TIM XL installation guide 1.5

Before you start

The TIM installation process consists of two parts: installation of the Backoffice suite on your server and installation of the TIM client on your iPod(s) and\or iPhone(s). Please ensure the following requirements are met before you start your installation.

Backoffice

The Backoffice server is needed for installation of the Backoffice suite.This server should be part of your exisiting Aloha POS network and run your Aloha Interface Server.The hardware and software run on this server should meet the minimum requirements as shown in the following table.

	Minimum	Recommended
Operating System	Windows XP Pro	Windows Emb 7
Memory	2 GB	4 GB
Processor	Dual Core	Dual Core
Installation disk space	1 GB	2 GB

The Backoffice server will also need to run your Aloha Interface Server which enables TIM to communicate with Aloha. TIM Windows service can manage the starting or stopping of this server, but configuration in Aloha and local system variables must be set.

Aloha

Requirements to run TIM on your Aloha system are as follows:

- Aloha Tableservice version 6.5 or higher;
- Aloha Connect should be enabled for TIM to interface with Aloha.
- External Interface Terminals should be licensed equal to the amount of concurrent users in your TIM license.
- 'Extended Payments' should be enabled when you use PMS Payments.

Wireless network

TIM clients will need to communicate with TIM Backoffice via a WIFI network. For reference see 'Wireless Best Practices' in this manual to ensure a stable, fast and secure network for your business.

iOS Devices

Ensure your Apple devices are running the latest version of iOS and are able to connect to the Aloha wireless network. To download TIM Client you will need access to an iTunes account. We recommend separate iTunes accounts per location as access on different computers is limited.

Aloha Manager configuration

Activating Aloha Connect Interface

Aloha Manager

1. Log into Aloha Manager using an account that can edit the store settings.
2. Choose Maintenance > Store Settings.
3. Select the System group.
4. Select the Interfaces tab.
5. Flag the Use FOH COM Interface setting.
6. Input the following string into one of the textfields under External Activity Interceptors: TIMAlohaInterceptor.Handler.
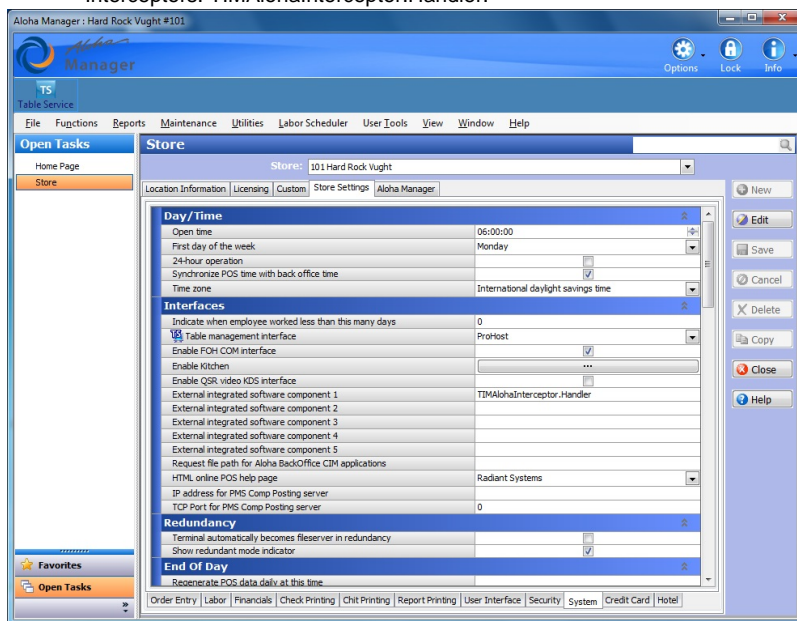
Configuring Interface Server and Interface Terminal(s)

TIM requires at least one interface server and one interface terminal.

Each TIM Client requires an interface terminal, if you have a site with five concurrent TIM clients you would need to configure five interface terminals.

Configuring an Interface server

The Interface server is the instance of IBER.EXE that communicates with the TIM service. Minimum requirement is one, depending on the environment you might use

more. As a rule of thumb we advise you to use no more than 10 TIM clients per
Interface Server.

1. Log into Aloha Manager using an account that can edit terminals.
2. Create a new terminal and name it something logical, like for example TIM ITF
   SERVER.
3. Select a revenue center for this terminal. It doesn't really matter which you
   select, but Aloha will require you to do so.
4. Flag the option Interface Server.
5. Save your settings.
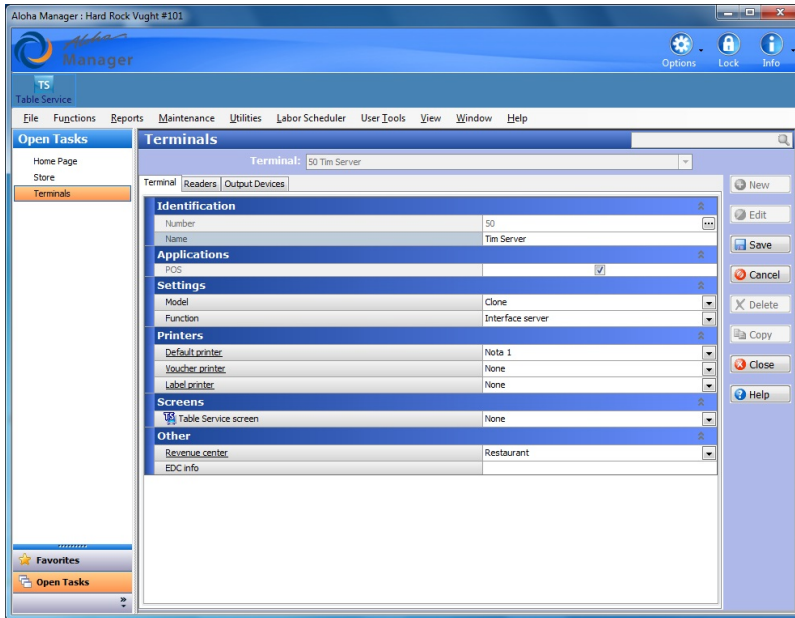
Configuring an Interface terminal

Interface terminals are the terminals used by the TIM clients. So if your customer wants
to use 5 TIM clients at the same time, you will need 5 interface terminals defined.

1. Log into Aloha Manager using an account that can edit terminals.
2. Create a new terminal and name it something logical, like for example TIM 1.
3. Select a revenue center for this terminal.This is the revenue center used by the
   specific client for Tabs.
4. Select a default printer for checks to print to from the TIM client.
5. Flag the option Interface Terminal.
6. Select the Interface Server you just created as the Interface Host.
7. Save your settings.
8. Repeat steps 1 through 7 for every TIM client you have licensed.

Please note that the Radiant Interface Terminal is not flagged
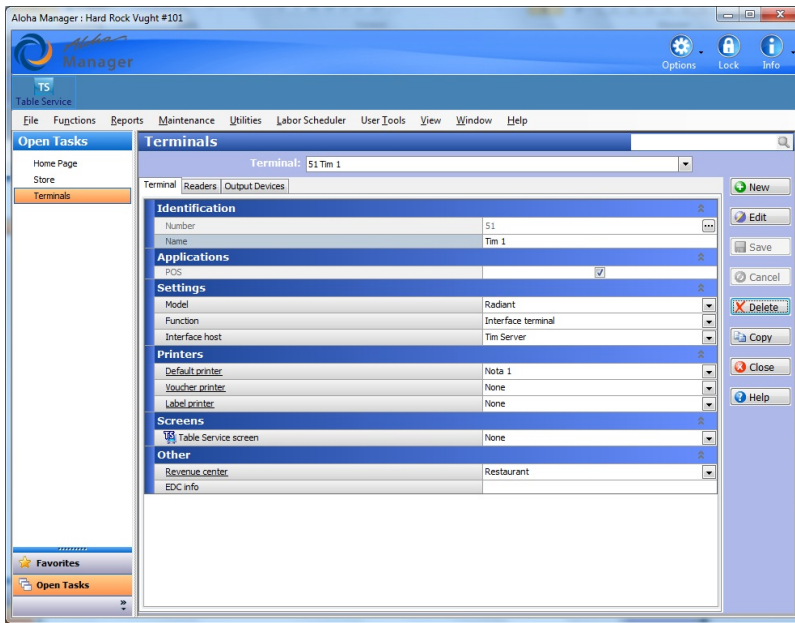
Installing the TIM Backoffice

The TIM Backoffice applications are easily installed using the install wizard.Always ensure you have the latest version of the Backoffice installshield. Contact your representative for the latest files. Installation of the Backoffice applications needs to be performed on the same machine as where the Aloha Interface Server is running.
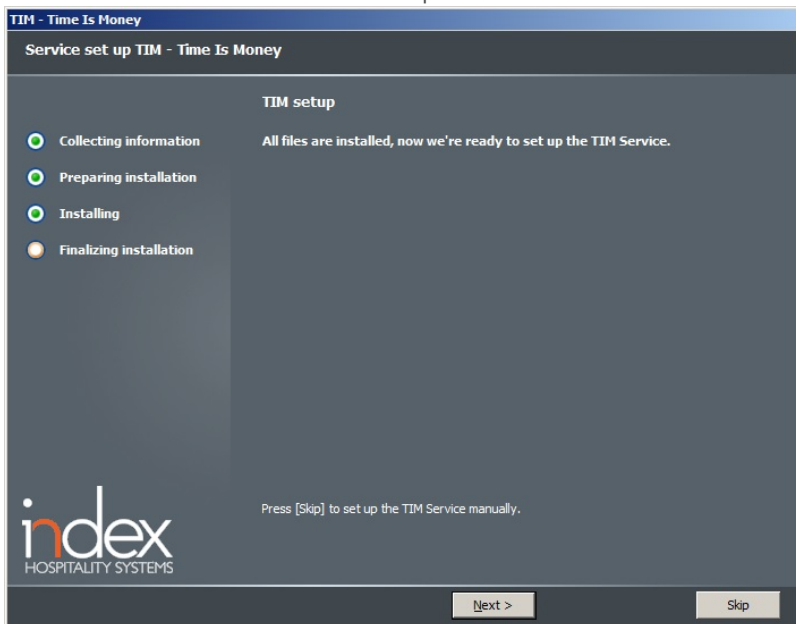
Installation of TIM Backoffice

1. Run the TIM Setup.exe.
2. Click 'Next >'.
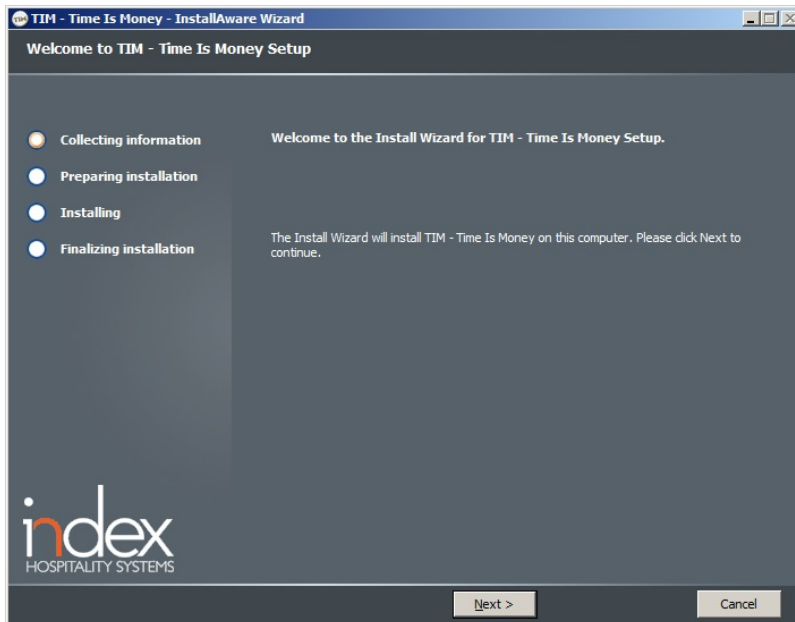
3. Select the directory you want to install TIM in. Click 'Next >' when done.
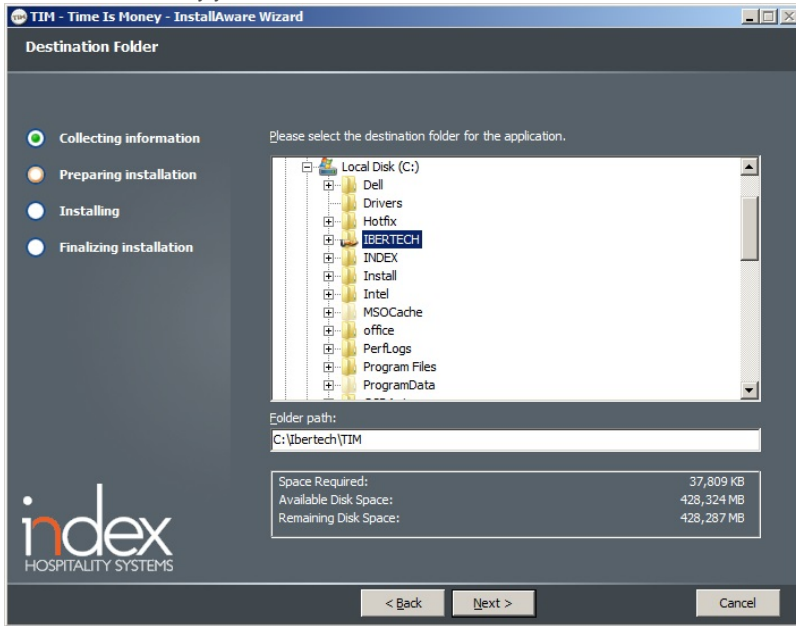
4. Click 'Next >' to continue the manual setup for Environment Variables.

5. Make sure you enter the required variables:

TERM = the number you added to the TIM interface server in Aloha Manager

TERMSTR = should be the same as the other terminal and fileserver variables

NUMTERMS = should be the same as the other terminal and fileserver variables

IBERDIR = **default** C:\Ibertech\Aloha

IBERROOT = **default** Aloha

LOCALDIR = **default** C:\Ibertech\Aloha

SERVER = **default** ALOHABOH
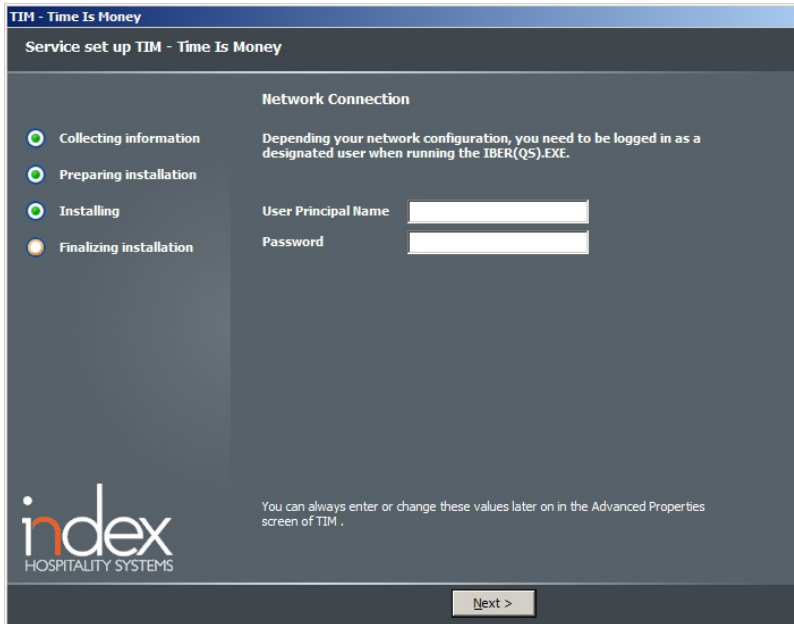
EDCPATH = **default** C:\Ibertech\EDC

PMSPATH = **default** C:\Ibertech\PMS

6. Please leave these fields empty for now and click 'Next>' to continue.

7. Setup evaluation. Click 'Next>' to continue.
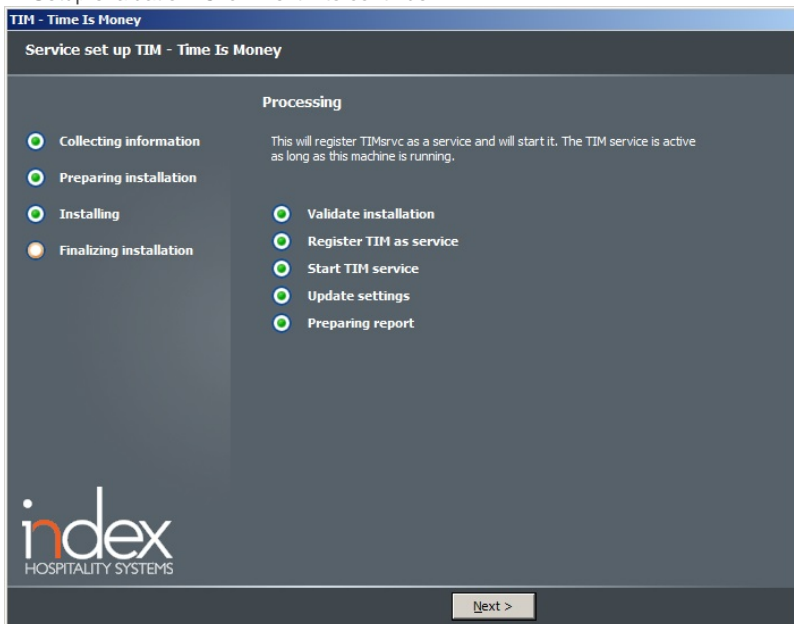
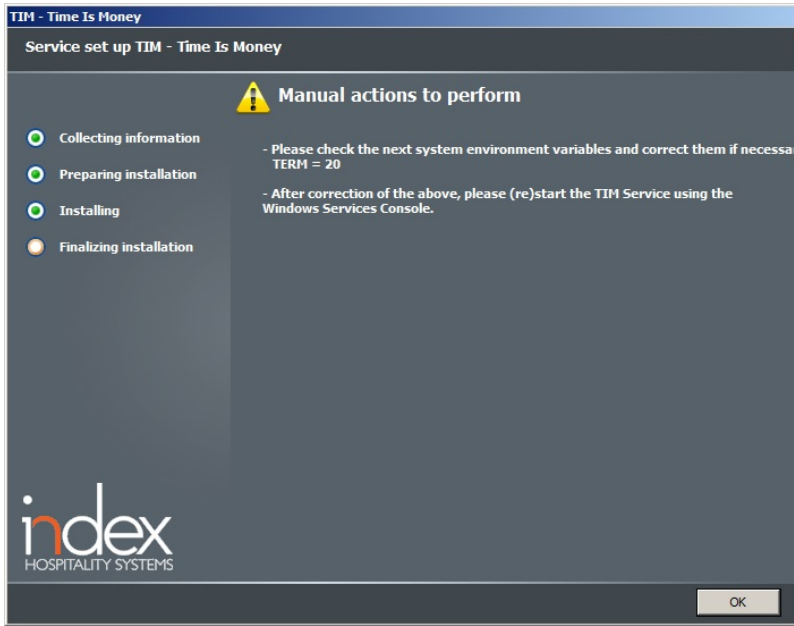8. In some cases the last screen tells you to manually perform several actions to complete the installation. The setup will also create an Installation Report in the Tim/LOGS folder with manual actions to perform. Note that when you've made changes

in the Environment Variables you'll need to reboot your system.

Licensing TIM software

To license TIM you will need to start the TIM Backoffice application.You can do this by opening the TIM.EXE in the installation directory of your TIM server.

1. Press the 🛈 icon and select License
2. Press the "New Request Code" button and copy this code
3. Send the code by e-mail to order@indexsystems.nl
4. You will reveive an Activation Key which you can paste into the License Activation Key field
5. Press the Apply Activation Key button
6. Your product is now registered
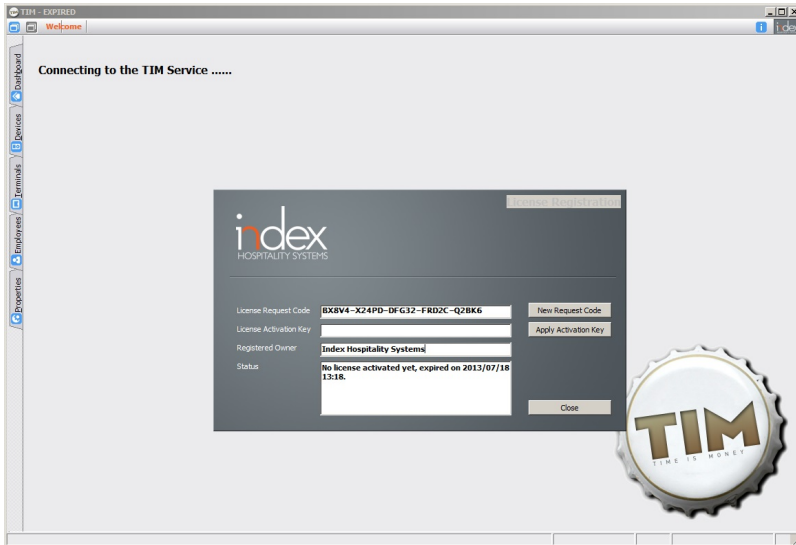
Registering the Tim service

To have the Tim service connect to the Iber, the user needs to register the Tim service under the same account as the other order entry terminals. (default: Aloha user)

1. Navigate to computer management > services and double click the Tim service
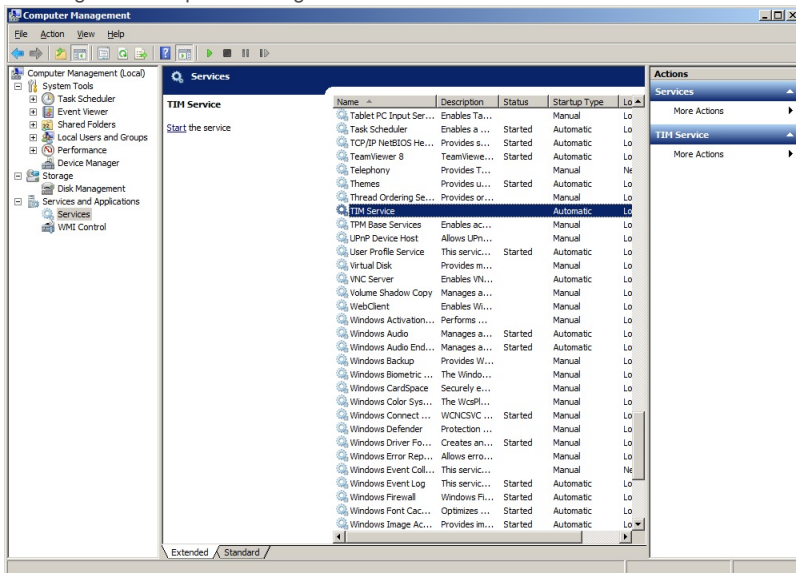
2. In the Log On tab, choose This account and fill in the credentials you'd like the Tim service to login with. Click apply and restart the Tim service.

Your back office installation is complete.

TIM Service Properties (Local Computer)

| General | Log On | Recovery | Dependencies |

Log on as:

○ Local System account
☐ Allow service to interact with desktop

● This account: `Aloha` [Browse...]

Password: `●●●●●●●●●●●●●●●`

Confirm password: `●●●●●●●●●●●●●●●`

Help me configure user account log on options

[OK] [Cancel] [Apply]
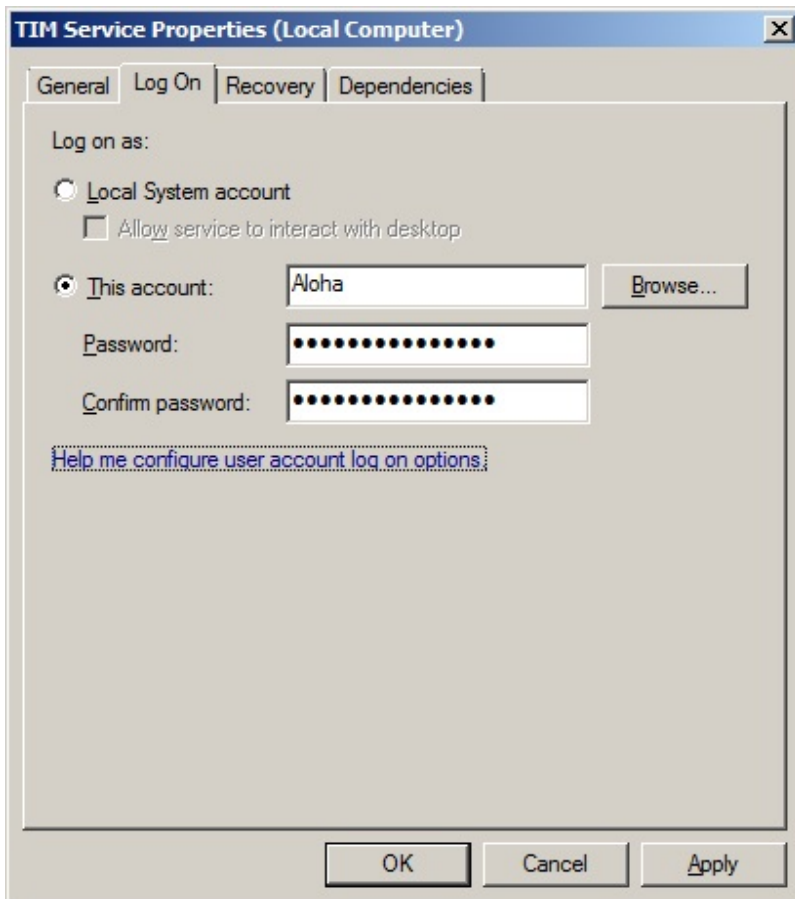
Setup your TIM client

TIM Client on iOS device

Installing the TIM client on your iPod touch, iPhone or iPad can be done through iTunes. For more information about iTunes accounts please see
http://www.apple.com/support/itunes/account/
When you have installed TIM on your iOS device, go to settings in order to setup the device to connect to the Aloha network.

1. Settings for TIM should be changed before using TIM client.
2. By default TIM is configured to use Demo mode, turn this off in order to start using TIM.
3. Under hostname, enter the IP-address of the server you installed the TIM Backoffice on.
4. Default port is 5808 unless you have changed it, leave it as is.
5. Enter a descriptive name for the specific device. Use a number or naming scheme so you can easily identify individual devices.
6. Restart the application in order to let the changes be effective.
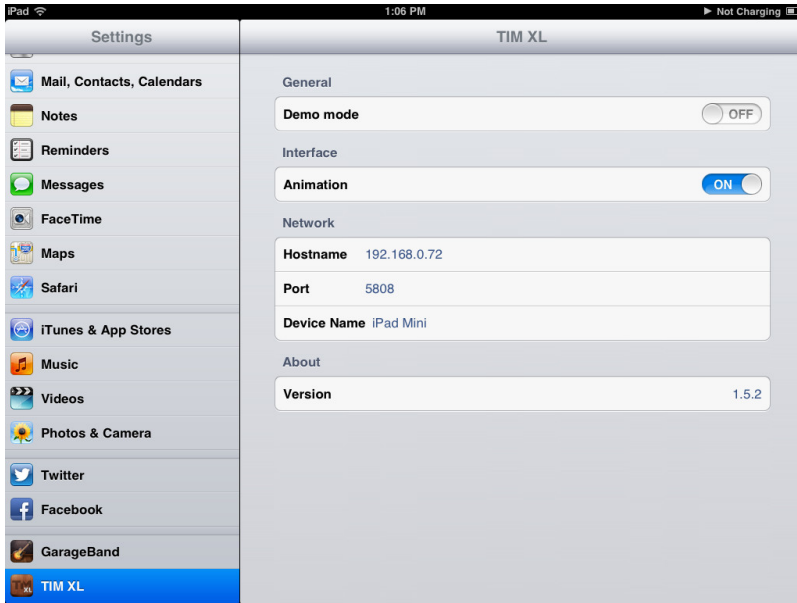
Activating devices

Once you have installed the TIM application on your iOS device, activation in the backoffice is required.Please follow these steps:

1. Launch the TIM application on the iPad. A pop-up with the message: 'Device Not Allowed' will show.
2. Start TIM Manager by double clicking on the TIM icon in the taskbar or start TIM.exe from the TIM\BIN folder.
3. A list with devices currently allowed to the Backoffice (in green) and new devices (in yellow) will appear. To allow a device access to TIM Backoffice click 'enable device'.
4. TIM is now correctly setup and can be used.
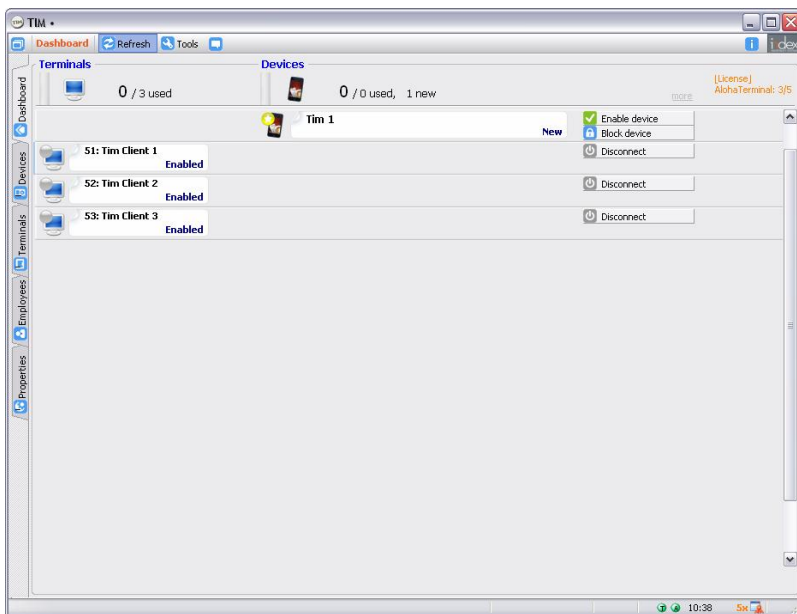
Company logo's

Starting with TIM version 1.3, the end user can now install company logo's onto the iPod for use with the reversed check view or guest check e-mail. These can be full-color or black and white logo's in a variety of formats. For all customer logo's please adhere to the following standards:

1. Logo's should be placed in the TIM>MEDIA folder.
2. Logo's should have the filename LogoCLR.*** (color) or LogoBAW.*** (black and white)
3. Logo's should have the extension *.JPG or *.PNG or *.BMP

Note: If a customer would like a logo on only one TIM client, the terminal number as defined in Aloha should be added to the filename.

For example: LogoCLR_21.PNG which indicates that the logo is only shown on interface terminal 21
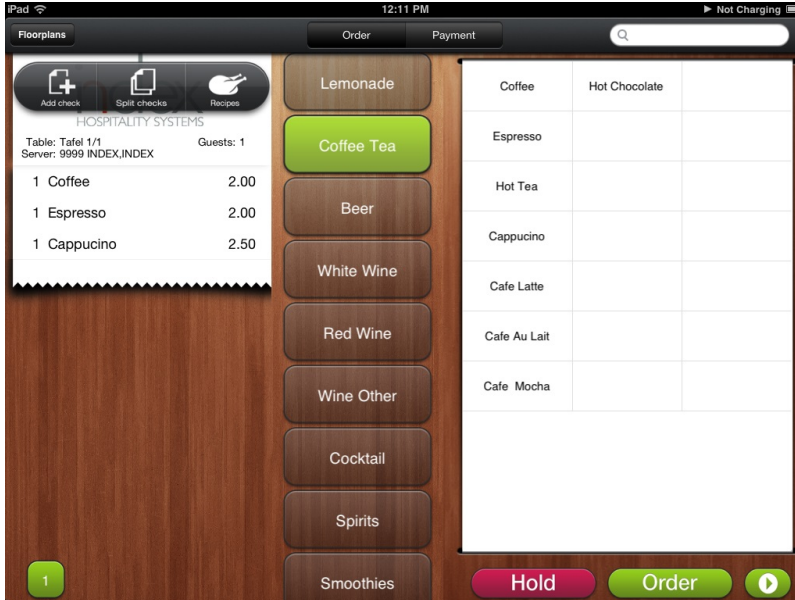
Emailing Checks

The 1.4 and higher versions of TIM support the emailing of checks.To enable this, certain settings must be configured to allow for this.These settings can be found in the TIM Backoffice.To set up check emailing, open the TIM Backoffice and click on the Preferences tab on the left. This screen will allow you to configure the necessary settings to support the emailing of checks.

1. Flag the SMTP email server.
2. Set you SMTP server address and port # (Set your user name and password should this be required for your SMTP server)
3. Flag Check email
4. Set your sender name and address (Mostly company name and e-mail address)
5. Set your subject
6. Set your content

Note: A *.PDF will be generated from the guest check and will be attached to the email automatically

TIM

Properties | Tools

SMTP email server

Server address / port
User name / password
SSL required

Check Email

Sender name / address
CC name / address
BCC name / address
Subject
Content

Notification   None

Additional Payment Solutions

Fall Back Tender *required*
Supported solution   ... **details**

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