



LET'S GET STARTED!

QUICK STARTER GUIDE



WELCOME TO ORDERBIRD!

YOUR CREDENTIALS

Hooray, your new iPad POS by orderbird has arrived! We thank you for your trust in us and are looking forward to a successful partnership with you.

Get started right away with your personal **log-in information for your network** on this page. Tip: Write down your personal my.orderbird.com **log-in data** as well, so you always have them at hand.

Your network credentials

Your my.orderbird.com credentials

eMail address

Password

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QUICK START

GOT EVERYTHING?

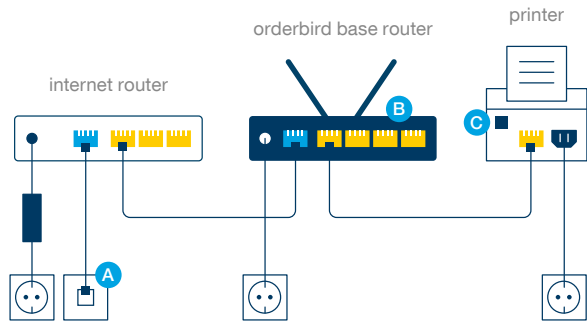
FIVE THINGS YOU WILL NEED

1. Your **iPad** with the orderbird app installed (see p.34 on how to install the app)
2. A working **internet connection**
3. Your **credentials**: eMail address and password for my.orderbird.com
4. Your **orderbird routers** and **repeaters**, **printers** and cash drawer, if you have one
5. If you need them, prepare to have electrical extension cords and long LAN cables

Do you have these items at hand?



LET'S GET STARTED!



LET'S GET STARTED

BUILD YOUR NETWORK WITH ORDERBIRD WIFI

On the following pages we will explain to you how to connect your network devices (routers, repeaters, and printers) and how to find the ideal places to set up your routers and repeaters.

The **close-up** on this page shows you how to connect your routers and printers. Note the **colours** of the ports and cables!

- A** Your connection to the internet.
- B** You can use empty ports to connect additional printers or router/repeaters.
- C** If you have a cash drawer, you can connect it here.

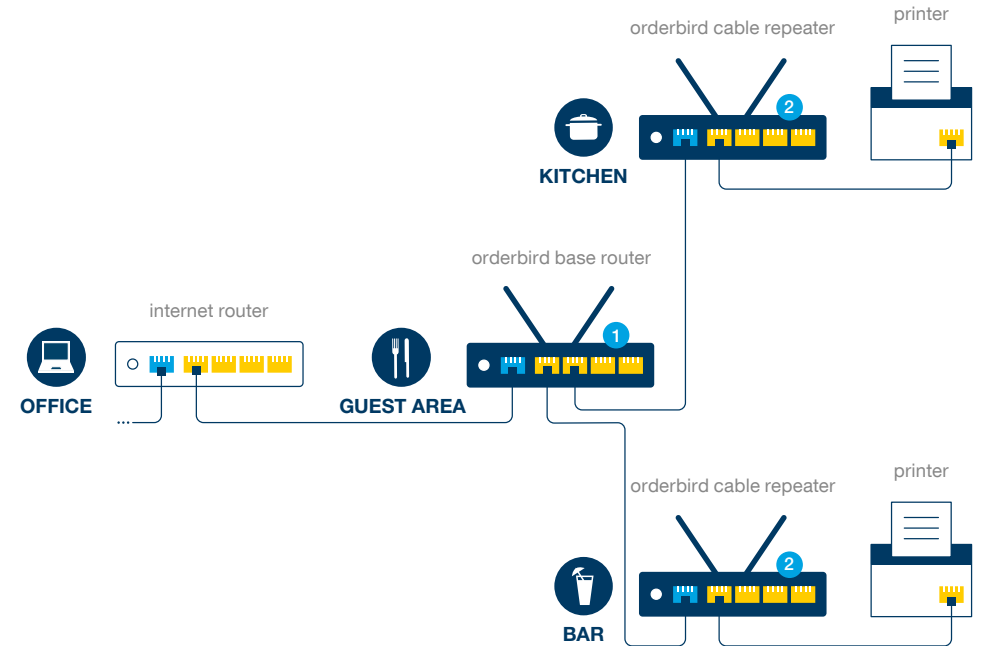
YOUR NEW ORDERBIRD WIFI

HOW DO I INSTALL ORDERBIRD WIFI?

Have a look at the example set-up of your orderbird routers and repeaters on the righthand side for an optimal network connection. In our example, the base router is placed in the guest area and one repeater each is placed in the kitchen as well as at the bar.

Please connect the base router and all repeaters via LAN cable.

- 1 The **base router** - This type of router is unique in your orderbird network, as it is the central unit of your network architecture. You connect it directly to the router of your ISP. You can recognize the orderbird base router by the number "1" printed on its front side.
- 2 The **cable repeater** - You can connect a cable repeater to your base router to extend the network's wireless reach. A maximum of three repeaters can be connected in a row. You can recognize the orderbird cable repeater by the number "2" printed on its front side.



YOUR NEW ORDERBIRD WIFI

STEP BY STEP GUIDE

The set-up

Take a moment to think about how you want to set up your orderbird routers and repeaters. It is your goal to have a **stable wireless connection** in all your busy areas. The time you will invest in this step will be invested wisely, as it will make your business run smooth! The tips on page 15 “Go wireless!” can help you.

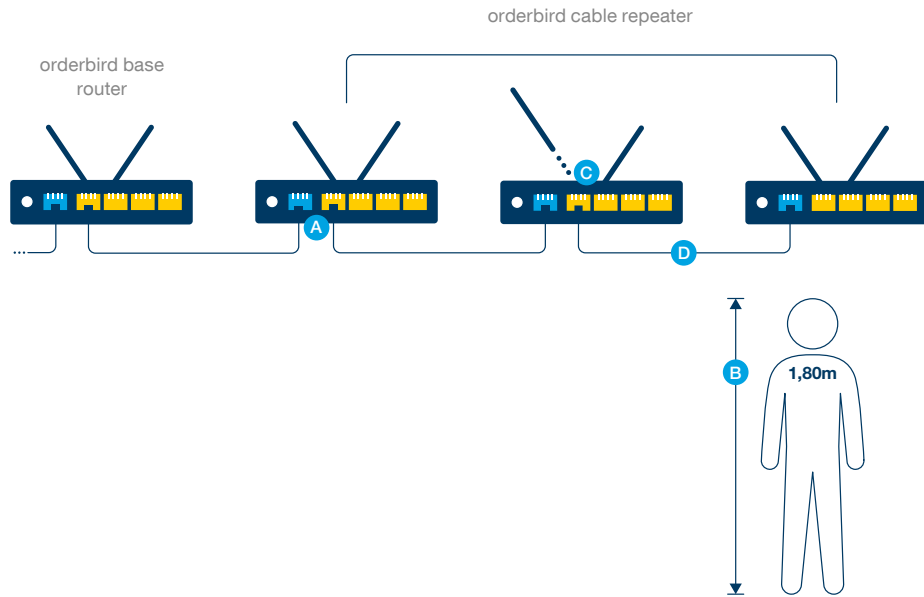
1. Position all orderbird repeaters in a suitable location. They should be placed in such a way that you will have a stable signal in all your working areas, such as kitchen, bar, and guest area. Each repeater broadcasts for a radius of seven metres. To ensure consistent wireless network reception, place your repeaters no more than seven metres apart from each other.
2. It is best to place the orderbird base router at a central location, as all repeaters will be connected with it. In the example set-up on page 11, the base router in the kitchen is the central hub for all repeaters.
3. Position all your printers in a suitable location. For example, the printer for beverage orders should be located at the bar. Tip: In default settings, your printer for beverage orders is also your receipt printer.

The connection

4. Connect your internet router (ISP) via LAN cable with your orderbird base router.
5. Connect all cable repeater via LAN cable with your base router.
6. Plug in your base router and your repeaters.
7. Connect your printer with the closest repeater or the base router.
8. Plug in your printers.

Zap!

9. Turn on all of your printers, as well as your base router and all of your repeaters.
10. Wait a couple of seconds for the network to boot.



GO WIRELESS!

TIPS FOR A SAFE AND STABLE WIRELESS NETWORK

- A** **Check all cable connections!** LAN cables connect with a click. Avoid tripping hazards! Don't lay cables through doors, windows or outside. LAN cables must not be bent or put under pressure, as they break easily.
 - B** Put your orderbird router and repeaters **high up** (app. 1,80m), so that the WiFi signal can travel freely. In a best case scenario, the devices are set up vis-à-vis. Glass panes, metal or electronic devices like microwaves can interfere with the WiFi signal.
 - C** Do not forget to **screw in all antennas** to your base router and repeaters!
- If you have more than one orderbird repeater...**
- D** ...You can connect a maximum of three repeaters in a row. Tip: A connection via LAN cable is optimal for a stable network.



GET CONNECTED!

CONNECT WITH YOUR NETWORK AND LOG IN TO ORDERBIRD

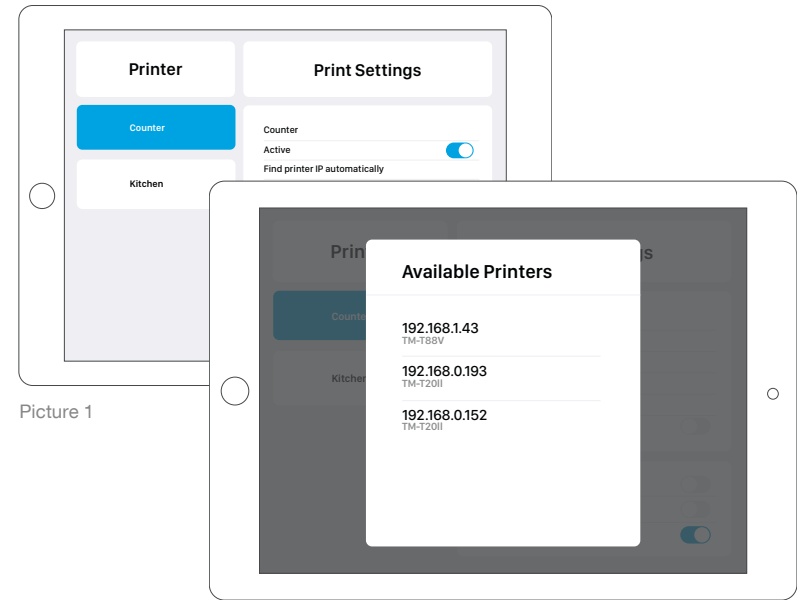
1. Switch on your orderbird **base router** as well as your **repeaters** and your **printer(s)**.
2. Take your **iPad/iOS device** and go to **Settings** → **WiFi** and connect your iOS device with your **orderbird WiFi** (see picture to the left). You can find your log-in data and your network name on page 3.
3. **Open** the **orderbird app** on your iOS device. If you have not installed the app yet, you can find out how to do it on page 34.
4. **Sign in** with your my.orderbird.com credentials. Follow the instructions given on the screen. See page 35 of this manual on how to set up a my.orderbird.com account.

ALMOST THERE

CONNECT YOUR PRINTER

Set up your orderbird printer

1. Open the orderbird app on your iOS device and go to Settings → Printers → Counter.
2. Pull the **slider** for “**Active**” to the right to enable the printer (Picture 1).
3. Tap on “**Find printer IP automatically**” and choose an IP (e.g. 192.168.1.43) (Picture 2).
4. Tap on “**Test print**” to print a test receipt. If you have multiple printers and the receipt comes out the wrong printer, repeat step 3 and choose another IP from the list.
5. Repeat these steps for all printers that you want to add.



Picture 1

Picture 2

ALMOST THERE

CONNECT YOUR PRINTER

You don't find the right printer IP or the test receipt doesn't print?

- A** Check if you are connected to the right WiFi network with your iOS Device (see page 17 "Get connected!").
- B** Switch off the printer for 10 sec. and then switch it back on. Repeat steps 1 through 5 on page 18 again, if necessary.
- C** Check if the thermal paper roll is placed correctly inside the printer. If prints come out white, turn around the paper roll and try again.

TAKE GOOD CARE OF YOUR ORDERBIRD REGISTER

Switch it off

Let your **iPad** (or any iOS device) rest every now and then (for example at night). Hold down the on/off button until the iPad asks you to "**slide to power off**". Regular breaks for your iPad help avoid memory and performance problems, which can cause the app to slow down or even crash.

Stay online

orderbird encrypts and archives your revenue data and master data on my.orderbird.com while you are **online**. Only after all data have been synchronized, your reports will be generated. Please stay online while your are working!

**YEAH, YOUR
NETWORK IS
SET UP :)**

... LET'S CONTINUE WITH THE ORDERBIRD APP!

GET STARTED WITH THE APP

INTUITIVE USE

Acquaint yourself with the orderbird app! You will find out that the the app is **easy to use**. Just pick up your iPad and **try out** the different functions orderbird has to offer!

Your tax advisor can later deduct all orders that you booked while you were practicing with the app as **test orders**.



BOOK A SESSION WITH YOUR SUCCESS MANAGER

ONBOARDING

Our customer success managers are at your service to help you get started with your new online register. If you have booked an **onboarding** with us, an **eMail** with instructions on **how to book an appointment** has been sent to you. Follow the instructions and pick a date and time that suits you.

TIP: The appointments with our wonderful success managers are in **high demand**, so be quick to book yours!



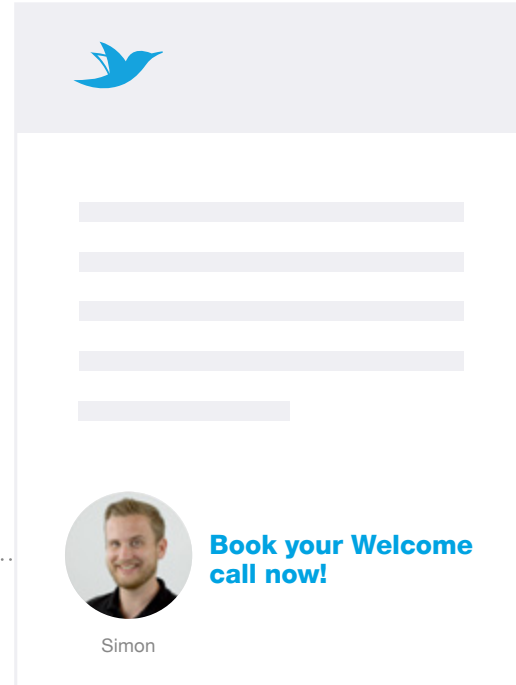
Katrin



Marijke



Rosy



Simon

Book your Welcome call now!

Click here in your eMail and follow the instructions on your screen step by step to book an appointment.

MY.ORDERBIRD.COM

FULL CONTROL FROM ANYWHERE

Take the tour at my.orderbird.com. It's worthwhile! Learn more about your top sellers and generate daily, weekly, monthly or yearly revenue reports.

- 1 Go to my.orderbird.com and **take the tour**. Find out how my.orderbird.com can make you more succesful!
- 2 With up-to-date reports on daily, weekly, or monthly revenues you are **always in control**.
- 3 Here you can generate **financially compliant reports**.



FALLBACK

INTERNET GONE?

WORKING IN FALLBACK MODE

In case of connectivity issues, you can continue working with the **fallback mode** - the app will lead you through all necessary steps.

If the network comes on and off...

In case of connectivity issues, it often helps to **switch off** your internet router and orderbird router, as well your printers **and turn them back on** after a few seconds. If this does not solve the problem, **we are there** to help you!

You can find our contact infos on the back cover of this manual. Please, do not reset your devices without us, as this may lead to data loss!

Please do NOT delete the orderbird app!



FALLBACK
In case of acute
connectivity issues



RECOMMEND US!

TELL YOUR FRIENDS ABOUT US - WE'D APPRECIATE IT

For every new customer that you recommend us to, we will gift you with a free **one-year licence worth 490€**. Of course, our new customer won't come away empty-handed - they will receive a **discount of 100€ on our starter kit**.



1. Recommend us

Send us your friend's contact details to hello@orderbird.com.



2. Receive a voucher

Your friend will receive a **discount of 100€** on our orderbird starter kit.



3. Collect your bonus

As soon as your friend redeems the voucher, you will receive an **orderbird one-year licence worth 490€**.

...FURTHER QUESTIONS?


...ABOUT APPLE AND MORE

What is an Apple-ID and where do I find it?

When you first set up our iPad or any iOS device, Apple asks you for your Apple-ID. You need an Apple-ID to download the orderbird app from the App Store. We strongly recommend that you set up an extra Apple-ID for your business and do not use your private Apple-ID. That way you can let trusted employees handle the account in case of your absence. More information of the Apple-ID and how to create one can be found here: support.apple.com.

How do I install the orderbird app for the first time?

Connect your iPad to the internet. Go to the App Store and type in “orderbird” on the search bar on top. Then tap on “Load”  or the cloud symbol  and the app will be installed to your iPad/iOS device.

Leave the App Store by pushing the home button in the frame around the display and open the orderbird app by tapping on the orderbird app symbol .

...ABOUT ORDERBIRD AND MORE

How do I find my my.orderbird.com log-in info?

You have created credentials for my.orderbird.com yourself. They are made up of your eMail address and a password. If you have forgotten the password, go to my.orderbird.com and click on the “Forgot your password?” button. We will then send a password recovery eMail to you.

You want to know more about...

...the features of the app? You have more questions on how to use the app? And how do you add or delete items again? Find answers to your questions on support.orderbird.com.

RETURN SLIP FOR ROUTERS

We know from experience that every business has individual demands for their network set-up. This means that you may have ordered more orderbird routers and repeaters than needed. We can advise you regarding the set-up of your network to ensure a safe and stable WiFi signal throughout your entire venue.

The return slip is solely intended for the return of routers/repeaters. The devices need to be sent back in original packaging and undamaged; only then we can issue a credit voucher. To receive a return slip, please mail us at help@orderbird.com and include the following information in your eMail:

- Name of your business
- Your customer number
- Reason for return
- Number of routers and repeaters you wish to return

Our team will then contact you.

Please do not send back any devices independently! All devices need to be sent to our logistics centre, to guarantee a credit voucher.



NOTES FOR YOUR CASH AUDITOR

Entering orders and billing

- Each article/data record is automatically assigned a Universally Unique Identifier (UUID)
- Journal entries for each operation, including a reference to items ordered, are generated for additional operations such as cancelling, discounting or charging for articles.
- As soon as the terminal is online, all its journal entries are transmitted directly to the server and stored there without interruptions.
- To provide additional control mechanisms, the POS system assigns unique invoice numbers per shift and terminal.
- When an invoice is re-opened, all the items in the invoice are counter-booked and re-booked.

Daily closing

To complete the daily closing of orderbird POS, it is absolutely necessary to first synchronize the journal on the server. The daily closing is then generated on the server and documented with a consecutive Z number.

Security features

- The fact that we only supply the POS user with his daily closing report after the data has arrived on our server ensures that it cannot be deleted or amended.
- The orderbird company develops and sells type 3 POS systems.

More information and complete procedure documentation can be found online. Please go to support.orderbird.com and type “audit” into the search bar.

Help is only a click away! Tap on the little **questions mark** above the main menu and then on **“Help”**.



WE'D LOVE TO HELP YOU!

support.orderbird.com | help@orderbird.com

By phone via 0800 - 67 337 24 (Germany) or international: + 49 30 208 983 099

Our service team is available **Monday through Friday from 9am to 6pm** via telephone. In case of emergency* you can also reach us outside our office hours.

*Definition of emergency: When productive business with orderbird is not possible at all or only with major impediments.