Crunchtime Kitchen

Release ReadMe

Document Details

Document #: 160_CK_261008
Release Version: 2026.11
Version Release Date: October 2026

Related Documentation

- Install Crunchtime Kitchen: https://links.crunchtime.com/CHIG-InstallCrunchtimeKitchen
- Using Crunchtime Kitchen: https://links.crunchtime.com/CKRG-UsingCrunchtimeKitchen

Overview

This document covers what's new in Crunchtime Kitchen.

Download the latest version of this document here:

https://links.crunchtime.com/CKReleaseReadMe

… or scan the QR code to the left.

RELEASE

Contents

Crunchtime Kitchen 2026.11 5
Bin Manager Waste Reasons Connector to Inventory is now Available 5
Crunchtime Kitchen 2026.10 6
Automatic Time Format Matching 6
Ignore Course Number from POS Setting 6
Crunchtime Kitchen 2026.7 7
Added Seat Number Formatting Options for Kitchen Receipts 7
Crunchtime Kitchen 2026.6 9
Double-Tap to Bump Setting Added to Kitchen Builder 9
Support Added for Ops Execution Tasks in Crunchtime Kitchen 11
Crunchtime Kitchen 2026.3 12
Change Destination Base Actions Added 12
New Command Line Parameters 14
ConnectSmart Kitchen 2025.9 15
Reverse Chronological Sorting Mode Added 15
ConnectSmart Kitchen 2025.8 18
ConnectSmart Kitchen 2025.7 19
ConnectSmart Kitchen 2025.6 20
Forecasting Methodology Improved for Bin Items 20
Waste Reasons Added for Bin Items 22
New Bins Endpoints Added to Local KitcherServer POS API 24
Bin Waste Events Supported Through the Local Kitchen Events Service 25
Blank Number Entry Fields Added to Bin Action Pop-Up Forms 25
Free-Form Number Entry Available for Bin Base Actions Quantity Fields 26
DisplayClient Bug Fixed 26
Fix for Tab Notifications Appearing When Disabled 26
Resolved Issue with Duplicate Printer View IDs 26
ConnectSmart Kitchen 2025.5 27
Pending Transactions Table in Kitchen Console 27
Current Demand Counter Issue Fixed 28
Set Quantity of Items to 0 When Order is Canceled 28

© 2026 Crunchtime - All Rights Reserved |

Automatic Course Completion More Compatible with Future Orders 28
Activity Level Order Rerouting Bug Fixed 29
ConnectSmart Kitchen 2025.4 30
Bump-to Routing Issue Fixed 30
Item Index Exclusions Added to ConnectSmart Kitchen Builder 30
Dashboard Views Now Support Pop-Up Forms 30
Delete User Projections in Bin Editor 30
New Setting Added to Bin Editor 31
Win32 DisplayClient Now Recognizes QSR Elo I-Series 2 Devices 31
ConnectSmart Kitchen Server Packaged with Latest Android DisplayClient Version 31
ConnectSmart Kitchen 2025.3 32
Bin Item Forecasts Update 32
New Log Messages Added to Kitchen Server 32
Future Order Delay Bug Fix 32
Forecast Prep Time Bug Fix 33
Kitchen Console Transaction Removal Bug Fix 33
ConnectSmart Kitchen 2025.2 34
Pending Transactions Bug Fix 34
ConnectSmart Kitchen 2025.1 35
Wasted All Day Bin Metric Field Added 35
Kitchen Index Scope Available Independent of OneTimePrint Settings 36
2025.1 Version of Windows DisplayClient Available 38
Updated Version of SQLite Available 38
Updated Error Messaging in Kitchen Server 38
Version 2025.1 Available for Kitchen Server Applications 38
Routing Updates in Kitchen Portal 39
Dataset and Template Naming Updates in Kitchen Portal 40
ConnectSmart Kitchen 2024.7 41
Waiting for Paper Removal Printer Status Added 41
Data Retention Within QsrLogs.db File Is Capped at One Day 41
Android DisplayClient Version Updated to 2024.3 41
ConnectSmart Kitchen 2024.6 42

© 2026 Crunchtime - All Rights Reserved

Updated Speed of Service Settings 42
New Endpoint Added to the Local Kitchen Server POS API 44

"Bump To" Logic Updated 44
ConnectSmart Kitchen 2024.3 45
Order Assembled Added as Use Method 45
Service Recovery Options Updated to "Take No Action" on Subsequent Failures 45
Online and Delivery Partner Information Can Now be Updated Via PATCH call to the Local POS API 45
ConnectSmart Kitchen 2024.1 46
Viewed Time Added as Order Time Status Option 46
ConnectSmart Kitchen 2023.7 48
Support Added for ConnectSmart RecipesPlus 48
New Recipe View Display Type Option 48
ConnectSmart Network Configuration Utility Update 48
ConnectSmart Kitchen 2023.6 49
Routing by Seat Number 49
Hardware License Requirements Update 49
Data Sync Improvements 49
ConnectSmart Kitchen 2023.5 50
Enable Automatic DisplayClient Upgrades for Windows and Windows CE Devices 50
Windows DisplayClient Supports Microsoft Edge as Default Browser 51
ConnectSmart Kitchen Server 2023.4 52
ConnectSmart Kitchen Builder 2023.2 52
New "First Viewed" Metrics 52
New "Viewed Time" Timer 54
ConnectSmart Kitchen 2023.1 56
New Online Order and Delivery Partner Field Mapping Options 56

© 2026 Crunchtime - All Rights Reserved | www.crunchtime.com |

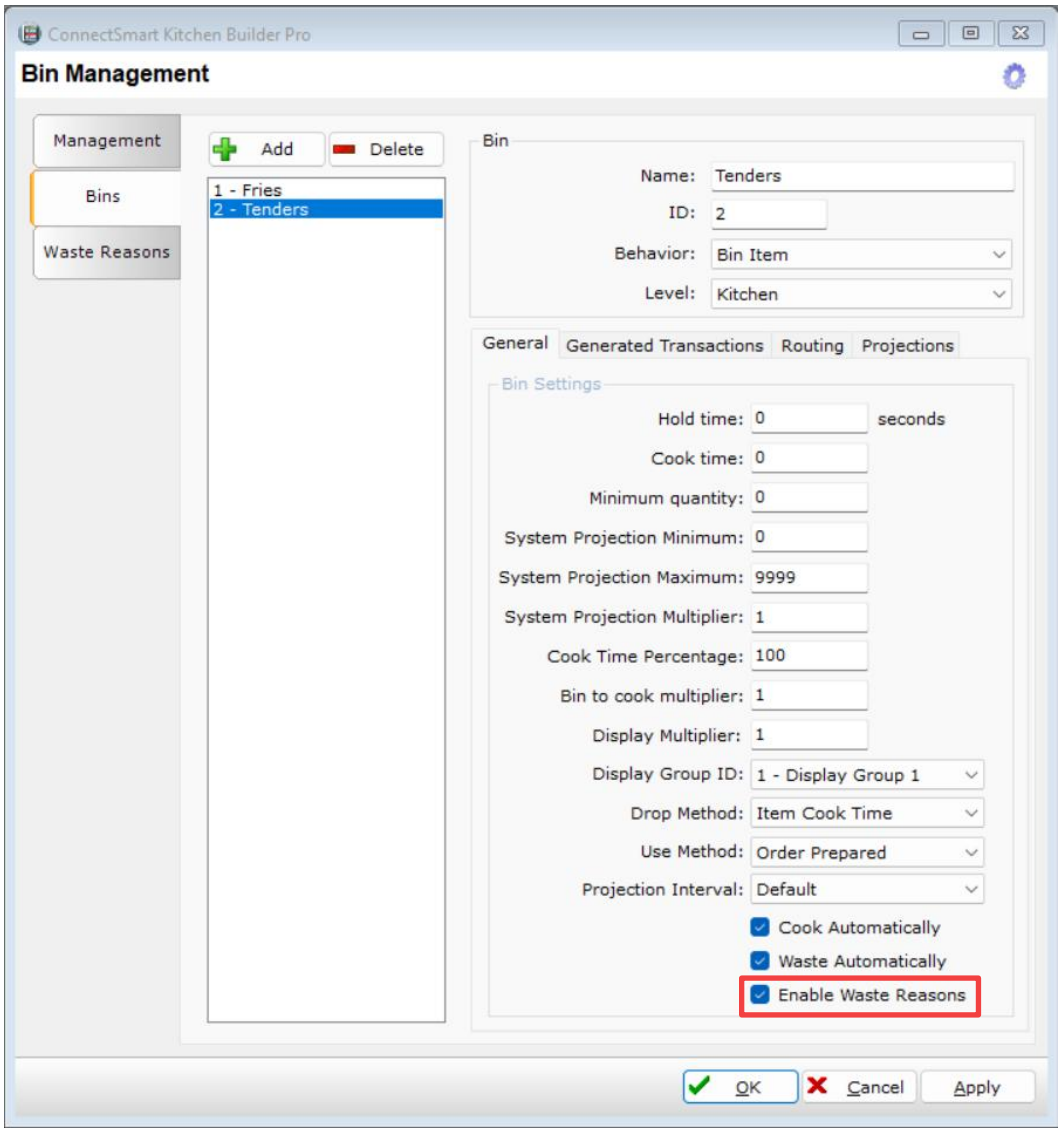
RELEASE

Crunchtime Kitchen 2026.11

Bin Manager Waste Reasons Connector to Inventory is now Available

Kitchen Server can now send bin waste events to Inventory so that waste recorded in Kitchen can be reflected as inventory adjustments. This is turned off by default and is controlled by an enterprise-level Kitchen setting.

See 2025.6 for additional details.



RELEASE

Crunchtime Kitchen 2026.10

Automatic Time Format Matching

Scheduled Pickup Time and Scheduled Delivery Time displayed on grids, line items, receipts, and Kitchen Console views now automatically match your operating system's configured clock format (12-hour or 24-hour), instead of always showing 12-hour AM/PM time.

- If your receipt templates already specify a custom time format, those will continue to work as configured.
- Cook time, plate time, and other elapsed-time timers are not affected by this change.

Important: If using a remote VM rather than a local server, set the clock on the VM server to match the restaurant it will be used in.

Ignore Course Number from POS Setting

A new optional setting, **Ignore Course Number from POS**, is now available in Transaction Manager. When enabled, KitchenServer will ignore course numbers sent by your POS and manage course sequencing on its own instead.

Important: This is an advanced setting. If you're not sure whether you need it, we recommend leaving it disabled.

- The original course number sent by your POS is still retained internally for support and audit purposes, even when this setting is on.
- If you run Toast and CloudPOS together, turning this on without a clear operational need could lead to duplicate data — please check with support before enabling it in that setup.

© 2026 Crunchtime - All Rights Reserved

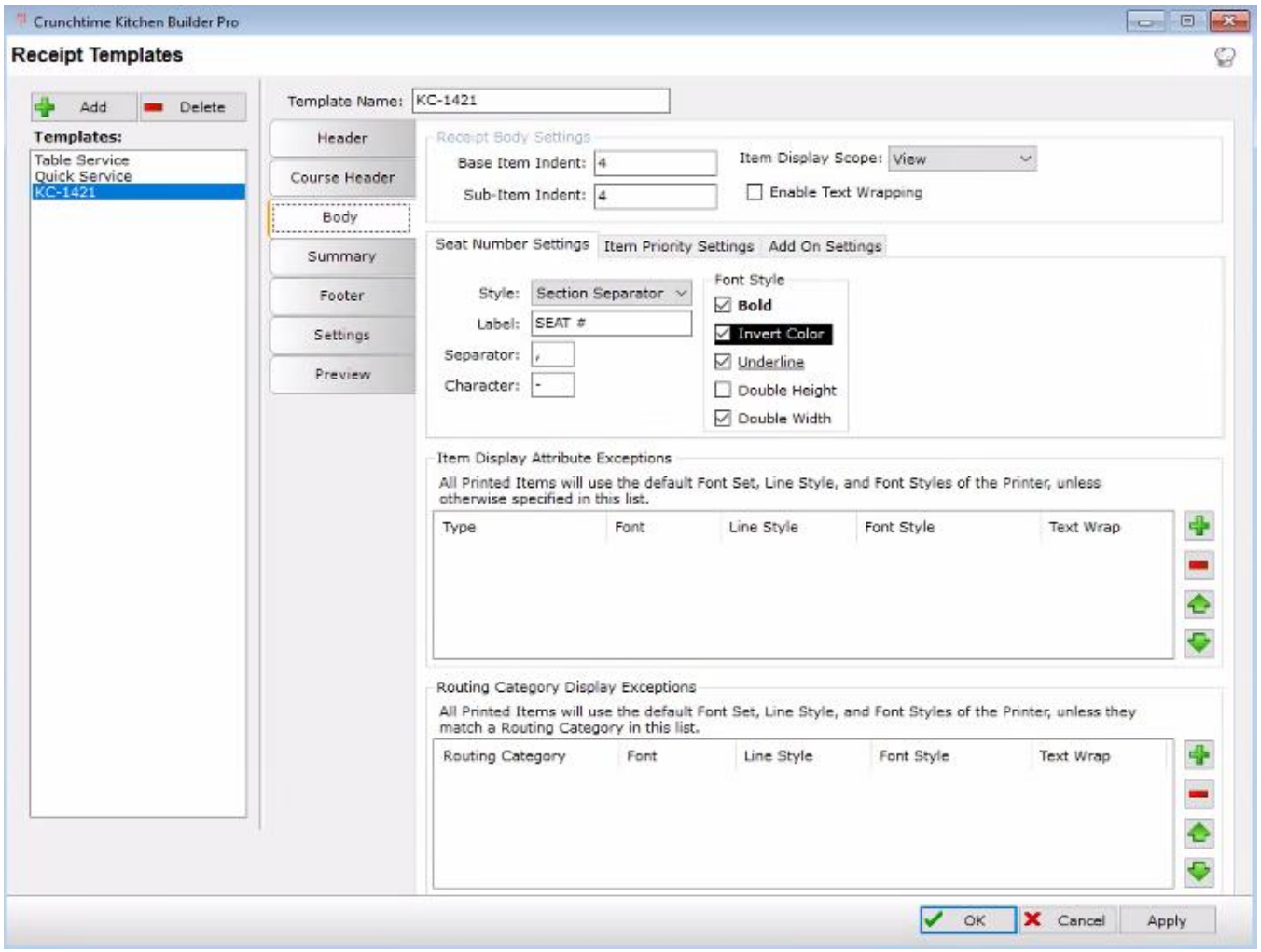
RELEASE

Crunchtime Kitchen 2026.7

Added Seat Number Formatting Options for Kitchen Receipts

The ability to customize how the Seat Number appears on kitchen receipts has been added. Depending on your printer's capabilities, you can now configure the Seat Number to display in bold, inverted, underlined, double-width, or double-height text.

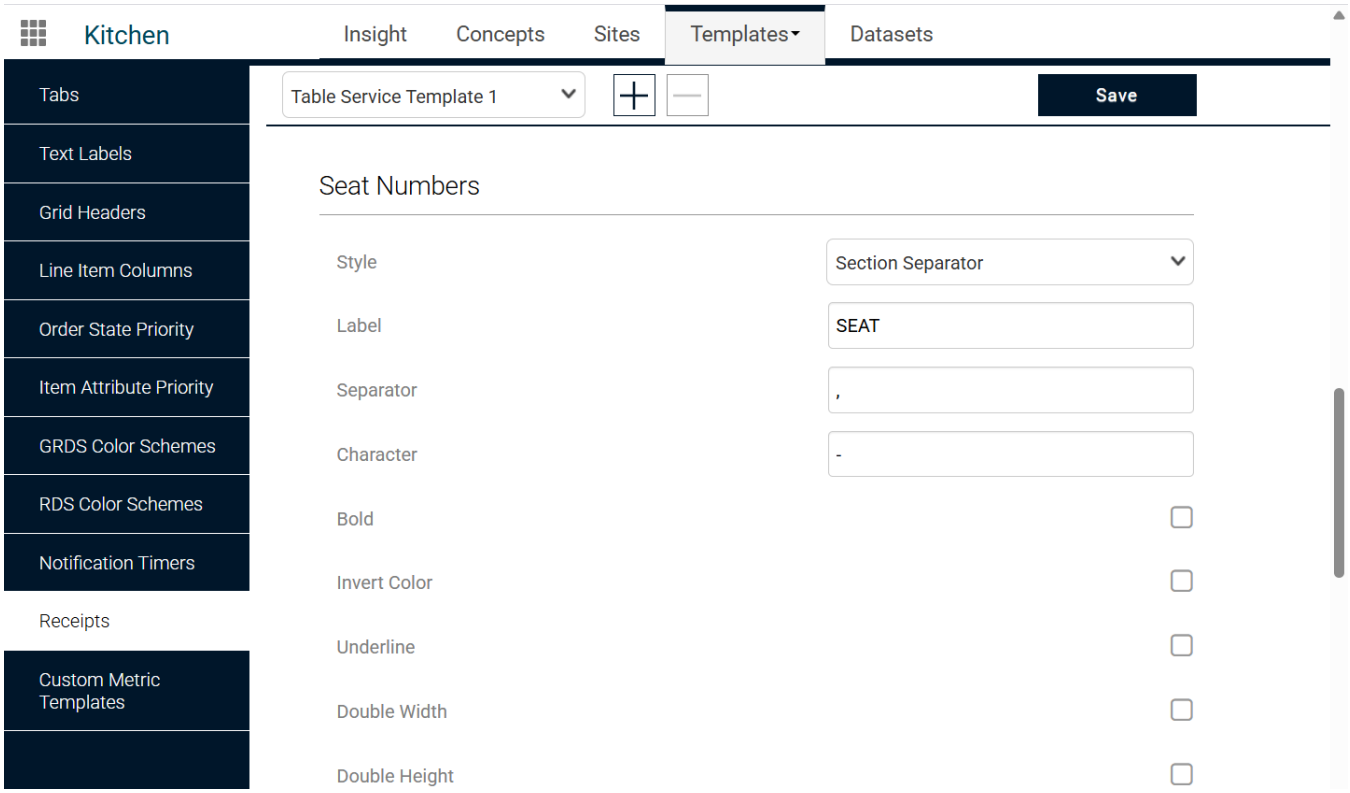
The Font Style settings can be managed via the Body tab of a Receipt Template form in Kitchen Builder.



© 2026 Crunchtime - All Rights Reserved

RELEASE

The font style settings can be managed via the Receipts tab of a Display Template form in Kitchen Portal.



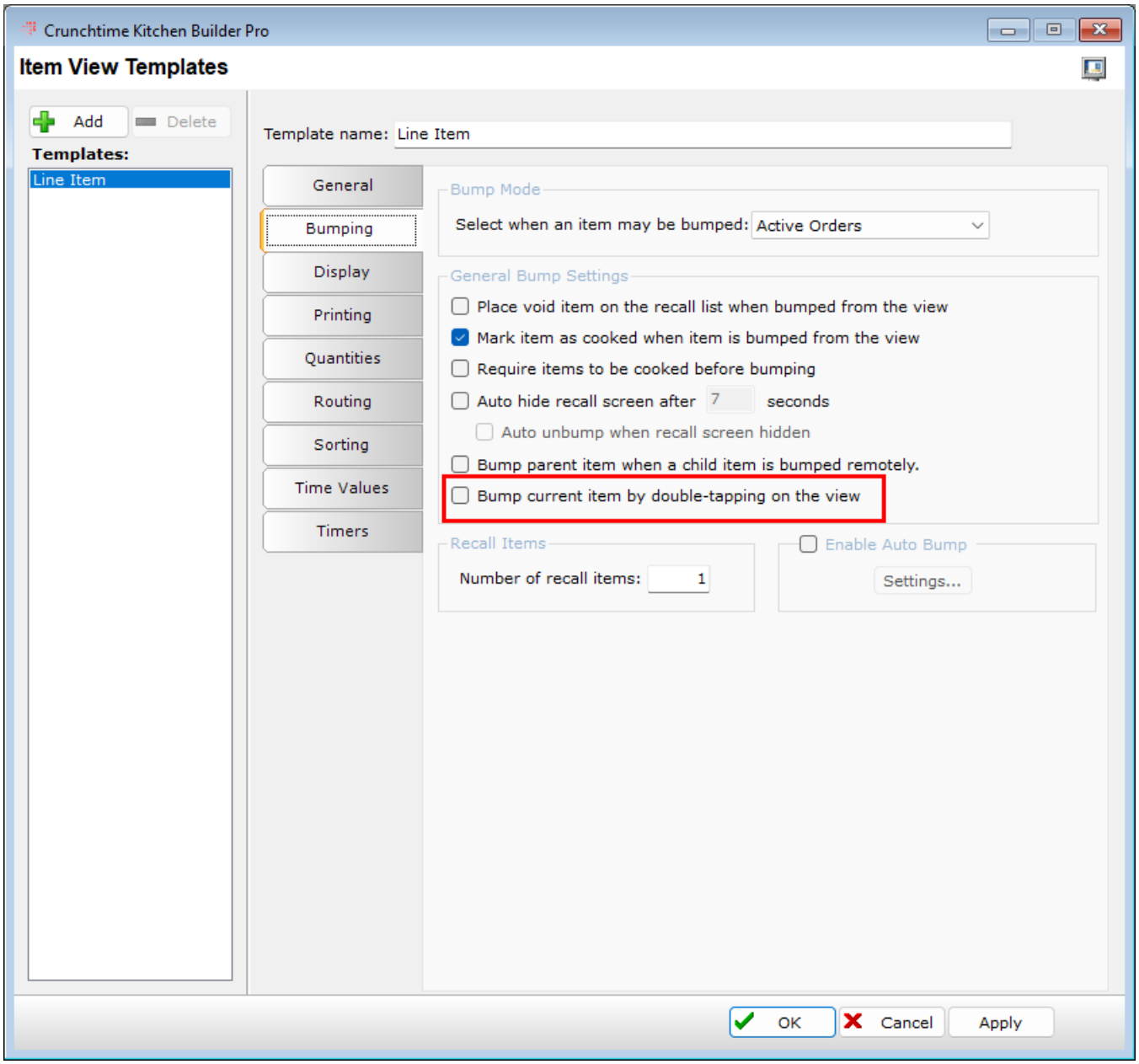
RELEASE

Crunchtime Kitchen 2026.6

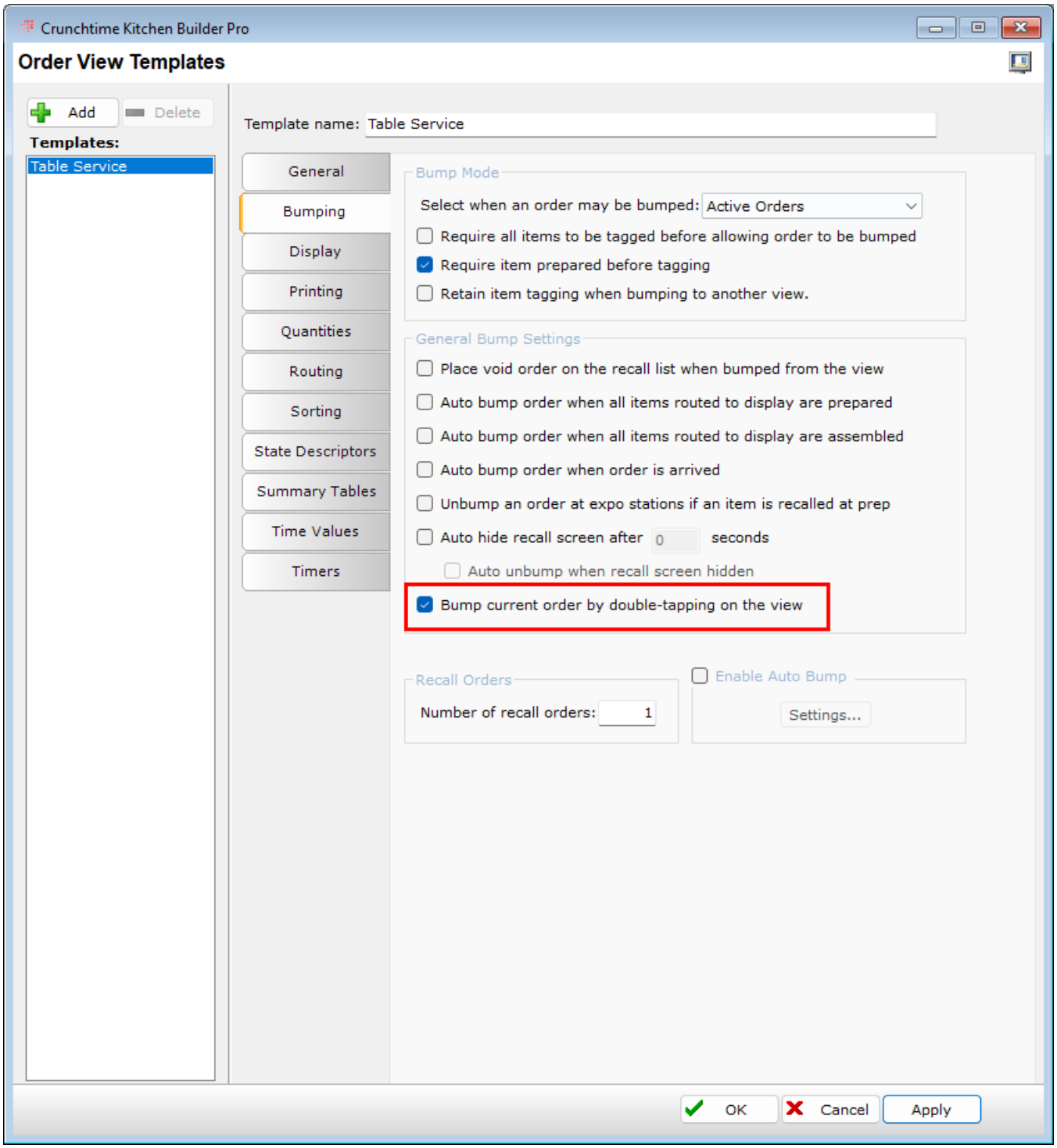
Double-Tap to Bump Setting Added to Kitchen Builder

Users can now bump items and orders by double-tapping directly on a view. This optional feature can help reduce accidental bumps compared with single-tap interactions.

This functionality can be enabled through Item View Templates or Order View Templates in Kitchen Builder.



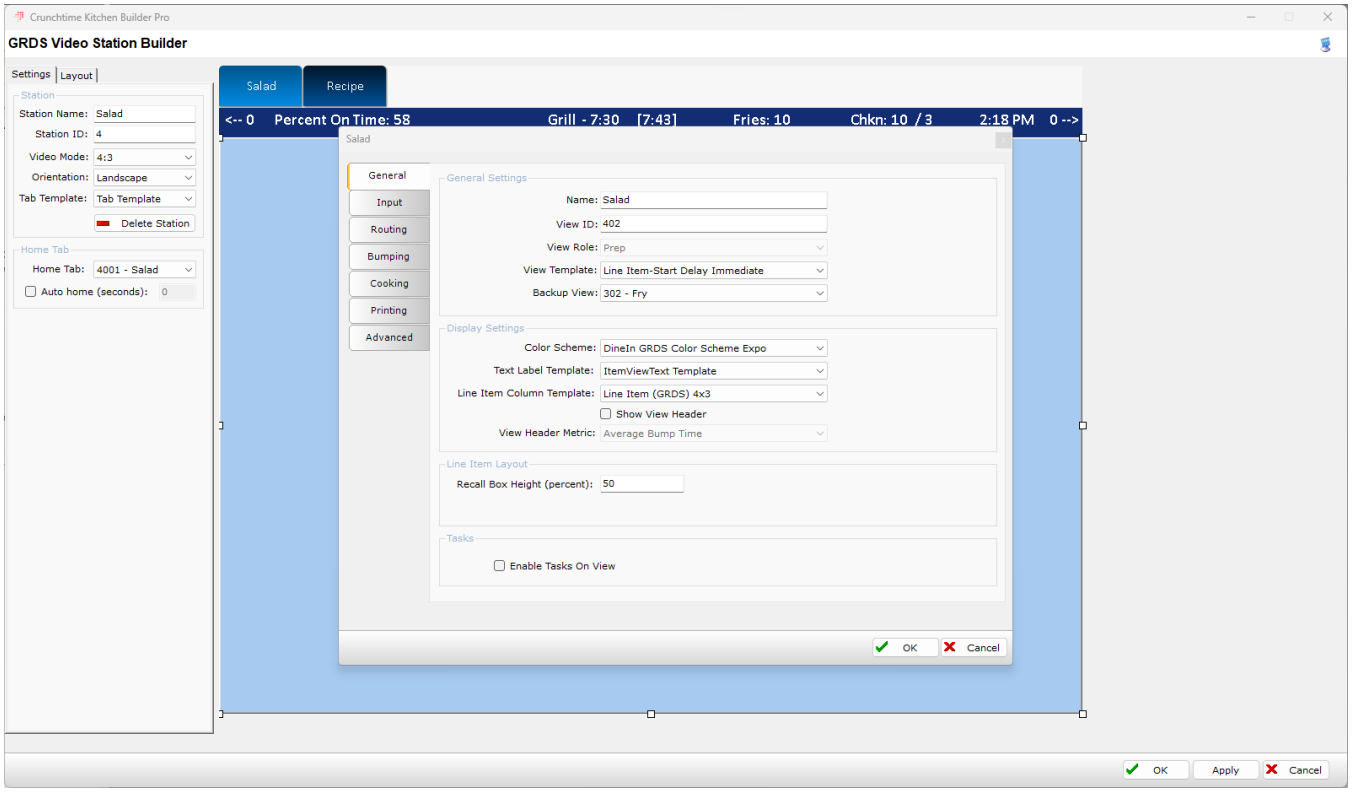
RELEASE


Crunchtime Kitchen Builder Pro
Order View Templates
Add
Delete
Templates:
Table Service
Template name: Table Service
General
Bumping
Display
Printing
Quantities
Routing
Sorting
State Descriptors
Summary Tables
Time Values
Timers
Bump Mode
Select when an order may be bumped: Active Orders
Require all items to be tagged before allowing order to be bumped
Require item prepared before tagging
Retain item tagging when bumping to another view.
General Bump Settings
Place void order on the recall list when bumped from the view
Auto bump order when all items routed to display are prepared
Auto bump order when all items routed to display are assembled
Auto bump order when order is arrived
Unbump an order at expo stations if an item is recalled at prep
Auto hide recall screen after 0 seconds
Auto unbump when recall screen hidden
Bump current order by double-tapping on the view
Recall Orders
Number of recall orders: 1
Enable Auto Bump
Settings...
OK
Cancel
Apply

Support Added for Ops Execution Tasks in Crunchtime Kitchen

This release adds support for interacting with Ops Execution tasks in Crunchtime Kitchen. Tasks are sent from Ops Execution and can be used at the Activity Level, similar to Display Groups and Coursing.

To enable this feature, click the Enable Tasks On View checkbox on a station builder.



Supported interactions include:

- Claim Task
- Task Complete

These interactions write back to Ops Execution to indicate whether the task was claimed, completed, or left unclaimed.



© 2026 Crunchtime - All Rights Reserved

RELEASE

Crunchtime Kitchen 2026.3

Change Destination Base Actions Added

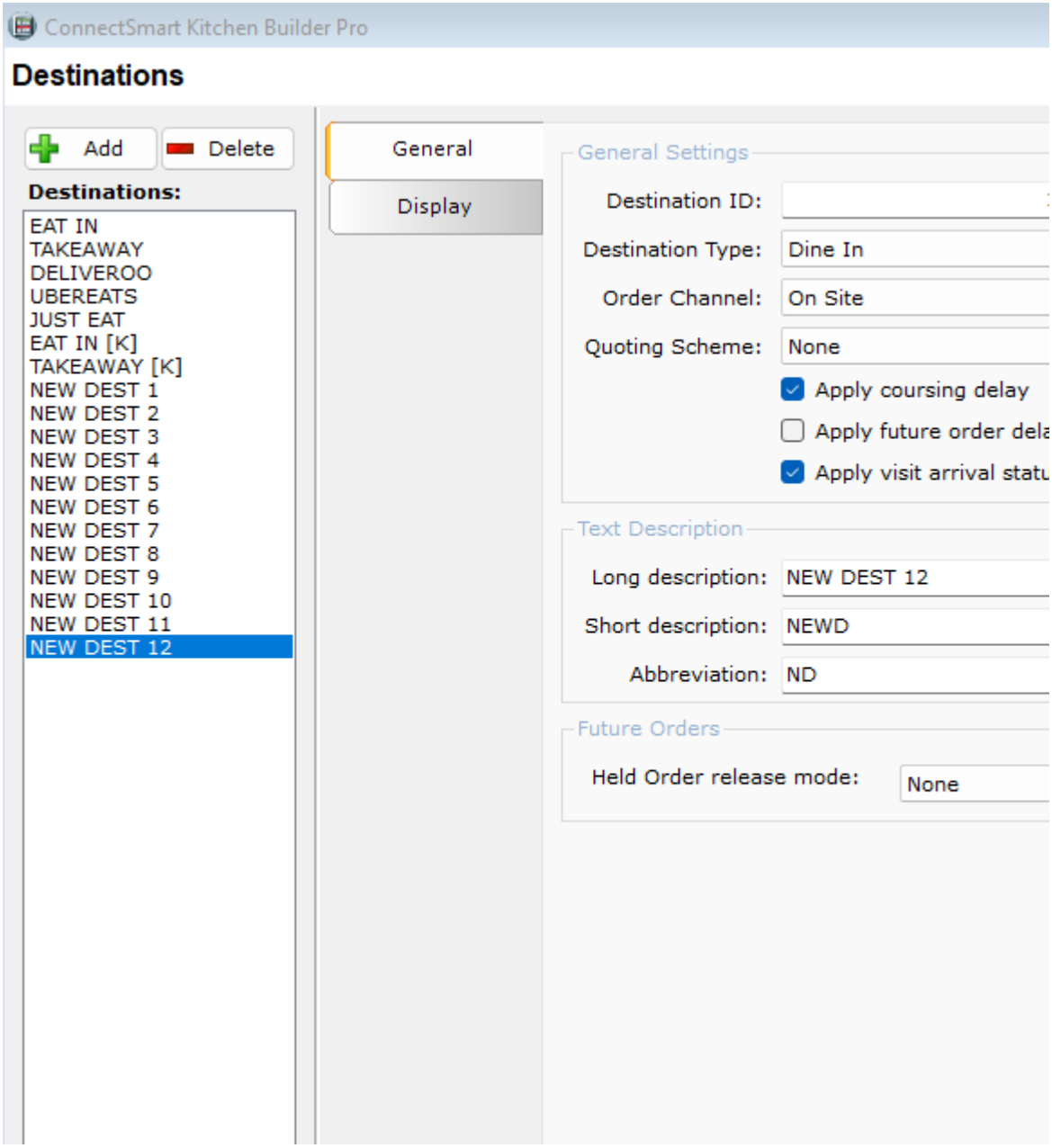
Two base actions – Change Order Destination and Change Course Destination – have been added to Crunchtime Kitchen. These new base actions allow Kitchen staff to change the Destination value assigned to a specific course or an entire check, if necessary, without requiring any action in the POS system. For example, if a restaurant guest orders a dessert but then decides they want it to go, an employee in the kitchen can select the dessert and use the new Change Course Destination action to switch the course from Dine In to To Go. This will change the Destination label on the course, as well as make any font/style/color changes as defined in the store's dataset. If the View Manager setting "Reroute items on views when the destination is changed" is enabled, using the Change Destination base actions can cause items to be rerouted to different views according to configured routing rules.

Selecting an order cell and using either of these base actions will cause a popup to appear. This popup shows a list of all Destinations configured in the user's dataset from Kitchen Builder or Kitchen Portal. The Destination value currently associated with the selected course or order will be highlighted. Users select the new Destination value from this list and hit the check mark to save the change.

The Change Course Destination action will update the Destination value only on the selected course. If the transaction has other courses, either visible on stations or being held in delay, the Destination will not be updated on those courses.

The Change Order Destination action will update the Destination value on all courses for the entire transaction, even courses that are being held in delay. However, if future courses are added to a transaction after Change Order Destination has been used, those courses will maintain whatever Destination value the POS sent for them, unless Change Order Destination is used a second time. In other words, future courses that did not exist in Kitchen at the time the Change Order Destination action was used on their parent transaction will not be automatically updated when they are sent to Kitchen

© 2026 Crunchtime - All Rights Reserved



Note: Both new actions are valid only on order-level views (Fixed Grid or Flex Grid). If Change Course Destination or Change Order Destination is used on an item-level view, an error message will appear to indicate that the function is not supported.

New Command Line Parameters

We've introduced two new parameters to give you more control during setup:

- `/secondary`: Registers the instance as a secondary server.
- `/pm`: Assigns a permanent MAC address.

These parameters can now be used as the 3rd or 4th arguments in **any order**. Additionally, you can now use the `/help` parameter to quickly view all available usage information.

Usage Example:

```
ConnectSmartRegistration.exe {RegistrationCode} Kitchen /pm /secondary
```

© 2026 Crunchtime - All Rights Reserved

RELEASE

ConnectSmart Kitchen 2025.9

Reverse Chronological Sorting Mode Added

Reverse Chronological sorting mode is now available for Order Views in Kitchen Server 2025.9, Kitchen Builder 2025.4, and Kitchen Portal 2025.4. The Reverse Chronological sorting method places the newest orders at the top/left of the screen while moving older orders down/right on the list. This sort method can be useful for Order Ready views, to give the most recently prepared orders the most prominent position on the board.

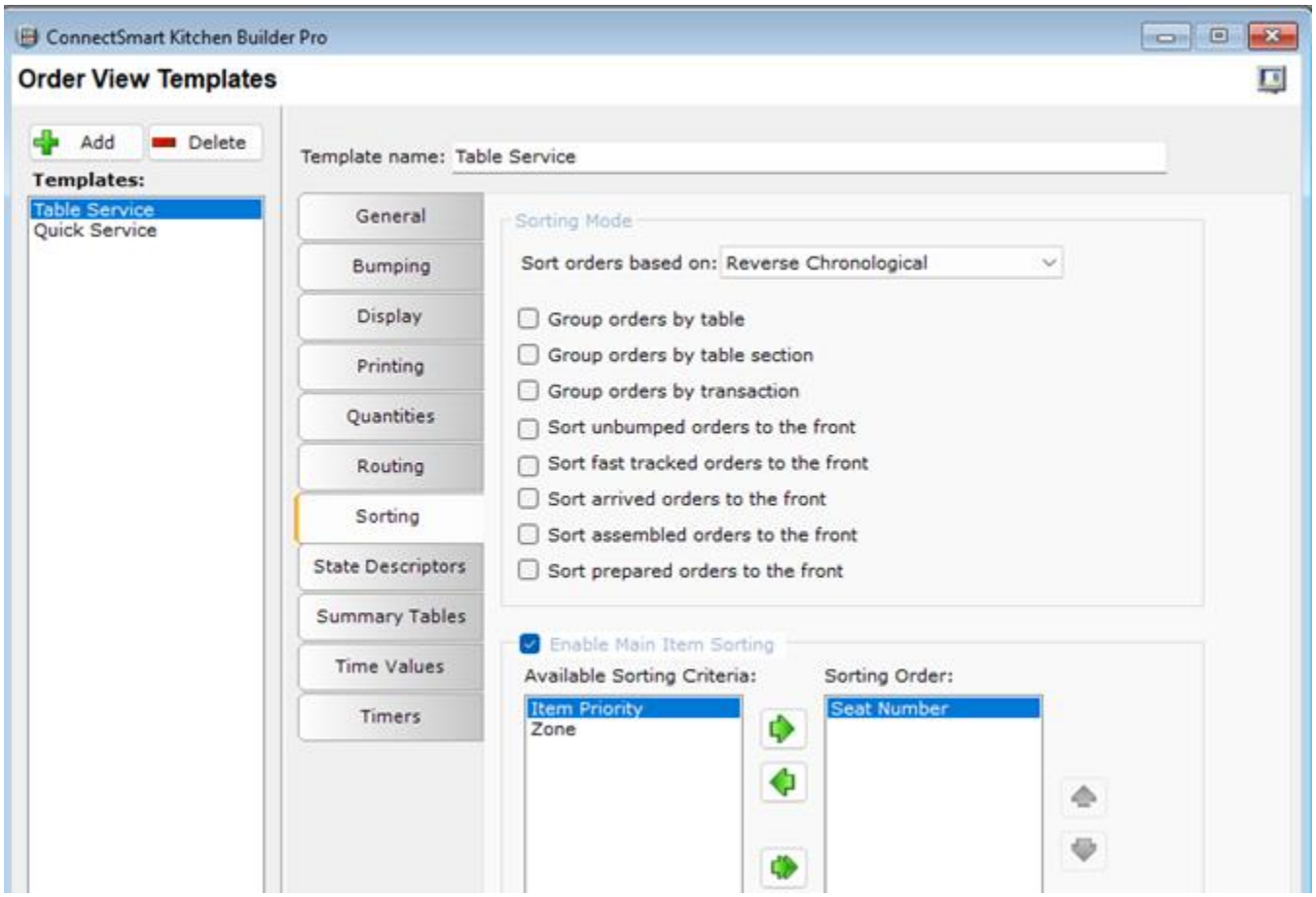
To use the Reverse Chronological sort mode on an Order View, you will need to edit the Order View Template in either Kitchen Builder or Kitchen Portal.

> **Important Note**: Grouping and sorting options cannot be applied when using Reverse Chronological sorting. Grouping options (*by table*, *by table section*, and *by transaction*) and sorting options (*unbumped*, *fast tracked*, *arrived*, *assembled*, and *prepared*) are not supported in Reverse Chronological sorting.

© 2026 Crunchtime - All Rights Reserved

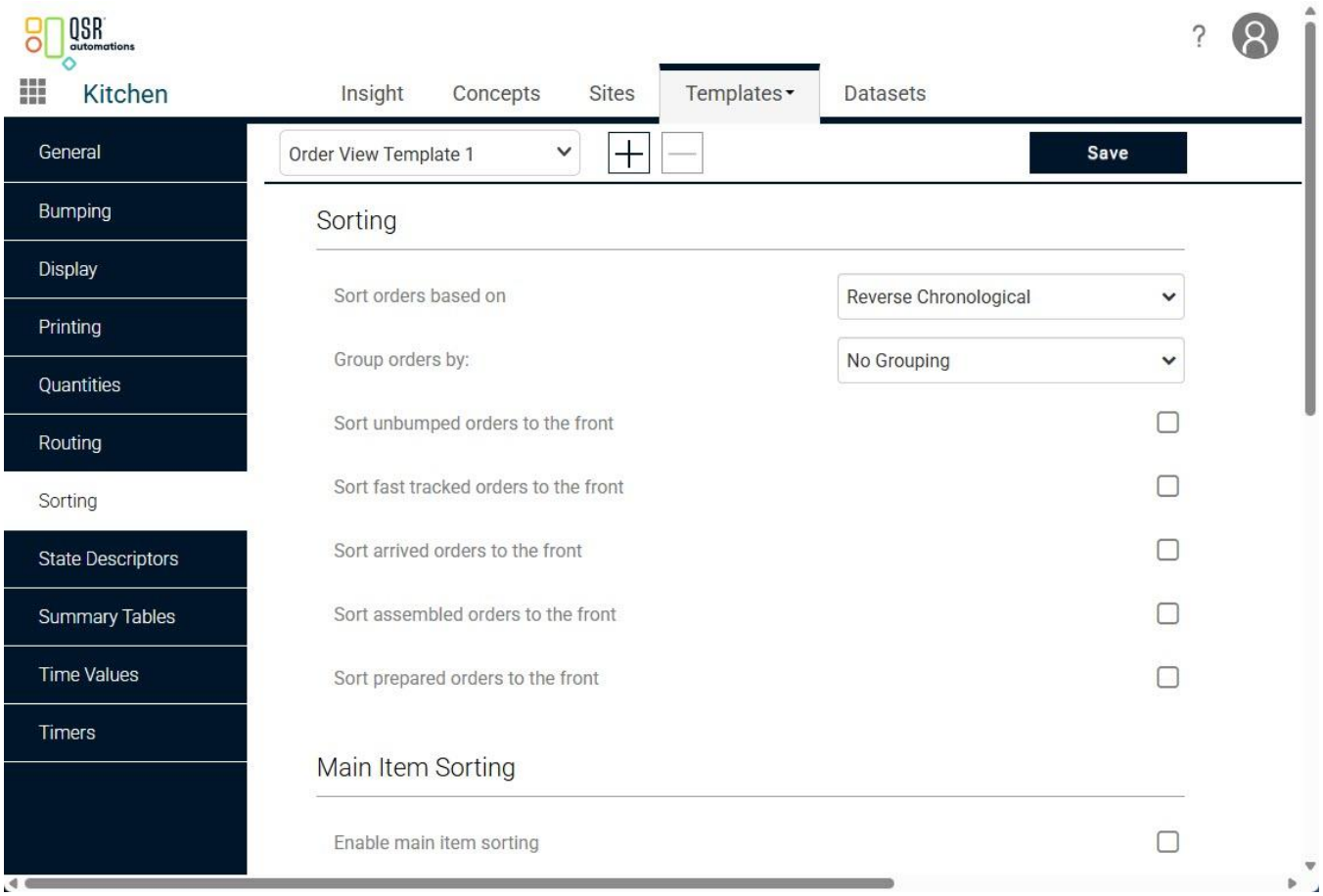
Kitchen Builder

1. Open the Order View Templates form and select the desired template from the list on the left.
2. Navigate to the Sorting tab.
3. Select *Reverse Chronological* from the “Sort orders based on” drop-down box.
4. Click **OK** to save and close the form or **Apply** to save and continue editing the template.



Kitchen Portal

1. Navigate to Templates > Order View Templates > Sorting.
2. Select the desired template from the drop-down box at the top of the page.
3. Select *Reverse Chronological* from the "Sort orders based on" drop-down box.
4. Click **Save** to save your changes.



RELEASE

ConnectSmart Kitchen 2025.8

This release includes bug fixes and minor improvements to enhance overall system stability and performance.

- We corrected an issue with Demand Counters. Due to a time zone-handling issue introduced in 2025.6.1, Demand Counters were incorrectly counting all bin item needs as future/pending items instead of current.
- This release corrects a rounding issue that resulted in some check totals off by .01 cent from the total provided by the POS system. Certain point of sale systems send Kitchen Server currency values as floating-point numbers, which are unreliable for storing currency values.

© 2026 Crunchtime - All Rights Reserved

RELEASE

ConnectSmart Kitchen 2025.7

This release includes several bug fixes and minor improvements to enhance overall system stability and performance.

- We corrected an issue that resolves application crashes currently impacting operations for customers with extremely high-volume meal periods. After applying this update, customers will no longer need to run End of Day (EOD) prior to dinner service to maintain system stability.
- We implemented an enhancement to the registration process. This change allows machines that do not have a valid gateway configured on their network adapters to function as licensed secondary Kitchen Servers. PCs configured this way will remain unregistered and unconnected to QSR's Enterprise services but will properly connect to and support a licensed and registered primary Kitchen Server instance.
- We added functionality to improve Kitchen Console's Transaction table. If a Transaction/Course is deleted from Kitchen using the “Remove” function in Kitchen Console, a message will be written to the KitchenServer.log file indicating removal of the transaction.
- We implemented an internal improvement to how terminal information is handled during merge operations in Coursing Manager.
- We fixed an error that could potentially cause a crash in KitchenServer.
- We corrected a log message dereferencing possible null pointer in XMLCoursingManager.cpp.
- We implemented an enhancement to add database and table names to error messages in QSRBaseDB method calls.
- We have enhanced details reported to CSK Log when a dataset has fatal errors.

© 2026 Crunchtime - All Rights Reserved

RELEASE

ConnectSmart Kitchen 2025.6

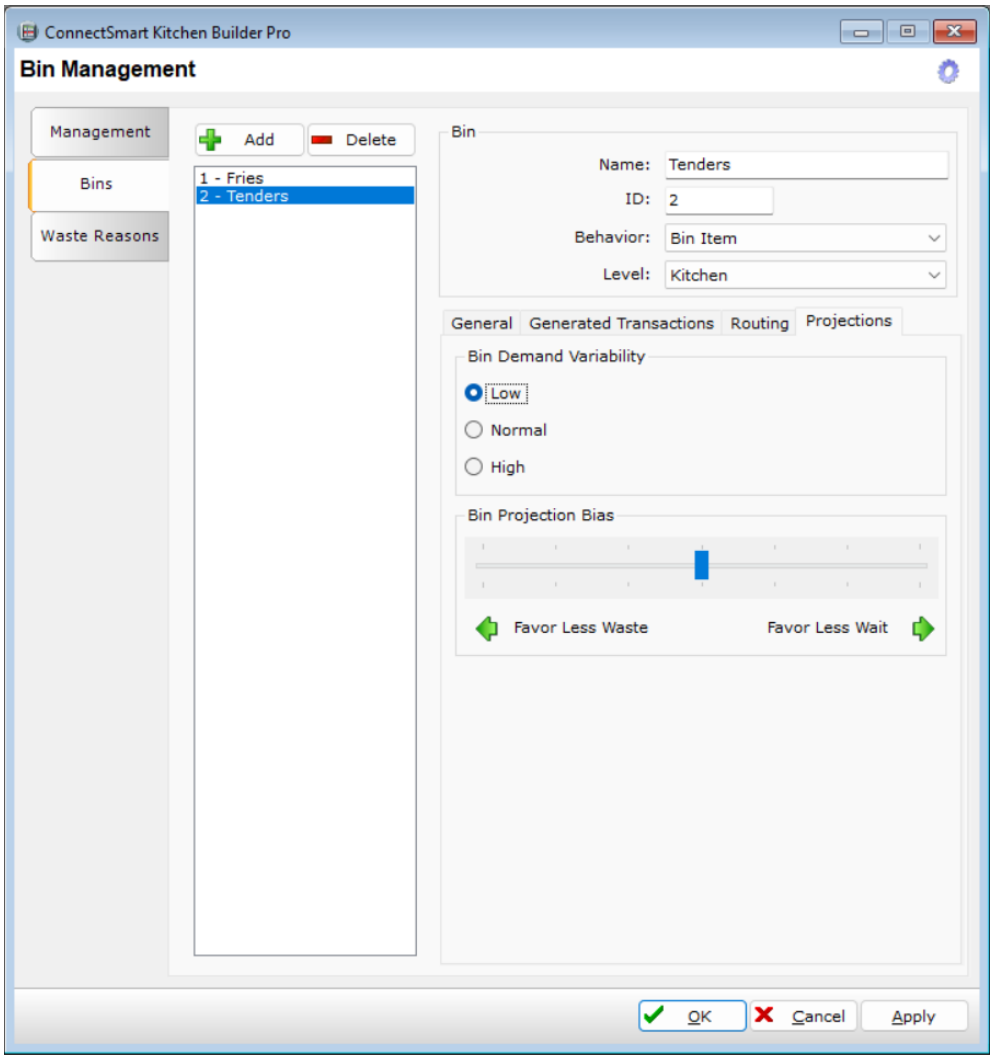
Forecasting Methodology Improved for Bin Items

Kitchen's forecasting methodology for bin items has been updated to provide more accurate usage projections. Additionally, new settings have been added to give users greater control over how projections are calculated.

The overall bin projection algorithm has been improved and now includes a larger window of time surrounding a target forecast period instead of focusing only on historical usage data for that one specific bin period. This allows for better data smoothing and the consideration of sales trends in the periods leading up to and immediately following the target period when creating projections. This generates more consistent projections that are less prone to radical dips and spikes throughout the day.

Users now have the option of impacting system projections by setting a Demand Variability factor for individual bin items. If a bin item tends to have consistent sales throughout the day, users may want to set the Bin Demand Variability value to Low, which increases the range of smoothed data used in calculating projections. For bin items that have highly erratic sales patterns, users can set the Demand Variability to High. This shrinks the data window, allowing projections to vary more rapidly from period to period and better capturing volatile demand in peak usage times.

© 2026 Crunchtime - All Rights Reserved



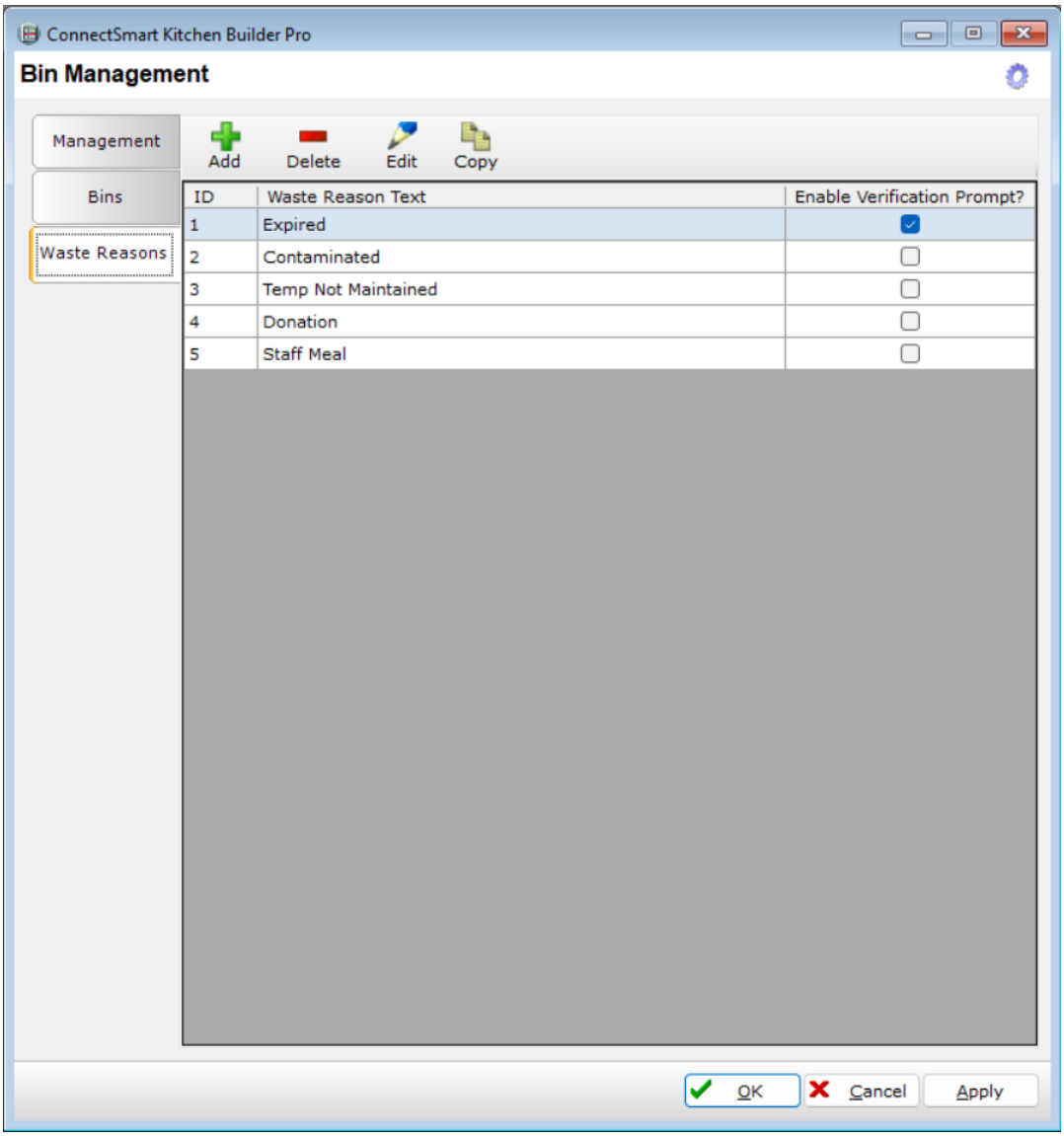
Bin system projections may be further fine-tuned by changing the Bin Projection Bias value for individual bin items. This allows system projections for future days to be automatically increased or reduced based on stocking preferences for the bin item. If you have a particular bin item that you want to ensure is always available, thereby reducing your guests' wait time but risking over-production, you can choose to “Favor Less Wait” on that item. On the other hand, if you want your system projections to be more conservative so that you do not end up with extra product going to waste, you may want to “Favor Less Waste” in your projections.

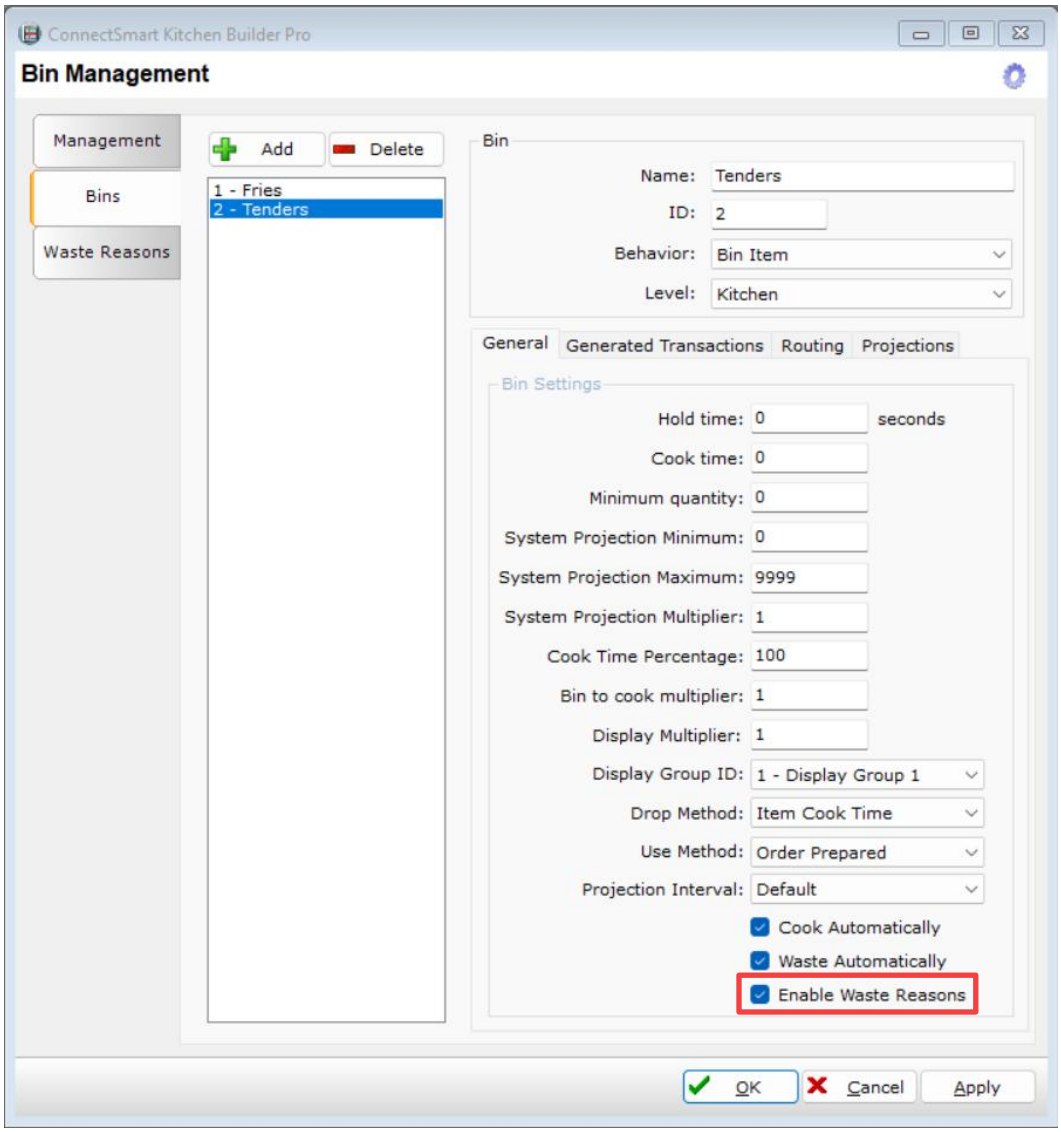
© 2026 Crunchtime - All Rights Reserved

Waste Reasons Added for Bin Items

This build introduces Waste Reasons for bin items. Waste Reasons allow for more granular tracking of waste in the kitchen, to help stores gain insight into not only how many items are wasted in a day, but *why* those items were wasted.

In Kitchen Builder, users may create a list of potential reasons for wasting food from bins and enable this list for specific bin items. When Waste Reasons are enabled for a bin item and a manual Waste action is performed for that bin, the Waste Reasons popup will appear on the kitchen view and prompt staff to select the appropriate Waste Reason. Each Waste Reason may optionally trigger a secondary confirmation popup before proceeding with the Waste action.



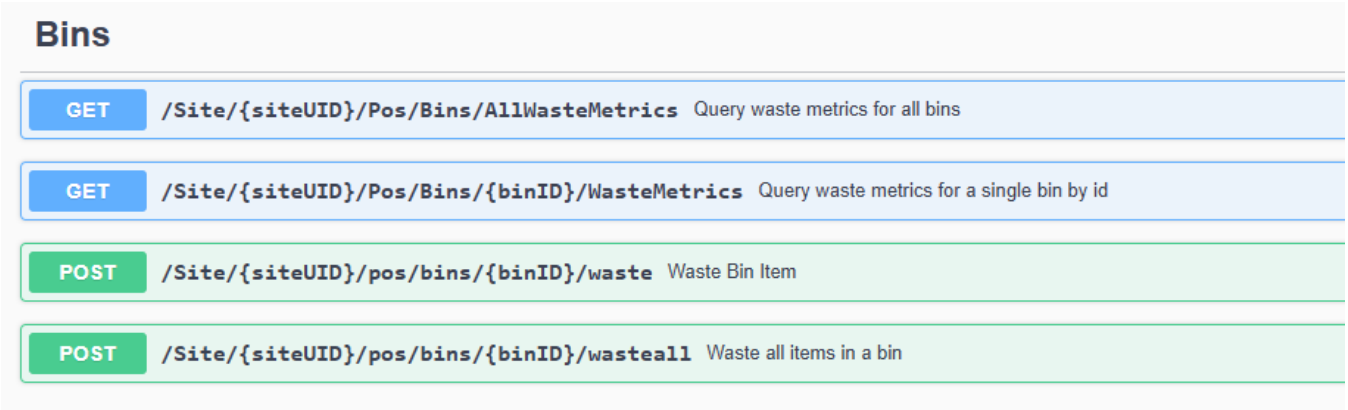

ConnectSmart Kitchen Builder Pro
Bin Management
Management
Bins
Waste Reasons
Add
Delete
1 - Fries
2 - Tenders
Bin
Name: Tenders
ID: 2
Behavior: Bin Item
Level: Kitchen
General
Generated Transactions
Routing
Projections
Bin Settings
Hold time: 0 seconds
Cook time: 0
Minimum quantity: 0
System Projection Minimum: 0
System Projection Maximum: 9999
System Projection Multiplier: 1
Cook Time Percentage: 100
Bin to cook multiplier: 1
Display Multiplier: 1
Display Group ID: 1 - Display Group 1
Drop Method: Item Cook Time
Use Method: Order Prepared
Projection Interval: Default
Cook Automatically
Waste Automatically
Enable Waste Reasons
OK
Cancel
Apply



New Bins Endpoints Added to Local KitcherServer POS API

New Bins endpoints have been added to the local KitchenServer POS API. With these endpoints, users can retrieve bin waste data for specific bin items or all bin items. Additionally, users can post Waste actions through the API to trigger these actions externally.

The Bins endpoints are part of the QsrPosAPI and follow the structure /Site/{siteUID}/Pos/Bins/. These endpoints can be viewed in greater detail and tested using the QSR Point of Sale API Swagger page available through Kitchen Console.



There are two GET endpoints: one for retrieving waste metrics for a specific bin item, and one for pulling the waste metrics for all bin items at a store. These endpoints return all waste data, including Waste Reasons (as applicable), since the last End of Day processing occurred.

There are two POST endpoints: one for wasting a specific amount from a given bin, and one for wasting all expired items from a bin. Waste Reasons can optionally be supplied on either call.

© 2026 Crunchtime - All Rights Reserved

Bin Waste Events Supported Through the Local Kitchen Events Service

Bin Waste events are now supported through the local Kitchen Events Service. Users need a custom key to subscribe to this service, and that key can be upgraded to receive Waste events when they occur.

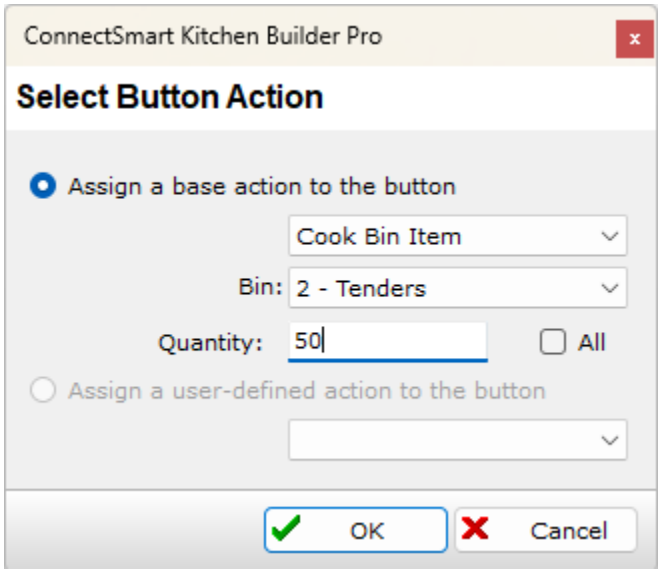
Blank Number Entry Fields Added to Bin Action Pop-Up Forms

Bin action pop-up forms now have blank number entry fields by default, saving time and eliminating unnecessary steps when using these actions in the kitchen.

© 2026 Crunchtime - All Rights Reserved

Free-Form Number Entry Available for Bin Base Actions Quantity Fields

In Kitchen Builder, bin base actions that require a specific quantity value, such as Cook Bin Item or Waste Bin Item, now allow for free-form number entry. This greatly increases the flexibility of these actions by increasing the maximum quantity supported from 20 to 999.



DisplayClient Bug Fixed

This version of KitchenServer addresses an issue where text elements in DisplayClients were sometimes getting clipped, even when there was ample space to display the full text.

Fix for Tab Notifications Appearing When Disabled

In the previous version of CSK, tab notifications were displaying for orders held in delay even when all tab notifications were disabled for a view. This has been fixed in CSK Server 2025.6.

Resolved Issue with Duplicate Printer View IDs

This build fixes an issue in Kitchen Builder where the application was not properly validating View IDs for Printer Views and allowed multiple views to have the same View ID in certain scenarios.

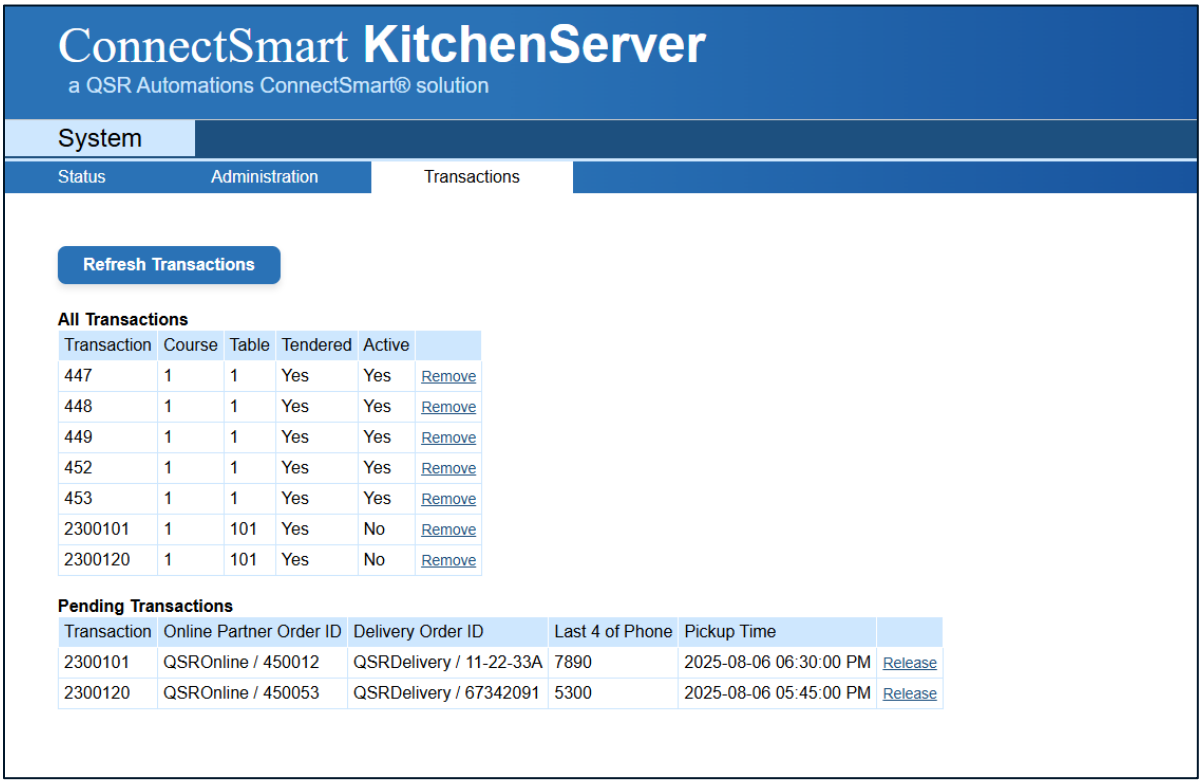
© 2026 Crunchtime - All Rights Reserved

ConnectSmart Kitchen 2025.5

Pending Transactions Table in Kitchen Console

A new Pending Transactions table has been added to Kitchen Console. This table contains future orders that have not yet been released to KitchenServer, as well as additional information to help quickly and easily identify these orders when a customer or delivery driver arrives to retrieve them. The Pending Transactions table contains the POS/QSR transaction number, as well as the delivery or online order partner name and number (if available), the last four digits of the phone number associated with the order, and the scheduled pickup time. There is also a Release option to the right of each pending order that will immediately release the order to Kitchen views, even if the scheduled pickup time is still well in the future. This can be useful if a patron arrives early to pick up their order.

The transactions in this table also appear in the "All Transactions" table but are only identified by their POS/QSR transaction number in that table. Once a transaction is no longer pending, either having been released based on pickup time or using the Release button in Kitchen Console, it will be removed from the Pending Transactions table but will continue to display in the All Transactions table until it is no longer active in Kitchen. Pending transactions can be deleted using the Remove function in the All Transactions table, at which point they will disappear from both transactions tables in Kitchen Console and will never be released to Kitchen views.



To view the Pending Transactions table, use either of the following methods to access Kitchen Console:

1. If ConnectSmart KitchenServer is running as a process, right-click on the icon in the system tray and select the Kitchen Console option in the popup menu. Kitchen Console will open in your default browser.
2. If ConnectSmart KitchenServer is running as a service, open a browser window on a machine that has line of sight to KitchenServer. Type the URL http://10.10.1.1:32768/KitchenConsole/KitchenConsole.html, substituting KitchenServer's IP address.

Note: Kitchen Console can only be accessed when KitchenServer is operational. If using redundancy, a URL containing either the primary or secondary's IP address will redirect to the active instance's IP.

3. Once Kitchen Console opens, click on the System tab, then click Transactions. The All Transactions and Pending Transactions tables will now be visible.

Additionally, a new Refresh Transactions button has been added to the Transactions page in Kitchen Console, so that updates to the transactions tables can be seen more easily.

Current Demand Counter Issue Fixed

This version addresses an issue with Current Demand Counters. These counters previously did not increment for Add-On Items when Coursing was enabled unless an additional total or tender message was received, but the counters will now perform correctly without the second total or tender.

Set Quantity of Items to 0 When Order is Canceled

When canceling an order, the quantity for all items within the order will now be set to 0. Previously, canceling an order would also cancel that order's items, but would not set their quantity to 0, which could cause confusion on printed receipts.

Automatic Course Completion More Compatible with Future Orders

Automatic Course Completion will now work properly on future orders. In earlier versions, orders with a pickup time in the future for which Kitchen does not receive a Payment State would not be automatically tendered until their pickup time. As of 2025.5, these orders will be auto-tendered as soon as the Automatic Course Completion threshold has elapsed but will still be held in delay as appropriate.

© 2026 Crunchtime - All Rights Reserved

Activity Level Order Rerouting Bug Fixed

An issue with orders not properly rerouting if the view type they were routed to in the previous Activity Level does not exist in the new Activity Level has been repaired. Previously, if an order was routed to an Assembler station in Activity Level 1 but all order-level views in Activity Level 2 were Expeditor types, the order was not properly rerouted upon changing to Activity Level 2. This has now been fixed, and orders will be properly rerouted during Activity Level changes regardless of view types.

© 2026 Crunchtime - All Rights Reserved

RELEASE

ConnectSmart Kitchen 2025.4

Bump-to Routing Issue Fixed

This release fixes an issue with bump-to routing of items after a station has gone offline. Bump-to routing will now work successfully on views that previously routed other items from the same course, then the station went offline and had those items re-routed to backup views. When the station comes back online, it will accept additional items from the same order via bump-to routing.

Item Index Exclusions Added to ConnectSmart Kitchen Builder

Users can now configure ConnectSmart KitchenServer to exclude items matching selected Routing Categories from Kitchen-level Item Index totals on printed receipts. A new tab labeled “Item Indexing” has been added to the Transaction Manager in ConnectSmart Builder Pro. By selecting and saving one or more Routing Categories under **Exclude items matching these Routing Categories from Kitchen index counts**, certain items can be excluded in the total item count when using the Kitchen level Item Index Scope on receipts. This can be useful if you have routable items for which you do not print receipts, such as merchandise or customer information sent as food items.

Dashboard Views Now Support Pop-Up Forms

Dashboard views can now support pop-up forms and any associated user actions. Previously, ConnectSmart KitchenServer users could not trigger pop-up forms on stations that were exclusively dashboard views. For example, a Bin station where the
entire station is a dashboard view containing bin metrics can now support associated user actions via pop-up forms.

Delete User Projections in Bin Editor

Users can now delete User Projections in Bin Editor, either individually or in groups. This can be done by selecting one or more User Projection cells within Bin Editor (or selecting the entire screen if you want to remove all User Projections) and clicking the Clear button under Clear Selected User Projections. A pop-up form allows the user to select additional days of the week for which to clear User Projections.

© 2026 Crunchtime - All Rights Reserved

New Setting Added to Bin Editor

A new setting has been added to the bottom of the Bin Editor application to allow users to specify whether User Projections added in Bin Editor should be carried forward to subsequent weeks. Currently, when a User Projection is added for Tuesday at 5pm, for example, that User Projection will remain in place for 5pm on Tuesdays in perpetuity. If you'd like your User Projections to only apply to a specific calendar date, you can enable the new setting labeled **Do not carry forward User Projections to subsequent weeks** and select Save.

Win32 DisplayClient Now Recognizes QSR Elo I-Series 2 Devices

Win32 DisplayClient will now recognize the QSR Elo I-Series 2 device as QSR hardware and the display name as "QSR Elo I-Series" on splash screens.

ConnectSmart Kitchen Server Packaged with Latest Android DisplayClient Version

ConnectSmart KitchenServer 2025.4 comes packaged with the latest Android DisplayClient version 2025.2.4.

ConnectSmart Kitchen 2025.3

Bin Item Forecasts Update

When calculating bin item forecasts for upcoming days, ConnectSmart KitchenServer will exclude from consideration any days within the bin history where the Used value is zero for all bin items across the entire day. The implication of not selling any bin items for an entire day is that the store was closed that day; whether this closure was planned or unplanned, it is unlikely the store wants abnormal data included in future projections, as it could negatively impact bin forecast accuracy.

New Log Messages Added to Kitchen Server

New log messages have been added to KitchenServer.log to track when items and orders are rerouted due to an Activity Level change. These are trouble-shooting messages to help users follow the logic when an item or order is routed in an unexpected way and allow for updating the dataset to ensure items and orders are being correctly routed during Activity Level changes. These log messages are at the Verbose level so will be hidden in most traditional configurations. For help enabling the Verbose log level, please contact QSR Support. Examples of these new log messages are:
CViewManager::routeCourseFromPreviousLevel,Activity Level Change Caused Course Re-Route: Transaction Number 253, Course Number 1, View Role Expediter, Original View 103, Destination View ID 302
CViewManager::routeCourseFromPreviousLevel,Activity Level Change Caused Item Re-Route: Transaction Number 253, Course Number 1, Item Number 1, View Role Prep, Original View 202, Destination View ID 402

Future Order Delay Bug Fix

Kitchen Server allows users to enable Future Order Delay for specific Destinations, meaning that Dine-In Destinations could opt out of delaying future orders, so that all in-store orders are released to the kitchen immediately, while To-Go Destinations could be configured to use Future Order Delay and hold orders until it's time to start cooking them ahead of their scheduled pickup time. In previous versions of Kitchen Server, if an order was submitted with a Destination that has Future Order Delay enabled and was being held pending a specific pickup time, when that order's Destination was updated to one that was *not* using Future Order Delay, the order continued to be held in delay. As of version 2025.3, Kitchen Server has been updated to release an order immediately if the order's Destination is changed from one with Future Order Delay enabled to one with Future Order Delay disabled.

> **Note**: The reverse of this is not true. If an order with a later pickup time has already been released to Kitchen stations, and that order's Destination is updated to one that is using Future Order Delay, the order will NOT be removed from views and placed into delay.

© 2026 Crunchtime - All Rights Reserved

Forecast Prep Time Bug Fix

ConnectSmart KitchenServer version 2025.3 fixes an issue where an item's forecast prep time on a view was not being properly calculated in specific circumstances when the item was bump-to routed to another view. Due to the forecast prep time not being correct on the view, the item was also not lapsing into Priority or Rush status at the right times. In previous versions of KitchenServer, this situation occurred when a child item with a longer cook time than its parent was bump-to routed to a second item view, but that has been corrected in 2025.3.

Kitchen Console Transaction Removal Bug Fix

The 2025.3 version of ConnectSmart KitchenServer corrects a problem that was preventing users from removing transactions with transaction numbers over 16 digits long using Kitchen Console. The Transactions table in Kitchen Console would properly display the correct transaction number, but when selecting the Remove option, the confirmation popup would show an incorrect transaction number if that number was over 16 digits in length and failed to remove the transaction from Kitchen. This has now been corrected so that Kitchen Console can be used to remove transactions with numbers that are longer than 16 digits.

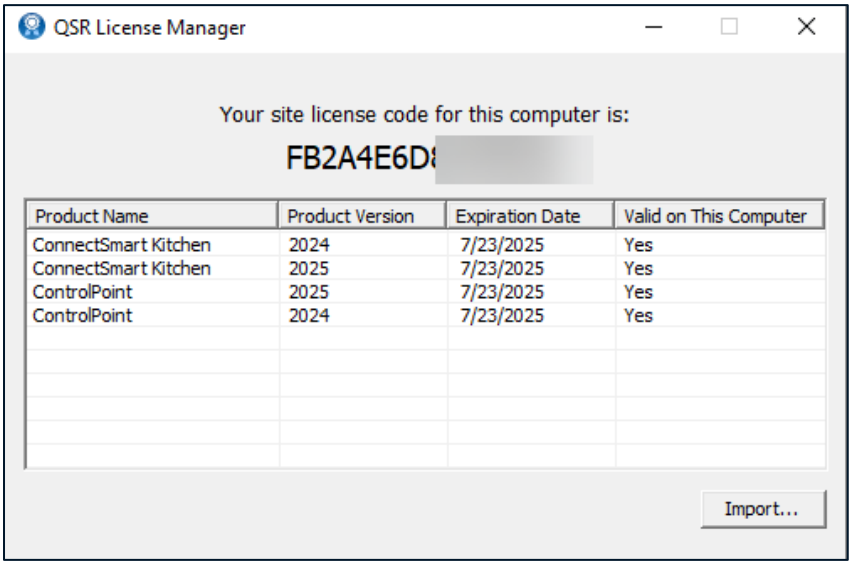
© 2026 Crunchtime - All Rights Reserved

ConnectSmart Kitchen 2025.2

Note: Upgrading from 2024.7 to 2025.1 represents a major version upgrade and requires a new license, while upgrading from 2025.1 to 2025.2 is a minor version upgrade and does not require a new license.

When upgrading from one major version to a newer version, please send an email in advance of the update to Validation@qsrautomations.com with site name, the site's physical address, site license code, and versions needed.

Note: The site license code is viewable in the QSR License Manager and is a series of numbers and letters.



Note: 2025.2 includes all 2025.1 enhancements.

Pending Transactions Bug Fix

In ConnectSmart Kitchen Server 2025.2, a fix has been implemented to ensure pending transactions that were initially sent with no valid courses are properly reprocessed when additional information arrives later or disposed of appropriately if no valid courses are received before the Order Disposal Time Threshold elapses.

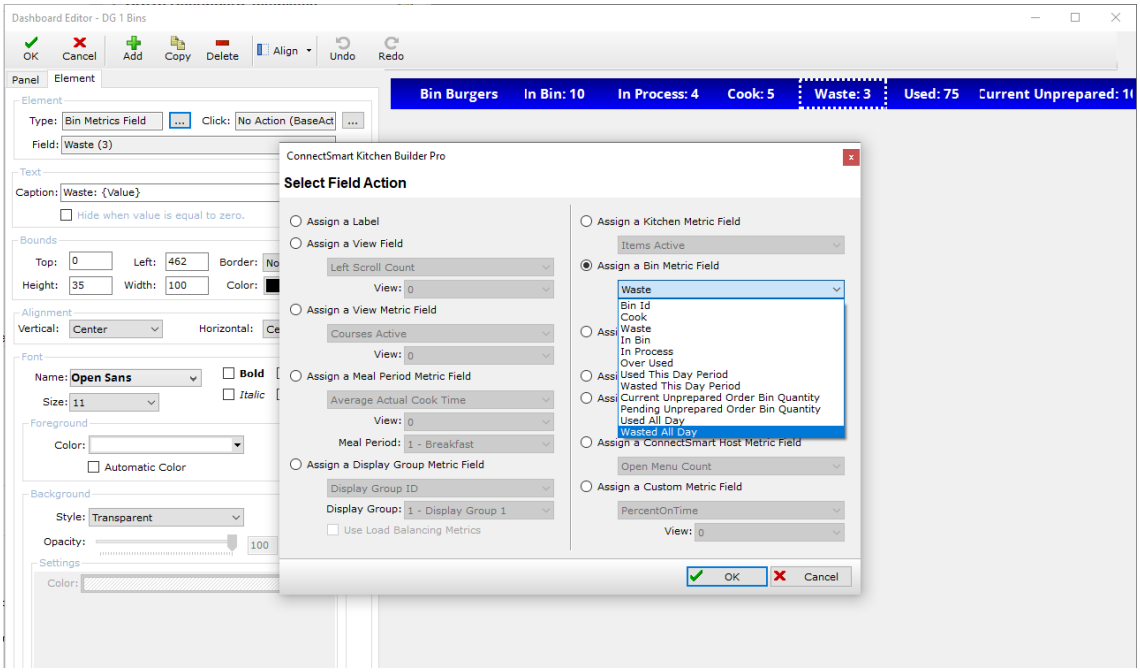
ConnectSmart Kitchen 2025.1

Wasted All Day Bin Metric Field Added

A new Bin Metric field called “Wasted All Day” has been added for use on dashboards within ConnectSmart Kitchen. This metric tallies the total number of items that have been wasted for a specified bin since the beginning of the business day. This value resets during End of Day processing.

To configure the Wasted All Day Bin Metric field on a dashboard:

1. Navigate to Kitchen Builder and open the GRDS Dashboard Templates (or RDS Dashboard Templates) form.
2. Create a new dashboard or select an existing one and click **Edit**. Add new or select an existing element.
3. Click the three dots to the right of the Type field to open the Select Field Action popup.
4. Select the radio button next to Assign a Bin Metric Field and choose **Wasted All Day** from the dropdown.
5. Select the desired Bin from the corresponding Bin ID dropdown.



6. Click **OK** to save and close the Select Field Action popup.
7. Configure the caption, font, and color elements as desired in the Dashboard Editor. When finished, click **OK** to save and close this form. Once you are done editing dashboards, click **OK** to save and close the GRDS or RDS Dashboard Templates form.

© 2026 Crunchtime - All Rights Reserved

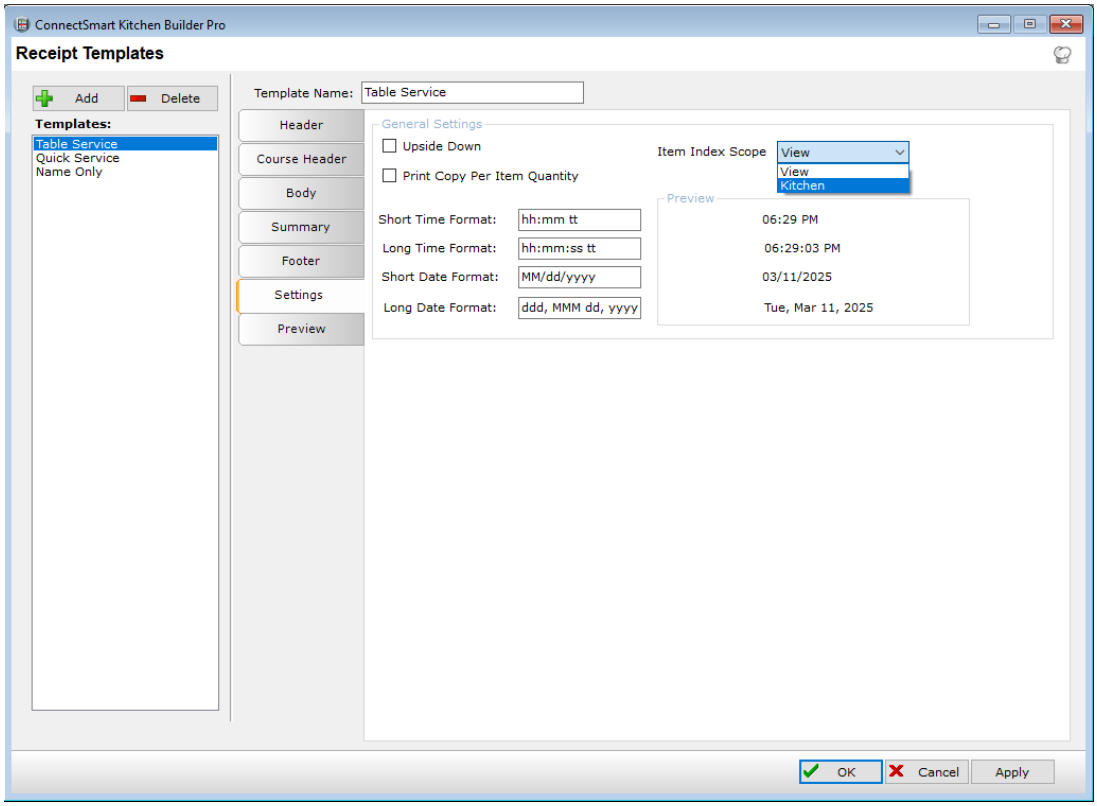
Kitchen Index Scope Available Independent of OneTimePrint Settings

The Kitchen Item Index scope on receipts now works independent of the OneTimePrint settings. In previous versions of KitchenServer, Kitchen-level Item Indexing could only be used when employing OneTimePrint settings, but as of 2025.1, the Kitchen scope for Item Indexing will function even if OneTimePrint is not enabled.

Using the Kitchen scope for Item Indexing allows users to have the total item count for the entire order be reflected in the Item Index field on a receipt, even if not all the items included in that total are printed at the same printer. For example, a store may have two printers and be dividing order items between them. An order with 5 items may have 3 items sent to Printer 1 and 2 items sent to Printer 2. If using Item Indexing with the scope set to View, the receipts from Printer 1 will say “Item x of 3” and the receipts from Printer 2 will say “Item x of 2.” If the Kitchen Item Index is used, then all receipts from both printers will say “Item x of 5.”

To configure the Item Index scope:

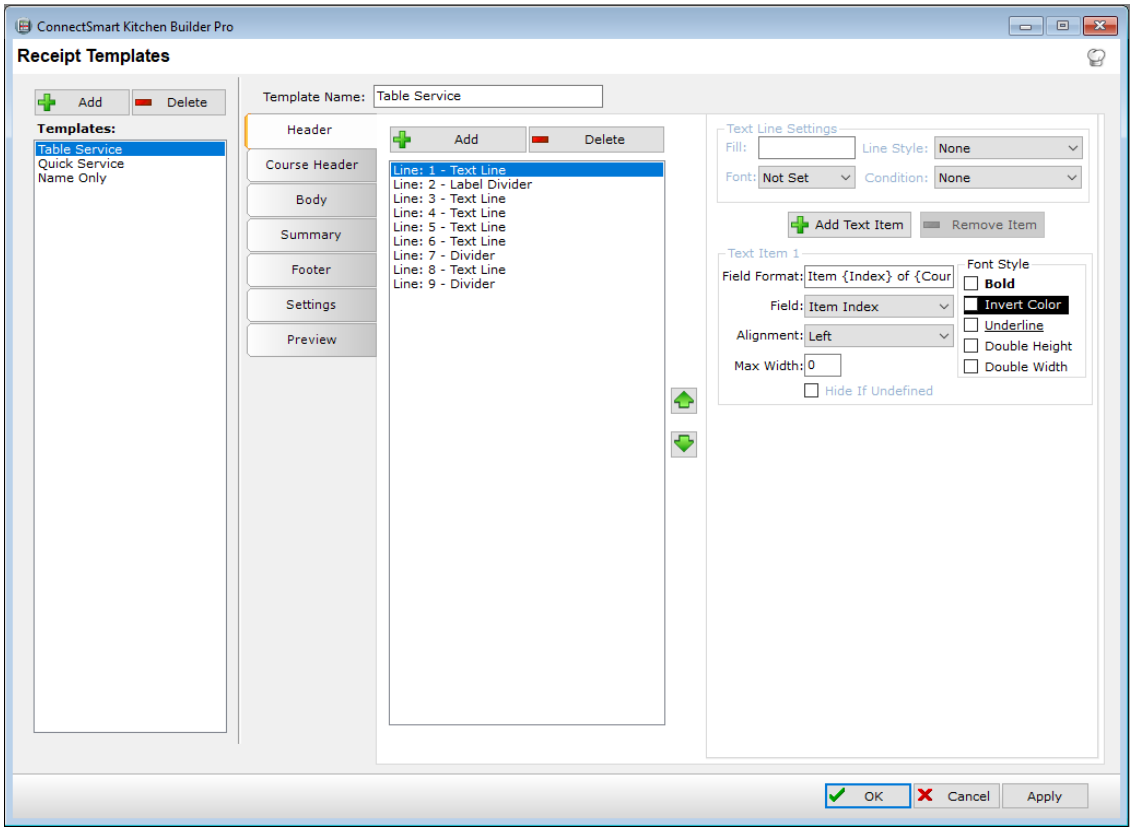
1. Navigate to Kitchen Builder and open the Receipt Templates form.
2. Select the template you’d like to edit, and click on the Settings tab.
3. Select Kitchen from the Item Index drop-down box.



4. Click **OK** to save and close the Receipt Templates form or click **Apply** to save while leaving the form open.

For the Item Index to be seen on a receipt, the Item Index field must be defined in either the Header or Footer of the Receipt Template.

1. Navigate to the Header or Footer tab (depending on whether you'd like the Item Index to appear at the top or bottom of the receipt), and click Add to create a new row for the Item Index (you may also add the Item Index field to an existing row if preferred).
2. For the Element Type, select either Text Line or Label Divider.
3. In the Field dropdown for a Text Item on the selected row, choose Item Index. The Field Format will automatically populate with the default format that will yield "Item x of n," where n is the total item count and x is the individual item's position in the index. This field may be edited if you'd like the printed text to read in a different fashion, but {Index} and {Count} must be included for the item position and total count to be properly displayed.



4. Configure the Alignment, Font Style, Line Style, and Conditions you'd like to apply to the row. When finished, click **OK** to save and close Receipt Templates or click **Apply** to save without closing the form.

2025.1 Version of Windows DisplayClient Available

The 2025.1 version of ConnectSmart KitchenServer comes packaged with a 2025.1 version of the Windows DisplayClient. This version of DisplayClient resolves a bug where users would encounter a black screen if a Recipe or Web tab was the home tab for a station. With DisplayClient 2025.1, using a Web or Recipe tab as the home tab will no longer be an issue.

Updated Version of SQLite Available

As of 2025.1, QSR has updated the version of SQLite used by ConnectSmart Kitchen applications. When installing ConnectSmart KitchenServer version 2025.1 or later, the installer will scan for existing, active Kitchen database files and automatically convert those into the new format. Beginning with 2025.1, all Kitchen database files will have "-v2" appended to the standard filename; for example, "SpeedOfService.db" becomes "SpeedOfService-v2.db."

> **Important Note**: If using the local Report Viewer application, it is imperative to update both ConnectSmart KitchenServer and Report Viewer to 2025.1 at the same time. Report Viewer versions older than 2025.1 will not be able to read the v2 databases; likewise, Report Viewer 2025.1 and later will not be able to read the older v1 databases.

Updated Error Messaging in Kitchen Server

ConnectSmart KitchenServer will now properly log the reason for shutting down if the service cannot start successfully due to a missing or corrupt license file. The following log message will appear in the KitchenServer.log file if the service is forced to shut down because it cannot find a license file:

Critical,ValidationKitchenServerState.cpp,147,CValidationKitchenServerState::OnEnterpriseCheckInEvent,A valid kitchen server product license could not be found. Kitchen Server will not be started

In earlier versions of KitchenServer, this message was only being logged when KitchenServer was running as a process, but not when it ran as a service. This has been updated in version 2025.1 so that the message will be logged regardless of whether KitchenServer is running as a process or a service.

Version 2025.1 Available for Kitchen Server Applications

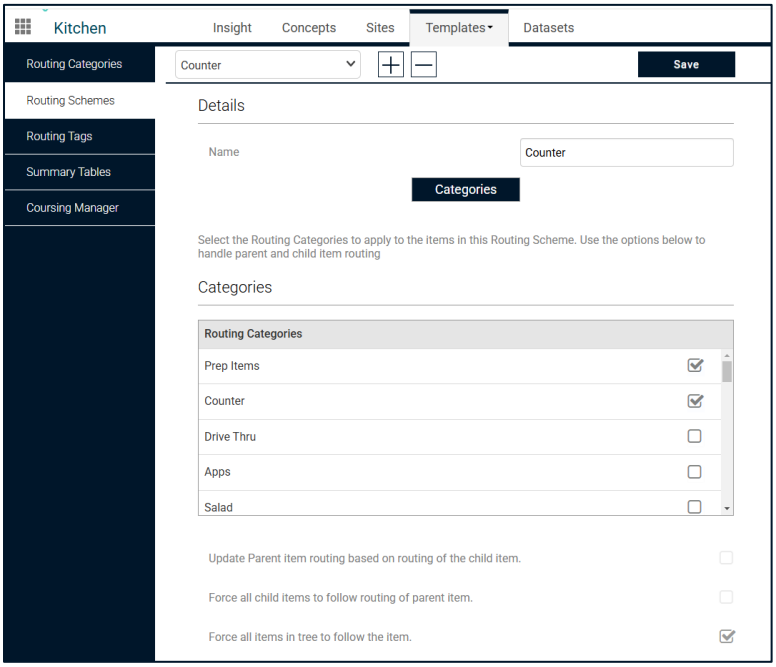
ConnectSmart KitchenServer 2025.1 comes packaged with the 2025.1 versions of the ConnectSmart Network Configuration utility, ConnectSmart Registration utility, and QSR License Manager. All these applications have been updated to support 2025 licenses for all ConnectSmart products. Please note that upgrading to a 2025 version of ConnectSmart Kitchen will also require updating to a 2025 license.

Routing Updates in Kitchen Portal

In Kitchen Portal, on the Routing > Routing Schemes page, there are three derivative routing options that can be selected under the Routing Category selection box. These options allow users to derive an item's routing based on its relationship to another item that matches the selected Routing Category. For example, a restaurant might have a Burger item that comes with a child item of Fries. The store may configure a Grill routing category that the Burger item matches while the Fries item does not, but they might want the child item of Fries to display on the Grill station view for ease of plating/packaging. In that case, the store can set up a Routing Scheme that includes the Grill routing category and enable the derivate routing option **Force all child items to follow routing of parent item**. That way, any child item of Burger will "follow" it to the Grill station, even if it does not directly match the routing applied to that station.

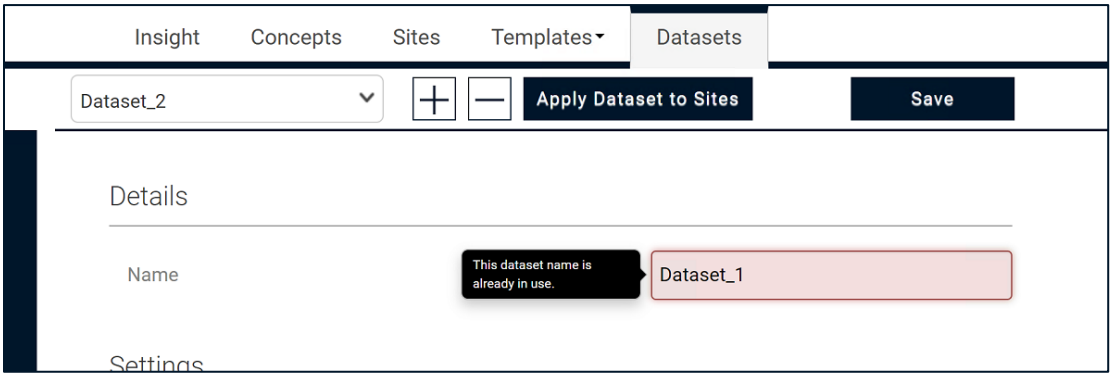
The other two derivative routing options, **Update Parent item routing based on routing of child item** and **Force all items in tree to follow the item**, work similarly, forcing either the parent to follow the child or forcing everything in the entire item tree (including grandparent/grandchild items) to come along with the item that matches the Routing Scheme.

Previously, Kitchen Portal allowed users to enable all three derivative routing options at the same time, which can cause confusion. Kitchen Portal has now been updated so that if either the "Follow Parent" or "Follow Child" option is selected, the "Force all items in tree" option will become unavailable. Conversely, if "Force all items in tree" is selected, then the Parent and Child options will both become unavailable. This mirrors the restrictions that have long been in place on the Routing Schemes form in Kitchen Builder.



Dataset and Template Naming Updates in Kitchen Portal

Kitchen Portal will no longer allow users to have multiple datasets or templates with the same name. Previously, users were able to create a new dataset or template and give it the same name as an existing dataset or template, which could lead to confusion. Now, users will see an error message if they attempt to save a dataset or template with a name that is already in use.



It is important to note that while no two datasets may have the same name, and no two of the same type of template can have the same name, a template may have the same name as a different type of template or as a dataset. For example, if an Operational template is named “My Dataset,” no other Operational template can have the name “My Dataset.” However, the name “My Dataset” could still be used on the corresponding Transaction Manager or Routing template, as well as be used as the overall dataset name. This can be useful if you’d like all elements of a dataset to be named similarly, to help keep track of which templates belong to which datasets.

© 2026 Crunchtime - All Rights Reserved

RELEASE

ConnectSmart Kitchen 2024.7

Waiting for Paper Removal Printer Status Added

Kitchen Server now recognizes a new printer status, **Waiting for Paper Removal**. Many liner-free compatible thermal label printers have a Paper Removal Sensor which prevents a second label from being printed until the previous one has been removed by the user. If Kitchen Server determines a printer is in this state, a corresponding message will be written to the KitchenServer.log file.

Data Retention Within QsrLogs.db File Is Capped at One Day

The QsrLogs.db file, which collects messages from Android DisplayClients, has been updated to start fresh every time End of Day processing occurs. The information contained in the database prior to End of Day processing will be archived in a separate database, and then the QsrLogs.db file will begin anew after EOD processing is complete.

Android DisplayClient Version Updated to 2024.3

The version of Android DisplayClient included with the ConnectSmart KitchenServer installation package has been updated to 2024.3.16.

© 2026 Crunchtime - All Rights Reserved

ConnectSmart Kitchen 2024.6

Updated Speed of Service Settings

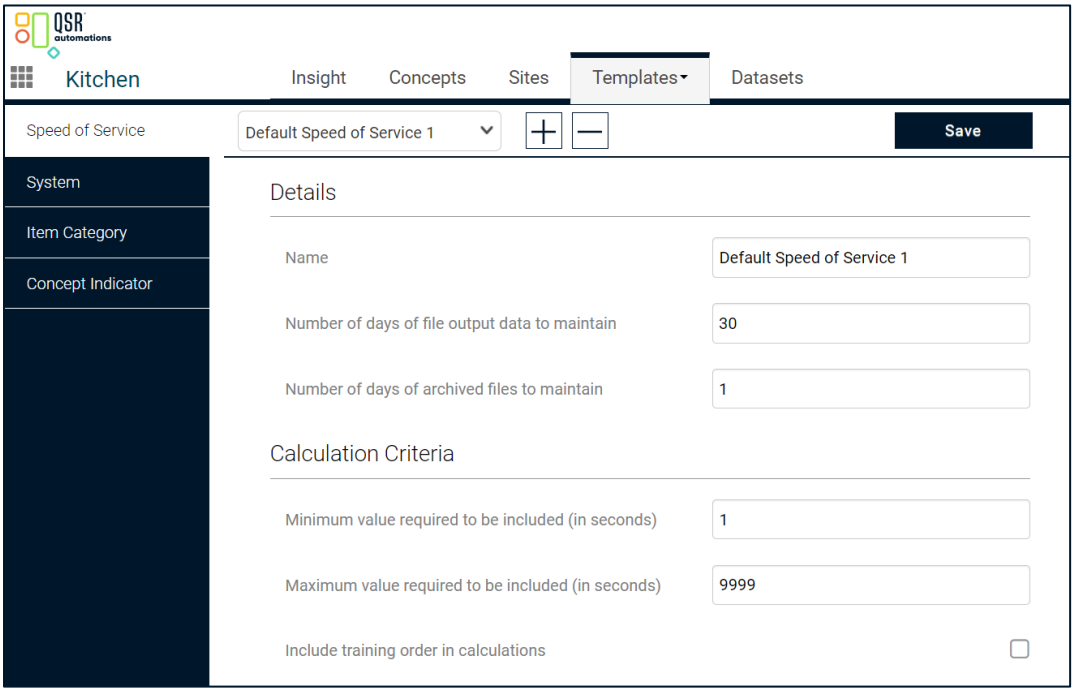
As of ConnectSmart KitchenServer 2024.6, the number of days' worth of data that is contained in the SpeedOfService.db file will be controlled by the existing **Number of days worth of file output data to maintain** setting. The default for this setting for new datasets has been increased from 7 to 30 (the value will be unchanged in existing datasets).

Additionally, a new setting has been added to this same form, called **Number of days of archived files to maintain**. This field, with a default value of 1, dictates how many days' worth of SpeedOfService.db files to save in the C:\ProgramData\QSR Automations\ConnectSmart\KitchenServer\Databases folder. This allows users to independently determine how long to retain data within the SpeedOfService.db, and how long to save archived copies of the SpeedOfService.db file on the KitchenServer machine.

The updated settings can be found in ConnectSmart Kitchen Builder 2024.4.

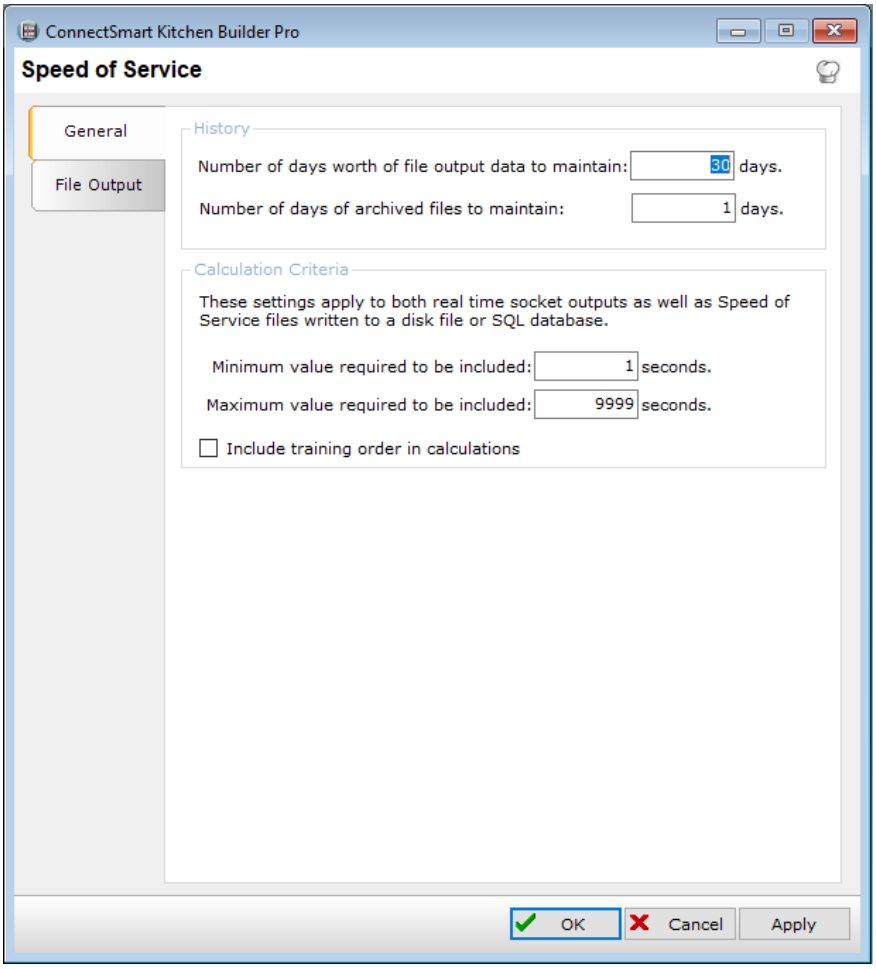
Kitchen Portal

1. Navigate to Kitchen Portal I Templates I Manage I System I Speed of Service tab.
2. Enter the desired number of days into the fields.
3. Click Save.



Kitchen Builder

1. Navigate to Kitchen Builder I Kitchen I Speed of Service I General tab.
2. Enter the desired number of days into the fields.
3. Click Apply.
4. Click OK.



New Endpoint Added to the Local Kitchen Server POS API

An **Arrive Check** endpoint has been added to the local Kitchen Server POS API. This endpoint allows an external application to apply “Arrived” status to a transaction, allowing users to take advantage of “Arrived” status effects, the “On Arrived” routing mode, and “auto bump on Arrived” features in Kitchen Server, independent of ConnectSmart Host or Go. Additional information on this new endpoint and its use can be found in the Kitchen Server POS API Developer Guide.

“Bump To” Logic Updated

“Bump to” logic has been updated so that items or orders that were “bumped to” another view and then bumped from all views can be “bumped to” the destination view a second time if they are recalled and unbumped at the first view. Previously, unbumped orders and items could not take advantage of “bump to” routing on their second pass through the views.

© 2026 Crunchtime - All Rights Reserved

ConnectSmart Kitchen 2024.3

Order Assembled Added as Use Method

Order Assembled has been added as a Use Method for bin items.

Selecting Order Assembled as the Use Method for a Bin Item or Current Demand Counter means the bin item will not be decremented from the bin count until the course containing that item has reached Assembled status, meaning it has been bumped from all Prep stations as well as all Assembler stations. This Use Method is only recommended for datasets that contain at least one view with the View Role “Assembler.”

1. Navigate to Kitchen Builder I Kitchen I Bin Management I Bins tab.
2. Create new or select existing bin item.
3. Select **Order Assembled** from the Use Method drop-down box.
4. Click **Apply** to save or click **OK** to save and close the form.

Service Recovery Options Updated to “Take No Action” on Subsequent Failures

The KitchenServer service now installs with its Service Recovery options set to “Restart Service” on the first and second failures, but “Take No Action” on subsequent failures. The Subsequent Failures option was set to “Restart Service” in previous versions of KitchenServer, and this could lead to a failure loop in extreme circumstances. The default setting for Subsequent Failures is now “Take No Action,” but this can be manually updated to “Restart Service” if that is the desired behavior.

Online and Delivery Partner Information Can Now be Updated Via PATCH call to the Local POS API

The OnlinePartnerInfo and DeliveryPartnerInfo data fields (Name and OrderID) can now be updated by sending a PATCH Check call to the local Kitchen POS API.

© 2026 Crunchtime - All Rights Reserved

RELEASE

ConnectSmart Kitchen 2024.1

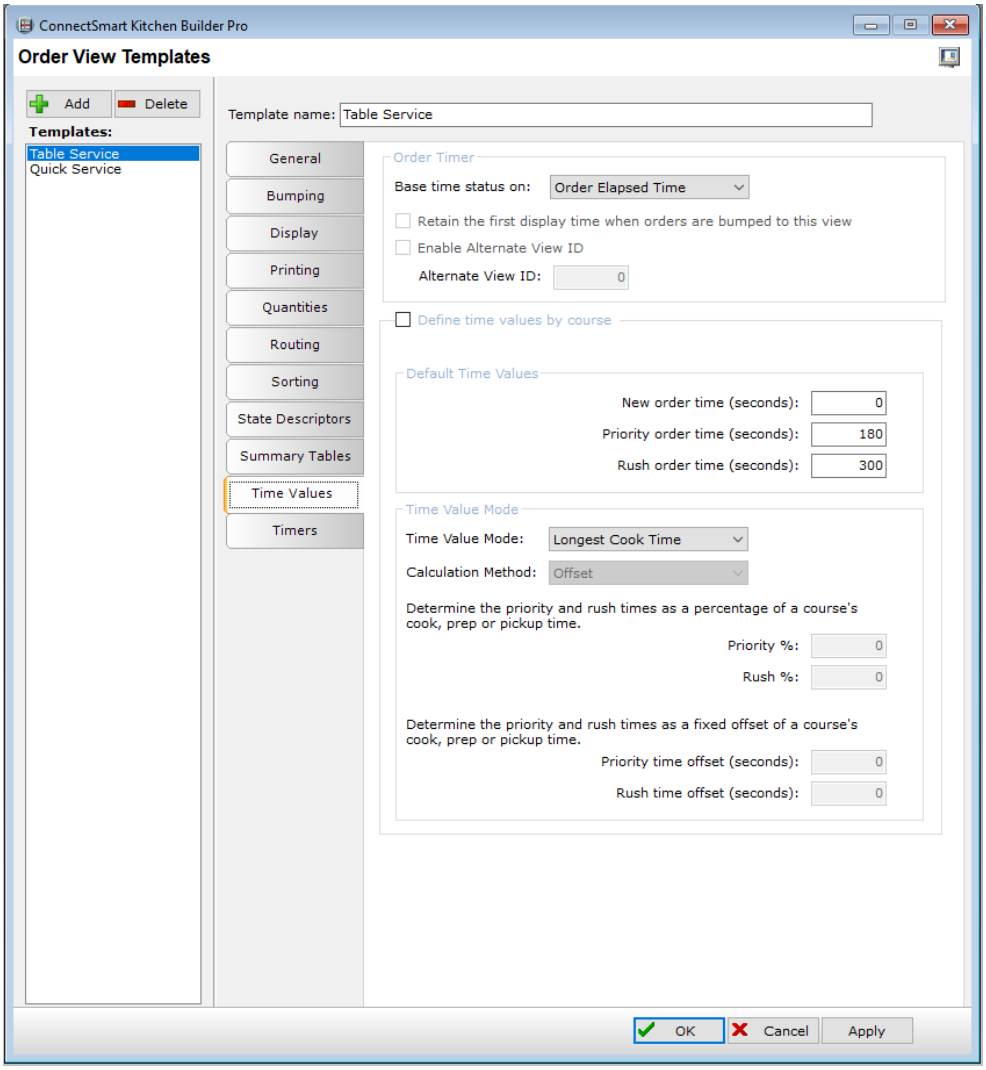
Viewed Time Added as Order Time Status Option

Viewed Time has been added as an option on which to base time status on order-level views in Kitchen Server. If using this option, an order timer on the view will not begin counting until the order is first visible on a Kitchen display. This means that if the order view is full and an order is routed to that view but is not visible without scrolling, the timer on that order will not begin counting until other orders are bumped from the view and the new order moves onto the display window.

This new time status option has two optional settings. First, the **Enable Alternate View ID** checkbox allows users to select a specific, fixed view from which to derive an order's First Viewed Time value. This means that multiple views in a dataset could be configured to use the same view to provide the First Viewed Time of orders, so that timers on those views would remain in sync with one another even if an order becomes visible on those views at different times. If **Enable Alternate View ID** is selected, then a new text box called **Alternate View ID** becomes available. This box is for specifying the View ID of the view that should be used to derive the First Viewed Time for orders. The View ID entered in this text box will be the time status source for all views that use the same Order View Template.

The settings to configure these new options can be found on the Time Values tab of the Order View Templates form in Kitchen Builder 2024.1 or later. Viewed Time is not available as a time status option on Item or AccuPrep View Templates.

© 2026 Crunchtime - All Rights Reserved


ConnectSmart Kitchen Builder Pro
Order View Templates
Add
Delete
Templates:
Table Service
Quick Service
Template name: Table Service
General
Bumping
Display
Printing
Quantities
Routing
Sorting
State Descriptors
Summary Tables
Time Values
Timers
Order Timer
Base time status on: Order Elapsed Time
Retain the first display time when orders are bumped to this view
Enable Alternate View ID
Alternate View ID: 0
Define time values by course
Default Time Values
New order time (seconds): 0
Priority order time (seconds): 180
Rush order time (seconds): 300
Time Value Mode
Time Value Mode: Longest Cook Time
Calculation Method: Offset
Determine the priority and rush times as a percentage of a course's cook, prep or pickup time.
Priority %: 0
Rush %: 0
Determine the priority and rush times as a fixed offset of a course's cook, prep or pickup time.
Priority time offset (seconds): 0
Rush time offset (seconds): 0
OK
Cancel
Apply

ConnectSmart Kitchen 2023.7

Support Added for ConnectSmart RecipesPlus

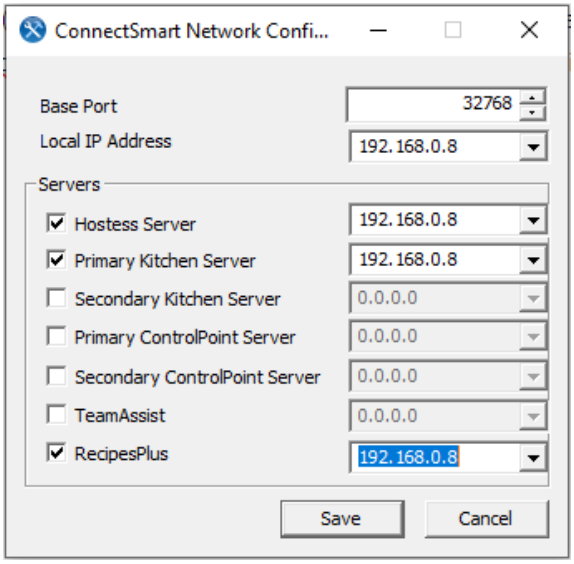
ConnectSmart Kitchen Server now supports the use of QSR's upcoming ConnectSmart RecipesPlus recipe management product. ConnectSmart RecipesPlus can now be selected as a Recipe View Source option, allowing employees to view and interact with individual recipes (or browse the entire recipe catalog) directly from their Kitchen station. Configuration options relating to ConnectSmart RecipesPlus can be found in ConnectSmart Kitchen Builder version 2023.5 or later.

New Recipe View Display Type Option

To further support the ConnectSmart RecipesPlus product, Kitchen Server also allows the use of "Expo" as a Recipe View Display Type option. Previously, only "Assembly" and "Prep" were supported for this field. The "Expo" presentation style can be used similarly to "Assembly" and is typically deployed at stations where employees are putting finishing touches on dishes or packaging them for takeout. However, the specifics of how the "Expo" display type behaves can be configured within ConnectSMart RecipesPlus, so there are many ways this display type could be used.

ConnectSmart Network Configuration Utility Update

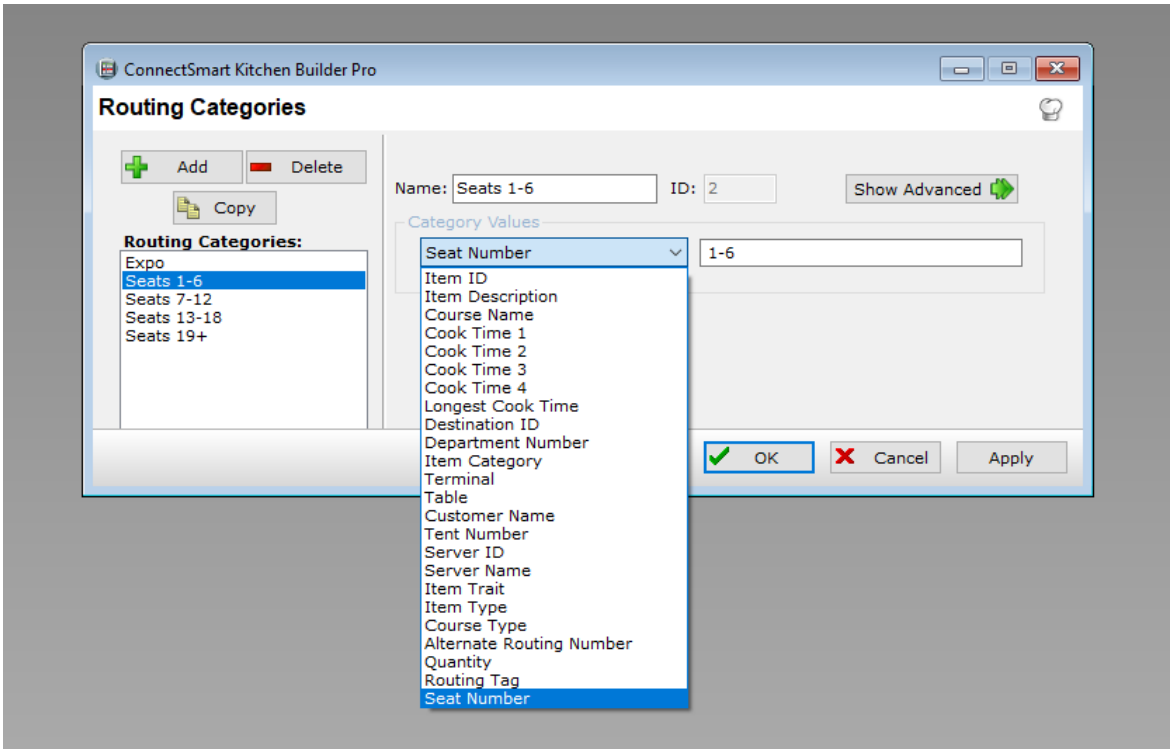
The version of the ConnectSmart Network Configuration utility (2023.4) that is packaged with ConnectSmart Kitchen Server 2023.7 has been updated. The utility now contains an entry for ConnectSmart RecipesPlus, so that the IP address of the ConnectSmart RecipesPlus in-store proxy server can be included in the ConnectSmartNetwork.xml file.



ConnectSmart Kitchen 2023.6

Routing by Seat Number

ConnectSmart Kitchen Builder now supports routing items by Seat Number. Seat Number is an available Category Value option when configuring Routing Categories in Kitchen Builder 2023.4, allowing users to set up Routing Categories that match items based on their Seat Number. Using this new feature in conjunction with Coursing Manager will allow users to break up large tickets based on the number of guests in the order.



Hardware License Requirements Update

Kitchen Server will now consider QSR-produced HP Engage Flex Mini and HP Thin Client T655 devices as QSR hardware and will not require a 3rd-party hardware license to use QSR DisplayClient on those devices.

Data Sync Improvements

Updates have been made to Kitchen Server's syncing of persistent data between the primary and secondary Kitchen Server instances to ensure the data sync is more efficient and will not cause interruption of order processing.

© 2026 Crunchtime - All Rights Reserved

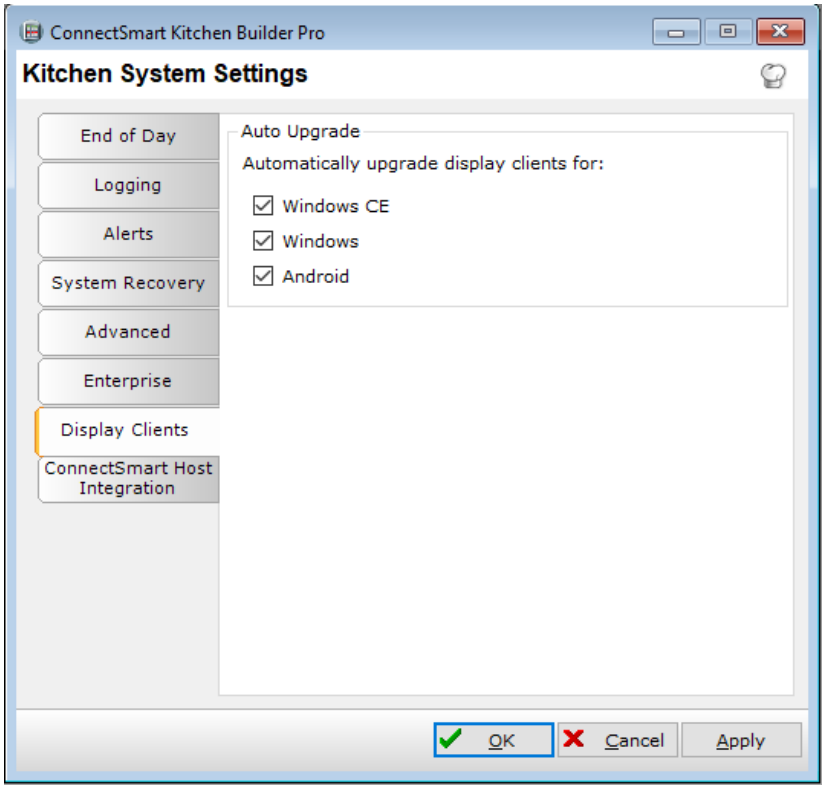
ConnectSmart Kitchen 2023.5

Enable Automatic DisplayClient Upgrades for Windows and Windows CE Devices

Users can now independently configure automatic DisplayClient upgrades for Windows and Windows CE devices. This new option adds a greater level of control as users can now opt to enable (or disable) automatic DisplayClient upgrades for Windows CE devices only, Windows devices only, or can select both options.

The settings that control automatic DisplayClient upgrades can be found on the System Settings form of ConnectSmart Kitchen Builder 2023.3.

1. Navigate to Kitchen Builder I Kitchen Settings I System Settings I Display Clients.
2. Select desired devices.
3. Click Apply.
4. Click OK.



Windows DisplayClient Supports Microsoft Edge as Default Browser

As of ConnectSmart Kitchen 2023.5, the Windows DisplayClient version included with the Kitchen Server installation supports Microsoft Edge as its default browser for web and recipe tabs. The DisplayClient will fall back to using Internet Explorer if Edge is not supported on the host device. Please note, for Edge to be supported in DisplayClient, the device running DisplayClient must have the WebView 2 component installed. Most devices will already have this component installed, but if you have a device without WebView 2 present, the WebView 2 component is now provided as part of the ConnectSmart Kitchen Server installation for ease of access. Once ConnectSmart Kitchen Server has been installed, the WebView 2 installer can be located in this directory: C:\ProgramData\QSR Automations\ConnectSmart\KitchenServer\ClientInstalls\WebView2. Simply transfer this file to the device that requires WebView 2 and run the executable.

Note: Installing ConnectSmart Kitchen Server does NOT automatically install WebView 2 on the host machine. The WebView 2 component installer is simply being provided as a courtesy in the event that it is needed.

Important Note: The QSR Windows DisplayClient that is Microsoft Edge-compatible (version 2023.1 or higher) is not supported on operating systems older than Windows 10. This includes QSR devices that run Windows 7 or older operating systems. This DisplayClient is also not supported on any QSR eXpert DX-3000 devices, regardless of operating system. The legacy version of Windows DisplayClient, version 2.0.113, will continue to function normally with ConnectSmart Kitchen 2023.5+ and should be used on devices of this type. If you are using eXpert DX-3000s or devices running Windows 7 or older operating systems, you should disable automatic upgrades of DisplayClient in Kitchen Builder before upgrading to ConnectSmart Kitchen 2023.5 to prevent overwriting the legacy Windows DisplayClient on those devices. If you accidentally upgrade an incompatible device to Windows DisplayClient 2023.1 or higher, please contact QSR Support to receive a copy of DisplayClient 2.0.113 which can be used instead.

ConnectSmart Kitchen Server 2023.4

A new POST endpoint has been added to the local Kitchen POS API, which allows users to bump individual items off of all Item Views on which they currently appear.

POST /Site/{siteUID}/Pos/Checks/{checkNumber}/Courses/{courseNumber}/Items/{ItemNumber}/Bumps

This call will bump the specified item off all Item Views it's currently displayed on. The call will not bump the item from any Order Views.

ConnectSmart Kitchen Builder 2023.2

New "First Viewed" Metrics

Two new metrics, **Average First Viewed Time** and **Moving Average First Viewed Time**, have been added to ConnectSmart Kitchen. These metrics can be selected as View Metric or Meal Period Metric Dashboard elements, as well as used in Custom Metrics.

The **Average First Viewed Time** metric represents the average amount of time between when an order is started and when it is first visible on a screen in the kitchen. This metric is averaged across all orders, and resets during End of Day processing, after an Activity Level change, or when the Reset Metrics command is used.

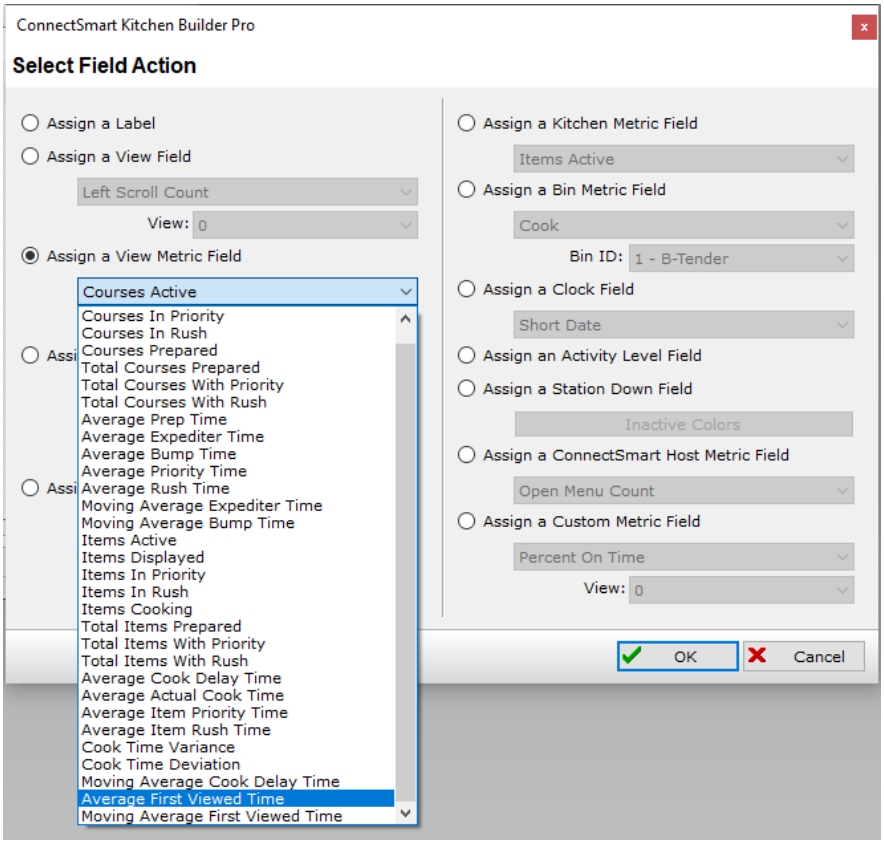
The **Moving Average First Viewed Time** metric is the average amount of time between an order being started and it first being visible on a kitchen screen, for all orders within the defined Moving Average Interval.

> **Note**: An order's First Viewed Time does not get added to the Average First Viewed Time and Moving Average First Viewed Time calculations until that order is bumped. If the order is then unbumped, the order's First Viewed Time will be removed from the Average First Viewed Time and Moving Average First Viewed Time metrics, but it will be re-added once the order is bumped a second time.

To use either of these new metrics on a dashboard:

1. Navigate to either GRDS or RDS Dashboard Templates, select an existing dashboard template - or create a new one - and click **Edit**.
2. Add new or select existing element, then select the "**...**" button next to Type to open the Select Field Action pop-up window.

© 2026 Crunchtime - All Rights Reserved

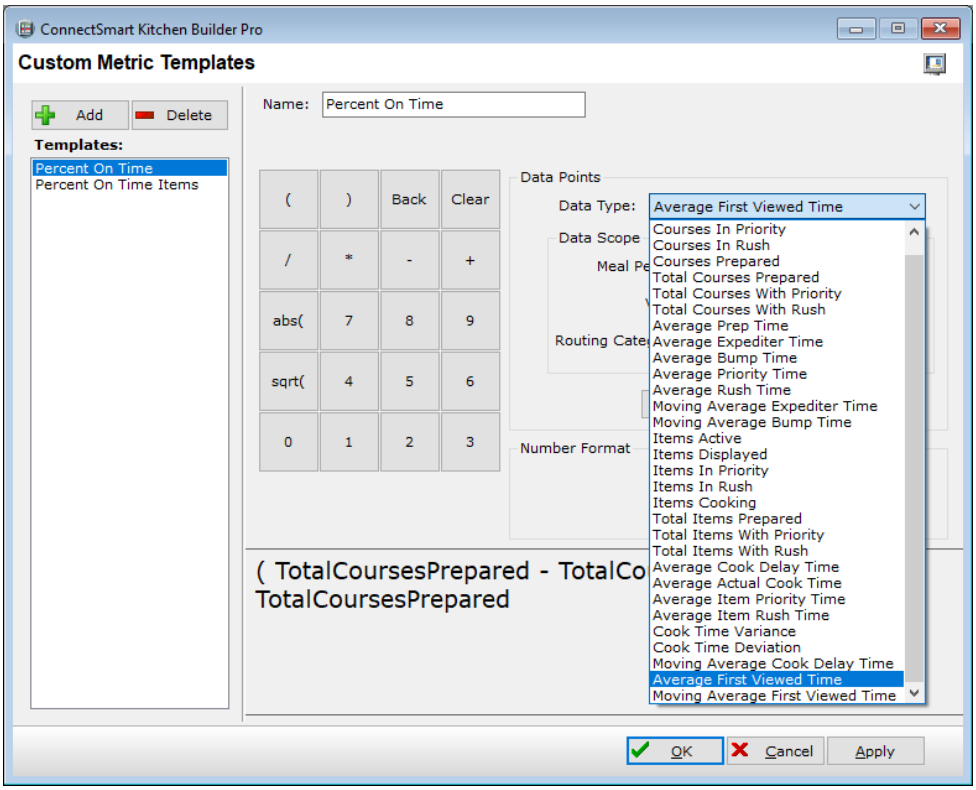


3. Select **Assign a View Metric Field** and scroll to the bottom of the drop-down list to find **Average First Viewed Time** and **Moving Average First Viewed Time**. You may opt to specify a designated View ID for use in calculating the metrics, or use the default value of 0, which will cause the metric to calculate based on the view to which the dashboard is assigned.

From this same form, you could choose Assign a Meal Period Metric, and find Average First Viewed Time on that list as well. This offers the additional parameter of selecting a Meal Period to which the metric should apply.

Average First Viewed Time and Moving Average First Viewed Time are also available for use as Data Types in Custom Metrics.

1. On the Custom Metrics form, open the Data Types drop-down box and scroll down to find **Average First Viewed Time** and **Moving Average First Viewed Time**.



New “Viewed Time” Timer

A new Grid Header timer, called **Viewed Time**, has been added to the Grid Header Templates form. This timer only begins counting when an order first becomes visible on the target view.

To use the timer:

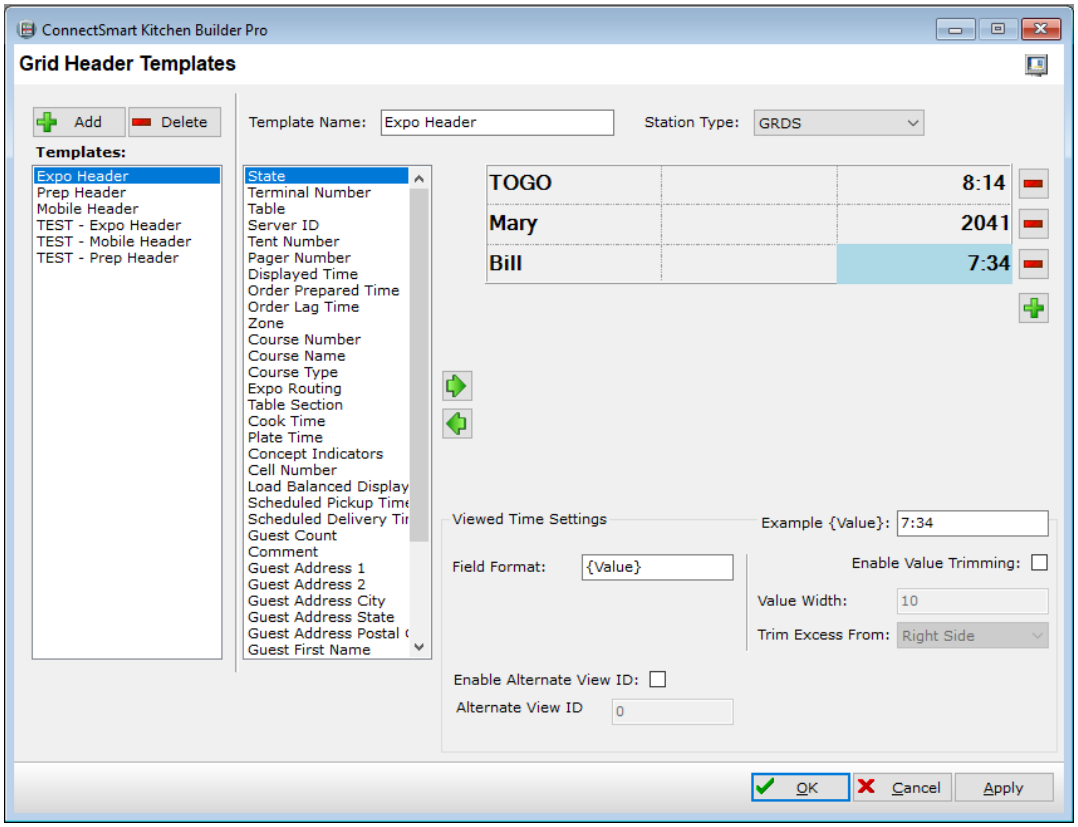
1. Scroll to the bottom of the list of available grid header fields and drag and drop the **Viewed Time** option to an available rectangle in the header sample.

This header field contains a new option that no other grid header field has: *the ability to specify a target View ID for this timer, so that it can display data from an alternate view, if desired*.

To enable the setting:

1. Select **Use Alternate ID**, then input the Alternate View ID.

Note: If the Alternate View ID specified does not exist in the dataset, ConnectSmart Kitchen will fall back to using data from the view on which the header appears.


ConnectSmart Kitchen Builder Pro
Grid Header Templates
Add
Delete
Template Name:
Expo Header
Station Type:
GRDS
Templates:
Expo Header
Prep Header
Mobile Header
TEST - Expo Header
TEST - Mobile Header
TEST - Prep Header
State
Terminal Number
Table
Server ID
Tent Number
Pager Number
Displayed Time
Order Prepared Time
Order Lag Time
Zone
Course Number
Course Name
Course Type
Expo Routing
Table Section
Cook Time
Plate Time
Concept Indicators
Cell Number
Load Balanced Display
Guest Count
Comment
Guest Address 1
Guest Address 2
Guest Address City
Guest Address State
Guest First Name
TOGO
8:14
Mary
2041
Bill
7:34
Viewed Time Settings
Example {Value}:
7:34
Field Format:
{Value}
Enable Value Trimming:
Value Width:
10
Trim Excess From:
Right Side
Enable Alternate View ID:
Alternate View ID
0
OK
Cancel
Apply

ConnectSmart Kitchen 2023.1

New Online Order and Delivery Partner Field Mapping Options

QSR has added new settings to the Field Mappings tab.

Select **Map Delivery Partner fields** to enable mapping of delivery partner information sent as food items to the Delivery Partner and Delivery Order ID fields in Kitchen. This will allow the data to display in certain header fields and on receipts.

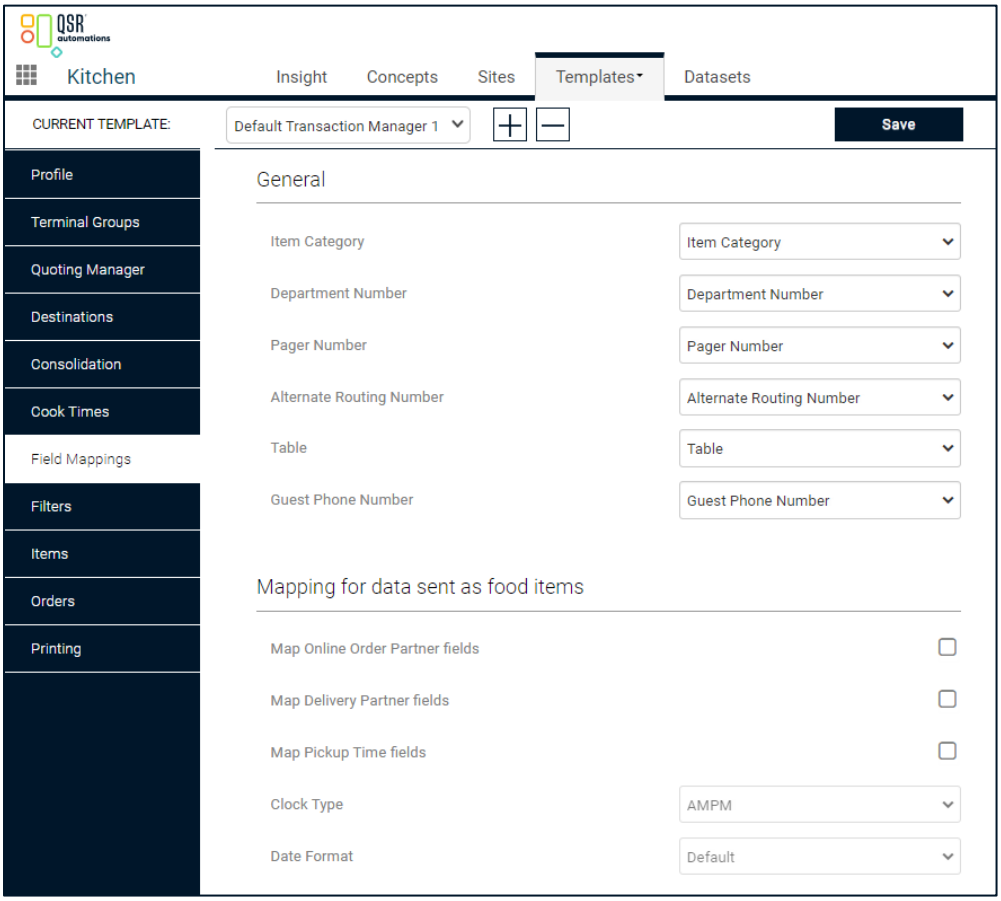
Select **Map Online Order Partner fields** to enable mapping of online order partner information sent as food items to the Online Order Partner and Online Order ID fields in Kitchen. This will allow the data to display in certain header fields and on receipts.

> **Note**: QSR uses certain criteria based on common POS practices to attempt to map delivery and online order partner information sent as food items. QSR can provide coaching and best practices on how to send this data to maximize chances for proper mapping.

Kitchen Portal

4. Navigate to Kitchen Portal I Templates I Manage I Transaction Manager I Field Mappings tab.
5. Select the desired options.
6. Click Save.

© 2026 Crunchtime - All Rights Reserved



Kitchen Builder

1. Navigate to Kitchen Builder I Kitchen I Transaction Manager I Transaction Manager I Field Mappings tab.
2. Select the desired options.
3. Click Apply.
4. Click OK.

© 2026 Crunchtime - All Rights Reserved

Crunchtime Kitchen

