



# How It Works

## Hardware User Guide

Last Modified: 06.29.2020

# Hardware User Guide



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# GUIDELINES FOR CLEANING AND DISINFECTING HARDWARE

## The Golden Rules

1. **Never apply or spray liquids directly onto a device.** Always apply liquids to a clean cloth first, then wipe the device with the cloth.
2. **Leave the system powered on if you are cleaning surfaces that are touched during normal business operations.** For surfaces not normally touched during regular operations, power down the machine.
3. **Use only approved cleaning agents.** Purell Surface Sanitizer spray is recommended.
4. **Know when to disinfect.** Depending on the season or threat of outbreak, high-touch areas should be cleaned and then disinfected regularly. In the event of a high-risk scenario, disinfect multiple times throughout the day to stop viral or bacterial transmission.



## Cleaning Instructions



### Plastic Device Casing

Wipe off device casing with a clean cloth that has been soaked and rung out to be mildly damp with SolidSense dish detergent at compartment sink.



### POS, iPad, and Payment Terminal Screens

Wipe with a soft microfiber cloth moistened with Purell Surface Sanitizer. Never spray solution directly on device.



### Magnetic Strip Readers

Clean MSRs with pre-saturated cards ordered from NCR.



### Button Touchpads

To disinfect the touchpad of a payment terminal, wipe with a clean, soft cloth moistened with Purell Surface Sanitizer.



### Scanners

Spray multi-surface cleaner on a clean cloth and wipe down the case. Repeat this process with Purell Surface Sanitizer. This should be completed several times during the day.



### KPS

Spray multi-surface cleaner on a clean cloth and wipe down the KPS monitor and bump bar. Repeat this process with Purell Surface Sanitizer. This should be completed several times during the day.



### Printer Thermal Elements

Open the roll paper cover to clean the thermal elements of the thermal head with a cotton swab moistened with Purell Surface Sanitizer. **WARNING:** Allow thermal head to cool before cleaning.



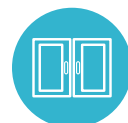
### Sticky Paper Printers

Clean printers that use sticky paper by inserting an NCR cleaning card into the paper path, closing the printer cover, and pulling the card out manually.



### Air Vents

Occasionally clean device air vents to keep them clear of lint and debris.



### IT Cabinet

Do not clean inside the IT cabinet. Wait for a technician to service and clean this area.



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# POINT OF SALE (POS) TERMINALS

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Every Restaurant has POS terminals, or registers, through which customer sales are processed. POS terminals are supplied by NCR and run on a Windows operating system. These are the models currently in the Restaurants:

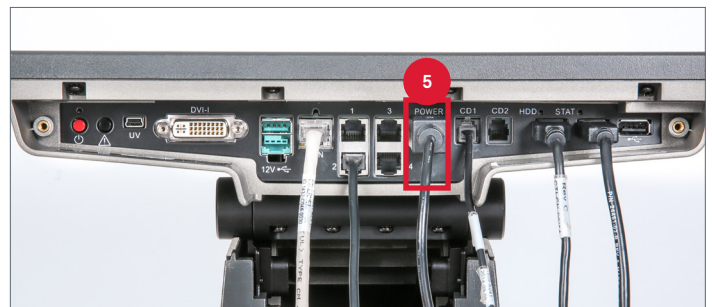
- NCR P1230
- NCR P1235



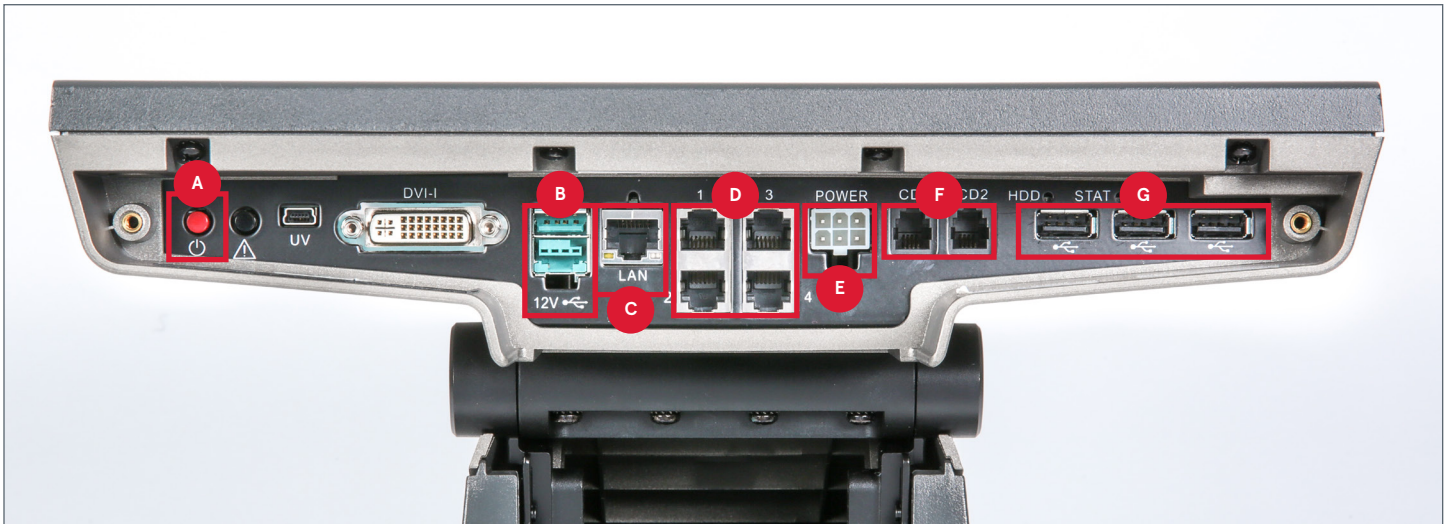
# NCR P1230

If the POS loses power, check that the two-piece power brick's connection has not loosened. Follow these steps to access or install the two-piece power brick:

1. Tilt the screen toward the back to view the small door that secures the power brick.
2. Unscrew the thumbscrew.
3. Remove the power brick from the base of the POS and ensure the power cord is firmly seated into the power brick.
4. Place the power brick back into the base of the POS. The power cord should be plugged into an orange outlet.
5. Run the POS end of the power cord to the power input port on the register. Close the small door and use the thumbscrew to secure it shut. Ensure the power cord is behind the door before closing it.



## P1230 Port Configuration



Label	Field	Description
A	Power button	Press this button to turn the POS on or off.
B	12V USB port	Connect the payment terminal to the 12V USB port.
C	Network port (LAN)	This looks like a large phone connector and is called an RJ45. This is used by the POS to communicate with the POS server.
D	Serial ports	The receipt printers are connected to serial port 2. The Motorola drive-thru scanner connects to serial port 3 (P1220). The coin dispenser and backup peripheral devices also connect to the serial ports.
E	Power input port	The power cable connects to this port.
F	Cash drawer (CD) 1 & 2	The cash drawer typically is plugged into CD 1. CD 2 is the backup port.
G	USB ports	The front counter Honeywell scanner and drive-thru Honeywell wireless scanner attach to the POS through any USB port.

# NCR P1235

If the POS loses power, check that the two-piece power brick's connection has not loosened. Follow these steps to install the two-piece power brick:

1. Pivot the display toward the back of the stand.
2. Remove the lid on the neck of the stand by gripping the sides and pulling it toward you.
3. Unscrew the small door to access the power cable. All cable wires that connect to the ports will run behind this door.
4. On the underside of the POS, unscrew the captive screw. This will loosen the cover on the base.





5. With the register back upright, remove the base cover to reveal the power brick. Ensure the power cord is firmly seated into the power brick. Then place the power brick back into the base of the POS. Feed the power cord through the hole in the base of the stand and plug the power cord into an orange outlet.



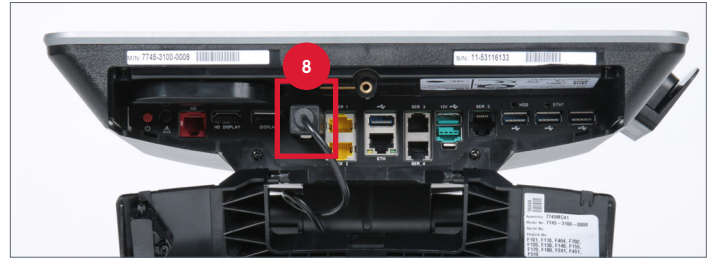
6. If necessary, unscrew the Phillips-head screw on the cable cover door. The standard is to leave this unscrewed.



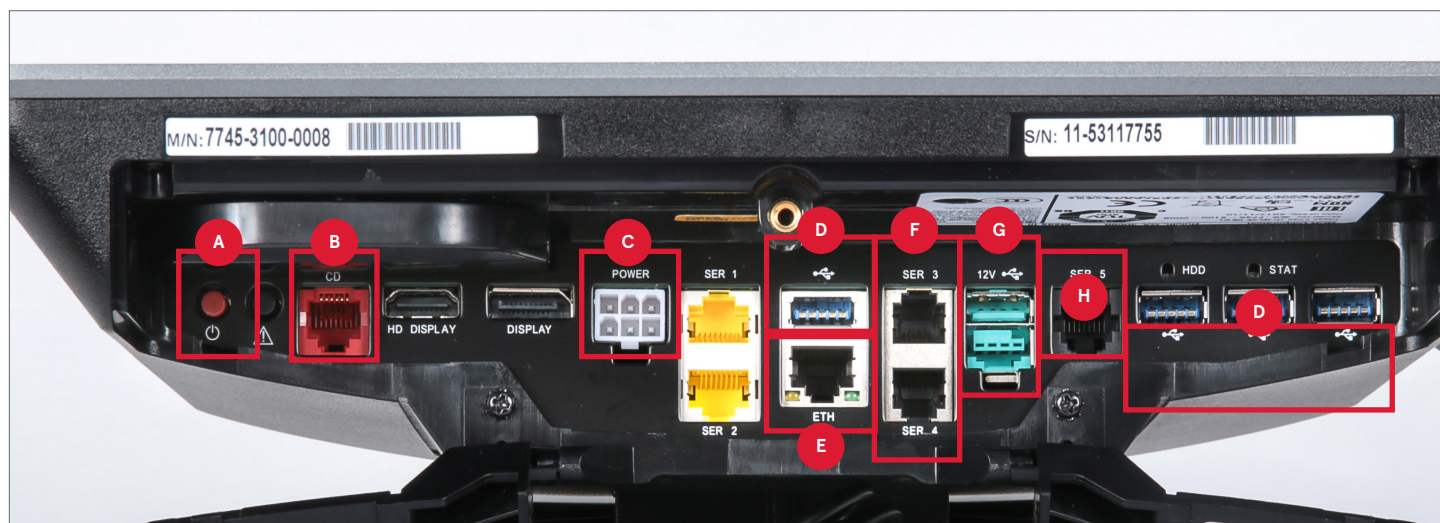
7. To unlatch the cable cover door, firmly press the indentions on the cover and push downward. The cable door will swing open.
8. Run the POS end of the power cord to the power input port on the register and then close the cable cover door.



9. Close the small door and use the thumbscrew to secure it shut. Ensure the power cord is behind the door before closing it.
10. Replace the base cover and use the captive screw to secure it in place. Then replace the stand cover.



# P1235 Port Configuration



Label	Field	Description
A	Power button	Press this button to turn the POS on or off.
B	CD	This red port is for a 24V cash drawer.
C	Power input port	Connect the power cable to this port.
D	USB port	The front counter Honeywell scanner, drive-thru Honeywell wireless scanner, and the receipt printer all attach to the POS through any USB port.
E	ETH port	Connect the network cable to this Ethernet port for the POS to communicate with the POS server.
F	SER ports 3-4	Use these ports for a receipt printer with a serial connection.
G	12V USB port	Connect the payment terminal to the 12V USB port.
H	SER port 5	Use this port for a Motorola drive-thru scanner with a serial connection.

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# CASH DRAWERS

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The cash drawer is where cash is stored between transactions. When the cashier finalizes an order with a cash payment, the drawer automatically opens. If a transaction is a credit sale or if cash is not due, such as an order with a \$0 balance, the drawer remains shut.

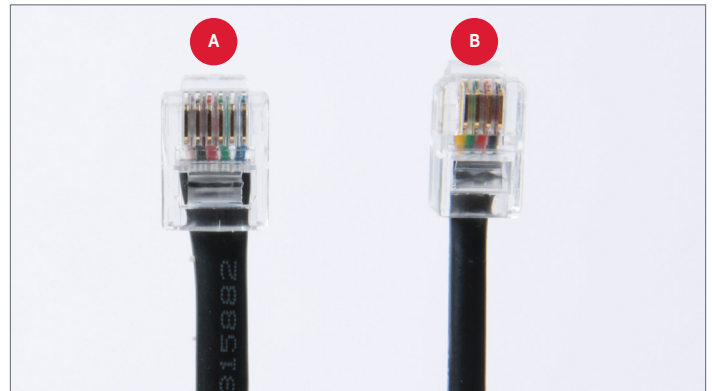
There are two types of cash drawers: the front counter/drive-thru cash drawer and the iPOS 13" cash drawer.



## Front Counter/Drive-thru Cash Drawer

The front counter/drive-thru cash drawer is used with each POS terminal inside the Restaurant. These cash drawers are 18". They are connected to CD port 1 on the P1220 and P1230 model registers via a cash drawer cable. The P1235 uses a 24V model cash drawer.

The connector on the 24V cash drawer cable that goes to the P1235 POS is slightly larger than the serial cable used with the P1220 and P1230 terminals.



- A.** 24V cash drawer cable for P1235
- B.** Cash drawer cable for P1220 and P1230



## 13" Cash Drawer

Restaurants have the option to use drive-thru outside payment station by using iPOS, the 13" cash drawer, the Bluetooth receipt printer, and a credit card reader. The 13" cash drawer has four slots for bills and coins as opposed to the five slots for each in the front counter/drive-thru cash drawer. It is designed to connect to a Bluetooth receipt printer and work in conjunction with iPOS for outside cash payment. For instructions on how to connect the 13" cash drawer to the Bluetooth printer, see the [13" Cash Drawer and Printer Setup](#) section of this user guide.



# RECEIPT, SERVICE, SPECIALS & MICR PRINTERS

## Epson TM-T88V & TM-T88VI Receipt & Service Printers

The Epson TM-T88V and TM-T88VI model printers are used by Chick-fil-A as receipt and front counter service printers. The Epson TM-T88VI printer is the newer model printer and connects to the P1235 POS. The Epson TM-T88V printer connects to the P1220 and P1230 model registers.

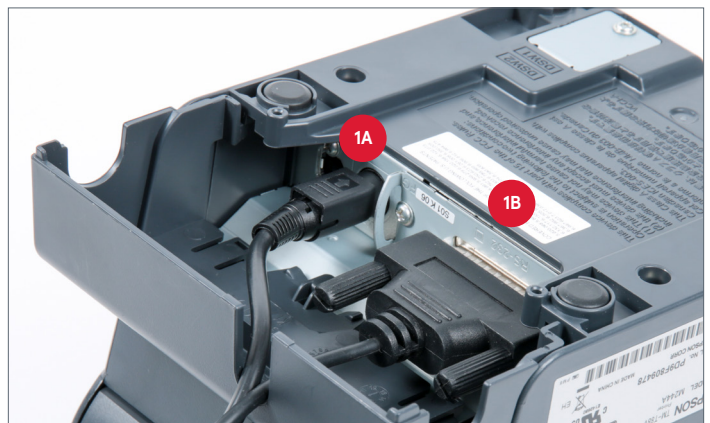


- **Receipt printer:** This is connected to the POS and provides a customer receipt.
- **Service printer:** This printer is connected to the KPS at the counter expeditor station and provides a receipt to the expeditor. A receipt prints when an order is bumped from the KPS, which helps the expeditor deliver the meal to the correct customer.

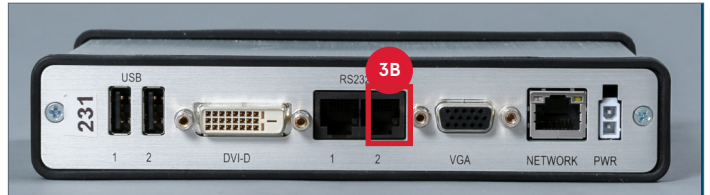
## TM-T88V Printer Setup

To install a TM-T88V model printer for the KPS, P1220 POS, or P1230 POS, follow these steps:

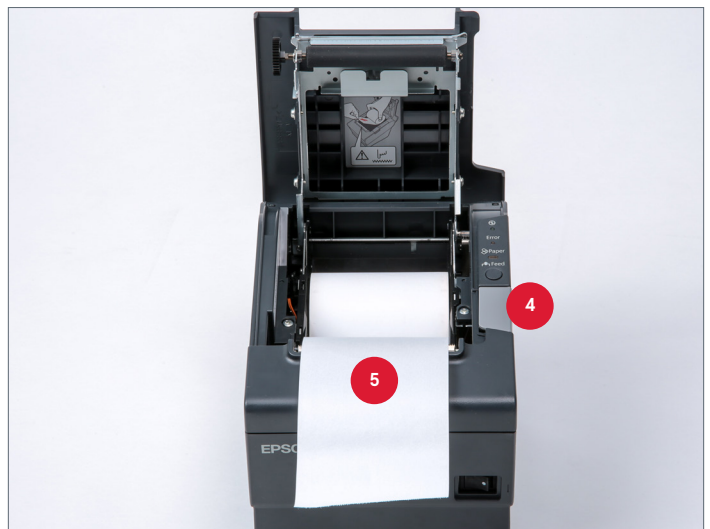
1. On the bottom of the printer, connect the following:
  - a. Power cable
  - b. Data cable
2. Plug the power cable into a designated electrical outlet.



3. Plug the data cable into serial port 2 on the following:
  - a. P1220 or P1230 model registers (receipt printers)
  - b. Kiwi (service printers)



4. With the printer upright, use the gray button at the top to open the lid.
5. To load the paper, drop the roll in with the paper coming from the bottom. Instructions on how to load paper are also located on the underside of the lid.
6. Close the lid and use the on/off switch on the front of the printer to turn the printer on.



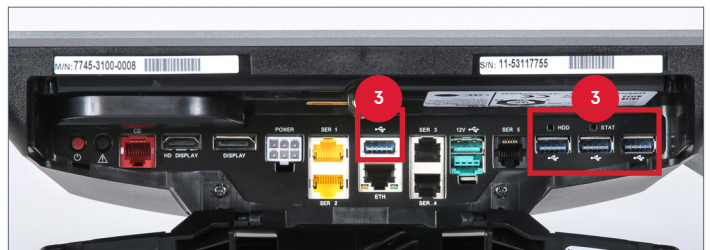
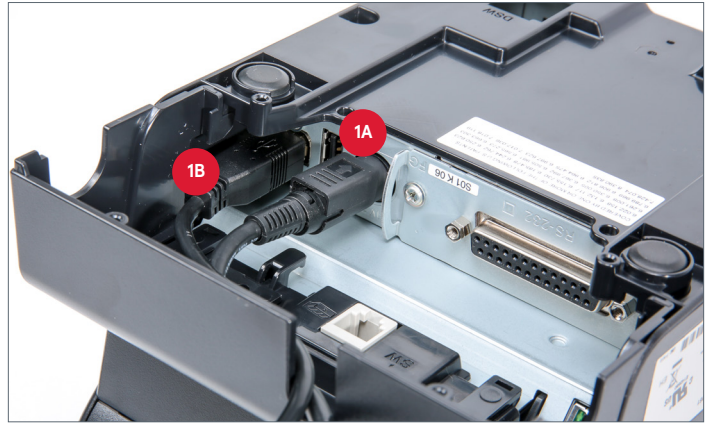
# TM-T88VI Printer Setup

To install a TM-T88VI model printer to a P1235 POS, follow these steps:

1. On the bottom of the printer, connect the following:
  - a. Power cable
  - b. Data cable
2. Plug the power cable into a designated electrical outlet.
3. Plug the USB end of the data cable into any available USB port on the POS.
4. With the printer upright, use the gray button at the top to open the lid.
5. To load the paper, drop in the roll with the paper coming from the bottom. Instructions on how to load paper are also located on the underside of the lid.
6. Close the lid and use the on/off switch on the front of the printer to turn the printer on.

## NOTE

The TM-T88VI can also connect to a KPS as a service printer. For this connection, the printer must use a serial data cable and connect to serial port 2 on the Kiwi.

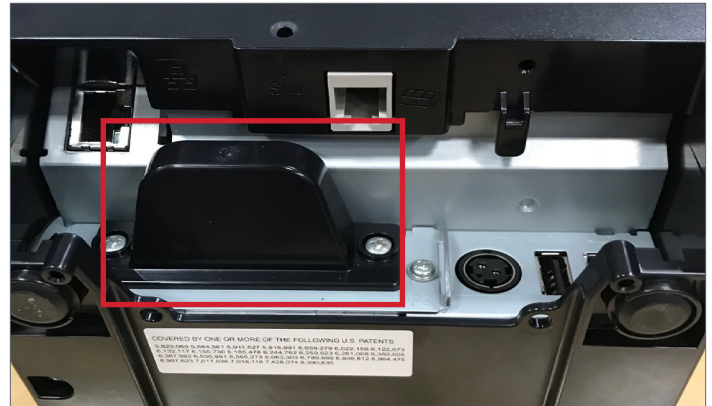




# Epson TM-T88V & TM-T88VI Bluetooth Receipt Printers

The Epson TM-T88V and TM-T88VI Bluetooth receipt printers connects to the 13" cash drawer for outside cash payment. The Bluetooth printer is required for all outside cash payment transactions since it is the only printer that can open the cash drawer.

To differentiate the Bluetooth receipt printers from other receipt printers, confirm the back has the white (TM-T88V) or black (TM-T88VI) Bluetooth interface rather than the serial port.



## Bluetooth Printer and 13" Cash Drawer Setup

Complete the following steps to connect the 13" cash drawer and Bluetooth printer:

1. Connect the larger end of the 13" cash drawer cable to the port located on the bottom of the cash drawer.
2. Ensure the cash drawer is set to the unlock position (12 o'clock). Slide the cash drawer into the outside payment bag, feeding the cash drawer cable out through the back of the bag.



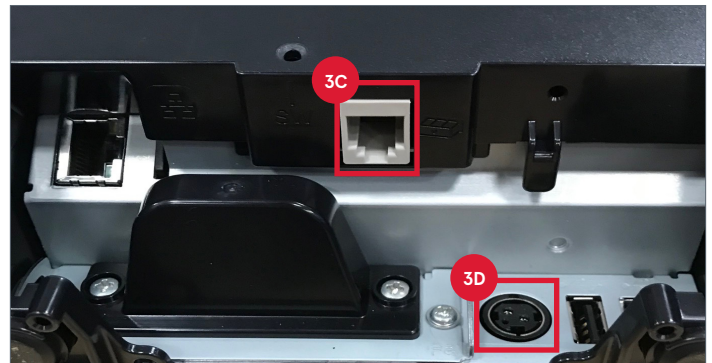
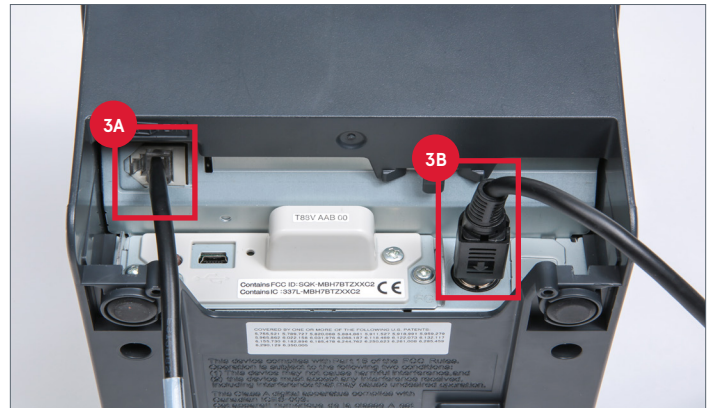
3. For the TM-T88V, connect the smaller end of the cash drawer cable (4A) and the power cable (4B) to the printer. For the TM-T88VI, connect the smaller end of the cash drawer cable (4C) and the power cable (4D) to the printer.

- The smaller end of the cash drawer cable
- The power cable
- The smaller end of the cash drawer cable
- The power cable

4. Plug the Bluetooth receipt printer's power cable into the power strip provided with the outside payment bag.

5. Attach the plastic cover on the back of the printer. Feed the power cable and cash drawer cable through the partial opening on the bag. Slide the printer into the bag.

6. Open the lid of the printer to load a new roll of receipt paper. Ensure that the paper feeds from underneath the roll.



#### NOTE

For information on pairing Bluetooth receipt printers to an iPad for outside payment, see the [Connect Bluetooth Receipt Printer](#) section of the iPOS Technical Guide.

# Epson P20 Bluetooth Hip Receipt Printer

The Epson P20 Bluetooth hip receipt printer is an extension of the drive-thru outside payment system, building on the use of the TM-T88V Bluetooth receipt printer and 13-inch cash drawer for tendering payment on iPOS.

If Restaurants choose to leverage the Epson P20 Bluetooth hip receipt printer, it can only be used to provide receipts for credit card and scanned payments. Two iPads are required at the payment station; one iPad will be paired with the Epson P20 printer to take credit card and scanned payments, while the second iPad will be paired with the TM-T88V Bluetooth receipt printer and cash drawer to take cash payments.

The printer comes with a charging dock and AC adapter and will hold a battery charge for up to 8 hours.

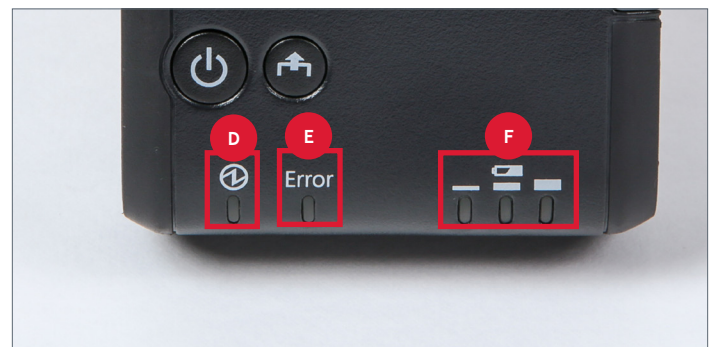




# How to Use the Epson P20 Bluetooth Hip Receipt Printer

Key features of the P20 Bluetooth hip receipt printer include:

- A.** Power button
- B.** Paper feed button
- C.** Open cover button
- D.** Power indicator light
- E.** Error indicator light: This illuminates or flashes when an error occurs with the printer.
- F.** Battery level indicator lights: A full charge is indicated when all three lights display. If the printer is down to one light flashing, the printer may stop during operation. The battery must be charged or replaced.
- G.** Paper feed: Make sure the paper feeds from underneath the roll. These printers use smaller paper rolls than the TM-T88V model printers. The paper is cut manually by pulling the paper across the manual cutter. Plug the power cable into a designated power outlet.





# Epson L90-M165B & M313A Service & Specials Printers

The Epson L90-M165B and M313A model printers are used by Chick-fil-A as specials printers and drive-thru service printers.

- **Specials printer:** The specials printer is located in the kitchen and is connected to the KPS. If an item is designated as a special in ServicePoint, a sticker prints from this printer. It can be affixed to the menu item's packaging. This helps the expeditor with order accuracy, and it shows the customer that his special request was fulfilled.
- **Service printer:** The sticky printer can also be used in the drive-thru as a service printer. Sticky receipts produced by this printer are placed on order bags to help with customer or car identification.

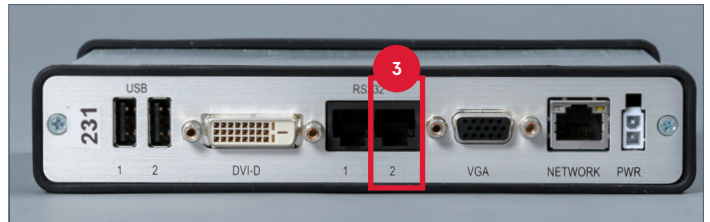
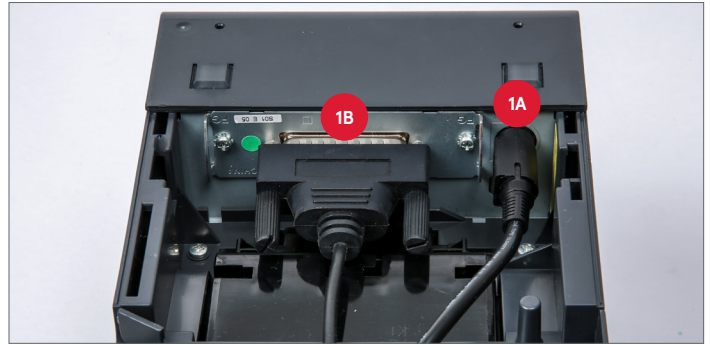
The Epson TM88 series and the L90 series should not be used interchangeably. The L90 is specially equipped to print on adhesive paper.



# L90-M165B & M313A Printer Setup

To install a printer, follow these steps:

1. On the bottom of the printer, remove the plastic cover by snapping off the circular tab. With the cover removed, connect the:
  - a. Power cable
  - b. Data cable
2. Plug the power cable into a nearby electrical outlet.
3. Plug the data cable into port 2 on the back of the Kiwi.
4. Reattach the plastic cover on the bottom of the printer. The power cable and data cable should feed out of the hole that was created by snapping off the circular tab.
5. Turn the printer switch on. The on/off switch is on the front of the printer.
6. Open the receipt roll cover by pressing the gray button at the top of the printer.
7. Load a new roll of adhesive paper. Ensure that the paper feeds from underneath the roll. When finished, close the receipt roll cover.



## Cleaning Epson L90 Printers

The adhesive paper manufacturer, NCR, recommends the following printer cleaning procedures as part of a regular preventive maintenance program. The cleaning process can be completed using one of two options: the cleaning cards or the cleaning pen.

Cleaning with a cleaning card or cleaning pen provides better print quality and overall optimal printer performance over the life of the printer.

- Clean with every new carton of sticky media. Four cleaning cards are included with each carton to allow for cleaning approximately four times per month.
- In addition, clean when print looks faded or contains missing or incomplete characters.







NCR Product ID	Cleaning Supply Description	# Enclosed
9435-9168	Thermal Printer Cleaning Card Kit (general thermal printer cleaning)	25 cards
9435-9098	Thermal Printer Cleaning Pens (deep cleaning of thermal print head)	12 pens

To order thermal printer cleaning supplies:

- Call 1-888-979-8627 (in the U.S.)
- Email [customer care.ips@ncr.com](mailto:customer care.ips@ncr.com)



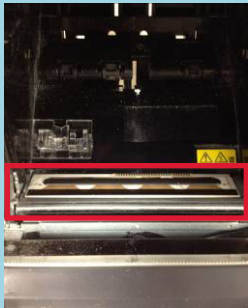

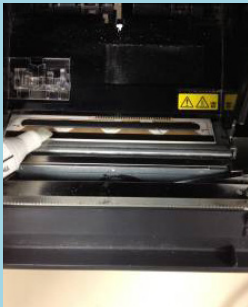

## Cleaning Cards

The procedures for cleaning the Epson TM-L90 printer with the cleaning card are shown below. Before beginning the official cleaning process, it is recommended that the special printer is unplugged and turned upside down to free the top from any small pieces of debris.

Step 1	Step 2	Step 3
 <p>Turn the power off on the printer and unplug the power cord.</p>	 <p>Remove the paper from the printer and ensure no paper is in the paper printing path.</p>	 <p>Remove the cleaning card from the pouch. Insert the cleaning card into the paper path leaving about one-third of the card sticking out of the printer.</p>
Step 4	Step 5	Step 6
 <p>Close the printer cover.</p>	 <p>Hold the printer down securely with one hand.</p>	 <p>Using your other hand, manually pull the cleaning card until the entire card has been pulled free.</p>
<p>7. Replace the paper and turn the printer power <b>on</b>.</p> <p>8. Printing should now be clear with no missing characters.</p> <p>9. If the print still looks faded or contains incomplete characters, repeat the steps above.</p>		

# Cleaning Pens

The procedures for cleaning the Epson TM-L90 printer with the cleaning pen are shown below. The cleaning pen is typically used for a deeper cleaning and may be used in conjunction with the cleaning card for a deep clean. Before beginning the official cleaning process, it is recommended that the specials printer is unplugged and turned upside down to free the top from any small pieces of debris.

<div>Step 1</div> <div></div> <div>Turn the power off on the printer and unplug the power cord.</div>	<div>Step 2</div> <div></div> <div>Remove the paper from the printer and ensure no paper is in the paper printing path.</div>	<div>Step 3</div> <div></div> <div>Locate the thermal print head to be cleaned. It is the long horizontal bar the three white triangles point to.</div>
<div>Step 4</div> <div></div> <div>Locate the cleaning pen.</div>	<div>Step 5</div> <div></div> <div>Put pressure on the pen and start scrubbing the print head from one side, finishing on the other.</div>	<div>Step 6</div> <div></div> <div>Repeat the process until no visible residue or dust remains. It may take several swipes with the pen.</div>
<div>7. Replace the paper and turn the printer power <b>on</b>.</div> <div>8. Printing should now be clear with no missing characters.</div> <div>9. If the print still looks faded or contains incomplete characters, repeat the steps above.</div>		

## Cleaning All Epson Printers

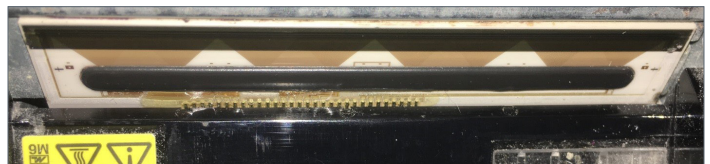
- **Before cleaning:** Turn off, unplug power cord, disconnect cables, and remove paper.
- **Printer case:** Use a dry or water-dampened cloth to wipe off printer case.



- **Sticky paper:** Clean printers using sticky media once a week with the cleaning cards from NCR. Insert cleaning card into the paper path, close the printer cover, and pull the card out manually.



- **Thermal elements:** Open the roll paper cover to clean the thermal elements of the thermal head with a cotton swab moistened with Purell Surface Sanitizer. Make sure to allow the thermal head to cool before cleaning.





# ST-9715 Network Card

## Reset Instructions for the MICR Printer

1. Power off the MICR printer. The power switch is located on the back of the printer.
2. Disconnect the network cable from the printer.
3. Press and hold the **OK** and **Right Arrow** buttons. Power on the printer.
4. Press the **OK** and **Right Arrow** buttons until the Config Menu message, Config Menu <Quality Pages>, displays.
5. Press the **Right Arrow** button six times until the Factory Defaults, Config Menu <Factory Default>, message displays. Press **OK**.
6. Press the **Right Arrow** button one time until the Restore STD NET message, Factory Defaults <Restore STD NET>, displays. Press **OK**. The display shows the Restoring Factory Defaults message followed by the Resetting the Device message.
7. After the printer resets, the Ready message displays.
8. Press the **Tool** button one time to enter the Settings menu.
9. Press the **Right Arrow** button one time. When the Reports message displays, press **OK**.
10. Press the **Right Arrow** button twice. When the Network Setup Page displays, press **OK**.

11. When the Network Setup Page message (Ethernet 10T2/100T) prints, verify that the IP address = 0.0.0.0 and DHCP = ON.

TCP/IP	
Active:	On
Enable DHCP:	On
Enable BOOTP:	On
Enable RARP:	Off
Enable AutoIP:	Yes
Address Source:	Manual
IP Address	0.0.0.0
Netmask:	255.255.255.0
Gateway:	0.0.0.0

12. Connect the network cable to the printer.
13. Wait 30 seconds. Print the Network Setup Page again by following steps 8 through 10.
14. Once the Network Setup Page (Ethernet 10T2/100T) prints, verify the printer has acquired an IP address that matches the new network scheme.

## Cleaning the MICR Printer

- **Before cleaning:** Remove any dust or lint around the printer with a soft brush or vacuum.
- **Printer case:** Moisten a lint-free cloth with Purell Surface Sanitizer and wipe the outside of the printer.
- **Before printing:** Make sure printer is dry before printing.





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# PAYMENT TERMINALS

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## PAX Q30 Front Counter Payment Terminal

The PAX Q30 payment terminal is used on the front counter and in the drive-thru cockpit. The terminal is integrated with the Honeywell mobile scanner and includes a smart PIN pad and a high-resolution touchscreen. It supports payment with credit cards (including EMV and contactless) and gift cards.



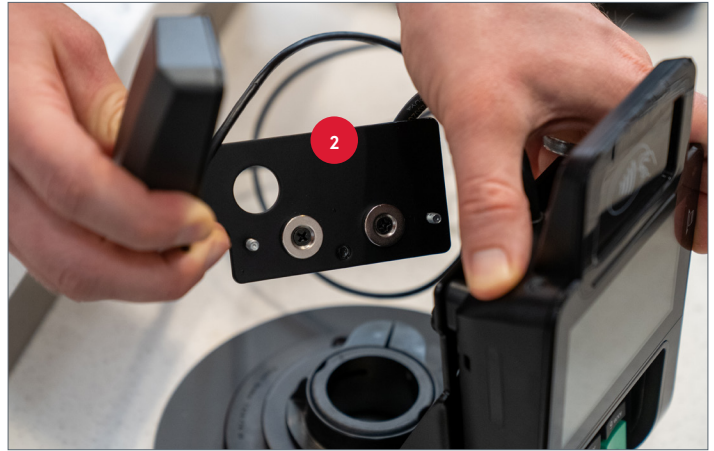
## Replacing the Front Counter Payment Terminal

If the PAX Q30 device needs to be replaced, follow the instructions below once you receive the new payment terminal:

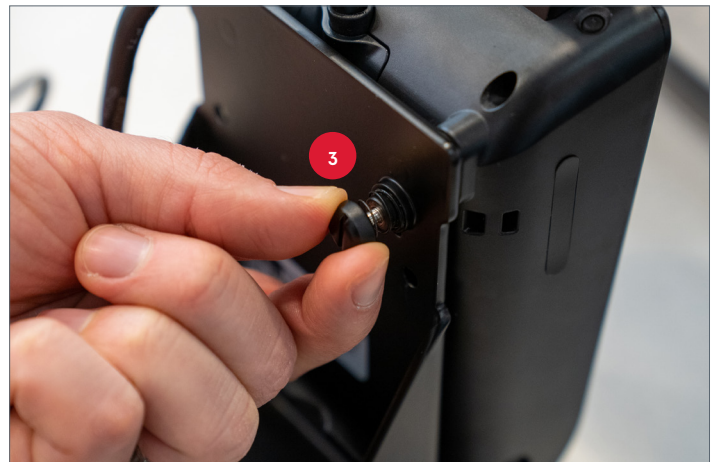
1. Disconnect the payment terminal cable from the 12V USB port at the bottom of the POS.



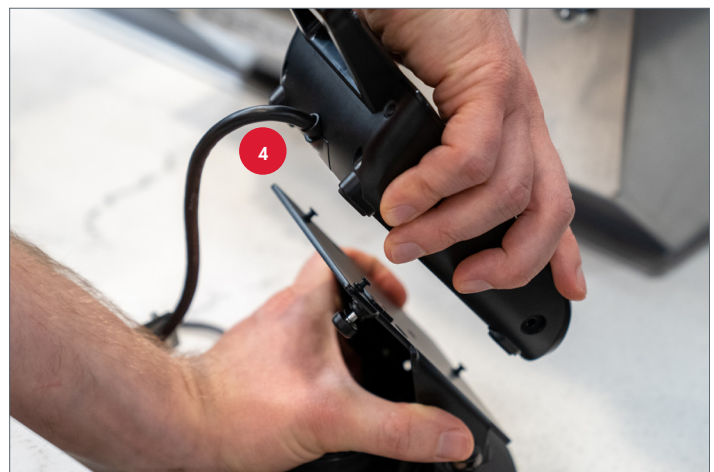
2. Remove the scanner by pushing down and firmly pulling the scanner bracket away from the payment terminal stand.



3. Unscrew the captive screw on the back of the stand.



4. Separate the payment terminal from the stand.
5. Remove the new equipment from the box and place the old terminal and cord in the box to be returned.



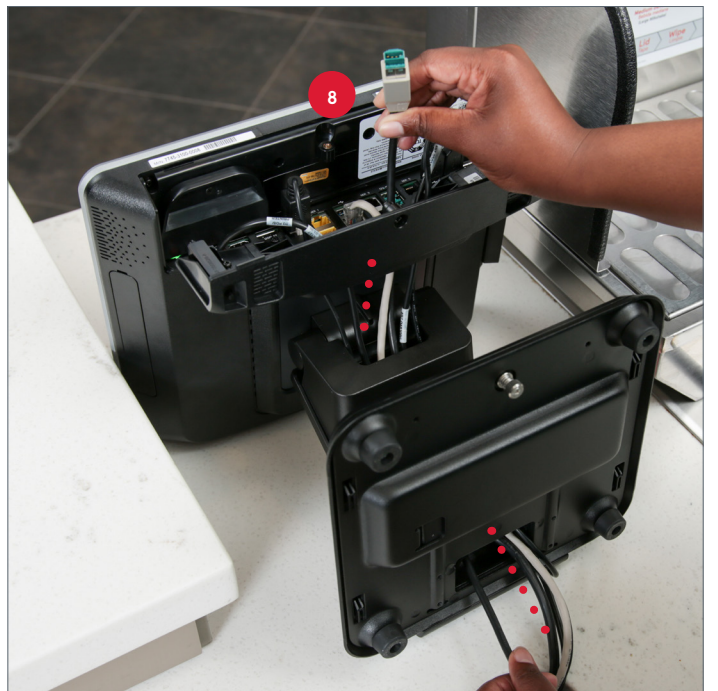
6. Align the holes on the back of the terminal with the screws on the stand. Then fasten the terminal to the stand, pressing down to secure it.



7. Turn the captive screw on the back of the stand to further secure the payment terminal.



8. Run the 12V USB end of the payment terminal cable through the opening at the bottom of the POS.





9. Insert the payment terminal cable into the 12V USB port at the bottom of the POS.



10. Place excess cord into the hole on the front counter.



11. Reattach the scanner to the stand. The two small screws on the bracket will go through the two holes in the back of the stand. The captive screw on the back of the stand will fit through the hole on the back of the scanner bracket.



12. On the POS, navigate to **Manager Functions** and press **Register Payment Terminal**.
13. Ensure the old equipment is ready to be picked up. Seal the box with the old equipment and peel back the shipping label to reveal the return label. Place the box in a convenient spot for courier pickup.



# PAX D190 Payment Terminal

Typically these handheld readers are used outside in the drive-thru lane. They can also be used inside the Restaurant with iPOS for tableside ordering. It supports payment with credit cards (including EMV and contactless) and gift cards.



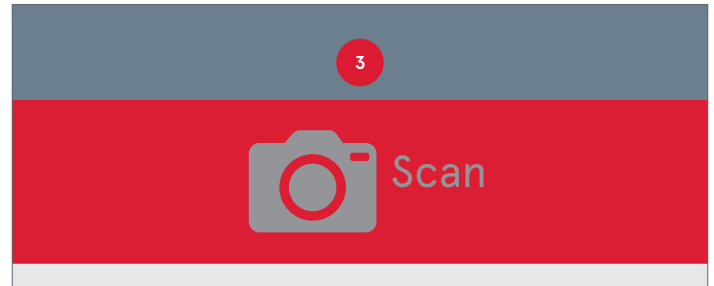
## Link D190 Payment Terminal to iPad

The payment terminal must be linked to the iPad prior to each use. Follow these steps:

1. If this is the first time using the payment terminal, complete step 1. If the payment terminal has already been set up, proceed to step 2. Turn payment terminal on. A 3-5-minute automated enrollment process begins. The screen will turn off every 30 seconds during the process but it can be turned back on to view the status by pressing the power button. Once the Chick-fil-A logo screen appears with the Wi-Fi antenna in the top-right corner, set up is complete.
2. From the Chick-fil-A logo screen, press F1 on the payment terminal. A QR code appears.



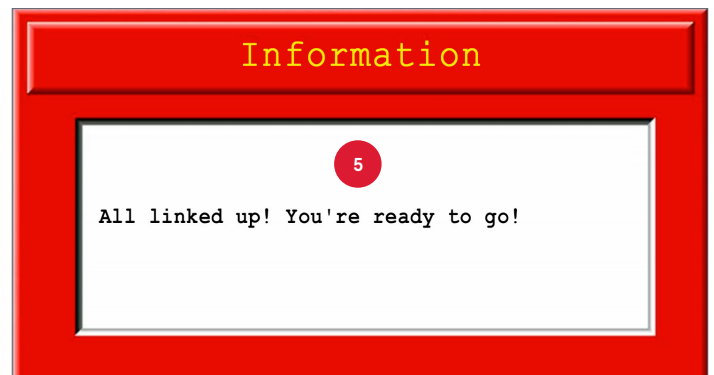
3. In iPOS on the iPad, press **Scan** at the bottom of the screen.



4. Use the iPad to scan the QR code on the payment terminal.



5. Wait for the registration message to display on the iPad.



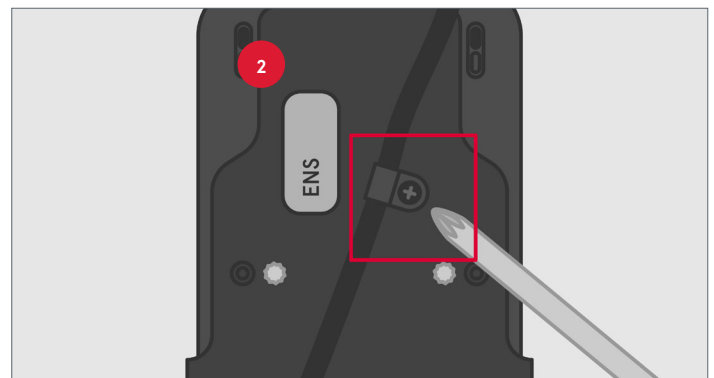
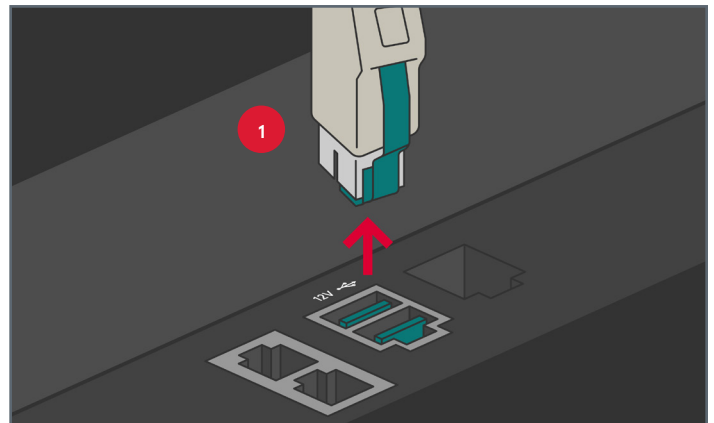
# Equinox Luxe 6200 – Canada Only

The Equinox Luxe payment terminal is only used on the front counter of Canadian Restaurants. The terminal is integrated with the Honeywell mobile scanner (which is located to the side of the POS) and includes a smart PIN pad and a high-resolution touchscreen. It supports payment with credit cards (including EMV and contactless) and gift cards.

## Replacing the Front Counter Payment Terminal

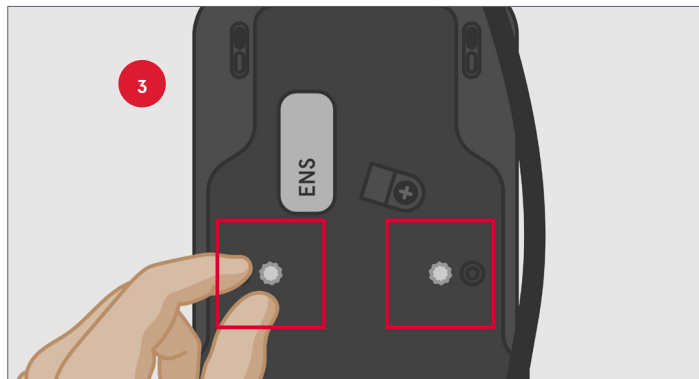
### Disconnecting a VX820 Device

1. Disconnect the payment terminal cable from the 12V USB port at the bottom of the POS.
2. On the back of the payment terminal stand, unscrew the bracket securing the cable to the stand.





3. Unscrew the two captive screws underneath the device.



4. Separate the payment terminal from the stand.



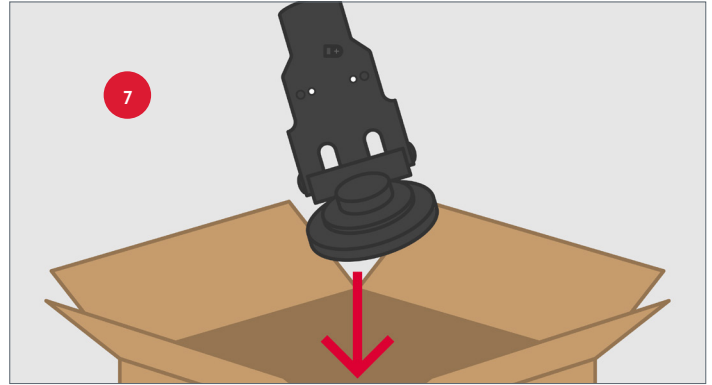
5. Remove the new Equinox payment terminal and stand from the box and set aside.



6. Place the old payment terminal and cord in the box to be returned.



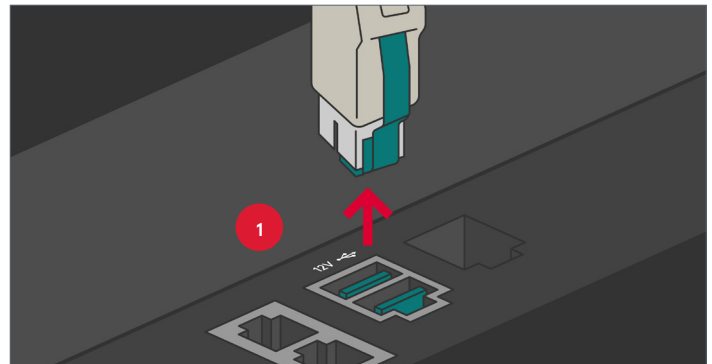
7. Place the old stand in the designated box to be returned.



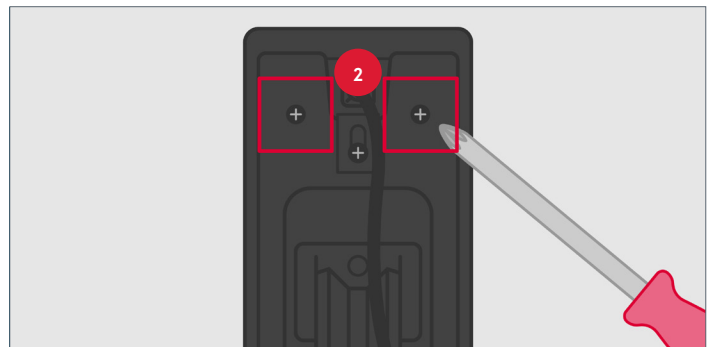
## Disconnecting an Equinox Luxe 6200 Device

If the Equinox Luxe 6200 device needs to be replaced, follow the instructions below once you receive the new payment terminal.

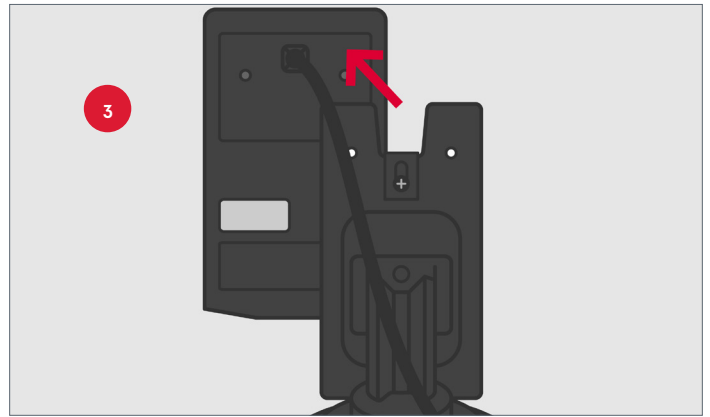
1. Disconnect the payment terminal cable from the 12V USB port at the bottom of the POS.



2. Unscrew the two small screws on the back of the stand using a Phillips head screwdriver.



3. Separate the payment terminal from the stand.



4. Remove the new terminal and cord from the box and set aside.

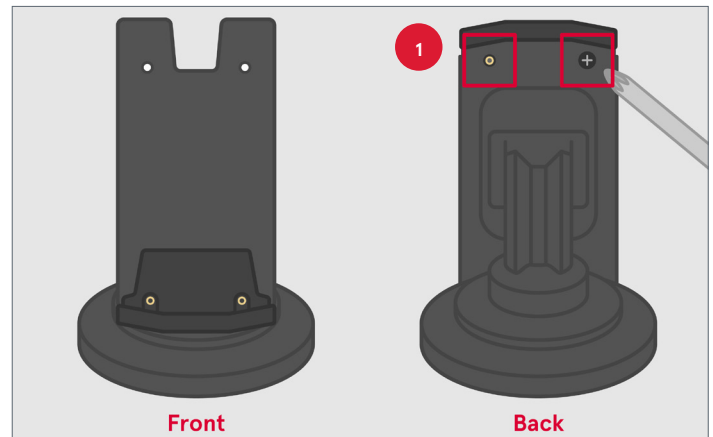


5. Place the old terminal and cord in the box to be returned.

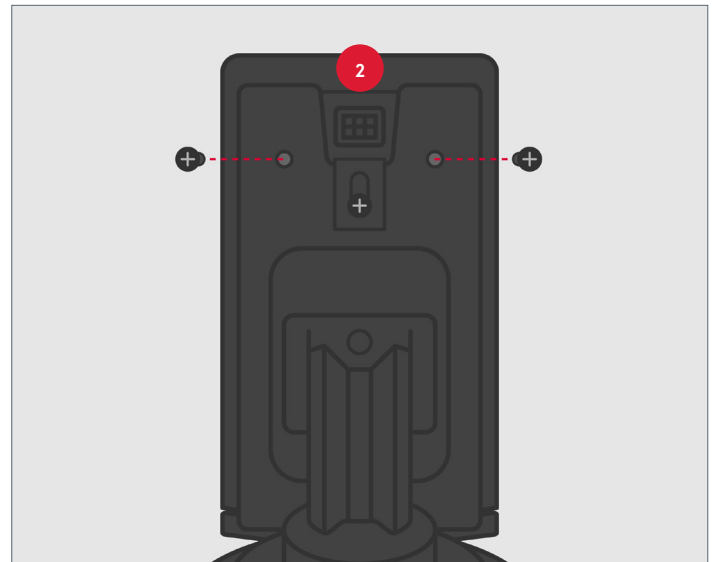


## Connecting a Equinox Luxe 6200 Device

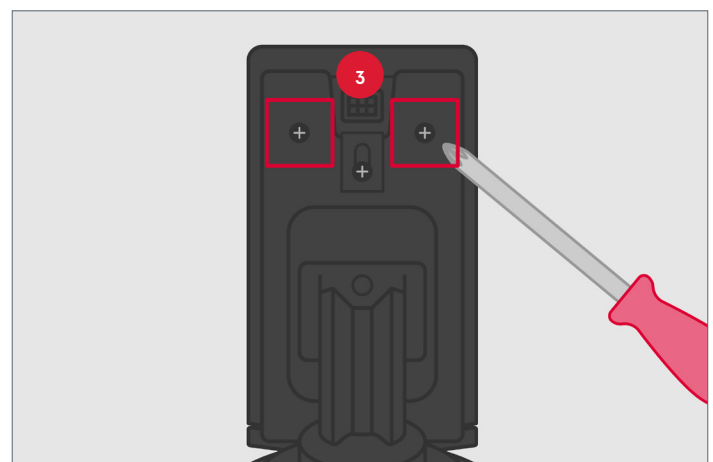
1. If the dovetail bracket is not already attached to the stand, align it with the bottom two screw holes and use two Phillips head screws on the back of the stand to secure it in place.



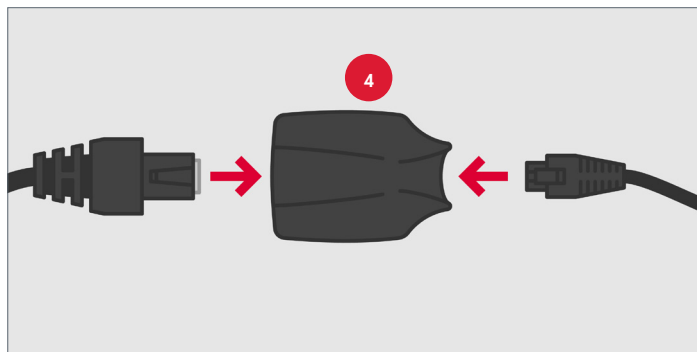
2. Place the new device on the stand, aligning it with the top two screw holes and resting the device on the dovetail bracket.



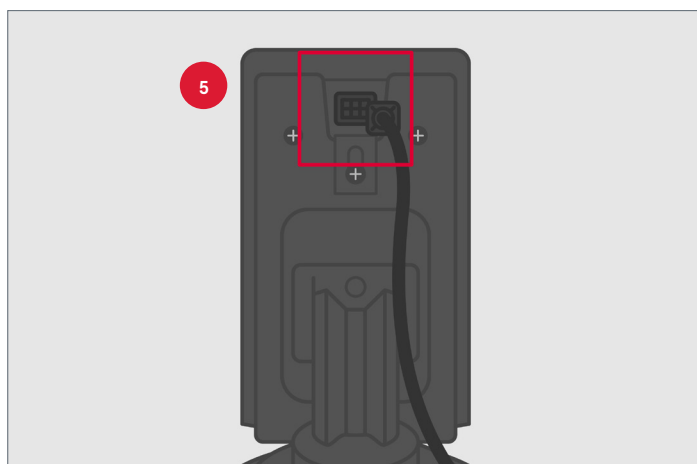
3. Secure the device in place with screws in the top two screw holes.



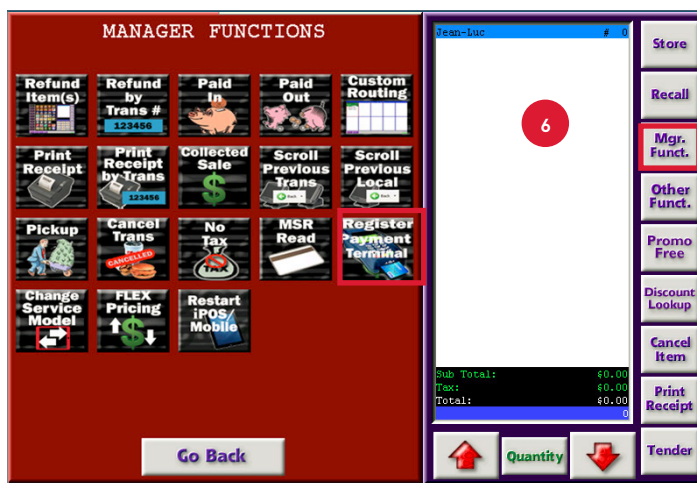
4. Connect the cables, attaching the powered USB cable to one side of the power block and the payment terminal cable to the other side.



5. Connect the other end of the cable to the payment terminal.



6. On the POS, navigate to **Manager Functions** and press **Register Payment Terminal**.
7. Ensure the old equipment is ready to be picked up. Seal the box with the old equipment and peel back the shipping label to reveal the return label. Place the box in a convenient spot for pickup.

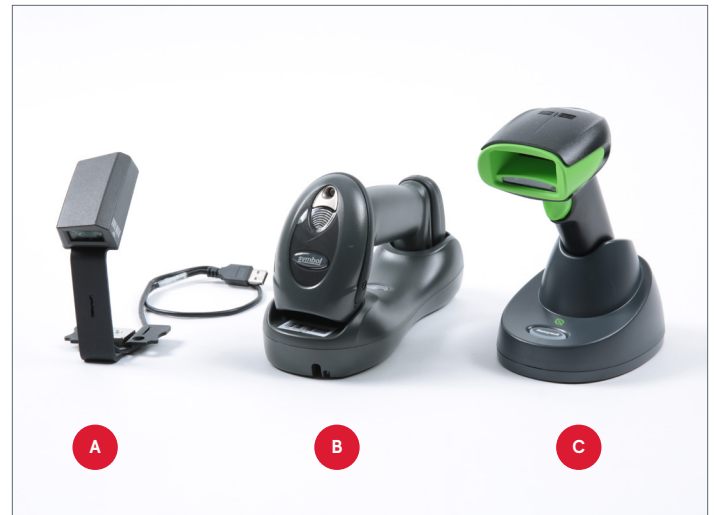




# MOBILE SCANNERS

Mobile scanners are used to scan QR codes for mobile payments, Chick-fil-A gift cards, and Digital Offer Cards. With the Chick-fil-A App, scanners are primarily used to obtain payment from customers through their mobile devices. Three models of mobile scanners are used in the Restaurants:

- A.** The Honeywell front counter scanners are integrated with the PAX Q30 front counter payment terminal.
- B.** The Motorola drive-thru scanners are wireless, so that a drive-thru Team Member can scan QR codes away from the POS terminal.
- C.** The Honeywell drive-thru scanner is also wireless for use in the drive-thru. This is the newest model drive-thru scanner.



## Replacing the Honeywell Front Counter Scanner

The front counter scanner is installed for Restaurants with the front counter payment terminal. If you have to replace the scanner, follow these steps once you receive the new scanner:

- 1.** Disconnect the scanner cable from the USB port at the bottom of the POS.



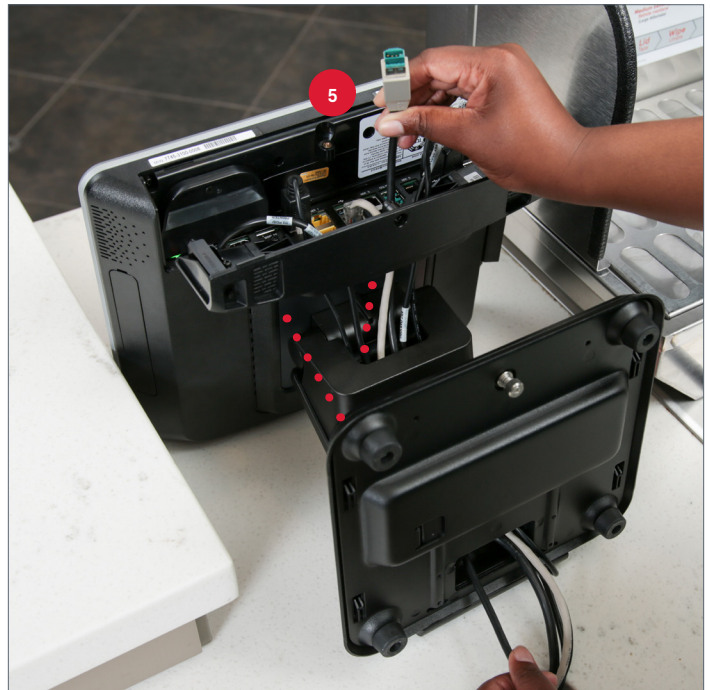
2. Push down and firmly pull the scanner bracket off terminal.
3. Remove the new scanner from the box and place the old equipment in the box to be returned.



4. Attach the new scanner bracket to the back of the payment terminal stand. The two small screws on the bracket will go through the two holes in the back of the stand. The captive screw on the back of stand will fit through the hole on the back of the scanner bracket.



5. Run the USB end of the scanner cable through the opening at the bottom of the POS and weave it through the neck of the POS.



6. Plug the scanner cable into a USB port.
7. Ensure the old equipment is ready to be picked up. Seal the box with the old equipment and peel back the shipping label to reveal the return label. Place the box in a convenient spot for courier pickup.



## Motorola Drive-thru Scanner Setup

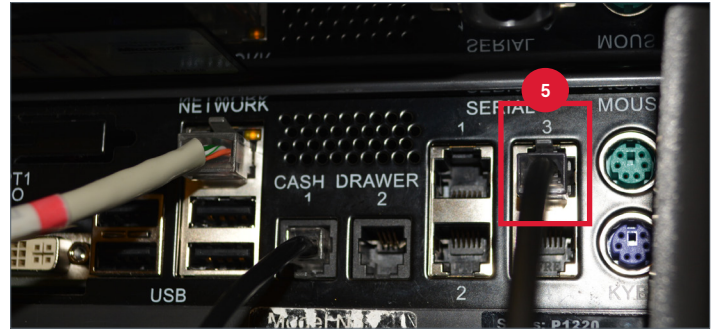
To install the wireless drive-thru scanner, follow the steps below:

1. Obtain the wireless Motorola handheld scanner, the base station, and the cable.
2. Locate the cable. Notice that the ends of the cable are similar to connectors on a phone cable.
3. Take the larger end of the cable and plug it into the large port on the back of the base.
4. Take the cable with the smaller connector and neatly run it down the center of the bottom of the register through the opening at the front of the register base.

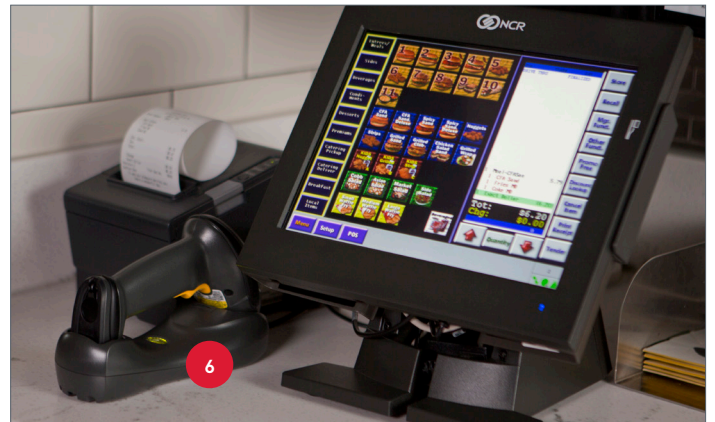




5. With the register upright, tilt the screen back and plug the smaller connector into serial port 3.



6. After the cable is connected, place the wireless scanner on the base station. A tone indicates that the scanner is on and active. A green light on top of the scanner is illuminated.
7. Carefully place the excess cord attached to the base station behind or beside the register.



## Honeywell Drive-thru Scanner Setup

To install the wireless drive-thru scanner on a P1235 model POS, follow the steps below:

1. Obtain the wireless Honeywell handheld scanner, the base station, and the cable.
2. Locate the cable. Notice that one end has a USB connector and the other end is an RJ45 connector, which looks similar to an Ethernet cord.

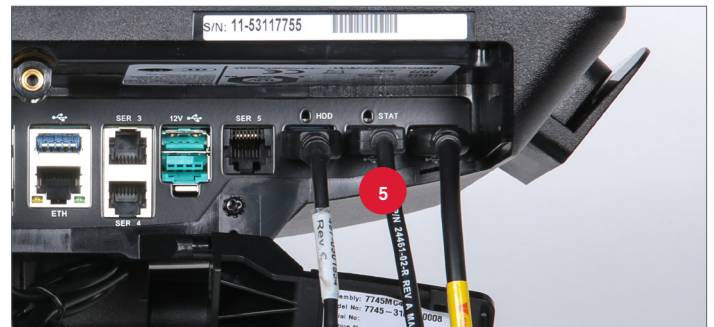


3. Take the RJ45 end of the cable and plug it into the large port on the bottom of the base.



4. Take the USB end of the cable and run the cord up the radial arm to connect to the register.

5. With the register upright, tilt the screen back and open the cable cover door (see the [P1235 Power Brick](#) section for instructions on how to open the cable cover door). Plug the USB connector into any available USB port. Be sure not to plug the USB end into a powered USB port (the green 12V ports on the POS).



6. After the cable is connected, place the wireless scanner on the base station to establish a link. The green LED on the base flashes to indicate the scanner is charging.

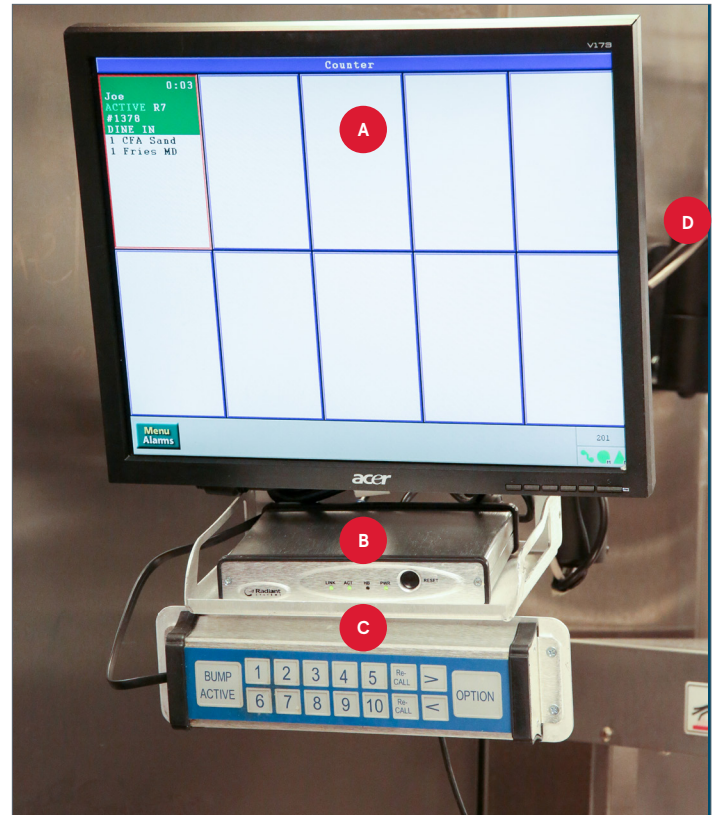




# KPS HARDWARE

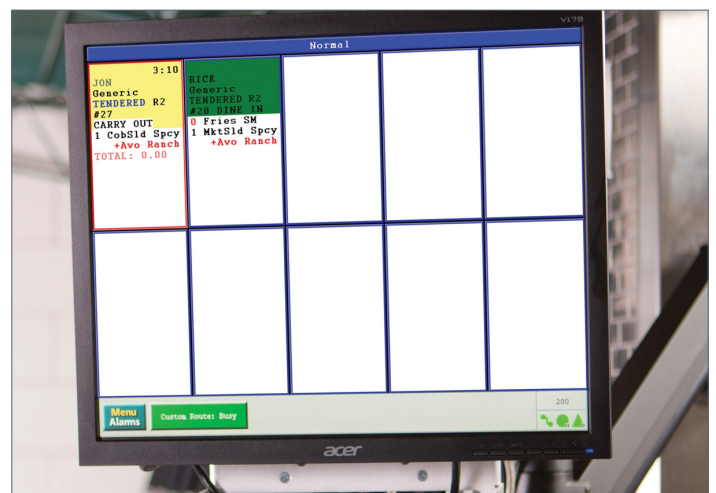
The Kitchen Production System (KPS) is composed of four parts:

- A. Monitor:** The monitor is where the order displays in one of 10 boxes the screen is configured to show.
- B. Kiwi:** The Kiwi is where orders are processed. This is the CPU of the KPS.
- C. Bump bar:** The bump bar allows Team Member to interact with the Kiwi.
- D. Radial Arm:** This holds the KPS to the wall.



## Monitors

The POS terminals send orders to the KPS for fulfillment. The monitors are the display areas for the orders. By default, the bump buttons match the corresponding box on the monitor. Everything can be configured, from the number of boxes that display to the items that route to specific monitors for preparation.



## KPS Monitor Order Status

The KPS monitors display the status of an order as the cashier processes the order. There are five status categories.

Status	Description
Active	The order is currently being entered on the POS.
Stored	The order has been saved into memory and the cashier can continue with the next order. This status typically refers to only drive-thru orders.
Recalled	The cashier has called the order back onto the screen to tender or review. This status typically refers to only drive-thru orders.
Totaled	The order has been totaled but the cashier has not accepted payment. A customer may still change his order.
Tendered	The customer has paid for the order.

# Bump Bar

The bump bar allows the cashier to interact with the Kiwi. The buttons on the bump bar can clear orders from the monitor, recall orders that have been cleared, or move to the next order.



The bump bars have one cable on the side that connects to port 1 on the Kiwi. Reseating this cable is a good basic troubleshooting step if the bump bar stops working. Some bump bars have a black cap on each end that covers this cable.



The bump bar is shown in the picture to the right and contains the following components:

- **Bump Active button:** Removes the active order from the monitor.
- **Number keys:** Removes the order associated with that number on the monitor.
- **Recall buttons:** Recalls orders that were previously bumped.
- **Scroll arrows:** Press the right or left arrow buttons on the bump bar to scroll through orders on the KPS monitor.
- **Option button:** This button has the same functionality as the Bump Active button.



# Use the Bump Bar

By default, until an order is tendered, it cannot be removed from the KPS monitor. Orders are bumped in the order they are filled, regardless of order sequence. To bump an order from the screen, do one of the following:

- A. Press the **Bump Active** button to remove the active order. The active order is determined by which order is highlighted on the KPS monitor. In the image to the right, the first order has a red highlight around the cell, which indicates that cell is the active order. Once the Bump Active button is pressed, it eliminates the highlighted order on the KPS monitor and immediately advances to the next order.
- B. Press the number button corresponding to the order that is to be removed. In the example, the second order on the screen would be bumped if the number 2 was pressed on the bump bar.



Normal				
JON Generic TENDERED R2 #27 CARRY OUT 1 CobSld Spcy +Avo Ranch TOTAL: 0.00	RICK Generic TENDERED R2 #28 DINE IN 0 Fries SM 1 MktSld Spcy +Avo Ranch			
A	B			



## Use Master Bump

By default, both the drive-thru and counter monitors are set as Master Bump monitors. This means that when the expeditor bumps an order from the counter or drive-thru KPS, the order is bumped from all other KPS monitors where the order displays in the system. The reasoning for this configuration is that when an expeditor is ready to bump an order, all food items have been assembled. By default, the dessert KPS is set to ignore the Master Bump because often the dessert maker is still creating desserts when the meal is completed; it is important that a dessert order is not automatically bumped before the dessert maker has prepared it. All KPS monitors can be set to ignore the Master Bump if requested by calling Chick-fil-A HELP.

The kitchen KPS monitors can also bump orders independently. For example, if a kitchen Team Member prepares an entrée and bumps the order himself, the order is removed from his KPS monitor and other monitors are unaffected. If the Team Member leaves the order on the screen after the entrée is prepared and continues to the next order, the first order is automatically removed from his screen when the expeditor at the counter or drive-thru bumps the order.

## Scroll Through Orders

The KPS monitor displays orders sequentially. The bump bar is used to scroll through previous or subsequent orders on the screen. To scroll through orders on the KPS monitor, press the right or left arrow buttons on the bump bar. The KPS monitor scrolls through orders one at a time.



### NOTE

Because the kitchen may be ahead of the expeditor in preparing the orders, kitchen Team Members may find it useful to press the > button to access orders that have not yet displayed on the screen, but that have been entered on the POS terminals. Use the < button to scroll back to the current orders.





## Recall a Bumped Order

To recall an order that was bumped, press the **Recall** button. The orders recall in the order the transactions were bumped.



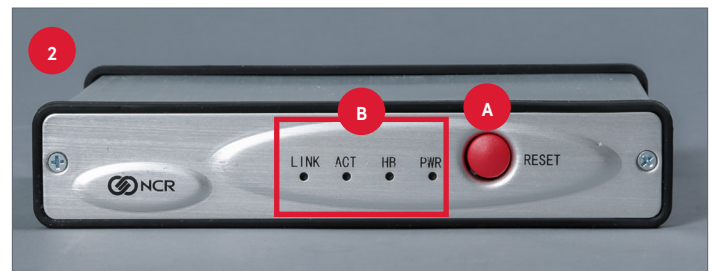
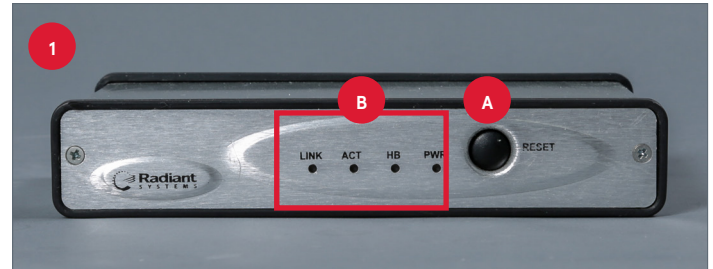
## Kiwi

Chick-fil-A currently uses two different models of Kiwis:

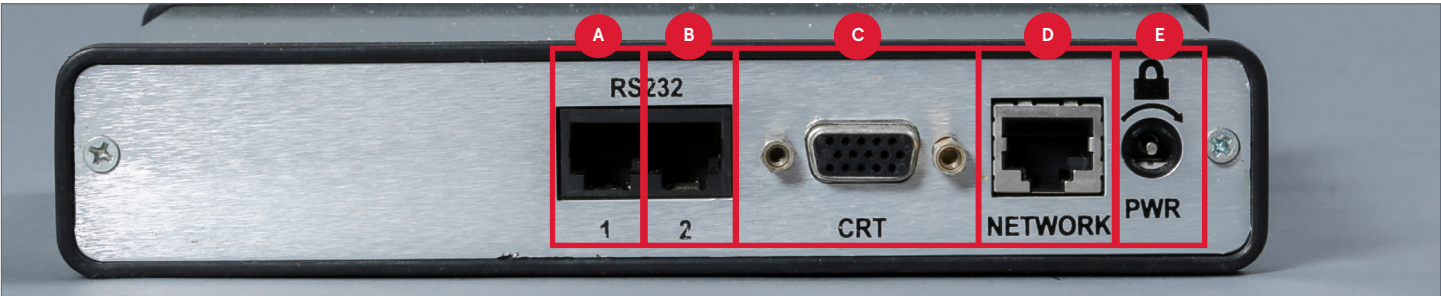
1. **Kiwi 2:** For easy identification, look for the Radiant logo and a black reset button.
2. **Kiwi KC2500:** This is the newest model of the Kiwi. For easy identification, look for the NCR logo and a red reset button.

Both Kiwis have the following features:

- A. On the front of both model Kiwis, there is a black or red reset button. This clears all active orders and reboots the KPS. It is often inadvertently pressed.
- B. In addition to the reset button, there are four LED indicators. Those include the following:
  - **LINK – Solid light:** This light indicates the network cable is plugged in.
  - **ACT (Activity) – Solid light:** This light indicates that information is going across the network to and from the Kiwi.
  - **HB (High Brightness) – Blinking light**
  - **PWR (Power Indicator) – Solid light:** If this light is on, then the Kiwi is receiving power from the power source.

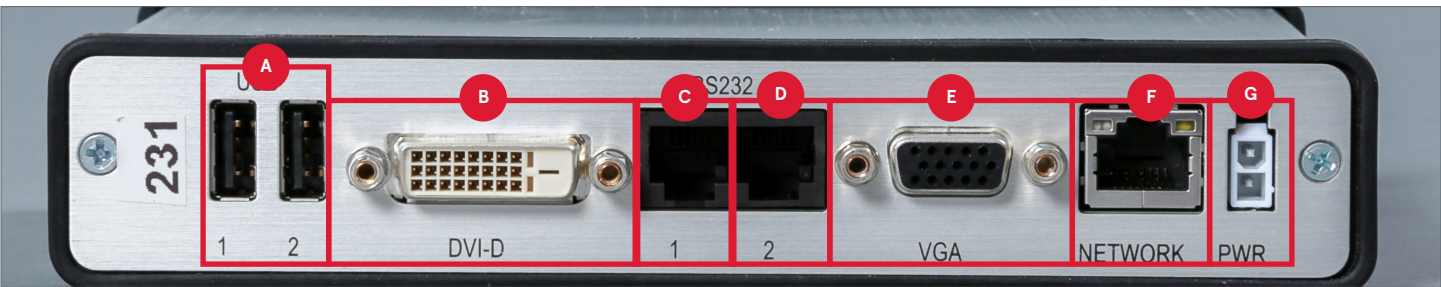


## Kiwi 2 Port Configuration



Label	Field	Description
A	Port 1	This is for the bump bar.
B	Port 2	This is for a service or specials printer.
C	CRT Port	This is for the VGA cable for the monitor.
D	Network Port	This is for the network cable.
E	Power Connector	This is for the power cable.

## Kiwi KC2500 Port Configuration



Label	Field	Description
A	USB Ports	These are not used.
B	DVI Connector	If using a DVI cable, use this port to connect to the monitor.
C	Serial Port 1	This is for the bump bar.
D	Serial Port 2	This is for a service or specials printer.
E	VGA Connector	If using a VGA cable, use this port to connect to the monitor.
F	Network Port	This is for the network cable.
G	Power Connector Port	This is for the power cable.

## Bracket/Radial Arm

This piece of equipment is what holds the KPS on the wall.

The bump bars are attached to a metal plate on the radial arm with four Phillips-head screws. These must be removed to replace the bump bar.

The most common issue with this equipment is that a KC bracket replacement is needed due to overuse. The KPS may be pulled and moved in the Restaurant and the arm or bracket breaks over time. Call Chick-fil-A HELP if a new bracket or arm is required.

Another common issue is that the radial arm for the monitor will not stay up once mounted. This can be resolved by using an Allen (hex) key and tightening the adjustment set screw located at the top of the cylindrical part of the bracket (where the bracket meets the wall).

