EPSON

111-56-URM-003

TrueOrder™ KDS Multi-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 Multi 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 2-station system, with one station being the Kitchen Display and the other being the Expeditor.
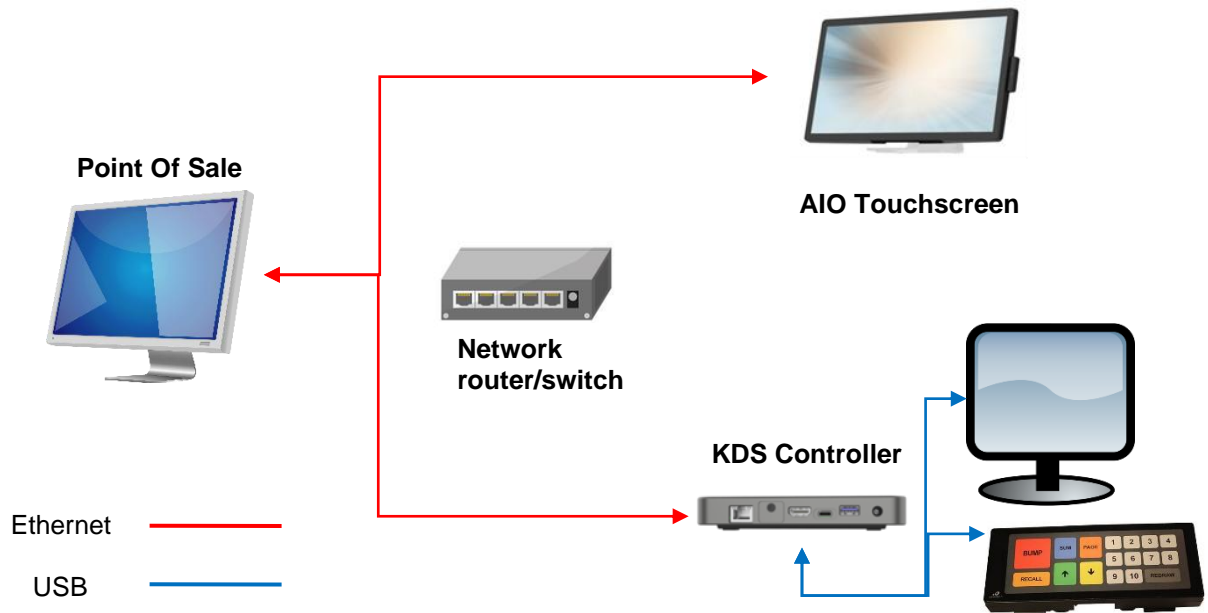
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1. <u>System Requirements</u>

Please consult the TrueOrder functional specification (111-56-URM-008) for details on supported TrueOrder KDS hardware devices. This guide requires 2 stations (2 KDS devices) used in the system. Each station could have one of the following configurations:

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

Also required:

- A PC or tablet running a browser to access the TrueOrder KDS Configurator.

- A POS terminal supported by TrueOrder KDS.

- A network router or switch to allow network connections for the 2 KDS devices, the POS terminal and the configuration PC or tablet.

Picture 1.1: Typical Multi Station KDS setup with an All-in-One touchscreen and a KDS controller box with 1080p monitor and bump bar.

2. <u>Setting Up a Multi Station KDS</u>

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.

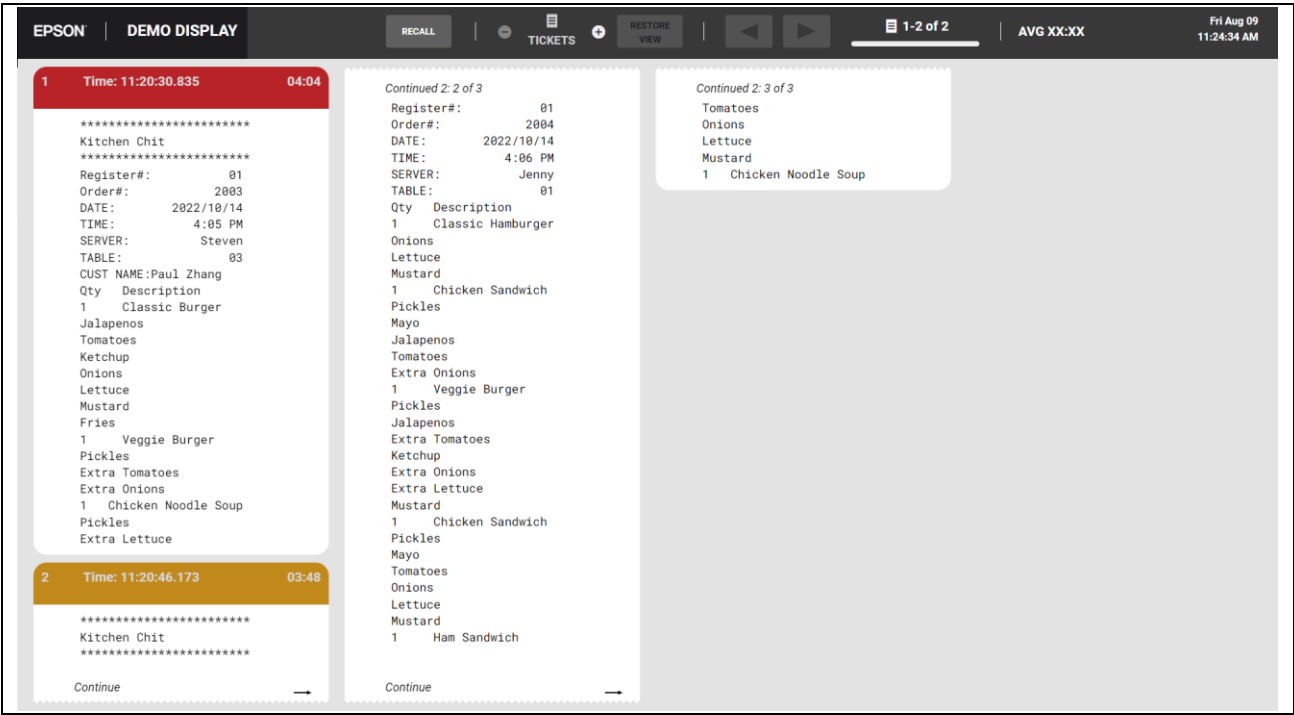KDS devices come with DHCP enabled by default.
When connected to a router, your device should acquire a valid IP address.
Upon powering on a brand new KDS device, a splash screen like Picture 2.1 should show on screen, listing the MAC address and IP address of the device. This information is important 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.
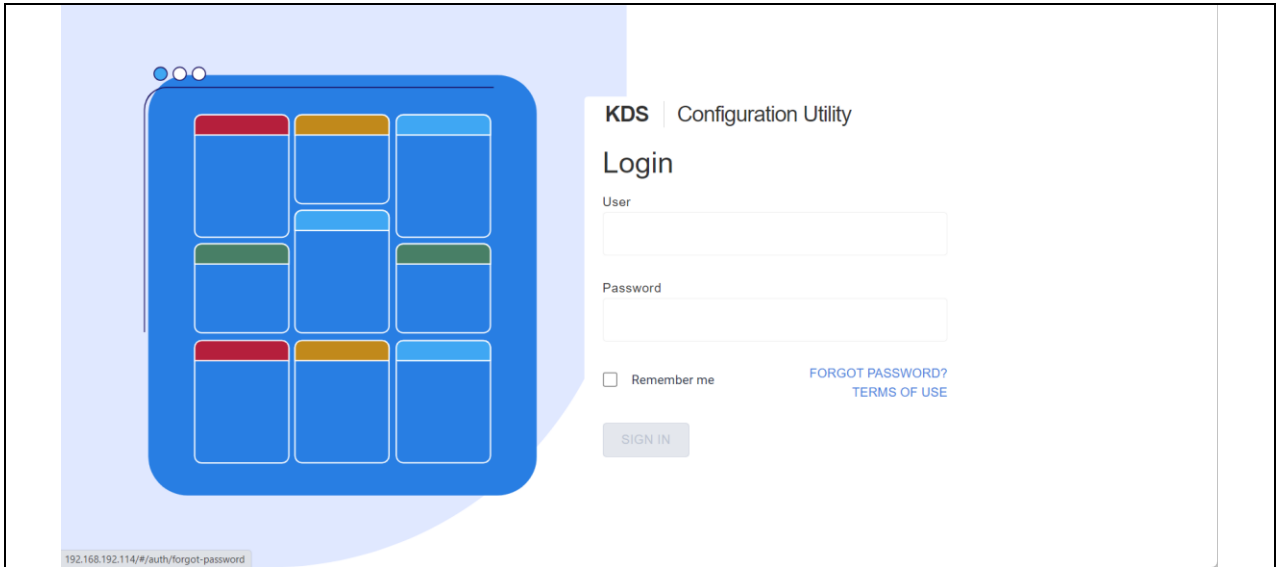

Picture 2.2

This default parser-less demo mode can help users verify the communication between POS and KDS device. User must configure the KDS system to enable its 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 on all KDS devices. Using a browser, access the Configurator at http://xxx.xxx.xxx.xxx (IP address of the device). The default username is epson.admin.all@epson.epson, and the default password is 123456.
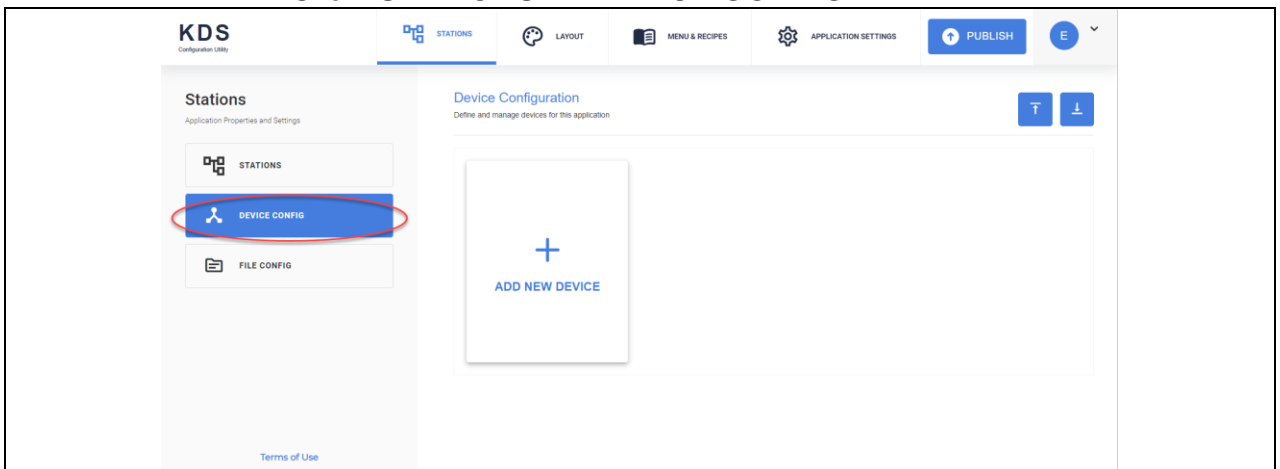

Picture 3.1

Below steps describe the procedure to configure a typical 2 device Multi Station system: One device is a Kitchen display and the second is an Expeditor station.

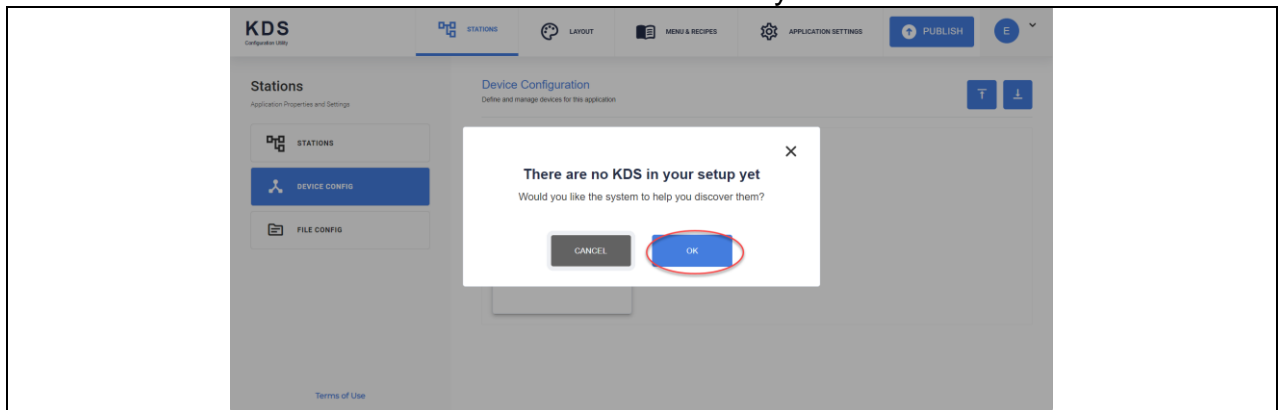- **Step 1: Discover Devices**

    1. Click "STATIONS"-> "DEVICE CONFIG".
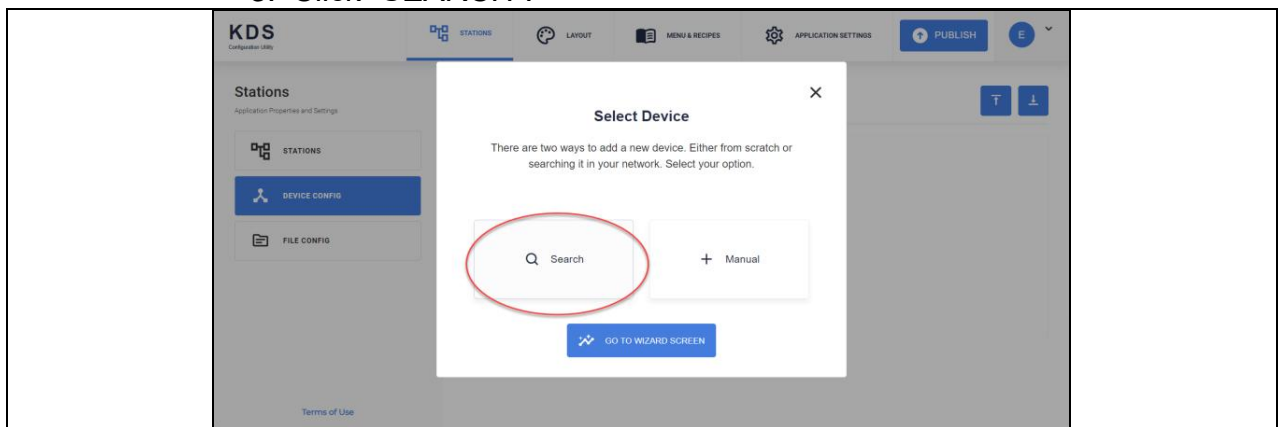

Picture 3.2

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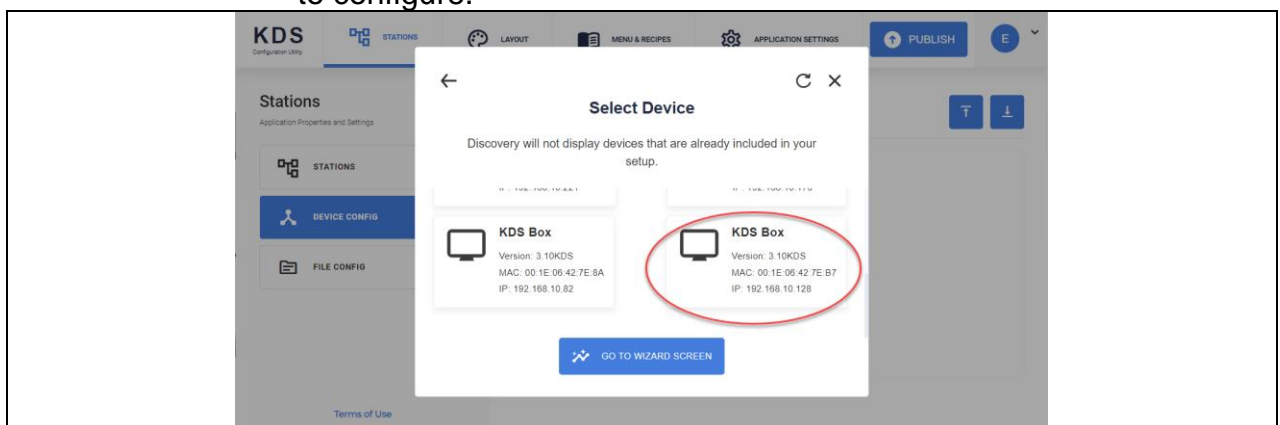2. Click "OK" to start device discovery.

Picture 3.3

3. Click "SEARCH".

Picture 3.4

4. Multiple KDS devices will be discovered, click on the device you want to configure.

Picture 3.5

5. Configure the name of the device as "Kitchen", then click "Save".

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, with original formatting from the POS. Note: This option will be available for "POS Connected Device" (Described in Step 4).

6. Click "DEVICE CONFIG" again, the "Kitchen" device will show. Click "ADD NEW DEVICE".
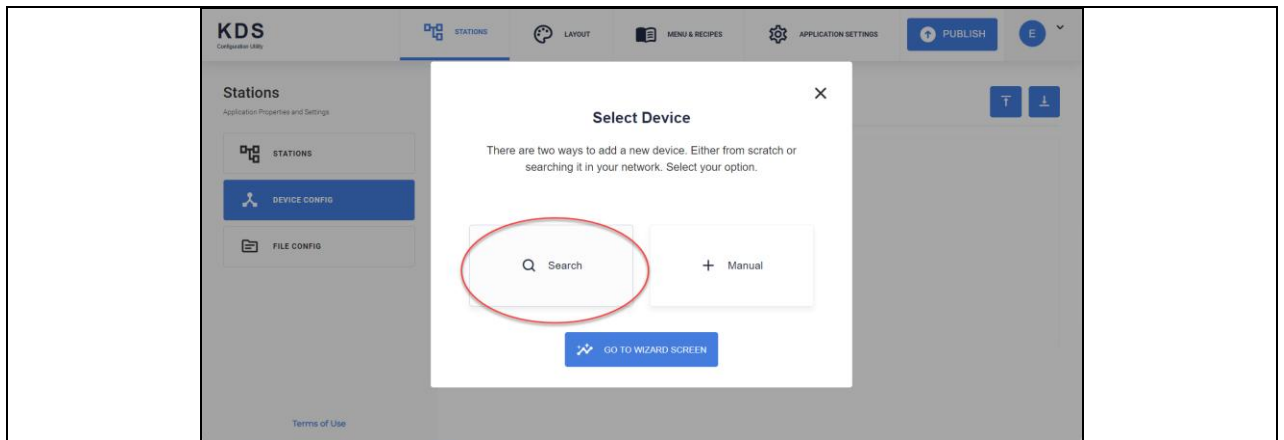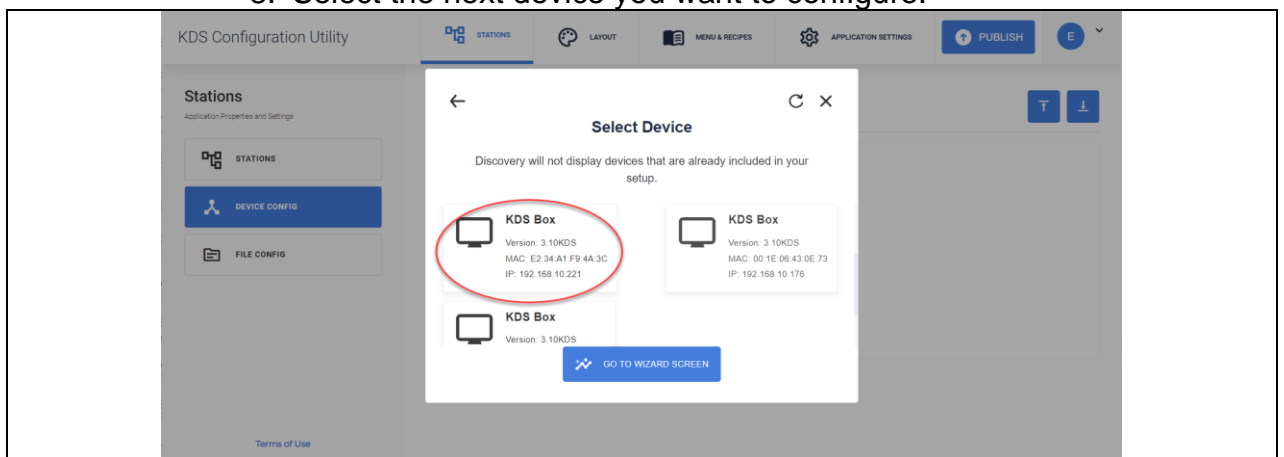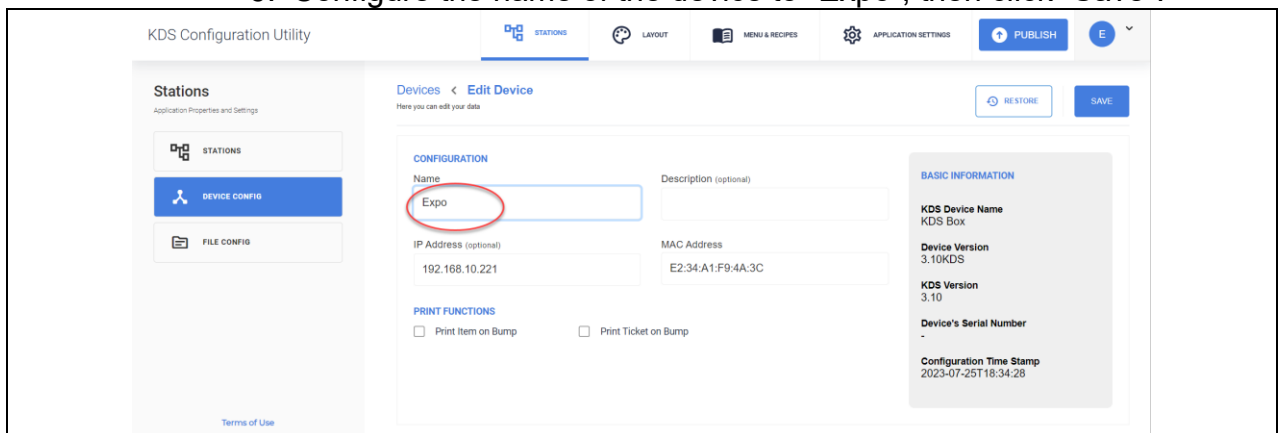

Picture 3.7

7. Click "Search".

Picture 3.8

8. Select the next device you want to configure.

Picture 3.9

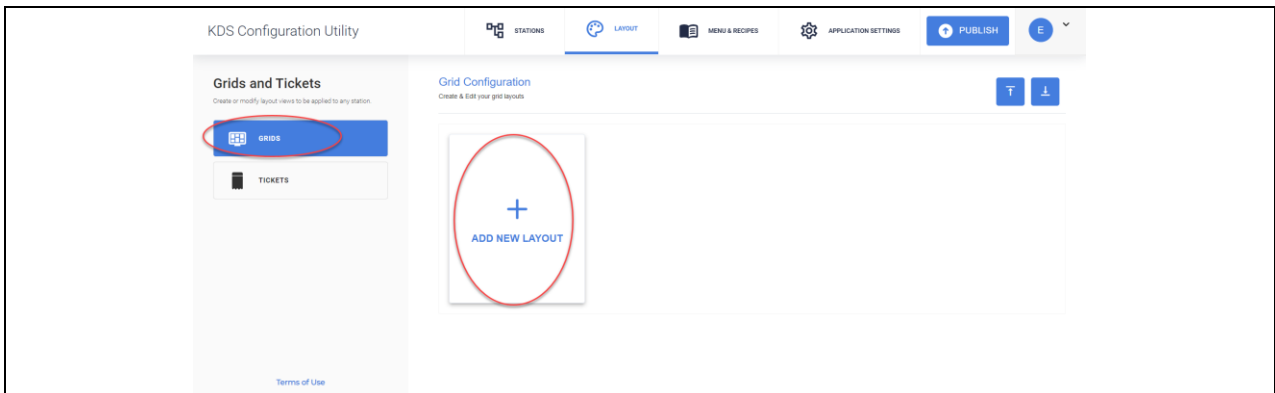9. Configure the name of the device to "Expo", then click "Save".
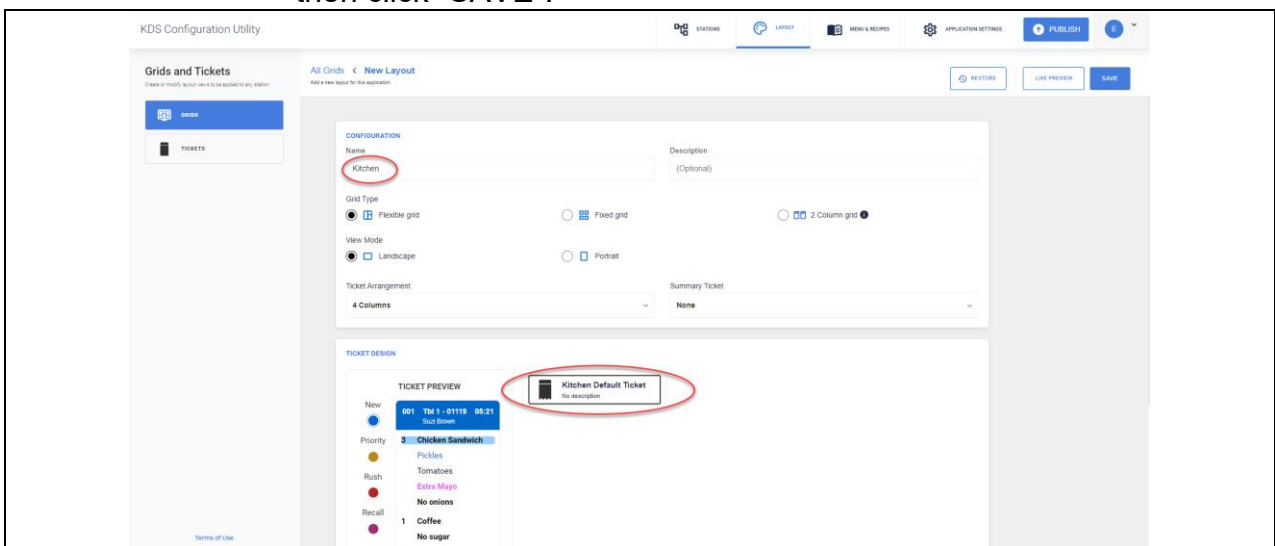

Picture 3.10

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- **Step 2: Create Layouts for Devices**

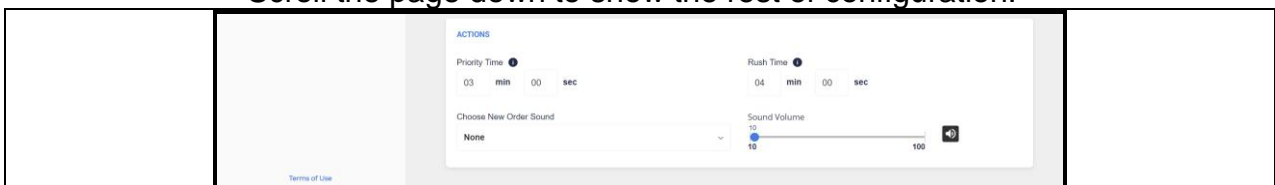1. Click "LAYOUT"-> "ADD NEW LAYOUT".

Picture 3.11

2. Set name as "Kitchen" and select "KITCHEN DEFAULT TICKET", then click "SAVE".

Picture 3.12(a)

Scroll the page down to show the rest of configuration.
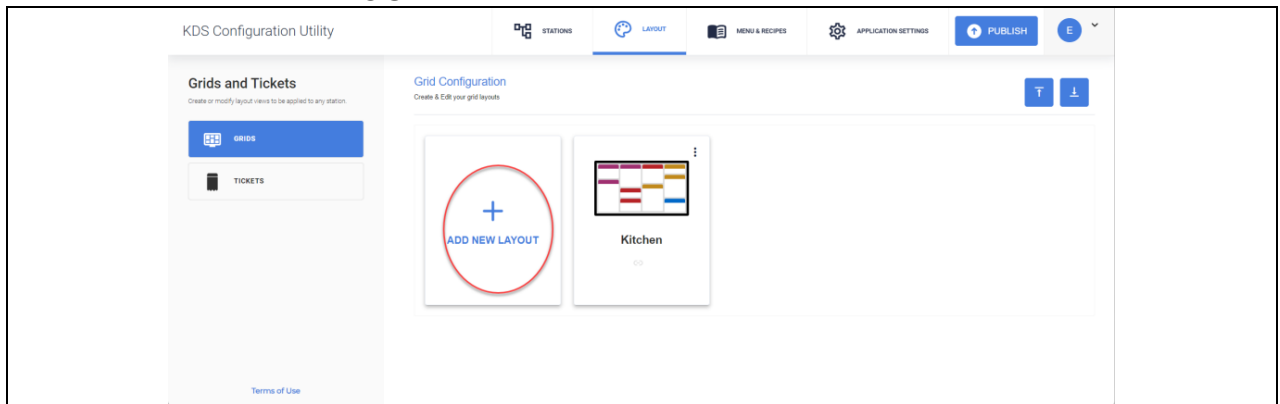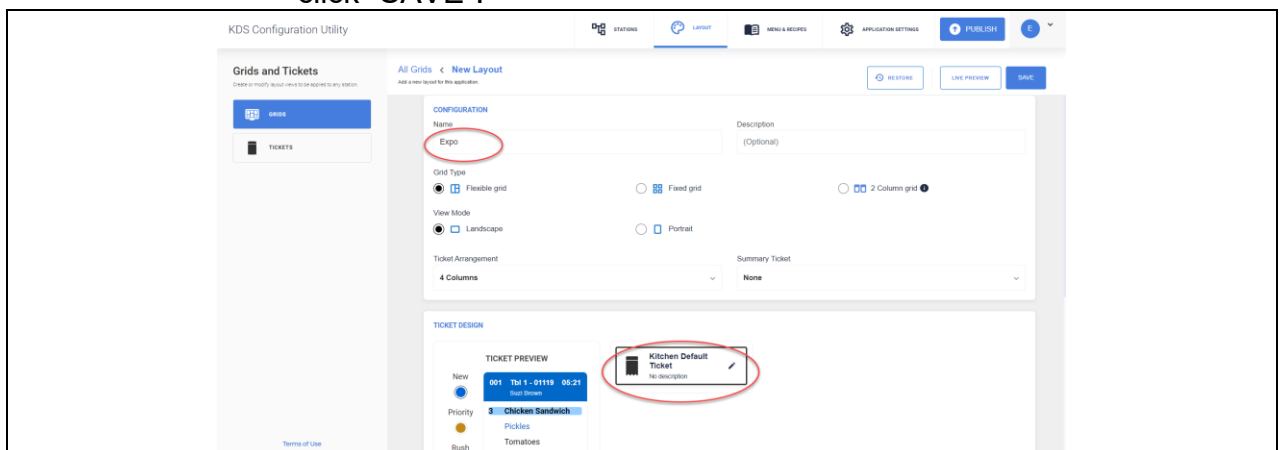

Picture 3.12(b) Lower half of page

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- 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.

3. Click "LAYOUT", the "Kitchen" layout should show. Click "ADD NEW LAYOUT".
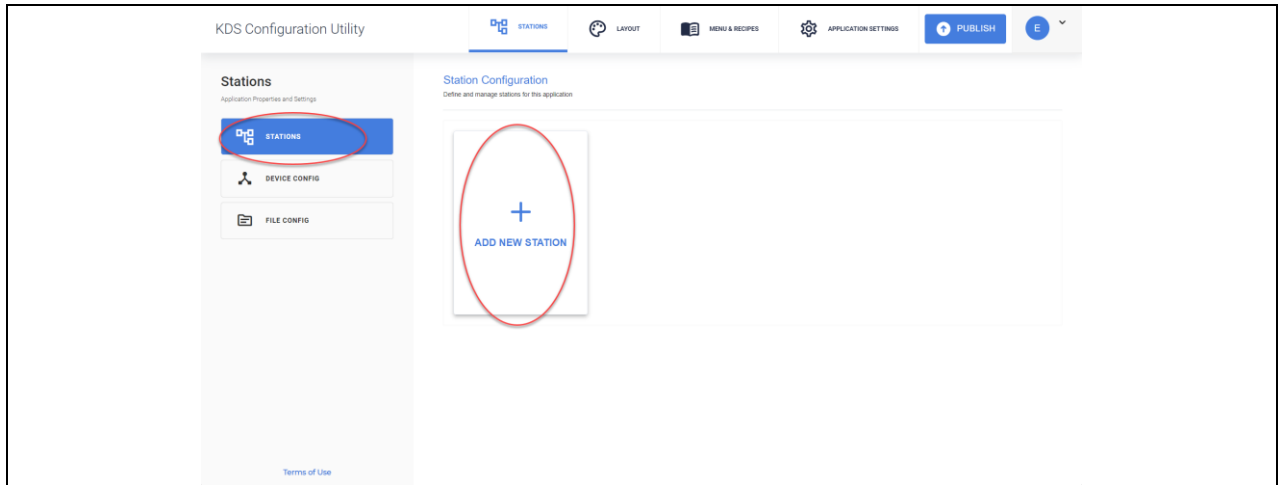

Picture 3.13

4. Set name as "Expo" and select "KITCHEN DEFAULT TICKET", then click "SAVE".
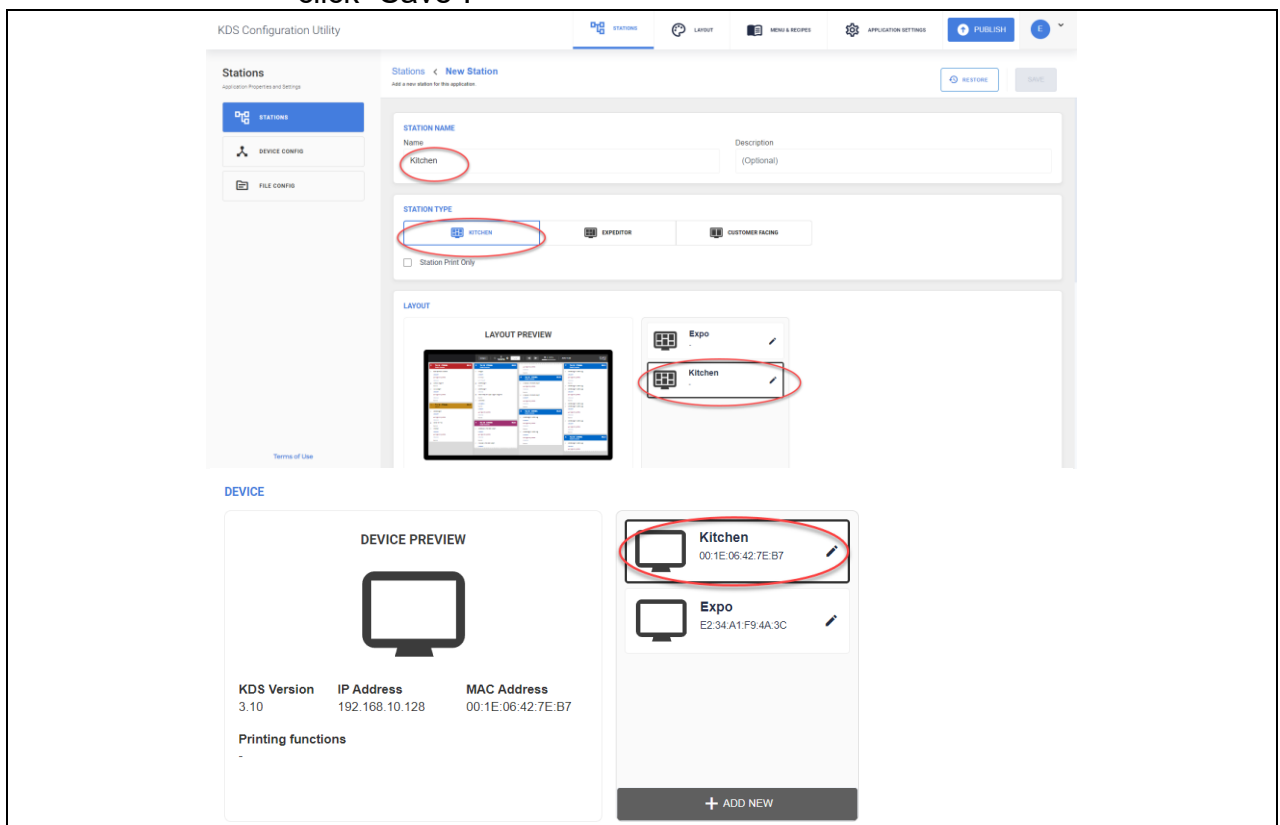

Picture 3.14

- **Step 3: Create Stations**

  1. Click "STATIONS" -> "ADD NEW STATION".

Picture 3.15

  2. Set name as "Kitchen", station type as "KITCHEN", select associated layout "Kitchen", scroll down to select associate device "Kitchen", then click "Save".
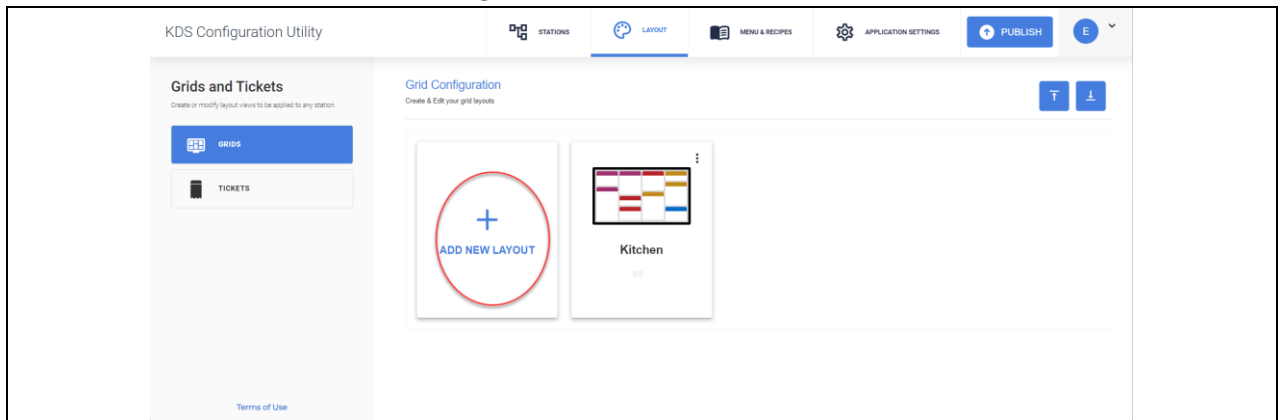

Picture 3.16

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3. Click "STATIONS", the "Kitchen" station should show. Click "ADD NEW STATION".

Picture 3.17

4. Set name as "Expo", station type as "EXPEDITOR", select associate layout "Expo", scroll down to select associate device "Expo", then click "Save".

Picture 3.18

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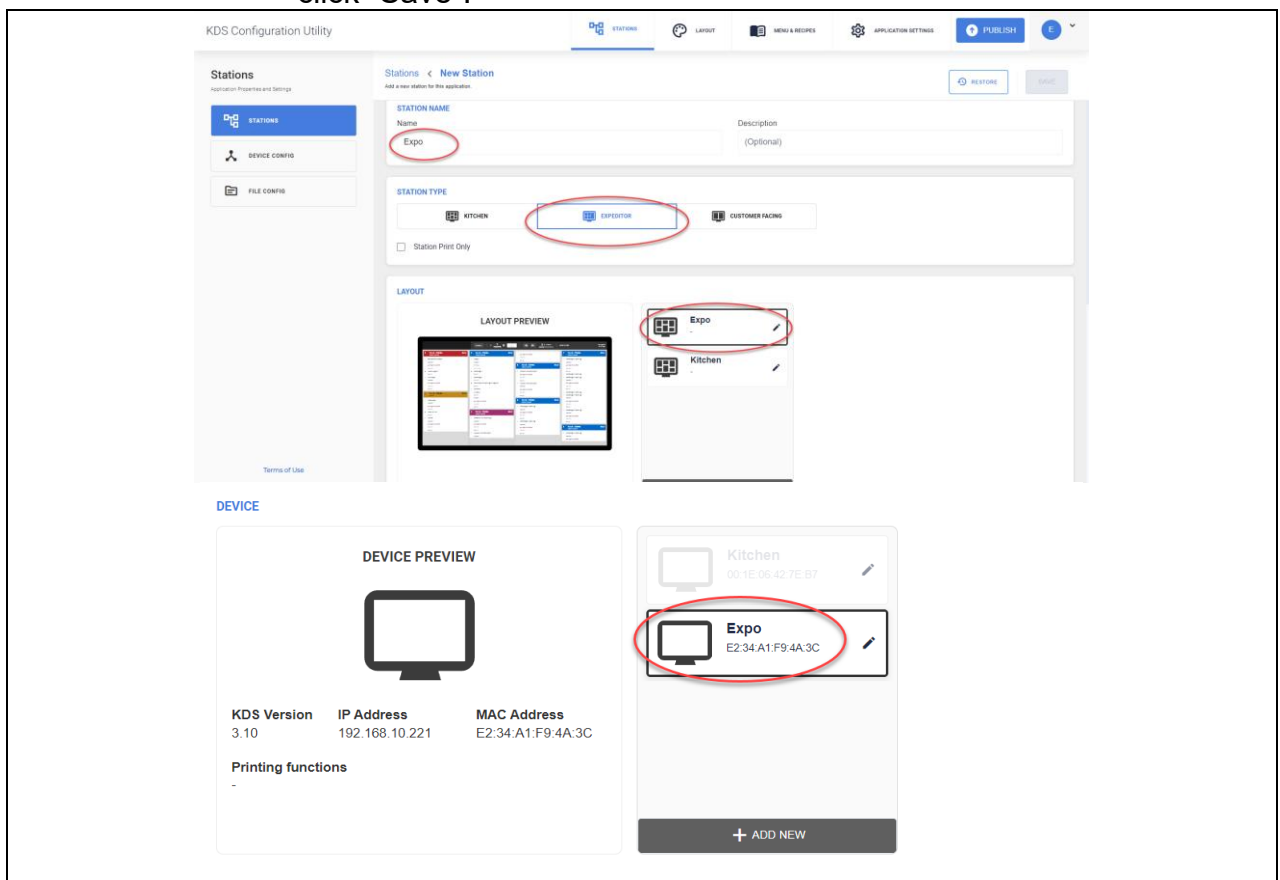TrueOrder™ KDS Multi-Station
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- ## Step 4: Application Settings (Site-wide Settings)

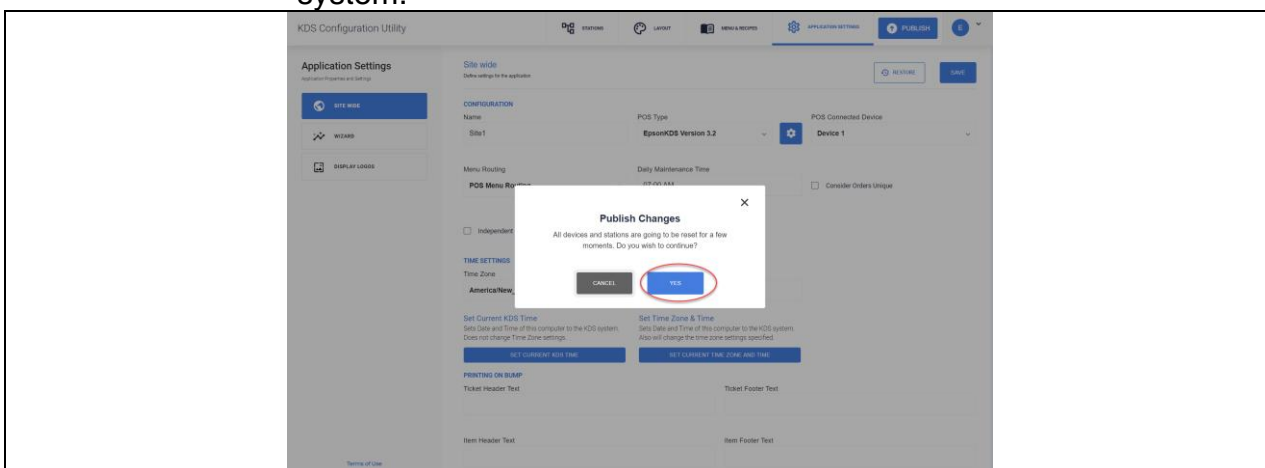 Click "APPLICATION SETTINGS" -> "SITE WIDE", configure and click "SAVE".

Picture 3.19

- 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: From the dropdown list to select either device "Kitchen" or "Expo" is master 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 Settings**

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

Picture 3.20

Appendix A

Bumping an Entire Order

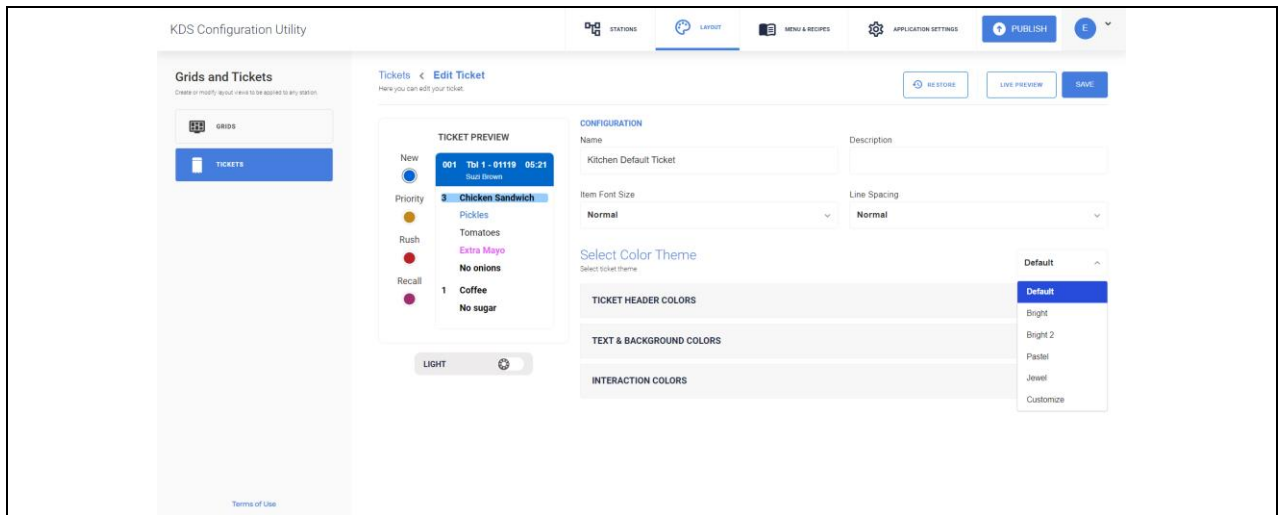Pressing the tile number [1] - [9] to bump the order associated with that tile.

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.

Appendix B

Layout Ticket Configuration

Picture B.1

Click "LAYOUT" -> "TICKETS", user can add a new ticket or modify the settings of default ticket "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.