NCR V:YIX

Aloha Takeout Playing Sounds for New Orders

Last Updated: July 30, 2024

About playing sounds for new orders

Aloha[®] Takeout (ATO) triggers a number of configured alerts when an action occurs, such as printing a chit or dis-playing a check-in message on the screen. This document addresses how to play a sound when a new order arrives. You can play a distinct sound for each order type, the same sound for every order type, or play a sound for a specific order type.



You must have a speaker connected to the FOH terminal to emit an audible sound.

Creating .wav files and sounds folders

ATO does not supply .wav files, so you need to provide a .wav file for each order type for which to play a distinct sound when a new order arrives. We recommend the duration for each sound be no more than a couple of seconds in length.

Name each .wav file using the following naming convention, 'NewXOrderAlert.wav,' where X is the name of the order type in Aloha Takeout. For example, to play a sound when a delivery order arrives, name the file

'NewDeliveryOrderAlert.wav.' Any order type that does not have an associated .wav file does not play a sound.

After you name each .wav file, create a Sounds folder under the Aloha Takeout root directory on the Back-of-House (BOH) site controller and each Front-of-House (FOH) terminal and add all .wav files. The Sounds folder on each FOH terminal does not propagate upon a refresh..

| 🌀 🗍 🕫 🕌 🔹 Encal Disk (C:) 🔹 Hontdry 🔹 Aloha - akeCit 🔹 Shunds | | arch Sounds | 2 | |
|---|--|---|---|--|
| | | 8: - | - | |
| Naile 🔿 | Datemudfied | Туре | Set | |
| New-Cell-I (Or der Aler), May | 7/1:/2018 2:21 PM | WAY File | | |
| NewCateringOrderAlert way | 7/1 /2118 2:21 PM | WAY File | | |
| NewBeliveryCrderAlert.wav | 7/1:/2318 2:21 PM | %AV File | | |
| NewEine-InOrde-Alert.wav | 7/1:/2018 2:21 PM | %/V File | | |
| Nov-Walk InOrderAlart.way | 7/1:/2018 2:21 PM | WAY Filo | | |
| New-WebOrcer Alext.war | 7/1:/2018 2:21 PM | WAY File | | |
| | | | | |
| | | | | |
| | | | | |
| | k Hep Inlocer + Share with + Dun New Kilder Name - New Strengtontestater was New Strengtontestater was New Socializers/Crientiers was New Socializers/Crientiers was New Socializers/Crientiers was New Socializers/Crientiers | is Hep: Inlorenzi + Dum New fclder Name - Deter multified Meen-Call L Chder Aertunary 7/11;2218-221 PM New Call House Training/Interfaulter waw 7/11;2218-221 PM New Delitinery Criedrafer waw 7/11;2218-221 PM New Conductional Materuary 7/11;2218-221 PM New Conductional Materuary 7/11;2218-221 PM New Veloch Top-GarAlarturary 7/11;2218-221 PM | E Hep: In loter 2 → Zhare wich → Dun New folder E → New Calk CorderAest, way 7/1: /2018 2:21 PH VieW He New Calk CorderAest, way 7/1: /2018 2:21 PH VieW He New Calk CorderAest, way 7/1: /2018 2:21 PH VieW He New ConderAest, way 7/1: /2018 2:21 PH VieW He New ConderAest, way 7/1: /2018 2:21 PH VieW He New ConderAest, way 7/1: /2018 2:21 PH VieW He | |

Configuring a sound to play when a new order arrives



You can configure each ATO order type that is aligned with a POS order mode to play a sound when a new order arrives.

- With Takeout selected in the product panel, select Maintenance > Takeout Configuration > Takeout Settings tab.
- 2. Select the Order Modes tab.
- Under the 'Order Modes' group bar, select an order type for which to designate a sound to play.
- **4.** On the Order Modes Properties tab, select **Sound alert** under the 'Settings' group bar.
- 5. Click Save.
- **6.** Repeat this **procedure** for each order type for which to play a sound when an order arrives.
- 7. Exit the Takeout Settings function.



Using Custom Settings (optional)

To alleviate configuration on the Order Modes tab, you can optionally add two custom settings in Aloha Takeout. These settings override your configuration on the Order Modes tab. With the 'Enable Sound Alert for All Orders' custom setting, you can play a sound for every new order, regardless if you select 'Sound alert' for the order type. With the 'Use Same Sound Alert for All Orders' custom setting, you can play the same .wav file for all new orders. The system uses the .wav file configured for the first order type with 'Sound alert' selected.

To add custom settings to Aloha Takeout:

1. With Takeout selected in the product panel, select Maintenance > Takeout Configuration > Takeout Settings > Custom tab.



- 2. Click Add to add a new row.
- 3. Type /Config/POSInterface/Configuration in 'X Path.'
- 4. To play a sound for all new orders, type EnableSoundAlertforAllOrders in 'Element name.'
- 5. Type True in 'Element value.'
- 6. Click Save.
- 7. Click Add to add a new row.
- 8. Type /Config/POSInterface/Configuration in 'X Path.'
- 9. To play the same sound for all new orders, type UseSameSoundAlertforAllOrders in 'Element name.'
- **10.** Type **True** in 'Element value.'
- 11. Click Save and exit the Takeout Settings function.

Page 2



© 2024 NCR Voyix. All rights reserved. NCR Voyix — Confidential Use and Disclose Solely Pursuant to Company Instructions