
ChefTab[®] Documentation

List and description of programmable options as well as TAGS and other Miscellaneous features.

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Introduction

This document will detail the various settings available on the ChefTab devices. This is just a list of option settings along with their purpose or meaning. Additionally, tutorial videos are provided to demonstrate the full functionality behind these settings. As new options are made available they will be added to this document.

***** When setting up a new system only certain fields NEED to be programmed. All other fields have default settings and can be programmed as desired. The required fields are highlighted in blue as such.**

Option Settings

User Profile

Support email address (REQUIRED) - email address for dealer or store manager to be used for support purposes.

Dealer / Managers Password - unique password assigned to the dealer or store managers that will allow them entry to locked features on the Help and Settings Menu. Locked features will normally appear on the menus as greyed out.

Store Location Name - unique name to identify this particular store such as store ID (exa: Store # 123).

***A default Password of 9999 has been entered at the factory**

****SuperUser password is 3774566**

Network

Wifi - designates your primary network type as Wifi and allows connection to, and programming of, your active Wifi network.

Ethernet - designates your primary network type as wired Ethernet and allows programming of your Ethernet settings.

RS232 - enables receipt of RS232 ticket data using built in RS232 Port on ChefTab Pro controllers or optional USB-RS232 adapter on other devices.

*****Currently supported adapter is Trendnet TU-S9**

TCP Port Number - TCP port number that ChefTab is listening for incoming connections on. **Default is 9100.**

UDP Port Number - UDP port number ChefTab uses to handle incoming UDP messages. **Default is 3289.**

Device Profile

Station name - Unique name assigned to this ChefTab for identification purposes, such as Grill, Fryer, Expo, etc.

*****Unique names are required for all ChefTabs in order for 'Expediter' station type to function properly. Also a Ticket Genie with ORDER # tags must be configured at all food prep stations.**

Station type - this defines the screen layout and personality for this particular station (exa: food prep, expediter).

Ticket Interpreter Mode - this defines how incoming tickets will be interpreted and processed. The two methods are Ticket Genie or Intuitive Mode. Ticket Genie is the original method of interpreting ticket data and requires a "Ticket Genie" to be configured before tickets can be properly displayed. More recently, Intuitive Mode was introduced and, as the name suggests, will interpret tickets "Intuitively" without having to perform any additional configuration as is the case with Ticket Genie.

***** Intuitive Mode is now the recommended mode and is now the default.**

Bump Bar Type - indicates the model of bump bar attached to the ChefTab controller. In the case of a touchscreen system this can be set to None.

Background setting - allows the default Ticket Wheel background image to be disabled. When disabled a blank background will appear.

*****Customers can create their own custom background by adding a file called logo.bmp and placing it in the cheftab/image folder. This file should have the same resolution as the screen. Screen resolution for your device can be found on the Help-About menu.**

LOGO BOOTLOADER - On the ChefTab Pro controller you can create a USB loader to automatically copy a new image file onto the controller. On a USB thumb drive create a folder/file called....

cheftab/image/logo.bmp

.....insert the thumb drive into the USB3.0 port of the ChefTab Pro and power up. The new logo file will automatically be copied onto the Pro controller.

Printer emulation - allows the ChefTab to correctly identify printer commands based on the type of printer output your particular POS is sending.

Bottom Identifier - a text field identifier that dictates which tickets will be displayed on the bottom row of a Split Screen. Any tickets that contain text matching the bottom identifier will display on the bottom row. All others will display on the top row.

Show "All day" Item counters - ChefTab allows for up to 10 All-Day items to be displayed along the bottom of the screen. All-day is an industry term meaning a grand total of all of the outstanding orders for a particular item.

Define "All-Day" Items - Up to 10 All-day item definitions can be entered. Each item is entered as a simple text field to be matched against incoming tickets. Text fields must match incoming ticket data EXACTLY.

Ticket Pipeline

Expediter IP Address - IP address of ANOTHER ChefTab that has been designated and properly programmed as the expediter. If this station IS the expediter then just leave this field blank. If there is no ChefTabs designated as an expediter this field can be left blank.

Print-On-Demand IP Address - IP address of a network printer within your system where tickets can be sent for printing on demand. In order to print-on-demand long-touch a ticket on the screen. If a print-on-demand IP address has been programmed a prompt will appear allowing the user to have the option to print a hard copy at that time.

Pipe Original Ticket Upon Arrival to - IP address of a device, printer or another ChefTab, to forward tickets to immediately upon arrival at this station.

Prohibit Pipe Upon Arrival of 'IGNORED' tickets - Only forward tickets to other stations that are displayed at this station.

Pipe Original Ticket When Complete to - IP address of a device, printer or another ChefTab, to forward tickets to immediately upon bump at this station.

Pipe Filtered Ticket When Complete to - IP address another ChefTab to send Filtered Tickets to. Filtered Tickets have been pre-processed by the Ticket Genie and have MEMO items removed.

Load Balance Tickets with... - IP address of another ChefTab to balance/share tickets with. Every other ticket will be forwarded to the other ChefTab so that half of the tickets appear at one station and half at the other.

Print Individual Item Chits Upon Arrival to... - IP address of a printer to send individual item chits to immediately upon arrival at this station.

Ticket Settings

Number of Tickets Visible on Screen - programmable number of tickets to display across the Standard Ticket Wheel type display and Trash Bin.

Ticket Font Size - programmable font size for ticket data.

Header Font Size - programmable font size for ticket header.

Truncate Lines - allows for the truncation of data if the width of the data exceeds the width of the ticket on screen. If truncate is disabled ticket data will wrap to the next line if it exceeds the ticket width on screen.

Double Space Items - allows the items on a ticket to be separated by a blank line to provide a more readable ticket.

***Requires Ticket Genie to be configured in order to allow ChefTab to correctly identify ITEMS.**

Language (character set) - allows ChefTab to handle international character sets. Unless an international character set is required use Standard ASCII for optimization purposes.

***Support for all international character sets will be added as needed. Please contact SEC for help in adding support for your country.**

Merge Tickets - allows separate tickets with matching order numbers to be merged on a single ticket. This may be required to handle “real-time” display (also known as on-the-fly).

***“Expediter” screen type will automatically merge tickets regardless of this setting.**

***Requires Ticket Genie to be configured in order to function properly.**

Ignore Tickets with this Word or Phrase - Any ticket that contains this word or phrase will be ignored and discarded at this station.

***For example you can ignore tickets of a certain type like Take Out or Cancellation or Sample, etc.**

Ignore Lines that contain the following text - Ignore any lines in the transaction that contain this text.

Add Ticket Separator - when Merge Tickets is enabled this will allow a dashed line to be inserted in between each ticket to make it more readable.

***Requires Ticket Genie to be configured to function properly.**

Remove Prices from Tickets - allows prices to be automatically removed from tickets on the display if ChefTab is receiving **receipt** information as opposed to **kitchen printer information**.

***Requires Ticket Genie to be configured to function properly.**

Bump Settings

Enable Two-Touch Bumping (Marking) - this feature can serve two purposes. It can enforce the user to touch a ticket twice before bumping it to help prevent accidental bumps -or- it can be used when there are two cooks working off of the same prep station to prevent them from both starting the same order. On the first touch, a ticket is highlighted with a “MARKED” stamp.

Smart Stamps - this feature allows the user to define a list of stamps for any purpose to be displayed at the top of the ticket. Stamps can have any purpose or meaning. To define stamps just enter the desired text and separate stamps with comma's. To use stamps just long touch a ticket, or long touch the Bump key on the bump bar, and a list of stamps will pop up for selection.

***There are two stamps that have special meaning. EXPEDITE will move the ticket to the beginning of the queue and DELAY will move the ticket to the back of the queue.

Enable Item Bumping - allows for the bumping of individual items within a ticket. To perform individual item bumping simply depress and hold the item bump key on bump bar or “long touch” the ticket on touchscreen. Items that have previously been bumped can also be un-bumped with this same process.

***Requires Ticket Genie to be configured to function properly.**

Print an immediate chit when item or course is bumped - IP address of printer to send Chits to when Item Bumping is performed. Requires Item Bumping to be enabled.

Broadcast Ticket Status Banner - Send a colored banner to other FOOD PREP stations to indicate the status of the ticket, **by order number**, at this station.

Replicate Bump On All Food Prep Screens - when an order is bumped at this station tell all other FOOD PREP stations to bump the same order number as well. This only takes effect on order based FOOD PREP stations. Orders will NOT be bumped from Expediter, Item Prep or Order Ready displays.

Replicate Bump On Order Ready Display - when an order is bumped at this station tell the LOBBY DISPLAY to bump the same order number.

Ignore Replicate Bump Commands at this station - disables replicate bump commands that have been received from other stations from being processed at this station.

Auto Bump Timer - timer in seconds before a ticket will be automatically bumped from the active order queue.

Ticket Complete Identifier - this option will allow tickets to be bumped ONLY after the ticket complete identifier has been received. The ticket complete identifier is a text field. Each ticket will be scanned for a matching identifier to determine if the ticket is completed and ready to be bumped. An example of how this is used would be "PAID". If the POS sends a unique identifier (such as PAID) when the ticket is completed ChefTab will scan for it and will only allow the ticket to be bumped off the screen after this identifier has been received.

***Requires Ticket Genie to be configured to function properly.**

Ticket Complete Timeout - just in case the Ticket Complete Identifier is never received a timeout value can be set to allow bumping after a certain period of time. This way the screen does not get filled up with "orphaned" tickets.

Text Highlighting

Highlight MEMO Items - treat items that contain certain text as MEMO items and not as regular items. Memo items are not included in SUMMARY quantities and REPORTS and are displayed in GRAY.

Individual text fields that will allow selective highlighting of lines. If any text field is found within a line, the entire line will be highlighted. Multiple fields can be entered as long as they are comma separated. Fields are case sensitive.

EXA: Server, Eat-In, Seat #

Highlight with BROWN foreground

Highlight with ORANGE foreground

Highlight with PURPLE foreground

Highlight with MAGENTA foreground

Highlight with GRAY foreground***

Highlight with RED Background

Highlight with GREEN Background

Highlight with BLUE Background

Highlight with YELLOW Background

*****NOTE: GRAY foreground has special meaning within ChefTab for items. Gray is used to designate bumped items. Therefore any items appearing in Gray will not effect Item Summary quantities.**

Expediter Settings

Enable 'Table View' - Table View is an expediter feature that allows the expediter to view the status of all of the orders on a single screen. At a glance the expediter can tell which tables are open, waiting on food, have food ready to serve, etc. They can also tell how long they have been waiting. With a single touch they can drill down into the ticket details for any table. Another nice feature of table view is the ability to toggle back and forth between table view and ticket view.

*****This option requires a touch screen or tablet**

Table Count - Number of tables within restaurant

Move 'Prepped' tickets forward - move tickets that have all items completed at their respective food prep stations to the front of the Expediter queue.

*****See the "Expediter Functionality" section in this document for more information on how the ChefTab Expediter works and how to set it up.**

Productivity Settings

Ideal Prep Time - the ideal timeframe, in seconds, that you want all of the tickets to be prepared in.

Ideal Elapsed Color - normally new tickets that come in have a header that is displayed in a subtle blue color. Once the ticket timer exceeds the Ideal Prep Time it can be highlighted with a different color to notify the cook.

***The default for this setting is bright yellow.

Unacceptable Prep Time - the timeframe, in seconds, whereby the time it has taken to prep the order is deemed unacceptable and requires immediate attention.

Unacceptable Elapsed Color - Once the ticket timer exceeds the Unacceptable Prep Time it can be highlighted with a different color to notify the cook.

***The default for this setting is red.

Notifications

ChefTab Ready Notification - play "ChefTab Ready" voice at boot up.

Error Notification - enables / disables the error tone.

Printer Error Notification - enables / disables the bump to printer error tone.

Ticket Arrival Notification - enables / disables the ticket arrival sound.

Volume - allows further programming of speaker volume.

Report Settings

Speed of Service Logging - This feature requires a removable SD Card to be installed in order to be enabled. Once enabled detailed transaction data will be logged to the SD Card to provide Speed of Service Reporting.

IMPORTANT: Speed of Service reporting also requires a Ticket Genie to be configured so that we can properly identify ITEMS and ORDER #.

NOTE: ChefTab Pro comes with an SD Card pre-installed.

Dinner Theater Settings

Dinner Theater Summary - enable special Summary feature for Dinner Theater operation.

Pipe SUMMARY copy to - pipe hard copy of Summary to this printer.

Print Individual Ticket to - enable a hard copy of each individual ticket upon Summarization.

Advanced

Auto Restart Time - ChefTab gets restarted automatically in the early AM to do some general housekeeping. The time at which it gets restarted is semi-programmable. Upon restart all active orders are preserved if order recovery is enabled.

Show Quick Tips - allows Quick Tips to be displayed at boot up for the user. Typically this is set at the factory and disabled once the Quick Tips have been viewed.

IT IS RECOMMENDED THAT DEALERS AND DISTRIBUTORS LEAVE THIS ON OR RE-ENABLE FOR THE END USER SO THEY CAN READ THE TIPS AS WELL.

Logging Level - Level of detail to log for support purposes. Logging level 3 will log complete transaction detail to help SEC support troubleshoot potential problems. It is recommended to leave the logging level Low (Level 1) when not troubleshooting.

Special Commands - this feature is currently reserved for SEC USE ONLY.

Expediter Functionality

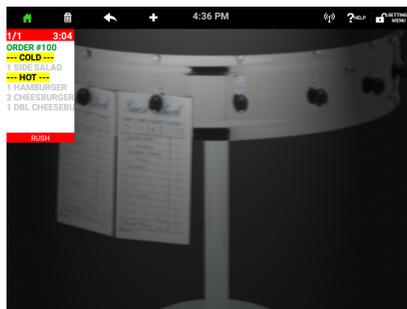
The ChefTab Expediter is a very powerful and unique feature of the ChefTab. The nicest thing about our Expediter is that you do not have to configure anything within the POS to support the Expediter capabilities, that is all handled by the ChefTab's themselves. All of the ChefTab's within the restaurant know about each other and will communicate with each other. The Food Prep stations will feed the Expediter station so that the Expediter always has a clear view of what is going on in the kitchen and the status of each order.

Here is a quick, step-by-step example of how to set up a store with two food prep stations (**Hot and Cold station**) along with an **Expediter**.

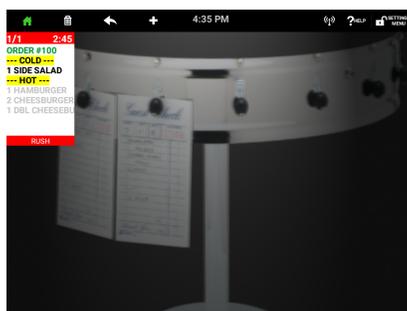
- 1.) [Configure the SETTINGS on the two ChefTab stations](#), Hot and Cold. Make sure they are both configured as Food Prep type stations, have been given an appropriate name, and be sure to enter the IP Address of the within Ticket Pipeline settings. This is so the Hot and Cold know they are working with an Expediter and where it can be found.
- 2.) [Configure the SETTINGS on the Expediter station](#). Make sure it is configured as an Expediter, of course, and set the Expediter options. That's it for the Expo.
- 3.) [Program the POS to send tickets](#) with the appropriate items to each of the Food Prep screens, Hot and Cold. Make sure to perform Ticket Genie and create an Order # tag at each of these stations because that is what the Expediter uses to merge tickets. No need to have the POS send tickets to the Expediter station because the two Food Prep stations will do that for you.

Once these initial configuration steps have been entered correctly the Expediter will automatically start performing it's functions with no further programming. In the pictures below you will be able to see a very simplified depiction of how orders progress on an Expo screen. Of course there is much more functionality to the ChefTab Expo than this, such as **Table View and Order Prioritization** but that will be covered in one of our tutorial videos.

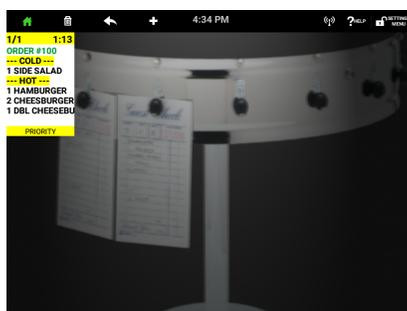
Initially, when an order goes to the HOT and COLD stations it will be merged on the Expo screen and all items will be greyed out to indicate that these items have not been prepped yet.



After any of the items have been prepped at the Food Prep stations they will be colored at the Expo screen indicating they are ready.



Finally, when all items are ready the order is ready to be bumped and served.



Custom TAGS Feature

The ChefTab has a very powerful feature, called TAGS, whereby XML like instructions can be sent to the ChefTab as embedded in your printer data. This embedded data is not displayed or printed but tells the ChefTab how to handle the incoming ticket data. TAGS are simple commands surrounded by < and >. TAGS are optional and not required for the ChefTab to run correctly. **However, by using embedded TAGS you will not have to configure TAGS within the Ticket Genie and may even be able to replace the Ticket Genie functionality altogether.**

Note: The “aaaa” designation within the TAGS are alpha-numeric and can be of varying lengths.

End Tags are not required while using the custom TAGS that we have provided. For example....

<RUSH> does not need to be followed at any point within your data with </RUSH>

<RUSH> - Rush orders or VIP orders - the RUSH tag can be placed anywhere within a ticket to indicate a priority ticket. A priority ticket will “jump” the queue. These tickets will become the leftmost ticket in the active queue.

<VOID> - Void ticket - the VOID tag can be placed anywhere within a ticket to indicate a voided ticket. Voided tickets will appear with a VOID stamp on the ticket and will be moved to the front of the queue. These tickets will become the leftmost ticket in the active queue so that they will be seen immediately.

<ORDER aaaa> - Order Number - the ORDER tag can be placed anywhere within a ticket. Order number is also a function of the Ticket Genie so ChefTab can extract order number from a ticket in two ways.

<SERVER aaaa> - Server name - the SERVER tag can be placed anywhere within a ticket. Server name is also a function of the Ticket Genie so ChefTab can extract order number from a ticket in two ways.

<REGISTER aaaa> - Register number - the Register tag can be placed anywhere within a ticket. Register number is also a function of the Ticket Genie so ChefTab can extract order number from a ticket in two ways.

<TYPE aaaa> - Order Type - the order Type tag can be placed anywhere within a ticket. Order Type is also a function of the Ticket Genie so ChefTab can extract order number from a ticket in two ways.

<ROUND aaaa> - Round Number - the Round Number tag can be placed anywhere within a ticket. Round Number is also a function of the Ticket Genie so ChefTab can extract Round Number from a ticket in two ways.

<TABLE aaaa> - Table Number - the Table Number tag can be placed anywhere within a ticket. Table Number is also a function of the Ticket Genie so ChefTab can extract Table Number from a ticket in two ways.

<SAMPLE> - Sample ticket - a SAMPLE ticket will be STAMPED as a "Sample" so the kitchen staff knows not to prepare it.

<SILENT> - Silent ticket - indicates that the audible Ticket Arrival Notification should not sound for this ticket.

<fgred>, <fggrn>, <fgblu>, <fgppl> - Set Foreground Color - the foreground color tags will allow you to individually set the foreground color of a particular line for highlighting purposes.

<bkred>, <bkblu>, <bkyel>, <bkgrn> - Set Background Color - the background color tags will allow you to individually set the background color of a particular line for highlighting purposes.

<header>, <item>, <modifier>, <footer> - Line type tags - the line type TAGS will identify each line within the ticket for processing purposes.

<notification> - Display an instant notification - a pop up notification will be displayed in a window on the screen. This can be an urgent message to the kitchen or any other message that needs immediate attention. This message will have to be dispatched by depressing the "OK" button before any other work can be done. Each notification can contain a Title and Message field.

exa: **<notification title="Please expedite" message="Order 100">**

IMPORTANT: Notifications should be sent as a complete ticket by itself and not embedded with other tickets / TAGS.

HTML TAGS

In addition to the Custom TAGS that we have provided ChefTab has the ability to receive and process pre-defined HTML TAGS. By using the Custom TAGS in conjunction with the HTML TAGS you can gain full control of the data being displayed on the ChefTab screens and do away with the Ticket Genie altogether.

Since the Ticket Genie performs the same functions that TAGS provide it is important that ChefTab be able to differentiate HTML data from regular printer data requiring the Ticket Genie. For this purpose any HTML tickets must be preceded with the following TAG.

<!DOCTYPE html>

The list of common, pre-defined HTML TAGS that are recognized by ChefTab can be found at the link below. Unlike the Custom TAGS we have provided ALL HTML TAGS must be properly closed....EXA: Item data

<https://commonsware.com/blog/Android/2010/05/26/html-tags-supported-by-textview.html>

```
<!-- SAMPLE TRANSACTION -->
<!-- &#160 USED FOR INDENTING -->

<header><font color="green"><b><big><text>GUEST #109</text></big></b></font><br>

<br>
<item><font color="black"><b><text>5 SLIDERS</text></b></font><br>
<modifier><font color="blue"><b><text>&#160;&#160;NO ONIONS</text></b></font><br>

<br>
<item><font color="black"><b><text>3 LG FRIES</text></b></font><br>

<br>
<item><font color="black"><b><text>1 CHZ DOGS</text></b></font><br>
<modifier><font color="red"><b><text>&#160;&#160;KETCHUP</text></b></font><br>
<modifier><font color="yellow"><b><text>&#160;&#160;ONIONS</text></b></font><br>

<br>
<item><font color="black"><b><text>1 VAN SHAKE</text></b></font><br>

<br>
<item><font color="black"><b><text>1 STRAW SHAKE</text></b></font><br>

<br>
<item><font color="black"><b><text>1 CHOC SHAKE</text></b></font><br>

<br>
<footer><font color="red"><b><big><text>*** PAID ***</text></big></b></font>
<br>
```