ADVANTAGE SERIES

The Electronic Server Pad (ESP) System Guide

FEDERAL COMMUNICATIONS COMMISSION (FCC)
RADIO FREQUENCY INTERFERENCE STATEMENT
WARNING

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

NOTICE: This documentation may include information about optional ADVANTAGE software packages. Inclusion of this information does not imply that it is part of the standard ADVANTAGE software. These option software packages include, but are not excluded to, Hotel Interface, Labor Analysis, Credit Authorization, Beverage Dispenser Interface, ADVANTAGE Polling Manager, and ADVANTAGE Communications Manager.

Introduction to the Electronic Server Pad (ESP) System

Remanco's revolutionary Electronic Server Pad (ESP) is the ultimate in portable, order entry technology for table service restaurants. Each ESP contains a battery powered radio transmitter and receiver that sends information back and forth to the system through a radio base station, which operates off a radio frequency. This compact terminal allows the server to send order s directly from the guest's table to the kitchen or the bar. The ESP is backlit making the keypad easily accessible in dimly lit environments. The ESP's single order entry system eliminates waiting in line for stationary terminals and speeds the delivery of food and drink orders. The result is improved customer service and more table turns.

The ESP reduces entry errors, and there is no need to write down the order before entering it on a stationary terminal. Add-on sales such as coffee and desserts are always captured. Each course on the order can be timed by the server, and sent to print when the guest is ready.

Managers with the ESP can discretely open checks to be sure drinks have been added, or to see what a customer having before approaching a table to ask "How is your Filet Mignon?". ESP's provide more control for a busy floor manager to effectively manage the restaurant.

Servers can provide more attentive service by spending more time with each customer. A larger number of guests can be served, tables are turned faster, and servers operate more efficiently. The ESP allows extra time for upselling that results in more revenues for the restaurant and better tips for the servers. Drinks can be delivered to the table by a runner before the server has even left the table side. Server can be notified at the table if an item is out of stock, or about the number of specials left. Alternatives can be suggested and ordered on the spot.

Each server is assigned a Remanco ESP terminal prior to his/her shift. Ordering capabilities can be individually programmed. The ESP's server assignments can easily be changed by a manager at any time.

The Remanco ESP is the ultimate tool for hospitality business owners for increasing sales, lowering food, beverage, and labor costs, enhancing server productivity, and providing repeat business from very satisfied customers.

Key Features

- Orders are entered quickly using alphabetic, numeric, or price lookups (PLU's).
- If using alpha entry, servers need only enter the first few letters (or a mnemonic abbreviation) of the item to be ordered (i.e. if ordering coffee, the server might enter "cf..."). The system will search for an item which matches the alpha-entry.
- Servers are notified right at the table if an item is out of stock, or if the quantity ordered is available.
- The ESP can be configured to print checks at a nearby printer.
- Durable, hand-held unit, can be carried easily.
- The quiet and unobtrusive ESP does not compromise the ambiance of the restaurant.

ESP Documentation

The ESP Guide provides information on the ESP system hardware, software configuration requirements, operational information, and some troubleshooting techniques for the most common ESP system problems.

The ESP Pocket Reference Guides provide quick access to all ESP terminal functions for servers/bartenders and managers. These reference guides are pocket-sized for easy access.

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Electronic Server Pad (ESP) Manager Reference Guide - Release 5.0

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Electronic Server Pad (ESP) Server Reference Guide - Release 5.0

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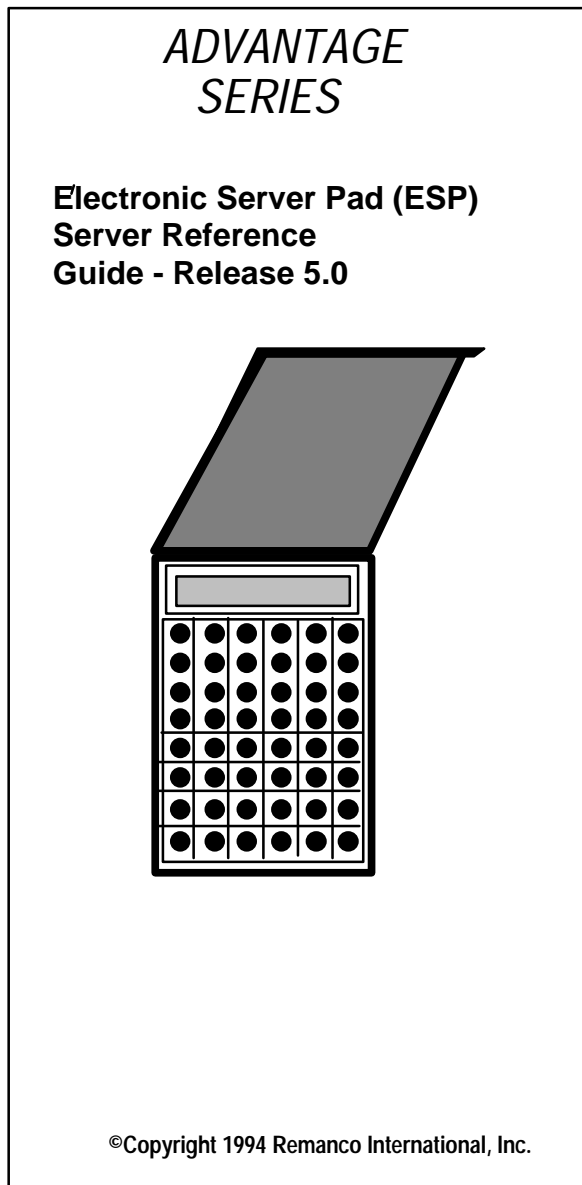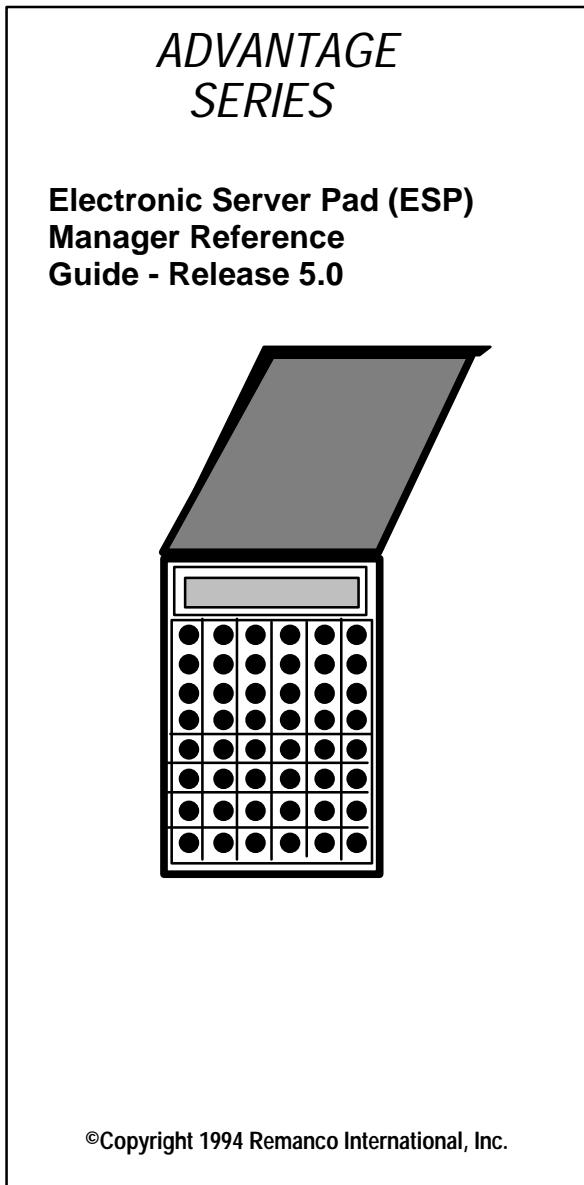
ESP System Hardware

The ESP hardware consists of the Radio Base Station with an attached antenna, the ESP battery powered units, a battery charger and battery packs.

LAN Block Kit

Battery Pack

ESP

RBS

Battery Charger
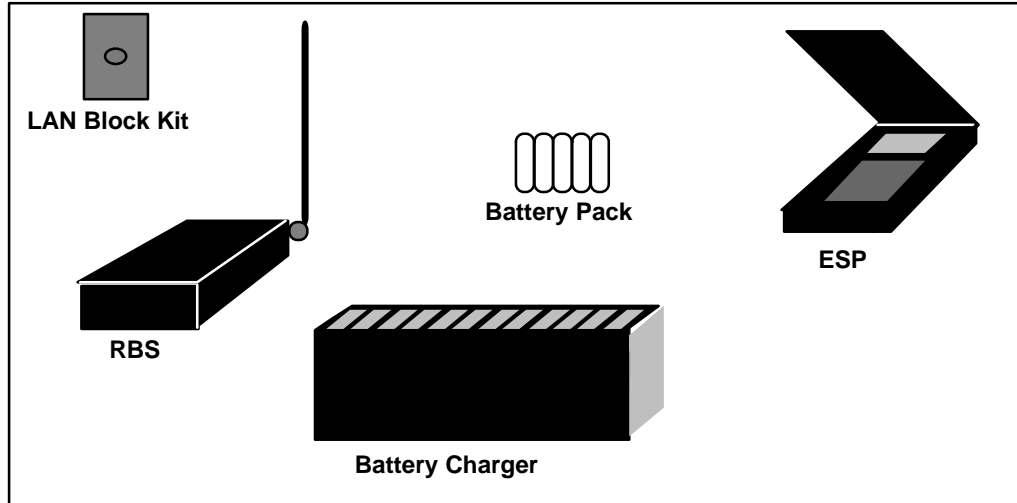
The Electronic Server Pad (ESP) Equipment

OFFICE

Battery Charger

Battery Pack

ESP(s)

RBS

Telco Cable

LAN Block

DINING ROOM
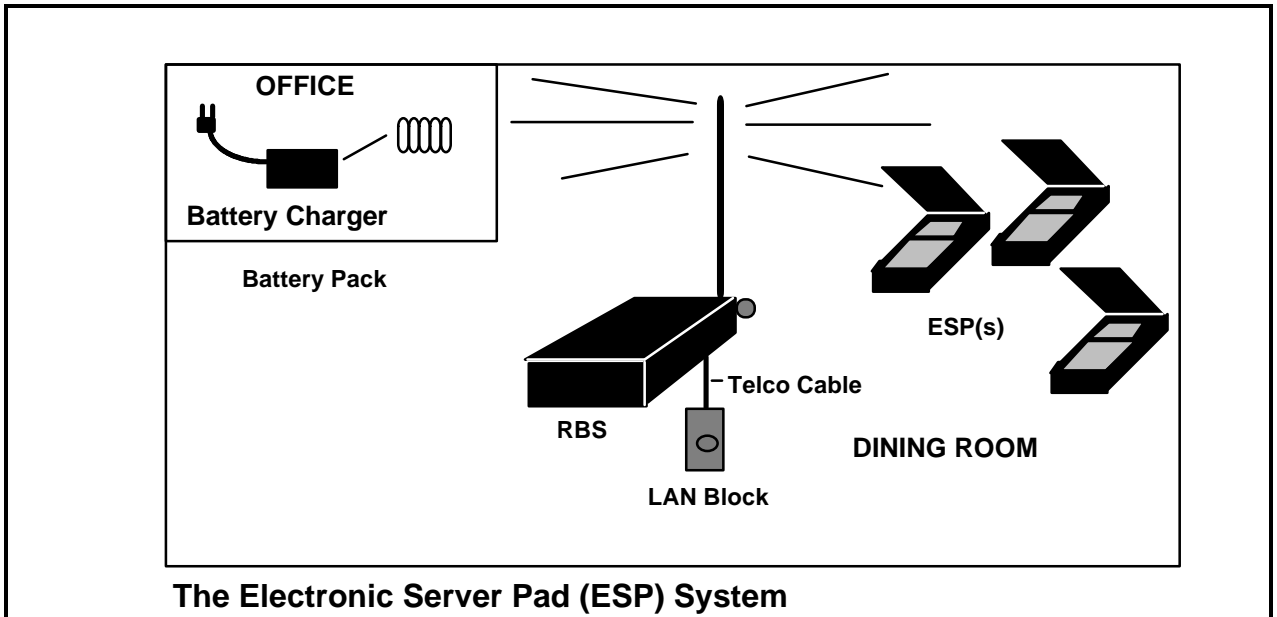
The Electronic Server Pad (ESP) System

The Radio Base Station (RBS) and Antenna

The Radio Base Station (RBS) is a 110 (or 220) Volt AC powered radio base station. The frequency range is 450-470MHz. Each base station covers up to 150,000+ square feet. The RBS can support approximately 12 ESP's at one time. If necessary, an additional RBS may be used for further coverage or to increase the number of ESP's. The number of radio base stations required for sufficient coverage and the number of ESP's that can be supported must be determined by the local hardware support personnel.

The RBS must be centrally located, clear of any large metal objects, for sufficient coverage of all ESP's. The RBS has a 250 Volt fuse which may need to be replaced from time to time. Call your local hardware support for replacement fuses.

The flexible "whip style" antenna is designed to operate in the 450-470MHz range. It is connected to the end of the RBS at a right angle (shown below) so that the antenna can swivel to accommodate either a horizontal or vertical mounting of the RBS.

"Whip" Style Antenna

Side View of the RBS (Not Actual Size)
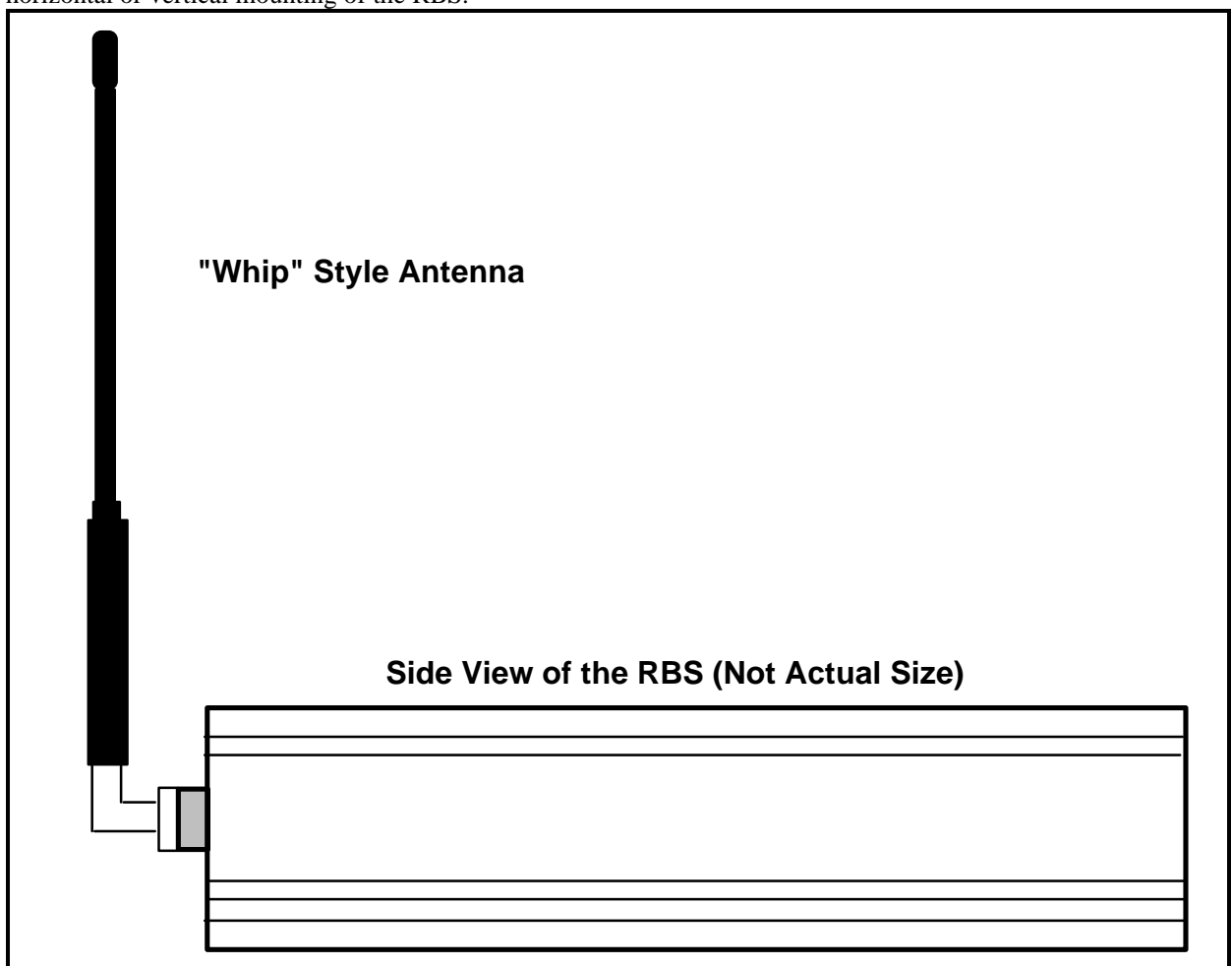
The Electronic Server Pad (ESP)

The ESP cover protects the keypad and display as well as lowering the power to the ESP which saves the battery pack usage. The ESP cover has an internal antenna. The antenna is positioned so that each time the cover is opened the antenna is turned away from the server ensuring a clear signal. Preset cards or menu item lists can be stored inside the cover for easy reference.

The backlit display has a two-line, sixteen characters alphanumeric display. The keyboard is also backlit so the ESP works well in all lighting environments. The rubber keyboard makes the ESP resistant to spills.

ESP Dimensions: 1.25" x 3.64" x 7.00" (3.18cm x 9.25cm x 17.8cm)
ESP Weight: (with Battery): 20.5 oz. (.58 kg)

Each ESP has a unique serial number located on the back for easy identification.
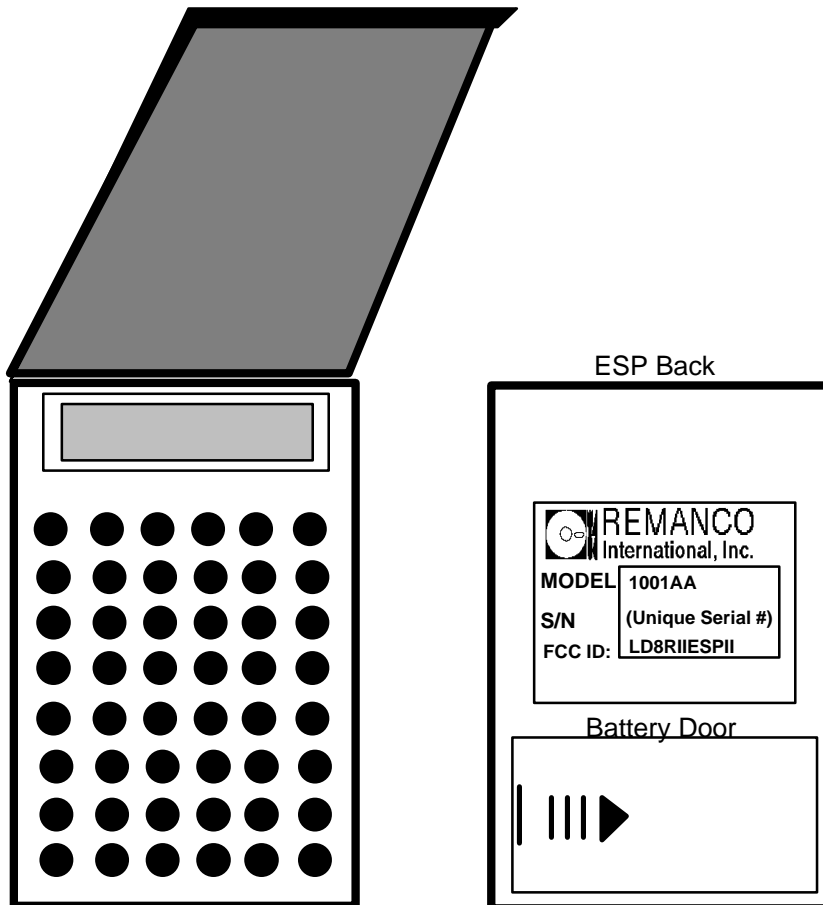
The Battery Charger and Battery Pack(s)

The battery door is located on the back of the ESP and snaps on and off for easy access to the NiCad battery pack. The pack consists of five 600 milliamp-hour AA size cells which are all shrink-wrapped together.

Battery Pack

(Not actual size)

Top View of Battery Charger (Shown 1/2 size)

Green LED

Red LED
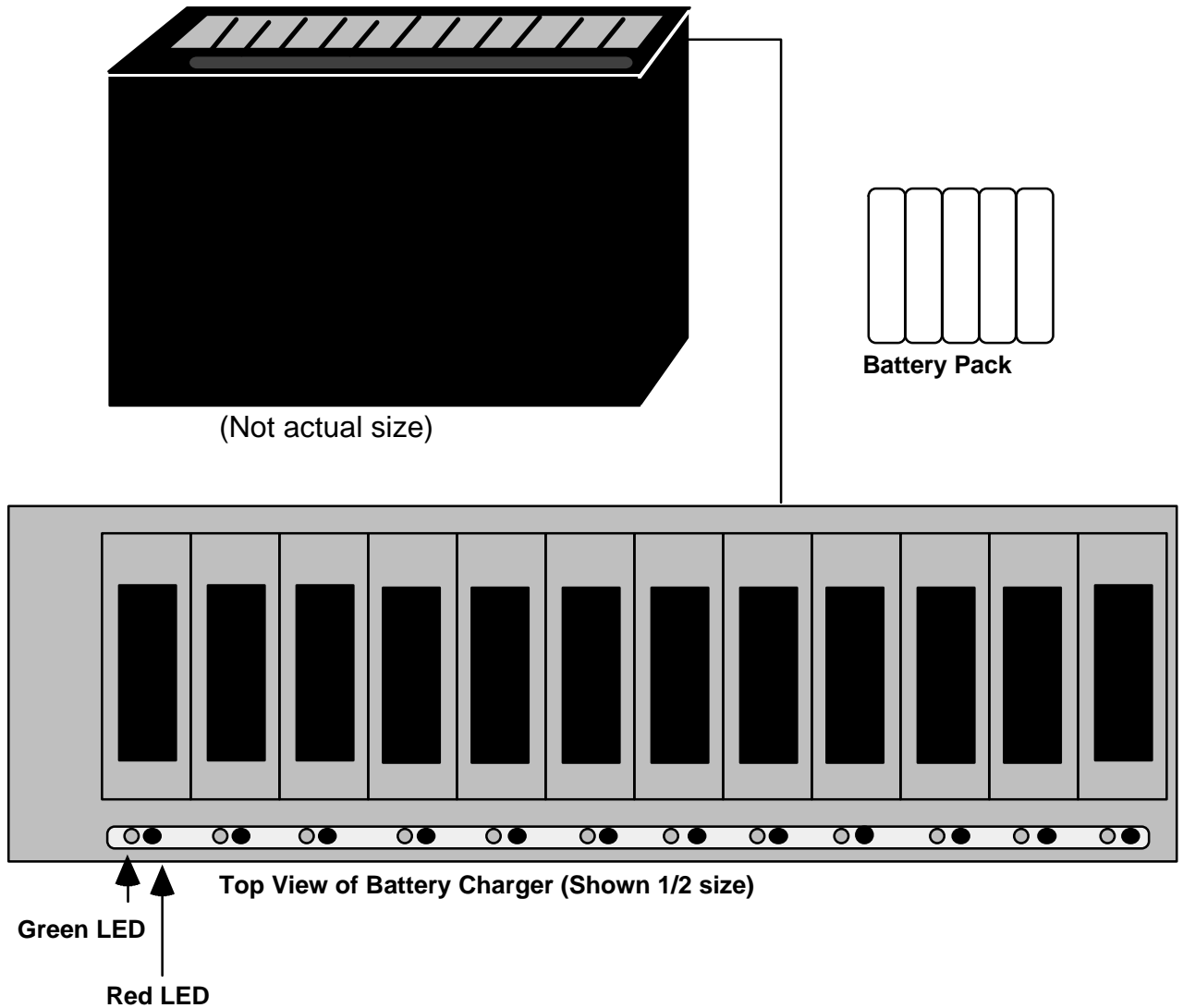
Each ESP requires a special battery pack which should be purchased through your local hardware support. When the ESP is displaying a flashing block it is necessary to charge the battery pack. Battery packs are charged by placing them into the AC powered battery charger. The battery charger will hold up to 12 battery packs at one time, one pack per slot. Once the battery pack has been placed in the charger, the green LED light will be on solidly.

WARNING!!! Place only Remanco approved battery packs into the battery charger. Non-approved batteries or battery packs may burst causing personal injury and damage.

The Battery Charger and Battery Pack(s) (continued)

If the red LED lights up when the battery pack is placed into the charger:

1.   Remove and re-insert the battery pack at least 3 times (this will often correct the problem).

2.   If the red LED is still lit, discard the battery pack and replace it.

If there is no red or green LED light lit, the contacts between the charger and the battery pack are not good.

1.   Remove and re-insert the battery pack at least 3 times (this will often correct the problem).

2.   If there is still no light, try another slot.

3.   If no slot will light, discard and replace the battery pack.

The battery pack must remain in the battery charger for a period of about 1 1/2 hours if it needs to be fully charged (less if it needs only a partial charge). Once the battery pack is fully charged the green LED will flash.

If the battery charger indicates that a battery pack has been fully charged after only 15 minutes the battery pack is not fully charged. Therefore, the battery pack will not last very long in the ESP. Do not assume that there is a problem with the battery charger. Simply recharge the battery and it will receive a full charge the second time in the battery charger.

Charged battery packs should last the duration of one shift (about 8 hours). **The amount of time that a charged battery pack will last may vary depending on use, therefore, it is recommended that the battery pack be removed from the ESP and recharged after each shift**.

Each battery pack can be charged over and over at least 400-500 times before it should be discarded and replaced.

If the battery charger indicates a faulty battery pack (either a RED indicator light or no indicator light at all), remove the battery pack from the charger for a period of 1/2 hour. After 1/2 hour place the battery pack back into the charger. If there is a RED indicator light or no light at all remove the batter pack again. Wait 1/2 hour. Place the battery pack into the charger. Perform this procedure for a total of three times. This procedure will often correct the problem. If not, the battery pack should be discarded.

The ESP System Software Requirements

After the system hardware has been installed it is necessary to make changes to the software from the Back of House screens. These changes include Screen Security, Download File Definition, and ESP to Employee ID Assignment.

Screen Security

The screen number shown below must be assigned to each Screen Security Privilege level. If the screen is not assigned to each Screen Security Privilege level, ESP to Employee ID Assignment **will not** be accessible.

Refer to *The Feature Guide* for instructions on updating Screen Security.

- f126   ESP to Employee ID Assignment

Download File Definition

Once the node number for the RBS and ESP's has been determined by the local hardware support personnel, the node must be configured in Download Files for Network Nodes (screen #122).

1. Select **1**, "Configuration Update" from the main menu. Then, select **2**, "Equipment and Preset Overlay Definition". Select **2**, "Download Files for Network Nodes" from the equipment menu.

```
 replace stored          update          record    4 of    7
  ┌ Configuration Update              Print Enabled: N  [1]
  │ ┌ Equipment and Preset Overlay Definition   [12]
  └ │ ┌ Download Files for Network Nodes                      [122]
    └ │
      │  Net  │  Node │  Download File
      │  ─────┼───────┼──────────────────────────────────
      │   1   │   2   │  /usr/cheshire/pcv/term
      │  ─────┼───────┼──────────────────────────────────
      │   1   │   3   │  /usr/cheshire/pcv/epson267
      │  ─────┼───────┼──────────────────────────────────
      │   1   │   4   │  /usr/cheshire/pcv/term
      │  ─────┼───────┼──────────────────────────────────
      │   1   │   5   │  /usr/cheshire/pcv/rlan
      │  ─────┼───────┼──────────────────────────────────
      │   1   │   6   │  /usr/cheshire/pcv/epson267
      │  ─────┼───────┼──────────────────────────────────
      │   1   │   7   │  /usr/cheshire/pcv/term

 Enter download file name.
 F1 -Prv Form  F2 -Nxt Form  F3 -Prv Rec  F4 -Nxt Rec  F5 -Fld Help  F10-More Key
```

Download Files for Network Nodes (Screen #122)

1. Press **F7** (CLEAR TO ADD) Enter **1** in the "Net" field and press **RETURN**.

2. Enter the appropriate node number in the "Node" field and press **RETURN**.

3. Type in the download file for the ESP node exactly as follows:

    /usr/cheshire/pcv/rlan

4. Press **F9** (ADD/UPDATE) to 'save' the change.

Device Definition

Each ESP that is going to be used must be configured as a device in Device Definition (Screen #123).

To configure an ESP:

1. Select **1**, "Configuration Update" from the main menu. Select **2**, "Equipment and Preset Overlay Definition", from the configuration menu. Then select **3**, "Device Definition", from the equipment menu.

```
replace stored          update         record    11 of    12

 Configuration Update                  Print Enabled: N  [1]

  Equipment and Preset Overlay Definition    [12]

   Device Definition                                      [123]

   Device ID #  | Net | Node | Port | Device Type | Name           | Parent

   313          |  1  |  3   |  0   |     13      | Kitchen Hot Prt |   0

   41           |  1  |  4   |  0   |     1       | Cabana TST      |   0

   530          |  1  |  5   |  30  |     11      | ESP1            |   0

   531          |  1  |  5   |  31  |     11      | ESP2            |   0

   532          |  1  |  5   |  32  |     11      | ESP3            |   0

   61           |  1  |  6   |  0   |     1       | Hostess TST     |   0

 Enter device ID number.
 F1 -Prv Form  F2 -Nxt Form  F3 -Prv Rec  F4 -Nxt Rec  F5 -Fld Help  F10-More Key
```

Device Definition (Screen #123)

2. Press **F7** (CLEAR TO ADD), enter a unique Device ID# (i.e. "5" for the node number and any unique number i.e. 30, shown above) and press **RETURN**.

3. Enter the number of the network in the "Net" field (1 if there is only one network for the system) and press **RETURN**.

4. Enter the "Node" number that has been designated by hardware support personnel and press **RETURN** (This number must match the node number in Download Files for Network Nodes (Screen #122).

5. Enter any unique port number (it may be helpful to stay within a range as shown above and/or to use the unique number from   the Device ID) and press **RETURN**. In the screen shown above, the ESP Device ID's and the port numbers both start at **30** although this configuration is not mandatory.

6. Enter **11** for the "Device Type" and press **RETURN**. All ESP's must have Device Type 11.

7. Enter a unique "Name" for each ESP and press **RETURN**.

8. Enter 0 for the "Parent" and press **F9** (ADD/UPDATE) to 'save' the changes. All ESP's must have Parent **0**.

Ensure that every ESP to be used has a line entry in Device Definition. ESP's without Device Definition configuration will not be operable.

Using the ESP

Assigning an Electronic Server Pad (ESP) to an Employee

If servers use Electronic Server Pads (ESP's), one must be assigned to them either prior to their shift, to be returned at the end of their shift, or at the onset of there employment, to be kept permanently.

The number of ESP assignments depend upon the number of ESP's available and the number of servers working. Server's employee ID numbers are configured to specific ESP serial numbers. Only one employee may be assigned to each ESP serial number.

Assigning ESP's to servers should be part of the opening routine. Throughout the business day, it may be necessary to change ESP assignments. If there are not enough ESP's for all of the servers who will be working on a given business day, ESP's may be shared by changing the employee ID assigned to an ESP.

To assign Electronic Server Pads:

1. Select **1**, "Configuration Update", from the main menu, **2**, "Equipment and Preset Overlay Definition", from the Configuration Update menu, and **7,** "ESP to Employee ID Assignment", from the Equipment and Preset Overlay Definition menu.

```
 replace not stored      find

   Configuration Update                 Print Enabled: Y  [1]

    Equipment and Preset Overlay Definition    [12]

     ESP to Employee ID Assignment                          [126]

      NOTE: Setting Employee ID to 0 is an easy way to disable the ESP from
         operating.  The other way is to delete its record from this table.

      ESP Serial
      Number        Device ID │ Employee ID

      6748          2221      │ 1




Enter ESP serial number.
 F1 -Prv Form F2 -Nxt Form F3 -Find              F5 -Fld Help F10-More Key
```

ESP to Employee Assignment (Screen #126)

2. Assign an ESP to a server by changing the employee ID number configured to an ESP serial number. Use the arrow keys or **F13** (CLEAR TO FIND) and **F3** (FIND) to search for the appropriate ESP serial number.

3. Use **RETURN** to place the cursor on the employee ID number. Type the new employee ID number over the existing employee ID number. Press **F9** (SAVE) to "save" the change.

Be sure to configure each ESP serial number to a Device ID so that guest checks and order chits will print properly. Press **F9** (SAVE) to "save" the changes. If an ESP is not being used, configure its employee ID to be **0**.

4. Press **F9** (ADD/UPDATE) to "save" the change.

5. Use **F1** (PREVIOUS FORM) to return to the Configuration Update menu.

6. To Activate the changes select **12**, "Activate Configuration Changes", from the Configuration Update menu.

Note: Configure all ESP assignments to "**0**" prior to configuring new assignments. By doing this, you will avoid assigning an employee twice or forgetting to assign "**0**" to an employee that should not have an assignment.

ESP to Employee Assignment Sheet Master

Make copies of this sheet to be used for keeping track of the ESP to Employee ID Assignments.

Date:_____ Shift:_____		**ESP to Employee ID Assignment**	
NODE	SERIAL NO.	SERVER NAME/EMPLOYEE ID #	RETURNED

The ESP Keypad
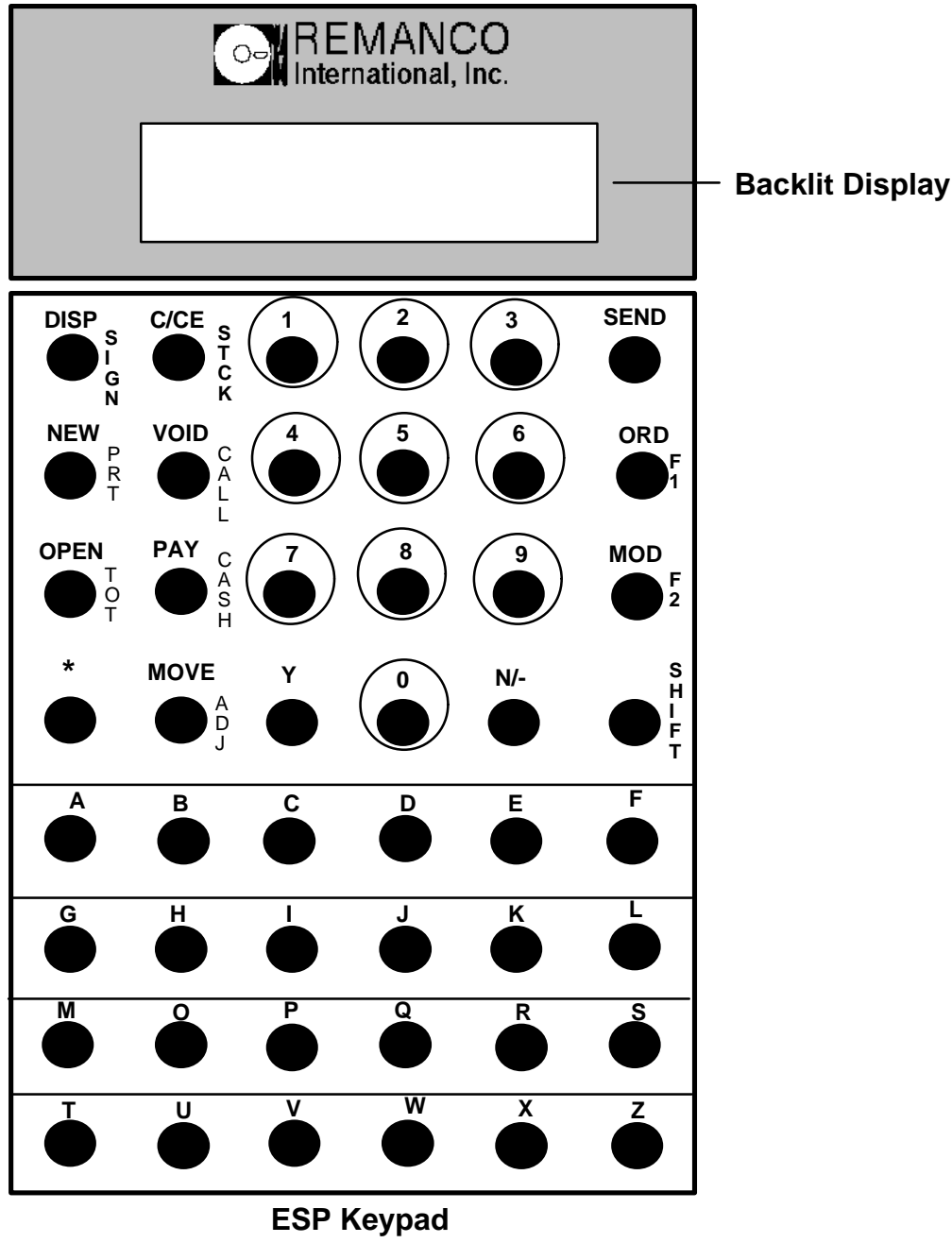
ESP Keypad

Many of the ESP keys perform two separate functions. The large horizontal labels are the primary functions, the small vertical labels are the secondary functions. Secondary functions are performed using the **SHIFT** key.

The preset keypad is located on the bottom half of the ESP keypad, letters A-Z. 120 preset keys can be configured, with a preset card, for the ESP. See *Using Preset Cards*.

Note: Some keypad labels are the same as the ADVANTAGE Server Terminals (i.e. IN/OUT for SIGN, MGR for CALL, FIRE for F1, etc.). Commands within this document will reference both.

ESP Key Definitions

DISP/VIEW   Displays any ordered items.

C/CE   To clear the last entry performed.

SEND   To send the order to the preparation site just as lifting the key on a TST or AEST. The key must be pressed **and** released to send the order.

NEW   To open a new guest check.

VOID   To void the displayed menu item, payment, etc.

ORD   To order a menu item.

OPEN   To reaccess a guest check.

PAY   To pay out a guest check.

MOD   To modify an ordered item.

*   The asterisk (*) key changes the ESP from Preset mode to Alpha Entry mode. **When the * appears in the lower right corner of the display, the ESP is in Alpha Entry mode. Nothing but alpha entries will be recognized**. In Alpha Entry mode, the alpha (letter) keys, and the **Y** and **N/-** keys, are used for ordering items and modifiers by Alpha Entry.

You can put the ESP's lower 24 keys in either Preset or Alpha Entry mode. In Preset mode, the keys correspond to menu items, modifiers, or other server terminal functions. There are five levels to each of the 24 Preset keys, which gives you a total of 120 Presets.   The layout of your presets will be in the lid of your ESP. Notice that each level is numbered and each Preset has a letter. If the item you want to order is in Preset Level 3 and is Key "S", you would enter 3 S and then press ORDER. If other items that you want to order are also in Level 3, you need only to enter the appropriate letter, as the ESP will remain in that level until you specify otherwise.

MOVE   To move ordered items from one check to another.

SHIFT Key Functions

SHIFT   After pressing **SHIFT**, a small rectangle will appear on the lower right-hand corner of the display to indicated that the ESP is in "shift mode." Next, press the desired secondary function indicated by a small vertical label next to they key. For example, to select the cash function, press **SHIFT** and then **CASH**. The ESP automatically goes back to primary mode after one keystroke in shift mode.

SIGN/
IN/OUT   To sign in/out or print a server summary.

STCK/
STK   To stock menu items in/out or display a stock quantity.

PRT   To print a guest check.

CALL/MGR	The call key is used for manager functions when the ESP is in the "shift" mode.
F1/ FIRE	To fire a course or change an item's course number.
TOT	To display the number of guests and the current total of an open guest check.
CASH	To cash out employees.
F2/ BREAK	To clear/change passcodes or display system date and time.
ADJ	To perform adjustments on guest checks.

Server Reference Guide for the ESP

Signing In	Enter key number, press **N/-**, enter job class, and press **SHIFT SIGN(IN/OUT).**
Creating a Guest Check	Enter the table number, press **NEW**, enter the guest count (if asked), and press **NEW**.
Creating Separate Groups on a Table	Enter the table number, press **N/-**, enter the group number, and press **NEW.** Enter the guest count (if asked) and press **NEW**.
Reaccessing a Check	Enter the table number, press **OPEN** or if groups exist, enter the table number, press **N/-**,enter the group number and press **OPEN**. (Optional, enter last 4 digits of check number, press **OPEN**.
Ordering Items by PLU	Access check, enter PLU number, and press **ORD**. Repeat as necessary. To order multiple quantities, enter the quantity, press **N/-**, enter PLU number and press **ORD**.
Ordering Items by Alpha	Access check, press * to put the ESP into Alpha Entry mode. Enter letters to spell the item. "If- - ?" displays, press **ORD** or **MOD**, or continue spelling the desired item.
Ordering Items by Preset	Find the menu item on the preset card. Determine its location, (i.e. page # 1-5 and letter A-Z. Press the corresponding letter A-Z)
Ordering Open Priced Items	Access check, order open priced item, enter price without decimal and press **ORD**.
Modifying Items	Display the item to be modified, enter PLU number for the modifier and press **MOD**, find the modifier by spelling it (Alpha), or find the modifier on the preset card.
Using Forced Modifiers	If an item is ordered and displays with a ">", press **DISP**/**VIEW** to view the forced modifiers associated with the order item. When the desired modifier is displayed, press **MOD**. Repeat as necessary. Now, when modifying is complete press **ORD** to complete the order. Unforced modifiers may added well once the forced modifiers have been selected.
Displaying Items/Check	Access check, press **DISP/VIEW**. To reverse the display sequence press **N/- DISP/VIEW**.
Displaying/Changing Guest Count	Access check, press **N/- SHIFT TOT** to display guest count, or enter new count and press **SHIFT TOT** to change.
Displaying Date/Time of Check	Access check and press **99 DISP/VIEW**. The check creation time and date is displayed.

Displaying Check ID	Access check, enter **24** and press **SHIFT CALL/MGR**.
Printing Check	Access check and press **SHIFT PRT**.
Firing Course	Access check, enter course number to be fired, press **SHIFT F1/FIRE**, enter **Y** and press **SHIFT F1/FIRE**.
Changing Course	Access check, display item whose course is to be changed. Press **N/-** enter new course number, and press **SHIFT F1/FIRE**.
Voiding Items	Display item and press **VOID**. When the terminal displays "VOID ITEM?", press **Y VOID**.
Voiding Checks	Access check and press **DISP**. Void any items exist on the check. When the ESP displays "NO ITEMS" press **VOID**. Then the terminal displays "VOID CHECK?", press **Y VOID**.
Moving Checks	Create or open a new check, enter the old table number and press **MOVE**.
Moving Items	Create or open a new check. Enter the original table number, press Y, enter the group number and press **MOVE**. Press **DISP/VIEW** to display item to be moved. Press **MOVE**. Repeat as needed. If multiple quantities of the same item are to be moved, enter the quantity and press **MOVE**. To complete the order press **Y MOVE**, **Y MOVE**.
Displaying Check Total	Access the check and press **SHIFT TOT**.
Displaying Payment Methods	Access the check, press **N/-** , press **PAY**. Continue pressing **N/- PAY** until the desired payment method is displayed, then press **PAY** to start the payment sequence.
Performing Cash Payments	Access the check, and press **SHIFT TOT**. Enter the payment method ID number, press **PAY**. Enter the payment amount or **Y**, if the same, and press **PAY**. Press **Y PAY** to close the check (if prompted).
Performing Other Payments	Access the check, and press **SHIFT TOT**. Enter the payment method ID number and press **PAY**. Enter responses to the terminal prompt(s) and press **PAY** after each entry. If the total is correct, press **Y PAY**. If requested, press **Y PAY** to close the check.
Performing Rapid Entry	Rapid entry allows items to be ordered without opening a table. Order items and press **SEND**. To pay the check, press **SHIFT TOT**. Enter the payment method ID number and press **PAY**. Enter the card/room number and tip, if necessary, pressing **PAY** between entries. Check total, if correct, press **Y PAY**. If requested, press **Y PAY** to close the check.

Performing Multi-Payments	Access the check, and press **SHIFT TOT**. Enter the first payment method ID number and press **PAY**. If necessary, enter card/room number and tip, pressing **PAY** between entries. Enter the payment amount, including tip, to be paid to this payment method and press **PAY**. Enter second payment method ID number and press **PAY**, if necessary, enter car/room number and tip, pressing **PAY** between entries. The ESP displays the total. (Enter the payment amount to be paid to the second payment method, continue payout sequence).

<div align="center">

-or-

</div>

	If the balance is to be paid to cash, press **Y PAY**. If requested, press **Y PAY** to close the check.
Voiding Payments	When the "CLOSE CHECK?" prompt displays on the terminal press **N/- PAY** then press **DISP** until the payment method to be voided displays on the terminal. Press **VOID**, the terminal displays "VOID (PAYMENT METHOD)?". Press **Y VOID**. Press **SHIFT TOT** to ensure that the check total is correct.
Link Inquiry	Press **25 SHIFT CALL/MGR**. Enter the room number, press **SHIFT CALL/MGR**. Enter **N/-** to abort or **Y** for credit detail, press **C/CE** to abort.
Obtaining a Server Media Report Summary Report	Press **N/- SHIFT SIGN(In/Out)**. The Server Media Summary will print.
Signing Out	Press **SHIFT SIGN(In/Out)**. If requested, enter cash tips and press **SHIFT SIGN(In/Out)**. A verification will print.
Keyless Clockout	Enter the key number, press **Y**, enter the tip amount andpress **SHIFT SIGN(In/Out)**.
Rapid Cashout	Press **7 SHIFT CASH**. Enter the amount of tips paid that is listed on the server summary, press **SHIFT CASH**. If requested, enter the cash tip amount and press **SHIFT CASH**.
Identifying the ESP	Press **17 SHIFT CALL/MGR**. The ESP displays the Device ID number, network, and node number (i.e. 121 1/12).
Printing a Printer Status Report	Press **104** then press **SHIFT CALL/MGR**. The report will print on the pre-designated printer. (Any printer that has **not** been used since Front of House was started will show as down on this report until it prints something).
To Print Another Employee's Sign-Out Summary	Press **N/-**, enter the server's key number and press **SHIFT SIGN(In/Out)**.
To Sign In Another	Press **N/-**, twice, enter the employee's key #,

Employee	and press **N/-**, enter the employees job class, and press **SHIFT SIGN(In/Out)**.
To Sign Out Another Employee	Press **N/-** twice, and enter the server's key number, press **SHIFT SIGN(In/Out)**.
To Change a Pass Code	Enter the old pass code, press **N/-** twice, enter the new pass code, and press **SHIFT F2/BREAK**.

To Reset a Pass Code to the Employee ID Number	Press **N/-** twice, enter the Employee ID number and press **SHIFT F2/BREAK**.
To Assign Manager's Privileges to a Server	Press **99 SHIFT CALL/MGR**. Enter the manager's ID key number and press **SHIFT CALL/MGR**. Enter the manager's pass code and press **SHIFT CALL/MGR**. The ESP displays "NEW PRIV".
To Remove Manager's Privileges from a Server	Press **99 SHIFT CALL/MGR**.
To Reopen a Closed Check	Press **N/-**, press **OPEN**, enter the reason code number for reopening the check and press **OPEN**. Enter the check number and press **OPEN**.
To Stock an Item In	Press **N/-**, enter PLU number to stock in, press **SHIFT STCK/STK**, press **Y**, then **SHIFT STCK/STK**. When prompted for a quantity, enter **0** (for unlimited amount) or enter a number (if the quantity of the item is limited), and press **SHIFT STCK/STK**.
To Display a Stock Quantity	Enter the PLU number and press **SHIFT STCK/STK** (There must be a stock quantity set for this function to work).
To Stock an Item Out	Press **N/-**, enter the PLU number for the item that is to be stocked out, press **SHIFT STCK/STK**. Press **N/-** then **SHIFT STCK/STK**. (There must be a stock quantity set for this function to work).
To Delete a Stock Record	Press **N/-**, twice, enter the PLU number and press **SHIFT STCK/STK**.
To Display ESP ID	Press **17 SHIFT CALL/MGR**. The ESP displays the Device ID number, network, and node number (i.e. 121 1/12).
To Print a Floor Report	Enter **22** and press **SHIFT CALL/MGR**. Enter the report number and press **SHIFT CALL/MGR**, or if an argument is required, press **N/-**, enter argument, press **SHIFT CALL/MGR**.
To Reprint a Hard Check	Access the check, enter **23** and press **SHIFT CALL/MGR**.
Printing a Printer Status Report	Press **104** then press **SHIFT CALL/MGR**. The report will print on the pre-designated printer. (Any printer that has **not** been used since Front of House was started will show as down on this report until a print job has been printed).
To Display Check ID	Access the check, enter **24** and press **SHIFT CALL/MGR**.
To Display Creation Time of Check	Access the check, enter **99** and press **DISP/VIEW.**
To Check the Date and Time	Press **SHIFT F2/BREAK**.

To Adjust a Check	Access the check, enter the adjustment ID number and press **SHIFT ADJ**. If an amount is requested, enter the adjustment amount and press **SHIFT ADJ**. (Automatic adjustment do not prompt for an amount).
To Void a **Previously** **Ordered Item**	Press **DISP/VIEW** until the item to be voided is displayed and press **VOID**. If a passcode is requested, enter the passcode and press **VOID**. Enter reason code and press **VOID**. Enter **Y** if correct, and press **VOID**.
To Void a Payment	Press **DISP/VIEW** until the payment method to be voided is displayed and press **VOID**. If a pass code is requested, enter the pass code and press **VOID**. Enter **Y** if correct, and press **VOID**.
To Void an Adjustment	Press **DISP/VIEW** until the adjustment to be voided is displayed and press **VOID**. If a pass code is requested, enter the pass code and press **VOID**. Enter Y if correct, and press **VOID**.
To Void a Check	Access check and press **DISP/VIEW**. Void any items exist on the check. When the ESP displays "NO ITEMS", press **VOID**. Then the ESP displays "VOID CHECK?", press **Y VOID**.

Common Alpha Entry Problems

1.   Two items are configured with the same item name and the same spelling.

       Example: If a Coke is configured in the system once as an order item and again as a modifier, the system will only find the first item that is configured with that name.

       Solution: Enter the order item for Coke as GLASS COKE so that it's spelling is different from the modifier COKE.
                                              -or-

       Enter Coke as 'M' Maybe in the "Aln" Alone field in Item Definition. The server can then press ORD or MOD to differentiate the order item from the modifier.

2.   There is more than one item configured whose name starts with the same word.

       Example: One item is configured as BURGER and another item is configured as BURGER FRIES.

       Solution: If BURGER is spelled in Alpha Entry mode, the ESP will display "BURGER--?". Press ORD to order BURGER, or enter '**F**' to display "BURGER FRIES--?" then press ORD.

3.   Only the numbers 1-9 can be used when configuring a mnemonic.

       Example: The menu may include 10 different glasses of wine. The mnemonics for these could be configured as G1, G2, G3, etc. However, the tenth glass of cannot be configured as G10. Therefore, a different mnemonic must be used.

4.   The system performs alpha searches from the same database configuration whether searching for the item "Name" or the item "mnemonic".

       Example: If "it" is entered as a modifier and "Ice Tea" is entered as an order item with the mnemonic "it", the system will find "it" only find the modifier and the Iced Tea order item will not be allowed with that mnemonic.

Using Preset Cards

If ordering by PLU or Alpha Entry, it may not be necessary to configure preset boards for the ESP. However, if presets are configured for the ESP, it will be necessary to create preset cards to be used at reference when ordering. The preset cards can be stored in the ESP cover.

The preset card is divided into five sections, numbered 1-5 which signifies the page number. Each section contains squares lettered A-Z. The names of the preset items can be typed below the numbers/letters.

To select a menu item from the preset, locate the item on the preset card located inside the ESP cover. Identify the item's page number (1-5) and letter (A-Z). For example, "coffee" might be located on the square labeled "1A". Then, select coffee by pressing "1" on the keypad, for page one and "A" for coffee. Only one item per section, per letter, can be configured.

1A	1B	1C	1D	1E	1F
1G	1H	1I	1J	1K	1L
1M	1O	1P	1Q	1R	1S
1T	1U	1V	1W	1X	1Z
2A	2B	2C	2D	2E	2F
2G	2H	2I	2J	2K	2L
2M	2O	2P	2Q	2R	2S
2T	2U	2V	2W	2X	2Z
3A	3B	3C	3D	3E	3F
3G	3H	3I	3J	3K	3L
3M	3O	3P	3Q	3R	3S
3T	3U	3V	3W	3X	3Z
4A	4B	4C	4D	4E	4F
4G	4H	4I	4J	4K	4L
4M	4O	4P	4Q	4R	4S
4T	4U	4V	4W	4X	4Z
5A	5B	5C	5D	5E	5F
5G	5H	5I	5J	5K	5L
5M	5O	5P	5Q	5R	5S
5T	5U	5V	5W	5X	5Z

Use this chart to learn the ESP presets.   The chart can be reduced (65%) so that it fits inside the cover of the ESP.

Use this chart to type in your menu items. The chart can be reduced (65%) so that it fits inside the cover of the ESP.

Troubleshooting the ESP System

Displayed Error Messages

The following error messages may be displayed on the ESP(s). Possible solutions are also listed. If you have a problem that is not mentioned, or the solution mentioned does not rectify your problem, call your local support personnel.

No Signal!   If displayed on all ESPs, the ESPs are not receiving signals from the RBS.

                                    Solution: Press **C/CE**. If nothing happens reset the RBS, turn the power switch to OFF "**o**" then ON "**|**". Ensure that the RBS dipswitches are set correctly. See *RBS Dipswitch Settings*. in this manual. If the problem persists call your local support personnel.

No Signal!-   If displayed one ESP, the ESP is not receiving signals from the RBS.

                                    Solution: Press **C/CE**. If nothing happens remove and re-insert the battery pack. Check configuration of the ESP in Device Definition and ESP to Employee ID Assignment. If nothing happens call your local support personnel.

Chk System Setup   The ESP serial number is not configured in ESP Assignment, or the ESP is not configured in Device Definition, or there is a hardware problem (i.e. RBS network cable is disconnected, 1/1 PCV is down). If it is a hardware problem, more than one ESP would be displaying this message.

                                    Solution: If the message is displayed on one ESP, check that the ESP has been properly configured in ESP Assignment and Device Definition. If the message is displayed on more than one ESP call your local hardware support personnel.

Connecting....   The system recognizes the RBS but the ESP is not communicating with the RBS.

                                    Solution: ESP may respond, otherwise the next message is displayed.

Reposition Unit-   The system recognizes the RBS but the ESP is not communicating with the RBS.

                                    Solution: ESP may respond, if not, reposition the ESP and/or yourself to receive a better signal from the RBS. The following message may be displayed.

Reposition Unit->C/CE The system recognizes the RBS but the ESP is not communicating with the RBS.

                                    Solution: Press **C/CE**. If nothing happens reposition the ESP and/or yourself to receive a better signal from the RBS. Remove and re-insert the battery pack. Check configuration of the ESP in Device Definition and ESP to Employee ID Assignment. If nothing happens call your local hardware support.

Blank Display   Could be the battery pack, or the ESP itself.

Solution: Press **C/CE**. If no response, remove and re-insert the battery pack. Replace the battery pack. If no change, call your local support personnel. Check configuration of the ESP in Device Definition and ESP to Employee ID Assignment.

Bat   Batteries are LOW.

Solution: Replace the battery pack. After 5 minutes, if the battery pack is not replaced, the next message is displayed.

Change Batteries   Batteries are LOW.

Solution: Replace the battery pack.

Test Mode   Someone may have inadvertently pressed the top three keys on the left side of the keypad which puts the ESP into test mode.

Solution: Press SEND to clear the screen. If the problem persists remove and re-insert the battery pack.
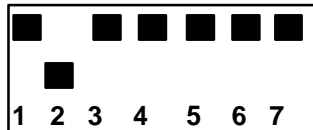
RBS Dipswitch Settings

Your local hardware support personnel will determine the node number for the Radio Base Station. Once the node number has been determined and configured in Download Reasons for Network Nodes (screen #122), the switches on the RBS must be set.

The purpose of these switches is to address the RBS. This is how the node number of the RBS is designated. In turn, each ESP is configured for that same node number. Therefore, it is imperative that the configuration and setting are correct.

The dipswitch panel is located on the end of the RBS. The same end as the antenna connection. Switches that are **UP** are considered to be **ON**. Switches that are **DOWN** are considered to be **OFF**. Switches **1** and **2** are designated for the network. However, switch 1 is always **UP** or **ON**, and switch **2** is always **DOWN** or **OFF**, regardless of the network number.   The value of the remaining switches 3-7 are as follows:
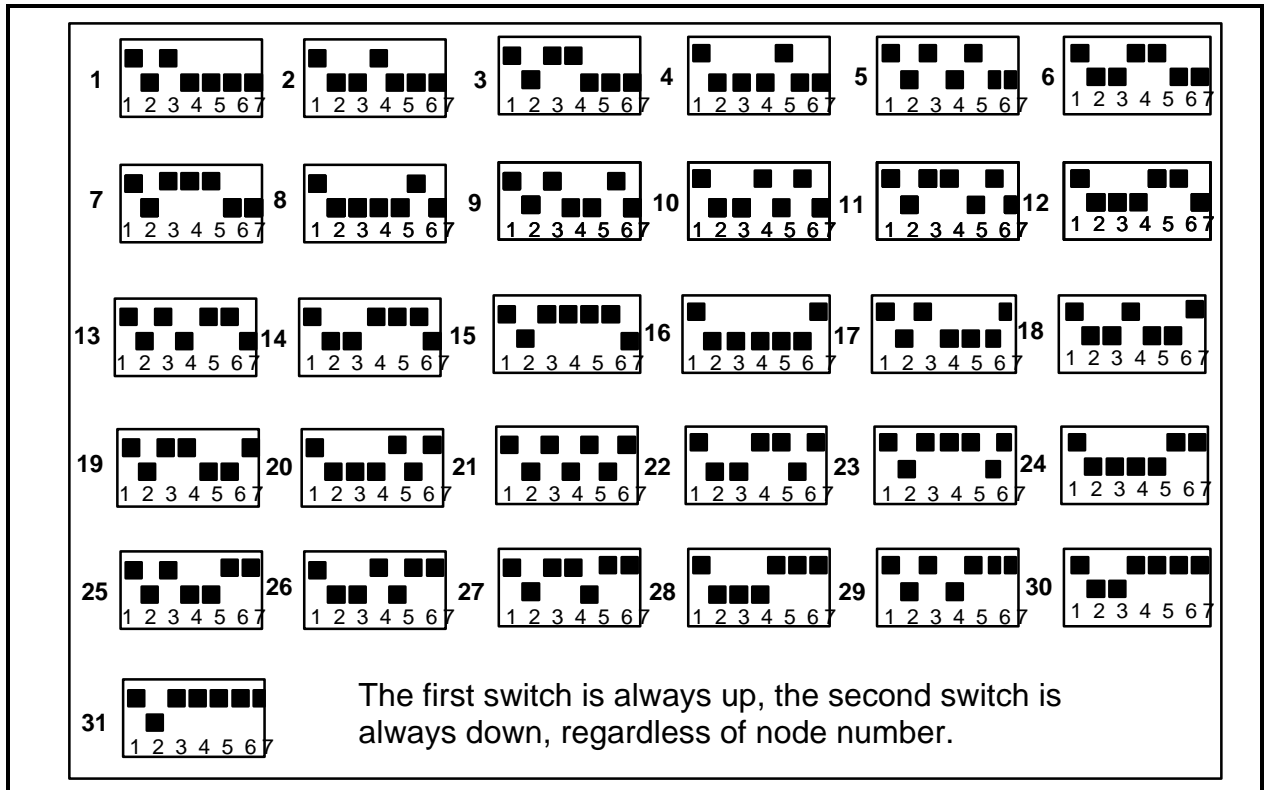

Antenna Connection **Dipswitches** **Telco Port**
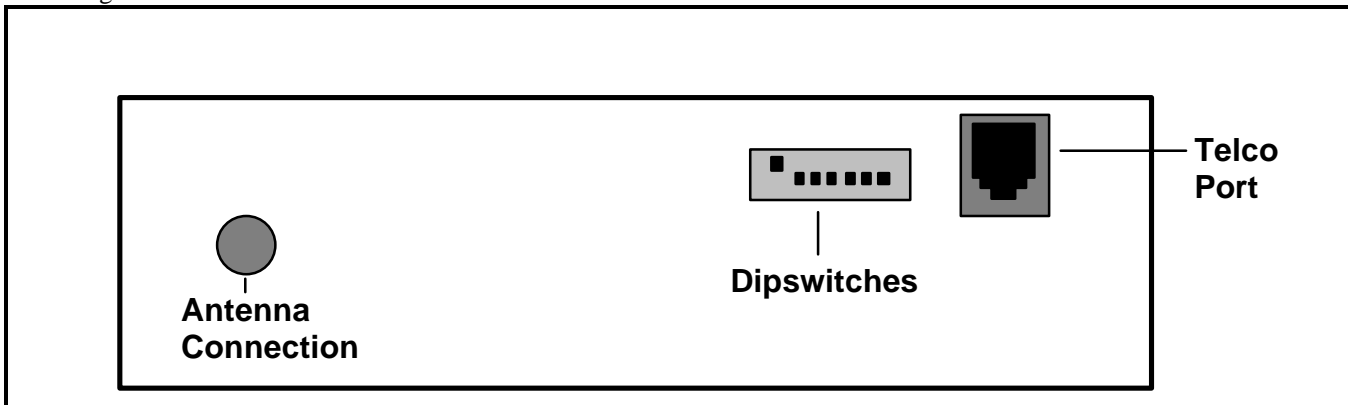
Switch	Value
3	1
4	2
5	4
6	8
7	16

Sample Dipswitch Panel

## RBS Dipswitch Settings (continued)

RBS Dipswitch Settings

Note: If you are having problems with the ESP's or the RBS verify that the RBS switch settings are correct. The switches may have been changed inadvertently.

To reset the RBS dipswitches:

1. Using the chart above set the RBS dipswitches according to the node number that is configured in Download Files for Network Nodes (screen #122) set (or reset) the dipswitches in the correct position.
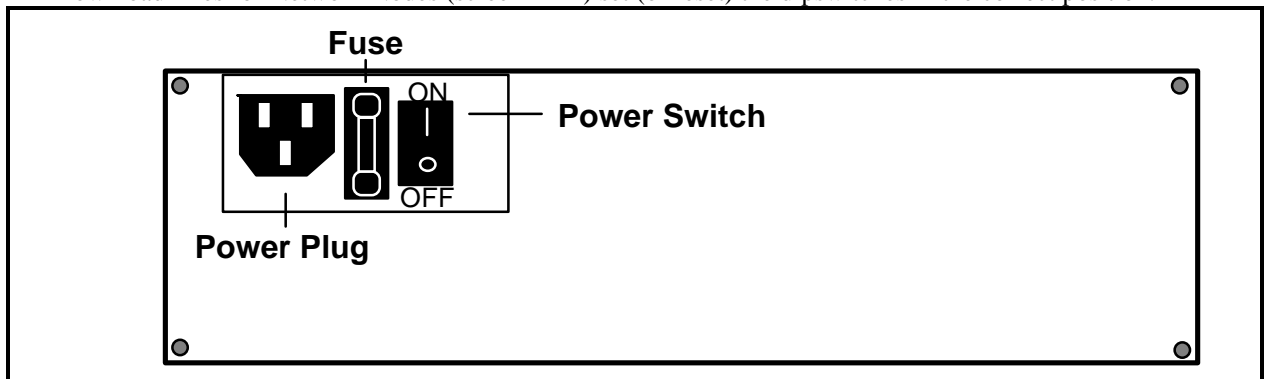
2. Turn the power switch on the end of the RBS OFF "**o**" then ON "**|**".

Troubleshooting the ESP System (continued)

IF ALL the ESP's on the network stop working.

Check to see that Front of House is running. Are there any printers or server terminals working? If not, you may need to "Start Front of House operations" from the System Management menu. If Front of House is running, check to see that the ESP's are assigned:

1. Preset Overlay Definition" then **7**, "ESP to Employee ID Assignment". Press **F13** (CLEAR TO FIND) then **F3** (FIND). All of the ESP assignments that have been saved in this screen will be displayed. Ensure that all of the ESP's that you are currently using appear in the "Device ID" field, and that they are assigned to an employee in the "Employee 1.   Select **1**, "Configuration Update" from the main menu. Select **2**, "Equipment and ID" field. If the ESP's are not assigned, follow the instructions for assigning an ESP to an Employee.

2. Is there anything displayed on the ESP? If so, use the troubleshooting section earlier in this document.

If you need further assistance, call the Customer Response Center at:

1-800-REMANCO (1-800-736-2626).

If ESP Orders Do Not Chit

Three common reasons for orders not chitting are:

- The ESP case was closed before the ESP was set to the "READY" mode. Make sure that the server pressed the **SEND** key **BEFORE** closing the ESP case. Orders do not chit unless this key is pressed.

  Open the case and press the **SEND** key. Then, close the case. The order should now chit in the proper preparation area.

  Make sure that the server opened a table using a table number that is assigned to an area that chits. For example, if the server accidentally opened a table assigned to an area that is not supposed to chit, such as a bar, the order wouldn't chit. Use the Server Media Activity report or the Flash report to see where the open checks are located.

- The preparation/kitchen printer may not be working properly. The system may have automatically redirected the server's order to the alternate printer.

- If your restaurant is using the Coursing feature, check to see that all the courses have been fired.