

Updating Firmware

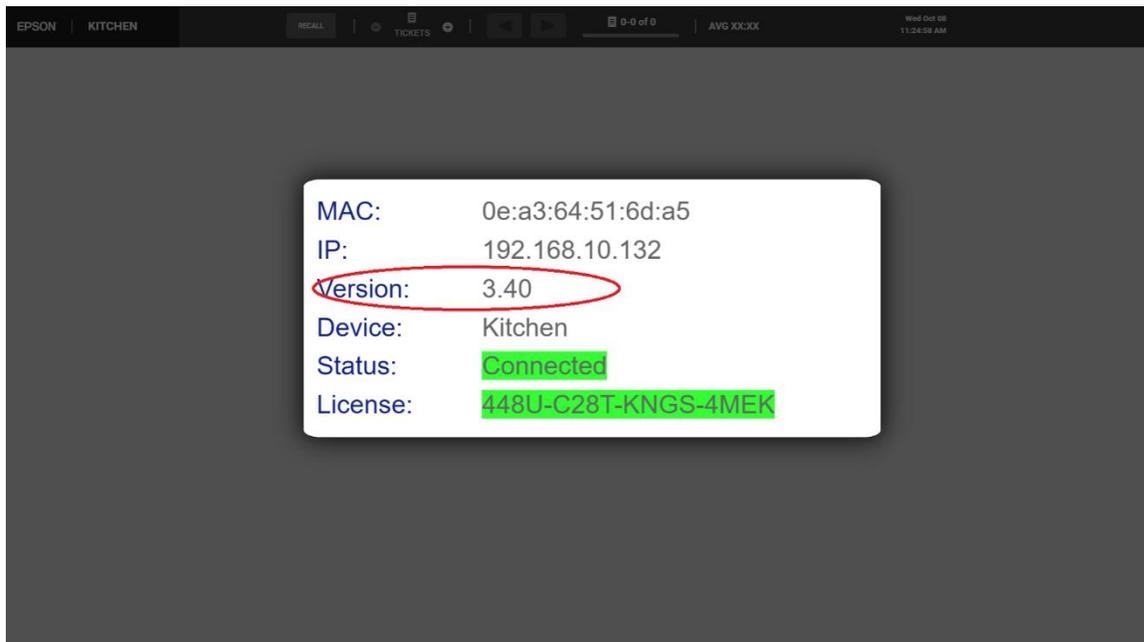
About this Guide:

This guide consists of 2 sections:

- **Overview** - Where to identify the current KDS firmware version in a TrueOrder™ Kitchen Display System (KDS).
- **How to Update Firmware** – Procedure to update the TrueOrder KDS firmware.

Overview

New releases of TrueOrder KDS firmware may have new features or fixes for any preexisting issues. However updating the firmware is only recommended if there is a good reason to do so. The firmware version of the device can be identified within the Configurator and it is also located on the KDS splash screen. The splash screen will be displayed during power up and will also be displayed by pressing the logo on header bar for a touch screen or pressing Summary key 3 times using a bump bar.



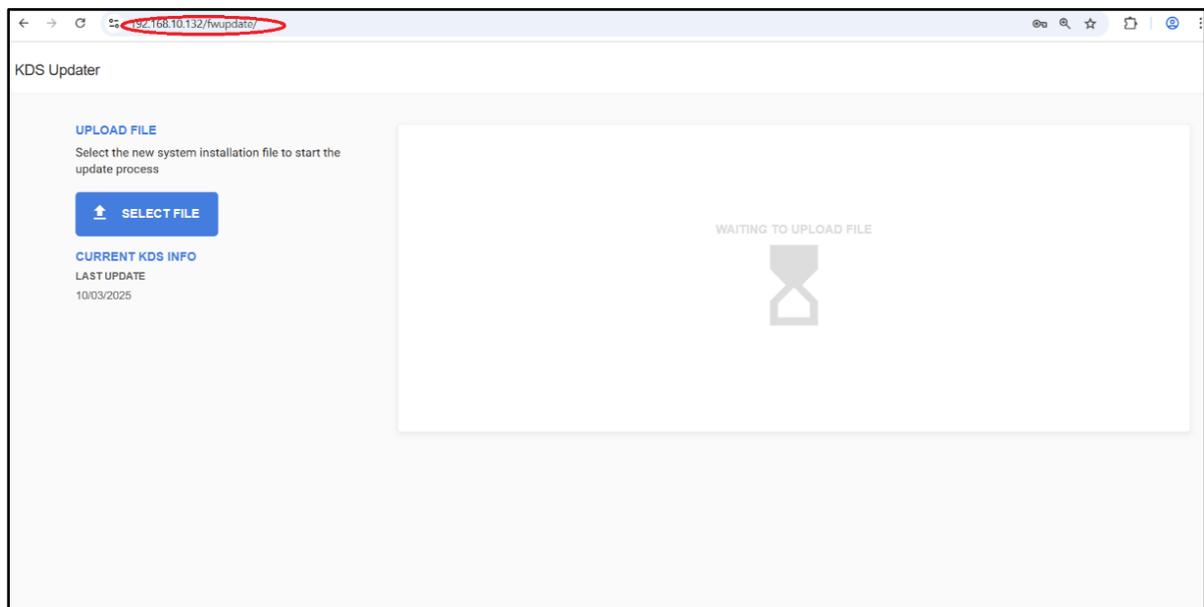
TrueOrder KDS Splash Screen

How to Update Firmware

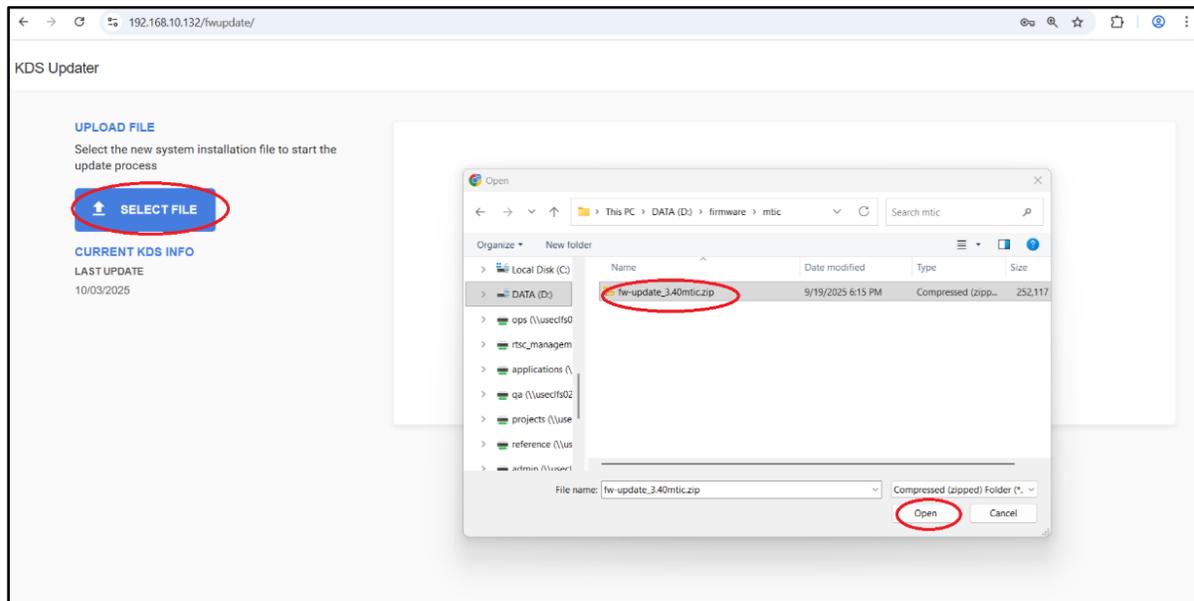
This procedure needs to be followed for each device in your TrueOrder KDS system as each device is updated independently.

1. From a web browser access <https://xxx.xxx.xxx.xxx/fwupdate/>. Replace the xxx.xxx.xxx.xxx with the device IP. The device IP can be found on the KDS splash screen or referenced from the Configurator. The Updater webpage is protected by default login credentials (user: *epson*, password: *epson*).

The KDS Updater page will be displayed:



2. Click on “SELECT FILE”, browse to where you placed the firmware update ZIP file and select it, then click “Open”.



Note: Firmware images are different for each vendor hardware platform. When performing firmware upgrade, make sure to use the correct image by verifying the file name (hardware platform is included in the firmware file name, e.g. fw-update_3.40mtic.zip as in the picture above).

Supported hardware platforms for files with name **mtic**:

- MicroTouch AIO 21.5” Touchscreen Part#: IC-215P-AA2-A016
- MicroTouch Media Player Part#: MP-000-AA2-A017

Supported hardware platforms for files with name **ls89**:

- Logic Controls Controller Part#: LS8900-Epson

Supported hardware platforms for files with name **eloi**:

- ELO AIO 21.5” Touchscreen Part#: E166526
- ELO Backpack Part#: E166712

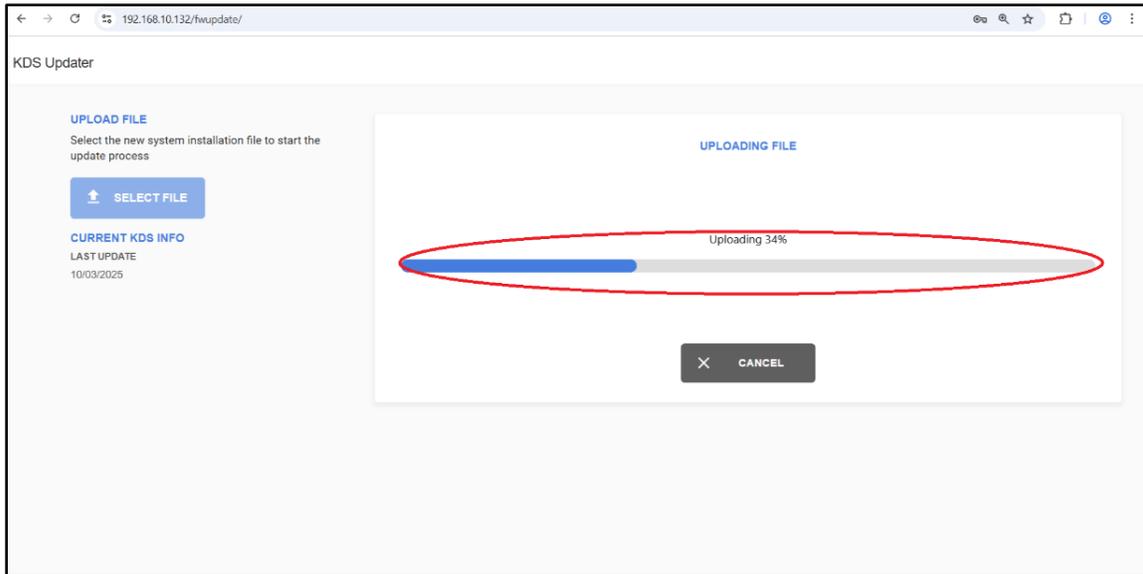
Supported hardware platforms for files with name **mtmc**:

- MicroTouch All-In-One Touchscreens Part#:
 - M1-215IC-AA2-A037 M1-215IC-AA3-A038 (PoE)
 - M1-156IC-AA2-A040 M1-156IC-AA3-A041 (PoE)
- MicroTouch Mach Media Player Part#:
 - M1-MP-AA2-A039

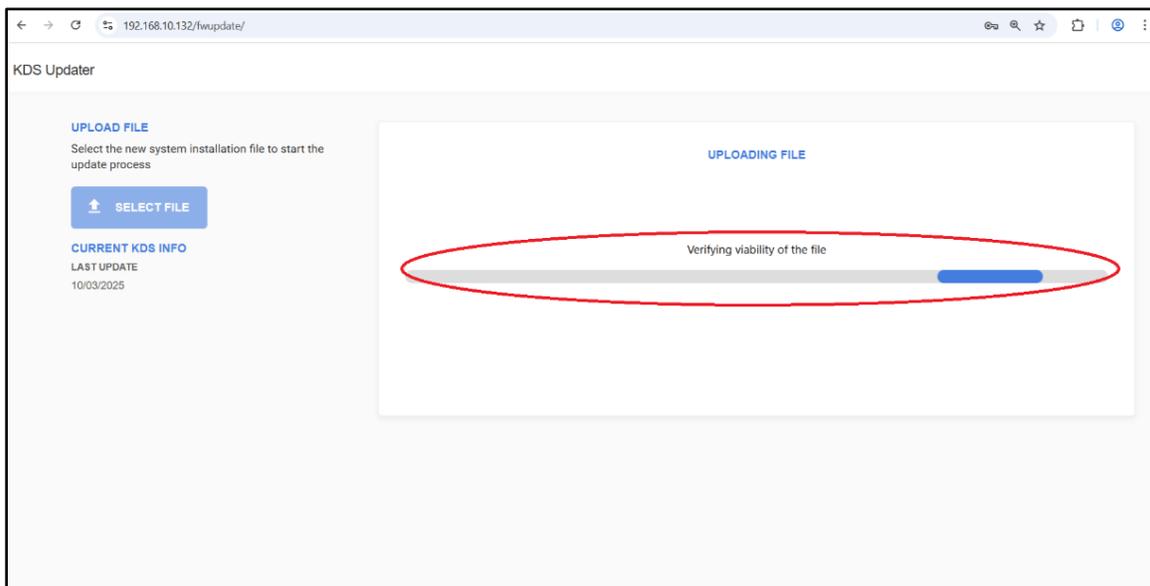
Supported hardware platforms for files with name **ka06**:

- Kitchen Armor All-in-One Touchscreen Part#:
 - TBD based on KA-22PCAPCAIO6

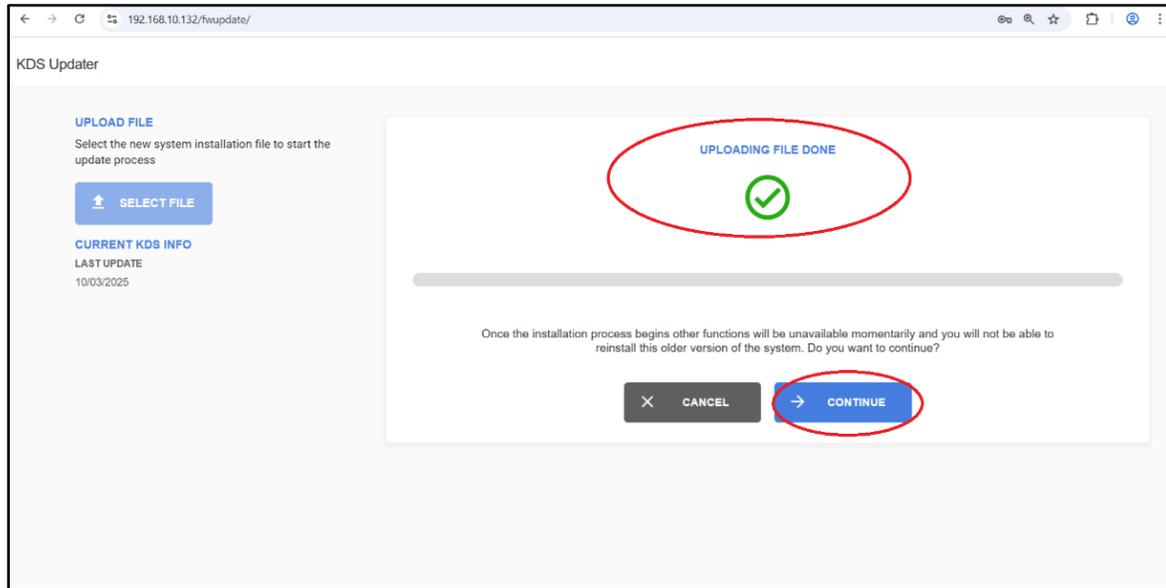
3. The firmware update ZIP file will be uploaded, wait until upload is done.



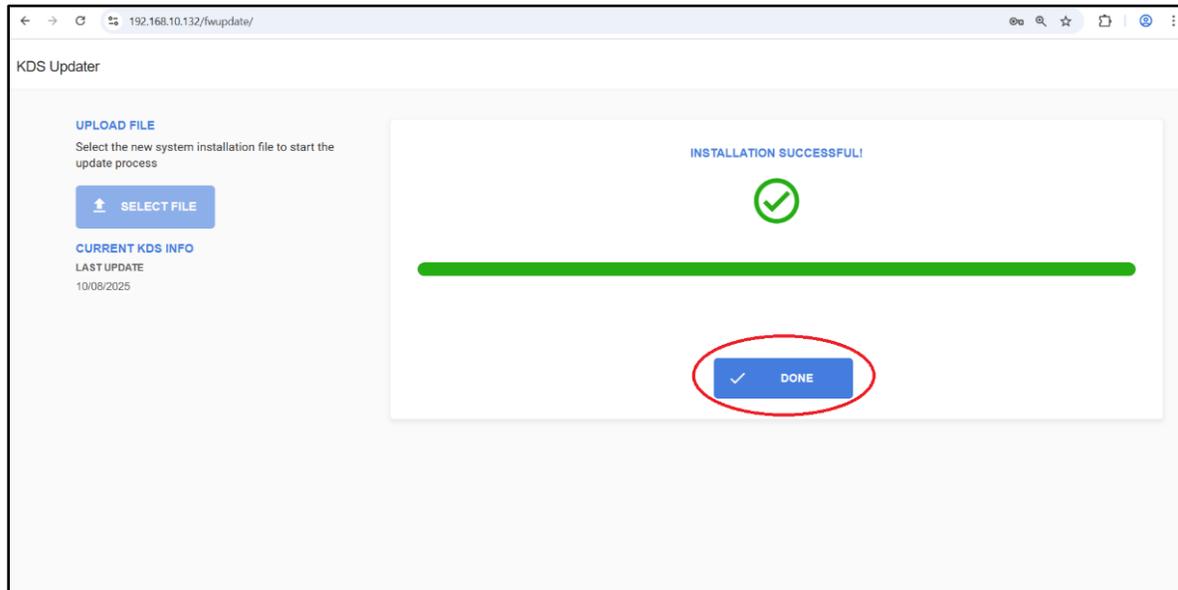
4. Wait until uploaded ZIP file is verified.



5. After ZIP file is successfully verified you will see “UPLOADING FILE DONE”. Click “CONTINUE”.



6. KDS Updater will install the new firmware and automatically restart the application. You will see “INSTALLATION SUCCESSFUL!”. Click “DONE” to finish the firmware updating procedure.



7. Repeat all steps for each KDS device in your configuration to ensure they are all updated to the same firmware version.