# Feature Focus Guide: HME Wireless Text Paging

Core Product: Aloha Kitchen
Last Updated: July 17, 2025

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# Revision Record

| Date | Version # | Description |
|---|---|---|
| Prior to 05/17/2021 | v16.1+ | Added support for text paging with the HME IStation pager device. |
| | v17.1+ | Added the ability to regulate the number of seconds between sending a page. |
| 05/17/2021 | | Converted the document to use new templates. |
| 06/20/2022 | | Corrected 'Paging method' definitions in Kitchen Settings. |
| 01/10/2023 | | Updated the front cover and back page to reflect new NCR branding. |
| 06/19/2024 | | Updated document to reflect NCR Voyix branding. |

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# About HME Wireless Text Paging

| Aloha Takeout and Aloha Kitchen Integration at a Glance | |
|---|---|
| Core Product | Aloha® Kitchen |
| Complementary Products | |
| Separate License Required? | No |
| Other References | Aloha Kitchen Reference Guide, Customizing Aloha Kitchen Guide |

With the growing number of people using cell phones, restaurants now find value in sending text messages to guests to notify them when their order is ready. This eliminates the need for expensive, upfront investments in physical restaurant pagers that often 'walk away,' requiring replacement. It also deters guests from gathering at the congested pickup counter and helps ensure a more streamlined order and pickup process.

Figure 1 'Order 10 is Ready for Pick Up' Text Message

Aloha® Kitchen (AK) integrates with HME Wireless, which provides wireless paging communication tools for sending a text message to a guest when their order is ready. You accomplish this using the 'name order' feature in the Aloha Point-of-Sale (POS) system, which allows you to type the phone number for the guest. At the time you fully bump (serve) the order in Aloha Kitchen, the system sends a text message to the guest. You determine if you want to include the name of the guest, the check

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number, or both, in the text message to the guest. The default text message is either “Order 10 is ready for pick up,” or “Order Andy is ready for pick up.”

Figure 2 HME IStation (Front and Back)

## Before you begin

You must contact an HME Wireless representative to set up an account and place an order for an IStation transmitter, which makes wireless paging possible. At the time of this writing, getting started requires a one-time setup fee, per site, for the IStation transmitter, and you can get unlimited text messaging per month in both U.S. and Canadian sites. You should receive the IStation transmitter within seven to 10 business days after placing your order. The device comes with installation instructions, but an HME Wireless representative sets up the device for you. For ordering and payment arrangements, please contact your NCR Voyix representative for HME Wireless contact information. Be prepared to provide HME Wireless with a billing and shipping address, contact name, phone number, and the site name.

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## How routing impacts HME Wireless Text Paging

Before you implement HME wireless text paging in Aloha Kitchen, consider the POS product and the routing method currently in use in Aloha Kitchen.

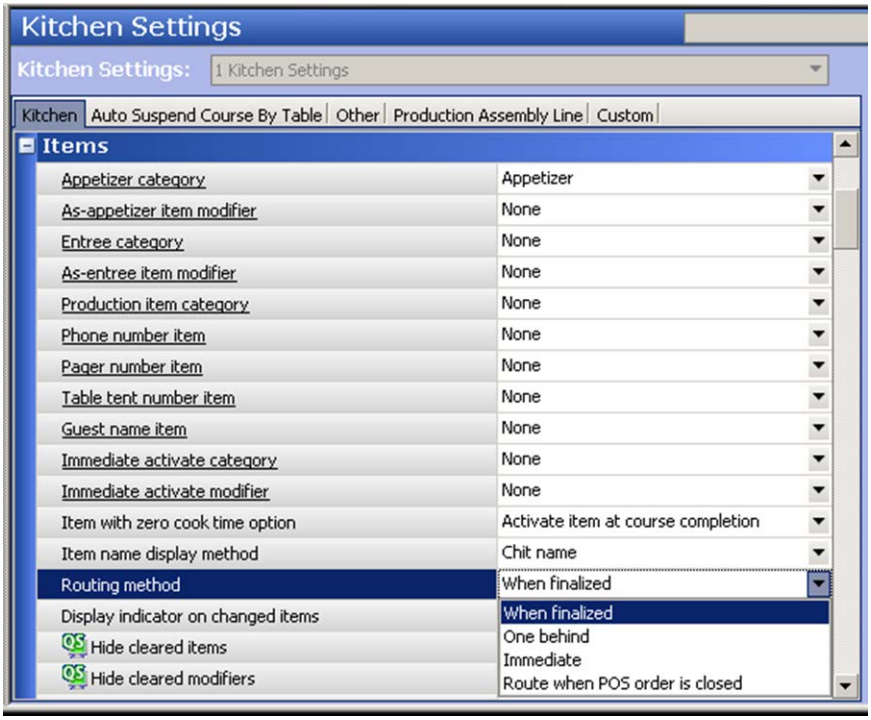


Figure 3 Routing Method Drop-Down List

The routing methods currently supported in Aloha Kitchen are 'When finalized,' 'One behind,' 'Route when POS order is closed,' and 'Immediate.' The first three options are used in both a typical table service and quick service environment, depending on your needs. The 'Immediate' option, meaning items appear on the video cell as you enter them on the POS, is mostly used for a fast quick service operation.

Aloha Kitchen provides options in Maintenance > Kitchen Configuration > Header and Footer Layout and Maintenance > Hardware > Print Designer that allow you to display the order name in the video cell and also print it on the kitchen chit. You also access Maintenance > System Settings > Order Mode to choose whether to include the order name or order number when using HME Wireless text messaging. If you use 'Immediate' as your routing option, you will want to configure text paging to use the order number instead of the order name so that the phone number does not appear in the video cell. If you use the order name, you capture both the phone number and guest name at the same time and the system is unable to separate the two pieces of information before displaying them

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in the video cell. All other routing options separate the phone number from the order name prior to displaying the order name in the video cell.

**Note**
This document does NOT suggest you change your routing method to conform to text messaging, since you probably have other features in use that complement 'Immediate' routing.

## How Aloha Takeout affects HME Wireless Text Paging

Before you implement HME wireless text paging in Aloha Kitchen, consider if you are integrating with Aloha Takeout (ATO). AK HME wireless text paging uses a mobile number to send a text page to the guest to let them know when their order is ready. If you do not integrate with ATO, you capture the phone number by manually naming the order with the number in Aloha Quick Service or naming a tab with the number in Table Service. When you integrate with ATO, you do not name the order in Aloha Quick Service or Table Service and Aloha Kitchen uses the mobile phone number captured in ATO as the number to send the text page to the guest. If you do not capture the mobile phone number in ATO, no text page is sent, regardless if you name the order in Quick Service or Table Service.

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# Configuring HME Wireless Text Paging

This section details the configuration requirements within Aloha Manager and Aloha Configuration Center (CFC) for HME wireless text paging in Aloha Kitchen. If you are an experienced user, refer to Procedures at a Glance for abbreviated steps. If you prefer more detail, continue reading this document.

| **Procedures at a Glance:** | |
|---|---|
| If you are viewing this document using Adobe Acrobat Reader, click each link for detailed information regarding the task. | |
| 1. | If needed, select **Maintenance > Screen Designer > Quick Service Screen Designer** to add the Name Order button function to a panel for Quick Service operations, or select **Maintenance > Labor > Job Codes > Order Entry** and select 'Tabs' or 'Tabs and Tables' for Table Service operations. |
| 2. | Select **Maintenance > System Settings > Order Mode > Kitchen** tab and configure an order mode to initiate the sending of text messages to guests, as well as designate whether to include the name or order number in the message text. See page 10. |
| 3. | Select **Maintenance > Kitchen Configuration > Pagers** and configure the pager requirements for an HME wireless pager. See page 13. |
| 4. | Select **Maintenance > Kitchen Configuration > Kitchen Settings** to determine which bump action sends the text message to the guest. See page 14. |
| 5. | Select **Maintenance > Kitchen Configuration > Kitchen Settings** and type six or more in 'Seconds between pages' to regulate the time between sending a page. See page 15. |
| 6. | Select **Utilities > Refresh POS & All Products** to refresh the data. See page 15. |

## Determining how to capture the cell phone number

The HME wireless text paging feature requires you to capture the cell phone number of the guest so the system can send a text page. There are multiple ways to capture the cell phone number, depending on the product in use.

## Aloha Quick Service and Table Service

If you are not integrating with Aloha Takeout, you must have the ability to name an order in Aloha Quick Service or Table Service so you can enter the mobile phone number of the guest. If you already have this functionality in place, continue to the next procedure.

In Aloha Quick Service, you name an order with the 'Name Order' button function which you can place on any button, or within a scripted button.

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**To add the Name Order function in Aloha Quick Service (QS only):**

1. With QS/TS selected in the product panel, select **Maintenance > Screen Designer > Quick Service Screen Designer**.
2. Select **Work with Panels**.
3. Select **Panel > Open Panel** and select the **panel** onto which you want to add the Name Order function, and click **OK**.
4. Select an **unused button**.
5. Under the 'Function' group bar in the Properties window, select **Name Order** from the 'Action' drop-down list.
6. Configure the **remaining options** as you would for any other button, such as text, appearance, and more.
7. Select **Panel > Save Panel** and exit the **Screen Designer** function.

**Reference**
Refer to the Aloha Quick Service Screen Designer Guide for more information on using Screen Designer.

In Aloha Table Service, you name an order by using tabs. You must configure a job code that an employee is using to use tabs.

**To configure a job code to use tabs in Aloha Table Service (TS only):**

1. With QS/TS selected in the product panel, select **Maintenance > Labor > Jobcodes > Order Entry**.
2. Select a **jobcode** from the drop-down list.
3. Under the 'Order entry' group bar, select **Tabs**, or **Tables and Tabs** from the 'Check type' drop-down list.

**Tip**
You can alternatively select 'Bartender,' under the same group bar, to configure the job code to use tabs.

4. Click **Save** and exit the **Jobcodes** function.

**Reference**
Refer to the Aloha Table Service Reference Guide for more information on tabs and the Aloha Table Service Server Guide for more information on using tabs.

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## Aloha Takeout

If you are integrating with Aloha Takeout, the system always uses the mobile number captured in ATO and does not use the number captured in Aloha Quick Service and Table Service. If you do not capture the cell number in ATO, then no page is sent.

**Reference**
Refer to the Aloha Takeout Implementation Guide for more information on Aloha Takeout.

## Configuring order modes to initiate text paging

You must configure each applicable order mode to initiate the sending of text messages to guests, as well as designate whether to include the name of a guest or the order number in the message text.

**To configure each applicable order mode to initiate the sending of a text message:**

1. With Kitchen selected in the product panel, select **Maintenance > System Settings > Order Mode**.
2. Select the **order mode** that needs to initiate the sending of a text message to a guest.
3. Select the **Kitchen** tab.

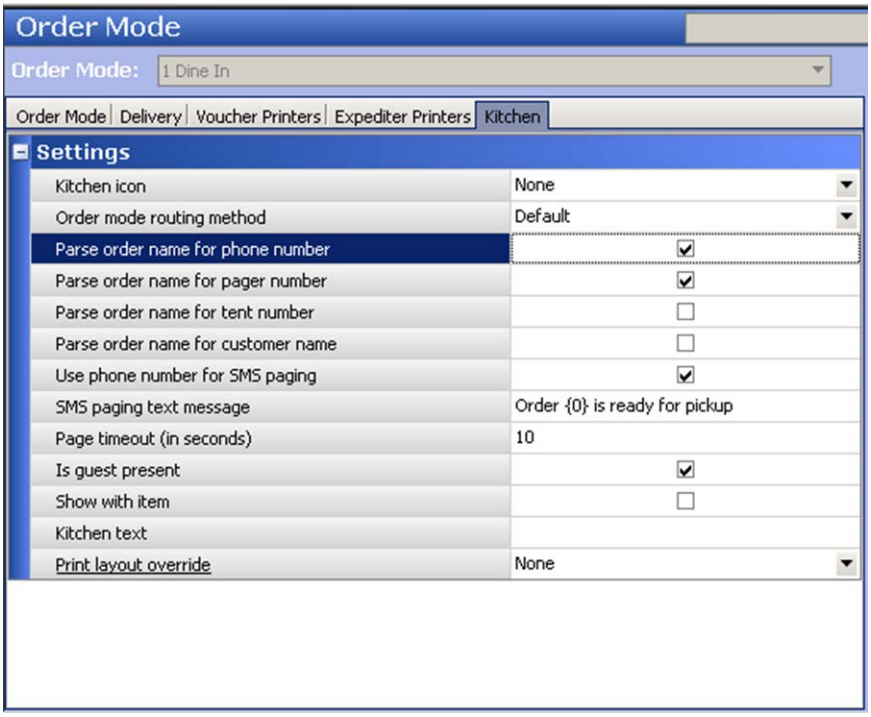


Figure 4 Order Modes - Kitchen Tab

4. Select **Parse order name for phone number** to separate the phone number from the order name for display purposes.

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5. Select **Parse order name for pager number** to separate the pager number from the order mode for display purposes.
6. Select **Use phone number for SMS paging**.
7. Type the **text message** to send to a guest notifying them when their order is ready. The default message is 'Order {0} is ready for pick up.' The number in brackets determines whether the system includes the order number or the order name in the message text. Type {0} to use the order number, or type {1} to use the order name. You can also change the surrounding message around the variable to customize the message text.
8. Type the **number of seconds**, from zero to 600, between which Aloha Kitchen sends a text message. We recommend setting this between six and 10 seconds. Anything less, the text message may not get sent to the guest when you bump an order back to back from the kitchen screen. The higher the number, the longer the delay between sending text messages.
9. Click **Save** and exit the **Order Mode** function.

If you are using Aloha Takeout, you must also ensure you align the order mode that initiates text paging in Takeout Settings. If the order mode is already aligned in Takeout Settings, skip this procedure.

**To align the order mode that initiates text paging in ATO:**

1. With Takeout selected in the product panel, select **Maintenance > Takeout Configuration > Takeout Settings**.
2. Select the **Order Modes** tab.

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3. Click the **Add** drop-down arrow, select the **order mode** from the drop-down list, and click **OK**.

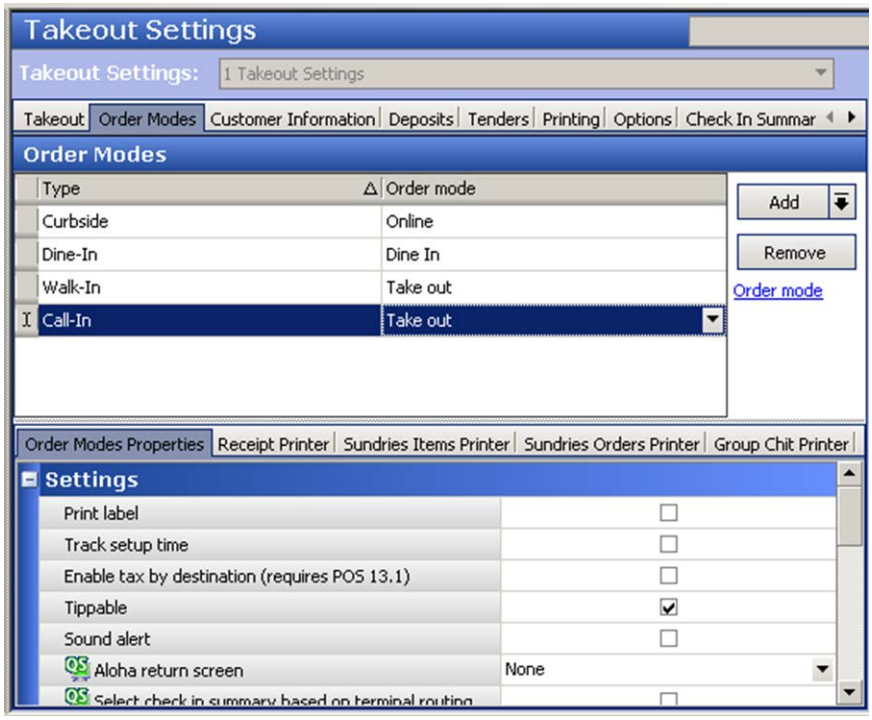


Figure 5 Takeout Settings - Order Mode Tab

4. Click **Save** and exit the **Takeout Settings** function.

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## Configuring the pager requirements

You must select the correct port into which you attached the HME IStation device on the site controller and enter the cap code prefix. You obtain the three-digit cap code prefix from the base ID that appears when you reboot the HME IStation device.

**To configure the pager requirements for Aloha Kitchen:**

1. With Kitchen selected in the product panel, select **Maintenance > Hardware > Pager**.
2. Click the **New** drop-down arrow, select **HME** from the Type list box, and click **OK**.

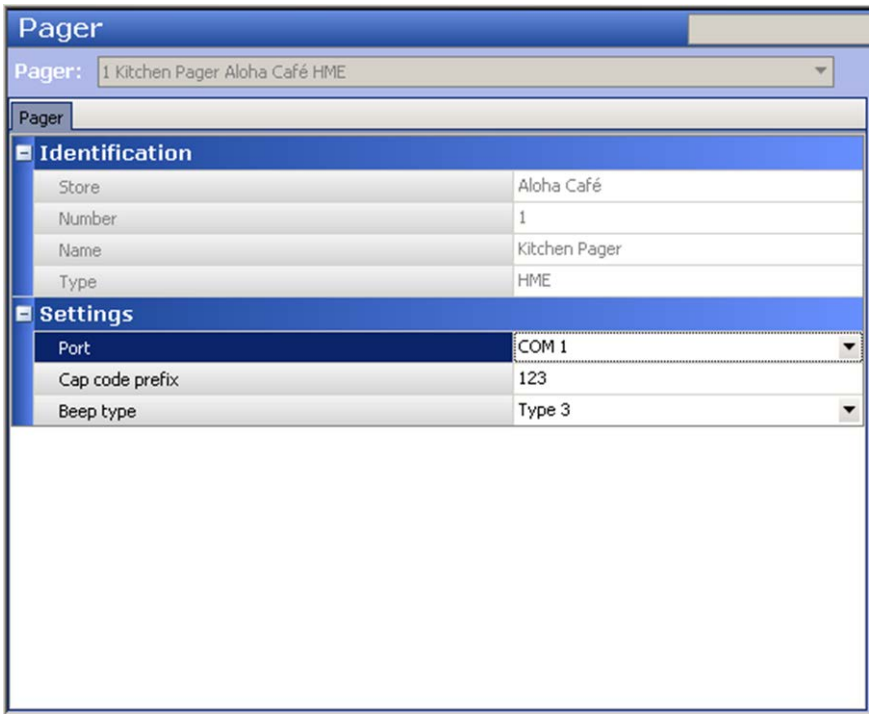


Figure 6 Pagers (HME)

3. Select the **port** into which you attached the HME IStation on the site controller.
4. Type the **three-digit cap code prefix** that appears in the display on the HME IStation device.
5. Leave the default value of '3' for 'Beep type.'
6. Click **Save** and exit the **Pager** function.

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## Determining the action that sends the text message

You must determine which bump action sends the text message to the guest.

**To determine the action that sends the text message:**

1. With Kitchen selected in the product panel, select **Maintenance > Kitchen Configuration > Kitchen Settings**.

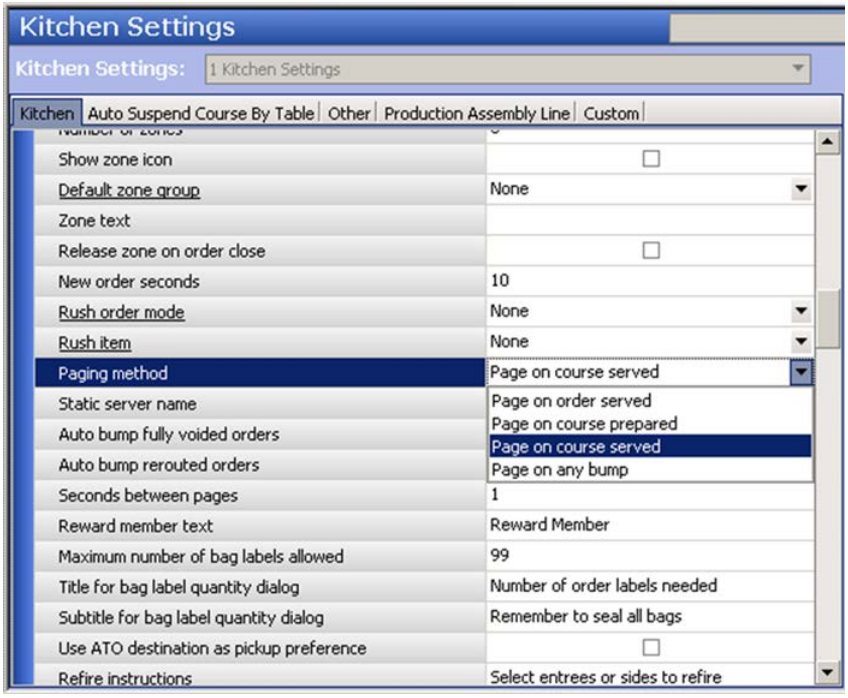


Figure 7 Kitchen Settings - Paging Method

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2. Under the 'Orders' group bar, select one of the following **actions** that initiates the sending of a text message from the 'Paging method' drop-down list.

   Page on any bump — Sends a page when you bump a routed order from any production or expo station.

   Page on course prepared — Sends a page when all items for the same course in an order have been bumped from all production stations.

   Page on course served — Sends a page when all items for the same course in an order have been bumped from all expo stations.

   Page on order served — Sends a page when all items in an order have been bumped from all expo stations.

3. Continue to the **next procedure**.

## Regulating the seconds between sending a page

In a fast paced environment, or if you send a page on any bump, there may be times when the system drops a page due to multiple pages at once. You can prevent the system from dropping pages by regulating the seconds between one page and the next.

Conversely, this option also serves as a buffer to allow time to communicate with the HME paging system and prevent the system from sending a page twice to the same guest. For HME pagers, we recommend setting this value to six seconds or more.

**To regulate the seconds between sending a page:**

1. While still in the Kitchen Settings function (Figure 7), type **six or more** in 'Seconds between pages' to wait between pages.
2. Click **Save** and exit the **Kitchen Settings** function.

## Refreshing data and rebooting the HME IStation device

After all settings are in place in Aloha Manager, you must select Utilities > POS > Refresh POS & All Installed Products to transfer the new information to the Front-of-House (FOH) terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. If you run the refresh prior to the EOD process, select 'Automatically restart all POS terminals' and click OK to continue. After the data refresh is complete, all new settings become operational across the Aloha network.

**Caution**

Refresh data with caution and never during peak hours of operation. All FOH terminals reboot during a refresh and are down for a short period of time.

**Once you refresh data, physically reboot the IStation device**.

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# Using HME Wireless Text Paging

You must always capture the mobile number to send a text page to the guest, alerting them their order is ready. The procedure is different depending on where the number is captured.

## Aloha Quick Service and Table Service

When you name a tab in Table Service or an order in Quick Service, you include the telephone number as the name. If required by your site, you append the guest's name to the telephone number. When you bump the order in Aloha Kitchen, the system sends a text to the guest and includes either the name of the guest or the check number in the message.

**To send a text message using the order number:**

1. Start a **tab** or **check** for check number 80.

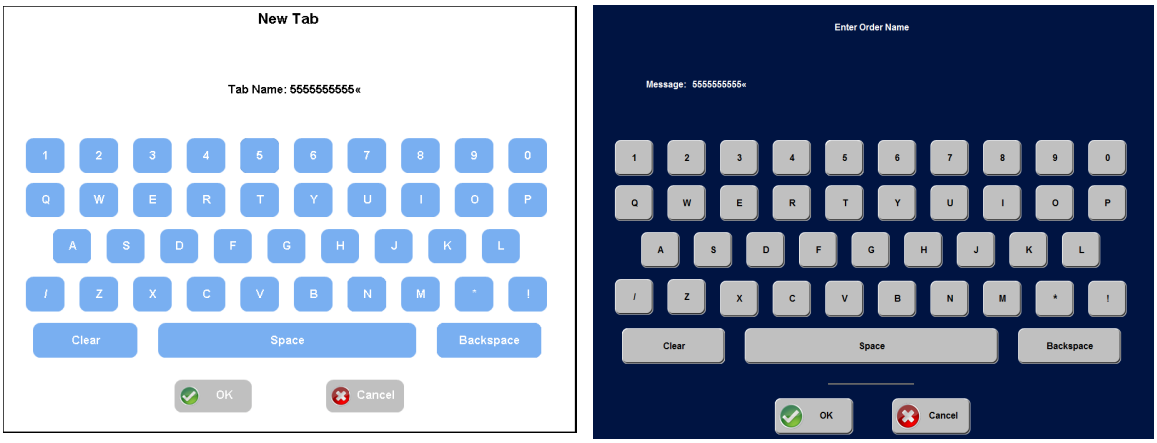


Figure 8 New Tab Screen (Left) and Enter Order Name Screen (Right)

2. Type ***5555555555*** as the order name, where '5555555555' is the telephone number.
3. Add **items** to the check.
4. Tender the **order**, as normal. The number '80' appears as the name of the order on the video cell in Aloha Kitchen.
5. In Aloha Kitchen, bump the **order** from an expo screen. The number '80' appears as the name of the order on the chit printed from Aloha Kitchen. The system sends the text, such as "Order 80 is ready for pick up," to the guest, letting the guest know their order is ready.

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**To send a text message using the name of the guest:**

1. Start a **tab** or **check**.

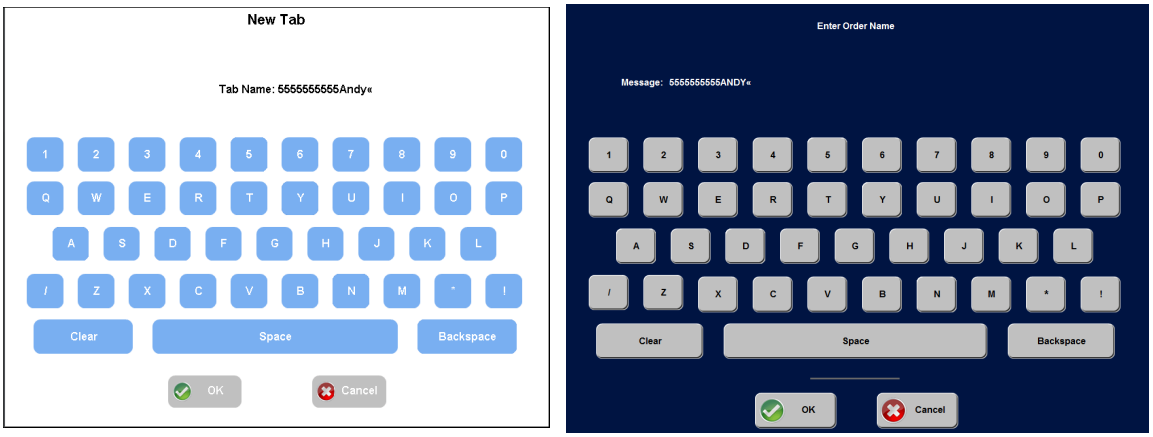


Figure 9 Sending the Guest Name - New Tab Screen (Left) and Enter Order Name Screen (Right)

2. Type ***5555555555Andy*** as the tab or order name, where '5555555555' is the telephone number and 'Andy' is the name of the guest.
3. Add **items** to the check.
4. Tender the **order**, as normal. The name 'ANDY' appears as the name of the order on the video cell in Aloha Kitchen.
5. In Aloha Kitchen, bump the **order** from an expo screen. The name 'ANDY' appears as the name of the order on the chit printed from Aloha Kitchen. The system sends the text, such as "Order Andy is ready for pick up," to the guest, letting the guest know their order is ready.

If you include the guest's name in the text message and items appear on the video screen as you enter them in the POS (immediate routing), you must ensure you name the order after you finish the items on the check. If you add items to the check after you name the order, the telephone number appears on the video screen and print artifacts. Immediate routing is mostly used for Quick Service, so we only address that operation.

**To send a text message using the guest name when items appear immediately in the kitchen:**

1. Start a **check** for check number 80.
2. Add **items** to the check.
3. Type ***5555555555Andy*** as the order name, where '5555555555' is the telephone number and 'Andy' is the name of the guest.

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4. Tender the **order**, as normal. The name 'ANDY' appears as the name of the order on the video cell in Aloha Kitchen.
5. In Aloha Kitchen, bump the **order** from an expo screen. The name 'ANDY' appears as the name of the order on the chit printed from Aloha Kitchen. The system sends the text, such as "Order Andy is ready for pick up," to the guest, letting the guest know their order is ready.

## Aloha Takeout

When you use Aloha Takeout, you capture the mobile number attached to the guest in ATO. The system uses the same mobile number for every order associated with that guest record. The following procedure assumes you have not yet captured the mobile number.

**To send a text message when integrating with Aloha Takeout:**

1. Start a **call-in order** for Andy in Aloha Takeout. The guest record screen appears.

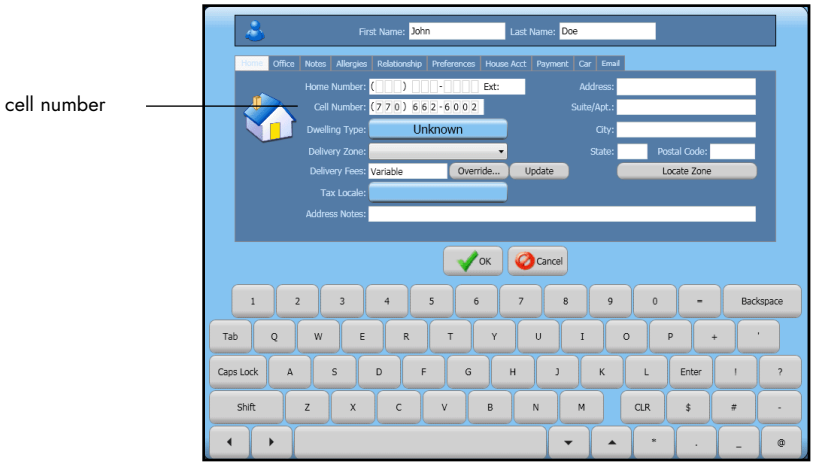


Figure 10 Guest Record Screen in Aloha Takeout

2. Enter the **required information** for the guest, including the **mobile phone number**.
3. When you are done, touch **OK**.
4. Navigate to **Aloha Quick Service** or **Table Service** and enter **items** for check 80.
5. Tender the **order**, as normal. The number '80' as the name or the name 'John' appears as the name of the order on the video cell in Aloha Kitchen.
6. In Aloha Kitchen, bump the **order** from an expo screen. The number '80' or the name 'John' appears as the name of the order on the chit printed from Aloha Kitchen. The system sends the text, such as "Order 80 is ready for pick up," to the guest, letting the guest know their order is ready.

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