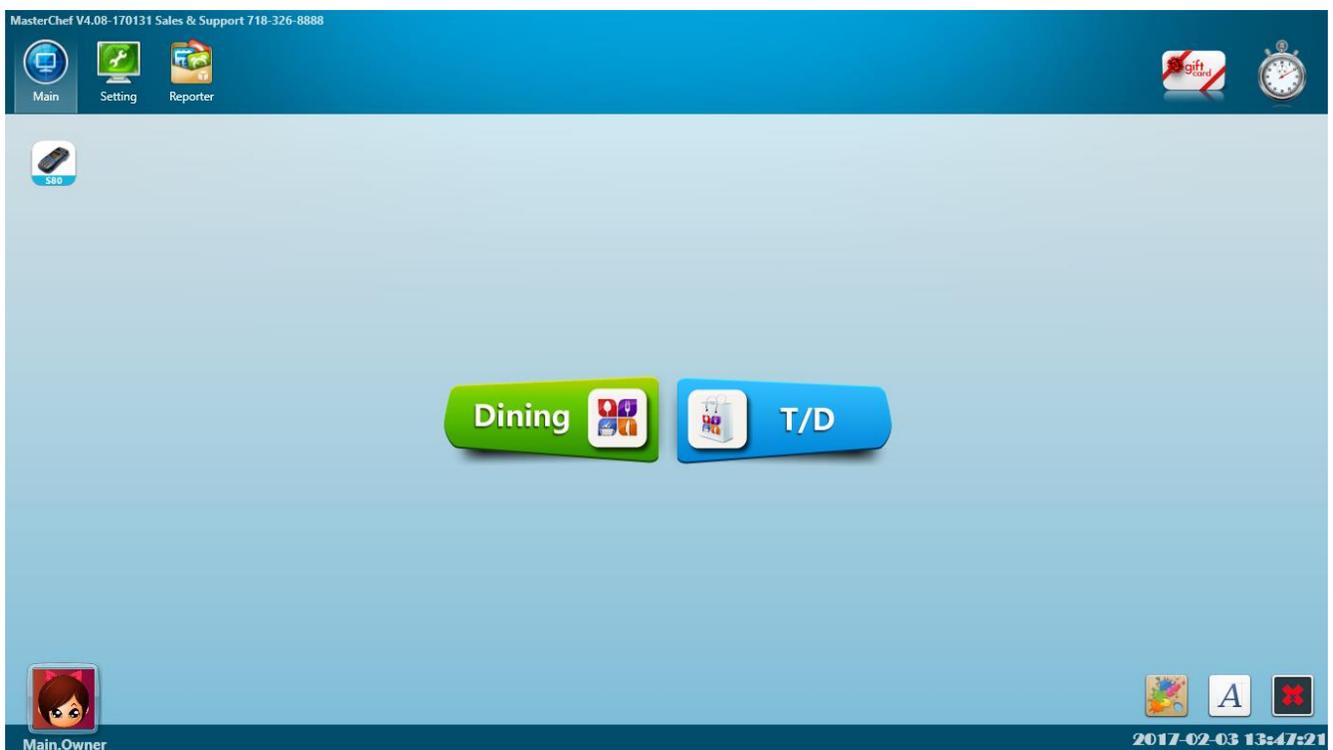


Master Chef

User Manual

V 4.08



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Chapter 1 Order

1.1 Dinning Vision

1.1.1 Table Select Screen

点击Dinning进点餐桌界面。首先看到的是客人餐馆的房间平面图如下（里面的盘子表示桌子）：

Click Dinning Button enter the table ordering interface. The first window is the guest room floor plan shown as follows (the plate icon inside indicates the table):



Switch to Takeout/Delivery ordering window.



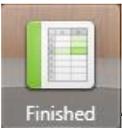
To modify the top window background color of the ordering interface



Switch language button.



Click to exit ordering window.



To check the number of order which has already been sent to kitchen and not been paid yet.



To pay all the orders which have not been paid yet and the customer have already left the table.



To check all waiter' s serving tables (administration login only)

click  to switch to , to relocate the table and then select “Yes” to confirm.



Click the table already have orders then show the choice option as below:



In the option above, A7 is the label of this table, 0001 is order number, customer total is 1.



Modify To modify the items in the order.



Switch To switch table.



Print To reprint receipt.



Cust No. To change the customer total of the order.



Pay To pay for this order.



Reset the table to default status (ordered and does not pay yet).



View table reservation information.

1.1.2 Menu Buttons

According to the specific seat of the guest, the waiter select the corresponding table, inputs the password, and then inputs the number of guests, then you can see the menu function interface as below:

The screenshot displays a POS menu interface. On the left, there are menu buttons for categories like APPERTIZERS, SOUP, CHOW MEIN/CHOP SUEY, FRIED RICE, LO MEIN, CHOW FUN, SWEET&SO UR, EGG FOO YOUNG, PORK, CHICKEN, BEEF, SHRIMP, VEGETABLE S, FAMILY COMBE, COMBINAT ION PLATIERS, CHEF'S SPECIAL, SIDE ORDERS, and LUNCH SPECIAL. Below these are specific items such as 1.Spring Roll(1), 2.Pork Egg Roll (1), 2.vegetabl e Egg Roll (1), 3.Shrimp Egg Roll (1), 4.Crabme at Rangoon (8), 5.Shrimp toast(6), 6.Fried Chicken Wing(8), 7.Fried Wonton (1,2), 8.Fried Jumbo Shrimp(2), 09.Bar-B-Q Spare Ribs, 10.Bonele ss Spare Ribs, 11.Beef on the Stick(4), 12.Chicke n on a Stick(4), 13.Steame d Dumpling (8), 13.Fried Dumpling (8), 14.Bo Bo Platter(2), and 15.Fried Scallop (10). On the right, a summary panel shows '1 Dining Room: 1 Table: A6' and a table with columns 'Descript', 'Qty', 'Sub', and 'Sent'. The table contains three items: 7.Fried Wonton(1,2) with Qty 1 and Sub 3.95, 6.Fried Chicken Wing(8) with Qty 1 and Sub 6.00, and 15.Fried Scallop(10) with Qty 1 and Sub 4.00. Below the table, it shows 'SubTot: \$13.95', 'Tax: \$1.40', and 'Total: \$15.35'. At the bottom, there is a toolbar with icons for Unfinish list, Open, Split, Pay, Delete All, Save, Print, Send, Follow, Cash Drawer, and a status bar with '2016-10-27 15:18:57'.

Function button introduction:



If there is a connection to cash drawer, the cash drawer will open automatically after clicking this button.



Follow

Control whether to show the follow up items.



Send

Send the order already been placed to the kitchen.



Print

When this button is clicked, all the items that configured to be sent to the kitchen will be sent to the kitchen, the customer receipt will be printed, and then the payment window will be shown according to the customer settings.



Save

Save the order, save the current input, do nothing else.



Delete All

Delete all items that have already been ordered.



Pay

Pay after ordering, switch to payment interface.



Split

Menu can be split into multiple menu in this function.



Open

User-defined a totally new item function, you can define a new item at any time in the ordering.



Unfinish list

Pay the tip after payment



Switch English language to other language such as Chinese
Or switch back again.



1.1.3 Taste button

Introducing Taste button

After clicking on any item in the menu, press the taste button **More**, will popup new
Window as below:



At the bottom of the 6 seasoning categories (default), after clicking, the corresponding content will be displayed in the upper left corner.

The button below is to inform the kitchen for special treatment according to the customer's request:



When done, click the exit button **Return**, return to the main order interface.

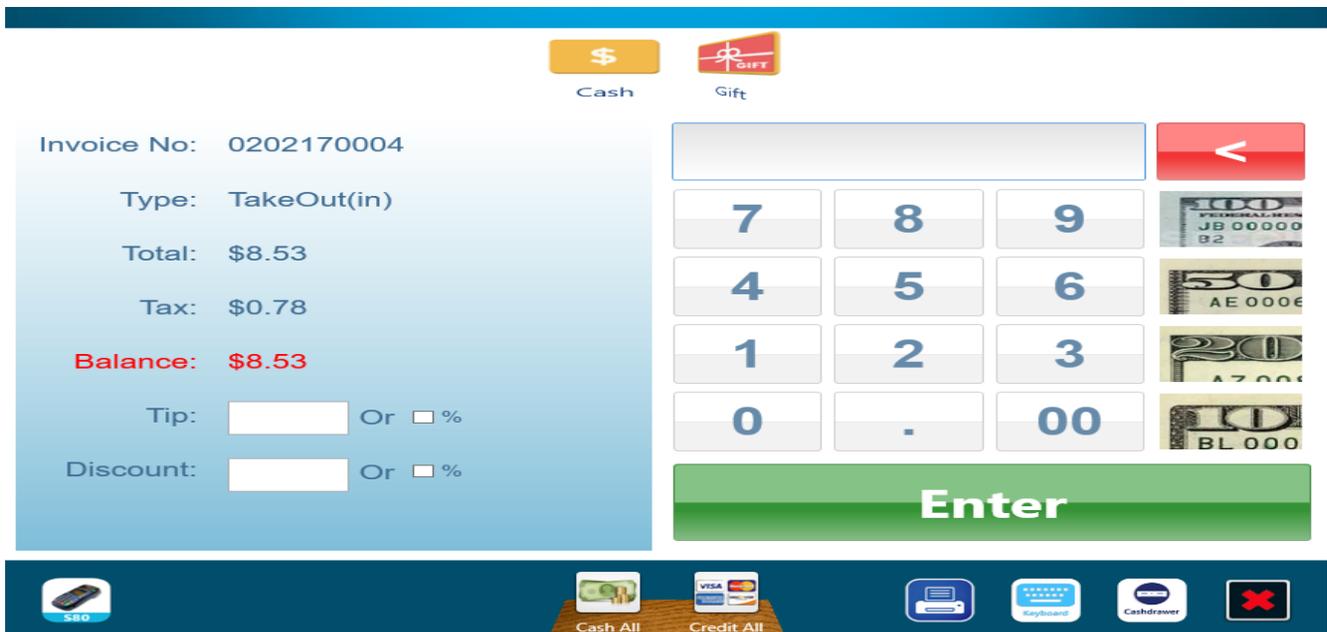
1.1.4 Item and following details



In ordering, click on the category name of the blue shaded square in the upper left part, and the left part is the specific item name. After selecting a single item, the content of the white text on the bottom will appear at the bottom, which is the content that can be added for each item. If you want to recover, click on any of the visible category names.

1.1.5 Payment

Payment interface





You can click the "PrintReceipt" button before paying.

Print a receipt to the customer! There are several ways to choose when you check out. After the payment is completed, you can choose whether to print receipt according to the software settings.

Discount: Or %

Set discounts for the entire order (direct input amount or discount ratio).

Tip: Or %

Enter the amount directly for the entire tip. If it is based on %, please check the "%" box.



Analog keyboard input related numbers.



If the system is equipped with a cash drawer, it will pop up .



If the system is configured with an S80 credit card terminal, you can use this button to make a credit card payment (support EMV chip card payment function).



Exit payment window.

1.1.6 Credit Card Payment



1) In 1.1.5 after click , the following prompt appears, confirming that the amount required to submit the credit card machine payment is correct.

Total Amount: \$16.95

Trans Type: SALE

Card Type: CREDIT

Pay Amount: 16.95

OK Cancel

2) Then, on the credit card machine S80, you can check the amount of the card that needs to be swiped. After confirming the correct card, the card with the chip needs to be inserted into the card reader.

3) After the card is completed, the customer's and merchant's two receipts will be output in the front-desk printer. The merchant signature is required in the Merchant Copy. If the guest writes a tip, he will return to the ordering system to enter the tip.

4) Add a tip to the receipt that has already paid for the card payment, click the button as below red circle show.



5) After clicking the icon in 4), enter the operator password, and then prompt the input window as follows:

Trans List:

Amount:

Tip **Check Tip -> input tip**
Uncheck Tip -> input total

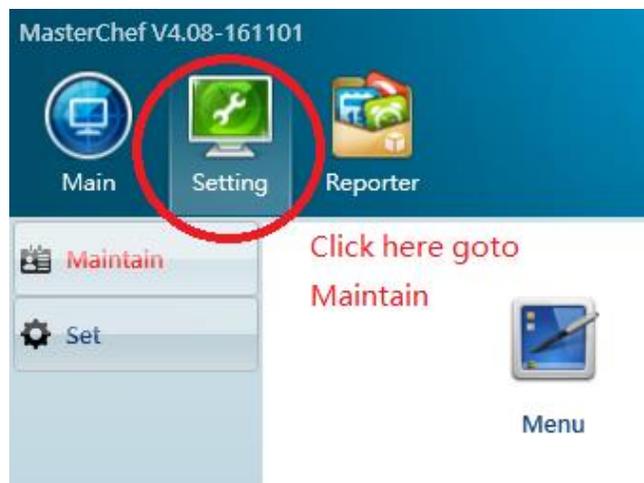
Transaction #:
Card Type:
Account:
Entry:
Auth Code:
Response:
Card Holder:
Amount:

Add **Cancel**

- A) In the “Trans List” above, select the Transaction number identified on the corresponding credit card slip, and read the credit card information used in the previous swipe to display the corresponding position on the right.
- B) If you enter the total amount of the original order and the tip in “Amount” (keep “Tip” to UnCheck status), then click “Add”.
- C) If you only enter the tip part in “Amount”, select “Tip” as the Check status, then click “Add”.

Chapter 2 Maintain

Click ‘Setting’ in the upper left corner to enter the Maintain function interface as follows :



2.1 Menu Setting

2.1.1 Basic Menu

Maintain -> Menu

2.1.1.1 Foodcategory Setting



Click the Add button  , You can add a new menu as shown below: (click the exit button  to exit this window)

A form for creating a new menu item. It has a blue header bar. Below the header, there are three text input fields labeled 'ID', 'Category', and 'Dialect'. Below the 'Dialect' field, there are two checkboxes: 'Enable' and 'Self Order', both of which are checked. At the bottom of the form, there is a dark blue bar containing three buttons: a 'Keyboard' icon, a green 'OK' button, and a red 'Cancel' button.

ID: Category internal code, which can be composed of letters + numbers, unique.

Category: Category Name.

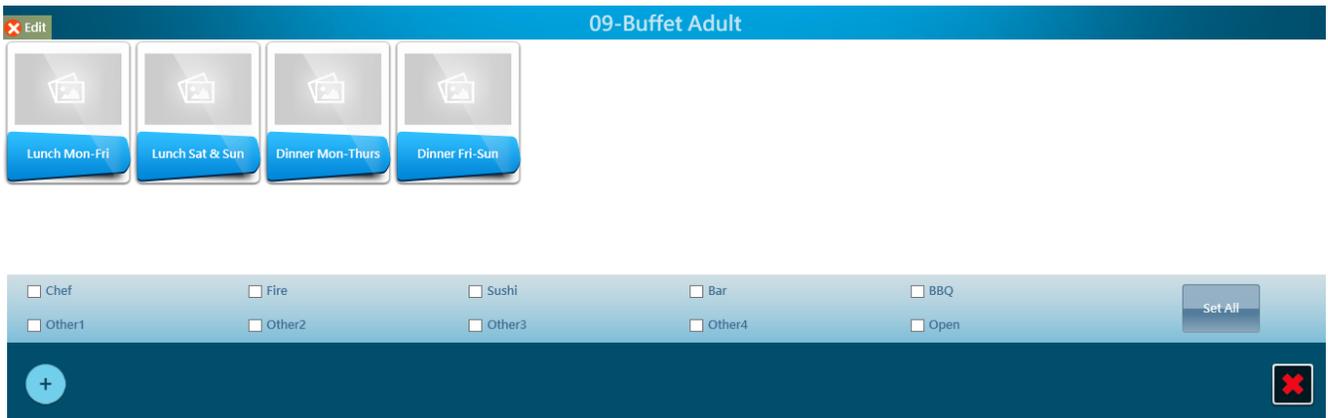
Dialect: Category Chinese Name

Enable: Disable this category or show it

Self Order: Customer self ordering mode

2.1.1.2 Fooditem Setting

Select the icon corresponding to the category number in Foodcategory, and then enter the menu editing window as follows:



Click the add button , you can add menu items as shown below: (Click the exit button



to exit this window)

Itemno: Dishes(Item) internal code, Letter + number composition, Unique. The order of dishes is arranged according to this code.

Description: English name of the dish display

Dialect: Chinese name of the dish display

Price: Can set 3 prices (Price1- Price3) , corresponding to different ingredients ◦

Size: Can be set to 3 sizes (Size1-Size3) , corresponding to different component settings ◦

Open: Set the price of this dish to an open price, you can modify the price at the time of ordering.

Disable: If you choose to start, it will be set to be temporarily unavailable. By default, it is not selected to start.

Tax: Whether the dish is taxed or not, you can choose the type of tax you have configured. Normal or No TAX.

Weight: The unit that sets the dish is weighed.

Printer to: The printer that needs to be sent, Chef for kitchen wok, Fire for kitchen pan, Sushi for Sushibar, Bar for bar, BBQ for grill, other for other1-other4, etc. ◦

Note : Description of the dishes ◦

OK button: Confirm the changes and save.

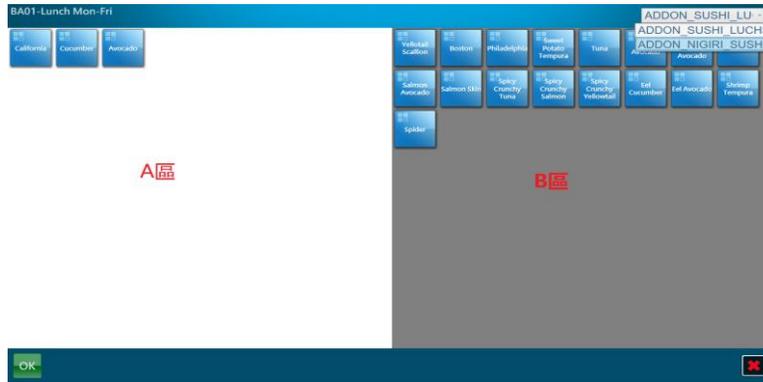
Cancel button: Discard changes and exit.

2.1.1.3 Selection of Follow Item

In the menu editing window, click the Edit status in the upper left corner to set the green as shown below. :



Then select the corresponding item icon and set the corresponding item selection: (Alternative items need to be set in advance, refer to section 2.1.2)



In the B area of the above operation window, select the main class and the corresponding dish, and then use the mouse to drag to the A area to complete the selection of a dish.

Click when the selection is complete  confirm edit and save, click  discard changes and quit.

2.1.2 Follow Item

Maintain->Follow Item

The categories of meals and dishes are set in the same way as 2.1.1. You must set the contents of the dishes here before you can follow the settings.

Press Maintain->Follow Item to enter, the setting of the category is as follows:



Click the add button , you can add a new class and click the exit button  to exit this window.

After clicking the icon corresponding to the category, enter the menu settings under the category, as shown below:



Click the add button  , you can add dishes and click the exit button.  to exit this window.

2.1.3 Special Setting

Maintain -> Special

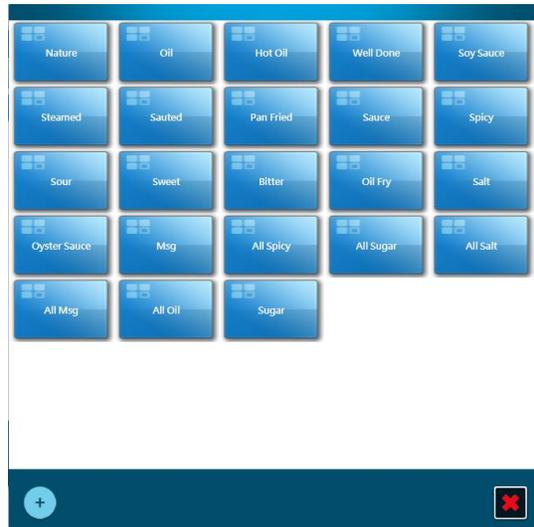
The general category of the seasoning and the setting of the dishes are the same as in 2.1.1.

Press Maintain-> Special to enter, the settings of its major categories are as follows:



Click the add button  , you can add a new class and click the exit button  to exit this window.

After clicking the icon corresponding to the category, enter the menu settings under the category, as shown below:



Click the add button  to add new item, click exit button  to exit.

2.2 Employee Setting

2.2.1 Employee

Maintain -> Employee



Click Add to add an employee, click the corresponding employee icon in the above figure, you can modify/delete, as shown below:

LastName: Admin
 FirstName: ITC
 Role: Boss
 Gender: Male
 BirthDay: 10/21/2015
 Phone: 7183268888
 Address: 79-37 Cooper Ave
 City: Glendale
 State: NY
 ZipCode: 11385
 Salary: 0.00

Select the role role part in the above figure, you can set the different roles of the corresponding employees, as shown below:

Role: Boss
 Boss
 Manager
 Waiter
 Driver

2.2.2 Modify Password

After logging in to the system using an administrator, select Maintain->Password to set the administrator password as follows:

Employee Admin ITC
 Password

In the Password section above, set a new password. Change the employee name in Employee to set the

password of other employees.

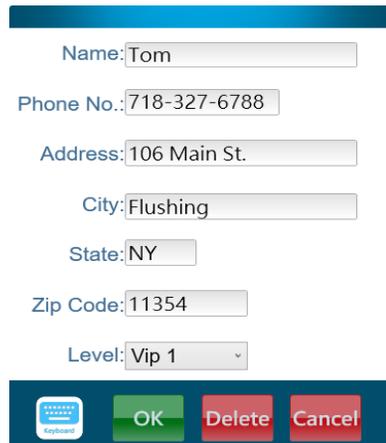
2.3 Customer Setting

2.3.1 Customer

Maintain -> Customer



1. Click the Add button  to add a customer. Click the Exit button  to exit the window.
2. Select the corresponding customer icon in the window in the figure to edit/delete the customer information, or modify the user level to Normal or Vip.



Name: Tom

Phone No.: 718-327-6788

Address: 106 Main St.

City: Flushing

State: NY

Zip Code: 11354

Level: Vip 1

OK Delete Cancel

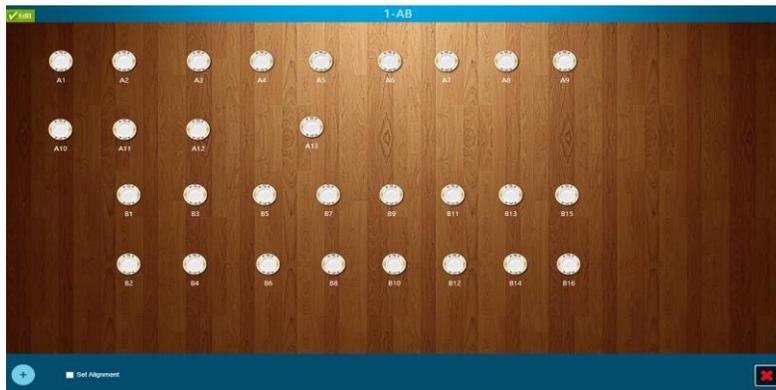
2.4 Environment Setting

2.4.1 Room/Table Setting

Maintain -> Room/table



1. Click the Add button  to add a new one. Click the Exit button  to exit the window.
2. Click on the corresponding room number to enter the room and set the table to be set.
 - a. The top left corner shows  to adjust the position of the table, please confirm the position setting after each adjustment. .



- b. Click the Add button  to add a new one. Click the Exit button  to exit the window.
- c. Add a table as shown below, enter the table name and click OK to exit.



Table No: C1



d. Click on the existing table and edit it as shown below. Here you can modify the table name or delete the table.



Table No: A2

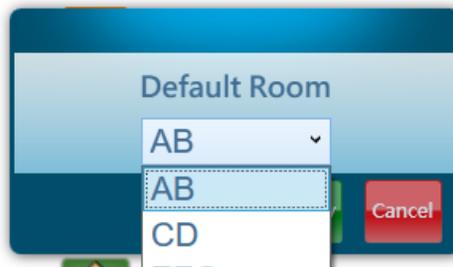


e.

f. Click  to  then you can order the selected table.

2.4.2 Default Room Setting

Set -> Default Room



2.4.3 Tax Rate Setting

Set -> Tax



There are 2 tax types by default. NoTax is the tax exemption rate in the above figure. Normal is the normal tax collection. You can click this icon to adjust the tax rate.:

A screenshot of a tax configuration form. It features three input fields: 'Tax Name' with the value 'Normal', 'Dialect' with the value '普通稅', and 'Tax Value' with the value '8.37'. At the bottom, there is a 'Keyboard' icon, a green 'OK' button, a red 'Delete' button, and a red 'Cancel' button.

2.4.4 Tax of sale Setting

Set -> Tax set

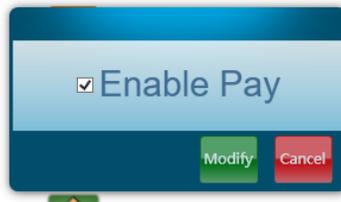
A screenshot of a 'Tax set' dialog box. It contains three rows of settings: 'Dining: Enable Tax', 'Take Out: Enable Tax', and 'Delivery: Enable Tax'. At the bottom center is a green 'OK' button.

This function sets which type of sales method participation tax calculation ◦

2.5 Feature Setting

2.5.1 Pay Machine Setting

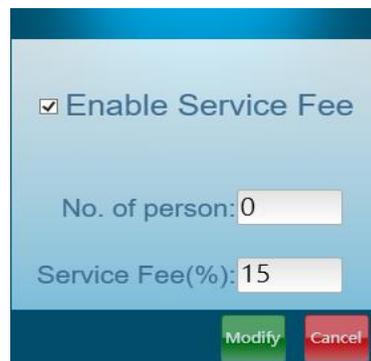
Set -> Pay Machine



This function sets whether the current machine is allowed to pay. ◦

2.5.2 Service Fee Setting

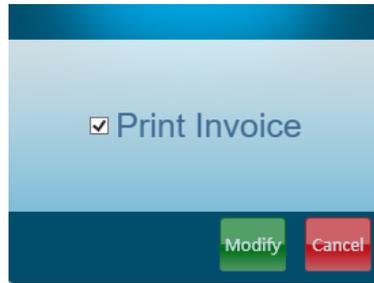
Set -> Service Fee



This function sets the automatic tip calculation. When the number of people is greater than the set threshold, the service fee is automatically calculated and displayed on the document. ◦

2.5.3 Print Invoice Setting

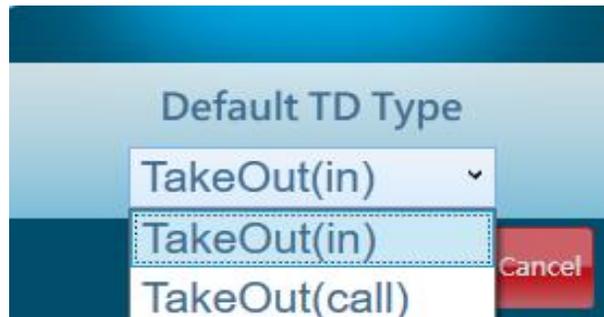
Set -> Print Invoice



This feature sets whether to print a receipt document when paying

2.5.4 Default T/D Setting

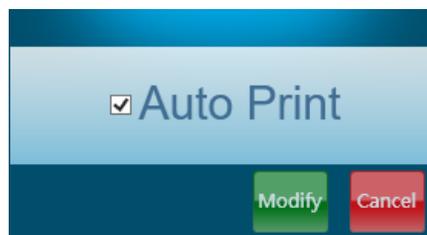
Set -> Default T/D



This feature sets the default business type for takeaway order, you can choose Takeout or Delivery

2.5.5 Chef Auto Print Setting

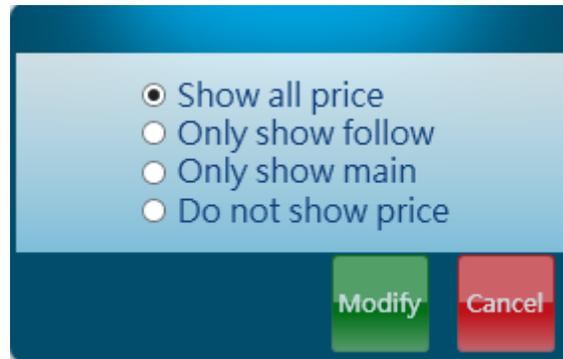
Set -> Auto Print



This function sets the automatic kitchen printing function. The default is to automatically send the kitchen function to open.

2.5.6 Show Price Setting

Set -> Show Price



This function is used to send the price control of the kitchen ticket printing. You can choose not to display, full display, only the meal display or only the food display.

2.6 Feature Tools

2.6.1 History Search

Maintain -> History

Type	Date	Waiter	Sub	Tax	Discount	Total	Paid	Balance	S
TakeOut(in)	11-01-2016	ITC Admin	7.50	0.63	0.00	8.13	0.00	8.13	0.0
TakeOut(in)	11-01-2016	ITC Admin	14.50	1.21	0.00	15.71	0.00	15.71	0.0
TakeOut(in)	11-01-2016	ITC Admin	14.00	1.17	0.00	15.17	0.00	15.17	0.0
TakeOut(in)	11-01-2016	ITC Admin	72.50	6.07	0.00	78.57	0.00	78.57	0.0
TakeOut(in)	11-01-2016	ITC Admin	119.50	10.00	0.00	129.50	0.00	129.50	0.0
TakeOut(in)	11-01-2016	ITC Admin	104.75	8.77	0.00	113.52	0.00	113.52	0.0
TakeOut(in)	11-01-2016	ITC Admin	114.00	9.54	0.00	123.54	0.00	123.54	0.0
TakeOut(in)	11-01-2016	ITC Admin	70.00	5.86	0.00	75.86	0.00	75.86	0.0
TakeOut(in)	11-01-2016	ITC Admin	178.50	14.94	0.00	193.44	0.00	193.44	0.0
TakeOut(in)	11-01-2016	ITC Admin	42.00	3.52	0.00	45.52	0.00	45.52	0.0
TakeOut(in)	11-01-2016	ITC Admin	100.50	8.41	0.00	108.91	0.00	108.91	0.0
TakeOut(in)	11-01-2016	ITC Admin	37.00	3.10	0.00	40.10	0.00	40.10	0.0
TakeOut(in)	11-01-2016	ITC Admin	23.00	1.93	0.00	24.93	0.00	24.93	0.0

Query the sales result of a specific day, you can select the date and the specific order separately to see the detailed menu information. ◦

2.6.2 Restore Invoice

Maintain -> Restore

	Invoice Num.	Type	Total	Paid	Table Name	Table ID	Customers Count
Undo	1111160001	TakeOut(in)	40.90	40.90			

Check the order that have been paid on the day. If the order is incorrect, you can change the paid order to unpaid (click to execute) from here, and modify them from the front desk or refund the guests.

2.6.3 Clear Lock

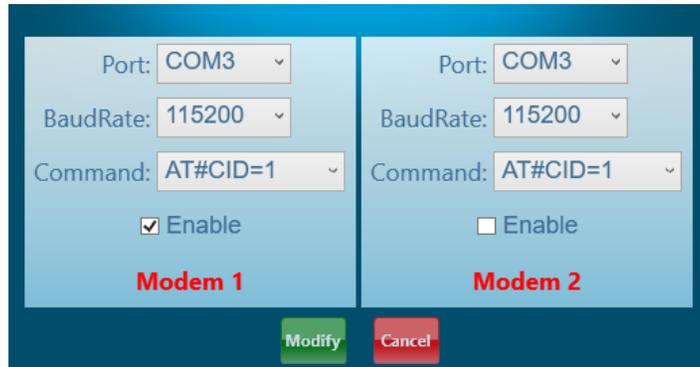
Maintain -> Clear Lock

Restore the share privilege for the database.

2.7 Hardware Setting

2.7.1 Modem (Caller_ID) Setting

Set -> Modem

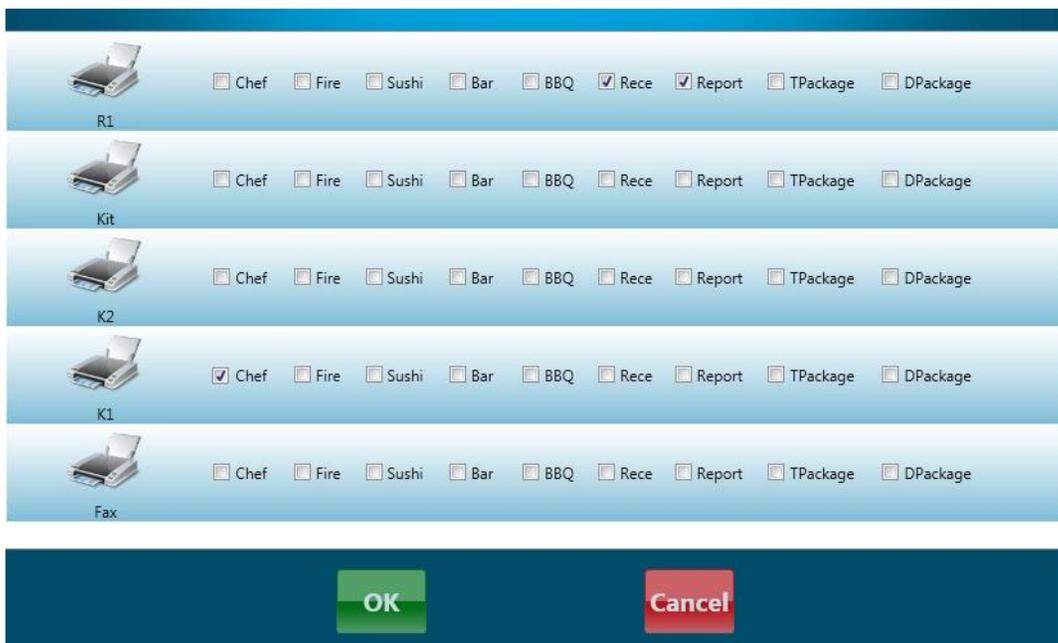


1. Port: Select the corresponding port of the modem.
2. BaudRate: Set the port rate
3. Command: Command type, use the default value
4. Enable: Whether to start Modem

Can support up to 2 Modem (Caller_ID) working together, you need 2 Caller_ID hardware.

2.7.2 Printer Setting

Set -> Printer



Set up the printer. The leftmost column shows the name of the printer to which this unit is connected.

Set as needed. As shown above, the R1 printer prints Rece and Report, and the K1 printer prints Chef (kitchen ticket).

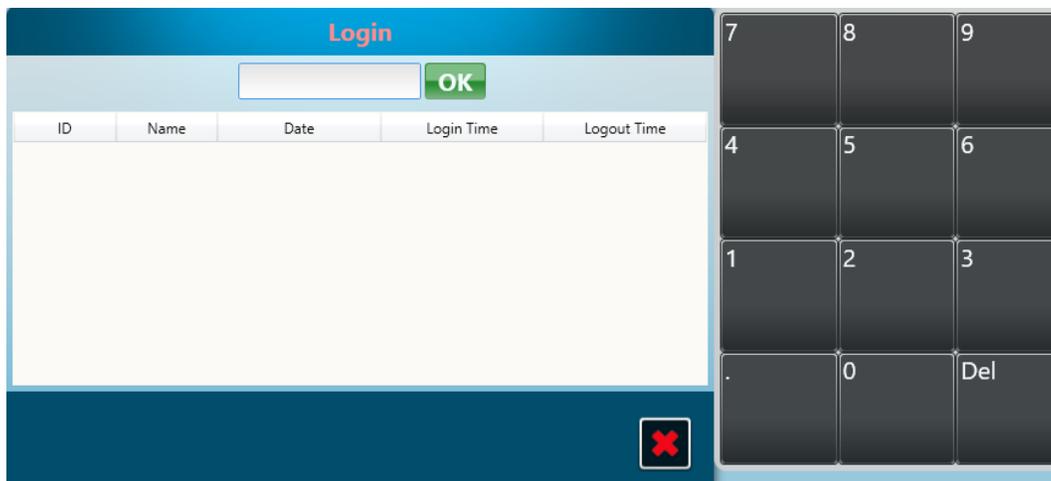
2.7.3 Credit Card Terminal S80 Setting

S80 terminal related setting (such as batch closing function) please contact credit card service 212-925-6800 for detail.

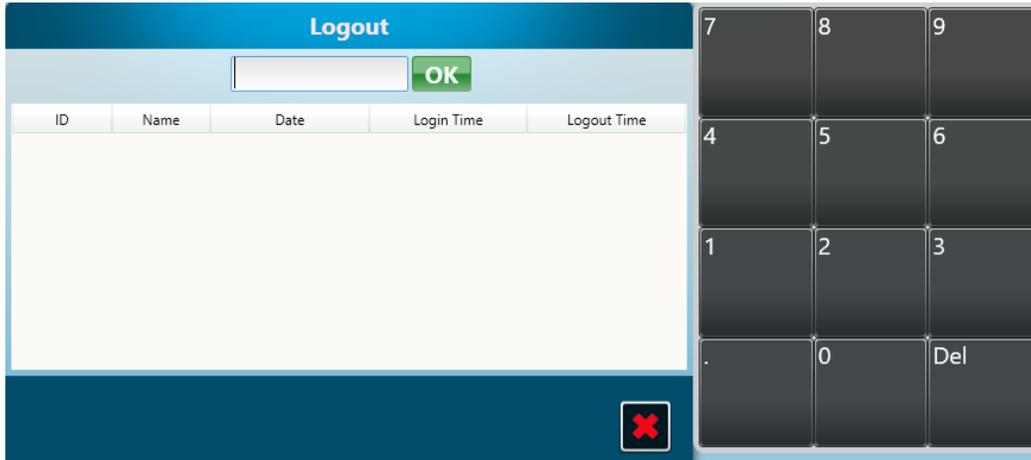
Chapter 3 Login/Out



3.1 Login



3.2 Logout



Chapter 4 Trouble shootings

POS常见问题和故障排除；Problems and troubleshooting: for the pos system

1. USB的触摸屏持续闪动；The USB port screen keep flashing

→交换连接电脑和触摸屏的线缆的两头，或者移动触摸屏到没有磁场的地方，右击触摸屏的空白的地方，然后选择→setting---→advanced--→monitor-→ adjust the frequency of the monitor to 60 hers--→minimize the frequency of the monitor.

Exchange the two ends of the cable connecting the touch screen and computer, or move the touch screen to a place where there is no strong magnetic field. Right click the vacant space on the monitor, go to property, --→setting---→advanced--→monitor-→ adjust the frequency of the monitor to 60 hers--→minimize the frequency of the monitor.

2. 热敏打印机不能打印。Printer cannot print out

---→

检查打印机的安装问题，“开始→设置→打印机”，检查打印机是否被安装。如果安装没有问题，进入管理部分，单击“初始化打印机”按钮，所有的打印机都会在这里出现，然后选中这相应功能下的某打印机的复选框。Check if the printer has been installed properly. Go to start---.setting----printers, check if the above the printer has been installed. If they are installed properly, go to “maintain” section, click on the “printer initial”, then you will find all the printers found out by the software, and then check the proper box where the printer resides.

3. 在触摸屏上单击一个数字，将有两个数字出现在屏幕上。Click one digit on the touch screen, there are duplicate digits appear on the screen.

---→进入触摸屏控制面板，不要选中“允许双击”复选框。”Click on the “management console” of the touch screen, uncheck the “enable double click” box.

4. 在工作站中的屏幕上，单击本系统快捷方式，本系统不能运行。On the screen of the workstation, click the short cut of the master chef software, it does not run properly.

→进入“我的电脑”，检查网络镜像盘是不是存在。如果此盘不存在，到工作站的服务器上找到这个盘，做一个网络镜像，然后制做一个快捷方式到屏幕。Click on “my computer”; check if the networking drive “H” exists. If not, map the H drive in the server to the workstation. Then, make a short cut of the networking drive on the screen.

5. 操作时电脑持续重新启动 Computer keep rebooting during operation

--→ 电话咨询技术支持 Call ITC technical support immediately.

6. 点击堂吃按钮之后出现错误信息 Click on the dining in ball there is error message appears

---→看看是否开启了pcanywhere软件，如果开启的话，关掉它；Check if the pc anywhere is running on your current pc, if it is running, close pc anywhere.

7. 第一次用软件时，出现错误信息；There is an error message when first start using the software.

----→当你第一次使用我们的软件时，你需要输入正确的激活代码；When first start using the software, you need to click the upper left corner of the screen on the master chef enter interface to activate the software.

8. 当我们点击堂吃按钮的时候，出现信息”please set up your room first”;When click on the dining in bar, there is a message, which read: “please set up your room first”

---→ 进入 “Setting”，然后点击按钮”set”下的 “Default Room” 来设置默认的房间。Go to “Default Room”, and press the “Modify button “set” to set the default room number

9. Caller ID 功能不能工作 Caller ID does not work properly

--点击开始菜单->设置-

）控制面板，然后点击Modem图标，检查所用的端口号，然后运行大掌厨软件，进入”Setting”界面，点击”set”按钮，再选择”Modem”按钮，输入你刚才看到的端口号码；→ Go to start→setting→control panel, double click the modem icon, click the modem tab check if the modem is installed properly, if not install modem first. If the modem is installed, check the port number (com number). Then, run the master chef software, go to setting section, press “set” button, press “modem” button, and fill in the COM number you found out in the modem window.

10. 当一个订单完成时，打印机不停的打印但是却不切纸；*The printer does not cut the paper: The printer continues printing on the paper roll without cutting the paper when an order is finished.*

---→ 进入控制面板/打印机，右击打印机图标，然后选择属性，点击切纸选项，选择”parallel cut”,然后完成；Go to the Control panel /printer, highlight the printer. Then, right click the mouse button, go to property. Click the cut option tab, select “parallel cut”. It is done.

11. 钱箱频繁的自动打开*Cash Drawer open frequently*

--→

检查打印机是否正确，检查厨房打印机，收银打印机，其他打印机是否正确连接到电脑，打印机端口是否连接正确；Check if the printer is set correctly. Check if the chef printer, cashier’s printer or other corresponding printers are connected to the proper pc and if the printer port is set correctly.

12. 当进入报表部分，然后点击报表general->daily general, 然后出现一个错误信息；*When enter the report section and click on the “general”->”daily general” there is a printing error message occurs*

--→

当客户操作电脑不正确的时候经常出现这个问题，像如在运行大掌厨的时候电源突然被关掉，直接的原因就是数据库中的部分数据损坏，请联系我公司的技术人员；This often happens when the user operate computer improperly, like the power was shut down abruptly when operating the master chef software. The direct result is some data in the database get corrupt. Contact the ITC service department for repair of the database.

13. 当点击一个桌位然后选择”pay”,但是收银员不能选择支付方式；*Cashier can’t settle the payment for a specific table when clicking on that table and select “pay”*

>>>>这种情况出现在有好多台pos的网络内，当服务员在其他的电脑上面订单完成但是没有点击按钮退出，就会出现这种情况；所以必须要保证服务员点单完成之后退出点单界面；This happens when you several pos computers hooked up within a small networking group. When waiters at the other workstations take order for that table and do not press the “exit” button after finishing taking that order. Make sure each waiter or waitress exits the order screen when finishing taking orders.

14. 在订单列表里边出现多个相同的收据号码；*When there is more than identical invoice number appearing in the report or in the order list:*

>>>这种情况是很少出现的，如果出现这种情况，如果这个订单已经支付了，进入维护，然后选择restore
e→restore pd
invoice，然后找到相同的订单号的收据，点击按钮”restore”来还原这个帐单，然后进入到堂吃或者外卖界面，删除掉相同的账单的所有的部分；This is not supposed to happen normally. In case it happens, if the

invoice is paid already, go to maintain→restore→restore pd invoice--→ find check the same identical invoice-→click on button “restore” to restore the invoice-→return to dining in or take out section-→retrieve those identical invoices, keep the valid invoice and delete every item for the invalid invoice.

15. Pc anywhere问题；如果打开pc anywhere软件后发现屏幕右下角的小电脑图标的颜色变红，说明pc anywhere没有配置好，或者modem没有安装，或者网络连接存在问题；如果modem没有安装，右击桌面上的我的电脑-〉属性-〉硬件-〉设备管理器-

〉 modem,找到它的属性然后来重新安装驱动，modem的安装文件在D:/Drivers/Modem/Aopen FM-PX下；

Pc anywhere problem: If opening the pc anywhere software and finding out that the color of the small computer icon at the lower right corner of the screen, just besides the time, become red: it means that the pc anywhere is not configured properly, or the modem driver is not properly installed, or the connection is not good. In case the modem driver is not installed, right click “my computer” at the desk top-→go to properties→click on “hardware” tab-→ click on “device list”→ find icon “modem” →find its property to reinstall the driver. The modem driver is located at D:/Drivers/Modem/Aopen FM-PX. Install the modem driver.

16.点击工作站上面的大掌厨的图标，电脑变得空白，没有移动； *Clicking on the master chef short cut on one of the work stations, the computer get frozen. And will not move.*

两个原因，

(1) HUB 或者 Router之间的网络线缆不稳定，掉线；

(2) 网络磁盘已经被删除；

对于第一种，仅仅检查HUB或者Router之间的网络线缆是否连接正常就可以；对于第二种需要联系公司技术人员； Two reasons: (1) the networking cable got loose from the hub, the pc is not networked properly. (2) The network drive was deleted. For the first reason, just check the networking cable, and plug it tightly in the hub. (2) Call the ITC technician to resume the networking drive.

17.当电脑启动的时候，硬盘灯变红，电源灯变绿，但是屏幕没有显示，持续黑屏； *Trouble: when computer start up, the light for the hard drive become red and power light become green continuously, and there is nothing show up on screen (black screen)*

>>>可能CPU/硬盘/主板/内存存在问题，请联系当地的电脑修理技术人员； Something is wrong with the CPU/Hard Drive/Mother board/ Memory. Contact the local computer repair store for service.

18.当需要在线技术支持的时候，技术人员不能连接到Pcanywhere,不能进入客户的电脑； *When trouble shooting for the customer, Technician’s Pc anywhere is stocked before the user name and password screen pop up. Technician can’t access the customer’s computer.*

>>>客户的电话有两个分线，都在使用中，客户需要提供直接的专线； The phone line of the customer has

two branches; both of these branches are in use. Customer needs to use a direct phone line.

19.S80刷卡机所在网络的地址变化后，需要修改相关配置后才能正常使用； *When S80 credit cardterminal's ip address changed, please modify the IP configuration on Master Chef software before credit card function recover totally.*

>>>1) 检查 S80 上获得的 IP 地址: 按键 “Menu” -> “Communication” -> “LAN Parameters” -> “IP Address” (通过上下键选择菜单, 按 Enter 键确认选项, 如果有密码需要提示输入, 请使用 990712) .
Check the IP address on S80 credit card terminal: Follow “Menu ” -> “Communication ” -> “LAN Parameters ” -> “IP Address ” (Use UP arrow or DOWN arrow for menu browsing, use Enter for selection, if any password prompt, please input “990712”)

>>>2) 在 MC 软件中设置 S80 的 IP 地址, 找到 MasterChef.exe 文件所在的路径, 修改配置文件 MasterChef.exe.config, 其中的 “<add key="IP" value="*.*.*" />” 部分中的*替换成对应的 IP 地址后保存完成即可。Setup s80 credit card terminal IP address in MC software, check the same folder location MasterChef.exe in, modify the file MasterChef.exe.config, change the * with correct IP address in the part “<add key="IP" value="*.*.*" /> ”, then save this file properly before startup MC again.