

# QT6100



# OPERATION MANUAL

- A. Making Sales**
- B. Tables**
- C. Errors and Refunds**
- D. Reports**
- E. Keys**
- F. Troubleshooting + Misc**

## A. Making Sales

Ensure register is in REG mode. Sign on by pressing your Cashier button

### **MAKING A SALE:**

1. To sell a food item, select the item directly on the first menu. To sell an item that is on a different menu choose that menu on the screen and then choose the items you wish to sell. Repeat as required.
2. Press SUBTOTAL for the total amount due
3. Enter amount of cash given by customer and press the CASH key. If the customer is paying by cheque, credit card or eftpos then instead of pressing CASH press CHEQUE, CREDIT CARD or EFTPOS
4. The amount of change to be given to the customer will display on the screen.
5. Sign in again and press REPRINT RECEIPT if the customer requires a receipt

### **MAKING MULTIPLE SALES OF SAME PRODUCT TO ONE CUSTOMER:**

1. Enter the number of items you are selling (eg 4)
2. Press the X key
3. Press the key that corresponds to the items purchased.
4. Add more items or complete the sale as above.

### **MULTIPLE TENDER:**

1. When your customer pays by more than one method (eg part cash, part eftpos), first enter the amount to be paid by the first method
2. Press the key corresponding to the method of payment (eg CASH)
3. Enter the amount to be paid by the second method
4. Press the key corresponding to the second method of payment (eg EFTPOS)

### **EFTPOS CASH OUT:**

1. Enter all items to be sold and press SUBTOTAL.
2. Add the amount the customer wants in Cash to the subtotal, type this in and press EFTPOS
3. IE: If they spent \$25 and want \$20 cash, type in \$45.00 and press EFTPOS
4. This will show the Cash Out as change on the screen

## B. Tables

### **Charging Items to new or existing Tables**

1. ENTER Table Number (1 to 9999)
2. PRESS OPEN TABLE button  
OR
3. PRESS OPEN TABLE (This will show all current open tables)
4. ENTER Items to be charged
5. PRESS CLOSE TABLE

### **Printing Out Table Accounts**

1. ENTER Table Number (1 to 9999)
2. PRESS REPRINT RECEIPT button

### **Cashing Table Off in full**

1. ENTER Table Number (1 to 9999)
2. PRESS OPEN TABLE button  
OR
3. PRESS OPEN TABLE (This will show all current open tables)
4. ENTER Amount being paid
5. PRESS Tender type – Cash, Eftpos, Credit Card etc.
6. PRESS RECEIPT button

### **Part-paying a table**

Before doing this we suggest you print out the table account using the instructions above so the customer can select the items they are paying.

1. ENTER Table Number (1 to 9999)
2. PRESS SEP TAB button  
OR
3. PRESS SEP TAB (This will show all current open tables)
3. PRESS PAGE UP button
4. PRESS Touch each item to be paid on the screen

Once all items to be paid have been selected

5. PRESS OK to get a total of the items to be paid.
6. ENTER Amount being paid
7. PRESS Tender type – Cash, Eftpos, Credit Card etc.
8. PRESS RECEIPT button

When paying for the last items on a table use “Cashing Table Off” procedures otherwise the table will remain open with a zero balance.

## **Transfer Table**

This has two uses:

A. To transfer an existing check from one table to an open table or to a new table number:

1. ENTER Table Number (1 to 9999)
2. PRESS OPEN TABLE button
- OR
4. PRESS OPEN TABLE (This will show all current open tables)
5. ENTER New Table Number to transfer details to
6. PRESS TABLE TRANS button

B. To transfer the items you have already rung on to a new table number.

1. ENTER Table Number (1 to 9999)
2. ENTER Table Number you wish to transfer items to
3. PRESS TABLE TRANSFER button

## **Reprinting part receipts**

It is possible to go back and reprint receipts

1. PRESS FUNCT
2. PRESS E-JOURNAL
3. PRESS Page Up and Page Down to scroll through receipts
4. PRESS REPRINT RECIEPT

## C. ERRORS AND REFUNDS

### **Making Corrections to a Transaction:**

1. To clear the last item (before the subtotal key is entered), press the ITEM VOID key.
2. To clear earlier items, use the arrow keys to highlight the item you wish to delete, then press the ITEM VOID key.

### **Cancelling a Transaction:**

1. Press FUNCT, then CANCEL and then YES to cancel entire transaction

### **To Clear the Screen:**

1. To clear the screen at any time press the Clear key – note that this will not remove any transactions that have been entered.

### **Refunds:**

1. Press FUNCT
2. Press the REFUND key then the key for the corresponding item that is being refunded
3. Press SUBTOTAL to give the total amount due/owned.
4. Press the Payment Type that you are refunding to the customer

## **D. Reports**

### **A. End of Day Cash up**

1. Press FUNCT to bring up the Function menu
2. Press REPORTS to bring up the report screen
3. Press DAILY Z to print your end of day totals

### **B. End of Week Totals**

1. Press FUNCT to bring up the Function menu
2. Press REPORTS to bring up the report screen
3. Press WEEKLY Z to print your end of week totals

### **C. Open Check Report**

1. Press FUNCT to bring up the Function menu
2. Press REPORTS to bring up the report screen
3. Press OPEN CHECK to print your current open checks

### **D. E Journal Clear – Do daily / weekly**

1. Press MODE to bring up the Mode menu
2. Press X/Z to bring up the reports options
3. Press DAILY Z
4. Press 4. E-JOURNAL
5. Select 1. E-JOURNAL
6. Select RESET only
7. Press YES

## D. Journal Reports

### Print J-MEMO without resetting

1. PRESS MODE
2. PRESS X/Z button
3. PRESS Yes (option 1. Daily X)
4. ARROW Down to option 4. J-MEMO
5. PRESS Yes
6. SELECT 1. All
7. WAIT Until report finishes printing
8. PRESS ESC ESC
9. PRESS MODE
10. PRESS REG to return to register operation

### Print J-MEMO and reset

1. PRESS MODE
2. PRESS X/Z button
3. ARROW Down to option 4. Daily Z
4. PRESS Yes
5. ARROW Down to option 4. E-JOURNAL
6. PRESS Yes
7. PRESS Yes to OPTION (1) ALL TO PRINT
8. WAIT Until report finishes printing
9. PRESS ESC ESC
10. PRESS MODE
11. PRESS REG to return to register operation

### Reset J-MEMO without printing

1. PRESS X/Z button
2. ARROW Down to option 4. Daily Z
3. PRESS Yes
4. ARROW Down to option 4. E-JOURNAL
5. PRESS Yes
6. SELECT Option 2. RESET ONLY
7. WAIT Until machine finishes
8. PRESS ESC ESC
9. PRESS MODE
10. PRESS REG mode to return to register operation



## **E. Programming Keys**

### **A. PLU Description Changes/Additions**

**This is the best way to make multiple changes or review your items as you can change/add prices, descriptions and departments here**

1. PRESS MODE Button
2. PRESS PGM1 button (PGM-1 menu on display)
3. PRESS Yes on 1. Unit Price/Qty
4. PRESS Arrow down to 11. PLU-DEPT-PGM
5. PRESS Yes
6. PRESS Arrow Down or Page Down to reach desired PLU item (remember this number)
7. PRESS Yes to select PLU item
8. PRESS Arrow Down to "Descriptor"
9. PRESS Yes to select
10. TYPE in desired description
11. PRESS Yes to confirm

#### *optional -Price*

12. PRESS Arrow to "Price"
13. ENTER Price (no decimal point required)

#### *optional – Department Link*

14. PRESS Arrow to "Dept Link"
  15. PRESS Yes to select Department Link
  16. PRESS Arrow Down to select Department Link for PLU item
- If the department is set to kitchen print this item will no print automatically

#### *optional – Linking Item to a Pop-up or Kitchen Instruction*

17. PRESS Arrow Down to "List Link #1"
18. PRESS Yes
19. PRESS Arrow Down to select the Pop-up you wish to use
20. PRESS Yes
  
21. PRESS ESC ESC ESC to return to PGM 3 screen
22. PRESS MODE then REG to return to register operation

## **B. Adding PLU's to the keyboard**

To add this item to the keyboard: (where you know the PLU number x)

1. PRESS Mode and then PGM4
2. PRESS Yes on 1. Keyboard
3. PRESS Yes on 1. Key Assign
4. ENTER x063 where x is the PLU number (ie. PLU 101 would be 101063)
5. PRESS The space where you want to add this key
6. PRESS ESC back to PGM4
7. PRESS the other menu buttons to check this button has not appeared on other menus
8. IF it has choose 1. Keyboard and 4. Key Delete
9. PRESS the key to be deleted
10. REPEAT for all extra un-required keys
11. PRESS Mode and REG to return to normal operation

## **C. Changing a Clerk Name**

1. PRESS PGM button
2. ENTER 3
3. PRESS PGM button (PGM-3 menu on display)
4. PRESS Arrow Down to No. 2 option – Clerk
5. PRESS Yes
6. PRESS Arrow Down to Clerk number to edit
7. PRESS Yes
8. PRESS Yes to confirm Clerk Descriptor
9. TYPE Desired clerk name
10. ENTER Sign On number (if required, or leave as default)
11. PRESS ESC ESC ESC
12. PRESS REG mode to return to register operation

## **D. Adding Item to an existing Pulldown Group**

Please Note: When we originally setup your terminal we programmed it in a logical fashion to assist with your programming. The first 50 items correspond to menu 1 of your terminal. The second 50 correspond to the 2<sup>nd</sup> menu etc. You will find the items for a pulldown group further down your PLU list from 750, with a heading that is has a leading asterix. For example, if you have a pulldown called Tap Other, further down your PLU list is 750 \*Tap Other. Listed below this are all the items that will pop-up under the Tap Other key. We strongly recommend that you continue to follow this logic, as it will make reprogramming much simpler.

When adding a new item to an existing pulldown group find the rest of the items in the pulldown group and add the new item to the first free PLU under these items. Remember this PLU's number

1. PRESS PGM button
2. ENTER 3
3. PRESS PGM button (PGM-3 menu on display)
4. PRESS Arrow Down to No. 3 option – Key Feature
5. PRESS Yes (3. Key Feature)
6. PRESS Yes (1. PLU)
7. PRESS Type in PLU number you recorded above
8. PRESS Yes
9. PRESS Arrow Down to “Descriptor”
10. PRESS Yes to select
- 13 TYPE Desired description
14. PRESS Enter to confirm
15. ENTER Price (no decimal point required)
16. PRESS Arrow Down to “Group Link”
17. PRESS Yes to select
18. PRESS Arrow Down to select Group Link for PLU item
19. PRESS Yes to select
20. PRESS Yes to select Department Link
21. PRESS Arrow Down to select Department Link for PLU item

### *optional – Enabling/Disabling Kitchen Printing*

22. PRESS Arrow Down to “Order Print # 1”
23. PRESS Yes to turn on printing to kitchen  
or No to turn off printing to kitchen

### *optional – Linking Item to a Cooking or Preparation Instruction*

22. PRESS Arrow Down to “List Link # 1”
23. PRESS Yes
24. PRESS Arrow Down to select Cooking Instruction Link
25. PRESS Yes
26. REPEAT Steps 21-24 as required (List Link # 2, 3, 4)

- |     |       |  |
|-----|-------|--|
| 26. | WRITE | Down PLU number added to the Pulldown List                                   |
| 27. | PRESS | ESC ESC  |
| 28. | PRESS | Yes (1.Machine Feature)  |
| 29. | PRESS | Yes (1. Pulldown Group)  |
| 30. | PRESS | Arrow Down to desired Pulldown Group   |
| 31. | PRESS | Yes  |
| 32. | PRESS | Arrow Down to "YES"  |
| 33. | PRESS | Yes  |
| 34. | PRESS | Arrow Down to next available blank number                                    |
| 35. | PRESS | YES  |
| 36. | PRESS | YES (1.PLU)  |
| 37. | PRESS | Arrow Down to desired PLU to add to list<br>(number written down in step 26) |
| 38. | PRESS | YES  |
| 39. | PRESS | ESC ESC ESC  |
| 40. | PRESS | Reg Mode to return to register operation                                     |

### **E. Creating Pulldown Groups (pop-up lists)**

Please Note: When we originally setup your terminal we programmed it in a logical fashion to assist with your programming. The first 50 items correspond to menu 1 of your terminal. The second 50 correspond to the 2<sup>nd</sup> menu etc. You will find the items for a pulldown group further down your PLU list from 750, with a heading that is has a leading asterix. For example, if you have a pulldown called Tap Other, further down your PLU list is 750 \*Tap Other. Listed below this are all the items that will pop-up under the Tap Other key. We strongly recommend that you continue to follow this logic, as it will make reprogramming much simpler.

#### ***Step 1: Assigning the Pulldown Group to the Keyboard***

- |     |       |  |
|-----|-------|--|
| 1)  | PRESS | PGM Mode                                   |
| 2)  | PRESS | 6  |
| 3)  | PRESS | PGM Mode                                   |
| 4)  | PRESS | Yes  |
| 5)  | ARROW | Down to Option 6. Key Feature              |
| 6)  | PRESS | Yes  |
| 7)  | ARROW | Down to Option 5. Function Key Feature     |
| 8)  | PRESS | Yes (Report will print)                    |
| 9)  | WRITE | Down next available blank number on report |
| 10) | PRESS | ESC ESC                                    |

- 11) PRESS 4
- 12) PRESS PGM Mode
- 13) PRESS Yes (1. Keyboard)
- 14) PRESS Yes (1. Key Assign)
- 15) ENTER Number written down in step 10
- 16) ENTER 1 3 6 (e.g. 91136 for steps 16 and 17 where 91 is number written down in step 10 )
- 17) PRESS Button on screen to be assigned
- 18) PRESS ESC ESC

**Step 2: *Creating the PLU items to pop up under the Pulldown Group (Remember to set a \*heading as your first PLU)***

When adding a new item to an existing pulldown group find the rest of the items in the pulldown group and add the new item to the first free PLU under these items. Remember this PLU's number

- 18. ENTER 3
- 19. PRESS PGM button (PGM-3 menu on display)
- 20. PRESS Arrow Down to No. 3 option – Key Feature
- 21. PRESS Yes (3. Key Feature)
- 22. PRESS Yes (1. PLU)
- 23. PRESS Type in PLU number you recorded above
- 24. PRESS Yes
- 25. PRESS Arrow Down to “Descriptor”
- 26. PRESS Yes to select
- 27. TYPE Desired description
- 28. PRESS Enter to confirm
- 29. ENTER Price (no decimal point required)

***Check/Change Department and Group Link***

Please note that these may already be set, so you will need to confirm they are correct. If they are not follow the procedure below, otherwise go to step 37.

- 30. PRESS Arrow Down to “Group Link”
- 31. PRESS Yes to select
- 32. PRESS Arrow Down to select Group Link for PLU item
- 33. PRESS Yes to select
- 34. PRESS Yes to select Department Link
- 35. PRESS Arrow Down to select Department Link for PLU item

***optional – Enabling/Disabling Kitchen Printing***

- 36. PRESS Arrow Down to “Order Print # 1”
- 37. PRESS Yes to turn on printing to kitchen

or No to turn off printing to kitchen

*optional – Linking Item to a Cooking or Preparation Instruction*

- 38. PRESS Arrow Down to “List Link # 1”
- 39. PRESS Yes
- 40. PRESS Arrow Down to select Cooking Instruction Link
- 41. PRESS Yes
- 42. REPEAT Steps 39-42 as required (List Link # 2, 3, 4)
  
- 43. PRESS ESC
- 44. PRESS Arrow Down to access next available blank PLU number
- 45. REPEAT Steps 23-44 as required to add additional PLU’s to this new pulldown
- 46. WRITE Down the PLU numbers used for the Pulldown List (if not already recorded)
- 47. PRESS ESC ESC ESC

**Step 3: Creating the Pulldown List**

- 48. ARROW to 1.Machine Feature and press Yes
- 49. PRESS Yes (1. Pulldown Group)
- 50. PRESS Arrow Down to next available blank number
- 51. PRESS Yes
- 52. PRESS Yes to enter Pulldown Group description
- 53. TYPE Description using alphabetical keysheet
- 54. PRESS Yes
- 55. ARROW Down to “YES” (bottom right of screen)
- 56. PRESS Yes
- 57. PRESS Yes
- 58. PRESS Yes (option 1. PLU)
- 59. ARROW Enter first PLU Number recorded in step 47
- 60. PRESS Yes
- 61. ARROW Down to next List number
- 62. REPEAT Steps 58-62 as required
- 63. PRESS ESC
- 64. PRESS Yes to map Pulldown Group to the keyboard
- 65. PRESS Designated button on keyboard for the Pulldown Group (button assigned in step 16)
- 66. PRESS ESC ESC ESC
- 67. PRESS REG mode to return to register operation

At any time you can print an up to date PLU list as below:

- |     |       |          |
|-----|-------|----------|
| 1)  | PRESS | PGM Mode |
| 2)  | PRESS | 6        |
| 3)  | PRESS | PGM Mode |
| 4)  | PRESS | Yes      |
| 5)  | PRESS | Yes      |
| 6)  | PRESS | Yes      |
| 7)  | ENTER | 1        |
| 8)  | PRESS | Yes      |
| 9)  | ENTER | 1400     |
| 10) | PRESS | Yes      |

### **F. Changing the text on a Key**

- |     |         |  |
|-----|---------|--|
| 1.  | SIGN IN | as a Manager                                       |
| 2.  | PRESS   | Mode   |
| 3.  | PRESS   | PGM4   |
| 4.  | PRESS   | Yes to 1. Keyboard                                 |
| 5.  | CHOOSE  | the menu screen you wish to program too ie. Dinner |
| 6.  | PRESS   | Key attribute                                      |
| 7.  | PRESS   | Key Text   |
| 8.  | TYPE    | in the text  |
| 9.  | PRESS   | Enter  |
| 10. | PRESS   | the key to be reprogrammed                         |
| 11. | PRESS   | Esc  |
| 12. | REPEAT  | as required  |
| 13. | PRESS   | Esc and Mode REG to finish                         |

### **G. Changing the time**

- |    |         |                               |
|----|---------|-------------------------------|
| 1. | SIGN IN | as manager                    |
| 2. | PRESS   | Mode                          |
| 3. | PRESS   | PGM 1                         |
| 4. | TYPE    | in the time in 24 hour format |
| 5. | PRESS   | the X button                  |
| 6. | PRESS   | Mode                          |
| 7. | PRESS   | REG                           |

The time is now set and you are back in normal operation mode

## H. Making changes to existing Pulldown groups

1. SIGN IN as manager
2. PRESS Mode
3. PRESS PGM3
4. PRESS Yes to 1. Machine Features
5. PRESS Yes to 1. Pulldown Group
6. CHOOSE the pulldown group you wish to change
7. PRESS Yes
8. ARROW DOWN to Yes and press Yes

To change the *Shape* of a key

9. CHOOSE 3. Key Shape
10. PRESS the shape you wish to use
11. PRESS ESC to finish

To change the *Colour* of a key

12. CHOOSE 4. Key Colour
13. PRESS the key colour you wish to use
14. PRESS all the keys you wish to change
15. PRESS Esc/Skip to choose another colour
16. PRESS ESC to finish

To change the *Text* of a Key

17. CHOOSE 5. Key Text
18. PRESS YES
19. TYPE in the new description for the key
20. PRESS Enter
21. PRESS the key you wish to change
22. PRESS Esc/Skip to finish



## **F. Troubleshooting**

Before calling for service please check the following points.

### **A. No power**

Check the light on the lower right hand front of the screen if it is off press the button above.

The main power switch is located left hand side of the terminal behind a small flap check that it is on.

Power adaptors, check that all adaptors are plugged in both at the machine, adaptor and socket, remember that plugs can work loose but still look like they are plugged in.

### **B. System network down**

Machines will have exclamation mark in left hand corner of transaction screen and machine will pop up the following or similar message

### **C. “ E107 / E108 Master and backup Master down table tracking not available”**

This is because the machines cannot see each other which will mean you may have trouble opening tabs, doing Z reports and ordering printing in the kitchen.

There are a several main causes of this.

- One of the terminals is switched off
- If you have more than two terminals check the power on the hub, this is where all the machines are connected together.
- Check the connection of the network cables into the machine and into the wall socket if applicable.

Once you think have found the problem do the following

Go around all terminals and clear any error messages on the screens, you can normally do this by pressing esc key.

Go to one of the terminals and do the following

1. Sign In
2. Press the **Mode** key
3. Press **Manager Mode**
4. Press Page down and select no **10 System Reconfiguration** and **Press Yes**
5. **Press Yes twice**
6. Screen will flash up “**System Reconfiguration**” and if successful “System Reconfiguration end” will be displayed and the exclamation mark will disappear.
7. Press **Esc**
8. Press **Mode** then press **Reg**

If problem still persists please call 03 366-1090 for service

## D. Kitchen Printing

If your system has a kitchen printer then it will also have a backup printer which will normally be your main receipt printer.

In the event of your kitchen printer losing power, running out of paper or malfunctioning the docket will print to your receipt printer, you will also be notified via a error message on the terminal.

Once your kitchen printer is back online orders will print as normal

## E. Busy Tables

After a power outage or system down some tabs may come up with “E052 Check/Table is busy”

This can be remedied by

1. Sign In
2. Press the **Mode** key
3. Press **Manager Mode**
4. Arrow down to no **4 Busy Reset** and press **Yes**
5. Enter check no to reset and press **Yes** twice
6. Press **Esc**
7. Press **Mode** then press **Reg**

Then try opening the Tab again.

### A. Changing Time + Date

To change time

Press Mode

Select PGM 1

Enter time in format HHMM

Press X

To change date

Press Mode

Select PGM 1

Enter date in format YYMMDD

Press X

### B. Clearing the Electronic Journal

- Press ‘Mode’
- Select ‘X/Z’ from the menu that pops up on the right hand side
- Press ‘4’ on the keypad or tap ‘Daily Z’
- Press ‘4’ again or tap ‘E-Journal’
- Press ‘1’ or tap ‘E-Journal’ again
- Finally press ‘2’ or tap ‘Reset only’