EPSON

111-56-URM-007

TrueOrder™ KDS

KDS Configurator

About this Guide

This guide is a user manual for the KDS Configuration Utility AKA Configurator. The Configurator is a web-based application that can be accessed by any device running a browser, such as a PC or a tablet.

Form: F-730-028 v1.00

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1. <u>Introduction</u>

The TrueOrder KDS Configuration Utility is a tool for configuring the TrueOrder Kitchen Display System. The KDS should be set up and configured by a qualified technician. This document goes into details of how this tool works and which options are available to the technician to configure the KDS.

1.1. Definitions

KDS – TrueOrder Kitchen Display System.
POS – Point of Sale Station that takes in orders.
Display – A monitor that displays order information.
Bump Bar – A device that allows orders to be bumped from the KDS along with other abilities.
KDS Device(s) – Refers to either KDS AIO (All In One) touchscreens, KDS controller boxes, or both.
Master – One KDS device is considered the master in the system. This is usually a KDS Device that is connected to the POS and receiving the orders (KDS Menu Routing.) Some POS's can send orders directly to their respective stations -> POS Menu Routing. In this case it's the printer or controller that is not connected and receiving orders from the POS.
LAN – Local Area Network.

1.2. Network Setup Requirements

- LAN connection should support broadcast service through the network.
- TCP Port 80 open and unblocked.
- UDP Port 3290 open and unblocked.
- Firewall on the PC must be disabled.
- PC must be connected to the same network as the KDS devices.
- Internet Connectivity is not required for KDS configuration.

1.3. System Overview

The following figures show a sample TrueOrder Single Station KDS setup and a Multi-Station setup. The KDS devices (AIOs and controller boxes) are connected over the LAN and DHCP is the factory default. The Configuration Utility can easily discover all the devices and allow them and the system to be configured.
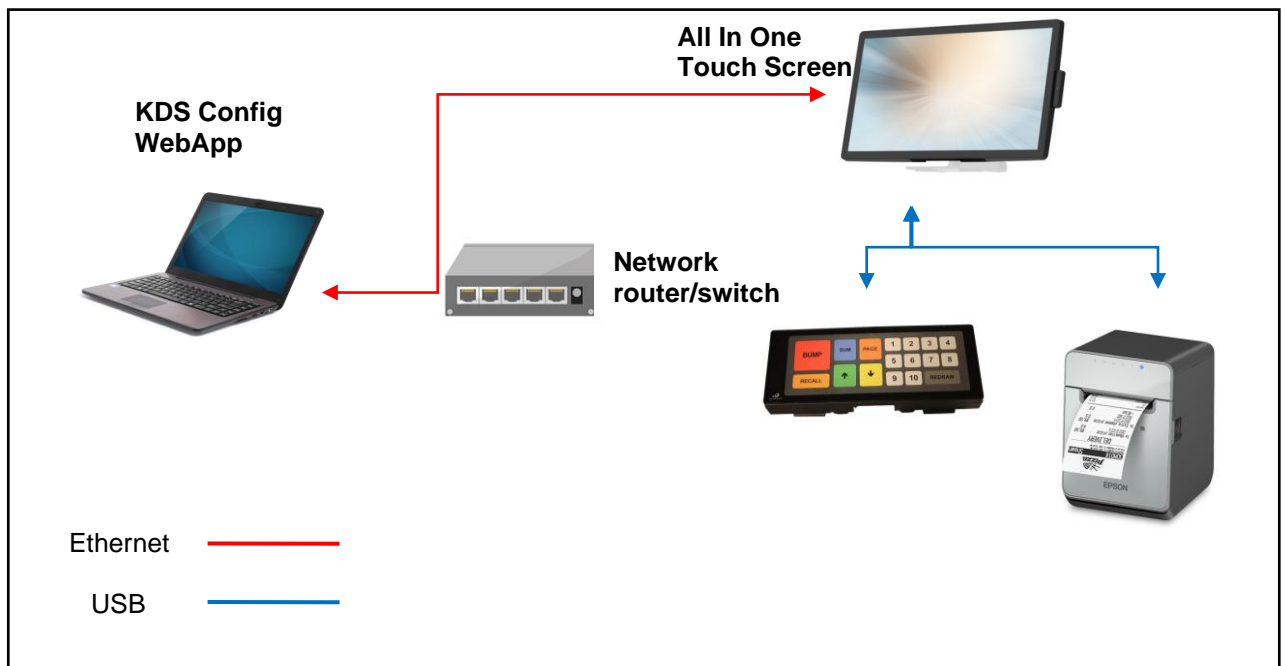
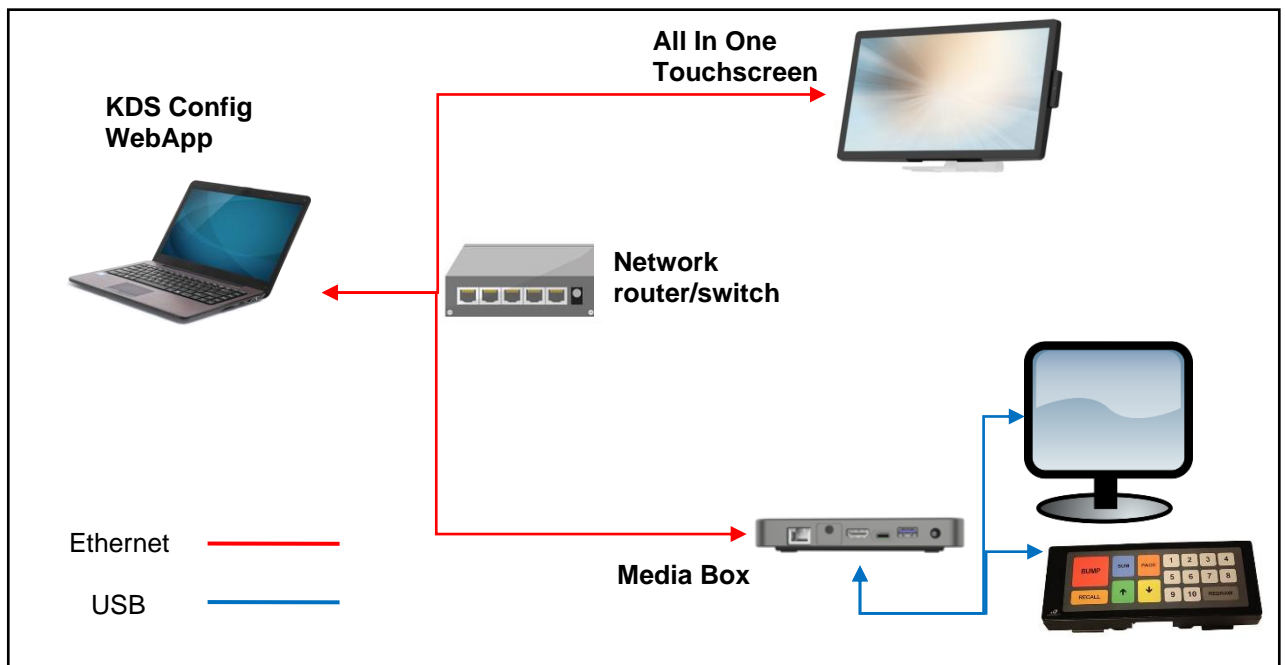

Figure 1: Sample Single Station KDS Setup

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Figure 2: Sample Muti Station KDS Setup

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2. KDS Configuration Utility Operation

2.1. Log In Screen

The KDS can be configured via a 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 Configuration Utility Web App is a tool that can alter the behavior of the KDS environment. It is therefore protected by a login system. It is up to the administrator who and which sections of the configuration web app a user will be allowed to interact with.

2.1.1. Default Username and Password
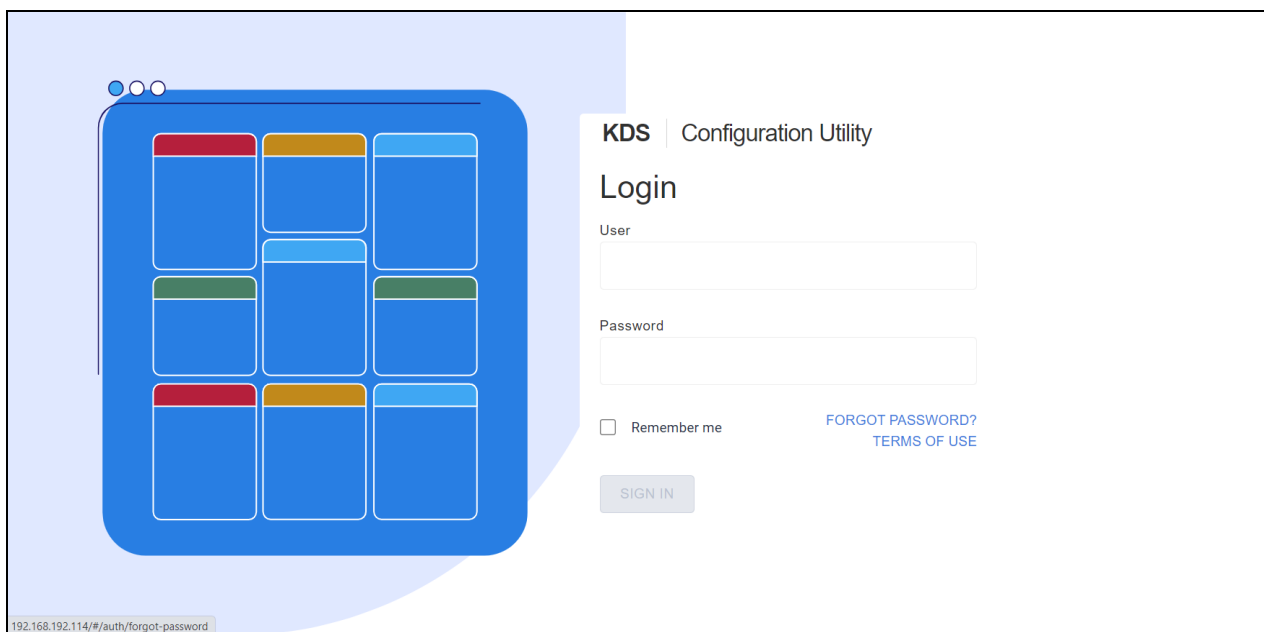User: epson.admin.all@epson.epson
Password: 123456

Figure 3: KDS Configurator login screen

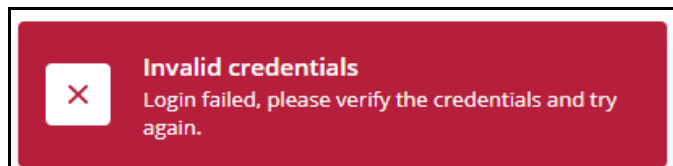If the username and/or password are incorrect, then the following message will be presented:

Figure 4: Invalid Credentials error message

If the username and password are valid and it is the user's first login, it will be shown a warning regarding the end user license agreement.
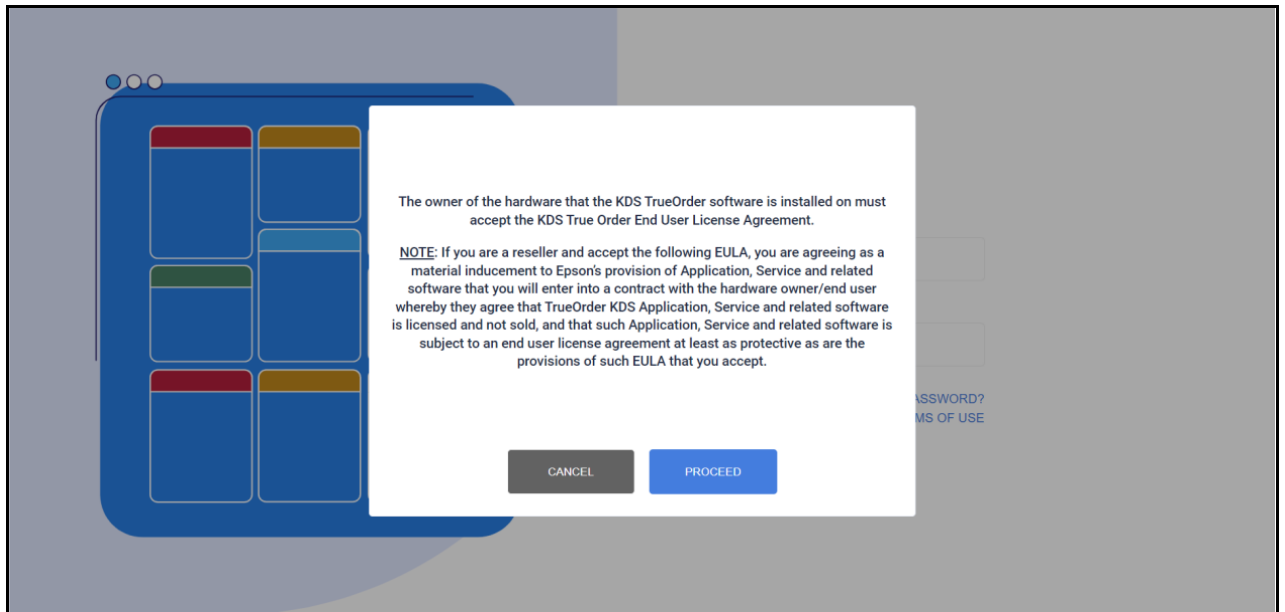

Figure 5: End user license agreement warning

After proceeding, a modal will be shown with the end user license agreement. To continue using the system, the user needs to read the text until the end to be able to click on the confirm button and be directed to the KDS home page. In this screen, the user also has the option of downloading the end user license agreement by clicking the download button.
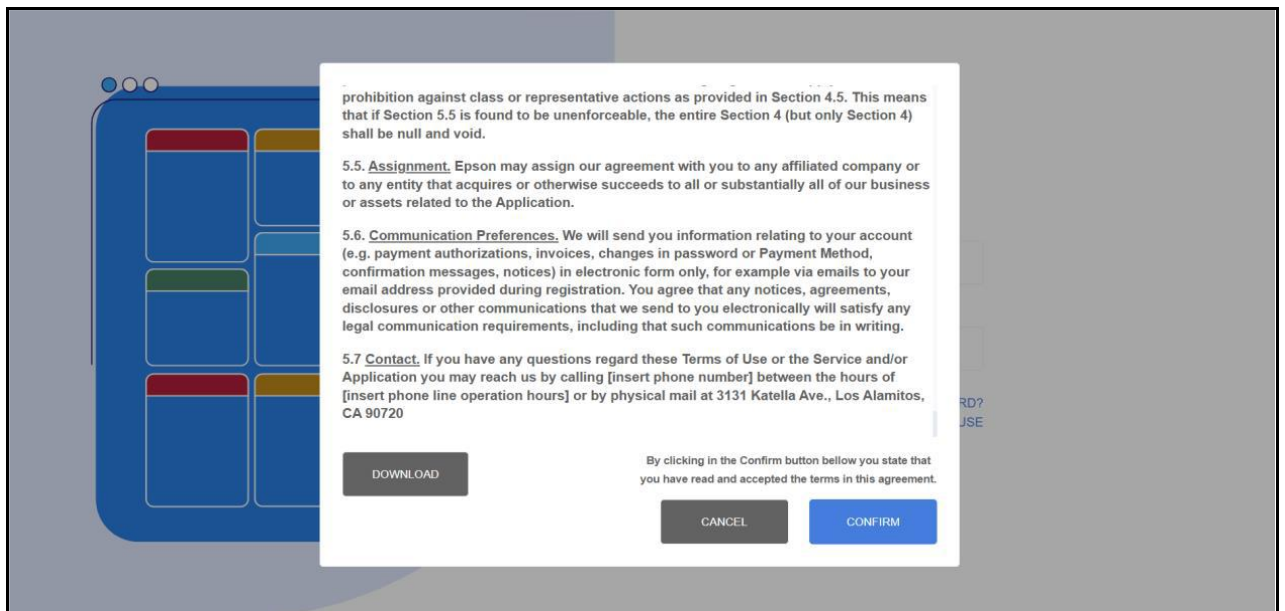

Figure 6: End user license agreement warning

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To recover the password, the user needs to click on the Forgot Password link and then enter the registered email address to receive to receive a password reset link.
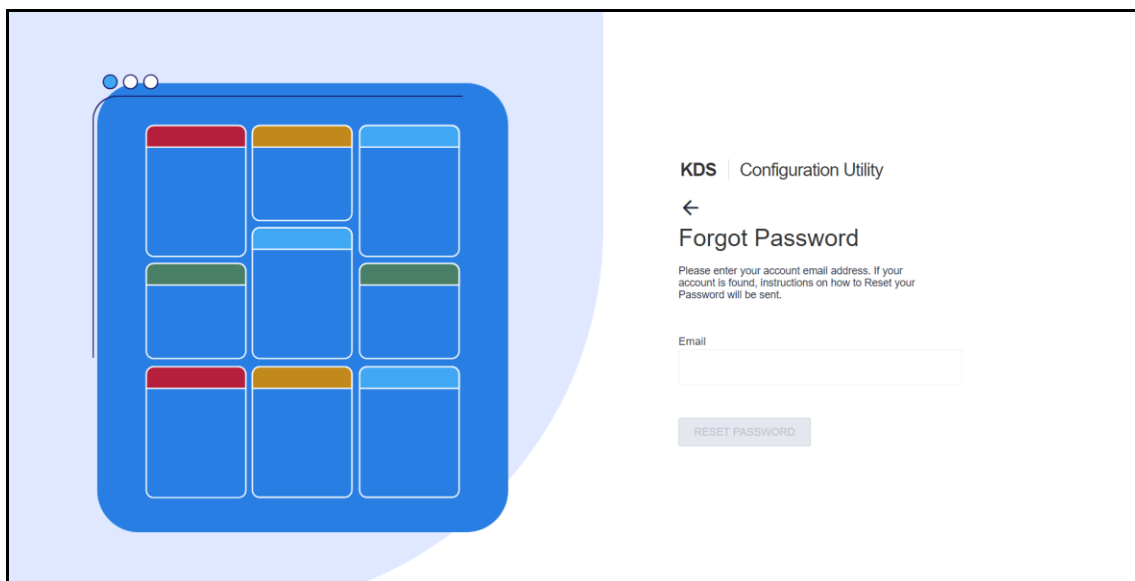

Figure 7: Password Recovery page

2.2. Main Menu

The configuration utility is divided into several logical sections responsible for different aspects of the KDS environment. Click on the tile to navigate to that section of the application.

Figure 8: KDS Configuration main menu

Stations - Manage a collection of stations and devices, their network settings, and some device-specific settings. In addition, it gives support to perform some file settings actions (system settings full import and export)

Layout - Manage KDS Grids and their functionality, as well as Ticket Setup - Font Size, Items by Block, and Colors.

Menu & Recipes - Configure the menu items and recipes.

Application Settings - Configure global KDS parameters such as POS type, site name, and business start time. It is also possible to configure it with the wizard.

Upload Configuration to Master Device - Applies the settings that were previously defined to the master/POS connected device. This button will be enabled whenever there are changes to be sent to the devices.

Figure 9: Upload Configuration to Master Device Button

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If there is no change in the system, the publish button will be disabled.

Figure 10: Publish button disable because there are no changes in the system

When pressing the publish button, a modal will be shown to confirm if the user really wants to apply the changes made.
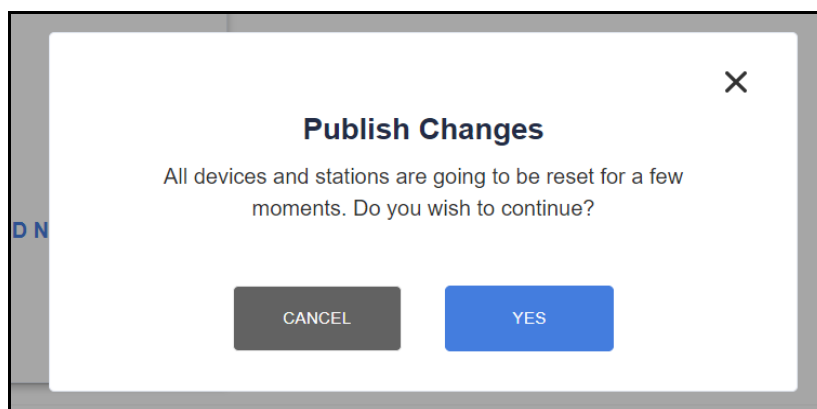

Figure 11: Confirmation modal to Upload Configuration to Master Device

In addition to enabling and disabling the publish button to indicate that there are changes in the system, whenever any configuration is changed in the system, the alert modal below will appear to warn the user unless the user has marked the checkbox 'Don't show me again'.
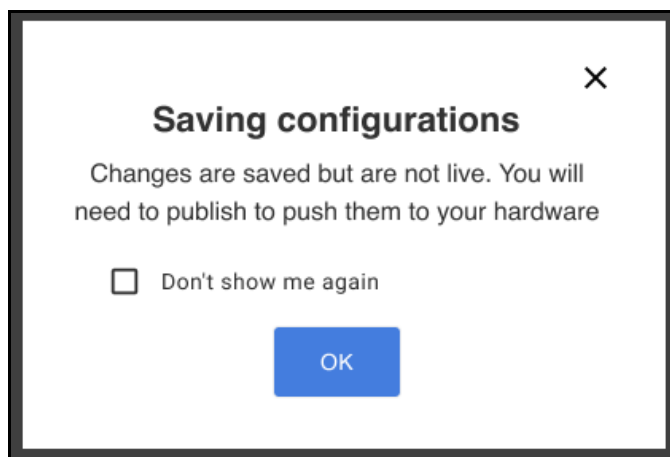

Figure 12: Modal to warn the user that there are changes to be published

Profile: Contains utility configuration sessions and preferences, including settings for roles and users (in the Global Settings option). It is also possible to access the user manual (this document), through the User Manual option, and the About modal. Also, the user will be able to sign out of the system by clicking on Sign Out.
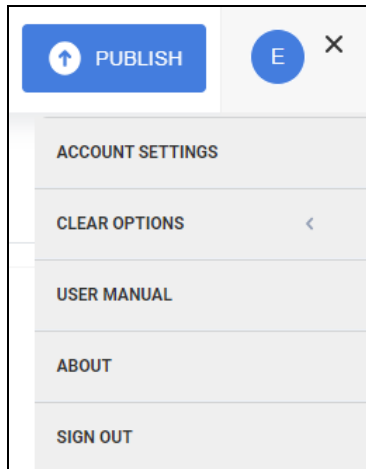
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Figure 13: Profile Menu Options

Clear Options: When the user accesses the clear options menu, then it will drop actions according to the user's permissions which are:
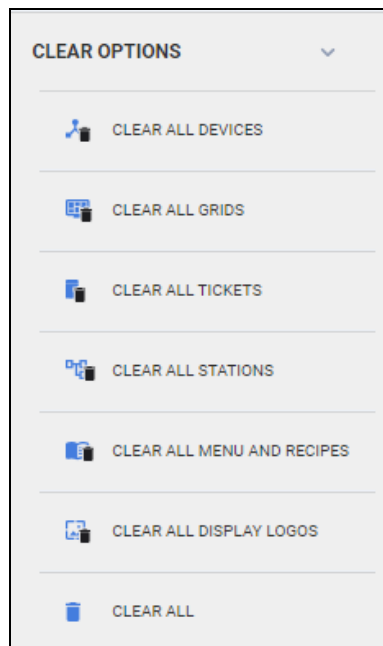

Figure 14: Clear Options

Clear All Devices: Use this command to clear all devices on KDS.
Clear All Grids: Use this command to clear all grids on KDS.
Clear All Tickets: Use this command to clear all tickets on KDS.
Clear All Stations: Use this command to clear all stations on KDS.
Clear All Menu and Recipes: Use this command to clear all groups and menu items on KDS.
Clear All Display Logos: Use this command to clear all Display Logotypes on KDS.
Clear All: Use this command to clear all data on KDS.

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2.3. Stations

2.3.1. Station Configuration

A Station represents a TrueOrder KDS device that needs to be configured by the customer as per the requirements of the kitchen. There can be a single station KDS setup or a multi-station KDS setup. Both will be described in detail in later sections. One of the stations must be configured as a POS Connected Device.

2.3.1.1. Add a new Station

Here, the user can choose the station type, the device, and the grid to configure the station.

Figure 15: Station Setup Form

Form: F-730-028 v1.00

Name: Name of the station. This name must be unique.

Description: Optional station description.

Station Print Only: It is a flag that specifies that this station will only be used for printing.

Station Type: Section to choose between Kitchen, Expeditor, or Customer Facing.

Layout: Pick the associated grid to the station. The station will then use the layout of this grid.

Device: Pick the associated device to the station. The device can only be associated with one station. Time Settings

Note: If the user tries to create or edit a station and chooses a grid already used by another station, this grid will be duplicated with the exact layout specifications with the name combination 'Grid Name – Station Name'. For example, Grid 1 is already being used by another station, so a grid named 'Grid 1 – Station 2' will be created to be associated with that station.

Figure 16: Choosing an already used Grid

Figure 17: Automatically duplicating a grid with the exact layout to be associated with the station

2.3.1.2. Mirror a Station

One of the possible options in a station is to mirror a station, that is, to create a station with the same layout settings. Thus, if there is a change in any configuration related to the layout in a station that is mirrored, this change will reflect in all other stations that share the same layout.
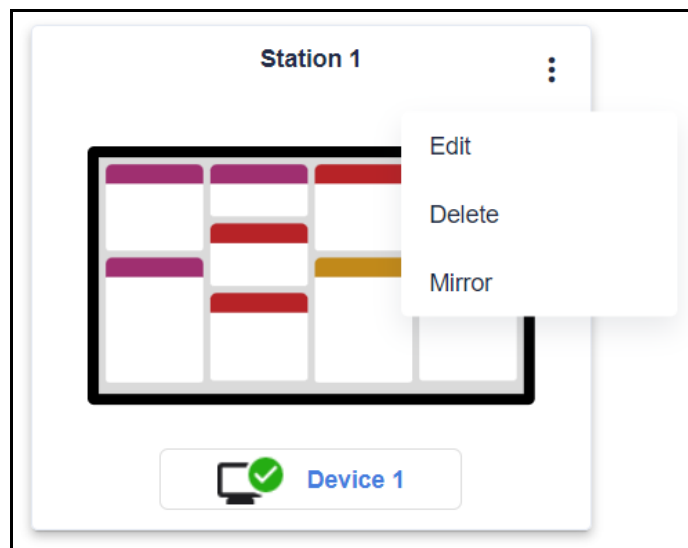

Figure 18: Station card options

Form: F-730-028 v1.00

An icon with a tooltip will be shown next to the station name when it is a mirrored station.
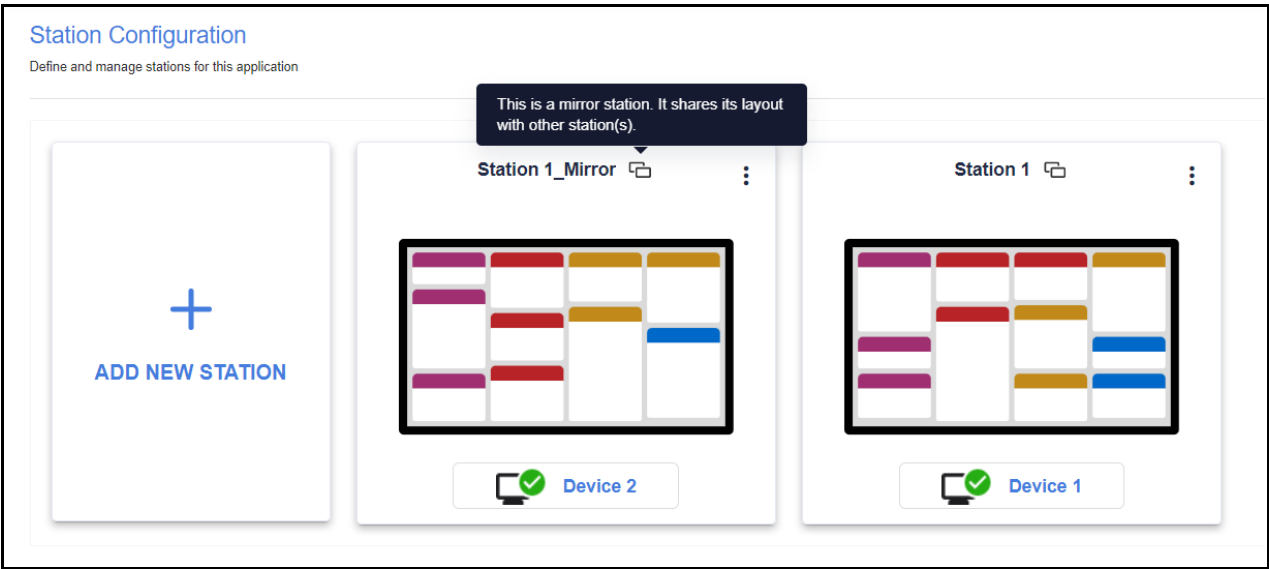

Figure 19: Mirrored Station

When the user enters a station's edition form, there will be a section alerting if this station is a mirror.
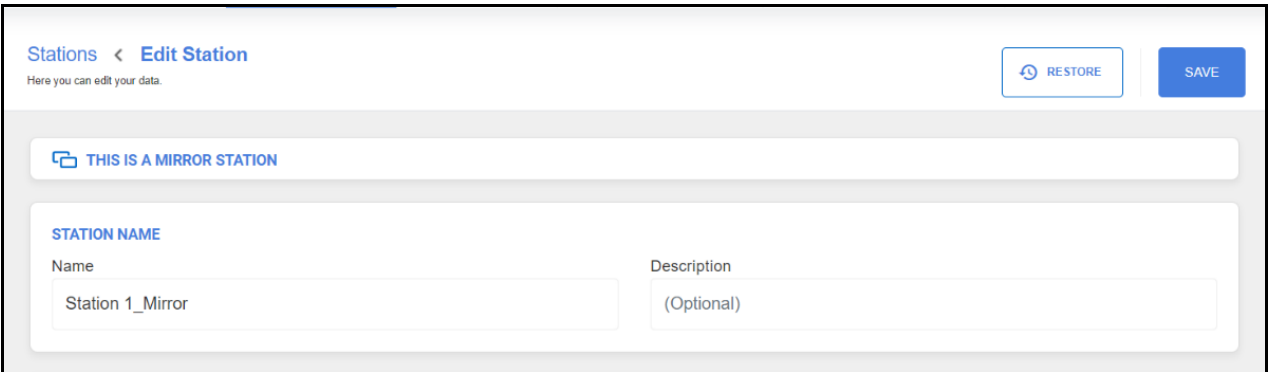

Figure 20: Mirrored station alert section

2.3.1.3. Device Configuration

Devices are the computer controllers that execute the KDS program and decide which display shows which items. A device can be set to be a "POS Connected Device/Master Device". Such a device usually connects to the POS system and parses the stream of orders from the POS station. In general, each POS Connected Device connects directly to the POS system while each non-POS Connected device connects to the bump bar and display. The POS Connected Device can also have a display in multi-station Configuration.

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For the devices to function properly, each one must be configured inside the utility. Each device becomes aware of the other via the configuration file that establishes the function for each device, its IP, and MAC address for connectivity. Once this configuration file is uploaded to the master device, the master device will then forward this configuration file to the other devices on the network. Each device will find its configuration in the file and configure itself appropriately.

This section of the configuration utility enables the user to discover, add and configure KDS devices that will be part of the system. If you have previously used a wizard to do initial setup and discovery, the utility should have prepopulated this section with all the devices that were discovered during the wizard step. It is at this point they can be configured further.

If you had not used the wizard, you could still discover them here and configure each one manually. This section will explain some of the things that can be done.

When you enter the device configuration screen, if there is no device configured, the system will give the option to discover and configure devices.
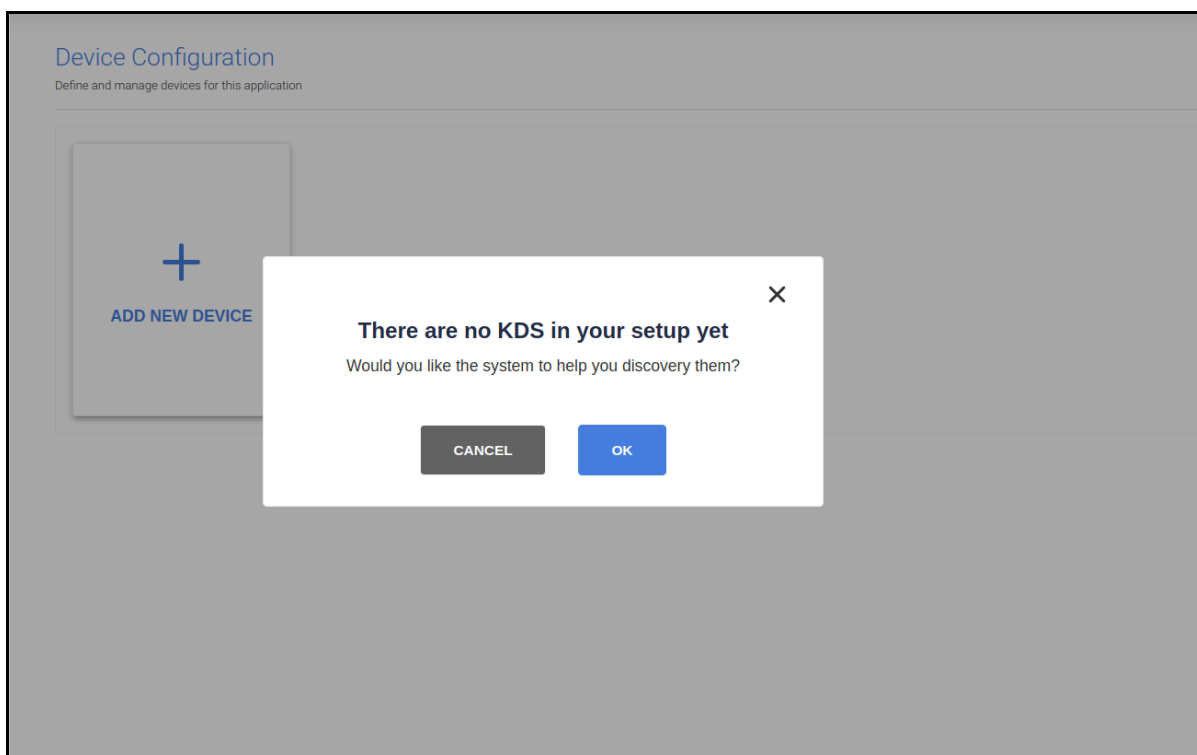

Figure 21: Modal containing the following dialog: "There are no KDS in your setup yet. Would you like the system to help you discover them?"
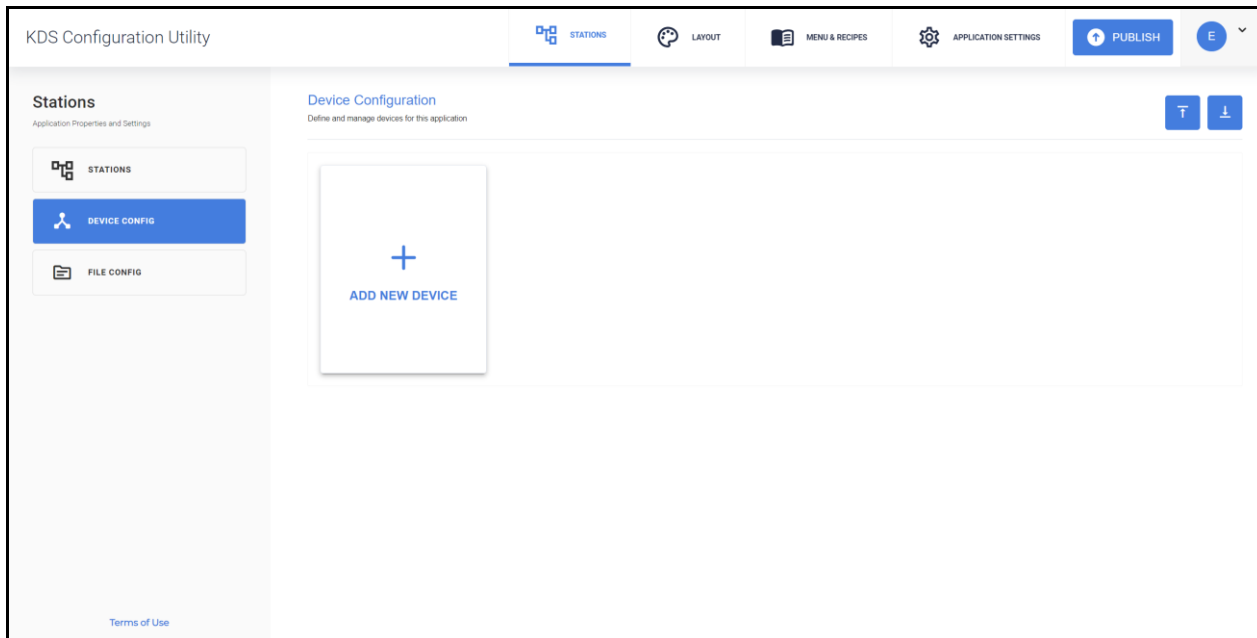
Figure 22: Initial screen of a list of Configured Devices

Export/Import Device Configurations

It is also possible to use the functionality to import/export Device configurations for the application. These imported settings must be in .xml format for them to succeed. The export also takes place in .xml format.

Figure 23: Export and import buttons, respectively

The left button is used to export. The right button is used to import.

2.3.1.4. Add a new Device

This option allows you to add new devices to the system, with the possibility of doing this addition manually or performing a network search to find an existing device.

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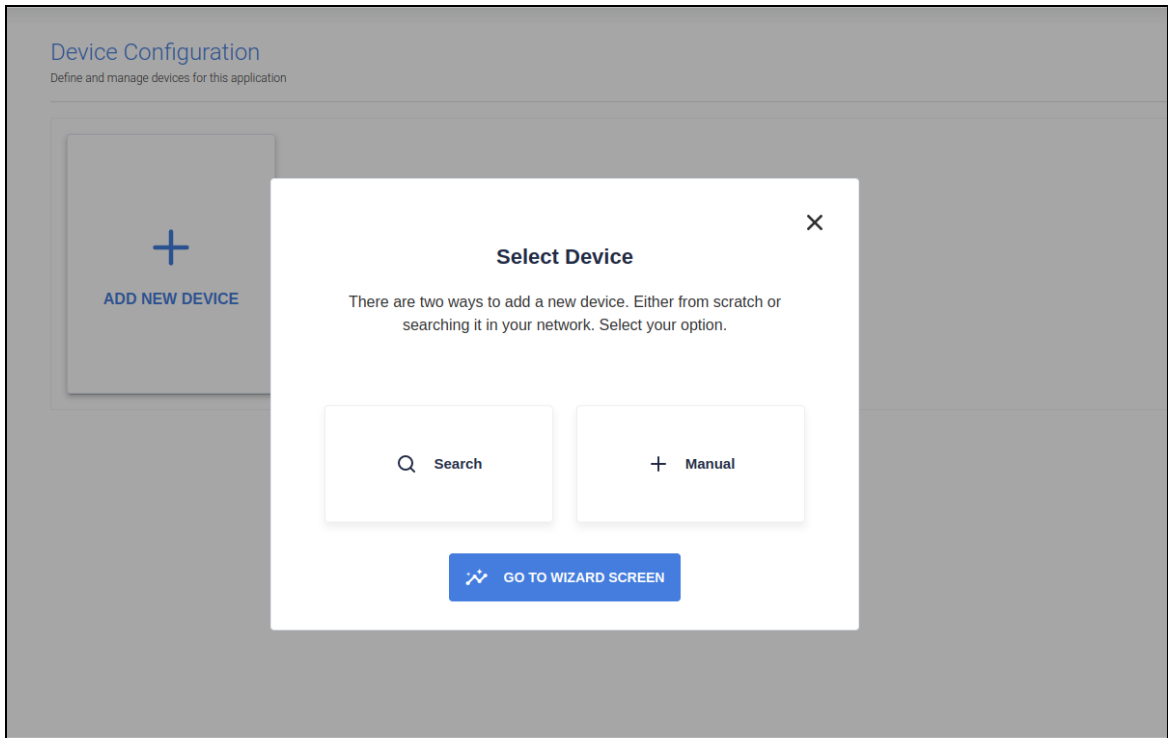
Figure 24: Select device - Add Device via manual mode or search for a Device on the network

2.3.1.5. Manual

Figure 25: Manually adding a device form

In this option, it is necessary to add the correct device information, so the configuration may occur successfully, and the device will connect to the application.

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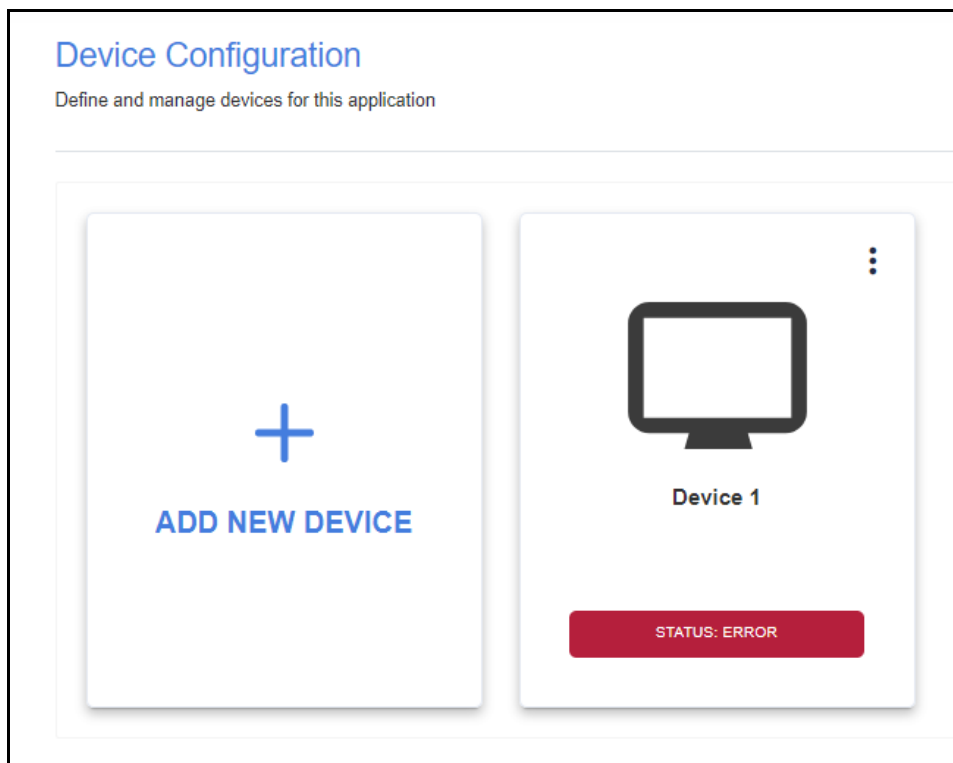Otherwise, it will display ERROR status in the device list, as you can see in the image below.

Figure 26: Manually adding a Device from the display of an incorrectly configured device

2.3.1.6. Search

This command opens a discovery window that allows you to easily add a device to your devices list. This method is preferred because it automatically detects the IP and MAC address of the device and its capability, so this does not have to be guessed by the user. If devices cannot be discovered or it is not possible to connect them to the network at this time, you can still give a name for the device and add it to the list. Once added, the device can be configured further.

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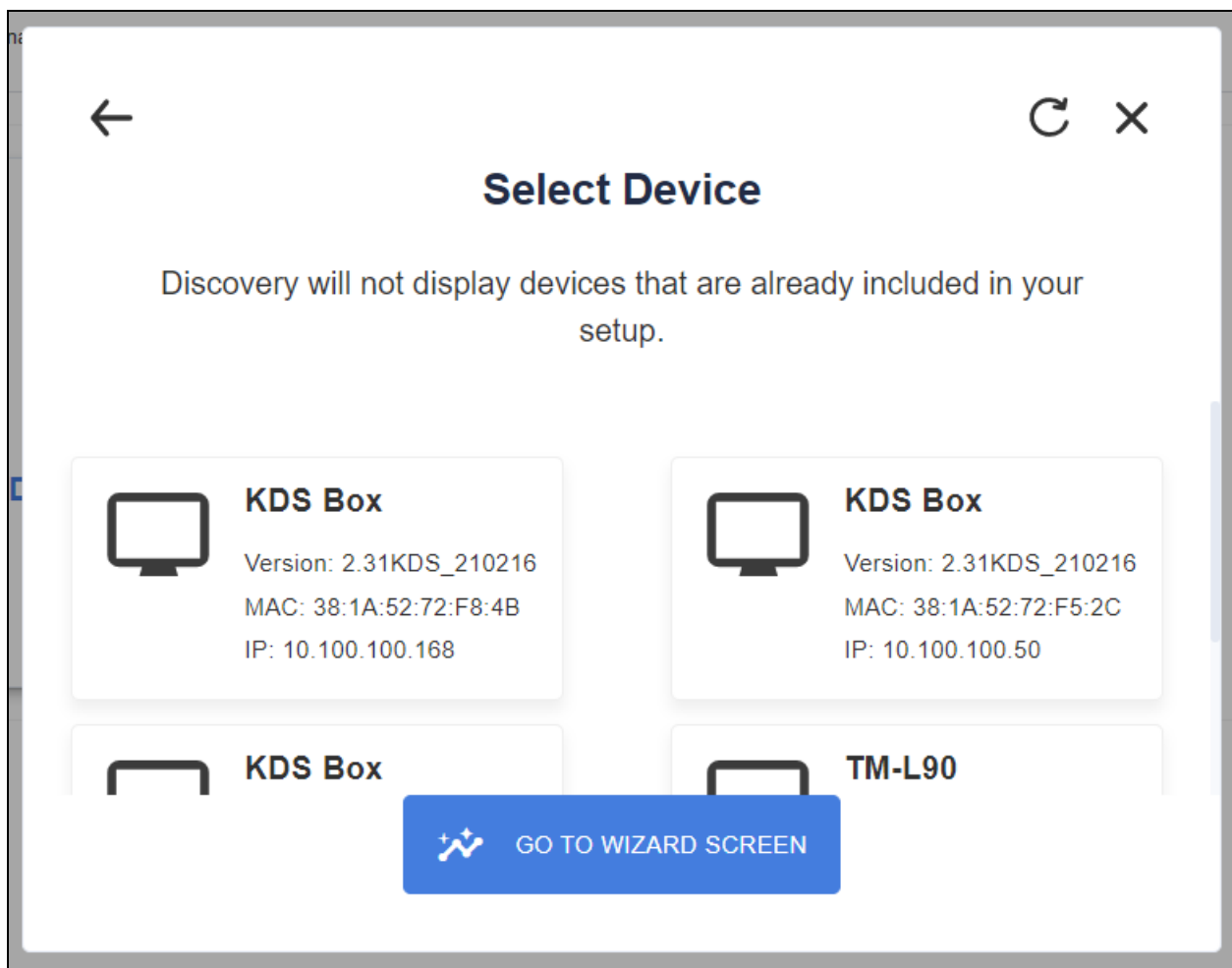
Figure 27: Select Device - Discovery of network-connected Devices

After the successful search and insertion of the device, it will be displayed in the list of already registered, being able to edit/delete in the future.
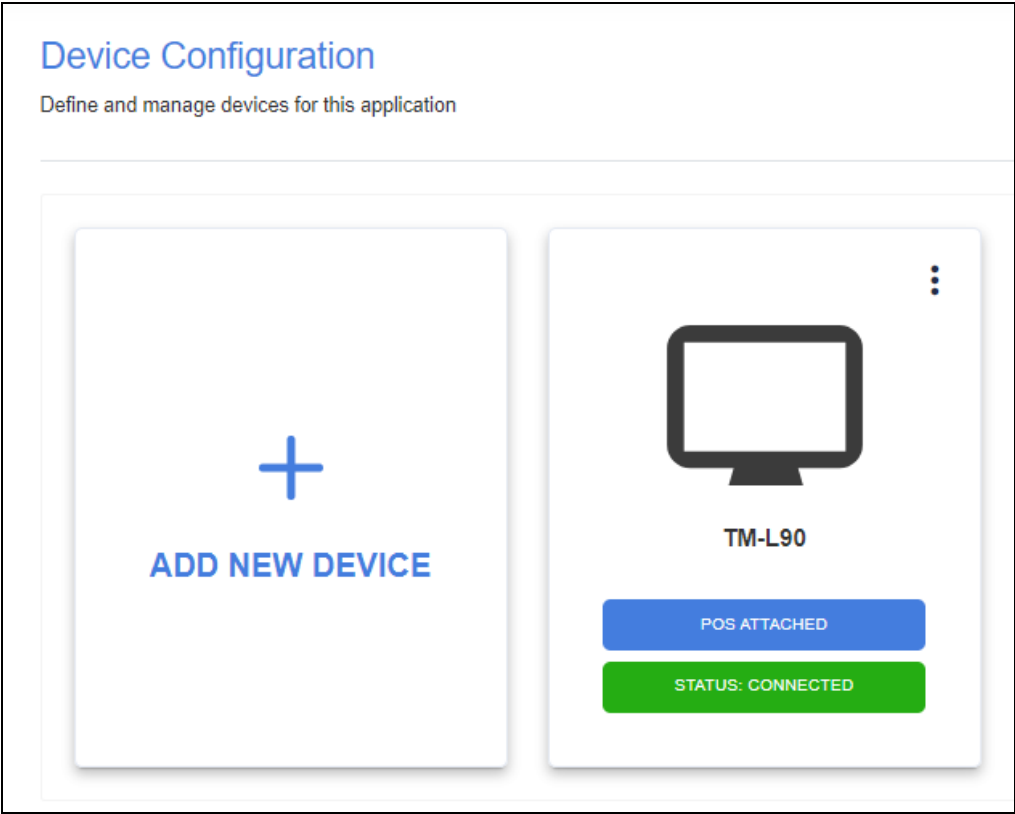
Figure 28: Display of a correctly configured Device

2.3.1.7. Device Options

On the initial screen listing Devices already registered, you can access the Device options menu, using the button. Among the action options, we have:
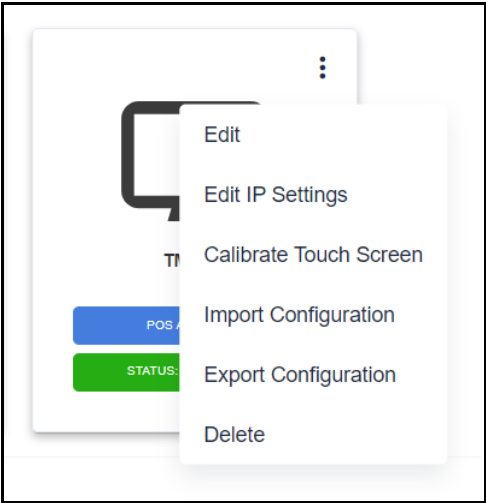

Figure 29: Actions options in Device Menu

Form: F-730-028 v1.00

Edit: It is possible to enter the Device's edit mode by adjusting the existing settings. You can also access the mode by clicking directly on the card.

Figure 30: Edition mode screen of a Device

Edit IP Settings: This command allows you to change IP settings for a device. This brings up the Set new IP Settings dialog:

Figure 31: Editing IP Settings

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Form: F-730-028 v1.00

Calibrate Touch Screen: This command will trigger the touch screen calibration. **Does not apply to TrueOrder KDS.**
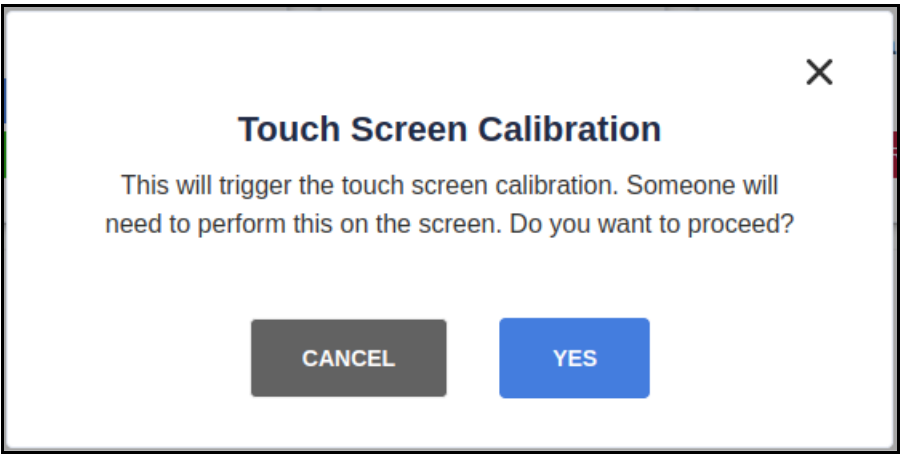

Figure 32: Calibrate Touch Screen

Import Configuration: Imports previously exported device settings. Please note that IP, MAC, and the Name will not be altered.
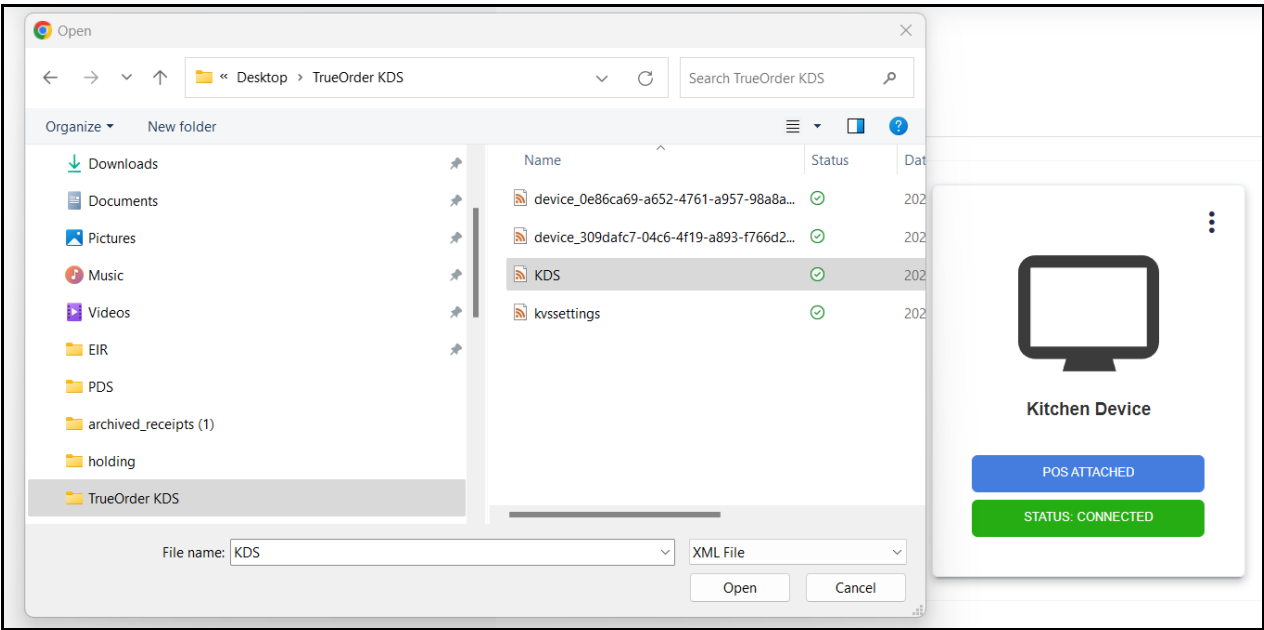

Figure 33: Import configuration to a Device

Export Configuration: Exports device settings, excluding MAC, IP Address, and Name. This option is good for transferring settings to other devices if they should be the same.
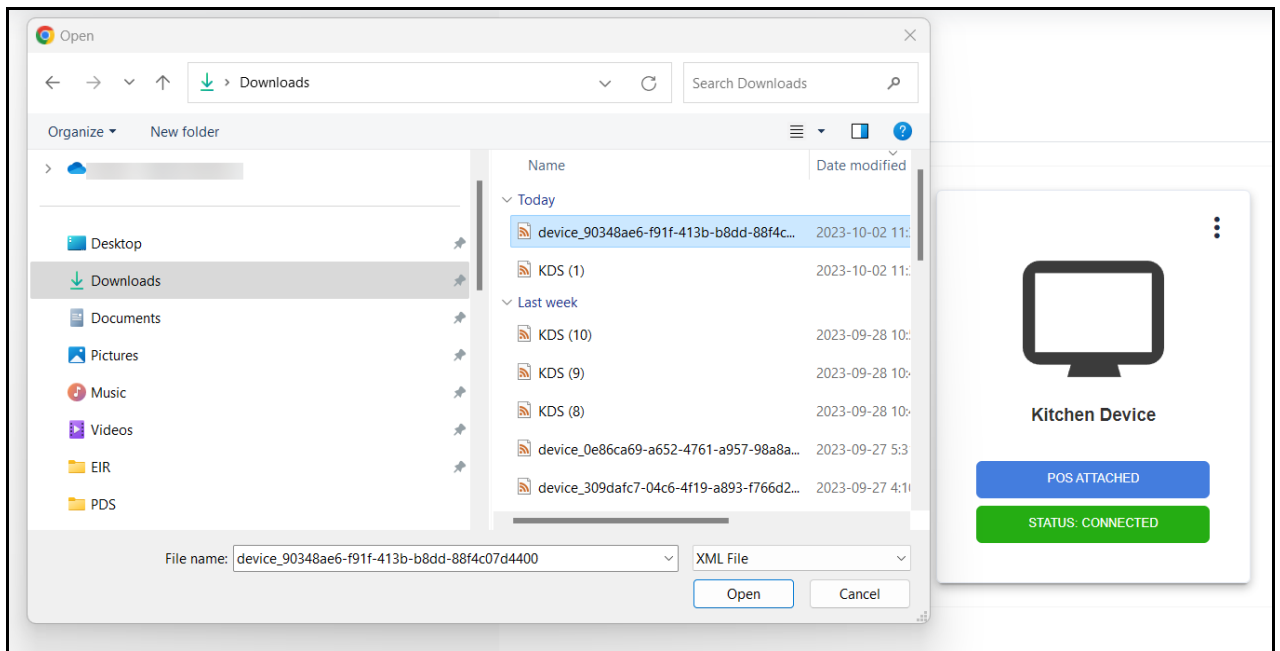
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Figure 34: Export configuration of a Device

Delete: This command deletes a device from the list. Once deleted, the discovery should be able to re-discover it.
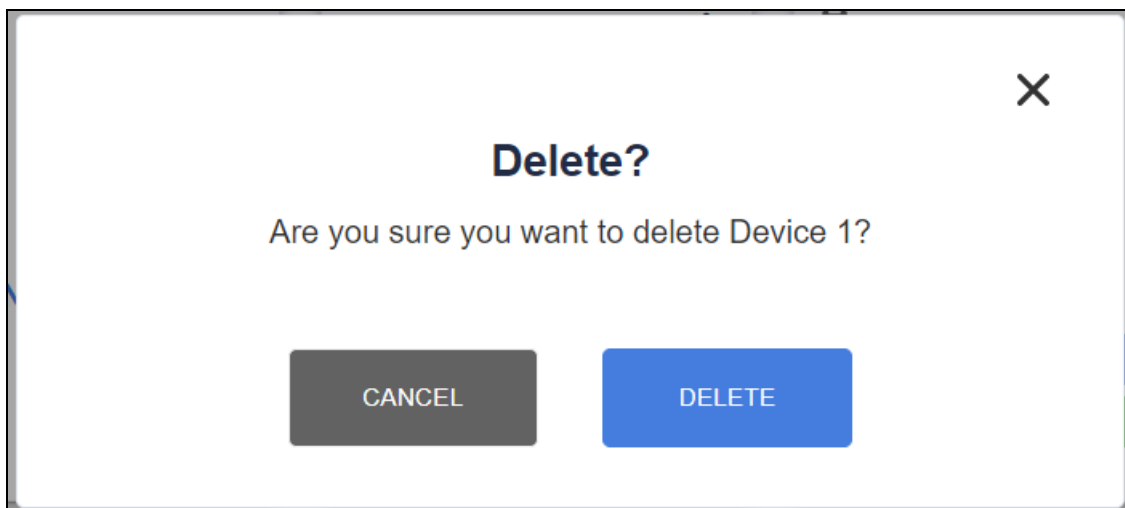

Figure 35: Modal confirmation for deleting an already configured Device

2.3.1.8. File Config

If necessary, there is the possibility of exporting the settings made in the current system, to be used in other applications. Another option allowed on this screen is to import a standard configuration file from another application to be used in this application.

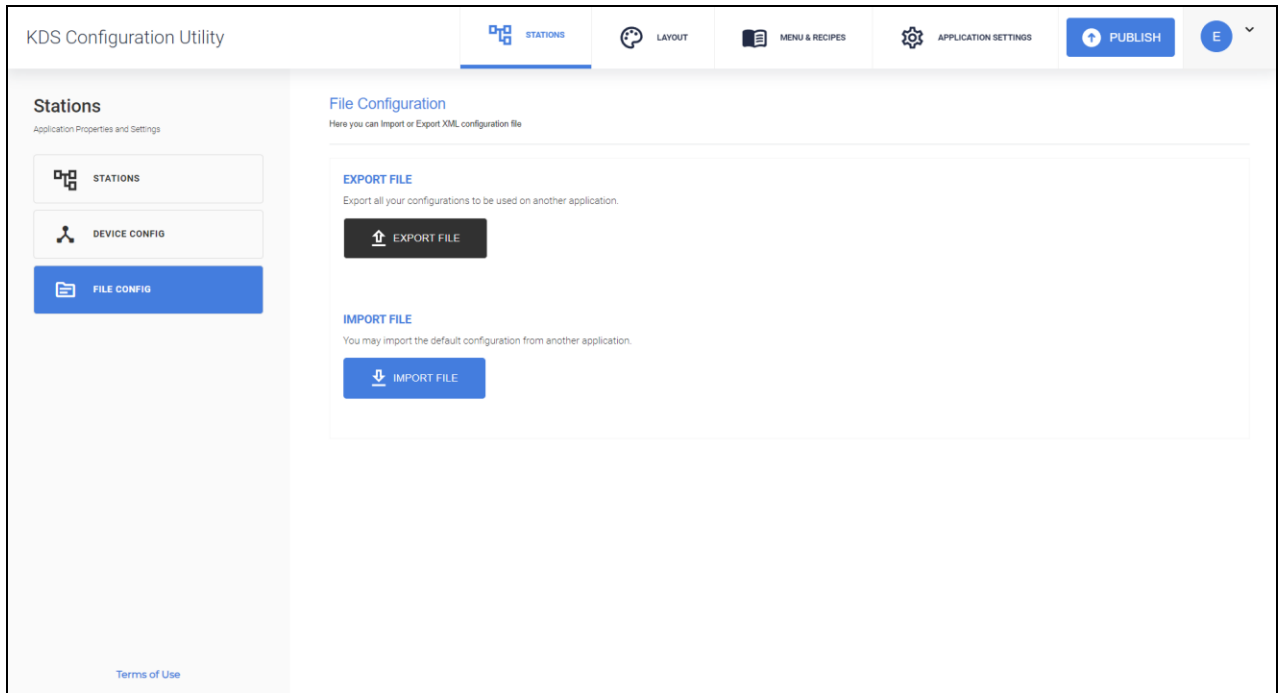| EPSON	TrueOrder™ KDS KDS Configurator Page 23 of 67	111-56-URM-007 R4.42

Figure 36: Screen of File Config: Export and Import settings

2.3.2. Layout

Control the layout of the KDS Configuration tool by controlling the following properties. These settings stay local to your account and do not affect the KDS Configuration File.

2.3.2.1. Grids

In the Grids section, you can configure grids to KDS. Each grid can be set up to a certain function and behavior. In the grid card there is a preview of the layout specified for it and the information of which stations it is associated with.
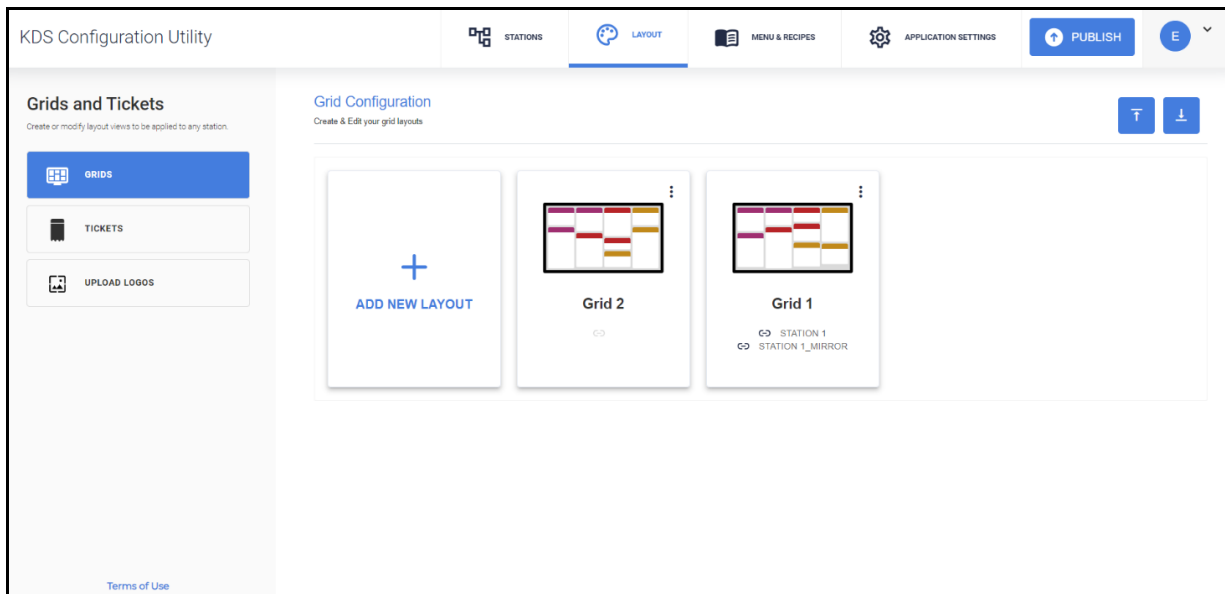
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Figure 37: Configured Grids listing screen

2.3.2.2. Add New Layout

This option allows you to add a new layout to the system. You will be redirected to the grid registration form with some default attributes that can be fully configured and saved. Once added, the grid configuration becomes active.
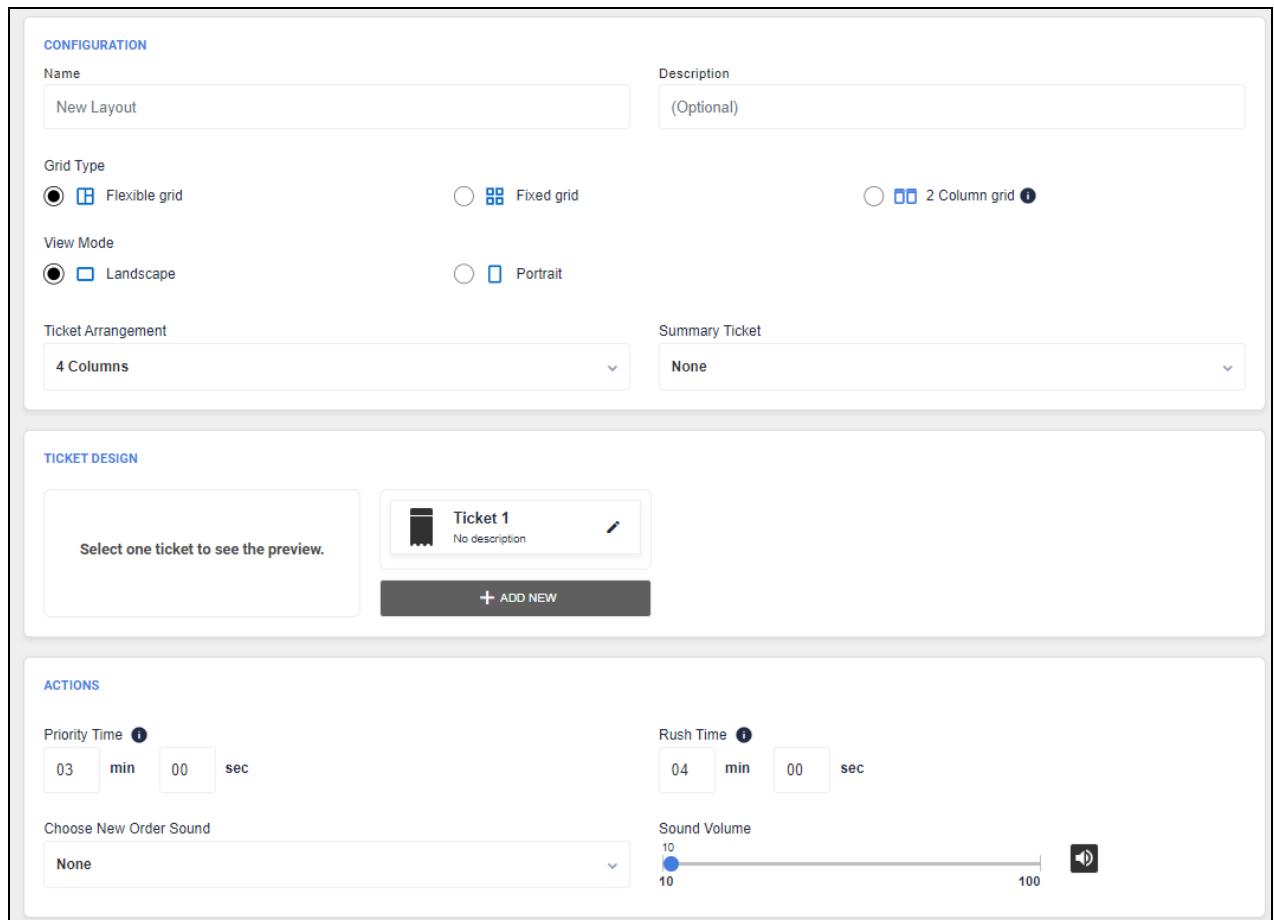

Figure 38: Grid form header menu

Restore: Restore changed input fields to their defaults.

Live Preview: Shows a live preview of the grid.

Save: Saves changes made to the grid.

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Figure 39: Form for configuring a Kitchen Grid

Name: Name of the grid. This name must be unique.
Description: Optional grid description.
Grid Type: Layout type of the grid.

- **Flexible Grid**: Kitchen grid that makes "overflowing" tickets display the remaining information in the adjacent column (default).
- **Fixed Grid**: Kitchen grid that keeps all tickets (with a predefined size/height) "fixed" in their respective column.
- **2 Column Grid**: Customer facing grid that allows them to view their respective orders' statuses.

View Mode: These indicate if the View Mode is **Landscape** or **Portrait**.

Ticket Arrangement: Indicates the number of columns (and rows, if the grid type is fixed) of the grid.

Summary Ticket: Indicates if there will be a summary Ticket, and if there is, which row(s) it will occupy.

Ticket: Specifies which ticket is chosen and shows a preview of said ticket.

Priority Time: Specifies how much time in minutes and seconds must pass for the item to change to priority mode. The priority mode for the item indicates that it took longer for the item to be prepared, and that action should be taken to deliver the item to the customer as soon as possible.

Rush Time: Specifies how much time in minutes and seconds must pass for the item to change to rush mode. The rush mode is a more severe case than the priority mode. The order must be taken care of for the customer as soon as possible.

Choose New Order Sound: Select a sound that will play when a new order is displayed on the screen.

Sound Volume: Select the volume of the sound.

The **2 Column Grid** option selected provides a few different options.

Figure 40: Form for configuring a 2 Column Grid

Classify Orders By: Specifies whether to display order ticket number or customer name on the Customer Facing Display.

Show Header: Indicates if the grid will have a header, which can either be the logo or the store name according to Logo configured from Costume Face.

Column Design: Here the customer facing columns can be customized, including Preparing and Ready column names, header colours, font size and line spacing. Furthermore, appearance can be toggled between Light and Dark modes.

- **Show Running Time:** Specifies whether to display the timer of how long the order has been waiting on the order.

<table>
<tr><td rowspan="3">**EPSON**</td><td>TrueOrder™ KDS
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</table>

Order Expiry Timer: Specifies how long an order should be displayed before it is automatically bumped off. If both the Minutes and Seconds are set to zero, then the orders must be manually bumped.

2.3.2.3. Sound on New Order

The sound that will play when a new order is displayed on the screen can be selected.
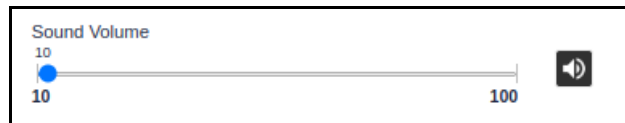

Figure 41: "Sound on new Order" subsection

"Choose New Order Sound" will select the sound. "Sound Volume" adjusts the volume of the sound. The "Play" button allows the user to preview the selected sound.

2.3.2.4. Summary Ticket Filter

To indicate which items the summary ticket (located on the right side of the display) will display when orders are added to the system, the technician must specify items either by selecting a group or by checking individual items from the Menu List. This list references the Menu & Recipe list that must be created separately from grids. This process will be described in later sections.
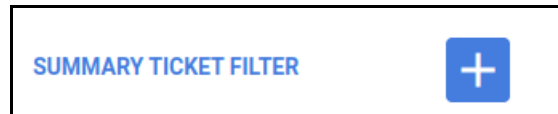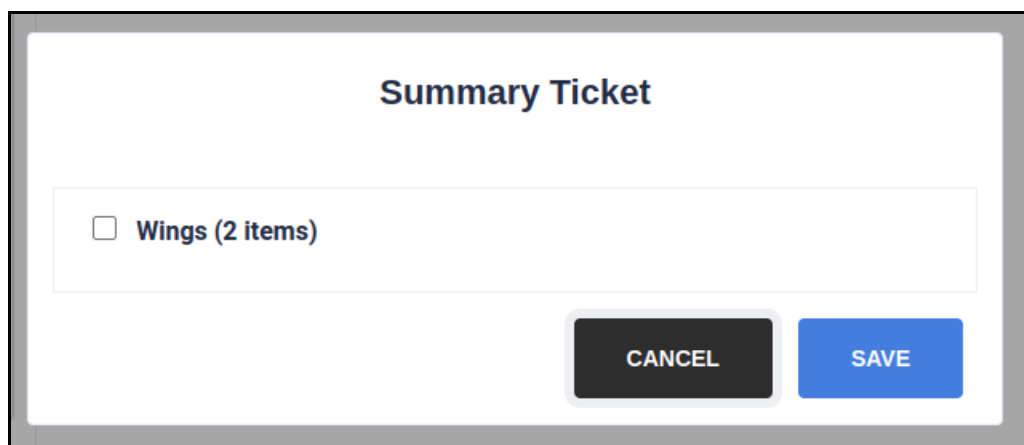

Figure 42: Button to show filters to Summary Ticket

Figure 43: Filters for Summary Ticket

Figure 44: Summary Items

2.3.2.5. Menu Item Filter

To indicate which items will display when orders are added to the system, the technician must specify items either by selecting a group or by checking individual items from the Menu List. This list references the Menu & Recipe list that must be created separately from Grid. This process will be described in later sections.

Figure 45: Button to show filters to Menu Item

Figure 46: Filters to Menu Item

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2.3.2.6. Ticket Manager

A grid ticket must be selected so that the grid knows how to render the orders on the screen. These ticket definitions are created separately from grids, in the cases of kitchen and expeditor grids. When clicking on the button, a selection modal will be displayed, being able to choose among the previously created ticket configurations.

Figure 47: Modal to select the Ticket to be used in a Kitchen Grid or Expeditor Grid

Form: F-730-028 v1.00

2.3.2.7. Grid Preview

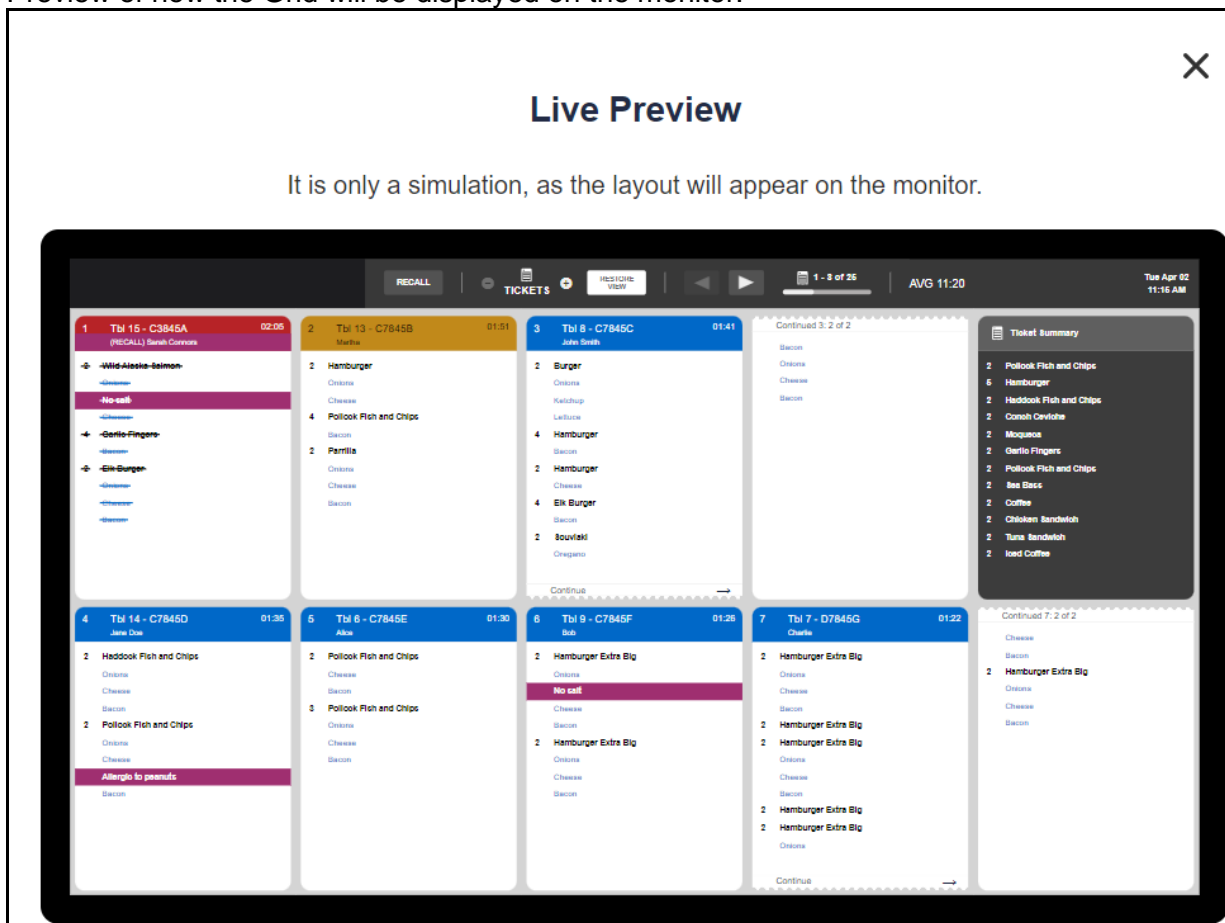Preview of how the Grid will be displayed on the monitor.

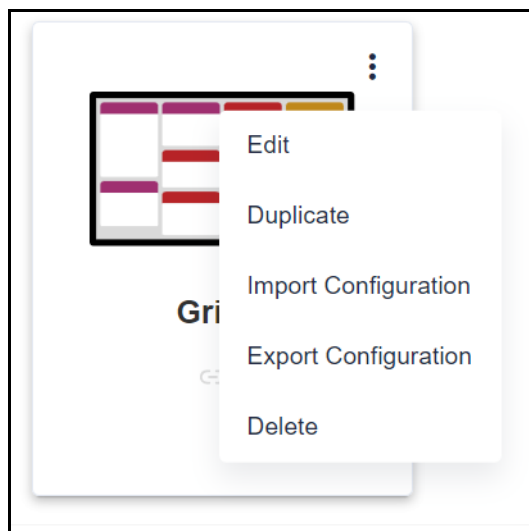*Figure 48: Preview of settings applied to Grid*

2.3.2.8. Grid Options

Figure 49: Actions options in Grid Menu

On the initial screen listing Grids already registered, you can access the Grid options menu, using the button. Among the action options, we have:

Edit: Enters Grid's edit mode by adjusting the existing settings. You can also access the mode by clicking directly on the card.
Duplicate: Duplicates a grid configuration.
Import Configuration: Imports settings from a specific Grid.
Export Configuration: Exports specific Grid settings.
Delete: Deletes Grid Settings Created.

2.3.3. Tickets

Tickets specify how a display will render items on the screen. A user can create a ticket, and then reference that ticket in multiple grids to apply the look and feel of the ticket to the grid. This section describes some of the options that can be set for a ticket.
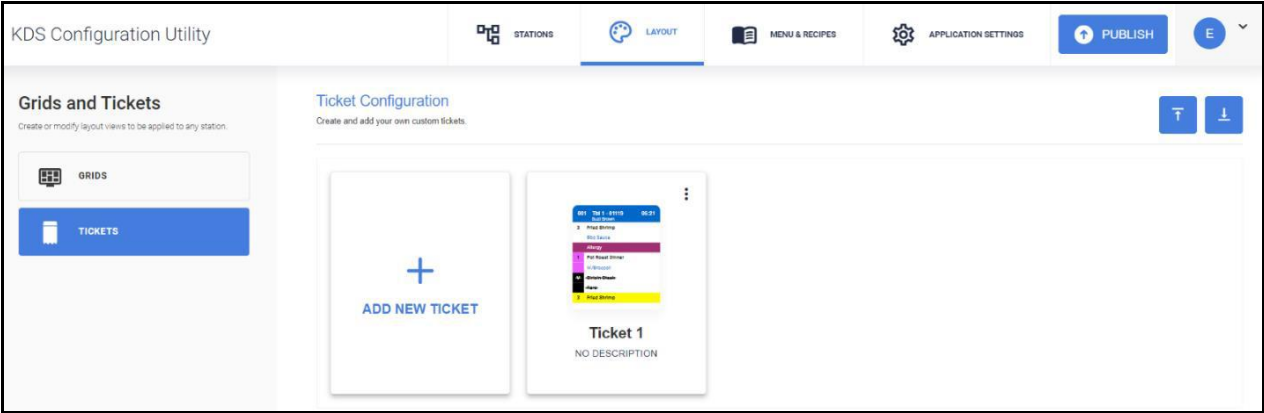

Figure 50: Configured Ticket listing screen

Export/Import Ticket Configurations

It is also possible to use the functionality to import/export Ticket configurations for the application. These imported settings must be in .xml format for them to succeed. The export also takes place in .xml format.

Figure 51: Export and import buttons, respectively

When choosing to add or edit an existing Ticket, you will be redirected to the creation/edition screen.

2.3.3.1. Create/Edit Ticket

Figure 52: Form for configuring a ticket for a Kitchen Grid

Name: Specifies a unique name of the ticket.

Description: A user description of the ticket. This item is optional.

Item Font Size: Font size that will be used for the ticket to display items. For bigger font sizes "Lines Spacing" setting may need to be adjusted to increase or reduce the gap between the lines, to fit the text within a ticket nicely.

Lines Spacing: Indicates how far apart from one another each line is.

Select Color Theme: System default color palette options. If you want a custom palette, keep the "Custom Colors" option checked.

Ticket Header Colors: These colors indicate the color of the ticket header when an item is in various urgency states. Three states are available for which a distinct color can be specified to indicate urgency, normal, priority, and rush priority states. These states are triggered by specifying "Rush Time" and "Priority Time" settings in the grid settings.

Color Settings:

- **Background** – Specifies the background color of the ticket.
- **Item** – The color of the order items displayed in the ticket.
- **Modifier** – Color of the modifiers for the item.
- **Recall** – Recalled item color.

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- **Void Item** – Color of the void item.
- **Alert** – Color of the alert item such as allergies for example.
- **Appended Item** – Color of the appended item.
- **Expeditor Bump Background** – Expeditor Background Bumped Items.
- **Item Selection** – Selected Item Color.

For items **Ticket Header Colors** and **Color Settings**, when you click on the color you want to change, a color picker is displayed:
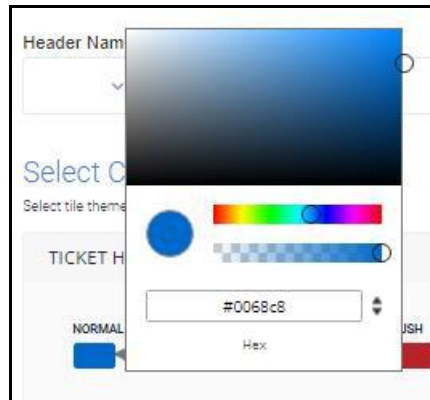

Figure 53: Color picker for the Ticket to Kitchen Grid

Under the font-size options, the customize option allows the user to range between the font size preset giving more freedom to choose as shown in the figure below.
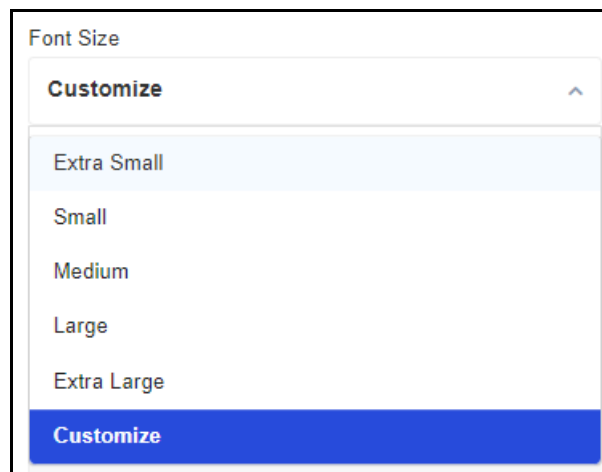

Figure 54: Kitchen Ticket font size options

Figure 55: Kitchen Ticket customize font option

2.3.3.2. Ticket Rendering

The application will render all the changes for the ticket on the left side of the screen as they happen. The rendered screen can be put into New, Priority, Rush, and Recall modes to see the header colors for each mode. As the Kitchen Grid and the Customer Facing Grid have different options, they will be rendered differently.

Figure 56: Kitchen Grid Ticket Rendered

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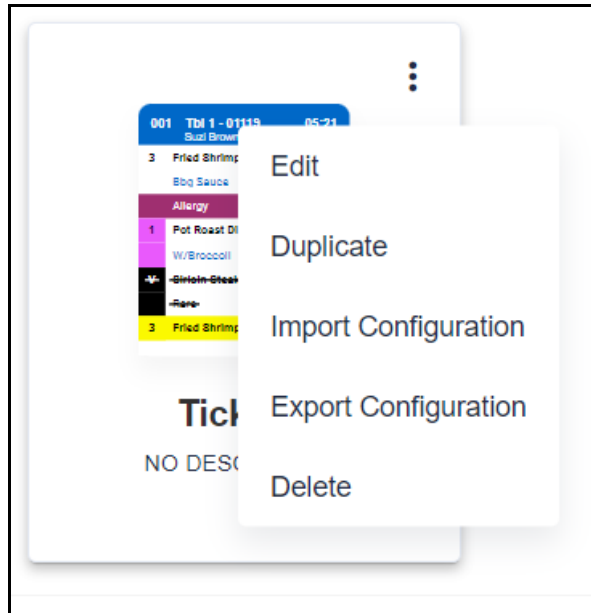### 2.3.3.3. Ticket Options

Figure 57: Actions options in Ticket Menu

On the initial screen listing Tickets already registered, you can access the Ticket options menu, using the button. Among the action options, we have:

Edit: Enters Ticket's edit mode by adjusting the existing settings. You can also access the mode by clicking directly on the card.

Duplicate: Duplicates a ticket configuration.

Import Configuration: Imports Settings from a specific single Ticket.

Export Configuration: Exports specific Ticket settings.

Delete: Deletes Ticket Settings Created.

2.4. Menu & Recipes

2.4.1. Groups

Group is used to help the user route the items to the appropriate KDS display/screen. For example, you can have the following groups: Wings, Drinks, and Pasta. When you set up your KDS environment you will be able to specify the group that the display will show. A display next to the fryer can be configured to show the "Wings" group only, the pizza station display will show the "Pizzas" group, and the "Drinks" group will be shown on the drinks display. The way the user will set up the groups is left to the user and will differ with every new KDS setup.

Figure 58: Menu Items -> Groups page

Add Group: Use this command to add a new group to the group's list. The name you add must be unique and can be changed later.

Edit Group: Group name can be edited using this command.

Delete Group: The group can be deleted from the list by clicking on the "Delete" command.

Restore: Use this command to restore the input group name.

<table>
<tr><td rowspan="3">EPSON</td><td>TrueOrder™ KDS
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</table>

2.4.2. Menu Items

For the KDS to function properly and to be able to route items from one display to another, the system relies on this list of items to know what should be routed to which display. The list represents all the unique items sold at the location. At this time the list must be entered manually by the user and must be updated every time changes are made it.

Figure 59: Menu Items page

Add Item: Use this command to add a new item to the items list. The name you add must be unique and can be changed later. For the item to be properly added, the user must enter the item name as it would appear on the receipt. The reason for this is because the KDS parser will be looking for these keywords to find these items and then route them to the appropriate displays later. Once items are added optional Description and Recipe can be added later.

Edit Item: Item parameters can be edited using this command.

Delete Item: The item can be deleted from the list by clicking on the "Delete" command.

Export Items: Items can be exported to the XML file using this command.

Import Items: Items can be imported from the previously exported XML file.

Restore: Use this command to restore the input fields.

Menu Item: Each menu item can have the following parameters.

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- **Item Name:** This is a unique name that must match the item as it appears on the receipt. If this name does not match the item on the receipt precisely, the item may not route correctly onto the display.

- **Description:** Optional description of the item. This can be a human-readable form name or whatever the user wants.

- **Recipe:** The recipe information for the item. This information can later be displayed on the screen, for the chef to know how to prepare the item.

- **Group:** The group is used to help the user route the items to the appropriate KDS display/screen.

2.5. Application Settings

2.5.1. Site Wide Settings

The site wide settings are used to name your business site, choose the parser target and other general settings to help the system function.

Figure 60: Site Wide Settings Form

2.5.1.1. Configuration

Figure 61: Fields for General Configuration (Subsection of Site Wide Settings Form)

Name: Give the name of the business location. Useful for identifying a particular site if troubleshooting is ever required.

POS Type: Select the POS System that is to be used with the KDS. This tells the KDS which data to expect and parse accordingly for display. You also can upload a new POS Parser (with .ipk file format) or remove some POS Parser clicking the button. After clicking this button, a configuration modal will appear as the image below.

Figure 62: Upload or Remove POS Parser

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It is possible to remove some POS Parser by selecting it and then clicking on the remove button

🗑 or remove all by selecting the 'Select All' checkbox and then clicking in the remove button. To add a new POS Parser is necessary hit the ➕ ADD NEW button that will show the screen below to choose the POS Parser file to upload.
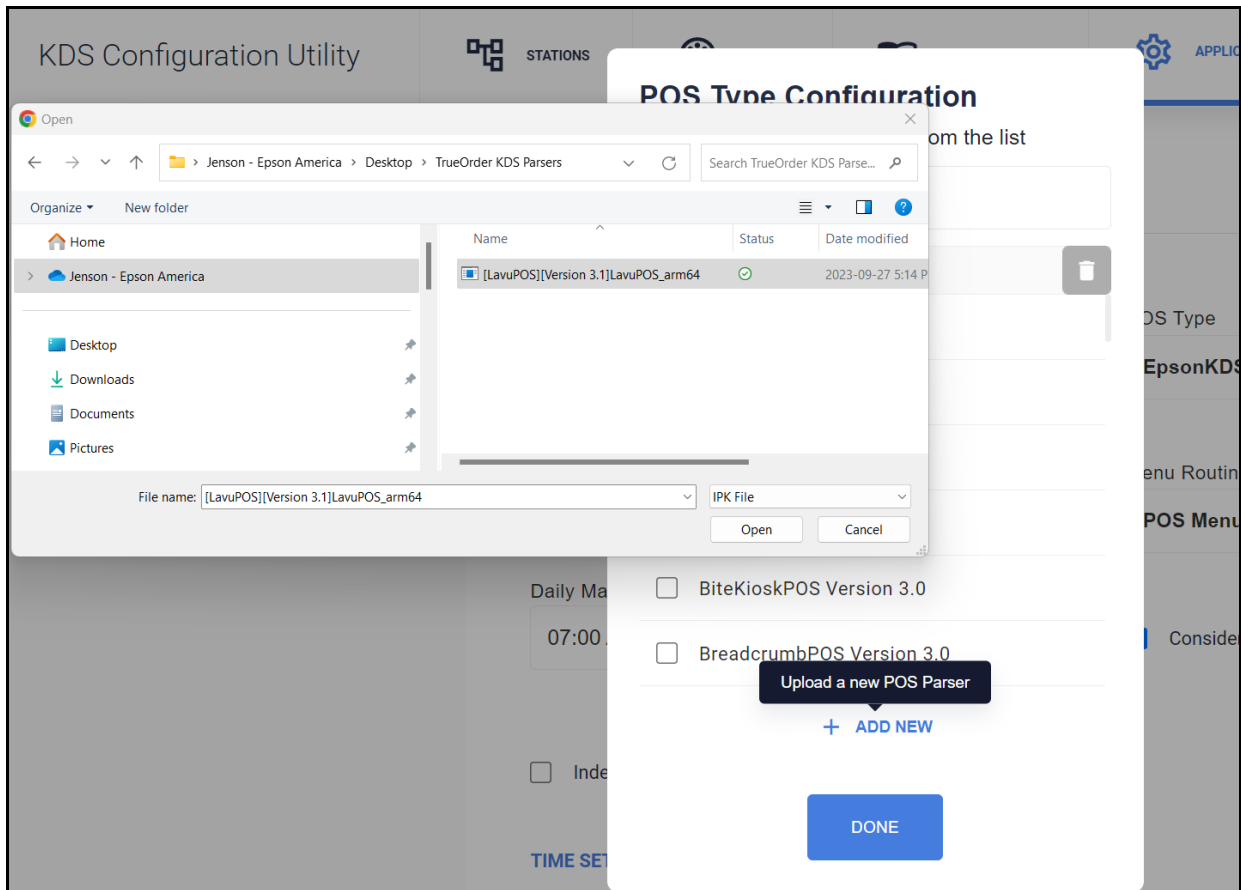

Figure 63: Upload a new POS Parser

POS Connected Device: For the configuration to work, this must be set to the proper device. See section 2.5.1.2 for more details. The POS Connected Device is also known as "Master Device" and is the one device that will be used to send configuration data generated by the configuration tool.

Menu Routing: Select the method to route menu items to displays. POS Menu Routing will use the routing as defined by the POS. KDS Menu Routing will use the routing as defined within the KDS. The default is POS Menu Routing.

Daily Maintenance Time: The KDS requires some maintenance time to work correctly during the day. This time specifies when such maintenance will be performed. Such as clearing buffers, resetting certain parameters and preparing for the next busy day. This time should be set to off business hours when the system is least likely to be used.

Form: F-730-028 v1.00

Consider Orders Unique: When this is checked, it will indicate that each new order should be treated as unique even if order# already exists in the queue. This prevents the system from appending new items to the existing orders. Business must decide to enable/disable this function. Default is disabled.

Independent Displays: When checked, it will indicate that the layouts will not be merged, they will be independent. It is only applied to the POS Menu Routing option.

2.5.1.2. POS Connected Device Selection

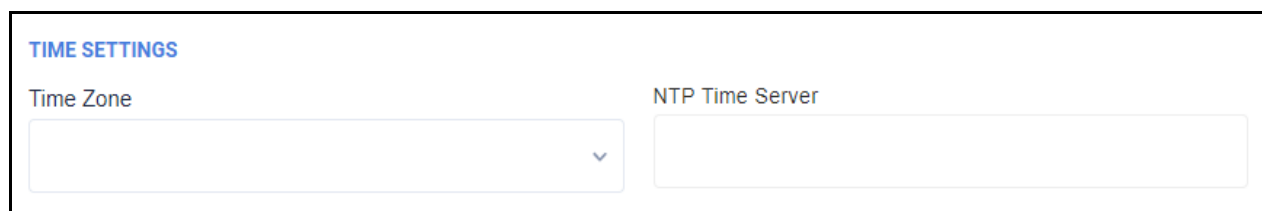There are a few things to consider when selecting which device is going to be the 'POS Connected' device.

Single Station: If this is a single station configuration, then there is no decision to be made, the one device has to be the one connected.

KDS Menu Routing: If KDS Menu Routing is selected (all data goes to the central KDS device, and the KDS decides which screens the order displays on), then the decision is easy: the device that is actually receiving all the orders from the POS must be the POS Connected Device.

POS Menu Routing: If POS Menu Routing is selected (POS knows the IP addresses for all devices and figures out which device gets which parts of the order) then theoretically any device can be the POS Connected device. That said, it is probably safest to make the POS Connected device be a device that doesn't otherwise receive any orders, if any of those exist. For example, make the Expediter or Customer-Facing Display be the POS Connected device.

Multi-Platform Issues: If there are different classes or manufacturers of devices on the same network (which should normally only happen if devices are added or replaced after the initial setup) then this adds a slight complication: the POS Connected device should be run on the same platform as the Configurator. The easiest way to ensure this, of course, is to decide which of the boxes is going to be the POS Connected device at the start and then always use the Configurator on that device.

2.5.1.3. Time Settings

TIME SETTINGS	
Time Zone	NTP Time Server

Figure 64: Site Wide Time Settings subsection

Time Zone: The system supports time zone settings. Choose your time zone and click "Set Time & Time Zone setting" in the Main Menu. This will update the master device (If selected) to the new time zone settings and the current local time.

NTP Time Server: Specifies NTP Time Server. This setting must be applied by clicking "Set Time & Time Zone Settings" in the Main Menu.

Figure 65: Site Wide Time Setting actions subsection

Set Current KDS Time: Sets the date and time for this computer to the KDS system. Does not change the time zone settings.

Set Time Zone & Time: Sets the date and time for this computer to the KDS system. It will also change the specified time zone settings.

2.5.1.4. Printing on Bump

Configure the bump-and-print header & footer text.

Figure 66: Printing on Bump subsection

The headers and footers allow customization of the printout per order or item bases. When used, they can contain any simple text or ESC/POS commands to customize the look and feel of the printout. There is a line feed added after any header or footer, so just putting in a simple text string will always work.

If you want to add any extra commands, there is some special processing done that allows non-ASCII characters to be added to the text. The following sequences are all supported:

- \n - line feed
- \t - tab
- \v - vertical tab
- \x*nn* - hexadecimal code
- \0*nnn* - octal code
- \\ - backslash
- Any other character after the '\' will just be itself.

Example: Command to change whether text is left/center/right justified is ESC a *n*, and the ESC character is \033. The following command sequence will center the header.

\033a\01HEADER\n------\n\033a\0

This translates as ESC a 1 HEADER LF ------ LF ESC a 0, and it will print as:

HEADER

Note: Extra LF was added in there because the ESC a *n* command only works at the start of a line.

Example: To make the characters bold and double-width as well:

      \033!\050\033a\01HEADER\n------\n\033a\0\033!\0

This translates as ESC ! 0x28 ESC a 1 HEADER LF ------ LF ESC a 0 ESC ! 0x00.

WARNING: Both the \x*nn* and \0*nnn* sequences can take any number of digits after them. This means that, to do the 'ESC 2' command, you need to use \033\062 or something similar, because \0332 will be read as a single character.

Tile Header, **Tile Footer**: If not empty, this text will be printed on the printout for each order. Follow explanation above if ESC/POS commands need to be inserted to customize the look and feel of the text.

Item Header, Item Footer: If not empty, this text will be printed on the printout for each of the items on the order. Follow explanation above if ESC/POS commands need to be inserted to customize the look and feel of the text.

2.5.2. Wizard

When the TrueOrder KDS Config web app is used for the first time a Wizard can help guide the user to do an initial discovery and setup of the KDS. The Wizard is available under the Application Settings tab. To find the devices, the machine the Configuration Utility is running on must be connected to the same LAN as the KDS devices. All devices must be turned on and connected to the network. When the Wizard starts the user is presented with 2 options:
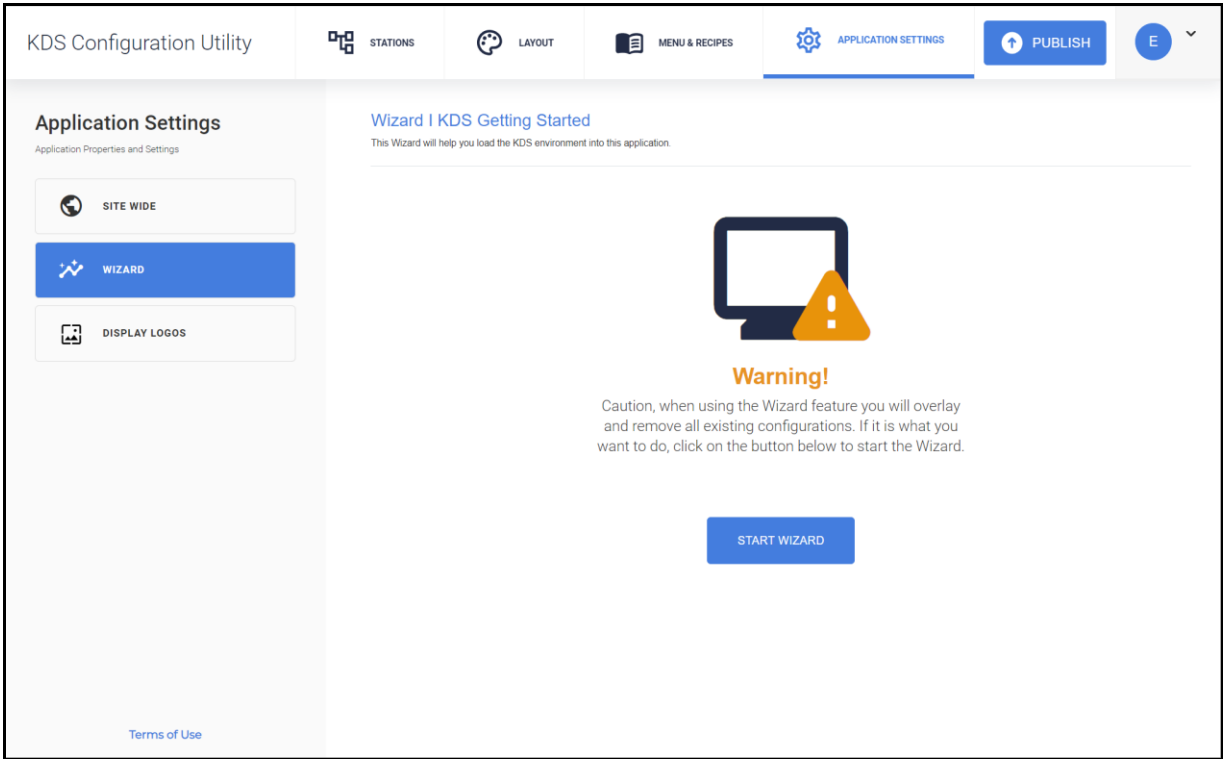

Figure 67: Wizard Configuration subsection

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When the wizard starts, by clicking on the "Start Wizard" button, the user has 2 options:
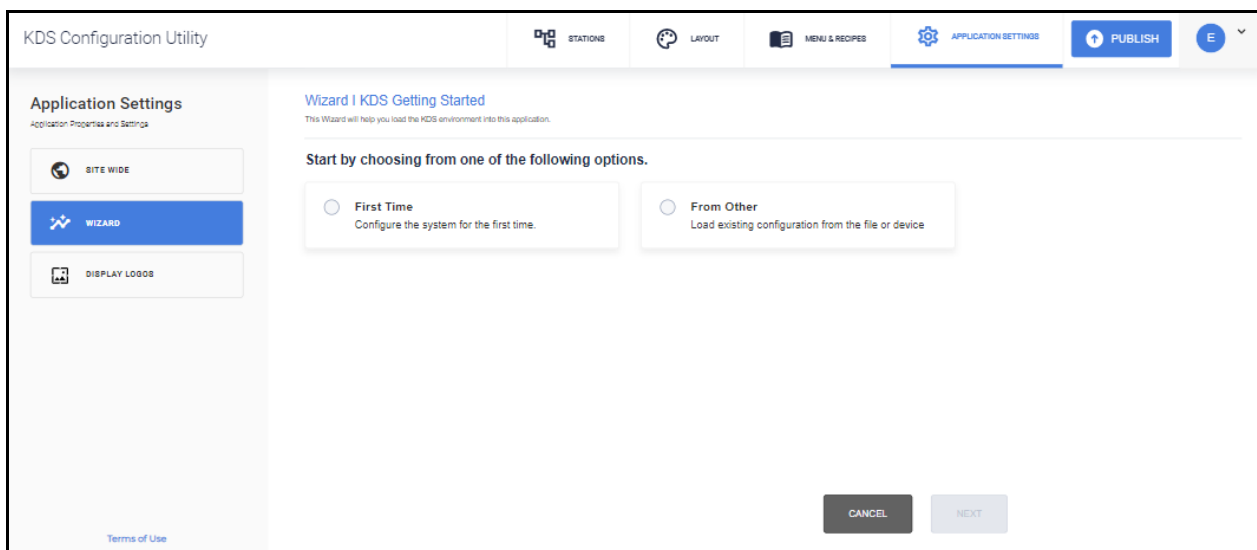
Figure 68: Wizard Getting Started options

2.5.2.1. First Time: Configure the system for the first time

Use this option if you have just unpacked the system from the box and connected everything for the first time. This step will scan the network for all the KDS devices and their capabilities, and automatically assign a default configuration.

Select your Point of Sale (POS) type and after the Wizard will ask how you would like to configure the IP/network settings for the KDS devices. If your POS does not appear in the list, you will need to contact your Epson representative for information on how to get it supported.
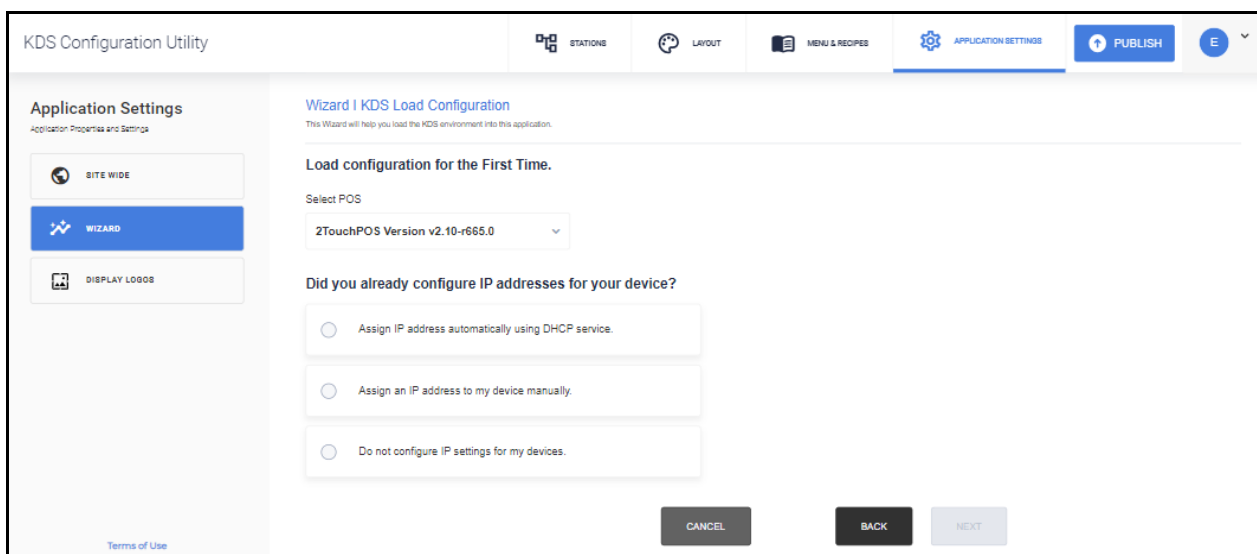
Figure 69: Wizard Load Configuration: Load configuration for the first time

Assign IP automatically using DHCP service

This option sets all the devices to DHCP mode which allows them to automatically be assigned to an IP address from the network DHCP server. KDS devices recognize each other using their MAC addresses so if IP addresses change it will not affect the KDS operation. But Epson generally recommends using static IP configuration for all devices to eliminate any issues with POS's sending data to the right destination.
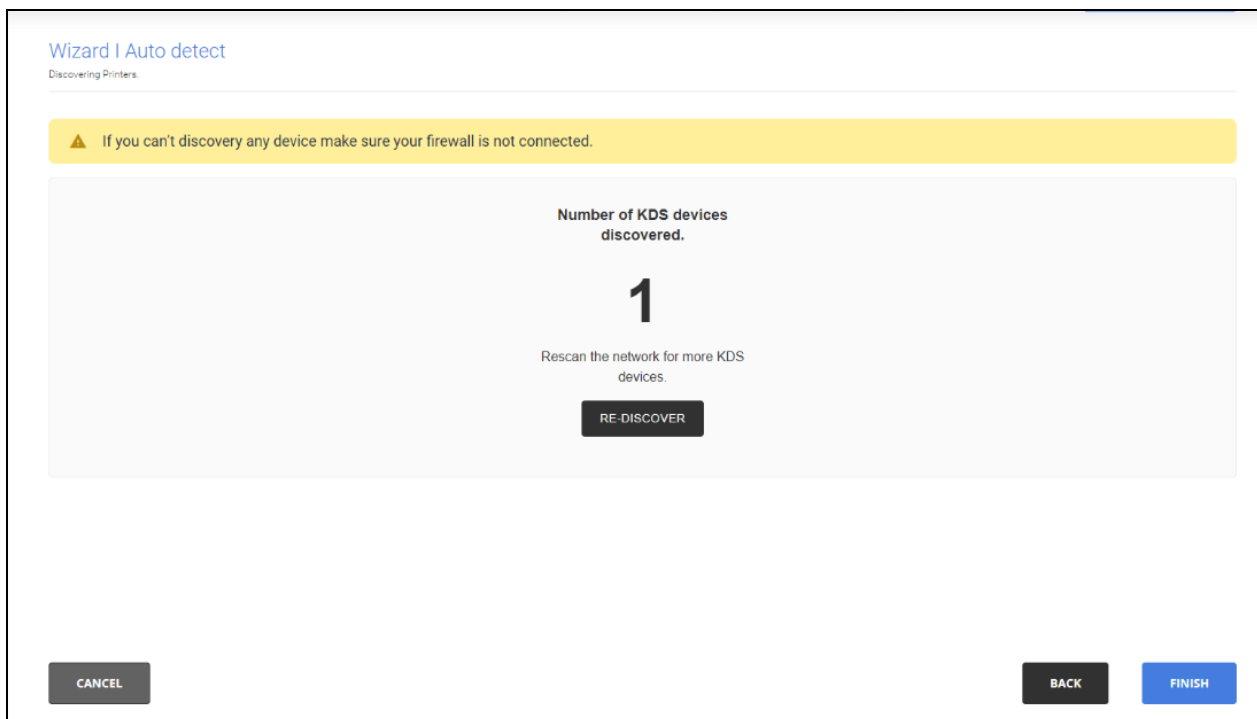
Figure 70: Wizard Auto-detect when "Assign IP address automatically using DHCP service" is selected

Assign IP to my devices manually

Use this option if you have a list of IPs that you wish to assign to each device. This option will take you through the steps to assign IPs for the devices.

When clicking on this option, the system will scan the network, looking for any connected device. If not found, an error message will be displayed (exemplified in the image below).

Manual IP address Input

Number of KDS devices discovered.

4

Enter IP address separated by comma for each device

RE-DISCOVER

CANCEL   BACK   FINISH

Figure 71: Wizard Auto detect page when "Assign IP address to my device manually" is selected

Do not configure IP settings for my devices

Choose this option if you know your devices already have their correct IP addresses and you do not wish to change them. This option is useful if you have previously assigned static IPs to the printer using another method, and you do not wish to change the IP settings further. Keep in mind that IP addresses can still be changed later if necessary.

The Wizard will attempt to discover all the KDS devices on the network. If the number of physical devices that you have on the network matches the number of discovered devices in the wizard, click next to go to the next step. Otherwise, if the number of discovered devices is less than what you have on the network then check the cabling and click the "Re-Discover" button to try again.

Pick the POS Connected Device

If your configuration has multiple KDS devices, one must be picked to play the role of the POS Connected Device. See section 2.5.1.2 for more details.

What will the wizard do next?
When you click next, the wizard will scan the network again, and add all your devices to the Utility. For each device a display will be created and attached to that device automatically. A Default Tile design will also be created and attached to each display. Note that all these settings can be changed later. The operation of the wizard will then be complete. The starting point it has created can then be further tweaked and adapted manually.

2.5.2.2. From Other: Load configuration from the device on my local network

This wizard option allows you to load a previously saved configuration file or if your Master Printer had previously been configured, it will load configuration from that device instead.
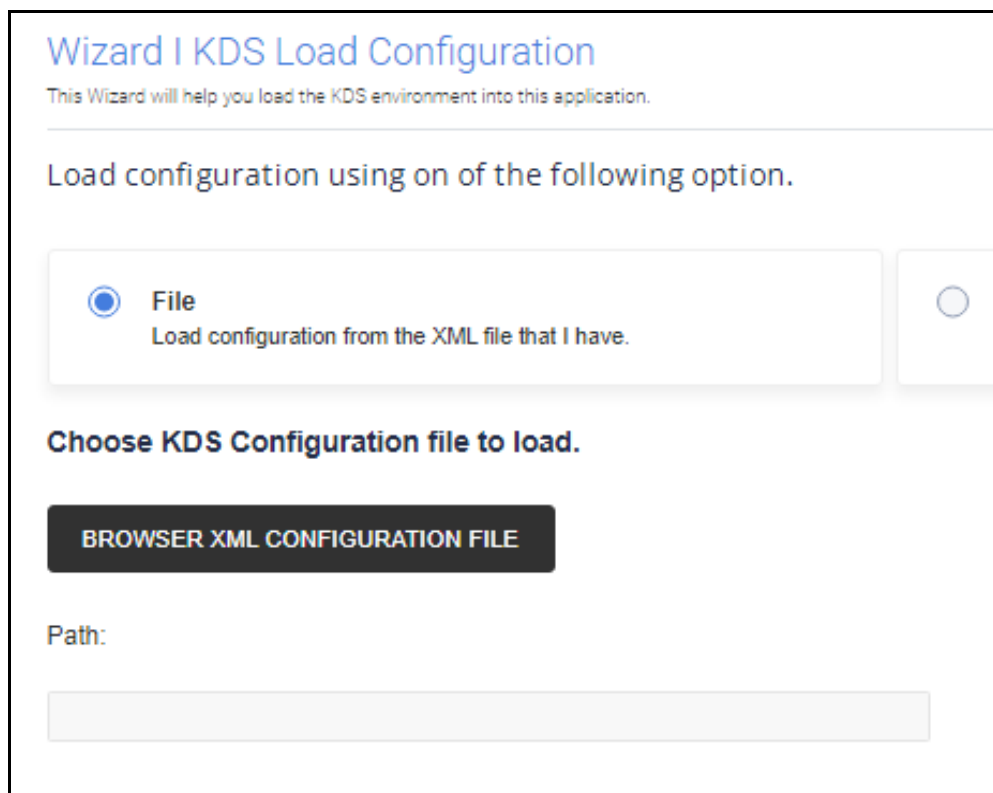
Figure 72: Wizard Getting Started options: from other

2.5.2.3. File: Load configuration from the XML file that I have

Figure 73: Wizard Load configuration when the "File: Load configuration from the XML file that I have" option is selected

Use this option if you already have a configuration file and wish to reload it. Exercise this option carefully, however, as the files from another system may not necessarily be compatible with the current system. It is also possible that the IP and MAC addresses may not match. In this case, further adjustments to device settings will be necessary to match the file to the physical devices on your network. This option is, however, good for importing grid settings, menu items, and ticket designs from another system. In this case, only devices will need to be rediscovered and configured manually.

2.2.4.2.2.2. Device: Load configuration from the device on my local network

This option is good for when your system is configured and working, but you do not have the configuration in your utility and wish to load it from the Master Printer. This will extract the configuration file from the Master Printer and load it into the utility.

Figure 74: Wizard Load configuration when the "Device: Load configuration from the device on my local network" option is selected

Figure 75: Wizard Load configuration when the "Device: Load configuration from the device on my local network" option is selected after searching for devices on the local network

2.5.3. Display Logos

This section allows uploading image files or a store name to the system to be used in the displays. A user can upload a logo image, and then reference that logo to be used by a kitchen/expeditor or customer facing displays.

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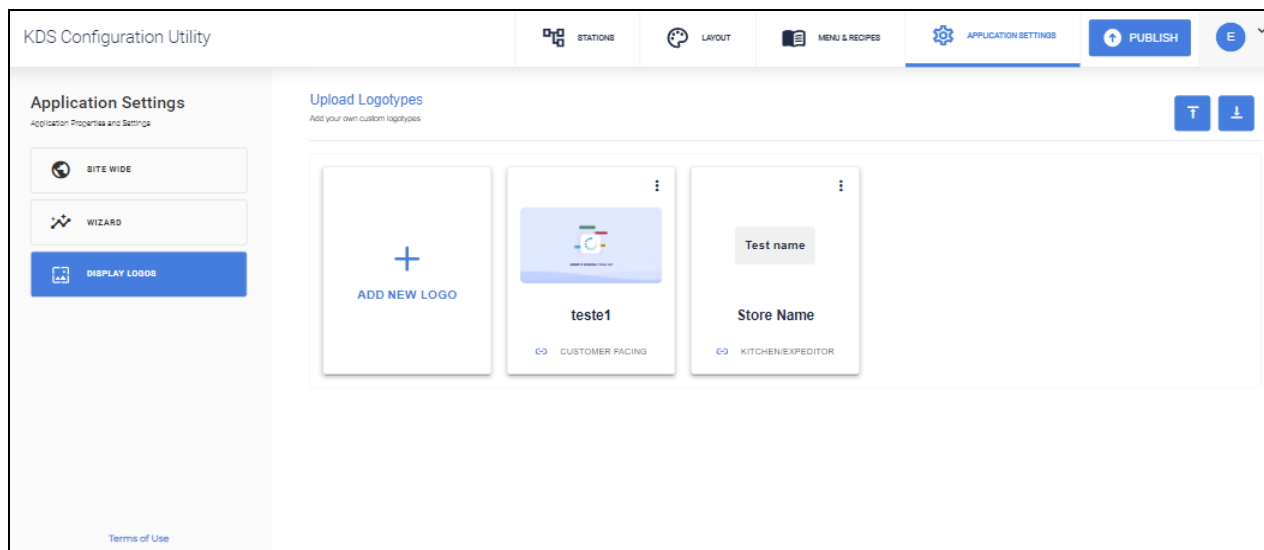
Figure 76: Logos listing screen

2.5.3.1. Add New Logo

This option allows you to add a new logo image or store name to the system. After clicking the 'Add New Logo' card, you will be redirected to the registration screen.
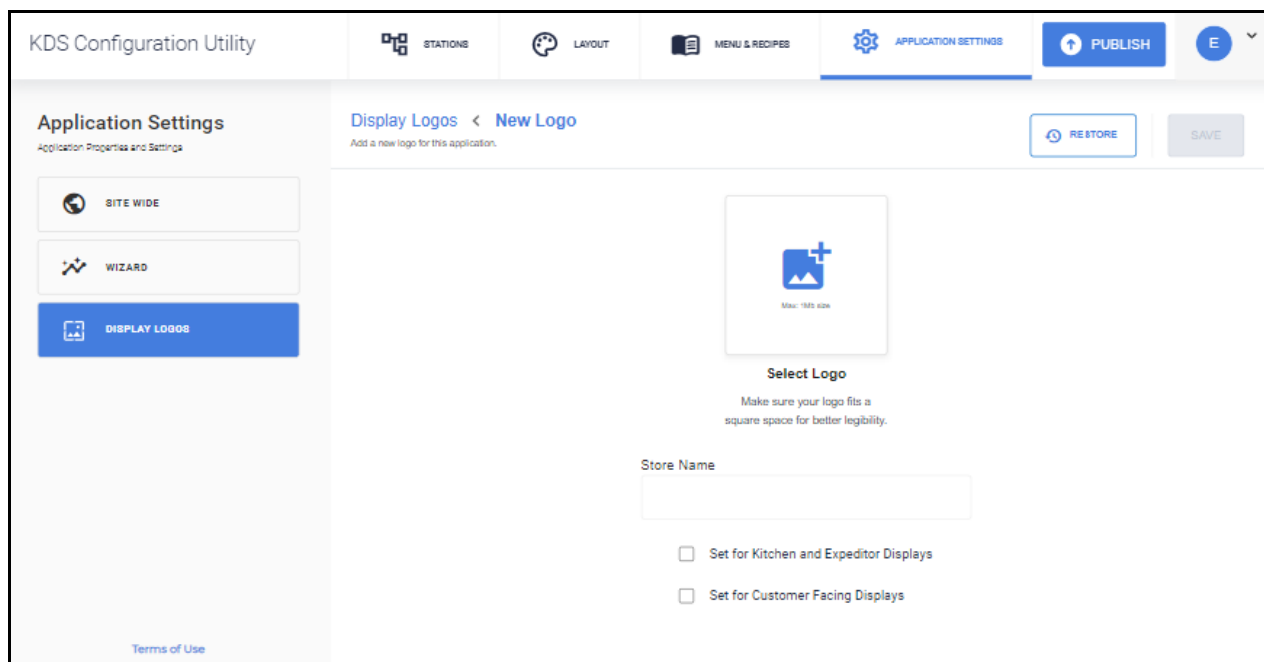
Figure 77: Logo register screen

Select Logo: Option that will open the file explorer for selecting an image.

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Store Name: Name that will be used as the friendly name of the image, and if no image is selected, it will replace the logo.

Kitchen/Expeditor Checkbox: Enables logo for kitchen/expeditor type of displays.

Customer Facing Checkbox: Enables logo for customer facing type of displays.

2.5.3.2. Logo Options
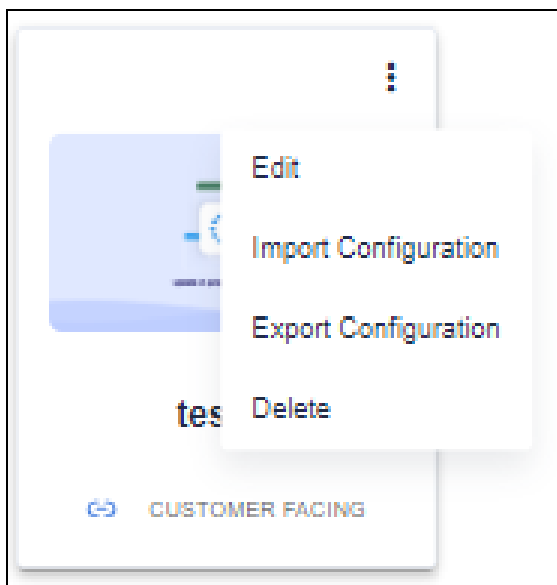
Figure 78: Action options in Display Logos Menu

On the initial screen listing Logos already registered, you can access the Logos options menu, using the button. Among the action options, we have:

Edit: Enters the registration screen in edit mode by adjusting the existing settings. You can also access the mode by clicking directly on the card.

Import Configuration: Imports settings from a specific Logo.

Export Configuration: Exports specific Logo settings.

Delete: Deletes Logo Created.

2.6. Profile

2.6.1. Account Settings

2.6.1.1. Email Configuration

This section allows a basic email setup to receive by email system trouble and available update notification. It is just necessary to fill up the fields shown in the image below. This view can be accessed through Preferences -> Email Configuration.

Figure 79: Form for basic email setup to receive by email system trouble and available update notification

When the Send Test Email button is clicked, a modal to insert a destination email is displayed.

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Figure 80: Modal to insert a destination email (by clicking the highlighted button)

2.6.1.2. Users

For security reasons, only registered or admin users can log in to KDS Configuration Tool. The users can have passwords and access privileges assigned to them. This section explains how to create and manage users and their access privileges.

Figure 81: List of users already registered in the system

Export/Import Users Configurations

It is also possible to use the functionality to import/export Role configurations for the application. These imported settings must be in .csv format for them to succeed. The export also takes place in .csv format.

Figure 82: Export and import buttons, respectively

The left button is used to export. The right button is used to import.

Add User: Use this command to add a new user to the user list. The name you add must be unique and can be changed later.
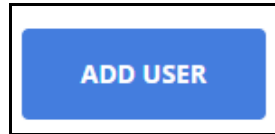

Figure 83: Button to add a new user to the system

User Settings

Once the user is added to the list, password and access privileges can be assigned.

Figure 84: New user registration form

Configuration

Name: Unique username. This is also the login name.

Description: A short optional description of the user.

Email Address: The user's email address must be specified before a password can be set for the user. This email address will be used if the password is forgotten later.

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Password: The password can only be set if the user's email address is set. This is necessary if the user wants to recover the password later.

Set Role: Add user role (each role has specific permissions to run on the system, previously defined by the master user of the system).

Figure 85: Role selection (already registered) for a user

ACTION

View User: When the View User button is clicked, the image below is going to be presented to display an existent user in the system.

Figure 86: Action button to view user

Figure 87: Displaying a specific user's configuration form

Edit User: When the Edit User button is clicked, the image below is going to be presented to edit an existent user with the required fields.

Figure 88: Action button to edit user

Figure 89: Edit form for a specific user

Disable User: The user can be disabled by clicking on the Disable User toggle switch.
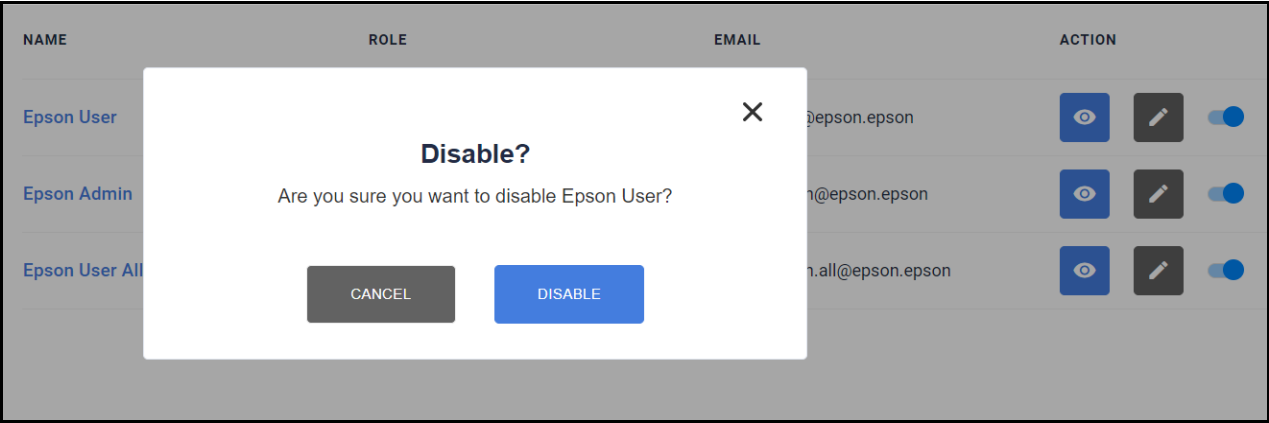
Form: F-730-028 v1.00

Figure 90: Confirmation modal to disable a user

2.6.1.3. Role

Roles allow you to specify access privileges to certain sections of the KDS Configuration Utility. By default, the application will have an "All Access" role that allows the default "admin" account to access the application. This role cannot be changed, but new roles can be added to specify access privileges for the new role.
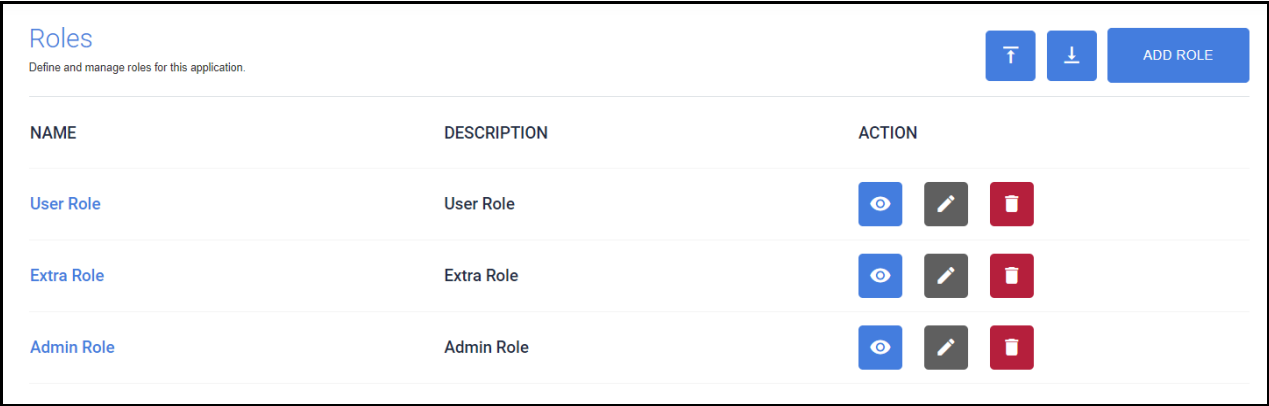

Figure 91: List of roles already registered in the system

Export/Import Role Configurations

It is also possible to use the functionality to import/export Role configurations for the application. These imported settings must be in .csv format for them to succeed. The export also takes place in .csv format.

Figure 92: Export and import buttons, respectively

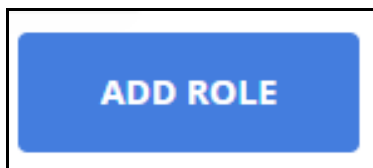| EPSON	TrueOrder™ KDS KDS Configurator Page 62 of 67	111-56-URM-007 R4.42

Add Role

Figure 93: Add Role Button

Use this command to create a new role by specifying the role name in the dialog box. The name of the new role must be unique. Once the role has been created it can be configured, and later applied to the users as needed.

If all requirements are satisfied, the role will be added to the list that will be displayed and a message of success will be presented.

Role Settings

A role must specify which areas of the application will be accessible by the user that is assigned such a role. For example, you can create a "Menu Manager" role and allow the user to access only the "Menu & Recipes" list and nothing else in the application. By default, the newly created role will have no access privileges set to it. If such a role is assigned to the user, the user will be able to log in, but not be able to do anything inside the application.

Figure 94: "New Role" page

Name: The unique role name.

Description: A concise description of the role.

Role Manager Access: Permissions the role will have on the system (checked roles will be allowed for this role).

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ACTION:

View Role: When the View Role button is clicked, the image below is going to be presented to display an existent user in the system.
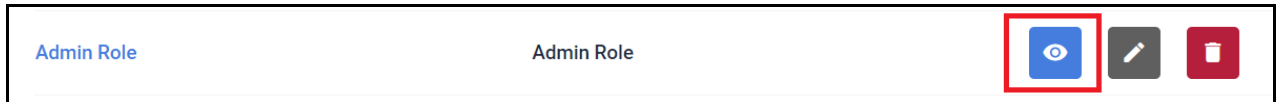

Figure 95: View Role button (highlighted)

Figure 96: "View Role" page

Edit Role: When the Edit role button is clicked, the image below is going to be presented to edit an existent role with the required fields.
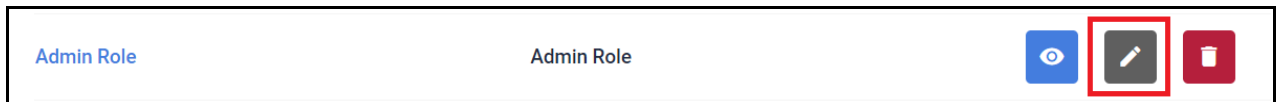

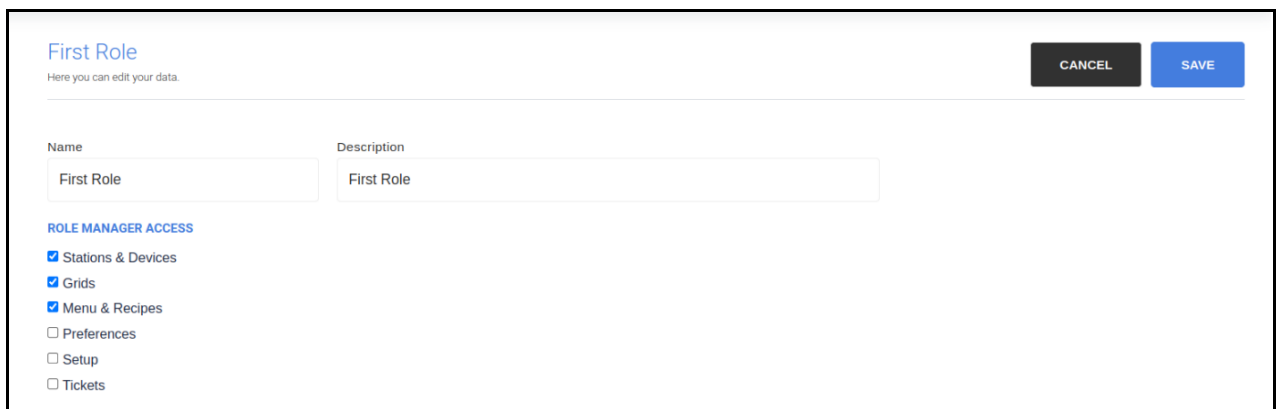*Figure 97: Edit Role button (highlighted)*

Figure 98: "Edit Role" page

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Delete Role: When the Delete Role button is clicked, a confirmation modal will be displayed.

Admin Role	Admin Role	👁 ✏ 🗑
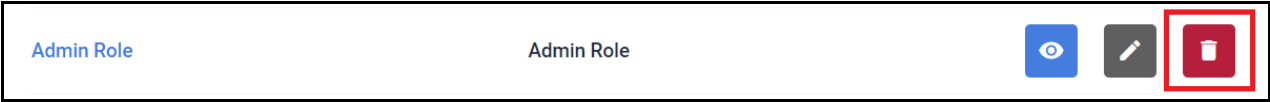
Figure 99: Delete Role button (highlighted)

Delete

✕

Are you sure you want to delete First Role?
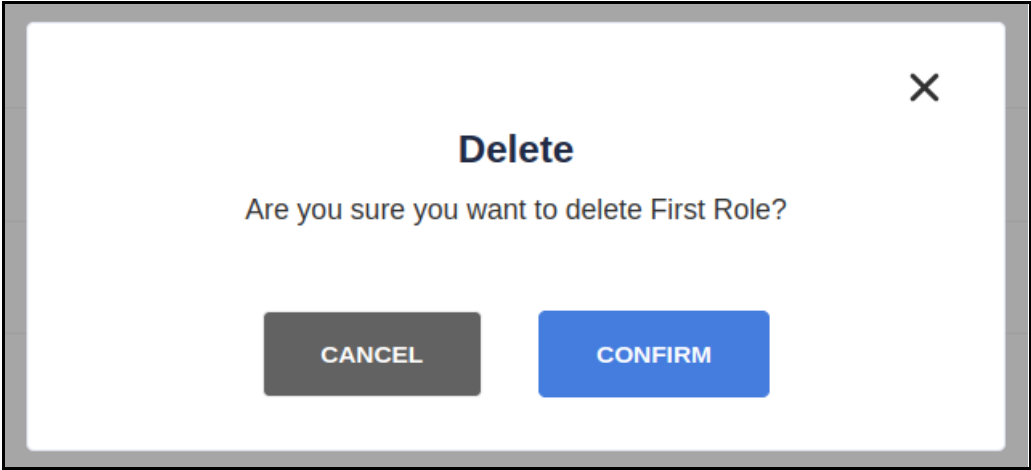
CANCEL   CONFIRM

Figure 100: Delete Role modal

If the role is already associated with a user, an error message is displayed, making it impossible to delete that role. If the role is not associated with any user, the role will be deleted.

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2.7. Language Settings

2.7.1. Supported Languages

Starting with software v3.36, TrueOrder KDS supports the following languages:

a. English (default)
b. French

2.7.2. Configurator Language

The Configurator language can be changed using the language selection dropdown in the top right corner of the page. See Figure 101.
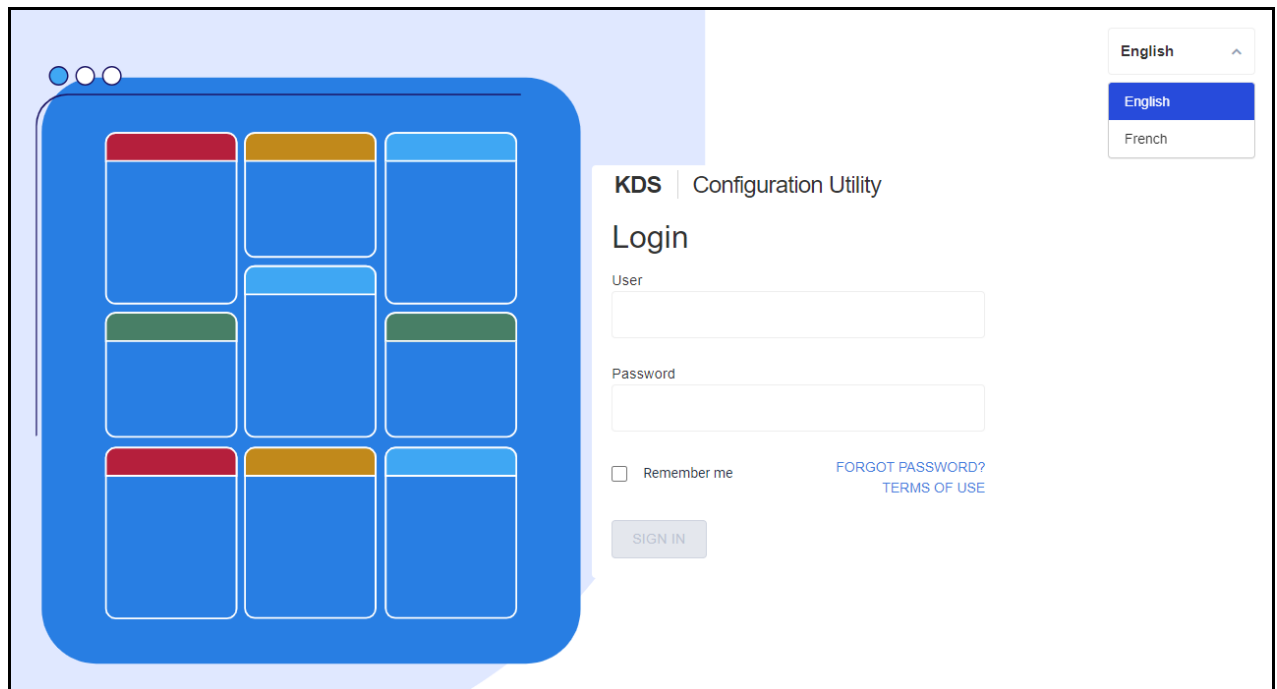

Figure 101: Selecting the Configurator language (showing "English" selected)

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2.7.3. KDS Language

Language on the KDS display itself can be set as well. This would include on-screen artifacts such as labels in the splash screen, names of various buttons and Summary Ticket etc.

To select the KDS language:

    a. Log into the Configurator and open the APPLICATION SETTINGS tab.

    b. Under SITE WIDE configuration, select the desired language from the drop-down. See Figure 102.

Figure 102: Selecting the KDS language (showing "English" selected)

    c. Press the SAVE button, then the PUBLISH button to apply the new language across all KDS displays.

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