Quick Set-Up Guide (Tablet and Printer)

OLO – 3PD Conversion

This guide will provide an overview of the step-by-step process to connect your printer to tablet.

STEP 1: Retrieve WiFi credentials from Operator

- Write down the details for later use
- Download and install the Star Quick Setup app on your phone

STEP 2: Plug in Hardware

- Connect the printer and insert receipt paper (you will only need to use the power cord)
- Plug charger into bottom of the tablet and place on the stand (magnetic)

STEP 3: Position the Hardware

- Place the equipment near the POS or HFC
  - **Please note:** Avoid exposure to direct heat, steam, or vent hood – this will cause damage to the equipment

STEP 4: Turn on the Tablet

- Power on the tablet by holding the small button on the top right

STEP 5: Connect to WiFi

- Navigate to Settings
- Select WiFi
- Connect to the WiFi network using credentials previously supplied by the Operator
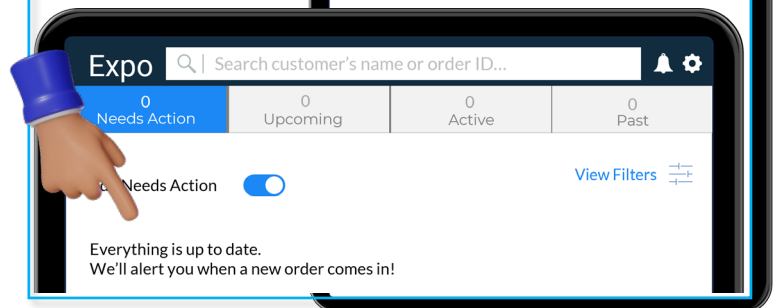
STEP 6: Connect to OLO App

- Exit from Settings and access the KKC OLO Expo app
- Ensure successful connection to the app
- Connection should look like image on the right

STEP 6:
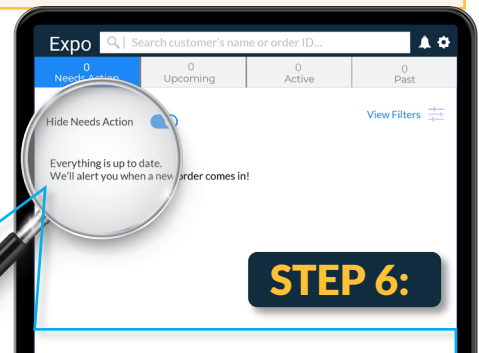
STEP 7: Ensure Functionality

- Place a test order through DoorDash
  - See page 3 for Test Order instructions

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STEP 8: Check Menu and Hours of Operation

- Check hours of operation and menu accuracy with the team
  - Any changes or adjustments should be emailed to delivery@krispykrunchy.com
  - Please include store name and address

TROUBLESHOOTING:

Issue: Problems with the app (connectivity issues, stuck notifications, etc.)

- **Solution 1:** Close and Reopen the App

- **Solution 2:** Power Cycle the Tablet

  - Press and hold either volume button and the top button until the power off slider appears

  - Drag the slider, then wait 30 seconds for your device to turn off

  - Wait 10 seconds before restarting the tablet

  - To turn your device back on, press and hold the top button until you see the Apple logo

    - Once restarted, open the KKC Expo app to begin receiving orders again

NEED HELP?

Contact:	Hours Available:	Related Issues:
delivery@krispykrunchy.com **Average response time: less than 30 minutes**	- **8:00 AM - 10:00 PM EST (Mon - Fri)** - **9:30 AM - 6:30 PM EST (Sat - Sun)**	- **Menu Items + Pricing updates** - **Hours of operation updates** - **Account access** - **Onboarding a new delivery partner** - **Checking status of delivery partner** - **Non-emergency tablet, stand & printer support**

EMERGENCY SUPPORT?

Contact:	Hours Available:	Hot Issues:
469-945-5505 **This number is to be used for emergency support**	- **If it goes to voice mail, leave a message with phone number & email address**	- **Inability to take orders** - **Tablet, stand or printer is broken**

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TEST ORDER INSTRUCTIONS:

Place the Test Order

1. Once the store is active on OLO Expo, reach out to DoorDash POS team and they will support you with placing a test order
2. **Contact them at +1 855-222-8111**
3. Please be sure to provide the store info and they will be initiating a test order on your behalf
   - If DoorDash requests an item for testing, provide them with a Honey Biscuit order

Monitor the Order

1. On the store's OLO system, keep an eye out for the incoming test
2. Verify that the order details (item, order type, etc.) are correctly captured in the OLO system

Document and Report

1. If there are any issues, contact delivery@krispykrunchy.com for resolution.

TRAIN STORE EMPLOYEES:

Using the provided notecards in the 3PD Success Kit, review the following OLO tablet features:

- Expo Tablet Overview
- Notification Configuration
  - New Orders
  - Active Orders
  - Order Failures
  - Marketplace Cancellation
  - Marketplace Approaching
  - Marketplace Arrival
- Making Item Unavailable
- Making Item Available
- Managing Lead Times
- Emergency Disable/Re-enabling Ordering
- Troubleshooting
  - How to close the app
  - How to restart the tablet
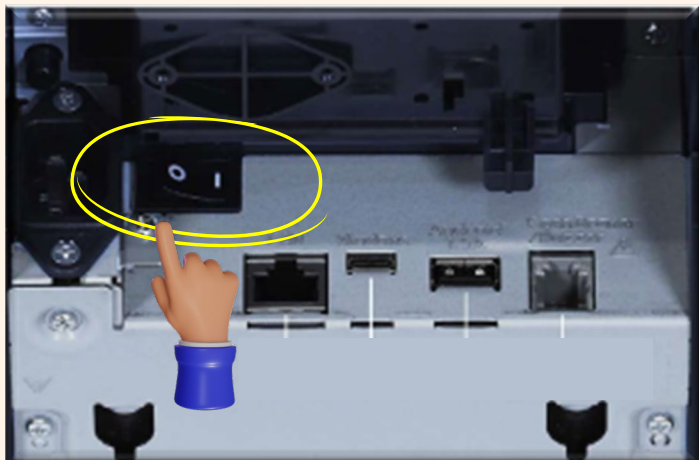 - Where to go for help section

Quick Set-Up Guide (Printer)

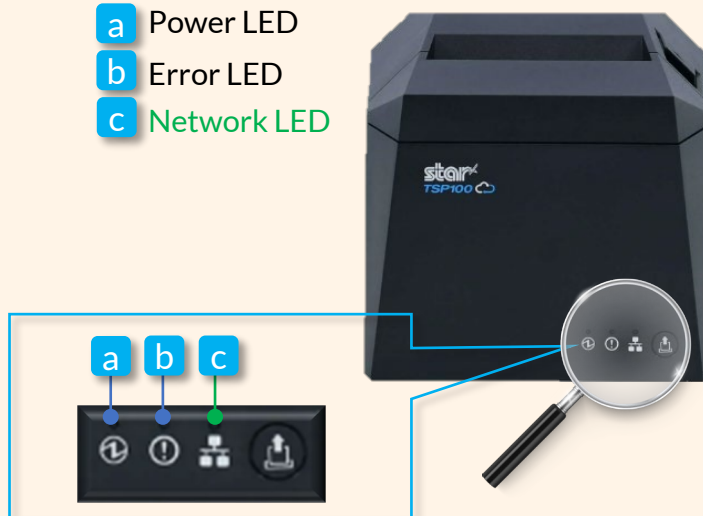## OLO – 3PD Conversion

CONNECT TO PRINTER:

- Activate Printer

1 Switch ON the printer located on the back of the device.

2 Wait for Network LED to turn GREEN.

a Power LED
b Error LED
c Network LED

3 Using your phone, navigate to settings, then WiFi and connect the printer to the network STARWLn followed by numbers/ letters.

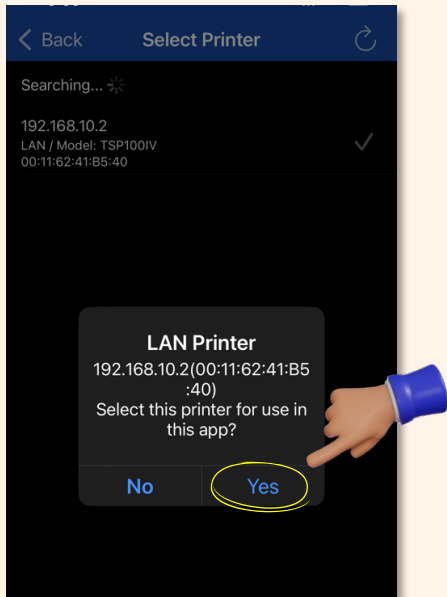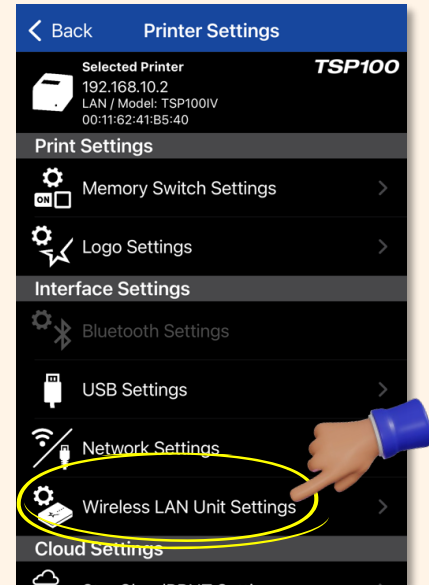**4** Return to your home screen and open the StarQuick Setup App. Tap on Selected Printer.
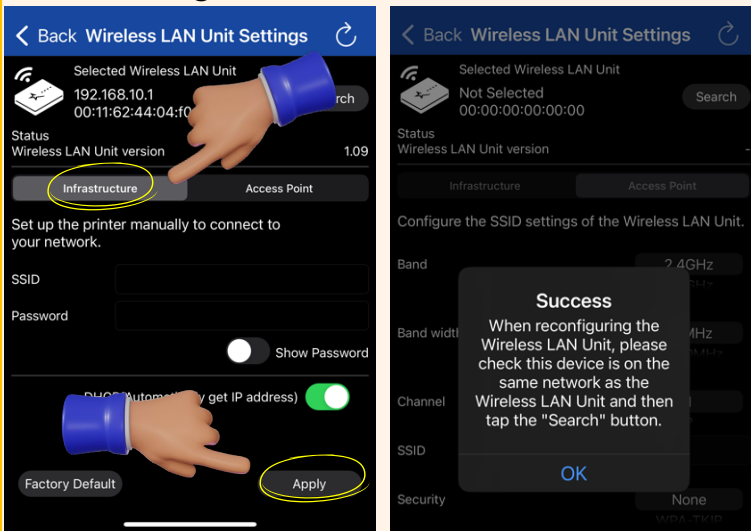
5 Select Yes.

**6** Select the Back button and tap on Wireless Lan Unit Settings.

7 Select Infrastructure and fill out WiFi credentials. If successful, you will see the message below.

a. Type in WiFi Username to SSID Box
b. Type in WiFi password into Password Box
c. Click Apply

8 Printer will automatically restart. Once Network LED changes from flashing GREEN to solid GREEN, you are connected.

a Power LED
b Error LED
c Network LED
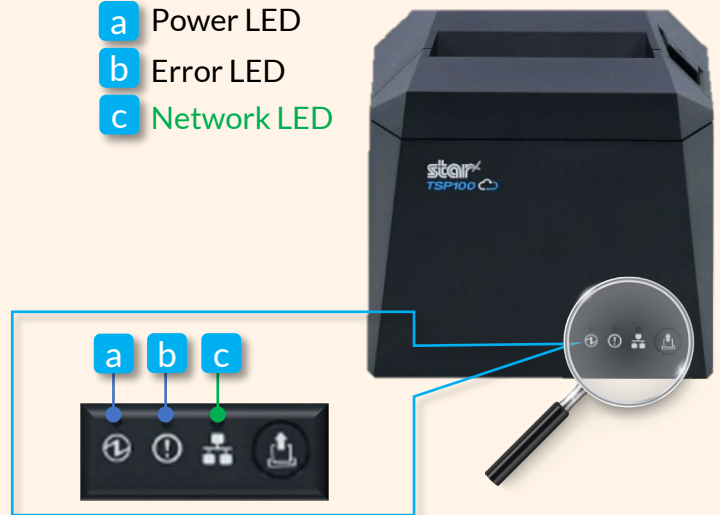
Need help? Contact delivery@krispykrunchy.com

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