



111-56-URM-001

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TrueOrder™ KDS

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## Touchscreen User Manual

### About this Guide

This guide contains information on how to use touchscreens with the TrueOrder KDS. It assumes a Single Station KDS connected to the POS via Ethernet, and that the POS is already supported by the TrueOrder KDS.

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# 1. Overview

Touchscreens can be used to operate the TrueOrder KDS (Kitchen Display System). They are plug and play and no special configuration is required. This document describes how to use the various UI elements that appear when a touchscreen is plugged into the system.

## 1.1. Supported Touchscreens

- When using KDS All-in-One device no additional touchscreen or controller box is required. It is an all-inclusive device and needs the least amount of external wiring: only an ethernet cable and a power cord.
- When using KDS controller boxes any touchscreen capable of full HD (1920 x 1080) can be used. The following are some of the touchscreens that have been qualified:
  - o MicroTouch SK-215P-A1
  - o MicroTouch DT-215P-A1
  - o Elo 2202L
  - o Elo 2702L

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## 2. Connections

Touchscreen monitors typically provide their touch interface over USB. This was traditionally a USB B type connector at the back of the touchscreen, but USB C is becoming increasingly popular.

The required cable depends on the connector at the back of the touchscreen monitor. KDS controllers can use either a type A or type C connector.



**Picture 2.1**  
USB C to touchscreen  
USB A to KDS controller box



**Picture 2.2**  
USB B to touchscreen  
USB A to KDS controller box



**Picture 2.3**  
USB C to touchscreen  
USB C to KDS controller box

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## 2.1. KDS Controllers

### 2.1.1. MicroTouch MP-000-AA2 KDS Controller

The MicroTouch MP-000-AA2 KDS Controller has 1 USB A Port and 1 USB C Port.



Picture 2.1.1: MP-000-AA2 USB ports

### 2.1.2. MicroTouch Mach M1-MP-AA2-A039 KDS Controller

The MicroTouch M1-MP-AA2-A039 KDS Controller has 2 USB A Ports and 3 USB C Ports.



Picture 2.1.2: M1-MP-AA2-A039 USB ports

### 2.1.3. Logic Controls LS8900-Epson KDS Controller

The Logic Controls LS8900-Epson KDS Controller has 1 USB A 3.0 port, 1 USB A 2.0 port, and 1 USB C port.



Picture 2.1.3: LS8900-Epson USB ports

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#### 2.1.4. ELO E166712 Backpack

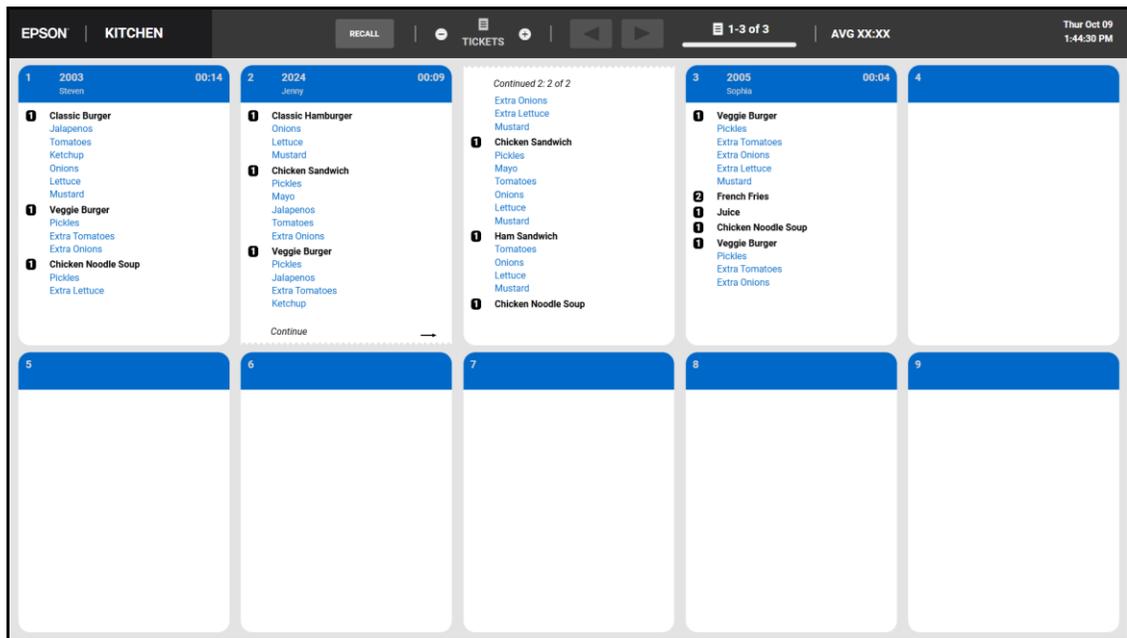
The ELO E166712 Backpack has 2 USB A Ports and 1 USB C:



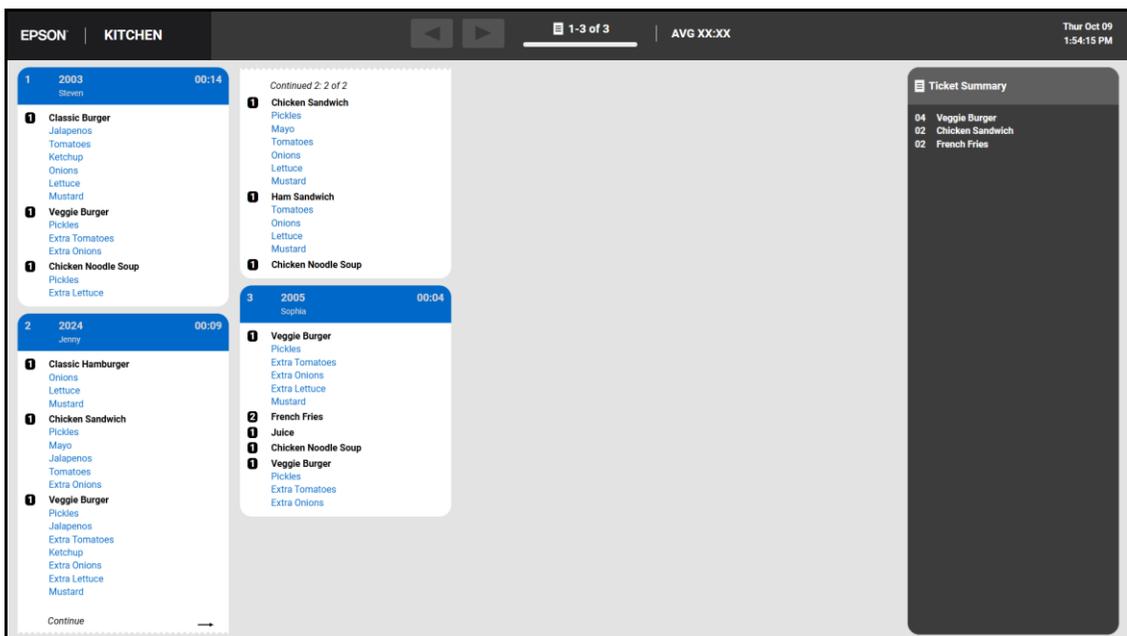
Picture 2.1.4: ELO E166712 Backpack USB ports

### 3. Operation

Pictures 3.1 and 3.2 show a typical order screen with and without touchscreen. Having a touchscreen exposes some additional controls in the top control bar viz. Recall button and Tickets +/- buttons. Using a bumpbar the Recall button on the bumpbar replaces that on the screen; the Tickets +/- capability is not available without a touchscreen.



Picture 3.1: A typical (fixed grid) order screen with touchscreen, bumpbar optional



Picture 3.2: A typical (flex grid) order screen with bumpbar only, no touchscreen

### 3.1. Bumping an Entire Order

On a touchscreen, an entire order can be bumped off by tapping the header bar of the order tile, or with a SWIPE UP gesture on the order tile body.

### 3.2. Bumping an Individual Item

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

### 3.3. Recalling Orders

Tapping on the RECALL button in the top control bar will bring up the order history window. This screen shows recently bumped orders. The orders are displayed complete with all details, and items are *not* crossed out (no strike-through) on this screen to allow easier review. In recall mode, the RECALL button turns yellow.

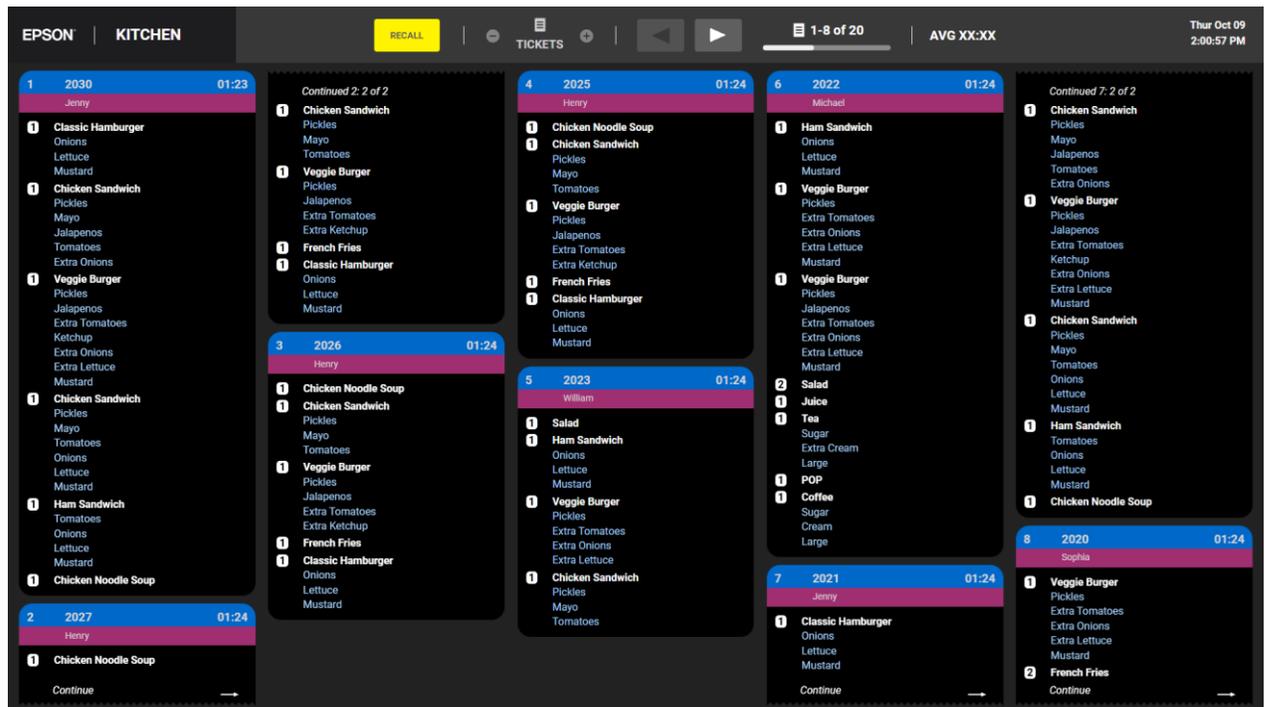


Figure 3.3: Order History/Recall Window (shown in a dark colour theme)

When an order from the Recall Window is recalled back to the active order window, it is identified by the same two-tone order header as shown above, and placed in the beginning of the queue i.e., in the first tile. The keyword “(RECALL)” is also added to the second row of the header when shown in the active order window. Note that recalled orders on the active order screen will appear crossed out (strike-through).

### 3.4. Recipe Information

Pressing and holding on a particular item brings up the recipe information for that item in a modal window. Pressing the OK button on the recipe window dismisses it and returns focus to the active order window.

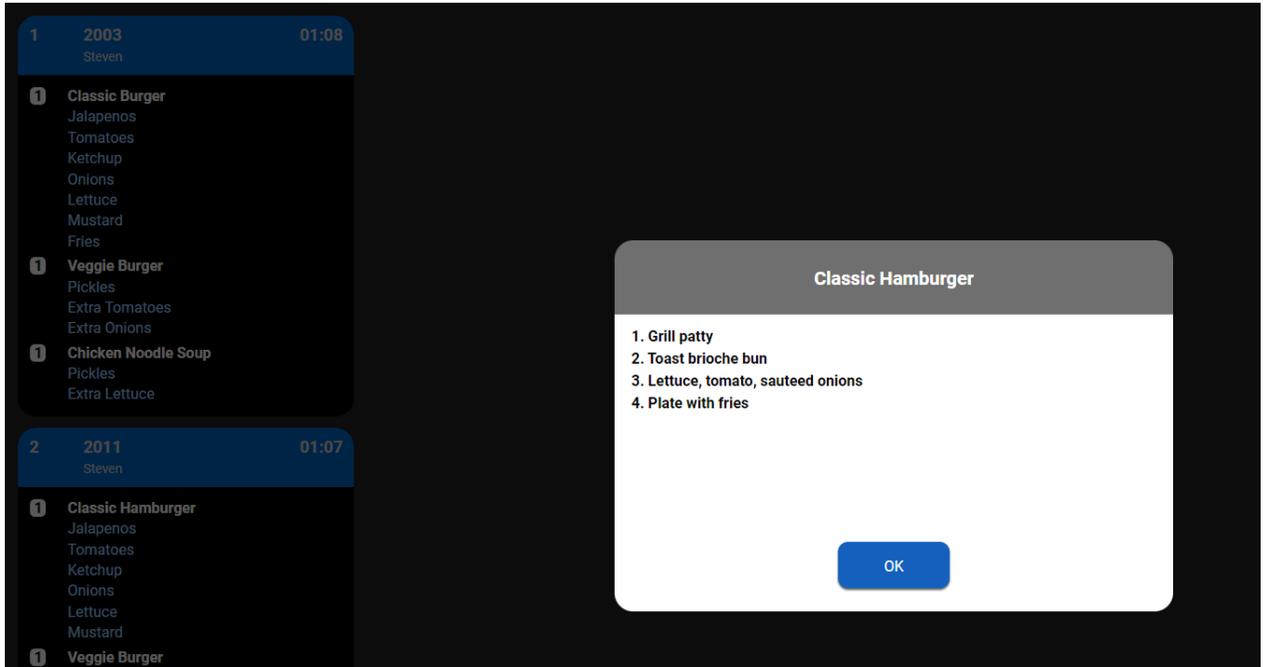


Figure 3.4: Recipe Window sample

### 3.5. Off-screen Orders

The left and right arrows in the top control bar can be used to scroll through order pages. The main order table follows a pagination system, so scrolling right will shift all orders on screen. For instance, if the layout is a fixed grid of 7x3 tiles, all 21 tiles will be shifted off-screen, and the next 21 tiles displayed.

### 3.6. Expanded Order View

Press and hold the header bar of the order tile to open the order in Expanded Order View. This shows the entire order in its own modal window and is useful when the operator wants to focus on a single large order that is otherwise spanning multiple tiles.

Clicking outside the modal window dismisses the Expanded Order View.

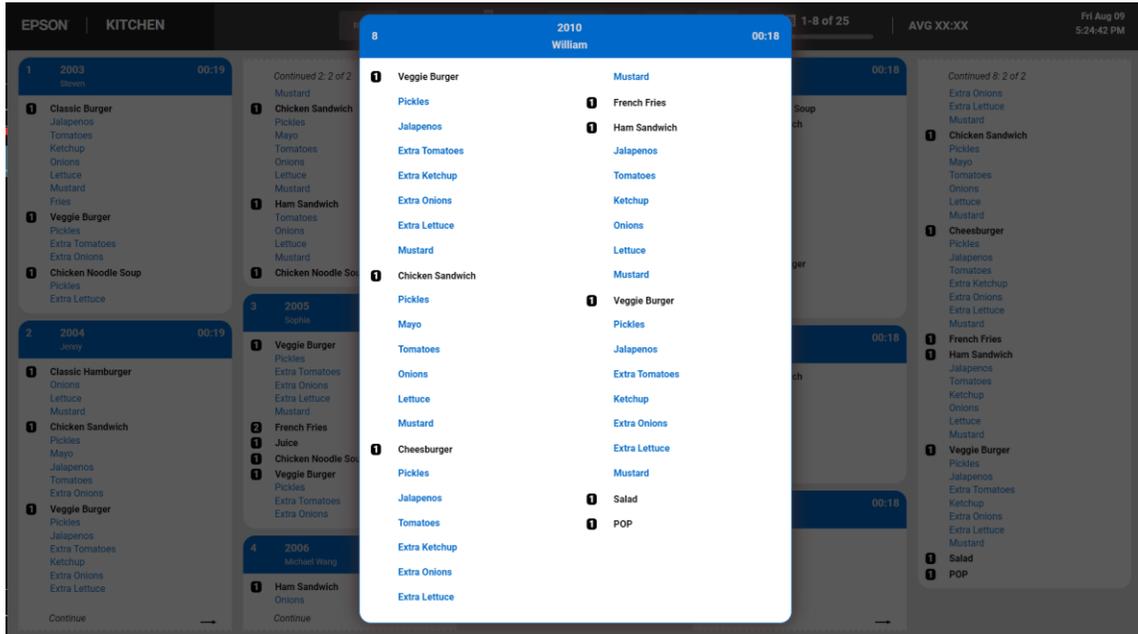


Figure 3.6: Expanded Order Window

### 3.7. Device Information

Pressing on the logo in the top left corner of the screen opens the Device Information modal window. This provides useful information during system setup and troubleshooting.

Clicking outside the modal window dismisses the Device Information window.

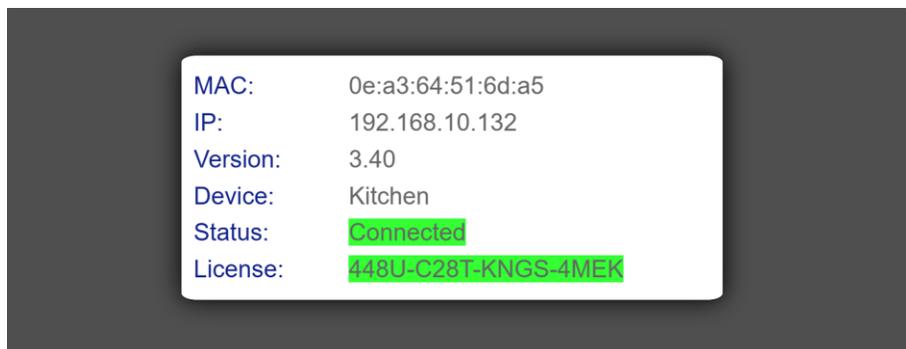


Figure 3.7: Device Information Window

## 4. Compatibility with Bump Bar

A bumpbar can be used in tandem with touchscreens, should the need arise. It should be noted, however, that some KDS devices may only provide a single USB A connector – in such cases, a simple line-powered USB hub can be employed.

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## **5. Troubleshooting**

### **5.1. Screen Does Not Respond to Touch**

1. Check the USB cable between touchscreen and KDS device is connected.
2. Try replacing the USB cable between touchscreen and KDS device.

### **5.2. Screen Does Not Power On**

1. Check the power cable is plugged into the screen.
2. Confirm the KDS device is powered up; refer to manufacturer's user manual to verify power LEDs are visibly on.
3. Confirm the HDMI cable between touchscreen and KDS device is connected. Sometimes if there is no HDMI signal, screens can go into low power mode.
4. Try replacing the power cable for the touchscreen.
5. Try replacing the HDMI cable between touchscreen and KDS device.
6. Try to power cycle the KDS device with the touchscreen connected and powered on.

### **5.3. Touchscreen Shows a Blank/Black Screen**

1. Verify the KDS device is powered on.
2. Confirm the HDMI cable between touchscreen and KDS device is connected. Sometimes if there is no HDMI signal, screens can go into low power mode.
3. Try replacing the HDMI cable between touchscreen and KDS device.
4. Try to power cycle the KDS device with the touchscreen connected and powered on.

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