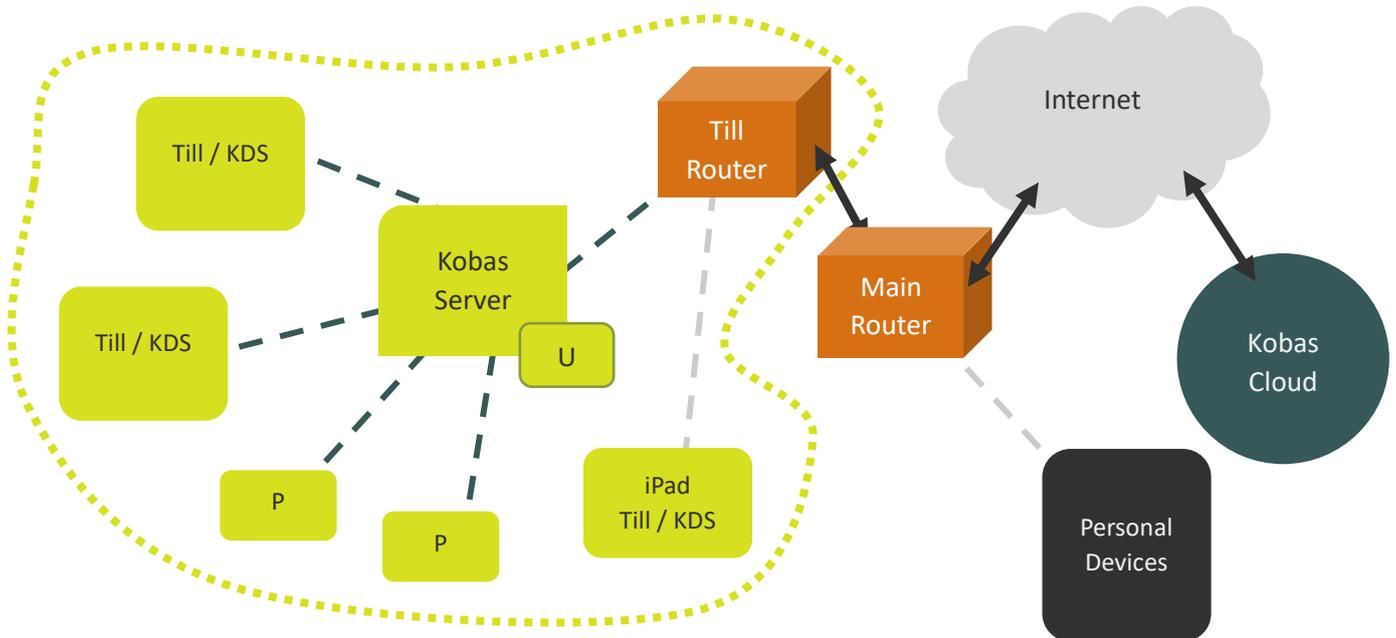# Hardware

How does Kobas work?

This diagram explains the purpose of the various pieces of hardware in your venue.

🟩	Kobas is responsible for the software on these devices and will support configuration, troubleshooting and managing warranty. However, these devices are owned by you.
🟧	These devices are owned by you and are your responsibility.
– – –	Wifi Connections, which are dependent on your wireless routers and access points.
– – –	These lines represent wired Ethernet connections and are your responsibility.
······	Your Local Area Network (LAN). Your Kobas hardware can function without internet, as long there is power and connection to the server on the LAN. Please note there may not be a separate Till Router, and your hardware might be connected directly to your main router.
P	Printers
U	Uninterruptible Power Supply (UPS). A battery allowing Kobas to safely shut in a power cut.

Issues relating to infrastructure

- No/some devices cannot connect to the internet.
- Devices cannot connect on the Local Network.
- Missing/damaged cables or hardware.

Internal contacts:

Issues with Kobas software

- When you have power and network, but Kobas isn't working as it should.
- Support will require:
    - Venue & Till number
    - The problem
    - What you were trying when it happened
    - Photos/videos

Support: Support@kobas.co.uk
Urgent: +44 (0)20 7633 9449 (Opt 3)

User knowledge or settings

- You are unsure of how something should work or how to do something.
- Incorrect configuration.

Knowledge Base

Kobas In-Venue Top Tips

KOBAS

Never turn off your EPoS server
This is either your server till, or the server computer. You need it on at all times in order to trade, and it may receive a software update at any time.

Keep your EPoS server connected to the internet at all times
Your EPoS server needs to be online to communicate to Kobas Cloud and to receive critical updates from time to time.

Only use fingers on your touchscreen tills
Using hard implements such as cards or utensils can damage the screens and stop them from functioning.

Contact Kobas before you move any hardware or make changes to your network
Hardware configuration may become invalid if changes are made and this can stop equipment from functioning correctly.

Your In-Venue network is separate to the Kobas system
Any network issues or questions should be directed to your internal IT Administrator.

Your PDQs are separate to the Kobas EPoS system
Any issues or questions relating to PDQ terminals themselves should be directed to your PDQ payment provider.

Need to change menus or settings?
If menus or settings are changed in Kobas Cloud, a Download Data must be performed on a till for your venue to receive the updates. Visit *Admin > Download Data* on any till to do this.

Important information about the Kobas system in your venue

Venue name:

Kobas Venue ID:

Server type & location:

Server IP address:

Router IP address:

EPoS/iPad locations & IP addresses:

Other notes: