



# TIM

## User manual

version 1.2

Contact Us for a Demonstration

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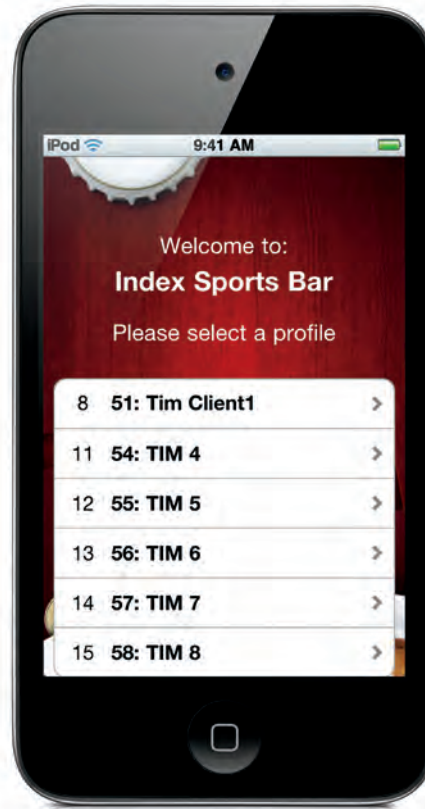
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# 1. Selecting a profile

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At the beginning of each business day TIM will ask you what profile you would like to work with today. This profile assigns you a menu, default check printer, revenue center and more. As you can still change this profile during the day, TIM gives you all the flexibility you could ever need.

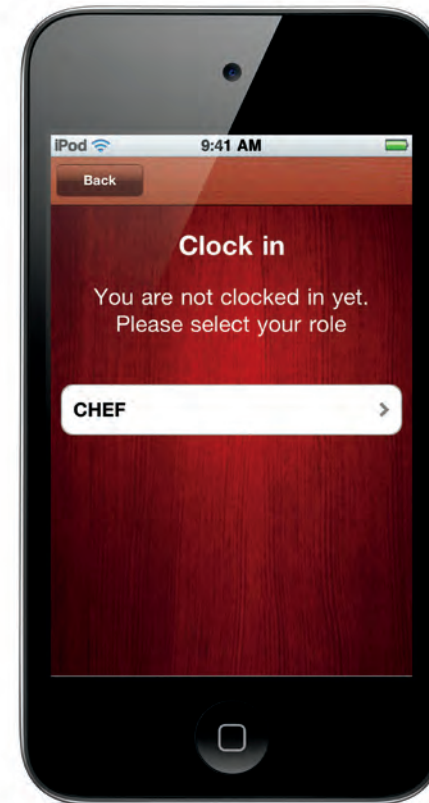
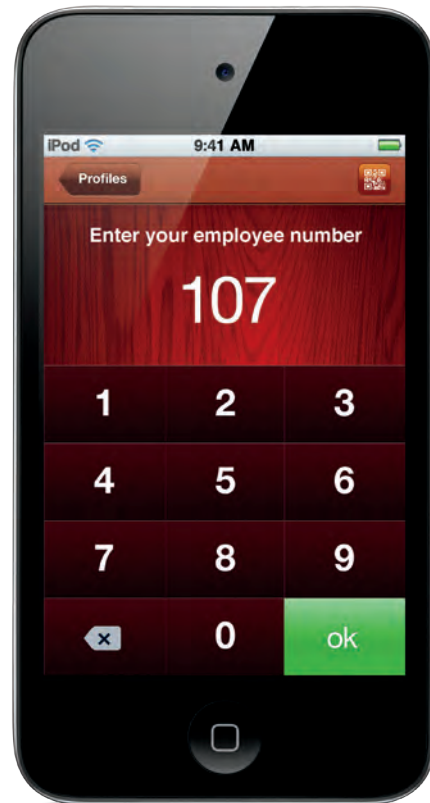


## 2. Logging in

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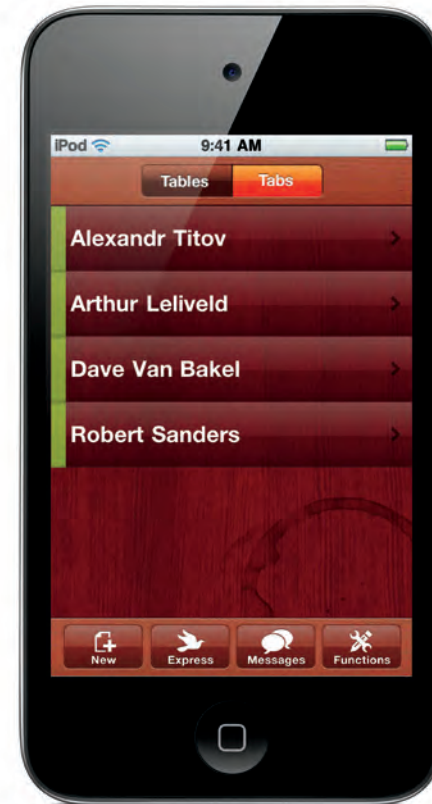
You can log in to TIM using your Aloha ID, and optionally your password. Type your ID into TIM and press 'OK'. If you did not yet previously clock-in, then TIM will allow you to do so by selecting your jobcode. If you use the original TIM employee cards you can use the QR code on the back for secure logging in. Just press the little QR button in the top right corner to activate the camera and scan the QR code on your employee card.

*The Linea Pro device allows you to log in from this screen by swiping your employee magcard.*



### 3. Check overview

After you logged into TIM you are presented with the tableoverview. This shows you the accessible tables. Green tables are owned by you, other tables are pink. You can access a table by selecting it. Pressing the **New** button allows you to open a new table, **Express** gives the ability to create an express order, **Messaging** allows you to read and send messages and the **Functions** screens gives you access to system functions like logout, Hostess functions and more. With the Tabs and Tables buttons at the top of the screen you can easily switch between Tabs and Tables.



## 4. Opening a Table or Tab

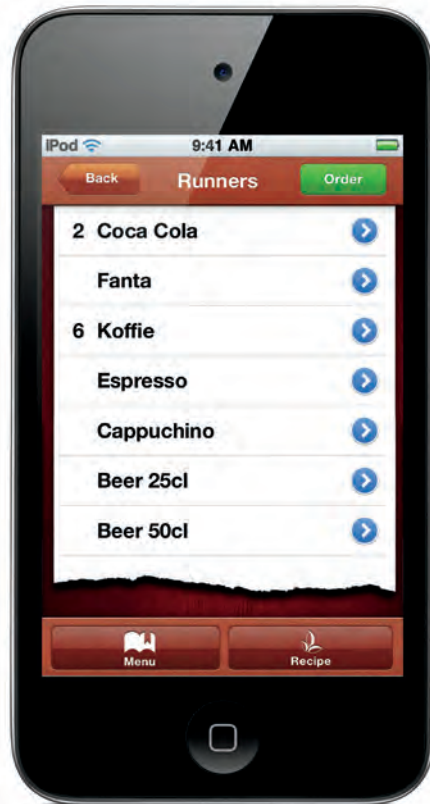
Opening a table or tab is a piece of cake. Either select one of the already listed tables or tabs, or press **New** in the toolbar. Depending on whether you are in the table or tab view, you will be presented with either a numeric keypad or a keyboard. After entering a tabnumber or tabname you will be asked for a guestcount.

Alternatively, if you press the New button on the check overview screen and enter the number for a table already opened, TIM will access that table instead of trying to open a new table with that number. Isn't that smart?

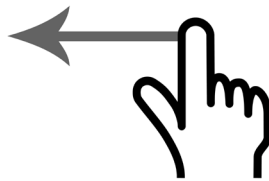


## 5. Ordering items

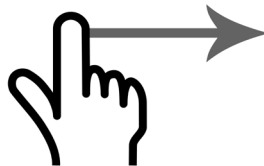
After you accessed a table or tab you'll be able to order some items. You can switch between your *Runners* (most ordered items) and your main *Menu*. Ordering items is easy. Press an item to order it and swipe with your finger from right to left to delete it. Swipe from left to right to enter a quantity and shake the ipod to clear the order. When you selected all items you wanted to order, press the green Order button to go to TIM's order confirmation screen.



**Order Item**  
Press an item to order the selected item

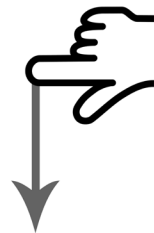
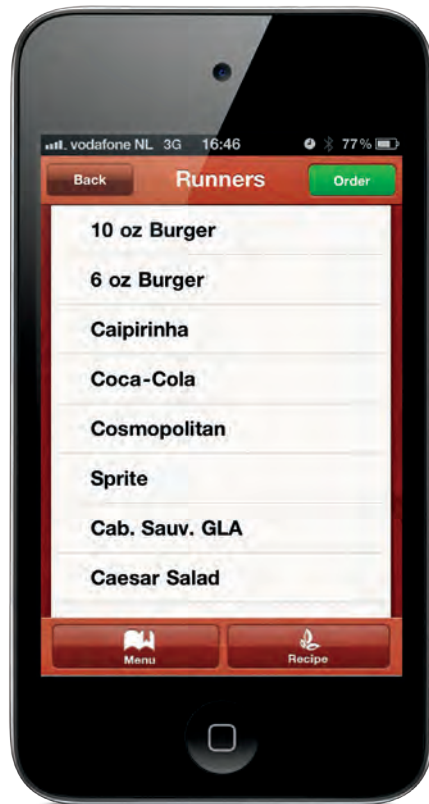


**Delete Item**  
Swipe an item from right to left to delete an ordered item

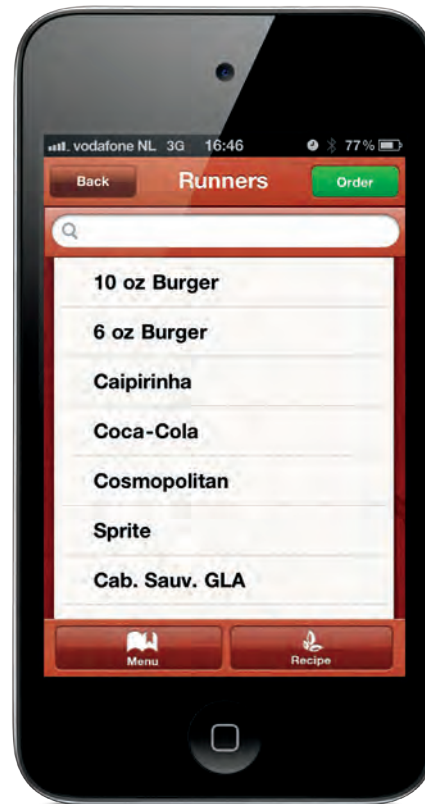


**Quantity Input**  
Swipe an item from left to right to be presented with a quantity screen so you can input a quantity for an item you want to order

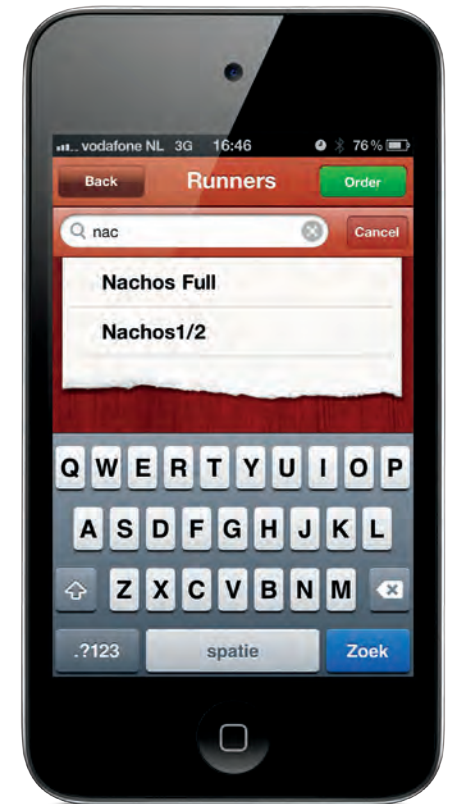
TIM also has the option to search for items. If you pull the Item list down, you will see a search bar. Enter your search term here and tim will show Items that fit the search term. You can then order these like you would any item. For Power users it might be good to know that when you pull the search bar down all the way to the bottom, the keyboard pops in and you can start typing your search phrase right away!



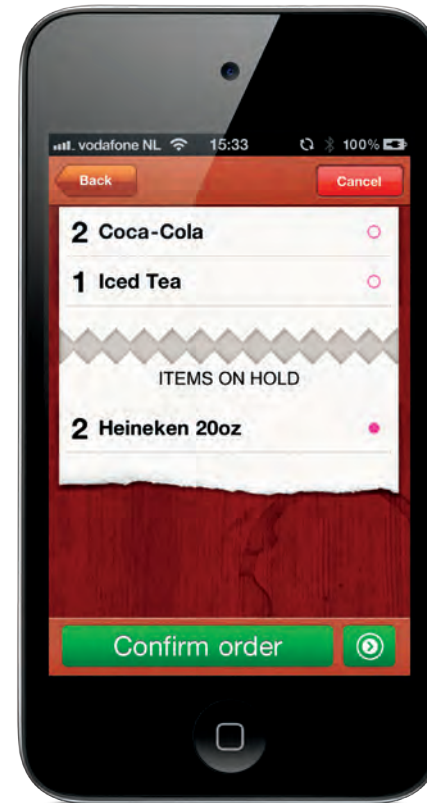
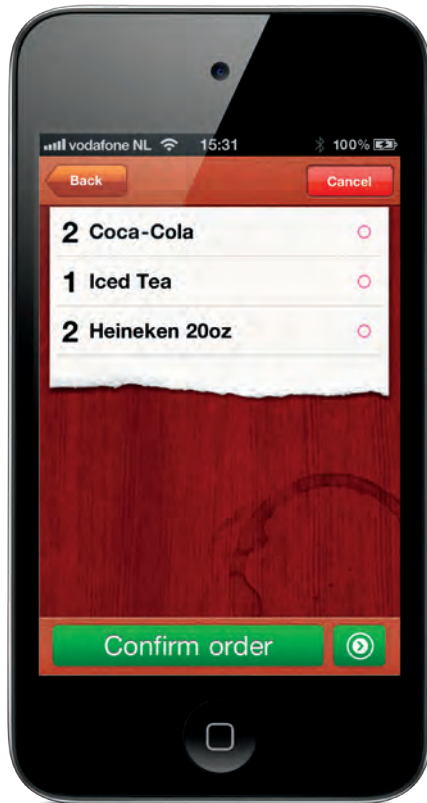
Pull the item list down to reveal the search bar



Tap the search bar (or pull all the way down) to activate the keyboard

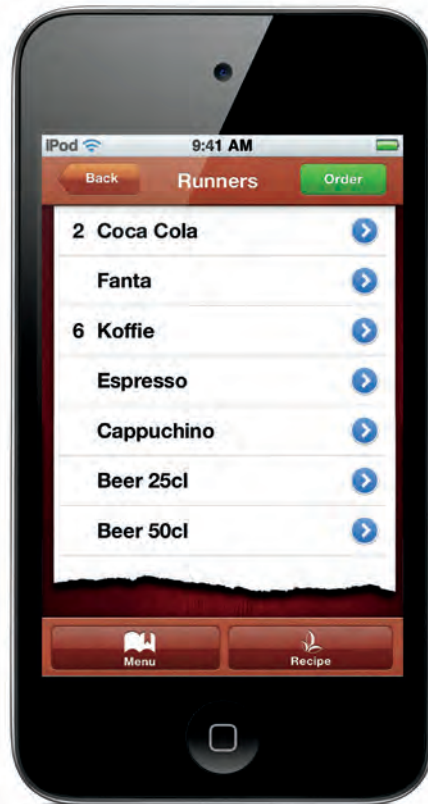


When you finished your order and pressed the green **Order** button, you are presented with the confirmation screen to give you an overview of the items. Items can be put on hold, or removed from hold status by pressing the pink circle. If you decide certain items do not need to be ordered you can still remove them by swiping from right to left. Also, press the **Back** button to go back to the item selection screen or press **Cancel** to completely cancel your order.. If you decide the order is correct, either press the green **Confirm Order** button to order the items, or press the **little green button** to the right of it to select from alternative Aloha Order modes.



## 6. Modifying items

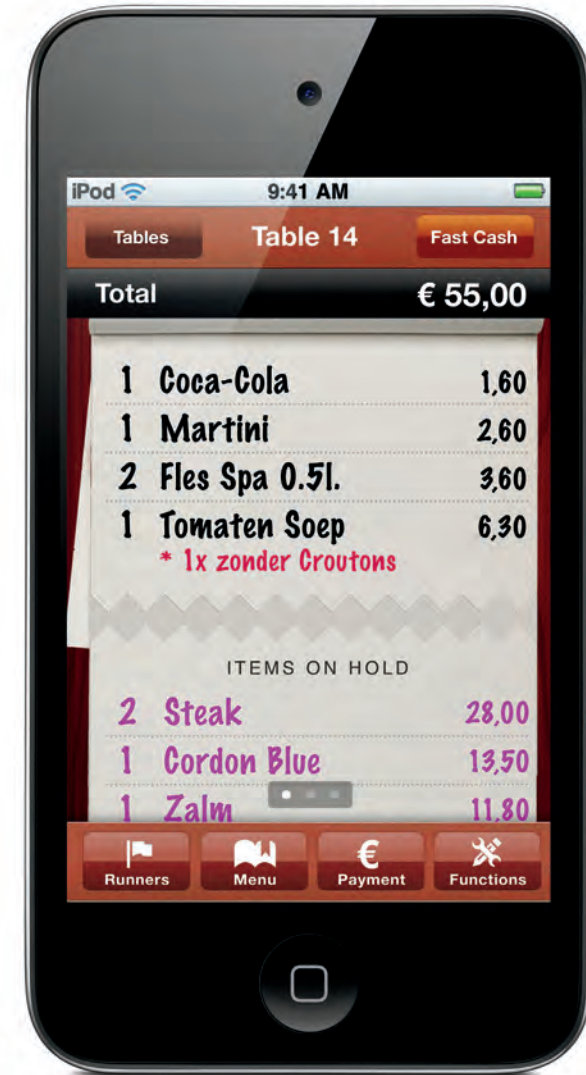
Modifying items in TIM is as easy as you would expect it to be. When you want to order an item with a modifier, all you need to do is click on the blue arrow icon next to it. This will bring you to the modifier groups assigned to the item you selected. You can order modifiers from different groups or type your own by pressing the little **pen & paper** icon. The **NO**, **EXTRA** and **SIDE** buttons give you the option to add modifier codes to the items.



## 7. Check detail view

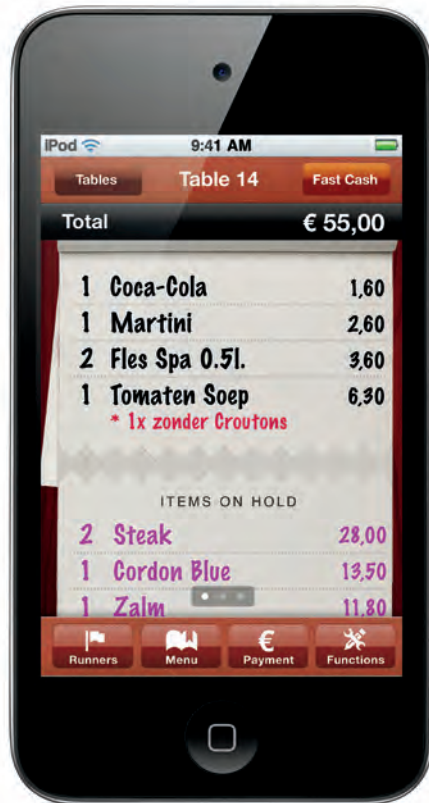
The check detail screen gives you an overview of all the orders for a table or tab. From here you have several options: you can look through multiple checks by **swiping from left to right** or right to left with your finger, you can close the check to cash with the **Fast Cash** button, order more items with the **Runners** or **Menu buttons** or move to the payment screen to close the check with the **Payment** button.

However, there are two more options that might not be as evident as the ones mentioned above. The first one is called **Item Editing** and can be used by touching the check for half a second. The second option is the **Reverse Check View** and can be activated by turning the iPod upside down. You can read about these awesome features in the next chapters.



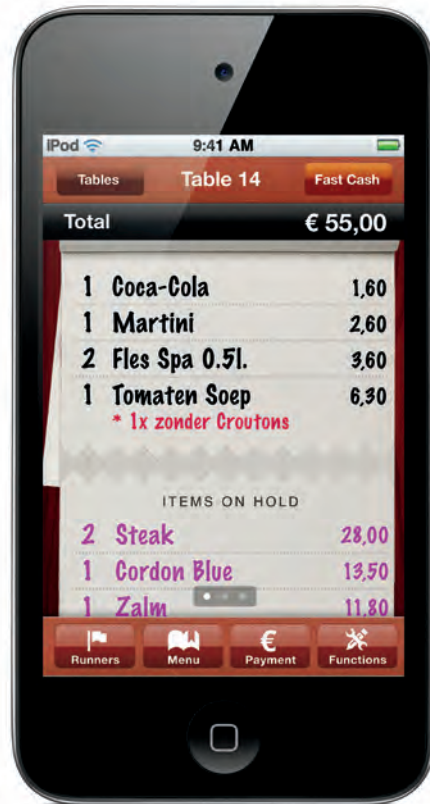
## 8. Reverse check view

The reverse check view is an excellent way of presenting your customers their check without having to waste paper (don't we all want to do as much as we can to save our environment?). As an added bonus it looks pretty amazing!

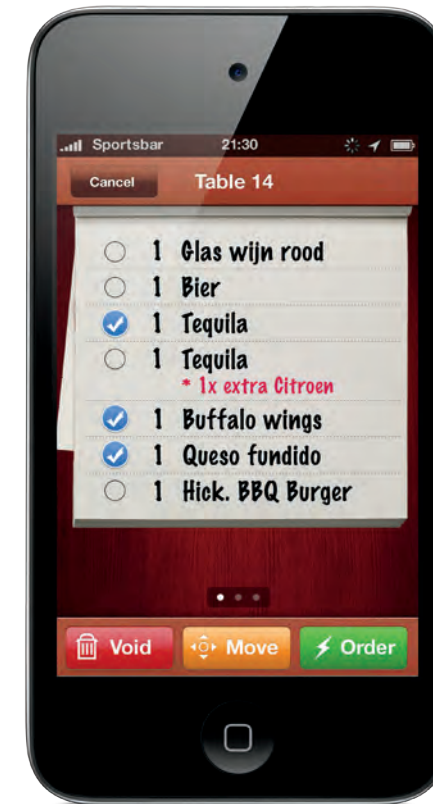


## 9. Item Editing

When you want to manipulate items on a check, all you have to do is press the check for half a second, and you will enter item editing mode. This mode enables you to **void** items, **order** previously held items or split the check and **move** items. Just select the items you want to edit, and press the corresponding button. If configured, a void will request a void reason. Moving items is as easy as selecting a new check by swiping to the right. Also, you can **repeat** an order by selecting items and pressing the order button.

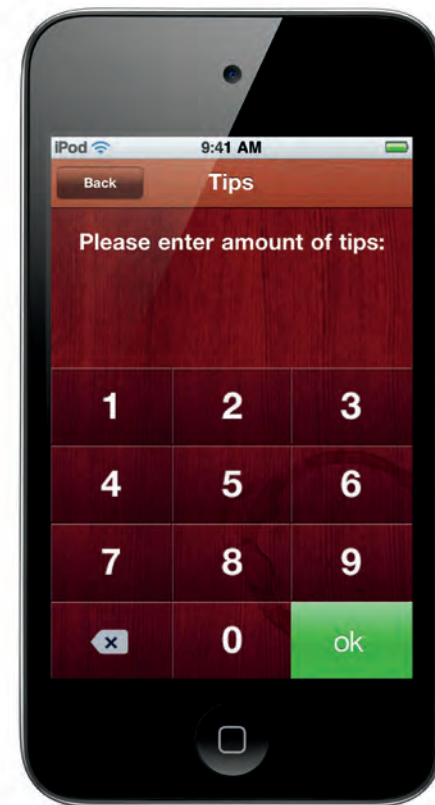
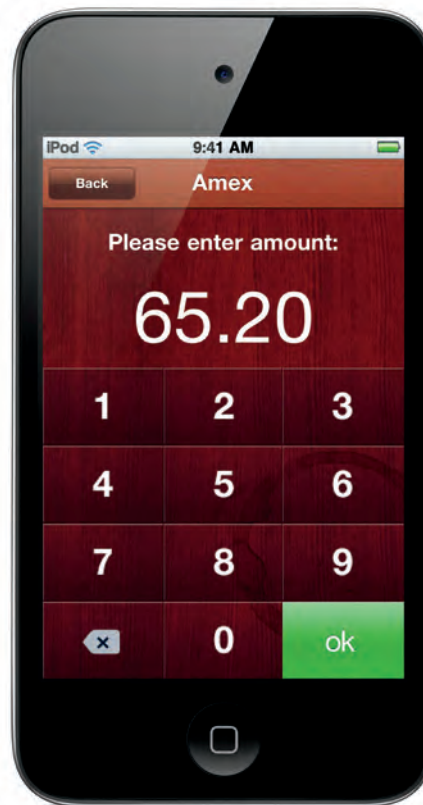
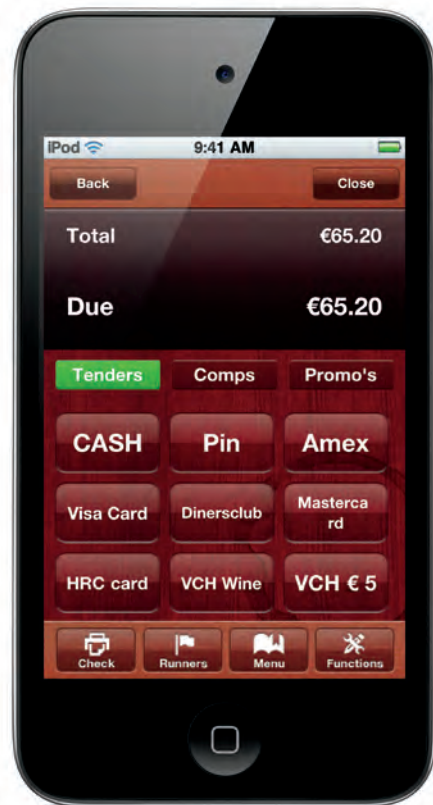


Press on the check for half a second



# 10. Payment screen

After pressing the payment button in the check view screen, you will enter the payment screen. This screen allows you to either apply a full or partial **tender**, one of the defined **comps** or a **promo**. If the balance of a check is already reduced to zero, you can close a check with the **Close** button. Selecting the **Check** button gives you the option of either emailing or printing a check. The check will be printed at the default checkprinter for the used profile, or the checkprinter selected in the functions screen.



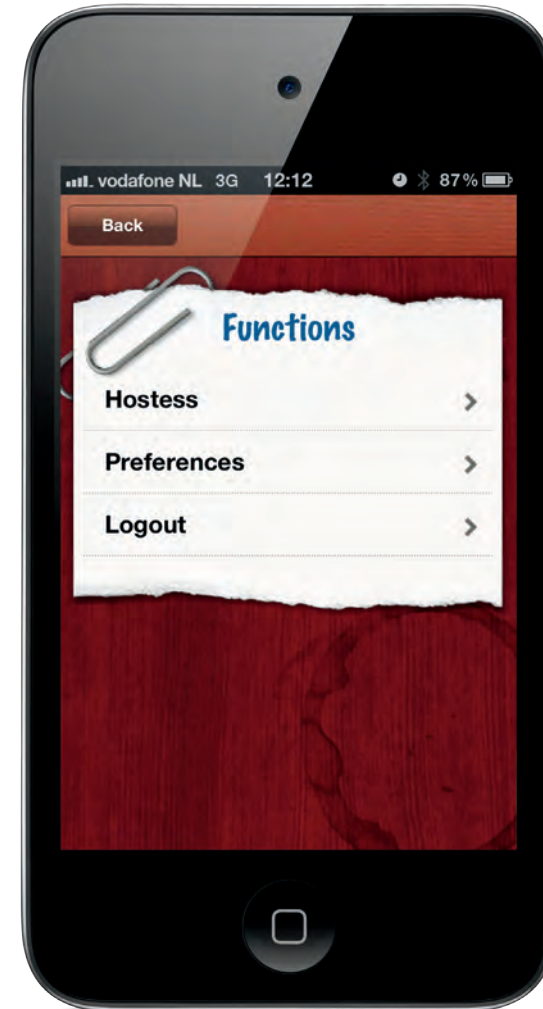
# 11. Functions screen

The functions screen is where you find other options you might require during operation. These are:

☞ Under **Preferences** you will find the ability to select a preferred checkprinter, the ability to sort your Tables and Tabs differently and what Aloha POS menu you want to use.

☞ The **Hostess** tab gives you functions to Dirty and Clear a table. This can be used in conjunction with Aloha Guestmanager, QSR's Hostess product and other tablemanagement systems that leverage the Aloha ProHost interface.

☞ The **logout** button logs you out of TIM and returns you to the employee login screen.



## 12. Frequently Asked Questions

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### ☞ **Can I lock the iOS device while working with the TIM app?**

Absolutely. However, to ensure that a table doesn't stay locked TIM will return you to the Table overview screen when you open the app again.

### ☞ **Do I have to log in and out every time I use TIM?**

Not at all. The TIM device will remember your login so you can just put it away after every transaction and open it up where you left off. However, keep in mind that Aloha POS does not allow a user to be logged in on more than one terminal, and TIM counts as a terminal. Therefore, Aloha POS will not allow you to work on a physical terminal while you are still logged in to your TIM app.

### ☞ **What happens when my battery runs out?**

TIM will automatically log you out and clear your profile when only 5% of the battery charge remains. This ensures your profile from being locked. Make sure you have sufficient iOS devices so you can continue while it recharges. An extra battery pack or the Linea Pro can extend your battery life significantly.

### ☞ **Can I run TIM on my iPad?**

Of course you can! However, note that it will run as an iPhone/iPod touch application, meaning that it will not use the full screen. You can enlarge the screen with the **2x** button, but it doesn't give you more buttons or room. TIM was designed for the iPod touch and we strongly believe the iPad deserves its own dedicated interface.

### ☞ **Can I run TIM over a cellular network?**

Even though this was never intended, our staff does this often with great results on their iPhones. Set up a dedicated VPN and you can use TIM as if you were on your local WiFi network. This functionality is one of the things that makes TIM unique compared to other handheld solutions. You can now use your handheld everywhere\*. Keep in mind though that this may impact your security requirements.

\* Obviously, this functionality is completely dependent on your cellular coverage. Furthermore, an iPhone or 3G iPad is required.