# Synergy - Getting Started: Cafe and Restaurant

A reading order for a cafe or restaurant using the Synergy Order App: install, set up tables and menu, connect printers, take orders, take payment and close the day.

## Before you start

- The Synergy Order App installed from apps.synsoftmy.com.
- The slot code and the 6-digit PIN that Synergy gave you, and an internet connection for set-up.
- Your menu list and your table numbers.
- The IP address of each receipt or kitchen printer, with the printer on and connected to the shop Wi-Fi or LAN.

## Steps

### 1. Synergy Order App - First Install and Staff Set-up

Start here: enter the slot code and PIN, open Back Office, add your first items and set up staff sign-in.

### 2. Synergy Order App - Restaurant (F&B) Set-up

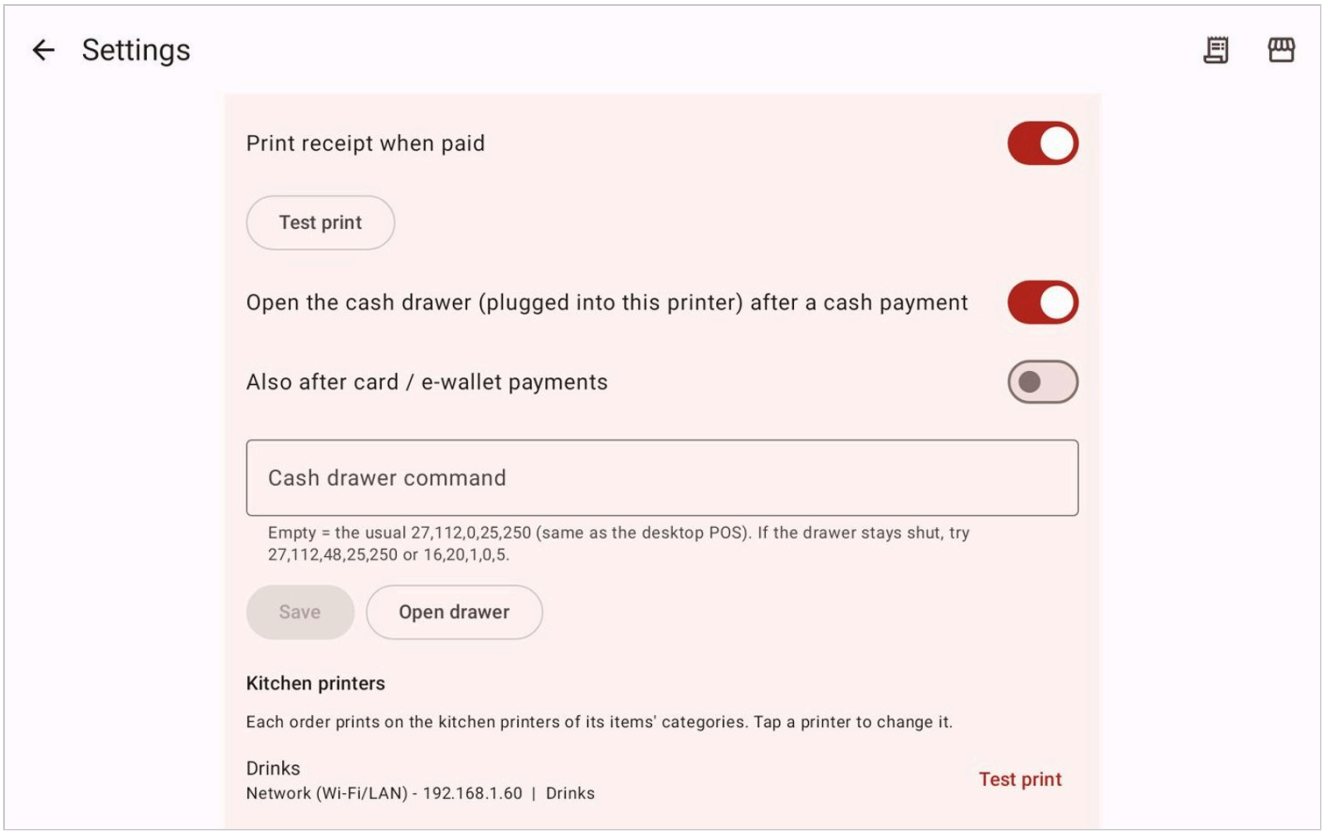
Choose the F&B business type, create your floors and tables, then take a first order, get paid and check the sales report.

### 3. Synergy Order App - Importing and Exporting the Menu with Excel

Load your whole menu from Excel or CSV in one step instead of typing each item.

### 4. Synergy Order App - Connecting a Network Receipt Printer

Connect a Wi-Fi/LAN printer for kitchen slips and receipts by typing its IP address, and print a test slip.

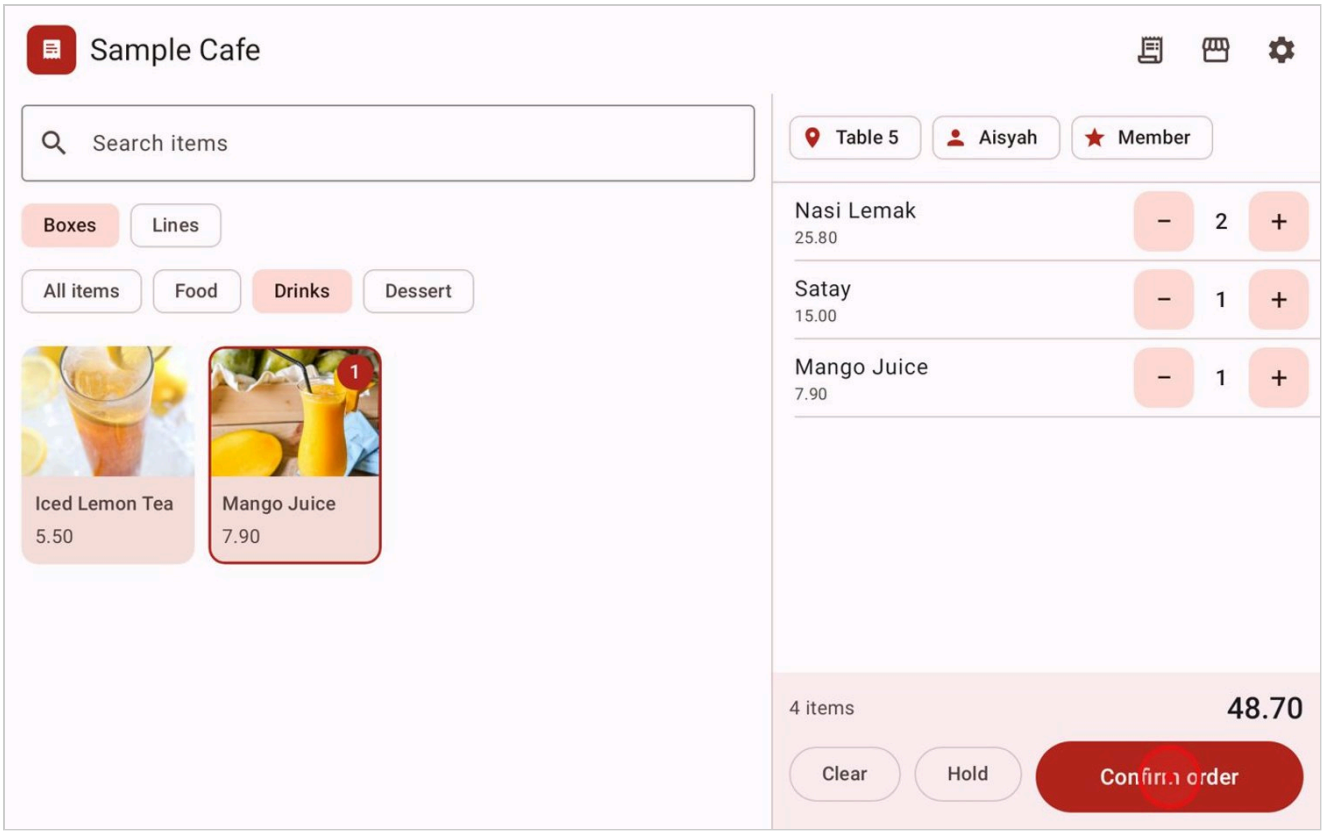



## 5. Synergy Order App - Kitchen Printers for Food and Drinks

Send each order to the right kitchen printer, for example drinks to a Drinks printer, by choosing the categories each printer prints.

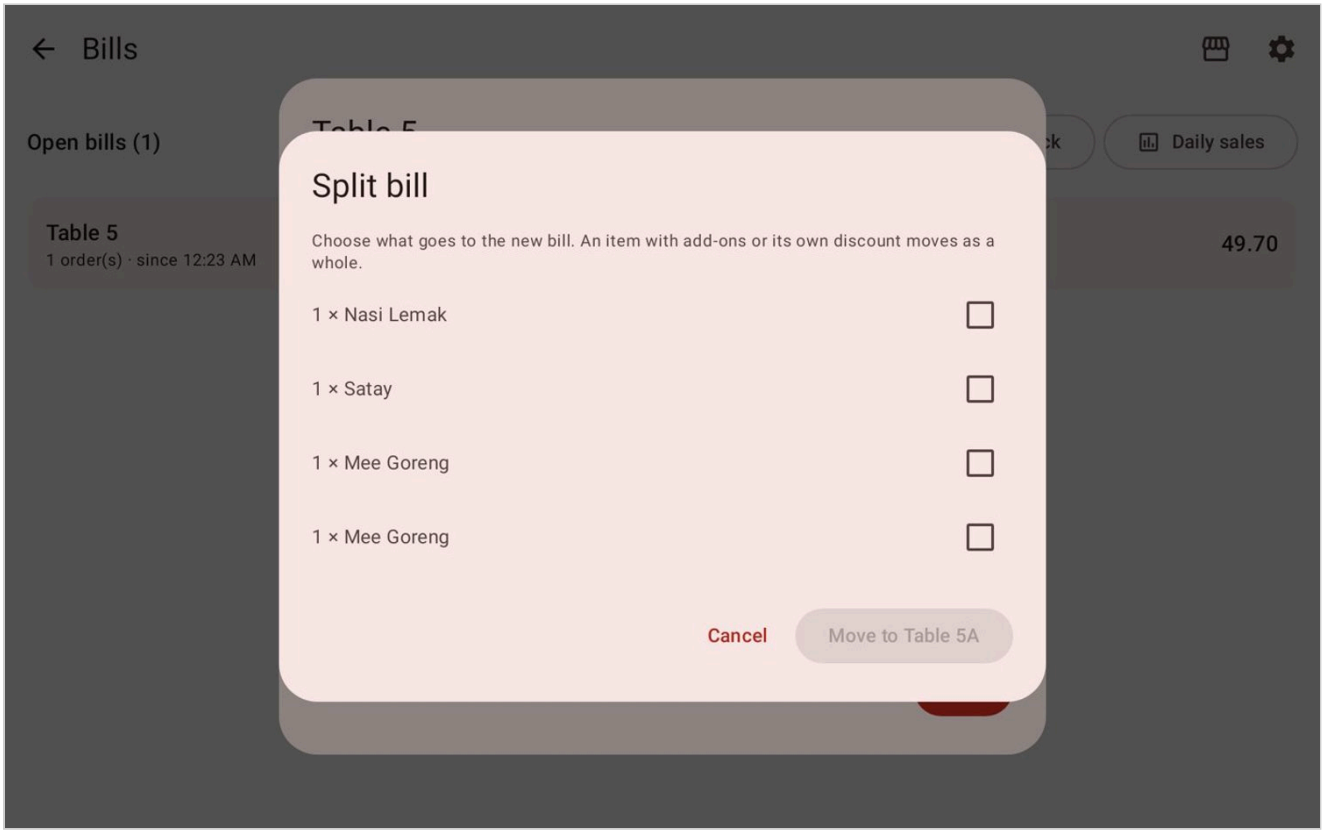
## 6. Synergy Order App - Taking an Order in a Restaurant

This is the daily job: choose the table, the salesperson and the dishes, then tap Confirm order to send it to the kitchen.



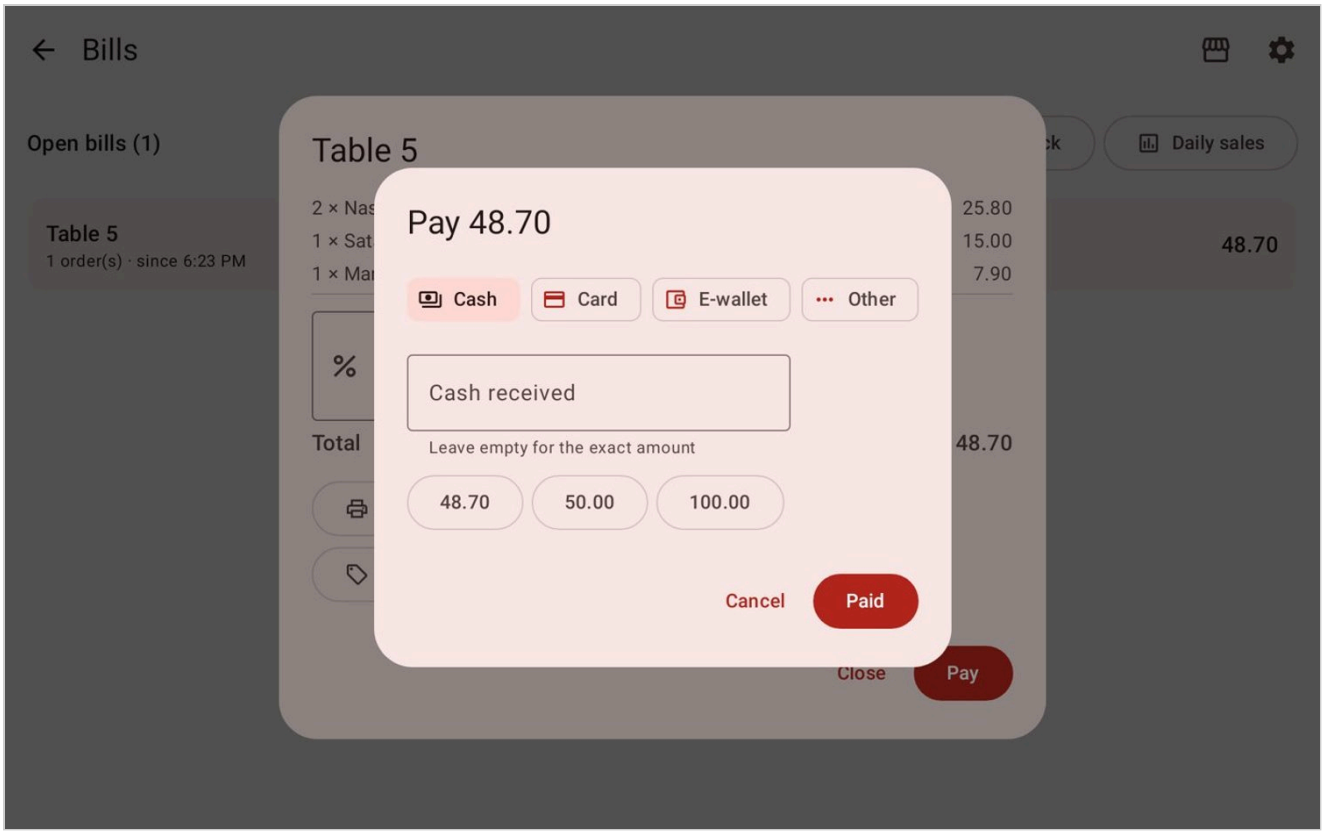

## 7. Synergy Order App - Splitting and Merging Bills

When guests want separate bills, split part of an order onto a new bill, and merge bills back together when needed.



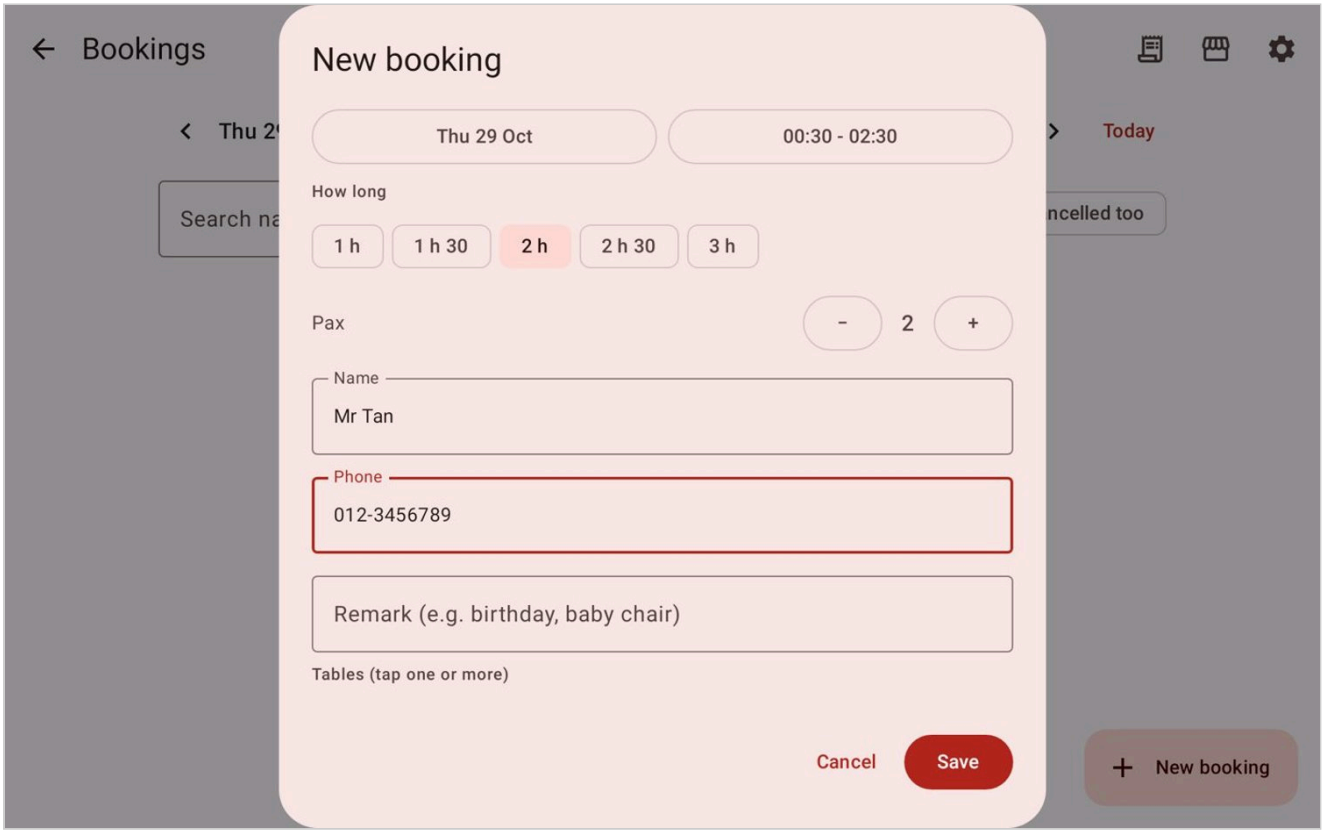

## 8. Synergy Order App - Taking Payment

Open Bills, pick the bill, tap Pay, choose the payment type and tap Paid.



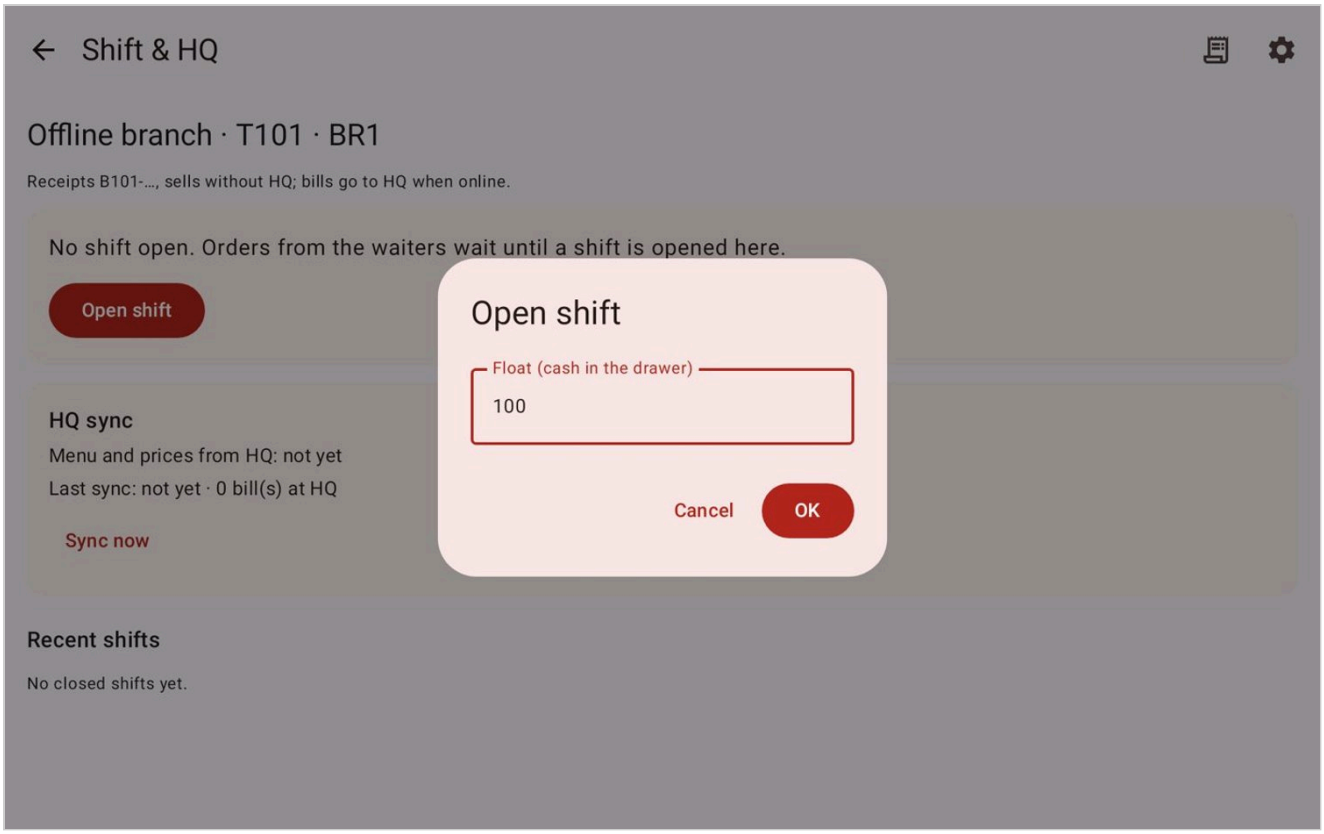

## 9. Synergy Order App - Table Bookings

Switch on Table bookings in Settings, add a booking with the customer's name, phone and table, and mark it Customer arrived, No-show or Cancel booking.



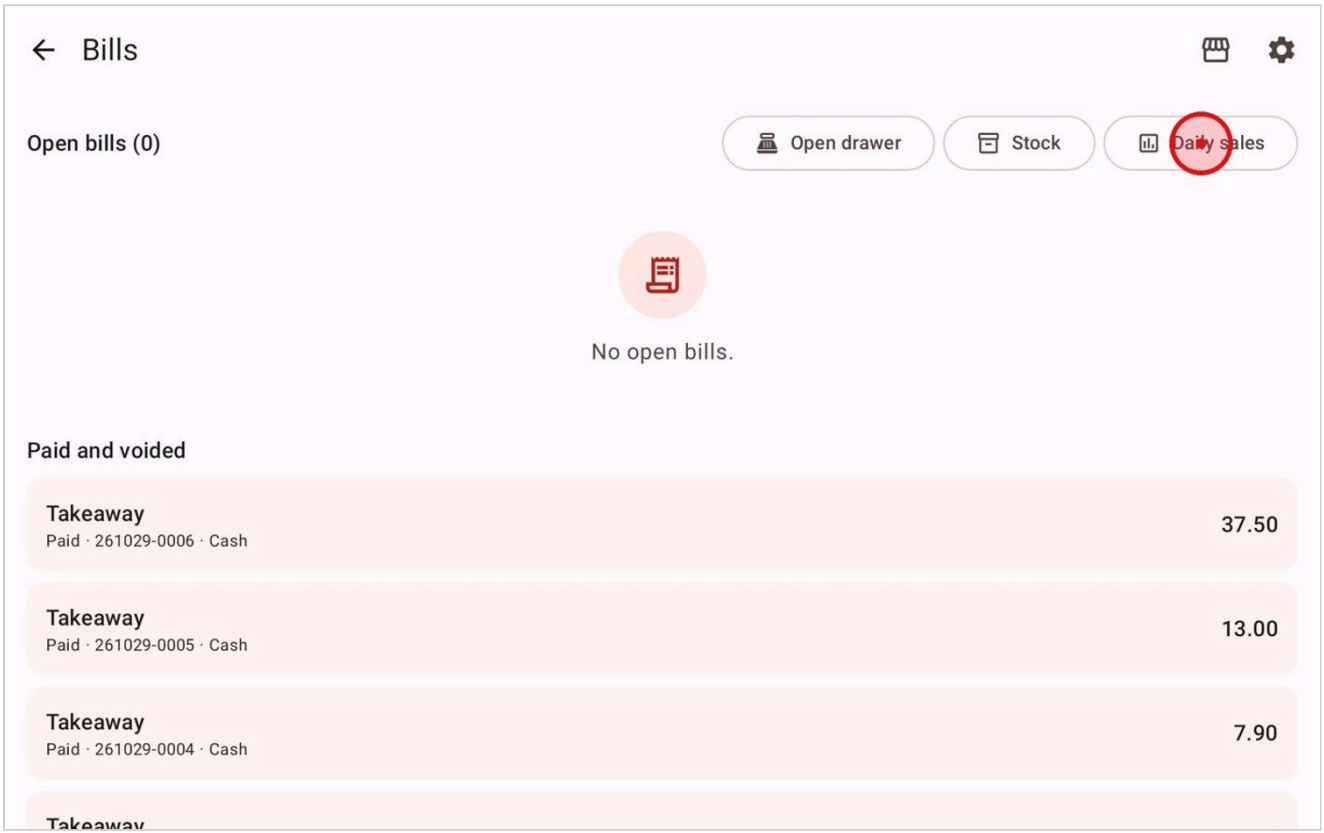

## 10. Synergy Order App - Shifts and Counting the Cash

Open a shift with your float, record cash in and cash out, and close the shift by counting the cash.




## 11. Synergy Order App - Reports in Back Office

After closing, check Daily sales and the Reports in Back Office.




## Tips

- The Restaurant Table Setting web page holds the floors and tables used by the POS table picker, the Order App and QR Order: Synergy Web - Setting Up Restaurant Floors and Tables.

- With QR Order a diner scans the QR code at the table and sends the order to the kitchen. Staff can use Synergy Web - QR Order: Ordering From Your Table to help a guest.
- A table cannot be booked twice at the same time.

## Common problems

### I cannot find Merge bills.

Merge bills is on the main device of a network and shows when two or more bills are open.

### The phone will not take payment.

A branch phone can take payment only while its own shift is open. Tap the red message, then tap Open shift.

### Nobody remembers the Back Office PIN.

Synergy support can help you set a new one: read Synergy Order App - Forgot the Back Office PIN.

*Draft: written from Synergy's support notes (checked by AI against the program), not yet reviewed by Synergy staff.*

*Synergy - Guide date 2026-10-30. Internal draft: not yet reviewed by Synergy staff.*