



111-56-URM-002

TrueOrder™ KDS Single Station

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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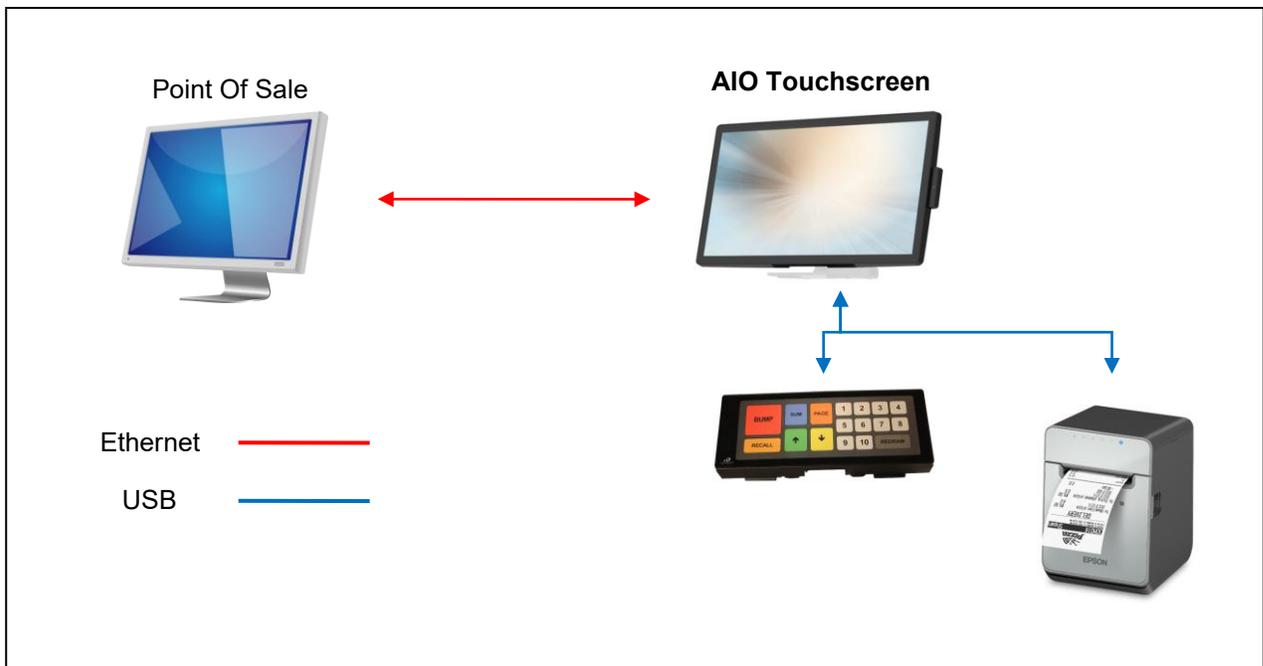
1. System Requirements

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)

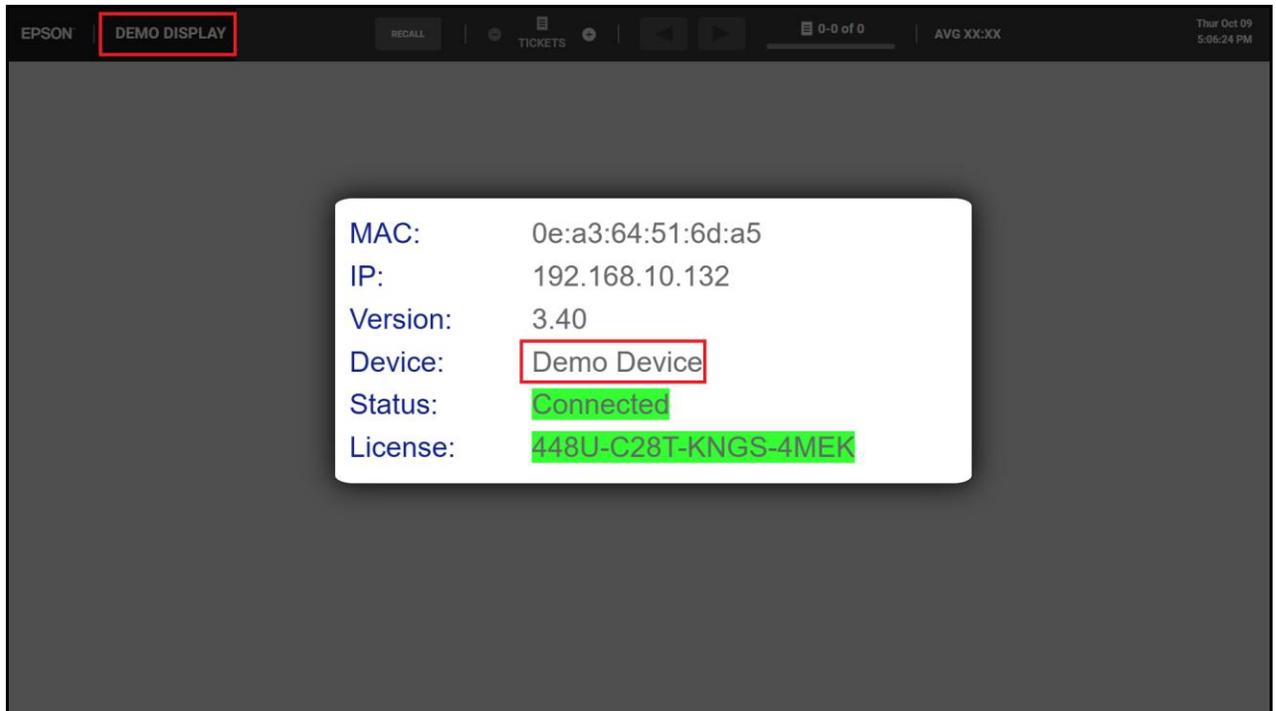
2. Setting Up a Single Station KDS

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.

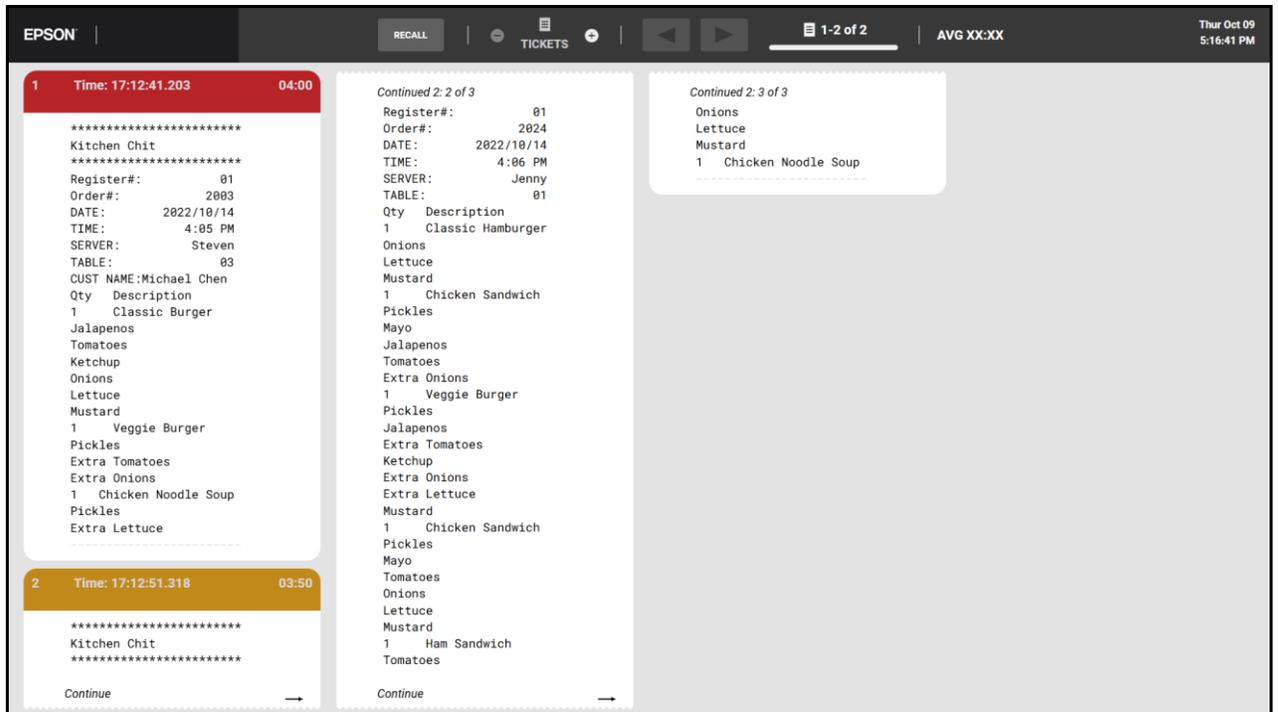
When connected to a router, your device should acquire a valid IP address.

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.

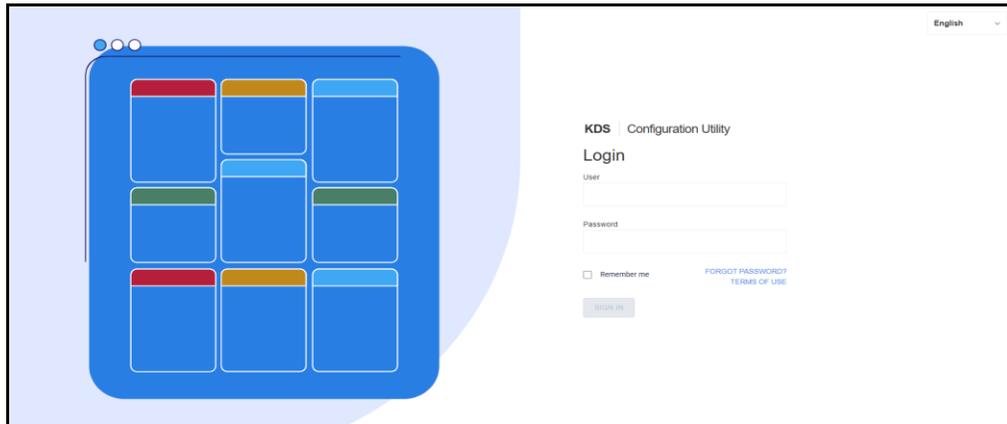


Picture 2.2

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.

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\(s\)://xxx.xxx.xxx.xxx](http(s)://xxx.xxx.xxx.xxx) (IP address of the device). The default username is epson.admin.all@epson.epson, and the default password is 123456.



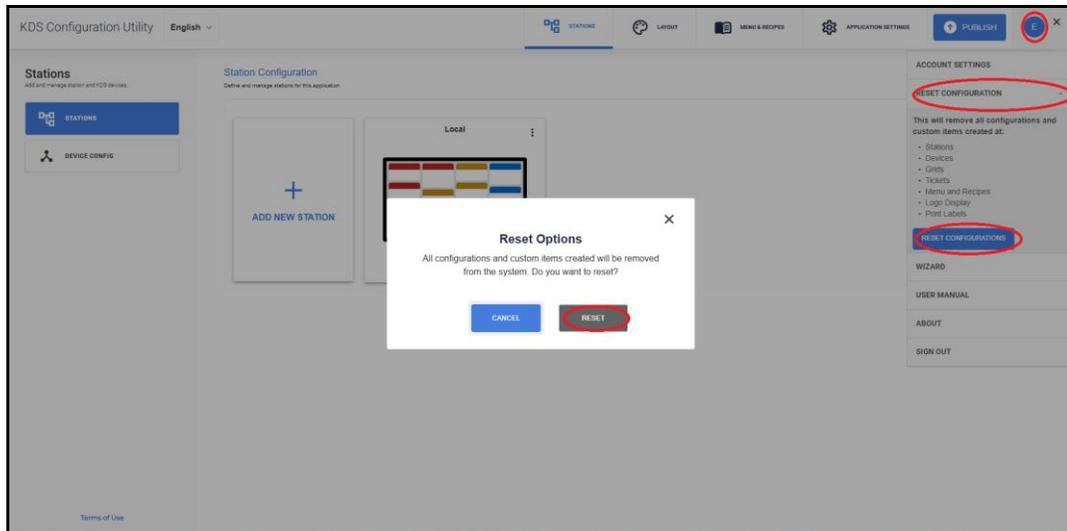
Picture 3.1

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 here. The details of these items are beyond the scope of this guide.

- **Reset Configuration**

To describe the full steps to configure a single station KDS system, first reset the configuration.

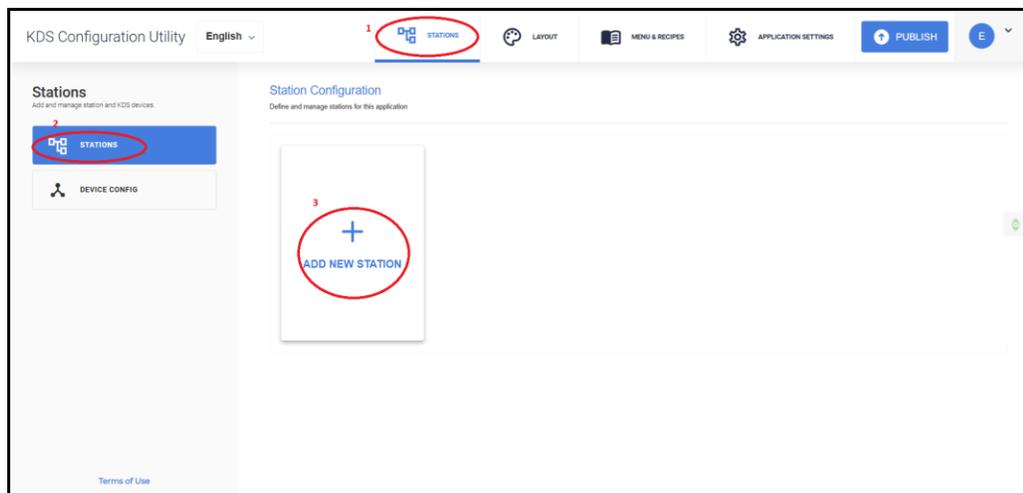
1. Click the menu icon on right corner.
2. Expand “Reset Configuration”.
3. Click “Reset Configurations”.
4. In “Reset Options” window click “Reset” to confirm.



Picture 3.2

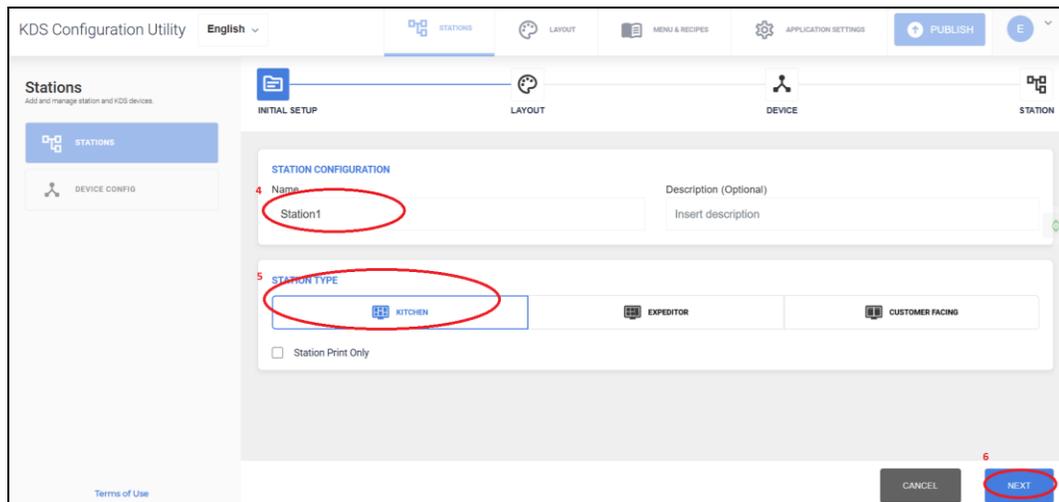
- **Step 1: Start to Add Station**

1. Click “STATIONS”.
2. Select “STATIONS”
3. Click “ADD NEW STATION”.



Picture 3.3

- **Step 2: Initial Setup**
 4. Name the station.
 5. Select “STATION TYPE”.
 6. Click “NEXT”.



Picture 3.4

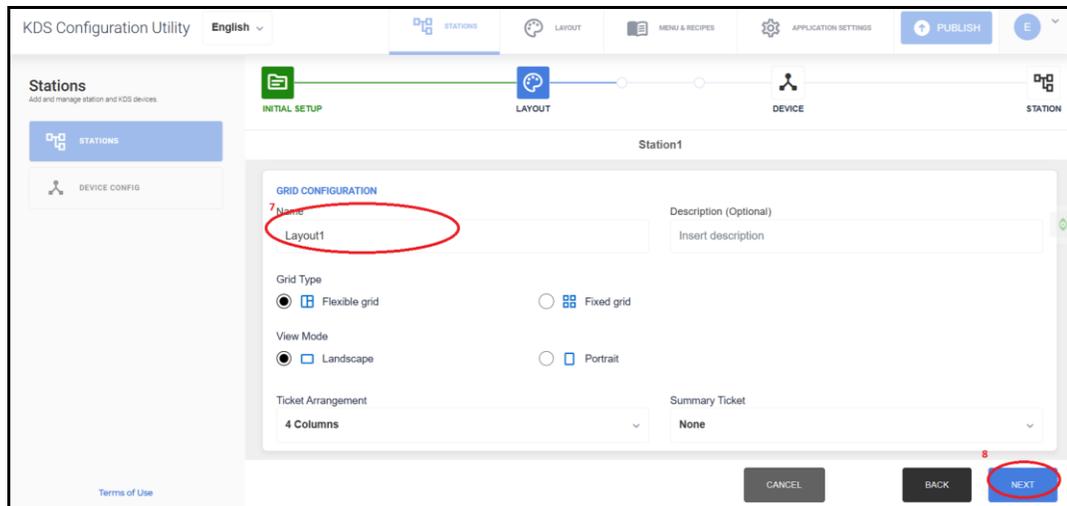
Station Type settings:

- **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 3: LAYOUT**

7. Name the grid.

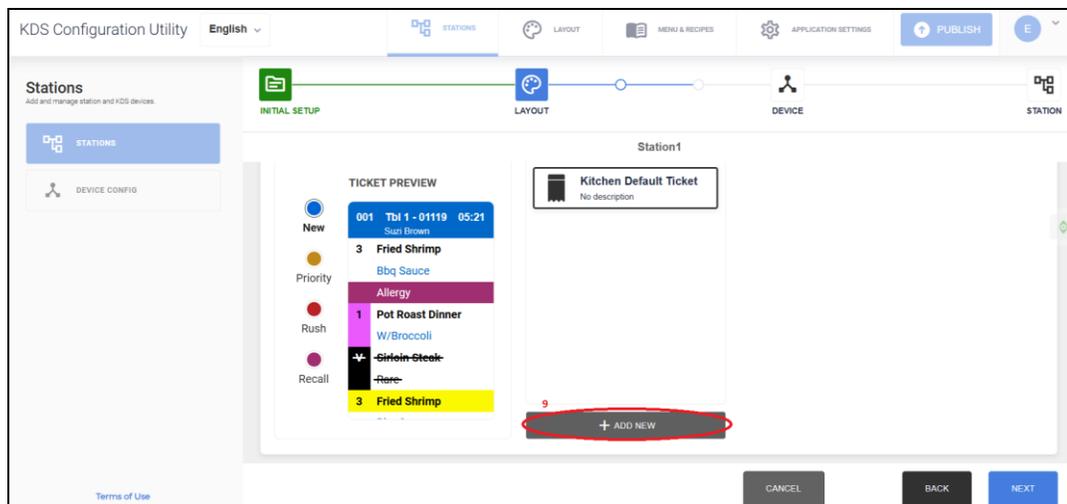
8. Configure the grid then click “NEXT”.



Picture 3.5

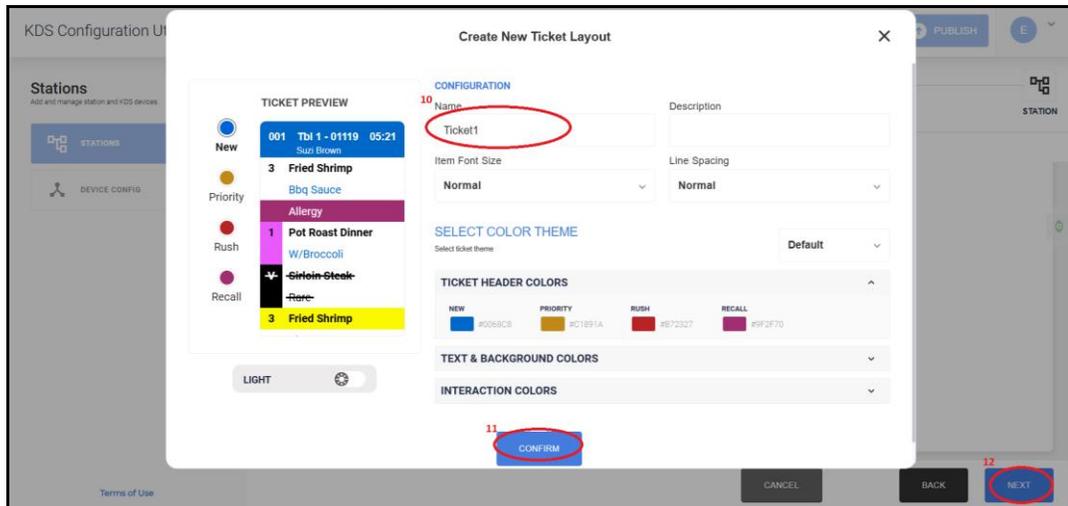
- Summary Ticket: Allows you to configure a tile as a Summary tile for menu items. (Menu items need to be entered in the Menu & Recipes and match exactly.)

9. Click “ADD NEW” to add a new ticket.



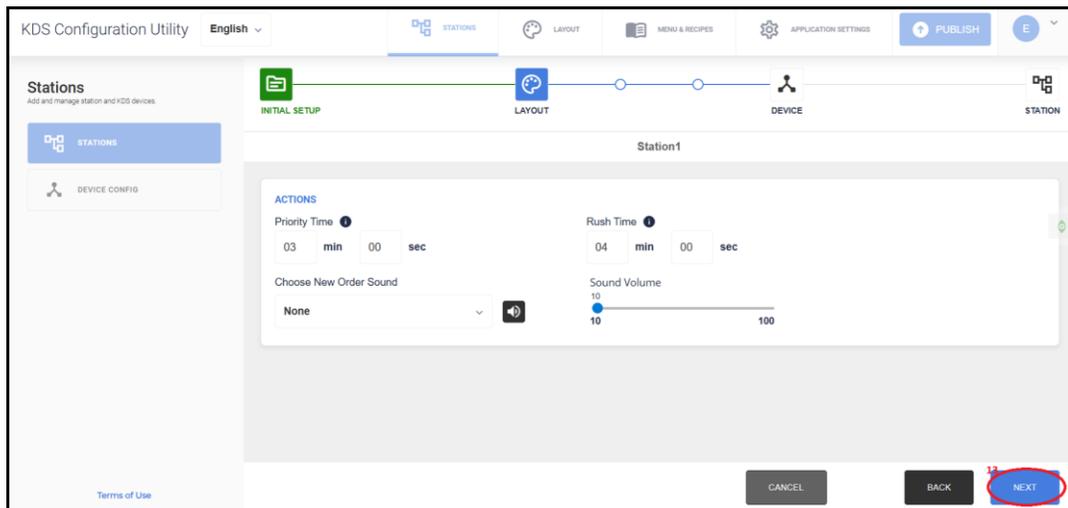
Picture 3.6

10. Name the ticket.
11. Configure the ticket settings then click “CONFIRM”.
12. Click “NEXT”.



Picture 3.7

13. Configure the Actions then click “NEXT”.



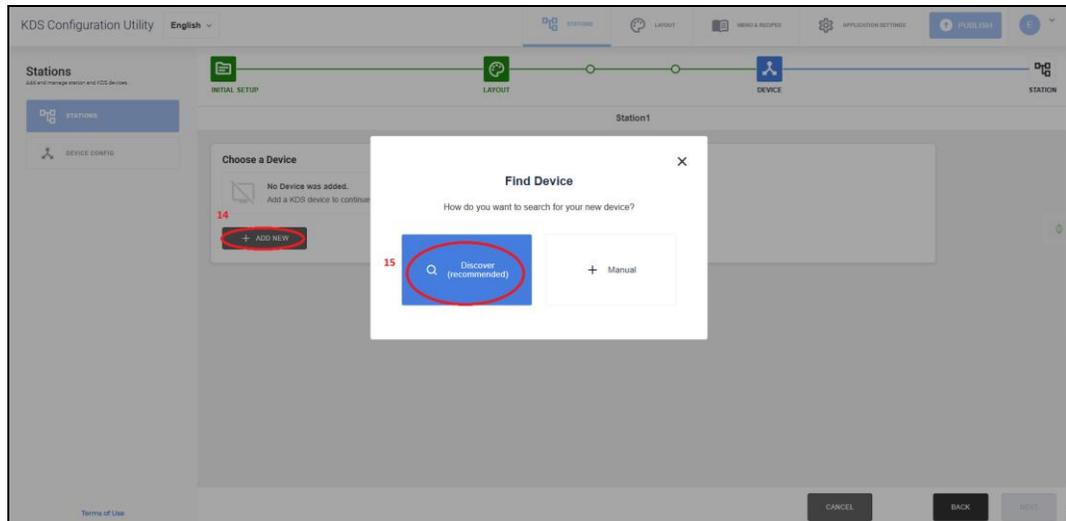
Picture 3.8

- 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.
- New Order Sound: Choose a sound to be played on an incoming order to the KDS from an attached USB->Audio device.

- **Step 4: DEVICE**

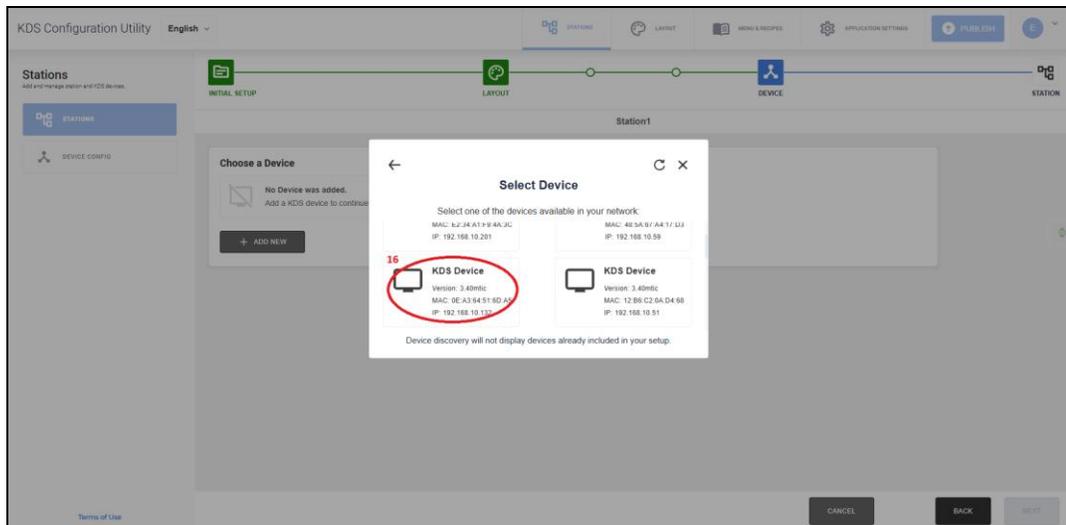
14. In “Choose a Device” window click “Add New”.

15. In “Find Device” window click “Discover”.



Picture 3.9

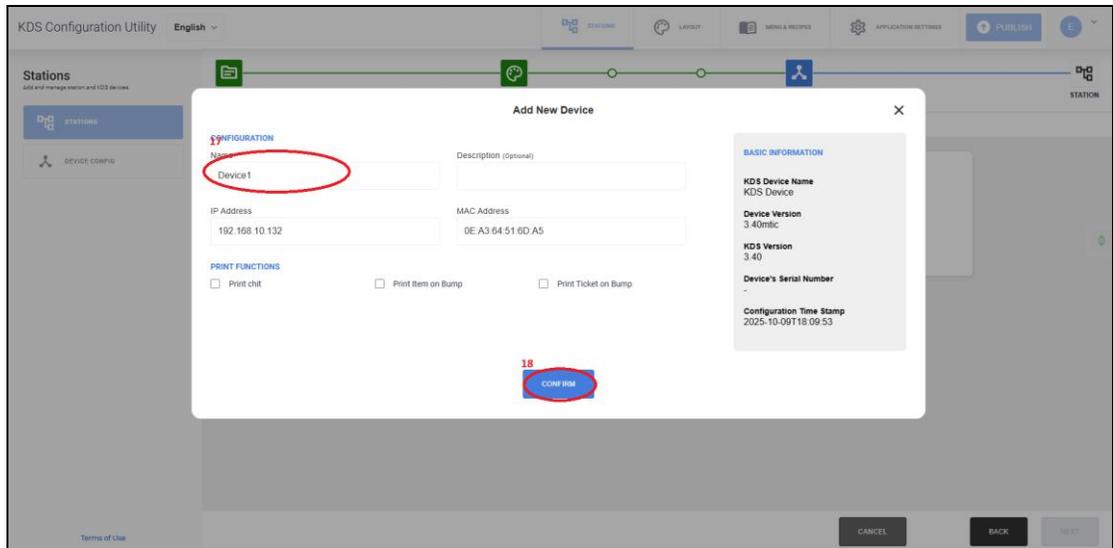
16. Select the device.



Picture 3.10

17. Name the device and configure the print options.

18. Click “Confirm”.

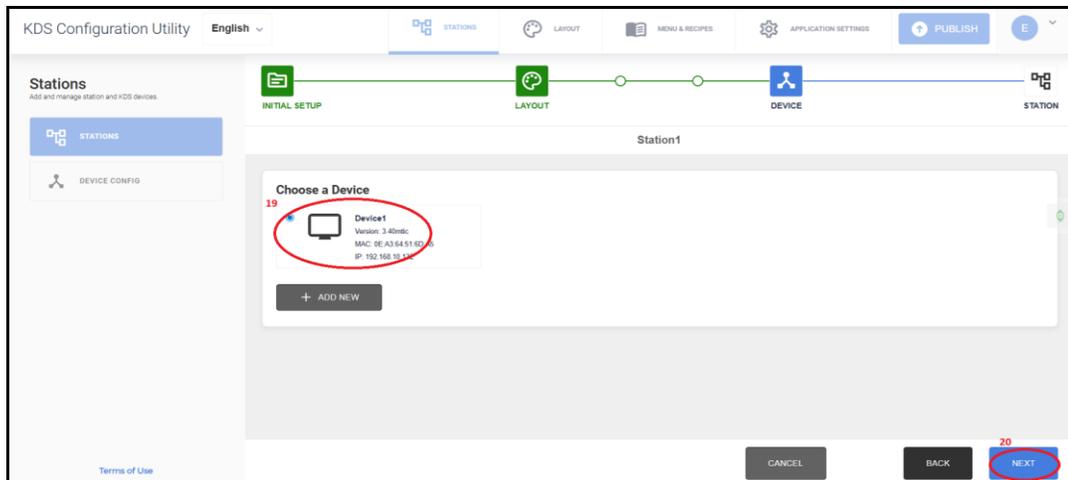


Picture 3.11

- **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 6). For single station mode this device must be configured as “POS Connected Device”.

19. Select the device.

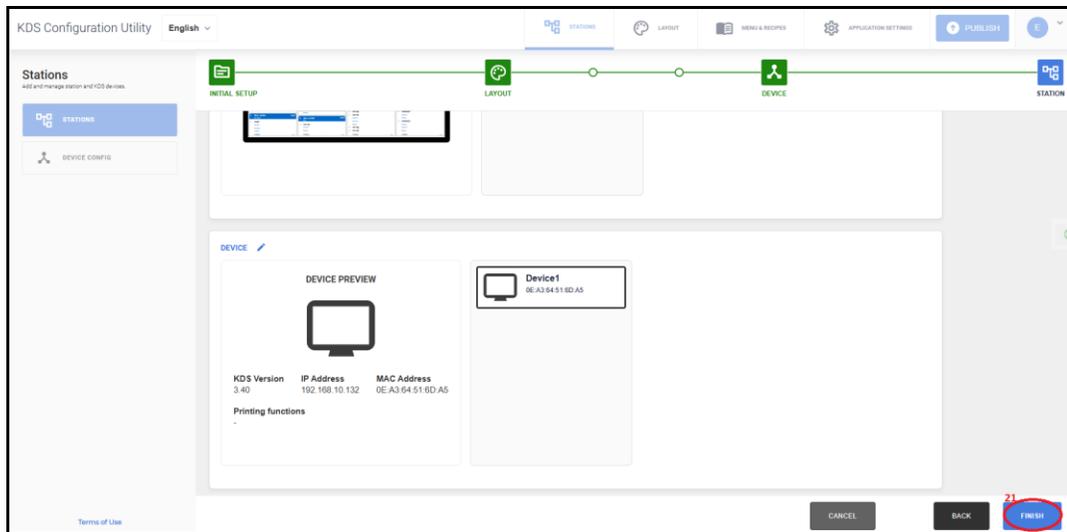
20. Click “Next”.



Picture 3.12

- **Step 5: Station**

21. Verify all the settings then click “Finish”.

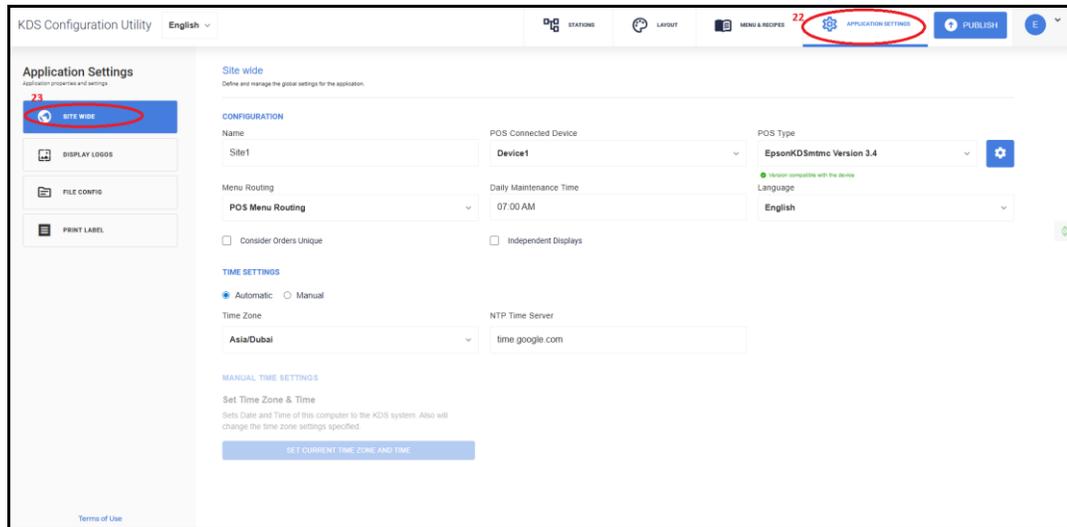


Picture 3.13

- **Step 6: Application Settings and Publish**

22. Click “APPLICATION SETTINGS”.

23. Click “SITE WIDE” then configure the site wide settings.



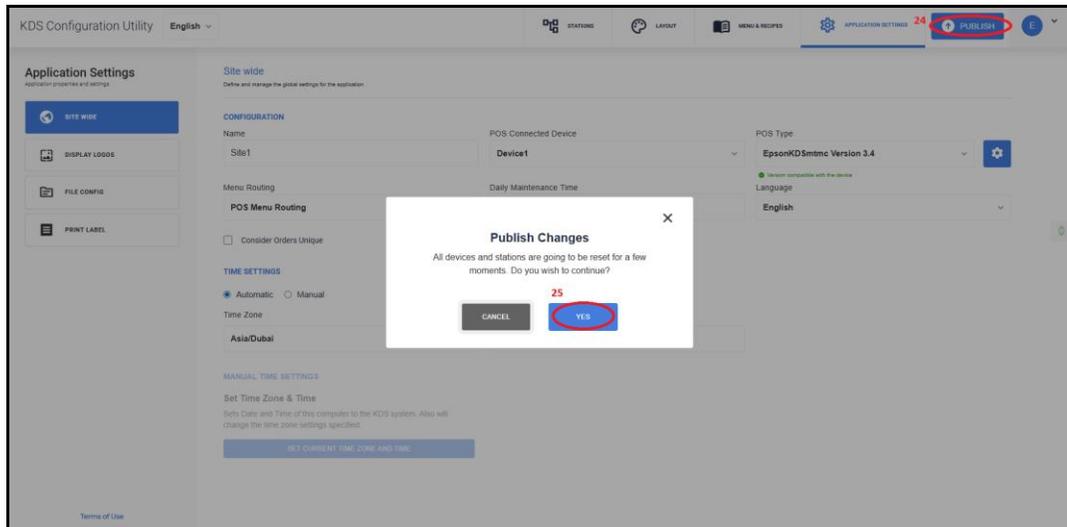
Picture 3.14

- **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 Orders Unique:** Any appends to an order will cause that order to show up in its own tile.
- **Independent Displays:** Items in an order to be treated independently from other same items in the order when those items are sent to different displays.
- **Set CURRENT TIME ZONE AND TIME:** When TIME SETTINGS is set to Manual mode, allows setting Date and Time of the computer to the KDS system. The specified time zone will be applied as well.

- **Step 7: Publish the Configuration**

24. Click “PUBLISH”.

25. Confirm to apply the settings to the system.



Picture 3.15

Appendix A

Bumping an Entire Order

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

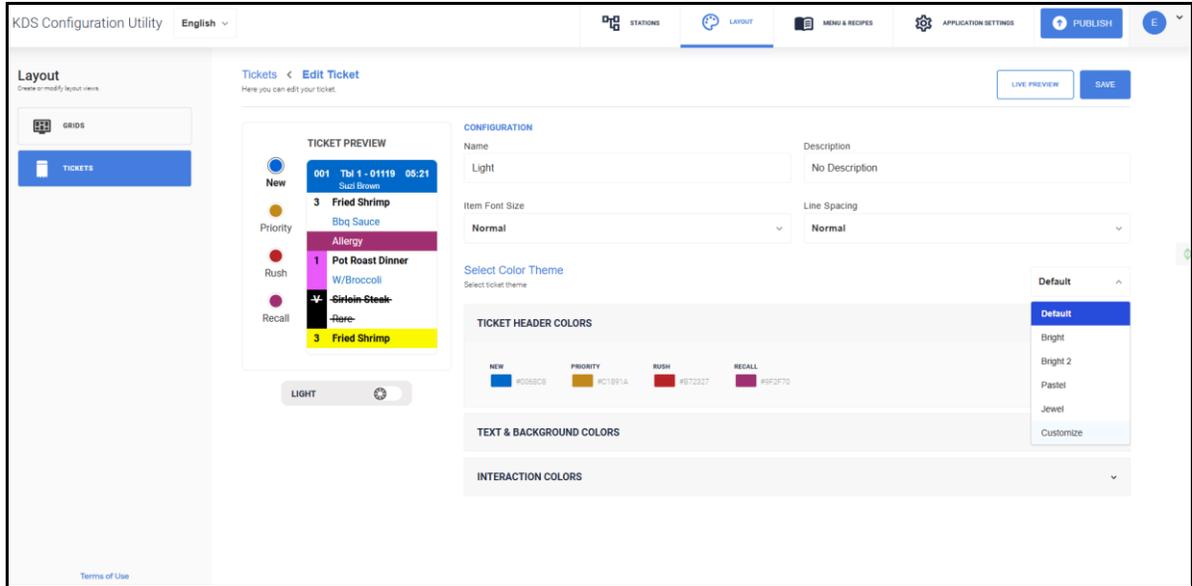
To bump order 10 – 99 you need to press the 0/10 key and then 1-9 for tens digit, followed by 0-9 for ones digit.

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

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Appendix B

Layout Ticket Configuration



Picture B.1

Click **LAYOUT -> TICKETS**: add a new ticket or modify the settings of the default ticket viz. “Kitchen Default Ticket”.

- Select Color Theme - Select between several predefined color theme modes or customize your own color theme mode.
- Item Font Size - Adjust the font size for the order lines displayed in each tile.
- Line Spacing – Adjust line spacing between order lines in each tile.