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EPSON

EPSON MP-000-AA2 Android Media Player

Specifications

- **Product Name:** TrueOrderTM KDS Touchscreen
- **Model Number**: 111-56-URM-001
- **Version:** R3.36

- **Form:** F-730-028 v1.00

Product Information

The TrueOrder KDS Touchscreen is designed to work seamlessly with the TrueOrder Kitchen Display System. It supports various touchscreens for easy operation and integration with your POS system.

Overview

Touchscreens can be used to operate the TrueOrder KDS. No special configuration is required for plug-and-play functionality.
This document provides guidance on using the UI elements with a touchscreen connected to the system.

Supported Touchscreens

Supported touchscreens include:

- KDS All-in-One device: No additional touchscreen or controller box needed, just an ethernet cable and power cord.
- KDS controller boxes: Any touchscreen capable of full HD (1920 x 1080) can be used. Qualified touchscreens include:
  - MicroTouch SK-215P-A1
  - MicroTouch DT-215P-A1
  - Elo 2202L
  - Elo 2702L

Connections

Touchscreen monitors typically provide their touch interface over USB, either USB B or USB C connectors. KDS controllers support both type A and type C connectors.

About this Guide

This guide contains information on how to use touchscreens with the TrueOrder KDS. It assumes a Single Station KDS connected to the POS via Ethernet, and that the POS is

already supported by the TrueOrder KDS.

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Overview

Touchscreens can be used to operate the TrueOrder KDS (Kitchen Display System). They are plug and play and no special configuration is required. This document describes how to use the various UI elements that appear when a touchscreen is plugged into the system.

Supported Touchscreens

- When using KDS All-in-One device no additional touchscreen or controller box is required. It is an all-inclusive device and needs the least amount of external wiring: only an ethernet cable and a power cord.
- When using KDS controller boxes any touchscreen capable of full HD (1920 x 1080) can be used. The following are some of the touchscreens that have been qualified:
  - MicroTouch SK-215P-A1
  - MicroTouch DT-215P-A1
  - Elo 2202L
  - Elo 2702L

Connections

Touchscreen monitors typically provide their touch interface over USB. This was traditionally a USB B type connector at the back of the touchscreen, but USB C is becoming increasingly popular.
The required cable depends on the connector at the back of the touchscreen monitor. KDS controllers can use either a type A or type C connector.

Picture 2.1
USB C to touchscreen

USB A to KDS controller box

Picture 2.2

USB B to touchscreen

USB A to KDS controller box

Picture 2.3

USB C to touchscreen

USB C to KDS controller box

KDS Controllers

1. MicroTouch MP-000-AA2 KDS Controller

   The MicroTouch MP-000-AA2 KDS Controller has 1 USB A Port and 1 USB C Port.

Picture 2.1.1: MP-000-AA2 USB ports

2. MicroTouch Mach M1-MP-AA2-A039 KDS Controller

The MicroTouch M1-MP-AA2-A039 KDS Controller has 2 USB A Ports and 3 USB C Ports.

Picture 2.1.2: M1-MP-AA2-A039 USB ports

3. Logic Controls LS8900-Epson KDS Controller

   The Logic Controls LS8900-Epson KDS Controller has 1 USB A 3.0 port, 1 USB A 2.0 port, and 1 USB C port.

Picture 2.1.3: LS8900-Epson USB ports

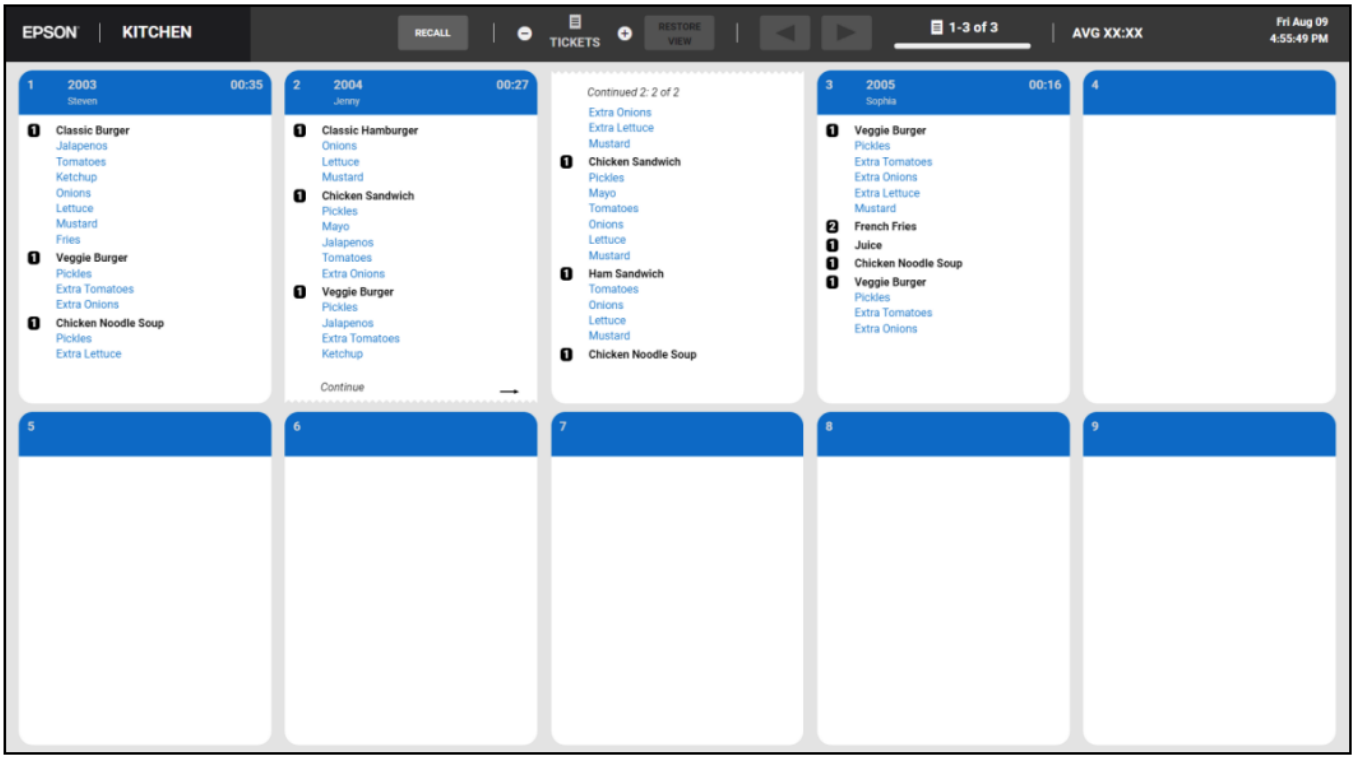
4. ELO E166712 Backpack

   The ELO E166712 Backpack has 2 USB A Ports and 1 USB C:

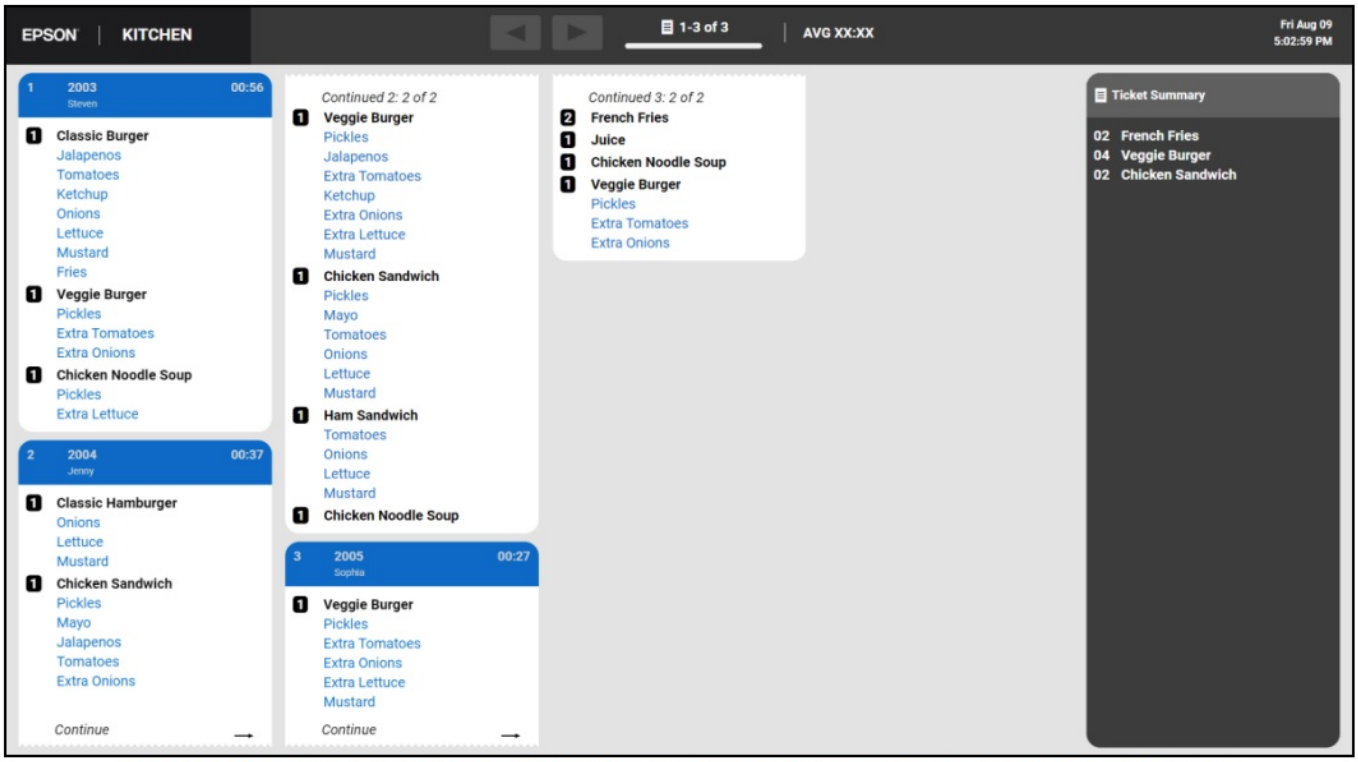
Picture 2.1.4: ELO E166712 Backpack USB ports

Operation

Pictures 3.1 and 3.2 show a typical order screen with and without touchscreen. Having a touchscreen exposes some additional controls in the top control bar viz. Recall button and Tickets -/+ buttons. Using a bumpbar the Recall button on the bumpbar replaces that on the screen; the Tickets -/+ capability is not available without a touchscreen.



Picture 3.1: A typical (fixed grid) order screen with touchscreen, bumpbar optional



Picture 3.2: A typical (flex grid) order screen with bumpbar only, no touchscreen

1. Bumping an Entire Order

   On a touchscreen, an entire order can be bumped off by tapping the header bar of the order tile, or with a SWIPE UP gesture on the order tile body.

2. Bumping an Individual Item

   Pressing on the actual item name will bump it (strike-through) along with all associated modifiers.

3. Recalling Orders

   Tapping on the RECALL button in the top control bar will bring up the order history window. This screen shows recently bumped orders. The orders are displayed complete with all details, and items are not crossed out (no strike-through) on this screen to allow easier review. In recall mode, the RECALL button turns yellow.

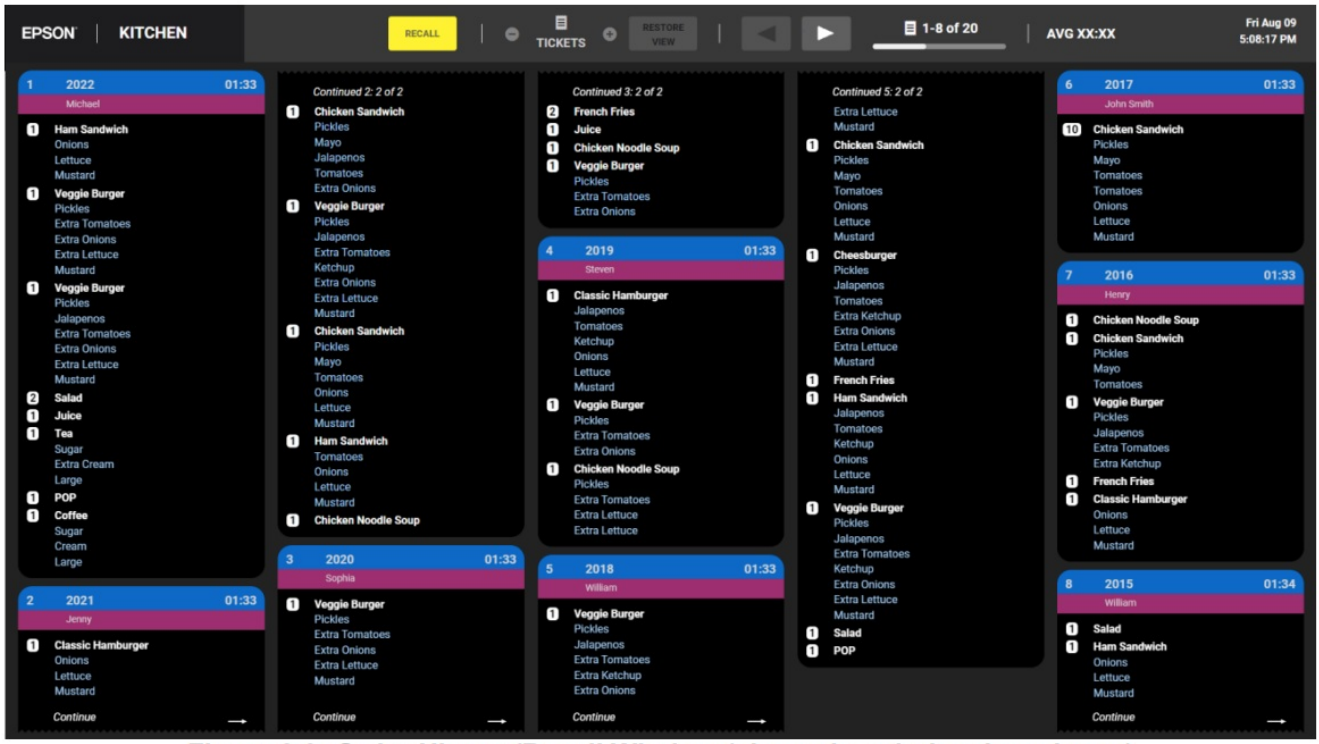


Figure 3.3: Order History/Recall Window (shown in a dark colour theme)

When an order from the Recall Window is recalled back to the active order window, it is identified by the same two-tone order header as shown above, and placed in the beginning of the queue i.e., in the first tile. The keyword “(RECALL)” is also added to the second row of the header when shown in the active order window. Note that recalled orders on the active order screen will appear crossed out (strike-through).

4. Recipe Information

   Pressing and holding on a particular item brings up the recipe information for that item in a modal window. Pressing the OK button on the recipe window dismisses it and returns focus to the active order window.

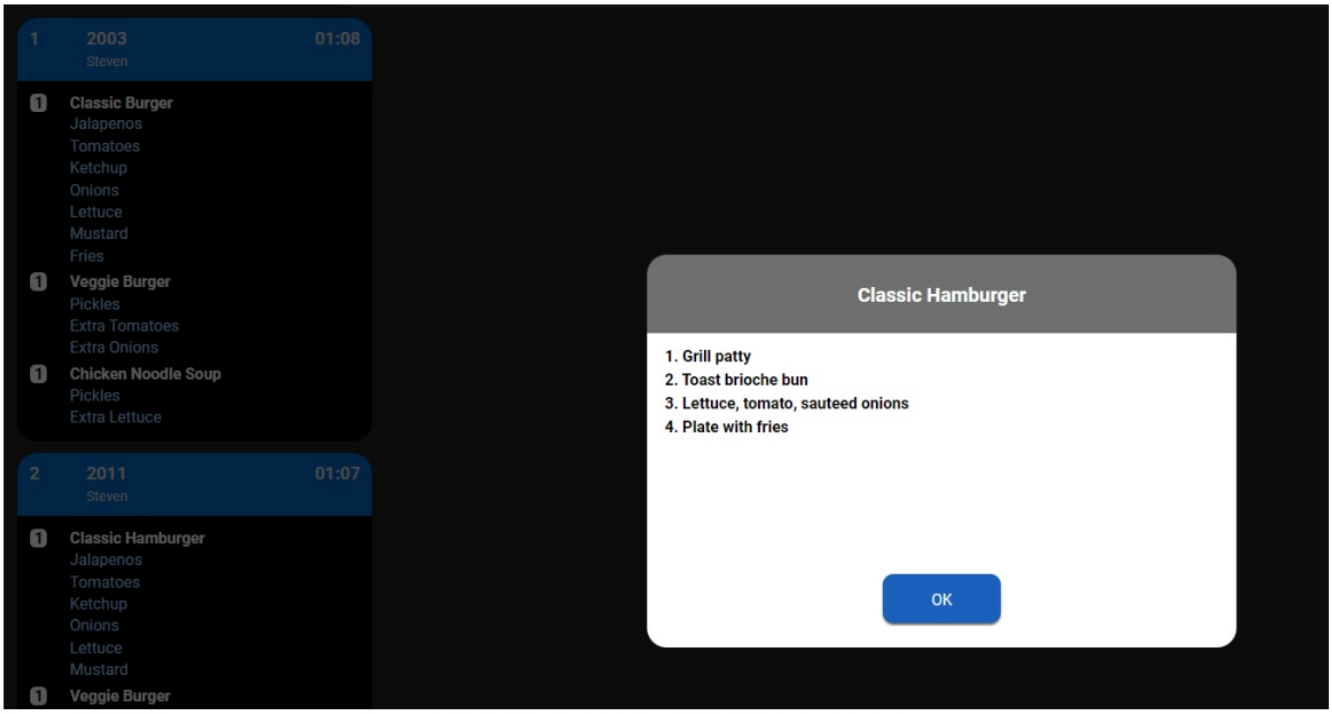


Figure 3.4: Recipe Window sample

5. Off-screen Orders

   The left and right arrows in the top control bar can be used to scroll through order pages. The main order table follows a pagination system, so scrolling right will shift all orders on screen. For instance, if the layout is a fixed grid of 7×3 tiles, all 21 tiles will be shifted off-screen, and the next 21 tiles displayed.

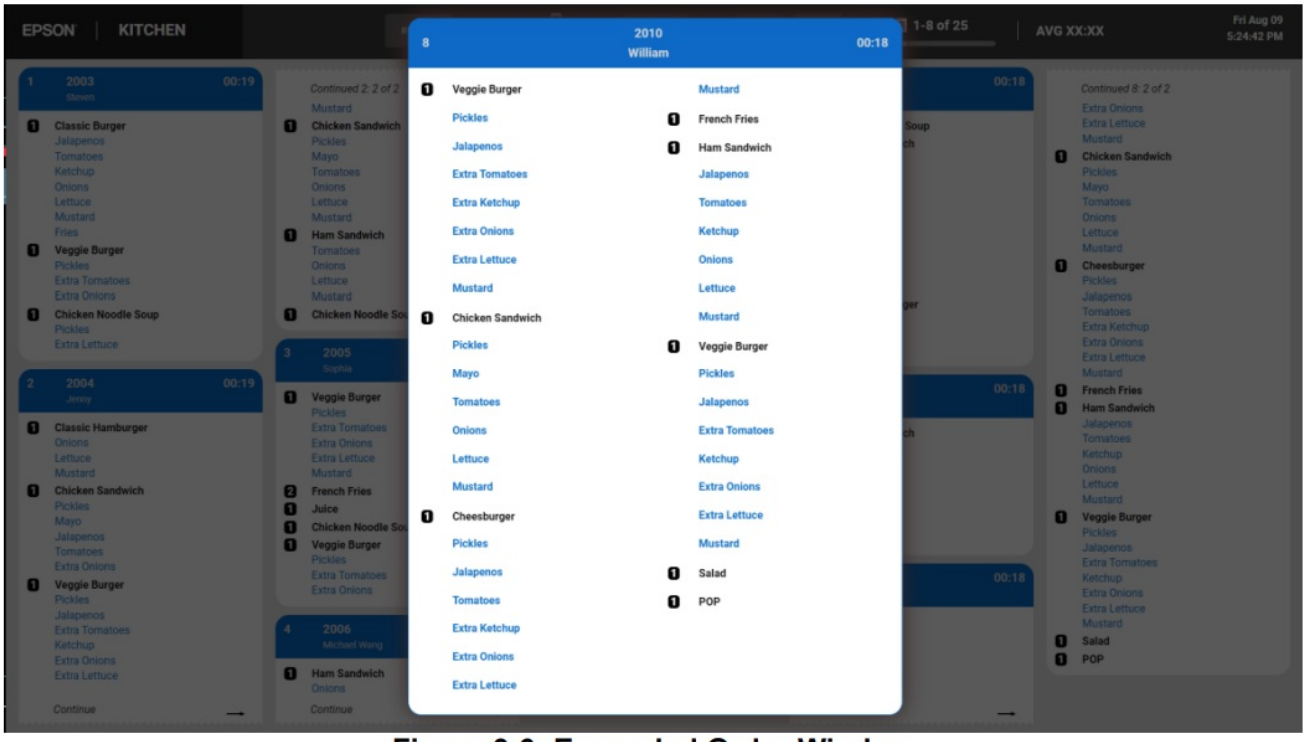


Figure 3.6: Expanded Order Window

6. Expanded Order View

   Press and hold the header bar of the order tile to open the order in Expanded Order View. This shows the entire order in its own modal window and is useful when the operator wants to focus on a single large order that is otherwise spanning multiple

tiles.

Clicking outside the modal window dismisses the Expanded Order View.

Figure 3.7: Device Information Window

7. Device Information

   Pressing on the logo in the top left corner of the screen opens the Device Information modal window. This provides useful information during system setup and troubleshooting.

   Clicking outside the modal window dismisses the Device Information window.

Compatibility with Bump Bar

A bumpbar can be used in tandem with touchscreens, should the need arise. It should be noted, however, that some KDS devices may only provide a single USB A connector – in such cases, a simple line-powered USB hub can be employed.

Troubleshooting

Screen Does Not Respond to Touch

1. Check the USB cable between touchscreen and KDS device is connected.
2. Try replacing the USB cable between touchscreen and KDS device.

Screen Does Not Power On

1. Check the power cable is plugged into the screen.
2. Confirm the KDS device is powered up; refer to manufacturer's user manual to verify power LEDs are visibly on.

3. Confirm the HDMI cable between touchscreen and KDS device is connected. Sometimes if there is no HDMI signal, screens can go into low power mode.
4. Try replacing the power cable for the touchscreen.
5. Try replacing the HDMI cable between touchscreen and KDS device.
6. Try to power cycle the KDS device with the touchscreen connected and powered on.

Touchscreen Shows a Blank/Black Screen

1. Verify the KDS device is powered on.
2. Confirm the HDMI cable between touchscreen and KDS device is connected. Sometimes if there is no HDMI signal, screens can go into low power mode.
3. Try replacing the HDMI cable between touchscreen and KDS device.
4. Try to power cycle the KDS device with the touchscreen connected and powered on.

FAQ

Q: What should I do if the screen does not respond to touch?

A: Check the connection between the touchscreen and the KDS controller. Ensure the touchscreen is properly connected and powered on.

Q: How do I troubleshoot a blank/black screen on the touchscreen?

A: Verify the power source of the touchscreen, restart both the touchscreen and KDS controller, and check for any physical damage to the display.

Q: Can I use any touchscreen with the TrueOrder KDS?

A: For optimal performance, it is recommended to use the supported touchscreens listed in the user manual to ensure compatibility and functionality.

Documents / Resources

	EPSON MP-000-AA2 Android Media Player [pdf] User Manual MP-000-AA2, M1-MP-AA2-A039, LS8900-Epson, E166712, MP-000-AA2 Android Media Player, MP-000-AA2, Android Media Player, Media Player

References

- User Manual

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Android Media Player, E166712, Epson, LS8900-Epson, M1-MP-AA2-A039, media player, MP-000-AA2, MP-000-AA2 Android Media Player

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