

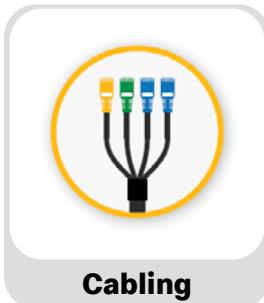


OTP Reference Guide

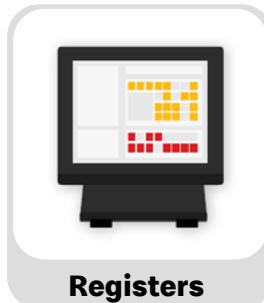
Choose a topic to learn more:



Network 4.2



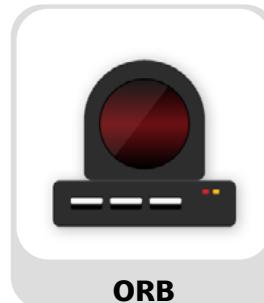
Cabling



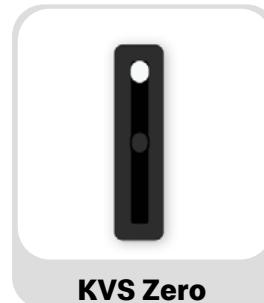
Registers



Kiosks



ORB



KVS Zero



Cashless



NewPOS



MyStore



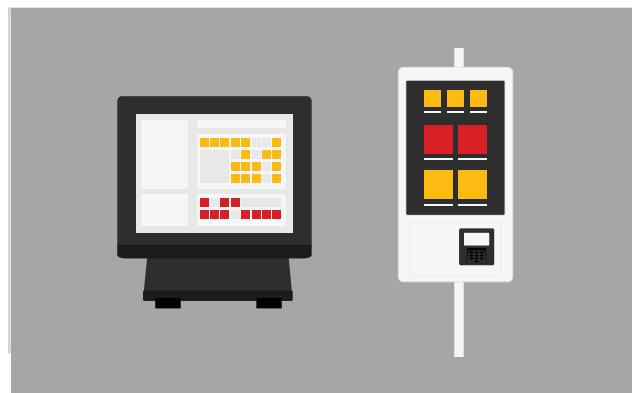
Troubleshooting

Network 4.2

Network 4.2 uses updated network equipment in the Manager's Office/Back Office or Tech Closet. This new equipment allows all devices to communicate and work together.

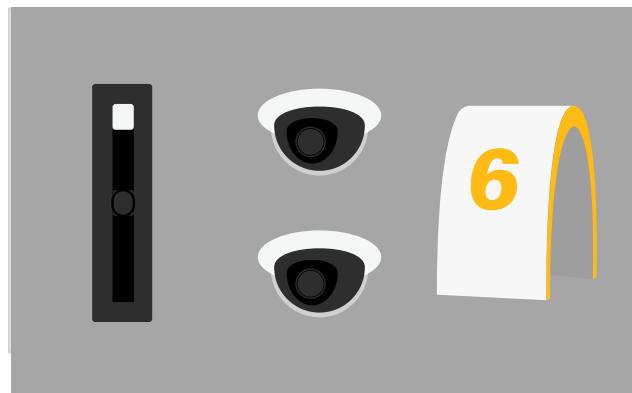
First, let's get an understanding of what are network devices and which devices are not on the network.

POS Network Devices



- Front Counter Registers
- Drive-Thru Registers
- Kiosks

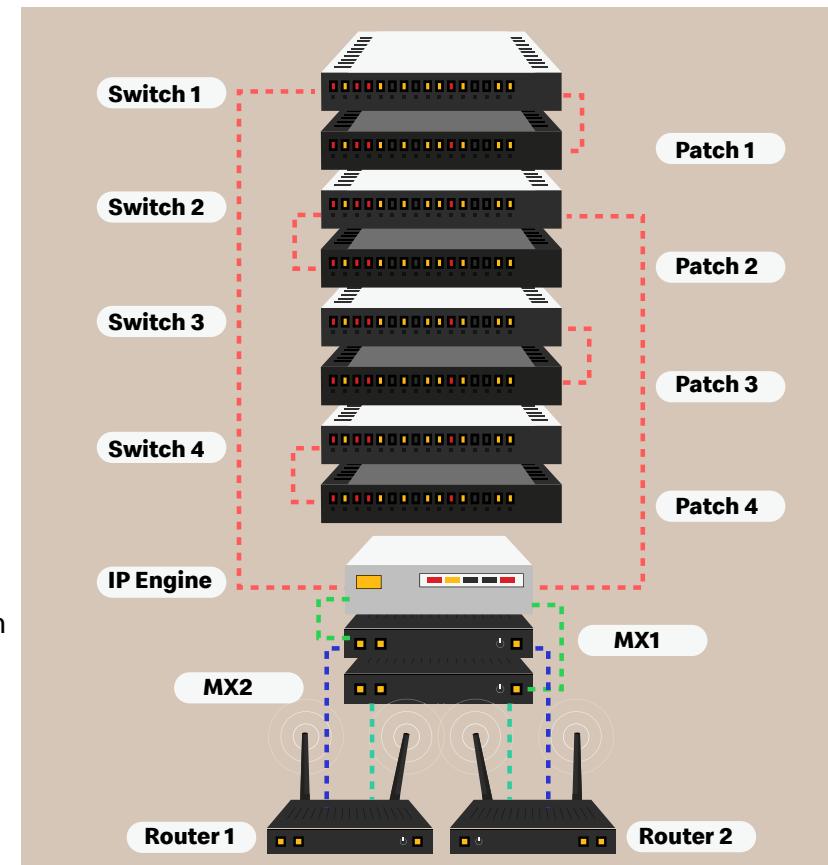
Non-POS Network Devices



- KVS
- CCTV System
- Drive-Thru Timing System
- Table Service System

Network 2.0 Equipment Connections

Below is an overview of the equipment and their connections in a Network 4.2 configuration.



Network 4.2

IP Addresses

IP stands for Internet Protocol. Most devices within a restaurant will have two separate IP Addresses: a Local and a Global IP Address. They are used for network communication between devices both inside and outside the restaurant.

Device Name	Global IP
Back Office PC (VM)	10.x.y.1
Admin PC 1 (VM)	10.x.y.2
Admin PC 2 (VM)	10.x.y.3
Back Office Network Printer 1	10.x.y.4
Back Office Network Printer 2	10.x.y.5
Crew Room PC 1	10.x.y.129
Crew Room PC 2	10.x.y.130
Crew Room PC 3	10.x.y.131
Crew Room PC 4	10.x.y.132
Crew Room Laptop	10.x.y.133
CCTV	10.x.y.140
UPS	10.x.y.141
Trend	10.x.y.142
CCTV 2	10.x.y.143
LAN Switch 1	10.x.y.161
LAN Switch 2	10.x.y.162
LAN Switch 3	10.x.y.163
LAN Switch 4	10.x.y.164

Network 4.2

Switch Port Configuration

Found within the communications cabinet are the 4 network LAN switches. These provide connectivity to all devices in store. In some instances you may need to identify a faulty port or cable with the assistance of TSC, the below diagram (continued on the next page) shows which port belongs to which device.

LAN SWITCH 1	1	3	5	7	9	11	13	15	17	19	21	23	25	27	29
	O2 WiFi ISR #1 Port 0/1/2	!!SPARE!!	KVS01 MFY1 DHCP	KVS09 MFY 9 DHCP	KVS17 OAT 2 DHCP	KVS25 Hot Drk 3 DHCP	ORB 1 192.168.91.60	KVS39 Look & Cook 1 DHCP	KVS47 DEL ORB 1 192.168.91.47	POS 01 10.x.x.40	POS 16 10.x.x.55	Kiosk 24 10.x.x.92	Kiosk 32 10.x.x.100	Kiosk 40 10.x.x.108	Thin Client 01 [Back Office] DHCP
	RHS01 iDrac 10.x.x.186	AP 1 10.x.x.167	KVS05 MFY 5 DHCP	KVS13 FCExpo 2 DHCP	KVS21 Cold Drk 2 DHCP	KVS29 eProd Summary DHCP	Mini ORB 1 192.168.91.62	KVS43 DT Run Pres 1 DHCP	KVS48 DEL Mini ORB 1 192.168.91.48	POS 05 10.x.x.44	POS 20 10.x.x.59	Kiosk 28 10.x.x.96	Kiosk 36 10.x.x.104	Kiosk 44 10.x.x.112	RHS01 NIC01 10.x.x.72
LAN SWITCH 2	2	4	6	8	10	12	14	16	18	20	22	24	26	28	30
	1	3	5	7	9	11	13	15	17	19	21	23	25	27	29
	O2 WiFi ISR #2 Port 0/1/2	KVS02 MFY 2 DHCP	KVS10 MFY 10 DHCP	KVS18 OAT 3 DHCP	KVS26 Shake 1 DHCP	ORB 2 192.168.91.61	KVS40 Look & Cook 2 DHCP	KVS49 DEL FC OAT DHCP	Cash Recycler 25 192.168.91.84	POS 02 10.x.x.41	POS 17 10.x.x.56	Kiosk 25 10.x.x.93	Kiosk 33 10.x.x.101	Kiosk 41 10.x.x.109	Thin Client 02 [Manager PC] DHCP
LAN SWITCH 3	RHS02 iDrac 10.x.x.187	KVS06 MFY 6 DHCP	KVS14 FCExpo 3 DHCP	KVS22 Cold Drk 3 DHCP	KVS30 eProd Fries 1 DHCP	Mini ORB 2 192.168.91.63	KVS44 DT Run Pres 2 DHCP	KVS50 DEL FC Expo DHCP	v2 ABS 1 192.168.91.57	POS 06 10.x.x.45	Kiosk 21 10.x.x.89	Kiosk 29 10.x.x.97	Kiosk 37 10.x.x.105	Kiosk 45 10.x.x.113	RHS01 NIC02 10.x.x.73
	2	4	6	8	10	12	14	16	18	20	22	24	26	28	30
	1	3	5	7	9	11	13	15	17	19	21	23	25	27	29
LAN SWITCH 4	AP 4 10.x.x.170	KVS03 MFY 3 DHCP	KVS11 MFY 11 DHCP	KVS19 OAT 4 DHCP	KVS27 Shake 2 DHCP	KVS32 eProd UHC 1 DHCP	KVS41 Look & Cook 3 DHCP	Cash Recycler 21 192.168.91.80	Coates C001 Left Media Player 192.168.92.33	POS 03 10.x.x.42	POS 18 10.x.x.57	Kiosk 26 10.x.x.94	Kiosk 34 10.x.x.102	Kiosk 42 10.x.x.110	Headset Base Unit 01 10.x.x.87
	EAP 1 10.x.x.171	KVS07 MFY 7 DHCP	KVS15 FCExpo 4 DHCP	KVS23 Hot Drk 1 DHCP	KVS31 eProd Fries 2 DHCP	KVS37 Blend Ice 1 DHCP	KVS45 DT Run Pres 3 DHCP	Cash Recycler 23 192.168.91.82	v2 ABS 2 192.168.91.58	POS 07 10.x.x.46	Kiosk 22 10.x.x.90	Kiosk 30 10.x.x.98	Kiosk 38 10.x.x.106	Kiosk 46 10.x.x.114	Time Recorder 10.x.x.37
	2	4	6	8	10	12	14	16	18	20	22	24	26	28	30
LAN SWITCH 4	1	3	5	7	9	11	13	15	17	19	21	23	25	27	29
	AP 6 10.x.x.172	KVS04 MFY 4 DHCP	KVS12 FCExpo 1 DHCP	KVS20 Cold Drk 1 DHCP	KVS28 Shake 3 DHCP	KVS33 eProd UHC 2 DHCP	KVS42 Look & Cook 4 DHCP	Cash Recycler 22 192.168.91.81	Coates C002 Left Media Player 192.168.92.37	POS 04 10.x.x.43	POS 19 10.x.x.58	Kiosk 27 10.x.x.95	Kiosk 35 10.x.x.103	Kiosk 43 10.x.x.111	Headset Base Unit 02 10.x.x.88
	AP 7 10.x.x.173	KVS08 MFY 8 DHCP	KVS16 OAT 1 DHCP	KVS24 Hot Drk 2 DHCP	DT Dashboard 192.168.91.64	KVS38 Blend Ice 2 DHCP	KVS46 DT Run Pres 4 DHCP	Cash Recycler 24 192.168.91.83	Cash Recycler 26 192.168.91.87	POS 08 10.x.x.47	Kiosk 23 10.x.x.91	Kiosk 31 10.x.x.99	Kiosk 39 10.x.x.107	Kiosk 47 10.x.x.115	Network Printer 02 10.x.x.5

Network 4.2

Switch Port Configuration

31	33	35	37	39	41	43	45	47
Crew Room PC 1 10.x.x.129	Music 192.168.90.15 1	Front Counter 1 DMB01 DHCP	Front Counter 5 DMB05 DHCP	window Poster Internal 2 DMB09 DHCP	Community Notice Board 1 DMB13 DHCP	Digi Play 1 192.168.90.14 2	Switch #4 Port 47	IP Engine LAN1
CCTV DVR 10.x.x.140	Safe 192.168.90.14 0	Utility Meter 10.x.x.141	Front Counter 3 DMB03 DHCP	McCafe 1 DMB07 DHCP	Poster External 2 DMB11 DHCP	Digi Play 3 192.168.90.14 4	Switch #3 Port 48	Switch #2 Port 48
32	34	36	38	40	42	44	46	48
31	33	35	37	39	41	43	45	47
Crew Room PC 2 10.x.x.130	AP 2 10.x.x.168	Staff Safe DHCP	Front Counter 2 DMB02 DHCP	Price Menu Board 1 DMB06 DHCP	window Poster External 1 DMB10 DHCP	window Poster Internal 3 DMB32 DHCP	Switch #4 Port 48	IP Engine LAN2
UPS 10.x.x.141	AP 3 10.x.x.169	Drive Thru Cloud Plug 192.168.90.13 5	Front Counter 4 DMB04	window Poster Internal 1 DMB08 DHCP	Dinning Area 1 DMB12 DHCP	window Poster External 3 DMB33 DHCP	Switch #3 Port 47	Switch #1 Port 48
32	34	36	38	40	42	44	46	48
31	33	35	37	39	41	43	45	47
RHS02 NIC01 10.x.x.77	Crew Room PC 3 10.x.x.131	Zone 1 Greet Media Player DHCP	Zone 3 Pre-Sell Media Player DHCP	Zone 3 Pre-Sell 3 Media Player 10HCP	Zone 4 COD1Left Media Player 192.168.90.33	Zone 4 COD2Right Media Player 192.168.90.33	Digi Play 2 192.168.90.14 3	Switch #2 Port 46
Network Printer 01 10.x.x.4	CCTV DVR 2 10.x.x.143	Zone 2 Price Board Screen DHCP	Zone 3 Pre-Sell Screen DHCP	Zone 3 Pre-Sell 3 Screen DHCP	Zone 4 COD1Left Screen DHCP	Zone 4 COD2 Right Screen DHCP	Digi Play 4 192.168.90.14 5	Switch #1 Port 46
32	34	36	38	40	42	44	46	48
31	33	35	37	39	41	43	45	47
RHS02 NIC02 10.x.x.78	Crew Room PC 4 10.x.x.132	Zone 2 Price Board Media Player DHCP	Zone 4 COD1Right Media Player 192.168.90.35	Zone 4 COD2 Left Media Player 192.168.90.37	Zone 3 Pre-Sell 2 Media Player DHCP	Zone 3 Pre-Sell 4 Media Player DHCP	Zone 6 Cashier Media Player 192.168.90.41	Switch #1 Port 45
COD Camera Server 10.x.x.30	Trend 10.x.x.142	Table Service 192.168.90.12 0	Zone 4 COD1Right Screen DHCP	Zone 4 COD2 Left Screen DHCP	Zone 3 Pre-Sell 2 Screen DHCP	Zone 3 Pre-Sell 4 Screen DHCP	Zone 6 Cashier Screen DHCP	Switch #2 Port 45
32	34	36	38	40	42	44	46	48

[Return to Menu List](#)



Cabling

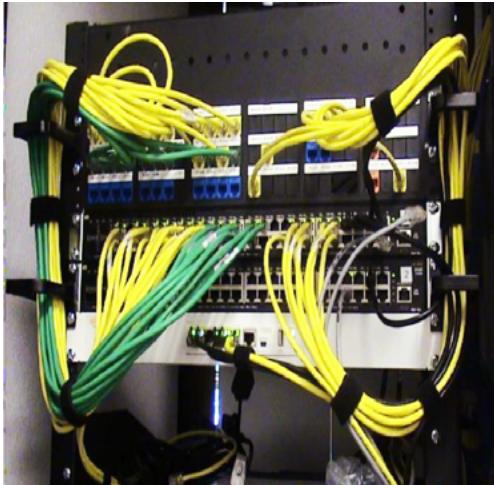
Knowing the cables used in the restaurant and how they connect the devices, is an important part of being an OTP. This section of the guide will provide comprehensive information on cabling.

Cabling Standards/ Best Practice

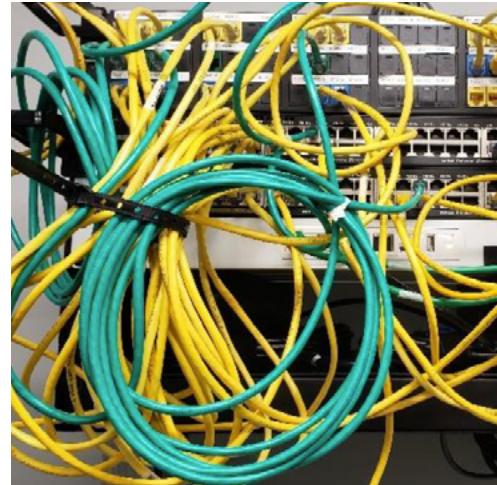
Key requirements for a good standard of cabling:

- No damage
- Cables managed well with Velcro straps and P-Clips
- Ensure cables are not hanging loose
- No visible strain on the cable
- Screws and thumb screws are all present and secure

Example of Good Cabling



Example of Bad Cabling



OTP Refresh

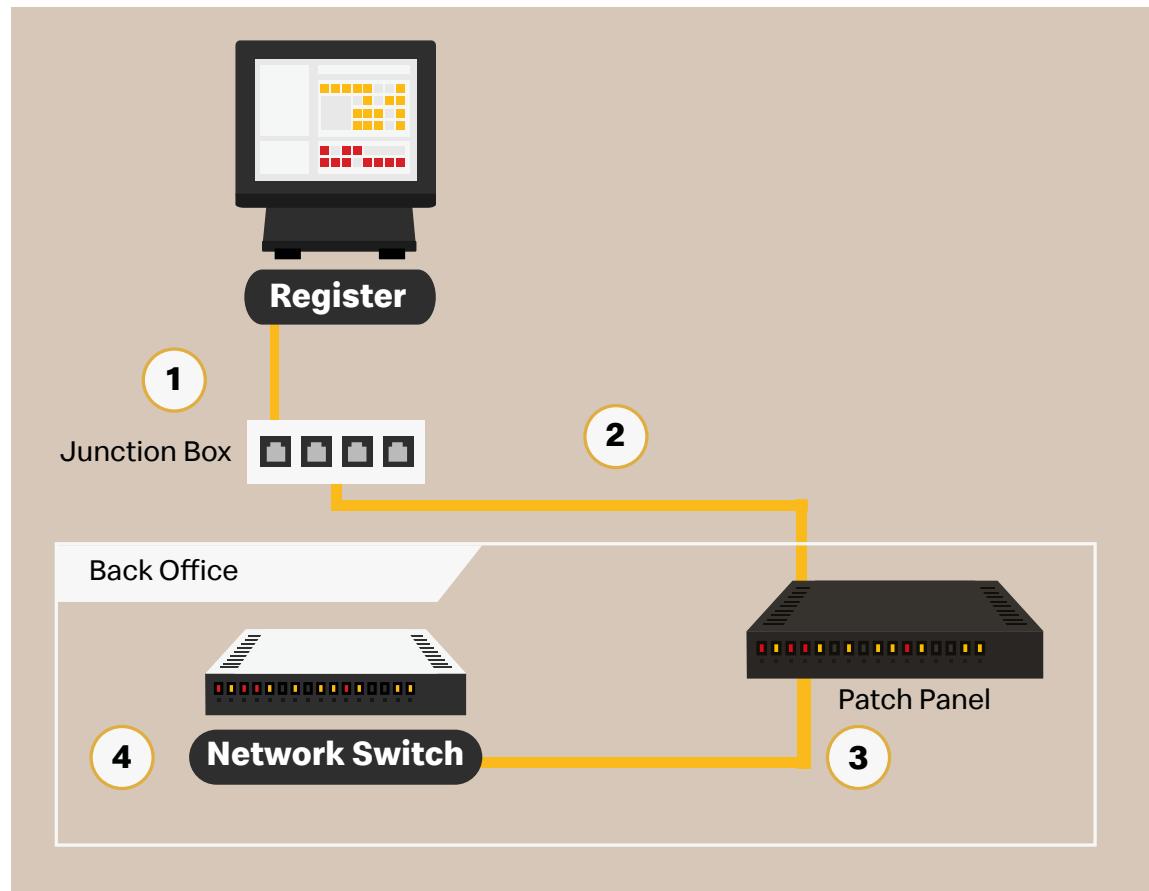
Cable management issues can cause premature failure of devices or cause unwanted interruption to the POS System. Follow these tips on how to properly manage cables:

- Cable should not have excessive tension
- The bend radius of the cables should be 45 degrees or greater.
- Do not route data cables and power cables together.
- Cables under counter should be bundled at least 23 inches from the ground.
- Use Velcro ties to bundle cables.
- Use the proper colour cables for the device type being used. (For example, Purple for Front Counter grill connection)
- Label devices and cables where possible

Overview of Restaurant Device Connectivity

The devices throughout your restaurant utilize several different cables to connect to the Network Switch in the Manager's Office. They use patch cables to connect to a Junction Box, then an overhead structured cable to connect to the Patch Panel and a patch cable to connect to the Network Switch.

Here's an example using a Register



- 1 The register communicates to the Junction Box at the Front Counter through a LAN Cable.
- 2 The Junction Box transfers the signal through Overhead Structured Cabling that runs through the ceiling or wall to the back of the Patch Panel in the Back Office Communications Cabinet.
- 3 The Patch Panel then connects to the Network Switch using an additional Patch Cable.
- 4 The Network Switch allows the devices to talk to each other.

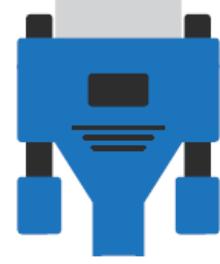
Note: If a device is located close to the Network Switch, it may connect to it directly. This only applies to specific devices.

Cable Types

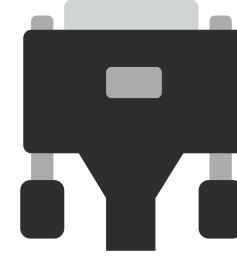
There are three different categories of cables for our restaurants: Data, Video and Printer cables. Tap on a cable below to go to its image and information. Or scroll down for more information.



Data Cables



Video Cables



Printer Cables

Data Cables



Ethernet – RJ45 Cable

Used to send data and ethernet signals around the restaurant. Ports on devices have Link/Activity lights when connected

The most common colour RJ45 cable found in stores is a light grey as displayed. Be sure to order directly from Odema to ensure it is of a high quality



RJ14 Cable

This cable sends non-ethernet data to devices, like Cash Drawers. It is similar in appearance to a standard phone line cable

(Similar to the RJ45 just smaller)

Return to Cable Types ▲

Video Cables



VGA (Video Graphics Array)

The VGA Cable is a 15 Pin AV cable and can be found on the Mini ORB and various monitors around the restaurant. It can be identified by the blue plastic casing around the cable ends



DVI Cable (Digital Visual Interface)

The DVI cable is another AV cable that can be found around the restaurant. It is used to connect monitors to devices such as the KVS and the Main ORB



Display Port Cable

The Display Port cable is yet another AV that can be found in the restaurant. Specifically used to connect the Panasonic JS-970 to the COD post on the Drive-Thru



DVI to VGA Adapter

In some areas of the store it is necessary to convert one cable to another. A DVI to VGA Adapter will do just that and convert a DVI connection to a VGA connection. This can be found in the ORB cabinet.

Return to Cable Types ▲

Printer Cables



RJ45 to Serial (RPR)

This cable allows an RJ45 connection from the Register to connect a serial connection to a Receipt Printer.



RJ45 to Serial (GPR)

This cable allows an RJ45 connection from the Register to connect a serial connection to a Grill Printer.



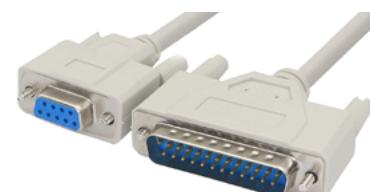
RJ45 to Serial (OAT)

This cable allows an RJ45 connection from OAT Table to connect a serial connection to a Receipt Printer.



USB to Serial (Acrelec Kiosk)

This cable allows a USB connection from the Kiosk Computer to connect a serial connection to a Receipt Printer.



Serial To Serial (Evoke Kiosk)

This cable allows a COM connection from the Kiosk Computer to connect a serial connection to a Receipt Printer.

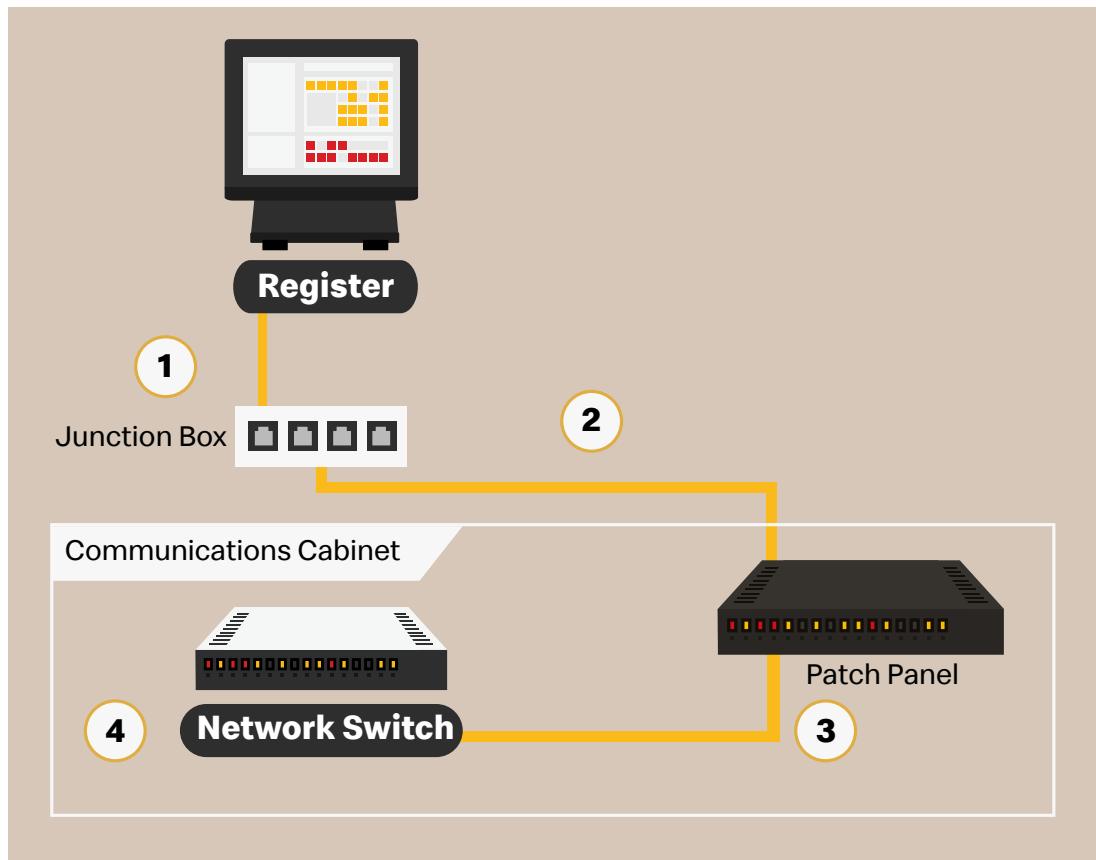
Return to Cable Types ▲

Registers

The Registers connect to peripheral equipment such as Printers and Card Readers. For example, Receipt Printer, Card Readers, and Grill Printers connect to registers with RJ45 cables. Also, other devices such as the Barcode Scanner and Coin Dispenser are connected to the register via a USB cable. Understanding all the variations for Register connections to other equipment is important when you are troubleshooting.

Connecting to Equipment in the Manager's Office

The Register connects to a junction box via a LAN cable. The Biscuit Box transfers the signal through a homerun cable that runs through the ceiling or wall to the back of the patch panel in the Manager's Office. Another patch cable connects the Patch Panel to the Network switch in the Manager's Office.



OTP Refresh

- Register 1 provides backup production if the primary production fails. This allows order information to continue to be shown on the KVS monitors.
- Register 20 functions as a cashier register for the Drive-Thru. This register allows an employee to pay out an order on the register and is the most important register in the Drive-Thru.

Restaurant Registers

Tap a Register to learn more about a particular model.

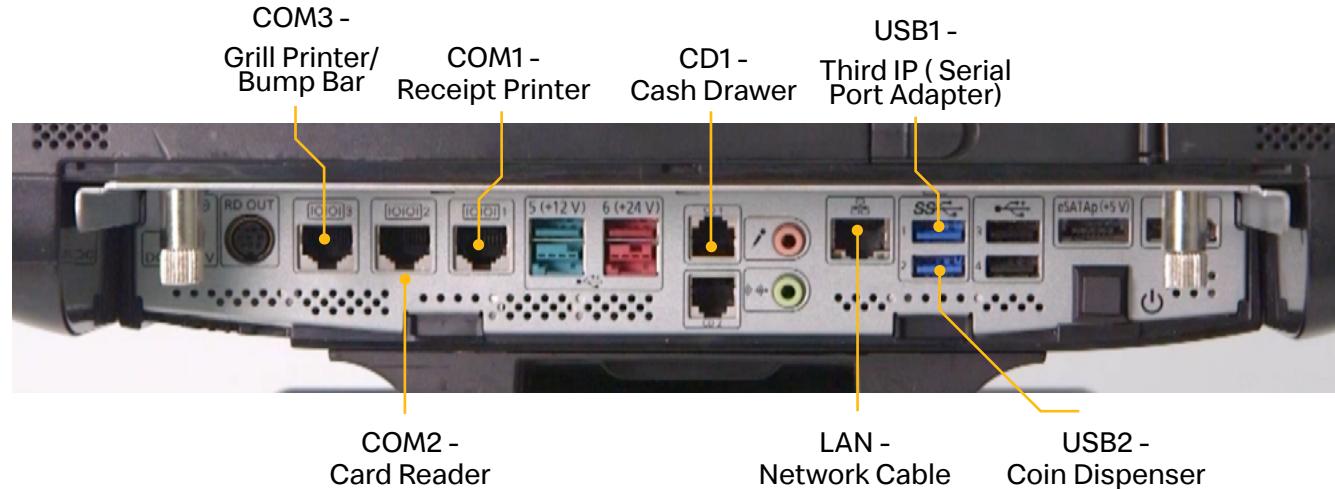


Panasonic JS-970



PAR EverServ 7000

Panasonic JS-970



Register Details:

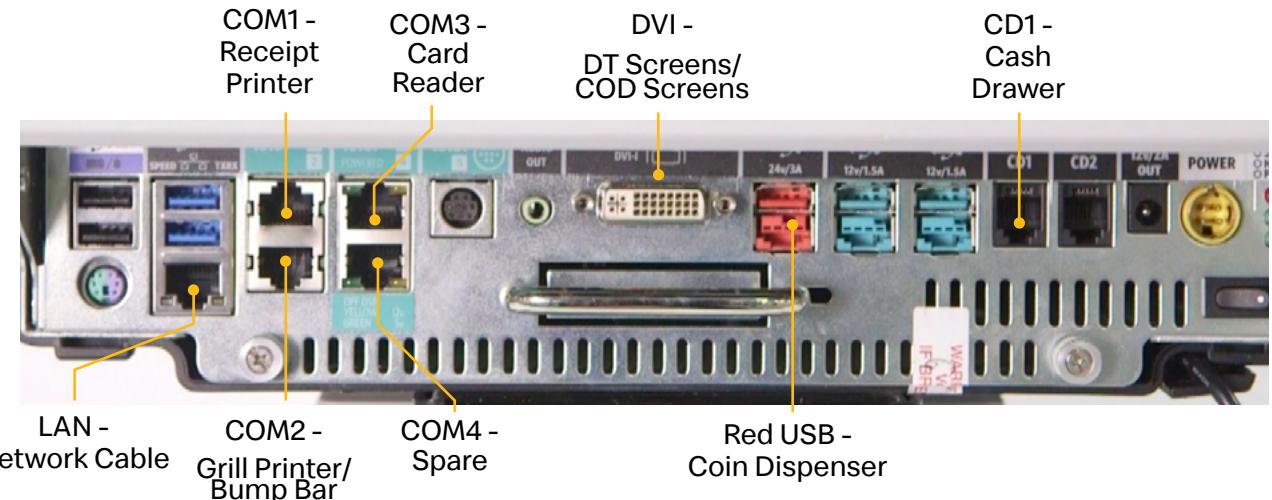
- Only use a Panasonic Cash Drawer cable with this register.
- The Receipt Printer, Grill Printer, and Card Reader connect to the register's COM ports. (With the exception of the 3rd IP grill printer which is connected via a USB to serial adapter)
- The power brick is external to the register.
- To calibrate the Register:
 1. Press the Manager button.
 2. Enter the Manager ID and password (or swipe your managers card)
 3. Press the Manager Options button.
 4. Press the Calibrate Touch Screen button.
 5. Follow the on-screen instructions.

[Return to Menu List](#)



Registers

Par EverServ 7000



Register Details:

- The Barcode Scanner connects to the register's USB ports.
- The Receipt Printer, Grill Printer, and Card Reader connect to the register's COM ports. (including the 3rd IP grill printer which is configured to COM4)
- The power brick is external to the register.
- To calibrate the Register:
 1. Press the Manager button.
 2. Enter the Manager ID and password (or swipe your managers card)
 3. Press the Manager Options button.
 4. Press the Calibrate Touch Screen button.
 5. Follow the on-screen instructions.

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Registers

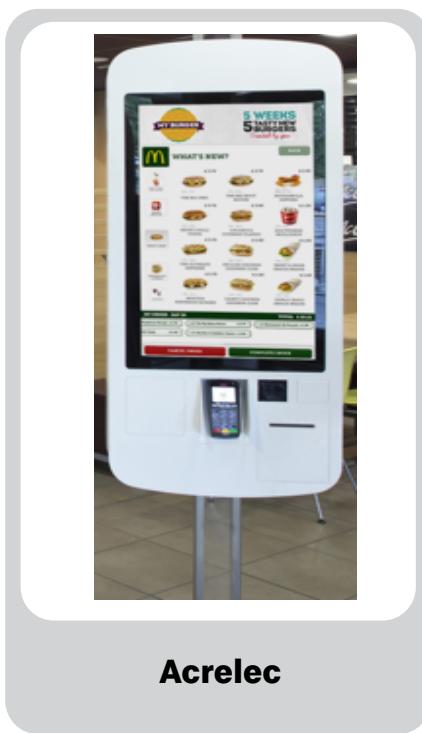
Kiosks

Kiosks are touch screen displays customers can use to place an order. Note: Kiosks may have a touchscreen on one side or on both sides.

Before you get started, here are a few tips to help you manage the kiosks:

- If a kiosk is unable to take a customer's order, try checking these common issues: a cashier is not logged in to the kiosk, the printer is out of paper, or the kiosk is not open for the day.
- Ensure you regularly check the receipt printers and remove any paper jams (these can be caused by customers tearing the receipt prematurely)

Kiosk Model Identification



OTP Refresh

The most common troubleshooting issues are related to the receipt printer. If receipts are not easy to read when printed, you may need to change or load paper in the receipt printer, or clean the thermal printing strip inside the printer:

- If you have an Acrelec Kiosk, use a magnet to open the printer door to change the receipt paper.
- If you have an Evoke Kiosk, use a key to open the printer door to change the receipt paper.

Note: Both of these processes are detailed in this section.

Evoke Kiosk

Customer Touch Screen



Voucher Scanner

Card Reader

Receipt Printer

Touch Screen Display

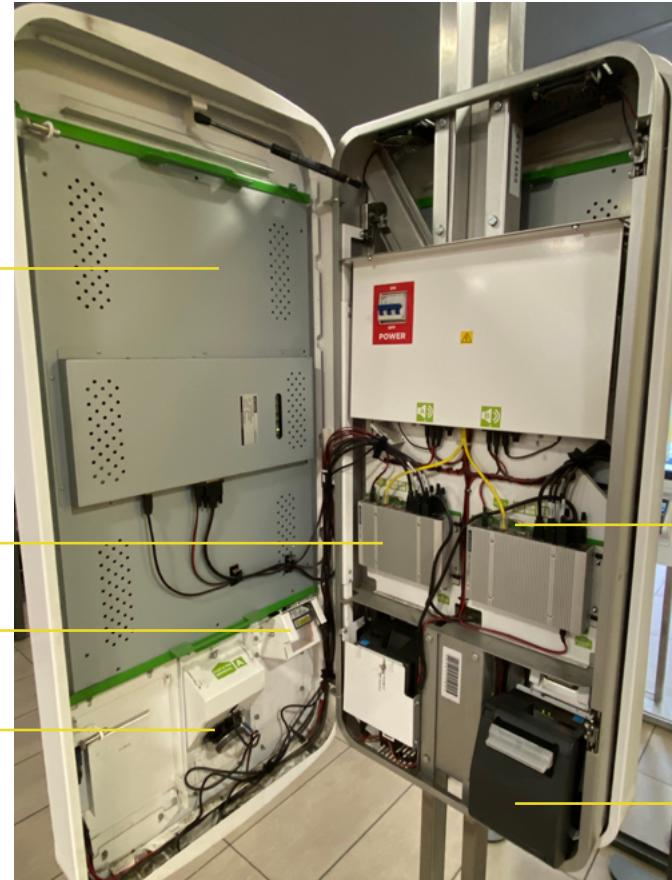
Kiosk Controller

Barcode Scanner

Card Reader

Network Connection

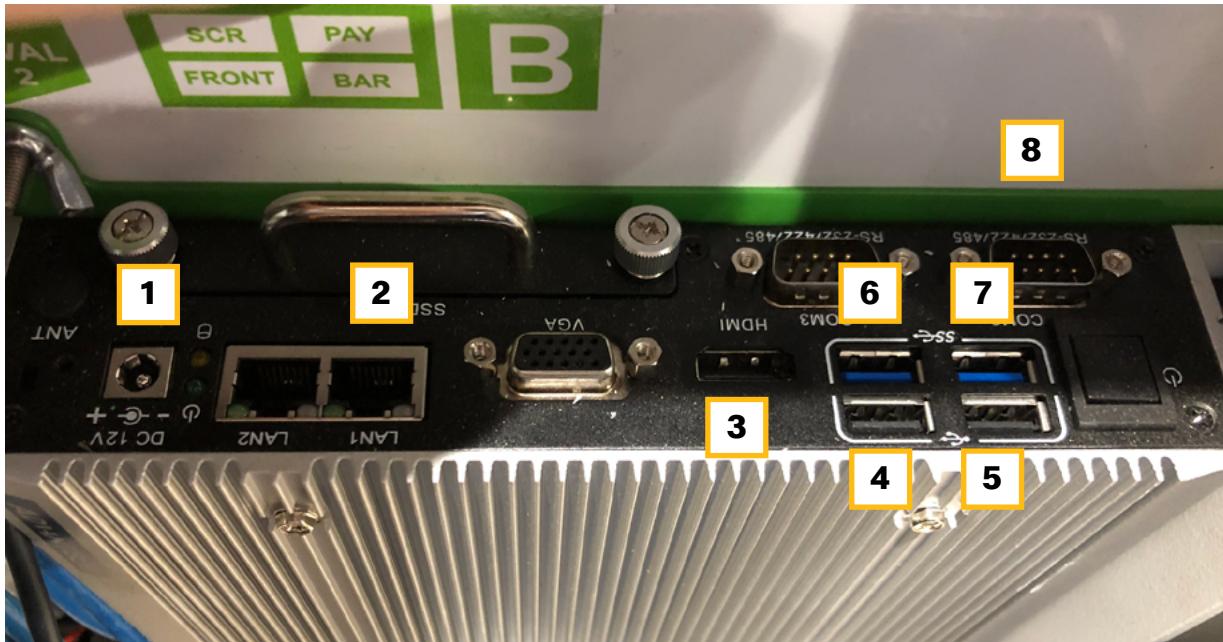
Receipt Printer



Opening the Kiosk

To open the Acrelec Kiosk you will need to use the key to open the latch on the bottom of the kiosk, this will unlatch the main door.

Evoke Internal Ports



- 1. Power Port
- 2. LAN
- 3. Kiosk Display
- 4. Touchscreen
- 5. Barcode Scanner
- 6. USB (Receipt door)
- 7. Card Reader
- 8. Receipt Printer

Powering Down

1. Open the Printer door using the magnetic fob
2. Press the button underneath the KIOSK Printer to reboot the Kiosk
3. You may find with the newer Acrelec kiosks the power button will still be inside the printer door, but will be found to the right of the printer rather than underneath the printer itself

Note: The button is also a soft power button, so if pressed will perform a shutdown and if held for a small duration of time will power off instantly, then once pressed again will power back on

Additional Resources for Evoke Kiosks

<https://fredatmcd.read.inkling.com/a/b/4e99183ffff0462fa4058944618179f6/p/9c1f953a00b24cd78352df98e1d39161>

Acrelec Kiosk

Customer Touch Screen



Voucher Scanner

Card Reader

Receipt Printer

Network Connection

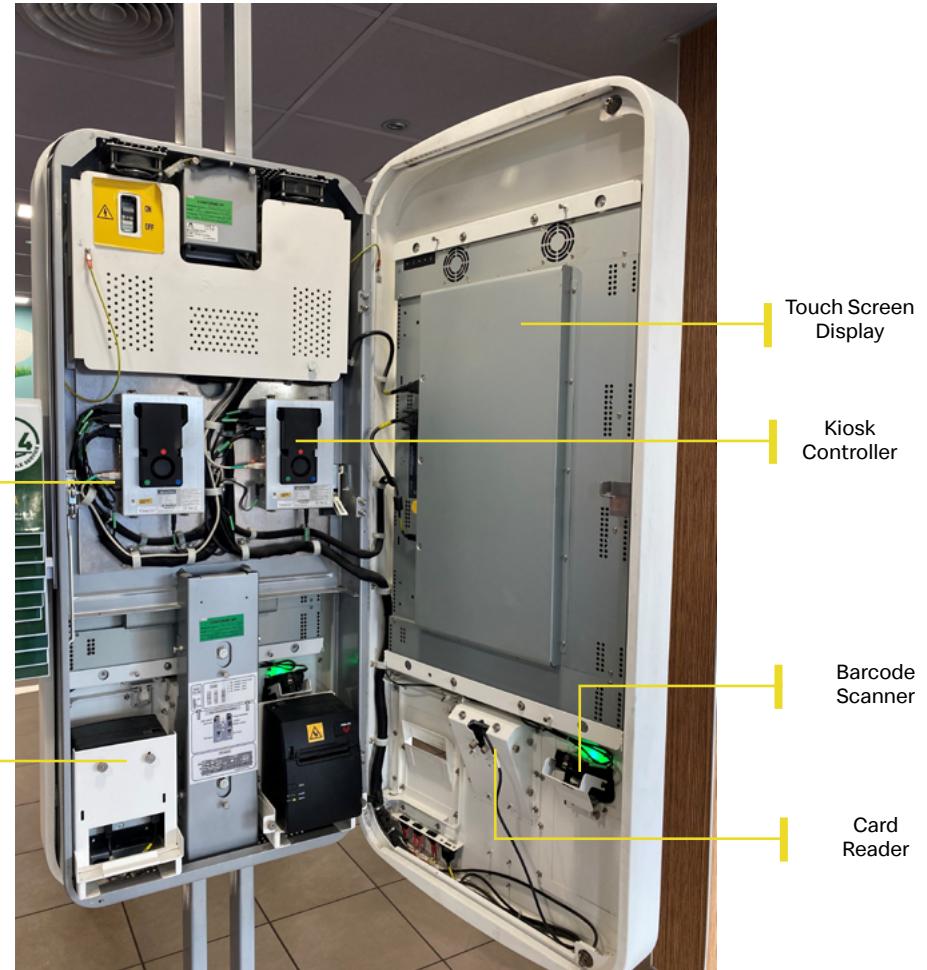
Receipt Printer

Touch Screen Display

Kiosk Controller

Barcode Scanner

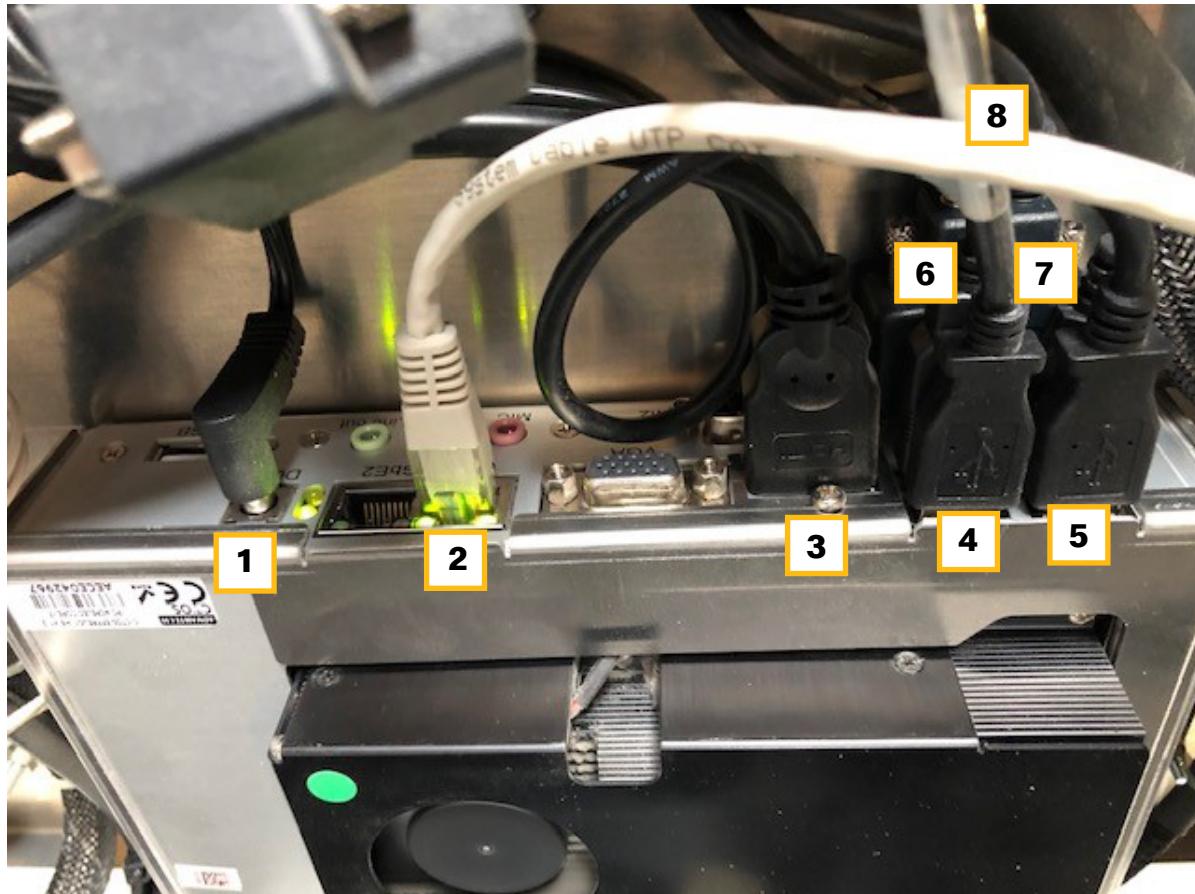
Card Reader



Opening the Kiosk

To open the Acrelec Kiosk you will need to use the magnetic fob key and press it against the slot on the bottom of the device, this will unlatch the main door.

Acrelec Internal Ports



- | | | |
|-------------------------|------------------------------|---------------------------|
| 1. Power Port | 4. Touchscreen | 7. Receipt Printer |
| 2. LAN | 5. Barcode Scanner | 8. Card Reader |
| 3. Kiosk Display | 6. USB (Receipt door) | |

Powering Down

- 1.** Open the Printer door using the magnetic fob
- 2.** Press the button underneath the KIOSK Printer to reboot the Kiosk
- 3.** You may find with the newer Acrelec kiosks the power button will still be inside the printer door, but will be found to the right of the printer rather than underneath the printer itself

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Additional Resources for Acrelec Kiosks

vv

[Return to Menu List](#)

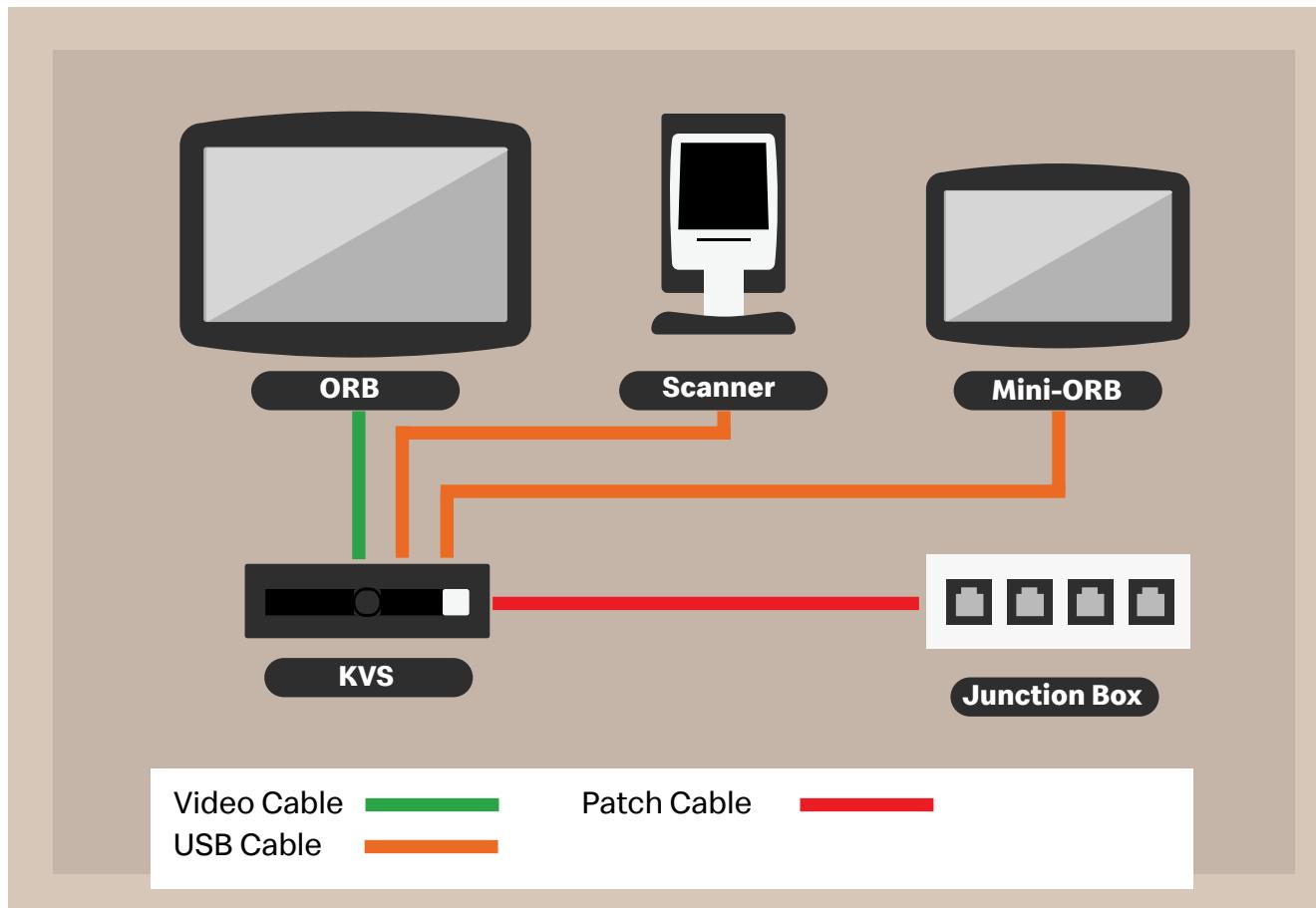


Kiosks

ORB Dual Point

As you have learned in the OTP1 course, ORB Dual Point is a system that improves order accuracy and customer flow at the Front Counter Pickup Area, which handles Front Counter POS orders, Kiosk orders and mobile orders. This section will review the equipment and connections that make up this system.

Overview of Restaurant Device Connectivity



OTP Refresh

In OTP1, you learned how the devices worked together to create and serve an order. Here's a recap of that process:

1. When a customer order is paid, an order number and status of the order displays on the Order Ready Board (ORB).
2. Behind the scenes, the ORB Controller enables much of the Dual Point equipment to communicate.
3. When an order is ready to be served to the customer, the OAT Receipt Printer prints a receipt and the ORB order number will switch to collect.
4. A crew member scans the receipt using the Dual Point Barcode Scanner.
5. The Mini-ORB serves as a backup to the Dual Point Barcode Scanner.
6. Once scanned the ORB order number will be removed from the screen.

Common Issues & Fixes:

Here are some common problems and what to look for:

- If there is a problem with the Dual Point Scanner, Mini-ORB, or ORB Controller, it could be an issue with one of the USB connections. Attempt a re-seat of each cable or test in a known working port
- Please Note: If the problem is with the Dual Point Scanner or Mini-ORB, you may need to recalibrate the Mini-ORB and reprogram the Dual Point Scanner. This can be done with the assistance of the TSC.
- If the Barcode Scanner Printer's receipts are illegible or the barcodes are not scanning, the thermal printing strip likely needs cleaning. Also, make sure the paper stock is not substandard. Paper stock should come from a recommended distributor.
- If the Barcode Scanner Printer is not printing receipts, the print head may need cleaning, a factory reset can be applied, or if you cannot perform this step, you can use a known working printer to see if the error follows the hardware.
- If you have an issue with the ORB and Mini-ORB, reboot the ORB Controller. If the problem is with the Mini-ORB only you can reseat the device in the ORB controller.
- If the Dual Point Barcode Scanner is not removing orders from the ORB, check its connection to the ORB controller. Also check for debris or dirt on the scanner lens.

Rebooting Equipment

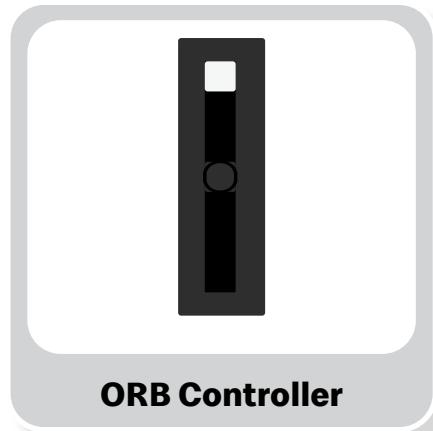
The easiest way you can reboot equipment the ORB controller is as follows:

Power-cycling: When power cycling a device, press the rocker switch down once for one second. This will reboot the device

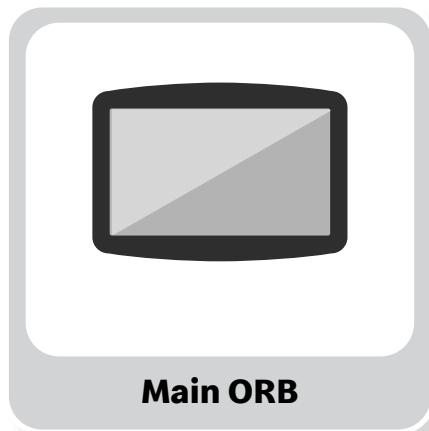
Note: If this does not perform a restart. Try holding down the rocker switch until the device powers down

Equipment

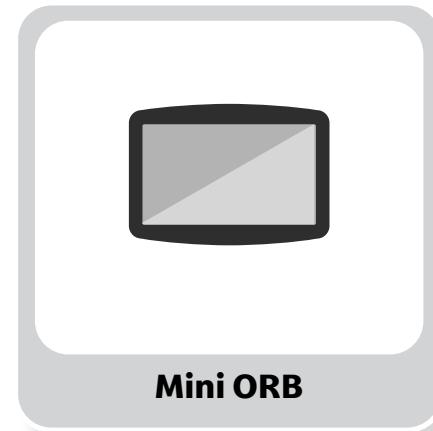
Let's take a look at the key components of the Dual Point solution. Tap an image to go to its section to learn more about



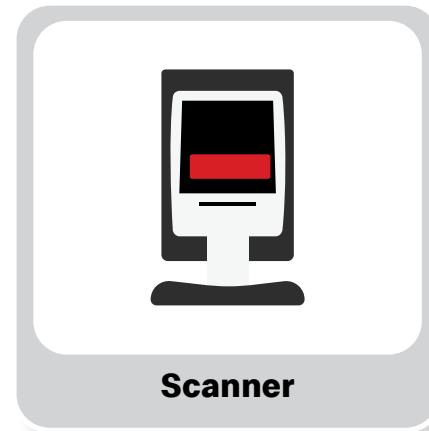
ORB Controller



Main ORB



Mini ORB



Scanner

ORB Controller

Overview

The ORB Controller sends information to all other Dual Point components making it possible for them to work properly.

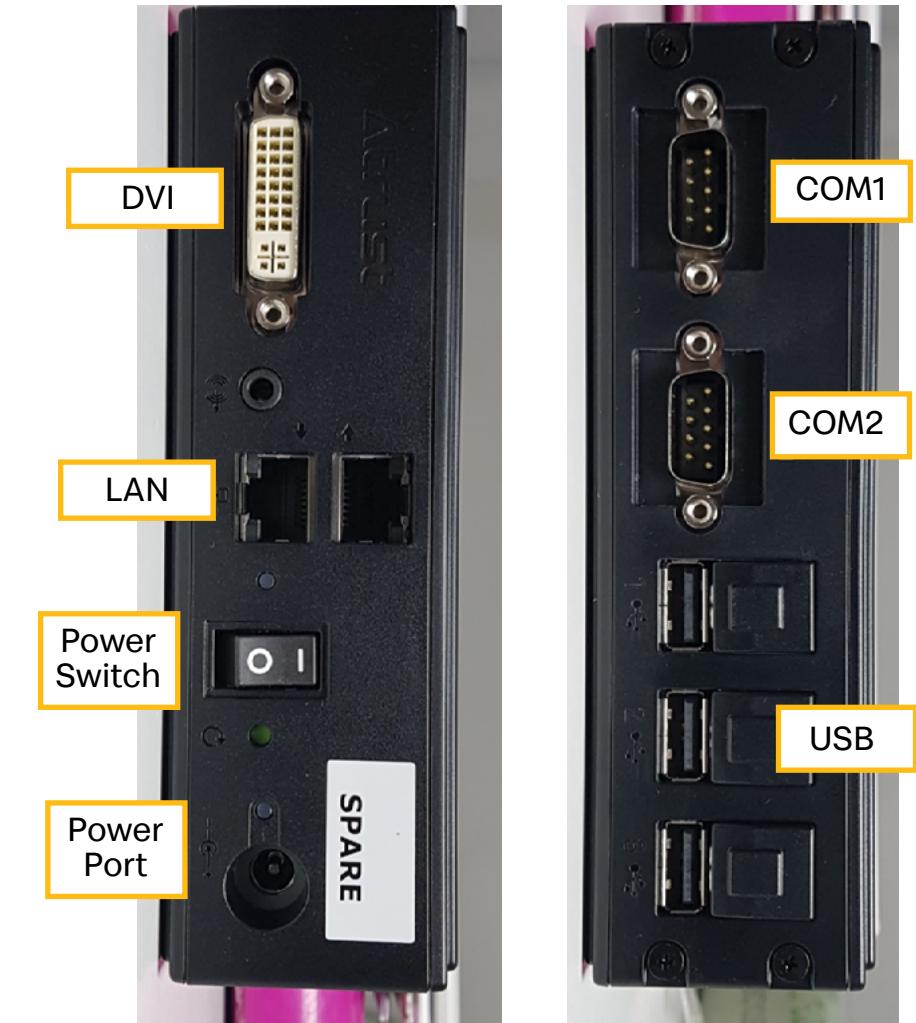
Connections:

The ORB Controller is located underneath the Front Counter and has a power cable and power brick connected to a power outlet.

A Video Cable connects from the ORB Monitor above the Front Counter using a VGA or DVI Video Adapter, depending on the model.

The ORB Controller also uses a Network Cable to connect to a junction box to communicate with registers and the POS system.

It also uses several USB ports that connect to the Mini ORB and ORB scanner.



[Return to ORB Menu](#)

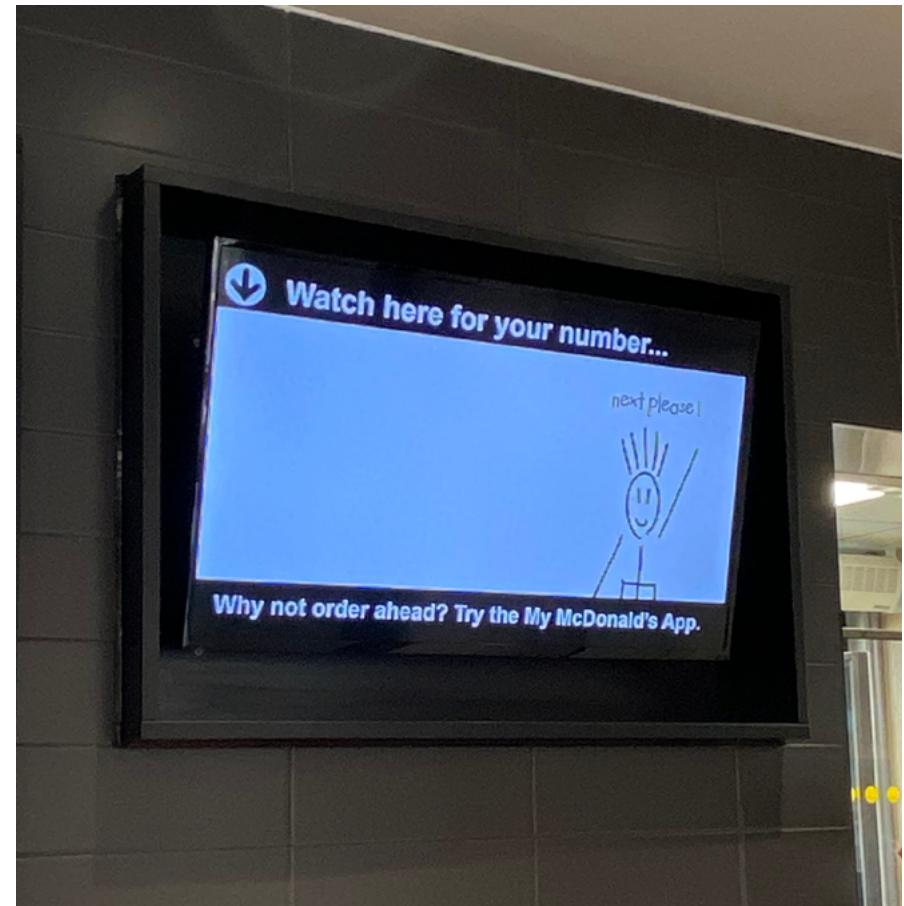
Main ORB

Overview

This monitor, typically hung from the ceiling or attached to a customer facing wall at the Front Counter, shows customers when their order is in progress and when it is ready for pick up at the Front Counter.

Connections:

It uses a power cable that connects to an isolated ground outlet. It also connects to the ORB Controller in the Front Counter via an Audio Video Cable.



[Return to ORB Menu](#)



Dual Point

Mini ORB & Scanner

Mini ORB:

This is a smaller touch screen monitor that faces the crew and is used to serve the orders from Dual Point in the Front Counter. If the Dual Point Scanner is not working properly, or the printer barcode receipts are faded or unavailable due to a printer malfunction.

Connections:

It uses a USB Cable to connect to the Remote USB Extender in Zone 11. This USB has two connections, one for power and one for data.

Scanner:

This device is used to scan Barcode order slip orders when the order is ready to be served to the customer.

Connections:

It connects to the ORB Controller under the Front Counter with a USB Cable. That allows it to communicate with the ORB System.



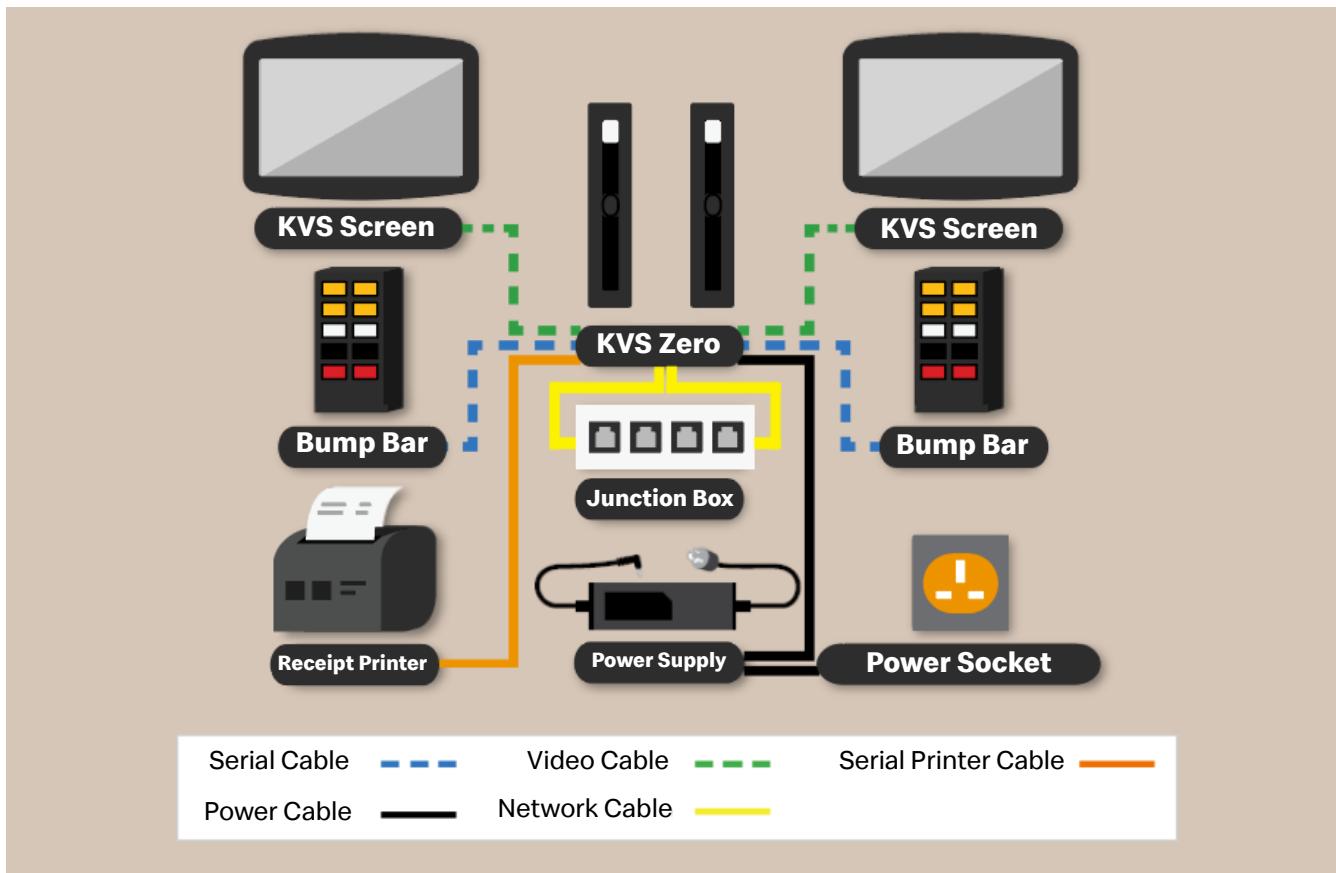
Return to ORB Menu



Dual Point

KVS Zero

Kitchen KVS Controller and Connections Overview

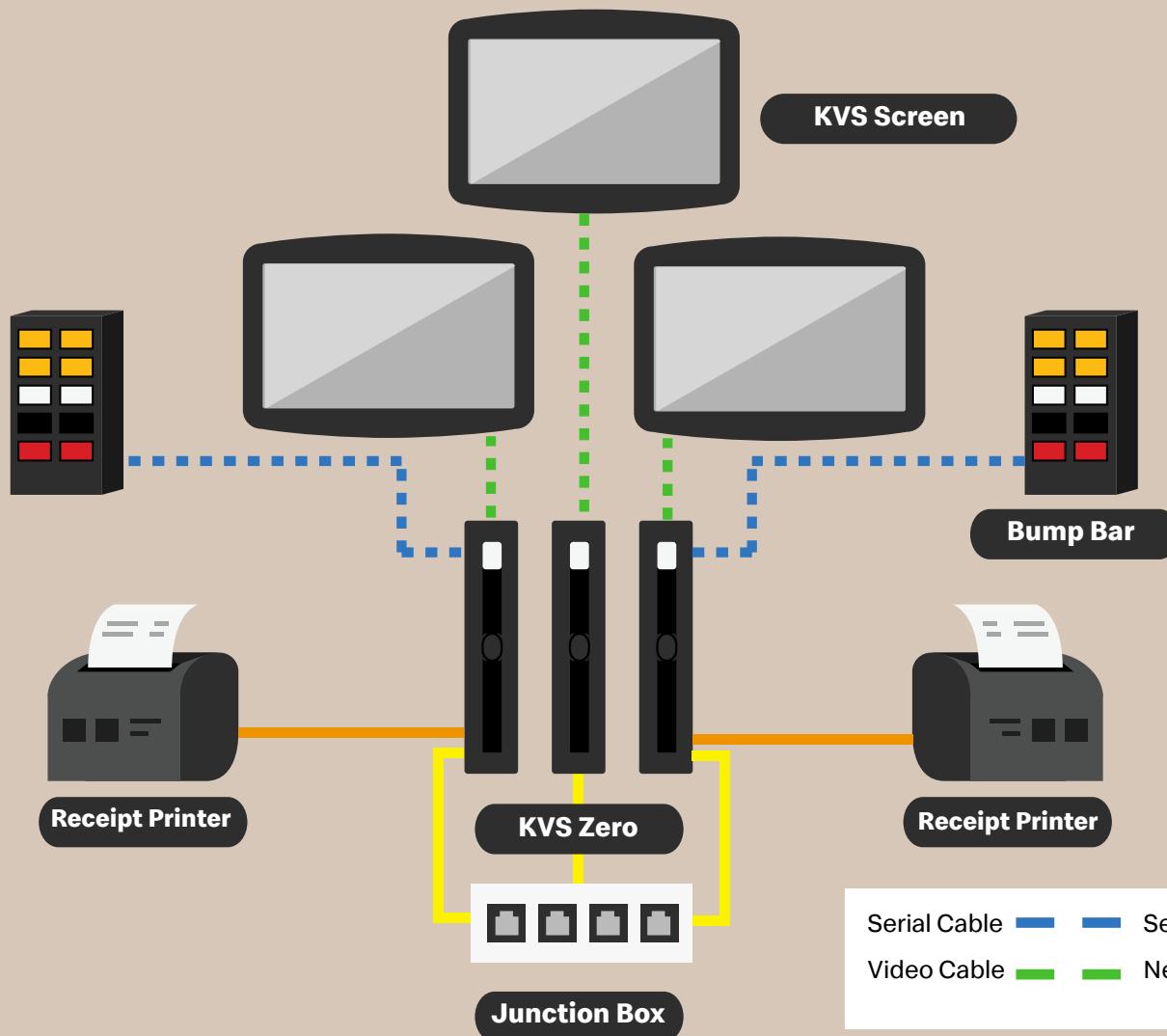


OTP Refresh

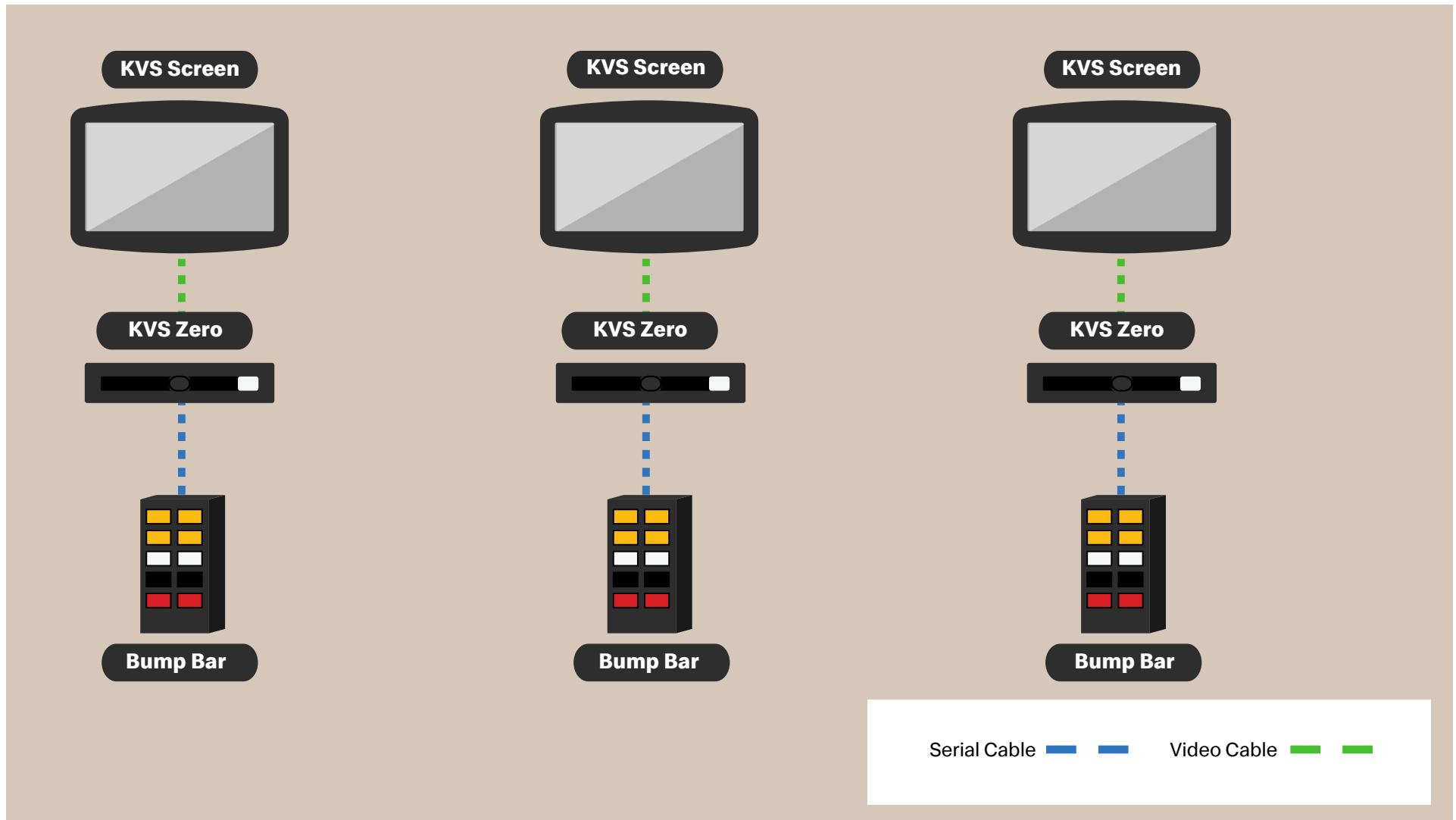
In the OTP1 curriculum, you learned that the controllers in your restaurant are configured as a Kitchen Video System (KVS), an Order Ready Board (ORB), a Beverage/Dessert Screen or an eProduction Screen.

On the following pages you will find diagrams on how each of these areas are connected

KVS OAT Setup



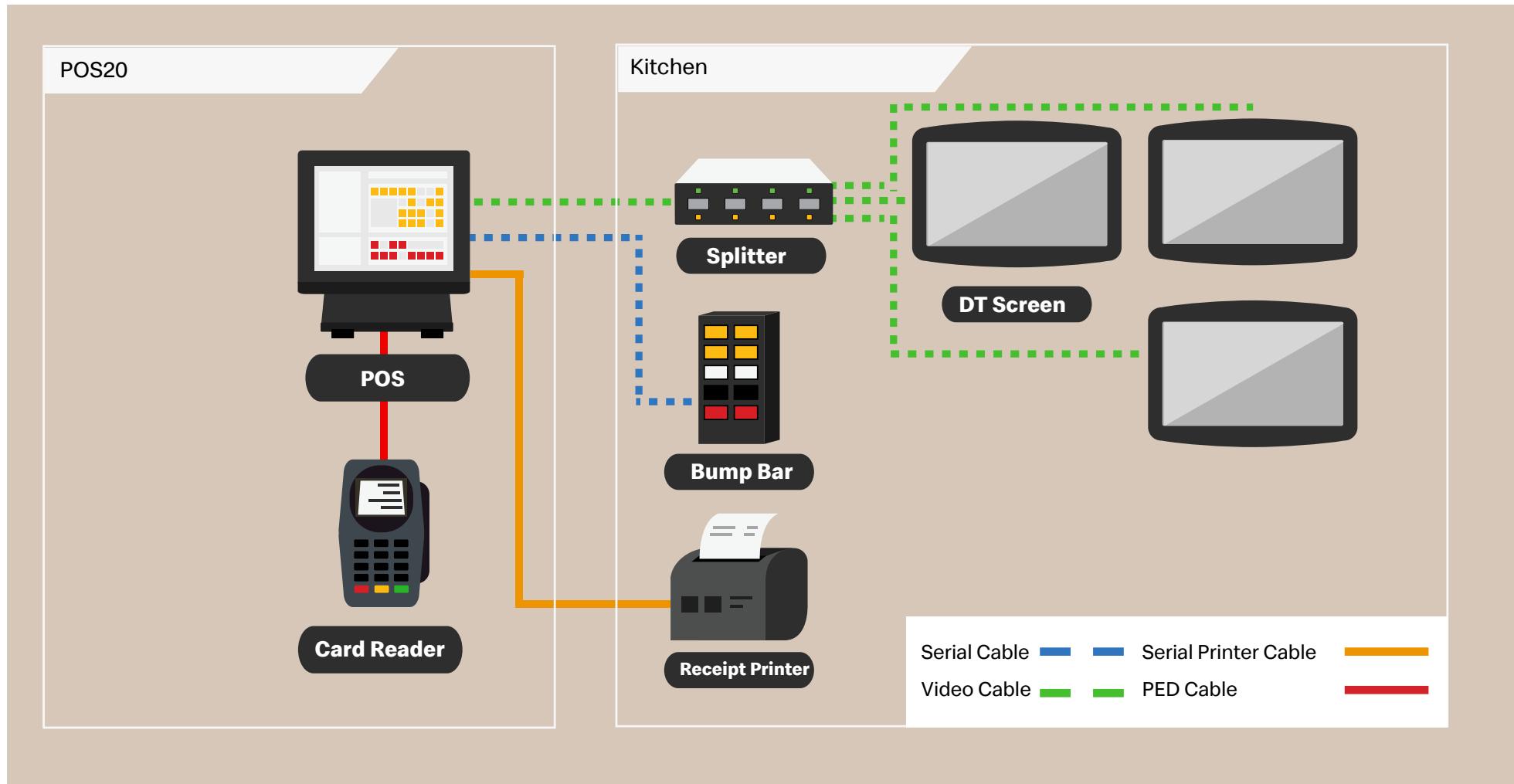
KVS Beverage Cell Setup



Serial Cable ——— Video Cable ———

KVS Zero

KVS Drive-Thru Setup



KVS Port Diagram

This connects to the KVS monitor and is responsible for sending the image you see

DVI

The LAN provides the KVS with network connectivity

LAN

This switch will power on or power off the KVS device.

Power Switch

The power supply for the device is connected via this port.

Power Port



COM1 port will be used for Receipt Printers on the OAT table

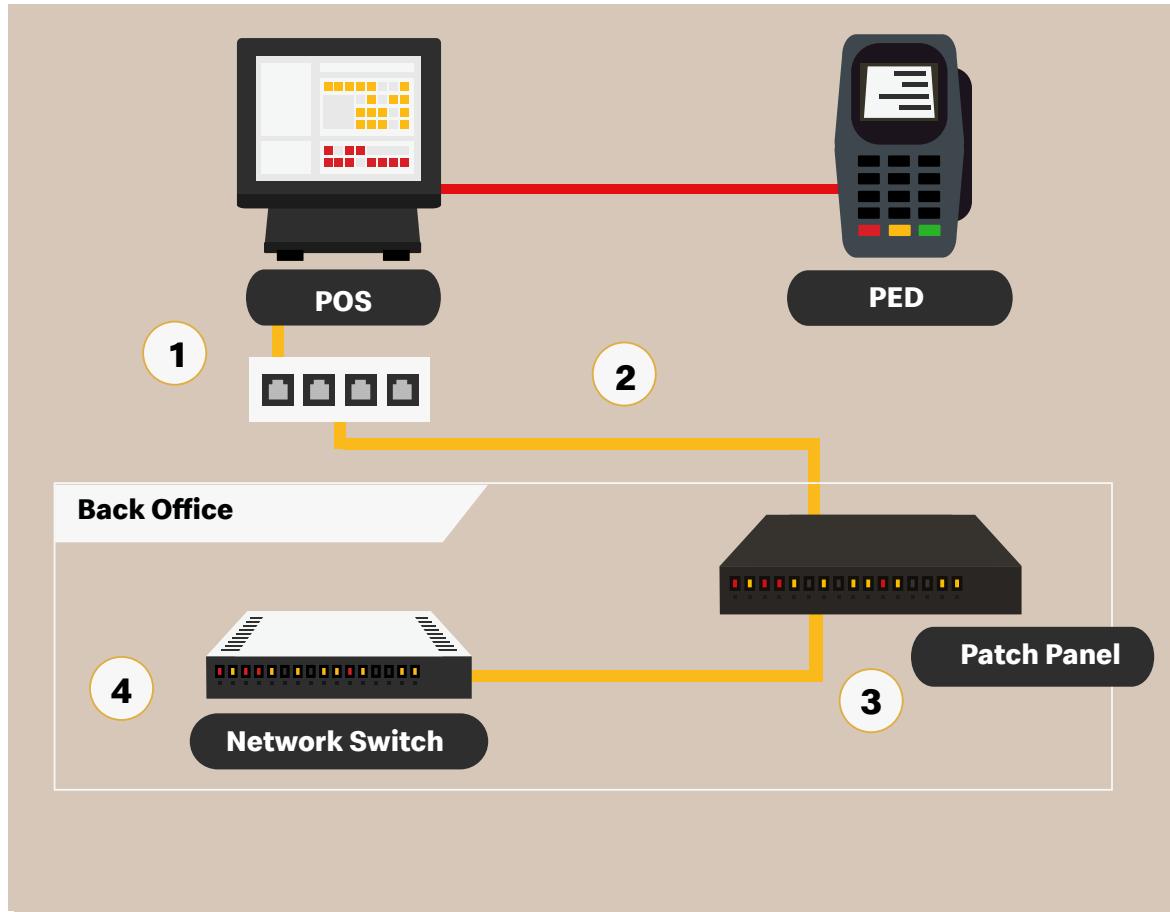
COM2 is used for connection of bump bars on all KVS

Cashless

PEDs are used for cashless payments. Credit and debit cards are tapped or inserted into PEDs. These devices accept contactless payments like Apple Pay and Google Pay.

PEDs are connected to the POS via a serial to RJ45 cable. This cable supplies power to the PED whilst communicating with the POS. There are lengths of PED cable found in store, the longer of the two is used on the Drive-Thru as it will have farther to reach.

Note: Avoid using the longer cables on the Front Counter as it can attribute to shock damage when dropped



Troubleshooting

See below some of the most commonly advised troubleshooting steps.

- Restarting the Card Reader (Performed by pressing both 'Clear' and 'Period/Comma')
- Checking all Cables for any damage or missing screws
- Making a note of any error messages on screen to assist with diagnostics
- Checking port connections are all correct (Look at your COM port map to ensure it is in the right one)
- Swapping with a known working device. This should be the last step of testing as you do not want to take another POS out of commission during troubleshooting

Reinitialization of PEDs

This fix can be applied when encountering the following issues with your Card Readers / PED's:

- Transaction Failed – error message encountered when a customer is using the Card Reader/PED.
- Transaction Declined – error message can occur for bank related reasons but can also be encountered when a customer is using the Card Reader/PED.
- “Insert Card” stuck on Card Reader/PED Screen – if the payment transaction does not progress after inserting the customer’s card.
- Consecutive failed attempts to process card transactions (rejected, cancelled, failed or declined).

An option has been added to the “Managers Menu” on the POS which allows you to reinitialize the PED; without the need of restarting the Till. This can be done by pressing the ‘Card Reader Reset’ button. During this process refrain from pressing any buttons on the PED until the us



NewPOS

McDonald's uses different software applications to help the restaurants and equipment run smoothly. These applications include back office systems that managers use to perform Cash and Inventory functions, as well as Point of Sale (POS) applications. Use this guide to learn more about these processes and how to troubleshoot certain issues.

BOS

Cash & Inventory

Allows managers to perform functions such as:

- Count drawers
- Enter waste and inventory
- Open or close the POS
- Enter safe counts
- View and print reports

RHS

Waystation Virtual Machine (VM)

The Waystation application allows POS devices to communicate with each other and the BOS

NP6 NewPOS

The NP6, or NewPOS, system is not only a high-tech evolution of the cash register, but also, a platform for creating excellent guest experiences and enabling growth among our team members.

NewPOS enables restaurant features:

- Front Counter and Drive Thru POS
- Enhanced CODs
- Order Ready Board

This software is what tells the controller to display a KVS screen or an ORB screen and a register screen. NewPOS uses waystation application to allow devices to share order information.

NP# (NewPOS Sharp)

NP# is a collection of plugins that allow NewPOS to use newer devices and features.

Some examples of this include:

- Mobile ordering
- Kiosks

Restaurant File Maintenance

The Restaurant File Maintenance (RFM) application is a cloud-based application that facilitates the programming of certain NewPOS

functions including:

- Pricing
- Setting the store's hours of operation

Updating the RFM

RFM is used to create updates for your store. Those updates are then packaged, given a unique ID number, and delivered to the restaurant via the network. The package should be applied at store open on its effective date. The most common time this is done is during a promotional event. For any issues with pricing or key placement, reach out to the TSC.

Product Outage

When a product or an ingredient has become unavailable/available, managers

will need to add or remove them via the POS. This will then remove or

reactivate the product on all devices:

- Kiosks
- POS
- Digital Menu Boards
- Mobile Order and Pay devices



MyStore

MyStore is the back-office application that is used to perform all back office operations. The application is used primarily for entering bank deposits, inventory, waste, view sales reporting, and initiate a close of day/open for the next.

MyStore is being geared up 2021, to assume full control of the back office operations, from its predecessor RDS. RDS, the legacy system, is being retired. To enable the retirement process, MyStore will be upgraded to the 8.4.6 version – which will be the first in a line of changes, that finish with the result of RDS being retired.

MyStore, as a Service Offering, accounts for 35%-40% of all incidents/contacts reported to the McDonald's Technology Support Centre (TSC). The interesting fact is that around 15%-20% of those are either human errors, or issues that present an error in MyStore, but are originate elsewhere.

Before we review the common errors in MyStore that an OTP needs to be aware of – let's take a step back and look at the basics:

MyStore Basics

MyStore Access and Login

To access MyStore, you can either use the icon on the desktop, or search via the Start Menu.

MyStore Menu Bar

MyStore has a menu bar across the top of the screen which will show the functions that are used most often by the user in RDS or MyStore.

Printing and Exporting Reports

MyStore allows you to save most reports in Excel or PDF – these reports can be sent via email if required.

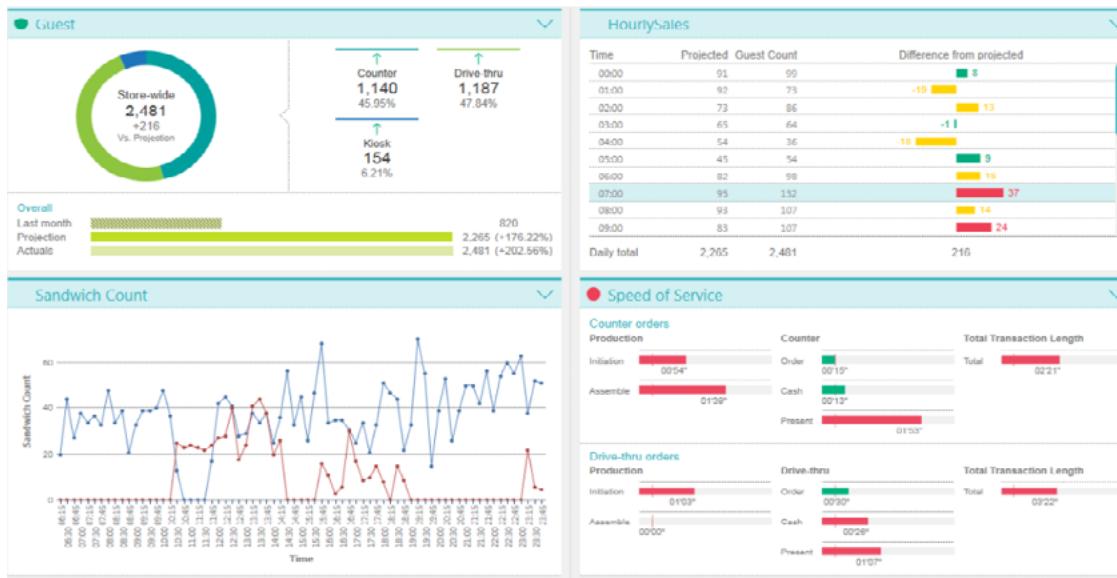
MyStore Dashboard

Sales/Guest Count Overview (top left): A summary of the day's GCs is shown split into POS type (Counter, Drive-thru, Kiosk etc.). You can view storewide performance against projection and the % of GCs at each POS type. The view can be changed to show sales or average cheque in the report filters section.

Hourly Sales (top right): This section shows actual and projected GCs for each hour. The view can be changed to show sales or average cheque in the report filters section. GCs are coloured green if within 10 of projection and red if more than 20 away from projection. Sales are green if within 10% and red if more than 20% away from projection.

Sandwich Count (bottom left): This graph shows sandwich count through the day. Each line is coloured differently, so you can understand when each line has been operating and how many sandwiches they have each produced. You can hover over the graph to see actual numbers

Speed of Service Status (bottom right): This section shows speed of service times for both front counter and Drive-thru.



What is it?

When you log-on to MyStore a dashboard will open. It provides an overview of restaurant sales and operational performance. The management team can use this dashboard to quickly understand restaurant conditions. The dashboard includes Red-Amber-Green (RAG) settings to make it easier to swiftly identify opportunities.

The dashboard will open up when you start MyStore initially. However, if you find yourself in a report and need to return to the start, simply select Home.

Hourly Sales Report

This report allows you to view restaurant sales. Sales can be shown for today or previous days and you can drill down to quarter hourly sales and get sales information for each individual till

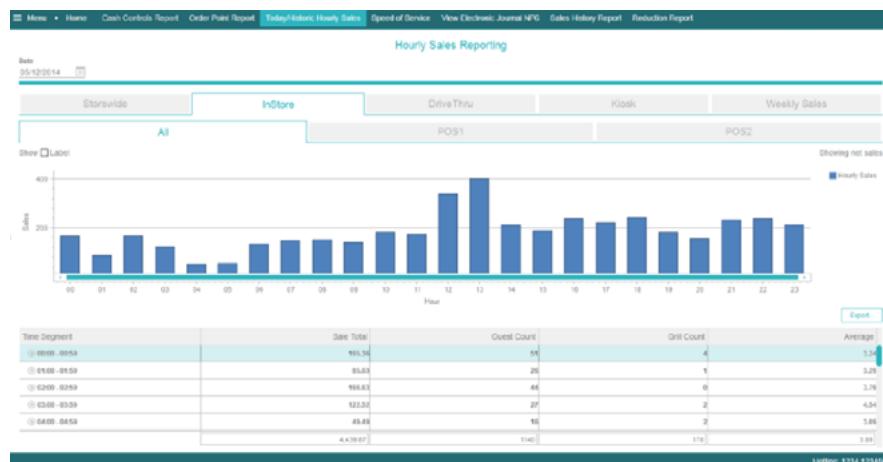
On the Menu Click: Cash >> Sales Reports >> MyStore Hourly Sales Report

Key points about the Hourly Sales Report:

- The report defaults to show today's sales but you can change the date by clicking on the calendar in the top left.
- Across the top of the report you can select Storewide sales or choose to look at each individual POS type.
- Once a POS type is selected you can look at sales from each individual till.
- Hourly sales are shown as both a graph or a table.
- In the table view, you can click on the arrow next to each hour to show quarter hourly sales.
- The weekly sales tab allows you to compare hourly sales patterns across the week.

Additional Notes:

- MyStore (Like the previous RDS reports) show total sales, this means there will be small differences to PeopleStuff which uses Product Sales.
- Unlike RDS, the timing of the PC/POS close does not impact the hourly sales report. MyStore will make sure that sales are allocated to the correct day.



MyStore Common Errors

Now that we've covered some of the basics that you'll need to know in your OTP role in the Restaurant – let's take a look at some of the common errors that we see in MyStore:

MyStore Login Errors:

A number of error messages can occur when attempting to open MyStore from the desktop / start menu – these are:

- MyStore is not ready yet! Background Services is not accessible!
- Could not authenticate user!

What is the cause?

The cause of this issue is that the MyStore Windows Service has stopped working.

What is the fix?

The fix for this is to restart the MyStore Windows Service in order for the user to be able to log into MyStore.

What can an OTP do for this?

There will be a batch file called "Fix MyStore Login" on the desktop of the ISP. An OTP can run this batch file which will restart the service in question and resolve the issue. This will save a call to the Service Desk.

Please ensure you wait 5 minutes before retrying access.

MyStore Common Errors

MyStore / MySchedule Missing Sales

Let's look at the scenario of Missing Sales – you've just logged into MyStore, and checked your Hourly Sales Report. But, you noticed that the sales have not been populating on the report.

A fix has been provided to allow Restaurants to recover their own sales, should you require it.

What is the fix?

The fix for this is to restart the MyStore Windows Service and WFM Services to resolve the issue.

What can an OTP do for this?

There will be a batch file called "Sales Recovery Tool" on the desktop of the ISP. An OTP can run this batch file which will restart the service in question and resolve the issue. This will save a call to the Service Desk.

Please ensure you wait up to 60 minutes for the sales to start populating.

MyStore Common Errors

MyStore – Unable to load RDS, RDS is already running

Common Error:

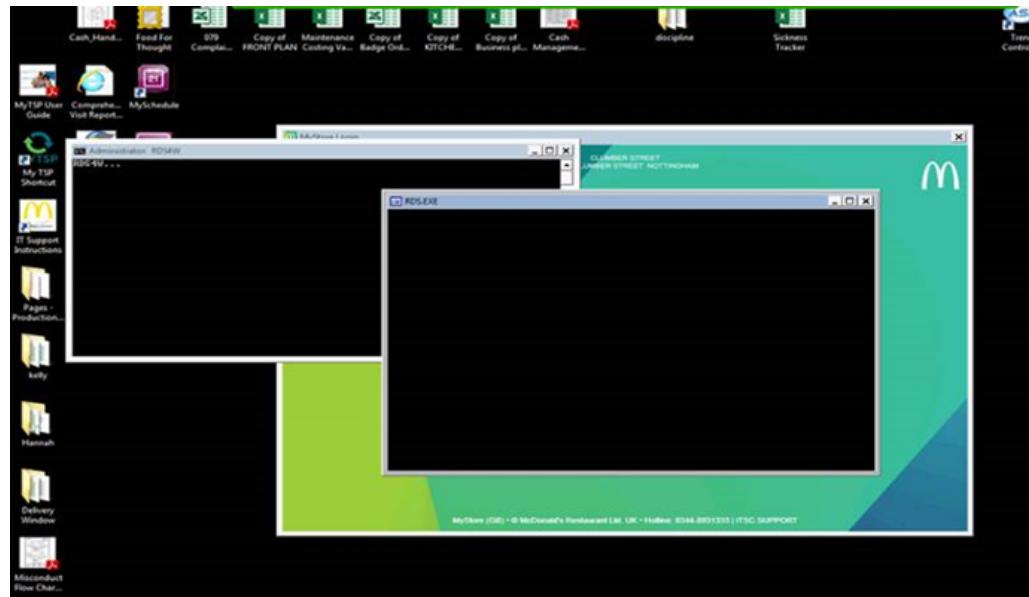
“Unable to load RDS, RDS is already running” – This error message appears when multiple instances of RDS are running.

What is the fix?

The fix is to kill the RDS.exe process, and then log off and log back on to resolve the problem. This is currently completed by the Service Desk. However, this knowledge can be shifted to the OTP / Stores.

What can an OTP do to help?

An OTP can resolve this issue by following the above guidance. If for example this does not resolve the problem, a case can be raised with the Service Desk and KB article KB0013053 can be quoted for logging purposes.



MyStore Common Errors

MyStore – “Drawer is unaccounted” when performing Close/Open

Common Error:

Errors received when performing Close/Open that states “Drawer is unaccounted”.

What causes this error?

The cause of this message is that figures on the cash drawers have not been completed, and as such this is a warning to state that it should be completed before Close/Open completes.

What is the fix?

The person completing Close/Open in MyStore should ensure that cashing up has been completed correctly. They should do this by navigating to the Cashing Up screen and ensure that all drawers are counted.

What can an OTP do to help?

An OTP can oversee this process and ensure that the above steps have been completed before raising a ticket with the Service Desk.

Open/Close Control Centre

Business days	Business Day Open	20/03/19	● Finished
From date:	20/03/19		
To date:	20/03/19		
Next:	21/03/19		
Close type	POS Close and Open	20/03/19	● Finished
Owner's closing type:	Day		
Next Workflow	Business Day Close		
Business Day Close			
Is Inventory entered? ● Yes			
Are all drawers counted? ○ Yes ○ No			
[27/03/19 00:51:30] Uncounted drawers available			
Have all bank deposits been done? ○ Yes ○ No			
Business Day Open			

MyStore Common Errors

MyStore Close/Open:

MyStore Close/Open is the process carried out when transitioning a Restaurant from one business date, to the next. All Restaurants must carry out the process, regardless of whether they're a 24 hour Restaurant or not – the system has to complete this process.

The MyStore Close/Open process has a number of key parts to it, let's break it down to review further:

Open / Close Control Centre

When performing the daily Close/Open process in MyStore, the Open/Close Control Centre (OCCC) shows the current status of each step as it is executed. The status of a step is represented as a traffic light colour, Green, Amber or Red. A status of Amber or Red indicates a hardware or software issue, which the restaurant needs to resolve before the Close/Open process can automatically continue to completion.

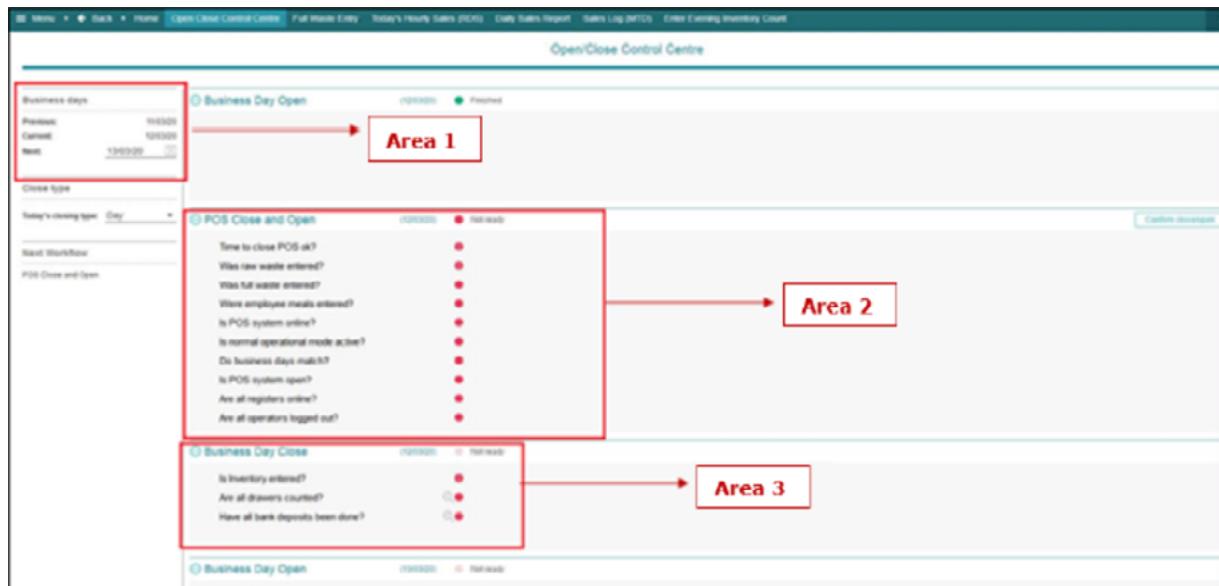


Figure 1: Open/Close Control Centre (OCCC)

The OCCC can be divided into 3 key areas
(see figure 1):

- Area 1: Business Days
- Area 2: System Pre-Checks before POS-tills / Kiosk
- Area 3: System Pre-Checks before PC Close

MyStore Common Errors

Open/Close Control Centre – Check List (Close/Open Pre-Check List)

To successfully execute the Close/Open process, the Restaurant should ensure:

- All POS-tills should show “Way Station: Online” (see figure 2).
- All POS-tills should be cashed out and should show “POS-Open” on POS-tills (see figure 2).
- Business day on all POS-tills should match the business day on MyStore (see figure 1 & 2).
- All Kiosks are responsive to touch and display the advertisement screen.
- All Kiosks on Kiosk menu on POS-till are logged out
- After Kiosk has been logged out on POS-till, it should say “Out of Service”.
- Cash-drawer changes (cashing-up) and Bank deposits should be closed and accounted.
- Full-waste\Raw-waste\Employee meals should be entered and booked on MyStore.

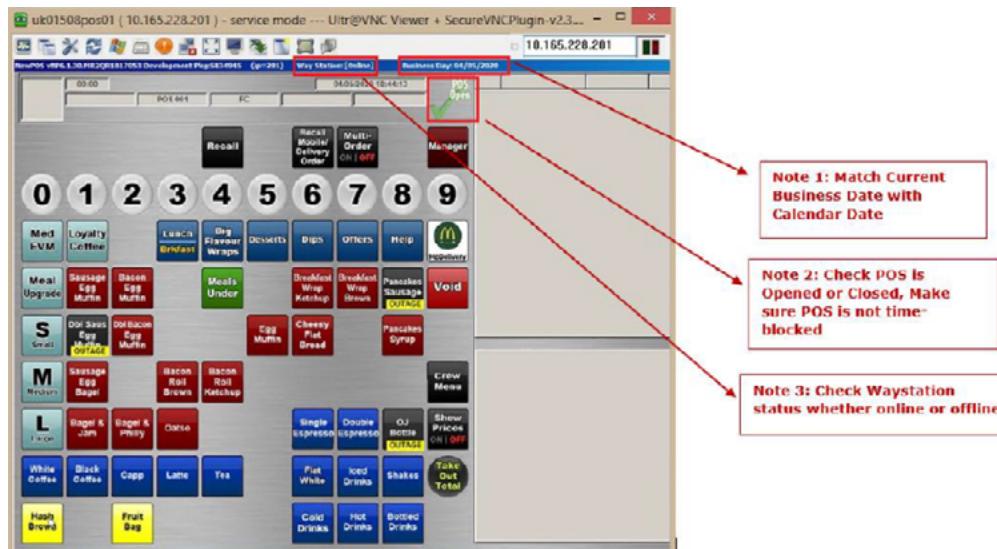


Figure 2: POS-till

Note: There could be a delay in logging out the selected Kiosk from the POS-till, and the POS-till appears unresponsive, this is normal. If this happens, wait approximately 20-25 mins for Kiosk to logout. If this is still unsuccessful, contact TSC.

MyStore Common Errors

Business Day mismatch

If the business day on the POS-tills is different to that on OCCC (See figure. 1, note 1), for example due to a period of inactivity, then the business day must be changed on the POS-till.

This can be performed via the Managers button on the POS-till, followed by the Managers Options Button (see figure 3). The Change Day option can then be selected, and the business day changed (see figure 4 on next page).

Note: The Change Day option is not visible/available the day before a promotion night

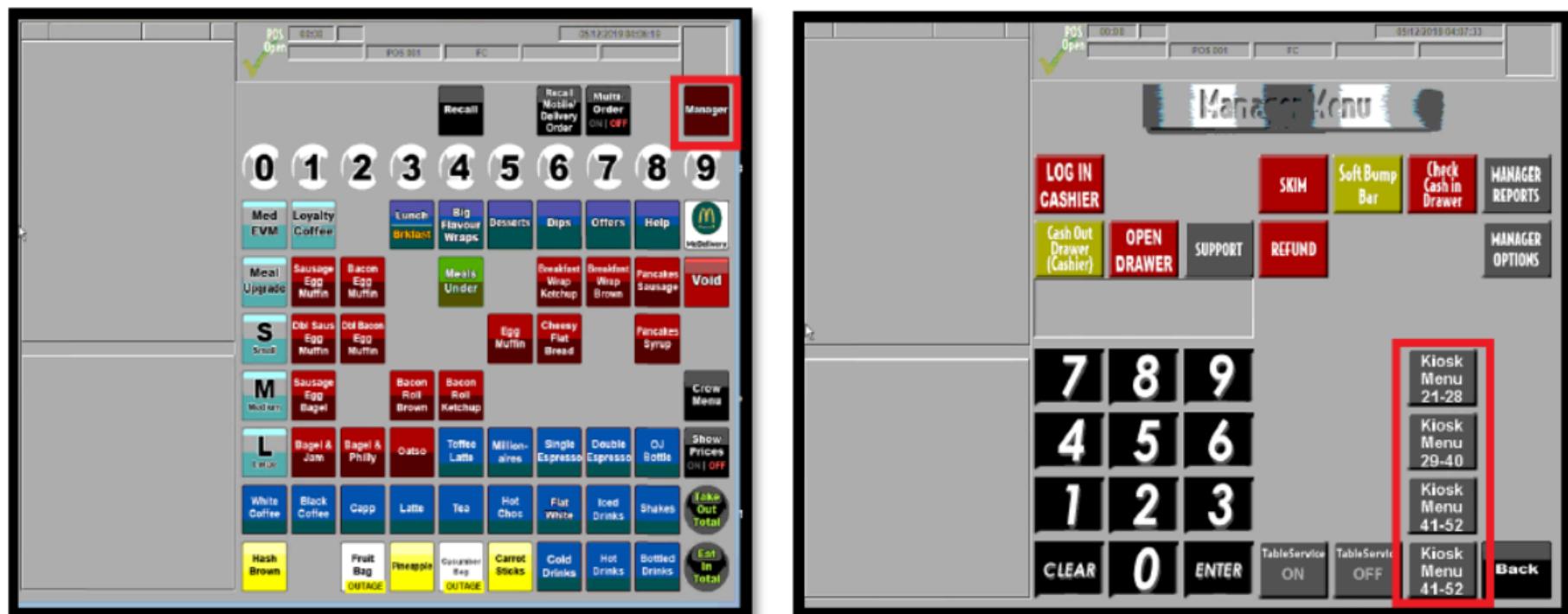


Figure 3: POS-till - Manager button and Manager Options

MyStore Common Errors

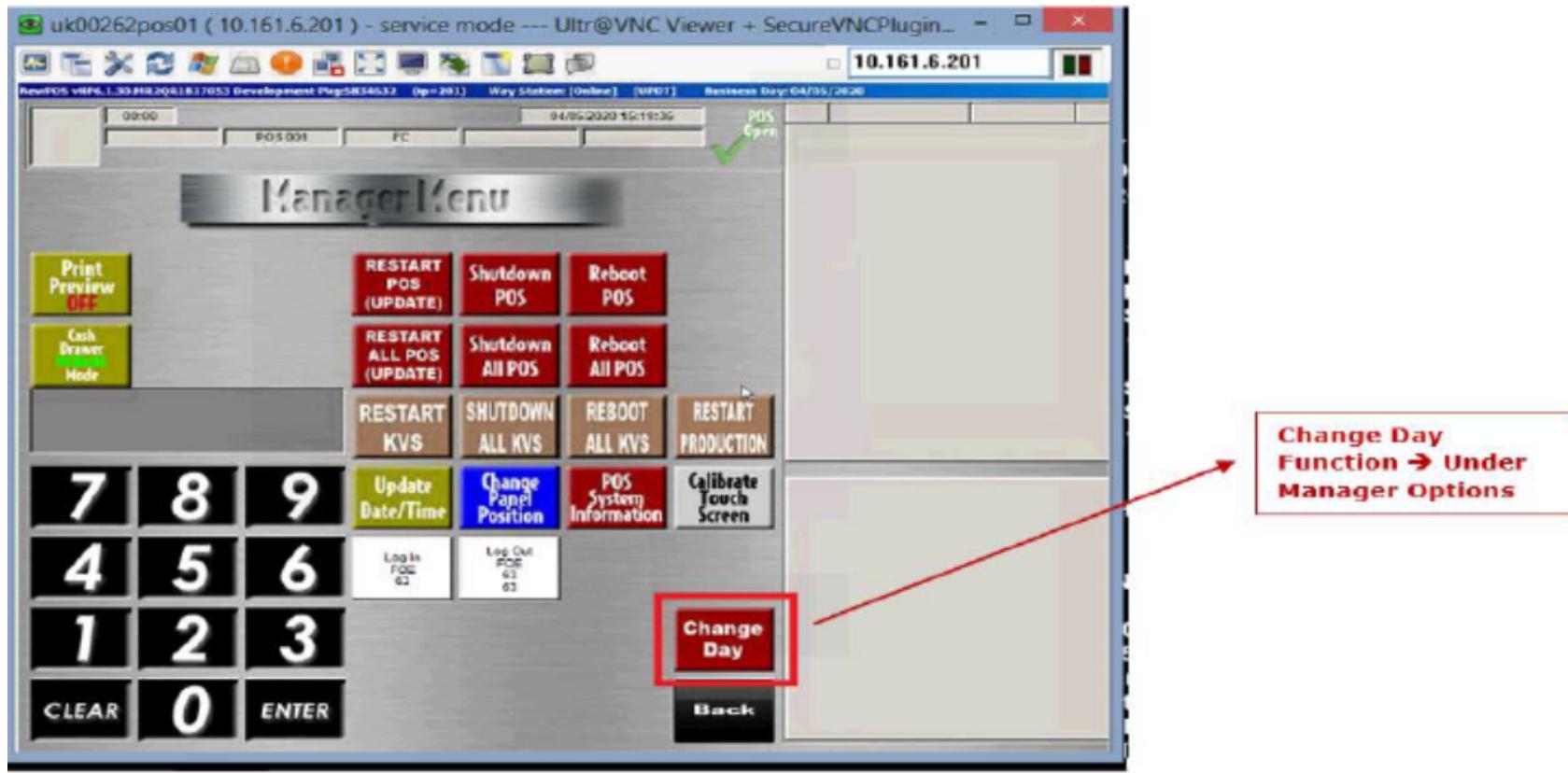


Figure 4: Change Day Option on POS-till

MyStore Common Errors

Unable to Logout Kiosk

If issues are encountered whilst logging out Kiosks, then the Kiosks can be logged out from any in-store POS-till by selecting the Manager button (see figure 5).

Once the Manager button has been selected, and the Manager Menu is displayed, click on the respective Kiosk Menu range depending on the Kiosk to log out (see figure 6).

Once the selected Kiosk menu is displayed (see figure 7 on next page), select the individual Kiosk number to Logout and wait for action to complete.

There could be a delay in logging out the selected Kiosk from the POS till, and the POS till appear unresponsive, this is normal. If this happens, wait approximately 20-25 mins for Kiosk to logout. If this is still unsuccessful, contact TSC.

If an error message “Could not logout in the CSO node” is displayed, restart the respective kiosk by power on/off, and try logging out the kiosk again.

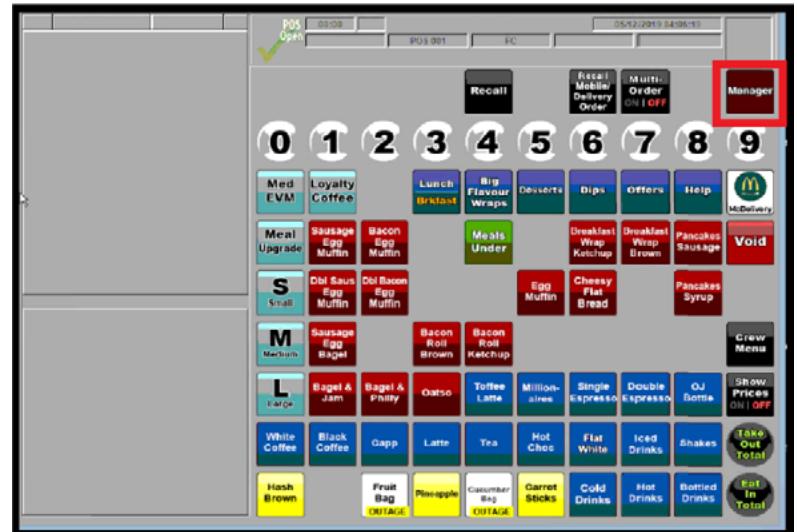


Figure 5: POS till – Manager Button

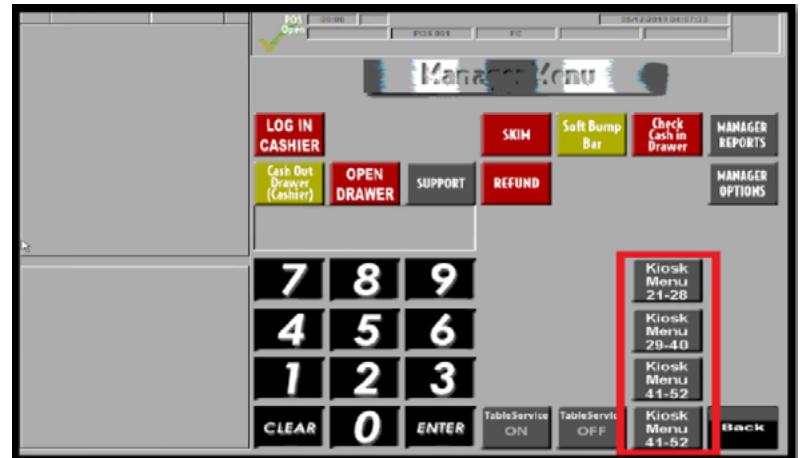


Figure 6: POS-till - Manager Menu

MyStore Common Errors



Figure 7: Kiosk Menu

MyStore Common Errors

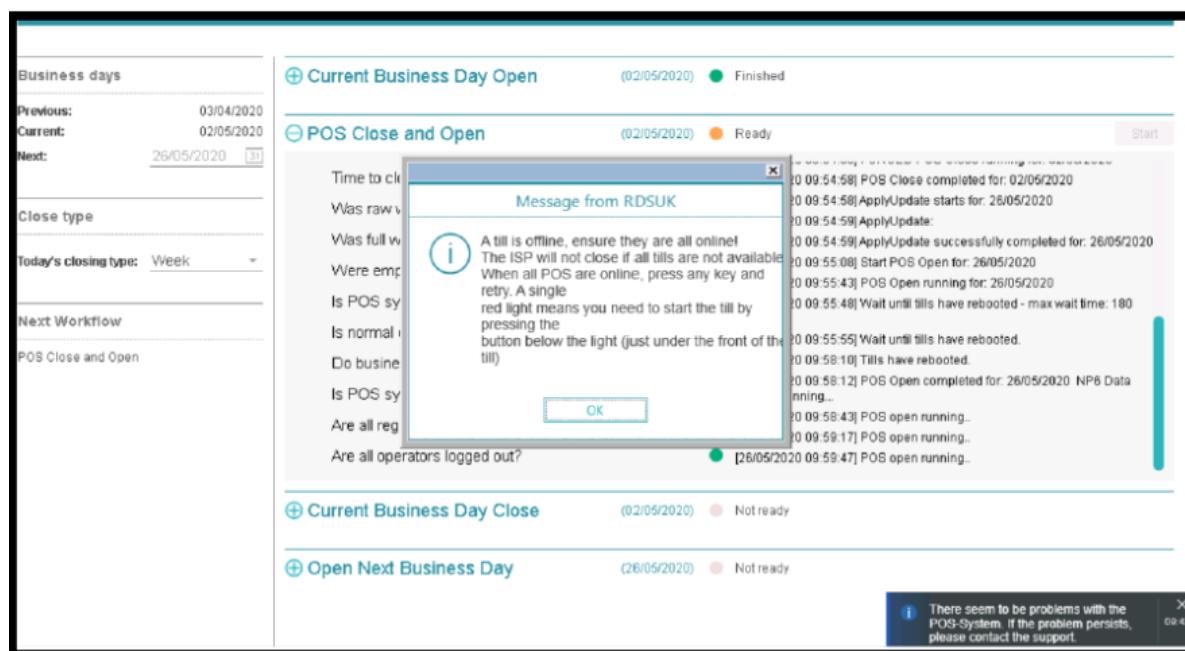
Offline Registers

If the OCCC detects that any register is off-line, the restaurant will be prompted with the message “A till is offline, ensure they are all online!” (see figure 8). All registers must be on-line before the next step in the Close/Open process can be executed.

In the example (see figure 8), two register are detected as being offline, POS0025 & POS0026, with the last two digits represent the device number. In this example the two offline registers are Kiosk25 & Kiosk26 and are not communicating with the POS system.

When the OCCC has identified that a register is off-line, the checks outlined in this section and the next section should be carried out (depending on the register type), to bring back on-line. Once the register is on-line, Close/Open process will continue onto the next step.

If the issue is not resolved, or the Close/Open process does not continue, the Restaurant should run the MyStore Login fix application – see our previous section MyStore Login Fix. If this doesn’t resolve the issue, the Restaurant should contact the TSC.



MyStore Common Errors

Offline Register: POS-Till

- Check if off-line POS-till has power. If not, check whether power cable is properly connected on the POS-till and the wall socket (power source) is working. If power source is not working, please arrange a local electrician to get it checked.
- Check if the off-line POS-till is on the normal menu screen and responsive, it should show “Way Station: [Online]” (see figure 9)
- Check if the POS-till (see figure 10 on the next pages) normal menu screen shows “Way Station: [Offline]. If it does, there is a connectivity issue, try re-seating the LAN cable (see figure 11-13 on the next pages):
- Check the LAN cable on the POS-till is connected properly and the LAN connection light is blinking.
- If the LAN connection light is not blinking, even after re-seating the LAN cable, connect the POS-till with a different known working LAN cable.



Figure 9: POS-till “Way Station [Online]”

MyStore Common Errors

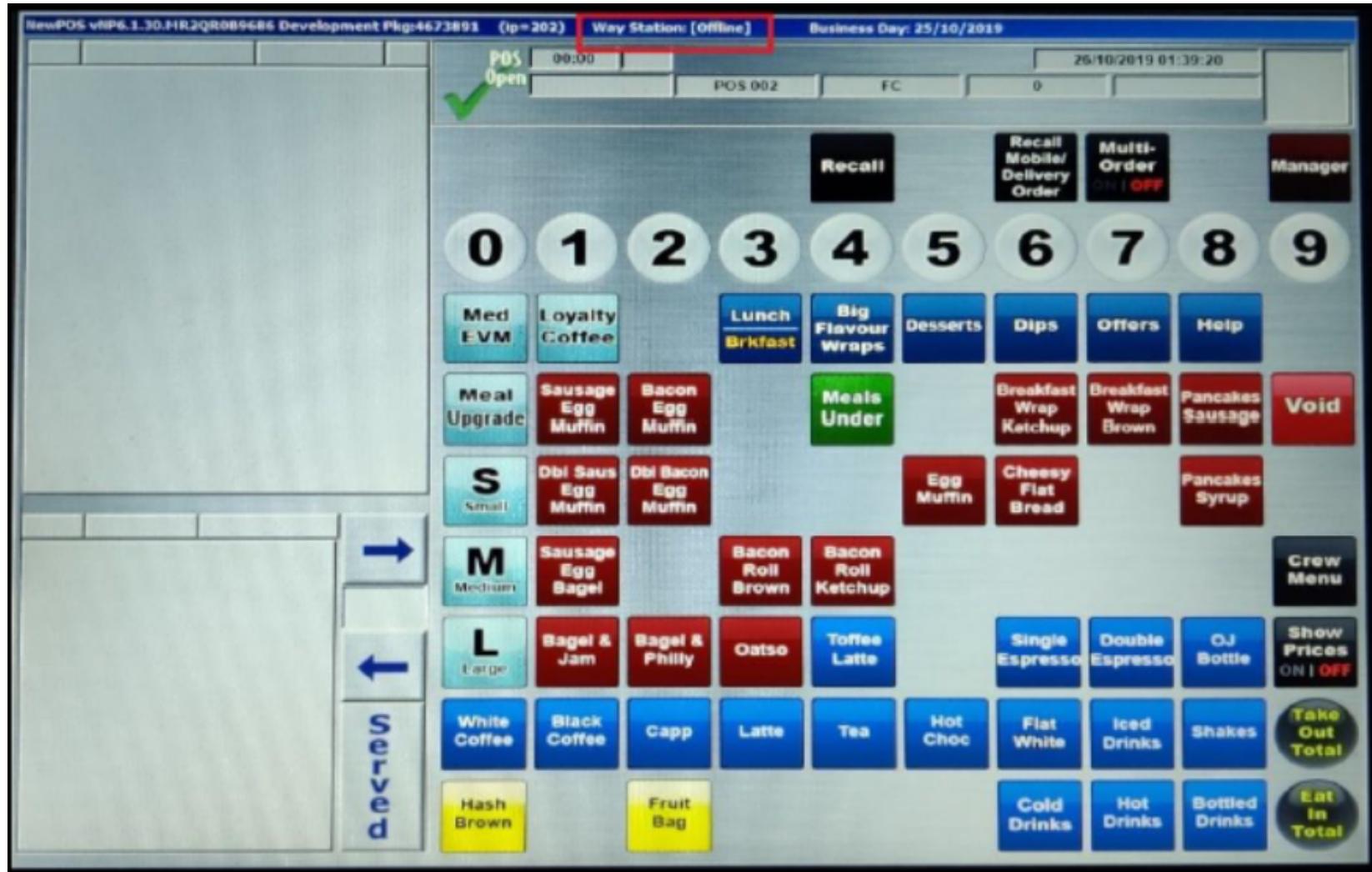


Figure 10: POS-till "Way Station [Offline]"

MyStore Common Errors



Figure 11: Panasonic JS-970



Figure 13: PAR M-7700

MyStore Common Errors

Offline Register: Kiosk

- Check if off-line Kiosk has power. If not, check whether power cable is properly connected to the Kiosk and the wall socket (power source) is working. If power source is not working, please arrange a local electrician to get it checked.
- Check whether the off-line Kiosk is on normal menu screen and responsive (see figure 14).
- Check if the off-line Kiosk has power and the LAN cable is properly connected.
- Open the off-line Kiosk door and check if the kiosk PC is powered “ON” and restart the Kiosk PC once using the power button (see figure 15-16 on next page)



Figure 14: KIOSK Image showing Welcome Screen

MyStore Common Errors

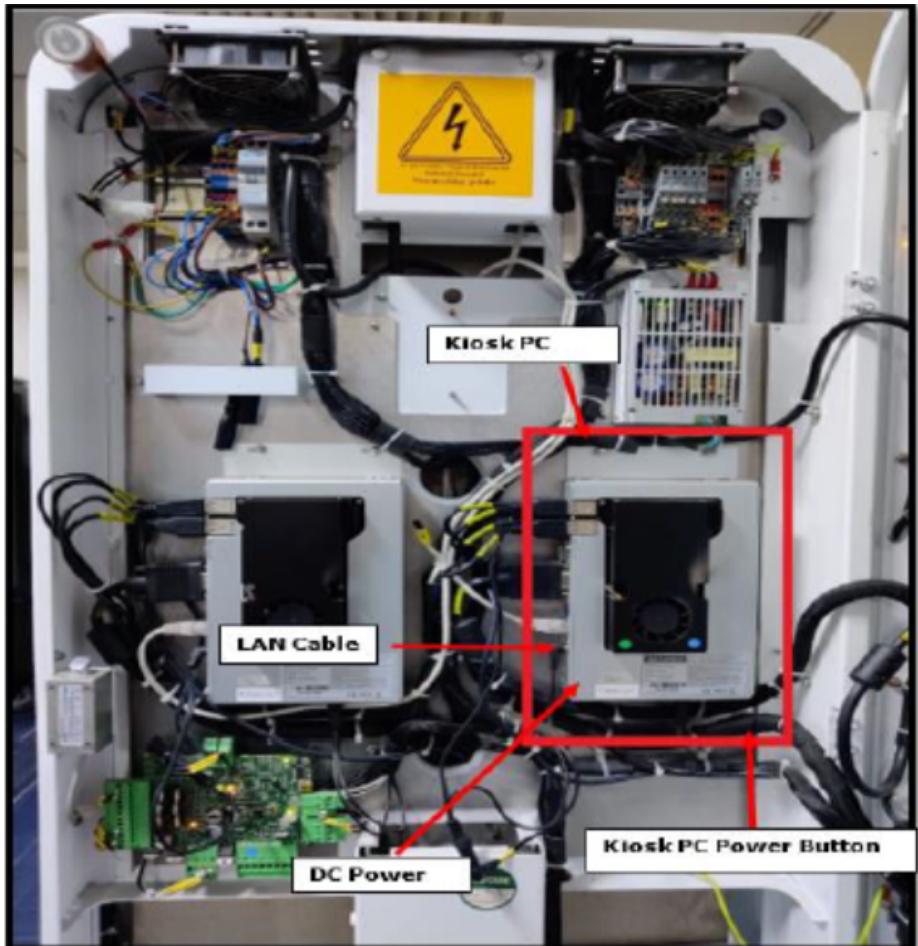


Figure 15: Inside Panel of Kiosk



Figure 16: Inside of Kiosk PC Cable Connection

MyStore Common Errors

Close/Open stuck at 52%: Devices with error (0)

If the OCCC prompts the Restaurant to “Open in Forced Mode” (see figure 17) due to the Close/Open process being stuck at 52%, Device with error (0), the Waystation business day should be checked for all devices.

The Waystation business day can be checked on a POS-till, click the Managers button (see figure 18), followed by the Support Button (see figure 19 on following pages), and finally the Store Wide (S.W) Open Day Forced button (see figure 20 on following pages).

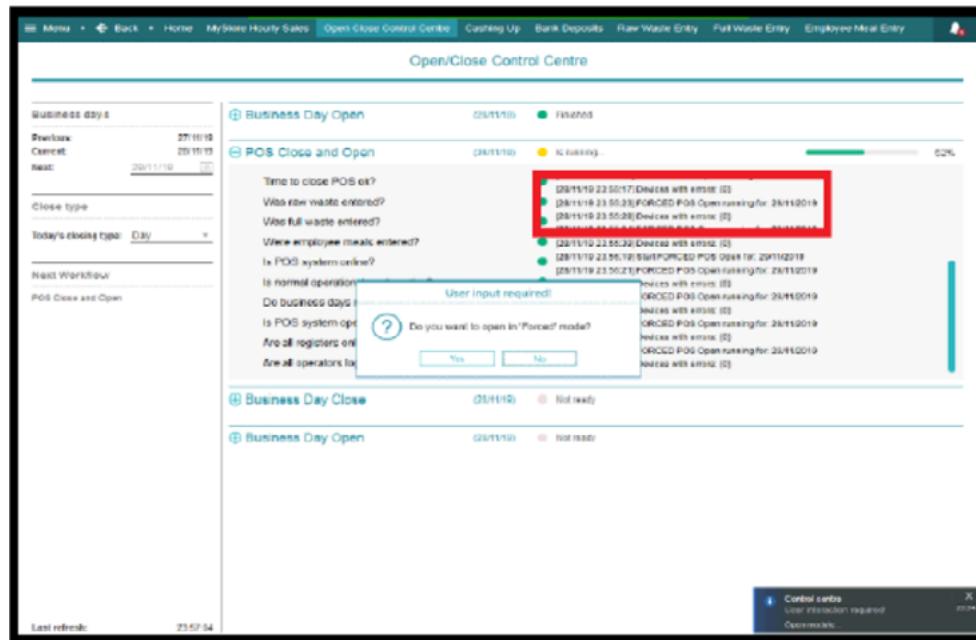


Figure 17: Open in “Force” Mode prompt

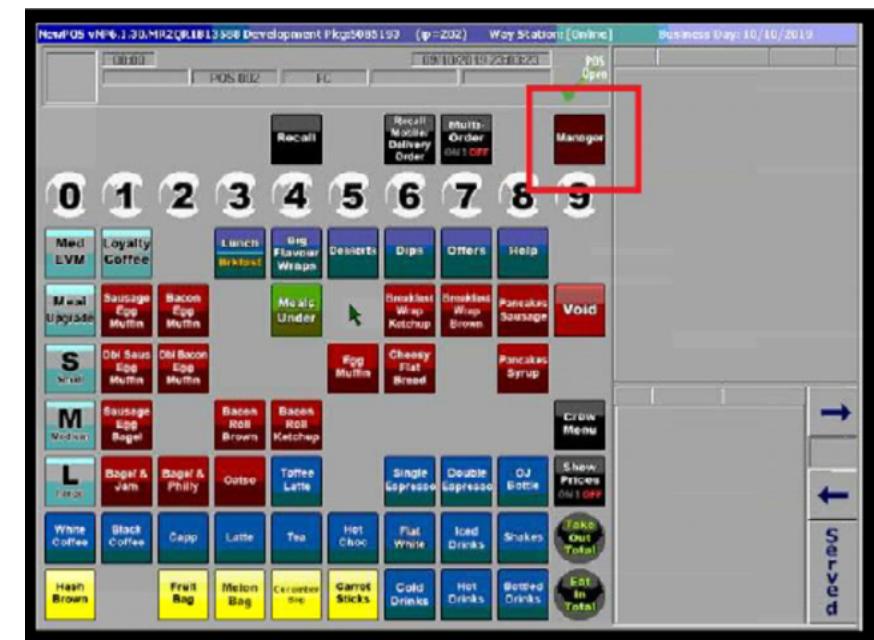


Figure 18: POS-till – Manager Button

MyStore Common Errors



Figure 19: POS-till – Support Button



Figure 20: POS-till – S.W Open Day Forced

MyStore Common Errors

Once the S.W Open Forced option has been selected, the Restaurant will be prompted to continue, by pressing “Yes” (See figure 21 on following pages). Once “Yes” has been selected, any on-line devices that have a different Waystation business day will be listed, in addition, any devices that are currently off-line.

The Restaurant should then enter the next business day for which Restaurant needs to open (see figure 22). This date will be applied to all on-line devices with the wrong business date. If the wrong business date is entered, then the POS-till will be Time Blocked.

Once the next business day has been entered, the Close/Open process will continue.

Note: To by-pass this error, the on-line devices identified with the wrong business day can be made off-line. However, best practices is to ensure that all devices are on-line before the Close/Open process continues.

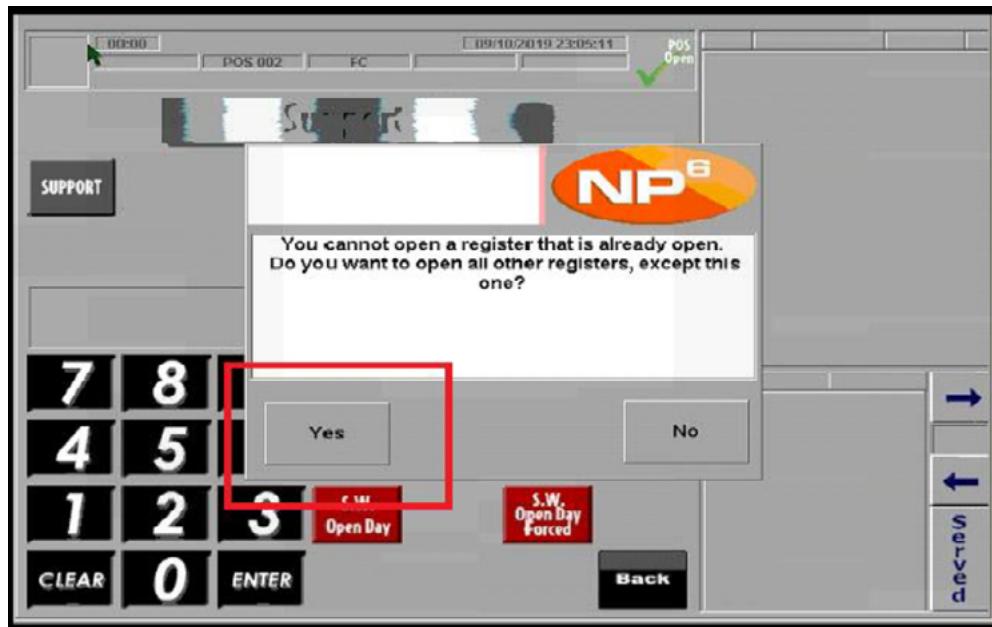


Figure 21: POS-till – Prompt re-open



Figure 22: POS-till – Enter Next Business Day

MyStore Common Errors

Inventory Not Entered

MyStore OCCC sometimes prompts the Restaurant to check the inventory, even though the inventory count has already been entered (see figure 23).

Please go back into the inventory count and check that every item has been entered. When there is zero (0) to be entered, enter 0 instead of leaving it blank and proceed with Close/Open process.

If the issue is not resolved, or the Close/Open process does not continue, the Restaurant should run the MyStore Logon fix application

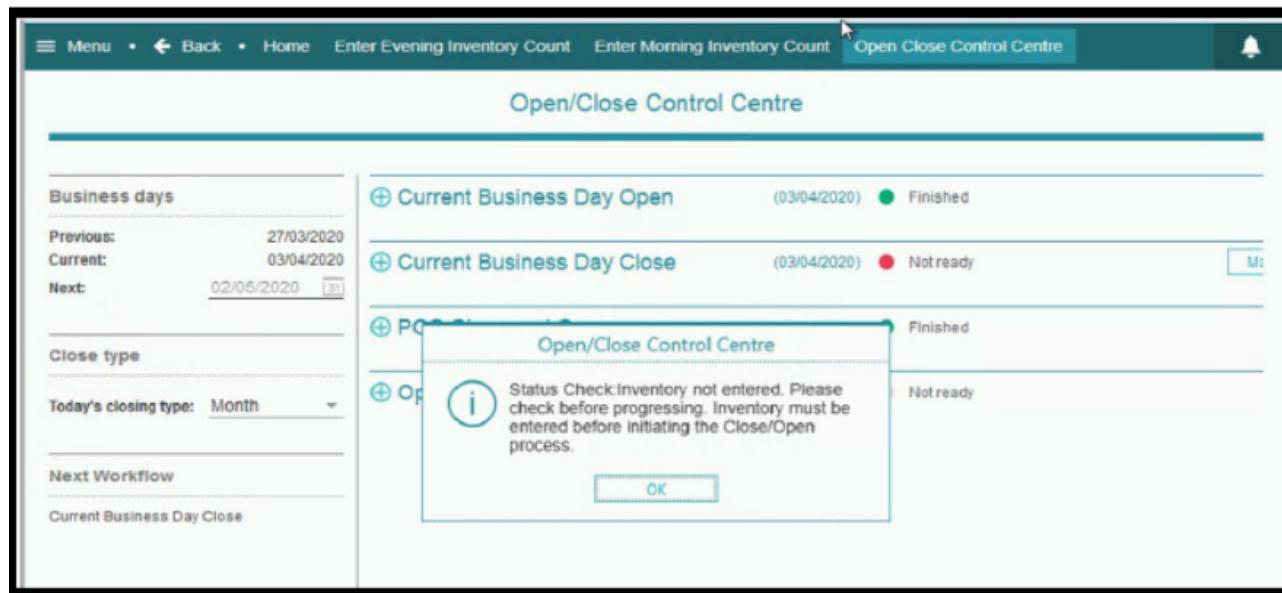


Figure 23: MyStore OCCC – Check Inventory not entered

MyStore Common Errors

If the issue is not resolved, logon to MyStore with the “Manager Override” option and Enter MyStore username and password when prompted with reason “Inventory Entered” (see figure 24). The “Manager Override” should only be used to when trying to resolve the Inventory check error.

Once the Close\Open is completed, the Restaurant should check whether the Inventory count for previous business day is available in Inventory cards\Ops report. If not available, the Restaurant should contact TSC.

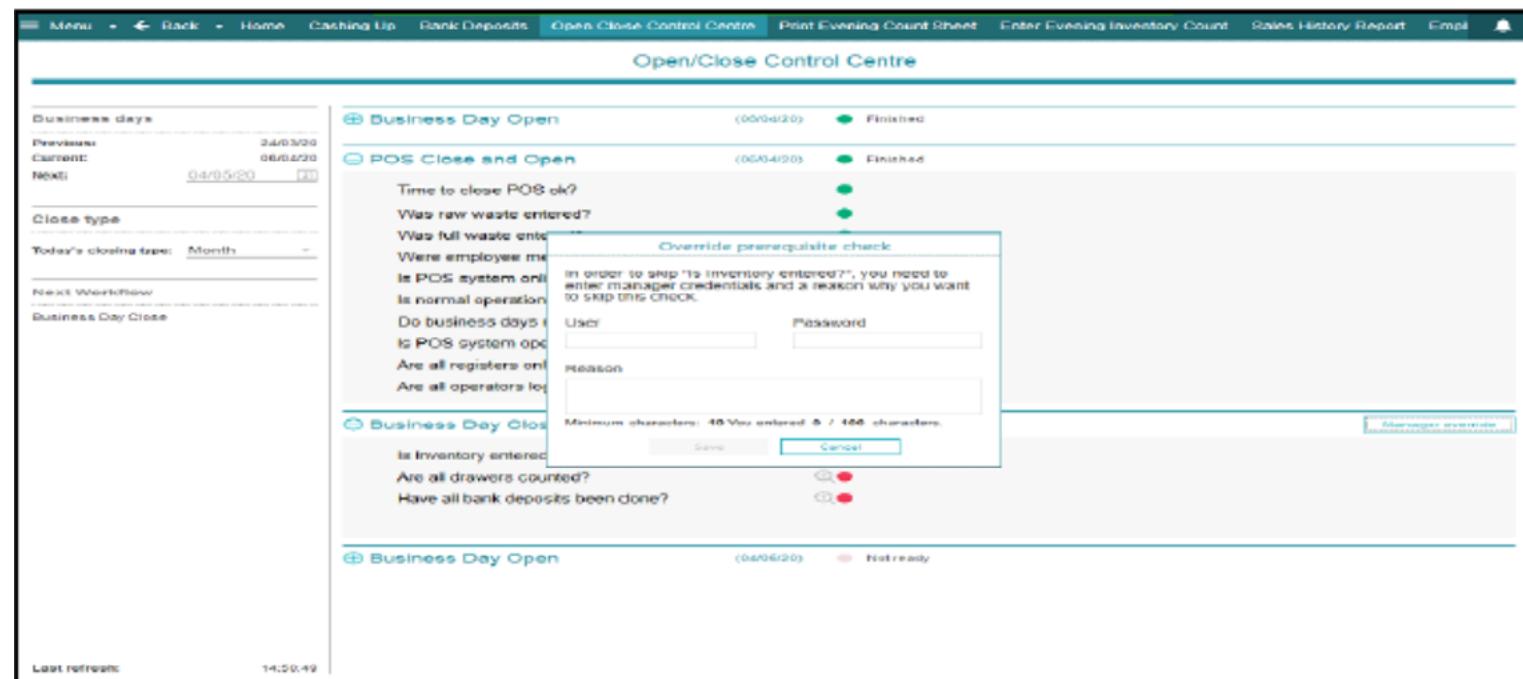


Figure 24: MyStore OCCC – Manager Override

Unable to logon to MyStore

MyStore Login Fix

If a restaurant is unable to logon to the MyStore application, they will be unable to perform any operations, including the close/open process.

They are six known issues that can be resolved using the MyStore Logon Fix application installed on the Restaurants ISP Desktop, without the need to contact TSC.

To access the MyStore Logon Fix

- Double click the Fix MyStore Login icon on the ISP desktop
- A blue window will appear
- When prompted to “Press any key to continue ...”, press any key
- Please wait 20 minutes - Try to logon to MyStore again

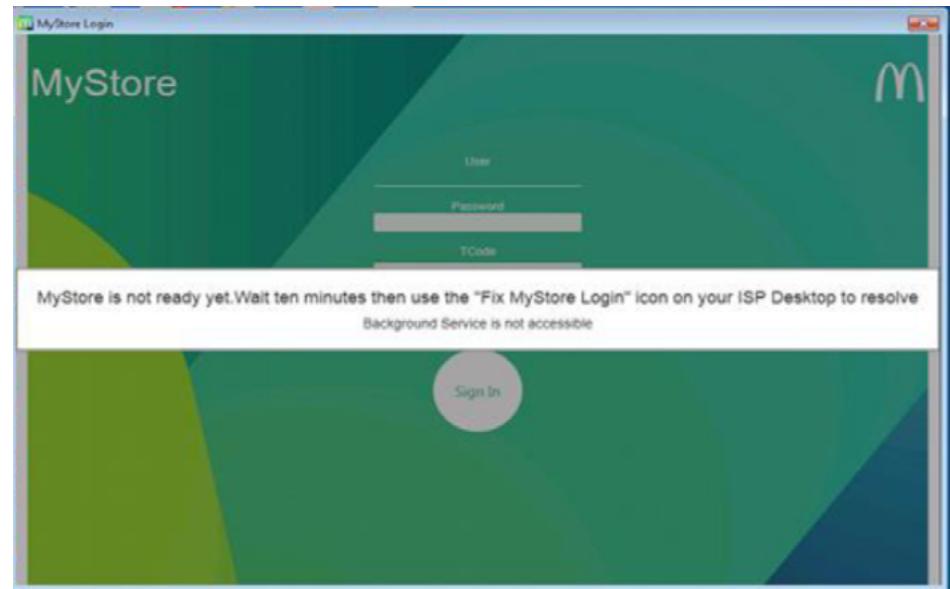


Figure 27: MyStore Background Service is not available

Troubleshooting

Troubleshooting is a big part of your job as an OTP. You'll find some guidelines and helpful tips here to help you along.

To think – and perform – like an OTP, you need to:

- Know the steps to follow
- Know which questions to ask
- Know where to go for help

We also want our OTPs to be proactive. So, keep a close eye on devices and technology when you do your Health Checks. Clean the equipment and note any issues or potential issues. Check cabling as you go to make sure there are no loose connections.

The 7 Steps of Troubleshooting

These seven steps encompass a lot of information. Try to approach each issue by following this sequence because it will ensure you start the process in the right place – identifying the problem – and ensure you gather all the necessary information to come up with the right solution – one that lasts.

Remember, it takes a lot of knowledge and practice to use reasoning when working help desk calls or in the field on an installation. Be patient with yourself as you learn and grow as an OTP. You will build your knowledge base with time and experience. It can be frustrating at first, but that's why there is a process to follow and so many resources to help you learn your way. Learn from your mistakes and keep going!

The 7 Steps of Troubleshooting

Identify the Problem: The key to identifying a problem is to ask questions. Usually you can get there with only a couple of questions. Once you identify the basic problem, narrow the scope.

Note: *Information on asking the right questions will be covered later.*

Gather Data: Gather specific data related to the problem. Again, this is often accomplished by asking the right questions. And never assume when gathering data. For example, don't assume a device is turned on. Be careful here because too much data can be a problem itself. Keep it clear and concise.

Identify Possible Solutions: Next in the process is to use the information from the first two steps to identify possible solutions. It is best to start with the simplest solutions and then go to more complex solutions.

Note: *Pay attention to your surrounding environment – the level of service – as you gather data. If your crew and customers are better served by your helping speed production along immediately and fixing the problem when service is slow, do that.*

The 7 Steps of Troubleshooting

Analyse Possible Consequences: Remember Newton's Law: For every action, there is an equal and opposite reaction. Keep this in mind when you confront a problem. A simple solution may work on the surface, but underneath a larger problem could be developing. Weigh all solutions and their consequences before making judgment. When deciding where to start, consider what the action(s) will have on the overall system. Example: Restarting the RHS Server would take the system down.

Monitor and Modify if Needed: After trying the best solution, monitor its progress. Make sure everything is working properly. This step could take anywhere from one minute to five days – even five weeks. If everything works properly, the job is done. If everything does not work as planned, it is time to start all over again with step one.

Choose the Best Solution: The best solution may not always be the first solution. And typically, there will be more than one solution for each problem. Finding the best is a judgment call. It comes from knowing the system, its components, how the software interacts with the hardware, etc. Start with the easier, less invasive solution first. Test your solution before fully implementing it. That will help you stay your course and avoid needlessly jumping around from solution to solution.

Get Help if Needed: If there's no apparent solution to your problem, please get help as soon as possible. Remember the real bosses here – the customers, internal and external. The longer the problem drags on, the more difficult it becomes for crew members to satisfy customers. If it takes five days to get a five-minute problem solved, the end-result may be correct, but to your crew and the customers they serve it may be a failure. Use your resources, which include the Help Desk, the OTP Community, your online resources, and your Reference Guide. There are lots of resources available to you!

Asking The Right Questions

A key part of finding a solution for a problem – steps 1 and 2 in the Troubleshooting process – is knowing how to ask the right questions.

When you are approached by a crew member about a problem, first ask them some basic, easy questions. For example, start with: “What seems to be the problem?”

Here are some tips to asking questions so you can solve your problem:

- Ask open-ended questions to gather as much information as possible
- Try to find the answer to these questions:
 - When?
 - Where?
 - How?
 - Why?

Once you have asked the basics, start to narrow the scope by asking questions like:

- Which device(s) are affected?
- Is the problem only affecting one device or is it system-wide?

Rebooting Equipment

When absolutely necessary, you can reboot a device. Follow the instructions here.

- Powercycling: When power cycling a device, only press the Power button down for one second.
- Going through the POS Manager’s menu: See your OTP if you do not know how to do this process.

Other Helpful Resources

In addition to this Reference Guide, there are other helpful resources available to you. They include:

- The Help Desk
- The OTP Community: Reach out on the community group
- Knowledge Articles: Specific topic-related articles shared on the portal

Tips: Narrow your search results by including as much information as possible, such as “register” and the brand or model your store uses. You can also search the symptoms of your issue. Knowledge Articles will include troubleshooting steps for the issue you have searched and selected. Each article includes a KB number which can be used to reference the specific article. You can also leave feedback in the comments section at the bottom of the article to help improve the information.