BistroToGo Kiosk Installation Guide

For Seed Users

BistroToGo kiosks integrate with ConnectHQ, GlobalConnect's vending management solution, which serves as the backend for kiosk administration. This guide provides detailed instructions for setting up and operating BistroToGo kiosks using Cantaloupe's Seed as the operating vending management system

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BistroToGo Installation Prerequisites

Seed Prerequisites

Before installing your BistroToGo kiosks in your micro-market, complete the following steps:

1. **Enable VDI Access**
   a. Contact Seed Customer Service and request that they enable VDI access to "GlobalConnect / PatronMarket".
   b. This step allows your Seed account to establish a connection with the kiosk.
2. **Obtain Your Seed VDI ID**
   a. Ask Seed Customer Service for your account's Seed VDI ID (note: this may differ from your Operator ID).
   b. Once you receive your VDI ID, email it to chqsupport@globalconnect.biz so it can be added to your ConnectHQ profile.
3. **(Recommended) Create a Test Market**
   a. Set up a test market in Seed to confirm that data flows correctly from Seed to your kiosk. | *Read More →*
   b. For syncing purposes, your market must include at least one product in its planogram.

ConnectHQ Prerequisites

Most of the setup has already been completed for you; however, your ConnectHQ account requires an initial **Operator** (administrator) user:

1. **Add an Operator User Account**
   a. Email chqsupport@globalconnect.biz and request that an Operator user be added to your account. Include the following details in your request:
      i. Your company's name.
      ii. The user's first name.
      iii. The user's last name.
      iv. The user's email address.
   b. Once the user has been added, they will receive a verification email asking to set a password and activate the account.

BistroToGo Integration Sequence

The sequence shown here is a general overview of connecting your BistroToGo kiosk to your Seed managed micro market. Each step in the sequence is explained in more detail throughout this document.

1. **Complete the prerequisites shown on the previous page**
2. **In CHQ**

   If using the B2G customer setup wizard (Recommended):

   a. In the Customer menu, click the Setup B2G Market button.
      i. Enter the Customer Name and Address.
      ii. Set the Provider to Seed.
      iii. Enter the Seed Market ID.
      iv. Select the B2G kiosk asset from the Asset dropdown.
      v. Click Save.

   b. Configure kiosk's security pin, 2 tier pricing, and Theft Detective settings in the asset's detail page under the GC Kiosk Info tab. | *Read More →*

   If creating a market manually (not using the setup wizard):

   a. Create a Customer, Location, and Point of Sale. | *Read More →*
   b. When creating your market POS:
      i. Set VDI Controlled to Yes
      ii. Assign the Seed Market ID to the POS.
      iii. Click Save.
   c. Attach the kiosk asset to the POS. Confirm the serial number on the kiosk's home screen matches the kiosk you attach to the POS in CHQ. | *Read More →*
   d. Configure kiosk's security pin, 2 tier pricing, Theft Detective settings in the asset menu. | *Read More →*

Stop here until you are installing your kiosk

3. **In Seed**
   a. Assign the "GlobalConnect / PatronMarket" market provider to the Market.
   b. In the VDI Market Status menu, click send markets for the GC/PP provider.
   c. In the market's details page (**NOT** the VDI Market Status menu), click Send Products.
   d. **Note:** The send markets and products commands can take 1 to 15 minutes to be sent out by Seed. | *Read More →*
4. **In CHQ**
   a. Confirm in the POS details page that products have been synced under the Slaved Products tab.
5. **On the kiosk**
   a. Perform a test scan to ensure products have synced to the kiosk correctly.

ConnectHQ Setup

Once all prerequisites have been completed, Operators can now access ConnectHQ at this url: https://pwa.connecthq.live. Operator accounts have full security permissions and full access to ConnectHQ. Setting up your ConnectHQ environment is a simple process:

1. Users

User accounts with the "Operator" role type can add as many additional users in ConnectHQ as needed, allowing other employees within your company to manage BistroToGo kiosks.

Creating a New User

1. In the main menu, select **Setup** > **Users** > **Create User**.
2. Enter the user's basic information and the required (*) fields. Set the following default access options:
   a. **Security Profile**: Full Security
   b. **Role Type**: Supervisor
   c. **Role**: *yourcompanyname*l2
   d. **Handheld User**: No
   e. Leave non-required fields at their default values.
3. Click **Save**.

User Invitation Emails

New users will receive an email from ConnectHQ asking them to create a password.

- If the email is not received, check spam & junk folders.
- Users can reset their password by following the steps below.

Resetting a Password

1. Visit the ConnectHQ homepage: https://pwa.connecthq.live
2. Click **Forgot Password**.
3. Enter the user's email address and click **Submit**.
4. A password reset email will be sent to the user's email inbox.

Editing an Existing User

1. In the main menu, select **Setup** > **Users**.
2. Double-click on the user you want to edit.
3. Click the **Edit User** button.
   Note: To remove access, set an **Out of Service** date. The user's access will expire on the date selected. Selecting the current date will restrict access immediately.

2. BistroToGo Assets

When a BistroToGo kiosk is ordered, GlobalConnect will configure the kiosk and assign it to the operator's ConnectHQ account.

Accessing Your Kiosks in the Asset Menu

To view all B2G kiosks assets and their attached Lynk devices in ConnectHQ:

1. Navigate to the asset menu: **Main Menu** > **Assets** > **Assets**.
2. Click on the **Non-Vending Assets** tab.
3. Search for the BistroToGo kiosk by the kiosk's name or manufacturer serial number in the appropriate column. The name and serial number of the B2G kiosk will be displayed at the bottom of the kiosk's welcome screen.

Managing Your Kiosks

While in the asset menu (discussed above) double clicking on any of your B2G kiosk assets will bring up that kiosk's detail page. Here you will be able to manage and configure your kiosk assets.

GC Kiosk Info Tab

This menu tab on the asset's detail page contains the remote commands and configurations specific to the individual kiosk.

- Remote Command Buttons
  - **Update Catalog**: Forces the kiosk to download the current product catalog.
  - **Reboot Lynk**: Force reboots the LYNK telemetry device attached to the kiosk.
  - **Reboot Kiosk**: Force reboots the kiosk.
- Kiosk Settings
  - **Security Pin**: The security pin is needed to access certain commands in the B2G kiosk service menu. The pin for the kiosk can be set and saved here.
  - **Theft Detective Support**: Enabling support will allow your Theft Detective camera to link to your B2G kiosk.
  - **Low Data Mode**: Low data mode will limit Theft Detective alerts and data usage to prevent data overage charges.
- 2 Tier Pricing
  - **Discount Type**: The discount can be set to a % rate or fixed dollar amount.
  - **Applies To**: Sets 2 tier pricing to be either a discount for cash & loyalty transactions or a fee for credit card transactions.
  - **Discount Added / Subtracted**: The discount's % rate or dollar amount to be applied for each transaction.

Account Load Tab

This tab will show all cash and credit card loyalty account loads that have taken place at this kiosk. Clicking the “View” button under the Lynk Transaction Info column will display additional transaction details.

User Feedback Tab

This tab will show the customer feedback that has been submitted by your customers through the feedback option available on the kiosk.

Transferring Kiosks Between Branches / Zones

If your company operates multiple branches, you may need to transfer kiosks from one branch in CHQ to another. This will allow a kiosk to then be assigned to a market that is managed by that branch. To transfer an asset to a different branch or zone:

1. In the **Assets** > **Non-Vending Assets** menu, double click on the asset to transfer.
2. In the General tab, click the **Change Zone** button.
3. Select the new zone to transfer the kiosk to and the effective date of the transfer.
    a. Each branch will have a default “Equipment Warehouse – *branch name*” zone that can be used to house your assets.
    b. Selecting today’s date will transfer the asset immediately.
4. Click **Save**.

Note: If your company operates multiple branch locations, when a kiosk is assigned to your CHQ account, it will be found in the specific branch’s equipment zone named “Equipment Warehouse – *Branch Name*”.

Attaching a kiosk to a market

In ConnectHQ, your BistroToGo kiosk will be placed into a default “Equipment Warehouse” zone. Any time that an asset is not attached to a point of sale, it will be placed in a zone. To attach a kiosk to a market, you will need to move it from its current zone to your market POS. To do so:

1. In the **Main menu** > **Customer** > **Points of Sale** menu, double click on the POS.
    a. **Note**: If the POS is not listed, click the eye icon in the top right corner to reveal all inactive points of sale.
2. Under the **assets tab**, click the **Add Non-Vending Asset** button.
3. Search for the B2G kiosk’s name or manufacturer’s serial number.
    a. If your kiosk does not appear in the list of available assets, check:
        i. That it is not already attached to another point of sale.
        ii. That it is in the correct branch’s equipment warehouse.
4. Click **Save**.

Removing a kiosk from a POS

1. In the **Main Menu** > **Customer** > **Points of Sale** menu, double click on your previously created POS.
2. Under the **assets tab**, click the **Remove** button in the action column to the far right of the attached kiosk asset.
3. Select the Equipment Warehouse zone and effective date for the asset transfer.
4. Click **Save**.

Kiosk Reboots, Updates, and Product Syncing

Rebooting

B2G kiosks run a daily scheduled reboot around midnight. During this reboot, any updates that the kiosk is scheduled for will be downloaded and installed automatically. If a kiosk has stalled and needs to be rebooted, it can be forced to reboot in number of ways:

1. **Remotely**: Click the Reboot Kiosk command in the kiosk asset's GC Kiosk Info tab.
2. **Service Menu**: Tapping five times the globe on the kiosk's welcome screen will bring up its service menu. In the menu, there is the option to reboot the kiosk.
3. **Hardware Switch**: Open the kiosk. On the back of the kiosk screen is a Raspberry Pi device that houses a power on/off switch.

Updates

Periodic software and security updates occur during the nightly reboot process or after a forced reboot. If possible, a kiosk should be turned on before market installation to allow for the kiosk to download and install all software updates.

To see if a kiosk has the latest software update, you can visit the Asset's details page. Under the GC Kiosk Info tab, it will display if an update is available.

Catalog Syncs

Due to the B2G kiosk being VDI controlled by Seed, product catalog updates are reliant on data syncs from your market in Seed. Once a catalog update is sent from Seed to ConnectHQ (periodically synced every 4 hours), updates to the B2G kiosk occur in real-time and do not require forced catalog syncing.

On rare occasions, an internet connection issue might cause a catalog to not be updated. In such cases, the **Update Catalog** button in the Asset's GC Kiosk Info tab will resync that catalog to the kiosk.

Note: Clicking Send Products in your seed market will force Seed to send CHQ the current catalog within 15 minutes.

3. Customers, Locations, and Points of Sale

ConnectHQ uses a hierarchy system to manage customer records. A customer can have one or more Locations, and a Location can have one or more Points of Sale. A Point of Sale within CHQ can be either a Market, Vending Machine, or Delivery Point.

Market Creation Using the Setup Wizard

When creating the first market for a customer or for simple customer hierarchies (1 customer, 1 location, and 1 market POS) the B2G customer setup wizard should be used. This wizard will create the entire customer hierarchy, link to your seed market, and attach your B2G kiosk in a single step. To use the setup wizard:

1. In the **Main Menu** > **Customer** > **Customers** menu, click the **Setup B2G Market** button.
2. Enter the following:
    a. **Customer Name**: The customer name is not required to be an exact match to the customer name that is in seed, although it is recommended.
    b. **Provider:** Keep the provider set to Seed
    c. **Market Address**: Enter the market location's physical address
    d. **Seed Market ID**: The seed market id is generated when the market is created in Seed. In Seed, this ID is displayed in the leftmost column of the **Market** > **Market List** menu.
    e. **Asset**: Select the B2G kiosk asset from the **Asset** selection dropdown.
3. Click **Save**.

Once saved, ConnectHQ will do take all the necessary steps to create and prepare your market for the connection to Seed.

Manual Market Creation (not using the setup wizard)

For situations where you will have multiple locations or markets under the same customer, manual creation of the locations and/or points of sale will be required. To manually create a market point of sale:

1. Create the customer's hierarchy.
    a. Create a Customer.
        i. In the **Main Menu** > **Customer** > **Customers** menu, click **Create Customer**.
        ii. Enter the Customer's Name & Address.
        iii. Select for Create Location:
            - **Yes**: if you would like to automatically create a location with the same name and address as the **Customer** record.
            - **No**: if you would like to manually create a location as shown in the next step (step b).
        iv. Click **Save**.

b. Create a Location.
    i. In the **Main Menu** > **Customer** > **Customers** menu, double click on your customer's record to go to its details page.
    ii. Click the **Create Location** button.
    iii. Enter the location's Name & Address.
    iv. Click **Save**.
c. Create a market Point of Sale.
    i. In the **Main Menu** > **Customer** > **Locations** menu, double click on your location's record to go to its details page.
    ii. Click the **Create Market** button.
    iii. Enter a market name.
    iv. Set **VDI Controlled** to Yes.
    v. Enter the **Seed Market ID**.
    vi. Click **Save**.

2. Attach the B2G kiosk asset.
    a. In the **Main Menu** > **Customer** > **Points of Sale** menu, double click on your POS record to go to its details page.
    b. In the **Asset** tab, click the **Add Non-Vending Asset** button.
    c. Search for and select the BistroToGo kiosk asset.
        i. Confirm the serial number on the kiosk's welcome screen matches the kiosk you are attaching to the POS in CHQ.
        ii. If your kiosk does not appear in the list of available assets, check:
            - That it is not already attached to another point of sale.
            - That it is in the same branch's equipment warehouse as the market POS.
    d. Click **Save**.

4. Market Management

With your market created, you will be able to manage your market in the point of sale's detail page. You can access the details page for a point of sale through the **Main Menu** > **Customer** > **Points of Sale** and double clicking on a POS. Here you will be able to attach & remove kiosk assets, view kiosk sales, add hot items, attach ad campaigns, and debug connection issues.

Assets

In the **POS details page**, under the **Asset** tab, you can add and remove kiosks assets from the market. Once added, the kiosk will attempt to download your market's product catalog (if available), ad campaigns, and any market/kiosk settings.

Note: Multiple kiosks can be added to your market but at least one is required for a point of sale to remain in an activated state.

Kiosk Sales

The Kiosk Sales tab shows all transactions that have gone through your market's B2G kiosks.

- **Sales Summary**: Shows a total sales summary by day.
- **Product Summary**: Shows a sales summary by product.
- **Kiosk Sales**: Shows individual kiosk transactions. Double clicking a record item will open the transaction's details page.

Hot Items

Hot items are BistroToGo's quick-add kiosk buttons that allow your customers to quickly add a product to their carts. These buttons can be used for products that do not have barcodes available (i.e. fresh fruit, self-serve coffee, utensils), products on sale that you would like to highlight, or items that may have difficulty scanning.

To add hot items to your kiosk:

1. On the **POS's details** page, click the **Hot Items** tab.
2. Click **Add Product**.
3. Enter the number of hot item slots to add.
    a. The hot items bar on the kiosk is limited to a maximum of 12 items.
4. Select an open product slot in the product grid or click **+New Item**.
    a. In the Product dropdown, find the item you would like to add as a hot item.
        i. Only products that are in your market's planogram in seed will be available to select.
    b. If you would like to change the display text of the product, update the **Button Text**.
    c. Select an image to display for the product.
        i. **Note**: Only hot items with an image available will be displayed on the kiosk.
    d. Click **Save**.
5. Click **Save** at the top of the Hot Items menu.

Hot item slots can be clicked and dragged in the grid view to rearrange your hot items bar at the kiosk. Clicking the "X" button on a product slot will remove that item and product slot.

VDI Products

The **VDI Products** tab will show all products that have been imported from your market's planogram in Seed. Once a product appears in this tab, your kiosk will have it available in its local product catalog.

Within the VDI Products tab, you can see product details that have been imported directly from Seed. Clicking on the "+" button next to a product will show tax and fee information.

VDI & Kiosk Feeds

These two data feeds show communication that that passes through ConnectHQ for this market.

- **VDI Feeds**: Shows all communication between CHQ and Seed.
- **Kiosk Feeds**: Shows all communication between CHQ and the B2G kiosk.

Operators will rarely need to use these tabs; however, they are both useful for debugging connection issues.

5. B2G Ad Campaigns

BistroToGo kiosks display a continuous loop of ad images when the kiosk is idle. These ads will only be displayed when the products promoted in the ad are available in the market's product catalog. These kiosk ads are sourced in several ways:

- National USConnect Loyalty Promotions.
- Affiliate-specific (also called Local) Loyalty Promotions that the operator creates on the USConnect Affiliate Admin site.
- B2G Ad Campaigns created in ConnectHQ and attached to the market point of sale.

Creating a B2G Ad Campaign

1. In the **Main Menu** > **Setup** > **B2G Campaign** menu, click the **Create B2G Campaign** button.
2. Enter a name, start date, end date, and status for the campaign.
    a. **Start/End Dates**: Enable and disable the ad campaign for any kiosk that the campaign has been attached to.
    b. **Status**: Setting this to inactive will disable the campaign, regardless of the start/end dates of the campaign.
3. Attach a 990x896 image to the campaign.
    a. This image should preferably have a transparent background and be saved as a png.
4. If the campaign is associated with a specific product, add the product name and its associated barcodes to the campaign. To restrict the ad based on the product, click **Add** under **Product Name and Barcodes**.
    a. Adding the name and barcode will ensure only products available in the market's planogram will be shown on the kiosk.
    b. If no product name or barcode is added to a campaign, the ad will be displayed regardless of the product's availability in the market.

Attaching a Campaign

B2G Ad Campaigns can be attached at multiple levels within the CHQ hierarchy (i.e. branches, national accounts, customers, locations, and points of sale). Attaching to a high level will propagate that campaign down to the points of sale lower down the hierarchy.

For example, attaching a campaign at the branch level will add the campaign to all customers within the branch. An ad campaign, attached to the location level, will propagate down to the points of sale attached to that location; however, they will not be available to other locations under the same customer.

To attach a campaign:

1. Navigate to where you would like to attach your ad in the customer hierarchy (i.e. a specific customer, location, POS, etc.).
2. In the **record's detail page**, click on the **B2G Campaign** tab.
3. Click the **Attach Campaign** button.
4. Select the campaign to add.
5. Click the **Select B2G Campaign** button.

Using Campaigns

Each B2G Ad Campaign is a single image that will be included in the kiosk's ad rotation once it has been attached to a point of sale. For example:

- An ad stating, "Win a Soccer VIP experience for 2025 MLS Cup with the purchase of any Coke" with a QR Code to scan for more details,
- An ad stating, "Spice up your 9 to 5! Try our NEW Bugles Tabasco® Flavored Crispy Corn Snacks and add a little kick to your day!",
- Or an ad stating, "Company quarterly meeting on Tuesday, 10/7, in Building 1 auditorium".

Note: Campaigns have start and end dates to control when they should appear. Campaigns also have an **optional** product barcode list to only show the campaign if at least 1 product in the list is available in the kiosk's product catalog. If an ad is created without adding a product, that ad will be displayed on any kiosk where it is attached.

6. Alerts

ConnectHQ will generate several operator level alerts for kiosk health monitoring. These alerts will be available real-time in ConnectHQ and can be configured to email operators an alert summary on an hourly or daily basis.

Alerts List

The Alert List is the real-time alerts feed within ConnectHQ and is accessed by navigating to the **Main Menu** > **Alerts** > **Alerts List** menu. All alerts that have been generated by B2G kiosks can be found and investigated here.

Double clicking on any of the listed alerts will bring up an alert detail page with additional information. The most important default alerts will be the:

- **Hourly Kiosk Alert**: This alert will be sent out on an hourly basis if a BistroToGo kiosk has not had a "heartbeat" in the past 30 minutes. This alert will not be repeated for the same kiosk twice in a 24-hour period to avoid redundant alerts.
- **Daily Kiosk Alert**: This alert will be generated daily if a kiosk has not had a sale in the past 24 hours.
- **Product Scan Failed**: This alert will be generated when a product scan at a kiosk was unsuccessful.

Alert Groups

Alert Groups are where operators can configure alert frequencies, descriptions, and alert recipients. Alert configuration is still a work in progress; however, operators can still easily add additional email recipients for the default alerts.

To add email recipients to the hourly kiosk alert for example:

1. In the **Main Menu** > **Alerts** > **Group** menu, double click on the **Hourly Kiosk Alert** group.
2. Click the **Configuration** tab.
3. In the **Action** column, click the **Three Dots** > **Edit**.
4. Under Email, add any emails that wish to receive alerts for unresponsive kiosks.
   a. Emails should be added using comma separated notation i.e. B2GSupport@globalconnect.biz**,** example1@globalconnect.biz**,** example2@globalconnect.biz
   b. **Note**: The B2GSupport@globalconnect.biz email should not be deleted from your default alerts. This alert will allow the B2G support team to investigate any potential issues with your kiosks as quickly as possible.
5. Click **Save**.

Seed Setup

Once the prerequisites have been completed, the only alteration needed for your Seed market to register your BistroToGo kiosk is to set the market provider to GlobalConnect / PatronMarket. Once your market has been switched over to the new provider, communications between ConnectHQ and Seed are initiated. Kiosk sales, product catalogs, taxes, discounts, and all other associated data will now be recorded from your BistroToGo kiosk into seed.

Note: Please review the setup sequence page to ensure proper connections between Seed and ConnectHQ are established.

1. Creating a Market

It is highly recommended that operators create a test market in seed to make sure that communication between your accounts in ConnectHQ and Seed can be established.

To create a market in Seed:

1. Create a new customer.
   a. In the **Setup** > **Customers** menu, click the **Add Customer** button.
   b. Enter the relevant and required information for the customer record.
      i. Tax Jurisdiction is a required field for customer creation.
   c. Click **Save**.
2. Create a location for the customer.
   a. In the **customer's detail page**, click the **Create Location** button.
   b. Enter the relevant and required information for the location record.
      i. Route / Subroute is a required field for creating a location.
   c. Click **Save**.
3. Create a market for the location.
   a. In the **location's details page**, click the **Create Market** button.
   b. Enter the relevant information.
      i. **Market Provider**: GlobalConnect / PatronMarket
      ii. **Deployed**: Yes
      iii. **Place**: The place name for the market
   c. Click **Save**.
4. Add at least one section to your market.
   a. In the **market's detail page**, under the **Sections** tab, click **Create Section**.
   b. Enter an Asset ID/Name of the section and any other relevant information.
5. Add at least one item to the section's planogram.
   a. In the **section's detail page**, under the **Planogram** tab, click **Edit**.
   b. Click **Add Coil** to add an open coil.
   c. Set the relevant information and items for the section.
      i. Par and pricing information is required for the items added.
   d. Click **Save**.

2. Linking Seed to CHQ

With a market created in both ConnectHQ and Seed, linking a B2G kiosk to your market requires "sending" of your markets and products from within your Seed account.

Sending Markets

1. Navigate to the **Market** > **VDI Market Status** menu.

2. In the list of your current market providers, click **Send Markets** for the **GlobalConnect / PatronMarket** provider.
    a. There may be a slight delay for ConnectHQ to receive these markets from Seed (up to 15 minutes).
    b. **DO NOT PRESS** the **Send Products** button from the **VDI Market Status** menu. This can take up to 2 hours for Seed to process the command.

Sending Products

Sending a product catalog should be done only after you have performed the Send Markets command. To send your product catalog to ConnectHQ:

1. Navigate to the specific market you are installing the B2G Kiosks in.
2. In the **market's details page**, click **Send Products**.
    a. There may be a slight delay for ConnectHQ to receive your product catalog from Seed (up to 15 minutes).
    b. **DO NOT PRESS** the **Send Products** button from the **VDI Market Status** menu. This can take up to 2 hours for Seed to process the command.
3. In your **point of sale's details page** in ConnectHQ**,** under the **VDI Products** tab, check that your product catalog has been uploaded.

Note: For debugging purposes, VDI commands sent to and from Seed can be seen in ConnectHQ in the **point of sale's detail page** under the **VDI Feeds** tab. Here you will see the **mmsMarkets** and **mmsProducts** commands once the data has been received by ConnectHQ.

3. Reports and Sales Data

Operators have within ConnectHQ the ability to view kiosk transaction and collection data. This is available under the **Kiosk Sales** and **Kiosk Collect** tabs in a **point of sale's detail page**. Detailed market reporting, however, should continue to be handled from within your Seed account.

BistroToGo Kiosk Usage & Hardware

With your market linked to ConnectHQ and your BistroToGo kiosk installed, your kiosk is now ready to use. For a more technical overview of the BistroToGo Kiosks, please see the BistroToGo Quickstart Guide.

Using the BistroToGo Kiosk

Service Menu

Administrators of the kiosk (supervisors, route drivers, account managers, etc.) have a range of commands available to them in the kiosk service menu. This menu can be accessed in one of two ways:

1. On the **welcome screen**, tap **5 times** on the **globe icon** in the top right corner.
    a. **Note**: clicking cancel in the cart menu will take you back to the welcome screen.
2. By scanning the **Service62** barcode. | *Download Barcode →*

Note: Within the service menu, some kiosk commands will prompt you to enter the kiosk pin number. This pin is set within the kiosk asset's detail page in ConnectHQ. | *Read More →*

Some service menu commands that will be available to you include:

- **Set as Collected**: Marks the kiosk as having been emptied of cash and restarts the cash meter. Collection records will appear in both ConnectHQ and Seed.
- **Networking Info**: Displays the connection status and network details for the kiosk.
- **Theft Detective Setup**: Registers your Theft Detective cameras to your B2G kiosk for configuration updates.
- **Re-Register LYNK Device**: Registers a new LYNK telemetry device to the kiosk in the event of a hardware swap or transfer.
- **Restart Kiosk**: Reboots the B2G kiosk. On boot-up, your kiosk will download any software updates, catalogs, hot items, and any updated setting configurations.

Network Connections

The BistroToGo Kiosks rely on a stable network to function optimally. Connection to the internet is primarily through a cellular network via the kiosk's InHand device. In the event the installed location does not have a strong cellular signal, the kiosk can be connected through ethernet.

To connect your kiosk to a network through an ethernet connection:

1. Run the ethernet cable through an open port in the back of your kiosk.
2. Plug the ethernet cable into the InHand's "WAN/LAN1" port.

Connection Status

To avoid broadcasting when your kiosk is not connected to the internet; the kiosk's connection status can be determined by looking at the globe icon on the kiosk's welcome screen. This is done to avoid potential lost sales or products when customers discover that a kiosk is offline. To quickly determine the connection status, the globe icon will appear against two different backgrounds:

- **Online**: The globe will show over top of a **black** background.
- **Offline**: The globe will show over top of a **white** background.

Offline Mode

While it cannot be maintained indefinitely, BistroToGo Kiosks will operate in an offline mode when an internet connection is not available. This allows your kiosk to record transactions until a network connection is re-established. There will be no indication to customers when the kiosk is operating in offline mode.

Note: Please review the network requirements outlined here for kiosks that experience continued network connection issues.

Cash Purchases and Loyalty Accounts

Cash transactions on BistroToGo kiosks require customers to create and use a USConnect Loyalty account. Once created, customers can load cash onto the account through the B2G kiosk and use their account balance for current and future transactions.

To sign up for their loyalty account, customers can scan the QR code on the kiosk's cart screen and walk through the setup steps provided to them.

Kiosk Hardware

Upon arrival of shipped kiosks, please unpackage and inspect your new BistroToGo kiosk. After inspection, please review the BistroToGo Quickstart Guide.

Theft Detective

Theft Detective is GlobalConnect's theft monitoring platform for unattended micro-markets. The Theft Detective cameras and detection software have both been optimized to work seamlessly with BistroToGo kiosks.

Please follow this guide to learn how to install and connect to the Theft Detective platform: Theft Detective Installation Guide - B2G Kiosk

Support

For further support and troubleshooting, please reach out to one of our support lines:

BistroToGo Support

Email: b2gsupport@globalconnect.biz
Phone: (336) 814-8644

ConnectHQ Support

Email: chqsupport@globalconnect.biz
Phone: (336) 203-0859