



111-56-URM-002

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## TrueOrder™ KDS Single Station

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### Quick Start Guide

#### About this Guide

This guide contains instructions for a new user to setup, configure, and use the TrueOrder KDS in a few steps. It is targeted towards the Single Station KDS connected to the POS via Ethernet, and assumes that the POS is already supported by TrueOrder KDS.

TrueOrder KDS is very versatile – able to be customized in many ways to meet the specific needs of the individual display stations and the entire kitchen. This guide describes one such use case – setting up a single station system as the Kitchen Display.

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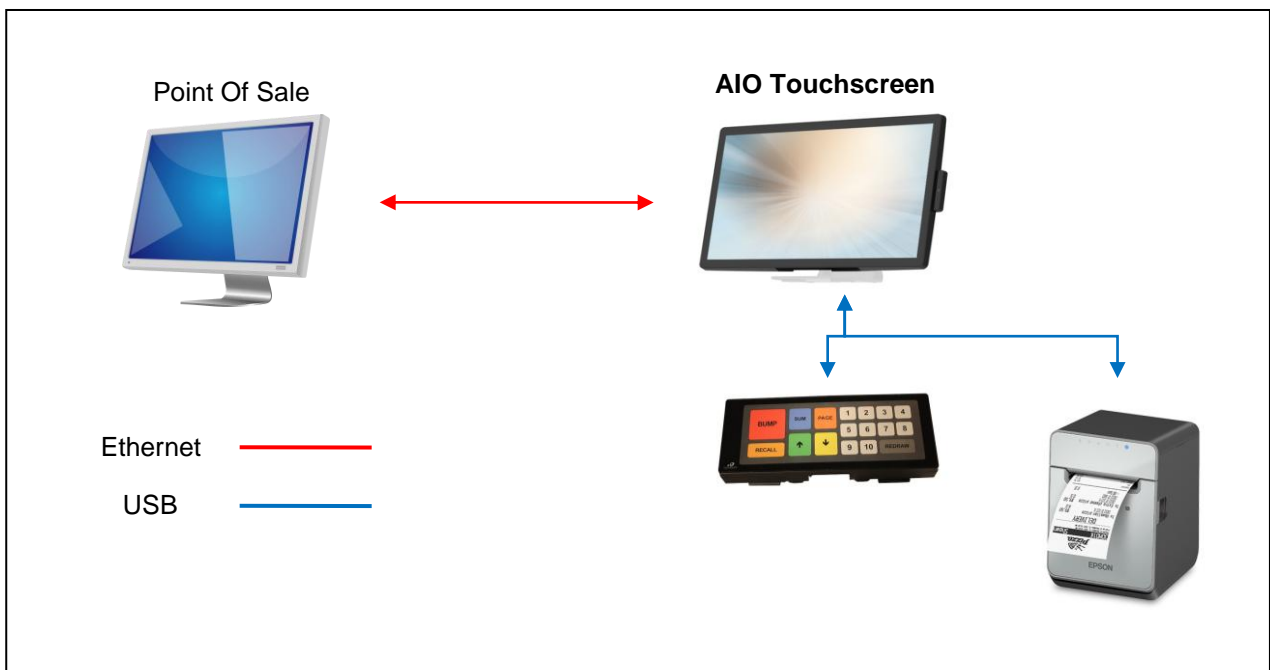
## 1. System Requirements

Please consult the TrueOrder functional specification (111-56-URM-008) for details on supported TrueOrder KDS hardware devices. A Single Station KDS requires 1 of the following basic hardware configurations:

- An All-In-One Display
- A KDS controller with a 1080p touchscreen
- A KDS controller with a 1080p display and a bumpbar

As well as:

- A PC or tablet to configure the KDS. The Configuration Utility is now hosted on the KDS device and accessible over the network.
- A POS terminal supported by the TrueOrder KDS.
- Misc. equipment such as network router, Ethernet cables.



**Picture 1.1:** Single Station Setup w/ All-in-One Touchscreen (optional printer and bumpbar)

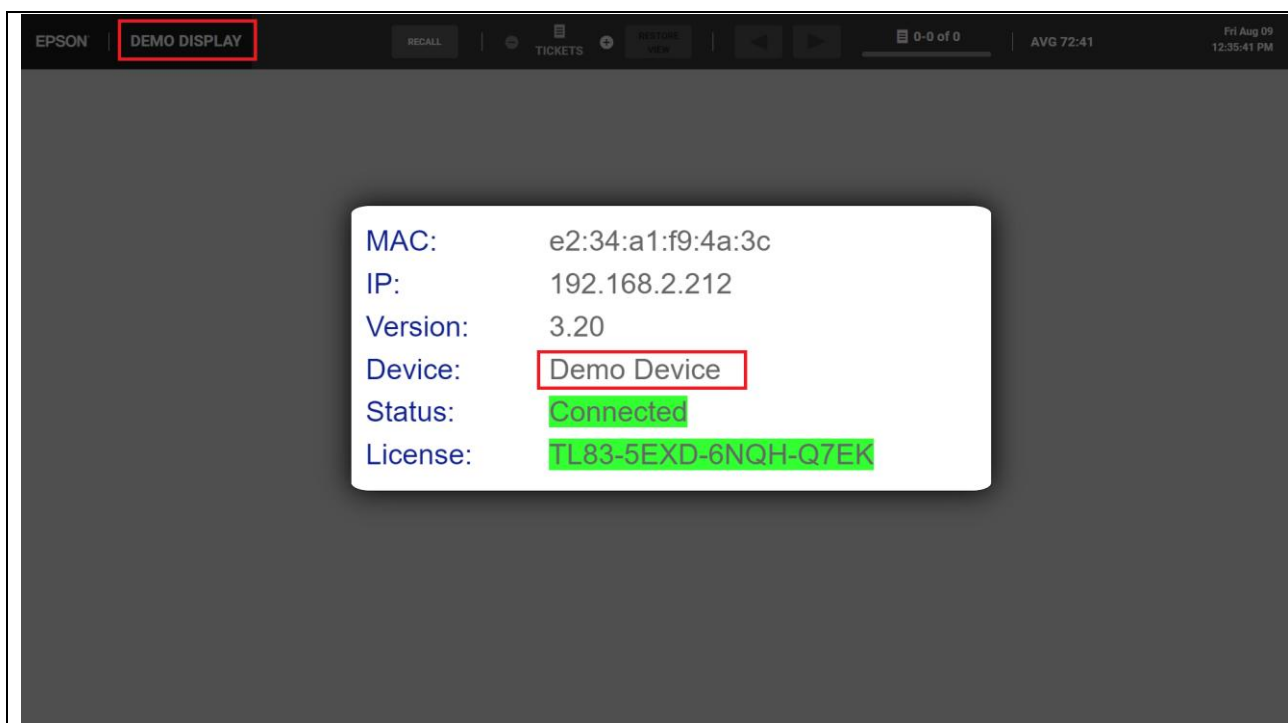
## 2. Setting Up a Single Station KDS

All KDS devices are equipped with Ethernet connectors and USB A port(s). Depending on the device, please refer to the respective manufacturer website for user manuals, and power and Ethernet connection information.

KDS devices come with DHCP enabled by default.

When connected to a router, your device should acquire a valid IP address.

Upon powering on a brand new KDS device, a splash screen like Picture 2.1 should show on screen, listing the MAC address and IP address of the device. This information is important when configuring the KDS system using the on-board web Configurator. The “Demo Device” and flashing “DEMO DISPLAY” (identified by the red box in Picture 2.1) indicate KDS is in a default, parser-less demo mode.



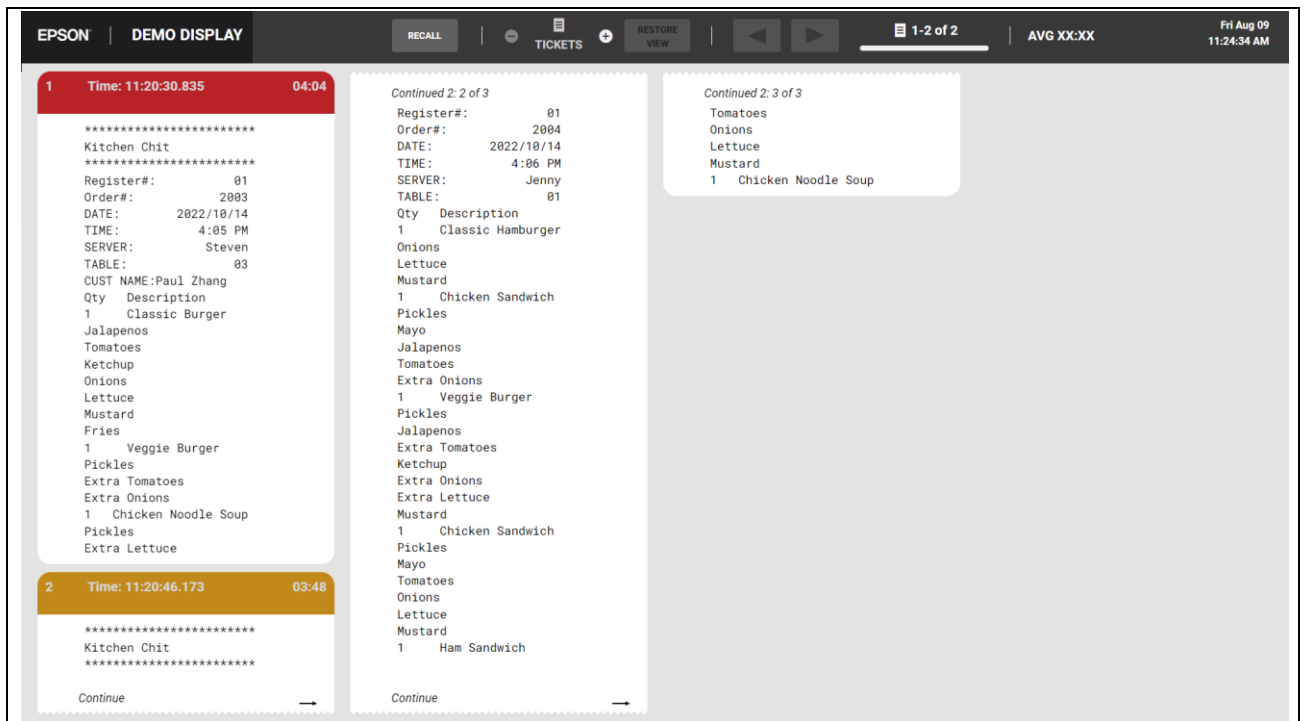
**Picture 2.1**

The parser-less demo mode will try to display the content sent from POS “as it is” on the screen. In this mode orders received from POS will be displayed as plain text like in Picture 2.2.

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**Picture 2.2**

This default parser-less mode can help users verify the communication between POS and KDS device. The user must configure the KDS in order to enable the system's various features. The following sections describe the procedures to correctly configure the KDS system.

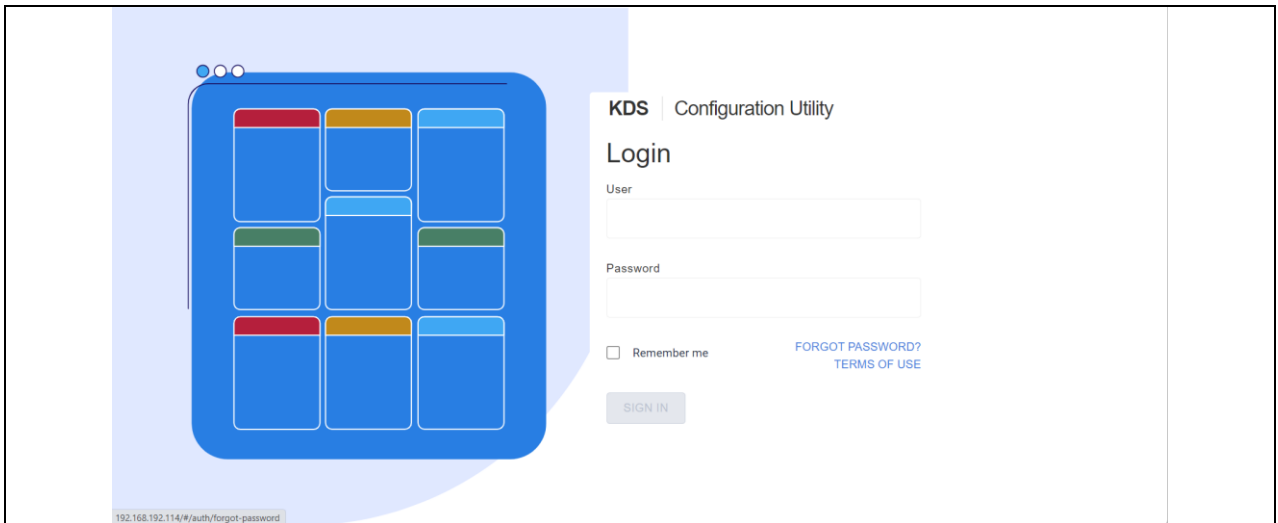
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### 3. Configuring the KDS using Configurator

The KDS can be configured via the web-based Configurator hosted by the device. Using a browser, type <http://xxx.xxx.xxx.xxx> (IP address of the device). The default username is [epson.admin.all@epson.epson](mailto:epson.admin.all@epson.epson), and the default password is 123456.

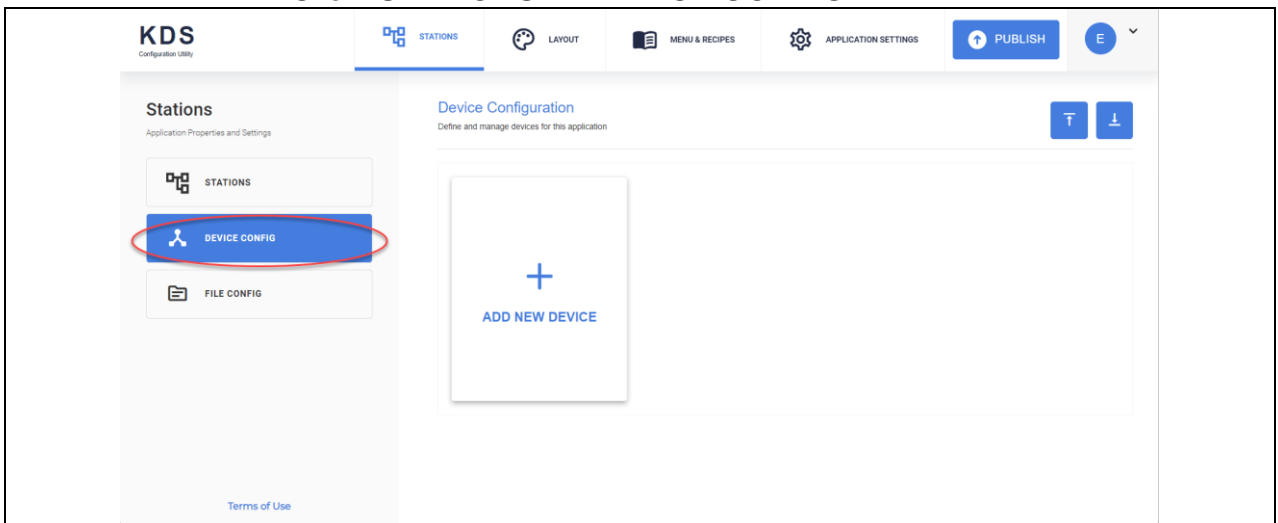


Picture 3.1

When you run the configurator for the first time, there are several steps to follow to configure the system. Some of the more common KDS functionality that can be configured are briefly explained. The details of these items are beyond the scope of this guide.

- **Step 1: Discover Device**

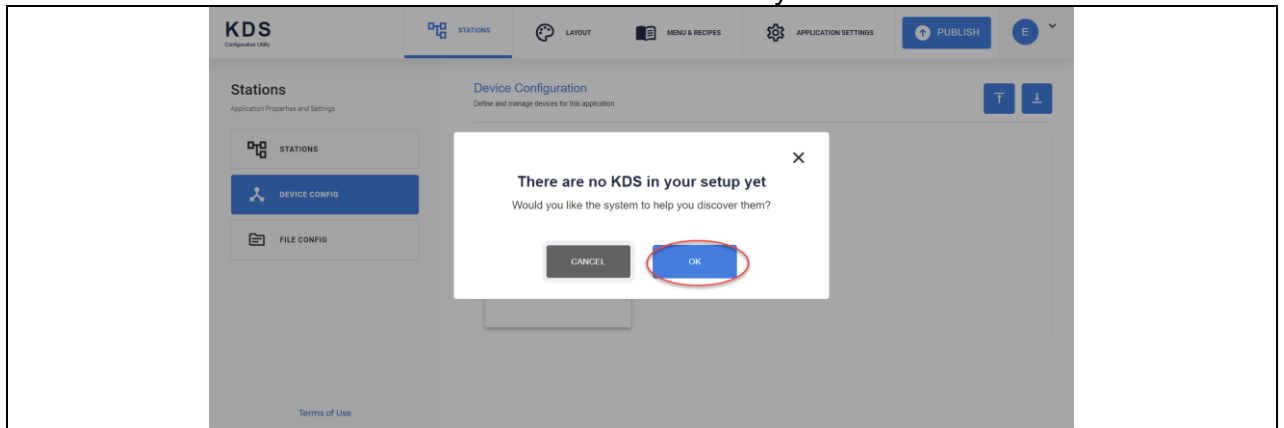
1. Click “STATIONS”-> “DEVICE CONFIG”.



Picture 3.2

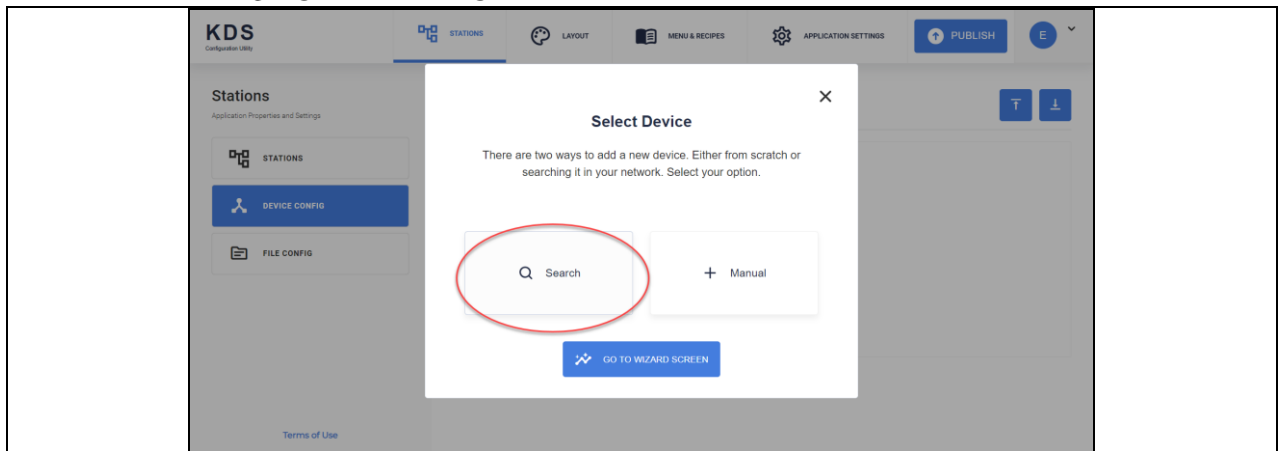
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2. Click “OK” to start device discovery.



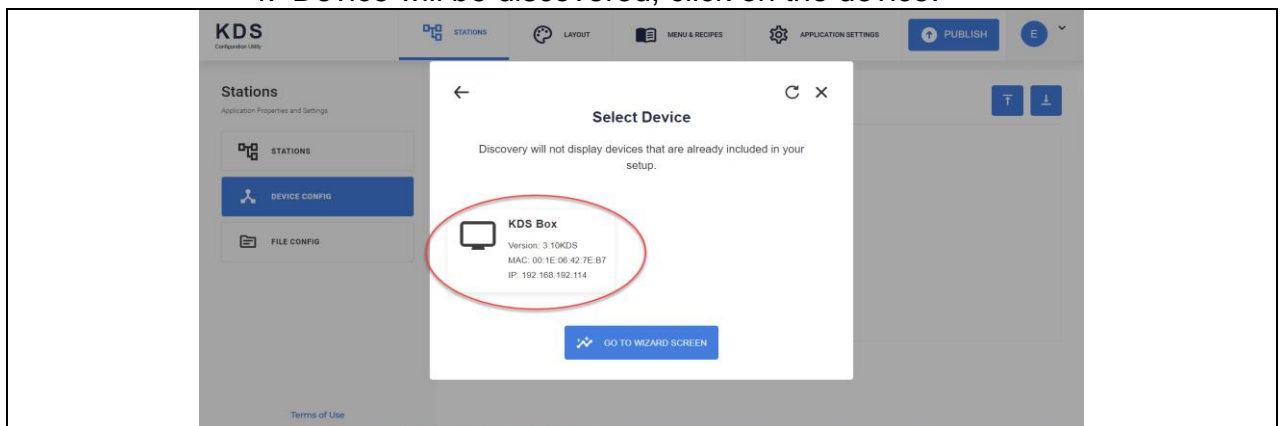
Picture 3.3

3. Click “SEARCH”.



Picture 3.4

4. Device will be discovered, click on the device.



Picture 3.5

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- Configure the name of the device, then click “SAVE”. Device discovery is done.

The screenshot shows the 'KDS Configuration Utility' interface. On the left sidebar, there are three main sections: 'STATIONS', 'DEVICE CONFIG' (which is highlighted in blue), and 'FILE CONFIG'. The 'STATIONS' section has a sub-label 'Application Properties and Settings'. The 'DEVICE CONFIG' section has a sub-label 'Here you can edit your data'. The main content area is titled 'Edit Device' and contains several input fields and checkboxes. The 'Name' field is highlighted with a red oval and contains the text 'Device 1'. The 'Description (optional)' field is empty. The 'IP Address (optional)' field contains '192.168.192.114'. The 'MAC Address' field contains '00:1E:06:42:7E:B7'. Below these fields are two checkboxes: 'Print Item on Bump' and 'Print Ticket on Bump', both of which are unchecked. On the right side of the main content area, there is a 'BASIC INFORMATION' panel. This panel contains the following information: 'KDS Device Name: KDS Box', 'Device Version: 3.10KDS', 'KDS Version: 3.10', 'Device's Serial Number: -', and 'Configuration Time Stamp: 2023-07-06T21:00:32'. At the top right of the interface, there are buttons for 'PUBLISH', 'E', 'RESTORE', and 'SAVE'. The 'SAVE' button is highlighted with a red oval.

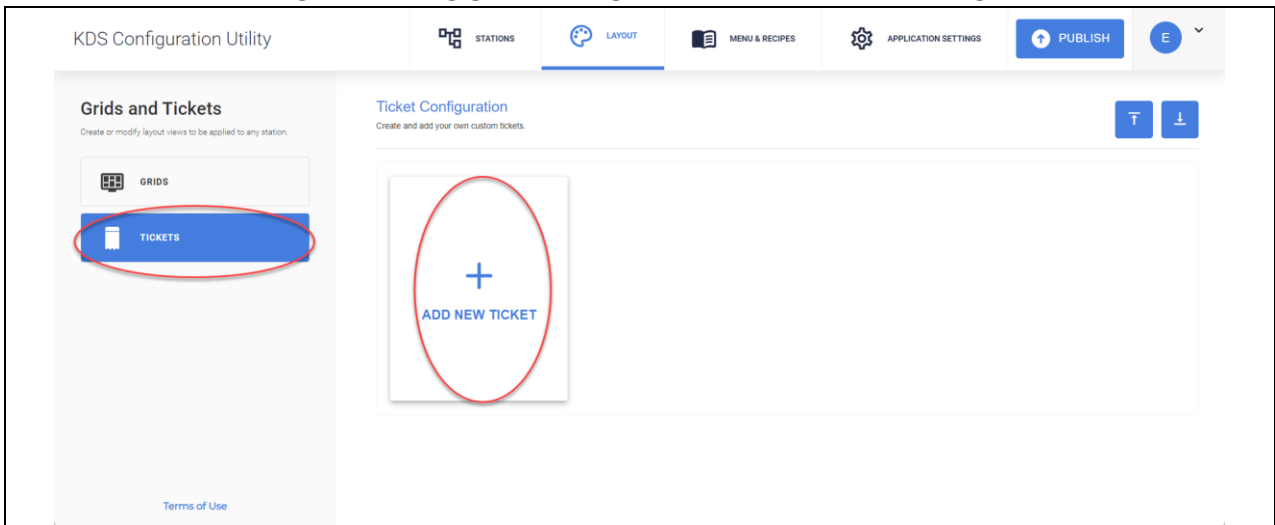
**Picture 3.6**

- Print item on Bump: When enabled the printer will print a label for each item that is bumped.
- Print Ticket on Bump: When enabled the printer will print a label for each tile/order that is bumped.
- Print chit: When enabled the printer will print the incoming print job/chit from the POS. Note: This option will be available for “POS Connected Device” (Described in Step 4). For single station mode this device must be configured as “POS Connected Device”.



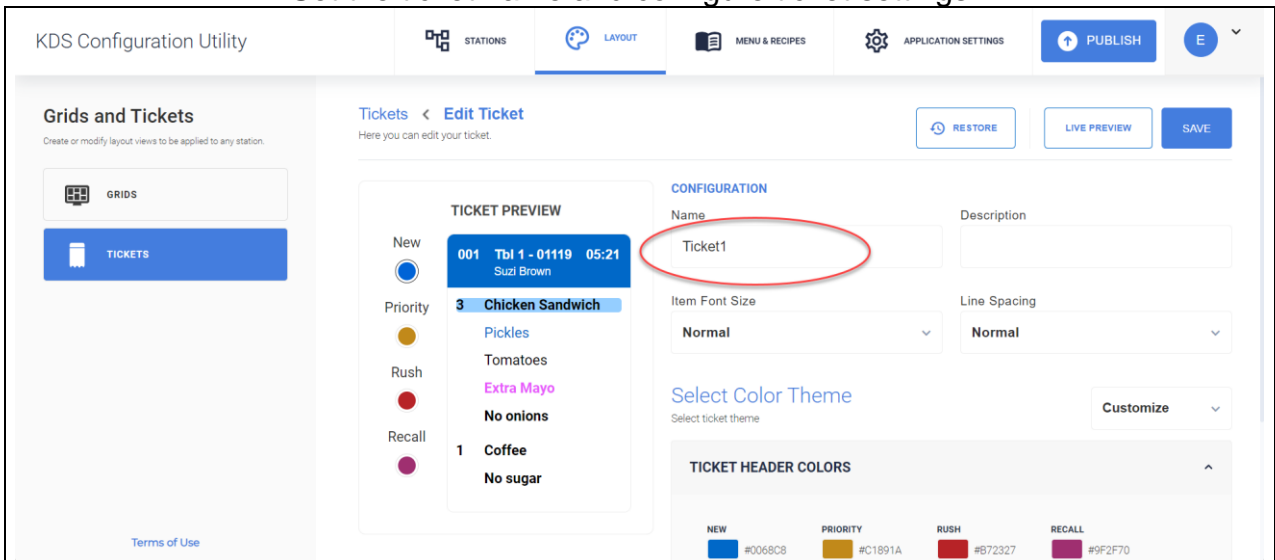
- ## Step 2: Create Layout for the Device

1. Click “LAYOUT” -> “TICKETS” -> “ADD NEW TICKET”.



Picture 3.7

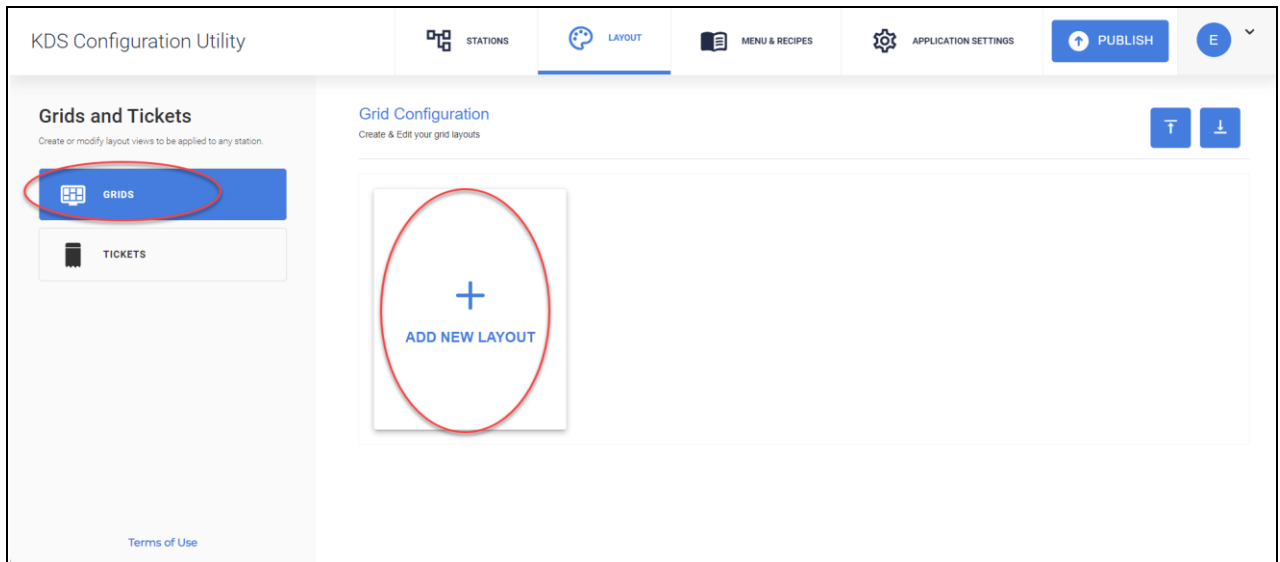
2. Set the ticket name and configure ticket settings then click “SAVE”.



Picture 3.8

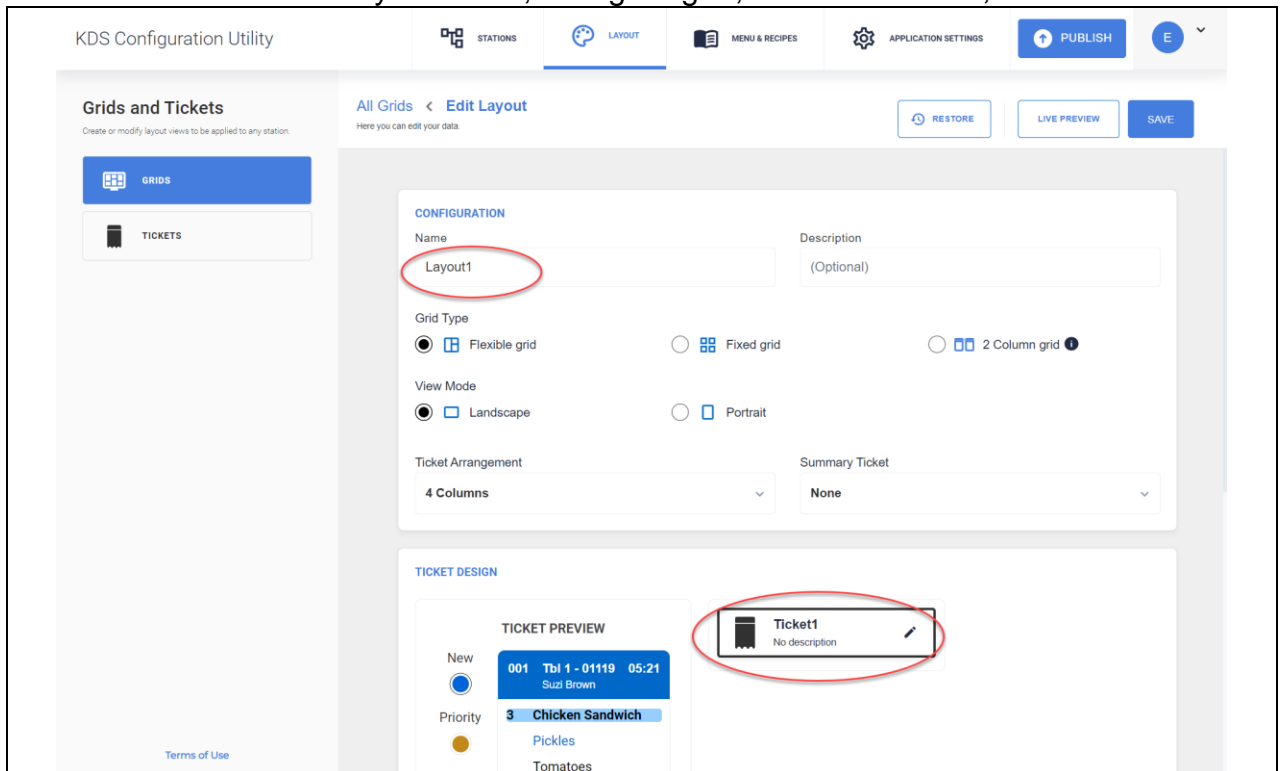
- You can configure tile color theme, various colors, font size and line spacing.

3. Click “LAYOUT” -> “GRIDS” -> “ADD NEW LAYOUT”.



Picture 3.9

4. Set layout name, configure grid, and select ticket, then click “SAVE”.



Picture 3.10(a)

Scroll the page down to show the rest of configuration.

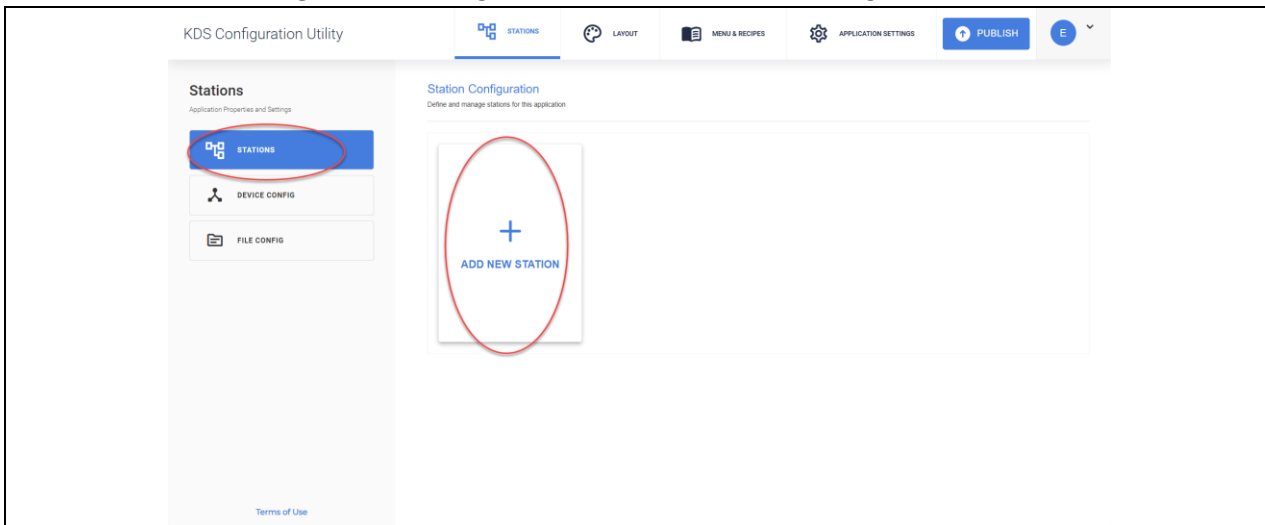


**Picture 3.10(b) : Lower half of page**

- **Priority Time:** The amount of time before the order header will change to the priority color.
- **Rush Time:** The amount of time before the order header will change to the rush color.
- **Summary Ticket:** Allows you to configure a tile as a Summary tile for menu items. (Menu items need to be entered in the Menu & Recipes and match exactly.)
- **New Order Sound:** Choose a sound to be played on an incoming order to the KDS from an attached USB->Audio device.

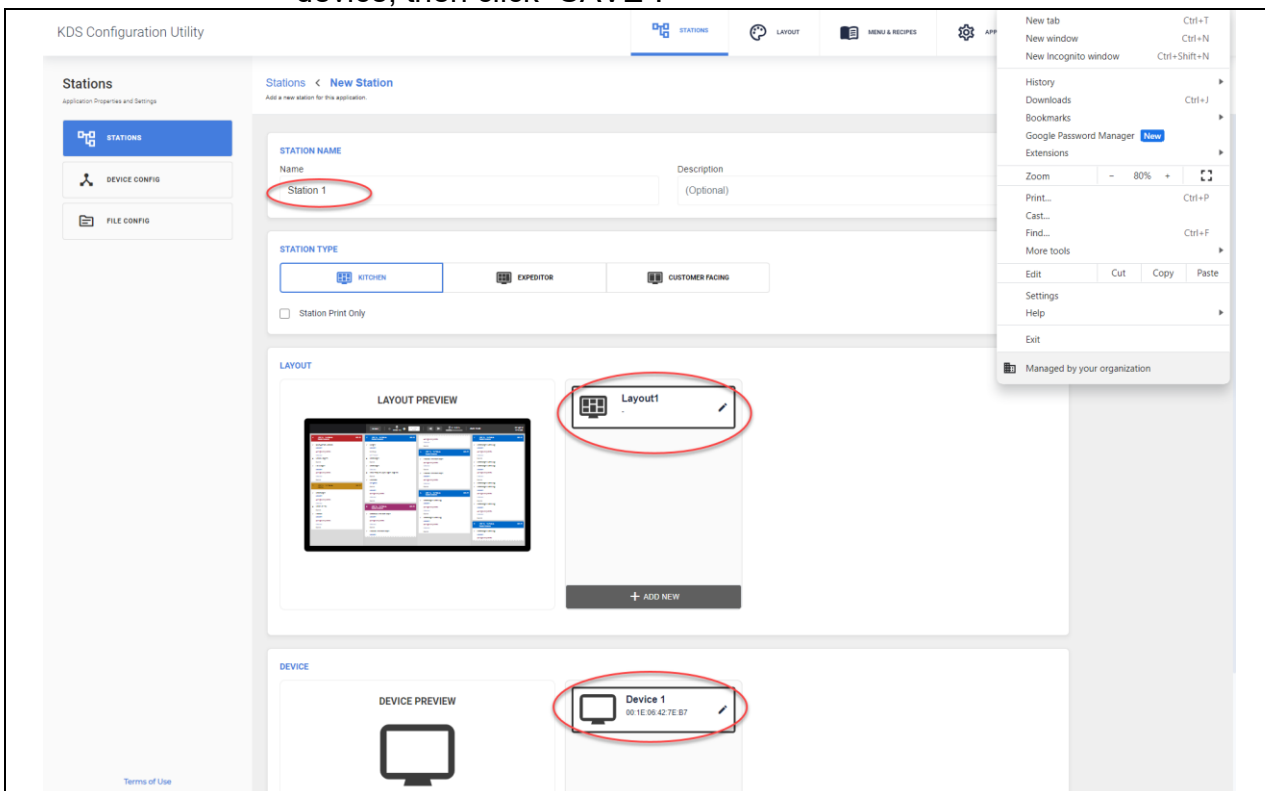
- **Step 3: Create a Station**

1. Click “STATIONS” -> “ADD NEW STATION”



**Picture 3.11**

2. Set station name and station type, then select associated layout and device, then click “SAVE”.



**Picture 3.12**

Station Type settings:

- KITCHEN: Configure a station as normal (kitchen or prep) station.
- EXPEDITOR: Configure a station as an Expeditor. Not relevant for Single Station.
- CUSTOMER FACING: Configure a station as an Order Status screen for customers. Not relevant for Single Station.

- ## Step 4: Application Settings

Click “APPLICATION SETTINGS” -> “SITE WIDE”, configure and click “SAVE”.

KDS Configuration Utility

STATIONS LAYOUT MENU & RECIPES APPLICATION SETTINGS PUBLISH

**Application Settings**  
Application Properties and Settings

**SITE WIDE**

WIZARD

DISPLAY LOGOS

**Site wide**  
Define settings for the application

RESTORE SAVE

**CONFIGURATION**

Name: Site1 POS Type: EpsonKDS Version 3.2 POS Connected Device: Device 1

Menu Routing: POS Menu Routing Daily Maintenance Time: 07:00 AM

☐ Consider Orders Unique

☐ Independent Displays

**TIME SETTINGS**

Time Zone: America/New\_York NTP Time Server: time.google.com

Set Current KDS Time: Sets Date and Time of this computer to the KDS system. Does not change Time Zone settings.

Set Time Zone & Time: Sets Date and Time of this computer to the KDS system. Also will change the time zone settings specified.

SET CURRENT KDS TIME SET CURRENT TIME ZONE AND TIME

**PRINTING ON BUMP**

Ticket Header Text: Ticket Footer Text:

Item Header Text: Item Footer Text:

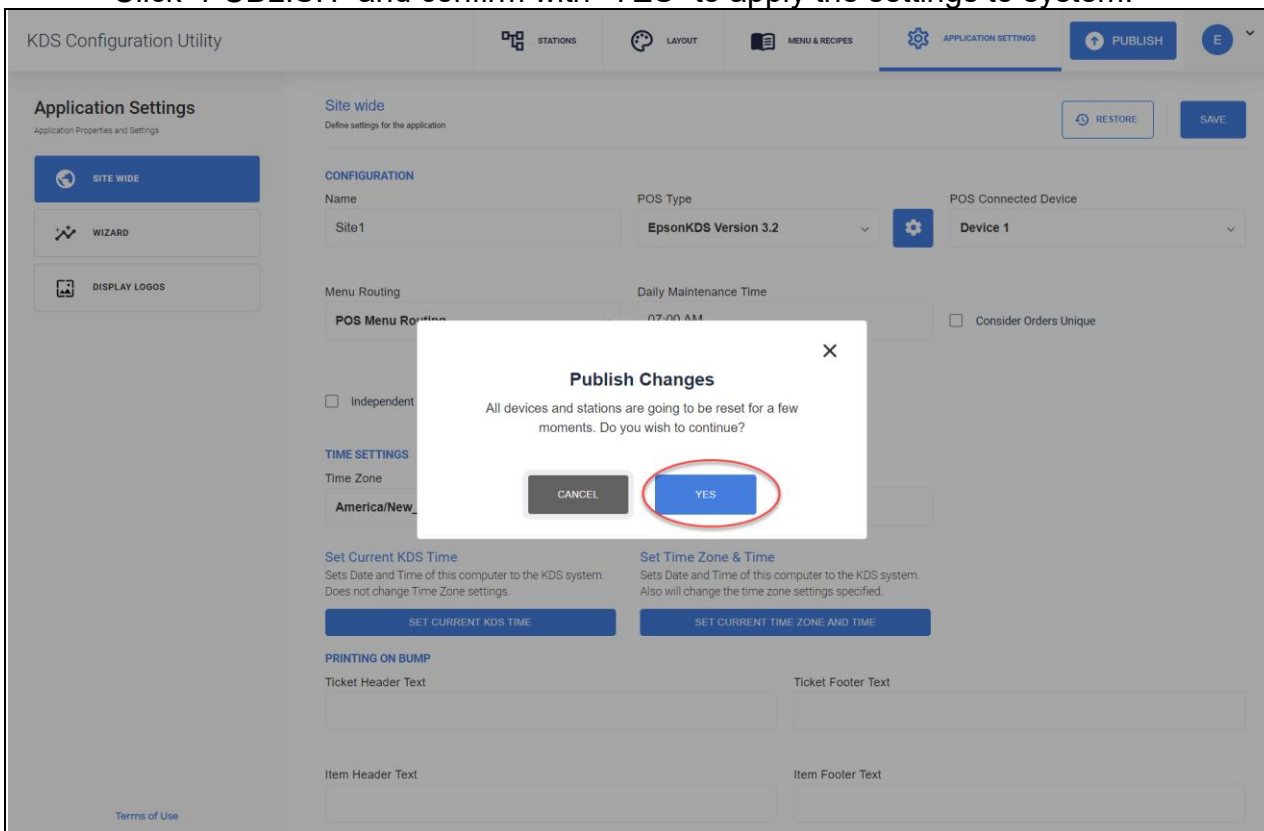
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**Picture 3.13**

- POS Type: Here you can select the POS that is sending orders so the KDS can parse them. Note: If your POS does not appear in the list, you will need to contact your Reseller for guidance.
- POS Connected Device: For single station mode only one device should exist in the dropdown list, select the device.
- Consider Order Unique: Any appends to an order will cause that order to show up in its own tile.
- Set Current KDS Time: Allows the clock on the KDS display to be set to the same time as the configurator device.

- ## Step 5: Publish the Configuration

Click “PUBLISH” and confirm with “YES” to apply the settings to system.



**Picture 3.14: Confirm to Publish Configuration to Device**

## **Appendix A**

### **Bumping an Entire Order**

Pressing the tile number  -  to bump the order associated with that tile.

To bump order 10 – 99 you need to press the 0/10 key and then 1-9 for tens digit, followed by 0-9 for ones digit.

**Note:** There are other keys for other functionality on the bump bar that is beyond the scope of this guide.