pour MY BEER

USER GUIDE

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GETTING TO KNOW YOUR SYSTEM

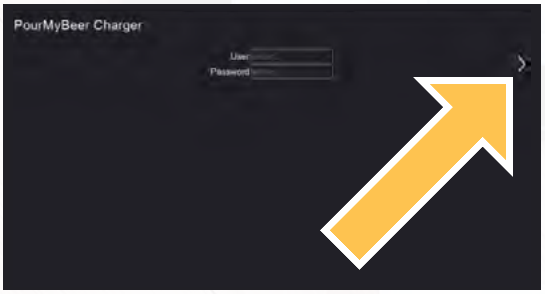
The Server is the main hub for everything to do with your system. From here, you can view reports of all the active cards, sales numbers and quantities poured, manage product database and much more.

The Check-In Station is where you will find all card operations such as create new customer cards, balance customer cards, or create new staff cards.

The Tap Screen is where your customer will bring their newly activated card and pour away. You will also update keg levels here.

HOW TO CREATE ADMIN CARDS

The admin card is the first card that you will need to make. With the admin card, you will be able to create all other cards.

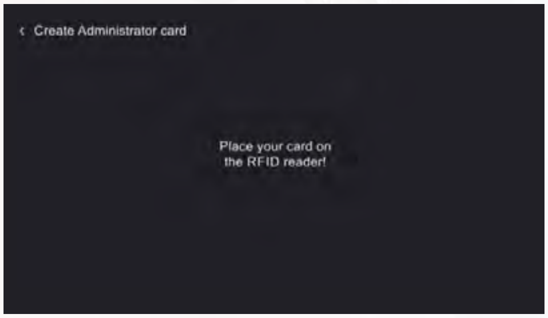


If this is your first time using the system, you will be logging in using the username and password assigned to you by PourMyBeer. The default password and username is admin.

After you have entered the correct username and password, tap the right arrow to log in.

You will now be on the admin home screen, under the “Other card operations” menu, tap the green **Create Admin Card** button to create a new admin card.

Enter a name for your admin card and tap the right arrow to continue.



Place your card on the RFID card reader. You will see a green checkmark on the screen when your card has been successfully created.

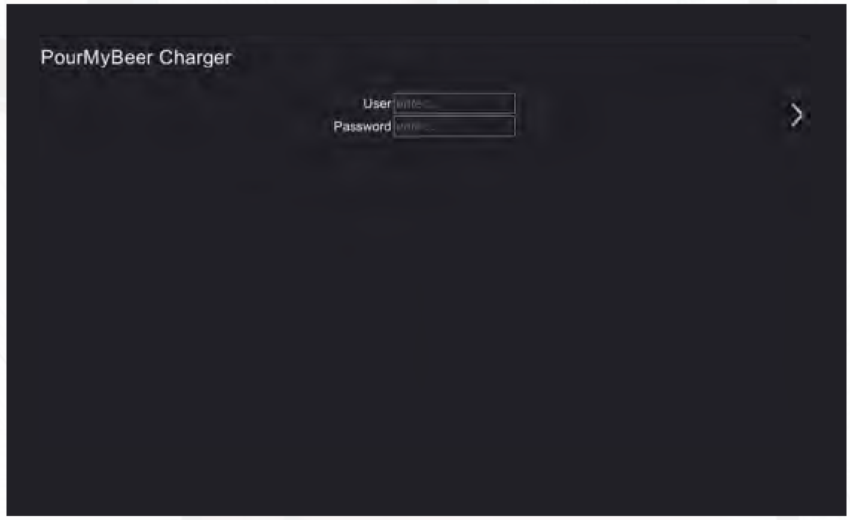
From now on, you should only log in using your card rather than using the username and password that was assigned to you.

HOW TO CREATE MANAGER CARDS, STAFF CARDS, AND CLEANING CARDS

Place your admin card on the RFID card reader to log in.

All cards come with preset labels to help you stay organized. However, they all have the same functionality and any card can become a patron, admin, cleaning, staff, or manager card if needed.

If you run out of a certain card (i.e. Admin) you can already have preexisting labels.

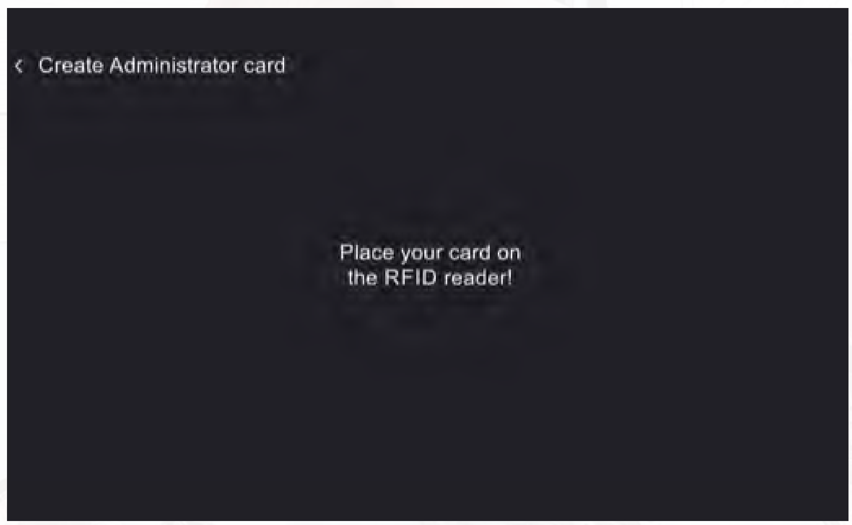


Under the “Other card operations” menu select from **Create Manager Card, Create Staff Card or Create Cleaning card.**

Enter a name for this new card and tap the right arrow to continue.

Place the new card on the RFID card reader. You will see a green checkmark on the screen when the card has been successfully created.

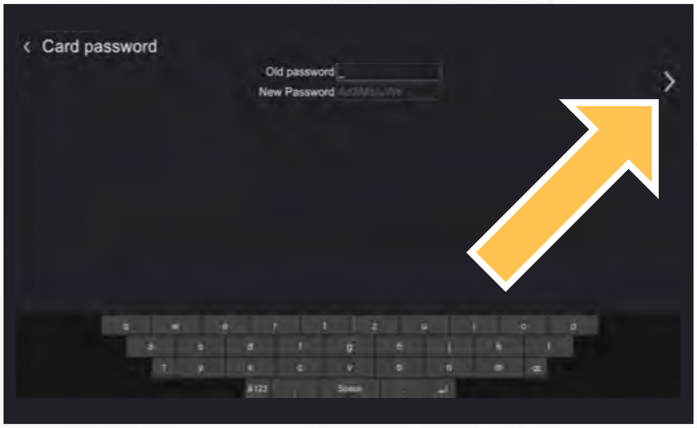
Follow these steps to create any other cards you need.



HOW TO ACTIVATE NEW CARDS TO YOUR LOCATION

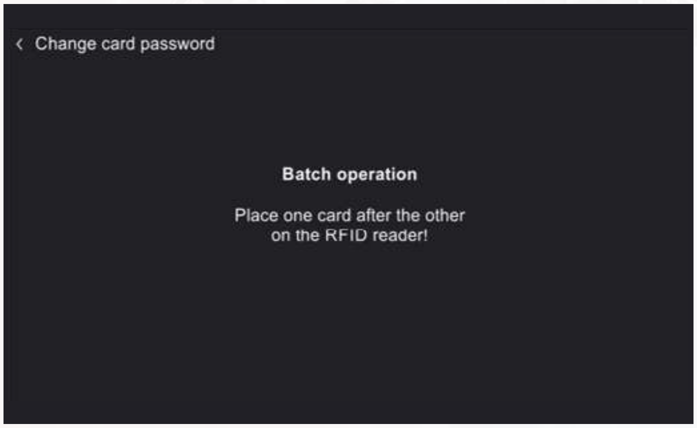
When receiving new cards, you will need to activate the cards to your location.

Start by logging in and tapping the green "**Change card password**" button.



Leave the old password field empty. Your location's password will already be preloaded into the "New Password" field.

Press the right arrow to continue.



You can now place the new cards one card at a time on the RFID reader and activate as many of these new cards as you'd like.

HOW TO CREATE AND BALANCE PRE-PAY CARDS

With a Pre-Pay card, the customer pays a specific amount upfront.

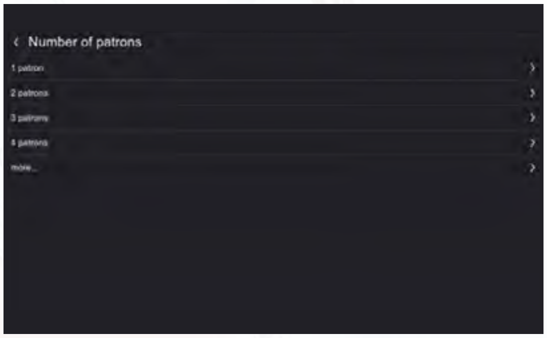
Place your staff, manager, or admin card on the RFID reader to log in.

Under the “Customer Card operations” menu tap the magenta **Create Pre-Pay Card** button.

Enter the name of your patron and the validity period (the amount of time you want the card to remain usable). Press the right arrow to continue.

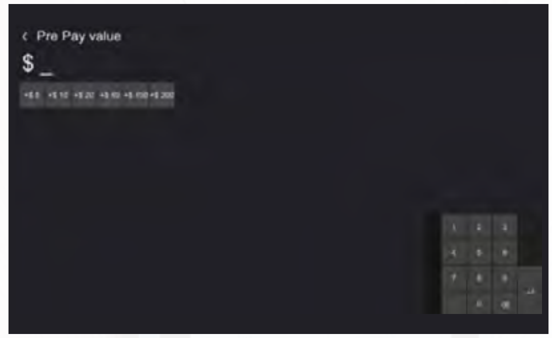
After the validity period is up, a staff member may reactivate the patron’s card for continued usage.

Tap on the number of patrons that will be sharing this card.

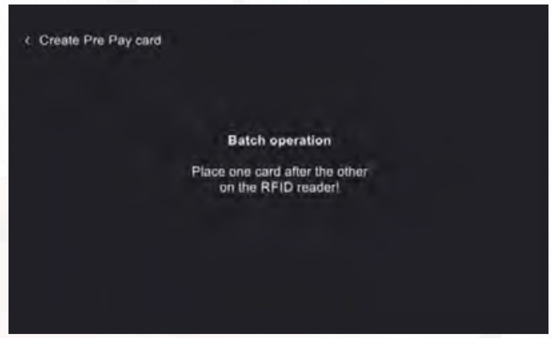


Enter the value the customer has prepaid.

Note: Payment will need to be processed through your current POS system.



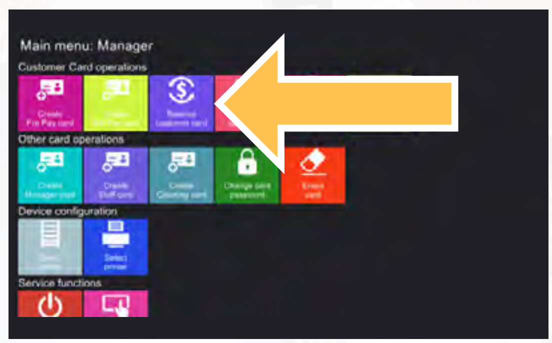
Place the patron's card on the RFID reader to create the new card. You can load one card or as many as you need with this same value.



Balancing Pre-Pay cards: When you balance a card, you are erasing the name and value associated with the card in order to reuse it.

Tap the purple **Balance customer card** button. Place patron's card on the RFID reader.

Note: Do not select the "Erase card" button for customer cards.



This screen will show you a detailed view of the card's usage.

Tap "Balance and erase card" to continue.

Your patron's card has now been cleared and a receipt will print to your designated printer. The card is now blank and able to be used for other functions.

HOW TO CREATE AND BALANCE BILL PAY CARDS

With a Bill Pay card, you are opening a tab for the customer and charging them for the amount poured after.

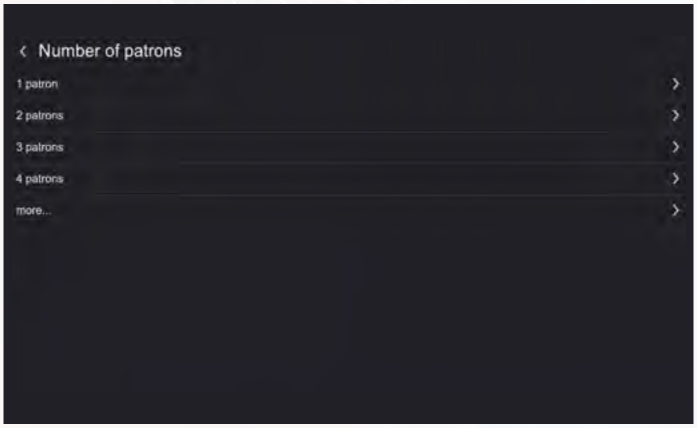
Place your staff, manager, or admin card on the RFID reader to log in.

Tap the yellow **Create Bill Pay Card** button

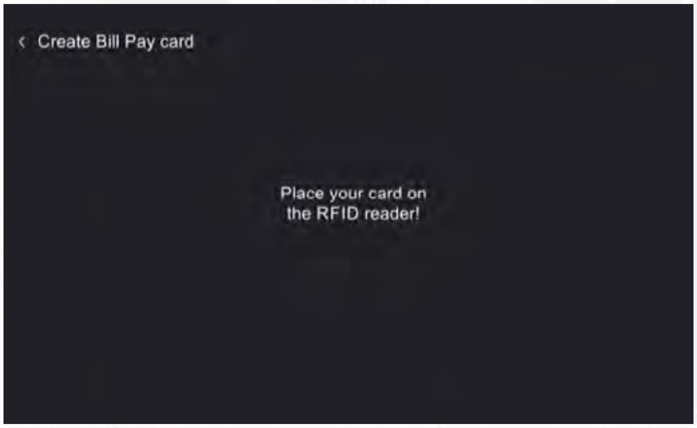
Creating Bill Pay Cards is similar to creating Pre-Pay cards, with the exception that you don't need to define the specific amount loaded onto the card.

Enter the name of your patron and the validity period (the amount of time you want the card to remain usable). Press the right arrow to continue.

After the period is up, a staff member may reactivate the patron's card for continued usage.



Tap on the number of patrons that will be sharing this card.

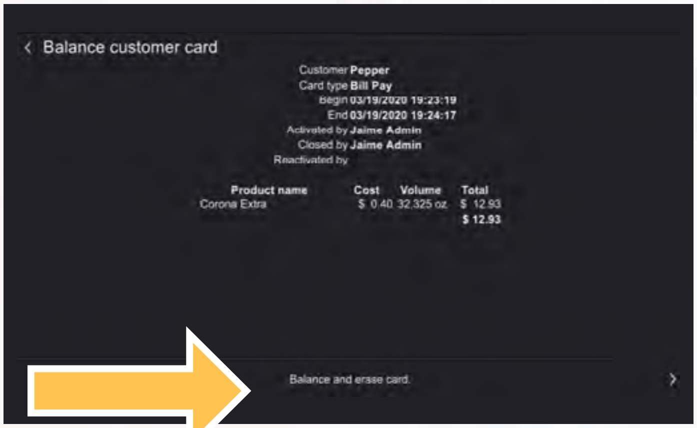


Place the new patron’s card on the RFID reader to create it.

Balancing Bill Pay cards: When you balance a card, you are erasing the name and value associated with the card in order to reuse it.

Tap the purple **Balance customer card** button. Place patron’s card on the RFID reader.

Note: Do not select the “Erase card” button for customer cards.



This screen will show you a detailed view of the card’s usage.

Tap “Balance and erase card” to continue.

Your patron’s card has now been cleared and a receipt will print to your designated printer. The card is now blank and able to be used for other functions.

ADDING A NEW PRODUCT TO THE DATABASE

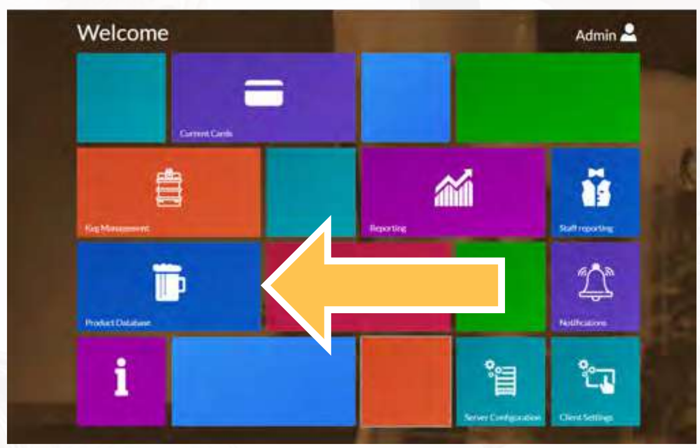
If you are adding a new product using Untappd for business, please see the Untappd guide.

To begin adding the product, you will need to launch your “Table Tap Go” server. This can be done in the following 2 ways:

1. If your server and charging station are combined, you will need to place an admin level card on the RFID reader and tap the “access web interface” button.

2. If your server is set up as a separate station, you will have a desktop shortcut. Click on the “Table Tap Go Server Management Page” icon.

If it is your first time logging in, you will be asked for your location’s username and password assigned to you by PourMyBeer. The default username and password is “admin.”



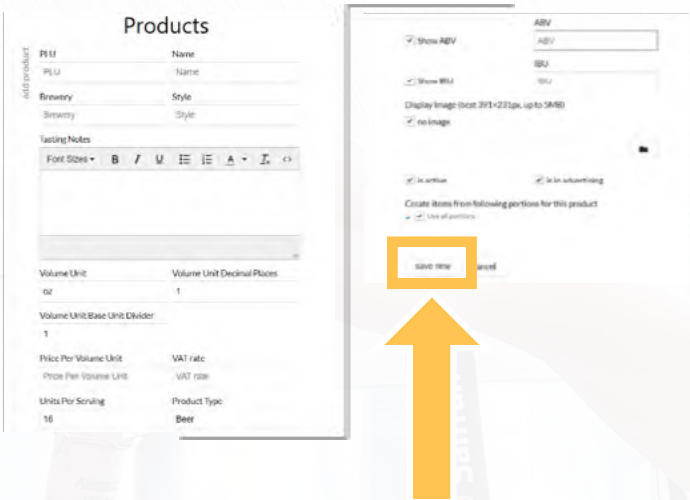
After you have successfully logged in, click on the blue “Product Database” button.

Next, click the “add product” button on the top left.

From this page you’ll be able to:

1. Add product detail and tasting notes
2. Set serving size
3. Set price per volume unit
4. Add product image (search for your image on Google and save it to your computer)

Click the “save new” button when all the information has been entered.

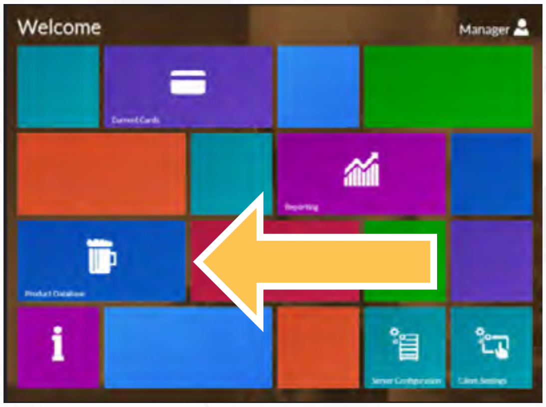


Next, click “Send Config Update Notification” to send your products to the tap screens.

Now, you will need to go to each tap screen and tap the “configure valves” button to select which product will be set to that screen/tap.

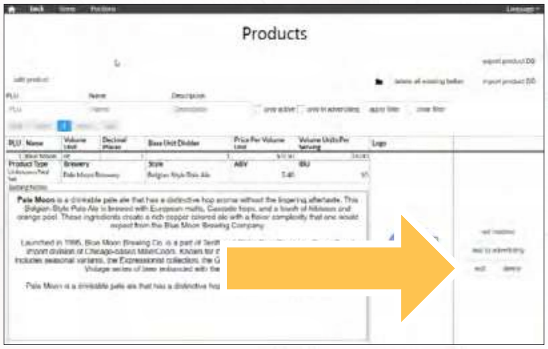
Note: Clicking “Send Config Update Notification” will disable your tap screens for up to 30 seconds.

SETTING SERVING SIZE



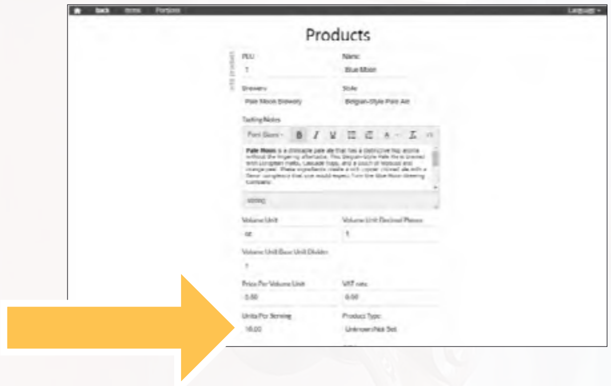
The default serving size is set to 16oz, but you may lower or increase the serving size for individual products. For example, a beer that has a much higher ABV would have a lower serving size, maybe 12oz.

To begin, click the “Product Database” button.



You can scroll through your product database to search for the product you wish to update, or you can search for the specific product by name.

Click the “edit” button next to the product you are updating.



Navigate to the “Units Per Serving” value and update it to the desired serving size. Scroll down and click the save button.

Note: As a default, patrons will be able to pour 2 servings before their RFID card is disabled. If your “Units Per Serving” is set to 16oz, your patron will be able to pour 32oz before they reach the responsibility limit.

Once you have saved your updated serving size, click the “Send Config Update Notification” button highlighted yellow.

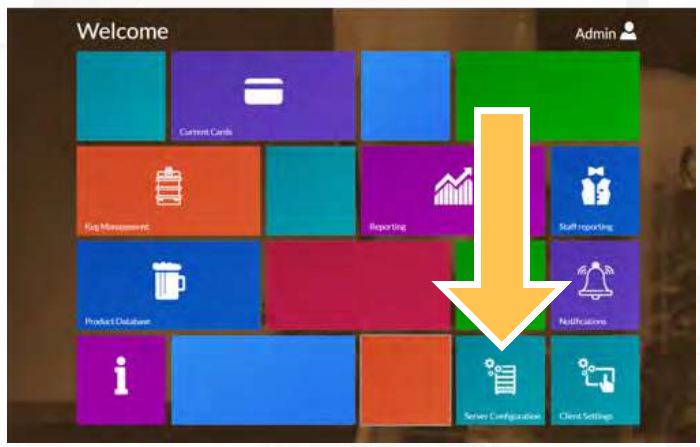
You are now ready to pour!

CHANGING TAP SCREEN BACKGROUND IMAGE

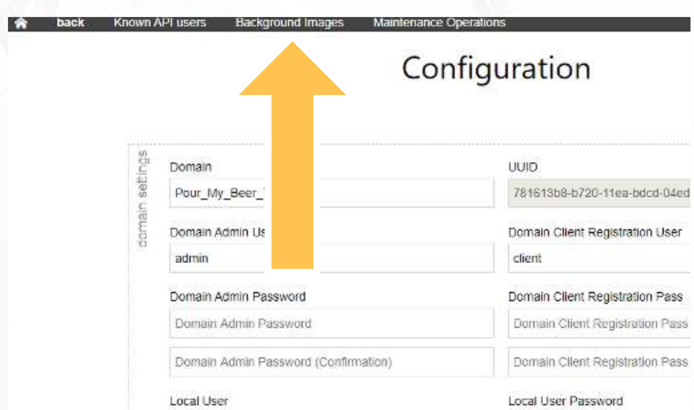
Open your “Table Tab Go Server Management” page by placing the admin card on the reader and clicking on the access web interface button.

If your server is a dedicated computer not used to create cards, click the Table Tap Go Server Management Page icon.

Click the Server Configuration Button.



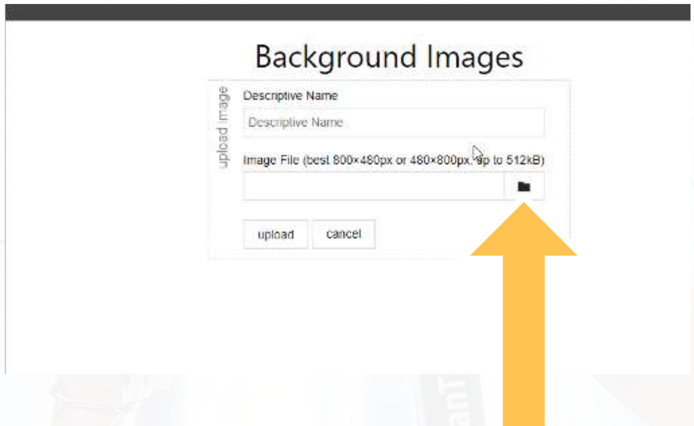
Click on the background images tab at the top of the window.



Tap on the “add new image” button at the top right corner of the window.

Add a name to your image and click the folder icon to select your image from your computer.

Click the “upload” button to finalize. Your image will automatically be resized for the correct resolution of the tap screens.

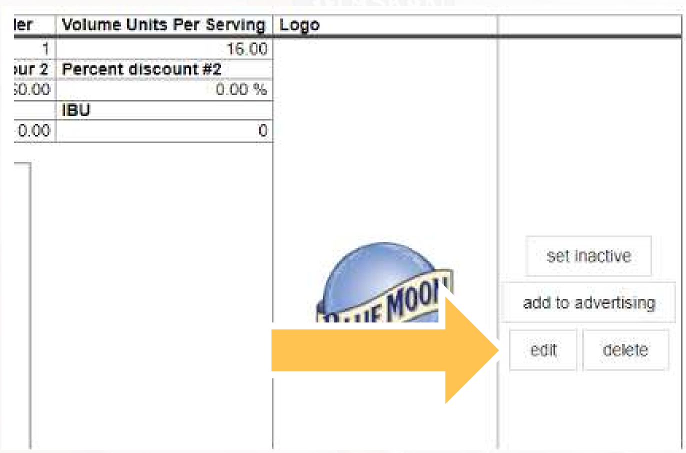


You can now click the “Set as Default” button for your image and click the “Send Config Update Notification” button to update your tap screens.

HAPPY HOUR

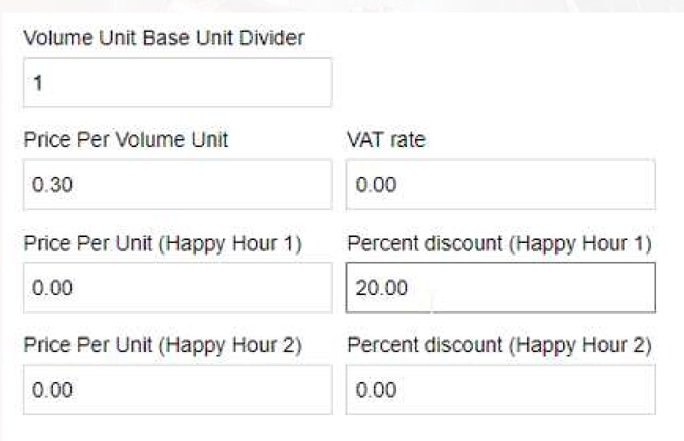
Happy Hour is available to all locations updated to TTG Server Version 33 and higher.

Navigate to the TTG Server and click on the “product database” button.



Changes will need to be made individually to each item that will have a discounted price during Happy Hour time.

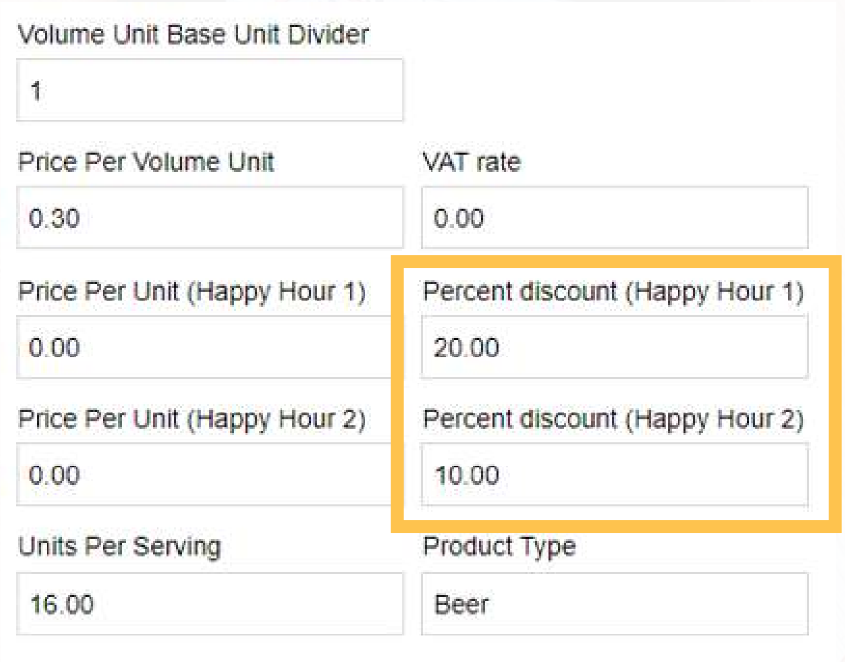
Click the “edit” button for the desired item.



Each item will have 4 Happy Hour price modes.

These prices all function independently and you only need to set the option(s) that will be used.

All unused Happy Hour fields can remain with a value of “0.”



Price Per Unit (Happy Hour 1 & 2): This is a set price the item will change to during the times or events when Happy Hour is active.

Percent discount (Happy Hour 1 & 2): This is a percentage that will be discounted from the standard “Price Per Volume Unit” during the times or events when Happy Hour is active.

Use example: Monday – Friday, you might want “Percent discount (Happy Hour 1)” to be active, which will discount 20% off the base price.

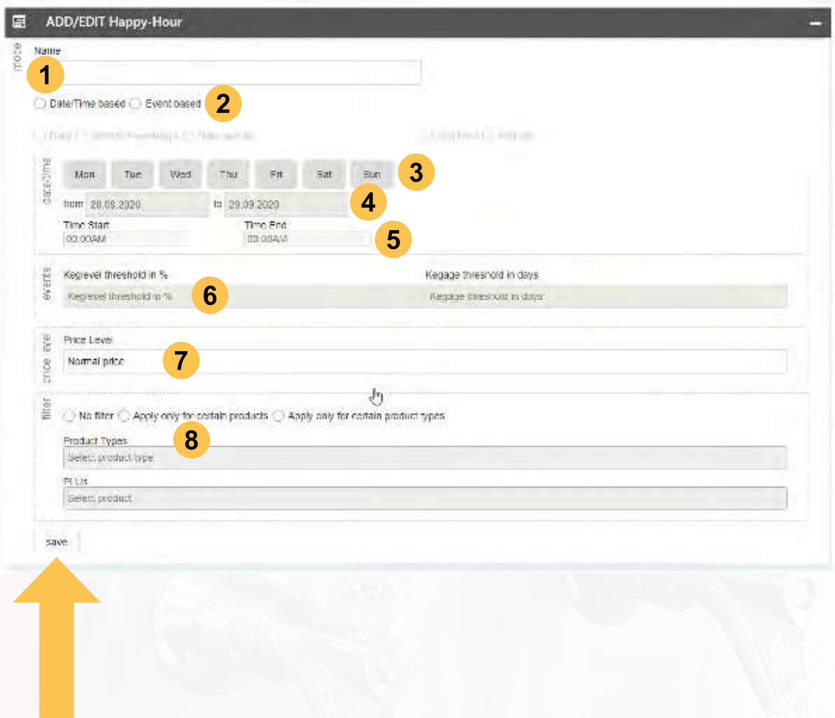
Saturday – Sunday, you might want “Percent discount (Happy Hour 2)” to be active, which will discount 10% off the base price.

Press the “save” button at the bottom of the page to save changes.

Continue editing any additional items.

When all changes have been made press the “Send Config Update Notification” button highlighted in yellow.

Navigate to the home page and click on the “Happy Hour” button.



1. Create a name such as “Weekend Happy Hour.”
2. Select this Happy Hour to be based on an event such as keg age or based on date and time.
3. If applicable, select the days of the week Happy Hour should be active.
4. If applicable, select a beginning and end date.
5. Select the beginning and end time for this Happy Hour.
6. If applicable, select the keg level or keg age parameters that will trigger Happy Hour.
7. Select price level (this is the price that was edited in the product database)
8. Apply filters if desired, such as select PLU or drink type.

Click the “save” button when all changes have been made and press the “Send Config Update Notification.”

REPORTING

From the Main Menu, click on the “Reporting” button to view the various data reports available. Each tab will provide you with different information about your system (including how much/how often each brand was poured).

The reporting tabs include but are not limited to:

- Beer Card Reporting
- Sold vs. Dispensed
- Total Pours Per Brand: Money
- Total Pours Per Brand: Servings
- Total Pours Per Brand: Volume
- Cleaning Reports
- Staff Reports
- Permanent Login Reports

STAFF REPORTING

From the Main Menu, click on the “Staff Reporting” button to access all of the tools you need to review everything that happens with your staff/system.

The Staff Reporting tabs include but are not limited to:

- System card creation/deletion report, who created/deleted which system card (staff, cleaning, admin, and/or manager) and when this was done.

- System card history

- Staff actions with customer cards (which staff member created/deleted/balanced, etc. which customer cards). This is a full history about staff members performing any action with customer cards.

- Fill-up and cleaning overview

- Cleaning report

CURRENT CARDS

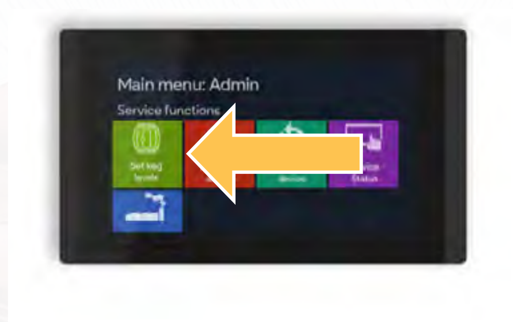
The “Current Cards” menu shows a list of the current active customer cards. You can search through every column. You can also hide/show blocked cards or hide/show expired cards in the list and to block/unblock cards.

The “Staff and System Cards” section shows a table listing all of the created staff and system cards which can also be blocked (e.g. if they get stolen or go missing).

SETTING KEG LEVELS

Place your Admin card on the tap screen you wish to set the keg level for.

Navigate down to "Service Functions" and tap the green **Set keg levels** button.



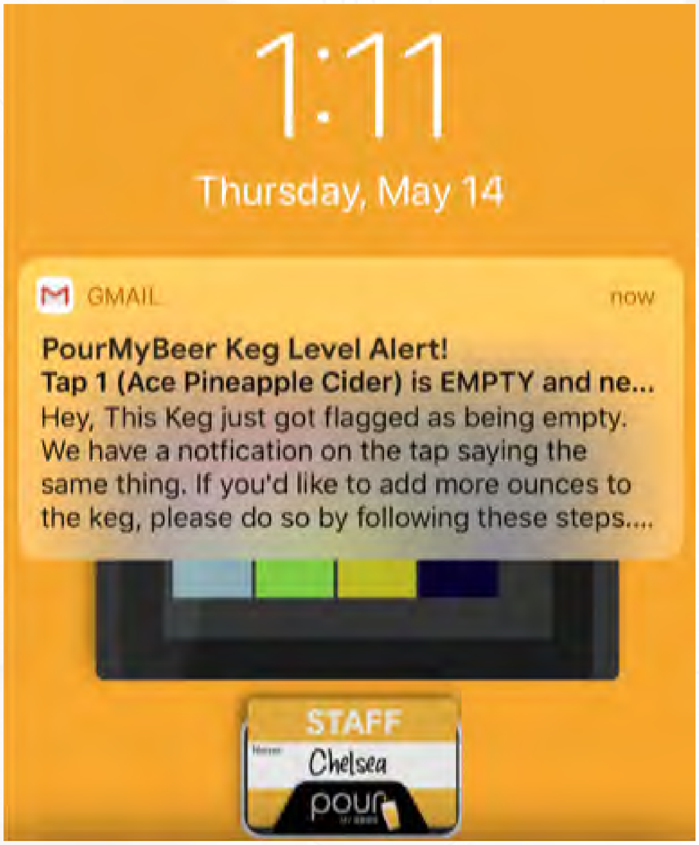
Select the line/tap you wish to set the level for.

Enter the size of your keg and its fill level. Tap the green checkmark to complete.

Your keg level has now been set. You can check your levels from this screen or by accessing "Keg Management" from your server.

Every time you replace an empty keg, you will need to tap the change keg button to update fill level.

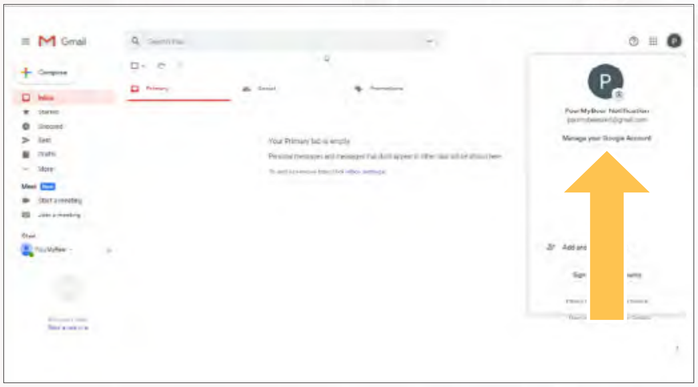
KEG LEVEL E-MAIL ALERT



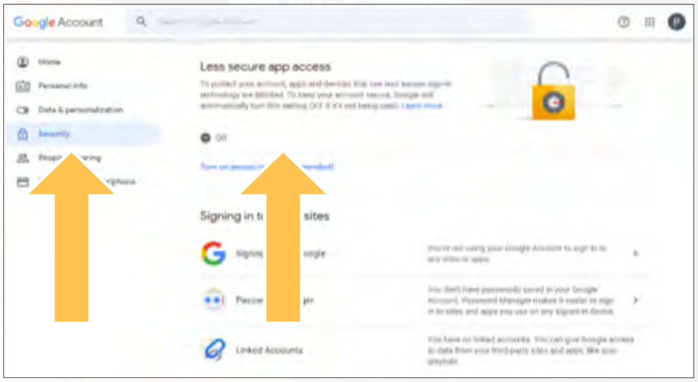
This guide will teach you how to set up email notifications when a keg reaches low levels.

We recommend creating a new Gmail account as a sender account to send out the email notifications to your primary email address (whichever email you prefer).

When creating your new Gmail account, we recommend that you make your new email address in this format: (YourLocation)KegAlert@gmail.com

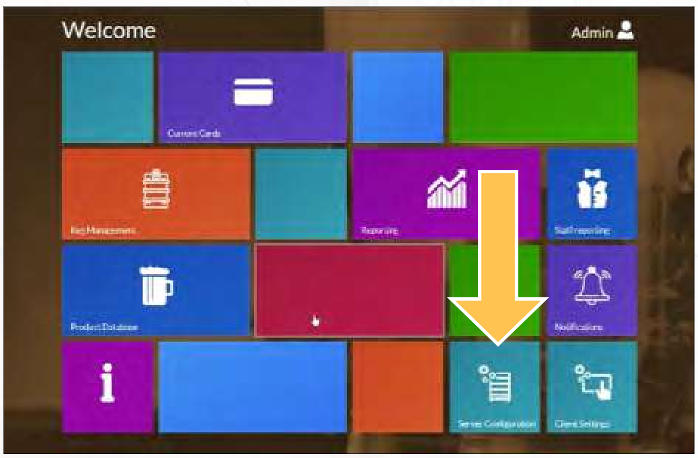


Once you have created a new Gmail account, click the profile on the top right and click the "**Manage your Google Account**" button.



A new screen will come up with options on the left side. Click the “**Security**” section and scroll down to the “**Less Secure App Access**” section and turn on Less Secure App Access.

You can now close this window, as you will not be needing it for the rest of the setup.



Open your “Table Tab Go Server Management” page by placing an admin card on the reader and clicking on the access web interface button.

Scroll down to the “email settings” section and enter the following information.

SMTP Servername: smtp.gmail.com

SMTP Server Port: 465

SMTP User:

this is the email address you created

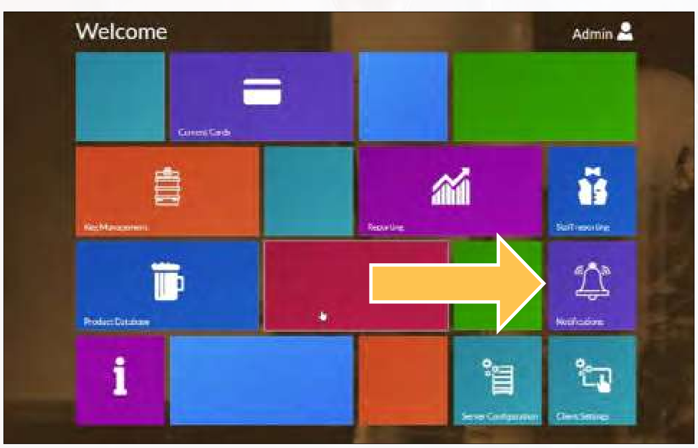
SMTP Password:

the password to that account

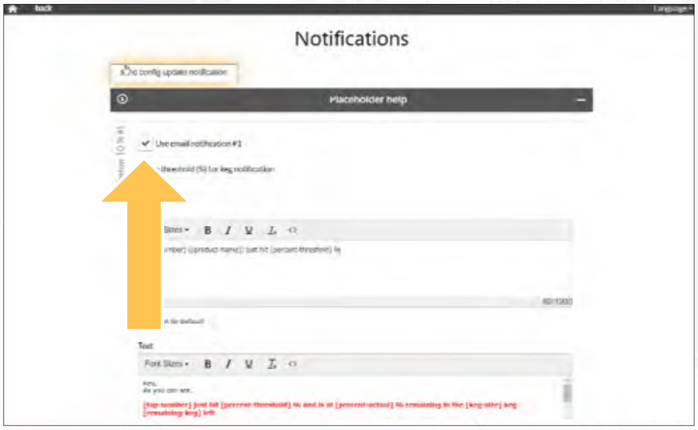
Recipient Email:

This will be your primary email address you want the notification to be sent to

Click the “save changes” button at the bottom to save all changes.

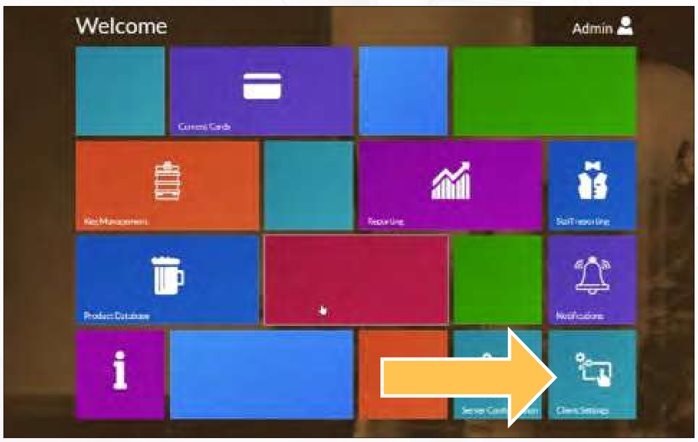


Next, go back to your home screen on the server and click the notifications button.

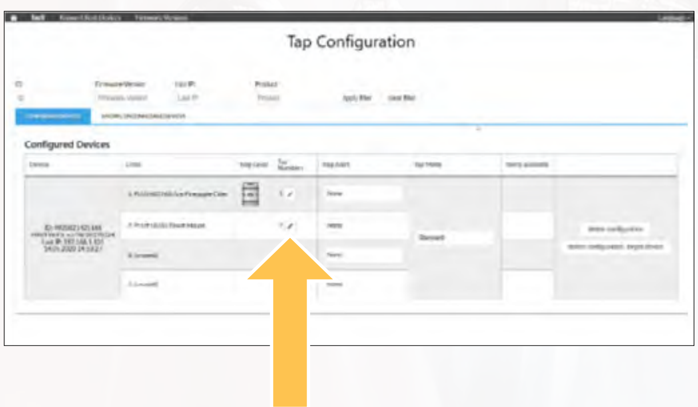


Click the check box to turn on the alert for the specified level (Empty, 5%, and/or 10% notifications).

Once you have turned on at least one of your notifications, click the “send config update” button.



Next, click the “Client Settings” button.



Verify that all taps are numbered correctly.

TAP SCREEN SETUP

When you first start up/reset a screen, you will need to go through the “Configuration Wizard”.

Tap “Start wizard” to begin setup.

Tap your desired screen configuration.

• Horizontal with detached reader

• Vertical with detached reader

• Vertical with built-in reader

Tap the Wi-Fi and DHCP switches so that they are both at the off position (left).

IP address: Follow the guide below to enter a unique IP address for each tap screen.

Ex: 192.168.2.101

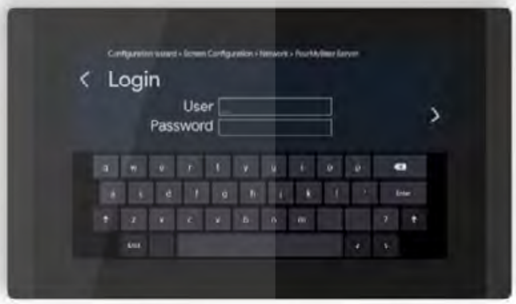
Subnet Mask: Enter the subnet mask as 255.255.255.0 Press the right arrow to continue to the next screen.

Screen	1	2	3	4	5	6	7	8	9	10<
192.168.2.	101	102	103	104	105	106	107	108	109	110<

The system will then take a few moments to locate the server.

The server 192.168.2.XXX should appear. Tap to select it. A message will appear that reads "Downloading Configuration." Once the unit downloads the latest update from the server, the screen will go black for a second.

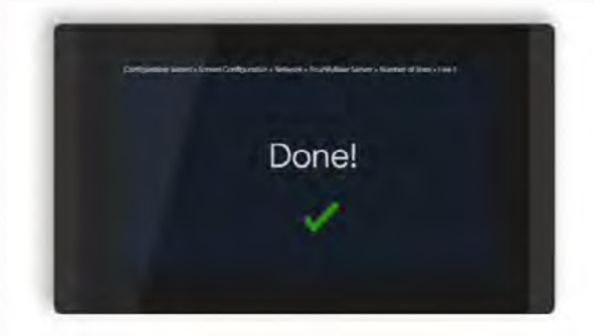
The next screen will ask for the login information. Enter your Username and Password. The default Username and Password should be "admin" for both fields. Tap the arrow to continue.



Select the number of lines/taps that are connected to this unit.

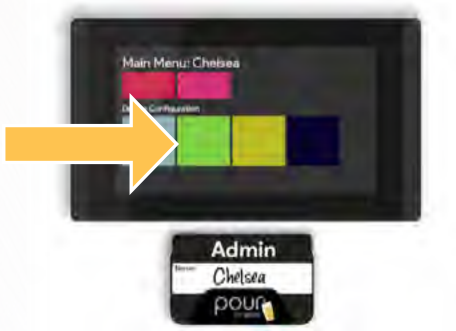
On this screen, ensure the product is assigned "90" pulses. Tap Compensation should be left at 0 for all; a PourMyBeer Expert will guide you on any adjustments needed in the future. Select the brand of beer that will be dispensed from this unit.

You have now completed the Configuration Wizard and your system is ready for use.



UPDATING BEVERAGE ON TAP SCREEN

Place your card on the tap screen you wish to update and tap on the green configure valves button.



Select the line/tap you wish to update.

Scroll through your product selection and tap the brand that is connected to this tap. A green checkmark will appear confirming the product has been set as active.

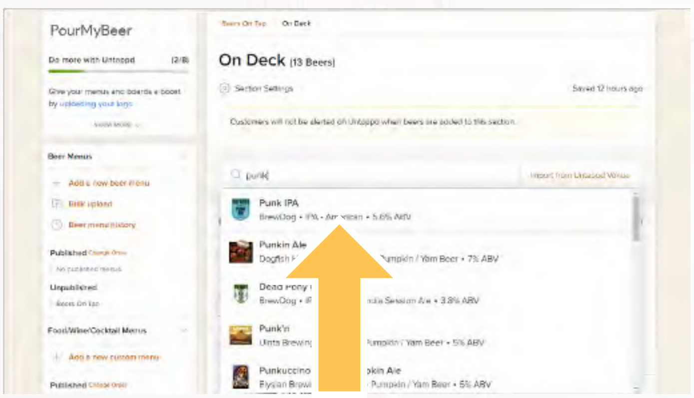
If your beverage does not show on this list, ensure it has been added to the database correctly and that it has been set as active.

UNTAPPD FOR BUSINESS

This guide will help you add your Untappd beer list to the PourMyBeer server.

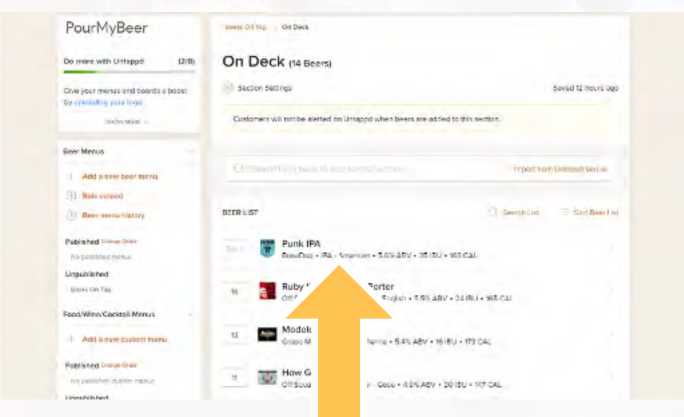
Once you sign up for your Untappd account, you will need to provide credentials to your PourMyBeer Support Team to link the accounts.

Once your account has been linked, you can begin building your database.



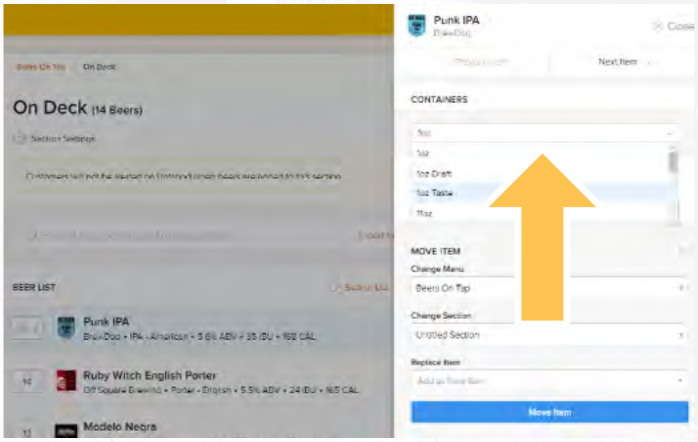
Open your newly created section in Untappd and search for a beer you wish to add to your menu.

Click on the beer you wish to add.

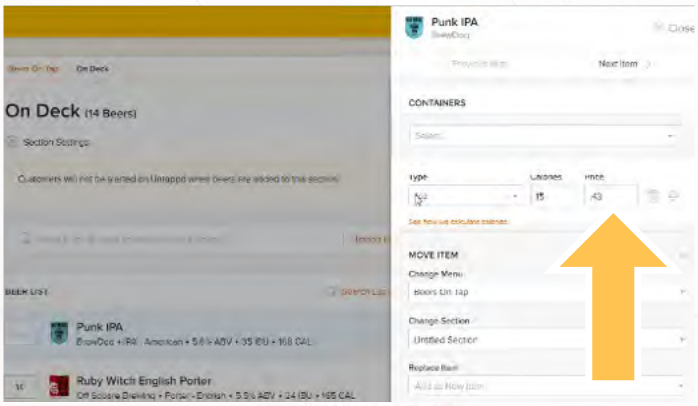


This beer has now been added to your database. Now we need to set the correct price per ounce.

Click on the newly added beer. A side menu will open to edit any beer details.



Under the containers option, type 1oz "(1 once)" and click on the 1oz option in the drop-down menu.



Enter the price per ounce for your beer and click the "Save Item" button at the bottom of the side menu.

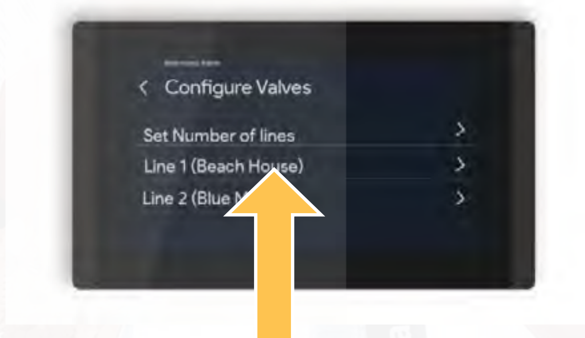
Your beer has been added to your database successfully.

TAP / LINE CALIBRATION

This adjustment is meant to calibrate the ounces poured to the ounces displayed on the tap screen.

Place your admin card on the tap screen and tap the “configure valves” button.

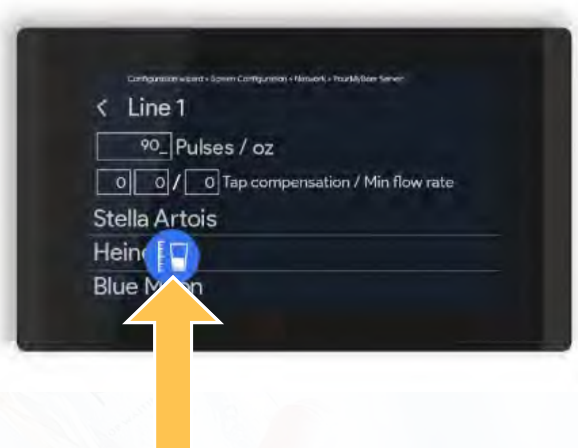
Tap the Line you wish to calibrate.



Pulses/oz will be set to 90 for most locations. You can edit manually by going up or down from the set value of 90.

If more beer is pouring than the quantity shown on the tap screen, your pulses value will need to go down

If less beer is pouring than the quantity shown on the tap screen, your pulses value will need to go up.

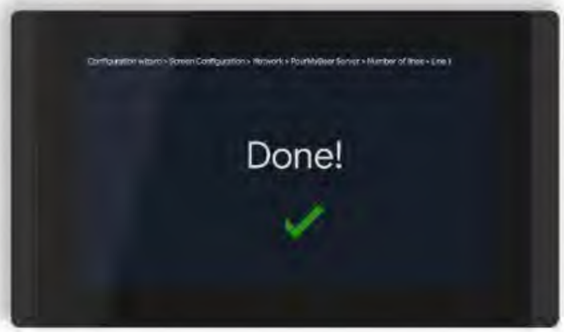


Use the formula below to find your correct pulse/oz value.

Tap the pulses value box and press the blue measuring cup to pour a couple ounces of beer into your measuring cup. A pulse value will be generated.

Ounce Poured + Pulses Generated = Pulses/oz

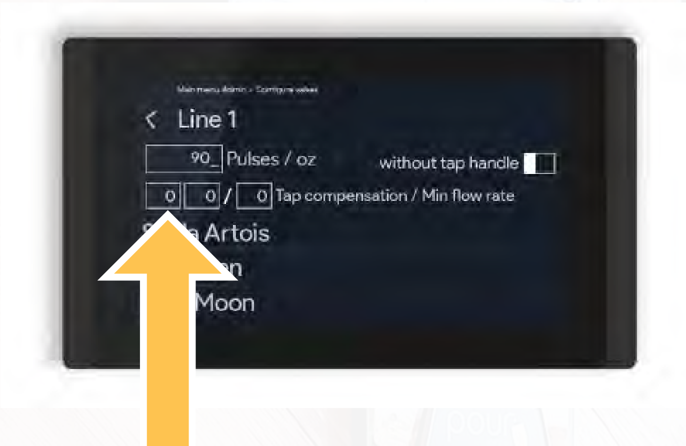
Tap the product assigned to this line to save all changes. You will see a screen saying done if calibration was saved correctly.



Test to make sure the screen was calibrated correctly by pouring a few ounces of beer into a measuring cup and verifying that the ounces shown on the screen are equal to the ounces poured into the cup.

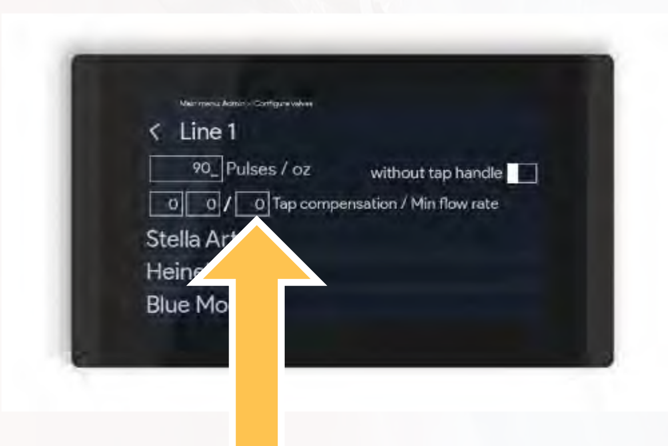
TAP COMPENSATION

All locations will have this number set by a trained technician and generally will not require additional changes to the values set.



The tap compensation is used to make up for any air or liquid left on the beer line. This is the number of pulses the system ignores when the valve is opened. If the valve remains open for over the assigned pulse value, the compensation pulses are added to the total amount poured.

The second value is for ensuring uninterrupted compensation.



The third value is for min flow rate: this is the minimum amount of pulses required to flow through the beer lines. If that value is not met, the line will be disabled. If the line is disabled, you will need to restart your screen.

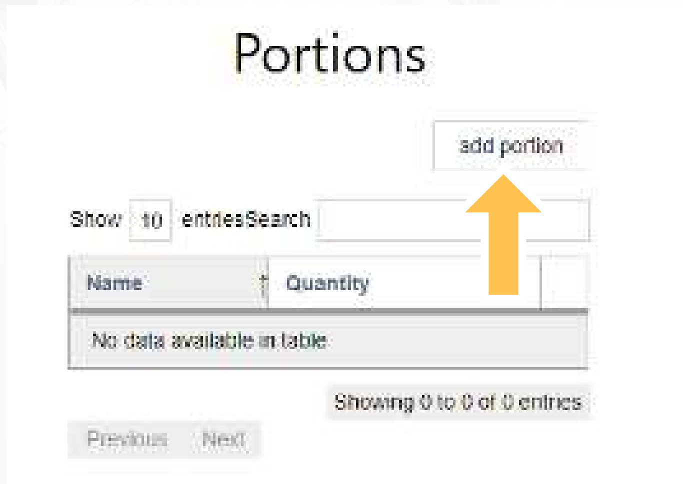
PORTIONS MODE

To set portions, begin by navigating to the product database in the TTG server. Click the “items” button on the top menu bar.

Delete any items found on this screen before setting anything up. When portion sizes are set, items will be added here. If redundant items are on this screen, there will be a conflict in pricing. If there are no items on this screen, you are ready to begin.

Click the “Portion” button on the top menu bar.

Click the “add portion” button.

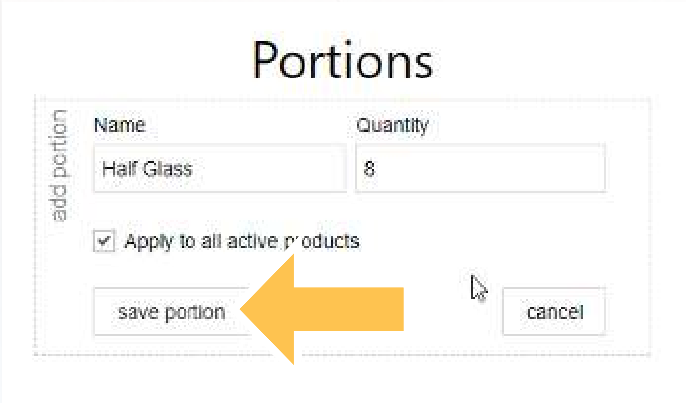


Enter the portion name (this is the size name your customers will see).

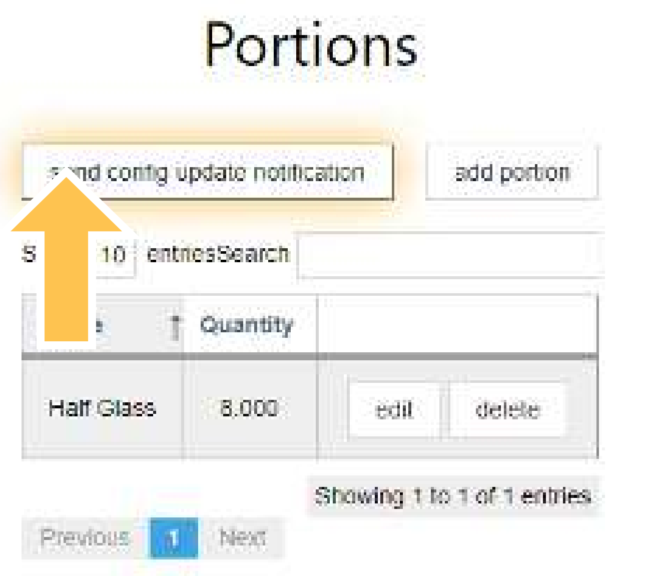
The quantity is the number of ounces to make up this portion size.

Check the “apply to all active products” box.

Click “save portion” button.

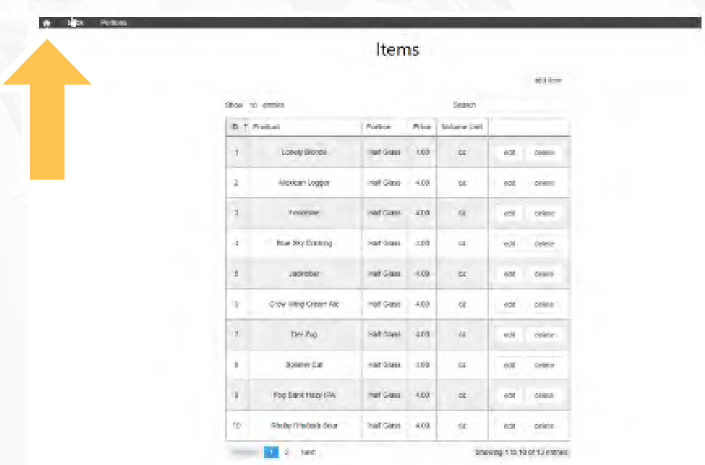


This portion size has now been added to your system. Click the “Send Config Update Notification” button to send to tap screens or click the “add portion” button to add additional sizes.



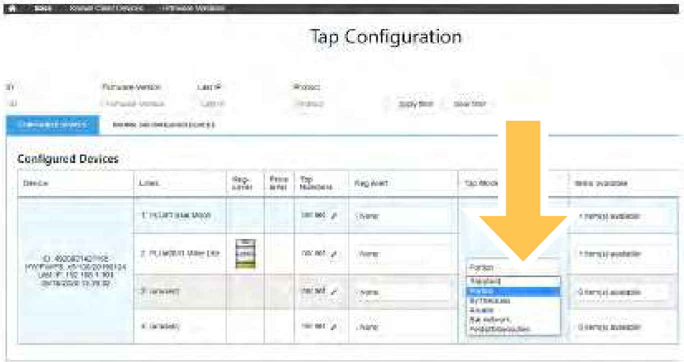
If you navigate back to the “items,” you will now notice an item is added for each product in your database.

Press the “home” logo to return to the server’s main menu.

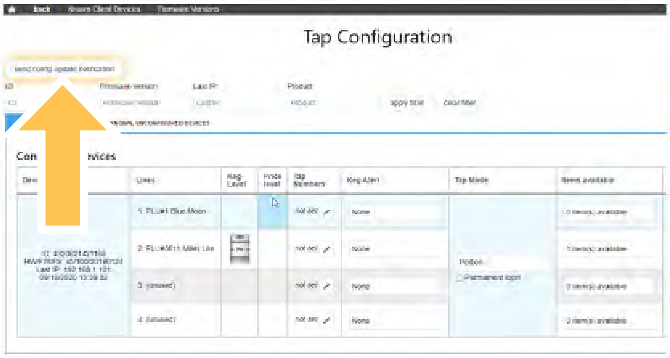


From the main menu, click the “Client settings” button.

Under the “tap mode” section, click on the drop-down menu and select “Portion” for each of your taps.



Once all taps have been updated to Portion mode, press the “send config update notification” button.



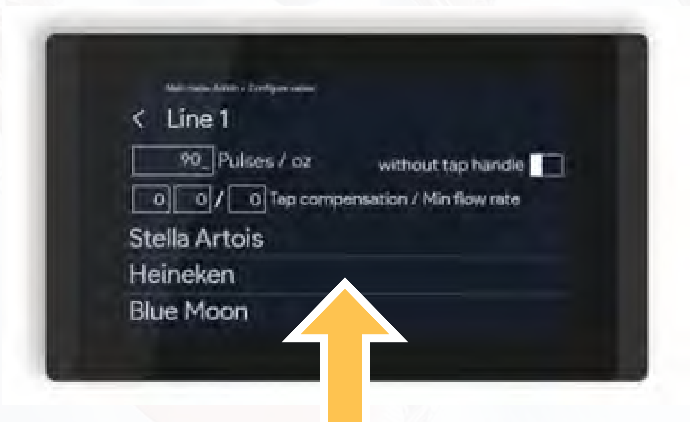
The portion mode setup is now complete on the server-side. The final steps below are to be completed on each of the tap screen.

Place your admin card on the reader and tap the “configure valves” button.

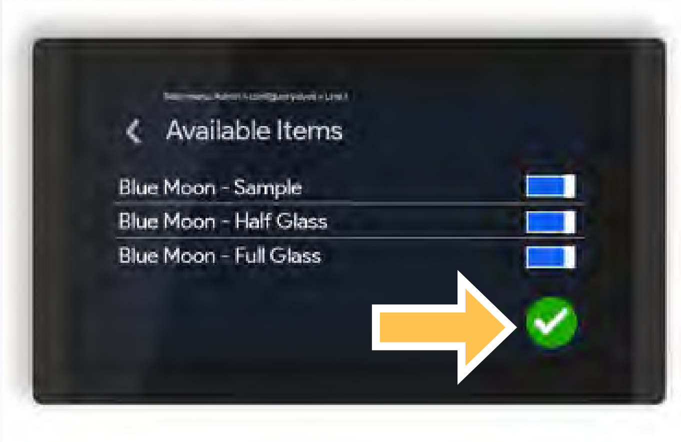
Select one of your lines/taps.

If multiple lines are set up, you will need to complete the same steps for all lines one at a time.

All values will remain the same on this screen. You will need to scroll through the list and find the beer that needs to be assigned to this line and click on it.

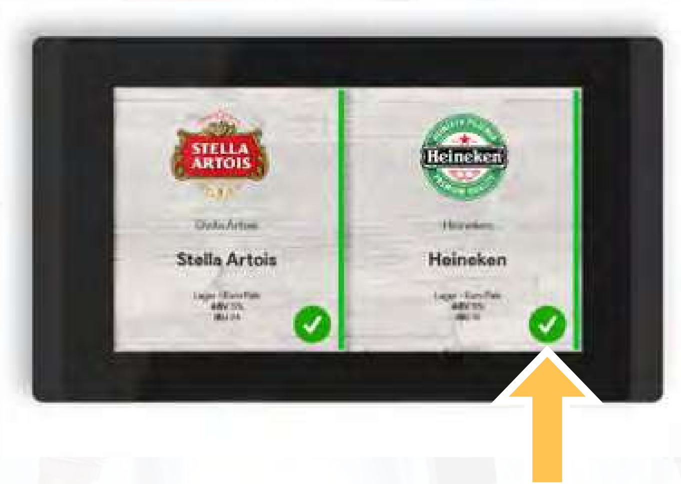


A size menu will now come up. Ensure all portion sizes are switched on, and press the green checkmark button to save all changes.



Portions have now been completely set. Remember to follow this for all lines and all tap screens.

When a customer places a card on the card reader, they will need to press the checkmark button to select a size.



FREQUENTLY ASKED QUESTIONS

RFID CARDS NOT WORKING

If you get an error message or you cannot activate or use any cards, please try the 3 common fixes below.

Activate Card To Location

1. Log into the check-in area (where you make customer cards) using an admin card or credentials.

2. Press the green “change card password” button.

3. Leave the old password field blank, press the arrow at the top right of the screen.

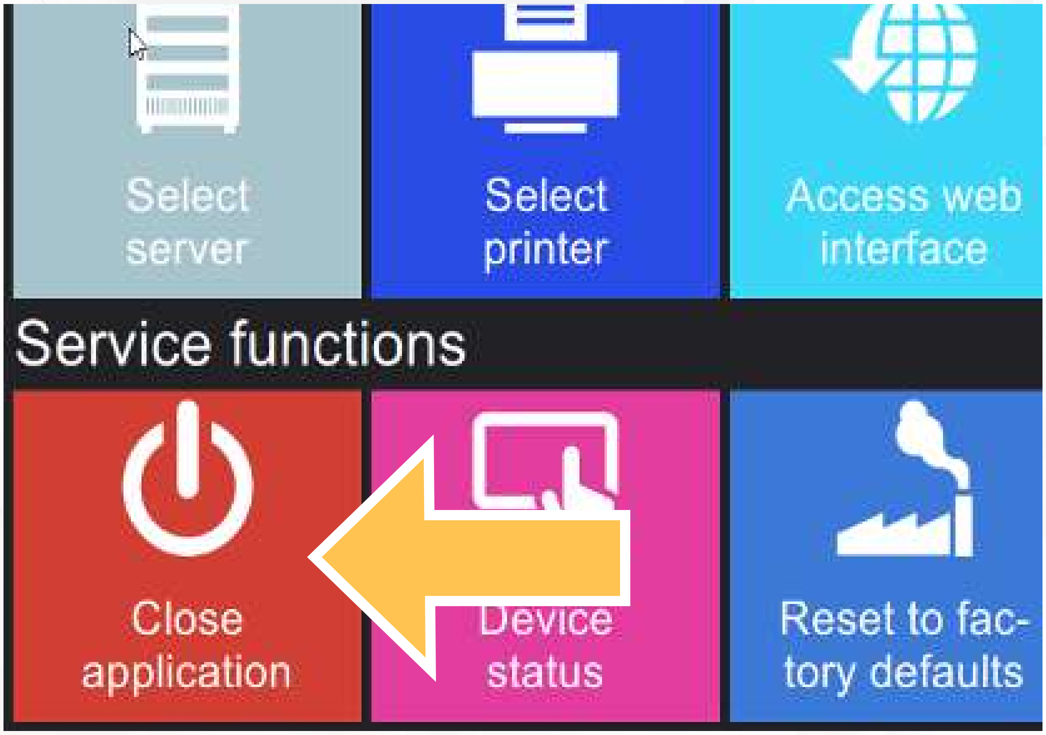
4. Scan the new cards one after another until all of them are done.

Close All TTG Charger Windows

1. Log into the check-in area (where you make customer cards) using an admin card or credentials.

2. Scroll down and press the close application button. If multiple windows are open, keep doing this until all windows are closed and you end up at your windows desktop.

3. Click to open the Table Tap Go charger and test making a new card.



Check All Connections & Restart

1. Verify the charger lights up when placing a card, ensure it's connected via USB to station.

2. Completely power off your check-in PC and restart it. Relaunch the TTG Charger application and test.

SCREEN DISPLAYS OUT OF ORDER MESSAGE

If you have Toast installed and your screens display an out of order message, please try the 3 common fixes listed below.

Verify Server is Powered On

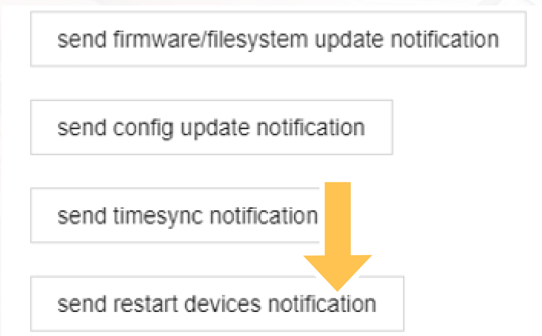
1. Most locations will have a main server PC for your setup. Please ensure this device is turned on and connected to the Internet.

Restart Server

1. Power off the server, wait a few seconds and power back on.

Send Restart Notification to Tap Screens

1. Open the TTG Server Management page.
2. Click the "Server Configuration" button.
3. At the top of the screen click the "maintenance operations" tab.
4. Click the "Send Restart Devices Notification" button.



CHECK-IN STATION NOT CONNECTING TO SERVER

If your check-in screen is saying “searching for TTG server” or cannot find TTG server, please try the 3 common fixes listed below.

Re-Select Server

1. Log into the check-in area (where you make customer cards) using an admin card or credentials.

2. Press the select server button, click on the first server that populates on the list.

3. Log in using “admin” for username and password.

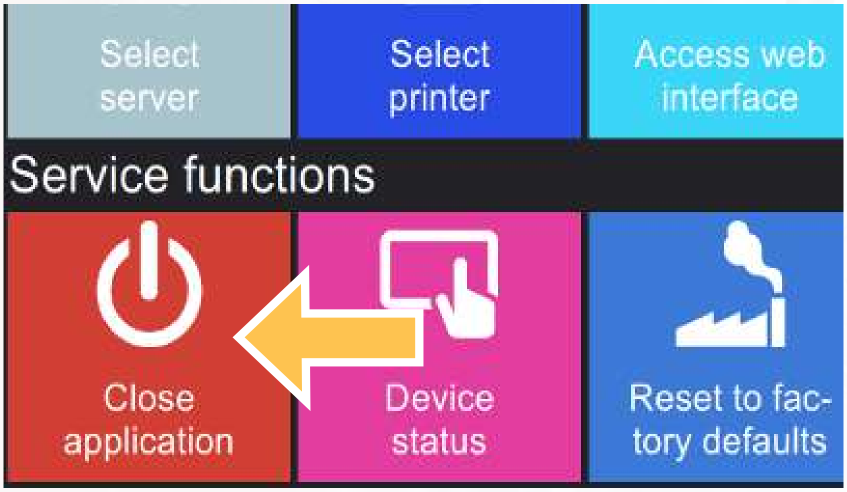
Verify All Connections

1. Ensure server is connected via the ethernet cable to the network switch.

2. If separate from the server, verify the check-in station is connected to the network switch.

Restart

1. Close all open applications and restart your server PC.



TOAST INTEGRATION: SCREEN HAS "OUT OF ORDER" MESSAGE

If you have Toast integration and your screen shows an out of order message or "PMB Service Offline," please try the following steps.

Restart the Server

1. Close all open applications and restart the main server PC.

Verify All Connections

1. Ensure server is connected via the ethernet cable to the network switch.

2. If separate from the server, verify the check-in station is connected to the network switch.

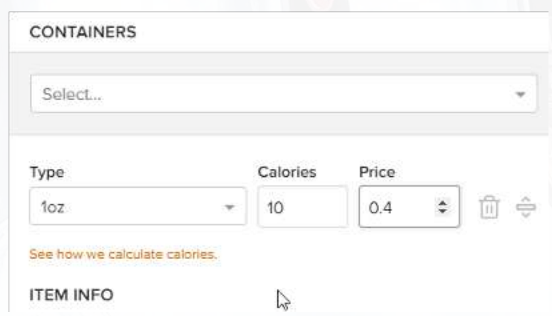
3. Verify server has Wi-Fi connection.

BEER NOT SYNCING FROM UNTAPPD

If you have Untappd for business and your product is not populating or missing, please try the following steps.

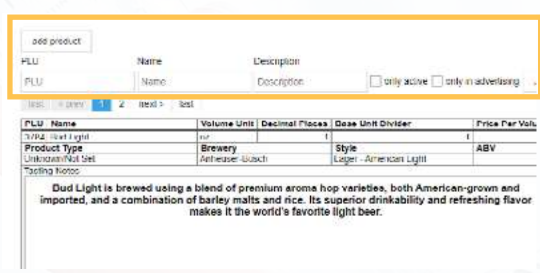
Set Container Size

1. Verify that every Untappd drink has been set with a container size of 1oz and the price was set.

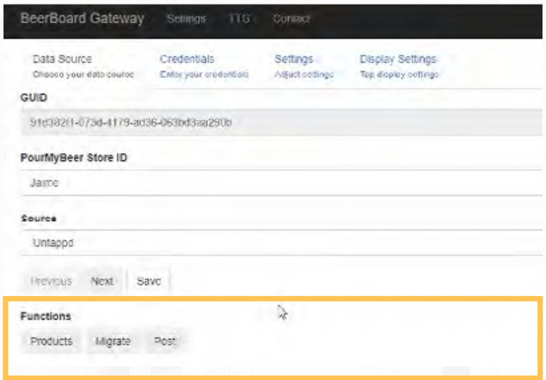


Reset All Search Parameters

1. Navigate to the product database and verify all search parameters such as PLU and Name have been cleared, and press apply filter.



Force Push Update



1. Open a new Chrome browser window and enter localhost:5000 in the search window.

2. At the bottom of this page, there are 3 buttons (Products, Migrate, Post), press all 3 to force PMB to pull data from Toast.

If you any questions, please email cheers@pourmybeer.com or call **312-416-9989**.

We are here to help. Please reach out to our Technical Support team if you have any further questions.

PourMyBeer Family Group

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