

Overview

This document is to advise you on what you may want to do to help facilitate a smooth re-opening of trading technology in your stores as the government guidelines are reduced regarding the COVID-19 lockdown.

Below is a list of considerations and checks that can we recommend are performed in your stores to your Tills / Back Office PC (BOPC) & any till-peripheral you use for trading with Cybertill.

If you have turned off Network / Broadband related equipment

If you made the decision to power off your broadband router or any internal network related equipment including wireless Access Points (if you have a wireless network in store) then please make you these are turned back on **1-3 days** before officially reopening so you can check there are no issues with the broadband connection and connection to Cybertill.

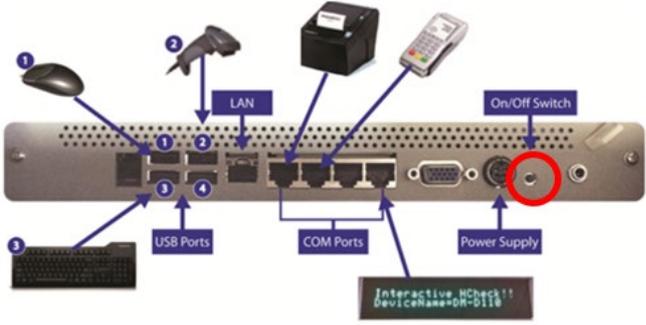
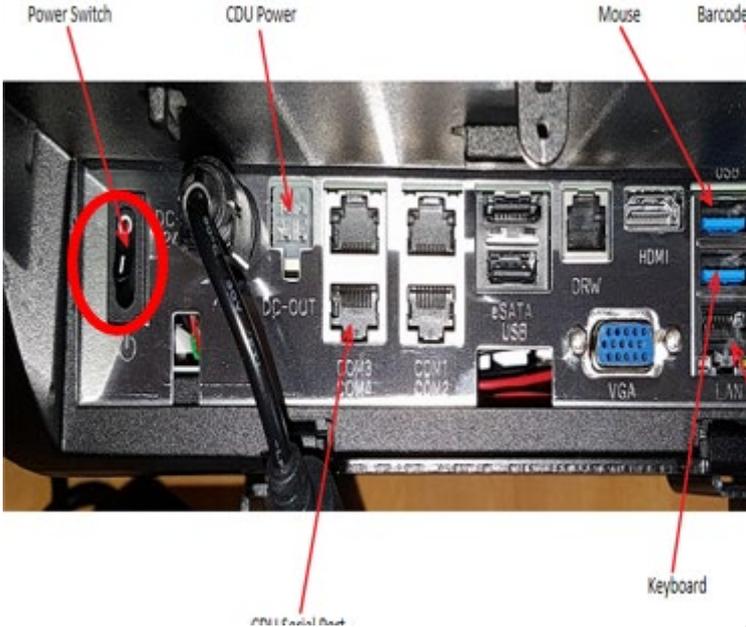
This action will help with the pro-active steps recommended further down the document also.

If you have turned off Tills / Back Office PC & any connected Peripherals

If you made the decision to power off all your equipment off in your store(s) during the COVID-19 lockdown then there are some proactive checks that you can do in your store(s) **1-3 days** before officially re-opening your stores after the lockdown to the equipment to make sure everything is working fine for when you start trading on the first day.

Till / Back Office PC

Please power on your machine as normal and make sure once fully powered up, it displays the windows user account login screen. Examples of what it should look like if when booted below for the till screen (Back office machines will be similar but won't have 'Till' login prompt)

Till model	Power Button Location
<p>J2 – tilt the screen away from you as the button is located underneath the bottom of the till:</p> 	
<p>Cyprus – tilt the screen away from you as the button is located underneath the bottom of the till:</p> 	

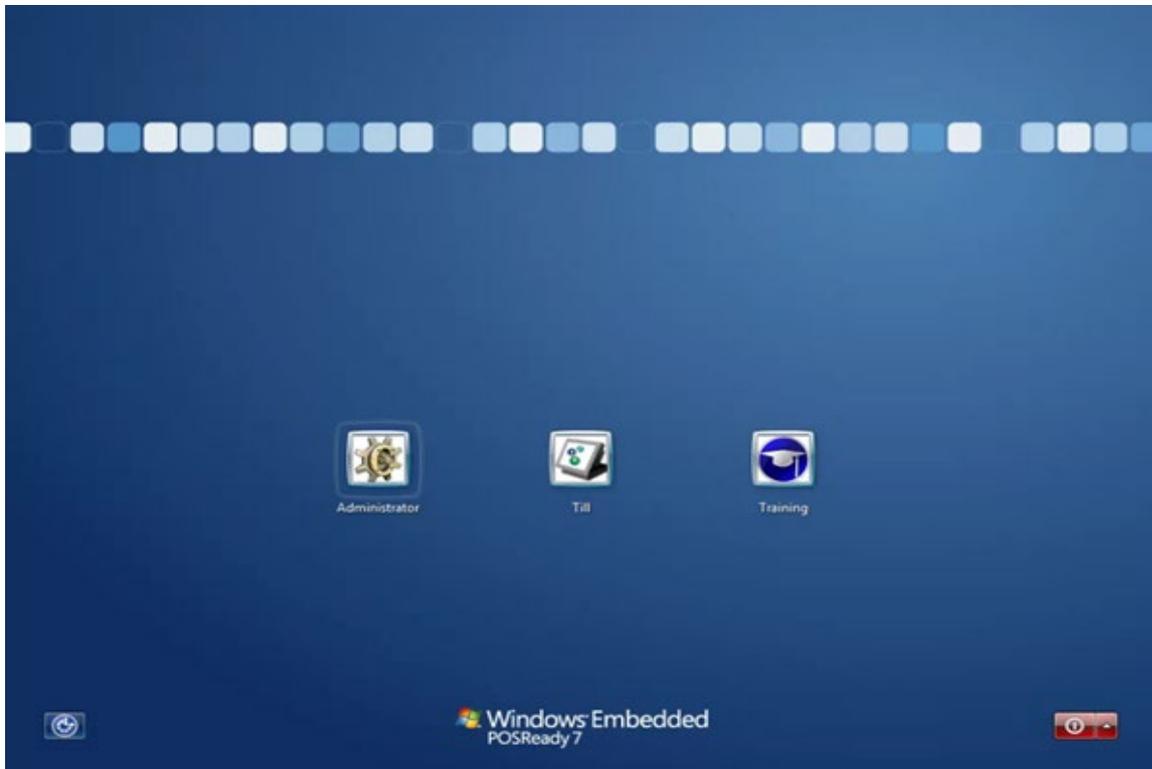
Audrey



Yuno:



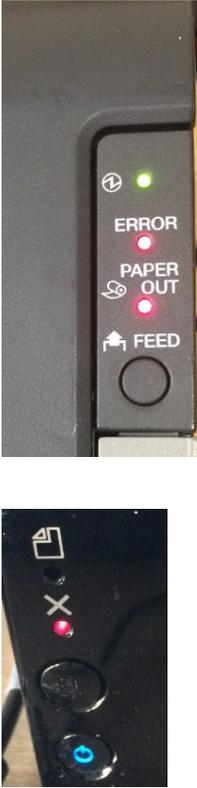
Windows 7 Example of what it looks like once till has booted :



Windows 10 Example of what it looks like once till has booted :



Receipt Printer

<p>1. Power on the receipt Printer. The power button will look like one of the following depending on model and will be found on the front, side or back of your printer</p>	
<p>2. Check the lights on the printer to make sure no error lights appear – Please see photos. Depending on your printer you will see one of the following if there is an error</p>	
<p>3. Open the printer and check there is a receipt roll loaded</p>	

4. Press the feed button on the printer to make sure paper feeds through. Again, depending on the printer model will determine where the feed is.

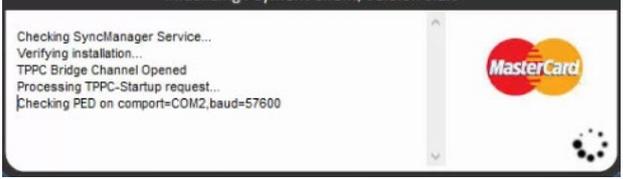
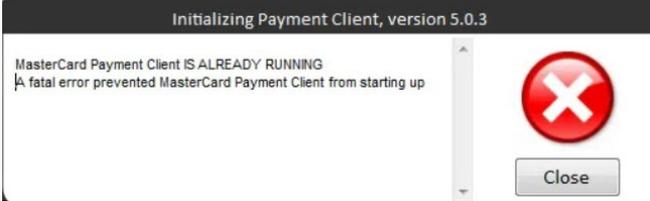
It will be one of the following examples



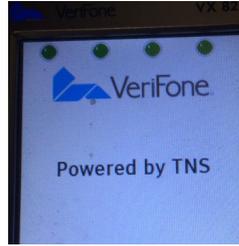
Barcode Scanner

<p>1. When the till powers on the barcode scanner will beep and power on</p>	
<p>2. Press the trigger on the scanner and check the beam shows</p>	
<p>3. Test functionality by logging into Cybertill and scanning some barcodes</p>	

If you have Cybertill Integrated Chip & Pin

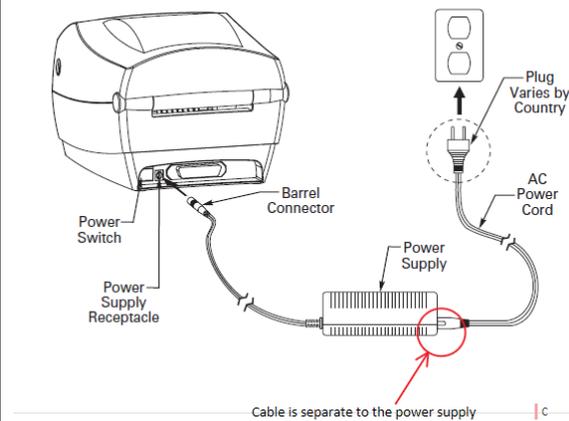
<p>1. Power the PED (PIN pad) on. If no power comes on after turning on at the mains, please check the following connection is securely seated</p>	
<p>2. Once powered on log in to the till user</p>	
<p>3. Wait for the software to fully load</p>	
<p>4. Once loaded check the icon appears in the system tray, to do this press the windows key and in the bottom right hand corner near the time you will see the icon (if you don't you may need to click the up arrow next to the time)</p>	
<p>5. If you receive the following message please log off windows and back in. This will resolve this error</p>	

6. Check the Chip & Pin Device. It should now say on the screen 'Powered by TNS' and have 4 green circles on the screen



If you have a Label Printer connected to your BOPC or Till

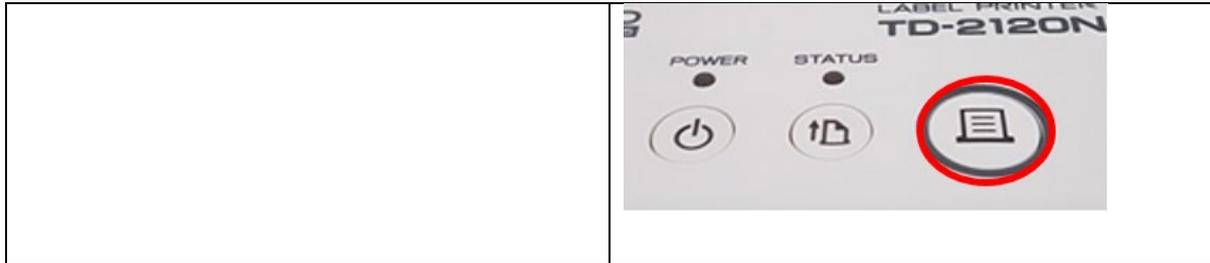
1. Power the label printer on



2. Check the light on your Zebra Printer's feed button is Green



	<p>The light around the feed button should be green, if it is red then please check the printing media is all set correctly.</p> <p>Brother:</p>  <p>Power button should be green, if it is red then check the media inside the printer.</p>
<p>3. Press the feed button to make sure the labels are fed through. Your feed button will be one of the following photos depending on model of printer</p>	<p>Zebra Printers:</p>   <p>Brother Printer:</p>



Customers that have the Cybertill Retail Health Managed Service

If you have instructed your store to leave their tills / BOPC powered on:

Cybertill are fully committed to continue the BAU service for Retail Health customers during the COVID-19 lockdown situation we are in.

Cybertill have communicated and set out a statement that communicated this to all our Retail Health customers and advised that as long as the customer's choice was to keep the Tills/BOPC in their stores powered on then we will endeavour to fully manage windows patch management and Anti-Virus updates during this lockdown period as we normally would.

So, if you have left your Till / BOPC powered on during the lockdown there is nothing you need to do.

If you took the decision to instruct your stores to switch off your tills / BOPC in store:

To allow Cybertill to bring you machines in store up to date with system and security patches ~~for you~~ machines we would recommend that you power on your till **3 days** before the official re-opening of the stores after lockdown.

Once your tills are powered on please can you communicate this to your Cybertill account manager so that the Technical Operations team can arrange for the patch management process to all of your machines in your store estate before your stores open for trading.

There is no need to leave your tills 'logged in' in the windows till user account for Cybertill to perform the updates and the standard overnight restarts will be performed to apply the updates to your machines.

Non-Cybertill Retail Health Customers

To allow your machines to update Cybertill would recommend **1-3 days** before officially re-opening that you power on your Tills / BOPC if you made the decision to power them down before the lockdown and run through any updates required to be installed.

This will be dependent on your own process for windows updates that have been created by you or your IT Team, so may require you to manually update or will be set to automatically update overnight

Cybertill Product

To allow for smooth transition back into trading with the Cybertill product after the lockdown Cybertill would recommend doing the following **1-3 days** before stores re-opens for trading.

- Test that you can Log into Cybertill Till Screen (**Note: Due to the till being not in use for a prolonged period you may need to re-activate your till**)
- Complete a test 'No Sale' to check cashdrawer and receipt printer operate normally
- Test that the Line Display is working correctly by loading up the till screen and enter the pin number and see if the Line Display displays the correct message which will be the [Company Name] followed by 'Next Customer Please'
- Test printing a label on the Till or BOPC

Retail solution for reducing the spread of germs

In the current climate there are small measures that can be taken to ensure the safety and protection of both customers and retail staff. Cybertill's Countertop Shields are ideal for all retail settings and are built to help reduce the spread of contagious, airborne germs commonly spread by coughing or sneezing.

There are 4 screen options available to buy, to view pricing and further information please go to the link below, volume discounts are available. The screens will be ideal for retailers who are still open and those who wish to reopen soon.

[Countertop Shields Info Page Click here](#)

Volume discounts are available upon request.



Who do you contact if you experience any issues?

If you experience any issues completing the above steps or you have any questions you can direct them into the Cybertill Service Desk:

E-mail – support@cybertill.co.uk

Phone – 0844 855 1600 (option 1)

Or you can contact your Cybertill Account Manager and they will assist where they can.

.Regards

Cybertill