

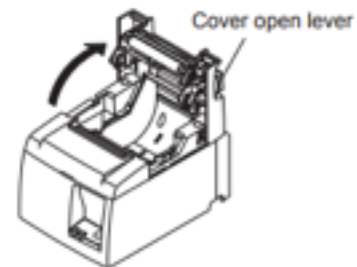
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# How to change paper in the printer

[How to change paper in the printer](#)

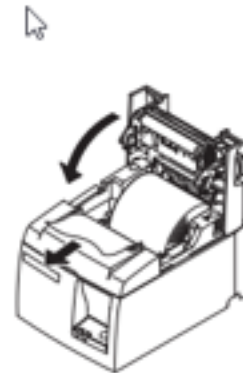
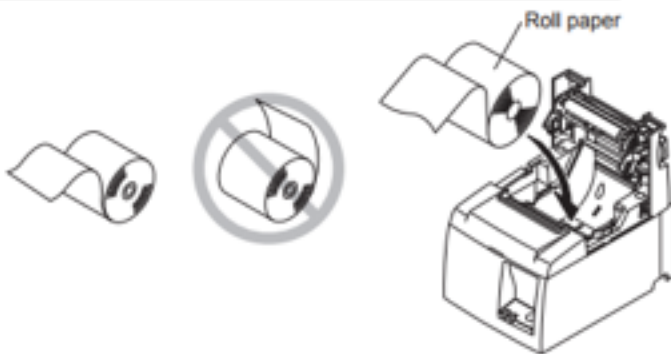
- 1) Push the cover open lever, and open the printer cover.



- 2) While observing the direction of the roll, set the paper roll into the hollow, and pull on the leading edge of the paper toward you.

**CAUTION**

*Do not pull out the end of the paper diagonally, as it will cause the paper to become jammed or skewed.*



- 3) Push down both sides of the printer cover to close.

**Note:** Make sure that the printer cover is securely closed.



- 4) **Tear Bar Model:**

Tear off the paper as shown.

**Auto Cutter Model:**


If the printer cover is closed after turning on the power, the cutter operates automatically and the front end of the paper is cut.




Tear Bar Model

# How to open and close the MobileBytes application


## To Open the application

Find the  Logo on your Ipads home screen and select it.

## To close the application

Press the physical home button  once

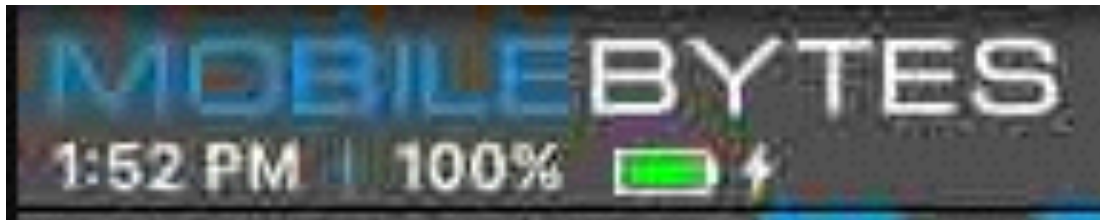
## To reboot the application

Press the physical home button  twice. Swipe up on the MobileBytes application and re-open it.

# How to ensure the iPad is properly charging

How to ensure the iPad is properly charging

You Need to use the Apple Brand 12W IPAD power brick and cable that comes with the iPad. **NO EXCEPTIONS**. This will ensure the iPad keeps its charge throughout the day. The Battery should show a lightning bolt to show that it is charging.



# How to clean and care for the workstation

## How to clean your Apple products

Get recommendations and guidelines for cleaning your Apple computer, iPad, iPhone, iPod, display, or peripheral device.

Apple products are made with a variety of materials, and each product might have specific cleaning requirements which vary by the part you're cleaning. To get started, here are some tips that apply to all products:

- Use only a soft, lint-free cloth. Avoid abrasive cloths, towels, paper towels, and similar items that might cause damage.
- Unplug all external power sources, devices, and cables.
- Keep liquids away from the product.
- Don't get moisture into any openings.
- Don't use aerosol sprays, solvents, or abrasives.
- Don't spray cleaners directly onto the item.

# How to connect to a secure wireless network

## How to connect to a secure wireless network

Tap the Settings icon.

Tap Wi-Fi.

Confirm that Wi-Fi is set to On.

Choose your network from the list provided.

Enter your network's encryption key if you're prompted and tap Join



# Clock-in & Out procedure

## Clocking In

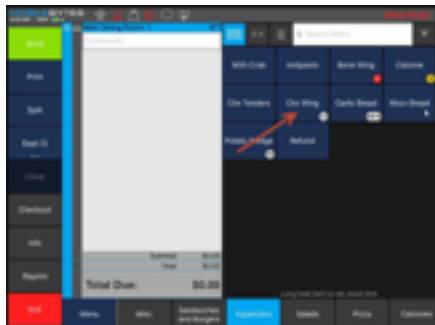
When clocked out, the user will be prompted to clock in upon entering their personal identification number to enter the system. Simply tap clock in. If the user has multiple job types available, he/she will have to select one before the clock in is complete.

## Clocking Out

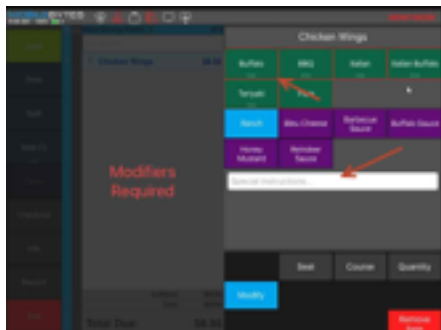
To clock out, open the user menu at the top right of the screen. Tapping clock out will bring the user to the tip screen. In some cases, the user may be required to enter tips before clocking out becomes enabled.

# How to place an order, modify an order, remove an item, and add special instructions.

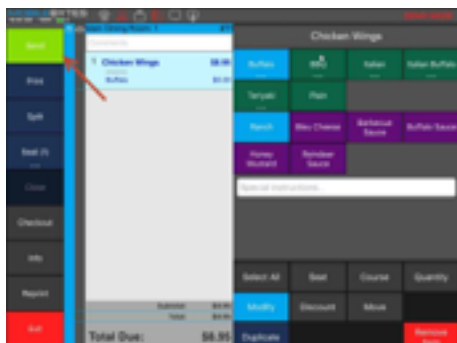
Open a table from the table layout or a new ticket from the tab layout and select your items



Select any mods or add any special instructions. If the item does not have a forced mod, you need to tap on it in the ticket area to see the available mods.



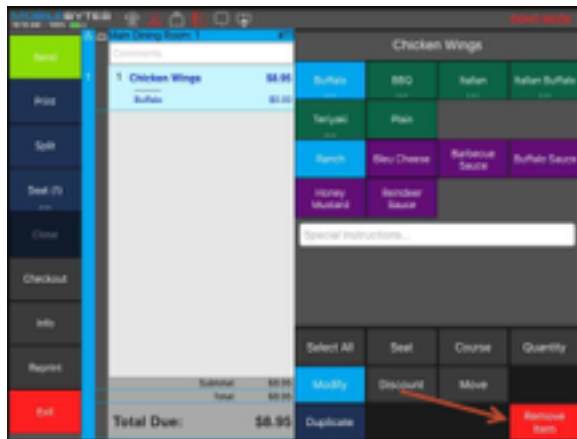
Press “send” to send item to the cloud/printer/KDS screen



Tap in the ticket area again to order another item.



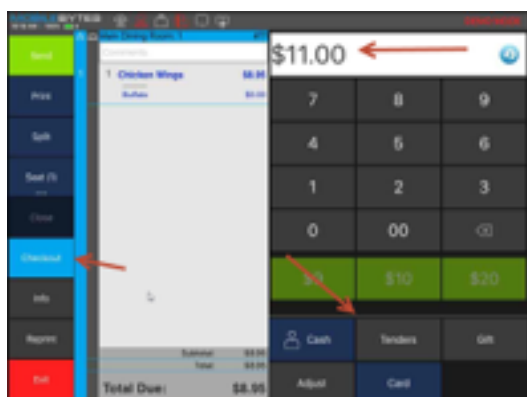
To remove an item before sending select “remove item” from the modify screen. You may need manager approval if your permission level is not set to let you remove items.



# How to complete a transaction

## Single tender

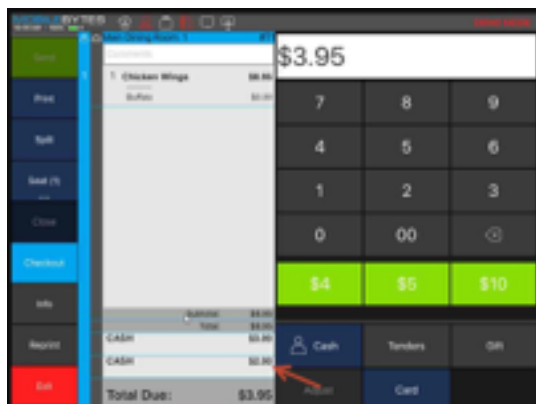
Press “Checkout” Enter the payment amount to apply (full amount will show by default) and select tender type. If it is a credit card/gift card transaction, follow the prompts on the screen.



## Split Tender

Enter the payment amount that the customer is paying on the first tender and select tender type. If it is a credit card/gift card transaction, follow the prompts on the screen. Payment will show up on the payment line.

Repeat the checkout process for each additional tender type.



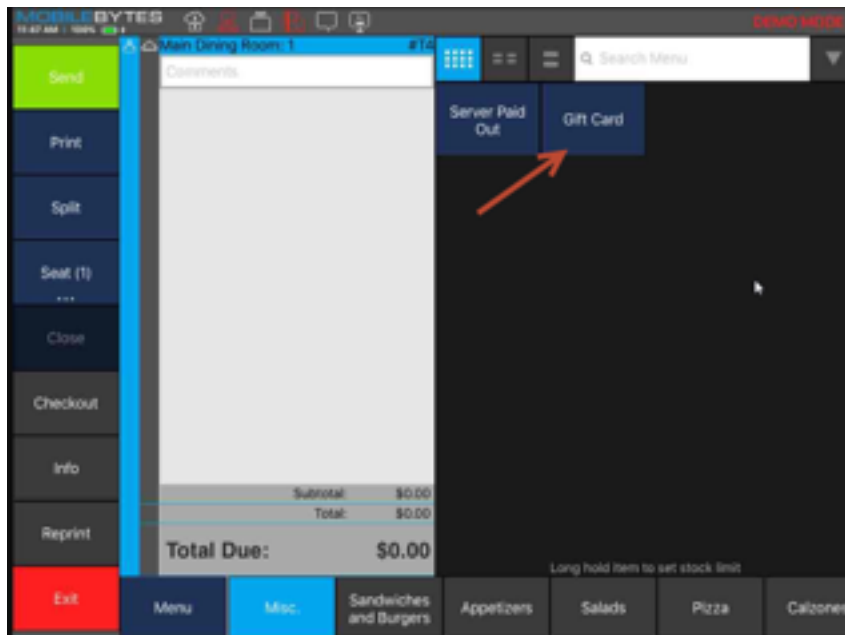
Partially tendered ticket will appear green in table layout



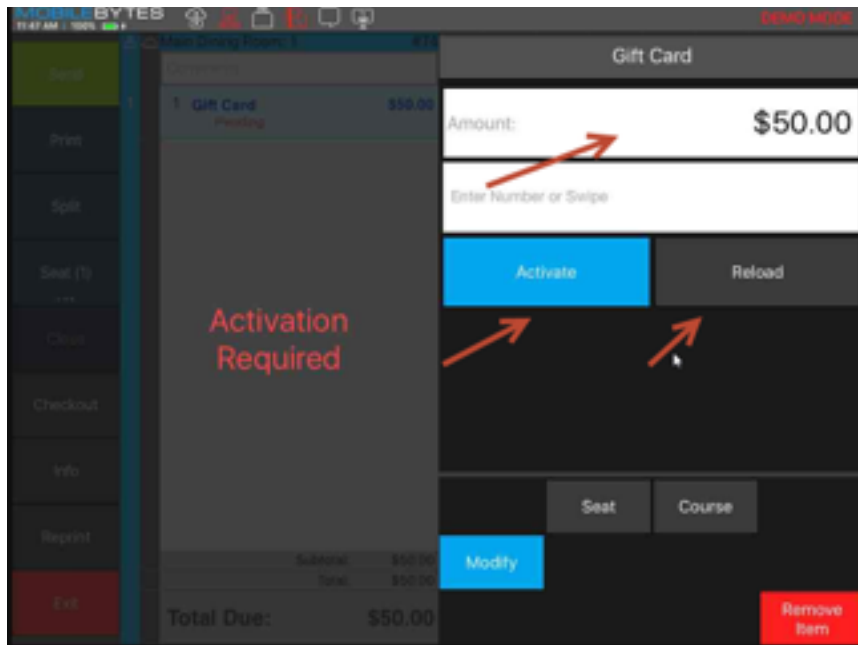
# How to Activate and Redeem a Gift Card

## To Activate

Find your Gift Card item (must be selected as a gift card item on admin.mobilebytes.com)



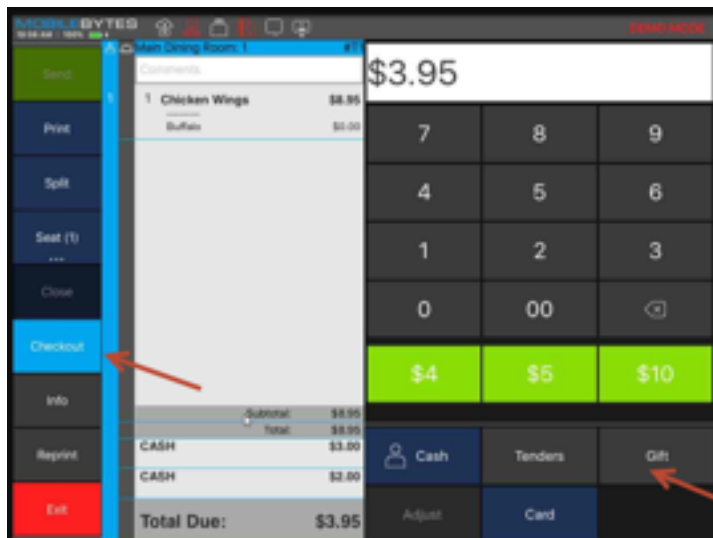
Enter the amount to activate/reload and then swipe or manually enter the card number.



Tender the sale and an activation receipt will print.

## To Redeem

Select checkout on the left and enter the amount to apply to the card. Then press “Gift”

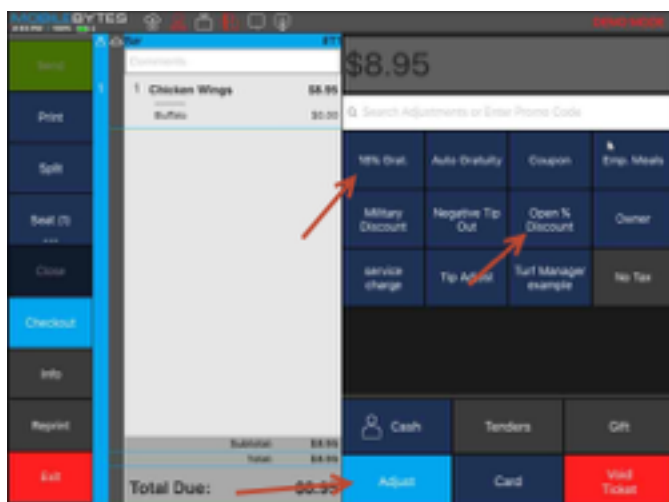


Follow the prompts to enter the card number manually or swipe the card.

# How to add an adjustment/discount

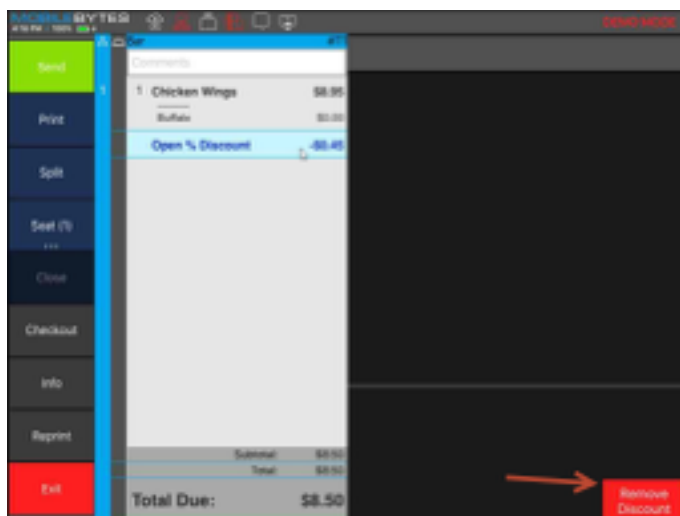
## (Document Level) Adjustment (Negative)/Service Charge (Positive)

Press the checkout button and select Adjust from the payment methods. Select your Service Charge (positive) or adjustment (Negative ticket discount) from the choices that are defined in the adjustments sections on admin.mobilebytes.com. Finish tendering the ticket as you normally would once the adjustment has been applied



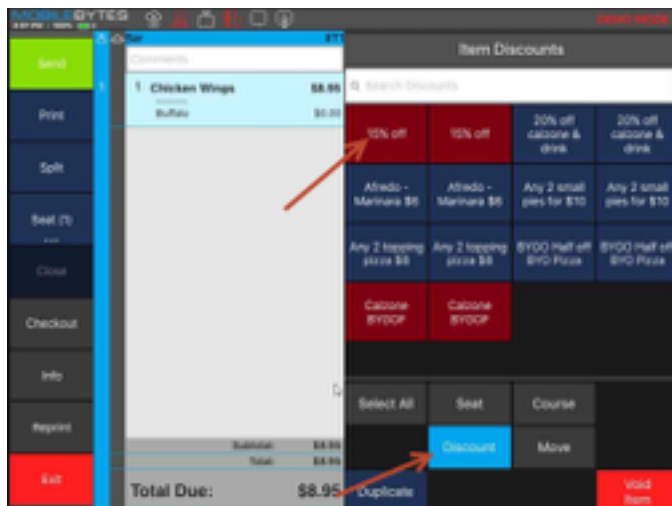
## Removing an Adjustment

Select the Adjustment and press the Remove Charge or Remove Discount button.



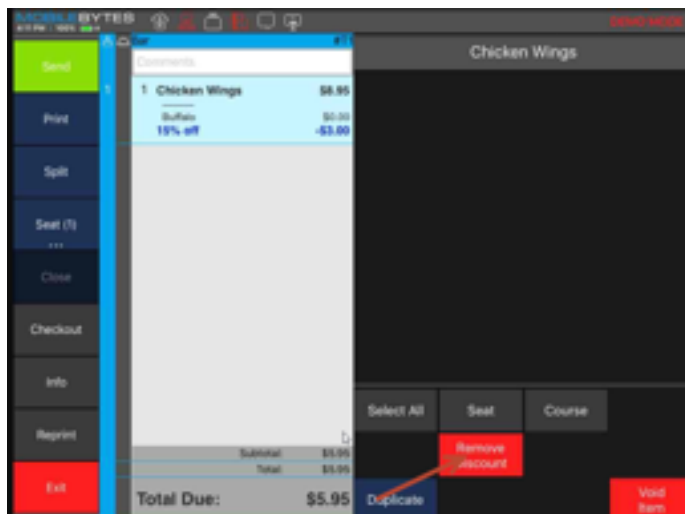
## (Item Level) Discount

To add an Item Level Discount, tap on the item and select the discount button in the static ticket options area in the bottom right side of the screen. The blue discounts are adjustable by \$ or % and the red options are fixed amounts/percents as created on admin.mobilebytes.com.



## Removing a Discount

Select the discounted Item and Press Remove discount



# How to transfer a check

## Check Transfer

Go to the ticket info screen. Select Server. Choose a server to transfer the table to. Press send to send changes.

**MOBILEBYTES** 1:52 PM 100% DEMO MODE

Main Dining Room: 4 #T1

Comments

1 Jr. Burger \$39.95

Bun Choices \$0.00

Wheat Bun \$0.00

Sandwich Sides \$0.00

Fries \$0.00

Total: \$39.95

**Total Due: \$39.95**

**Ticket #T1**

Phone Guest #

Company Guest Name

Email Credit Card Name

Address Suite

City State Zip

Delivery Instructions

Alternate ID

Room/Owner

Server Johnnie the Manager

Room/Table Main Dining Room / 4

Guest Count 1

Ticket Status

Hold Ticket

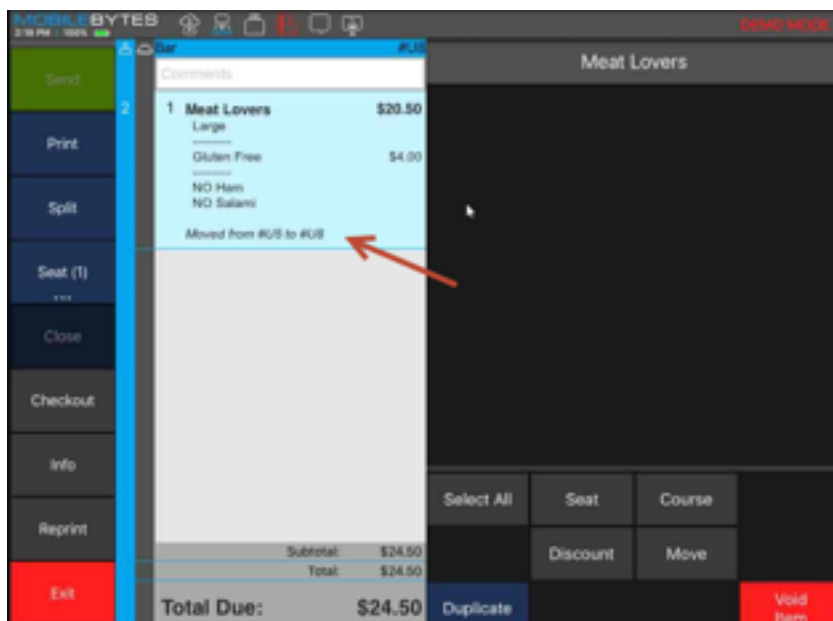
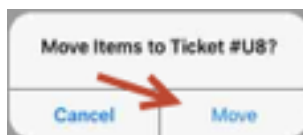
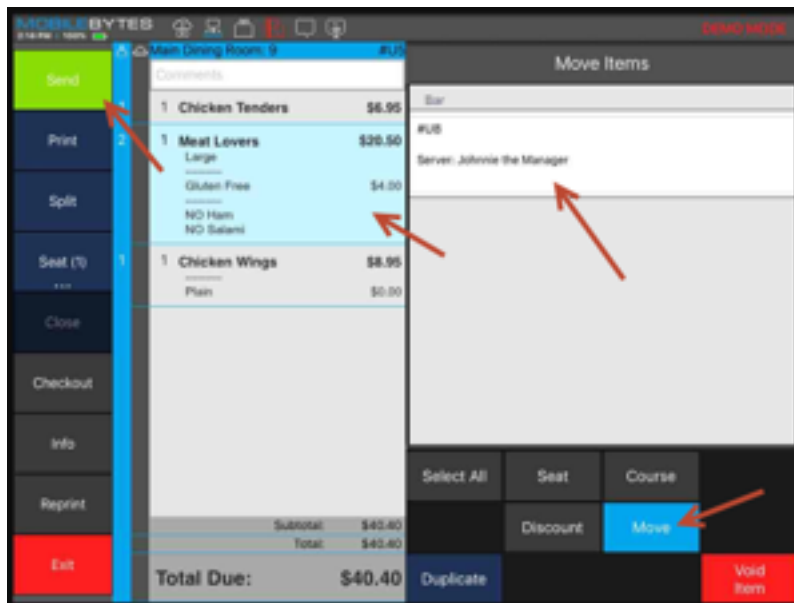
Ticket Status Open



# Moving Items

## Moving Items

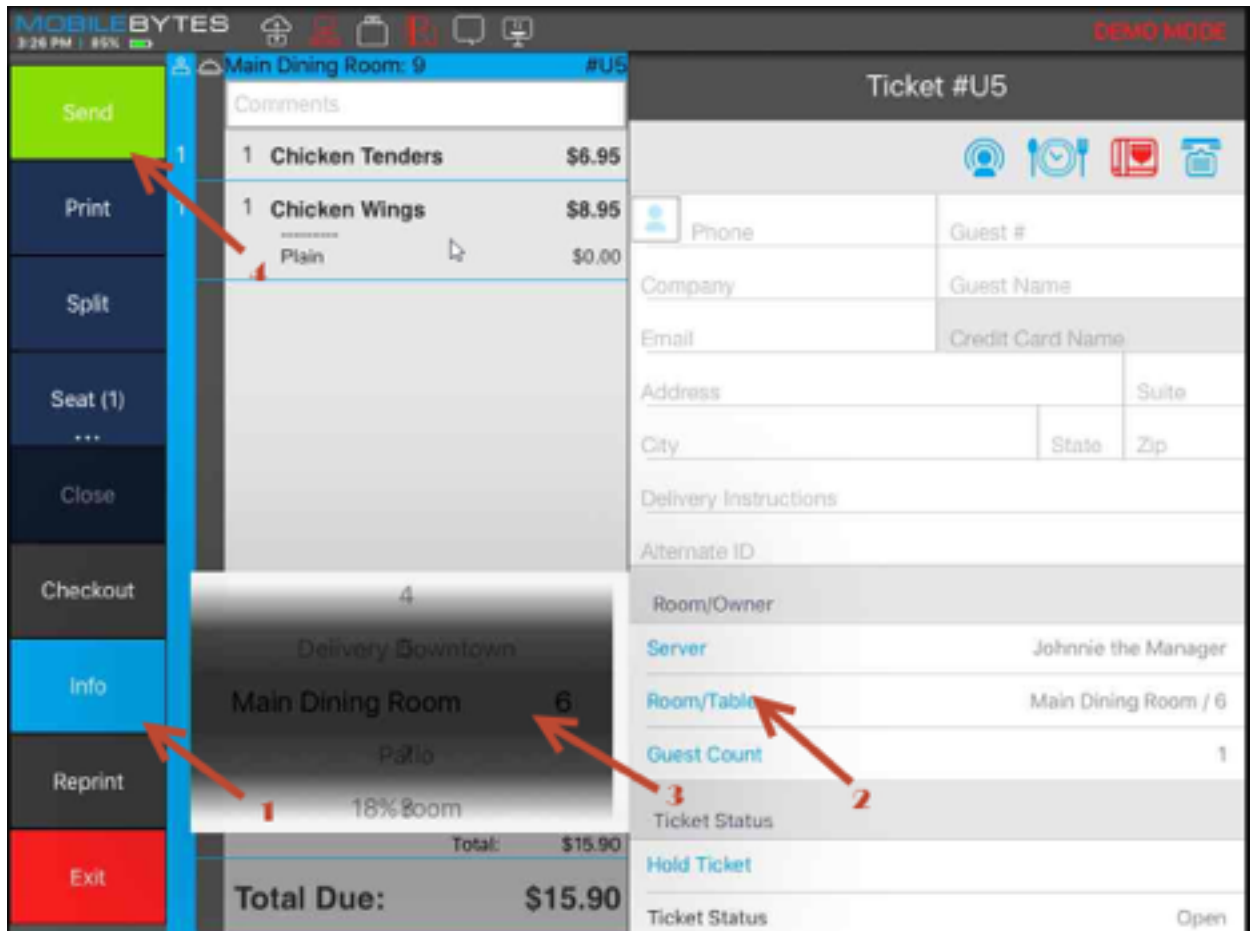
Select the Item. Select Move. Select the Table you are moving your items to. Press send to send changes. Press move on the pop-up. Your Items will be at the selected table/ticket.



# Moving Tables/Reseating

## Moving Tables/Reseating

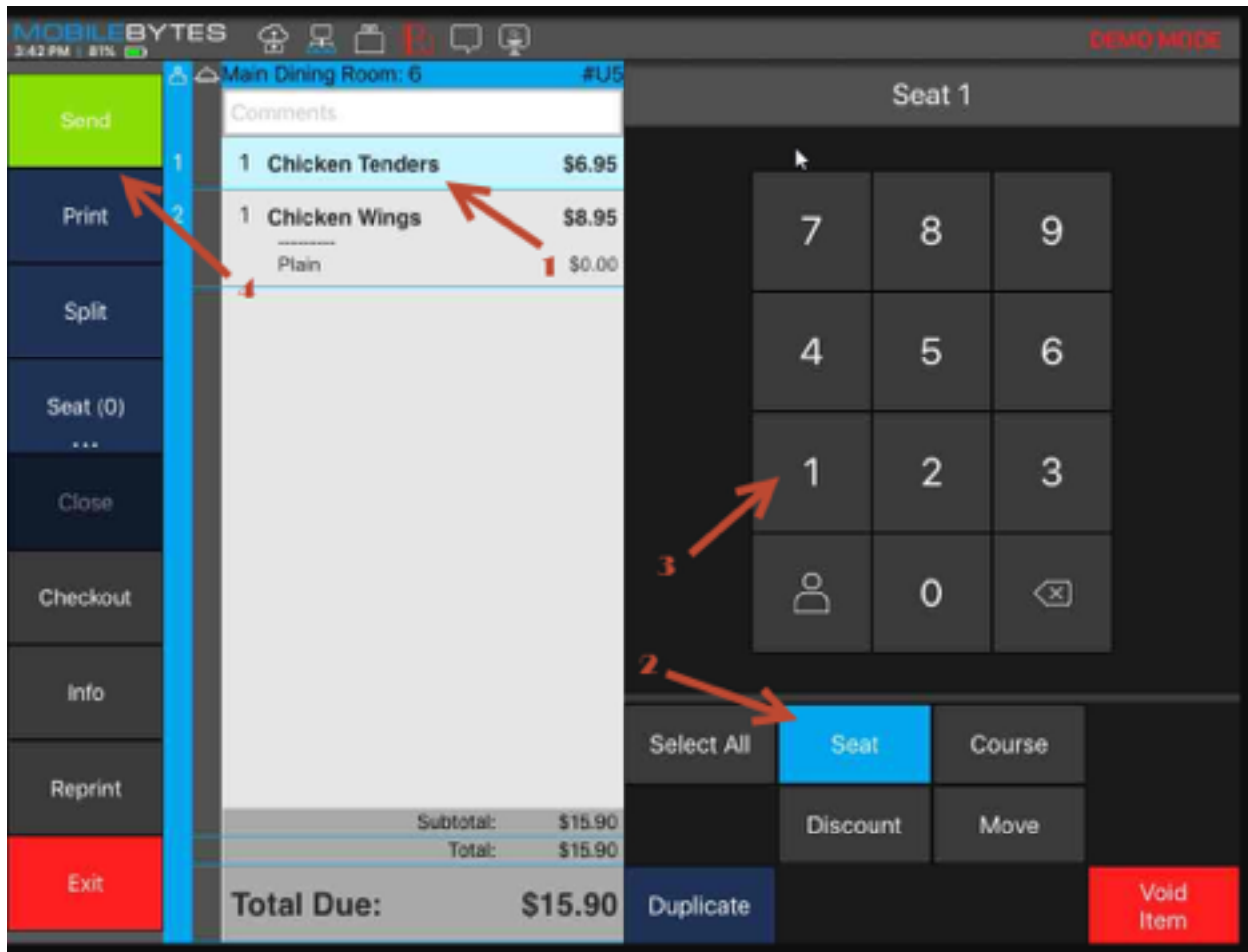
To move customers to another table in the restaurant go to the ticket info screen. Select Room/Table. Choose the table in the corresponding room that you would like to reseat the customer. Press send



# How to use Seat Functions

## Seat Function

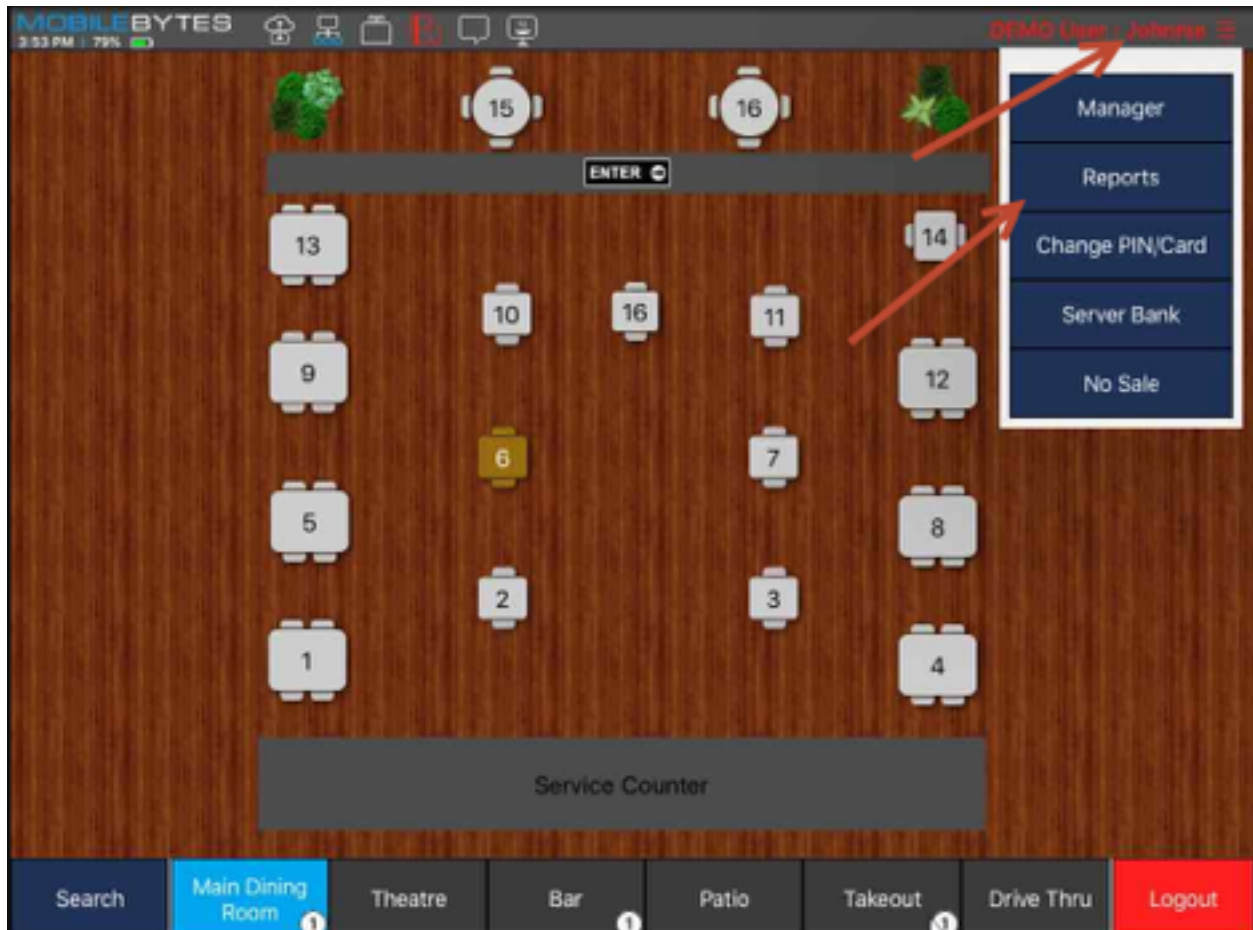
Select the item. Select seat. Assign a seat number. Repeat for all additional diners. The seat number will show up in the blue column on the left side of the ticket next to the item you assign to the corresponding seat.



# Reports (iPad)

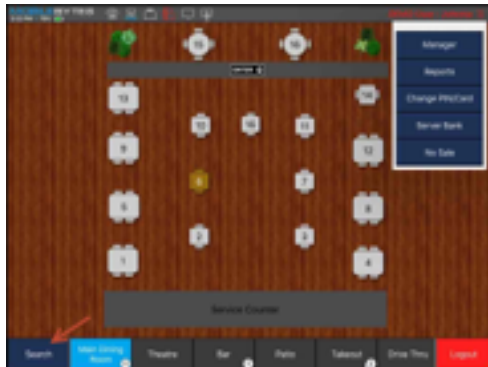
## Reports

From the Room Screen (Dining or Tab Style), Select your user from the upper right hand corner and select Reports. Select the report you want to run. Select your date range and filter criteria. Press Print



# Searching for an Existing Ticket

To search for an existing ticket, tap the search button on the bottom left of any screen displaying tickets. Once here, there are several options for finding tickets.



## Search by Swipe

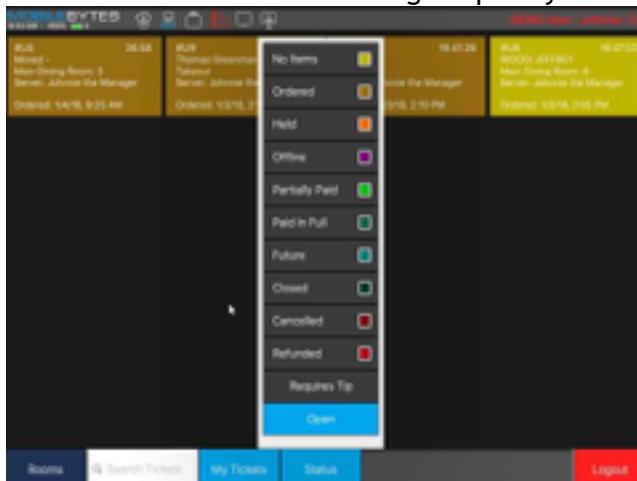
If the user has started a tab by swiping a card, he/she can search for that ticket later by swiping the card when on the search menu.

## Search by Status

The user can easily display all tickets based on their status by tapping the status button, and then tapping one or more statuses to only show tickets with the selected statuses.

## Search by My Tickets

Tapping my tickets button will show all tickets assigned to the logged in user. This can be combined with status searching to quickly find tickets.



# Splitting Checks

Checks can be split using the split button on the left side of the ticket screen. Tapping this button will bring up the check splitting options. Tapping the new button at the top of the menu will create an entirely new check under this same ticket. If items are already added to the ticket before it is split, the new check will be blank.

## Moving Items Between Checks

To move items between checks, tap the item and select split. Then, choose which check you would like to move the selected item(s) to.

## Splitting by Seat

If items on a ticket are assigned to different seats, splitting tickets by individual seat is a very easy process. Simply tap split, and then tap by seat. This will create a new check for each seat. If some items on a ticket are not assigned to a seat, these will appear on their own ticket.

## Splitting Checks Evenly

To split an item using even percentages, simply select the items and then tap the button labeled "Evenly." Then tap the desired checks to charge each person an equal amount for selected items. The user can also split all items on a ticket evenly by tapping split and then tapping one of the buttons labeled 2-9x. This will create as many checks as the user specifies with an even percentage of all items on each identical check.

## Advanced Splits

Using the advance split function, the server can charge fractions of item costs to different checks. To use this function, select the items to split like normal and tap the "Advanced" button. Next, tap the fraction needed to distribute the charge. This will display all checks attached to this ticket, with buttons to add or subtract fractions of cost as selected previously.