EPSON®

Customer Facing Display

About this Guide

This guide consists of 2 sections:

- **Overview -** A brief description of what a KDS **Customer Facing Display** is in a TrueOrder™ Kitchen Display System (KDS).

- **How to Configure -** A procedure that can be followed to configure this in a Multi-Station KDS system.

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 *Preparing*, and then moved to a *Ready* queue when it has been bumped from the KDS prep stations:
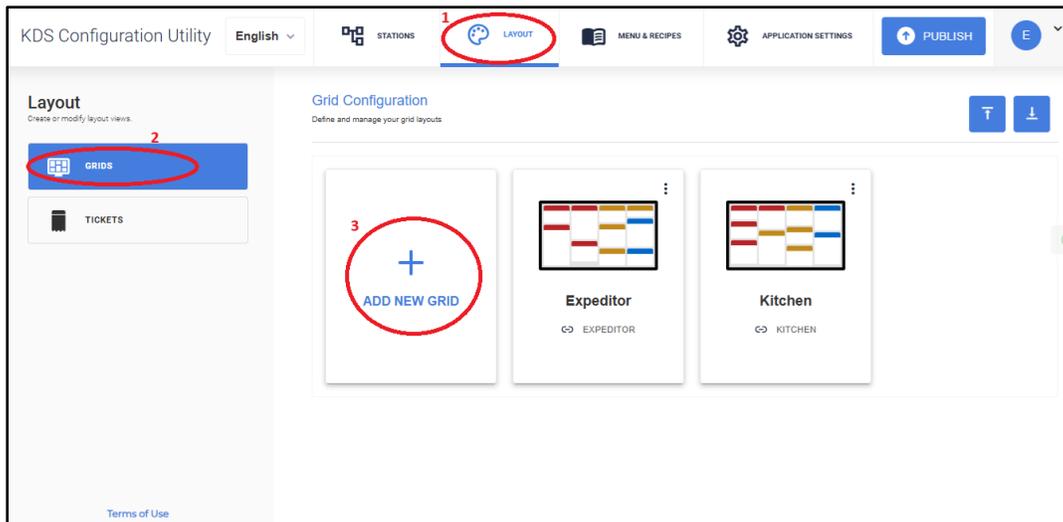
Preparing	Ready
2008	2007
2009	2014
2010	2005
2011	
2012	
2013	

How to Configure a Customer Facing Display

This guide assumes that you already have a 2 Station KDS system setup as described in the TrueOrder KDS Multi-Station Quick Start Guide. This procedure will change the Expeditor Display station to a Customer Facing Display station.
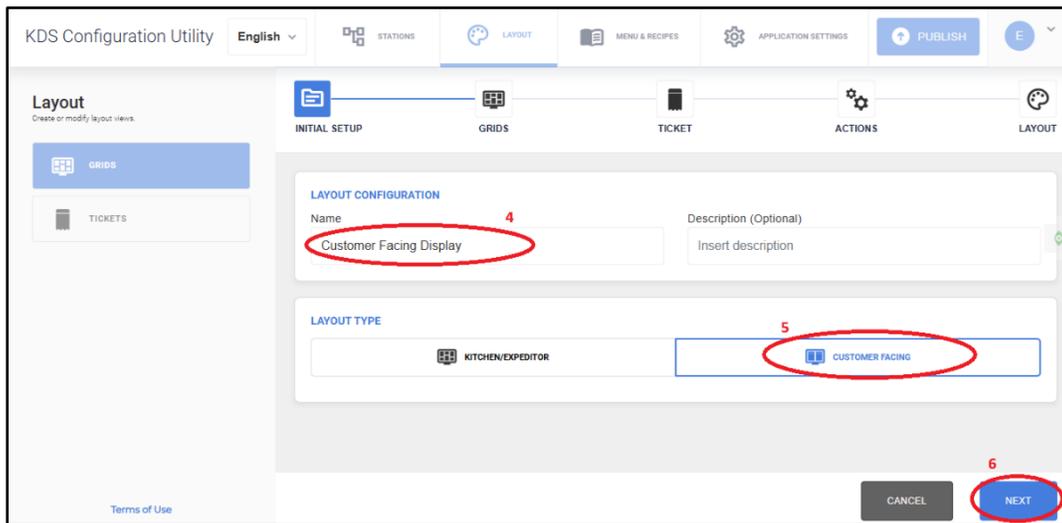
1. Create New Grid Layout

- **Add New Grid**
  1. Click **Layout**.
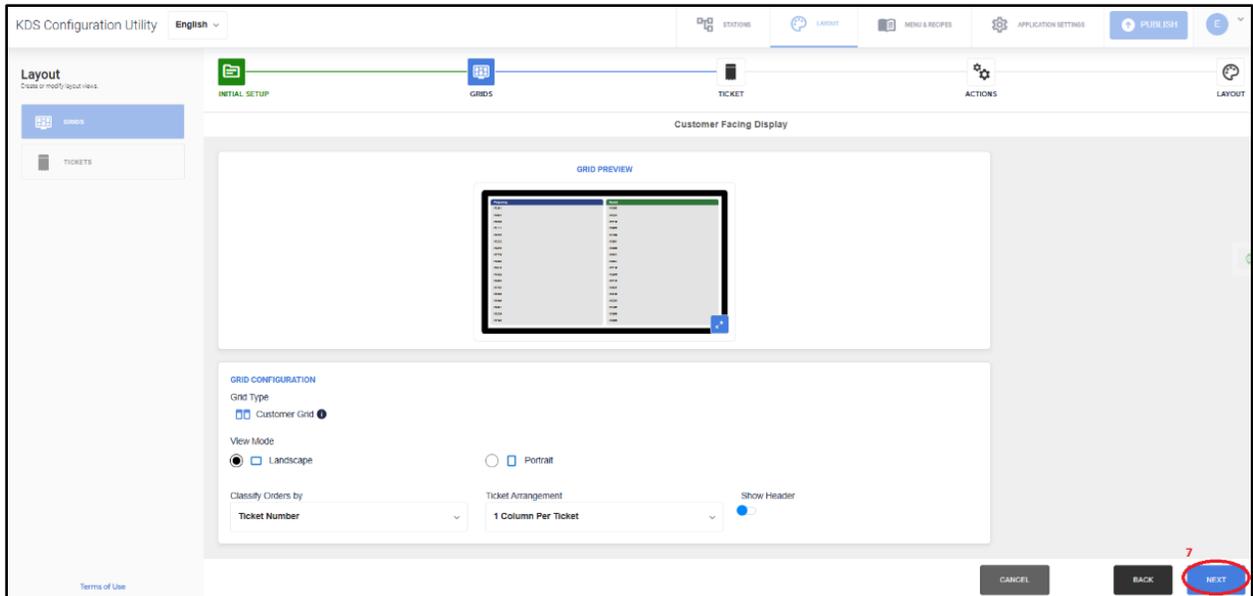 2. Click **Grids**.
  3. Click **Add New Grid**.

- **Initial Setup**

    4. **Name** the Layout "**Customer Facing Display**".
    5. Select "**Customer Facing**".
    6. Click **Next**.
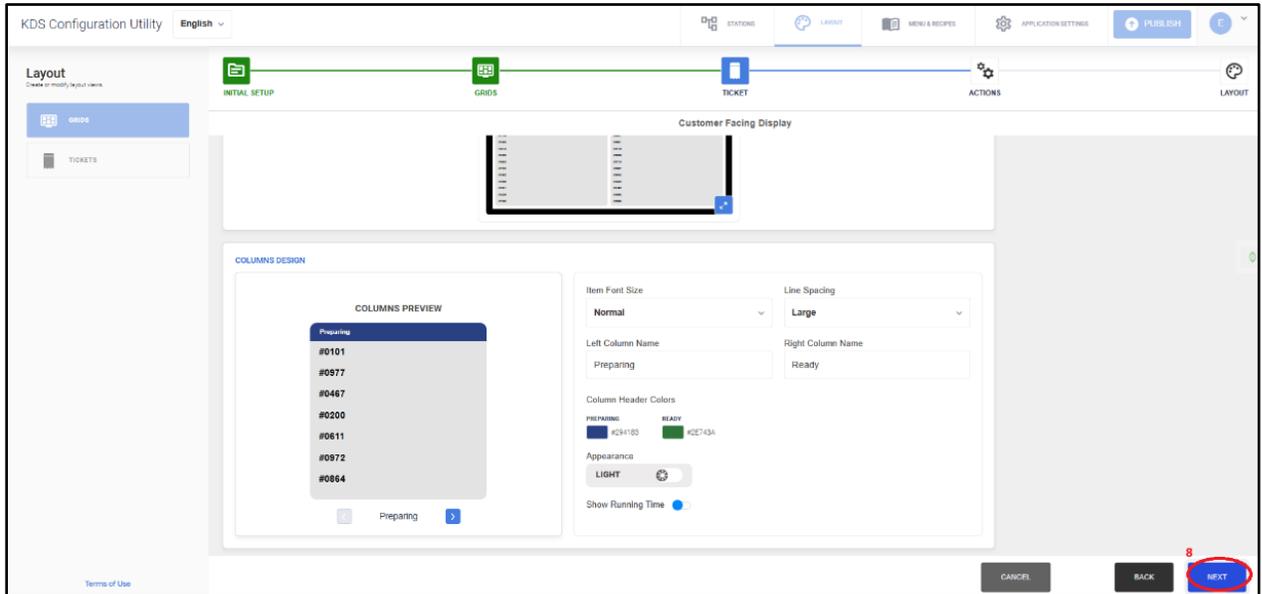
- **Grids**

  7. Adjust grid settings, then click **Next**.

Grid Configuration:

- **View Mode** – Configure the display as **Landscape** or **Portrait** mode.
- **Classify Orders by** – Configure **Customer Facing Display** to display **Ticket Number** or **Customer Name**.
- **Ticket Arrangement** – Allows configuration of 1 or 2 sub-columns in the Preparing and Ready columns on the **Customer Facing Display.**
- **Show Header** – When enabled, the screen header bar will be displayed.

- **Ticket**

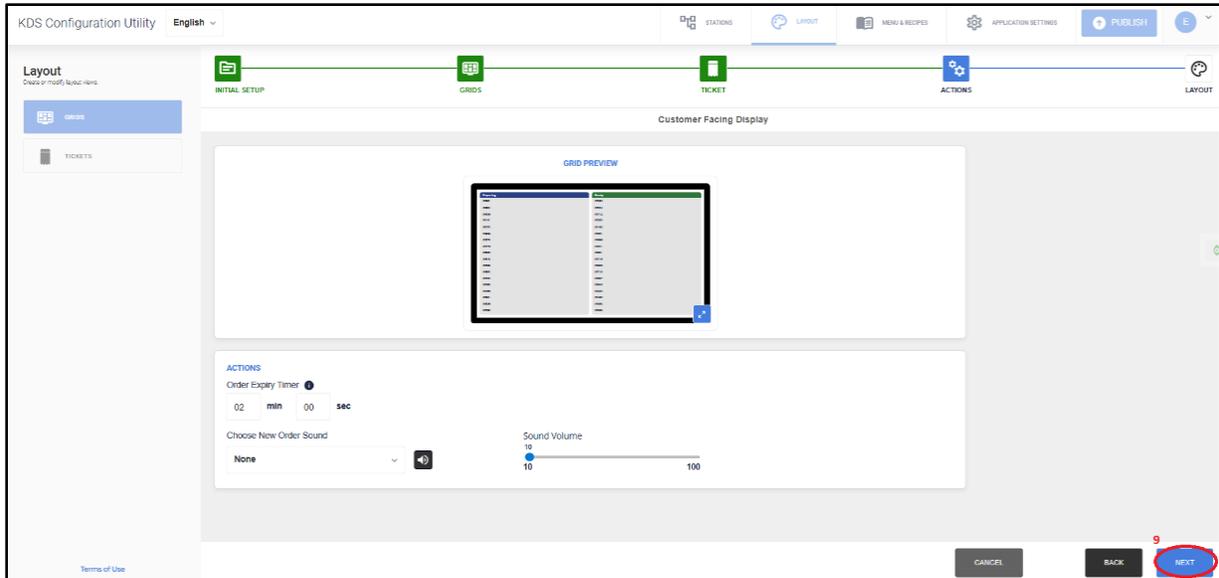   8. Set ticket settings, then click **Next**.

Ticket Configuration:

- o **Item Font Size** – Font size can be configured from Extra Small to Extra Large, as well as an option to set a customized value.

- o **Line Spacing** – Configure line spacing between items as Small, Normal or Large.

- o **Left** and **Right Column Name** – Column names can be customized for the "Preparing" and "Ready" columns.

- o **Header Colors** – Set left ("Preparing") and right ("Ready") column header colors.

- o **Appearance** – Change the display to either a Light or Dark background.

- o **Show Running Time** – This enables a running timer for how long each order has been in the "Preparing" column.

- **Actions**

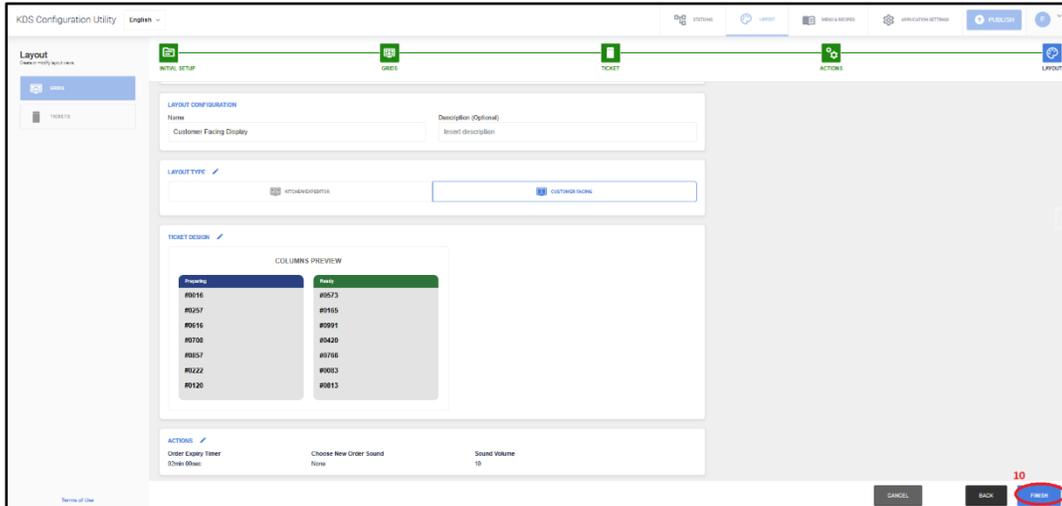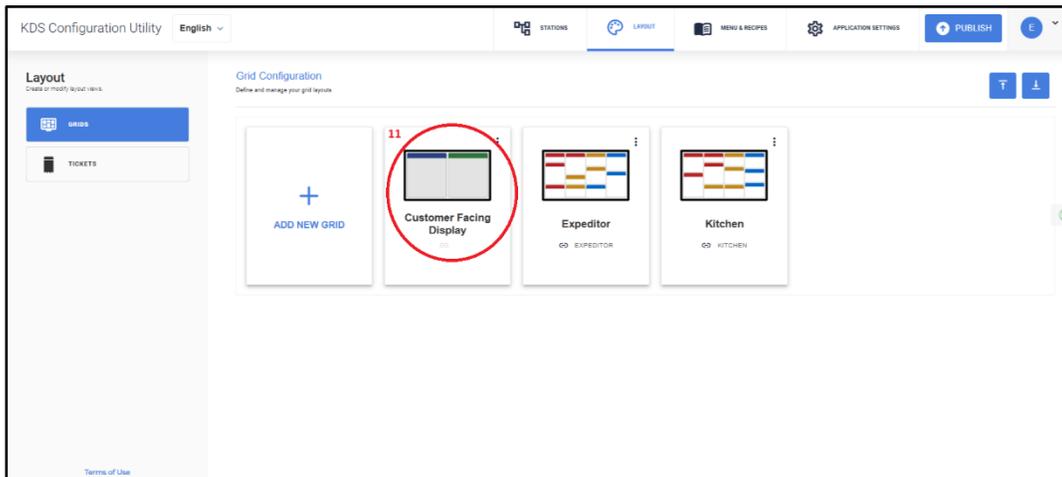 9. Set actions settings then click **Next**.

Actions Configuration:

- ○ **Order Expiry Timer** – This is the length of time it takes for an order to be automatically bumped from the display's "Ready" column. If set to 0, the orders must be manually bumped using an attached bump bar.

- ○ **Choose New Order Sound** – Select a sound to be played when a new order comes in.

- ○ **Sound Volume** – Set the volume of sound play back.

- **Final Review**

    10. Do final review all the settings of the **Customer Facing Display layout**. Click the pencil icon to modify the settings of any stage if needed then click **Finish** to finalize creating the grid.
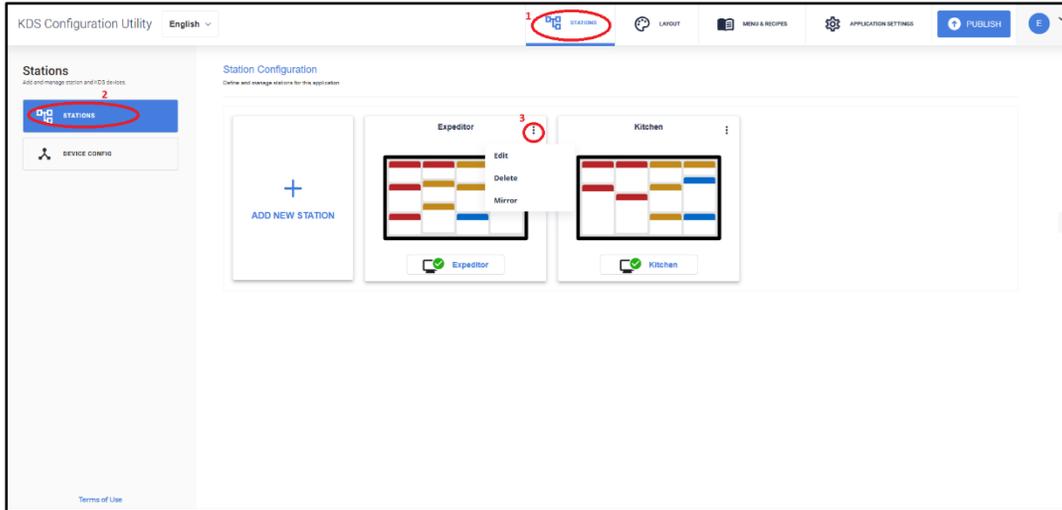

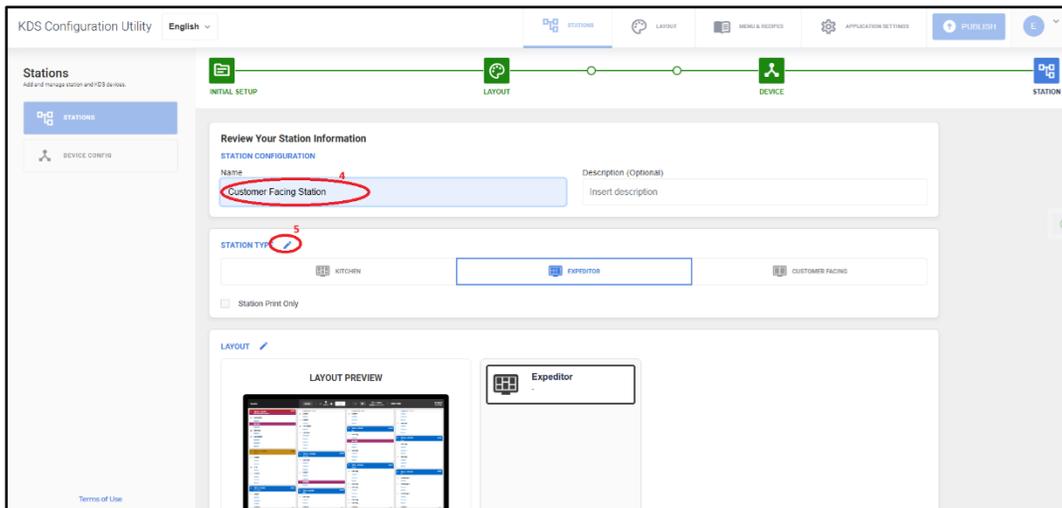   11. A new "Customer Facing Display" grid will be created.

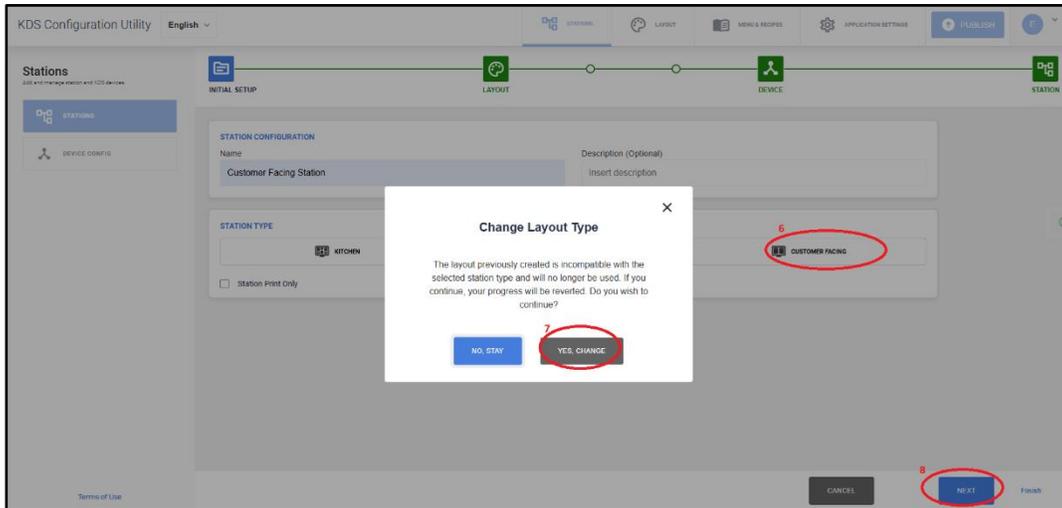## 2. Apply Customer Facing Display to Station

1. Click **Stations**.
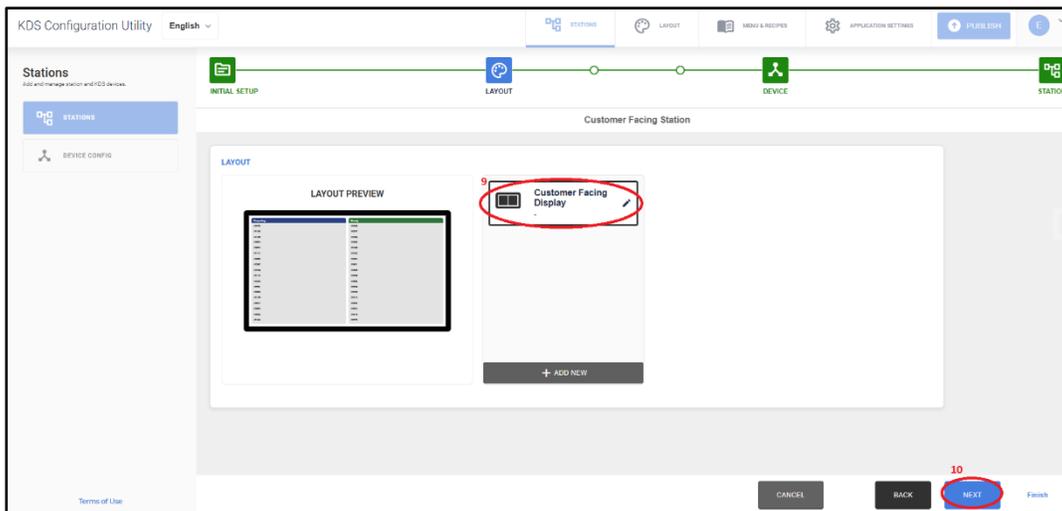2. Select **Stations**.

3. Click ⋮ to **Edit** Expeditor Station.

4. **Name** station "**Customer Facing Display**".
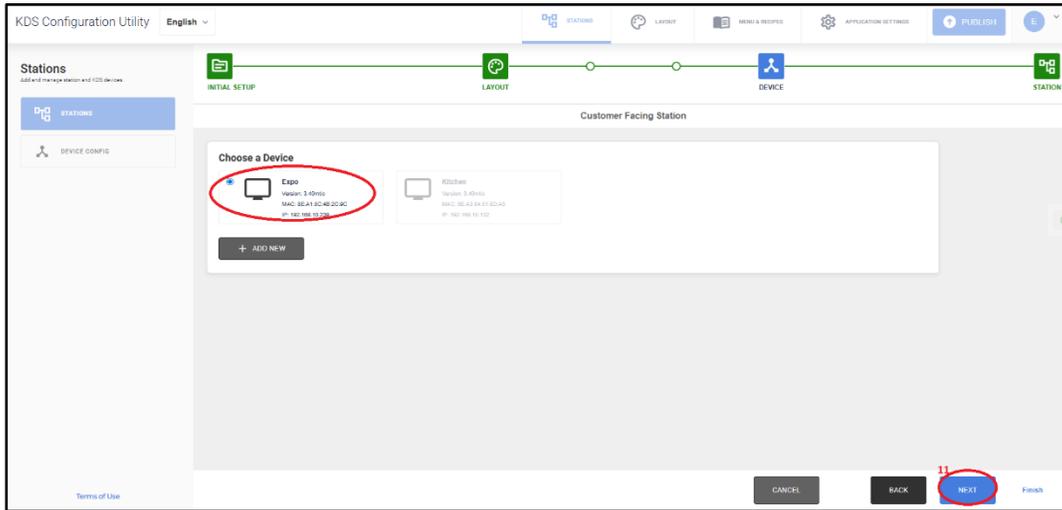5. Click the pencil icon beside "**Station Type**".

6. Select station type as "**Customer Facing**".
7. On the "Change Layout Type" popup window, select "**Yes Change**".
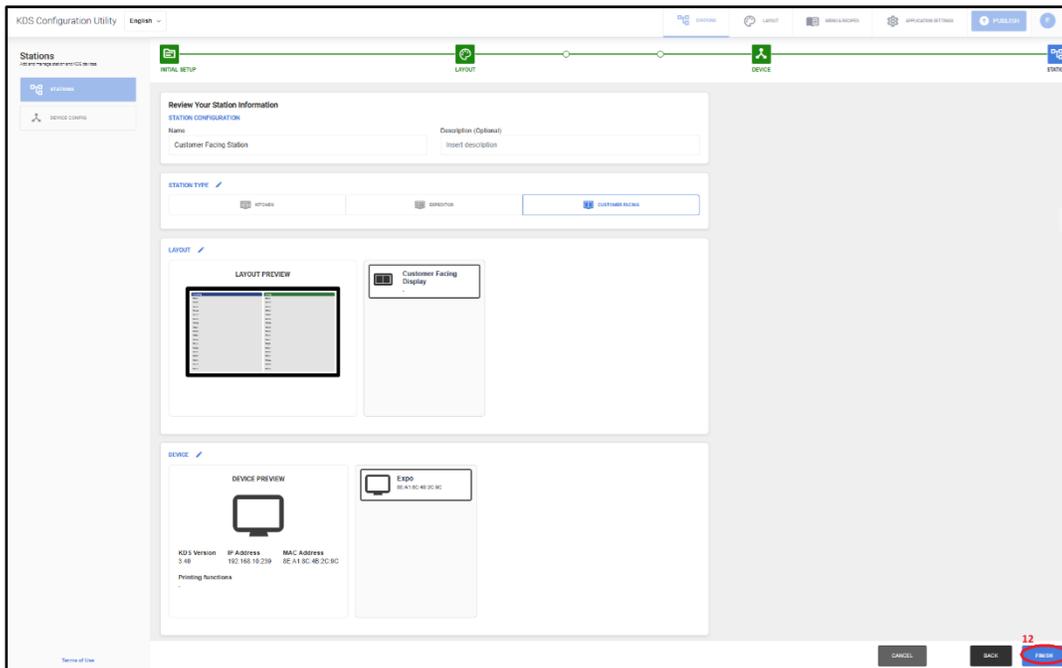8. After the popup window is dismissed, click **Next**.

9. Select the recently created "**Customer Facing Display**" as the layout/grid for use.
10. Click **Next**.

11. On the device selection page, the "Expo" device associated with this station should already be selected. Click **Next**.

12. Do a final review of the new settings. Use the pencil icon in each section to modify if necessary, then click **Finish**.

13. The Expeditor Station is now successfully changed to a Customer Facing Station. Click "Publish" to apply settings to the KDS. Both devices should reload the screens with the new configuration.