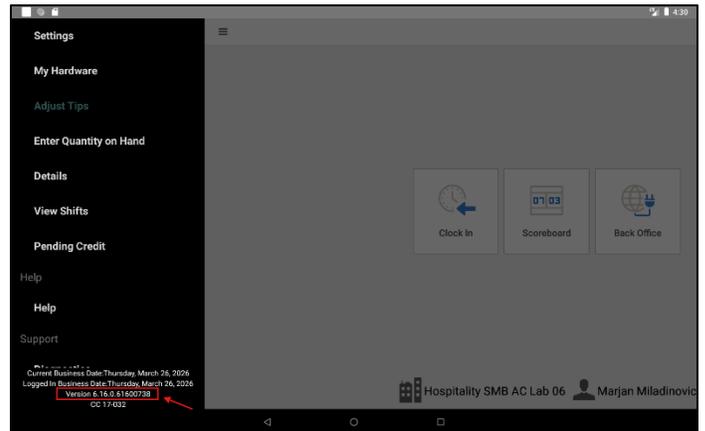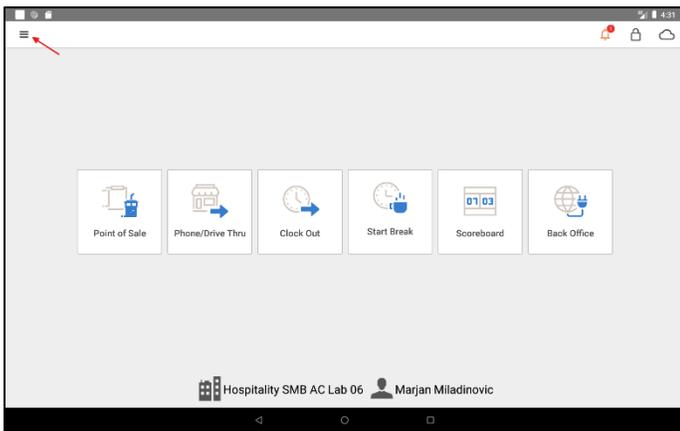# Aloha Cloud App Update Guide

1. Confirm the Current App Version

To confirm the current app version, from the first screen on the POS after logging in, tap on the **3 bars** at the top left corner and check the version number displayed at the bottom of the side menu.

The required app versions that are being pushed are:

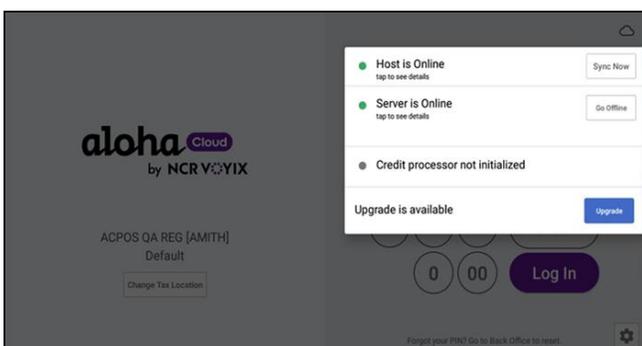- 6.16.3.61600775
- 6.18.6.61800781

If the device doesn't already have one of these two versions, it should be updated.

2. Updating the POS App

2.1 Updating Stationary POS Devices

If the POS device is not already updated, there will be a notification to do so.

The update is done by tapping on the **cloud icon**, at the top right-hand corner, and then on the **Upgrade** button.


There might be a line that says that the update is being downloaded, and after that is completed, the **Upgrade** button will appear.
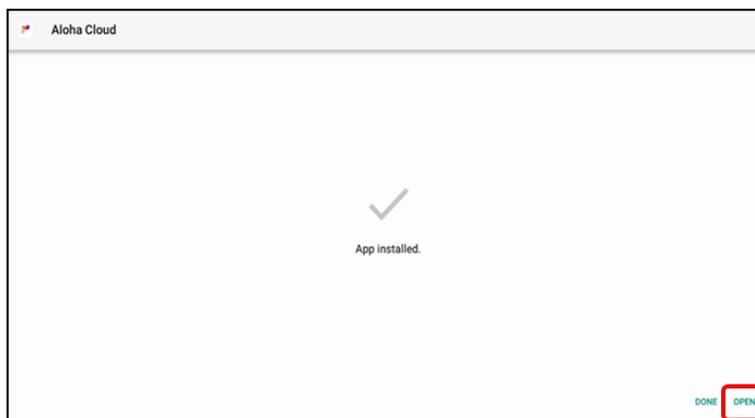
Aloha Cloud App Update Guide

After tapping on the **Upgrade** button, a screen for the manager approval will appear, and an employee with adequate permissions should enter their **PIN** and tap on **Override**.
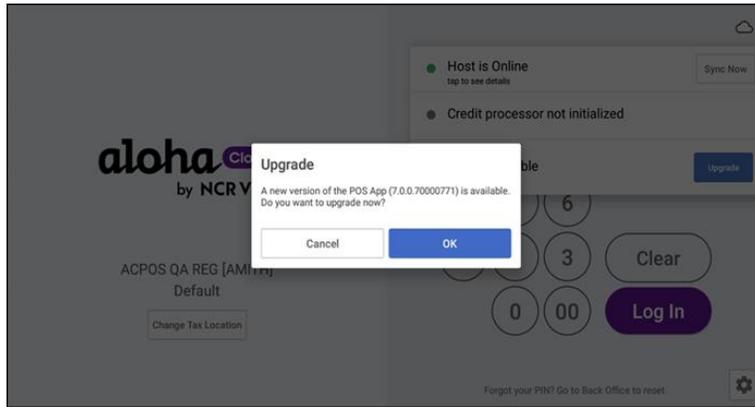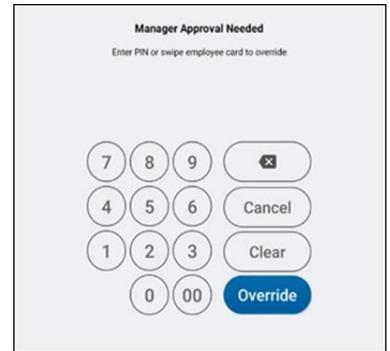
Tap **OK** to update the POS Application version. The confirmation screen should appear.
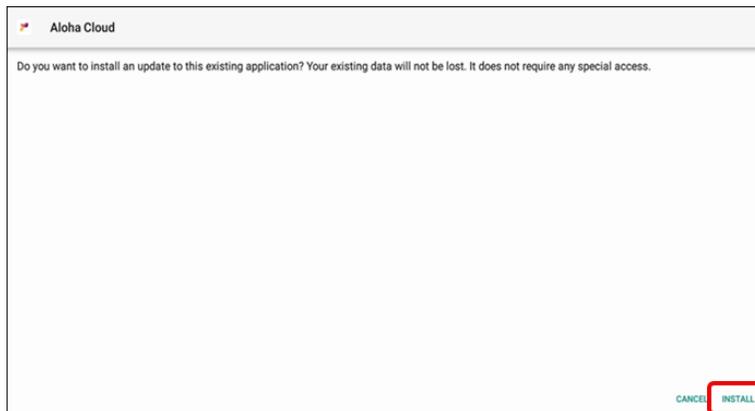
Tap **Install**. Once the installation completes, a notification screen appears.

Tap **Open**. The Aloha Cloud login page appears, and you can resume transactions.

NOTE: Ensure the connection status as online, and the information prior to the upgrade remains the same after the installation process.

⚠ If the message *'Aloha Cloud has stopped working'* appears during/after the update, restarting the device is usually the solution.

Aloha Cloud App Update Guide

2.2 Post Update Card Processing Setup

For credit processing to function, users must initialize it after the app update.

This is done by logging into the Aloha Cloud POS app, tapping on the **3 bars** at the top left-hand corner, and then on the **Setup Credit Processor** line.
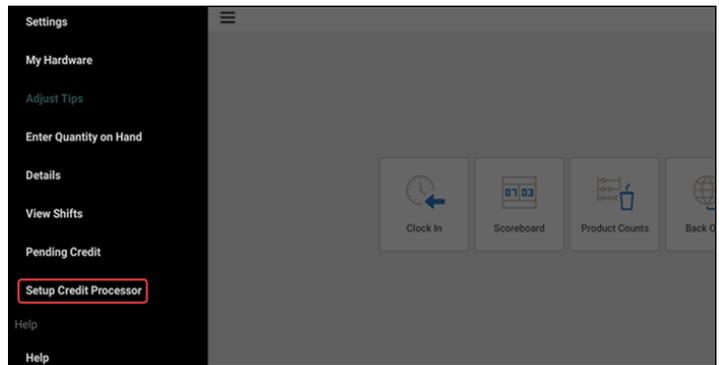

There will be another screen to install an SPI Gateway Service app, and the user should accept the installation by tapping the **install** button.

There can be another screen when initializing the card processor. It will list messages regarding the configuration download and firmware update, and when the process is completed the checkmark at the top right-hand corner will become active.

When the checkmark is tapped, the prompt will disappear.
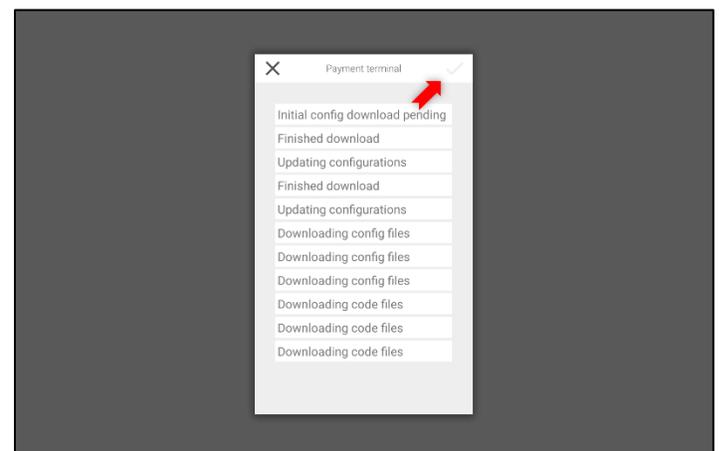
NOTE: After the credit processor initialization has been completed, it is advised to go to the ticket entry, create a ticket and pay using a credit card to confirm that the card reader is operational.

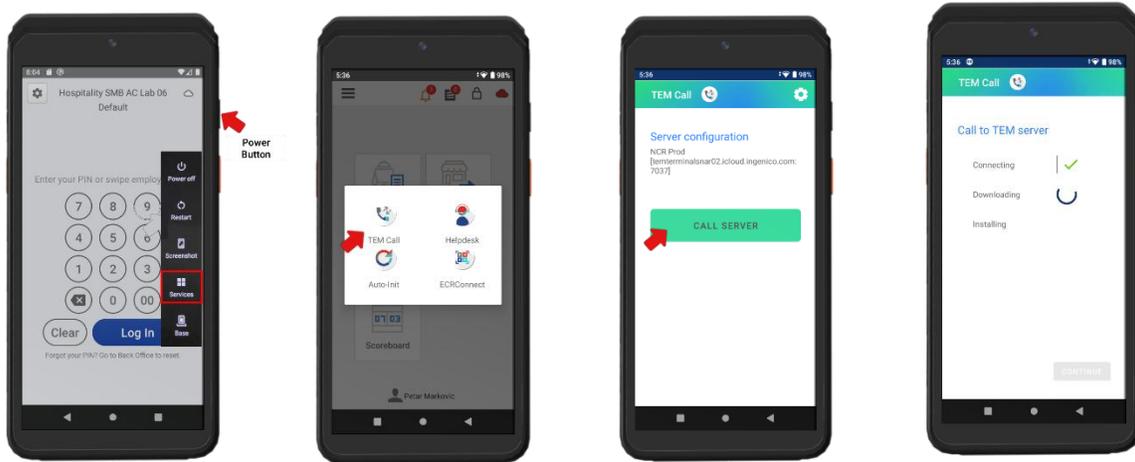Please remember to void/refund test transactions.

2.3   Updating Axium Devices

Updates on Axium devices are performed through the power menu.

Press the **power button** on the device, tap on **Services**, then on **TEM Call** and finally on **CALL SERVER**.

This might take some time, and the device can reboot a couple of times.

NOTE: Repeat the steps described in the section above *(2.2 Post Update Card Processing Setup)*, to initialize the card processing on Axium devices after the update.

2.4 Server Update

All devices in the store must be updated to the same app version, or there will be a message that there's a version mismatch.

Stores that do not have a Mac Mini, can simply update their POS devices one by one, as described above.

For the stores that do have a Mac Mini server, there's an additional step.

Once a POS device update has been completed, the cloud icon will probably flash yellow. When the cloud icon is tapped, next to the server line there will be a message regarding the version mismatch, and by tapping on that line, an option to upgrade the server will appear.

After a couple of minutes, the server update should be completed, and the cloud icon on upgraded devices should go back to normal.