



111-38-URM-001

Epson KDS Touchscreen

User Manual

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1. Overview

Touchscreens can be used to operate the Epson KDS (Kitchen Display System.) This document describes how to setup, configure, calibrate, and use touchscreens with the Epson KDS.

1.1. KDS Software and Utility

This document applies to:

KDS FW: **v2.30 and above**

KDS Utility (Windows): **v2.3.1.0 and above**

1.2. Supported Touchscreens

The following touchscreen models are supported:

- ELO 1919L Touchscreen
- ELO 2201L Touchscreen - IntelliTouch ZB (Worldwide) - E382790
- ELO 2201L Touchscreen - PCAP (Worldwide), S/N D17H004449 - E497002
PCAP (Worldwide), S/N C183006129 - E497002
- ELO 1002L Touchscreen – PCAP (Worldwide) – E045337
- ELO 2202L Touchscreen – PCAP (Worldwide) – E351600
- ELO 2702L Touchscreen – PCAP (Worldwide) – E351997

2. Connection

For display a VGA cable must be used to connect the KDS device with the monitor. For touch recognition touchscreen monitors generally use a standard USB A-B cable in order to connect them to their host devices. These monitors ship with this cable included and it can be used to easily connect to the KDS controller boxes and/or printers.

Type A -> To Printer/Controller



Type B -> To Monitor



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2.1. KDS Controller Box (KD-IB01)

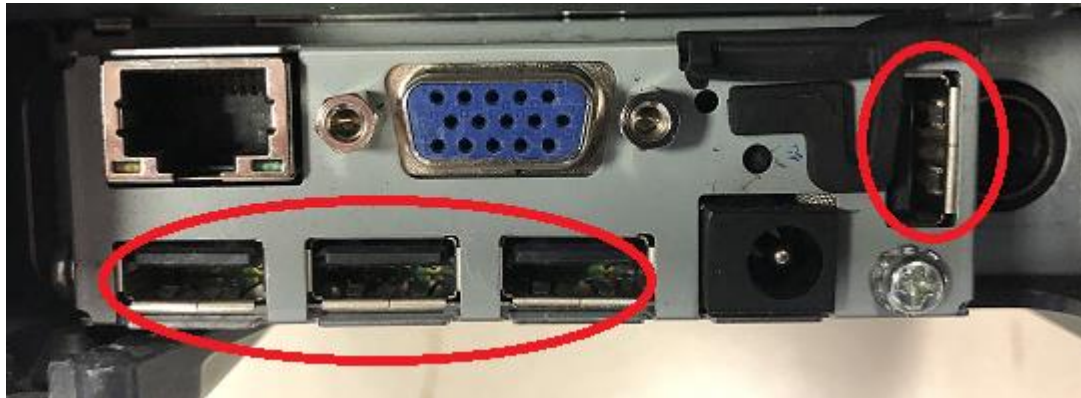
The KD-IB01 controller box has 2 USB Type A connectors and either can be used to connect to the touchscreen monitor.



Picture 2.1 – KDS Controller Box (KD-IB01)

2.2. KDS Printers

KDS printers can have either 2 or 4 USB Type-A connectors and any connector can be used to connect to the touchscreen monitor. The 2-port connector card would look identical to the KDS Controller Box card above. The 4-port connector card has USB Type A slots as follow:



Picture 2.2 – KDS Printer Controller Card

2.3. Monitor Installation

Please consult the touchscreen manufacturer for monitor installation guides.

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3. Configuration

No configuration is required for the KDS to recognized supported touchscreens. Touchscreens are plug and play devices.

4. Calibration

For accurate operation, the Touchscreen should be calibrated prior to use. A sequence of 5 screens appears to set the calibration. Each screen requires a point on the screen to be pressed in a certain location. Here are the ways a touchscreen calibration can be triggered:

1. New touchscreen:

Powering up the KDS with a new touchscreen will automatically trigger the calibration. Or if a new touchscreen is plugged into a KDS device it will also trigger the calibration.

2. Enable on-screen calibration:

On-screen calibration is disabled by default. If enabled, pressing and holding at the same spot on the screen for 10 seconds will trigger the calibration. The KDS utility can be used to enable the on-screen calibration from the Site Wide Settings panel:

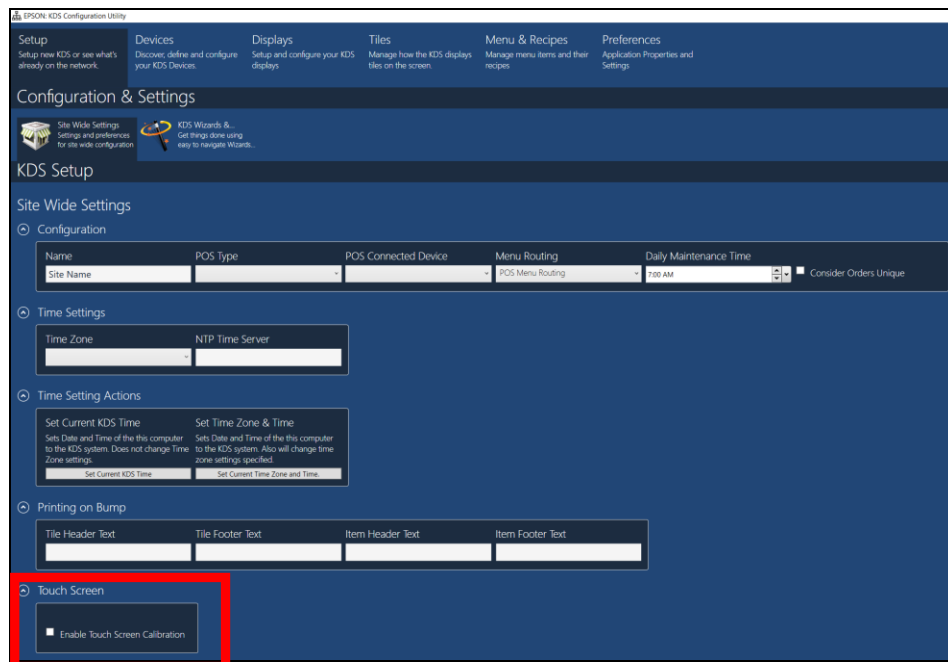



Figure 4.1: Site Wide Setting to enable On-Screen Press-and-Hold Touchscreen Calibration.

3. Use the KDS Utility:

The KDS utility can also be used to trigger a calibration on any KDS display. The calibration trigger button is presented on the KDS Device panel as :

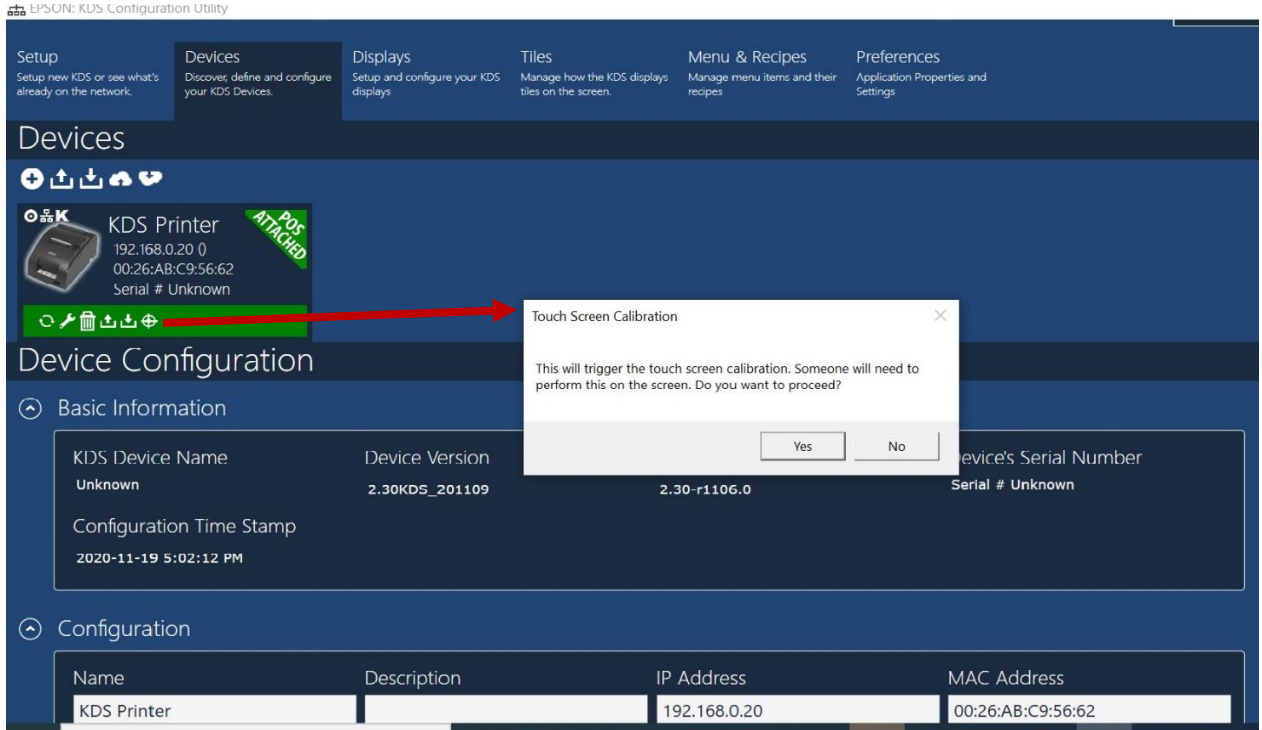


Figure 4.2: KDS Utility control to trigger touchscreen calibration on a display.

5. Operation

When using a touchscreen, the screen layout is very similar to a regular (non-touch) screen. The only difference is that there is a RECALL button at the top left for bringing up the Order History window.

0				
◀ RECALL Grill Thu Dec 17 07:04 AM 2020 AVG Time MM:SS ▶ 0				
1 Stephanie Smith 00:56 Tbl 1 CK# 0289	2 John Williams 00:46 Tbl 1 CK# 0290	3 John Williams 00:36 Tbl 1 CK# 0291	4	5
1 Classic Hamburger Onions Lettuce Mustard	1 Cheeseburger Extra Ketchup Extra Onions 1 French Fries	1 Veggie Burger Pickles Extra Tomatoes Extra Onions Extra Lettuce	Mustard 2 Salad 2 POP	
1 Classic Hamburger Onions Lettuce Mustard	1 POP	1 Ham Sandwich Onions Lettuce		
6	7	8	9	10

Figure 5.0 – Touchscreen Layout

5.1. Bumping an Entire Order

An entire order can be bumped by pressing anywhere in the order header area.

5.2. Bumping an individual Item

Pressing on the actual item name will bump it (strike-through) along with all associated modifiers.

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5.3. Recalling Orders

The RECALL button at the top left of the screen will bring up the order history

5.4. Recipe Information

Pressing and holding on a particular item will bring up the recipe information for that item.

5.5. Orders Off Screen

The left arrow and right arrow at the top of the screen in the KDS display header can be pressed to scroll to orders off screen.

6. Compatibility with Bump bar

A touchscreen and bump bar can be used together on the same KDS device.

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7. Troubleshooting

7.1. Screen won't respond to touch

1. Check that the USB cable is working and that it is connected properly between the monitor and the KDS device. Also check that the VGA cable is connected to the same monitor.
2. Check the model and part # of the monitor and ensure it is supported.
3. It is possible the calibration is off. Try recalibrating.

7.2. Screen doesn't respond to touch in the right location

1. It is possible the calibration is off. Try recalibrating
2. Check the model and part # of the monitor and ensure it is supported.

7.3. Screen will not power on

1. Check the power cable is connected properly and is able to supply power.
2. Consult Touchscreen manufacturer for support.

7.4. Touchscreen shows a black/blank screen

1. Verify that the KDS device is powered on.
2. Check that the VGA cable is connected properly between the KDS device and the screen.
3. If possible verify that the VGA cable is working by checking with another device.

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