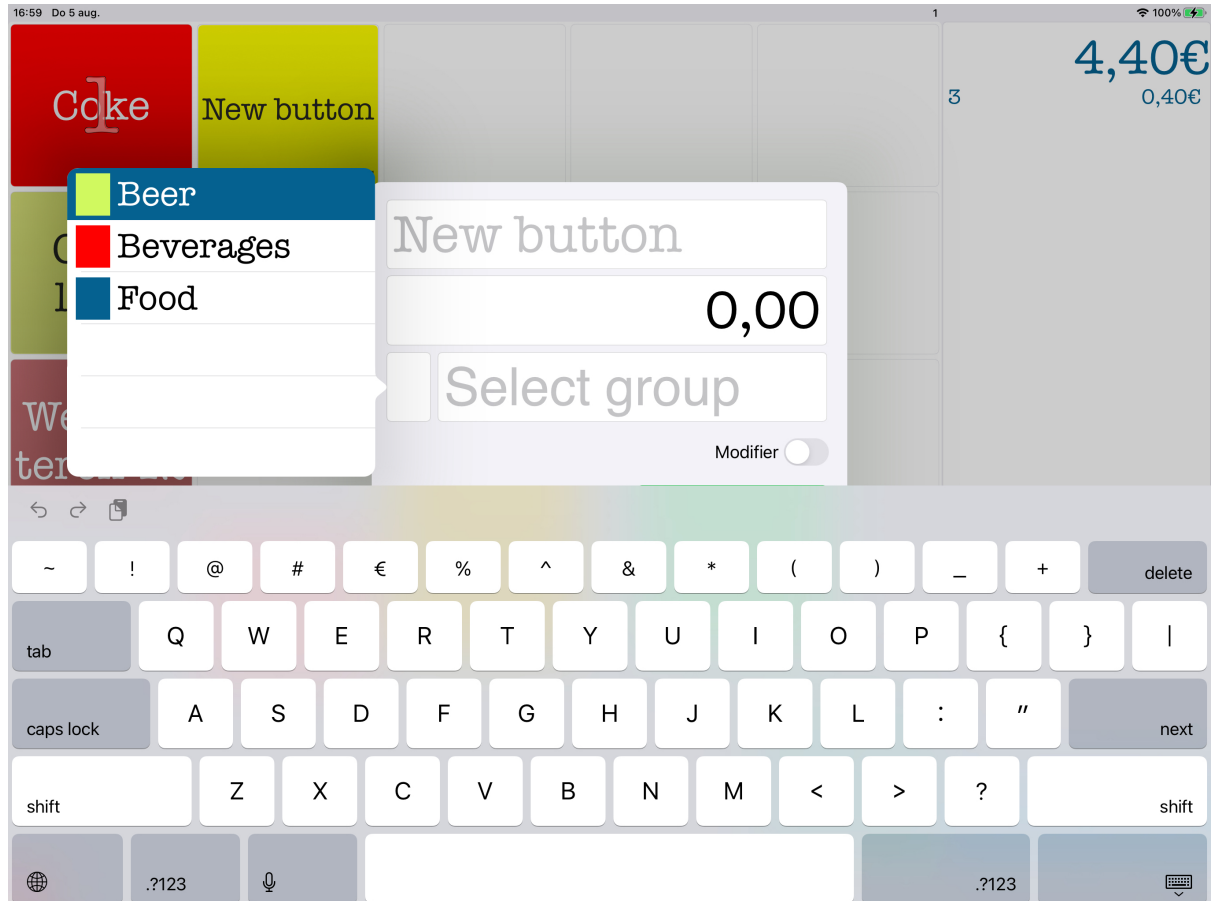V1.4.xx_v1.0

WaiterOne 1.5.x update :

In version 1.5 of WaiterOne the menu for the manager is hidden under the left lower app icon :

WaiterOne 1.5.60 update :

Adding new products can now be done right into the main button screens. Just double click in an empty space and a new screen will open up, ready so you can enter a new button.

Contents

GETTING STARTED WITH WaiterOne

Download WaiterOne from the Apple App Store and install it on your iPad.

https://itunes.apple.com/be/app/waiterone-for-ipad/id429458845?mt=8

Launch WaiterOne from your iPad (Figure 1).
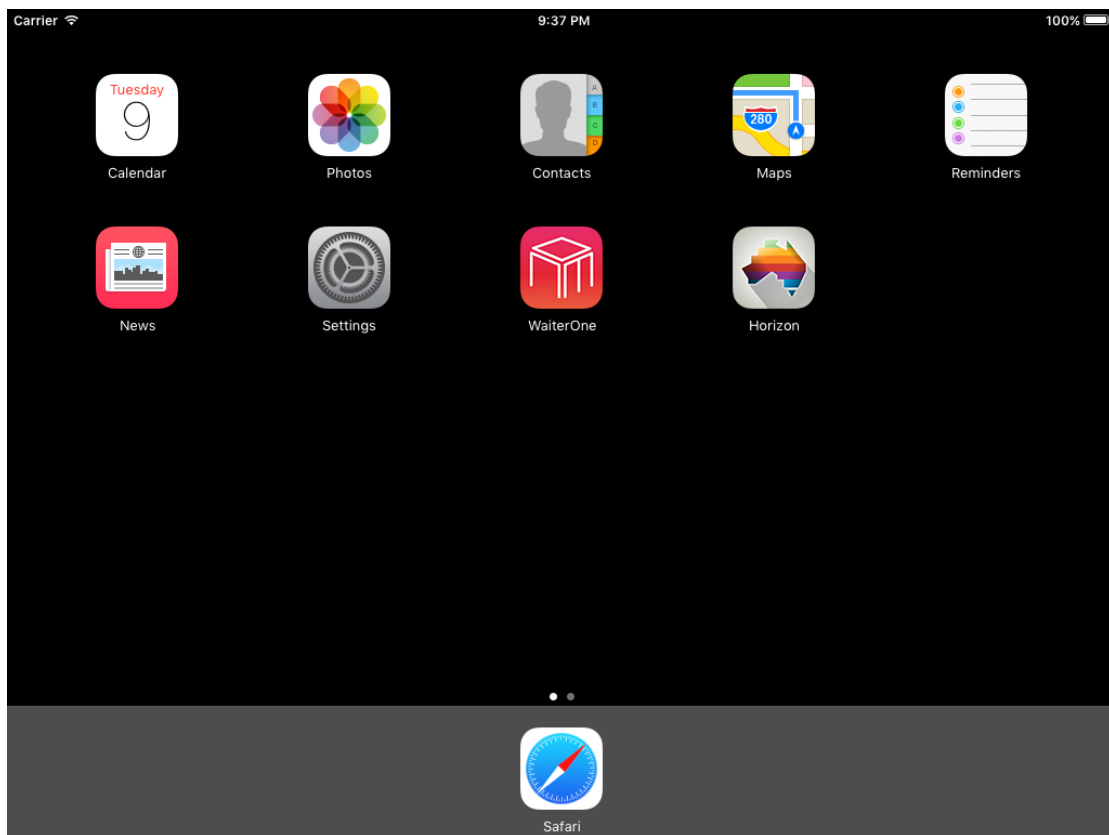
Figure 1: launching WaiterOne

When launching WaiterOne for the first time type '1111' as user code (Figure 2). You can use shorter or longer codes to enter WaiterOne; you can even use a QR Code as a user identification key.

As a hint we have created a button with name '1111' on the first screen. We will change the name of this button later on in this guide.
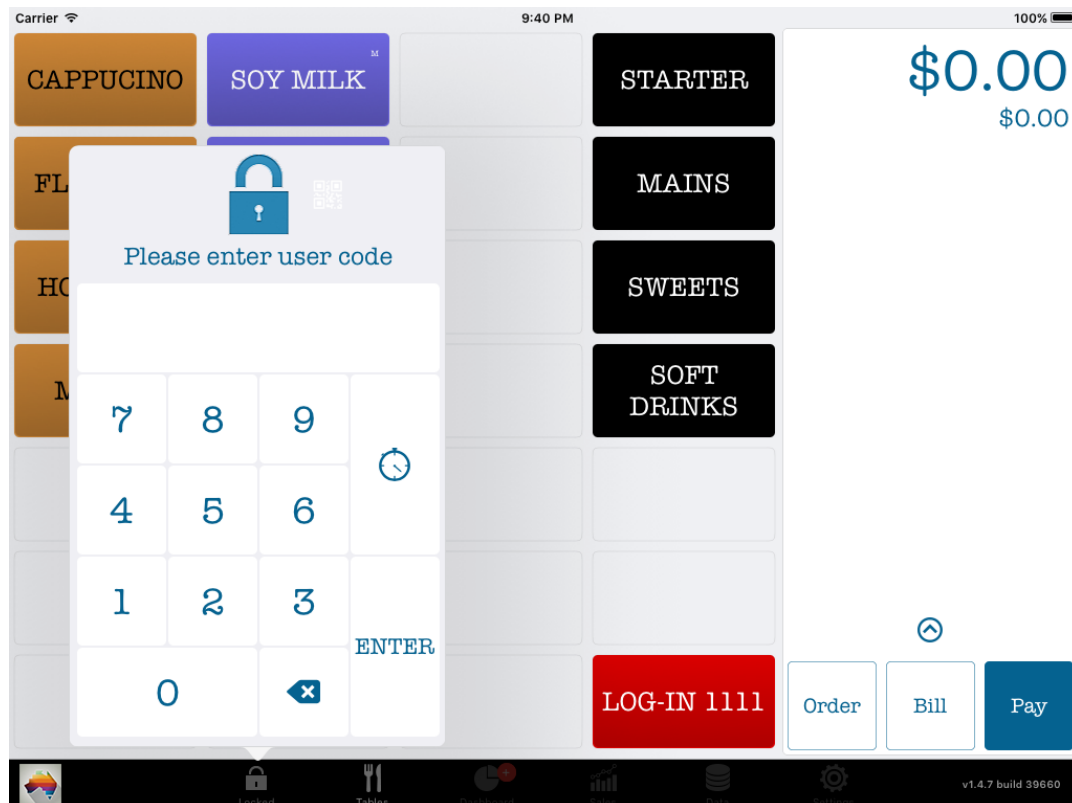
Figure 2: type '1111' to start for the first time

As soon as you logged in we suggest that you start changing some data. Let's go through the most important things first.

When you log in the first time, WaiterOne will check if you have logged in before or if you have logged out before, if this is the case WaiterOne will present you a work in/out screen.
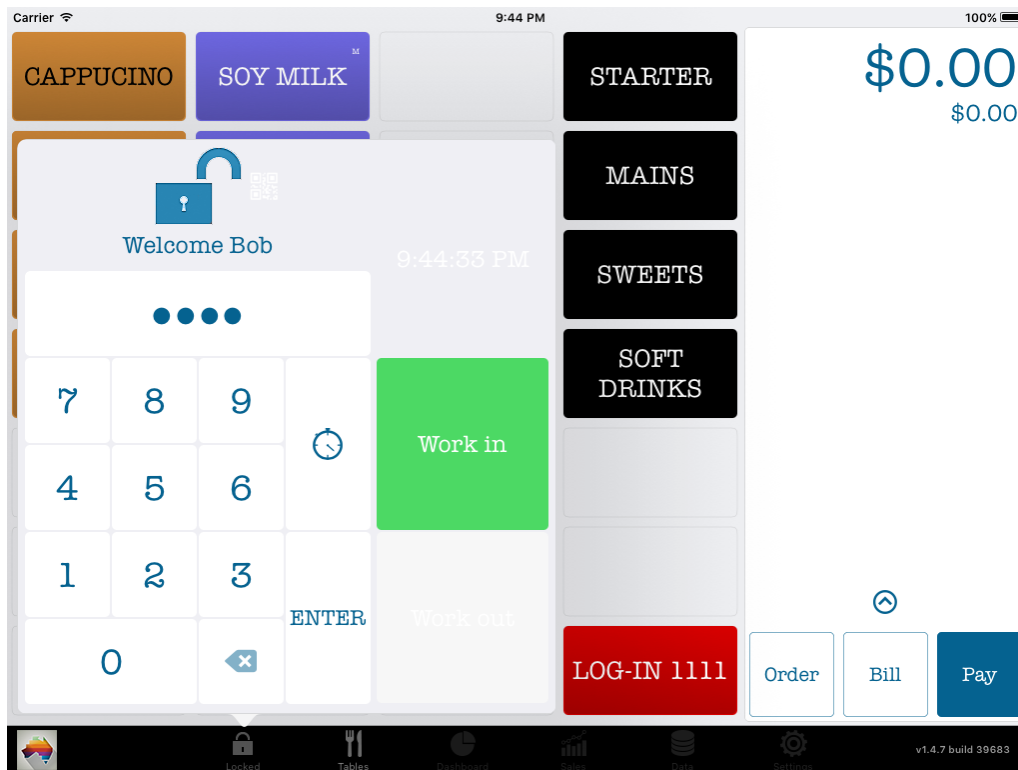
Figure 3: Work in/out screen

If you want to log out, just click on the stopwatch before you log in, so you can click on Work out as soon as you typed in your code.
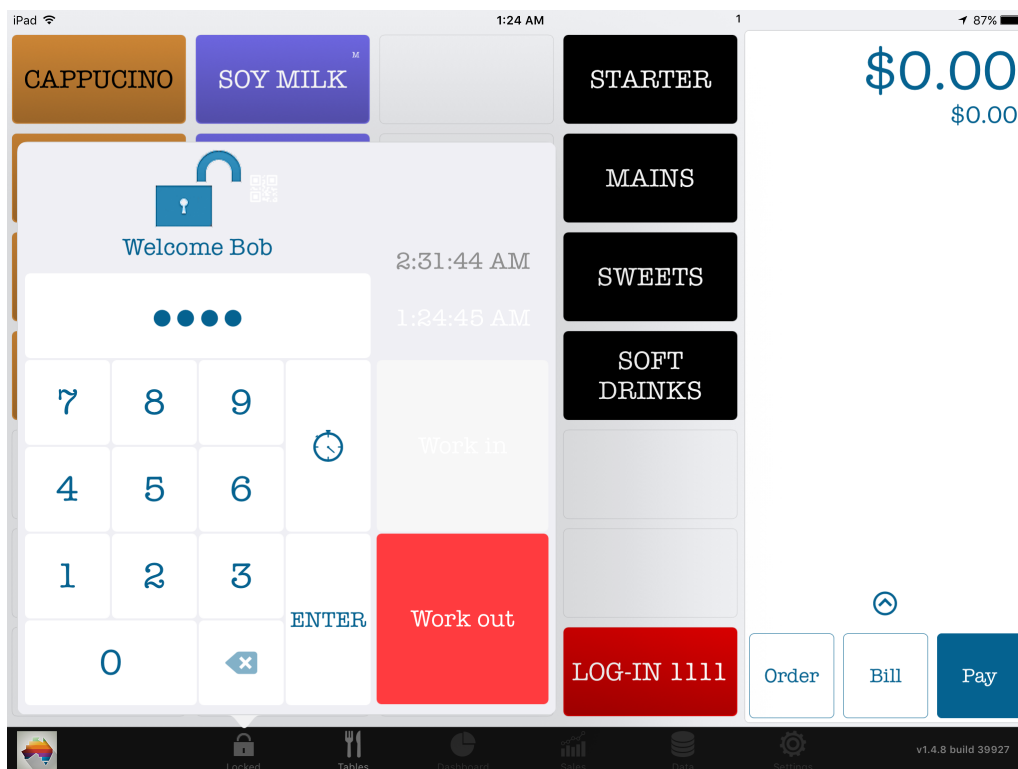
Figure 4: Work in/out screen after Work in
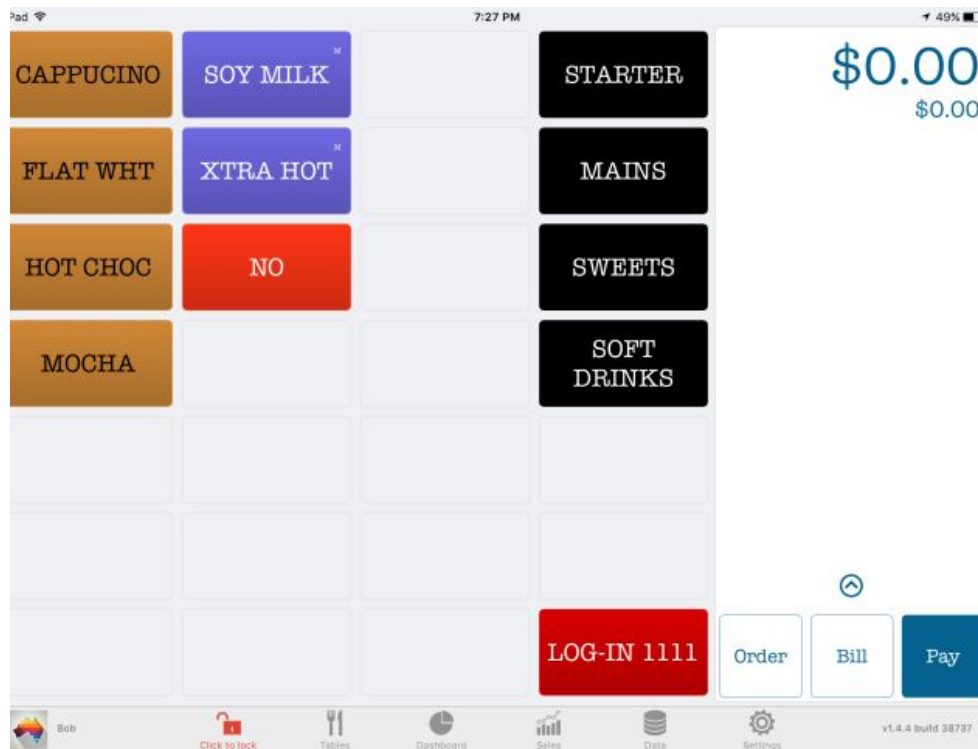
Figure 5: click on 'data' to view/change your data

All product and function information relevant to WaiterOne is found under the 'Data' tab. Pages dedicated to Buttons (PLUs), Groups, Tables, Printers, TAX, Users, Courses, and Payments are all accessible from here.
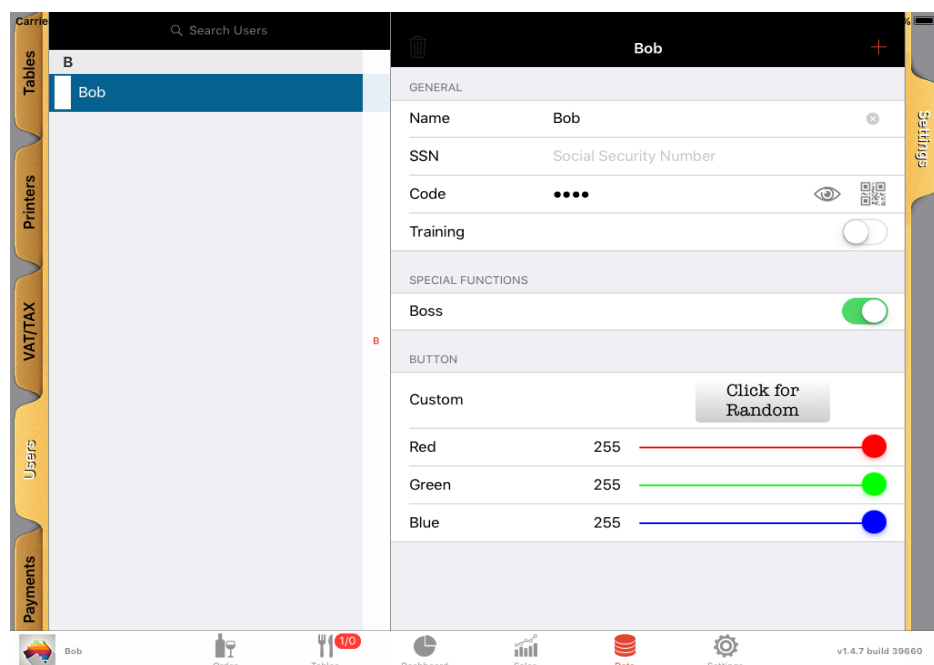
Figure 6: swipe up and down to view the different tabs

You can go through the different pages by pressing on the relevant tab. (Figure 6)

Users

This is not the first Tab on the list but it's a good place to start learning about all the great features we have available.

Swipe down on the tabs until you reach the Users tab, click on it.
Within the Users page you will see a list of all users currently configured
(Figure 7).

You can **change a user** by clicking on his/her name and entering a new name.
You can **delete a user** by selecting the user then press the red Trash can at the top of the page.
You can **add a new user** by pressing the + icon at the top of the page.
(This actually makes a copy of the user that was highlighted previously)

The first user in the list is Bob. This user has been setup to use the default code '1111'.
So let's start by changing the name and code of Bob.
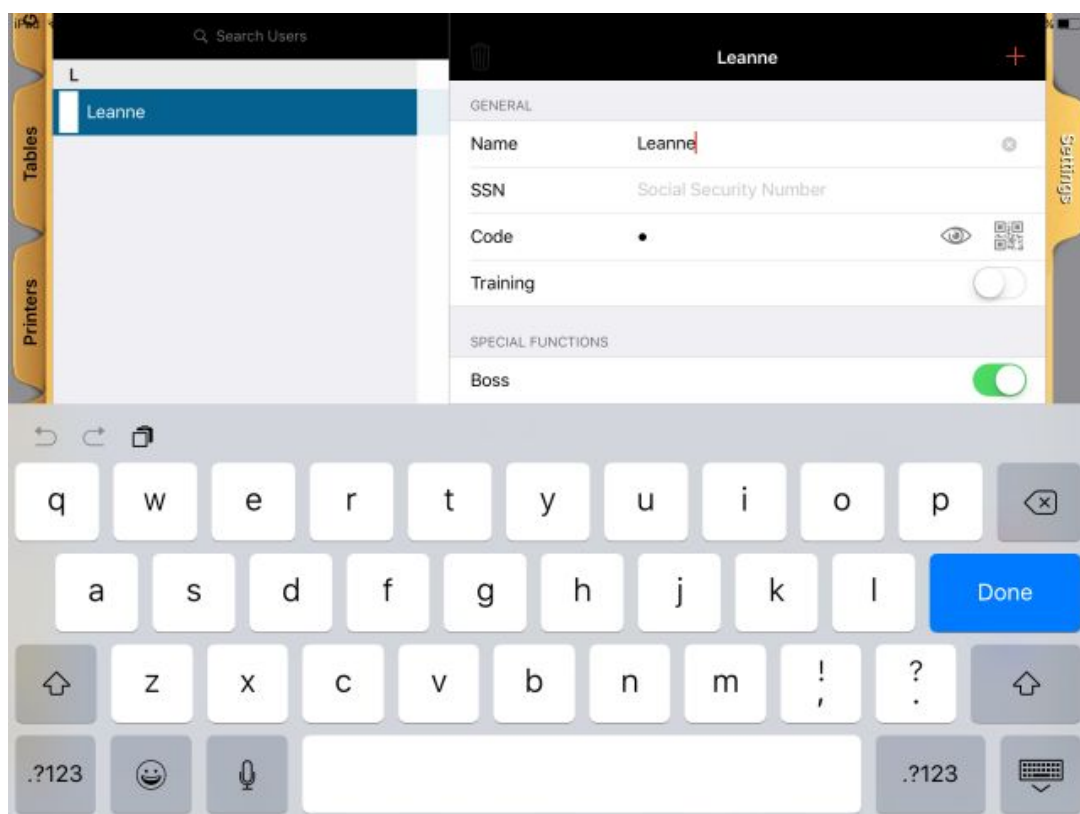
Figure 7: change the users

Setup your name and security settings

Click on the name field, delete Bob and enter your name, e.g. Leanne and press done. As soon as you push done, the keyboard will disappear.

Now highlight the code field (the 4 dots), a keyboard will popup.
Change the code to whatever code you want to use as manager. Use between 1 and 4 digits for your code (Larger numbers are allowed but we need to change another setting….more on this later.)

For Leanne we have used "1" as the log-in code.

As soon as you push done, the keyboard will disappear.
Add, delete or change as many users as you want. The security level can then be setup for each user.

> **Boss**: Complete control of WaiterOne
> **Consult sales:** User can see the dashboard and the results
> **Retour/void:** User can void articles
> **On the house:** User can give items for free, on the house
> **Drawer:** User can open the cash register drawer
> **Drawer 2:** User opens cash drawer number 2
> **Price Level:** User is allowed to change price levels
> **Close table/tab:** User can close a table
> **Delete table/tab:** User can delete a table, so it not selectable again
> **Move buttons:** User can move buttons around on the order screen.

Figure 8: user functions

For easy overview/reporting you can change the color of a user by clicking on the 'custom button' or by changing the colors manually (Figure 9 & 10).

The colour selected is displayed along the bottom tool bar when that clerk is logged on.
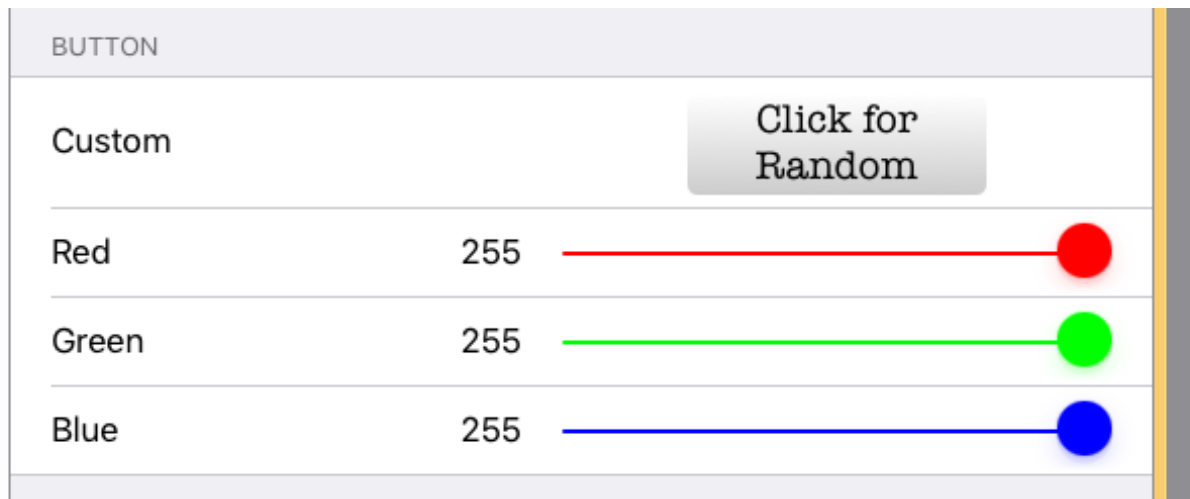
Figure 9: Press 'Click for Random' to change the colour of a user
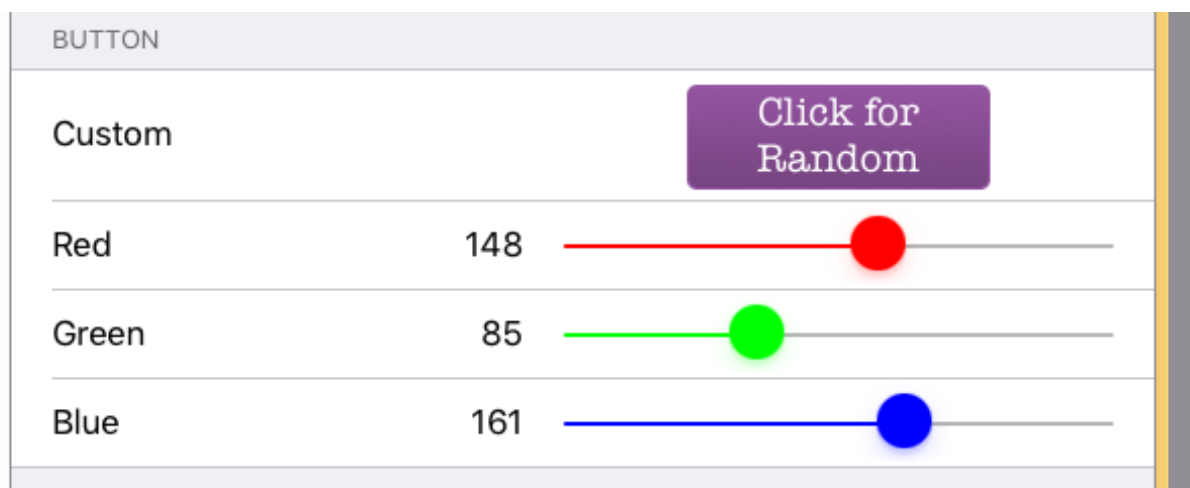
Figure 10: Adjust colours manually

Training mode

This is a special Clerk that allows new staff to sell items, print to kitchen printers and finalise sales without adding these sales into the days totals.

1. Create a new user called "Training".
2. Set the code for instance to 9999.
3. Switch on the Training option.

To use log off the current clerk. Log in using '9999'.
Enter sales as normal and finalise. Kitchen and receipt dockets will print as normal.
Please Note - IMPORTANT: *If you store a sale to a table in training mode you MUST finalise the table in training mode. Using a normal clerk to finalise a training table will add the total of the table to your sales report.*
In some versions of WaiterOne is the training mode disabled due to specific TAX restrictions.
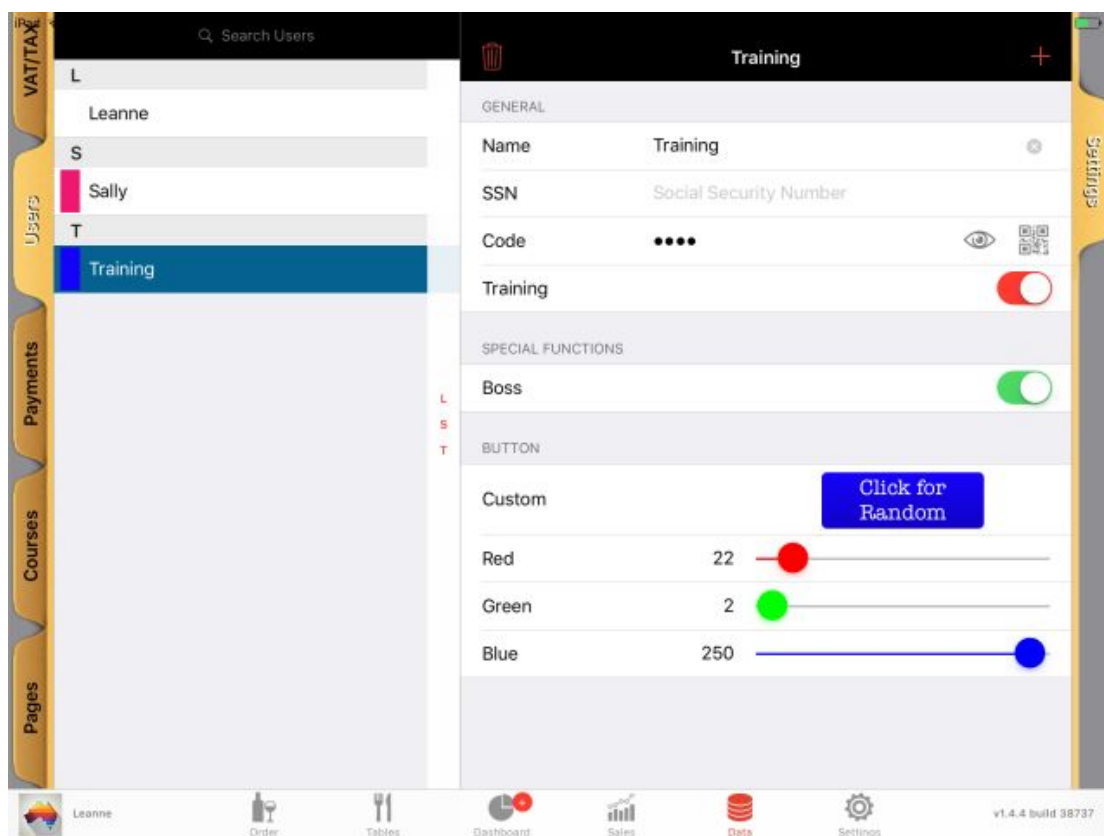
Figure 11: Training Mode

GST/Tax

Click on the VAT/TAX tab (above the users tab).
This has already been setup for Australian GST (depending on your country).

If you need to change these settings.
Set the VAT/TAX percentages according to your tax office requirements.
(Figure 12).

For Australia set the name to GST.
Set Vat/Tax to 10.00 and leave the 'Price exclusive VAT/TAX' toggle off. This is very important, as all prices should be entered as GST inclusive.
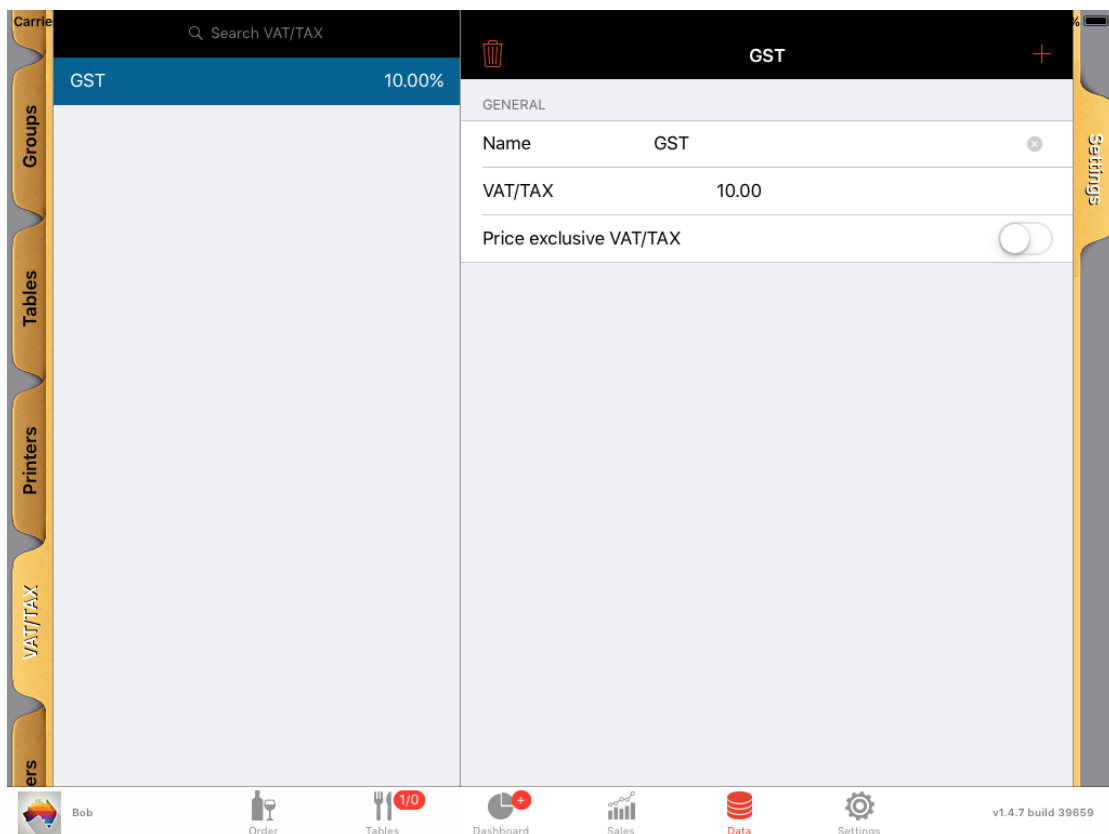
Figure 12: VAT/TAX settings

Printers

Printers in WaiterOne are actually virtual printers NOT physical printers. If you start with WaiterOne you will probably only have 1 physical printer. Don't start by deleting the printers in WaiterOne, think as if the printers in WaiterOne are the different print outs you want, you want a print out for the bar, one for the kitchen and one for your client. In most cases you will have 3 printers in WaiterOne.

Adding printers to WaiterOne is very easy but demands some basic knowledge about your network or about Bluetooth setup. Printer configuration is probably 50% of our customer support. WaiterOne works with printers that can be connected to your local network (Ethernet or Wi-Fi) and with various Bluetooth printers. WaiterOne doesn't work with printers with serial or parallel interfaces, but if you are very handy you can actually make it work, in such case you will need special hardware to connect everything together. You can also connect certain lightning printers to your iPad.

Please contact WaiterOne directly if you would like to purchase printers already programmed and tested.

To configure a printer in WaiterOne you need the ip or the Bluetooth address of that printer or you could work with the network or device name.
The default ip address of your printer could be for instance 192.168.192.168 (we use this ip address a lot in this manual and it is also used in the standard installation of WaiterOne as it is the ip address that Epson uses when shipped).

Type that address into the host field (Figure 13). Every printer will have its own ip address, but if you want to print out different tickets on the same printer (e.g. bill and bar printer), just add another 'virtual' printer with the same address to WaiterOne. If you have only one printer we can create a separate KP docket for Food and Coffees etc.

The configuration of your printer into your network is beyond the scope of this manual; if you should have a question about the configuration of your printer, please send us an email together with the brand of your printer. If possible also send us a photo or scan of your printer settings (turn on your printer while holding down the feed button, a test page will be printed).

Printer test

To test your printer configuration push the test button (QR Code). A small test page should be printed, together with your logo (if you have added one) and a QR Code label, depending on the printer model you have (Figure 14). To add a logo to your printer, download the printer software that does the configuration setup of your printer. To print that logo on your bill add one of the special functions or tags that are available in WaiterOne to your bill header (settings -> general -> ticket header): <logo>

Special functions always start with a '<' and end with a '>'. We use here more or less the same idea as what is used behind the markup language used to create websites: HTML. Another example of such a special function is and . Everything between those 2 tags will be printed in bold. The '/' means that you want to end the markup (function/ tag). With logo you don't have a '/', as logo stands on his own (another example is <pulse>: sends a pulse to your printer and opens your cash drawer (DK output on your printer).
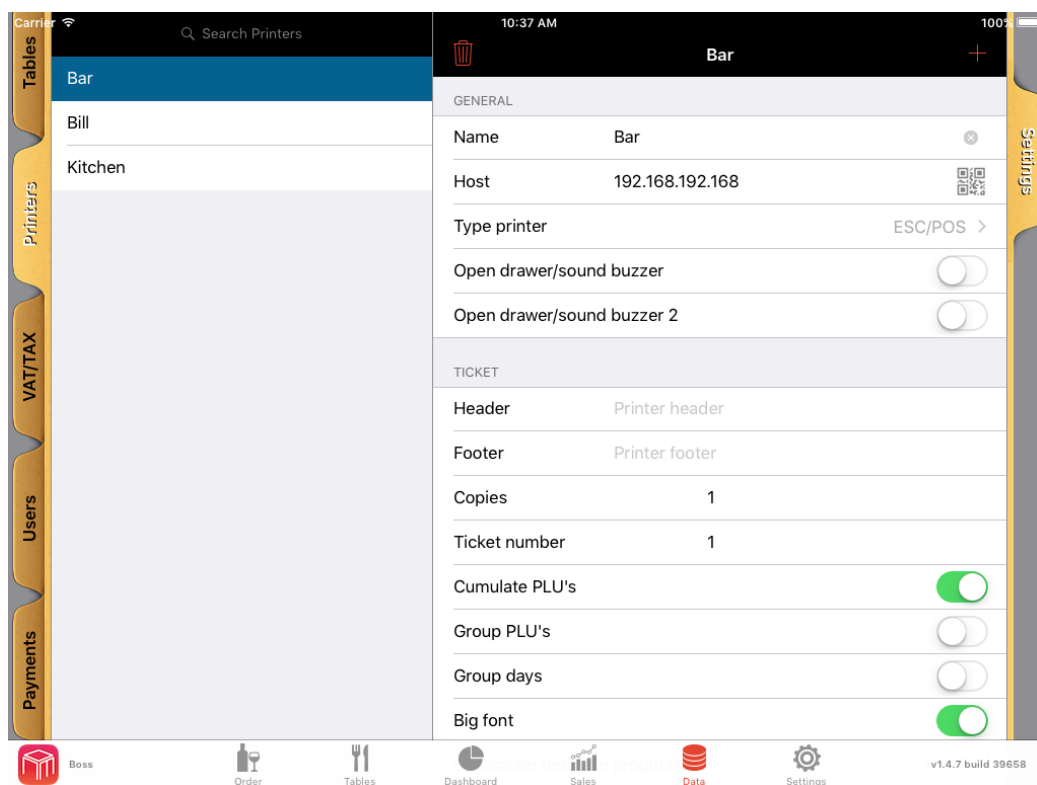
Figure 13: print a QR code to test your setup

Figure 14: test page

Another setting on the printer page is the parameter 'copies'. When set to 0, WaiterOne will not print any ticket. This can be used to disable printing out every receipt and thus wasting meters of paper. If your customer should want a receipt after all just press the "ticket" button and select the receipt you want. A list of receipts is displayed, pressing the top one will print out the last sale… (see main page -> special functions -> tickets). If you set copies to higher number you will receive extra copies of that ticket.

Figure 15: Ticket settings

Printer settings

Characters Font A and Font B: these are the numbers of characters your printer can print on one line using font A or font B. Please consult the manual of your printer. But if you see that your ticket isn't using the whole ticket line then probably these values are set to low. Lots of printers will work with the 42 for Font A and 56 for Font B settings, but the last years POS printers are able to print much smaller resulting in a 48/64 setting for font A and font B respectively.

Code page, character set and encoding: for printing out special characters, language specific characters, see also your printer manual (the default is 16 for the codepage for most Epson compatible printers, 32 is used for some Star printers), 4 for the characters set and 12 for the encoding). For more information contact your dealer.

SETTINGS	
Characters Font A	42
Characters Font B	64
Codepage	16
Character set	4
Encoding	12

Please verify these settings if your print outs doesn't seem to be correct!

Figure 16: printer settings

Hint

Need extra space at the top of your kitchen dockets.
*Goto Data > Printers and add

 to the ticket header of your kitchen printer.*
You will now have plenty of room to hang the dockets and still be able to read them.

Tables

You can add tables and clients names (= tabs) to WaiterOne. Just add as many as you want (Figure 17).
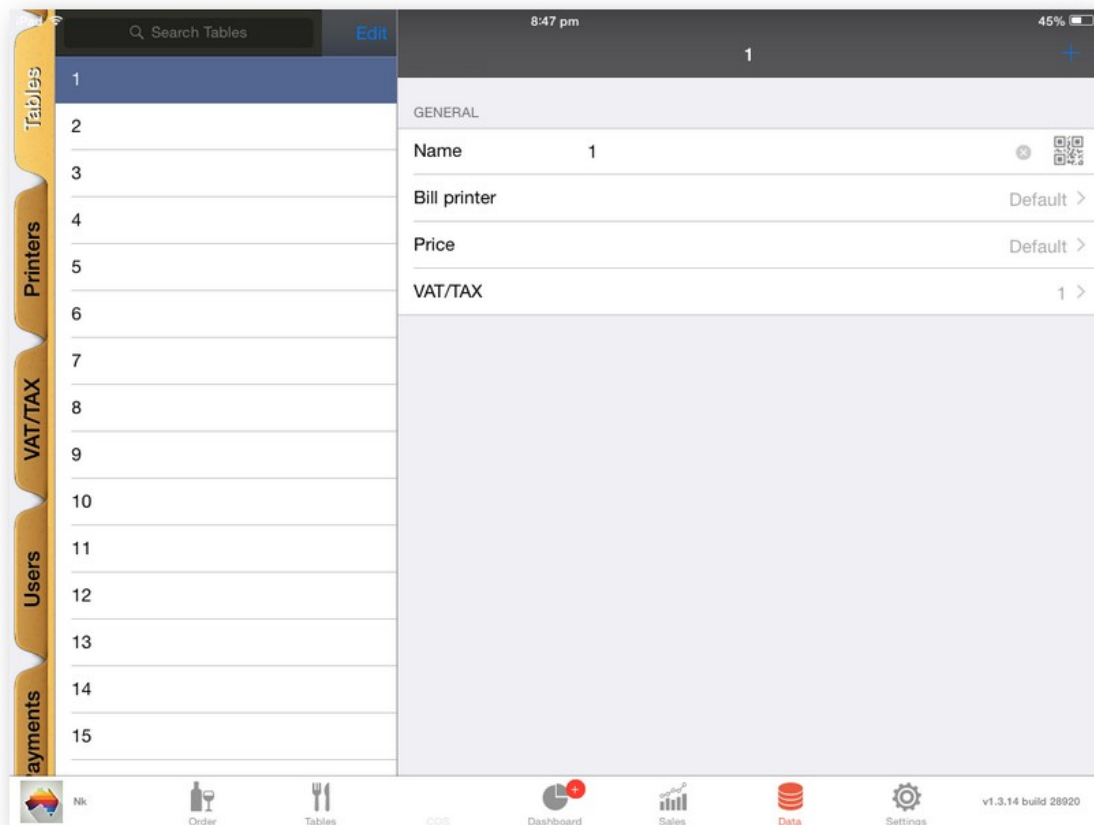
The list of available tables is also displayed by pressing the 'Total Display' at the top right of the sales screen.

Name: It is possible to name the tables as well a using numbers.
E.g. Outside 1 – Deck 10 – Bar2 etc.
Bill or Payment Printer: The printer the final bill or payment is sent too. If you have tables in different locations you can print the bill to the nearest printer to that location.
Price: You can set the price level to be used by each table. If you had a VIP room a different price level could be used for all tables in that area.
VAT/TAX/GST: Separate tax rates for tables. Depending the country you are living in. Widely used in some countries in Europe (e.g. different TAX for take away), not used in Australia or NZ.

Groups

Groups have 2 main functions in WaiterOne.
The first is to organise your items for reporting purposes, e.g. all sales of coffee items will be recorded in the Coffee group.

The second is to help with the configuration of your items. Instead of having to enter every detail again and again for each item, just make a group and inherit all its parameters to every item that you add into the Buttons page.
You can inherit the button color, the course (starter, main dish, …), the GST/TAX and the printer place. More will come in the future, so make use of it as much as possible.

Inherit from groups is also helpful if you have to make a change to printers, tax, courses, etc for a group of items. Changing the printer for that group will change the printer for all items owned by that group.

In the screenshot (Figure 18) you will see that the Cold Drinks group has the bar printer as the default printer and GST tax selected. The default color for the buttons belonging to the Cold Drinks group is blue. You can also set more printers and select a default course.
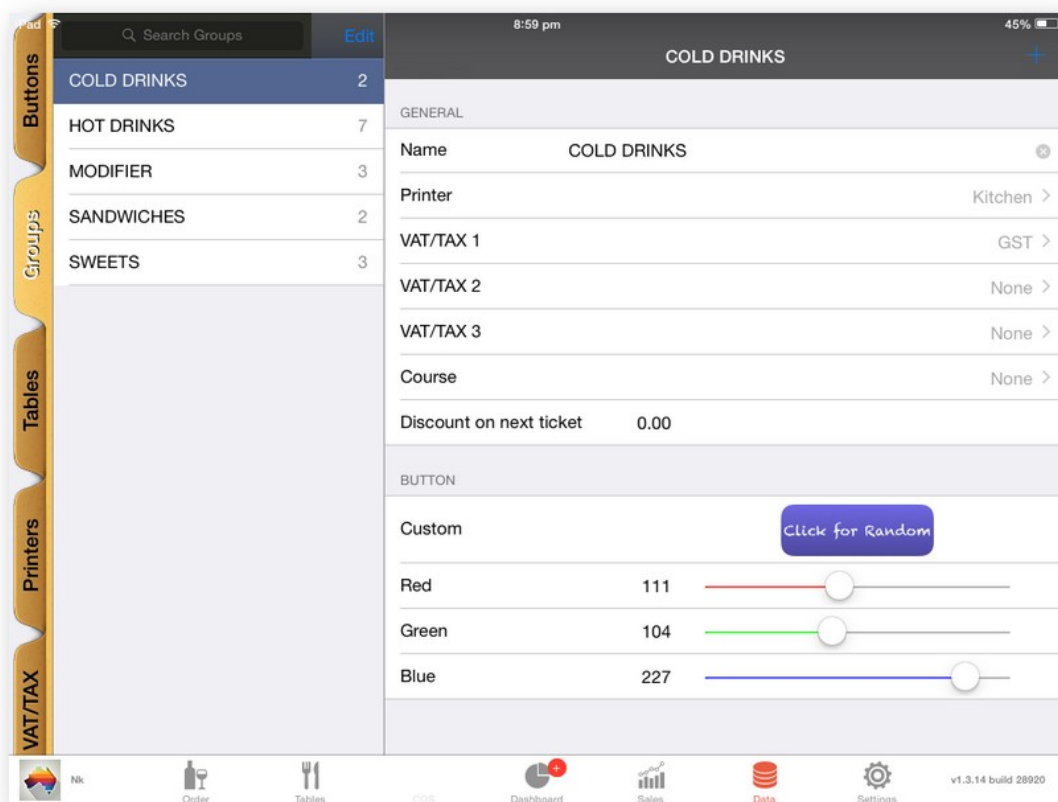
Figure 18: groups

Buttons
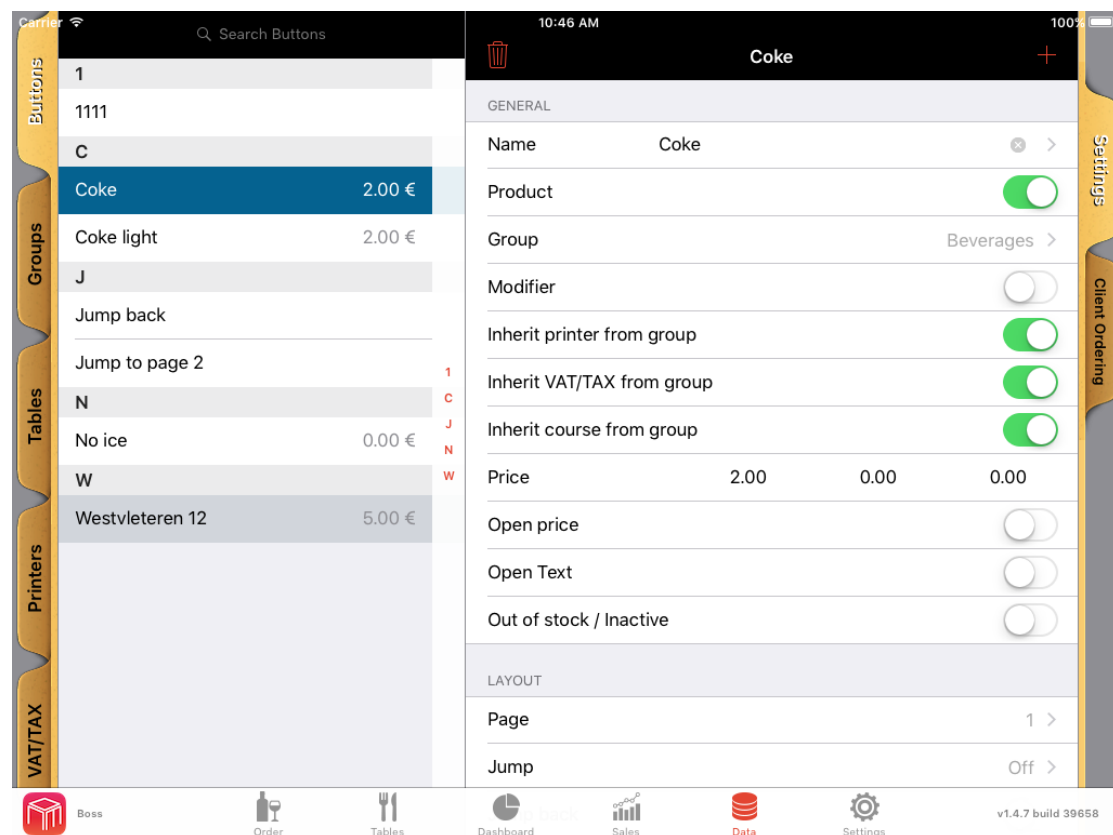
Figure 19: buttons

When you first start WaiterOne you will only have a few buttons programmed. Let's change the name of the first button. It's named '1111', just to remind people about the initial password of WaiterOne (Figure 19).

Let's change the name to Cappuccino. Change the group to 'Coffee', leave the 'Inherit printer from group', 'Inherit GST/TAX from group' and 'Inherit course from group' activated. The more we inherit the less work you will have to do later. Inherit means that we use (inherit) the settings from the group the button belongs to.

Adding a new button is very simple. If you would like to add a new coffee go to the coffee page and find the last coffee displayed e.g. Cappuccino.
Go back to Data > Buttons and search for and highlight Cappuccino. Press on the '+' sign (top right hand corner). An exact copy of Cappuccino has now been created; notice an asterisk has been added to the end of the name.

Now just rename Cappuccino* to your new coffee, e.g. Flat White, Press Done.
Change the price and go back to the sales screen.

You will notice that the new coffee has been added to the space below or right top of the last coffee.

Hints

1. *In the main sales screen you can move buttons by simply pressing on the button and drag to the new location. Easier than calculating yourself what the correct columns and rows are of your buttons.*
2. *If you cannot find the new button it may be underneath a button that already exists. Just drag the button below the copied one and you should find the new button you have just created.*
3. *Need more space on your screen. Change the row/column of one of the buttons so that is it beyond the button with the highest row/column. You can have like 12 rows on 12 columns of buttons on 1 page!*

Some important parameters:

Price 1-2-3: Set different price levels for tables, takeaway or happy hours.
Open Price: This allows you to enter the price for this product. Can be used for misc button or daily specials.
Open Text: Switch on to enter misc text. Can also be used with the Open price switch. If you also switch on Modifier then this button can be used to enter a modifier that is not currently programmed.
Modifier: Switch on to make this button a modifier (add on), e.g. rare, no ice, skim milk etc. The modifier can be chargeable if required.
If an item is set as a modifier it must be sold with a standard product, it cannot be sold by itself. Selecting a modifier without selecting a normal product will not work.
Out of stock: Switch on to set the product as out of stock, an out of stock product will not be clickable in WaiterOne.
Page: Sets the page to display this button on.
Jump: when clicking on the button WaiterOne will automatically jump to another page. You can use this to make a page with products of the same family (e.g. beers), or you could use this to jump to a page with modifiers (e.g. rare).
Jump Back: Switch on so that when the button is pressed WaiterOne will immediately *jump back to the page where you came from*. Use this to allow staff to select only one choice eg Rare, Med, Well Done. Sometimes you may have different products on different pages that require the same choice. Using this option will take you back to the product page you started from. You can nest jumps and jump backs as much as you want.
Row/column: on which row/column do you want the button (moving a button around can also be done on the button page, see previous hints or see later)

Courses

Courses are a way to sort ordered products on your Kitchen dockets.
Items linked to the Entrée course will all print under the Entrée heading, no matter what order they have been entered into the sales screen.

If using courses you will also have to set the "Group PLU" flag on your order printer (data -> printers).
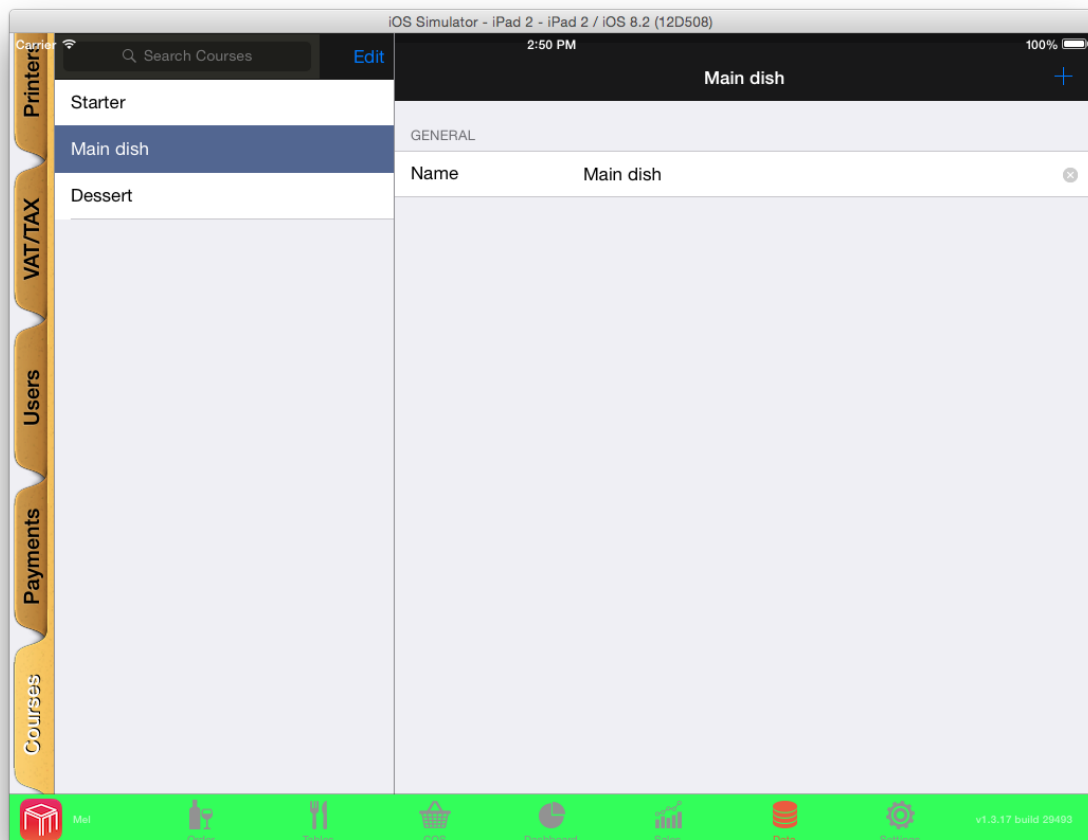

Figure 20: courses

Payments

Payment buttons can be created to tender or to show how a bill has been paid. Payment buttons can also be used to add extra's to the bill like tips, service or other add-ons. Payment buttons can also be used to accept a prepayment from a client without closing the account. The payment buttons are created more or less the same as the product buttons, except they will only appear on the payments page. This page can be viewed by swiping up or by closing the order (depending if the rendering parameter is set or not).

The payment parameters:

Name: set here the name of the payment e.g. Cash, EFTPOS, Tip etc

Value: Value should be set to 1 most of the time. But in case you receive foreign money and you want to exchange these you could put here the exchange rate. Some countries also let people pay with government cheques with a fixed value, here it would be a good place to fill in that value (e.g. 1 lunch cheque is 7.20€). If set to 0 nothing will happen with the total of your ticket.

Percentage: Calculate a % of the amount received. Can be a discount or an extra to be paid (e.g. when using credit cards).

Not divisible : Activate if the payment method is not divisible, if you can't split the payment method (e.g. a lunch cheque is 7.20, you can't split it in a halve cheque or so).

Quick pay : When activated WaiterOne will calculate all automatically, no intervention will be needed, no need to type in how much the clients have to pay.

Service switch: set to on if the payment involves a service, a price added to the bill (e.g. tip). At this stage it can only be a percentage.

Open drawer switch: when set to on, the drawer will be opened when this payment methods is used e.g. you don't want to open the drawer when somebody pays with EFTPOS but yes, you want to open the drawer when people pay with cash.

Copies: set the number of tickets you want if this payment method is used (e.g. I want 2 copies if people pay with credit card, one for me and one for the client).
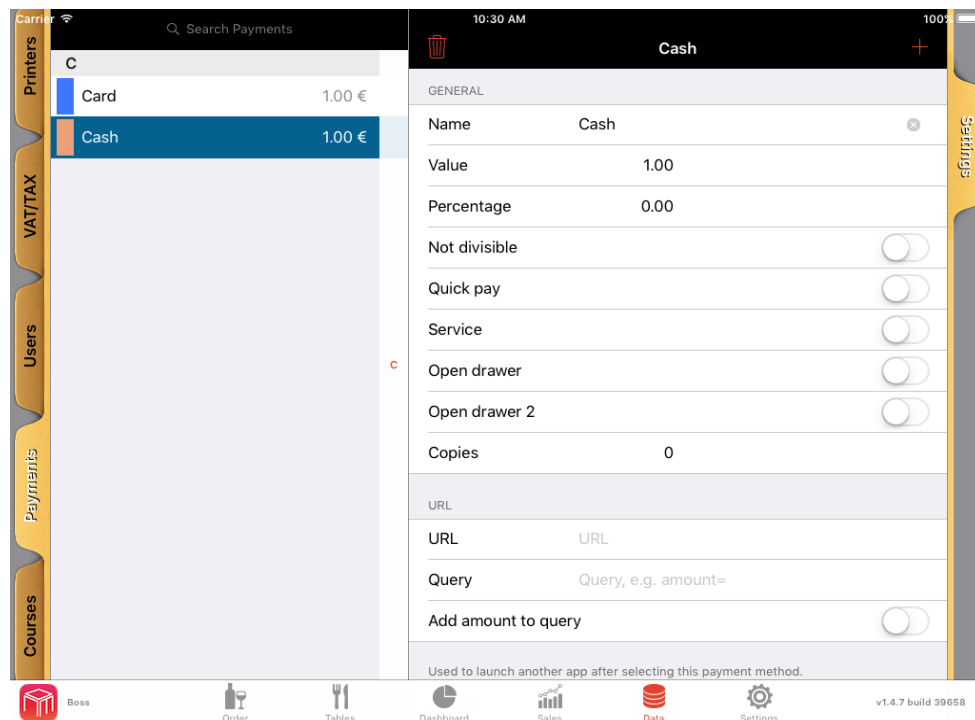
Figure 21: payments

Once the payments are set you have to activate it in the settings.

Go to settings **-> general -> tendering**. Also set a default payment, in most case this will be your cash payment. The default tendering will be used to calculate the change if nothing else was selected (e.g. if client pays too much with his credit card, WaiterOne will calculate how money should be given back in the default payment method).
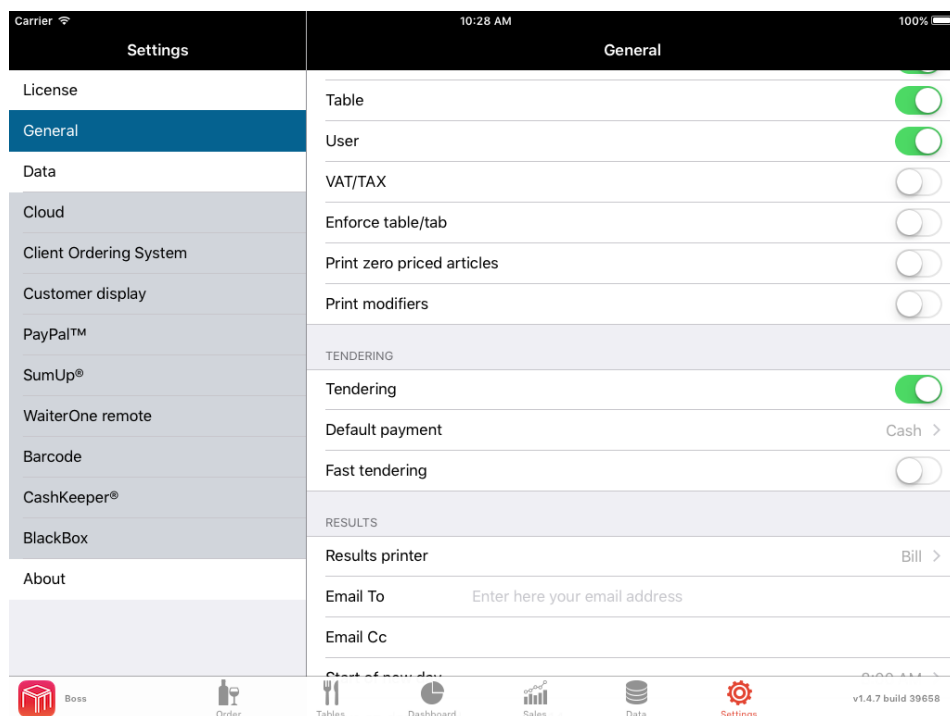
Figure 22: activate tendering in the settings

Settings

After entering data we also need to set some specific settings so that WaiterOne is configured correctly for your business.

Click on the 'settings' button on the bottom (Figure 23).
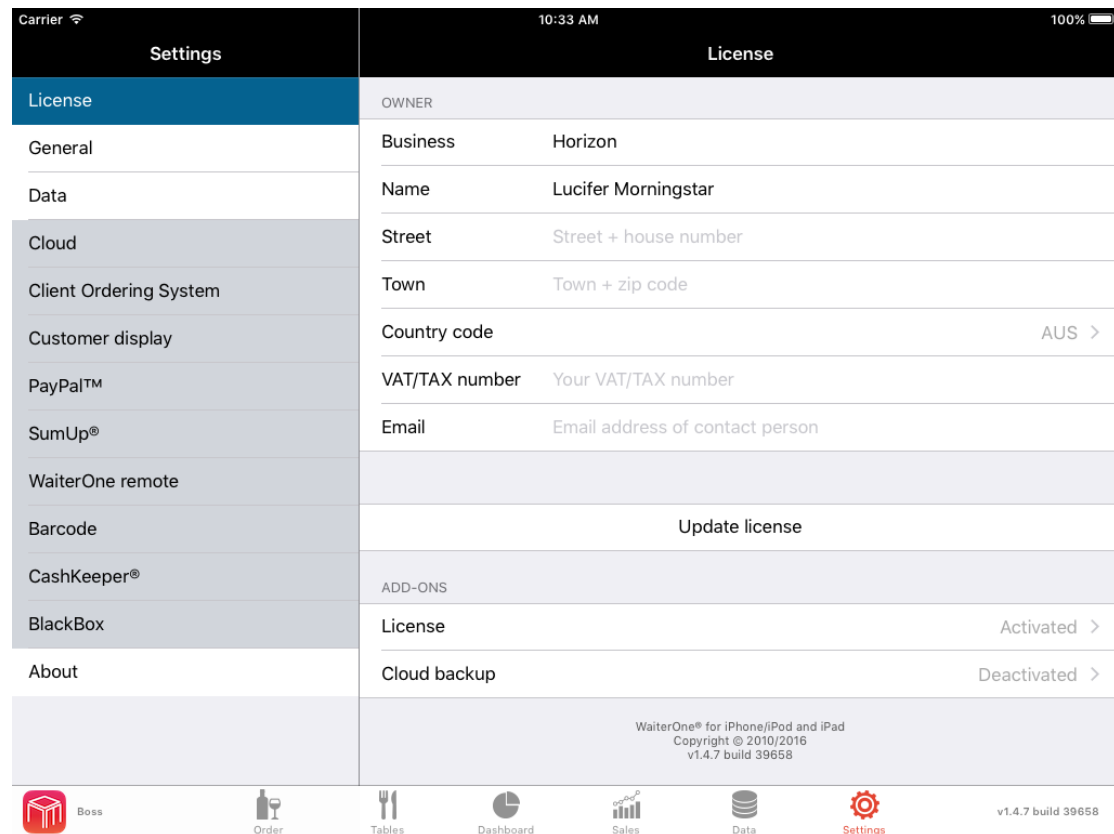
Figure 23: settings

The first settings are the most important ones. On the general settings you have the ticket header and footer that will be printed on the receipt or bill. The ticket header will be centered, the footer not. If you want to center something you could add some markup tags (e.g.<c> to center, </c> to stop the centering, and for bold, <h1> and </h1> for a bigger font, …).

Toggles or switches that appear in RED (or ORANGE) mean that they have a big (or less big) impact on WaiterOne. They can sometimes even block your system (e.g. Customer Display was only made for the Citizen CT-S800 printer family, activating this on another brand such as Epson will block your printer completely).

Some important settings:

Bill -> Bill printer: choose the printer(s) you want to use to print out the receipt/bill.
Bill -> Payment printer: choose the printer(s) you want to use to print out the payment ticket.
Bill -> AirPrint: do not set this if you don't have an AirPrint printer (like HP's all-in-one inkjet printers). We don't like the way AirPrint works on the iPad. So if possible go for a real POS printer. It is faster, smaller and less expensive to use (no expensive ink cartridges).
Bill -> Enforce table/tab: if you need the users to pick a table/tab then activate this.
Results - > Result printer: choose the printer you want to use to print out the results (Reports).
Currencies: if you want to work with a second currency activate the currency exchange.
Deactivated order button: Activate this if you do direct sales only. No Table accounts or Tabs will be possible.

The reset options in **settings -> data -> reset** let you reset the results, the results and counters. Please note: Open tables/tabs are not cleared. If required please close off each table/tab manually before resetting your data. The last option (All) will delete all your data and settings, please be careful with this one (Figure 24).

RESET
Results
Results and counters
All

Figure 24: handle with care

The Data page also shows how many Buttons, Groups, Printers etc are currently in use. The Backup, Import and Export functions are at the top of the page.

When you click on 'Backup' (Figure 25) you can email a copy of your database to yourself for backup purposes or to the WaiterOne support email for any troubleshooting. This function will only work if you have an email address configured on your iPad. Remember there is a size limit on email, depending on your Internet provider. All backups are compressed in the latest versions of WaiterOne. Depending on the version or settings you have, this compressed backup file can also be encrypted.

You can restore a database by connecting your iPad to iTunes and drag and drop your backup file (w1.db) back to your iPad. You can not do this with an zipped back file. Please unzip it manually first.

OR

you can open that email with the w1.db database attached. Press on the attachment for a second and click on 'copy to WaiterOne'. You will be then asked to overwrite your existing database. If the database was encrypted your password will be asked.
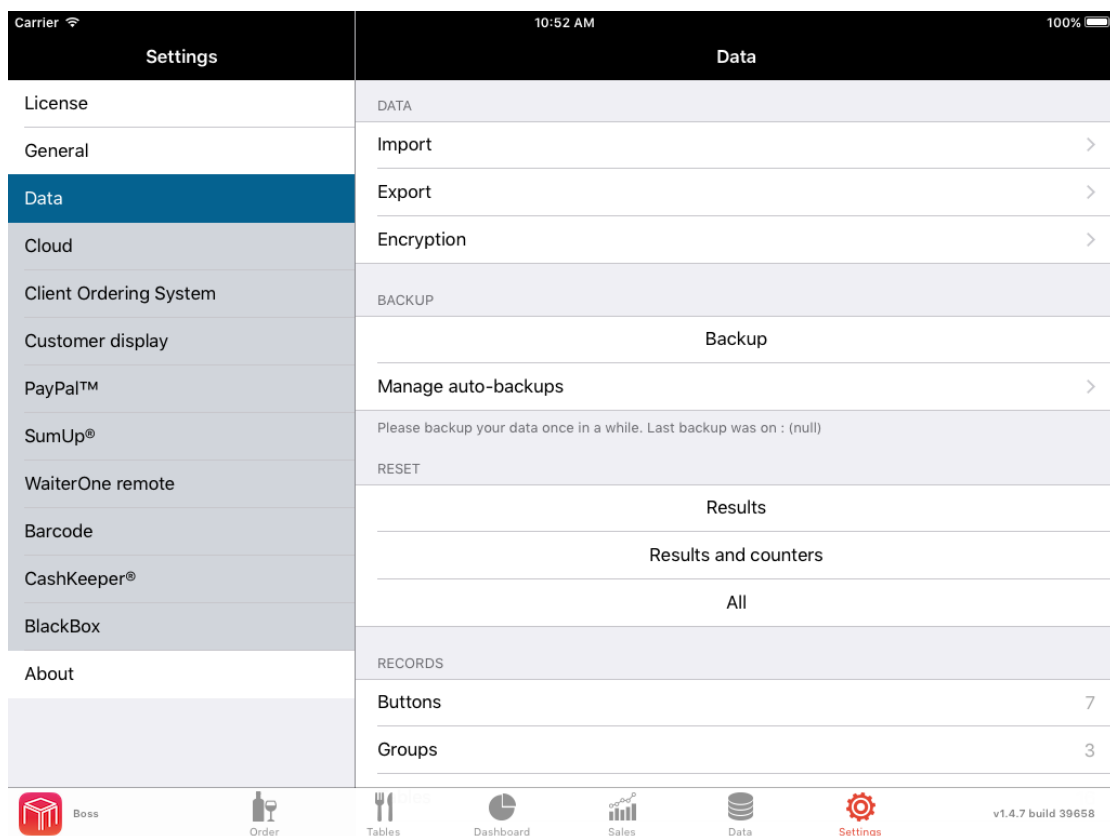
Figure 25: backup

USING WaiterOne

Log in with 1111 or your new clerk code if programmed differently.

All items will be visible on the different pages according to their settings on the buttons/groups tab (Figure 26).

You can move through the different pages by swiping from left to right, right to left, up/down or down/up. Swiping from right to left will show the next page, swiping from left to right will bring you to the previous page, from down to up will bring you to the last page (payment page if tendering is activated), up to down to the first page (start page). You could also jump to a specific page by programming a 'jump' button or set the 'jump back' option on a button. If wanted swiping can also be disabled in the settings -> general -> all kind of settings.
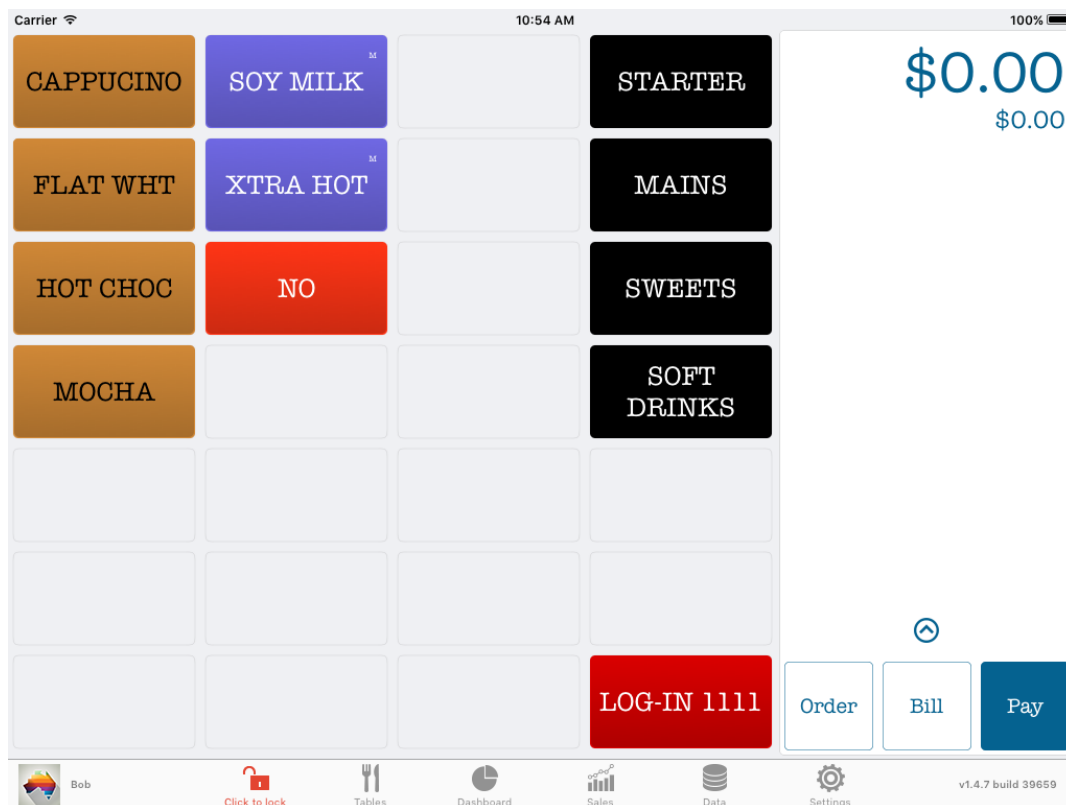
Figure 26: swipe the pages

The order button (New Balance)

This button only activates when you open a table from your list.

Enter items onto the table then press the Order button.
When clicking on this button (Figure 27), your order is send to the bar/kitchen/…
printers. The sale is not finalised ONLY stored.
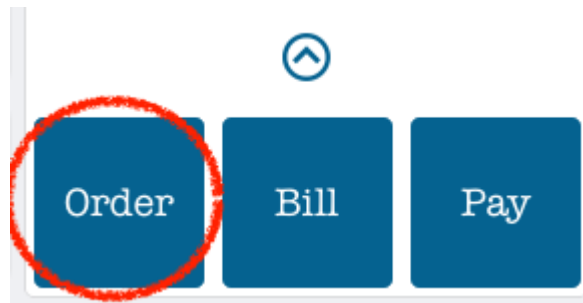
Figure 27: the order button

The bill button

This is used for creating a pro-forma receipt (Bill) for your customer.

Open the customer's table and press the Bill button (Figure 28).
Any outstanding orders will be sent to the bar/kitchen/… printer, if not already printed
AND a pro forma receipt (bill) is printed for your customer. The table will be stored, not
finalised. You can reopen the table and add other products; you can reprint the bill.
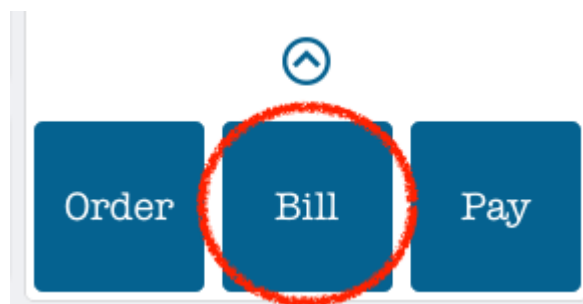
Figure 28: the bill or receipt button

The payment button

When clicking on this button (Figure 29), your order is sent to the bar/kitchen/… printer, if not already printed AND a receipt/bill is printed for your client. If payment methods were added and tendering is activated, you will be able to select the correct method of payment first.
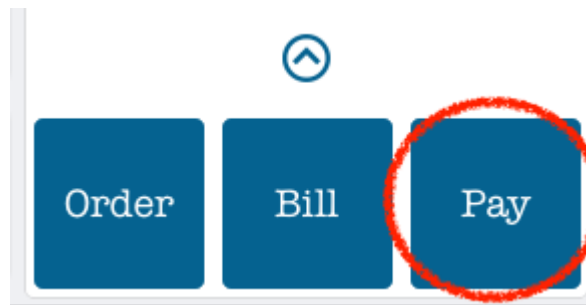
Figure 29: the payment button

Total + table/tab name

Pressing on the Total screen (Figure 30) will display a list of all tabs/tables currently open. The amount owed by each table and the number of bills already printed (Figure 30) will also be displayed.
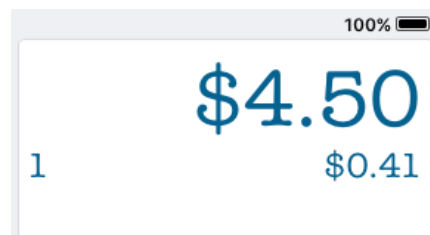
Figure 30: click on the ticket total to open the tabs/tables

Underneath that same list is also a button to move a table to another table. Once a table was selected you can click on it and select another table (Figure 31-32).
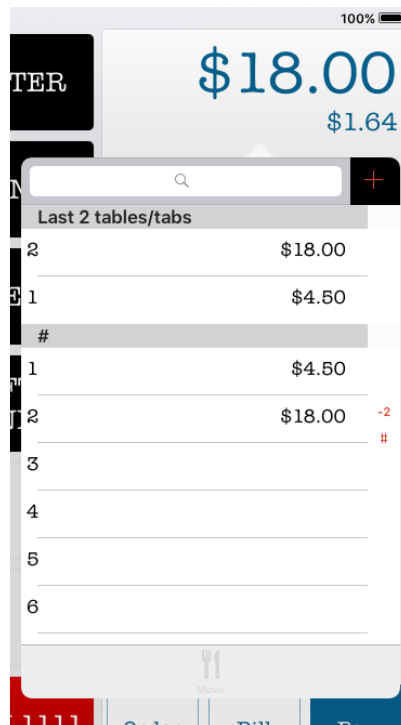
Figure 31: open tables
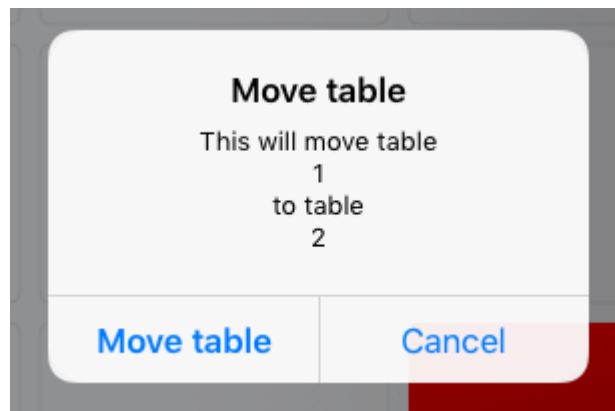
Figure 32: move table

Tables

Pressing the Table icon will display all tables/tabs you have created. These are in a graphical list format and the positions can't be changed. Tables are ordered, tables with numbers first then alphabetically.

Figure 33: old school table view

Create new Tables

Startup WaiterOne and log in with boss, go to tables and click on the edit button.
Click on the table list or add (+) new tables, select squares on the table canvas to create and edit tables. Every table will have a color so you know which table you are editing. You can also change names of tables or add / delete tables in the data button of WaiterOne.
Stop editing tables by clicking on the edit button again. Now you can choose a table and add orders to it.

OR
- Goto Data
- Select Table Tab (On left of screen)
- Press the + sign to add a new table.
- Give the table a name so you know what pages are used for.
    eg coffees, starters etc

Create Temporary Tables (Takeaway sales)

A great new feature is the ability to create a new temporary table/account that will be deleted once the bill is paid in full. This is perfect for bar tabs and takeaway sales.

Bar tab example: Customer leaves c/card behind the bar and starts a bar tab.
- Clerk presses on the "Total Display" to open the table list as normal, but instead of using a permanent table they enter the customer's name (happens to be Dan) into the search field then press the "+"button.
- This creates a new table called "Dan" which is used to store all of Dans drinks. (Figure 34)
- Once the account called "Dan" has been cashed off it will be removed from the table list.
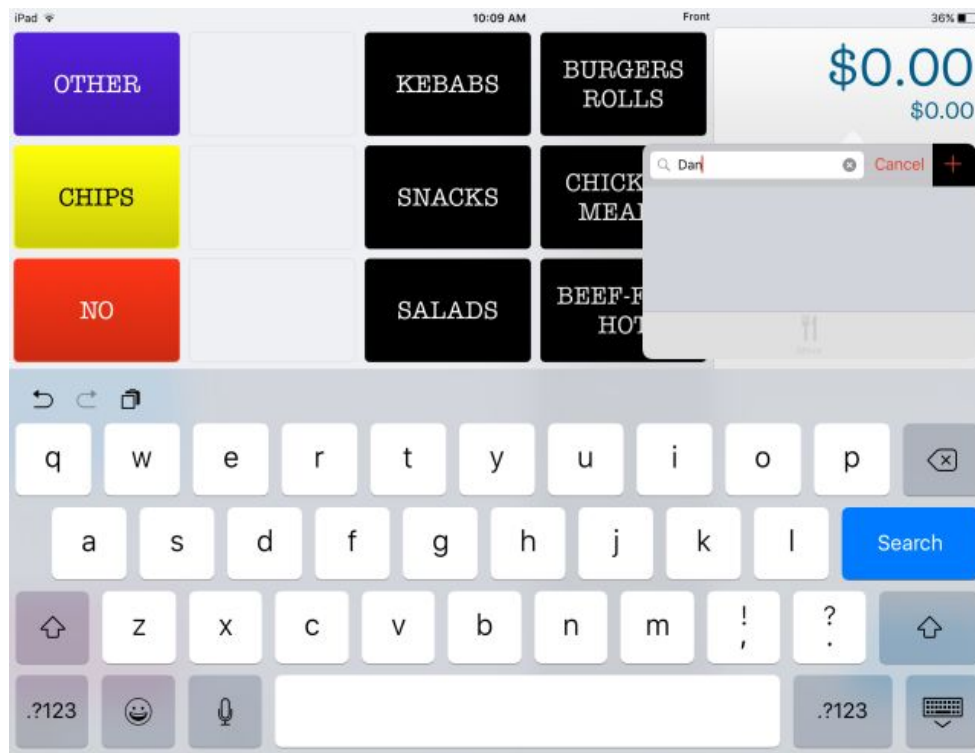
Figure 34: Temporary Table Account

Takeaway Order: Customer phones through a takeaway order to the local fish and chippy.
- Clerk presses on the "Total Display" to open the table list as normal, they enter the customer name into the search field then press the "+"button.
- This creates a new account which is used to store the customer food order.
- The order is entered into the system and "stored" as normal.
- When the customer arrives the clerk can retrieve the order by name and the order is paid for and finalised.

- The temporary Takeaway acct is then removed from the table list.

Special functions

The arrow up icon is the icon for the special functions. Depending on the user's settings you will see the special functions and you can click on them accordingly (Figure 35).
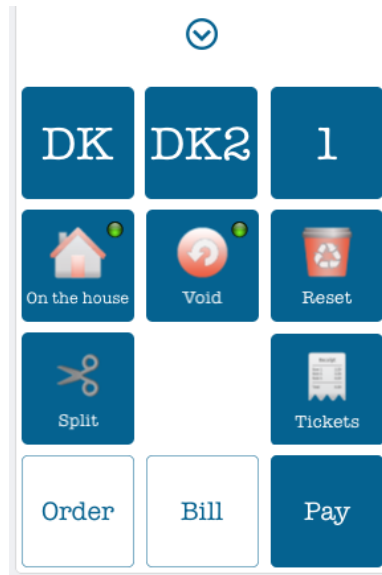
Figure 35: special functions

List of Functions

□ **DK**: Drawer Kick - No Sale. Opens the Cash Drawer. DK2: Drawer Kick 2 (as you can add 2 drawers on WaiterOne).

□ **1**: Price level – press to go to level 2, again to level 3, and then back to level 1.

□ **Void**: Press once (light blinks red) Void an item after it has been sent to the KP or Refunds item if sale has been finalised.
Long press will lock the button so multiple items can be Voided/Refunded.

□ **On the House**: Press once (light blinks blue) then sell an item at zero price (complimentary). Long press to sell multiple items at zero price.
Note: Sale finalises by default fast tender.

□ **Reset:** Clears current sales screen before sending to KP or finalising the sale. You could also logout and login again.

□ **Split (Bill):** Splits a table bill between customers.
Open table > Press Split > Press items to be paid for > Press split (bottom right) > Finalise sale as usual. The remainder of the bill will be stored to the table.

□ **Tickets:** Press to show a list of finalised bills. Press the bill that you require to print a copy receipt.

DASHBOARD

The dashboard is just a fast way to visualise the current situation of your business (Figure 36). If you see a '+' sign on the dashboard icon, then this means that some data has been added or changed. That way you know that an update of the dashboard is going to be happen as soon as you click on it.
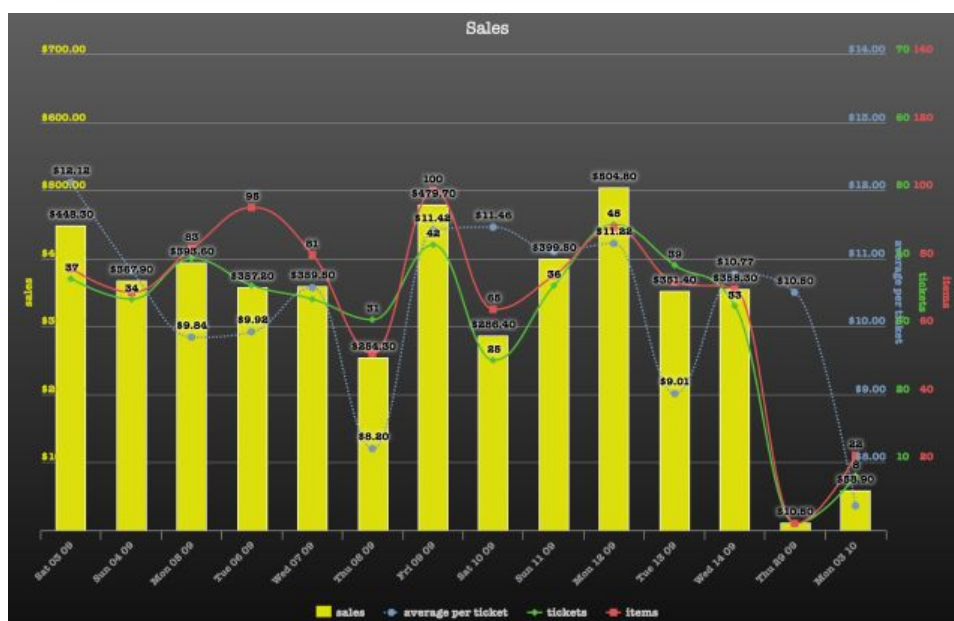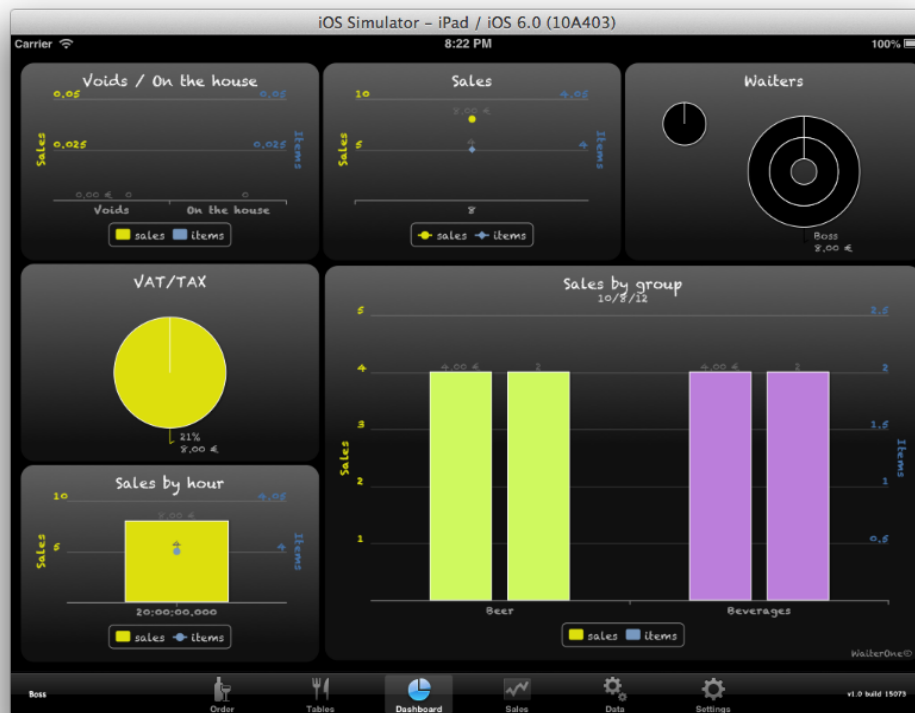
Figure 36: dashboard

Sales Reports

All sales listings and reports can be found here (Figure 37). Select a button to view it on your screen, print it (POS printer or AirPrint printer) or email it.

X reads allow you to look at the takings during the day WITHOUT resetting any totals.

Z reads are to be done at the end of each trading day or shift.
All totals will be cleared ready for the next day's trade.

** IMPORTANT *** Please print or email both the Z Financials and Z User reports for your Tax records. There is no way to recreate that same Z report a second time once deleted (trash icon).

Figure 37: sales

Here is a list of all the listings/reports you can generate:

- Main reports :
  - Sales (only 1 day can be viewed on screen, if you select more than 1 day it can only be mailed)
  - Orders (only 1 day can be viewed on screen, if you select more than 1 day it can only be mailed)
  - Users
  - Products
  - Day -> products
  - Groups
  - VAT/TAX/GST
  - Hours
  - Tables/tabs
  - Voids/On the house
  - Open price/open text
- Payment reports :
  - Payments
  - Day -> payments
- XZ reports
  - X Financial
  - X Users
  - Z Financial
  - Z Users
- Other reports
  - Open tables/tabs
  - Price list
  - Price list in stock/active products

Most reports can generated with start and end date selection.

COS

Update: We have a new online COS system ready online at https://waiter.one*. All is completely integrated. We also have a separate manual ready.*

COS stands for Client Ordering System.

COS is a web solution for smartphones (iOS, Android, …), the idea is that every client can order with his own smartphone (when sitting and using your local Wi-Fi network), so no need to send over a waiter to take up an order anymore. It is totally integrated into WaiterOne, and your client doesn't have to install or activate anything. He only have to surf to a particular website address (the address of your iPad). COS is written in HTML5, this means that it isn't as smooth as a native solution (in which WaiterOne is written) but this means that you can use it on any device.

Go to Settings -> Client Ordering System and set Publish to ON. In the configuration you will find a lot of fields and labels. Most of them are there for you to customise the text shown on your clients smartphone (e.g. welcome text, name of the title, name of the checkout button…).

Under the Publish label you will find the address clients will need to surf to. If this should be to complicated you could always make a link from your website to this address, that way people don't need to type in that 'complicated' address. The link is also transmitted with Apple's 'bonjour' discovery protocol. But this only works if you have an iPhone or iPod.

As an example here you have the address of our test iPad. Don't use these ones, at it varies from installation to installation, from network to network:

http://192.168.192.113:8080   http://iPad-from-Ed.local:8080

As soon as you type in that address and you are connected to the same network as the network your iPad is in you will get this:

Figure 38: COS setup screen.

The labels with %% before and after are labels which have not been configured yet. Frequent customers can also make a bookmark to your digital menu card by clicking on the middle button in the tab bar.

Figure 39

WaiterOne DASHBOARD FOR IPHONE

Update: We have a new Dashboard system ready online at https://www.waiterone.net/dashboard. *The Dashboard app has been deleted from the Apple AppStore.*

With Dashboard for WaiterOne you can consult your sales from everywhere. No need to go to your bar or restaurant and print out your sales. Just hook up your unique cloud ID to the Dashboard app and see your sales in real time.

Go to Settings -> Cloud and activate your cloud settings.

Figure 40: cloud

Download the Dashboard app from the Apple App Store. Start it up on your iPhone. Launch it. Normally you will see 2 demo accounts. To add your own account, click on the '+' sign; add your cloud ID and password, click on Done. Now you are ready to start.

With WaiterOne Dashboard you can see your sales. You can choose a date or check from date to date. You can see the total, items sold, number of tickets, and so on:

You can also see sales sold by groups, by product. And you can have it visualised in charts. To view your results in a chart, turn your iPhone to landscape. You can also swipe on a chart to get it changed.

Figure 41

Figure 42

SUPPORT

If you require support for WaiterOne you can go to Settings -> About -> 'Click here for support'. That way we get your settings (incl. your database). Just add some info about your issue, question or problem so we know what kind of support you want (Figure 43). Remember to configure setup an email account on your iPad; otherwise you can't send us an email from within WaiterOne.
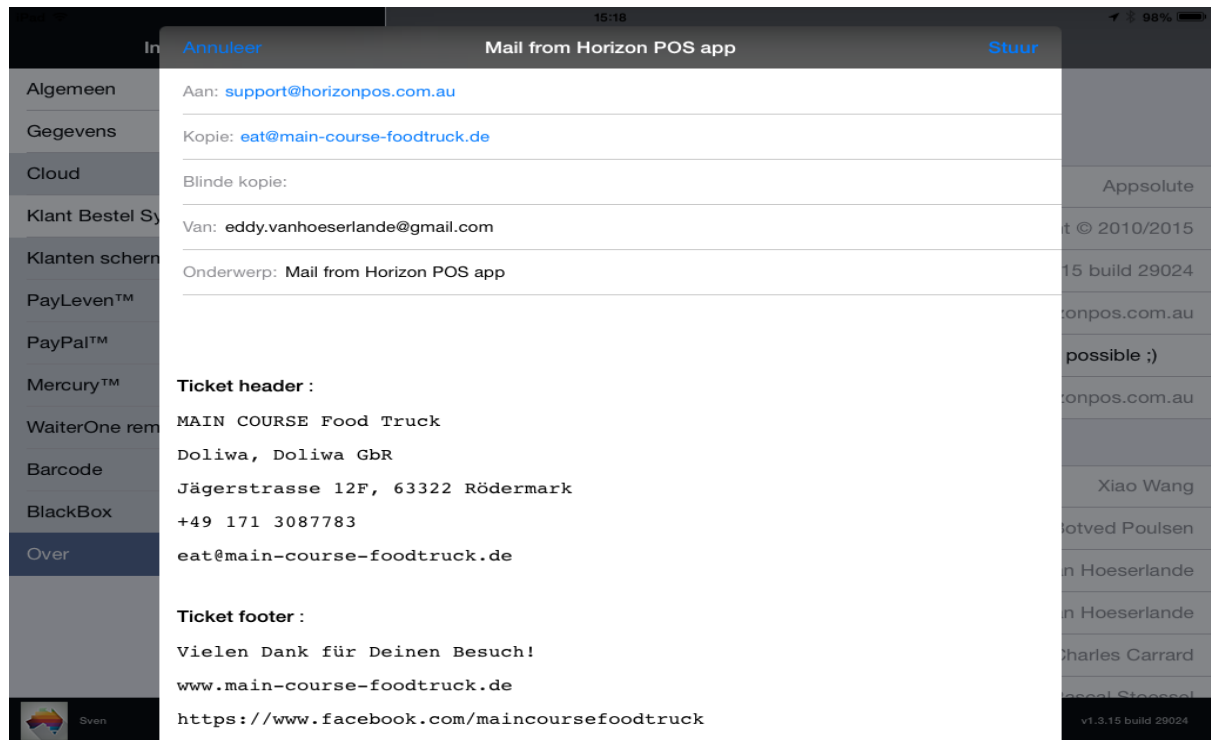
Figure 43: support

BASIC CASH SALE

Ok time for a bit of training. Let's do a basic Cash sale using our demo data.

1. Start WaiterOne

2. Log-on with your clerk code

3. Press 'Cappuccino'

4. Press 'Flat White'

5. Press 'Soy Milk'
   Notice that Soy Milk displays in red. This means that it is a 'Modifier'
   (Remember a Modifier attaches to the previous item when sent to the Kitchen
   Printer)
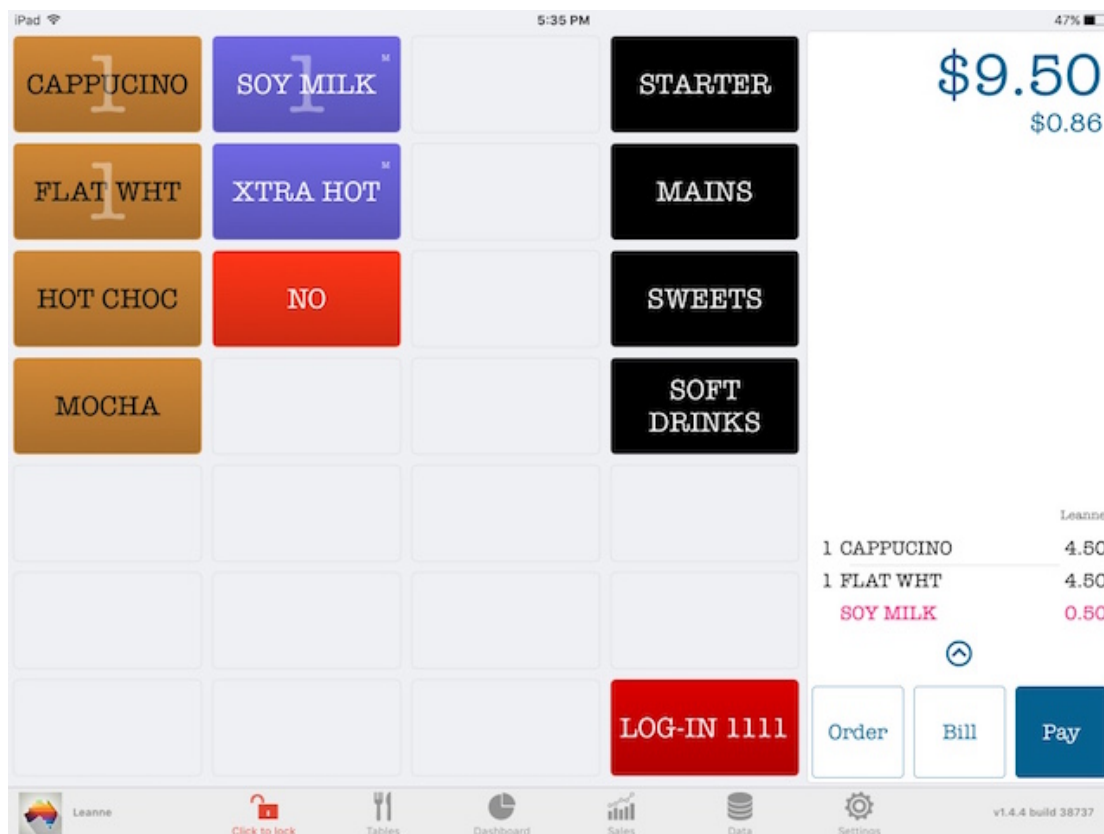
Figure 44: Sale screen

6. Press the 'Pay' button

7. This takes you to the Payment page.

Figure 45: Payment screen

8. Press the 'Cash' button

9. A payment screen now pops up.
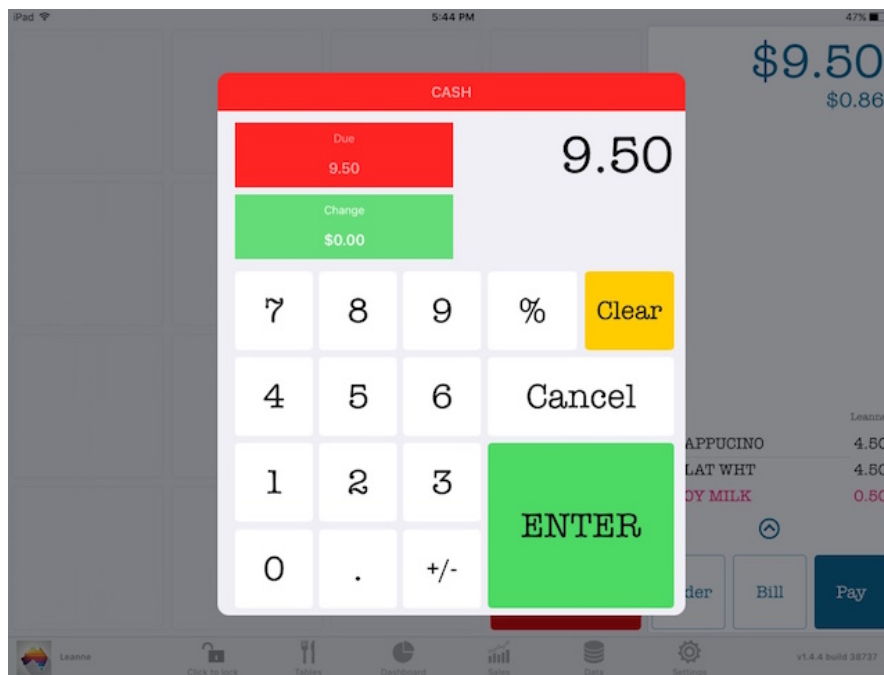
Figure 46: Amount tendered

10. Enter the Amount Tendered and press 'Enter' (Figure: 46)
    The sale has been finalised, and items are sent to the Product printers.

11. The Change is displayed and you are ready for the next sale.
    (Figure: 47)

12. If you have Settings > General > Fast Tendering set to off you will have to press
    the 'Pay' button again to finalise the sale.
    (So make sure this is set to ON)
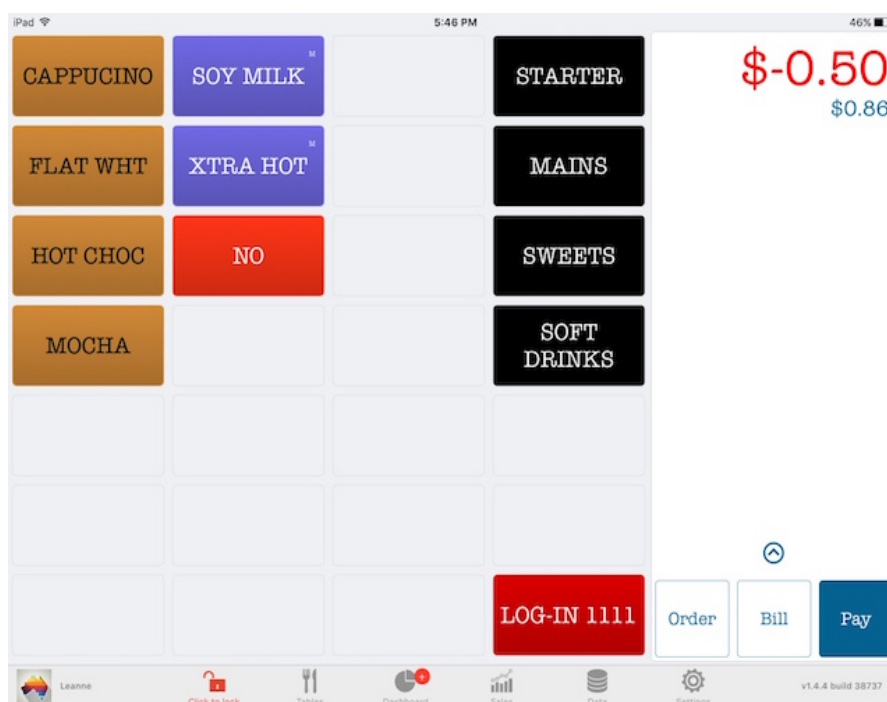
CUSTOMERS TABLE ACCOUNT

Time to create a Table account for a customer. You can select the items then select the Table OR select the table first then select the items.
In this example we will select the items first.

1. Start WaiterOne

2. Log-on with your clerk code

3. Press 'Hot Choc'

4. Press 'Mocha'

5. Press 'Xtra Hot'
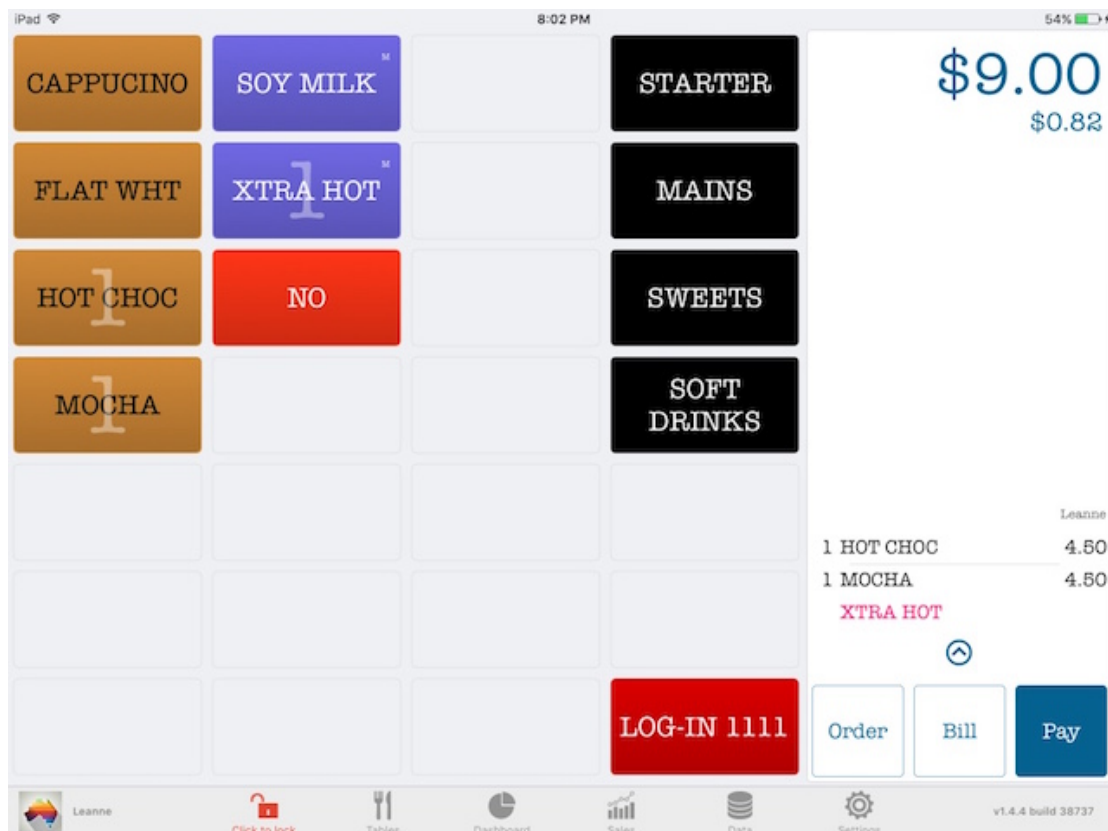
Figure 48:Table account

6. This time we will put these items to Table 3 or if you give 'table talkers' to your customers you will need to select the same number you have allocated to them.

There are 2 ways to select a table.
   a. Press the top right of the screen (Subtotal Amount) to display the Table list. (Figure: 49)
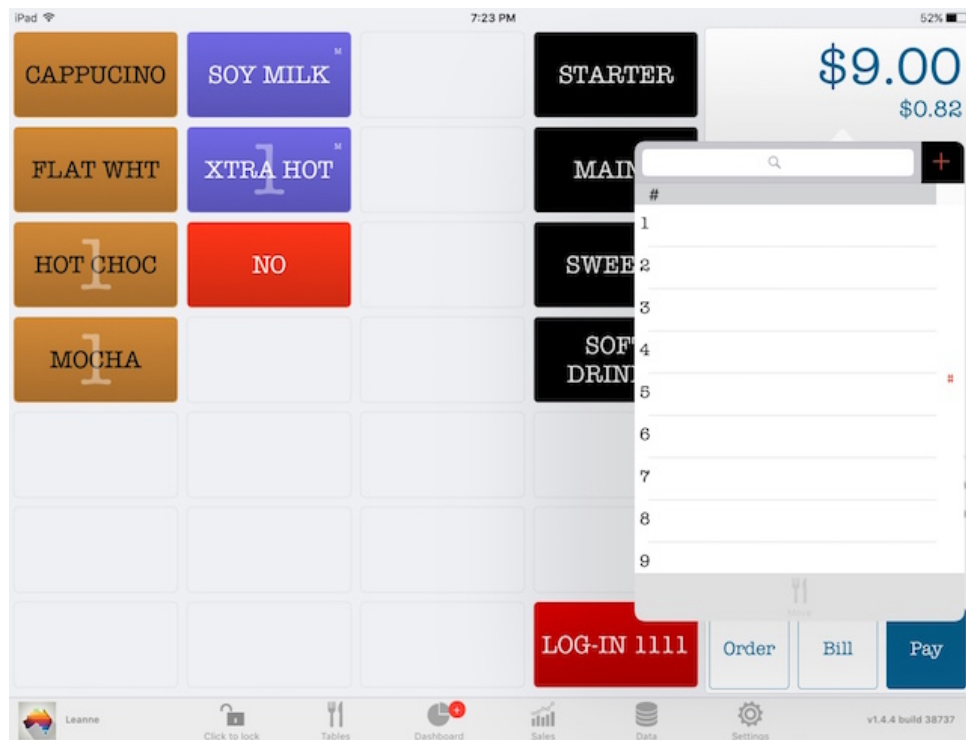
Figure 49: Table list

OR Press the Table icon at the bottom of the screen. (Figure: 50)
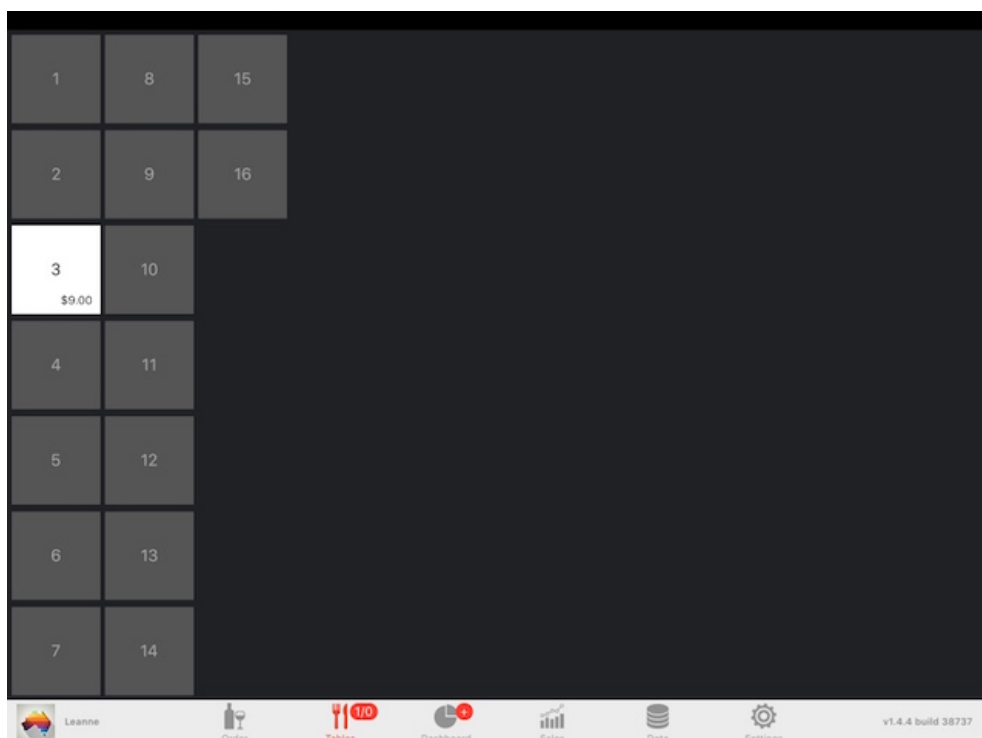
Figure 50: Table map

7. Now that you have selected a table you must save the items to the table. To do this you press the 'Order' button. This saves the ordered items to the table and prints the items to Order Printers.

Important: If you open a table you MUST close the table using the Order button. Do not leave a table open. You can also close the table by pressing one of the other action buttons (bill and pay), more about this later.

To ADD more items to the table account

1. Open the customers table account by pressing the Table button
   Notice how Table 3 is now a different colour and the $ value of the account is displayed.

2. Press the Table and you will taken back to the Sales screen. The last items ordered will be shown in sales list. As you enter new items these will be displayed under the previous items.
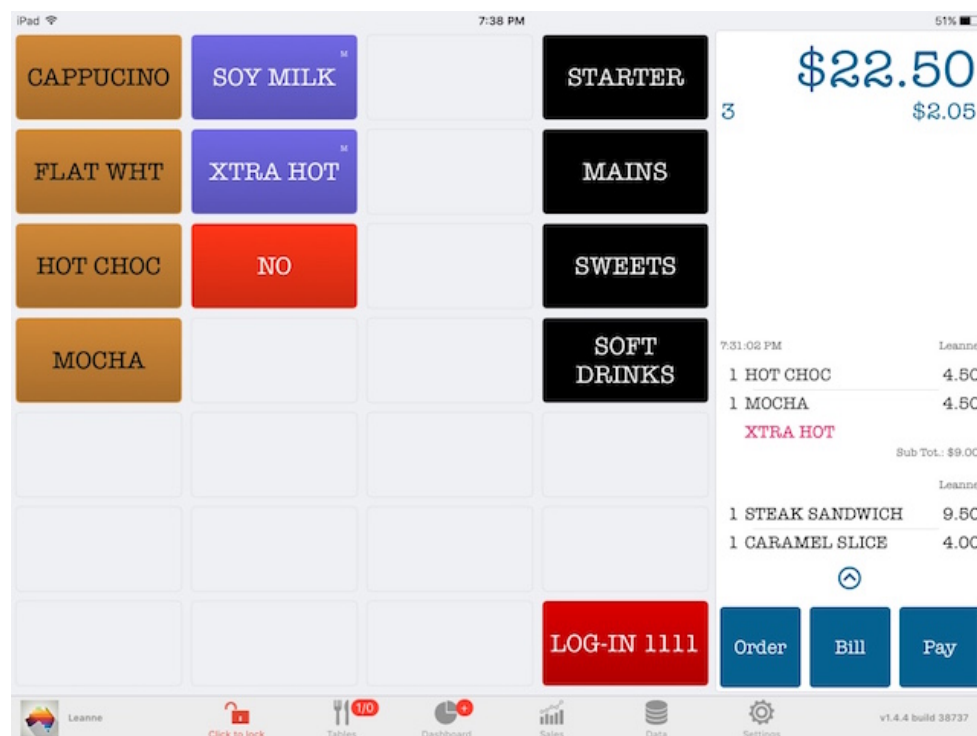
Figure 51: Table account

3. Press the 'Order' button again to save the new items to the Table account.

Print customers Bill

When the customer is ready to leave it is common to print a bill for the table account. To do this ..

1. Open the customers table

2. Press "Bill"
   This will print an invoice for the customer and store the table.

Close Table account

1. Open the customers table

2. Press the Pay button and finalise sale as normal.

Once payment has been made the table account is now closed and ready for the next customer.

TABLE MODE

Table mode is a new parameter in WaiterOne which completely changes the way the app functions throughout the day. In table mode the app will have the tables as primary screen, in non table mode you will see the buttons first. In short you could say that table mode needs to be set if you work with tables, non table mode could be used if you have clients queueing in front of you. Working in non table mode doesn't mean that you can't select a table, you can always select a table by just going to the tables page. The same goes for table mode, if you don't want a table, no problem.

To activate table mode go to settings in WaiterOne.

Table mode active.

First screen :

When selecting a table when not logged in :
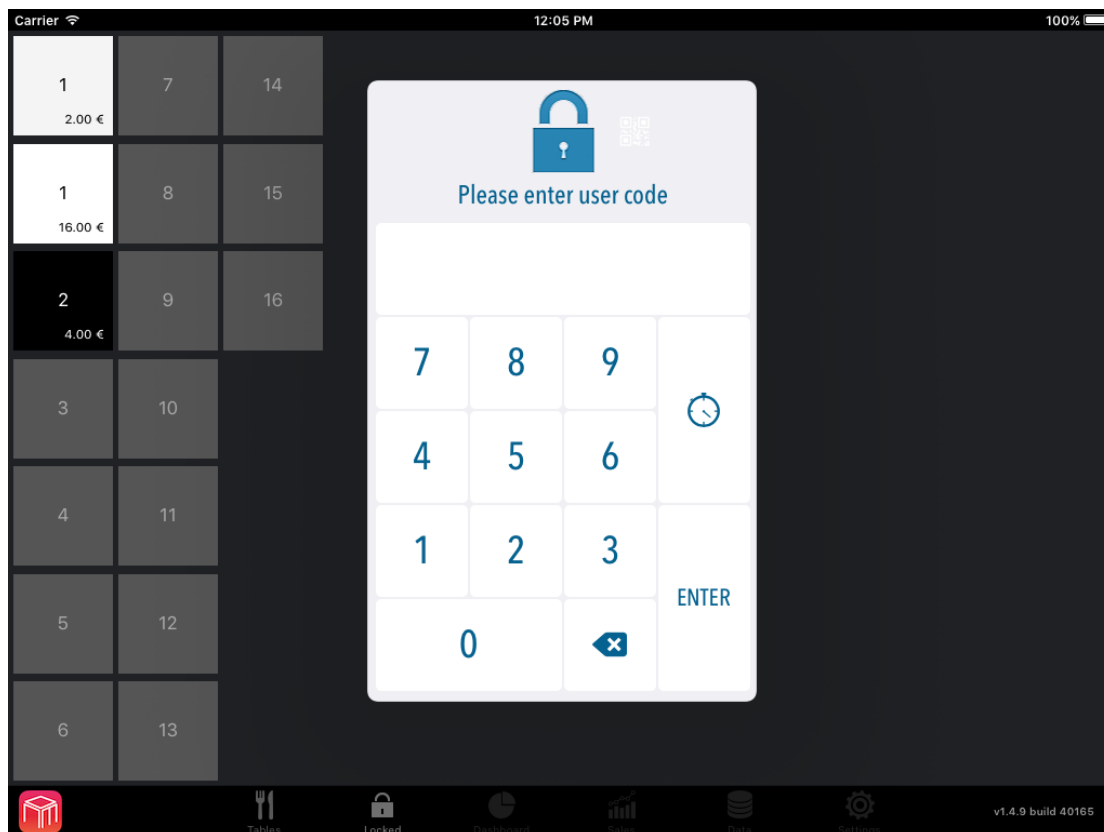
Figure 52: Table mode Log In screen

Screen isn't blocked, you can view and scroll the tables without being logged in. But as soon as you want to do something, see a table in detail of perform an action, your log in code will need to be entered as normal..

Once logged in, you can logout by clicking on the …. Button. Or you could just wait until you get logged out automatically.
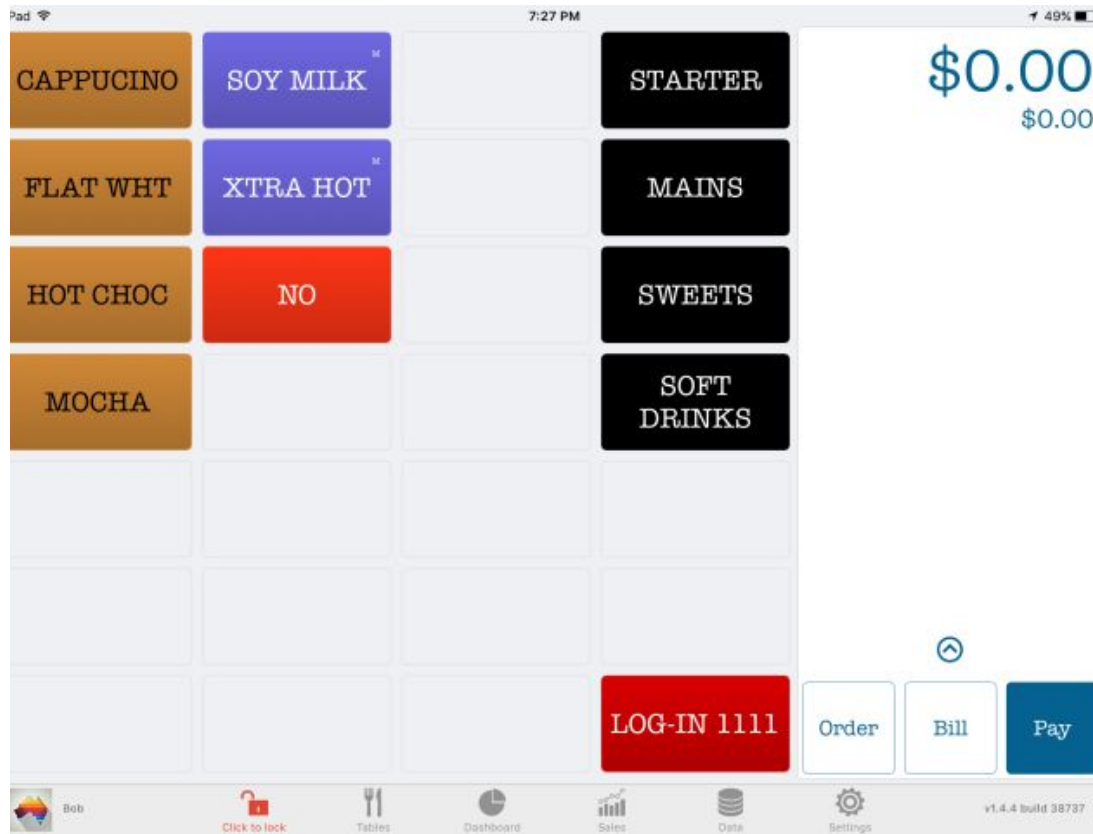
Figure 53: Table mode NOT activated

This was the mode how WaiterOne worked for many many years. The main screen is a screen with all your products on, if you want a table you have to select the table screen. It all depends how your business works, how your business is organised.

<u>Frequently Asked Questions</u>

Do I need to be connected to the internet to work with WaiterOne?
NO, WaiterOne is running on your iPad and on your iPad only. No need to have a connection to the internet in your bar or restaurant. We have lots of clients who are even on the road, selling waffles or hamburgers in their mobile units.

Is there a free trial or maybe a Lite version of WaiterOne for the iPad?
NO there is not. Apple has disapproved our Lite version. They want us to work with an in-App purchase. But we don't like that.
We are working on a solution but for now you could, if you live in the E.U., buy the app, test it, and if you don't like it, after talking with us, redeem your money at Apple. There is a link on your invoice that you received from Apple when yo bought the app.
European law states that you have 3 weeks to redeem your money!

Why is WaiterOne Remote for iPhone / iPod free?
We think that everybody should have an iPod touch running WaiterOne as their personal ordering system. So we made it free, enjoy and have fun using it.

How many remote's can I use?
You can connect as much remote's as you want (for free!!). There are no software limits.
If you have a lot of remote's in use, let us know, we could make a 'hall of fame' of it 😉

How can I connect my iPhone or iPod to the iPad server?
4 steps to be made :
1. Download a free version of WaiterOne Remote for iPhone / iPod.
2. Connect your device to your local network (enable Wi-Fi). Your device should be in the same range as your iPad or access point.
3. Enable on your iPad the Remote server under Settings -> WaiterOne remote.
4. Launch WaiterOne Remote on your iPhone / iPod, go to settings, your iPad should become visible, select it, enter your waiter code, download the buttons and start using it. Enjoy!

My remotes don't see the main WaiterOne iPad?
We are using a protocol named 'Bonjour'. Sometimes your access point blocks it or it is just not being well transmitted/received. Check if you don't have a firewall running on your access point. A client pointed out that changing the 'channel width' to automatic solved his problem. Imagine that!

Is WaiterOne GDPdU compliant for Germany?
There is a lot of misunderstanding about this. And other POS sellers use this to say that they are approved. But there is no such thing as an approval for Germany. Soon we will have a German release of WaiterOne, in this case all data will be encrypted. Have a look at this and come back to use if things are not clear yet.

Anbei übersende ich Dir einige Auszüge die besagen das was viele Kassenhersteller machen nur Marketing ist und es vom BFM keine Zertifikate oder eine Zertifizierungspflicht gibt!

Auszüge :

Gibt es ein Zertifikat (Konformität zu GoBS, GDPdU, GoBD), dass das Kassenprogramm vom Finanzamt anerkannt wird?

Oft liest man den Werbespruch bei manchen Kassenprogrammen "Prüfungssicher nach GoBs (oder GDPdU oder GoBD)". Kann man solchen Aussagen Vertrauen schenken?

Für die Finanzämter und Betriebsprüfer ist ein Zertifikat/Testat nicht relevant. Wenn man sich mal die GDPdU FAQ auf der Website des BMF ansieht, steht hier:

17. Besteht die Möglichkeit, das vorhandene oder geplante DV-System von der Finanzverwaltung als "GDPdU-konform" zertifizieren zu lassen?

Nein. Insbesondere die Vielzahl und unterschiedliche Ausgestaltung und Kombination selbst marktgängiger Buchhaltungs- und Archivierungssysteme lassen keine allgemein gültigen Aussagen der Finanzverwaltung zur Konformität der verwendeten oder geplanten Hard- und Software zu. "Zertifikate" Dritter entfalten gegenüber der Finanzverwaltung keine Bindungswirkung.

Im Übrigen hängt die Ordnungsmäßigkeit eines im Rechnungswesen eingesetzten Verfahrens letztlich von mehreren Kriterien ab (z. B. auch von der Richtigkeit und Vollständigkeit der eingegebenen Daten).

Auch in der neuen GoBD steht unter Punkt 12 "Zertifizierung und Software-Testate":

180: Positivtestate zur Ordnungsmäßigkeit der Buchführung – und damit zur Ordnungsmäßigkeit DV-gestützter Buchführungssysteme – werden weder im Rahmen einer steuerlichen Außenprüfung noch im Rahmen einer verbindlichen Auskunft erteilt.

181 "Zertifikate" oder "Testate" Dritter können bei der Auswahl eines Softwareproduktes dem Unternehmen als Entscheidungskriterium dienen, entfalten jedoch aus den in Rz. 179 genannten Gründen gegenüber der Finanzbehörde keine Bindungswirkung.

Von der Finanzverwaltung werden also keine Testate/Zertifikate ausgestellt und Zertifikate von "Dritten" werden nicht anerkannt. Also sind diese Zertifikate und Werbesprüche nur für Werbezwecke und sollen Vertrauen erwecken.

Was nützt ein Zertifikat für ein Programm, wenn z. B. nur jeder zweite Kunde im Programm kassiert wird? Ein Programm kann nicht prüfungssicher sein, wenn Daten fehlerhaft erfasst werden.

Natürlich werden die gesetzlichen Anforderungen von unserem Programm erfüllt, so lange die Daten regelmäßig zur Dokumentation exportiert und elektronisch archiviert werden. Vor allem die Tagesberichte (Z-Berichte), Kassenbelege, Kassenbuchungen, etc.

Does WaiterOne work with 'the BlackBox' (zwarte doos / boîte noire)?

Yes we have developed a fiscal version of WaiterOne. The BlackBox is a fiscal data module registering all transactions. WaiterOne communicates with the BlackBox and handles transactions accordingly. Some countries require you to work with the BlackBox, some others give you discounts on your social costs. Please check with your local tax authorities.

If you need more information about using WaiterOne with the BlackBox?

Please contact us.

Is WaiterOne safe?

Yes and no! Due to some s****d US encryption law, we didn't encrypt data on WaiterOne. So your data is not encrypted and can be read by anybody who gets his hands on it. At the end of the day, you can delete all your sales, so you can start all over again the day after. Nothing to worry about.

We are working on a fiscal version (see BlackBox), let's say a version with a lot of restrictions and encryptions. More about this very soon now.

Backup? How?

The database is viewable in iTunes (File Sharing), you can drag w1.db, drop and store it on your Mac or PC for backup purposes.

We also added a backup function in the 'Settings' of WaiterOne now. Under Settings -> Data -> Data. This way you can backup your data by sending yourself an email with backup as attachment.

In a future release we will integrate an automatic cloud backup into WaiterOne. That way you won't forget to backup your data. DONE!!

Restore?

The database can be restored in 2 different ways :

1. with email configured on your iPad you can open the database w1.db file directly. Just click a few seconds on the w1.db zip attachment, a pop up will open, then select 'Copy to WaiterOne'

Figure 54: Restore Backup

2. Copy to WaiterOne

3. with iTunes (File Sharing), you can drag the previously stored database w1.db back from your Mac or PC to iTunes. Here is how :

4. Connect your iPad to your Mac or PC,

5. Open iTunes (if not already started),

6. Click on your freshly connected iPad in iTunes,

7. Click on Apps,

8. Scroll down until you see 'File Sharing'
9. Click on WaiterOne,
10. Now drag and drop the w1.db file from whatever place you have stored it, to the WaiterOne documents, you can also click on the Add… button in case the drag and drop is to cumbersome,
11. (Re)start WaiterOne.

What is the code when you install WaiterOne for the first time.
It's '1111', this should give you admin privileges. Don't forget to change it asap. The code '0000' is used to configure the remote version for the iPad.

I can't remember the code of my waiter.
If you enter a wrong code for more than 3 times, a file named 'passwords.txt' will be created. That file can be viewed in iTunes (File Sharing) with your favorite text editor. As soon as you login again, that file will be deleted.

I don't want to work with a code.
Since version 1.3.17 of WaiterOne, we have a neat way to logon.
1. Go to the settings of WaiterOne, click on barcode, activate software barcode, use front camera and activate blind mode
2. Next go to data -> users and select the user you want to make a badge for, next click on the QR Code button that located on the right (next to code)
3. Now log out. Hold your QRCode above your iPad. Keep it +/- 30 horizontal or vertical in front of the camera. Faster than lightning it will log you on.
Awesome!

How can I easily place buttons on the screen.
Instead of working and memorize rows and columns, you can drag and drop buttons whenever you hold them longer then a normal touch. Try it, it's fun.

How can I change the buttons size.
The button size in WaiterOne is calculated by the app itself. You don't have to say how big or small a button has to be. It all depends on the number of rows and columns you have on your pages. The more rows or columns you have the smaller the buttons will become.

How can I work with tables?
We will stop supporting this method in the next version of WaiterOne, The idea is to work only with the 'old school' table plan. See your settings in WaiterOne (settings -> general settings -> all kind of settings).
Working with tables is done the following way :
1. Create a background with your favorite paint program and name it : tables_background.png. The minimum size should be 1024 on 699 pixels. Your smallest table should be 50 pixels or more. You can draw whatever table shape you want. Start with a simple drawing. If you don't know how to work with a

paint program ask somebody in your neighborhood. Or send us an email, maybe we can arrange a meeting with somebody who can draw!

2. Drag and drop your saved image to WaiterOne Documents under iTunes (File Sharing).
3. Startup WaiterOne and log in with boss, go to tables and click on the edit button.
4. Click on the table list or add (+) new tables, select squares on the table canvas to create and edit tables. Every table will have a color so you know which table you are editing. You can also change names of tables or add / delete tables in the data button of WaiterOne.
5. Stop editing tables by clicking on the edit button again. Now you can choose a table and add orders to it.

In a next release we will add some visualization symbols to show the status of the tables (e.g. in use, received bill, …).

Can I use WaiterOne for my event?

You know those events where people buy tickets at a certain desk and then get their drinks somewhere else? Well, WaiterOne can just do that also!

In the printers you can set a parameter to print out a ticket for every product you ordered. Imagine you have a client who want to pay for 5 drinks. WaiterOne will print out 5 voucher for your client, he can then exchange them at the bar whenever he wants. Have a look at these settings (data -> printers -> tickets -> separation between products) :
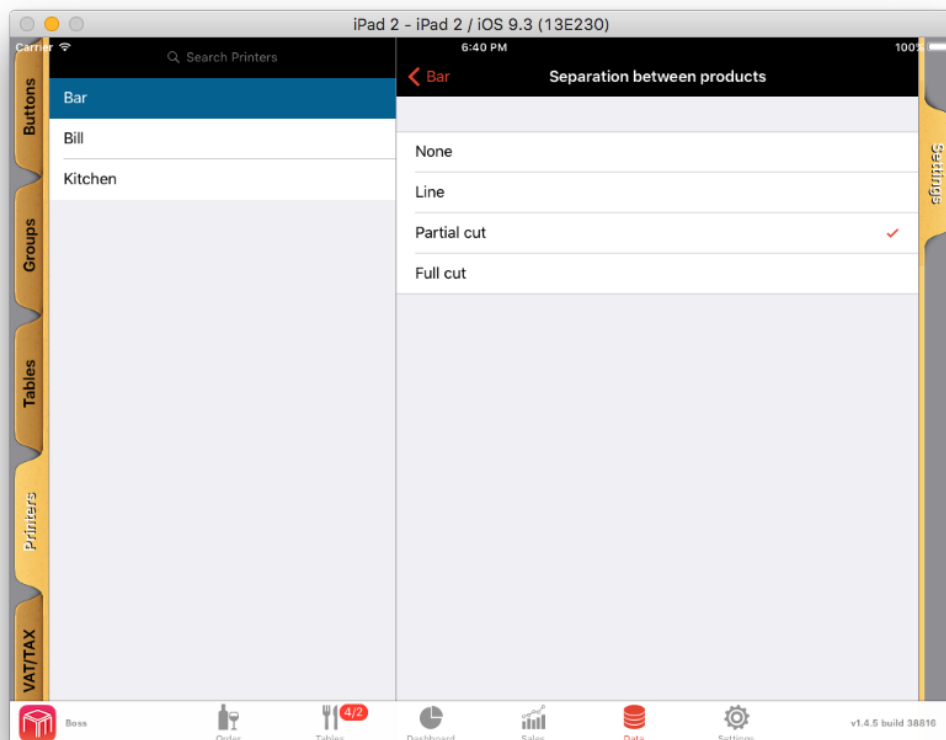

Figure 55: Printer cut options

How many printers can I use?

As many as you want, we've tested always with 3 printers, one in the bar, one in the kitchen and one to print the bills. If you want you can also use 1 printer for 2 different places, let's say that the bar and the place where you want your receipts isn't that far away from each other. Try with one printer first, but create 2 printers in WaiterOne, that way WaiterOne will print 2 tickets on the same printer, one for the bar and one for the receipt. If you are not satisfied with the result, add another printer, easy as that.

How do I connect a ticket printer to ... WaiterOne?

You can only connect a ticket printer to WaiterOne if it has an ethernet or Wi-Fi interface. Usb, serial, parallel or BT won't work. Normally* you should connect your printer to your access point and have it configured so that it has an ip address in the same network range as your access point and iPad. Do not configure you printer (and iPad) with DHCP, as your ip address will change from time to time then, giving connection problems afterwards. If you don't know what an ip address is, then have it configured by a computer engineer (or send us an email).
If you have problems connecting your Epson printer to your network. Please use the EpsonNet Config utility (PC and Mac). You can configure your printer by using an USB cable first and test it on your network. This is the link to the Epson page for that utility. Epson has an awesome app to configure your printer, please check it out : Epson TM Utility
*The Epson™ TM-T88V with Wi-Fi interface has a very cool feature so that you don't need an access point. You can connect your iPad to the ad-hoc EpsonNetIBSS or EpsonNet SSID directly. You can even add other devices to it. The default ip address of the printer is 192.168.192.168.
Conclusion : 1 Epson printer with Wi-Fi + 1 iPad with WaiterOne. Nothing more! No cables (except for the current of your printer)! Lovely! AWESOME!

Can I use a normal printer instead of a ticket printer?

YES you can. You can use a normal inkjet or laser printer (compatible with AirPrint) to print out beautiful invoices for your clients (e.g. hotel or Michelin starred restaurant). You can also use it to print out your results. For a list of compatible printers have a look at the Apple website or google for AirPrint. We used a 80$ All-in-One printer from HP, just perfect!! One caveat : printing with an inkjet printer is rather expensive, so maybe, if you are serious about your business, invest in a real POS printer (starting from +/- €180/$180).

Which ticket printer brands can be used with WaiterOne?

We have tested WaiterOne with the Epson™ ticket printers. The Epson™ TM-T88IV and the TM-T88V, both Wi-Fi and LAN (= ethernet), were working perfect. You can use another brand, if they are Epson™ compatible and have an ethernet or Wi-Fi interface*. If you have connected another brand or if you have troubles connecting it, let us know. **Please contact us before you buy a printer**, don't be a hero, we don't want you to buy a printer that just won't work at all.
Here is a list of printers compatible with WaiterOne :
Epson :
Epson™ TM-T20 and TM-T20II : at last a low budget POS printer with an ethernet interface

Epson™ TM-T70II : ethernet and Wi-Fi interface
Epson™ TM-T88III, TM-T88IV, TM-T88V, TM-T90, TM-T82 and TM-T82II
Epson™ TM-m30 : a new fantastic looking printer, we are waiting for our first test item to test it all out

Figure 56: The new Epson™ TM-m30 POS printer

The so called 'intelligent' printers from Epson don't work with WaiterOne. So please do not invest in a TM-T88V-i or another Epson printer where an 'i' is added to the name. WaiterOne doesn't need intelligent printers, the only thing they need to do is print, the actual thinking is done by WaiterOne 😉

Epson TM Utility app have all the tools to configure your Epson printer. Please check it out : Epson TM Utility
Citizen :
Citizen™ CT-S600 series
Citizen™ CT-S800 series : These printers have a LCD display and we managed to use it as a customer display. Very awesome and useful!

Star :
Star™ TSP650, TSP650II : ethernet and bluetooth (in test and working in version 1.3.17)
Star™ TSP143 (some reports and printouts still seems to be a little crushed, working on that)

MPOS :
MPOS-TP220I : seems to be working, according to some clients

Bixolon :
Bixolon SRP350IIE : should be working, (still) waiting for a model to test over here.

Rongta :
Rongta RP80 or RP80W : Wi-Fi version is very affordable!

Rongta RPP300 : portable bluetooth and Wi-Fi printer (in test)

Metapace :
Metapace T-3 : seems to be working, according to some clients

WaiterOne :KDS (Kitchen Display System)
Don't fancy a printer, guess you want to safe a tree? See our KDS.
*Do you have an old USB POS printer (or did you buy the wrong printer and it only has an USB interface) then there is still hope for you. Some routers/access points have an USB interface which can be used to connect your printer to. A client got his old Metapace T-3 with USB interface working on a FRITZ!Box 7930 🙂 Or, again from that same client, go for a Wireless Print Server (like the TP-Link TL-WPS510U Wi-Fi to USB) and install your USB printer wireless in your kitchen. Thanks Dirk-Apoll (from Bistro Erlkönig) for the feedback!
*Guess that an Apple Airport Express should also work. Need to test that one once. If you have, let us know!

Which connection does my printer need to work with WaiterOne?
WaiterOne needs a printer that is connected to your network. So your printer should have an ethernet interface or a Wi-Fi interface. We have already some exceptions, where you could work with Bluetooth (e.g. for the Star TSP654) or with USB (but then you will need a specific router/access point/printer server and a lot of hacking skills).
For Epson we have nice picture showing what can be used and what not, BlueTooth will be added soon, waiting for a test printer :

Figure 57: Epson interfaces

How do I pair the Star TSP650 BTi (bluetooth) to my iPad

Hold down the 'pair' button at the back of your printer for 5 seconds, the led will start blinking. You have now 60 seconds to pair your printer in the settings -> bluetooth of your iPad. Please download StarIO SDK from the Apple App Store, and try to connect to your printer, also set 'Auto Connect' to on in your Bluetooth settings.

How do I pair 2 Star TSP650 BTi (bluetooth) printers to my iPad

From one of our clients. Thanks Ingemar V.

1. Download the Star Utility/Setting from App Store.
2. Turn one of the printers off.
3. In the Star Utility (or Settings) app change the name from Star Micronics to Star Micronics2 (or whatever name).
4. In data -> printers change the name to Star Micronics2. Turn the other printer on and connect in data -> printers -> bar with Star Micronics and Kitchen with Star Micronics2.

How do I configure the Star TSP650 BTi (bluetooth) in WaiterOne?

Be sure you have the name of your printer found in the StarIO SDK app (mine was BT:TSP654). Fill in that name in the Host field of you printer (data -> printers). Set the 'Type printer' to Star Line Mode. Disable Big Font, set Characters A to 48, Characters B to 64.

Also set the code page of this Star printer to 32 in WaiterOne. Otherwise some characters will not be printed properly (e.g. the € symbol).

How can I configure my printer without installing extra software on my Apple computer or Windows pc?

Please also check out if your printer brand doesn't have an app to do the job. Epson has this utility here : Epson TM Utility

Alternative method to Configure your printer (I like this method a lot, but then again I am software developer ;))

OS/X on Apple computer : Open terminal and type :

sudo arp -d [Printer temporary IP address] sudo arp -s [Printer temporary IP address] [Printer MAC address] ping -c 4 [Printer temporary IP address]

Windows : Open command prompt and type (run it as administrator, go to the run box, type cmd and then hit control + shift + enter)

arp -d [Printer temporary IP address] arp -s [Printer temporary IP address] [Printer MAC address] ping -n 4 [Printer temporary IP address]

Example on Windows, when changing ip address of printer to 192.168.0.168 :

arp -d 192.168.0.168

arp -s 192.168.0.168 00-26-ab-d5-b9-84

ping -n 4 192.168.0.168

Example on Apple, when changing ip address of printer to 192.168.0.168 :

sudo arp -d 192.168.0.168

sudo arp -s 192.168.0.168 00:26:ab:d5:b9:84

ping -c 4 192.168.0.168

The printers MAC address can be found on the test page of the printer. Turn on printer while holding down feed button.

Can I print to a mobile printer?

We have tested WaiterOne with the Citizen™ CMP-30 and the Epson™ TM-P60 mobile ticket printer. Very compact, robust and powerful. We did not succeed in connecting our app to the BlueTooth version, but the Wi-Fi version was working perfect. Update : we are retesting WaiterOne again now with a couple of Bluetooth printers. More info? Contact us.

How can I print a logo/image on my receipts?

Depending on the printer brand (and/or model) you use you can do the following. If you printer is not listed or if it doesn't work let us know. Remember to select the correct printer type (= driver) in WaiterOne (Data -> Printers -> General -> Type printer). If you are a printer manufacturer and you want your printer to be listed here, please let us know, and/or maybe lend us a printer so we can fully integrate and test it with WaiterOne.

A : **Epson™** (most models, but we are testing with the Epson TM-T88V with Wi-Fi) : Epson has a nice tool that does the job (and more) : Epson TM Utility

1. First upload your company logo (or whatever image you want to be printed) to your ticket printer. The software needed for that is called Epson™ Logo Setup utility : go to https://download.epson-biz.com, this software is only made for Windows. It is beyond the scope of this FAQ to explain how to use that utility, but you should upload your logo at the first image place, that is (32,32).
2. In WaiterOne, under Settings -> General -> Ticket Header (or footer), add the following code : <logo>. You can also add a second logo using <logo2> (32,33).

A : **Star™ in Line Mode** (e.g. Star TSP650II) :

1. First upload your company logo (or whatever image you want to be printed) to your ticket printer. Download and install the Star™ Micronics Printer Utility (see www.starmicronics.com and select your printer), software is only made for Windows. Once started up, click on Logo Store. Upload your logo's, your first logo should have Key Code 01, your second logo 02, and so on.
2. In WaiterOne, under Settings -> General -> Ticket Header (or footer), add the following code : <logo>. You can also add a second logo using <logo2>. If you want to add more then 2 logo's then you should add your own markup's, logo3 should then be <27,28,112,3,48> (where 3 is the third logo).

A : **Xiamen Rongta Technologies™** (e.g. RP80W and RPP300) :

1. First upload your company logo (or whatever image you want to be printed) to your ticket printer. Use the Rongta Tech software for this. The software is a little bit user unfriendly, no feedback if you upload a logo. It also only works for Windows.
2. In WaiterOne, under Settings -> General -> Ticket Header (or footer), add the following code : <28,112,1,48>. You can also add a second logo using <28,112,2,48>. We have added a special markup tag for it, starting from version 1.3.17 you can use <printlogo> and <printlogo2> instead of the ugly hex codes .

The logo also works on the portable Rongta RPP300. There is a difference though, the logo doesn't seems to be centered! Should not be a problem, just add some white space in front of it and all should be ok.

A : **Citizen™** (e.g. Citizen CT-S851) :
1. First upload your company logo (or whatever image you want to be printed) to your ticket printer. Use the Citizen software called Citizen POS Printer Utility ((see www.citizen-systems.com and select your printer). Use the 'Mode change button' first to set the mode to 'Unused key code mode' and name your first logo 01. The software is quite awesome and is one of the most advanced we've seen so far to configure a printer.
2. In WaiterOne, under Settings -> General -> Ticket Header (or footer), add the following code : <28,112,1,48>. You can also add a second logo using <28,112,2,48>. We have added a special markup tag for it, starting from version 1.3.17 you can use <printlogo> and <printlogo2> instead of the ugly hex codes .

My Wi-Fi interface is not recognized (Epson TM-T88V).
Hold down feed button while turning on printer. Check if you card is there? If not push longer then 1 second. Then go to the different menu's, small pushes to say what menu item you want, 1 second to select it : 11 (USB Interface Settings) -> 1 (Class) -> 1 (Vendor Class). Save everything by pushing 1 second, over and over again until you are out the menu.

I don't want to print a receipt ticket every time.
Easy. Set the number of copies of the corresponding ticket printer to 0 (data -> printers). Then if you want a ticket for your client ask a copy ticket on the main screen.

I don't want to print a receipt ticket every time … but sometimes I do want one!
Easy. Set the number of copies of the corresponding ticket printer to 0 (data -> printers). Then if you want a ticket for your client ask a copy ticket on the functions screen. But there is another solution : when you need a ticket, just push longer on your bill or payment button. If you have set copies to 0, WaiterOne will then do the reverse and print a ticket nevertheless. Also is you should have set the copies to 1 (saying that you always want a ticket), pushing longer will reverse that also, the result will be that their will be no ticket printed.

My tickets are not printed on the whole width of the paper.
Check out the number of characters in your printer settings in WaiterOne (see data -> printers -> your printer -> ticket -> characters font A and font B). Depending on the brand and model you are using set the number of characters font B to 56 or 64. 56 is the default, but newer printers seems to use 64 more often. For font A take 42 or 48 depending on the printer you have.

Everything is correct setup, but my printer does not print (after update or after changing some parameters).

Check the customer display settings. If you don't have a Citizen printer you can not activate it. WaiterOne is sending special commands to the printer and if your printer is not from Citizen it probably goes berserk!

I don't want to use a printer in the bar or kitchen.

No problem! We now have a KDS (Kitchen Display System) app. Just use another iPad to show your orders? No need to buy a printer and use tons of expensive thermal paper.

How do I configure the KDS in WaiterOne?

Easy, just be sure that both devices are in the same network :
1. Get the ip address of your iPad where you have installed the KDS : settings (of your iPad) -> Wi – Fi : click on the (i) of your Wi-Fi network. Write down your IP-address
2. Launch KDS
3. On your main iPad where WaiterOne is installed, go to data -> printers, configure a printer with the ip address of your KDS iPad and choose KDS for the printer type, test the KDS by pushing the printer test button

Some remarks :
- The KDS only runs on iPads and iPhones with iOS 7 or higher (so no iPad 1's, sorry about that)
- If the KDS doesn't show anything be sure to check all settings, ip address (make sure it isn't on DHCP, as then it could get an new ip address from time to time), is there a product configured to print to the KDS

Which iPad do I need to run WaiterOne or the KDS.

Actually any iPad should do, even the iPad mini 2. Remember that Apple is going very hard sometimes. So keep in my mind that running the latest version of iOS is the best guidance to invest in an iPad. Please forget about that iPad 1. It doesn't run the latest iOS anymore. Here is list of the currently available iPads sold at the Apple App Store :

iPad Pro de 12,9"	iPad Pro de 9,7"	iPad Air 2	iPad mini 4	iPad mini 2
Desde 899 €	Desde 679 €	Desde 429 €	Desde 389 €	Desde 289 €

Figure 58: iPads

And yes, 16GB is more than enough to run WaiterOne. If you want to install more than 30 other apps or if you have like a 10.000 songs library on your digital jukebox, then maybe invest in 32GB, 64GB or even a 256GB version. If I were you I would go for the iPad Air 2 (which I did) or the iPad mini 4.

Just released is the iPad Pro. Version 1.4.0 of WaiterOne will be compatible with it.

And no, the gold version isn't made of real gold or runs WaiterOne faster than the space grey one 😉

Something for the near future (and already in test) : WaiterOne (server) for macOS and WaiterOne for iPhone/iPod (not the remote!). Let us know if this could interest you?

Which iPod do I need to run WaiterOne Remote.

Any iPod starting from the 4th generation. Any iPod running iOS 6.1.2 or higher. The new iPod is awesome (starting from €229/$199), so buy that one (together with a case to protect it when dropping). HINT : hire waiters/waitresses who own an iPod (or iPhone) 🙂

How can I use a drawer?

You can connect 2 drawers for every ticket printer you use. If you want to open the cash drawer automatically every time you print a receipt then just add <pulse> for the first drawer or <pulse2> for the second drawer, to your ticket header (or footer) : under Settings -> General -> Ticket Header (or footer).
Another way to open the drawer is by activating the drawer switch in the waiter settings (Data -> Waiters -> Special functions -> Drawer). The drawer can then be activated or deactivated depending on the waiter that has logged in. The drawer here should be connected as drawer 1 to the 'bill printer'.

Which brand are all these nice stands and drawers on this website?

All stands used on the Appsolute/WaiterOne website are made by Heckler Design. More info on www.hecklerdesign.com. You can also email Allan Kiesler for more info and pricing, let him know that you are using WaiterOne. All photo's credits on this website containing Heckler Design goes to Jill Richards Photography.

Can I use a barcode scanner in WaiterOne?

Yes you can. Since version 1.1.6 we have integrated a barcode scanner. We only work with the Socket Mobile CHS series 7 scanners. But these scanners are just awesome. Please have a look at their website : www.socketmobile.com.

Which barcode scanner should I buy?

Socket Mobile series 7 Cordless Hand Scanners(CHS). They have a couple of models and they even have them in nice crispy colors. Buy a 1D version, don't buy a 2D version (for reading QR codes), as it is not used in WaiterOne and it is more expensive : CHS 7Ci, CHS 7Di (= durable), CHS 7DiRx (= durable and antimicrobial), CHS 7Mi (= long range and sensitive lighting conditions scanning), CHS 7Pi (= same as 7Mi + durable). In short : stick to the 7Ci or 7Di. If you go for a 7Ci, pick a color (red, yellow, blue) please 😉
More info on their website : www.socketmobile.com.

How do I configure my Socket Mobile series 7 scanner?

First configure your scanner so it works in iOS mode. It will not work properly in any other mode. Normally you should have received a configuration sheet with you scanner. Scan the iOS Mode barcode. There is also a configuration sheet on the website of Socket Mobile. Page 3 has the iOS Mode barcode. You could also configure your scanner so it beeps or vibrates when you have read a good scan.

Secondly pair you scanner with your iPad. It's a bluetooth scanner so you have to enable bluetooth on your iPad : Settings -> Bluetooth
Thirdly activate your scanner in WaiterOne : Settings -> Barcode

Where can I buy a receipt printer? Or additional hardware?
No, WE don't do hardware! But we know places where you can find them. Please compare prices as they can vary a lot.

Preferred partner for the Netherlands and Belgium :
- i-POS : www.i-pos.nl or even better, a direct link to www.i-pos.nl/waiterone.php
- iDPos : www.idpos.nl or this direct link to http://www.idpos.nl/idpos-hardware-voor-waiterone-software.html
- Tabletpro : webshop.tabletpro.nl

Other distributors :
- Central Point : www.centralpoint.nl or www.centralpoint.be
- Gandalogic : www.gandalogic.be
- Prosando : www.prosando.de
- Take IT now : www.takeitnow.nl

Miscellaneous hardware :
- Socket Mobile (scanners we love) : www.socketmobile.com
- Heckler Design (iPad stands we admire) : www.hecklerdesign.com or email Allan Kiesler at allank@capsule7.com
- Bouncepad (iPad stands we admire 2) : have a look at Luna and Flip at www.bouchpad.com
- Proper (iPad stands we admire, eh, ... 3) : Actually they have some nice systems to connect and lock your devices (iPad and iPhone) to a swivel/pivot//stand https://www.studioproper.com/products/p-o-s-pivot-stand
- SITU (an affordable and adorable scale that soon will be working with WaiterOne) : www.situscale.com

Für Ireland, Software und Support :
- Memotech Ltd. : www.cashdrawers.ie

Für Deutschland , Software und Support :
- Dirk-Apoll Wolter : ipadkassen@icloud.com

Für Österreich, Software und Support :
- Andreas Ortner : www.waiterone.co.at
- Martin Feiertag : www.waiterone.at

For Australia, hardware and service :
- EasyWaiter : www.easywaiter.com.au
- Horizon POS : www.horizonpos.com.au

If you want to be added on this list send us an email. We are looking for worldwide distributors and service providers with an attractive pricing policy and a good service

for our clients. We will add your information in the app. So people will find you easily. Mail now!

What is the purpose of the 'menu card'?
You can use the 'menu card' function as an extra service to your clients. Everybody with an iPhone, iPod or smartphone will have access to it. It's fun and very hip for them (and you). Price changes and 'out of stock' issues are immediately updated. Maybe you could experiment with this features using an extra iPad as 'wine card'? Sure your business will be 'talk of the town'. The 'menu card' is under serious rethinking, have a look at our COS.

How can I configure tendering?
2 Things to be done to configure tendering in WaiterOne :
- Create the different payment methods in Data -> Payments : the value of a payment is the conversion from one item of that payment to your local currency e.g. use 1 for cash, 0.75 for $ if you work in €, 10 for a 10 currency customer discount
- Go to Settings -> General -> Bill : activate the tendering and choose a default payment method. The default payment method will be used if you don't choose a payment method when closing a table

Can I use another currency?

Yes, WaiterOne is currency independent. £'s, $'s, €'s, TL or CHF, whatever!

Can I work with a different VAT/TAX for my take away?

Yes, we know that VAT/TAX regulations can be quite complicated in some countries. Please email us if you have a specific issue concerning this matter. For now, how to configure WaiterOne to work with a different VAT/TAX rate if items being sold at your take away :
1. Create the different VAT/TAX in data -> VAT/TAX, e.g. 6%, 12% and 21%
2. Select for each group and product the VAT/TAX for normal sales (VAT/TAX 1) and for take away (VAT/TAX 2). In some countries beverages with alcohol have always the same VAT/TAX rate, whereas food has a lower VAT/TAX rate when sold for take away.
3. Create a table take away and select VAT/TAX 2 as level. In normal situations you will always have VAT/TAX 1 as a level.

Is WaiterOne multi language?

We are adding new languages every update now. WaiterOne is translated already into 18 languages : Chinese, Danish, Dutch, English, French, German, Greek, Italian, Japanese, Norwegian, Polish, Portuguese, Swedish, Russian, Serbian, Spanish, Thai and Turkish. If you want to help or found a bad translation? Let us know.

No time to enter your products or create a table plan?

Send us your menu card or restaurant layout, we will do it for you for a reasonable price! Actually we don't do it, but we know people who can

WaiterOne as OEM.

If you think you can sell and support WaiterOne, but want to use it under your own name. Send us an email. Do you have ideas for another way of working together?
In the meanwhile, you can add your company logo on WaiterOne, drag a logo named dealer-logo.png to iTunes -> Apps -> File Sharing -> WaiterOne, restart the app and your client should see your company logo! Neat!!

WaiterOne on Android.

Never say never. But there is just no need to do it! Is it? The ecosystem of Apple, iOS, the iPad and the iPhone are just perfect. So we have no intention to rewrite the code for Android. Don't forget that WaiterOne is written in native, blazing fast, objective-C code, running it under Android would not be possible or we had to rewrite and maintain it simultaneous in Java.
So why do others have solutions that run on any device (on iPad, Android, Mac, pc, …)? Easy, they don't run native, they use website (html 5/jQuery/…) technology to create a (slow and unreliable) solution to run it on any browser on any device, sometimes they even hide the browser so you think that it is native (they sell you an app which opens a website in a box). But actually it is a website with your products and sales, running in a datacenter somewhere in the world.