

Order Recall

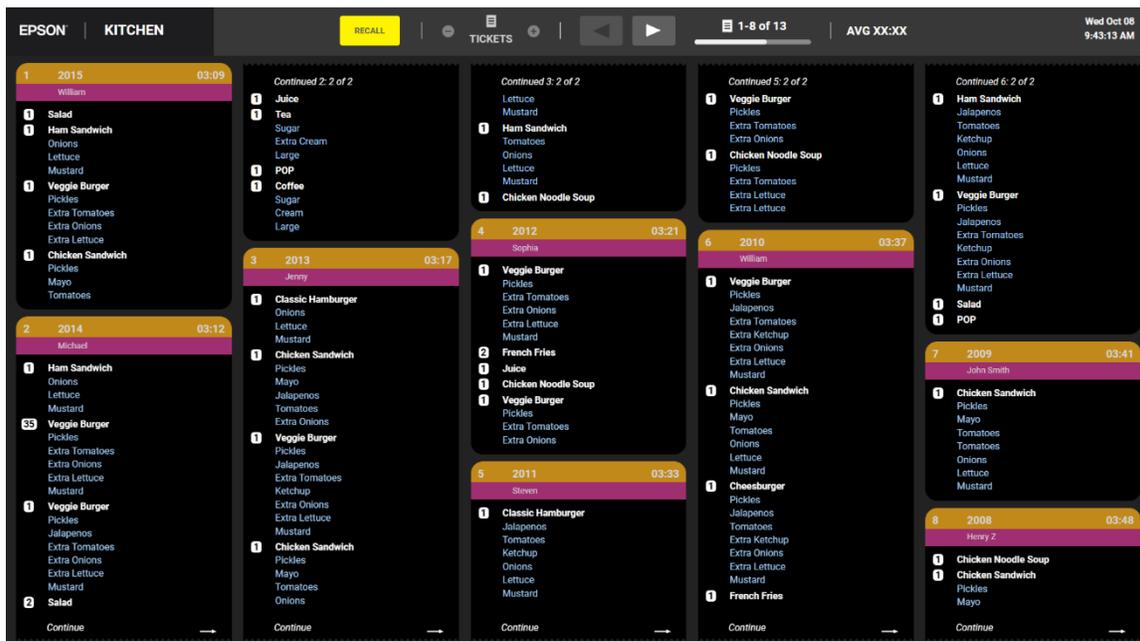
About this Guide

This guide consists of 4 sections:

- **Overview** – A detailed description of the Order Recall functionality in a TrueOrder™ Kitchen Display System (KDS).
- **Order Recall with the KB1700** – KB1700 Bump bar operation.
- **Order Recall with the KB9000** – KB9000 Bump bar operation.
- **Order Recall with a Touchscreen** – Touchscreen operation.

Overview

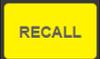
TrueOrder KDS has an Order recall screen that, when entered, shows all the orders that have recently been bumped off in their entirety. Any of these orders can be brought back to the main order display if needed.



TrueOrder KDS Order Recall Screen

How to Recall an Order using the KB1700

Enter/Exit Order Recall Mode

Press  on the bump bar to enter/exit the Order Recall screen. The Background of the Recall icon  in the on-screen header bar will turn yellow to indicate you are on the Recall screen. The Recall icon disappears once you've exited the Recall screen.

Recalling Orders in Tickets 1 to 9:

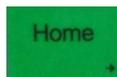
Pressing  to  will recall the order with that ticket number.

Recalling Orders in Tickets 10 to 99:

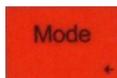
Press , then followed by key  to  to indicate tens digit, followed by key  to  to indicate the ones digit, where the  key means the units value is "0" (zero).

Go Forward / Backward on Pages

To shift to next page press:

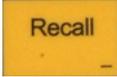


To shift to previous page, press:



How to Recall an Order using the KB9000

Enter/Exit Order Recall Mode

Press  on the bump bar to enter/exit the Order Recall screen. The Background of the Recall icon  in the header bar will turn yellow to indicate you are on the Recall screen. The Recall icon disappears once you've exited the Recall screen.

Recalling Orders in Tickets 1 to 9:

Single press of the key  to  will recall the order associated with that ticket number.

Recalling Orders in Tickets 10 to 99:

Press , then followed by key  to  to indicate tens digit, followed by key  to  to indicate the ones digit, where  key indicates units value of "0" (zero).

Go Forward / Backward on Pages

To see new orders that are not visible on the main screen press:  to shift to the next page/window of orders.

Pressing  will shift back to the previous page/window of orders.

How to Recall an Order using a Touchscreen

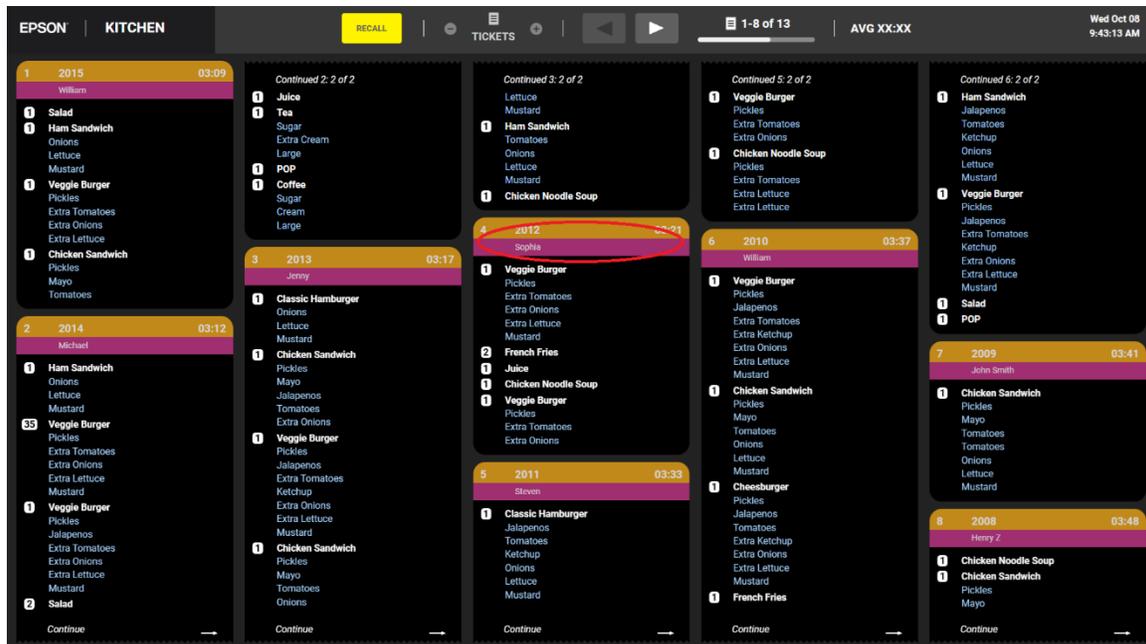
Opening/Closing the Order Recall Window



Touch **RECALL** to open/close Order Recall Window. Bumped orders appear on a Recall screen – with the last bumped order at the top and highlighted.

Recalling Orders

To recall an order, simply touch the tile header of the order:



When you exit the **Recall** page, you will see the order recalled to the main screen with **(RECALL)** shown in the ticket header.

