

Tablet Setup Instructions

- ▶ Follow the steps below to set up your tablet to receive OrderUp orders
- ▶ Orders can be received on any internet connected device
- ▶ Tablets are recommended
- ▶ No special software is required
- ▶ Setup steps included for Android and iPad

1. Have All Your OrderUp Merchant account details ready

Merchant URL

Looks like: https://merchant.orderup.ai/merchant/Your_Merchant_ID

Username

Password

2. Have your tablet ready & update to the latest version

Android

**We recommend using Android version 7 or later*

You can manually check for updates:

- In the **Settings** app, choose **About Tablet** or **About Device**. (On Samsung tablets, look on the **General** tab in the **Settings** app.)
- Choose **System Updates** or **Software Update**.
- When an **update** is available, the **tablet** lets you know.

iPad

**Most iPads will be running the latest version – to check/update:*

- Plug your device into power and connect to the Internet with Wi-Fi.
- Go to **Settings** > **General**, then tap **Software Update**.
- Tap **Download and Install**. If a message asks to temporarily remove apps because the software needs more space for the update, tap **Continue** or **Cancel**. Later, iOS or iPadOS will reinstall apps that it removed. If you tap **Cancel**, learn [what to do next](#).
- To **update now**, tap **Install**.
- If asked, enter your passcode. If you don't know your passcode, [learn what to do](#).

3. Disable Sleep Mode on Your Tablet

**We highly recommend keeping the tablet plugged in during operating hours*

Android

- Go to **Settings > Display**
- In this menu, you'll find a **Screen timeout** or **Sleep** setting. Tapping this will allow you to change the time it takes your tablet to go to **sleep**.
- Select **Never**

IF YOU DO NOT SEE THE OPTION FOR NEVER ABOVE:

Here is a workaround to keep the screen awake as long as it is plugged in and charging:

- On your device navigate to **Settings > Developer Options >** and select **Stay Awake**.

***Note:** If you don't see Developer options in Settings follow the instructions below:*

- Open **Settings**, navigate to **About [device]** (tablet, phone etc.)
- Find **Build Number** entry there. If there's none, it may be in **Software Information** subsection.
- Tap **Build number 7 times** (yes, 7 times)
- Make sure that a message pops up saying that you've become a developer (or that developer mode is already enabled)
- Go back to **Settings > System > Advanced** main menu
- Find the newly-appeared **Developer Options** item
- Turn on **Stay Awake** option

iPad

The default energy settings on your iPad will lock the screen after it's idle for a little while. To keep your iPad from going to sleep, update the Auto-Lock setting.

- Go to your **iPad Settings > Display & Brightness > Auto-Lock**.
- Set Auto-Lock to **"Never"**



4. Set Your Homepage to OrderUp Merchant URL

Android

**We highly recommend using Chrome Browser for Android Tablets for best performance Download Chrome for [Android](#)*

- On your **Android** phone or **tablet**, open the Chrome app .
- At the top right, tap More (the 3 dots next to the star). Click **Settings**. Under 'Advanced', tap **Homepage**.
- Choose **Custom Page** and Enter your Merchant URL
Looks like: https://merchant.orderup.ai/merchant/Your_Merchant_ID
- Close and relaunch Chrome to make sure the page saved correctly (your **OrderUp Merchant KDS/Menu Builder** should now be set as your homepage).
- Sign in to your **Merchant account** and be sure to select the check box **Remember Me** so you do not have to sign in each time.

iPad

**Instructions for Safari Browser*

- Open **Safari**.
- Go to the web **page** you would like to make your **home page**.
- Enter your Merchant URL
Looks like: https://merchant.orderup.ai/merchant/Your_Merchant_ID
- Tap the box and **arrow icon** at the bottom of the screen.
- Tap "Add to **Home Screen**".
- Rename the icon if you wish, then tap "Add" in the **top right corner of the screen**.
- You can now use your new shortcut to open **Safari** to that web **page** from now on.
- Close and relaunch Safari to make sure the page saved correctly (your **OrderUp Merchant KDS/Menu Builder** should now be set as your **homepage**).
- Sign in to your Merchant account and be sure to select the check box **Remember Me** so you do not have to sign in each time.

At this point you should be ready to accept orders



5. Daily Tablet Health Check

**To ensure that your OrderUp KDS continues to run smoothly we advise you or your staff do the following at the beginning of each day*

- Clear any cookies/cached data
- Refresh your web browser
- Close/Archive any old orders
- Bonus: Place a quick test order to be sure everything is pulling in properly

Support Needed?

Contact Us:

support@orderup.ai
1-833-216-2366 ext 7

