



Moneris Go Appétit

Hardware Installation Guide





Need help?

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Setting up your hardware

In this section, we go over everything you need to know to set up your hardware for the Moneris Go Appétit restaurant solution.

Before you get started

Before you begin installing the hardware in your restaurant, please ensure you have the following:

- Access to the Moneris Go Appétit portal on a PC or laptop
- A suitable place to situate your hardware within your restaurant environment, e.g., a location away from heat and water sources.
- The Kitchen Display tablets need to be on the same network (using the same router) as the kitchen printer to ensure orders get printed.

Setting up the kitchen printer

The kitchen printer should be placed in the kitchen, but away from any heat sources or areas where it can get splashed or dirty with food particles during the process of preparing dishes for your customers.

These instructions explain how to set up the printer hardware, how to enable the printer in the portal, and how to assign the printer to a kitchen. Follow the instructions in this section for all kitchen printers in your restaurant.



Before you get started

In order to properly set up the printer, ensure the following conditions have been met:

- You are able to login to the Moneris Go Appétit portal.
- Kitchens have been created and defined in the Moneris Go Appétit portal. For more information on creating and defining kitchens, refer to the **Moneris® Go Appétit: Using your Restaurant Solution** guide.
- The Kitchen Display tablets are functioning and on the same network as the router to which you connect the kitchen printer.

Set up the printer hardware

Note: You are required to connect the printer to the WiFi router in your establishment that provides connection to your Kitchen Display tablets. You may need to contact your network/IT technician to help you with the wiring and running cable.

1. Follow the manufacturer's instructions to connect the power and Ethernet cables to the rear of the printer.
2. Follow the manufacturer's instructions to install the paper roll and ribbon inside the printer.
3. Connect the Ethernet cable to an available port on your router.
4. Turn on the printer by toggling the power switch on the right side of the printer.

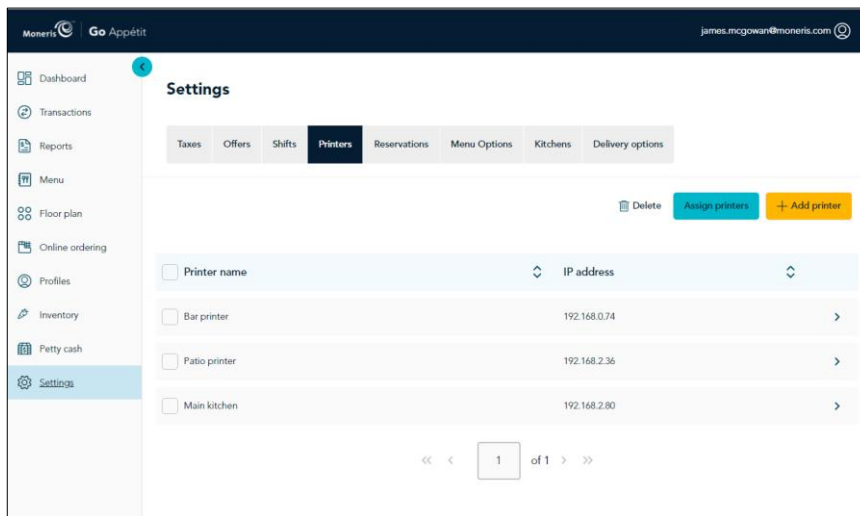
5. Once the printer powers on and you see the green LED, power off the printer using the toggle switch.
6. Hold down the **FEED** button on the front of the printer, and use the toggle switch to power it back on again.
The printer will print two long receipts. Keep these receipts to use for later setup steps.
7. Repeat steps 1-6 to install other kitchen printers in other kitchens in your business as necessary.

Enable the printer in the portal

Now that the printer hardware has been set up, it needs to be enabled in the Go Appétit portal. Follow the instructions below to enable the printer.

Note: For information on logging in to the portal, refer to the **Moneris® Go Appétit: Using your Restaurant Solution guide**.

1. Log in to the portal using your credentials.
2. On the main menu, click **Settings**.
3. On the Settings screen, click the **Printers** tab at the top of the screen.



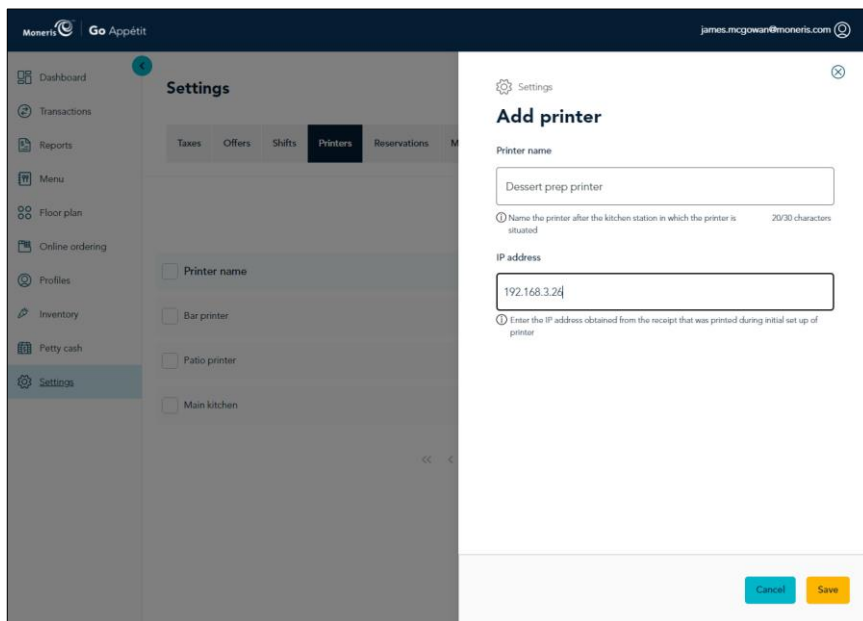
4. On the Printers tab, click the **Add printer** button.
5. In the Add printer side panel, click inside the **Printer name** field and give this printer a name.

Note: You should name the printer after the kitchen in which it is situated.

- Click inside the **IP address** field and enter the IP address obtained from the receipt that printed in step 6 of the Set up the printer hardware section on the previous page.

```
*****  
Current IP Parameters Status  
*****  
  
IP Address       :192.168.0.1  
Subnet Mask     :255.255.255.0  
Default Gateway :192.168.0.2
```

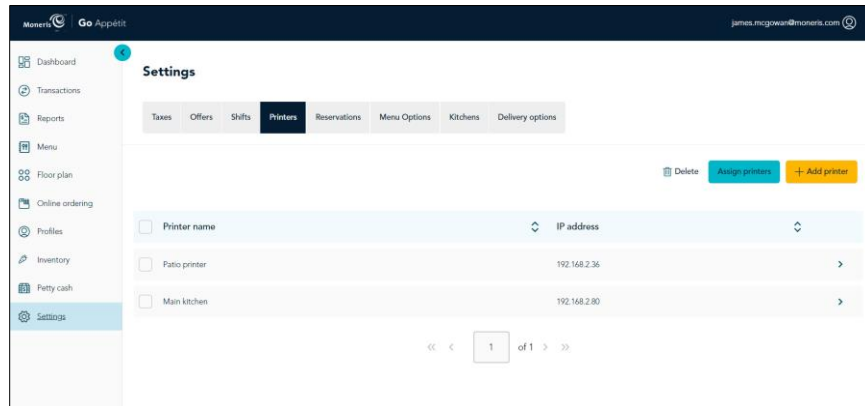
Note: You only need to add the numbers and the periods. The printout shows something called “BOOTP” that is not required for this field.



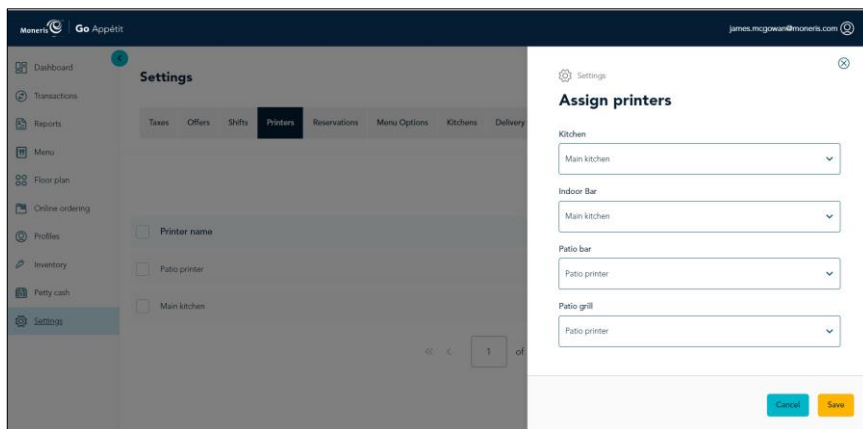
- Click the **Save** button at the bottom of the screen.
- If you need to add other printers, click the **Add printer** button and repeat steps 5-7 for those additional printers as well.

Assign the printer to a kitchen

The final step is to assign the printer to a kitchen, so that as orders are sent from the app on the terminal or tablet, they are printed off.



1. In the portal, click the **Printers** tab on the Settings screen.
2. Click the **Assign printers** button.
3. In the Assign printers panel, for each kitchen listed, click the drop-down menu and select the printer to which you will route the orders.



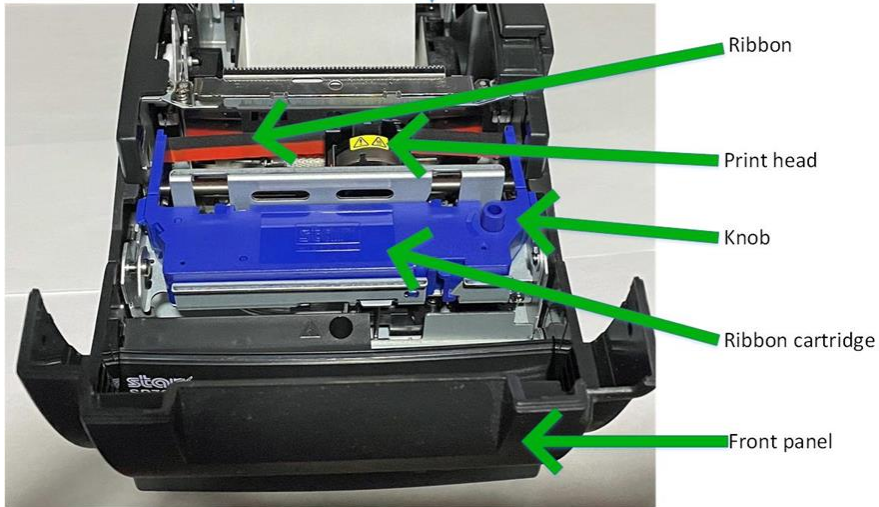
4. When finished, click the **Save** button.

A popup confirmation appears.

Congratulations! You are now ready to print order tickets from your kitchen printers.

Troubleshooting printer issues

Refer to the table below for some troubleshooting steps in case you are having problems with your printer.

Issue	Solution
<p>Printer is printing and the paper is feeding, but printing is not visible on the paper.</p>	<p>The ribbon may be installed incorrectly in the printer's housing, or the section of the ribbon you are using has dried out. Try the following steps to resolve:</p> <ol style="list-style-type: none"> 1. Power off the printer. 2. Open the lid of the printer where you insert the paper roll, then open the front panel to expose the ribbon. 3. Ensure the ribbon is situated correctly, with the black portion of the ribbon on top and the red portion on the bottom, and that the ribbon is situated between the print head and the paper. Refer to the image on page 10 for more information on the interior of the printer. 4. (Optional) Turn the blue knob on the ribbon cartridge clockwise to advance the ribbon. 5. Close up the front panel, then close up the lid. 6. Hold down the FEED button on the front of the printer, and use the toggle switch to power it back on again. <p>The printer will print two long receipts. If you see printing on the paper, it is working.</p>  <p>The diagram shows the internal components of the printer. A blue ribbon cartridge is mounted on a metal frame. A print head is positioned above the ribbon. A blue knob is located on the side of the ribbon cartridge. The front panel is shown at the bottom of the printer housing. Green arrows point to the ribbon, print head, knob, ribbon cartridge, and front panel. A blue arrow points to the ribbon cartridge.</p>
<p>Tickets are being accumulated instead of printing as they come in.</p>	<p>The Kitchen Display app must be running in the foreground in order to print tickets from the kitchen printer. If you are using the tablet to run other apps in the foreground, tickets will accumulate in the app. You must use a dedicated tablet for the Kitchen Display app.</p>

Issue	Solution
I logged in and don't see any orders in progress.	<p>Every time you logout or close and reopen the Kitchen Display app, it clears the entries and you begin with a clean slate. This means that in-flight orders will not be visible when you log in again. It is advisable to log in to the Kitchen Display at the beginning of your work day and not close it until your business is closed for the night.</p>
Kitchen tickets not printing when orders are received	<p>There is most likely an issue where your Kitchen Display tablets are not on the same Wi-Fi network that your printer is connected to. This can occur when there are multiple routers in a building, and the kitchen tablet is accessing the network from a different router than the one the kitchen printer is physically connected to.</p> <p>Before you begin troubleshooting, be sure you have the IP address obtained from the receipt that printed in step 6 of the Set up the printer hardware section on page 4.</p> <div data-bbox="824 800 1182 1010" style="border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;"> <pre style="margin: 0;"> ***** Current IP Parameters Status ***** IP Address :192.168.0.1 Subnet Mask :255.255.255.0 Default Gateway :192.168.0.2 </pre> </div> <ol style="list-style-type: none"> 1. Open your kitchen tablet's Settings page, and locate the Wi-Fi settings. 2. In the Wi-Fi settings, locate the IP address. 3. Check if the first 3 segments in the IP address printed on the receipt match the first 3 segments of the IP address displayed on the tablet's screen. For example, if your tablet IP address is 192.168.10.20, and your printer shows 192.168.8.5, then they are indeed on different networks. 4. Try changing the Kitchen Display tablet to a different network, then comparing the IP addresses until you can ensure that they are on the same network following step 3 above.



Merchant support

Merchant support

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- Visit shop.moneris.com to purchase point-of-sale supplies and receipt paper
- Visit moneris.com/insights for business and payment news, trends, customer success stories, and quarterly reports & insights

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Can't find what you are looking for?

Call Moneris Customer Care (available 24/7) toll-free at **1-866-319-7450**. We'll be happy to help.

You can also send us a secure message 24/7 by logging in to Merchant Direct® at moneris.com/mymerchantdirect.



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