Sky Ordering System

User Manual

Version 1.13.2 · November 2026

Ordering system for cafés, bars, beach bars,
entertainment venues and restaurants.
Windows 10/11 · Sky Server (up to 100 terminals) · Android · iPhone / iPad

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1. Introduction

Sky Ordering System is a complete order-taking system for cafés, bars, beach bars, entertainment venues and restaurants. It covers in-store orders, all you can eat buffet, take away and delivery with customer records, as well as kitchen / bar, cash desk, stock with recipes, price lists, finances, users with permissions and backups. It runs on a single computer or on a network with up to **100 terminals** (Windows, Android, iPhone and iPad), in 12 languages.

1.1 What the package includes

Application	What it does
Sky Ordering System (Windows)	The main application: cash desk, floor, kitchen, management. It works standalone, as server + terminal, or as a network terminal.
Sky Server (Windows)	The store's server. It runs as a Windows service, holds the database and serves all terminals.
Sky Ordering (Android)	Handheld terminal for phones: floor, orders, take away, delivery, payments.
Sky Ordering Tablet (Android)	Separate app for tablets (1.11): floor and bill side by side, categories | items | basket.
Sky Ordering for iPhone / iPad	Web app (1.12) that opens in Safari from the store's server, with no App Store (ch. 25).
Installation (SkyOrderingSystem_Setup_1.13.2.exe)	Setup wizard with choice of computer role, server connection and backups.
User Manual (this document)	Description of every feature with pictures. Updated with every version.

1.2 Requirements

- Windows 10 or 11, 64-bit. Screen at least 1024×640 (1366×768 or larger recommended, ideally a touch screen).
- For a network: a local network (wired or Wi-Fi) with the server and the terminals on the same subnet.
- Android 8.0 or newer for the Android app (phones and tablets).
- iPhone or iPad with iOS 15 or newer (Safari) for the iPhone / iPad app.
- For automatic sending of the monthly fee statements: an email account (SMTP).

1.3 Operating modes

Mode	When to choose it
Standalone computer	A single cash desk / terminal. The data is on this computer.
Store server (Windows service)	Recommended for a network. Sky Server runs continuously, even if nobody is signed in to Windows. The same computer is also used as a cash desk.
Server + terminal	The server runs inside the program, while it is open on this computer. Suitable for small networks.
Network terminal	Any other computer of the store. It finds the server by itself and connects as soon as the network key is given.

1.4 What's new in version 1.13.2

1.13.2: full **English version**. In every language other than Greek, the stock item catalogue is shown and added in English (names, descriptions, units). Greek texts already in the stock, price lists, places and printers are converted with the "Convert to the program language..." button (Settings → General, ch. 21.1). Update notes, usage statements and the guided tour are shown in the program language. The User Manual and the instructions are also available in English (User_Manual_EN.pdf, INSTRUCTIONS_EN.txt).

1.13.1: in Stock you tick items with a **checkbox** and add them with one button to **any price list** you want, with a price and automatic stock deduction (ch. 14).

1.13: the stock item catalogue has **uniform, simple categories** (e.g. "Meat" and "Poultry" separately, no numbers in front and no duplicate categories in another language), with names **in the program language** and in alphabetical order. Whole categories are **renamed, merged or deleted** with one button in Stock and in Price lists (ch. 14, 15). New: **allergens** on stock and price-list items, shown to the waiter in the new order (ch. 7, 15).

1.12.1: the catalogue "Update" now follows the catalogue **version number** (shown at the top right of the catalogue, e.g. "version 3 · 23/11/2026"), so that the company's corrected catalogue is installed even after a program upgrade. Installing a new version from "Update" waits for the program to close. The rest of what is new in 1.12:

- **12 languages**: Greek, English, Italian, French, German, Spanish, Portuguese, Russian, Polish, Bulgarian, Serbian and Croatian. The language is chosen during installation and can be changed from Settings → General → Language; it also applies to the Android, iPhone and iPad apps (ch. 21.1).
- **App for iPhone and iPad** from the store's server, without the App Store (ch. 25).
- **Help** inside the program in sections, **right-click** on any button for an explanation, **F1** for help on the current screen, and an **"About"** tab with version, dates and support details (ch. 26).
- **All you can eat buffet**: a **"Ticket"** button per person and a choice of items charged "In buffet", e.g. soft drinks and drinks (ch. 7.1 and 15).
- The **stock** catalogue is always sorted alphabetically, first by brand and then by product (ch. 14).
- The **network key** is shown in Settings → Network in every operating mode and is saved in the file **NetworkKey.txt** in the installation folder (ch. 21.7).
- **"Change operating mode"** no longer signs the administrator out: the selection screen stays open until "Continue" or "Cancel".
- Debt limit without locking: **€200**, set centrally by AENAON I.C.T. and updated automatically (ch. 20).

Since version 1.9

- **Printers**: order tickets for kitchen / bar and bills on thermal printers (network or Windows). You define **print areas** (Kitchen, Cash desk, Bar, Entrance, Floor, Square, Pool …), even several identical ones (Bar-1, Bar-2, Bar-3), join them into **groups** and, with **rules**, send each item category to one area or to a group of areas (ch. 21.10).
- **Print bill** and **Reprint ticket** from the floor, with a choice of printer (ch. 6.4).
- Floor areas are shown as tabs **even when they have no places**, so that the manager can add places directly to them (ch. 6.2).

Since version 1.8

- **Update from the internet**: an **"Update"** button in the stock item catalogue and in Settings: a newer item catalogue and new program versions from an encrypted, digitally signed package (ch. 14 and 21).

Since version 1.7

- **Stock item catalogue**: a built-in catalogue with about 2,600 ready items (spirits, wines, soft drinks & water, coffee, hot drinks & cocktails, restaurant, grill and snack bar dishes). The Administrator or the Owner chooses a category and subcategory, ticks the items they want and adds them to stock in one go; items already in stock are shown greyed out (ch. 14).

Since version 1.6

- **New floor areas by the manager** directly from the "Floor / Orders" screen (ch. 6).
- **Automatic distribution of calls to several delivery terminals** in round-robin order (ch. 22).
- **Operating licence**: 90 days free, then a monthly fee with a daily check; a small debt (up to €200) is carried over without locking (ch. 20).

Since version 1.5.0

- **Adding & deleting places from the floor** (ch. 6).
- **Delivery in stages with payment at each stage**: "Ready to dispatch" → "Out for delivery" → "Delivered" (ch. 12).
- **Manager approvals** for treat / waste / cancellation of a delivery that has left (ch. 12).
- **Administrator PIN** on first start (ch. 3).

Since version 1.4.0

- **Caller ID** from a USB modem, up to 24 phone lines, with automatic opening of the Delivery tab on the delivery terminals (ch. 22). File names without Greek characters.

Since version 1.3.0

- New **"Square"** area. Managers choose which areas are shown and in which order (ch. 6).
- **Automatic server discovery**: Windows and Android terminals connect as soon as they find the server (ch. 23).
- **Take away** and **Delivery** on separate screens. Delivery with a **customer record**, auto-completion from the phone number, order history and timestamps for receipt, readiness and delivery (ch. 11–12).
- **Deleting places** from the "Places / Tables" page (ch. 18).
- New **Settings** in sections, with a **role permissions** table (ch. 21).
- New **installer** with a detailed wizard (ch. 2).

2. Installation

Run **SkyOrderingSystem_Setup_1.13.2.exe** as a Windows administrator. The setup wizard guides you through each step. The same procedure is used for the first installation and for upgrading.

First the **language selection** appears (12 languages). The setup wizard is shown in this language and the program uses the same language; it can be changed later from Settings → General → Language. At the end, the network key is written to the file **NetworkKey.txt** in the installation folder.



Figure 2.1 – Welcome

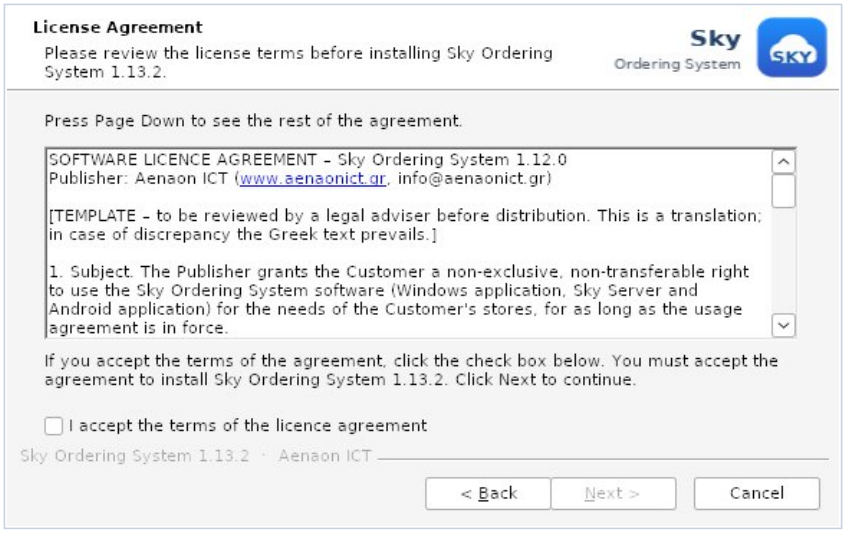


Figure 2.2 – Licence agreement: to continue, accept the terms.

2.1 Computer role

The most important choice of the installation. It defines how this computer will work (see 1.4). The program configures itself automatically on its first start based on your choice.

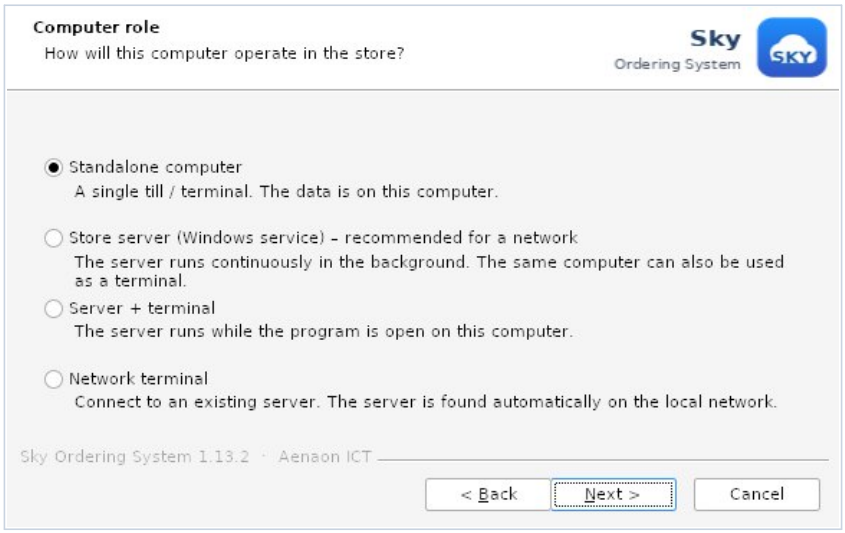


Figure 2.3 – Choosing the computer role

- **Standalone computer**: one cash desk without a network.
- **Store server**: the Sky Server service is installed and started. On the same computer, the program connects automatically to the server as a terminal.
- **Server + terminal**: the server runs while the program is open.
- **Network terminal**: the "Connection to the server" page follows, where you can enter the network key or leave it for the first start. Leave the server address empty and it will be found automatically.

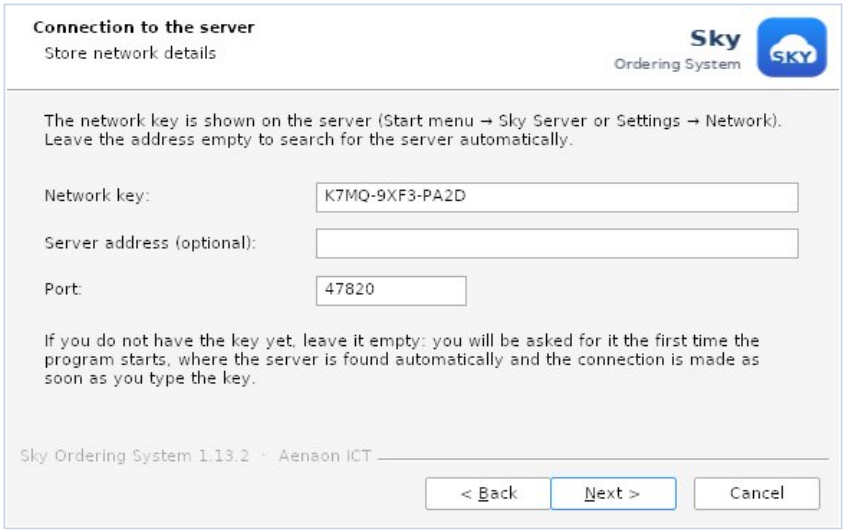


Figure 2.4 – Network terminal: key and (optionally) server address

> **Note:** When upgrading, the page shows the option "Keep the existing settings", selected by default. The store data is never changed by the installation.

2.2 Backups, components and folder

For the server and the standalone computer you choose where the automatic backups are stored. For maximum safety choose another disk, a USB drive or a network folder (NAS).

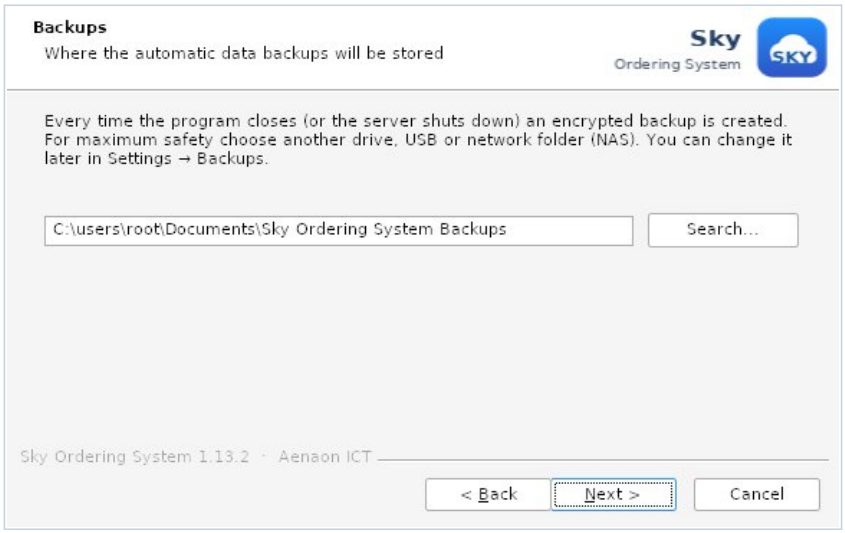


Figure 2.5 – Backup folder

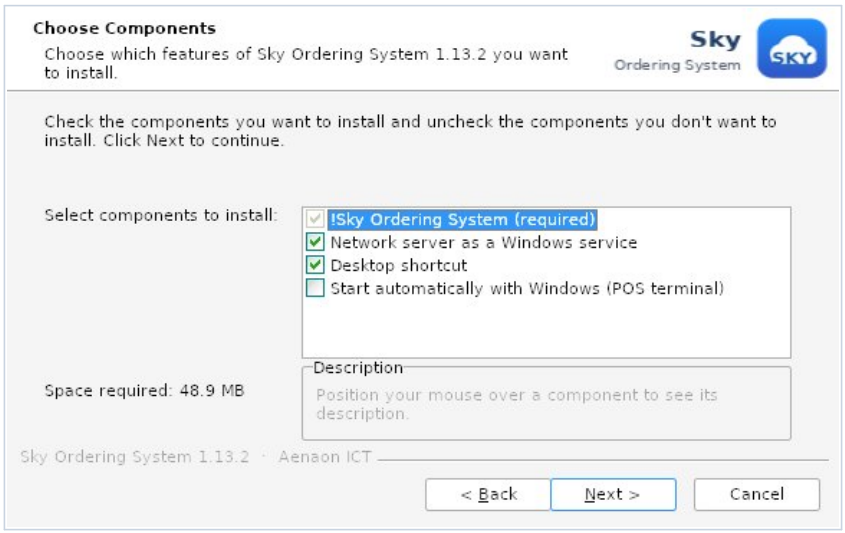


Figure 2.6 – Installation components. The "Windows service" is selected automatically with the "Server" role.

- **Desktop shortcut** (default).
- **Start automatically with Windows**: for POS terminals that must open on their own.

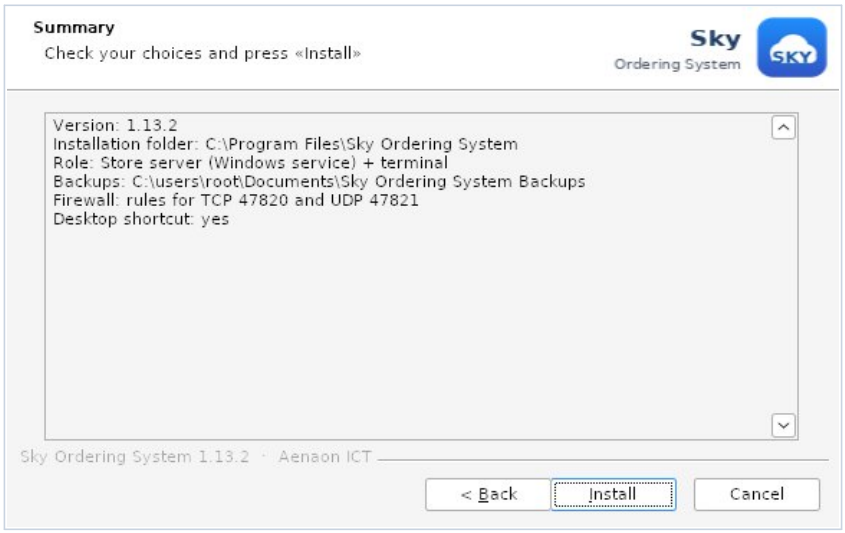


Figure 2.7 – Summary of choices before installation

Press **"Installation"**. The detailed log shows every step: copying files, firewall rules for TCP 47820 and UDP 47821, server service, shortcuts.

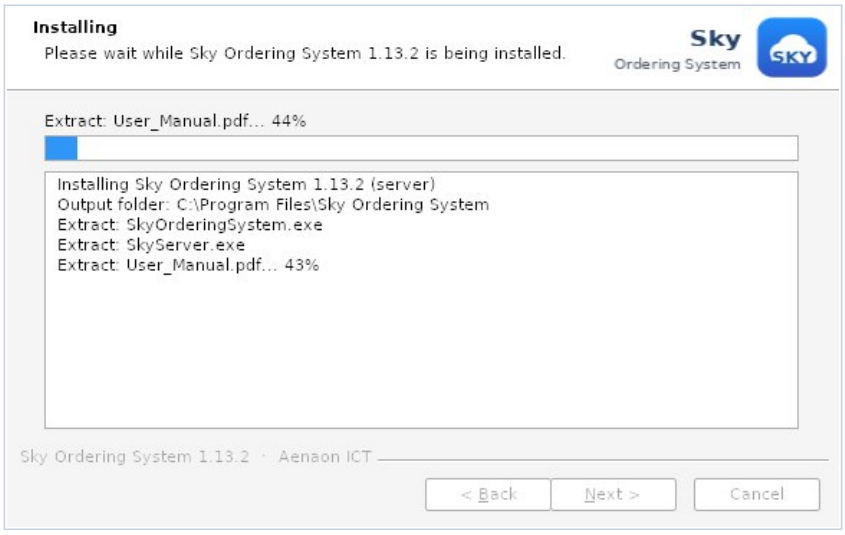


Figure 2.8 – Installation progress

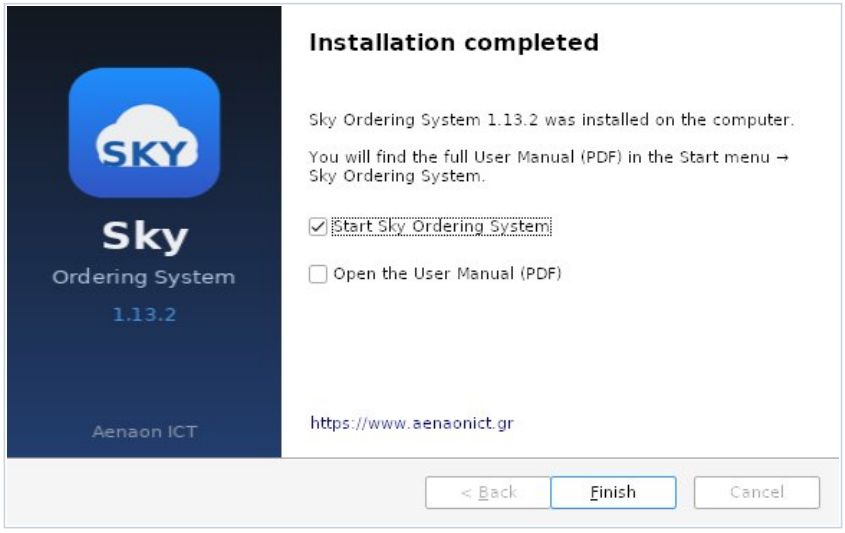


Figure 2.9 – Finish: start the program and open the User Manual

2.3 What is installed

Item	Location
Program, Sky Server, User Manual, Android APK	C:\Program Files\Sky Ordering System
Start menu	Sky Ordering System · Sky Server (console) · User Manual (PDF) · Android app (APK) · Uninstall
Standalone computer / terminal data	%LOCALAPPDATA%\SkyOrderingSystem
Server data	%ProgramData%\SkyOrderingSystem\Server
Backups (default)	Documents\Sky Ordering System Backups

2.4 Silent installation (many terminals)

For mass installation without questions, e.g. through a management tool:

```
SkyOrderingSystem_Setup_1.13.2.exe /S /ROLE=terminal /KEY=XXXX-XXXX-XXXX
SkyOrderingSystem_Setup_1.13.2.exe /S /ROLE=server /BACKUP=D:\SkyBackups
```

/ROLE = standalone | server | server-terminal | terminal · optionally /HOST=, /PORT=, /D=folder.

2.5 Uninstalling

Windows Settings → Apps → Sky Ordering System → Uninstall. The server service and the firewall rules are removed. At the end you are asked to confirm whether the data should be deleted too. Backups are **never** deleted.

3. First start

If the installation was done with a role selected, the program configures itself automatically. Otherwise, the operating mode selection screen appears.

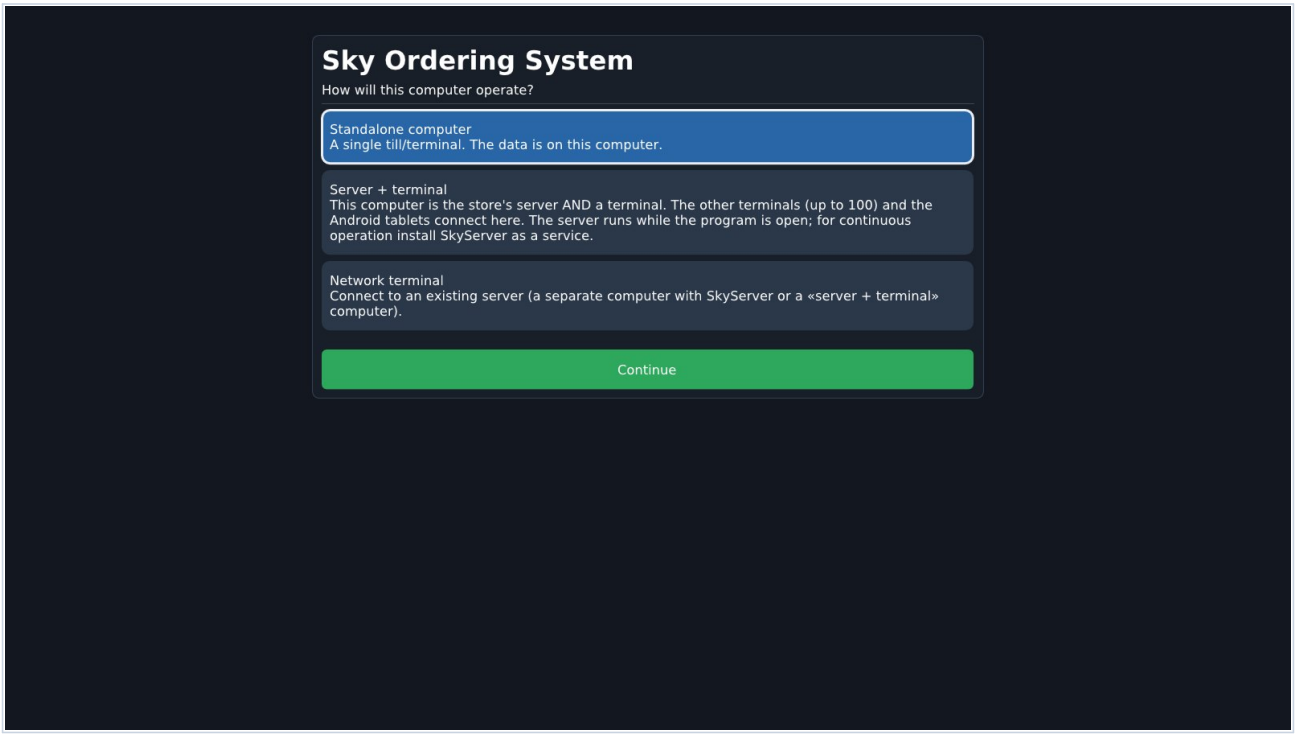


Figure 3.1 – Choosing the operating mode

In the **Network terminal** role, the program keeps searching for the server on the local network and shows the ones it finds. Type the store's **network key** and the connection is made automatically, with no other button (see ch. 23).

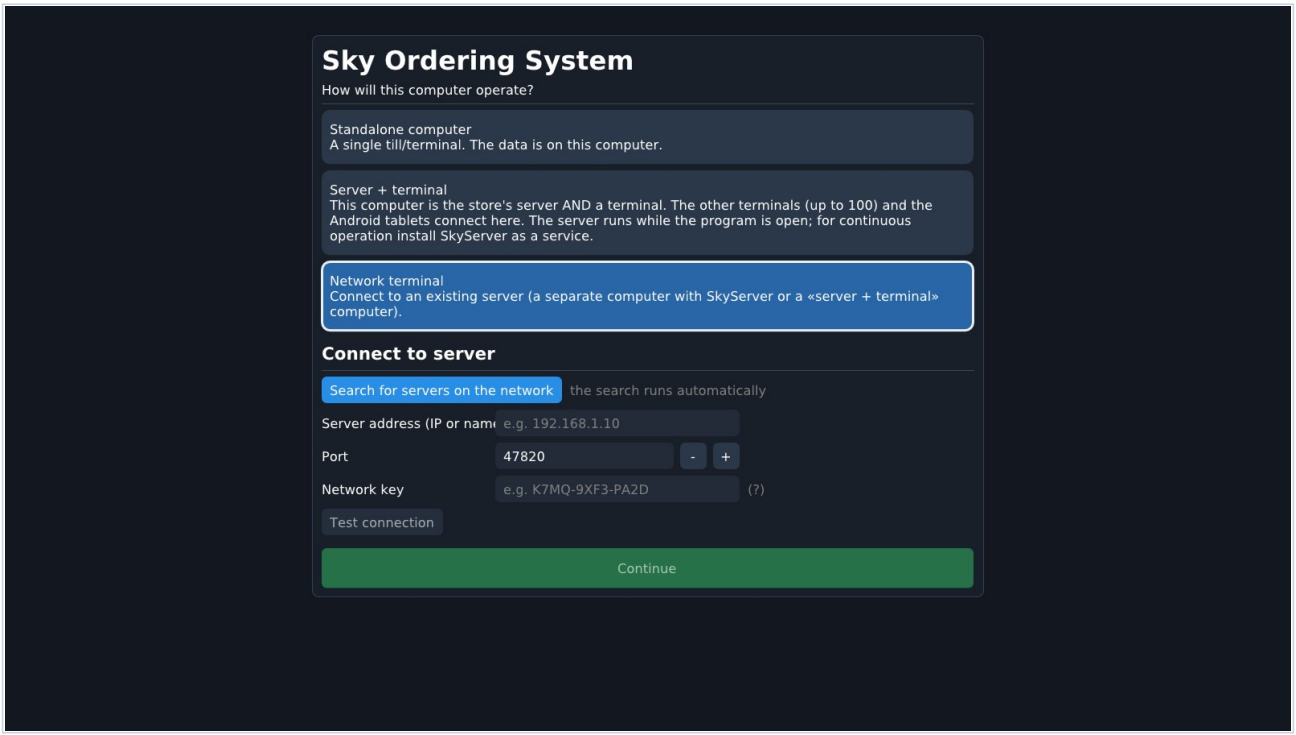


Figure 3.2 – Network terminal: automatic server search

3.1 Creating the database

On the first start of a standalone computer or a new server, you fill in the store name and the details of the **Administrator** account: user name, full name and the **sign-in PIN** (twice). This PIN is set here, during installation, and you use it every time you sign in as Administrator. Keep it secret.

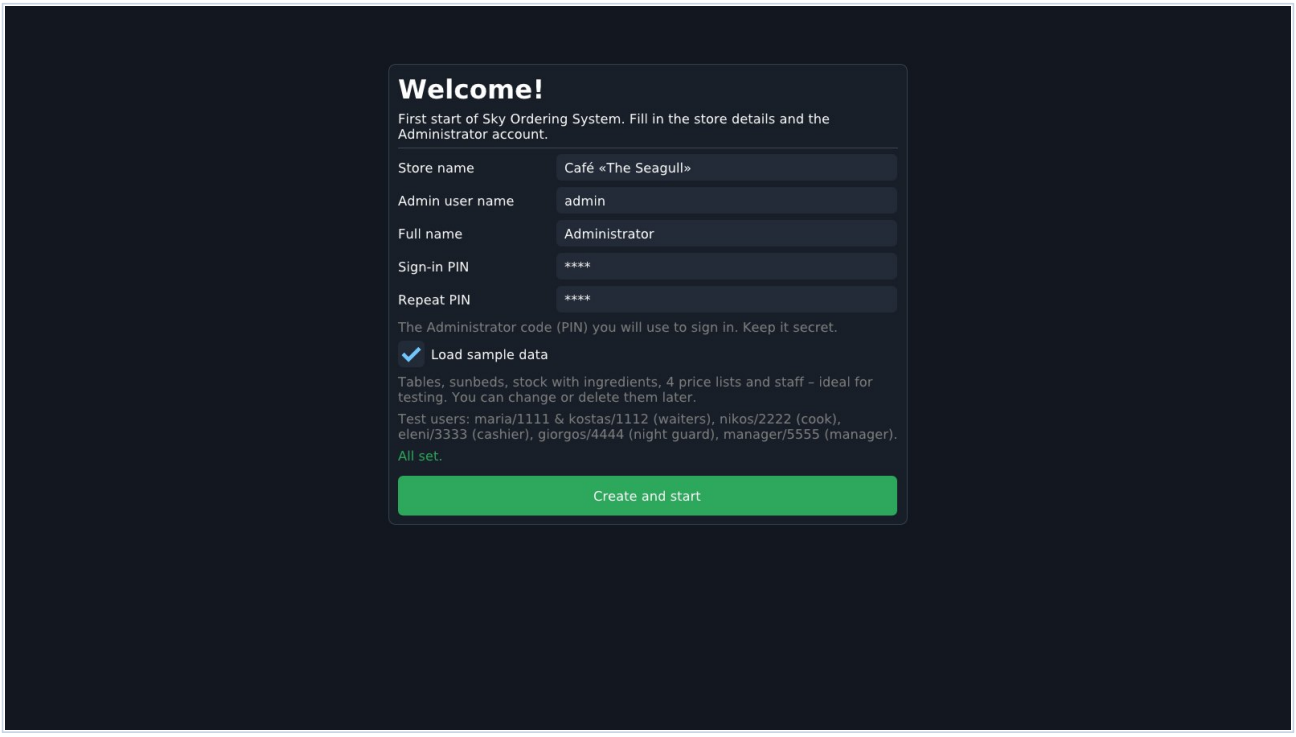


Figure 3.3 – Creating the database

With the **"Load sample data"** option, ready tables (Floor, Square), sunbeds (Beach), bar places, stock with ingredients, price lists and test users are created. You can change or delete them later.

User	Password	Role
maria / kostas	1111 / 1112	Waiter
nikos	2222	Cook
eleni	3333	Cashier
giorgos	4444	Night guard
manager	5555	Administrator

> **Caution:** Change or deactivate the test users before real operation (ch. 17).

4. User sign-in

The sign-in screen shows all active users. Tap your name, type your code with the numeric keypad or the keyboard, and then press **"Sign in"** or Enter.

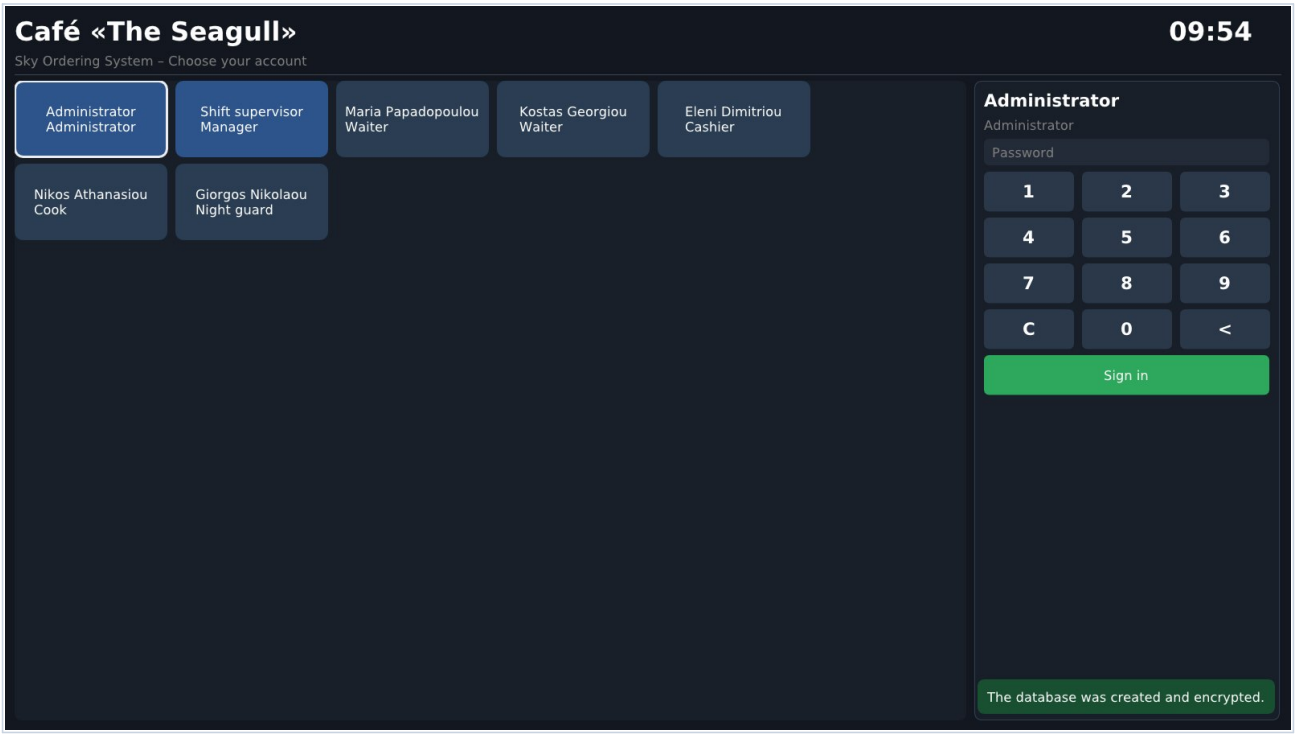


Figure 4.1 – Choosing a user

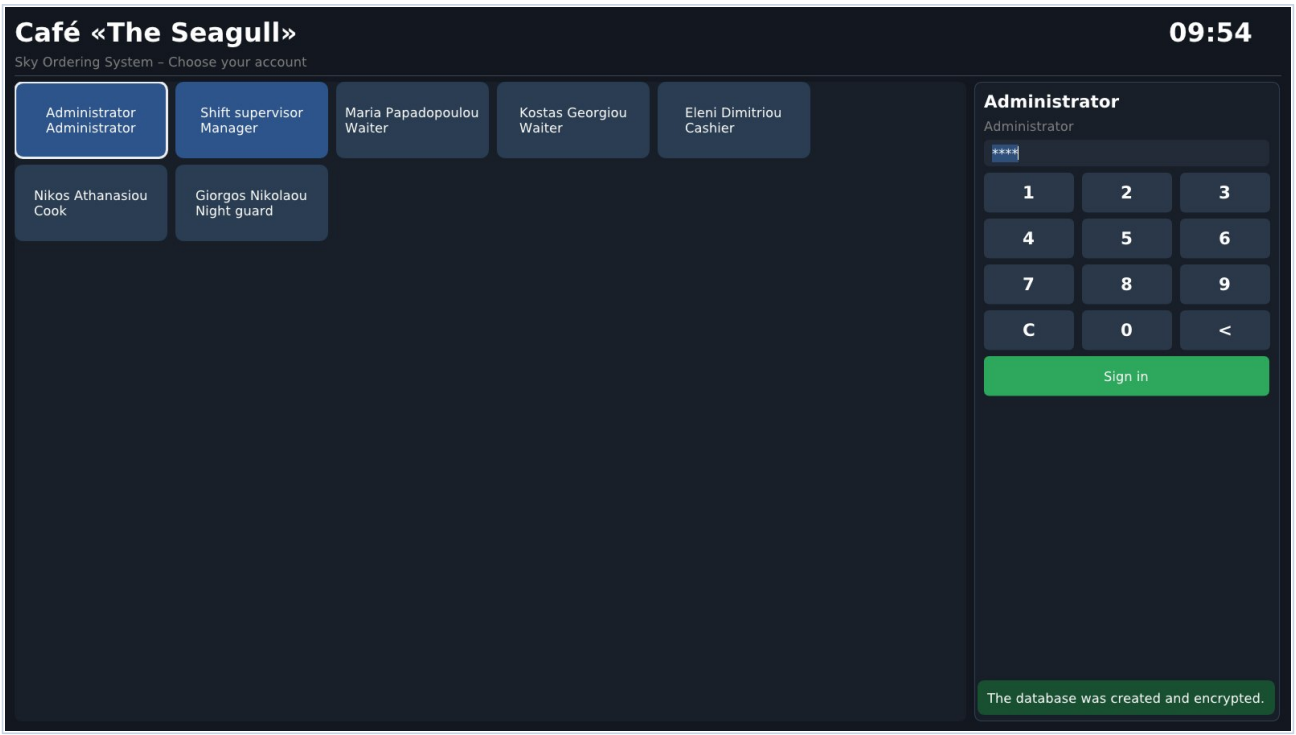


Figure 4.2 – Typing the code

- After repeated wrong attempts, the user is locked temporarily. The number of attempts is set in Settings → Security.

- **"Sign out"** (top right): back to the sign-in screen. Optionally there is **automatic sign-out** after X minutes of inactivity (Settings → Security).
- At the top left the store name and the current screen are shown. On the right the time, the user and, on a network, the connection status are shown.

5. Roles and permissions

Each user has a role. The **Administrator**, **Owner** and **Manager** roles always have full access. For the other roles, the owner defines what they see and do in the **Settings → Role permissions** table (ch. 21.5). Permissions apply on all terminals, Windows and Android, and are also enforced by the server.

Role	Default permissions
Administrator	Everything, including email settings, usage fee and network.
Owner	Everything: finances, users, settings, usage fee.
Administrator	Everything in the running of the store: stock, price lists, places, users.
Waiter	Floor, kitchen (view), take away, new orders, serving, taking payment, treat, waste, cancellation, direct sale.
Cashier	Everything the waiter can do, plus cash desk, delivery, viewing and editing customer records.
Cook	Kitchen / Bar and marking "Ready".
Night guard	View the floor.

6. Floor / Orders

The main screen of the program. On the left is the menu with the screens your role allows, with counters for the active orders. In the centre are the places of the selected area and on the right the details of the selected place.

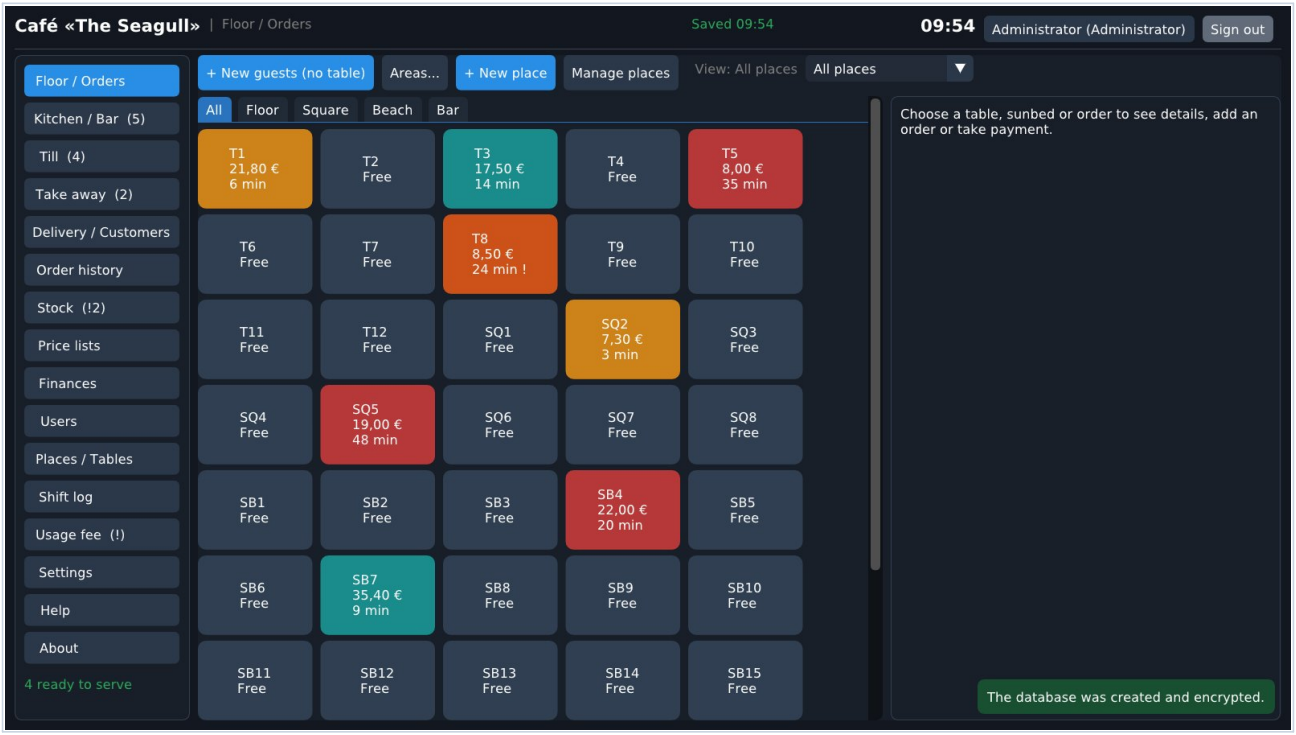


Figure 6.1 – Floor / Orders, "All" tab

6.1 Colours and indicators

Tile colour	Meaning
Grey	Free place
Orange	Order in preparation (Pending)
Dark orange with "!"	The wait exceeded the delay limit (Settings → Floor & areas, default 20 minutes)
Turquoise	The kitchen / bar has prepared it: ready to serve
Red	Served, awaiting payment (Open)

Each tile shows the place name, the amount still to be paid and the time since the first active order.

6.2 Areas: Floor, Square, Beach, Bar, All

Places are grouped into areas, shown as tabs above the tiles. The **"All"** tab shows all visible areas together.

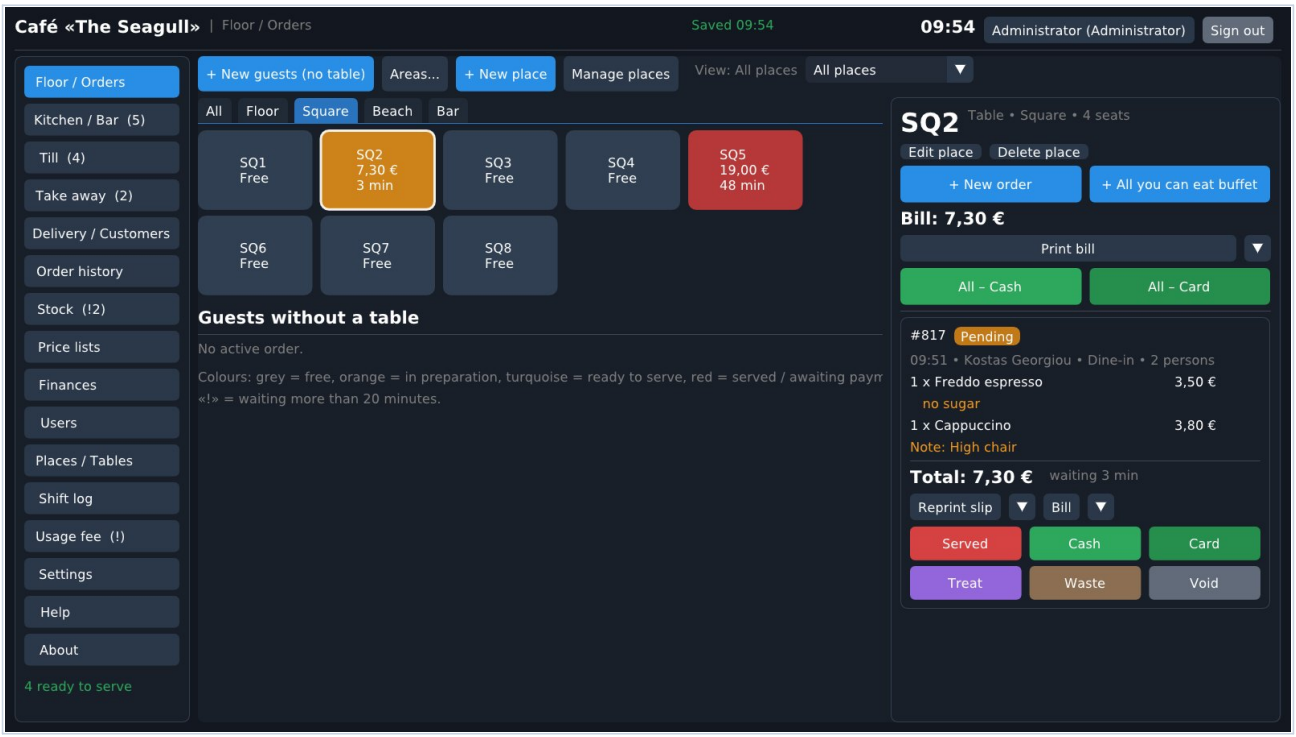


Figure 6.2 – The "Square" area

Managers and owners choose which areas are shown with the **"Areas..."** button. Turn each area and the "All" tab on or off. The change applies immediately on all terminals, Windows and Android.

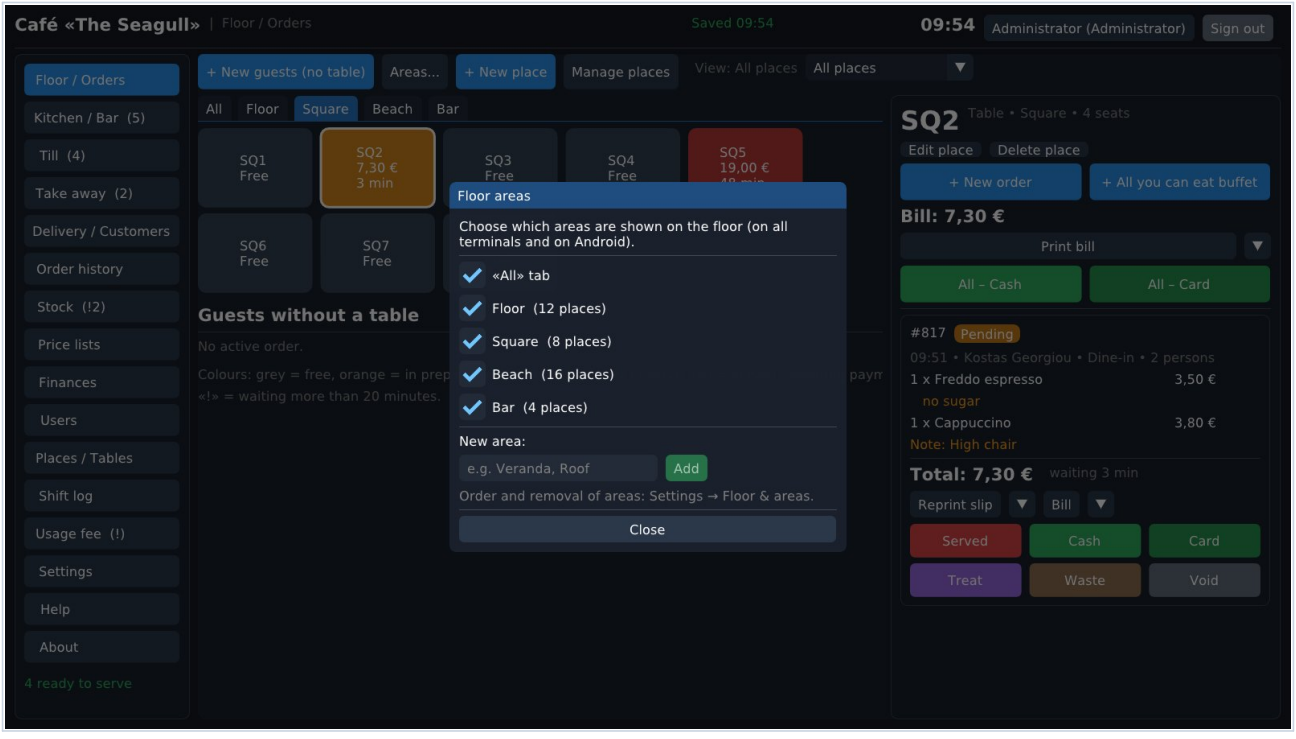


Figure 6.3 – Choosing the areas shown

> **Tip:** The order of the areas, new areas (e.g. "Veranda") and the area that opens first are set in Settings → Floor & areas (ch. 21.2).

Each visible area has a tab **even if it has no places yet**. In an empty area the manager sees the **"+ New place in area …"** button to add its first places.

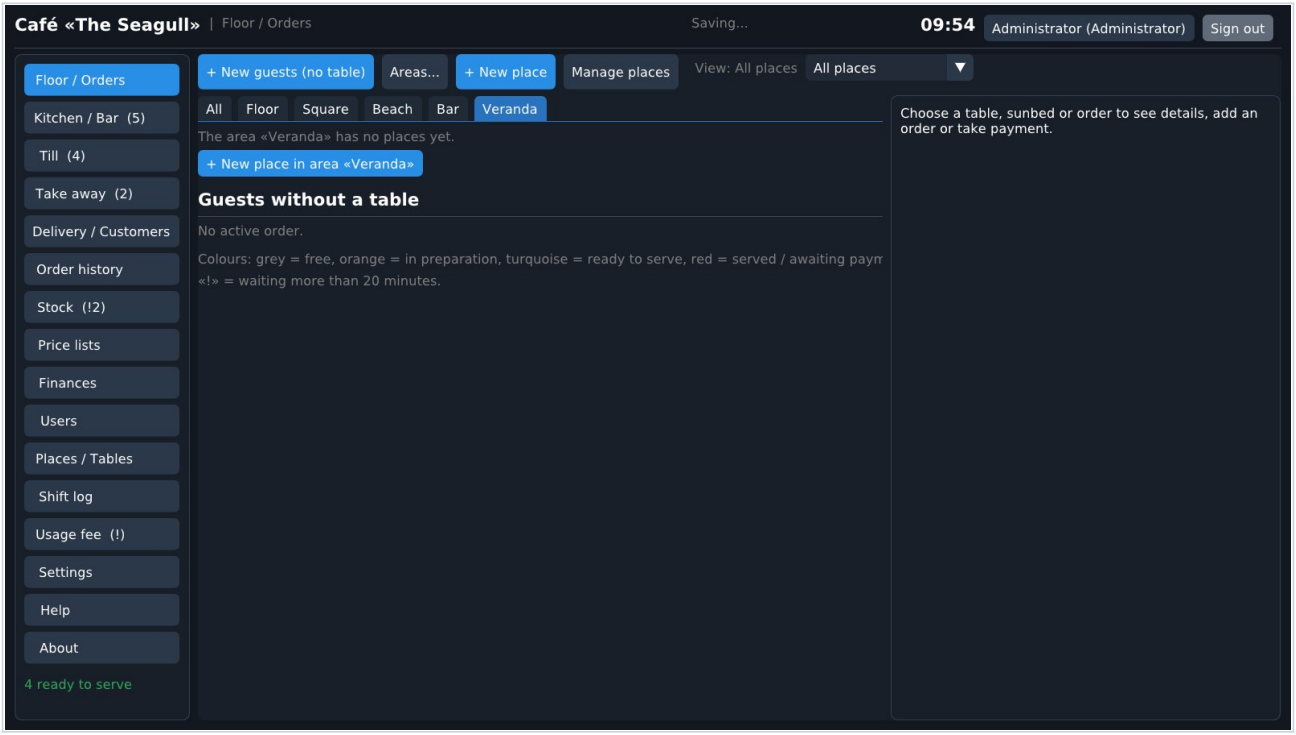


Figure 6.4 – New "Veranda" area without places: tab and "+ New place in area …"

6.3 Selecting a place

Tap a place to see on the right all its active orders, the bill and the actions:

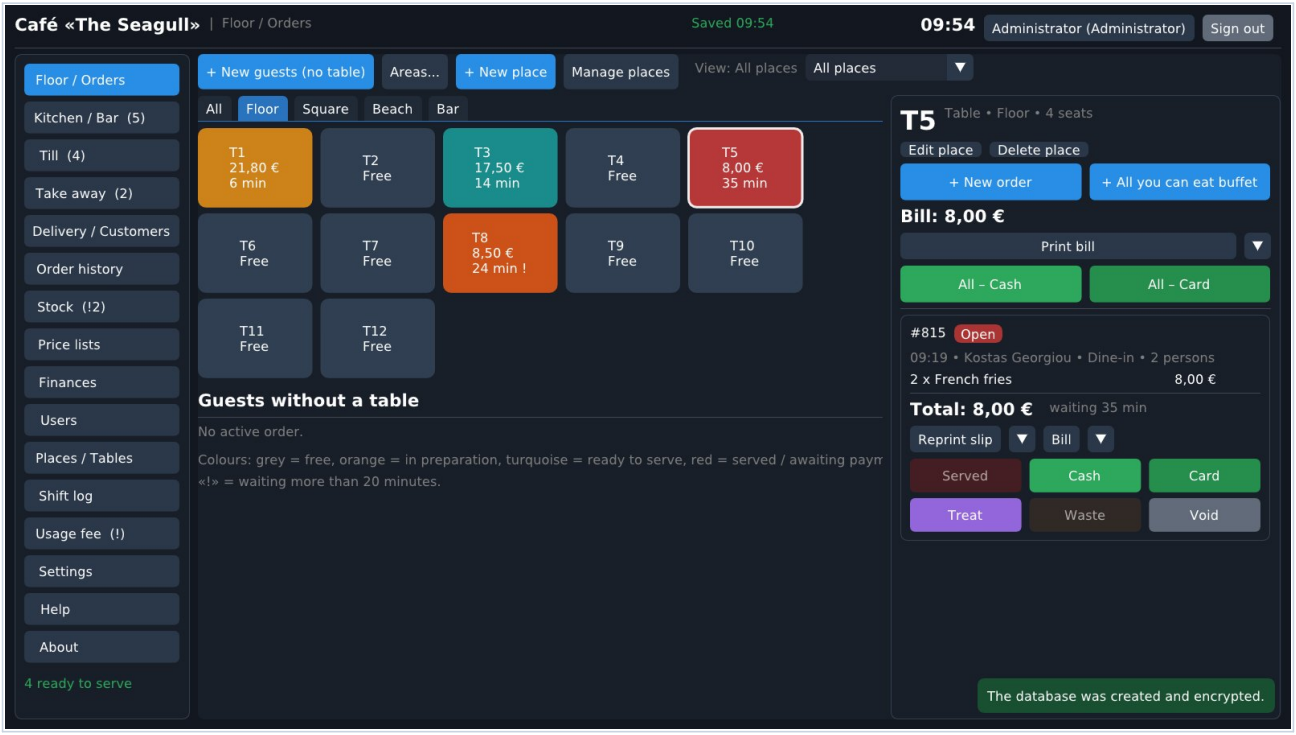


Figure 6.5 – Place details: orders, bill, actions

- **"+ New order"**: a new order for the place (ch. 7).
- **+ All you can eat buffet**: a buffet order per person (if enabled in Settings).

- **"All – Cash" / "All – Card"**: settles all orders of the place in one step.
- On each order: **"Served"**, **"Cash"**, **"Card"**, **"Treat"**, **"Waste"**, **"Void"** (ch. 8).
- **"Print bill"** (next to the total): a draft bill of all orders of the place on the area's printer. On each order: **"Reprint slip"** and **"Bill"**. The ▾ arrow next to each button selects another print area or group (ch. 21.10). The buttons appear when printers have been set up.

6.4 Adding, changing and deleting places (managers)

Managers and owners manage places directly from the floor, without going to the "Places / Tables" screen:

- **"+ New place"** (top): adds a table, sunbed or bar place. The new place goes into the current area.
- **"Manage places"**: turns on edit mode. Each tile shows "[edit]"; tap it to edit or delete the place. Press "Manage places" again to exit.
- Alternatively, select a place and use **"Edit place"** / **"Delete place"** in the details on the right.

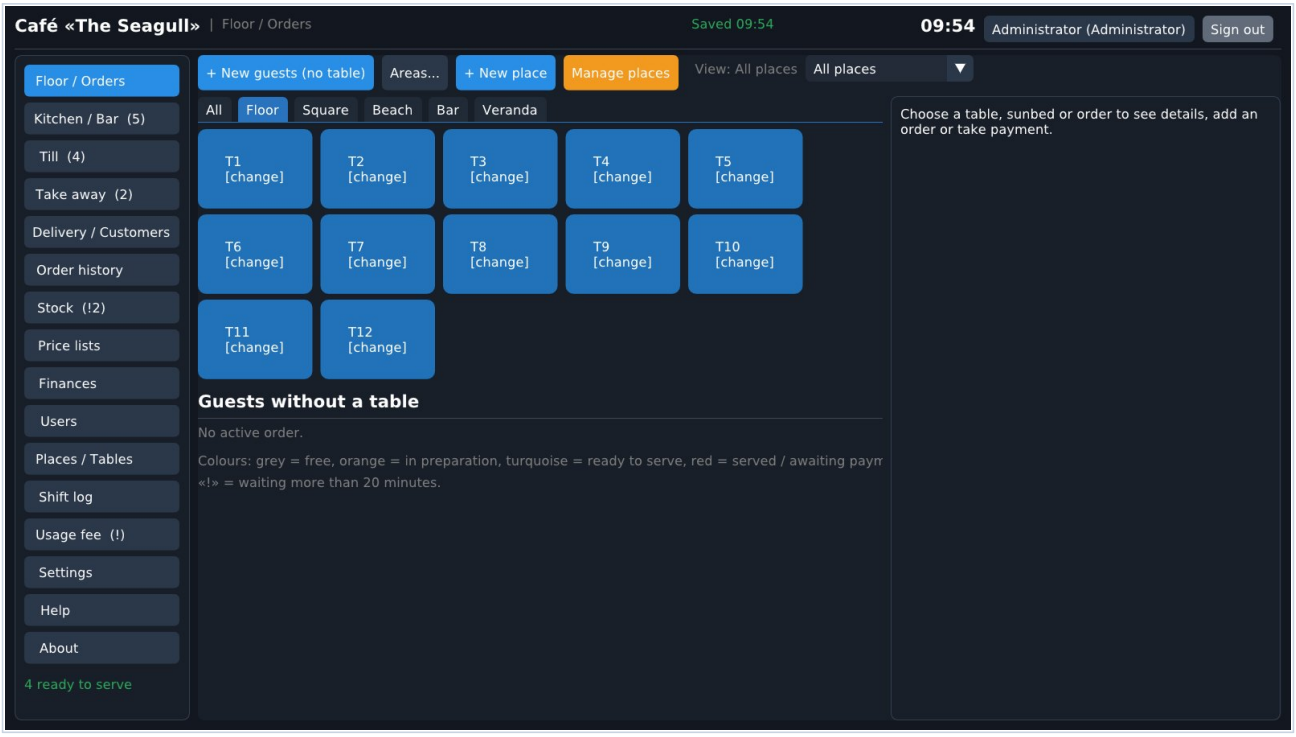


Figure 6.6 – Managing places from the floor

> **Caution:** A place with an open order cannot be deleted – settle it first. Past orders of a deleted place remain in the archive.

6.5 Guests without a table

The **"+ New guests (no table)"** button creates an order for customers who are not at a specific place, e.g. standing at the bar. These orders appear below the tiles. The option is enabled in Settings.

7. New order

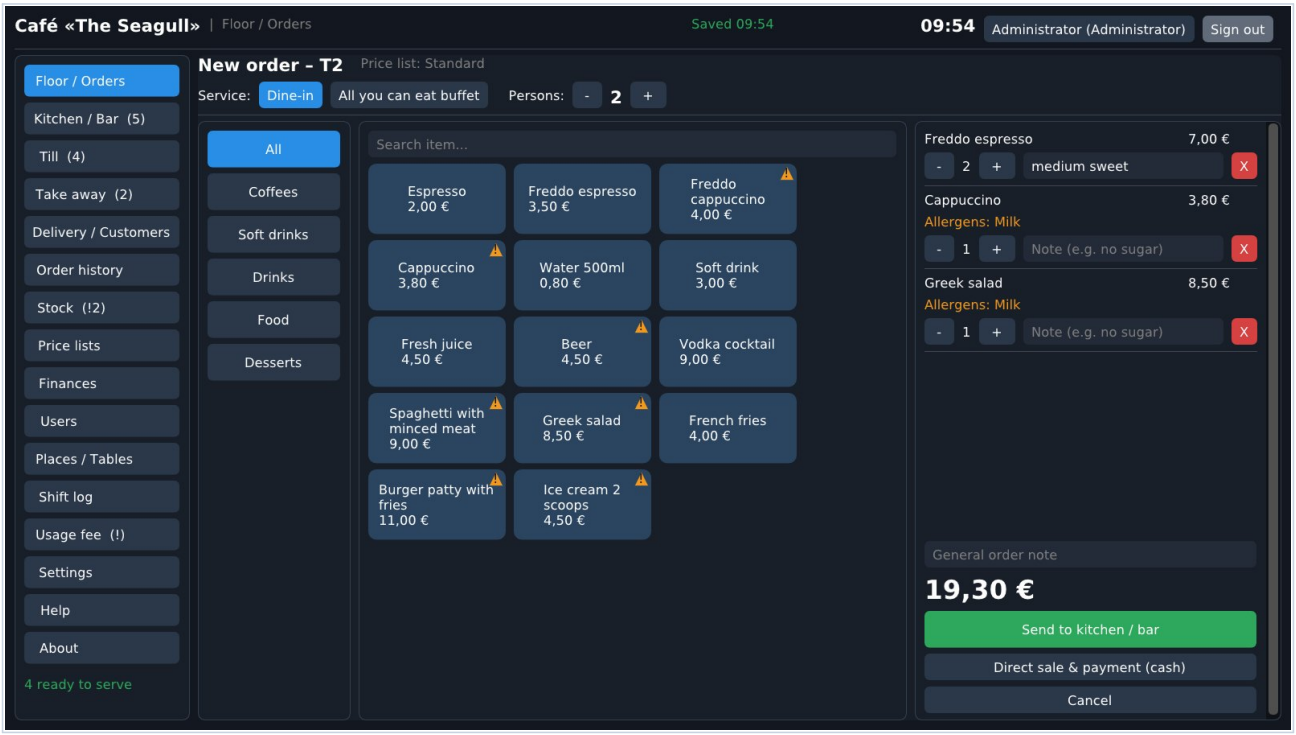


Figure 7.1 – Composing an order

1. Choose the **service** (In store / All you can eat buffet) and the **number of guests**.
2. Choose a **category** on the left or type in the item search.
3. Tap each item to add it. Each new tap increases the quantity.
4. In the list on the right: **−/+** for the quantity, a **note** field per item (e.g. "no sugar"), **X** to remove.
5. Optionally, fill in the **general order note**.
6. Press **"Send to kitchen / bar"**.

- **"Direct sale & payment (cash)"**: for a quick sale at the counter. The order is recorded as completed and paid.
- **"Cancel"**: closes the composer without saving.
- Prices: the user's **active price list** applies (ch. 15).
- If the "Confirm before sending" setting is on, a confirmation question appears.
- If negative stock is not allowed, items without enough ingredients are not recorded (Settings → Kitchen & stock).

7.1 Allergens

Items that contain allergens have an **orange triangle with "!"** at the top right of their button. Hovering over the button shows the list (e.g. "Gluten, Milk"). In the order list, under each item, its **allergens** are shown in orange so that the waiter can inform the customer. On Android and iPhone/iPad the item has the ⚠ symbol (long-press for the list) and the allergens are shown in the cart.

> **Caution:** Allergens are **indicative**: they come from what has been declared on the item and on the ingredients of its recipe (ch. 15). The store is responsible for checking them against the product labels.

7.2 All you can eat buffet – Ticket

With the **"All you can eat buffet"** service (or with the place's "+ Buffet") the order uses the buffet price list. Above the items the purple **"Ticket"** button appears for each ticket item of the price list.

1. Set the **number of guests** with −/+.
2. Press **"Ticket"**: as many tickets as are missing to cover all guests are added (e.g. 4 guests → 4 tickets).
3. If there are adult and child tickets, press the first one, reduce the quantity with − (e.g. 2) and press the second one: the remaining 2 are added.
4. Add the **soft drinks and drinks** charged separately and press "Send to kitchen / bar".

The list shows only the items the manager has marked **"In buffet"** in the price lists (ch. 15). If none has been marked, all items of the price list are shown. Above the buttons you see how many tickets have been added compared with the guests (e.g. "Tickets: 2 of 4 guests").

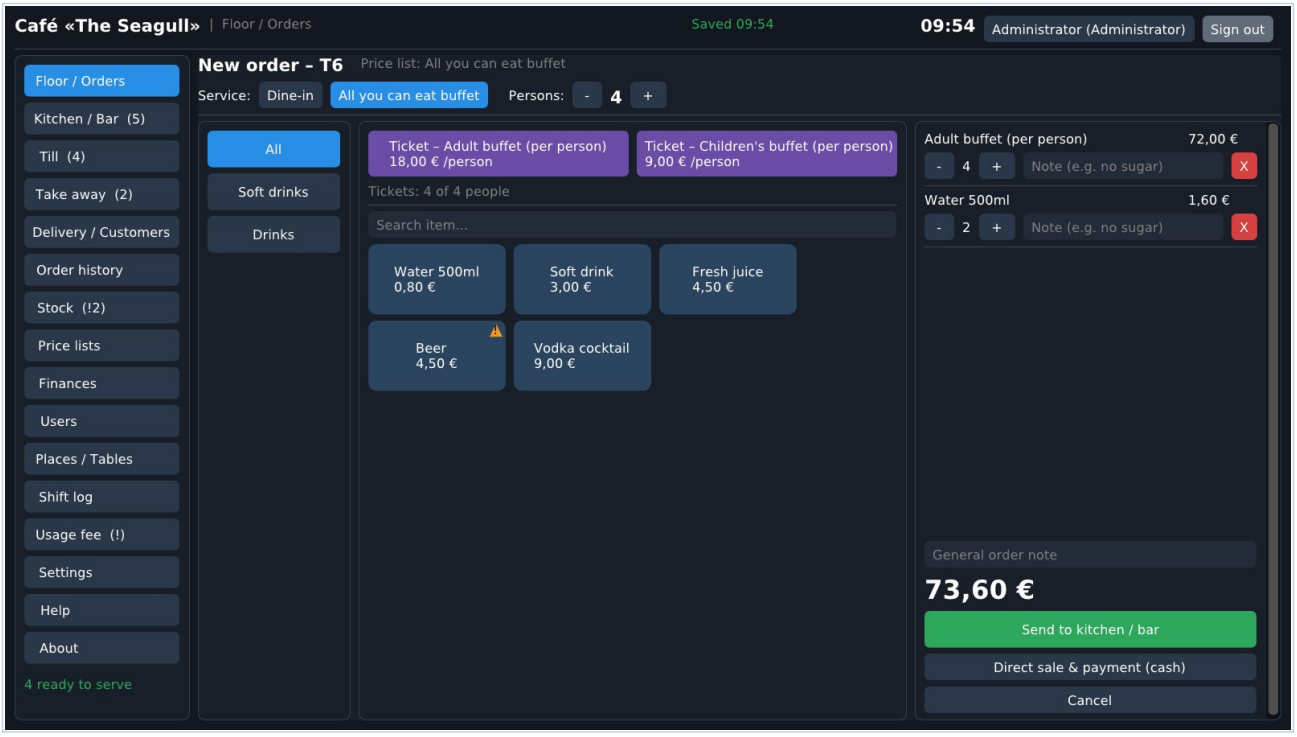


Figure 7.2 – Buffet order: tickets per person and soft drinks

> **Tip:** The Android, iPhone and iPad apps have the same "Ticket" button and the same item choice.

8. Order life cycle

Status	Meaning	How it gets there
Pending	In preparation in the kitchen / bar	As soon as the order is sent
(Ready)	The kitchen has completed it. It is a marker within "Pending".	"READY" in the kitchen
Open	Served or delivered, awaiting payment	"Served" / "Delivered"
Completed	Paid (cash or card)	"Cash" / "Card"
Treat	Free for the customer. It counts in the cost.	"Treat" (with confirmation)
Waste	Loss, e.g. spoiled or spilled. The ingredients are removed from stock.	"Waste"
Cancelled	Cancelled. The ingredients return to stock.	"Cancel"

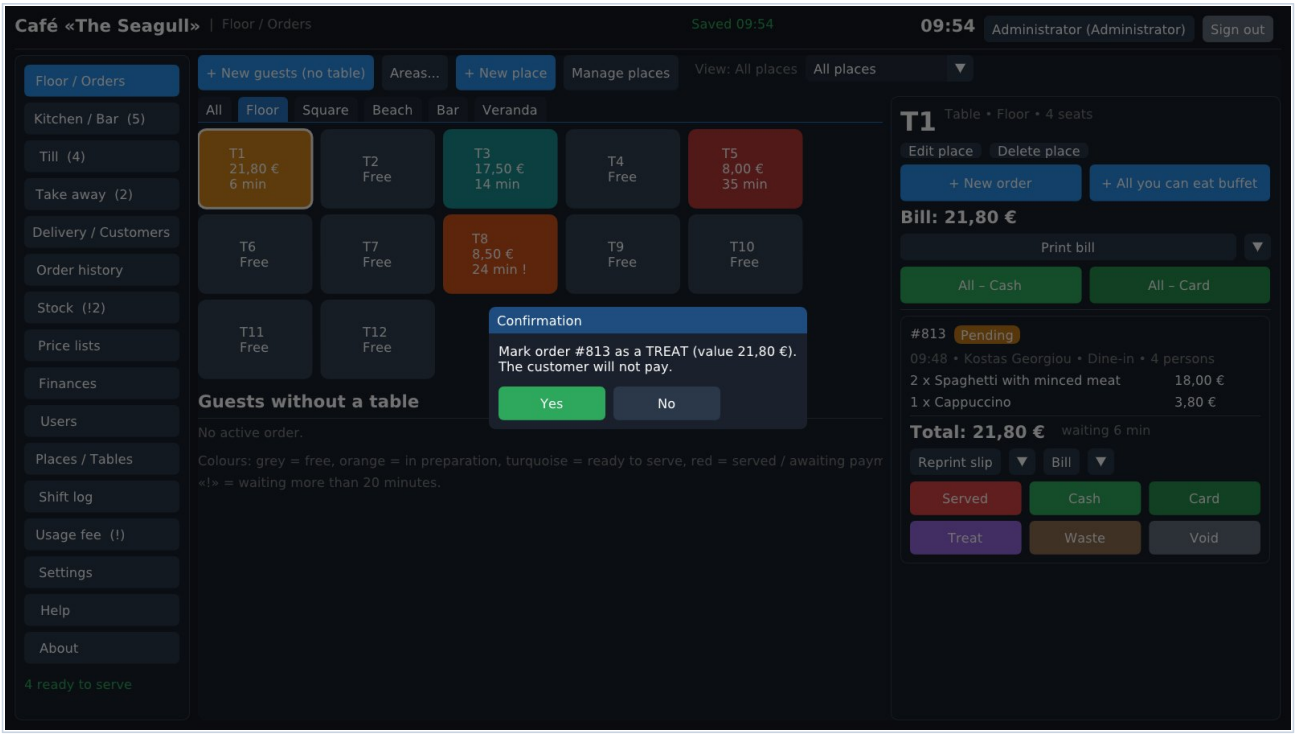


Figure 8.1 – Confirmation before treat, waste or cancellation

Every change is recorded with time and user. Preparation, serving and payment times are shown in the Order archive (ch. 13). Which role may perform each action is set in the role permissions.

9. Kitchen / Bar

The kitchen and bar screen. At the top are the **waiting** orders, in the order received. Each card shows the place or customer, waiting time, waiter, items, quantities and notes. Press **"READY"** when it is ready. Below are the **ready orders waiting to be served**.

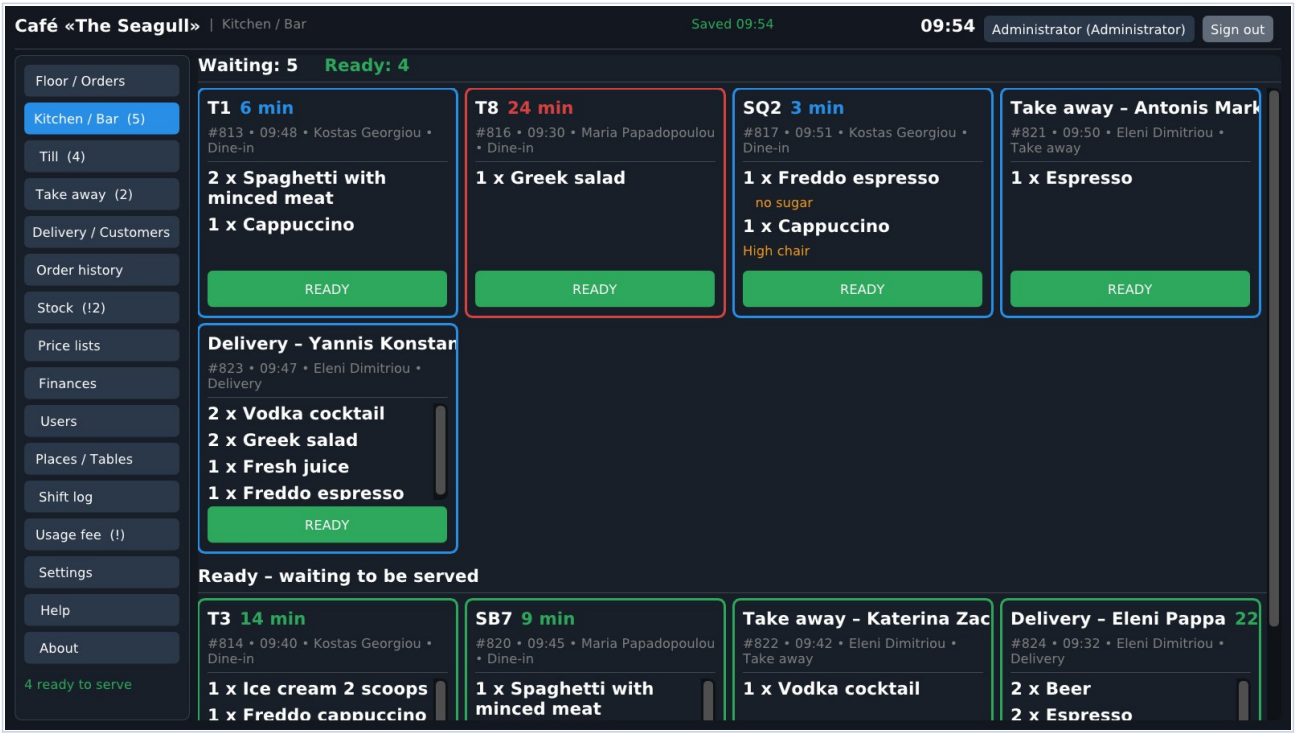


Figure 9.1 – Kitchen / Bar

- The border colour shows the delay: blue for normal, orange from half of the limit, red after the limit.
- Sound alert on every new order (Settings → Kitchen & stock).
- Notes are shown in colour, under the item or the order.

10. Cash desk

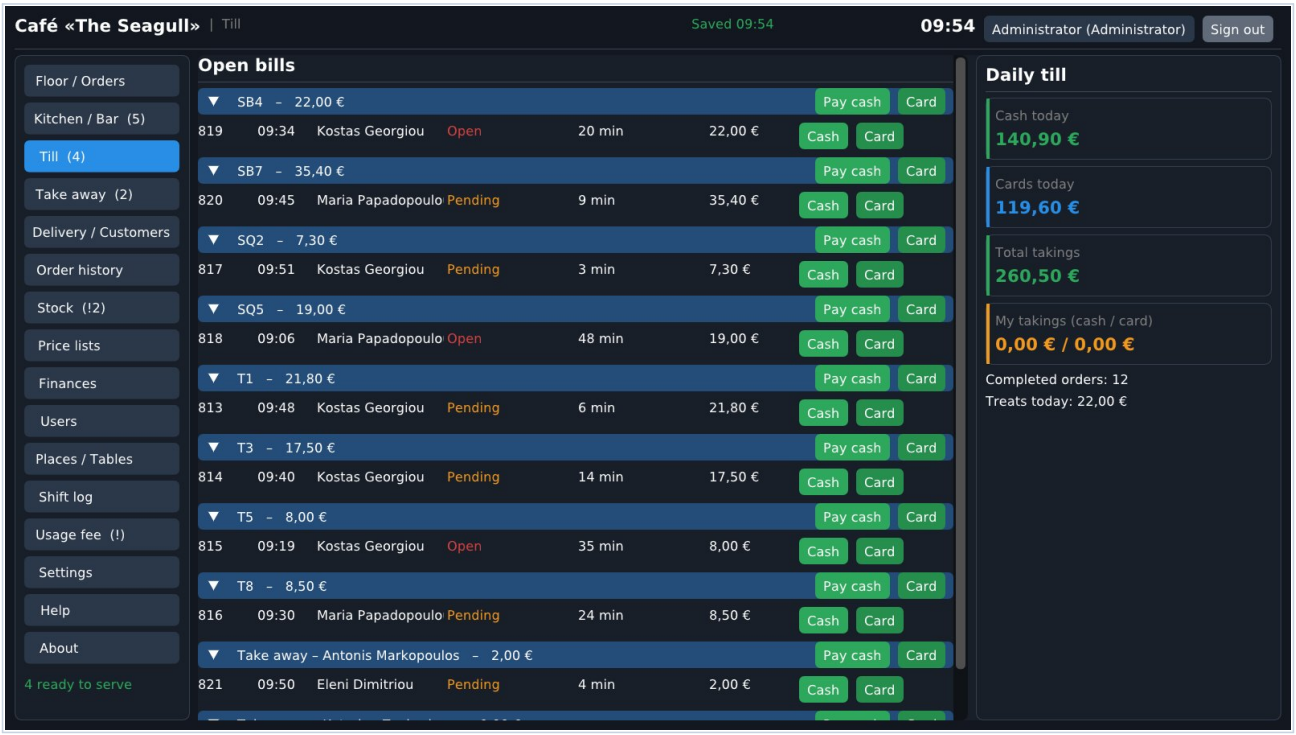


Figure 10.1 – Cash desk: open bills and today's takings

On the left are all open bills per place or customer, with settlement of the whole bill or of a single order, in cash or by card. On the right is **today's cash desk**: cash, cards, total takings, the user's takings, completed orders and treats.

11. Take away

A separate screen for take-away orders. Orders are split into three columns: **Being prepared → Ready for pickup → Picked up – to be paid**.

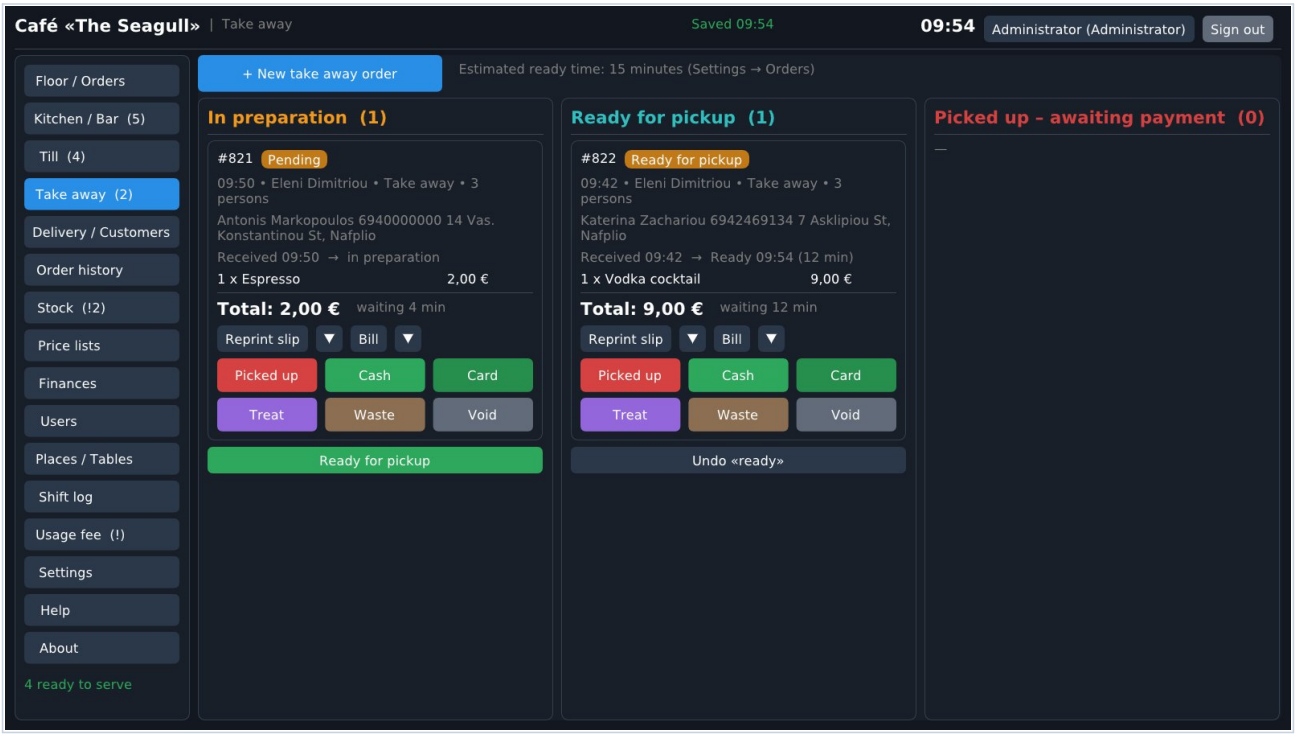


Figure 11.1 – Take away screen

The **"+ New take away order"** button opens the composer with the customer's name and phone. If the phone belongs to a known customer, the name is filled in automatically. At the top the estimated ready time is shown (Settings → Orders).

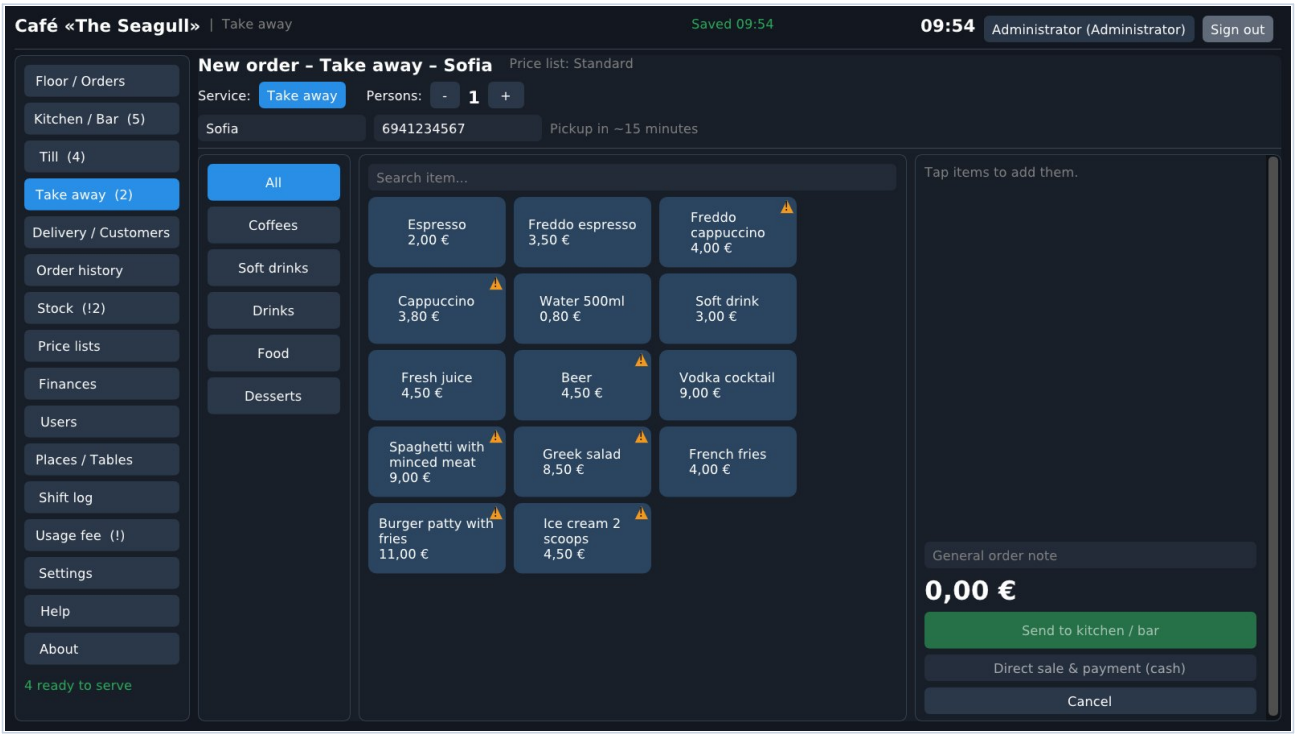


Figure 11.2 – New take-away order

- "Ready for pickup": the order moves to the second column. The same happens from the kitchen.
- "Picked up": the customer picked up the order. Only the payment remains, if not already made.
- You can take payment at any stage with "Cash" or "Card".

12. Delivery and customer records

The Delivery screen has four tabs: **Delivery orders**, **+ New delivery order**, **Customers** and **Calls**. With a Caller ID modem, the new-order tab opens automatically on every incoming call (ch. 22).

12.1 Delivery order board – three stages

Orders move from left to right through three columns. Each column has a main button that moves the order to the next stage:

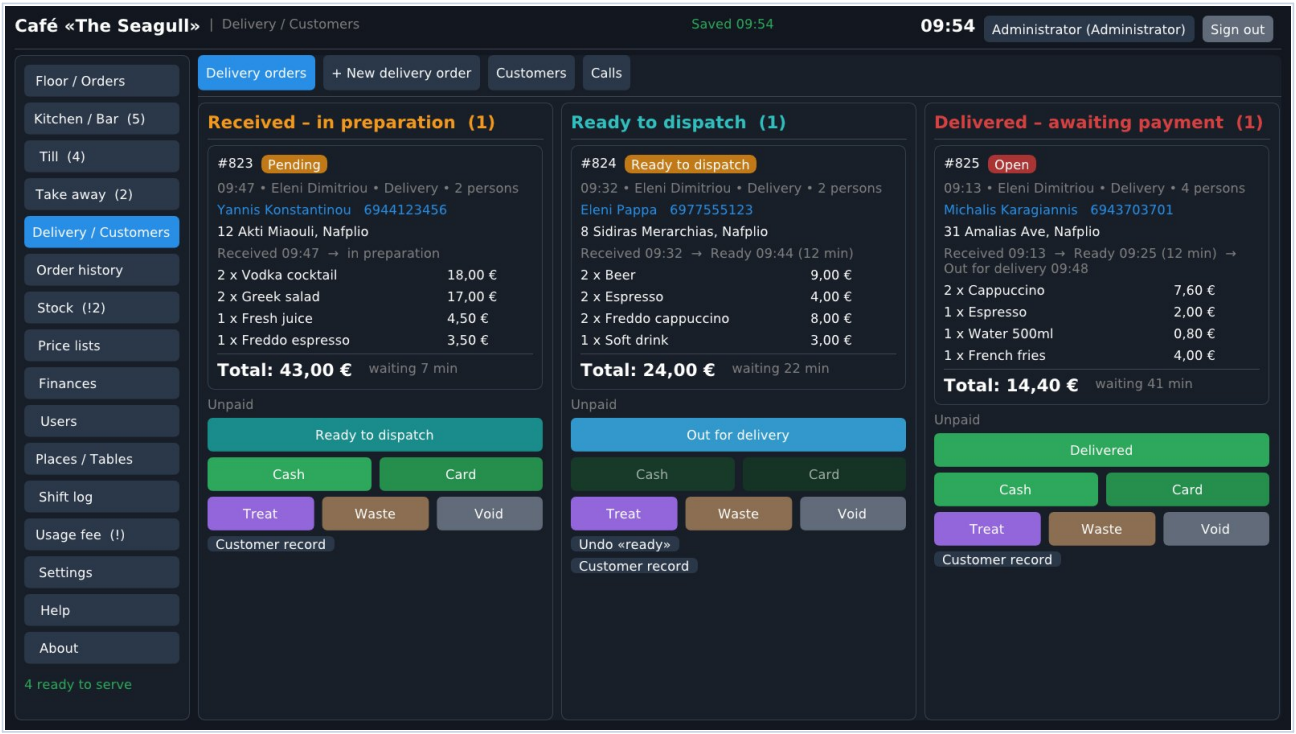


Figure 12.1 – Delivery orders in three stages, with the buttons of each stage

Stage	Main button	What happens
Received – in preparation	"Ready to dispatch"	The kitchen is preparing the order. With the button (or "READY" in the kitchen) it moves to the next stage.
Ready to dispatch	"Out for delivery"	The order is ready. When the courier picks it up, press "Out for delivery".
Delivered – to be settled	"Delivered"	The order is on its way. When the courier delivers it, they press "Delivered" – then it is completed.

> **Note:** The order is considered **completed only** when "Delivered" is pressed in the last stage.

Payment at any stage

Payment is independent of delivery, so that it covers prepayment or payment at the door:

- In the **"Received – being prepared"** stage: "Cash" / "Card" for **prepayment** ("Delivered" is inactive).
- In the **"Ready to dispatch"** stage: "Cash" / "Card" are inactive (the order is just leaving).
- In the **"Delivered – to be paid"** stage: all buttons are active – the courier collects at the door and presses "Delivered".

- The **"Paid"** / **"Unpaid"** indication is shown on each card. "Reverse payment" corrects a mistake.

Each order shows the customer, phone, address, items and the **timeline** Received → Ready → Out for delivery → Delivered, with the durations. Delivery orders are settled here and not in the "Till".

Treat, waste, cancellation – manager approval

In the first two stages, staff with the relevant permissions make a treat, waste or cancellation as usual. When however the order **has already left for delivery** (last stage), the **"Treat"** / **"Waste"** / **"Void"** actions by a non-manager send an **approval request** to the manager (with a reason). The action is carried out only after the manager approves it.

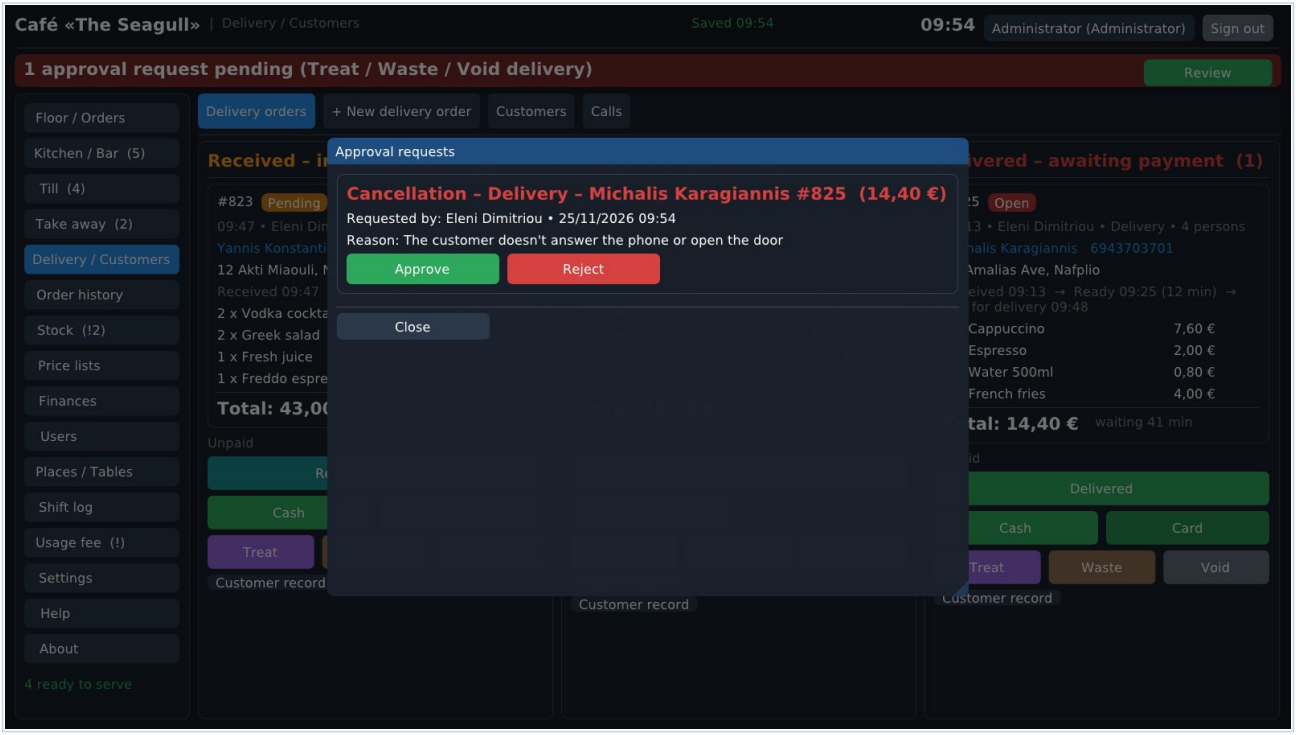


Figure 12.2 – Approval request: the manager approves or rejects

- The manager sees a **red bar** at the top of every screen while there are pending requests. "Review" opens the list where they press **"Approve"** or **"Reject"** (with an optional note).
- Managers and owners perform treat / waste / cancellation directly, without a request.

12.2 New delivery order: order tab

When a phone order comes in, the cashier or the store manager opens the **"+ New delivery order"** tab:

1. They type the customer's **phone number**.
2. If the customer **exists** in the database, their details (first name, last name, address, floor / doorbell, notes) are **filled in automatically**. On the right, their **history** with the latest orders is shown.
3. They check the details and **accept or correct them**. Corrections are saved in the customer record.
4. They press **"Accept details – continue to items"** and enter the order items.
5. They press **"Send to kitchen / bar"**.

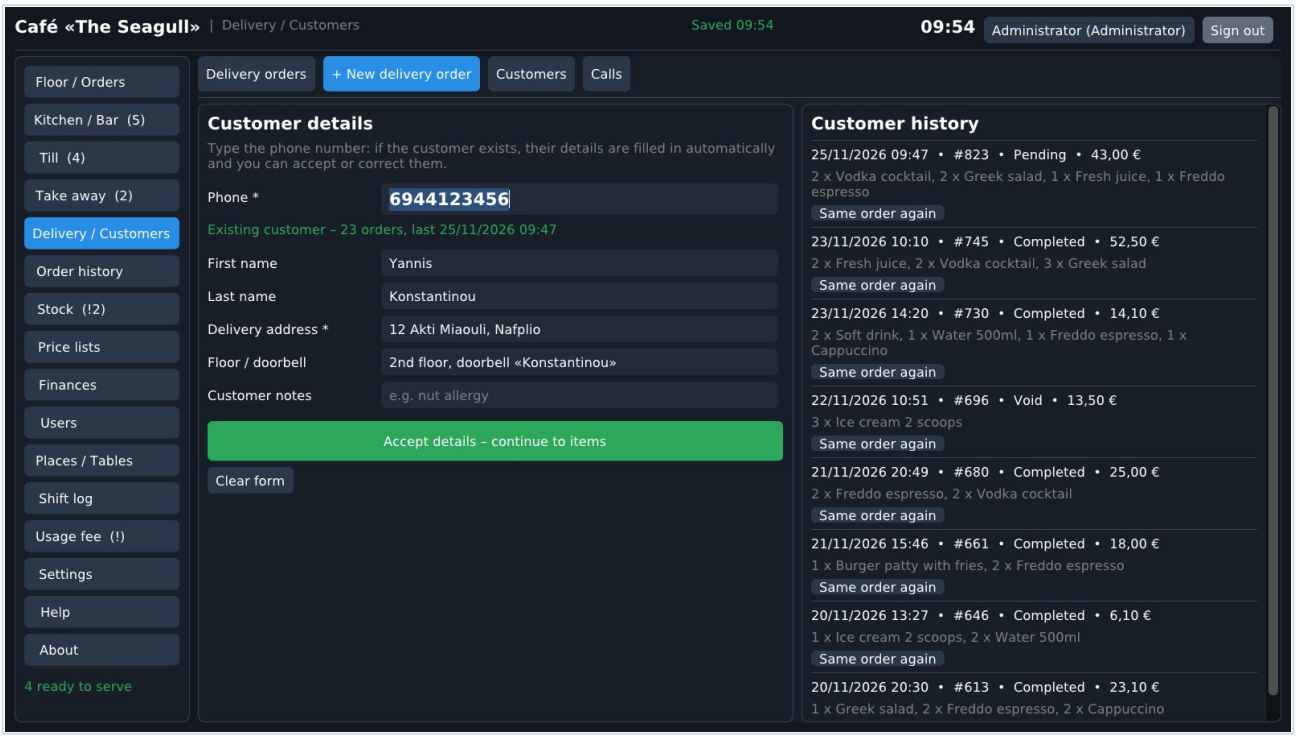


Figure 12.3 – Known customer: auto-completion and history

For a **new customer** the message "New customer – fill in their details" appears. When the order is sent, their record is created automatically.

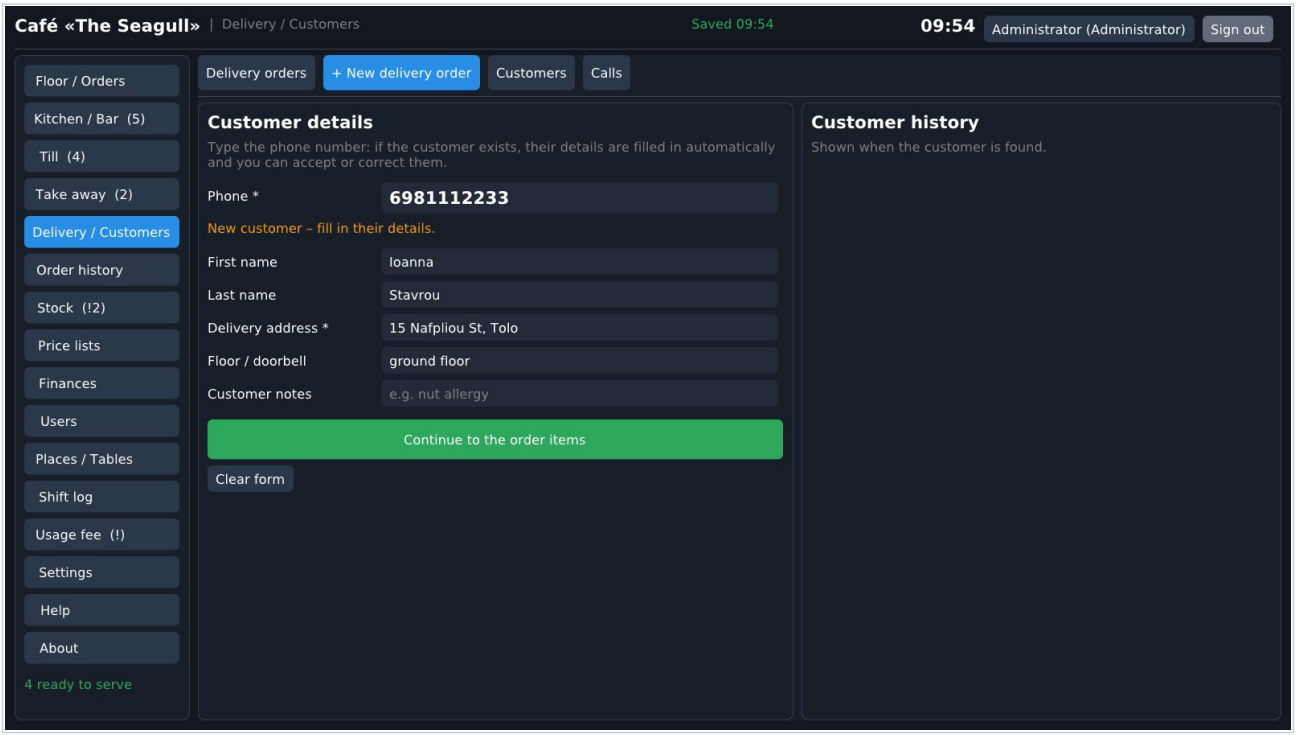


Figure 12.4 – New customer

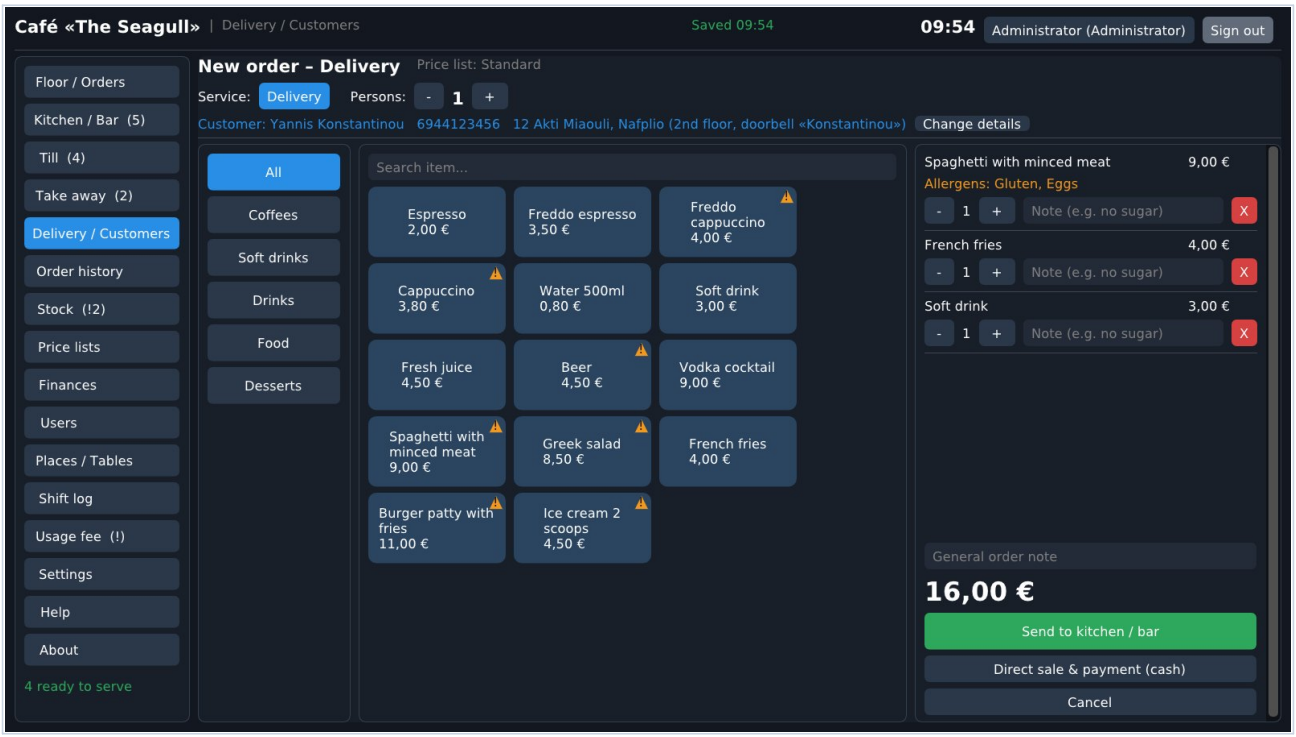


Figure 12.5 – Delivery order items, with the customer details at the top ("Change details")

> **Tip:** "Same order again" in the history fills in the items of a previous order with one tap. The mandatory information (address, name) is set in Settings → Orders, Take away & Delivery.

12.3 Customers and customer record

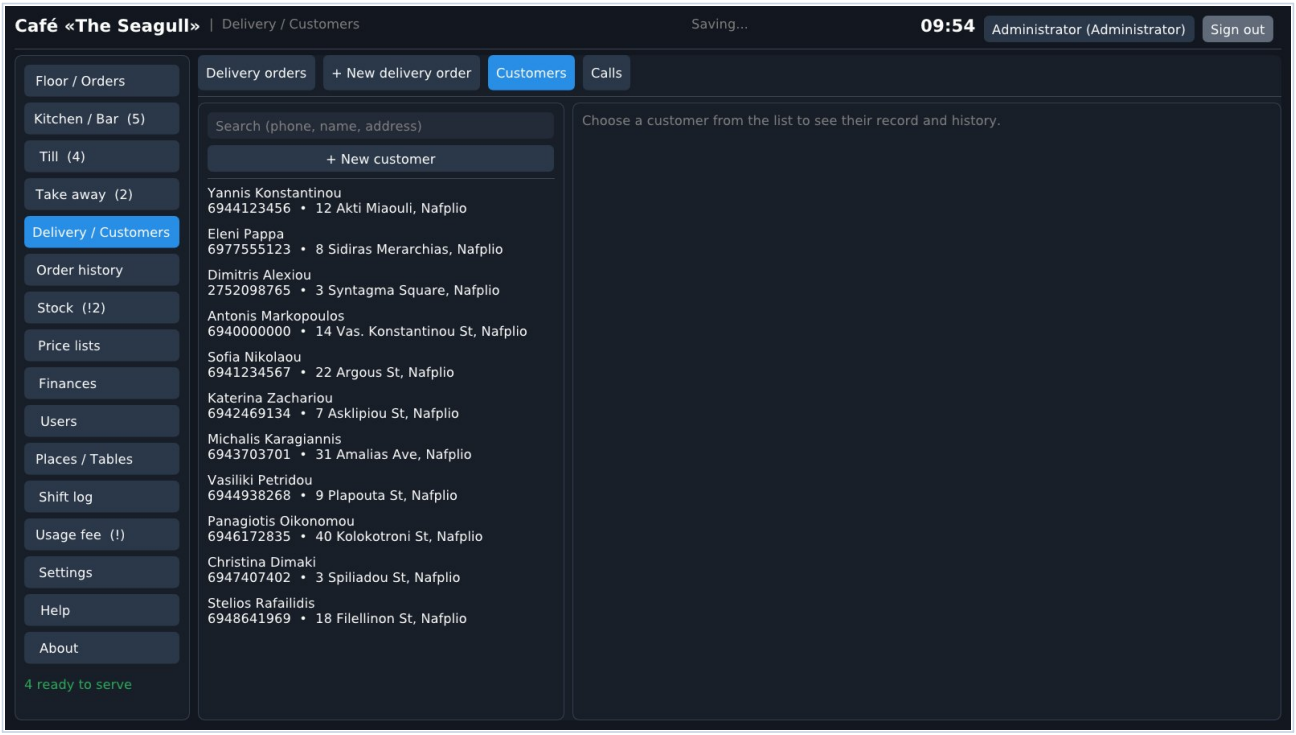


Figure 12.6 – Customer list with search (phone, name, address)

The **customer record** contains:

- Summary: number of orders, total purchases, average order, last order, customer since (date).

- Details: phone, first name, last name, address, floor / doorbell, notes (e.g. allergies). Edited with "Save details".
- **Detailed order history**: number, date received, service, items, amount, status, ready time and delivery time.
- "New delivery order for the customer" and "Deactivate customer".

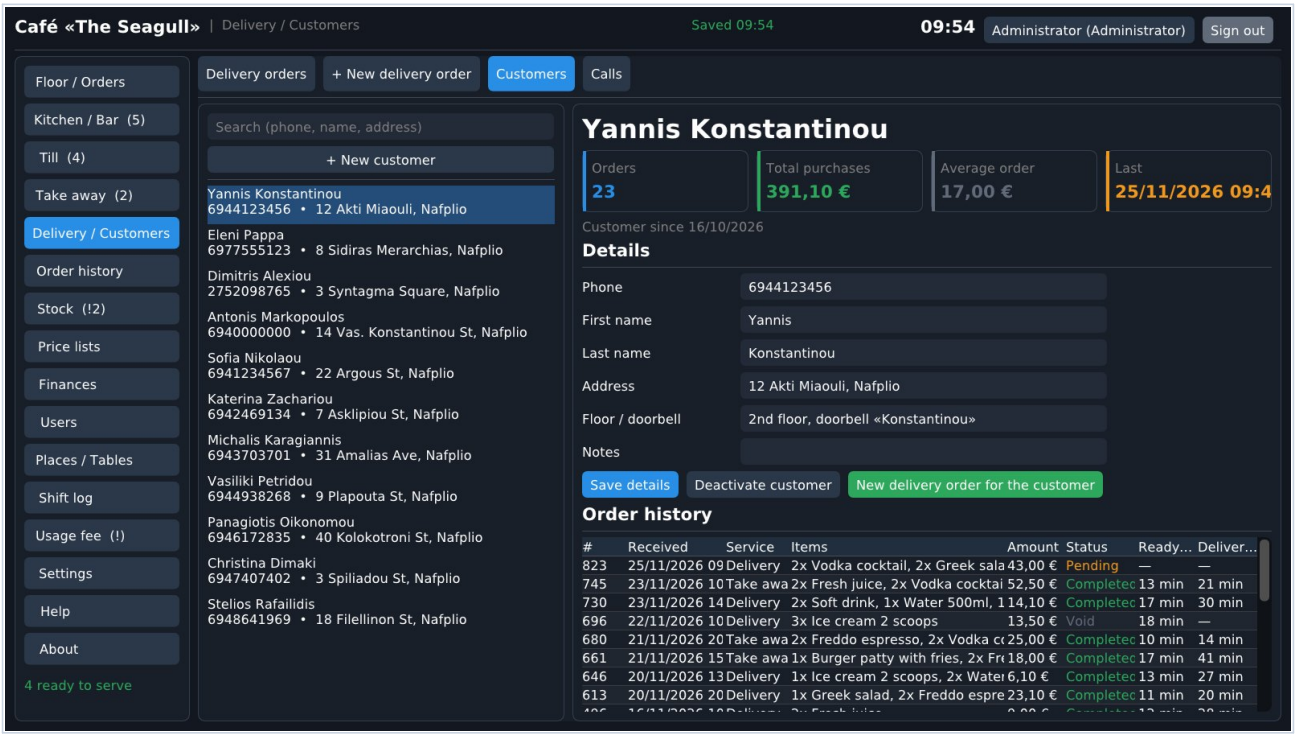


Figure 12.7 – Customer record with order history

13. Order archive

All orders with filters: **Today, Yesterday, 7 days, Current month, Current year, All, Custom** (from–to), status, user, service and free search (#, place, customer). **"Export CSV"** gives you the file for Excel.

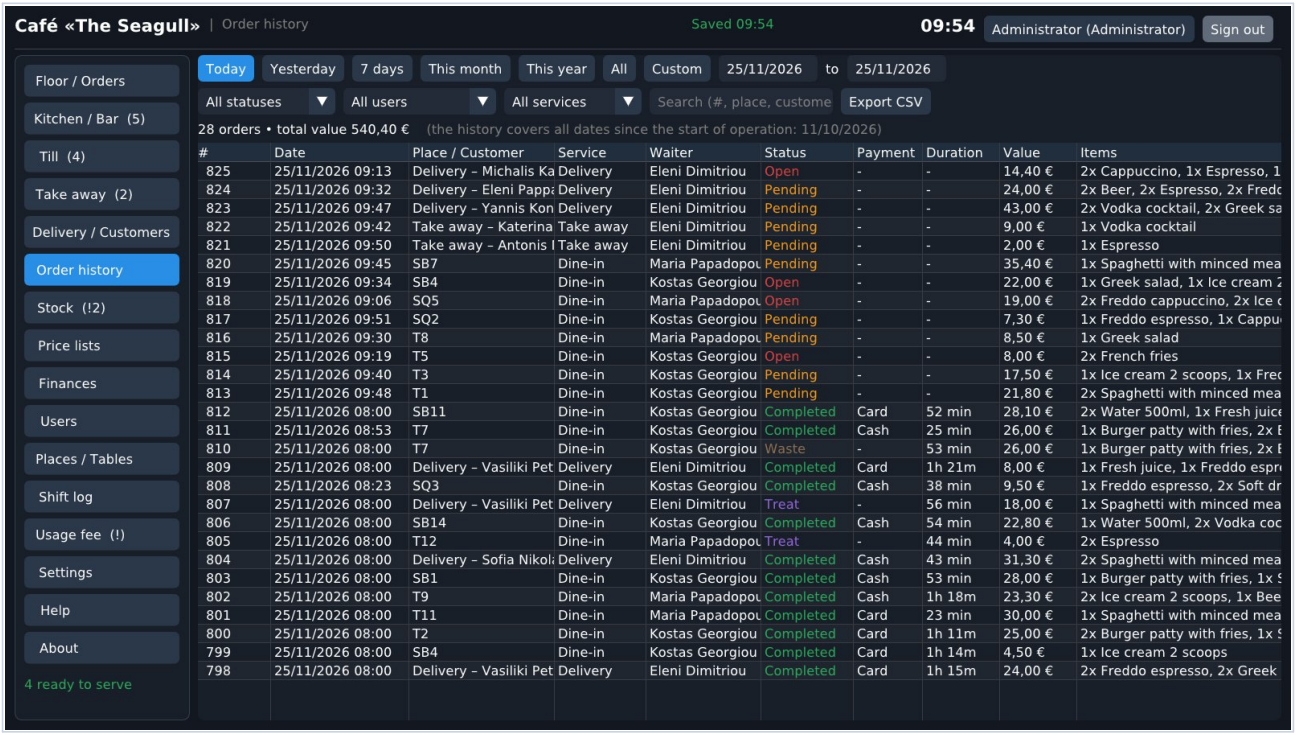


Figure 13.1 – Order archive

Tap an order for its **details**: items, total, timeline (entered, ready, served, paid, with durations), waiter, who settled it, ingredient cost. Managers can set it back to "Open" for a correction.

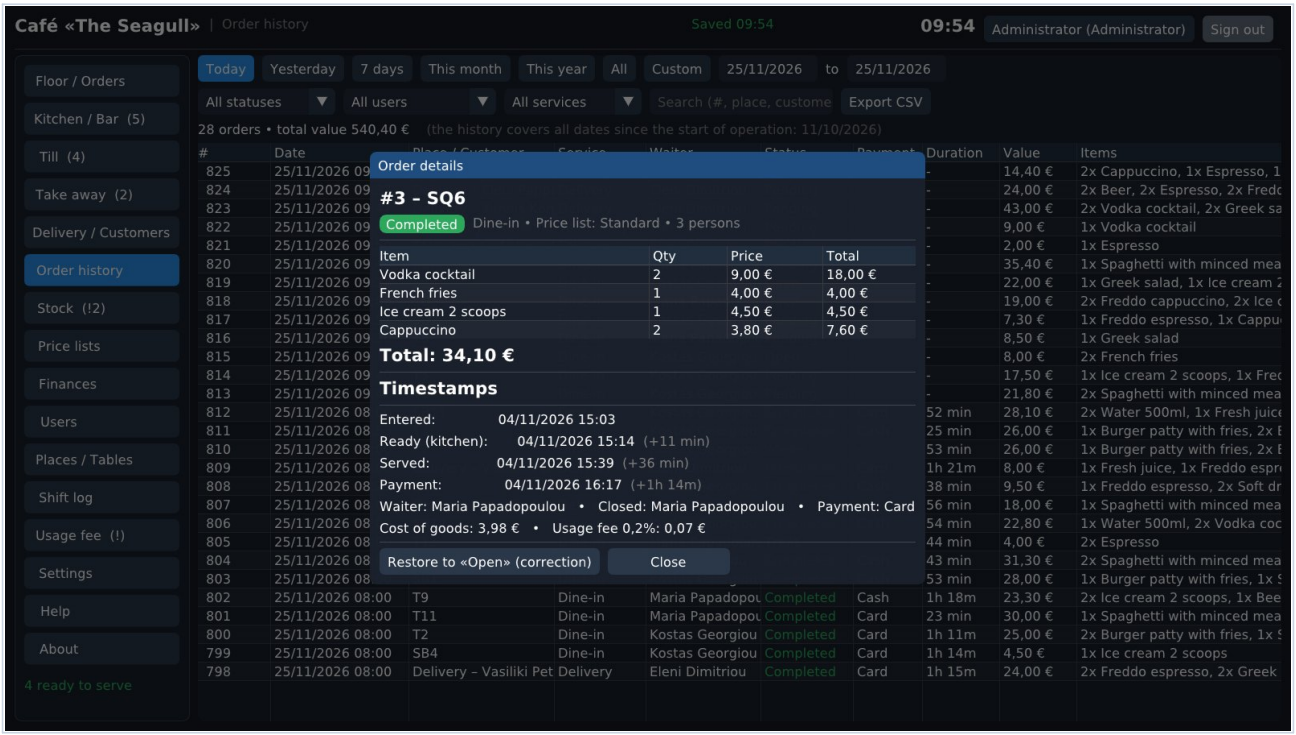


Figure 13.2 – Order details

14. Stock

Stock tracks the ingredients. Each sale automatically deducts the ingredients according to the item's **recipe** (ch. 15).

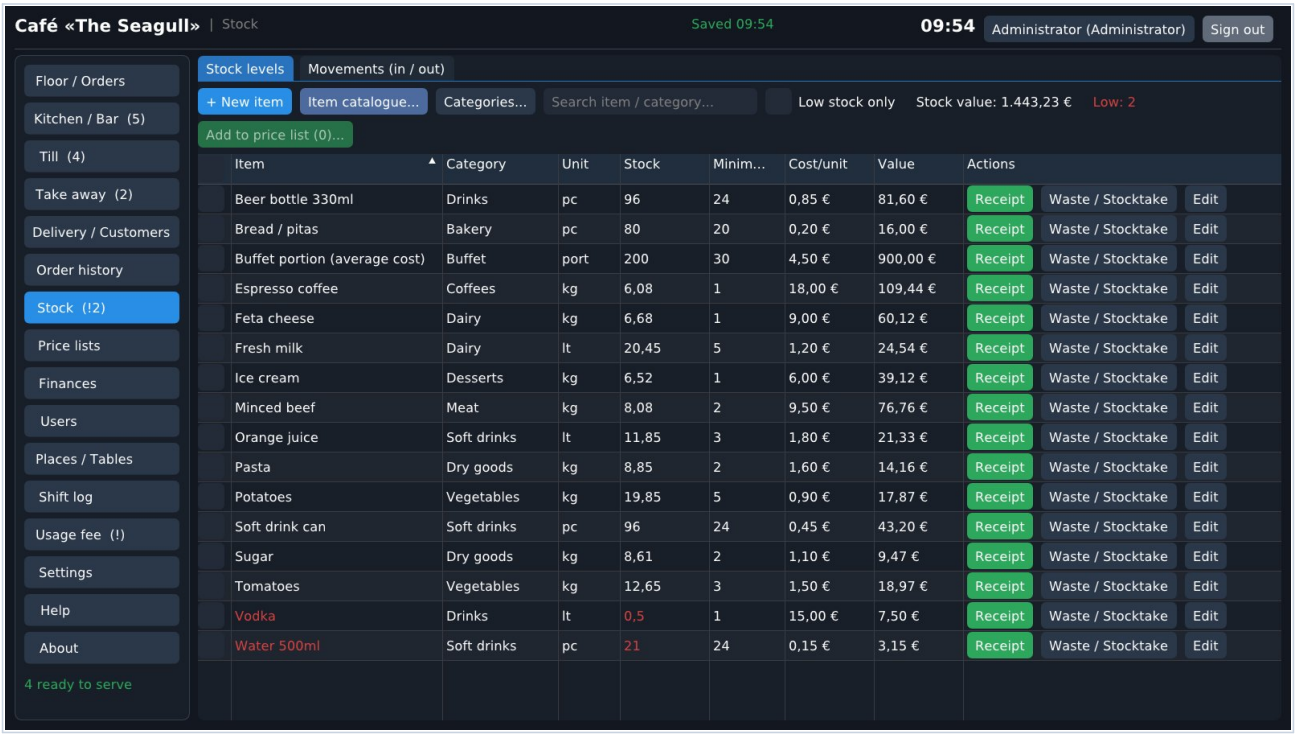


Figure 14.1 – Stock levels. Items below the minimum are shown in red.

Items are always shown **alphabetically**: first by **brand** (the part before the dash, e.g. "Coca-Cola – Zero 330ml") and then by **product name**, ignoring case and accents. Clicking a column header changes the sorting temporarily.

- **"+ New item"**: name, category, unit (kg, lt, pc...), minimum stock, cost.
- **"Receipt"**: records a purchase with quantity, cost per unit and supplier. The average cost is updated.
- **"Waste / Stocktake"**: corrects the stock after a count or a loss.
- **"Low stock only"**: a filter for ordering from suppliers. The number "(!2)" in the menu shows how many items are low.

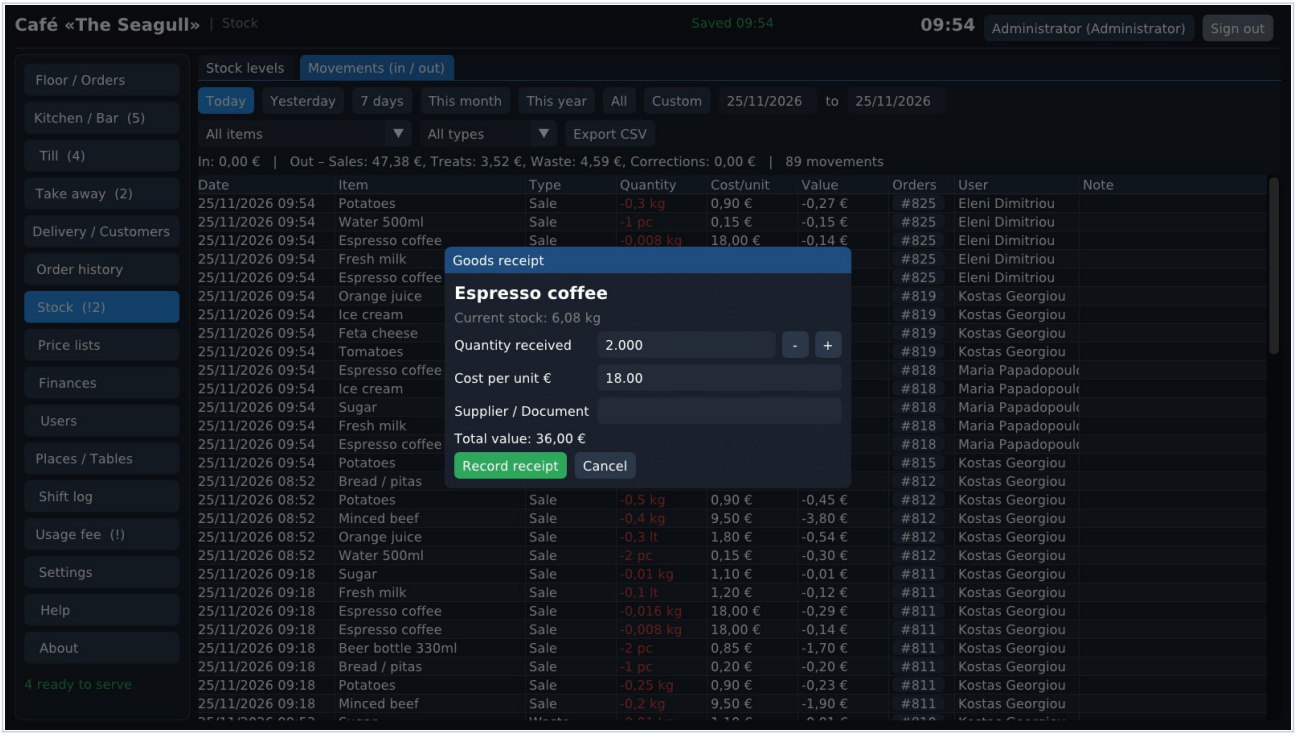


Figure 14.2 – Receiving goods

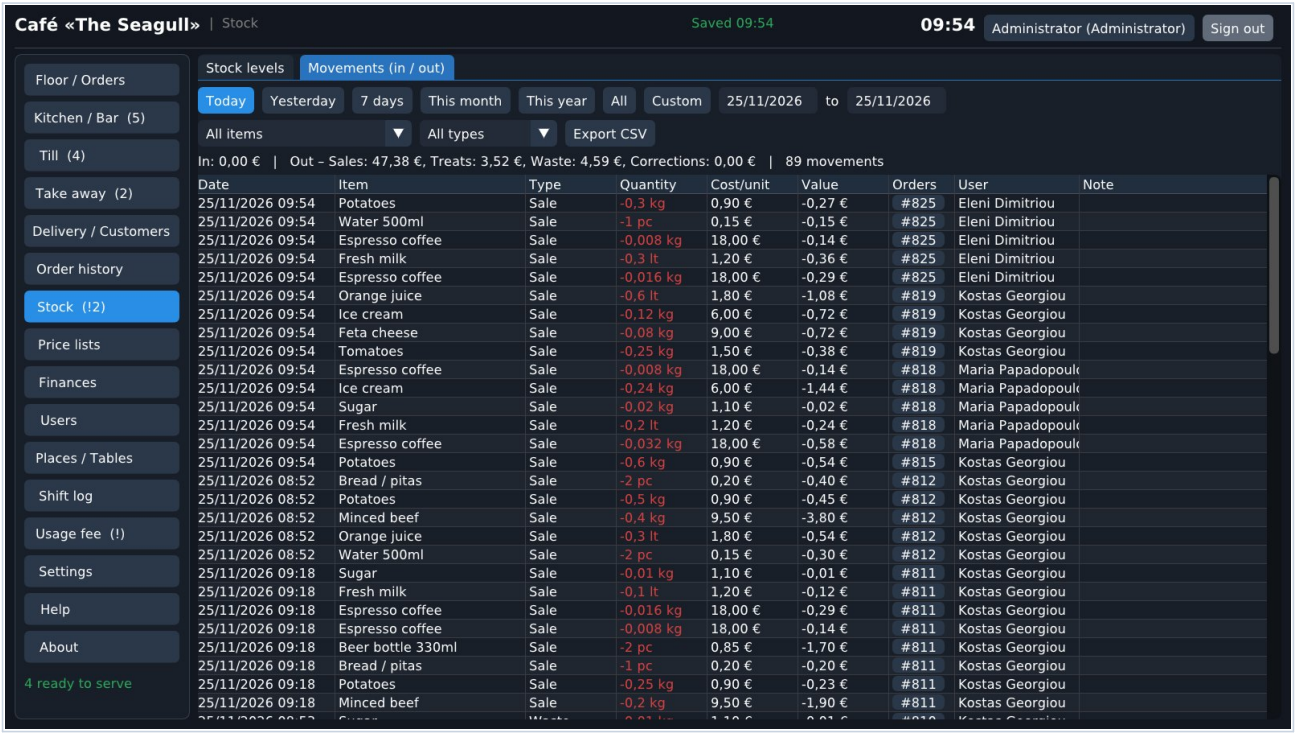


Figure 14.3 – Stock movements (in / out) with filters and CSV export

14.1 Stock items into a price list

The manager (and anyone with the "Price lists" permission) sees a **checkbox** at the start of each row. Tick the items you want to sell (the header checkbox selects all visible ones, e.g. after searching "Soft drinks") and press **"Add to price list" (N)...**.

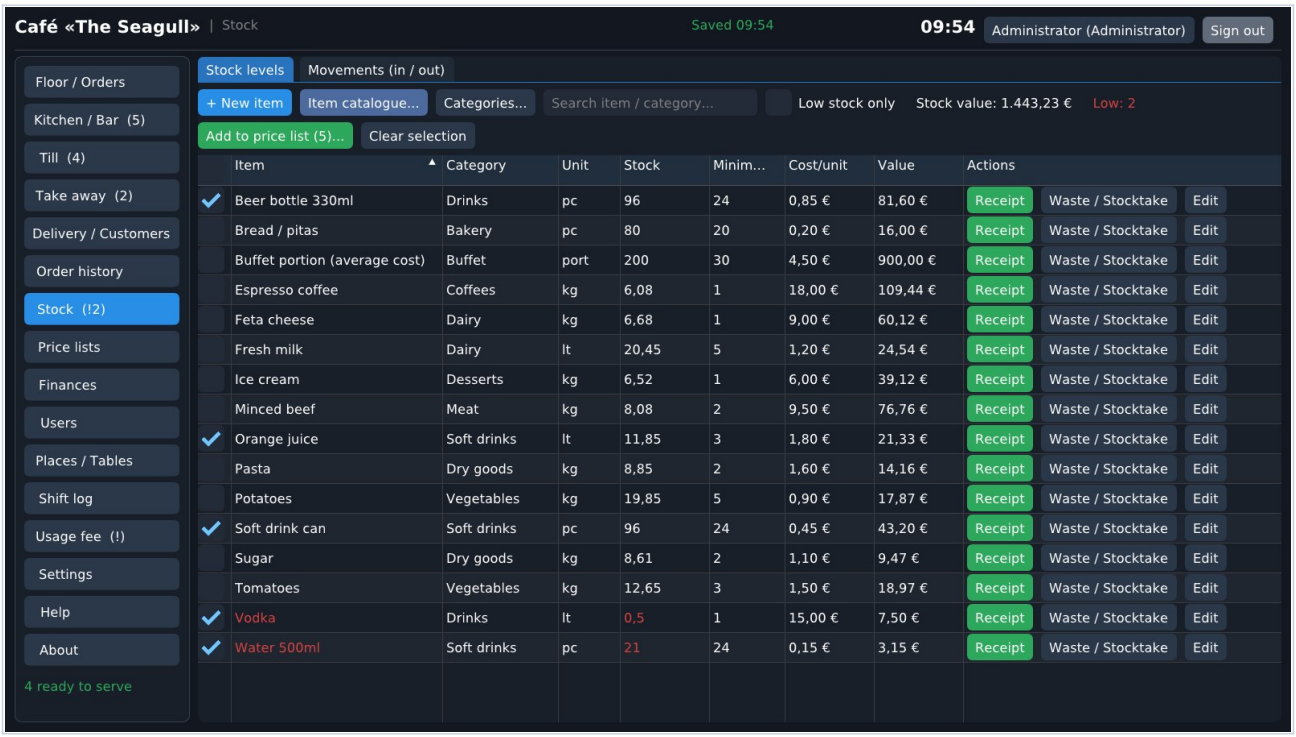


Figure 14.4 – Selecting stock items

- **Price list**: any of the 10 (e.g. "Regular", "Happy hour").
- **"Price = cost ×"**: suggested price from the item cost (default ×3, rounded to 10 cents). "Apply to all" recalculates it; each price can also be changed separately.
- **Name / Category**: as they will appear in the price list and in the new order.
- **"Qty/portion"**: how much is deducted from stock on each sale – 1 pc for a bottle or can, e.g. 0.04 lt for a drink from a bottle. Requires "Deduct from stock on every sale (recipe)".
- **Status**: "New" or "Exists – price update" when the price list already has an item with the same name (no duplicate is created). Untick those you don't want.

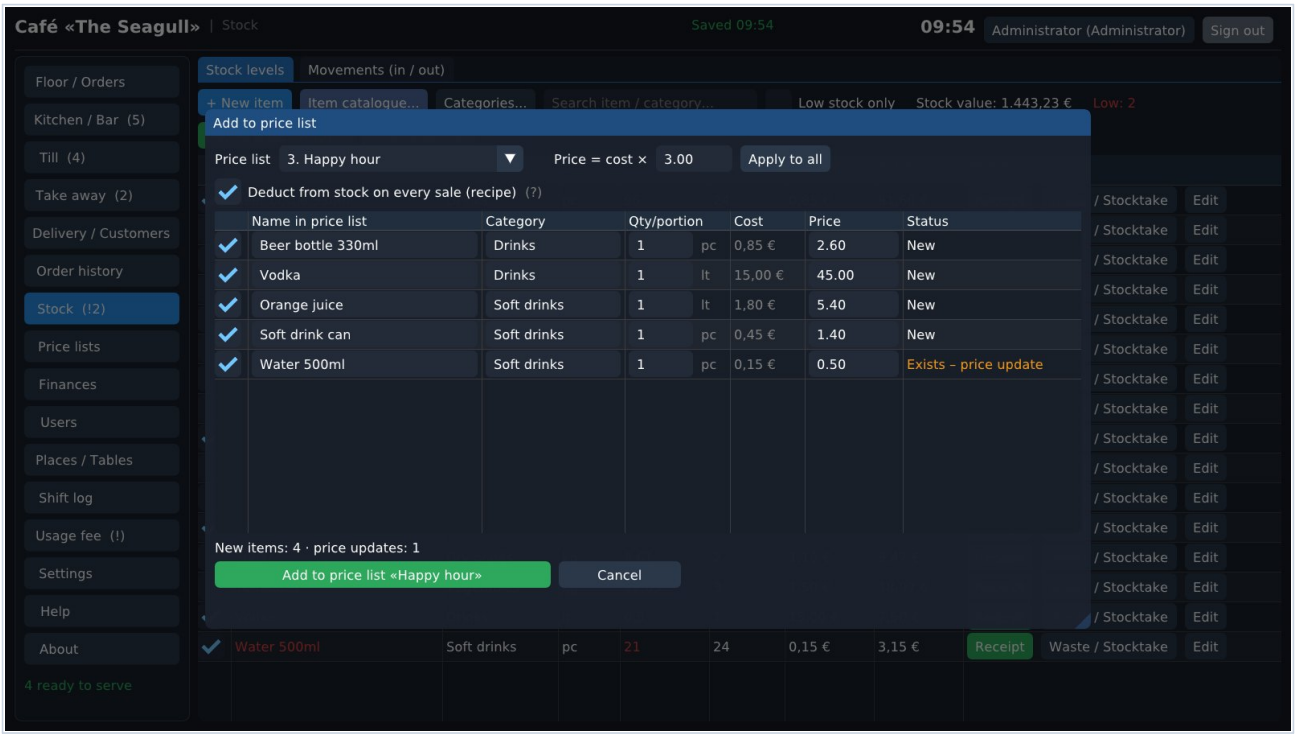


Figure 14.5 – Adding the selected items to a price list

14.2 Stock categories (rename, merge, delete)

The **"Categories..."** button next to the search opens all categories with their number of items. Choose one:

- **"Rename"**: type the new name; it changes on all items of the category at once.
- **"Merge"**: if the new name is an existing category, the items are moved into it.
- **"Delete category"**: deactivates all its items, without having to delete them one by one. Their movement history is kept.

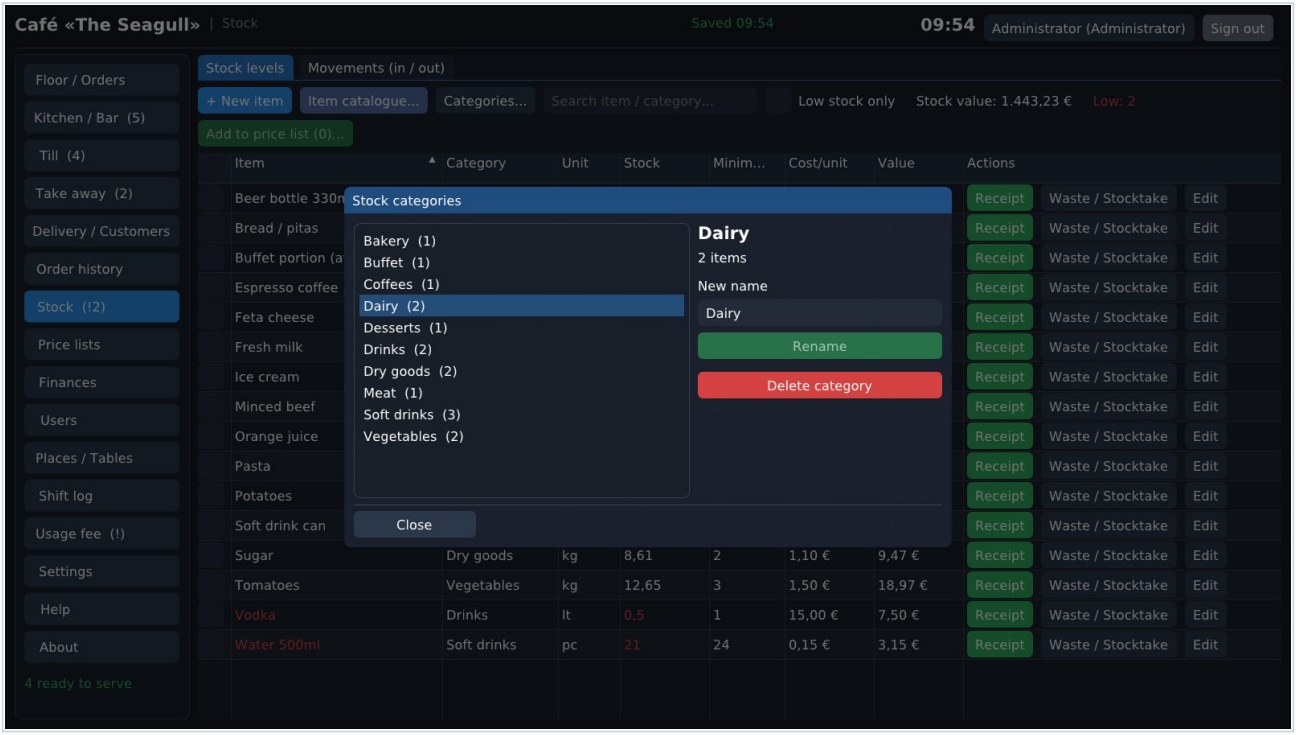


Figure 14.6 – Stock categories: rename, merge and delete a whole category

The form of each item (**"Edit"**) has the **14 allergens** of Regulation (EU) 1169/2011. Items added from the item catalogue get them automatically (indicative). From the ingredients they pass to the price-list items.

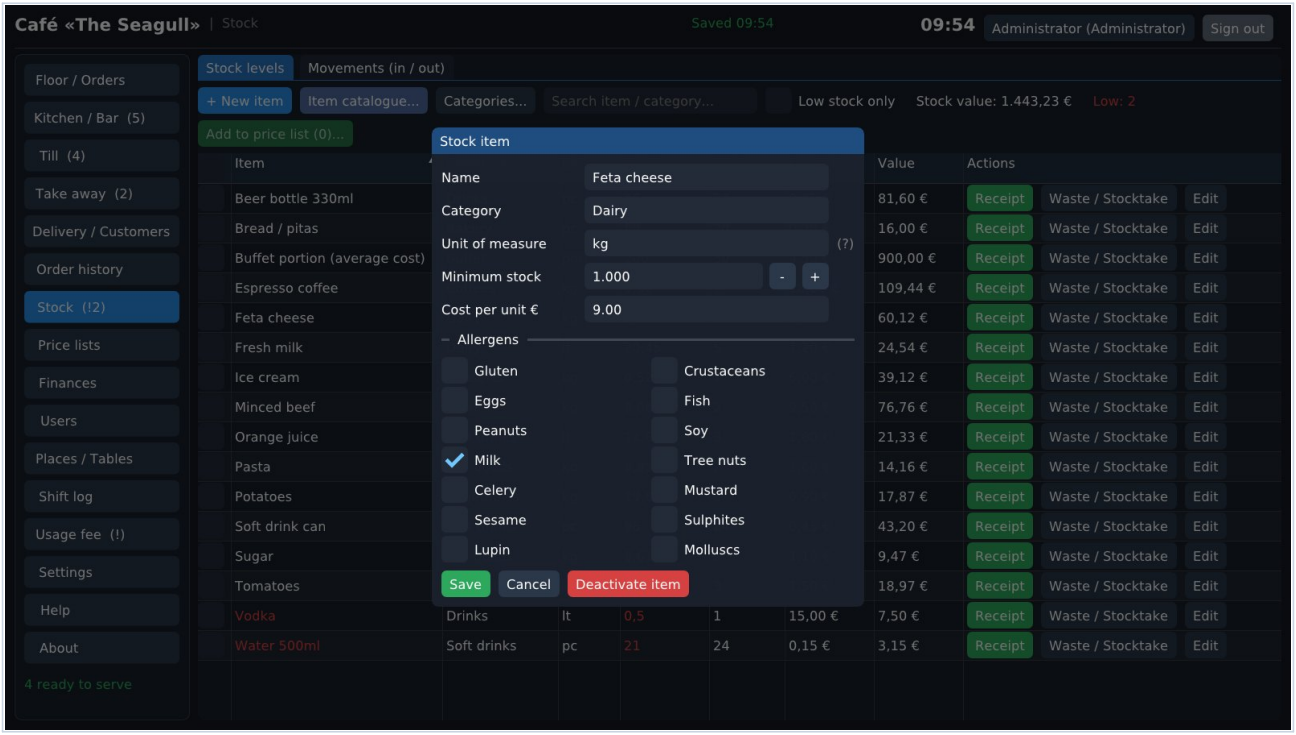


Figure 14.7 – Stock item with allergens

14.3 Item catalogue (ready items for stock)

Instead of typing items one by one, you can choose them from the program's **built-in catalogue** (about 2,600 items). The **"Item catalogue..."** button on the "Stock levels" tab is shown only to the **Administrator** and the **Owner**.

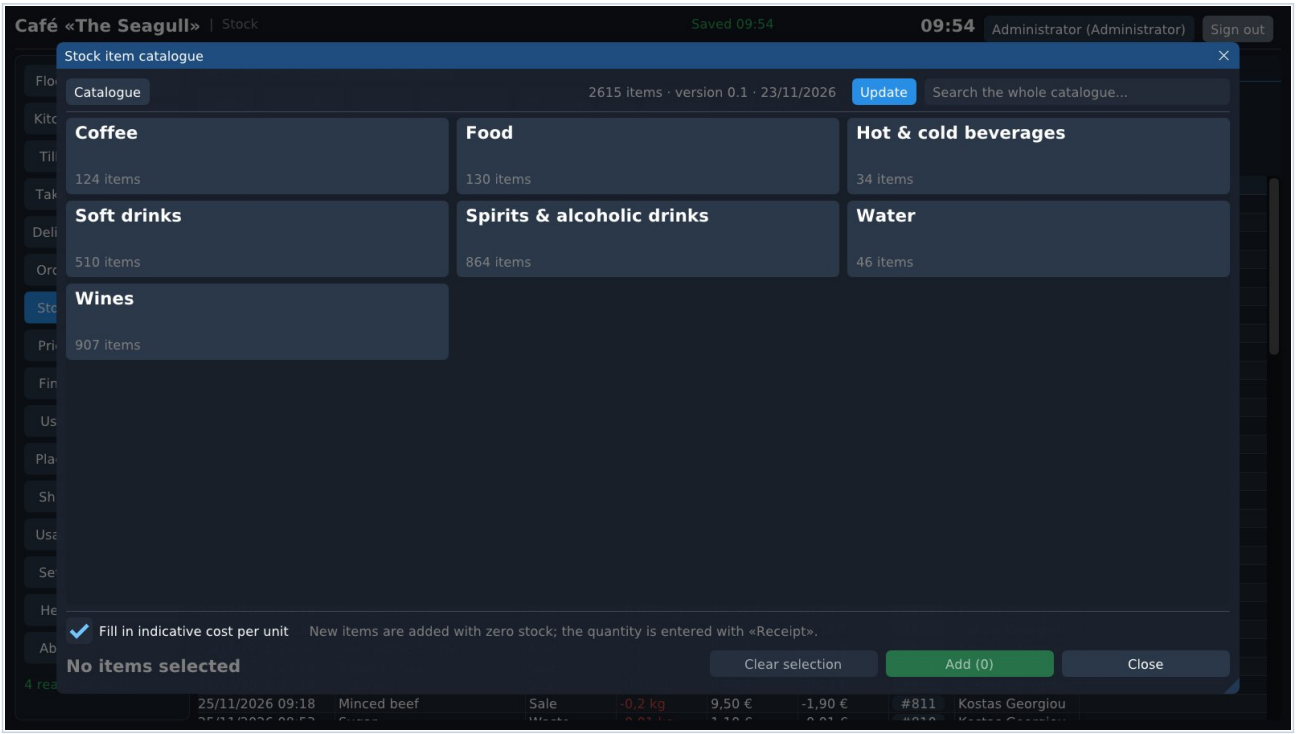


Figure 14.8 – The main categories of the catalogue

- **Category → subcategory**: tap a category (e.g. "Spirits & alcoholic drinks") and then a subcategory (e.g. "Gin") to show the list of items. The path at the top ("Catalogue › Spirits & alcoholic drinks › Gin") takes you back.

- **Selection**: tick the box in front of each item (or tap its name). "Select all" / "None" for the whole list. The selection is kept when you change category, so you can select items from several categories together.
- **Search**: the field at the top right searches the whole catalogue (name, producer, variety, ingredients). In other languages it searches both the English and the original names.
- **"Add" (N)**: adds all selected items to stock, with name, unit, category (the subcategory) and allergens. In installations in another language the names, descriptions and units are shown and added in English (in each language for units).
- **Categories** (1.13): each category is one simple concept (e.g. "Gin", "Cola", "Dairy", "Eggs", "Meat", "Poultry"), in alphabetical order and **in the program language**; the item goes into stock with this name.

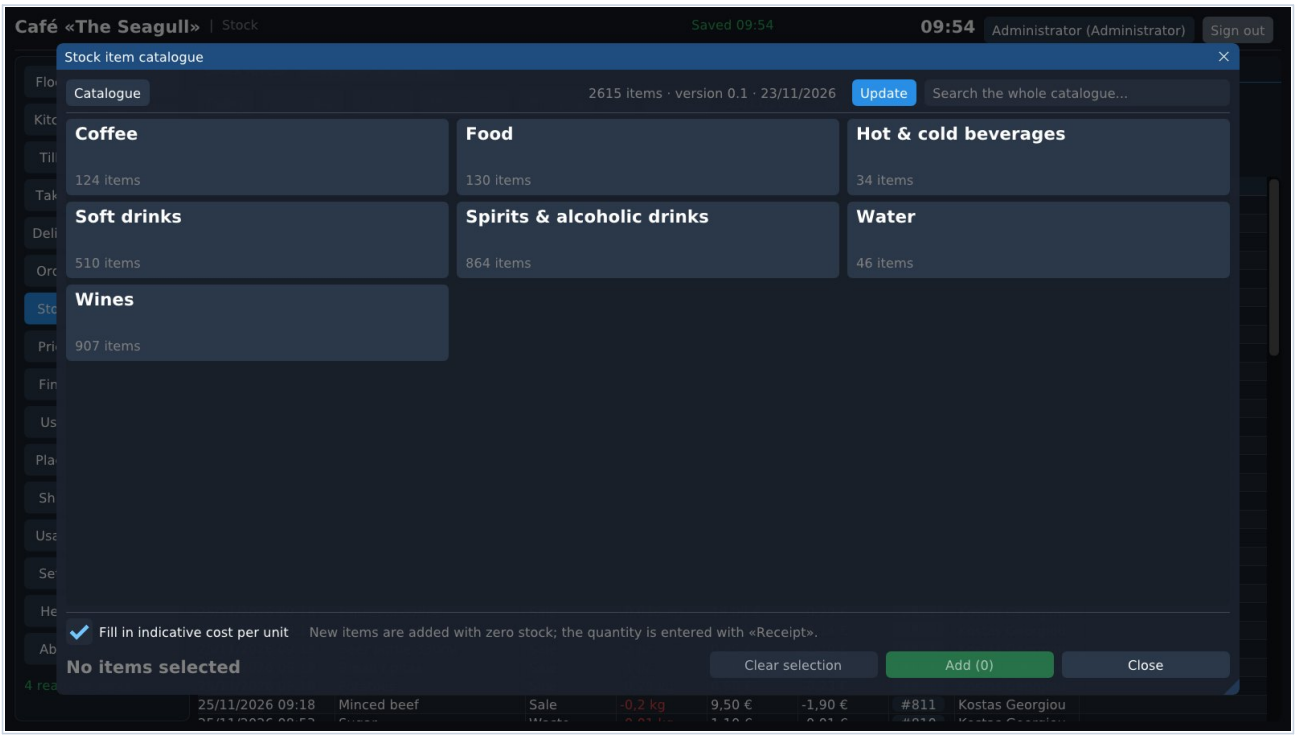


Figure 14.9 – Selecting items with the checkboxes (here 5 gins)

Items **already in stock** are shown **greyed out** with the note "(in stock)" and cannot be selected, so that no duplicate items are created. The comparison is made by name (ignoring case and accents).

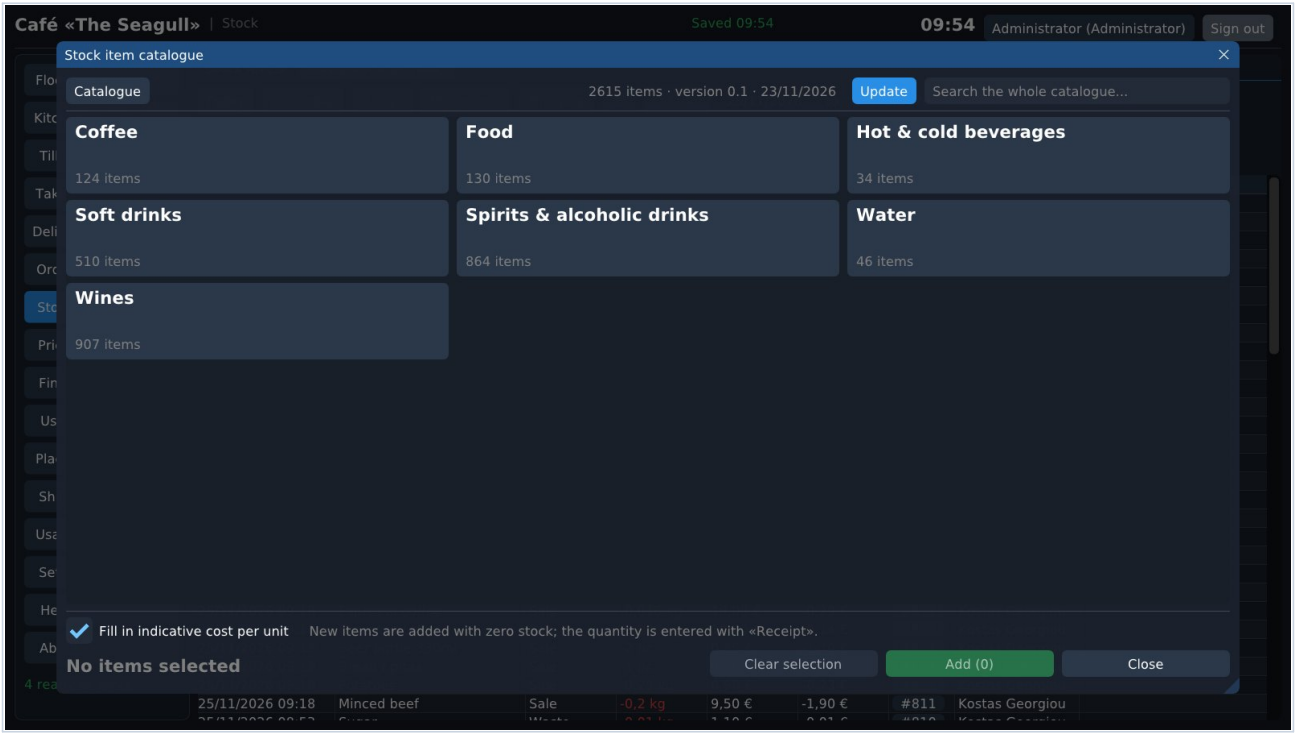


Figure 14.10 – After adding: the 5 items are now greyed out

- **Units**: spirits & liqueurs in **lt** (for the measures in recipes); beers, soft drinks and small bottles in **pc**; wines in **bottle**; coffee in **kg**; dishes and hot drinks in **portion**.
- **Indicative cost**: with the "Fill in indicative cost per unit" option the item gets an initial cost per unit (indicative retail, wholesale price list or estimated cost). It is indicative: it is corrected on the item or automatically with the first "Receipt".
- New items are added with **zero stock**; the quantity is entered with "Receipt".

> **Note:** On a network, items are added through the server and appear on all terminals.

14.4 Updating the catalogue from the internet

The company enriches and corrects the catalogue (new items, new categories, prices). With the **"Update"** button at the top of the catalogue (or **Settings → General → Update...**) the program downloads the update package from **aenaonict.gr** and updates the catalogue immediately. The button is shown to the **Administrator** and the **Owner** and needs an internet connection.

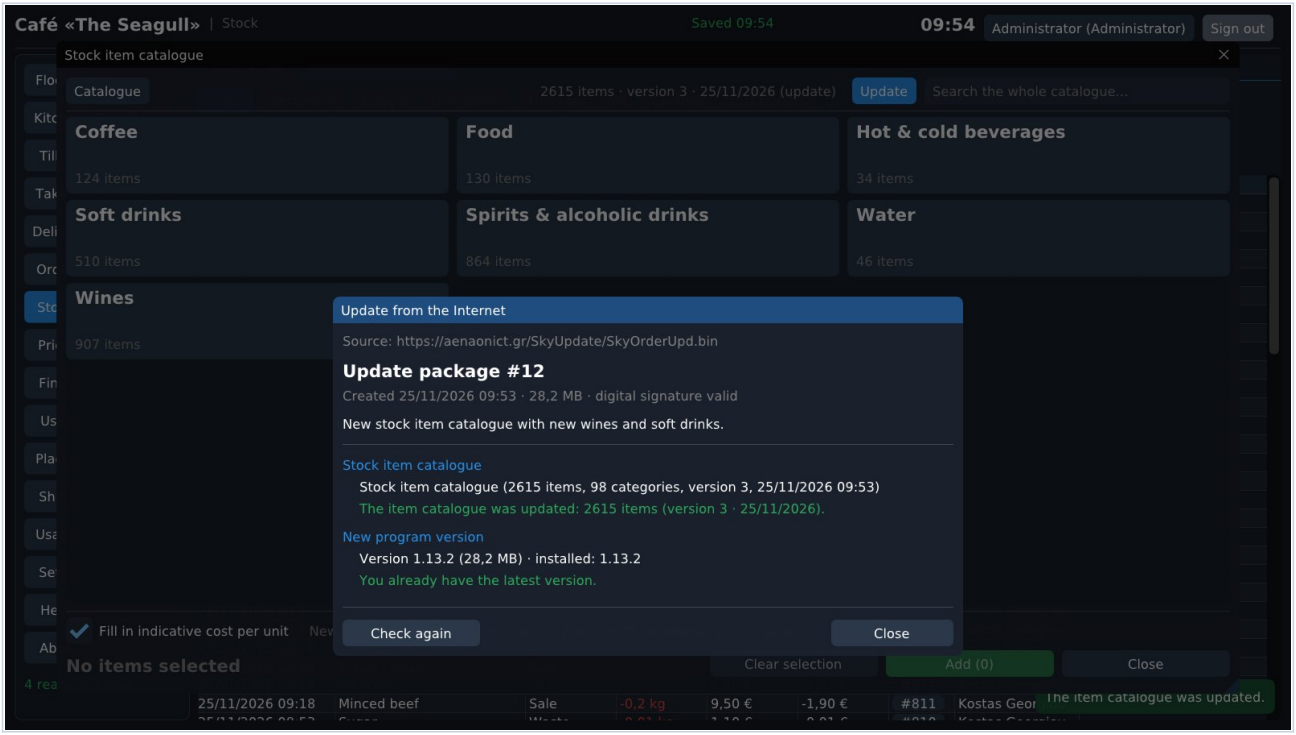


Figure 14.11 – Update: the catalogue was updated and the app is at the latest version

- **Security**: the package is encrypted and carries the company's digital signature. A tampered or forged file is rejected and nothing changes.
- **Catalogue**: applied only if its **version number** is higher than the one you have (1.12.1). The company's numbered catalogue always takes precedence over the catalogue that comes with the program. Items you have already added to stock **do not change**; the new catalogue applies to your next choices. The number of items and the catalogue version ("version 3 · date") are shown at the top, next to the "Update" button.
- **New program version**: if the package contains a newer version, the **"Install version ..."** button appears. The usual installation starts (it asks for Windows administrator permission) and the program closes; the data is kept. The installation waits a few seconds for the program to finish closing (saving, backup).
- On a network, the catalogue is updated on each computer that presses "Update". The new program version is installed on the server computer and on every terminal.

15. Price lists

There are up to **10 price lists**, e.g. Regular, Beach, Happy hour, All you can eat buffet. Each price list contains items with category, price, cost (from the recipe), availability and ingredients.

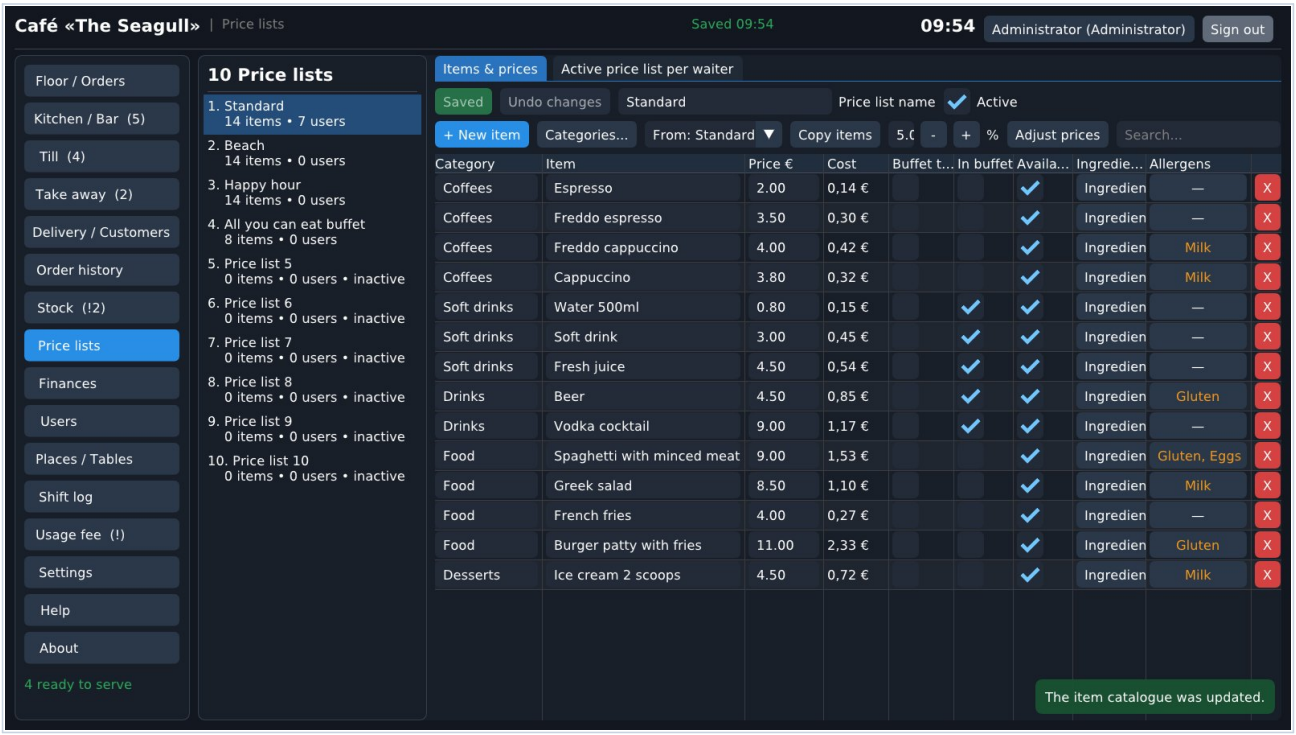


Figure 15.1 – Items and prices

- Copy items from another price list and bulk price adjustment by percentage.
- Activating or deactivating an item hides it from the order composer (e.g. when it runs out).
- Changes apply when you press "Save".
- **Buffet ticket** (1.12): the item is an all you can eat ticket per person and appears as an "Ticket" button in the buffet order (ch. 7.1).
- **"In buffet"** (1.12): the item appears, charged, in buffet orders – usually soft drinks and drinks.
- **Allergens** (1.13): the column button opens the 14 allergens. Those coming from the recipe ingredients are already selected and locked; add the missing ones (e.g. sesame on bread). "Suggest from name" fills them in indicatively based on the dish name.
- **"Categories..."** (1.13): rename, merge or delete a whole price-list category with its items. Applies with "Save changes".

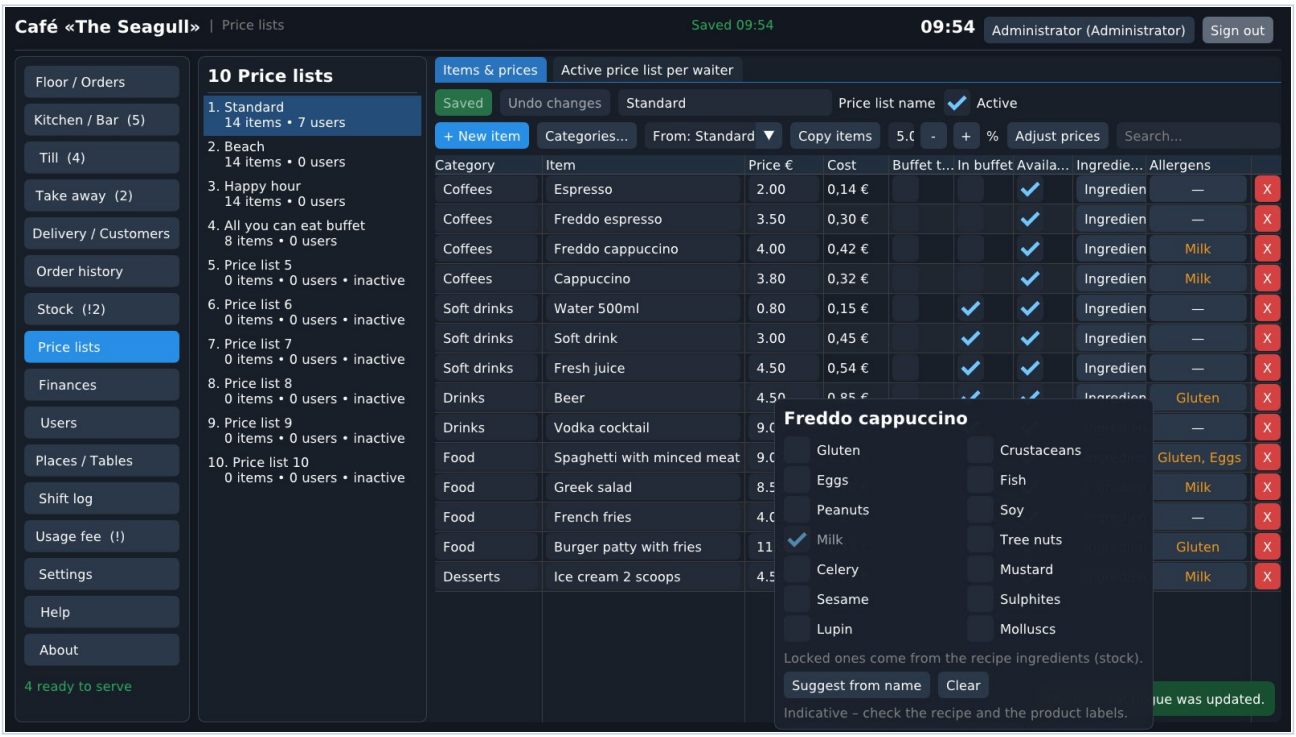


Figure 15.2 – Item allergens: the locked ones come from the recipe ingredients

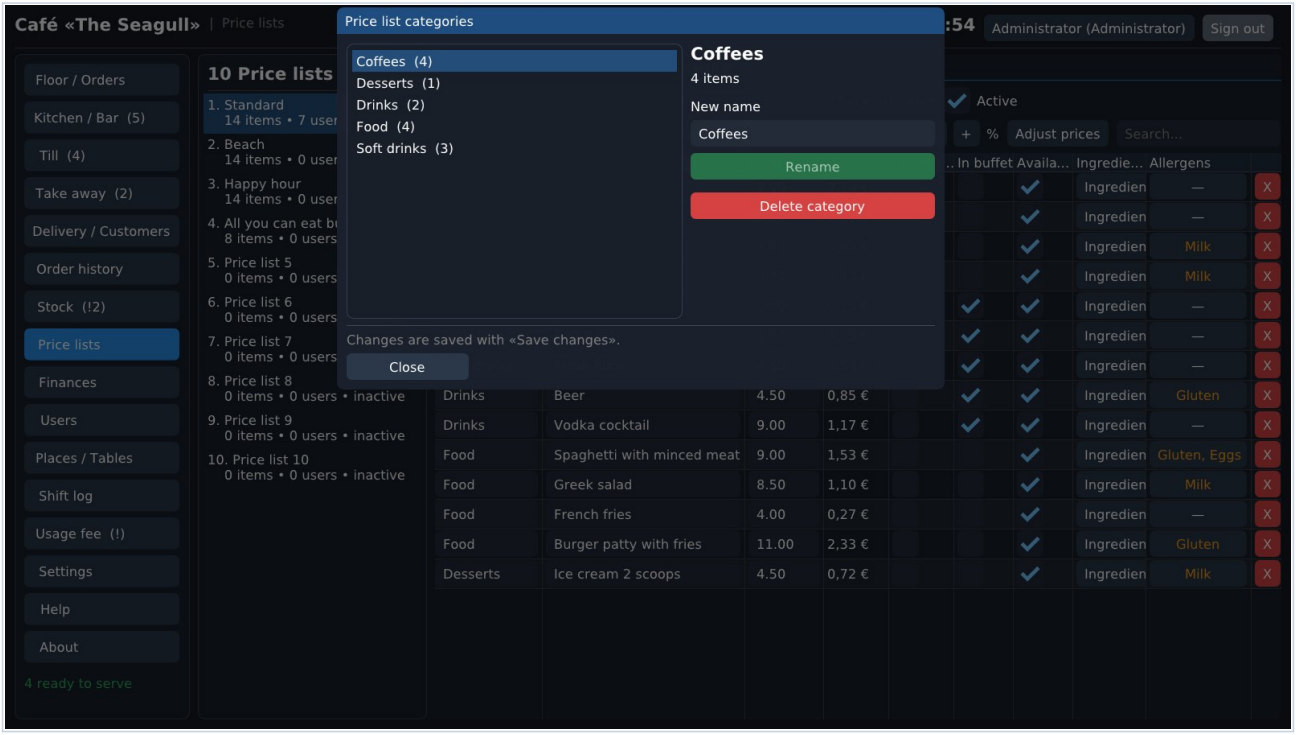


Figure 15.3 – Price list categories

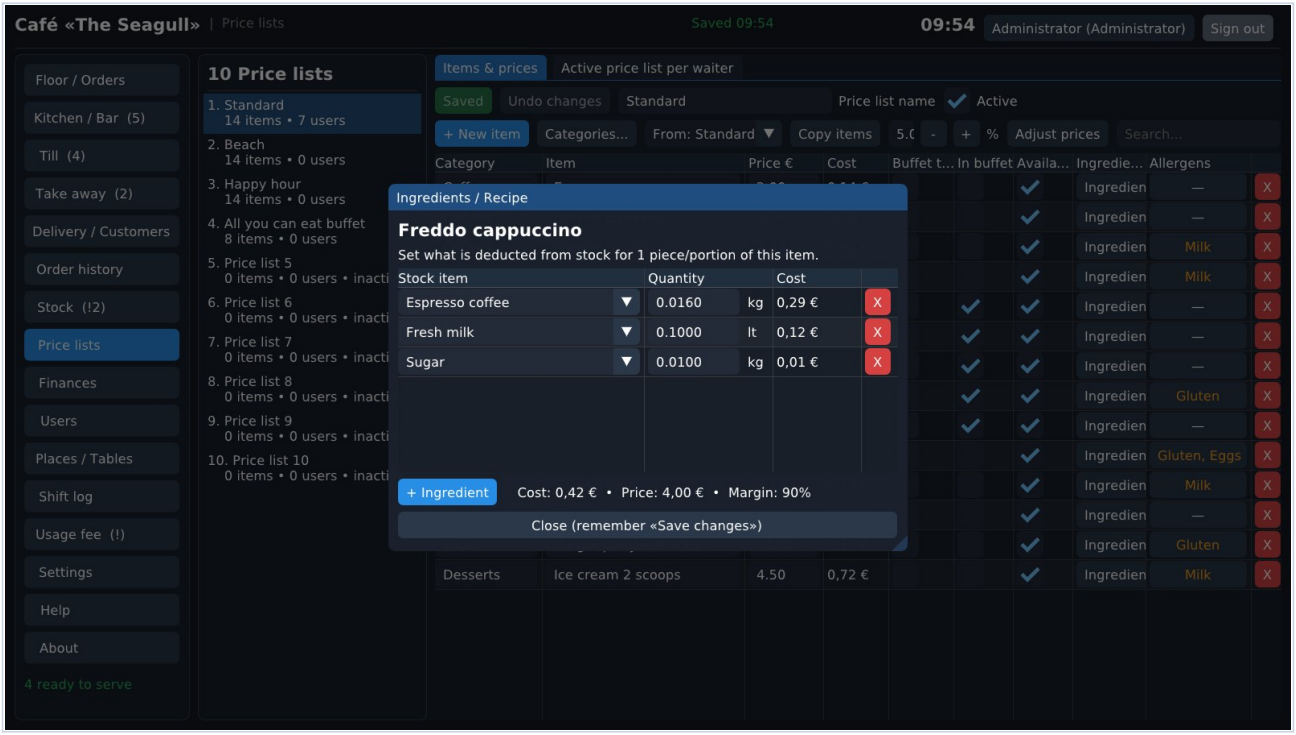


Figure 15.4 – Item ingredients / recipe: what is deducted from stock per portion

On the **"Active price list per waiter"** tab you set which price list each user uses, e.g. the beach waiter uses the "Beach" price list.

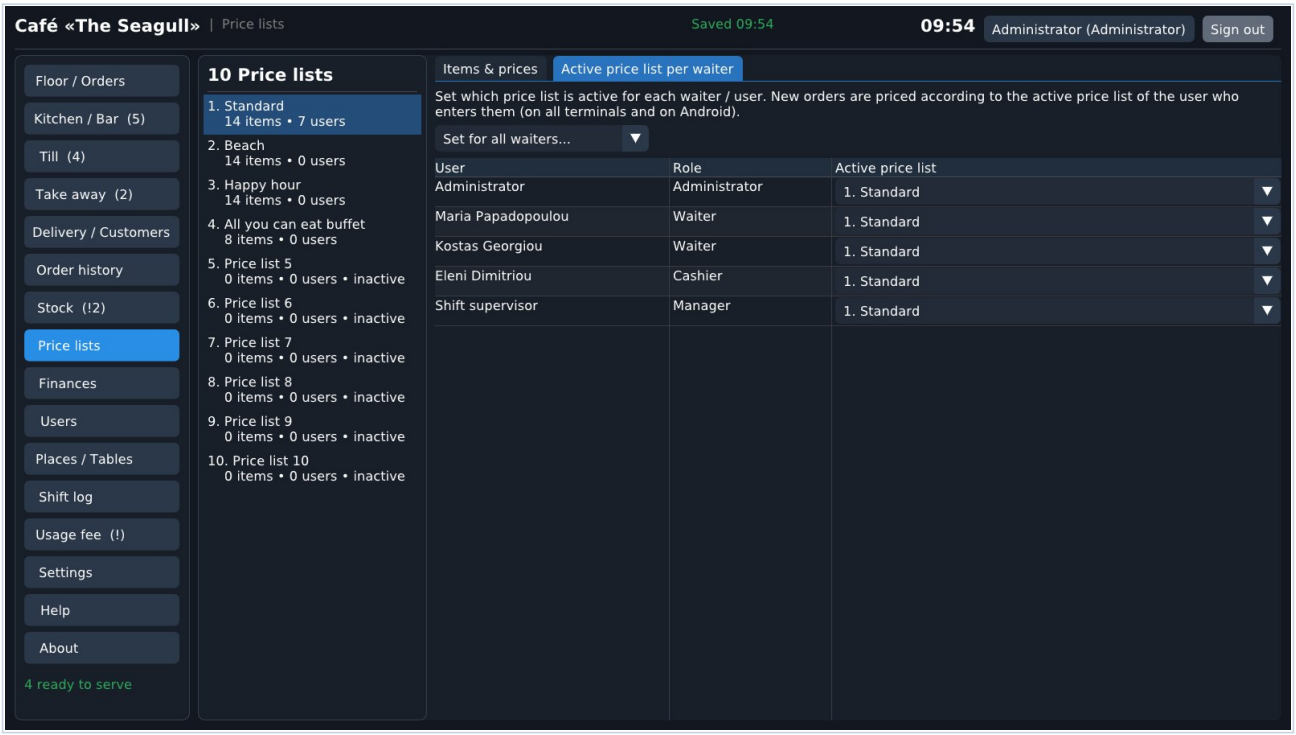


Figure 15.5 – Active price list per user

16. Finances

Results report for the period you choose, with report export to CSV.

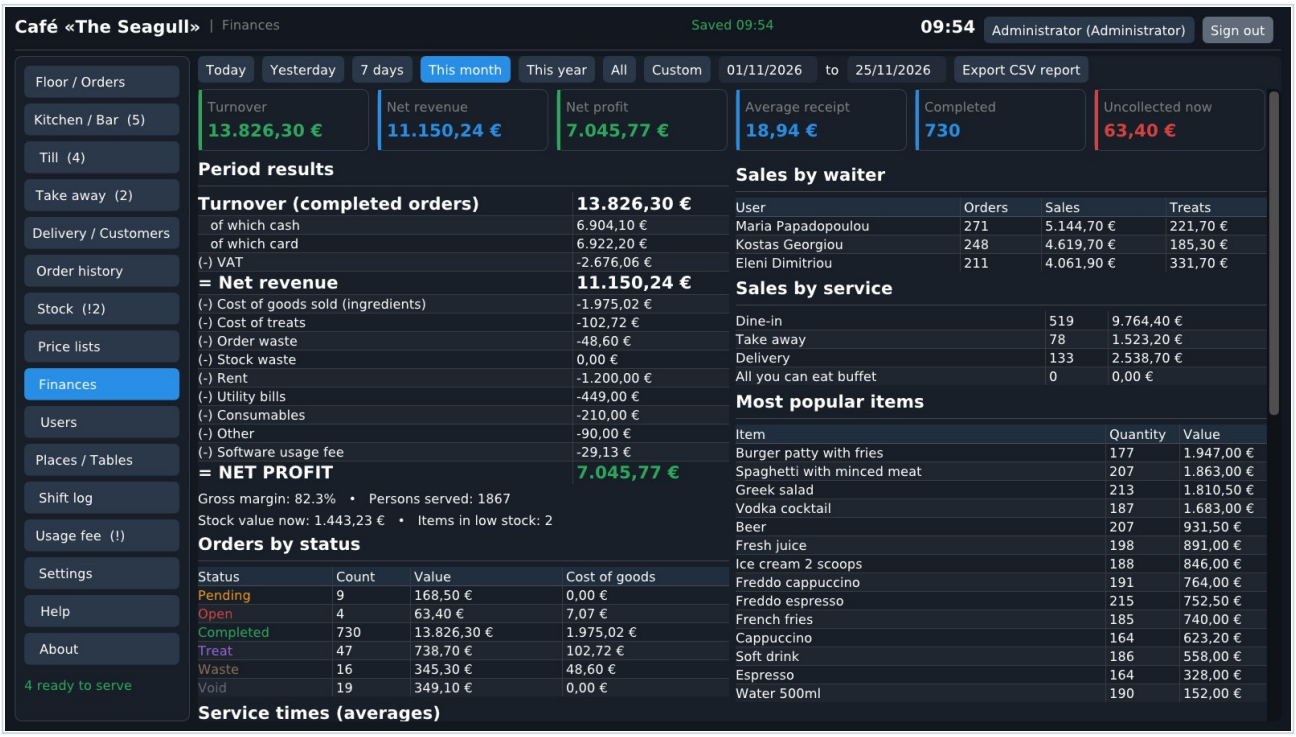


Figure 16.1 – Finances

- **Turnover** of completed orders, by cash and card.
- **Net revenue** (excluding VAT) and **net profit** after ingredient cost, treats, waste, expenses, salaries and the program usage fee.
- Sales per waiter and per service, most popular items, orders per status, service times.
- **Expenses**: entering and deleting expenses (rent, electricity, utilities etc.).

17. Users

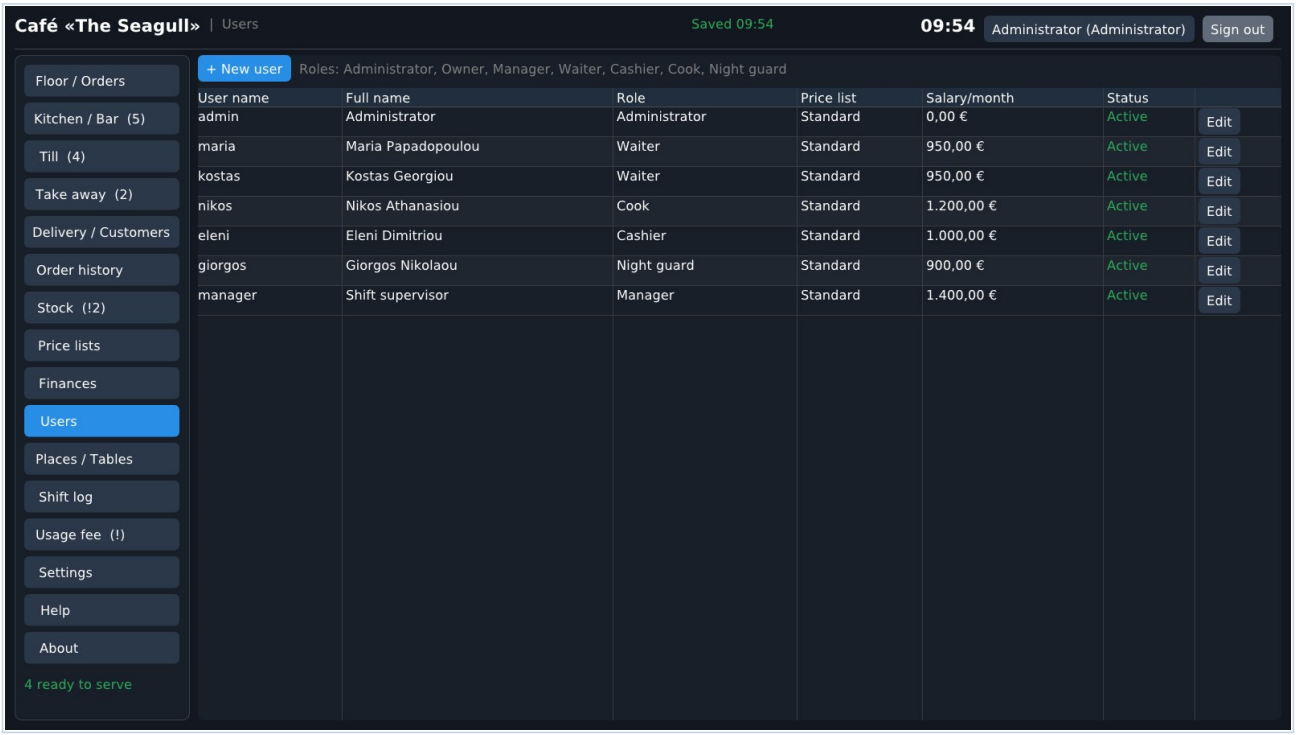


Figure 17.1 – Users

With **"+ New user"** or **"Edit"** you set the user name, full name, role, active price list and monthly salary (for the finances). You can also set a new code or deactivate the account. Users are not deleted but deactivated, so that their history is kept.

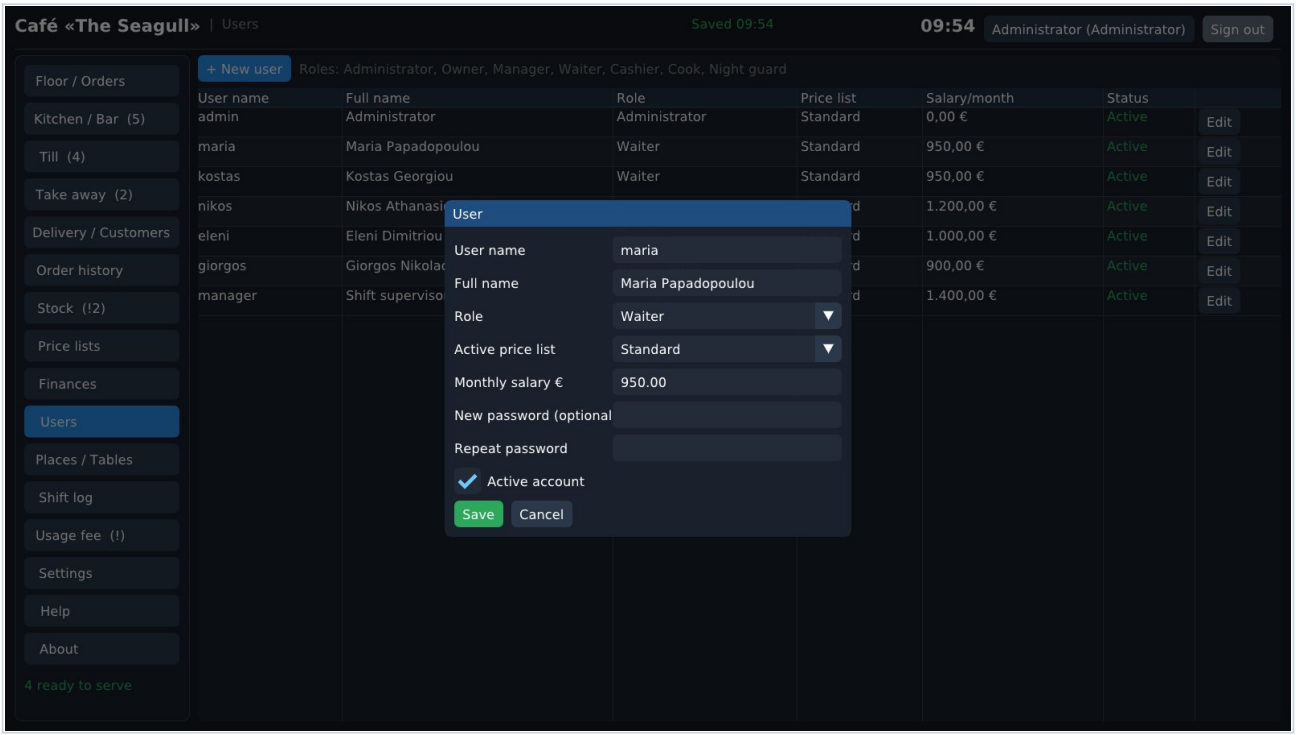


Figure 17.2 – Editing a user

> **Note:** The minimum code length is set in Settings → Security. Each user can change their own code.

18. Places / Tables

Here you define tables, sunbeds and bar places, their area and the number of seats per place.

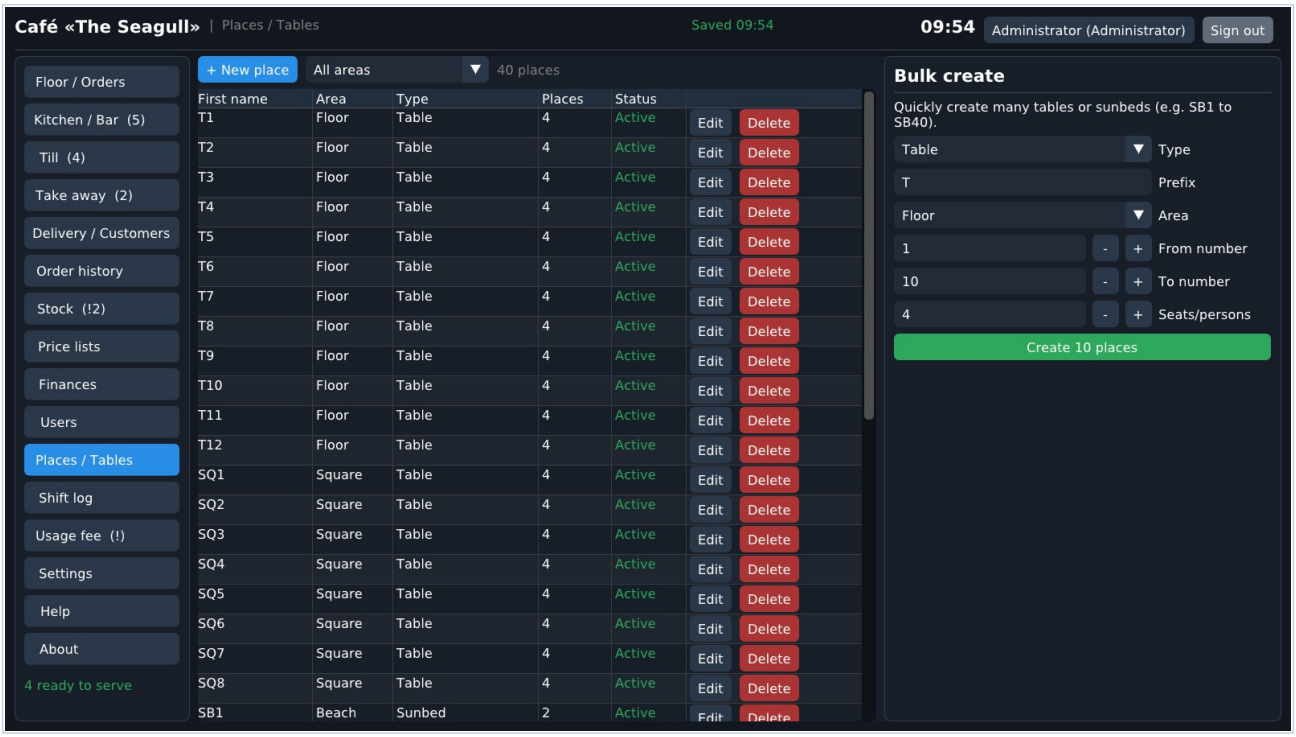


Figure 18.1 – Places with area filter and bulk creation

- **"+ New place"** or **"Edit"**: name, area, type (Table / Sunbed / Bar), seats, active.
- **Bulk creation**: e.g. type "Sunbed", prefix "S", area "Beach", from 1 to 40 → S1–S40 are created with one tap.
- The "All areas" filter shows the places of one area.

18.1 Deleting a place

Managers and owners delete a place with the red **"Delete"** button, after confirmation. The place is no longer shown anywhere. Its past orders remain in the archive with its name.

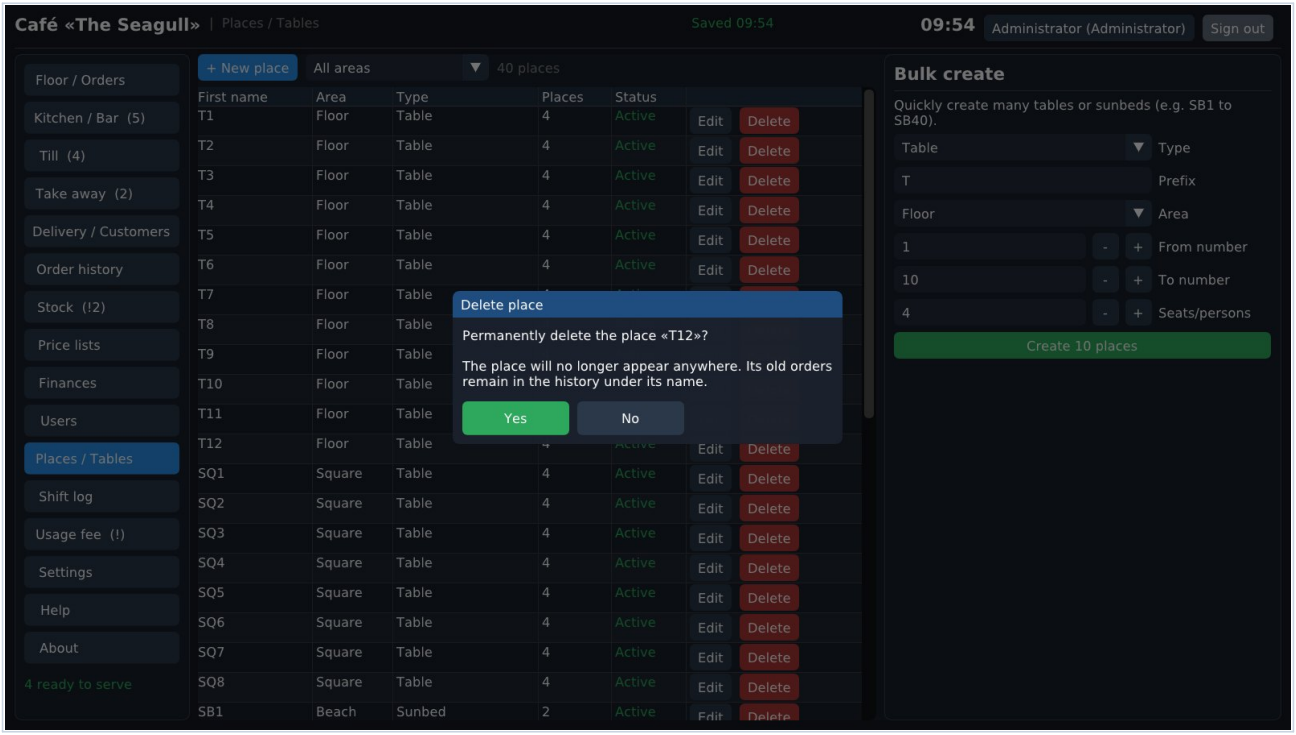


Figure 18.2 – Confirming the deletion of a place

> **Caution:** A place with an open order cannot be deleted. Settle or move its orders first.

19. Shift log

Shift notes (events, shift handovers) and **automatic entries** of the system: treats, waste, cancellations, settings changes, place deletions, fee statements. The log has a search and a filter for the automatic entries.

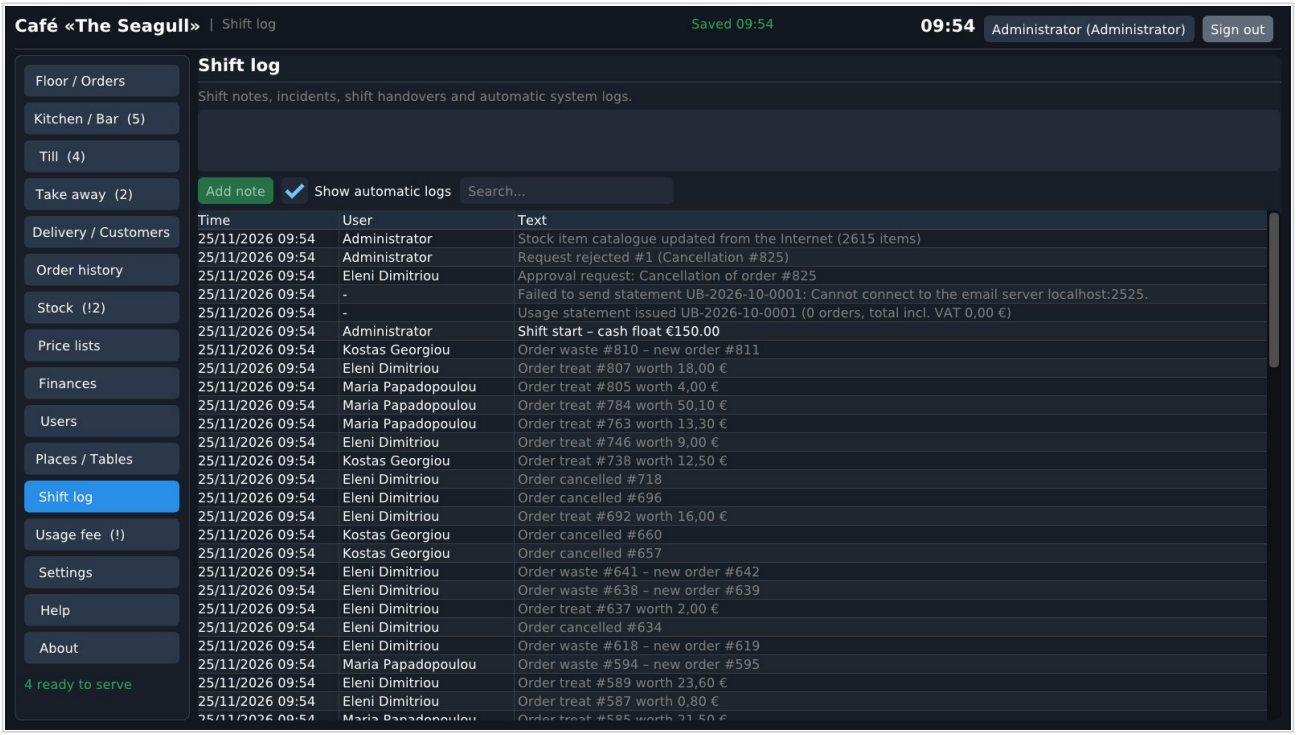


Figure 19.1 – Shift log

20. Usage fee

Use of the program is charged as a percentage of the value of completed orders and treats, **plus VAT 24%**. The general rate is **1%** from 1/12/2026 (0.2% until then) and is set by Aenaon ICT; the program updates it automatically once a day. Each order is charged at the rate in force when it was closed. The current rate and any scheduled change are shown at the top of the screen. The screen is available only to the Administrator and the Owner.

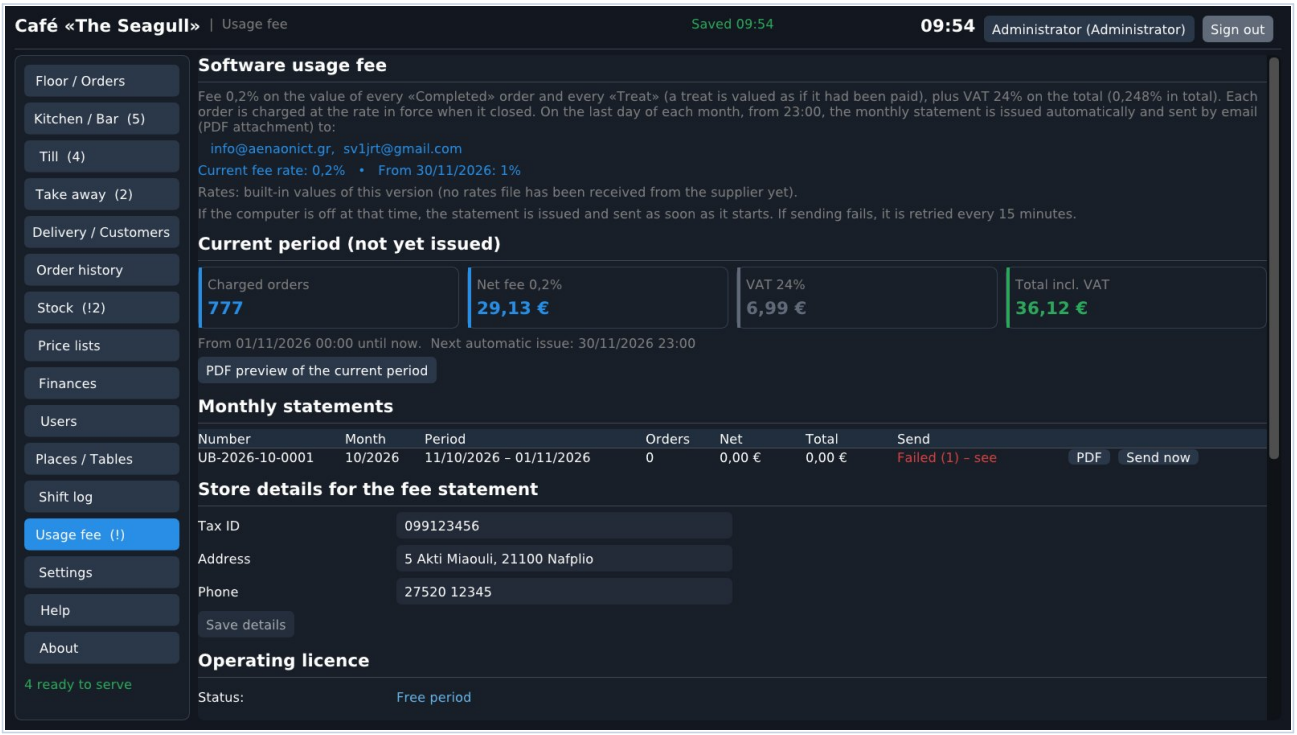


Figure 20.1 – Usage fee

- **Current period**: billed orders, net fee, VAT and total. You can see a PDF preview.
- **Monthly statements**: on the **last day of each month** a PDF statement is issued automatically, with the detailed charge per order, total and VAT 24%, and sent by email. If the computer was off, the statement is issued on the next start.
- **Store details** (VAT no., address, phone) for the statement.
- **Email settings** (SMTP): server, port, SSL/TLS or STARTTLS security, user, password and "Test email". For Gmail: smtp.gmail.com, port 465, with a Google "app password".

> **Note:** If sending fails, it is retried every 15 minutes. The sending status is shown in the statement list.

20.1 Operating licence

The package works **free of charge for 90 days** from the first installation. After the free period, operation requires payment of the monthly fee. The computer (or the server on a network) checks the licence status **once a day** over the internet.

- **Carrying over a small debt**: if the outstanding debt does not exceed the debt limit (€200), it is carried over to the next month without any interruption. The program locks only when the debt exceeds the limit (**€200.00**; set by Aenaon ICT and shown on the "Usage fee" screen).
- **Lock screen**: if locked, the amount and the invoice date are shown, with a "Recheck now" button. After payment the program unlocks automatically at the next check.

- **Licence status**: the "Usage fee" tab shows the status (free / active / carry-over / locked), the outstanding debt, the invoice date and the address of the licence file (configurable).

> **Note:** While the program is locked no new orders or payments can be made; the administrator can always sign in, see the status and re-check.

21. Settings

All the settings of the package, in 9 sections. Changes are saved **immediately** and apply on all terminals (Windows and Android). Access is allowed to the Administrator, Owner and Manager.

21.1 General

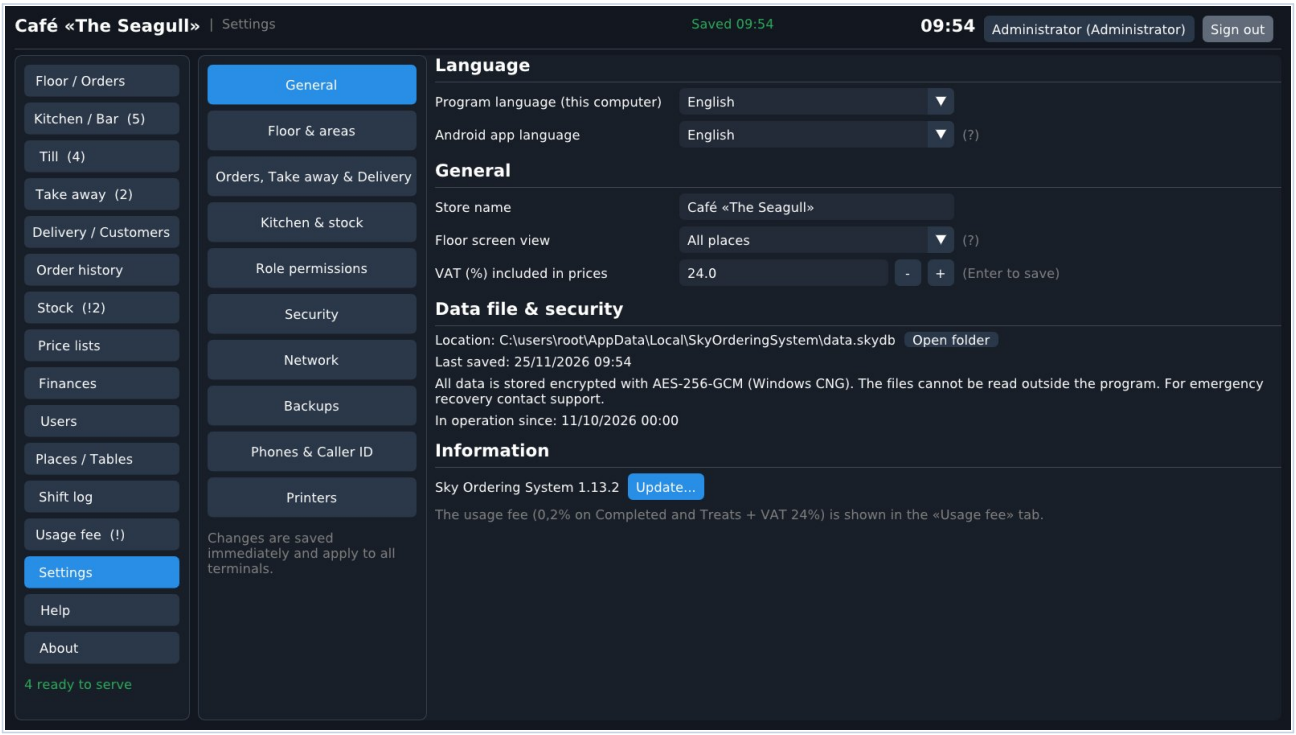


Figure 21.1 – General

- Store name, floor screen layout (Tables / Number of guests / Sunbeds / All places), VAT included in prices.
- Location and status of the encrypted data file, version information.
- **Update...** (Administrator / Owner): checks for a newer item catalogue and a new program version over the internet (see "Updating the catalogue from the internet", ch. 14).
- **Language**: the program language (12 languages). After changing it press "Restart now". The same choice sets the default language of the Android, iPhone and iPad apps; each waiter can change their own on their device. Item, category and place names are shown as you entered them. If your data contains Greek texts (e.g. after changing the language), the **"Convert to the program language..."** button converts them (items, categories, places, areas, printers) with a preview first.

21.2 Floor & areas

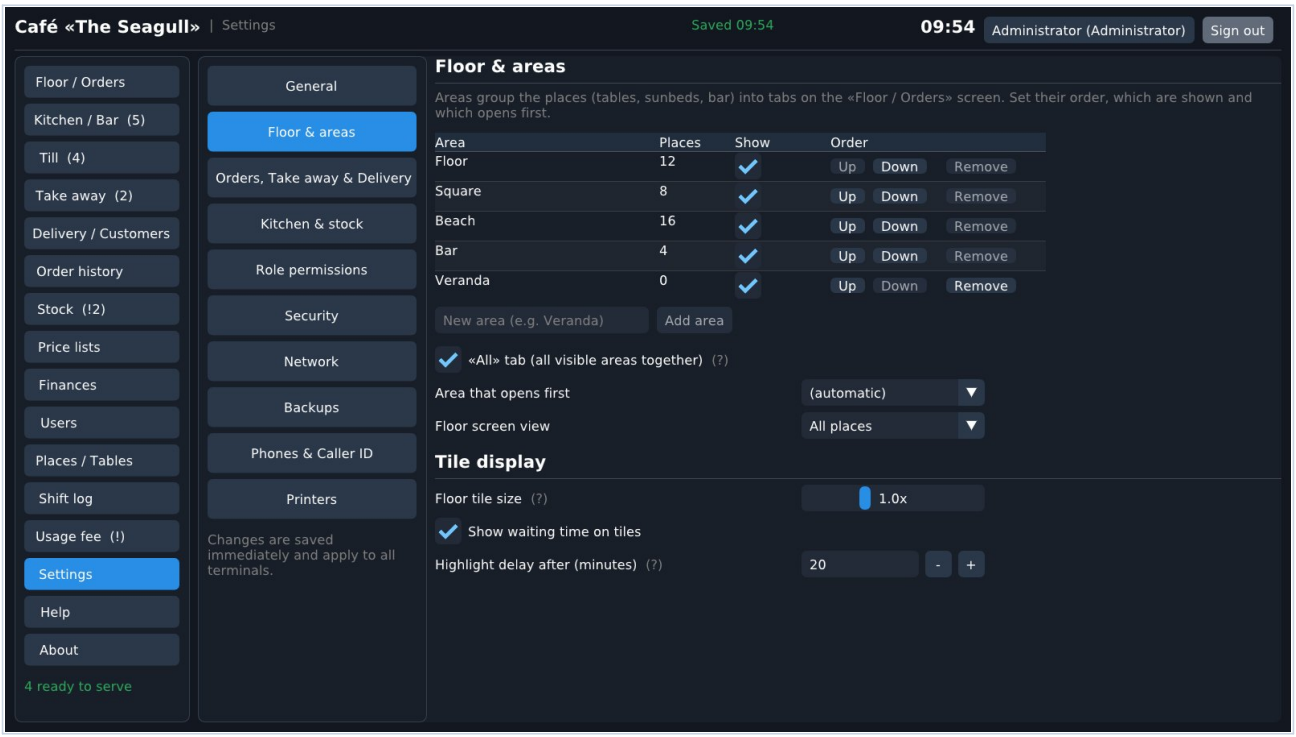


Figure 21.2 – Floor & areas

Setting	Description
Areas (table)	For each area: number of places, **Show** (yes/no), order (**Up / Down**), **Remove**
New area	Add your own area (e.g. "Veranda")
"All" tab	Show the tab with all visible areas together
Area that opens first	Automatic or a specific area
Tile size	0.7× to 1.6×: larger for touch screens, smaller for many places
Waiting time on the tiles	Shows the minutes since the order
Delay highlighting	After how many minutes the place turns dark orange with "!" and the kitchen card red

21.3 Orders, Take away & Delivery

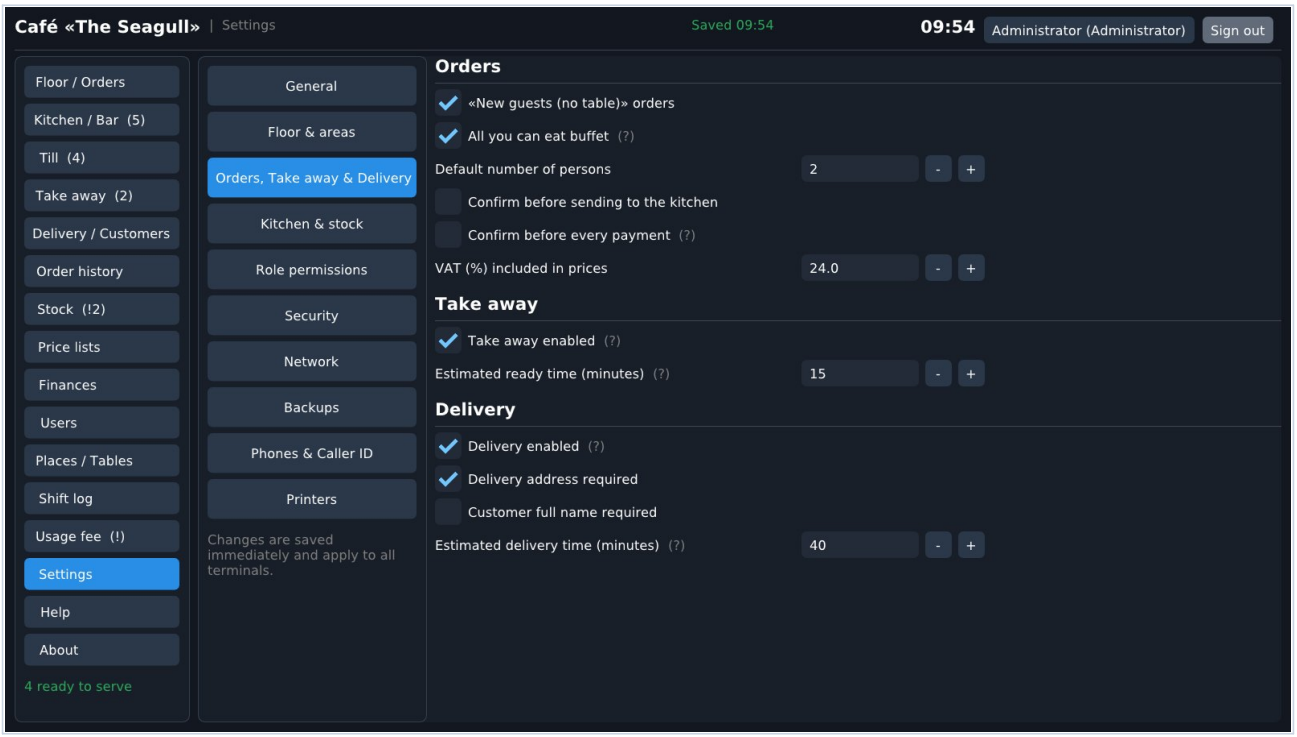


Figure 21.3 – Orders, Take away & Delivery

Setting	Description
New guests (without a table)	Show the related button on the floor
All you can eat buffet	Enable the buffet service
Default number of guests	For every new order
Confirmation before sending / before taking payment	Protection against accidental taps
Take away: enabled, estimated time	Show the Take away screen and the ready time
Delivery: enabled, address / full name required, estimated delivery time	Rules of the delivery form

21.4 Kitchen & stock

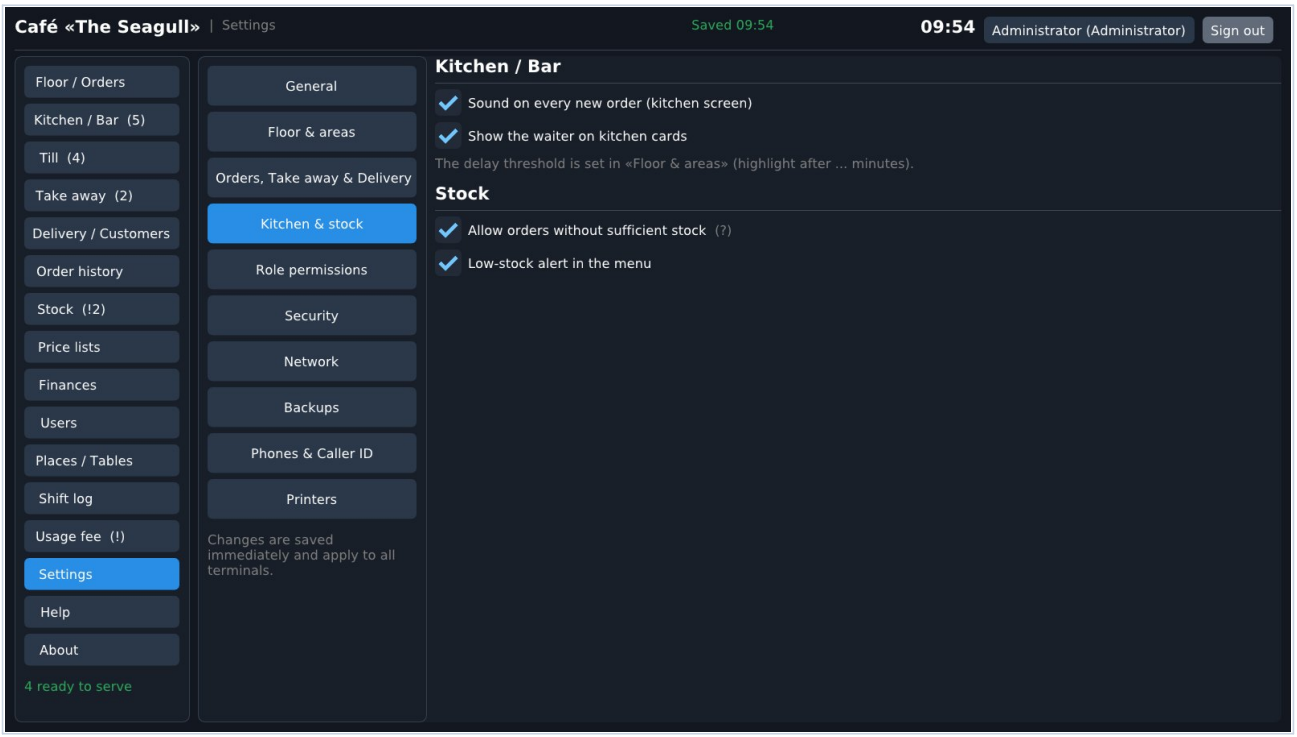


Figure 21.4 – Kitchen & stock

- Sound on every new order, showing the waiter on the kitchen cards.
- Whether orders without enough stock are allowed, and a low-stock alert in the menu.

21.5 Role permissions

A table with 19 permissions for the Waiter, Cashier, Cook and Night guard roles. **Screens** define what each role sees. **Actions** define what it can do: entering orders, serving, "Ready", taking payment, direct sale, treat, waste, cancellation, editing customer records. "Restore defaults" restores the initial settings.

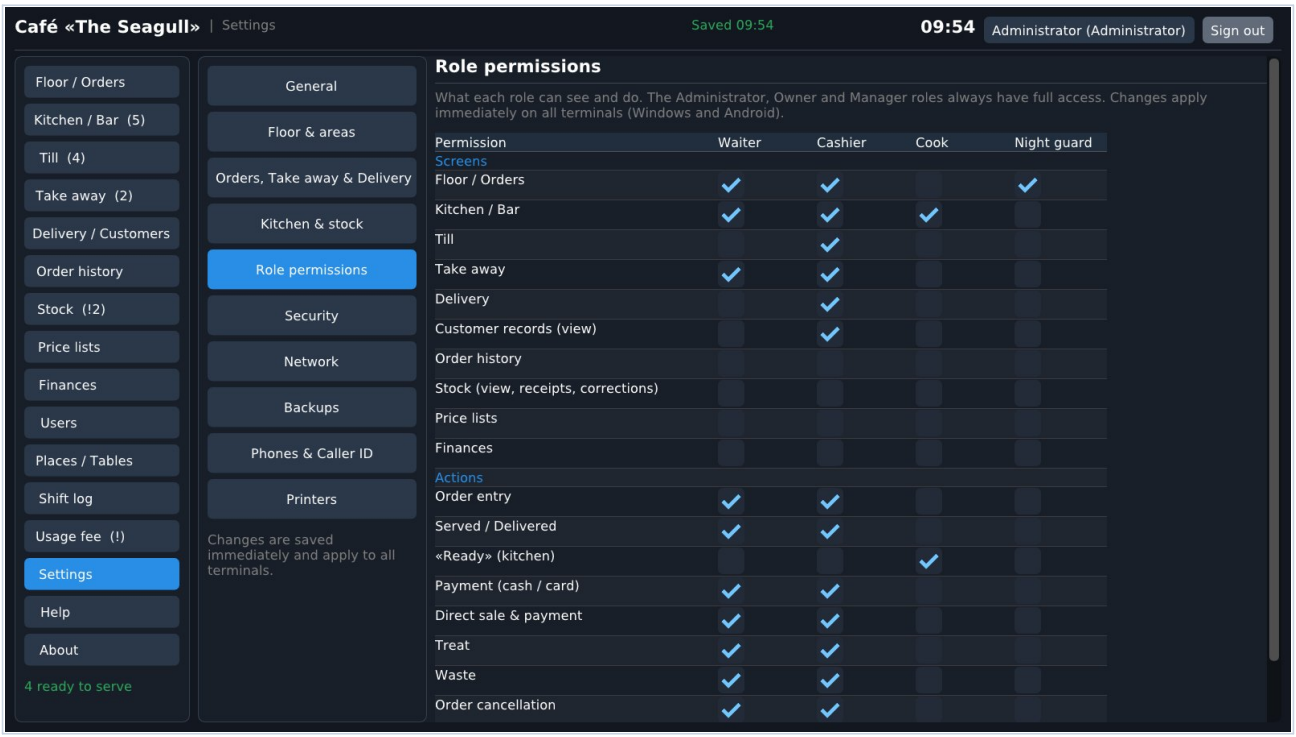


Figure 21.5 – Role permissions

21.6 Security

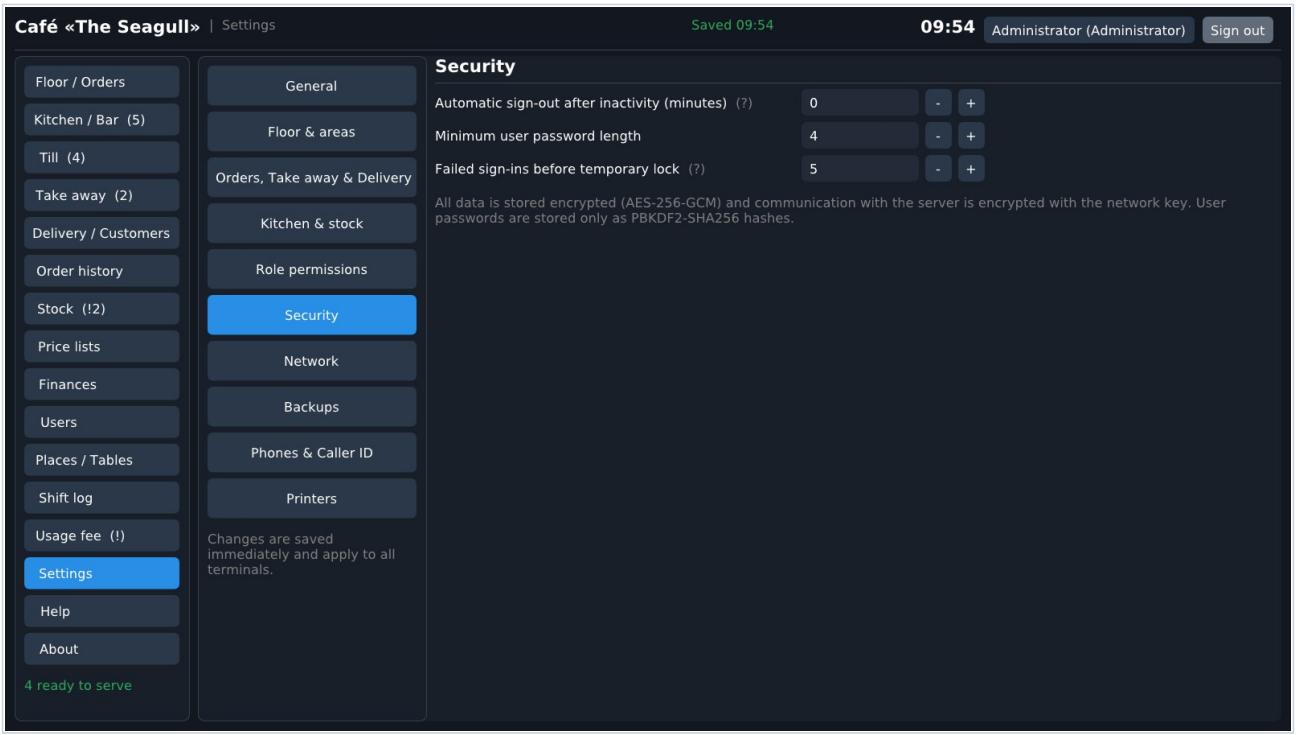


Figure 21.6 – Security

- **Automatic sign-out** after X minutes of inactivity (0 = never).
- **Minimum code length** for users.
- **Failed sign-ins** before a temporary lock.

21.7 Network

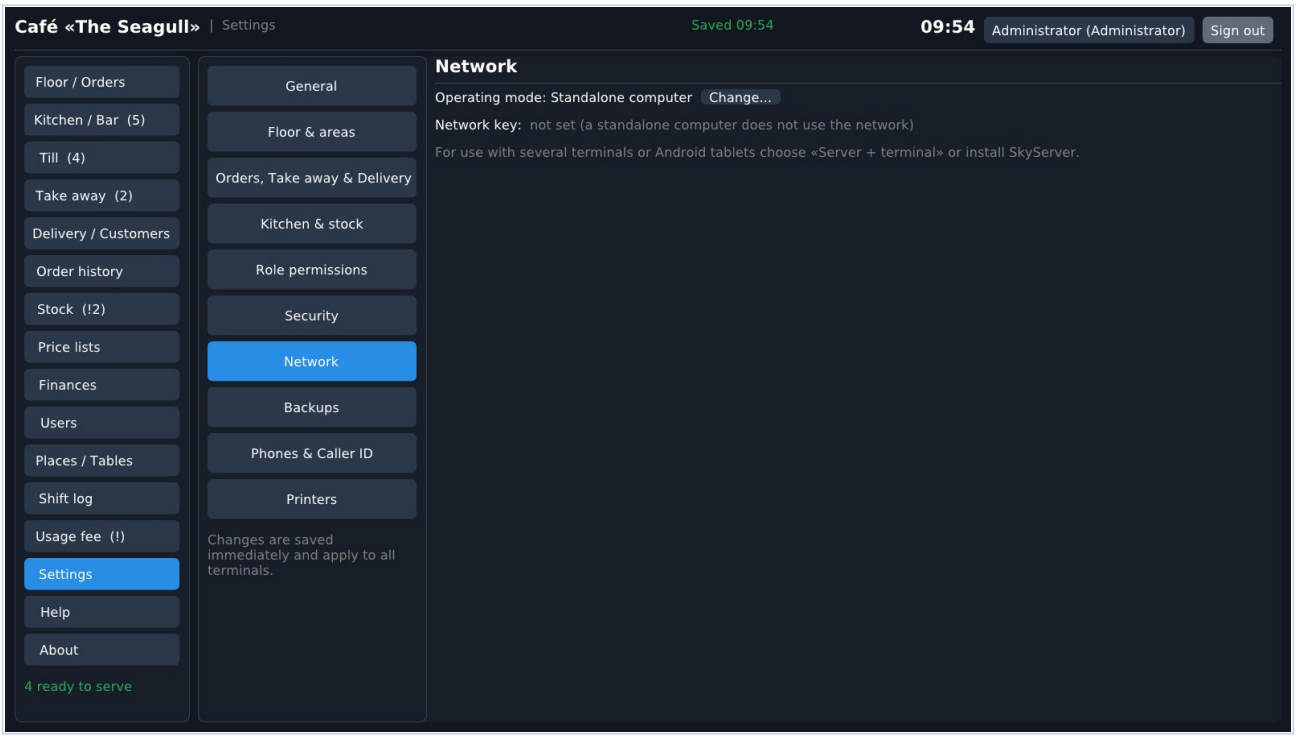


Figure 21.7 – Network (standalone computer)

Shows the operating mode. "Change..." changes the mode, e.g. from standalone to server + terminal, and the data is moved automatically. The selection screen stays open until you press **"Continue"**; **"Cancel"** returns without any change.

The **network key** is shown here **in every operating mode**, with a "Copy" button. It is also saved in the file **NetworkKey.txt** in the installation folder (e.g. `C:\\Program Files\\Sky Ordering System\\NetworkKey.txt`), together with the port and, on the server, the address of the iPhone / iPad app. On the server the list of connected terminals is also shown (ch. 23).

> **Caution:** Keep NetworkKey.txt like a password: anyone with the key can connect a device to the store's network.

21.8 Backups

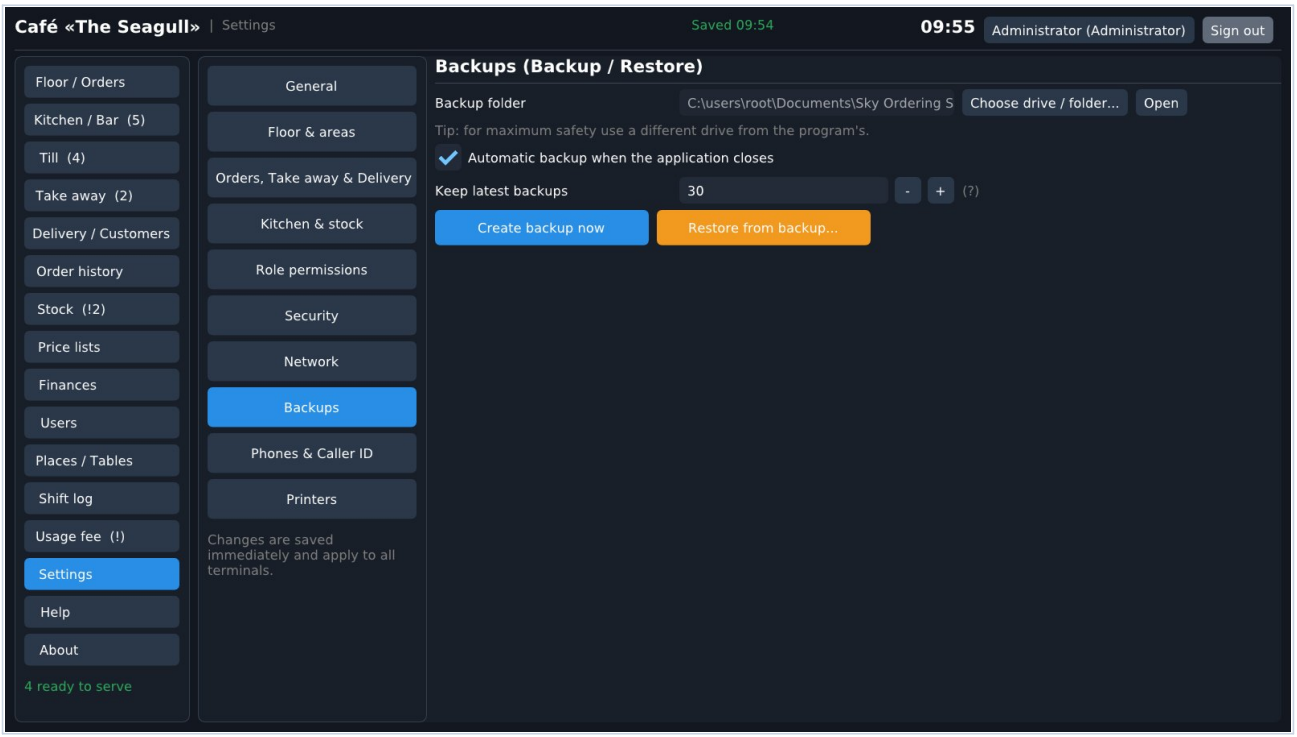


Figure 21.8 – Backups

- Backup folder (choice of disk or folder), automatic backup on closing, how many backups are kept.
- **"Create backup now"** and **"Restore from backup..."**. Before every restore a backup of the current state is kept automatically.

21.9 Phones & Caller ID

Settings for the delivery terminal, the calls and the lines / modems of the computer. Details in chapter 22.

21.10 Printers

The program prints **order tickets** (kitchen, bar) automatically on every new order and **bills** (drafts, not tax documents). Supported are thermal printers **with a network card** (IP, port 9100, ESC/POS) and **Windows printers** (ESC/POS or plain text through the driver, for any printer).

> **Note:** Printing is done from the computer where the data is: the standalone computer or the server computer. Windows printers must be installed there; network printers just need to be on the same network. Orders from terminals and Android are printed normally.

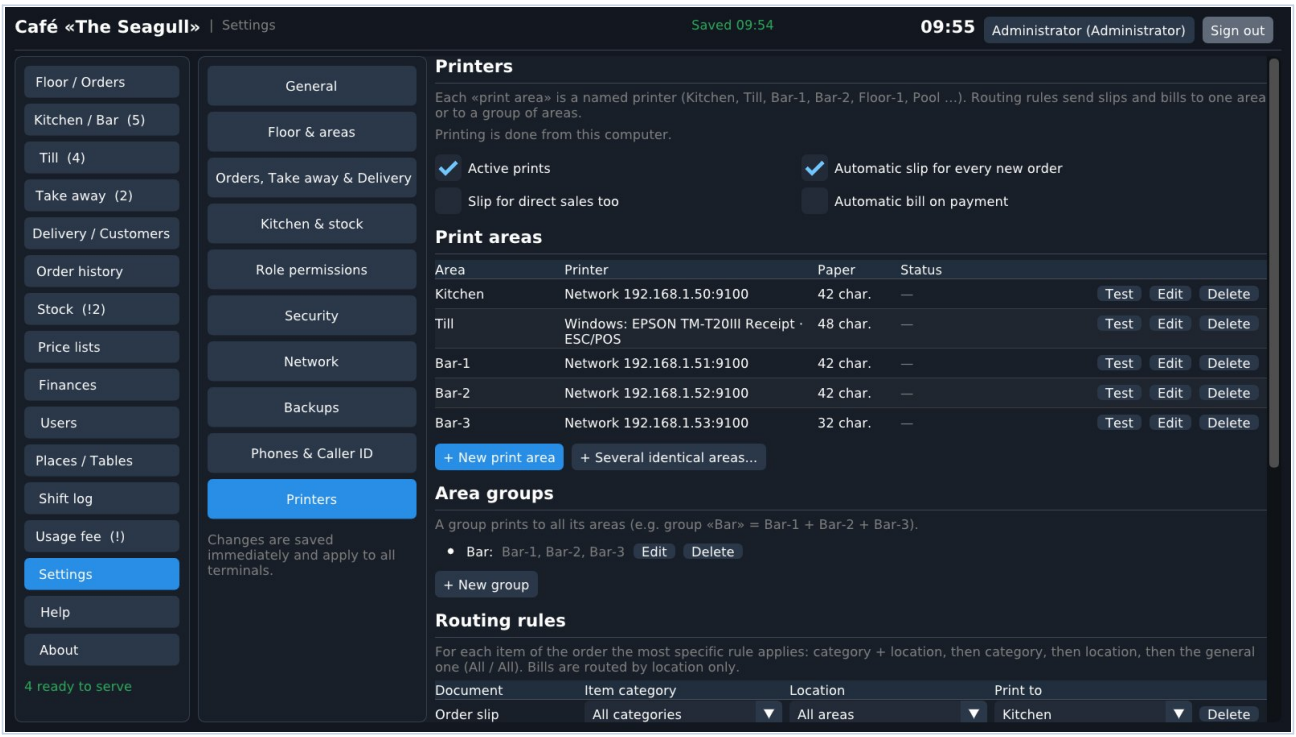


Figure 21.9 – Settings → Printers: areas, groups, rules, bill

Print areas

Each print area is a named printer: **Kitchen, Cash desk, Bar, Entrance, Floor, Square, Pool** etc. With **"+ New print area"** you set:

- **Name** (or one of the ready buttons). If it already exists, a numbered one is suggested (e.g. "Bar-2").
- **Connection**: network printer (IP address, port 9100) or Windows printer (chosen from the list, with the print mode: ESC/POS for thermal printers or "Text via driver" for any printer).
- **Paper width**: 58 mm (32 characters) or 80 mm (42 / 48 characters).
- **Code page** for the language characters (e.g. PC737, ISO-8859-7 or Windows-1253 for Greek, PC858 / Windows-1252 for Western languages) and the model's **ESC t** number (Epson and compatibles: 14 = PC737, 15 = ISO-8859-7).
- Copies, paper cut, large letters for items, capitals without accents, beep, opening the cash drawer with the bill.

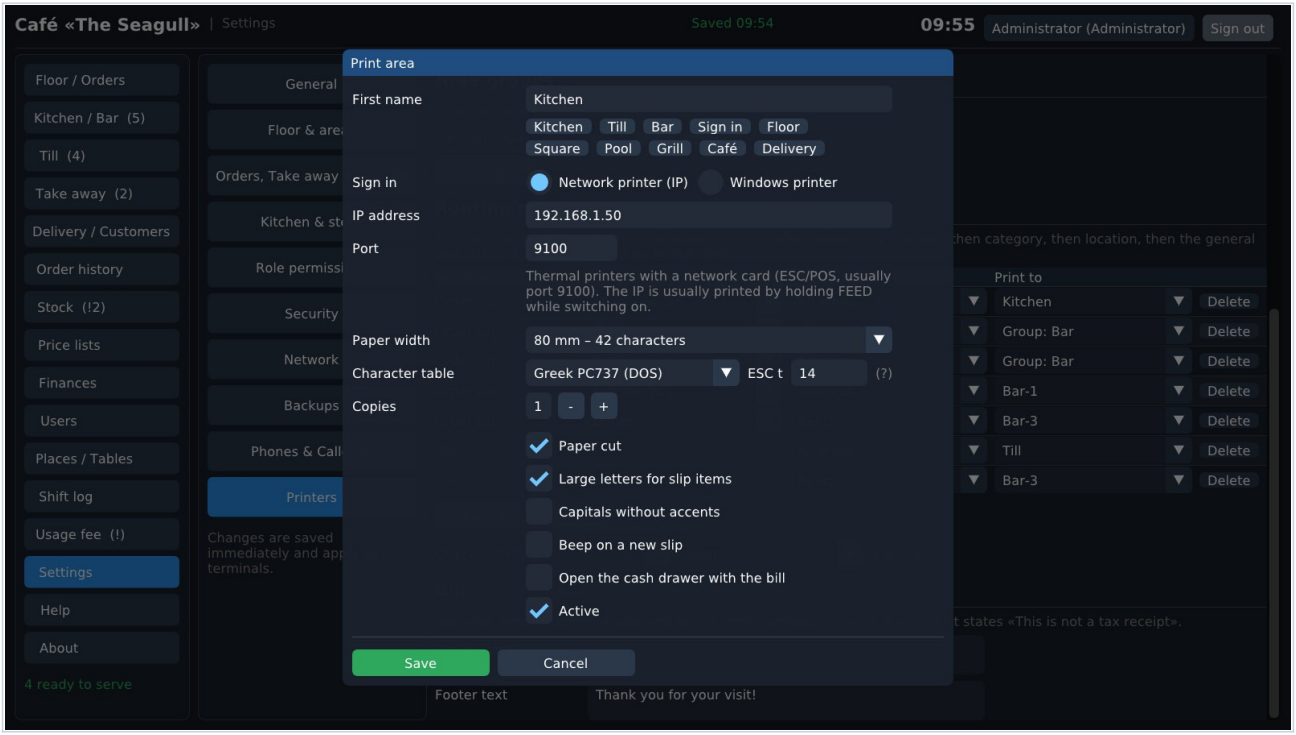


Figure 21.10 – Print area settings

The **"Test"** button prints a test page with all special letters and a width ruler. If characters come out wrong, change the code page or the ESC t number and try again. The "Status" column shows whether the printer responds and how many documents are waiting.

Several identical areas and groups

For several identical rooms (e.g. three bars or two dining rooms) press **"+ Several identical areas..."**: you give a name and a count and the areas **Bar-1, Bar-2, Bar-3** are created, together with the **"Bar" group** that contains them. Then set the printer of each area with "Edit".

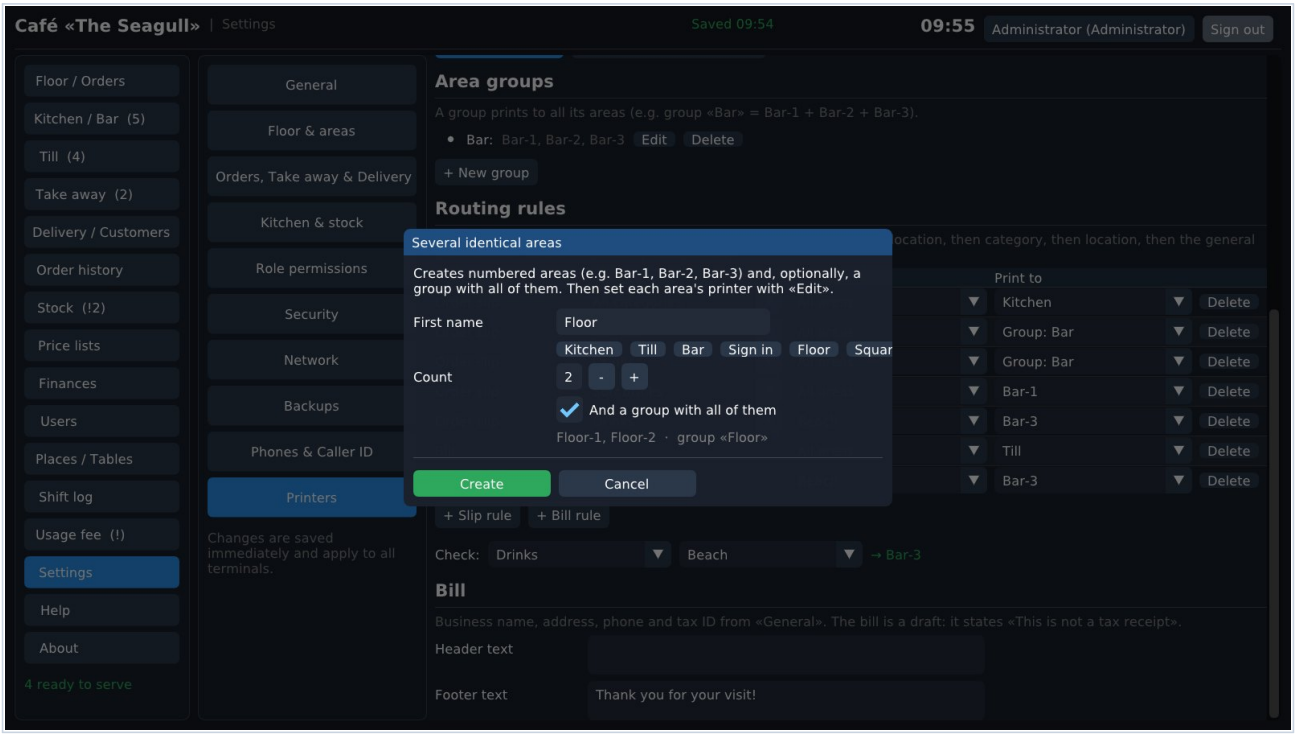


Figure 21.11 – Creating identical areas (Floor-1, Floor-2) and a group

A **group** prints on all its areas. With "+ New group" you make any combination (e.g. "Dining rooms" = Floor-1 + Floor-2).

Routing rules

Rules define where each document is printed. Each rule has: document (ticket or bill), **item category** (or all), **place** of the order (floor area, guests without a table, take away, delivery or all) and **"Print to"**: **one area or one group of areas** (or no printing).

- For each item the **most specific** rule applies: category + place, then category, then place, then the general one.
- Example: everything to the Kitchen · "Coffees" and "Drinks" to the "Bar" group · "Drinks" from the Beach only to Bar-3 · bills to the Cash desk, those of the Beach to Bar-3.
- An order with food and drinks prints two tickets: the food in the kitchen and the drinks at the bar.
- The **"Check"** line immediately shows where a category from a place will be printed.

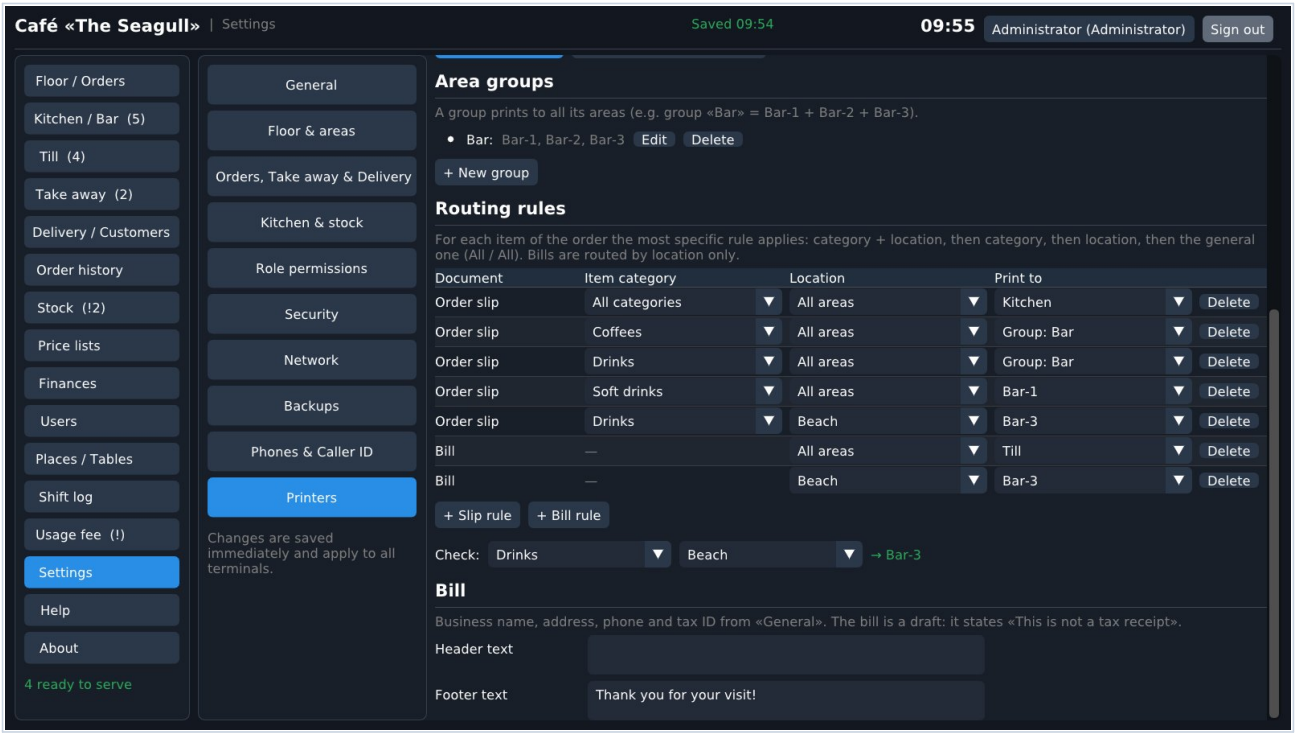


Figure 21.12 – Routing rules and "Check": "Drinks" from the Beach → Bar-3

With the first area you create, two basic rules are added automatically (all tickets and bills there).

Options and bill

- **Automatic ticket on every new order** (and, optionally, on direct sales).
- **Automatic bill when taking payment**.
- **Header / footer text** of the bill. The business name, address, phone and VAT no. come from "General".

Caution: If a printer does not respond, the program retries automatically for 15 minutes, without delaying the other printers, and records the problem in the Log. Use "Reprint slip" if needed.

22. Caller ID and delivery terminals

Sky Ordering System recognises the number of each incoming phone call through a **USB modem with Caller ID** and automatically opens the **Delivery** tab on the delivery terminals. **Up to 24 phone lines** are supported (one modem per line).

22.1 What you need

- A **USB (or serial) modem with Caller ID support** for each phone line, e.g. a modem with a Conexant chipset (USRobotics USR5637 etc.). For many lines use a USB hub with external power.
- The **caller identification (CLIP)** service enabled on the phone lines (by the provider).
- The line cable is connected **in parallel** to the modem and to the telephone (double socket / splitter). The modem does not answer the call – it just "listens" for the number.
- The modems are connected **to the server computer** (recommended) or to any Windows terminal of the store.

22.2 How it works

1. A line rings: the modem sends the caller's number (between the 1st and 2nd ring).
2. The computer with the modems records the call on the server. The server checks whether the phone belongs to an existing customer.
3. On **all delivery terminals** a sound plays, the window comes to the front and the **"+ New delivery order"** tab opens with the phone filled in. For a known customer, first name, last name, address, floor / doorbell and notes are filled in automatically and their history is shown – **ready to be accepted or corrected**.
4. The cashier / manager accepts or corrects the details, enters the items and sends the order. The call is marked as "Order" with the order number and the user.

22.3 Several delivery terminals – automatic distribution

When there is **more than one delivery terminal**, each incoming call is assigned automatically to the **next available terminal** in round-robin order, so that calls are shared and do not all go to one employee. If the terminal whose turn it is is already handling a call, the new call goes to the next free one. The tab opens automatically only on the terminal the call was assigned to; the others see the call in the incoming list.

If there is **only one delivery terminal**, all calls go to it, with notifications at the top of the delivery page.

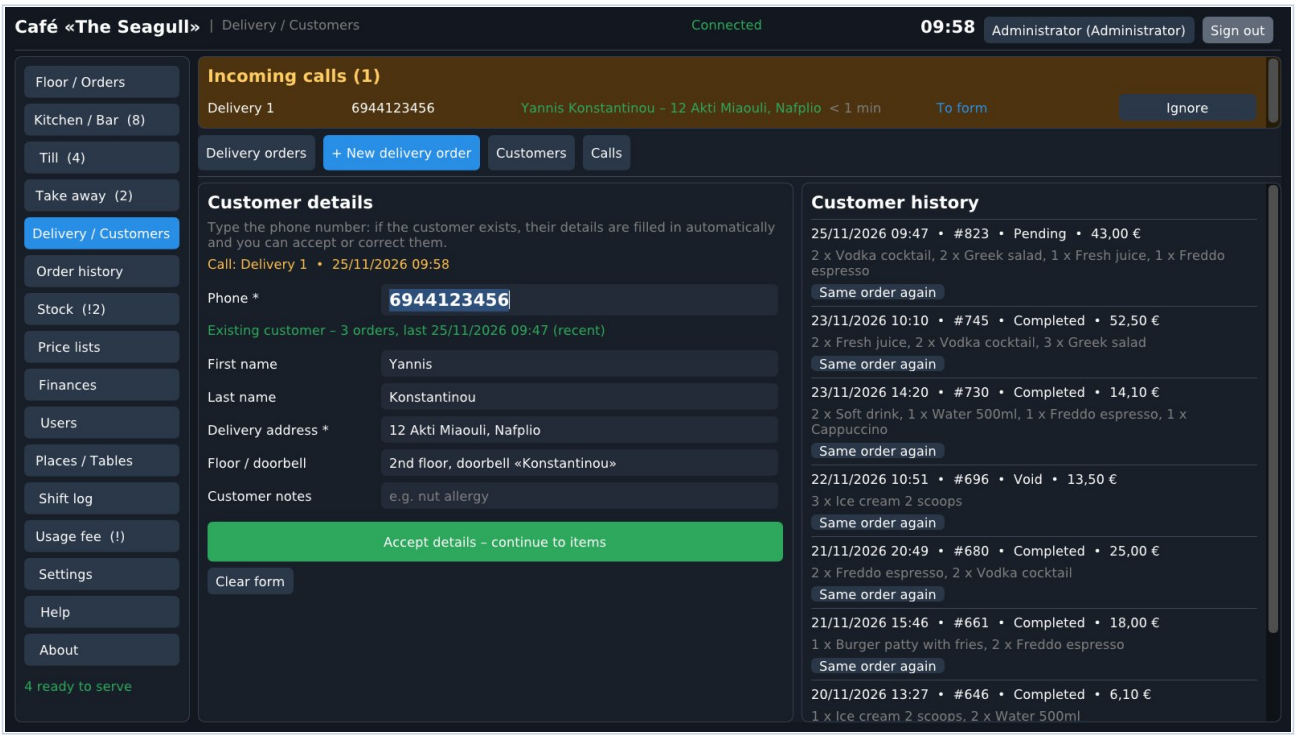


Figure 22.1 – Incoming call from a known customer: the Delivery tab opened automatically with their details

> **Note:** The tab opens automatically only if the terminal's user has the delivery permission and is not composing another order at that moment. Otherwise the call appears in the incoming list or in the notification bar, so that their work is not lost.

22.4 Several calls at once – incoming calls

When more calls arrive (e.g. on different lines), they appear in the **"Incoming calls"** list at the top of the Delivery screen: line, phone, customer (or "New customer"), time since the call. Press **"New order"** to open the call's tab or **"Ignore"** for calls that are not about an order. Each call stays in the list for the time set in the settings (default 10 minutes) or until it is handled by any terminal.

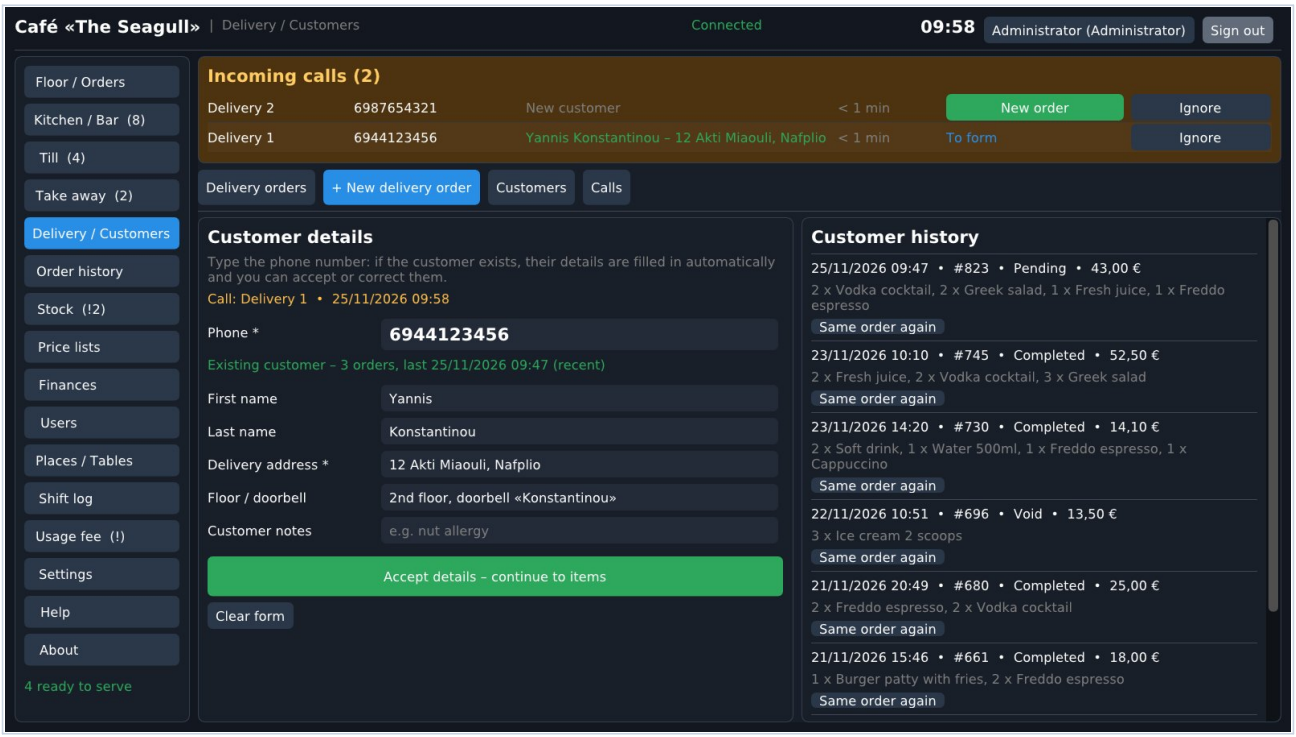


Figure 22.2 – A second call (new customer) while the first is being handled

If the user is on another screen, a **notification bar** appears with the latest call and the **"Open in Delivery"** button. The bar also appears on the sign-in screen (so that a user can sign in).

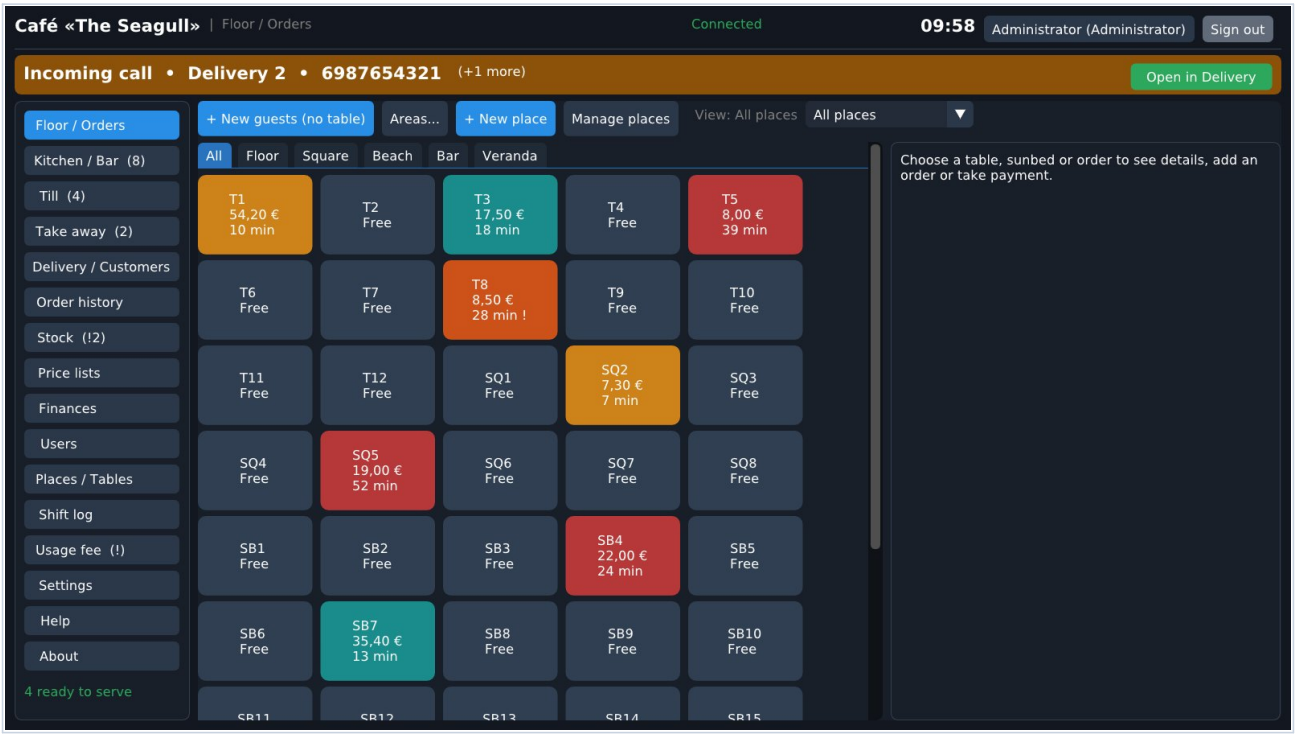


Figure 22.3 – Incoming call bar on another screen

22.5 Call history

The **"Calls"** tab of the Delivery screen shows all calls: time, line, phone, customer, status (New / Order / Ignored), order number and user, with a search. From each call you can open a new order (e.g. for a missed call) or the customer record. Calls without a number are shown as "Number withheld".

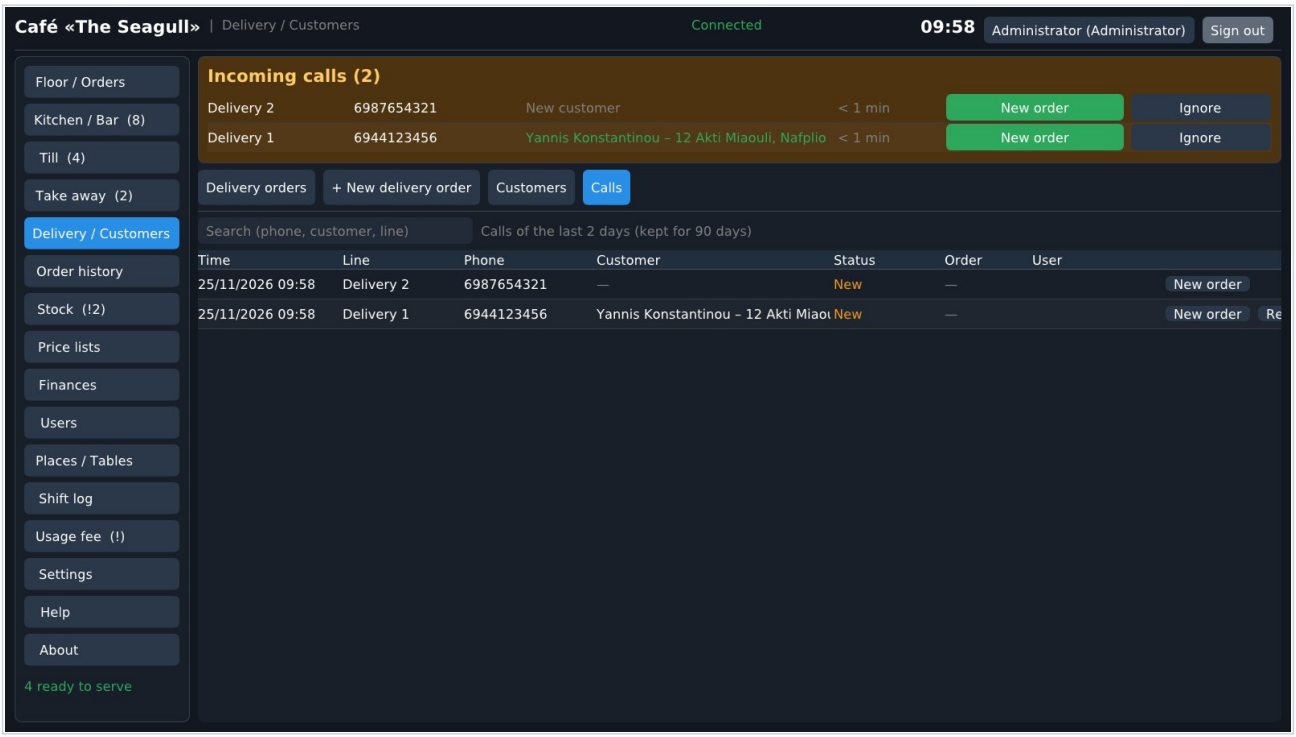


Figure 22.4 – Call history

22.6 Setup: Phones & Caller ID

In **Settings → Phones & Caller ID** (administrators / owners):

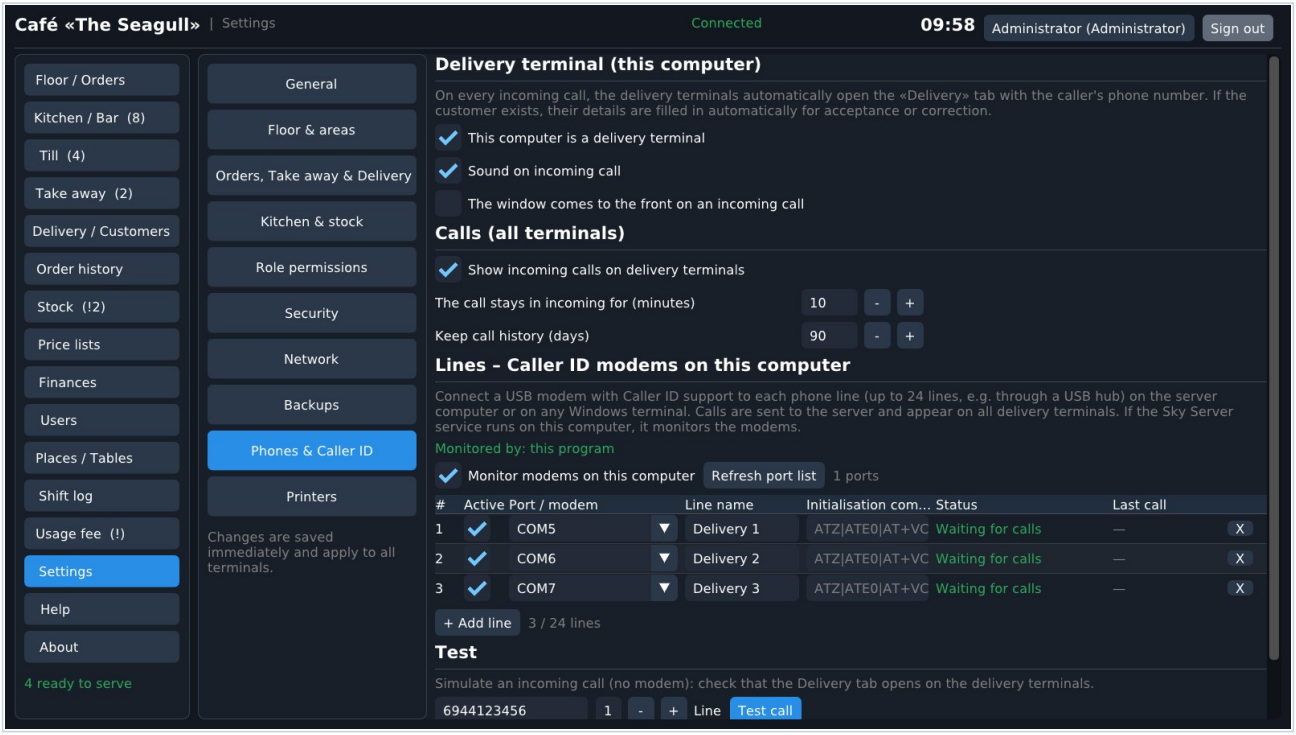


Figure 22.5 – Phones & Caller ID: delivery terminal and 3 lines with modems running

1. Delivery terminal (on each computer separately)

- **"This computer is a delivery terminal"**: turn it on on the cash desk / manager computers that take phone orders. The setting applies only to Windows terminals (PC).
- **Sound** and **window to the front** on an incoming call.

2. Calls (applies to all terminals)

- Show incoming calls on the delivery terminals (main switch).
- How many minutes a call stays among the incoming calls, and how many days the call history is kept (default 90).

3. Lines – modems (on the computer the modems are connected to)

1. Connect the modems and install their drivers (each modem appears as a COM port).
2. Turn on **"Monitor modems on this computer"**.
3. Press **"+ Add line"** for each modem (up to 24) and choose the **port** – the list also shows the device name.
4. Give a **line name** (e.g. "Delivery 1", "Reservations") – it is shown on the calls.
5. The **Status** column should show "Waiting for calls". Hover over it to see the modem model.
6. Make a test call from a mobile phone or press **"Test call"** (no modem needed) to check the delivery terminals.

Line status	What it means / what to do
Waiting for calls	The line is working.
Port COMx does not exist	The modem is not connected or changed port (Device Manager → Ports / Modems).
The port is used by another program	Close any other program that uses the modem (fax, an old Caller ID program).
The modem does not respond	Check the modem / its driver. Try a different speed or another USB port.
Not accepted: AT+VCID=1 ...	The modem did not accept any Caller ID command. Consult its manual and enter the correct commands in the "Initialisation commands" column.

Tip: The default initialisation is "ATZ|ATE0|AT+VCID=1". If the modem does not accept AT+VCID=1, AT#CID=1, AT%CCID=1 and AT*ID1 are tried automatically. Some modems also need the country: add "|AT+GCI=46" (Greece). Commands are separated by "|".

Note: If the **Sky Server service** runs on the computer with the modems, it monitors the modems continuously (even with no program open or no user signed in) – the page shows "Monitored by: Sky Server". Otherwise the Sky Ordering System program monitors them while it is open. If communication with the server is lost, the calls are resent automatically.

23. Network: server and terminals

On a network, one computer is the **server** and holds the single database. All the others (Windows and Android) are **terminals**. Changes appear immediately everywhere. Communication is encrypted with the **network key**.

23.1 Automatic server discovery and connection

1. On the server find the network key: Settings → Network, or Start menu → Sky Server (console), or `SkyServer.exe --show-key`.
2. On the terminal choose "Network terminal". The program **searches continuously** for servers on the local network and shows those it finds.
3. Type the key. As soon as the server is recognised with this key, the **connection is made automatically**.

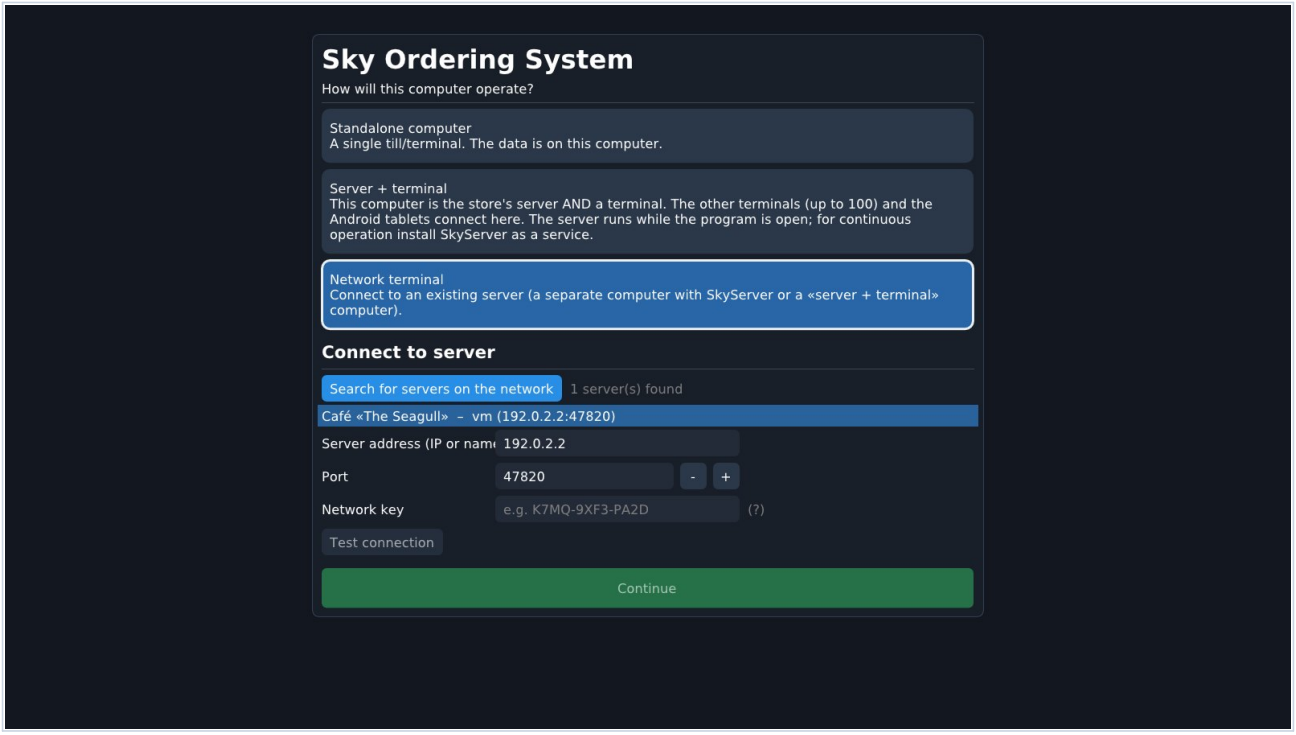


Figure 23.1 – The terminal found the store's server

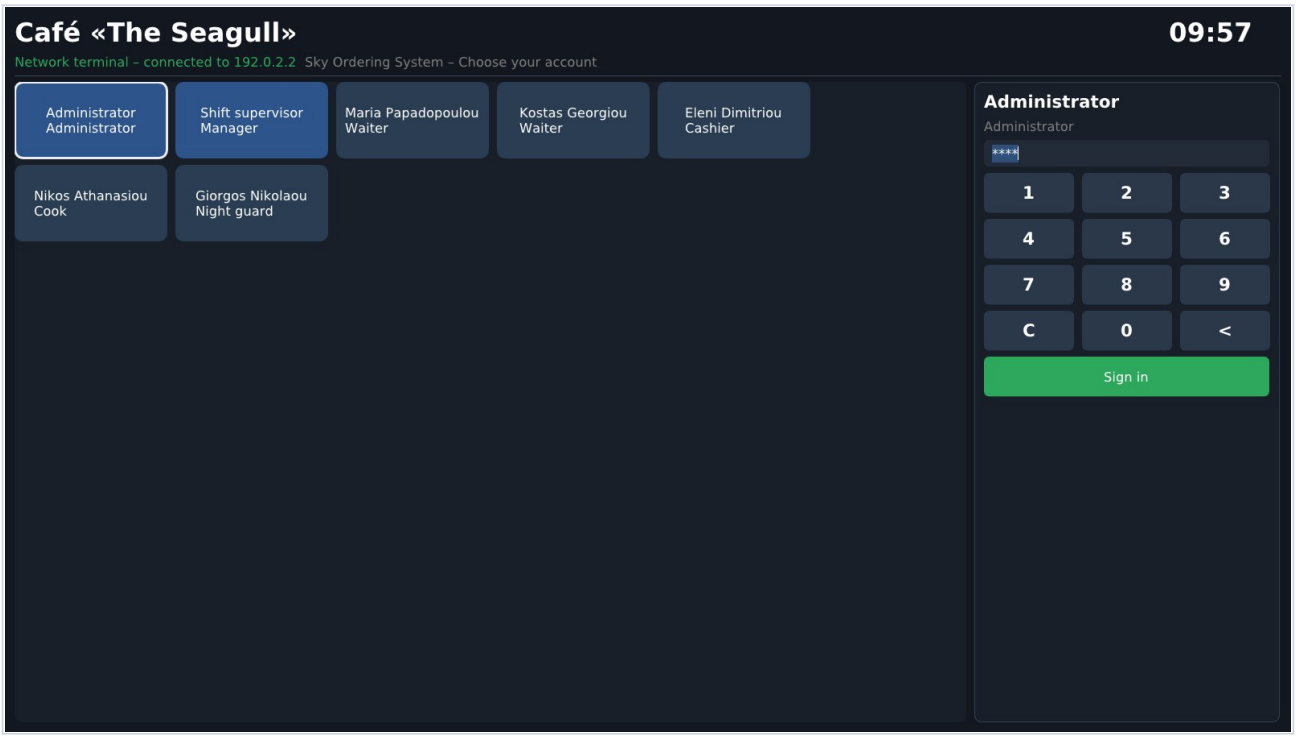


Figure 23.2 – Connected: user selection. At the top it shows "Network terminal – connected to ...".

> **Tip:** If the server's IP address changes, e.g. after the router restarts, the terminals **find it again automatically** using the key and carry on without any action.

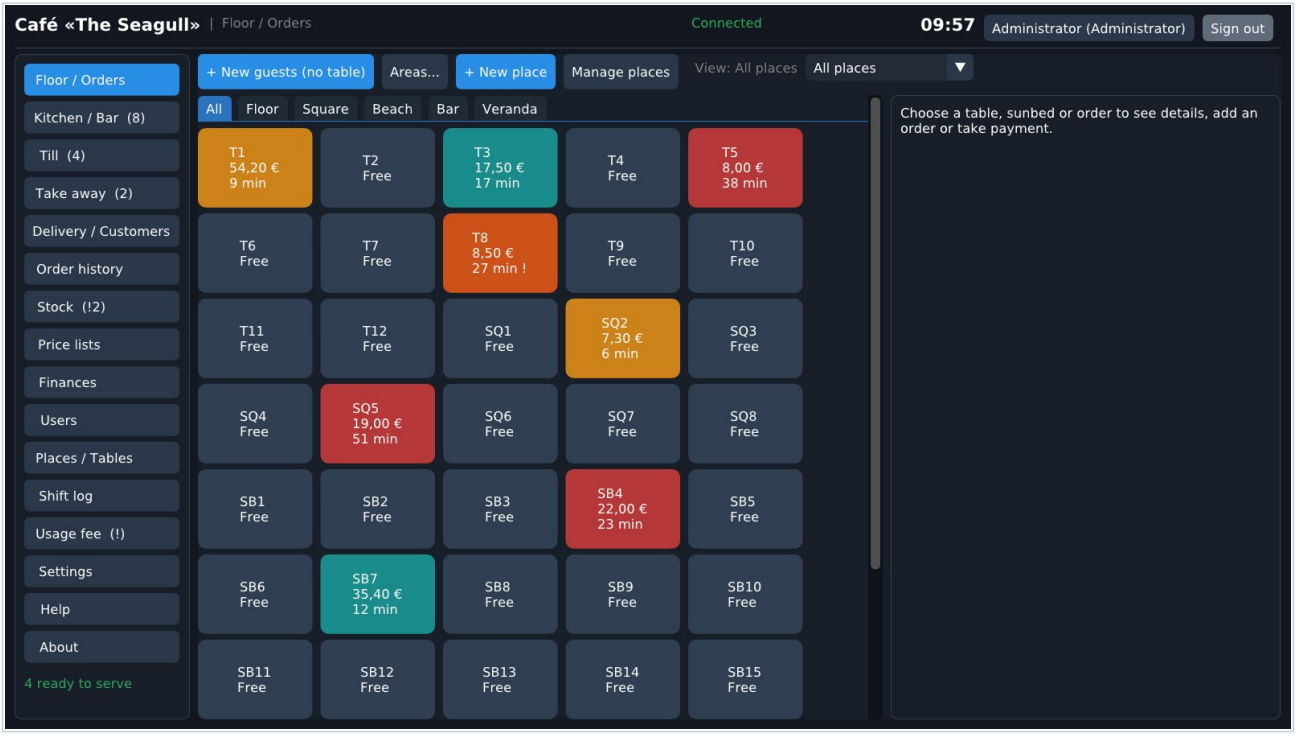


Figure 23.3 – Network terminal in operation

23.2 Connected terminals

On the server or on an administrator terminal, the Settings → Network page shows the operating mode, the server, the status and the table of **terminals**: name, type (Windows / Android), IP, user, last contact, status. The limit is 100 active terminals.

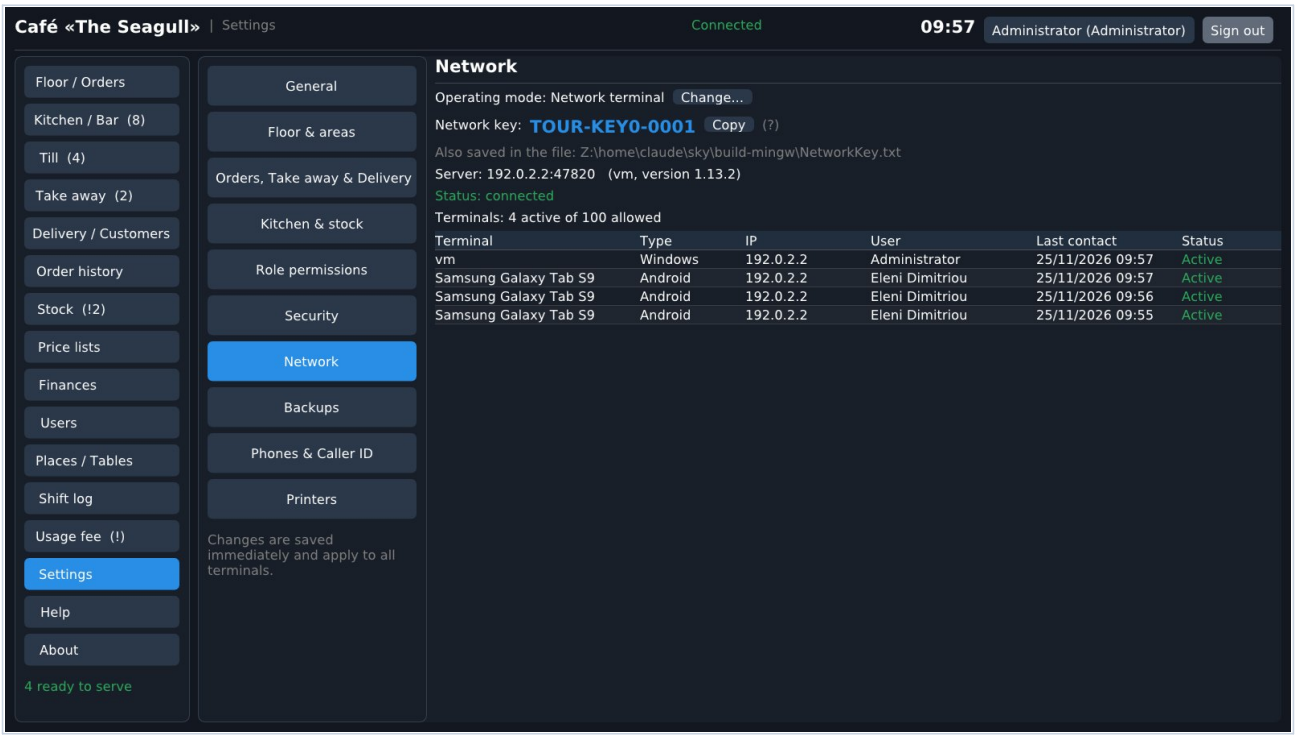


Figure 23.4 – Network: list of terminals

23.3 Working offline

If the connection to the server is lost, a red **"OFFLINE"** indicator appears. New orders are **kept encrypted** on the terminal, shown as "Waiting to send" and **sent automatically** as soon as the connection returns, with the real order time. This also works after a restart.

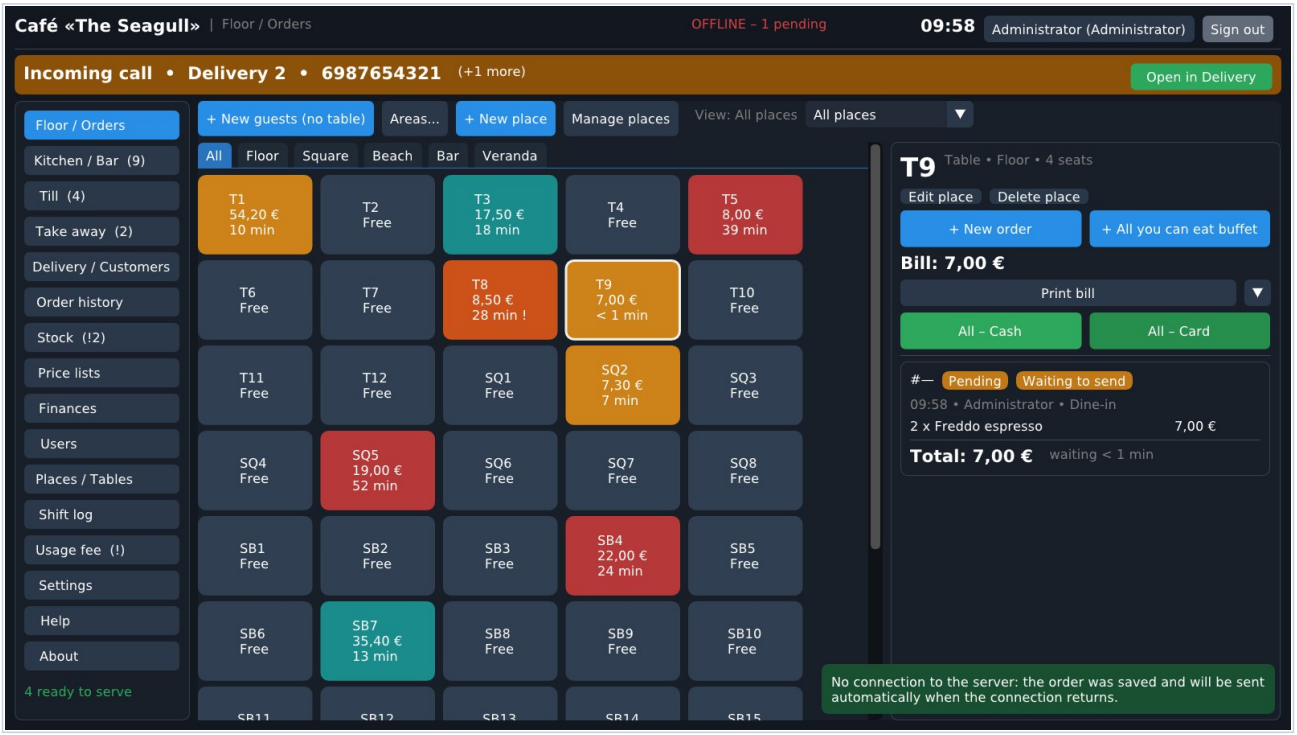


Figure 23.5 – An order waiting to be sent while offline

23.4 Sky Server: commands

Command	Result
SkyServer.exe	Start in a console window
SkyServer.exe --install / --uninstall	Install / remove as a Windows service
SkyServer.exe --show-key	Show the network key and port
SkyServer.exe --new-key	New network key. You will need to give it again to all terminals.
SkyServer.exe --port 47820	Change port
SkyServer.exe --import file	Import data, e.g. from the data.skydb of a standalone computer
net stop / net start SkyOrderingServer	Stop / start the service. Stopping saves the data and makes a backup.

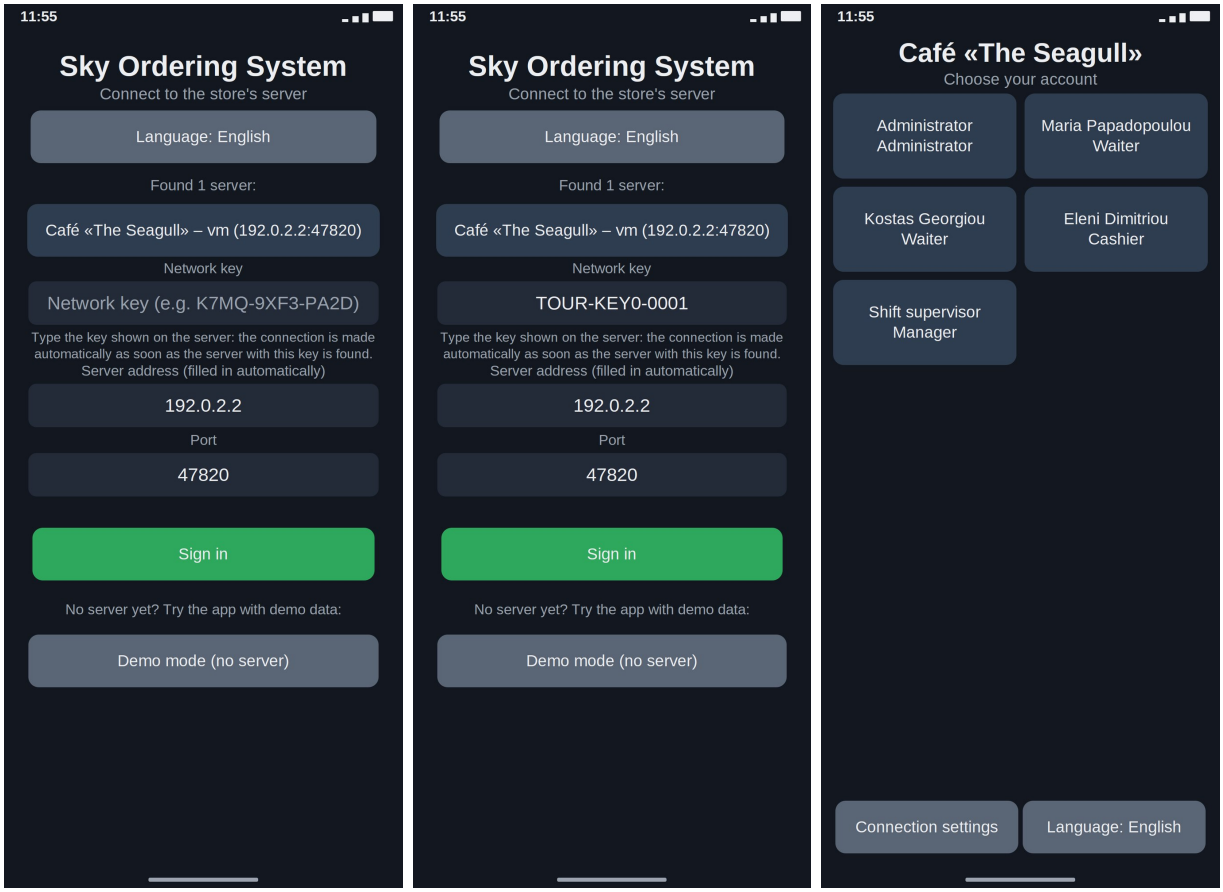
24. Android app

The **Sky Ordering** app turns phones and tablets into handheld terminals for the waiters. It is installed from Google Play (once published) or from the file **SkyOrdering-1.13.2.apk** (Start menu → Sky Ordering System → Android app (APK)). It requires Android 8.0 or later and a connection to the same Wi-Fi as the server.

> **Note:** The Android app images in this guide were produced from the app's real code, connected to a real Sky Server, in a simulated phone and tablet screen. Small font differences are possible.

24.1 Connecting to the server

The app finds the server on the network by itself. Type the network key and the connection is made automatically. **Demo mode** opens the app with demo data, without a server (PIN 1111).

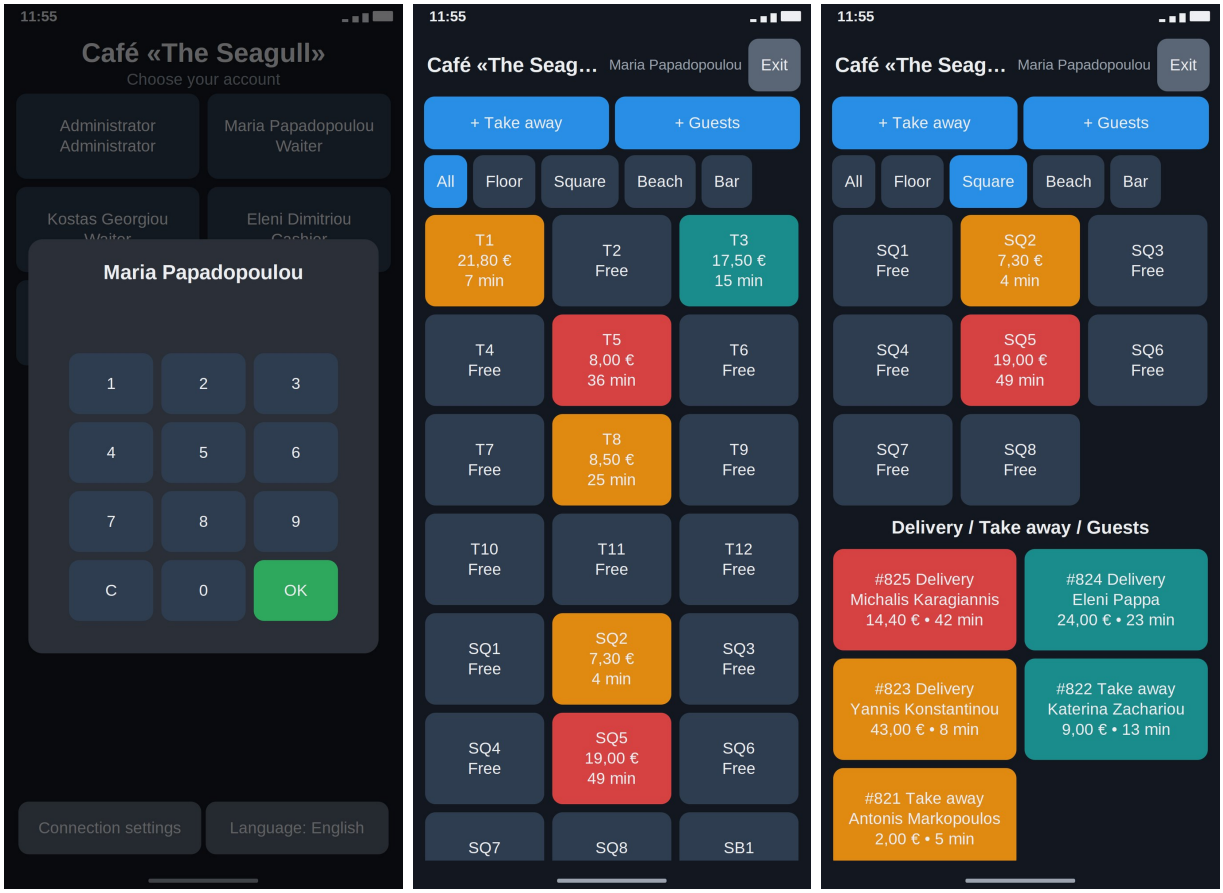


Automatic search *Network key* *User selection*

Figure 24.1 – Connection and user selection

24.2 Floor and areas

After signing in with a PIN the floor appears with the same areas and colours set by the administrator. At the top are the Take away, Delivery and Guests buttons, depending on the user's permissions.

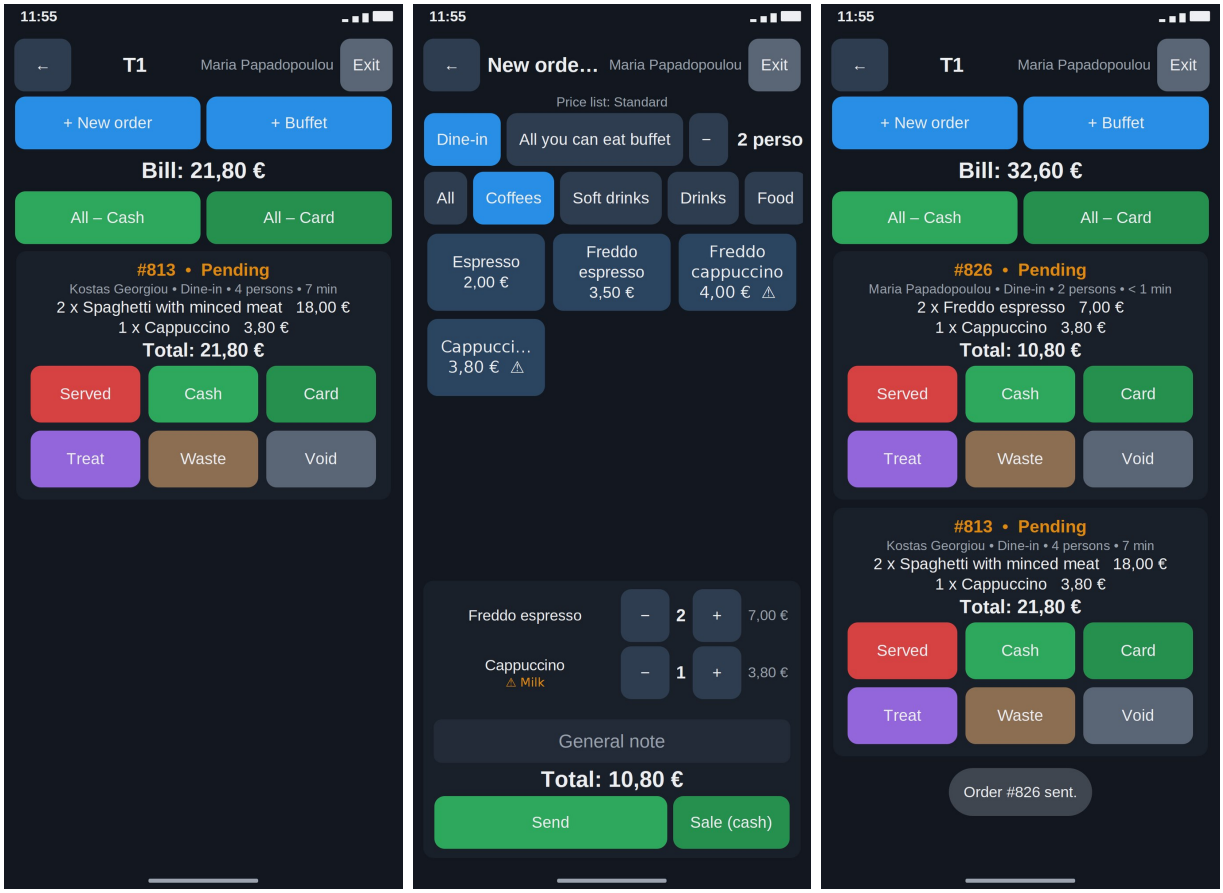


PIN *Floor – All* *"Square" area*

Figure 24.2 – Sign-in and floor

24.3 Orders

Tap a place for its bill and the actions (Served, Cash, Card, Treat, Waste, Cancel). With "+ New order" you choose category, items, quantities and guests. Tap the name of an item in the basket to add a note.

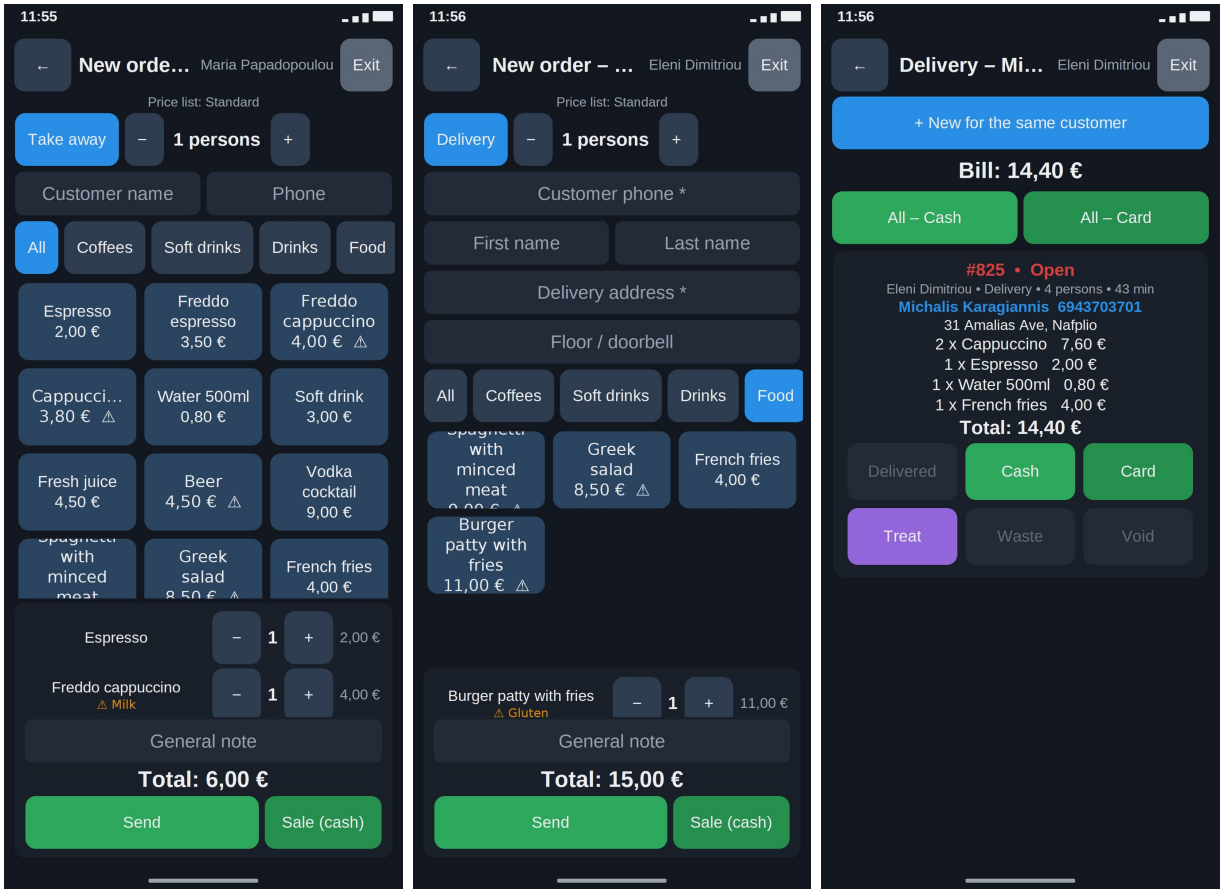


Place bill *New order* *After sending*

Figure 24.3 – Taking an order

24.4 Take away and Delivery

"+ Take away" opens an order with name and phone. "+ Delivery" opens the **customer form**: as soon as you type the phone, the app checks the database and, if the customer exists, fills in first name, last name, address and floor / doorbell, showing the number of their previous orders.



Take away *Delivery – known customer* *Delivery order*

Figure 24.4 – Take away and Delivery

24.5 Tablet app – Sky Ordering Tablet

For tablets there is a separate app, **Sky Ordering Tablet** (file **SkyOrderingTablet-1.13.2.apk**, in the same folder as the phone APK). It connects to the same server in the same way and can be installed next to the phone app. It installs only on devices with a screen of at least 7 inches and makes use of the large screen:

- **Floor in two columns**: on the left the places and the delivery / take away orders, on the right the bill of the place you tapped with all actions (Served, Cash, Card, Treat, Waste, Cancel) – without leaving the floor. The selected place has a white border; "Close" or "back" returns to the overview (active, in preparation, ready, awaiting payment).
- **New order in three columns**: categories in a vertical column, items in the middle and the basket on the right.
- Larger letters, buttons and tiles, and sign-in / user screens in a central column.

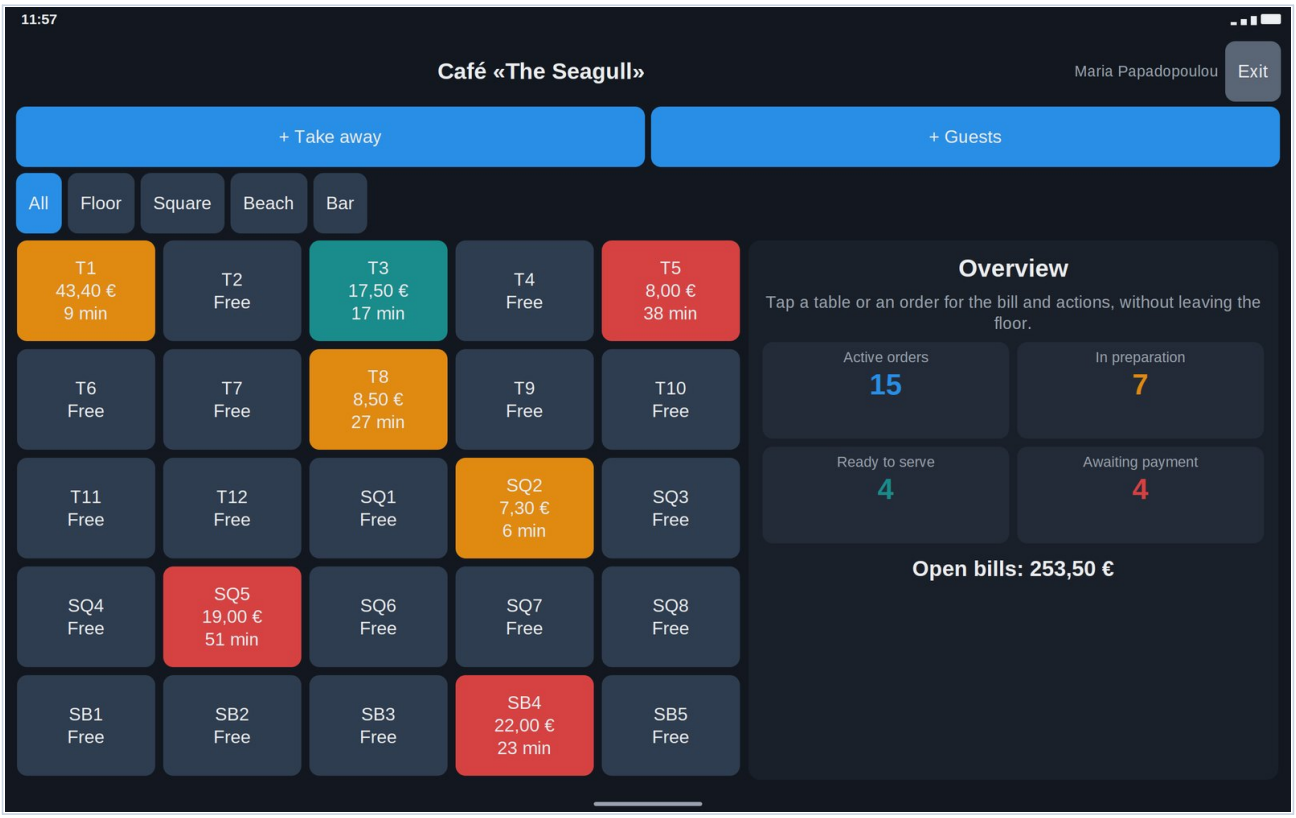


Figure 24.5 – Sky Ordering Tablet: floor with overview

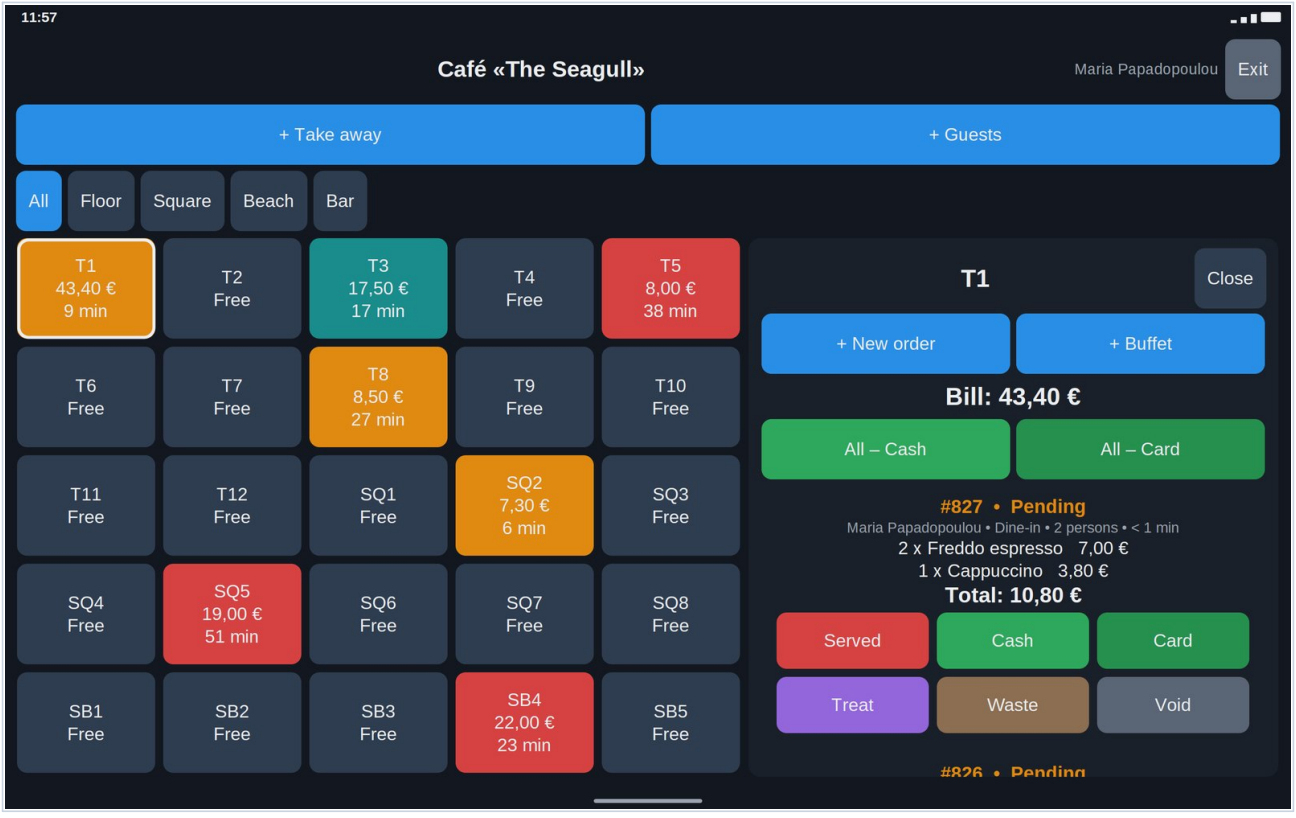


Figure 24.6 – Sky Ordering Tablet: place bill next to the floor

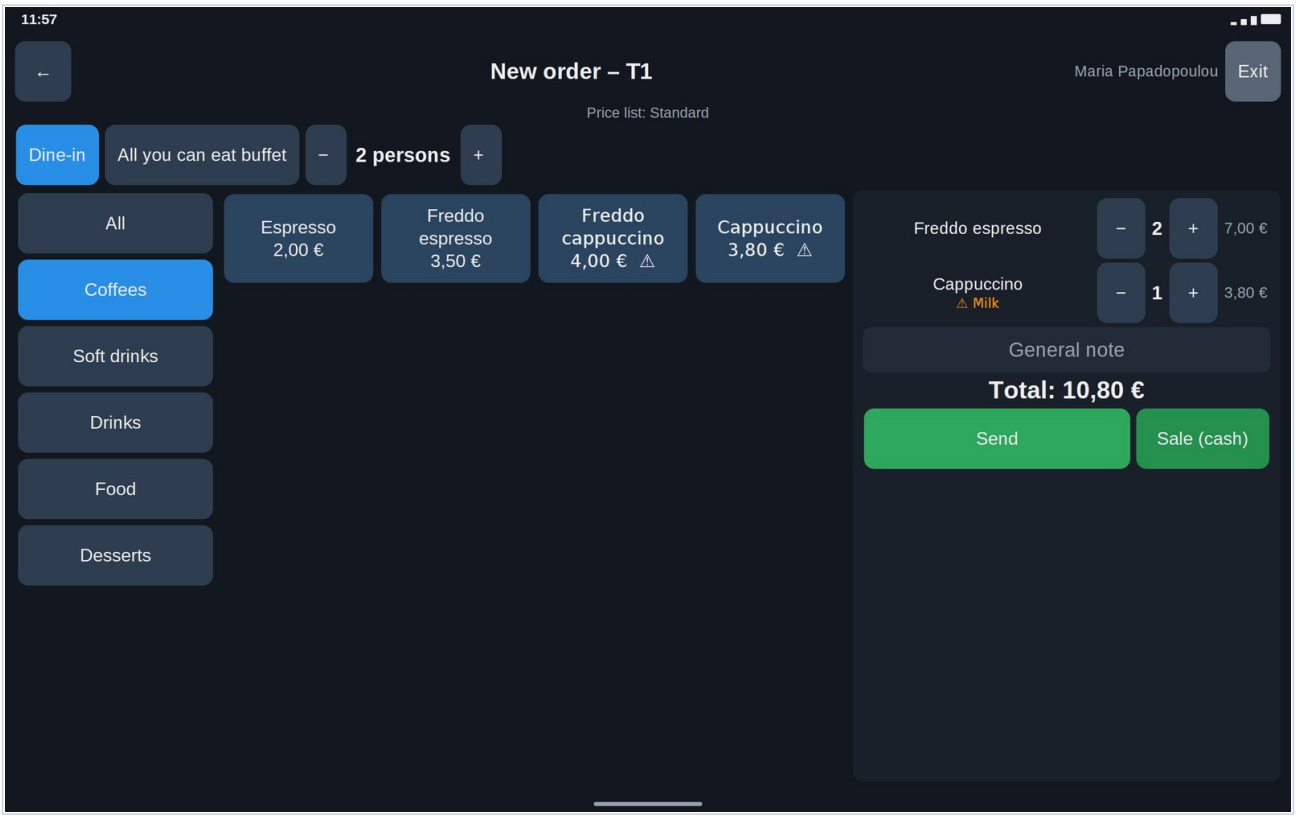


Figure 24.7 – Sky Ordering Tablet: new order (categories | items | basket)

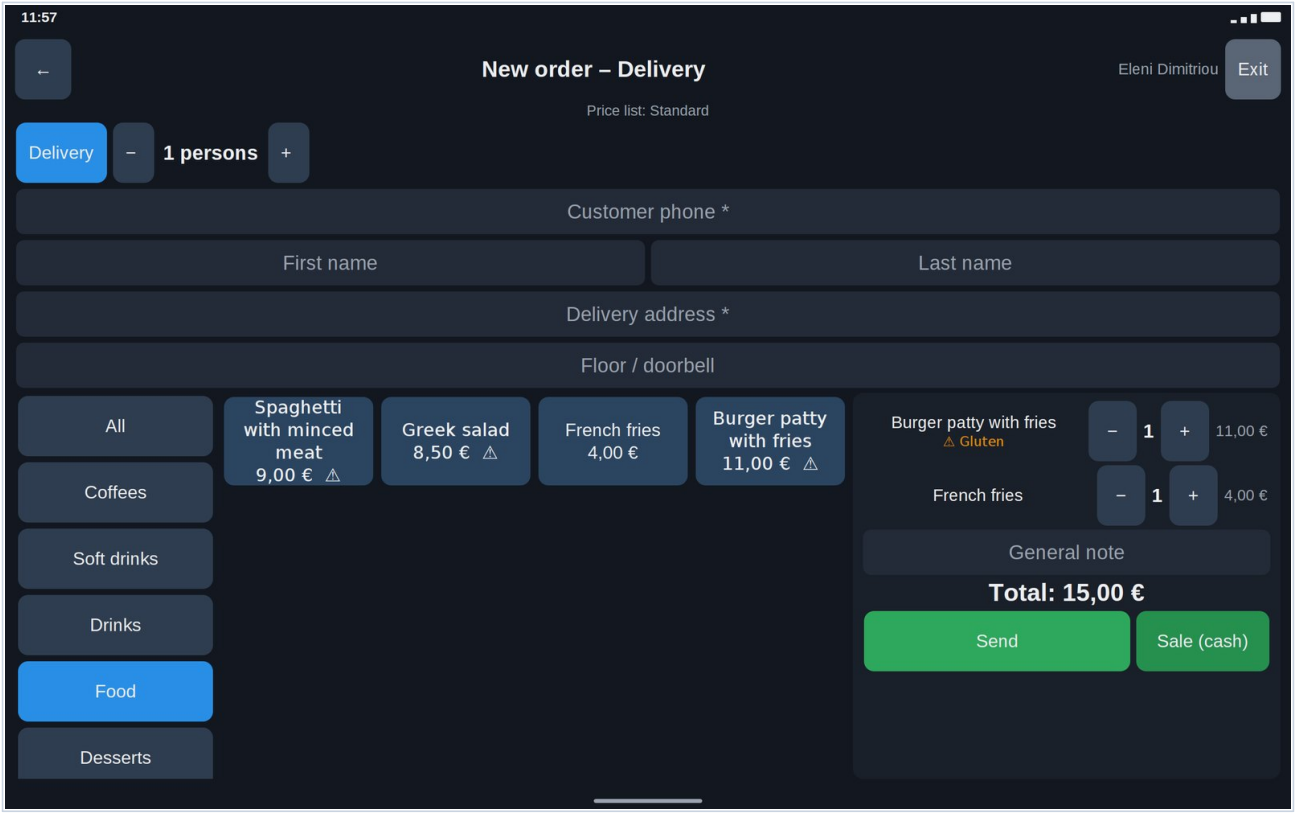


Figure 24.8 – Sky Ordering Tablet: delivery

> **Note:** The phone app also works on tablets (with more columns); for fixed tablet terminals Sky Ordering Tablet is recommended.

24.6 Offline

If Wi-Fi is lost, an orange indicator appears. New orders are kept on the device and sent automatically when the connection returns. If the server changes address, the app finds it again by itself. The screen stays on while the app is open.

25. iPhone and iPad app

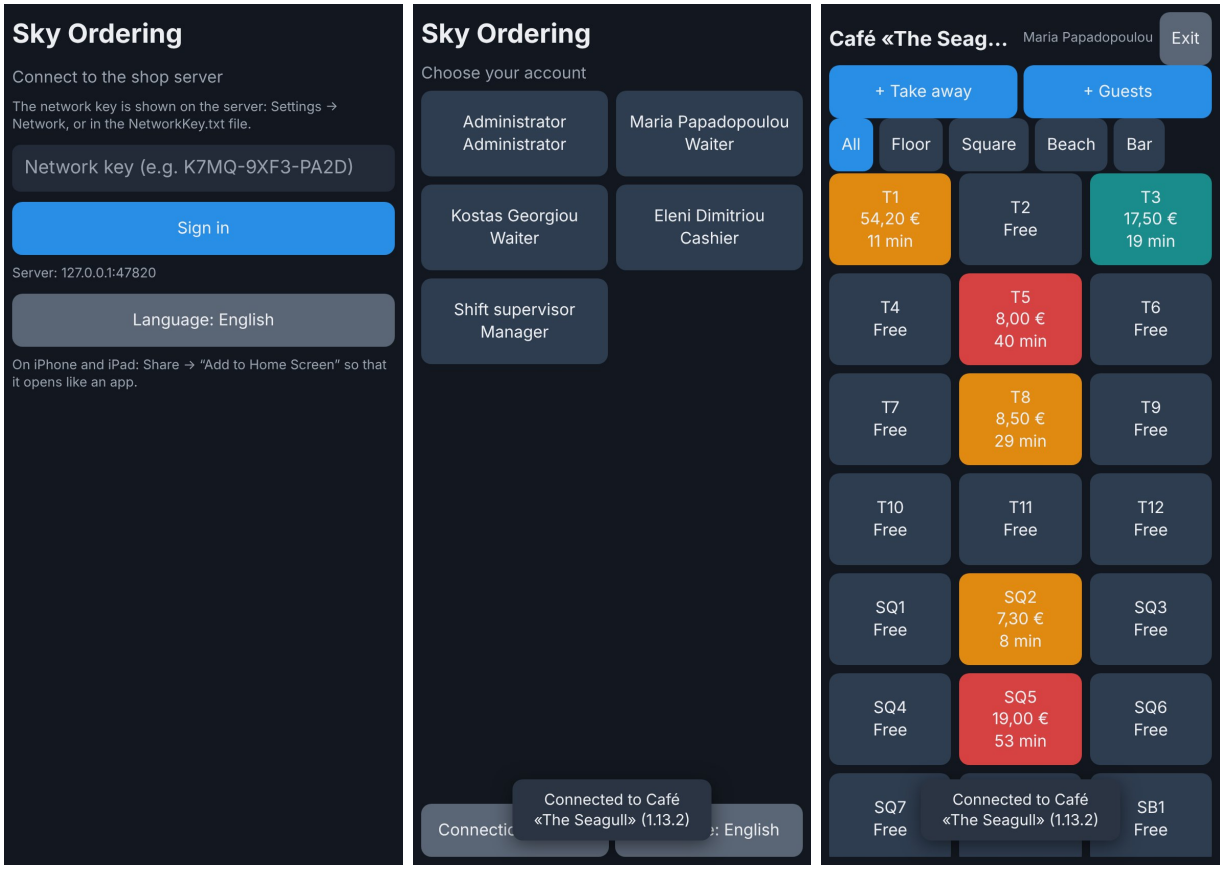
On iPhone and iPad, Sky Ordering System works as a **web app** hosted by the store's own server (Sky Server or a "Server + terminal" computer). **No App Store**, Apple account or file installation is needed, and the app is updated automatically together with the server. It is available in all 12 languages.

25.1 What you need

- An iPhone or iPad with **iOS 15** or later and **Safari**.
- The device must be on the **same Wi-Fi** as the server (not on a guest network with device isolation).
- The store's **network key** (Settings → Network or the NetworkKey.txt file).
- Port **TCP 47820** open in the server's firewall (the installer opens it).

25.2 Step-by-step installation

1. On the server open **Settings → Network**. It shows the app address, e.g. `http://192.168.1.10:47820/app/`, with a "Copy" button. The same address is written in NetworkKey.txt and in the Sky Server window.
2. On the iPhone / iPad open **Safari** and type the address. Just `http://192.168.1.10:47820` is enough: the server redirects automatically to the app.
3. On the connection screen type the **network key** and tap **"Connect"**. The app checks the key and shows the store name.
4. Tap the **Share** button (square with an arrow) → **"Add to Home Screen"** → "Add". The **Sky Ordering** icon appears on the Home Screen.
5. Open the app from the icon: it runs full screen, like a normal app. Choose a user and type the **PIN**.



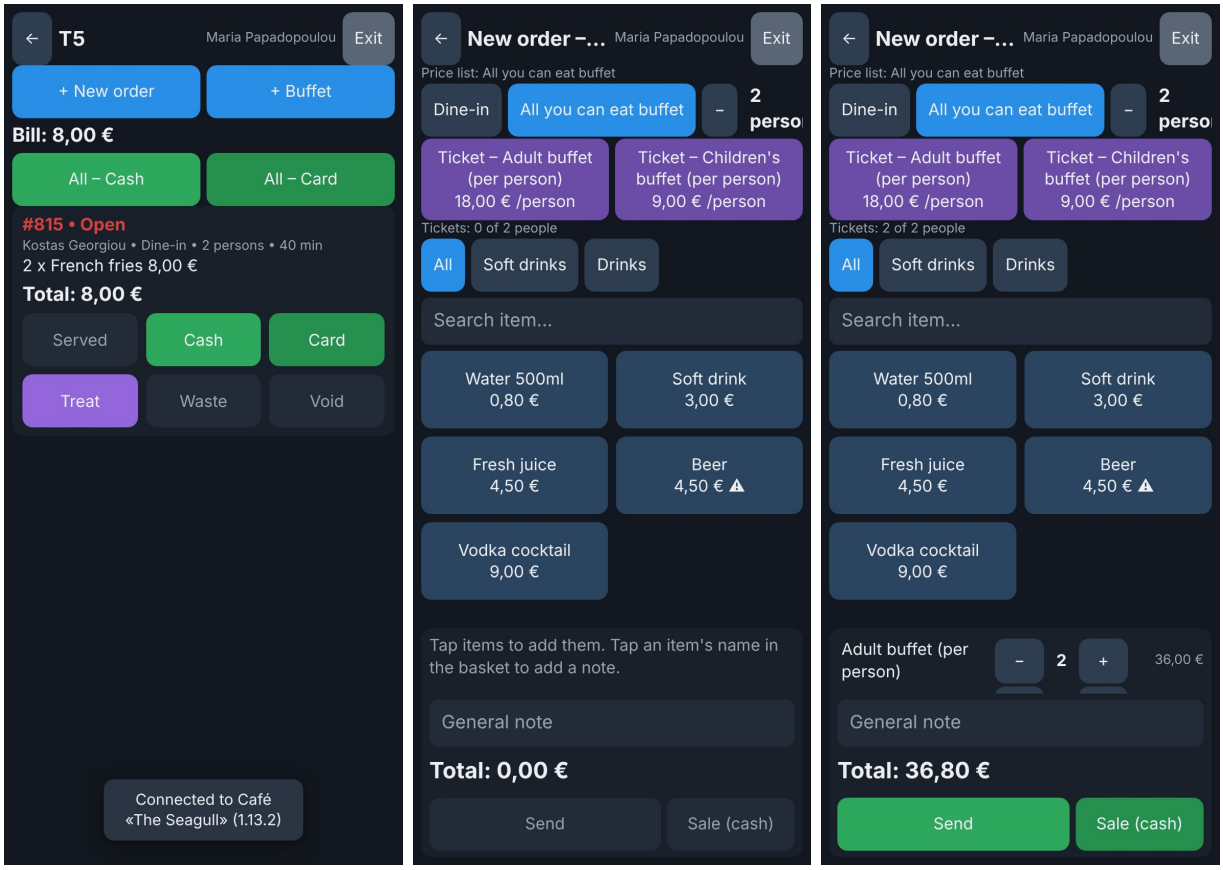
Connecting with the key *User selection* *Floor*

Figure 25.1 – iPhone: connection, users and floor

> **Note:** The key is stored on the device only in an encrypted, derived form. If the server's key changes, the app asks for the new key again.

25.3 Use

The app has the same features as the Android app: floor with areas and colours, place bill with all actions (Served, Cash, Card, Treat, Waste, Cancel – depending on the role permissions), new order with categories, notes and guests, **buffet with a "Ticket" button**, take away and delivery with customer search by phone. The language button on the users screen changes the language on this device only.



Place bill *Buffet with tickets* *Basket*

Figure 25.2 – iPhone: place, buffet and basket

On **iPad** (and on any screen at least 900 pixels wide) the floor and the place bill are shown side by side and the new order in three columns, as in Sky Ordering Tablet.

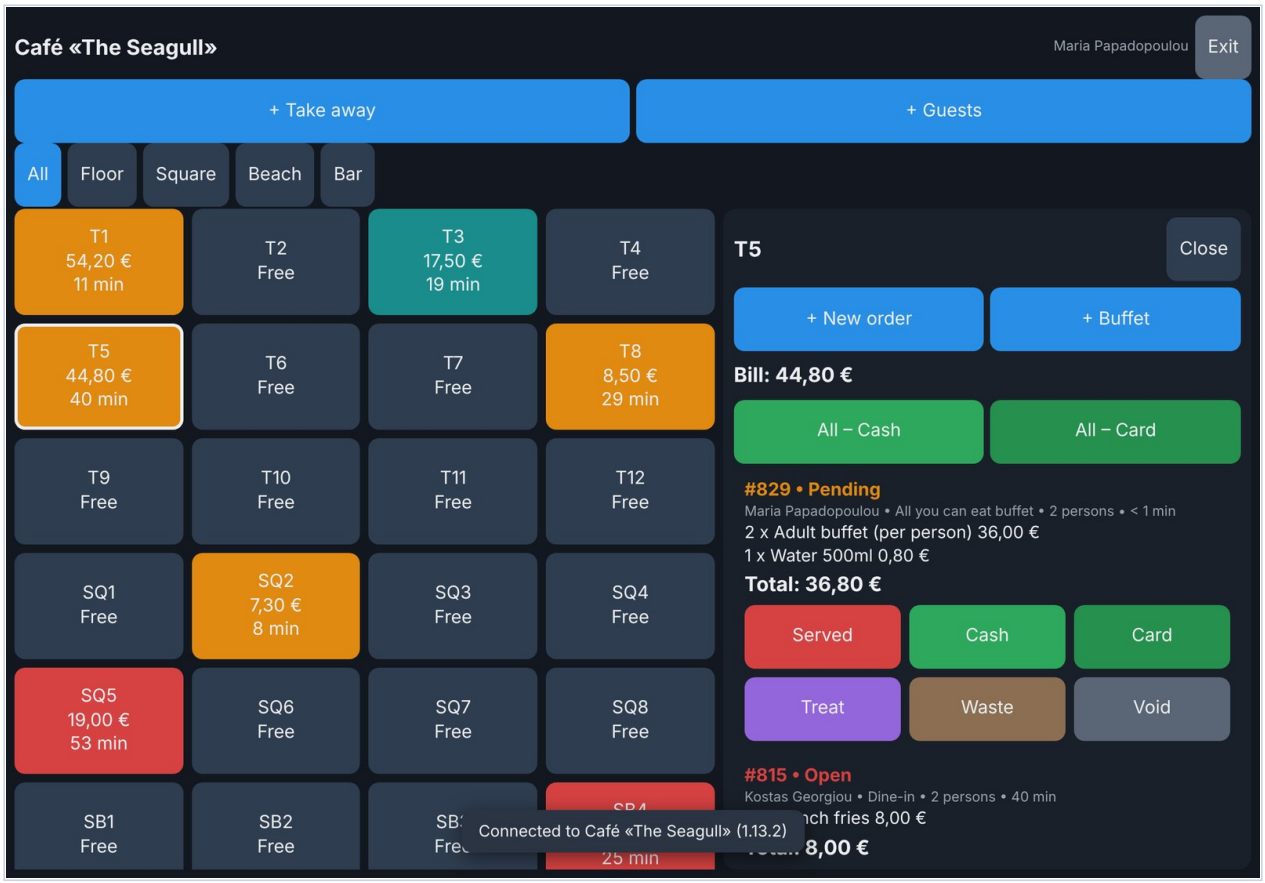


Figure 25.3 – iPad: floor and place bill side by side

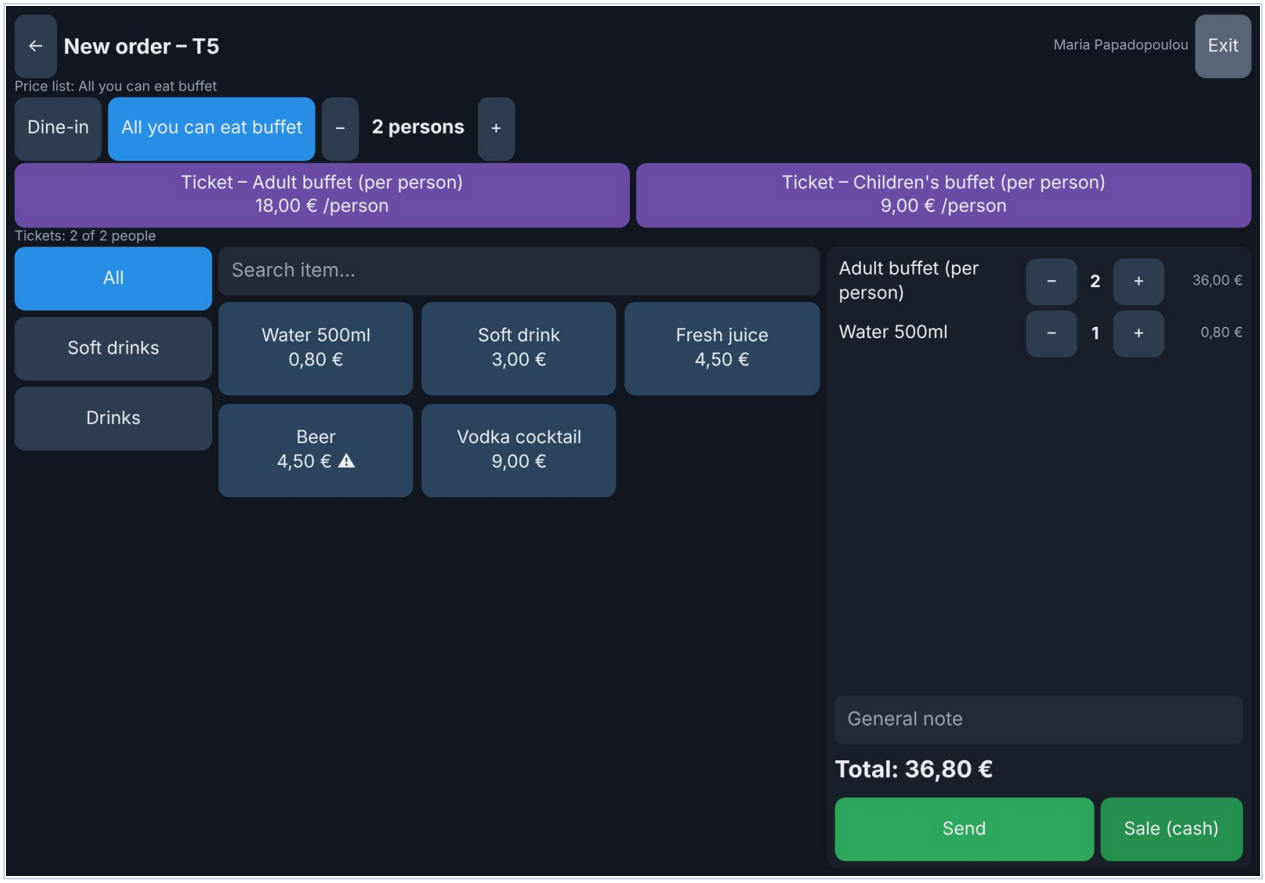


Figure 25.4 – iPad: buffet order with tickets and soft drinks

25.4 Offline

If Wi-Fi is lost, an orange indicator appears. New orders are kept on the device and sent automatically, without duplicates, as soon as the connection returns. In the server's "Connected terminals" the iPhone / iPad appears with type **"iPhone / iPad"** and counts as one terminal.

> **Tip:** The address is **http** (not https) and works only inside the store's local network. All data is transferred encrypted (AES-256-GCM) with the network key, as in the Android apps.

26. Help and About

26.1 The "Help" tab

The **"Help"** tab explains in detail every feature and setting of the program, divided into sections (First steps, Roles, Floor, New order, Kitchen, Cash desk, Delivery, Stock, Settings, Network, Updates, Common problems etc.), **in the selected language**. On the left is the section list; the **search** and the "User guide (PDF)" and "About..." buttons are at the top.

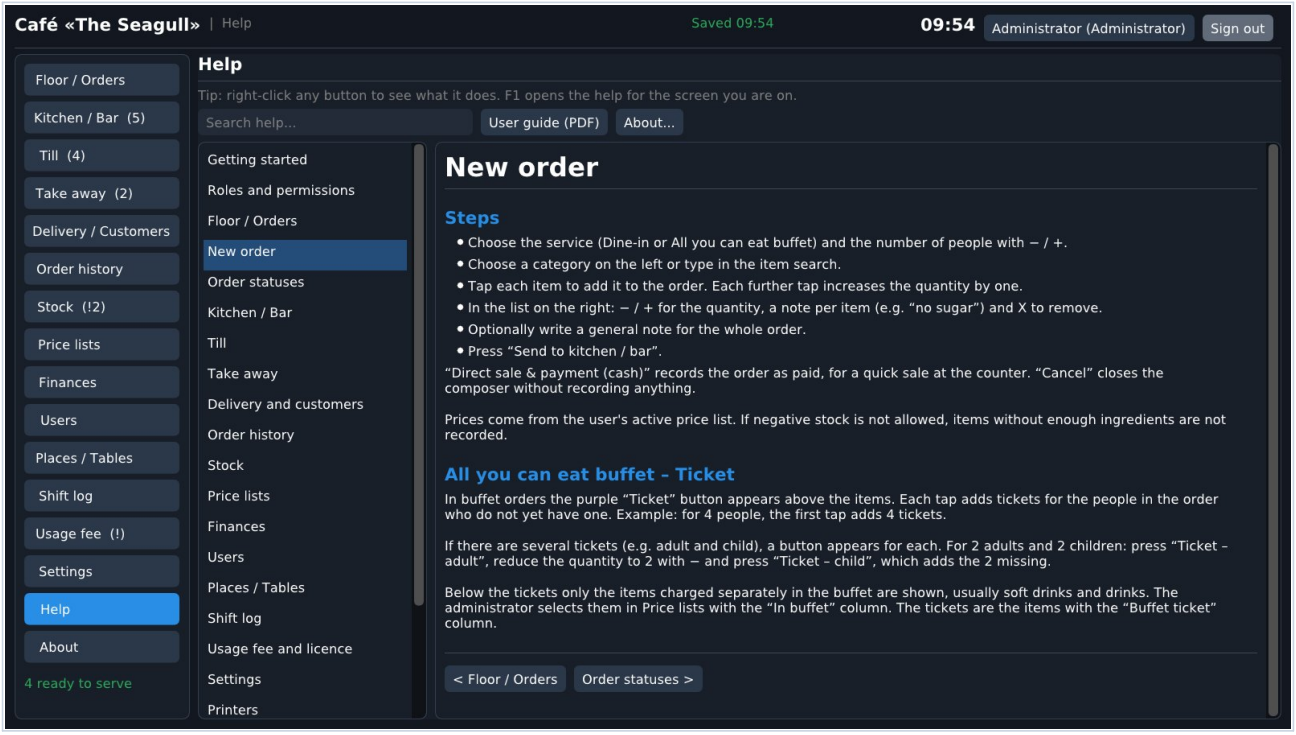


Figure 26.1 – Help: sections, search and text

26.2 Right-click on a button and F1

- **Right-click** on any button, tab or tile opens a small window that explains in simple words what it does. It closes with a click, Esc or scrolling.
- **F1** opens the help of the screen you are on.

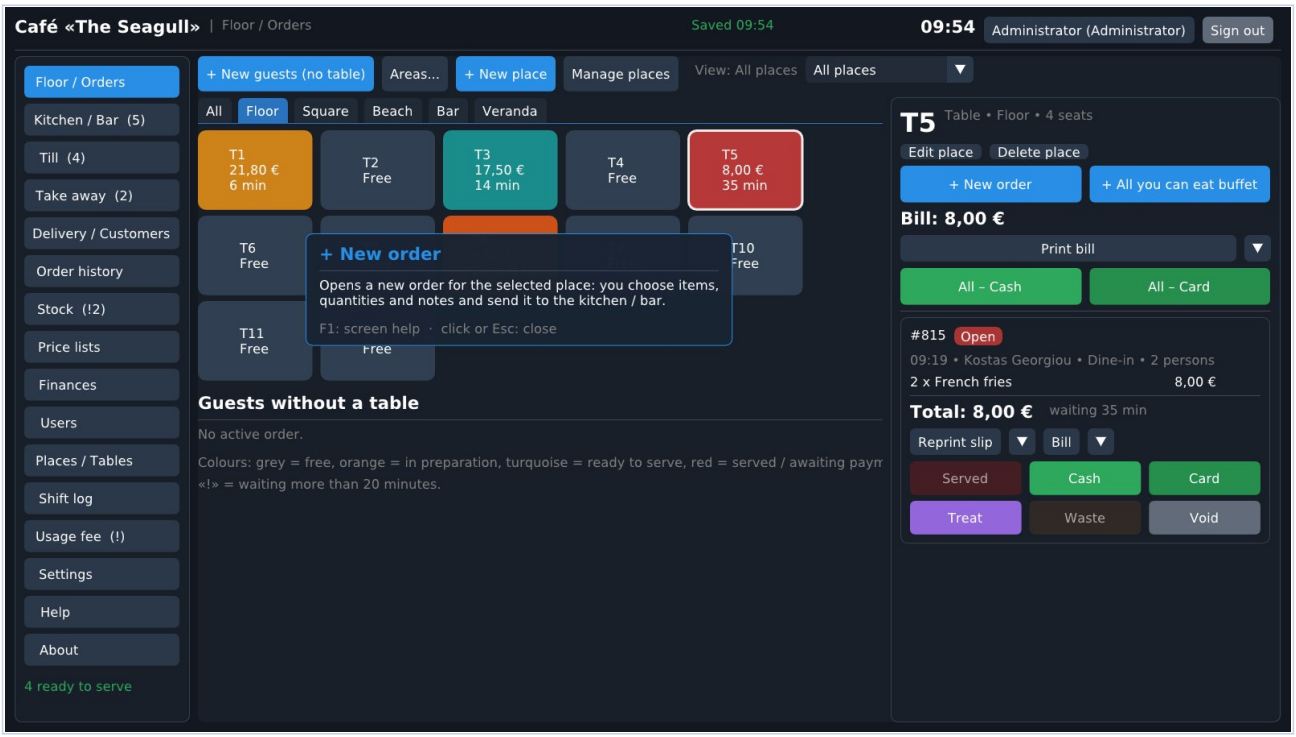


Figure 26.2 – Right-click on "+ New order"

26.3 The "About" tab

It shows the version, release date, installation and last update date, the installation and data folders, the operating mode and server, the computer, Windows, language, store, the number of users / places / items, the catalogue version and the debt limit. Then come the details of **AENAON I.C.T. – Advanced Solutions** (Athens and Corfu, phones, email) with "Website" and "Support email" buttons.

- **"Copy information"**: copies all installation details, so you can send them to support.

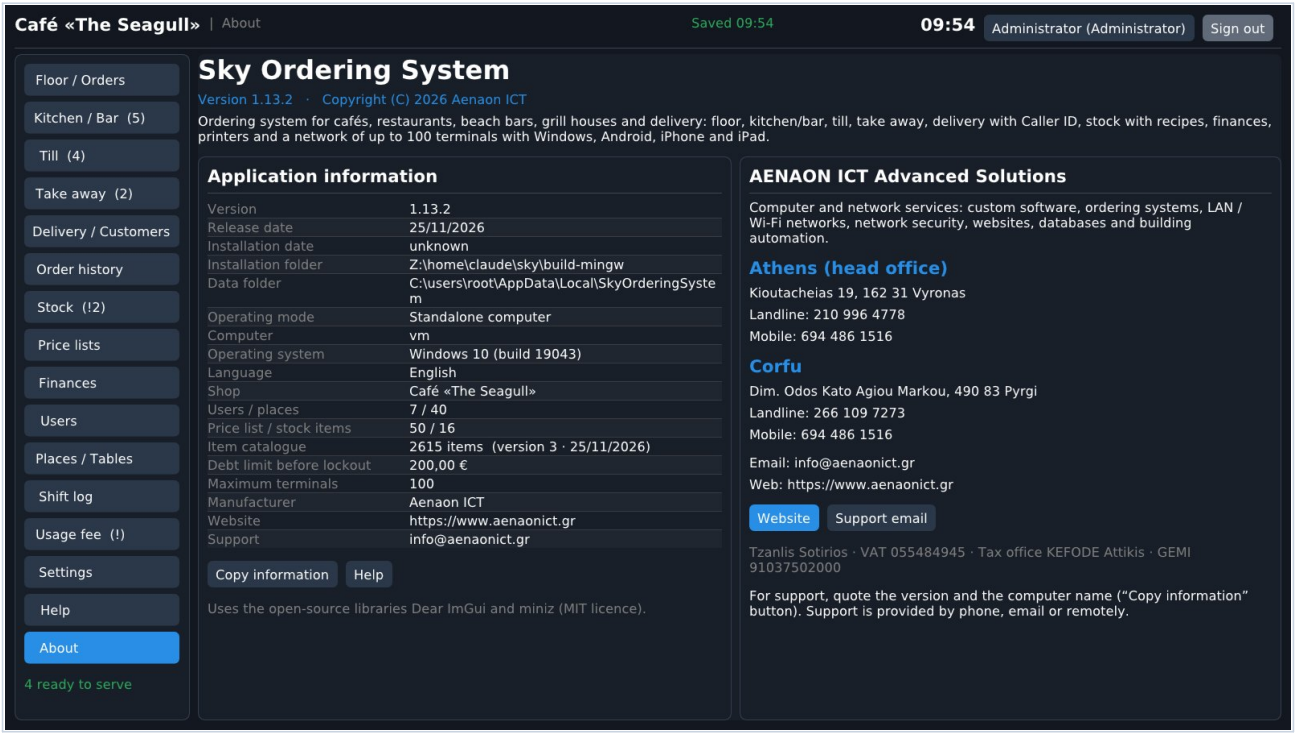


Figure 26.3 – About

27. Security and backups

- All data is stored **encrypted** (AES-256-GCM) and cannot be read outside the program.
- Network communication is encrypted and verified with the network key. Without the key, no terminal can connect.
- User passwords are stored only as a PBKDF2-SHA256 hash.
- Each time the program closes or the server stops, a **.skybak** backup is created. Keep backups on another medium as well.
- Saving is atomic, with a copy of the last good state. A power cut does not destroy the data.

Caution: If you forget the Administrator password or need data recovery, contact support: info@aenaonict.gr. Always keep a recent backup available.

28. Common problems

Problem	Solution
The terminal cannot find the server	Check that it is on the same network and that the server is running (Services → Sky Ordering System Server). Allow the program in the firewall (TCP 47820, UDP 47821). Try entering the server's IP address manually.
"Wrong network key"	Copy the key again from the server (Settings → Network). If a new key was created, it must be given to all terminals.
The Android app does not connect	Check that the phone is on the store's Wi-Fi and not on a guest network with device isolation.
The iPhone / iPad does not open the address	Same Wi-Fi as the server, correct IP (Settings → Network or NetworkKey.txt), "http://" and not "https://", port 47820 open in the firewall.
Where do I find the network key?	Settings → Network (on any computer) or in the NetworkKey.txt file in the installation folder.
The monthly statement was not sent	Usage fee → Email settings → "Test email". Gmail needs an app password.
An area is not shown on the floor	"Areas..." on the floor or Settings → Floor & areas → Show.
A user cannot see a screen or a button	Settings → Role permissions.
A place cannot be deleted	It has an open order. Settle it first.
Tickets are not printed	Settings → Printers: "Printing enabled" and "Automatic ticket", a rule for the tickets, "Test" in the area. Network printer: correct IP / port 9100. Check the Log for "Printer problem" messages.
Wrong characters on the paper	Change the "Code page" or "ESC t" of the print area and press "Test"; alternatively "Capitals without accents".
"Update": cannot download	Check the internet connection (and the firewall / proxy for aenaonict.gr) and press "Check again". The current catalogue and the data are not affected.
The program asks for an operating mode after moving to another computer	Choose the same mode. For a server, import the data with "Restore from backup...".

29. Appendix

29.1 Network ports

Port	Use
TCP 47820	Communication of Windows, Android and iPhone / iPad terminals with the server (and web app /app/)
UDP 47821	Automatic server discovery on the local network

29.2 Files

File	Contents
data.skydb	Encrypted database
*.skybak	Backup (encrypted)
Billing*.pdf	Monthly usage fee statements
terminal.cfg / server.cfg	Terminal / server settings (the key is protected with Windows DPAPI)
NetworkKey.txt	The network key, the port and the iPhone / iPad app address (in the installation folder)

29.3 Support

Aenaon ICT · www.aenaonict.gr · info@aenaonict.gr

User Manual for version 1.13.2. Generated automatically on 25/11/2026.