Otoast CLASSROOM

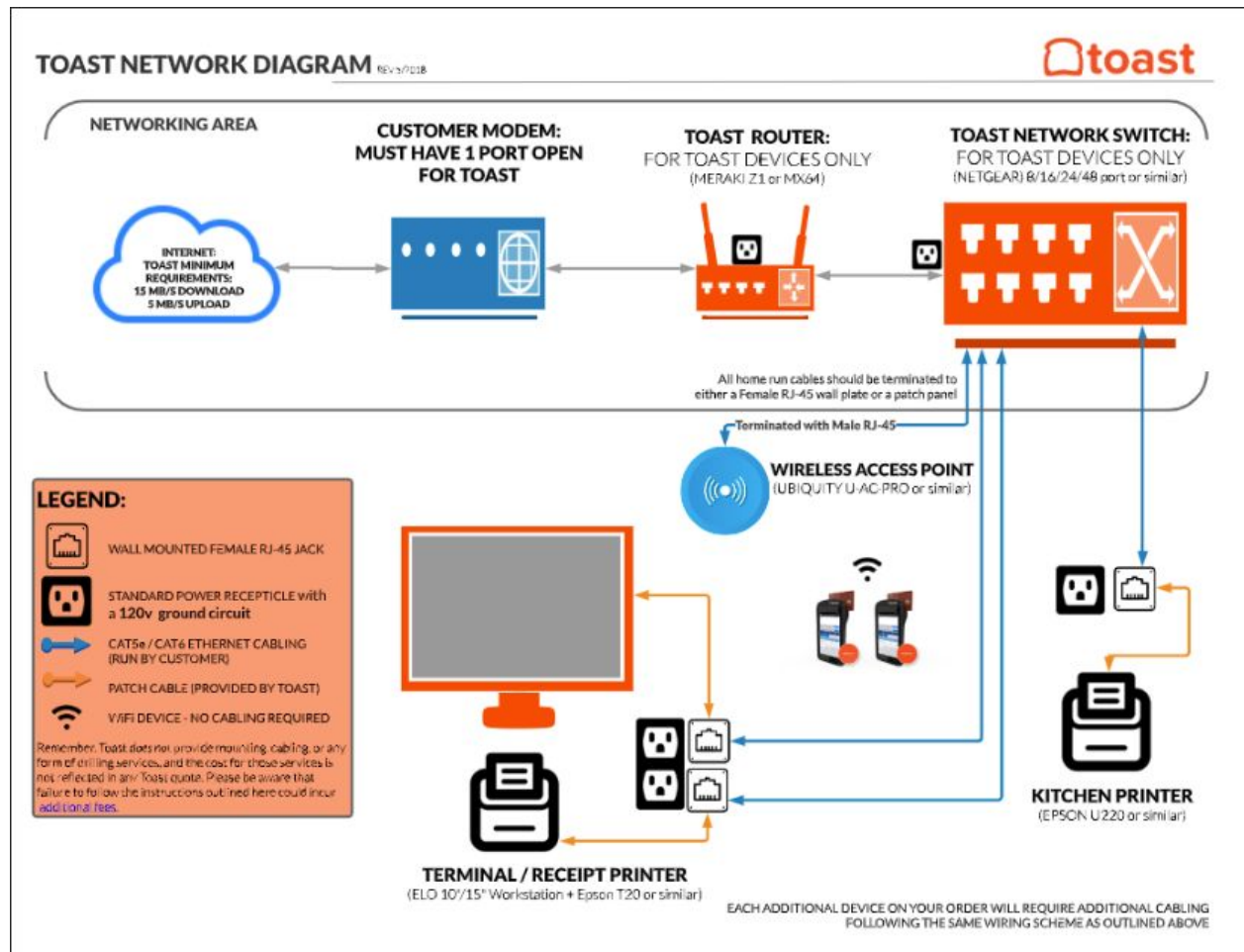### Self-Install & Self Implementation Agenda
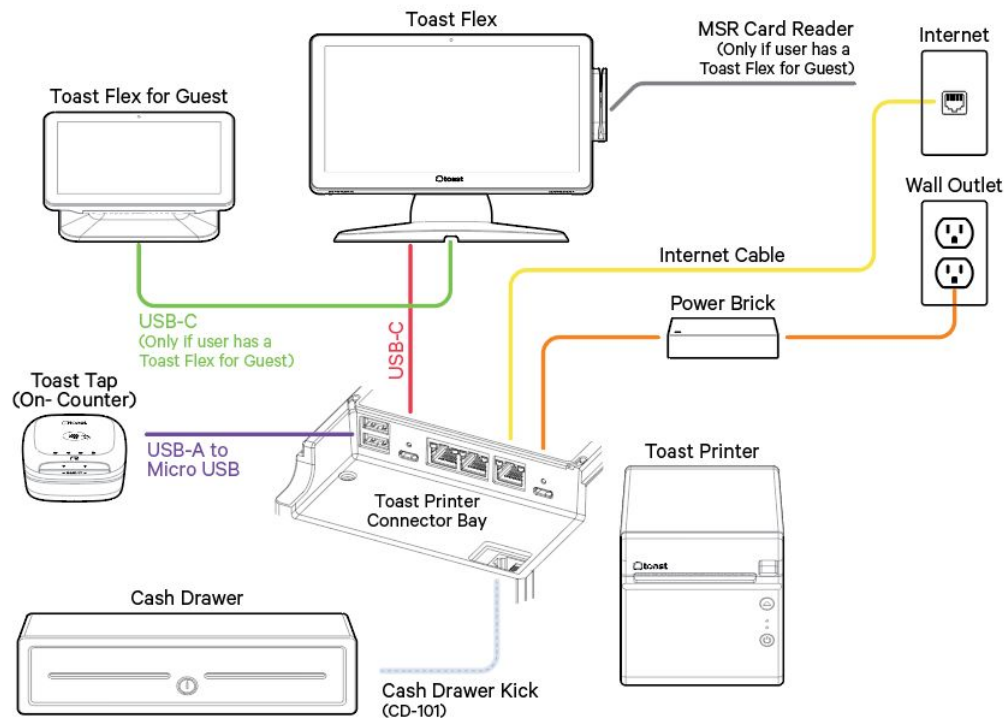
Resources:
- Self-Implementation Guide (Software & Configuration)
  https://central.toasttab.com/s/article/Self-Implementation-Guide
- Network Requirements
  http://d2c9w5yn32a2ju.cloudfront.net/knowledgebase/Toast-Network-Requirements.pdf
- Site Readiness Guide
  http://d2c9w5yn32a2ju.cloudfront.net/knowledgebase/Site-Readiness-Requirements-Guide.pdf
- Firewall Whitelist https://central.toasttab.com/s/article/Toast-Firewall-Allowlist (Updated)

Network Setup Diagram

Cabling Diagram Example

Set Yourself Up for Success
- How is your wiring?
  - Test Ethernet Wall Ports - make sure all ports are labeled at the wall and main patch board.
  - Pre-Run Cables for Wireless Access Points (WAP)
- How are you going to take care of your old equipment?
  - Clean
  - Schedule Some Team to Help
  - Where are you going to put it?
- How does your printer arrangement look?
  - Plan out your Printer Arrangement and Printer setup (https://www.toasttab.com/restaurants/admin/printing) in Toastweb - they will come numbered starting with 169, 170, 171… starting with the thermal receipt printers the impact printers.
  - Setting up a New Printer in Toast https://central.toasttab.com/s/article/Creating-a-New-Printer-1492786557918
  - Consider starting with 169 at the front door and moving incrementally toward the back.

- The Toast Printer can have a hub built into it or it can be separate, so that you use that as a central piece of equipment to plug into.
- If you have dual Ethernet ports at your stations, make sure you connect everything through the patch board and to the switch, even if you don't plan on using both wall jacks. That way if a cable or port goes bad, you have a backup ready to go on the fly.

Topics
Network
a. Diagram
b. Network Requirements
c. Toast IP Range
   i. **192.168.192.X**
   ii. Printers Start with 169
d. Meraki Troubleshooting
   i. Is the light solid white? Good.
   ii. Is the light flashing white? It's updating firmware.
   iii. Is the light on the Meraki orange?
      1. Static IP (Get this Information from the ISP)
         a. IP
         b. Subnet
         c. Gateway
         d. DNS1
         e. DNS2
      2. Local IP Assignment (Must Be Done Onsite Plugged into Meraki)
   iv. Is the light on the Meraki rainbow/dancing/cycling?
      1. Meraki is Searching for Connection (Wait)
   v. If the Meraki isn't Configured and the light is orange LET THE OC KNOW
   vi. The terminals are online, but the printers are not printing.
      1. The Meraki might have an incorrect IP address. LET THE OC KNOW.
      2. The terminals may be on a different Wi-Fi network or their own network and not Toast.
         (https://central.toasttab.com/s/article/Verifying-your-Internet-Connection)
   vii. Hardware (Terminals, Toast Go!)
   viii. How do I find the IP?
   ix. What if it's not the correct IP?
e. Printers
   i. TP200
      https://central.toasttab.com/s/article/TP200-Toast-Printer-Troubleshooting-and-FAQs
   ii. Are the printers not printing?
      1. Wrong IP in Printer
      2. Wrong Cable
      3. Configuration
f. KDS Configuration

i.   Prep Stations
                    g. Toast Flex
                         i.   [Hardware Installation](#)
     2. Device Setup
     3. Printer Troubleshooting
     4. Menu Testing (Print One Check with Every Item - make sure the prices are correct
         and the items print where they should.)
     5. Prep Station Configuration

Toast Flex Cabling - Note, there is not a power source to the printers, the printers actually
have the hub built into them. **However, plug the power in last in your setup steps.**

Refer to Diagrams

https://central.toasttab.com/s/article/Toast-Hardware-Installation-Guide
                    a. 4+ Options
                         i.   [Toast Flex with Toast Printer Setup](#)
                         ii.   [Toast Flex with Toast Hub Setup](#)
                         iii.   [Toast Flex (without Toast Printer or Toast Hub) Setup](#)
                         iv.   [Toast Flex for Kitchen](#)

Tips and Tricks (Actual Toast-omer Ideas)
     1. Leave yourself time.
     2. Install the Meraki first, before you take down your other hardware, this can be done
         before any other hardware installation. Make sure you get the white light before
         continuing.
     3. Label As You Go - it might be tempting to wait until the end.
     4. Don't zip tie until the end, you may want to move things around.
     5. If you don't want drink tickets to print for drinks rung in at bar terminals, use the
         [Non-Printing Prep Stations](#).
     6. Make a clipboard for issues to address. As the staff discovers things that need to be
         tweaked, you don't want to be constantly interrupted. Have them put everything on
         the list so you can, triage what needs to be addressed first and knock it out all in one
         sitting. You may want to even filter change requests through one trusted team
         member.

General Toast Flex Hardware Troubleshooting:
     ● Close All Applications (Force Close) Restart Toast Application (Demonstrate)
     ● Make sure the GFD is enabled in Toastweb - also helps [Toast Tap issues](#).
     ● Fully power down the hardware and restart it (Flex Terminal, Toast Printer, Toast
        HUB, etc.)
     ● Reset Ethernet Network at the router or source.
     ● Try another uplink RJ-45 ethernet port on the Toast Printer or Toast HUB.
     ● Check for bad cable: If the Type-C or Ethernet cable appears bad, please try to swap
        the cable with a known good one.
     ● Verify that any connected USB peripheral is not broken and can work on another
        device.