

# Mr. Winston - Implementation Manual

When one of your customers has chosen Mr. Winston can help your customer quickly with the help of the tips below, for this purpose this document describes the necessary steps to set up a new license.

## Licenses

First, go through the Backoffice at <https://backoffice.mrwinston.nl> to Settings and then Licenses to create a new License for the customer. Here you enter the number of Screens on the basis of which the license costs are calculated.

After you have added a License, you can log in to that License by clicking on the lock in the table. You will then end up in a similar management panel , but with fewer options. If you want to return to the Dealer environment, log out and log in again with your own data.

You can also via the POS app or web version at <https://pos.mrwinston.nl> log in to your customer. You do this by going to Menu > Licenses and clicking on the lock there.

## Menu: import & set up

Via Backoffice > Menu > Products > Add (bottom right) > Upload (cloud icon) you can import an Excel or CSV ([example](#)).

This import will import all Products in a Category, then you can convert these Categories to Subcategories by creating parent Categories (for example Bar and Kitchen) and structuring the Categories as desired at Setup.

It can then be useful for accounting to set up turnover groups. The creation of Menus and Product Options is also supported, as is the possibility to create Runners and Side Sellers.

## Floor plan & Tables

Via the Back office you can create various Floor plans (eg Restaurant and Terrace). You can then set up the Tables via the Waiter application by clicking the plus sign at the bottom left.

## Hardware

Mr. Winston works on any operating system, so basically there are no hardware limitations you can use. We do recommend that you use a certain standard for your hardware, mainly because this makes support easier.

We ourselves have good experiences with Posbank's line of All-In-Ones, Samsung when it comes to tablets and Motorola for mobile devices. In terms of printers, we recommend the

use of Epson (any ESC / POS printer is supported) and we have no specific preference for the cash drawers.

The App can be installed on any number of devices, the License determines how many devices can be logged in at the same time. In this way, the customer can optionally let staff use their own telephone, although this is not always considered desirable.

## Software

Mr. Winston distinguishes between Desktop (Windows, MacOS, Linux) and Mobile (Android & iOS) apps. The latest version of the app can always be found on the Play Store / App Store / Microsoft Store.

When a new update is available, it is automatically downloaded in the background and the user is notified that the update can be applied at a time when it is available. The update is applied simply by restarting the app.

In the unlikely event that something ever goes wrong with an update, the user can easily go back to the previous version of the app (the Fallback app).

## Network

As every POS supplier has learned through shame, the most crucial part is not the system itself but the network equipment that connects the various devices. The construction of a reliable network will therefore also have a significant influence on the support load. That is why we recommend always mentioning the importance of a solid network.

With a cloud-based system such as Mr. Winston is not only relevant to the internal network, but also the outgoing connection. At most locations in the Netherlands this connection is very reliable, but even in the exceptional case that this is not the case, the App of Mr. Winston operational (all cash registers then work standalone, and can still print over the internal network). If a customer regularly experiences problems with the internet, there is always the option to work with a 4G fallback (or another type of 'second line').

## Printers

Each Printer should be set to a static IP, preferably both on the Printer itself and in the settings of the supplied Router. Only one Device on the internal network needs to be able to reach the Printer to ensure that print jobs are handled correctly. We therefore always recommend installing at least one device wired.

The routing of the print jobs can be set based on Categories and Maps, so that a Cola ordered on the terrace can, for example, come out of the Printer at the outside bar instead of the bar inside.

It is also possible to (temporarily) forward print jobs from a Printer to another Printer or to place a Printer screen (Bar screen / Kitchen screen) in front of a Printer, so that the print jobs end up on this Device first.

## Devices

The Settings of the App are linked to a Device, not a User. When the App is installed on a Device, it is given a unique code and the User is asked to enter a name.

Based on the unique code, we identify the Device and retrieve the Settings. The most important Setting is the Bill Printer (the Printer on which this Device prints the Bill of a Table when it is printed). In addition, there are several other Settings that determine how the App can be used.

## Users

Via Back office> Settings> Users, you and your customers can add users to Mr. Winston. There is no limit on the number of Users.

Within Mr. Winston we distinguish different roles:

- Waiter: may order and pay;
- Floor Manager: can also book returns;
- Operations Manager: may also adjust the map;
- Financial Controller: may only create and view reports;
- Manager: everything is allowed.

Each of these Roles has different Permissions, which you can find on the Help page when in Users.

## Links

Mr. Winston already has several Links in the field of Payment, Ordering, Loyalty, Hotels, Personnel, Stock and Accounting. Customers can enable these themselves via Back office> Integrations or you can do this for the customer. Often only an API key is required, but in some cases additional settings are required.

Due to the 'Pluggable API Architecture' of Mr. Winston it is very easy for (our) developers to add new links to the system. We always prioritize link requests based on customer demand.

## Testing

After the system has been (partially) implemented, it is of course important to test properly.

A minimal test involves placing an Order on a Table that appeals to all Printers, checking whether the Print jobs are going through correctly and then the payment of the Table,

whereby the Account must come from the Printer that is set as the Account Printer. Then a Report can be created and any Links can be tested.

Tip: go through these tests together with the customer, so you can immediately give a demo / training of the software and complete the installation.

## Support

Mr. Winston tries to answer the most common questions himself, for example by having the customer check whether a printer is turned on, the paper is (properly) loaded and the network cables are (properly) attached. If you have ideas for other frequently asked questions that we can easily answer automatically, please let us know so that our programmers can get started!

## Expectation

Support on location is (almost) never required; Via remote access in combination with chat or telephone support, almost everything can be solved, with the exception of hardware or network defects. During the installation, some support for setting up the card is often required, but after the first month, support is limited to a maximum of 1 phone call per customer per month.

## First line

Nevertheless, customers will now and then have a question about the system that we cannot (yet) automatically handle. In that case, they will initially contact the dealer and expect that they can be helped on their way.

## Second line

If the dealer cannot reach an agreement with the customer, contact can always be made with the support engineers of Mr. Winston. We ensure that there is always a developer available who knows the ins and outs, so that even with complex questions and / or problems we can help the customer quickly again.

## Tools

We ourselves have good experiences with ISL Online and TeamViewer for remote access and Tawk.to and Whatsapp Business for chat. We also actively ask customers to request chat support as this is often faster than calling.

## Quickstart Checklist

1. Create license (possibly already done at demo / request / quotation / conversation);

2. Import menu card (fill the [template](#), then import via Backoffice > Menu card > Products > Add (bottom right) > Upload (cloud icon));
3. Create floor plans (possibly with background), if necessary. Add tables;
4. (network) installation Support / prepare / take care of on location:
  - a. Checkout screens & Production screens:
    - i. Ask the customer to order the Screens, or deliver them yourself;
    - ii. Connect the screens to the local network (preferably wired) and switch them on;
    - iii. Device settings (App> Menu> Management> Settings);
      1. Select the default Map, Category, **Printer invoice**, Production screen, etc.
      2. If necessary. still expand;
  - b. Printers
    - i. Client:
      1. Order the Printers;
      2. Connect the Printers to the local network (preferably wired) and switch them on;
        - a. *Sometimes: set DHCP on the Printers (see below);*
      3. Open the App on a Screen connected to the same local network and go to the Printer configuration (App> Menu> Status> Printers);
      4. Click Find Printers (this may take a few minutes);
      5. Click on Add and then Print data;
      6. Find the receipt in your shop and walk back to the Screen;
      7. Give the found Printer the desired name (Kitchen, Bar, Account, etc.).
    - ii. Dealer:
      1. Configure all Printers (set to DHCP, see below);
      2. Open the Backoffice (backoffice.mrwinston.nl)> Menu> Settings> Printers;
      3. Add the Printer (s) with the IP 'search' and as Serial number the serial number on the device (**see photo below**). Use for the capital letters serial number;



4. Label (the boxes of) the Printer (s) (eg Bar or Kitchen);
5. Continue to select Workplaces under Categories;
 

===== Customer instructions =====
6. Send all devices to the customer;

7. Ask the customer to open the App on a Screen that is connected to the same local network;
  8. Ask the customer to make a test order (for each Printer);
  9. The system automatically recognizes all Printers.
- iii. Set DHCP:
1. Install EpsonNet Config:
    - a. Windows:  
[https://download.epson-biz.com/modules/pos/index.php?page=single\\_soft&cid=6047&scat=43&pcat=3](https://download.epson-biz.com/modules/pos/index.php?page=single_soft&cid=6047&scat=43&pcat=3)
    - b. Mac: [https://download.epson-biz.com/modules/pos/index.php?page=single\\_soft&cid=6313](https://download.epson-biz.com/modules/pos/index.php?page=single_soft&cid=6313)
  2. Connect the PC / Laptop to the same network as the Printers;
  3. Open EpsonNet Config and click Refresh;
    - a. *No Printers Found? Change static IP of PC / Laptop to 192.168.192.212;*
  4. Double click on the Printers with a red icon;
  5. Go to TCP / IP> Basic / Standard;
  6. Select Automatic / Automatic;
  7. Click on Transmit / Send.
5. Select in the Back office for each Category which Workplaces are active (Workplaces refer to Printers and / or Production screens);
  6. Other settings (Back office> Configuration> Settings);
  7. Set up any Modules or Integrations;
  8. Testing (of Screens, Printers, Ordering, Payment, Reports, Modules and Integrations).