



HARDWARE INSTALLATION GUIDE

Free 24/7 Support

Our 24/7/365 multilingual Client Services Support team is available across all time zones. Support is also always accessible by phone, email and live internet chat at **www.givex.com**

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Pre-install Site Inspection Check-list ☒

- ☐ Confirm all Givex equipment and quantities.
- ☐ Confirm Givex workstation, Wi-fi Access Point*, and Vhub installation location.
- ☐ Provide a clear, high level illustration of the location's layout.
- ☐ Confirm installation start and end date.
- ☐ Check the number of Ethernet ports, power outlets, and cabling needed.

Equipment:

- | | |
|--|--|
| ☐ Vhub | ☐ Thermal Printer |
| ☐ V10 Tablet | ☐ Impact Kitchen Printer |
| ☐ V8 Wireless Tablet | ☐ Cash Drawer |
| ☐ Netgear PoE Switch | ☐ Surge Protector (UPS) |
| ☐ Wireless Access Point | ☐ Givex Stand with Quick Releases |

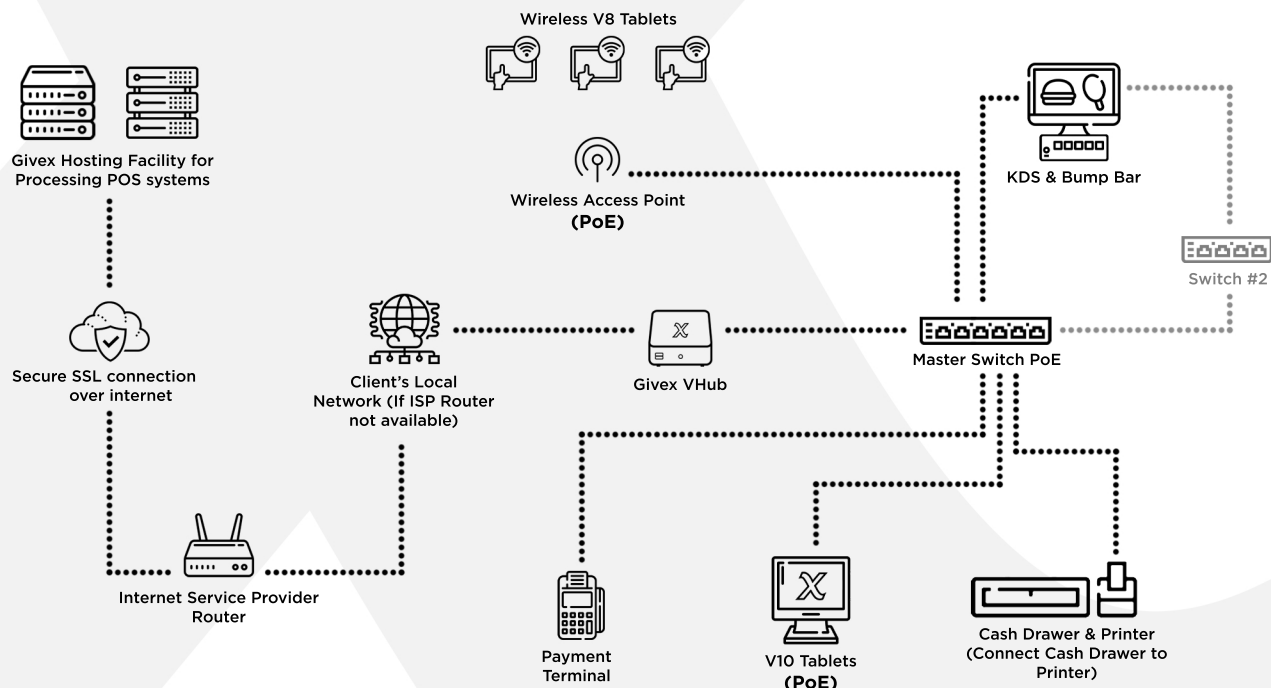
*Please note that **not all stores will have the same components.**

Pre-install Site Inspection

Before you begin with your Givex POS Installation, you must **keep in mind**:

- The **Vhub must be installed in a location that is secure**, out of the way, but accessible in the event of needing to troubleshoot or swap the device. For example, a back-office or server room.
- **Do NOT place anything on top of the V-hub.** Failure to do so may overheat the V-hub and could damage its components.
- **Keep V-hub away from liquids, food, dust or heat.** Any damaged caused by these will not be covered by the maintenance/replacement agreement.
- It is strongly recommended that the **Vhub should be connected to a Uninterrupted Power Supply (UPS)** with surge protection or power conditioning which can be purchased from Givex.
- If **spare Givex components** are purchased (V10 tablets, V8 Tablets, etc.) make sure to **place them in a secure place**. Givex is not responsible for lost or stolen hardware.

Connecting Givex hardware & Components



- Not all stores have the same components.
- V10 tablets and Wireless Access Points are Powered Over Ethernet (PoE). PoE ports are usually represented in yellow on the Switch.
- Non-PoE devices (such as printers and payment terminals) can be safely connected to PoE ports.

Step 1

Connect your I.S.P Router to the “Internet” port at the back of the Vhub with an Ethernet cable.

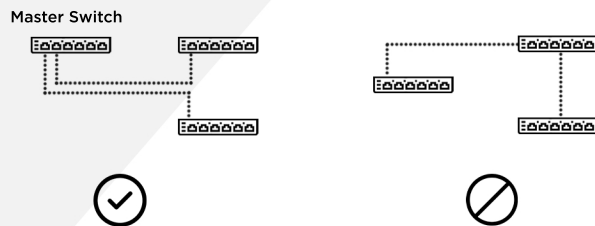


Step 2

Connect the Vhub to the Master Switch using the “Givex POS” port.

Extra Switches?

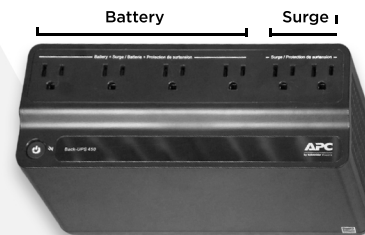
Connect extra switches to the Master Switch. **They must NOT be daisy chained together.**



Step 3



Connect the Switch and Vhub to the power supply. If you have a UPS (Uninterrupted Power Supply) **connect both to the battery side** instead of the Surge Protection. Once connected, **turn the Vhub ON so it starts synchronizing** to the Givex server. This process may take 5 to 15 minutes.



Back - UPS & Surge Protector



Givex Stand

Step 4

Securely install the Givex Stand to your counter using the provided equipment that comes inside the box. Tablets that are broken due to a unscrewed/lose stand will not be covered by the maintenance/replacement agreement.

Step 5

Once the stand is secured in place, run the ethernet cables inside the stand and connect the V10 tablets to the PoE ports (yellow) on the Switch.



- Depending on your particular store set up, the stations may look different (Drive Trough station, single operator, or KDS). Just follow the same procedure always connecting them to PoE ports
- If the tablets are properly connected, you will see a green and yellow light on the Ethernet port of the tablet. The green light checks connectivity, the Yellow light checks data transfer. (See picture 4)

Where are the Quick Releases?

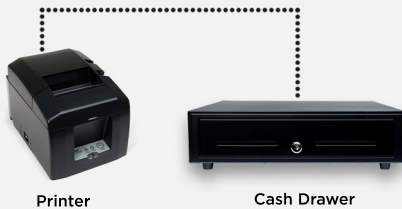
To make your installation experience as smooth as possible, purchased Quick Releases will come already installed on the devices that need them. Exceptions apply.



Male Part



Female Part



Printer

Cash Drawer

Step 6

Connect printers both to the power supply and to the Switch. Then, connect the cash drawer to the Cash Drawer Port labelled as **DK** on the back of the printer.

Step 7

Connect the Wireless Access Point to a PoE port on the Switch using the “Main” port on the WAP. If connected properly, the WAP will light blue at the centre.

Once the WAP is working, you can turn on the Wireless **V8 tablets** as they **are already paired with the WAP** and ready to go.



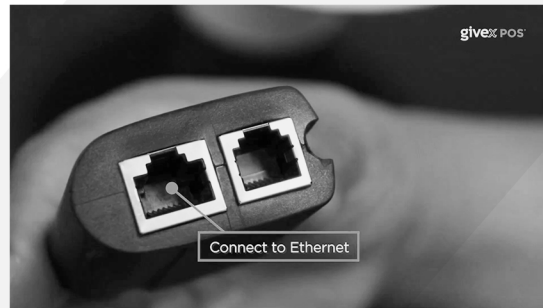
Connect “Main”
to PoE



V8 Wireless
Tablet

Step 8

Payment terminals are usually shipped from the payment terminal companies to the store. If you have an Integrated Payment Terminal, connect it to the power supply and then to the switch.



After connecting the payment terminal you'll need to contact the Givex customer support team to help you set up the payment terminal and to make sure your store is properly synchronized and ready to go.

Step 9

If you haven't done it already, turn on the V10 tablets.

Turning On V10 Tablets



If its unplugged:

- Press the green power button for a couple of seconds until the Givex and Android logo appears.

If it's plugged:

- a) Press the green power button to see the battery icon/logo.
 - b) As soon as battery logo appears, keep the power button pressed until the screen goes black.
 - c) If performed properly you will see the Givex logo, and then the Android animation shortly after.
 - d) If the store has been synchronized, you'll be able to enter your credentials on the login screen.
- * Devices that have less than 5% battery levels may not turn on



