

iFlex Chef

Operating Guide

V1 | 20-12-2016

Phone: (02) 9792 4188

www.boomerangpaging.com.au

iFlex Chef Operating Instructions

Table of Contents (This page will be updated when this Operating Guide is done)

Congratulations	1
Installing your system	1
Getting to know your new system	1
1. iFlex Chef Tablet	1
2. Staff Pagers	1
3. iFlex Wi-Fi Watches and Mini Pagers.....	1
INITIAL SETTING	2
1. User Setup.....	3
2. Devices Setup.....	3
3. Escalations Setup.....	3
4. Application Settings.....	4
5. Pre Canned Messages.....	4
6. Operating Instructions.....	4
7. Login.....	5
8. Logout.....	5
9. Page All.....	5
10. Page Individual.....	5
11. Reports.....	5
WI-FI WATHCES.....	6
1. Login Screen.....	6
2. Receiving Messages.....	6
3. Bumping Calls.....	6
4. Escalations Setup.....	6

iFlex Chef Operating Instructions

Congratulations

Congratulations on your purchase/rental of the iFlex Chef System. This on premise paging system incorporates many advances in electronics and wireless technologies. The Boomerang family of paging products allows your business to serve your customers more effectively, increase convenience for your customers, your staff, and additionally manage your customer's expectations more efficiently.

Installing your system

1. Unpack all components.
2. Ensure that the power supplies for the transmitter and the charging racks/bases remain with the correct components as per labels on the power supply units.
3. Insert pagers into the charging rack.
4. Attach power supply to charging rack.
5. Connect Tablet to power supply
6. Leave your system on charge for **at least 12 hours** prior to use to allow batteries to fully charge in order to ensure optimum batter life from the outset.
7. Ensure your system remains plugged into power source to ensure optimum performance.

Getting to know your new system



iFlex Chef Tablet

The iFlex Chef Tablet is used to send messages to the paging devices allocated to staff.

Depending on the type of devices you have selected messages will be sent via wireless technology to staff pagers or Wi-Fi smart devices



Staff Pagers

The Staff Call Pagers are used for one way communication, where an alert is sent to staff to return.



iFlex Wi-Fi Watches and Mini Pagers

The Wi-Fi Watches and Mini Pagers are programed to receive messages from the iFlex Chef Tablet.

Staff can acknowledge receipt of message or "bump call" to another staff member.

Wi-Fi Devices allow true two way communication.

ATTENTION!

DO NOT UNPLUG THE POWER AFTER SETUP TO PREVENT THE SYSTEM FROM RESETTING

iFlex Chef Operating Instructions

INITIAL SETTING

Step 1

Tap the iFlex Chef Button to access iFlex Chef Application
(See image below)

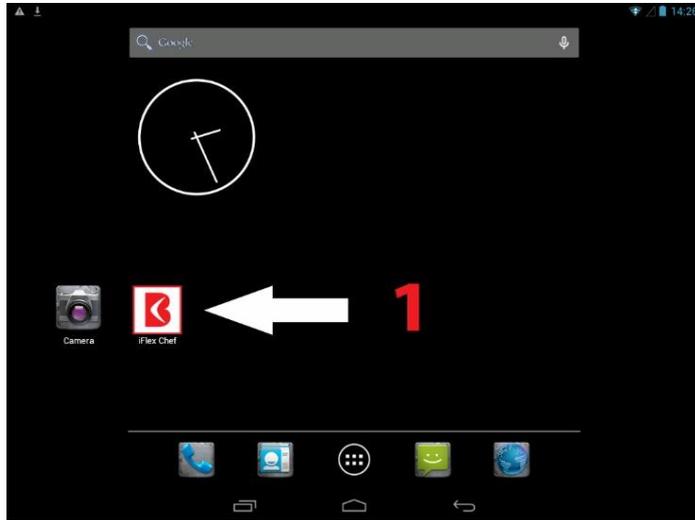


Image 1

Step 2

Tap the iFlex 'Chef Button' to access menu screen
(See image below)

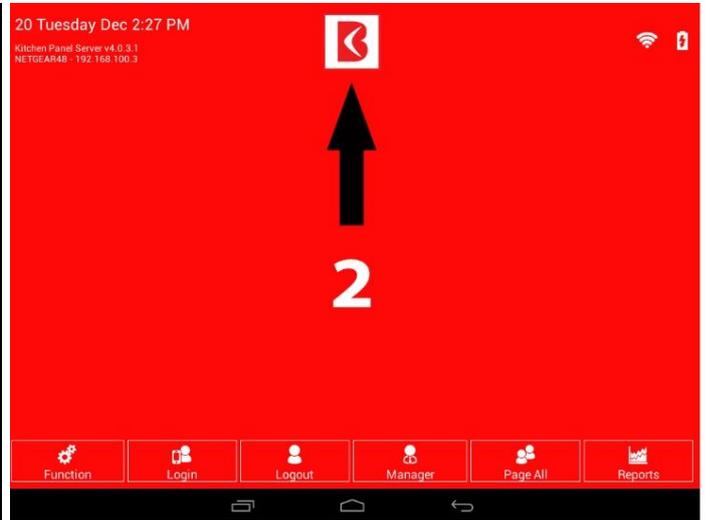


Image 2

Step 3

From the Settings Menu, Select which setting you wish to update



Image 3



Image 4

The Settings Menu will allow you to update

1. Application Settings.
2. Users Setup
3. Devices Setup
4. Pre Canned Messages
5. Escalation Setup
6. Sections Setup (Please contact BTG to learn more about this function)
7. Tables Setup (Please contact BTG to learn more about this function)

iFlex Chef Operating Instructions



Different user types have different permissions. There are 4 user types to select from using the dropdown menu:

Manager, Waiter, Runner and Barman

ADD USER

Tap on "Add User" button

- Add name
- Select user type
- Select 'SAVE'

EDIT EXISTING USER

- Select "existing user"
- Edit name or user type
- Select "Save"

DELETE USER

Select existing user

- Remove user name
- Select "Save".

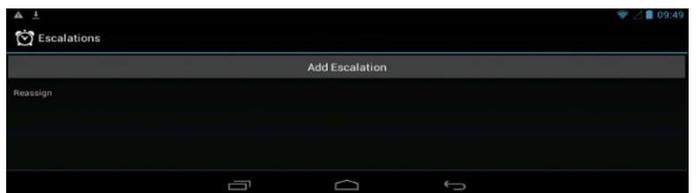
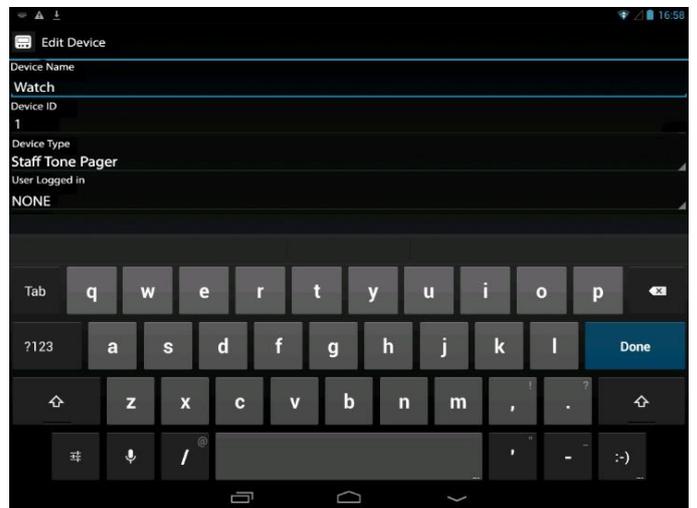
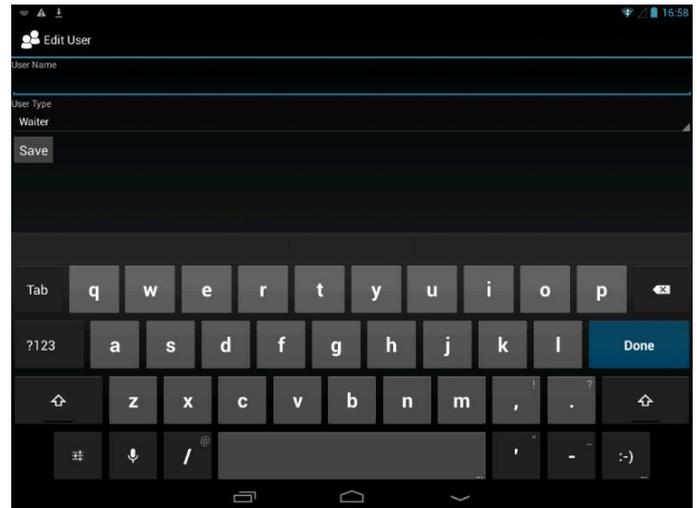
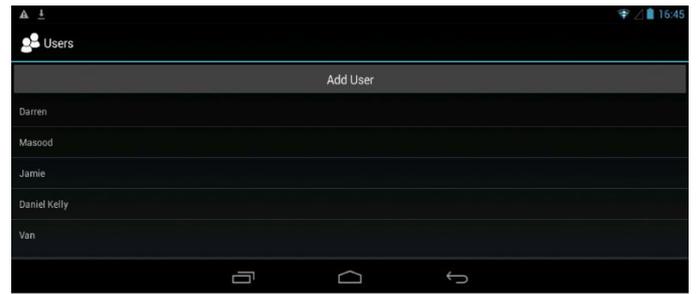


To edit devices and users, you can select device type and user from the dropdown menu.

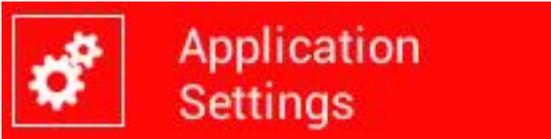
Note: For this feature, you can only use iFlex Chef and Staff Tone Pager.



This Escalations Setup gives the option to escalate the call to a manager. When a call has not been picked up after a set amount of time, an escalation can be sent to the manager. Use the 'Add Escalation' option to configure the escalation.

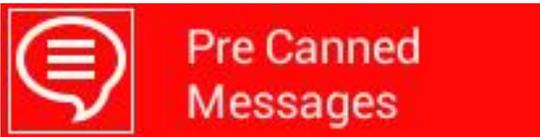


iFlex Chef Operating Instructions



From screen 3, tap the Application Setting button to update message (to manager only).

NOTE: You need User Login and Password to access this setting.



(ONLY AVAILABLE TO WI-FI WAITERS)

This feature gives you the option to type a text messages to be sent to smart devices such as iFlex Chef Watches or smart phones.



Sending Pre Canned Messages

After adding messages from Pre Canned Message page (1), go to Page All Menu (2) select Pre Canned Message that you have added. Once you tap the message, this message will immediately alert all iFlex Chef Watches or mobile phones.



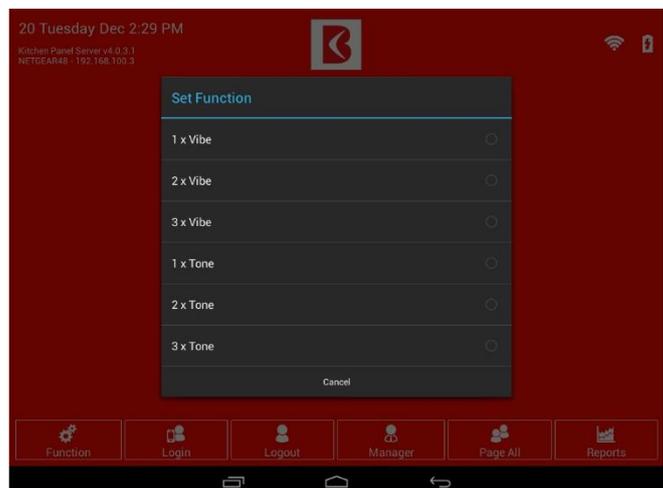
Operating Instructions



You can select the type of alert sent to all pages. Once selected, all pages will receive the programed alert.

Options:

- 1 x Vibe - 2 x Vibe - 3 x Vibe
- 1 x Tone - 2 x Tone - 3 x Tone



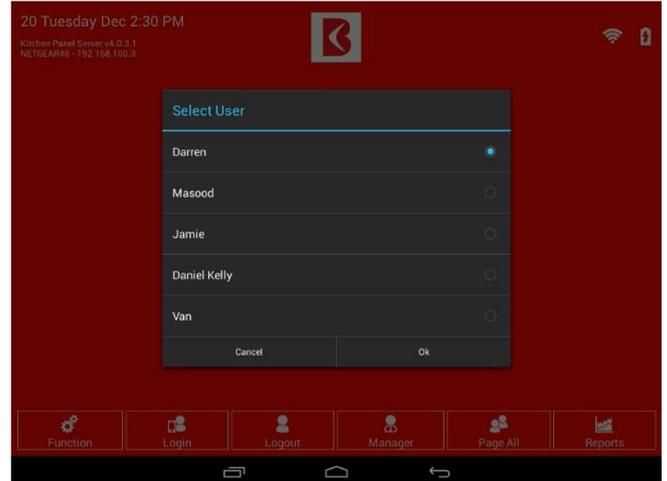
iFlex Chef Operating Instructions



Once the user is added, you can log this user into the system and select the device to use.

To perform this task:

- Select user
- Select device
- Select OK.



USER STATUS

All active users should appear on the Menu screen with a green circle. This indicates they are ready to perform the task.



All Paged users will appear on the Menu screen with a ticked yellow circle, including the time elapsed since user was paged.



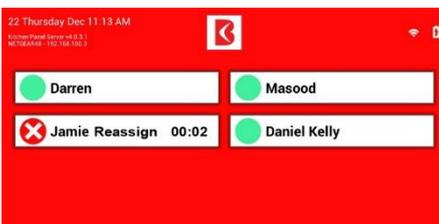
The blue circle indicates this user could not respond back in time and the system has automatically escalated this call to the manager.



To logout: Tap the "Logout" button > tap the user that you want to logout > and tap OK



You can page all users by simply tapping the "Page All" button.



To page individual user, just tap an active user (Green circle). This will alert the attendant to return for pick up.



You can view the response time of selected dates and selected time by tapping reports and choose the ranges as you wish

iFlex Chef Operating Instructions

WI-FI WATCHES

Login Screen

Let's assume Jamie is an existing user and logged in as a waiter.

This is a login screen and Jamie is ready to take calls.



Receiving Messages

Jamie will receive a text message sent from the iFlex

Chef Tablet: "Order up! Please pickup from kitchen panel".



Bumping Calls

If Jamie could not pick up the order due to serving another customer, Jamie would "bump call" to another staff member.

To perform this task, press and hold the screen.

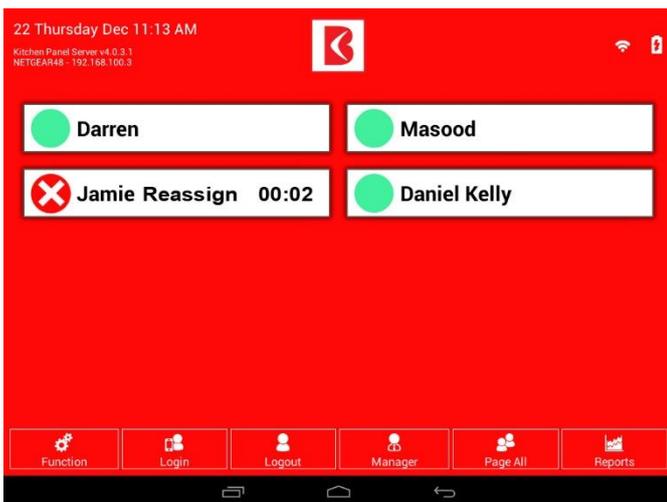


Alert message will appear on iFlex Chef screen as

"Jamie Reassign". For this instance, Chef can tap

"Jamie Reassign" to clear the call and assign the task to another staff member.

Calls can be bumped automatically to another staff via setting from Escalations Setup.



Escalations Setup (bumping calls another staff)

This option will transfer the page to another staff if the first staff could not take call.

1. Tap the iFlex Chef Button and select Escalation Setup.
2. Select "Reassign" to access dropdown menu
3. Select Decline Escalation Radio Button
4. Select Move to Next Available Staff Member tick box
5. Select "Save".