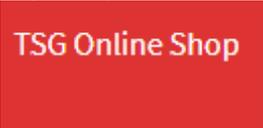
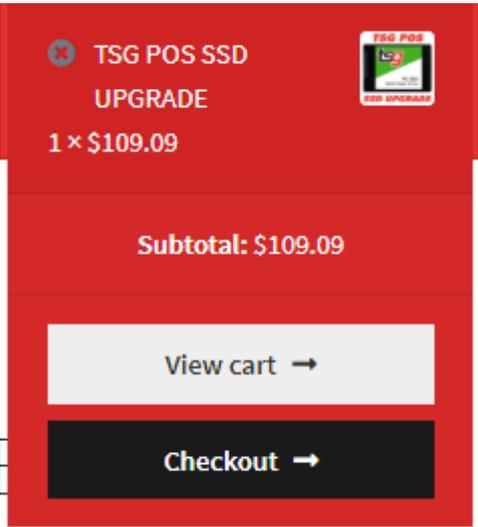


SSD installation instruction

October 2019 – Document Version 1.1



Before we start

	What we do	What you do
Step 1	Provide SSD upgrade service in TSG online store	<p>Login your TSG shop and purchase the SSD upgrade service. https://tobaccosg.com/tsgppp/</p> <p>Log into your account and click TSG Online shop</p> <p></p> <p>In the search field type SSD</p> <p>Search: <input data-bbox="815 808 1198 869" type="text" value="SSD"/></p> <p>Click the product and</p> <p> TSG POS SSD UPGRADE</p> <p>add to cart</p> <p><input data-bbox="735 1249 873 1339" type="text" value="1"/> <input data-bbox="901 1249 1142 1339" type="button" value="Add to cart"/></p> <p>Check out</p> <p></p>

Step 2	Once we confirm the payment We send the SSD by express	Wait for it and inform us once you got it, arrange a time to complete the upgrade (Our IT support team works from 8am – 5 pm Melbourne time) We always suggest that make an 8am booking
Step 3	Confirm the booking	Get a USB stick and a small Screwdriver Insert the USB in your computer Copy important documents (sales reports, pictures, download etc) and transfer to the USB

Attention!!!

You must contact IT before the installation!!!

The whole process

	What we do	What you do
Step 1	Export your database and copy them to the USB	Nothing
Step 2	Turn off the computer	Swap the old hard drive with new SSD (It is not hard, only 3 three screws)
Step 3		Turn on your computer Turn on IT support (Team Viewer)
Step 4	Import database Finished the rest	Nothing

The process may take up **one hour to one hour and a half**, the computer **will not be available** during the time. We always suggest that we can start the job at **8am** in order to minimize the impact for business operation.

Step 1



Find the USB connector.



Insert USB

Step 2



Unscrew



Take the dock (caddie)out





Unscrew again



Insert the new SSD, green label facing up

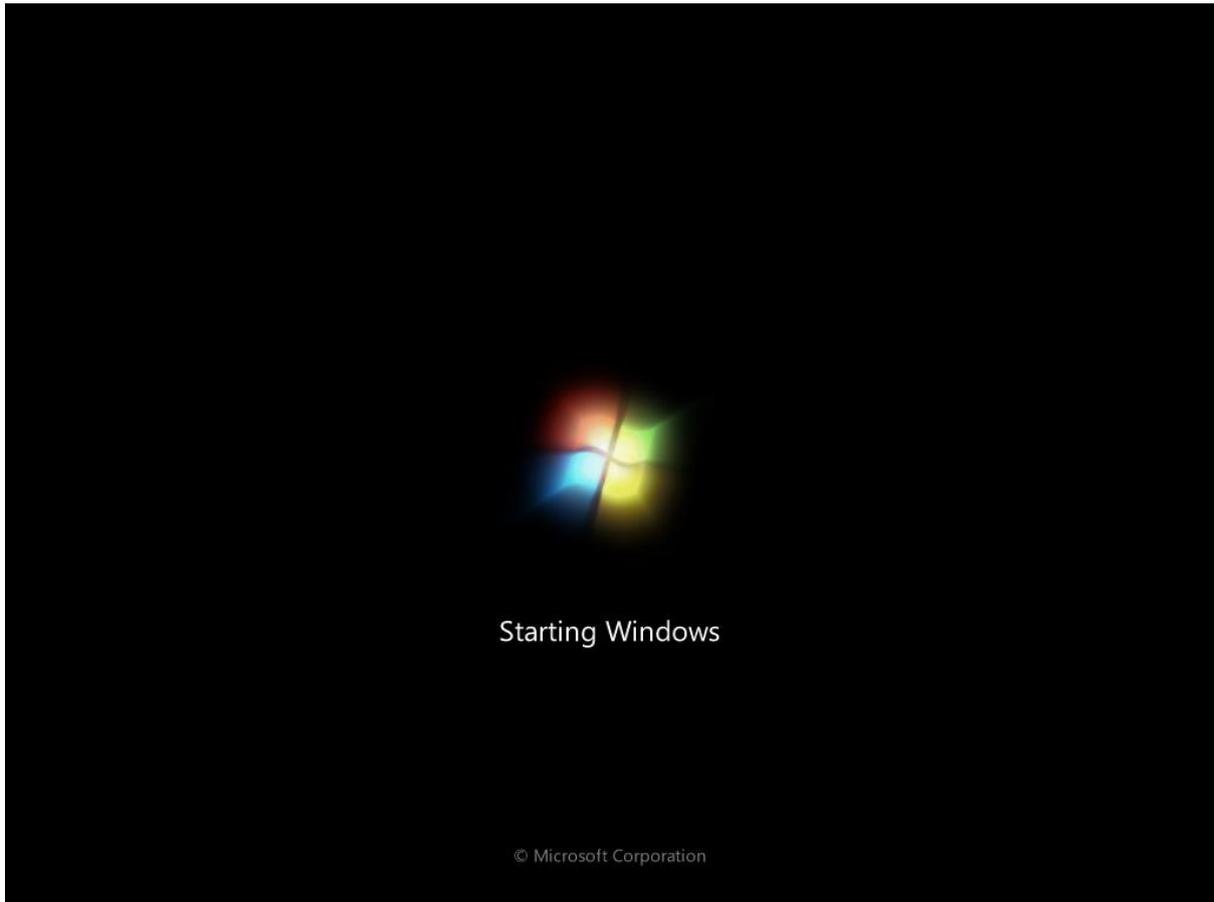


Put those two screws back



Insert the dock (caddie) and put the screw back in.

Step 3



Turn on your computer



Click on the RIS



Click IT Support



Tell us what your ID is

Your job is done here.

What else you can do to speed up the whole process?

Let us know if you have a A4 printer and tell us what the model number is. (For example, Brother hl-2130 printer)

Let us know if you have an eftpos machine, get the credential (username and password) ready.

Let us know If you find an icon like this, it means your computer is connecting to a WI-FI, please contact TSG IT before the installation.

