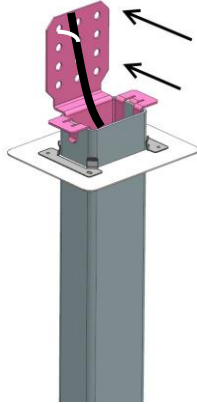
- Attach the cover plate to the upper end of the pipe.



- Attach the cable duct to the cable duct adapter.



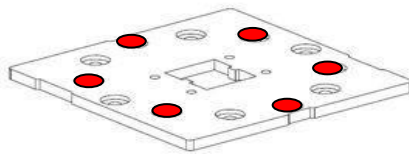
- ☐ Fix the upper end of the “ceiling cabling kit” securely on the ceiling or a prepared solid construction by the retaining bracket and fix the cables by cable tie to the retaining bracket as shown.



- ☐ Take pictures with a level near the top of the chase with the level on the front and then on the side showing the chase is level from both sides. Upload these pictures and get approval before moving forward with the installation.
- ☐ Once the electrician is finished and has turned on the power to the kiosk, it will come up to the desktop with the Tillster wallpaper.

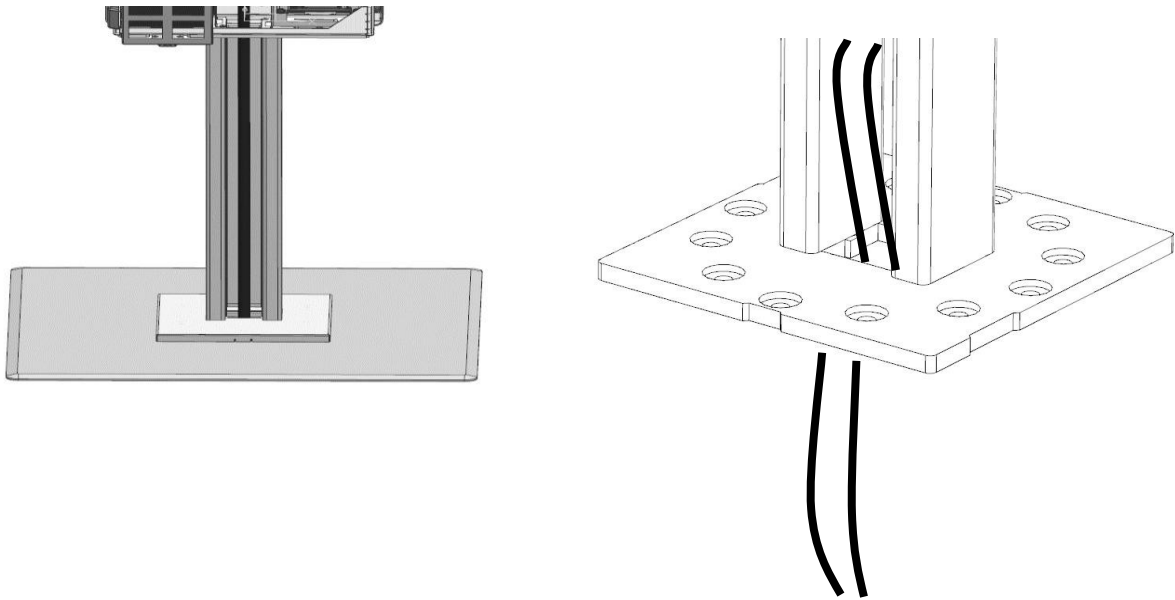
Floor Power and Data Installation

- ☐ Start installation with the pedestal.
- ☐ Place the pedestal where the site representative wants the kiosk installed.



- ☐ Center the opening of the base above the floor electrical/data box.
- ☐ Lift the base cover to expose the base plate.
- ☐ Mark out six of the twelve holes you will be drilling and move the pedestal out of the way.
- ☐ Using a hammer drill and a 3/8” drill bit, drill out the six holes you will be using.
- ☐ Vacuum the holes to get the debris out of the hole so your anchors will be able to sit all the way in the holes.
- ☐ Line up the pedestal with the holes you have drilled and insert, by hand, the six anchors you are using.
- ☐ One at a time, hammer the anchors into the holes, then ratchet the anchors down, securing the base in place.
- ☐ Once the pedestal is in place, lift the kiosk and place it on top of the pedestal.
- ☐ Use the supplied screws to secure the kiosk to the pedestal.
- ☐ Once the kiosk is secure on the pedestal, you can take off the shipping wings attached to the kiosk.
- ☐ Now have the on-site electrician and/or data person run and terminate the power and data wiring into the kiosk.

- ☐ Unlock and open the door. Guide the conduit with the cables through the cable channel into the housing.



- ☐ Once the electrical and data are in place, put the pedestal front and back covers in place using the supplied screws.

Pin Pad Installation

- ☐ [Link to Pedestal Kiosk Installation Instructional Videos](#)
- ☐ Once the kiosk has power and data in place install the pin pad.
- ☐ On the back side of the pin pad mount inside the kiosk you will need to take off two nuts holding the front pin pad bracket in place.
- ☐ Once the nuts are off you can tilt the bracket forward from the top of the bracket and slide it out of the lower bracket.
- ☐ From the front of the kiosk, tilt the pin pad mount up from the bottom of the mount.
- ☐ Run the pin pad cable end that connects to the pin pad through the opening above the bracket.
- ☐ Push the pin pad mount back flat against the kiosk.
- ☐ Take the back cover off the pin pad and connect the pin pad cable to the pin pad then place the back cover in place and secure the screw.
- ☐ Set the pin pad into the front pin pad bracket with the open side down.
- ☐ Using the supplied pin pad screws, secure the pin pad to the bracket.
- ☐ Slide the front pin pad bracket into place on the back bracket.
- ☐ Secure the front bracket in place using the nuts that were removed earlier.
- ☐ Inside the kiosk up next to the power connection will be a power adapter secured in place with a zip tie.
- ☐ Cut the zip tie to allow the power adapter to have length to connect to the power/ethernet box.
- ☐ Attach the pin pad ethernet/power box to the back of the kiosk with double sided tape or Velcro.
- ☐ Insert the power adapter into the pin pad's ethernet/power box.
- ☐ Secure the adapter cable to the top of the ethernet/power box with a zip tie to the eyelet hole in the box.
- ☐ Dress the cable.
- ☐ Once the pin pad is powered on you will need to configure the IP settings

Network Scheme

- ☐ IP Scheme for PLK US Sites using **XENIAL/SICOM POS** and **Oracle POS** systems.

Device	Master IP Address	IP Address	Device	IP Address
Kiosk 1	192.168.7.20	192.168.7.21	K1 Pin Pad	192.168.1.21
Kiosk 2		192.168.7.22	K2 Pin Pad	192.168.1.22
Kiosk 3		192.168.7.23	K3 Pin Pad	192.168.1.23

Kiosk Gateway	192.168.7.1	Pin Pad Gateway	192.168.1.254
Subnet Mask	255.255.255.0	Subnet Mask	255.255.255.0
Preferred DNS	8.8.8.8	Preferred DNS	8.8.8.8
Alternate DNS	8.8.4.4	Alternate DNS	8.8.4.4

- ☐ IP Scheme for PLK US Sites using **NCR POS** systems.

Device	Master IP Address	IP Address	Device	IP Address
Kiosk 1	192.168.7.20	192.168.7.21	K1 Pin Pad	192.168.16.21
Kiosk 2		192.168.7.22	K2 Pin Pad	192.168.16.22
Kiosk 3		192.168.7.23	K3 Pin Pad	192.168.16.23

Kiosk Gateway	192.168.7.1	Pin Pad Gateway	192.168.16.1
Subnet Mask	255.255.255.0	Subnet Mask	255.255.255.0
Preferred DNS	8.8.8.8	Preferred DNS	8.8.8.8
Alternate DNS	8.8.4.4	Alternate DNS	8.8.4.4

- ☐ IP Scheme for PLK Canada Sites using **Panasonic** systems.

Device	Master IP Address	IP Address	Device	IP Address
Kiosk 1	192.168.11.200	192.168.11.201	K1 Pin Pad	192.168.11.202
Kiosk 2		192.168.11.203	K2 Pin Pad	192.168.11.204
Kiosk 3		192.168.11.205	K3 Pin Pad	192.168.11.206

Kiosk Gateway	192.168.11.1	Pin Pad Gateway	192.168.11.1
Subnet Mask	255.255.255.0	Subnet Mask	255.255.255.0
Preferred DNS	8.8.8.8	Preferred DNS	8.8.8.8
Alternate DNS	8.8.4.4	Alternate DNS	8.8.4.4

USA Network Port Map

- Once the kiosks are secure to the counter and powered on you will need to verify the patch cables to the network are in place.

Kiosk 24 Port Switch

R#PLK00000-SW3		
Port	Description	VLAN
Port 1	POS	10
Port 2	POS	10
Port 3	POS	10
Port 4	POS	10
Port 5	POS	10
Port 6	POS	10
Port 7	POS	10
Port 8	POS	10
Port 9	ORB-Kiosk	70
Port 10	Kiosk	70
Port 11	Kiosk	70
Port 12	Kiosk	70
Port 13	Kiosk	70
Port 14	Kiosk	70
Port 15	Kiosk	70
Port 16	Kiosk	70
Port 17	Kiosk	70
Port 18	DMB	20
Port 19	DMB	20
Port 20	FRANCHISE-DMZ	30
Port 21	FRANCHISE-DMZ	30
Port 22	FRANCHISE-DMZ	30
Port 23	SW1-Port 24 UPLINK	TRUNK
Port 24	SW2-Port 24 UPLINK	TRUNK

- All the kiosk and kiosk pin pad cable runs will be
- patched into the 3rd switch.
- Pin pads will be patched into ports 2-8.
- Kiosks will be patched into ports 10-16.
- If the site is using NCR Aloha POS system,
- they will have an NCR Bridge computer that
- will be patched into port 1.
- If the site has an Order Ready Board,
- it will be patched into port 9.

Canada Network Port Map

- Network runs will run into any open port on the
- provided unmanaged switch

48 Port Switch Layout with Kiosk for Switch 2

SW-2		
Port	Description	VLAN
Port 1	KIOSK SERVER	10
Port 2	PIN PADS	10
Port 3	PIN PADS	10
Port 4	PIN PADS	10
Port 5	PIN PADS	10
Port 6	PIN PADS	10
Port 7	PIN PADS	10
Port 8	PIN PADS	10
Port 9	PIN PADS	10
Port 10	PIN PADS	10
Port 11	PIN PADS	10
Port 12	PIN PADS	10
Port 13	PIN PADS	10
Port 14	KIOSK	70
Port 15	KIOSK	70
Port 16	KIOSK	70
Port 17	KIOSK	70
Port 18	KIOSK	70
Port 19	KIOSK	70
Port 20	KIOSK	70
Port 21	DMB	20
Port 22	DMB	20
Port 23	DMB	20
Port 24	ODMB-SWITCH	20
Port 26	DMB	20
Port 27	DMB	20
Port 28	DMB	20
Port 29	DMB	20
Port 30	DMB	20
Port 31	DMB	20
Port 32	DMB	20
Port 33	DMB	20
Port 34	DMZ-MGR-PC	30
Port 35	DMZ-MGR-PC	30
Port 36	DMZ-MGR-PC	30
Port 37	DMZ-MGR-PC	30
Port 38	DMZ-MGR-PC	30
Port 39	DMZ-MGR-PC	30
Port 40	DVR	90
Port 41	DMZ-MGR-PC	30
Port 42	DMZ-MGR-PC	30
Port 43	DMZ-MGR-PC	30
Port 44	MX FAILOVER	99
Port 45	MX FAILOVER	99
Port 46	MX-1 UPLINK	TRUNK
Port 47	MX-2 UPLINK	TRUNK
Port 48	SW-2 UPLINK	TRUNK

Pin Pad and Kiosk Configuration

- ☐ [Link to Pedestal Kiosk Installation Instructional Videos](#)
- ☐ Configure pin pad before configuring kiosk.

SICOM/XENIAL/NCR POS P400 PIN PAD SETUP INSTRUCTIONS

- ☐ Press the 1-5-9 buttons on the pin pad at the same time.
- ☐ Select Com Control.
- ☐ Next screen, select LAN.
- ☐ Then Configuration.
- ☐ Pin pad will ask for a password.
- ☐ Enter 200331.
- ☐ Next screen, select IPv4.
- ☐ Then DHCP.
- ☐ Select, "No" to enable static IP settings.
- ☐ Enter IP address, hit Ok.
- ☐ Select Subnet Mask and enter subnet mask values, then hit ok.
- ☐ Select Gateway IP Address and enter Gateway IP Address, then hit ok.
- ☐ Select DNS 1 and enter DNS 1 IP Address, then hit ok.
- ☐ Select DNS 2 and enter DNS 2 IP Address, then hit ok.
- ☐ Select the go back arrow at the top left of the screen.
- ☐ Select Save at the bottom right of the screen.
- ☐ Press ok again to finish configuration then select apply.
- ☐ Select ok again.
- ☐ Back out to the Verifone home screen and select Control Panel.
- ☐ Select Power panel, then reboot to reboot the pin pad.
- ☐ Once it comes back up you can start configuring the kiosk.

ORACLE POS P630 PIN PAD SETUP INSTRUCTIONS

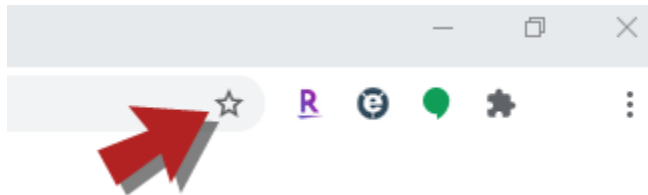
- ☐ Press 9 and then press the green o button to navigate to the Admin menu.
- ☐ Enter your Admin menu passcode, 6667, provided by Oracle Support, and then press the green o button.
- ☐ From the Admin menu, tap Network and then select your connection type:
- ☐ If you are using the terminal's wired connection, tap Ethernet.
- ☐ If you are using the terminal's Wi-Fi connection, tap Wi-Fi.
- ☐ In the IP Settings field, deselect DHCP.
- ☐ Enter the following for the Oracle MICROS network. To type a period (.), press 1 twice.
- ☐ IP address.
- ☐ Subnet mask.
- ☐ Default gateway.
- ☐ Tap Apply.
- ☐ Press the red x button to exit.
- ☐ Press the red x button to exit the admin menu.
- ☐ Tap Reboot from the admin menu and confirm.

CONFIGURE AND TEST THE KIOSK

- ☐ From the front of the kiosk, connect a keyboard and mouse to the computer behind the monitor screen using the USB ports either in the back (Top) or front (Bottom) of the computer.
- ☐ Kiosk should be at the desktop.
- ☐ Verify the date, time and time zone are correct, if not correct the date, time and time zone.
- ☐ Select the kiosk setup icon on the desktop, the setup will start running. If needed setup the IP settings.
- ☐ If the kiosk is connected to the correct port on the network the setup will start running.
- ☐ There will be a series of questions that you will need to type answers to, to get the setup to continue.
- ☐ First select if the screen orientation is correct.
- ☐ Then it will ask for the device name, that will be as an example, PLK-12345K1, first the brand then store number and the device, K1 for kiosk 1, K2 for kiosk 2, etc.
- ☐ Then it will ask to verify the store address, type a lower case “y” if it is correct and lower case “n” if it is incorrect, then edit as needed.
- ☐ Then it will ask if to verify the IP scheme, type “n” to leave it as is (Correct), “y” to edit is needed.
- ☐ The rest of the script should take 10-25 minutes to run.
- ☐ The script will stop to ask you to pair the pin pad by giving you the pairing code to put into the pin pad. The pin pad should ask for the code, you will only have 1 minute to enter the code. If you miss it, you will have to work with the support team to enter it manually after the rest of the setup is completed.
- ☐ Repeat steps for each additional kiosk.
- ☐ Show the manager how to access the printer to change the paper on the printer.
- ☐ Have the manager run a test transaction from the kiosk with a credit card.
- ☐ Verify pin pad is working correctly.
- ☐ Verify the printer prints the receipt. Take a picture of the receipt.
- ☐ Verify the order shows on the kitchen screens and prints the order on the expo printer. Take a picture of the order on the screen and the expo receipt.
- ☐ If the site has an Order Confirmation Screen for customers, verify the order shows on that screen and take a picture of the order on the screen.
- ☐ Have the manager pull the order up from the POS system to verify it shows in the system. Take a picture of the order on the POS screen.
- ☐ Have the manager refund the order using an overring refund if needed.

Back Office Setup

- ☐ On the manager's PC you will need to set up the Kiosk Admin Portal for the manager to modify the menu on the kiosk.
- ☐ Ask the manager to log you onto the manager's computer.
- ☐ Open the chrome browser.
- ☐ In the address bar type
- ☐ <https://192.168.7.20/portal-admin-app> for sites in the USA.
- ☐ <https://192.168.11.200/portal-admin-app> for sites in Canada.
- ☐ Screen will come up asking for username, which, is in this format, as an example will be plk12345sm, brand, store number and the letters "sm".
- ☐ Password will be password. Lower case.
- ☐ Once logged in, at the top of the browser, click on the star icon to save the page to the favorites so the manager can access it at any time.



- ☐ Take a picture of the screen showing that the Kiosk Admin Portal was set up.
- ☐ Show the manager the used name and password, also give them the number to Tillster support if they have an issue. 1-855-524-0058.
- ☐ Advise the manager to open product manager and verify the menu items that are showing available are what the store sells.
- ☐ If needed the site representative will need to edit the menu by hiding and/or disabling items through the product editor.
- ☐ Next print out the Kiosk Portal instructions, How to verify the Menu is Offline instructions and How to report an issue to Tillster instructions. Pages 19-25.
- ☐ Leave them with the manager. Take a picture of them printed out.



Post-Install Picture Requirements

Front Counter from customer side showing kiosks	Serial numbers of the pin pads
Front Counter from the employee side showing kiosks	Wide of the kiosks from the front
Kitchen expo screen showing orders from the kiosks	Any issues that need to be documented
Orders printing on the Expo printer from the kiosks	Serial numbers of the kiosks
Back Office - Kiosk admin app installed on the manager's PC	IP addresses of the pin pads
Wide of the kiosks from the back	Wide of the kiosks from both sides
Windows activation codes	Lift base cover and take pictures of the anchors
Tillster troubleshooting guide printed and in front of PC	

CLEAN UP WORK AREAS AND THROW AWAY THE TRASH

Checkout Procedure

- Print out the pages of the checklist after the sign off page to leave at the site.
- Upload install pictures to the Google link emailed to you when you checked in with Tillster Support.
- You may need to download the Google Drive App to be able to upload pictures.
- Upload the sign off page from the checklist with pictures.
- **Call Tillster Installations at 1-855-465-2204 to checkout.**

Kiosk Serial Numbers (Silver sticker on the outside right of the kiosk)	
K1:	K3:
K2:	K4:

Outstanding Issues and Exceptions		
Issue	Description	Support Case (if applicable)

I, the PLK on-site representative, acknowledge:

1. that all devices have been tested and I am aware of all outstanding issues listed above.
2. The site has been cleaned to my liking and the trash has been removed to my desired location.
3. If I disabled "Pay at Counter"
4. Taken possession of the keys for the kiosks.
5. Shown how to access the printer and basic training in how the kiosk works.
6. I have been given a printed copy of the instructional materials.
7. Please scan the QR code to answer Post Install Survey

Post Kiosk Installation Survey



Client Signoff

Tillster Installer	Print	Date
PLK Representative	Print	Date

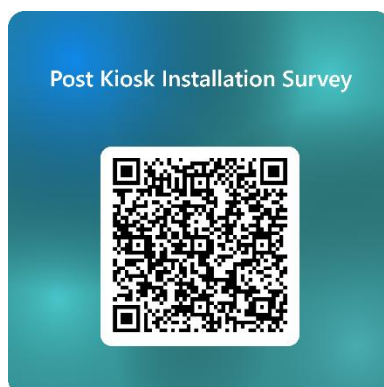
How to contact Tillster Support

- Open a new incident by contacting Tillster Support
 - Phone: 855-524-0058, BK: 1-888-369-5590
 - Email: tillstersupport@tillster.com

When reporting an issue or menu change request, be sure to include:

- Your name, title, and role in the company
- Your preferred contact information (Phone, email, etc.)
- If it's a menu item availability change request then please inform Tillster of specific menu items, day part or changes necessary (le Late night menu implantation, breakfast or lunch/dinner hour changes). To add new items not offered on the National approved menu then please work with your corporate team to submit a menu change request
- A description of the issue or request including:
 - Store number(s) affected
 - If it's an issue, is it occurring on every attempt or intermittent?
 - Provide the Order ID(s) or guest(s) information for specific problems reported
 - Can the issue be reproduced, provide steps taken to present an error?
 - If there were any recent changes on the Point of Sale (POS), Network/ISP?
- Screen captures/images of any error messages

Post Install Survey Link



How to Verify Why the Kiosk Menu is Offline

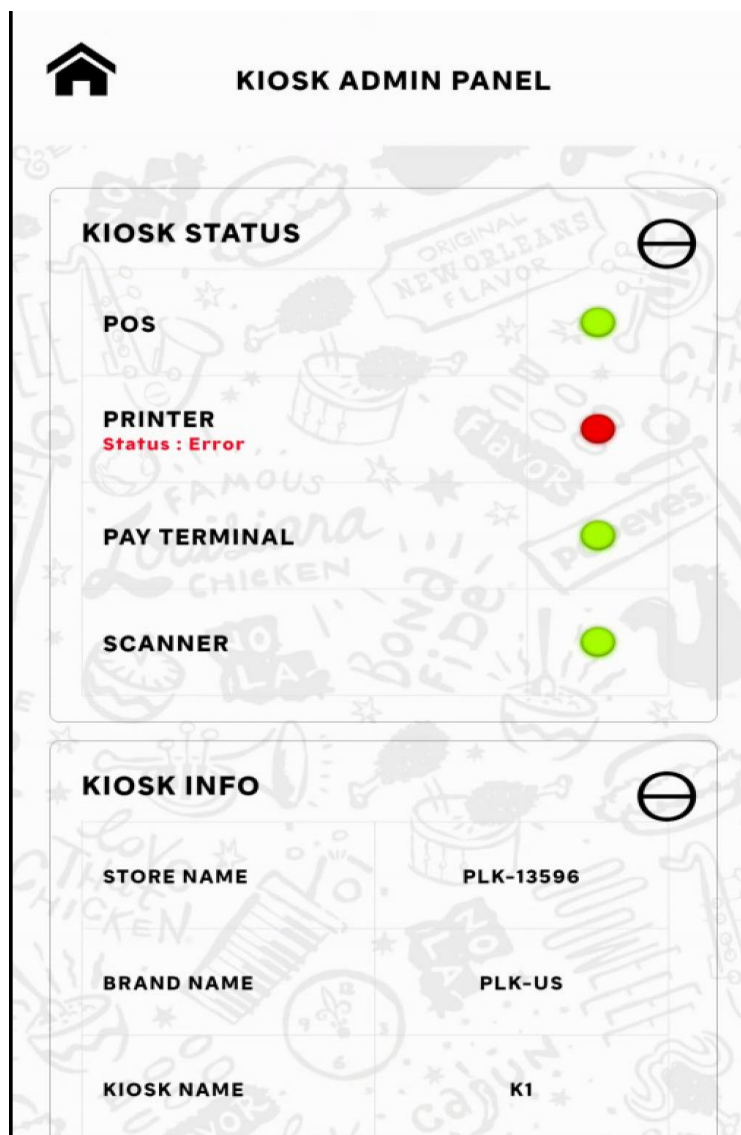
There are two methods the employees on site can verify the status of the Kiosks.

1. Use the tap the touchscreen method:

Tap the top left corner of the menu touchscreen three times and then the top right corner of the menu touchscreen three times. This is 6 taps in total, 3 on each top corner – Do not alternate between taps, finish tapping the left top corner and then move to the top right corner:

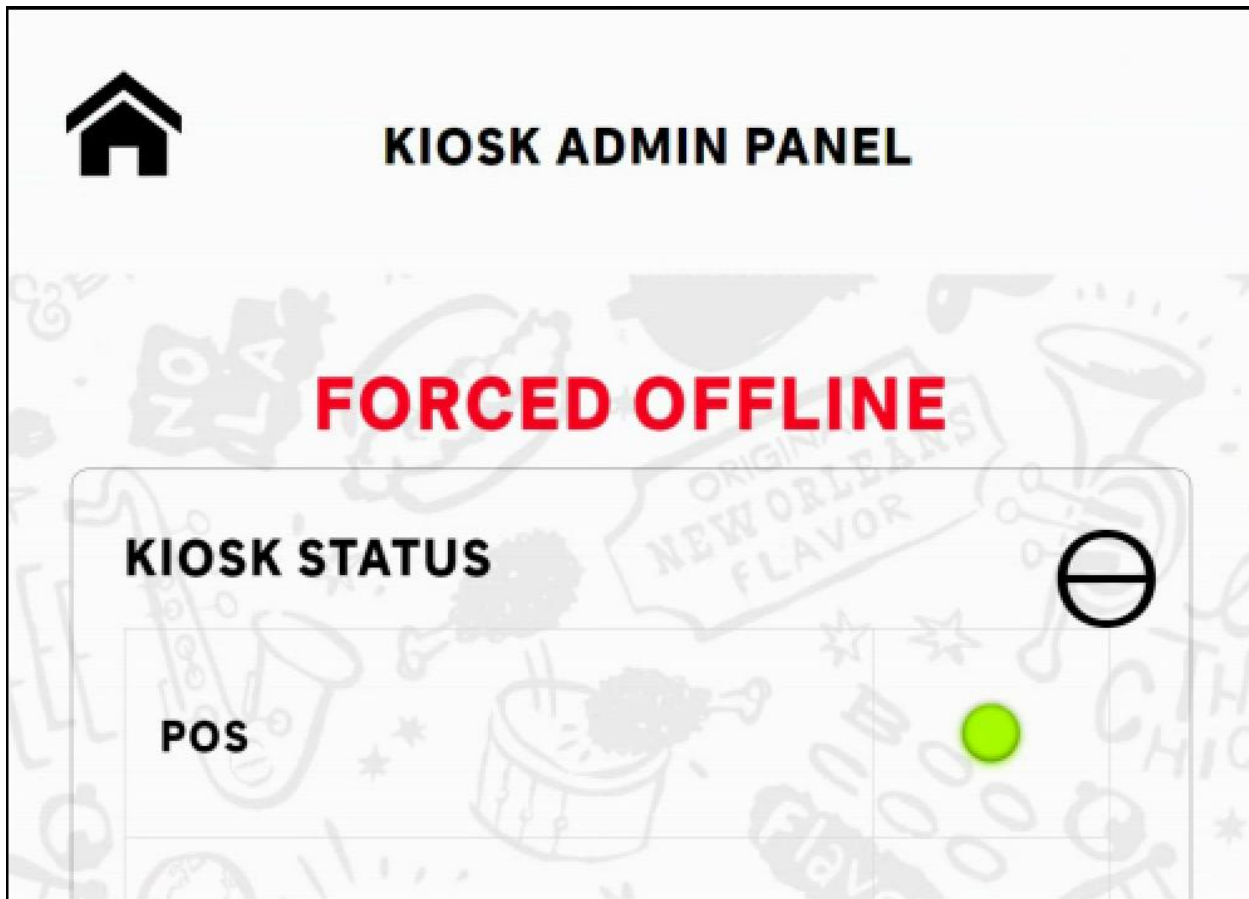


The screen will transition to show the status of the Kiosk and the devices assigned to the Kiosk. A green circle indicates the device status is reporting an OK/Online value. A red circle will indicate a device is in an error state. Example of a Printer Error:

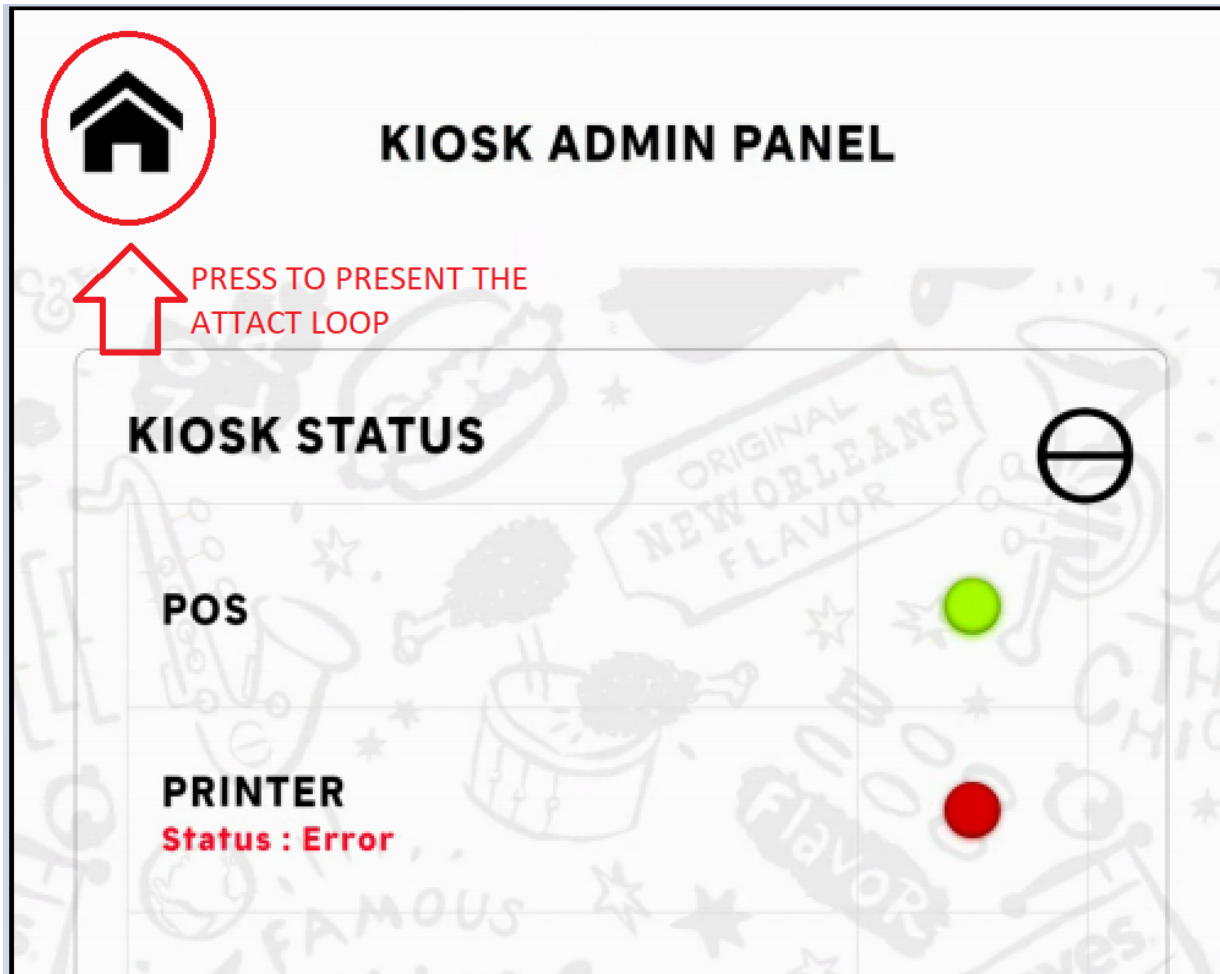


If the employee sees a red dot for a specific device, then please have them follow the necessary steps on the last page to troubleshoot or to notify Tillster Technical Support (888-369-5590) or email the Tillster Technical Support team (tillstersupport@tillster.com)

If the Kiosk is reporting “Forced Offline” then that means someone placed the Kiosk Offline from the back-office computer Kiosk Manager Portal Access. Use Step two to go through the process to access and set to Online



To go back to the Attract Loop press on the “House” icon:



2. Check the Kiosk Manager Portal>Kiosk Status page from the back-office computer

Access the Back-office PC and open the Google Chrome browser and navigate to the following URL:

<https://192.168.7.20/portal-admin-app>

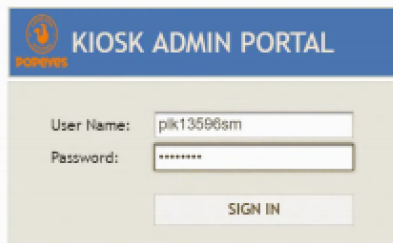
*The IP may be different; this will be dependent on the Kiosk Master IP address assigned for the store.

The username is:

Plk#####sm (replace #'s with the store number, example bk13596sm)

The password is:

password

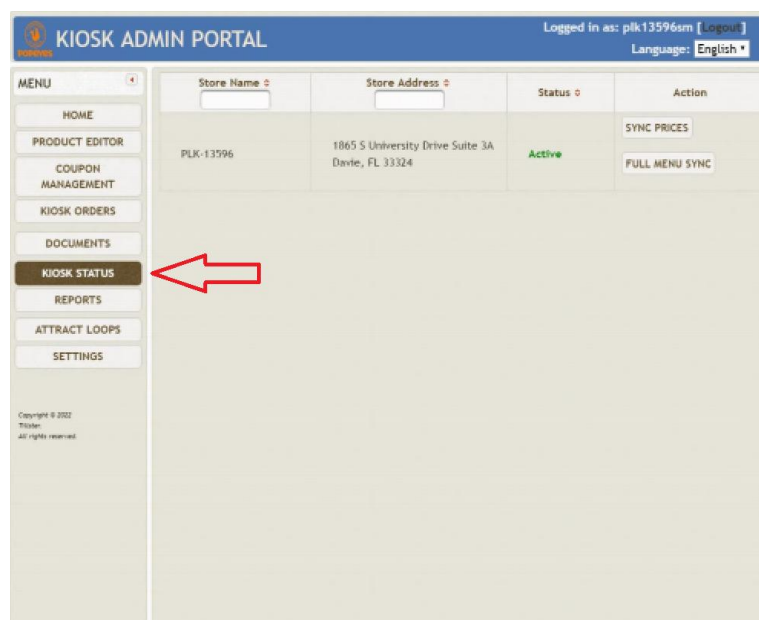


KIOSK ADMIN PORTAL

User Name:

Password:

Once the employee has logged in, navigate to the “Kiosk Status” page:



KIOSK ADMIN PORTAL

Logged in as: plk13596sm [Logout]

Language: English

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- PRODUCT EDITOR
- COUPON MANAGEMENT
- KIOSK ORDERS
- DOCUMENTS
- KIOSK STATUS**
- REPORTS
- ATTRACT LOOPS
- SETTINGS

Store Name	Store Address	Status	Action
PLK-13596	1865 S University Drive Suite 3A Davie, FL 33324	Active	<input type="button" value="SYNC PRICES"/> <input type="button" value="FULL MENU SYNC"/>

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If there is no issues and the only status found was “Forced Offline” then click on “Put Kiosk Online”, this will clear the “Forced Offline” status



KIOSK ADMIN PORTAL Logged in as: plk13596sm [Logout] Language: English

MENU

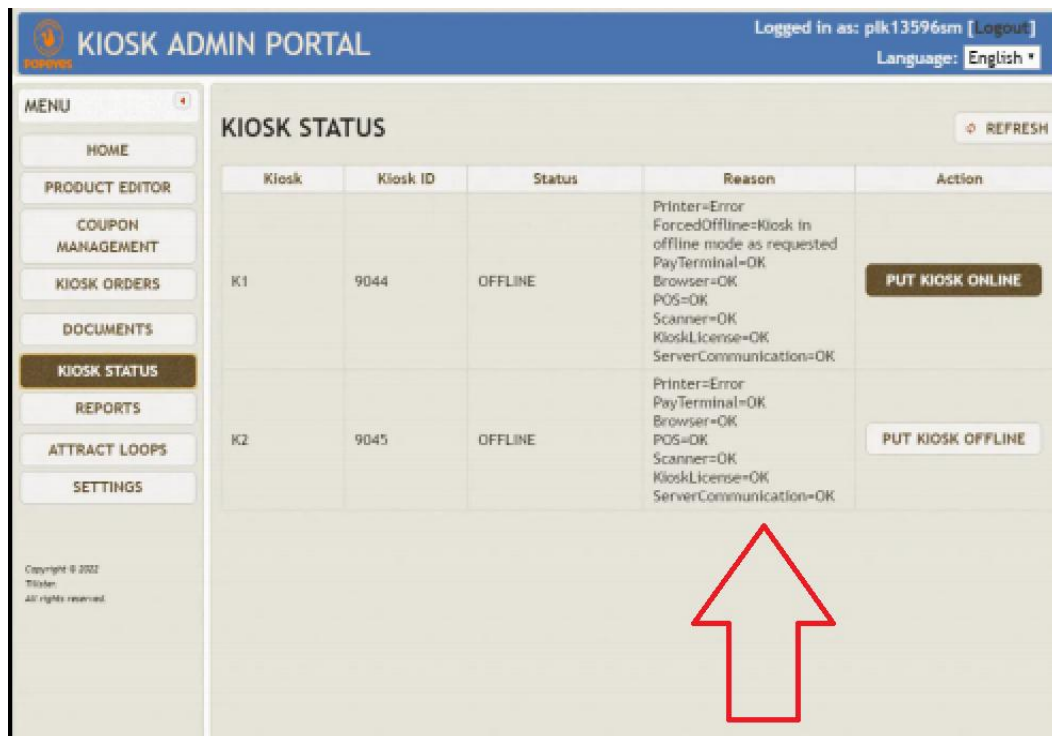
- HOME
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- REPORTS
- ATTRACT LOOPS
- SETTINGS

KIOSK STATUS REFRESH

Kiosk	Kiosk ID	Status	Reason	Action
K1	9044	OFFLINE	Printer=Error ForcedOffline=Kiosk in offline mode as requested PayTerminal=OK Browser=OK POS=OK Scanner=OK KioskLicense=OK ServerCommunication=OK	PUT KIOSK ONLINE
K2	9045	OFFLINE	Printer=Error PayTerminal=OK Browser=OK POS=OK Scanner=OK KioskLicense=OK ServerCommunication=OK	PUT KIOSK OFFLINE

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The Reason column will report the specific device statuses, *follow the last page for next steps when seeing a device in an error/offline state:



KIOSK ADMIN PORTAL Logged in as: plk13596sm [Logout] Language: English

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KIOSK STATUS REFRESH

Kiosk	Kiosk ID	Status	Reason	Action
K1	9044	OFFLINE	Printer=Error ForcedOffline=Kiosk in offline mode as requested PayTerminal=OK Browser=OK POS=OK Scanner=OK KioskLicense=OK ServerCommunication=OK	PUT KIOSK ONLINE
K2	9045	OFFLINE	Printer=Error PayTerminal=OK Browser=OK POS=OK Scanner=OK KioskLicense=OK ServerCommunication=OK	PUT KIOSK OFFLINE

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Common reasons for offline



- For Printer offline/error – Check the printer assigned to the Kiosk, check for error lights or if the receipt paper roll needs to be replaced. Swap the roll for a new roll and power cycle the printer (turn off the printer completely, wait 30 seconds and plug back in). If it's still an issue then notify Tillster Technical Support (888-369-5590) or email the Tillster Technical Support team (tillstersupport@tillster.com)
- For Payterminal offline/error - Check the Verifone payterminal assigned to the Kiosk, check for error on the small Verifone display. Power cycle the Verifone payterminal (turn off the Verifone completely, wait 30 seconds and plug back in). If it's still an issue then notify Tillster Technical Support (888-369-5590) or email the Tillster Technical Support team (tillstersupport@tillster.com)
- For POS offline/error – Check if the POS is functional. Check if the POS is running on a backup POS terminal. Check if there were any recent POS changes or network changes. If it's still an issue then notify Tillster Technical Support (888-369-5590) or email the Tillster Technical Support team (tillstersupport@tillster.com)
- Forced offline – Log into the Kiosk Manager portal from the back office, click on Kiosk Status. Once loaded click on “Put Kiosk Online”. It may take a few minutes for the menu on the Kiosk to reflect the change.