



# What to expect ADI Installation, Setup and Training

\*ADI charges by the hour please reference your price sheet for total hours purchased  
On on-site services are pre-paid prior to services being rendered

## **Before your system arrives**

### ➤ **Prepping of systems at ADI**

ADI will pre-configure POS systems and install all POS Software and any computers or hardware purchased from ADI or shipped direct to ADI.

#### **A-1 Menu building *(Based on hours purchased)***

ADI will add menu items to the extent of what we have from you the client.

**The full menu may not be complete.** It is your (client's) responsibility to complete and fine tune your menu with ADI's help. Each client is different and has its own way of conducting business therefore fine tuning is important. This also gives you the chance to practice with the software. Time to fine tune your menu to your liking will vary.

#### **A-2 Remotely connect to check / review your menu**

ADI's offers you the ability to come to ADI or remote (via the internet) in and look at your menu / data base before your system arrives. Please take the time to do this as it will help insure that everyone is on the same page and we have as much of your menu items in the system before we are on-site.

#### **B-1 Credit Card setup**

##### **Customer Authorization For setup of credit card processing software, hardware and terminals**

As the customer you are authorizing ADI or an employee/contractor to install, setup, configure or support your credit card software, hardware or terminals. You are authorizing ADI access to the following information in your behalf; merchant numbers and other merchant information, calling the processor in your behalf, running test sales, obtaining processor's information for purposes of setup and configuration.

##### **Conformation of credit card and electronic transactions:**

It is you the customer responsibility to insure that your credit card and other electronic transactions are being deposit correctly, charged correctly, received on time, deposited in the correct account. It is your responsibility to notify your processor directly and correct any problems that you may have. If credit card setup information is NOT RECEIVED prior to on-site installation additional service fees may apply.

#### **B-2 Credit card integration using a non-ADI / MPS processor**

Customer is using a non-ADI/MPS processor this means if customer has any questions and or a problem with credit cards/processing, using Microsoft RMS or 2 Twotouch software. ADI cannot support customer or is limited in the support it can provide. Customer must call the processor direct to obtain support. Customer must call there processor direct to obtain all processing data necessary for ADI to enter into your POS software for setup. ADI cannot insure the compatibly or functionality of any credit card hardware i.e. pin pads or other equipment.

# The day your system arrives

## **C-1 Payment / Lease Sign off**

Please have your check ready for when your ADI representative completes the installation. When your ADI representative arrives they will first verify with you that all items of your order are complete. Upon signing the packing slip you will then be asked for a company check made out to ADI in the amount listed on your customer collection form. If you are leasing, you will be asked to sign off on the delivery and acceptance form and call the leasing company and state that all of your equipment is installed and in working order.

**ADI Representatives are instructed not to start any training until payment is collected.**

## **D-1 Network cables and Jacks**

ADI does not run cables. The customer is responsible to make sure the site is wired for the network before the installer scheduled to be onsite to setup the hardware. All cables must be jacked and tested. Please refer to ADI's network cable guide. ADI is not responsible for issues related to bad or faulty wiring.

## **D-2 Internet connections**

Complete Appendix -----D-2

Be sure your internet is fully setup and tested. (Take a computer/laptop and test to insure you are able to get access to the internet.)

If cable internet is an option at your place of business please choose this option over DSL.

If you can obtain a static IP from your provider this is preferred. If using multiple internet / networks multiple static IP are needed.

For high volume customers and if you will be using your internet connection for other purposes other than for your POS registers, you will want to have a **separate internet connection.**

## **D-3 Wi-fi / separate internet connection**

For security purposes, ADI requires its own network with internet access. No other computers or Public Wi-Fi should be connected to the POS network. For an additional fee ADI can set-up a Wi-Fi network / other network but it is our policy that if for any reason there is an issue with this network additional charges will apply. Wi-Fi networks and routers are not covered under ADI's support policy.

### **If using DSL ADI does not install separate internet network connections**

If you are **sharing** your internet connection with other devices (i.e. cameras, juke box, WI fi, ect.) **ADI is not responsible for these devices (setup, performance or connections).**

For best results install a 2<sup>nd</sup> internet connection so that these devices are on their own internet connection.

## **D-4 Onsite hardware setup {Based on hours purchased}**

Setup is limited to unpacking the registers/computers connecting any components setting the equipment up and doing a function check. Please make sure that the area is clean and has power running to the area your Terminals will be placed. If site is not ready, additional fees may be applied. Network setup is limited to setting up database connectivity only,

## **D-5 Connecting to an existing network**

ADI will be limited to its support it can provide when connecting to an existing network we will work with your IT staff to resolve any issues that make occur as a result of being on an existing network. ADI will not be responsible for data base connections failures, internet access, passwords, domain names, remote (network printer) failures or any other network related issues deemed a result of being a part of an existing network.

Phone support only will be provided and related to general networking issues only on the policy holder's network. It may be necessary for policy holder have assistance at the expense of policy holder to solve networking issues.

## **E-1 Back office computer 2 Touch back office computer requirements:**

Windows XP Pro, or Windows 7 Pro 1Gig memory, 80 Gig HD, 1 Gig processor, 10/100 network card

The computer should be clean and free of additional software This computer **MUST BE DEDICATED TO RUN 2 TOUCH SOFTWARE ONLY NO INTERNET BROWSING**

## **E-2 Non- ADI computer's Installation of software** *{Based on hours purchased}*

ADI will install software on computers not purchased from ADI with the following conditions. (1) Time ADI will spend the allotted time pre-purchased, if it is going to take longer an additional fee may apply. (2) Due to the many variables with existing computers it may be deterrent that your computer may not be compatible with the software and may not be able to be installed. (3) ADI will not be held liable for any lost of data or system failure as a result of installation of software. No report printers will be setup unless purchased from ADI.

## **Training Day** *{Based on hours purchased}*

### **F-1 Owner / Management and Key Operator Training**

ADI trains and supports Key Operators only. **ADI does not train servers**, only managers or person(s) in charge of training the servers and all other staff. This follows the principle of not breaking the "chain of command", once ADI is gone, servers/staff will be asking the managers/owners for help.

### **F-2 Menu building / Inventory Training** *{Based on hours purchased}*

Training on inputting your menu / inventory and item setup is limited to what time was purchased. Depending on your business type additional training may be necessary.

### **F-3 Training Time is Limited**

Please block your time for training and provide a quiet space for training. Training hours are limited to what was purchased. If you require more training it can be purchased of an extra charge. ADI will not be responsible if managers/owners were only "half available" during the training session.

### **F-4 Training Installation Times**

Normally 9:00 – 4:00 additional fees may apply if times outside normal are requested.

### **F-5 Dates for on-site work**

Delays due to the client

If there is a schedule conflict and you the client cannot be available on the date that is scheduled customer must cancel 48 hours prior to the scheduled appointment. If ADI is not given proper notice, or if the job site is not ready for any reason ADI will bill for its minimum charge of 3.5 hours at its current rate.

### **F-6 If you do not have a Support Policy**

If you do not have a valid support policy signed with payment information after the installation is completed you will be a non policy holder.

The following is true for all non policy holders:

All support services must be pre-paid with a credit card before service can be performed.

Phone support: \*Current rate \$125 per call/incident (pre-paid only)

Monday – through Friday 9am – 5pm only

#### **Non Policy Holders No support on weekends and Holidays**

On-site hardware support: Labor plus Parts

Non Policy Holders No swap-out on hardware available

Response time is 2-3 business days but is not guaranteed

\*Current Labor rate \$128 per hour (3.5 hour min pre-paid only)

Parts on hardware are limited in most cases the item is just replaced in this case the full price of the item must be pre-paid.

\*ADI's rates are subject to change

Appendix -----D-2

Internet connections

Internet Type:    Cable    DSL    Other

Providers Name: \_\_\_\_\_

Tech Support #: \_\_\_\_\_

Account Number: \_\_\_\_\_

User name / Password: \_\_\_\_\_  
(if required)

### Network Wiring Diagram

