Installation Guide

TOAST HARDWARE

Welcome to the Toast family.

We're so excited you're here! Toast Hardware was developed to withstand the most demanding restaurant conditions - spills, grease, and heat - so your restaurant is always running at full speed. With a restaurant-grade structure, best-in-class processing speeds, intuitive layout and sleek design, Toast Hardware makes it easier for you to run your restaurant, delight guests and generate revenue.

Use this guide to install your new Toast Hardware. We designed setup to be completed within 30 minutes with intuitive, simple packaging, color-coded wiring and easy-to-follow instructions.

If you are pre-live, reach out to Toast Onboarding. If you are post-live, reach out to Toast Support.

Before Getting Started

✓ Clean your counter, make sure your counter space is cleared and wiped down.

✓ Unplug your current POS hardware and remove it from the counter so your counter space is completely clear.

✓ Wipe down the countertop with the alcohol wipe provided in your box.

Starting with a fresh surface makes it easier to install!

Choose Your Bundle

You'll follow the installation instructions for the hardware bundle you purchased.

TOAST FLEX + TOAST PRINTER	**CARD READERS**	**TOAST FLEX**	**TOAST FLEX FOR KITCHEN**
Purchased a Toast Flex terminal and Toast Printer?	Purchased a Card Reader?	Purchased just a Toast Flex terminal?	Purchased a Toast Flex for Kitchen?

Cabling Diagram

Use the cabling diagram as a guide for how your system will be wired when it's all set up.

Toast Flex

MSR Card Reader
Only if you have a Toast Flex for Guest (Wedge)

To Meraki /Toast Network

! Toast Flex for Guest (Direct Attach) is already attached to the Toast Flex Terminal.

Direct Attach

Wall Outlet

Toast Flex for Guest (Wedge)

Ethernet Cable

USB-C

USB-C
Only if you have a Toast Flex for Guest (Wedge)

Power Brick

Toast Tap
(On-Counter)

USB-A to Micro USB

NOTE
Toast Tap can also be plugged directly into the side of the Flex Terminal.

On the back of the printer

Toast Printer

NOTE
The Toast Printer has two additional ethernet out ports built in. These can be used if additional equipment from Toast needs to be connected in the area and no other ethernet cables going to the Toast network are available.

Cash Drawer

Cash Drawer Kick
(RJ11 to RJ12)

NOTE
A different cable is used if you are using an APG cash drawer.

3

Toast Flex + Toast Printer

1 **Unpack your hardware:**

→ Unpack the Toast Printer first. It will contain a USB-C to USB-C cable with a red end and an orange end. It will also contain a wall mounting bracket, paper, and a Toast TP200 Printer Quick Start Guide.
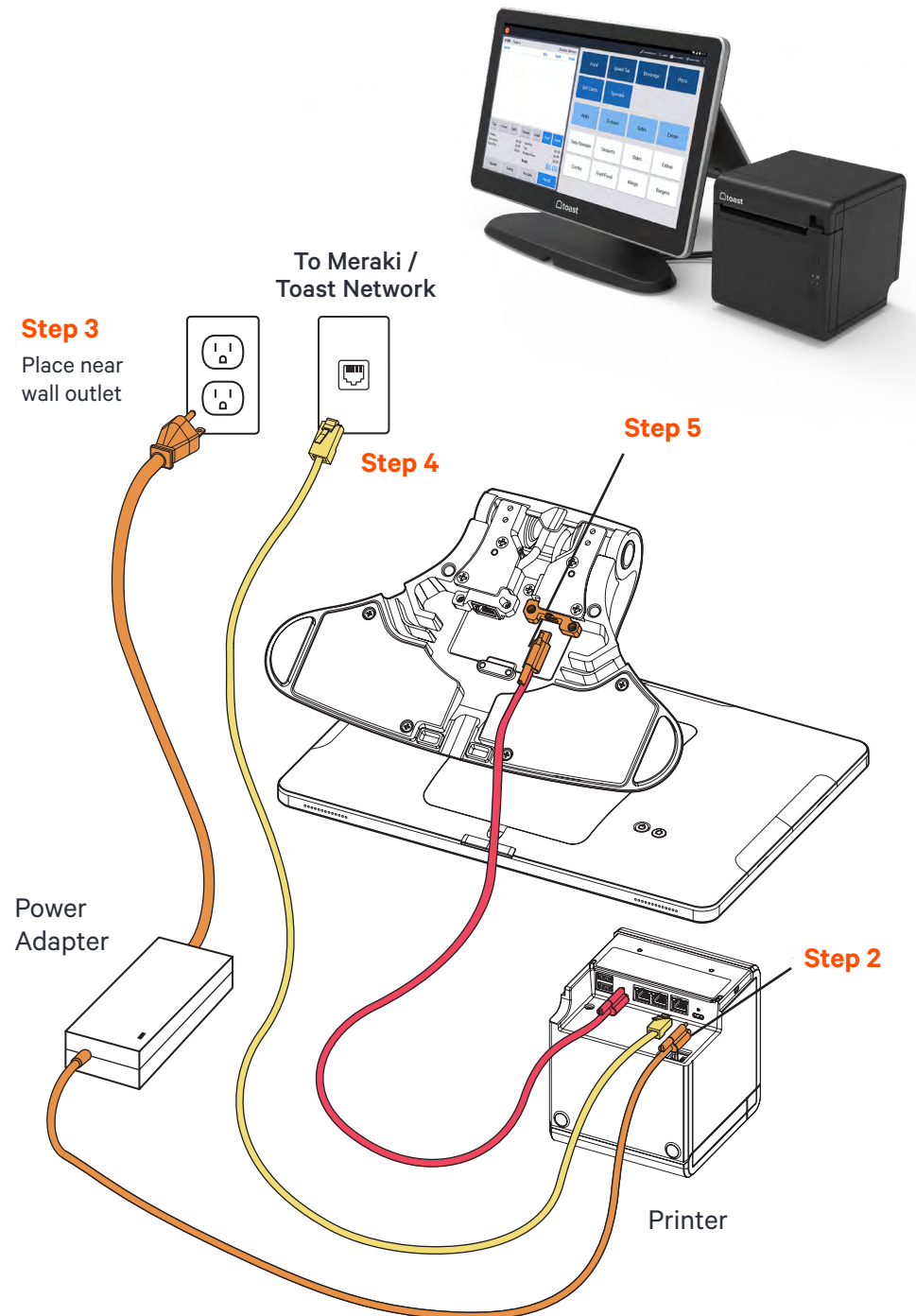
→ Unpack the Toast Flex terminal box next.

2 Next, remove the box labeled "**Power.**" This box contains the power adapter. Plug it into the orange port labeled "**Power In**" on the **Toast Printer**. Use the **thumb screw** to secure it.

3 Then, place the other end near the wall outlet, but don't plug it into the outlet yet. Placing it near the outlet now will help you know where you want to coil or hide your cables at the end of installation.
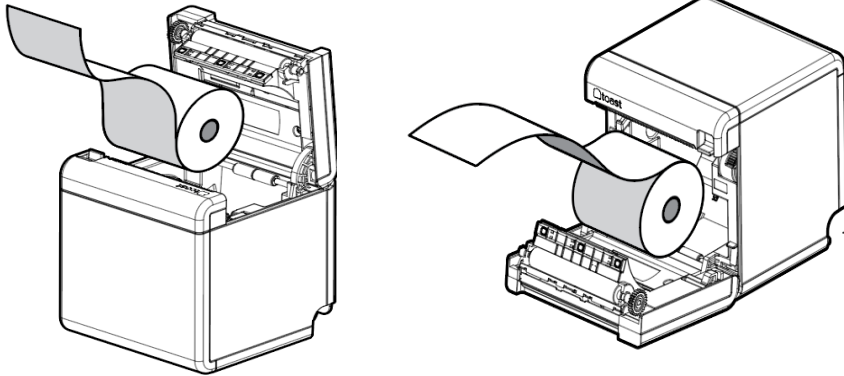
4 Next, remove the box labeled "**Connect.**" This box contains two yellow ethernet cables. One is 3 ft and one is 7 ft. Choose the cord length that best suits your restaurant and connect it from the Toast network to the yellow port labeled "**Internet IN**" on the **Toast Printer**.

5 Take the red end of the USB-C cable and plug it into the red "**To Stand**" port on the **Toast Printer**. Take the other end and connect it to the orange port on the base of the **Toast Flex**. Use the **thumb screw** to secure it. Ensure the thumbscrew is tight to avoid connectivity issues.
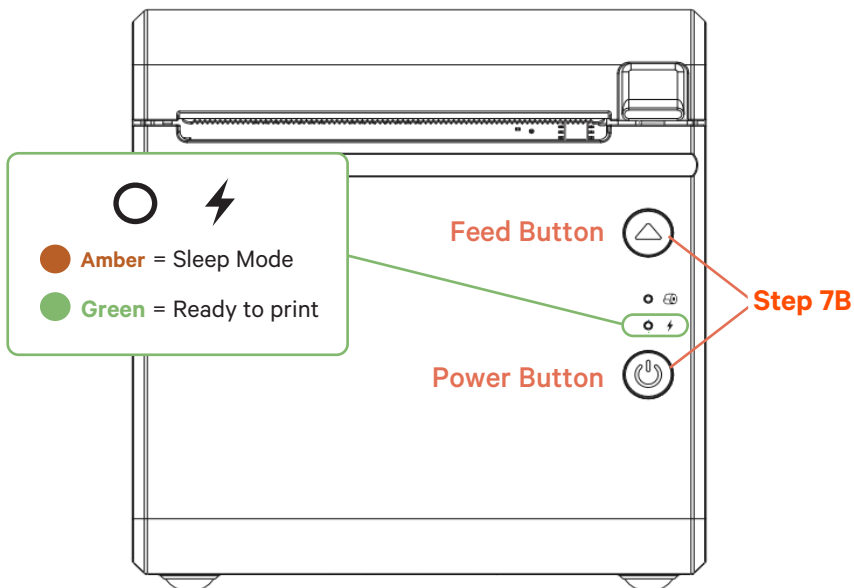
To Meraki / Toast Network

Step 3
Place near wall outlet

Step 4

Step 5

Power Adapter

Step 2

Printer

4

Load Paper   **Step 6B**

Configure Toast Printer

● **Amber** = Sleep Mode

● **Green** = Ready to print

Feed Button

Step 7B

Power Button

Toast Flex + Toast Printer CONTINUED

6 Next, it's time to load the printer paper! To do this:

A Pull the latch on the front of the Toast Printer and open the cover.

B Insert the full size roll of 80 mm thermal paper. The paper should exit on the opposite side of the cover. See the images to the left on how to position the paper correctly.

C Close the Toast Printer cover.

7 Configure your Toast Printer to start working! To do this:

A Plug the orange cord into the wall outlet. (From Step 3) Then, hold the **power** button until the LED is amber. This puts the printer into **Sleep** mode so you can configure it.

B Hold the **Feed** button and the **Power** button at the same time, then release the **Power** button. Your Toast Printer will print out the printer's test form and the amber LED will turn **green**.

> **NOTE** If the paper feeds but doesn't print, please make sure you've inserted the paper in the correct orientation. See the image shown above on the page.

! After configuring your Toast Printer, the LED will be amber if the printer is in Sleep mode. This happens if the printer is turned off. To power it back on, hold the Power button until the LED turns green.

! For more information regarding printer setup, check out this article on Toast Central.
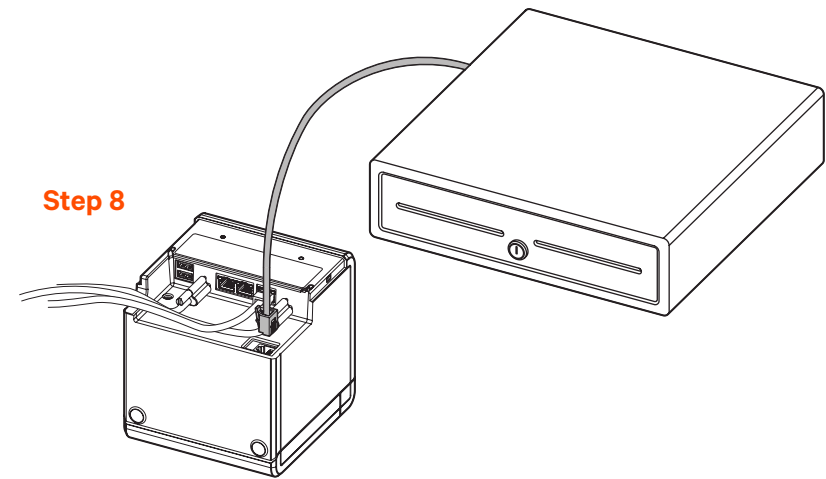
Toast Flex + Toast Printer   CONTINUED

How to Add Peripherals

Step 8

8 If you have a cash drawer, plug in the cash drawer cable to your Toast Printer.

9

A If you have a Toast Flex for Guest (Wedge), gently flip and place your Flex Terminal so that the display faces down and unscrew the two thumb screws and lift up to remove the back plate.
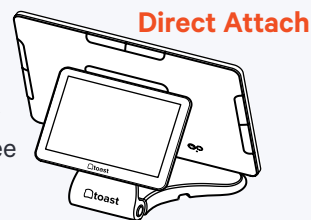
B Grab the free ends of the 5ft. Extension Cable and connect the green (GFD) and blue (HDMI) cables to the Flex Terminal. Make sure 'UP' text is facing up when plugging in. Place the cable through the slot in the top of the terminal. Put back on the back plate and screw in the two thumb screws.
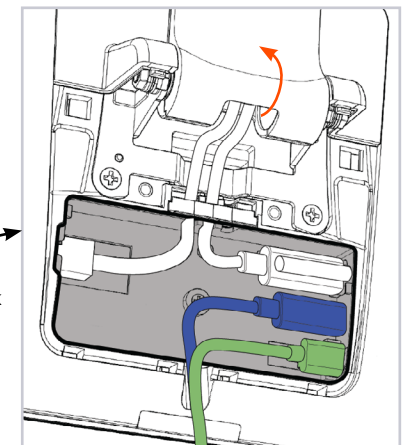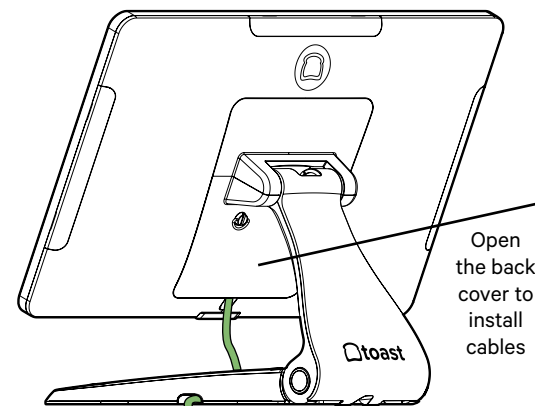
! For more information on Guest Display set up search "Guest-Facing-Display Setup Guide" in Toast Central

NOTE

If you are using the direct attachment for Toast Flex for Guest, this is already in place on the Toast Flex terminal. (See image on the right)

Direct Attach

Step 9

Open the back cover to install cables

Connector Bay

Green and the blue cables combined

Toast Flex for Guest (Wedge)

NOTE

Flip the stand upwards, open the Connector Bay cover, and expose the pocket to follow step 9B

6

10 Set up payment using one of the options below:

A If you are attaching your Toast Tap to your Toast Flex and Toast Printer set-up, plug the **USB-A** end on your cable into your Toast Printer.

B If you have Toast Tap (Direct Attach to Toast Flex), this will already be adhered to your Toast Flex terminal.
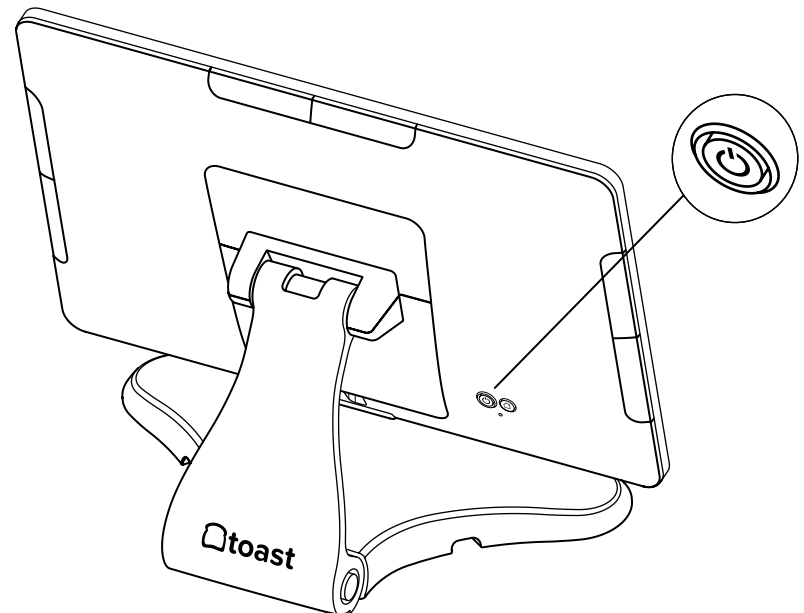
! For more information on Card Reader set up search "Toast Tap On-Counter Installation Guide" in Toast Central

Toast Tap
(On-Counter)
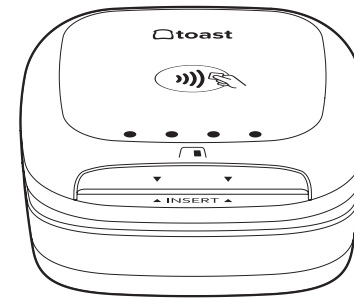
11 Power on the Toast Flex terminal and follow the Toast setup instructions that appear. (See images on the right)
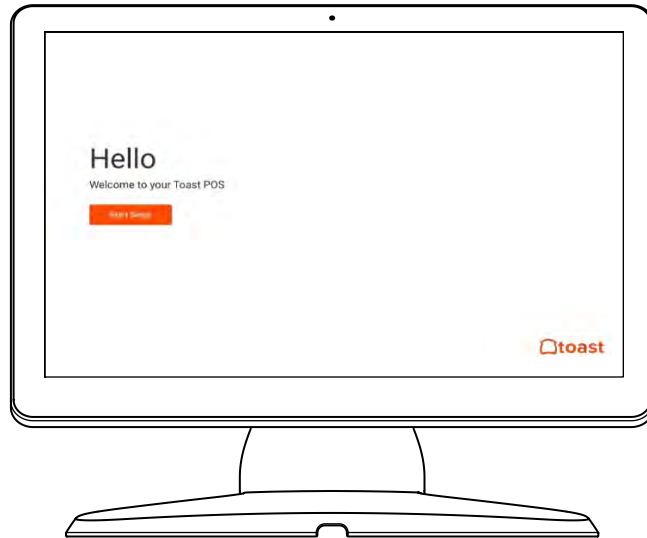
Step 11
Power on your Toast Flex

Toast Flex + Toast Printer

Step 12

Follow Toast setup instructions

Hello
Welcome to your Toast POS

toast

12 Log into your restaurant in the Toast App and complete basic setup.

> **NOTE**
> You may need to update the Toast App when you open it for the first time.

13 Turn on EMV. EMV must be turned on to accept payment on your new Toast system. **See page 10 for EMV set up instructions.**

14 If you have any additional printers to set up, this is done via the Printer Setup feature in the Toast app. Please check out for further information.

Your Toast Flex + Toast Printer are set up!

toast

> **! TIP**
> Your new Toast Flex stand can be raised higher or lower!

8
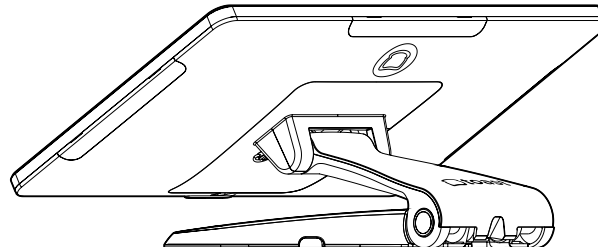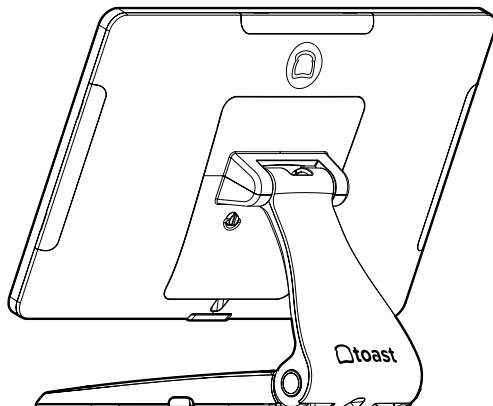
Card Readers

Unpack your Toast Card Reader.

Toast Tap(On Counter)

Toast Tap (Direct Attach)

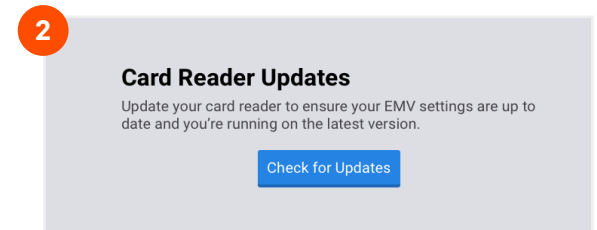Toast MSR (Magnetic Stripe Reader)

9

Configuring EMV for your Toast System in the Toast App
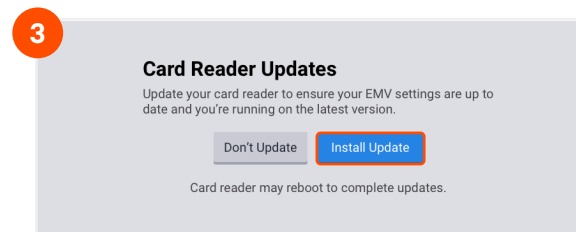
Your Toast system is EMV capable.

EMV is a credit card payment process that checks cards embedded with a computer chip for their legitimacy. Enabling EMV will allow for dipping and tapping of credit cards on the Toast Tap.
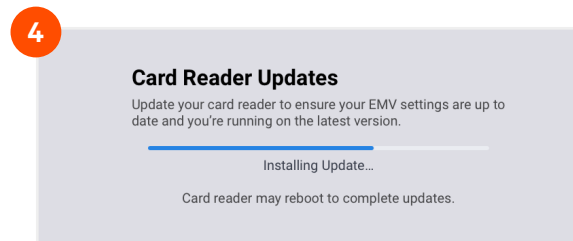

Using the Toast icon in the upper left corner of the screen on your Toast Flex, navigate to the **Setup** menu and select **Device Setup**. Scroll to the **Payment Processing** section and select **EMV Enabled**.
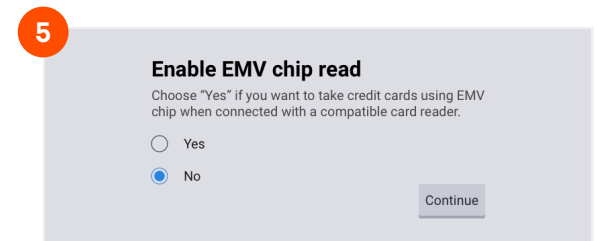

Card Reader Updates

Update your card reader to ensure your EMV settings are up to date and you're running on the latest version.

Check for Updates

Select **Check for Updates** to look for updates to your card reader. If you do not see an update, skip to the last step.

Card Reader Updates

Update your card reader to ensure your EMV settings are up to date and you're running on the latest version.

Don't Update   Install Update

Card reader may reboot to complete updates.

Select **Install Updates**. The update normally takes a few minutes to complete. If you decline the update, you will not be able to use EMV until this update is installed.

Card Reader Updates

Update your card reader to ensure your EMV settings are up to date and you're running on the latest version.

Installing Update...

Card reader may reboot to complete updates.

You'll see the screen below as the update processes. If you get an error message, please try again in a few minutes.
Make sure to not let your session log out.

Enable EMV chip read

Choose "Yes" if you want to take credit cards using EMV chip when connected with a compatible card reader.

○ Yes
◉ No

Continue

If the update was successful, you'll see this next screen. Toggle the switch to Yes, and you're all set!

Toast Tap Dual Card Reader Configuration

When setting up your Toast Tap (On-Counter), you may have a second screen attached to your terminal - also known as a Toast Flex for Guest or Guest-Facing Display. If so, you have the ability to utilize two card readers at once. Check out the instructions below to set these readers up and take payments.

> ⚠️ For more information regarding card reader setup, check out this article on Toast Central

Setup:

From the Toast main menu of the Toast POS app, select Device Setup. Under Card Readers, you should see two different readers.

The Toast Tap - BBPOS Chipper 2X(USB) - should be set to Guest Pay when used with another card reader.

The MagTek DynaMag(USB) is your swipe-only reader on the terminal. This should be set to Employee Pay.

Taking Payments:

After taking a guest's order and selecting Pay, you'll see a button for Guest Pay, just like the option for Cash or a Gift Card. Once selected, the screen will prompt your guest with instructions to complete the payment.
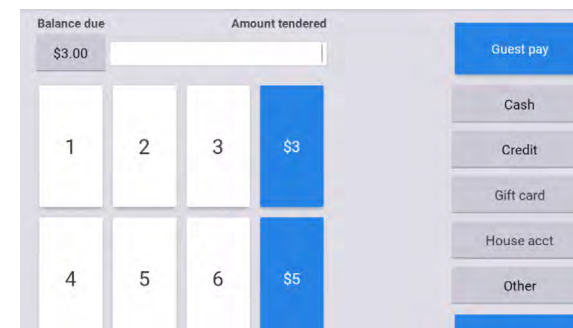

It's important to note your Toast Tap can only be paired up with a swipe-only reader (also known as an MSR reader). It is not possible to use two Toast Tap readers on a single Toast Flex.

Toast Flex

1   Unpack the Toast Flex terminal and place the terminal on your counter.

2   Remove the box labeled "**Connect.**" This box contains two yellow ethernet cables. One cord is 3 ft and one is 7 ft. Choose the cord length that best suits your restaurant and connect it from the Toast Network to the yellow port labeled "**Internet IN**" on the base of the Toast Flex terminal stand.

3   Remove the power box labeled "**Power.**" Plug in the power cord from the wall into the orange port located at the base of the Toast Flex terminal stand. Use the **thumb screw** to secure it. Ensure the thumbscrew is tight to avoid connectivity issues.

4   Set up payment using one of the options below:

     A   If you are attaching your Toast Tap to your Toast Flex only, plug the **USB-A** end of your cable directly into the side of the Toast Flex.

     B   If you have Toast Tap (Direct Attach to Toast Flex), this will already be adhered to your Toast Flex terminal.

!   For more information on Card Reader set up search "Toast Tap On-Counter Installation Guide" in Toast Central

To Meraki / Toast Network

Step 3   Step 2

Thumb Screw
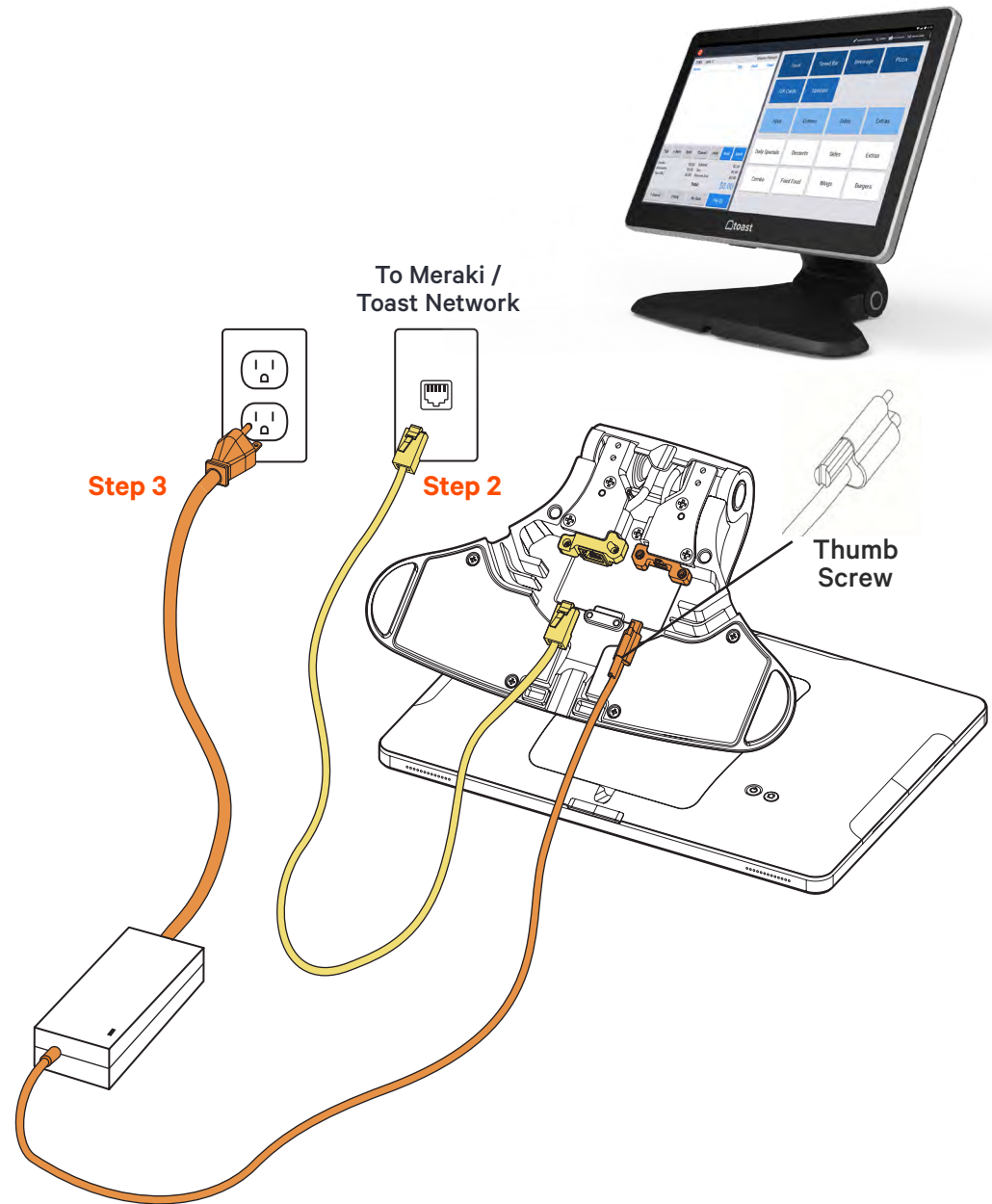
Toast Flex   CONTINUED

5 Power on the Toast Flex and follow the Toast setup instructions that appear on the screen.

6 Log into your restaurant in the Toast App and complete basic setup. Note: You may need to update the Toast App when you open it for the first time.

> **NOTE**
> You may need to update the Toast App when you open it for the first time.
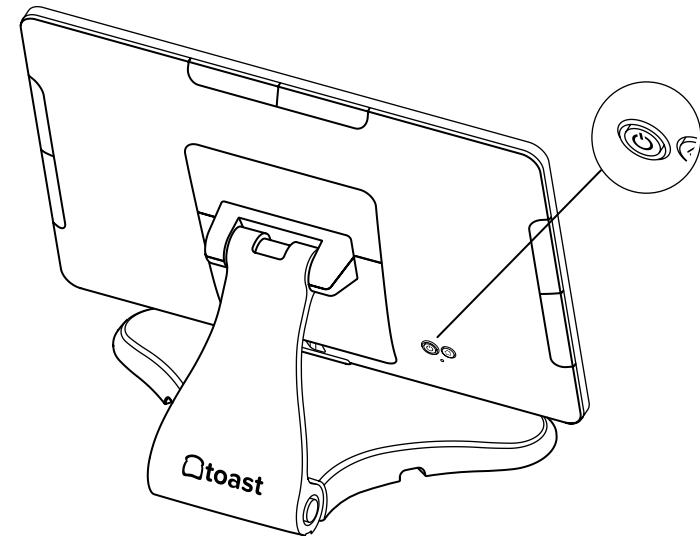
Your Toast Flex terminal is set up!
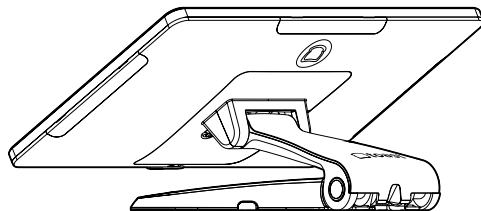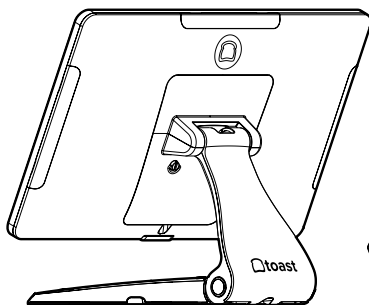
> **! TIP**
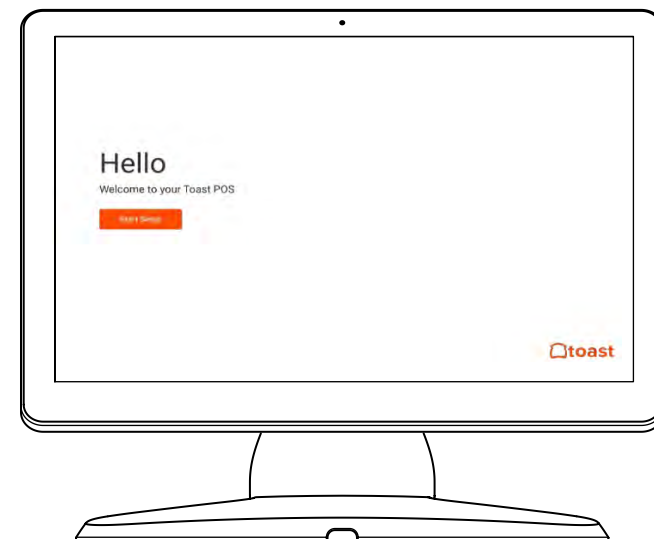> Your new Toast Flex stand can be raised higher or lower!

Step 5
Power on your Toast Flex

Step 6
Follow Toast setup instructions

Hello
Welcome to your Toast POS
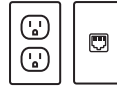
Start Setup

Toast Flex for Kitchen   ON-STAND

Follow these instructions if the Toast Flex for Kitchen will be on-stand

Before you get started, identify where you want your Toast Flex for Kitchen to be located. Make sure there is a power outlet and ethernet connection going to the Toast Network in reach.

Set up prep stations on **Toast Web** before doing any initial setup on the Toast Flex for Kitchen.

1 Unpack your Toast Flex for Kitchen terminal and place it on your counter.

2 Remove the box labeled "**Connect.**" This box contains two yellow ethernet cables. One cord is 3 ft and one is 7 ft. Choose the cord length that best suits your restaurant and connect it from the wall to the yellow port labeled "**Internet IN**" on the base of the terminal stand.

3 Remove the power box labeled "**Power.**" Plug in the power adapter from the wall into the orange port located at the base of the Toast Flex terminal stand.
Use the thumb screw to secure it.

4 Power on the Toast Flex and follow the Toast setup instructions that appear on the screen.

5 Log into your restaurant in the Toast App and complete basic setup. Note: You may need to update the Toast App when you open it for the first time.

> **NOTE**
> You may need to update the Toast App when you open it for the first time.

To Meraki /
Toast Network

Step 3   Step 2

Thumb
Screw

If you are using a wall mount for your Toast Flex for Kitchen, go to the next page!

14

Toast Flex for Kitchen   MOUNTED

Follow these instructions if the Toast Flex for Kitchen will be mounted

Before you get started, identify where you want your Toast Flex for Kitchen to be located. Make sure there is a power outlet and ethernet connection going to the Toast Network in reach.
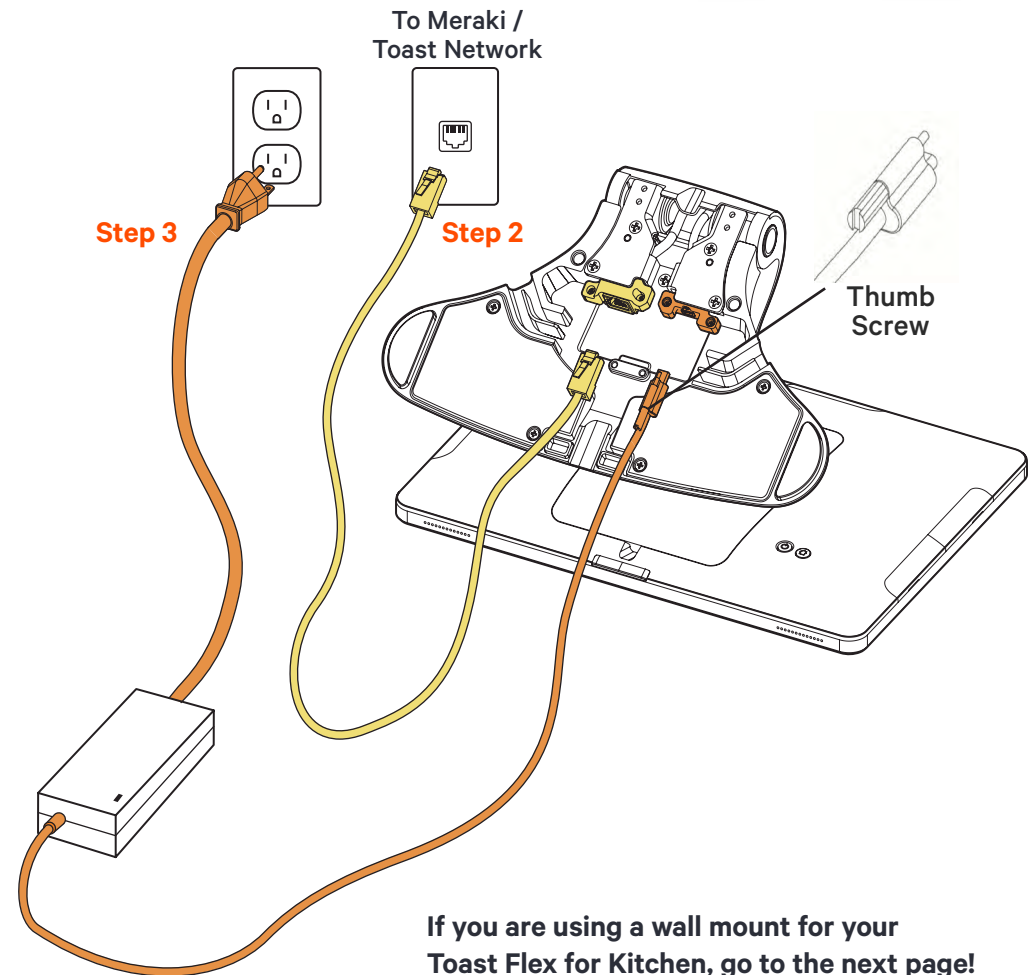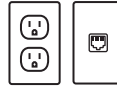
Set up prep stations on **Toast Web** before doing any initial setup on the Toast Flex for Kitchen.

1   Unpack your Toast Flex for Kitchen and Wall Mount:

→ It will have the swing arm for the wall mount already attached.

→ It will also have the power cable and internet cable pre-plugged into your Toast Flex for Kitchen.

2   Plug the other end of the internet cable into the wall port.

3   Attach your wall mount to the wall. (See note below.)

> **NOTE**
> You may need to update the Toast App when you open it for the first time.

4   Plug the other end of the power cable into the wall outlet.

5   Power on the Toast Flex and follow the Toast setup instructions that appear on the screen.

6   Log into your restaurant in the Toast App and complete basic setup. Note: You may need to update the Toast App when you open it for the first time.

NOTE
For Step 3, the Mount must be mounted vertically. There is an included allen wrench to tighten the wall mount joints.

Step 3

To Meraki / Toast Network

Step 2

Step 4
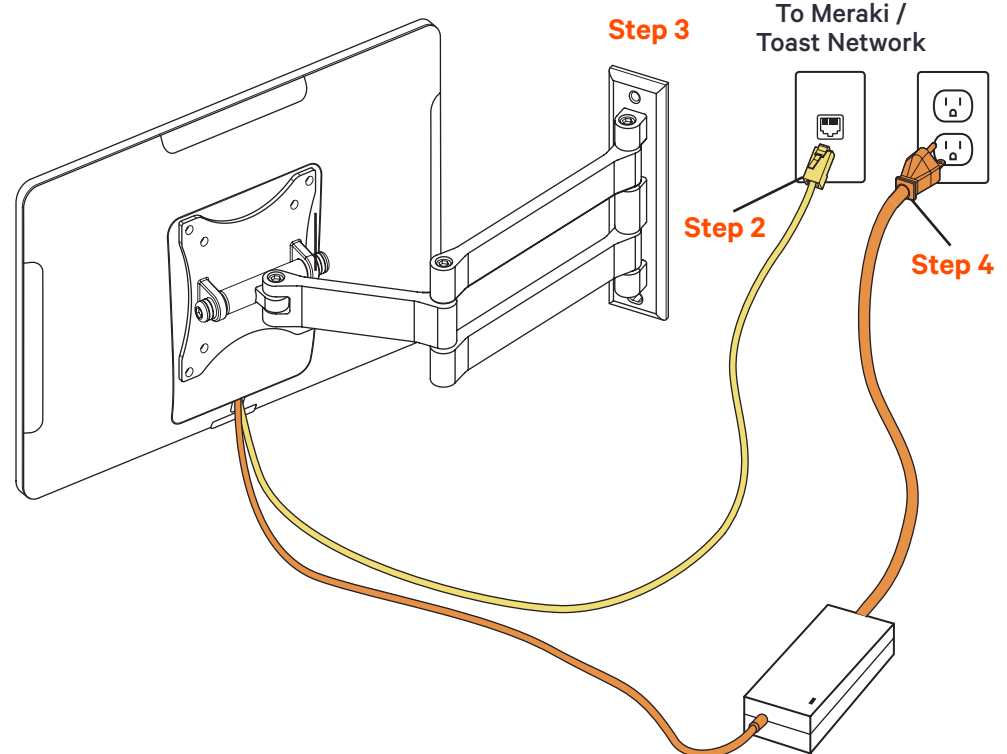
!   Toast does not drill holes. You will need to drill your own holes or have holes pre-drilled in the desired location.

15

Product Name:
Toast Flex 14", Toast Flex 14" Direct Attach, Toast Flex 14" for Kitchen

Model Name:
TT200, TT200W, TT201, TT201W, TT203, TT203, TT204, TT204W, TK200, TK200w, TK300

Specifications: Toast Flex

Operation System	Android7.1 / Android 9 / Android 12
Processor	Rockchip RK3399
LCD	14-inch, 1920 x 1080 resolution
Memory	16GB ROM + 4GB RAM
WIFI	Dual-band WIFI, 802.11 a/b/g/n (2.4GHz/5GHz) supported
Bluetooth	Bluetooth 4.0 BLE supported
Camera	5M FF MIPI Camera
Speaker	2W
External Ports	1 x RJ45 LAN port, 2x USB TypeC port, 1x HDMI-D port,
	1x customized TypeC port, 3x Micro-USB port
Power Adapter	Input: AC 100-240V/1.5A Output: DC 24 V/4.0 A, OA

Toast Flex for Guest

LCD	8-inch, 1280 x 800 resolution
Camera	5M FF USB Camera
External Ports	1x customized TypeC port, 2x Micro-USB port

Setting up Your Device

It only takes a few steps to turn on this Toast Flex. Press the power button and the screen will light up. Follow the instructions shown on the start-up screen. Two internet access modes are available for you to select.

Precautions

Warning:
• Please insert the AC plug into the AC outlet according to the identifying input on the power adapter.
• It is prohibited to use the device in any places with potential explosive gases.
• Nonprofessionals should not open the power adapter to avoid danger.
• Adapter should be installed near the equipment and be easily accessible.

Instruction:
• Do not use the device near water or in a humid environment.
• Keep liquid from falling on the Toast Flex.
• Do not use the device in extremely cold or hot environments, or around an open flame.
• Do not smash, throw, or bend the device.
• Use the device in a clean and dust free environment as much as possible and keep small items from falling into the Toast Flex.
• Avoid installing or using the device in open air during inclement weather as a risk for lighting strikes may be present.

Important Safety Instructions

• In the rare event that overheating, a burning smell, or smoke are attributed to the device, please immediately remove power to the device by unplugging it from the wall power socket.
• The equipment must be properly grounded. The AC plug must be connected to a properly wired and grounded outlet.
• There is risk of fire or explosion if an incorrect replacement battery is used. Only qualified technicians should replace the battery.
• Do not attempt to open the device to access any internal ports.

Statement
The device may not be modified in any way without Toast, Inc. ("Toast")'s permission, and use of the device must be in accordance with this user manual. Toast is not responsible for the following scenarios, and such scenarios or any other misuse of the device may void any warranty protections on the device:
• Damage caused to the device due to the use or maintenance of the device not in accordance with the user manual.
• Damage or issues caused by the combination of the device with other equipment, software or products not supplied by Toast.

Discrepancies between the device and the user manual may occur due to product updates.
The company reserves the right and has the sole discretion to interpret and revise the user manual at any time without prior notice.

User Manual

FCC Regulations

This device complies with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules, and operation of the device by the user is subject to the following two conditions: (1) this device may not cause harmful radio frequency interference of other wireless devices, and (2) this device must accept any interference received, including interference that may cause undesired operation.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user should try to correct the interference using one or more of the following recommended remediation measures:

• Reorient or relocate the receiving antenna.

• Increase the separation between the equipment and receiver.

• Connect the equipment into an outlet or a circuit different from that to which the receiver is connected.

• Consult the dealer or an experienced radio/TV technician for help.

To comply with radio frequency exposure requirements, the user must maintain a minimum separation distance of 20cm from the POS terminal, including the antenna.

Caution: changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment in accordance with applicable law.

IC Regulations

This device complies with Canada's License Exempt Radio Apparatus laws, and operation of the device by the user is authorized under the following conditions: (1) this device may not cause radio frequency interference of other wireless devices, and (2) the user of this device must accept any such interference caused, even if the interference is likely to affect performance of the device. Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectriquie subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

EU Regulatory Conformance

The manufacturer hereby declares that this device is in compliance with the essential requirements and other relevant provisions of the Radio Equipment Directive 2014/53/EU. The description of accessories and components, including software, which allow the radio equipment to operate as intended, can be obtained in the full text of the EU declaration of conformity at the following internet address: https://pos.toasttab.com.

BE	BG	CZ	DK	DE	EE	IE	EL	ES	FR
HR	IT	CY	LV	LT	LU	HU	MT	NT	AT
PL	PT	RO	SI	SK	FI	SE			

United Kingdom Statement of Compliance

Toast hereby declares that this radio equipment is in compliance with the Radio Equipment Regulations 2017 and the Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012.

Any radio operation limitations within UK are identified in Appendix A of UK Declaration of Conformity.
The full text of the UK Declaration of Conformity is available at: http://pos.toasttab.com.
UK Importer: Toasttab UK Limited
Address: 3rd Floor 1 Ashley Road, Altrincham, Cheshire, UK WA14 2DT

Notice

All users must observe any applicable national or local regulations in the location where the device is used. This device may be restricted from use in some or all member states of the European Union (EU). Adapters must be installed near the equipment and be easily accessible. The device complies with radio frequency specifications when the device is used 20cm from a user's body.

Max, radio-frequency power transmitted	BT 2402-2480 MHz: 6 dBm
	BLE 2402-2480 MHz: 5 dBm
	2.4G WIFI 2412-2472 MHz: 15 dBm
	5G WIFI 5150-5725 MHz: 12 dBm

Get the most from Toast

Your partner in restaurant success

Your team just grew by one: meet your Restaurant Success Manager.

Restaurant Success Team: With regular consultation calls we'll help to optimize your Platform and business workflows, leverage your data to meet your growth goals, and provide customized insights and resources.

In-product tools: Step-by-step guides throughout your Toast account help you to get the most out of your platform without missing a beat.

Toast Central — TOAST PRODUCT RESOURCES

Easy-to-find, easy-to-follow educational resources and help articles available 24/7.

Searchable, customized resources: Looking for something specific? Visit Toast Central for searchable articles, product walkthrough videos, and information for specific restaurant types.

Toast Release Menu: Stay in the know on product update details, feature enhancements, and how-to guides with the Toast Release Menu.

Visit central.toasttab.com

Toast Classroom — MANAGER & STAFF TRAINING

Extended manager and staff trainings on topics like menu management, how to use Toast reporting, and more.

Multi-modality education: Choose from expert-led training programs, tutorial videos, and live and on-demand webinars to get the content you need.

Knowledge checks and quizzes: Grow expertise across your entire team with manager notifications on knowledge checks, quizzes, and completed trainings.

Visit toasttab.com/classroom

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