

# Setting up NCR Silver for iOS

This guide will walk you through the initial set up of NCR Silver iOS.

## INTRODUCTION

Welcome to NCR Silver! Use this document to set up your NCR Silver system. This document will help you download the POS app, set up your hardware and configure your hardware.

For more detailed information, click the **HELP** link near the top-right corner of the screen in the Back Office ([www.mystore.ncrsilver.com](http://www.mystore.ncrsilver.com)) or tap the **HELP** link on the POS slide out menu (accessed by tapping the three “hamburger stack” lines in the top left of the app). These links will take you to [www.customercare.ncrsilver.com](http://www.customercare.ncrsilver.com) where you can browse all the articles by category or search for specific topics.

If you still need additional assistance, please call or text our Customer Care team at 1-**877-270-3475**. We offer support 24 hours/day, 7 days/week.

## GETTING STARTED

### What you'll need

- Your iPad
- Your Apple ID and password (created at [www.appleid.apple.com](http://www.appleid.apple.com))
- Your NCR Silver hardware (including cables)
- Your NCR Silver Back Office ([www.mystore.ncrsilver.com](http://www.mystore.ncrsilver.com)) username and password
- Your NCR Silver POS PIN (4-digit number)
- Your wireless router (including password)
- Access to electrical outlet(s)

### Setting up Your iPad

You may have already activated your iPad and completed some of these steps, but we will start at the beginning just in case.


1. Turn your iPad on by pressing the power button located on the top corner.
2. Follow the on-screen steps to activate your iPad. Here are a few things to keep in mind:
  - a. You will need you're an Apple ID and password. We suggest creating an Apple ID specific to your business to avoid accidentally sharing information associated with a personal ID. Visit [www.appleid.apple.com](http://www.appleid.apple.com) to create a new ID.
  - b. You will be asked to connect to a network, so make sure you know your network name and password. You should use a private Wi-Fi network.
  - c. Most of the iPad settings are up to your personal preference, but keep in mind this iPad could be used by employees as you adjust settings

It's a good idea to give your iPad a distinctive name, especially if you own multiple stores and will have multiple iPads running at your stores. This will allow you to easily identify an iPad in the NCR Silver Back Office. To name your iPad:

1. Tap the Settings icon on your iPad to open the Settings app.
2. Tap General.
3. Tap About.
4. Tap Name and enter a descriptive name, such as **“Store Name Register 1”** and then tap Done.

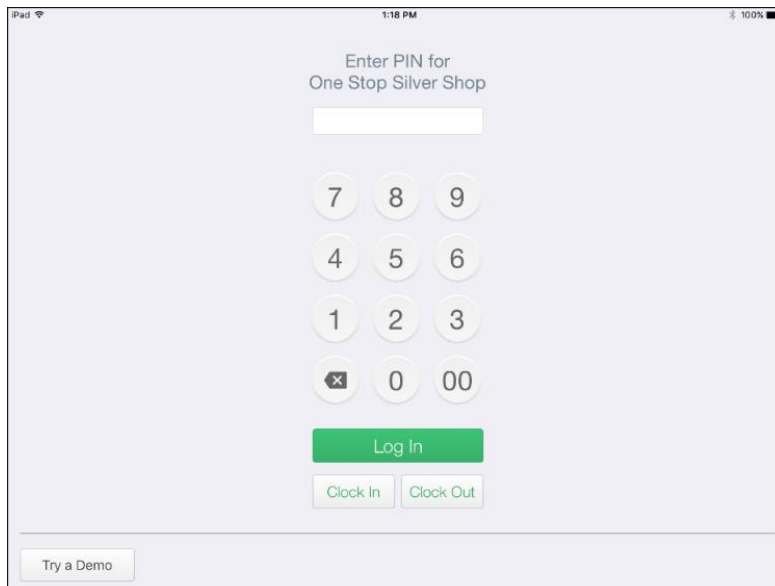
## Downloading the NCR Silver POS app



1. Tap the  icon to go to the App Store.
2. Search for “NCR Silver” and identify **NCR silver | Tablet Point-of-Sale** (Make sure you don't tap on **NCR Silver Pro Restaraunt**– that app is for restaurants).
3. Tap **GET**.
4. Tap **INSTALL**.
5. If prompted, enter your Apple ID password and tap **OK**.

## ACTIVATING THE NCR SILVER POS APP

1. Wait for the app to download and then tap on the **NCR silver | Tablet Point-of-Sale** app icon.
2. Enter your Back Office User Name and Password and tap **Log In**.
3. The system will activate the iPad to your store and perform an initial data sync with the Back Office. This may take a few minutes based on your internet speed. If you own multiple stores, you will need to locate and tap on the desired store's name from the list.
4. When the **Log In** screen displays, enter your POS PIN (4-digit number) and tap **Log In**.

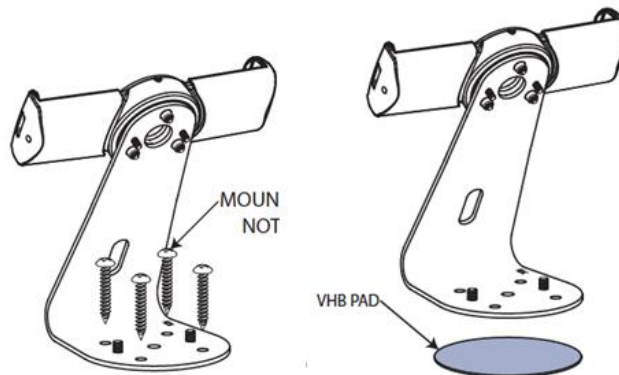
The image shows the login screen of the NCR Silver POS app on an iPad. The screen has a light purple background. At the top, it says "Enter PIN for One Stop Silver Shop" above a white text input field. Below the input field is a numeric keypad with buttons for digits 1-9, 0, and a backspace button (X). Below the keypad are three buttons: a green "Log In" button, and two light green "Clock In" and "Clock Out" buttons. At the bottom left, there is a "Try a Demo" button. The status bar at the top shows "iPad", signal strength, "1:18 PM", and "100%" battery.

## SETTING UP YOUR HARDWARE

### IPAD Cling Stand

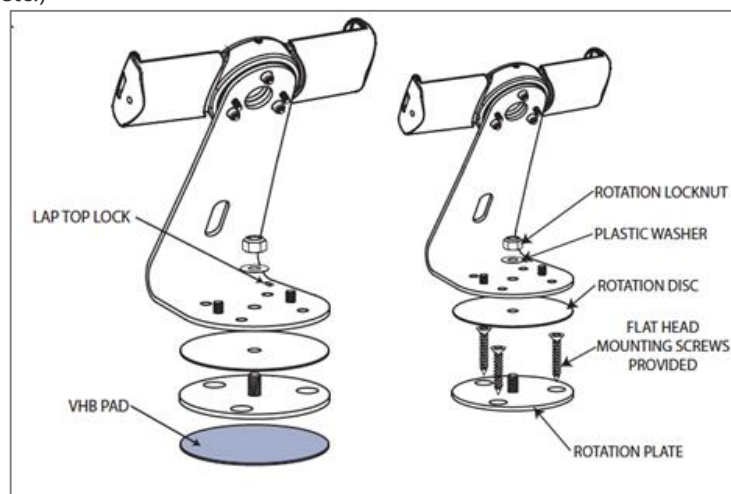
The cling stand can be drilled and screwed to the countertop or secured with a durable adhesive tape (VHB pad) in two different mounting styles. You will use various items included based on which mounting style you select.

**Fixed Mount Method:** Stand will secure directly to countertop or wall. The stand will not be able to rotate towards customers in the fixed mount.



1. Secure the stand to the counter using 4 screws (all screws for the fixed mount are not included) or the durable adhesive pad (included).
2. Place the dome shaped stand cover over the exposed screws.
3. Note: you will not use the 3-hole rotation plate in the Fixed Mount method.

**Rotating Mount Method:** The rotating mount offers a high level of security and allows you to rotate the tablet to face the customer (for customer signature etc.)

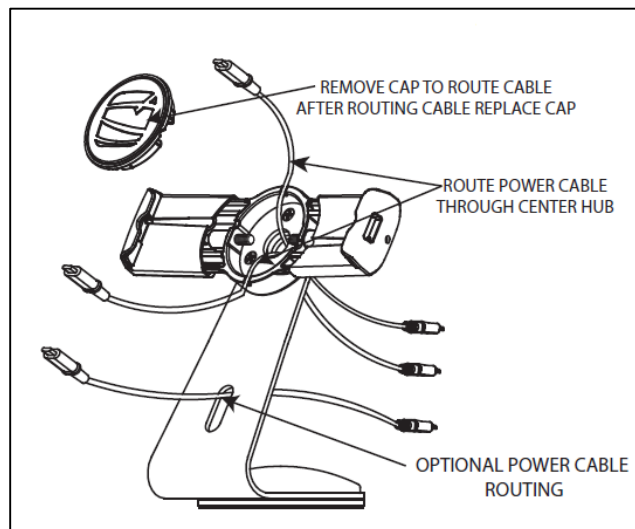


1. Secure the rotation plate to the counter top using the 3 flathead screws provided or the VHB pad.

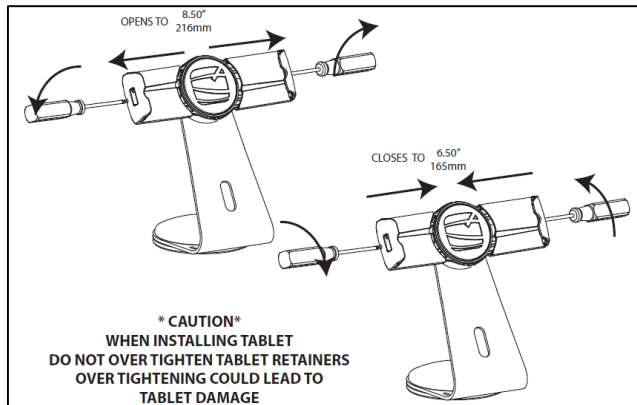
2. Place the black rotation disc onto the screw of the rotation plate.
3. Place the stand onto the center screw of the rotation plate.
4. Place the plastic washer around the rotation plate screw.
5. Tighten the rotation locknut over the washer.
6. Place the dome shaped stand cover over the exposed screw.

### Securing the Tablet

1. Route your tablet charging cable using one of the suggested methods in the image below. There is a hole in the back of the stand that allows you to route the charge cable.



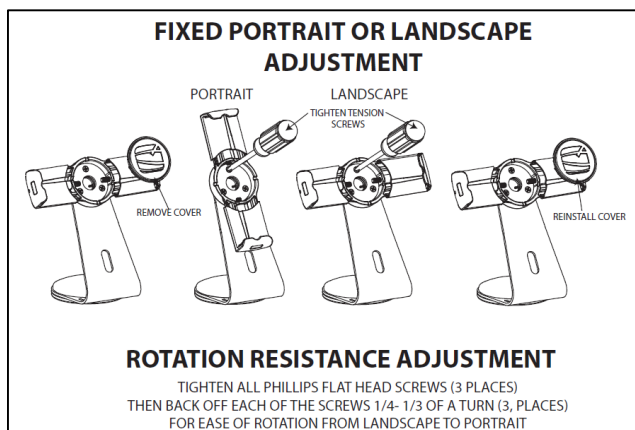
2. When done, place the cover back on the stand.
3. Use the provided screw driver to open the arms by turning the screws located in either arm counter clock-wise (left)
4. Place the tablet between the arms and tighten by turning the both arm screws clock-wise (right). Do not over tighten.



### Changing from Landscape to Portrait

NCR Silver only runs in landscape mode. Follow the instructions below in case you need to rotate the stand from portrait to landscape.

1. While the iPad is not in the stand, remove the center cover piece between the arms.
2. Release the tension on each screw by making a quarter turn counter-clockwise (left).
3. You should be able to easily rotate from portrait to landscape.
4. Tighten the screws (turn to the right) once in position and place the cover back on.

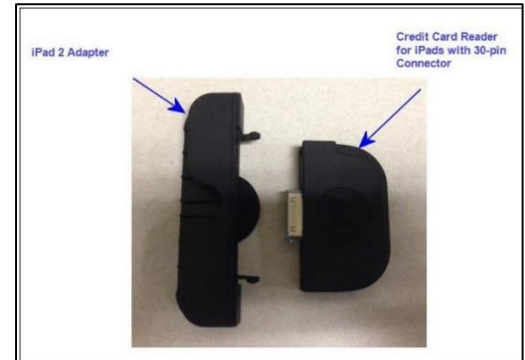


## CREDIT CARD READER

Our credit card reader is uniquely encrypted to work with our POS app. Other credit card readers, not supplied by NCR, will not work with the POS app. If you are using EMV for credit, you will still be able to accept gift cards using this reader.

To plug the NCR credit card reader into the POS device:

1. Identify which of the adapters that came with the NCR credit card reader matches your specific iOS device and insert the credit card reader into the adapter. The adapter tells the compatible model on the flat, bottom side.
2. Plug the credit card reader (and its adapter) into the charging dock port of your iPad.
3. Plug the Micro USB (smaller) end of the charging cable that was included with the credit card reader into the port on the back of the credit card reader.
4. Plug the other end of the USB charging cable into the Apple USB power adapter that came with your iOS device. When you plug this power adapter into a power outlet, you will be charging your iOS device.



Note: If you are using EMV, separate set up instructions will be provided.

## CASH DRAWER & RECEIPT PRINTER CONNECTION

1. Locate the cable included with the cash drawer and connect the end of the cable labeled “To Printer” to the port labeled “DK Port” on the back of the receipt printer.
2. If it is not already, connect the other end of the cable labeled “To Drawer” to the port on the bottom of the cash drawer.
3. Insert the cash drawer key in the vertical position.



## POWERING ON THE RECEIPT PRINTER

1. Assemble the power brick and additional cable, then plug in the receipt printer.
2. Locate the power switch on the front of the printer and flip it to the on position. The green power light on the top of the printer will illuminate. (If this is the first time you've turned on the printer and there is no receipt paper loaded, the printer will beep).

## LOAD THE RECEIPT PAPER

1. Locate the blue switch on the top of the printer and push it down to open the receipt paper compartment.
2. Drop a roll of receipt paper (80 mm / 3.125") into the compartment following the diagram on the hood of the printer compartment. The end of the paper roll should come from the bottom, not over the top.
3. Pull an inch or two of paper through the slot of the printer before closing the lid.

## CONFIGURING YOUR SYSTEM



**IMPORTANT:** If you are setting up more than one printer at your store, only turn the power on for the first printer and complete the setup process below. Then, turn the power off on the first printer, turn the power on the second printer and complete the setup process below. Repeat steps for as many printers as you have on site. Once you've paired each iPad to its receipt printer, you can power on all Bluetooth printers

## CONFIGURING YOUR PRINTER

You have the option of setting your printers up via Bluetooth connection or a hard-wired connection. If possible, we recommend a hard-wired connection to maintain the most stable communication between your device and the printer.

### Setting Up Printers Via Ethernet (hard-wired)

1. Use a standard network cable and connect one end to the port labelled ETHERNET on the back of the printer.
2. Plug the other end of this cable into your router.
3. Power on your iPad and its associated receipt printer. Make sure your iPad is on the same network as your printer.
4. Tap the NCR Silver app icon, enter your POS PIN and tap **Log In**.
5. Tap the three "hamburger" lines near the top-left corner of the screen to open the slide out menu, then tap the **Settings** gear near the top-right corner of the screen.
6. Tap **Configure printers**.
7. If you're connected to the router, the system should display a **Printer found!** alert. Tap **Yes** to configure the printer. If the system does not display the alert, Tap **Find new printer** and tap **Wired directly to router**.
  - If you are having trouble identifying the printer on the POS, reset your router and try again.
8. Enter a name for your printer, like "Left Register."

9. Slide the **Receipt printing** selection to **ON**.
10. Slide the **Cash drawer attached** selection to **ON**. The cash drawer should automatically open. If the cash drawer didn't open, check to make sure the receipt printer is powered on and that you've connected the receipt printer to cash drawer cable correctly (check the labels on the cable and make sure you plugged it into the DK Port).
11. Tap **Done**. You should see a success confirmation, if not, check the printer connection and try again.

### Setting Up Printers Via Bluetooth

1. Go to the iOS settings on your device, tap **Bluetooth**.
2. Power on your receipt printer and wait for **SRP-350IIOBE (the printers name)** to appear under **other devices**.
3. Tap the **SRP-350IIOBE** and enter the PIN "**0000**" to connect. Make sure the printer appears under the **Connected** list.
4. Tap the NCR Silver app icon, enter your POS PIN and tap **Log In**.
5. Tap the three "hamburger" lines near the top-left corner of the screen to open the slide out menu, then tap the **Settings** gear near the top-right corner of the screen.
6. Tap **Configure printers**.
7. Tap **Find new printer** then **Bluetooth**. You should see a success notification.
8. Enter a name for your printer, like "Left Register."
9. Slide the **Receipt printing** selection to **ON**.
10. Slide the **Cash drawer attached** selection to **ON**. The cash drawer should automatically open. If the cash drawer didn't open, check to make sure the receipt printer is powered on and that you've connected the receipt printer to cash drawer cable correctly (check the labels on the cable and make sure you plugged it into the DK Port).
11. Tap **Done**. You should see a success confirmation, if not, check the printer connection and try again.

### Optional Steps After Printer Configuration:

1. (optional) From the configure printers screen, tap the "I" icon to the right of the printer name.
2. (optional) From here, you can set a receipt printer to be used as your default, and print a test receipt to ensure it is working properly.
3. Tap **Done** to close the screen.

## CONFIGURING YOUR CASH DRAWER

1. Open the slide out menu and go to **Settings**.
2. Tap **Checkout options** and then tap **Configure behavior**. You can choose for the cash drawer to always open, never open, or prompt you to open.
  - For always open, you can narrow down which forms of payment trigger the cash drawer to open. For example, you might want it to open for cash, but stay closed after a credit transaction.
3. Tap **Checkout** and tap either **Digitally on screen** if you want your customers to physically sign your iPad screen for their credit card purchase, or tap **On paper** if you want your customers to sign a paper receipt for their credit card purchase.
4. Tap **Back** to close the screen.

## TRAINING MODE

The NCR Silver app includes a **Training Mode**, which provides a safe environment for you to explore the NCR Silver app's capabilities. The Training mode allows you to learn how to use the app using your store's categories and items, as if it were a normal business day, without affecting your "live" data.

1. Open the slide out menu and scroll to the bottom.
2. Tap **Enter Training Mode**.
3. Only user roles with the proper permission in Silver Back Office can enter training mode.

When you are ready to start using NCR Silver at your store, repeat the process above, but this time you'll tap **Exit training mode**.

**24/7 NCR Silver Customer Care: 1-877-270-3475**

[www.customercare.ncrsilver.com](http://www.customercare.ncrsilver.com)