Technical Information Document

Files/Versions

-PixelKDS.exe V12.3.X
-QSR CSK Software V5

Operating System & PixelPointPOS version

-Windows 8 Pro
-PixelPointPOS V12.3.X+
-SystemSet V12.3.X+
-PixelKDS.exe v12.3.1

Devices/Features Tested

-QSR Bump Bar Model KP-7500
-QSR Box Model DE-4100

Notes

-This test was using the PixelPoint install defaults except for noted changes in the SystemSet.exe.
-Multiple report categories will be used in this test
-All QSR questions should be referred to the QSR group http://www.qsrautomations.com/
Note Posserver will need to be using a Static IP address

Table of Contents

Overview

This document has been written with the expectation that you understand QSR systems and how to install and program an ePic Video Display System by QSR. Its purpose is to provide you with the information needed to make it work with the PixelPoint POS System.
QSR CSK required installed:

1. ControlPoint Server
2. ControlPoint Client
3. ControlPoint Builder
4. Kitchen Server
5. Kitchen Builder Pro
6. QSRSock.DLL v14.0.5.0

1.1 Equating Terminology

Destinations are top level routing groups being Sales Types.
Routing Categories are the Report Categories used in PixelPoint POS

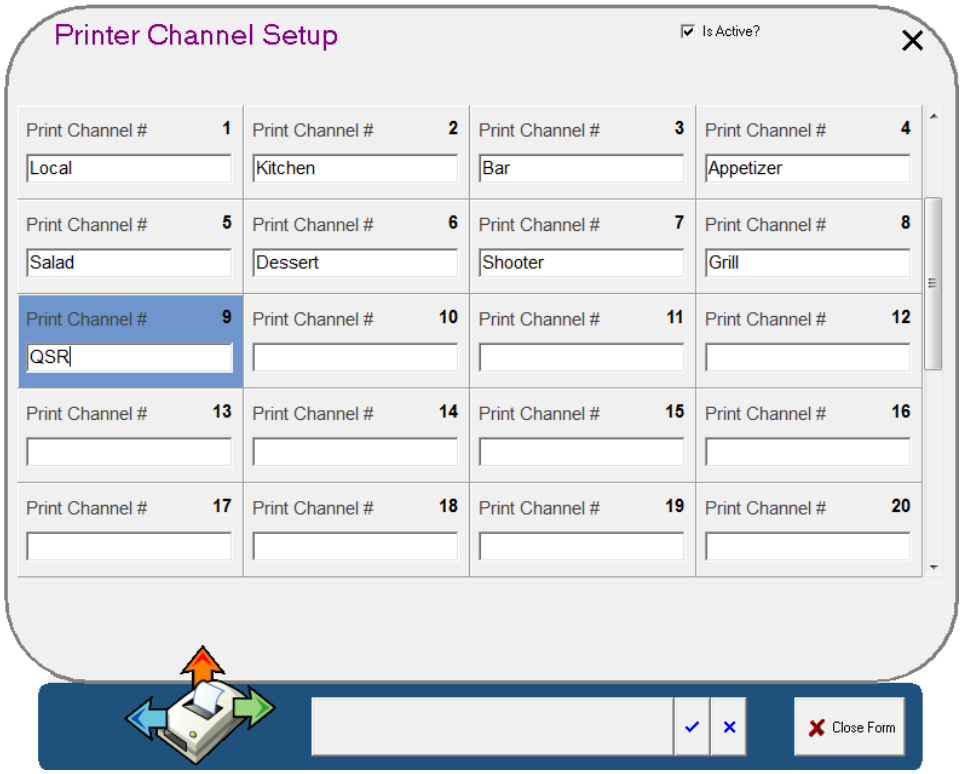
PixelPoint POS Configuration

The following configuration in PixelPoint POS will all be done in the SystemSet.exe

For the following example we will be using PixelPoint default DB from the install CD. To better show how to setup QSR with PixelPoint. The **"Demo Changes"** are made so the document can show two report categories**. (Demonstration Purpose Only**) the rest of the instructions will need to be followed.

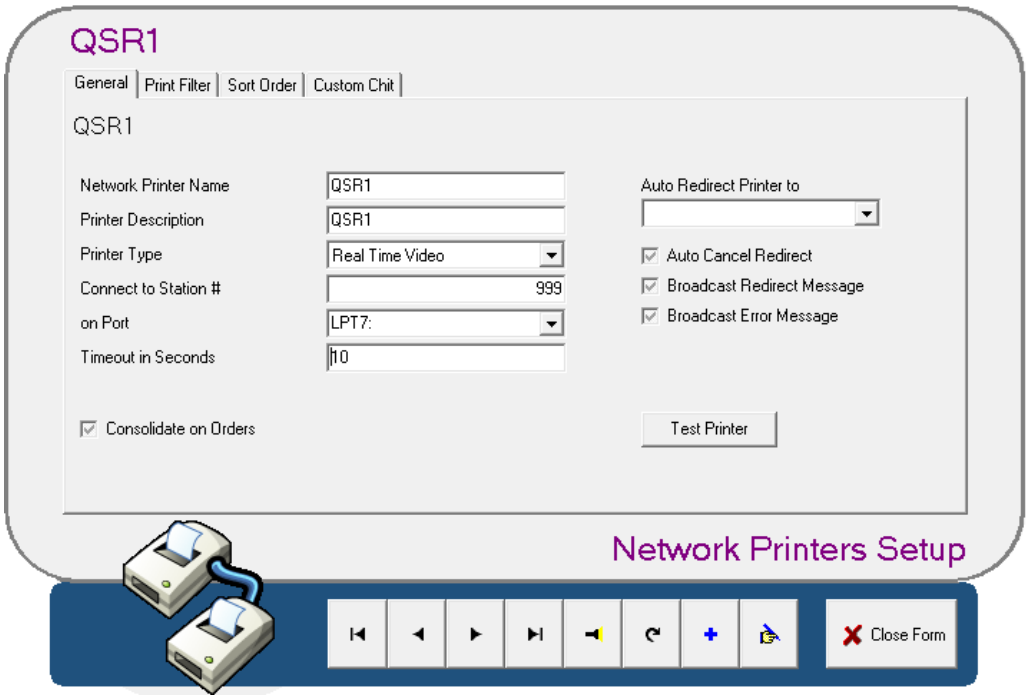
2.1 Creating a Printer Channel

Open the BackOffice > Administrator> Setup Printer Channels.
Add a channel for the KDS monitor. In this example the channel will be named QSR



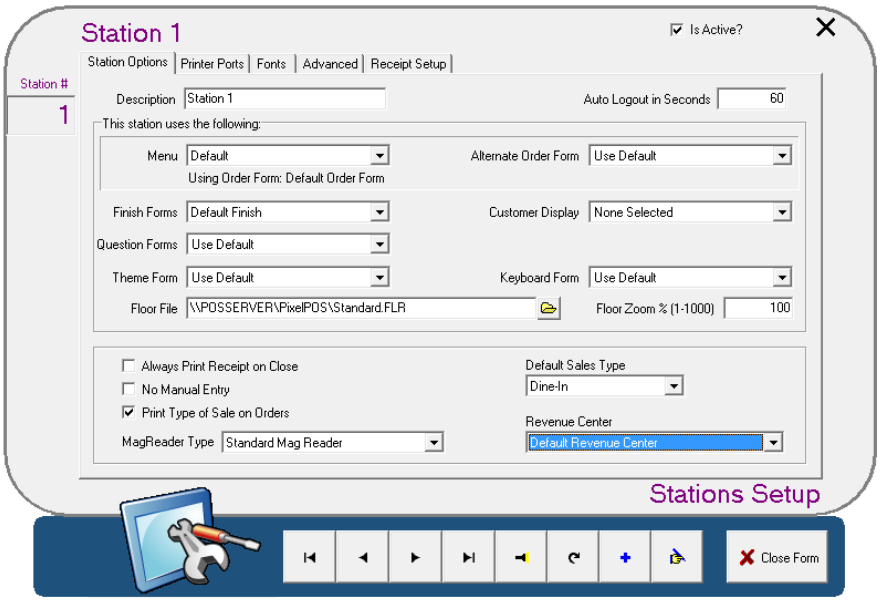
2.2 Creating Network Printer

1. Select Setup Network Printers on the Administrator pull-down menu.
2. Create a new printer record.
3. Give the network printer a name (no spaces and no more than 8 characters)—"QSR1" is used here as an example.
4. Select 'Real time Video' **MUST** to be selected as the Printer Type
5. Specify a station number not in use, such as "999", in the "Connect to Station #" field.
6. Select any COM port such as LPT7 in the "on Port" section
7. Enter a value in the "Timeout in Seconds" field.



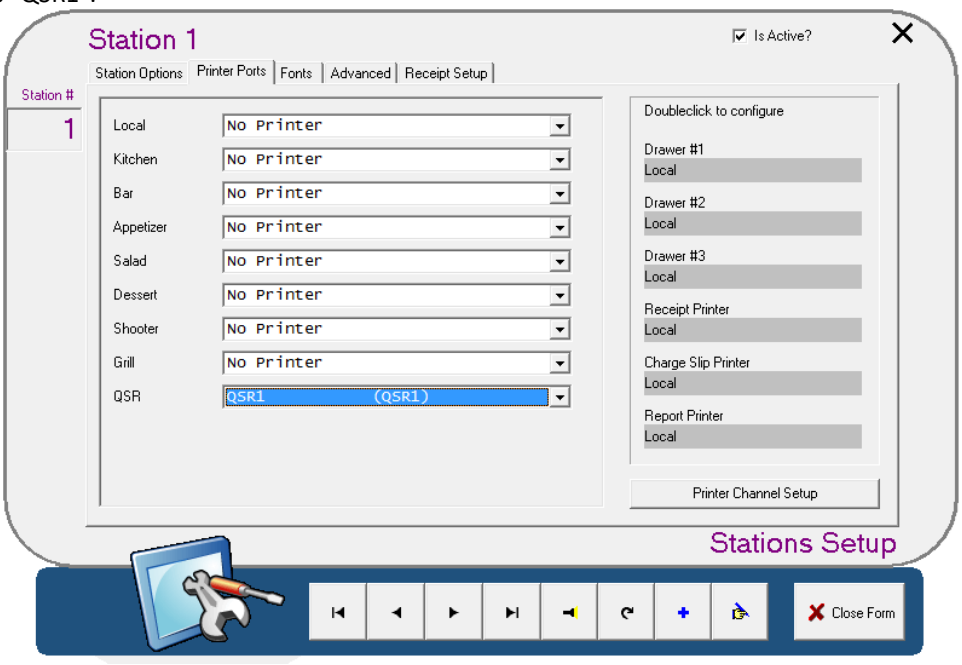
2.3 Station Configuration

Select Setup Station from the Administrator pull-down menu. Verify that ALL station that will be used have “Print Type of Sale on Orders” checked



2.4 Station Printer Ports Setup

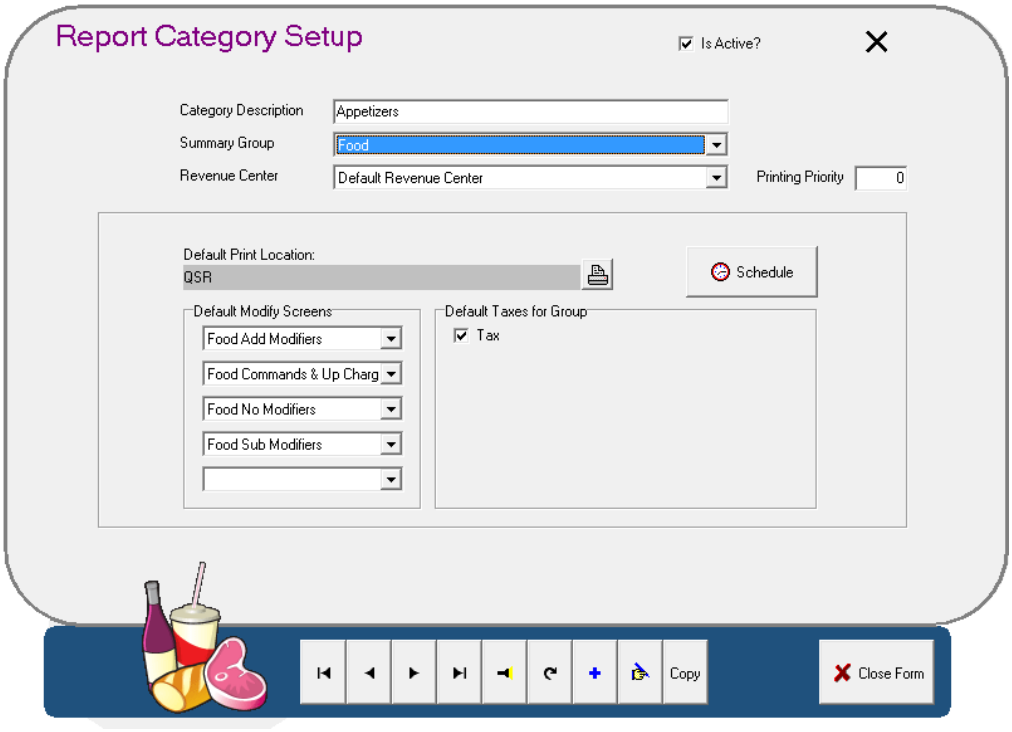
1. Select Setup Stations on the Administrator pull-down menu.
2. Switch to the Printer Ports tab.
3. Use the drop-down box next to the "QSR" printer channel to select the network printer you created. This example uses "QSR1".



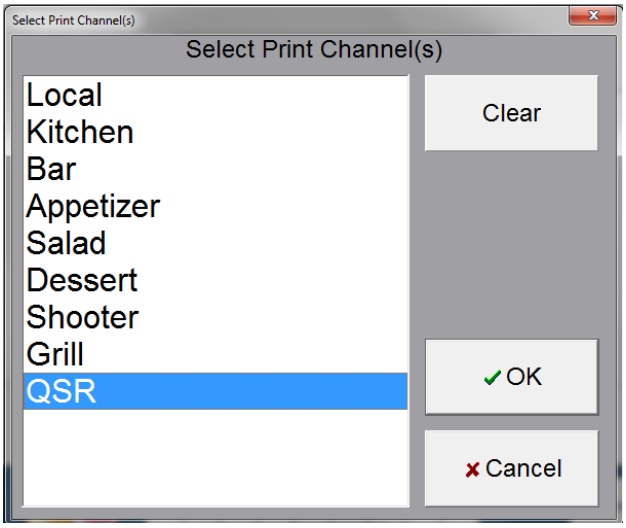
Repeat step 3 for each station using the kitchen display system. Use the left and right arrows to switch between station records.

2.5 Report Category Setup

1. Select Setup Report Categories on the Products pull-down menu.
2. Create to new report category For this example the 2 report categories will be named Cold Items and Hot Items.



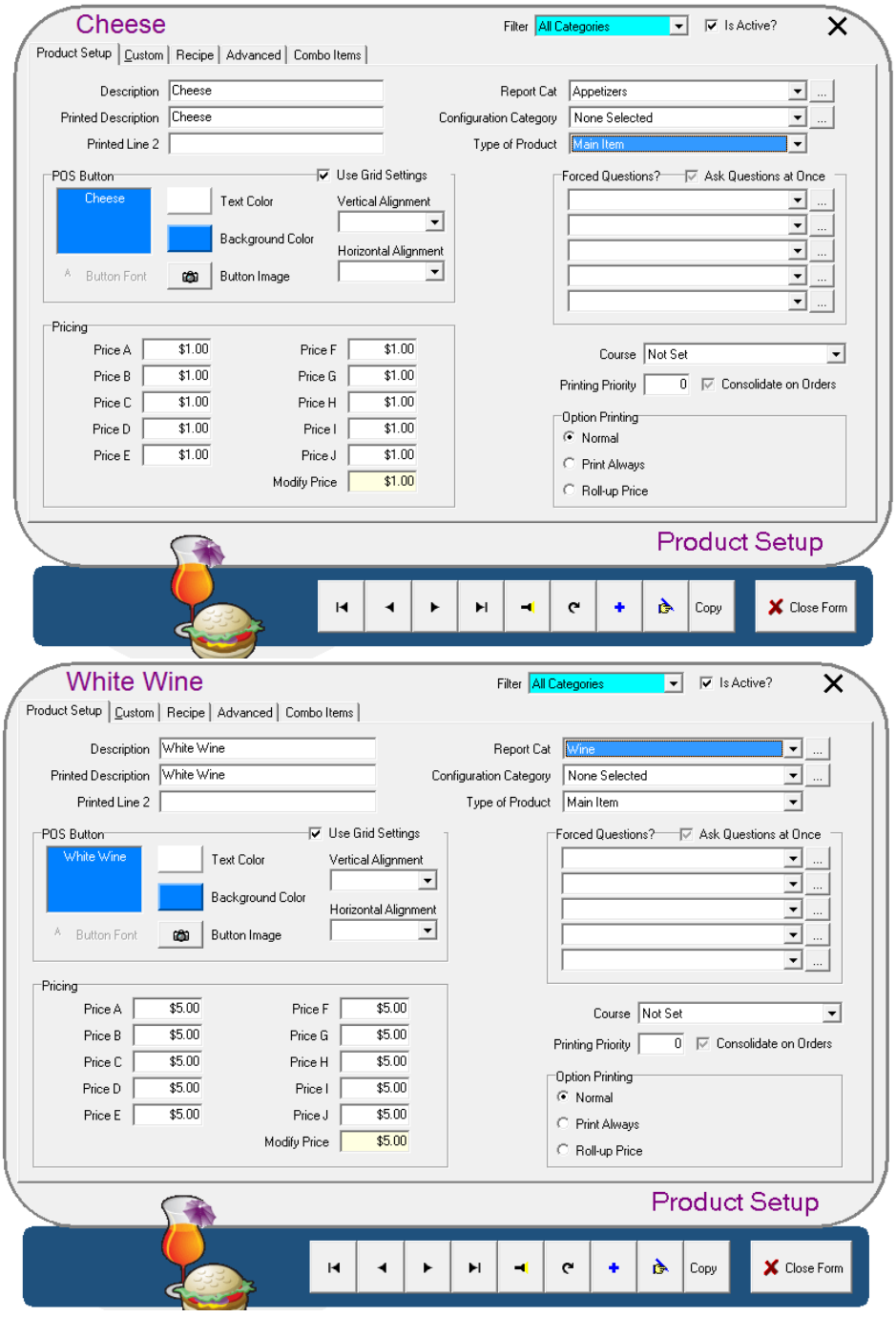
3. Select Default Printer Location browser button and select the "QSR" Printer Channel for both report categories.



2.6 Product Configuration

1. Select Product Setup on the Products pull-down menu.

2. Create two new products for this document we have created Cold Product and Hot Product



3) Assign Hot Product to use the “Hot Item” Report Category and Cold Product to use the “Cold Items” Report Category.

2.7 Policy Setup

1. Select Policy Setup on the Administrator pull-down menu.
2. Search for the policy RealTimeVideoMode.
3. Set the policy RealTimeVideoMode= 1

2.8 Configure Pixelkds.ini

1) Provided on the My Pixel website-> Certified Devices-> KDS-> QSR Automation is a pixelkds.ini file. The file contains the following information. Add the IP address of the Host PC that will run the QSR software.

2)

Host=192.168.0.201 (i.e. Host IP)

Video1=QSR1 (Add the name of the network printer configured for QSR in the Backoffice).

3) Example Pixelkds.ini :

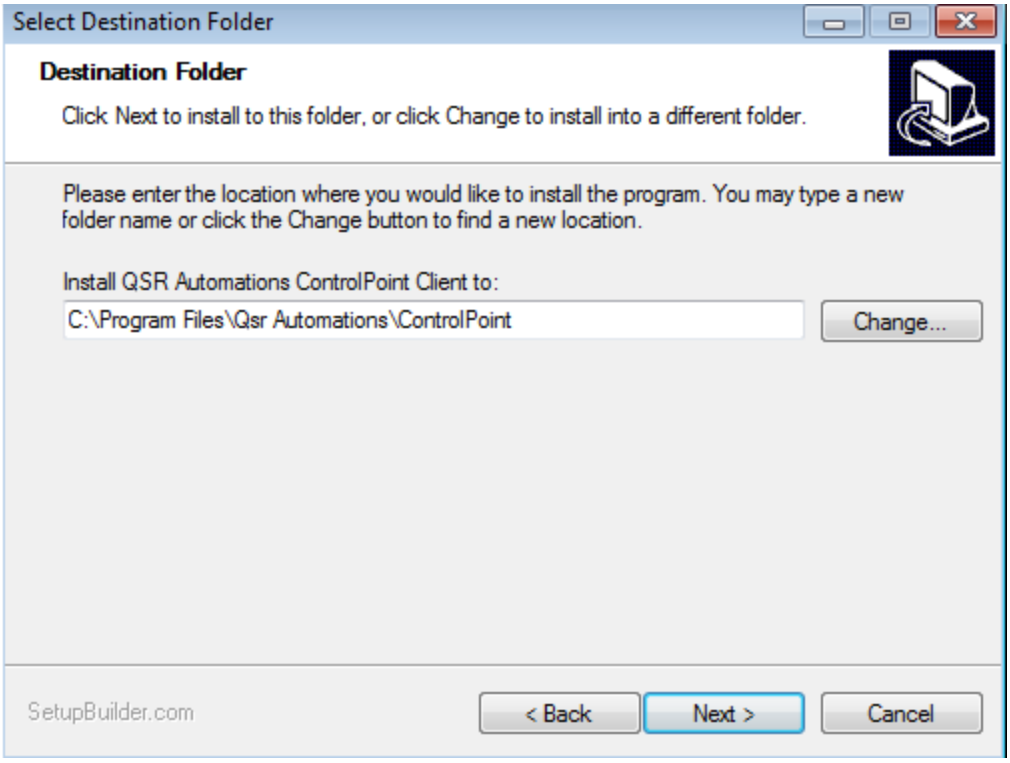
```
[MAIN]
KdsSystem=1

[SPOOLDIRS]

[QSR]
Host=AnyAddress
Port=32768
video1=<printername >
```

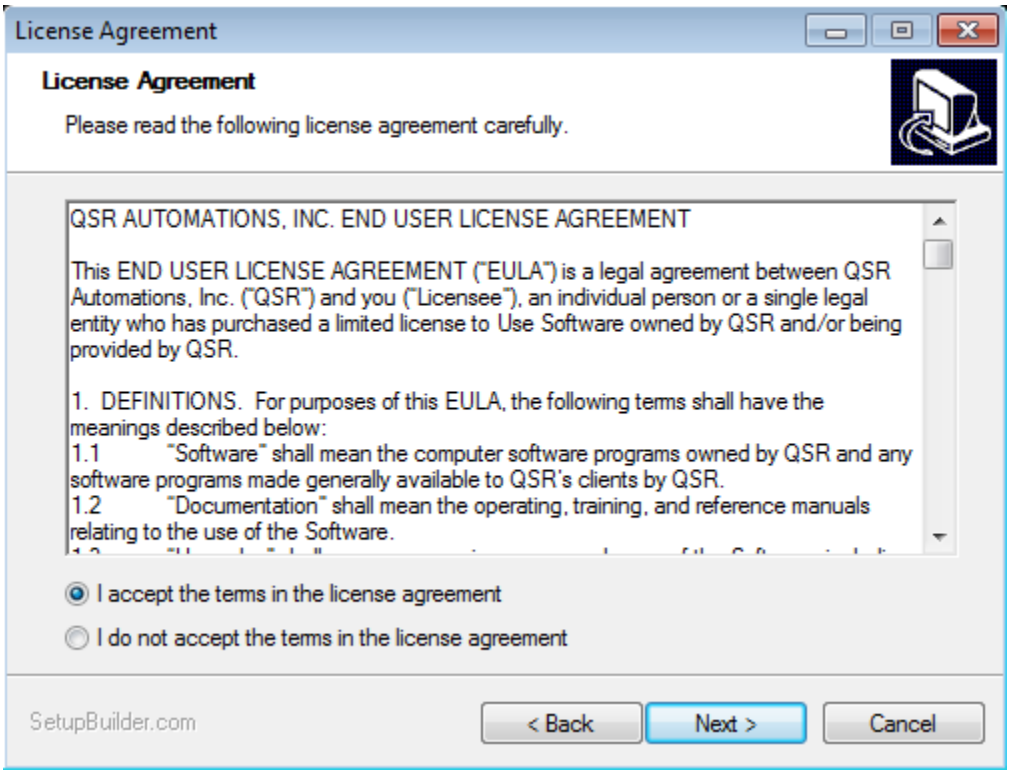
This completes the PixelPoint POS necessary configurations. Continue the document for an example of configuring the QSR software.

3. QSR CSK Configuration ControlPointClient

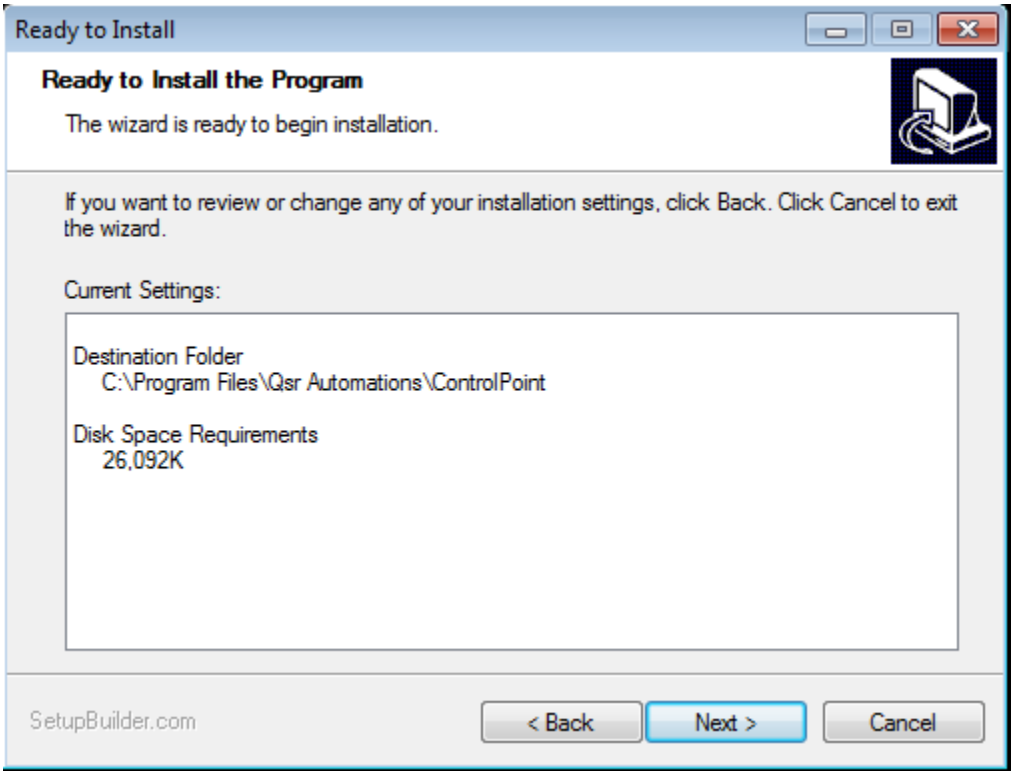
1. Run the ControlPointClientSetup.exe

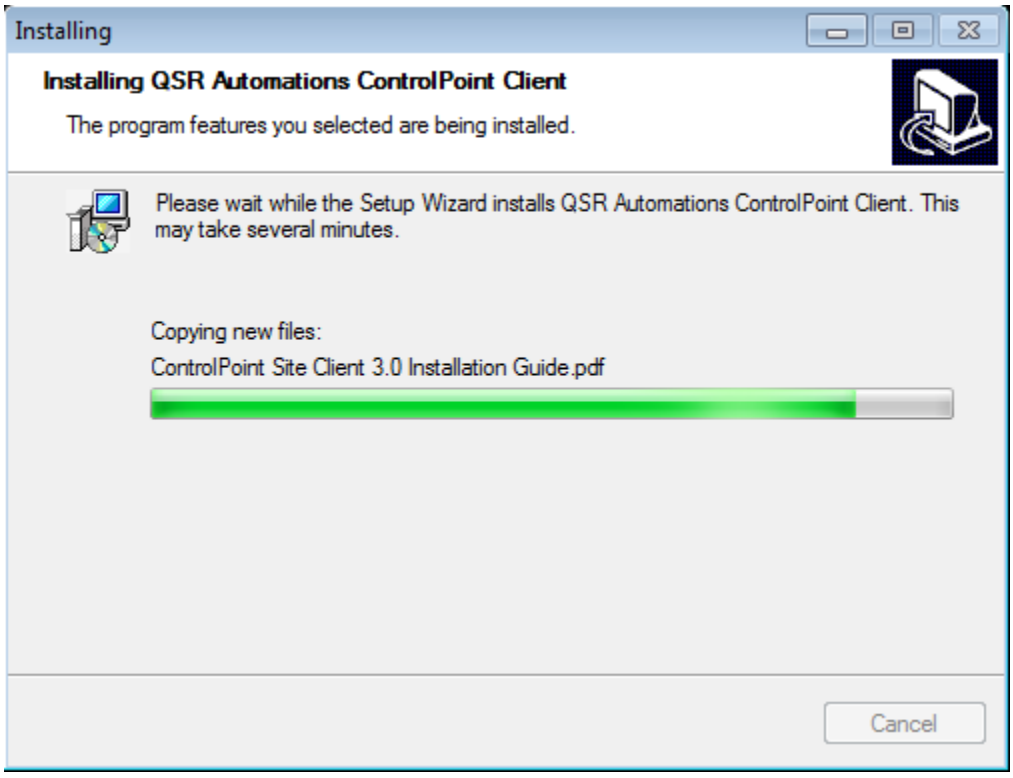

Welcome
Welcome to the QSR Automations ControlPoint Client Setup Wizard.
The wizard will install QSR Automations ControlPoint Client on your computer.
It is strongly recommended that you exit all Windows programs before running this Setup program.
Click Cancel to quit Setup and then close any programs you have running. Click Next to continue with the Setup program.
WARNING: This program is protected by copyright law and international treaties.
SetupBuilder.com
Next >
Cancel

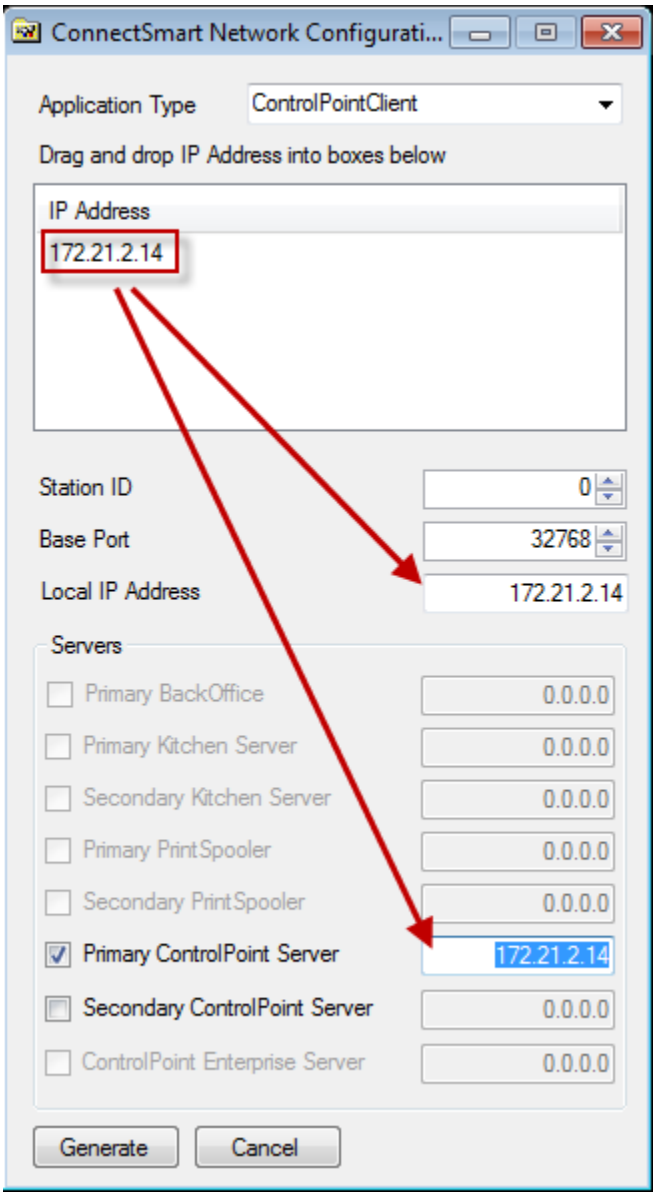

Select Destination Folder
Destination Folder
Click Next to install to this folder, or click Change to install into a different folder.
Please enter the location where you would like to install the program. You may type a new folder name or click the Change button to find a new location.
Install QSR Automations ControlPoint Client to:
C:\Program Files\Qsr Automations\ControlPoint
Change...
SetupBuilder.com
< Back
Next >
Cancel



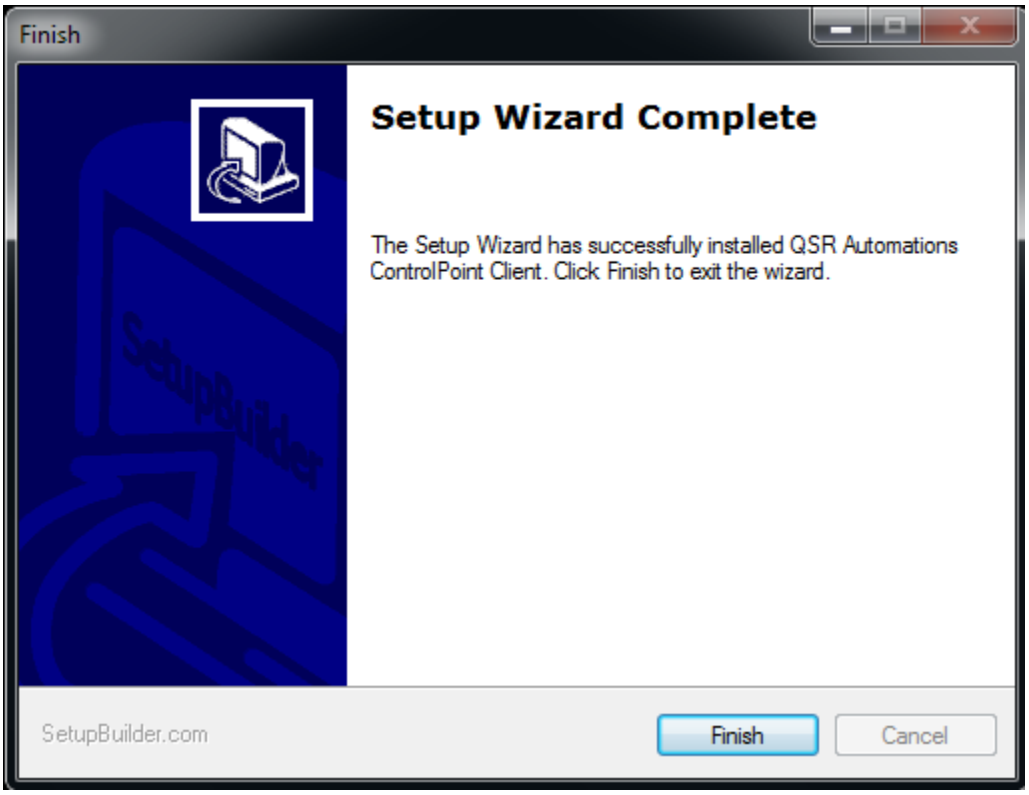
Check the 'I accept the terms in the license agreement and clcik 'Next'




Installing
Installing QSR Automations ControlPoint Client
The program features you selected are being installed.
Please wait while the Setup Wizard installs QSR Automations ControlPoint Client. This may take several minutes.
Copying new files:
ControlPoint Site Client 3.0 Installation Guide.pdf
Cancel

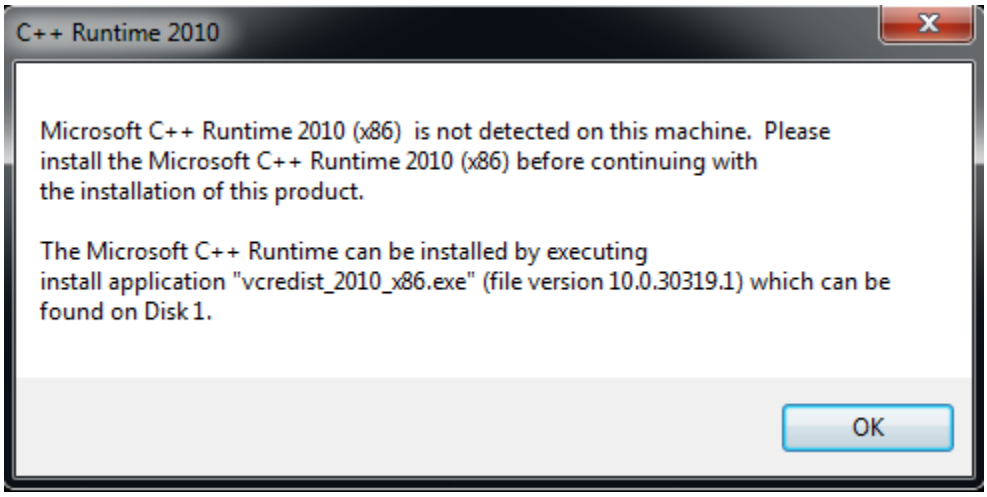


Drag the Server IP address to the
-Local IP Address field
- Primary ControlPoint Server
Click Generate and Save your settings

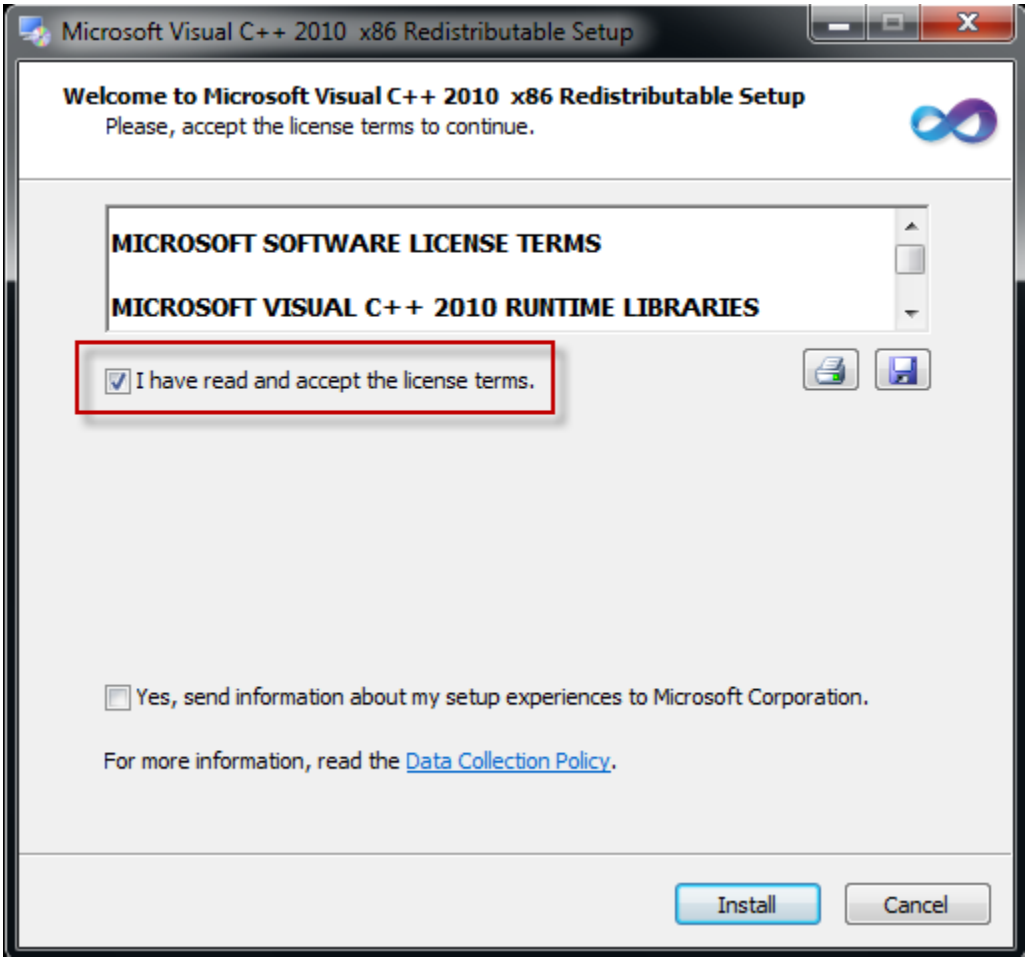


3.1 QSR CSK Configuration ControlPointServer

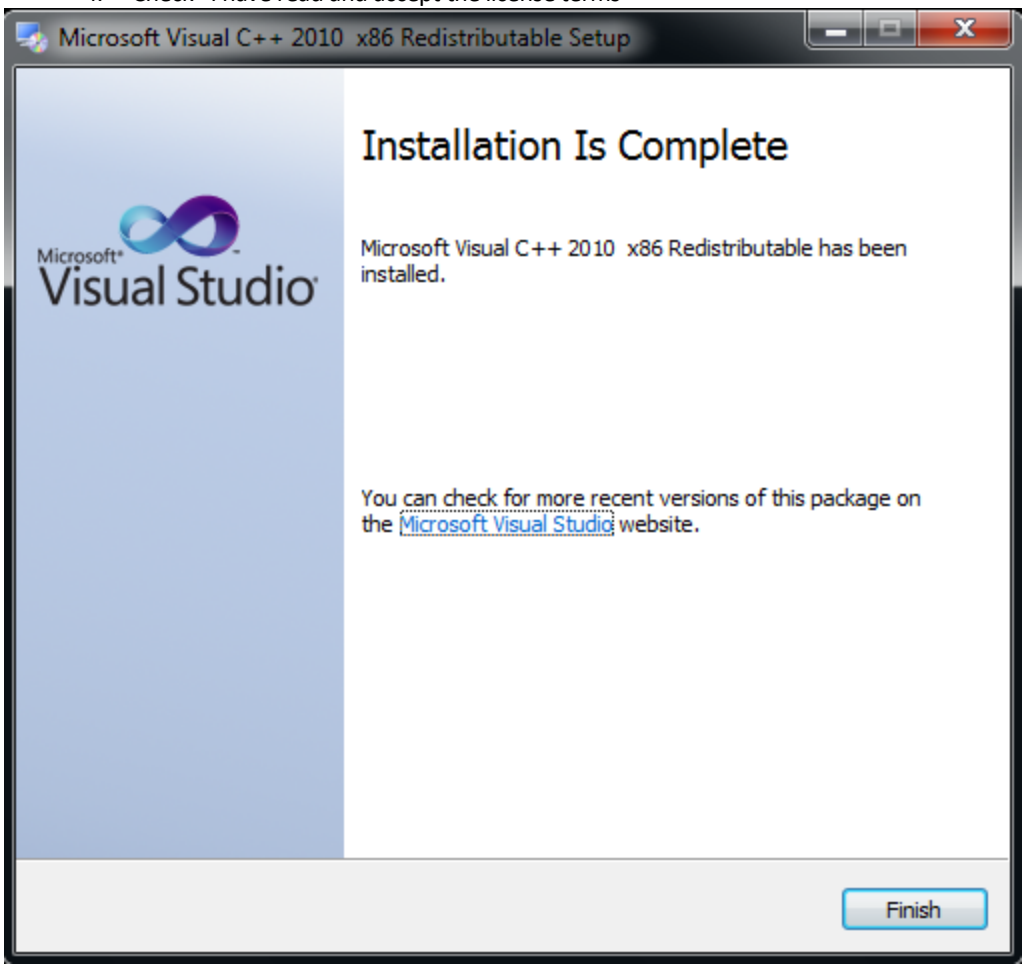
1. If not already installed on your server you will be requested to install the Microsoft C++ Runtime2010 Run the Vcredist_2010_x86.exe provided in the QSR CSK installer CD.

2. 

3. If not already installed on your server you will be requested to install the Microsoft C++ Runtime2010 Run the Vcredist_2010_x86.exe provided in the QSR CSK installer CD.

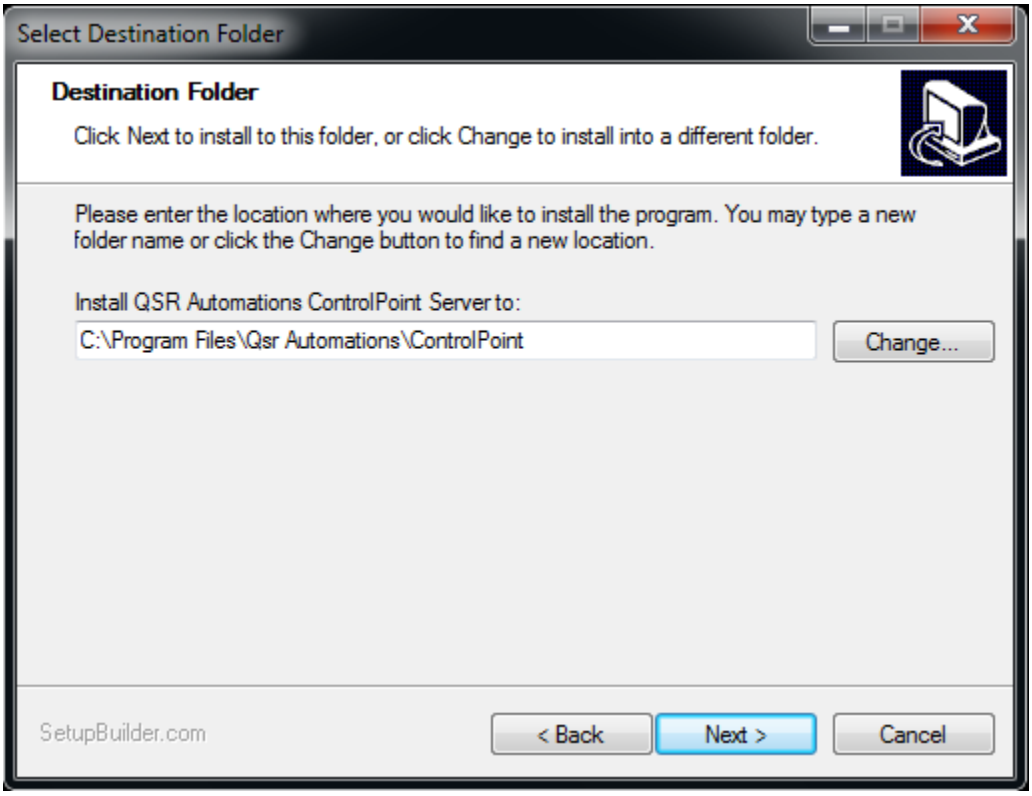


4. Check ‘ I have read and accept the license terms’



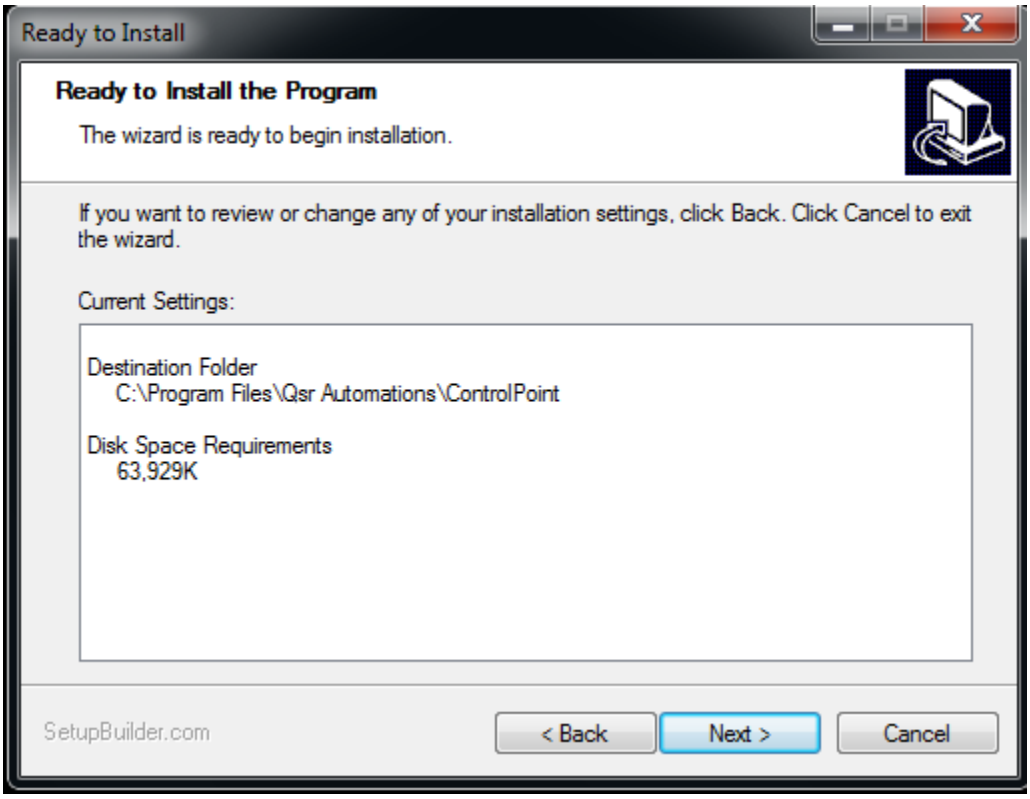
5. Run the ControlPointServerSetup.exe

Click 'Next'

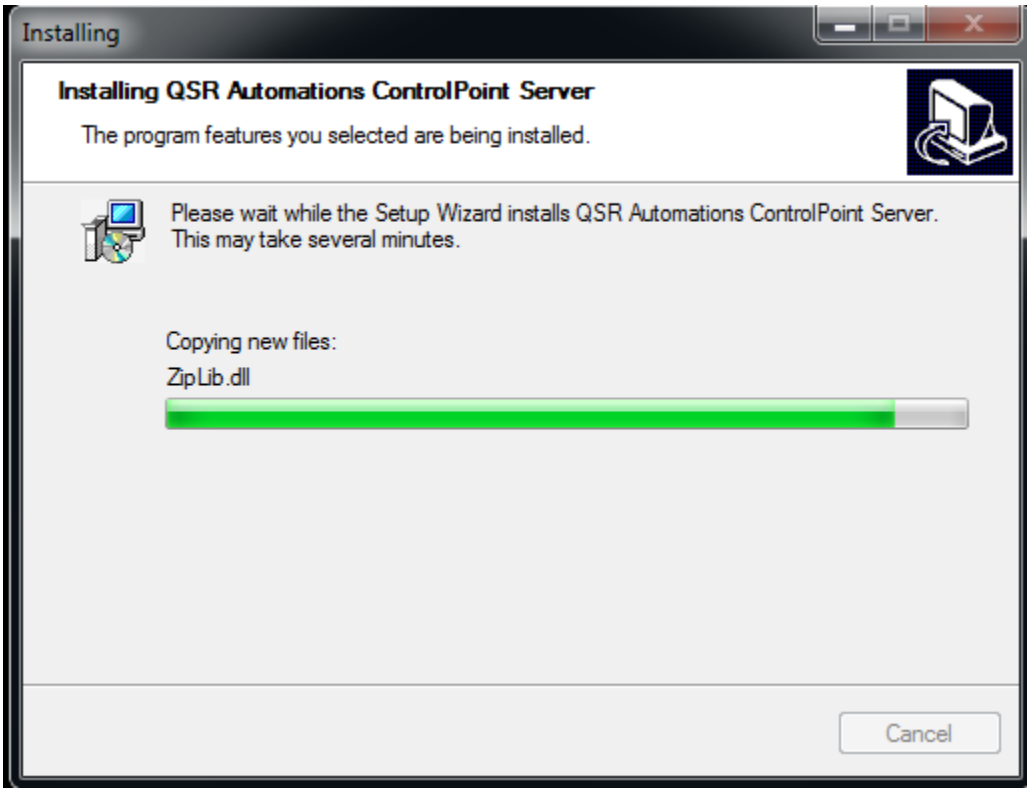


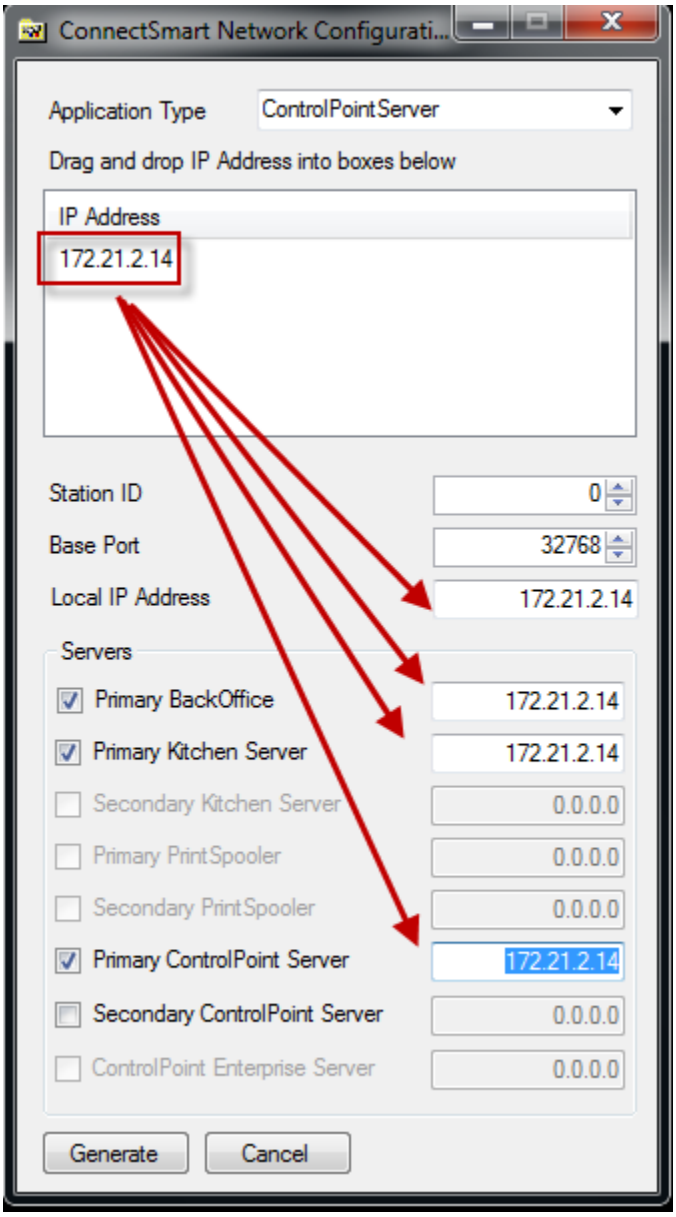
Click 'Next'

Check 'I accept the terms in the license agreement'
Click Next

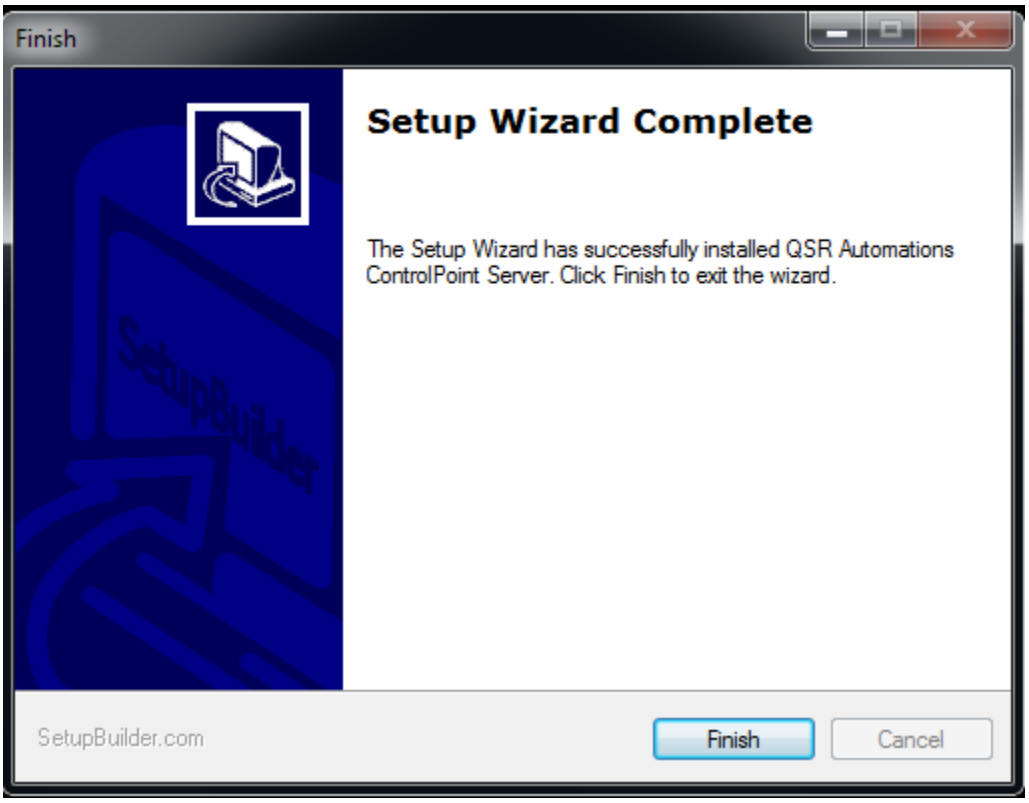

Ready to Install
Ready to Install the Program
The wizard is ready to begin installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
Current Settings:
Destination Folder
C:\Program Files\Qsr Automations\ControlPoint
Disk Space Requirements
63,929K
SetupBuilder.com
< Back
Next >
Cancel

Click Next


Installing
Installing QSR Automations ControlPoint Server
The program features you selected are being installed.
Please wait while the Setup Wizard installs QSR Automations ControlPoint Server.
This may take several minutes.
Copying new files:
ZipLib.dll
Cancel



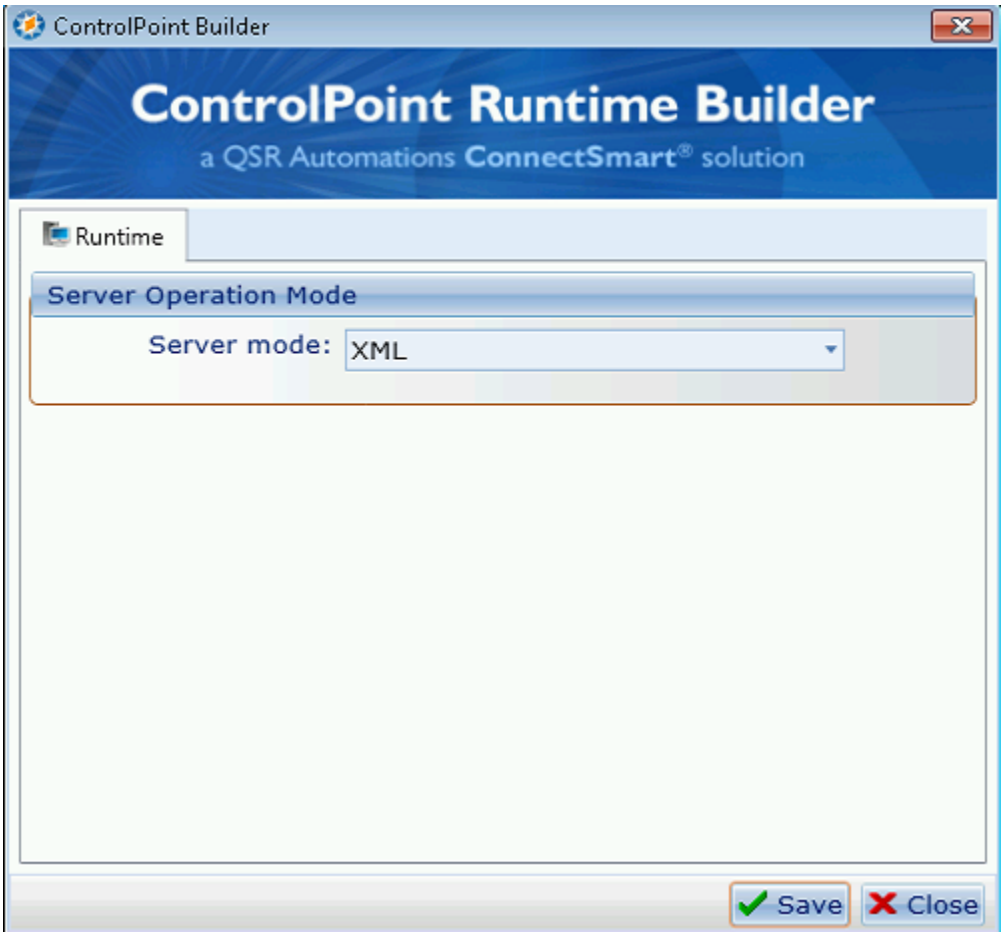
Drag the Server IP address to the
-Local IP Address field
- Primary ControlPoint Server
- Primary Kitchen Server
- Primary ControlPoint Server
Click Generate and Save your settings



The customer site is expected to have already installed and configured QSR CSK ControlPoint Client and Server application to run on the server. Next the customer site will need to configure the Control Point Builder Runtime mode. When communicating with PixelPointPOS we suggest that Server Mode: be set to XML

1. Make sure that the ControlPoint Server is running ("C:\Program Files\QSR Automations\ControlPoint\ControlPointServer\bin\ControlPointServer.exe")

2. Run the ControlPoint builder and make sure that has been configured to run in XML mode. ("C:\Program Files\QSR Automations\ControlPoint\ControlPointServer\bin\ControlPointBuilder.exe")

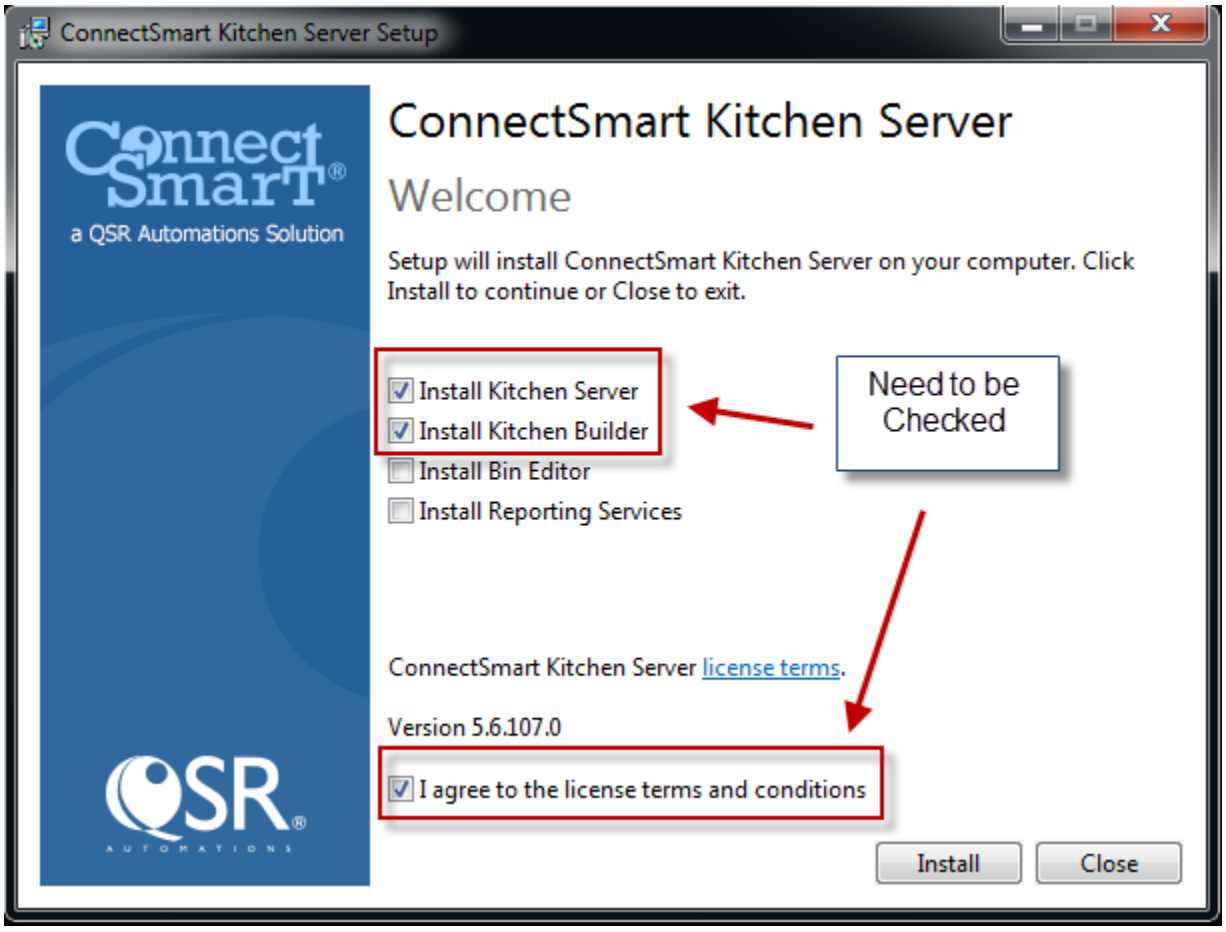


3.2 Install QSRSock.dll for communication between software

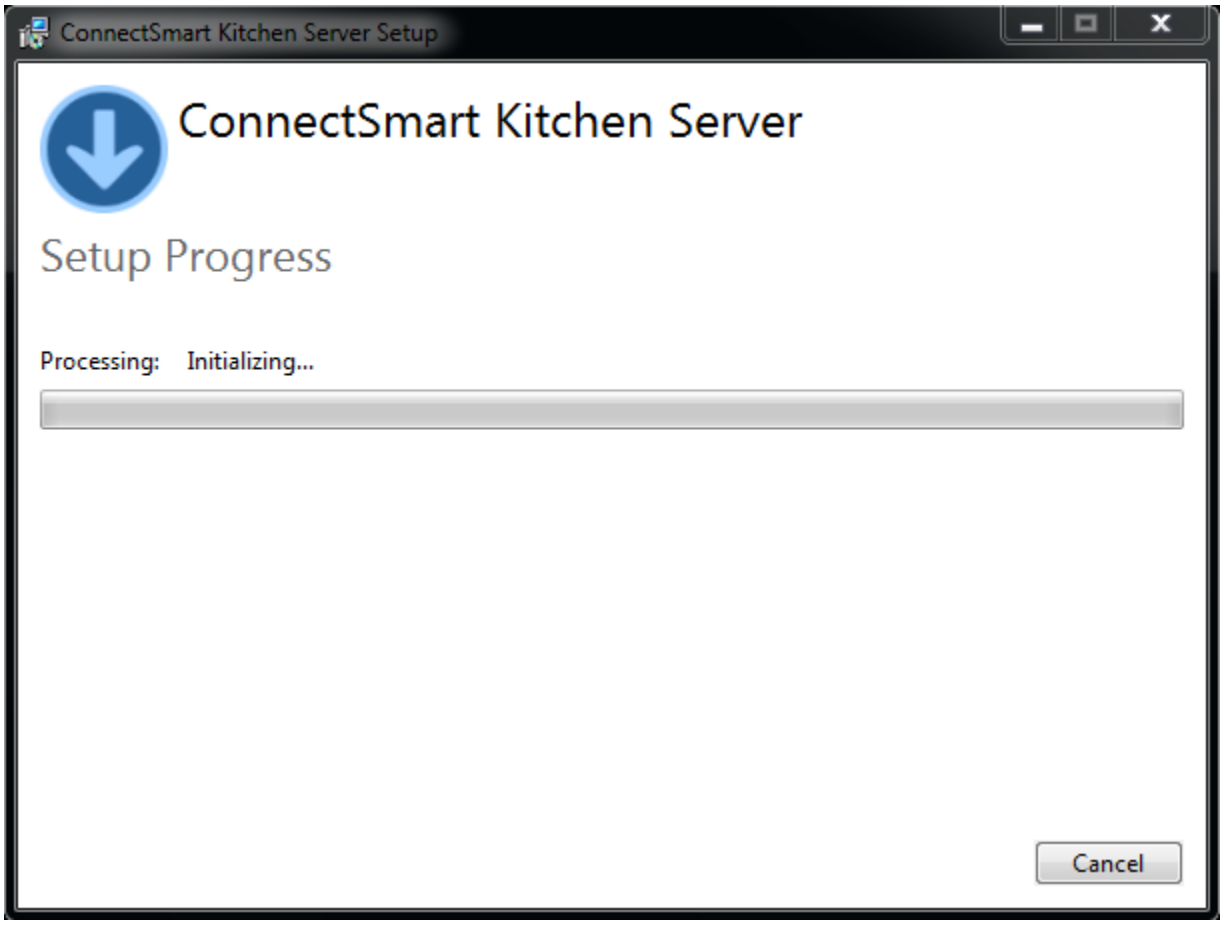
1. Copy the QSRSock.DLL and place it in the C:\Windows\System32 (if running on 32bit O/S) Installers my need to be added to System folder if running on 64 bit O/S.

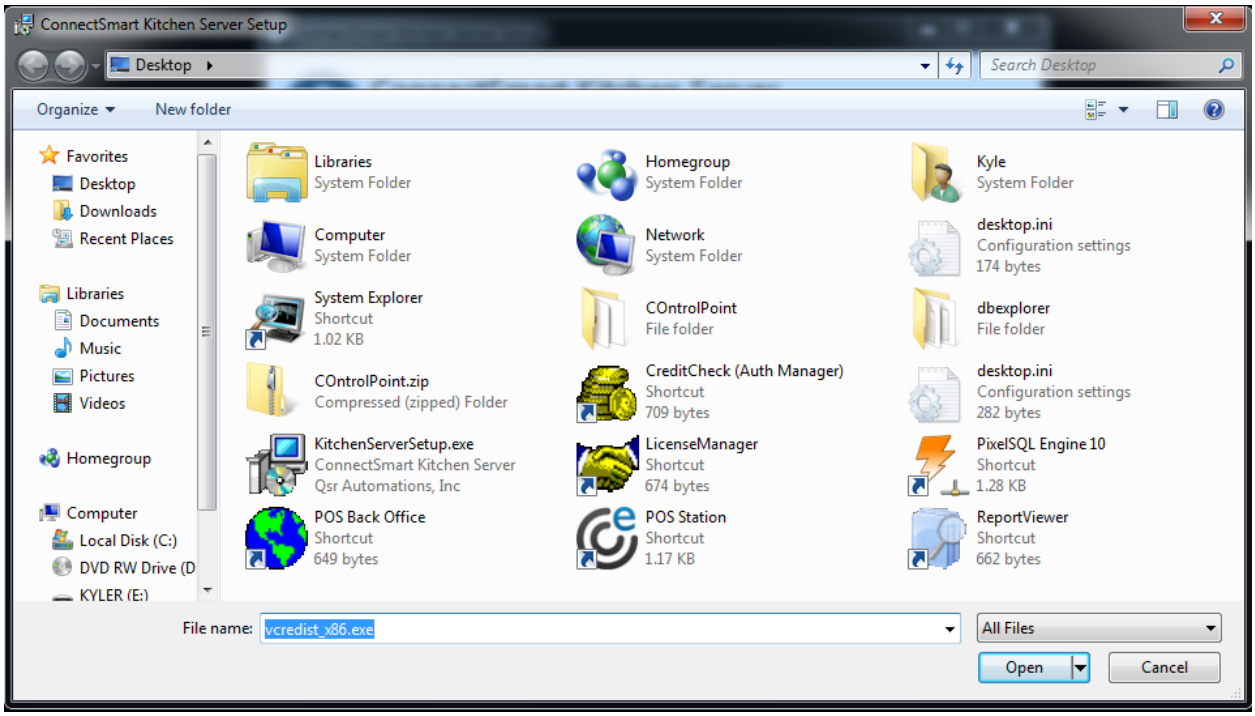
3.3 Setup QSR Kitchen Server

1. Run the KitchenServerSetup.exe

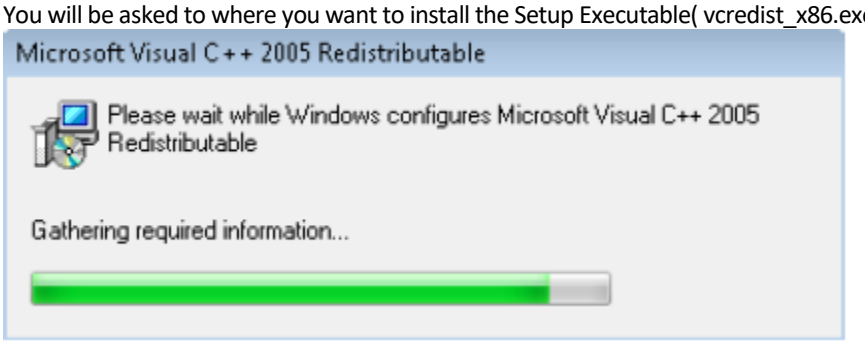


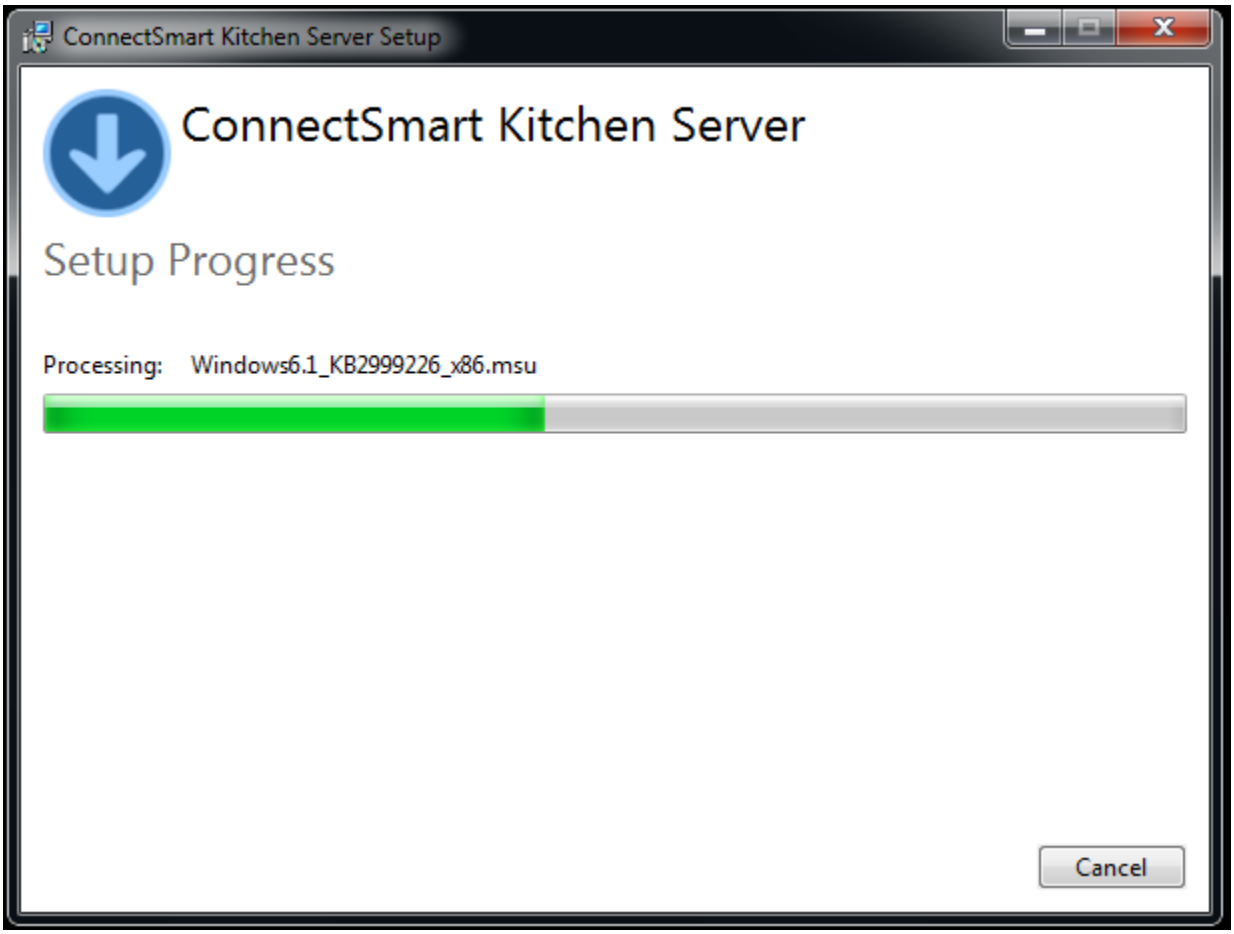
1. The 'Install Kitchen Server' and the' Install Kitchen Builder' must be check. The remaining options can be checked if customer site wants to use. Consult QSR Support on using these options. Click Install.

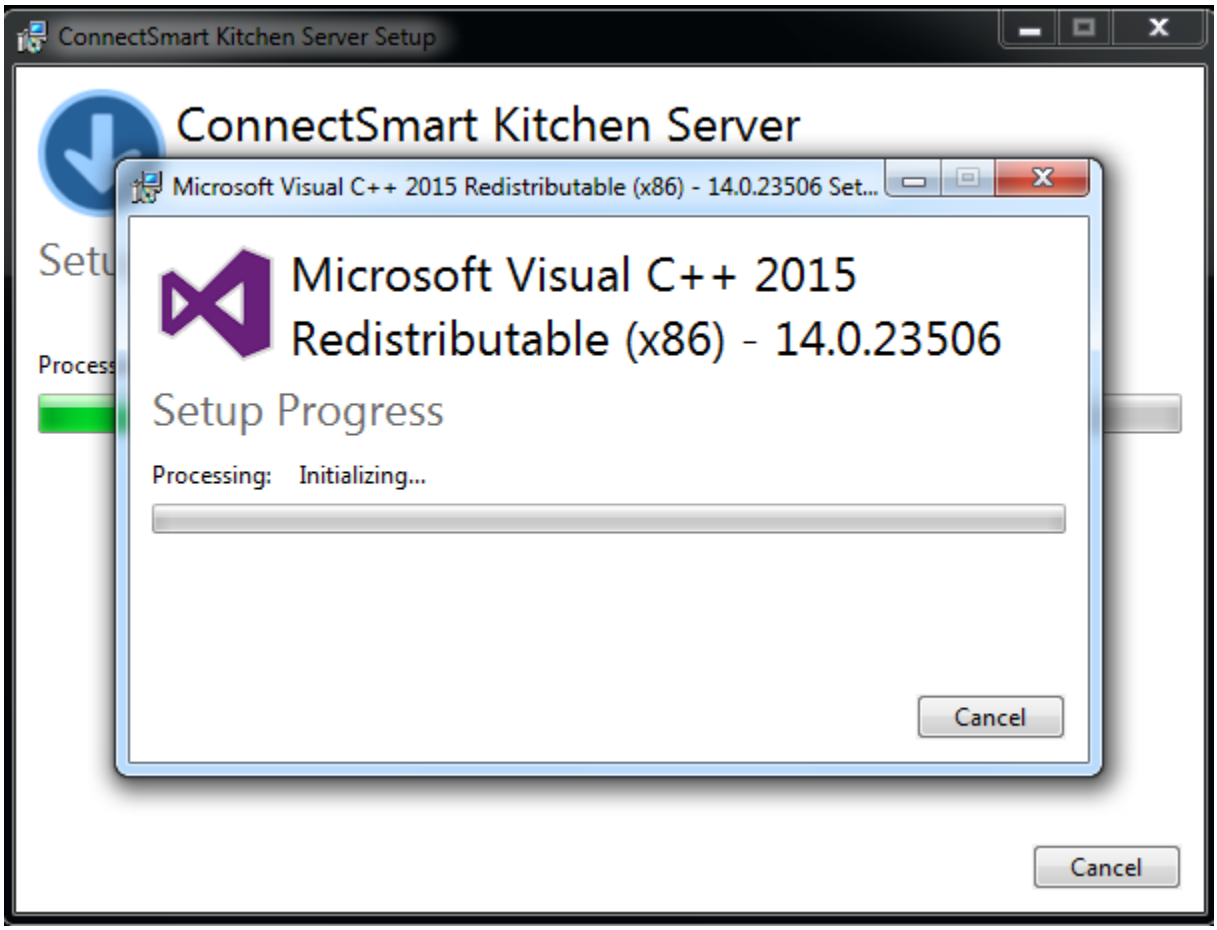

ConnectSmart Kitchen Server Setup
ConnectSmart Kitchen Server
Setup Progress
Processing: Initializing...
Cancel

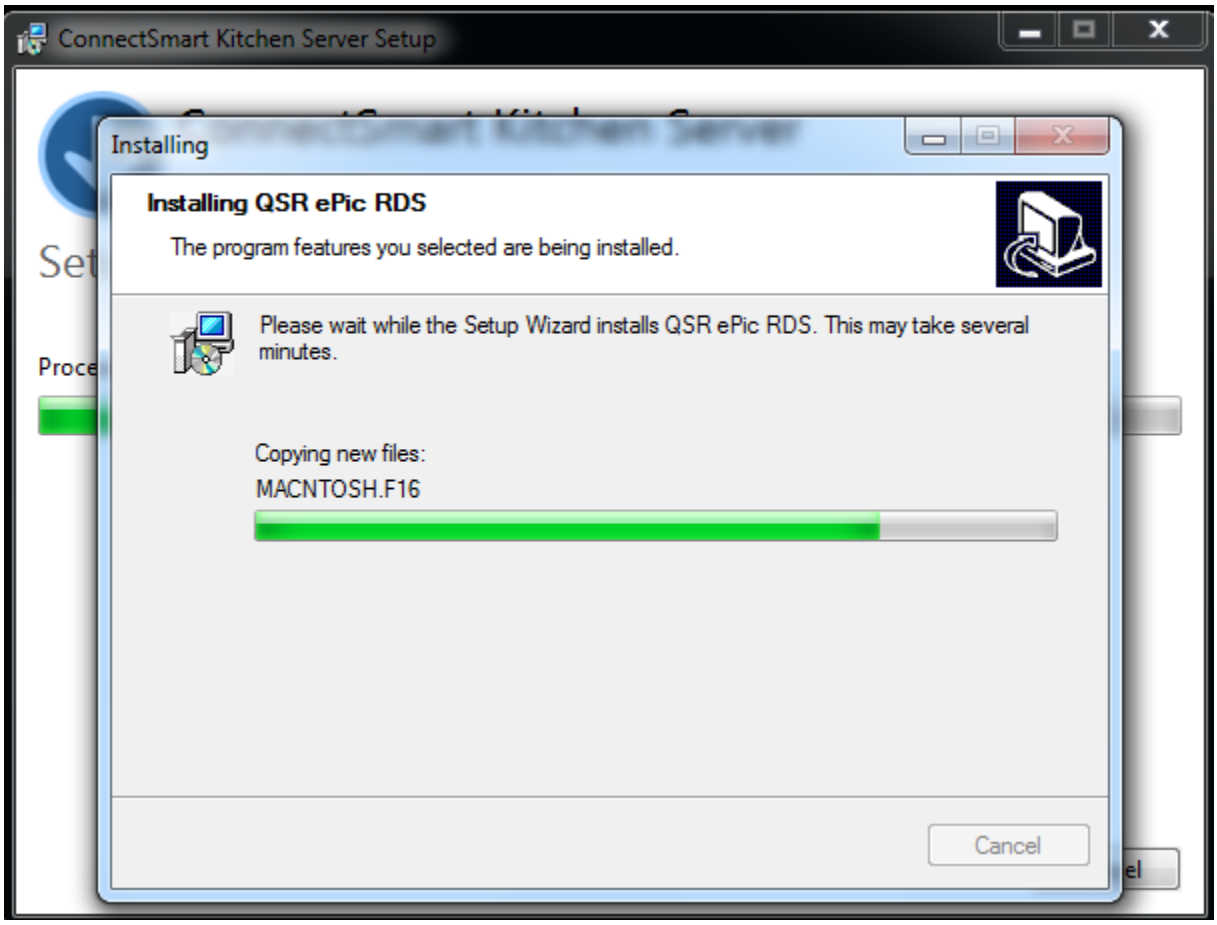

ConnectSmart Kitchen Server Setup
Desktop
Search Desktop
Organize
New folder
Favorites
Desktop
Downloads
Recent Places
Libraries
Documents
Music
Pictures
Videos
Homegroup
Computer
Local Disk (C:)
DVD RW Drive (D
KYLER (E:)
Libraries
System Folder
Homegroup
System Folder
Kyle
System Folder
Computer
System Folder
Network
System Folder
desktop.ini
Configuration settings
174 bytes
System Explorer
Shortcut
1.02 KB
COntrolPoint
File folder
dbexplorer
File folder
COntrolPoint.zip
Compressed (zipped) Folder
CreditCheck (Auth Manager)
Shortcut
709 bytes
desktop.ini
Configuration settings
282 bytes
KitchenServerSetup.exe
ConnectSmart Kitchen Server
Qsr Automations, Inc
LicenseManager
Shortcut
674 bytes
PixelSQL Engine 10
Shortcut
1.28 KB
POS Back Office
Shortcut
649 bytes
POS Station
Shortcut
1.17 KB
ReportViewer
Shortcut
662 bytes
File name: vcredist_x86.exe
All Files
Open
Cancel

If you do not already have Microsoft Visual C++ installed on your PC, it will be installed automatically.
You will be asked to where you want to install the Setup Executable(vcredist_x86.exe)





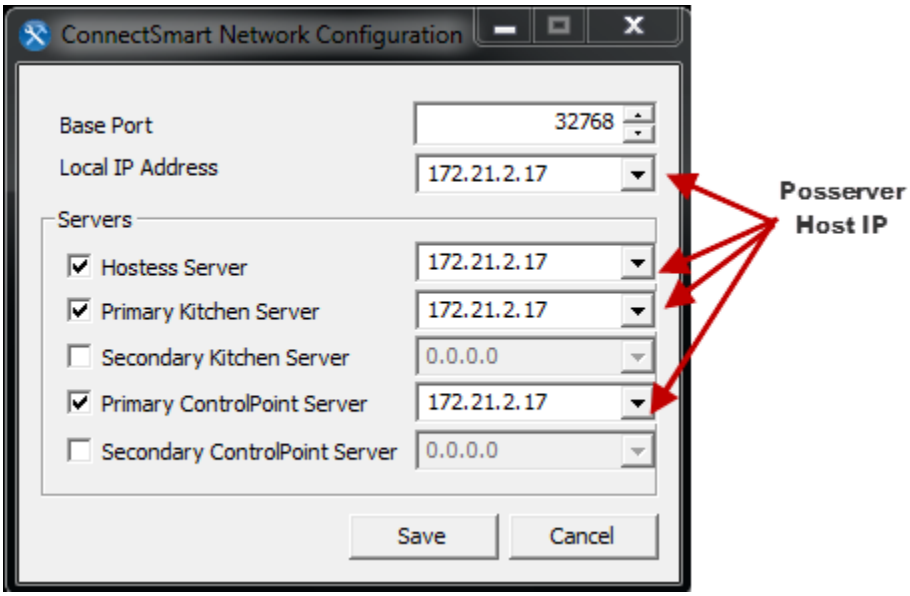

ConnectSmart Kitchen Server Setup
ConnectSmart Kitchen Server
Setu
Process
Cancel
Microsoft Visual C++ 2015 Redistributable (x86) - 14.0.23506 Set...
Microsoft Visual C++ 2015
Redistributable (x86) - 14.0.23506
Setup Progress
Processing: Initializing...
Cancel


ConnectSmart Kitchen Server Setup
Installing
Installing QSR ePic RDS
The program features you selected are being installed.
Please wait while the Setup Wizard installs QSR ePic RDS. This may take several minutes.
Copying new files:
MACNTOSH.F16
Cancel

Click Close.

3.4 Setup Network Configuration Manager

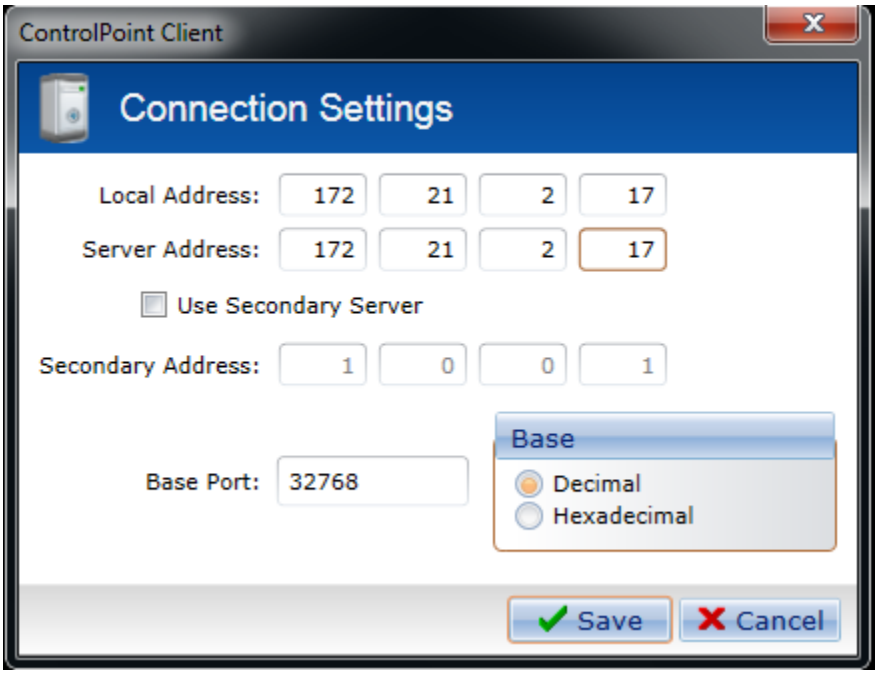
Open the Network Configuration application. It can be found in C:\Program Files (x86)\QSR Automations\ConnectSmart\KitchenServer\Common\Bin.



For Base Port, accept the default 32768.
All available IP addresses on the host computer where the software is being installed are listed. If more than one IP address is listed, select the one that will be used by the Kitchen Server service and drag it to the Local IP Address field. If the IP address that will be used is not listed, you can manually enter it in the Local IP Address field.
***Note**: The IP address for the Local IP address and Primary Kitchen Server address should be the same.
If you enter an invalid IP address, a warning icon will appear next to the IP address.
Select **Save**.

3.5 Install QSRDeviceAgent

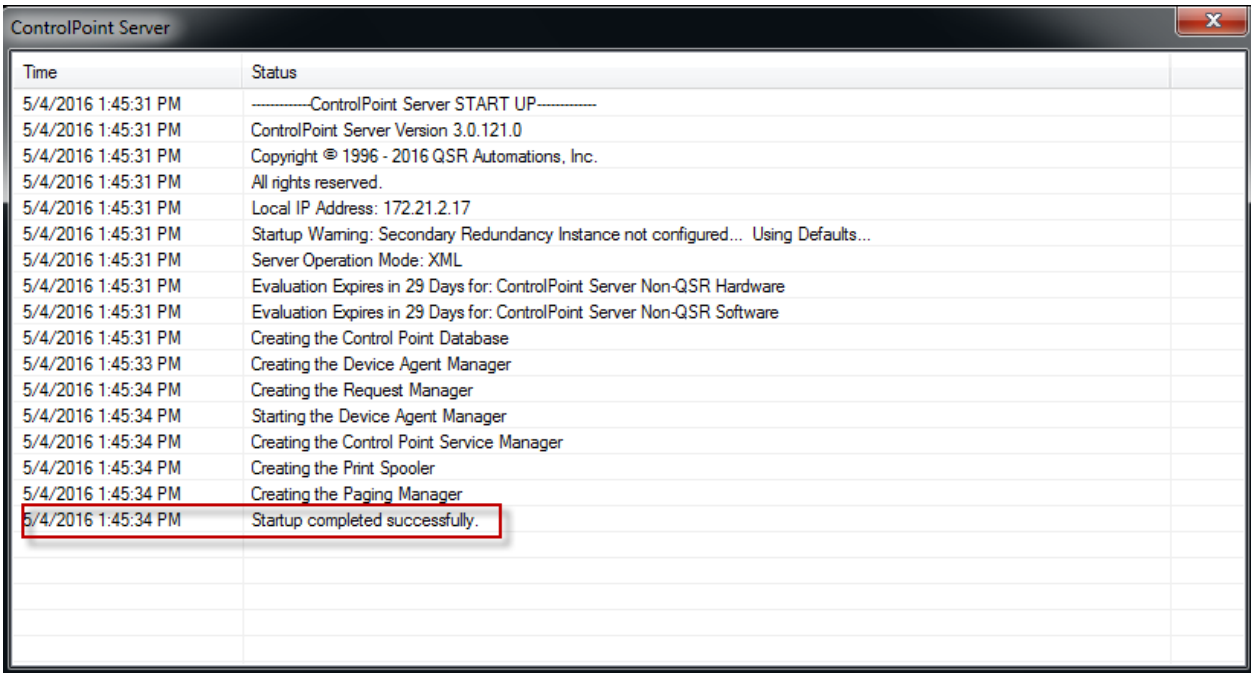
Run the QSRDeviceAgent.msi
This will install the QSRDeviceAgent.exe in to the following path
C:\Program Files\Qsr Automations\ControlPoint\ControlPointServer\DeviceAgent\Win32\
This file will need to be placed on the Xceed modules when configuring later in the documentation.



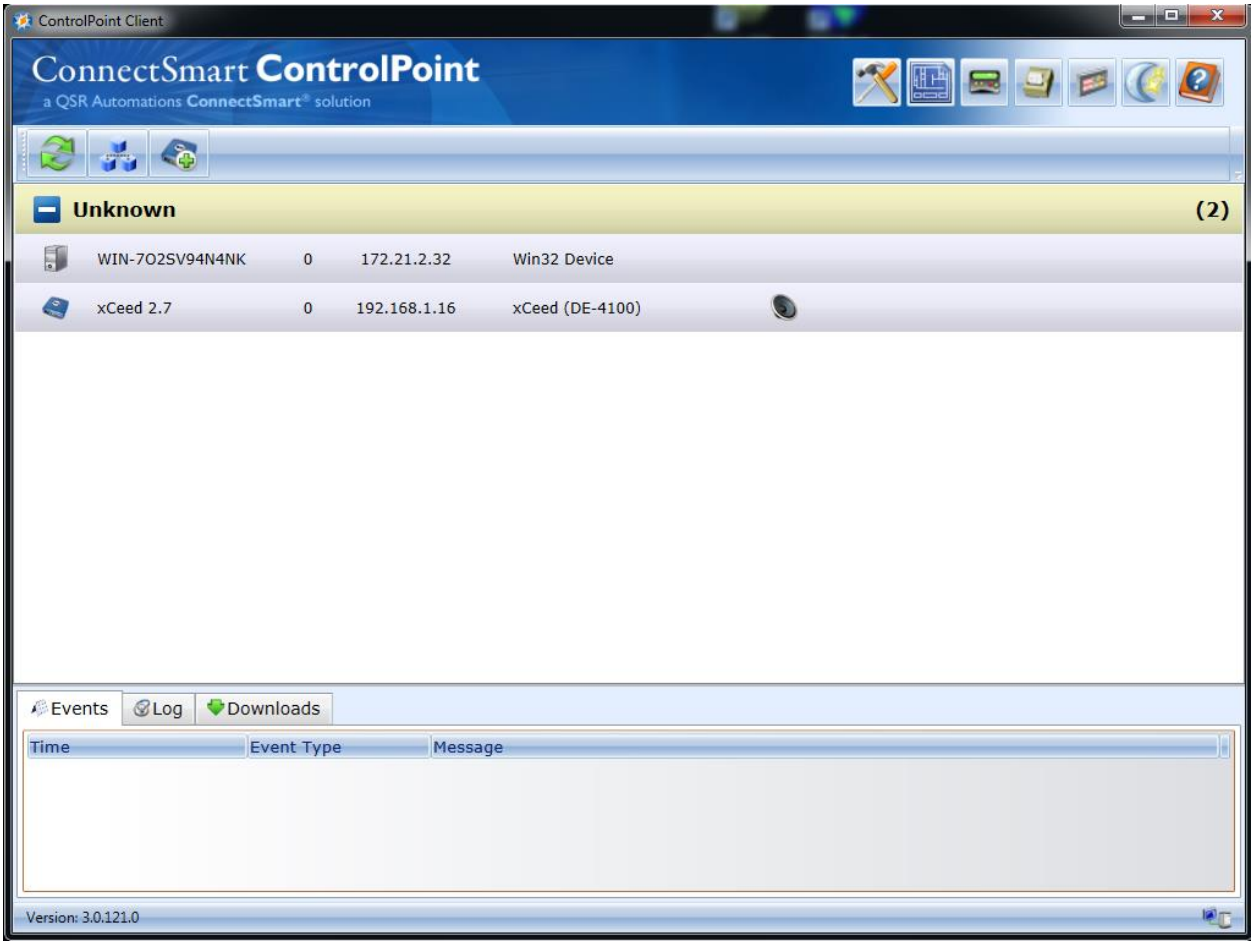
Set the Local Address and the Server Address to the Host server IP

4. Configure xCeed Module box

1. Make sure that the xCeed Modules boxes are connected to the network and powered on
2. Start the ControlPointServer on the host server.
3. Verify that the ControlPoint Server has started Successfully



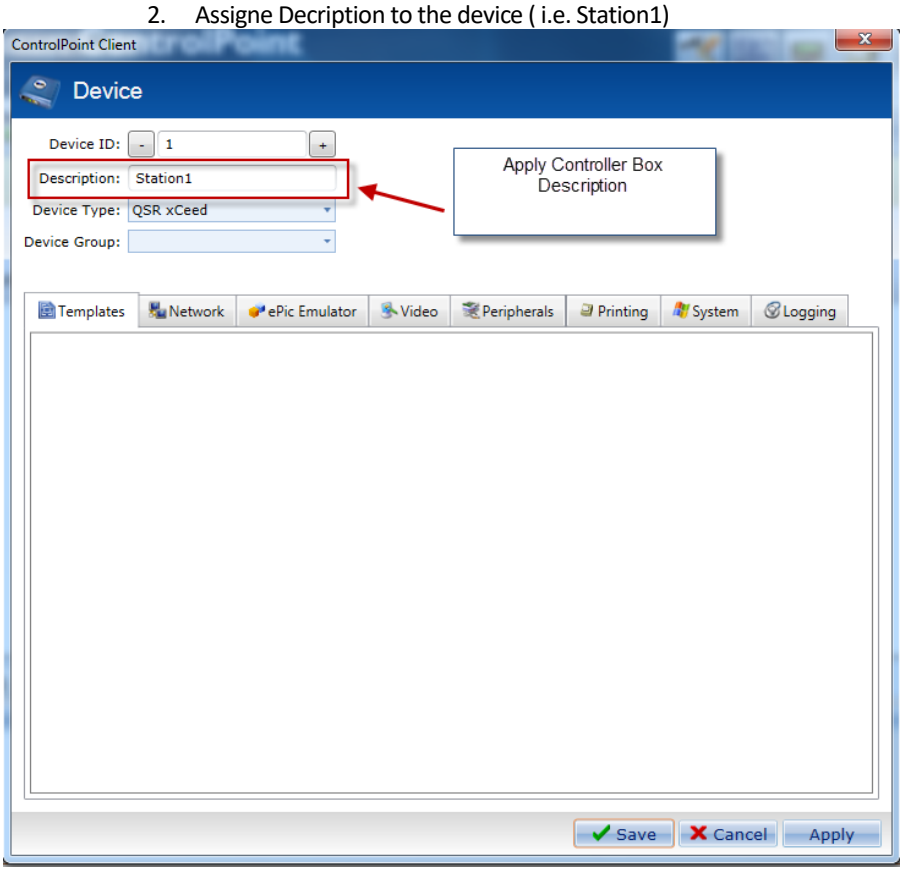
4. Start the ControlPointClient



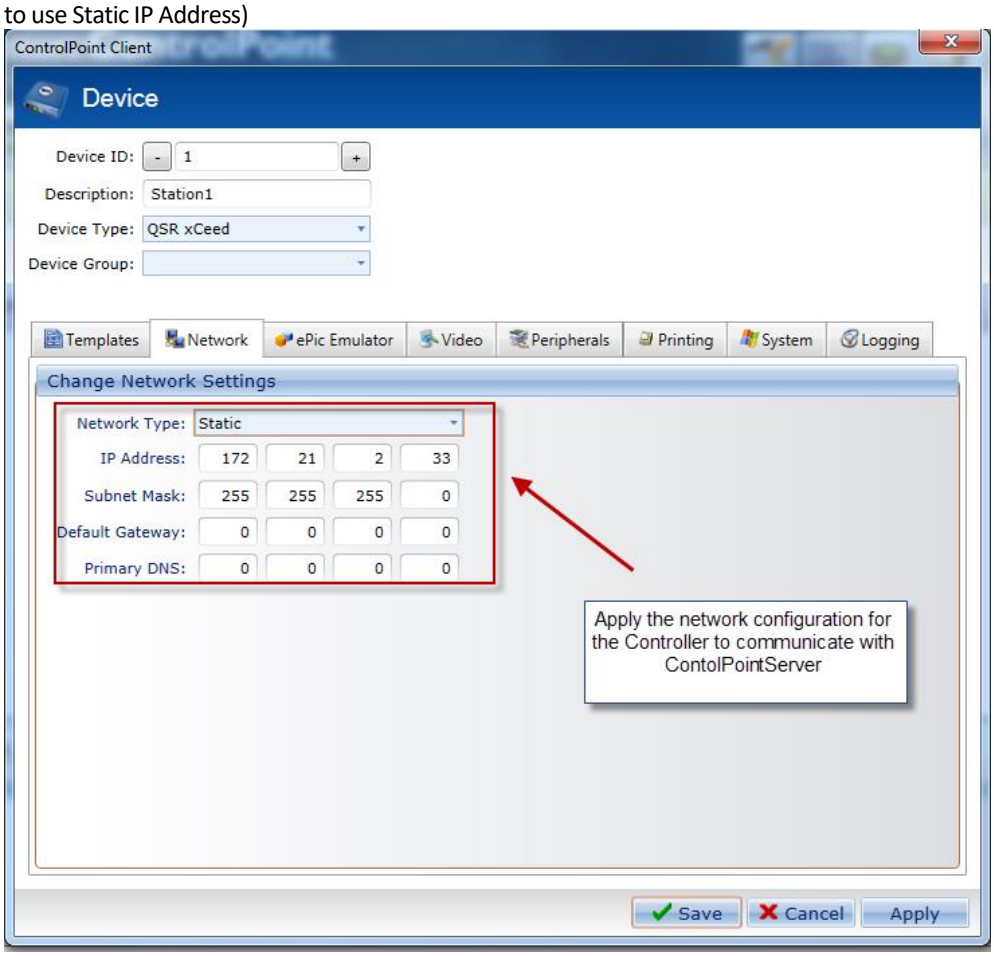
If the XCeed Controller box are turned on then you should see them in the ControlPoint Client. They still have to be assigned.

4.1 Assigning New Device

1. Click on New Device 
2. Assigne Decription to the device (i.e. Station1)

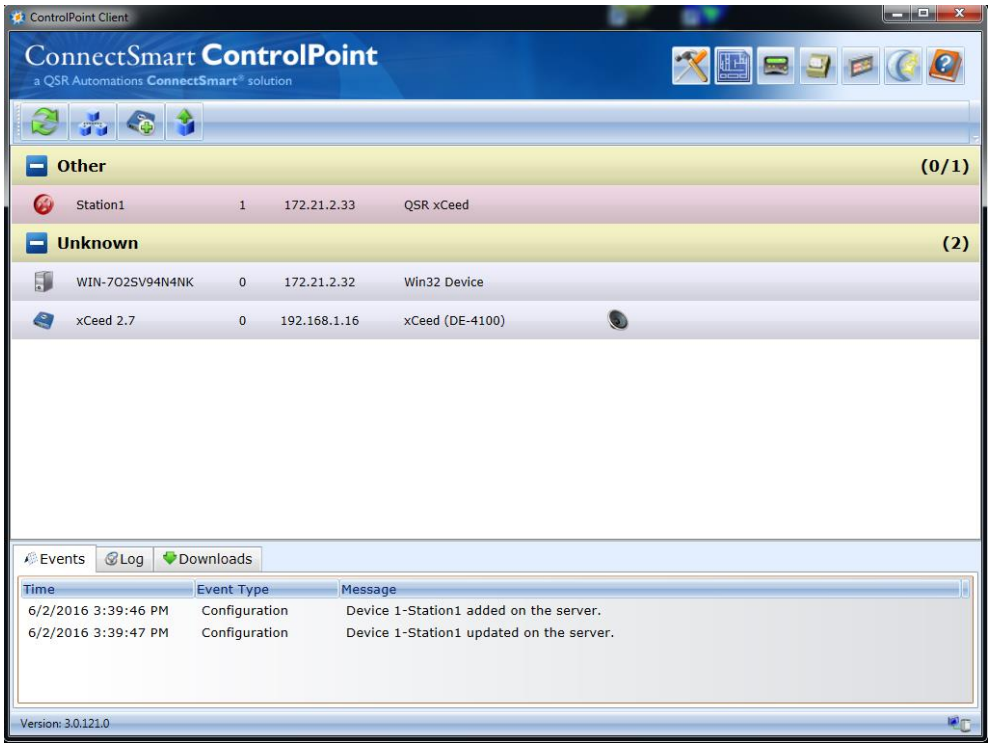


3. Click on Network Tab and apply the IP address which will be used fo the Epic Controller device (Perfer to use Static IP Address)



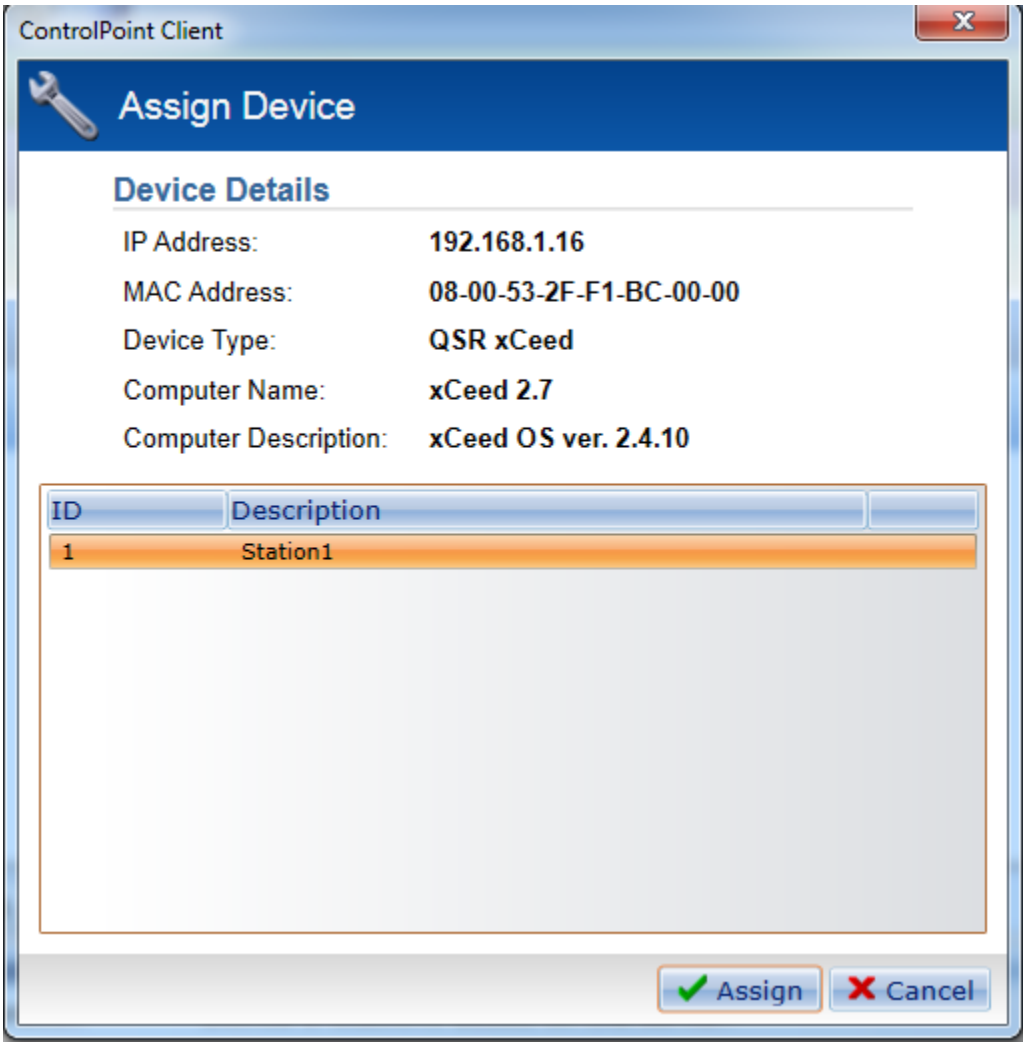
4. Apply Changes and Save

5. Now the Controller Station has been created and you will need to assign the Xceed controller to the station.

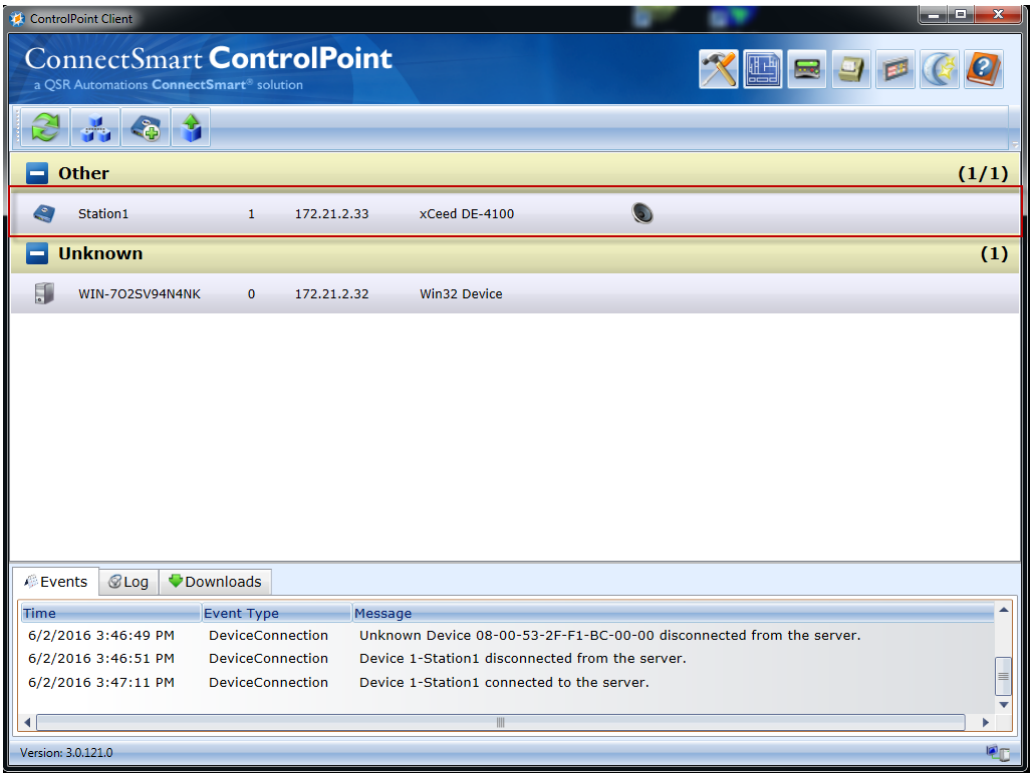


4.2 Assigning Video Monitors to Contollers

1. Click the xCeed Controler box listed in the ConnectSmart Control Point. New function button will now be available .
2. Click on the Assign Device button 
3. Select the Device (i.e.Station 1) just created
4. Click the Assign button

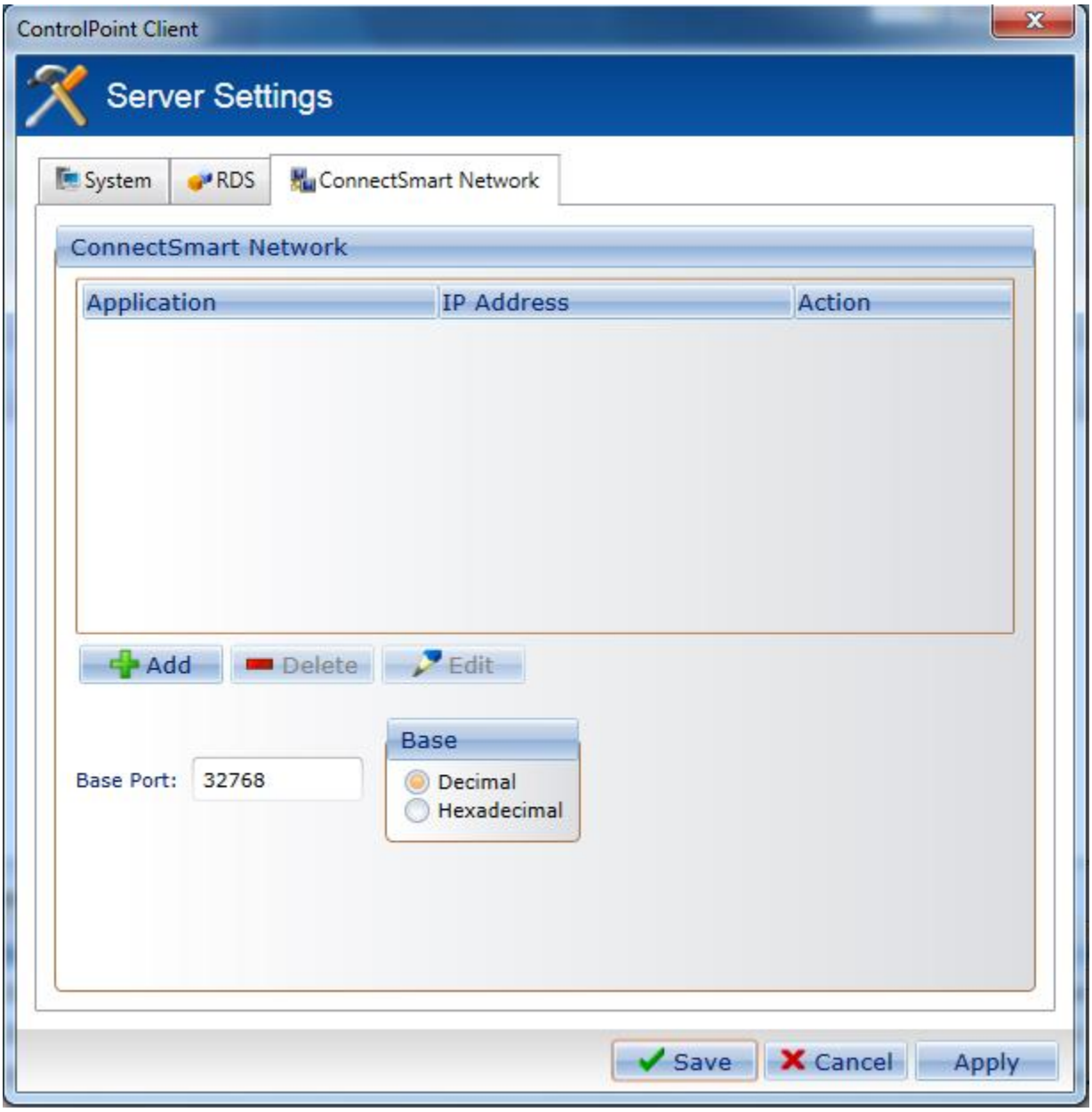


5. In the Control Point Client it will update the Epic device and show it as Station 1 with the IP address used for commuication



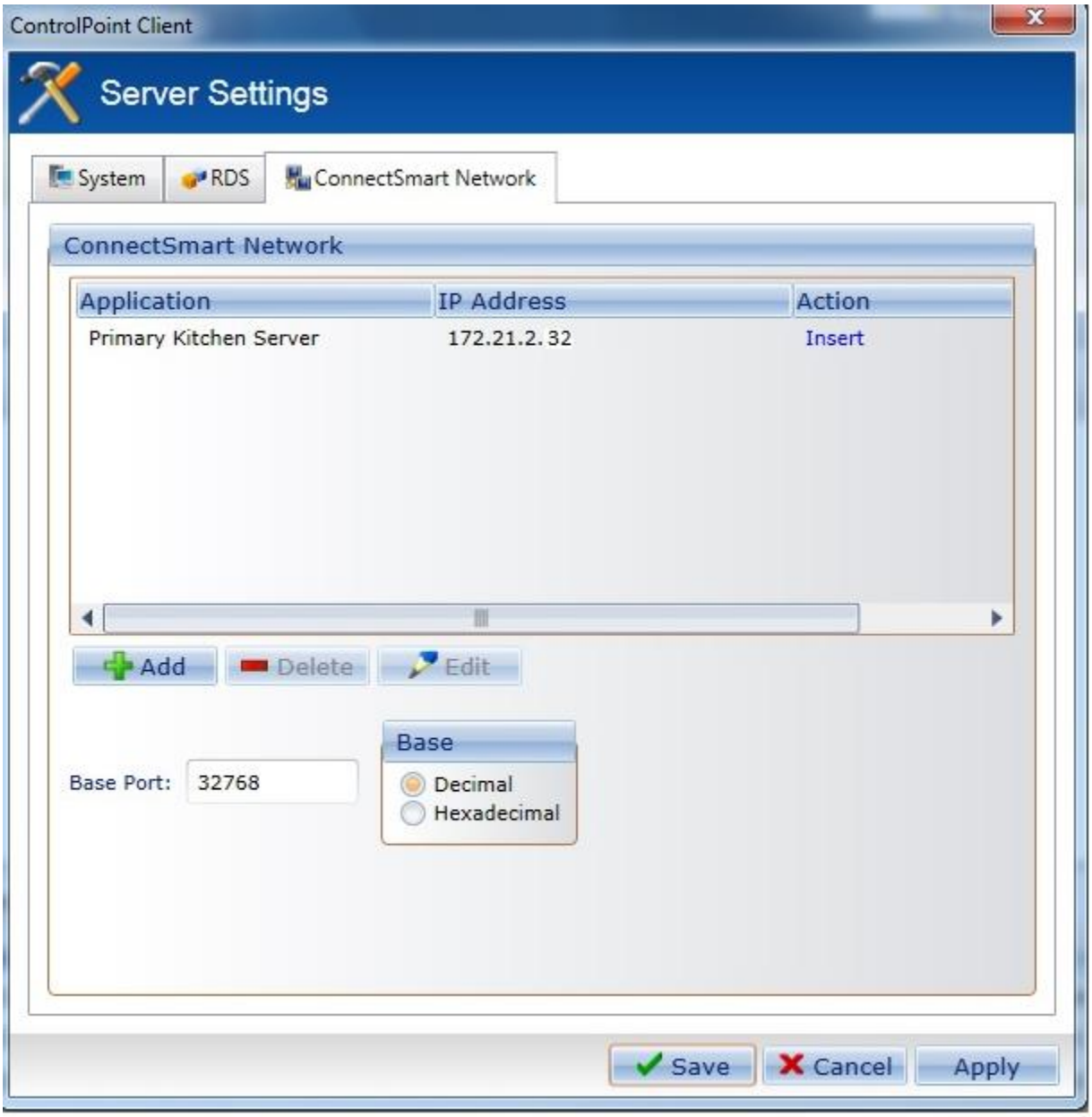
- Assigning Control Server Settings

1. Click on the Server Setting button 
2. Click on the ConnectSmart Network tab


ControlPoint Client
Server Settings
System
RDS
ConnectSmart Network
ConnectSmart Network
Application
IP Address
Action
Add
Delete
Edit
Base Port:
32768
Base
Decimal
Hexadecimal
Save
Cancel
Apply

Click on Add

Use the drop down box and select Primaty Kitchen Server
Enter the IP address of the Kitcher Server
Save changes

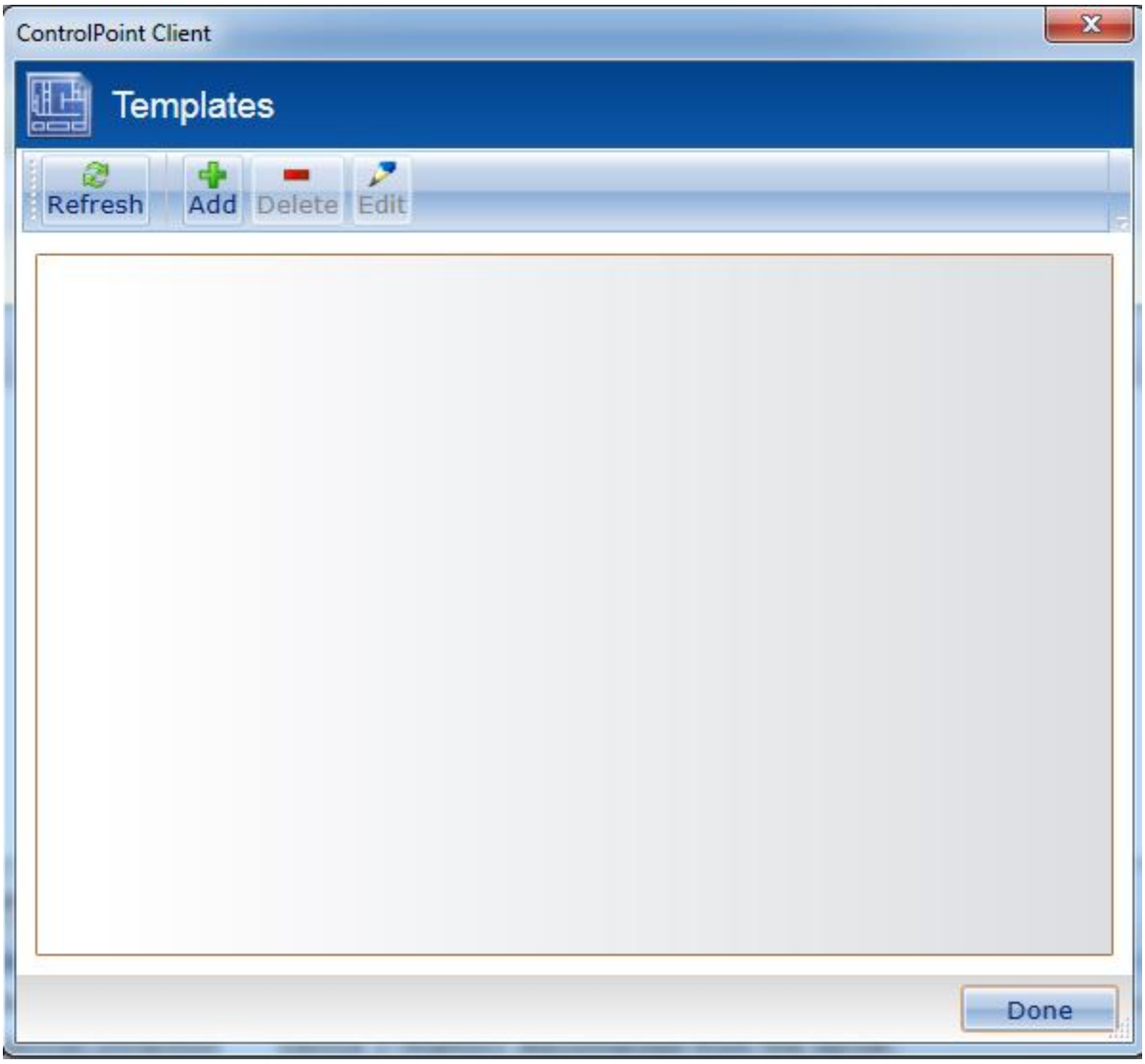


Click Apply

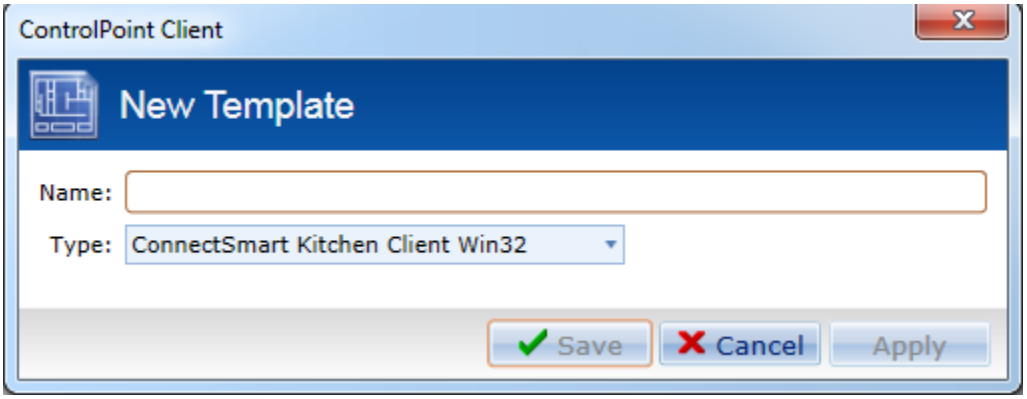
Action Insert should be removed after applying. Close the scren.

4.3 Assigning Template to Device

1. Click on the Template button 

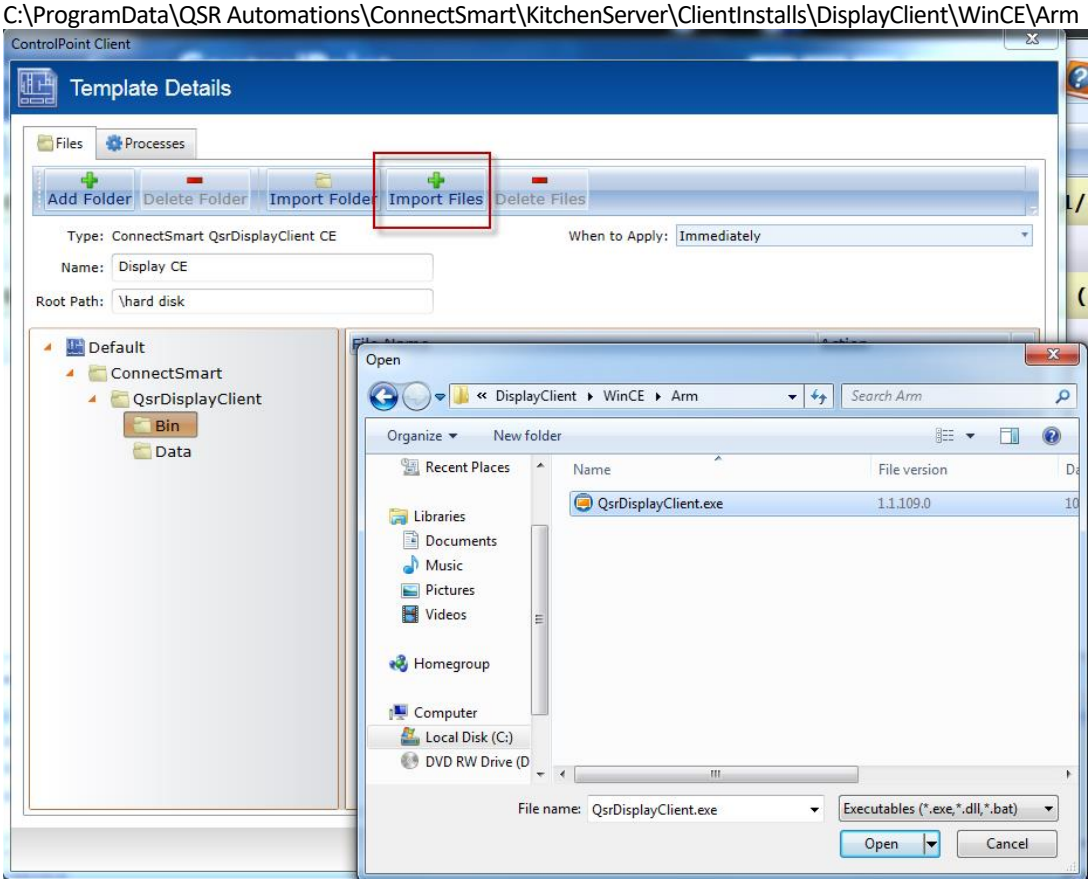


2. Click on the Add button

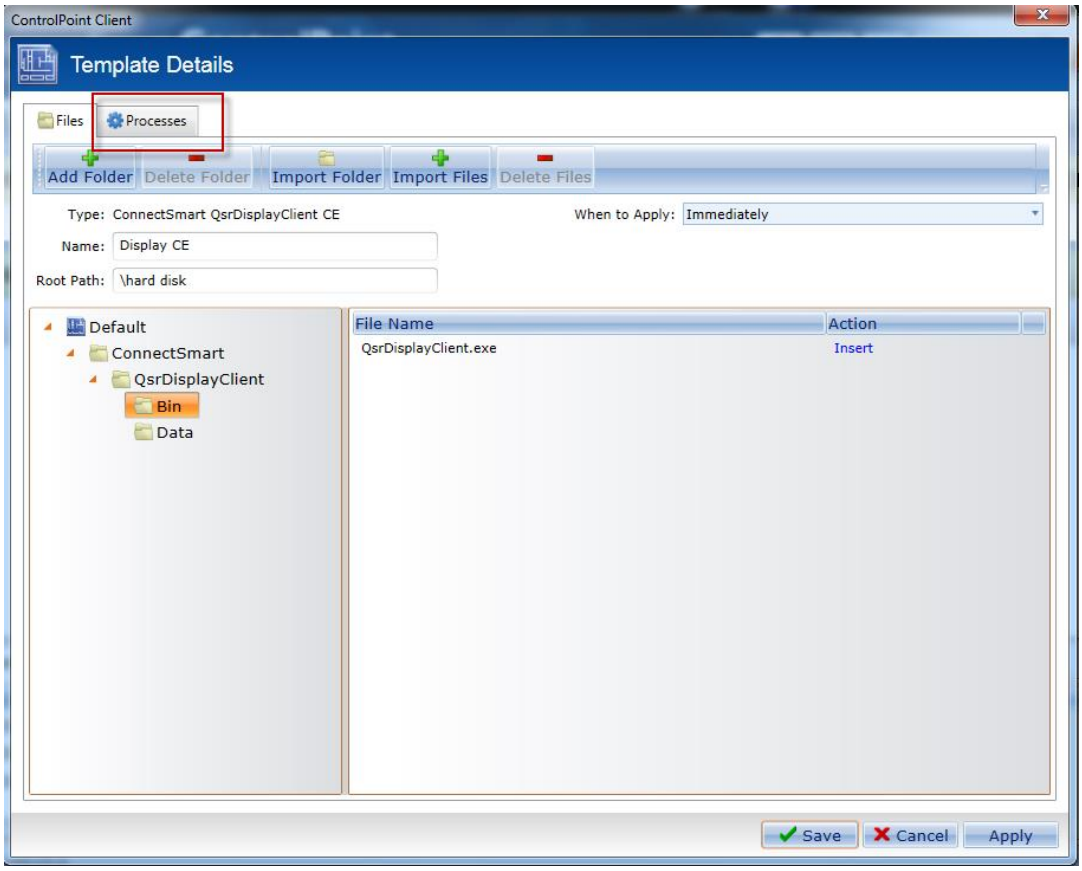


3. Provide a name for the template (ie. Display CE) and in the Type section us the drop-down box and select ‘ConnectSmart QSrDisplayClient CE’
4. Clikc Apply and then Save
5. In the Template Details Click on the Bin folder (Default > ConnectSmart> QsrDisplayClient> Bin)
6. Click on Import Files
7. Find the QsrDisplayClient.exe located

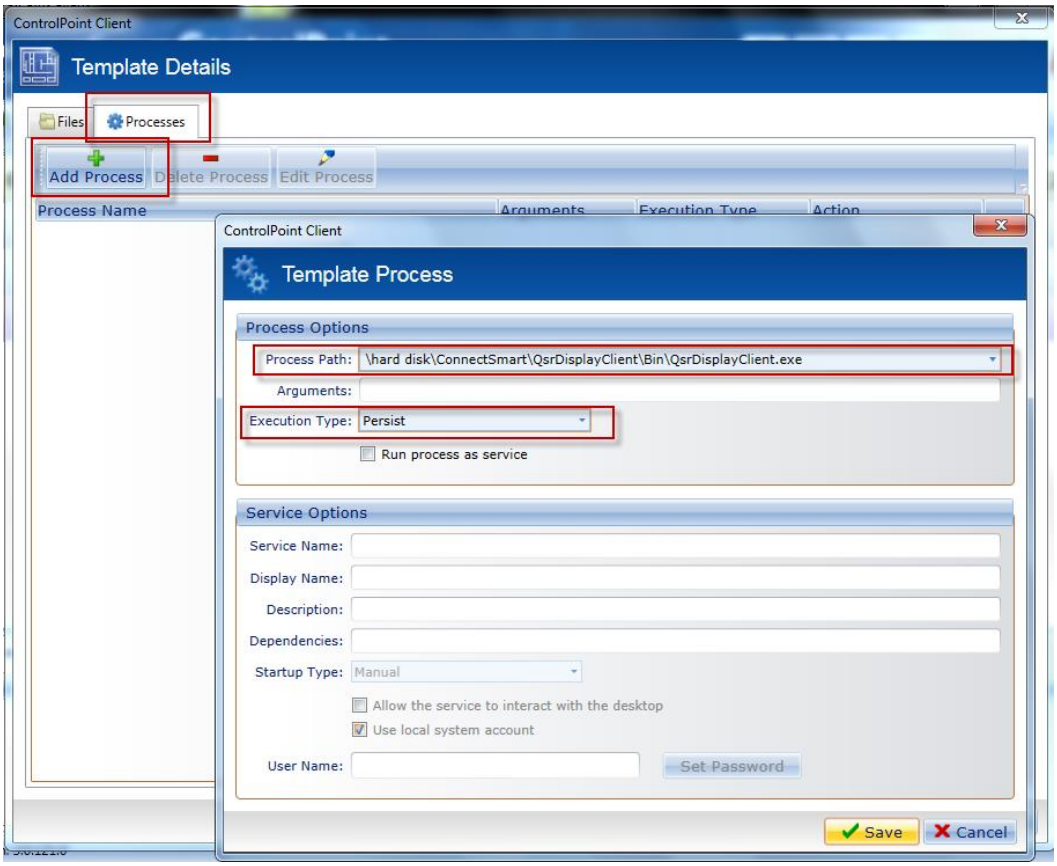
C:\ProgramData\QSR Automations\ConnectSmart\KitchenServer\ClientInstalls\DisplayClient\WinCE\Arm



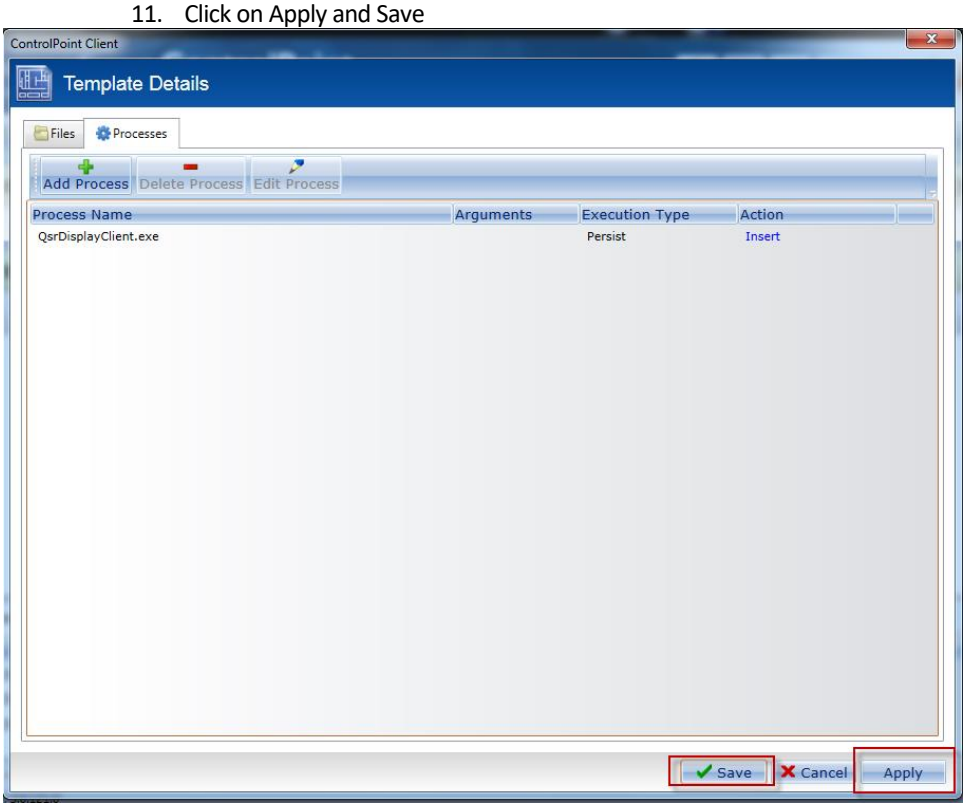
8. Click Open



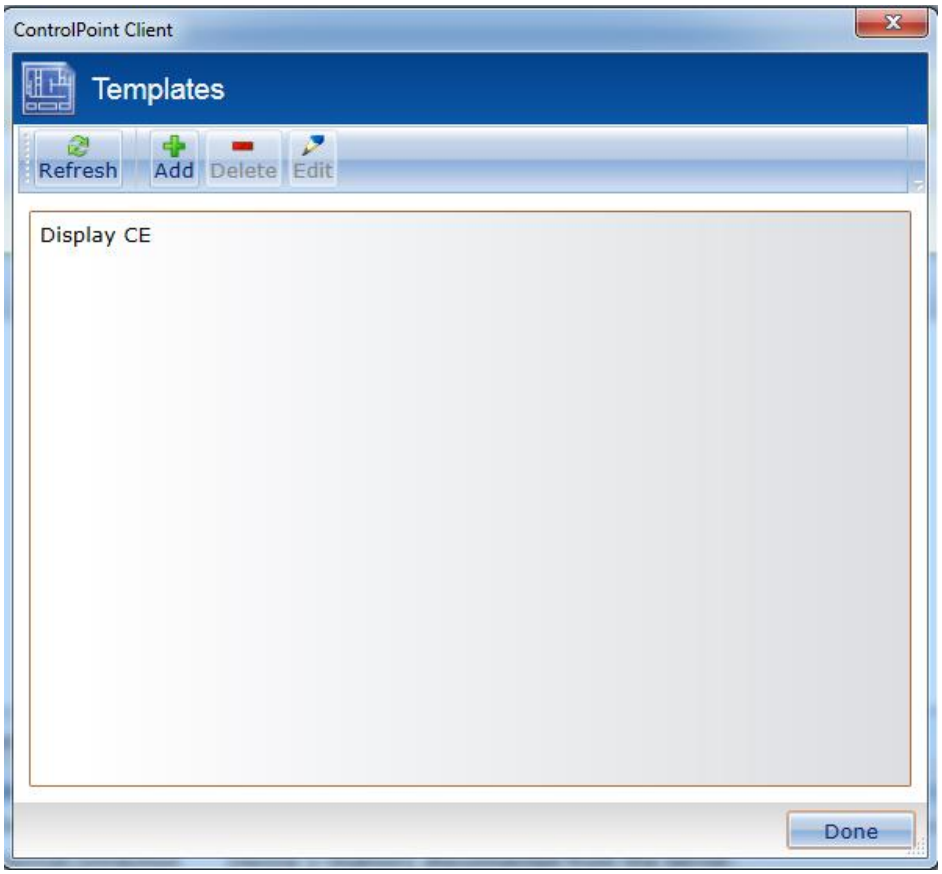
9. On the Process tab > Click Add Process
10. In the Process Options section
    a. Process Path use the drop down box and select \hard desk\ConnectSmart\QSRDisplayClient\QsrDisplayClient.exe
    b. In the Execution Type use the drop down box and select 'Persist'
    c. Then click Save



11. Click on Apply and Save



12. Click on Done



5. ConnectSmart Kitchen Builder PRO Configuration

At this stage of the QSR configurations the QSR monitors should be setup and the Control Point client has been exited out from.
Start the ConnectSamrt Ktichen Build Pro From(Windows > Start > QSR Automations> ConnectSmart KitchenServer)

The following setting and configurations will be used for basic communication between the two programs using the default database provided with the installation of PixelPointPOS software.
(Note: Any other functionality or configuration available in Connect Smart Kitchen builder should contact QSR Support)

Kitchen > Kitchen Settings:
Routing Categories
Routing Scheme

Kitchen > Transaction Manager:
Destinations
Transaction Manager

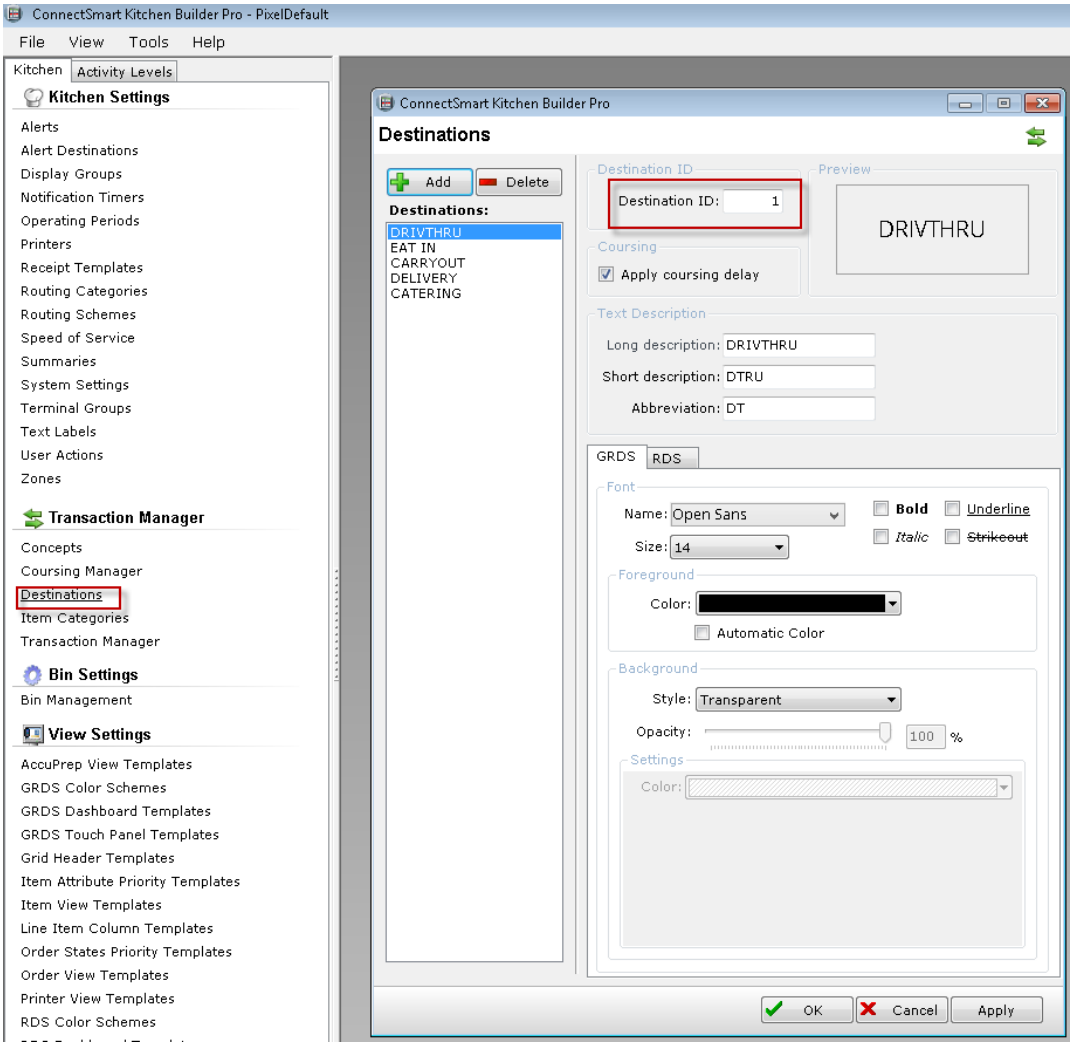
Kitchen > View Settings
GRDS Color Schemes
Grid Header Template
Item View Template
Order View State Priority Templates
Order View Templates

Activity Levels> Virtual Keypads
Activity Levels> Kitchen Stations

Step 1
Select “Create a new kitchen dataset” and enter a name. Example in the document will be using QSR_DEMO.

5.1 Transaction Manager > Destination Configuration

Step 2
Select 'Destinations'
Destination should match PixelPoint POS Sales Types
To Add Sales Type click Add and enter the Sale Type descriptions.
Make note of the Destination ID for each Sales Type



In the case of the example the following has been configured

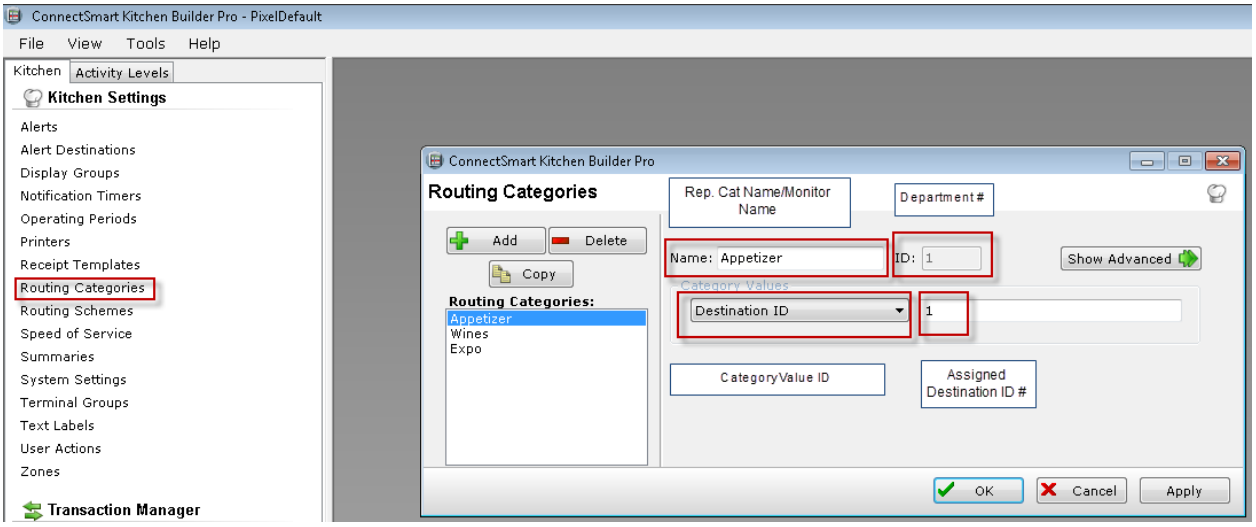
Destination ID	Sales Types
1	DRIV THRU
2	EAT IN
3	CARRY OUT
4	DELIVERY
5	CATERING

5.2 Transaction Manager > Routing Categories Configuration

Step 3
Select Routing Categories
Add the Report Categories that are in PixelPoint POS Report Categories.
User can also create Routing Categories that will be assigned to specific QSR monitors (i.e. Expo) using other routing categories created using the PixelPoint Report Categories names.

The ID# represents the Department Numbers refers to the Report Categories in PixelPoint KDS.exe
Using the example provided in the document Add 3 new categories which are referred to as Appetizer, Wines and Expo.
Use the Add button to create another category.

In the Category Values select Destination ID and assign a number.



In the case of the example the following has been configured.

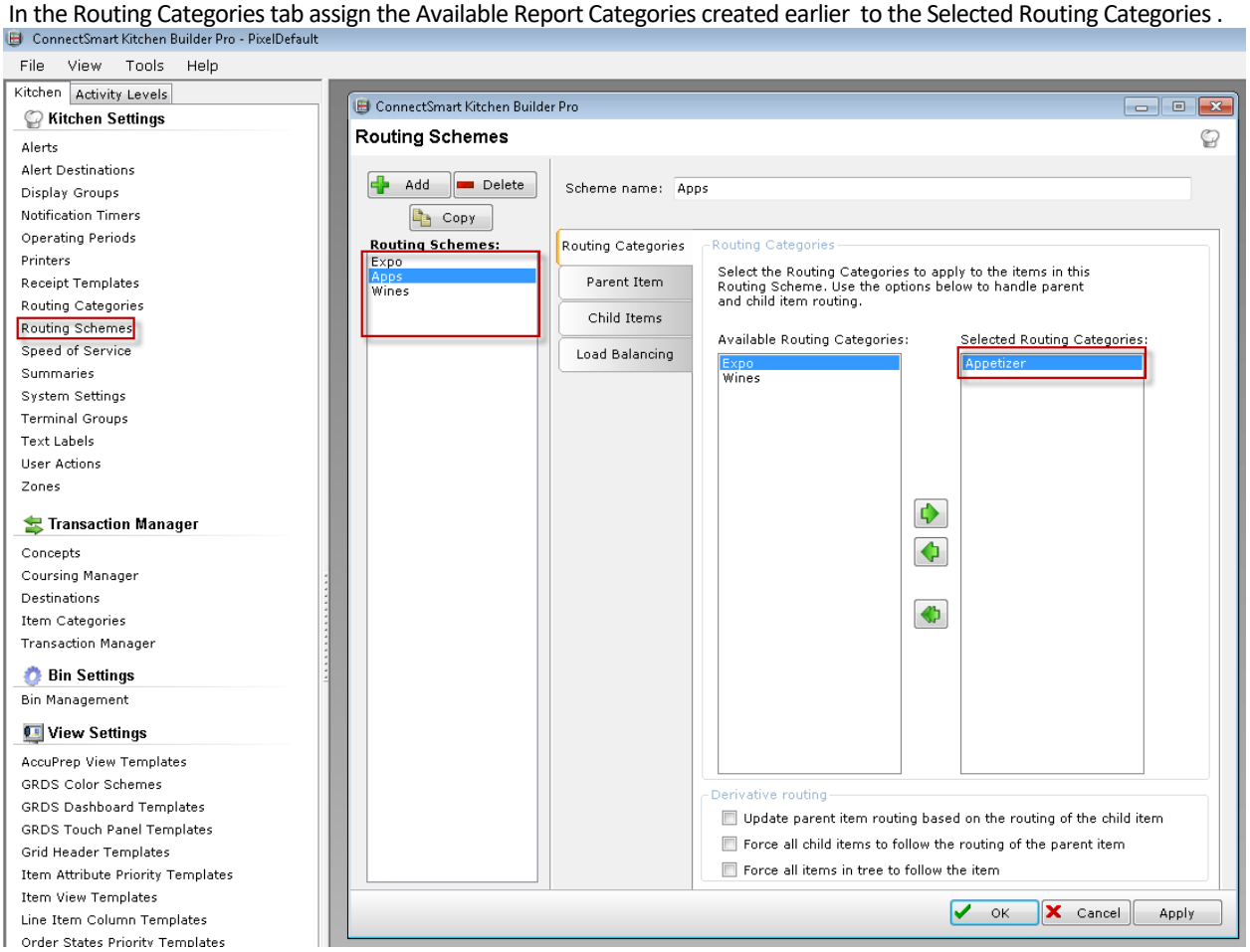
ID#	Name	Category Values	Destination ID #
1	Appetizer	Destination ID	1
2	Wine	Destination ID	2
3	Expo	Destination ID	1,2

5.3 Kitchen Settings > Routing Schemes Configuration

Step 4
Select Routing Schemes
Click Add and create the Routing Scheme. In the example we have created 3 schemes:
Expo
Apps

Wines

In the Routing Categories tab assign the Available Report Categories created earlier to the Selected Routing Categories .



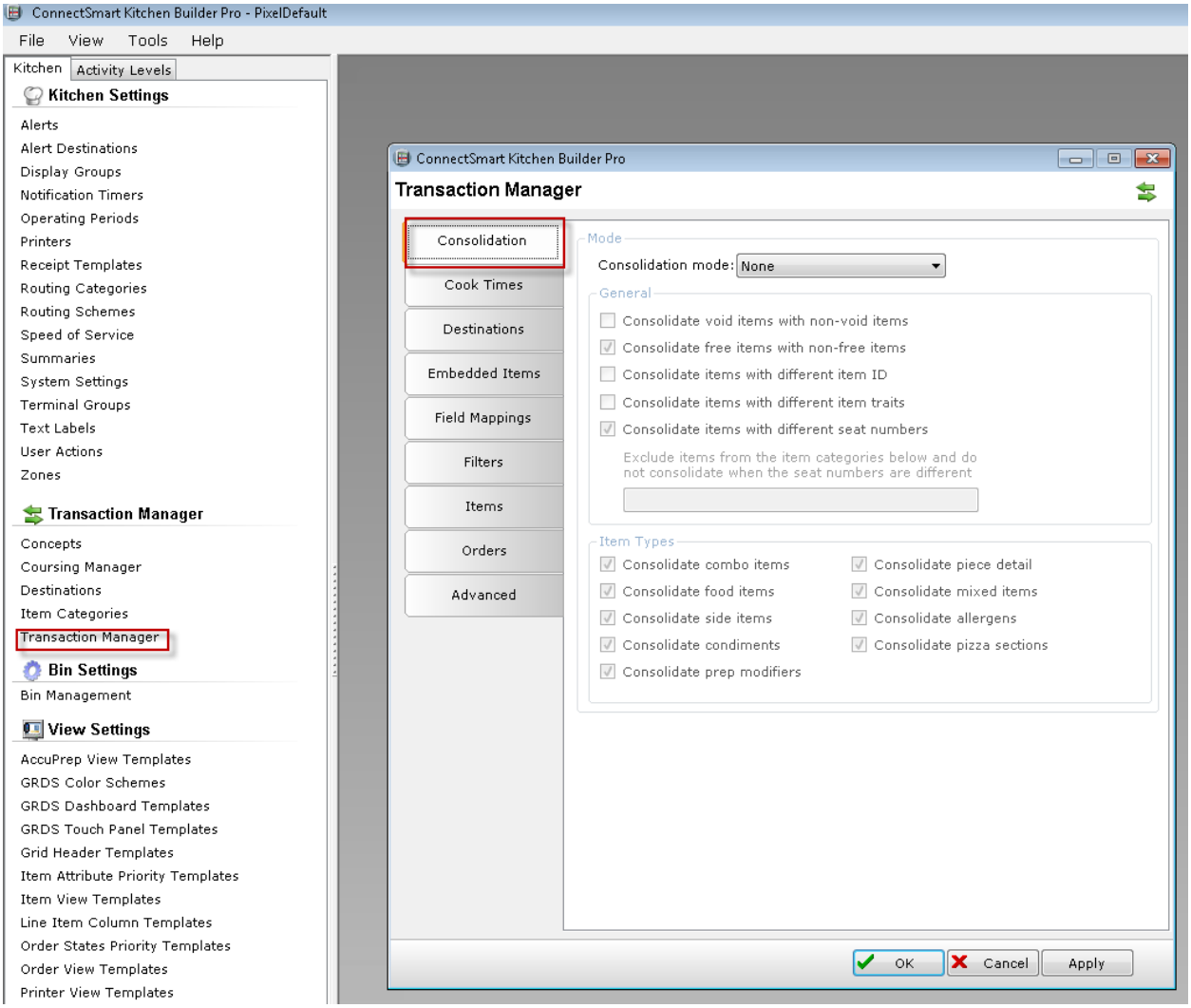
Routing Schemes	Selected Routing Categories
Expo	Expo
Apps	Appetizer
Wines	Wines

5.5 Transaction Manager > Transaction Manager Configuration

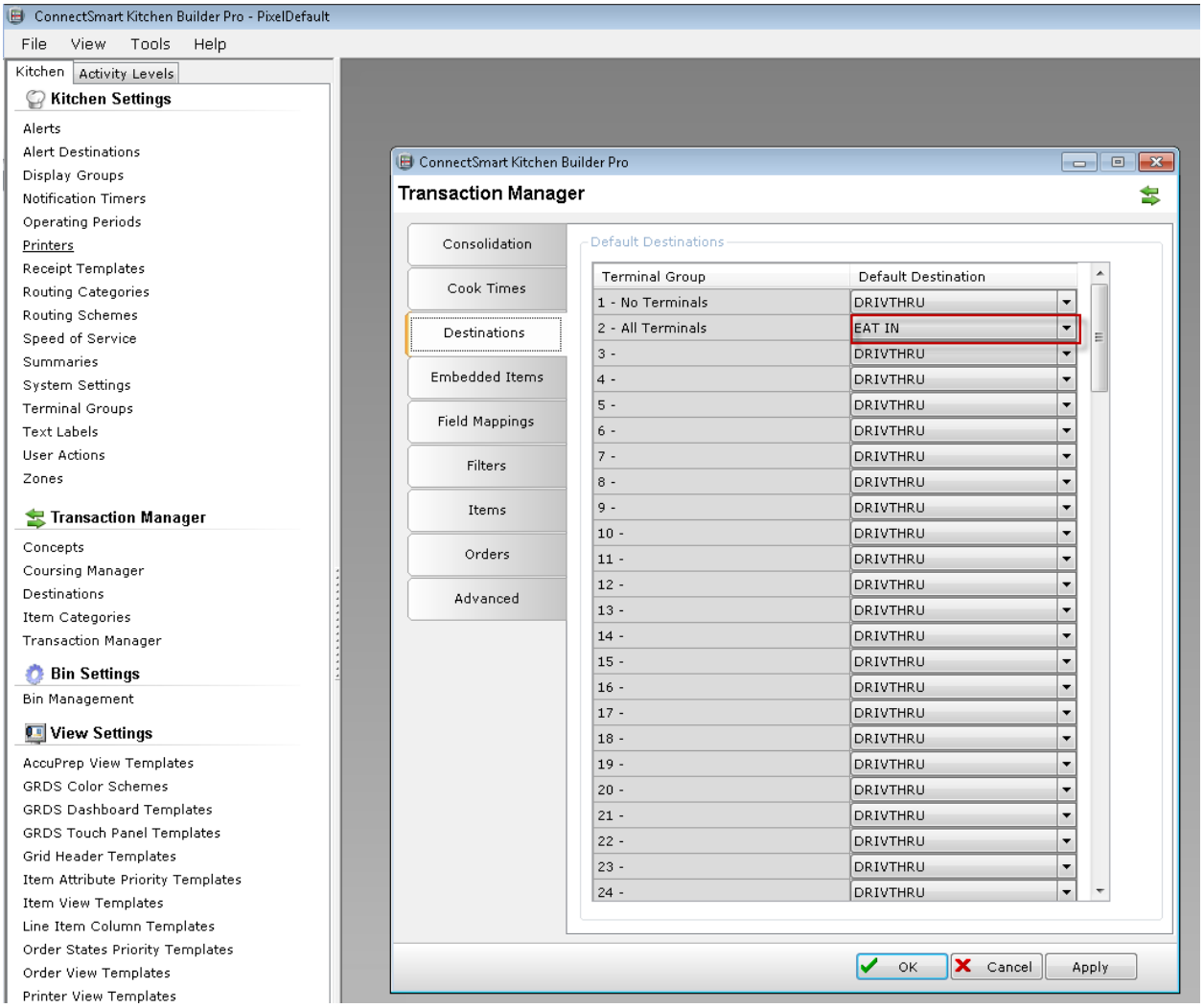
Step 5
Select Transaction Manager
As the title indicates this is how QSR will manage the transaction when sent by the POS system. This can be modified towards the customer needs. For any information and/or questions on how to modify or use other functionality offered in this section contact QSR Support.

The following modifications have been made to the default settings:

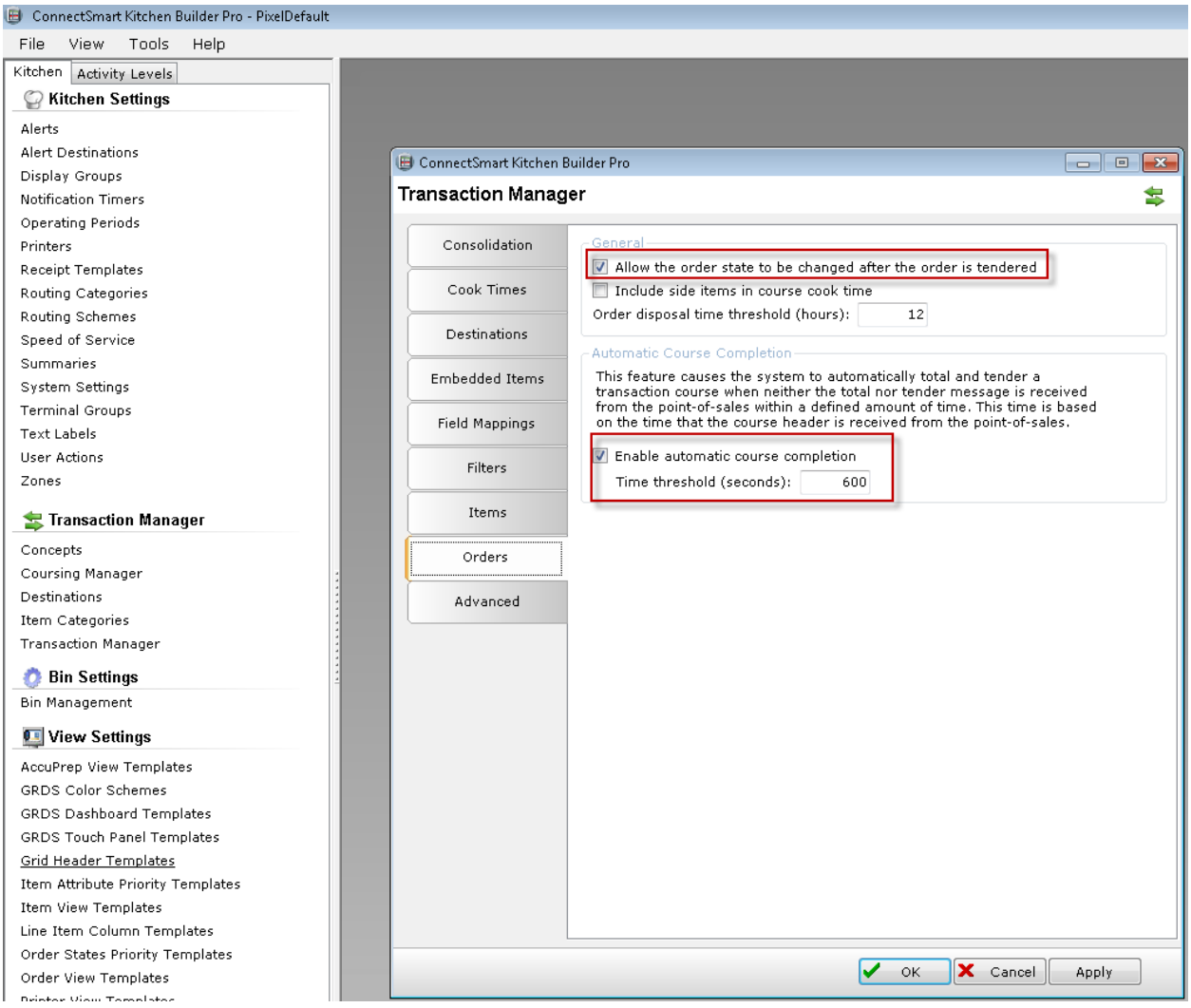
Consolidate tab



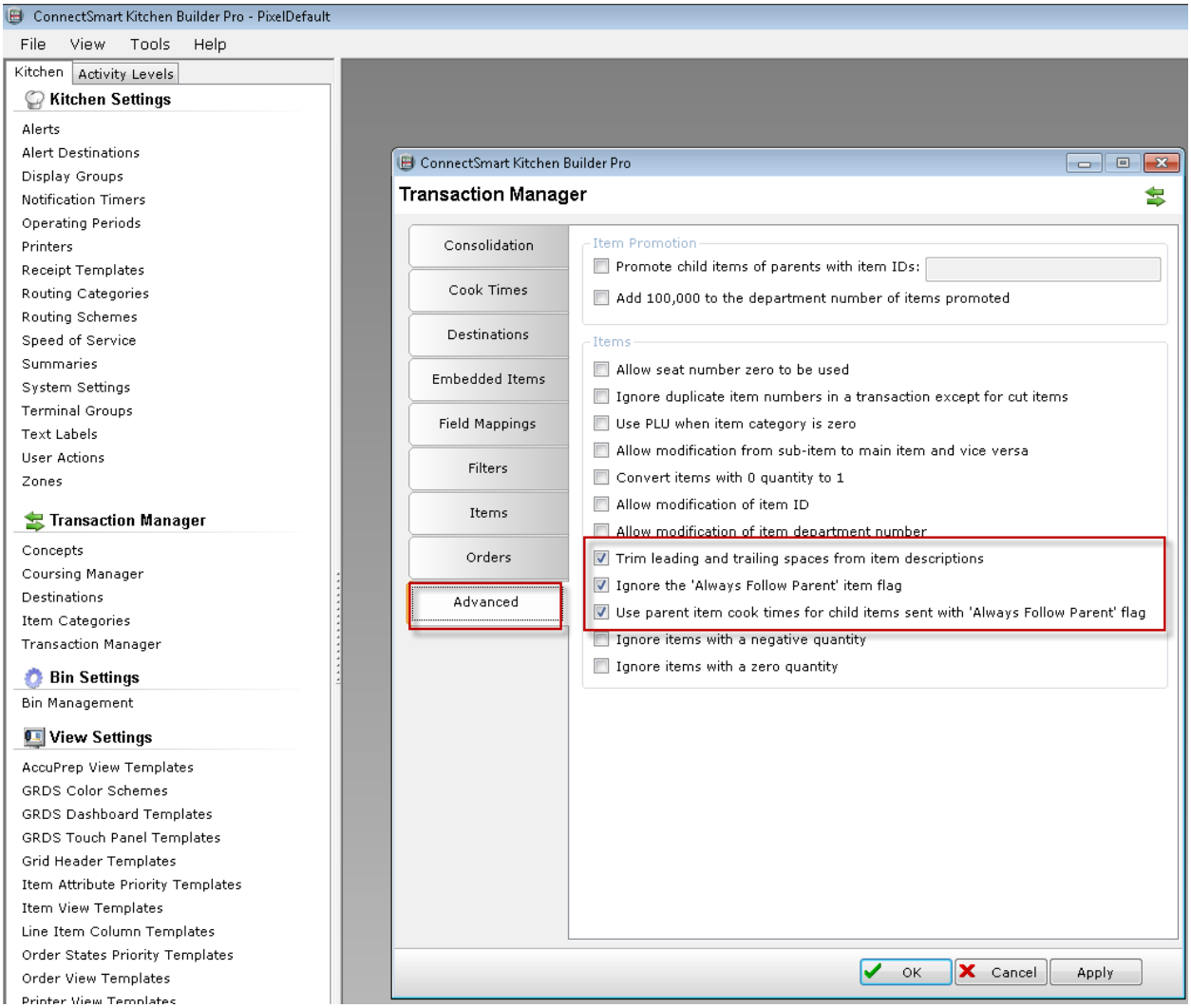
Destination tab



Orders tab


ConnectSmart Kitchen Builder Pro - PixelDefault
File
View
Tools
Help
Kitchen
Activity Levels
Kitchen Settings
Alerts
Alert Destinations
Display Groups
Notification Timers
Operating Periods
Printers
Receipt Templates
Routing Categories
Routing Schemes
Speed of Service
Summaries
System Settings
Terminal Groups
Text Labels
User Actions
Zones
Transaction Manager
Concepts
Coursing Manager
Destinations
Item Categories
Transaction Manager
Bin Settings
Bin Management
View Settings
AccuPrep View Templates
GRDS Color Schemes
GRDS Dashboard Templates
GRDS Touch Panel Templates
Grid Header Templates
Item Attribute Priority Templates
Item View Templates
Line Item Column Templates
Order States Priority Templates
Order View Templates
ConnectSmart Kitchen Builder Pro
Transaction Manager
Consolidation
Cook Times
Destinations
Embedded Items
Field Mappings
Filters
Items
Orders
Advanced
General
Allow the order state to be changed after the order is tendered
Include side items in course cook time
Order disposal time threshold (hours):
12
Automatic Course Completion
This feature causes the system to automatically total and tender a transaction course when neither the total nor tender message is received from the point-of-sales within a defined amount of time. This time is based on the time that the course header is received from the point-of-sales.
Enable automatic course completion
Time threshold (seconds):
600
OK
Cancel
Apply

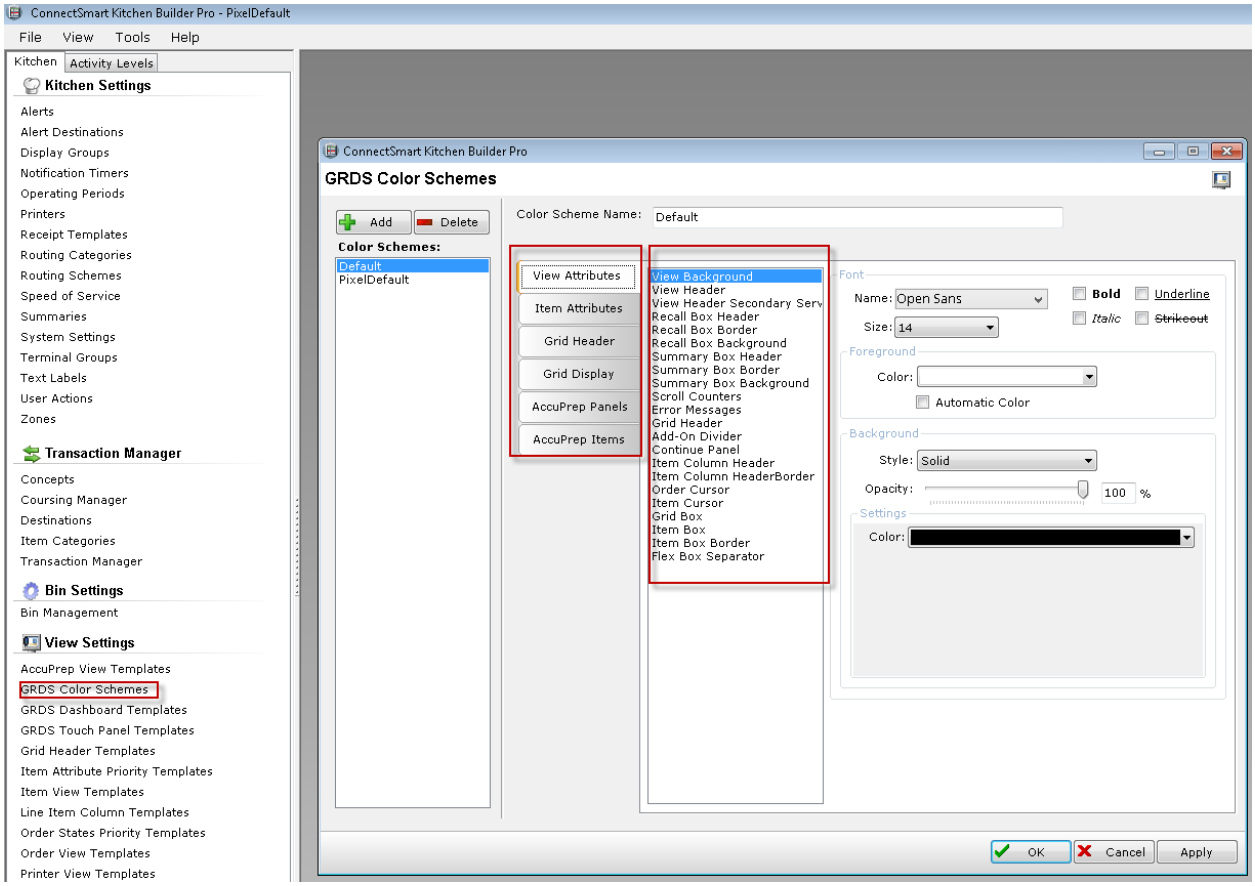
Advanced tab



5.6 View Settings > GRDS Color Schemes Configuration

Step 6
Select GRDS Color Scheme
This is used by QSR to setup the color templates that will display on the monitor. You will be required to go through all the tabs (**View Attributes, Items Attributes, Grid Header, Grid Display, AccuPrep Panels and AccuPrep items**) and apply the color or graphic that your customer would want to see on the video displays.
For more information refer to the QSR Documentation or contact QSR Support.

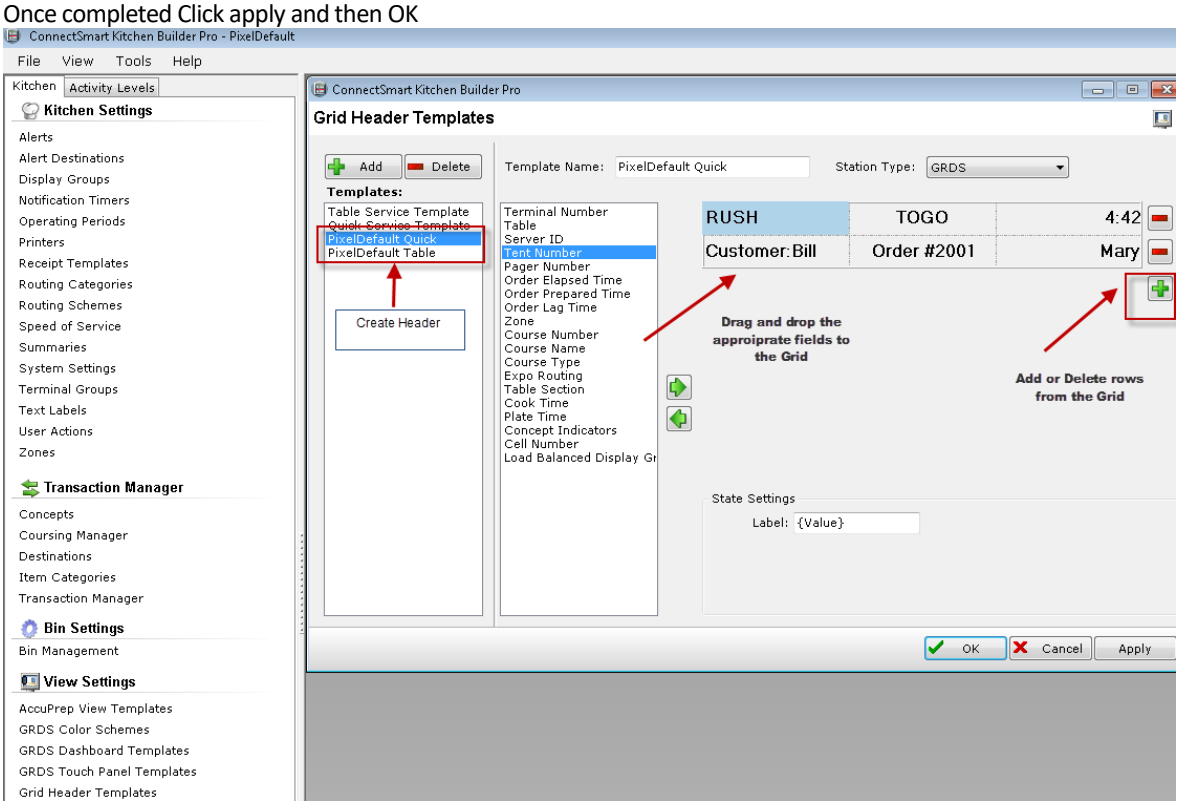
Click on the Add to create as many Color Schemes as you would like to apply to each monitor



5.7 View Settings > Grid Header Templates Configuration

Step 7
Select Grid header Templates
User can configure the headers that display on the video monitors.

Click on ‘Add’ and provide a template name. In our example we have created a PixelDefault Quick and PixelDefault Table templates.
Drag the fields over to the grid. If you require more space then you click on the ‘+’ to add more row to the grid
Once completed Click apply and then OK

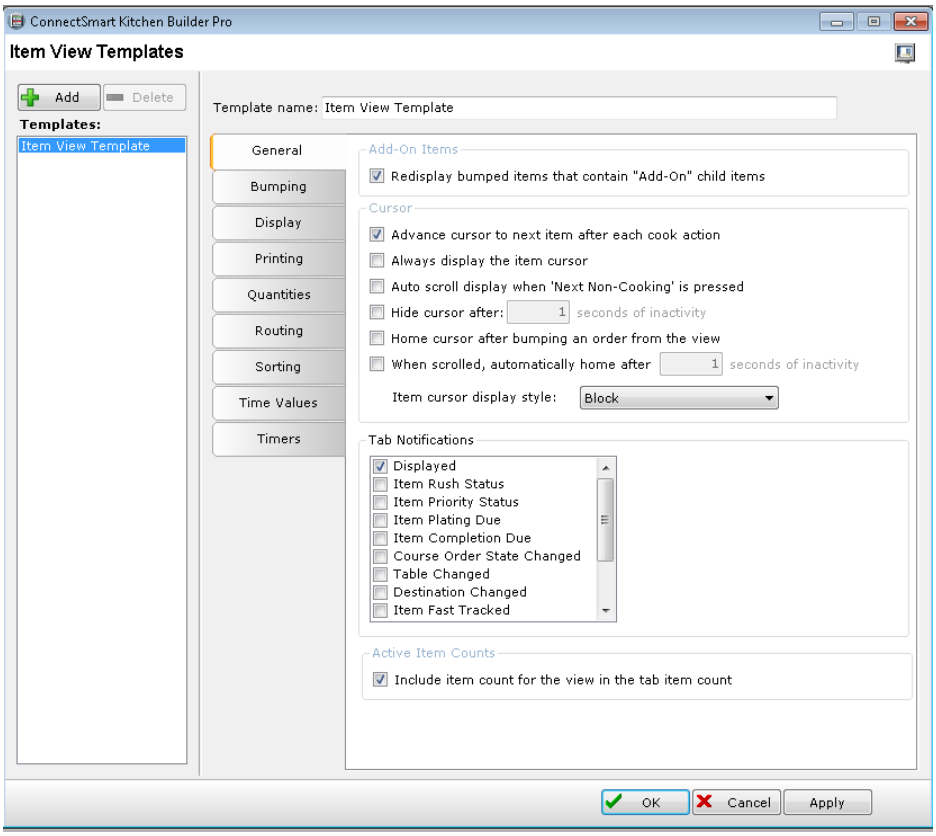


5.8 View Settings > Item View Templates Configuration

Step 8
Select ‘Item View Templates’ as the title explains this will be how items are viewed when ordered on the POS
You can create your our templates as needed by clicking ‘Add’.
For basic configurations the following Tab should be configured

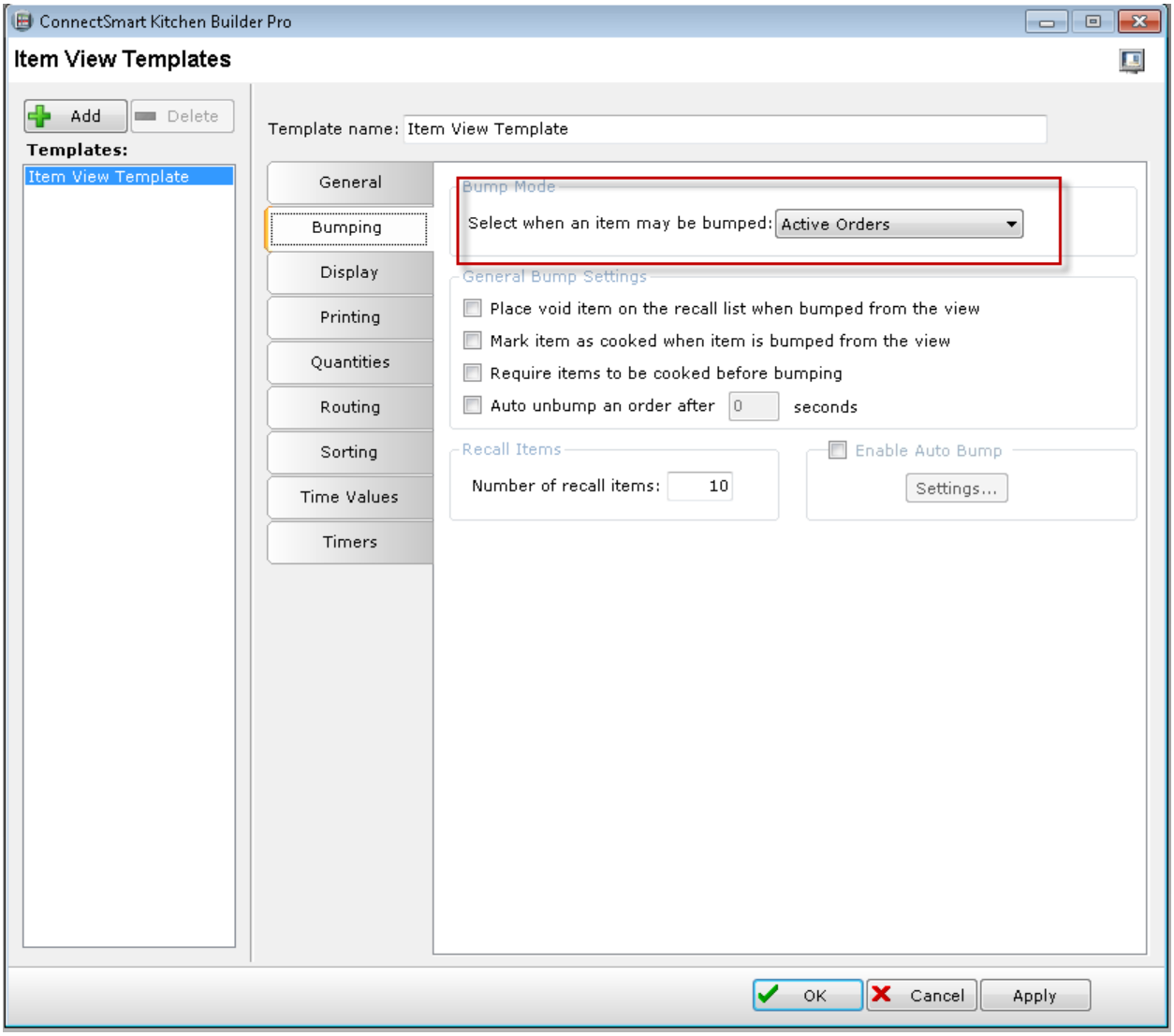
Note: user will need to configure the QSR system to the customer requirements if you have question contact QSR Support or refer to the QSR documentations.
The following examples are suggestion for configurations.

- General

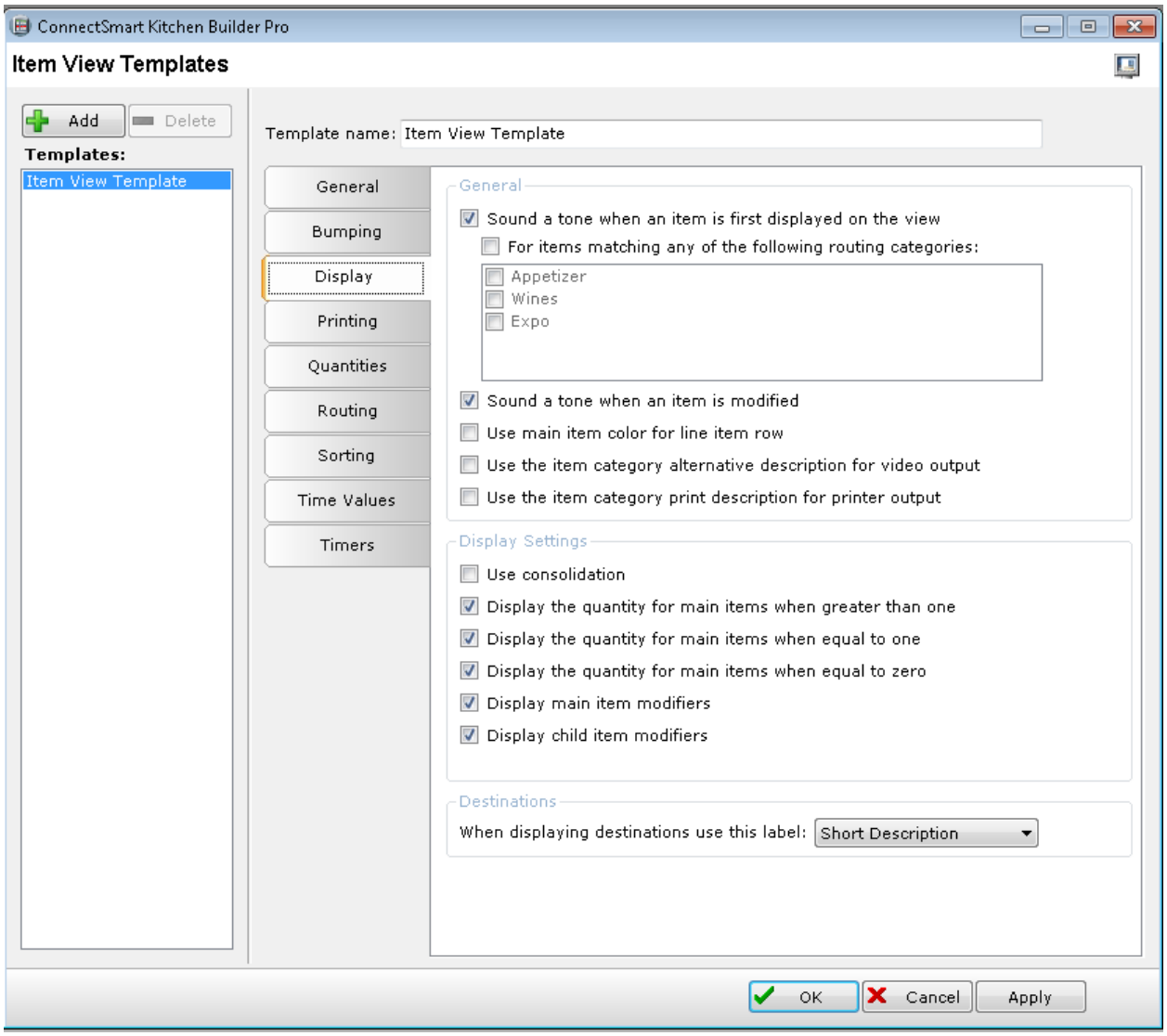


Bumping

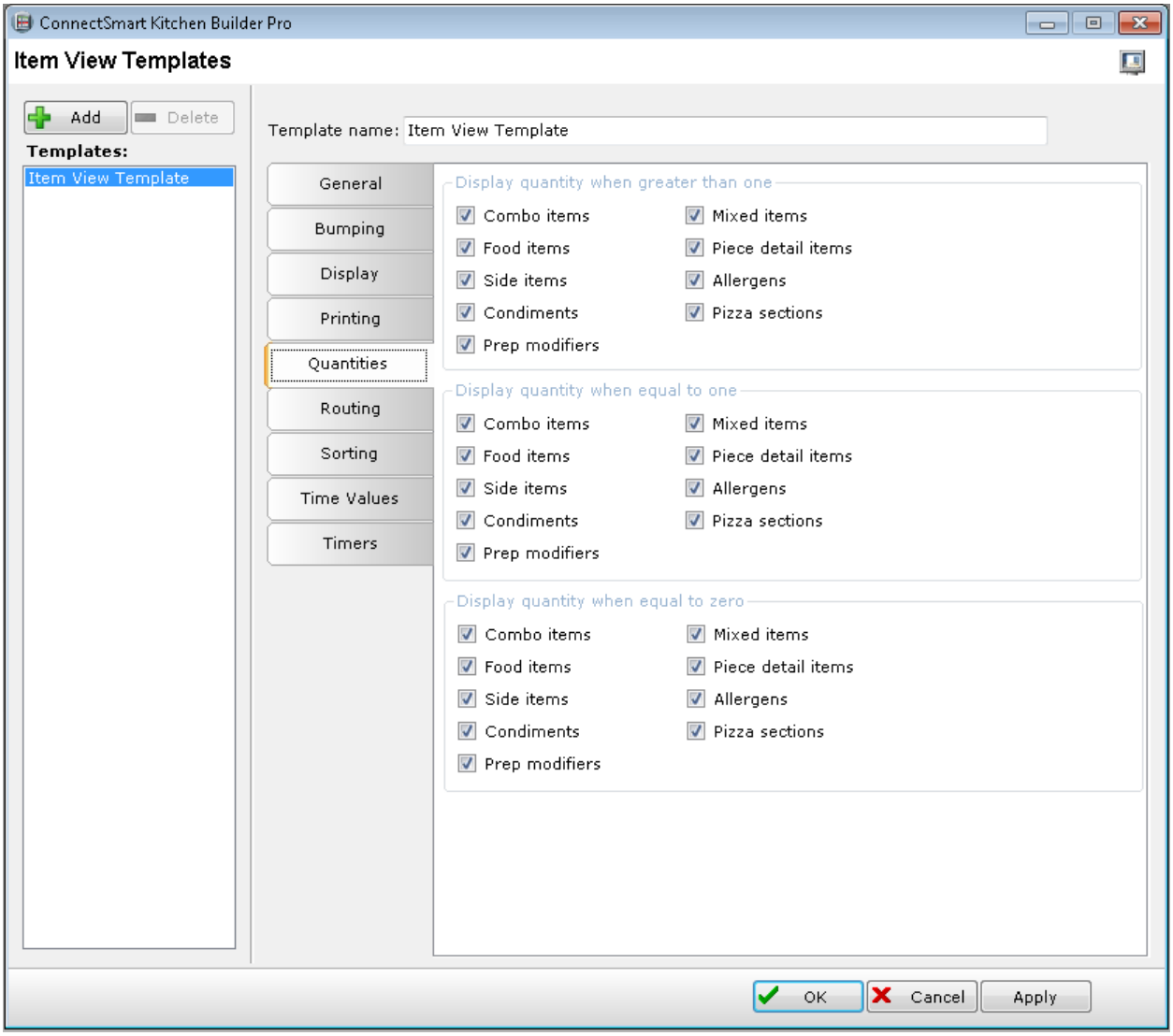
Suggest that bumping be set to Active orders


ConnectSmart Kitchen Builder Pro
Item View Templates
Add
Delete
Templates:
Item View Template
Template name: Item View Template
General
Bumping
Display
Printing
Quantities
Routing
Sorting
Time Values
Timers
Bump Mode
Select when an item may be bumped: Active Orders
General Bump Settings
Place void item on the recall list when bumped from the view
Mark item as cooked when item is bumped from the view
Require items to be cooked before bumping
Auto unbump an order after 0 seconds
Recall Items
Number of recall items: 10
Enable Auto Bump
Settings...
OK
Cancel
Apply

Display

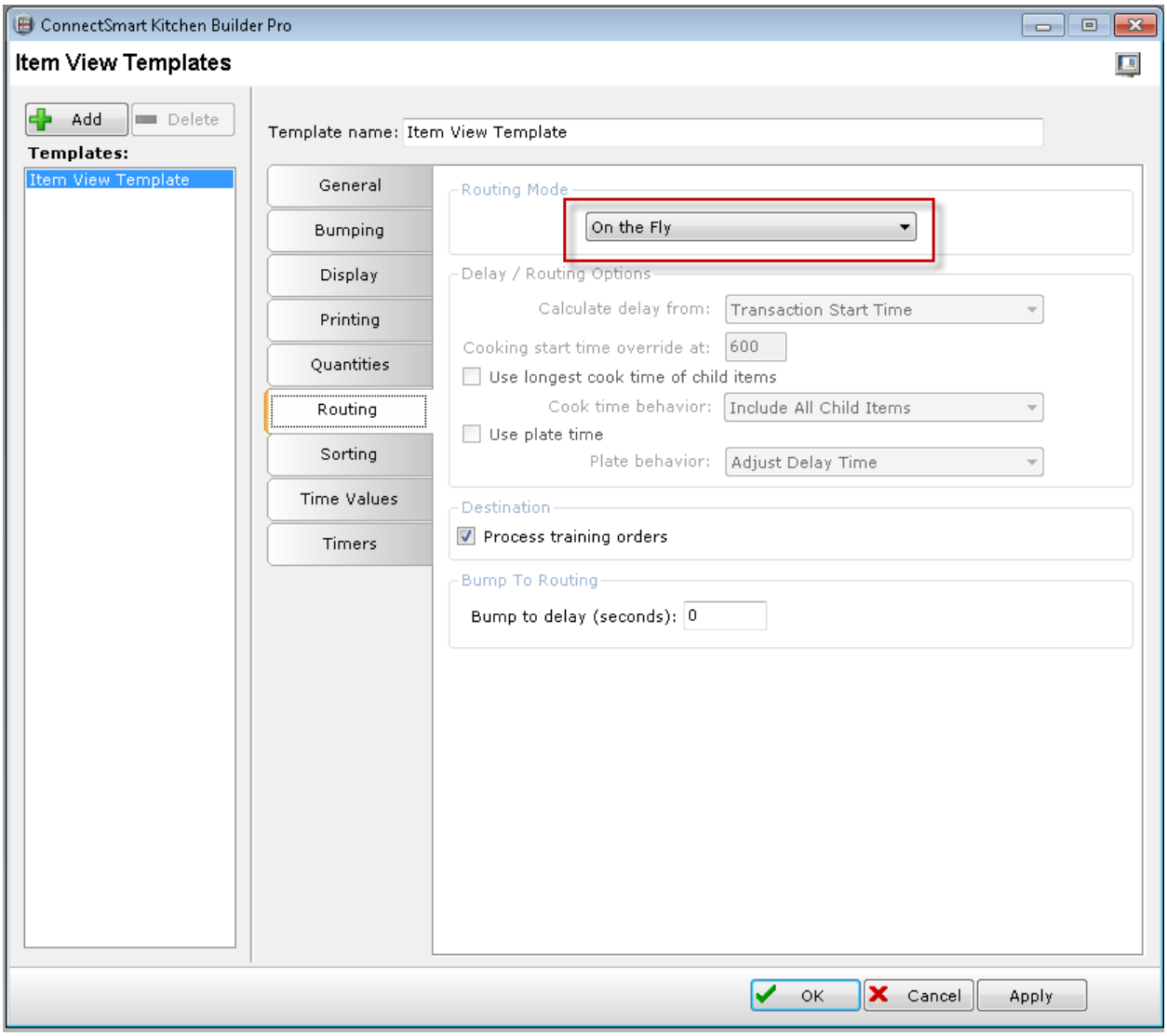

ConnectSmart Kitchen Builder Pro
Item View Templates
Add
Delete
Templates:
Item View Template
Template name: Item View Template
General
Bumping
Display
Printing
Quantities
Routing
Sorting
Time Values
Timers
General
Sound a tone when an item is first displayed on the view
For items matching any of the following routing categories:
Appetizer
Wines
Expo
Sound a tone when an item is modified
Use main item color for line item row
Use the item category alternative description for video output
Use the item category print description for printer output
Display Settings
Use consolidation
Display the quantity for main items when greater than one
Display the quantity for main items when equal to one
Display the quantity for main items when equal to zero
Display main item modifiers
Display child item modifiers
Destinations
When displaying destinations use this label: Short Description
OK
Cancel
Apply

Quantities



Routing

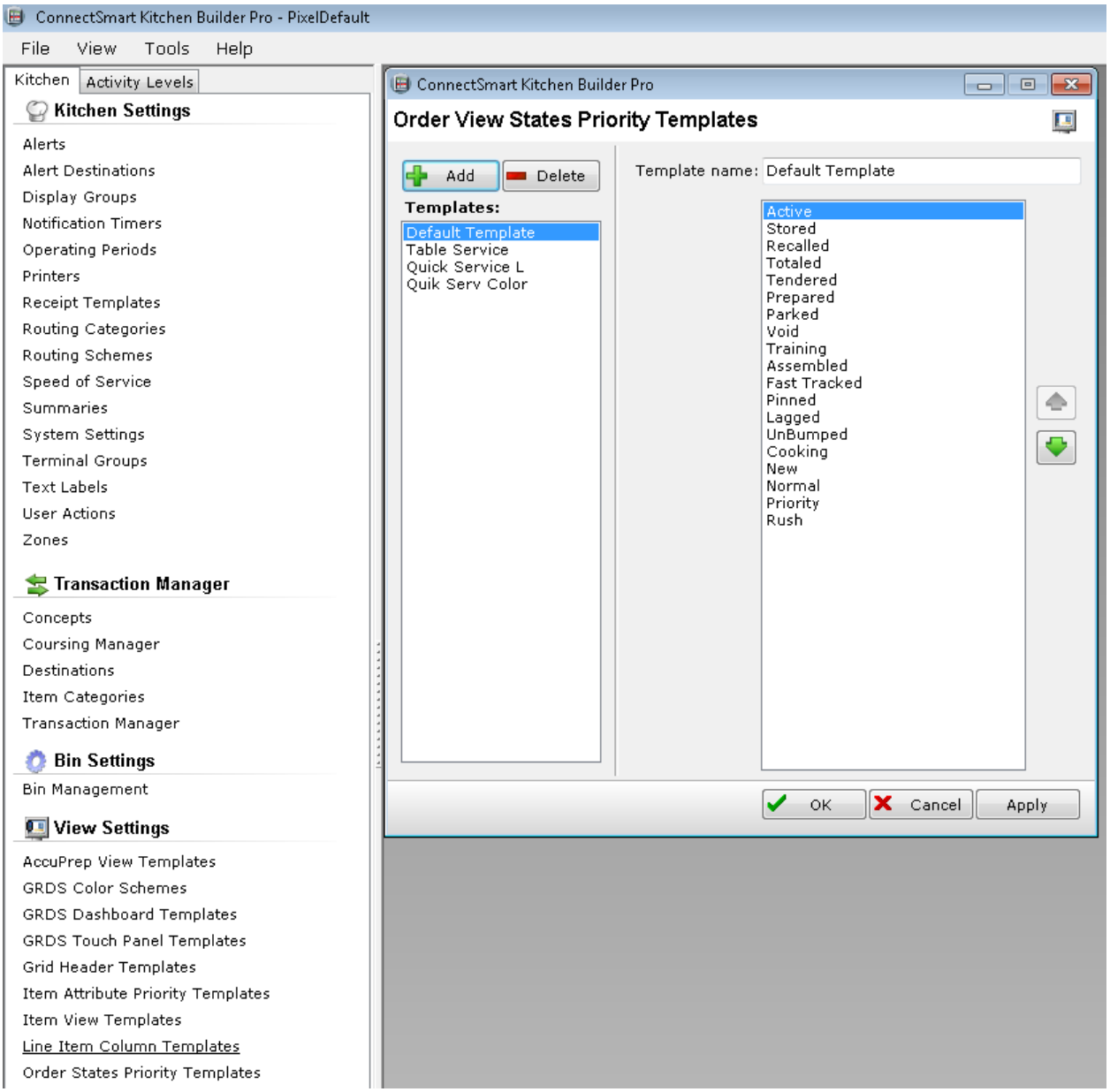
Suggest using the Routing Mode = ‘On the Fly’



Once completed click 'Apply' and then OK

5.9 View Settings > Order View State Priority Templates Configuration

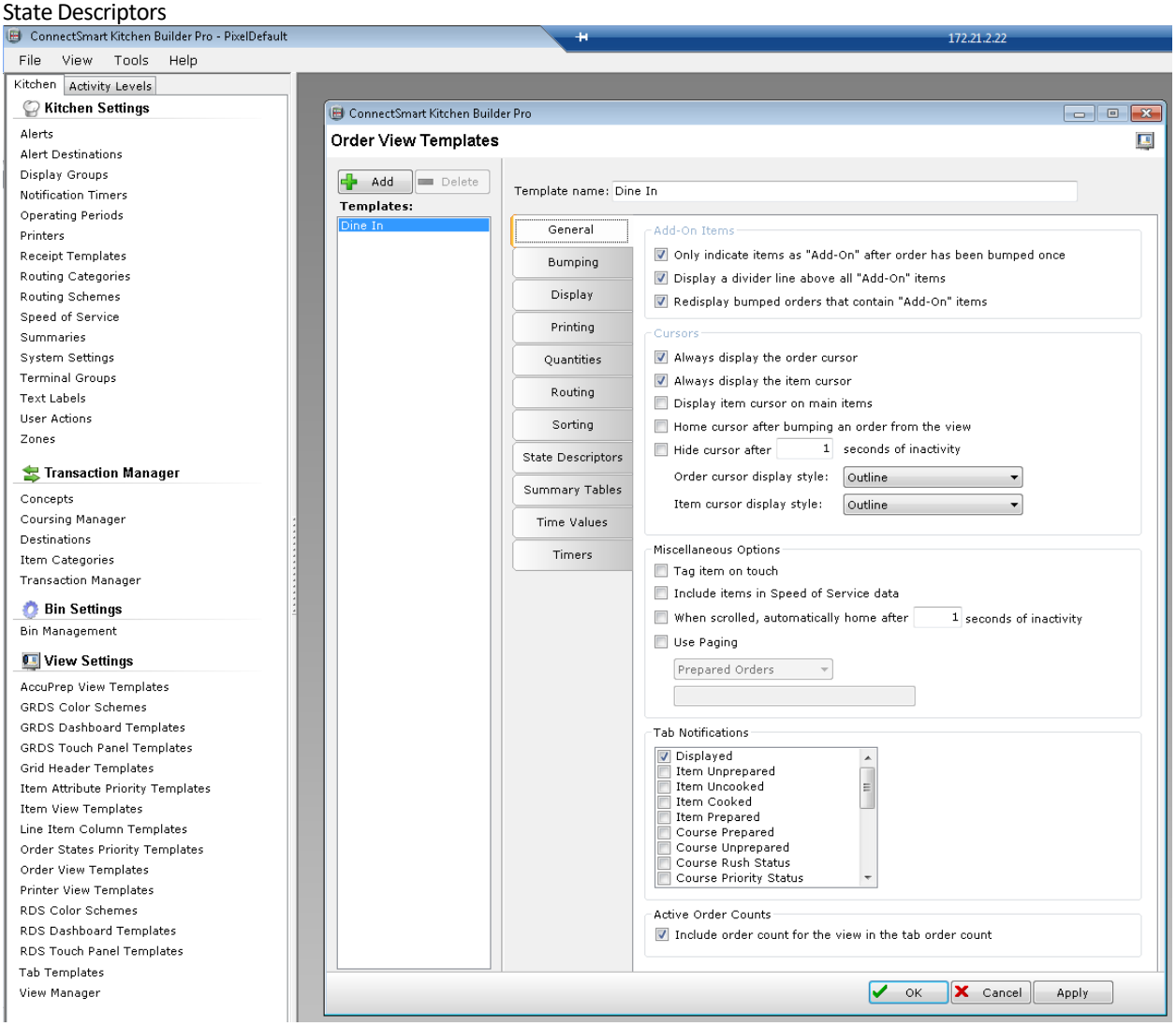
Step 9
Click Order View States Priority Templates
Create a template for the priority of the order status in QSR Customer can use the default setting or create your own special order.
Click Apply and OK when completed.



5.10 View Settings > Order View Templates Configuration

Step 10
Click on Order View Template
Order view templates are used to configure order view stations, most often used by expediters as Expo stations.
We suggest contacting QSR Support on how to use this functionality, but the most commonly used tabs that customer will need to make adjustments too are the following:
General
Bumping
Display
Quantities

Routing
Sorting
State Descriptors



5.11 Activity Levels Tab Configuration

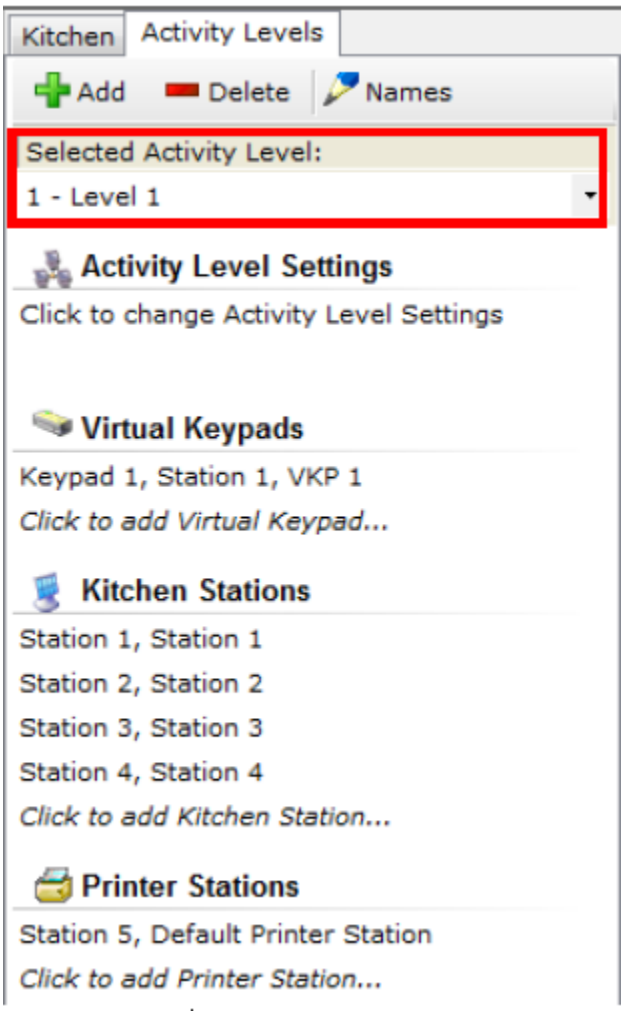
Activity Levels

Activity levels provide a way to configure the Display Client to operate differently as store conditions change throughout the day or week. As sales volume and staffing levels change, it may be beneficial to change the configuration of CSK.

Managing Activity Levels

The major components of an activity level are: Routing Schemes, Virtual Keypads, Kitchen Stations, and Printer Stations.

In addition to being able to navigate each component of the activity level individually, you can edit and manage the entire activity level on the Activity Levels tab in Kitchen Builder Pro.



Adding Activity levels

To add a new activity level, select '+Add'

There are two options for creating a new activity level: Create a Blank Activity Level and Create From Existing Activity Level.

Create a Blank Activity Level

Select Create a Blank Activity

Level and select **Next**. The Activity Level Name screen appears.

Enter a level ID and name for the new activity level and select **Finished**. The new activity level is now created.

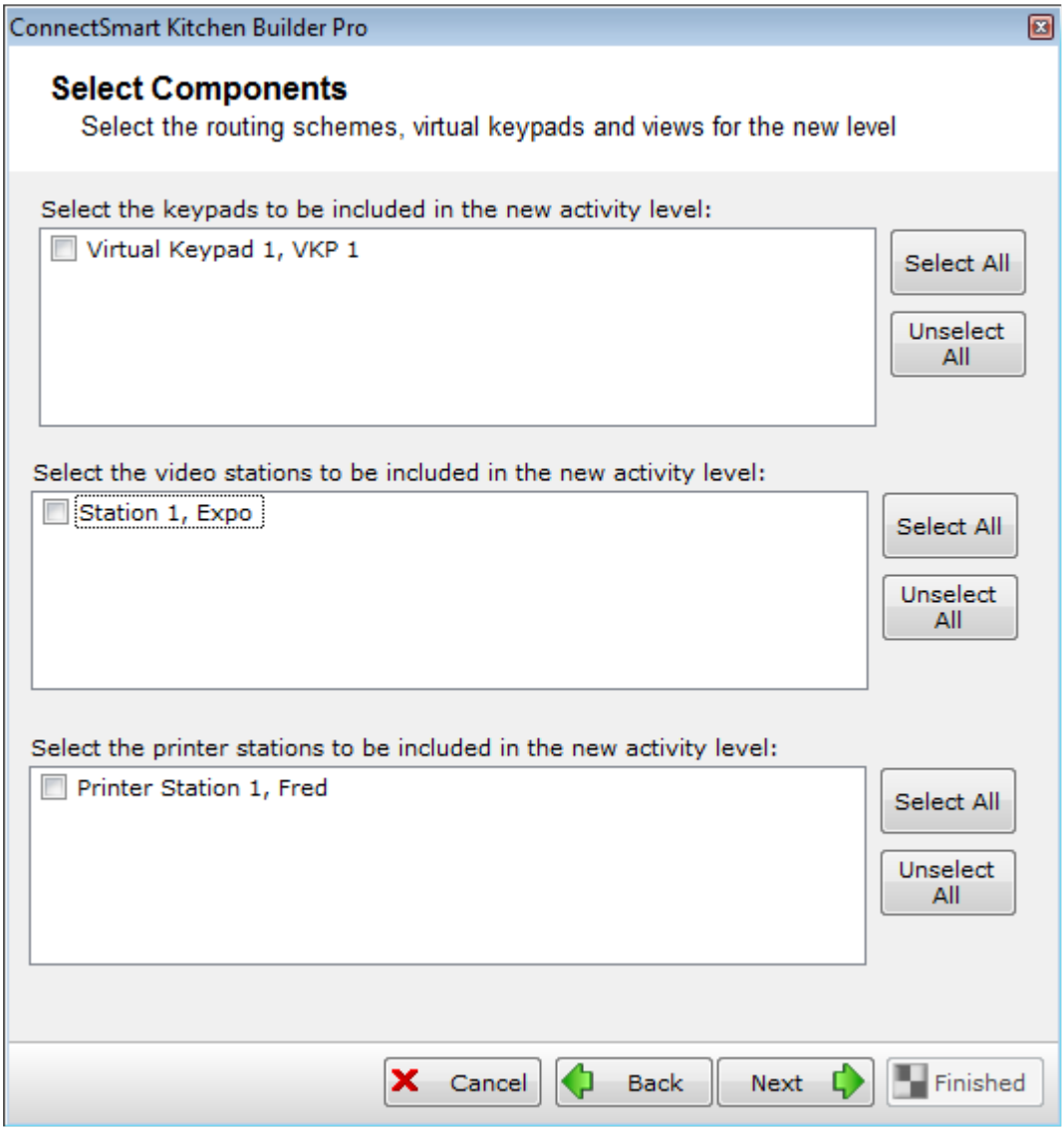
Create from an Existing Activity Level

Select Create from an Existing Activity

Level and select **Next**. The Select Base Activity Level screen appears.

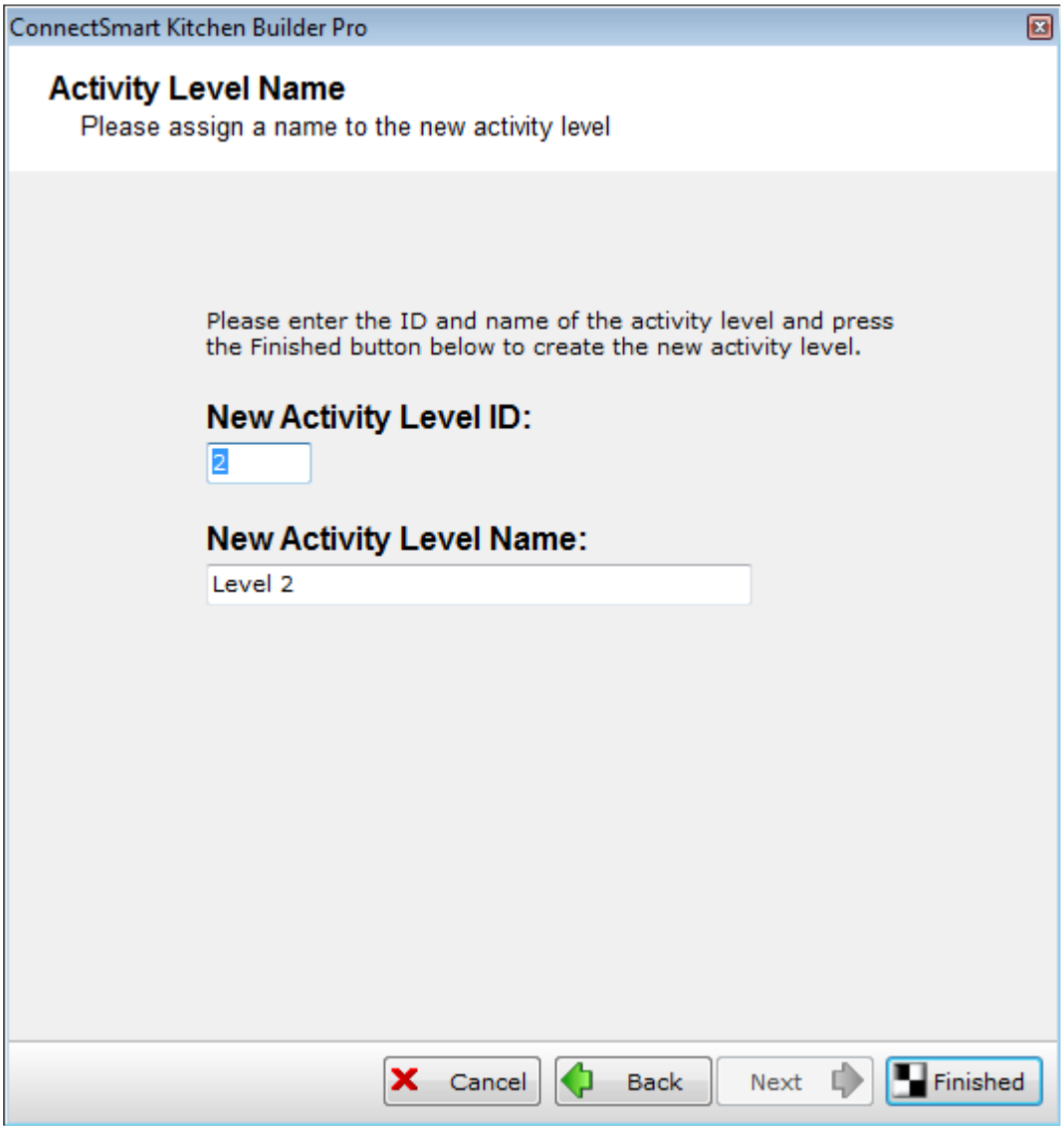
– New Activity Level Wizard
– Select base activity level

Select an existing activity level (primary level or split screen) from which to base the new activity level on. select **Next**. The Select Components screen appears.



New Activity Level Wizard – Select Components screen

Select the routing schemes, virtual keypads, and station views that you want to include in the new activity level. Each component can be individually selected, or the Select All and Unselect All buttons can be used to select or unselect all components in any given section. select **Next** to advance to the last step, the Activity Level Name screen.



Enter the new Activity Level ID and name and select **Finished**. The new activity level is now created.

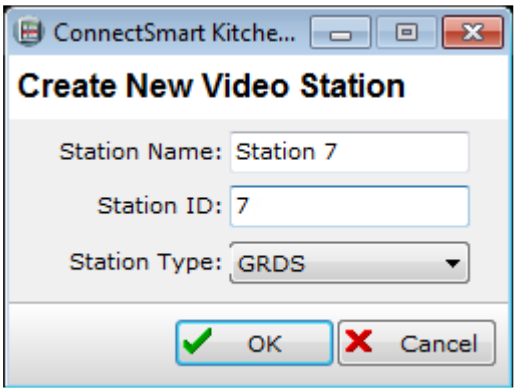
Creating and editing stations

CSK provides a high level of flexibility in creating and editing kitchen stations and virtual views. Prep, Expo, and Assembly stations are examples of kitchen stations. This chapter will cover the following topics:

- Creating and editing GRDS and RDS kitchen stations
- Creating and editing Printer stations
- Creating and editing Grid (fixed and flex, also known as Order) Item (line and flex), and AccuPrep views
- Assigning Web, Recipe, and Spy views
- Adding touch panels to views
- Adding dashboards to views

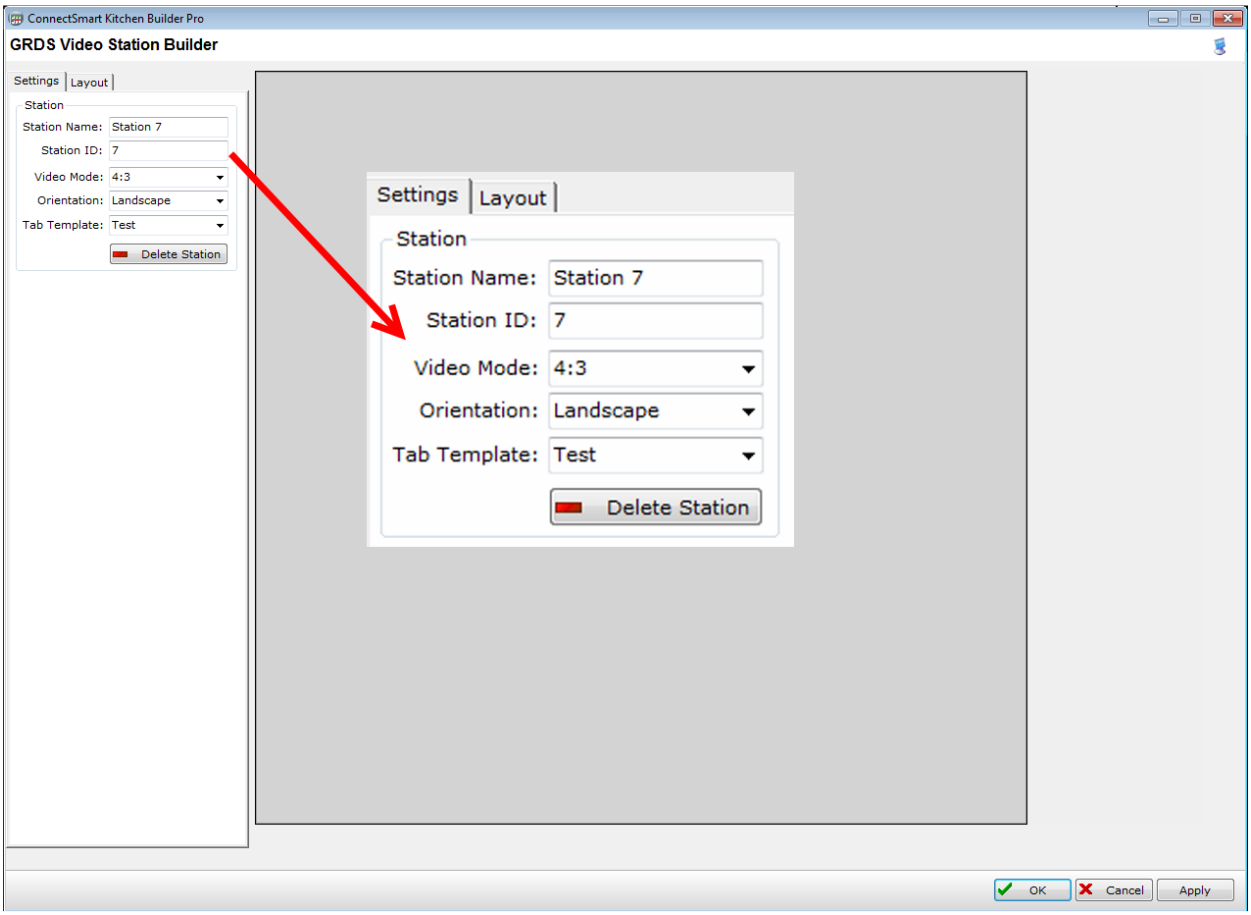
Station IDs for Video (Kitchen) stations and Printer stations are unique. Station IDs increment by taking into consideration both Video and Printer stations. For example, a user adds two video stations: Station ID 1 and Station ID 2. And then they add two printer stations: Station ID 3 and Station ID 4. If they go and add one more video station, it will be labeled Station ID 5.

Kitchen Stations



Begin the process of adding kitchen stations, by selecting **Activity Level**s→**Kitchen Stations**→**Click to add Kitchen Station**. The Create New Video Station form appears.
– Create New Video Station form
Enter a station name and ID. The station ID must be unique.
Station IDs increment by taking into consideration both Video and Printer stations. For example, a user adds two video stations: Station ID 1 and Station ID 2. And then they add two printer stations: Station ID 3 and Station ID 4. If they go and add one more video station, it will be labeled Station ID 5.
***Note**: If you do not want to accept the default station ID and enter a station ID that is already being used, a message appears saying the ID is already in use. In addition, the OK button is unavailable.

Select the station type: *GRDS*. (GRDS settings are for QSR devices that can handle more graphics, fonts, and styles, and RDS settings are typically used for legacy QSR devices.) Select **OK**. The GRDS Video Station Builder form appears.

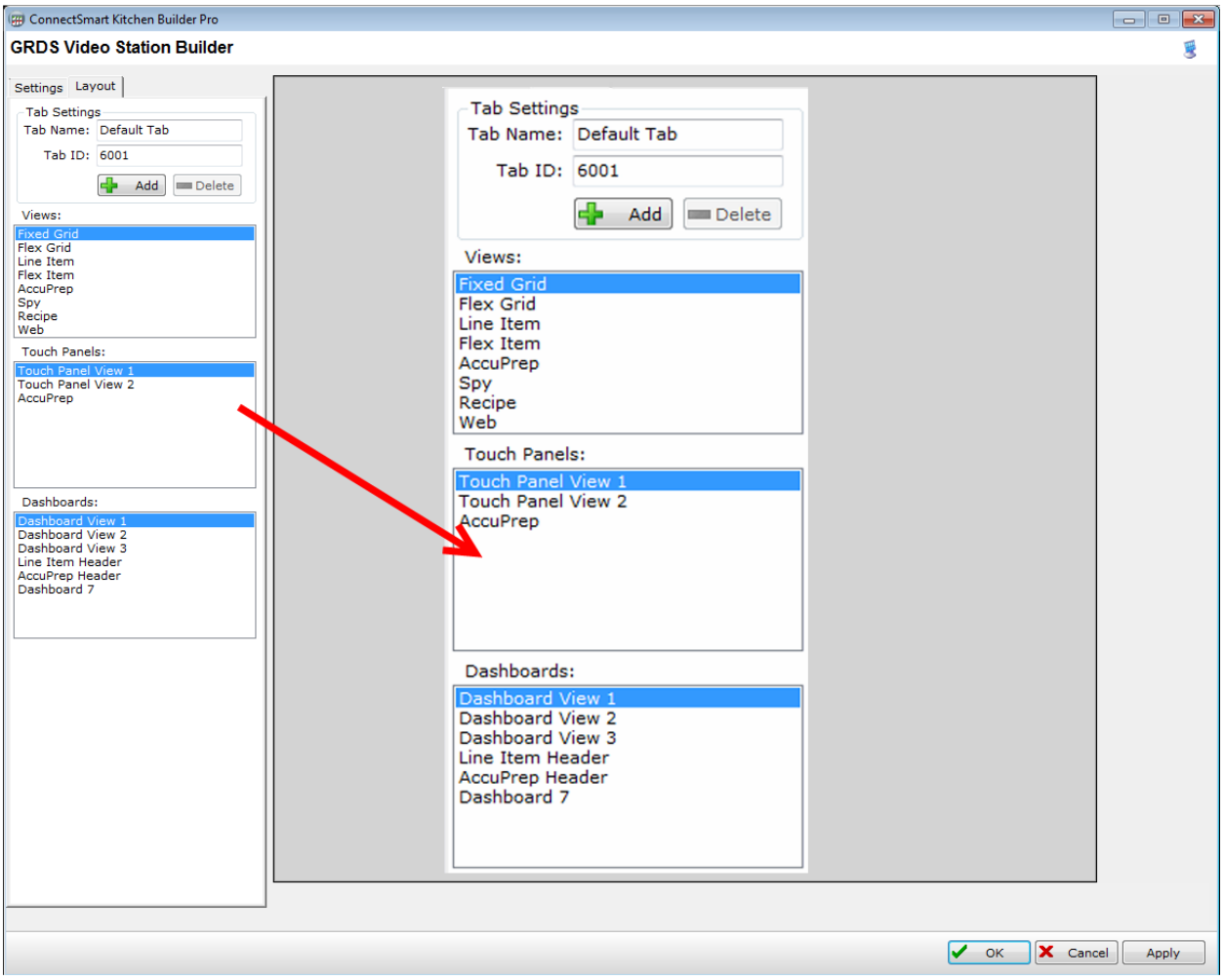


Setting up multiple views (adding multiple tabs) is useful for keeping track of multiple orders. For example, if a manager using an expo station wants to see what is going on in the kitchen, they could add a Line Item or Flex Item view on another tab.

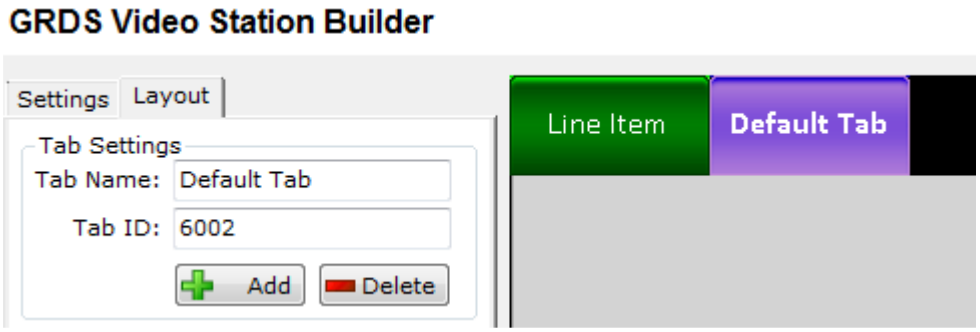
If applicable, on the Settings tab of the Video Station Builder, edit the view name, which is the default name is assigned to each view when it is created. If applicable, edit the ID. This ID must be a unique value for each view. Edit a station name and/or ID, if necessary.

GRDS Video Station Builder

1. Select a video mode: *4:3*, *16:10*, or *16:9*. The *16:10* and *16:9* modes are often used for widescreen displays.
2. Select the station's orientation: *Landscape* or *Portrait*.
3. Select a tab template. For more information on tab templates, see page 203.
4. Go to the Layout tab, and enter a name and ID for the tab.

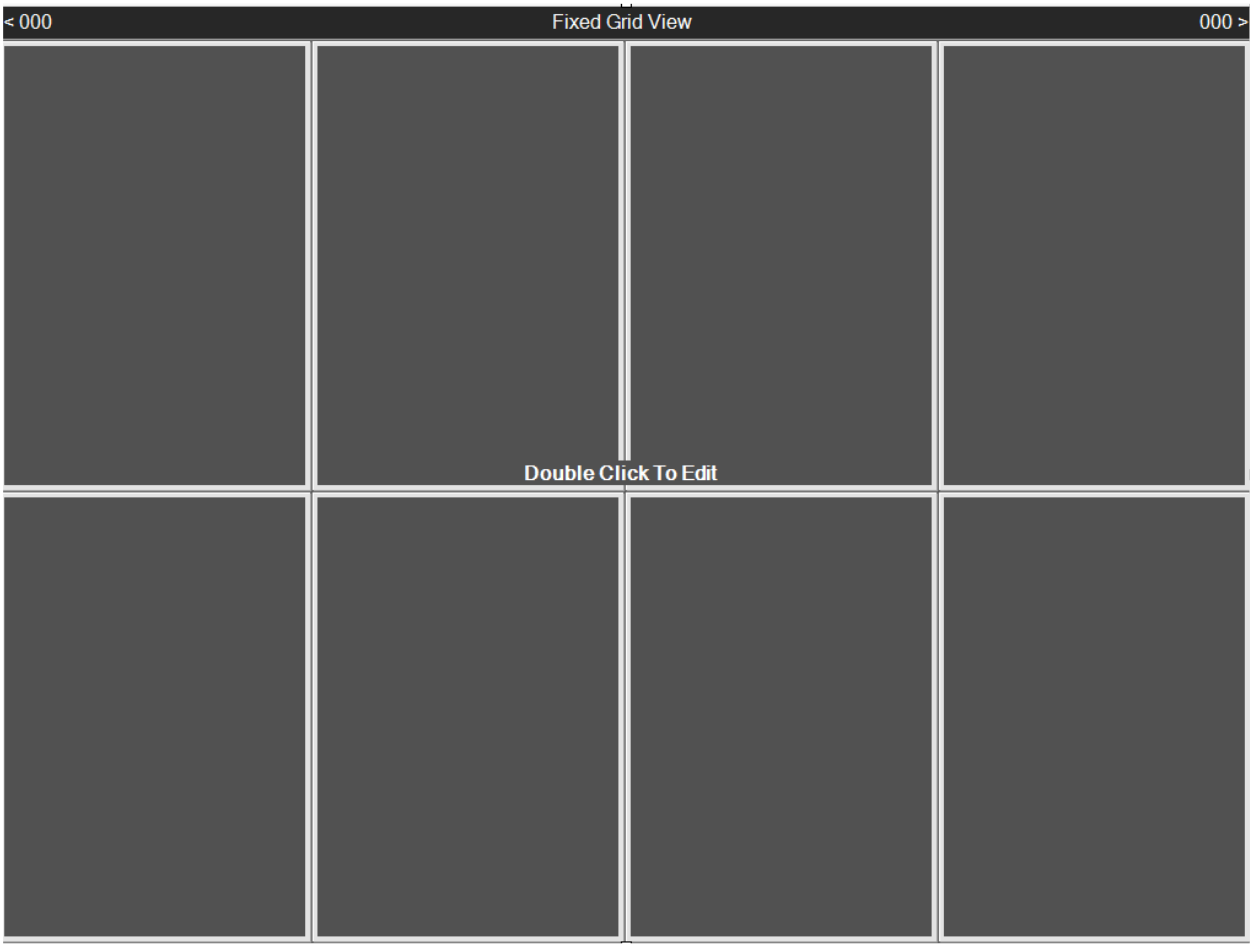


***Note**: If you are not dividing your view into tabs, this name and ID will not appear anywhere on the view.
To add tabs, select and give each tab a name and ID. Notice in Figure 11.4, when you add, it defaults to the name *Default Tab*.



***Note**: Regardless if you are setting up a single view or a view with multiple tabs, the following steps apply. If, however, you are setting up tabs, you will need to perform these steps for each tab you add.

5. Select a view and drag and drop it into the area to the right.



Routing views – These determine the way items get sent from a POS system to a kitchen station. Routing views for GRDS stations include Line Item, Flex Item, Fixed Grid, Flex Grid, and AccuPrep.

Recipe – Use this view if one of the station views will be dedicated to a "base" URL location for the home page of your Recipe View, ConnectSmart TeamAssist, or third-party recipe viewer. From that home page, you can select different links which can be pages for recipes or simply images of recipes. The URL is managed or created by the end user. Recipes can also include preparation *Notes for a menu item, including ingredients, quantities, and assembly instructions.

Web – Use this view if you want to access the internet from one of the views. Restaurants may want to include their home page to this view.

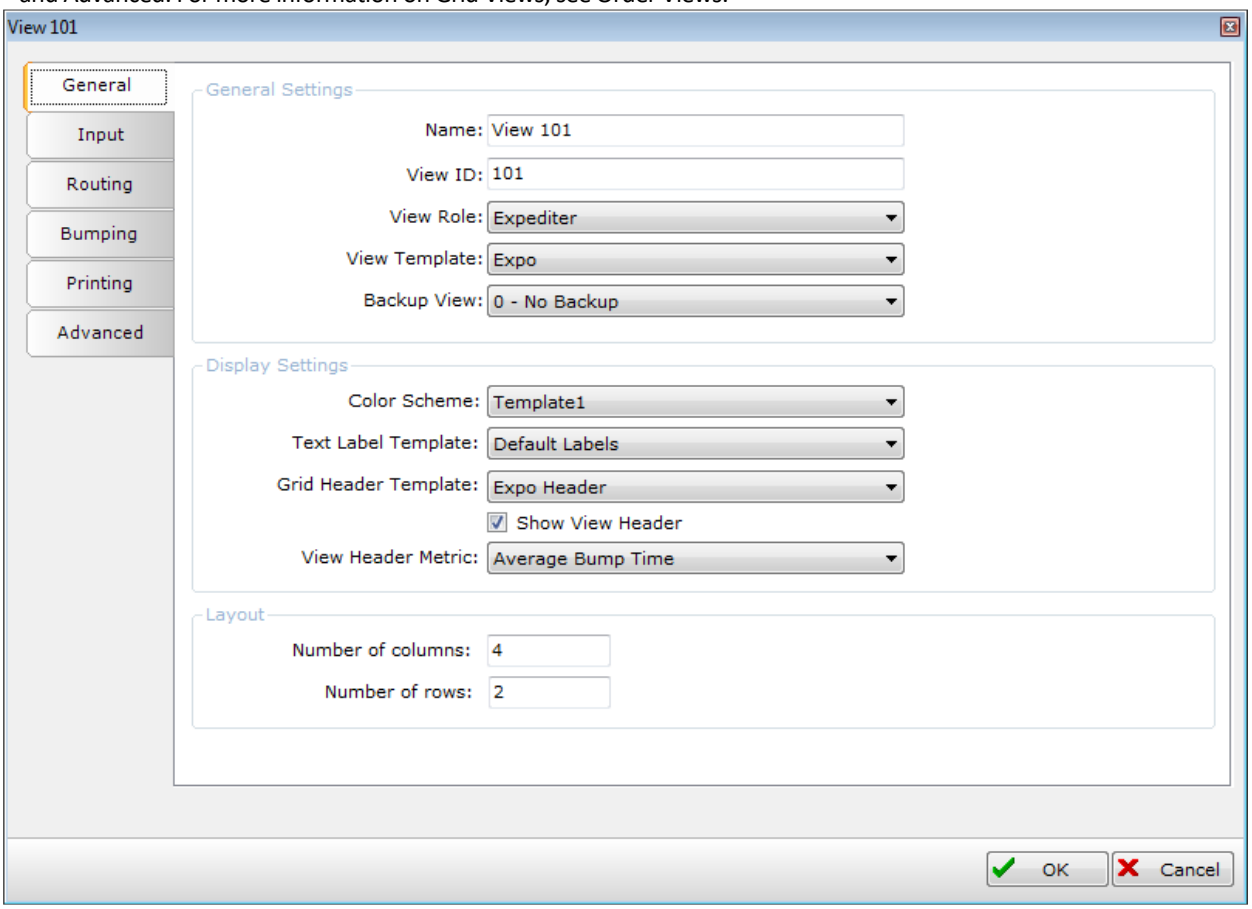
Spy – Use this view if you want to create a view that exactly mirrors another view. Think of it as a copy of an existing view for the purpose of review. For example, a manager wants to see activity on a grill view in the kitchen, the spy view allows them to see the contents of that grill view without actually having to go to that view's station.

***Note**: If you select Web as a view type, keep in mind there may be links that redirect to a new window as a pop up. While capable, Display Client stations are not designed to be a means of opening a new Internet Explorer window and taskbar, partially since employee use of the web for non-work reasons could affect restaurant efficiency.

Double-click inside the newly created view. The View Editor appears.

View Editor - Grid (Order) Views - GRDS

The View Editor includes six tabs for both Fixed Grid and Flex Grid view types: General, Input, Routing, Bumping, Printing, and Advanced. For more information on Grid Views, see Order Views.



If applicable, edit the view name, which is the default name assigned to each view when it is created. If applicable, edit the ID. This ID must be a unique value for each view. If you change the view ID to view ID that is already being used, a message appears saying the view ID entered has already been assigned to another view.

1. Select a view's role: Expediter, Prep, Assembler, or OrderReady station.

Expediter stations (expo stations) generally show the entire order. This allows you to view the status of each order and sort the orders according to their status. Typically, order views are expo stations and item views are prep stations. This is the default role for Fixed Grid and Flex Grid views.

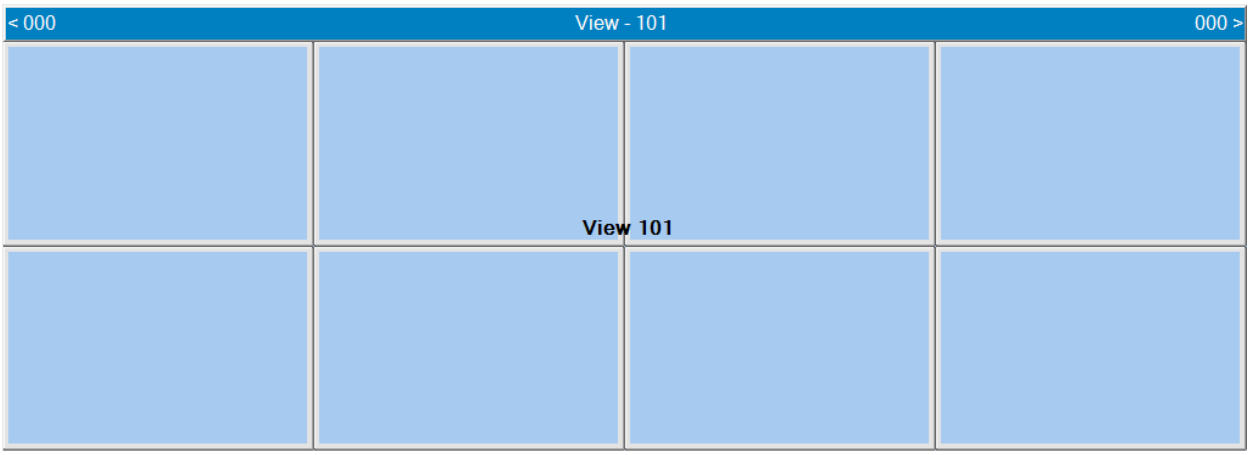
Prep stations generally show items from orders that are being prepped specifically at that location. For example, you may have grill, fry, and salad stations in your kitchen. The items specific to that station are the only ones that appear on their respective displays. When a cook bumps an item off their prep station, the color attributes of an order can change at the expo station.

Assembler stations are intended to act as a "middle expo." They are typically order views. They allow an order to become "prepared" prior to becoming "assembled" at the expo station.

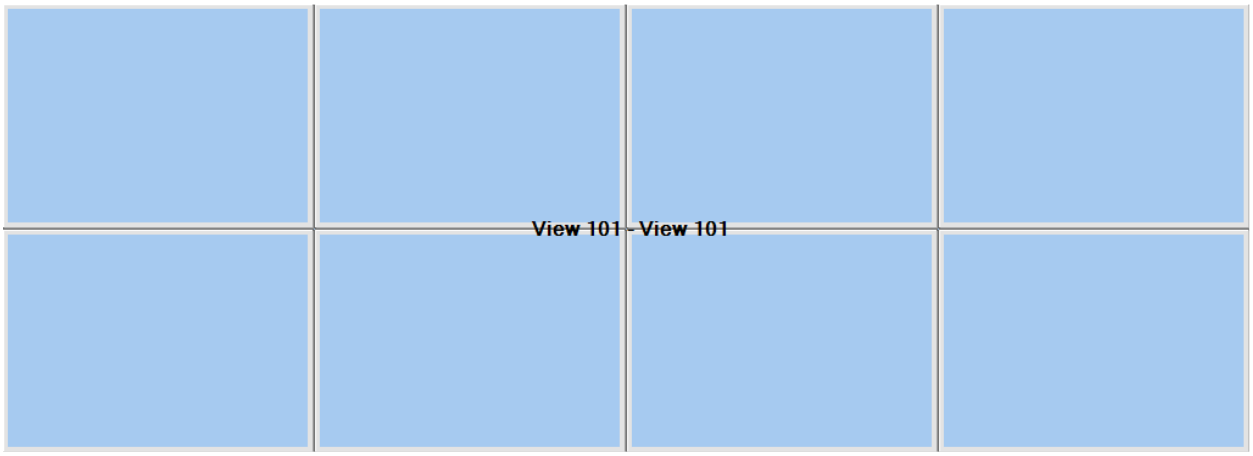
OrderReady views are customer-facing displays designed to display order level information for orders that are currently in progress and/or completed and ready to be picked up by the customer. The order level information displayed can be any or all of the order level details provided by the POS including customer name and order number as well as the elapsed time since the order was first entered or prepared.

Select a view template. These are created on the Order View Templates form. See page 97.
***Note**: If a view's View Template ID has been deleted, is undefined, or does not correspond to a valid template ID, the View Template defaults to the first available (lowest-numbered) view template in the dataset even if that is not template ID 1.
3. Select whether or not the view will have a backup view. When a view is marked as down or inactive, DineTime Host will attempt to place orders from this view onto its backup view. This provides for operational redundancy if a display unit fails. To disable the backup feature for a view, select the current view as the backup view. DineTime Host will detect that the current view and the backup view are the same and will not attempt to place orders on a backup view.

***Note**: To function correctly, the backup view must be the same type of view as your main view. For example, only an expediter station can back up an expediter station, and only a prep station can back up a prep station.
4. Select a color scheme. See the GRDS Color Schemes form.
5. Select a text label template to assign to this view. Text tables are a group of text labels that are defined on the Text Labels form.
6. Select a grid header template. See *Grid Header Templates*.
7. Select whether or not you want the header to appear on the view.



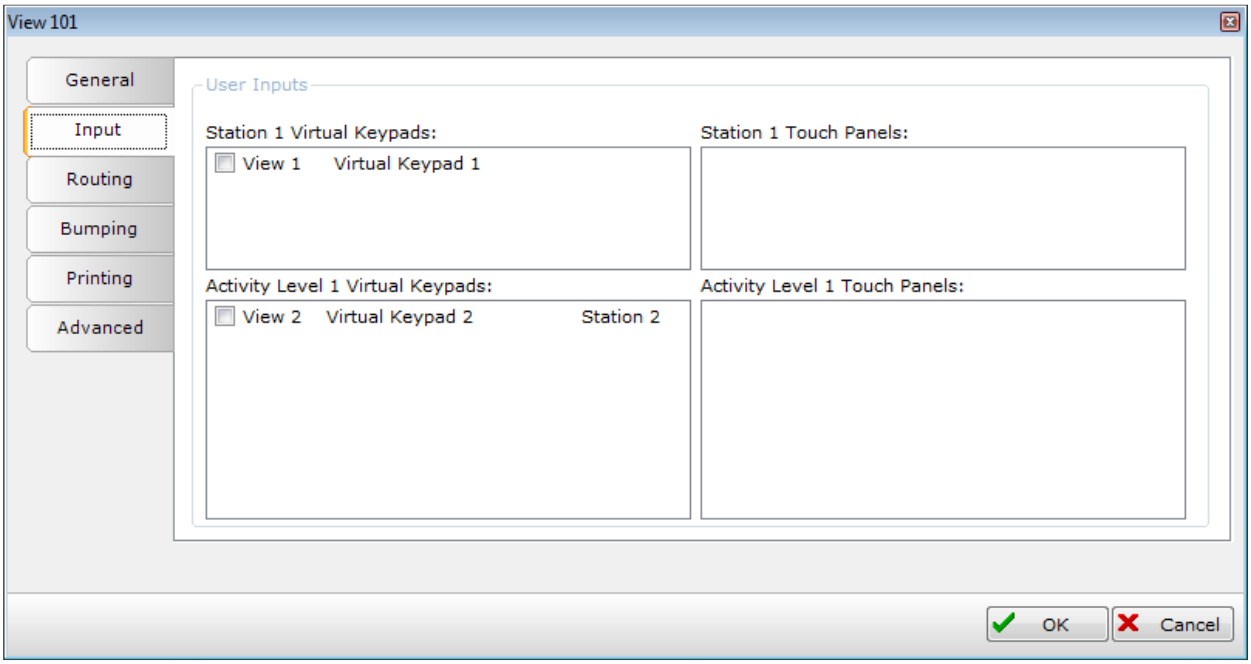
View with header



View without header

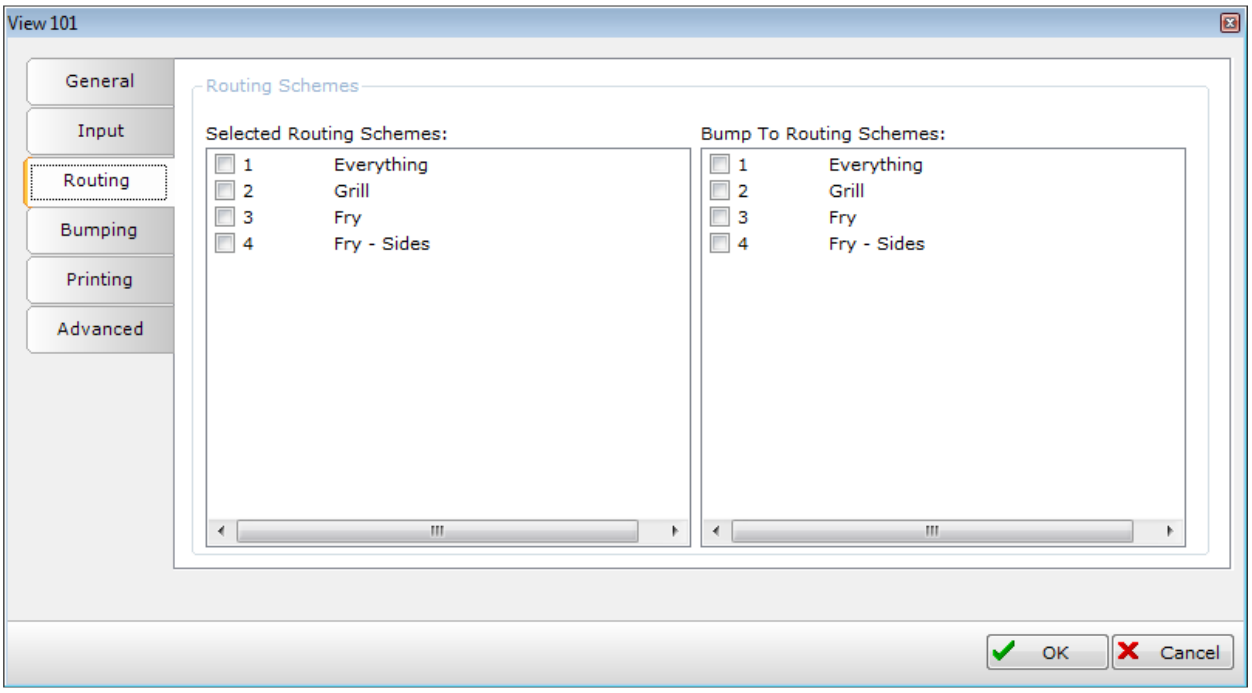
If you select *Show View Header*, select a view header metric which determines how the header will be defined. Your view role determines your options.
If your role view is Expediter or Assembler, select None, Average Bump Time, Average Expediter Time, Average Prep Time, Moving Average Bump Time, or Moving Average Expediter Time.
If your view role is Prep, select None, Average Bump Time, or Moving Average Bump Time.
9. Select the number of columns, up to 99, of order cells you wish to display. The preview reflects the changes.
10. If you are setting up a Fixed Grid view, select the number of rows, up to 3, of order cells you wish to display.

***Note**: The Number of rows field does not appear for Flex Grid views.



View Editor – Printing tab – Fixed Grid

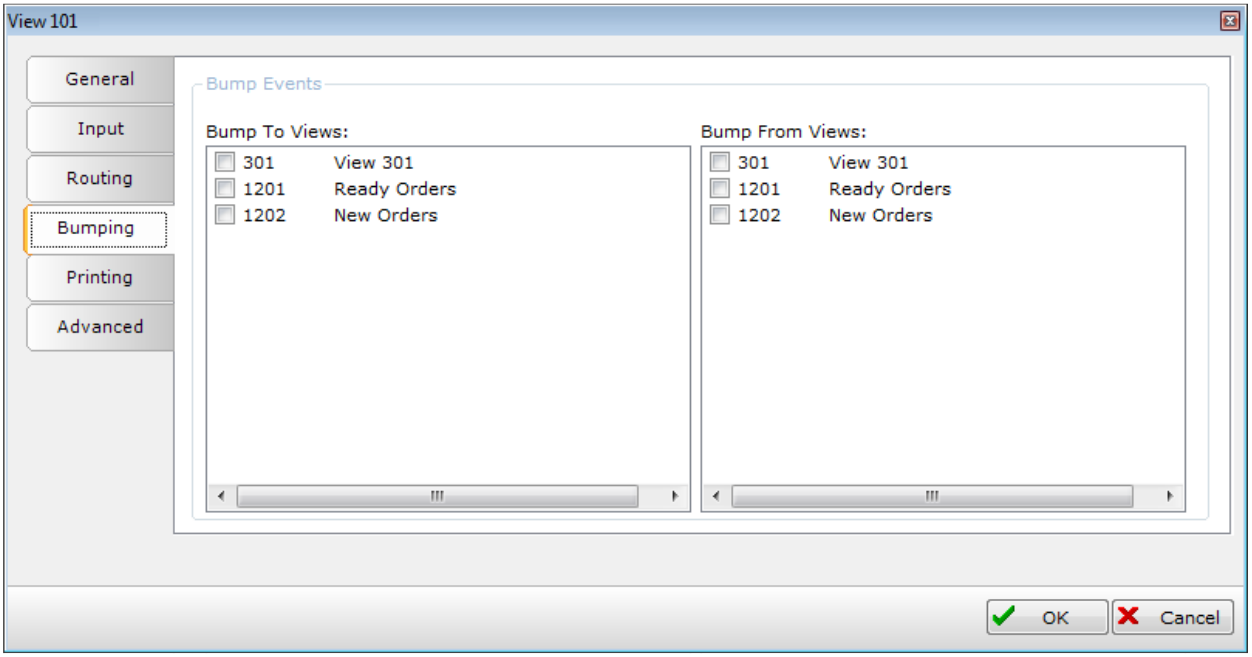
Select any virtual keypads to apply to this view. On the View Editor form, the top section only shows VKPs that are assigned to the current station. (This is done in the Physical device ID field on the Virtual keypads form.) The lower section shows all VKPs that exist in the current Activity Level. For more information on VKPs.
12. Select any touch panels to apply to this view. If you are creating a new station, no touch panels will appear in the Touch Panels section in the top right of the form until you drag and drop them into place in the GRDS Video Station Builder. The Activity Levels Touch Panels section at the bottom right includes all available touch panels assigned in that activity level. For more information on adding touch panels.



View Editor – Routing tab – Fixed Grid

In the *Selected Routing Schemes* section, select the routing scheme that you want to route to the station. In the *Bump To Routing Schemes* section, select a routing scheme to bump an item/order to.

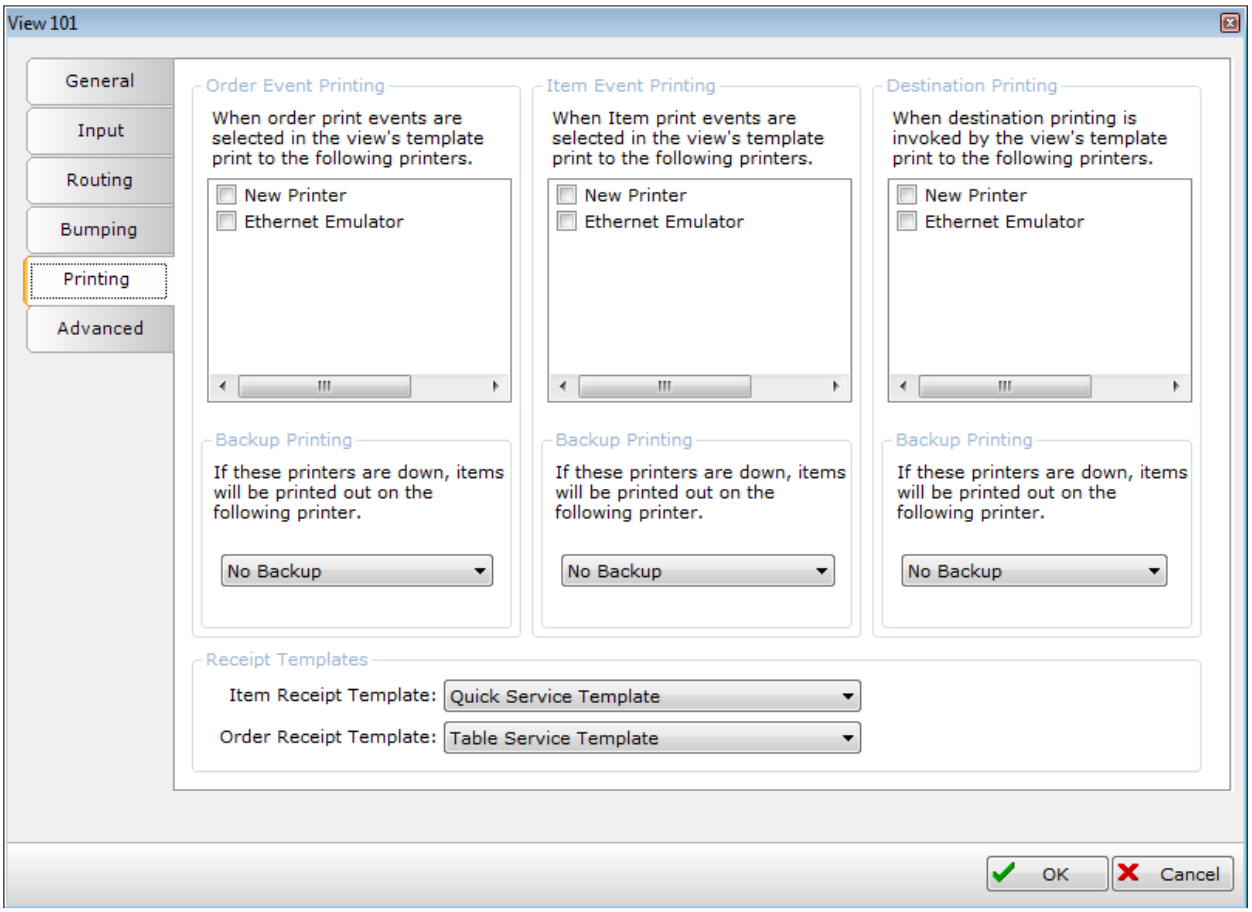
For example, if Station 1 has 'RoutingScheme1' selected under *Bump To Routing Schemes*, and Station 2 has 'Routing Scheme1' included in its *Selected Routing Schemes*, once the order/item (that was routed via a different routing scheme that included items not in RoutinScheme1) is bumped from Station1, it will appear on Station2 and any other view that has RoutingScheme1 configured under *Selected Routing Schemes*.



View Editor – Bumping tab – Fixed Grid

Select which views to bump to and from.
Bump To Views – When an item bump is received from a virtual keypad, the item will be bumped to a specific view or multiple views.
***Note**: Since you cannot bump an order from an Order view to an Item view or to an AccuPrep view, view IDs of the Item and AccuPrep stations will not appear in the Bump To Views section.

Bump From Views – Bumps the same order off the selected view(s). Both order and item views are included in this list. For instance, your views might include Grill Prep, Fry Prep, *and* Drive Thru Expo.
For example, if you want to configure a specific routing scheme to route to Station 1 but want the order/item to appear on Station 2 after it is bumped from Station 1 (and the same item routing scheme is not configured to route to station 2), select the view to bump to in the *Bump To Views* section. If you want to bump an item/order from Station 2 automatically when it is bumped from Station 1, go to the View Editor on Station 1 and select Station 2 in the *Bump From Views* section.



View Editor – Printing tab – Fixed Grid

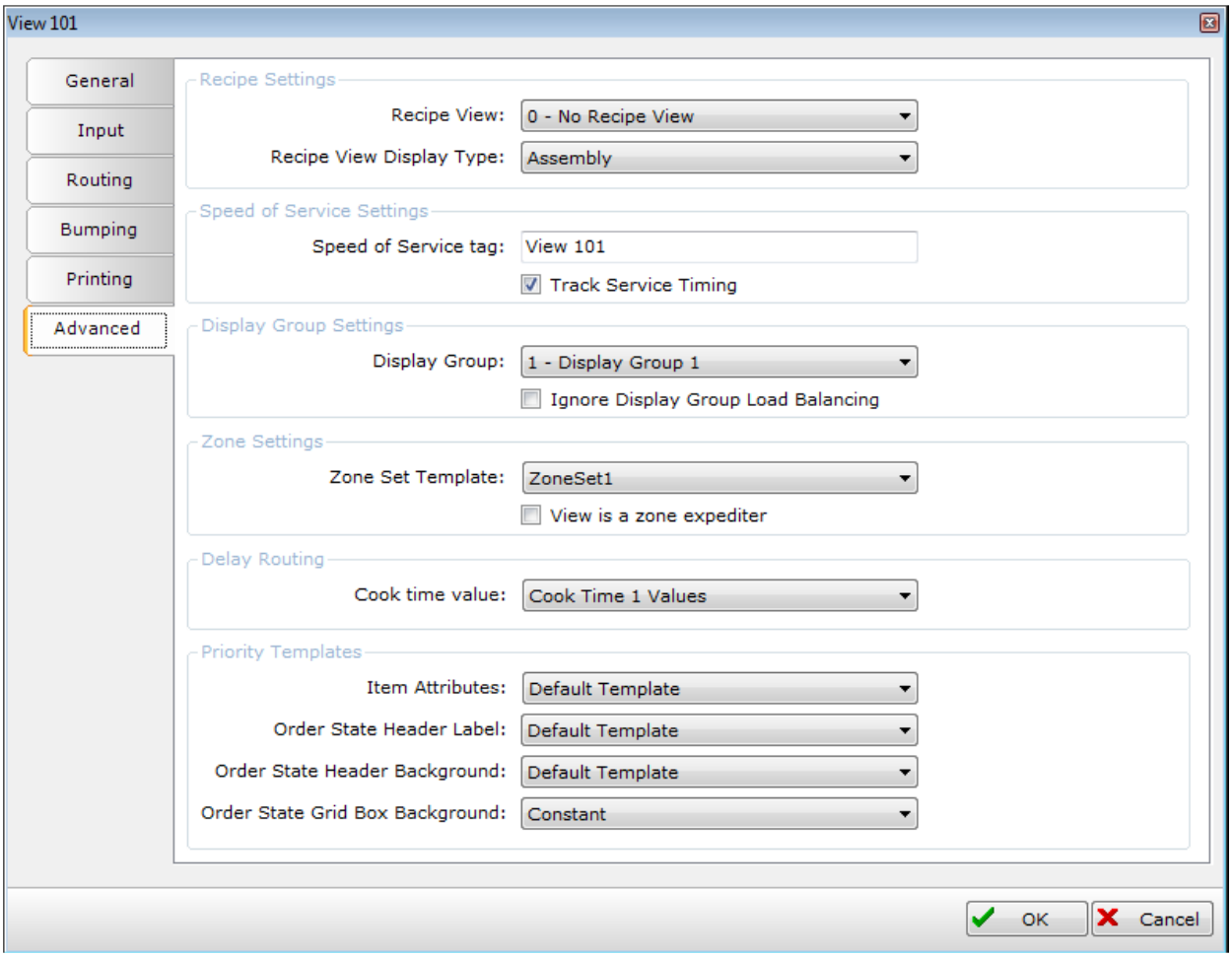
15. For Order Event Printing, select the printers you want to use. Event printing is defined on the Printing tab of the Order View Templates form. Order event types are *Print receipt when an order is bumped* and *Print receipt when order is prepared*.

16. For Item Event Printing, select the printers you want to use. Event printing is defined on the Printing tab of the Order View Templates form. Item event types are *Print receipt once all routed items have been tagged by user*, *Print receipt when all items routed to view are prepared*, and *Print receipt when item is tagged.*

17. For Destination printing, select the printers you want to use. Destination printing is only available for destinations that are defined elsewhere in Kitchen Builder Pro.

18. Select backup printers order and item events. Backup printers are used if it goes down. Any items on the station will be sent to the printer along with any future items destined for that station.

19. Select a default printer. Default printing defines the printer that prints receipts based on any other action such as a pre-configured print receipt key on a keypad or bump bar or through the Printing base action, which is activated by a keypad/bump bar key or a touch button.
20. Select an item receipt template.
21. Select an order receipt template. For more information on receipt templates,



View Editor – Advanced tab – Fixed Grid

22. Select a recipe view if you want to use the Recipe View button on a keypad. A recipe can be called up by selecting (highlighting) the item on a display and pressing the Recipe View button on the keypad bump bar.
23. For Recipe View Display Type, select *Assembly* or *Prep*.
Assembly: Users of this presentation style are usually expediters who need to plate or "assemble" food a certain way before it is given to a customer.
Prep: Users of this presentation style are usually cooks and kitchen employees who must know ingredients and preparation specifics.
24. Enter a speed of service tag. With the speed of service tag, you can create a common identifier in the speed of service timing record for one or more views. The text that is entered in this tag will be saved in the actual speed of service record for order/items that are bumped from this view.

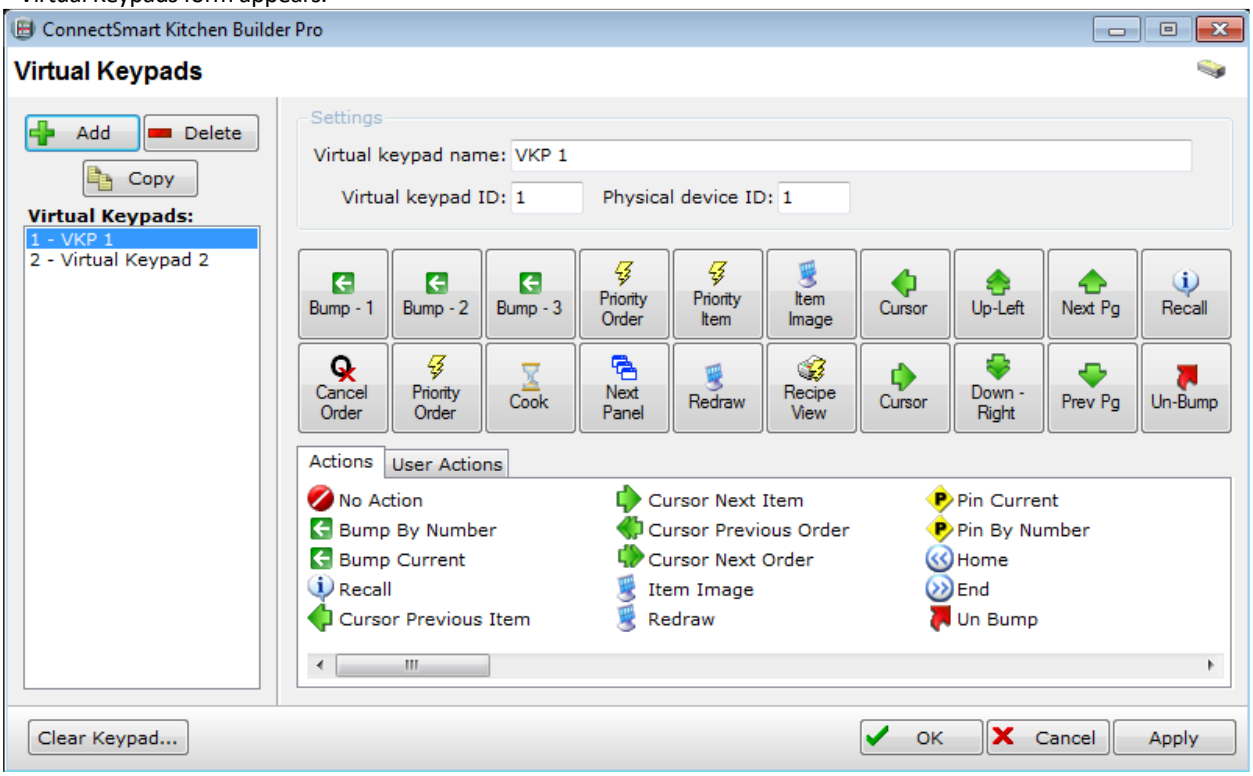
Some common values for the speed of service tag include "Grill" and "Fryer" to designate prep displays associated with each. Another option may be to set the value to displays associated with a particular restaurant concept like "Burger Bungalow" and "Pizza Palace."

25. Select *Track Service Timing for View* to track Speed of Service data for each view. Selecting this option filters out all spy (also known as phantom or mirror) views and views used for advanced purposes such as routing and printing.
26. Select a display group. The display group value allows you to associate one or more prep stations with an expo station. This concept is useful in kitchens with separate cook-lines and in restaurants with multi-concepts and prep areas. If no display groups are configured, all of the views will automatically belong to the same display group. These are created on the Display Groups form. See page 10.
27. Select *Ignore Display Group Load Balancing* if you do not want zone set load balancing to occur on this view. That means this view does not factor into load balancing calculations.
For a load balancing example, say you have two Grill views that you want to balance, but you also want the orders to stay together on each of the Grill views. Thus, you only want to include the Grill views for load balancing and not have any other routed items impact the balance between the two grill views (e.g. an order with 10 fry items would have no bearing on the load balancing). In this case, you would select *Ignore Display Group Load Balancing* on all views except the Grill views.
In another example, you have two separate lines with Consolidator and Pastry on each side, but you also have a single Coffee view, and you do not want Coffee items to have any bearing on load balancing calculations. In this case, you would select *Ignore Display Group Load Balancing* only on the Coffee view.
28. Select a zone set template. The view will follow the behavior of the zone set that is selected. For more information on zones, see page 51.
29. Select *View is a zone expediter* to activate zone functionality on the view. This will ensure that the zone counts are properly decremented when orders/items are bumped.
30. Select which Cook Time value will be used for the view. Cook times are set up on the Item Categories form (see page 67), and you can assign an item more than one cook time, which, essentially, delay routes itself.
31. Select an item attribute priority template. For more information on item attribute priority templates, see page 141.
32. Select an order state header label. See *Order View States Priority Templates* on page 121.
33. Select an order state header background: *Constant* or *Default Template*.
34. Select an order state grid box background: *Constant* or *Default Template*.
35. Select **OK**.

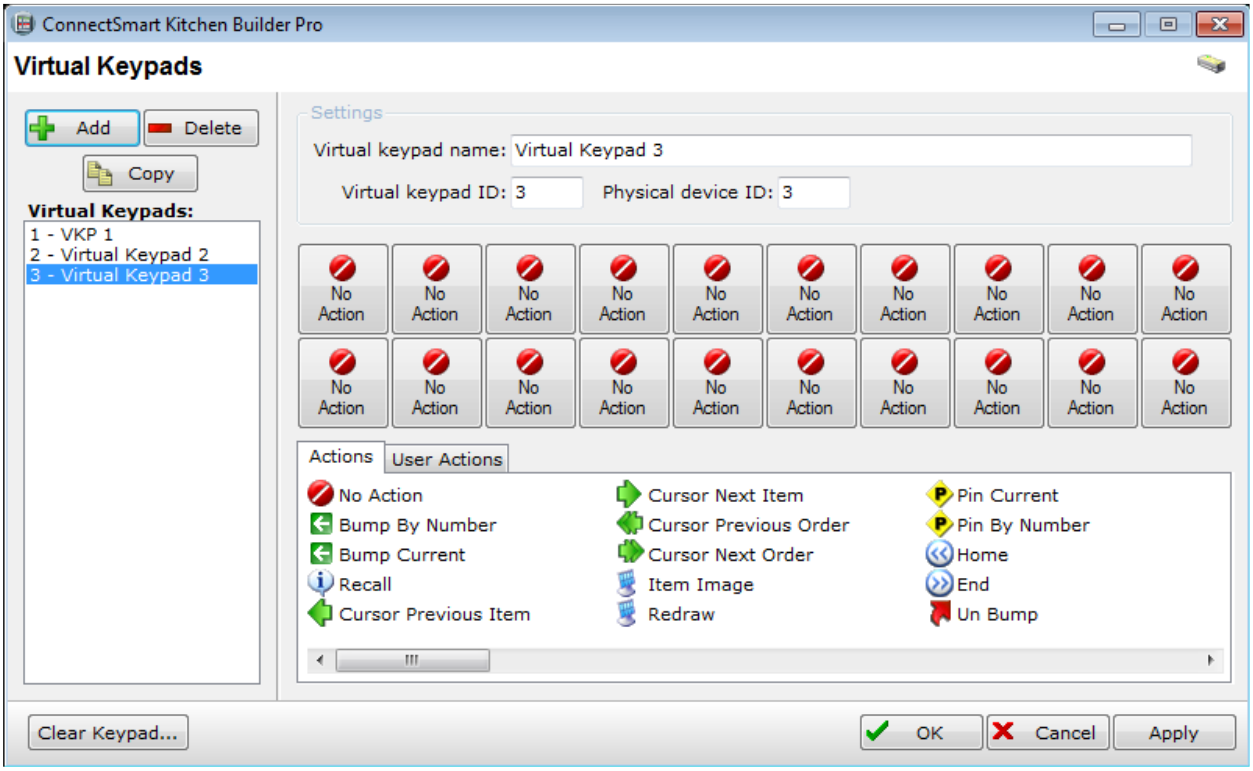
Virtual Key Pad Configuration

Introduction
This chapter discusses the setup of virtual keypads.

A virtual keypad (VKP) is a logical collection of 20 actions that can be assigned to a physical keypad (bump bar). Typically no more than two VKPs are assigned to one physical keypad. In most cases, several keypads at any given site will contain the same set of functions.
Begin the process of adding VKPs by selecting **Activity Level**s→**Virtual Keypads**→**Click to add Virtual Keypad…**. The Virtual Keypads form appears.



Select '+Add' to create a new keypad template. Default values are assigned to the keypad when it is created.



Virtual Keypads form – Showing a blank, new keypad template just added

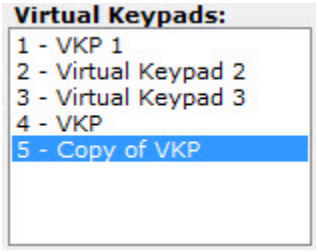
Each view gets its input from what is called a virtual keypad. A virtual keypad (VKP) is a logical collection of 20 actions that can be assigned to a physical keypad (bump bar). Typically no more than two VKPs are assigned to one physical keypad. In most cases, several keypads at any given site will contain the same set of functions.

To add a VKP
Go to the Virtual Keypads form.

Click **Activity Levels** **Virtual Keypads** **Click to add Virtual Keypad...** (or click an existing virtual keypad to edit its settings).

2. Click 'Add'. Default values are assigned to the keypad when it is created.

   You can also create new virtual keypads by selecting an existing keypad in the list and clicking Copy. For example, if you select VKP and click Copy, another keypad named Copy of VKP appears. The new virtual keypad uses the next available ID.



– Example of a copied virtual keypad

3. Enter a name for the VKP.
4. Enter an ID for the VKP. The VKP ID should be a unique number. No two VKPs can have the same ID. This means you can create consistent configurations across activity levels or different databases altogether.
5. Enter an ID for the physical device. This reflects the ID of the kitchen station that the keypad will be physically attached to.

Note: When you add a new VKP, the Physical Device ID automatically increments by 1 (to the next available ID), but you can manually edit the device ID so that more than one VKP can be assigned to the same physical device. The device assigned here is reflected in the top section of the Input tab of the View Editor form, which shows VKPs that are assigned to the current station.

The template keypad grid represents the physical device (keypad or bump bar). When a key has no action assigned, a grayed out “No Action” appears on the key. When a key has a valid action assigned, the action text and icon appears on the key. Actions can be dragged from either the Actions or User Defined Actions tabs. Actions can also be dragged from one key to another.

The two rows on the keypad grid correspond directly to the two rows on a keypad or bump bar. On a keyboard, the top row of the grid corresponds to keys 1, 2, 3, 4, 5, 6, 7, 8, 9, 0, and the bottom row corresponds to keys A, B, C, D, E, F, G, H, I, J.

6. Assign system and/or user actions to a keypad by selecting the desired system action from the Actions or User Actions sections and dragging it over and dropping it on the target key. Actions can also be dragged from one key to another.

There is a standard group of system-defined keypad actions that appear on virtual keypads. The following examples represent some frequently used actions. For a complete list of actions, see Base System Actions.

- No Action
- Bump By Number, Bump Current. etc.
- Recall
- Item Image, Redraw
- UnBump
- Summary Table, Summary Table By Number, Item Summary, AccuPrep Cooking Summary, etc.
- Next AccuPrep Panel
- Pass Order

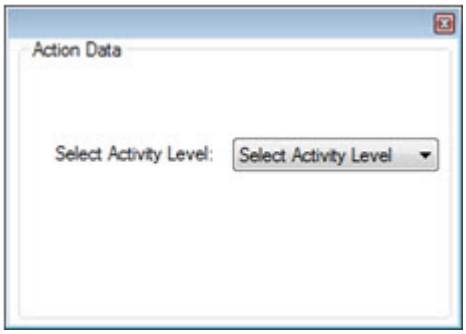
Touch screen forms appear on the display if you select the following base actions: Change Table Form, Order Lookup Form, Order Combination Form, Waste Form, Drop In Bin Form, Cook Bin Item Form, and Use Bin Items Form. These forms allow you to quickly find and jump to a check on an Order View display.

User actions are created on the User Actions tab of the Kitchen Actions Settings form.

If you select Bump by Number, Pin By Number, Print Number, Bump By Number On All, Item Summary, Next Action By Number, or Tab By Number, an action data form appears.

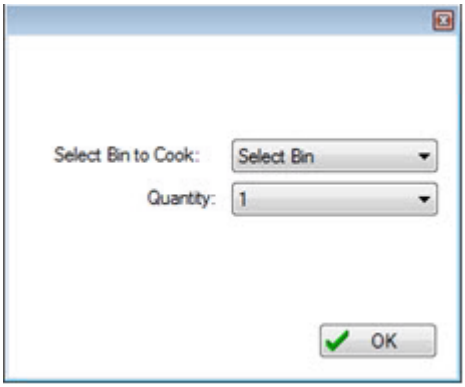
Select a number 1-15.

If you select *Activity Level*, an action data form appears.



Select an activity level.

If you select *Cook Bin Item*, *Waste*, *Drop In Bin*, or *Use Bin Item*, an action data form appears.



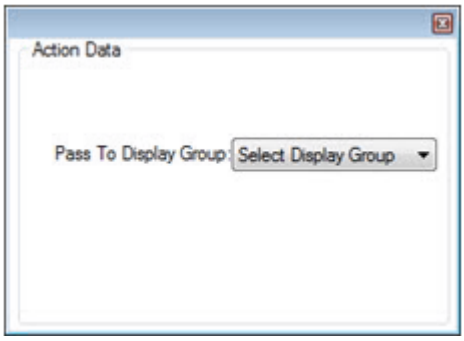
Select a bin and enter a quantity. If you fail to select a bin from the Select Bin to Cook drop-down before clicking OK, an error message appears.

If you try to drag a bin-related base action onto a button but do not yet have any bins defined in Kitchen Builder, an error message appears.

If you select *Summary Table By Number*, an action data form appears.

Select a summary.

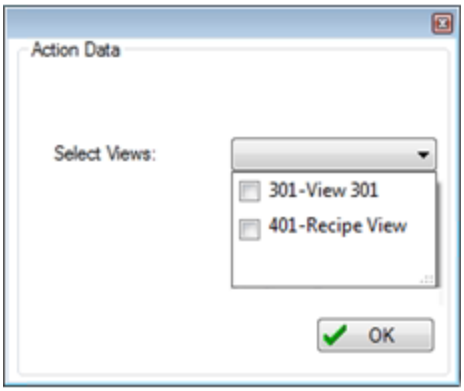
If you select *Pass Order*, an action data form appears.



Select a display group.

If you are using display group load balancing, you can utilize pass order regardless of the number of expos you are using.

If you select *Bump Current To Views*, an action form appears.



Select one or more views.

An entire set of actions can be dragged onto the keypad grid by accessing the templates tab and dragging an entire template onto any key on the grid. Or, by selecting a template from the Templates tab and clicking **Apply Template**.

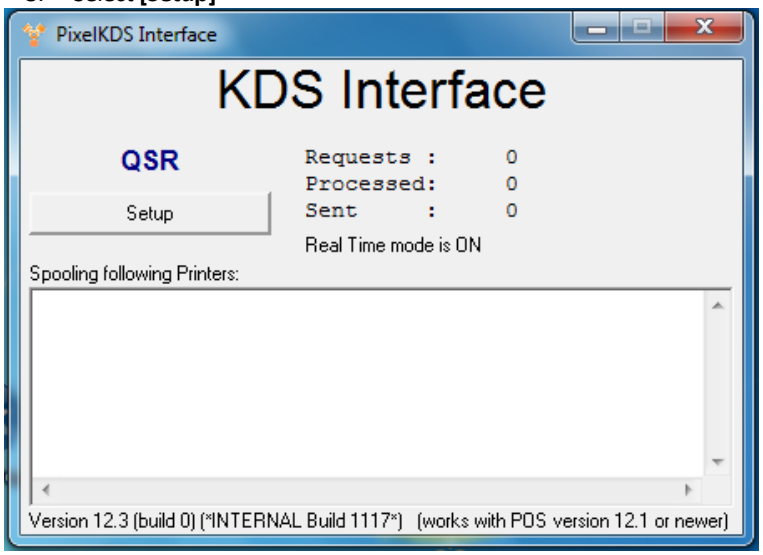
7. Click **OK**.

Click **Clear Keypad** to clear every key on the current keypad and replace it with no action.

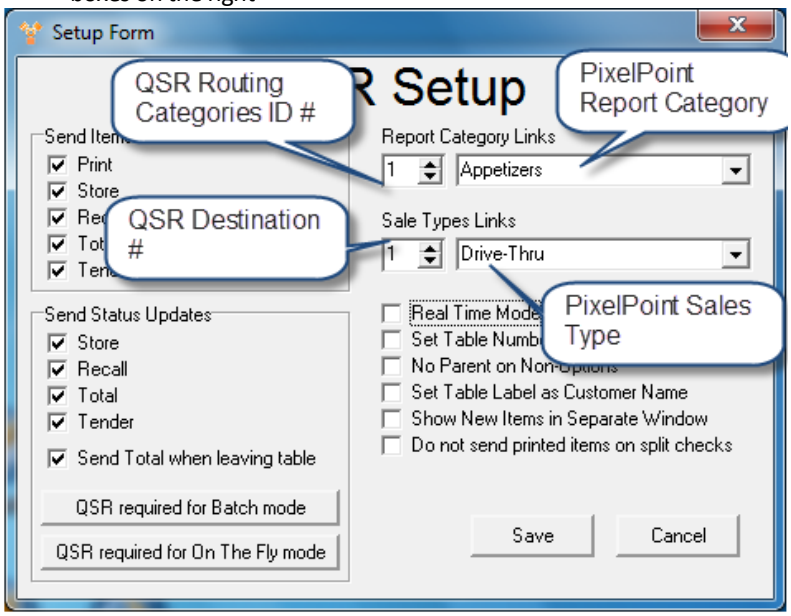
6. PixelKDS.exe Configuration

PixelKDS acts as an interface between PixelPoint POS and the QSR KDS. You need to configure PixelKDS to work with QSR's software. To do this:

1. Run PixelKDS.exe from the PixelPOS folder.
2. Double-click the windmill icon in the system tray to maximize the program.
3. Select **[Setup]**



4. Set up report category links and sales type links by using the up/down arrows on the left and the drop-down boxes on the right



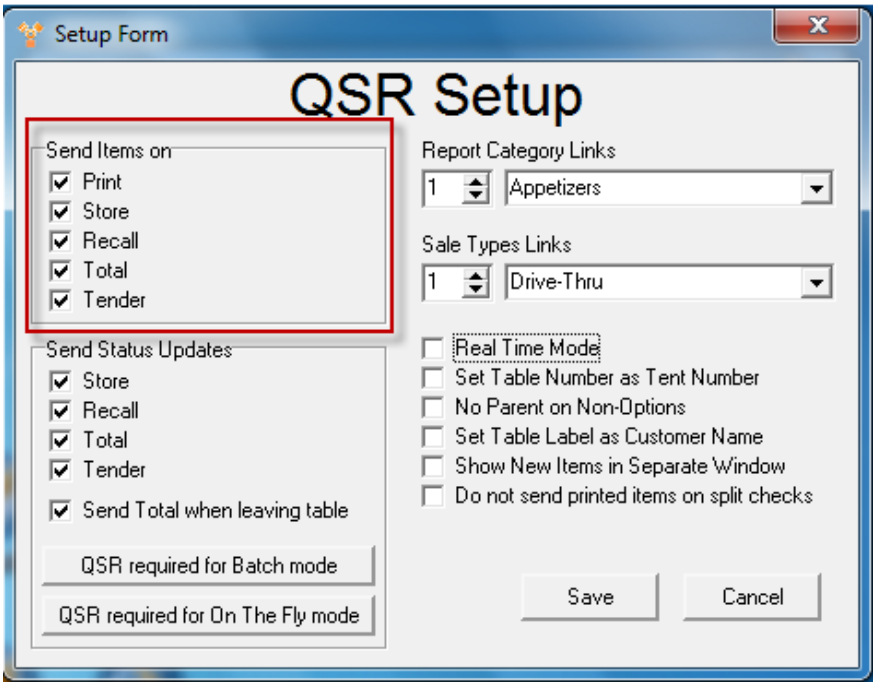
   - The Routing Category # on the left must match the Report Category on the right (as configured in the Routing Categories section of QSR KDS Builder PRO (See "QSR Software Configuration")).

- The Destination # on the left must match the Sales Type on the right (as configured in the Destination Groups section of QSR KDS Builder PRO (See "QSR Software Configuration")).

5. Save changes.
6. Reboot "PixelKds.exe".

Send Items On

The top-left corner of the PixelKDS Setup screen has four "Send Items on" checkboxes, all of which are selected by default. These checkboxes allow you to configure when in the ordering process items are sent to the KDS. Ordered items will always be sent to the KDS on tender, no matter which of these options are selected.



Print

The order will display on the KDS whenever the POS prints to a receipt printer.

Store

The order will display on the KDS when the **[Save Check]** or **[Leave]** functions are used.

Recall

The order will display on the KDS when the **[Get Check]** function is used, or when the table is re-opened in some way.

Total

The order will display on the KDS when the **[Finish]** function is used.

Tender

The order will be display on the KDS when payment method is applied.

All of these checkboxes are selected by default, meaning that PixelKDS will send all store, recall, and total orders to the KDS. Ordering items will always be sent to the KDS on tender, no matter which checkboxes are enabled.

If a site requests that it be done, a licensed technician can prevent PixelKDS from sending particular or all store, recall or tender items by deselecting these checkboxes.

Note: These options do not apply when Real Time mode is enabled. See "Real Time Mode" for more information.

Send Status Updates

The checkboxes in the Send Status Updates section allow you to configure which order status updates get sent to the KDS. Tender status updates are always sent.

Store

The status will be updated when the **[Save Check]** or **[Leave]** functions are used.

Recall

The status will be updated when the **[Get Check]** function is used, or when the table is re-opened in some way.

Total

The status will be updated when the **[Finish]** function is used.

Tender

The status indicating that the payment method has been applied in the POS.

Send Total when leaving table

The POS will send Amount Due to the KDS when any of the following functions are applied: [Save Check], [Leave], or [Finish]. This works in conjunction with the send status updates being enabled for STORE, TOTAL, or TENDER. Use QSR's KDS Builder PRO to configure the

amount due to display on the KDS screens. Refer to QSR documentation or contact them for more details.

More PixelKDS Options

Real Time Mode

Enables/disables Real Time Mode. See Section 5, Real-time Mode (Page 12), for more information.

Set Table Number as Tent Number

Converts the table number and sends it as a tent number. Enabling this checkbox can help to accommodate systems that need the POS to send a 'tent' number instead of a table number.

No Parent on Non-Options

Products that do not have an "Option (ie Hold)" 'Product Type' will not be associated with a master parent item, even if they are answers to forced questions, or in other circumstances where the POS would ordinarily indent them on the Item List.

Set Table Label as Customer Name

Uses the label on the check (if there is one) as the customer name (on the KDS).

Show New Items in Separate Window

Displays items that are added on to a stored transaction in a separate window on the KDS monitors, instead of applying the added items to the previous transaction window. Note that this checkbox is disabled when 'Real Time Mode' is enabled; this feature does not apply with Real Time Mode's functionality.

Do Not Send Printed Items on Split Checks

Prevents items which have already been printed from being re-sent to the KDS when check is split.

QSR Automation Mode Settings

It is recommended by QSR Automation that one of the following options be applied when configuring PixelKDS.exe. These options will include more information that will be required by QSR Automation support if the customer requires QSR Automation to investigate or troubleshooting issue with QSR Automation software. These options are not required by PixelPoint POS to run the interface between POS and QSR KDS.

QSR Required for Batch Mode

This option can be applied if the customer site is using Batch mode (Non Real Time) environment.

QSR Required for On the Fly Mode

This option can be applied if the customer site is using Real Time environment.

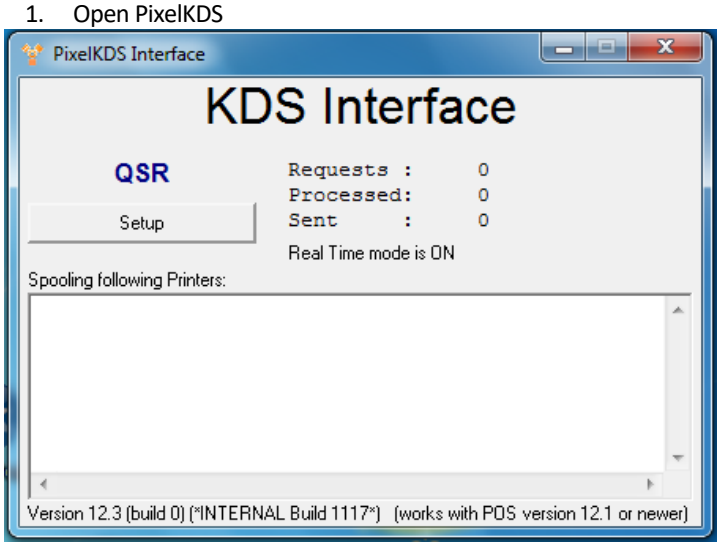
Real-time Mode

Real Time Mode shows items on the KDS screen(s) as soon as they are ordered and added to the guest check. PixelKDS can be run with Real Time Mode on or off.

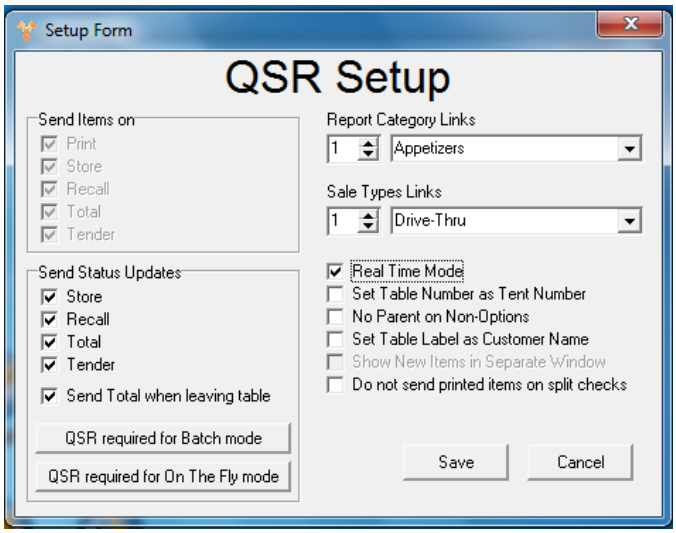
Enabling Real Time Mode

To enable Real Time Mode:

1. Open PixelKDS



2. Select **[Setup]**.
3. Within Setup, select the Real Time Mode checkbox as well as the bottom button labeled "QSR required for On The Fly mode".
4. Save changes, and restart PixelKDS

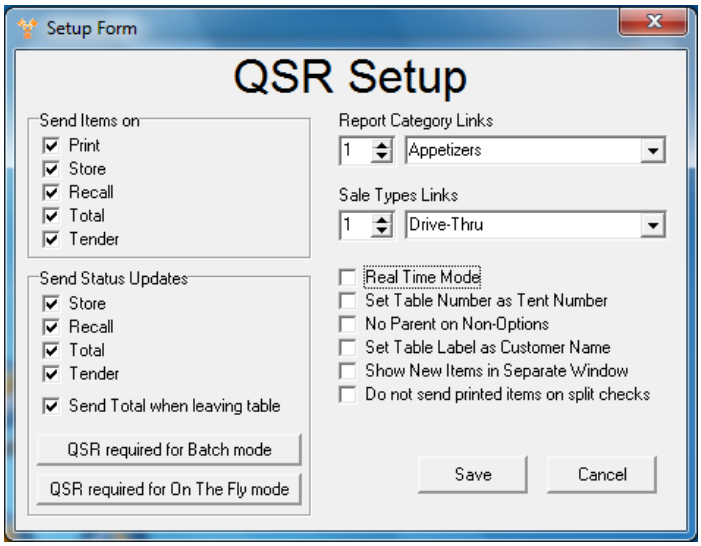


Disabling Real Time Mode

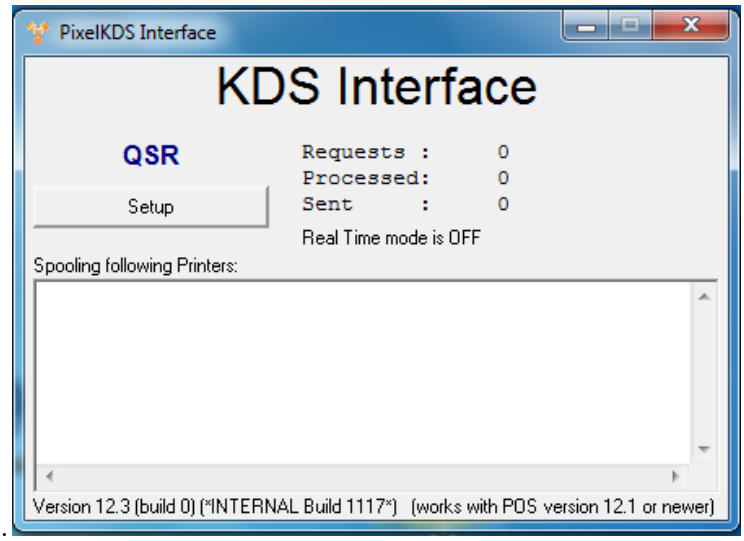
When Real Time Mode is disabled, items appear on the KDS screens when they are sent to the kitchen, not when they are added to the guest check. To properly disable Real Time Mode, you must disable the 'Real Time' checkbox in PixelKDS. Follow the steps below.

To Disable Real Time Mode:

1. Open PixelKDS.
2. Select **[Setup]**.
3. Uncheck the 'Real Time' checkbox



4. Select [Save].
5. Close PixelKDS.
6. Restart PixelKDS


PixelKDS Interface
KDS Interface
QSR
Setup
Requests : 0
Processed: 0
Sent : 0
Real Time mode is OFF
Spooling following Printers:
Version 12.3 (build 0) (*INTERNAL Build 1117*) (works with POS version 12.1 or newer)