



User Manual

Welcome

Welcome to Epos Now Kitchen Display System (KDS)

This quick guide will help to give you an overview of your new Epos Now KDS and how to setup and get going quickly.

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Whats in the Box?

The package contains*

- 1 x KDS
- 1 x Power supply unit
- 1 x VESA flush wall mount, bracket and screws
- 1 x Port cover and screws
- 1 x User manual

*Contents May Vary



Getting Started

STEP 1

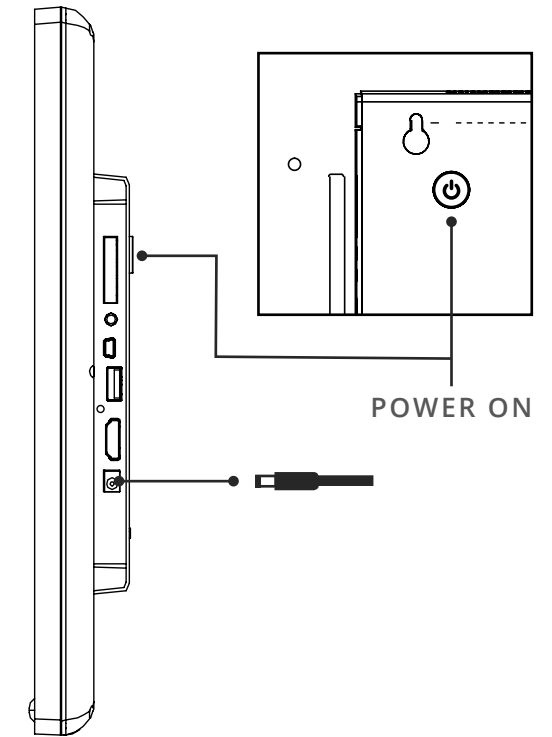
Connecting the power supply

The power supply should be connected to the power socket located on the side of the KDS marked DC-In.

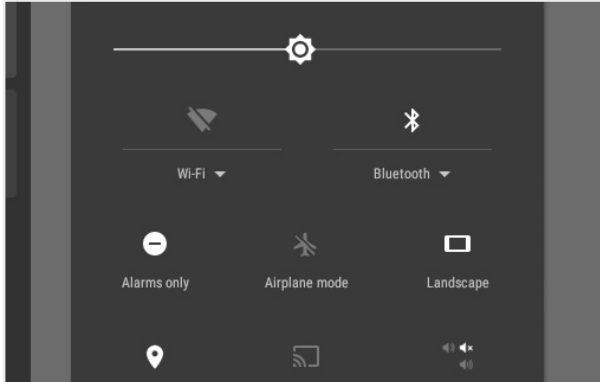
STEP 2

Powering on the KDS

KDS will automatically power on with active mains, so no need to reach for the power button each time.

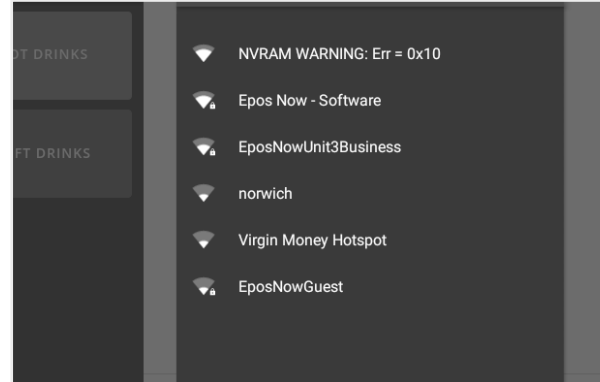


Connecting to the Internet

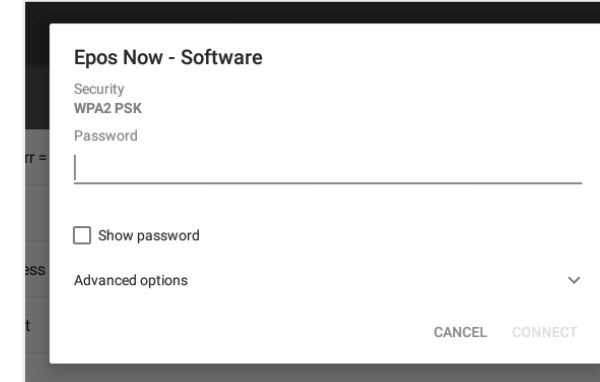


1. You can either connect via Ethernet (plug and play) or via WiFi. To connect via WiFi swipe down from the top of the screen. This will reveal a card, then swipe down on this card again. You will then reveal more options. Hit the 'WiFi' dropdown.

4

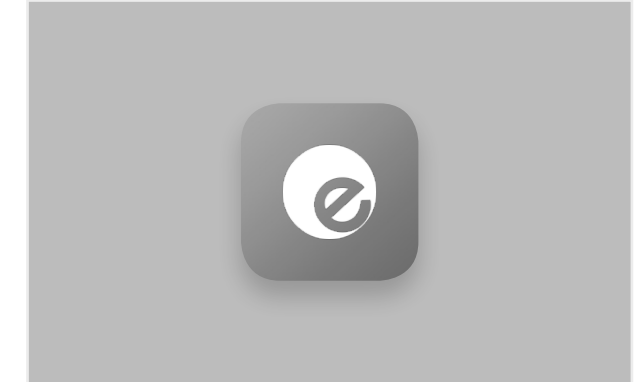


2. You will then see a list of WiFi networks that are available to join. Choose your WiFi network from the list.



3. Enter the WiFi network password when prompted, then hit 'Connect'.

5



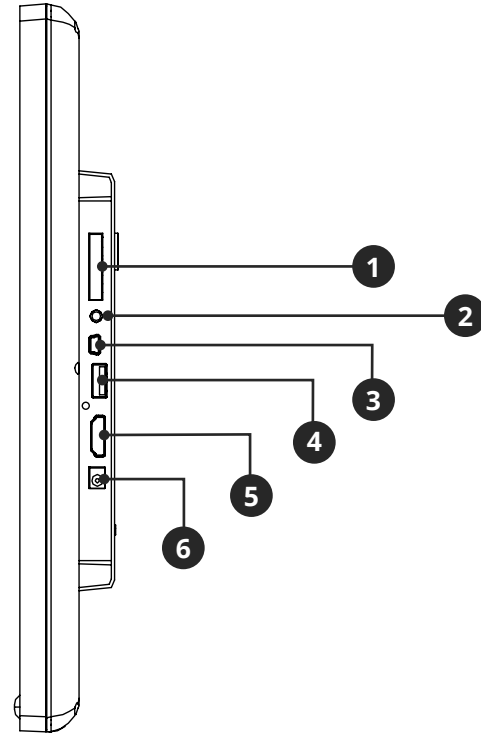
4. Once you have connected to WiFi navigate to the app and continue as normal. If it fails to connect, please make sure you have entered the password correctly.

If you still have issues then navigate to WiFi settings via Android settings icon on the drop down menu and failing this please check your network status.

KDS Features

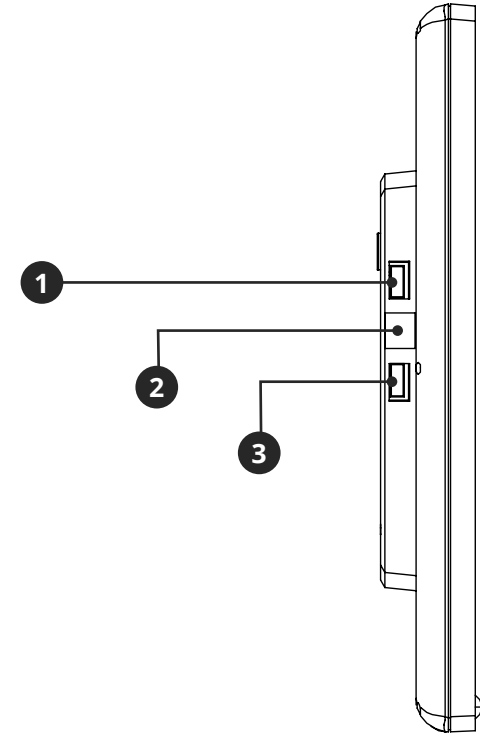
Left Side View

1. SD card
2. Headphone
3. Mini USB
4. USB
5. HDMI out
6. DC in



Right Side View

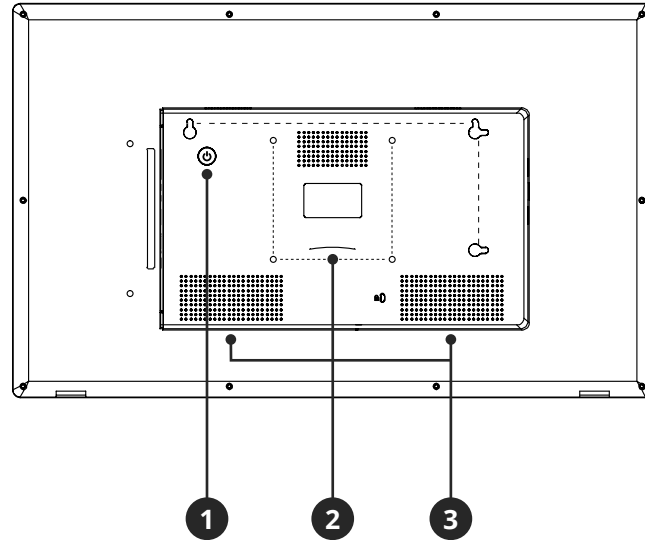
1. USB
2. RJ45 Port (Ethernet)
3. USB



Safety Information

Rear View

1. Power Button
2. VESA 100x100mm
3. Speakers



General Use

ALWAYS read the safety information and keep this guide in a safe place. Heed all warnings, and follow these instructions carefully before use.

DO NOT attempt to operate or insert any sharp objects into the device, they may scratch or damage the product.

DO NOT place the device on an uneven surface, or mount to a wall without the provided VESA bracket and/or supported VESA bracket for 100x100mm.

ALWAYS consider the device placement and cables connected to the device to ensure a safe working environment.

DO NOT use harsh chemicals, cleaning solvents or detergents to clean the product. Wipe with a dry soft cloth or tissue paper to clean. Disconnect the product

from the electrical outlet before cleaning.

DO NOT shove any foreign objects into the product or ports.

NEVER place any objects on top of the product, or on top of the display, as this may damage the product.

DO NOT attempt to open the product casing. This product does not contain any user serviceable parts. Unauthorised handling of the device may damage it and will void your warranty.

DO NOT expose the product to strong magnetic or electrical fields.

NEVER use your product, and always disconnect your product from the mains power supply, during an electrical storm.

ALWAYS disconnect your product from mains power

supply if not being used for a significant period of time.

SAFE TEMP: This product should only be used in environments with ambient temperatures between 0°C and 40°C. It is advised not to use the product in any extreme cold or heat environment.

CAUTION: This product has some metal parts to disperse heat.

ALWAYS keep the product away from heat sources such as radiators, heaters and other appliances which produce heat.

DO NOT leave the product in high temperatures as electronic devices and plastic parts may warp in heat.

INPUT RATING: Refer to the rating label on the product and be sure that the Power Adapter complies with the rating. Only use the Power Adapter that

came with the product, unless provided by Epos Now. Using an unauthorised power supply will invalidate your warranty and may irrecoverably damage the product.

ALWAYS check the connections between any peripheral and the product before powering on.

DO NOT insert anything into the product that may result in short circuit or damage the circuit.

ALWAYS handle the product with care to avoid damage to the product.

CAUTION: This product should never be immersed in water, used in a humid environment and should be protected against any water jets.

DO NOT expose the product to any chemical substances.

DO NOT use this product near medical devices.

CAUTION: Disconnect mains power in the event of any abnormal smell or smoke emitting from the product.

NOTE: No one is entitled to modify or change the product in anyway unless permitted by the company.

Recycling

Always return your used electronic products, batteries, and packaging materials to dedicated collection points. This way you help to prevent uncontrolled waste disposal and promote the recycling of materials. All materials of the device can be recovered as material and energy.

DO NOT throw the product in municipal waste. Check local regulations for disposal of electronic products.

Disposal of Waste Electrical & Electronic Equipment (WEEE)



This symbol on the product or on its packaging indicates that this product should not be treated as household waste. Instead it should be handed over to a suitable collection point for the recycling of electrical and electronic equipment. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product. The recycling materials will help to conserve natural resources. For more information about the recycling of this product, please contact your local council office, your household waste disposal service or where you purchased the product.

Electrical Safety Information

Compliance is required with respect to the voltage, frequency, and current requirements indicated on the manufacturer's label. Connection to a different power source than those specified herein will likely result in improper operation, damage to the equipment or pose a fire hazard if the limitations are not followed.

There are no operator serviceable parts inside this equipment. There are hazardous voltages generated by this equipment which constitute a safety hazard. Service should be provided only by a qualified service technician.

Contact a qualified electrician or the manufacturer if there are questions about the installation prior to connecting the equipment to mains power.

Emissions and Immunity Information

Notice to Users in the United States: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

Notice to Users in the European Union: Use only the provided power cords and interconnecting cabling provided with the equipment. Substitution of provided cords and cabling may compromise electrical safety or CE Mark Certification for emissions or immunity as required by the following standards: This Information Technology Equipment (ITE) is required to have a CE Mark on the Manufacturer's

label which means that the equipment has been tested to the following Directives and Standards: This equipment has been tested to the requirements for the CE Mark as required by EMC Directive 2014/30/EU as indicated in European Standard EN 55032 Class B and the Low Voltage Directive 2014/35/EU as in European Standard EN 60950-1.



General Information to all Users: This equipment generates, uses and can radiate radio frequency energy. If not installed and used according to this manual the equipment may cause interference with radio and television communications. There is, however, no guarantee that interference will not occur in any particular installation due to site-specific factors.

1. In order to meet emission and immunity requirements, the user must observe the following:

a. Use only the provided I/O cables to connect this digital device with any computer.

b. To ensure compliance, use only the provided manufacturer's approved line cord.

c. The user is cautioned that changes or modifications to the equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

2. If this equipment appears to cause interference with radio or television reception, or any other device:

Verify as an emission source by turning the equipment off and on. If you determine that this equipment is causing the interference, try to correct

the interference by using one or more of the following measures:

- a. Move the digital device away from the affected receiver.
- b. Reposition (turn) the digital device with respect to the affected receiver.
- c. Reorient the affected receiver's antenna.
- d. Plug the digital device into a different AC outlet so the digital device and the receiver are on different branch circuits.
- e. Disconnect and remove any I/O cables that the digital device does not use. (Unterminated I/O cables are a potential source of high RF emission levels.)
- f. Plug the digital device into only a grounded outlet

receptacle. Do not use AC adapter plugs. (Removing or cutting the line cord ground may increase RF emission levels and may also present a lethal shock hazard to the user.)

If you need additional help, consult your dealer, manufacturer, or an experienced radio or television technician.

Warranty

1.1 Subject to clause 1.5, in relation to any new Hardware purchased directly from Epos Now, and that is manufactured by Epos Now, Epos Now warrants that such Hardware will be of good, satisfactory quality and free of any material defects for a period of 12 months from the date of the delivery of the Hardware to the Customer, unless specified differently by Epos Now.

1.2 Subject to clause 1.5, in relation to any refurbished Hardware purchased directly from Epos Now, Epos Now warrants that such Hardware will be of good, satisfactory quality and free of any material defects for a period of 90 days from the date of delivery of the Products, unless it is sold as 'like new' where it will have a warranty period of 12 months from the date of the delivery of the Products.

1.3 Each of the 12 month long warranties under clauses 1.1 and 1.2 are "Limited Warranties".

1.4 The Customer may choose to purchase an "Extended Warranty" within the Limited Warranty period. This Extended Warranty confers the same rights as the Limited Warranty, but shall apply for a period of three years from the date of the original delivery of the Products to the Customer.

1.5 Notwithstanding the above clauses, the

warranties stated in this clause shall not apply to:

- 1.5.1 any third-party hardware. Third-party hardware is any hardware that is not manufactured by Epos Now or any Hardware which is not branded with the Epos Now name and/or logo;
- 1.5.2 any Hardware that has been tampered with, repaired and/or modified by non-authorised personnel;
- 1.5.3 any Hardware where the warranty seals have been broken or altered;
- 1.5.4 any damage (accidental or other) to the Hardware that is cosmetic (meaning that damage that does not impact the operation and functioning of the Hardware), including rust, change in colour, texture or finish, wear and tear and gradual deterioration;

1.5.5 any damage to the Hardware caused by war, terrorism, fire, accident, natural disasters, intentional or accidental misuse, abuse, neglect or improper maintenance, use under abnormal conditions, accidental drops, spills, or power surges;

1.5.6 any damage to the Hardware caused by improper installation, connection or malfunction of a peripheral device such as a printer, optical drive, network card, or USB device;

1.5.7 any damage to the Hardware through the Customer's neglect to protect the Hardware, Software or System from viruses;

1.5.8 any damage to the Hardware caused by an external electrical fault or any accident;

1.5.9 fraud, theft unexplained disappearance or wilful acts;

1.5.10 liquid or fluid damage or contamination of any kind; or

1.5.11 any damage caused by user error such as malware, uninstallation, other programs, mistreatment or any software problems that are caused by use of anything other than Epos Now Software.

1.6 If the Customer believes that the Hardware contains a fault that is covered by the warranties provided herein, the Customer must report the issue to Epos Now in writing within the applicable warranty period and, at the Customer's expense, return the item to Epos Now for inspection. Within 28 days of receiving the Hardware in question, Epos Now will examine the item and if covered by the warranty, at Epos Now's discretion, Epos Now will either replace the Hardware with one of similar performance and capabilities or repair the Hardware. If a device fails

outside of the first 30 days of original purchase, Epos Now retains the right to replace or repair the Hardware with refurbished or remanufactured parts. If Epos Now determines that the Hardware is outside of the warranty rights, Epos Now will, at the Customer's request, prepare a quote for repair or replacement of the item in question. The Customer can then choose to pay for the repair or replacement or to have its original Hardware returned to it (at the Customer's expense).

1.7 Where Epos Now replaces or repairs Hardware under warranty, or as a chargeable out of warranty service, the repaired or replacement Hardware inherits the remaining warranty period from the original Hardware. If the original Hardware has less than 30 calendar days of warranty remaining, the replacement or repaired Hardware will receive a warranty of 30 calendar days.

1.8 If any new Hardware fails within the first 30 days of its original purchase, and is covered by a warranty, Epos Now will replace the device with new Hardware, at Epos Now's expense.

Trademarks

Manufactured by Epos Now, 2 Whiting Road, Norwich Business Park, Norwich, England, NR4 6DJ.

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Technical Information

System	Processor	Rockchip® RK3288 1.8GHz Quad-Core
	Memory (RAM)	2GB
	Storage	16GB
	OS	Android 8.1
	Touch technology	PCAP 10pt touch
Display	Display	21.5" diagonal IPS
	Resolution	1920*1080
	Aspect Ratio	16:9
	Viewing angle	Horizontal: ±89° or 178° total Vertical: ±89° or 178° total
	Contrast ratio	1000:1
	Brightness	250cdm2
Network	WiFi	802.11b/g/n
	Ethernet	100M/1000M
	Bluetooth	Bluetooth 4.0
Interface	USB Host x3	USB Host 2.0
	Power	DC input
	RJ45	Ethernet interface
	HDMI	HDMI output
	Audio	3.5mm output
Other	Speakers	Two 3W internal speakers
	Microphone	Standard
	Power	12V/3A
	Mounting options	VESA 100x100mm
	Operating temperature	-5°C -40°C
In the box	Kitchen Display System, Power cable & brick, Flush wall mount, bracket & screws, I/O cover & screws, User guide	



Need any help or support?

Contact the Epos Now support team

UK - 0800 2 945 945

US - 1-855-434-3767

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2 Whiting Road, Norwich Business Park, Norwich, England, NR4 6DJ

The Chase Plaza, South Tower, Suite 2010, 189 S. Orange Avenue, Orlando, FL 32801

Note: This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.