

### **Customer Facing Display**

#### About this Guide

This guide consists of 3 sections:

- **Overview:** A brief description of what a KDS **Customer Facing Display** is.
- How to Configure: A procedure that can be followed to configure this in a Multi-Station KDS system. This guide assumes that you already have a 2 Station KDS system setup as described in the Epson KDS Multi-Station Quick Start Guide.
- **Appendix:** Highlighting the configuration options.

This guide is relevant for:

KDS FW: **v2.50 and above** KDS Utility (Windows): **v2.5.0.0 and above** 

## **Overview**

A Customer Facing Display is a station display intended for customers to be able to view the status of their order. In a multi-station KDS system 1 or more displays can be configured as a Customer Facing Display and it shows the order number in queue when it is *In Progress*, and then moved to a *Complete* queue when it has been bumped from the KDS prep stations:

EPSON* Order	Status         Tue Nov 17 05:37 PM 2020
IN PROGRESS	COMPLETE
CK# 0228	СК# 0227
CK# 0229	СК# 0230
CK# 0231	
CK# 0232	
CK# 0233	
CK# 0234	

Figure 0.1 – Sample Customer Facing Display

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# **How to Configure a Customer Facing Display**

This procedure assumes that you already have a 2 Station KDS system setup as described in the Epson KDS Multi-Station Quick Start Guide. However these same steps would need to be applied for configuring this display in any Multi-Station KDS system.

#### **Step 1: Create a new Tile Configuration**

- 1. Select Tiles Header
- 2. Click the  $\bigcirc$  icon to add a *new* display Tile.
- 3. Name it "Order Status Tile".
- 4. Click "For Customer Facing Display".
- 5. Click "OK".



Figure 1.1 – Create a new Tile Configuration



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The Tile will be added with the **default** configuration:

Figure 1.2 – Customer Facing Tile Default Configuration



### Step 2: Create a new Display Configuration

- 1. Select the **Displays** header.
- Click to add a new Display.
   Name the Display "Order Status". This is the name that will appear on the display header. You can personalize it to whatever you want.
- 4. Click "**OK**".

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Figure 2.1 – Create a new Display Configuration



The display will be added with the default configuration:

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Figure 2.2 – Order Status Display Default Configuration



#### Step 3: Configure the Order Status Display

- 1. Select Displays Header.
- 2. Select the Order Status Display.
- 3. Click the "Customer Facing Display" checkbox.
- 4. Select the "Order Status Tile".

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Sound on New Order		
Choose Sound	Sound Volume	Play Sound
None	•	90 Play Sound!
<ul> <li>Display Tile</li> <li>Add / Remove Tiles</li> </ul>	4	
Order Status Tile		

Figure 3.1 – Configure the Order Status Display



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### **Step 4: Configure the Device for the new Display**

- 1. Select **Devices**
- 2. Select **"Device 1"**, the printer device.

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	Device's Serial Number supf000065	Configuration Time Stamp 2015-10-06 17:39:44		
$\odot$	Configuration			
	Name	Description	IP Address	
	Device 1		192.168.1.162	
	MAC Address 00:26:AB:C9:56:40	• Attached to POS		
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Figure 4.1 – Configure the Device for the new Display



3. Scroll down to the Display Manager and change the assigned display to "Order Status".

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Figure 4.2 – Set Assigned Display to Order Status



### **Step 5: Apply the KDS Settings**

1. At the top of the utility, click "Apply KDS Settings".



Figure 5.1 – Apply the KDS Settings



2. The new configuration will be uploaded to the system. Click OK.



Figure 5.2 – Configuration Successfully Uploaded

3. The display attached to the Printer will now function as a Customer Facing Display.



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# **Appendix**

This appendix briefly describes some of the parameters that can be adjusted for the Customer Facing Display (Displays Configuration) to suit your preferences.

#### **Display Configuration:**

- Order Expiry Timer This is the length of time it takes for an order to be automatically bumped from the display. If set to 0, the orders must be manually bumped using the bump bar. Pressing 1-9 allows the respective order to be bumped from the queue.
- **Tile Arrangement** Allows configuration of 1 or 2 columns of orders on the Customer Facing Display:
- Show running Time This shows how long an order has been in progress. Once the order has been completed it will move to the "Complete" column.



Figure A1 - Customer Facing Display Parameters



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#### **Tiles Configuration:**

- Lines Per Tile Configure the number of order lines displayed in each tile.
- Font Size Adjust the font size for the order lines displayed in each tile.
- Background, Header and Item Colors The three colors can be customized.

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