Vivonet Kiosk User Guide



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CHAPTER 1

Kiosk Overview



Congratulations on your new Vivonet Kiosk!

This Kiosk enables your customers to self-order their meal(s) on a secured iPad rather than ordering with a server or approaching the counter to place their order verbally at a traditional POS Terminal.

It can also be used as a line-busting device to speed up customer waiting times.

Payment is made at the time of order by swiping their credit card and when the order has been fulfilled, a food runner either brings the food out to the table where the guest is sitting or the guest picks the food up at the counter.

To get your Kiosk(s) up and running, you need to follow a few simple steps:

1. Get Your Enterprise Apple ID
   Create a new Enterprise Apple ID.
2. **Complete the Discovery Workbook**
   Complete the Discovery Workbook and return to Vivonet.
3. **Buy and Prepare your Physical Hardware**
   Buy your iPad(s), Enclosure(s), and Magnetic Card Reader(s) to be set up in your location.
4. **Prepare your Kiosk for First Time Use**
   Download the Kiosk App, set your iPad(s) so that only the Kiosk App can be accessed by your customers, complete the iPad Configuration Menu on each Kiosk iPad, and test your Kiosk.

These steps are outlined in the following sections of this guide.

Terminology

IC

Your Vivonet Implementation Consultant.

TOS

Terms of Service (also called Terms and Conditions).

iPad

Apple tablet device that contains the Vivonet Kiosk App.

Passcode

A four-digit password to give you access to your iPad.

User Name and Password

Unique credentials to allow you to connect to the Vivonet Kiosk App through your iPad.

Enterprise Apple ID

A unique ID that is registered with Apple's business program where you can securely download the Vivonet Kiosk App.

Kiosk

The device made up of an iPad, enclosure, MSR, and Kiosk App.

Enclosure (Optional)

An external housing for your iPad.

MSR

A Magnetic Stripe Reader attached to your iPad to allow Credit Card swiping.

Logo

Your company logo that is displayed on the main screen of the Kiosk App.

CHAPTER 2

Create your Enterprise ID



Your first task is to create an Enterprise Apple ID.

Your first task is to create an Enterprise Apple ID. This Enterprise Apple ID is used exclusively for the Volume Purchase Program and identifies you for customer Business-to-Business (B2B) app distribution.

Note: This should not be confused with a consumer Apple ID, such as for your iPhone or other Apple devices, as the Enterprise Apple ID cannot be used with other Apple programs or services.

Why do I need an Enterprise Apple ID?

Creating your own Enterprise Apple ID ensures that your company has a dedicated and private connection to your new Kiosk App that is not shared with other Apple customers.

This is a one-time only task and once you have your ID it gives you the ability to log in and download your Kiosk App, which is only available to you.

Before you Create your ID, you Need the Following Information:

Your company information including valid business address, phone number and email address. Consumer email addresses are not accepted (for example, Gmail or Yahoo). You also need to provide a company D-U-N-S Number for your business.

Where Do I Create My ID?

To create your Enterprise Apple ID, go **here**.
If you have an existing Enterprise Apple ID, go **here**.

How Long Does It Take to Get My Apple ID?

Once you set up your new Enterprise Apple ID, you are emailed the details and can login with those credentials right away. This process usually is completed within 1 business day.

For more information regarding Enterprise Apple IDs, go to the Enterprise Apple ID **FAQ** page.

How to Create your Enterprise ID

Information you need before creating your Apple Enterprise ID:

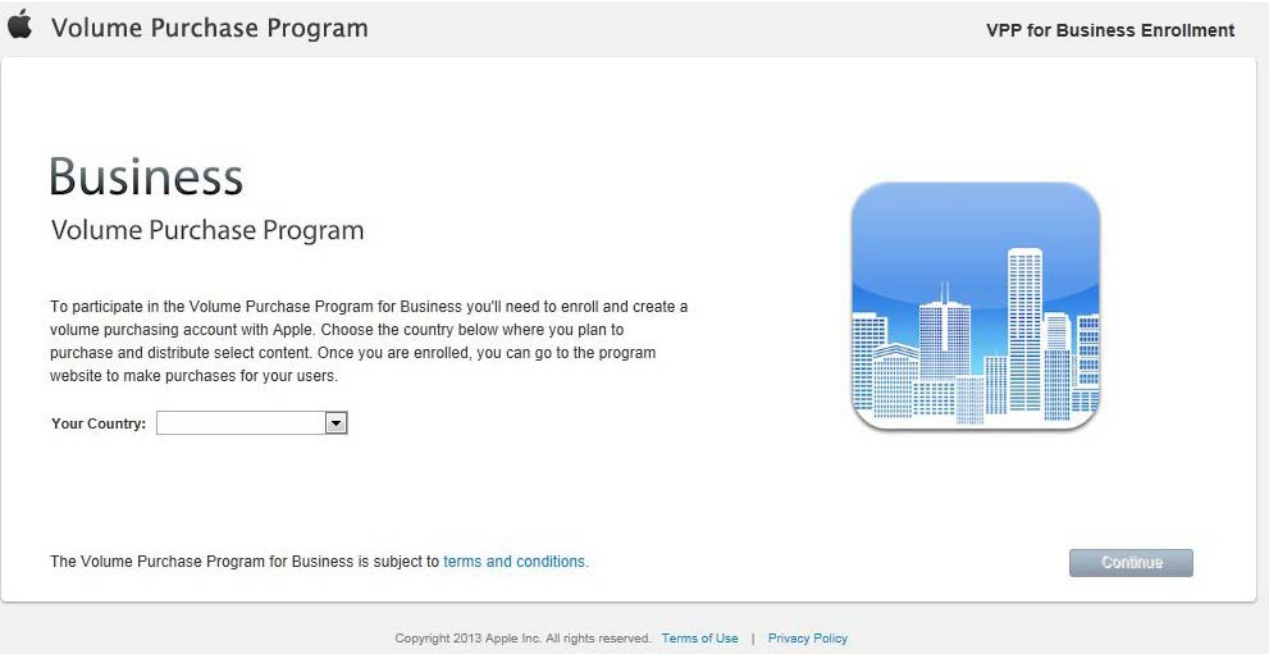
- Work Email Address
- Business Contact Information
- Company D-U-N-S Number
- Apple ID (if applicable)

Important: Ensure that you have a Company D-U-N-S Number already, or apply for one before you start this process as it can take some time to receive the number.

Navigate to: **https://enroll.vpp.itunes.apple.com**

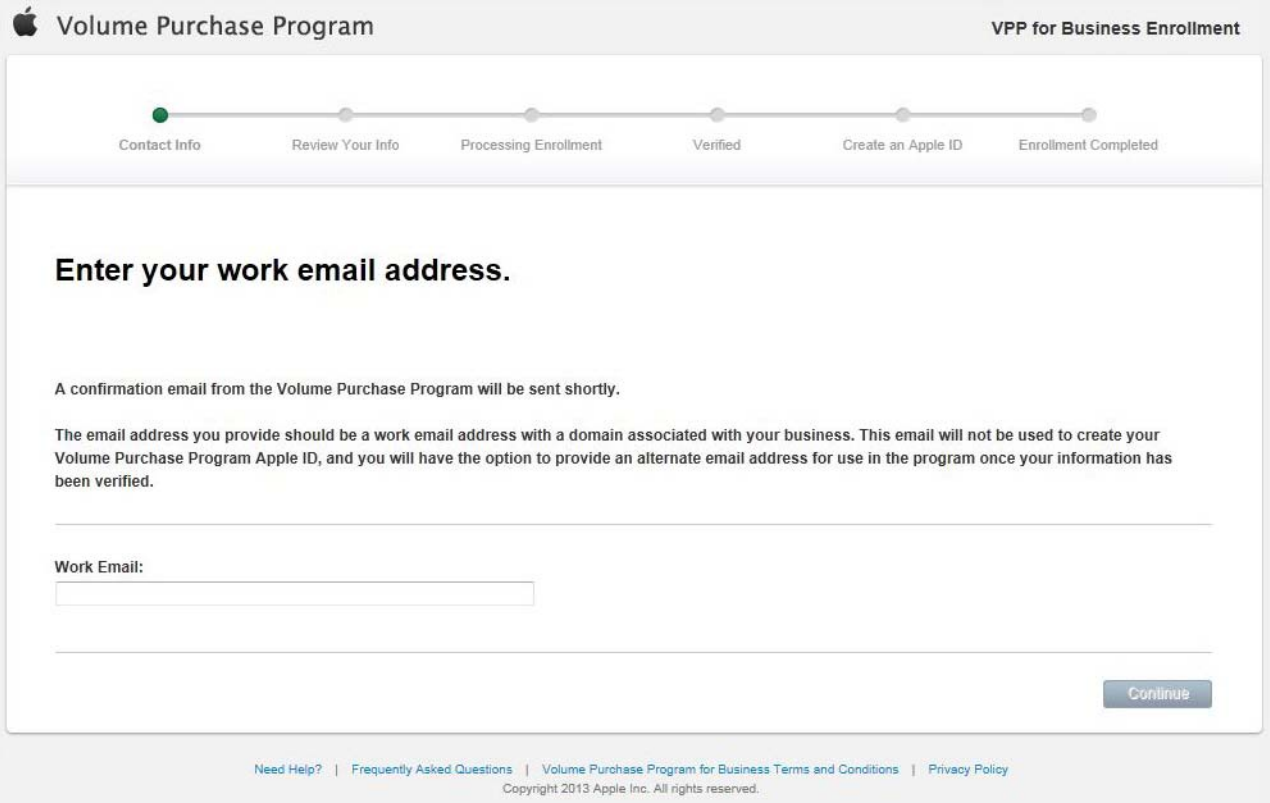
Note: If you already have your Enterprise Apple ID, you can skip these steps and directly download your **Kiosk App.**

1. Enter your **Country** and click **Continue**.

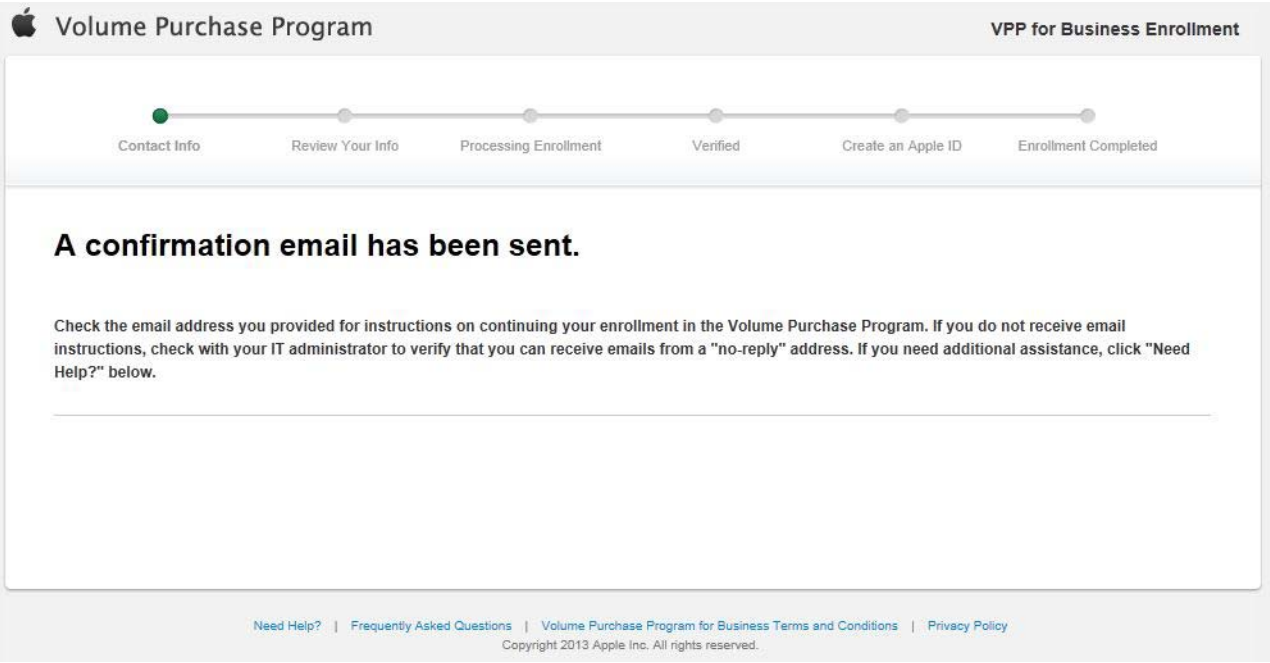


Important: Ensure that you read the points on the page once you enter your Country, especially the section on finding your D-U-N-S number as this needs to be entered later in this process.

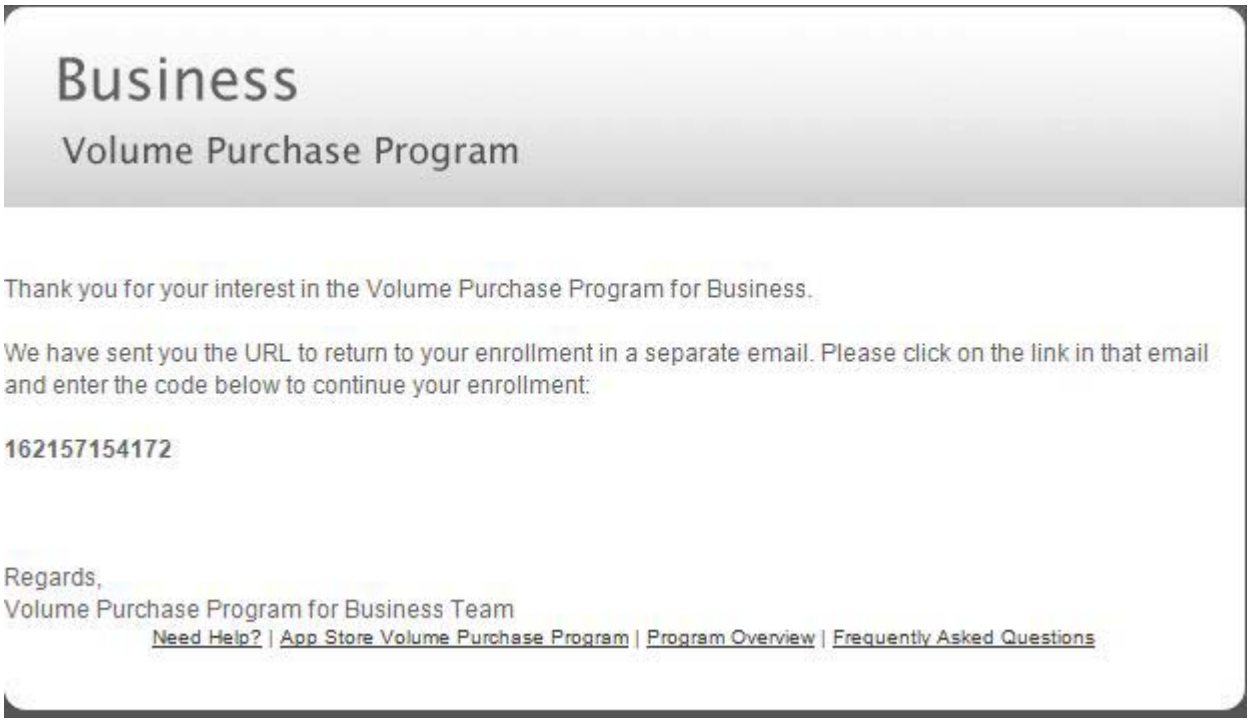
2. Enter a valid email address and click Continue.



Wait for the confirmation email containing the **Enrollment Link** and **Enrollment Code**.



3. **Click the Enroll link to continue with this process.**



Business

Volume Purchase Program

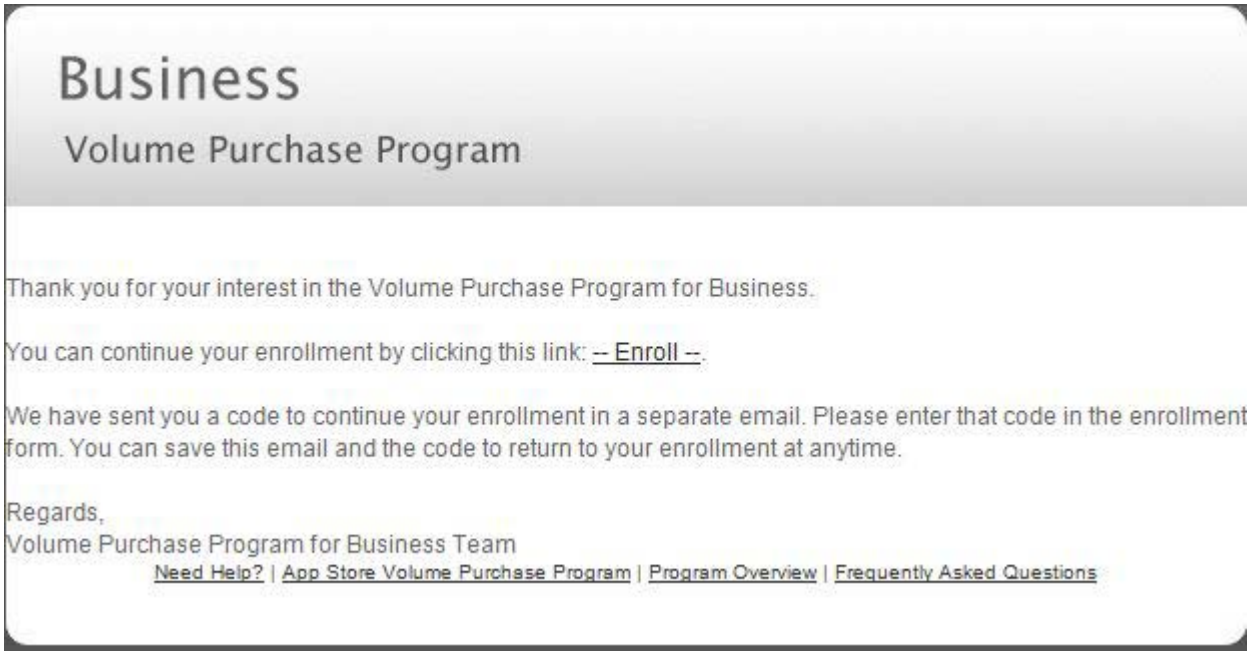
Thank you for your interest in the Volume Purchase Program for Business.

We have sent you the URL to return to your enrollment in a separate email. Please click on the link in that email and enter the code below to continue your enrollment:

162157154172

Regards,
Volume Purchase Program for Business Team

Need Help? | App Store Volume Purchase Program | Program Overview | Frequently Asked Questions



Business

Volume Purchase Program

Thank you for your interest in the Volume Purchase Program for Business.

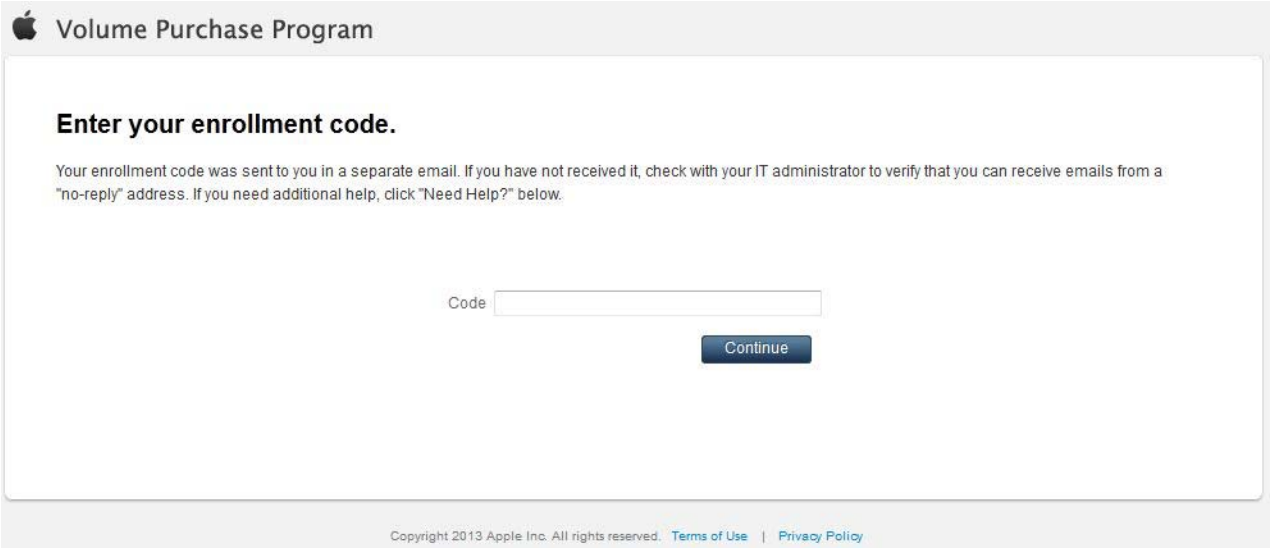
You can continue your enrollment by clicking this link: -- Enroll --.

We have sent you a code to continue your enrollment in a separate email. Please enter that code in the enrollment form. You can save this email and the code to return to your enrollment at anytime.

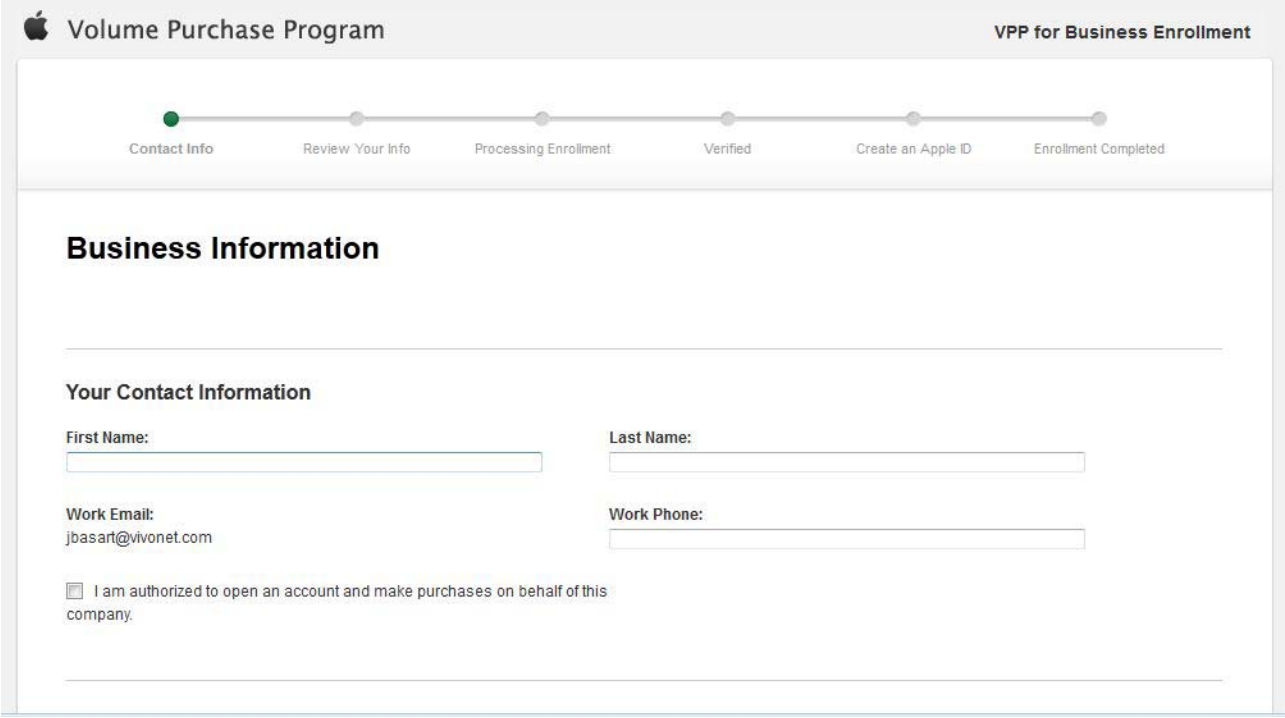
Regards,
Volume Purchase Program for Business Team

Need Help? | App Store Volume Purchase Program | Program Overview | Frequently Asked Questions

4. **Enter your Enrollment Code and click Continue.**



5. **Enter all applicable business information and click Continue.**



Note: All fields on this page are required before the Continue button at the bottom of the page will enable.

D-U-N-S Lookup

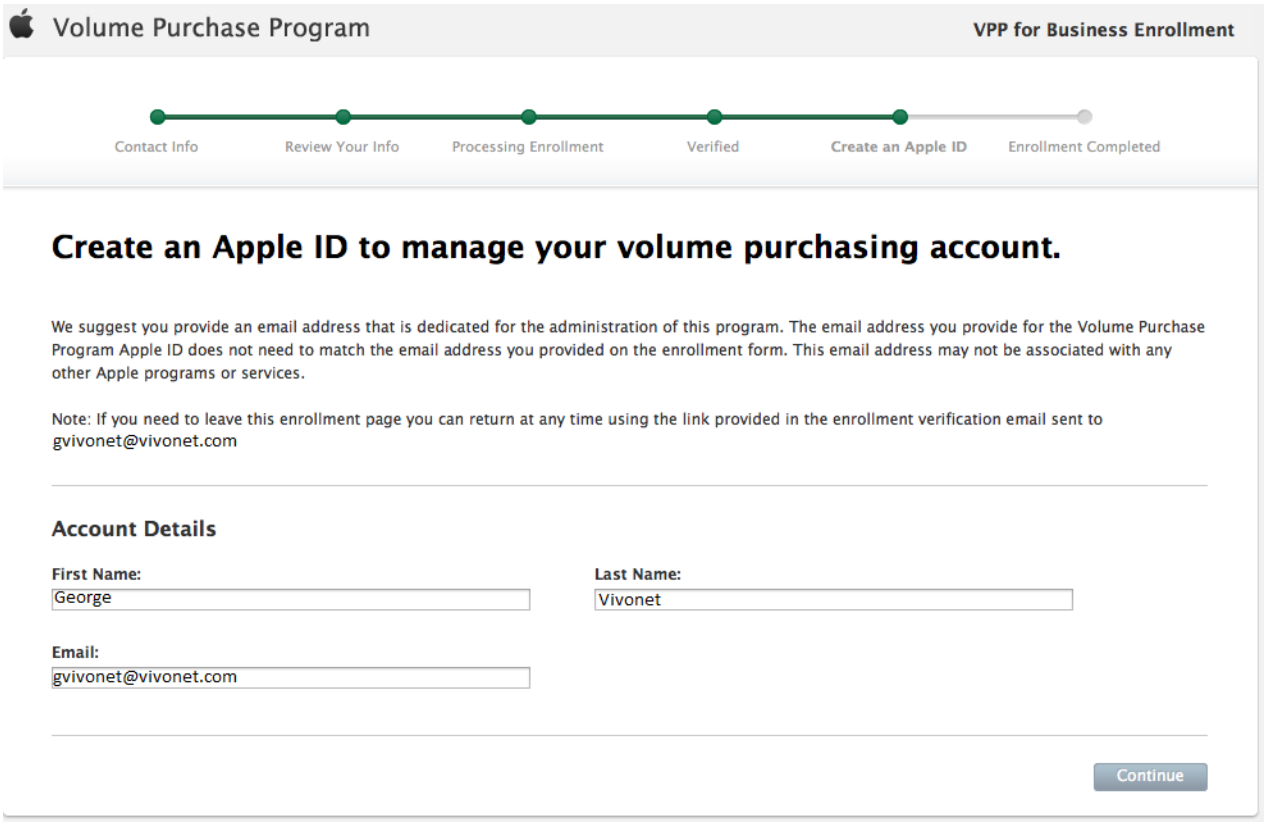
A Dun & Bradstreet (D-U-N-S) number is a unique nine-digit number provided by Dun and Bradstreet and used to identify your business.

To find out your company D-U-N-S Number:

In **Canada** – Search for your company, and if it is listed call 1-800-463-6362 to obtain your number. If it is not listed, then your company must first be registered with Dun & Bradstreet.

In the **US** – Search for your company and if it is listed call 1-877-930-5680 to obtain your number. If your company does not have a D-U-N-S Number, they need to create one with Dun & Bradstreet.

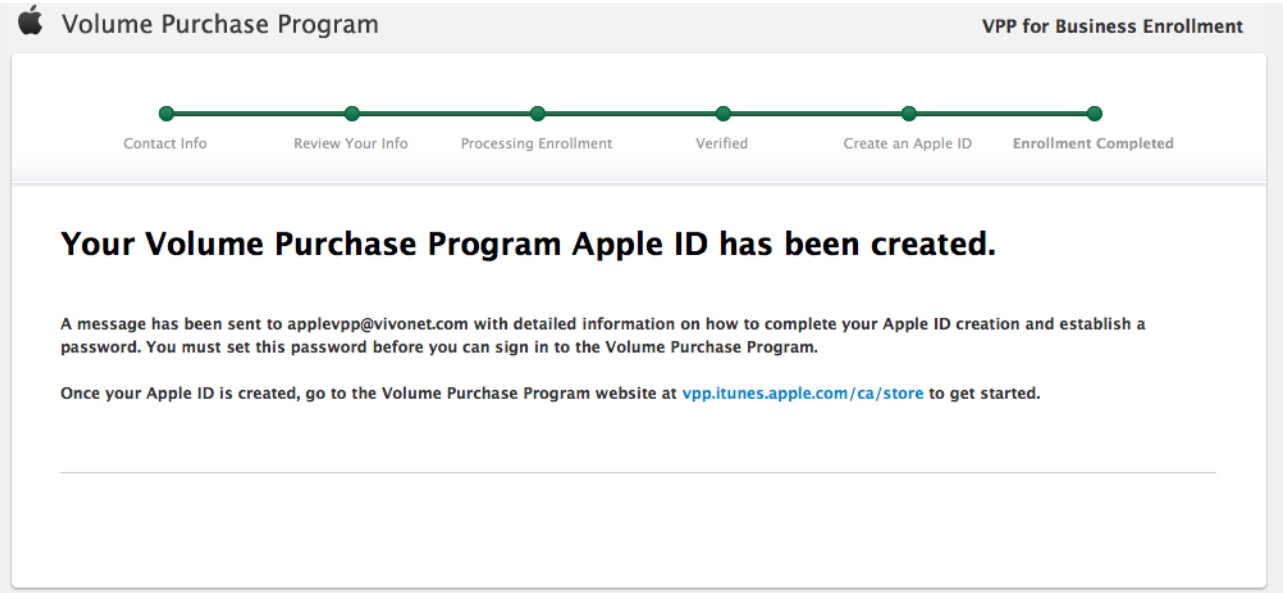
6. Add or Create your Apple ID.



Important: This ID needs to be sent to Vivonet for the Implementation process.

How Long Does It Take to Get My Apple ID?

7. **Your enrollment is now complete! You are sent a confirmation email within 1 business day with your Apple ID details.**



8. **The Business Store is located here.**

9. **Sign in with your new Enterprise Apple ID.**

CHAPTER 3

Discovery Workbook



The Discovery Workbook is the first step to getting your Kiosk up and running.

This workbook needs to be filled out with contact information, Store/Location information, Menu specifics, and the company logo to be used on the Kiosk.

Contact Information

The following information is required in the Discovery Workbook:

- Your Name
- Role in Organization
- Phone Number
- Email Address

Store/Location Information

The following Store/Location information is required in the Discovery Workbook:

- Address
- Hours of Operation
- Phone Number and Main Contact
- Unique Attributes

Graphics

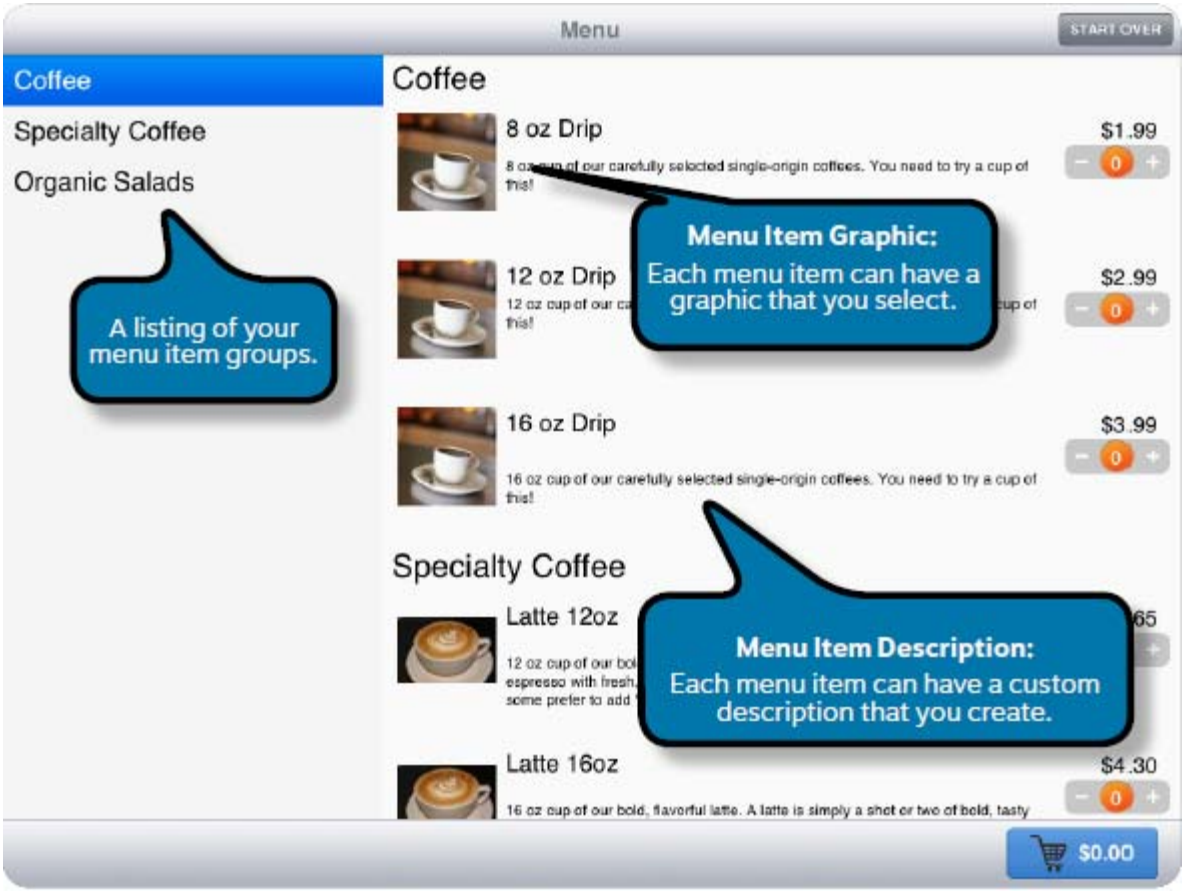
Branding is limited to just a logo on the main screen at this time.

The Discovery Workbook (separate document) is where you need to fill out the logo branding options for your Kiosk(s). This is handed in to your Vivonet IC who starts getting the Kiosk App built.

The Image Upload Service located in Enterprise Manager is used to upload menu item images so they can be used by the Kiosk App.

Your Kiosk Look and Feel

Each product graphic and description is entered using Enterprise Manager, if applicable. This information is not displayed if there are no menu item pictures or descriptions entered.



Menu Items

The menu item is listed with an optional graphic and description along with the menu item name and price.

Note: The default display without an uploaded image is your company logo next to the menu item name.

Uploading Images

You can upload images using Enterprise Manager that is activated and then displayed next to the menu item name as displayed in the example above.

Adding a Description

A description can be added using Enterprise Manager and displayed below the menu item name as displayed in the example above.

CHAPTER 4

Hardware Required



Your next step is to acquire all the required hardware.

Note: Provide all assets required 4 weeks ahead of your target delivery date.

Each Kiosk needs to have the following equipment provided:

1. One iPad 2nd or 3rd generation loaded with iOS 7 for each Kiosk.
2. **Any iPad table mounts / enclosures.**
3. **Any iPad credit card swipe readers.**
4. **A full-time power source to every iPad.**

Options for Equipment

There are three pieces of equipment that are essential to the operation of your Vivonet Kiosk:

- An iPad (currently only 2nd or 3rd generation models).
- An Enclosure.
- A Magnetic Stripe Reader (MSR).

Outlined in this chapter is the currently certified equipment for your Vivonet Kiosk.

Important: These three items are not provided by Vivonet.

Sourcing an enclosure and MSR are your responsibility and you are not limited to the choices below.

Any enclosure or MSR that works with an iPad will work with the Kiosk App.

Equipment Options

Enclosure

Currently we recommend the following enclosure for the Vivonet Kiosk:

- **Archelon**** **http://www.archelonenclosures.com/products.html**

**You are free to source and use any style of enclosure, as long as it can be used in conjunction with one of our certified MSR (Magnetic Stripe Reader) devices.

Magnetic Stripe Reader (MSR)

Currently we have two supported MSRs for the Vivonet Kiosk:

- iMag Pro **http://www.idtechproducts.com/products/mobile-readers/125.html**
- iMag Pro II **http://www.idtechproducts.com/products/mobile-readers/182.html**

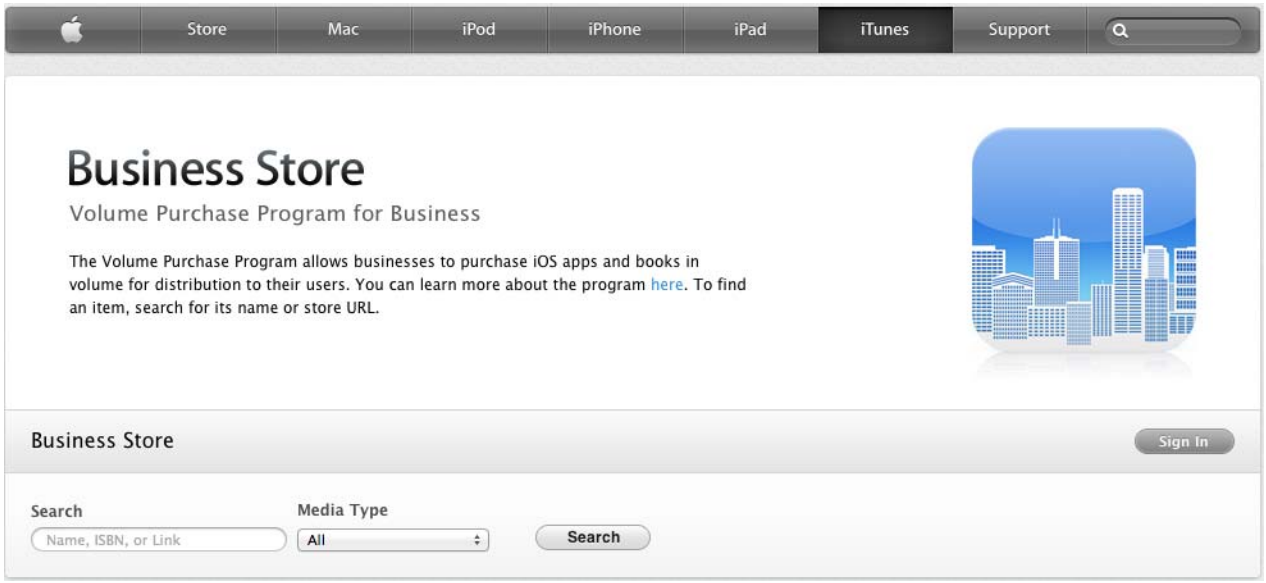
CHAPTER 5

App Download



Download the Kiosk App from the Apple Business Store and iTunes.

The **iTunes Connect Volume Purchase Plan** (VPP) is used so you can download each Kiosk App using their b2b app space, and requires you to already have a unique login and download for your own applicable apps.



Once you have found the App that you want to download, there are currently two methods available to download the App from the Apple Business Store:

- MDM Licensing for volume accounts.
- Single App Licensing for single downloads.

MDM Licensing

MDM (Mobile Device Management) is used with large organizations that have signed up and are using it to manage a large number of users and groups for App installation.

Users need to enroll using the MDM solution, they need to have an Apple ID already and get an invite to participate so they are able to install the Vivonet Kiosk App. Your IT department should be able to give you more information about the MDM process.

A token must be downloaded from the Apple Business Store by the person or team setting up MDM licensing. It is found on the Account Summary page under Managed Distribution.

More information from Apple can be found **here**:

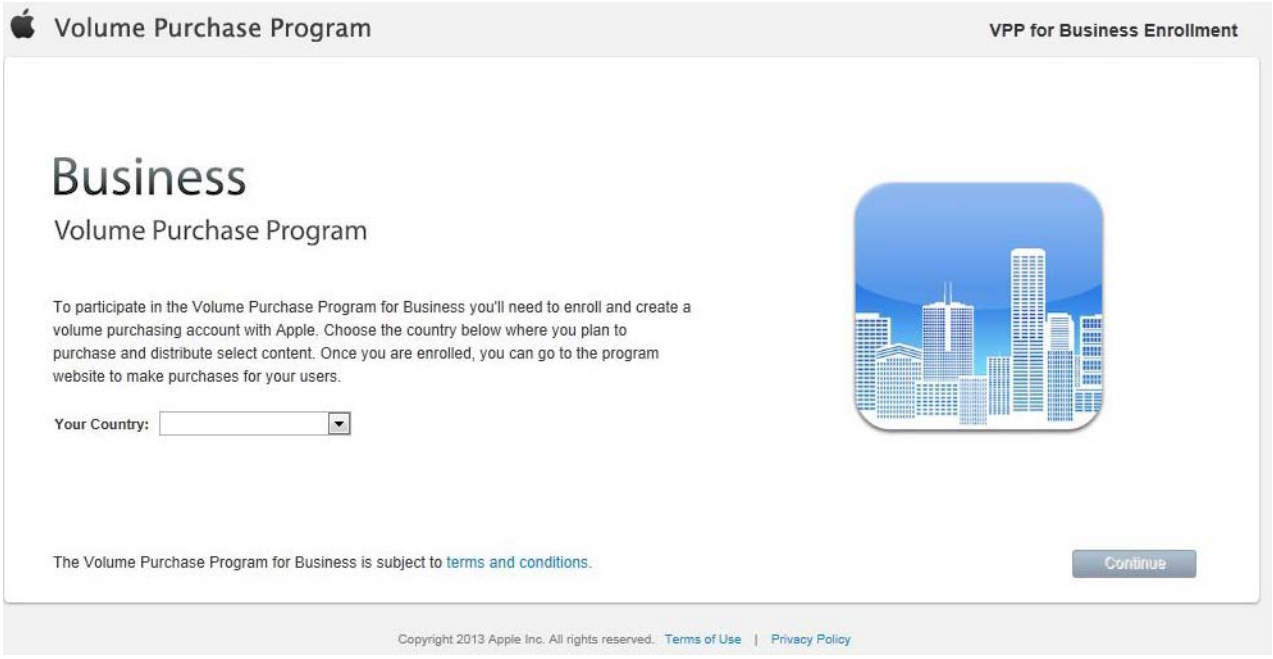
MDM Steps

Important: You must have both a VPP account and a personal iTunes account not associated with the VPP account.

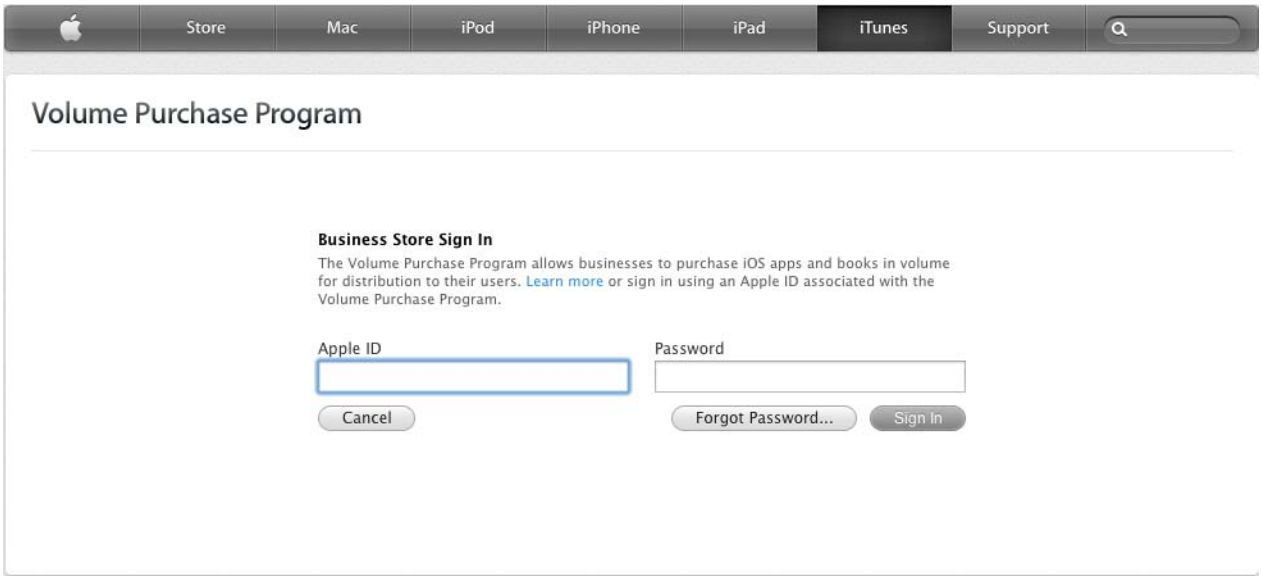
A. The person or team with a VPP Account sends an email from the MDM Server to the person with the new iPad Kiosk.

B. To actually download the Kiosk App, that person logs in with their personal iTunes account to find and download the App already set up by the person or team with the VPP Account.

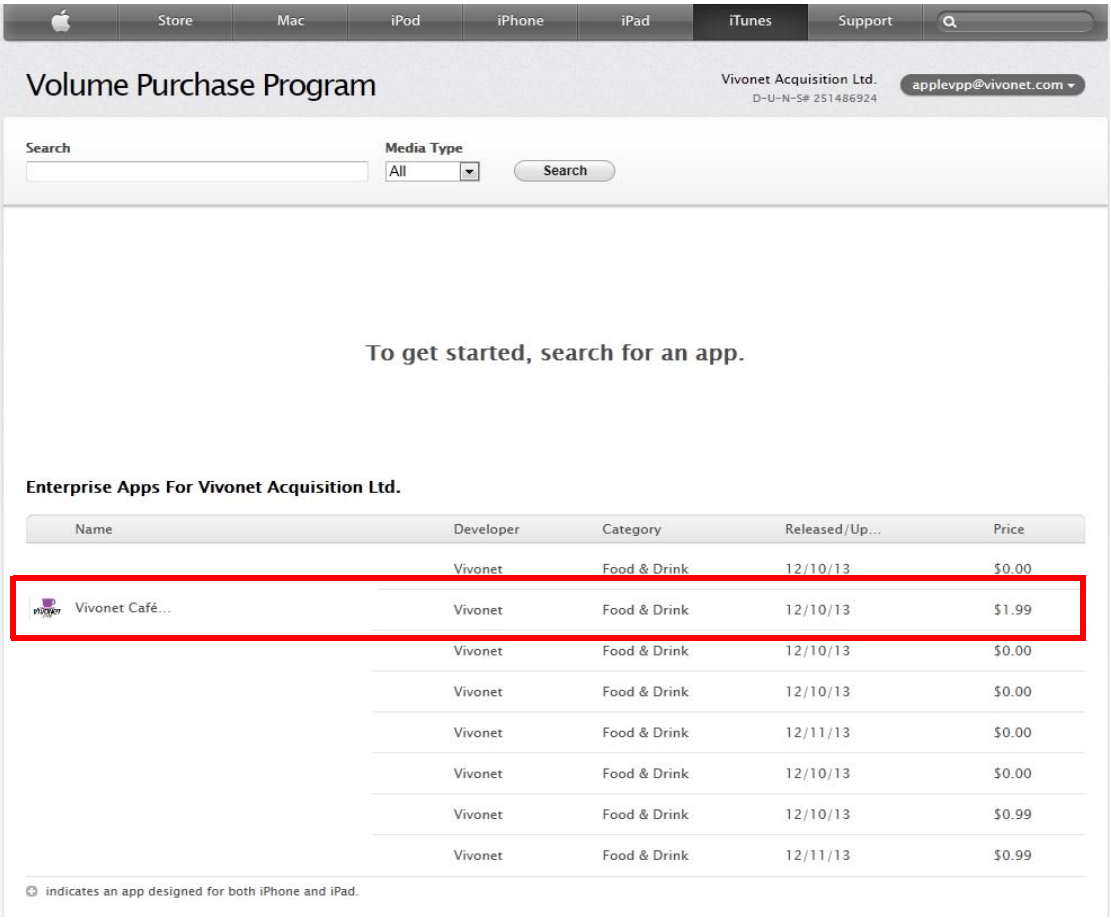
1. Open the **Apple Business Store** and click the **Sign In** button.



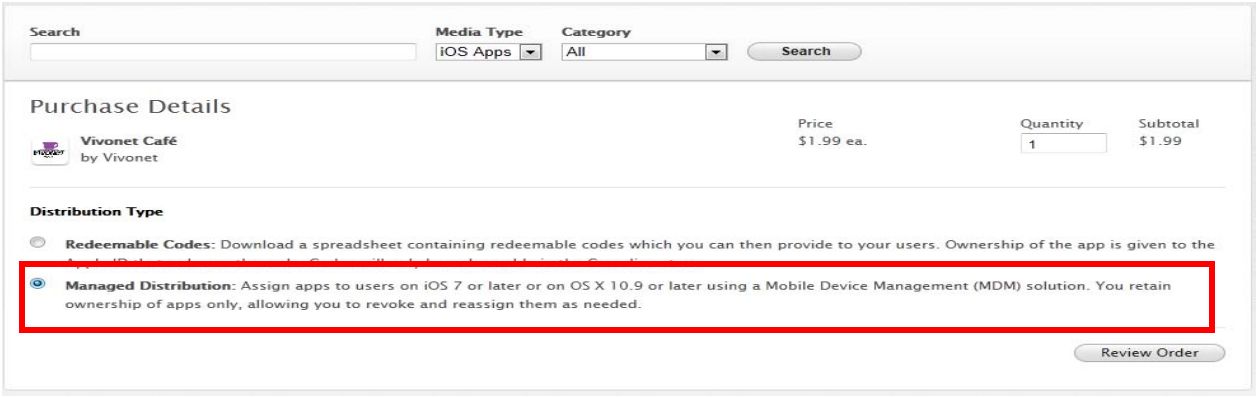
2. Login using your **Enterprise Apple ID**.



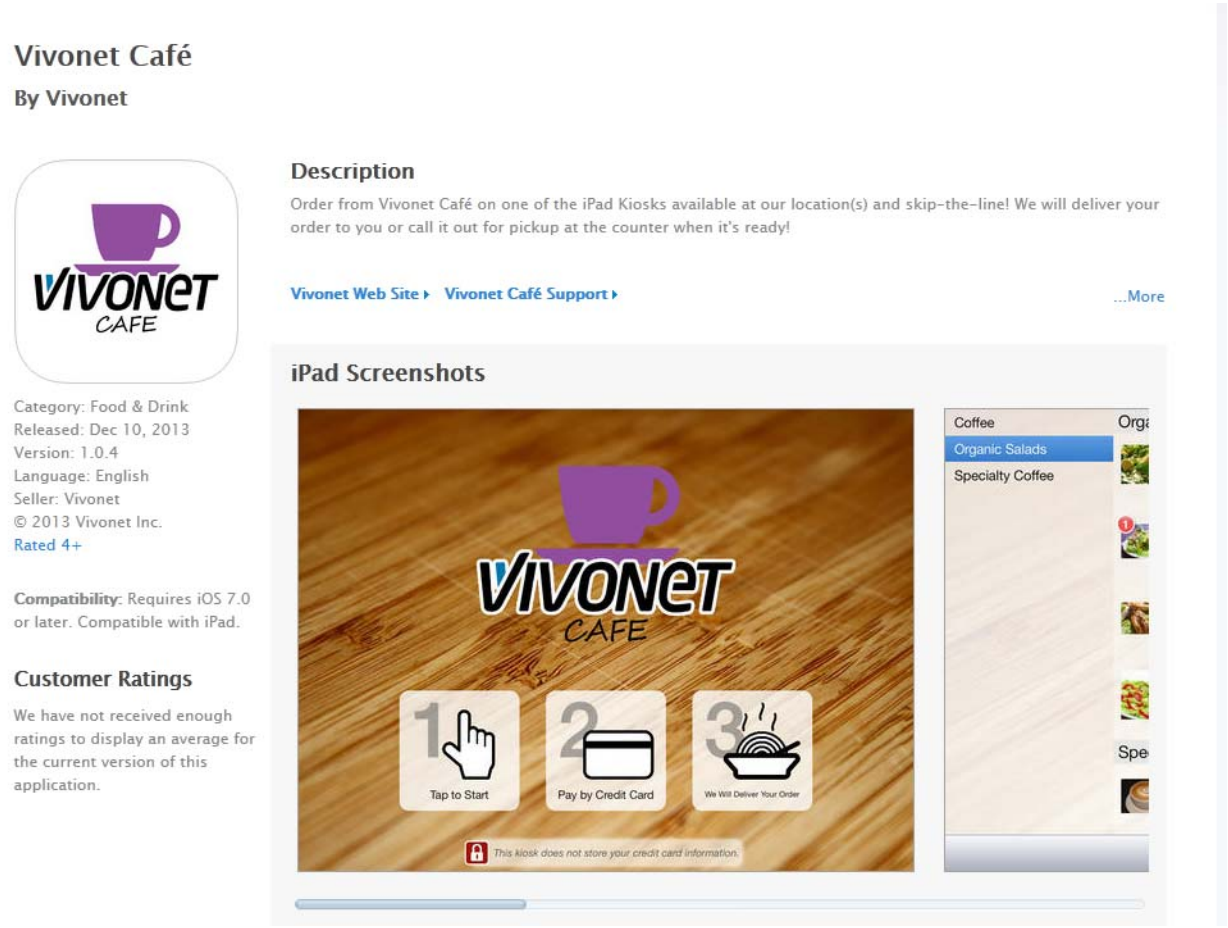
3. Navigate to the desired Kiosk App and select it.



A full description screen is displayed below the purchase information.



Full **Details** screen:



Once the Kiosk App has been completed, it is ready for download by the users who will put it on their iPad Kiosk.

Downloading the Kiosk App

The person or team who purchased the MDM Licensing for their Kiosk Apps must now set up a server where they can distribute the Kiosk Apps to the various locations that are using Kiosks.

The server is set up for easy distribution and also to control access to each Kiosk App, where they can cancel a location's Kiosk App if they need it to be shut down.

Single App Licensing

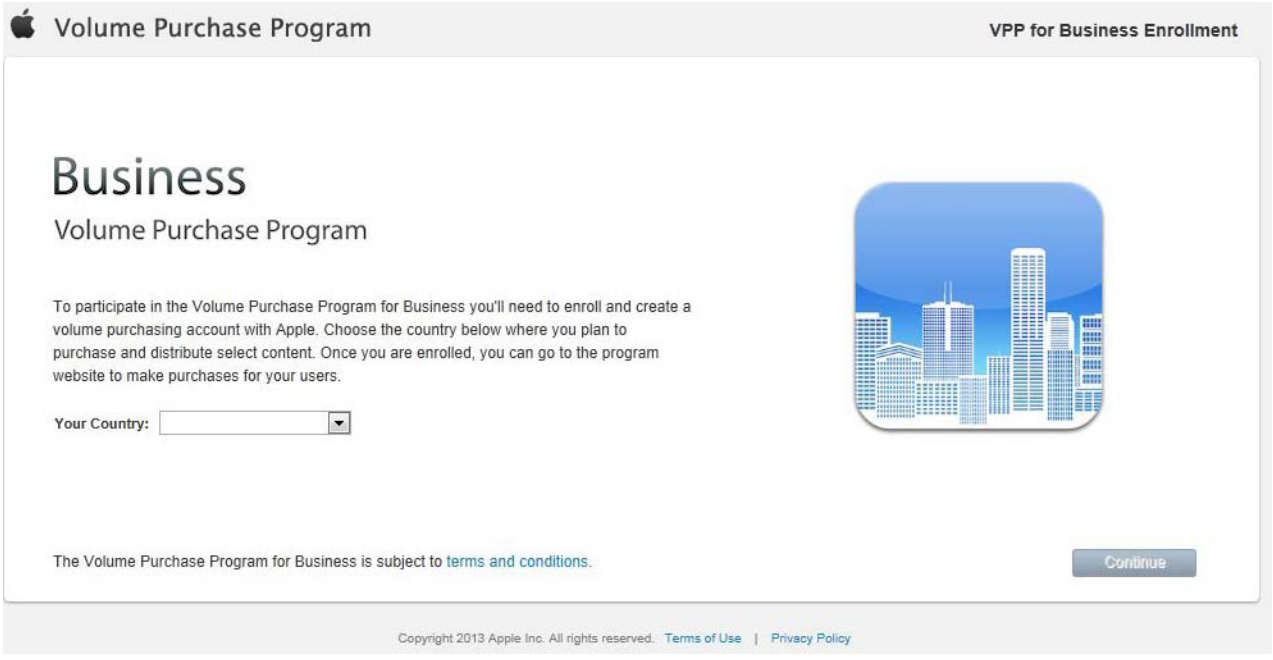
If an MDM solution has not been set up (or is not needed) then you can also install the Vivonet Kiosk App by entering a small fee ($0.00 - $1.99 depending on the App) so you can get a single installation started.

A **Redemption Code** is used for a single license of the Kiosk App. This code is given to a specific user who logs into iTunes and activates the Kiosk App on their iPad.

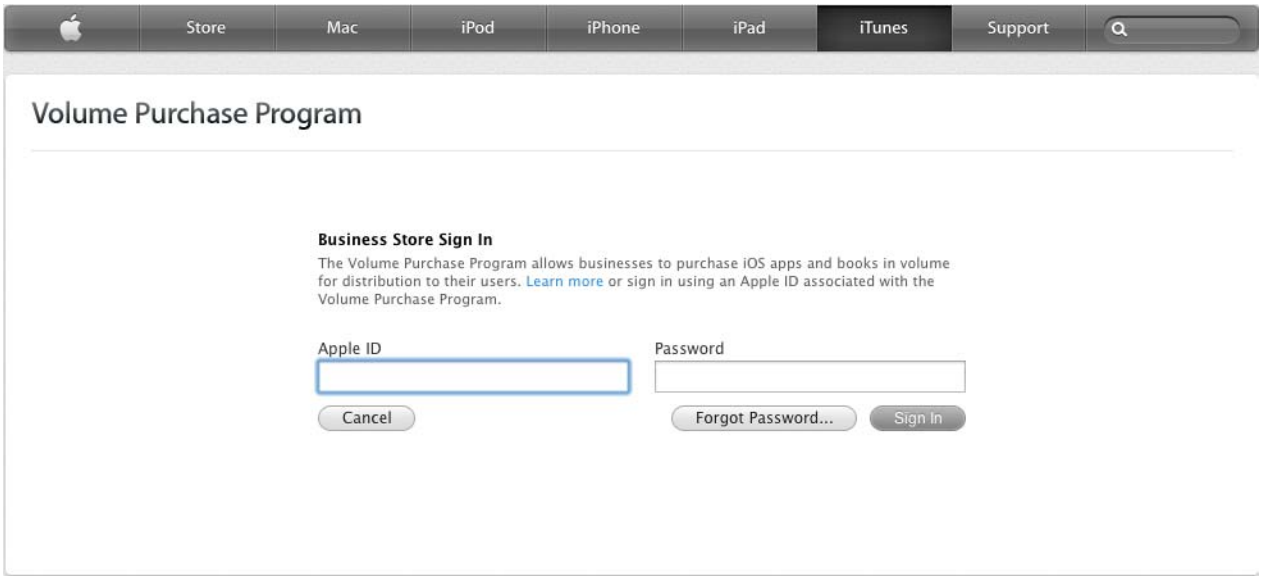
Administrator

The Kiosk App is first bought by an Administrator who purchases the App in the Business Store and then distributes the Redemption Code to each user.

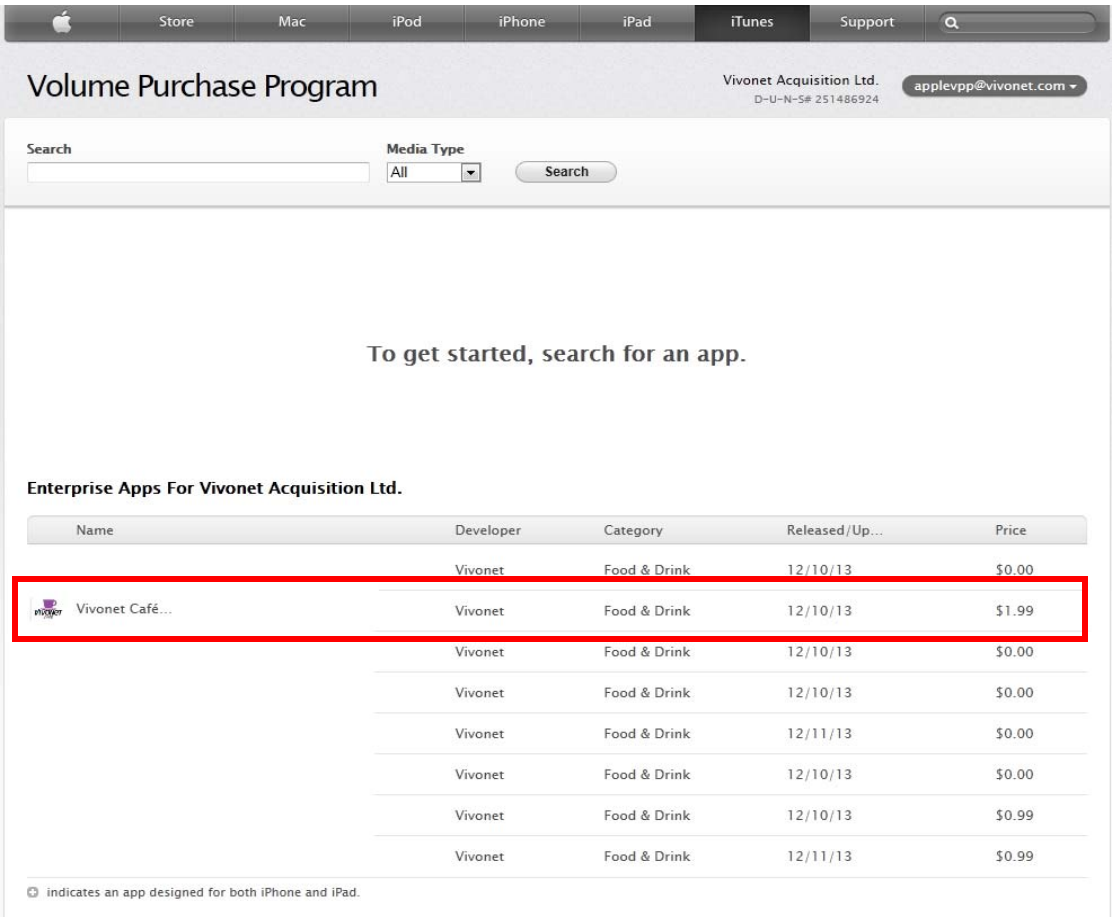
1. Open the **Apple Business Store** and click the **Sign In** button.



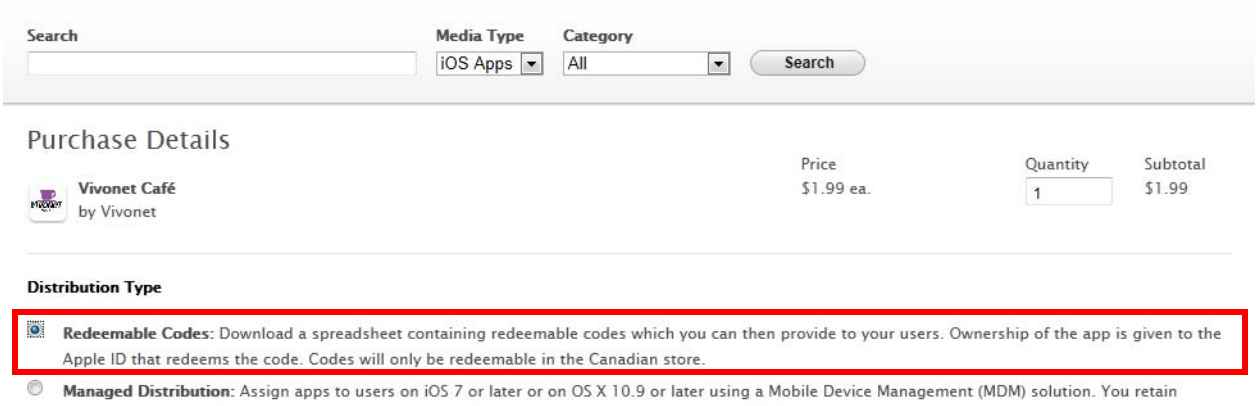
2. Login using your **Enterprise Apple ID**.



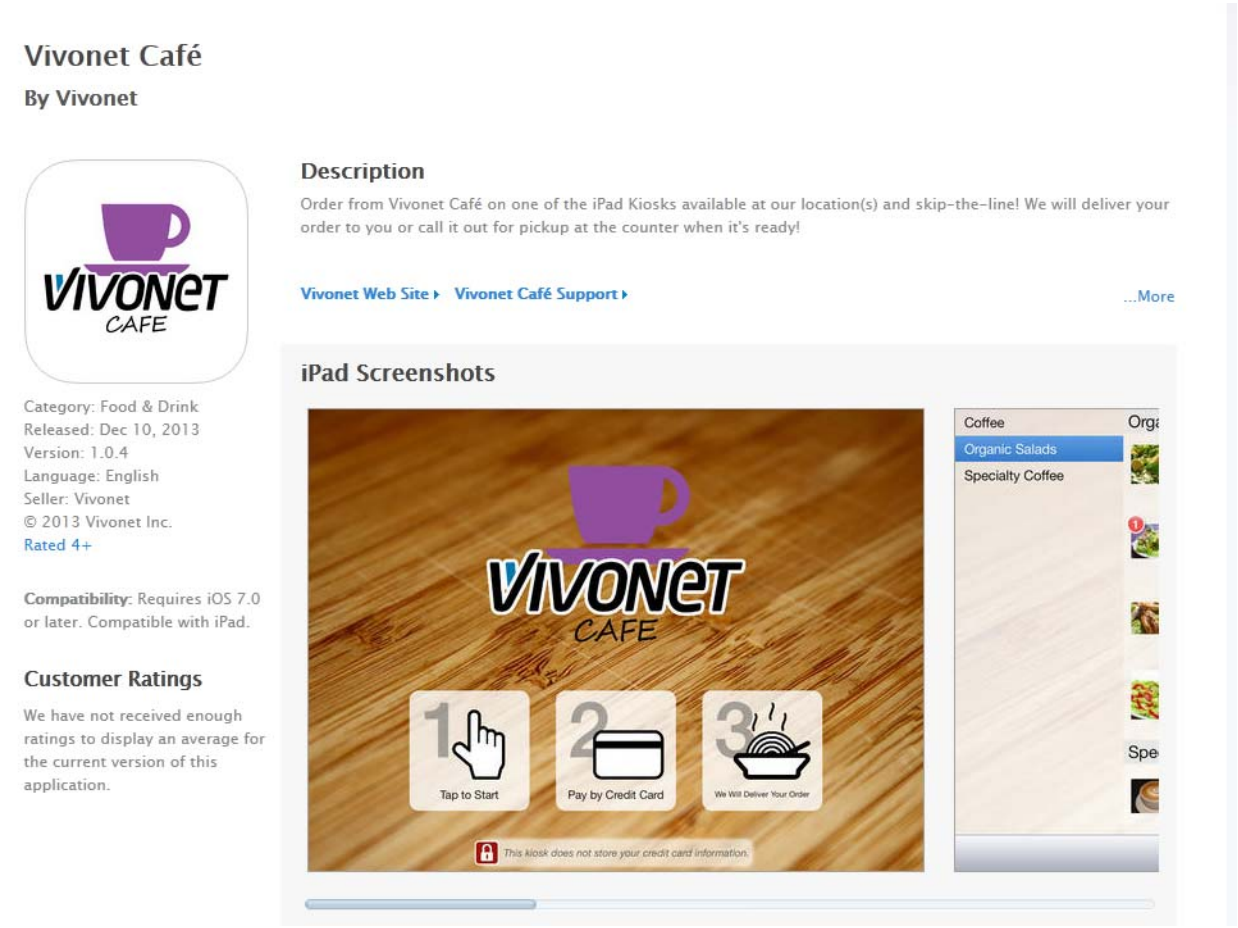
3. Navigate to your Kiosk App and select it.



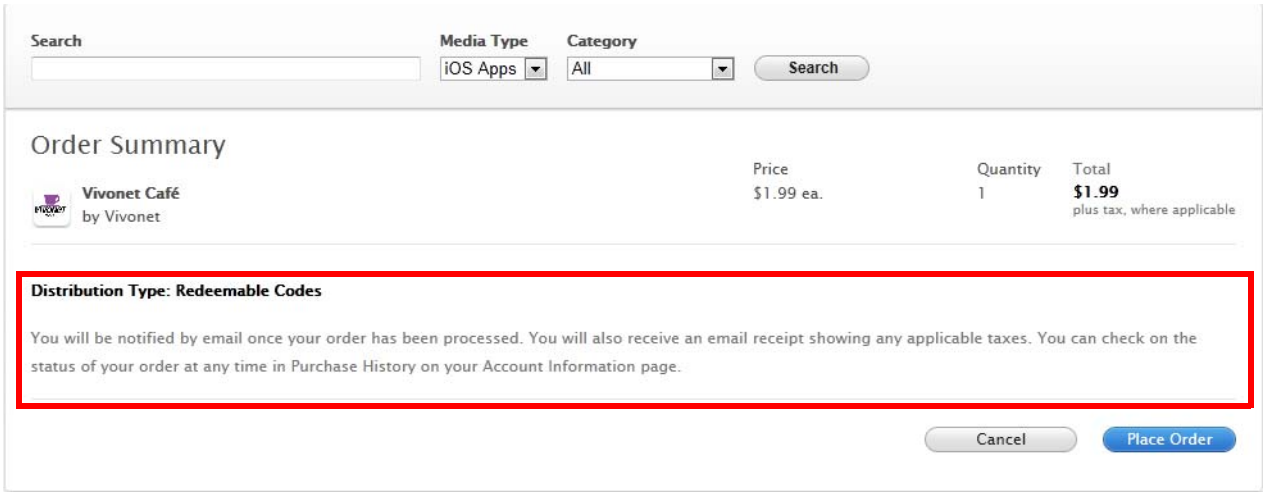
A full description screen is displayed below the purchase information.



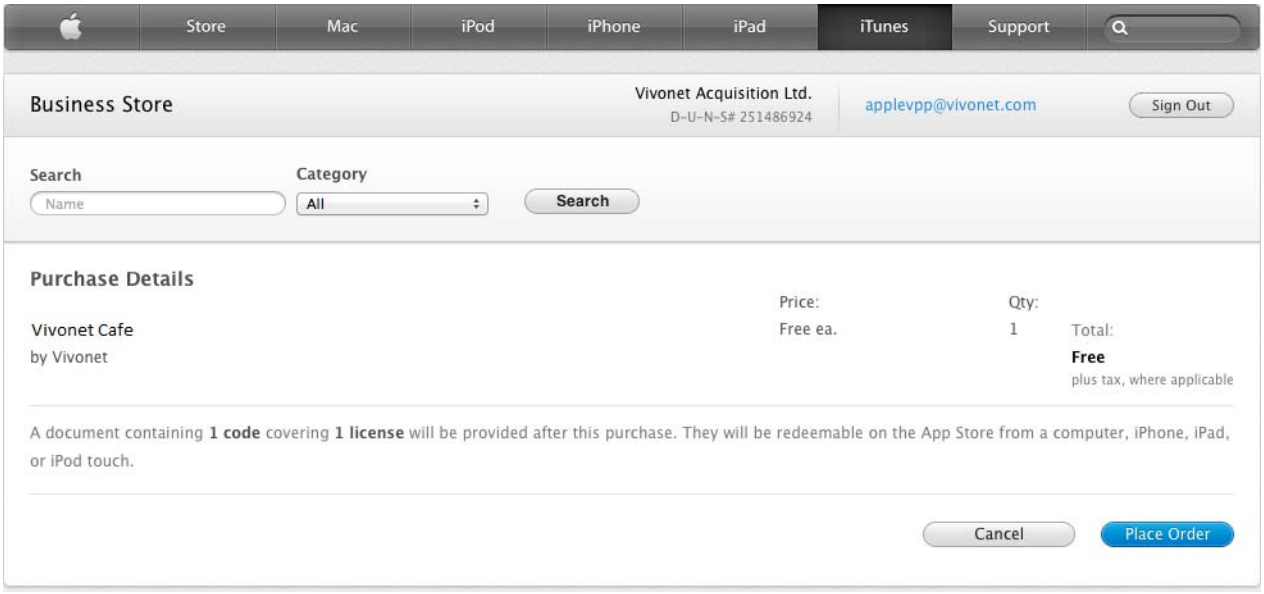
Full **Details** screen:



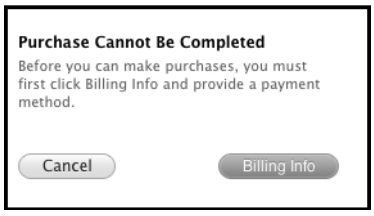
4. Click **Review Order** to finalize purchasing the App.



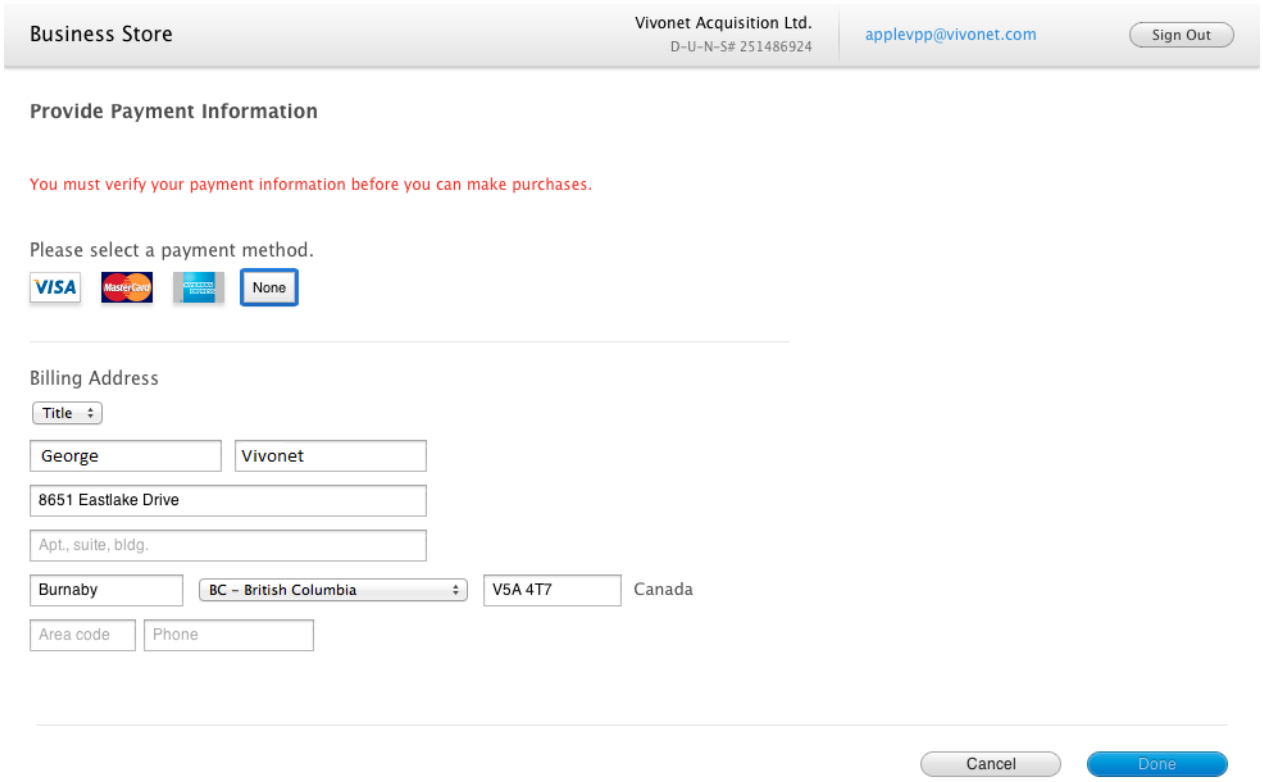
The **Purchase Details** screen opens and if the information is correct click the **Place Order** button.



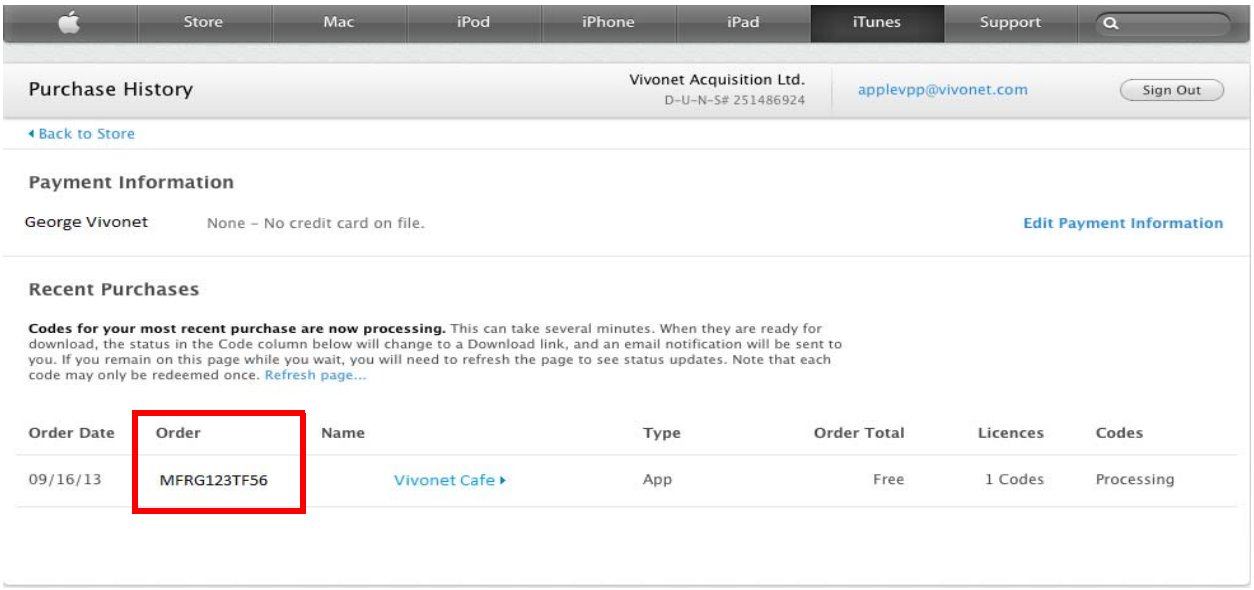
5. If this is your first time purchasing an App, you will see the following message and need to enter payment information. This is a one-time process and does not display again.



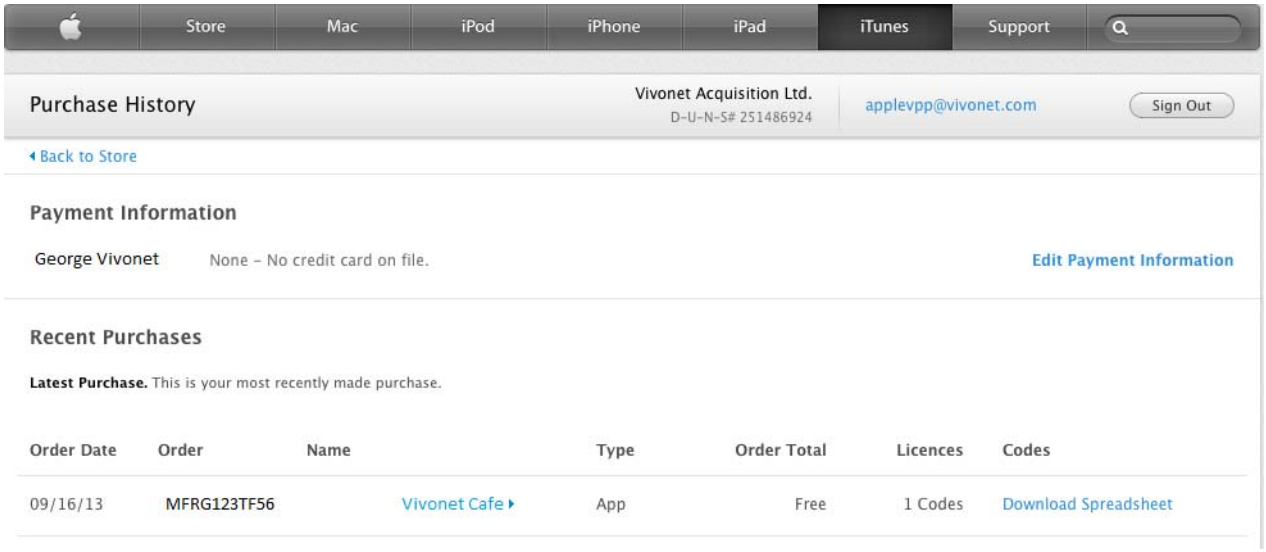
6. Enter your payment information and click the **Done** button.

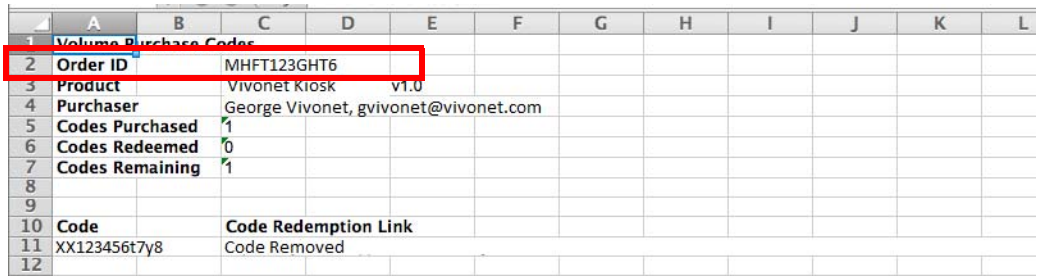


The **Order History** screen processes your order and displays the information you need to download the App.



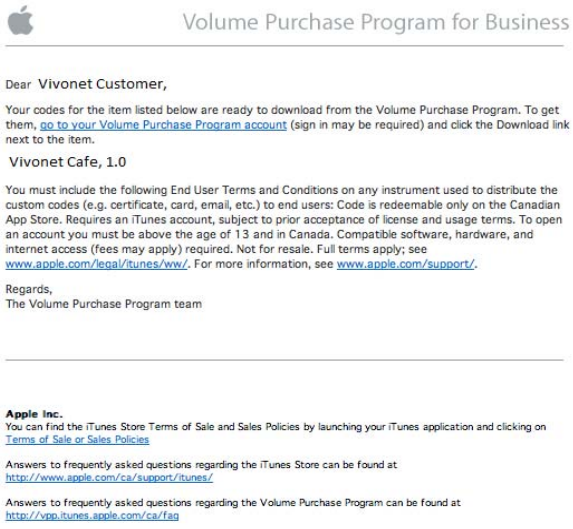
7. Click **Download Spreadsheet** that contains all the codes you require for the download.





	A	B	C	D	E	F	G	H	I	J	K	L
1	Volume Purchase Codes											
2	Order ID		MHFT123GHT6									
3	Product		Vivonet Kiosk		v1.0							
4	Purchaser		George Vivonet, gvivonet@vivonet.com									
5	Codes Purchased		1									
6	Codes Redeemed		0									
7	Codes Remaining		1									
8												
9												
10	Code		Code Redemption Link									
11	XX123456t7y8		Code Removed									
12												

An email is sent to the address registered on your Apple Business ID.



Volume Purchase Program for Business

Dear Vivonet Customer,

Your codes for the item listed below are ready to download from the Volume Purchase Program. To get them, go to your Volume Purchase Program account (sign in may be required) and click the Download link next to the item.

Vivonet Cafe, 1.0

You must include the following End User Terms and Conditions on any instrument used to distribute the custom codes (e.g. certificate, card, email, etc.) to end users: Code is redeemable only on the Canadian App Store. Requires an iTunes account, subject to prior acceptance of license and usage terms. To open an account you must be above the age of 13 and in Canada. Compatible software, hardware, and internet access (fees may apply) required. Not for resale. Full terms apply; see www.apple.com/legal/itunes/ww/. For more information, see www.apple.com/support/.

Regards,
The Volume Purchase Program team

Apple Inc.
You can find the iTunes Store Terms of Sale and Sales Policies by launching your iTunes application and clicking on Terms of Sale or Sales Policies

Answers to frequently asked questions regarding the iTunes Store can be found at http://www.apple.com/ca/support/itunes/

Answers to frequently asked questions regarding the Volume Purchase Program can be found at http://vpp.itunes.apple.com/ca/faq

Ensure that you record your code and other details given to you by Apple contained on the spreadsheet and send each Redemption Code to the users who are installing the Kiosk App at their location.

Users

Users are the people actually downloading the Kiosk App onto the iPad at their location. These users are sent the Redemption Code by the Administrator talked about earlier in this chapter.

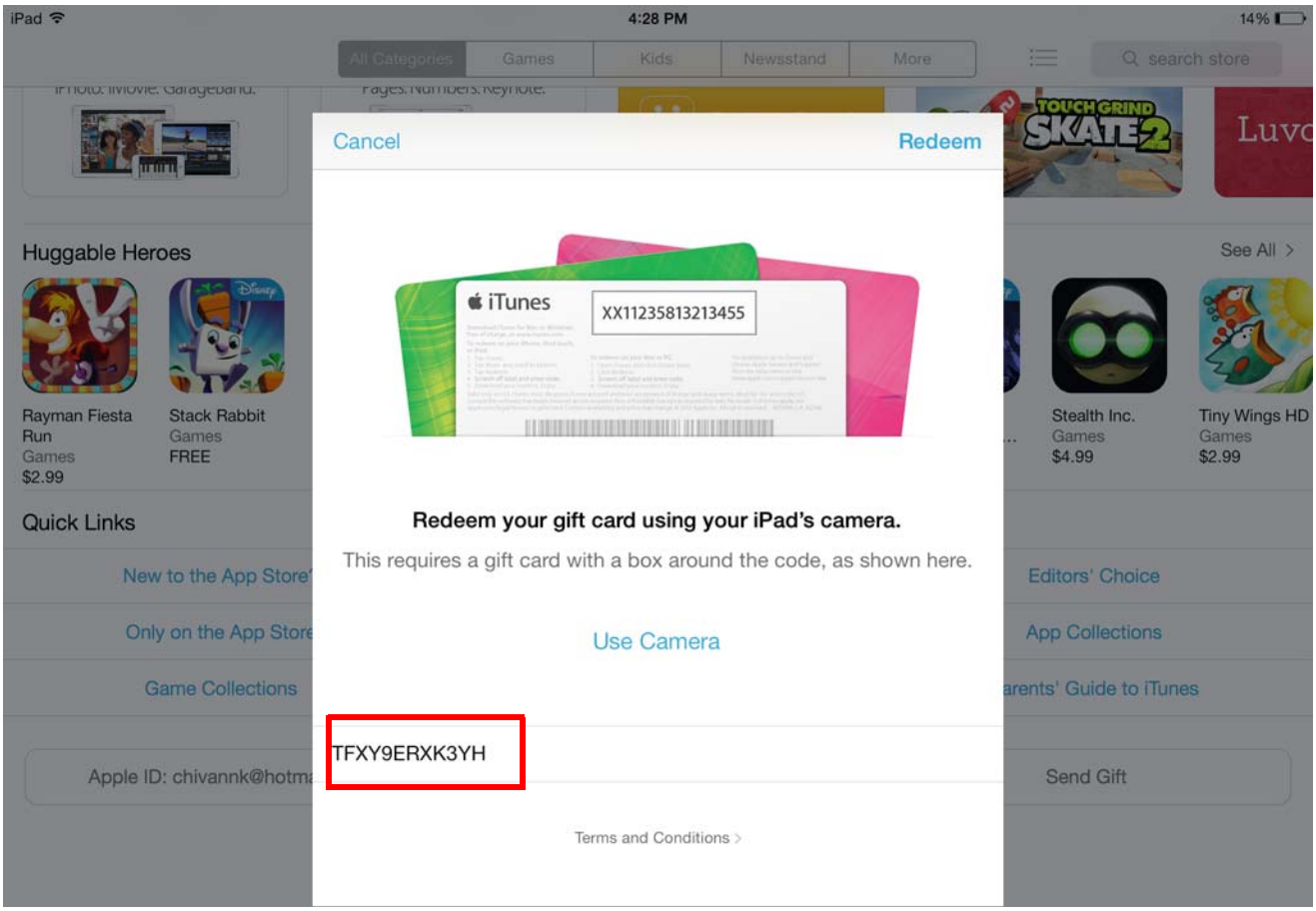
Important: A user at a location must have an iTunes account already set up.

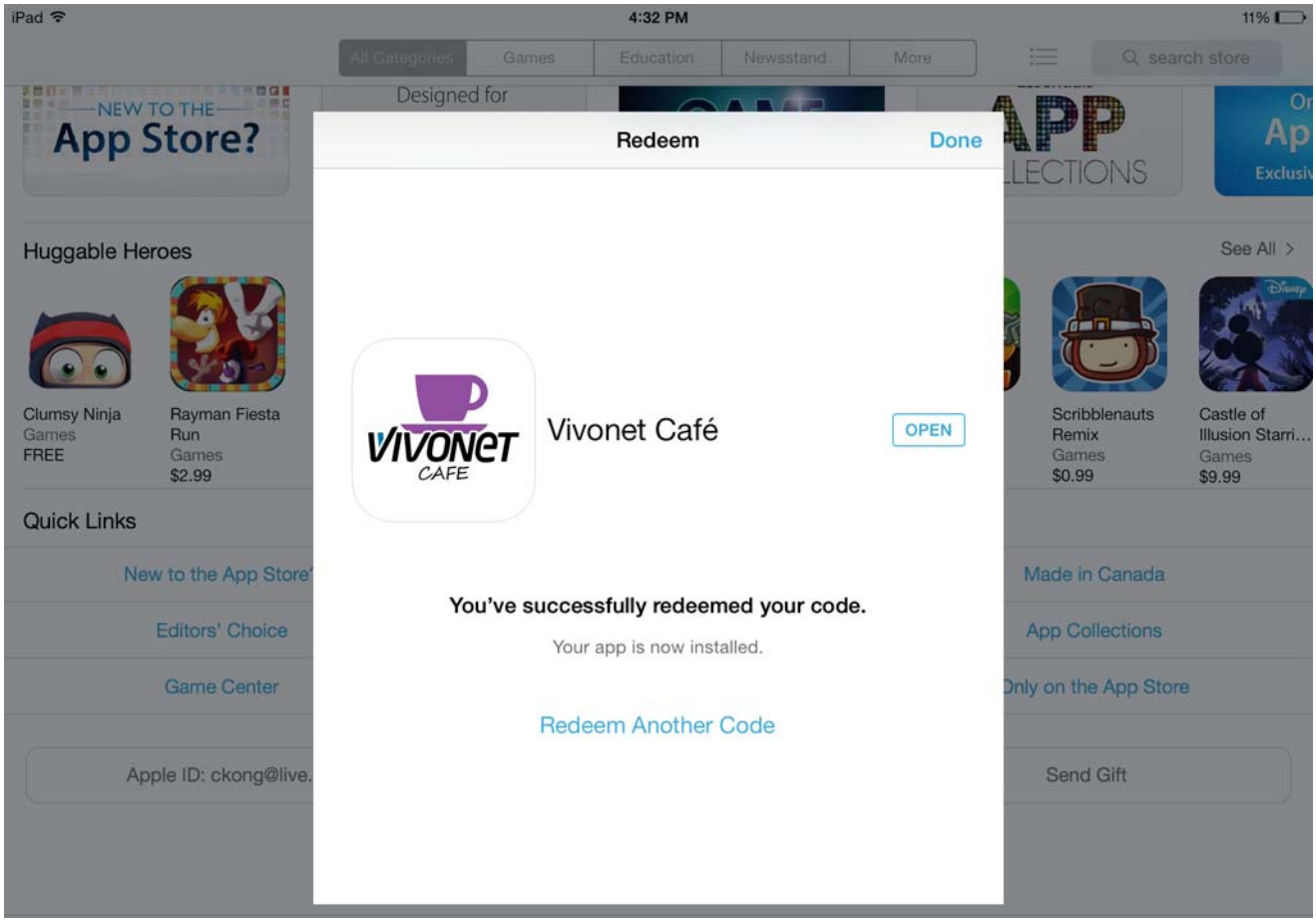
One iTunes account can set up multiple licenses if there are multiple Redemption Codes. For example, a location with 5 Kiosks needs a license for each Kiosk, so would need 5 Redemption Codes.

1. A user is sent a link and the **Redemption Code** from the Administrator so they can download a single license of the Kiosk App.

2. On the iPad where the Kiosk App is to be downloaded, the user opens iTunes and logs in with their personal account.

3. The user clicks the link sent from the Administrator and the Kiosk App should synch to the iPad and ask for the **Redemption Code**:





4. Click **Done**.

Once the Redemption Code has successfully been redeemed the Kiosk App is downloaded to the iPad and is ready to be configured for first use.

CHAPTER 6

Installation



There are five steps to completely install your Kiosk.

1. Physical installation of all hardware (already completed)
   Put together your enclosure (if applicable), Magnetic Stripe Reader and iPad for each Kiosk location.
2. **Subscribe to Apple Volume Purchasing for Business program (already completed)**
   Now that you have created an Enterprise Apple ID for the Apple Volume Purchasing for Business program, you also need to contact Vivonet and give them your email address associated with this ID.
3. **Download and install the Kiosk App on each iPad device**
   Using your new Enterprise Apple ID, you log into the Apple Volume Purchasing for Business program and download your customized Kiosk App to each iPad.
4. **Configure each iPad, on a first-run basis, to assign the desired Kiosk ID (so food runners [staff] know where to deliver orders).**
   Once the iPad has been logged into using your Passcode, there is a configuration menu that includes a Unique Name (Step 3) that you set for each Kiosk so staff knows where to deliver orders or so you can differentiate between Kiosks in your establishment.
5. **Assist with Setting up your menus in Enterprise Manager**
   A look and feel for your default App menu was outlined in the Discovery Workbook and can be configured in Enterprise Manager for a one of a kind look and feel for your Kiosks.

Set Up Your iPad for the First Time

There are a few steps that need to be performed when you first start up your iPad. You need to set a 4-digit Passcode for the iPad, several settings on the iPad Configuration menu, and download your Kiosk App from the iTunes Connect Volume Purchase Plan (VPP).

iPad Passcode

1. Turn on your iPad.
2. Press and hold two fingers anywhere on the screen until the **Set Passcode** screen is displayed:



3. Enter a 4-digit **Admin Passcode** and Press **Save**.

Configuration Menu

Your iPad(s) contain a Configuration Menu requiring information before you can use the iPad with the Kiosk App. What you need to already have ready:

- **Admin Passcode** – Created by you.
- **Unique Username and Password** – given to you by Vivonet, these credentials are what activates the Kiosk App.
- **Unique Name for each Kiosk** – a name of your choice that has to be different for each Kiosk in your location.

Customer Licensing

You are given a Kiosk license that includes an Admin Passcode to log into your iPad(s). We provide to you:

- A License for each Kiosk.
- A unique Username and Password.

This information is added into the **iPad Configuration Menu** in the next section. This Passcode and credentials are securely stored with Vivonet in case of an **iPad reset or loss.**

iPad Operator Settings

1. Place two fingers on the screen and hold them there to open the Operator Settings screen.



Table Name

A unique Name for each Kiosk location. For example, Table #10, Front Door, Party Section, etc. It is a flexible field to meet the needs of your establishment.

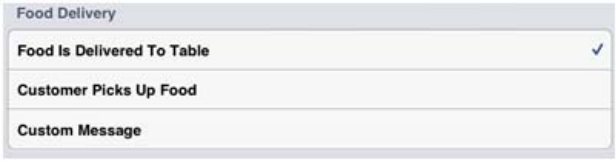
Return to Home Screen Timeout

(Optional) Timeout – 60 seconds is the default.



Food Delivery

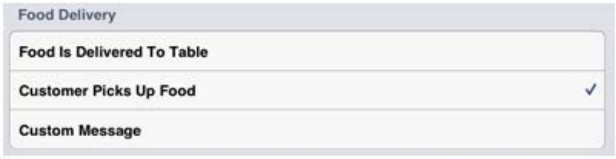
The food delivery options are set as follows:



1. If a completed order is delivered to the table,

or

2. If the customer picks up the order. (A checkmark indicates the option currently selected).



Custom Message

For Setting up a custom message to display on the iPad.





Administrator Settings

Note: The Administrator Settings are locked with your **Passcode**.

From this screen you can change the **Operator Passcode**, **Administrator Passcode**, and enter or change the **Connection Settings** (this is the **Username** and **Password** given to you by Vivonet to connect the Kiosk App).

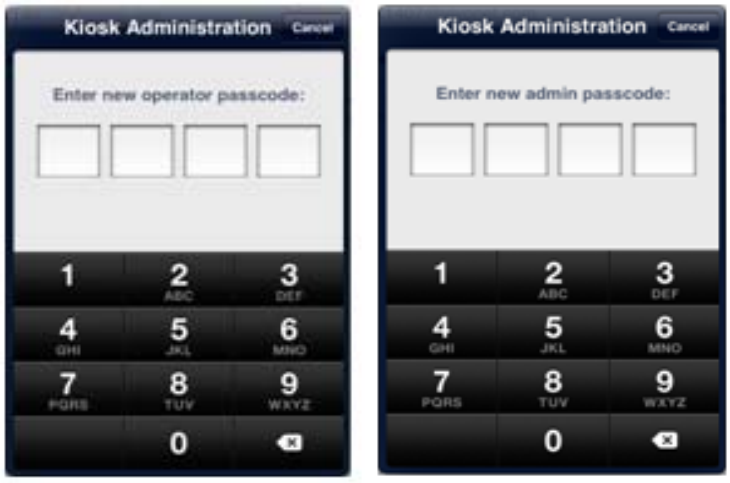
Important: If the Kiosk App is ever upgraded, the Operator Passcode **must** be reset.



Operator Passcode - Set up or change the workflow and timeouts for the Kiosk.

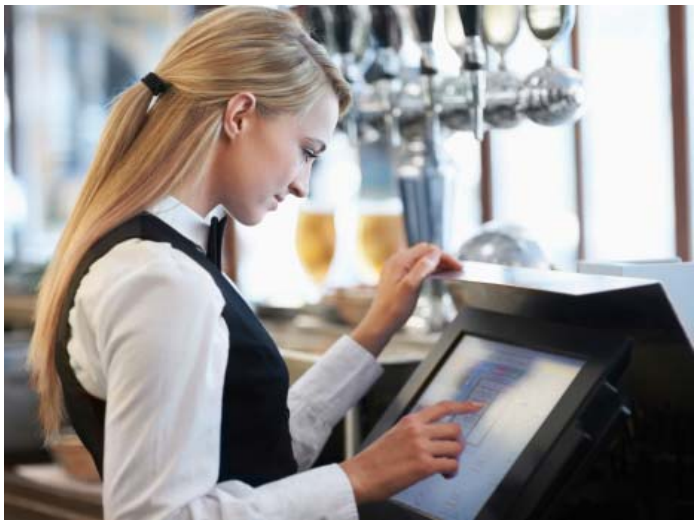
Administrator Passcode - Sets up only the User Name and Password (under Connection Settings) for the Kiosk.

Connection Settings - A unique Password and User Name from Vivonet for each Kiosk.



CHAPTER 7

KDS and Your Kiosk

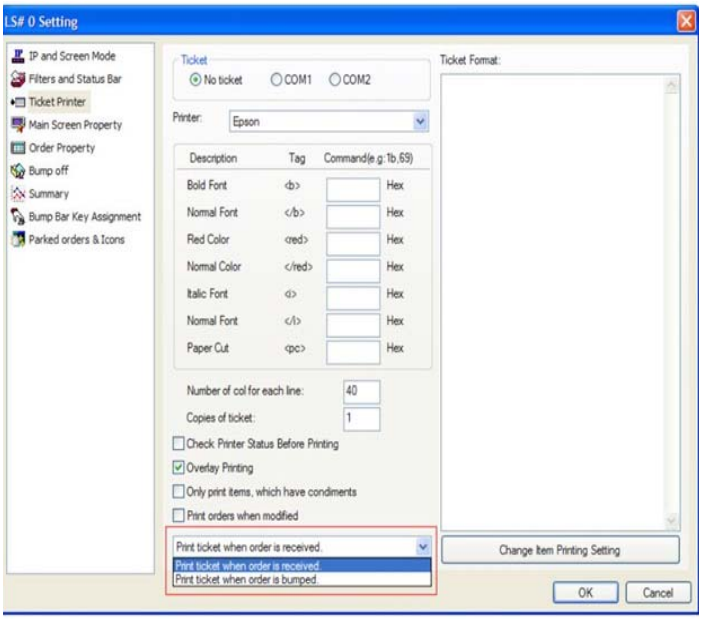


Using the KDS System with your Kiosk.

If you are using an KDS system with any of your Kiosks, you may need to configure the KDS to print an order once the order is bumped so your servers knows where to deliver a Kiosk order (with the Kiosk name on the chit)

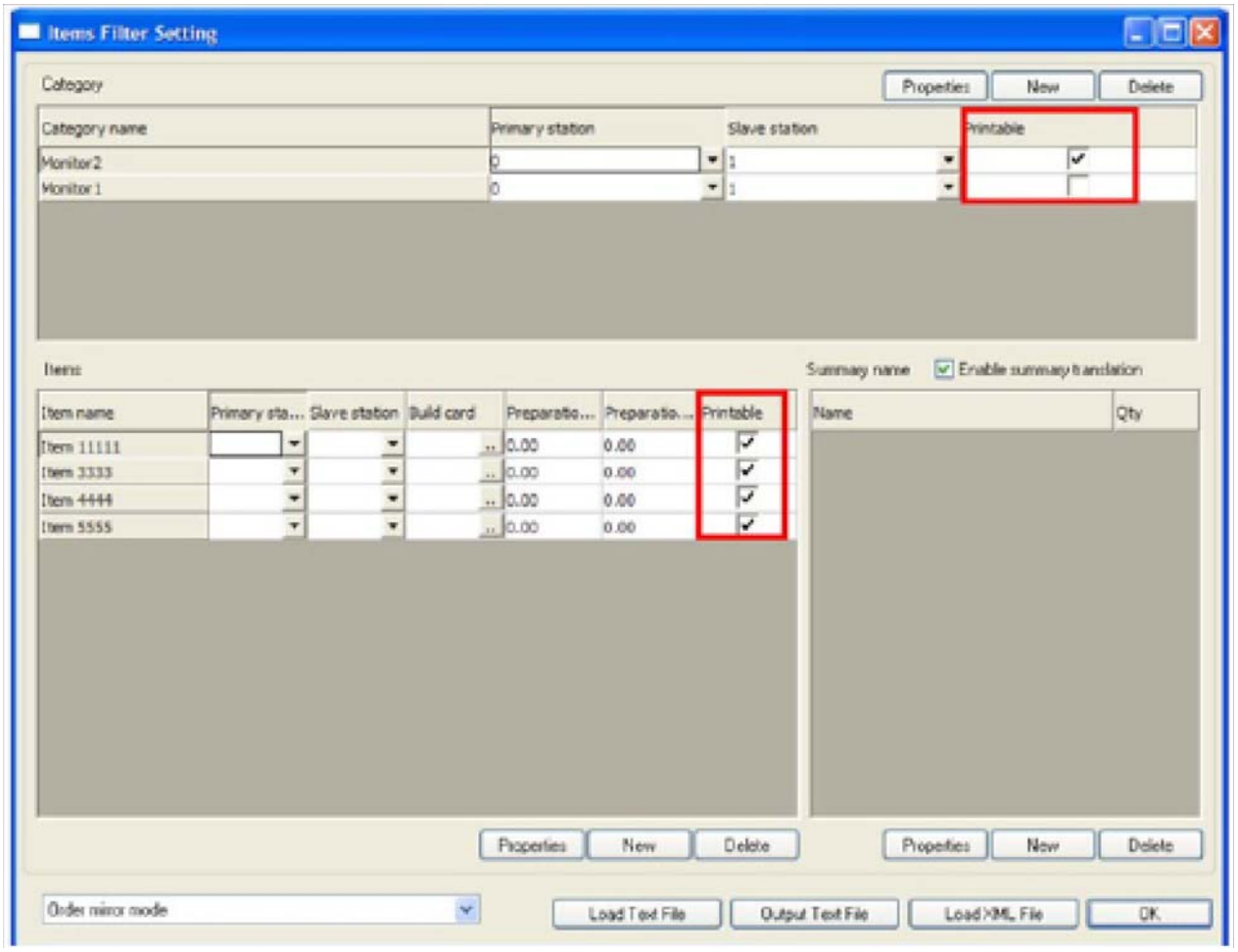
To turn on printing an order once it is bumped:

1. Open the **KDS Configuration** screen.
2. Select the Ticket Printer option along the left-hand side of the screen.



3. To have the ticket printed when orders are received by the KDS Manager, select “Print ticket when “order is received” from the drop-down list.

4. You can also specify the categories and/or items that they do not want to print out by un-checking the Printable checkbox displayed in the “Items filter Settings” dialog box, below:



CHAPTER 8

Menu Setup



The next step is to complete setting up the menu for your Kiosk(s).

Your Discovery Workbook contains a section on what you want your menus to look and feel like for the Kiosk. Once that is complete you need to work with your Vivonet IC to activate menu items that will be displayed on your Kiosk.

For Current Halo Customers:

Menu set up is performed using Enterprise Manager and involves your Vivonet IC setting up your menu configuration and then you selecting the menu items, sub-menus, and modifiers you want to make up your Kiosk menu.

These menu items become buttons on the Kiosk that your customers can press to input their order.

Location Selection

1. Log into Enterprise Manager and select all stores (if you want to create a common Kiosk Menu at all locations), a few stores, or just one store depending on the number of locations being implemented in the Kiosk App.

Mobile Menu Sub-Menu

2. Check if the “Mobile Menu” sub-menu exists (Touch Screen->Change Menus). If not, add it.
   a. Add a sub-menu to the existing “Nav” touch-screen.
   b. The Menu name is **Mobile Menu** (case sensitive).
   c. Disable the **Mobile Menu** button in the Nav screen (this hides the button from cashiers, since they never need to see it).

Sub-Menus and Buttons

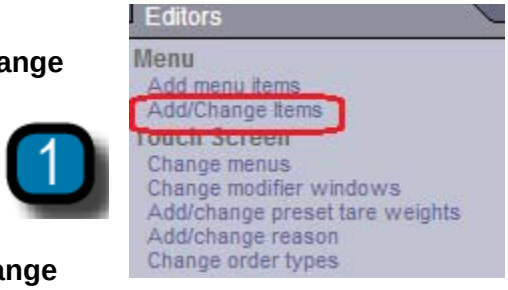
4. Add all your desired sub-menus and buttons beneath the Mobile Menu.

Adding Images and Descriptions

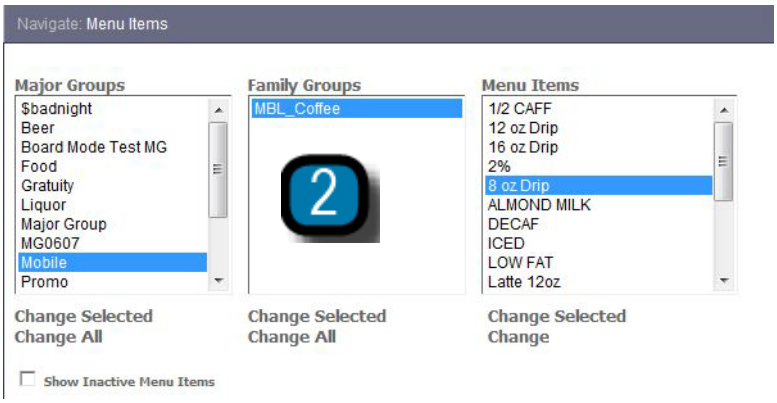
You can also optionally upload a graphic and a description for each menu item using Enterprise Manager.

Images

1. To upload an image, log in to Enterprise Manager and click **Add/Change Items**.

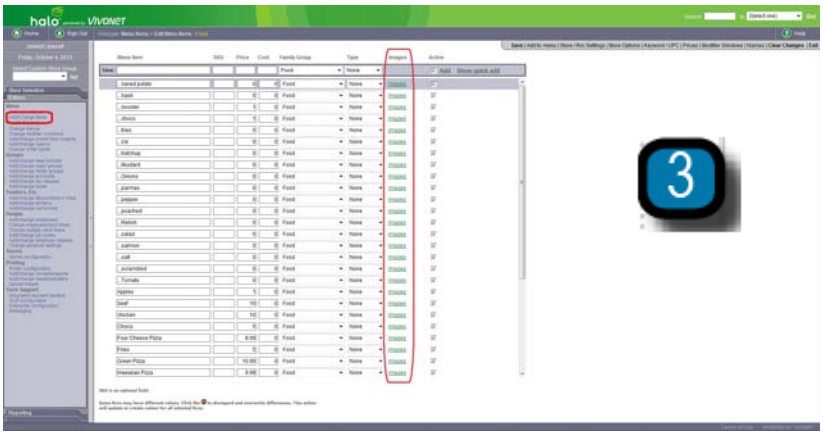


2. Enter the **Major and Family Group** you want to change, or click **Change All**.

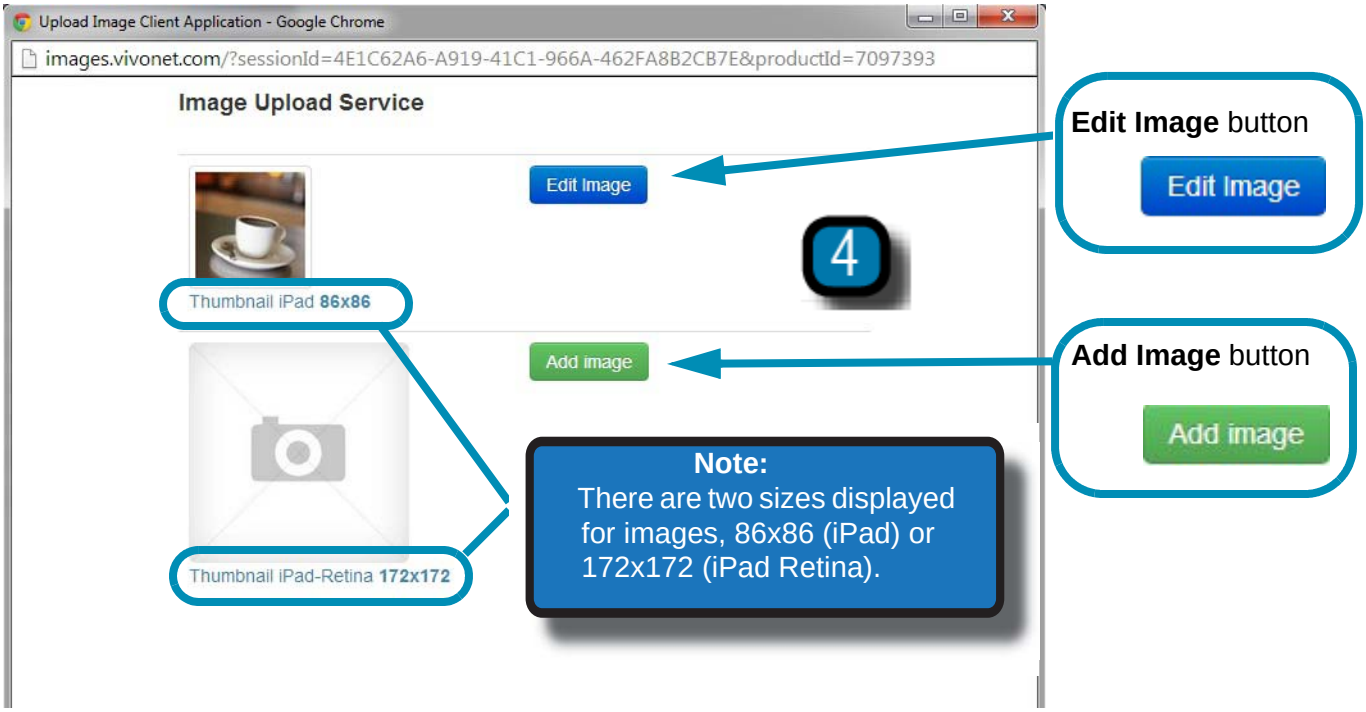


Important:
If you do not enter your own image then the menu item displays your company logo.

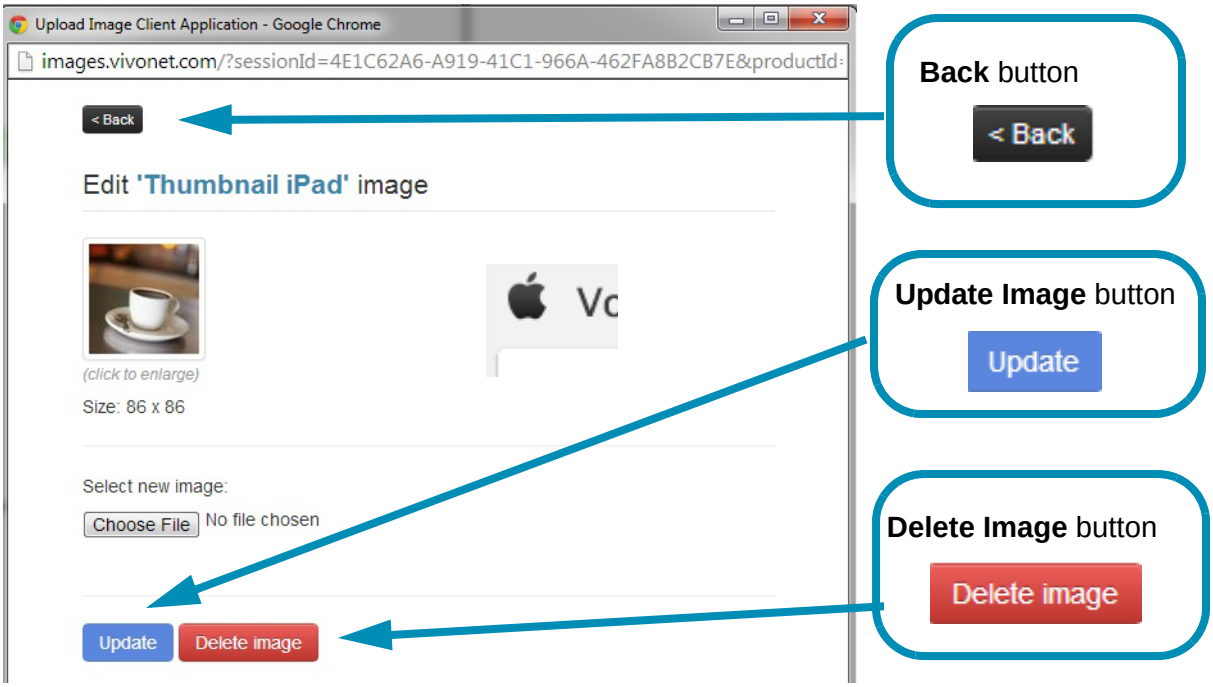
3. Next select a specific Image option from the Image column for your selected Menu Item:



4. Click the **Edit** Image or **Add Image** button:.



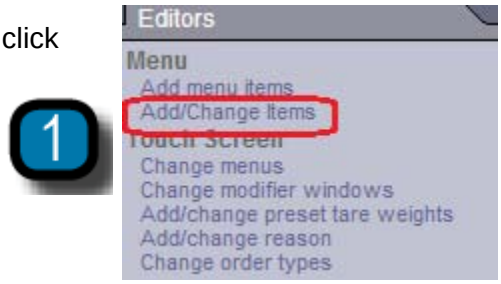
5. From here you can **Update**, **Delete Image**, or go **Back** to the previous screen.



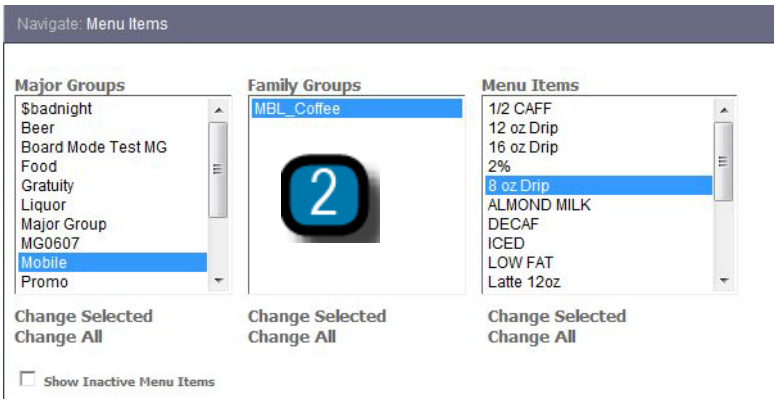
6. Upload your image and click **Save**.
   The menu item immediately has been updated on your Kiosk with the new image.

Descriptions

1. To enter or change a description, log into Enterprise Manager and click **Add/Change** Items.



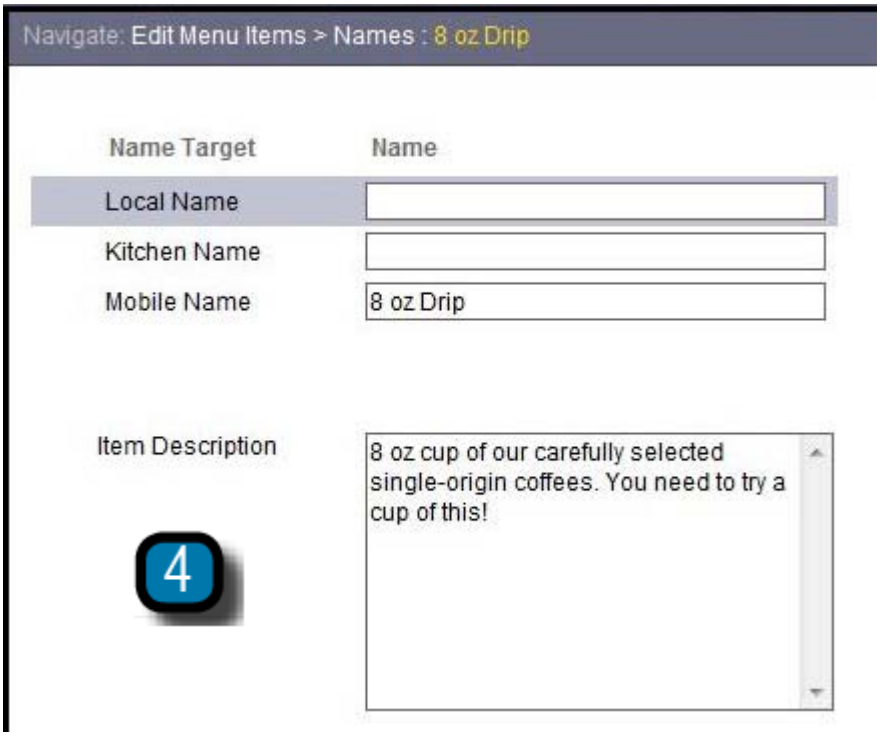
2. Enter the **Major and Family Group** you want to change, or click **Change All**.



3. Next click the **Names** option along the top of the panel:



4. Enter a description in the text box, ensuring that the name is under **Mobile Name**.



Important:
If you do not enter any description for the menu item then it is left blank and contains just the item name and company logo.

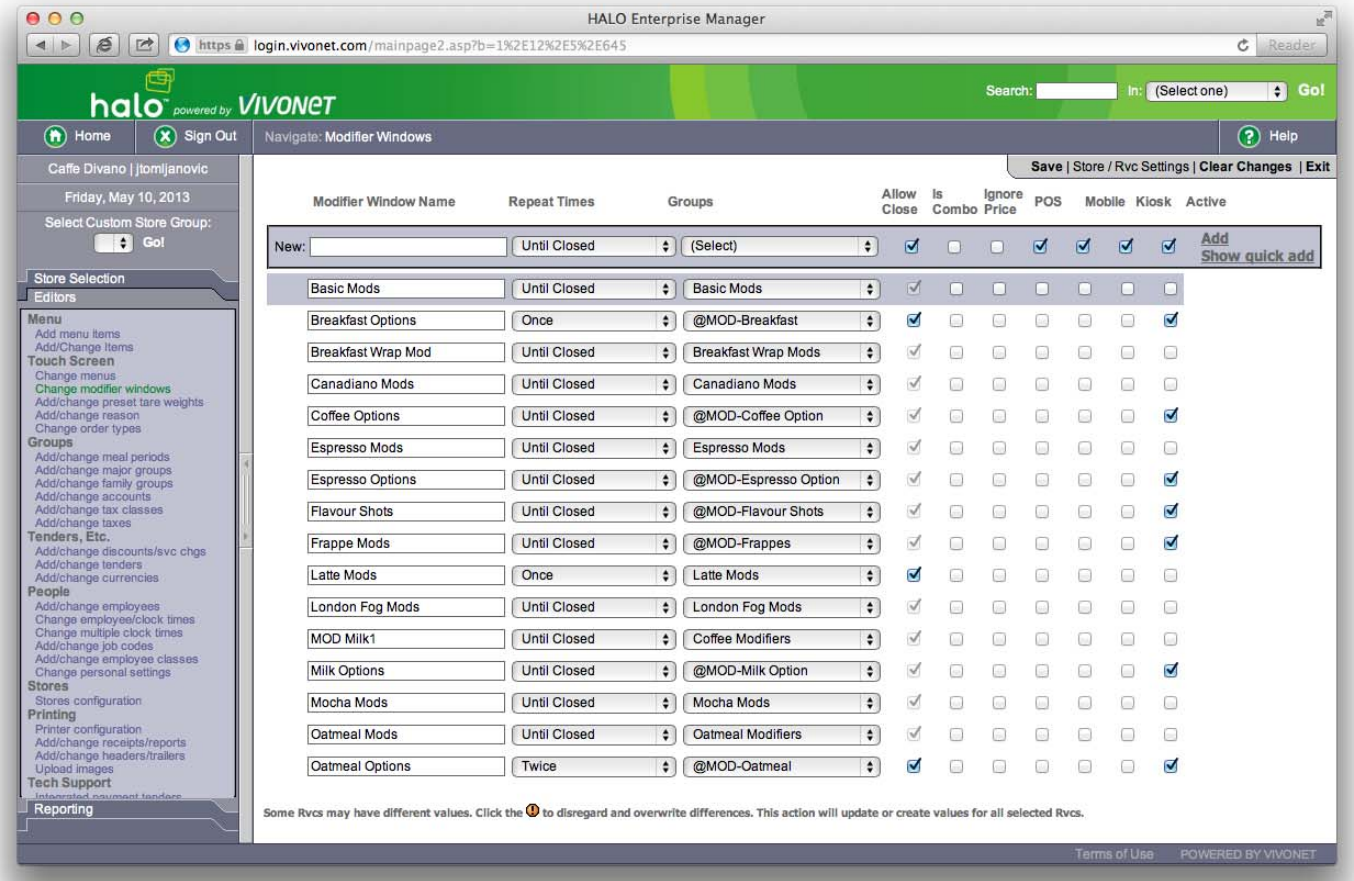
5. Click **Save** to finish.

The menu item immediately has been updated on your Kiosk with the new description below it.

Modifiers

6. Where applicable, items can have their forced modifiers toggled for use in the Kiosk App only, Halo POS only, Mobile App only, or a combination, using the Enterprise Manager check-box toggles.

   This allows an item to have Modifiers only in the Kiosk App, but not on the Halo POS touchscreen, if desired.



Note: Your button names should be no more than 20 characters per button as more than that can disrupt screen space and can be confusing to your customers.

For New Customers

Your Menus are set up as part of the Configuration process with your Vivonet IC. Your input in the Discovery Workbook allows them to populate your system with menu items and then you can set these up for your Kiosk as well.

Important: If your company uses Item Harmony to manage your menu options, then you need to contact your Vivonet IC for more details on configuration and usage.

Locking the iPad to the Kiosk App

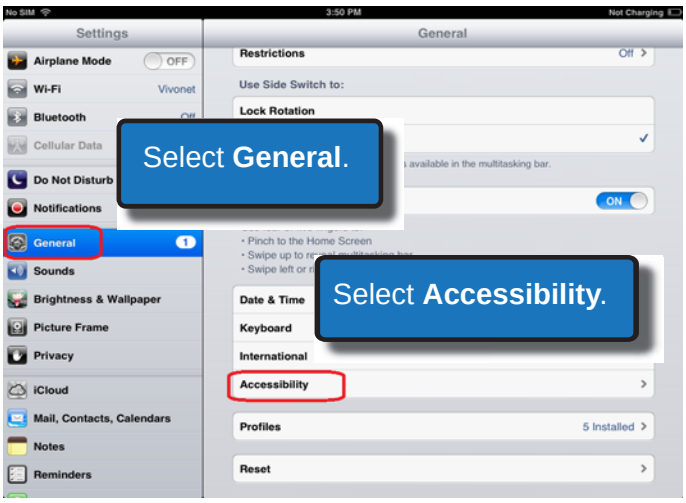
Each Kiosk iPad needs to be locked in this manner so that your customers are not able to change any settings or other actions that may interfere with the Kiosk running smoothly.

A process called Guided Access mode locks the iPad so just the Kiosk App is available.

1. Press **Settings** on your iPad main screen.



2. On the Settings menu, click **General** and then **Accessibility**. Set **Guided Access mode** to **ON**.





3. Click **Set Passcode** and enter your **Passcode**.

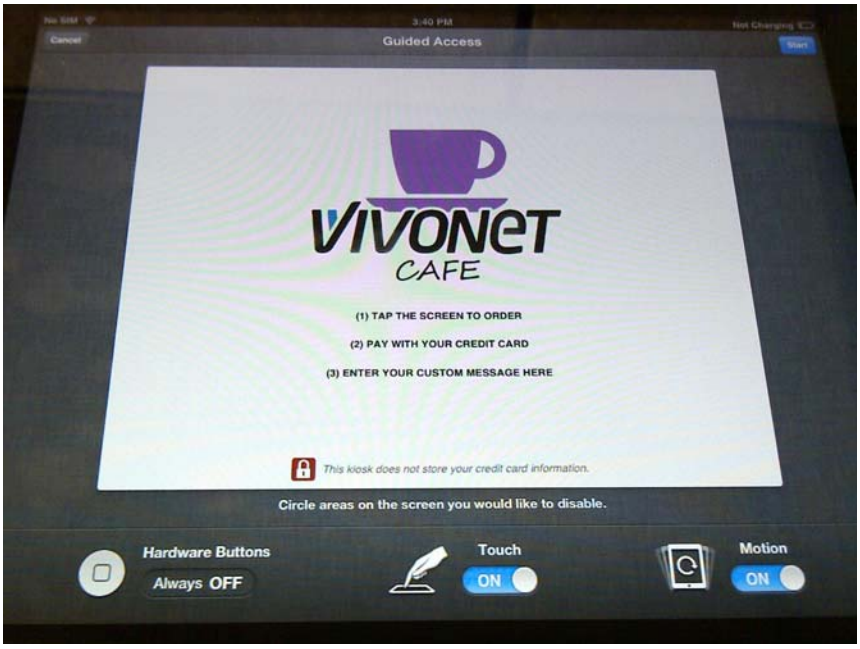




4. Navigate to the Kiosk App and press the **Home** button three times.



The **Guided Access** options are displayed.



5. To lock the entire Kiosk App screen, proceed to the next steps.

Optional: Draw around areas of the Kiosk App you want to specifically lock.

6. Click the **Start** button (top right corner of the screen) to complete the process.

Locking the iPad to the Kiosk App

To remove **Guided Access**, triple-click the **Home** button and enter your **Passcode**.



CHAPTER 9

Web Browsing

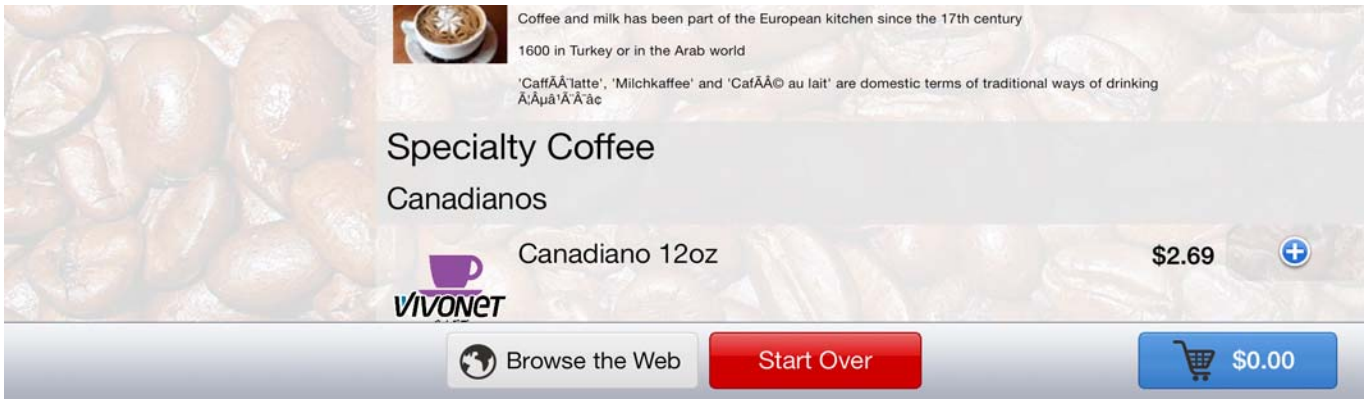


Browse the web while placing an order.

You are able to use the Kiosk to view specific website pages while placing an order or after an order is complete. There are pre-defined websites that consumers can open that you can control and without letting consumers only navigate to approved websites on the Kiosk.

It is possible to use the **Tab Bar** along the bottom of the Kiosk screen with the following buttons:

- **Browse the Web (Only displayed when the order screen is active).**
- **Order Food (Only displayed when Browse the Web is active).**
- **Start Over.**



You are able toggle the tab bar **On** or **Off** from the local **Kiosk Admin Configuration** screen.

Note: If the **Browse the Web** button is not displayed along the bottom of the Kiosk, then Web Browsing has been turned off in the **Kiosk Admin Configuration**.

Using the “Browse the Web” screen



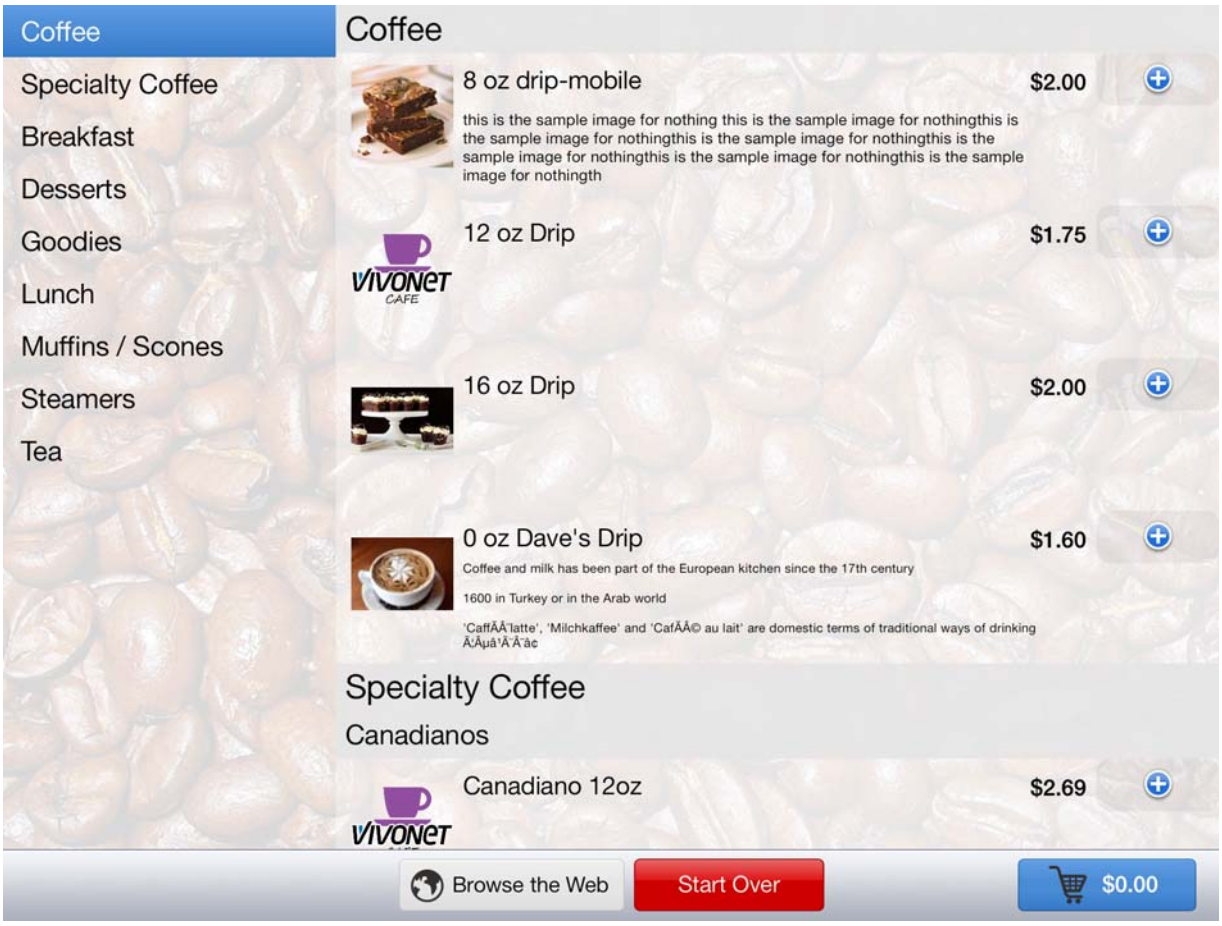
When **Browse the Web** is selected a screen opens with pre-defined websites displayed to the consumer.

These website pages are pre-defined using a configuration editor on the **Mobile Merchant Portal** where you can specify exactly which website URLs to **Create**, **Update**, or **Delete** for the Web Browsing page on the Kiosk.

A friendly website name, URL, and tile image are entered for each applicable website allowed. You can also apply these settings to multiple Kiosks at once for fast and easy configuration.

Clicking the **Order Food** button brings you back to the order screen and remembers your choices if you have already started an order.

Order Food screen

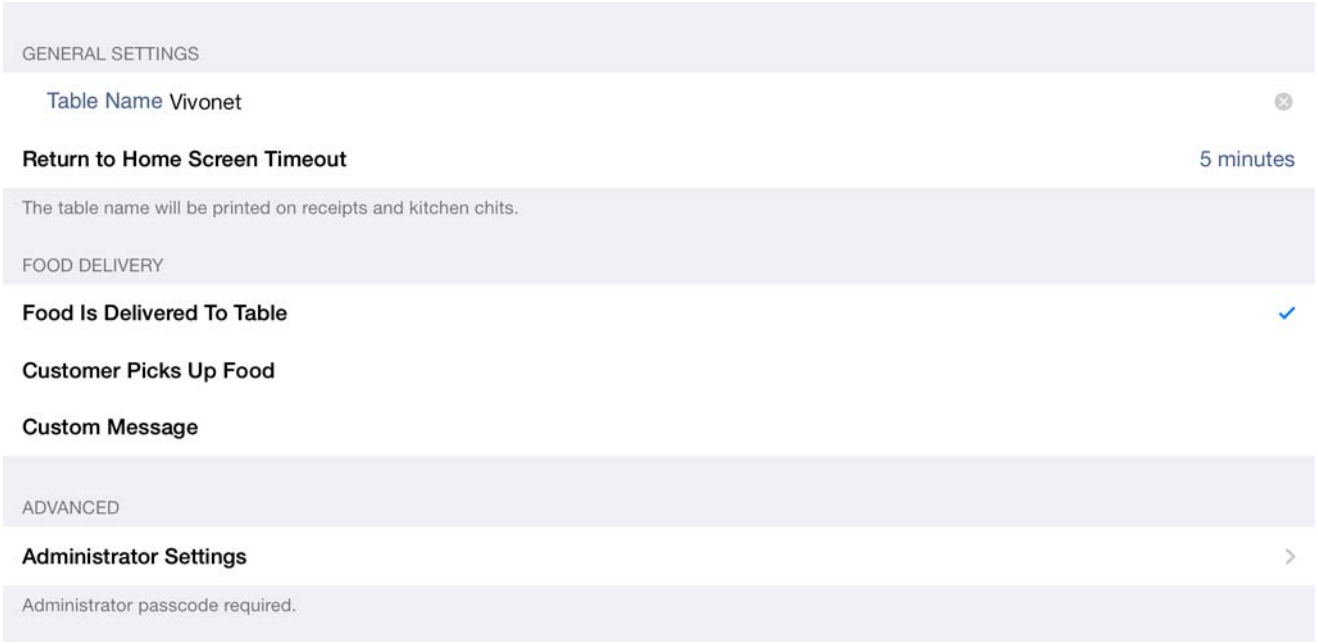


The **Order Food** option allows consumers to switch to the ordering screen and complete their order, and also to go from the ordering screen to browsing the web without losing their order.

Your **Cart** is also always displayed on either the **Browse the Web** or **Order Food** screens.

Kiosk Admin Configuration Screen

To open the Admin Configuration screen, place two fingers on the main screen of the Kiosk and hold them there until the Kiosk Administration login is displayed. Enter your Admin Code and the General Settings screen opens:



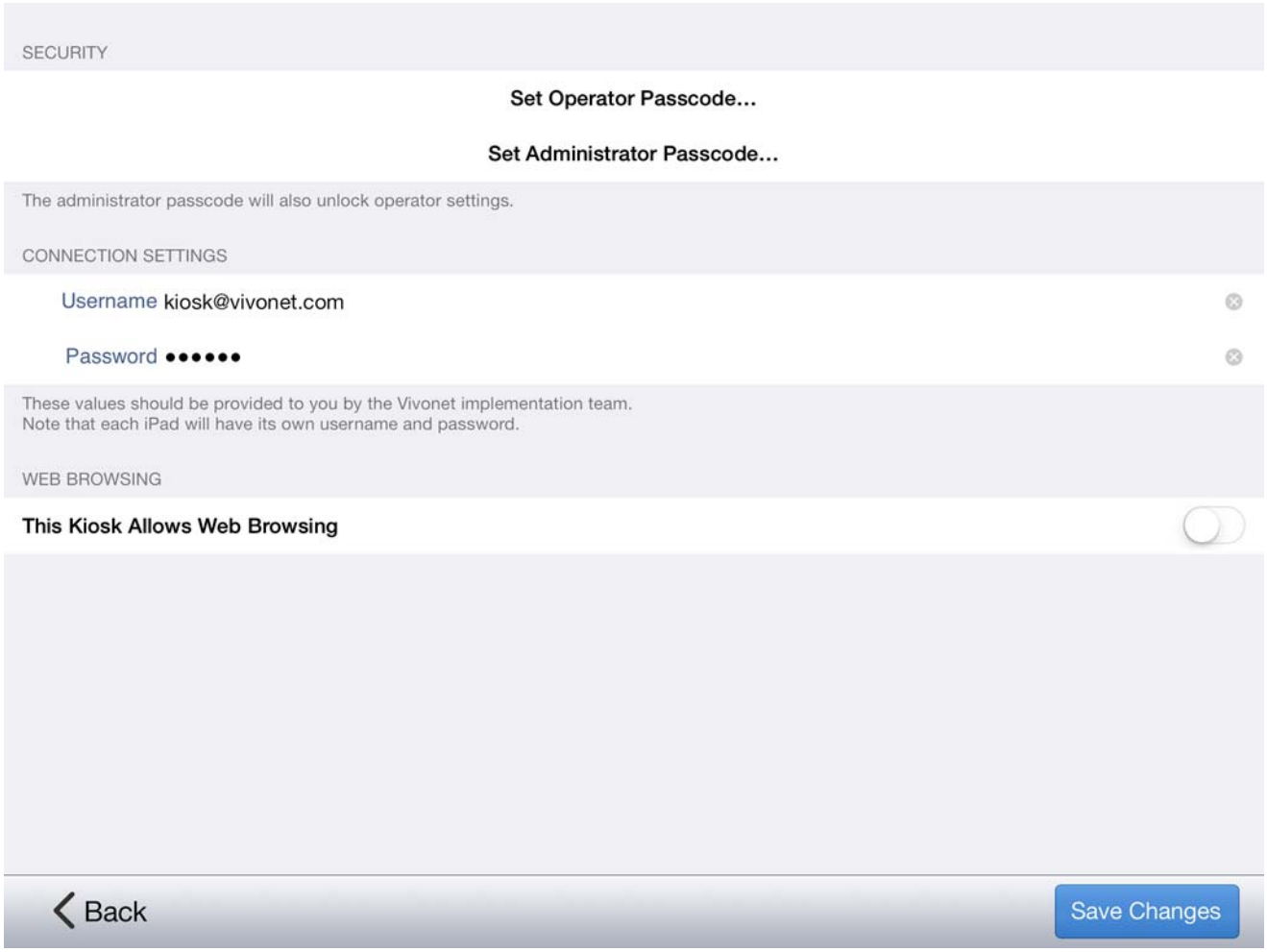
From here you press **Administrator Settings** and a new screen is displayed with **This Kiosk Allows Web Browsing** listed at the bottom of the screen.



From here it is possible to configure the Web browsing options of the Vivonet Kiosk.

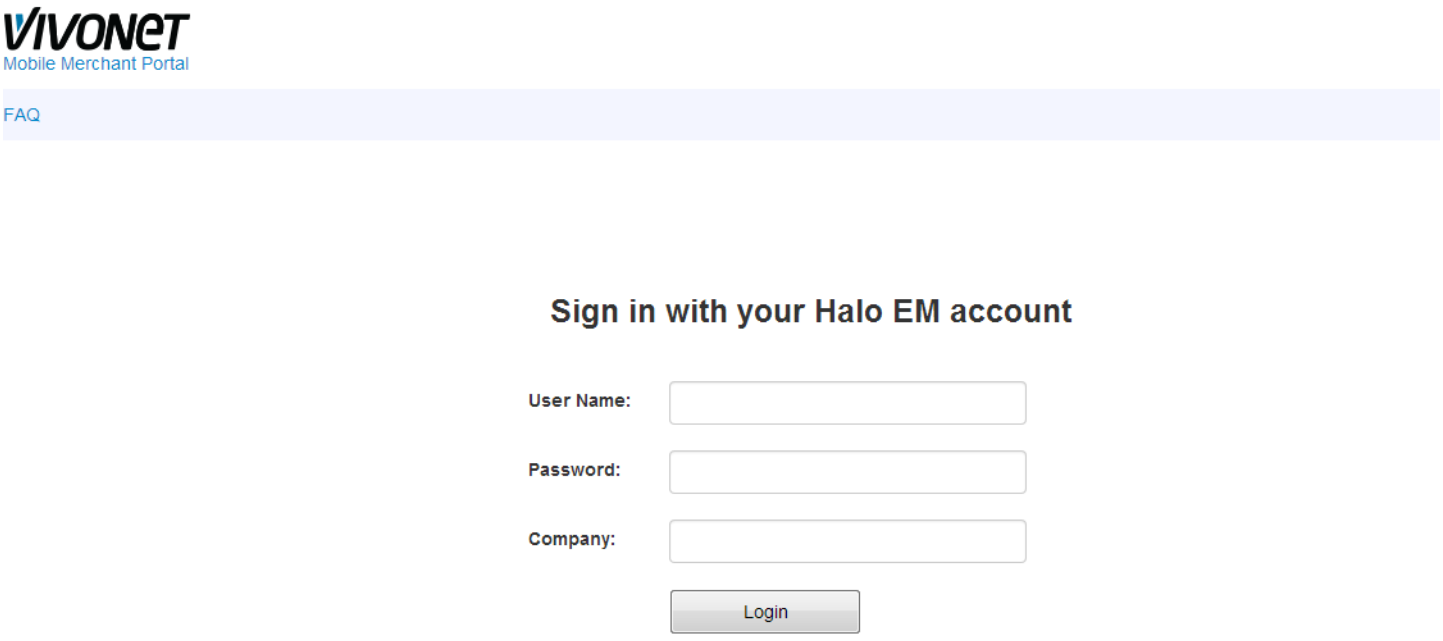
This item can be toggled **On** or **Off** by pressing the line or the toggle switch itself.

Green is On, and **Grey/White is Off**. The default is set to **On**.



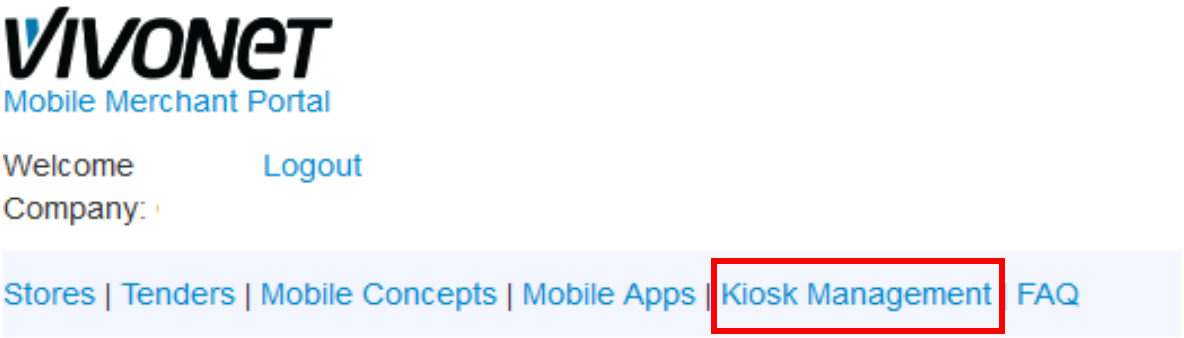
Mobile Merchant Portal Web Setup

To set up the websites that are allowed to be viewed on the Vivonet Kiosk you need to navigate to the **Mobile Merchant Portal**.



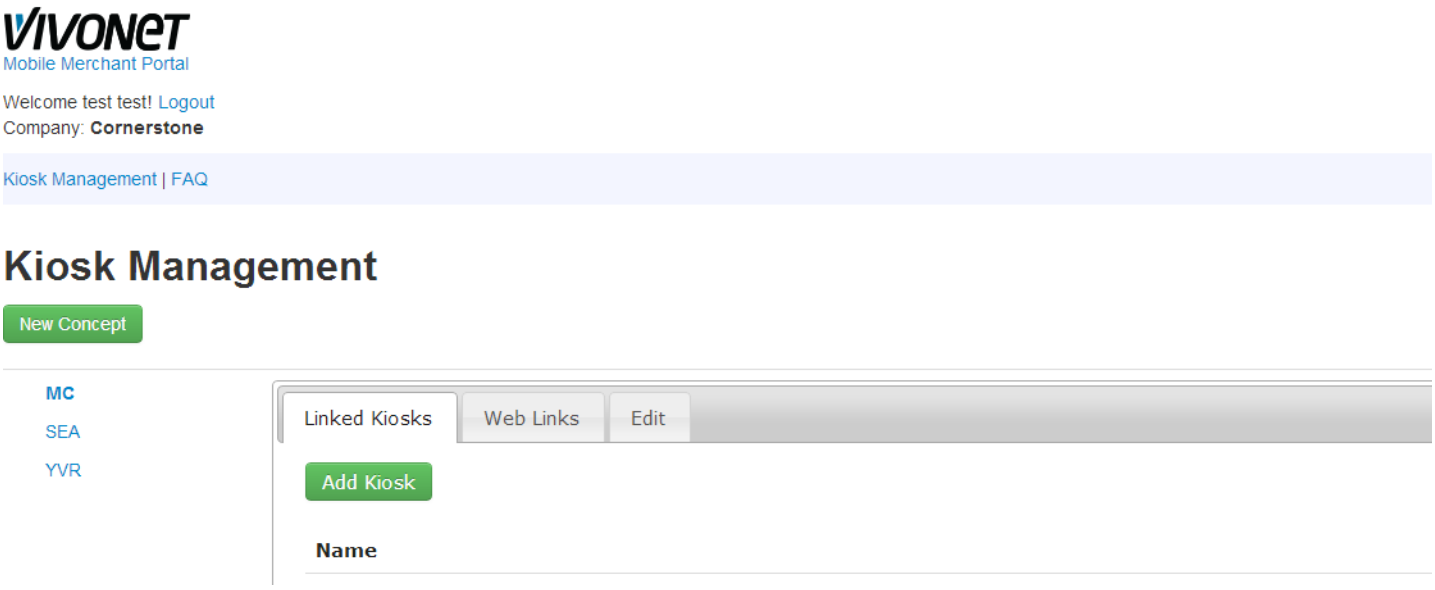
Enter your **User Name, Password** and **Company Name** like you already do for Enterprise Manager.

Click **Kiosk Management** from the links across the top of the screen.

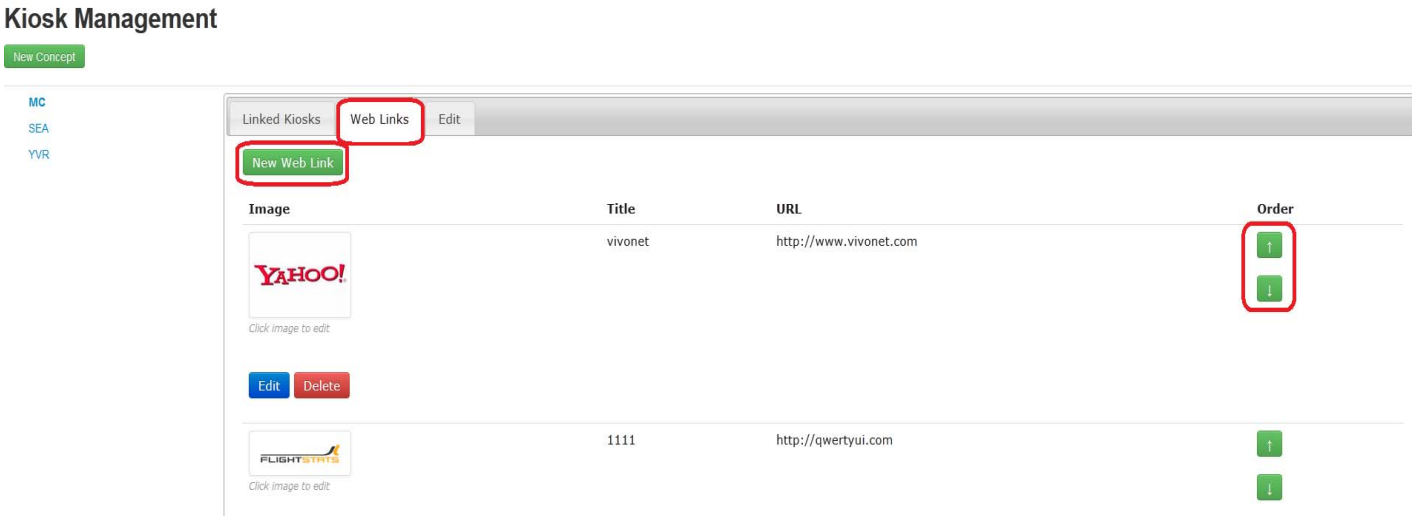


Important: The Merchant Portal is used by Vivonet ICs and Support to set up your Kiosk and it is not recommended to navigate to the other tabs or change any non-web settings in the Portal.

From this screen you can navigate to the **Web Links** tab to change the possible pages that users can navigate to on the Kiosk.



Click the **Web Links** tab and click **New Web Link** to add a new URL to the list:



You can also click the arrows under the **Order** column to change how each URL is displayed on the Kiosk. Basically giving them higher or lower priority on the screen.

Click the **Edit** button to change a current URL.

Click the **Delete** button to remove a current URL.

CHAPTER 10

Testing Your Kiosk



Test the Kiosk to ensure that everything is working as intended.

Step	Description	Result
1. Power on the iPad	Press the Start button on the iPad.	iPad turns on and displays the home screen (Passcode).
2. Open the Vivonet Kiosk App	Press the Vivonet Kiosk App button on the menu screen.	The Vivonet Kiosk App opens.
3. Create an order	Enter menu items for an order.	Order is ready to be paid and completed.
4. Pay for your order	Press Pay and swipe the Credit Card.	Once order is paid it is ready to be sent to the kitchen.
5. Send the order to the kitchen	Ensure the completed order now sent to the kitchen.	Order is sent from Kiosk to the POS Terminal and to the kitchen.
6. Receive the order in the kitchen	Receive the order on the kitchen printer or KDS.	Order is now in kitchen and ready to be fulfilled.
7. Receive receipt	You get a receipt via email for the recent order.	Customer gets receipt using email.

Check the **FAQ** later in this guide for common problems.

This checklist assumes that all previous steps have been completed.

FAQ

Payment Processing

1. **Payment Provider Failure.**
   - Terminal provides error message.

2. **Card Reader not working.**
   - Disconnected – error message – no transactions while offline.
   - Hardware Failure – error message.
   - Software Communication Failure – no transactions while offline.
   - Contact ID Tech.

3. **Authentication Failure.**
   - Username or Password incorrect
   - Username does not exist

Losing/Resetting your Admin Passcode

- If you lose your Admin Passcode, or if the iPad is reset then you need to contact Vivonet Support.

Common Issues

1. **iPad Becomes Unresponsive/Turned Off.**
   - Try to turn on the iPad normally using the Home button
   - If you cannot turn on the iPad, perform a “hard reset”:
     Press and hold the **Sleep/Wake** button and the Home button at the same time for at least 10 seconds until the Apple logo is displayed on the screen.

2. **iPad responsive but cannot place a mobile order**
   - Reset Kiosk App.

3. iPad not working (iPad failure)

- If you cannot turn on the iPad, perform a “hard reset”.

Affected:

- Menu data
- Product Details
- Tenders
- Charges (tax)
- Submit Order
- Send Email

4. Connectivity Failure (WIFI).

- Cannot place an order.
- Orders cannot be placed or processed while your POS Terminal and Kiosks are offline.

5. Cannot Connect to Terminal.

- No Menu Data.
- Cannot place an order.
- 404 or 500 error.

6. Network Issues.

- Ensure that the Kiosk is connected to your Wi-Fi connection.
- Ensure your network and router are working correctly.

7. Mobile Ordering disabled on the POS Terminal (Blue Button).

- Cannot process any orders.
- Enable Blue Button on POS Terminal.

8. Lost Admin Pin Code for Kiosk

- If the Admin Pin Code is lost, then the iPad needs to be reset and you need to contact Vivonet Support.

9. Lost Admin Pin Code for App

• If the Admin Pin Code is lost, then you need to contact Vivonet Support to get your credentials.

10. Battery Failure

- Contact Apple Support.

iPad Replacement or Loss

What Happens if an iPad is Lost, Stolen, or it Breaks?

In the event that your iPad is stolen or needs to be replaced because of breakage or loss you need to perform the following steps:

1. Call **Vivonet Support** – inform Vivonet it has been stolen or damaged so we can re-issue your Username and Password. Vivonet then disables the previous username and password and issues you new credentials. The Vivonet Customer Support number is listed on the main screen of your POS Terminal.

2. Contact **Apple Support** – Report your iPad lost or stolen. You can also use the iCloud Find my iPhone service for the iPad if previously set up to locate your device.

Source and buy a new iPad for the Kiosk. Warranty information varies with Apple depending on your original purchase.

3. Go through this document's configuration steps again with the new credential information supplied by Vivonet.

Can I Erase all Data on my iPad?

In the event your iPad is lost or stolen you can use the Apple Mobile Device Management (MDM) service to permanently delete all data and restore it to the factory settings.

How Long will it Take to get my New Credentials?

The wait time for new credentials is typically one business day or less.

Links from This Guide

Any light blue links in this guide are external links to other websites. For clarity we have included these full links below in case you are viewing a print out or non-PDF version of the guide.

To create your Enterprise Apple ID, go here:

https://enroll.vpp.itunes.apple.com/

If you have an existing Enterprise Apple ID

https://vpp.itunes.apple.com/WebObjects/MZFinance.woa/wa/login?cc=us

Enterprise Apple ID FAQ page

https://vpp.itunes.apple.com/ca/faq

To enroll in the iTunes Connect VPP

https://enroll.vpp.itunes.apple.com

To find out your company DUNS Number

Canada – **www.dnbexpress.ca**
US – **https://iupdate.dnb.com/iUpdate/companylookup.htm**

Create a DUNS Number with Dun & Bradstreet

http://www.dnb.com/get-a-duns-number.html

Apple Business Store

http://vpp.itunes.apple.com/ca/store

Personal iTunes Website

http://store.apple.com/ca

Apple MDM Information

https://vpp.itunes.apple.com/WebObjects/MZStore.woa/wa/learnMore?cc=ca

iSkidz Enclosures

http://www.iskidz.com

ID Tech Magnetic Stripe Reader (MSR)

iMag Pro **http://www.idtechproducts.com/products/mobile-readers/125.html**
iMag Pro II **http://www.idtechproducts.com/products/mobile-readers/182.html**

Mobile Merchant Portal

http://10.20.25.154/merchant/login/auth

Open the iTunes Connection

https://itunesconnect.apple.com/WebObjects/iTunesConnect.woa/wa/jumpTo?page=manageAccounts

Contact Apple Support

Report your iPad lost or stolen:
http://support.apple.com/kb/HT2526

Use the iCloud Find my iPhone service for the iPad if previously set up to locate your device:
http://support.apple.com/kb/PH2696

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