



Orderman

Mobile Ordering System

Programming Manual

QUORION
Data Systems GmbH

SETTING UP THE ORDERMAN ORDERSOLUTION HANDHELD

- For using the Orderman Handheld with the Quorion cash register you must have the ORDERSOLUTION installed in your Orderman Handheld.
- What is required and how to setup the ORDERSOLUTION Handheld can be found in the ORDERSOLUTION INSTALLATION MANUAL.
- How to operate the ORDERSOLUTION Handheld can be found in the ORDERSOLUTION XML USER MANUAL.
- For setting up the ORDERSOLUTION the following tools are available from Orderman
 - SERVICE PACKAGE V5.03 used for demonstration, update and test utility.
 - ORDERSOLUTION Configurator V2.1.2.0. Used for configuring the ORDERSOLUTION.
 - ORDERSOLUTION XML Service Package V1.6 used to update the firmware.
 - ORDERSOLUTION Firmware V1.85.
 - MenucardDesigner V3.01 used to create the menu card.

ACTIVATING ORDERSOLUTION HANDHELD IN QMP SYSTEM

- The Ordersolution Handheld only works with the Concerto and QTouch-2 model of Quorion.
- Be sure you have the correct software installed in your Quorion Register. You can check this by printing the configuration (305 on TYPE). The version installed should be QC070330 or newer.
- Before starting, the Orderman connection at the QTouch-2/Concerto must be released with an activation code. When the Orderman connection is not yet activated, all articles ordered by the Handheld have a price of 0.01. Activating the Orderman Connection:
 - Turn Lock to P-mode
 - Enter 9001 on the TYPE key
 - Register displays "Axxxxxxx"
 - Request a KEY for this code from Quorion
 - Enter the key (received from Quorion) and press the CR key.
 - The register will display and print
 - Orderman Activated
 - Code: Axxxxxxx (only printed)
 - Key : kkkkkkkk (only printed)
 - The register will also print the activated options with 305 TYPE.
- Program PORT# to which the base-station is connected in PARAMETER 101. Only PORT# 3, 4, 5 or 6 can be used!!
- Program HANDHELD TYPE and Code Page in PARAMETER 113.
 - TYPE 20 = ORDERSOLUTION with OEM 850 Latin I code page. This is the default Handheld setting and the register will automatically convert the characters.
 - TYPE 21 = ORDERSOLUTION with the Windows Code Page depends on Handheld and Register setting.
- Program BAUDRATE and WORDSIZE to 115200,8,N, 1 for the PORT used.
- Connect BASE STATION to the Quorion register.
- Switch ON Handheld.
- Open the SETUP MENU.
- Open the SYSTEM MENU (default password 2545).
- Select UPDATE DATABASE. Now the Handheld will read the initial settings from the register. The register will display Handheld Init and the File which is being requested.
- When ready press FINISH.
- Enter Clerk number and Pin code (optional when secret code set in application).
- Enter Table number to start ordering.

SETUP WHICH HANDHELDS ARE ALLOWED

Default any Handheld can be used. It could be useful to tell the system which Handhelds have access. For this purpose there are two GENERAL MESSAGES # 97 and #98 reserved for programming maximum 8 Handheld numbers which have access. When GENERAL MESSAGE# 97 and #98 are empty the system will accept data from any Handheld. When you have programmed Handheld numbers only these Handhelds have access. The number is the Handheld DeviceID as found when powering on the Handheld. The number is without the A character. So when the Device ID is 16199A the Handheld number is 16199.

For example when you have 2 Handhelds with DeviceID 16199A and 13213A then you must program in GENERAL MESSAGE# 97 the text "16199,13213" which tells the system that only these two Handhelds have access.

Note:

When you program the Handheld numbers you must either install the program or power off/on the register to activate the new table.

DEFAULT HANDHELD SETTINGS

User Flags

When the Handheld is initialized by the register the USER flags are set. When you press the CL key in the User Flag menu they are reset to the default values as set by the register. It is advised to protect the USER flags by setting the flag in the System Menu so the flags are not changed. In the ORDERSOLUTION XML User Manual more detailed information can be on the Handheld flags.

Handheld User Flag	Activated	Note
Show Open Tables	Yes	
Collect Orders	Yes	
Undo Function	Yes	
No Auto Price	No	When a PLU has a price of Zero the Handheld will prompt for price input.
Fractal Price Input	Yes	
Void (off=correct)	Yes	
Deny Price Input	Yes	
No Auto Person	Yes	
No Tip to Media	No	
Void Enabled	Yes	
Show Seat Info	No	
Show Modifier Info	No	
Show Condiment Info	Yes	
Show Cooking Info	Yes	
Auto Table Sync	Yes	
Unprotect Flag/MCar	No	Must be set in System Menu
PLU Window Closed after	Yes / No	Is set according to SYSTEM OPTION 197

Handheld User Flag	Activated	Note
selection		
Linked Condiment	No	
Password	Yes	
Splitmode	Yes	
Search Case Sensitive	Yes	

Fixed Icons

There are 4 fixed ICONS on the Handheld which have a predefined function.

“X” icon is used as the UNDO/REDO function.

“C” icon is used as the Transfer Table Function.

“Printer” icon is used as the Split Bill function.

“Fax” icon is used as the Close Table function.

QMP APPLICATION PROGRAM SETTINGS

- General Message# 79 is used to display “Handheld Init” with the file being requested on the Operator display.
- Balance Function# 1 must be programmed as OPEN/CLOSE TABLE.
- Balance Function# 4 must be programmed as PRINT INVOICE.
- Balance Function# 6 must be programmed as SPLIT TABLE.
- Balance Function# 7 must be programmed as TRANSFER TABLE.
- Additional Balance Functions for printing a special invoice can be programmed for example when no invoice is required then create an invoice function with the print options suppressed.
- Correction Function# 3 must be programmed as REFUND.
- See table below for detailed information on the files used in the Handheld and register.

Order Solution File	Maximum	Quorion QMP file	Note
Articles / Condiments	3000	PLU	<p>1) PLU with no department selection are not sent.</p> <p>2) PLU with an empty text are not sent.</p> <p>3) Only Price 1 is sent.</p> <p>4) When Price 1 is zero the Handheld will prompt for the price.</p> <p>5) The price as programmed in the register is used unless a price was entered on the Handheld.</p> <p>6) The price level as selected on the Handheld is used.</p> <p>7) When condiment selection is used condiment table 1 to 8 is used for Cooking instruction. Only 1 cooking instruction can be selected by the Handheld.</p> <p>8) When condiment selection is used condiment table 9 to 32 can be used for side orders (modifier with price). Maximum 5 side orders can be selected.</p> <p>9) All other information like KP programming etc is used as programmed in the register.</p>
Cooking Messages	256	Modifiers (Normal Text Modifiers)	<p>1) Only modifiers programmed as normal cooking text are sent to the Handheld.</p> <p>2) Empty Modifier texts are not sent.</p> <p>3) The last Modifier must be programmed as "Variable Text" with OPTION 1-3 set. Manual texts entered on the Handheld are processed using this function.</p>
Cooking Groups	50	Condiment Tables with Normal Text Modifiers	<p>1) Condiment Tables with Normal Text Modifiers are used as Cooking Groups. The register will automatically sent all condiment tables with normal modifiers.</p> <p>2) On the last position the register will create a group with all Text Modifiers. General Text Message 37 ("Modifiers") is used as group name.</p> <p>3) When used in combination with PLU condiment selection Condiment table 1 to 8 are used for prompting for cooking messages.</p>

Order Solution File	Maximum	Quorion QMP file	Note
Condiment Groups	260	Condiment Tables with Modifier with Price	<p>1) Condiment Tables with Modifiers with Price are used as Condiment Groups. The register will automatically sent all condiment tables with modifiers with price (linked to articles).</p> <p>2) On the last position the register will create a group with all modifiers with price. General Text Message 39 ("Condiment Table") is used as group name.</p> <p>3) When used in combination with PLU condiment selection Condiment table 9 to 32 are used for condiment groups.</p>
Categories	20	Not Available	
Groups	200	Departments	<p>1) Departments as used in the register are used as lookup screens.</p> <p>2) Departments linked to group 0 are not sent.</p>
Guests	200	Not Available	
Locations	50	Not Available	
Look UP PLU groups	200	WLU (Window Lookups)	Window Lookups. The register will sent all WLU with PLU's inside. WLU with only other functions are skipped.
Major Groups	100	Groups	<p>1) Groups are used as start lookup screen so it is advised to also use groups for food and drinks.</p> <p>2) Groups with an empty text are not sent.</p>
Media's	50	Tender	<p>1) All tender function which have OPTION 1-5, 1-6, 1-7, 1-8, 2-1, 2-2 or 2-6 are skipped.</p> <p>2) Tender functions with an empty text are not sent.</p> <p>3) Tender function 1 is default and must not have any of the above options set.</p>
Media2	50	Balance Invoice Types	<p>1) All Table invoice type functions are sent sent to the Handheld and can be use to issue an invoice using the special MEDIATYPE function.</p> <p>2) For the standard invoice function# 4 is used and must be programmed as invoice function.</p>
Tickets	100	Not Available	

Order Solution File	Maximum	Quorion QMP file	Note
Tables	999	Tables	<p>1) Maximum number of tables is 999 with fixed numbering.</p> <p>2) Seat numbers can not be used.</p>
Waiters	256	Clerks	<p>1) When the name is empty the clerk is not sent to the Handheld.</p> <p>2) When Secret code is active (Flag 3-0 is set, Password Required).</p> <p>3) When also Sign On code is active the Sign On code is used as password!</p> <p>4) Hex digits in a secret or sign code can be entered as 0 so a code of 1A34 is entered as 1034.</p>
Printer	99	Not Available	
Errors	255	<p>Error Codes used: 1, 6, 27, 28, 31, 32, 33, 35, 36, 44</p> <p>General Messages: 26, 27, 28, 29, 30, 31, 32, 33</p>	<p>1) QMP Error Codes 1, 6, 27, 28, 36 and 44 are critical errors which means that the Handheld will abort the current function.</p> <p style="margin-left: 20px;">000 = "Invalid Entry" 006 = "Invalid Function" 027 = "Invalid Balance" 028 = "Wrong Clerk" 035 = "KP Error" 036 = "Balance not open" 044 = "Balance still open"</p> <p>2) The other error codes are only showed as information.</p> <p>3) When the register has a printer error it will reject new orders.</p>
Modifier	99	Not Available	
Modifier Groups	4	Not Available	
User	99	Not Available	

CLERK PIN ON THE HANDHELD

- When using SECRET CLERK codes or a DALLAS clerk lock the register will use the last four digits of the Secret Clerk code as PIN code for the Handheld. In case the code contains hexadecimal digits they are replaced by 0. The secret code 65B9A87 will result in a PIN code of 9087 on the Handheld.
- It is also possible to use the SIGNON CODE of the Clerk as PIN code for the Handheld. You must activate the SignOn code in the clerk configuration and program the codes. Note that hexadecimal digits are also replaced by 0 when using the SignOn code.
- When using NO secret codes the Handheld will not ask for the pin code when changing the clerk.

HANDHELD OPERATIONS

In the ORDERSOLUTION XML User Manual more information can be found on how to operate the Handheld.

HANDHELD RESPONSE TIMING

The Handheld can make a request like opening a table or requesting the contents of a table to which the register will always respond immediately. However when the Handheld wants to send an order or close a table the register must not be in transaction because the register can only handle one transaction at a time so the Handheld has to wait when it wants to transmit an order and the register is already in transaction. The Handheld will keep on trying until the register responds. It can happen that the Handheld show "ECR Busy" but it will try to send order when it is in range. You can change the register behavior by programming SYSTEM PARAMETER 123 with a higher value than the default 10 seconds or let the register put the current transaction on HOLD and RECALL it when the Handheld order is processed.

- SYSTEM PARAMETER 123, Idle Timer. This parameter can be used to program the IDLE timer for the Handheld. The default value is 10 seconds but when a longer time is needed you can program the number of seconds in this parameter. The register will by default always close the transaction when no key has been pressed for 10 seconds. This could be too short especially when the register is also used for DIRECT sales.
- SYSTEM OPTION 294, Handheld has Priority. When set the register will give orders from the Handheld priority. It will put the register transaction on HOLD and RECALL it after the Handheld transaction is processed. Note that you must print the ticket at the end of the transaction by programming the receipt printer as network printer to avoid receipt issue. When this option is set the FIXED function HOLD/RECALL will not be available.