



Kiosk

SETUP & BEST PRACTICES GUIDE



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Introduction

Setting up a Toast kiosk is easy! This guide will teach you some best practices that we've compiled over the years. Use this setup guide to install and configure your kiosk. If you have any questions, reach out to Toast Support.

Placement

Success with kiosk starts with finding the perfect place for your hardware. To make your guests aware of self-ordering, we recommend setting up your kiosk in a highly-visible place.

Kiosk Do's

Our most successful operators typically have a dedicated and distinct area for their kiosk(s), whether it's a wall, table or similar place that is away from the regular order counter. Ensure that there is enough space so that guests can form a line to use the kiosk without interfering with traffic entering and leaving the restaurant.

Toast kiosks can either be mounted on the wall or a counter. Keep in mind that your kiosk should be mounted to meet the requirements for ADA compliance. For more details, see [this brochure](#).

In addition to strategic placement, we recommend the use of signage to ensure the awareness of a kiosk. Try a ceiling or pole sign pointing to the kiosk station to provide extra attention. You could also use digital signage or colored carpets leader up to the kiosk to grab guest's attention.

We recommend having at least two kiosks per restaurant location for even higher throughput. Below are examples of successful kiosk setups:



Kiosk Don'ts

We don't recommend placing the kiosk in a location that is low in visibility. That means guests will be less likely to use it!



Installation

Once you receive your equipment from Toast, please inventory all of your hardware to ensure it matches the shipping list sent with the equipment. If you're missing hardware, please contact Toast Support. Be careful to keep any power adapters with their associated hardware to ensure that the correct power adapter gets used for each piece of equipment.

Terminal Setup

The 10" ELO or Teamsable terminals are ready for installation immediately after unboxing. The 15" and 22" terminals require two extra steps to prepare. If you have a 15" or 22" terminal:

1. Inspect the base of the mount of your 15" / 22" ELO terminal and look for two screws. There are two "L" markers next to the screws in their current position. These screws lock the stand in place.
2. Unscrew the two screws and open up the stand to the fully extended position. Insert the two screws next to the two "H" markers. They will only go in when the stand is fully extended.
3. Upon completion, plug the ELO terminal's power adapter to turn the ELO terminal on.

ELO or Teamsable terminals do not have a battery or backup power. Unplugging the power adapter from its power source will effectively power down the terminal. In the event of disconnected power, plugging the adapter back in will automatically turn the device back on.

Printer Setup

There are two types of printers that you may receive in your hardware order:

- Epson TM-T20: thermal receipt printers that interface directly with cash drawers.
- Epson TM-U220: impact kitchen printers.

Both the thermal and impact printers are configured using the following steps:

1. Provide power to the printer via the included power adapter and turn the printer on via the front facing switch.
2. There are two interfaces on the back of the printer (one is smaller than the other). The smaller interface is an RJ-11 interface. Plug the free end of the APG cable from the cash drawer into the RJ-11 interface.
3. Connect the provided Ethernet cable into the remaining larger Ethernet port. Note that the other end is not connected to anything yet.

Once the power cable is connected to your printer, it is locked in place. To safely remove the power cable without causing damage to the printer or cable, firmly grasp the thick portion of the connector closest to the printer and pull gently. The thick portion is a sleeve, and once extended unlocks the connector, allowing you to remove the power cable with minimal force.



Connecting the Terminal and Printer to the Network

Two internet ports are needed to connect the terminal and printer to the network. If you only have one drop, use a 5-port switch.

Network Installation Steps

- 1. Provide power to the 5-port switch via the provided adapter. It will turn on automatically.
- 2. Connect one end of an Ethernet cable into the wall jack that is connected to an Ethernet line that runs back to the Z1 / MX64. If you do not have a wall jack, connect to the Ethernet cable that runs directly back to the Z1 / MX64.
- 3. Connect the other end of the Ethernet cable into the “1” port of the switch.
- 4. Connect the Ethernet cable from the ELO terminal into the “2” port of the switch.
- 5. Connect the Ethernet cable from the T20 into the “3” port of the switch.

Configuring the Terminal

- 1. Drag your finger from the top-right corner of the ELO screen to a dropdown menu.
- 2. Confirm Wi-Fi and location are toggled off. If you are using digital receipts, toggle screen rotation on. If you are using an Ingenico EMV card reader, toggle Bluetooth on.
- 3. Select the cog symbol to enter the tablet settings.
- 4. Navigate to **General** and then **Date and time** to adjust any necessary date and time settings.

Supporting Hardware and Networking

For the best performance, your kiosk should be plugged into an ethernet port. Ensure both ethernet and power ports are available where you intend on placing the kiosk. For wall-mounted kiosks, consider using cable concealers to maintain the clean aesthetic of your restaurant.

If you choose to have a printer and external barcode scanner per kiosk, we recommend adding a shelf for wall-mounted kiosks. Note that each kiosk has a camera that can scan QR codes.

Logging In

Your opening manager should log in to the kiosk every morning or before service. On occasion, you’ll find that your kiosk will log out. A staff member will have to key in the proper code to log back in.

- 1. Open the Toast POS app by clicking the orange Toast icon on your home page.
- 2. A login screen will appear. Input your toasttab.com user credentials to log into your restaurant. If you operate multiple restaurants through Toast, choose the restaurant you’d like to log into from the dropdown menu. If you’re unable to log in, recheck your user credentials.

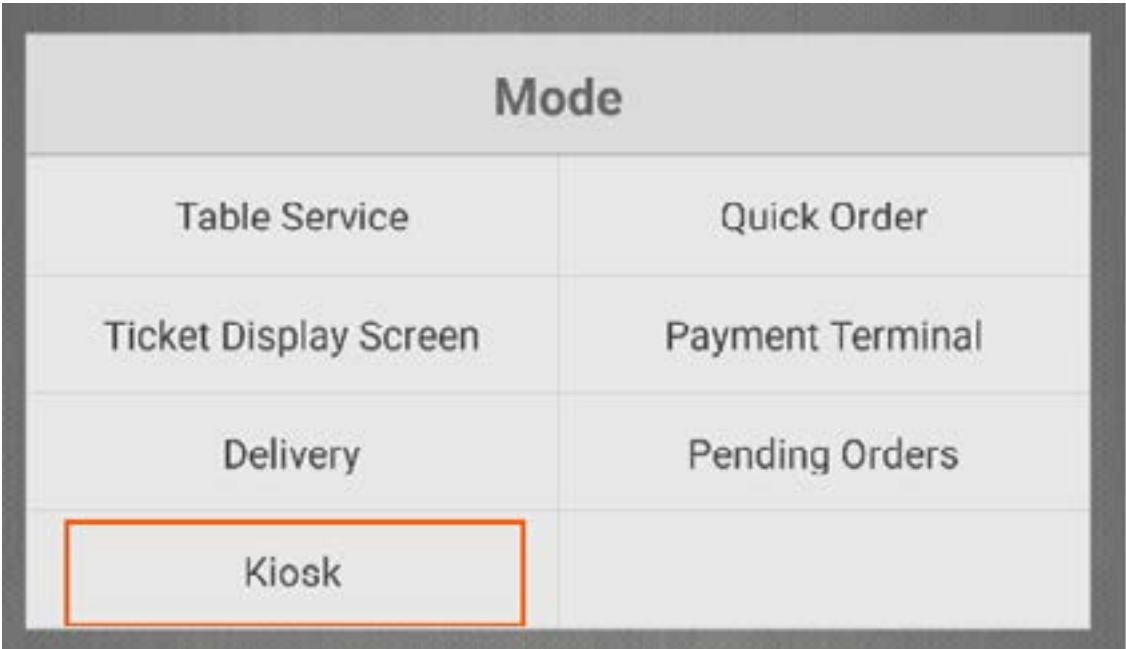
- 3. If the Toast POS indicates no internet connectivity, but the router says it has full internet connectivity, please visit [Verifying your Internet Connection](#) to troubleshoot, or contact Toast Support.
- 4. The Toast POS may prompt you to update the app. If prompted, update the app and then repeat the first two steps.
- 5. Once the device synchronizes with the Toast cloud, there will be several prompts that setup the default configuration.

It’s imperative that the kiosk is powered on and logged in during all hours of operation! We highly recommend that your restaurant institutes an action plan to ensure that the kiosk is running. Try working it into your shift routines or sidework tasks.

Entering Kiosk Mode

Restaurants that do not use kiosk mode full time may decide to switch over in the middle of service when staffing needs change. To switch into kiosk mode on your device, follow the steps below:

- 1. Select the **Toast Icon** in the top left corner of the screen.
- 2. Under Mode, select **Kiosk**.

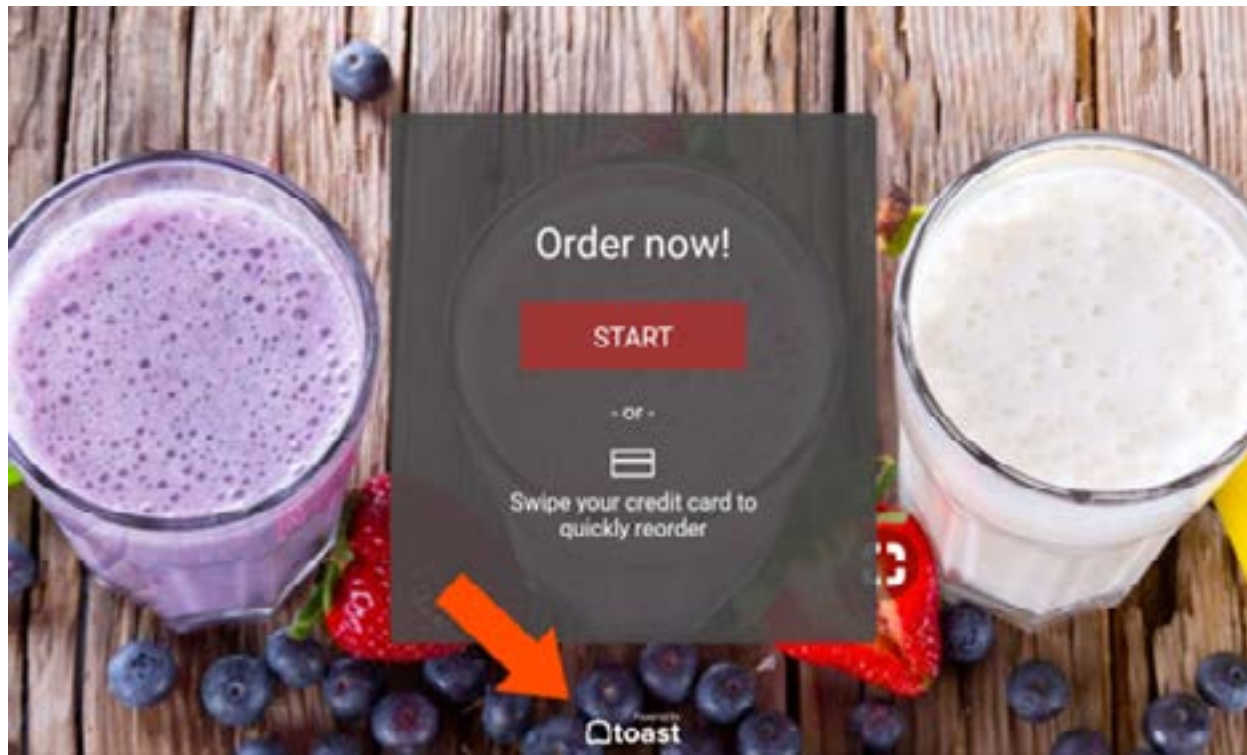


It’s that easy! When you would like to exit kiosk mode, a manager must enter their passcode. This disables guests from closing the Toast App by accident.

Exiting Kiosk Mode

To exit kiosk mode on a device, follow the steps below:

- 1. Select and hold the **Powered by Toast** logo at the bottom center of the kiosk Start screen.



2. Enter a manager's passcode on the passcode screen.
3. You will then return to the Device menu where you can choose to return to Quick Order mode or Table Service mode and continue with service.

Customizing Your Start Screen

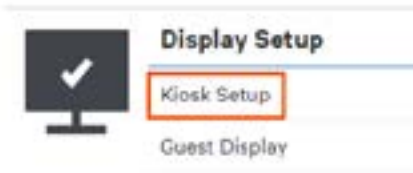
Start screen images and colors can be customized to improve the first impression your guests have with your kiosk and to better fit your restaurant's branding.

You can customize the following ways:

- Choose a color theme.
- Select button and text colors.
- Add custom menu and background images.
- Add a custom restaurant logo.

Note: The Powered by Toast logo will appear on the bottom-center of your screen and is not customizable.

1. In Toast's back-end, navigate to the **Display Setup** section and select **Kiosk Setup**.



2. Under the **Appearance** header, select **Choose Image** to upload a Background Welcome Image. This image will appear on the Start screen when a guest arrives at the kiosk to place their order. If no image is uploaded, a generic background will appear that matches the selected color theme.

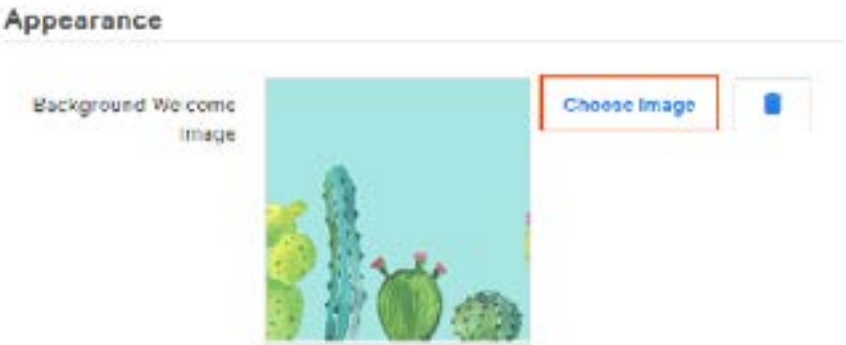


Image Dimension Recommendations:

- For 15" kiosks: 800x450
- For 22" kiosks: 1920x1080

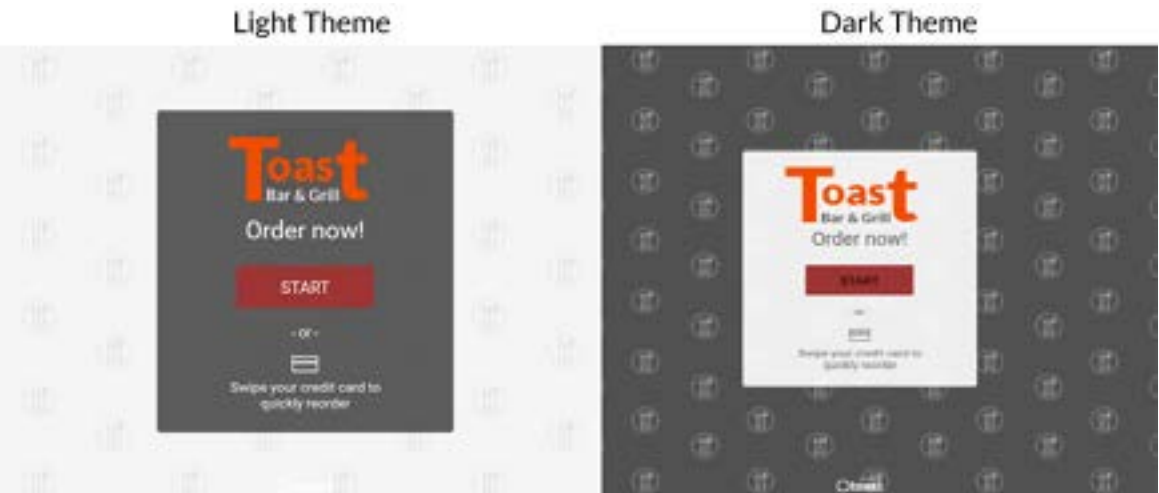
3. Then, scroll down and select **Choose Image** once again to upload a Background Image for Menu Pages. If no image is selected, a generic pattern will appear behind your menu items.



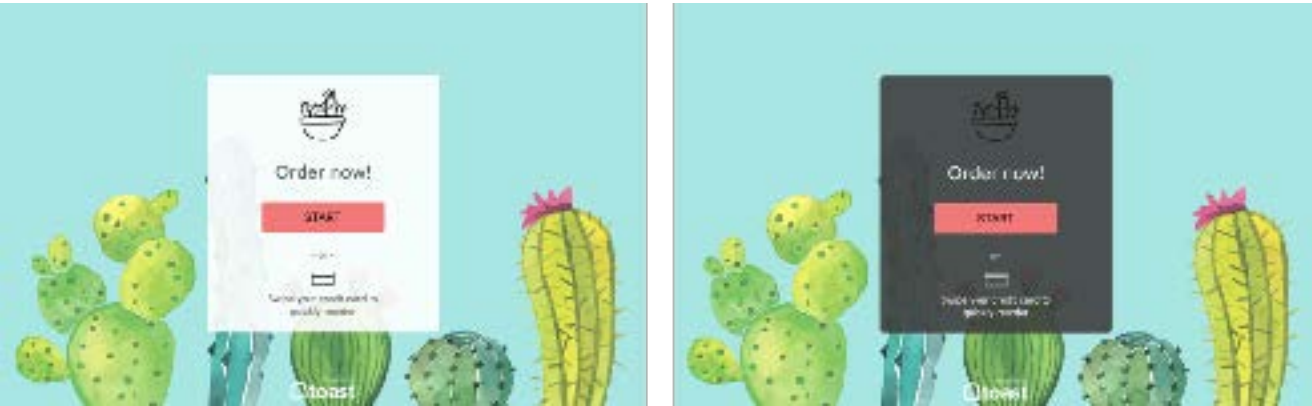
Image Dimension Recommendations:

- For 15" kiosks: 800x450
- For 22" kiosks: 1920x1080

4. Next, select a light or dark **Color Theme**. We recommend choosing the theme that best fits the current branding of your restaurant.



Keep in mind how the theme will look once your background image is uploaded. In the following example, we may want to choose the light theme even though our restaurant's branding is typically dark.



5. Now, choose a **Button Color**. This will be the color of your Start Order and Credit Card buttons. Either enter a hex code for the desired color or select the color rectangle to choose from preset color options.



6. Then, choose either back or white **Button Text Color**.

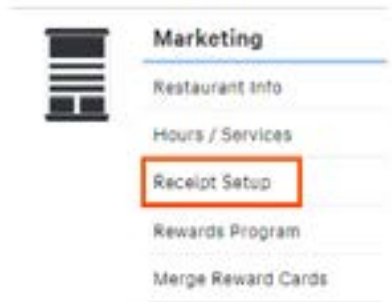


7. When finished, be sure to select **Save** and **Publish** to finalize your changes.

Adding a Logo

If you have uploaded a logo to appear on your receipts, your logo will also appear on your kiosk Start screen. To upload a logo to your receipts, follow the steps below:

1. In Toast's back-end, navigate to the **Marketing** section and select **Receipt Setup**.



2. Under the **Basic** header, navigate to **Logo** and select **Choose Image**.

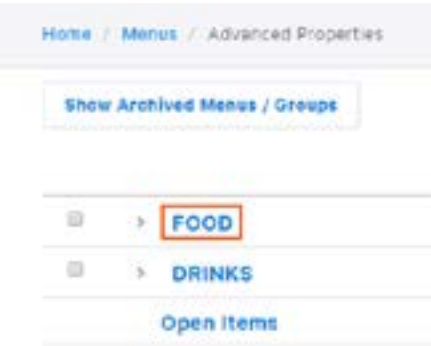


- 3. Select the image you would like to upload from your computer.
- 4. Select **Save** and **Publish** to finalize your changes.

Configuring Kiosk Menus

Only menus that are enabled to appear in kiosk mode will be available to your guests. If you do not wish to use your current menus on your kiosk, consider creating a kiosk-specific menu where you can reuse items and groups by creating a [shallow copy](#).

- 1. To make a menu visible in kiosk mode, select the menu name in the **Advanced Properties** section of Toast's back-end.



- 2. Scroll down to the **Properties** section and ensure the **Show on Kiosk** section is set to **Yes**.



Note that only entire menus can be configured to appear in kiosk mode at this time.

- 3. To remove an individual item or group from appearing in kiosk, set the group or item's visibility to **Hidden**. See kiosk Visibility to learn more.

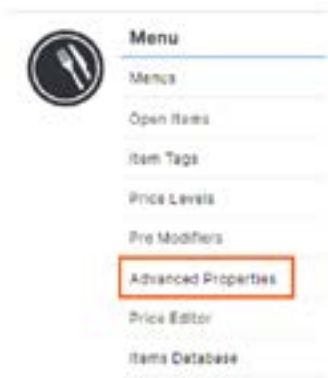
4. Select **Save** and then **Publish** to finalize your changes.

Images and Descriptions

Images and descriptions enhance the customer’s ordering experience. Your guests will see these images and descriptions on the kiosk menu, so ensure that the information you share is up-to-date and customer friendly! For the best menu experience, use high quality photos and comprehensive item descriptions.

Adding Item Descriptions

1. In Toast’s back-end, navigate to **Advanced Properties** under the **Menu** section.



2. Using the **Show/Hide** dropdown menu, select **Description**.



3. Expand the menus by using the + sign to show each item in the corresponding menu group. Enter the descriptions into the text field.

<input type="checkbox"/>	MIDDAY	Description	None	Ma
<input type="checkbox"/>	DESSERT	Description	None	Ma
Groups				
<input type="checkbox"/>	Dessert	Description	None (inherited)	KItc
Items				
<input type="checkbox"/>	Milk And Cookies	chocolate shortbread, butterscream, cream sauce	None (inherited)	KItc
<input type="checkbox"/>	Local Apple Tart	vanilla bean ice cream, caramel	None (inherited)	KItc
<input type="checkbox"/>	Baked Alaska	mango + coconut sorbet	None (inherited)	KItc
<input type="checkbox"/>	Torched Lemon Cake	frozen yogurt, lemon curd, meringue	None (inherited)	KItc

4. When all descriptions are entered, be sure to **Save** and **Publish** your changes.

Naming Convention Guidelines

When naming parts of your menu, like items or groups, keep in mind that they will be guest-facing. This means that all names should be clear and easy to understand so guests can navigate the menu quickly and efficiently.

For example, an item called “Chicken Tenders” should be listed as such and should not be abbreviated to “Chix Tend.”

Abbreviations can still be used for the Kitchen name to reduce the volume of item names on kitchen tickets but any abbreviation in the POS Name field will appear while the device is in kiosk mode.

	Name	POS Name	Kitchen Name
<input type="checkbox"/> Food	Food	Food	
Groups			
<input type="checkbox"/> Salads	Salads	POS Name	
Items			
<input type="checkbox"/> Garden Salad	Garden Salad	POS Name	Grdn Sal
<input type="checkbox"/> Beet Salad	Beet Salad	POS Name	Beet Sal

For modifiers, consider naming modifier groups with a question or a command. For example, a sandwich modifier can be called “Toasted?” with the options including “Toasted” and “Not Toasted.”

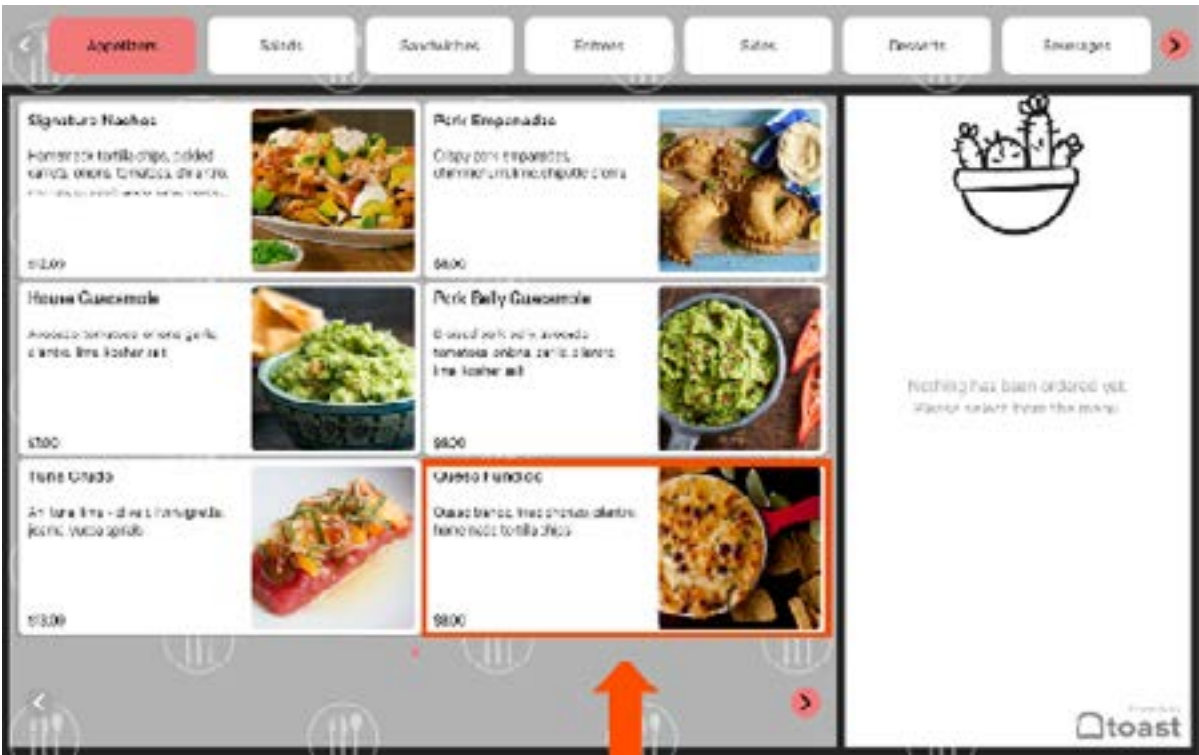
Or, a modifier group can be called “Choose Your Protein” with options including “Turkey,” “Ham,” “Salami,” and more.

Configuring Item Descriptions

Once you’ve added descriptions to your menu items, you can choose to display them on your kiosk. Displaying item descriptions will:

- Explain the names of menu items that are not immediately recognizable, such as “Goddess Salad” or “House Torta.”
- Provide guests with instructions on the ordering flow or highlight how to build their own items. For example, “Choose your own bread, toppings and cheese” on a sandwich item.

See the example image on the following page.

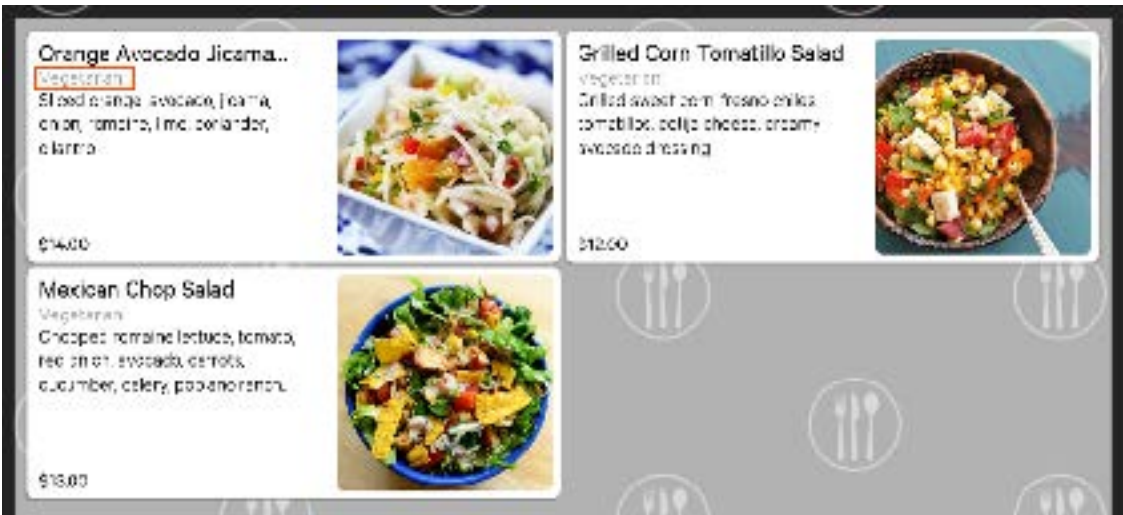


If you do not wish to display item descriptions on your kiosk, navigate to the **Display Setup** section in Toast's back-end and select **Kiosk Setup**.

Under **Small Menu Cards?** Choose **Small Menu Cards (without item descriptions)**.



Note: If Menu Item Tags are configured, they will appear directly below the item's name on the menu card. Menu Item Tags can highlight items that are new on the menu or display dietary information like "Gluten-Free" or "Vegetarian." To learn more about Menu Item Tags, see [Use Menu Item Tags to Maximize Reporting](#).



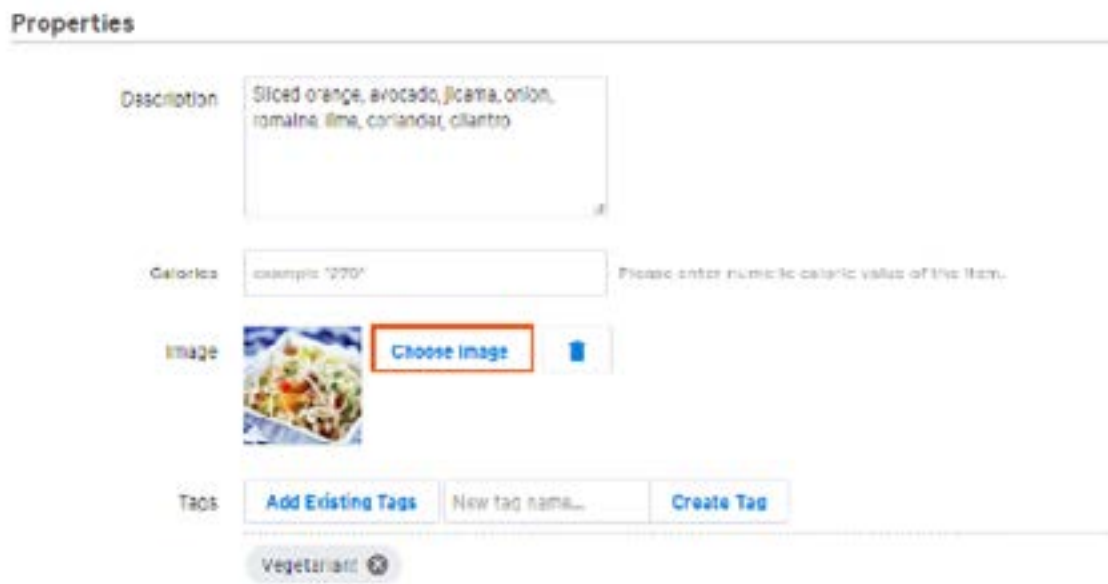
Item Images

In addition to item descriptions, images add a personal touch to your kiosk menu and ensure guests are familiar with the fare they are ordering. To add images to your menu, follow the steps below:

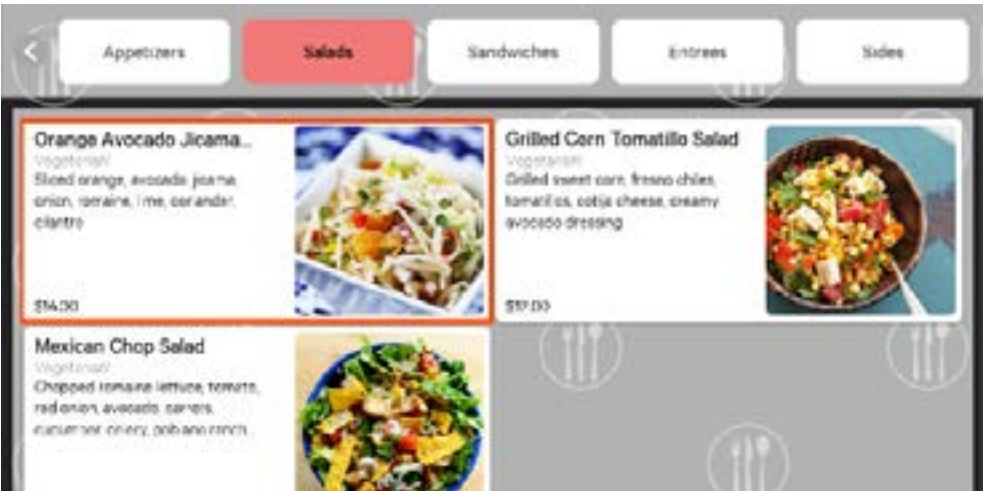
1. Navigate to the item you'd like to add a picture to through **Advanced Properties** or by using the search bar functionality in the **Items Database**.



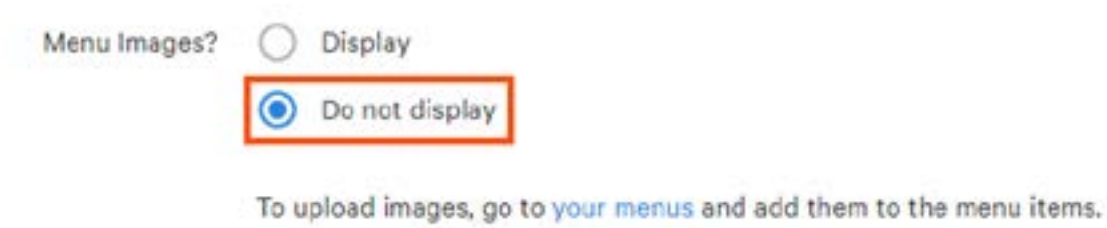
2. Scroll down to the **Properties** section and select **Choose Image**.



3. Select an image to upload from your computer.
4. Be sure to select **Save** and **Publish** to finalize your changes. Now your image will appear with the item on the kiosk screen.



If you do not wish to use imagery in your kiosk menu, navigate to the **Display Setup** section in Toast’s back-end and select **Do Not Display** under **Menu Images**.



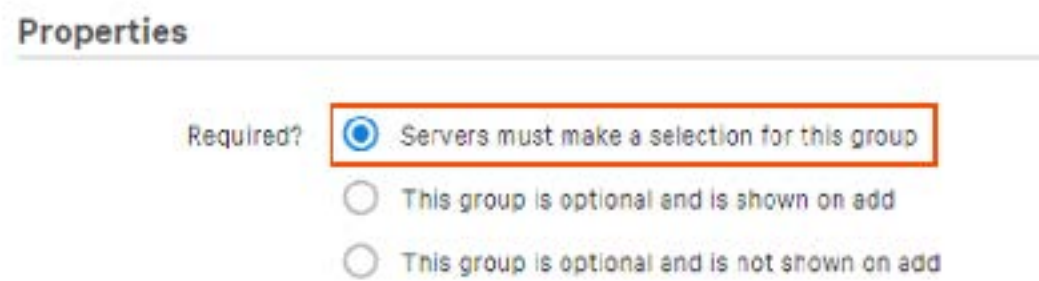
Modifiers

Modifiers are important to consider when setting up your kiosk. Remember, your guests are placing their own orders, so you'll need to make sure that the order process is smooth and seamless.

When possible, minimize modifier usage. Having too many unnecessary modifiers on an item can become complicated for guests when they’re placing an order.

Required or Optional Selection

Some modifiers require a selection to be made, for example, if the type of cheese has to be chosen on sandwiches. Be sure to set that modifier group to Required to ensure guests choose a cheese option.



Other modifiers don’t have to be chosen but are available as options. For example, if there are additional pizza toppings available for specialty pizzas, set the modifier group behavior to either of the optional behaviors pictured above.

Removing Ingredients from Menu Items

It’s best to create a modifier group for each individual item that contains all of the item’s ingredients. For example, the “Sweet Potato Tamale Options” modifier group below contains options to modify each ingredient.

See the example image on the following page.



If you do choose to configure a modifier group that allows ingredients to be removed from an item, the group should contain the names of the ingredients with “No” or “Sub” in front of them. These options should not be defaulted.

Allergy Group

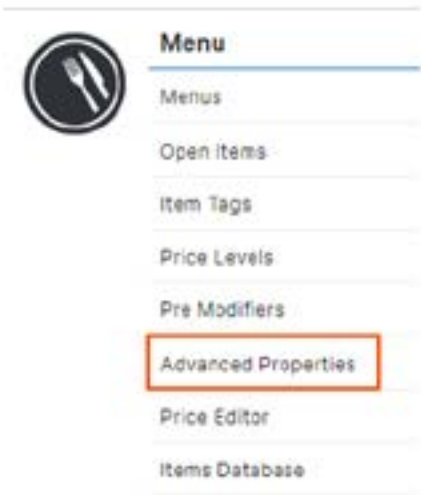
For allergies, create a modifier group titled “ALLERGIES.” Add necessary modifier options such as “ALLERGY Milk,” “ALLERGY Nuts,” “ALLERGY Eggs” and “ALLERGY Peanuts.” Set this group to either optional behavior and apply it to all food groups on the menu. Be sure that multiple options can be selected.



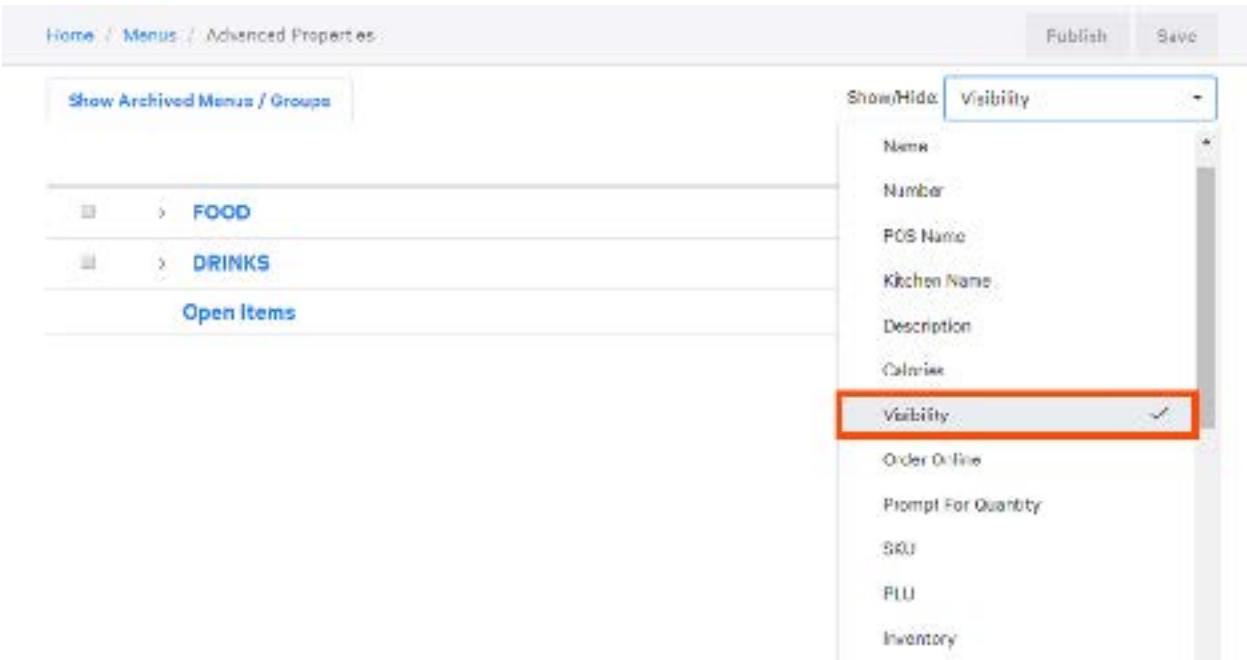
Kiosk Visibility

You may choose to hide irrelevant Menus, Groups, Items, Modifier Groups, and/or Modifiers from your kiosk device(s). To do so, follow the steps below:

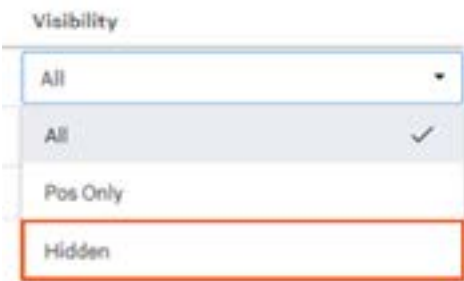
- 1. Navigate to the **Advanced Properties** page, found in the **Menu** section of Toast’s back-end.



- 2. Using the **Show/Hide** dropdown menu, select the **Visibility** option.



- 3. To hide a menu area, select **Hidden** from the Visibility dropdown.



Note: This setting will only override any setting that is lower on the menu hierarchy. This means that you can display a menu item, but hide some of its modifiers.

- 4. Be sure to select **Save** and **Publish** to finalize your changes.

Note: Groups or items that are set to Hidden will not be visible / available to be ordered from any POS terminal in the restaurant.

Payment Setup Options

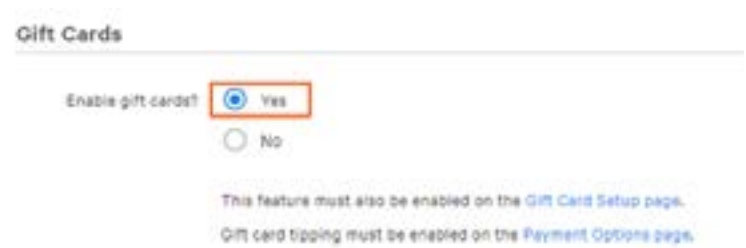
Your kiosks will accept credit cards by default. If you want to add Gift Card or Cash payment options, or enable tipping, follow the steps below.

Gift Cards

- 1. In Toast’s back-end, navigate to the **Display Setup** section and select **Kiosk Setup**.



- 2. Then, scroll down to the **Gift Cards** header. Under **Enable Gift Cards?** Select **Yes**.



- 3. Select **Save** and **Publish** to finalize your changes.

Tipping

If you have tipping enabled on your restaurant’s other devices, you may want to enable tipping on your kiosk as well.

- 1. In **Kiosk Setup**, scroll down to the **Payment Options** header.
- 2. Set **Show Tipping Buttons on Kiosk** to **Yes**.

3. Enter new tip percentage values as needed by selecting the field next to the percentage sign.
4. Be sure to select **Save** and **Publish** to finalize your changes.

Your guests will now see a tipping prompt on the kiosk during their checkout flow.

Cash Payments

You can add a cash payment setting to your kiosk that will prompt the guest to pay at a cashier once they've completed their kiosk order.

1. In **Kiosk Setup**, scroll down to the **Payment Options** header.
2. Select **Enable Cash Payments** under the **Enable Cash Payments?** Field.

3. Then, choose when to fire orders to the kitchen.
 - **Send Order to kitchen when guest completes order at Kiosk** will fire the order prior to the guest paying for their meal.
 - **Send Order to kitchen when guest completes cash payment at register** will fire the order after the guest has paid with a cashier.

4. Provide Instructions for your guests in the **Cash Payment - Instructions** setting. Note that there is a 58 character limit.

5. Be sure to select **Save** and **Publish** to finalize your changes.

Dining Options

If your kiosk-ordering guests have the option to choose between dine in or take out for their orders, you'll need to configure this setting under **Dining Options**.

1. In Toast's back-end, navigate to the **Display Setup** section and select **Kiosk Setup**.
2. Then, scroll down to the **Dining Options** setup header.
3. Choose the dining options you want to be available for guests on the kiosk. If you would like to use custom dining options for Dine In and Takeout, use the dropdown below to select a configured option.

Need help creating custom dining options? See [Configuring Custom Dining Options](#).

4. Be sure to select **Save** and **Publish** to finalize your changes.

Your customers will now be prompted to select a dining option during checkout.

Customer Communication

There are several configuration options in Toast's back-end that can help with customer communication related to your kiosk. Setting up order notifications has several benefits:

- Identify guests without having to shout out their name or order.
- Give guests the ability to order at a kiosk and sit down for table service.
- Provide custom instructions to guests placing orders on a kiosk.

To set up order notifications, follow the steps below:

1. In Toast's back-end, navigate to the **Display Setup** section and select **Kiosk Setup**.
2. Under the **Dining Options** section, select **Enable Custom Guest Instructions**.



Guest Communication: Dine In

SMS/Text on Fulfillment - This feature requires the use of a Toast Kitchen Display System. Set up automated SMS/text messages to notify guests when their food is ready on the [Kitchen Setup page](#).

Please provide instructions to your guest on how to collect their food. For example enter a table number, name, table number or phone number.

☒ **Enable Custom Guest Instructions**

☐ **Disable**

Preview appears below selection box

<input checked="" type="checkbox"/> No input field	Your food will be available on the takeout counter when it is ready for pickup.
<input type="checkbox"/> Include a text or numerical field	Please enter your name. Your name will be called once your order is ready for pickup at the takeout counter.
<input type="checkbox"/> Include a phone number field to support SMS/Text on fulfillment	Please enter your phone number. You will receive a text message when your food is ready for pickup.

- **Add input field for phone number to be used for SMS fulfillment** : Guests will be prompted to enter their phone number and be alerted via SMS/text message, when their order is ready. Note that this feature requires the use of a Toast Kitchen Display System. Automated SMS/Text messages can be configured on the Kitchen Setup page.

Kiosk Dine In

Please enter your phone number. You will receive a text message when your food is ready for pickup.

(Optional)

Share my contact info with the restaurant

Cancel

Next

3. Then, choose from three preset messages pictured above for each dining option:

- **No Input Field** : Guests will not be prompted to enter any information and will simply be told where to pick up their food.

Kiosk Dine In

Your food will be available on the takeout counter when it is ready for pickup.

Cancel

Next

Note: After an option is selected, select the text field on the right to customize the message that appears on the screen.

Preview appears below selection box

<input type="checkbox"/> No input field	Your food will be available on the takeout counter when it is ready for pickup.
<input checked="" type="checkbox"/> Include a text or numerical field	Collect a buzzer from the stack and enter its number in the field below. Once it goes off, collect your order from the counter.
<input type="checkbox"/> Include a phone number field to support SMS/Text on fulfillment	Please enter your phone number. You will receive a text message when your food is ready for pickup.

- **Add field for text or number** : Guests are prompted to enter their name or a table/buzzer number.

Kiosk Dine In

Please enter your name. Your name will be called once your order is ready for pickup at the takeout counter.

Cancel

Next

Kiosk Dine In

Collect a buzzer from the stack and enter its number in the field below. Once it goes off, collect your order from the counter.

Cancel

Next

4. When finished, select **Save** and **Publish** to finalize your changes.

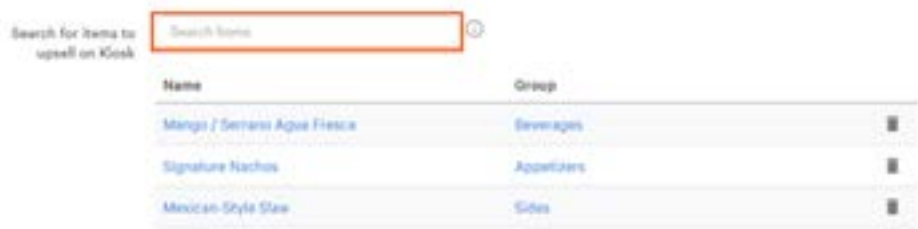
Configuring Upsell Items

There are s Upselling is an easy way to boost your average check value in Fast Casual and Counter Service restaurants. Your kiosk can be set up to suggest additional items during the checkout process.

- 1. In Toast’s back-end, navigate to the **Display Setup** section and select **Kiosk Setup**.
- 2. Then, scroll down to the **Upsell Item Selection** header.
- 3. Under **Enable Upsells?** select **Enable Upsells**.

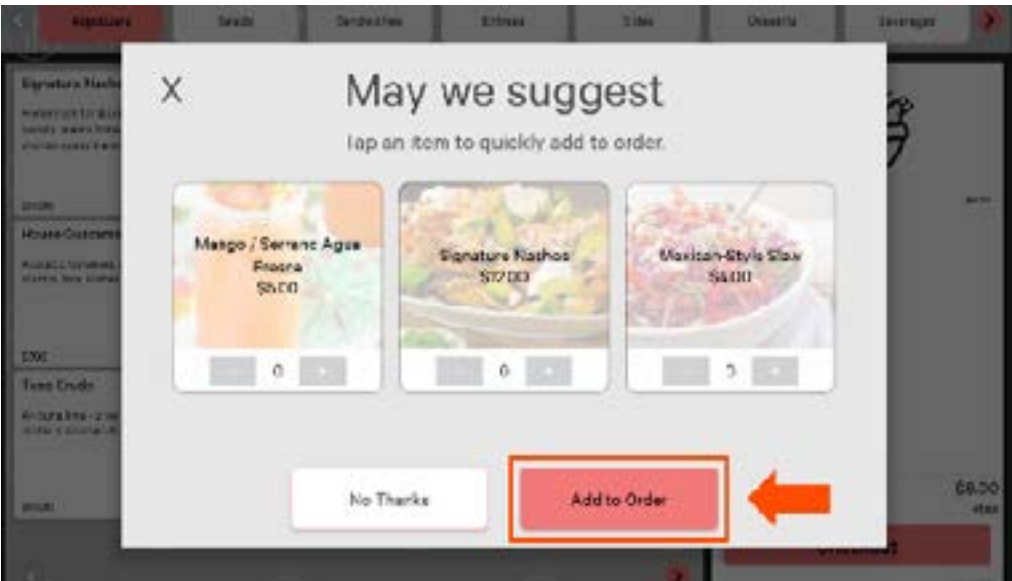


- 4. Use the Search Items field to type the names of items you’d like to offer as Upsells.



Keep in mind that you must select a minimum of three options on the kiosk. Guests will only be shown items NOT already included in their cart.

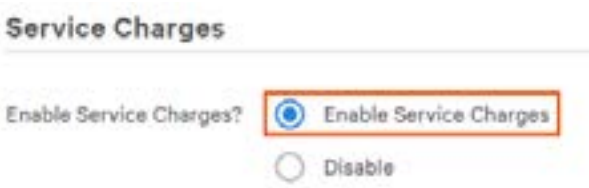
- 5. Be sure to select **Save** and **Publish** to finalize your changes. Your guests will now see suggested additional items for purchase during checkout.



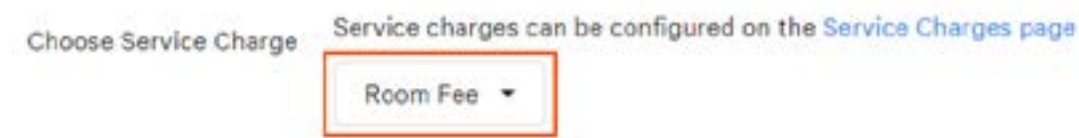
Adding a Service Charge

If needed, a service charge can be applied to all orders placed on a kiosk. Follow the steps below to configure a service charge:

- 1. In Toast’s back-end, navigate to the **Display Setup** section and select **Kiosk Setup**.
- 2. Then, scroll down to the **Service Charges** header.
- 3. Select **Enable Service Charges**.



- 4. Use the dropdown to select a configured service charge.



Need help creating custom service charges? See [Configuring Service Charges](#).

- 5. Select **Save** and **Publish** to finalize your changes.

Loyalty and Your Kiosk

If you have purchased the Toast Loyalty Program or have set up a Loyalty Program through a partner like Paytronix, follow the steps below to configure necessary settings and ensure a smooth guest experience on your kiosk.

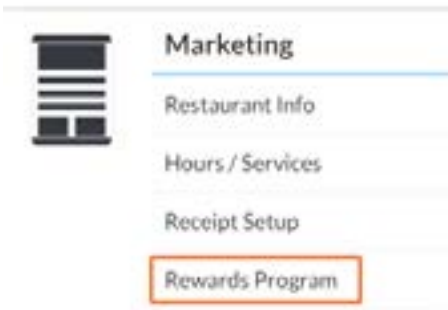
Enabling Toast Loyalty Program Sign Up and Rewards Redemption

If you want to offer your guests the ability to sign up for your Toast Loyalty Program on your kiosk, follow the steps below. Guests will be able to create an account, accrue points and redeem rewards on future orders.

- 1. In Toast’s back-end, navigate to the **Marketing** section and select **Rewards Program**.

See the example image on the following page.





2. To enable rewards point redemptions on kiosk orders, select **Enable Loyalty Redemption**.
3. To enable rewards program signup for kiosk orders, select **Enable Loyalty Signup**.

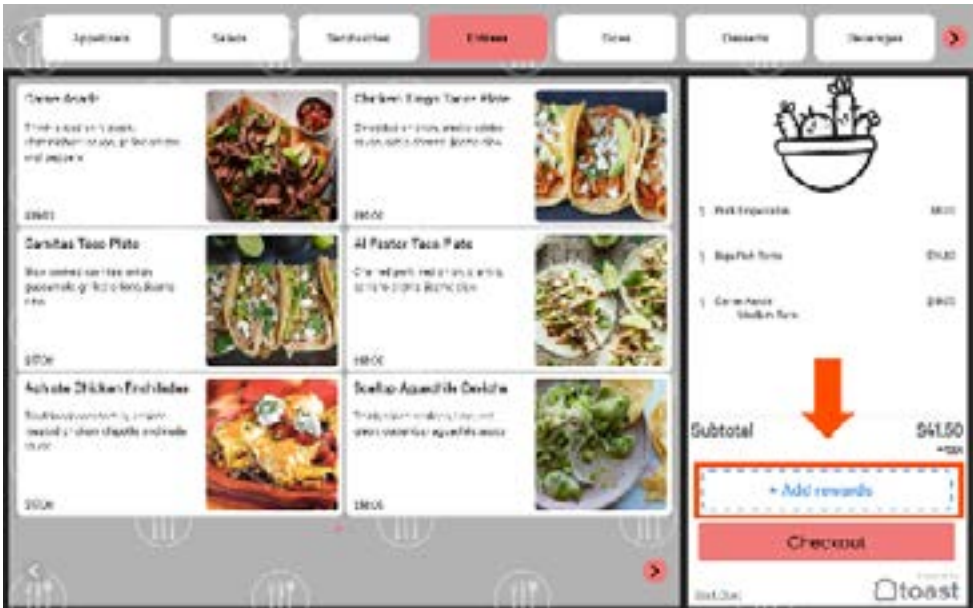


4. Select **Save** and **Publish** to finalize your changes.

Note that this feature requires the use of a [Toast Restaurant Loyalty Program](#).

Entering Your Paytronix Loyalty Code on Kiosk

If you are using Paytronix for your loyalty program, a new button is added to the kiosk ordering screen allowing a customer to check in by entering an authentication code from a Paytronix app.



After entering this code, customers can finish their transaction by selecting **Checkout**.

Configuring a Barcode Scanner

Restaurants using kiosks can leverage barcode scanner functionality found in menu configuration. This is especially useful in allowing:

- Restaurants to run a “grab n’ go” restaurant/cafeteria concept.
- Restaurant to display and sell additional items near the kiosk device.
- Guests to purchase all products without cashier interaction.

The following scanners are supported for use with kiosk devices:

- Bluetooth
 - Motorola Symbol CS3070
 - Honeywell Voyager 1602g
- USB
 - Honeywell Genesis 7580g
 - Voyager 1400g

To pair a USB scanner, simply connect the scanner to the device using a USB cable. To pair a Bluetooth scanner, see the following section.

Pairing a Bluetooth Scanner

Follow the steps outlined on the next page to pair your scanner to the kiosk device.

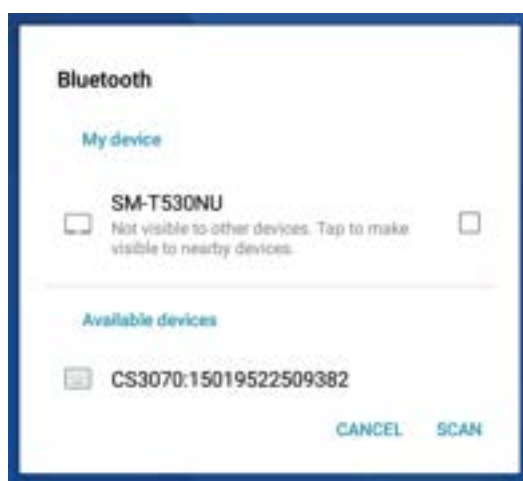




1. Power on your kiosk device.
2. On the scanner, press the SCAN button (+) to wake the scanner.
3. Press and Hold the Bluetooth button on the scanner for five seconds. The scanner will beep and the Bluetooth button will start blinking quickly to indicate that the scanner is discoverable by the tablet.
4. On your tablet, enable Bluetooth capabilities by dragging down the drop menu from the top center of the screen and selecting the Bluetooth logo.



5. Select the scanner from the discovered device list.



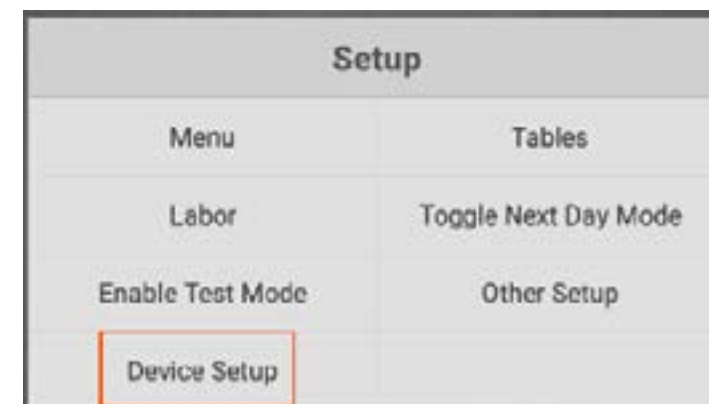
If you are unable to pair the bluetooth device, see [this article](#) for some troubleshooting tips.



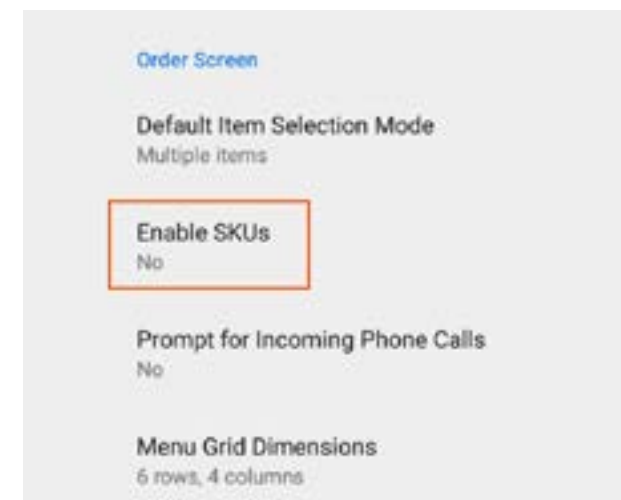
Enabling Item SKU Search

Complete the following steps on your kiosk device to allow items to be scanned using a compatible barcode scanner.

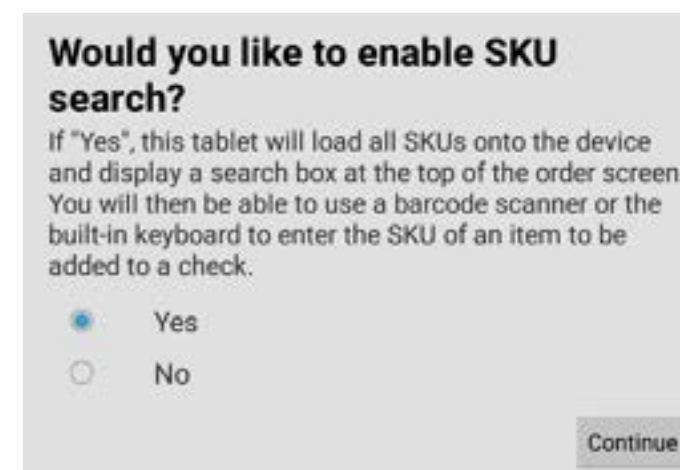
1. Navigate to the device menu and select **Device Setup** under **Setup**.



2. Next, scroll down to the **Order Screen** section and select **Enable SKUs**.



3. When prompted, select **Yes** and Continue.



Note: SKU numbers can be entered using both [Quick Edit Mode](#) and [Advanced Properties](#) in Toast's back-end. Be sure that all menu items that can be scanned have a SKU number entered.



Using a Scale with Kiosk

A scale can also be used while the POS is in kiosk mode, allowing guests to purchase items that are weighed quickly and efficiently.

After selecting an item that has a unit of measure assigned to it, a notification will prompt the guest to place their items on the scale and the price will change automatically on the kiosk. Guests can then select **Continue** to add the item to their cart and proceed with checkout.

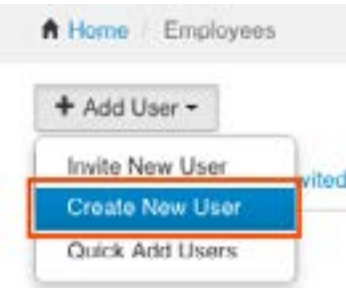


When connecting your scale, make sure all items that need to be weighed have Prompt for Quantity enabled. Once this feature is turned on, the POS will automatically read the weight listed on the scale and multiply it by the price per unit when the item is selected.

Setting Up Device Authorization

In the event that your kiosk device(s) go offline during use, configuring kiosk-specific authorization will allow the device(s) to automatically log back in and pick up where it left off. Once configured, you will no longer need to manually log back into the kiosk should it experience a system crash or lose connection. The kiosk will assign all kiosk checks and other kiosk-specific audit operations to the user selected under Kiosk Server Selection.

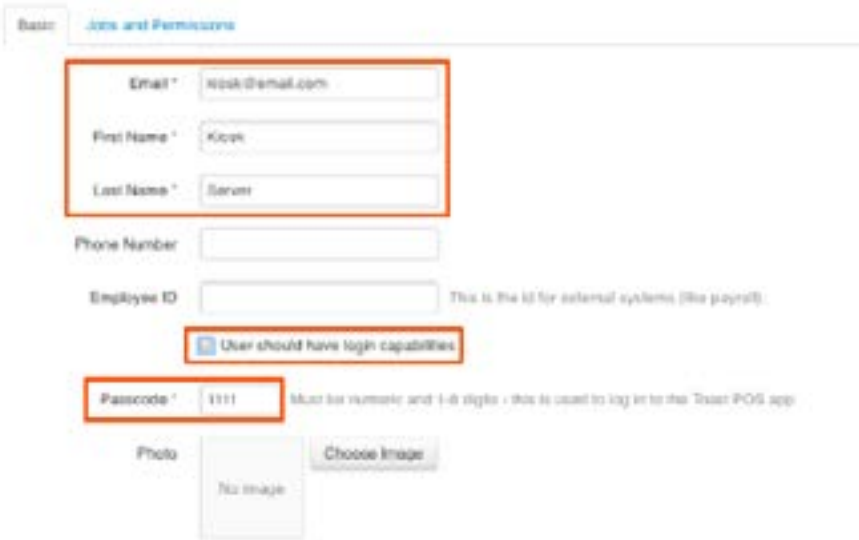
- 1. To begin, create a new user by navigating to the **Labor** section in Toast’s back-end and select **Employees**.
- 2. In the top left corner, select the **+Add User** dropdown menu and select **Create New User**.



- 3. Enter the fields on the following page.

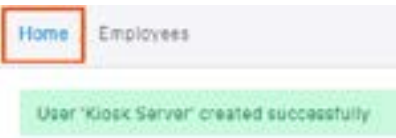


- **Email:** Enter the email of your choosing in this field (this can be fabricated).
- **First Name:** Enter “Kiosk” in this field.
- **Last Name:** Enter “Server” in this field.
- **Passcode:** Enter a numerical passcode in this field.
- Unselect the **User should have login capabilities** box.



Note: An actual person is NOT tied to this account, so you do not need to enter information in the remaining fields.

- 4. Select **Submit**.
- 5. Select **Home** to return to the Toast back-end home page.



- 6. Navigate to the **Display Setup** section and select **Kiosk Setup**.



- 7. Scroll down to the **Kiosk Server Selection** header and use the dropdown to select the user you have just created.



- 8. Be sure to select **Save** and **Publish** to finalize your changes.



We empower
the restaurant community
to delight guests
do what they love
and *thrive.*



Powering successful restaurants.

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