Orders Board

[rus]

Purpose

The «Orders Board» application is designed to organize customer service in food service establishments and retail/service businesses where customers wait for their orders for some time.

System Requirements

Smartphone, tablet, or «smart» POS terminal running Android™ version 6 (Marshmallow) or higher TV or set-top box running Android™ version 6 (Marshmallow) or higher постоянное подключение к Интернет → Continuous Internet connection

Terms and Pricing

You may use the Orders Board application under the terms of the End User License Agreement.

Use on smartphones, tablets, and Android TVs is free, provided the application is installed from Google Play.

Use on «smart» POS terminals (without Google services and Google Play) is determined by the platform provider. Current pricing:

Platform	Price
Smartphone , tablet, Android TV	Free

Terms and pricing for third-party developers using the API are negotiated individually.

Terms and Definitions

Device	A user device with a screen used to display and/or manage the *Orders Board*. It may be an Android device with the app installed or third-party software using the Web API.
Slot	A food service establishment, store, or other business entity that объединяет → groups two or more devices into a single information space. All devices within a slot share a common set of orders.
Order	A customer order displayed on devices. Characterized by a number and a status. The number is an integer unique within a slot; only the last 3 digits are shown on the display. An order can have one of three statuses: *Waiting*, *Ready*, or *Closed*.

User Guide

Installation

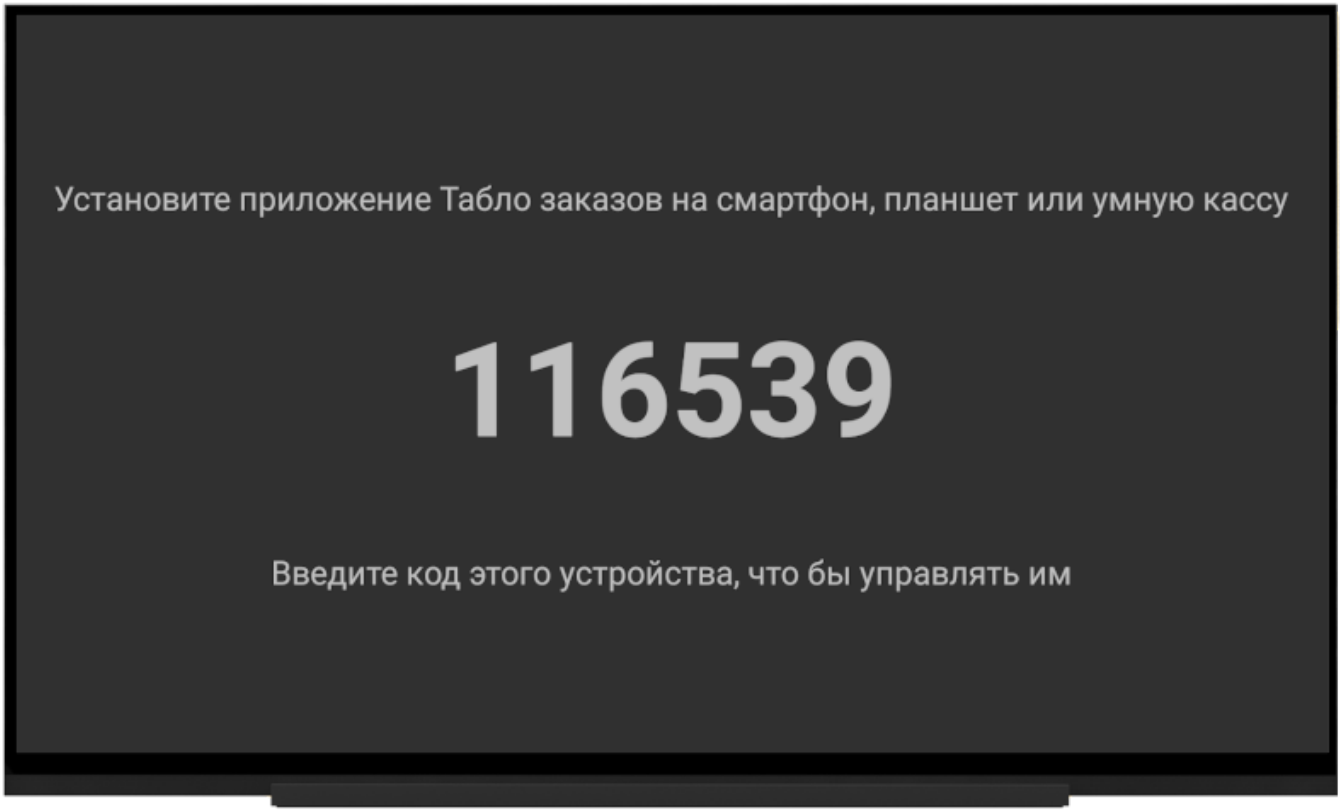
Install the order management application on a smartphone or tablet or a "smart " POS terminal.

To install the application on a device without Google Play, contact us. We will provide the latest APK file for manual installation.
Do not download APK files from unofficial or pirated websites. Such files may contain malicious code.

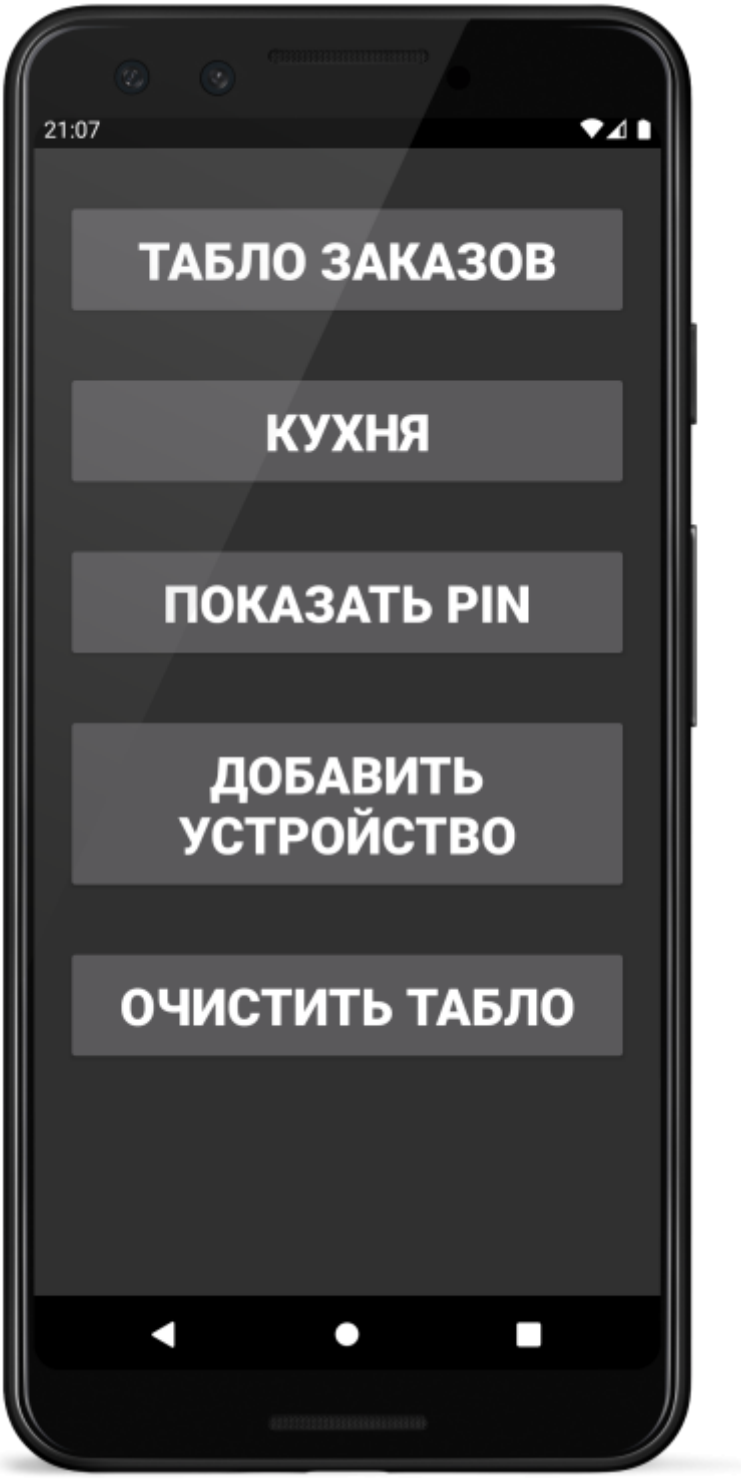
For displaying information, install the application on a TV or Android set-top box. Screen casting from a smartphone or tablet via Chromecast is also supported.

Setup

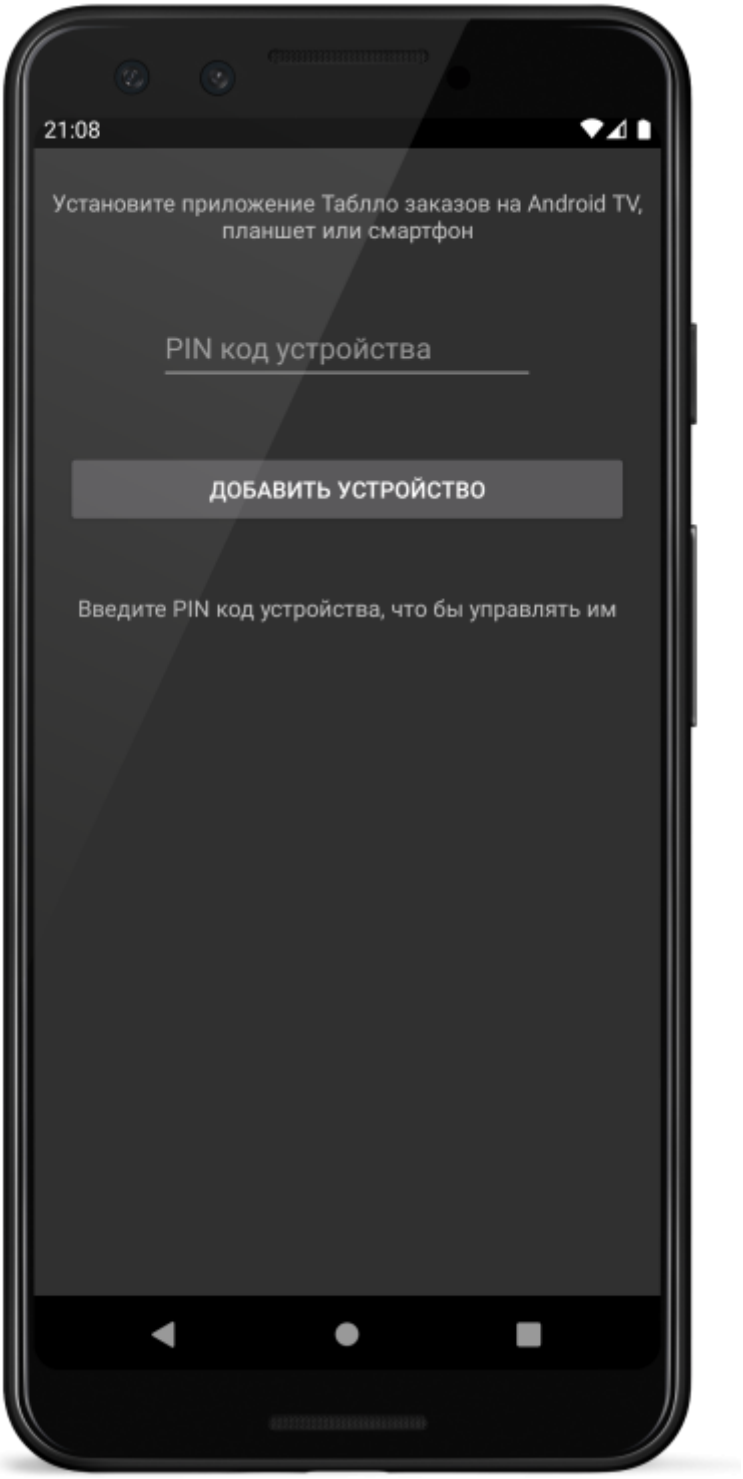
Launch the application on the TV. On first launch, the application will detect that it is not configured and not connected to any device, and a PIN code for pairing will be displayed.



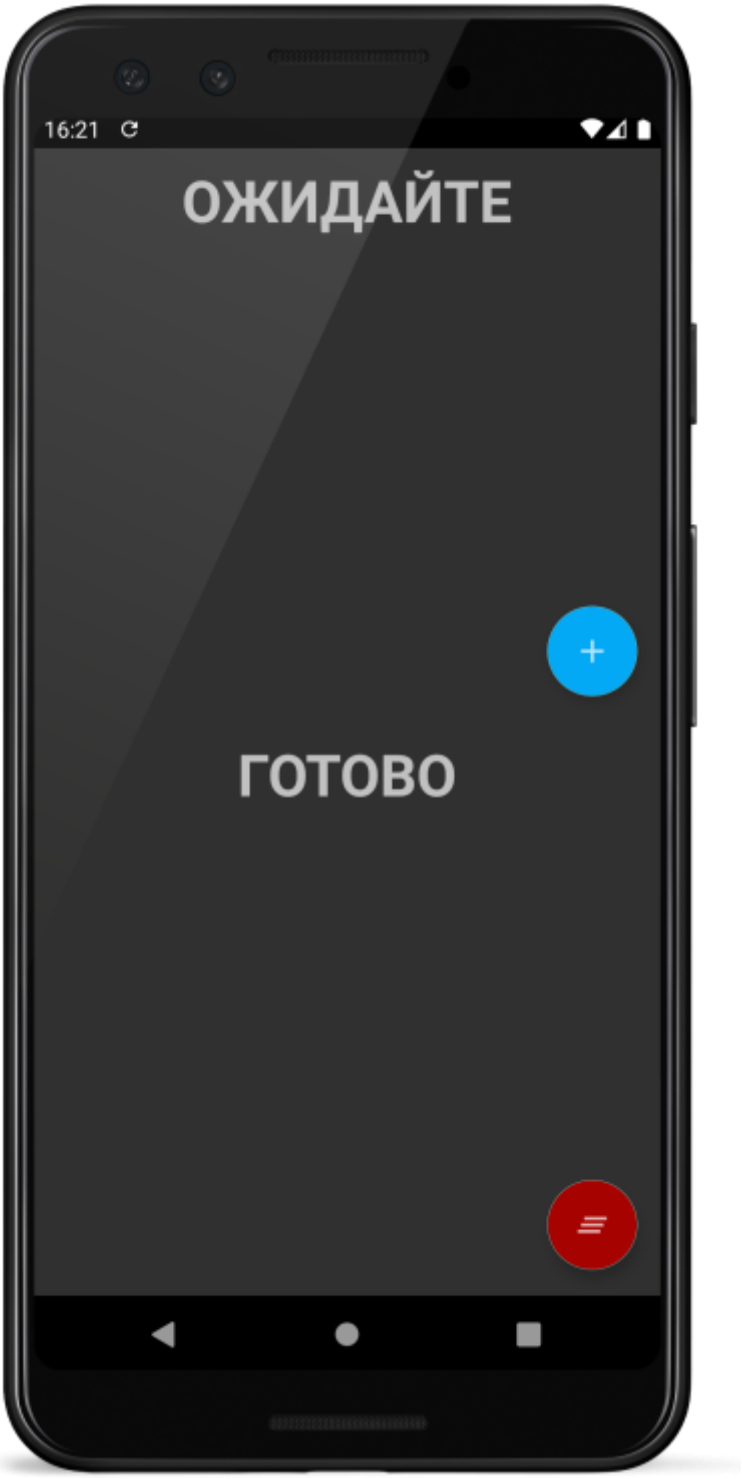
Launch the application on a touch-screen device (smartphone, tablet, or POS terminal). On first launch, you will be taken to the main menu.



Tap the *Add Device* button and enter the PIN code displayed on the TV screen.

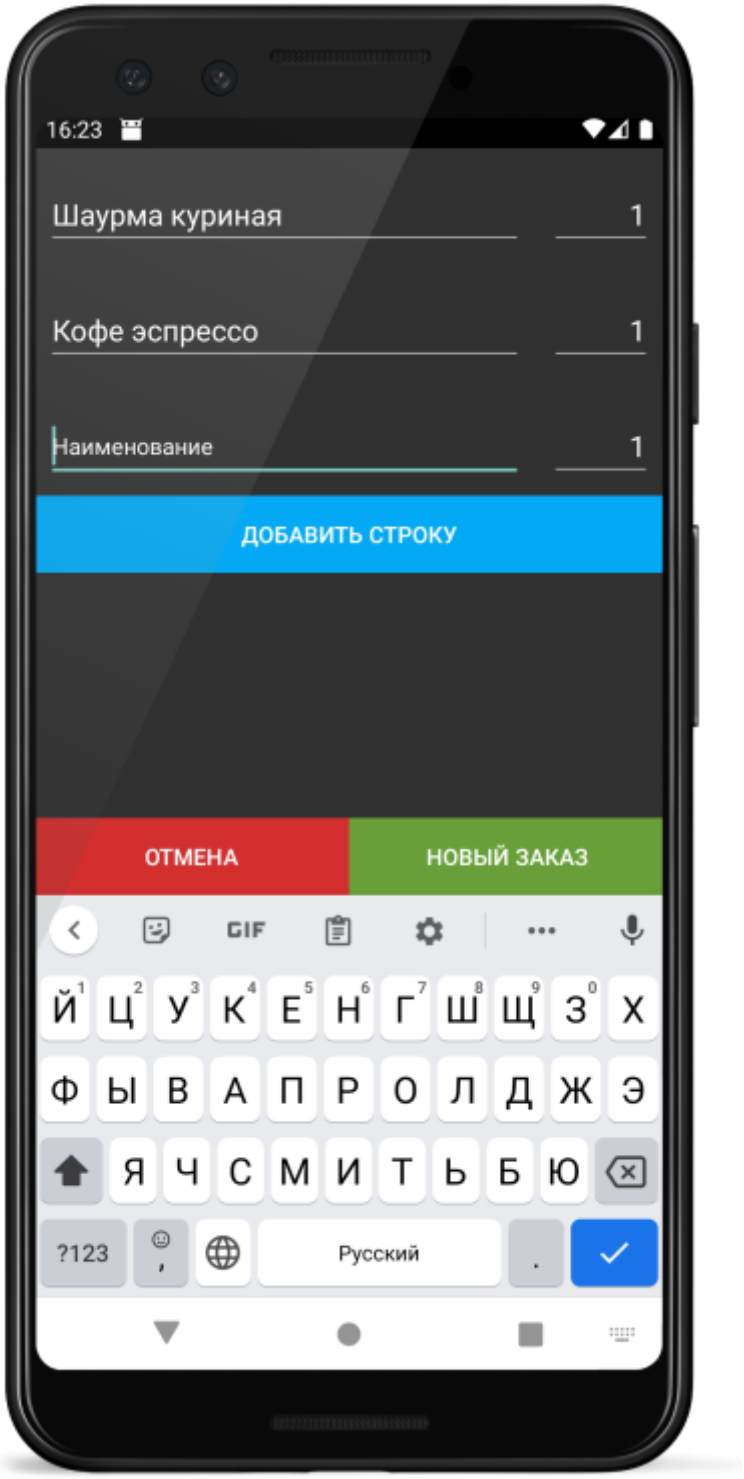


If the code is entered correctly, both devices will be joined into a single *slot* and will switch to *Orders Board* mode. In this mode, the touch device manages orders, and the TV displays the current status to customers.



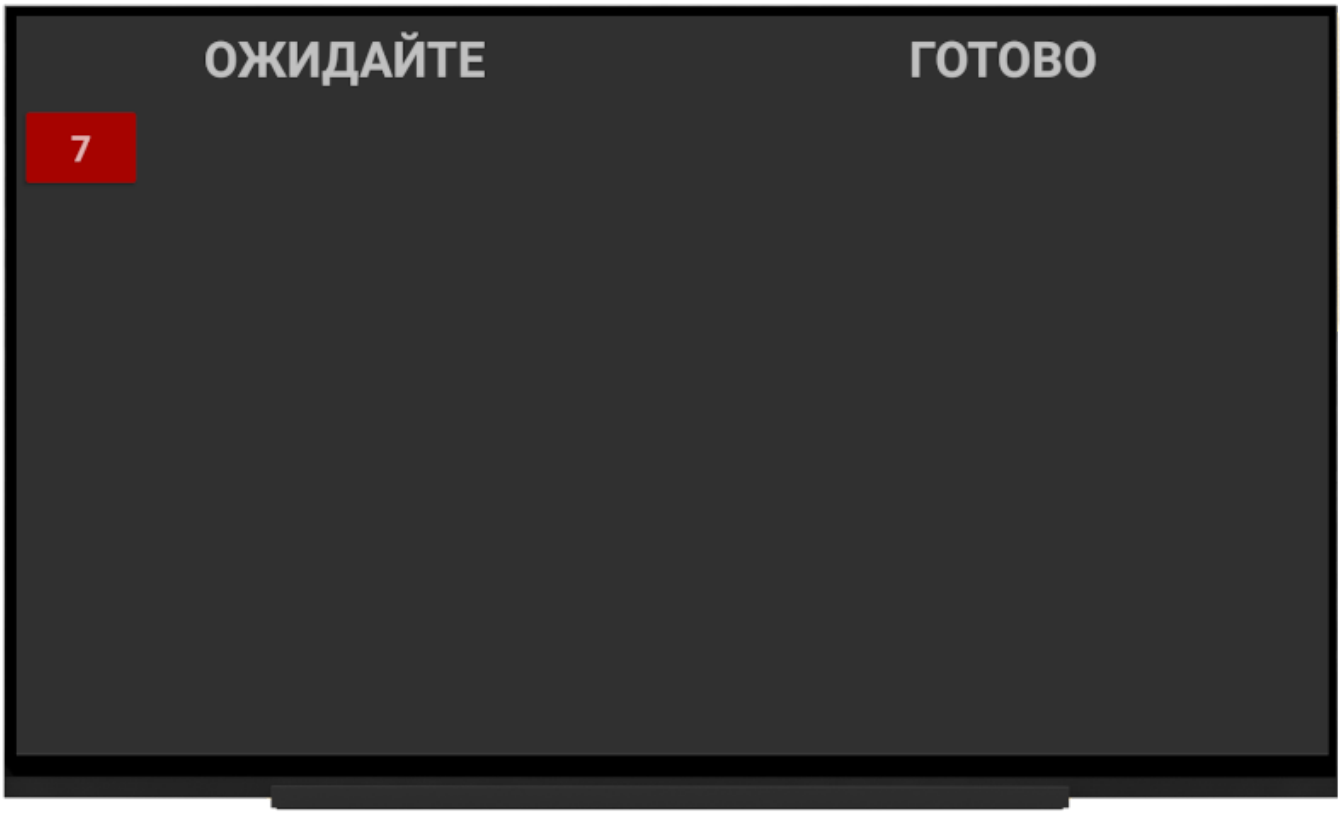
New Order

To create a new order, tap the + button at the bottom of the waiting orders list.



If you do not plan to use the Kitchen Screen, simply tap *New Order*.

To display order contents on the *Kitchen Screen*, enter item names and quantities. If the order contains more than one item, use the *Add Row* button. You can edit or delete a row by swiping it. When finished, tap *New Order*.



The new order number will appear in the waiting list on all devices within the *slot*.

Kitchen Screen

On a touch device connected to the slot, open the *Main Menu* (back button from the *Orders Board* mode) and tap *Kitchen*.



In this mode, the device displays all waiting orders with their contents.

To move an order from waiting to ready, swipe it left or right.

New orders will appear automatically if the device is connected to the Internet. If the list does not update (e.g., due to a long connection loss), pull down to refresh manually.

Order List Management

The order list can be managed from any touch device connected to the *slot*.

To move an order from waiting to ready, swipe it down (portrait mode) or right (landscape mode). Swipe in the opposite direction to return it to waiting.

To delete an order completely (from either waiting or ready lists), swipe it right (portrait) or down (landscape).

Order deletion is irreversible

To clear all ready orders, use the  button at the bottom of the ready list.

To clear the entire board, go to the *Main Menu* and tap *Clear Board*.

Troubleshooting

To avoid issues, install the application only from Google Play. If your device does not support Google services, contact technical support to request the APK.

If issues occur, first check that your application version is up to date in Google Play.

If the problem persists, try:

Restarting the app via Android settings Rebooting the device Reinstalling the app from Google Play

If none of the above helps, contact technical support.

Early Access Program

We continuously improve the application and release new versions regularly (every few weeks to a few months). To participate in testing new versions before public release, join via this link.

The new version will be available on all Android devices linked to your Google account.
You can leave the testing program at any time and return to the stable version via the same link.

Technical Support

Technical support is available on weekdays (excluding public holidays) from 10:00 to 19:00 Moscow time.

Phone: +7 495 975 7076 Email: support@lineris.ru

Before contacting support, ensure you are using the latest version and clearly describe the issue and steps to reproduce it.

API

Orders Board provides a Web API for integration with third-party software. The API allows:

creating devices and slots linking devices into slots retrieving slot state creating orders with contents updating order status retrieving order state

An *API key* is required. To obtain one, contact technical support.

Go to Web API documentation

Privacy Policy

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