ePic video controllers

Robust   Reliable   Kitchen Hardware Solutions

Reliable ethernet hardware setting the industry standard for advanced kitchen management.

Durable Ethernet Controller

Redundant, Event-Driven Architecture

Unparalleled Reliability with No Single Point of Failure

Industrialized Construction with Extensive Interfaces

Intuitive Management Tools

Application Independent

Industry Leading

Part of the ePic® Kitchen Management Solution from QSR Automations®, the reliable ePic video controller was first introduced in 1998, when it set the industry standard for open ethernet kitchen management controllers. Today, thousands of hospitality companies of all sizes and concepts around the world rely on the ePic controller's redundant, event-driven architecture to enhance kitchen operations and maximize revenue.

Continuing our leadership in kitchen video technology, in 2006 QSR introduced the newest models of the ePic controller which provided a new purpose-built sleek and compact enclosure with a faster processor.

Providing even more options – including support for graphical kitchen management software, international character sets, and browser based and targeted applications in the kitchen – QSR also introduced a version of the ePic controller that runs the Microsoft® Windows® CE operating system.

For Every Mission Critical Kitchen Environment

Designed to excel in the demanding pace of unforgiving environments, the ePic controller provides the advanced flexibility and reliability operators need to manage a successful kitchen operation. The proven record of the ePic controller speaks to its reliability and ease of maintenance. And the ePic controller's industrialized construction, extensive interfaces, and easy-to-program flash memory make it a solid solution for any hospitality environment, anywhere in the kitchen.

With the application independent ePic controller, operators can choose to run third party kitchen applications, or can optimally run QSR's kitchen management applications. Operators who use the ePic controller with QSR's durable KP-4000™ keypad and innovative kitchen software experience the benefits of a complete kitchen management solution like no other on the market.

QSR's ePic Kitchen Display Software (KDS) is an XML-based solution that is implemented successfully with the leading point-of-sale systems, offering fully customizable views, advanced routing of items and orders, and real-time events. With an option to run the ePic controller with Windows CE, operators can also power QSR's ConnectSmart Kitchen (CSK) software to gain the added benefits of graphical capabilities.

Redundancy, Reliability, Ease of Use

The hardware architecture offers complete, application independent redundancy with no single point of failure. Within the kitchen, one ePic controller is used at each prep station and expeditor station. Each ePic controller is connected via standard ethernet cable within the existing point-of-sale network. The system provides automated fail-over in the event of an outage, with no human intervention required. Additionally, devices can be swapped out in real-time should a change need to be made during the course of the day.

The ePic controllers are managed by a powerful windows-based graphical tool set. This tool set enables quick configuration and advanced diagnostics for the kitchen hardware on the network, as well as the ability to perform real-time changes without losing any orders. Able to run on any windows-based device on the network and not requiring a dedicated computer, operators can choose to install on a backoffice machine or on a point-of-sale terminal. Through intuitive interfaces, users can access all network properties and define each ePic controller in the configuration. Keypads, touch screens, and printers can be configured for each ePic controller with the click of a mouse. Operators can also designate the redundancy mode, and make use of a complete set of graphical reports displaying the status of each device in the network. Real-time event viewers provide instant access to network activities for advanced diagnostic capabilities. When using the ePic controller running Windows CE, operators also rely on this tool set to download new operating system images, update applications, distribute files, and change the screen resolution.
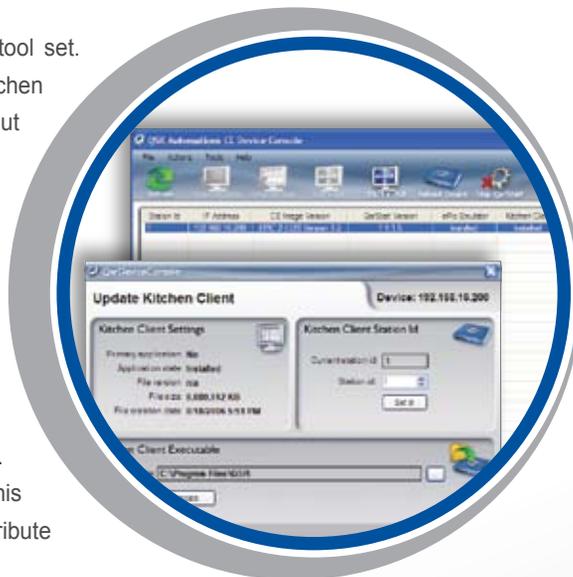
Industrialized Construction with Extensive Interfaces

Built specifically for the hospitality industry, the ePic controller offers a locking power connector, on-board voltage regulator, watchdog timer to prevent lock-ups, and the ability to operate at high temperature levels commonly found in kitchens. Additionally, the ePic controller has no moving parts or fans, or vents to bring in moisture or grease-filled air, making it a fit to install almost anywhere in the store.

In addition to the ethernet connection and the standard PS/2 connection for the keypad interface, the ePic controller also supports touch screen monitors and serial printers, giving operators the choice of using a combination of keypads, printers, and touch screens within the kitchen. For table service restaurants using a team approach at the expeditor window, a receipt ticket can be printed denoting seat assignments so the runner does not auction the food when presenting it at the table. And when using the version of the ePic controller running Windows CE, the device offers a dual USB connection.

Options to Meet Specific Business Needs

As the leading provider of advanced kitchen technology for every hospitality environment, QSR's ePic video controllers provide highly reliable and flexible options for hospitality companies of all sizes and concepts – including table service, quick service, fast casual, deli, bar, concession, delivery, and other unique environments.

For those operators who do not have the need to run graphics, international character sets, or browser-based applications, QSR's standard ePic video controller offers a powerful and cost-effective option.