

Aloha Takeout Playing Sounds for New Orders

Last Updated: July 30, 2024

About playing sounds for new orders

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



Note

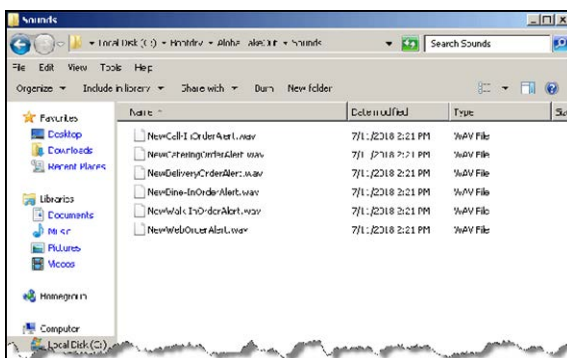
You must have a speaker connected to the FOH terminal to emit an audible sound.

Creating .wav files and sounds folders

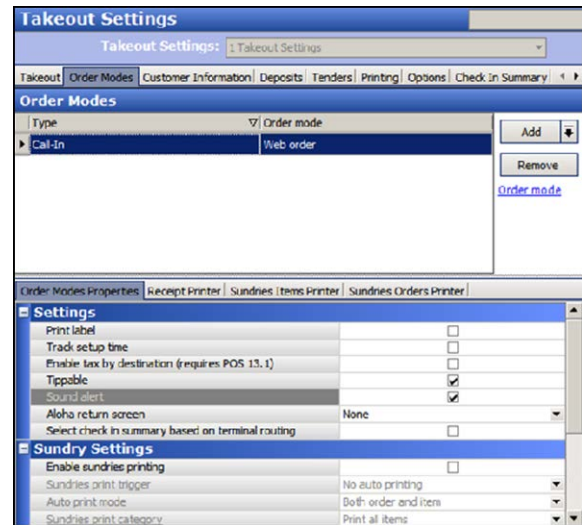
ATO does not supply .wav files, so you need to provide a .wav file for each order type for which to play a distinct sound when a new order arrives. We recommend the duration for each sound be no more than a couple of seconds in length.

Name each .wav file using the following naming convention, 'NewXOrderAlert.wav,' where X is the name of the order type in Aloha Takeout. For example, to play a sound when a delivery order arrives, name the file 'NewDeliveryOrderAlert.wav.' Any order type that does not have an associated .wav file does not play a sound.

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



Configuring a sound to play when a new order arrives



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

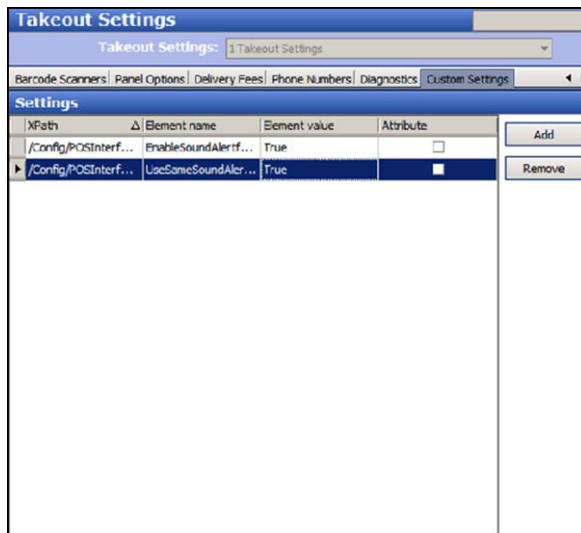
1. With Takeout selected in the product panel, select **Maintenance > Takeout Configuration > Takeout Settings tab**.
2. Select the **Order Modes** tab.
3. Under the 'Order Modes' group bar, select an **order type** for which to designate a sound to play.
4. On the Order Modes Properties tab, select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

Using Custom Settings (optional)

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

To add custom settings to Aloha Takeout:

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



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