



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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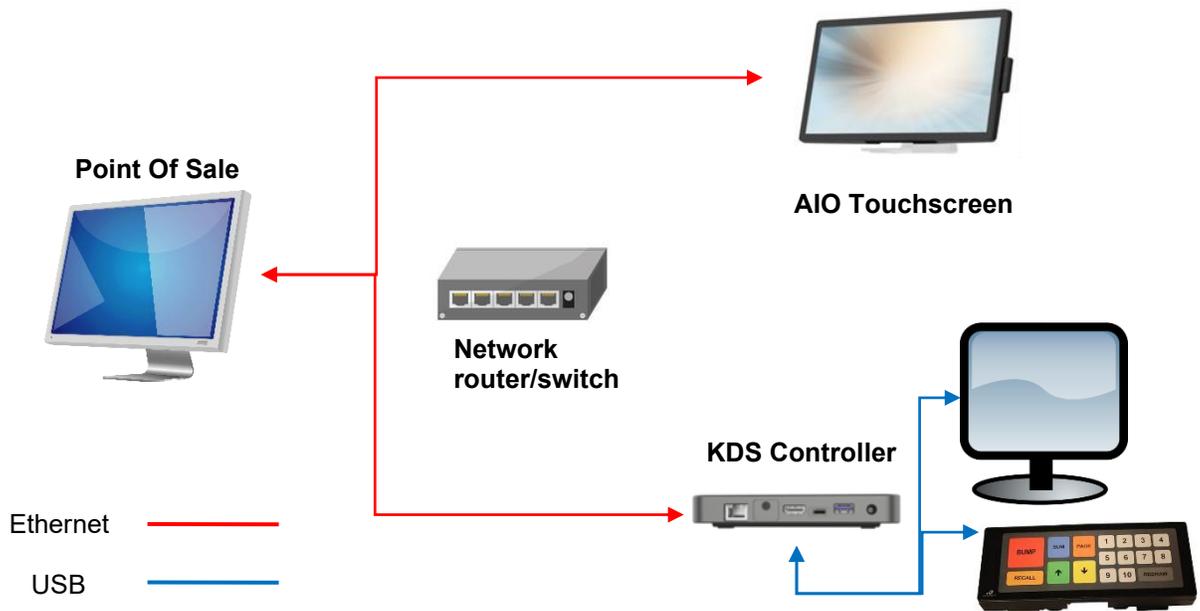
1. System Requirements

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.

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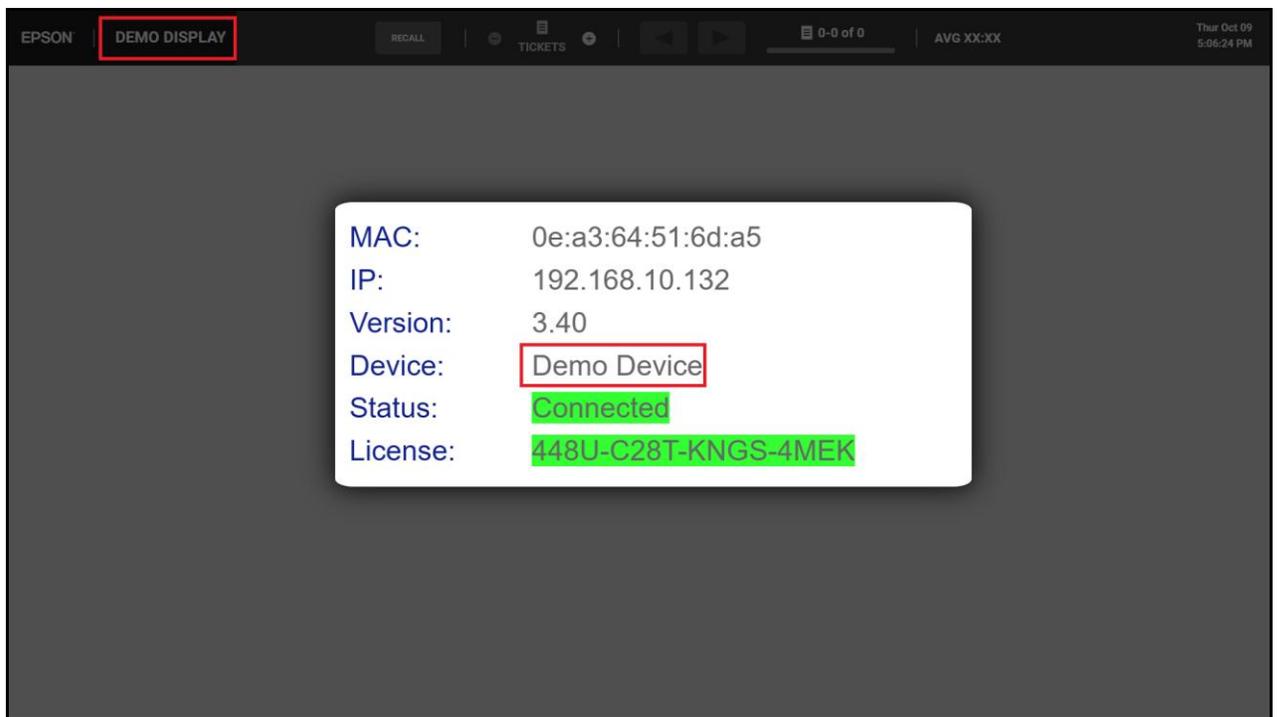
2. Setting Up a Multi Station KDS

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.

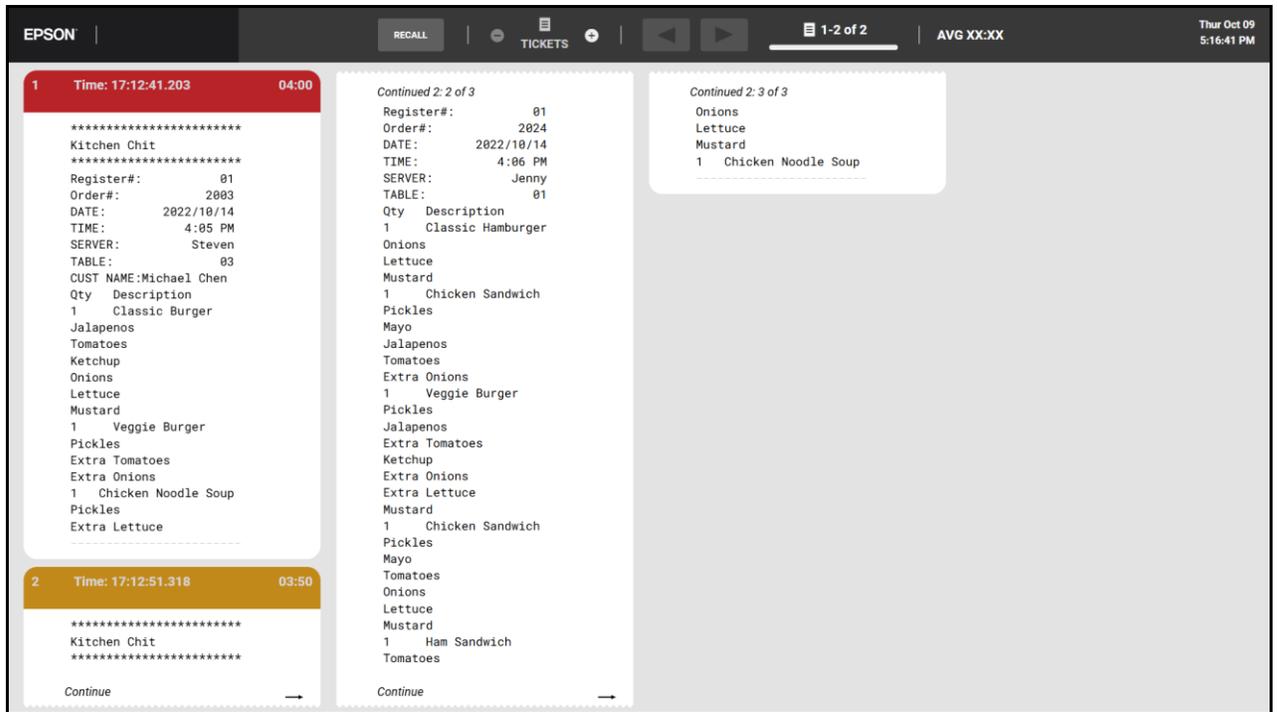
When connected to a router, your device should acquire a valid IP address.

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.

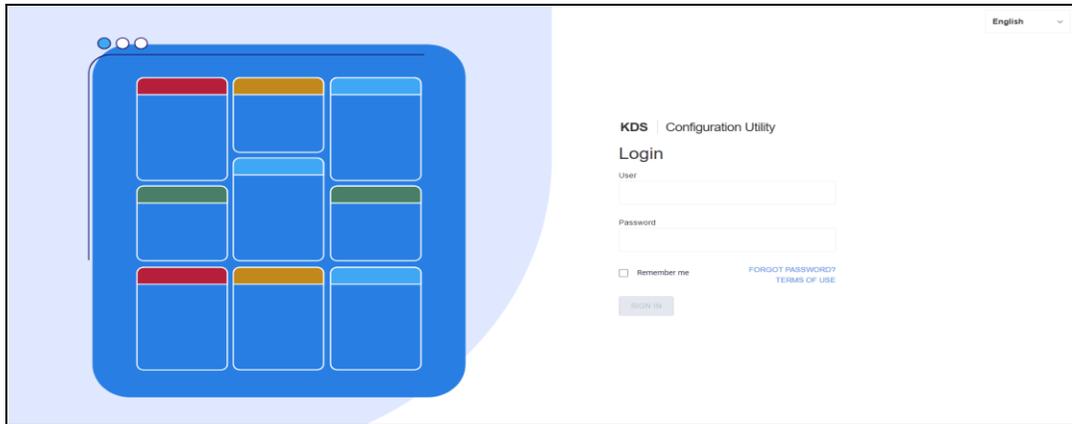


Picture 2.2

This default parser-less 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.

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.

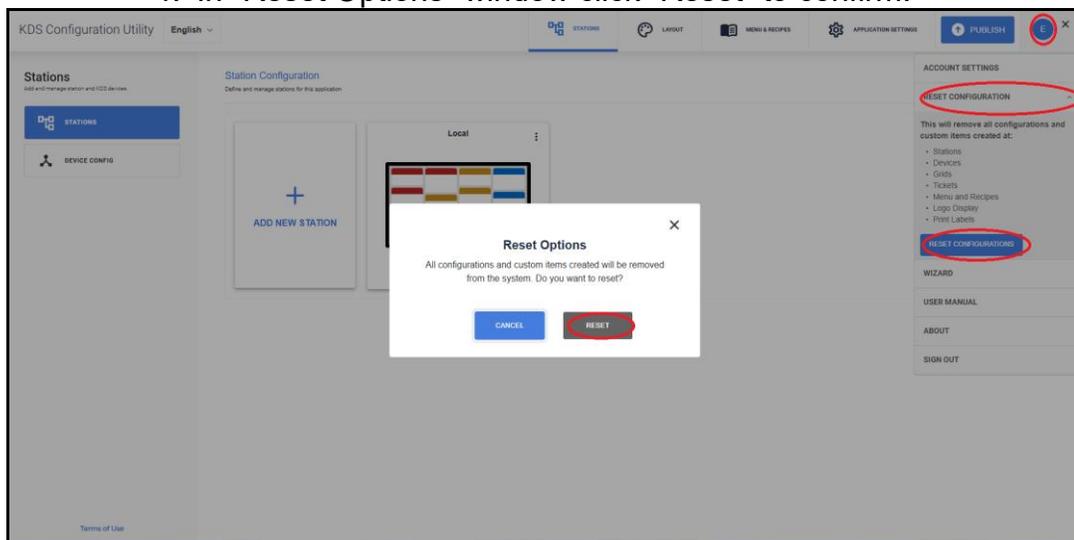


Picture 3.1

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

Reset Configuration:

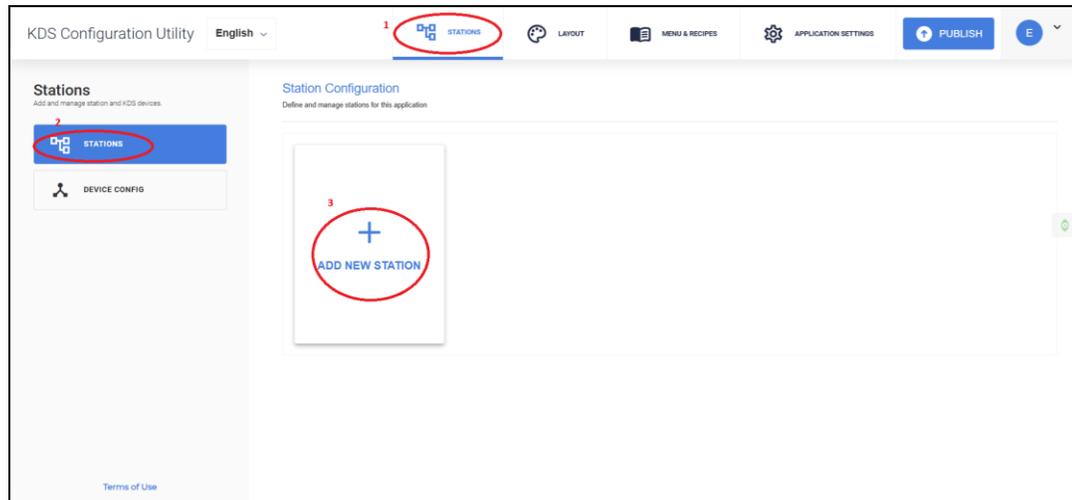
1. Click the menu icon on right corner.
2. Expand “Reset Configuration”.
3. Click “Reset Configurations”.
4. In “Reset Options” window click “Reset” to confirm.



Picture 3.2

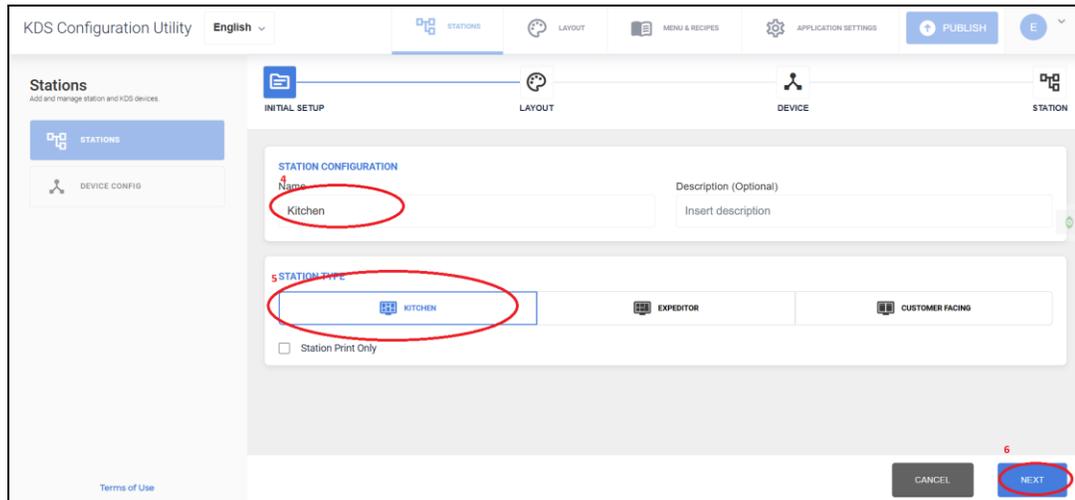
3.1. Add The First Station – “Kitchen”

- **Step 1: Start To Add Station**
 1. Click “STATIONS”.
 2. Select “STATIONS”
 3. Click “ADD NEW STATION”.



Picture 3.3

- **Step2: INITIAL SETUP**
 4. Name the station as “Kitchen”.
 5. Select “STATION TYPE” as “KITCHEN”.
 6. Click “NEXT”.



Picture 3.4

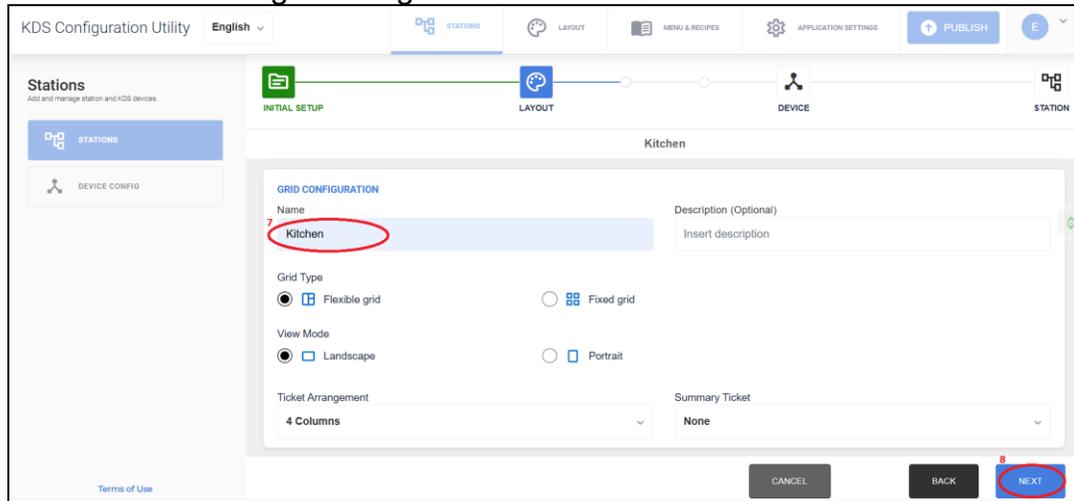
Station Type settings:

- **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 as “Kitchen”.

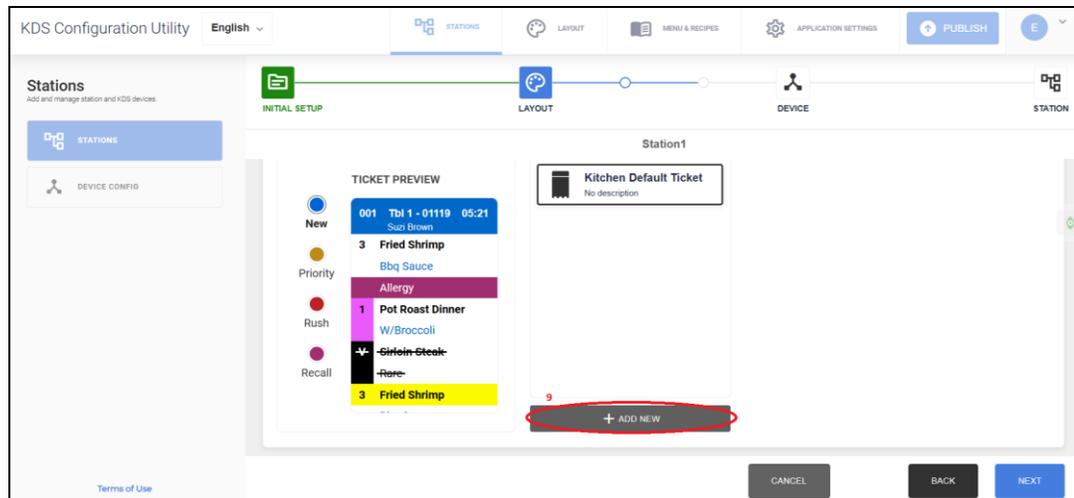
8. Configure the grid then click “NEXT”.



Picture 3.5

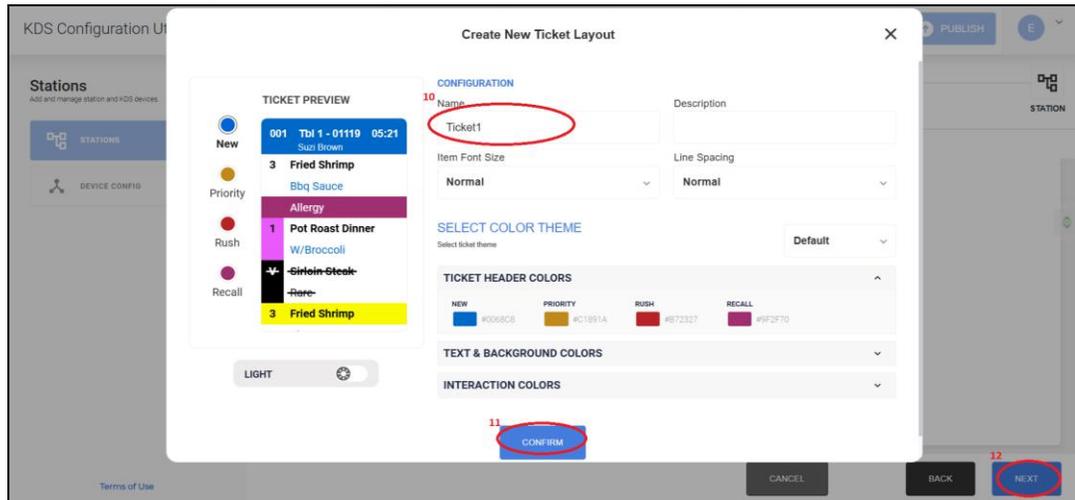
- **Summary Ticket:** Allows you to configure a tile as a Summary tile for menu items. (Menu items need to be entered in the Menu & Recipes and match exactly.)

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



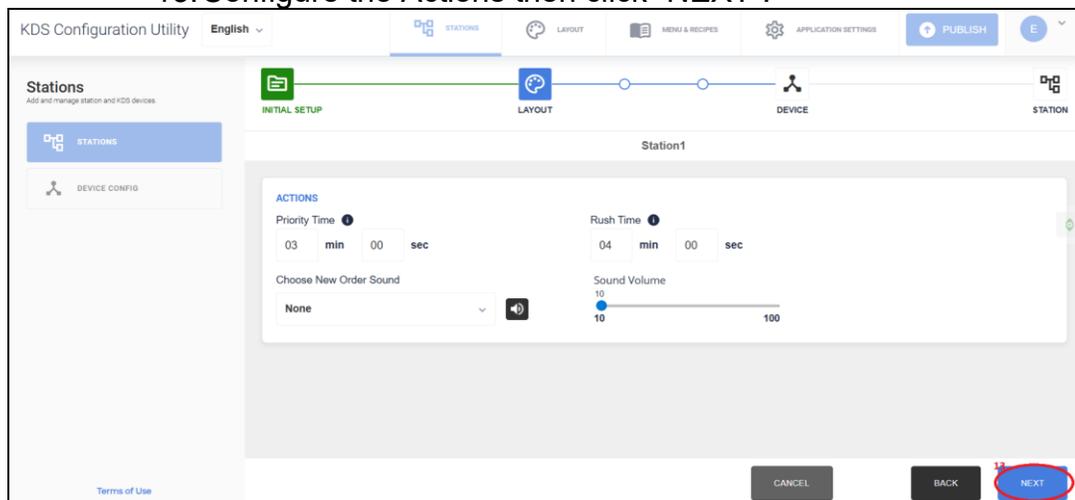
Picture 3.6

10. Name the ticket as "Ticket1".
11. Configure the ticket settings then click "CONFIRM".
12. Click "NEXT".



Picture 3.7

13. Configure the Actions then click "NEXT".



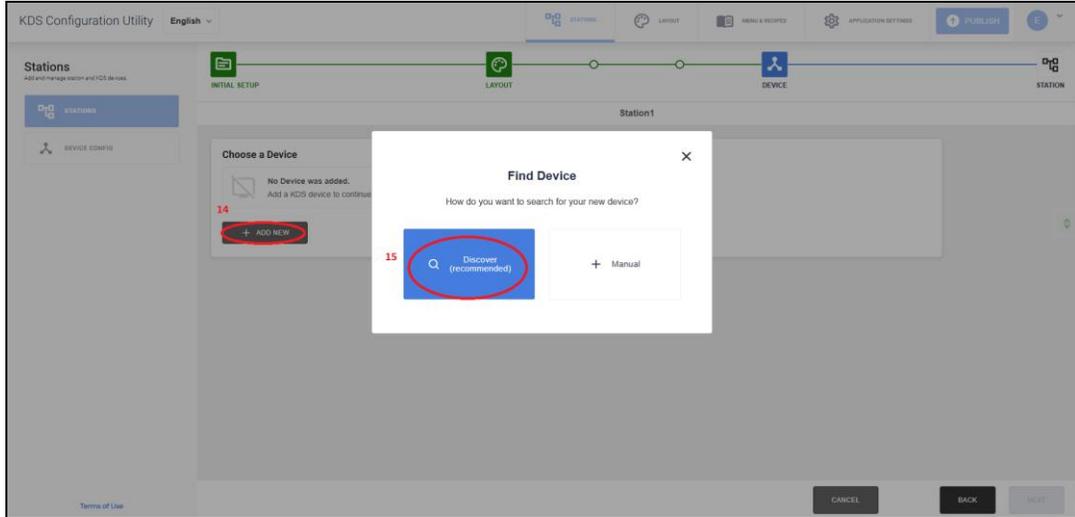
Picture 3.8

- 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**

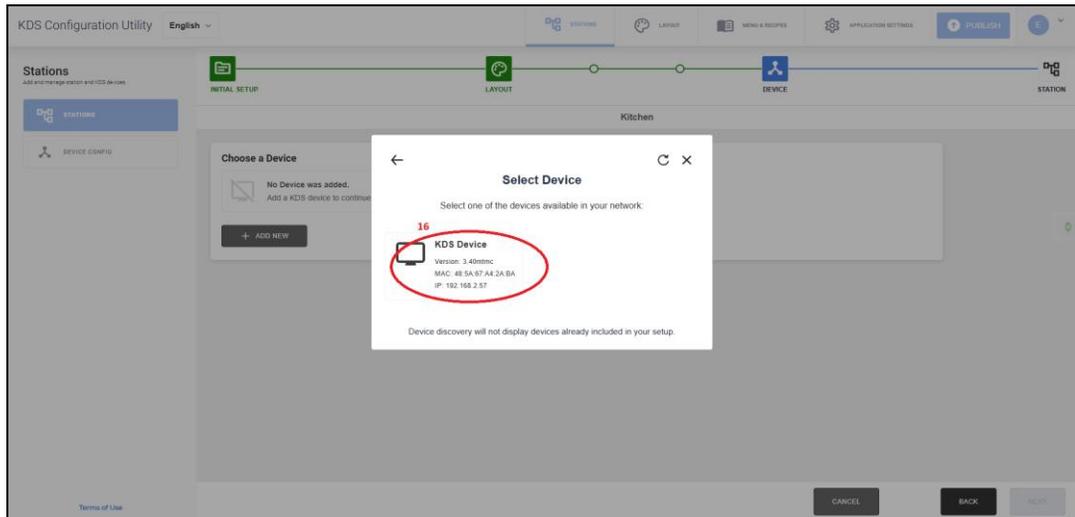
14. In “Choose a Device” window click “Add New”.

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



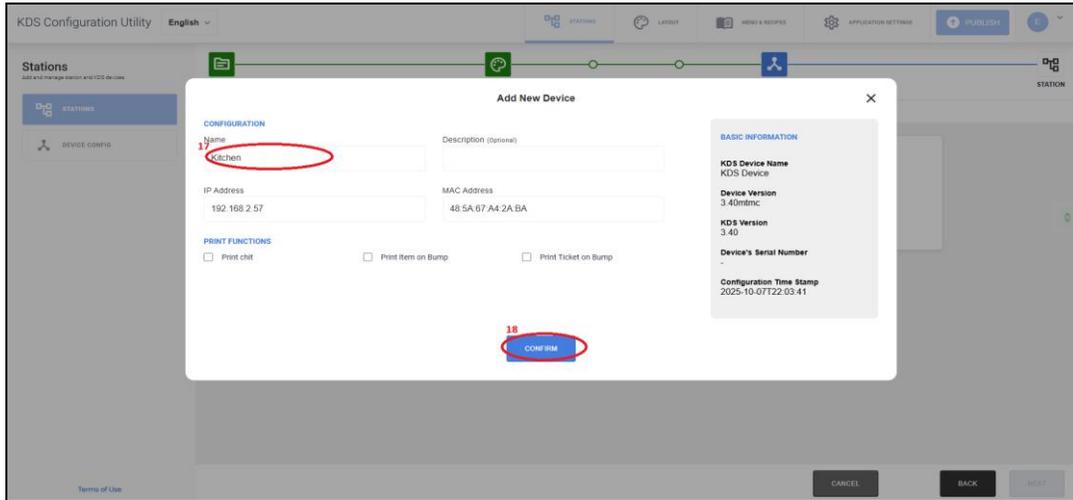
Picture 3.9

- 16. Select the device.



Picture 3.10

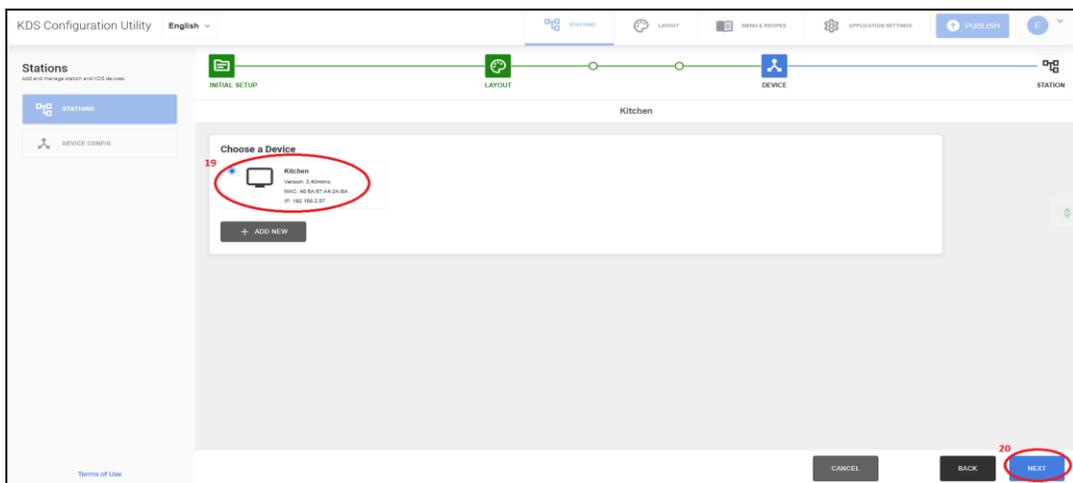
17. Name the device as “Kitchen” and configure the print options.
 18. Click “Confirm”.



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: In above picture this option is not present because this device is not set as “POS Connected Device” (Described in Step 6) yet. After a device is selected as “POS Connected Device” this option will be available for it.

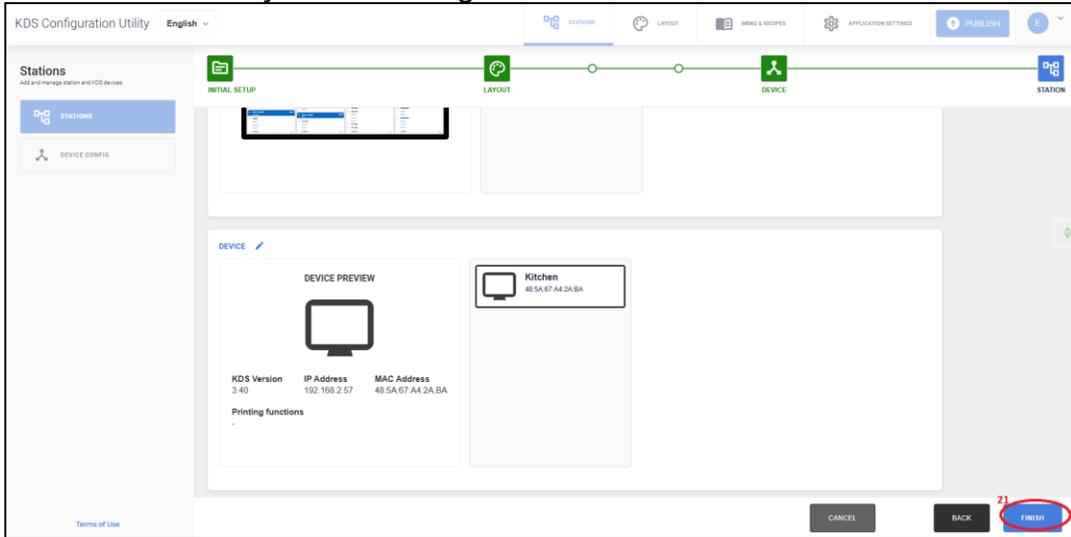
19. Select the device.
 20. Click “Next”.



Picture 3.12

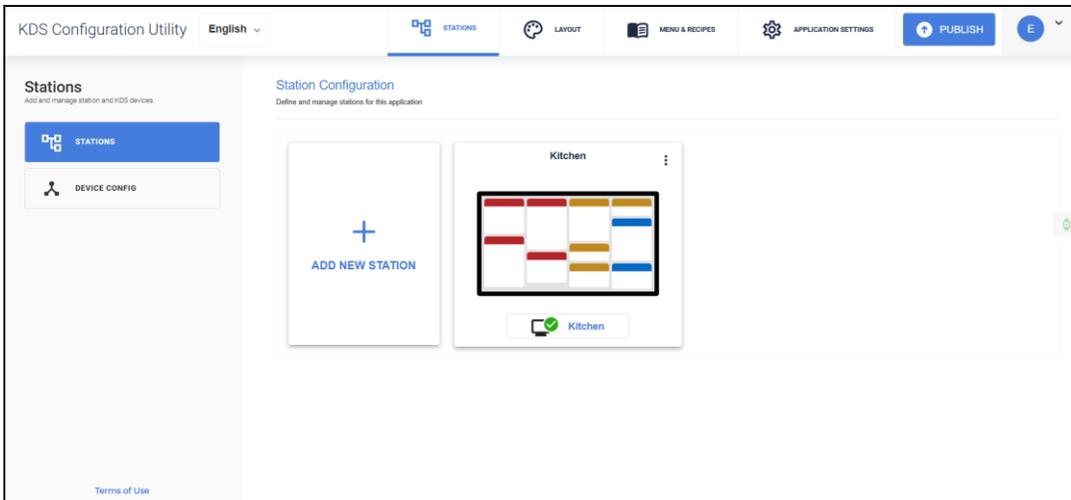
- **Step 5: Station**

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



Picture 3.13

The first station: “Kitchen” is successfully created.



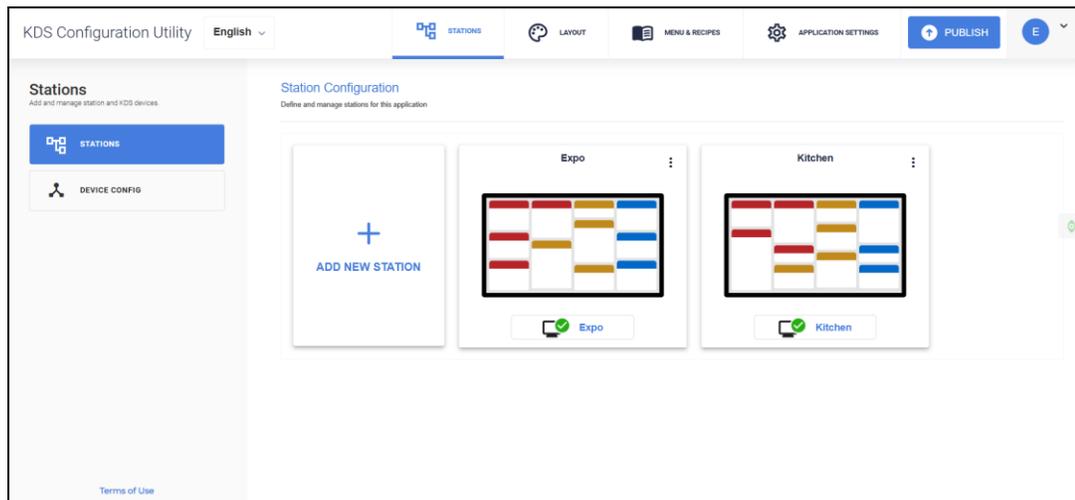
Picture 3.14

3.2. Add The Second Station – “Expo”

Repeat the 5 steps in 3.1 to add a new station “Expo”. The only differences are:

- **Step2: INITIAL SETUP**
 4. Name the station as “Expo”.
 5. Select “STATION TYPE” as “EXPEDITOR”.
- **Step 3: LAYOUT**
 7. Name the grid as “Expo”.
 10. Name the ticket as “Ticket2”.
- **Step 4: DEVICE**
 17. Name the device as “Expo” and configure the print options.

Both stations: “Kitchen” and “Expo” are successfully created.

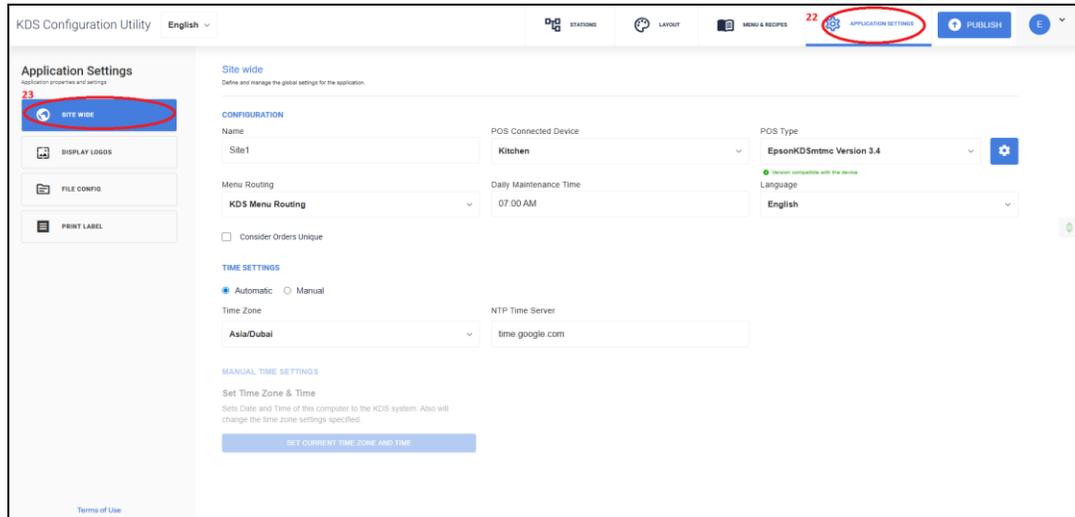


Picture 3.15

3.3. Application Settings and Publish

22. Click “APPLICATION SETTINGS”.

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

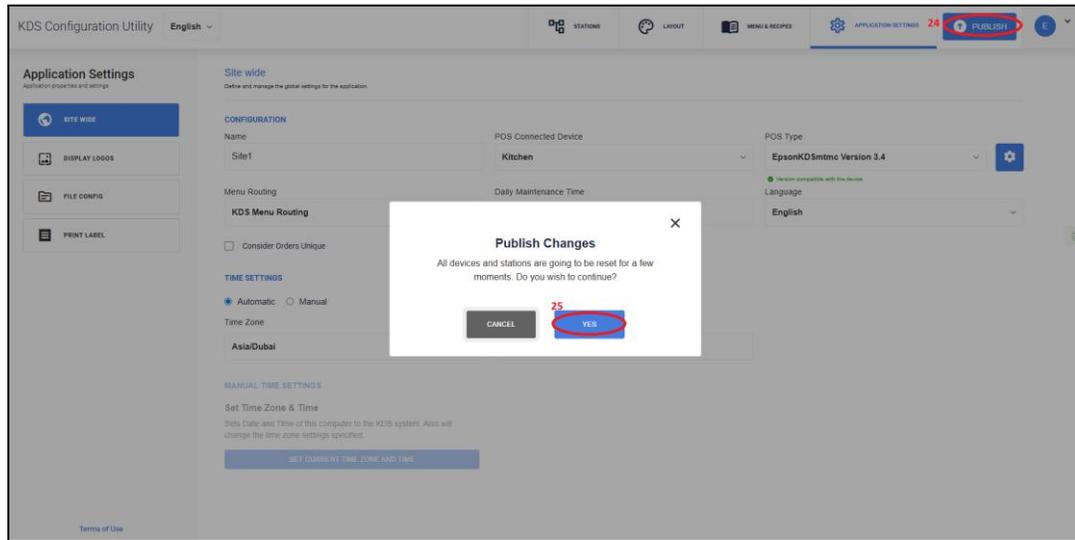


Picture 3.16

- 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.

3.4. Publish the Configuration

24. Click "PUBLISH".
25. Confirm to apply the settings to the system.



Picture 3.17

Appendix A

Bumping an Entire Order

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

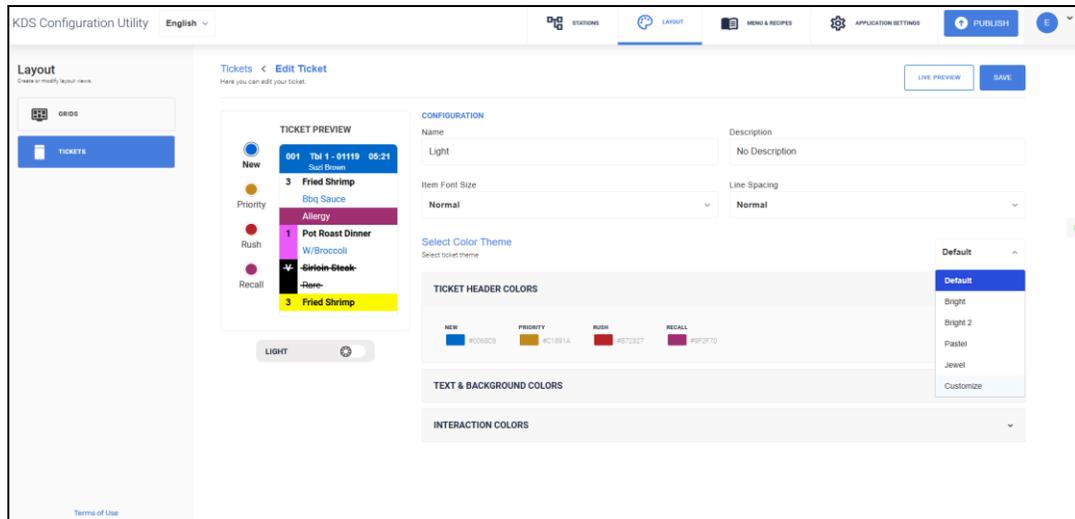
To bump order 10 – 99 you need to press the 0/10 key and then 1-9 for tens digit, followed by 0-9 for ones digit.

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”, 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.