Aloha

Kitchen

v1.0

Implementation Guide

Aloha Kitchen Implementation Guide v1.0

Table of Contents

About Aloha Kitchen

Aloha Kitchen at a Glance	
Core Product	Aloha Quick Service and Aloha Table Service
Complementary Products	
Separate License Required?	Yes
Other References	Aloha Quick Service Reference Guide; Aloha Table Service Reference Guide

Aloha Kitchen is an innovative and intuitive kitchen product that drives efficiency within table service and quick service environments. Some benefits in using Aloha Kitchen include:

- **Improved speed of service**   Aloha Kitchen greatly improves the speed of service at a restaurant by ensuring orders are prepared and delivered on time. Through delayed routing, you can time each item to be sent to the kitchen in a staggered order so orders are not waiting for an item to be cooked. Restaurants can see crucial minutes drop off their table turns and service times.

- **Timed alerts**   You can use alerts to notify employees when orders are late in starting and bumping. At a quick glance, you can visually monitor the 'health' of your kitchen at any given time. For example, if you see a large number of items in red, you know the kitchen is behind.

- **Higher food quality**   High food quality is a must in any restaurant. Aloha Kitchen can assist you in maintaining high food quality at optimal temperatures so cooked food remains hot and cold food remains cold, when the food reaches the customer.

- **Enhanced guest experience**   Through on-time deliveries, Aloha Kitchen enhances the experience of your guests and encourages them to return to your restaurant.

- **Increased productivity**   The cost of labor is a huge concern in most restaurants. Aloha Kitchen can decrease your labor cost by helping you determine when to cut labor. You will also increase productivity by employees being more attentive to orders. Communication among kitchen staff increases, reducing the number of meals that are comped due to mistakes.

- **Multi-lingual support**   Many restaurants staff their kitchen with employees from diverse backgrounds who speak different languages. Aloha Kitchen has the unique ability to allow an employee to easily switch the language on the screen to their native language, on demand.

- **Management and analysis**   Through Aloha Kitchen, you can implement and monitor real-time metrics that display on specific kitchen screens, based on the system time of the POS. Averages are broken down by individual stations. Also, a full suite of BOH reports are available for additional analysis.

Integrating Aloha Kitchen with Other Aloha Products

To add high competitive value, Aloha Kitchen integrates with the Aloha Enterprise suite, including Aloha Table Service, Aloha Quick Service, Aloha Takeout, Aloha Guest Manager, and more.

CF AM	You must use a configuration management tool, either **Aloha Configuration Center** (CFC) or **Aloha Manager**, to configure Aloha Kitchen and have a working system prior to installing and configuring Aloha Kitchen. In CFC, you have full above-store management control over multiple sites. Aloha Manager is ideal for single-store operations.
TS QS	You must use a POS system, either **Aloha Quick Service** or **Aloha Table Service** to integrate with Aloha Kitchen. Crucial elements, such as item cook times, order modes, voids, customer and employee names, table transfers, and custom chit layouts, are transmitted to Aloha Kitchen for calculations and to display on the kitchen screen.
AT	You can optionally override quote times and display customer information when you integrate with **Aloha Takeout**.
GM	You can optionally display wait list information and wait quote times from **Aloha Guest Manager** and display them directly on the kitchen screen.

> *Notes* Contact your Radiant Systems representative for help determining the products that meet your operational needs.

Expediter Employee vs Production Employee

An expediter employee assembles the plated food for delivery by the server or food runner. During slow periods, the expediter could be sent home early, in which case, the server or cashier would double as the expediter. Large kitchens sometimes employ an additional expediter or have an expediter dedicated to take-out orders. Regardless of the environment, an expediter is the final stop before delivering the food to the guest or table.

A production employee is usually responsible for a specific cooking area of the kitchen, such as the grill or the salad area. After cooking the food, the employee places the item in a location for the expediter to retrieve. Depending on the size of the kitchen, there could be many production stations in a restaurant.

In Aloha Kitchen, the expediter manages each order in its entirety, and gauges the state of all orders in the kitchen. The production employee manages each item at that station and can instantly know the count of items they must prepare to fulfill all orders currently needed in the restaurant.

Touch Screen vs. Bump Bar

Whether to use a touch screen terminal or a bump bar to interact with the system is a personal preference. Aloha Kitchen ensures that you can perform your every day functions using just one, or a combination of both, methods. Given its harsh environment, a production station is well suited for using a bump bar, since replacing a stained bump bar is much less expensive than replacing a touch screen monitor. A touch screen monitor is ideal for a more gentle environment, such as an expo station.

> When you configure touch screen functionality on a terminal, the Commands bar appears at the bottom of the kitchen screen, to allow you to perform various functions by touch. Many of these commands have an equivalent function available on the bump bar.

Aloha Kitchen offers many commands to assist you in navigation using a bump bar, such as 'Item Cursor Up,' 'Item Cursor Left,' 'Scroll Right,' 'Scroll First,' and others. On a touch screen monitor, you simply need to locate and touch the particular cell.

The following depicts two ways to navigate on the screen, using a bump bar.

Bump Bar Navigation Examples	
In the left example, if you are on 'Kid Pizza' and you want to navigate to 'Fried Mozz,' press 'Item Cursor Up' six times on the bump bar.	In the right example, if you are on 'Kid Pizza' and you want to navigate to 'Fried Mozz,' press 'Scroll First' on the bump bar to select the first cell, then press 'Item Cursor Down.'

About This Document

This document assumes you are already familiar with Aloha Configuration Center or Aloha Manager and that Aloha Table Service or Aloha Quick Service is already installed and functioning on your computer. This document is separated into two sections, the first of which instructs you on how to get started with Aloha Kitchen using a basic configuration. The second section showcases the more isolated features, allowing you to take your configuration a step further. If you need a more advanced configuration, contact your Radiant Systems representative for a more consultative approach.

Aloha Kitchen Screen Components

This section details the screen components of Aloha Kitchen. Throughout this guide, we discuss the two most commonly used screen for an expediter (Expo Order View) and for a production employee (Production Start and Cooking). Other screens, as shown in "Configure Kitchen Screens" on page 37 alters the layout and behavior slightly, and are not discussed in this guide.

Expo Screen
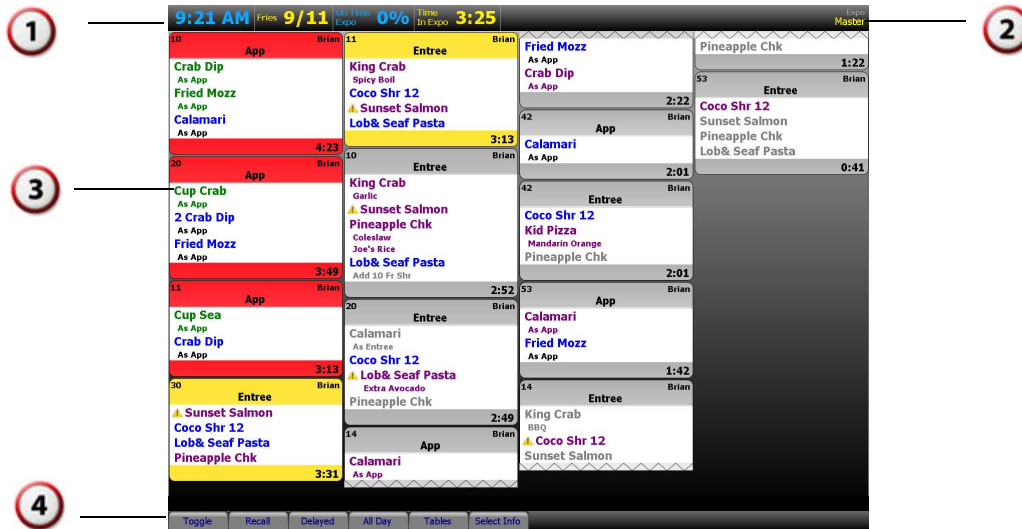
Figure 1 Expo Kitchen Screen Example

Metrics bar — Displays configurable metrics used to help employees gauge their progress and facilitate their station.

Kitchen screen name — Contains the name of the kitchen screen that identifies the location of the area in the kitchen.

Order cell — Contains order-level information, per order, for a screen usde by an expediter to quickly view the progress of items within an order. The cell also includes any modifiers for an item.

Commands bar — contains functions primarily used for a touch screen terminal that allow you to perform certain tasks.

Production Screen

Figure 2 Production Kitchen Screen Example

① **Metrics bar** — Displays configurable metrics used to help employees gauge their progress and facilitate their station.

② **Kitchen screen name** — Contains the name of the kitchen screen that identifies the location of the area in the kitchen.

③ **Item cell** — Contains item-level information, per item, for a screen used by a production employee to monitor the progress of an item. The cell also includes any modifiers for the item.

④ **Cooking queue** — Represents the area where items are held on a screen usde by a production employee so they can bump an item. Some screens do not support the cooking queue.

⑤ **Start queue** — Represents the area where items are held on a screen a production employee uses so they can start and move an item to the cooking queue. Some screens do not support the start queue.

⑥ **Commands bar** — contains functions primarily used for a touch screen terminal that allow you to perform certain tasks.

Aloha Kitchen Order Sequence

As items are ordered on the POS, they route to different stations and pass through several states until the expediter eventually finishes the complete order. The following diagram depicts the sequence of a typical Aloha Kitchen order, with the assumption that the expediter uses a touch screen terminal, and all production employees use a bump bar.

A guest orders a Single w/Chz, Lg Fries, and Gr Chk Brst.

Per routing rules, Single wChz and Gr Chk Brst route to the Grill station, Lg Fries route to the Fries station, and all items route to the Expo station.

Expo Station

Grill Station

Fry Station

3 As the items appear on-screen, the Grill and Fry station employees navigate with the bump bar and press 'Start' to move their respective items to the cooking queue. Both employees then physically begin cooking their items.

Grill Station   **Fry Station**

4 When the items are physically cooked, both production employees navigate with the bump bar and press 'Bump' to bump the items from their respective screens. Aloha Kitchen communicates with the Expo station that the items are ready.
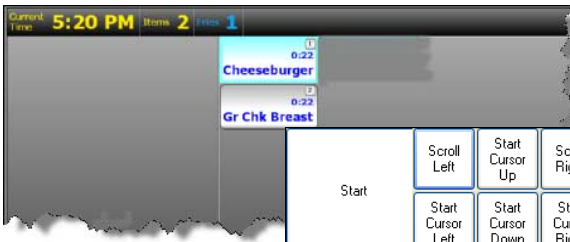
Grill Station   **Fry Station**
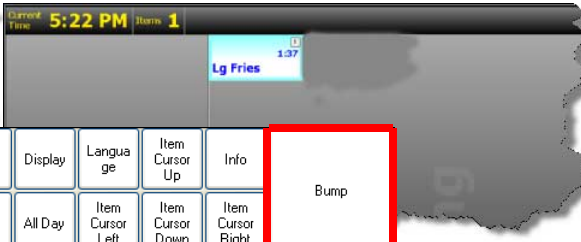
5 When all items of the order are ready, the expediter prepares the completed order, and then bumps the order by touching the order cell on their screen and selecting 'Bump Order.'

Expo Station
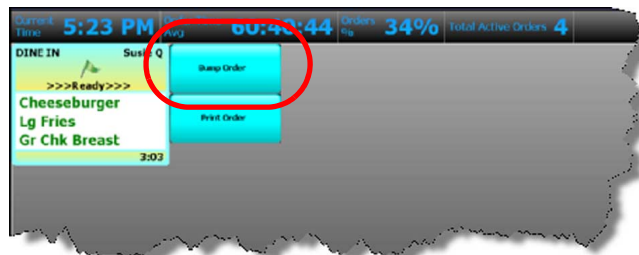
Progression States of an Aloha Kitchen Order

When items and orders progress through the kitchen screens, they pass through several states. These states have default colors; however, you can use skins to change the color for the different states. The four states, listed in the order of occurrence, are:

1. **Unstarted** - When an order or item first appears on a kitchen screen, the color appears in purple. After a defined amount of time in an unstarted state, an exclamation mark appears, letting you know you need to start the order or item.
2. **Cooking** - When an item is started and moved to a production screen, the item is now cooking and the color appears in blue.
3. **Prepared** - When an item is bumped, the item no longer appears on the production screen and the color appears in green on the expo screen.
4. **Served** - An item or order that has been bumped from the expo screen. There is no color associated with a served state since the order no longer appears on any screen.

The expo screen can also display items in gray, meaning the item is **uninitialized** and is not ready to appear on a production screen. This can happen when you are using delayed routing, or if an item has a shorter cook time than another item within an order. For example, when an order has a steak that takes 10 minutes (600 seconds) to prepare and a salad that takes three minutes (180 seconds) to prepare, the salad appears in gray to the expediter. Once the seven minutes of cook time for the steak lapses, the salad displays at the respective screen and progresses through the states of an Aloha Kitchen order.

Alert States of an Aloha Kitchen Order

Within Aloha Kitchen, you can configure an alert that, when triggered, changes the color of the item or order cell. The two alert states, listed in the order of occurrence, are

*   **Priority Alert** - When the first alert triggers, the header/footer color of the item or order cell changes to yellow, to indicate the order is running late.
*   **Rush Alert** - When the second alert triggers, the header/footer color of the item or order cell changes to red, to indicate the order is very late.

System and Hardware Requirements

This section describes the system and hardware requirements of Aloha Kitchen.

System Requirements

The Aloha Kitchen installation assumes Aloha Table Service or Aloha Quick Service is installed successfully. In addition, ensure the following are in place:

- Windows XP or higher is installed.
- .Net v2.0 is installed.
- The time zone on the terminal matches the time zone on the POS server.

Aloha Kitchen Hardware Solutions

Radiant Systems provides two hardware solutions for use with Aloha Kitchen, the K1700 and KC3. You can use one or the other of these or you can mix them together, depending on your needs. For example, you might use the K1700 solution for your expo stations, and use the KC3 controller solution for production stations requiring more protection from the harsh kitchen environment.

K1700 Kitchen Production Terminal

- All-in-one solid state unit that is touch screen capable and does not require a bump bar to operate.
- Open platform terminal that uses Windows Embedded Standard (WES) as a low-powered operating system.
- Clutter-free - no need for multiple devices and power supplies.
- Withstands harsh kitchen and food preparation environments.
- Can be mounted in a variety of environments. The optional wall bracket, or VESA, protrudes less than four inches from the wall surface.
- No air circulation fans or air vents to allow contaminants to damage interior components.

KC3 Controller with Bump Bar

- Consists of the kitchen controller, kitchen monitor, bump bar, and printer (optional).
- Designed to relay information originating from the POS to the KC3 controller, where a bump bar is then used to perform different functions, such as bumping the order, viewing a recipe, or finishing instructions for an item.
- Rugged enclosure offering protection from extreme temperature and humidity.
- Small footprint, making it easy to install in even the smallest kitchen stations.
- Bump bar is resistant to water and other solvents like cleaning agents.
- Bump bar comes in 16-key and 19-key.

Installing Aloha Kitchen

Installing Aloha Kitchen is a very simple process, accomplished using the Aloha Kitchen Setup Wizard. During the installation process, the Setup Wizard locates and installs Aloha Kitchen parallel with the Aloha directory structure.

> If for some reason you need to uninstall Aloha Kitchen, access the Windows Control Panel and use Add/Remove Programs.

To install Aloha Kitchen:

1. Launch the **Aloha Kitchen Setup Wizard**. The Welcome screen appears.
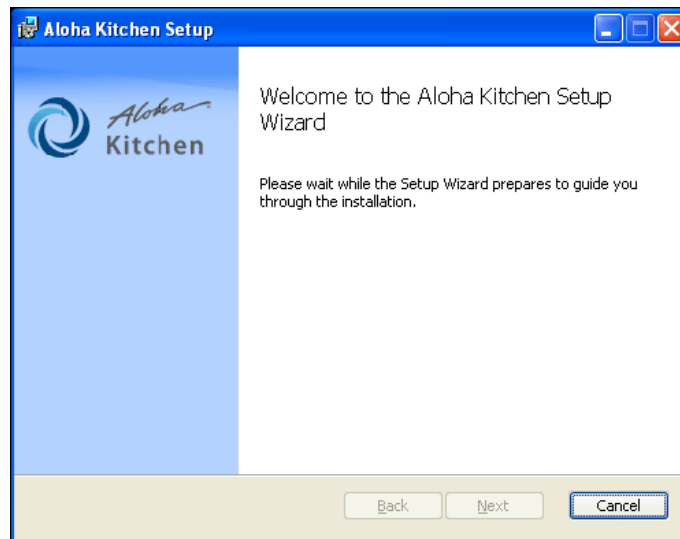
Figure 3 Aloha Kitchen Setup Wizard - Welcome Screen.

The installation immediately begins and the License Agreement screen appears.
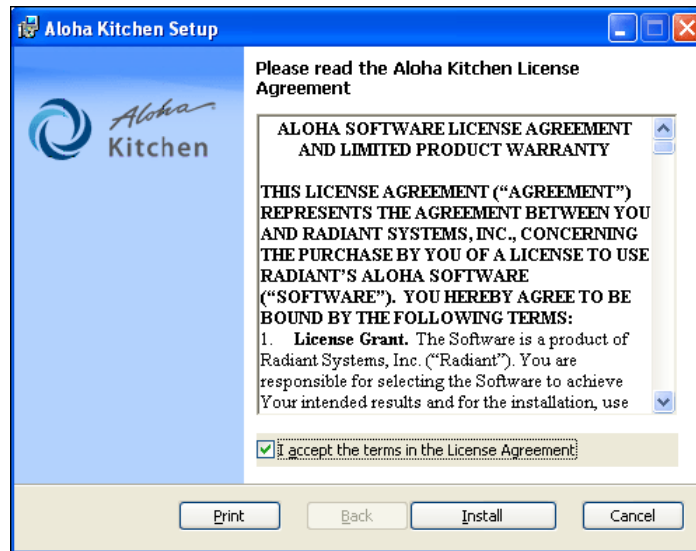
Figure 4 Aloha Kitchen Installer - License Agreement Screen

2. Click **I accept the terms in the License Agreement** and then click **Install**.
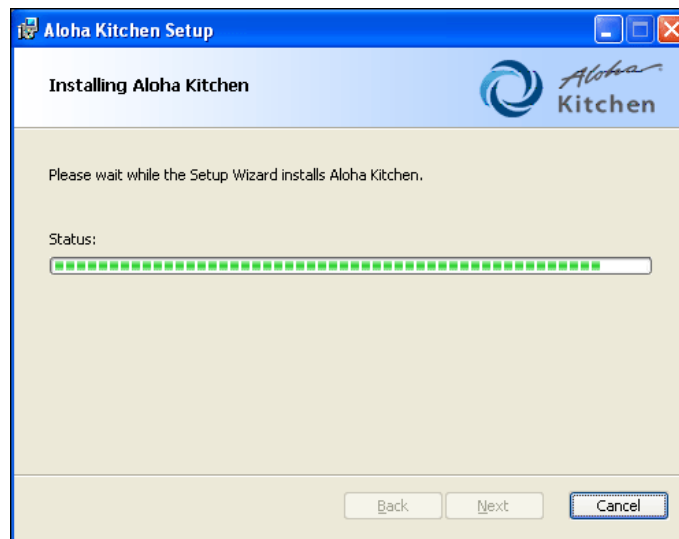
Figure 5 Installing Aloha Kitchen Screen

Once the installer installs the necessary components, the Completed screen appears.
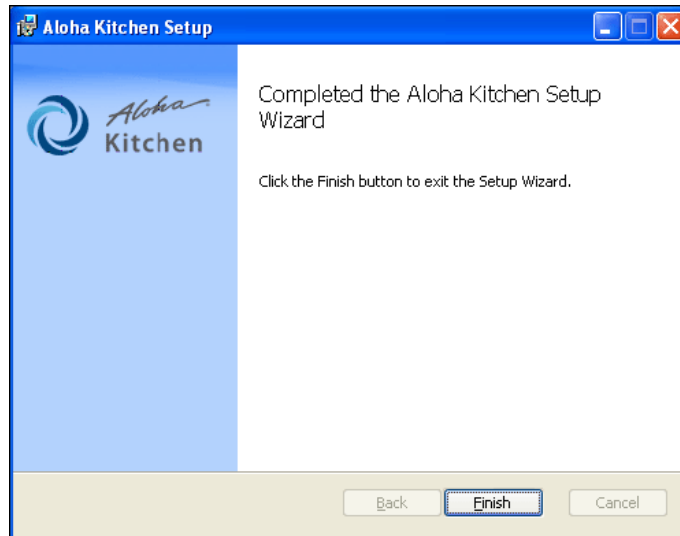
Figure 6 Aloha Kitchen Installer - Completed Screen

3. Click **Finish**. The Aloha Kitchen directory appears parallel with the Aloha directory structure. Additionally, the installation places the AlohaPOSKitchenInterface.dll in the Bin folder of the POS product, either Aloha for Table Service or AlohaQS for Quick Service.
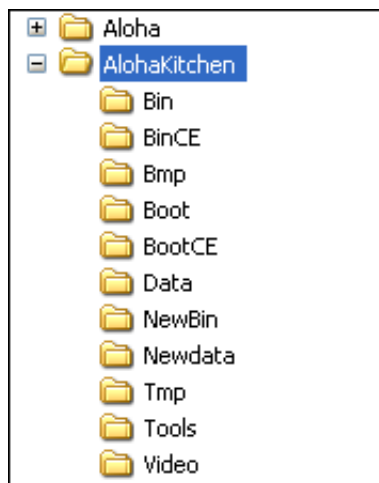
Figure 7 Aloha Kitchen Directory

Preparing the Aloha POS System for Aloha Kitchen
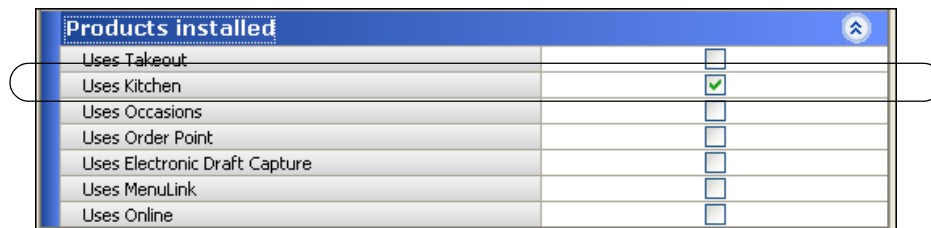
Before you begin configuring Aloha Kitchen, there are steps you must perform in the POS to make Aloha Kitchen active, establish communication with Aloha Kitchen, and assign the appropriate security roles.

Make Aloha Kitchen Active

By default, Aloha Kitchen is not active. You must enable Aloha Kitchen, to make it available in the product panel and to expose the options available for Aloha Kitchen. Once active, you can use Aloha Configuration Center (CFC) or Aloha Manager to configure Aloha Kitchen, in accordance with your permission levels.

To make Aloha Kitchen active:

1. Log in to **Aloha Manager** as a corporate user. (Note: If using **Aloha Configuration Center**, log in as a global user.)
2. Select **Maintenance > Business > Installed Products**. (Note: If using Aloha Configuration Center, select **Maintenance > Global Administration > Installed Products**.)
3. Under the 'Products installed' group bar, select **Uses Kitchen**.

Figure 8 Products Installed Group Bar

4. Click **Save** in the Command panel and **continue** to the next procedure.

Establish Communication Between Aloha POS and Aloha Kitchen

Aloha Kitchen uses Aloha Connect to establish communication between the Aloha POS and Aloha Kitchen.

To establish communication between Aloha POS and Aloha Kitchen:

1. Select **Maintenance > Business > Store > Store Settings** tab.
2. Select the **System** tab at the bottom.
3. Under the Interfaces group bar, select **Enable FOH COM Interface**.

4. Type **AlohaPOSKitchenInterface.AlohaPOSKitchenInterface** in the first available 'External integrated software component' text boxes.
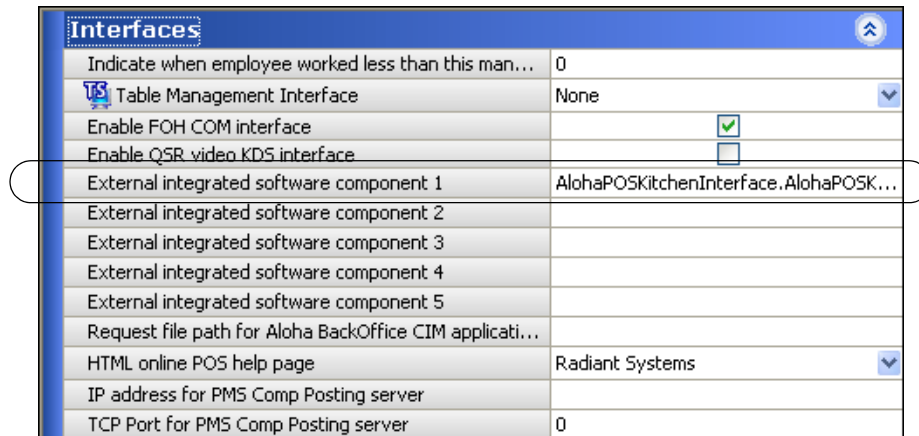
Figure 9 Interfaces Group Bar

5. Click **Save** in the Command panel and **continue** to the next procedure.

Provide Access to Aloha Kitchen Functions

You must have a sufficient security role to access and perform configuration changes for Aloha Kitchen.

To provide access to Aloha Kitchen functions:

1. Select **Maintenance > Labor > Security Roles**.
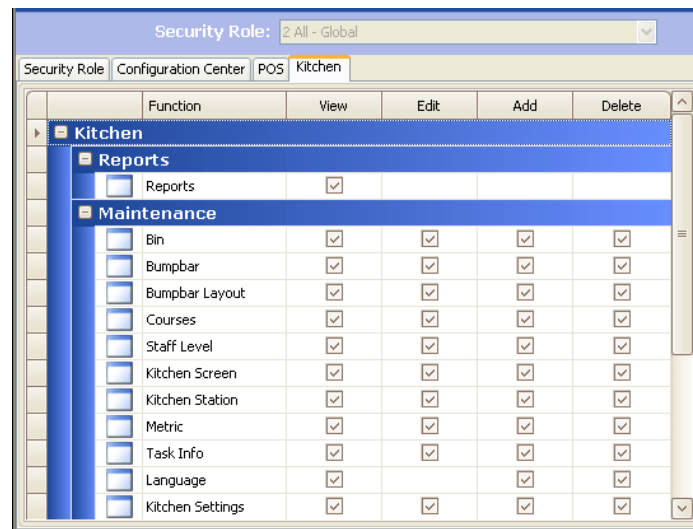
Figure 10 Security Roles Function

2. Select a **security role** from the drop-down list.
3. Select the **Kitchen** tab.
4. Select the appropriate **View**, **Edit**, **Add**, and **Delete** options for the applicable security role.

5. Click **Save**.
6. Repeat this **procedure** for other security roles you use with Aloha Kitchen.
7. Select **File > Log out** to log out and then **log back in**.

Getting Started with Aloha Kitchen

After installing Aloha Kitchen ("Installing Aloha Kitchen" on page 14) and laying the foundation in the Aloha POS ("Preparing the Aloha POS System for Aloha Kitchen" on page 17), you can quickly configure the basic requirements to get Aloha Kitchen up and running. In this section, we discuss the recommended settings. Afterwards, you can configure more advanced features within the system.

Unless instructed otherwise, you must have the Aloha Kitchen icon selected in the product panel to access the functions to configure Aloha Kitchen. If the icon does not appear, log out of CFC or Aloha Manager, and then log back in.

Figure 11 Aloha Kitchen Product Panel Icon

Plan the Layout of Your Kitchen Area

Before you begin, we highly recommend you first determine where you will place each piece of hardware (terminals, kitchen screen, kitchen station, bump bars, and printers) in the kitchen area. Do not configure Aloha Kitchen until you complete this analysis.
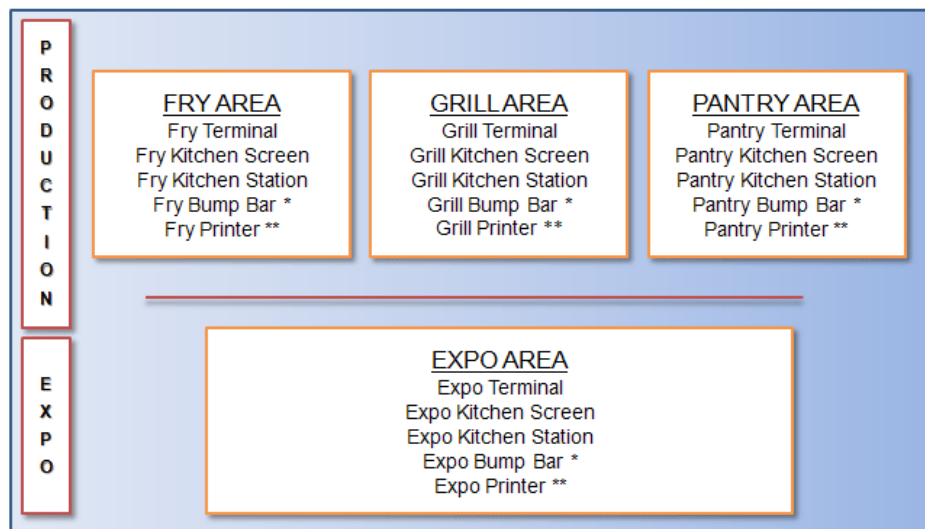
Figure 12 One to One Relationship Diagram for Aloha Kitchen Hardware

In general, the configuration of your Aloha Kitchen hardware uses a **one to one relationship**, meaning each area of your kitchen will have a dedicated terminal, kitchen screen, kitchen station, bump bar, and printer. For example, the grill area would have a grill terminal, a grill kitchen screen, a grill kitchen station, a grill bump bar, and a grill printer.

Aloha Kitchen Implementation Guide v1.0

In most restaurants, kitchens are divided into two areas: production and expo. The production area is where food is cooked. The expo (expediter) area is where food is plated, organized, and managed. Many kitchens employ several production areas and even larger kitchens could have multiple expo areas.

Establish a Numbering Convention for Aloha Kitchen

The next thing to consider is implementing an ID numbering convention for your Aloha Kitchen elements. Hardware devices, such as terminals and printers, are used by both Aloha Kitchen and Aloha POS; however, they must be used exclusively. You cannot use the same terminal for both Aloha Kitchen and Aloha POS.

We recommend designating a numbering range to help you easily identify your Aloha Kitchen hardware and ease the burden of troubleshooting. For the purposes of this document, we use the ID range of 81-90, wherever possible, for Aloha Kitchen hardware elements. If you already have POS devices that use the range of 81-90, use a different numbering range.

Procedures at a Glance for Getting Started with Aloha Kitchen

①	Access **Maintenance > Hardware > Terminals** and create a terminal ID for each kitchen area of your restaurant.
②	If the terminal uses a bump bar, access **Maintenance > Hardware > Bumpbar Layout** and create a layout to use for your bump bar. Then access **Maintenance > Hardware > Bumpbar**, create a bump bar for each terminal, and attach the bump bar layout.
③	Access **Maintenance > Hardware > Kitchen Station** and create a kitchen station for each terminal.
④	Access **Maintenance > Kitchen Configuration > Metrics** and create each metric you want to use.
⑤	Access **Maintenance > Hardware > Kitchen Screen**, create a kitchen screen for each terminal, and attach the appropriate metrics to the screen.
⑥	If you are using printers, access **Maintenance > Hardware > Printer** and create a printer for each terminal.
⑦	Return to the **Terminals function** and attach the bump bar, kitchen station, kitchen screen, and printer to each applicable terminal.
⑧	Access **Maintenance > Menu > Item Routing** and assign video groups to each item you want to route. Then access **Maintenance > Kitchen Configuration > Routing Rulebook** and configure the rule for the system to use. Also access **Maintenance > Kitchen Configuration > Kitchen Settings** and attach the default routing rulebook.
⑨	Access **Maintenance > Kitchen Configuration > Course** and configure a course for the system to use as the default. Also access **Maintenance > Kitchen Configuration > Kitchen Settings** and attach the default course.

Gain Understanding of Kitchen Settings

Before you configure Aloha Kitchen, it is helpful to understand the Kitchen Settings function, which provides options relating to the whole kitchen/store. If you are using CFC, you can have a Kitchen Settings record for each store or the same Kitchen Settings record for multiple stores. If you are using Aloha Manager, you have only one Kitchen Settings record. For the purposes of the Getting Started section, you accept all the default selections and do not make any changes to Kitchen Settings; however, you may be instructed to return to Kitchen Settings and choose default selections, such as the default course to use and the default routing rulebook.

To access Kitchen Settings:

1. Select **Maintenance > Kitchen Configuration > Kitchen Settings**.

Figure 13 Kitchen Settings Function

2. Click **Close** in the Command panel to exit the **Kitchen Settings** function.

The Kitchen Settings function contains the following group bars:

Defaults Group Bar

Use the Defaults group bar to configure default behavior for certain elements of the program. The system uses these defaults at all times for the whole store, unless overridden.

- To configure your default course, refer to <u>"Configure a Default Course" on page 57</u>.
- To configure your default routing rulebook, refer to <u>"Configure Item Routing" on page 48</u>.
- To configure your default staff level, refer to <u>"Configure Staff Levels to Change Item Routing" on page 82</u>.
- To configure your default quote time table, refer to <u>"Configure Quote Times for Adjustments in Aloha Takeout" on page 85</u>.

Items Group Bar

Use the Items group bar to configure features related to items.

- To configure the routing method, refer to <u>"Configure Item Timing" on page 62.</u>
- To configure the method to use for items with zero cook times, refer to <u>"Configure Item Timing" on page 62.</u>
- To configure minutes to automatically bump an item, refer to <u>"Automating Aloha Kitchen" on page 72</u>.

Orders Group Bar

Use the Orders group bar to configure features related to orders.

To configure zoning, refer to <u>"Configure Zoning" on page 74</u>.

Timers Group Bar

Use the Timers group bar to configure when the item timer begins for orders.

User Interface Group Bar

Use the User Interface group bar to configure attributes for the graphical user interface.

Delay Routing Group Bar

Use the Delay Routing group bar to configure the delayed routing functionality.

- To configure delay routing, refer to <u>"Configure Item Timing" on page 62</u>

Chit Printing Group Bar

Use the Chit Printing group bar to activate and configure attributes related to the printing of your chits.

- To configure a print layout for chits, refer to <u>"Customize the Print Layout for Production Chits" on page 98</u>.

Quote Times Group Bar

Use the Quote Times group bar to configure the rounding and override requirements for changing the quote time used in the Aloha TakeOut product.

- To configure quote times, refer to .

System Group Bar

Use the System group bar to configure internal elements of Aloha Kitchen, such as requirements to hold diagnostic data, debugging a bump bar, defining the kitchen server remoting port, and more. You should use caution with this group bar as many of these options should rarely be changed.

Customer Order Display Options Group Bar

Use the Customer Order Display Options group bar to define the behavior for all customer order view kitchen screens.

- To configure a customer order display, refer to

Start Configuring Terminals for Aloha Kitchen

You must first define a terminal for each production and expo area of the kitchen, and designate the terminal for use with Aloha Kitchen. You will return later to attach a kitchen screen, a kitchen station, a bump bar, and a printer, as well as configure the terminal for touch screen capability.

> If an Aloha Kitchen terminal should ever fail, the lowest-numbered Aloha Kitchen terminal takes over as the file server. For this reason, it is particularly important to assign the lowest ID number to your most robust terminal, such as ID number 81.

To configure a terminal for Aloha Kitchen:

1. Select **Maintenance > Hardware > Terminals**.

Figure 14 Terminals - Terminal Tab

2. Click **New**. The system creates a new terminal record with the next sequential ID number.
3. Choose an **ID number** from the drop-down list, such as ID 81.
4. Type a descriptive **name** for the terminal, such as 'Expo' or 'Grill.'
5. Clear **POS**.
6. Select **Aloha Kitchen**.
7. Click **Save** in the Command panel.
8. Repeat this **procedure** for each terminal you are defining for Aloha Kitchen.
9. Click **Close** in the Command panel to exit the **Terminals** function.

Configure Bump Bars

Bump bar devices are used by employees to perform multiple functions as they relate to the Aloha Kitchen screens, such as navigating from one order to another, or the physical removal (bumping) of a finished order from the screen. There are two types of bump bar hardware devices: the 16-key bump bar, which is the bump bar ordered most often for use with Aloha Kitchen, and the 19-key bump bar.

Configuring bump bars is a two-step process. First you design your bump bar layouts, meaning you determine the functions to make available on the bump bars and the order in which they exist on the bump bar, then you assign a layout to each bump bar hardware device.

> **Notes** The procedures in this section depict how to configure the 16-key bump bar for Aloha Kitchen. If you have the 19-key bump bar, adjust the configuration, as needed.

Design the Bump Bar Layouts

A typical restaurant has two layouts, one for expo and one for production. You can create multiple bump bar layouts, depending on the functions required for each screen, or you can design one bump bar layout and use it for every bump bar in the system. Whichever design you choose, keep common commands for production employees in the same position across all stations and all bump bars. This reduces the risk of employees who switch stations pressing the wrong button on the bump bar. For example, if the 'Bump' command is assigned to the large button on the right of the bump bar, place the command in this same position on the layout for all your production bump bars. This way if the fry cook switches to the pantry station, they are accustomed to the command being in the same location.
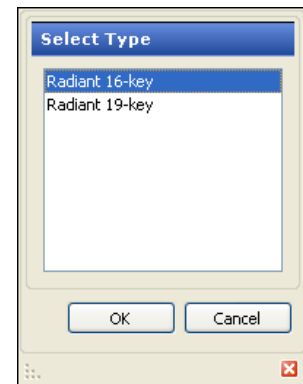
Figure 15 Select Type (Bumpbar Layout)

To configure a bump bar layout:

1. Select **Maintenance > Hardware > Bumpbar Layout**.
2. Click the **New drop-down arrow**, select **Radiant 16-Key** from the Select Type dialog box, and click **OK**. (Figure 15).
3. Type a descriptive **name** for the bump bar layout, such as 'Expo' or 'Grill.'

4. Click the **Design** tab. See Figure 16 for a basic bump bar layout for an expo station and Figure 17 for a basic bump bar layout for a production station.
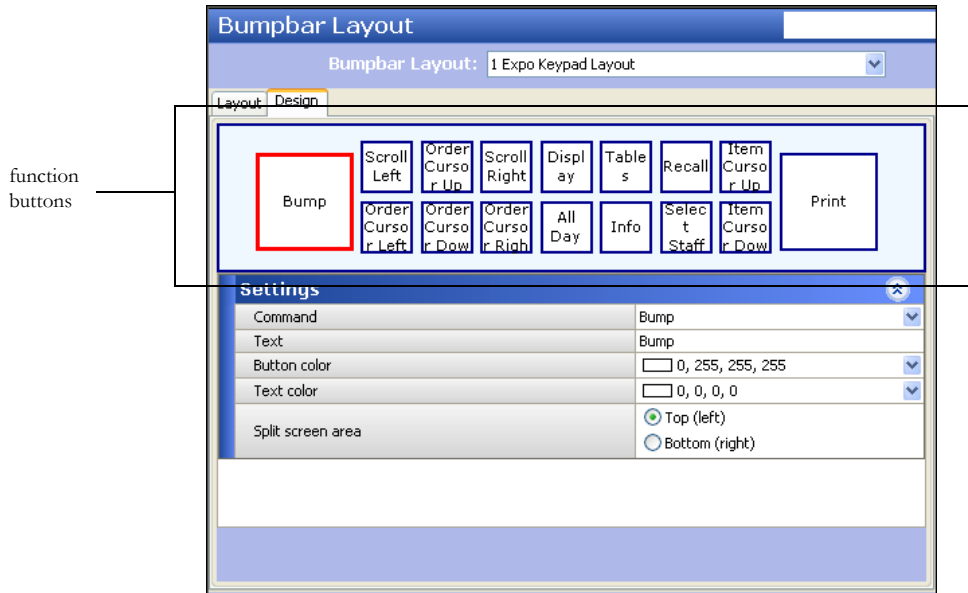
Figure 16 Bumpbar Layout - Design Tab (Expo)
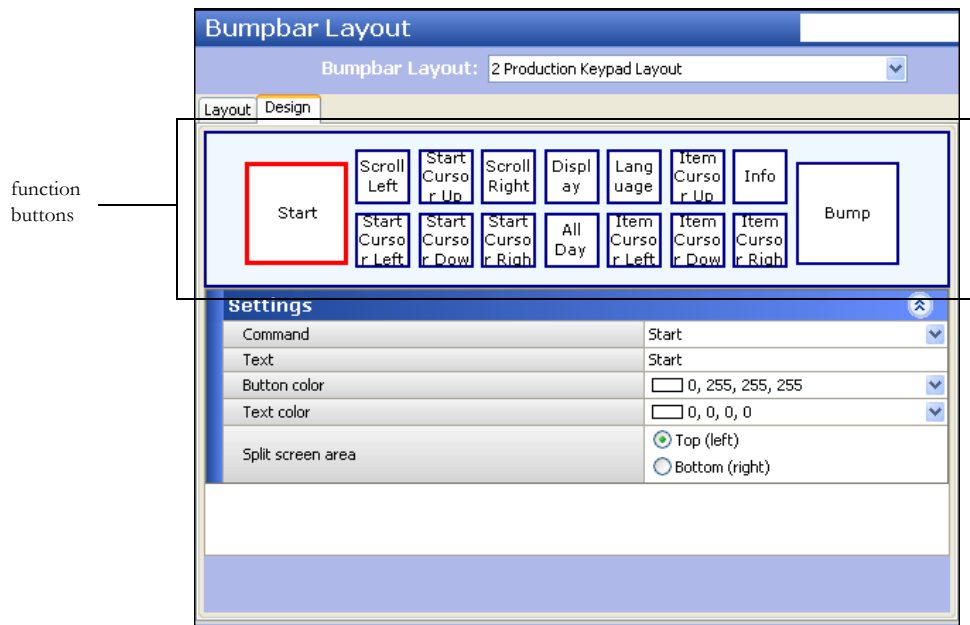
Figure 17 Bumpbar Layout - Design Tab (Production)

5. Click the **leftmost function button** on the bump bar layout.
6. Select a **function**, such as 'Bump,' from the 'Command' drop-down list. The system automatically populates the 'Text,' 'Button color,' and 'Text color' for the button based on your selection, however; you can change these attributes, as needed.

7. Moving clockwise, repeat **steps 5 and 6** until you add each desired command to the bump bar layout. Refer to the following table for a list of the recommended commands, with the large outside buttons shown highlighted.

Bump Bar Layout for a Basic Expo Station		Bump Bar Layout for a Basic Production Station	
1	Bump	1	Start
2	Scroll Left	2	Scroll Left
3	Order Cursor Up	3	Start Cursor Up
4	Scroll Right	4	Scroll Right
5	Display (Toggle Display)	5	Display (Toggle Display
6	Tables	6	Language
7	Recall	7	Item Cursor Up
8	Item Cursor Up	8	Info
9	Print	9	Bump
10	Item Cursor Down	10	Item Cursor Right
11	Select Staff (Select Staff Level)	11	Item Cursor Down
12	Info	12	Item Cursor Left
13	All Day	13	All Day
14	Order Cursor Right	14	Start Cursor Right
15	Order Cursor Down	15	Start Cursor Down
16	Order Cursor Left	16	Start Cursor Left

As you assign a command to the bump bar layout, the drop-down list includes several options for a particular command, such as 'start;' however, each have a different behavior. For example, as you scroll through the list, there are many 'start' commands. Make sure you select the appropriate command for your needs.

8. Click **Save** in the Command panel.
9. Repeat this **procedure** for each additional bump bar layout you need to create.
10. Click **Close** in the Command panel to exit the **Bumpbar Layout** function, or continue to the **next procedure.**

Assign Bump Bar Layouts to Bump Bars

Once you create your bump bar layouts, assign a bump bar layout to each bump bar device in the system. You can use the same bump bar layout for multiple bump bars, depending on your needs. You must also choose the terminal and COM port to which the physical bump bar is connected, such as COM1. If you are using a second bump bar for instances when you need to leverage more commands than are available on the bump bar, attach that bump bar to COM2.
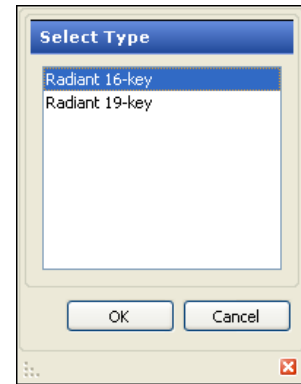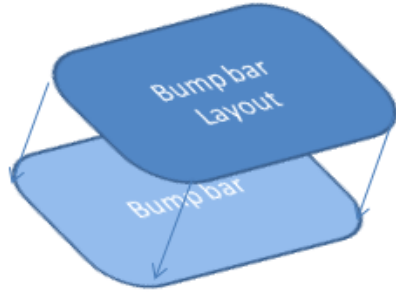
Figure 18 Select Type (Bumpbar)

To assign a bump bar layout to a bump bar:

1. Select **Maintenance > Hardware > Bumpbar**.
2. Click the **New drop-down arrow**, select **Radiant 16-Key** from the Select Type dialog box, and click **OK** (Figure 18).
3. Type a descriptive **name** for the bump bar, such as 'Expo' or 'Grill.'

Figure 19 Bumpbar - Bumpbar Tab (Expo)

4. Select the **bump bar layout** from the 'Layout' drop-down list. The bump bar layout under the Preview group bar populates based on the selected bump bar layout.
5. Select the appropriate **terminal** from the drop-down list.

6. Select the **port** to use for the bump bar. The standard is COM1.
7. Click **Save** in the Command panel.
8. Repeat this **procedure** for each bump bar device in the system.
9. Click **Close** in the Command panel to exit the **Bumpbar** function.

Configure Kitchen Stations

Kitchen Stations define the attributes and behavior you want for a particular area of your kitchen. You may want to automatically print a chit when an order reaches a particular state, or allow the system to automatically start all items (place items in the start area) to eliminate the need for a production employee to start an order. You can also use one kitchen station to control the bumping from all kitchen areas in your restaurant.

Typically, you select the 'Expo' kitchen station type for each expo area and the 'Production' kitchen station type for each production area; remember you must create a kitchen station for each area of your kitchen to maintain a one-to-one relationship.

Figure 20 Select Type (Kitchen Station)
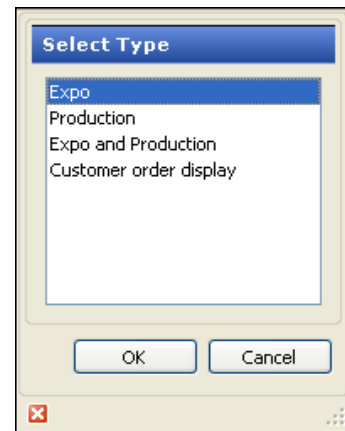
Kitchen stations are most used as the routing destination when you define your item routing. Refer to "Configure Item Routing" on page 48 for more information.

To configure a kitchen station:

1. Select **Maintenance > Hardware > Kitchen Station**.
2. Click the **New drop-down arrow**, select the appropriate **kitchen station type** from the 'Select Type' dialog box, and click **OK**(Figure 20).
3. Type a descriptive **name** for the kitchen station.

Figure 21 Kitchen Station - Station Tab (Expo)

Aloha Kitchen Implementation Guide v1.0

4. Make the following selections for a basic kitchen station:

Suggested settings for an expo station:

- **Combine independent modifiers with parent item:** Selected
- **Auto-print chit when prepared:** Selected
- **Master bump or Master bump all stations:** Selected only if you want bumping from this station to bump orders from all stations in use

Suggested settings for a production station:

- None

As you will notice, a production kitchen station for a basic setup has all options cleared in the Kitchen Stations function. If you opt to select any options, you must be cautious when you select any 'auto-start' or 'auto-prepare' options, as these options do not allow the production employee to physically interact with the screen. For example, if you select 'Auto-start all items,; the correct setup is to use a 'Production cooking only' screen in the Kitchen Screens function. Otherwise, items will never start. Refer to for more information on kitchen screens.

---

5. Click **Save** in the Command panel.
6. Repeat this **procedure** for each kitchen area.
7. Click **Close** in the Command panel to exit the **Kitchen Station** function.

Configure Metrics

Located at the top of the kitchen screen is a Metrics bar. Metrics help employees gauge their progress and facilitate their station. You configure the metrics that appear on the metrics bar using the Metrics function. There is no limit to the number of metrics you can add; however, once the Metrics bar is full for a particular kitchen screen, all additional metrics do not appear on the bar. The screen resolution you set for the kitchen device also factors in.

Some examples of metrics you can configure include monitoring the number of active orders waiting to be cooked, or the percentage of orders prepared on time. Metrics usually calculate by day part; however, if you do not stipulate a day part, the statistics calculate for the entire day. Another important note is a metric begins calculating only at the time it is actually assigned to a specific kitchen screen.
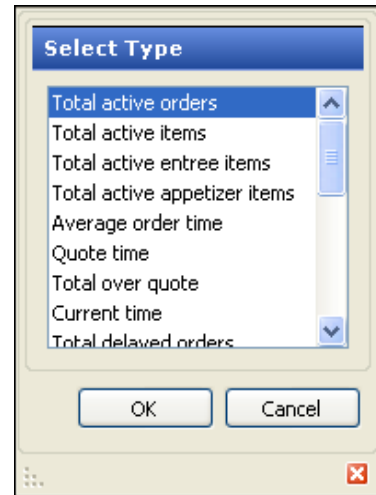
Figure 22 Select Type (Metrics)

To calculate a metric for more than one kitchen screen, create a duplicate of the metric, and change the name and label to coordinate with each kitchen screen. For example, if you want to see the total active items on the kitchen screen for both the fry station and expo station, create two 'Total active item' metrics, one for each station. Change the name and label to match the corresponding kitchen screen. You can type '\n' between words in the label to display up to three lines of descriptive text for the metric. (e.g. 'Total\nItems\nExpo, 'Total\nItems\nFry)

Figure 23 Sample Metric Bar on a Kitchen Screen

Some metrics only apply logically to certain kitchen screens. For example, item-level information does not appear on an expo kitchen screen, so a metric such as 'Items on time percentage' would not be applicable. The following table depicts each available metric type and the recommended kitchen screen to which you might assign the metric.

Recommended Metrics Per Kitchen Screen Type	Expo Screen	Production Order View Screen	All Other Production Screens
Average entree time	X		
Average item time			X
Average order time	X	X	
Bin	X	X	X
Current staff level	X		
Current time	X	X	X
Guest Manager wait quote	X		
Items on time percentage			X
Maximum item time			X

Recommended Metrics Per Kitchen Screen Type	Expo Screen	Production Order View Screen	All Other Production Screens
Maximum order time	X	X	
Orders on time percentage	X		
Quote time	X		
Total active and bumped items			X
Total active and bumped orders	X	X	
Total active appetizer items			X
Total active entree items			X
Total active items		X	X
Total active orders	X	X	
Total delayed items			X
Total delayed orders	X		
Total over quote	X		
Total suspended orders	X		

To configure a metric:

1. Select **Maintenance > Kitchen Configuration > Metrics**.
2. Click the **New drop-down arrow**, select a **metric** from the 'Select Type' dialog box, and click **OK** (Figure 22).
3. Type a name, such as 'Total Active Orders Expo,' for the **metric**.

Figure 24 Metric Function (Total Active Orders)

4. Type a **label** for the metric, such as 'Total\nActive\nOrders.'
5. Click **Save** in the Command panel.

6. Repeat this **procedure** for other metrics needed for your kitchen screens.
7. Click **Close** in the Command panel to exit the **Metrics** function.

Place Restrictions on Metrics

For some metrics, you can limit counts and calculations of the metric based on other attributes of the system.

Restriction	Behavior
Station	When configured, the metric uses orders from this station only. For example, if you select the Grill station, and have a Grill station and a Chicken station, the metric only calculates items routed to the Grill station, and not the Chicken station.
Order mode	When configured, the metric uses orders from this order mode only. For example, if you select Dine In, and have a Dine In order mode and a To Go order mode, the metric only calculates orders applied with the Dine In order mode.
Course	When configured, the metric uses orders from this course only. For example, if you select Appetizer, and have an Appetizer course and an Entree course, the metric only calculates orders used for the Appetizer course.
Current day part	The metric calculates using the current day part in use. When the day part lapses, the metric resets and begins calculating using the new day part in use.

Configure Kitchen Screens

Use the Kitchen Screen function to create a kitchen screen for each terminal in the kitchen area of the restaurant. There are several types of kitchen screens available for configuration, 'Expo order view' and 'Production start and cooking' being the two most common. Using this function, you define the attributes, colors, sorting, and display options for each kitchen screen. You also define the metrics and commands to appear on the kitchen screen. Later in the configuration, you will assign a kitchen screen to each terminal. Refer to "Customize Your Kitchen Screens" on page 102 for information on other kitchen screens.

Metrics and Commands

Within the Kitchen Screen configuration is a Design tab. Use this tab to determine which of the metrics you configured using the Metrics function appear on the kitchen screen. Also use this tab to determine the commands to make available at the bottom of the kitchen screen. The available commands are hard-coded in the system and enable you to perform manual functions, such as toggle to other kitchen screens, sort orders by date or time, display an all day order summary, and more. You must add commands to the bottom of kitchen screens you will assign to a K1700 touch screen terminal, or any terminal with no physical bump bar attached. Even if you are using a physical bump bar, you should always add the 'Toggle Display' and 'Recall Orders' commands to your kitchen screens, for testing and support reasons.
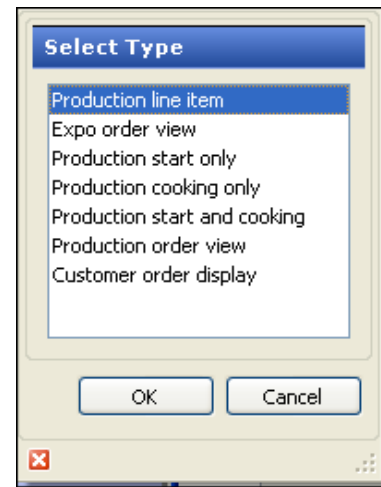
Figure 25 Select Type (Kitchen Screens)

Figure 26 Sample Commands Bar on a Kitchen Screen

To configure a kitchen screen for use on an expo terminal:

1. Select **Maintenance > Hardware > Kitchen Screens**.
2. Click the **New drop-down arrow**, select **Expo order view** from the 'Select Type' dialog box, and click **OK** (Figure 25).

3. Type a **name**, such as 'Expo,' for the kitchen screen.
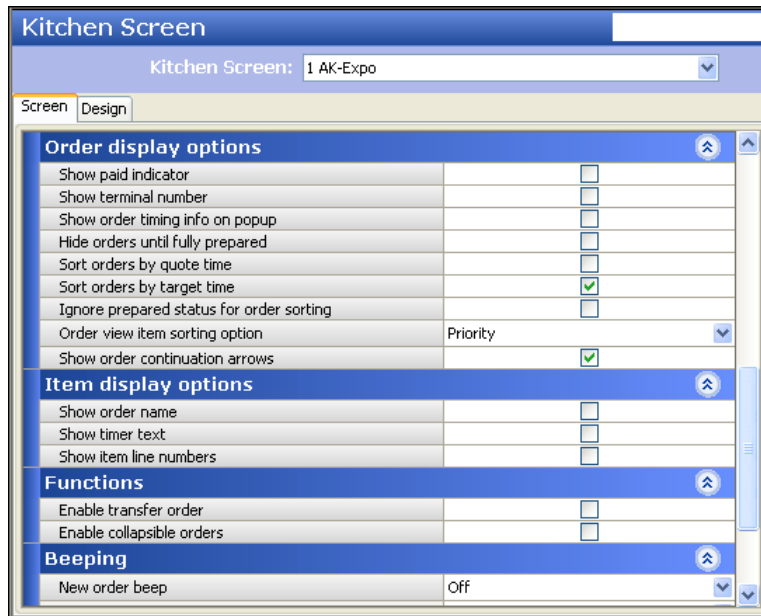
Figure 27 Kitchen Screen - Screen (Expo)

4. Make the **following selections** for a basic Expo kitchen screen:

Suggested Settings:

- **Show order mode**: Selected
- **Sort orders by target time:** Selected
- **Ignore prepared status for order sorting:** Selected
- **Show order name:** Selected
- **Show timer text:** Selected
- **Show course text:** Selected, only if you are using coursing.
- **Manual print type:** Routed items.

5. Accept all remaining **default selections** on the Screen tab.
6. Click the **Design** tab. Additional tabs appear with the Metrics tab as the active tab.

7. Click **Add**.
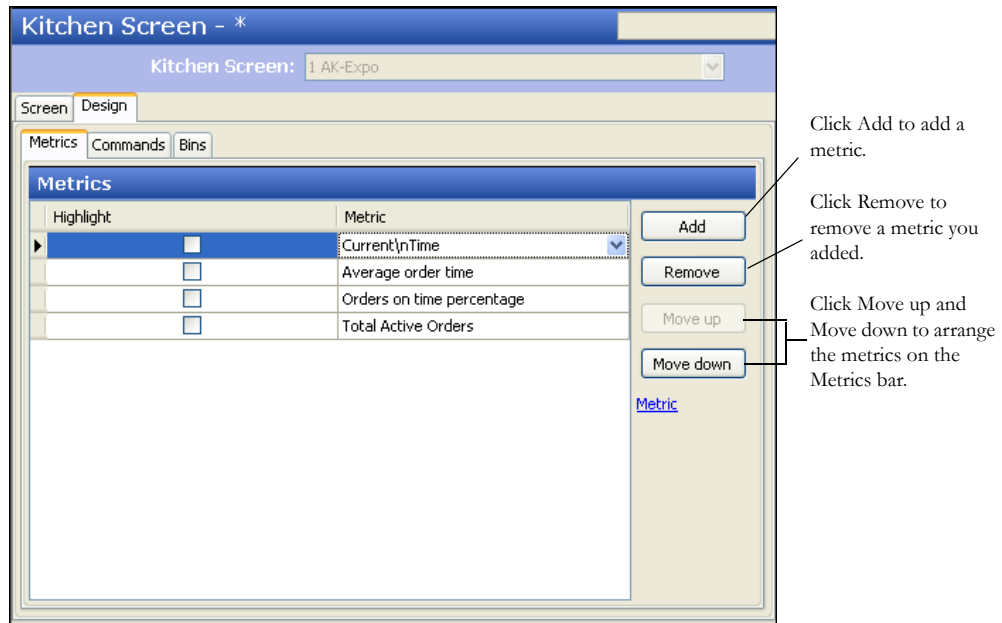
Figure 28 Kitchen Screens - Design Tab - Metric Tab (Expo)

8. Select a **metric**, such as 'Current\nTime' from the drop-down list.
9. Select **Highlight**, if you want the metric to appear in bold on the Metrics bar.
10. Repeat **steps 7 through 9** to add other metrics to the Metrics bar on the kitchen screen.

Refer to the "Recommended Metrics Per Kitchen Screen Type" on page 34 table to determine the common metrics to add for an expo screen.

11. Select the **Commands** tab.
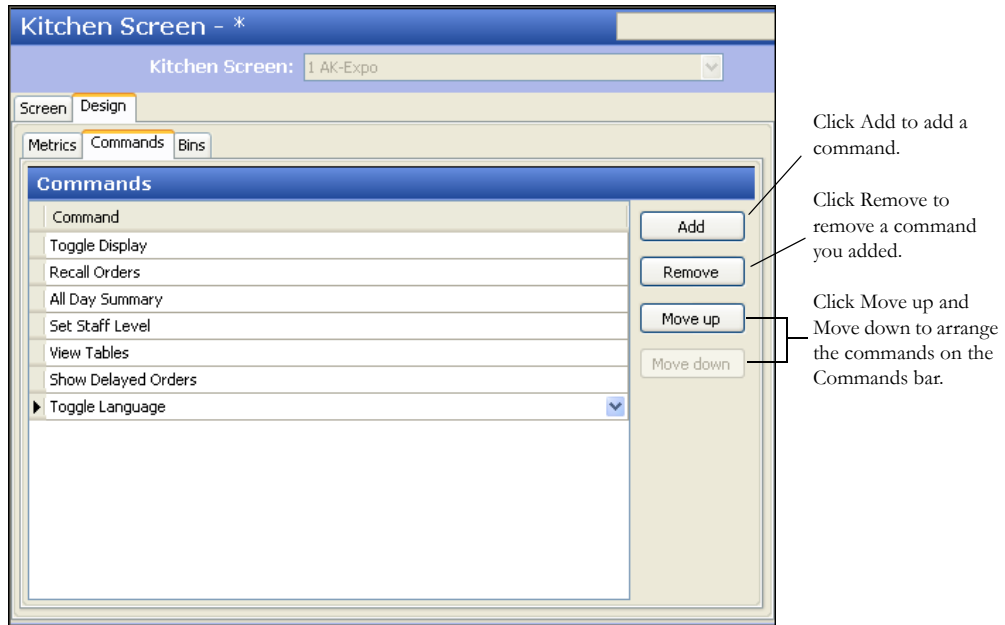
Figure 29 Kitchen Screens - Design Tab - Commands Tab (Expo)

12. Click **Add**.

13. Select a **command**, such as 'Toggle Display,' from the drop-down list.

14. Repeat **steps 12 and 13** for each of the following commands.

Common Commands for an Expo	QS	TS
Toggle Display	Added	Added
Recall Orders	Added	Added
All Day Summary	Added	Added
Set Staff Level	Added	Added
View Tables	Not added	Added
Show Delayed Orders (Only if you are using item cook times and timing)	Added	Added
Toggle Language	Added	Added

Remember that commands are only required for a touch screen terminal.

15. Click **Save** in the Command panel.

16. Repeat this **procedure** for other kitchen screens for which you want an expo kitchen screen, if necessary.

17. Click **Close** on the Command panel to exit the **Kitchen Screens** function, or continue to the **next procedure** to configure a kitchen screen for production.

To configure a kitchen screen for use on a Production terminal:

For a basic production kitchen screen, use a 'Production start and cooking' kitchen screen type.

1. Select **Maintenance > Hardware > Kitchen Screens**.
2. Click the **New drop-down arrow**, select **Production start and cooking** from the 'Select Type' dialog box, and click **OK** (Figure 25).
3. Type a **name**, such as 'Grill Production,' for the kitchen screen.
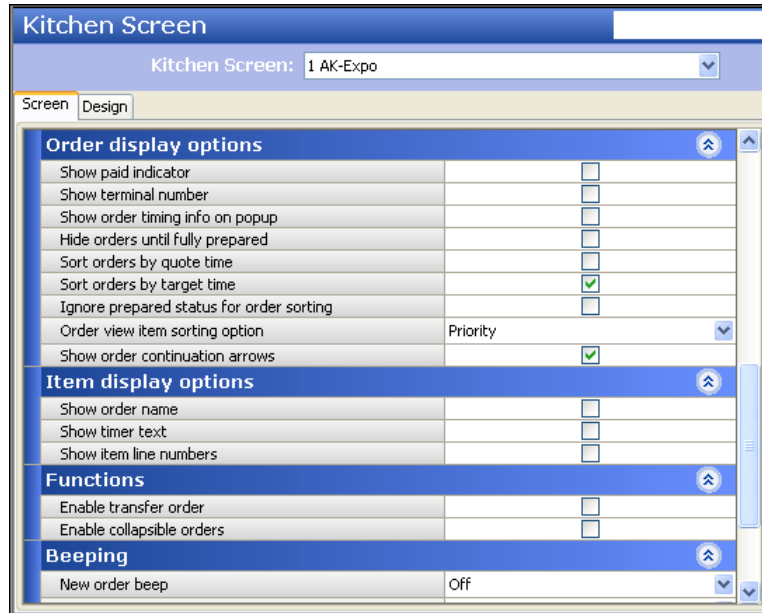
Figure 30 Kitchen Screen - Screen (Production)

4. Make the **following selections** for a basic Production kitchen screen:

    Suggested Settings:

    •   **Start queue percentage:** 30
    •   **Start queue columns:** 2
    •   **Start queue position:** Left
    •   **Show parent item info with independent modifiers:** Selected
    •   **Sort production cooking items by target time:** Selected
    •   **Show order mode**: Selected
    •   **Show order name:** Selected
    •   **Show timer text:** Selected

5. Accept all other **default selections**.
6. Click the **Design** tab. Additional tabs appear with the Metrics tab as the active tab.

7. Click **Add**.
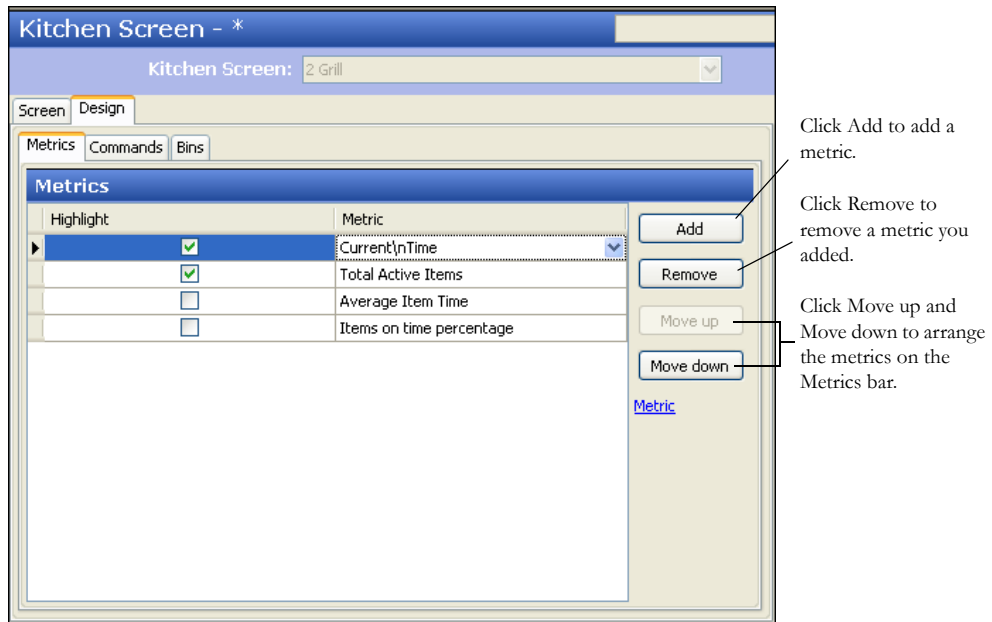
Figure 31 Kitchen Screens - Design Tab - Metric Tab (Production)

8. Select a **metric**, such as 'Time,' from the drop-down list.
9. Select **Highlight**, if you want the metric to appear in bold on the Metrics bar.
10. Repeat **steps 7 through 9** to add other metrics to the Metrics bar on the kitchen screen.

Refer to the "Recommended Metrics Per Kitchen Screen Type" on page 34 table to determine the common metrics to add for a production screen.

11. Select the **Commands** tab.
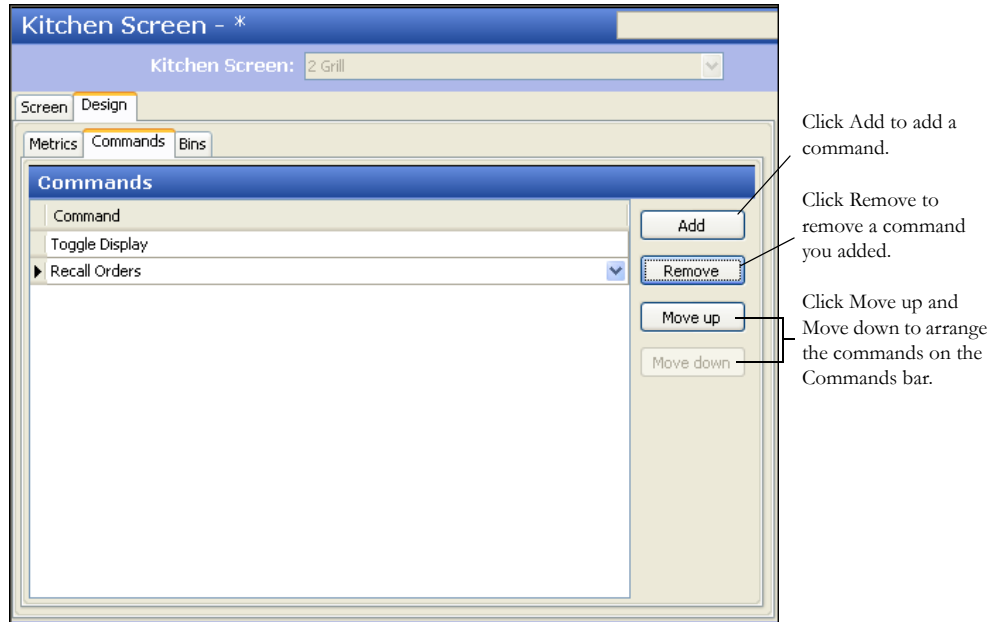
Figure 32 Kitchen Screens - Design Tab - Commands Tab (Production)

12. Click **Add**.

13. Select a **command**, such as 'Toggle Display,' from the drop-down list.

14. Repeat **steps 12 and 13** for each of the following commands.

Common Commands for Production	QS and TS
Toggle Display	Added
Recall Orders	Added

Remember that commands are only required for a touch screen terminal.

15. Click **Save** in the Command panel.

16. Repeat this **procedure** for other kitchen screens for which you want a production kitchen screen.

17. Click **Close** in the Command panel to exit the **Kitchen Screens** function.

Configure Printers

If desired, you can configure your system so that Aloha Kitchen controls the printing of the kitchen chit rather than the POS. You can print to a POS printer, or you can use a dedicated printer for Aloha Kitchen. If you do not want Aloha Kitchen to control the printing of the kitchen chit, you can omit this procedure.

The application type of the printer is determined by the physical piece of hardware to which the printer is connected (whether physically or ethernet-based). Aloha Kitchen can print to a printer that is physically connected to a POS terminal.

To configure an Aloha Kitchen printer:

1. Select **Maintenance > Hardware > Printers**.
2. Click the **New drop-down arrow**, select **Aloha Kitchen** from the 'Select Type' dialog box, and click **OK** <u>(Figure 33)</u>.
3. Type a **name** for the printer.
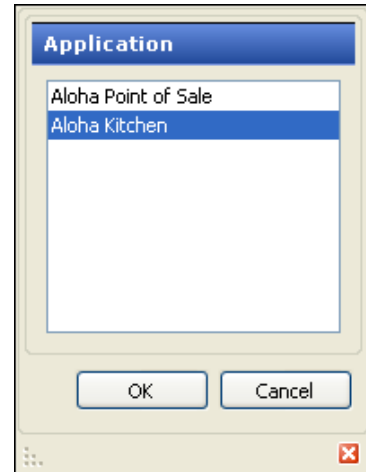
Figure 33 Application (Printers)

Figure 34 Printer - Printer Tab

4. Select a **model** to use for the printer. If you want to use ethernet printing, you must use an Epson printer.
5. Select the **terminal** to which the printer is attached.
6. Select the **port** for the printer to use.
7. Click **Save** in the Command panel.

8. Repeat this **procedure** for only the Aloha Kitchen printer connected to a terminal.
9. Click **Close** in the Command panel to exit the **Printers** function.

Complete the Terminal Configuration

Once you configure your kitchen stations, kitchen screens, bump bars and printers, return to the Terminals function and assign them to the corresponding Aloha Kitchen terminals you created. Make sure you keep a one to one relationship. If you did not configure a terminal, refer to <u>"Start Configuring Terminals for Aloha Kitchen" on page 26</u>.

At this point, you can enable touch screen functionality for the terminal, if supported. The secondary display for an additional printer is used only if you are using the K1700 controller and have a monitor connected to the video out connection on the K1700.
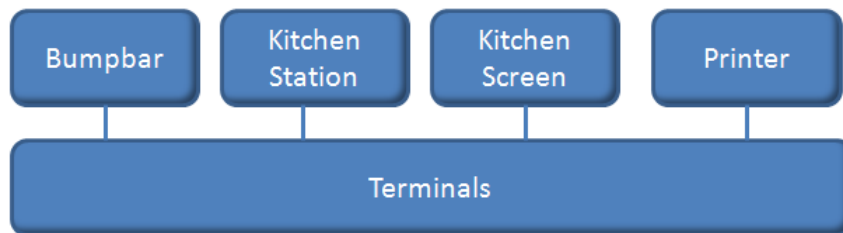
Figure 35 Terminal Configuration Diagram

To complete the terminal configuration:

1. Select **Maintenance > Hardware > Terminals**.
2. Select a **terminal** created for Aloha Kitchen from the drop-down list.
3. Select the **Kitchen** tab.
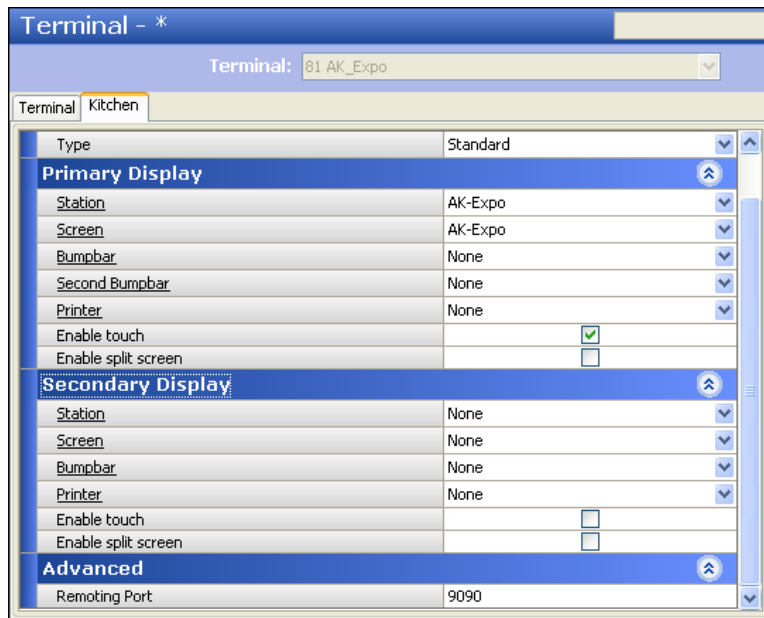
Figure 36 Terminals - Kitchen Tab

Aloha Kitchen Implementation Guide v1.0

4. Select the **kitchen station**, **kitchen screen**, **bump bar**, and **printer** from the applicable drop-down lists.
5. Select **Enable touch** to enable the touch screen functionality, if supported by the kitchen device.
6. Click **Save** in the Command panel.
7. Repeat this **procedure** for all other Aloha Kitchen terminals.
8. Click **Close** in the Command panel to exit the **Terminals** function.

Configure Item Routing

Item routing determines on which Aloha Kitchen station items appear. Several methods for item routing are available, depending on your operations. Most restaurants take the granular approach, meaning each *item* is routed to an appropriate kitchen station using video groups. A less granular approach would be to send an entire *order* to a kitchen screen, such as by order mode.

Before configuring item routing, you need to understand the concept of a "routing rulebook." Regardless of the method of item routing you choose, you must have at least one rulebook to use as the default rulebook. This rulebook should cover your routing needs when your restaurant is at its normal staffing level, and is the default rulebook, active at the start of each day. Then create additional rulebooks, if desired, to cover the routing requirements when you either increase or decrease your staff. You can easily change the active rulebook using the Set Staff Levels command from the Command bar on a touch screen terminal or a bump bar. For example, base the first (default) rulebook on the normal staffing level of five. Later, when you close the extra station, use the Set Staff Levels command to switch to the rulebook based on a lower staffing level.
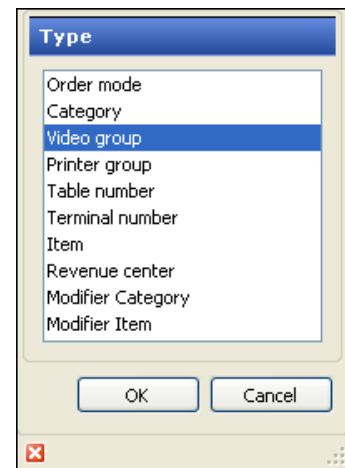
Figure 37 Type (Video Group Routing)

> Refer to "Configure Staff Levels to Change Item Routing" on page 82 for information on how to implement and use the Set Staff Levels command.

This example depicts a video group routing type that sends items to Grill Station 2. When you close the station, use another routing rulebook to exclude Grill Station 2 and send items to other stations.
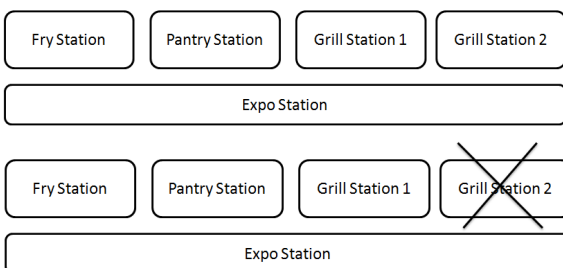
This example depicts an order mode routing type that sends the order to the Takeout Production Station. When you close the Takeout Production station, use another routing ruleboook to exclude the Takeout Production Station and send orders to the Dine In Production station.
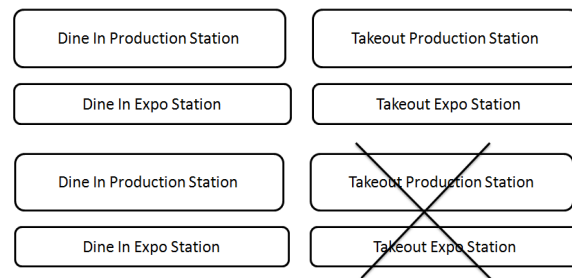
Figure 38 Two examples of Item Routing

The method you choose for routing items determines the configuration steps you are required to perform. Since routing by video group is the most common method chosen, the following instructions are specific to that method. If you need to route items using a method other than by video groups, contact your account representative for help.

Item Routing by Video Groups

The following procedures depict how to configure item routing by video group. To accomplish this configuration, perform the first procedure by selecting either TS (Table Service) or QS (Quick Service) in the product panel; after which, select AK (Aloha Kitchen) in the product panel, to perform the remaining procedures.

1. Configure video queues and video groups.
2. Assign items to the video group using the Item Routing function.
3. Configure the video group routing method using the Routing Rulebook function.
4. Attach the Routing Rulebook as the default in the Kitchen Settings function.

1. Configure Video Queues and Video Groups

When using Aloha Kitchen as your kitchen display system, you need only create the video queue and video group records in Aloha Table Service or Quick Service, and assign a name to each. Do not enter values for the options in these functions, with the exception of specifying a video queue in the Video Groups function. All other values you may enter here are overriden by values you establish in Aloha Kitchen. Aloha Kitchen uses the COM interface to pass this information between products.

To configure video queues:

1. Select **Table Service** or **Quick Service** in the Product panel.
2. Select **Maintenance > Hardware > Video Queues**.
3. Click the **New drop-down arrow**, select **Standard** from the 'Select Type' dialog box, and click **OK.**
4. Type a **name** for the video queue.
5. Click **Save** in the Command panel.
6. Repeat this **procedure** for each video queue.
7. Click **Close** in the Command panel to exit the **Video Queues** function.

To configure a video group:

1. Select **Table Service** or **Quick Service** in the Product panel.
2. Select **Maintenance > Hardware > Video Groups**.
3. Click **New**.
4. Type a **name** for the video group, such as 'Grill'.

5. Select the **Video Queues** tab.
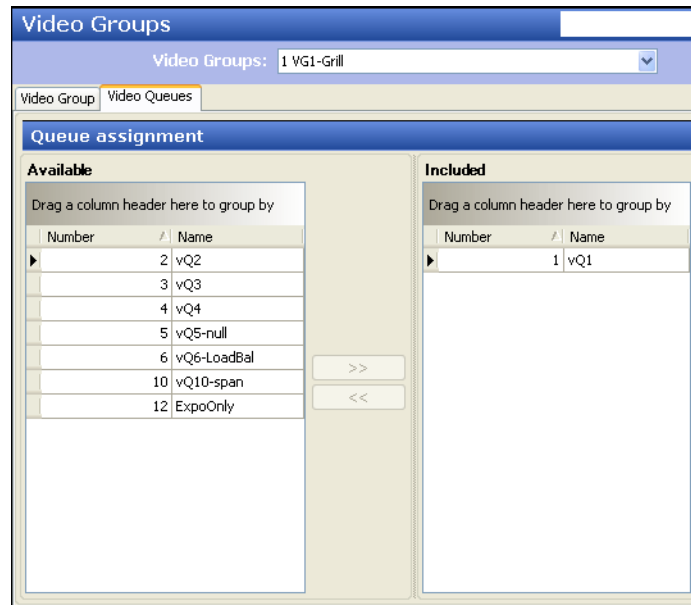
Figure 39 Video Groups - Video Queues

6. Select a **video queue** from the 'Available' list and click **>>** to move the video queue to the 'Included' list.
7. Click **Save** in the Command panel.
8. Repeat this **procedure** for each video group you need to create.
9. Click **Close** in the Command panel to exit the **Video Groups** function.

2. Assign a Video Group to Each item

Designate the video group to which you want an item to route when the item is added to an order, using the Item Routing function.

To assign a video group to an item:

1. Select **Aloha Kitchen** in the Product panel.
2. Select **Maintenance > Menu > Item Routing > Item Routing** tab. The Item Routing function contains only one record to use.
3. Maximize the **screen** so you can access all columns in the Item Routing function.
4. Select the **item** you just moved from the 'Available' list on the left side and click **>>** to move the item to the 'Included' list on the right side.
5. Select the **item that you just moved**, from the 'Included' list.

6. Select the **video group** from the 'Video Group' option that corresponds with the item.
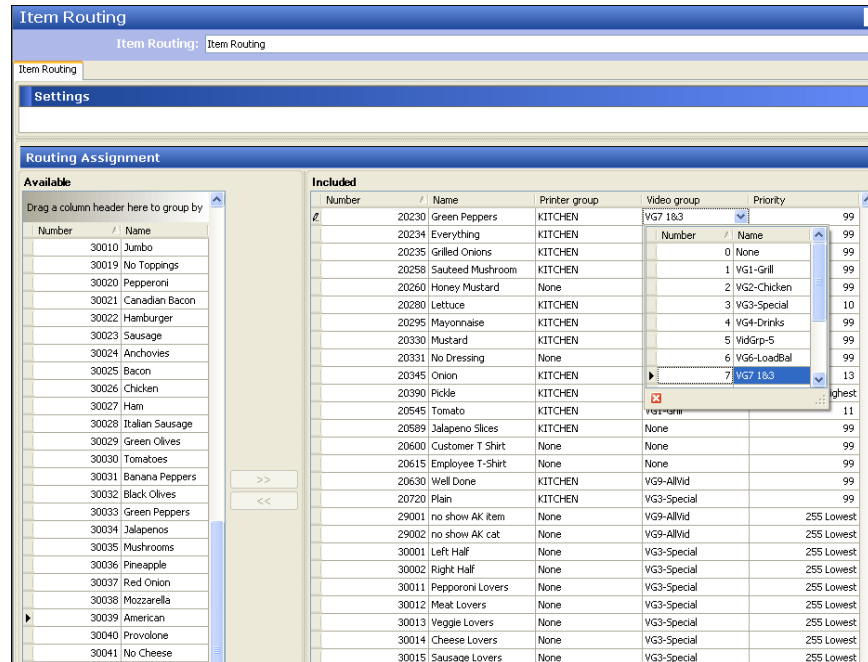
Figure 40 Item Routing Function

7. Repeat **Step 5** for each item requiring a video group.
8. Click **Save** and **Close** in the Command panel to exit the **Item Routing** function.

3. Configure a Rule for a Routing Rulebook

Once you designate the appropriate video group to which to route your items, you must create a routing rulebook. When you create a routing rulebook, configure the conditions of the rule using the Rules tab. The routing rules operate using a 'top-down' approach, when you configure multiple rules for a rulebook. When an item satisfies a routing rule, the system does not continue to the next rule in the list. To prioritize a rule, use the Move Up and Move Down arrows. To delete an element from the routing rule, click Remove.

To configure a routing rulebook using the video group routing condition:

1. With Aloha Kitchen still selected in the Product panel, select **Maintenance > Kitchen Configuration > Routing Rulebook > Settings** tab.
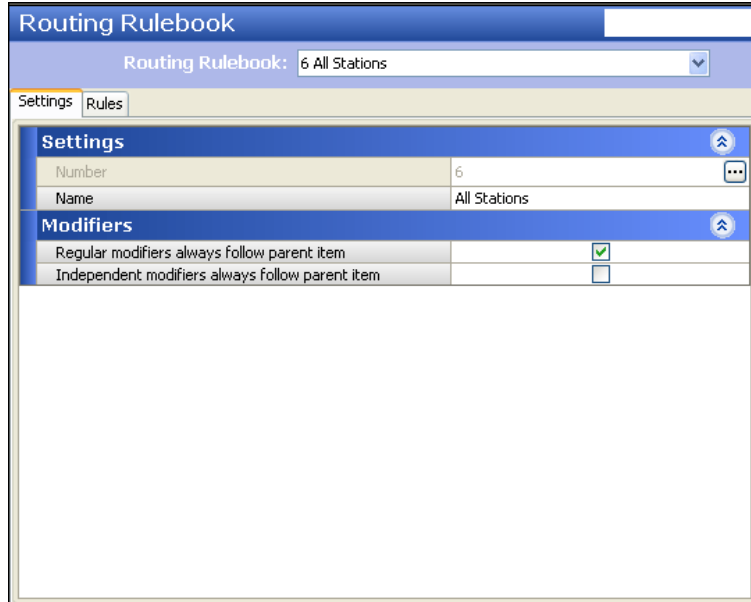
Figure 41 Routing Rulebook - Settings Tab

2. Click **New**.
3. Type a **name** for the routing rulebook.
4. Select **Regular modifiers always follow the parent item**. This is usually selected; otherwise, modifiers such as 'Mustard' do not show on the video screen.
5. Click the **Rules** tab.

Figure 42 Routing Rulebook - Rules Tab

6. Under the Routing Rules group bar, click **Add**. The system starts a rule without a condition or routing specified.

7. Select the **Conditions** tab, if it is not already displayed.

8. Under the Routing Conditions group bar, click the **Add drop-down arrow**, select **Video Group**, and click **OK** (Figure 37).

   The routing condition appears under the Routing Conditions group box. If more information is needed for the selected routing condition, an additional group bar appears below. In this example, an additional Video Group Condition group bar appears so you can specify the video group you want to use for routing.

9. Select **Not**, if you want this rule to exclude items using this routing condition. For this example, keep the 'Not' option cleared.

10. Under the Video Group Condition group bar, click **Add** and select a **video group** from the drop-down list.
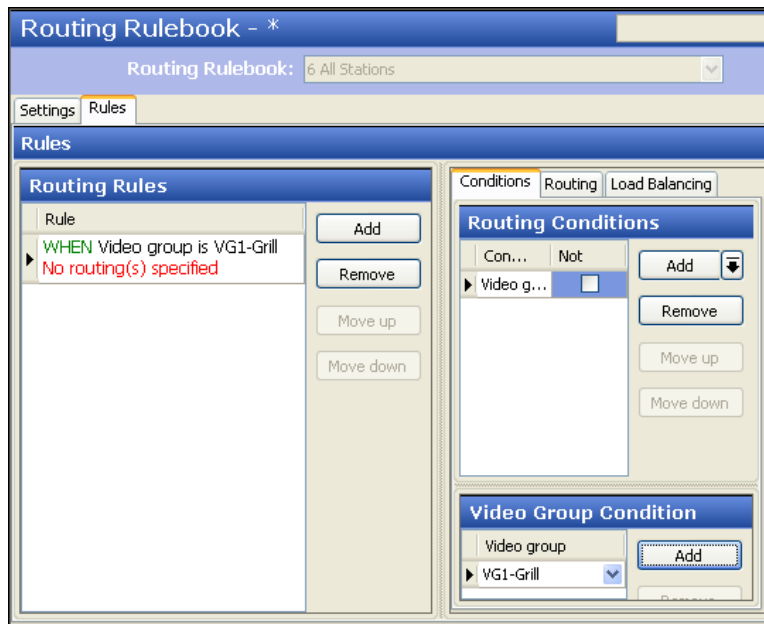
Figure 43 Routing Rulebook - Rules Tab (Conditions Configured)

If you want to include more than one video group, repeat **step 10** and select another video group.

If you want to add additional routing conditions to the rule, repeat **steps 8 to 10** and select another **routing condition type**.

When you finish configuring the routing conditions, the sentence-formatted rule is updated under the Routing Rules group bar.

Routing Condition Examples	
'Not' Option Cleared	'Not' Option Selected
Multiple Conditions Configured	Multiple Video Groups Configured

11. Now select the **Routing** tab to display the Route To Stations group bar so you can define the destination of the routing.

12. Click **Add.**

13. Select a **Kitchen Station** to which to route from the drop-down list.
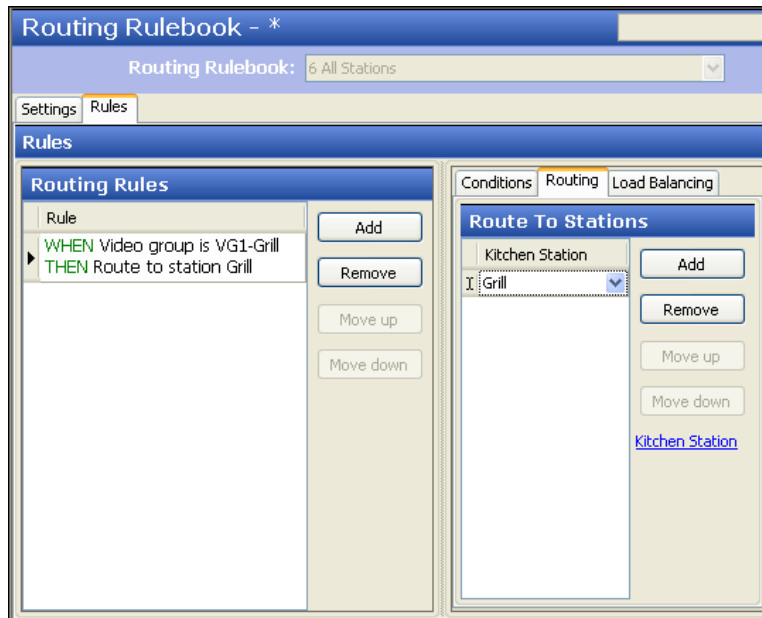
Figure 44 Routing Rulebook - Rules Tab (Routing Completed)

If you want to include additional kitchen stations to which the items will route, based on this rule, repeat **steps 12 and 13** and select another kitchen station.

In most cases, you should always include items to route to the Expo station, as well as a production station; otherwise, the items do not appear on the expo kitchen screen.

When you finish configuring the destination of the routing, the sentence-formatted rule is updated and completed under the Routing Rules group bar.

Routing Examples	
Single Station Routing	Multiple Station Routing

14. If you want to add more routing rules for the routing rulebook record, repeat **steps 6 to 13**. Remember that when the first rule of the routing rulebook is satisfied, the system does not continue to the next rule.

Figure 45 Routing Rulebook With Multiple Rules

15. Click **Save** in the Command panel.
16. Repeat this **procedure** for other routing rulebooks you want to configure.
17. Click **Close** in the Command panel to exit the **Routing Rulebook** function.

4. Attach the Default Routing Rulebook to Kitchen Settings

Once you complete the configuration of a rulebook, access Kitchen Settings and add the rulebook to the 'Default routing rulebook' drop-down list.

You can use staff levels to change the routing rulebook on demand from the kitchen screen. Refer to See "Configure Staff Levels to Change Item Routing" on page 82.

To attach a default routing rulebook to Kitchen Settings:

1. With Aloha Kitchen still selected in the Product panel, select **Maintenance > Kitchen Configuration > Kitchen Settings**.
2. Under the Defaults group bar, select the **routing rulebook** from the 'Default routing rulebook' drop-down list.
3. Click **Save** and **Close** in the Command panel to exit the **Kitchen Settings** function.

Configure a Default Course

Course ordering refers to a sequence of food deliveries to the table to complete a multi-course meal experience. If your operation does not use courses, you must at least have a default course defined. Aloha Kitchen provides a default course, using ID 01. This course overrides all other courses you configure because the system uses the lowest numbered course ID as the first course. Even though Aloha Kitchen provides a default course, access the Courses function and configure some of the attributes. Then attach the course to the Kitchen Settings function.

> For the Getting Started section, create a default course; however, if you are using full coursing, do not configure a default course and skip to . Then return to the next section of the Getting Started section.

To configure a default course:

1. Select **Maintenance > Kitchen Configuration > Courses > Course** tab.

Figure 46 Default Course Configuration

2. Select or change the **following options**.

   Suggested settings for Quick Service installations:

   • **Duration in minutes:** 0
   • **Rush seconds:** Varies
   • **Priority seconds:** Varies

- **Use countdown:** Cleared
- **Use Countdown alerts:** Cleared

Suggested settings for Table Service installations:

- **Duration in minutes:** 5
- **Rush seconds:** 120
- **Priority seconds:** 0
- **Use countdown:** Selected
- **Use Countdown alerts:** Selected

3. Click **Save** and **Close** in the Command panel to exit the **Course** function.

To attach a default course to Kitchen Settings:

1. Select **Maintenance > Kitchen Configuration > Kitchen Settings**.
2. Under the Defaults group bar, select the **course** from the 'Default course' drop-down list.
3. Click **Save** and **Close** in the Command panel to exit the **Kitchen Settings** function.

Export a Store

If you use Aloha Configuration Center (CFC), use the Active Stores function to make stores active so they can receive updates. This procedure is not available if you are using Aloha Manager.

To export a store:

1. Select **Maintenance > Business > Active Stores**.
2. Click **New**.
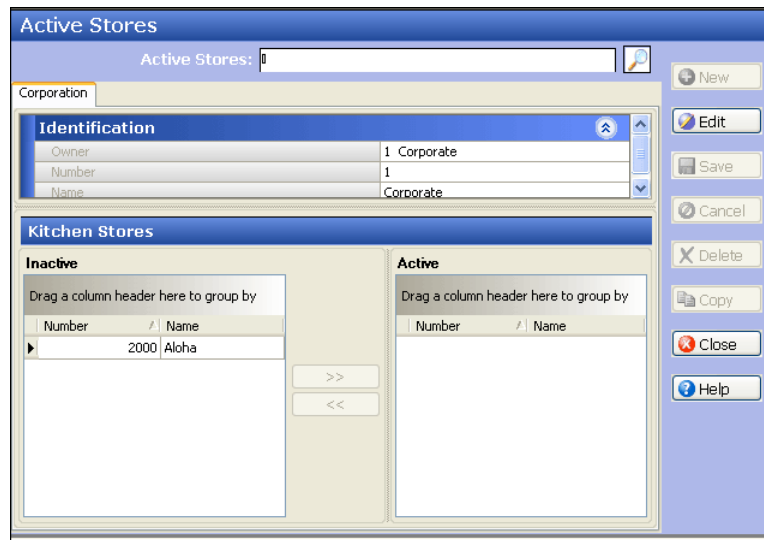
Figure 47 Active Stores Function

3. Type a **name** for the export.
4. Select the **store** from the 'Inactive' list and click **>>** to move the store to the 'Active' list.
5. Click **Save**.
6. Click **Close** to exit the **Active Stores** function.

Refresh Data

After all settings are in place in Aloha Kitchen, you must transfer the new information to the Aloha Kitchen terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. After the data refresh is complete, all new settings become operational across the Aloha network.

To perform a refresh in Aloha Manager, select **Utilities > Aloha Manager > Refresh All Product Data**.

To perform a refresh in Aloha Configuration Center (CFC), select **Utilities > Configuration Center > Refresh All Product Data.**

Customizing Aloha Kitchen

This section discusses how you can use other functions and features to customize your Aloha Kitchen installation. These are not required for getting Aloha Kitchen started and running; however, when configured, they add exceptional value to your overall operation and allow you to conform to your operational needs and specific environment.

The following optional functions and features are covered:

- Confige Item Timing
- Implement Bins
- Provide the Ability to Change Routing Rulebooks via Staff Levels
- Implement Quote Time
- Customize Your Languages
- Implement Coursing
- Configure Task Info
- Customize Print Layout for Your Chits
- Customize Your Kitchen Screens
- Configure Your Kitchen Skins
- Customize the Display of Order and Item Cells

Remember you must always refresh data after configuring any of these features.

Configure Other Kitchen Environments

In the section, "Getting Started with Aloha Kitchen" on page 20, you set up a typical kitchen environment where the expediter uses the 'Expo' kitchen station type with the 'Expo order view' kitchen screen type and the production employee uses the 'Production' kitchen station type with the 'Production start and cooking' kitchen screen type. This satisfies most kitchen environments; however, you can change this setup to accommodate your own environment.

Quick Service

The configuration in the Getting Started section can easily accomplish a quick service environment; however, there is other configuration you can set up to further expedite the environment.

Suggested settings for a quick service environment:

Kitchen Settings:

- • **Routing method:** Immediate
- • **Modifiers one behind:** Selected

Kitchen Screens:

- • **Type:** Production order view

Pizza Establishment with Conveyor Belt Oven

Beginning Terminal

Production Start only kitchen screen.

Ending Terminal

Production cooking only kitchen screen + kitchen station with "Start on these stations when started on this station.'

Figure 48 Pizza Establishment with Conveyor Belt Oven

A pizza establishment has an area at the beginning of a pizza oven using a conveyor belt, and an ending area where the pizza exits the oven. To accomplish this, use a terminal with a 'Production start only' kitchen screen at the beginning of the oven and use a terminal with a 'Production cooking only' kitchen screen at the end of the oven. For the ending terminal, match the kitchen screen with a kitchen station with the 'Start on these stations when started on this station' selected. You must also configure

Configure Item Timing

Aloha Kitchen allows items to be appear on the kitchen screen in staggered times so the orders are served with the highest food quality. Hot food can still be served hot and cold food can be still be served cold. Additionally, item timing increases your speed of service and eliminates employees from sitting idle while waiting for another item to cook.

Without item timing, all items are routed to their respective stations at the same time, based on the routing method defined in Kitchen Settings. With delayed routing, items that have a short cook time are held and do not display on the kitchen screen until long cook time items with the order are ready.

Configure Item Cook Times

You must configure a cook time for each item.

To configure item cook times:

1. Select **Maintenance > Menu > Item Cook Times**.

Figure 49 Item Cook Times - Item Cook Times Tab

2. Select an **item** from the 'Available' list and click **>>** to move the item to the 'Included' list.
3. Type the **number of seconds** it takes to prepare the item in the 'Cook time' column.
4. Repeat **Steps 2 and 3** until you configure the cook times for each item.
5. Click **Save**.
6. Click **Close** to exit the **Item Cook Time** function.

Configure Standard Modifiers

Standard modifiers are modifiers you can configure to alter the cook time of the item it is modifying when ordered, either by a percentage or a fixed amount. Typically, this is used for temperature modifiers, such as 'Well Done.' The modifiers must be attached to a modifier group to appear in the list.

Settings on the Standard Modifiers tab will alter the settings defined on the Item Cook Time tab.

To configure standard modifiers:

1. Select **Maintenance > Menu > Item Cook Times > Standard Modifiers tab**.
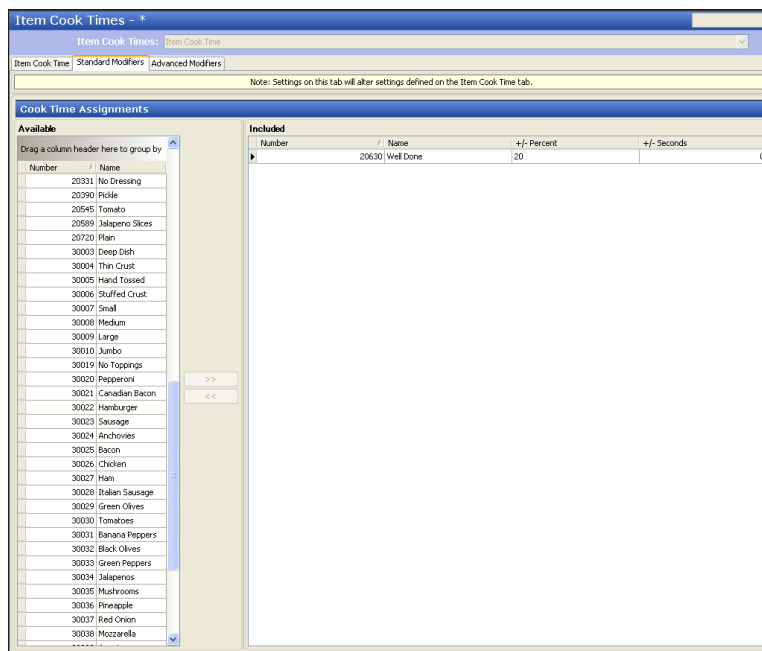
Figure 50 Item Cook Times - Standard Modifiers Tab

2. Select a **modifier** from the 'Available' list and click **>>** to add the modifier to the 'Included' list.
3. If you want to configure a percentage, type a **percentage** in the '+/- Percent' column.
4. If you want to configure a fixed amount, type an **amount**, in seconds, in the '+/- Seconds' column.
5. Repeat **Steps 2 through 4** for each standard modifier you want to adjust.
6. Click **Save**.
7. Click **Close** to exit the Item Cook Times function.

Configure Advanced Modifiers

Advanced modifiers are an adjustment to the item cook times based on the combination of the item and modifier when ordered together.

Settings on the Advanced Modifiers tab will override the settings defined on the Item Cook Time tab and the Standard Modifiers tab.

To configure an advanced modifier:

1. Select **Maintenance > Menu > Item Cook Times > Advanced Modifiers tab**.

Figure 51 Item Cook Times - Advanced Modifiers Tab

2. Click **Add**.
3. Select an **item** from the 'Item' drop-down list.
4. Select a **modifier** from the 'Modifier' drop-down list.
5. Type the **combined cook time** to use for both the item and modifier.
6. Repeat **Steps 2 through 5** until you add all advanced modifiers you need.
7. Click **Close** to exit the Item Cook Times function.

Determining the Method to Use for Items with Zero Cook Time

To determine the method to use for items with zero cook times:

1. Select **Maintenance > Kitchen Configuration > Kitchen Settings**.
2. Under the Items group bar, select **one of the following** from the 'Item with zero cook time option' drop-down list.

   • Select **Activate item at course completion** to activate items when a course is complete.

- Select **Activate item at course start** to activate items based on the start of the course.
- Select **Use default item time as defined in course configuration** to activate items based on the time defined for the course.

3. Click **Save**.

Configure the Routing Method

To configure the routing method:

1. Select **Maintenance > Kitchen Configuration > Kitchen Settings**.
2. Under the Items group bar, select **one of the following** from the 'Routing method' drop-down list:
   - Select **When finalized** to enable items on the order to be sent only when the order is finalized.
   - Select **One behind** to enable each item to be sent to the kitchen screen as soon as the next item is entered.
   - Select **Immediate** to enable each item to be sent to the kitchen screen within five seconds after it is entered on the POS.

3. Click **Save**.

Configure Item Cook Time Overrides

To configure item cook time overrides:

1. Select **Maintenance > Menu > Item Cook Time Overrides**.
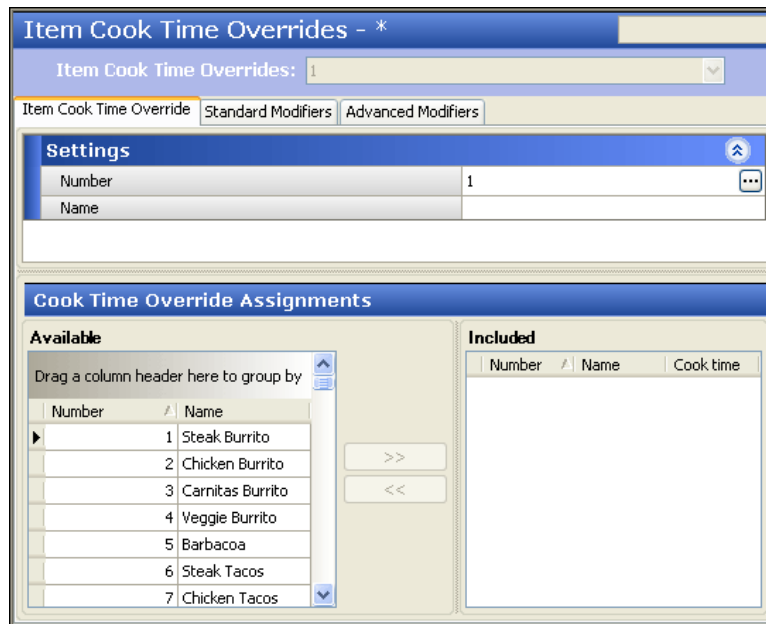

Figure 52 Item Cook Time Overrides

2. Click **New**.
3. Type a **name** for the item cook time override.

4. Select an **item** from the 'Available' list and click **>>** to move the item to the 'Included' list.
5. Click **Save**.
6. Repeat this **procedure** for other item cook time overrides.
7. Click **Close** and exit the **Item Cook Time Override** function.

Configure Delay Routing

To configure delay routing:

1. Select **Maintenance > Kitchen Configuration > Kitchen Settings**.
2. Under the Delay Routing group bar, configure the **following**:
   - Select **Enable delay routing** to activate delay routing, either round or course based. If cleared, all items route normally and become active immediately.
   - Select **Always activate delayed items on same order together** to activate all items in a delay group at the same time, instead of the grouped items starting at staggered times in order to complete at the same time. Use this option for operations that use kitchen chit printing instead of production displays.
   - Select **Minimum activation time in minutes** to specify the minimum number of minutes before the desired completion time that a delayed item can be activated.
   - Select **Maximum activation time in minutes** to specify the maximum number of minutes before the desired completion time that a delayed item can be activated. Type '0' to indicate no limit.
   - Select **Additional activation seconds** to specify the fixed number of seconds you can add to the activation lead time for all items.
   - Select **Enable manual activation for delayed orders** to specify whether you can activate delayed orders manually.
   - Select **Enable manual activation for delayed items** to specify whether you can activate individual items on delayed orders manually.
   - Select **Add production factor to activation time** to calculate the activation time of items by adding n x ATPI, where n is the nth item in the course.
   - Select **Activate relative to first item actual start time** to calculate the activation time of items by adding the longest item's difference between started and activated to the non-longest item in the course.
   - Select **Maximum time to wait for first item in seconds** to specify the maximum number of seconds to wait to activate the first item in a course.
   - Select **Disable**, **Suspend all courses**, or **Autofire first course and suspend all subsequent courses** from the 'Auto suspend course behavior' drop-down list to determine the behavior for the automatic suspension of courses.
   - Select **Auto fire suspended course minutes** to specify the number of minutes, from 0 to 999, to wait before automatically firing a course that has been suspended. The default is 500 minutes.
3. Click **Save** in the **Command** panel.
4. Click **Close** in the Command panel to exit the **Kitchen Settings** function.

Configure Full Coursing

Course ordering refers to a sequence of food deliveries to the table to complete a multi-course meal experience. You can configure course ordering in Aloha Kitchen to activate items based on a course. Coursing items are divided into individual courses which you can fire automatically or manually, to time the dining experience. You can also limit coursing to specific order modes or a kitchen station.

Notes   The courses configured in Aloha Kitchen are not tied to the courses configured in the POS.

You must configure each course you support, such as Appetizers, Entrees, Desserts, and more. The ID numbering of courses is important, as the system uses this order to send orders to the kitchen. For example, if 'Appetizer' is your first course of the meal, the course ID must be lower than any other course. We recommend you number your courses in increments of 5, such as course ID 5 for appetizers, course ID 10 for entrees, and so on. This ensures you have room for future course expansion and avoid the need for extensive changes to your database.

Configure Categories for Coursing

You must configure a category of items that are available to order from each course. To access the Categories function, you must select the POS button (QS/TS, QS, or TS) in the Product panel.

To configure a category for a course:

1. Select **Maintenance > Menu > Categories**.
2. Click the **New drop-down arrow** and select a **category type** and **OK**.
3. Type a **name** for the category, such as 'Course 1.'
4. Select the **Items** tab.
5. Select the **items** from the 'Available' list box and click **>>** to move the items to the 'Included' list box.
6. Click **Save** in the Command panel.
7. Repeat this **procedure** for each category you want to configure for a course.
8. Click **Close** in the Command panel to exit the **Category** function.

Configure Courses

To configure courses:

1. Select **Maintenance > Kitchen Configuration > Course > Course** tab.

2. Click **New**.

Figure 53 Course - Course Tab

3. Type a **name** for the course.
4. Configure the **options**, as needed.
5. Click **Save** in the Command panel.
6. Repeat this **procedure** for each course in your operations.
7. Click **Close** in the Command panel to exit the **Course** function.

Override a Course by Order Mode

You can override a course by order mode. This is typically used for a ToGo course. If you are using this feature, you should select 'Order mode override supercedes modifier override' on the Course tab. You should also clear 'Enable kitchen chit printing' in Maintenance > Kitchen Configuration > Kitchen Settings.

To override a course by order mode:

1. Select **Maintenance > Kitchen Configuration > Courses**.
2. Select a **Course** from the 'Course' drop-down list.

3. Select the **Order Mode Overrides** tab.
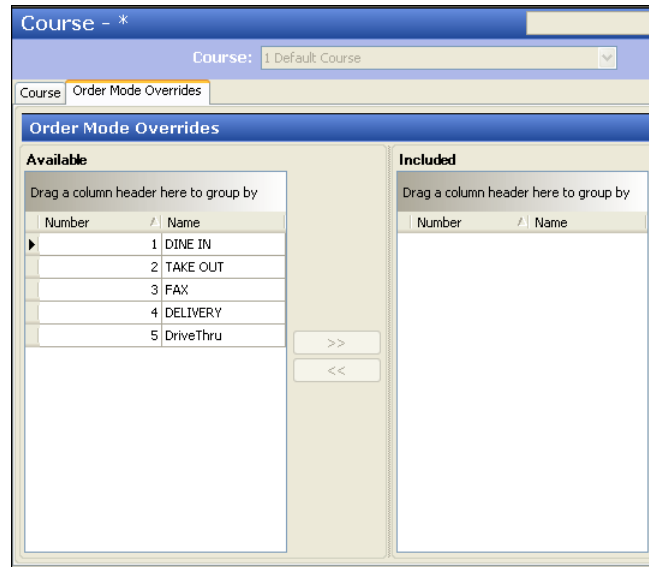
Figure 54 Course - Order Mode Overrides Tab

4. Select the **order mode** from the 'Available' list and click **>>** to move the order mode to the 'Included' list.

5. Click **Save** in the Command panel.

6. Repeat this **procedure** for other courses.

7. Click **Close** in the Command panel to exit the **Courses** function.

Limit Courses By a Kitchen Station

You can limit a course by a kitchen station. This is typically used if you have two expo stations and you want a course to display on one station, and not the other. For example, Expo Station A would handle appetizers and desserts and Expo Station B would handle entrees.

To limit a course by a kitchen station:

1. Select **Maintenance > Hardware > Kitchen Station.**

2. Select a **kitchen station** from the 'Kitchen Station' drop-down list.

3. Select the **Limit To Courses** tab.
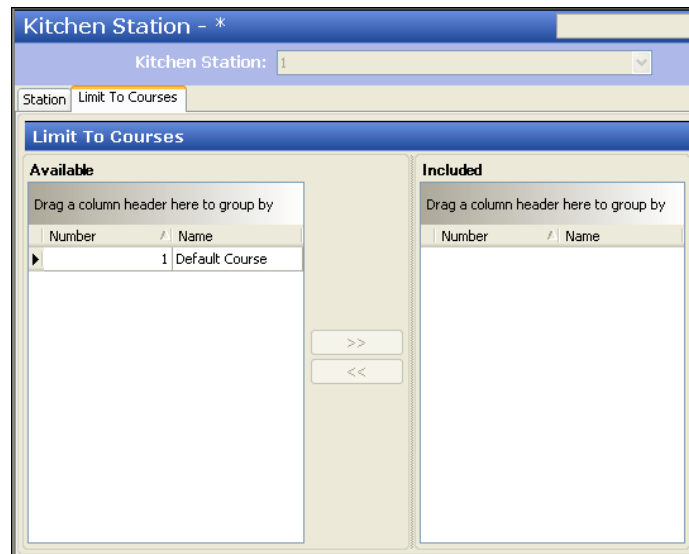
Figure 55 Kitchen Station - Limit to Courses Tab

4. Select a **course** from the 'Available' list and click **>>** to move the course to the 'Included' list.
5. Click **Save** in the Command panel.
6. Repeat this **procedure** for other kitchen screens you want to limit coursing.
7. Click **Close** in the Command panel to exit the **Courses** function.

Automatically Suspend a Course by Table

You can automatically suspend a course by table number. Use this feature for a table, or sets of tables, that you want to fire individual courses manually.

To automatically suspend coursing by table in Table Service:

1. Select **Maintenance > Kitchen Configuration > Kitchen Settings**.
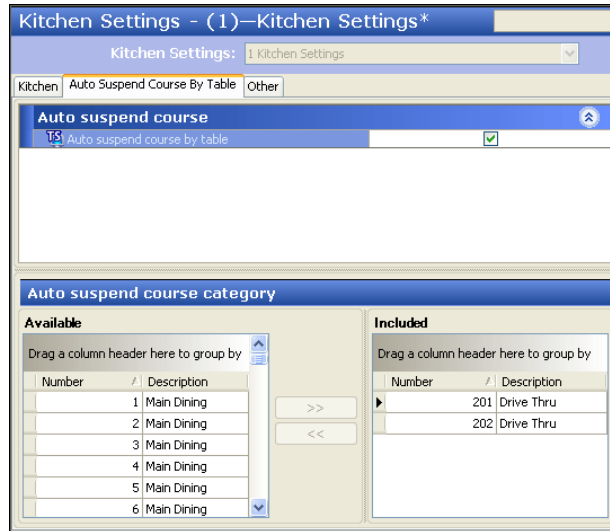
Figure 56 Kitchen Settings - Auto Suspend Course By Table Tab

2. Select a **kitchen setting** from the 'Kitchen Settings' drop-down list.
3. Select the **Auto Suspend Course by Table** tab.
4. Under the Auto suspend course group bar, select **Auto suspend course by table**.
5. Select a **table** from the 'Available' list and click **>>** to move the table to the 'Included' list.
6. Click **Save** in the Command panel.
7. Repeat this **procedure** for each table you want to suspend a course.
8. Click **Close** in the Command panel to exit the **Kitchen Settings** function.

Automating Aloha Kitchen

You can automate functions in Aloha Kitchen so you do not have to perform the function manually. Most of the options are in the Kitchen Station and Kitchen Settings functions.

Automating the Starting of Items

You can automate the starting of items by Kitchen Station.

> You must be careful when automatically starting an item. When configured, all items routed to the station automatically starts and is not subject to any timing you have for the item.

To automate the starting of items:

1. Select **Maintenance > Hardware > Kitchen Stations**.
2. Select a **station** from the drop-down list.
3. Select **Auto-start all items** to automatically start all items that are routed to this station. Use this option if you are using a Production Cooking Only kitchen screen type and there is not a corresponding Production Start Only kitchen screen.
4. Select **Auto-start production order view cell** to automatically start all items on an order when you the order is started. If cleared, only the activated items start and the delayed items start based on their cook delay time. This feature only affects a 'Production Order view' kitchen screen.
5. Click **Save** in the Command panel.
6. Repeat this **procedure** for other kitchen stations, as needed.
7. Click **Close** in the Command panel to exit the **Kitchen Stations** function.

Automating the Preparing of Items

You can automatically prepare items by Kitchen Station.

> You must be careful when automatically preparing an item. When configured, all items routed to the station automatically progresses to a prepared state and is not subject to any timing you have for the item.

To automate the preparing of items:

1. Select **Maintenance > Hardware > Kitchen Stations**.
2. Select a **station** from the drop-down list.
3. Select **Auto-prepare all items** to automatically prepare all items that are routed to this station.
4. Click **Save** in the Command panel.
5. Repeat this **procedure** for other kitchen stations, as needed.
6. Click **Close** in the Command panel to exit the **Kitchen Stations** function.

Automating the Bumping of Items

You can configure a station to automatically bump the items within an order from all other production stations. In Kitchen Settings, you can define a threshold of minutes before the system bumps an item from all kitchen screens.

To automate the bumping of items:

1. Select **Maintenance > Hardware > Kitchen Stations**.
2. Select a **station** from the drop-down list.
3. Select **Master bump** to specify whether items and orders that are bumped from this station are automatically bumped from all other stations.
4. Select **Master bump** all stations to specify whether items and orders can activate, start, and bump from all stations. This includes production stations.
5. Click **Save** in the Command panel.
6. Repeat this **procedure** for other kitchen stations, as needed.
7. Click **Close** in the Command panel to exit the **Kitchen Stations** function.

To bump items after a specified time:

1. Select **Maintenance > Kitchen Configuration > Kitchen Settings**.
2. In the **Auto bump minutes** text box, type the number of minutes, from 0 - 9999, before the system automatically bumps an order from the screen, whether the order is prepared or not.
3. In the **Auto rebump minutes** text box, type the number of minutes, from 0 - 9999, before the system automatically bumps an order that has been rebumped from a screen.
4. Click **Close** in the Command panel to exit the **Kitchen Settings** function.

Automating the Printing in Aloha Kitchen

You can automatically print a chit in Aloha Kitchen, by kitchen station, when an order reaches a certain state.

To automate the printing in Aloha Kitchen:

1. Select **Maintenance > Hardware > Kitchen Stations**.
2. Select a **station** from the drop-down list.
3. Select **Auto-print when bumped** to automatically print a chit to the local printer when you bump an order from this station.
4. Select **Auto-print when prepared** to automatically print a chit to the local printer when an item is prepared.
5. Select **Auto-print on first item prepared** to automatically print a chit to the local printer when the first item of an order is prepared.
6. Select **Auto-print expo chit on order** displayed to automatically print a chit to the local printer when the order is initially displayed.
7. Click **Save** in the Command panel.
8. Repeat this **procedure** for other kitchen stations, as needed.
9. Click **Close** in the Command panel to exit the **Kitchen Stations** function.

Configure Zoning

Zoning in the restaurant industry is a way to control which area of the prep area prepared items should be allocated to help with the coordination of orders. Often times, these zoning areas are marked off, per order, so the expediter can organize the plates and quickly plate the orders on trays. When activated, each order receives a sequential number on the expo screen. The zone number appears on the item cell on a kitchen screen; however, if you are using a custom header or footer, you must add the zone element.
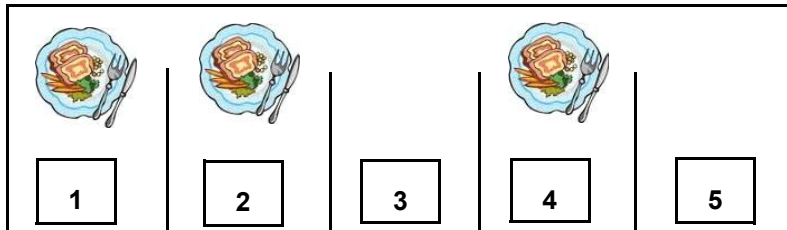

Figure 57 Kitchen Zoning Diagram

To configure zoning:

1. Select **Maintenance > Hardware > Kitchen Settings**.
2. Select a **kitchen screen** from the drop-down list.
3. Select **Enable Zoning** to activate the zoning feature.
4. In the **Number of zones** text box, specify the sequential number of a zone area when zoning is activated. For example, if your prep area has four zones, type 4. After the fourth order, the system starts the numbering over. Zone numbers do not display on bins.
5. Select the **Zone icon** to display the default 'zone' image on top of the zone number. If you want to replace the default zone icon, you must name the file Zone.*xxx* where *xxx* is the supported media file format.
6. Click **Save**.
7. Repeat this **procedure** for any other kitchen settings you want to enable zoning.
8. Click **Close** in the Command panel to exit the **Kitchen Settings** function.

To add the zone element to a custom header or footer:

1. Select **Maintenance > Kitchen Configuration > Header and Footer Layout**.
2. Select a **header** or **footer layout** from the drop-down list.
3. Select the **Design** tab.
4. Click **Add** drop-down list, select **Zone**, and then **OK**.
5. Type the **line number** in which you want the zone element to display.
6. Select the **justification** in which you want the zone element to display.
7. Select the **style** to use for the zone element.
8. Click **Save**.
9. Repeat this **procedure** for other header or footer layouts in which you want to add the zone element.
10. Click **Close** in the Command panel to exit the **Header and Footer Layout** function.

Configure Bins

In the restaurant industry, a bin is a holding area used to facilitate the bulk production of a particular item, such as french fries. You can set up a bin to track individual items or you can track like items using the Quick Count feature, both of which are defined in the POS. For example, if you have french fries set up as a single item, you would simply track french fries at the item level. If you have multiple items for the same item, such as fries with no charge and fries with an associated price, or if fries are included with many items, such as ala carte and fries with a burger, then you need to use tracking items to form a relationship between those multiple item IDs.

A bin can either be defined to display a single count of items needing to be prepared or display a quantitative number. For a quantitative number, the first number is the total count of items ordered but not yet prepared, that are needed in the next *n* minutes. The second number is the remaining count of items ordered, but not yet prepared.
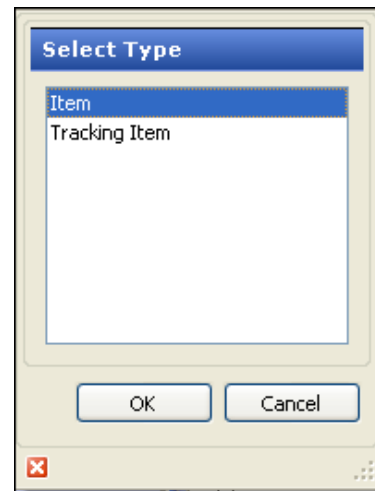
Figure 58 Select Type (Bins)

You can configure two types of bins: Simple bin and Production bin.
Once you configure your bins, you must assign the bin to a kitchen screen, either as a metric on the Metrics bar, or to a bin area as part of the kitchen screen itself.

Simple Bin

A simple bin displays on the metrics bar, or can be used in the bin area of a kitchen screen. They require no interaction from the production employee.

To configure a simple bin:

1. Select **Maintenance > Kitchen Configuration > Bins**.
2. Click the **New drop-down arrow**, select either **Item** or **Tracking Item** and **OK** from the Type dialog box (Figure 58).

3. Type a **name** for the bin.

Figure 59 Bin (Simple)

4. If you selected 'Item' from the Type dialog box, then select a single **item** from the 'Item' drop-down list. If you selected 'Tracking item' from the Type dialog box, then select a **tracking item** from the 'Tracking item' drop-down list.
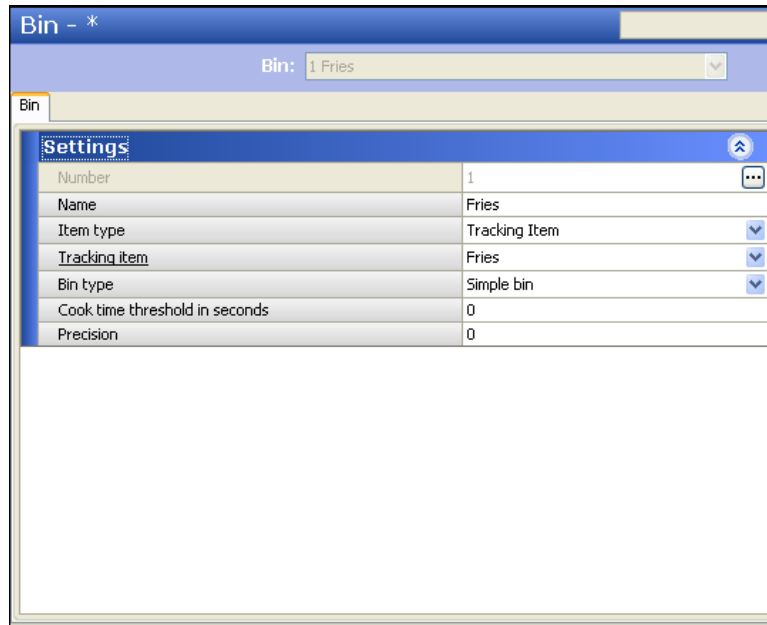**5.** Select **Simple bin** from the 'Bin' drop-down list.
6. Type the **number of seconds,** from 0-99999 seconds, from the 'Cook time threshold in seconds' option to define the cook time for the bin.
7. Type the **number of decimal points**, from 0 to 3, from the 'Precision' option to display for the bin. For example, select 2 is you want to the count to display as 0.00.
8. Click **Save** in the Command panel.
9. Repeat this **procedure** for each simple bin you want to configure.
10. Click **Close** in the Command panel to exit the **Bin** function or continue to the **next procedure** to configure a production bin.

Production Bin

A production bin offers quantitative measurements for items and require interaction from the production employee in the same way as you start items using a production screen. These bins affect individual item status and give more detailed information than a simple bin.

To configure a production bin:

1. Select **Maintenance > Kitchen Configuration > Bins**.
2. Click the **New drop-down arrow**, select either **Item** or **Tracking Item** and **OK** from the Select Type dialog box (Figure 58).

3. Type a **name** for the bin.

Figure 60 Bin (Production)

4. If you selected 'Item' from the Type dialog box, then select a single **item you want to track** from the 'Item' drop-down list. If you selected 'Tracking item' from the Type dialog box, then select a **tracking item you want to track** from the 'Tracking item' drop-down list.

5. Select **Production bin** from the 'Bin' drop-down list.

6. Type the number of seconds, from 0 - 99999, in the 'Cook time threshold in seconds' option to defines the threshold to use as the cook time for the bin.

7. Type the **text to display for the pending total** for the bin cell, in the 'Pending label' option. The default text is "Pending."

8. Type the **text to display for the start total** for the bin cell, in the 'Start label' option. The default text is "Start."

9. Type the **text to display for the cooking total** for the bin cell, in the 'Cooking label' option. The default text is "Cooking."

10. Type the **number of seconds**, from 0 - 9999, in the 'Unstarted alert time' option, before an unstarted alert appears for an item for the bin cell.

11. Type the **maximum number of items**, from 0 - 9999, in the 'Maximum start quantity' option, that can be started with a bump action.

12. Type the **number of seconds**, from 0 - 9999, in the 'Combine item time' option, to combine other bin items when one bin item is moving into the start area.

13. Type the **cook time**, from 0 - 9999 seconds, in the 'Cook time' option, to display the item in the cooking area before marking the item as prepared and having the item disappear from the bin.

14. Click **Save** in the Command panel.

15. Repeat this **procedure** for any other production bin you want to configure.

16. Click **Close** in the Command panel to exit the **Bin** function.

Add a Simple Bin to the Metrics Bar of a Kitchen Screen

You can add a simple bin to the Metrics bar of a kitchen screen. Production bins are not supported on the Metrics bar. You must first configure a metric for the bin, then attach the bin to the kitchen screen.

Figure 61 Bin Added to the Metrics Bar

To configure a metric for a simple bin:

1. Select **Maintenance > Kitchen Configuration > Metric > Metric** tab.
2. Click the **New drop-down arrow**, select **Bin** from the 'Type' dialog box and click **OK**.
3. Type a **name** for the metric.
4. Select the **bin** from the 'Bin' drop-down list.
5. Click **Save** in the Command panel
6. Click **Close** in the Command panel to exit the **Metrics** function.

To attach a bin metric to appear on the Metrics bar:

1. Select **Maintenance > Hardware > Kitchen Screens**.
2. Select a **kitchen screen** from the Kitchen Screen drop-down list.
3. Select the **Design** tab.
4. Select the **Metrics** tab.
5. Click **Add**.
6. Select the **bin that you configured as a metric** from the 'Metric' drop-down list.
7. Repeat **steps 5 and 6** if you have other bins that you configured as a metric you want to add to the Metrics bar.
8. Click **Save** in the Command panel.
9. Repeat this **procedure** if you have other kitchen screens to which you want to attach a bin metric.
10. Click **Close** in the Command panel to exit the **Kitchen Screens** function. Once you add a simple bin to the Metrics bar, the metric appears.

Add a Simple or Production Bin to the Bin Area of a Kitchen Screen

You can add a simple or production bin to a bin area configured on a kitchen screen; however, it is most used for production bins. You must first enable the bin area to show on a kitchen screen, then attach the bin to the kitchen screen, using the Design tab.
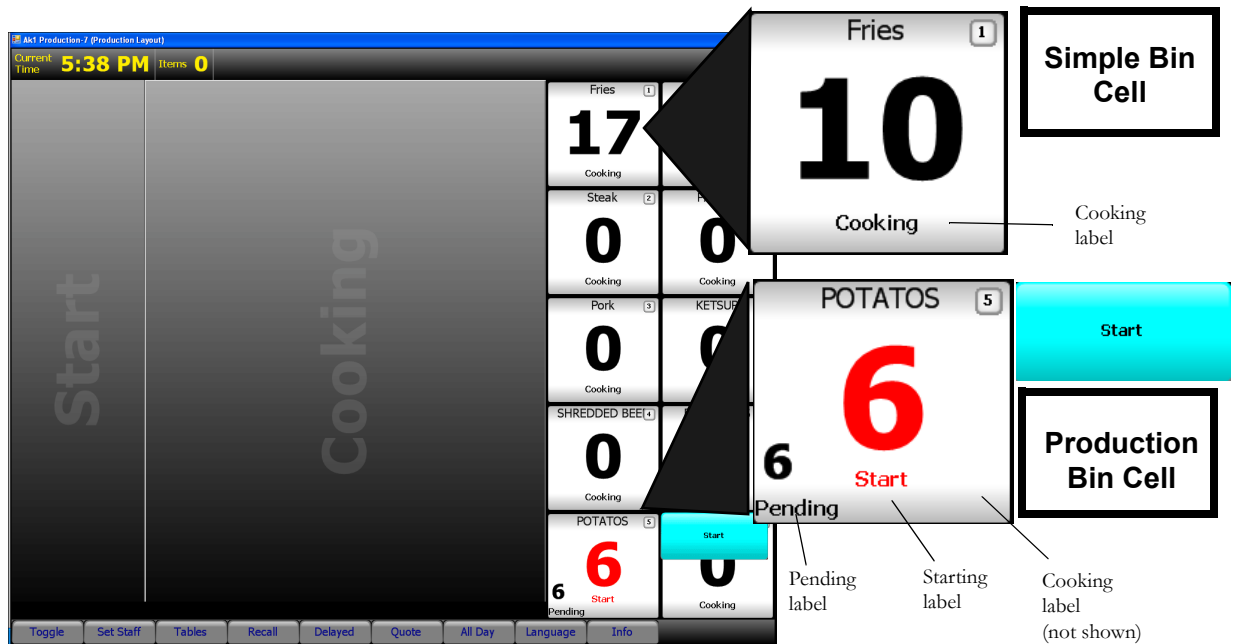

Figure 62 Simple and Production Bin Illustration

The illustration of the bin area at 30 percent of the screen real estate on the left side of the kitchen screen and describes the behavior of both a simple bin and a production bin. The top magnified cell, a simple bin, displays a simple visual count of items that have been started and currently cooking. The cooking label always displays as 'Cooking,' and there is no alert to inform you if an item is late in starting. As trackable items are started, the count increases and as items are bumped, the count decreases. In the case of fries, the production employee can see how many fries need to be cooking at any given time.

The bottom magnified cell, a production bin, displays two counts. The pending count indicates the number of trackable items you need in the foreseeable future, including items that are delayed and not yet started. The start count indicates how many trackable items are presently cooking. The 'Pending,' 'Start,' and 'Cooking' labels are all configurable. The start count turns to red when an alert is triggered from items that have not been started.

Ordinarily, when items are ordered, they appear in the Start area of the production screen. This is not the case with production bins. When a trackable item is ordered, the item goes into the respectable production bin cell. The production employee must start the trackable item from the bin by selecting Start from the flyout menu or by a 'StartBin' button function added to bump bar layout in use. The trackable item then goes to the production area. When an item is started from the bin, the pending and start counts adjust accordingly. In the case of fries, the production employee can see how many fries are needed to fulfill all orders and how many are cooking presently, at any given time.

To configure a bin area of a kitchen screen:

1. Select **Maintenance > Hardware > Kitchen Screens**.
2. Select a **kitchen screen** from the 'Kitchen Screen' drop-down list.
3. Under the Display options group bar, configure the **following**:
   - Select **Show Bin** to display the bin area on the kitchen screen.
   - Select the **position of the screen** from the 'Bin position' drop down list to where you want the bin area to display.
   - Type the **number of rows** you want to display for the bin area.
   - Type the **percentage of the screen real estate** you want the bin area to use.
   - Type the **number of columns** you want to display for the bin area.
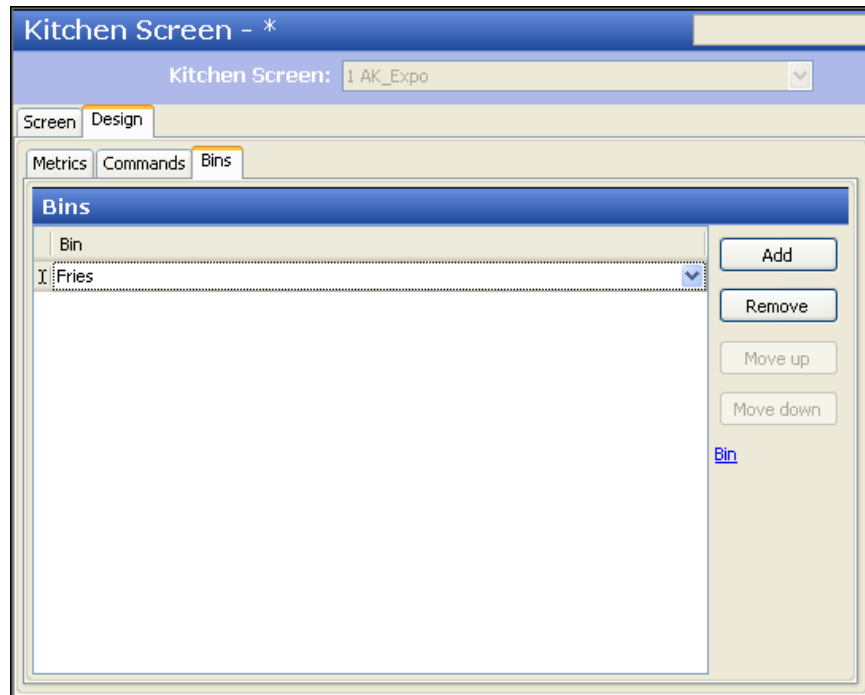4. Select the **Design tab,** then the **Bin tab**.

Figure 63 Kitchen Screen - Design Tab - Bin Tab

5. Click **Add**.
6. Select a **bin** from the 'Bin' drop-down list.
7. Repeat **Steps 5 and 6** until you add each bin to the bin area of the kitchen screen.
8. Click **Save** in the Command panel.
9. Repeat this **procedure** for other kitchen screens you want to display a bin area.
10. Exit the **Kitchen Screens** function. Once you configure the bin area, and add a bin, the bin area displays in the location you configured for the kitchen screen.

Provide the Ability to Select a Bin on a Kitchen Screen

If you are using a touch screen terminal, you need only to touch a bin from the bin area; however, if you using a bump bar, you must add the appropriate commands to your bump bar layout. Refer to for more information on a bump bar layout.

To add commands to a bump bar layout to support the bin area:

1. Select **Maintenance > Hardware > Bump bar Layout**.
2. Select a **bump bar layout** from the 'Bumpbar Layout' drop-down list.
3. Select the **Design** tab.
4. Select a **command box** from the design and select **StartBin1**.
5. Repeat **Step 4** until you add the remaining StartBin commands, as needed. Only special situations would you use all 20 StartBin commands.
6. Click **Save** in the Command panel.
7. Repeat this **procedure** for other bump bar layouts you want to support the bin area.
8. Click **Close** in the Command panel and exit the **Bumpbar Layout** function.

Configure Staff Levels to Change Item Routing

Use the Staff Level function to switch to different routing rulebooks on the fly in the kitchen, when you use multiple routing rulebooks. You must create a staff level for each routing rulebook you created. To implement, you must create a staff level, attach a default staff level to your kitchen settings, and add a 'Set Staff Level' command button to a kitchen screen.

Configure Staff Levels

Create a staff level for each routing rulebook in use. If you do not attach a routing rulebook to a staff level, the routing rulebook does not appear for selection on the Set Staff Level screen.

To configure a staff level:

1. Select **Maintenance > Kitchen Configuration > Staff Level**.
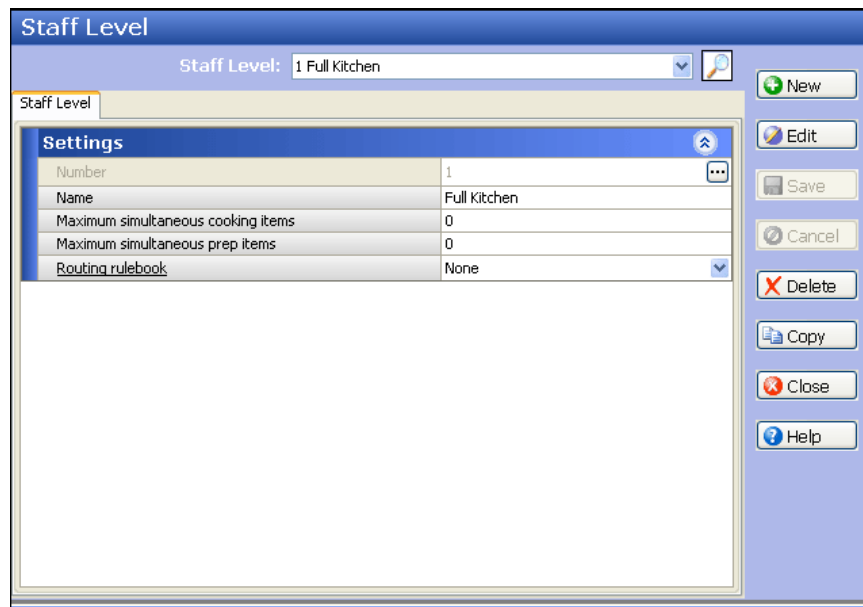

Figure 64 Staff Level Function

2. Click **New**.
3. Type a **name** for the staff level.
4. Select the **routing rulebook** to use for this staff level.
5. Click **Save** in the Command panel.
6. Repeat this **procedure** for other staff levels you want to create.
7. Click **Close** in the Command panel and exit the **Staff Level** function.

Assign a Default Staff Level to Kitchen Settings

You must attach a default staff in kitchen settings. This staff level is in use at all times for the whole store until you select another.

To assign a default staff level to kitchen settings:

1. Select **Maintenance > Kitchen Configuration > Kitchen Settings > Kitchen** tab.
2. Under the Defaults group bar, select the **staff level** from the 'Default staff level' drop-down list.
3. Click **Save** in the Command panel.
4. Click **Close** in the Command panel to exit the **Kitchen Settings** function.

Provide the Ability to Change a Routing Rulebook

You can provide access to view task information for an item by either adding the Set Staff Level command to a bump bar layout or adding the Set Staff Level command to a touch screen terminal.

To add a Set Staff Level command to a bump bar layout:

1. Select **Maintenance > Hardware > Bumpbar Layout**.
2. Select a **bump bar layout** from the 'Bumpbar Layout' drop-down list.
3. Select the **Design** tab.
4. Select an **command box** from the design and select **Set Staff Level** from the 'Command' drop-down list.
5. Click **Save** in the Command panel.
6. Repeat this **procedure** for other bump bar layouts you want to change a routing rulebook.
7. Click **Close** in the Command panel and exit the **Bumpbar Layout** function.

To add a Set Staff Level command to a kitchen screen:

1. Select **Maintenance > Kitchen Configuration > Kitchen Screen**.
2. Select a **kitchen screen** from the 'Kitchen Screen' drop-down list.
3. Select the **Design** tab.
4. Select the **Commands** tab.
5. Click **Add**.
6. Select **Set Staff Level** from the 'Commands' drop-down list.
7. Click **Save** in the Command panel.
8. Repeat this **procedure** for other kitchen screens you want to change a routing rulebook.
9. Click **Close** in the Command panel to exit the **Kitchen Screen** function.

Using Staff Levels to Change Item Routing

Once you create your staff levels and add the staff level commands, you can change a routing rulebook on demand.

To change to another routing rulebook via staff levels:

1. Select the **Set Staff Level command**, using either a touch screen or bump bar. The Select Staff Level screen appears with all routing rulebooks configured with a staff level attached.
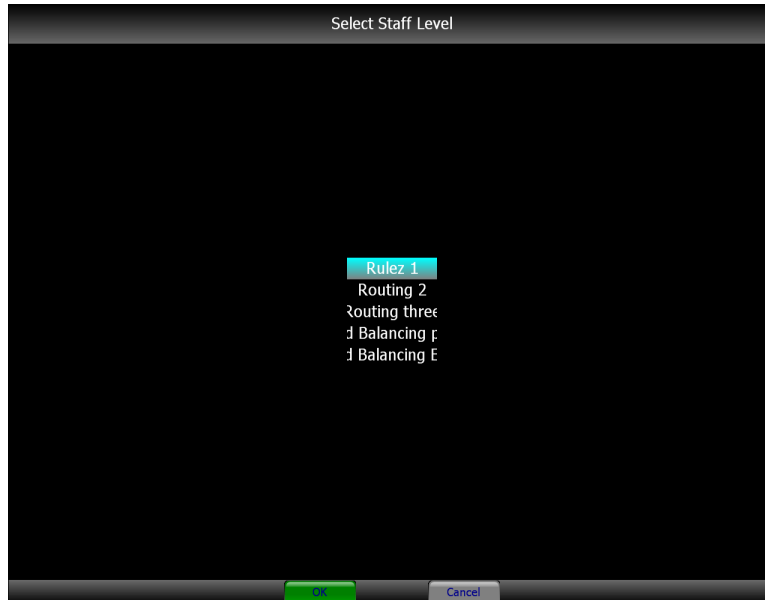

Figure 65

2. Select a **routing rulebook**.
3. Exit the Select Staff Level screen by either clicking **OK** with a touch screen terminal, or pressing the **Set Staff Level** command again from the bump bar.

Configure Quote Times for Adjustments in Aloha Takeout

In the Aloha Takeout product, you can set and adjust a quote time on the Aloha Takeout screen. When integrated with Aloha Kitchen, you can adjust the timing of the quote time, based on the number of items in the cooking in the kitchen.
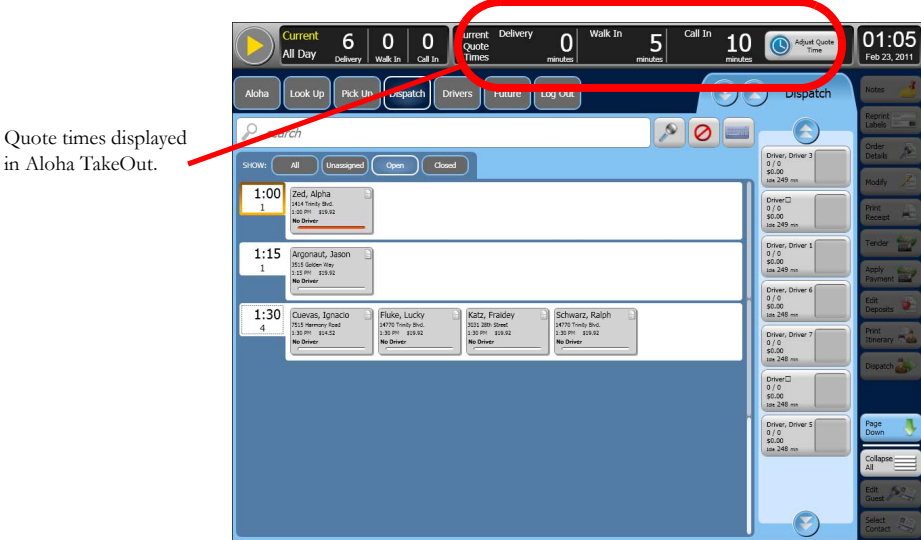

Quote times displayed in Aloha TakeOut.

Figure 66 Quote Times on Aloha TakeOut Screen

Configure Quote Times

To configure quote time:

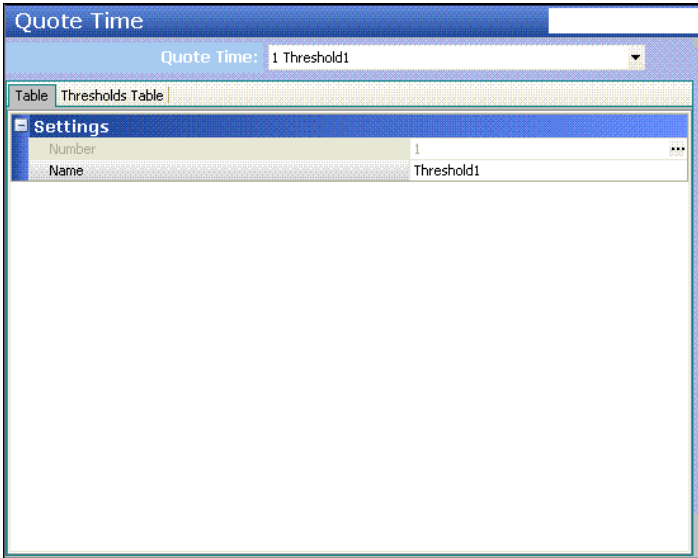1. Select **Maintenance > Kitchen Configuration > Quote Time > Table** tab.
2. Click **New**.

Figure 67 Quote Time - Table Tab

3. Type a **name** for the quote time.
4. Click the **Thresholds Table** tab.

Figure 68 Quote Time - Thresholds Table

5. Click **Add** to add a new threshold level.
6. Type the **number of items for the threshold**.
7. Type the **number of minutes to quote** the guest based on the number of items cooking.
8. Click **Save** in the Command panel.
9. Repeat this **procedure** for each quote time table.
10. Click **Close** in the Command panel to exit the **Quote Time** function.

Attach a Default Quote Time to Kitchen Settings

You must attach a default quote time in kitchen settings. This quote time is in effect at all times for the whole store until you change it.

To attach a default quote time to Kitchen Settings:

1. Select **Maintenance > Kitchen Configuration > Kitchen Settings > Kitchen** tab.
2. Under the Defaults group bar, select the **quote time** from the 'Default quote time drop-down list.
3. Click **Save** in the Command panel.
4. Click **Close** in the Command panel to exit the **Kitchen Settings** function.

Configure the Rounding and Override Requirements for Quote Times

For quote times, you can configure such things as the rounding method to use, as well as employee and manager overrides. These options apply to all defined quote times.

To configure the rounding and overrides for quote times:

1. Select **Maintenance > Hardware > Kitchen Screen**.
2. Under the Quote Time group bar, configure the **following**:
    *   Type the number of minutes, from 0 to 60 and in multiples of five, to use for **rounding quote times**.
    *   Select either **Nearest**, **Up**, or **Down**, for the rounding method.
    *   Type the maximum minutes, from 0 to 60, that an **employee can manually add to the quote time**.
    *   Type the maximum minutes, from 0 to 60, that an **employee can subtract from the quote time**.
    *   Type the minimum number of minutes, from 0 to 999, that a **manager can quote for an order**.
    *   Type the maximum number of minutes, from 0 to 999, that a **manager can quote for an order**.
    *   Type the maximum number of minutes, from 0 to 60, that a **manager can add to a quote time**.
    *   Type the maximum number of minutes, from 0 to 60, that a **manager can subtract from a quote time**.
    *   Type the default number of minutes, from 0 to 999, that a **manager can place on a quote time before the time expires**.
    *   Type the maximum number of minutes, from 0 to 999, that a **manager can place on a quote time**.
    *   Type a **generic password**, from 0 to 40, that a manager can use to override a quote time.
3. Click **Save** and exit the **Kitchen Settings** function.

Sort Orders by Quote Time for a Kitchen Screen

You can optionally configure orders on a kitchen screen to sort by quote time.

To sort orders by quote time for a kitchen screen:

1. Select **Maintenance > Hardware > Kitchen Screen**.
2. Under the Order display options group bar, select the **Sort orders by quote time** to configure orders on this kitchen screen to sort by quote time.
3. Click **Save** in the Command panel.
4. Click **Close** in the Command panel to exit the **Kitchen Screen** function.

Overriding a Quote Time with Aloha Kitchen

Once you configure the quote times in Aloha Kitchen, the rounding, and override restrictions, you can use Aloha Kitchen to adjust the quote times displayed in Aloha TakeOut.

To override a quote time with Aloha Kitchen:

1. Select the **Quote command button** from the Commands bar. If a password is configured, the Enter Password screen appears.
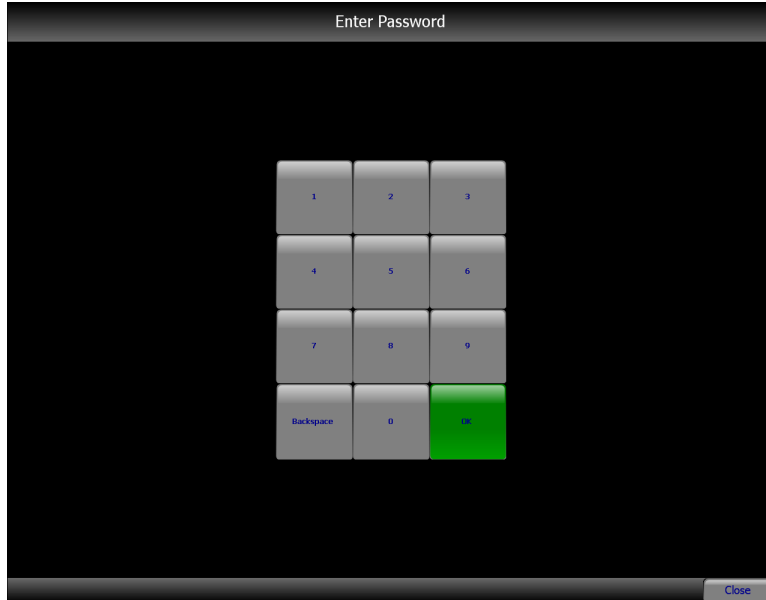

Figure 69 Enter Password Screen

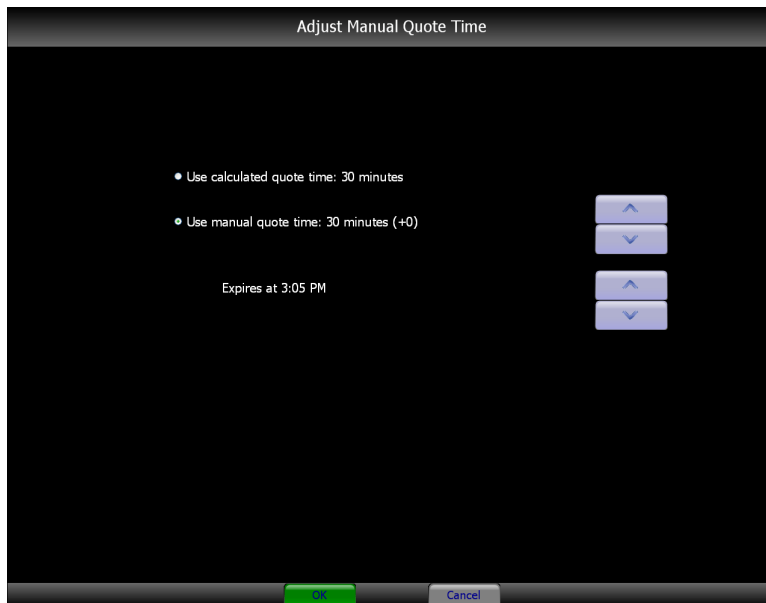2. Enter the **password** and select **OK**. The Adjust Manual Quote Time screen appears.

Figure 70 Adjust Manual Quote Time Screen

3. If you want to use the calculated quote time, select '**Use calculated quote time**.'

4. If you want to manually adjust the quote time, select '**Use manual quote time**,' then use the **up and down arrows** to adjust the quote time in the increments, as defined in Kitchen Settings. You must make the adjustments within the expiration window you defined in Kitchen Settings.

5. Select **OK**.

Configure Other Languages

Use the Language function to change the translation of Aloha Kitchen. Currently, the function is read-only and you cannot change or add additional languages. You must also assign the language to a kitchen setting. (Figure 71)

To implement translation for Aloha Kitchen:

Figure 71 Select Type (Languages)

1. Place the AlohaKitchen.xx.txt, where xx is the abbreviation for the language as defined in the Language function, in the Aloha Kitchen\Bin directory. This file contains the internal application strings available for translation. The file needs to be updated when a new feature is added or changed. Also this can utilize an override file. So if you have AlohaKitchen.es.override.txt, then Aloha Kitchen loads the AlohaKitchen.es.txt then override any text with AlohaKitchen.es.override.txt. This is helpful when you want to modify the text for just one store. For example, the corporate office can place everything in AlohaKitchen.es.txt for the majority of the country, but a local store can put an override text for one or more elements in Aloha Kitchen in the AlohaKitchen.es.override.txt.

2. Create the DataTranslation.xx.txt, where xx is the abbreviation of the language in the Language function, in the AlohaKitchen\Data directory. This file contains the data strings available for translation. The file needs to be manually updated for configuration changes. You can generate DataTranslation.xx.txt by double-clicking ConfigureAlohaKPS v1.0.23, or later. Then select Configure > Update Data Translation File. This file is created in AlohaKitchen > NewData directory and you can rename and edit the file to a different language. Place the file in the AlohaKitchen > Data directory. There is no override file for the DataTranslation.xx.txt file.

3. Add the languages in Kitchen Settings > Other Tab. If the language you want to add is not available in the drop-down list, then create the language in Maintenance > Kitchen Configuration > Languages. The first language listed is used as the default language and you can toggle to other languages by selecting the 'Toggle Language' button on the bumpbar. To add the 'Toggle Language' bumpbar button, select Maintenance > Hardware > Bumpbar Layout and attach the 'Toggle Language' command to the layout.

To obtain the abbreviation for the pre-defined language:

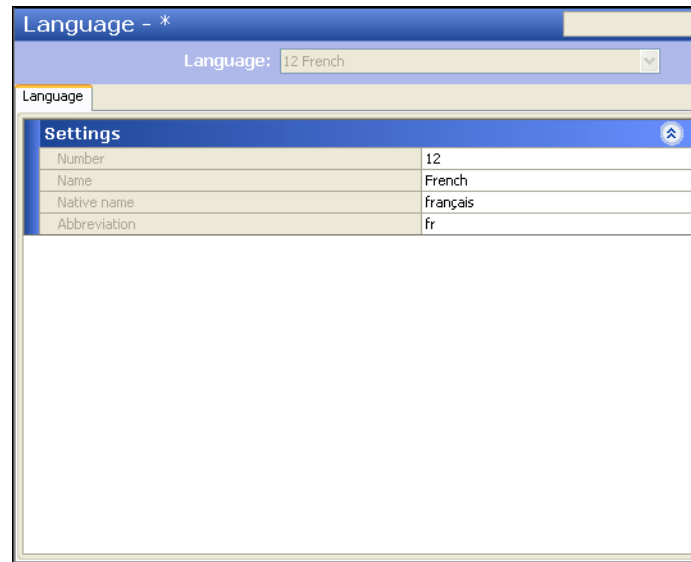1. Select **Maintenance > Kitchen Configuration > Languages**.

Figure 72 Language Function

2. Click the **New drop-down arrow**, select a **language** from the 'Select Type' dialog box, and click **OK.**
3. View the **abbreviation** for the pre-defined language.
4. Click **Close** in the Command panel to exit the **Languages** function.

To assign a language to kitchen settings:

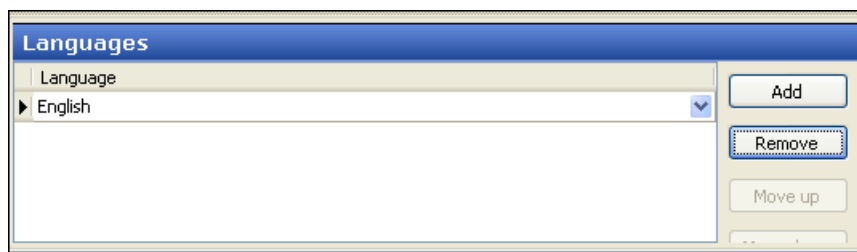1. Select **Maintenance > Kitchen Settings > Other** tab.

Figure 73 Kitchen Settings - Other Tab - Languages Group Bar

2. Select a **kitchen setting** from the drop-down list.
3. Under the Languages group bar, click **Add**.
4. Select the **language** from the 'Language drop-down list.'
5. Repeat **Steps 3 and 4** until you add all available languages.
6. Click **Save** and exit the **Kitchen Settings** function.

Provide the Ability to Change to a Language

You can provide access to change to a language by either adding the Select Language command to a bump bar layout or adding the Select Language command to a touch screen terminal.

To add a Select Language command to a bump bar layout:

1. Select **Maintenance > Hardware > Bumpbar Layout**.
2. Select a **bump bar layout** from the 'Bumpbar Layout' drop-down list.
3. Select the **Design** tab.
4. Select an **command box** from the design and select **Select Language** from the 'Command' drop-down list.
5. Click **Save** in the Command panel.
6. Repeat this **procedure** for other bump bar layouts you want to change the language.
7. Click **Close** in the Command panel and exit the **Bumpbar Layout** function.

To add a Select Language command to a kitchen screen:

1. Select **Maintenance > Kitchen Configuration > Kitchen Screen**.
2. Select a **kitchen screen** from the 'Kitchen Screen' drop-down list.
3. Select the **Design** tab.
4. Select the **Commands** tab.
5. Click **Add**.
6. Select **Set Language** from the 'Commands' drop-down list.
7. Click **Save** in the Command panel.
8. Repeat this **procedure** for other kitchen screens you want to add the Set Language command.
9. Click **Close** in the Command panel to exit the **Kitchen Screen** function.

Configure Task Information for an Item

Use the Task Info function to provide cooking instructions for individual items. By using on-screen electronic recipes, this eliminates the need to create, print, and bind recipe books, which reduces unnecessary cost. Additionally, this safeguards against sensitive patented recipes leaving with an employee.

All configuration is performed inside the Task Info function and you do not need to access the Item function. You can also include a graphic, which must be added in the Media Files function first. You can also create headings by typing a colon in the 'Name' field. For example, to group items under an App heading, begin the name of each task info 'App:' such as 'App:Buffalo Wings.'

Configure Task Information

To configure task info:

1. Select **Maintenance > Kitchen Configuration > Task Info**.
2. Click **New**.

Figure 74 Task Info - Task Info Tab

3. Type a **name** for the task information.
4. Select the **item** you want to add task information.
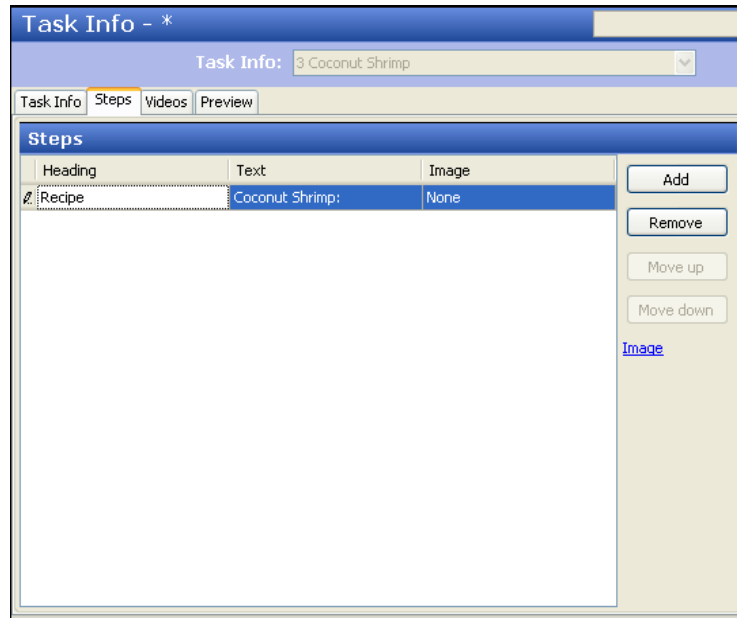
5. Select the **Steps** tab.

Figure 75 Task Info - Steps Tab

6. Click **Add**.
7. Type a **heading** to use for the step or procedure.
8. Type the **instructional text** to display with the item in the 'Text' text box. You must include all tasks in the text box, with each line ending in a comma to create a line break.
9. Select an **image** to associate with the item from the 'Image' drop-down list, if needed.
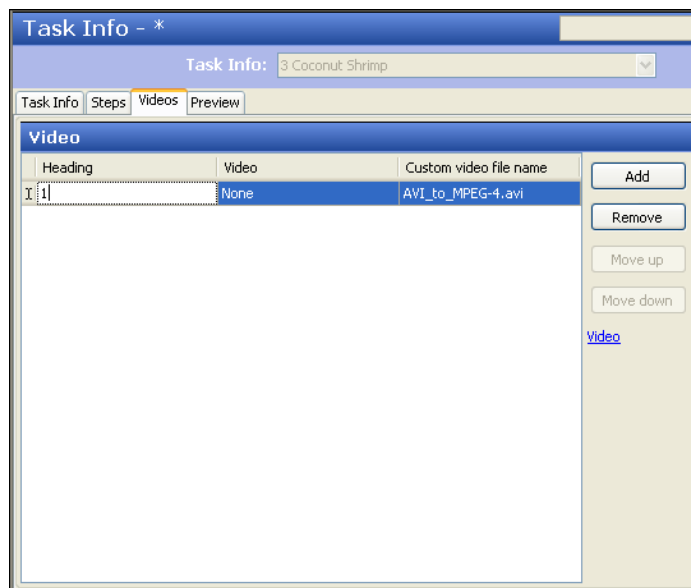**10.** Select the **Videos** tab.

Figure 76 Task Info - Videos Tab

Aloha Kitchen Implementation Guide v1.0

11. Click **Add**.
12. Type a **heading** to use for the video.
13. Select a **video** to associate with the item.
14. Type the **filename** of the video.
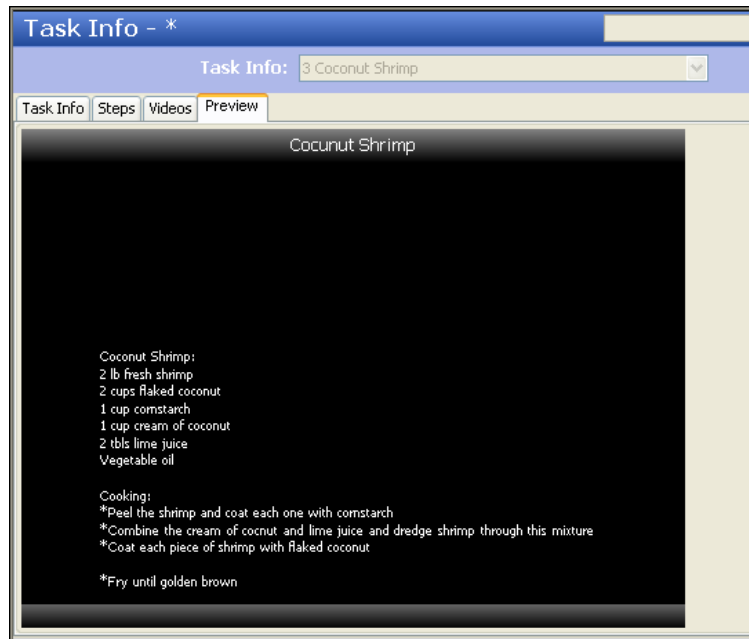**15.** Select the **Preview** tab to view the task info for the item.

Figure 77 Task Info - Preview Tab

16. Click **Save** in the Command panel.
17. Repeat this **procedure** for other items you want to include task information.
18. Click **Close** in the Command panel to exit the **Task Info** function.

Provide the Ability to View Task Information for an Item

You can provide access to view task information for an item by either adding the Select Task Info command to a bump bar layout or adding the Select Task Info command to a touch screen terminal.

To add a Select Task Info command to a bump bar layout:

1. Select **Maintenance > Hardware > Bumpbar Layout**.
2. Select a **bump bar layout** from the 'Bumpbar Layout' drop-down list.
3. Select the **Design** tab.
4. Select an **command box** from the design and select **Select Task Info** from the 'Command' drop-down list.
5. Click **Save** in the Command panel.
6. Repeat this **procedure** for other bump bar layouts you want to view task information.
7. Click **Close** in the Command panel and exit the **Bumpbar Layout** function.

To add a Select Task Info command to a kitchen screen for a touch screen terminal:

1. Select **Maintenance > Kitchen Configuration > Kitchen Screen**.
2. Select a **kitchen screen** from the 'Kitchen Screen' drop-down list.
3. Select the **Design** tab.
4. Select the **Commands** tab.
5. Click **Add**.
6. Select **Select Task Info** from the 'Commands' drop-down list.
7. Click **Save** in the Command panel.
8. Repeat this **procedure** for other kitchen screens you want to view task information.
9. Click **Close** in the Command panel to exit the **Kitchen Screen** function.

View Task Information for an Item

When you complete your task information for an item, you can access the information on the corresponding kitchen screen, by selecting the Info command at the bottom of the screen. You only need a Select Task Info command to view a list of all configured items. You can always view task information when you order the item and task information is configured for the item.

To view task information for an item:

1. Access the Select Task screen either by selecting the **Info button** from the Commands bar for a touch screen terminal or selecting the **Select Task Info command** from the bump bar.
2. Select an item either by **touching the item** or by pressing the **Up and Down buttons and the large buttons on the end of a bump bar**.
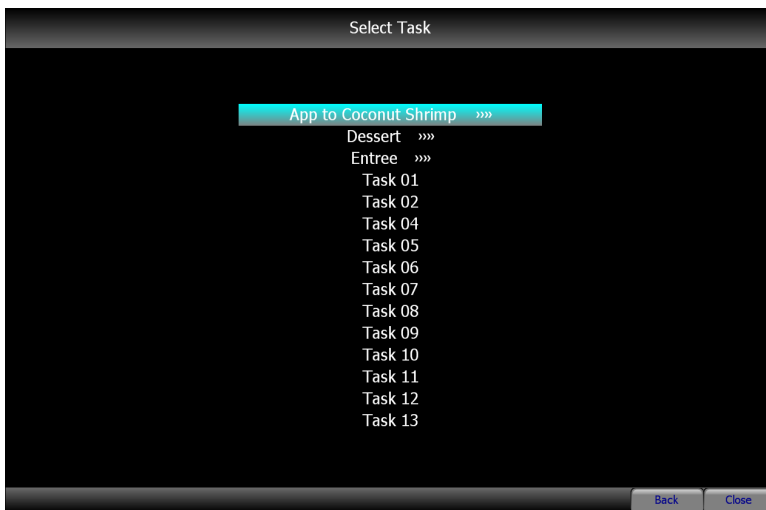
Figure 78 Select Task Screen

3. If you select a heading, an additional screen appears with a list of items from which to choose under that heading. In this example, a list of entrees appears when you selected Entrees.

Figure 79 Select Task Screen Headings

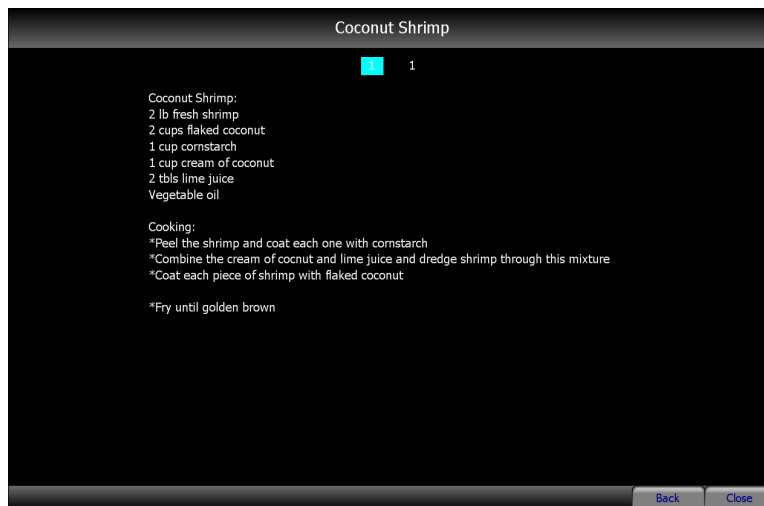Once you select an item, the task information for the item appears.

Figure 80 Task Information Screen Example (Coconut Shrimp)

4. Exit the screen either by selecting the **Close** button or by pressing the **Select Task Info command** again on the bump bar.

Customize the Print Layout for Production Chits

Use the Print Designer function to customize the design of your chits. You must include the Items and Training type to every print layout design you create. If you include an element that you are not using, the system allows you add the element, but does not display any output on the chit or guest check.

The system has a default kitchen chit layout that is equipped with all possible elements for a production chit. Use this default chit to copy and simply remove the elements you do not use. Once you create a print layout, you must attach the layout in the Kitchen Settings function.

Configure the Print Layout for Production Chits

You must configure a print layout to customize the layout of your production chits.

Figure 81 Select Type (Print Designer)

To configure your print layout for production chits:

1. Select **Maintenance > Hardware > Print Designer**.
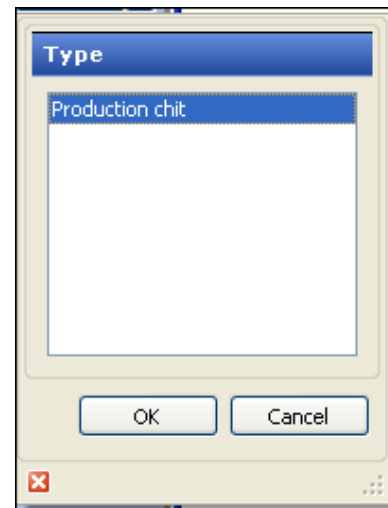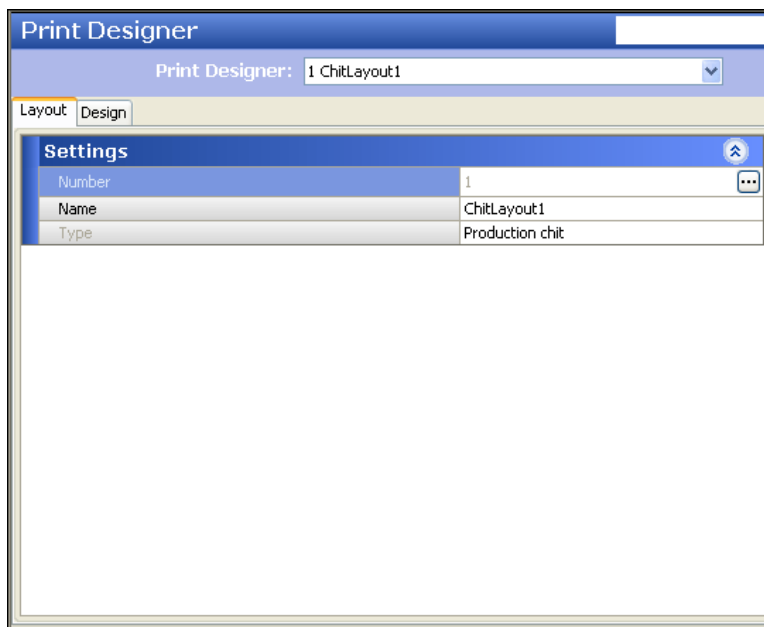

Figure 82 Print Designer - Layout Tab

2. Select the **Default Kitchen Chit** from the 'Print Designer' drop-down list.
3. Click **Copy** in the Command panel. The Copy Options dialog box appears.
4. Click **Copy to number** and define a **new ID number** for the print layout.
5. Type a **name** for the print layout design.

Aloha Kitchen Implementation Guide v1.0
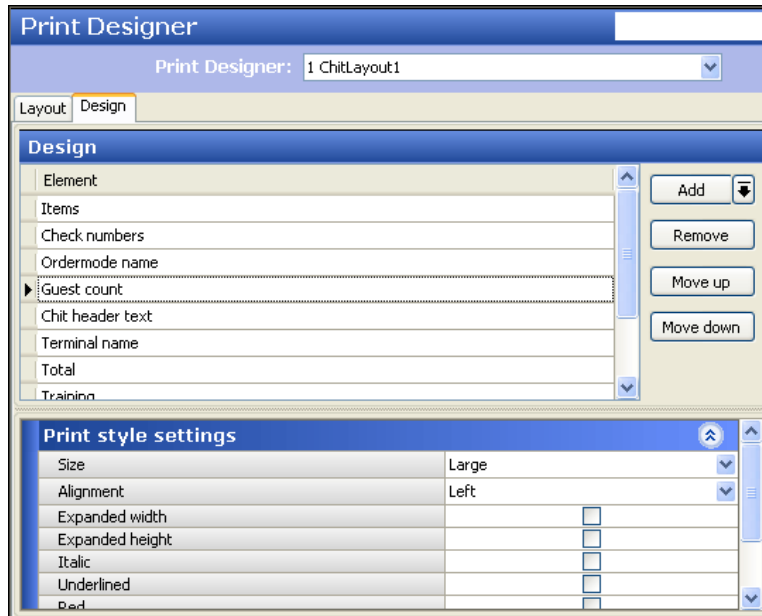
6. Select the **Design** tab.

Figure 83 Print Layout - Design Tab

7. Select an **element** you do not support or do not need and click **Remove**.
8. If you need to re-add an element, click the **Add drop-down arrow**, select an **element** and **OK** from the 'Type' dialog box.
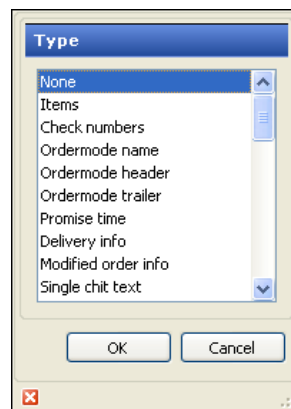

Figure 84 Type Dialog Box (Print Designer)

9. If you need to adjust the order in which element displays in the layout, select the **element** and click **Move up** or **Move down**.
10. Under the Print style settings, select the **appropriate settings** for the element.
11. Once you are finished with the print layout, click **Save** in the Command panel.
12. Repeat this **procedure** for other print layout designs you want to create.
13. Click **Close** in the Command panel to exit the **Print Designer** function.

Attach a Print Layout to Kitchen Settings

Once you finish the print layout, you must attach the layout to kitchen settings to use the layout design. Aloha Kitchen has several types of chits from which to choose.

To attach an item chit layout to kitchen settings:

1. Select **Maintenance > Kitchen Configuration > Kitchen Settings > Kitchen** tab.
2. Under the Chit Printing group bar, select a print layout from any of the **following options**:
   - **Bag chit layout**
   - **Kitchen chit layout**
   - **Item label layout**
   - **Item chit layout**
3. Click **Save** in the Command panel.
4. Click **Close** in the Command panel to exit the **Kitchen Settings** function.

Configure a Print Layout Override

You can also configure the system to use a print layout for certain times of the day or for several days, and override the default print layout you attached to Kitchen Settings. You must configure an 'Activate Print Layout' event to activate the override and a 'Disable Print Layout' event to disable the override.

To configure a print layout override:

1. Select **Maintenance > Hardware > Event Schedule**.
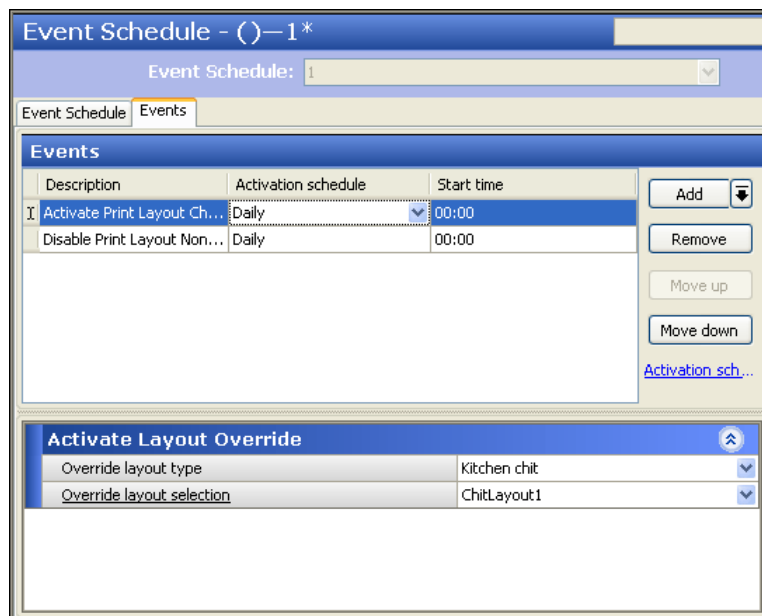2. Type a **name** for the event.
3. Select the **Events** tab.

Figure 85 Event Schedule - Events Tab

---

4. Select the **Add drop-down arrow**, select **Activate Print Layout** and **OK**.
5. Select the **frequency of the event** from the 'Activation schedule' drop-down list.
6. Under the Activate Layout Override group bar, select the **following**:

    • Select the **type of chit** from the 'Override layout type' drop-down list.

    • Select the **print layout** from the 'Override layout selection' drop-down list.

7. Select the **Add drop-down arrow** again, select **Disable Print Layout** and **OK**.
8. Select the **frequency of the event** from the 'Activation schedule' drop-down list.
9. Under the Disable Layout Override group bar, select the **following**:

    • Select the **type of chit** from the 'Override layout type' drop-down list.

    • Select the **print layout** from the 'Override layout selection' drop-down list.

10. Click **Save** in the Command panel.
11. Repeat this **procedure** for other print layout overrides you want to configure.
12. Click **Close** in the Command panel to exit the **Event Schedule** function.

Customize Your Kitchen Screens

You can customize the graphical display and behavior of your kitchen screens.

Other Kitchen Screen Types

To use kitchen screen types:

The 'Customer order view' kitchen screen type is used only for guests to monitor the status of their order, by table. Refer to "Customer Order Display" on page 108.

Production order view

The 'Production order view' kitchen screen type displays order information with a start and a cooking queue; however, you can hide the start section when you set the percentage to 0. This screen is always used at the production station. Click the **New drop-down arrow**, select **Production order view** from the 'Select Type' dialog box, and click **OK** to enable this screen.

Production start only

The 'Production start only' kitchen screen type displays item information with a start queue only. Production employees can only start items. This screen is always used at the production station. Click the **New drop-down arrow**, select **Production start only** from the 'Select Type' dialog box, and click **OK** to enable this screen.
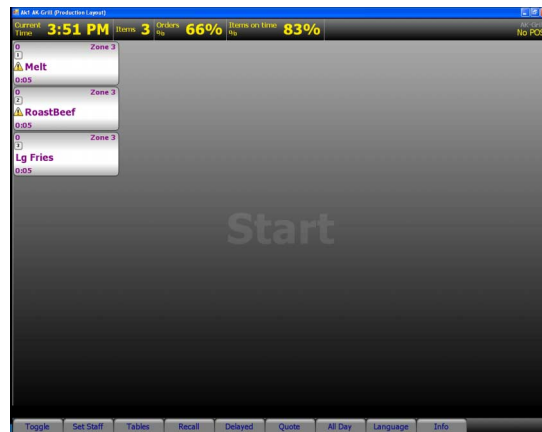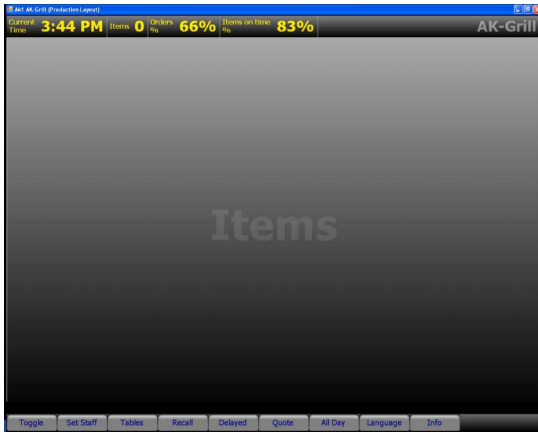
Production line item

The 'Production line item' kitchen screen type displays item information with a cooking section only. This screen is always used at the production station and is the least used screen type. Click the **New drop-down arrow**, select **Production line item** from the 'Select Type' dialog box, and click **OK** to enable this screen.

Production cooking only

The 'Production cooking only' kitchen screen type displays item information with a cooking section only. Production employees can bump items only. This screen is always used at the production station. When you create a new kitchen screen, Click the **New drop-down arrow**, select **Production cooking only** from the 'Select Type' dialog box, and click **OK** to enable this screen.

Fixed Cell Orientation

Aloha Kitchen has the ability to display the cells on a kitchen screen with a static width and length. Fixed cell orientation is only supported for Expo Order View and Production Order View kitchen screen types.

Figure 86 Fixed Cell Orientation

To enable fixed cell orientation:

1. Select **Maintenance > Hardware > Kitchen Screens**.
2. Select a **screen** from the 'Kitchen Screen' drop-down list.
3. Under the Display group bar, configure the **following**:
    - Select **Enable Fixed Cell**.
    - Type the **number of rows** to display from the 'Number of rows' option.
    - Type the **number of rows to display in the Start area** from the 'Start queue rows' option.
    - Type the **number of columns** to display from the 'Number of columns' option.
    - Type the **number of columns to display** in the Start area from the 'Start queue columns' option.
4. Click **Save** in the Command panel.
5. Repeat this **procedure** for other kitchen screens you want to support fixed cell orientation.
6. Click **Close** in the Command panel to exit the **Kitchen Screens** function.

Provide the Ability to Navigate with Fixed Cell Orientation

If you are using a touch screen terminal, you simply need to touch the cell for selection; however, if you are using a bump bar, you must configure a different set of bump bar layout commands to support navigation with fixed cell orientation. Use this bump bar layout in place of the one described in .

To configure a bump bar layout to support fixed cell orientation:

1. Select **Maintenance > Hardware > Bumpbar Layout**.
2. Select a **bump bar layout** from the 'Bump bar layout drop-down list.
3. Click the **Design** tab.

Figure 87 Bump Bar Layout - Design Tab (Fixed Cell)

4. Click on the **left function box** of the bump bar layout.
5. Select a **function** from the 'Command' drop-down list, such as 'Start.' The system automatically populates the 'Text,' 'Button color,' and 'Text color' for the button based on the function you selected, however, you can change these attributes, as needed.
6. Click on the **next function box to the right** and select **another function**.
7. Repeat **Step 6** to configure the following commands, depending on if you are using Aloha Quick Service or Aloha Table Service:

Bump Bar Layout Commands for a production station (starting with the large box on the left and moving clockwise)	QS and TS
Bump	Selected
Bump Cell 1	Selected
Bump Cell 2	Selected
Bump Cell 3	Selected
Bump Cell 4	Selected
All Day	Selected
Display (Toggle Display)	Selected
Item Cursor Up	Selected
Print	Selected
Item Cursor Down	Selected
Info	Selected

Bump Bar Layout Commands for a production station (starting with the large box on the left and moving clockwise)	QS and TS
Select Staff	Selected
Bump Cell 8	Selected
Bump Cell 7	Selected
Bump Cell 6	Selected
Bump Cell 5	Selected

8. Click **Save** in the Command panel.
9. Repeat this **procedure** for other bump bar layouts for fixed cell orientation, if needed.
10. Click **Close** in the Command panel to exit the **Bumpbar Layout** function.

Split Screen Orientation

You can enable split screens in Aloha Kitchen. This is typically used at the expo station for an overall view of the kitchen.

To enable split screen orientation:

1. Select **Maintenance > Hardware > Terminals**.
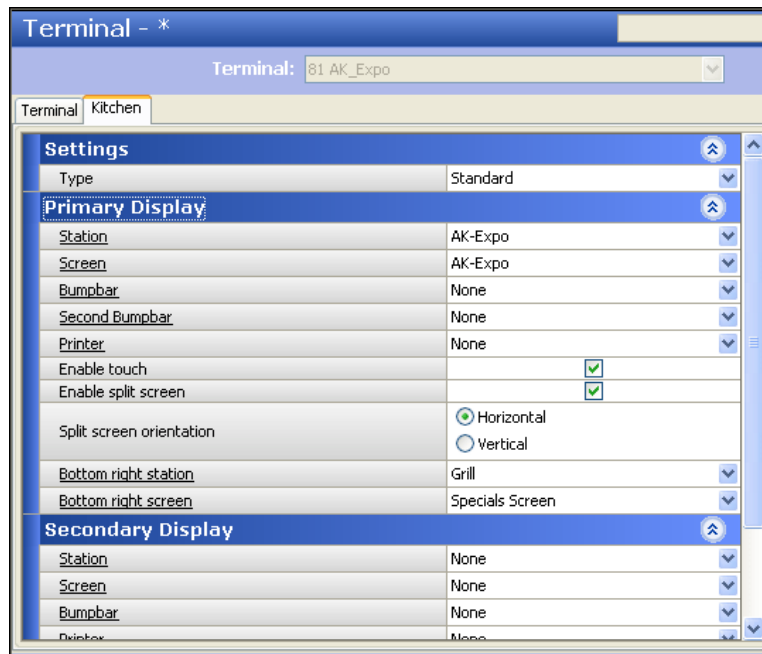2. Select an **Aloha Kitchen terminal** from the drop-down list.

Figure 88 Terminals - Kitchen Tab

3. Select the **Kitchen** tab.
4. Under the Primary Display group bar, configure the **following**:
    *   Select **Enable split screen** to allow the terminal to use a split screen.
    *   Select **Horizontal** or **Vertical** from the Split screen orientation to determine if the split screens will be side-by-side or one on top of the other.

- Select a **kitchen station** from the 'Bottom right station' drop-down list.
- Select a **kitchen screen** from the 'Bottom right screen' drop-down list.

5. If you are using a secondary display, configure the **following under the Secondary display group bar**:
   - Select **Enable split screen** to allow the secondary display on the terminal to use a split screen.
   - Select **Horizontal** or **Vertical** from the Split screen orientation to determine if the split screens on the secondary display will be side-by-side or one on top of the other.
   - Select a **kitchen station** from the 'Bottom right station' drop-down list.
   - Select a **kitchen screen** from the 'Bottom right screen' drop-down list.

6. Click **Save** in the Command panel.
7. Repeat this **procedure** for other terminals you want to configure split screen functionality.
8. Click **Close** in the Command panel to exit the **Terminals** function.

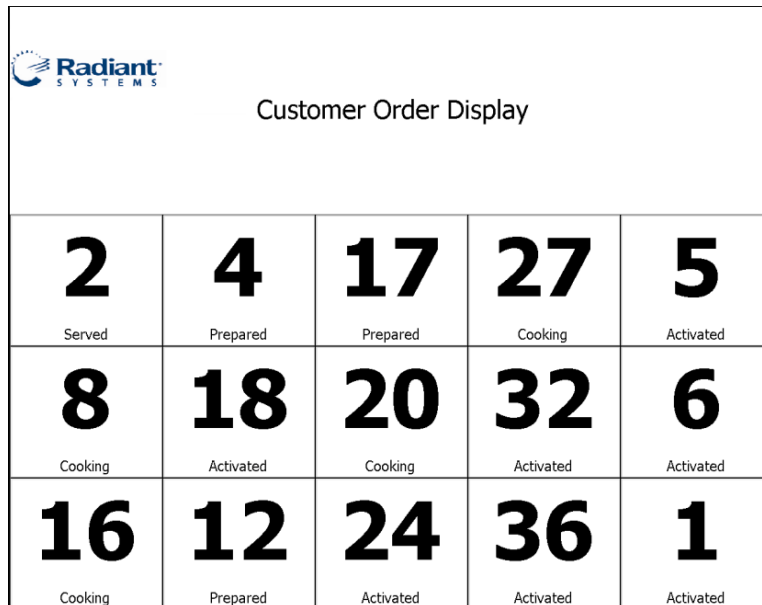## Provide the Ability to Access Individual Screens

If you are using a touch screen terminal, you simply need to touch the individual screens for selection; however, if you are using a bump bar, you must configure a additional bump bar layouts for each split screen. Refer to for more information on configuring a bump bar layout.

To specify a split screen area for a bump bar layout button:

1. Select **Maintenance > Hardware > Bumpbar Layout > Design** tab (Figure 14).
2. Select a **bump bar layout** from the drop-down list.
3. Select a **function** from the bump bar layout.
4. Under the Settings group bar, select **Top (left)** or **Bottom (right)** to specify which split screen on which the button will function.
5. Repeat **steps 3 and 4** to until you configure the split screen for each function of the bump bar layout.
6. Click **Save** in the Command panel.
7. Repeat this **procedure** for each bump bar layout for each split screen.
8. Click **Close** in the Command panel to exit the **Bumpbar Layout** function.

Customer Order Display

You can configure a customer-facing kitchen screen to be used exclusively for the guest to monitor the status of their order, by table number. Remember you must use a **one to one relationship** between your kitchen screen, kitchen station, and terminal, as you would with any other kitchen screen. A bump bar and printer are not used. Once you configure your kitchen screen, kitchen station, and kitchen settings, you must attach the Customer Order Display screen to a dedicated terminal.

Figure 89 Customer Order Display Kitchen Screen

Configure a Customer Order Display Kitchen Screen

You must configure a customer order display kitchen screen.

To configure a customer order display kitchen screen:

1. Select **Maintenance > Hardware > Kitchen Screens**.
2. Click the **New drop-down arrow**, select **Customer order display** and **OK** from the 'Type' dialog box.
3. Type a **name** for the customer order display kitchen screen.
4. Configure the **options**, as needed.
5. Click **Save**.
6. Repeat this **procedure** for other customer order display kitchen screens you want.
7. Click **Close** and exit the **Kitchen Screens** function.

Configure a Customer Order Display Kitchen Station

You must configure a customer order display kitchen station.

To configure a customer order display kitchen station:

1. Select **Maintenance > Hardware > Kitchen Stations**.
2. Click the **New drop-down arrow**, select **Customer order display** and **OK** from the 'Type' drop-down list.
3. Type a **name** for the kitchen station.
4. Configure the **options**, as needed.
5. Click **Save**.
6. Repeat this **procedure** for other customer order display kitchen stations you want.
7. Click **Close** and exit the **Kitchen Station** function.

Configure Options for a Customer Order Display in Kitchen Settings

You must access the Kitchen Settings function and configure the state that an order initially appears on a customer order display screen and the number of minutes to wait before the system automatically bumps the order from the screen.

To configure options for a customer order display in Kitchen Settings:

1. Select **Maintenance > Kitchen Configuration > Kitchen Settings**.
2. Under the Customer order display options group bar, select the **following**:
   • Select from **Activated**, **Cooking**, **Prepared**, or **Served** from the 'Start state' drop-down list to indicate the state of the order in which you want orders to appear on the customer order display screen.
   • Type the **number of minutes you want the order to remain on the customer order display screen** before the system automatically bumps the order from the screen.
3. Click **Save**.
4. Click **Close** to exit the **Kitchen Settings** function.

Customize Your Kitchen Skins

A skin refers to the look and feel of the user interface, such as backgrounds, title bars, buttons, and other graphical displays. Each kitchen screen supports a Light view and Super-gradient skin in the Kitchen Screens function; however, you can configure your own skin for purposes such as branding your screens to the colors of your restaurant, and more.

To configure a Kitchen Skin:

1. Select **Maintenance > Kitchen Configuration > Kitchen Skin**.
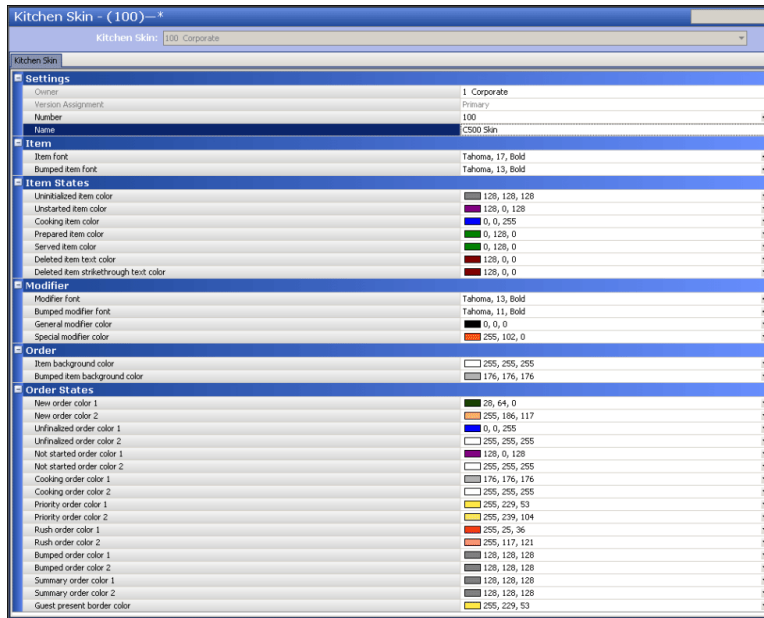2. Click the **New drop-down arrow** and select a **skin**.

Figure 90 Kitchen Skin Function

3. Make the **changes**, as appropriate.
4. Click **Save** in the Command panel.
5. Repeat this **procedure** for other skins you want to create.
6. Click **Close** in the Command panel to exit the **Kitchen Skin** function.

Customize the Display of Your Order and Item Cells

You can customize the attributes that display on your order and item cells. Some options allow you to add individual elements, or for full control of the display of your order and item cells, you can design a header footer layout.

Configure the Display for Order Cells

These are some of the things you can display on the order cell.

Show Item Line Numbers

You can display the items within an order on the order cell. Select '**Show item line numbers**' in Maintenance > Hardware > Kitchen Screens to enable this option.


Show Terminal Number

You can display the terminal number from where the order was ordered on the order cell. Select '**Show term number**' in Maintenance > Hardware > Kitchen Screens to enable this option.
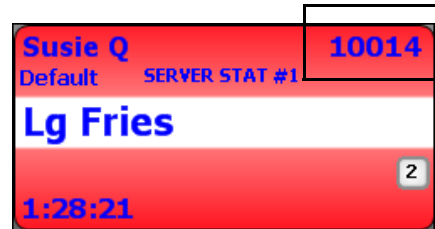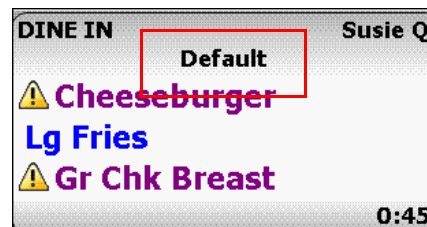

Show Paid Indicator

You can display a dollar sign on the order cell to indicate the order has been paid. Select '**Show paid indicator**' in Maintenance > Hardware > Kitchen Screens to enable this option.
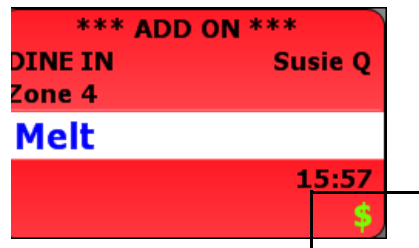

Show Course Text

You can display the name of the present course on the order cell. Select '**Show course text**' in Maintenance > Hardware > Kitchen Screens to enable this option.

Show Order Timing on Popup

You can display the order timing information on the order cell when you select the order cell. Select '**Show order timing on popup**' in Maintenance > Hardware > Kitchen Screens to enable this option.
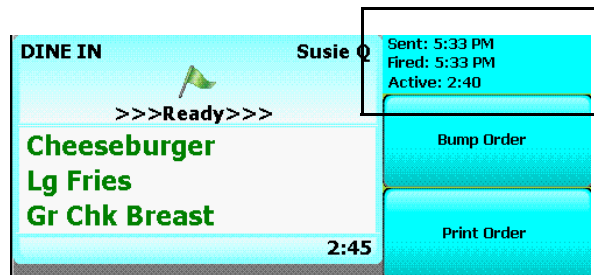
Collapsible Order

You can enable an item cell to expand and collapse on demand when you select the up or down arrow.

1. In the Kitchen Screens function, select **Enable collapsible order**.
2. Select '**Hide all items**; or '**Hide only items not yet prepared**.'
3. Select or clear '**Default to collapse**.'
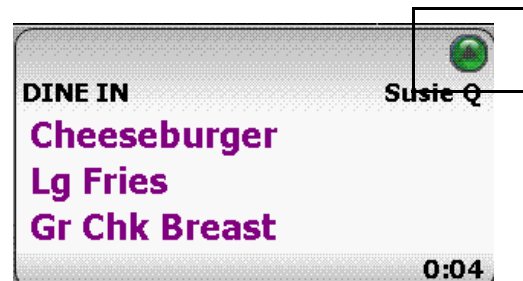
Configure the Display for Item Cells

These are some of the things you can display on the item cell.

Show Order Name

You can show the tab name or the name you call the order on the item cell. Select '**Show order name**' in Maintenance > Hardware > Kitchen Screens to enable this option.

Show Timer Text

You can show the timer text on the item cell. Select '**Show timer text**' in Maintenance > Hardware > Kitchen Screens to enable this option.

Show Cell Number

You can show the number of cell as it relates to the order display at the present time the item cell. Select '**Show cell number**' in Maintenance > Hardware > Kitchen Screens to enable this option.

Configure a Custom Header or Footer Layout for Cells

Use the Header Footer Layout function to customize the design of your headers and footers that displays for your item or order cells on a kitchen screen. If you include an element that you are not using, the system allows you add the element, but does not display any output on the cell.

The system has four default header and footer layouts that are equipped with all common elements for the respective layout. Use these default layouts to copy and simply add or remove the elements you do not use. The default header and footer layouts are:

Figure 91 Select Type (Header Footer Layout)

- 9996 Default Order Header
- 9997 Default Order Footer
- 9998 Default Item Header
- 9999 Default Item Footer

Once you create a layout, you must attach the order header or footer to an expo kitchen screen and the item header or footer to a production kitchen screen.
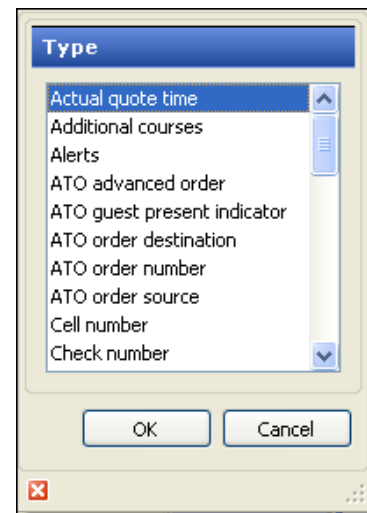
> Many of the elements you can configure on a custom header or footer layout are dependent on the activation of other options in Kitchen Screen Maintenance. For example, if you add Order Mode to your header or footer layout, you must select 'Show Order Mode;' otherwise, the system does not display the order mode.

Configure a Header or Footer Layout

You must configure a layout for a header or footer to apply to an order or an item cell.

To configure your header and footer layout:

1. Select **Maintenance > Kitchen Configuration > Header Footer Layout**.

2. Select **one of the default designs** from the 'Header Footer Layout' drop-down list.
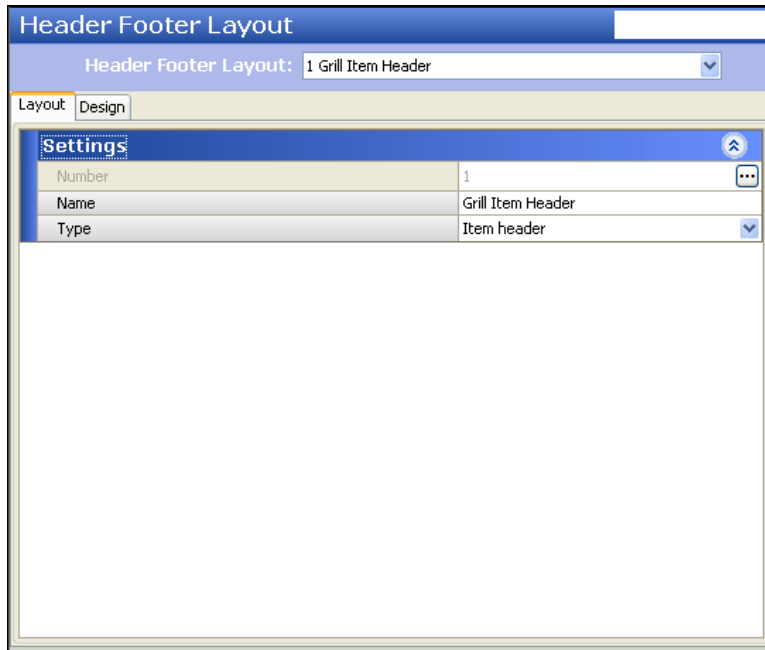

Figure 92 Header Footer Layout - Layout Tab

3. Click **Copy** in the Command panel. The Copy Options dialog box appears.
4. Click **Copy to number** and define a **new ID number** for the header footer layout.
5. Type a **name** for the header or footer design.
6. Select **Order header**, **Order footer**, **Item header**, or **Item footer** from the 'Type' drop-down list to indicate the area and the type of cell you are designing.
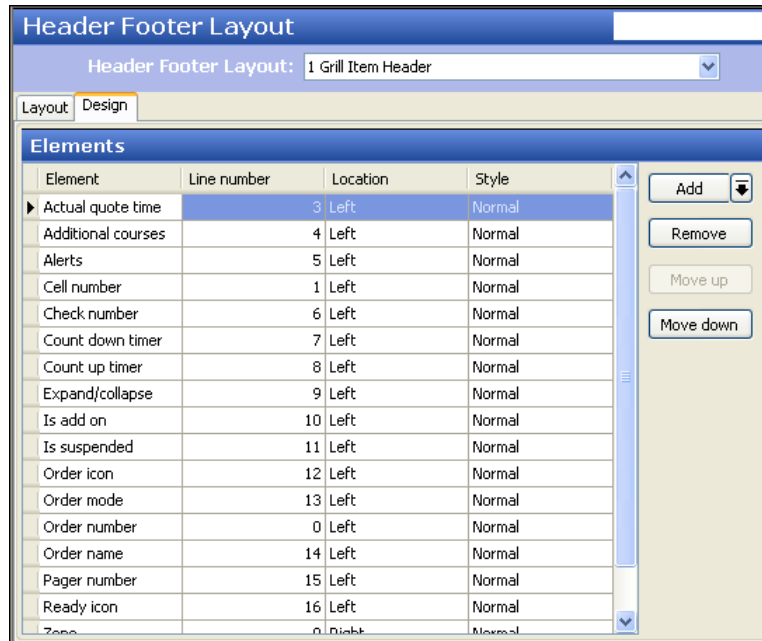
7. Select the **Design** tab.

Figure 93 Header Footer Layout - Design Tab

8. Click the **Add drop-down arrow** and select an **element** and **OK** from the 'Type' dialog box.
9. Type the **line number** in which you want the element to appear on the cell.
10. Select **Left**, **Center**, or **Right** from the 'Location' column to indicate the justification of the element to appear on the cell.
11. Select **Normal**, **Bigger**, or **Smaller** from the 'Style' column to indicate the font size, in relation to the default font, for the element to appear on the cell.
12. Click **Save** in the Command panel.
13. Repeat this **procedure** for other header footer layout designs you want to create.
14. Click **Close** in the Command panel to exit the **Header Footer Layout** function.

Attach a Header and Footer Layout to a Kitchen Screen

You must attach a header or footer to a kitchen screen. You can only add an order header or footer to an 'Expo Order View' or 'Production Order View' kitchen screen and you can only add an item header or footer to one of the production kitchen screens.

To attach a header and footer layout to a kitchen screen:

1. Select **Maintenance > Hardware > Kitchen Screen**.
2. Select a **kitchen screen** from the 'Kitchen Screen' drop-down list.
3. For an E**xpo Order View** or **Production Order View kitchen screen**, select the following under the 'Headers and footers' group bar:
   • Select an **order header** from the 'Order header layout' drop-down list.
   • Select an **order footer** from the 'Order footer layout' drop-down list.

4. For a **production kitchen screen**, configure the following from the 'Headers and footers' group bar:
    - Select an **item header** from the 'Item header layout' drop-down list.
    - Select an **item footer** from the 'Item footer layout' drop-down list.
5. Click **Save** in the Command panel.
6. Repeat this **procedure** for any other kitchen screen you want to use a custom header or footer layout.
7. Click **Close** in the Command panel to exit the **Kitchen Screens** function.