

# Installation Guide for NCR Silver Pro Restaurant Edition





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## INTRODUCTION

This document guides you through the installation of NCR Silver Pro Restaurant for your business. The guide covers:

- the setup and installation of a server (if necessary). Note: A server is required for Table Service operations using two or more iPads
- the recommended configuration of the iPad,
- the installation of the app,
- the setup of any hardware (cash drawer, printers, scanner, etc),
- the configuration of settings within the app on each iPad.

## REQUIREMENTS FOR INSTALLING NCR SILVER PRO RESTAURANT

The following contains a list of requirements for NCR Silver Pro Restaurant:

- **iOS 10 or newer on the Apple device.**

Silver Pro Restaurant supports the latest version of Apple iOS along with the previous 2 versions.

If you plan to use 2 or more iPad devices, it is necessary to add an in-store server and install Silver Server software. All devices and Silver Server must connect to the same WiFi network.

**Recommended Server:** Mac Mini; however, the Silver Server software package can run on any Mac computer running OSx 10.8 or later.

The NCR Silver Server software is available in Silver Back Office at My Account > My Devices. Refer to the NCR Silver Pro Restaurant Installing Silver Server Quick Reference Guide for information.

- **WiFi**

If your store offers free WiFi to the public, consider adding a second, private WiFi specifically for Silver Pro Restaurant.

**Best Practices:** Do not broadcast the SSID for this private WiFi network and do configure the SSID with a strong password.

- **Internet connectivity**

NCR Silver Pro can operate in limited capacity with no Internet connection; however, you must access the Internet for cloud-based functions to work.

Internet is necessary for initial installation, to upload sales data, and to authorize credit cards and gifts cards.

Without Internet connectivity, you cannot submit sales data or download Silver Back Office configuration changes. Unless you enable offline credit, only cash transactions are available without an Internet connection.

Internet speed recommendations:

- A single device requires 1.5 mbps download speed and 1.0 mbps upload speed.
- For each additional device, the download speed requirement should be increased by ~1.0 mbps and the upload requirement by ~500 kbps.



## INSTALLATION CHECKLIST & BEST PRACTICES

Use the following as a checklist as an overview of the steps involved with installing Silver Pro Restaurant and to prepare your store before setup.

### BEST PRACTICES

Before beginning the installation, keep in mind these best practices:

- Place the router in a high and unobstructed position.
  - If the iPads have difficulty staying connected to the router, consider adding a range extender.
- Wire the Mac Mini server to the router (if using a Mac Mini server).
- Wire the printers to the network.
- Reserve IP addresses on your router for the following:
  - Printers- receipt and kitchen
  - Scale
  - Kitchen display devices

### INSTALLATION CHECKLIST

Steps	Action
1	Confirm the Internet is working.
2	Connect your router to the modem/internet. <ul style="list-style-type: none"> <li>• <b>TIP:</b> Make sure router is placed high and not obstructed from the front of the store by objects containing stainless steel or by a refrigeration unit. If so, add a range extender to the network environment.</li> </ul>
3	(Server only) Connect the Mac Mini to the router with network cable. <b>Turn on Mac Mini and follow the registration steps:</b> <ul style="list-style-type: none"> <li>• <u>Account Name:</u> <ul style="list-style-type: none"> <li>○ Choose a unique first and last name, such as first name 'Merchant Name[storenumber]' and last name 'Store.' This will create a name for the Mac Mini, when registered, as 'Merchant [storenumber]s-Mac-mini-local'</li> </ul> </li> <li>• <u>iCloud account:</u> <ul style="list-style-type: none"> <li>○ Create a unique icloud account.</li> </ul> </li> </ul> <b>Check the following settings on the Mac Mini:</b> <ul style="list-style-type: none"> <li>• Time zone: Confirm the time zone is the same as the store.</li> </ul>



	<ul style="list-style-type: none"> <li>○ System Preferences &gt; Language and Region.</li> <li>• Confirm the computer name is correct, as in 'Merchant[storenumber] Mac Mini.'             <ul style="list-style-type: none"> <li>○ System Preferences &gt; Sharing.</li> </ul> </li> <li>• Set the Mac Mini to never turn off.             <ul style="list-style-type: none"> <li>○ System Preferences &gt; Energy Saver:                 <ul style="list-style-type: none"> <li>▪ Select prevent computer from sleeping automatically.</li> <li>▪ Select wake for network access.</li> <li>▪ Select start up after power failure.</li> </ul> </li> </ul> </li> </ul>
4	<p>Unpack and setup hardware bundles:</p> <ul style="list-style-type: none"> <li>• Cash drawer.</li> <li>• Silver Stand.             <ul style="list-style-type: none"> <li>○ Insert iPad Air adaptors, if using iPad Airs.</li> </ul> </li> <li>• Receipt printer.             <ul style="list-style-type: none"> <li>○ Connect to cash drawer.</li> <li>○ (Recommended) Insert network cable.</li> <li>○ Print a chit with the network address. (Press the function button to have the printer print a chit with the IP address.)                 <ul style="list-style-type: none"> <li>▪ <b>TIP:</b> It may be necessary to reset the printer IP address. Turn off the printer. Press the function button and turn on the printer. Hold the function button for 3 seconds after turning on the printer. Release the function button and wait 10 seconds for new settings to be established on the printer. Press the function button to have the printer print a chit with the IP address.)</li> </ul> </li> </ul> </li> <li>• Kitchen Printer.             <ul style="list-style-type: none"> <li>○ (Recommended) Insert network cable.</li> <li>○ Print a chit with the network address. (Press the function button to have the printer print a chit with the IP address.)                 <ul style="list-style-type: none"> <li>▪ <b>TIP:</b> It may be necessary to reset the printer IP address. Turn off the printer. Press the function button and turn on the printer. Hold the function button for 3 seconds after turning on the printer. Release the function button and wait 10 seconds for new settings to be established on the printer. Press the function button to have the printer print a chit with the IP address.)</li> </ul> </li> </ul> </li> <li>• (Optional) Scanner.</li> <li>• (Optional) Scale.</li> <li>• (Optional) Kitchen Display by NCR Silver.</li> </ul>
5	<p>Configure iPads for NCR Silver Pro Restaurant.</p> <ul style="list-style-type: none"> <li>• <b>Prior to activating or installing NCR Silver Pro:</b></li> </ul>



	<ul style="list-style-type: none"> <li>○ Use the iCloud account you created when setting up Mac Mini.</li> <li>○ (Optional) Set a unique name for each iPad:             <ul style="list-style-type: none"> <li>▪ Terminal 1: Terminal 1.</li> <li>▪ Terminal 2: Terminal 2.</li> <li>▪ Additional terminals follow the same number convention.</li> </ul> </li> <li>○ Confirm the time zone is correct.             <ul style="list-style-type: none"> <li>▪ Settings &gt; Date &amp; Time.</li> </ul> </li> <li>○ Turn off auto-lock.             <ul style="list-style-type: none"> <li>▪ Settings &gt; General &gt; Auto-Lock (set to Never).</li> </ul> </li> <li>○ Turn off auto-updates.             <ul style="list-style-type: none"> <li>▪ Settings &gt; iTunes &amp; App Store &gt; Automatic Downloads.</li> </ul> </li> <li>● <b>Install NCR Silver Pro Restaurant.</b> <ul style="list-style-type: none"> <li>○ Download from the app store.</li> <li>○ Launch the app and activate the device.</li> <li>○ (Server mode only) Connect to the server during the activation process.</li> </ul> </li> <li>● <b>Log into the app.</b> <ul style="list-style-type: none"> <li>○ Configure the receipt printer.</li> <li>○ Configure the kitchen printers.                 <ul style="list-style-type: none"> <li>▪ TIP: If you are not seeing the kitchen printers: 1) make sure they are set up in Silver Back Office, and 2) make sure they are getting a unique IP address.</li> <li>▪ (Server mode only) When setting up the kitchen printers on the first iPad, select Enable Share Kitchen Printer Configuration to have the printer configuration shared across devices.</li> </ul> </li> <li>○ Configure any device specific settings.</li> <li>○ Insert MSR into iPad connector and connect to MSR charger.</li> <li>○ Execute a credit card transaction to confirm settings work correctly.</li> <li>○ Execute a gift card transaction to confirm settings work correctly.                 <ul style="list-style-type: none"> <li>▪ <b>Access Silver Back Office and view Credit Settlement to confirm credit card transactions.</b></li> </ul> </li> </ul> </li> </ul>
6	<p><b>Reserve IP address for printers, scales, and kitchen display devices.</b></p> <ul style="list-style-type: none"> <li>● Log into the router and reserve the IP addresses of the connected devices. This should prevent having to reconfigure the connected device after a power outage or router power on/off.</li> </ul>
7	<p><b>Set any iPad settings, such as restrictions or guided access.</b></p>



## SILVER SERVER

You download the Silver Server software from Silver Back Office and install it on a Mac Mini prior to activating the NCR Silver Pro Restaurant app on an iPad.

### PREPARING THE SERVER FOR THE SILVER SERVER SOFTWARE

Prior to downloading the Silver Server software, ensure your server allows the download of applications from anywhere.

1. Select **System Preferences > Security and Privacy**.
2. At the General tab, click the **lock** in the lower left portion of the screen to allow you to edit the permissions. A prompt appears requiring you to enter the administrator name and password.
3. Type the **administrator user name** and **password**.
4. Click **Unlock**.



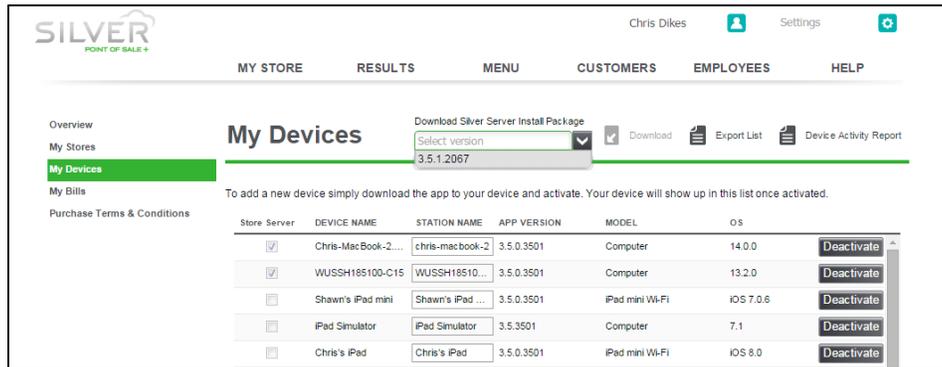
5. Under 'Allow apps downloaded from,' select **Anywhere**. A prompt appears.
6. Click **Allow From Anywhere**.
7. Click the **lock** to prevent further changes.
8. Close **Security and Privacy**.

After you download the Silver Server software, return to Security and Privacy and change the 'Allow applications downloaded from' setting to **Mac App Store** for best security.

### DOWNLOADING THE SILVER SERVER SOFTWARE

You download the Silver Server software from Silver Back Office.

1. In Silver Back Office, click **your username** on the top right side of the screen. A drop-down list appears.
2. Click **My Account**.

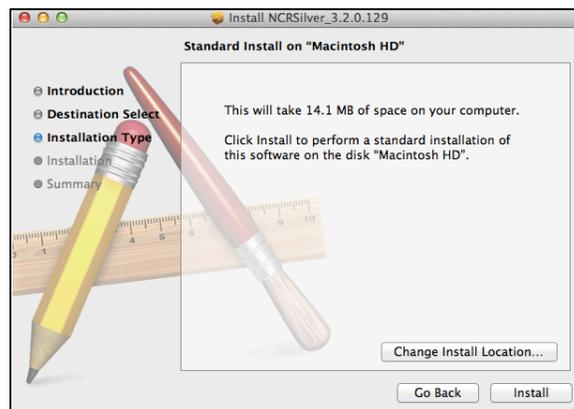


3. Click **My Devices**.
4. Select the **Silver Server software package** from the 'Download Silver Server Install Package,' and click Download. The file downloads to your computer.

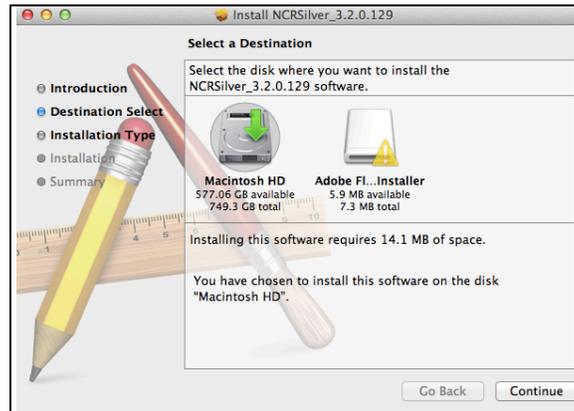
**INSTALLING THE SILVER SERVER SOFTWARE**

You install the Silver Server software onto your server.

1. Launch the **NCRSilver\_x.x.x.pkg** to begin the Silver Server installation wizard.
2. At the Welcome screen, click **Continue**.



3. Click **Install** to accept the default install location.
- OR-



Click **Change Install Location**, select the disk where you want to install the software, and click **Continue**.

4. At the Installer prompt, type the **administrator user name** and **password** for the server and click **Install Software**. The utility installs the Silver Server software and displays a successful installation message. Silver Server runs in the background and does not appear on the screen.
5. Click **Close**.

Upon the successful installation of the Silver Server software, no prompts or programs appear on your screen. You validate the success of the software installation by attempting to connect a device to the server.



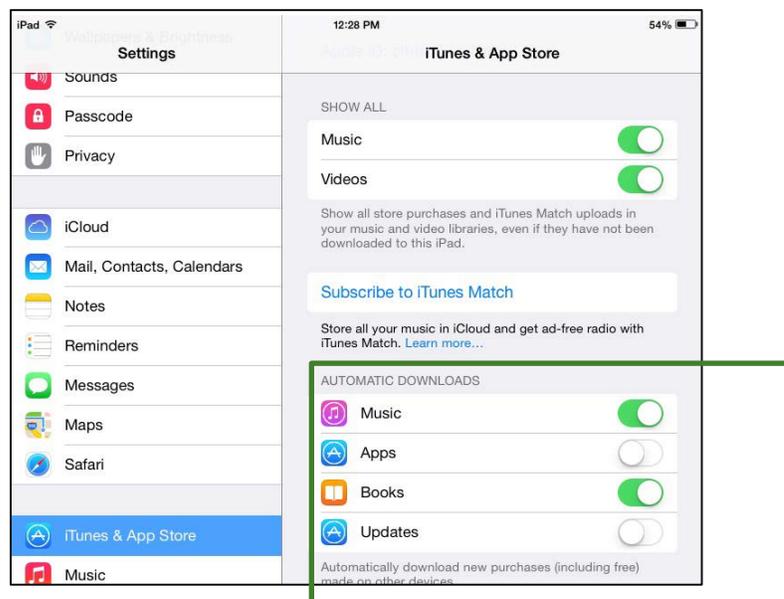
## IPAD SETTINGS

Before installing NCR Silver Pro Restaurant on an iPad, review the iPad settings. Some, such as turning off auto updates, connecting to WIFI, confirming the time zone, and naming an iPad you should do before installing the app. Others, such as restrictions or guided access, you may want to do after installing the app.

### TURNING OFF AUTO UPDATES

If your iPad is set to auto update apps, you need to disable automatic app updates to enable you to update NCR Silver Pro at a time convenient for your restaurant.

1. Tap **Settings > iTunes & App Store**.



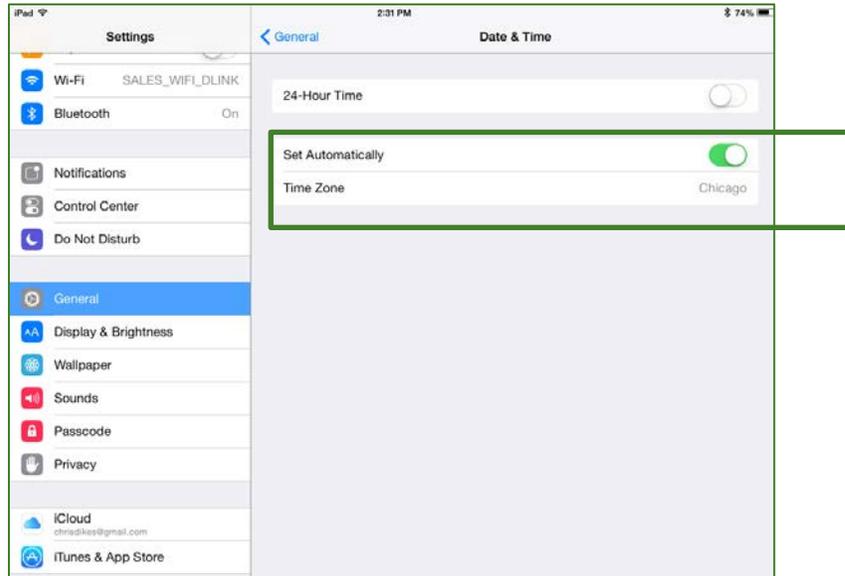
2. Under 'AUTOMATIC DOWNLOADS,' swipe the **Apps button** to the left to turn off automatic updates of apps.  
When an update for NCR Silver Pro becomes available, the update appears in **App Store > Update**. Tap **Update** to download and install the most recent version of NCR Silver Pro.
3. Press the **home button** to exit the Settings screen and return to the home screen.



## SETTING THE TIME ZONE

It is imperative you set the time zone on the iPad to your time zone.

Failure to do so can lead to errors, such with tickets, employee labor shifts, financial shifts, and more.



1. Tap **Settings > Date & Time**.
2. Select your **time zone**.
3. Press the **home button** to exit the Date & Time screen and return to the home screen.

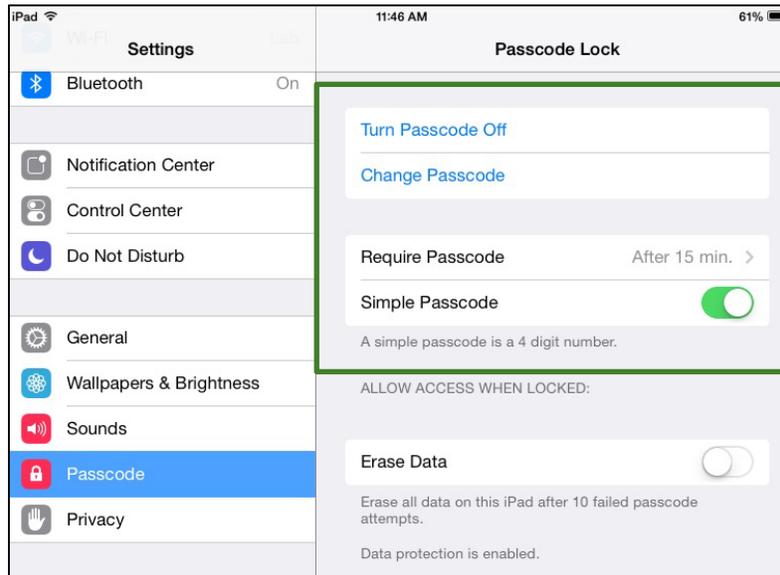
## CONFIGURING THE PASSCODE LOCK SETTINGS

Depending on how you use a specific iPad in your restaurant, you may want to configure the passcode lock settings differently. For an iPad you plan to use as a fixed terminal, you may want to disable the passcode lock setting. For an iPad you do not plan to use as a fixed terminal in your restaurant, enable the passcode lock setting as a security precaution for times when the iPad is unattended or not in use.

You may want to consider setting an Auto-Lock as well. Auto-Lock functions similar to Sleep or a screen saver. After a period of inactivity, the iPad screen turns off. You can define the period of inactivity before the screen turns off. If you set a passcode, it is necessary to enter the passcode to access the iPad.

### To turn off a passcode:

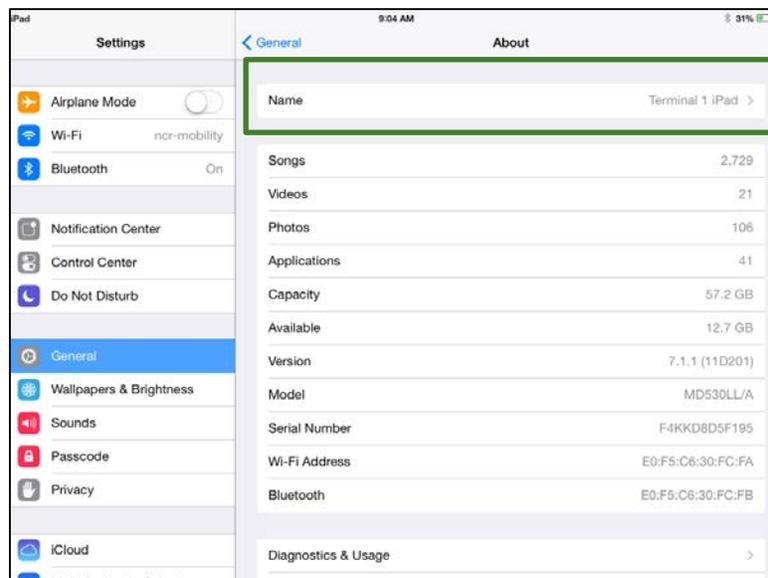
1. Tap **Settings > Passcode**. A prompt appears.
2. Type **your passcode**. The Passcode Lock screen appears.



## NAMING THE IPAD

For restaurants using multiple iPads, name them differently to distinguish between the devices within your restaurant. Additionally, when you generate the Device Activity report, unique device names enable you to properly identify each device on the report.

1. Tap **Settings > General**.
2. Tap **About**.
3. Tap **Name**.



4. Type the **name** for the iPad, and then tap **Done**. Consider using names that identify how you will use the iPad in the restaurant, such as 'Terminal 1.'



Make sure the iPad name is less than 30 characters. Otherwise, when registering an iPad, you will receive an error message, 'String or binary data would be truncated. Statement has been terminated.' You will need to shorten the name of the iPad and restart the activation process from the beginning.

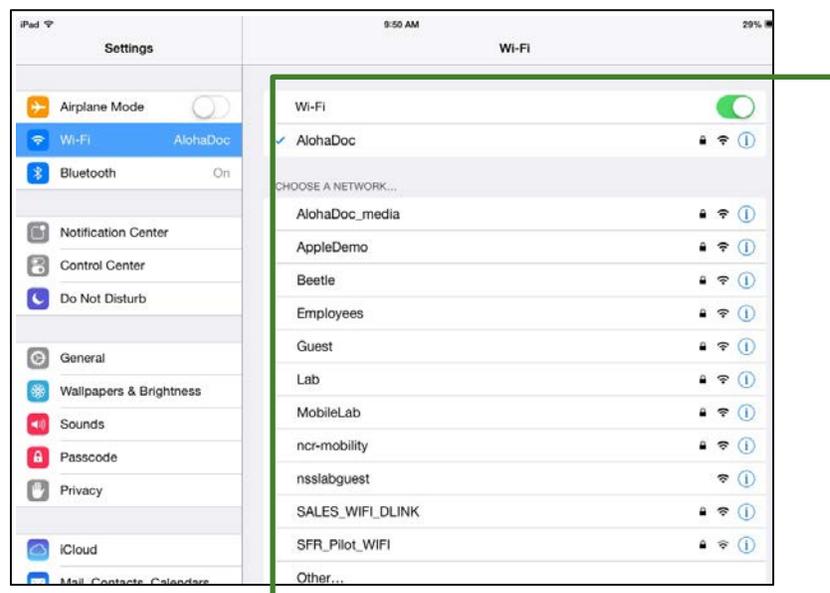
5. Tap **General** to return to the previous screen or press the **home button** to exit the About screen and return to the home screen.

Refer to the NCR Silver Pro Restaurant Report Guide for more information on the Device Activity report.

## CONNECTING TO WI-FI

Connect to Wi-Fi to access your server, if your restaurant requires one, and to access the host through the Internet.

1. Tap **Settings > Wi-Fi**.



2. Under 'CHOOSE A NETWORK,' tap the **Wi-Fi network** for which you want to connect. The Enter Password screen appears.
3. Type the **password** for the Wi-Fi network, and then tap **Join**. The iPad connects to the Wi-Fi.
4. Press the **home button** to exit the Wi-Fi screen and return to the home screen.

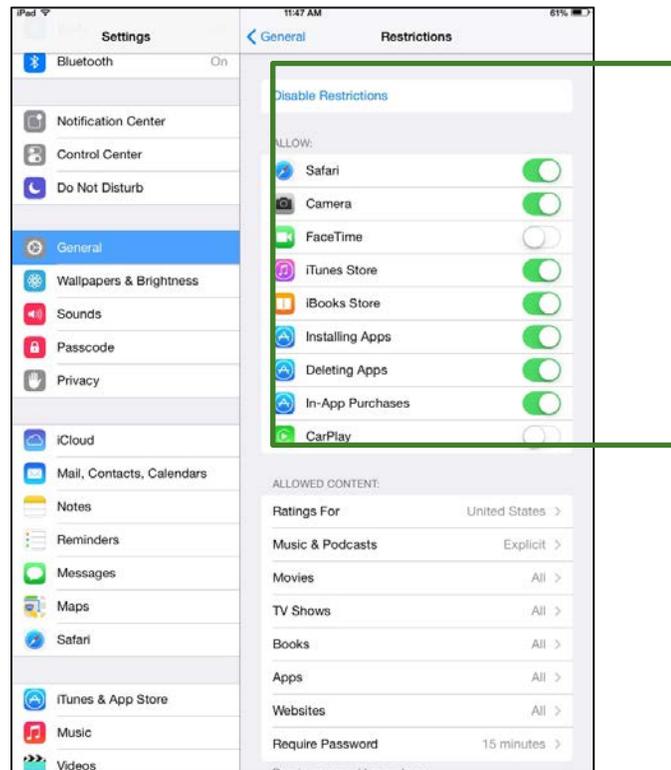
## SETTING RESTRICTIONS

Use Restrictions on your iPad to control the actions an employee can perform on the iPad. You set a restrictions password, which you must enter prior to anyone accessing restricted areas. You can restrict access to the Safari Web browser, iTunes, installing apps, deleting apps, in-app purchases, and more.

1. Tap **Settings > General > Restrictions**.
2. Tap **Enable Restrictions**. A Set Passcode prompt appears.
3. Enter a **restrictions passcode**.

It is not necessary for the restrictions passcode to be identical to the Passcode lock.

- Re-enter the restrictions passcode. The areas you can restrict are now available.



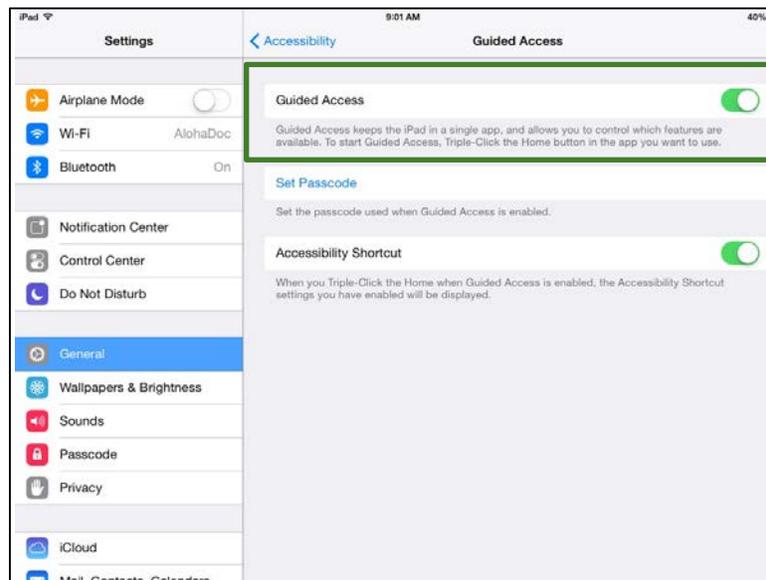
- Locate the **area** to restrict and swipe the **corresponding button** to the left to disallow access to the area.
- Make **additional restriction settings** as you desire.
- Press the **home button** to exit the Restrictions screen and return to the home screen.  
Tap **Disable Restrictions** and enter **the restrictions passcode** to allow access to all aspects of the iPad.

## LIMITING THE IPAD TO NCR SILVER PRO

You can limit the iPad to only access NCR Silver Pro by enabling Guided Access on an iPad.

### To configure Guided Access for the iPad:

- Select **Settings > General > Accessibility**.
- Under 'LEARNING,' tap **Guided Access**. It may be necessary to scroll down to locate LEARNING.



3. Swipe the **Guided Access button** to the right to enable Guided Access.
4. Tap **Set Passcode** to create a passcode to control the use of Guided Access. The Set Passcode screen appears.
5. Type your **Guided Access passcode**.  
It is not necessary for the guided access passcode to be identical to the passcode lock.
6. Re-type your **Guided Access passcode**.
7. Swipe the **Accessibility Shortcut button** to the right to enable a shortcut to the accessibility settings. When you triple-click the home button, the iPad displays the accessibility settings.
8. Press the **home button** to exit the Guided Access screen and return to the home screen, or tap **Accessibility** to return to the previous screen.

#### To start a Guided Access session:

1. Tap **NCR Silver Pro** on your iPad. The login screen appears.
2. Triple-click the **home button** to start Guided Access. The Guided Access setup screen appears.
3. Enable the **hardware buttons**, if necessary.

By default, the iPad disables the hardware buttons for sleep/wake and volume. While in a guided access session, these buttons do not function. Swipe the desired hardware buttons to the right to allow employees to use these buttons.

4. Disable motion adjustments, if necessary.

By default, the iPad enables motion. When you disable motion, turning or tilting the screen in any direction has no effect.

By default, the iPad enables touch. Do not disable touch. When you disable touch, the iPad becomes view only while in guided access mode.

5. Tap **Start** to turn on Guided Access.



**To end a Guided Access session:**

1. Triple-click the **home button**. The Enter Passcode screen appears.
2. Type your **guided access passcode**.
3. Tap **End**. The Guided Access session ends, and the iPad returns you to the most recent screen.

**CONFIGURING AUTO-LOCK**

You can set the iPad to never automatically turn off by configuring the auto-lock feature. Use this feature when you enable online ordering to ensure you receive online orders, or to ensure the iPad remains on during operating hours. When you set auto-lock to 'Never,' connect the iPad to a power source to keep the device charged. Additionally, manually power off the iPad, when you close the restaurant, for the iPad to fully charge.

1. Select **Settings > General > Auto-Lock**.
2. Select **Never**.
3. Press the **home button** to exit the Auto-Lock screen and return to the home screen.



## INSTALLING THE NCR SILVER PRO RESTAURANT APP

The NCR Silver Pro app not only serves as your POS, but you also use it to configure certain store settings, such as your floor plan, printers, and more.

If you delete the NCR Silver Pro app from a device, you delete any device specific settings.

For first-time users of NCR Silver Pro, if you have not already accessed Back Office through a web browser, you must do so before you can activate a device. The system prompts you to change your temporary password. After you have done then follow these procedures to activate a device.

## INSTALLING NCR SILVER PRO RESTAURANT ON AN IPAD

Download NCR Silver Pro from the iTunes App Store for each device you plan to use in your restaurant. Configure each device to connect to Silver Back Office.

### DOWNLOADING NCR SILVER PRO RESTAURANT FROM THE APP STORE

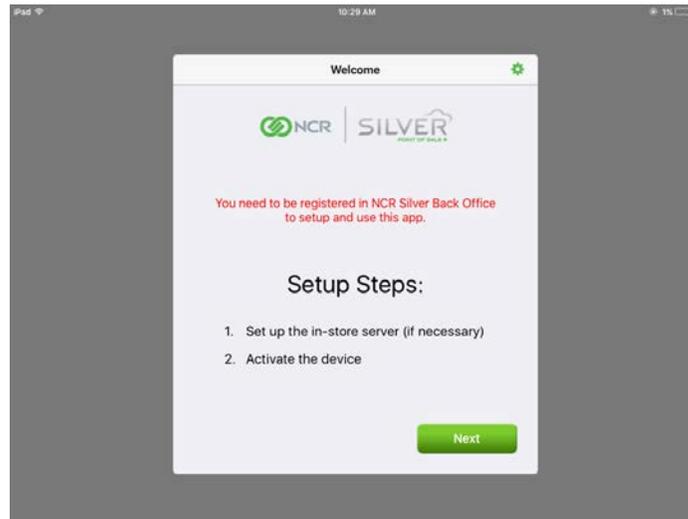
1. Tap **App Store** on the device.
2. Tap the **search bar**, enter **NCR Silver Pro**, and tap **Search**.
3. Tap the **search results** to view the NCR Silver Pro app.
4. Tap **FREE**, and then tap **INSTALL**.
5. If the sign in prompt appears, tap **Use Existing Account** and enter the **email address** for your Apple ID.
6. Enter the **password** for your Apple ID and tap **OK**. iTunes installs the app on your device and places an icon for the app on an available screen.
7. It is necessary to install the **app** on each device in your restaurant.

### ACTIVATING NCR SILVER PRO RESTAURANT ON AN IPAD

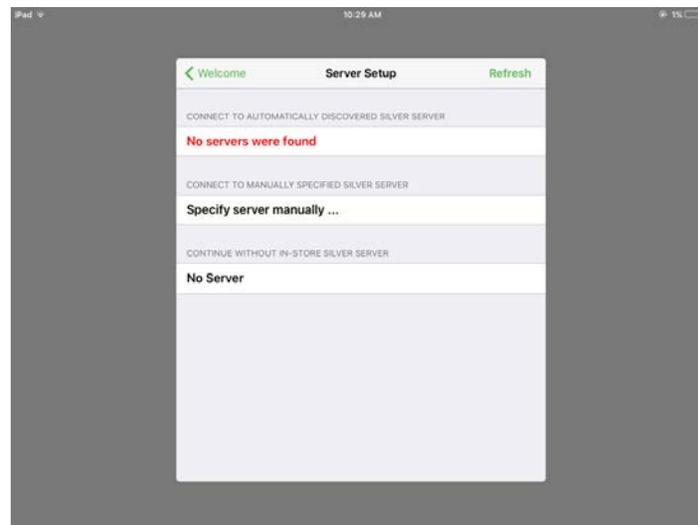
When you first launch NCR Silver Pro Restaurant on a device, it is necessary to activate and register the device.

**IMPORTANT: If you are using a server, you must install the Silver Server software onto the server BEFORE you install the app.**

1. Tap the **NCR Silver Pro Restaurant icon** on your device to launch the app.
2. Tap **Next** at the Welcome screen.



3. Select the **server option** for your restaurant.

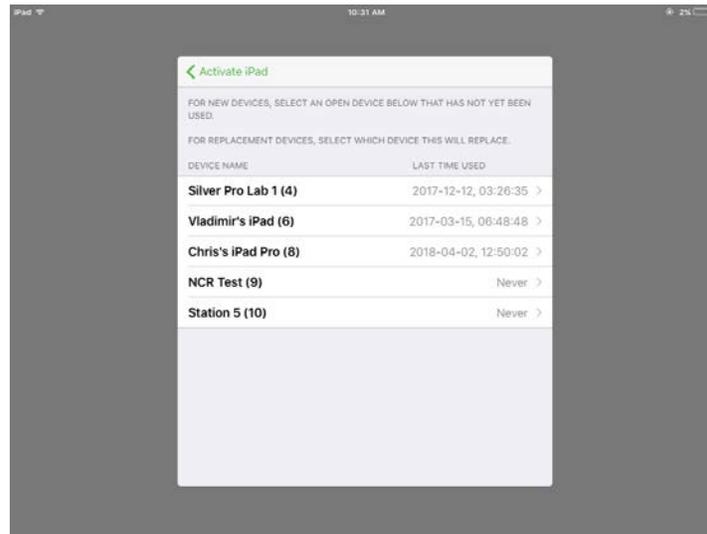


- If you are using multiple devices in your restaurant and TableService mode, it is necessary to install a server with the Silver Server software. Select your server from the list of discovered servers.
- If you are not using Silver Server, tap **No Server** to continue without in-store Silver Server.
- You will be prompted to assign the tablet to a station. Your account always has one Primary station/device ready to use for initial set up. If you require additional point of sale stations in your store, you will need to add additional devices to your account from the My Device screen under the My Account section of the Silver Back Office.

4. At the Activate iPad screen, type **your Silver Back Office Login ID**, your **Silver Back Office Password**, and tap **Next**.



5. Tap a device name to register the POS tablet to. You will see all devices on your account, including those that are already registered. Tap the name of the device you want to register the tablet to. Unused station which says “Never” under last time used.



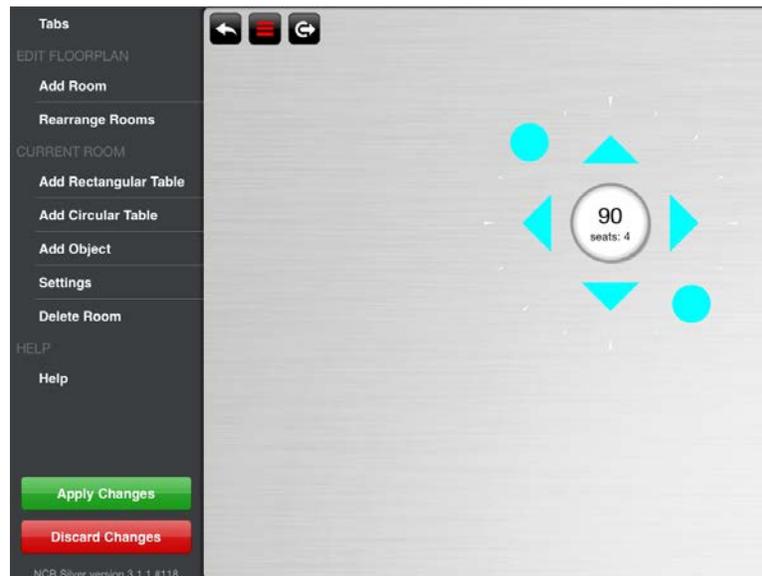
6. After you register the device, it will download your store configuration from the Silver Back Office. You can then log into the POS with your user **PIN**. (Your Welcome email from NCR Silver Customer Care contains your four-digit PIN).

NEXT STEPS: Set up your hardware. You set up the hardware to work with NCR Silver Pro on an iPad by iPad basis.

## SETTING UP YOUR FLOOR PLAN (TABLE SERVICE ONLY)

In Table Service mode, you can create a floor plan for each room of your restaurant. It is necessary to use the device to design your floor plan. Prior to logging in to the NCR Silver Pro on a device, verify your account is set to Table Service mode.

1. Log in to **Silver Back Office**.
2. Click the **user name** on the top right side of the screen.
3. Click **My Account**.
4. Under ‘Operation Mode,’ verify **your account** is set to Table Service. If not, contact NCR Customer Care. You are now ready to design your floor plan.
5. Tap **NCR Silver Pro** on a device. The Login screen appears.
6. Enter your **four-digit PIN**, and tap **Login**. The POS home screen appears.
7. Tap **Point of Sale**, and, if necessary, start a **financial shift**, when prompted.
8. Tap  on the top left side of the screen to display a slide out menu.
9. Tap **Edit Floor Plan** on the bottom left portion of the screen. The Menu button changes to red and the editing options appear in the slide out menu on the left.



10. Under EDIT FLOORPLAN, tap **Add Room**.
11. Type a **name** for the room.
12. Optionally, tap **Load Image** to select a background image for the room. You can choose one of the predefined images or one from your device library.
13. Tap **Done**.
14. Under CURRENT ROOM, tap **Add Rectangular Table** or **Add Circular Table** to add a table to the room. Repeat for as many tables as you need for your floor plan.
  - By default, the system assigns the table the next available table number and assigns four seats to each table. To change the table name, press and hold the table, tap **Settings**, change the table name using numbers and letters, and tap **Done**. When changing the table name, you can use alphanumeric names, such as 'P1' for 'Patio table 1.' To change the number of seats, press and hold the table, tap **Settings**, change the **number of seats**, and tap **Done**.
  - To change the size and shape of the table, tap the **table**. Blue arrows and circles surround the selected table. Touch one of the **arrows** and drag it in a direction to lengthen or shorten the table. To rotate the table, touch one of the **blue circles** and rotate the table in the desired direction.
  - To change the placement of a table, touch the **table** and drag it to the desired location in the room.
  - To duplicate a table, press and hold the **desired table** and then tap **Duplicate**.
15. Under CURRENT ROOM, tap **Add Object** to add things, such as a wall or a plant. By default, the system adds a short wall as an object.
  - To change the object to a different image, press and hold the **object**, tap **Settings**, tap **Load image**, select an **image** from the device library or from the predefined images, and tap **Done**.
  - To modify the **placement**, **size**, and **location** of an object, follow the same instructions as for a table.
16. Tap **Apply Changes**.



## HARDWARE

NCR provides multiple hardware options for use with NCR Silver™ Pro Restaurant to enable you to successfully operate your restaurant. You choose the hardware to use in your restaurant. Hardware options include:

- An NCR Silver swivel stand to securely hold the iPad.
- Bixolon® printers for receipt and kitchen printing. Available printers include the Bixolon SRP-310, SRP-350, and SRP-275ii.

The Bixolon SRP-310 and SRP-350 printers are best-suited for receipt printing; whereas, the Bixolon 275ii printer, an impact printer, is best-suited for kitchen printing.

Only the above listed Bixolon printers are compatible with NCR Silver Pro Restaurant.

- A Magtek® iDynamo™ Magnetic Stripe Reader (MSR).  
The MSR available from NCR is an integrated credit card reader that connects directly into your iPad and requires an agreement with an NCR approved merchant processor. The iDynamo MSR provided by NCR contains encryption specific to the NCR Silver Pro application. Similar hardware provided by other companies will not work with NCR Silver Pro.

To use a non-NCR approved merchant processor, it is necessary to use a stand-alone credit card reader. Contact your merchant processor for a list of stand-alone credit card reader options.

- A cash drawer.
- A cordless bar code scanner.
- A scale (either the Silver Scale or an interface to the Mettler Toledo Viva or Ariva scales).
- Kitchen Display by NCR Silver (requires additional subscription and hardware).

## BUYING YOUR HARDWARE

The hardware you purchase from NCR is designed for optimal use with NCR Silver Pro.

Should the hardware you purchase from NCR stop working, contact the customer care team at 877-270-3475. If a customer care representative cannot correct the issue, NCR will replace your hardware at no cost as long as you are current on your software subscription fee. NCR will send the new hardware next business day, and FedEx will make three attempts to pick up the defective hardware. If FedEx is unable to get the hardware after these three attempts, NCR will invoice you the price of a new unit.

## BUYING APPLE® PRODUCTS

NCR does not provide Apple products for purchase for use with NCR Silver Pro Restaurant. It is necessary to purchase iPads®, Mac minis, and MacBooks® from another retailer.

## BUYING YOUR HARDWARE FROM NCR

You can purchase hardware online from NCR.

1. Log in to **Silver Back Office** through a Web browser.

It is necessary to log in with a user role with the access level to buy hardware.



2. Click the **username** on the top right side of the screen, and click **Buy Hardware** from the drop-down list. A new Web browser window opens.
3. Under 'Silver Devices,' click **Continue**.
4. Under 'Hardware,' use the '+' and '-' to add the items for purchase and click **Continue**.
5. Under 'Payment Method,' enter the **payment information** and click **Continue**.
6. Under 'Shipping Information,' enter the **shipping information** and click **Continue**.
7. Under 'Review,' verify the **order, payment, and shipping information**, and click **Place Order**. A confirmation screen appears.
8. Close the **window** to return to Silver Back Office.

## SILVER SWIVEL STAND

The Silver swivel stand comes ready to use right out of the box. The Silver swivel stand is made of a sturdy frame strong enough to stand on its own or attach to your counter. The base includes a magnetized bottom for secure attachment to the cash drawer without any additional hardware.



Silver Swivel Stand

***The iPad Mini does not fit in the Silver swivel stand.***

***The iPad Air requires an adaptor to fit in the Silver swivel stand.***

1. Place the **swivel stand** on a flat surface.
2. With the arrow on the swivel stand pointing down, place the **iPad** into the stand. The brackets expand allowing you to insert and remove the iPad.

Located on the back of the swivel stand is a locking mechanism you can engage to prevent the brackets from expanding, thereby locking the iPad into place.

You can adjust the tilt tension of the swivel stand to your needs by tightening or loosening the Allen bolt adjacent to the swivel ball mechanism.

## MAGNETIC STRIPE READER

The Magnetic Stripe Reader (MSR) available from NCR for use with NCR Silver Pro is uniquely encrypted to work with the POS app. The MSR is available for both 30 Pin and Lightning connectors. The MSR includes a charging cable, which enables you to charge your iPad while the MSR is plugged into the iPad.



MSR 30 Pin Connector



MSR Lightning Connector

To set up the MSR, securely connect the MSR into the connector dock port of the iPad.

Refer to the NCR Silver Pro Restaurant Using the MSR Quick Reference Guide for more information.

### To charge the iPad while using the MSR:

1. Plug the **charging cable** into the back of the MSR.
2. Plug the **other end** of the charging cable into the Apple USB power adapter.
3. Plug the **Apple USB adapter** into a power outlet.

## CASH DRAWER

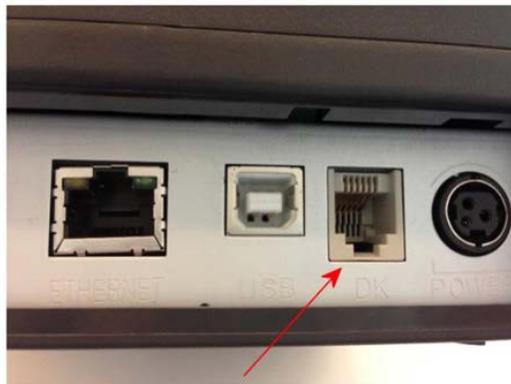
When you purchase a cash drawer from NCR, you also receive a labelled cable to connect your printer to your cash drawer. One end of the cable contains the label 'To Printer,' and the other end of the cable contains the label 'To Drawer.' You can connect your cash drawer to the Bixolon SRP-310 or SRP-350 printers.



1. Plug the **cable end** labelled 'To Printer' into the port labelled 'DK Port' on the printer.



The DK Port for the Bixolon SRP-310 is located on the back of the printer underneath the overhang.



The DK Port for the Bixolon SRP-350 is located on the lower back of the printer to the left of the power cord.

2. Plug the **cable end** labelled 'To Drawer' into the port on the bottom of the cash drawer.
3. Insert the **cash drawer key** into the cash drawer and turn the **cash drawer key** to the vertical position.

By activating the attached cash drawer when configuring a receipt printer, the cash drawer automatically opens when you close a guest check to cash.

In some instances, you may want to configure a cash drawer not to automatically open when closing a cash transaction. For example, if you do not use a particular device as a fixed terminal, or if you use a device to line-bust, then you may not want



a cash drawer to always open. You can configure NCR Silver Pro to prompt the employee using the device before opening a cash drawer when closing a cash transaction.

At the Settings screen, under 'CASH DRAWER,' swipe the **Ask before opening cash drawer button** to the right to enable the cash drawer screen prompt.

## PRINTERS

NCR Silver Pro Restaurant works with the following Bixolon printers: SRP-310, SRP-350, and SRP-275ii.

You can connect the Bixolon SRP-310 and Bixolon SRP-350 to a cash drawer for use with the POS app.

In some cases, for the network to recognize the printer, you must open port 9100.

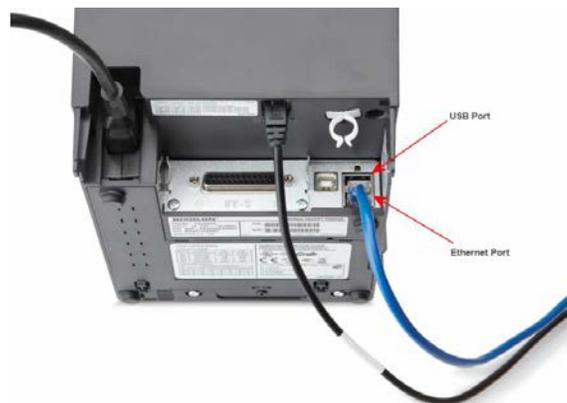
### BIXOLON SRP-310 PRINTER

The Bixolon SRP-310 printer can connect to multiple iPads through a wired Ethernet connection or a Wi-Fi connection.



Bixolon SRP-310

**To use the Bixolon SRP-310 printer with a wired connection:**



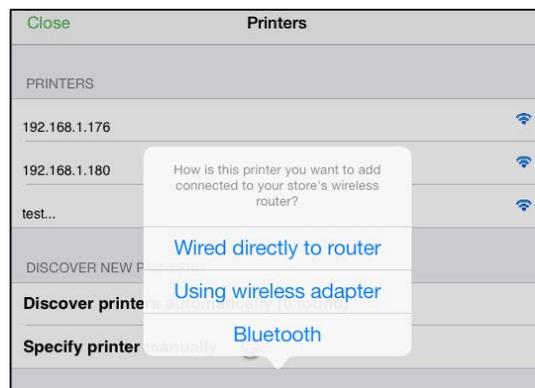
1. Plug one end of the power cord into the back of the printer on the left side and the other end into an outlet. The LED light under **POWER** on the front of the printer turns blue.
2. Plug one end of the **Ethernet cable** into the Ethernet port on the back of the printer on the lower right side, and plug the **other end** into an available LAN port on your router.



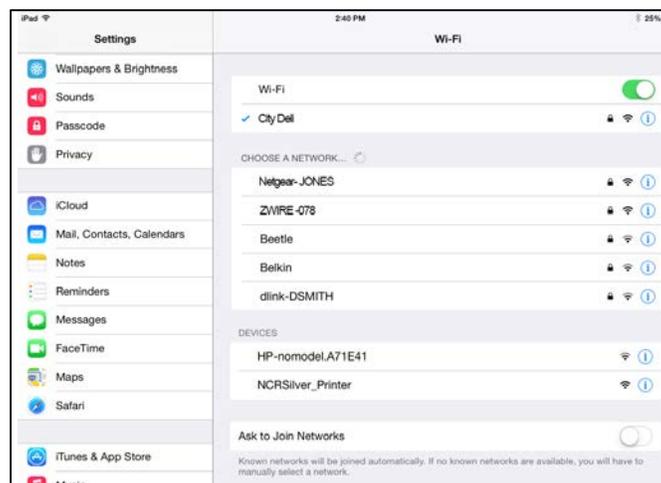
### To use the Bixolon SRP-310 with a wireless connection:

If the printer is not near the router, you can use the Wi-Fi adaptor to wirelessly connect your printer to the router.

1. Plug one end of the **power cord** into the back of the printer on the left side and the **other end** into an outlet. The LED light under POWER on the front of the printer turns blue.
2. Plug the **Wi-Fi adaptor** into the USB port on the back of the printer on the lower right side.
3. On the iPad device, log in to the **POS app** with your four-digit PIN.
4. On the POS home screen, tap  to display the slide out menu.
5. Tap **Settings**.
6. Tap **Configure printers**. The Printers screen appears.
7. Press and hold **Specify printer manually**. A prompt appears.



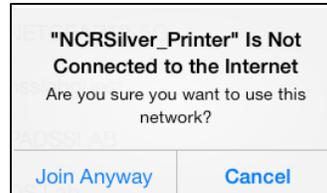
8. Tap **Using wireless adapter**. A wireless printer prompt appears.
9. Tap **No**. The 'Find printer' screen appears. To connect the printer to your Wi-Fi network, it is temporarily necessary to change the iPad Wi-Fi settings to the printer.
10. Tap the **home button** to return to the home screen.
11. Tap **Settings > Wi-Fi**.



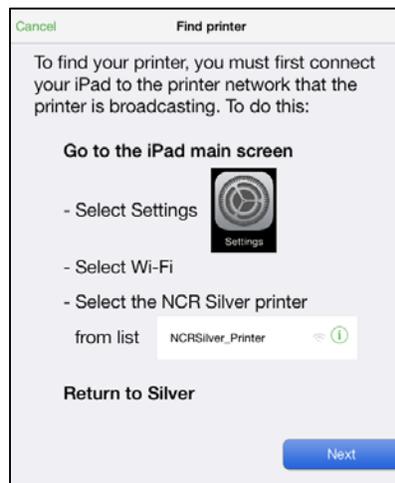


- Under 'DEVICES,' tap **NCRSilver\_Printer**. A prompt appears.

It may take a few minutes for NCR Silver Printer to appear under devices.



- Tap **Join Anyway**. The iPad connects to the printer, and the iPad Wi-Fi connection changes to 'NCRSilver\_Printer.'
- Press the **home button** twice to minimize the Settings screen and to see a list of open apps.
- Tap **NCR Silver Pro**. NCR Silver Pro opens to the 'Find printer' screen and does not require you to log in.



- Under 'Return to Silver,' tap **Next**. The printer prints a message indicating the name of the iPad configuring the printer. The 'Wi-Fi networks' screen appears.
- Tap your **Wi-Fi network**. The network password prompt appears.
- Enter your **Wi-Fi password**, and then tap **OK**. The 'Transmitting' screen appears. The printer prints a 'Wi-Fi is connected' confirmation message with the Wi-Fi settings of the printer. You have now connected the wireless adapter for the printer to your Wi-Fi network.  
If you entered the incorrect password, a 'Password is incorrect' message prints. Tap **Something else**, tap **Yes**, and begin the connection process again. Follow the Reset printer instructions on the screen to re-initialize the printer.
- Tap **Wi-Fi is connected**. The 'Find printer' screen appears. It is now necessary to reconnect your iPad to your Wi-Fi network.  
If your printer did not print a 'Wi-Fi is connected' confirmation message, tap the **appropriate message**, determined from the printed message, as to why your printer did not connect. If the printer did not print a message, tap **Receipt did not print**.
- Press the **home button** twice to minimize NCR Silver Pro.
- Tap **Settings > Wi-Fi**.
- Tap your **Wi-Fi network**. The iPad reconnects to your Wi-Fi network.



23. Press the **home button** twice to minimize the Settings screen.
24. Tap **NCR Silver Pro**. NCR Silver Pro opens to the 'Find printer' screen and does not require you to log in.
25. Under 'Return to Silver,' tap **Next**. The 'Locating printer' screen appears while the POS searches for the printer. When the POS locates the printer, the printer prints a confirmation message and the 'Printer found' screen appears.
26. Tap **Next**. The 'Transmitting' screen appears. When the POS confirms the printer presence, a confirmation message prints with the Wi-Fi settings of the printer.



27. Tap **Wi-Fi is connected**. The 'Printer' options screen appears.

If your printer did not print a Wi-Fi is connected confirmation message, tap the **appropriate message**, determined from the printed message, as to why your printer did not connect. If the printer did not print a message, tap **Receipt did not print**.

28. Under 'GIVE THIS PRINTER A NAME,' type the **printer name**.
29. Configure the **printer** as a receipt or kitchen printer.

#### To load paper into the Bixolon SRP-310 printer:

1. On the front right side of the printer, press the **switch** down. The cover lid opens.
2. Place a **paper roll** inside the compartment with the end of the roll on top.
3. Pull a portion of the **paper** over the top of the receipt paper roller and close the **cover lid**.
4. Press **FEED** to test the paper loaded correctly.
5. Tear off the **excess paper**.



## BIXOLON SRP-350 PRINTER

The Bixolon SRP-350 printer can connect through a wired connection or a Bluetooth connection. Using a wired connection, you can connect the printer to multiple iPads; however, using a Bluetooth connection, you can only connect the printer to one iPad.



Bixolon SRP-350

### To use the Bixolon SRP-350 printer with a wired connection:

1. Plug one end of the **power cord** into the back of the printer on the right side and the **other end** into an outlet.
2. Plug one end of the **Ethernet cable** in to the Ethernet port on the back of the printer, and plug the **other end** into an available LAN port on your router.

### To use the Bixolon SRP-350 printer with a Bluetooth connection:

You create a Bluetooth connection for the Bixolon SRP-350 by pairing the iPad to the printer.

1. Tap **Settings > Bluetooth**.
2. Swipe the **Bluetooth button** to the right to enable Bluetooth on the iPad. The system searches for discoverable devices.
3. Tap the **printer** you want to pair to your iPad.
4. Type the **PIN**. The PIN is '0000.'
5. Tap **Pair**. When the iPad completes pairing to the printer, 'Paired' appears next to the printer name.
6. Press the **home button** to exit the Bluetooth screen and return to the home screen.

### To load paper into the Bixolon SRP-350 Printer:

1. Press the **cover open button** on the top right side of the printer.
2. Place a **paper roll** inside the compartment with the end of the roll on the bottom.
3. Pull a **portion of paper** over the receipt paper roller and close the **cover lid**.
4. Press the **FEED button** once to test the paper loaded correctly.
5. Tear off the **excess paper**.

## BIXOLON SRP-275II PRINTER

The Bixolon SRP-275ii printer connects to the router through a wired Ethernet connection. This printer is an impact printer ideal for use as a kitchen printer. Impact printers tend to be louder than a regular printer, which can alert kitchen staff to new orders. Also, image printers are not susceptible to image distortion, which can occur with thermal printers in a hot environment such as a kitchen.



Bixolon SRP-275ii

### To set up the Bixolon SRP-275ii printer with a wired connection:

1. Connect the **power cord** to the AC adaptor.
2. On the underneath side of the printer, insert the **AC adaptor cord** into the power connector.
3. Insert the **AC adaptor** into the slot underneath the printer.
4. Plug the **power cord** into the outlet.
5. Plug one end of the **Ethernet cable** into the Ethernet port on the back of the printer, and plug the **other end** into an available LAN port on your router.

### To load paper into the Bixolon SRP-275ii printer:

1. Press the **open button** on the top right side of the printer to open the rear cover.
2. Place a **paper roll** inside the compartment with the end of the roll on the bottom.
3. Pull a **portion of paper** over the receipt paper roller and close the **cover lid**.
4. Press the **FEED button** once to test the paper loaded correctly.
5. Tear off the **excess paper**.

### To insert the ribbon cassette for the Bixolon SRP-275ii printer:

1. Before inserting the ribbon cassette, turn the **knob** on top of the cassette clockwise to prevent twisting the ribbon.
2. Open the **front cover**.
3. Insert the **ribbon cassette**. Make sure you place the ribbon behind the printer head.
4. Turn the **knob** on the printer cassette clockwise to ensure the ribbon moves freely within the cassette.
5. Close the **front cover** of the printer.

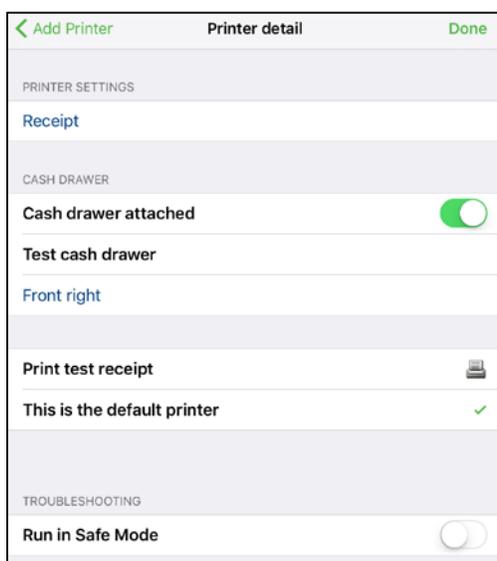


## CONFIGURING A RECEIPT PRINTER

1. At the POS home screen, tap  to display the slide out menu.
2. Tap **Settings**.
3. At the Settings screen, tap **Receipt printers**.
4. Tap **Add Receipt Printer**. The Add Printer screen appears.
5. Tap a **listed printer** or **Refresh**, and then tap the **desired printer**.

If your printer does not appear, you may need to specify the printer manually. See the section ‘Manually Specifying a Printer.’

6. Tap the **printer** you want to use as a receipt printer to display the ‘Printer options’ screen.



7. Type a **name** for the printer.
8. Under ‘CASH DRAWER,’ swipe the **cash drawer button** to the right to identify the selected receipt printer as connected to the cash drawer, if necessary. When you activate the attached cash drawer, the system opens the cash drawer and a menu prompt appears to confirm the successful opening of the cash drawer.

You can associate multiple iPads to one printer and cash drawer combination. It is not necessary to have a cash drawer attached to a receipt printer; however, you will need to manually open a cash drawer.

When you associate a cash drawer to a receipt printer, the cash drawer, unless otherwise configured, automatically opens when you close a cash transaction.

9. (Drawer Checkout mode) Type a **unique name** for the cash drawer.
10. Tap **Set as default** to identify the receipt printer as the default printer for the iPad.
11. (Optional) Under ‘TROUBLESHOOTING,’ swipe the Run in Safe Mode button to the right to improve printing stability. Only enable this feature if you experience temporary network slowdowns, the printer often fails, or receipts get printed multiple times. If your store network works correctly, this option may increase printing times.
12. Tap **Done** to exit the ‘Printer options’ screen.
13. Tap **Settings** to return to the Settings screen.



## CONFIGURING A KITCHEN PRINTER

1. At the POS home screen, tap  to display the slide out menu.
2. Tap **Settings**.
3. At the Settings screen, tap **Kitchen printers**.



4. Tap **Local Printer** to configure the kitchen printer **ONLY** for the iPad on which you are working  
OR  
Tap **Shared Printer** to configure the kitchen printer as available for all iPads on your network.
5. Tap a **listed printer** or **Tap Refresh**, and then tap the **desired printer**.  
If your printer does not appear, you may need to specify the printer manually. If your printer does not appear, you may need to specify the printer manually. See the section 'Manually Specifying a Printer.'
6. Tap the **printer** you want to use as a kitchen printer.
7. Tap **Kitchen printing**. The Kitchen Devices screen appears.
8. Tap the **kitchen printer device** to use for the printer, and then tap **Done**. The 'Printer options' screen appears. The system auto-fills the name of the printer with the kitchen device you selected.

NOTE: If you chose LOCAL PRINTER, you have the option to enter a unique name for the kitchen printer.



9. (Optional — Silver Server Mode only) Tap (Optional) Under 'TROUBLESHOOTING,' swipe the Run in Safe Mode button to the right to improve printing stability. Only enable this feature if you experience temporary network slowdowns, the printer often fails, or receipts get printed multiple times. If your store network works correctly, this option may increase printing times.
10. Tap **Done**.
11. Tap **Settings** to return to the Settings screen.

## MANUALLY SPECIFYING A PRINTER

In some instances, even though you connect a printer directly to the router, your device may not automatically discover the printer. You can connect the printer to the device by manually specifying the printer IP address.

1. Tap **Configure Printers**.
2. Under 'DISCOVER NEW PRINTERS,' tap **Specify printer manually**.
3. Tap **Wired directly to router**. The Add Printer screen appears.
4. Locate the **printer IP address**.

Initiate a self-test to discover the printer IP address. Turn off the printer, press and hold the FEED button on the front of the printer, turn on the printer, and release the FEED button. The printer beeps and prints a chit. Under 'Wi-Fi Settings, locate IPADDR to find the printer IP address.

-OR-

In some instances, the Bixolon SRP-275ii and SRP-350 printers do not provide an IP address when initiating a self-test. To locate the printer IP address, press the Function button located in the pinhole on the back of the printer. The printer prints a chit with the IP address.

5. Return to the **Add Printer screen**, and enter the **printer IP address**.
6. Tap **Done**.



## PERFORMING A NETWORK RESET FOR A PRINTER

At times, it may be necessary to perform a network reset for a printer.

1. Turn off the **printer**.
2. Press the **Function button** and turn on the **printer**. You must hold the Function button for **three seconds** after turning on the printer. The Function button is located in the pinhole on the back of the printer.
3. Release the **Function button** and wait **ten seconds** for a new IP address to be allocated to the printer.
4. Print the **new network settings** by initiating a self-test. Press the function button on the back of the printer. The printer prints a chit with the IP address.

## CORDLESS BAR CODE SCANNER

The bar code scanner uses Bluetooth technology to wirelessly connect to your iPad. Bar code scanning can help speed up the checkout process and enable you to easily sell and track items. Make sure you keep the instructions contained in the package with your scanner, as they are necessary for the configuration of your scanner.

You must change the mode of the scanner to iOS mode for the barcode scanner to work properly with NCR Silver Pro Restaurant.



1. Remove the **back cover** and insert the included **NiMH AAA batteries**
2. Press the **power button**, located on the top side of the scanner, to turn on the bar code scanner. The LED, located at the top of the scanner, turns blue and the scanner beeps twice.  
  
If the LED flashes blue once per three seconds, it means the Bluetooth is active and connected to a device.  
  
If the LED flashes blue once per second, it means the Bluetooth is active, but not connected to a device.  
  
If the LED flashes blue, then red, it means it is necessary to charge the scanner.
3. Retrieve the **bar code** in the section 'iOS mode' located on page 6 of the Quick Start Guide document included with the scanner. The bar code you want to scan has the following characters underneath '#FNB00F40002#.'
4. Scan the **bar code** by pressing and holding the large black button above the power button. Hold the **scan button** until the scanner beep three times.
5. On your iPad, tap **Settings > Bluetooth**.
6. Swipe the **Bluetooth button** to the right to enable Bluetooth on the iPad. The system searches for discoverable devices.
7. Tap **Socket CHS** to connect the scanner to the iPad.
8. Press the **home button** to exit the Bluetooth screen and return to the home screen.

If you want to connect the bar code scanner to a different iPad, it is necessary to reset the factory settings for the bar code scanner before you attempt to connect to a different iPad.



## EMV TERMINAL

Configuring EMV for an iPad requires you to pair the EMV terminal to the iPad via Bluetooth and to define the settings in NCR Silver Pro Restaurant.

Before you configure EMV for an iPad, you must first configure EMV in Silver Back Office.

### To pair the EMV terminal to the iPad:

1. On the iPad, tap **Settings > Bluetooth**.
2. Swipe the **Bluetooth button** to the right to enable Bluetooth on the iPad. The system searches for discoverable devices.
3. Tap the **EMV terminal** you want to pair to the iPad. You may need to press the Bluetooth button on the top right of the device. When the iPad recognizes the EMV terminal, a confirmation message appears.

In some instances, such as pairing an EMV terminal to a different iPad, you will need to press the Bluetooth button until it begins flashing quickly. As soon the blue light begins flashing rapidly, release the button.

4. Tap **Pair**. When the iPad completes pairing to the EMV terminal, the EMV terminal appears under MY DEVICES with Connected to the right of the name.
5. Press the **home button** to exit the Bluetooth screen and return to the home screen.

### To confirm the EMV terminal is paired to NCR Silver Pro Restaurant:

1. On the home screen of the app, tap  to access the slide out menu.
2. Tap **Settings**.
3. Under 'PAYMENT TERMINAL,' tap **View PIN pad details**. The Payment terminal screen appears and lists the connected EMV terminal with connected to the right of the terminal name. The first time you pair the EMV terminal to the app, it may take a few minutes for the EMV terminal to appear.

**PRO TIP:** Label the EMV terminal and the iPad it is paired with to prevent the accidental mix-up of EMV terminals and iPads.



## SCALE

NCR Silver Pro Restaurant offers an integrated scale solution for use in your restaurant for products priced by weight, such as frozen yogurt or salad bars. Using one of three scale options, you can weigh an item, have the item weight automatically sent from the scale to the POS, and have the price calculated for you.

NCR Silver Pro Restaurant integrates with the following scales: the Silver Scale 50, the Mettler Toledo Viva scale, and the Mettler Toledo Ariva scale.

Additionally, there is a new access level, 'Enter Manual Weight for Scale Items,' which allows you to restrict the employees that can enter a manual weight for an item.

Prior to configuring the scale for use with NCR Silver Pro Restaurant, you must first configure at least one item to be priced by weight in Silver Back Office. If you do not configure an item to be priced by weight, you will not see the configure scales setting on the POS.

### SILVER SCALE

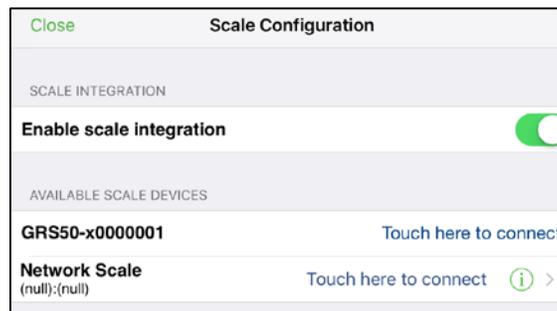
The Silver Scale 50 connects to the iPad via Bluetooth Smart Ready technology. Unlike other Bluetooth devices, it is not necessary to pair the scale to the iPad through the iOS Settings. Rather, you pair the scale to the iPad through the POS app. As the scale uses Bluetooth technology to communicate with the POS, you can only pair one scale with one iPad.

**iPads using Bluetooth Smart Ready technology include the iPad 3rd generation and later, the iPad Air, and the iPad Mini. Older iPads will not connect to the Silver Scale 50.**

By default, the scale measurement for the Silver Scale 50 is set to pounds. If the item for sale is sold by ounces and the scale is set to pounds, the POS converts the measurement to the correct weight on the POS. However, if you prefer, you can configure the scale to display a different unit of measurement.

#### To enable the Silver scale 50 for use with the POS:

1. At the POS home screen, tap  to display the slide out menu.
2. Tap **Settings**.
3. Tap **Configure scales**. The Scale Configuration screen appears.
4. Swipe the **Enable scale integration button** to the right. A list of available scales appears.



5. Under 'Available Scale Devices,' tap **Touch here to connect** to the right of the scale for which you want to connect.



When the POS completes pairing to the scale, 'Connected' appears to the right of the scale.

6. Tap **Close** to return to the Settings screen.
7. Tap **Close** to exit the Settings screen.

**To change the unit measurement displayed on the GRS 550 scale:**

1. On the scale, press the **POWER** and **ZERO** buttons at the same time until the scale beeps and displays the following.



2. Press the **ZERO** button. The scale beeps and displays the following.



3. Press the **ZERO** button a second time. The scale beeps and displays the following:



4. Press the **POWER button** to toggle to the desired unit measurement.
5. Press the **ZERO button** to confirm the desired unit measurement. The scale displays '0.00' with the new unit measurement to the right.

## METTLER TOLEDO SCALES

NCR Silver Pro Restaurant integrates with both the Viva and Ariva models of the Mettler Toledo scale. The following equipment is also required:

- Lantronix xDirect Serial to Ethernet Device Server



- A DB9 M/M gender changer serial adapter (only for the Viva scale)



- A DB9 M/M null modem serial adapter (only for the Ariva scale)



## IDENTIFYING THE SCALE

Prior to configuring the scale, it is important to determine which Mettler Toledo Scale you are using. The Viva and Ariva scales require different serial adaptors and have different firmware settings.

To determine the model of the scale, look for the label on the scale with the model information. The label is either on the side or underneath the metal top.



**METTLER TOLEDO VIVA SCALE**

There are five steps to configuring the scale for use with the NCR Silver Pro Restaurant app: confirming the scale firmware settings, setting up the hardware, locating the Lantronix xDirect device IP address, configuring the Lantronix xDirect device, and configuring the settings within the NCR Silver Pro Restaurant app.

Important things to keep in mind:

- When using a web browser to access the Lantronix xDirect device, the recommended browser is Google Chrome. **Do not** use Safari or Internet Explorer as they are not compatible.
- If you are configuring multiple scales for use in your restaurant, only configure one scale at a time as this will make it easier to locate the IP address for the Lantronix xDirect device.
- Prior to beginning, you will also need the username and password required to log into your network router.

1. Confirming the **scale firmware settings**.

In some cases, it is necessary to update the firmware settings.

- While turning on the power, press and hold key until 'grP 1' is displayed.  
Use  to confirm the choice and move to the next step.  
Use  to accept the soft switch settings.
- For each group, confirm the following. If your scale settings do not match, then change as indicated:

Group.Step	Function	Selection
1.3	Beeper	Off
1.5	Decimal Point	Off
2.4	Digital Filter Selection	1 (Low)
3.1	Baud Rate	3 (9600)
3.2	Parity	1 (Even)
3.3	Data	0 (7 data bit)
3.4	Bit stop	1 (1 stop bit)
3.5	Choose Protocol	6 (8217 Mettler Toledo)

- After the last setting, press  once.
  - '3.5 d n' appears on the screen. Press  once.
  - '3.5 d Y' appears on the screen. Press  once.
  - 'Save' appears on the screen. Press  once. The scale will reboot.



## 2. Setup the hardware.

- Connect the DB9 M/M gender changer serial adapter to the Lantronix xDirect device.
- Connect the DB9 M/M gender changer serial adapter with the Lantronix xDirect device to the serial port of the Mettler Toledo scale.
- Connect the network cable to the Lantronix xDirect device.
- Plug the power cable of the Lantronix xDirect device into a power outlet.
- Plug the power cable of the Mettler Toledo scale into a power outlet.

## 3. Locate the IP address of the Lantronix xDirect device.

- Log into your **network router**.
- Locate a list of **connected devices** and find the **Lantronix xDirect device**. The Lantronix xDirect device should be the most recent device connected. Note the IP address as you will need it to reserve the IP address and to configure the Lantronix xDirect device.
- Reserve the **IP address** on the router for the Lantronix xDirect device.

## 4. Configure the Lantronix device.

- Open a **web browser** and type in the **IP address** of the Lantronix xDirect device, as found in the previous step. The browser prompts you for a username and password.
  - **Username:** admin
  - **Password:** PASS
- Click **Serial Settings** on the left side of the screen.

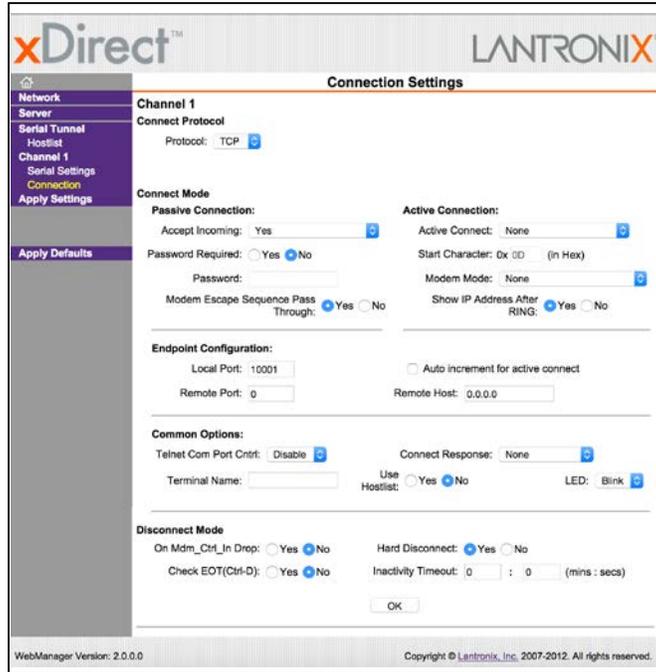
The screenshot displays the 'Serial Settings' page for 'Channel 1' in the Lantronix xDirect web interface. The page is divided into several sections:

- Channel 1:** Includes a checkbox for 'Disable Serial Port'.
- Port Settings:** Features dropdown menus for 'Protocol' (set to RS232), 'Baud Rate' (9600), 'Data Bits' (7), 'Parity' (Even), and 'Stop Bits' (1). A 'Flow Control' dropdown is set to 'None'.
- Pack Control:** Contains an 'Enable Packing' checkbox, an 'Idle Gap Time' spinner (12 msec), a 'Match 2 Byte Sequence' radio button (set to Yes), and a 'Match Bytes' field (0x 00). It also has radio buttons for 'Send Frame Immediate' (Yes) and 'Send Trailing Bytes' (None).
- Flush Mode:** Divided into 'Flush Input Buffer' and 'Flush Output Buffer'. Each has three radio buttons: 'With Active Connect', 'With Passive Connect', and 'At Time of Disconnect'. In the 'With Active Connect' options, 'No' is selected.

At the bottom of the form is an 'OK' button. The footer shows 'WebManager Version: 2.0.0.0' and 'Copyright © Lantronix, Inc. 2007-2012. All rights reserved.'

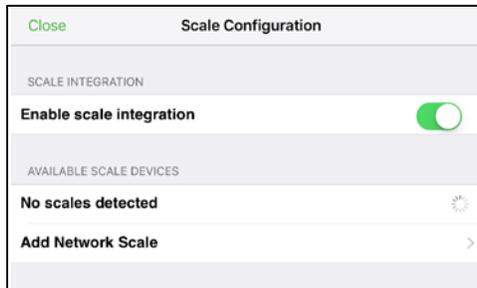
- Under 'Port Settings,' change Data Bits to '7.'
- Change Parity to 'Even.'
- Click **OK** at the bottom of the screen.
- Click **Apply Settings** on the left side of the screen.

- Verify the **port** of the Lantronix device.



The screenshot shows the 'Connection Settings' window for a Lantronix device. The left sidebar contains a navigation menu with options like Network, Server, Serial Tunnel, Hostlist, Channel 1, Serial Settings, Connection, Apply Settings, and Apply Defaults. The main content area is titled 'Channel 1' and includes sections for 'Connect Protocol' (set to TCP), 'Connect Mode' (with sub-sections for Passive and Active connections), 'Endpoint Configuration' (with Local Port set to 10001 and Remote Port set to 0), 'Common Options' (with Telnet Com Port Ctrl set to Disable and Connect Response set to None), and 'Disconnect Mode' (with On Mdm\_Ctrl\_In Drop and Check EOT(Ctrl-D) both set to No). An 'OK' button is at the bottom right.

- Click **Connection** on the left side of the screen.
  - Under 'Endpoint Configuration,' confirm the **Local Port** is '10001.' If the port number is different, write this number down as you will need it later.
- 5. Configure the **NCR Silver Pro Restaurant app** for the scale.
  - Use your **PIN** to log into the app.
  - At the POS home screen, tap  to access the Settings menu. A slide out menu appears.
  - Tap **Settings**.
  - Tap **Configure scales**. (Note: If you do not have any items configured for 'Use scale,' you will not see the Configure scales option.)



The screenshot shows the 'Scale Configuration' screen. At the top left is a 'Close' button. Below it is the 'SCALE INTEGRATION' section, which includes a toggle switch for 'Enable scale integration' that is currently turned on. Underneath is the 'AVAILABLE SCALE DEVICES' section, which displays 'No scales detected' and a refresh icon. At the bottom of this section is an 'Add Network Scale' button with a right-pointing arrow.

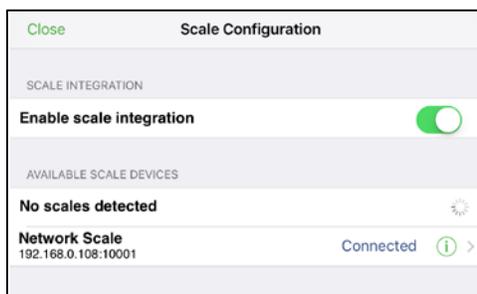
- Swipe the **Enable scale integration button** to the right to turn on the option.
- Tap **Add Network Scale**.



- Type the **IP Address** for the Lantronix xDirect device.
- Type the **port number**. In most cases, the port number is '10001.'
- Scale units defaults to ounces. If your scale measures in units other than ounces, tap ⓘ to change the scale units.
- Tap **Scale Configuration**.



- Tap **Touch here to connect**. When the POS app completes the connection to the scale, 'Connected' appears to the right of the scale.



- Tap **Close** to exit scale configuration.
- Tap **Close** to exit the Settings page.



**METTLER TOLEDO ARIVA SCALE**

There are five steps to configuring the scale for use with the NCR Silver Pro Restaurant app: confirming the scale firmware settings, setting up the hardware, locating the Lantronix xDirect device IP address, configuring the Lantronix xDirect device, and configuring the settings within the NCR Silver Pro Restaurant app.

Important things to keep in mind:

- When using a web browser to access the Lantronix xDirect device, the recommended browser is Google Chrome. **Do not** use Safari or Internet Explorer as they are not compatible.
- If you are configuring multiple scales for use in your restaurant, only configure one scale at a time as this will make it easier to locate the IP address for the Lantronix xDirect device.
- Prior to beginning, you will also need the username and password required to log into your network router.

1. Confirming the **scale firmware settings**.

In some cases, it is necessary to update the firmware settings.

- While turning on the power, press and hold key until 'grP 1' is displayed.  
Use to confirm the choice and move to the next step.  
Use to accept the soft switch settings.
- For each group, confirm the following. If your scale settings do not match, then change as indicated:

GroupStep	Function	Selection
3.1	Communication Type	0 (RS-232)
3.2	Baud Rate	3 (9600)
3.3	Parity	1 (Even)
3.4	Data bits	0 (7 data bit)
3.5	Stop bits	1 (1 stop bit)
3.6	Product Selection	3 (8217 Mettler Toledo)

- After the last setting, press several times until Save appears and then press a final time to save the selections. The scale will reboot.

2. Setup the **hardware**.

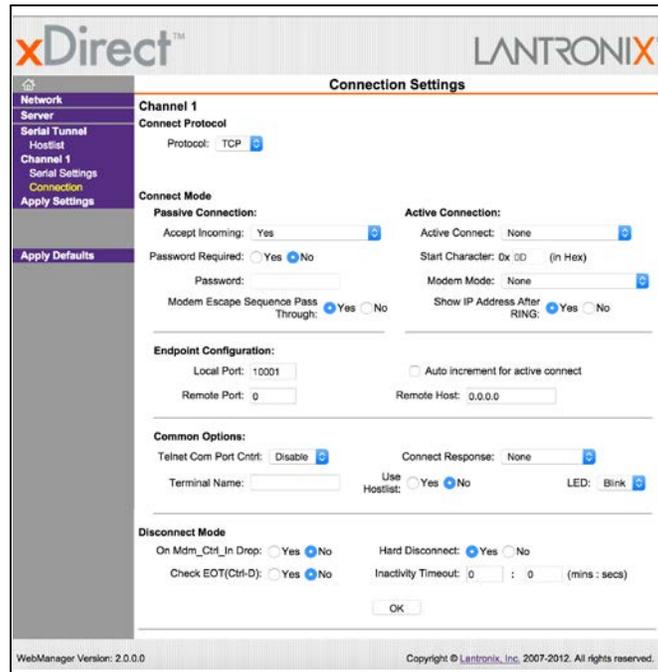
- Connect the DB9 M/M null modem serial adapter to the Lantronix xDirect device.
- Connect the DB9 M/M null modem serial adapter with the Lantronix xDirect device to the serial port of the Mettler Toledo scale.
- Connect the network cable to the Lantronix xDirect device.



- Plug the power cable of the Lantronix xDirect device into a power outlet.
- Plug the power cable of the Mettler Toledo scale into a power outlet.
- 3. Locate the **IP address** of the Lantronix xDirect device.
  - Log into your **network router**.
  - Locate a list of **connected devices** and find the **Lantronix xDirect device**. The Lantronix xDirect device should be the most recent device connected. Note the IP address as you will need it to reserve the IP address and to configure the Lantronix xDirect device.
  - Reserve the **IP address** on the router for the Lantronix xDirect device.
- 4. Configure the **Lantronix device**.
  - Open a **web browser** and type in the **IP address** of the Lantronix xDirect device, as found in the previous step. The browser prompts you for a username and password.
    - **Username:** admin
    - **Password:** PASS
  - Click **Serial Settings** on the left side of the screen.

The screenshot shows the 'Serial Settings' page for 'Channel 1'. The 'Port Settings' section includes: Protocol: RS232, Baud Rate: 9600, Data Bits: 7, Parity: Even, Stop Bits: 1, and Flow Control: None. The 'Pack Control' section includes: Enable Packing (unchecked), Idle Gap Time: 12 msec, Match 2 Byte Sequence: No, Send Frame Immediate: No, Match Bytes: 0x 00 (Hex), and Send Trailing Bytes: None. The 'Flush Mode' section includes: Flush Input Buffer (With Active Connect: No, With Passive Connect: No, At Time of Disconnect: No) and Flush Output Buffer (With Active Connect: No, With Passive Connect: No, At Time of Disconnect: No). An 'OK' button is located at the bottom of the settings area.

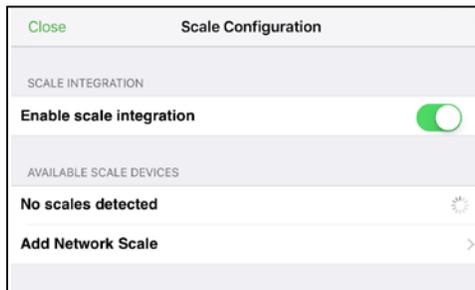
- Under 'Port Settings,' change Data Bits to '7.'
- Change Parity to 'Even.'
- Click **OK** at the bottom of the screen.
- Click **Apply Settings** on the left side of the screen.
- Verify the **port** of the Lantronix device.



- Click **Connection** on the left side of the screen.
  - Under 'Endpoint Configuration,' confirm the **Local Port** is '10001.' If the port number is different, write this number down as you will need it later.

5. Configure the **NCR Silver Pro Restaurant app** for the scale.

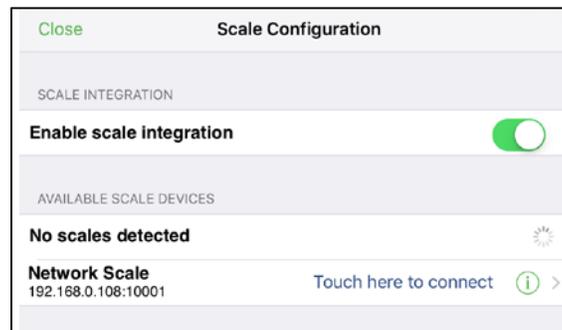
- Use your **PIN** to log into the app.
- At the POS home screen, tap  to access the Settings menu. A slide out menu appears.
- Tap **Settings**.
- Tap **Configure scales**. (Note: If you do not have any items configured for 'Use scale,' you will not see the Configure scales option.)



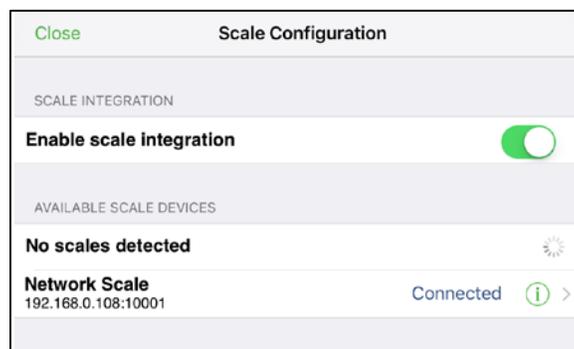
- Swipe the **Enable scale integration button** to the right to turn on the option.
- Tap **Add Network Scale**.



- Type the **IP Address** for the Lantronix xDirect device.
- Type the **port number**. In most cases, the port number is '10001.'
- Scale units defaults to ounces. If your scale measures in units other than ounces, tap (i) to change the scale units.
- Tap **Scale Configuration**.



- Tap **Touch here to connect**. When the POS app completes the connection to the scale, 'Connected' appears to the right of the scale.



- Tap **Close** to exit scale configuration.
- Tap **Close** to exit the Settings page.



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## TROUBLESHOOTING THE METTLER TOLEDO SCALE

In the event you are unable to connect the Mettler Toledo scale to the NCR Silver Pro Restaurant app, consider the following troubleshooting tips:

- Ensure the connection is secure between the Lantronix xDirect device, DB9 M/M gender changer serial adapter, and serial port of the scale.
- Make sure the iPad and the scale are on the same network.
- Review the scale settings as found in step 1.



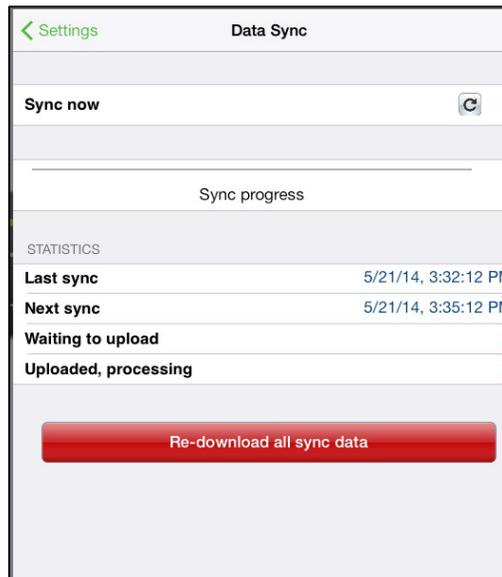
## DEVICE SPECIFIC SETTINGS

In addition to configuring printers, you can configure POS related settings specific to each iPad.

## VIEWING DATA SYNC

The system syncs data between the device and Silver Back Office at least every three minutes, and each time an employee logs in to NCR Silver Pro. You can view the time of the last sync, the time of the next scheduled sync, and even initiate a sync between the device and Silver Back Office.

1. At the Settings screen, under 'DATA SYNC,' tap **View more details**. The Data Sync screen appears.

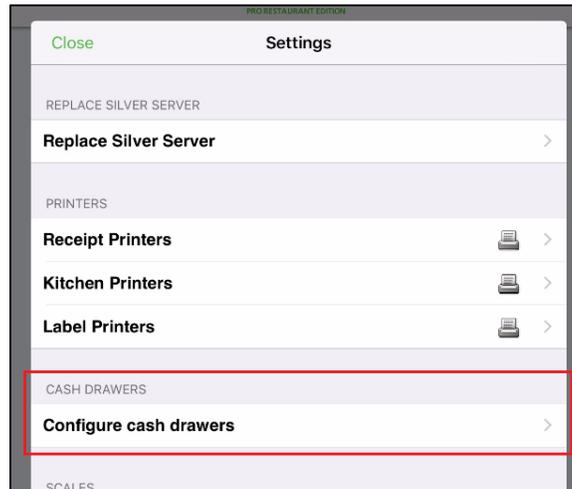


2. View the data sync details, or tap **Sync now** to force a data sync.
3. Tap **Settings** to return to the Settings screen.

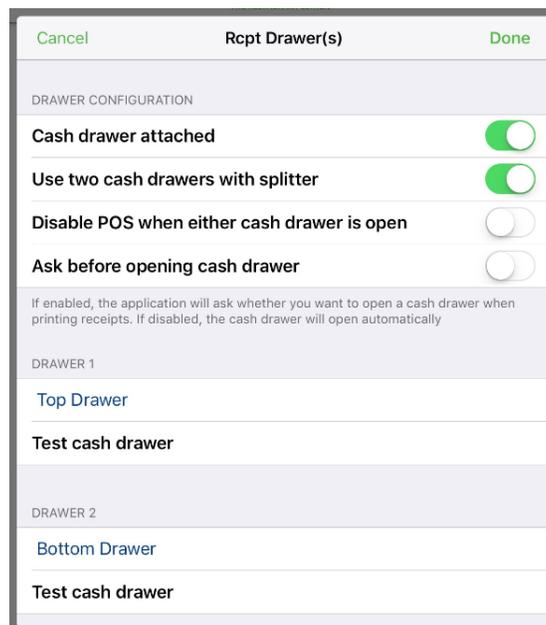
## CASH DRAWER SETTINGS

Use cash drawer settings to configure drawer opening and closing behavior, configure multiple drawers, and test the drawer to make sure it will open after you have finished configuration. Printers must be configured prior to cash drawer configuration.

1. From the settings screen, tap **Configure Cash Drawers**.



2. Tap the name of the configured printer that the cash drawer is connected to.
3. Tap **Cash drawer attached**.
4. You have the option to enable the following settings for the drawer
  - a. Tap **Use two cash drawers with splitter** if you have two cash drawers attached to one receipt printer.
  - b. Tap **Disable POS when either cash drawer is open** to disable the cashier from ringing a new transaction until the cash drawers are closed.
  - c. Tap **Ask before opening cash drawer** and the system will ask you if you want to open the cash drawer after every transaction.
5. Once configured, tap **Test cash drawer** to test if the drawer is connected properly and will open.



6. Press **Done**.



## DEFINING CHECK CLOSE OPTIONS

Use check close options to define how you capture customer signatures, on printed paper or electronically on the device screen, and how you provide receipts to customers. You can set receipts to auto-print, or to provide your customers with the option of receiving their receipts in an email message, which can be a great way to capture customer information and build your mailing list.

### CAPTURING CUSTOMER SIGNATURES ON PRINTED RECEIPTS

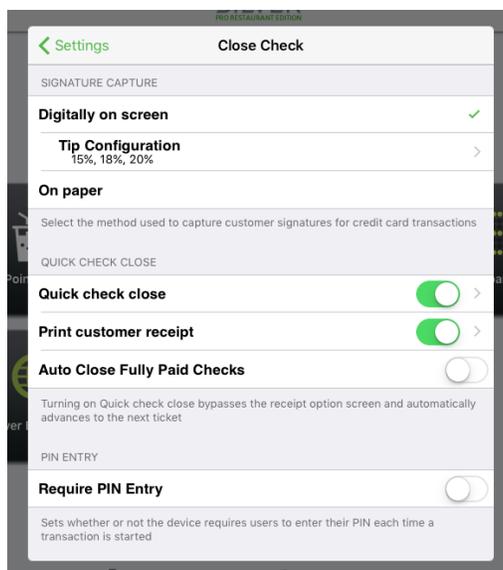
You can configure NCR Silver Pro to always print a receipt for customers to sign when using a credit card to pay for their order.

1. At the Settings screen, under 'CHECK CLOSE OPTIONS,' tap **Check close options**. The Close Check screen appears.
2. Under 'SIGNATURE CAPTURE,' tap **On paper**.
3. Tap **Settings** to return to the Settings screen, or continue to Configuring the Receipt Option Screen for quick check close options.

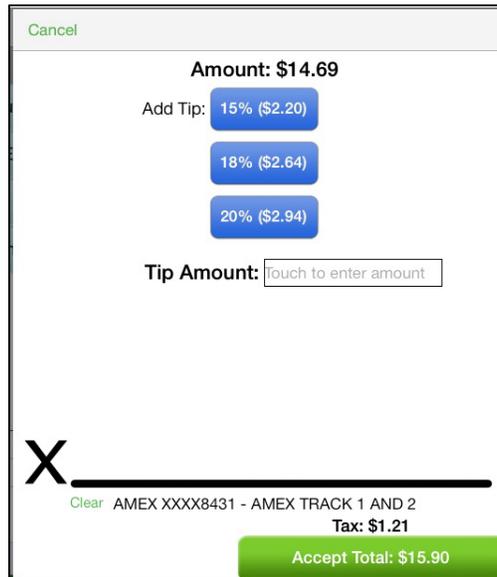
### CAPTURING CUSTOMER SIGNATURES ELECTRONICALLY

You can configure NCR Silver Pro to capture customer signatures electronically on the device screen when using a credit card to pay for their order.

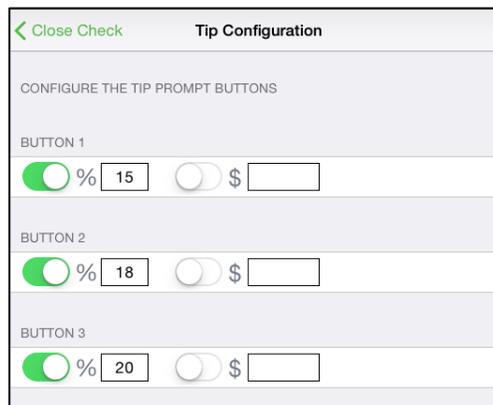
1. At the Settings screen, under 'CHECK CLOSE OPTIONS,' tap **Check close options**. The Close Check screen appears.



2. Tap **Digitally on screen**. Tip Configuration appears, enabling you to define up to three tip percentages or dollar amounts for your customers to select from when they digitally sign for a credit card purchase.



The customer can elect to provide a different tip percentage or dollar amount on the screen.



3. Tap **Tip Configuration** to change the default tip percentage amount. NCR Silver Pro defaults to the following percentage amounts: 15%, 18%, and 20%.

To turn off a percentage option, swipe the **individual percentage button** from right to left.

To change the percentage, tap the **percentage number**, type a **new percentage**, and tap **Done**.

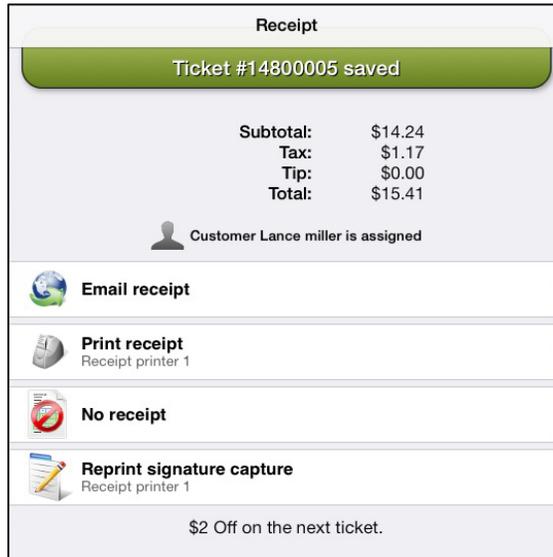
To use a dollar amount instead of a percentage, swipe an **individual dollar amount button** to the right. The system turns off the corresponding percentage button. Tap inside the **box**, enter a **dollar amount**, and tap **Done**.

4. Tap **Settings** to return to the Settings screen.



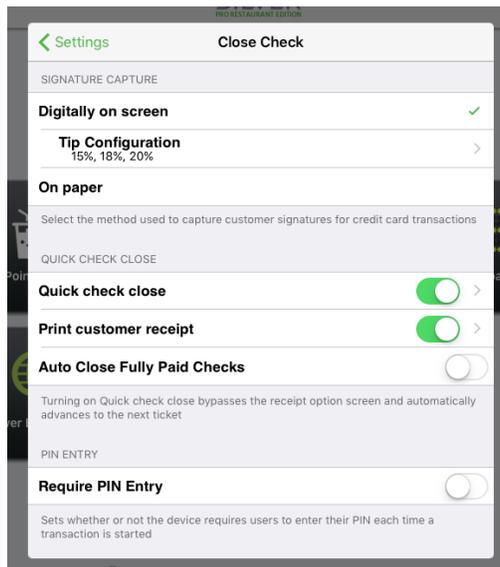
**CONFIGURING THE RECEIPT OPTION SCREEN**

NCR Silver Pro enables you to provide your customers options for receiving their receipts. By disabling ‘Quick check close,’ the Receipt screen appears when you close a guest check and provides you with the option to email, print, reprint, or not provide a customer with a receipt. When you select ‘Quick check close,’ the Receipt screen does not appear, and customer receipts print to the local printer when you close a guest check.



When you disable ‘Quick check close,’ the Receipt screen appears after you close each check.

1. At the Settings screen, under ‘CHECK CLOSE OPTIONS,’ tap **Check close options**. The Close Check screen appears.



2. Swipe the **Quick check close button** to the right to prevent the Receipt screen from appearing and to have the system automatically advance to the next ticket. When you select ‘Quick check close,’ ‘Print customer receipt’ appears, and by default, the system enables the option. Quick Check Close also allows you to Auto Close Fully Paid checks instead of tapping close on the POS after a ticket paid for.



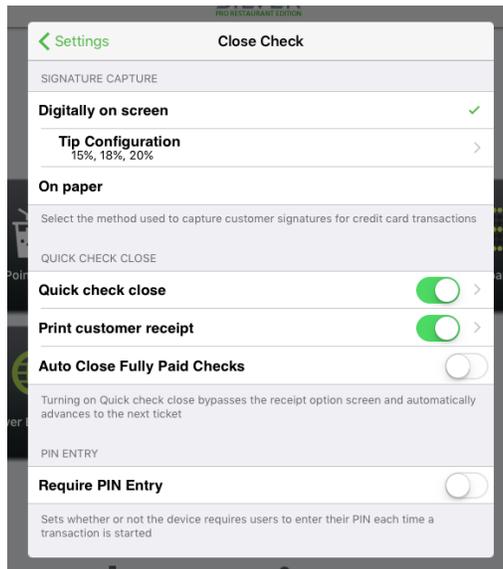
-OR-

Swipe the **Quick check close button** to the left to have the Receipt screen appear when you close each guest check.

- 3. Tap **Settings** to return to the Settings screen.

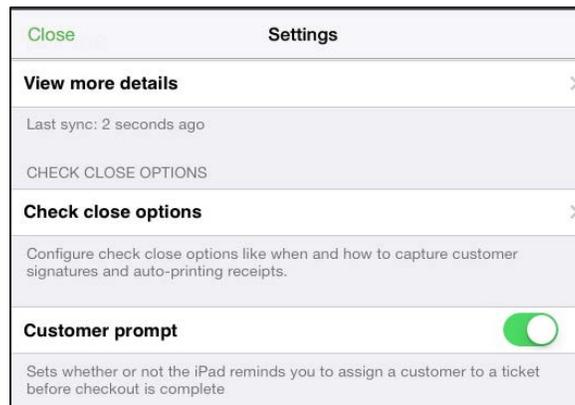
### REQUIRE PIN ENTRY

If you activate the **Require PIN Entry** option, cashiers will be required to enter the PIN to start every transaction. This offers increased security at the POS.

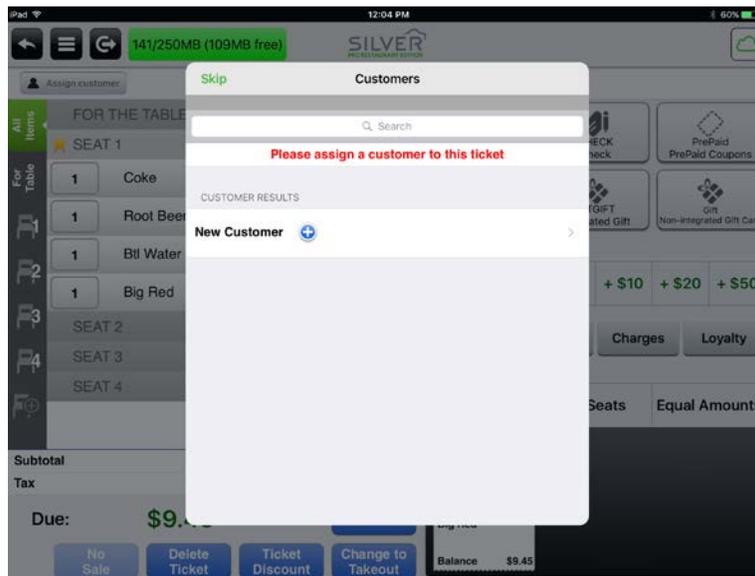


### CONFIGURING CUSTOMER PROMPT

Use 'Customer prompt' to remind you to assign a customer to a guest check when closing a guest check, which can be a great way to collect customer information and build your marketing list.



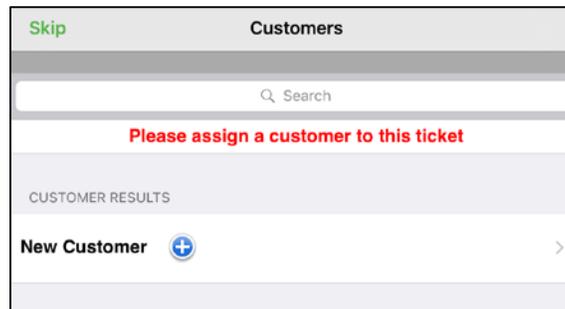
At the Settings screen, under 'CHECK CLOSE OPTIONS,' swipe the **Customer prompt button** to the right to activate the prompt for a customer. By default, NCR Silver Pro disables the option.



When selected, NCR Silver Pro prompts you, after you enter the tender information, to assign a customer to the guest check.

For those customers that do not want to provide you with their information, you can bypass the customer prompt.

1. At the customer prompt, tap **Cancel**. The Customers screen appears.



2. Tap **Skip**. The system returns to the guest check screen.
3. Tap **Close**.

### NAME PROMPT (QUICK SERVICE ONLY)

In Quick Service, you can enable name prompt to prompt employees to name a customer order. When you select a payment method, the name order prompt appears. You can enter a name to assign to the order or use the default name, which is the order number. The name you assign to the order is not saved in the customer database.

### CONFIGURING ONLINE ORDER PROCESSING

You can control the devices allowed to process online orders, which can prevent multiple devices from downloading the same orders for preparation. By default, the system activates the feature for all devices. If you want to restrict the devices processing online orders, you must turn off the feature on those devices.



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On the iPad you set to process online orders, set the iPad Auto-Lock feature to 'Never' to ensure the iPad remains awake and receives incoming online orders.

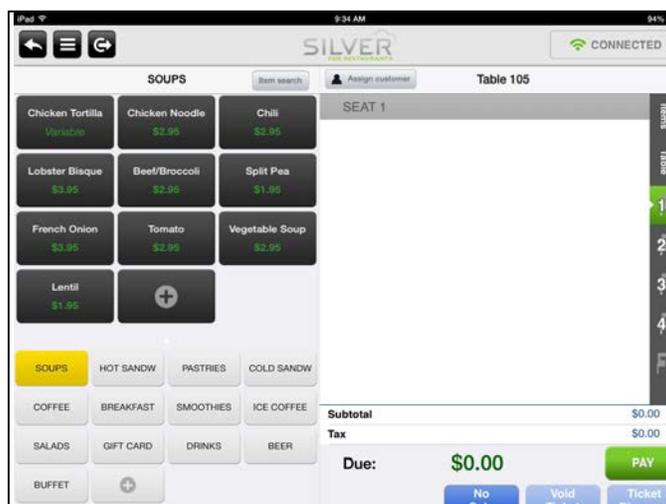
1. At the SETTINGS screen, under 'ORDER ENTRY,' tap **Order entry options**. The Order Entry Options screen appears.
2. Swipe the **Process online orders button** to the left to prevent the device from downloading online orders for processing.
3. To allow the device to download online orders for processing, swipe the Process online orders button to the right.
4. Tap **Settings** to return to the Settings screen.

Refer to the NCR Silver Pro Restaurant Using Online Ordering Quick Reference Guide for more information.



## ARRANGING POINT OF SALE BUTTONS

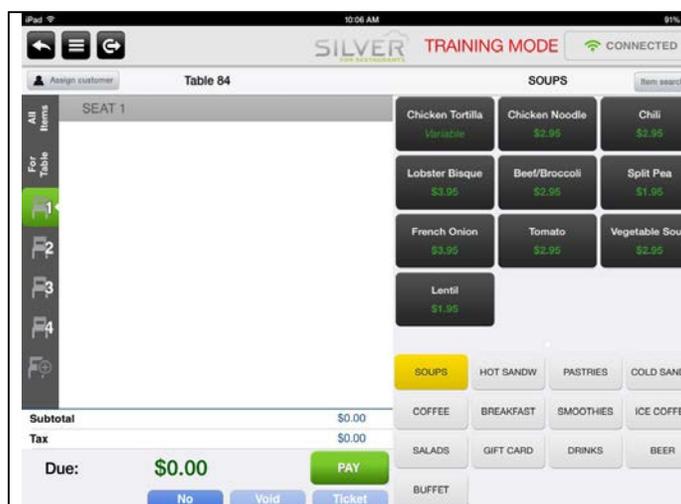
You can customize the look of your order entry screen on a device to have the point of sale buttons appear on the left side of the screen.



At the Settings screen, under ‘POINT OF SALE BUTTONS,’ swipe the **Buttons on left side button** to the right to move the point of sale buttons to the left side of the order entry screen on a device.

## USING TRAINING MODE

NCR Silver Pro contains a training mode, which you can use at any time for training your employees. You can perform the same functions in training mode as you would with live data. Training data and live data remain separate from one another.



When you enter Training Mode on a device, TRAINING MODE appears in red letters on the top right side of the screen at all times.

### To enter Training Mode:

1. At the Settings screen, under ‘TRAINING MODE’, tap **Enter training mode**.



2. Tap **Close** to return to the POS home screen and to begin performing training functions.

You can exit Training Mode in one of three ways:

- At the Settings screen, under 'TRAINING MODE,' tap Exit training mode.
- Tap  to log out of NCR Silver Pro.
- Press the home button on the iPad.

## DEACTIVATING AN IPAD

When you replace an iPad in your restaurant, you can deactivate the old device to prevent anyone from using the old device to access your POS. You can deactivate the old device when you load NCR Silver Pro Restaurant onto a new device. In the event you select 'Register new device' instead of 'Replace existing device,' you can deactivate a device in Silver Back Office.

1. Log in to **Silver Back Office** through a Web browser.
2. Click **your username** in the top right portion of the page, and click **My Account** from the drop-down list.
3. Click **My Devices**.
4. Click **Deactivate** for the device you want to deactivate.
5. Click **Save Changes**.



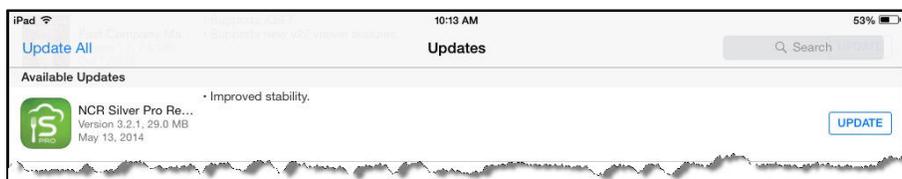
## UPDATING NCR SILVER PRO RESTAURANT

As new versions of NCR Silver Pro become available, you can update the POS app on your devices. As you update the POS app, it is necessary to update the Silver Server software on your server as well.

### UPDATING THE POS APP ON AN IPAD

The App Store contains the latest version of the NCR Silver Pro app. As updates of NCR Silver Pro become available, they are posted to the App store and replace the previous version. As a customer of NCR Silver Pro, you will receive an email notifying you of an upcoming update to NCR Silver Pro.

1. Tap **App Store** on your device.
2. Tap **Updates**.



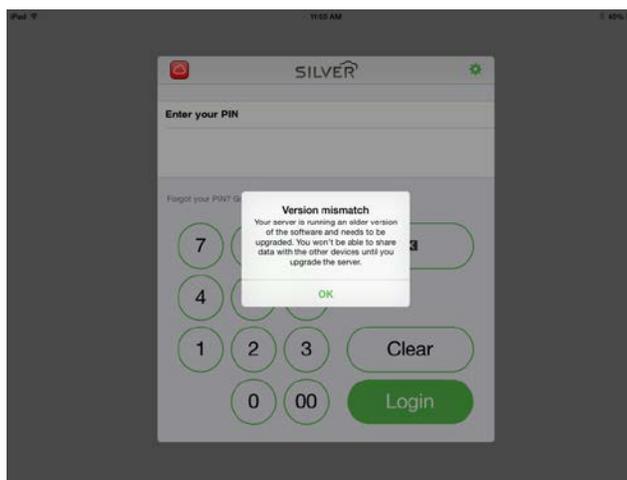
3. Tap **Update** next to NCR Silver Pro Restaurant to download and install the update.
4. Tap **Open** next to NCR Silver Pro to open the app, or press the **Home button** to close the App Store.

**Recommendation:** Disable Automatic App Updates to enable you to update NCR Silver Pro at a time convenient for your restaurant. Access Settings > iTunes & App Store > AUTOMATIC DOWNLOADS and swipe Apps from right to left to disable automatic app updates.

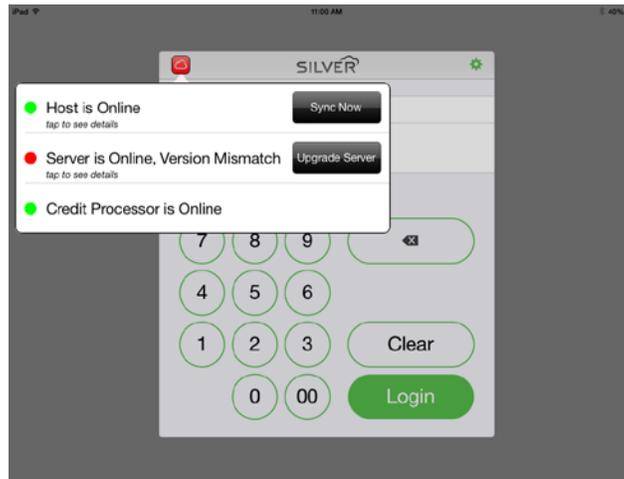
### UPDATING THE SILVER SERVER SOFTWARE ON YOUR SERVER

After updating the NCR Silver Pro app, it is necessary to update the Silver Server software on your server.

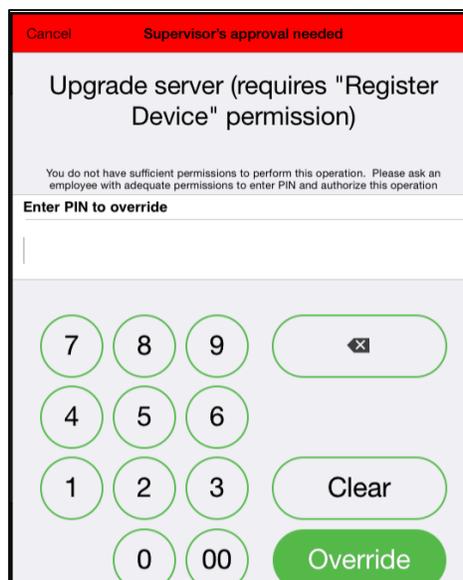
1. Tap **NCR Silver Pro** to launch the app. A 'Version mismatch' prompt appears informing you the server is running an older version of the software.



2. Tap **OK**. At the login screen, the cloud icon color is red.



3. Tap the **cloud icon**. The connection states menu appears.
4. Tap **Upgrade Server**. The 'Supervisor's approval needed' screen appears.



5. Enter **your four-digit PIN** and tap **Override**. The system initiates a download and installation of the Silver Server software on your server. While the update occurs, 'Update Required' on the connectivity icon changes to 'Disconnected,' and when the update finishes, the connectivity icon changes to 'Connected.' No other prompts appear concerning the progress of the Silver Server update.

## REPLACING SILVER SERVER

Use Replace Silver Server to replace an existing server in your restaurant. This option only appears on the Settings screen if you currently use a server with the Silver Server software in your restaurant.

1. Connect the **new server** to your Wi-Fi and install the **Silver Server software** on your server.

Refer to the Installing Silver Server Quick Reference Guide for additional information.



2. On an iPad device, log in to NCR Silver Pro, access the Settings screen, and tap **Replace Silver Server**. A prompt appears
3. Tap **Yes** to confirm you want to replace your previous server with a new server.  
By tapping Yes, you can no longer access data from the previous server.  
The system searches for the server on your Wi-Fi with Silver Server software installed. Once the system connects to the new server, a prompt appears.
4. Tap **Setup a new Silver Server and connect this device to it**. A prompt appears.
5. Type your **Silver Back Office username** and **password**, and then tap **Next**. The system validates the user credentials and syncs the data from Silver Back Office to the device and to the new server. When complete, the system returns to the login screen.



HELP

# NCR Silver Customer Care: 877-270-3475

