



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.

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1. Introduction

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 Ports 80 and 443 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.

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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.

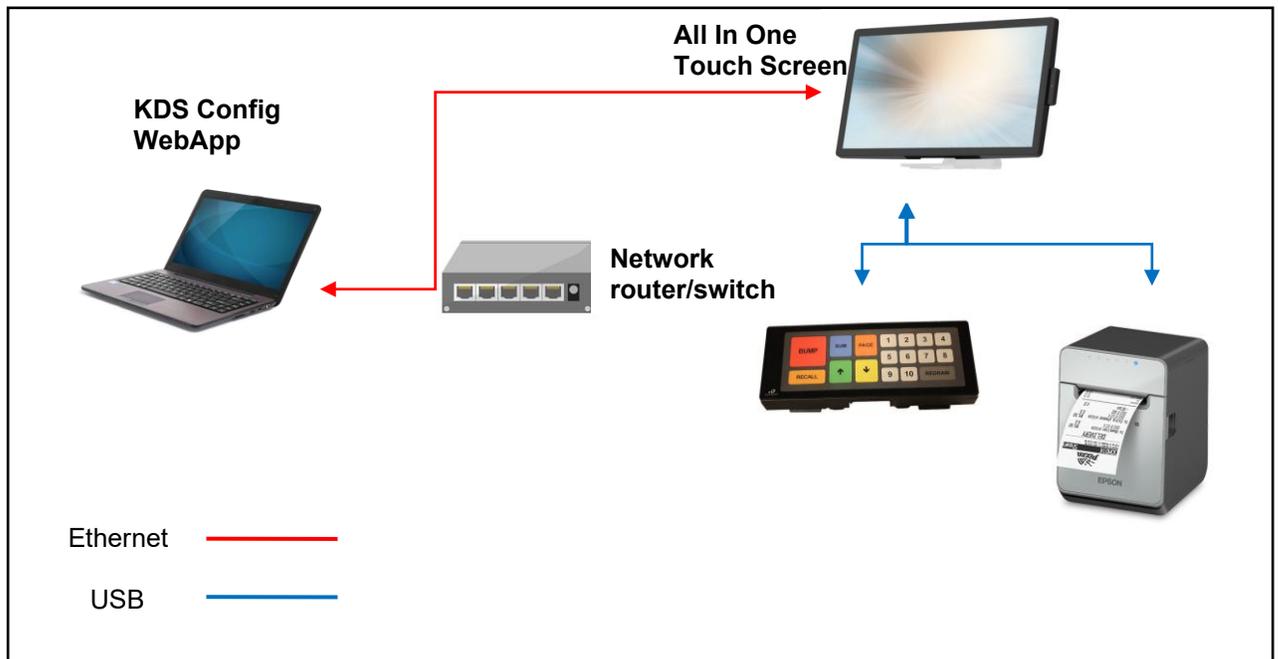


Figure 1: Sample Single Station KDS Setup

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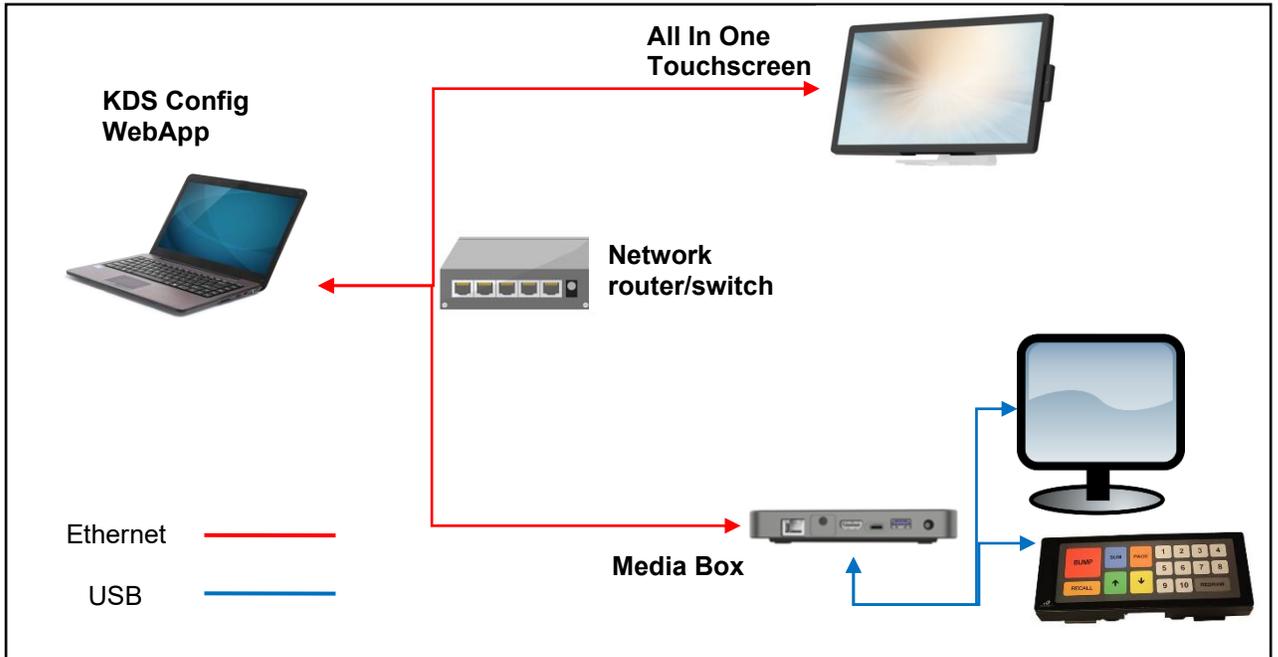


Figure 2: Sample Muti Station KDS Setup

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

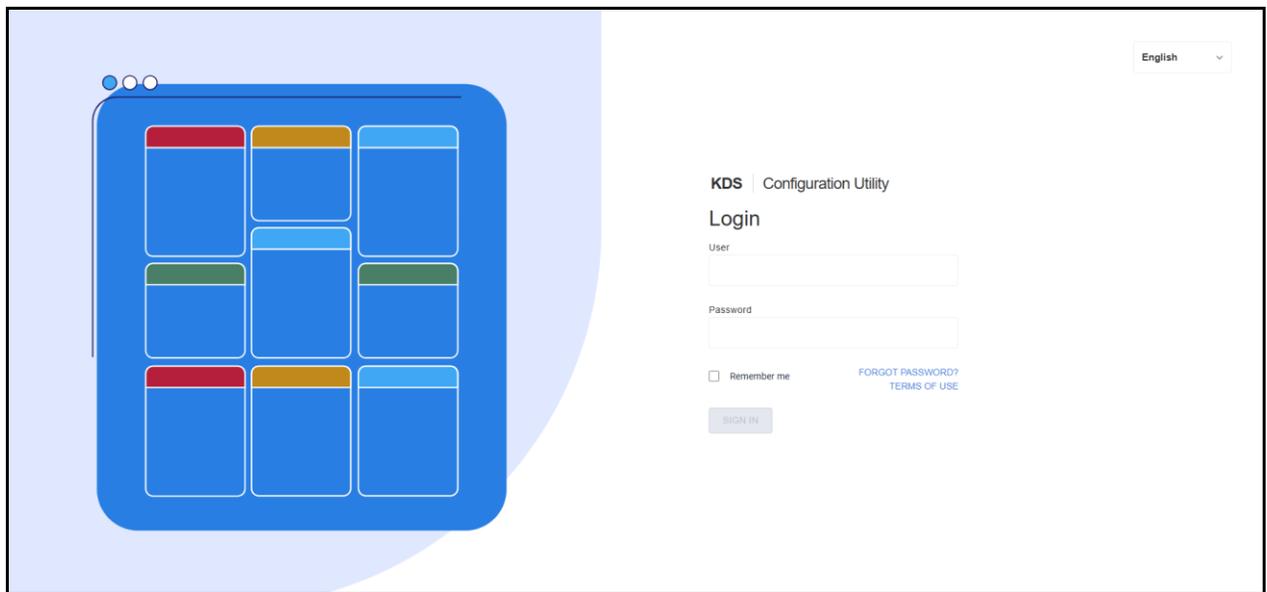


Figure 3: KDS Configurator login screen

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

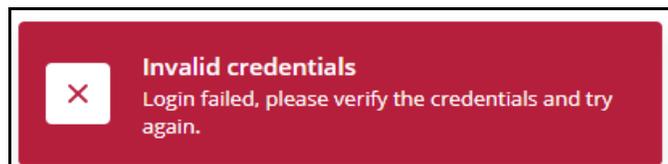


Figure 4: Invalid Credentials error message

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If the username and password are valid and it is the user's first login, the end user license agreement (EULA) must be accepted.

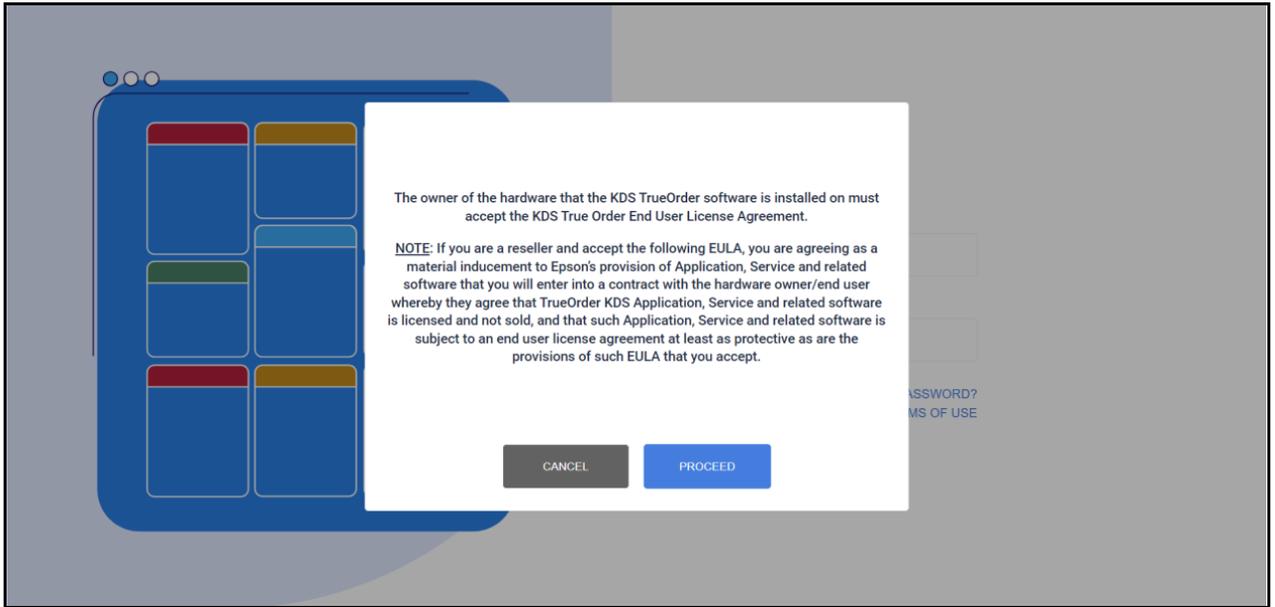


Figure 5: End user license agreement warning

A modal presents the EULA for reading. To continue using the system, the user must acknowledge they have read the text to the end to click on the Confirm button. The user also has the option of downloading the EULA by clicking the Download button.

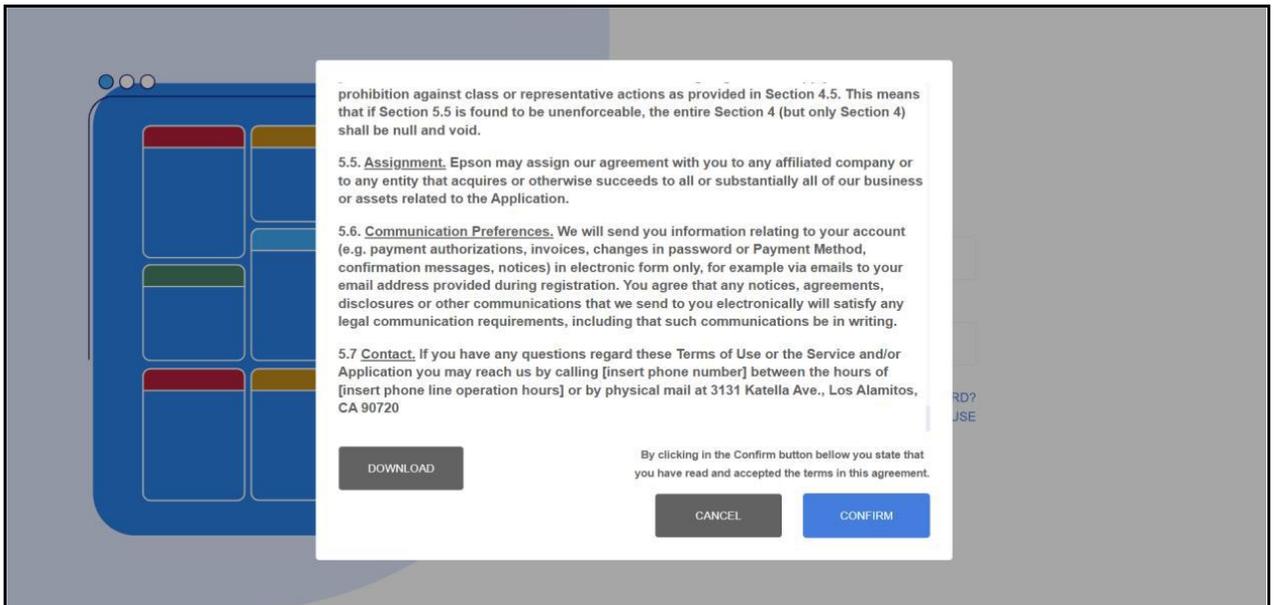


Figure 6: End user license agreement warning

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2.1.2. Password Reset

Starting with v5.5 of the Configurator, password reset requires a factory reset of the device. This can be accomplished via the [`http(s):// <device.ip.address>/ webconfig/`] page.

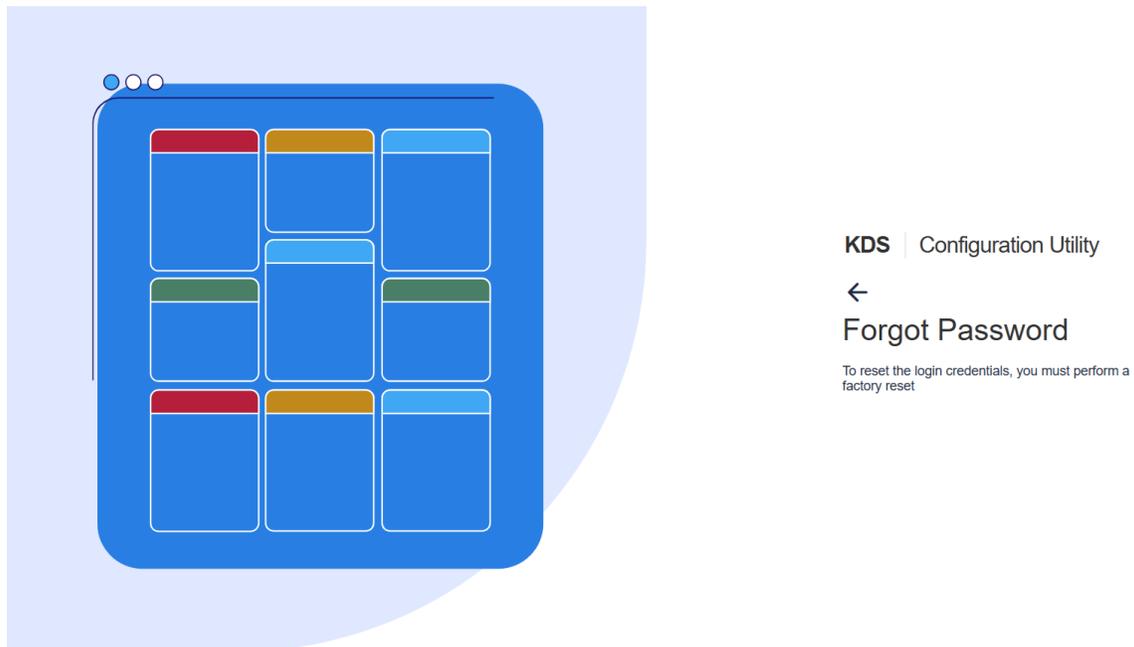


Figure 7: Password Recovery page

2.2. Main Menu

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

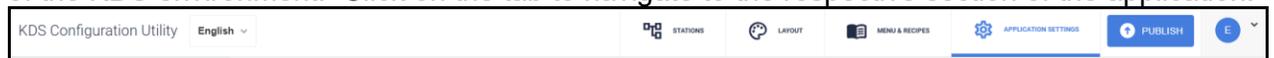


Figure 8: KDS Configuration main menu

Language – Switch between English/French language. See section 2.8.3.

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.

Publish Configuration - 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.

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Figure 9: Upload Configuration to Master Device Button

If there is no change in the configuration, the publish button remains disabled.



Figure 10: Publish button disabled 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.

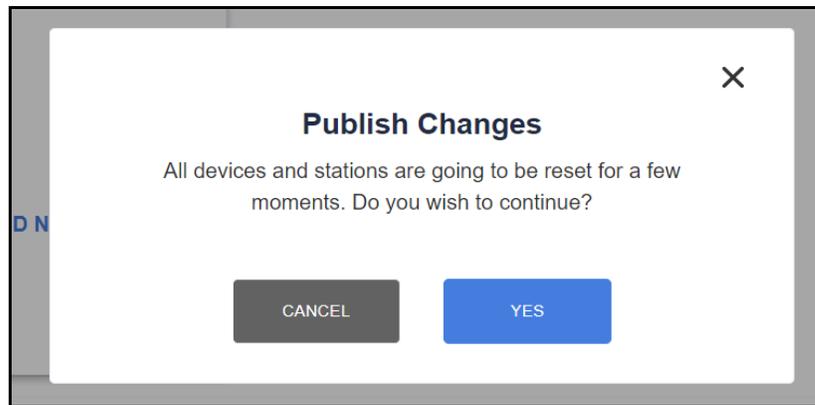


Figure 11: Confirmation modal to Upload Configuration to Master Device

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'.

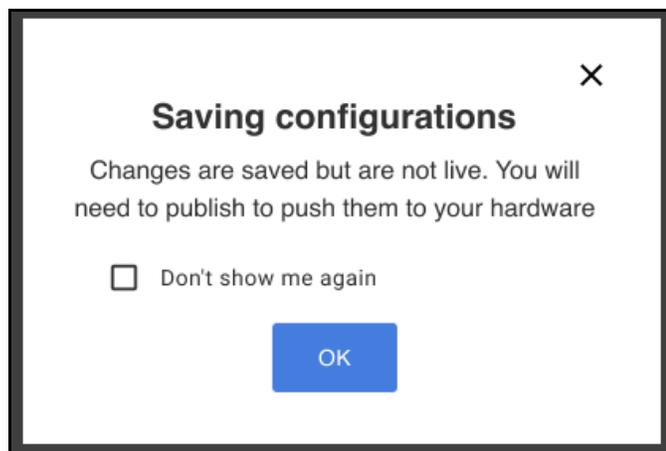


Figure 12: Modal to warn the user that there are changes to be published

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 in the top right corner drop-down menu.

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

The procedure to add a new station includes 4 stages.

- **Initial Setup Stage**

The screenshot displays the 'Station Initial Setup' configuration interface. At the top, a navigation bar includes 'STATIONS', 'LAYOUT', 'MENU & RECIPES', 'APPLICATION SETTINGS', a 'PUBLISH' button, and a user profile icon 'E'. Below this is a progress bar with four stages: 'INITIAL SETUP', 'LAYOUT', 'DEVICE', and 'STATION'. The 'INITIAL SETUP' stage is highlighted. The main configuration area is split into two sections. The first section, 'STATION CONFIGURATION', contains a 'Name' input field with 'Station1' and a 'Description (Optional)' input field with the placeholder 'Insert description'. The second section, 'STATION TYPE', features three radio button options: 'KITCHEN' (which is selected), 'EXPEDITOR', and 'CUSTOMER FACING'. Below these options is a checkbox for 'Station Print Only' which is not checked. At the bottom right, there are 'CANCEL' and 'NEXT' buttons.

Figure 13: Station Initial Setup

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

Description: Optional station description.

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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.

After the initial setup is done, click NEXT to go to Layout stage.

- **Layout Stage**

To create a station using an existing grid, select the grid (i.e “Grid 1”) and click “NEXT”. Below is the example where the station type was selected as Kitchen or Expeditor in the Initial stage.

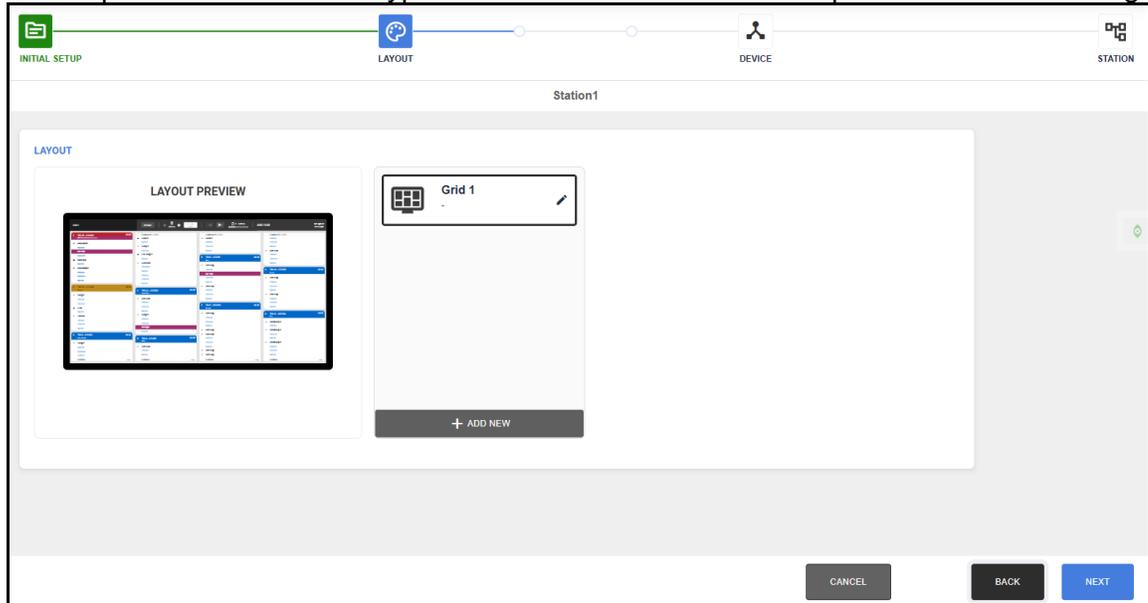


Figure 14: Using an existing Grid

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 and the name set to ‘Grid Name – Station Name’. For example, if “Grid 1” is already being used by another station, a second grid named ‘Grid 1 – Station 2’ will be created. See image below.

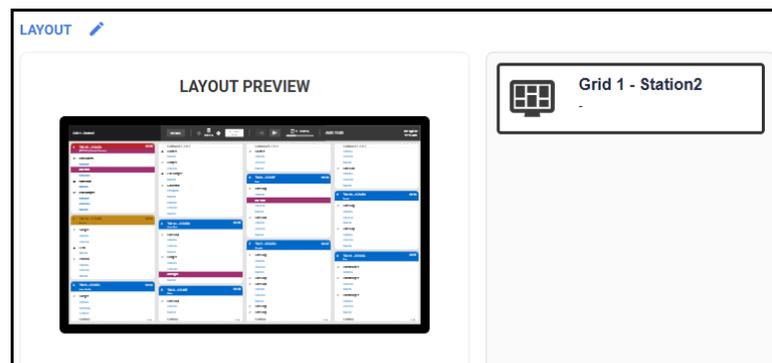


Figure 15: Automatically duplicated grid

To create a new grid for the station instead of using existing ones, click “Add New” to add a new grid. If there are no grids configured, then it will automatically go to the new grid configuration page. The procedure to add a new layout is described in Section 2.4.1.1. Add New Layout.

If during the Initial stage the station type was selected as Customer Facing, the layout settings for customer facing will be displayed instead.

- **Device Stage**

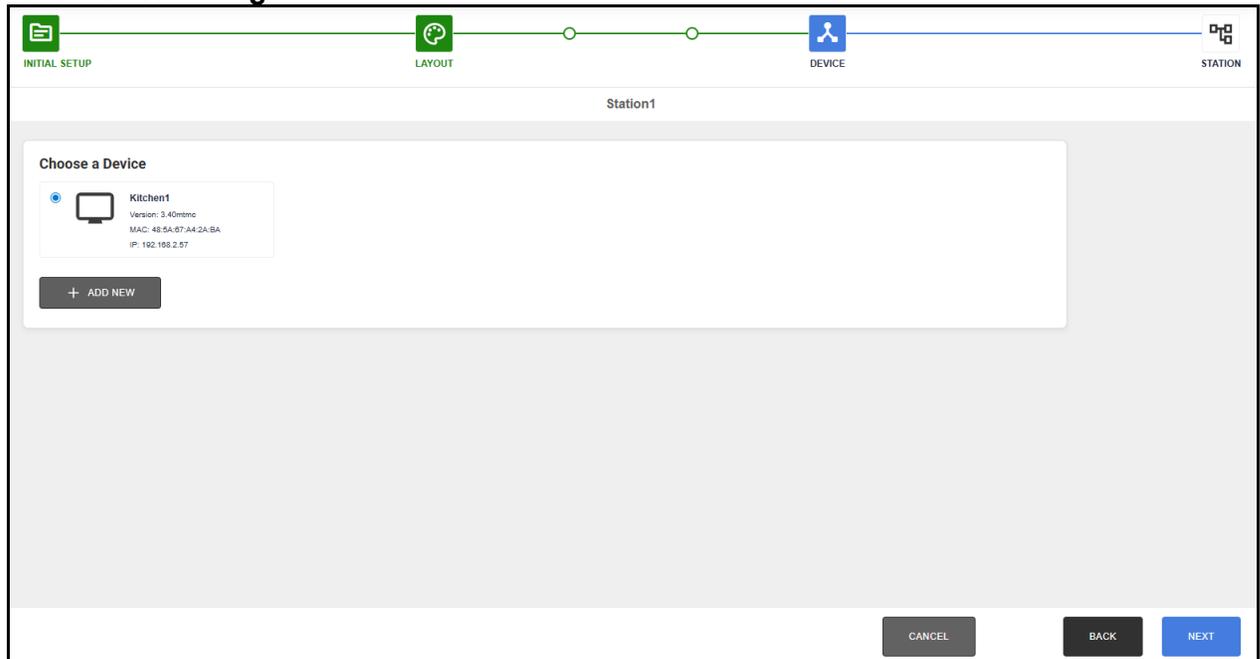


Figure 16: Choose a device

All devices already added are listed in this stage. Devices already associated with a station are shown greyed out. The user can select an existing device which is not associated with a station or click “ADD NEW” to discover/add a new device. The procedure to add a new device is described in Section 2.3.2.1. Add New Device.

- **Review Station stage**

Review Your Station Information

STATION CONFIGURATION

Name: Station1 Description (Optional): Insert description

STATION TYPE

KITCHEN EXPERT CUSTOMER FACING

Station Print Only

LAYOUT

LAYOUT PREVIEW

Grid 1

DEVICE

DEVICE PREVIEW

Kitchen1
48:5A:67:A4:2A:5A

KDS Version: 3.40 IP Address: 192.168.2.97 MAC Address: 48:5A:67:A4:2A:5A

Printing functions: -

CANCEL BACK FINISH

Figure 17: Review station information

This stage allows a final review of the station information. The user may click on the pencil icon to edit station type, layout and device if needed. Clicking “FINISH” finalizes the process, and the Stations tab shall show the newly minted station.

2.3.1.2. Mirror a Station

One of the options for an existing station is to mirror it. This creates a station with the same layout settings and requires the user to associate a device to complete the mirror. If there is a change in any configuration related to the layout in a station that is mirrored, this change will be reflected in all other stations that share the same layout.

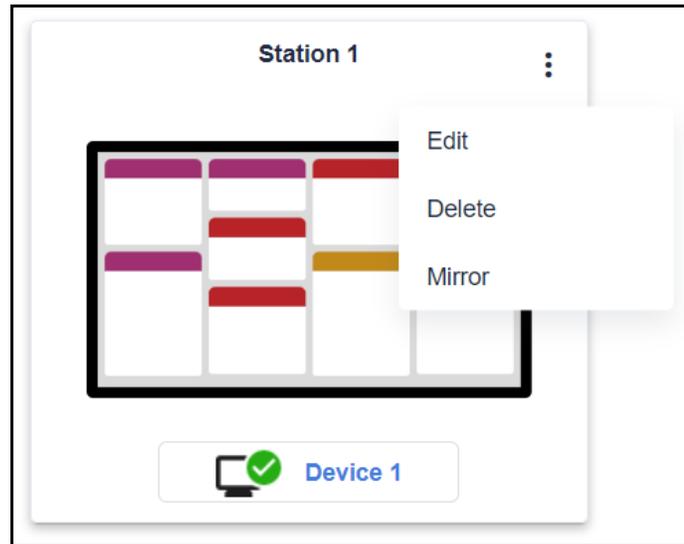


Figure 18: Station card options

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

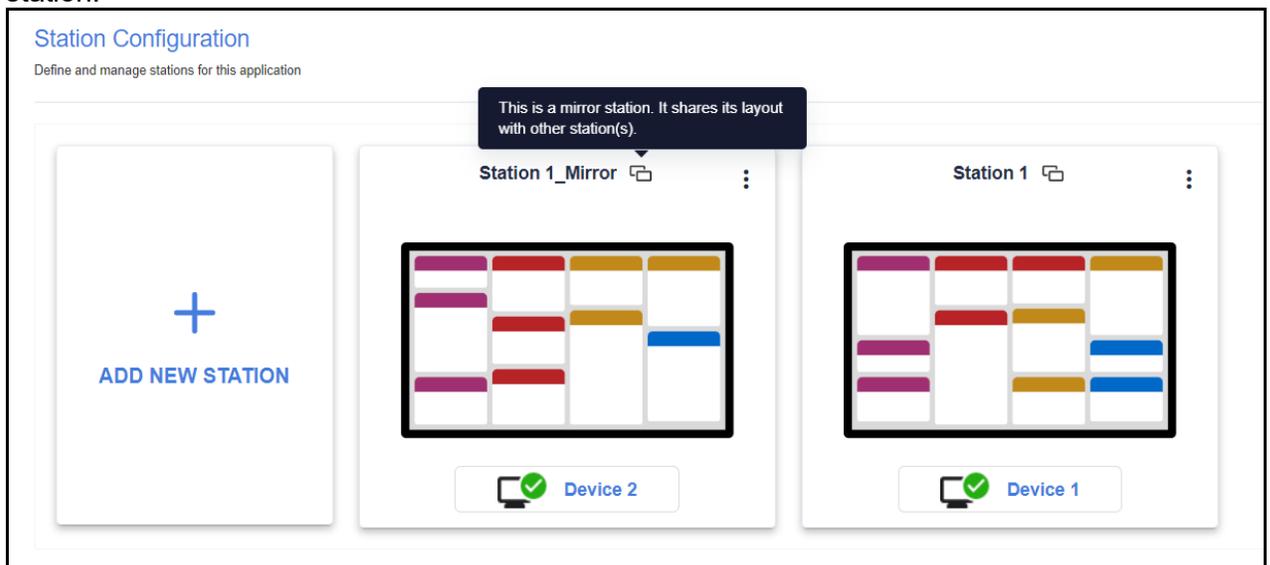


Figure 19: Mirrored Station

When the user navigates to station's edit form, there is a section to alert if the station is a mirror.

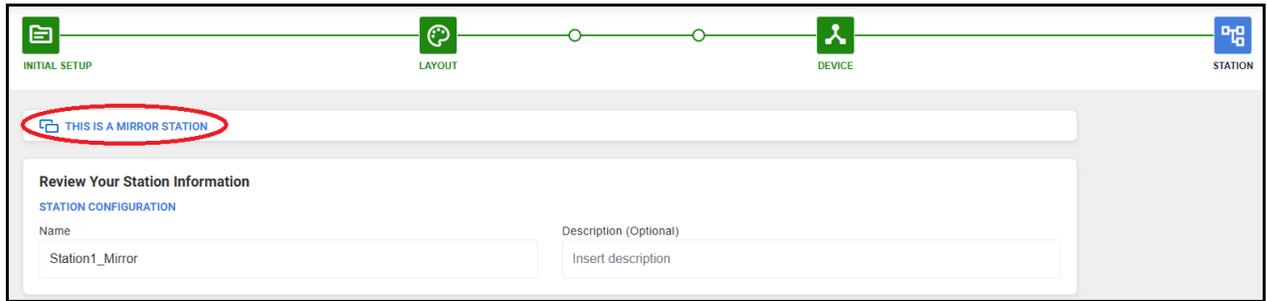


Figure 20: Mirrored station alert section

2.3.2. Device Configuration

KDS Devices are the computers that execute the KDS program and decide which display shows which items. A device can be set as the “POS Connected Device” (aka “Master Device”). In KDS Menu Routing mode, the POS system sends all data to this device, which parses the orders and routes items as configured. In POS Menu Routing, which is the more prevalent use case for KDS, the POS Connected Device is essentially the device that holds the primary database for the entire system, so a higher network connection reliability is desirable for this device.

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 POS Connected device, it in turn forwards the configuration file to the other devices that are part of its configuration.

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 the wizard to run an initial setup, the utility should have pre-populated this section with all the devices that were discovered therein.

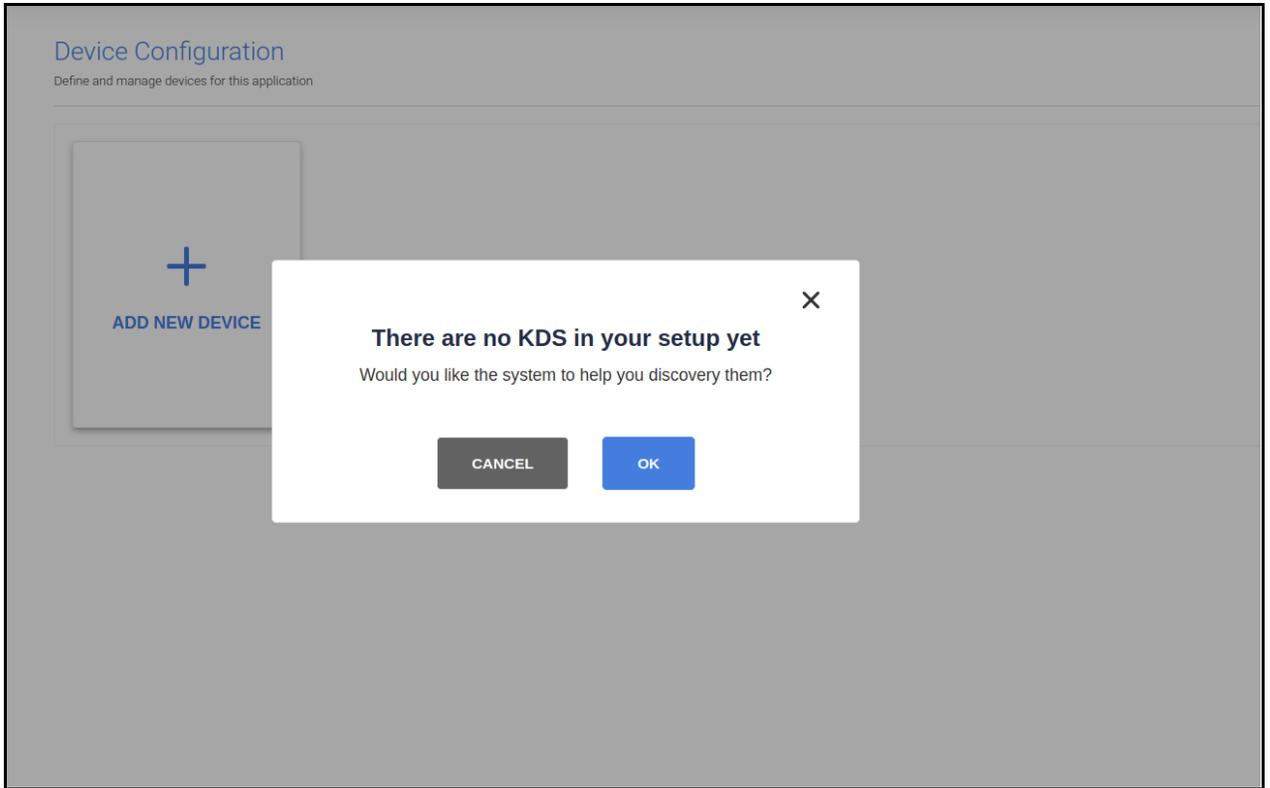


Figure 21: Modal containing the following dialog: "There are no KDS in your setup yet. Would you like the system to help you discover them?"

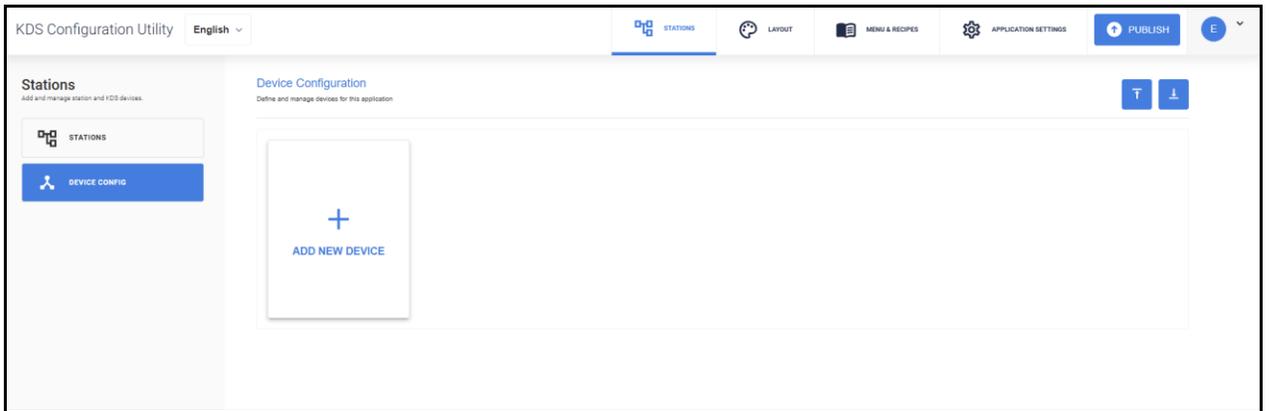


Figure 22: Initial screen of a list of Configured Devices

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.

2.3.2.1. Add New Device

This option allows you to add new devices to the system, with the possibility of doing this manually or by performing an automatic network search. The option to “START WITH THE WIZARD” is described in Section 2.7.3. Profile->Wizard.

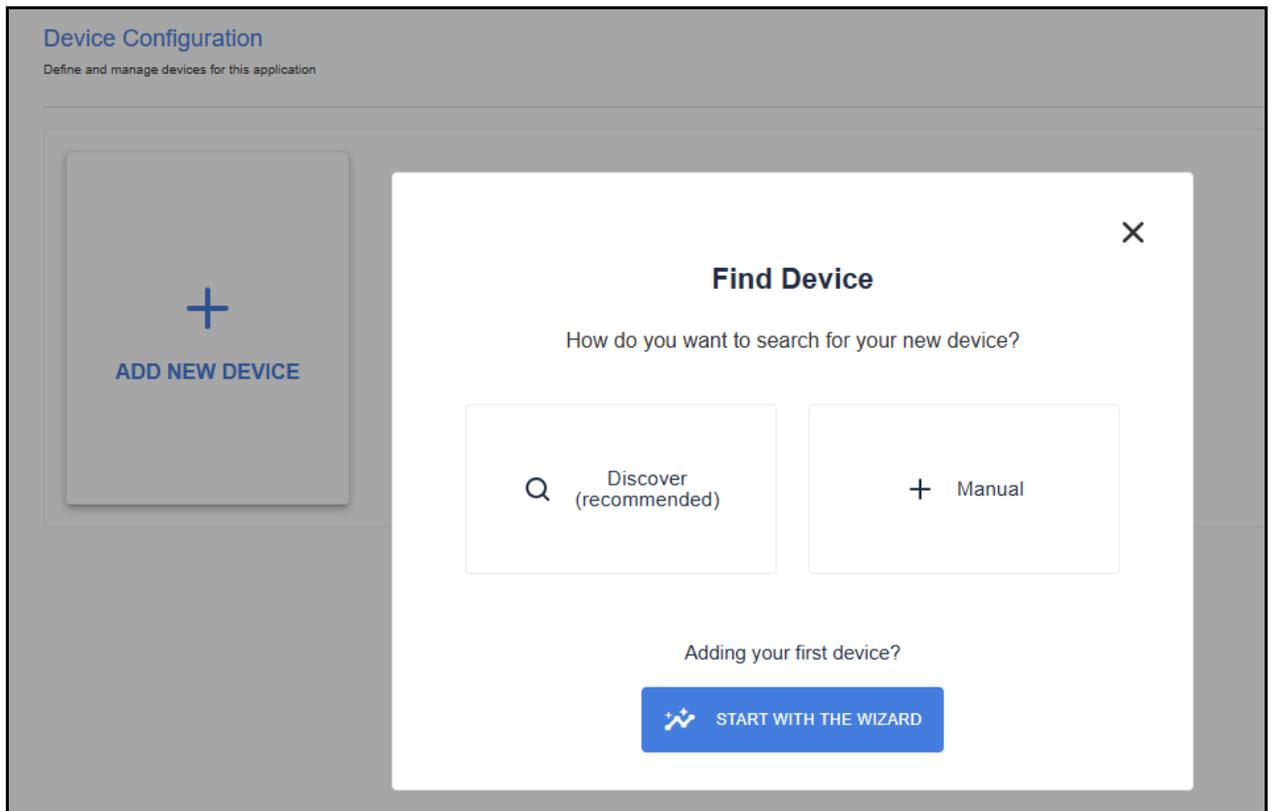


Figure 24: Find Device - Add Device via manual mode or search for a Device on the network

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2.3.2.2. Manual Method

Figure 25: Manually adding a device form

In this option, it is necessary to add the correct device information, especially MAC address and IP address. Otherwise, it will display ERROR status in the device list, as in the image below.

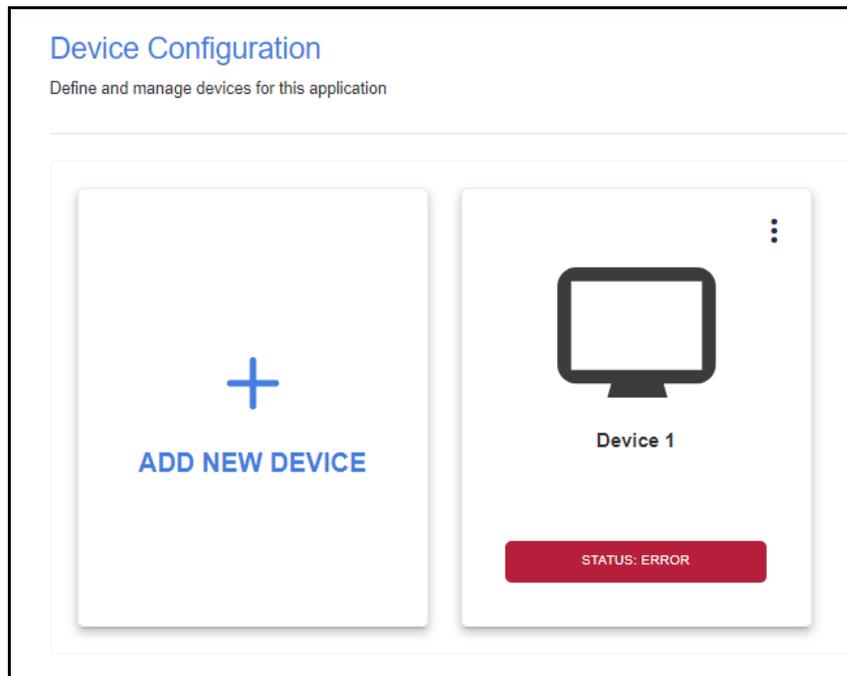


Figure 26: Manually adding a Device from the display of an incorrectly configured device

2.3.2.3. Automatic Discovery

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, so user error is minimized.

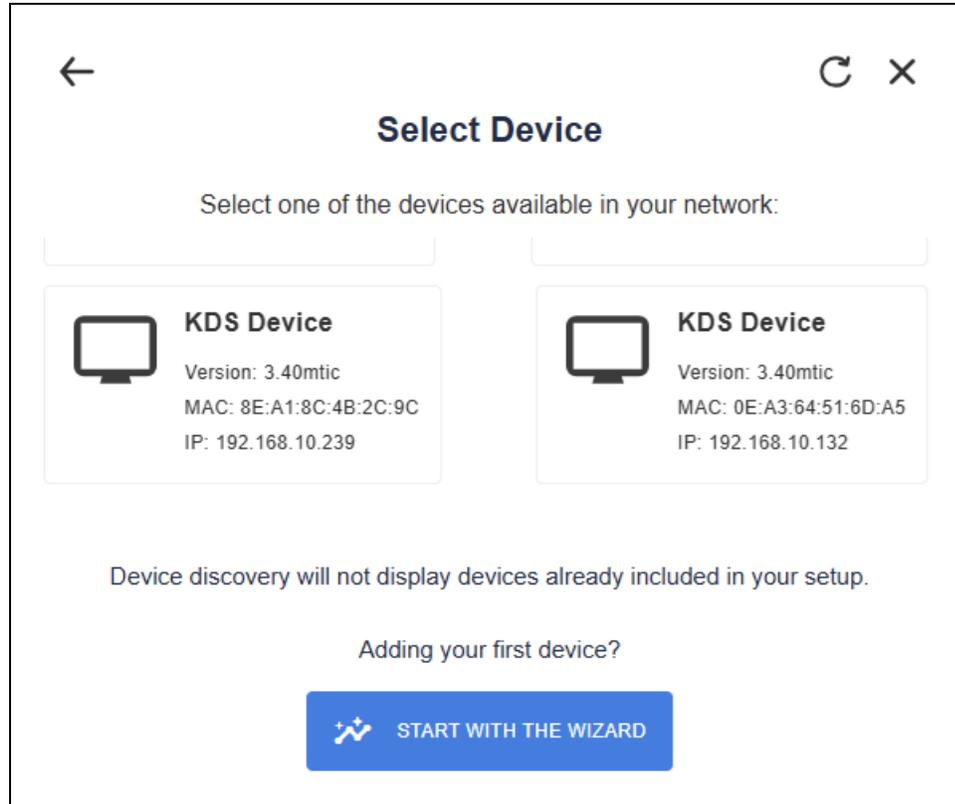


Figure 27: Select Device - Discovery of network-connected Devices

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.

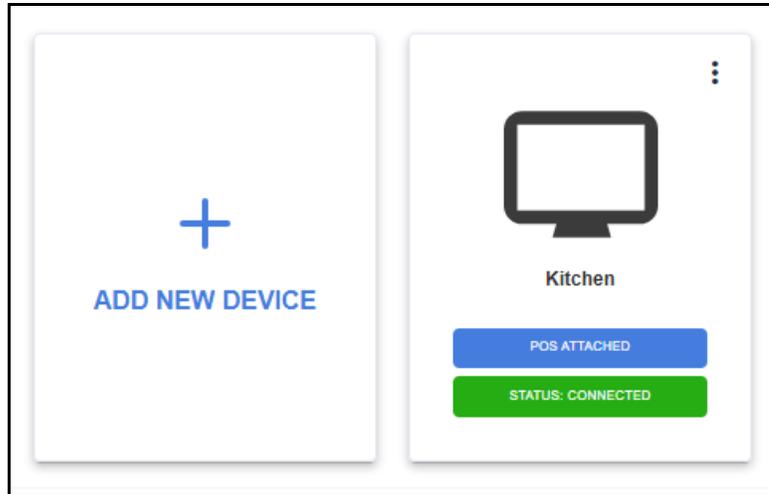


Figure 28: Display of a correctly configured Device

2.3.2.4. Device Options

On the initial screen listing the devices already added, you can access the Device options menu using the button shown below. Among the action options, we have:

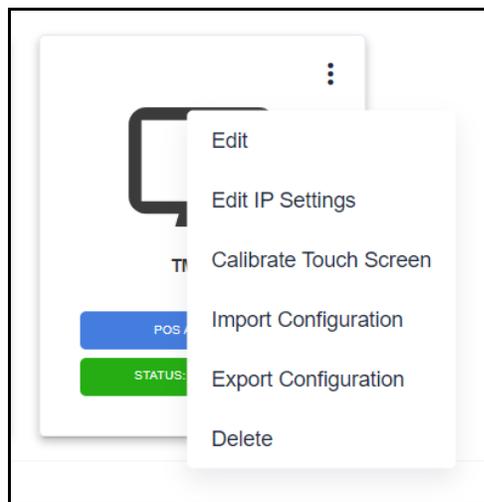


Figure 29: Actions options in Device Menu

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

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

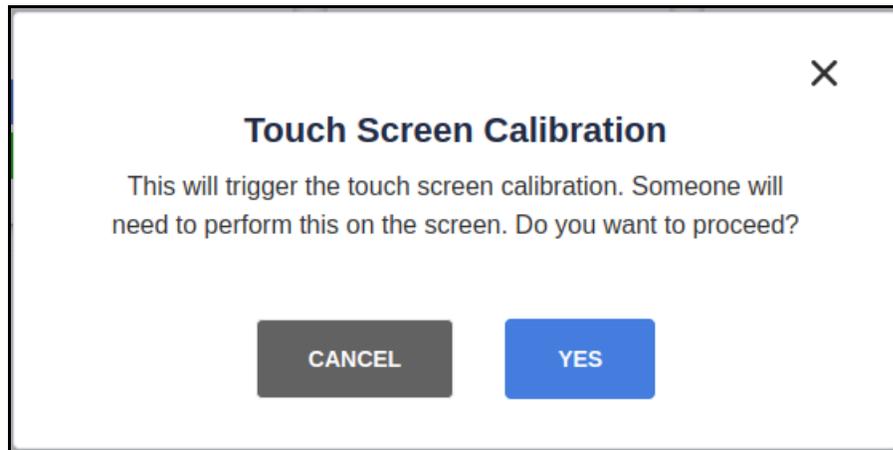


Figure 32: Calibrate Touch Screen

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

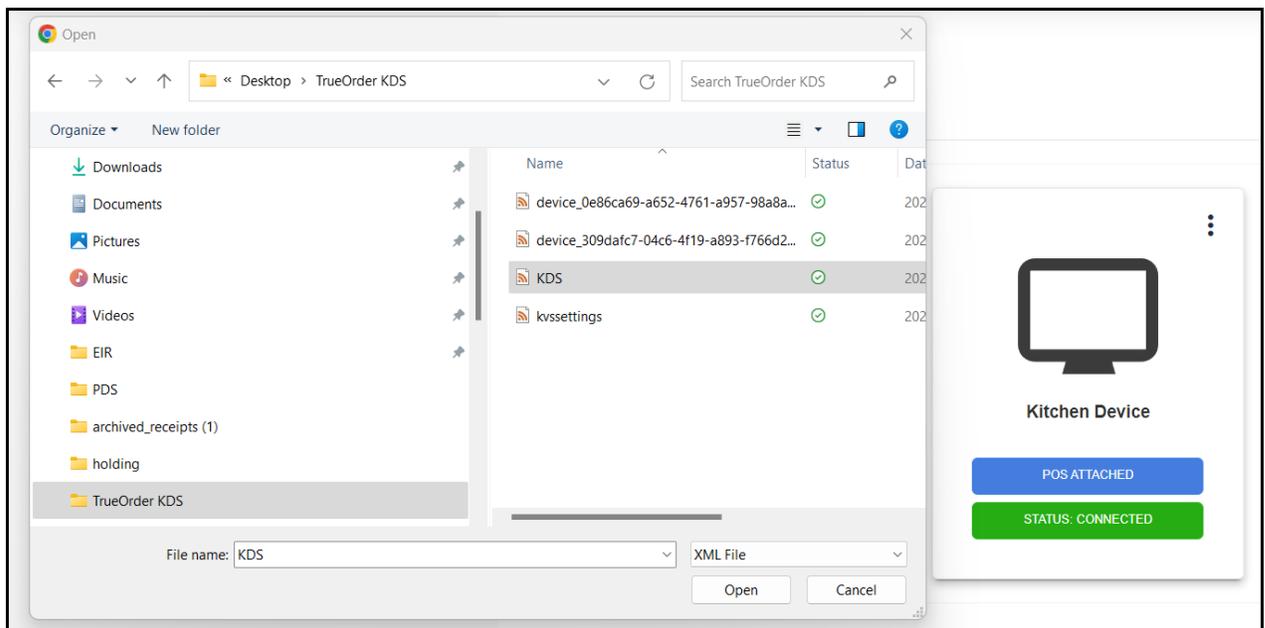


Figure 33: Import configuration to a Device

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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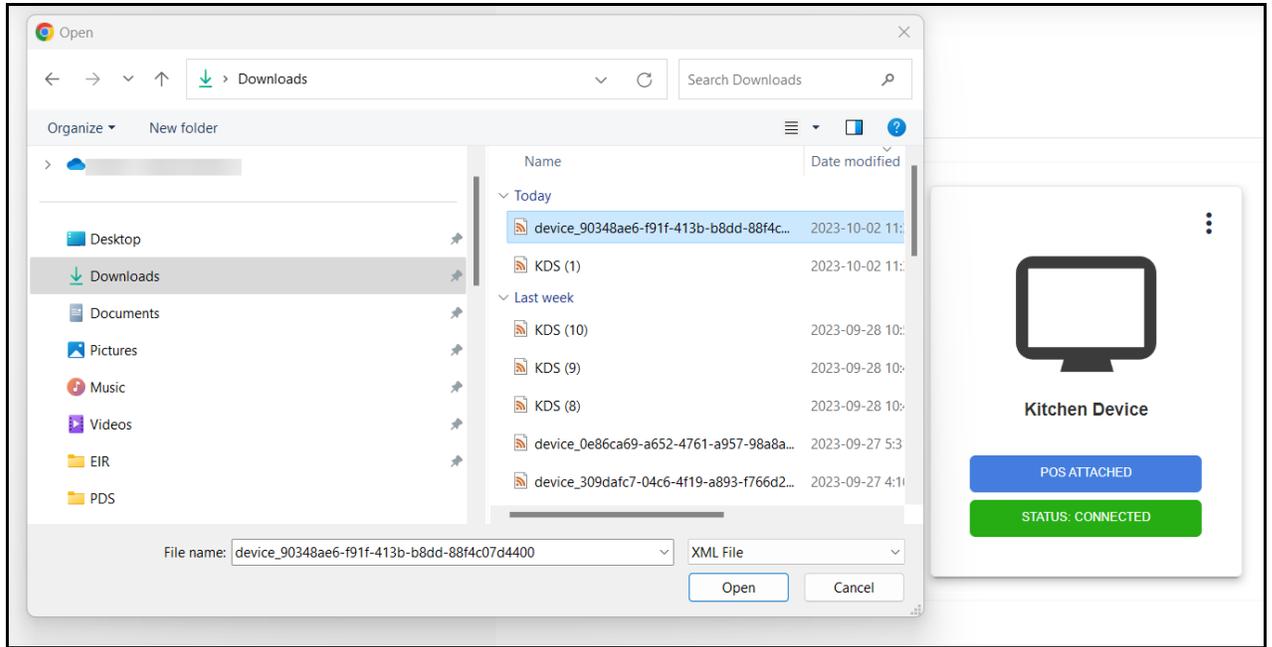


Figure 34: Export configuration of a Device

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

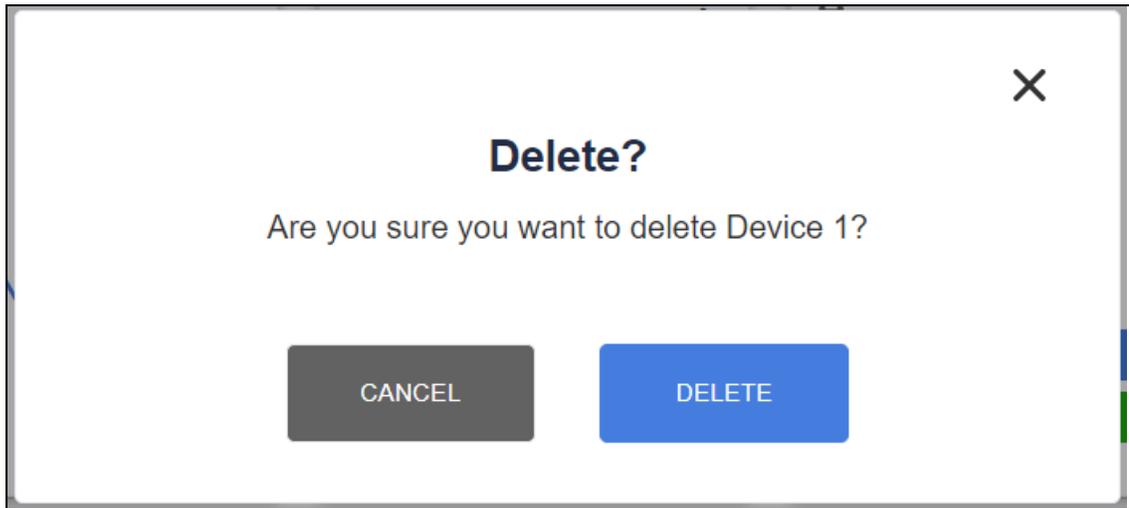


Figure 35: Modal confirmation for deleting an already configured Device

2.4. 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.

2.4.1. 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.

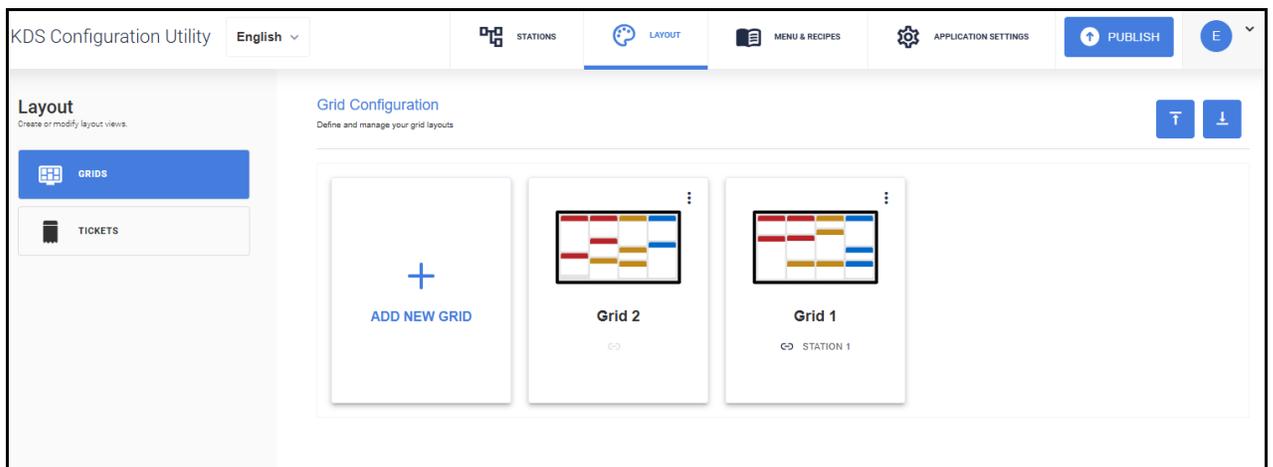


Figure 36: Configured Grids listing screen

2.4.1.1. Add New Layout

This option allows you to add a new layout to the system. The procedure to add a new layout includes 5 stages: Initial Setup, Grids, Ticket, Actions and Layout.

- **Initial Setup Stage**

The screenshot displays the 'Initial Setup Stage' of the layout configuration process. At the top, a progress bar indicates the current stage is 'INITIAL SETUP', with other stages being 'GRIDS', 'TICKET', 'ACTIONS', and 'LAYOUT'. The main content area is divided into two sections. The first section, 'LAYOUT CONFIGURATION', contains two input fields: 'Name' with the value 'Grid 1' and 'Description (Optional)' with the placeholder text 'Insert description'. The second section, 'LAYOUT TYPE', features two radio button options: 'KITCHEN/EXPEDITOR' (which is selected) and 'CUSTOMER FACING'. At the bottom right of the form, there are two buttons: a grey 'CANCEL' button and a blue 'NEXT' button.

Figure 37: Layout Initial Setup Stage

Name: Name of the grid. This name must be unique in *this* KDS.

Description: Optional grid description.

Layout Type: Grid type, Kitchen/Expeditor or Customer Facing. The following stages will be different for Kitchen/Expeditor type and Customer Facing type.

- **Grids Stage - Kitchen/Expeditor**

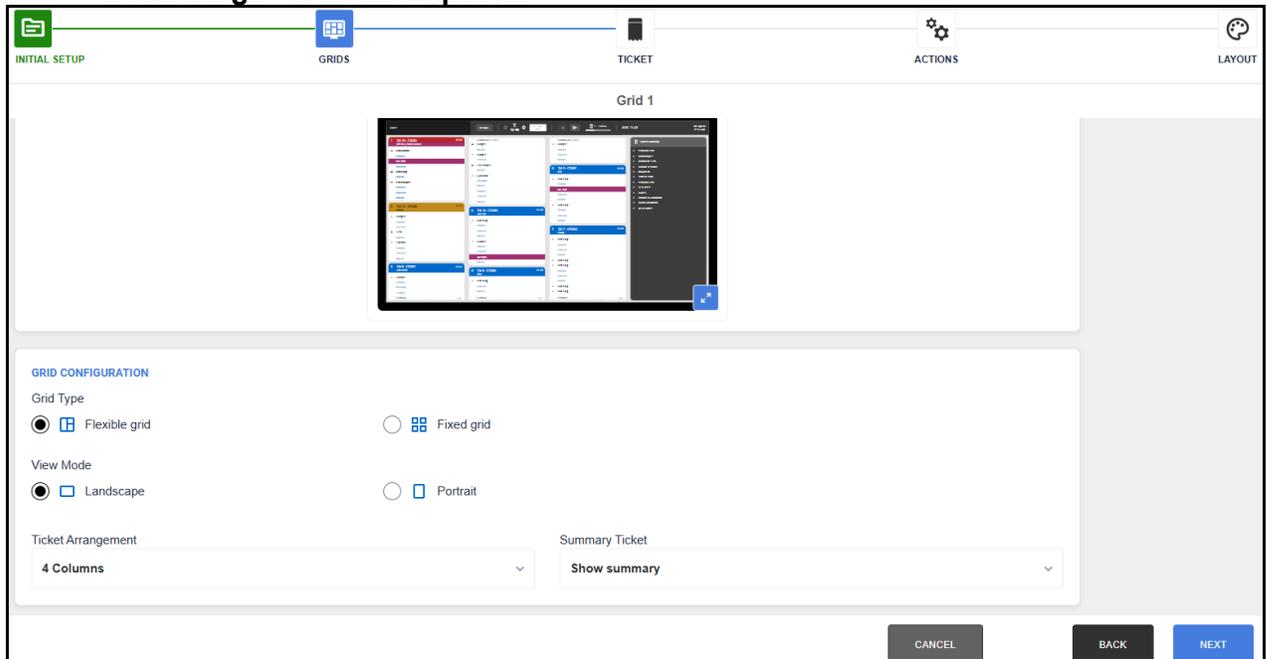


Figure 38: Layout Grids Stage – Kitchen/Expeditor

Grid Type: Layout type of the grid.

- **Flexible Grid:** Kitchen grid that makes "overflowing" tickets display the remaining information in the adjacent column (default). Information flows from top to bottom, then to the next column.
- **Fixed Grid:** Kitchen grid that keeps all tickets (with a predefined size/height) "fixed" in their respective column. Information flows from left to right, then to the next row.

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, how many row(s) it will occupy.

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- **Grids Stage – Customer Facing**

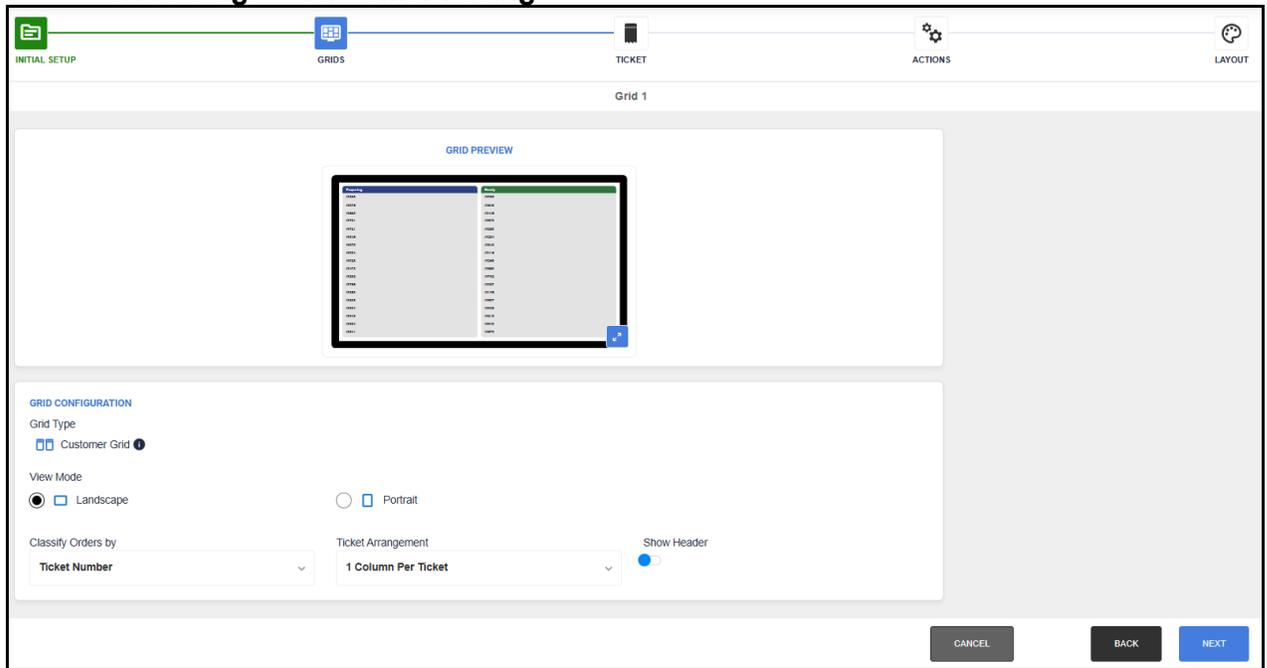


Figure 39: Layout Grids Stage – Customer Facing

Grid Type: Fixed as Customer Grid.

View Mode: This indicates if the View Mode is **Landscape** or **Portrait**.

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

Ticket Arrangement: List 1 or 2 columns per tile, i.e. each line may contain 1 or 2 orders.

Show Header: Indicates if the grid will have a header, which includes the logo or store name and the station/layout name.

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- **Ticket Stage – Kitchen/Expeditor**

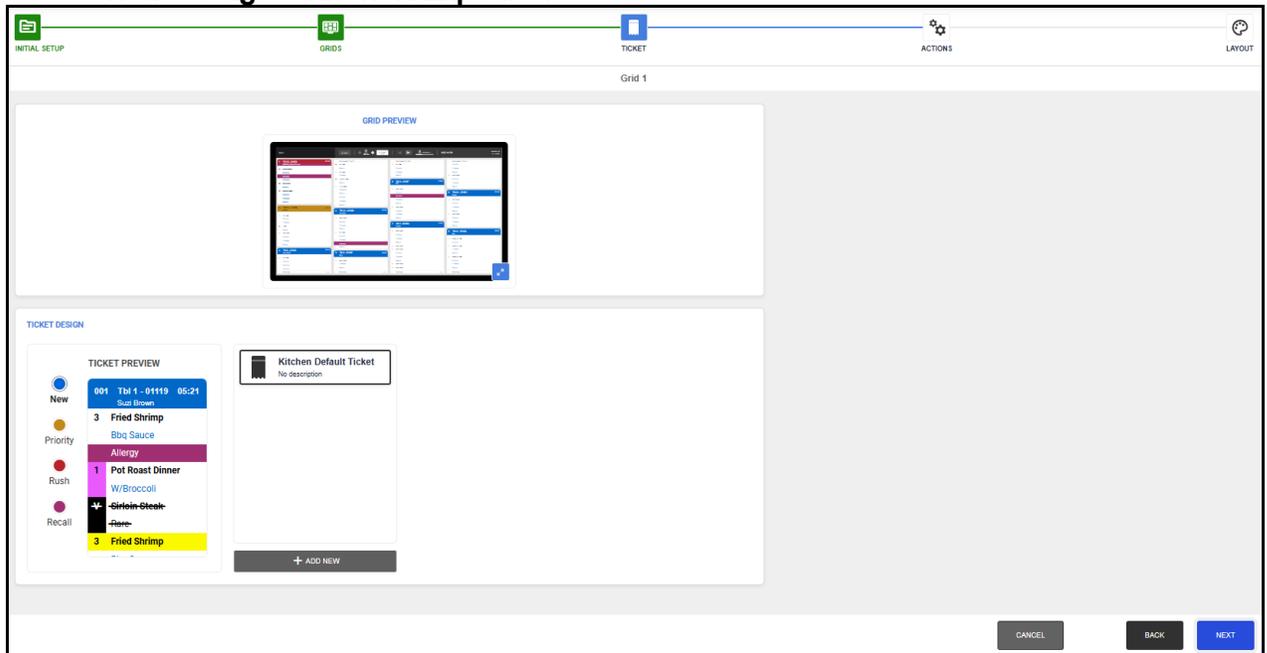


Figure 40: Layout Ticket Stage – Kitchen/Expeditor

The user can use the default kitchen ticket, or click “Add New” to define a new ticket. The procedure to add new ticket is described in Section 2.4.2. Tickets.

- **Ticket Stage – Customer Facing**

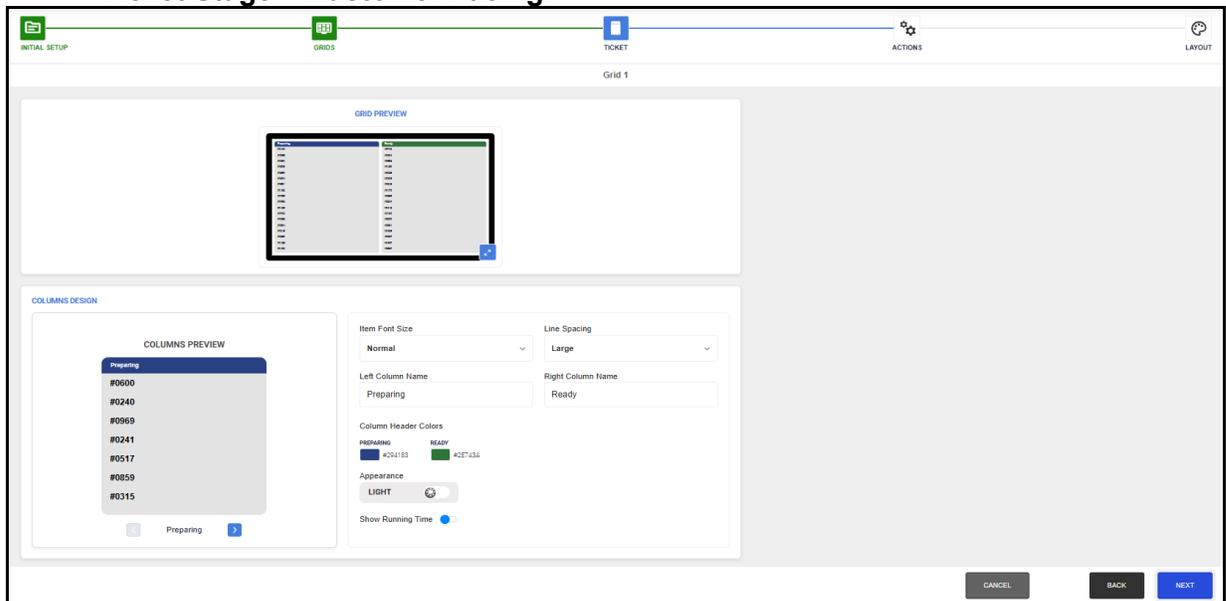


Figure 41: Layout Ticket Stage – Customer Facing

Users can configure font size, line spacing, left/right column header text and background color, light/dark mode, and specifies whether to display the timer of how long the order has been waiting on customer facing display.

- **Actions Stage – Kitchen/Expeditor**

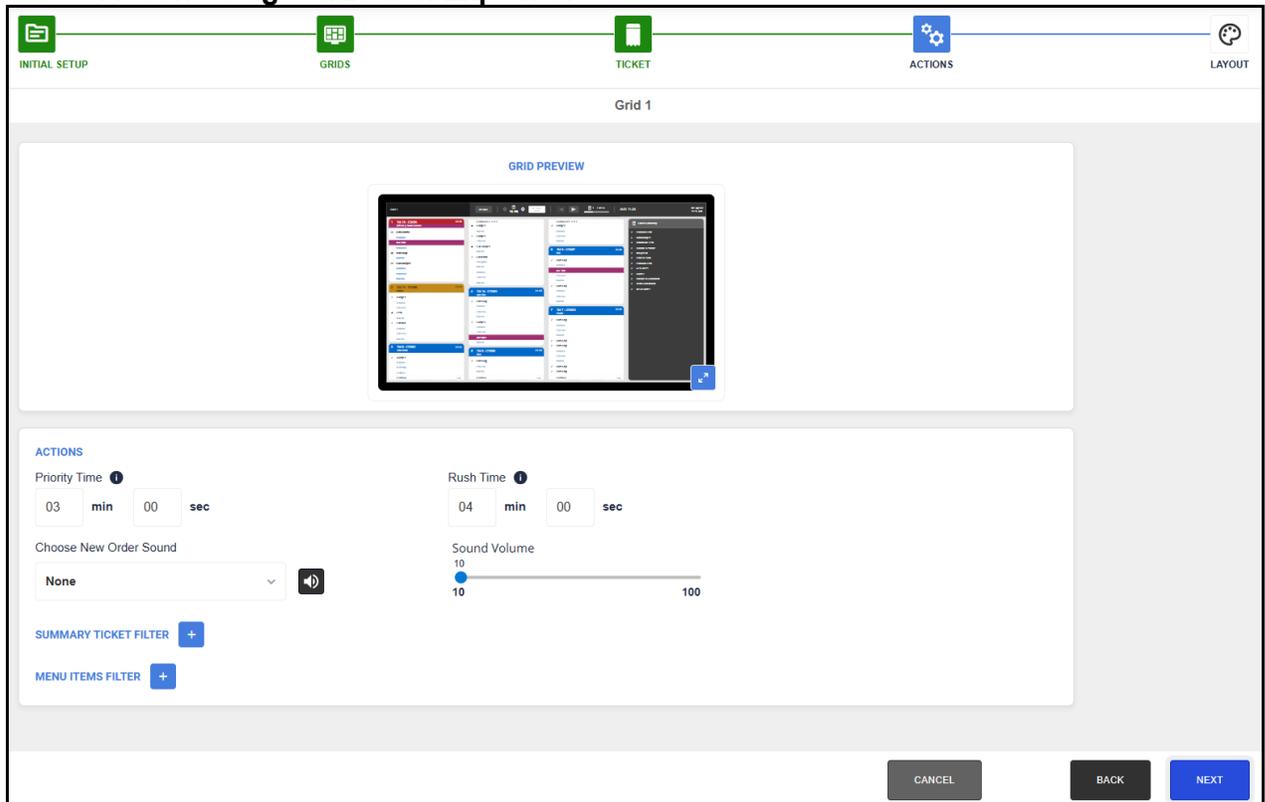


Figure 42: Layout Actions Stage – Kitchen/Expeditor

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.

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.

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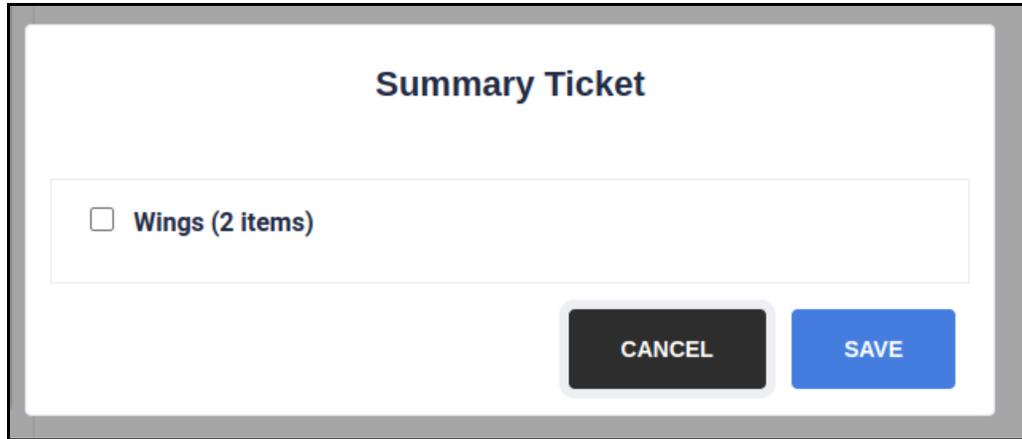


Figure 43: Filters for Summary Ticket

Menu Items Filter: This option is only valid when Application Settings -> Menu Routing is set to “KDS Menu Routing”. It is 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.

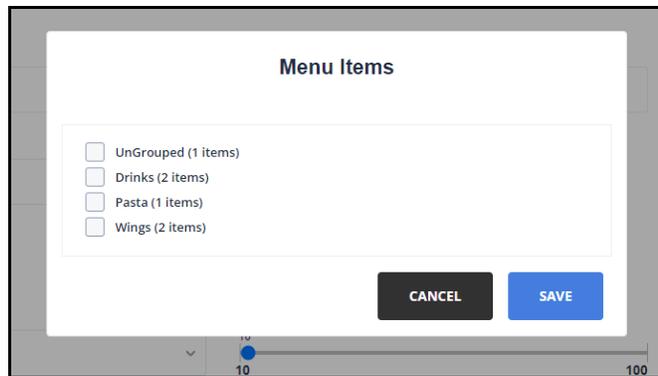


Figure 44: Filters to Menu Item

- **Actions Stage – Customer Facing**

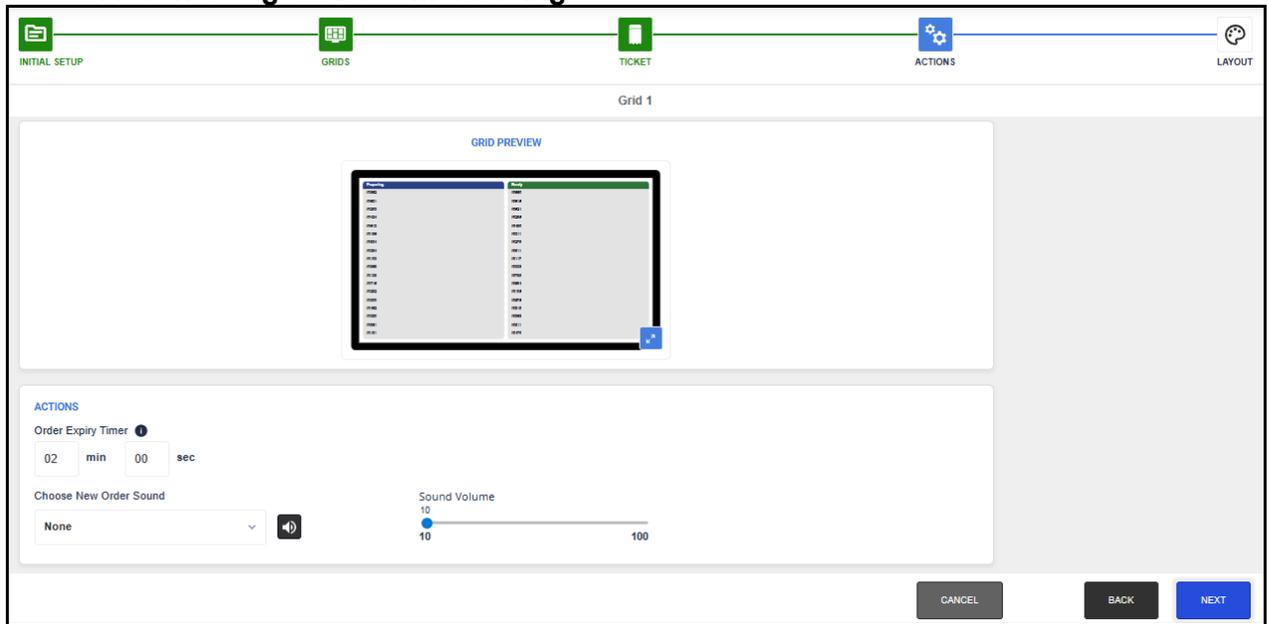


Figure 45: Layout Actions Stage – Customer Facing

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

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.

- **Layout Stage**

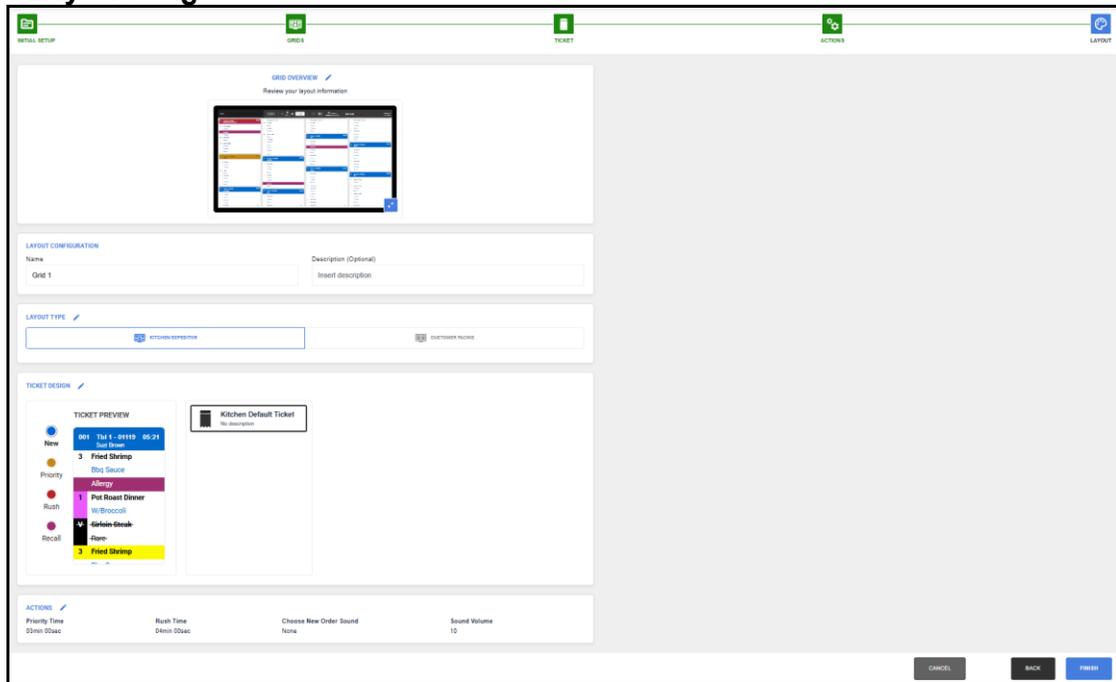


Figure 46: Layout Stage – Kitchen/Expeditor

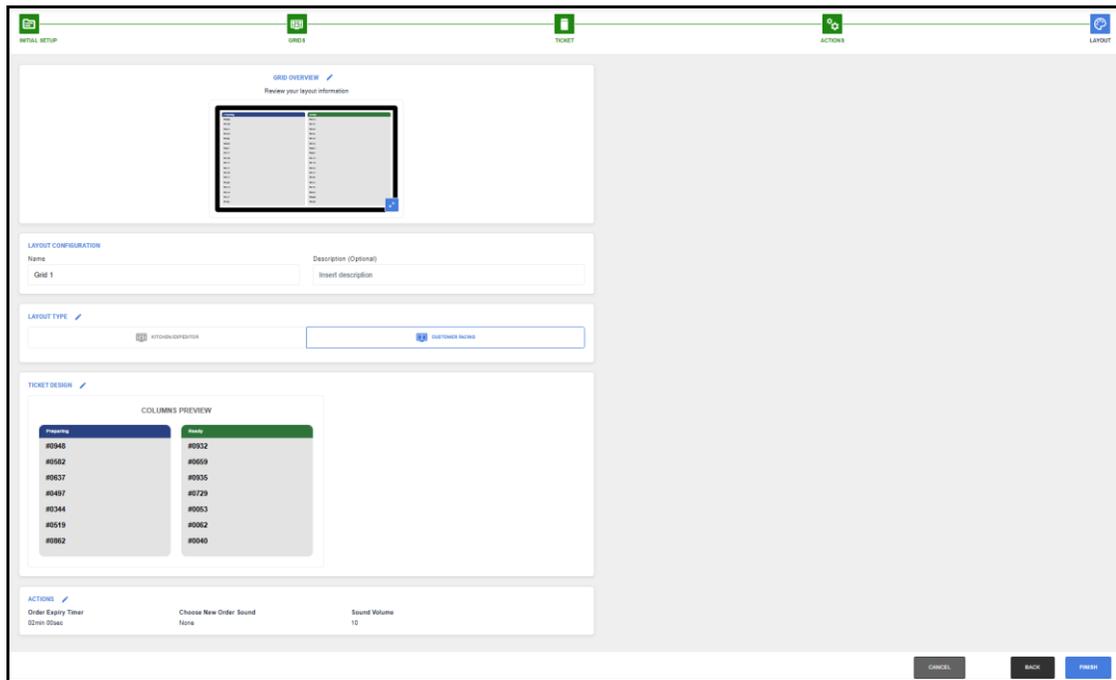


Figure 47: Layout Stage – Customer Facing

At this final stage user can review the grid and click the small pencil icon to modify the grid, layout type, ticket and actions if needed.

2.4.1.2. Grid Preview

Throughout the procedure of adding or editing a grid, the user can preview how the Grid will appear on screen.

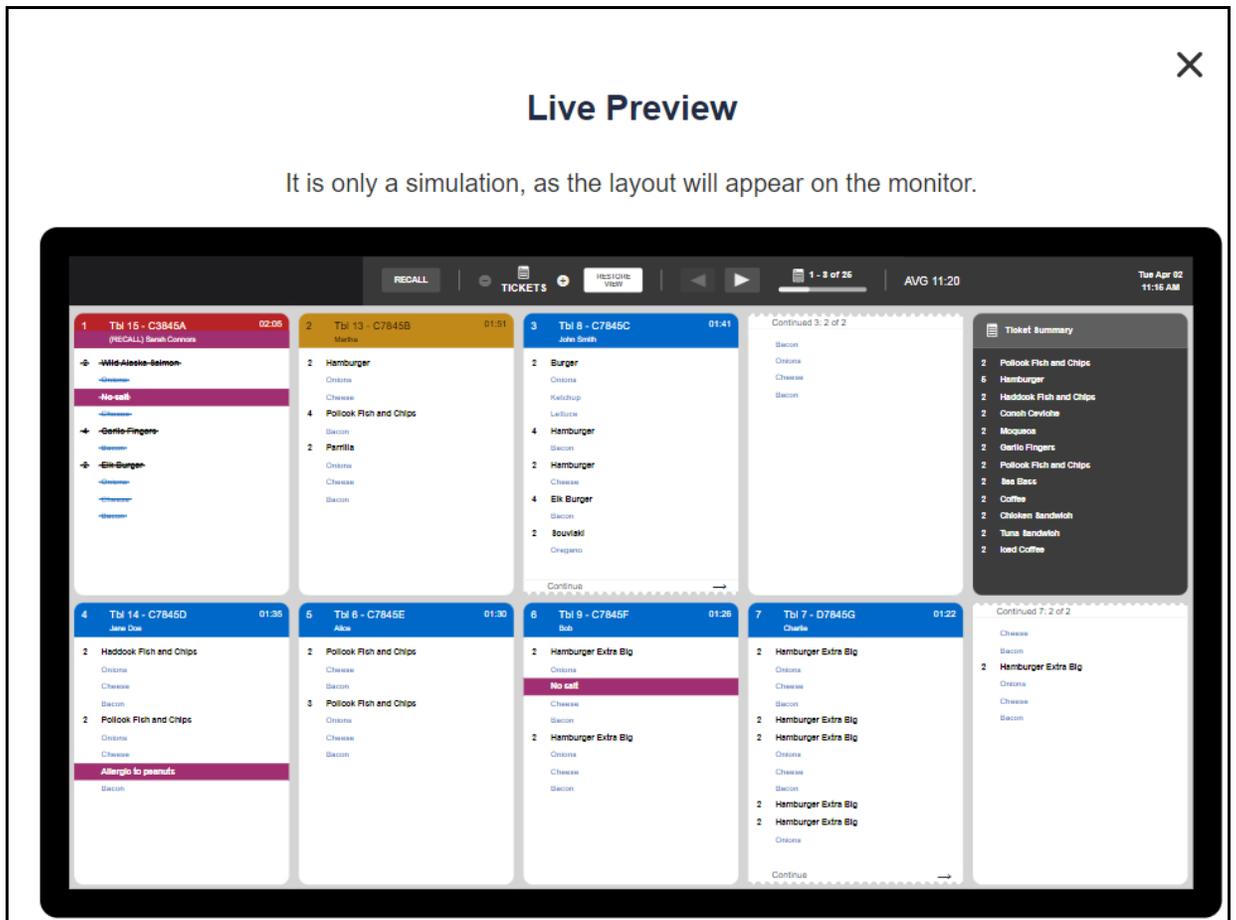


Figure 48: Preview of settings applied to Grid

2.4.1.3. Grid Options

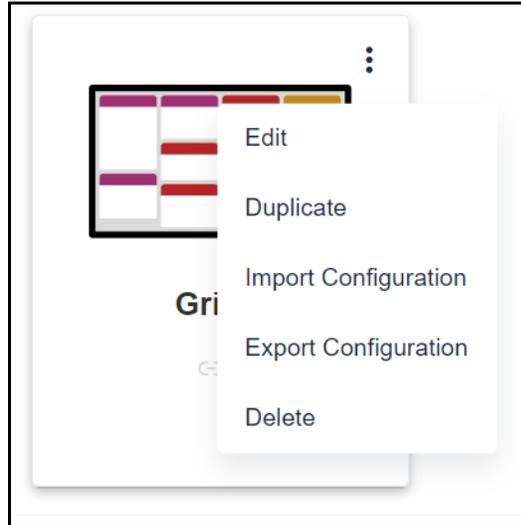


Figure 49: Actions options in Grid Menu

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

Edit: Enter the Grid's edit mode to adjust existing settings. You can also access the mode by clicking directly on the card.

Duplicate: Duplicates a grid configuration.

Import Configuration: Imports settings from an existing XML file.

Export Configuration: Exports Grid settings to an XML file.

Delete: Deletes this Grid.

2.4.2. Tickets

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

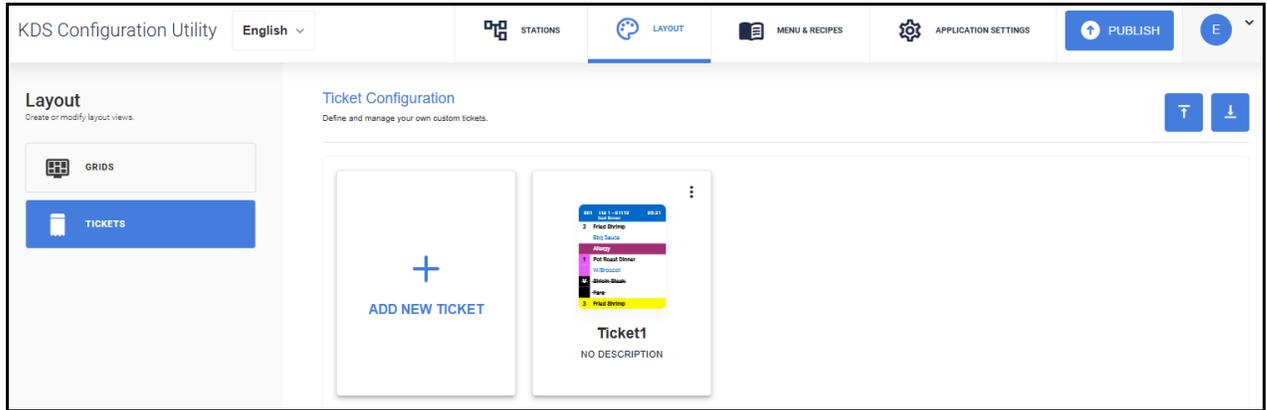


Figure 50: Configured Ticket listing screen

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.

2.4.2.1. 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.
- **Void Item** – Color of the void item.

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- **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:

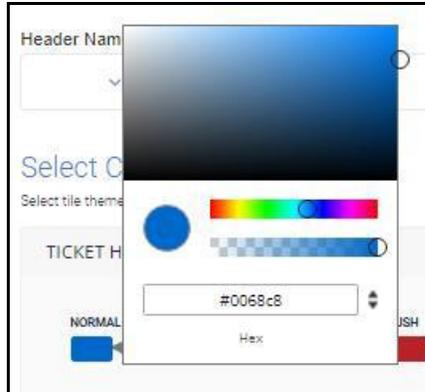


Figure 53: Color picker for the Ticket to Kitchen Grid

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.

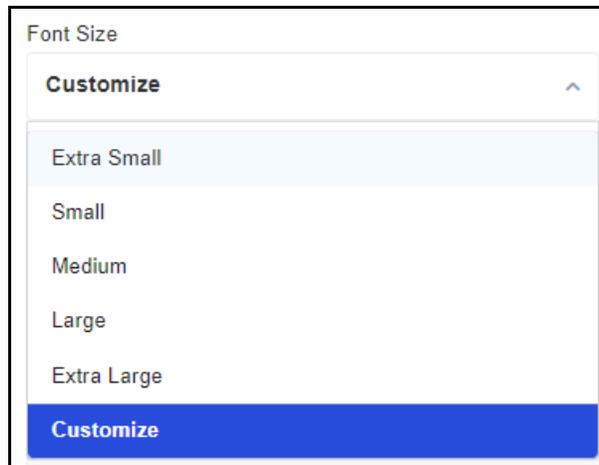


Figure 54: Kitchen Ticket font size options

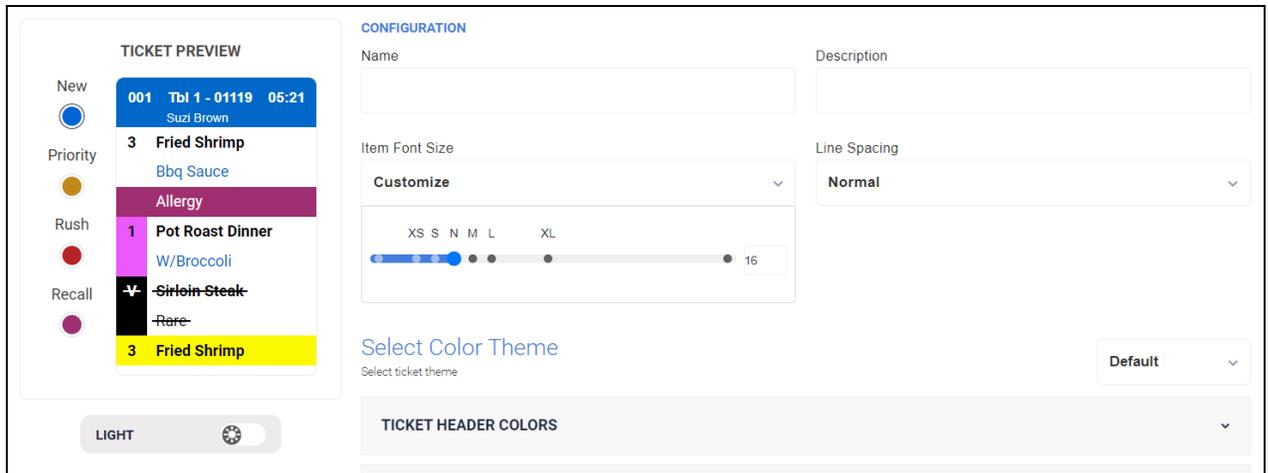


Figure 55: Kitchen Ticket customize font option

2.4.2.2. 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.

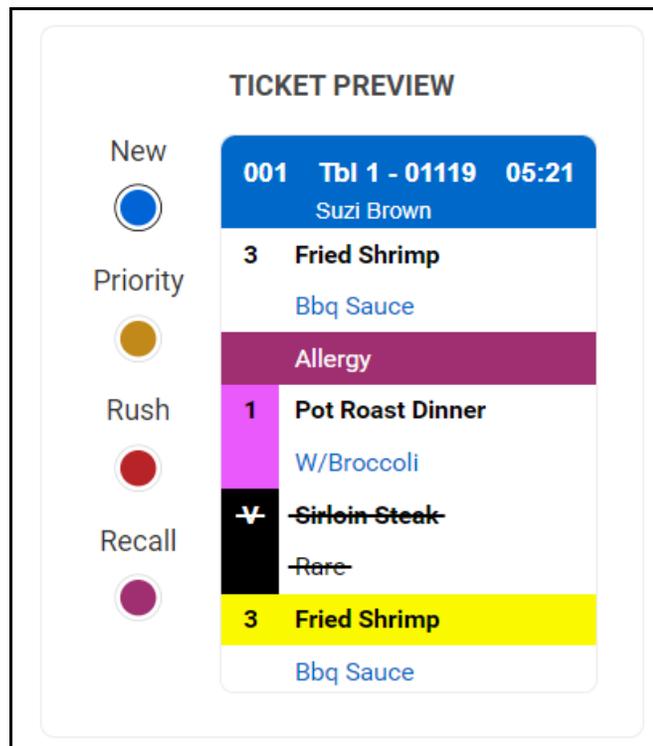


Figure 56: Kitchen Grid Ticket Rendered

2.4.2.3. Ticket Options

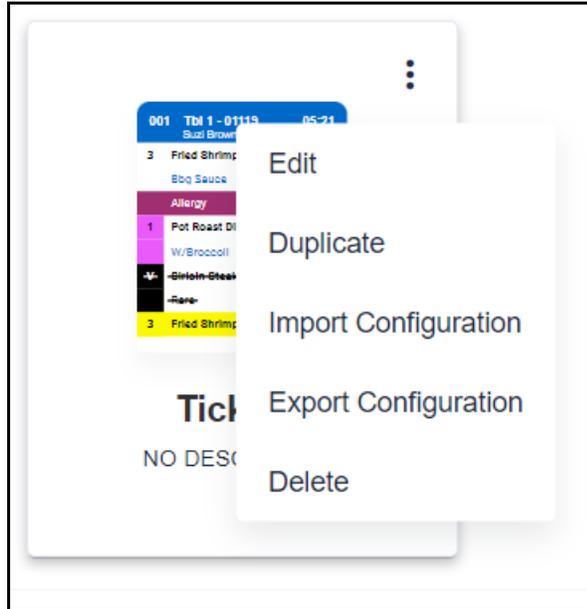


Figure 57: Actions options in Ticket Menu

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.

2.5. Menu & Recipes

2.5.1. 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.

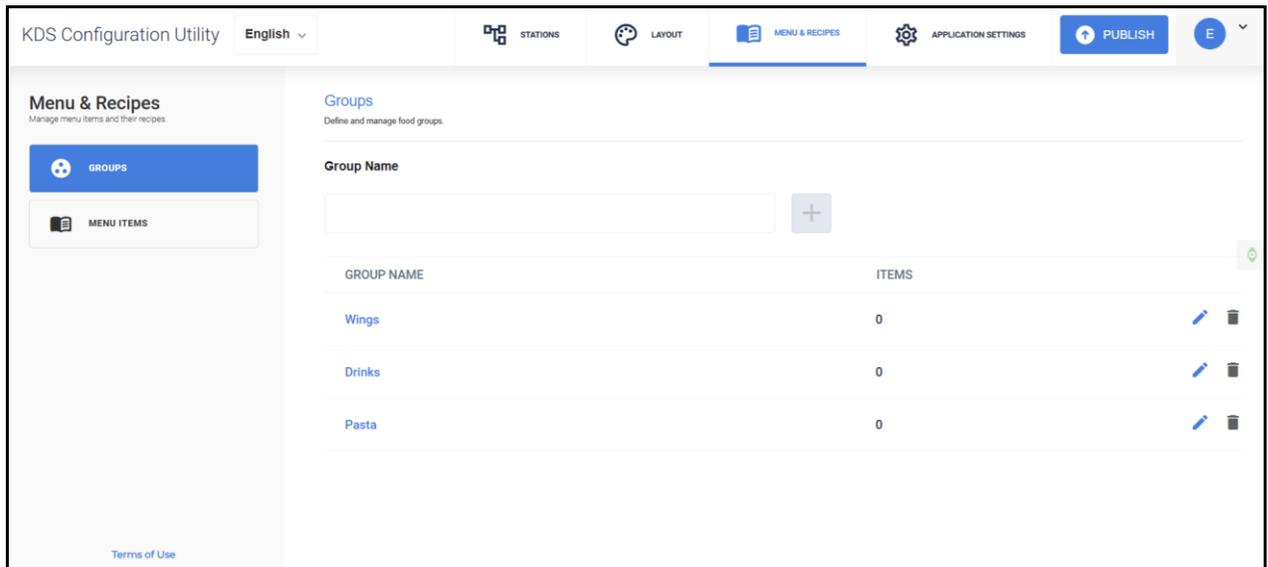


Figure 58: Menu Items -> Groups page

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.

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2.5.2. 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.

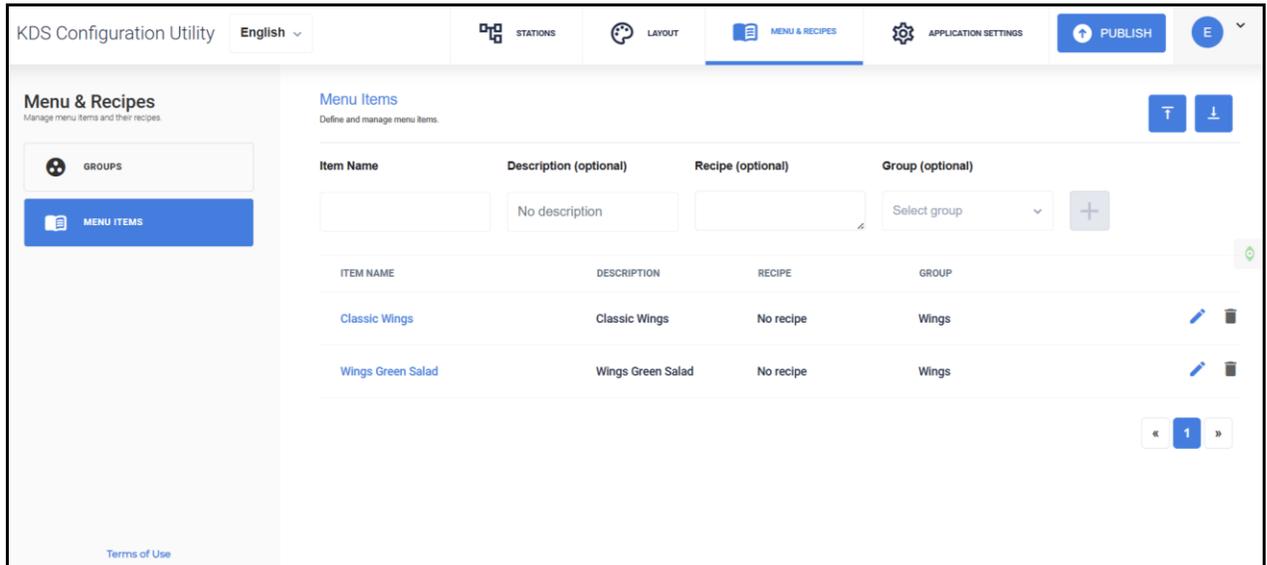


Figure 59: Menu Items page

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.

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

- **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.

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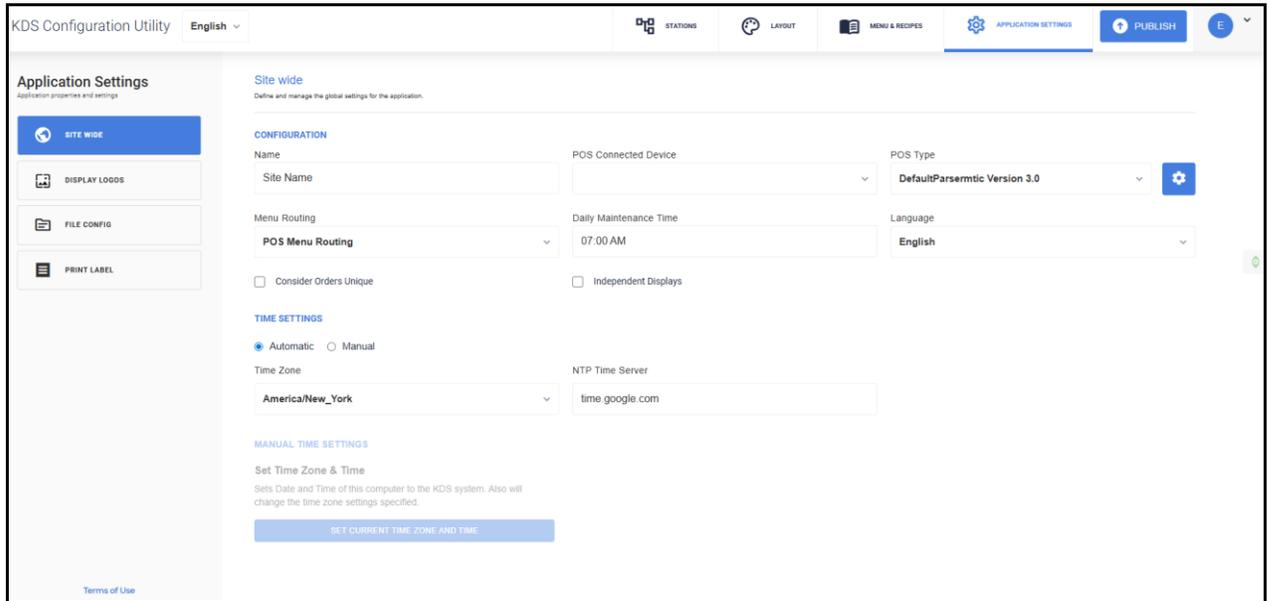
- **Description:** Optional description of the item. This can be a human-readable form name or whatever the user wants.
- **Recipe:** The recipe information for the item. This information can later be displayed on the screen, for the chef to know how to prepare the item.
- **Group:** The group is used to help the user route the items to the appropriate KDS display/screen.

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2.6. Application Settings

2.6.1. Site Wide

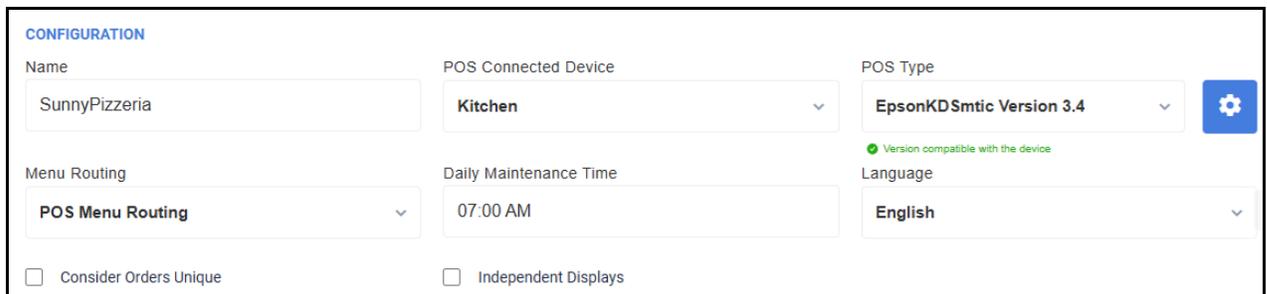
The site wide settings are used to name your business site, choose the appropriate parser and other general settings to help the system function.



The screenshot shows the 'KDS Configuration Utility' interface. The top navigation bar includes 'STATIONS', 'LAYOUT', 'MENU & RECIPES', 'APPLICATION SETTINGS' (active), 'PUBLISH', and a user profile icon. The left sidebar has 'SITE WIDE' (active), 'DISPLAY LOGOS', 'FILE CONFIG', and 'PRINT LABEL'. The main content area is titled 'Application Settings' and 'Site wide'. It contains sections for 'CONFIGURATION' (Name, Site Name, POS Connected Device, POS Type, Menu Routing, Daily Maintenance Time, Language, Consider Orders Unique, Independent Displays), 'TIME SETTINGS' (Automatic/Manual, Time Zone, NTP Time Server), and 'MANUAL TIME SETTINGS' (Set Time Zone & Time, SET CURRENT TIME ZONE AND TIME button).

Figure 60: Site Wide Settings Form

2.6.1.1. Configuration



This close-up shows the 'CONFIGURATION' section of the form. It includes: 'Name' (SunnyPizzeria), 'POS Connected Device' (Kitchen), 'POS Type' (EpsonKDSmtic Version 3.4) with a gear icon and a note 'Version compatible with the device', 'Menu Routing' (POS Menu Routing), 'Daily Maintenance Time' (07:00 AM), and 'Language' (English). There are also checkboxes for 'Consider Orders Unique' and 'Independent Displays'.

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 existing POS Parsers here. After clicking the Settings/Gear button, a configuration modal will appear as per the image below.

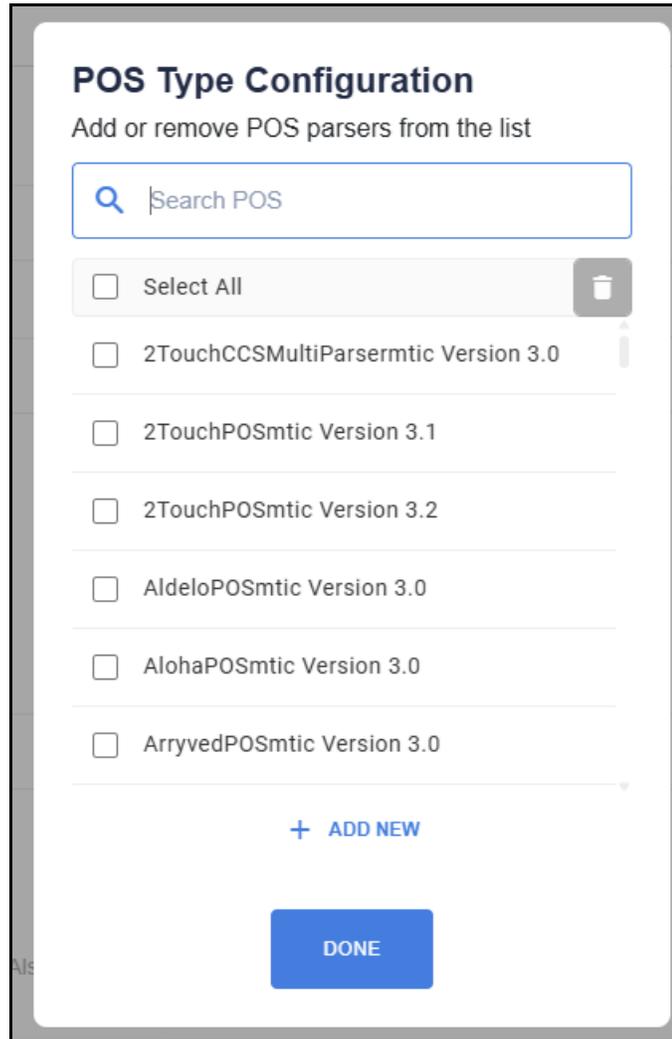


Figure 62: Upload or Remove POS Parser

It is possible to remove a POS Parser by selecting it and then clicking the trashcan/remove button  or remove all by selecting the 'Select All' checkbox and then clicking the remove button. To add a new POS Parser is necessary hit the **+ ADD NEW** (Add New) button that will show the screen below to choose the POS Parser file to upload.

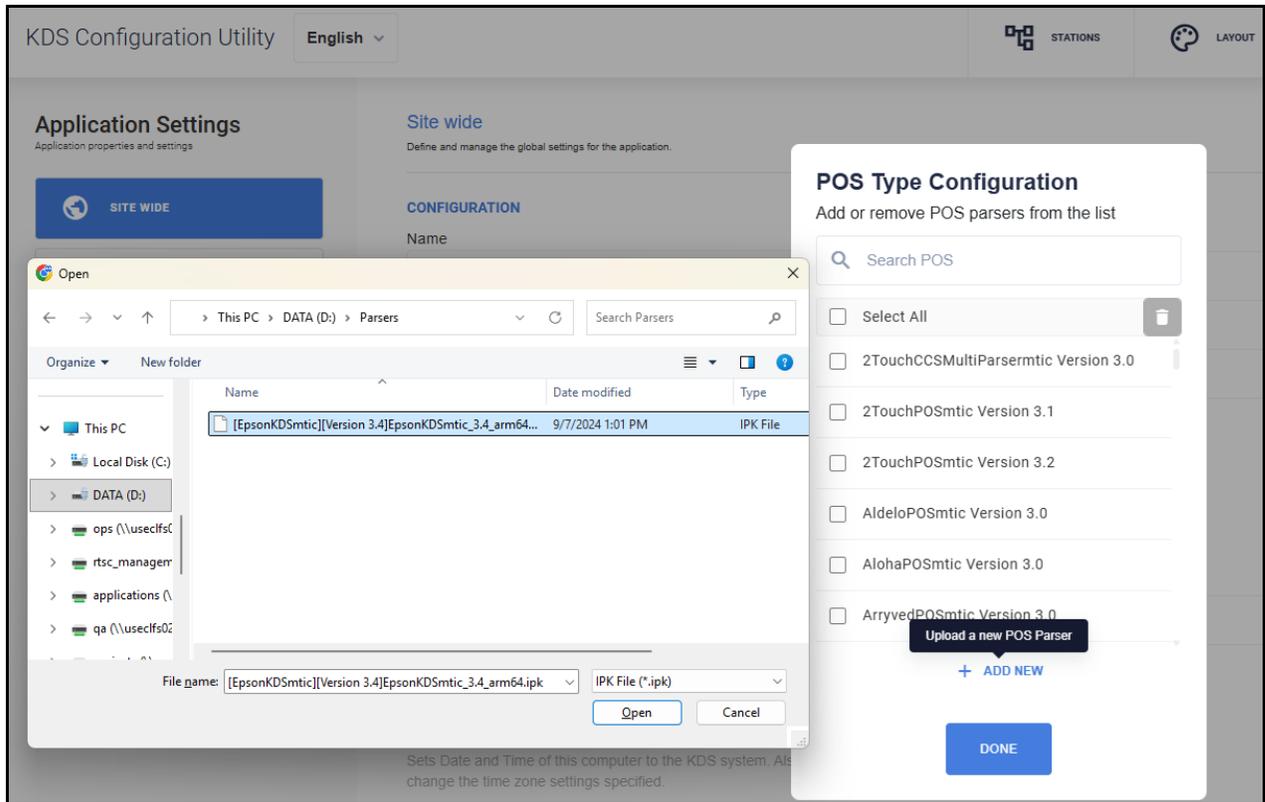


Figure 63: Upload a new POS Parser

POS Connected Device: For the configuration to work, this must be set to the proper device. See Section 2.6.1.2 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.

Language: Set the KDS system language to English or French.

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.

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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.

2.6.1.2. POS Connected Device Selection

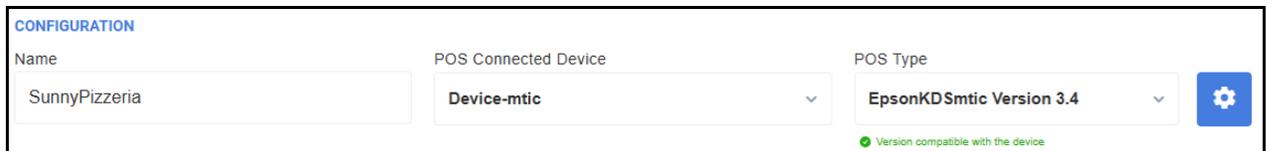
There are a few things to consider when selecting which device is going to be the ‘POS Connected’ device.

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.

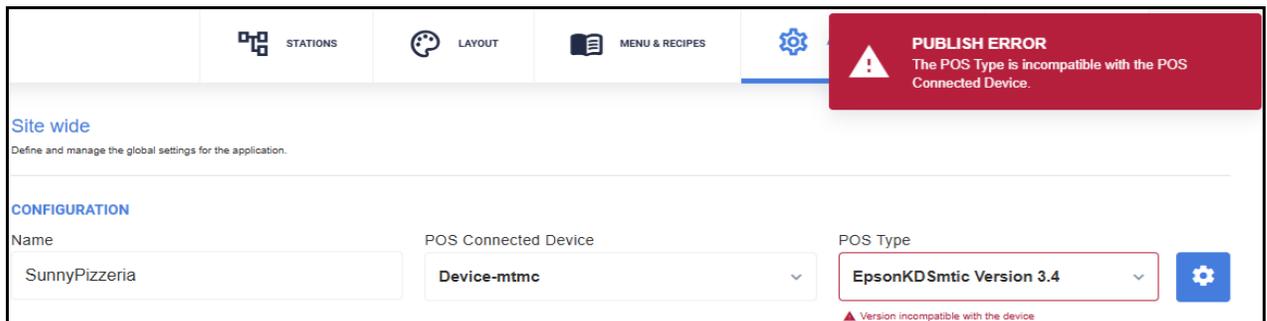
Multi-Platform Issues: If there are different device models being used in the same KDS then this adds a slight complication: the device being used to access the Configurator – or another device of the exact same model – should be the one selected as the POS Connected Device. The easiest way to ensure 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. Configurator will validate the compatibility of POS Connected Device and selected POS Type. If they are compatible with each other, configurator will show message “Version compatible with the device”:



The screenshot shows a configuration form with three main fields: 'Name' (SunnyPizzeria), 'POS Connected Device' (Device-mtmc), and 'POS Type' (EpsonKDSmtic Version 3.4). A green checkmark icon and the text 'Version compatible with the device' are visible at the bottom right of the form.

Figure 64: POS Type compatible with POS Connected Device

Otherwise, it will show an error message: “Version incompatible with the device”. When users try to publish the settings it will show an error and prohibit the configurations to be published.



The screenshot shows the same configuration form as Figure 64, but with a red error banner at the top right that reads 'PUBLISH ERROR: The POS Type is incompatible with the POS Connected Device.' The 'POS Type' field is highlighted with a red border, and a red warning icon and the text 'Version incompatible with the device' are visible at the bottom right of the form.

Figure 65: POS Type incompatible with POS Connected Device

Considering the images above, you can see that the POS Type is selected as “EpsonKDSmtic Version 3.4”, which corresponds to the “mtic” hardware variant i.e. MicroTouch IC series

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hardware. That is why selected a matching POS Connected Device of type “**mtic**” works, whereas a device of type “**mtmc**” throws a mismatch error. Below is the list of supported hardware platforms for each hardware variant.

Supported models for POS parsers with name **mtic**:

- MicroTouch AIO 21.5” Touchscreen Part#: IC-215P-AA2-A016
- MicroTouch Media Player Part#: MP-000-AA2-A017

Supported models for POS parsers with name **ls89**:

- Logic Controls Controller Part#: LS8900-Epson

Supported models for POS parsers with name **eloi**:

- ELO AIO 21.5” Touchscreen Part#: E166526
- ELO Backpack Part#: E166712

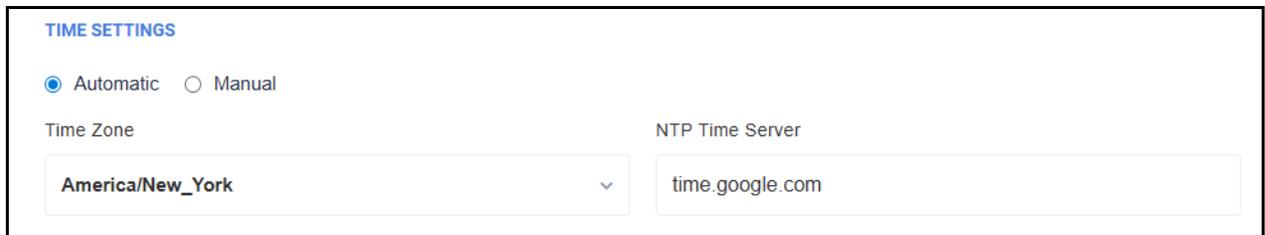
Supported models for POS parsers with name **mtmc**:

- MicroTouch All-In-One Touchscreens Part#: M1-2151C-AA2-A037, M1-1561C-AA2-A040, M1-2151C-AA3-A038 (PoE), M1-1561C-AA3-A041 (PoE)
- MicroTouch Mach Media Player Part#: M1-MP-AA2-A039

Supported models for POS parsers with name **ka06**:

- Kitchen Armor All-In-One Touchscreen Part #: KA-22PCAPAI06 (PoE)

2.6.1.3. Time Settings



TIME SETTINGS

Automatic Manual

Time Zone: America/New_York

NTP Time Server: time.google.com

Figure 66: Site Wide Time Settings subsection - Automatic

- **Automatic Mode:**

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.

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- **Manual Mode**

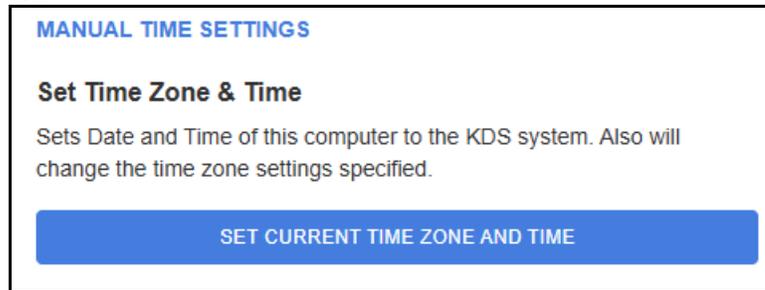


Figure 67: Site Wide Time Settings subsection - Manual

Set Current Time Zone and Time: Sets the date and time for this computer to the KDS system, also changes the time zone as specified.

2.6.2. 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.

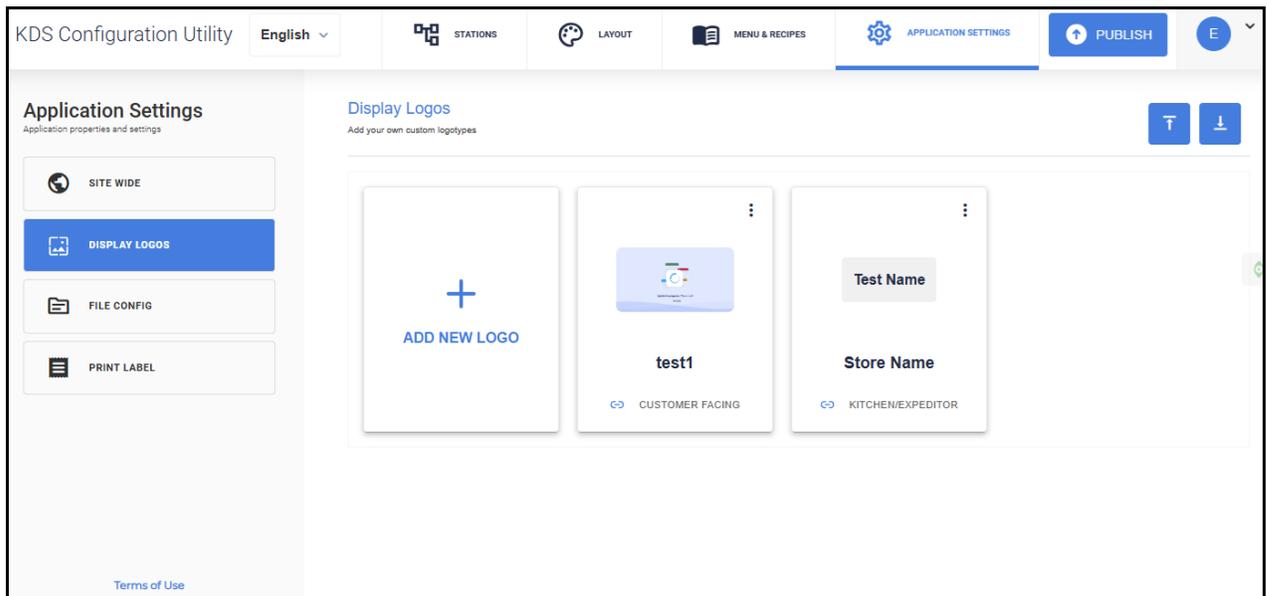


Figure 68: Logos listing screen

2.6.2.1. Add New Logo

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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.

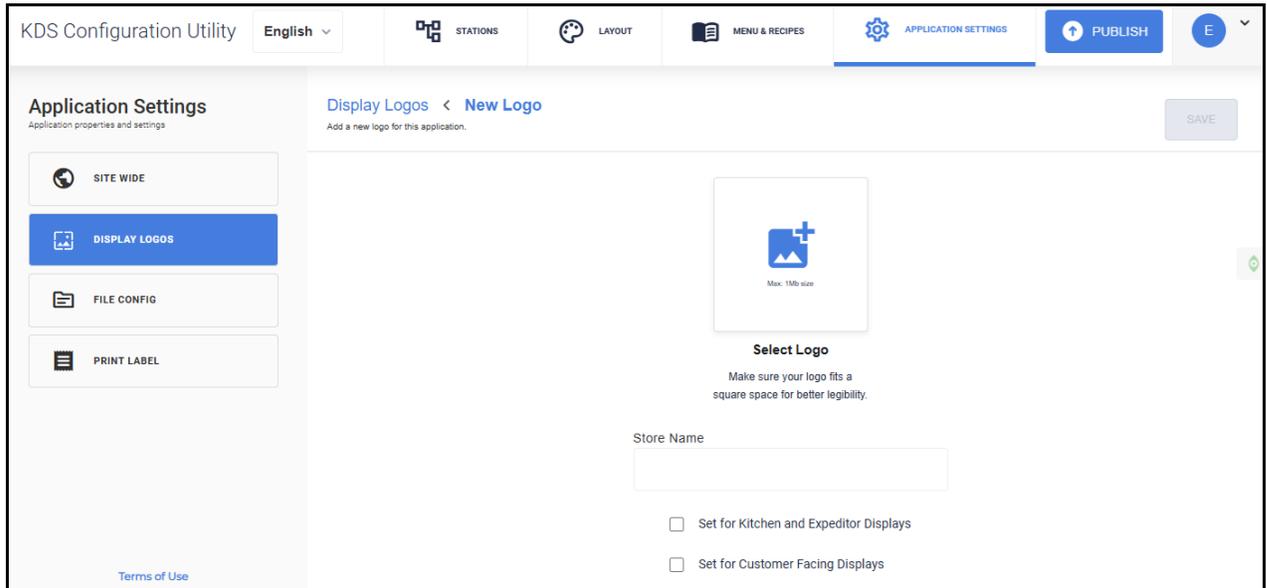


Figure 69: Logo register screen

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

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.

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2.6.2.2. Logo Options

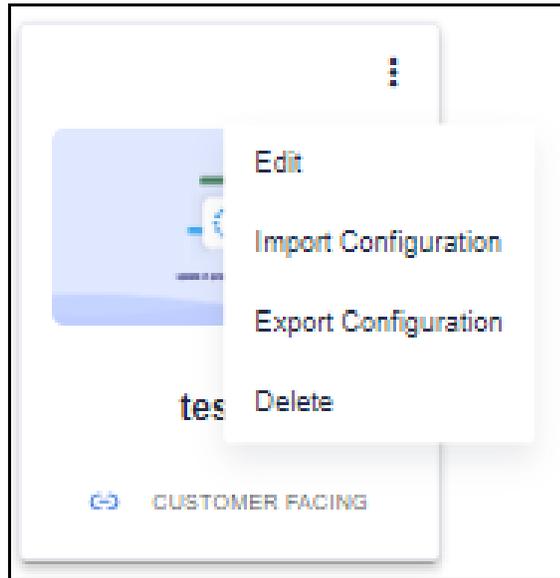


Figure 70: Action options in Display Logos Menu

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.

2.6.3. File Config

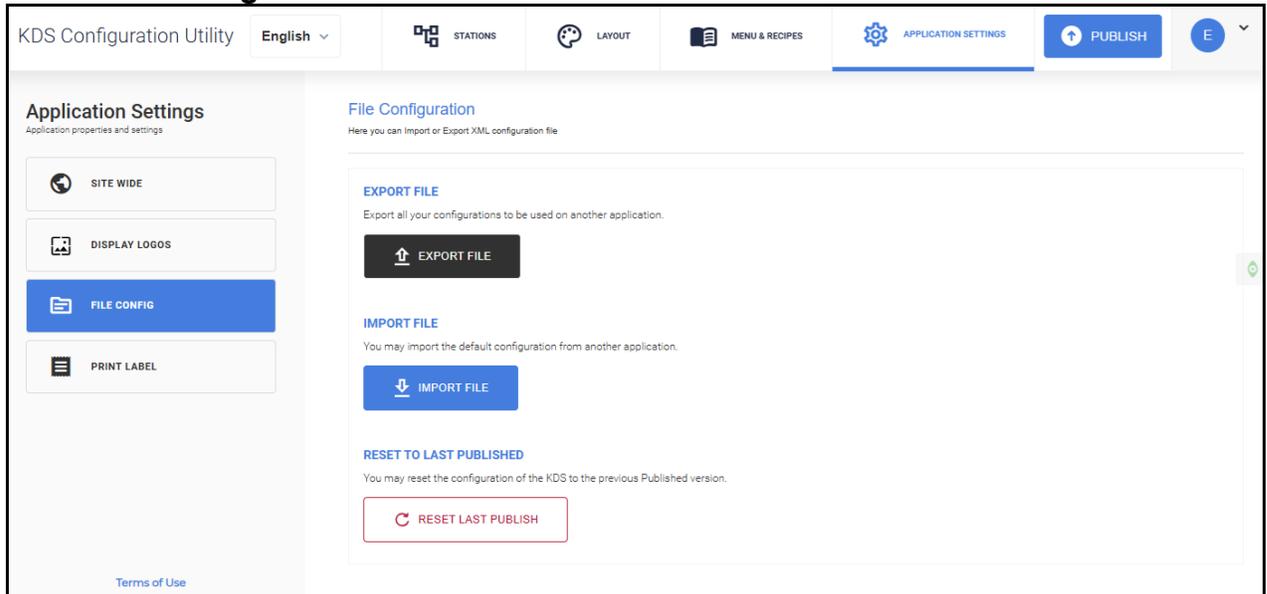


Figure 71: File Config Page

Export File: Exports system configuration file.

Import File: Imports system configuration settings from a configuration file.

Reset To Last Published: Ignores recent changes and restore configurator pages to the state that last published to devices.

2.6.4. Print Label

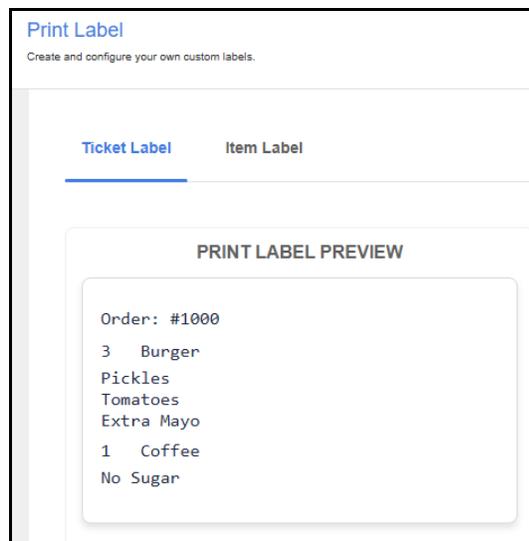


Figure 72: Print Label Options and Preview

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Users can set the format of ticket label printing and item label printing separately. The “Print Label Preview” window provides a live preview based on current settings. The procedure to set the format of ticket label printing and item label printing are the same. Each field can be configured using the setting bar as below:



Figure 73: Print Label Options and Preview

Text Style: Options for print text style: Bold, Underline, Double Height, Double Width, Reverse Colors, Font Type (Epson Font A or B).

Paragraph: Align Left, Align Center, Align Right, and Indentation number.

2.6.4.1. Required Fields

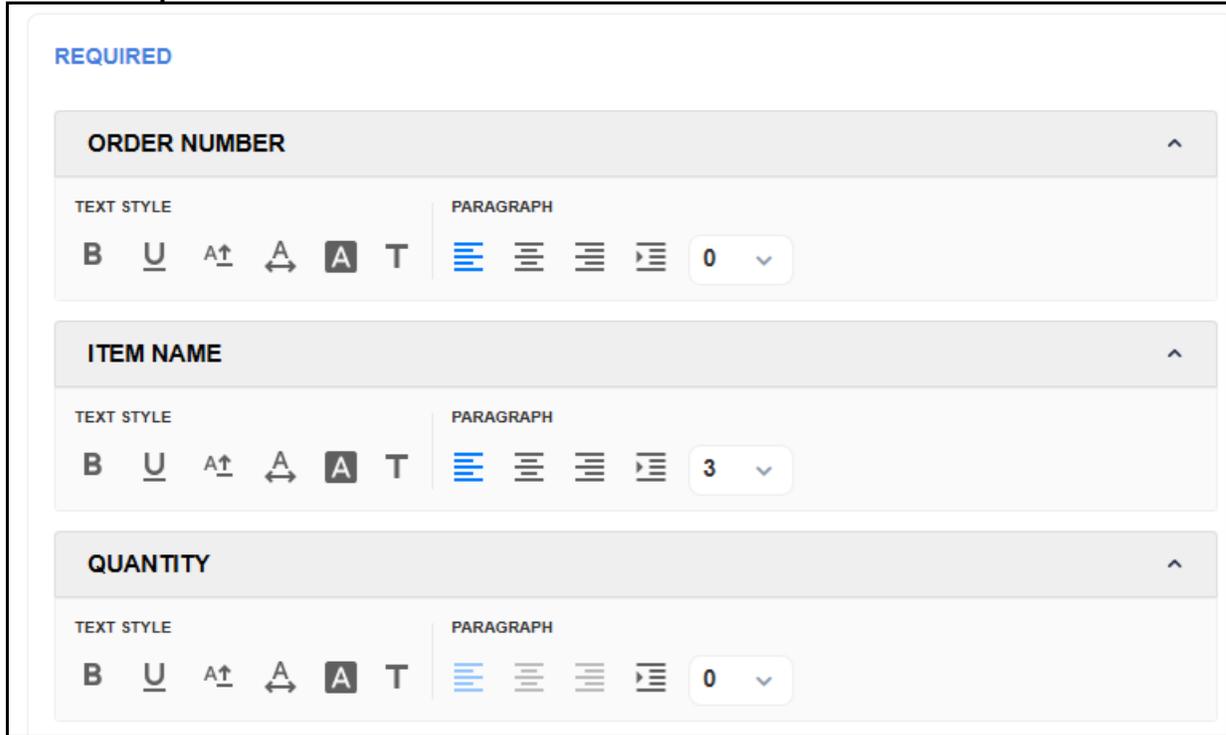


Figure 74: Required Fields

Order Number, Item Name and Quantity are the required fields for both ticket and item labels.

Note: The Alignment setting for Item Name automatically applies to Quantity.

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2.6.4.2. Personalize

Header text line

B U A↑ ↺ A T 0 ▾

Header line 3

13/40

+ ADD LINE

HEADER TEXT LINES

Header line 1

Header line 2

Figure 75: Personalize header text lines

In “Header text line”, type in the header text you want to print as header line, use the setting bar above to adjust the format for each line – verifying everything in the preview window – then click “Add Line” to add one header print line. The “Header Text Lines” will display all header lines added. Users can click the pencil button to edit each line or click the delete button to delete the line.

Footer text line

B U A↑ ↺ A T 0 ▾

Footer line 3

13/40

+ ADD LINE

FOOTER TEXT LINES

Footer line 1

Footer line 2

Figure 76: Personalize footer text lines

Users can add footer lines similarly.

Figure 77: Personalize QR code

Users can optionally configure QR codes message and type to print. QR code print model can be either QRCodeModel2 or PDF417.

2.6.4.3. Optional

Figure 78: Optional fields

There are five optional fields which can be individually enabled or disabled and configured: Customer Name, Server Name, Modifier (including special instructions), Labels and Date/Time information.

2.7. Profile

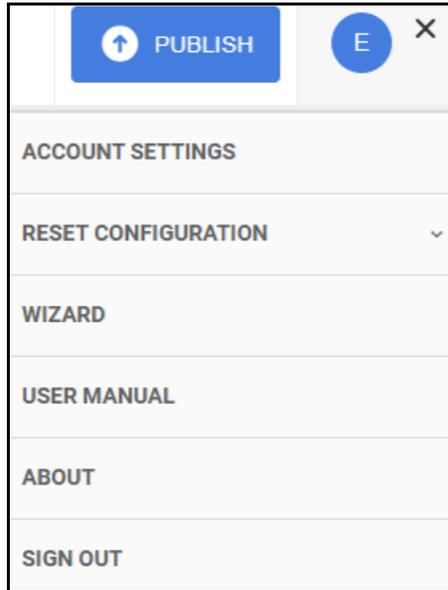


Figure 79: Profile menu

Under Profile menu, there are six tabs: Account Settings, Reset Configuration, Wizard, User Manual, About and Sign out.

2.7.1. Account Settings

2.7.1.1. 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.

The screenshot shows the 'Users' management page. It includes a sidebar with 'USERS' and 'ROLE' tabs, and a main table of users. The table has columns for NAME, ROLE, EMAIL, ACTION, and DON'T ASK AGAIN. There are also buttons for search, download, and add user.

NAME	ROLE	EMAIL	ACTION	DON'T ASK AGAIN
Epson User	User Role	epson.user@epson.epson		<input type="checkbox"/>
Epson Admin	User Role, Extra Role	epson.admin@epson.epson		<input type="checkbox"/>
Epson User All Features	Admin Role	epson.admin.all@epson.epson		<input checked="" type="checkbox"/>

Figure 80: 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.

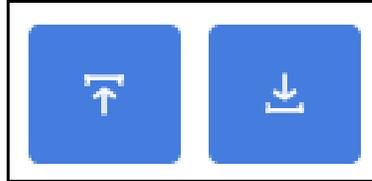


Figure 81: Export and import buttons, respectively

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.

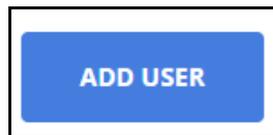


Figure 82: Button to add a new user to the system

User Settings

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

Users
Here you can edit your data. CANCEL SAVE

CONFIGURATION

Name Description

Email Address Password Confirm Password

USER ROLE MANAGER

Set Role

Figure 83: New user registration form

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Configuration

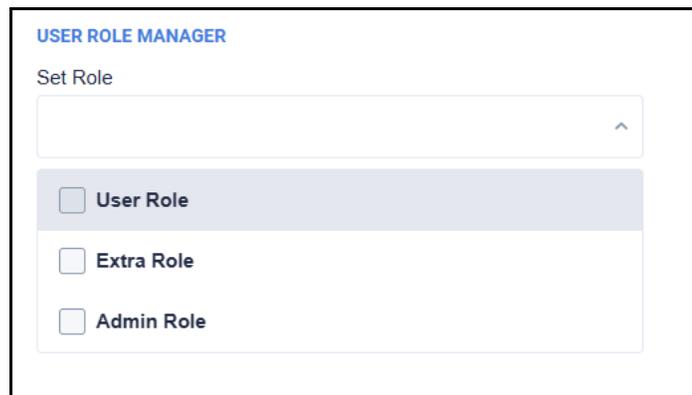
Name: Unique username. This is also the login name.

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. Starting with v5.5.1, this field is only used as a username by the Configurator.

Password: The password can only be set if the user's email address/username is set.

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



The screenshot shows a web interface titled "USER ROLE MANAGER". Below the title is a "Set Role" section with a dropdown menu. Below the dropdown are three radio button options: "User Role", "Extra Role", and "Admin Role". The "User Role" option is currently selected and highlighted.

Figure 84: 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.

NAME	ROLE	EMAIL	ACTION	DON'T ASK AGAIN
Epson User	User Role	epson.user@epson.epson	  	<input type="checkbox"/>

Figure 85: Action button to view user

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Epson User
Define and manage users for this application. GO BACK

CONFIGURATION

Name: Description:

Email Address: Password: Confirm Password:

USER ROLE MANAGER

Set Role:

Figure 86: 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.

NAME	ROLE	EMAIL	ACTION	DON'T ASK AGAIN
Epson User	User Role	epson.user@epson.epson	<input type="button" value="View"/> <input type="button" value="Edit user"/> <input type="checkbox"/>	<input type="checkbox"/>

Figure 87: Action button to edit user

Epson User
Here you can edit your data. CANCEL

CONFIGURATION

Name: Description:

Email Address: Password: Confirm Password:

USER ROLE MANAGER

Set Role:

Figure 88: Edit form for a specific user

Disable User: The user can be disabled by clicking on the Disable User toggle switch.

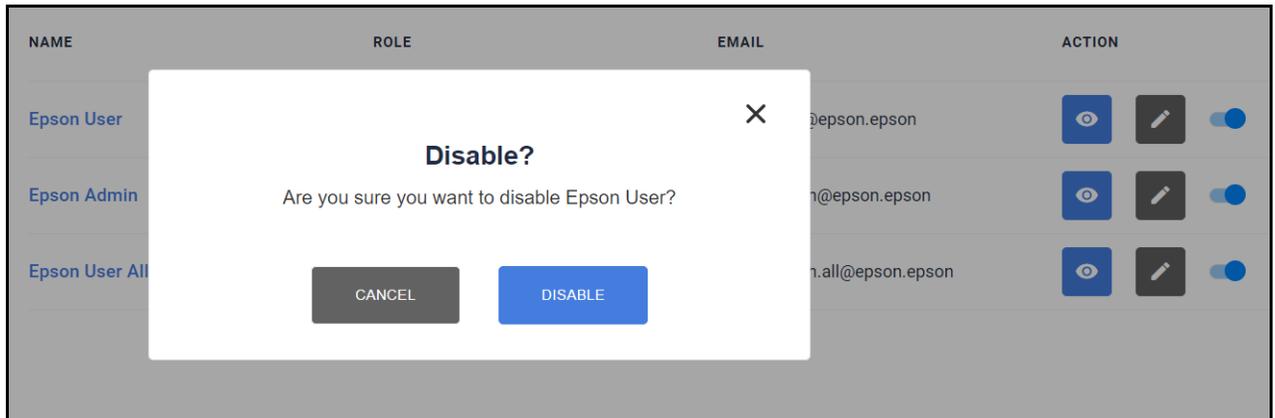


Figure 89: Confirmation modal to disable a user

2.7.1.2. 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.

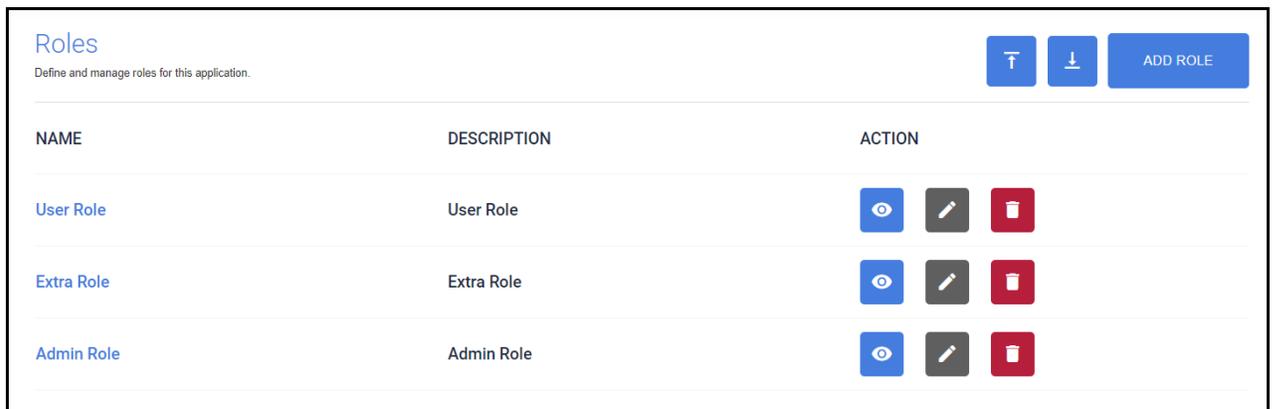


Figure 90: List of roles already registered in the system

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 91: Export and import buttons, respectively

Add Role

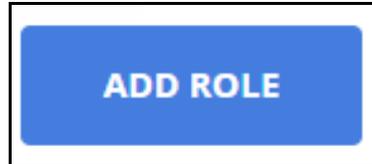


Figure 92: Add Role Button

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 users as needed.

If all requirements are satisfied, the role will be added to the list and a “success” message is 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.

A screenshot of a web form titled "New Role". At the top left, it says "New Role" and "Here you can edit your data." At the top right, there are "CANCEL" and "SAVE" buttons. Below the header, there are two input fields: "Name" and "Description". Underneath these fields is a section titled "ROLE MANAGER ACCESS" with a list of checkboxes: "Stations & Devices", "Grids", "Menu & Recipes", "Preferences", "Setup", and "Tickets".

Figure 93: “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).

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 94: View Role button (highlighted)

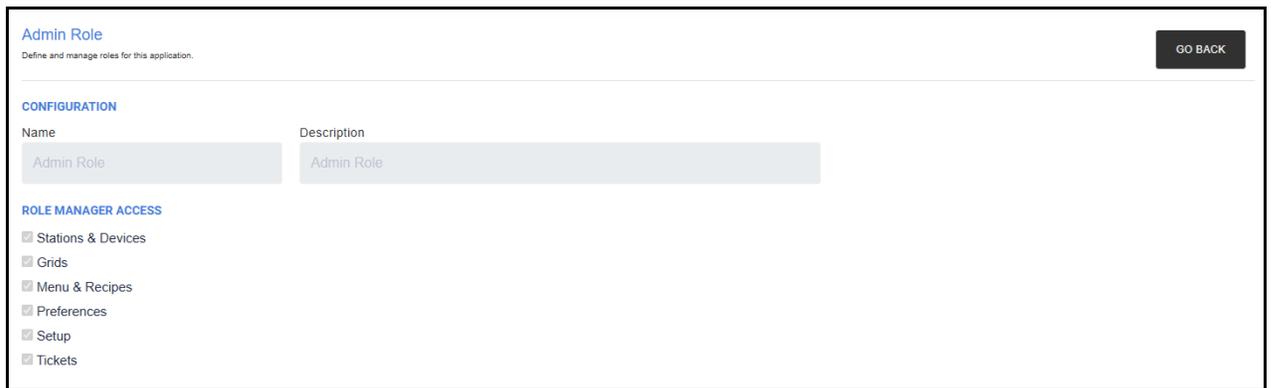


Figure 95: "View Role" page

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 96: Edit Role button (highlighted)

Figure 97: "Edit Role" page

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

Figure 98: Delete Role button (highlighted)

Figure 99: 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.

2.7.2. Reset Configuration

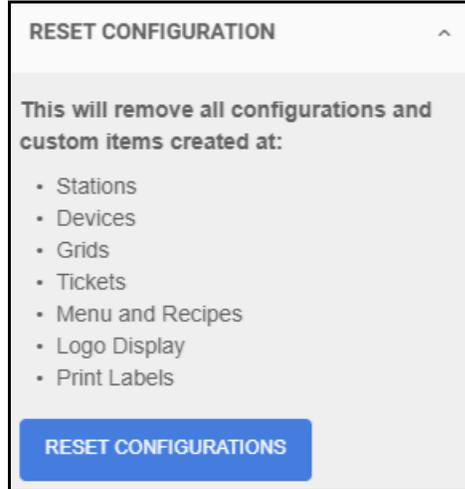


Figure 100: Reset Configuration

Click “Reset Configurations” button to remove all settings except settings under Applications->Site Wide.

2.7.3. Wizard

When the TrueOrder KDS Config web app is used for the first time a Wizard can help guide the user to conduct an initial discovery and setup of the KDS. The Wizard is available under the drop-down menu in the top right corner. 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:

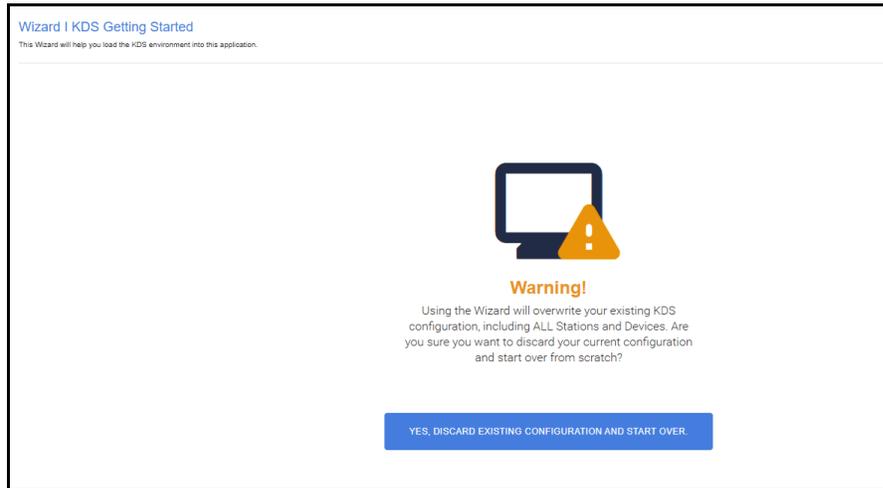


Figure 101: Wizard page

By clicking the button above to start wizard, the user has 2 options:

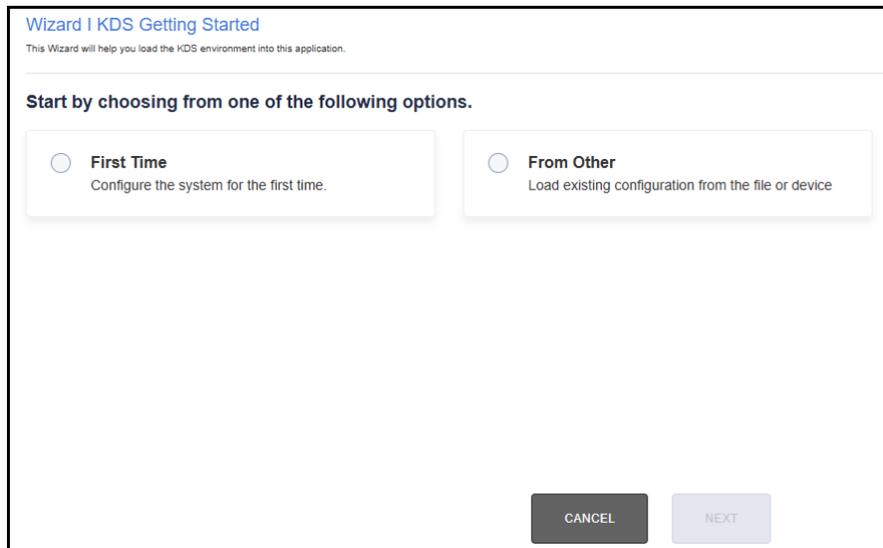


Figure 102: Wizard getting started options

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2.7.3.1. 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.

Wizard I KDS Load Configuration
This Wizard will help you load the KDS environment into this application.

Load configuration for the First Time.

Select POS

2TouchPOSmtic Version 3.1

Did you already configure IP addresses for your device?

Assign IP address automatically using DHCP service.

Assign an IP address to my device manually.

Do not configure IP settings for my devices.

CANCEL BACK NEXT

Figure 103: 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.

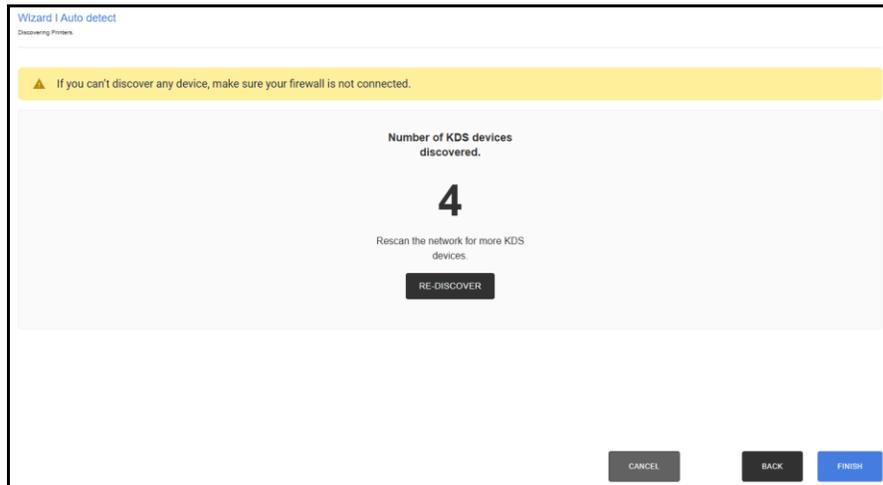


Figure 104: Wizard Auto-detect when "Assign IP address automatically using DHCP service" is selected

Assign IP 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).

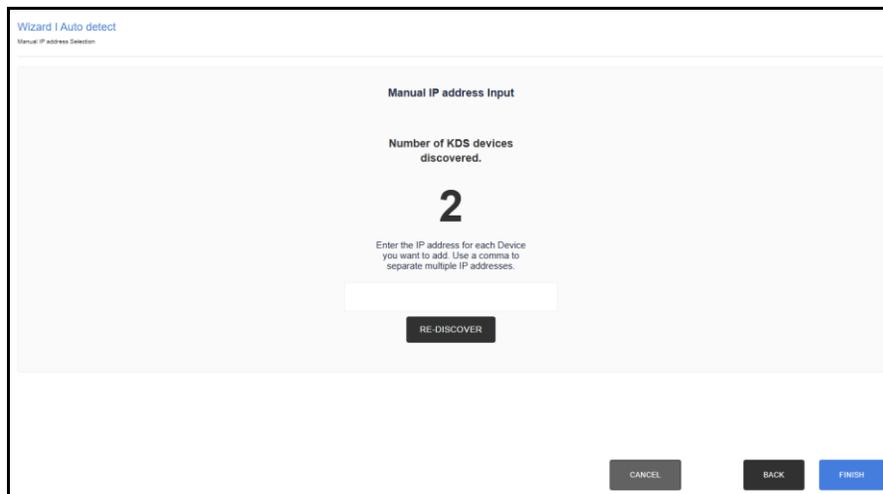


Figure 105: Wizard Auto-detect when "Assign IP address to my device manually" is selected

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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 2.6.1.2 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.

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2.7.3.2. 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.

Wizard I KDS Load Configuration

This Wizard will help you load the KDS environment into this application.

Load configuration using one of the following options.

File
Load configuration from the XML file that I have.

Device
Load configuration from the device on my local network.

RE-DISCOVER Choose from the following devices.

KDS Device
Version: 3.40
MAC: 8E:A1:8C:4B:2C:9C
IP: 192.168.10.239

KDS Device
Version: 3.40
MAC: 0E:A3:64:51:6D:A5
IP: 192.168.10.132

CANCEL BACK FINISH

Figure 106: Wizard Getting Started options: from other

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

Wizard I KDS Load Configuration

This Wizard will help you load the KDS environment into this application.

Load configuration using one of the following options.

File
Load configuration from the XML file that I have.

Device
Load configuration from the device on my local network.

Import KDS Configuration file to load.

Path:

Figure 107: 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.

2.8. Language Settings

2.8.1. Supported Languages

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

- a. English (default)
- b. French

2.8.2. Configurator Language

The Configurator language can be changed using the language selection dropdown in the top right corner of the page. See Figure 108.

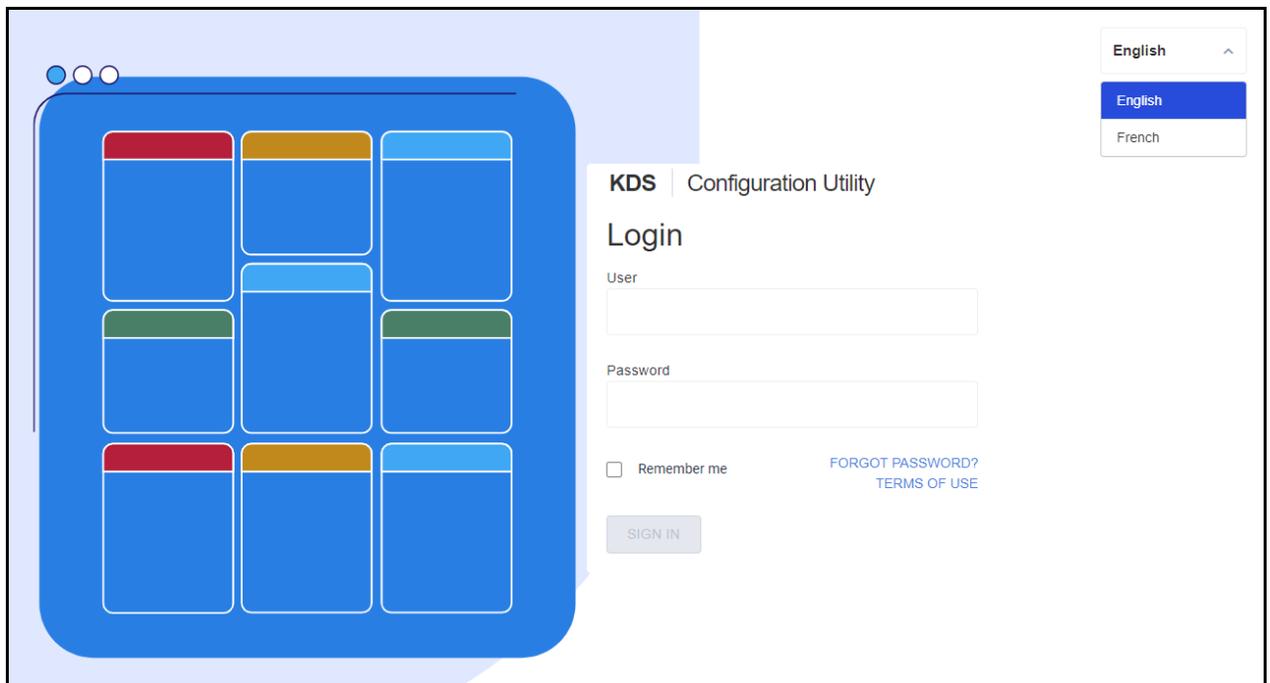


Figure 108: Selecting the Configurator language (showing “English” selected)

2.8.3. 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 109.

The screenshot shows the 'KDS Configuration Utility' interface. At the top, there are navigation tabs: STATIONS, LAYOUT, MENU & RECIPES, APPLICATION SETTINGS (selected), and PUBLISH. The 'APPLICATION SETTINGS' tab is active, showing 'Site wide' configuration options. On the left, there is a sidebar with 'Application Settings' and sub-options: SITE WIDE (selected), DISPLAY LOGOS, FILE CONFIG, and PRINT LABEL. The main content area is titled 'Site wide' and contains several sections: 'CONFIGURATION' with fields for Name (SunnyPizzeria), POS Connected Device (Kitchen), POS Type (EpsonKDSmtic Version 3.4), Menu Routing (POS Menu Routing), and Daily Maintenance Time (07:00 AM); 'TIME SETTINGS' with radio buttons for Automatic and Manual (selected), and Time Zone (America/New_York); and 'MANUAL TIME SETTINGS' with a 'Set Time Zone & Time' section and a 'SET CURRENT TIME ZONE AND TIME' button. A 'Language' dropdown menu is open, showing 'English' selected and 'French' as an option.

Figure 109: 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.