

# NCR SILVER QUANTUM FAQ

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## NCR Silver Quantum Overview

### What is NCR Silver Quantum?

NCR Silver Quantum is an all-in-one hardware solution compatible with NCR Silver POS software for Android.

### How is it different than Silver on iOS or the Silver Android?

The POS software features are the same regardless of which hardware platform you prefer. Unlike the other platforms, Quantum features a built-in customer display along with a rechargeable back up battery and two different types of USB ports.

## Power Related Questions

### What do I do if my tablet wont power on?

- First, check if the tablet is showing a charge (see next question).
- If unit is charged, check and make sure that that the power button on Quantum is not stuck. If yes, open Quantum and unstick button. If no, open Quantum, remove tablet and try and power up outside of Quantum
- If the unit shows no charge or will not power up.
  - o Try charging the tablet in Quantum. Make sure everything is turned off (Quantum and Tablet) and make sure unit is plugged into a power source. Wait 15min, then check charge of tablet.
  - o Remove the tablet from Quantum, and charge tablet outside of Quantum using Samsung Power Supply.
  - o Note: If the tablet, gets so low that it will not power up (in extreme cases) you must charge it with the Samsung tablet power supply for 15-20min.

### How do I power up my Quantum device?

- If you are facing the tablet screen, power on the Quantum base by pressing the button in the bottom left. This will provide power to your attached devices (like scanners and receipt printers).
- While facing the tablet screen, press the left most button at the top of the quantum encasement to power the tablet on.

### How do I know if the tablet battery is charging/charged?

- The tablet charge is visible when you are logged into the Silver POS.
- The tablet will charge while the Quantum power adapter is plugged in.

### What do I do if my Quantum base doesn't seem to power on?

- When using the AC power adapter, check your connection to the power cable, try another outlet.
- We recommend having Quantum plugged in for 3-4 to fully charge the battery before using without an AC adapter.
- If the tablet is not inserted into the Quantum commerce station, it will not power on.

### **How do I know if my Quantum base is charged (so I can use it without the AC adapter)?**

- If your plugged into a wall charger, Quantum will be fully charged in no more than 5hrs (approximately). This is with all USB ports being used. The fewer the items plugged into the USB ports, the quicker the battery will charge.
- Quantum battery will last up to 8hrs without anything connected to the USB ports. The more items added, the shorter the life of the battery.
- There is no battery indicator for battery within the Quantum base. If Quantum and the tablet are both fully charged, the tablet will run out of power quicker than the tablet. So, if you're getting low battery warnings for the tablet, the battery in Quantum is probably low as well.

## **Customer Display Questions**

### **What do I do if my Customer Display is not working?**

- Make sure the tablet is properly connected to the Quantum station. Open the face-plate and make sure the micro USB plug is connected to the tablet.
- Ensure the power button located on the base of Quantum was pressed. The tablet can run even if the base is not powered on, but the customer display and USB ports will not.
- If the display is on but only shows a black screen with numbers in the right corner, the Silver app and the customer display have not connected. Close the Silver app, wait a few seconds, then open the app again. To reconnect the devices, you can also try restarting the tablet and the base. Note that the screen will remain black until the Silver app is in use.

### **What will my customers see on the customer Display?**

- Customers will see the items being added to their ticket along with modifiers, price and their ticket total.
- Customers will also be prompted through steps for tipping (optional), credit payments and credit card signatures on the quantum display. They will also have the option to choose between a printed or emailed receipt.

## **Taking Payments with Quantum**

### **What credit processors can I use with my Quantum device?**

- First Data
- Global Payments
- TSYS
- Vantiv/ Mercury
- Worldpay
- Heartland
- Chase
- Elavon

### **Will I need to supply NCR Silver Customer Care with an updated VAR sheet or credit processing credentials?**

To process credit card payments on Quantum, you will need to request a **RoamData/Ingenico Gateway** VAR sheet from your credit processor and supply it to NCR Silver Customer Care.

Note: If you are switching to a new processor because your current processor is not yet compatible with Quantum, you will need to supply new credit processing information to NCR Silver Customer Care.

### **Can I accept EMV Cards?**

You can accept EMV payments if you use one of the following credit processors:

- First Data
- Global Payments
- TSYS
- Vantiv/ Mercury
- Worldpay

Additional processors will be available in the near future.

### **How do I swipe or dip credit cards on the Quantum unit?**

- Quantum features a built in magnetic stripe reader and chip reader for both EMV and traditional swipe credit cards.
- The card reader is located on the customer's right hand side.
- The credit card reader is designed so that the customer is responsible for sliding their own card.
- Cards are slid with the magnetic stripe facing the customer. There is also a dip area marked by an icon and notches in the credit card reader in which you can inset chip enabled cards (EMV)

### **Can I accept NFC (Near Field Communication) payments?**

You can accept NFC payments if you use on of the following credit processors:

- First Data
- Global Payments
- TSYS
- Vantiv/ Mercury

### **Can I enter cards manually?**

Support for offline credit will be added in the near future.

### **Can I use Silver's offline credit feature with Quantum?**

Support for offline credit will be added in the near future.

### **Can I accept PIN debit cards with Quantum?**

Support for offline credit will be added in the near future.

## **Tablet Settings and Questions**

### **How do I get to my Android tablet device settings?**

If the tablet is inserted into Quantum, locate the buttons on the right side of the tablet. The center button is the "home" button. Press it to access the main screen, from which you can access other apps and settings, like security or Wi-Fi connection settings.

### **How do I update my POS app or android operating system?**

NCR Silver controls the updates to your POS and android operating system. You will be notified before an update is made available and have flexibility to complete updates at an appropriate time.

### **Can my cashiers access other apps or a web browser?**

Depending on the settings on your tablet, your cashiers could access other apps or settings. We suggest looking at the tablet settings to see what can be restricted so that the cashiers can only access the apps you want them to.

Note that you can configure additional help links inside of silver that allow your employees to access other important sites (like NCR Console) without giving them the ability to search the internet.

## Quantum Hardware and Connectivity

### How does Quantum connect to the internet?

You have the option to connect to the internet via Wi-Fi or a direct Ethernet cable. If you are facing the tablet screen, the Ethernet port is located on the bottom right between the USB and power connections.

### What do I do if my tablet breaks or stops working?

The best and easiest option is to contact NCR Silver Concierge to verify if your tablet is under warranty, or to assist in purchasing a new tablet.

- The Samsung Galaxy Tab A is currently the only supported tablet
- If you purchase a brand-new Tab A as a replacement, contact NCR Concierge. You will need your device's serial number.
- IMPORTANT: It is best to purchase a replacement tablet directly through NCR to prevent issues with the software version. Do not make any updates to the Android operating system unless directed to by NCR Customer Care or Concierge.

### How do I connect my devices like scanners, scales and receipt printers?

Quantum offers a total of four USB ports. There are two USB "C" ports and two USB "B" ports. This allows you to connect NCR Silver approved USB printers, scanners and scales for stable connection.

### What USB accessories can I use?

What accessories work?

- USB printer
- Grs60
- USB Scanner (Ls2208)

### Was I supposed to receive USB cables with my Quantum purchase?

- If you ordered Quantum by itself (not in a Total bundle), you will not receive USB cables.
- If you ordered Quantum as part of a Total bundle, the USB cables are included but differ based on the devices included with the package you ordered.
- Total bundles typically come with the following:
  - o USB cable to connect printer
  - o If you ordered with a Scanner, you would get a cable to connect the Scanner.
  - o Note: There are other cables you should receive as well: Ethernet cable with printer, Cash Drawer Cable to connect to printer.

### **Can I use Bluetooth to connect to my receipt printer?**

You can configure a Bluetooth receipt printer through the Silver POS settings, but it is recommended that you connect through USB for the most stability.

### **What do I do if Quantum doesn't recognize my receipt printer during printer set up?**

Here are some simple and quick steps specific to Quantum you can try.

- Make sure you have connected your receipt printer using the USB cable.
- Make sure the receipt printer is powered on.
- Restart the Silver App
- Plug into a different USB port and restart the Silver app.
- Plug in with a different USB cable and restart the app.
- Power off both your device and your base then power them both back on.
- Call customer care, you have the option of setting up printers as Bluetooth if needed.

### **Can I remove the tablet from my Quantum station?**

- The face of the Quantum unit pops open for you to remove the tablet. While facing the tablet, use the Hex key tool that was included in the Quantum packaging to remove the screws on both sides of the Quantum face plate. Use your finger to find the seam at the top of the face plate, then pop it open. Detach the charging cable and remove the tablet.

### **EMV Reader Indicators**

There are 4 LEDs on the top of the reader to indicate progress of a contactless transaction. In addition, there is a buzzer inside the reader to prompt Swipe/Tap/Dip.

- Reader ready: The Red LED on the side of the reader will be On.
- Reader waiting for card: The reader will generate a beep prompting user to Swipe/Tap/Dip. One LED light on top of the reader will turn on (Only for Contactless).
- Reader reading the card: 2 LED lights turn On.
- Card read successful: 3 LED lights turn On.
- Card Processing Error/Multiple Contactless Cards detected: All lights are turned off to indicate that the contactless interface is not acceptable for this transaction.
- Card Processing Error: Only fourth LED light turns on indicating condition for use of the contactless interface have not been satisfied (ex: As an added security measure, transaction amounts over a pre-set threshold may require a card swipe or insert.).

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