

# SAM4S

# SAM4POS

for Android™

## Kitchen Printer Setup Guide

*Supplement for Sam4POS*



Sam4POS Kitchen Printer Setup Rev # v2.12

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# Introduction

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## Overview

The printer setup and routing on the Sam4POS terminals is very flexible. We are able to connect Serial or ethernet printers to the terminal. Each station in the system can have the same kitchen printers assigned and mapped or they can be programmed to send to different kitchen printers.

In a multi-terminal setup, each station can have a different KP Receipt with different Header & Footer information and different elements selected to easily identify which station in the system the order was originated on and sent from.

**Note:** The KP Mapping & KP Group programming changed significantly beginning at Sam4POS v1.0.80. This application guide describes both the new and previous programming methods.

When an upgrade is performed from a version before v1.0.80 to a newer version, the KP configuration should automatically change to the new style. There have been cases where this didn't happen completely. Be aware that you may need to delete your Kitchen Printers and reenter the Kitchen Printer mapping and KP Group configuration.

The KP Type feature allows for selecting to print all items on one ticket to the KP, print each item on a separate ticket at the KP or print a combination of all items/separate items. The number of tickets to be printed at the KP can be set here as well.

## Programming Sequence

- Develop An Overall Plan
  - How many kitchen printers are needed
  - Determine which items will send to a Kitchen Printer and to which Kitchen printer
- Device Programming
  - Device Setting
  - Device Mapping
  - KP Group
- PLU Programming
  - PLU Status Groups & PLU
- Options Programming
  - KP/KV Option
  - System Option
- Network & Revenue
  - Terminal & Network
- Receipt & Message – Receipt
  - Create a KP Receipt to use for Kitchen Printers
  - Create separate KP Messages to print at each kitchen printer
- Time Schedule
  - KP Time Period
- Function key
  - KP Route Function Key
  - Destination Keys, HOLD Keys, Alpha Text Key

# Develop An Overall Plan

The first step in doing the programming is to layout an overall plan of how many kitchen printers there will be and what items will be sent to each printer.

This scheme may change during different time periods of the day whereas more printers may be required during busy times, but not used during normal, quieter times.

Once you have decided which item groups will go to each printer, you can decide how many KP Groups will be required. KP Groups should not be confused with PLU status groups or item reporting Group links.

As a rule of thumb, you will need a KP Group for each different food type that you want to send as a group. For example, a food type is all FRIED FOOD or all BEVERAGES, etc.

## Determine Printers Required

Work with the merchant to determine:

- How many Receipt and Kitchen Printers are needed. *(Receipt printers could also be used for KP's.)*
  - Receipt printers for each station.
  - Kitchen Printers as necessary for Grill, Beverage, Bar, Drive-Thru, Counter, etc.
- Which stations will the receipt & KP printers be connected to.
- What items will send to a kitchen printer.
  - To which Kitchen Printer(s) will the items send to.
- Which registers will send to each KP.
  - All registers send to the same KP's?
  - Each Register sends to different KP's?

You may find that it is helpful to map out the overall plan, For example:

### KP Routing - Normal

KP Group	Printers	
	Grill-KP	BAR
Grill KP	X	
Soft Drink		X
Hot Sandwiches	X	
Bar		X
Cold Sandwiches		X

### KP Routing - Busy Times

KP Group	Printers				
	Grill-KP	BAR	Soft-Drinks	Sandwich	Expediter
Grill KP	X				X
Soft Drink			X		X
Hot Sandwiches	X				X
Bar		X			X
Cold Sandwiches				X	X

---

# Required Programming

The programming areas required to utilize kitchen printing with Sam4POS are:

## DEVICE

- **Device Setting** – Setup your printer(s) on an available port on the terminal.
- **Device Mapping** – Setup kitchen printers for all terminals or each individual station in the system.
- **KP Group** – Create kitchen printing groups to be utilized: *i.e. Grill – Beverage – Expediter*, then assign the printer to be used for each group.

## PLU

- **PLU Status Group** – Assign PLU Status Groups to the appropriate Kitchen Printer Group.
- **PLU** – Assign the PLU Status Group Link to the appropriate PLU's you want to send to the kitchen.
- If desired, you can program a separate KP Description for items to print at the kitchen printer.

You can view a video showing this feature here:

<https://www.youtube.com/watch?v=kK035VXVQag&list=PLtF-h-a37jHmbhGgLO3nB76hP-avFSW29&index=11>

## OPTIONS

- **KP/KV Option** – Program the Kitchen Printing Options as needed.

Here is a video showing different Kitchen Printer Options:

<https://www.youtube.com/watch?v=kMaLMydd9I&list=PLtF-h-a37jHmbhGgLO3nB76hP-avFSW29&index=46>

- **System Option** – Optional programming to show the KP Route indicator on the Register Mode Title Bar.

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# Optional Programming

## NETWORK & REVENUE –

- **Terminal & Network** – Register NO. Used when KP Order# is set for 'Combine REG# & CONS#'.

## RECEIPT & MESSAGE

- **Receipt** – A unique receipt Header/Footer message can be assigned to kitchen printers for easy identification if desired.
- **Message** – Allows you to create pre-defined custom messages that can be used for certain operations or for adding special instructions from the Alpha Text function key.

## FUNCTION KEY

- **KP Route** – It may be desirable to set up different routing for orders for different time periods.  
For Example: *Normal – Busy – Event*.
- **Destination Key(s)** – You may want separate destination keys for Eat-In, Drive-Thru, etc.  
This can be useful for routing orders to specific printers depending on the destination.
- **Hold Key(s)** – *Hold, List Held, Print Hold*. These keys are optional and would only be used in a table service restaurant. They prevent KP & KV items and instructions from being sent immediately after items are registered and stored.
- **Alpha Text** - Used to type a name, number, or message for an item within the sale or with specific operations. The Alpha Text message will appear on the operator screen and print on the receipt and can be set to print on the kitchen printer as well.

## TIME SCHEDULE

- **KP Time Period** – You can use the KP Time Period programming to automatically switch the KP Period at specified times. KP Time Periods are used when setting up KP Group programming.

# Device Programming

Device programming is where all devices including kitchen printers to be used on the Sam4POS system are configured and mapped (*routed*) to all the stations in the system. Device programming categories include: Device Setting, KP Group, Card Read Format, Device Mapping and EFT Operation.

For this supplement we will discuss only the programming related to setting up kitchen printers. The programming areas required to utilize kitchen printing with Sam4POS are:

## DEVICE

- **Device Setting** – To set up printer(s) to be used as kitchen printers on an available port on the terminal.
- **Device Mapping** – Routes the Kitchen Printers to the appropriate stations. Settings for:
  - **All Terminals** – If KP routing is the same for all stations in the system.
  - **Individual Stations** – If KP routing is different for each station in the system.
- **KP Group** – Create kitchen printing groups to be utilized: *i.e. Grill – Beverage – Expediter*, then assign the printer to be used with each KP Group.

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## Device Setting

The Device setting program area is where all your printers are configured for the port that they will occupy. Each terminal will have its own device setting programming. To simplify device mapping when multiple terminals are in an IRC network, it is best to program your devices to the same port on each Sam4POS terminal. For example: all Grill Printers on COM2, all Beverage printers on COM1, etcetera.

**Note:** The SAP-630/530 Sam4POS terminals have a standard internal receipt printer, this printer is already been added & configured in the Device Setting. You cannot edit or delete the internal printer from the Printer list. Additional serial or ethernet printers can be connected as needed.

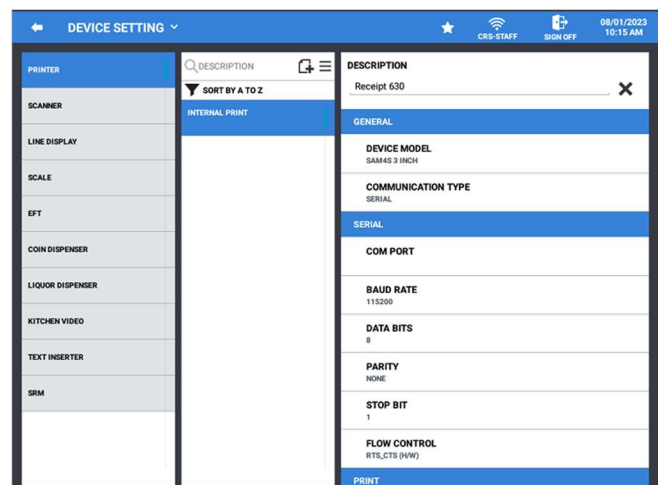
**Only Sam4s USB Printers** can be used, USB printers from other manufacturers like SNBC cannot be used.

**Caution:** If you use a USB to Serial converter such as the POSio Serial to USB Adapter (CRS Item# 250119), you can connect a serial device to an available USB port.

This option is NOT recommended for mission critical devices, such as the EFT Device.

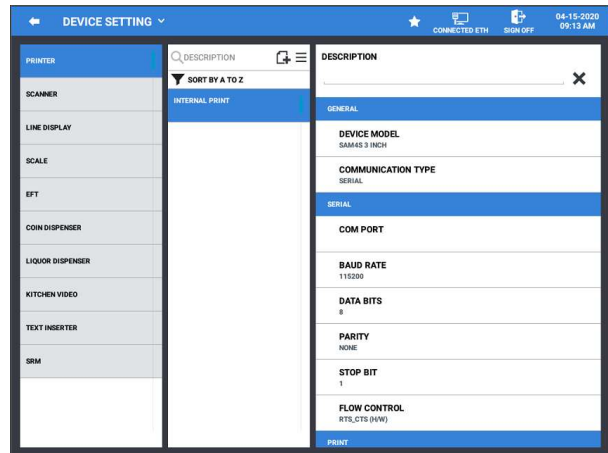
**Important!** When connecting Ethernet printers to a system, the IP for the printer must be on the same IP scheme as used on the Sam4pos system. The first 3 octets of the IP must match the system; the last octet must be unique.

1. From the main **Program Mode** select the **DEVICE** category, then choose **DEVICE SETTING** from the category selections.
  - The device selections are shown in the left column.
  - Devices added in the system appear in the middle column.
  - The right column shows the selected device configuration settings.

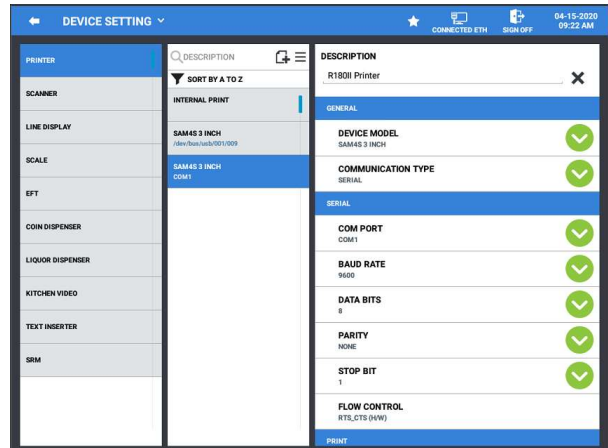



# Adding Printers


- From the **PROGRAM MODE**, **DEVICE** menu selections, Select **DEVICE SETTING**. The **DEVICE SETTING** programming screen displays.

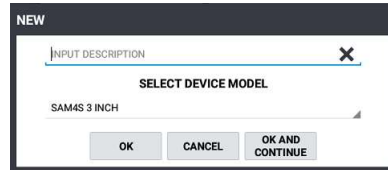


- Choose **PRINTER** from the selection list.
- The list of programmed printers appears in the middle column.
  - If your device list is long, you can use the search  field to search by descriptor, only the devices fitting the search criteria will display.



- Press the Add **NEW** Device  icon to add a new printer to the list. The **NEW** device dialog displays.
  - Type in a **Description** for the device. *(This will help identify the printer in the device mapping.)*
  - From the **Select Device Model** drop-down list, choose the appropriate selection for your device.
  - Press **OK** to add the new device. Press **OK AND CONTINUE** to continue adding additional devices; pressing **CANCEL** will exit without adding a new device.
- Assign the **PRINTER** to the appropriate **COMMUNICATION TYPE** setting: Serial, Ethernet, USB.
 

**Note:** Not all devices will have all communication type settings.  
**Be sure to assign only one device to a port, do not setup multiple devices on the same COM port.**
- The **MENU** icon  can be used to Test, Sort, or access the Edit Mode for the selected device.
  - TEST** – Tests to operation of the selected device. (Device Mapping is required prior to testing the device.)
  - EDIT MODE** – Select devices to delete as necessary.
  - SORT** – Sort devices alphabetically.



# Printer Parameter Settings

Add all printers to be used in the system for receipt printers, kitchen printers.

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**Note:** The Sam4pos USB printer interface only supports **Sam4s USB printers**; Any Sam4s USB printer will work such as the Sam4s Giant or GCUBE printers. USB printers from other manufacturers (*like SNBC*) cannot be used.

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## GENERAL

### DEVICE MODEL

SAM4S 3 INCH, 2 INCH,  
EPSON TMU-2000, TMT88II, TMT88III,  
SNBC BTP-L520

### COMMUNICATION TYPE

Serial, Ethernet, USB (*Sam4s USB printers only*)

## SERIAL

### COM PORT

COM1 thru COM4

/dev/ttyUSB0 – Only available when a USB to RS-232 converter is connected to the terminal.

### BAUD RATE

1200, 2400, 9600, 19200, 38400, 57600, 115200

### PARITY

NONE, EVEN, ODD

### DATA BITS

7 or 8

### STOP BITS

1 or 2

### FLOW CONTROL

NONE, XON\_XOFF (S/W), RTS\_DTS (H/W)

## ETHERNET

### IP ADDRESS

Type in the IP of the printer (IP must be in the same range as Sam4pos system)

### PORT NUMBER

Type in the PORT number used by the printer (check the printer settings for the correct number)

## USB

The USB printer interface only supports Sam4s USB printers, Any Sam4s USB printer will work, such as the Sam4s Giant/GCUBE/Ellix printers (Ellix printers must have the most current firmware installed).

### DEVICE MODEL

Shows the specific USB printer installed: i.e. GCUBE-100 (/dev/bus/usb/001/-002)

## PRINT

### PAPER CUTTING AFTER PRINTING

Check if you want the printer to cut after printing. This flag can also be used to send a signal to a beeper connected to the printer.

### OPEN DRAWER AFTER PRINTING

For external printers only, not available on internal printer. Select this option when a cash drawer is connected to the printer Cash Drawer port. This can also be used to sound audible beep when using an optional beeper connected to the drawer port.

### FEEDING LINES BEFORE PRINTING

#### FEEDING LINES AFTER PRINTING

Up to a 2-digit entry is allowed (0-99).

### CODE PAGE

**Not Used At This Time:** NONE – MS949 – GB2312 – EUC-KR


# Device Mapping

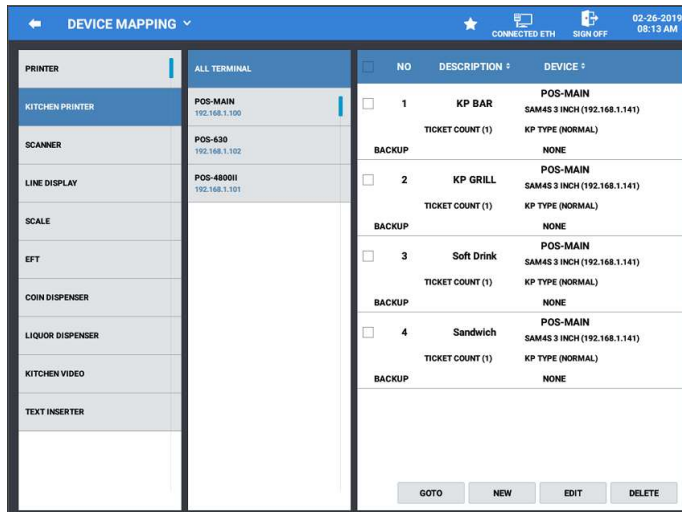
The Device Mapping program area is used to assign the kitchen printers that will be used on each of the various stations in the Sam4POS system.

The Device Mapping program area was changed beginning at v1.0.80. Kitchen Printer mapping is now a separate selection from 'Printer' mapping for receipt & journal printers. The Kitchen Printer mapping area explained here is used to define the kitchen printers that will be used on each of the stations in the Sam4POS system.

We can configure kitchen printer mapping to be the same for All Terminals in the system or map different kitchen printers for each individual station. The ability to map kitchen printers for all stations or by individual station was added beginning at v1.0.96.

Refer to the KP Mapping (v1.0.79 and earlier) chapter on page 40 of the Appendix for KP Mapping information on Sam4POS versions v1.0.79 and earlier.

1. From the **Program Mode /Device** category menu, choose **DEVICE MAPPING** from the available selections. Alternately, you can press the drop-down arrow  on the **DEVICE SETTING** screen to view the sub menu selections; then select **DEVICE MAPPING** from the selection list.
2. Select **KITCHEN PRINTER** from the list of available device selections on the **DEVICE MAPPING** screen:



3. **ALL TERMINAL** is selected by default.
  - If all terminals in a system will use the same kitchen printer mapping, use this selection to add the printers.
  - If each terminal in a system will use different mapping for kitchen printers, we can select the station from the list to add the printer mapping for each station.
  - If using the KP Time Period, use kitchen printer mapping for each individual terminal in the system (not the All Terminal setting).
4. Use the buttons at the bottom right of the mapping screen to **Add or Edit** kitchen printers as desired.
  - GOTO** – Brings up the Device Setting programming.
  - NEW** – To add additional kitchen printers.
  - EDIT** – Allows changes to the printer and time period selections.
  - DELETE** – Will delete the selected kitchen printer.

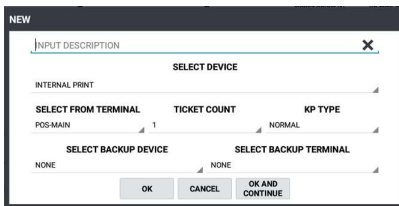
# Mapping Kitchen Printers

Mapping Kitchen Printers is similar to receipt & journal printer mapping. When added, the mapped Kitchen Printers are listed in the right most column on the Device Mapping Screen.

If all terminals in a system are going to send to the same kitchen printers, you will enter the Kitchen Printer Mapping for the ALL TERMINAL selection in the middle column. If each station in a system will have different Kitchen Printer Mapping, in the middle column you will add the appropriate printers by selecting each station individually and adding the appropriate printers.

## KP Mapping – Same All Terminals

1. Select **ALL TERMINAL** if you want to use the same mapping for all stations in the system or select a specific station from the list to add kitchen printers to.
2. Press the **NEW** button to assign a device. The NEW item dialog displays:



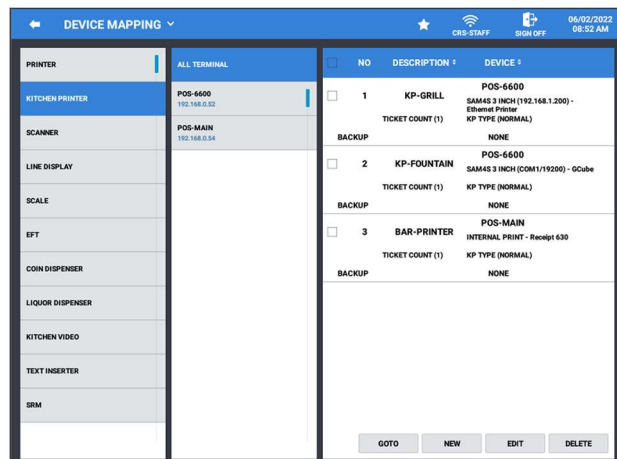
- **Input Description** – Type in a description for the device (up to 30 characters). *example: Grill, Bar, etc.*
  - **Select Device** – Choose the printer from the list of available printers as set in the Device Setting.
  - **Select From Terminal** – Chose the terminal from the list where the device is connected.
  - **Ticket Count** – Set the number of KP tickets to be printed.
  - **KP Type** – Select the type for the specified device.
    - Normal** – Prints all items on one ticket.
    - Single** – Prints each item on a separate ticket; (regardless of the KP Option settings).
    - Normal & Single** – Prints all items on one ticket & prints each item separately.
    - Single & Normal** – Prints each item on a separate ticket & prints all items on one ticket.
  - **Select Backup Device** – Set if you wish to define a backup device in the case the main device is offline.
  - **Select Backup Terminal** – Select the terminal where the backup device is connected.
3. Press **OK** when complete to add the device mapping or press **OK AND CONTINUE** to map more printers. Press **CANCEL** if you want to exit without mapping additional kitchen printers.
  4. Your mapped Kitchen Printers will display.
  5. You can use the buttons at the bottom of the mapping screen to edit existing mapped devices.

**GOTO** – Brings up the Device Setting programming.

**NEW** – To add additional Kitchen Printers.

**EDIT** – Allows changes to the settings for the selected Kitchen Printer. You can select an individual printer or multiple printers to edit all at one time.

**DELETE** – Will delete the selected Kitchen Printer.



## KP Mapping - Each Terminal

If each station in a system is going to use different Kitchen Printers you will assign the printer to be used for each individual station. For example, if you want to print the KP chit at the receipt printer for each station.

Select the individual station in the Middle Column. Add or Edit the Kitchen Printer as necessary.

### Main Terminal

PRINTER	ALL TERMINAL	NO	DESCRIPTION	DEVICE
KITCHEN PRINTER	POS-6600 192.168.0.52	<input type="checkbox"/> 1	KP Main	POS-MAIN INTERNAL PRINT - Receipt 630
SCANNER	POS-MAIN 192.168.1.242		TICKET COUNT (1)	KP TYPE (NORMAL)
LINE DISPLAY			BACKUP	NONE
SCALE				
EFT				
COIN DISPENSER				
LIQUOR DISPENSER				
KITCHEN VIDEO				
TEXT INSERTER				
SRM				

GOTO NEW EDIT DELETE

### Satellite Terminal

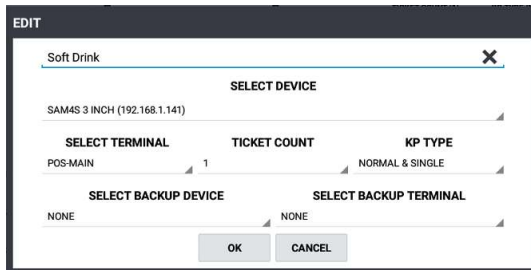
PRINTER	ALL TERMINAL	NO	DESCRIPTION	DEVICE
KITCHEN PRINTER	POS-6600 192.168.0.52	<input type="checkbox"/> 1	KP Satellite	POS-6600 SAM4S 3 INCH (COM1/19200) - GCube
SCANNER	POS-MAIN 192.168.1.242		TICKET COUNT (1)	KP TYPE (NORMAL)
LINE DISPLAY			BACKUP	NONE
SCALE				
EFT				
COIN DISPENSER				
LIQUOR DISPENSER				
KITCHEN VIDEO				
TEXT INSERTER				
SRM				

GOTO NEW EDIT DELETE

## Edit Kitchen Printers

When Kitchen Printers have been added to the device mapping, you can edit the kitchen printer information if necessary for your application. The Edit selections are the same as when adding a new KP.

1. From the **Device Mapping** screen select **Kitchen Printer**.
2. Choose the appropriate **Terminal Selection** in the **Middle Column**.
3. In the **Right Column**, Select the **Kitchen Printer** from the list you wish to edit; Press the **EDIT** button to open EDIT item dialog:



### DESCRIPTION

You can delete and type in a new description for the device (up to 30 characters) if desired.

### SELECT DEVICE

Choose the printer from the list of available printers as set in the Device Setting.

### SELECT FROM TERMINAL

Choose the terminal from the list where the device is connected.

### TICKET COUNT

Set the number of KP tickets to be printed.

### KP TYPE

Select the type for the specified device.

- **Normal** – Prints all items on one ticket.
- **Single** – Prints each item on a separate ticket; (regardless of the KP Option settings).
- **Normal & Single** – Prints all items on one ticket & prints each item separately.
- **Single & Normal** – Prints each item on a separate ticket & prints all items on one ticket.

### SELECT BACKUP DEVICE

Set if you wish to define a backup device in the case the main device is offline.

### SELECT BACKUP TERMINAL

Select the terminal where the backup device is connected.

4. Press **OK** when complete to add the device mapping or press **CANCEL** if you want to exit without mapping additional kitchen printers.

# KP Group

The KP Group programming defines which groups of PLU's will be sent to which kitchen printers. Most commonly, separate KP Groups are created for each type of item you want to send to a kitchen printer.

The KP Groups are created and programmed to send to specific kitchen printers (*as set up in the Device Mapping: Kitchen Printer programming*). The KP Group is then be assigned to the PLU Status Group for the items you want to send to the kitchen printer.

Optionally, you can assign KP Groups to send to different printers at different time periods if desired.


The KP Group program area was changed beginning at v1.0.80. The KP Group programming described here relates to Sam4POS v1.0.80 and later versions.

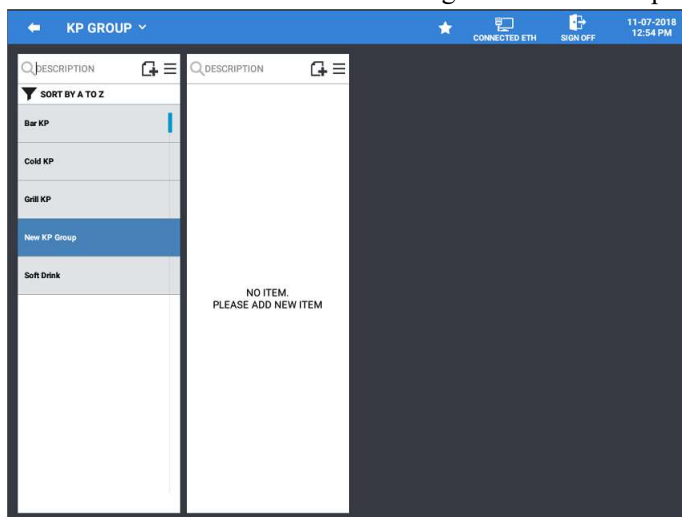
For KP Group programming information for Sam4POS v1.0.79 and earlier, Refer to the “KP Group (v1.0.79 and earlier)” chapter on page 42 of the Appendix.


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**Note:** You must define printers in **Device Setting** and create a **Kitchen Printer** in the **Device Mapping** before you can create a **KP Group**. **KP Time Periods** must also be created prior to assignment here.


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1. From the **Program Mode /Device** category menu, select **KP GROUP** from the available selections.  
Alternately, you can press the drop-down arrow  on the **/DEVICE MAPPING** screen to view the sub menu selections; then select **KP GROUP** from the selections.
2. The **KP GROUP** program screen is displayed:
  - **LEFT COLUMN** – shows the list of all KP GROUPS.
  - **MIDDLE COLUMN** – displays the printers assigned to the selected KP Group.
  - **RIGHT COLUMN** – shows the settings for the selected printer for the selected KP Group.



3. From the **KP GROUP** programming screen press the  icon in the **LEFT COLUMN** to add a new KP Group(s) or select an existing KP Group from the list to edit.

- **Input a description** (up to 30 characters) for the KP Group and press **OK** to close the dialog or press **OK AND CONTINUE** to add additional KP Groups. Press **CANCEL** if you wish to exit the Add KP Group without adding the group.

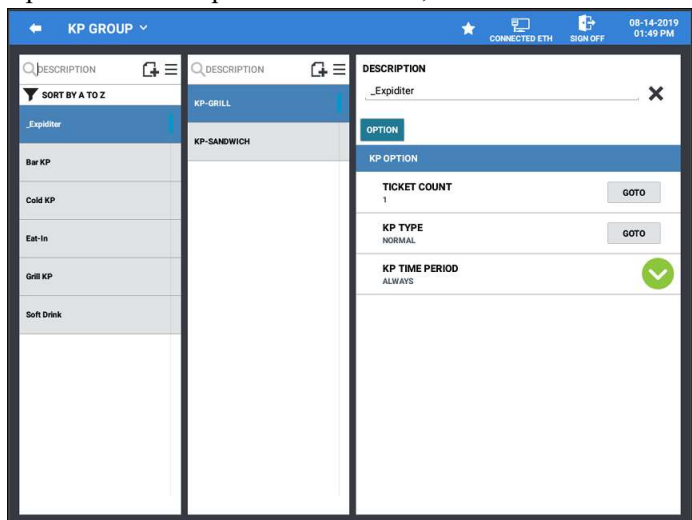
- After the KP Groups are created, press the  icon in the **MIDDLE COLUMN** to assign the printers to be used for the selected KP Group and the desired KP Time Period for the KP Group.

**Note:** KP Time Periods must be created in the Time Schedule: KP Time Period before assigning here.

**FOR EXAMPLE:**


- **Grill KP Group** assigned to the KP-Grill Printer
- **Soft Drink KP Group** assigned to the Soft Drink Printer
- **Sandwich KP Group** assigned to the Sandwich Printer
- If you have an **Expediter Printer** that receives all items, it would be assigned to all of the kitchen printers: KP-Grill, Soft Drink, and Sandwich KP printers.

- When the printer and time period are selected, the **KP OPTION** selections are displayed.




**Description** – You can enter/edit the description (*up to 30 characters*) for the KP Group here.

**Ticket Count** – This sets the number of tickets you wish to print at the kitchen printer. Available settings are from 1-5. This number comes from the Device Mapping setting.

Press the **GOTO** button to access/edit the Device Mapping to edit/change the TICKET COUNT for the selected Kitchen Printer. Press the **Back Arrow**  to return to the KP Group programming.

**KP Type** – Defines how items are printed at the specified kitchen printer. Available selections are: *Normal, Single, Normal Single and Single Normal*. This number comes from the Device Mapping setting.

Press the **GOTO** button to access/edit the Device Mapping to edit/change the TICKET COUNT for the selected Kitchen Printer. Press the **Back Arrow**  to return to the KP Group programming.

**Normal** – Prints all items on one ticket.



**Single** – Prints each item on a separate ticket; (regardless of the KP Option settings).

**Normal & Single** – Prints all items on one ticket & prints each item separately.

**Single & Normal** – Prints each item on a separate ticket & prints all items on one ticket.

**KP Time Period** – Use the drop down to edit/change the KP Time Period assigned to the selected kitchen printer. This setting comes from the Time Schedule > KP Time Period (*Default = ALWAYS*).

**Note:** KP Time Periods must be set up before they can be assigned here.

- Press the menu  icon at the top of the KP Group List to access:
  - **EDIT MODE** to select and delete KP Groups *or select*
  - **SORT** – Allows you to sort the KP Groups alphabetically (A to Z or Z to A).
- Press the menu  icon at the top of the selected KP Group printer list to access:
  - **EDIT MODE** to select and delete printers from the selected KP Group

# PLU Programming

This is where new items (*PLU's*) are added to the database and existing items can be maintained or deleted. The PLU programming has seven programming categories: PLU, PLU Status Groups, PLU Stock, MLU Chain, Group programming, Non-PLU, and Quick PLU programming. These seven categories will determine the how the PLU is registered in the sales mode.

For this Kitchen Printer programming guide we will only discuss the PLU Status Group programming and the PLU programming related to the setup for printing items to a kitchen printer. Refer to the Sam4POS Programming Manual for complete PLU programming details. Only the KP & KV options are discussed here, refer to the Sam4POS Programming Manual for all PLU Status Group options.

During PLU Programming, each PLU is assigned a descriptor, price or prices and a few unique options. The remaining PLU options are determined by linking the individual PLUs to a PLU Status Group. The PLU Status Group contains all the detailed option selections that might be assigned to a product. Separate PLU Status Groups are defined to accommodate the needs of groups of PLUs.

In most applications large groups of PLUs are set with many identical status option settings and only the PLU number, descriptor and price are unique. On the PLU Programming, each PLU is assigned a number code, descriptor, price or prices and a few unique options. The remaining PLU status options are determined by linking the individual PLU to a PLU Status Group. The PLU Status Group contains all the detailed option selections that might be assigned to an individual PLU. Separate PLU Status Groups can be set up to accommodate the needs of different PLU types or groups.

1. From the main **PROGRAM MODE** menu, touch **PLU** to view the PLU category selection window.
2. Touch the PLU program category you wish to edit:
  - PLU Status Group
  - PLU

## ***PLU Programming Tips video:***

<https://www.youtube.com/watch?v=TqGi9ZWWWhTw&list=PLtF-h-a37jHmbhGgLO3nB76hP-avFSW29&index=60>

# PLU STATUS GROUP

Any PLU's you want to send to a kitchen printer must be assigned to a PLU Status Group that is set to send to the appropriate KP Group. You can create different PLU Status Groups for different types of items you wish to send to the kitchen printers in a system.

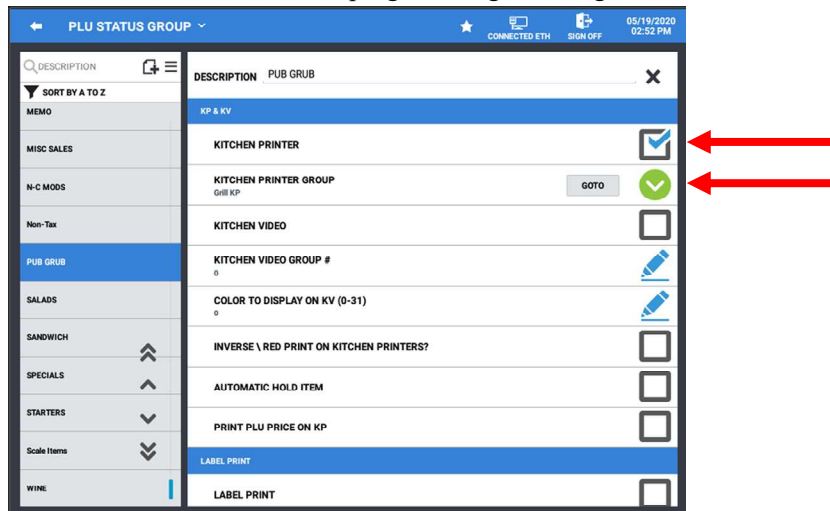
Create KP Status Groups to assign to your PLUs, check the Kitchen Printer selection and assign the appropriate Kitchen Printer Group.

- From the **PROGRAM MODE** menu, touch **PLU** to view the PLU program selection window then select **PLU STATUS GROUP** from the available selections.

Alternatively, you can access the Status Group from the **PLU** program screen.

- Select the PLU you wish to edit.
- Go to the **PLU STATUS GROUP LINK** selection.
- Press the **GOTO** button in front the PLU/PLU Status option to go to the programming for the PLU Status Group for the selected PLU.

- From the **PLU STATUS GROUP** programming screen, go to the **KP & KV** section.



- Select (Check) the option **KITCHEN PRINTER**.
- Select the desired **KITCHEN PRINTER GROUP**; Press the green checkmark to access the Kitchen Printer Group selection dialog:



- Choose the appropriate **KITCHEN PRINTER GROUP** from the list.
  - Pressing the **GOTO** button in front of the green dropdown icon will load the KP GROUP programming screen allowing you to view and edit the KP Group settings.
- On the PLU Status Group or the Kitchen Pinter Group, you can press the **≡** icon to access:
    - EDIT MODE** – to select and delete KP Groups or PLU Status Groups
    - SORT** – to sort the KP Groups or PLU Status Groups alphabetically.

## **KP & KV Definitions**

Only the KP & KV options are discussed here, refer to the Sam4POS Programming Manual for all PLU Status Group options.

### **KP & KV**

#### **KITCHEN PRINTER**

Select if PLUs in this group are to be sent to a kitchen printer.

#### **KITCHEN PRINTER GROUP**

Select the kitchen printer group or groups to which PLUs in this group are to be sent.

#### **KITCHEN VIDEO**

Select Yes if PLUs in this group are to be sent to a kitchen video.

#### **KITCHEN VIDEO GROUP #**

Select the kitchen video group # to which PLUs in this group are to be sent. Condiment PLUs with a "0" status here will "follow" the last main item.

#### **COLOR TO DISPLAY ON KV (0-31)**

The color code set here will control the color or screen format displayed on an optional kitchen video system requisition screen. Color codes vary by KVS system. Refer to the documentation for your video system for specific information.

#### **INVERSE \ RED PRINT ON KITCHEN PRINTERS?**

Set to Yes if you wish PLUs in this group to print in red on the kitchen printer, *i.e.* condiments might be printed red. Red/black printer must be used.

#### **AUTOMATIC HOLD ITEM**

This flag allows PLUs to be placed on HOLD to the KP/KVS automatically.

#### **PRINT PLU PRICE ON KP**

When selected, the item price for KP items using this status group will be printed with the item on the kitchen printer.

# PLU

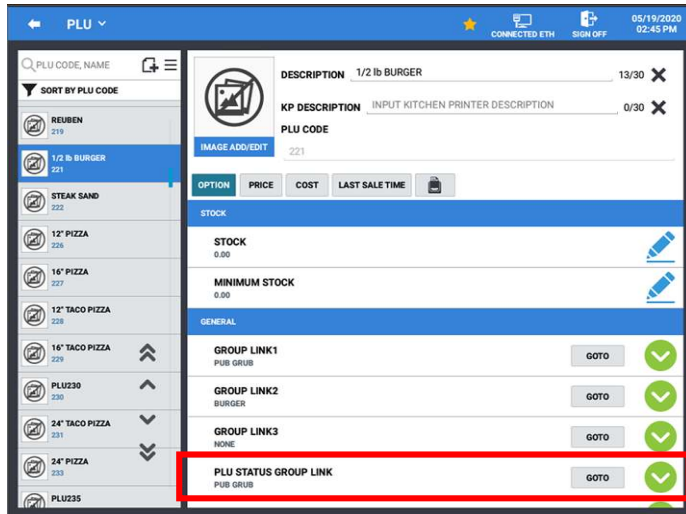
After creating the KP PLU Status Groups, assign the appropriate KP PLU Status Group to PLU items you want to send to the KP in the PLU Status Group Link selection.


If desired, you can program a separate KP Description for items to print at the kitchen printer.

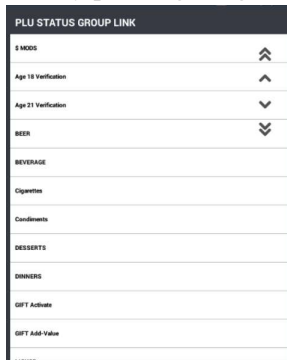
You can view a video showing this feature here:


<https://www.youtube.com/watch?v=kK035VXVQag&list=PLtF-h-a37jHmbhGgLO3nB76hP-avFSW29&index=11>

1. From the **PROGRAM MODE** menu, touch **PLU** to view the PLU program selection window then select **PLU** from the available selections.
2. Select the PLU you want to program:



3. **DESCRIPTION** – Enter or edit the desired description (*up to 30 characters*) for this PLU.  
Optionally, you can add a separate KP Description if desired; this is not necessary if you want to use the regular/default Description.
4. In the **GENERAL** section for the selected PLU, select the appropriate **PLU STATUS GROUP LINK** for the PLU by pressing the green  to access the selection dialog:



5. Select the appropriate PLU Status Group from the list to assign it to the item.  
Pressing the **GOTO** button in front the PLU/PLU Status Group Link option will bring up the programming for the PLU Status Groups. You can edit the programming for the status group if desired; press the back arrow  to return to the PLU programming screen.

# Options Programming

Options programming is used to define the most fundamental parameters of the register system. Options are separated into easily identifiable categories to simplify finding specific options.

Only the options related to the Kitchen Printing are shown here. Refer the Sam4POS Programming Manual for the complete list of options & definitions.

---

## KP/KV Option

You can determine the content of each kitchen printer chit. For each option listed, check the option to add to the kitchen print, uncheck the option to not print on the kitchen printer.

Here is a video showing different **Kitchen Printer Options**:

<https://www.youtube.com/watch?v=kMaLMyddy9I&list=PLtF-h-a37jHmbhGgLO3nB76hP-avFSW29&index=46>

Go to: *Program Mode > Options > Options > KP/KV OPTION*

### **Print on KP**

#### **PRINT TOTAL AMOUNT ON KP**

When selected the total of all KP items in the sale is printed at the KP.

#### **PRINT SEAT # ON KP**

When selected the SEAT # is printed above each item at the KP. See related option: Sort KP By Seat#.

#### **PRINT PLU CODE ON KP**

Select this option if you want the PLU # to print above the items at the KP.

#### **PRINT PLU PRICE ON KP**

Select this option if you want the PLU item price to print at the KP.

#### **PRINT NUMBER OF ITEM ON KP**

When selected the total ITEM count is printed at the bottom of the kitchen print.

#### **ALPHA TEXT**

When selected Alpha Text messages are sent to the KP. (A main item must be selected before entering an Alpha Text message.)

#### **PRINT CONDIMENT QUANTITY ON KP**

Check this option if you want to print the QTY before condiment items sent to the KP.

#### **PRINT CONDIMENT ITEMS ON ONE LINE**

This was added to keep items from wrapping to the next line. When checked, if condiment line exceeds the number of characters for the line, the extra character will be truncated/cut-off.

#### **PRINT DEVICE MAPPING DESCRIPTION ON KP**

When selected the programmed description for the KP Printer as set in the Device Mapping is printed on the receipt printed at the Kitchen printer.

#### **PRINT DESTINATION DESCRIPTION**

Select where the destination description is printed at the Kitchen Printer: **TOP** or **BOTTOM**.

## **Send On KP/KV**

### **PRINT VOIDED ITEM AT KP/KV**

If selected, then transaction void orders will not print or display at the appropriate printer/screen.

### **PRINT ORDER ON KP AT SUBTOTAL**

Select if you wish to send/print items on the KP when the subtotal key is pressed, instead of when the sale is finalized.

### **PRINT ORDER ON KV AT SUBTOTAL**

Select if you wish to send items to the KVS when the subtotal key is pressed, instead of when the sale is finalized.

### **ENABLE SAME ITEM CONSOLIDATION ON KP/KV**

If selected, for example, if two hamburgers are entered and sent to the printer, they will print as "2 HAMBURGERS", rather than "1 HAMBURGER" and "1 HAMBURGER" on a second line. If condiments are entered, they will be separated and printed below the items.

### **REALTIME KV**

*(Does not apply to kitchen printer.)* Each item will display at the KV screen when the next item is entered (one item delay).

## **Sort /Split**

### **SORT KP BY GROUP#**

Use this option to create "priority print"; sorting is performed by KP Group Descriptor. For example, if you wish to group appetizers at the beginning of the chit, then entrees next, create an Appetizers KP Group and an Entrees KP Group. Assign the Appetizes KP Group to the PLU Status Group for appetizers and the Entrees KP Group to the PLU Status Group for entrée items. Since Appetizers begins with 'A' and Entrees with an 'E' the Appetizers will print first on the chit followed by the Entrees. Regardless of the order items are registered.

### **SORT KP BY SEAT #**

If seat # system is used, selecting this option will sort kitchen printer orders by seat #, for example:

[Seat # : 1]

1 Eggs  
1 Coffee  
Cream

[Seat # : 2]

1 Eggs  
1 Orange Juice

### **SPLIT KP BY KP GROUP#**

Select to produce a separate requisition for each KP Group.

### **SPLIT KP BY KP ITEM**

Selections: NONE, CUT, DASH LINE. Select NONE to produce a single KP Chit, CUT to produce a separate KP Chit for each main item or print a DASH LINE between each main item.

## **ETC**

### **DEFAULT KP PERIOD**

KP Periods must be created in the Time Schedule/KP Time Period before you can assign the default KP Period here. Choose **NONE** for no selection.

### **KP ORDER#:**

Choose from **COMBINE REG#&CONS#** or **GLOBAL ORDER#**. KP Order# can be programmed to reset when the EOD is generated.

### **DIGIT OF GLOBAL ORDER # (1-8)**

When KP ORDER# is set for Global Order#, we can set the max number of digits (1-8) for the order#. For example: when set as 8, the Order# range will be (1-99999999).

**# FEEDING LINES AT START OF KP**

**# FEEDING LINES AT END OF KP**

Enter the number of lines you wish to feed the beginning/end of kitchen printer print.

**PRINT ITEM FONT SIZE**

Select font size when sending items to the KP. Choose from: Small, Medium or Large

**PRINT ITEM IN BOLD**

Select to print items to KP in Bold (Double High/Wide)

**PRINT DESTINATION FONT SIZE**

If Using Destination, select the desired font size: Small, Medium, Large.

**PRINT DESTINATION IN BOLD**

If Destination is used, select this option to print in bold at the KP

**PRINT ITEM ONE LINE**

When selected, KP will only print the first line of the descriptor.

When not selected, KP will print the entire descriptor even if it wraps to second line.

**DISPLAY KP ORDER #**

Select this option if you wish to display the order # in the upper left portion of the transaction detail in the register mode.

## System Option

Optional programming to show the KP Route indicator on the Register Mode Title Bar.

Go to: *Program Mode > Options > Options > System Option:*

### REG Title UI Control

Check the options here to display the selected indicator on the Register Mode Title Bar, this also allows the signed on employee to Edit/Change the selections within each category while the register mode.

Uncheck to not display the selected indicator.

ENABLE PRICE LEVEL

**ENABLE KP ROUTE**

ENABLE DESTINATION

ENABLE EMPLOYEE

*Example:* Register Mode title bar with all REG Title UI Controls selected



# Network & Revenue



**NETWORK &  
REVENUE**

Network & Revenue has two program areas: Revenue Center and Terminal & Network. The Network & Revenue category is set up in a multiterminal IRC installation. Refer to the “IRC Network Set Up” in the Programming Manual for details.

The Revenue Center Is not used and does not require any changes.

1. From the main **PROGRAM MODE** selection menu, touch **NETWORK & REVENUE**.
2. The **NETWORK & REVENUE** category screen appears; touch the category you wish to edit:
  - **REVENUE CENTER**
  - **TERMINAL & NETWORK**

---

## Terminal & Network

This program area is used to view the current Terminal Information and to view, establish or reset the terminals IRC (*Inter-Register Communication*) for multiple station systems. For Kitchen Printing purposes, we may use the Register Number setting.

### ***My Terminal Info***

Displays the current settings for the station. The ‘My Terminal Info’ slide switch is used to add the current satellite station to the POS-Main terminal in an IRC network. The Register No. setting is at the bottom of the left column on the Terminal & Network screen.

#### **REGISTER NO. (*Available at v1.0.45 and later.*)**

Used when KP Order# is set for ‘Combine REG# & CONS#’, also used to define this terminal for KVS operation and for the BandyWorks feature.

# Receipt & Message

The information that prints at the top (Header) and at the bottom (Footer) of kitchen printer receipts can be customized to the merchant's preference. You can create a separate KP receipt to not include the all the Header \ Footer information that prints on the sales receipt. You can set up different KP receipts for different stations such as Counter or Drive-Thru stations. The KP Receipt can then be assigned to each station as desired.

Special instruction messages can also be programmed for sending to kitchen printers from the Alpha Text function key.

## Receipt

Receipt programming allows you to program the header and footer information that appears on each of the receipt, kitchen and guest check printers that you may have. These receipt messages can then be assigned in the; Employee - STATION - Receipt Format programming. Receipt Format is used to assign the receipt message to be used for the selected stations printers.




Refer to the Sam4POS Programming manual for complete details for setting up receipt messages.

1. From the **PROGRAM MODE**, **RECEIPT & MESSAGE** menu selections , Select **RECEIPT**. The receipt programming screen displays.

### **Add a New KP Receipt Message**

2. Press the **Add New Record** icon and type in a descriptor for the new receipt message.  
**Note:** Pressing the **X** at the end of the description field will clear the current descriptor.
3. You can also copy an existing KP message to a new message; press and hold an existing message in the list. Then select Copy to New Item or Copy To Existing Items. Individual receipt messages can be deleted in this manner as well.
4. Use the Edit/Sort Menu icon to **SORT** the list alphabetically or choose **EDIT MODE** to select and delete receipts.

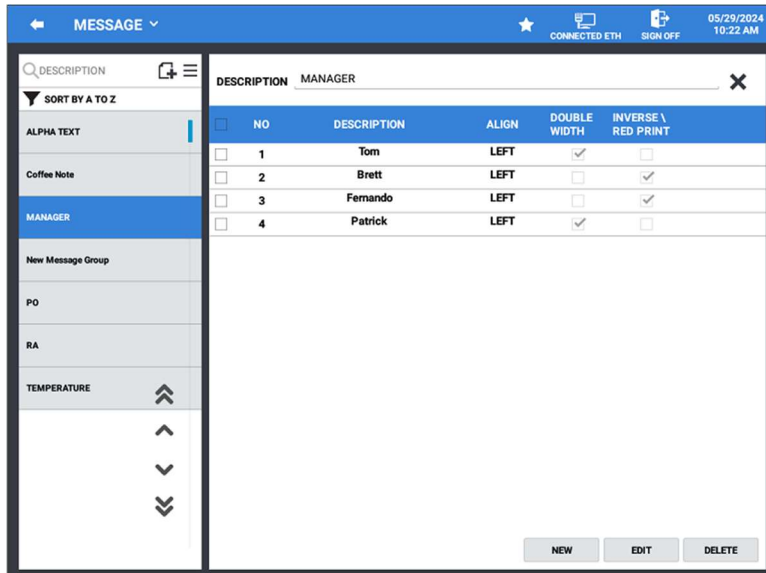
### **Assign KP Receipt Message to Station**

5. From the **PROGRAM MODE** touch **EMPLOYEE** to view the employee program selection window.
6. Touch **STATION** on the Employee selection window to view the station programming options. Here you can **ADD**, **EDIT** or **DELETE** stations as necessary. Stations can be sorted alphabetically if desired.
  - The stations in the system are shown in the **LEFT COLUMN**.
  - The default screen selections and receipt formats are shown in the **RIGHT COLUMN**.
7. Select a **STATION** in the Left Column to assign the desired Kitchen Printer Receipt Message.
  - Go to **RECEIPT FORMAT** selection in the right column to the **KITCHEN PRINTER** Receipt Message selection.
  - Press the green dropdown  icon to select the desired Receipt Message to use for the Kitchen Printer receipt message for this station.
  - Press the **GOTO** button to directly access the **RECEIPT** programming screen. This will allow you to edit or create receipt messages as necessary. Press the Back Arrow  to return to the **STATION** programming screen.
8. When you have finished assigning receipt messages to all stations kitchen printer, press the Back Arrow  to return to the main Program Mode screen.

# Message

The Message Programming area allows you to create pre-defined custom messages that can be used for certain operations or for adding special instructions from the Alpha Text function key. Alpha Text entry can be made to be compulsory on groups of PLU's, RA & PO keys, Store Table, and Tax Exempt, they can also be sent to the Kitchen Printer. These pre-defined messages will be available for use with the Alpha Text function key in the register mode, depending on the **'Use Alphatext Descriptor' setting on the Alpha Text function key**. Refer to the Alpha Text function key programming on page 33 for details.

1. Select **MESSAGE** from the **PROGRAM MODE, RECEIPT & MESSAGE** menu selections. The message programming screen displays:



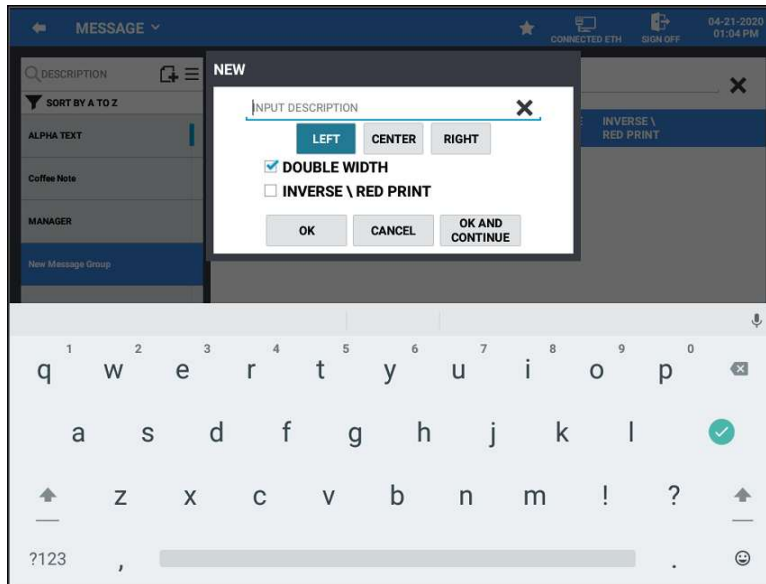
2. The left column is used to add a new Alpha-Text message category by pressing the icon and type in a descriptor (up to 30-characters) for the new message category. Press the **X** at the end of the description field to clear the current descriptor.



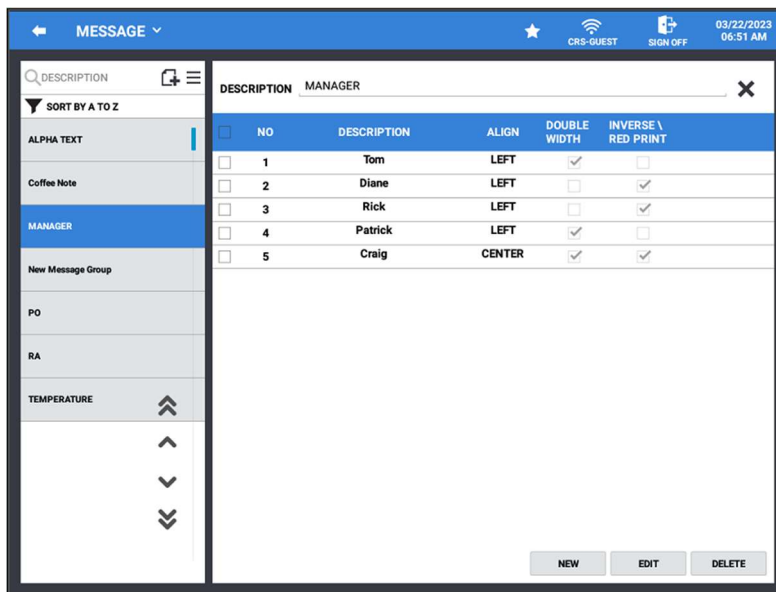
3. You can **Press & Hold** on an existing message category in the list to open the dialog selection to **DELETE** the selected message category or choose to **COPY** the selected message category to a **NEW ITEM** or to an **EXISTING ITEM**. Message categories can be deleted in this manner as well.



4. Use the **Menu** icon to **SORT** the list alphabetically (**A TO Z** or **Z TO A**) or choose **EDIT MODE** to select and **DELETE** messages.
5. When you have created your message categories, you can create messages for each category by pressing the **NEW** button at the bottom right of the messages screen. The new message entry screen appears.




6. Type the desired message (up to 40 characters) at the **Input Description** field and set the alignment justification: **LEFT**, **CENTER**, or **RIGHT**
7. You can also choose to have the message print **DOUBLE WIDTH** and/or **INVERSE \ RED PRINT**.
  - a. On Thermal Printer paper the message is printed in inverse print, black background/white text.
  - b. On Dot-Matrix Printer with two color ribbon the message will print in red.
8. Press **OK** when done. Select **OK AND CONTINUE** to add more messages for the category. Press **CANCEL** if you wish to close the window without creating a new message.
9. When complete your message(s) will appear for the category.



# Time Schedule

The Time Schedule programming enables certain actions to automatically occur at a predetermined time. You can use the KP Time Period programming to automatically switch the KP Period at specified times, such as for Normal & Busy KP routing or for Counter & Drive-Thru KP routing. KP Time Periods are also used with the KP Group programming.

## KP Time Period


- From the **Time Schedule** menu screen, touch **KP Time Period** to view/add/edit KP Time Periods.
- Press the add record icon  to add a new KP Time Period to the list.
- Input Description** – Type a description (*up to 30-characters*) for the new KP Time Period.
  - Press **OK** to add the new schedule; or Press **OK** and **Continue** to add additional schedules. Pressing **Cancel** will exit without adding the schedule.
- The new KP Time Period Time Schedules are added to the list.
  - Define the **PERIOD** settings for the KP Time Period.
 

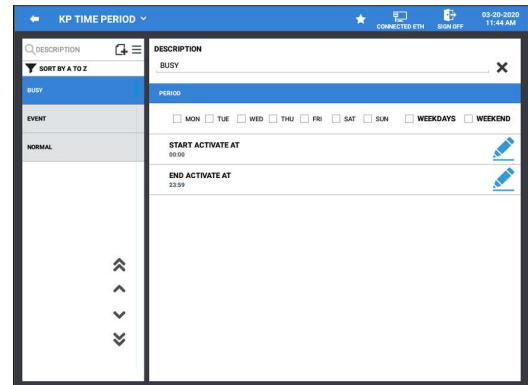
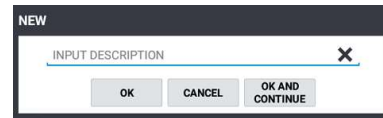
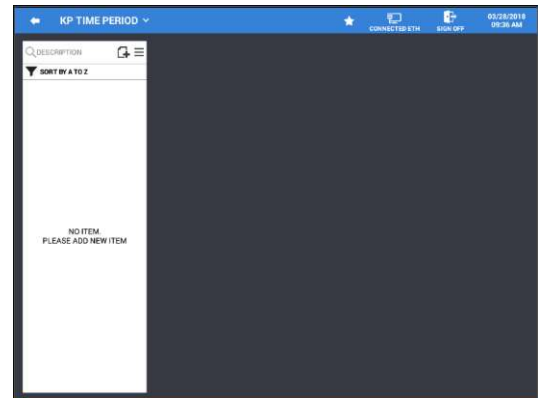
Determine the specific days of the week for the KP time period to activate.  
 MON, TUE, WED, THU, FRI, SAT, SUN.

**WEEKDAYS** – Selects all days of the week:  
 MON, TUE, WED, THU, FRI.

**WEEKENDS** – Selects all weekend days: SAT, SUN

**START ACTIVATE AT** – Set the start time for the KP time period to begin.

**END ACTIVATE AT** – Set the end time for the KP time period.
- The menu icon  is used to access the edit mode and the sort options.
  - EDIT MODE** – allows you to select multiple KP Time Period Time Schedules for deletion.
  - SORT** – allows you to sort the KP Time Period Time Schedules alphabetically.



# Function Key


## KP Route Key

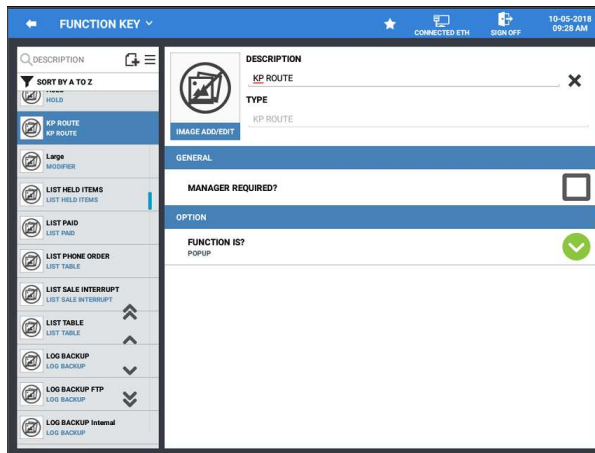
The KP ROUTE key is used to override the current KP Time Period as set in the Time Schedule. In case the volume of business changes, the manager might want to control the KP routing manually. For example, a restaurant might normally operate one kitchen at normal times and two kitchens at busy times. Alternatively, a single item, or large order might be required to be sent to a different printer than normal.

### Required Programming for this feature includes:

- **Function Key** – KP Route
- **Time Schedule** – KP Time Period – See page 36 for details.
- **Device** – Device Setting: Printer, Device Mapping: Kitchen Printer, KP Group. See page 7 for details.
- **KP Group** – Select Printer & Time Period. See page 14 for details.
- **PLU** – PLU Status Group and PLU programming. See page 16 for details.

Go to : **Program Mode > Function Key > FUNCTION KEY**

1. Select the **KP ROUTE** key from the list or add a new KP Route key.
  - Press the **Add NEW Record**  icon to add the KP Route function key.



## KP Route Option Definitions

### Description

Enter a descriptor (*up to 30 characters*) for the key or use the default KP Route descriptor.

### General

#### MANAGER REQUIRED? –

Operation requires input of manager password to complete operation.

### Option

#### FUNCTION IS?

**POPUP** – The selected KP Route remains active for the remainder of the current transaction, then returns to the default KP Route when the transaction is finalized.

**STAY DOWN** – The selected KP Route remains active for all transactions until a different route is selected.

---

## Recall Table

The check tracking system can maintain balances and the entire transaction in the register memory. You can create as many Recall Table keys as are necessary for your application, each Recall key can be linked with a separate Store Table key. Depending on the settings, touch a Recall Table key directly to begin a tracking transaction or enter the tracking number and touch the Recall Table key to access the existing tracking balance.

### Recall Table Key Option Definitions

#### GENERAL

**Manager Required?** – Requires input of manager password to complete operation.

#### RECALL CHECK

**Enforce Seat #** – Seat# entry is required when using this key.

**Compulsory For all Sales?** – If selected, a guest check must be opened before a transaction can be registered.

**Assigned By Register?** – Select this option to have the register automatically assign guest check numbers.

**Starting Check #** - For each tracking file that you are using, if you are automatically assigning tracking numbers, you can enter the first number for the tracking file to be issued after the check number is reset. This setting requires the Check# Count to also be set. *(Requires v1.1.42 or later.)*

**Check # Count** - Sets the upper limit for the check # when using the Starting Check#. If set to "99", once check #99 is used, the next check will be the starting check number. *(Requires v1.1.42 or later.)*

**Opening Employee Accesses Check Exclusively** – With this option selected, only the employee who opened the check has access to the check.

**Drive-thru Feature Enabled?** – If checked, this tracking file is used for drive-thru windows operations.

**Length Of Check# In Digits (0-10)** – Set to 0 for no limit *(30-digits Max)* or set the number of digits for check #'s.

**Guest Count Entry Required** – When set the number of guests served is required when this key is used.

---

## Store Table

The check tracking system maintains balances and the entire transaction in the register memory.

Touch the STORE keys to store/service a check tracking transaction. Each Store Table key is linked to a corresponding Recall Table key.

### Store Table Key Option Definitions

#### GENERAL

**HALO Amount** – *High Amount Lock-Out*, This is the maximum amount accepted when this Store Table key is used.

**Manager Required?** – Requires input of manager password to complete operation.

#### TAX EXEMPT

Check the Tax Rates (1-10) you wish to exempt when this function is used.

#### STORE CHECK

**Recall Check Link** – Select the Recall Table key to link this Store Table key to.

**Compulsory Alpha Text** – Select if you want to force alpha text message entry when this key is selected.

**Print Receipt After Store Check** – When selected, the receipt will print after the check is stored.

**Print Guest Check After Store Check** – When selected, Guest Check will print after the check is stored.

**Print Check # On R/P** – Select this option to print the check# on the receipt printer.

**Print Check # On J/P** – Select this option to print the check# on the journal printer.

**Manager Required For Servicing Of Negative Balance** – Select this option if you want manager control for servicing/storing a check with a negative balance.

**Auto Check Management** – Select this option when drive-thru operations are utilized.

# Destination Keys

Destination keys are used for Eat-In/Take-Out/Drive-Thru identification. They are typically used as a subtotal operation. If desired, you can set the selection of a destination to be required at the start of a sale or define a default destination in the General Option programming.


Touch a destination key to record the amount of the transaction in the Eat-In/Take-Out/Drive-Thru total on the financial report. Tax calculation can be changed to accommodate different tax rules for eat-in sales. Sales cannot be split between different destinations.

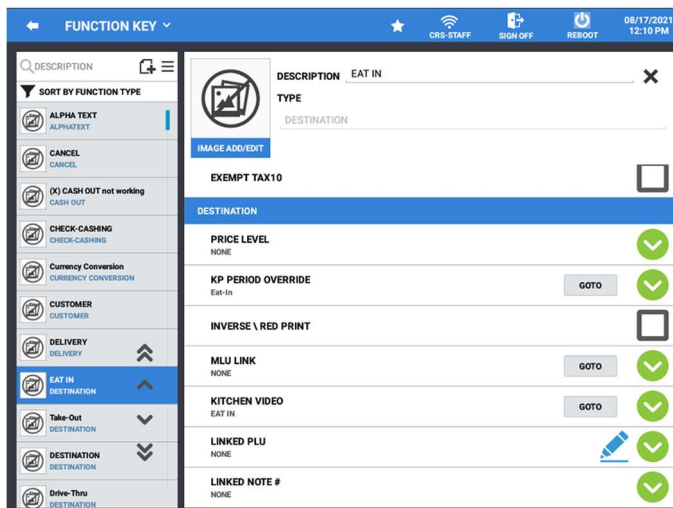
Destination keys may also be used to override the current KP Time Period as set in the Time Schedule.

- **In Program Mode - Time Schedule - KP Time Period** – Create KP Time Periods for Eat-In/Take-Out/Drive-Thru etc. You do not have to set any specifics on the days or times as you are manually toggling to these. See page 27 for Time Schedule programming.
- **In Program Mode - Options - Options - KP/KV Option** – Set your default KP Period. See page 20 for KP/KV Option programming.
- When you setup the KP Groups and you add the specific KP Printers set your Time Period to reflect the specific KP Period you created in the Time Schedule. See page 14 for KP Group Programming.
- **In Program Mode – Function Key – Function Key** – Edit or add Destination keys as necessary. Under the Destination function key(s) you can program the KP Override Option to toggle to a specific KP Period. See page 31 for Destination Function Key Options.
- In normal operations when you ring up items and cash out the items will print to your main KP that is assigned to your default KP Period. If you ring those same items and choose a destination key that toggles to a different KP Period, it will print to the specific printer that is assigned to that KP Period.

## Add \ Edit Destination Key

Go to : *Program Mode > Function Key > FUNCTION KEY*

1. Select a **DESTINATION** key from the list or add a new Destination key.
  - a. Press the **Add NEW Record**  icon to add a new Destination function key.



## Destination Key Option Definitions

### **TAX EXEMPT**

#### **EXEMPT TAX 1~10**

Check the Tax Rates (1-10) you wish to exempt when this destination is used.

### **DESTINATION**

#### **PRICE LEVEL –**

The default setting is NONE. Alternately, you can Select a price level to be associated with this destination.

#### **KP PERIOD OVERRIDE –**

The default setting is NONE. Alternately, you can select a defined KP Period to be associated with this destination. When this destination is selected, the current KP Period will be overridden with the KP Period selected here. **Note:** KP Periods must be created before they can be assigned here.

#### **INVERSE \ RED PRINT –**

Check this option if you wish this destination to print in reverse.

#### **MLU LINK –**

The default setting is NONE. Alternately, you can define an MLU Link to be associated with this destination.

#### **KITCHEN VIDEO –**

Select the KVS routing from the available list: UNSPECIFIED, EAT IN, TAKE OUT, TRACK 1, TRACK 2.

#### **LINKED PLU –**

Select a PLU from the list to link to the destination key. For Example, you could link a FEE PLU to the Delivery destination key to a delivery fee.

#### **LINKED NOTE # –**

Selections include: **NONE** and **NOTE #**. When Note # is selected, and this destination key is used in a sale, an error tone will sound and the message **'Input a Note'** will display.

- Notes can be a name or any other information up to 30-characters.
- The note will display on the operators' screen at the top of the transaction window.
- Notes may also be set to print on the receipt.

---

## Hold Keys

These keys are optional and would only be used in a table service restaurant. They prevent KP & KV items and instructions from being sent immediately after items are registered and stored. For example, an employee registers a customer order consisting of appetizers, main course entrees, and desert items. Without this feature, the appetizer, main course, and desert items are sent to the kitchen all at the same time. With this feature, the employee can "hold" desert items, which prevents them from being sent to the kitchen printer (even though they are programmed to be sent to a printer). Then later, the employee can recall the check and print the main course items, so they can be prepared and served when the customer is ready for them.

A held item is indicated on the display with an '**H**' below the item, next to the tax status indicator.

See Program Mode Options \Options \ Guest Check Option to set the following related options:

- ◆ **Warning on held items at finalization** – Displays a warning to the operator that the check has held items when employee attempts to finalize the check, Yes or No.
- ◆ **Automatically select held items on guest check recall** – (This flag is to facilitate printing of held items.)

Certain items can be set to automatically hold items by group; see **Program Mode \ PLU \ PLU Status Group**. (For example, you may wish to automatically hold dessert items when they are first entered.)

**Note:** Alpha text entries made after a held item will not follow the item when the check is recalled, and the held item is released.

## Hold

Use to identify an individual item, or an entire transaction so that the designated items will not print/display at the KP & KV at the current finalization. Items designated as "hold" items will display on the screen with an "H".

### GENERAL

Manager Required? – Operation requires input of manager password to complete operation.

## List Held Items

Use the LIST HELD ITEMS key to display all items in the current order designated as "hold" items (with an "H").

### GENERAL

Manager Required? - Operation requires input of manager password to complete operation.

## Print Hold

Use to remove the "Hold" designation from an item or order, so that the items and their instructions are now sent to the KP & KV at finalization.

### GENERAL

Manager Required? - Operation requires input of manager password to complete operation.

---

# Alpha Text

Use to type a name, number, or message for an item within the sale or with specific operations. The Alpha Text message appears on the operator screen, prints on the receipt and can be set to print on the kitchen printer as well. Touch the ALPHA TEXT key any time after an item has been registered. Type a name, message, or number (up to 40 characters) using the on screen keyboard or scan a barcode to add a number or select a pre-defined message from the available messages. Touch OK to add the text to the transaction. Multiple message lines can be entered. The message is saved and printed/displayed with the order.

---

**Note:** Pre-Defined Alpha Text messages can be programmed in Receipt & Message → Message programming.

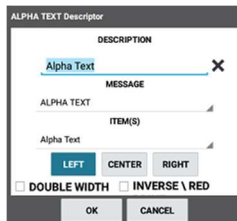
---

## PRINT

- Do Not Print Alpha Text on Receipt –
- Do Not Print Alpha Text on Journal –
- Do Not Print Alpha Text on KP –**

## OPTION

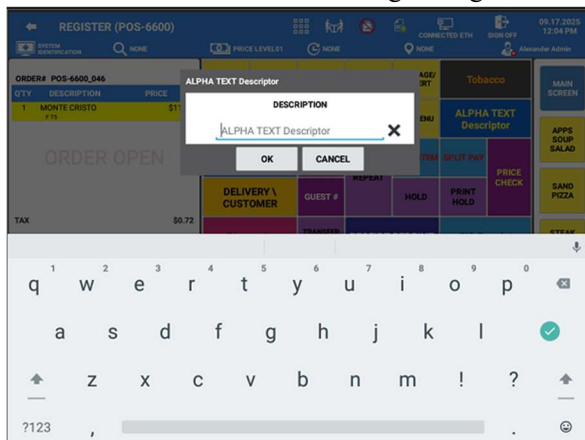
**Use Alphatext Descriptor** – When this option *is not checked*, when the Alpha Text key is pressed in the Register Mode, the Alpha Text dialog allows you to type in your own Message, select from Pre-Defined Message selections or Item(s) selections and choose Font Formatting selections.



When this option *is checked*, additional option selections for this alpha text key are available on the function key programming for the key for ALIGN, DOUBLE WIDTH, and INVERSE \ RED PRINT.

- **Align** – Choose font alignment to be LEFT, CENTER, or RIGHT
- **Double Width** – Message appears in BOLD characters.
- **Inverse \ Red Print** – Prints the descriptor in RED on two color impact printers. On thermal printers the message will print in inverse/reverse print, black background & white text.

The Alpha Text dialog in the Register Mode *will not display* the Pre-Defined Message selections, Item(s) selections and Font Formatting selections. Instead, the text typed in the register mode when Alpha Text is pressed will be used and the font formatting settings chosen here will apply.




# Override KP Route Examples

## KP Route Operation


You can change the KP Route in the register mode using the KP Route UI Control icon on the title bar or by using the KP Route function key.

- The KP Route UI Control must be enabled (*checked*) in the Options > Options > System Option: REG Title UI Control program area for this operation.
- KP Time Periods must also be created in the Time Schedule > KP Time Period program to utilize this operation.

## KP Route Icon

1. Press the **KP Route** UI Control indicator  on the register mode header to select the desired KP Route from the dropdown selections list:




2. The **KP Route** UI Control indicator displays the new KP Route selection: 

## KP Route Function Key

You can use the KP Route function key to change the current KP Route setting.

1. Press the **KP Route** function key located on an MLU, FLU or real keyboard to display the KP Route selections dialog. Select the desired **KP Route** from the selections list:



2. The selected **KP Route** will display on the title bar KP Route UI Control indicator: 

## ***KP Route Function Key – Manual Entry***

You could also use the KP Route Function Key and manually input the numeric value before pressing the KP Route function key: (*This key sequence can be programmed into a MACRO if desired.*)

- 1 [KP ROUTE] = None; 1<sup>st</sup> KP Period in the list is NONE . . . No KP Period is selected.
- 2 [KP ROUTE] = 2<sup>nd</sup> KP Period in the list . . .
- 3 [KP ROUTE] = 3<sup>rd</sup> KP Period in the list . . . etcetera.

---

# KP Route By Destination

Similar to the KP Route function key, Destination keys may be used to override the current KP Time Period as set in the Time Schedule.

## **Required Programming for this feature includes:**

- **Function Key** – Destination keys. See page 30 for details.
- **Time Schedule** – KP Time Period – See page 36 for details.
- **Device** – Device Setting: Printer, Device Mapping: Kitchen Printer, KP Group. See page 7 for details.
- **KP Group** – Select Printer & Time Period. See page 14 for details.
- **PLU** – PLU Status Group and PLU programming. See page 16 for details.

## Routing By Destination Programming

In the example below, we have different routing for orders entered at the Counter terminals for Eat-In orders, and orders entered at the Drive-Thru station. If an order for the Drive-Thru is registered at a counter terminal, we still want the order to go to the Drive-Thru Kitchen Printer.

## Function Key

There is more than one way to set up this feature.

- **Destination Keys** can be setup to override the current KP Time Period as set in the Time Schedule: KP Time Period programming.
- The **KP Route** function key can be used to override the current KP Time Period as set in the Time Schedule: KP Time Period programming.

For this example, we will use the Destination Keys for Eat-In and Drive-Thru.

## **Destination Keys**

To use destination keys to send the order to a different KP, the KP Period Override must be set. For details about all the destination key option settings refer to page 30.

### **KP PERIOD OVERRIDE –**

The default setting is **NONE**. You can select a defined KP Period to be associated with this destination. When this destination is selected, the current KP Period (*as set in the Time Schedule: KP Time Period programming*) will be overridden with the KP Period assigned in this destination key.

**Set the KP Period Override setting to the desired KP Period.**

**Note:** KP Periods must be created Time Schedule: KP Time Period programming before they can be assigned here.

## **KP Route Key**

Set the **KP Route** function key option:

### **FUNCTION IS?**

**POPUP** – The selected KP Route remains active for the remainder of the current transaction, then returns to the default when the transaction is finalized.

# Time Schedule

You will need to set up a KP Time Period in the Time Schedule programming for all the destinations you want to use with this operation.

## KP Time Periods

For this example, set up **KP Time Periods** for: **Eat-In** and **Drive-Thru**

Program the Period settings for each, **Eat-In** and **Drive-Thru** KP Time Period as shown below.

### PERIOD SETTINGS

All Days of the week are checked:

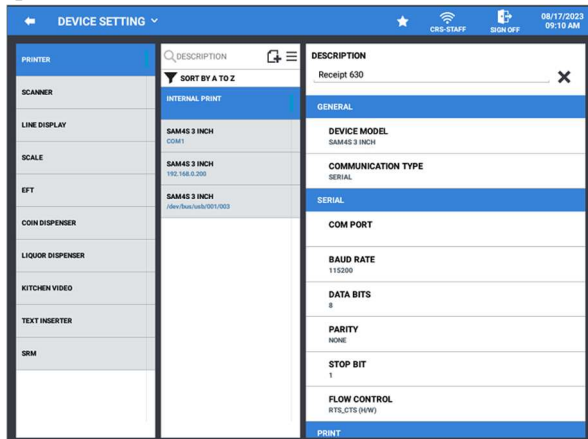
MON  TUE  WED  THU  FRI  SAT  SUN  WEEKDAYS  WEEKEND

Start Activate At & End Activate At = 00:00 – 23:59

# Device

## Device Setting

Add the external printers to the Printer list that will be used for the DriveThru-KP and Counter-KP

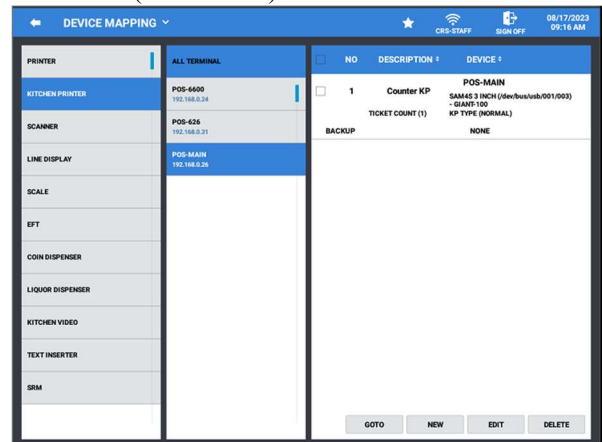
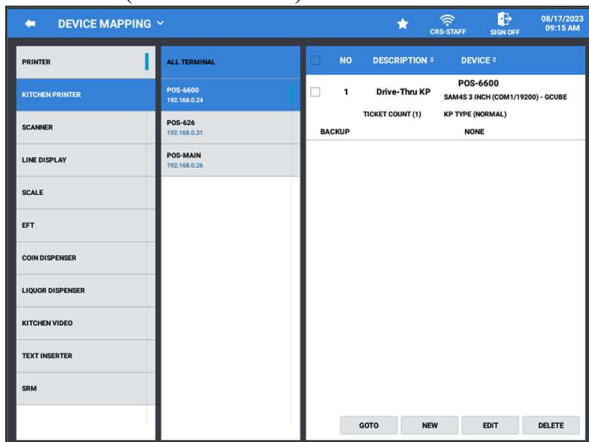


## Device Mapping \ Kitchen Printer

Map the appropriate Kitchen Printer to each station:

POS-6600 (Drive-Thru KP)

POS-Main (Counter KP)



## KP Group Programming

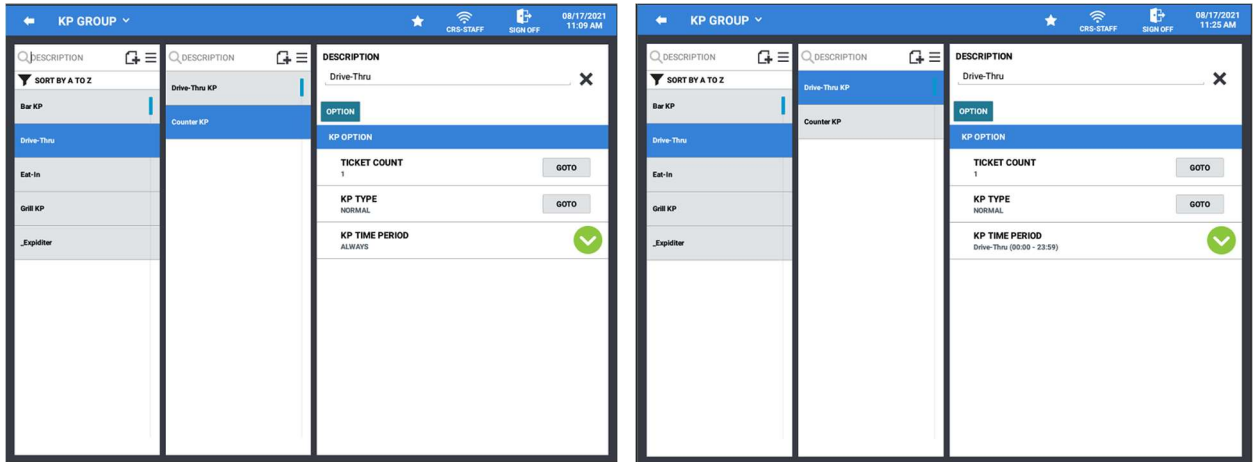
Create a KP Group for both **Eat-In** and **Drive-Thru**.

### KP Group Eat-In

Both **Kitchen Printers** are added and  
**KP Time Period** = Eat-In KP Time Period is selected.

### KP Group Drive-Thru

Both **Kitchen Printers** are added and  
**KP Time Period** = Drive-Thru KP Time Period is selected.



## KP Route by Destination Operation

*When a Drive Thru order is taken at counter register*

1. Press the **Drive-Thru** Destination key
2. Register the transaction as normal.
3. Tender the sale.
4. The Drive-Thru order entered at the Counter station will print at the Drive-Thru KP.

---

# Print KP on Demand

If printing to a kitchen printer is not normally necessary but in some cases you do want to send an order to the KP. We can use the KP Route function key to accommodate this.

## Time Schedule

**KP Time Period** – Set up 2 KP Time periods:

- Normal Orders No KP Print (does not print on KP)
- Special Orders Print on KP (print on KP on demand)

**Normal Orders KP Time Period** settings (Does Not Print on KP):

- Do not select any days for the Period settings.
- **Start Activate At & End Activate At = 07:00 to 07:59.**

**Special Orders KP Time Period** settings (print on KP on demand):

### PERIOD SETTINGS

All Days of the week are checked:

MON  TUE  WED  THU  FRI  SAT  SUN  WEEKDAYS  WEEKEND

**Start Activate At & End Activate At = 00:00 – 23:59.**

## Function Key

**KP Route function key** – Function Is? = POP UP.

## DEVICE

**Device Setting** – Setup your printer(s) on an available port on the terminal.

**Device Mapping** – Setup kitchen printers for all terminals or each individual station in the system.

**KP Group** – Create kitchen printing groups to be utilized:

Set the Ticket Count = 1

KP Type = Normal

KP Time Period = Special Orders (00:00-23:59)

## PLU

- **PLU Status Group** – Assign PLU Status Groups to the appropriate Kitchen Printer Group.
- **PLU** – Assign the PLU Status Group Link to the appropriate PLU's you want to send to the kitchen. If desired, you can program a separate KP Description for items to print at the kitchen printer.

## OPTIONS

- **KP/KV Options** – Go to Program Mode Options > Options > KP/KV Options > ETC: KP Period = Regular Orders.

## KP Print On Demand Operation

During Normal operations orders would not be sent to the Kitchen Printer.

If the cashier has an order they want to send to the KP.

1. Press the **KP Route key** to select the **BUSY** KP Route.  
Alternately the cashier can press the KP Route UI Control icon on the register mode title bar & select BUSY.
2. Register the transaction as normal.
3. Tender the sale.
4. The KP items will print at the designated Kitchen Printer.

# Appendix

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## Helpful Video Links

### ***How to Add a Printer:***

<https://www.youtube.com/watch?v=uIt7B8Sfbxw&list=PLtF-h-a37jHmbhGgLO3nB76hP-avFSW29&index=112&pp=iAQB>

### ***Adding Sam4POS Kitchen Printer Video:***

<https://www.youtube.com/watch?v=HHhXTHE2kiY&list=PLtF-h-a37jHmbhGgLO3nB76hP-avFSW29&index=78&pp=iAQB>

### ***Adding KP to Multiple Terminals:***

<https://www.youtube.com/watch?v=OihSvt90QrA&list=PLtF-h-a37jHmbhGgLO3nB76hP-avFSW29&index=86>

### ***Kitchen Printer Descriptions:***

<https://www.youtube.com/watch?v=kK035VXVQag&list=PLtF-h-a37jHmbhGgLO3nB76hP-avFSW29&index=11>

### ***Kitchen Printer Options:***

<https://www.youtube.com/watch?v=kMaLMyddy9I&list=PLtF-h-a37jHmbhGgLO3nB76hP-avFSW29&index=46>

# Device Programming (v1.0.79 and Earlier)


**Note:** Device Mapping and KP Group programming was changed in v1.0.80. The information here is the programming for these categories in Sam4POS terminals with v1.0.79 and earlier.

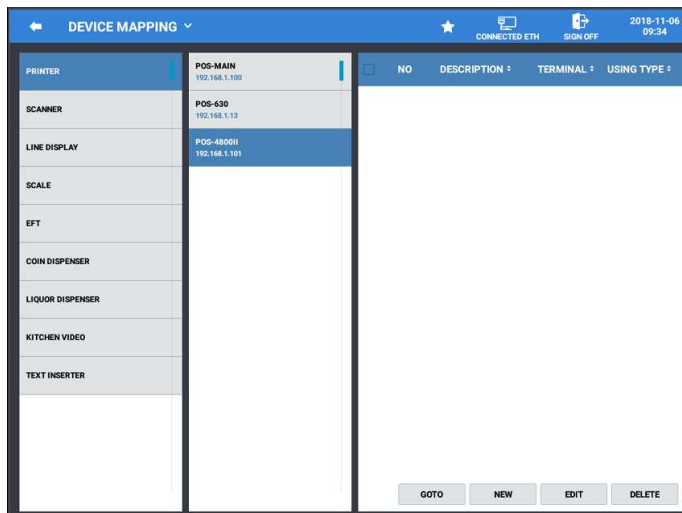
## KP Mapping (v1.0.79 and Earlier)

The Device Mapping program area is used to assign printers/kitchen printers that will be used on each of the various stations in the Sam4POS system. The Device Mapping program area was changed beginning at v1.0.80. For older Sam4POS versions, follow the setup below.

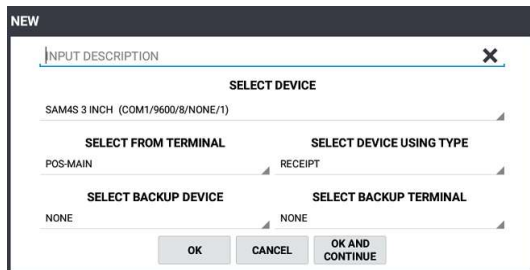
In v1.0.79 and earlier device mapping for printers contained the setup for all printers including Kitchen Printers: *i.e.* receipt, KP, journal, slip, label.

1. From the **Program Mode/Device** menu, select **KP GROUP** from the available selections.

Alternately, you can press the drop-down arrow  on the section title to view the sub menu selections. Select **DEVICE MAPPING** from the available selections. The DEVICE MAPPING program screen is displayed:

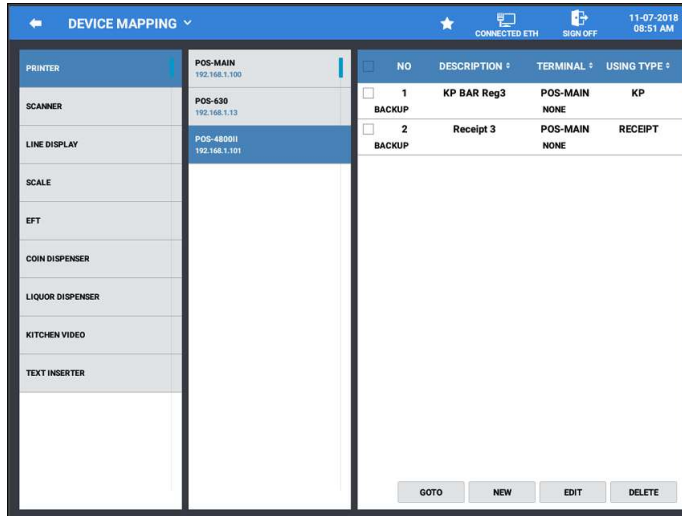


2. Select **PRINTER** from the list of available device selections (left column), then select the **STATION** you want to assign a printer to (middle column).
3. Press the **NEW** button (right column) to assign a Kitchen Printer. The NEW item dialog displays:



- Input a **DESCRIPTION** for the device (up to 30 characters). With terminals in an IRC, it may be helpful to create descriptors that indicate the terminal, i.e. KP BAR Reg3.
- **SELECT DEVICE**: from the list of available devices as set in the Device Setting screens.
- **SELECT FROM TERMINAL**: chose the terminal where the device is connected.
- **SELECT DEVICE USING TYPE**: Select the type for the specified device. Example, for printers choose from the selections: Receipt, KP, Journal, Slip, and Label.
- **SELECT BACKUP DEVICE**: set if you wish to define a backup device in the case the main device is offline.
- **SELECT BACKUP TERMINAL**: select the terminal where the backup device is connected.

4. Press **OK** when complete to add the device mapping or press **OK AND CONTINUE** to map more printers. Press **CANCEL** if you want to exit without mapping additional printers to the station.
5. Your mapped devices will display:




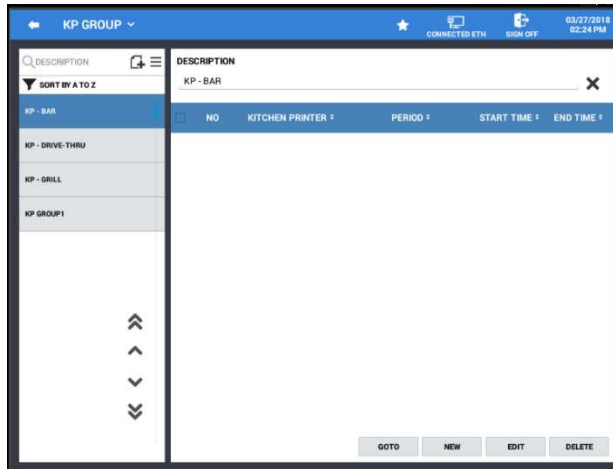
6. You can use the buttons at the bottom of the mapping screen to edit existing mapped devices.
  - **GOTO** – Brings up the Device Setting programming.
  - **NEW** – To add additional devices.
  - **EDIT** – Allows changes to the printer and time period selections.
  - **DELETE** – Will delete the selected device assignment.


## KP Group (v1.0.79 and Earlier)

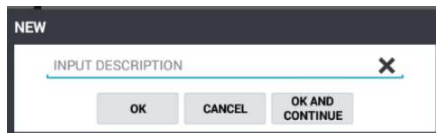
Use this programming area to determine the KP Groups that will be used for assignment in the PLU Status Group programming. You can assign KP Groups to different printers at different time periods if desired.

The KP Group program area is used to assign printers/kitchen printers that will be used on each of the various stations in the Sam4POS system. The KP Group program area was changed beginning at v1.0.80. In older Sam4POS versions (v1.0.79 and earlier) follow the KP Group setup below.

1. From the **Program Mode/Device** menu, select **KP GROUP** from the available selections. Alternately, press the drop-down arrow  on the section title to view the sub menu selections. Select **KP GROUP** from the available selections. The **KP GROUP** program screen is displayed:



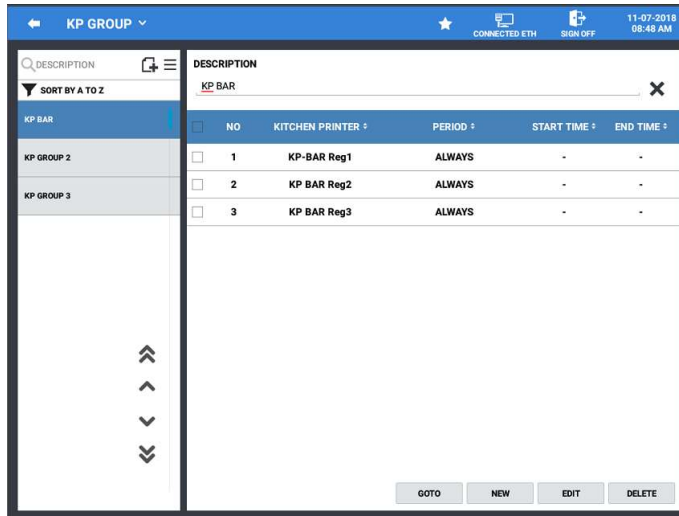
2. From the **KP GROUP** programming screen press the  icon to add a new KP Group(s) or select a group from the KP Group list.




3. Input a description (up to 30 characters) for the KP Group and press **OK** to close the dialog or press **OK AND CONTINUE** to add additional KP Groups. Press **CANCEL** if you wish to exit the add KP Group without adding the group.
4. After the KP Groups are created, press the **NEW** button to assign the KP group to a printer and selected the time period for the group. You can add more than one printer/time period for the group. Operation Buttons are provided to maintain the KP Group settings:



- **GOTO** – will bring you to the Device Setting programming. This allows you to Add/Edit devices without having to exit out of the KP Group programming.
- **NEW** – to assign new printers (*from Device Mapping*) to the KP Group and select the time period for the KP group. The default Time period is ALWAYS, additional time periods for use here are created in: Program-Mode\Time Schedule\KP Time Period. You can add more than one printer/time period for the group. *i.e. In an IRC system, you may have KP printers assigned for each station.*
- **EDIT** – allows you to change the assigned printer and time period selections.
- **DELETE** – Will delete the printer assignment for the selected printer.



5. Press the  icon to access the **EDIT MODE** to select and delete KP Groups or select **SORT** to sort the KP Groups alphabetically.

# Manual Revision History

Revision Number	Date Published	Revision Contents
v1.0	08/24/2018	Initial Release
v1.1	10/4/2018	Added KP Message Information; KP Route programming/operation
v1.2	10/20/2018	KP Routing updated
v2.0	11/7/2018	Release for v1.0.80 and later, new Device Mapping programming
v2.1	2/26/2019	Device Mapping \ Kitchen Printer – added configure by station or all stations
v2.2	12/12/2019	Edited: KP Routing; Added KP Time Period
v2.3	5/17/2021	Updated KP/KV Option Sort/Split: Sort KP By KP Group#
v2.4	6/24/2021	KP Route operation; Moved (v1.0.79) info to appendix; Added KP Route programming example
v2.5	8/17/2021	Added Destination Keys: KP Period Override
v2.6	6/2/2022	Added KP Mapping-Each Terminal
v2.7	4/4/2023	KP/KP Option: Digit Of Global Order# (1-8)
v2.8	8/17/2023	KP on Demand
v2.9	10/6/2023	Programming sequence, required & optional programming
v2.10	9/17/2025	Function Key: Alpha Text; Receipt & Message: Message; Network & Revenue: Register No.
v2.11	3/2/2026	Added Recall Table\Store Table function keys
v2.12	3/17/2026	KP/KP Option\Sort-Split\ SPLIT KP BY KP ITEM: NONE, CUT, DASH LINE