

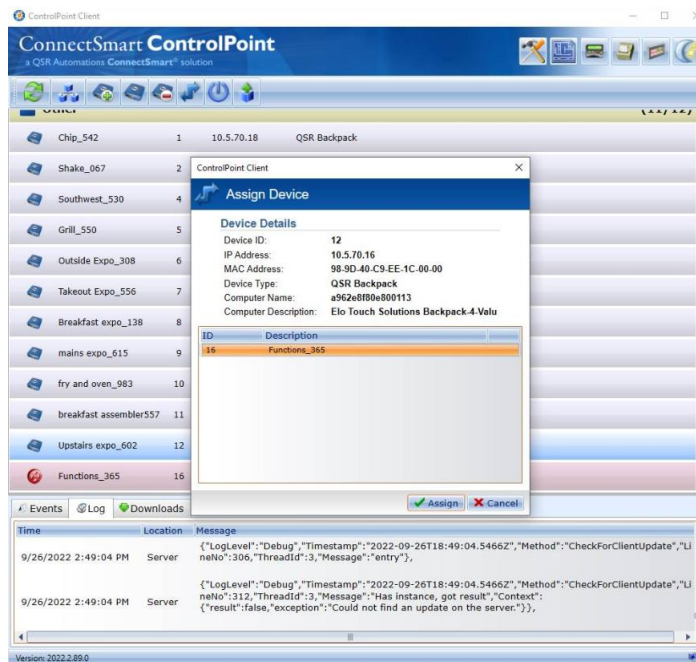
Failed Device has a Printer Attached

This document walks through the steps to take when a device with a printer attached is down and needs to be swapped for a new Elo Backpack.

Note: Elo Backpack devices do **not** currently have printing capabilities.

If the failed device has a printer physically attached to it, that device must be swapped out with another device that also has printing capabilities.

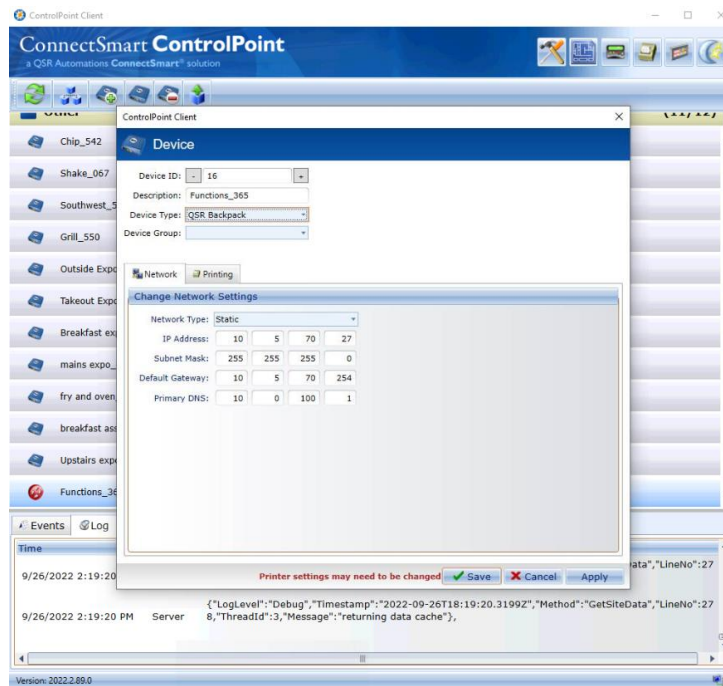
1. Ensure the station the working device is being removed from is **NOT** a printing station. An Elo Backpack device will be placed here and does not have printing capabilities.
2. Remove the xCeed power adapter as it is not compatible with the Elo Backpack, and install an HDMI monitor, if needed.
3. In ControlPoint, the moved printing device will come online and appear with the old device ID.
4. Select the **Assign Device** icon and choose the correct **device ID** from the list.



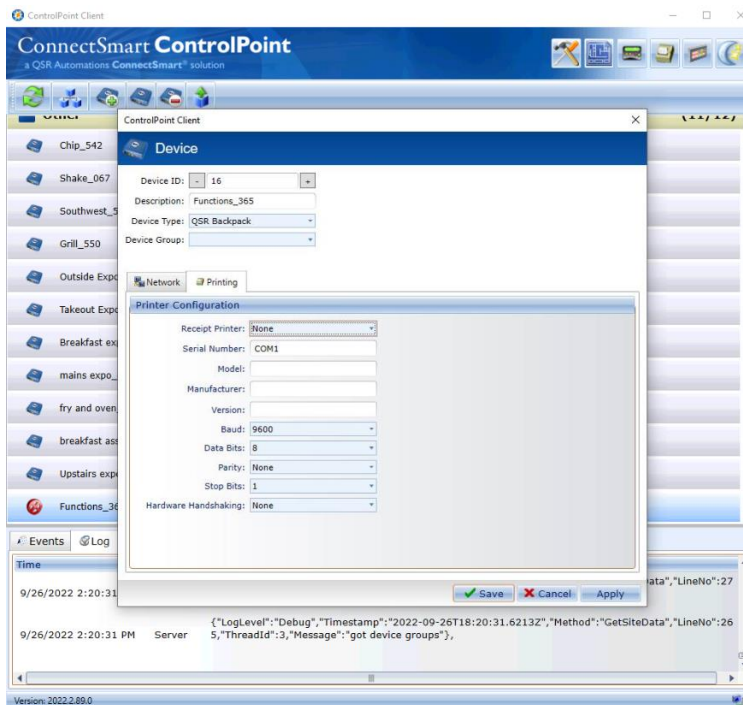
5. Edit the replaced device and update device type to **QSR Backpack**.
6. Only two tabs will be shown: Network and Printing.

Note: A red message appears at the bottom of the device screen stating that printer settings may need to be changed.

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7. Set the Network Type to **Static** and configure IP information.
8. On the printing tab, delete the **Serial Number** and ensure Receipt Printer is set to **None** as this new device doesn't have printing capabilities.
9. Select **Save**.

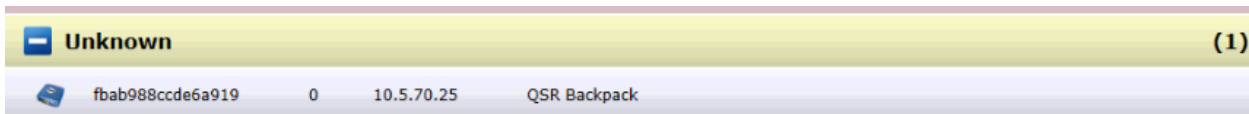


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10. Plug in the new Elo Backpack device using the supplied power adapter in the box.

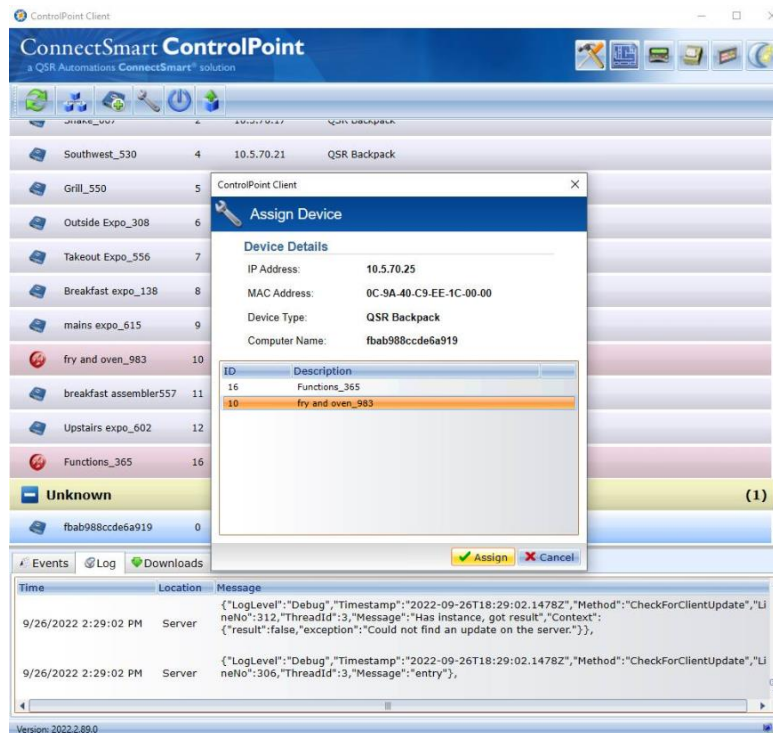
Note: An HDMI cord will be needed to connect the device to the monitor.

11. Power on the device. The device should appear as unknown. A long name will be listed: this is the device android ID and will update once the device is assigned.



Note: If the device is listed as an Elo Device, rather than a QSR backpack, once it is powered on, contact support at support@qsrautomations.com.

12. Select the **unknown device** and click the **wrench icon**.



13. Assign the device to the **QSR Backpack** device.

14. The device will reboot.

Note: The reboot process may take up to 2 minutes to complete.



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If further information is needed on adding an Elo backpack device to ControlPoint, please contact support at support@qsrautomations.com.

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