NCR V:YIX

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.

← Settings & Pri						
Payments						
Custom Tenders	Product mo	ode				
Pay In/Out Codes						_
Charges	Storeld	Store name		Operation mode	Server mode	
Kitchen Routing Se	1528214	ACPOS QA TST [BINDU] MS		Quick service	Use primary POS	•
Admin 👻	1528215	Store #2	Cancel	Update	Use store server	
Support Admin 🔺					Use primary POS	<u> </u>
Product Mode						
In-Store Server						
Settings & Privacy	Save					
Help Center						
🕫 Pilot Program						
Powered by ONCR						

- 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.

dicatos	required field	lownload the	e app to you	r device ar	nd activa	ite. Your	device w	VIII show u	in qu	this list once activated			
TYPE	STORE A	DEVICE NAME	STATION NAME *	APP VERSION	MODEL	OS	PRIMAR	CHARGE NUMBER		SUBSCRIPTION RATE PLAN ID	RATE PLAN DEVICE TYPE	LAST TICKET DATE	
POS	ACPOS Q	NCR77	Station 1	6.11	NC	8.1		C-0	Ŧ	8ad08ae28d8d	1	03/21/	Primary Device
POS	ACPOS Q	EX8000	Station	6.11	ing	10		[Ne	•		2	03/19/	Deactivate
POS	ACPOS Q	NCR77	Station	6.11	NC	8.1		[Ne	•		2	03/19/	Deactivate
POS	ACPOS Q	sdk_g	Station	6.11	Go	11		[Ne	•		2	03/19/	Deactivate
POS	ACPOS O	sdk ø	Station	6.11	Go	11	m	[Ne	•		2	03/19/	Deactivate

Tip

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

My Devices C Export List Device Activity Report G 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 LAST TICKET DEVICE STATION NAME * APP VERSION MODEL OS CHARGE SUBSCRIPTION RATE RATE PLAN PLAN ID DEVICE TYPE TYPE STORE . PRIMARY PLAN ID KDS ACPOS ... sdk_g... sdk_gp... 6.11... Go... 11... Deactivate 2 sdk g... sdk_gp... 6.11... Go... 11... KDS ACPOS ... 2 Deactivate Statio... 6.11... NC... 8.1... V 8ad08ae28d8... MPOS Primary Device ACPOS ... NCR7... C-0... 1 03/21... POS ACPOS ... NCR7... Statio... 6.11... NC... 8.1... [Ne... • 2 03/07... Deactivate POS ACPOS ... EX8000 Statio... 6.11... ing... 10... [Ne... 🔻 2 03/19... Deactivate Discard Changes Successful Update

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

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.

_			
Start			
Sign In	Descript	ive Device Name	
Registration	NCR	7746	
Store Selection	Device Selection		
Device Selection	Please make sure, you have selec	ted Primary station.	>
Server	Cancel	ок	
User Permissions			
Finish			
		Register Your Device	
			App=6.11.0.61115245 OS=2.4.5-user

2. Tap OK to continue.

The server running status appears on the primary POS device.

· · · · · · · · · · · · · · · · · · ·	≹ ⊖ ♥ ն 4:12
Start	Please provide Aloha Cloud the following permissions
Sign In	Allow Aloha Cloud to access photos, media, and files on your device
Registration	Allow Aloha Cloud to take pictures and record video
User Permissions	Allow Aloha Cloud to access the device's location
App Permissions	Allow Aloha Cloud to record audio
Do Not Disturb	Allow Aloha Cloud to make and manage phone calls
Allow Auto Updates	
Finish	
	Allow Permissions
	App=6.11.0.61115245 OS=2.4.5-user

3. Continue with the POS device registration.

Reference For more information on registering devices, refer to <u>Registering a device for the POS</u> .	
---	--

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.

	۵
	Host is Online tap to see details
	Server is Online
aloha Cloud by NCRVOYIX	The in-store server is online and reachable Primary POS server info (This terminal is the Primary POS Server) Name: NCR7746 IP address: 127.0.0.19060 By switching the application to the Offline Mode, you will be able to work without the in-store server. All the shifts and orders you will create will only be editable from this device until you switch back to the Online Mode
ACPOS QA TST [BINDU] MS Default	Credit Processor is Online
	Forgot your PIN? Go to Back Office to reset.



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:

- <u>Replacing the primary device from the POS</u>
- <u>Replacing the primary device from the Back Office</u>
- 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.



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.



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.

						e	8 🌰
			•	Host is Online tap to see details			Sync Now
			•	Server is Offline tap to see details			Go Offline
			•	Credit Processo	r is Online		
				60 F0	œ ;		
Point of Sale	Phone/Drive Thru	End shift		Scoreboard	Back Office		
	68			1			

- 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.

=			69	â	
	× Settings				
	Replace In-Store Server				
	Replace Primary POS	>			
	Printers				
	Receipt Printers	>			
	Kitchen Printers	>			
	Label Printers	>			
	Cash Drawer				
	Configure cash drawers	>			
	Scales				
	Configure scales	>			

8. Tap Replace Primary POS.

The Replace Server screen appears to confirm the changes.

=		ピ â 🌰
	× Settings	
	Replace In-Store Server	
	Replace Primary POS >	
	Printers	
	Receipt Printers Are you sure you want to replace the Primary Server? You	
	Kitchen Printers will no longer be able to access data from the old Server after the server replacement. >	
, L	Label Printers Cancel OK >	
	Cash Drawer	
	Configure cash drawers >	
	Scales	
	Configure scales >	

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.

=			🔮 A 🦲
		 Host is Online tap to see details 	Sync Now
		 Server is Offline tap to see details 	Go Offline
		Credit Processor is Online	
Point of Sale Ph	one/Drive Thru End shift	Scoreboard Back Offi	ce
	-	_	
i i i i i i i i i i i i i i i i i i i	Anterio an Int Research		

- **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.

iy D	evices	21							C	Export I	List	Device A	ctivity Report
idd a nev	v device simply c	download th	ne app to you	ir device a	nd activ	ate. You	ır device w	<mark>ill show u</mark> j	o in thi	s list once activated.			
dicates re	store *	DEVICE	STATION NAME *	APP VERSION	MODEL	OS	PRIMARY	CHARGE	-	SUBSCRIPTION RATE	RATE PLAN DEVICE TYPE	LAST TICKET DATE	
<ds< th=""><th>ACPOS Q</th><th>sdk_g</th><th>sdk_gp</th><th>6.11</th><th>Go</th><th>11</th><th></th><th></th><th></th><th></th><th>2</th><th></th><th>Deactivate</th></ds<>	ACPOS Q	sdk_g	sdk_gp	6.11	Go	11					2		Deactivate
vos	ACPOS Q	NCR7	Station 1	6.11	NC	8.1		C-0	•	8ad08ae28d8d	1	03/21/	Primary Device
MPOS	ACPOS Q	NCR7	station 2	6.11	NC	8.1	V	[Ne	•		2	03/19/	Deactivate
vos	ACPOS Q	NCR7	Station	6.11	NC	8.1		[Ne	•		2	03/07/	Deactivate
	10000	EVODOO	Station	C 11	1	10		-	-		2	02/10/	Desetiusts

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.

y De	evices								C D	Export List	Device J	Activity Report
dd a new o	device simply downloa	d the app to you	r device and act	tivate. Your de	evice will sl	how up in 1	this list once	e activated.				
YPE	STORE	DEVICE NAME	STATION NAME *	APP VERSION	MODEL	OS	PRIMARY	CHARGE NUMBER	SUBSCRIPTION RATE PLAN	RATE PLAN DEVICE TYPE	LAST TICKET DATE	
NPOS	SPRE QA T	NCR7746	Station B	6.11.0	NC	8.1	1	C-001 🔻	8ad08ae28ab23548	1	03/13/2024	Primary Device
KDS	SPRE QA T	Android	Android	6.11.0	unk	11	23			2		Deactivate
KDS	SPRE QA T	Android	Android	6.11.0	unk	11	10			2		Deactivate
KDS	SPRE QA T	Android	Android	6.11.0	unk	<mark>11_</mark>	10			2		Deactivate
KDS	SPRE QA T	Android	Android	6.11.0	unk	11	10			2		Deactivate
KDS	SPRE QA T	Android	Android	6.11.0	unk	11	23			2		Deactivate
KDS	SPRE QA T	Android	Android	6.11.0	unk	11	卣			2		Deactivate
KDS	SPRE QA T	Android	Android	6.11.0	unk	11	23			2		Deactivate
POS	SPRE QA T	sdk aph	Station u	6.11.0	G00	11		[Needs •		2	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.



For more information on registering devices, refer to <u>Registering a device for the POS</u>.

- 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.

add a nei	w device simply o	download th	ne app to you	ir device a	nd activ	ate. Your	device w	ill show up i	in th	nis list once activated.			
TYPE		DEVICE	STATION NAME *	APP VERSION	MODEL	os	PRIMARY	CHARGE NUMBER		SUBSCRIPTION RATE PLAN ID	RATE PLAN DEVICE TYPE	LAST TICKET DATE	
KDS	ACPOS Q	sdk_g	sdk_gp	6.11	Go	11	E				2		Deactivate
POS	ACPOS Q	NCR7	Station 1	6.11	NC	8.1		C-0	•	8ad08ae28d8d	1	03/21/	Primary Device
MPOS	ACPOS Q	NCR7	station 2	6.11	NC	8.1 '		[Ne	•		2	03/19/	Deactivate
POS	ACPOS Q	NCR7	Station	6.11	NC	8.1 '		[Ne	•		2	03/07/	Deactivate
POS	ACPOS Q	EX8000	Station	6.11	ing	10		[Ne	•		2	03/19/	Deactivate

8. Click Save Changes.

add a ne	ew device sin	nwob vlan	load the app to your device	and activate	. Your	device	will show u	p in this	list	once activated.			
ndicates	required fiel	d											
TYPE	STORE .	DEVICE	STATION NAME *	APP	MODE	os	PRIMARY	CHARGE	R	SUBSCRIPTION RATE PLAN ID	RATE PLAN DEVICE TYPE	LAST TICKET DATE	
KDS	ACPOS	sdk	sdk_gphone_arm64	6.1	G	11					2		Deactivate
MPOS	ACPOS	NCR	Station 1	6.1	N	8	V	C	٠	8ad08ae28	1	03/2	Primary Device
POS	ACPOS	NCR	station 2	6.1	N	8		[•		2	03/1	Deactivate
POS	ACPOS	NCR	Station Amith	6.1	N	8	[]	[٠		2	03/0	Deactivate
DOC	ACDOS	EVON	Station Avium	6.1	in	10	pres.		-		n	02/1	Desetivets

- 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.

R	eference
---	----------

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.

	NEW CONVER	Operation mode	Server mode
528214	ACPOS QA TST [BINDU] MS	Quick service	Use primary POS No store server
1528215	Store #2	ancel Update	Use store server
			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, Axium, 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.





© 2024 NCR Voyix. All rights reserved. NCR Voyix — Confidential Use and Disclose Solely Pursuant to Company Instructions