

Aloha Cloud

Running Aloha Cloud without Mac Mini Server

Last Updated: May 8, 2024

Overview

Aloha Cloud now supports using a dedicated primary POS device as the server, reducing the hardware cost by eliminating the need to have a Mac mini server in restaurants. This document details the procedures to replace the primary POS device for different scenarios when running Aloha Cloud.

Key points

- To run Aloha Cloud without a Mac mini server, you must configure a fixed Point-of-Sale (POS) terminal/device as a primary POS device.
- The primary POS device acts as the server.
- You can connect a maximum of **seven** POS devices (including the primary POS device, Kitchen Display System (KDS) devices, and handheld POS devices) to the primary device.
- You can configure the fixed terminals (for example: PX10/PX15) as a primary device using Aloha Cloud Back Office (ACBO).
- You can replace an existing primary device from the POS and ACBO.
- When the POS device that is configured as the primary device is offline, the other POS devices (including the handheld POS devices) in the store continue to run without performing the data sync. This impacts:
 - The transfer of tickets from one POS to another.
 - The communication between Kitchen and Back Office.
 - The ability to clock-in/clock-out from any device.
- It is always recommended to have at least **two** fixed terminals in a store. You can configure one of the terminals as a primary device to act as a backup when the primary POS device is offline.



Note

In-store order volume and online orders do not impact the server performance or selection criteria when stores run without a Mac mini.

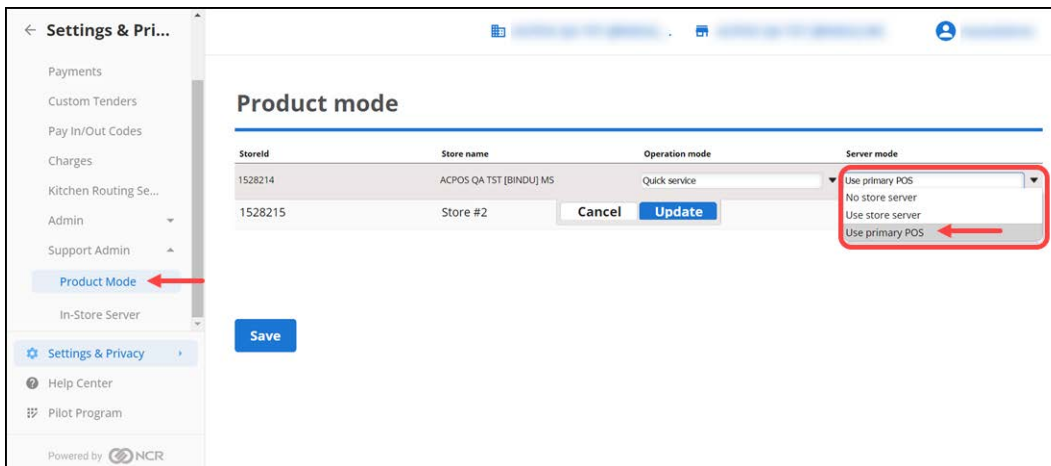
Configuring fixed terminal as a primary POS device

Aloha Cloud now supports a new server mode that allows a POS device to act as the server for a store, eliminating the need to have a Mac mini server.

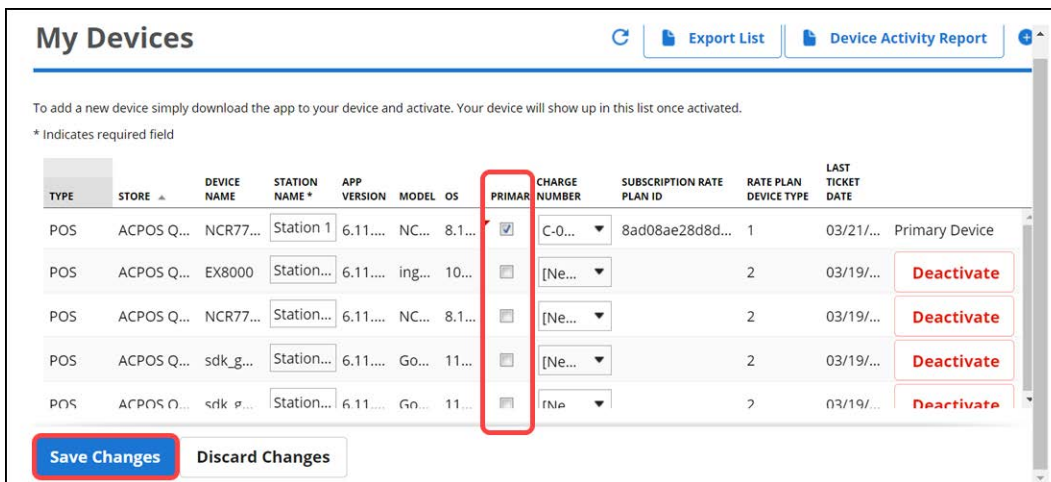
To set a fixed terminal (PX10/PX15) as the primary POS device:

1. Log in to **Aloha Cloud Back Office**.
2. Navigate to **Settings & Privacy > Support Admin > Product Mode**.
-OR-
Navigate to **Settings > Support Admin > Product Mode**.
3. Select the desired **service** (Table Service/Quick Service) from the 'Operation mode' drop-down list.

4. Select **Use primary POS** from the 'Server mode' drop-down list.



- 5. Click **Update**.
- 6. Click **Save**.
- 7. Navigate to **My Account > My Devices**.
- 8. Locate and select **PRIMARY** for the **station** to set as the Primary Device.



Tip

To view the PRIMARY option in My Account > My Devices, it is always recommended to refresh the page.

9. Click **Save Changes**. The device is now set as the primary and the TYPE is indicated as MPOS.

My Devices Export List Device Activity Report

To add a new device simply download the app to your device and activate. Your device will show up in this list once activated.
* Indicates required field

TYPE	STORE	DEVICE NAME	STATION NAME*	APP VERSION	MODEL	OS	PRIMARY	CHARGE NUMBER	SUBSCRIPTION RATE PLAN ID	RATE PLAN DEVICE TYPE	LAST TICKET DATE	
KDS	ACPOS ...	sdk_gp...	sdk_gp...	6.11...	Go...	11...	<input type="checkbox"/>			2		Deactivate
KDS	ACPOS ...	sdk_gp...	sdk_gp...	6.11...	Go...	11...	<input type="checkbox"/>			2		Deactivate
MPOS	ACPOS ...	NCR7...	Statio...	6.11...	NC...	8.1...	<input checked="" type="checkbox"/>	C-0...	8ad08ae28d8...	1	03/21...	Primary Device
POS	ACPOS ...	NCR7...	Statio...	6.11...	NC...	8.1...	<input type="checkbox"/>	[Ne...		2	03/07...	Deactivate
POS	ACPOS ...	EX8000	Statio...	6.11...	ing...	10...	<input type="checkbox"/>	[Ne...		2	03/19...	Deactivate

Save Changes Discard Changes Successful Update

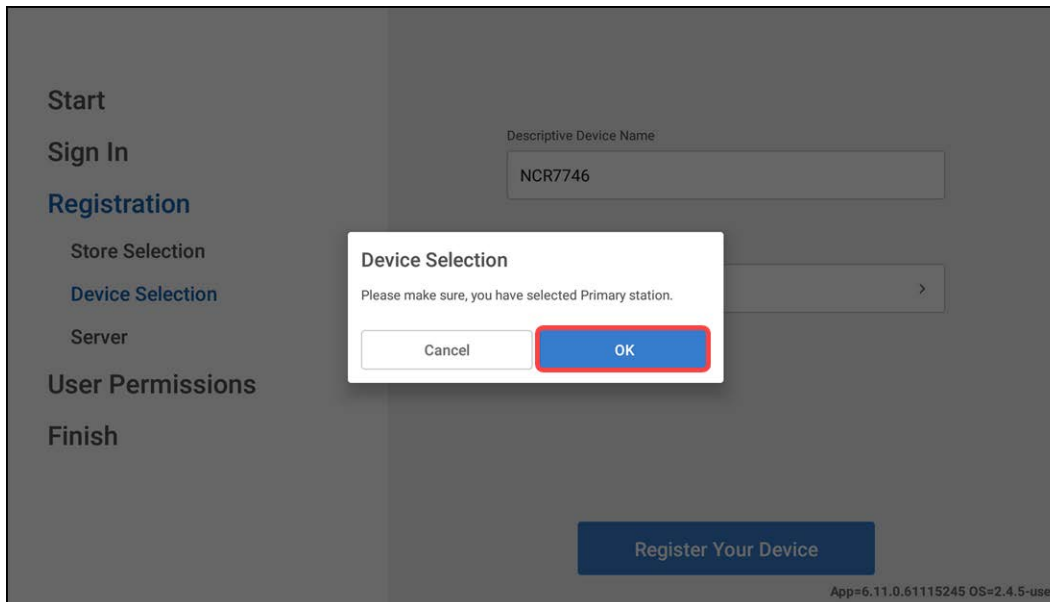


Note
You can configure only one station as the Primary Device.

10. Continue to the **next procedure**.

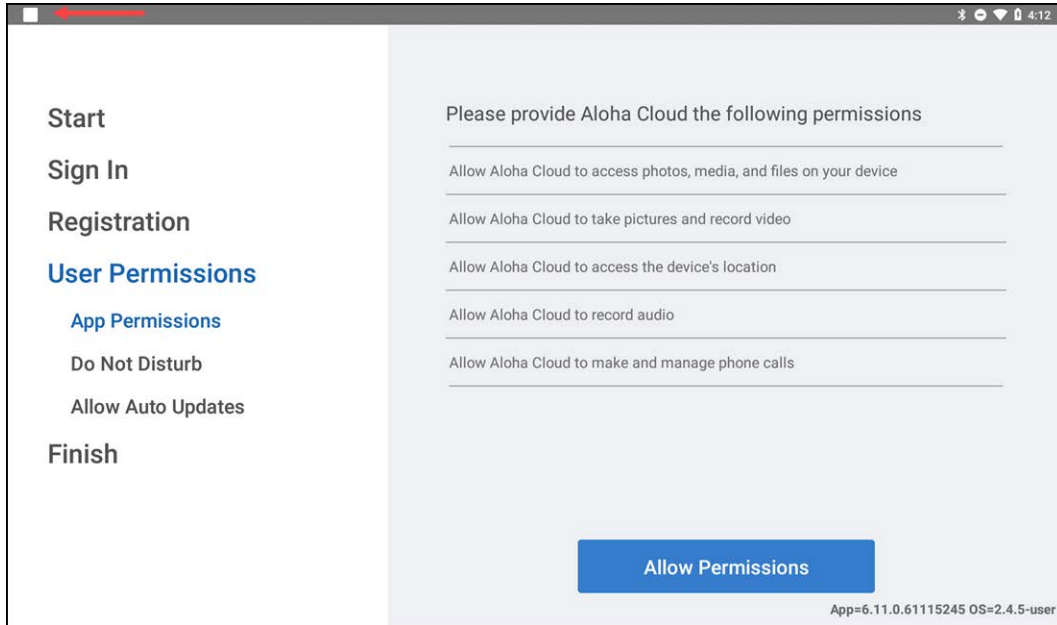
To register a fixed terminal (PX10/PX15) as the primary POS device:

1. Locate and tap the **station** just configured as the Primary Device in the list (device type is MPOS). After selecting the POS station, a Device Selection confirmation appears on the screen.



2. Tap **OK** to continue.

The server running status appears on the primary POS device.



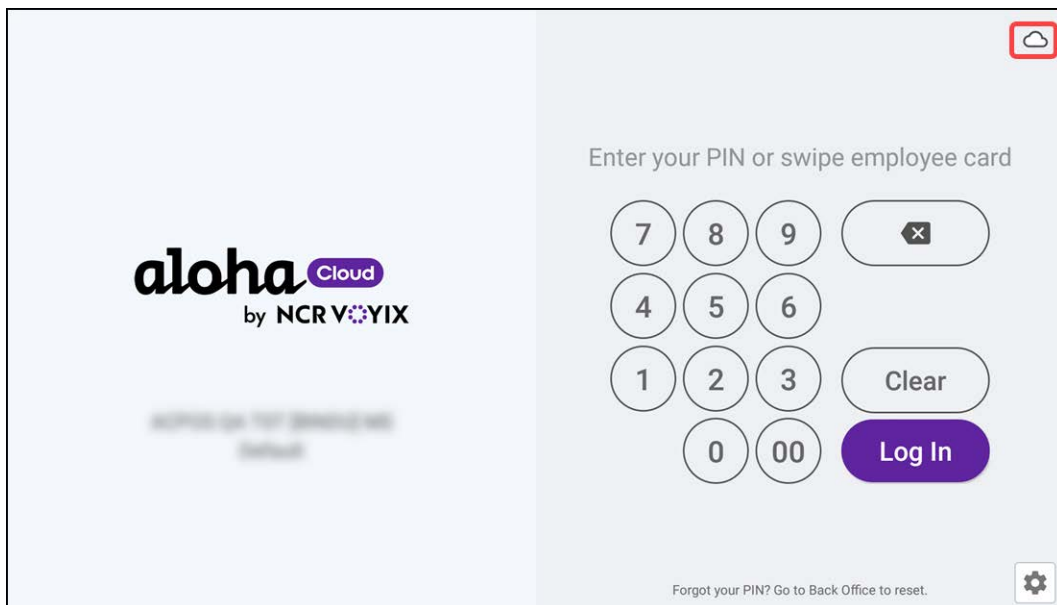
3. Continue with the **POS device registration**.



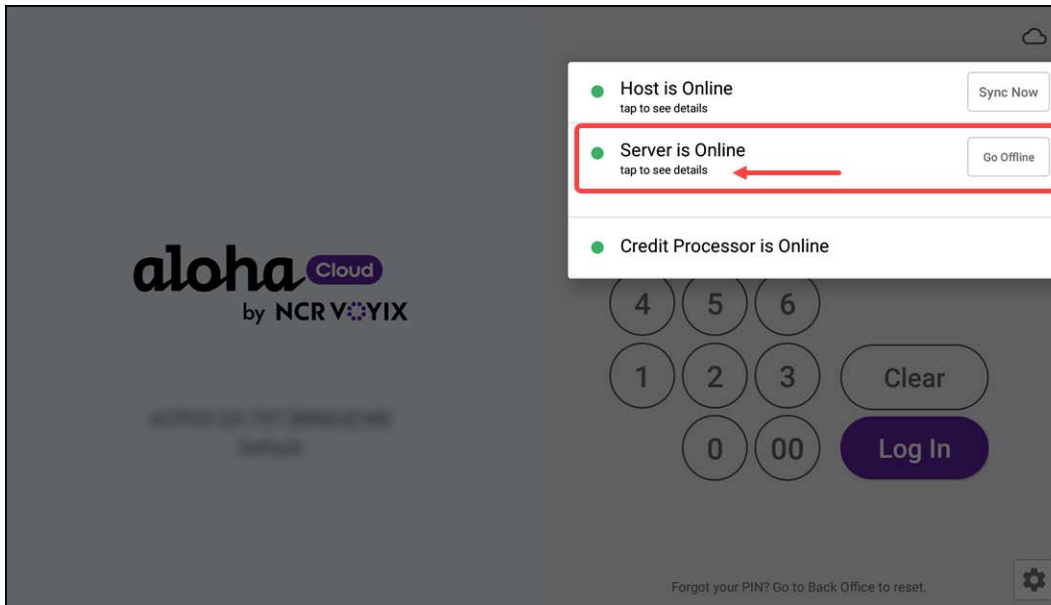
Reference

For more information on registering devices, refer to [Registering a device for the POS](#).

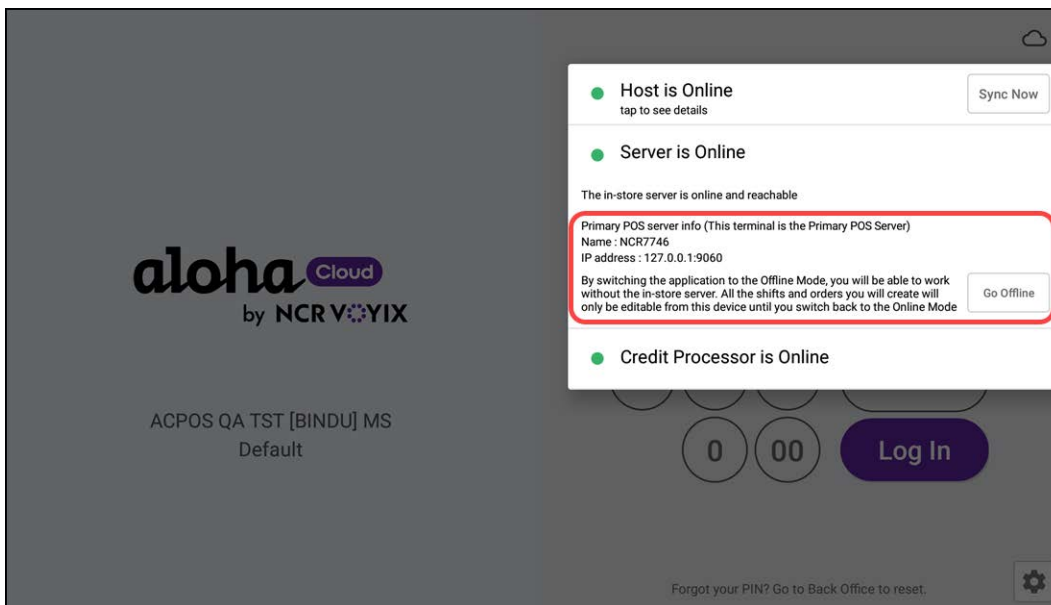
After a successful registration, the **PIN** entry screen appears on the device.



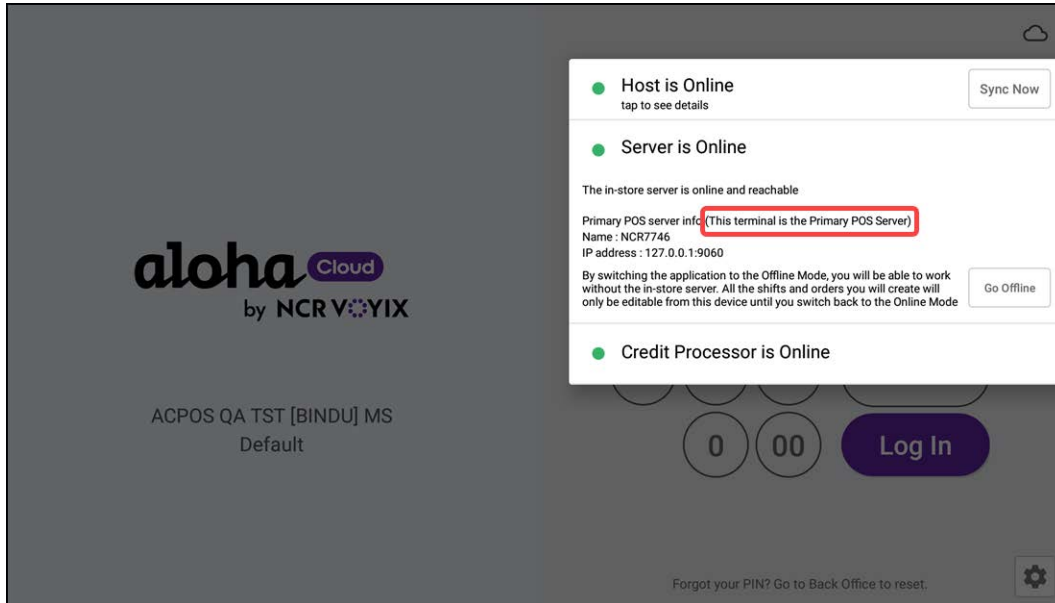
4. Tap the **cloud icon** in the top right corner to verify the server status details.



5. Tap **Server is Online** to verify the primary POS server information.



Upon successful registration, all the registered POS devices are connected to the primary POS device.



6. (Optional) Tap **Server is Online** to verify the terminal/POS device is connected to the primary device.



Tip

If the primary device is offline, you can replace it either from the Point-of-Sale (POS) or Aloha Cloud Back Office (ACBO).

The procedures for replacing the primary device in different scenarios are detailed below:

- [Replacing the primary device from the POS](#)
- [Replacing the primary device from the Back Office](#)
- [Switching the primary device to a store server](#)

Replacing the primary device from the POS

When the primary device is offline or there is no network availability, you can set another POS terminal as the primary device from the Point-of-Sale.

Note

From the POS, you can replace another POS terminal/device as the primary device only when the existing primary device/store is offline.

To set another POS terminal as the primary device from the POS:

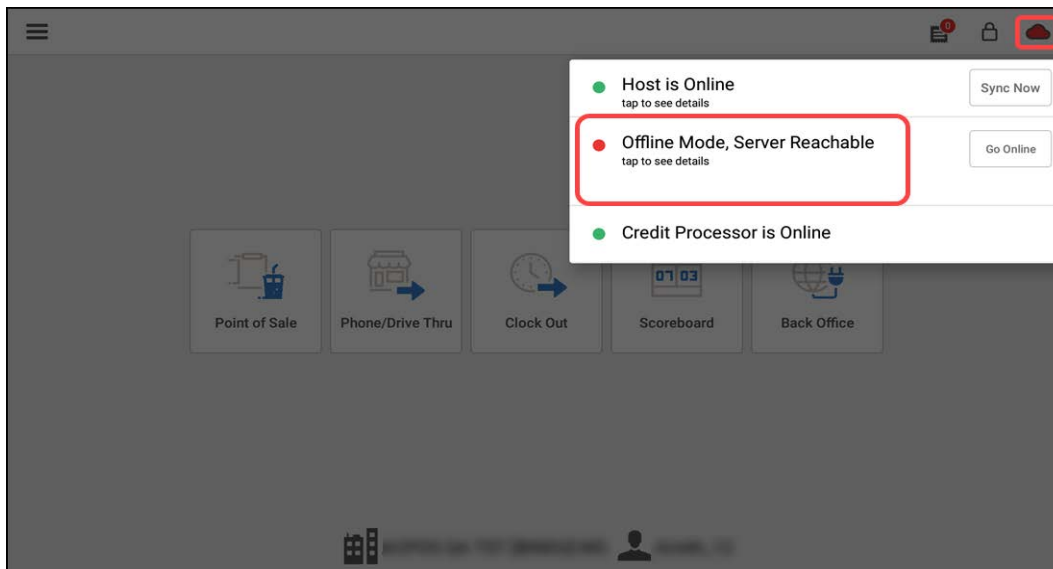
1. Register two or more **devices**, one of which is the primary POS device and the other devices are connected to the primary POS.

Reference

For more information on registering devices, refer to [Registering a device for the POS](#).

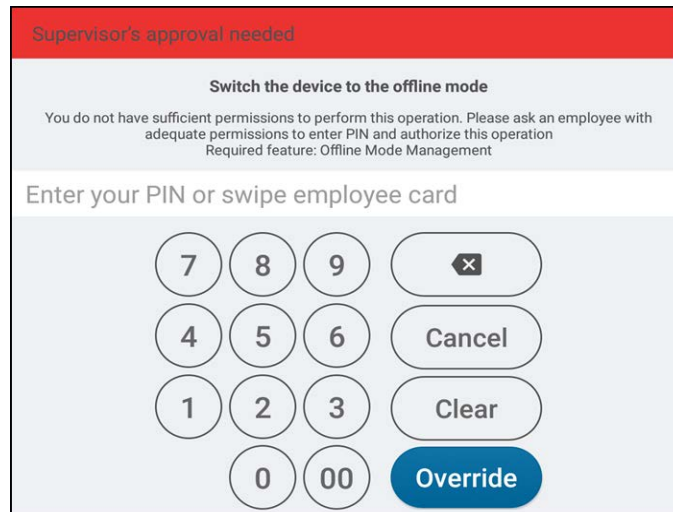
2. Log in to the **POS**.

When the primary device is offline, the other devices logged in to the same store are able to see the server status as **offline mode** and the cloud icon changes to **red**.

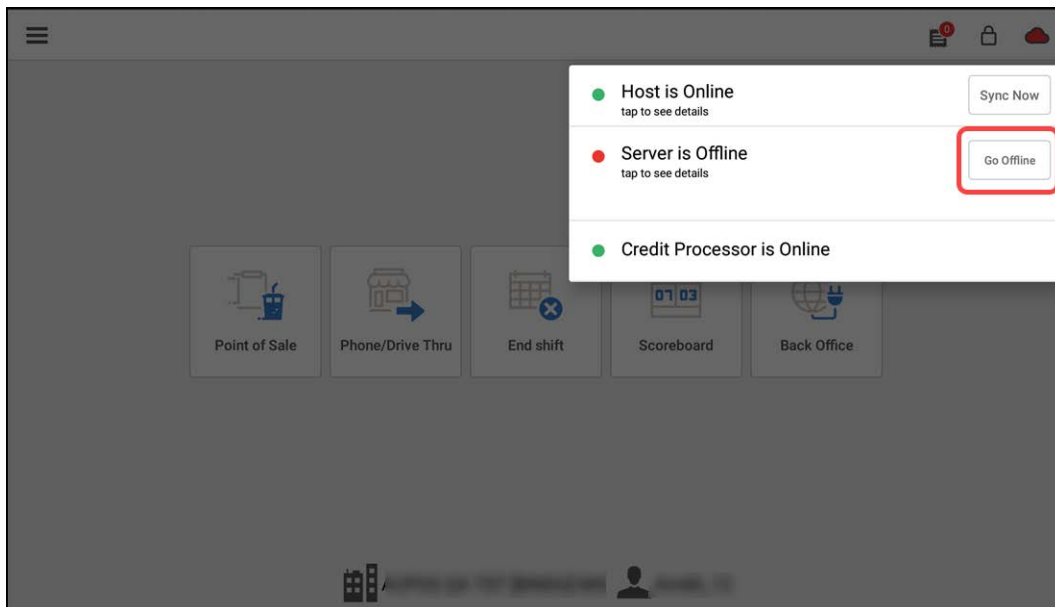


On the primary device, the **Offline Mode, Server Reachable** message appears.

If you need to replace your primary POS device while the device is still online and your user role (Offline Mode Management) does not have permission to set the primary POS device offline, a supervisor's approval screen appears to enter the PIN and to override the permissions.

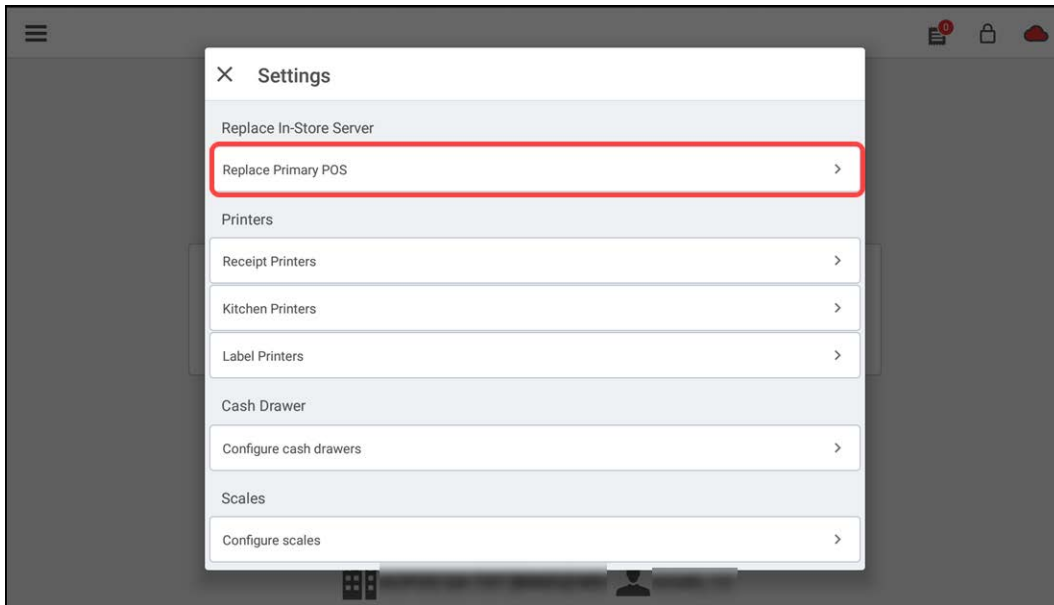


3. On the second device, tap **Server is Offline** to see the details, if required.



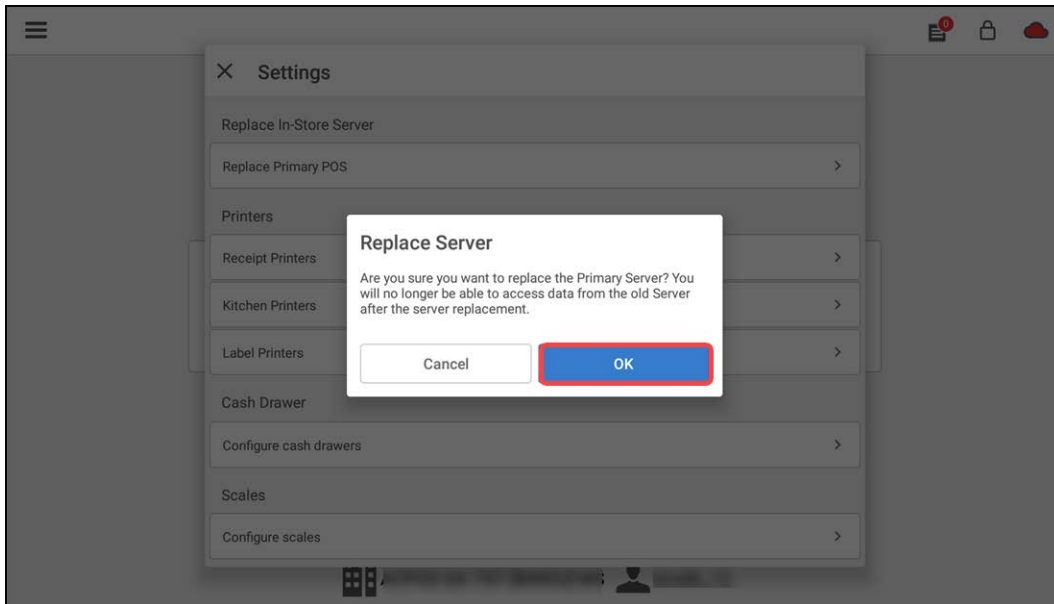
4. Tap **Go Offline** and wait until it is offline.
5. On the second device, enter the **PIN** to log in.
6. Tap **Hamburger menu icon** on the top left to display the slide out menu.

7. Tap Settings.



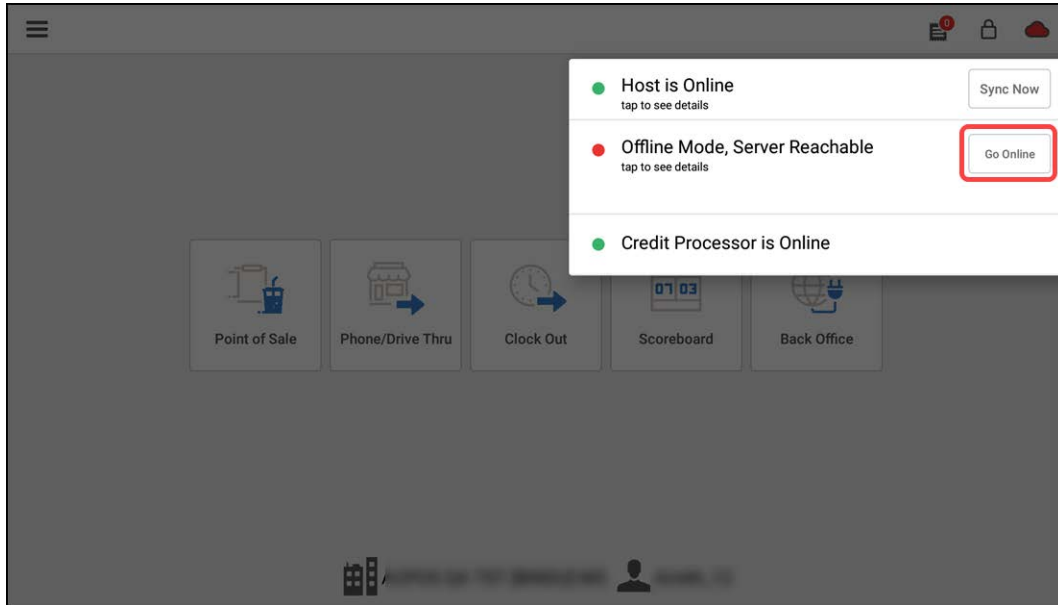
8. Tap Replace Primary POS.

The Replace Server screen appears to confirm the changes.

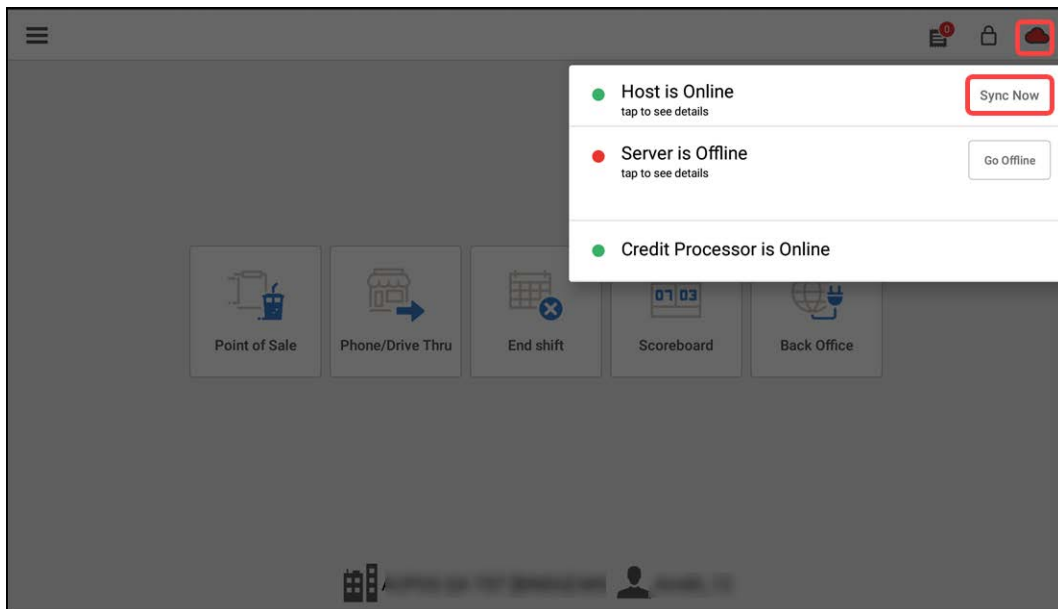


9. Tap OK.

Now, the first device is offline and the server starts running on the second device.



10. Tap **Go Online**. The second device appears back online and works as the primary device.



11. Tap **cloud icon > Sync Now** or wait for the POS to auto sync. The first device is now connected to the primary device.
12. Navigate to **Aloha Cloud Back Office > My devices** to verify the primary device replacement. MPOS now appears as the type for the second device.

My Devices
[Export List](#)
[Device Activity Report](#)

To add a new device simply download the app to your device and activate. Your device will show up in this list once activated.

* Indicates required field

TYPE	STORE	DEVICE NAME	STATION NAME*	APP VERSION	MODEL	OS	PRIMARY	CHARGE NUMBER	SUBSCRIPTION RATE PLAN ID	RATE PLAN DEVICE TYPE	LAST TICKET DATE	
KDS	ACPOS Q...	sdk_gp...	sdk_gp...	6.11....	Go...	11...	<input type="checkbox"/>			2		Deactivate
POS	ACPOS Q...	NCR7...	Station 1	6.11....	NC...	8.1...	<input type="checkbox"/>	C-0...	8ad08ae28d8d...	1	03/21/...	Primary Device
MPOS	ACPOS Q...	NCR7...	station 2	6.11....	NC...	8.1...	<input checked="" type="checkbox"/>	[Ne...		2	03/19/...	Deactivate
POS	ACPOS Q...	NCR7...	Station...	6.11....	NC...	8.1...	<input type="checkbox"/>	[Ne...		2	03/07/...	Deactivate
POS	ACPOS Q...	EX8000	Station...	6.11....	ing...	10...	<input type="checkbox"/>	[Ne...		2	03/19/...	Deactivate

Replacing the primary device from the Back Office

At any point in time, whether the primary POS device is offline or online, follow the below steps to set another POS terminal or device as the primary device from Aloha Cloud Back Office.

To replace the primary POS device from ACBO:

1. Log in to **Aloha Cloud Back Office**.
2. Navigate to **My Account > My Devices**. The existing primary device type is indicated by MPOS.

TYPE	STORE	DEVICE NAME	STATION NAME*	APP VERSION	MODEL	OS	PRIMARY	CHARGE NUMBER	SUBSCRIPTION RATE PLAN ID	RATE PLAN DEVICE TYPE	LAST TICKET DATE	Primary Device
MPOS	SPRE QA T...	NCR7746	Station B	6.11.0...	NC...	8.1...	<input checked="" type="checkbox"/>	C-001...	8ad08ae28ab23548...	1	03/13/2024	Primary Device
KDS	SPRE QA T...	Android ...	Android ...	6.11.0...	unk...	11...	<input type="checkbox"/>			2		Deactivate
KDS	SPRE QA T...	Android ...	Android ...	6.11.0...	unk...	11...	<input type="checkbox"/>			2		Deactivate
KDS	SPRE QA T...	Android ...	Android ...	6.11.0...	unk...	11...	<input type="checkbox"/>			2		Deactivate
KDS	SPRE QA T...	Android ...	Android ...	6.11.0...	unk...	11...	<input type="checkbox"/>			2		Deactivate
KDS	SPRE QA T...	Android ...	Android ...	6.11.0...	unk...	11...	<input type="checkbox"/>			2		Deactivate
KDS	SPRE QA T...	Android ...	Android ...	6.11.0...	unk...	11...	<input type="checkbox"/>			2		Deactivate
KDS	SPRE QA T...	Android ...	Android ...	6.11.0...	unk...	11...	<input type="checkbox"/>			2		Deactivate
POS	SPRE QA T...	sd_k_gph...	Station u	6.11.0...	Goo...	11...	<input type="checkbox"/>	Needs...			03/06/2024	Deactivate

3. Log in to the **POS**.
4. Register two or more **devices**, one of which is the primary POS device and the other devices are connected to the primary POS.



Reference

For more information on registering devices, refer to [Registering a device for the POS](#).

5. Log in to the **Aloha Cloud Back Office**.
6. Navigate to **My Account > My devices**.

7. Select **PRIMARY** for the desired **station** to make it the primary device. The previously configured primary POS station is cleared automatically and the current selected station works as the primary device.

To add a new device simply download the app to your device and activate. Your device will show up in this list once activated.

* Indicates required field

TYPE	STORE	DEVICE NAME	STATION NAME*	APP VERSION	MODEL	OS	PRIMARY	CHARGE NUMBER	SUBSCRIPTION RATE PLAN ID	RATE PLAN DEVICE TYPE	LAST TICKET DATE	
KDS	ACPOS Q...	sdk_gp...	sdk_gp...	6.11...	Go...	11...	<input type="checkbox"/>			2		Deactivate
POS	ACPOS Q...	NCR7...	Station 1	6.11...	NC...	8.1...	<input checked="" type="checkbox"/>	C-0...	8ad08ae28d8d...	1	03/21/...	Primary Device
MPOS	ACPOS Q...	NCR7...	station 2	6.11...	NC...	8.1...	<input type="checkbox"/>	[Ne...		2	03/19/...	Deactivate
POS	ACPOS Q...	NCR7...	Station...	6.11...	NC...	8.1...	<input checked="" type="checkbox"/>	[Ne...		2	03/07/...	Deactivate
POS	ACPOS Q...	EX8000	Station...	6.11...	ing...	10...	<input type="checkbox"/>	[Ne...		2	03/19/...	Deactivate

Save Changes Discard Changes

8. Click **Save Changes**.

To add a new device simply download the app to your device and activate. Your device will show up in this list once activated.

* Indicates required field

TYPE	STORE	DEVICE NAME	STATION NAME*	APP VERSION	MODEL	OS	PRIMARY	CHARGE NUMBER	SUBSCRIPTION RATE PLAN ID	RATE PLAN DEVICE TYPE	LAST TICKET DATE	
KDS	ACPOS...	sdk...	sdk_phone_arm64	6.1...	G...	11...	<input type="checkbox"/>			2		Deactivate
MPOS	ACPOS...	NCR...	Station 1	6.1...	N...	8...	<input checked="" type="checkbox"/>	C...	8ad08ae28...	1	03/2...	Primary Device
POS	ACPOS...	NCR...	station 2	6.1...	N...	8...	<input type="checkbox"/>	[...		2	03/1...	Deactivate
POS	ACPOS...	NCR...	Station Amith	6.1...	N...	8...	<input type="checkbox"/>	[...		2	03/0...	Deactivate
POS	ACPOS...	Even...	Station Avium	6.1...	in...	10...	<input type="checkbox"/>	[...		2	03/1...	Deactivate

Save Changes Discard Changes Successful Update

9. Log in to the **POS**.
10. Perform the **data sync** or wait for the POS to **auto-sync**.
11. Verify the **server status**. MPOS now appears as the type for the second device.



Reference

For more information on POS data sync, refer to [Performing a data sync](#).

Switching the primary device to a store server

At the store-level, if you want to switch back to using a Mac mini as the primary server, you can follow the steps listed below.

To switch from the primary POS server to a store server (Mac mini):

1. Log in to **Aloha Cloud Back Office**.
2. Navigate to **Settings & Privacy > Support Admin > Product Mode**.

-OR-

Navigate to **Settings > Support Admin > Product Mode**.

StoreId	Store name	Operation mode	Server mode
1528214	ACPOS QA TST [BINDU] MS	Quick service	Use primary POS
1528215	Store #2	<input type="button" value="Cancel"/> <input type="button" value="Update"/>	<input type="button" value="Use store server"/> <input type="button" value="Use primary POS"/>

3. Select the desired **service** (Table Service/Quick Service) from the 'Operation mode' drop-down list.
4. Select **Use store server** from the 'Server mode' drop-down list.
5. Click **Update**.
6. Click **Save**.
7. Install **Silver Server Package** on the Mac mini.
8. Re-register the **POS devices**.

All the POS devices are now connected to the in-store server, which is installed on the Mac mini.



Note

The M70, Axiom, and CX5 devices are not optimized to work as the primary POS server. The primary POS is not supported for the stations that are not registered for any device.