EPSON

111-56-URM-005

TrueOrder™ KDS

Troubleshooting

About this Guide

This guide lists potential issues for the TrueOrder KDS and related troubleshooting steps. It is expected that the reader has basic computer network and peripherals knowledge, and is able to distinguish various warning messages on the KDS screen.

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1. <u>Overview</u>

This is a troubleshooting guide that can be consulted if the TrueOrder KDS does not work as expected. If the troubleshooting suggestions are performed and the issue is not resolved, please contact Epson Technical Support.

1.1. Terminology

KDS – Kitchen Display System
POS – Point of Sale
Chit – The print job typically sent to kitchen printers with the items to cook/prepare

1.2. KDS Software

The KDS Firmware version can be found on the KDS station power up splash screen. Note that the splash screen may autohide in 5 seconds on a configured and working system and can be reopened by pressing on the logo in the top left corner of the screen, or by pressing the Summary button on the bump bar rapidly 3 times.
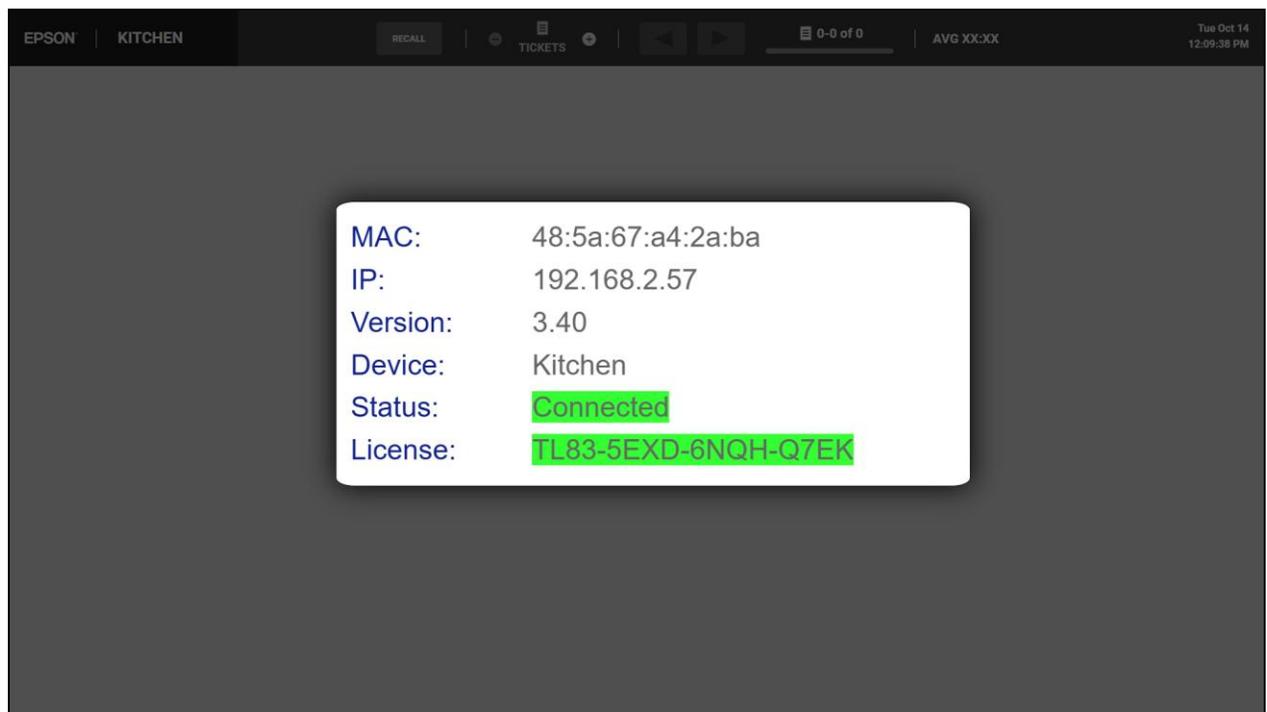
Picture 1.2.1: KDS Splash Screen

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R3.40

Form: F-730-028 v1.00

2. <u>Stuck on Startup Splash Screen</u>

On power up if the KDS device is stuck on the startup splash screen (See Picture 1.2.1), this means that it is not yet configured properly, and there are a few causes.

2.1. Public IP

TrueOrder KDS requires all devices to have IPs in the private IP range. If a public IP is configured or acquired from the router/DHCP server, the message on the splash screen will be as per Picture 2.1.1.

Picture 2.1.1: KDS will not work with a public IP

Solution: Configure the IP to be in the private range.

2.2. Unlicensed Product

TrueOrder KDS devices are intended to ship from factory with valid licenses. In the unlikely event that a device shows up an "Unlicensed" status, the KDS device will not proceed to load. See Picture 2.2.1.

Picture 2.2.1: Unlicensed KDS device

Solution: This situation should not arise unless there was an issue licensing at the factory. Contact Epson Technical Support to remediate.

3. <u>Orders Not Showing Up On Screen Properly</u>

3.1. Entire Orders Not Showing Up

Troubleshooting Steps:

- Default Out-of-the-Box KDS will work in demo mode and accepts ASCII text-based data from the POS and displays it as-is on screen. This can help to check if KDS system received data from POS or not. User can also select POS Type as "DefaultParser" from the Configurator to force KDS to working in this mode. If nothing is showing up even in this mode, check that the POS is connected to the same Ethernet network as the KDS device.

- Otherwise, check that the correct POS parser has been selected from the KDS Configurator.
- In multi-station setup, to avoid possible platform mismatch between parser file and selected POS Connected Device, set the POS Connected Device to the same one being used to apply the configuration.
- If printing is enabled (Print Chit feature) for this device via the Configurator, attach a TM-L100 or TM-T88VI printer to the KDS device over USB, power up the printer and verify the chits are indeed printing. Printing can optionally be enabled for the purpose of this troubleshooting step.
- Verify that the POS is transmitting the order to the KDS device successfully by downloading and checking the Archived Receipts from the KDS device webserver; the URL is http:// <device.ip.address>/ get_archived_receipts.cgi.

If the correct POS parser is installed and the chits are being printed/received at the KDS device but there is no resolution with the above steps, contact Epson Technical Support with the archived receipts and system logs (downloadable from URL http:// <device.ip.address>/ get_logs.cgi).

3.2. Entire Orders Not Showing Up Intermittently

Troubleshooting Steps:

- Check the POS connection to the network is not unstable due to faulty cabling or, if wireless, due to noisy wireless networks.
- If printing is enabled (Print Chit feature) for this device via the Configurator, attach a TM-L100 or TM-T88VI printer to the KDS device over USB, power up the printer and verify the chits are indeed printing. Printing can optionally be enabled for the purpose of this troubleshooting step.
- Verify that the POS is transmitting the order to the KDS device successfully by downloading and checking the Archived Receipts from the KDS device webserver; the URL is http:// <device.ip.address>/ get_archived_receipts.cgi.

If the chits are being received properly by the KDS device but not showing up reliably every time, then the archived receipts must be shared with Epson Technical Support for further investigation.

3.3. Parts of Orders Not Showing Up Properly

This may be a parsing issue due to unexpected data within the chit or an entirely unknown type of chit (e.g., order type "Take Out" might be something new added by the POS, for which the KDS parser needs to be updated). Please download the archived receipts and system logs, take a picture of the display showing incomplete orders on screen, and contact Epson Technical Support.

3.4. Orders/Items Not Being Voided Properly

This may be a parsing issue due to a certain type of chit or data within the chit. Please download the archived receipts and system logs, take a picture of the display showing the issue, and contact Epson Technical Support.

3.5. Order Screen Showing Cut-off or Incomplete

This generally happens if the screen/monitor is not supported by the TrueOrder KDS. The basic requirement is a 1080p (Full HD) screen with HDMI connection.

4. Orders Cannot Be Bumped Off

4.1. Prep Station w/ Bump Bar – Unable to Bump an Order

Troubleshooting Steps:

- Verify that the bump bar is connected firmly to the KDS device via the USB cable.
- Try changing the USB cable between bump bar and KDS device.
- Verify that the bump bar is a model supported by the TrueOrder KDS and that the template is supported.

4.2. Prep Station w/ Touchscreen – Unable to Bump an Order/Item

Troubleshooting Steps:

- Verify that the touchscreen is connected to the KDS device properly via the USB cable. Note that touchscreens require two connections to the KDS device: the HDMI cable for the display part and the USB cable for the touch part.
- Try changing the USB cable between touchscreen and KDS device.
- Verify that the touchscreen is a model supported by the TrueOrder KDS.
- Verify that you are not using the default parser; the default parser does not support item bumps as it does not parse any items, only order bumps are supported.

4.3. Expeditor Station w/ Bump Bar – Unable to Bump an Order

Troubleshooting Steps:

- Verify that the bump bar is firmly connected to the KDS device properly via the USB cable.
- Try changing the USB cable between bump bar and KDS device.
- Verify that the bump bar is a model supported by the TrueOrder KDS and that the template is supported.
- Verify that the order has been bumped off all prep stations. Once this is done, the tile background of the bumped order should be painted in a different colour compared to orders still being prepared – this indicates the ready order can be bumped off the Expeditor too.
- Orders can be force bumped by pressing the bump key followed by the tile number at the Expeditor station. Note that this action will strike-out/bump the order on all prep stations.

4.4. Expeditor Station w/ Touchscreen – Unable to Bump an Order

Troubleshooting Steps:

- Verify that the touchscreen is firmly connected to the KDS device via the USB cable.
- Try changing the USB cable between touchscreen and KDS device.
- Verify that the touchscreen is a model supported by the TrueOrder KDS.
- Orders can be force bumped by opening the expanded order view of the order in question, and then pressing and holding the expanded order view tile header for over 5 seconds. Note that this action will also strike-out/bump the order on all prep stations.

5. <u>Station Not Printing</u>

5.1. Main Printer Not Printing POS Chit

Troubleshooting Steps:

- Verify that the printer has paper, and its cover is closed.
- Looking at the printer LEDs, verify that the printer is not in an error state due to reasons such as paper jam. Clear any error and power cycle the printer.
- Verify that the printer has been properly configured to print the incoming POS chit by ensuring the "Print Chit" checkbox is selected for the POS Connected KDS device to which the printer is attached over USB. (This can be set via the web-based Configurator, under the Stations -> Devices subsection.)

5.2. Station Printer Not Printing Label on Bump

Troubleshooting Steps:

- Verify that the printer has paper, and its cover is closed.
- Looking at the printer LEDs, verify that the printer is not in an error state due to reasons such as paper jam. Clear any error and power cycle the printer.
- Verify the printer has been properly configured to print labels on bump by selecting either the "Print Item on Bump" or "Print Tile on Bump" controls. (This can be set via the web-based Configurator, under the Stations -> Devices subsection.)
- One way to confirm the printer is online at the station is to look at that station's display and verify no message such as "LOCAL PRINTER IS OFFLINE" is shown in the top right corner of the order table/top information bar.

## 5.3. Master Printer Not Printing Label on Bump

Troubleshooting steps:

- Verify that the printer has paper, and its cover is closed.
- Looking at the printer LEDs, verify that the printer is not in an error state due to reasons such as paper jam. Clear any error and power cycle the printer.
- Verify the printer has been properly configured to print labels on bump by selecting either the "Print Item on Bump" or "Print Tile on Bump" controls. (This can be set via the web-based Configurator, under the Stations -> Devices subsection.)
- One way to confirm the printer is accessible to this station is to look at the station's display and verify no message such as "MASTER PRINTER IS OFFLINE" is shown in the top right corner of the order table/top information bar.

6. Multi-Station – Network Connection is Lost

Each multi-station KDS setup has a primary/Master device (selected as the "POS Connected Device" from the web-based Configurator). In the Multi-Station KDS, all prep stations need to be connected to the primary KDS device over the LAN (Local Area Network). If a prep station cannot communicate over the network or reach the primary KDS device, a message is shown on screen listing the failure to connect. This message is sticky and can only be dismissed once the device reconnects.
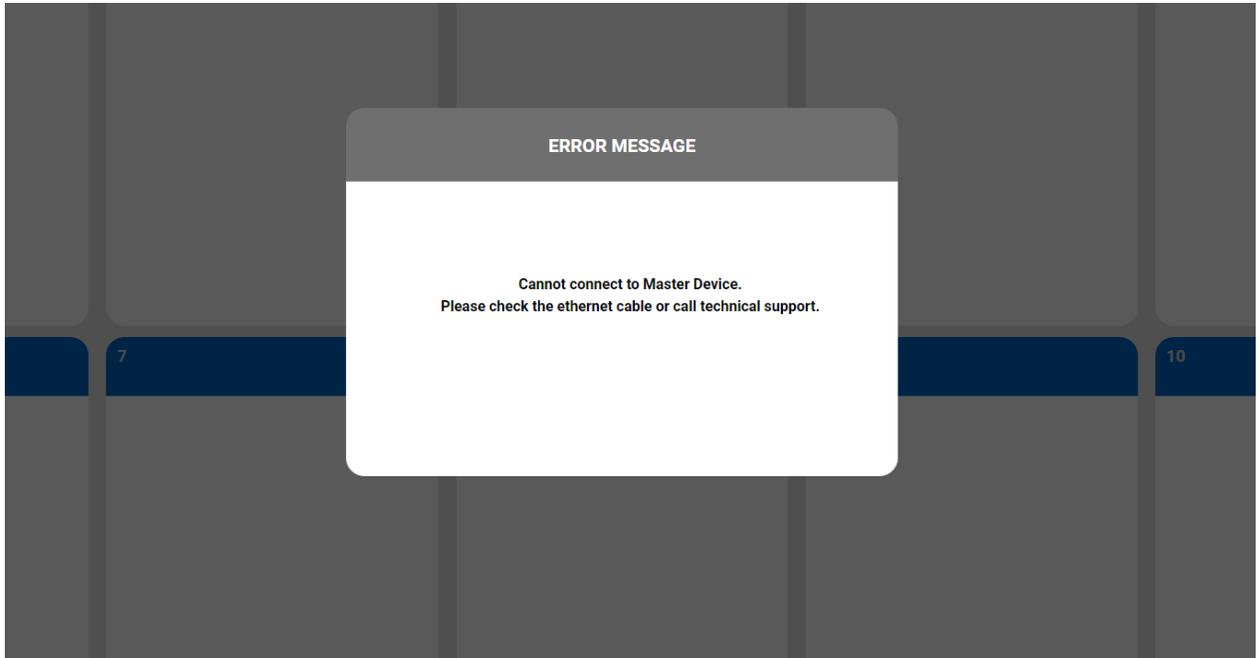
**Picture 6.1:** Cannot connect to primary/Master device error message

Troubleshooting Steps:

- Check the KDS device network cable – make sure it is not faulty and is connected firmly at both the KDS device and the network equipment (switch or router).
- Check the KDS device network parameters and ensure they are correct e.g. misconfigured static IP.
- Check that the primary/Master KDS device is functioning and connected to the network properly.
- Verify the KDS configuration using the web-based Configurator, confirming that all devices on the KDS setup are indeed online.
- Verify the network infrastructure meets the KDS requirements as outlined in the KDS Network Requirements user manual.

6.1. Connection Re-established

- Once the network connection from the KDS device to the KDS setup's primary/Master device is restored, the error message in Picture 6.1 gets replaced by a "**Display Updated**" notification which can be dismissed using the bump bar or touchscreen. See Picture 6.1.1.
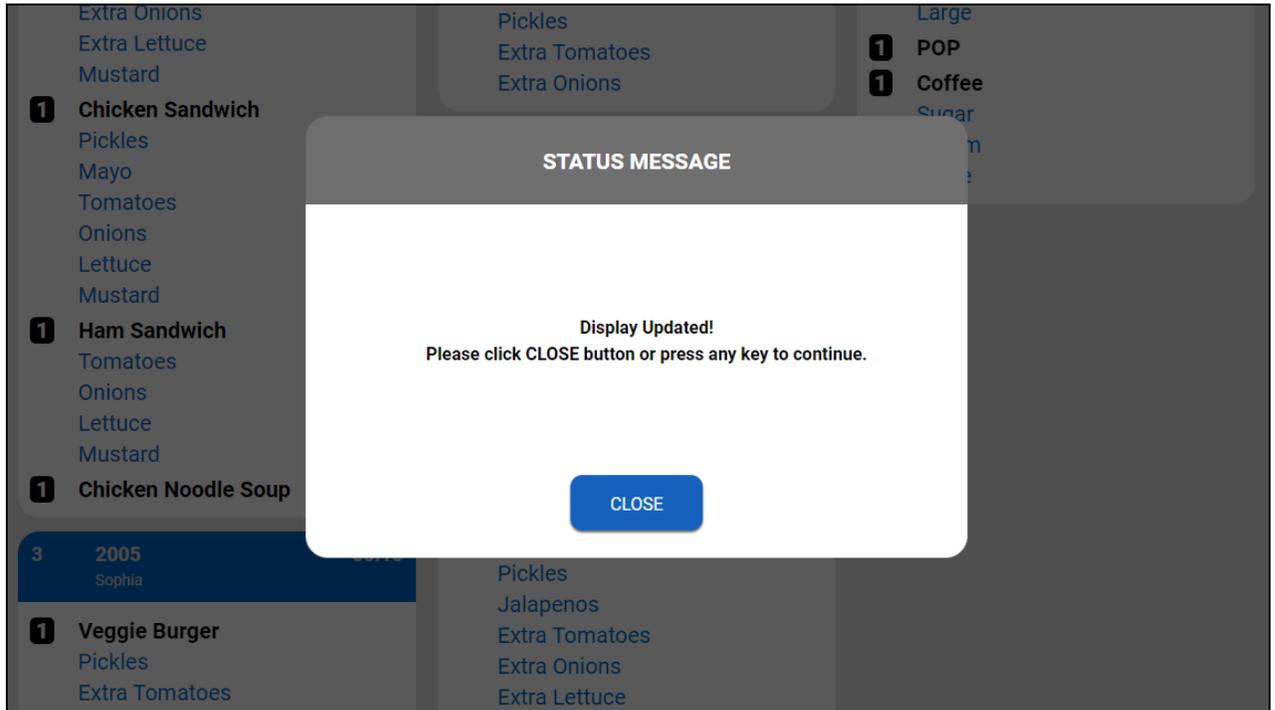
**Picture 6.1.1:** Display Updated message upon network reconnection.

7. <u>Remote Updates Not Working</u>

If remote update was scheduled from the server side, but KDS system did not perform the expected updates (Logos, Parser or Firmware), try to verify the settings and connection to server from `http:// <device.ip.address>/ webconfig/`, then click to expand "Remote Management".
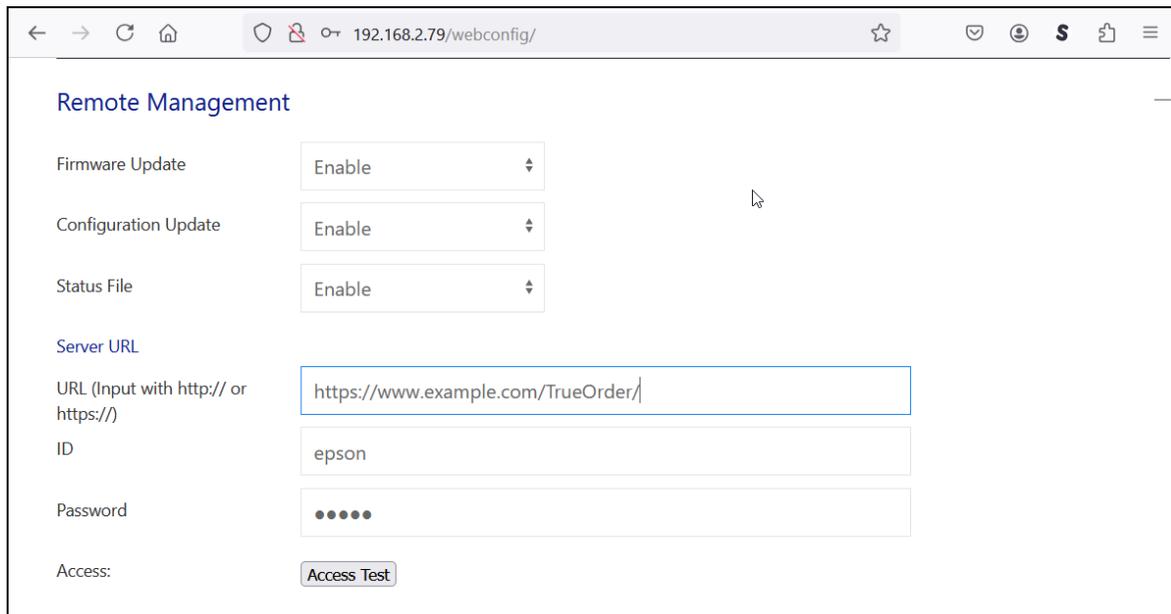
Picture 7.1: Webconfig Remote Management

- Verify device has internet access and the "Server URL" is correctly configured. Click the "Access Test" button. If no internet access or Server URL is wrong, the test will show "No Conn".
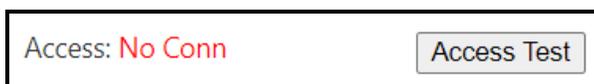
- If there is internet access and "Server URL" is correctly configured, verify the "ID" and "Password" are correctly set. If "ID" or "Password" is not set correctly then the result of "Access Test" will show "AuthFail".

- Verify the remote update options are enabled. "Firmware Update" option will enable remote firmware update; "Configuration Update" will enable remote logos are parser update; "Status File" will enable the KDS device to upload a status file to remote update server every time it starts up.

8. Factory Reset

In some scenarios a complete factory reset of the KDS device might be desirable. For instance:

- Device was set to a static IP that does not match the current network and is now inaccessible. Factory reset returns the KDS device to DHCP.
- Start a KDS setup from scratch and ensure all configuration settings are wiped.
- Transfer device to another site/restaurant i.e. remove any site credentials from the device.

8.1. Using WebConfig

Use this method if device is still accessible over the network.

1. Using a browser, open the WebConfig site at:

   `http(s):// <KDS.device.IP.address>/ webconfig/`

2. Expand the "Factory Reset" subsection and click the "Factory Reset" button.
3. Accept the reset confirmation.
4. Wait for the KDS screen to return to the default/demo mode, with the "Demo Display" title flashing.

8.2. Using Bumpbar or Keyboard

Use this method if the device is inaccessible over the network due to bad IP:

1. Attach a bumpbar or regular US keyboard to a USB port on the device.
2. Load the device information splash window on the KDS screen:
   a. Using bumpbar, press the [Summary] button 3 times; *or*
   b. Using keyboard, press the [Spacebar] 3 times.
3. Press the number sequence [1 8 5 1 8 5] to initiate the factory reset sequence.
4. Follow prompts on screen to accept the reset confirmation.
5. Wait for the KDS screen to return to the default/demo mode, with the "Demo Display" title flashing.

Appendix A – Supplemental Documentation

The following documentation should be consulted for more detailed information on the TrueOrder KDS:

- 111-56-URM-001 R3.40 TrueOrder KDS Touchscreen - User Manual
- 111-56-URM-004 R3.40 TrueOrder KDS Network Requirements Guide.pdf
- 111-56-URM-008 R3.40 TrueOrder KDS Functional Specification
- 111-56-URM-009 R3.40 TrueOrder KDS Parsers Guide

Appendix B – Supplemental Documentation

If contacting Epson for technical support, we will require complete understanding of the problem and the KDS installation. The following support form should be completed:

- KDS Support Form_v1.1.xlsx

Appendix C – Epson Technical Support

The Epson APS (Advanced Product Support) contact number is +1(562)276-1314.