

Enjoy Smart Signage

Orderkiosk

Manual

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01 Introduction

This document provides instructions on the daily use of the orderkiosk, the kitchen manager, and the customer paging systems.

1.1 Service

Are you experiencing problems? Please consult the 'Troubleshooting' chapter first. Is the solution not listed? Feel free to contact our customer service.

1.2 Updates

The orderkiosk computer is equipped with software, which is updated occasionally. When the update contains new features, you will receive an email notification.

Important!

The orderkiosk must always be switched on and connected to the internet. This is necessary to implement important updates and to be able to access the orderkiosk remotely if necessary

02 About the Orderkiosk

Description of the orderkiosk and peripheral equipment.

Orderkiosk



Belly



- A Computer
- B Power button

Kitchen printer



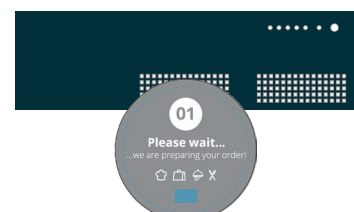
Epson receipt printer

Kitchen manager



Professional 15" touch display with power over Ethernet

Puck system



Server hub with pucks and antennas (in case of localization)

The images may differ from the version that has been installed.

03 Daily Use

The Kitchen manager

The following operations can be performed via the kitchen manager (depending on the chosen solution):

- Activate or deactivate products and ingredients (see assortment management)
- Call orders for pickup (number queue system)
- Manage pucks for paging or serving (customer paging system)

Troubleshooting

Problems with logging in or other issues with the kitchen manager? Then go to chapter 'Troubleshooting' > 'Problems with the kitchen manager'.

3.1 Logging in to the Kitchen manager

A PIN code is required for access to the assortment management. The PIN code has been sent by email.

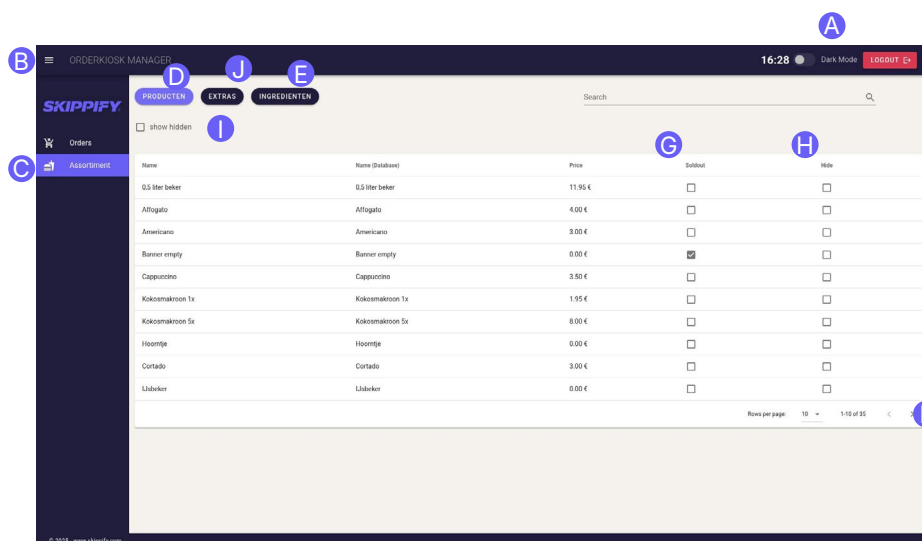
1. Press the orange 'Login' button in the top right.
2. Enter the PIN code and press the blue 'Login' button.

3.2 Logging out of the Kitchen manager

As long as you are logged into the kitchen manager, anyone who has access can make changes to the orderkiosk. Therefore, log out if desired:

1. Press the orange 'Logout' button in the top right.

Assortment management



3.3 Set products to 'temporarily unavailable'

It may happen that products are temporarily unavailable. Products can be easily set to 'temporarily unavailable' with the steps below:

1. Log in at **A** on the kitchen manager, see chapter 'Daily Use' > 'The Kitchen Manager'.
2. Press the three lines in the top left **B**.
3. Go to 'Assortment Management' **C**.
4. Press 'Products', if not already active **D**.
5. Navigate to the product that is temporarily unavailable (it is sorted alphabetically over multiple pages **F**).
6. Check the checkbox (square) under 'sold out' behind the relevant product **G**.
7. The product will now appear as 'temporarily unavailable' on the orderkiosk and can no longer be ordered.
8. Product available again? Uncheck the checkbox.

3.4 Remove products

If products are no longer sold, they can be removed from the orderkiosk. Follow the steps below:

1. Log in at **A** on the kitchen manager, see chapter 'Daily Use' > 'The Kitchen Manager'.
2. Press the three lines in the top left **B**.
3. Go to 'Assortment Management' **C**.
4. Press 'Products', if not already active **D**.
5. Navigate to the product that needs to be removed (it is sorted alphabetically over multiple pages **F**).
6. Check the checkbox (square) under 'hide' behind the relevant product **H**.
7. The product is now no longer visible and can no longer be ordered.
8. Product available again? Uncheck the checkbox.

Tip

Is a product not in the list? Check 'show hidden' to display products that are set to 'hide' **I**.

3.5 Set ingredients to 'temporarily unavailable'

It may happen that ingredients are temporarily unavailable. Ingredients can be easily set to 'temporarily unavailable' with the steps below:

1. Log in **A** to the kitchen manager, see chapter 'Daily Use' > 'The Kitchen Manager'.
2. Press the three lines in the top left **B**.
3. Go to 'Assortment Management' **C**.
4. Press 'Ingredients', if not already active **E**.
5. Navigate to the ingredient that is temporarily unavailable (it is sorted alphabetically over multiple pages **F**).
6. Check the checkbox (square) under 'sold out' behind the relevant ingredient **G**.
7. The ingredient will now appear as 'temporarily unavailable' on the orderkiosk and can no longer be ordered.
8. Ingredient available again? Uncheck the checkbox.

3.6 Remove ingredients

If ingredients are no longer sold, they can be removed from the orderkiosk. Follow the steps below:

1. Log in **A** the kitchen manager, see chapter 'Daily Use' > 'The Kitchen Manager'.
2. Press the three lines in the top left **B**.
3. Go to 'Assortment Management' **C**.
4. Press the 'Ingredients' button, if not already active **E**.
5. Navigate to the ingredient that needs to be removed (it is sorted alphabetically over multiple pages **F**).
6. Check the checkbox (square) under 'hide' behind the relevant ingredient **H**.
7. The ingredient is now no longer visible and cannot be ordered.
8. Ingredient available again? Uncheck the checkbox.

Important

If a product has customizable ingredients, and you set one of those ingredients to 'soldout' or 'hide', the entire product will become 'temporarily unavailable'.

3.7 Set extras to 'temporarily unavailable'

It may happen that extras are temporarily unavailable. Extras can be easily set to 'temporarily unavailable' with the steps below:

1. Log in **A** to the kitchen manager, see chapter 'Daily Use' > 'The Kitchen Manager'.
2. Press the three lines in the top left **B**.
3. Go to 'Assortment Management' **C**.
4. Press 'Extras', if not already active **J**.
5. Navigate to the extra that is temporarily unavailable (it is sorted alphabetically, possibly over multiple pages **F**).
6. Check the checkbox (square) under 'sold out' behind the relevant extra **G**.
7. The extra will now appear as 'temporarily unavailable' on the orderkiosk and can no longer be ordered.
8. Extra available again? Uncheck the checkbox.

3.8 Remove extras

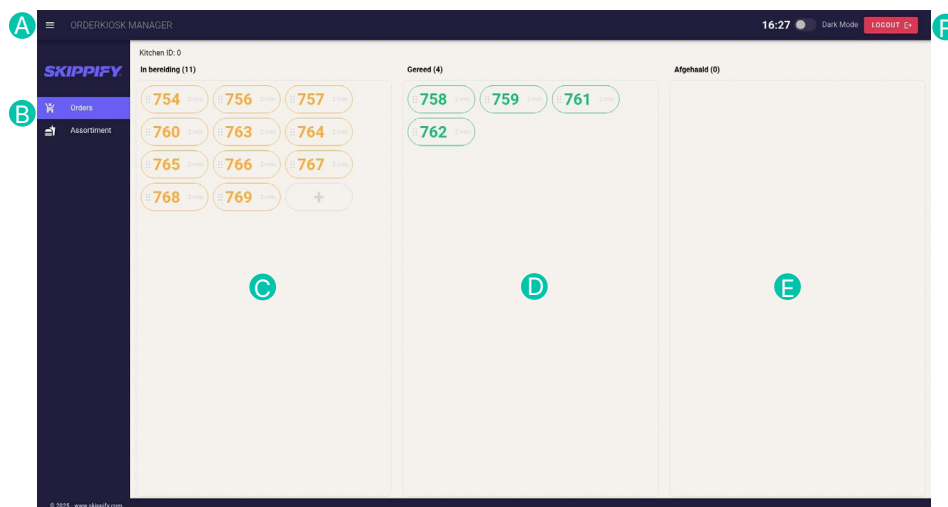
If extras are no longer sold, they can be removed from the orderkiosk. Follow the steps below:

1. Log in at **A** on the kitchen manager, see chapter 'Daily Use' > 'The Kitchen Manager'.
2. Press the three lines in the top left **B**.
3. Go to 'Assortment Management' **C**.
4. Press the 'Extras' button, if not already active **J**.
5. Navigate to the extra that needs to be removed (it is sorted alphabetically over multiple pages **F**).
6. Check the checkbox (square) under 'hide' behind the relevant extra **H**.
7. The extra is now no longer visible and can no longer be ordered.
8. Extra available again? Uncheck the checkbox.

Tip

It can be set up that a reset is automatically performed every day (at a specific time) on all items set to 'hide' and/or 'soldout', so that they become automatically available again. If desired, this can be requested through customer service.

Number queue system



3.9 Page orders for pickup

When an order is ready, guests can be paged via the number queue system to come and collect the order. After placing an order, the guest receives a receipt with the order number on it. The procedure for paging an order is as follows:

1. Press the three lines **A** in the top left.
2. Go to the menu item with the company name **B**. The image above is now visible.
3. A new order number automatically appears under 'in preparation' **C**. When the order is ready for collection, move the relevant order number on the kitchen manager from 'in preparation' to 'ready' **D**.
4. After handing over the order, move the order number to 'collected' **E**.

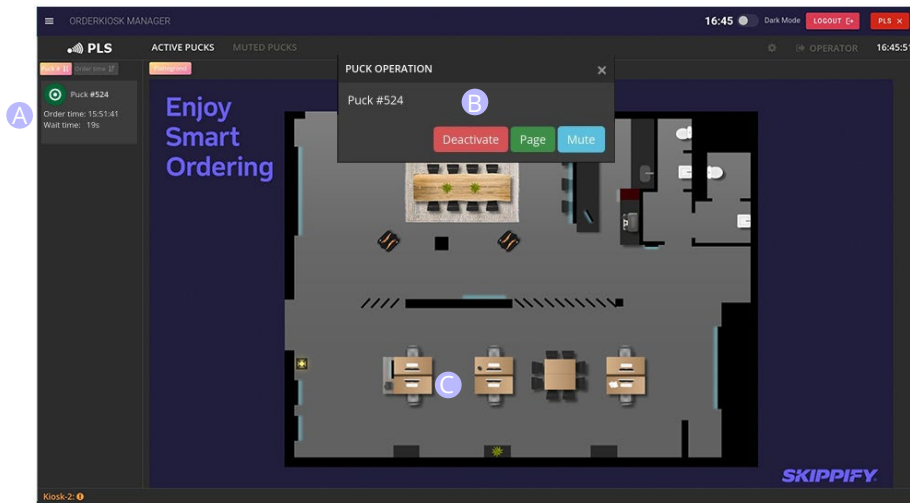
3.10 Number display

The actions performed on the kitchen manager are also visible on the number display screen. When setting an order to 'ready', the order number will be shown large on the screen once, so that the guest knows the order is ready.

Tip

Moving the numbers is easiest by tapping them once. This automatically moves the number to the next column. Dragging is also possible.

Customer paging system (Pucks)



3.11 Page orders for pickup via buzzing

When an order is ready, guests can be paged via the PLS module in the kitchen manager to collect the order. After placing an order, the guest receives a puck with a number. Paging an order with a puck is done as follows:

1. Press the PLS button in the top right, if not already active, see previous page [F](#).
2. A puck number automatically appears on the kitchen manager [A](#).
3. Press the puck number once to make it buzz. The guest will now feel the puck vibrate and see it light up. Additionally, the puck will also turn green.
4. Take the puck back when handing over the order.
5. The puck must now be deactivated. See 'Deactivating a Puck'.

Troubleshooting

Problems with pucks or the PLS module? Then go to chapter 'Troubleshooting' > 'Problems with the puck system'.

3.12 Serve orders via localization

When a puck localization system is installed, the location of the pucks can be viewed via the floor plan on the kitchen manager. After placing an order, the guest receives a puck with a number and goes to a table. The procedure for serving an order is as follows:

1. Press the PLS button in the top right, if not already active, see previous page **F**.
2. A puck number automatically appears on the kitchen manager **A**. As soon as the order is ready, look at the kitchen screen to see where the puck is located on the floor plan, identifiable by the puck number **C**.
3. Take the puck back after serving the order.
4. The puck must now be deactivated. See 'Deactivating a Puck'.

3.13 Deactivate a Puck

A puck can be deactivated in two ways:

1. Drop the puck into the orderkiosk dispenser.
2. Press and hold the puck's number on the kitchen screen and click on 'Deactivate' in the pop-up **B**.

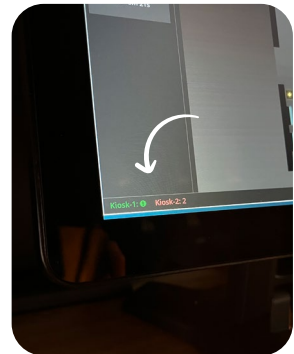
3.14 Refill Pucks

Refill pucks in a timely manner.

1. Drop the puck into the opening of the puck dispenser. This is located on the left side, at the top. See photo Refilling Puck.



Refill puck



Puck stock status

Important

When inserted correctly, the pucks fit exactly. You should not feel any resistance or need to apply any pressure.

3.15 Puck stock status

In the bottom left of the kitchen manager, you can see how many pucks are left in the orderkiosks, see photo Puck Stock Status. Keep a close eye on the numbers and refill in time.

The text color is a handy tool for monitoring the number of pucks in the orderkiosk:

Red text:

The pucks are almost empty.

Orange text:

There is only a small number of pucks left in the orderkiosk.

Green text:

There are sufficient pucks in the orderkiosk.

Exclamation Mark !:

There are no more pucks in the orderkiosk. Is this unlikely? Then a puck may be stuck, see chapter 'Troubleshooting' > 'No pucks come out of the orderkiosk' point a.2.

3.16 Temporarily out of order

If there are no more pucks in the orderkiosk, the orderkiosk will enter the 'Temporarily out of order' mode. After refilling the pucks, the orderkiosk will automatically return to service, see 'Refilling Pucks'.

3.17 Replace a Puck's Battery

If a puck displays a red battery symbol on the kitchen screen, it means the battery in the puck is almost empty. It is then time to replace the battery. The pucks are equipped with two CR2477 coin cell batteries.

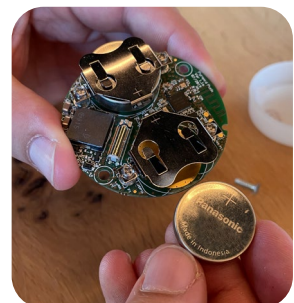
Important

Screw the same bottom part back on for each puck! If this is not done, the puck numbers will no longer match the numbers on the order receipts and work receipts.

1. Unscrew the puck at the bottom with a PH1 Phillips screwdriver, see photo *Unscrew the Puck*.
2. Remove the old battery and insert the new battery in the same way, see photo *Replace battery*.
3. Replace the same (!) bottom part and screw it tight.






Unscrew the puck



Replace battery

3.18 Puck Status

The status of the pucks can be viewed via the kitchen screen based on three colors (PLS view):

-  **Green**
The puck is in use.
-  **Orange**
The puck has just been tapped and will start buzzing and lighting up.
-  **Red**
The puck is unreachable and cannot be buzzed.

Orderkiosk receipt printer

3.19 Replace the orderkiosk receipt roll

When the receipt roll is empty, it must be replaced.

Important

Only use the supplied receipt rolls or a comparable quality with the correct specifications, see chapter 'Maintenance & Cleaning' > 'Ordering Receipt Rolls'.

1. Open the belly.
2. Remove the empty receipt roll.
3. Place the new receipt roll between the black clamps as shown in photo *Place receipt roll*.
4. Pull the flap with the blue tab upwards, see photo *Lift the blue cover*.
5. Unroll the receipt roll a bit and place the end of the receipt roll under the flap with the blue tab, see photo *Place the end of the receipt roll*.
6. Close the flap. A test print is now made.
7. Close the belly.



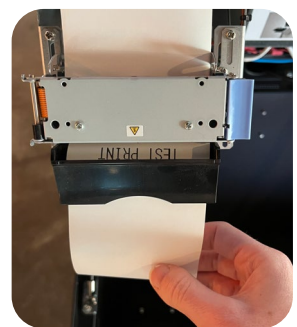
Place receipt roll



Lift the blue cover



Place the end of the receipt roll



Test print

Kitchen printer

3.20 Replace the kitchen printer receipt roll

When the receipt roll is (almost) empty, an indicator light will illuminate. This varies per printer type; the most common is the light next to 'Paper' or the blue receipt roll icon.

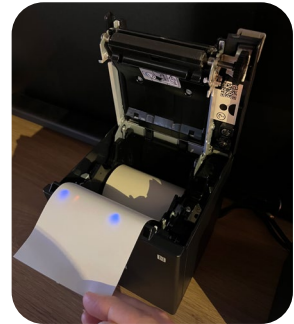
Important

Only use the supplied receipt rolls or a comparable quality with the correct specifications, see chapter 'Maintenance & Cleaning' > 'Ordering Receipt Rolls.'

1. Open the top cover. Depending on the type, this can be done by pressing the black/grey button or lifting the light grey tab, photo *Open cover*.
2. Remove the empty receipt roll. Place the new receipt roll in the printer, as shown in photo *Place receipt roll*.
3. Close the cover. Reset all orderkiosks and place a test order.



Open cover



Place receipt roll

Skippify Suite Insights

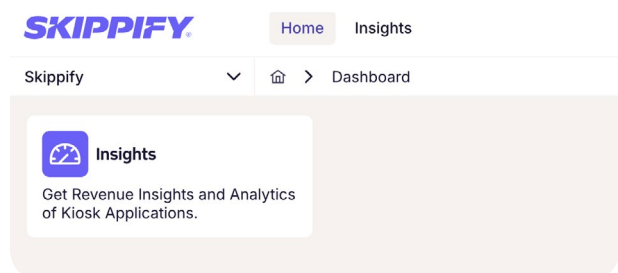
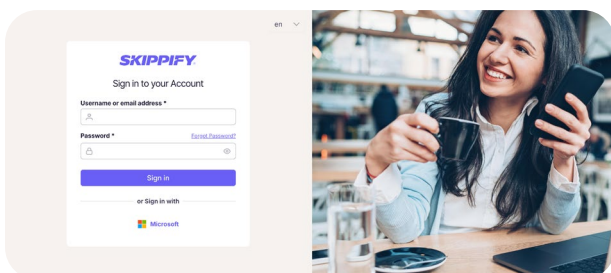
Gain insight into the number of transactions, products sold, and average basket spend via Skippify Suite Insights. Login credentials are required to access Skippify Suite. The username and password have been sent by email.

Troubleshooting

Problems with logging in or have not received login credentials? Contact our customer service.

3.21 Log in to Skippify Suite Insights

1. Go to <https://apps.skippify.com>.
2. Enter your username and password.
3. After logging in, press Insights.



3.22 Generate a report

1. Go to Reports in the left menu.
2. Choose the report type: Daily (daily revenue), Products (overview per product), or Kiosks (overview per payment terminal).
3. Choose the desired time period.
4. If desired, select a location under Workspace.
5. Click Generate.
6. Click Download Report to download the report as a PDF.
7. Click the download icon next to Revenue per day to download the report as a CSV.

3.23 View orders

Looking for a specific order? Keep the order date and time ready.

1. Go to Orders in the left menu.
2. Press Filter and set the desired Start date and time, then set an End date and time.
3. Click on the row, a window with the order details will slide into view.

Important

Do you have a question about a specific order? Contact our customer service. Please mention the order ID or the order date, time, and the total amount. The more information, the better we can help

04 Delivery specifications

4.1 Content changes

Don't have POS integration? Then you can send in changes via email to studio@skippify.com. Please include the name of the location, the change(s), and the effective date. Don't forget to send an image with new products. Please allow for a processing time of up to 3 working days.

4.2 Orderkiosks with a cashdesk connection

Due to the differences between a cash register and an orderkiosk in use and setup, it is not possible to use a 1:1 copy of the item database within the kiosk. For this reason, some changes will have to be reported manually to Skippify. Follow the procedure of your cash register supplier (received via email) for correct processing.

05 Troubleshooting

Problems with the orderkiosk

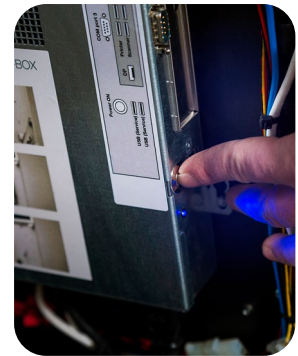
5.1 Restarting the orderkiosk

In some cases, it is necessary to restart the orderkiosk. Follow these steps:

1. Open the belly with the key.
2. Press and hold the button above the blue light on the computer until the orderkiosk switches off, see photo *Blue computer button*.
3. After 10 seconds, press the same button to switch the orderkiosk back on.
4. Close the belly.



Close the belly



Blue computer button

5.2 No receipt comes out of the orderkiosk

1. Check if the receipt roll is empty. Replace it if necessary, see chapter 'Daily Use' > 'Replacing the orderkiosk receipt roll'.
2. Receipt roll not empty? Check if the receipt roll is properly seated between the two black clamps.
3. Check if the end of the receipt roll is under the grey flap.
4. Make a test print by pushing the light blue flap upwards and then closing it again, see photo *Blue flap*.
5. If the test print is successful, restart the orderkiosk.
6. Does the printer not make a test print? Contact customer service.



Check receipt roll



Blue flap

5.3 A blank receipt comes out of the orderkiosk

The receipt roll has been placed incorrectly. Turn the receipt roll around, see chapter 'Daily Use' > 'Replace the orderkiosk receipt roll' for correct placement..

5.4 The orderkiosk is frozen (screen is static)

Restart the orderkiosk, see 'Restar the orderkiosk'.

Problems with the Puck system

5.5 No pucks come out of the orderkiosk

There are a few possibilities:

A: There are no more pucks in the dispenser

1. Check on the kitchen manager if there are still pucks in the orderkiosk, see chapter 'Daily Use' > 'Kitchen Manager'.
2. If an exclamation mark is displayed, refill the pucks. If the number does not change as soon as a puck is refilled? Then a puck is presumably stuck. Contact customer service.



Status light dispenser



Dispenser cabling

B: The puck dispenser is offline

1. Check if the light next to the puck dispenser is green, see photo Dispenser Status Light.
2. Is the green light not on? Open the belly.
3. There is a small opening in the back wall under the receipt printer; this is where the puck dispenser's cabling is located, see photo Dispenser Cabling.
4. Check if the power supply is still firmly connected (black thin cable).
5. Check if the network cable is still connected.

5.6 The orderkiosk does not accept pucks

When the puck dispenser is full, the orderkiosk will no longer accept new pucks.

1. Check on the kitchen manager how many pucks are in the dispenser.
2. If an exclamation mark is displayed, a puck is presumably stuck. Contact customer service.

5.7 Red battery symbol

A red battery symbol is displayed next to the puck on the kitchen screen. This means the puck's battery is almost empty. Replace the battery, see chapter 'Daily Use' > 'Replacing Battery'.

5.8 The pucks do not buzz

Check the status of the pucks, see chapter 'Daily Use' > 'Puck Status'.

Problems with the Kitchen manager

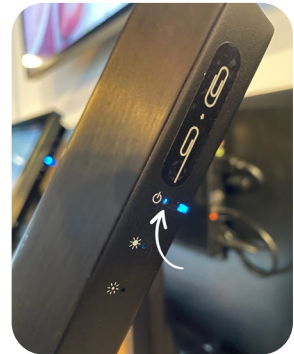
5.9 The Kitchen manager shows a white screen

Restart the kitchen manager using a paperclip:

1. Push the end of the paperclip into the blue light next to the 'power' icon. This is located on the right side of the screen, see photo *Resetting with a Paperclip*. The kitchen manager will now switch off.
2. Wait 10 seconds and turn the kitchen manager back on in the same way with the paperclip.



*White image
kitchen manager*



*Resetting with a
Paperclip*

5.10 I cannot log in to the Kitchen manager

Cannot log in, have you lost the PIN code, or would you prefer a different PIN code?

Contact customer service.

5.11 There is no assortment in the Kitchen manager

1. First, set the orderkiosks to 'open': press the order button on all orderkiosks as if starting an order.
2. Then log out of the kitchen manager and log in again.

5.12 A product is missing in assortment management

Check the 'Show hidden' checkbox. See chapter 'Daily Use' > 'Checking hidden items'.

Problems with the Receipt printer

5.13 No receipt comes out of the receipt printer

1. Check if the receipt roll is empty. Replace it if necessary, see chapter 'Daily Use' > 'Replace the kitchen printer receipt roll'.
2. Check if the printer is on, which can be seen by a power indicator light, see photo *Power indicator light*. Turn the printer on if necessary.

The printer does not turn on? Check if the power cable is correctly connected, both in the printer and in the socket. Reconnect the cables if desired.



Power indicator light



Network indicator light

3. Check if the printer is connected to the internet, which can be seen by a network indicator light, see photo *Network indication light*.

No internet connection? Check if the network cable is correctly connected. Reconnect the cables if desired.

4. Restart the printer by pressing the power button. Wait 10 seconds and turn the printer back on..
5. Restart the orderkiosks and place a test order.

5.14 A blank receipt comes out of the receipt printer

The receipt roll has been placed incorrectly. Turn the receipt roll around, see chapter 'Daily Use' > 'Replacing the kitchen printer receipt roll'.

Problems with the PIN terminal

5.15 PIN transactions fail

- A. Restart the orderkiosk, see chapter 'Troubleshooting' > 'Restart the Orderkiosk', or
- B. Open the belly, and restart the PIN terminal by pressing the small button near the R on the back with a small object, see photo *Restarting PIN Terminal*.

5.16 Amount does not appear on the PIN terminal

Restart the orderkiosk, see chapter 'Troubleshooting' > 'Restarting the orderkiosk'.



*Restarting
PIN Terminal*

Payment problems with the Cikam cash machine

5.17 The Cikam machine does not work

For malfunctions of the Cikam cash machine, we refer you to the Cikam manual or you can contact them by phone via the general Cikam phone number 00 31 (0)36 5397200.

Did the solutions above not help or is your problem not listed? Contact our customer service. Provide a detailed description of the problem and send photos or videos if possible.

06 Cleaning and Specifications

6.1 Cleaning

Clean the orderkiosk regularly as needed and observe the instructions below:

Important

Do not apply cleaning agents directly to the screen. This prevents drops from entering the belly of the kiosk. In addition, this way there are no stains on the edge.

Screen / Touchscreen

1. Use a mild, non-abrasive screen cleaner for cleaning the screen.
2. Apply the cleaner to a soft and lint-free microfiber cloth..
3. Slightly dampen the cloth (definitely not too wet) and gently wipe the screen.

Important

Do not use hard objects or abrasive or corrosive cleaning agents. These agents can damage the screen or the sides of the screen.

Exterior of the Orderkiosk

Clean the exterior with a mild detergent and a soft, lint-free cloth. Wring the cleaning cloth out thoroughly first so that it is not too wet during cleaning.

Interior of the Ordekiosk (belly)

The belly of the orderkiosk hardly ever gets dirty. Should dirt still get into the front access panel, carefully remove it with a dry and soft microfiber cloth.

6.2 Schermreiniger bestellen

For cleaning screens, we use the screen cleaner from Go4Wipe. Go4Wipe screen cleaner is a high-quality, fast, and safe cleaning agent specially designed to clean all types of screens.

Screen cleaner selected by us: [Go4Wipe 500ml Regular - Professional Cleaner](#)

Order with a 30% discount on go4wipe.com

As a Skippify customer, you receive a 30% discount* when you place an order on go4wipe.com. Use the discount code: **SKIPPIFY**

**30% discount on all orders with a minimum order amount of € 75.00 (incl. VAT)*

6.3 Ordering receipt rolls

Only use receipt rolls with the following specifications:

Receipt roll specifications orderkiosk printer:

Type: Nippon Primex (NP)-3511D-2
Width: 76 mm / 80 mm (default) / 82.5 mm
Diameter: max. 83 mm
Thickness: 59~150 micrometer

Most chosen orderkiosk receipt roll:

Thermal cash register rolls BPA free 80x80x12 FSC content (50 rolls) 70gsm Receipt

Bonrol specificaties keukenprinter:

Type: Epson C31CE94111
Width: 80 mm
Diameter: 70 mm
Thickness: 59~150 micrometer

Most popular receipt roll kitchen printer:

Thermal cash register rolls BPA free 80x80x12 FSC 75 meters on a roll (50 rolls)

Order with a 10% discount at voordeelrollen.nl

As a Skippify customer, you receive a 10% discount when you place the order by email with our partner voordeelrollen.nl.

Email info@voordeelrollen.nl stating 'Skippifybonrollen' and provide the following:

- the type and quantity of receipt rolls
- the delivery address
- the billing address

07 Customer Service

Our team is ready to assist you. Choose the department below that best suits your question, and we'll be happy to help you further.

Technical questions

Do you have a technical question? Our support staff are happy to help you further.

@ E-mail: support@skippify.com

☎ Phone: **+31 (0)85 773 1843** (option 2: technical questions)

Phone availability: Monday to Friday from 8:30 AM to 5:00 PM



Frequently Asked Questions

Take a look at our [website](#) for answers to frequently asked questions.

Content studio

Do you want to make an adjustment to the assortment? Our studio is happy to help you further.

@ E-mail: studio@skippify.com

☎ Phone: **+31 (0)85 773 1843** (option 1: studio)

Phone availability: Monday to Friday from 8:30 AM to 5:00 PM



Manuals

Also check out the [support page](#) for support with daily use, solutions for problems, and tips for maintenance and cleaning.

Administration

If you have an administrative question, please contact our administration department.

@ Email: finance@skippify.com

☎ Phone: **+31 (0)85 773 1843** (option 3: administration)

Phone availability: Monday to Friday from 8:30 AM to 5:00 PM