

HOTEL & RESTAURANT POINT OF SALE

HYDRA POS

POINT OF SALE SUITE

User Manual

A complete guide to the floor plan, ordering, payments, day-close, NTAk compliance and the Hydra system integrations.

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1 Introduction

Welcome to the Hydra POS documentation. This set of guides covers everything from first-time installation and licensing, through every configurable setting, to connecting the companion apps, daily operation, the integrations (NTAK, PMS, printers, inventory, e-mail), and a full troubleshooting reference.



The waiter login (Pincér bejelentkezés) — each shift starts here, with a PIN per staff member.

The interface ships in **Hungarian** by default (with an English language option). Throughout these documents, on-screen labels are quoted in Hungarian exactly as they appear, with an English gloss in parentheses where helpful.

1.1 What is Hydra POS?

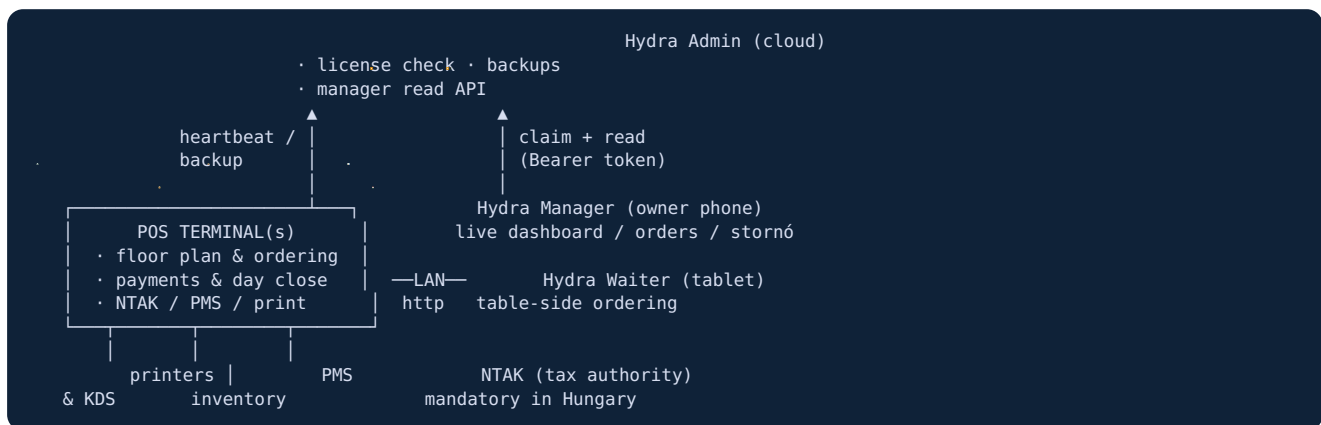
Hydra POS is a touch-first point-of-sale application for restaurants, bars and hotel food-and-beverage outlets. It runs as a desktop application (Windows, macOS, Linux) on each till **terminal** and is designed to keep working even when the internet is down — orders, payments and printing all happen on the local network.

It is accompanied by two optional companion apps:

- **Hydra Waiter** — a phone/tablet app waiters use to take orders at the table. It talks to a POS terminal over the **local Wi-Fi/LAN** (no internet needed for ordering).
- **Hydra Manager** — a phone app the owner uses to watch live revenue, orders and stornós from anywhere, via the **Hydra Admin cloud**.

Hydra POS also integrates with **NTAK** (mandatory Hungarian tourism tax reporting), a hotel **PMS** (room/service account charging), thermal/network **printers** and **KDS** kitchen screens, an **inventory** system, and can e-mail a **daily close (Z-report)**.

1.2 The components at a glance



See **System Overview** for a full description of each component and the data-flow details.

1.3 Key terms (glossary)

Term	Meaning
Terminal	One till/computer running the POS. Each has a 2-digit <i>terminal number</i> (01 - 99).
Business day (<i>munkanap</i>)	The trading day you explicitly open and close . Orders can only be taken while a day is open.
Slip (<i>bizonylat</i>)	A printed sales receipt. Not a tax document — NTAK is the legal record.
Stornó	A void/reversal of a payment or charge.
86	A product (or size) marked <i>sold out</i> / unavailable.
KDS	Kitchen Display System — the screen/printer the kitchen sees orders on.
NTAK	<i>Nemzeti Turisztikai Adatszolgáltató Központ</i> — the Hungarian tourism data authority all hospitality venues must report to.
PMS	Property Management System — the hotel system that holds guest rooms and folios.

Term	Meaning
hotel_id	The raw venue identifier (e.g. <code>hydra-szeged</code>).
License key	Per-venue credential (e.g. <code>POS-XXXXXX-...</code>) the POS uses to authenticate to Hydra Admin.
Access code	8-character code the owner types into the Manager app (e.g. <code>WHSP-VQYL</code>).
Pairing code	8-character code a waiter types into the Waiter launcher (e.g. <code>T2U9-E7TE</code>).
Manager-gated	An action/setting that requires manager authorisation (PIN) to change.

1.4 Getting help from inside the app

Two tools (covered fully in **Troubleshooting**) help diagnose almost any issue:

- **Rendszerinfó (System Info)** — open it from the **Hydra POS** logo in the top bar. It shows your identity (hotel/outlet/terminal), connection status to every service, today's counts, backup state, NTAK queue health, recent print failures, and the **manager access code** and **waiter pairing code**.
- **Hibajelentés (Bug report)** — captures a system snapshot plus the recent console log; you can copy it to the clipboard or send it straight to support.

2 System Overview

How Hydra POS is put together, what each part does, and how data flows between them.

2.1 Design principles

Hydra POS is built around three ideas:

- 1. Local-first.** The till must keep working when the internet is down. All order-taking, payment, printing and waiter-app traffic happen on the **local network**. The cloud is only used for licensing, off-site backups and the owner's remote dashboard — never in the path of a sale.
 - 2. One terminal can run the whole venue.** A single computer is a complete POS. Extra terminals and tablets are optional and join a **sync group** over the LAN.
 - 3. Compliance is built in.** NTAK reporting (mandatory in Hungary) is a first-class part of every sale and day-close, not an afterthought.
-

2.2 The components

POS terminal (the core)

The desktop application that runs on each till. It contains the floor plan, ordering, payments, the day-close workflow, the NTAK engine, the PMS bridge, and the printing service. Every other component connects *to* a terminal or *through* the cloud to reach one.

Each terminal has a **terminal number** (01 - 99) that makes its receipt numbers unique (e.g. POS-20260619-01-0006).

Hydra Waiter app (optional)

A phone/tablet web app waiters use to take orders at the table. It is **served by a POS terminal** over the LAN and talks only to that terminal's local API — so it needs Wi-Fi to the till, **not** the internet. A small cloud step is used once, to *discover* which terminals exist; after that, ordering is purely local. See **Connecting the apps**.

Hydra Manager app (optional)

A phone web app for the owner. It connects to the **Hydra Admin cloud** (not to the till directly) and shows live revenue, today's orders, active tables and stornós from anywhere. It is **read-only** — it can never change anything on the POS. See **Connecting the apps**.

Hydra Admin (cloud)

A hosted service (default `https://hydra-admin-production.up.railway.app`) that: - verifies the venue's **license** on start-up and periodically; - receives periodic **backups** of the POS state; - receives a lightweight **heartbeat** of live stats *only while a manager is watching* (demand-gated, to avoid wasted traffic); - serves the Manager app's read-only API.

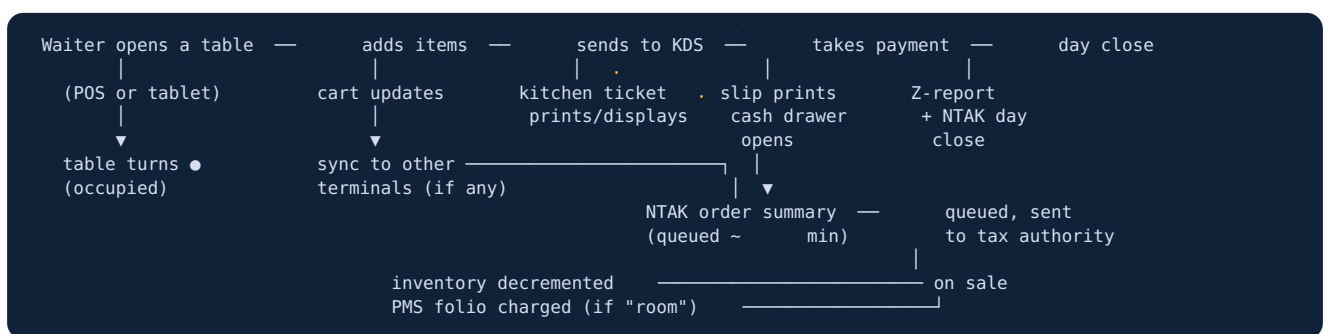
If the cloud is unreachable the POS keeps trading on a **7-day grace period** (see Troubleshooting).

Integrations

- **NTAK** — Hungarian tourism tax reporting (order summaries + day-close), over mutual-TLS with signed messages. See NTAK Compliance.
- **PMS** — the hotel's property-management system, for charging to a guest's room or a service account, and for accepting reversal callbacks.
- **Printers & KDS** — network (ESC/POS) and system printers for receipts, plus kitchen display/prINTER stations.
- **Inventory** — an external stock system that is decremented on sale and reversed on void.
- **E-mail** — an SMTP sender for the daily close (Z-report).

All integrations are covered in **Integrations**.

2.3 How a sale flows through the system



1. **Open a table** on the floor plan → an order is created and the table turns amber (occupied).
2. **Add items** — tap products, choose sizes (variants) and extras (modifiers), set quantities, courses and seats.
3. **Send to KDS** — items print/appear at the matching kitchen station(s).
4. **Take payment** — cash, card, SZÉP, EUR cash, room/service charge, voucher, or a split across several. A **slip** prints.
5. On payment, an **NTAK order summary** is queued (sent in batches), the **inventory** is decremented, and for a **room** charge the **PMS folio** is posted.
6. At end of trading, the **day close** runs the X-report (shift), Z-report (cash count), and submits the **NTAK day-close**.

If multiple terminals share a sync group, order/table changes are mirrored between them in real time over the LAN.

2.4 Networking & ports

Service	Direction	Port	Purpose
Waiter app server	Tablet → terminal (HTTP)	3005	Serves the waiter app + its local order API
Terminal sync	Terminal ↔ terminal (Web-Socket)	3003	Real-time order/table state between terminals
PMS bridge (inbound)	PMS → terminal (HTTP)	3001	Accepts room/service charge reversal callbacks
PMS (outbound)	Terminal → PMS (HTTP)	configurable (default 3000)	Posts room/service charges
Inventory	Terminal → inventory (HTTP)	configurable (e.g. 3002)	Stock decrement / storno
Hydra Admin	Terminal → cloud (HTTPS)	443	License, backup, heartbeat

Service	Direction	Port	Purpose
NTAK	Terminal → NTAK (HTTPS, mTLS)	443	Tax data submission

Firewall note: for the waiter app and multi-terminal sync to work, the tablets and terminals must be on the **same LAN/Wi-Fi**, and ports **3005** (waiter) and **3003** (sync) must not be blocked between them.

2.5 Where data is stored

- **Local POS state** — orders, products, staff, slip history, settings — is stored on the terminal and written **atomically** (see below).
- **Secrets** — the license key, NTAK certificate password and e-mail password — are **encrypted at rest** using the operating system's secure store (Windows DPAPI / macOS Keychain / Linux libsecret). They are **never** synced to other terminals.
- **Cloud backups** — a snapshot of slip history, closed days and counters is POSTed to Hydra Admin on a schedule (default every 4 hours) and at each day close.

2.6 Resilience: offline-first & crash recovery

- **Atomic writes.** State is saved by writing a temporary file, rotating the current file to a `.bak`, then swapping in the new file. On start-up the POS validates and, if needed, recovers from `.bak`, `.tmp`, or the latest backup — in that order.
- **Write serialization.** Concurrent mutations (e.g. a PMS reversal arriving while a waiter saves an order) are queued so updates can't clobber each other.
- **Grace period.** If Hydra Admin can't be reached, the POS keeps trading for up to **7 days** before showing a license wall.
- **Sync recovery.** A client terminal that loses the sync server reconnects automatically; if the server is offline for 60 s+, a client may perform the day close and the result syncs back when the server returns.

2.7 Identity & credentials

Credential	Who uses it	Looks like	Where to find it
<code>hotel_id</code>	The POS & cloud	<code>hydra-szeged</code>	Settings → <i>Kapcsolatok</i> ; System Info
License key	The POS → cloud	<code>POS-XXXXXX-...</code>	Settings → <i>Kapcsolatok</i> (secret)
Manager access code	Owner → Manager app	<code>WHSP-VQYL</code>	System Info on the POS
Waiter pairing code	Waiter → Waiter launcher	<code>T2U9-E7TE</code>	System Info on the POS
Terminal number	Identifies a till	<code>01</code>	Settings → <i>Terminál szinkron</i>
Sync secret	Authenticates terminals	32-char hex	Settings → <i>Terminál szinkron</i>

The two **codes** are derived on the server from the `hotel_id`, so they are **stable** — swapping a terminal's hardware does not change them.

3 Installation & First Run

Installing Hydra POS, completing the setup wizard, and the first-day checklist.

3.1 Requirements

	Minimum
Operating system	Windows 10/11, macOS 11+, or a modern Linux desktop
Display	Touchscreen recommended; 1366×768 or larger
Network	Wired or Wi-Fi LAN. Internet recommended (for licensing, backups, NTAK) but not required minute-to-minute
Printer	A thermal receipt printer — network (ESC/POS, port 9100) or a system-installed printer
For Hungary	An NTAK technical certificate (.pdf / .p12) and registration numbers from MTÜ

You will also need, from your Hydra supplier:

- your **hotel_id** (e.g. `hydra-szeged`),
- your **license key** (e.g. `POS-XXXXXX-XXXXXX-XXXXXX`),
- the **Hydra Admin URL** (defaults to the production cloud if left blank).

3.2 Installing the application

1. Run the Hydra POS installer for your platform and follow the prompts.
2. Launch **Hydra POS**. On first run you will land on the **setup wizard** (below). On later runs you will see the **waiter PIN** login.

TIP

Pin the application to your taskbar/dock and set it to launch on start-up so the till is always ready.

3.3 First launch: the setup wizard

The wizard (*Telepítési varázsló*) walks you through the minimum needed to start trading. It has four steps; use **Tovább** → (Next) and ← **Vissza** (Back).

Step 1 — Venue (*Szálloda*)

Enter the venue identity and cloud connection:

Field	What to enter
Szálloda neve (Hotel/venue name)	Your venue's display name (appears on receipts and reports)
Szálloda ID (hotel_id)	The raw identifier from your supplier, e.g. <code>hydra-szeged</code>
Admin URL	The Hydra Admin address. Leave as the default unless told otherwise

Field	What to enter
Licenc kulcs (License key)	Your POS-... license key

The POS contacts Hydra Admin to verify the license. On success it receives — and caches — this venue's **manager access code** and **waiter pairing code** (you'll find both later in **System Info**).

Step 2 — License (*Licensz*)

Confirms the license is valid and shows its status/expiry. If verification fails, re-check the `hotel_id`, license key and Admin URL (see Troubleshooting → Startup & Licensing).

Step 3 — Printer (*Nyomtató*)

Choose how receipts print on this terminal:

- **Helyi nyomtató** (Local printer) — pick a system-installed printer by name; or
- **Hálózati (ESC/POS)** — enter the printer's IP and port (default **9100**).

You can refine printers, widths and fonts later in Settings → Print & KDS.

Step 4 — Done (*Kész*)

Finishes setup and opens the POS. The wizard will not appear again (an internal `setupDone` flag is set).

What the wizard does *not* cover: products, staff PINs, zones/floor plan, service charge, payment methods, NTAK and the integrations. Configure those next — see below.

3.4 After the wizard: essential settings

Open **Settings** (the `⚙️` in the navigation rail; manager-gated) and work through these in order. Each links to its full reference.


1. **Staff & PINs** — *Pincérek & Menedzserek*. Create at least one **manager** and your **waiters**, each with a 4-6-digit PIN.
→ Daily Operations → Staff

Profil szerkesztése

Teljes név *

PIN kód * (4–6 szám)

Szerepkör

 Pincér ▼

▼ EGYÉNI JOGOSULTSÁGOK

Tétel törlése	Szerepkör (Igen) ▼
KDS-re küldött tétel törlése	Szerepkör (Nem) ▼
order.edit_sent_item	Szerepkör (Nem) ▼
order.transfer_sent_item	Szerepkör (Nem) ▼
Fizetés sztornózása	Szerepkör (Nem) ▼
Szoba/szerviz terhelés sztornója	Szerepkör (Nem) ▼
Visszatérítés	Szerepkör (Nem) ▼
Kedvezmény alkalmazása	Szerepkör (Igen) ▼
Egységár módosítása	Szerepkör (Nem) ▼
Termékek kezelése	Szerepkör (Nem) ▼
Beállítások módosítása	Szerepkör (Nem) ▼
Napi zárás	Szerepkör (Nem) ▼
Pincér / Kassza zárás	Szerepkör (Nem) ▼
Pincérek kezelése	Szerepkör (Nem) ▼
Korlátozás felülírása	Szerepkör (Nem) ▼


Mégse **Mentés**

Each staff member has a name, PIN and role — plus optional per-permission overrides (*Szerepkör / Igen / Nem*) for fine-grained control.

1. **Zones & floor plan** — *Zónák / Termék*, then draw tables in the floor editor (**Szerkesztés**). → Daily Operations → Floor plan
2. **Categories & products** — *Kategóriák* and *Termékek*. Set prices, VAT rates, units, variants, modifiers, allergens and (for Hungary) NTAK categories. Bulk import is available via **Import CSV**.
3. **Service charge & payments** — *Bizonylat & Fizetés*: service-charge mode and percentage, and which payment methods to show. → Settings → Receipt & Payment
4. **Receipt layout** — width (58/76/80 mm), font size, header/footer lines and a custom footer message.
5. **NTAK (Hungary)** — enable reporting and load your certificate + registration numbers. → NTAK Compliance
6. **Integrations (as needed)** — PMS, inventory, e-mail reports, auto-backup. → Integrations
7. **Companion apps (optional)** — pair the Manager and Waiter apps. → Connecting the apps

3.5 First-day checklist

Before you take the first order:

- License verified (green in **System Info**).
- At least one **manager** and your **waiters** exist with PINs.
- **Zones** and a **floor plan** with tables are set up.
- **Products** have correct prices, **VAT rates** and (HU) **NTAK categories**.
- **Service charge** mode/percentage matches your policy.
- A **test receipt** prints correctly (Settings → *Bizonylat & Fizetés* →  **Slip előnézet**, then print).
- (HU) **NTAK** is enabled, the certificate loads, and a validation test passes.
- **Open the business day**: navigation → **Zárás** → **Nap nyitása**.

You can now log in with a waiter PIN and start trading.

Remember: orders can only be taken while a **business day is open**. If you see "*Nincs nyitott munkanap*", open the day first.

3.6 Adding more terminals

To run a second till or let the waiter tablets find this terminal, set up **terminal sync** and the **companion apps** — both are covered in **Connecting the Manager & Waiter Apps**.

In short: 1. On the **main** till, set Settings → *Terminál szinkron* → **Szerver**, a **Group ID**, a **sync secret** and terminal number **01**. 2. On each **additional** till, set **Kliens**, the same Group ID/secret, the server's IP, and a unique terminal number (**02**, **03**, ...).

4 Settings Reference

Every configurable setting in Hydra POS, grouped exactly as it appears in the Settings panel.

4.1 How to read this document

- Settings live in the **Settings** panel (in the navigation rail). Opening it is **manager-gated** — it may ask for a manager PIN.
- The panel is organised into **tabs**; this document follows the same order.
- Each table lists the **on-screen label** (Hungarian, verbatim), the internal **key** (useful when talking to support), the **control type**, the **default**, and **what it does**.
 - = **Manager-gated** (changing it requires manager authorisation).
 - = **Secret** field — stored encrypted on this machine and **never** synced to other terminals.

TIP

There is a search box at the top of Settings — type part of a label to jump straight to it.

Tabs at a glance

Tab	Covers
1 · Általános	Theme, venue details, machine ID, language
2 · Működés	Void protection, alerts, seat tracking, toolbar
3 · Bizonylat & Fizetés	Service charge, payment methods, receipt layout
4 · Kapcsolatok	Admin/license, PMS, accounting, inventory
5 · Nyomtatás & KDS	Local printer, KDS sound, stations
6 · Mérleg	Scale barcode parser & PLU mapping
7 · NTAK	Hungarian tax reporting & certificate
8 · Validáció	NTAK test suite
9 · Email riport	Daily-close e-mail

There are also two **manager** screens reached from the navigation rail (not the Settings tabs): **Categories/Products/Staff/Zones/KDS/Printers** management and the **Audit log** — see Daily Operations.

4.2 Általános (General)

Színtéma (Accent colour)

A row of eight colour swatches that sets the UI accent colour for **this device** (stored locally). Options: **Indigó** (default), **Lila**, **Kék**, **Türkiz**, **Smaragd**, **Borostyán**, **Rózsa**, **Szürke**. There is also a separate **light/dim** theme toggle in the navigation rail.

Helyszín adatok (Outlet details)

Label	Key	Type	Default	What it does
Név	outletName	text	—	Outlet/venue display name; printed on receipts & reports
Cím	outletAddress	text	—	Address printed on receipts
Telefon	outletPhone	text	—	Phone printed on receipts
Adószám	taxNumber	text	—	Tax/VAT number printed on receipts

Gép azonosítója (Machine ID)

Label	Key	Type	Default	What it does
Gép azonosítója	pos_hostname (local)	text	host-name	This machine's name. If it matches a KDS station's machine name, tickets for that station print here. Used in multi-terminal setups.

Nyelv / Language

Label	Key	Type	Default	What it does
Nyelv / Language	uiLanguage	Magyar / English	hu	Switches the whole interface language immediately

The **Pincér App** sub-section here shows this terminal's LAN address (IP:port) for first-time waiter-app setup — see [Connecting the apps](#).

4.3 Működés (Operation)

Sztornó / törlés PIN védelem (Void/delete protection)

Label	Key	Type	De- fault	What it does
PIN szükséges törléshez	voidRequirePin	toggle	off	Require a PIN before voiding/deleting items
Értékhatar (Ft)	voidPin-Threshold	number	0	Only require a PIN above this amount. 0 = always require it

Nagy sztornó értesítés (Large-void alert)

Label	Key	Type	De- fault	What it does
Értékhatar (Ft)	bigVoid-Threshold	number	20000	A void above this amount pushes a notification to the Manager app. 0 = off

Kassza zárás — indoklás küszöb (Cash-count explanation threshold)

Label	Key	Type	De- fault	What it does
Eltérés (Ft)	kasszaDiff-Threshold	number	500	If the counted-vs-expected cash difference exceeds this at day close, the waiter must enter a reason. All variances are logged

Vendégenkénti tétel-követés (Per-guest / seat tracking)

Label	Key	Type	De- fault	What it does
Bekapcsolva	seatTracking	toggle	off	Master switch for seat tracking. When off, the feature is completely hidden
Bizonylaton tételek csoportosítása vendégenként	slipShowSeats	toggle	off	Group items by guest/seat on the printed slip
Vendégszám (V1, V2...) a konyhai képernyőn	kdsShowSeats	toggle	off	Show seat tags (V1, V2...) on KDS tickets (fine-dining pass workflows)

Nyitott asztal figyelmeztetés (Idle-table warning)

Label	Key	Type	De- fault	What it does
Figyelmeztetés után (perc)	idleTableMinutes	number	60	Minutes of inactivity before a table shows an orange border + 0 = off

86 tábla (Sold-out board)

Label	Key	Type	De- fault	What it does
Napi záráskor automatikus visszaállítás	eightySixAutoReset	toggle	on	Clear all "86" sold-out marks automatically at day close

Felső eszköztár (Top toolbar)

Label	Key	Type	Default	What it does
Allergén gomb	showAllergenBtn	toggle	on	Show/hide the allergen button
86 tábla gomb	show86Btn	toggle	on	Show/hide the 86-board button
Óra	showClock	toggle	on	Show/hide the top-bar clock

4.4 Bizonylat & Fizetés (Receipt & Payment)

Szervízdíj számítás (Service charge)

Label	Key	Type	De- fault	What it does
Mód	svcMode	Hozzáadott / Beépített	ad- ded	Hozzáadott (added): service charge is added on top of item prices and shown as its own line. Beépített (included): prices already include service
Szervízdíj mértéke (%)	svcPercent	number	15	Service-charge percentage

Fizetési módok megjelenítése (Payment methods shown)

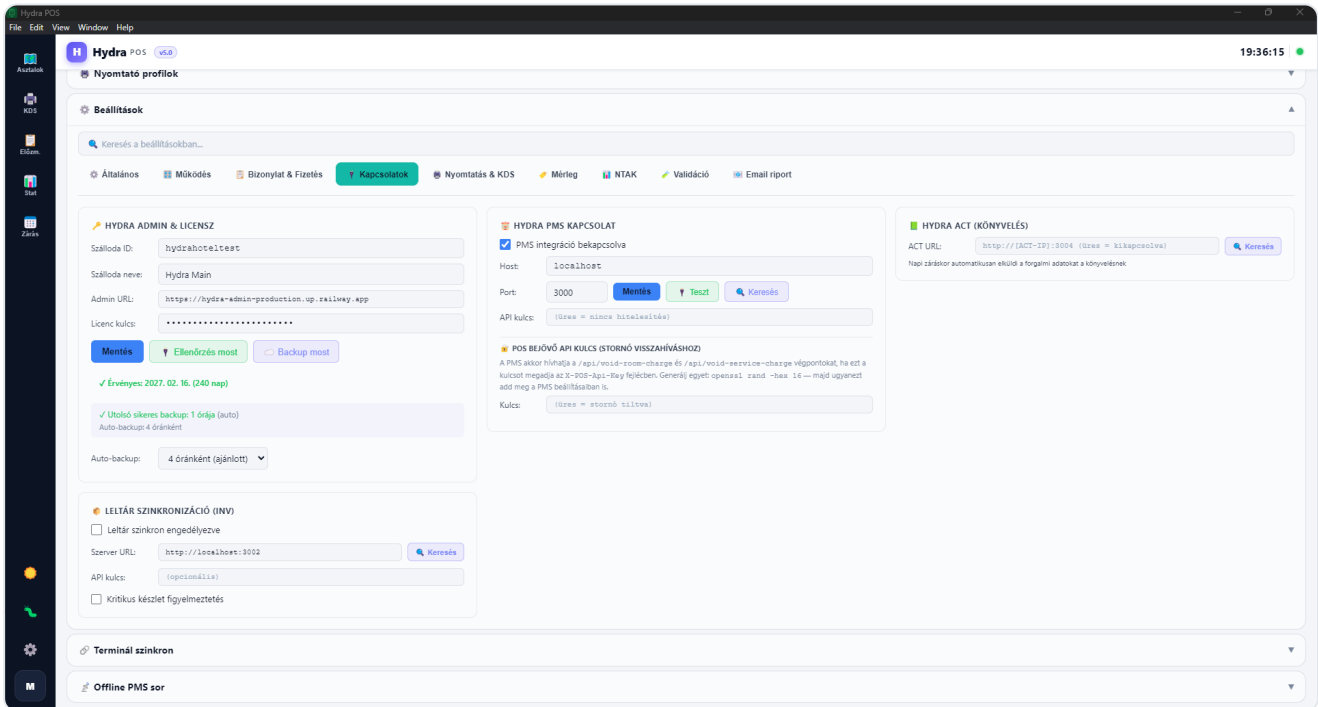
Label	Key	Type	Default	What it does
Szoba számlára terhelés	showRoomPayment	toggle	on	Show the <i>charge to room</i> (PMS) method
Szerviz számla terhelés	showServicePayment	toggle	on	Show the <i>charge to service account</i> method
EUR készpénz fizetés	showEurPayment	toggle	off	Enable paying in euro cash
EUR árfolyam (HUF)	eurRate	number	400	HUF/EUR rate used to convert EUR payments. Only shown when EUR cash is enabled

Bizonylat (slip) megjelenés (Receipt layout)

Label	Key	Type	Default	What it does
Slip szélesség	slipWidth	58mm / 76mm / 80mm	76mm	Thermal paper width (affects wrapping)
Font méret	slipFontSize	Kis / Közepes / Nagy	medium	Receipt font size (10/12/14 px)
Fizetési módok a slipen	slipShowPayments	toggle	on	Print the cash/card payment summary
Pincér neve	slipShowWaiter	toggle	on	Print the waiter's name
Aláírás mező	slipShowSignature	toggle	on	Print a signature line
⚠ „Nem adóügyi bizonylat” sáv	slipShowLegalHeader	toggle	on	Print the "not a tax document" banner at the top
Jogi lábléc	slipShowLegalFooter	toggle	on	Print the legal disclaimer footer
Bizonylat alsó üzenete	slipCustomFooter	text	—	Custom footer message (e.g. "Viszontlátásra!"). Empty = default thank-you text

The receipt is **not** a fiscal document — NTAK is the legal record. Keep the legal header/footer on unless your accountant advises otherwise.

4.5 Kapcsolatok (Connections)



The Connections tab gathers Hydra Admin & licence, the PMS link, Hydra ACT and inventory sync in one place.

Hydra Admin & Licenz

Label	Key	Type	De- fault	What it does
Admin URL	adminUrl	URL	—	Base URL of Hydra Admin (license, backups, manager API)
Licenc kulcs	licenseKey	password	—	This venue's POS-... license key
Szálloda ID	hotelId	text	—	The venue's hotel_id
Szálloda neve	hotelName	text	—	Venue display name (header & reports)
Auto-backup	autoBackupEnabled / interval	Off / 1 / 2 / 4 / 8 / 24 h	4 h	How often to back up to the cloud

Hydra PMS kapcsolat

Label	Key	Type	Default	What it does
PMS integráció bekapcsolva	pmsEnabled	toggle	on	Enable room/service charging via the PMS
Host	pmsHost	text	local-host	PMS server hostname/IP
Port	pmsPort	number	3000	PMS server port
API kulcs	pmsApiKey	text	—	Optional key sent to the PMS

Label	Key	Type	Default	What it does
POS bejövő API kulcs	posInbound-ApiKey	text	—	Key the PMS must present to call the void-charge callbacks. Generate with <code>openssl rand -hex 16</code>

→ See Integrations → PMS.

Hydra ACT (Könyvelés / Accounting)

Label	Key	Type	Default	What it does
ACT URL	actUrl	URL	—	Accounting endpoint that receives day-close data. Empty = off

Leltár szinkronizáció (Inventory)

Label	Key	Type	Default	What it does
Leltár szinkron engedélyezve	inventoryEnabled	toggle	off	Enable stock decrement/reversal with an inventory server
Szerver URL	inventoryApiUrl	URL	<code>http://localhost:3001/api/pos-close</code>	Inventory server endpoint
API kulcs	inventoryApiKey	text	—	Optional X-Api-Key header
Kritikus készlet figyelmeztetés	inventoryLowStockAlert	toggle	on	Warn when a product hits a critical stock level

→ See Integrations → Inventory.

4.6 Nyomtatás & KDS (Print & KDS)

Helyi nyomtató (Local printer on this machine)

Label	Key	Type	Default	What it does
Nyomtató neve	localPrinterName	text	—	The system printer this terminal prints slips to

KDS hangjelzés (KDS sound)

Label	Key	Type	Default	What it does
Hangjelzés bekapcsolva	kdsSound	toggle	on	Play a sound when a new order reaches the KDS
Hangerő	kdsSoundVolume	slider 0.05-1.0	0.3	KDS alert volume

KDS állomások (KDS stations)

Lists the configured kitchen stations. Each station has a **name**, a **category filter** (which products route to it), an **active** toggle, and an optional **printer**. Full station management (add/edit) is in the manager **Settings** accordion. → See Integrations → Printing & KDS.

4.7 Mérleg (Scale)

For weighing scales that print EAN-13 "variable weight/price" barcodes (e.g. CAS CL-5200N). When enabled, scanning such a barcode adds the item to the open order automatically.

Mérleg barcode parser

Label	Key	Type	De- fault	What it does
Mérleg barcode olvasás bekapcsolva	<code>scale-Barcode.enabled</code>	toggle	off	Master switch for the scale-barcode listener

Barcode formátum

Label	Key	Type	Default	What it does
Prefix	<code>scaleBarcode.prefix</code>	text (2 ch)	02	EAN-13 prefix that marks a scale barcode
Mód	<code>scaleBarcode.mode</code>	Súly / Ár	weight	Whether the barcode encodes weight (POS computes price from Ft/kg) or a final price
PLU hossz	<code>scaleBarcode.pluLen</code>	5 / 6	5	Digits reserved for the PLU code
Súly tizedes	<code>scale-Barcode.weightDecimals</code>	3 / 2	3	Decimal places for weight (weight mode)
Ár tizedes	<code>scale-Barcode.priceDecimals</code>	0 / 2	0	Decimal places for price (price mode)

PLU → Termék leképezés (PLU → product map)

A table mapping each scale **PLU** to a **product** and (for weight mode) a **Ft/kg** price. Add a row per weighed product. A built-in **Barcode teszt** field lets you paste a barcode and see how it parses without adding it to an order.

4.8 NTAK

Hungarian tourism tax reporting. This tab also shows a live **status** panel and a **send log**. Full setup and operation: **NTAK Compliance**.

Alap beállítások (Basic settings) — all

Label	Key	Default	What it does
NTAK adatszolgáltatás bekapcsolva	<code>ntakEnabled</code>	off	Master switch for NTAK reporting
API Base URL	<code>ntakBaseUrl</code>	—	NTAK endpoint (https://rms.tesztntak.hu sandbox, https://rms.ntak.hu production)
Szoftver regszám	<code>ntakSzpiRegSzam</code>	—	Software (RMS) registration number from MTÜ
Szoftver verzió	<code>ntakVerzio</code>	5.0	The version registered with MTÜ (must match the registration, not the build)

Label	Key	Default	What it does
Szolg. regszám	ntakSzolgRegSzam	—	Service-provider registration number
Üzlet regszám (10 kar.)	ntakSzolgPontRegSzam	—	Venue registration: 2 letters + 8 digits (e.g. ET26004227)
Adószám (11 jegyű)	ntakSzolgAdoszam	—	11-digit tax number, digits only
Fejlesztő cég neve	ntakDevName	(vendor)	Developer name for the protocol export
Kapcsolattartó név / e-mail / telefon	ntakContactName/Email/Phone	—	Contact details for the protocol export

mTLS tanúsítvány (Certificate) — all

Label	Key	What it does
Tanúsítvány fájl	ntakCertPath	Path to the .p12 / .pfx client certificate from MTÜ
Privát kulcs (.key)	ntakKeyPath	Optional separate private-key file
Tanúsítvány jelszó	ntakCertPassword	Passphrase protecting the certificate

4.9 Validáció (Validation)

A built-in NTAK **test suite** (the T-series and Z007 day-close tests) used to prove the integration before go-live and during audits. See NTAK Compliance → Validation.

4.10 Email riport (Daily-close e-mail)

Sends the day-close (Z-report) by e-mail. All fields here are `ntakEmail` and the credentials are `ntakEmailCreds`.

Napi zárás email riport

Label	Key	Type	Default	What it does
Email riport bekapcsolva	emailEnabled	toggle	off	Master switch
Automata küldés napzáráskor	emailAutoSendOnDayClose	toggle	on	Send automatically when the day closes (otherwise send manually)

SMTP szolgáltató

Label	Key	Type	Default	What it does
Szolgáltató	emailProvider	Gmail / Outlook / Yahoo / Egyéni	custom	Preset that fills in host/port/SSL
Host	emailSmtphost	text	—	SMTP server
Port	emailSmtport	number	587	587 = STARTTLS, 465 = SSL
SSL (465-ös port)	emailSmtsecure	toggle	off	Use implicit SSL (port 465)

Hitelesítés (Authentication)

Label	Key	Type	Default	What it does
Email	<code>emailUser</code>	email	—	SMTP username
App pass- word	<code>emailPass</code>	password	—	SMTP password — for Gmail/Outlook/Yahoo use a 2FA app password , not the account password
Feladó név	<code>emailFrom- Name</code>	text	outlet name	"From" display name

Címzettek (Recipients)

Label	Key	Type	Default	What it does
Email cím(ek)	<code>emailRecipients</code>	textarea	—	Recipients, separated by <code>;</code> or <code>,</code>

A **Test & manual send** area provides **Teszt email küldése** (send a test) and **Mai napi riport küldése most** (send today's report now).

4.11 Appendix A — Manager-gated settings

Changing any of these may prompt for a manager PIN: `voidRequirePin`, `voidPinThreshold`, `bigVoidThreshold`, `kasszaDiffThreshold`, `slipShowSeats`, `kdsShowSeats`, `adminUrl`, `licenseKey`, `hotelId`, `hotelName`, `autoBackupEnabled`, all `pms*` / `posInboundApiKey`, all `inventory*`, `actUrl`, all `ntak*`, and all `email*`.

4.12 Appendix B — Secret fields (never synced)

Stored encrypted on this machine only: `licenseKey`, `ntakCertPassword`, `emailPass`. (PMS/inventory keys are treated as sensitive too.) Because these never sync, you must enter them on **each** terminal that needs them.

4.13 Appendix C — The first-run wizard flag

`setupDone` (internal) marks whether the setup wizard has been completed. It is set automatically at the end of the wizard and is not a user setting.

5 Connecting the Manager & Waiter Apps

Pairing the owner's Manager app and the waiters' tablets, plus linking several POS terminals together.

5.1 Where the codes come from: System Info

Everything you need to pair the apps is on one screen of the POS.

Open it: tap the **Hydra POS** logo in the top-left of the POS. The **Rendszerinfó (System Info)** window opens.

It shows two pairing blocks:

Block	Field	Used by
Manager app access	Helyszín azonosító (venue id) + Hozzáférési kód (access code, e.g. WHSP-VQYL)	The owner, in the Manager app
Waiter app pairing	Helyszín azonosító + Párosítási kód (pairing code, e.g. T2U9-E7TE)	A waiter, in the Waiter launcher

Each block has a **Másolás (Copy)** button.

Important distinctions - The **access code** and **pairing code** are **different** codes. A manager code cannot pair a waiter, and vice-versa. - Both codes are **derived from your hotel_id on the server**, so they are **stable** — replacing a terminal does not change them. - If a block shows "*Nincs elérhető ... kód*" (no code available), the POS hasn't completed its first cloud check-in yet — connect it to the internet and wait a moment.

5.2 The Manager app (owner dashboard)

The Manager app is a phone web app/PWA that shows **live** figures for one or more venues. It talks only to the **Hydra Admin cloud** and is strictly **read-only**.

What you need

- The **Helyszín azonosító** and **Hozzáférési kód** from System Info.
- A phone with a modern browser (installable to the home screen).

Connect, step by step

1. Open the Manager app on the phone (your Hydra Admin URL, or the installed PWA).
2. Tap **Helyszín hozzáadása** (Add location).
3. Enter: - **Helyszín azonosító** — the venue id (the `hotel_id`, e.g. `hydra-szeged`, or the display id like `HYD-SZEGED-02` — either works); - **Hozzáférési kód** — the access code (e.g. `WHSP-VQYL`).
4. Tap **Hozzáadás** (Add).

On success the app stores a **read-only token** for that venue in its local **portfolio** and the location appears in the list. Repeat to add more venues to one phone.

What the owner sees

Four tabs: - **Helyszínek** (Locations) — each venue with open/closed status and today's revenue. - **Áttekintés / Statisztika** (Dashboard) — today's revenue and trend, covers, average check, payment split, hourly chart, top items, waiter performance, and an NTAK health indicator. - **Rendelések** (Orders) — a live feed filterable by **Mind / Aktív / Lezárt / Stornó** (all / active / closed / voided). - **Beállítások** (Settings) — the Admin server URL, theme, and push notifications.

"Live" without wasted traffic (demand-gating)

The POS does **not** stream stats all day. Instead: - While a manager has the app **open**, it polls the cloud roughly every **25 s**, which marks the venue as "being watched" for ~75 s. - The POS quietly checks "is anyone watching?" about every **90 s**. Only when someone is, it starts pushing a full **heartbeat** every ~25 s. - Close/background the app and the POS stops pushing within ~90 s.

So figures go live within about a minute of opening the app, and cost almost nothing when nobody is looking. On open you immediately see the **last cached** snapshot with a "*frissítve N perce*" (updated N minutes ago) badge.

Push notifications

In **Beállítások** → **Értesítések** the owner can enable Web Push to receive **large-void** (`big_void`) and **day-close** (Z-report ready) alerts. This needs a browser that supports push (Chrome/Firefox; on iPhone the app must be installed to the home screen first).

5.3 The Waiter app (table-side ordering)

The Waiter app lets staff take orders from a phone/tablet. Ordering happens entirely over the **local network** with the chosen terminal — no internet is needed once paired. The cloud is used **once**, only to *discover* which terminals exist.

There are two pieces: - the **launcher** (a small cloud PWA) where the waiter pairs the venue and picks a terminal, and - the **terminal's waiter app**, served by the POS over the LAN, where they log in with a PIN and take orders.

Prerequisites

- The tablet is on the **same Wi-Fi/LAN** as the POS terminals.
- The **Párosítási kód** and **Helyszín azonosító** from System Info.
- A waiter **PIN** (created in Settings → *Pincérek & Menedzserek*).

Connect, step by step

A. Pair the venue (once per device) 1. Open the **Waiter launcher** on the tablet. 2. Tap **Helyszín párosítása** (Pair location). 3. Enter **Helyszín azonosító** and **Párosítási kód** (e.g. T2U9-E7TE). 4. Tap **Párosítás** →.

The launcher exchanges the code for a token and downloads the **terminal directory** for the venue — every till that has checked in, with its name and LAN address.

B. Choose a terminal 5. The hub screen **Válassz terminált a rendeléshez** (Choose a terminal) lists the terminals, each showing its number (e.g. 01), friendly name (e.g. bar-pc), LAN address, and a green dot if recently seen. 6. Tap the terminal to use. The launcher hands off to that terminal's waiter app over the LAN.

C. Log in and order 7. The terminal's waiter app loads and shows the **PIN** screen. 8. The waiter enters their PIN. They can now take orders, which sync straight to that POS terminal.

The terminal list is cached, so if the cloud is unreachable later the waiter can still reconnect to a known terminal. A **refresh** on the hub re-downloads the directory when terminals change.

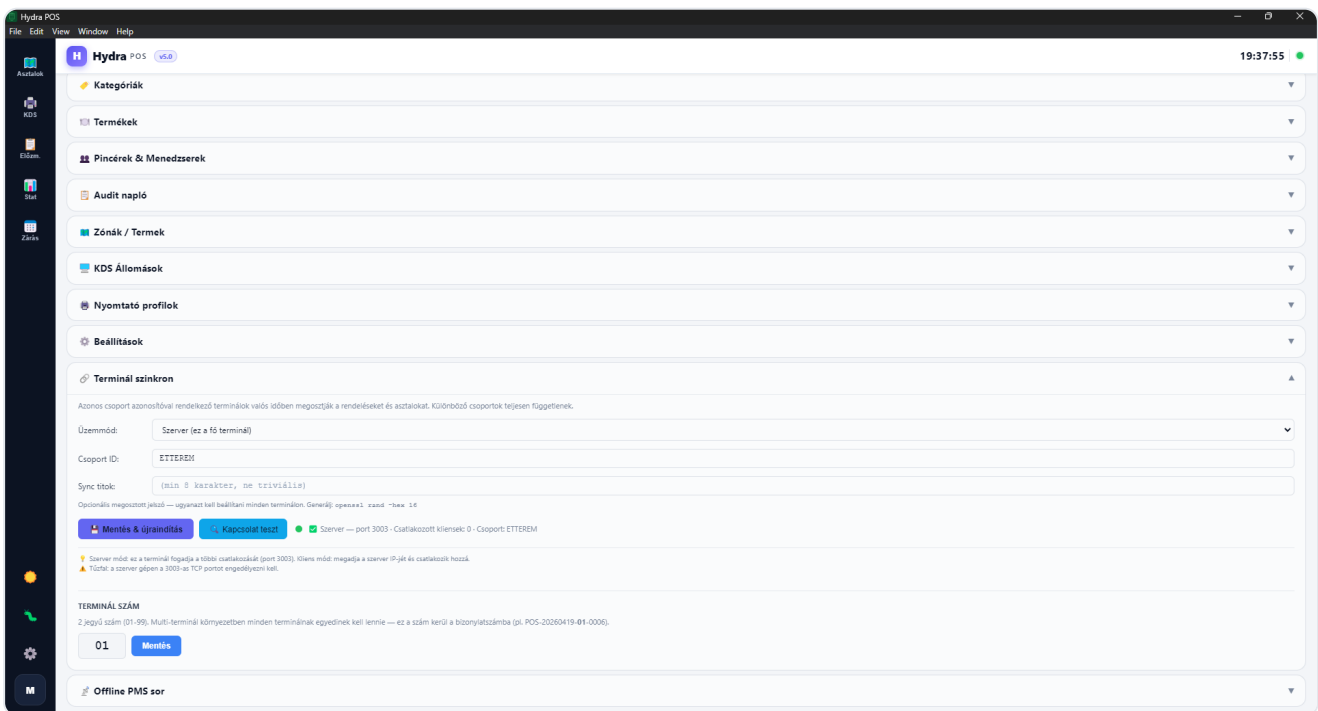
How terminals get into the directory

Each POS terminal, when it starts and can reach the cloud, **checks in** and registers its LAN address (`http://<ip>:3005`) and friendly name. That's what populates the launcher's list. If a terminal is missing from the list, make sure it is running and has reached the cloud at least once (check **System Info** → Admin server status).

Security

- The waiter token is **least-privilege**: it can only read the terminal directory. It cannot read manager data.
- Waiter **PIN** entry on the terminal is rate-limited (5 attempts/60 s) to deter guessing.

5.4 Multi-terminal sync



The *Terminál szinkron* panel: pick a mode (Szerver/Kliens), share a Group ID and sync secret, and set this till's terminal number.

Run several tills that share the same orders, tables and KDS queue by putting them in one **sync group** over the LAN. One terminal is the **server**; the others are **clients**.

Configure the server (your main till)

Settings → **Terminál szinkron**:

Field	Set to
Üzem mód (Mode)	Szerver
Csoport ID (Group ID)	A name shared by all tills, e.g. <code>ETTEREM</code>
Sync titok (Sync secret)	A shared secret (recommended). Generate with <code>openssl rand -hex 16</code>

Field	Set to
Terminál szám (Terminal number)	01

Tap **Mentés & újraindítás** (Save & restart). The server listens on port **3003**.

Configure each additional till (client)

Settings → **Terminál szinkron:**

Field	Set to
Üzem mód	Kliens
Csoport ID	The same Group ID as the server (e.g. ETTEREM)
Szerver IP	The server till's LAN IP, e.g. 192.168.1.100
Sync titok	The same secret as the server
Terminál szám	A unique number — 02 , 03 , ...

Tap **Mentés & újraindítás**. The client connects to `ws://<server-ip>:3003` , joins the group, and pulls the current state.

Good to know

- **Standalone** (the default) means no sync — a single-till venue needs nothing here.
- Terminal numbers **must be unique** within a group; the POS warns ("*Ütköző terminál szám*") if two tills pick the same one — choose another.
- The **sync secret** must match on every till; a mismatch is rejected.
- Only **one** terminal performs the **day close** for a group. The server normally does it; a client may do it if the server has been offline for 60 s+, and the result syncs back when the server returns.
- Secret fields (license key, NTAK/e-mail passwords) are **never** synced — enter them on each terminal that needs them.

5.5 Quick reference

You want to...	Go to	Enter
Add a venue to the Manager app	Manager app → Helyszín hozzáadása	Venue id + access code (WHSP-VQYL)
Pair a Waiter tablet	Waiter launcher → Helyszín párosítása	Venue id + pairing code (T2U9-E7TE)
Find the codes	POS → tap the Hydra POS logo → System Info	(copy buttons provided)
Link a second till	Settings → Terminál szinkron	Mode, Group ID, secret, server IP, terminal number

Port	Between	Used for
3005	Tablet ↔ terminal	Waiter app + ordering API
3003	Terminal ↔ terminal	Multi-terminal sync

Connection problems? See **Troubleshooting** → **Manager app** and → **Waiter app**.

6 Daily Operations Guide

The day-to-day workflow: logging in, taking orders, payments, the kitchen display, history, statistics, and closing the day. Plus the manager tools for products, staff and the floor plan.

6.1 Logging in & roles

When the POS is idle it shows a **PIN pad**. Enter your PIN (keys 0-9, \times to delete, \checkmark to confirm).

Roles - Pincér (Waiter) — take orders and payments. - **Menedzser (Manager)** — everything a waiter can do, plus settings, product & staff management, statistics, and the shift/day close.

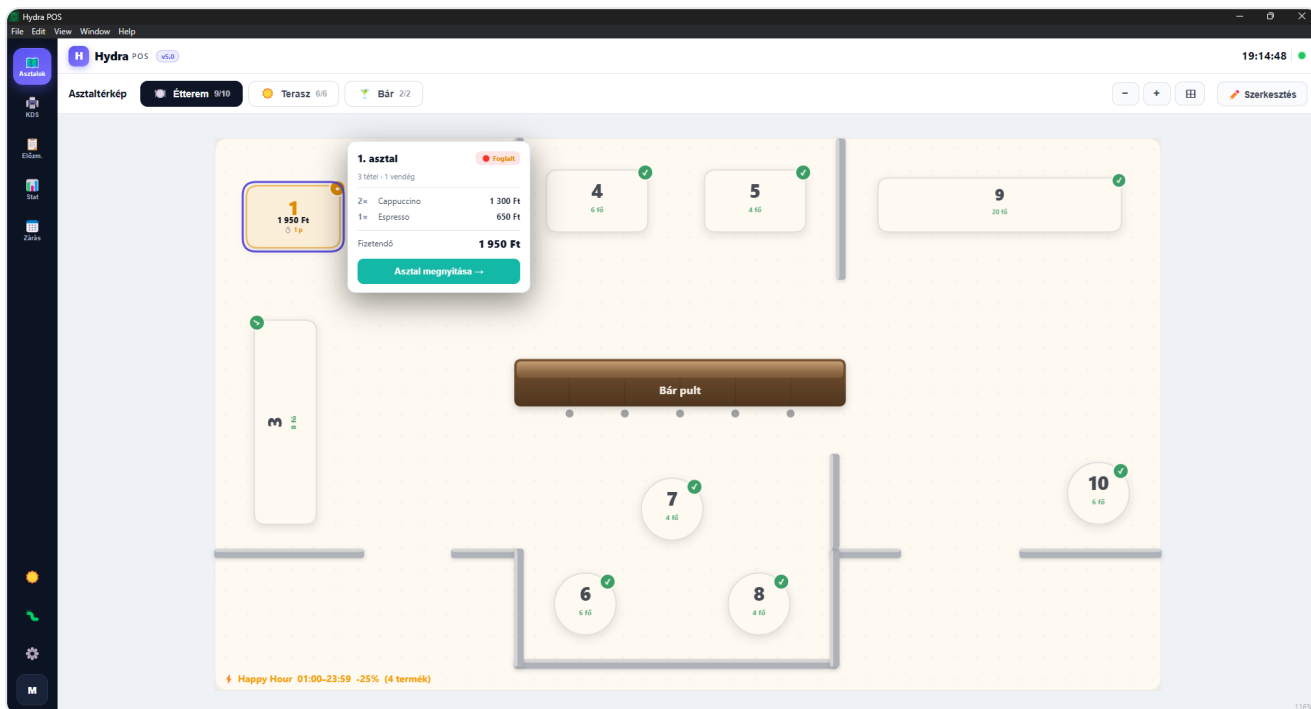
Some actions are **manager-gated**: if a waiter triggers one, the POS asks for a manager PIN once, then proceeds. Examples: opening Settings, voiding above a threshold, the shift/day close.

Switching & logging out — the avatar/logout control in the navigation rail logs you out (and shows a short shift summary).

Orders can only be taken while a **business day is open**. If you see "*Nincs nyitott munkanap*", open the day first (see Closing the day).

6.2 Floor plan & tables

The **Asztaltérkép** (table map) is the home screen.



Tap a table to preview its open order; tap again (or "Asztal megnyitása") to open it.

Tables are colour-coded:

Colour	Meaning
Green	Free — no active order
Amber	Occupied — order open
Blue	Items sent to KDS , awaiting the kitchen
Pulsing green	Kitchen ready to serve
Red border	Items added but not yet sent to KDS
Orange + clock	Table idle longer than the warning threshold

Zones (Termek) — switch areas (e.g. *Étterem, Terasz, Bár*) with the zone tabs along the top; each zone has its own layout.

Open a table — tap it. The order panel opens on the right.

Zoom — the $-$, $+$ and \boxtimes (fit) buttons.

Editing the layout (manager)

Tap **Szerkesztés** to enter edit mode, then use the toolbar to add elements:

Button	Adds
2×4 / 2×8	Rectangular tables (small / large)
4 / 6	Round tables
$-$ / $ $ / $/$	Walls (horizontal / vertical / diagonal)
Bár pult	Bar counter
Oszlop	Pillar / decoration

Drag to position (hold **Shift** to snap to the grid; rotation snaps to 15°). Right-click an element for delete/duplicate. Tap **✓** **Kész** when finished.

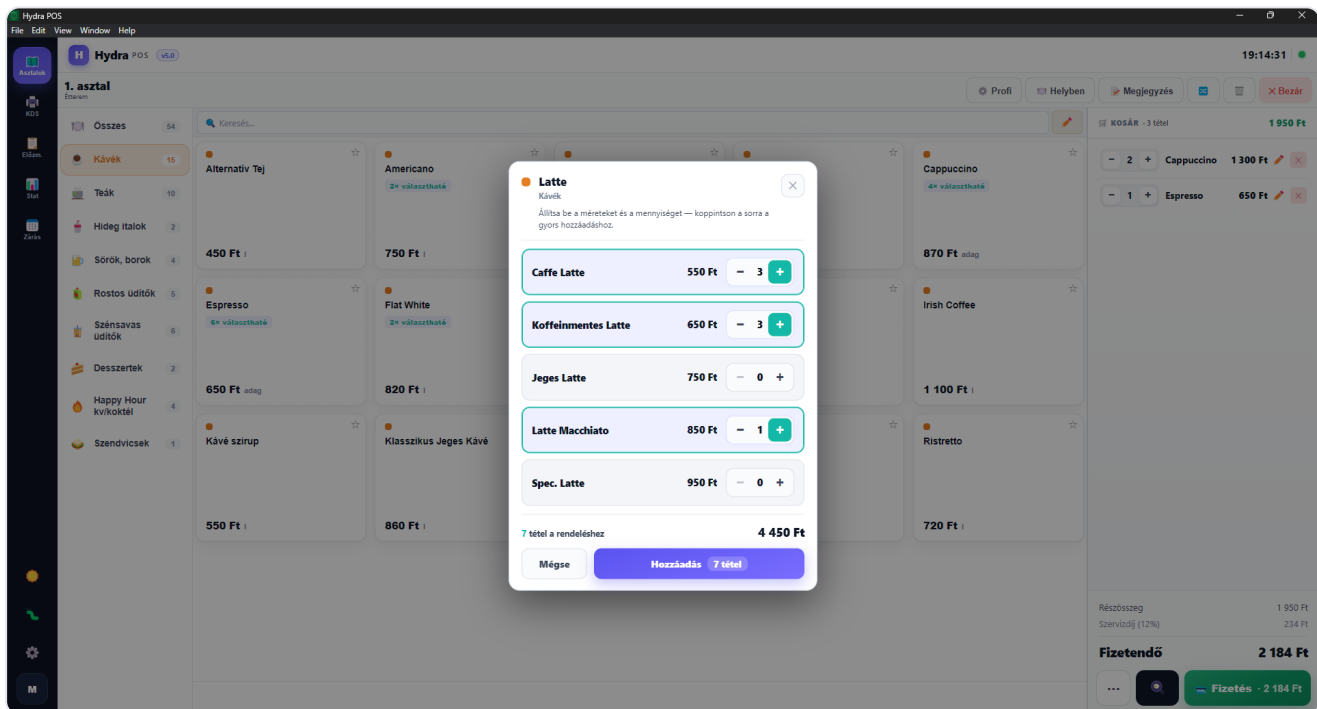
6.3 Taking an order

With a table open, the order panel shows the **category list** (left), the **product grid** (centre) and the **cart** (right).

Find products

- Tap a **category** to filter the grid, or use the **search box** (live filtering across all categories).
- Kedvencek (Favourites)** — a category that appears at the top of the list once you've starred at least one product. Star/unstar a product with the \star / \star on its card. It disappears when the last favourite is removed.

Add items



The size/variant picker: set a quantity per size with the - / + steppers, then “Hozzáadás”.

- **Tap a product** to add one. Tap again for more.
- **Sizes (variants)** — products with sizes open a **size picker**: set a quantity per size with the - / + steppers, then **Hozzáadás** (Add). Tapping a row adds one quickly.
- **Extras (modifiers)** — products with extras show an **▶ Extrák** chip on the card. Tap it to choose extras (some groups may be **required** or allow **multiple**). Required extras are flagged in the cart until set.
- **Sold-out (86)** — **long-press** (touch) or **right-click** (mouse) a product to toggle it sold out. Sold-out products can't be ordered and appear on the **86 board**.
- **Custom / free item** — the **+** button opens a dialog to add an ad-hoc line with a name, price, VAT rate and quantity (for off-menu items or adjustments).

Per-order options (header buttons)

- **Helyben / Elvitel** — toggle dine-in vs takeaway (affects the receipt and NTAK).
- **vendégszám** — guest count (only when seat tracking is on).
- **Megjegyzés** — an order note that prints on the kitchen ticket and receipt.
- **(Profi mode)** — transfer the whole order to another table.
- **✖** — clear the table's items.

Courses & seats (optional)

- **Courses** — assign items to courses (e.g. starters, mains) and **fire** a course to the kitchen with its **F1/F2/F3...** button so the kitchen serves in sequence.
- **Seats** — with seat tracking on, assign items to guests (V1, V2...) for per-guest service and (optionally) per-guest grouping on the slip/KDS.

The cart

- Adjust quantity with - / +, or tap the number for a keypad.

- Tap an item to edit its extras/note/course; the ✕ removes (voids) it.
- The footer shows the running subtotal, any discount/service charge, and the grand total.

Items already **sent to the kitchen** or **paid** are locked — you'll see a message. Withdraw from the kitchen first if you need to change a sent item.

6.4 Payments

Tap **Fizetés** (Pay) to open the payment wizard.

Step 1 — what & how much

- Pay the **whole bill**, or (if enabled) select **specific items** to pay now (split by item).
- Optionally apply a **discount** (%) — VAT is recalculated and the discount is **frozen** on the receipt.
- The **service charge** follows your settings (added on top, or already included).

Step 2 — method

Choose one (only the methods enabled in Settings appear):

Method	Flow
Készpénz (Cash)	Enter the amount given → change is calculated → confirm. Large change may need manager approval
Bankkártya (Card)	Confirm on the card terminal; an optional tip can be added
SZÉP kártya	Like card (subject to SZÉP limits)
EUR készpénz	Enter the euro amount → converted at the configured rate → change in EUR
Szoba (Room)	Enter the room number → guest is looked up in the PMS → pick items → posts to the folio
Szerviz (Service account)	Enter the account number → posts to that account (no guest lookup)
Voucher	Apply a voucher; can be combined with another method

Split payments — pay part with one method; the remaining balance stays due and you choose another method for it, repeating until the bill is settled.

When the bill is fully paid, the **slip prints** and the table is freed.

Étterem

⚠ Nem adóügyi bizonylat

VEVŐI TÁJÉKOZTATÓ

1. asztal | 2026. 06. 21. 19:15
 Pincér: Menedzser
 Bizonylat: HH-20260421-01-0274

MEGNEVEZÉS	EGYSÉGÁR	ÖSSZESEN
2x Cappuccino	650	1 300
Espresso	650	650
ÖSSZESEN:		1 950 Ft
SZERVÍZDÍJ (12%):		234 Ft
FIZETENDŐ:		2 184 Ft

ÁFA ÖSSZESÍTŐ:

MEGNEVEZ.	NETTÓ	ÁFA	BRUTTÓ
T.5%:	1 857	93	1 950
SzD.12%:	223	11	234

Készpénz: 2 184 Ft

Vendég aláírása / Guest signature

Ez a dokumentum nem nyugta és nem számla.

Adóügyi bizonylatot az üzemeltető pénztárgépe állít ki.

Köszönjük látogatását! – Étterem

A printed slip (“vevői tájékoztató”). Note the ⚠ **Nem adóügyi bizonylat** notice — the slip is not a tax document; the NTAK submission is the legal record.

Tips

- **Cash tips** are kept by the waiter (not added to the bill total).
- **Card tips** are entered with the card payment and printed as a tip line.

Voiding a payment (stornó)

- In the payment log, the ⓪ next to a payment voids it (confirm the reason). The payment is struck through, inventory is restored (if enabled), and an NTAK storno is queued (if enabled).
- **Room/service charges cannot be voided from the POS** — they must be reversed in the **PMS**, which then calls back to clear the charge here.

NOTE

Voiding marks the payment on both the live order and its receipt copy, so a stornó is recorded **once**, with its real payment method, on the day-close stornó list.

6.5 Kitchen Display (KDS)

The **KDS** shows orders to the kitchen. Each **station** (e.g. *Meleg konyha, Desszert*) is fed by the product categories assigned to it.

Sending

- Items reach the kitchen when you **send to KDS** (or automatically, if auto-send is on), or when you **fire a course** (F1/F2/...).
- Each ticket shows the table, time, items (with extras/notes) and course tags.

At the kitchen screen

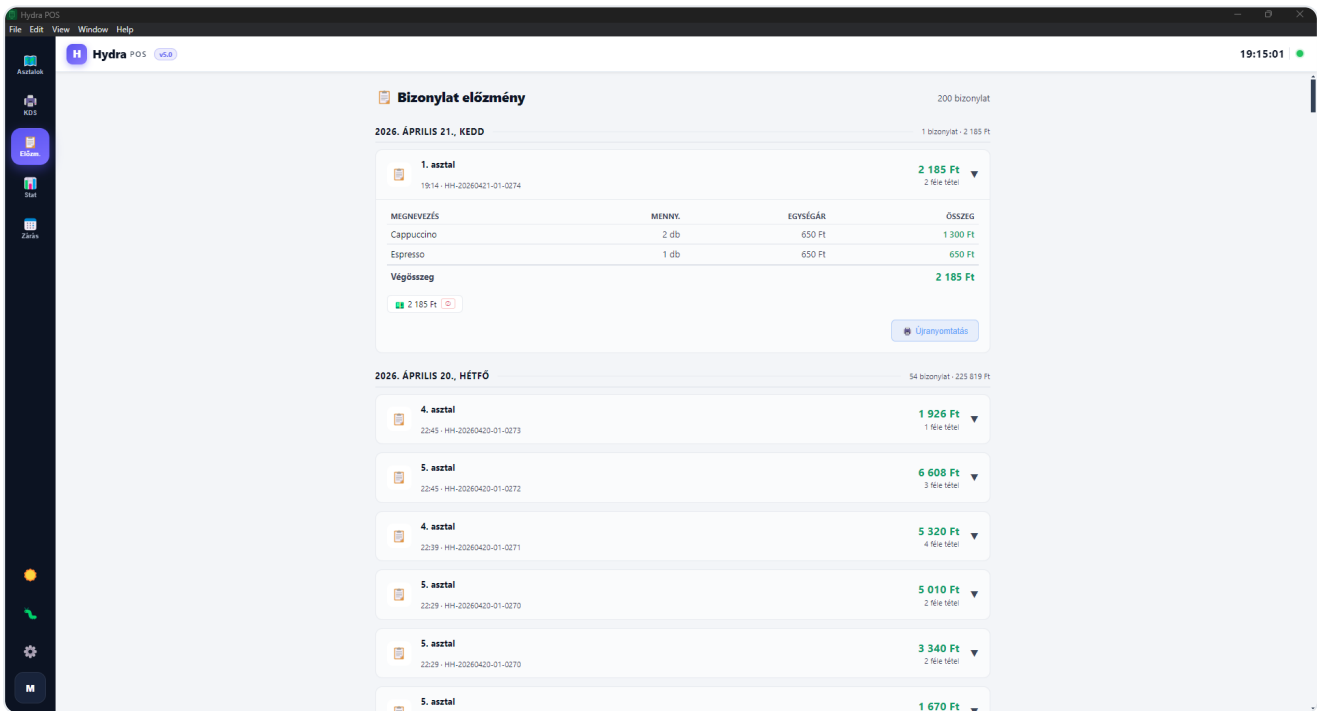
- Filter by station with the buttons across the top (**All**, then each station).
- Tap an item to mark it **done** (it greys out); progress shows e.g. *3/5 kész*.
- When all items are done, ✓ **acknowledge** the ticket to move it to history.
- **Mind kész** bumps everything pending at once.
- removes a just-sent ticket (if nothing is done yet); reprints it.
- **Előzmények** toggles the history of completed/voided tickets.

A **sound** plays on new tickets (volume configurable). The KDS button in the rail shows a badge with the number of pending items.

Withdrawing an item — if something is no longer needed, withdraw it from the order; a cancel notice goes to the station and inventory is corrected.

6.6 History & reprints

Navigation → **Előzmények (History)** lists closed orders grouped by business day, with per-day totals.

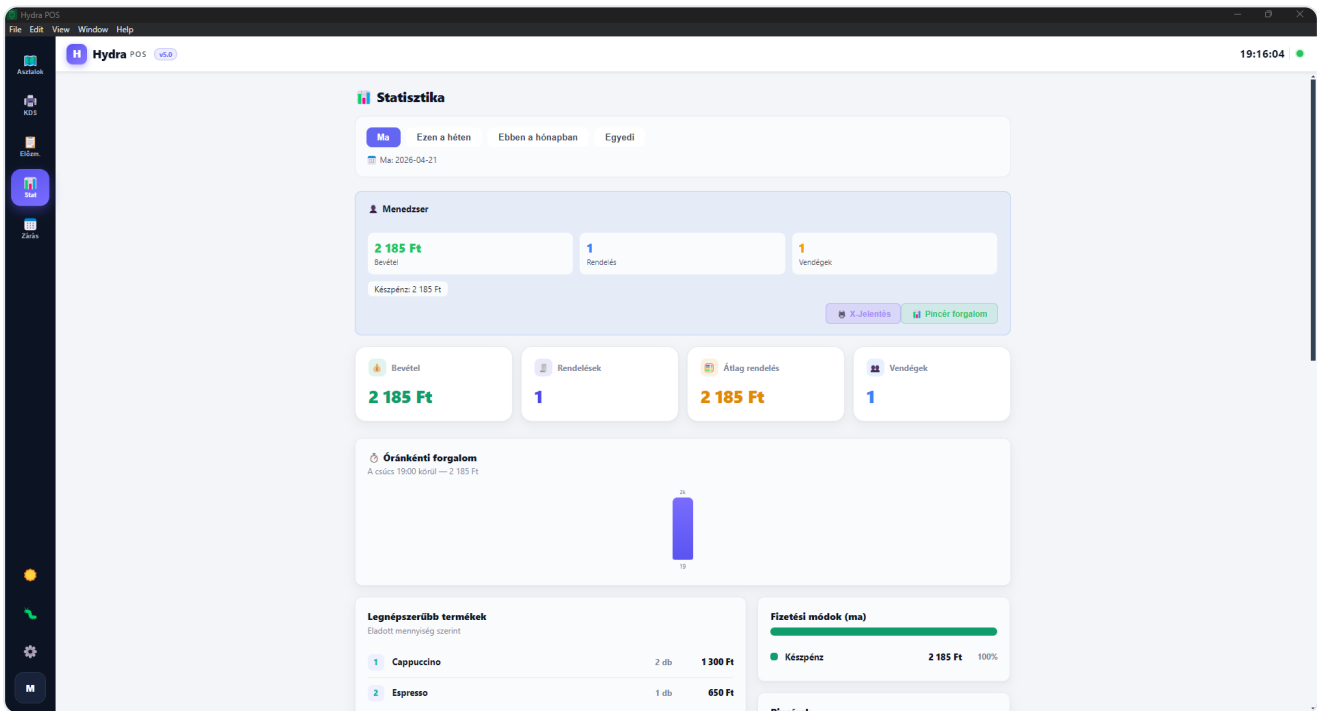


Closed orders grouped by day. An expanded slip shows its lines, totals and payments, with a one-tap reprint.

- Tap a slip to expand its items and payments.
- **Nyomtatás** reprints it — **byte-for-byte identical** to the original (prices, VAT and layout are frozen at sale time, and the original receipt number is preserved).
- **Ø** on a payment voids it from history (same effect as a live void: inventory restored, NTAK storno queued, both the slip copy and the original order updated).

6.7 Statistics & reports

Navigation → **Statisztika**. Choose a period: **Ma** / **Hét** / **Hónap** / **Egyéni** (today / week / month / custom range).



The statistics dashboard: KPIs, hourly-revenue chart, top items and payment split — with X-report and waiter-sales buttons.

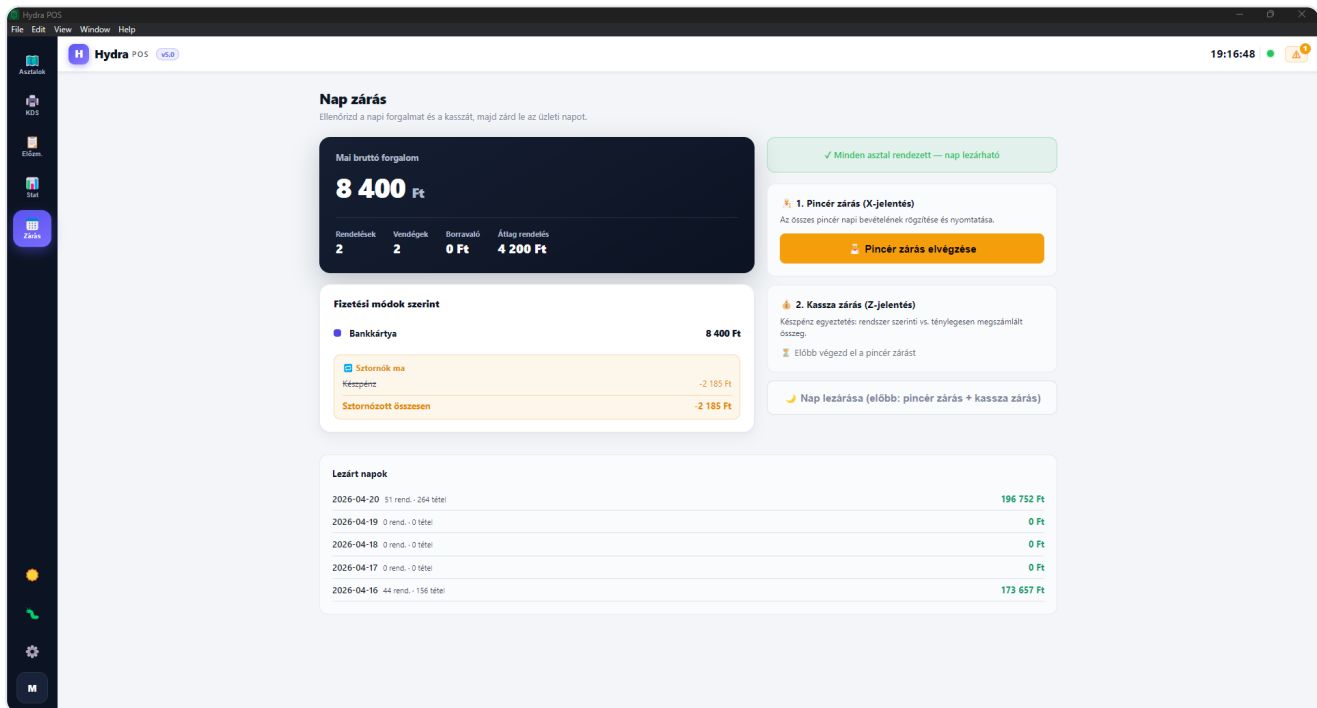
You get: - **KPIs** — revenue, order count, average basket, covers. - **Hourly revenue** bar chart (peak hour highlighted). - **Top items** (qty and revenue). - **Payment split** with per-method totals and percentages. - **Waiter performance** — revenue, orders, covers, tips and top items per waiter. - **VAT summary** per rate (net / VAT / gross). - **Recent days** and **shift history**.

Export & print: - **Nyomtatás** — print the period report. - **CSV export** / **Excel export** — download the data. - **Zárólap** — print the formal closing sheet. - **Nyomtat** on the VAT box — print just the VAT summary.

From a logged-in waiter's shift panel you can also print an **X-jelentés** (X-report) and the **Pincér forgalom** (waiter-sales) report.

6.8 Closing the day

Navigation → **Zárás (Nap zárás).**



Day close: today's gross, payment-method breakdown and stornós on the left; the two-step waiter-close then cash-close on the right.

Opening a day

If no day is open you'll see **Nincs nyitott nap**. Pick the date and tap **Nap nyitása** (Open day). If the POS was off-line across one or more days you may be offered **today's date** or the **next sequential day** — pick the one that matches your bookkeeping.

Closing — three steps

First make sure **all tables are cleared** (no open orders). Then:

- 1 • **Pincér zárás (X-report / shift close)** Tap **Pincér zárás elvégzése**. The POS aggregates every waiter's shift (orders, covers, revenue, payment breakdown, stornó totals) and prints the **X-report**. You can **reprint** or **revert** it.
- 2 • **Kassa zárás (cash count / Z-report)** Available after step 1. Enter the **counted cash**. The POS shows the **expected** cash (from recorded cash payments, minus voids) and the **difference** (green = exact, blue = over, red = short). If the difference exceeds the configured threshold, enter a **reason** (logged for the audit trail). Confirm to record it.
- 3 • **Nap lezárása (final close)** With both steps done, tap **Nap lezárása és következő nap nyitása**. The POS archives the day, prints the **Z-report**, submits the **NTAK day-close**, and opens the next day. The Z-report includes the **stornó list** (voided payments by method) and the VAT breakdown.

Multi-terminal: only **one** terminal closes the day for the group — normally the server. A client may close only if the server has been offline for 60 s+, and the close then syncs back when the server returns.

6.9 Handy extras

- **Happy Hour** — time-based pricing (e.g. 5-7pm beer -30%). Set rules in Settings → *Happy Hour szabályok* (days, times, % or fixed price, category). Prices update automatically in the window and are frozen on the receipt.

- **86 board** — lists sold-out products and variants; restore one with **Visszaáll** or all with **Mind visszaáll**. Auto-clears at day close (if enabled).
- **Allergén panel** — searchable list of products and their allergens.
- **Low-stock panel** — products under their stock threshold (when inventory is enabled).
- **Egyszerű / Profi** — per-waiter **Simple** vs **Pro** interface. Simple hides advanced controls (transfers, courses) for faster basic service.
- **Theme** — toggle the **light** and **dim** themes for the lighting in the room.
- **Hibajelentés** — send a bug report with a system snapshot (see Troubleshooting).

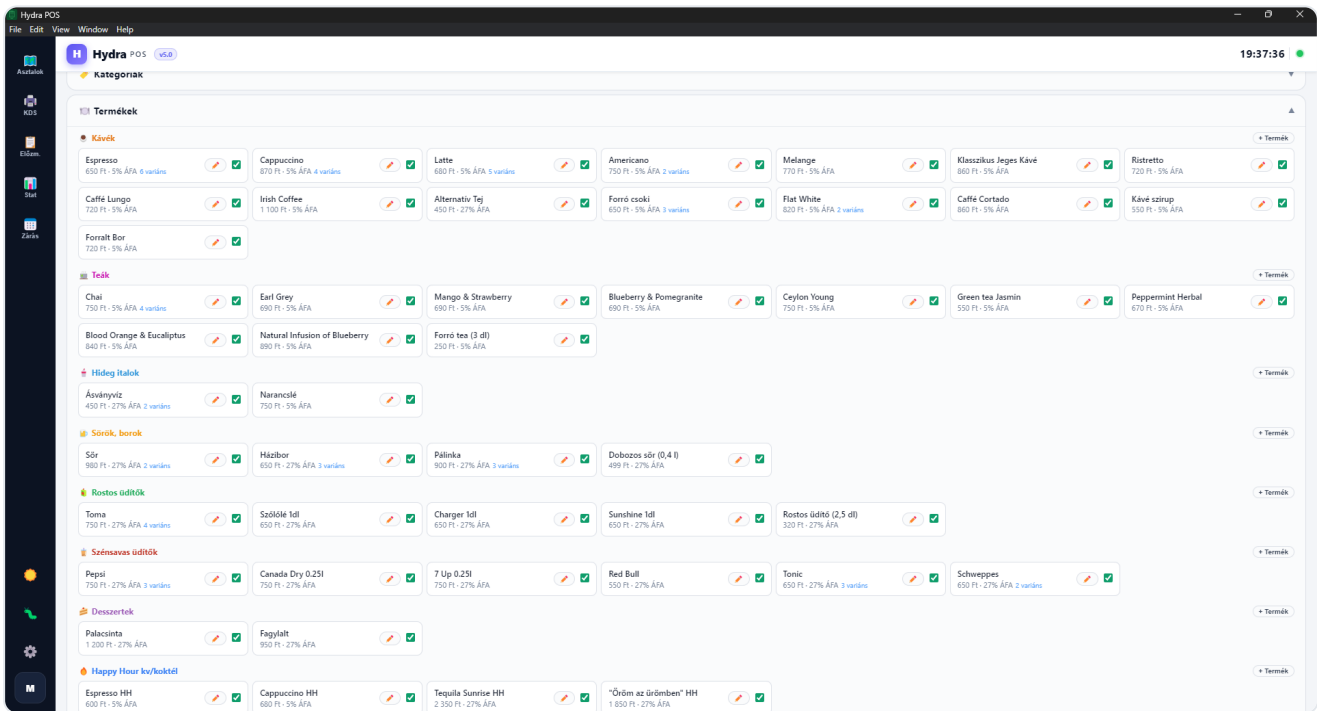
6.10 Manager tools

Reached from **Settings** / the manager accordion:



The manager accordion. Here, *Kategóriák*: each category has an icon, a KDS routing target (Bár / Konyha) and drag-to-reorder.

- **Kategóriák** — create categories (name, colour). They become the sidebar tabs when ordering.
- **Termékek** — products: price, category, unit, **VAT rate**, **variants**, **modifier groups**, **allergens**, **NTAK category**, PMS price code, active flag. **Tömeges szerkesztés** (bulk edit) changes category/price/active/delete for many at once; **Export CSV** / **Import CSV** move the catalogue in and out.
- **Pincérek & Menedzserek** — staff: name, **PIN** (4-6 digits, unique), **role**, active flag, and the per-user Simple/Pro preference.
- **Zónák / Termék** — the areas shown as zone tabs on the floor plan.
- **KDS állomások & Nyomtató profilok** — kitchen stations and printer routing (see Integrations).
- **Happy Hour**, **PMS Árkódok** (price codes), and the **Audit napló** (audit log of logins, product/staff/settings changes, voids and closes).



The product catalogue (Termékek): price, category, VAT, variants, modifiers and stock flags per item, with bulk edit and CSV import/export.

6.11 Common workflows (quick recipes)

Open day → **first sale** Open day → tap a table → add items → **Fizetés** → choose method → confirm → receipt prints → table frees.

Course service Mark items with courses → cart **course view** → **F1** to fire starters → later **F2** for mains.

Room charge (hotel guest) Order → **Fizetés** → **Szoba** → enter room number → confirm guest → pick items → posts to the folio → receipt + kitchen summary print.

Split payment Fizetés → pay part by card → remaining balance shown → choose cash for the rest → table frees.

Mark something 86 and restore it Long-press / right-click the product → it's sold out → later, **86** board → **Visszaáll.**

Void a past payment **Előzmények** → open the slip → **Ø** on the payment → confirm.

Close the day Clear tables → **Zárás** → Pincér zárás → Kassza zárás (count cash) → **Nap lezárása.**

7 NTAK Compliance

Setting up and operating Hungarian tourism-tax data reporting (NTAK).

Audience & scope. This guide is for venues operating in **Hungary**, where NTAK reporting is a legal requirement. If you are outside Hungary, you can leave NTAK disabled and skip this document.

7.1 What NTAK is

NTAK — *Nemzeti Turisztikai Adatszolgáltató Központ* (National Tourism Data Supply Centre, run by MTÜ) — is the platform every Hungarian hospitality venue must report to. Hydra POS reports two kinds of message automatically:

- **Rendelésösszesítő** (order summary) — one per closed order, describing the items, categories, VAT, quantities and payment methods.
- **Napi zárás** (day close) — one per business day, with opening/closing times and total tips.

Messages are sent over **mutual-TLS** (a client certificate identifies your venue) and are **digitally signed** (an RS256 detached-JWS signature proves integrity). Hydra POS handles all of this for you — your job is to load the certificate and the registration numbers correctly, then keep an eye on the status indicator.

The printed slip is **not** the legal record — the NTAK submission is. That's why receipts carry a "not a tax document" note by default.

7.2 What you need before you start

From the **NTAK / MTÜ registration portal** (and your accountant):

1. A **technical certificate** as a `.pfx` or `.p12` file (and its **password**), generated from a CSR in the NTAK portal. Optionally a separate `.key` file.
2. Your **registration numbers**: - **Software registration number** (*szoftver regszám*) for the POS; - **Software version** exactly as registered (e.g. `5.0`); - **Venue registration number** (*üzlet regszám*) — 2 letters + 8 digits, e.g. `ET26004227`; - your **11-digit tax number** (digits only); - optionally the service-provider registration number.
3. The **API base URL**: - sandbox/test: `https://rms.tesztntak.hu` - production: `https://rms.ntak.hu`

You will also need each **product** to carry an **NTAK main/sub-category** and the correct **VAT rate** (set in *Termékek / product management*).

7.3 Setting it up

Open **Settings** → **NTAK** (manager-gated).

Basic settings (*Alap beállítások*)

Fill in, from the table in Settings → NTAK: `API Base URL`, `Szoftver regszám`, `Szoftver verzió`, `Üzlet regszám`, `Adószám`, and the contact details used on the protocol export.

Certificate (*mTLS tanúsítvány*)

- **Tanúsítvány fájl** — pick your `.p12` / `.pfx` file.
- **Tanúsítvány jelszó** — its passphrase (stored **encrypted** on this machine).
- **Privát kulcs (.key)** — only if your key is a separate file.

Hydra POS extracts the certificate and private key securely (the password is never exposed on a command line) and uses them for the mutual-TLS connection and the message signature.

Enable

Turn on **NTAK adatszolgáltatás bekapcsolva**. Run a **validation test** (next section) before trusting production.

Per-terminal: the certificate password is a **secret** field and is **not** synced. If several terminals submit to NTAK, load the certificate on each.

7.4 How reporting works day-to-day

You normally don't do anything — it's automatic:

1. **An order closes** → an order summary is **queued** (it is *not* sent instantly).
2. About every **15 minutes** the queue is **flushed** in a batch to NTAK.
3. NTAK accepts each item (status **befogadva**) and returns a process id.
4. Hydra POS **polls** the status (~every 15 min) until each item is **sikeres** (success) or **sikertelen** (failed).
5. At **day close**, the **napi zárás** message is queued and sent the same way.

Failed items can be **re-reviewed/re-sent** from the NTAK panel; if a fix elsewhere makes them valid, they're reclassified to success.

Clock alignment. NTAK rejects timestamps that are in the *future* relative to its own clock. Hydra POS measures the server's time on the first response and adjusts all timestamps to stay within tolerance — so a slightly wrong PC clock won't cause rejections. Keep the terminal's clock roughly correct anyway.

7.5 The NTAK status indicator

A small **status dot** sits in the POS top bar and reflects the health of the NTAK queue:

Dot	Meaning	Typical action
Green	Healthy — small queue, nothing stuck	None
Am-ber	Warning — queue growing, something pending 30 min-4 h, or a few failures	Check network; watch it
Red	Critical — large backlog, an item stuck 4 h+, repeated failures, or a "poison" item (5+ attempts)	Open the panel and act

Tap the dot for a detailed panel: each item's status, age, attempt count, last error, and a recommended action. The same summary appears in **System Info** and the **Settings** → **NTAK send log** (last 15 transmissions).

7.6 Categories & VAT mapping

Every line that goes to NTAK needs a **main category** (*főkategória*) and **sub-category** (*alkategória*), plus a **VAT category**. You set the NTAK category on each **product**; Hydra POS maps everything else automatically.

Main categories: `ETEL` (food), `ALKMENTESITAL_HELYBEN` / `ALKMENTESITAL_NEM_HELYBEN` (non-alcoholic, on/off-premises), `ALKOHOLOSITAL` (alcoholic), `EGYEB` (other — service charge, tip, discount, packaging, delivery...).

VAT mapping

Your VAT rate	NTAK code
5%	<code>A_5</code>
18%	<code>B_18</code>
27%	<code>C_27</code>
0%	<code>E_0</code>
Outside VAT scope (e.g. tips)	<code>D_AJT</code>

Payment-method mapping (examples): cash → `KESZPENZHUF`, EUR cash → `KESZPENZEUR`, card → `BANKKARTYA`, `SZÉP` → `SZEKARTYA`, room/service → `SZOBAHITEL`, voucher → `VOUCHER`, bank transfer → `ATUTALAS`, cash rounding → `KEREKITES`.

Set categories carefully. Mis-categorised products are the most common cause of NTAK validation failures. Review each product's NTAK main/sub-category and VAT rate before go-live.

7.7 Validation & going live

The **Settings** → **Validáció** tab runs the official NTAK **test series** (the T-tests for order summaries and the **Z007** series for day close, plus the **R006** idempotency check). Use it to:

1. Point the **API Base URL** at the **sandbox** (`https://rms.tesztntak.hu`).
2. Load your **test certificate**.
3. Run the tests and confirm each reaches **success**.
4. **Export the protocol** (*Jegyzőkönyv exportálás*), which MTÜ requires for certification.
5. Switch the **API Base URL** to **production** and the **certificate** to your live one.

The **Szoftver verzió** must match exactly what you registered with MTÜ — not the app's build number.

7.8 Troubleshooting NTAK

Symptom	Likely cause	What to check
Red dot, items sikertelen	Invalid data, mis-categorised product, or a rejected payload	Tap the dot → read each item's error; fix the product's category/VAT and re-send

Symptom	Likely cause	What to check
"Privát kulcs nem található" / "Cert nem olvasható"	Certificate/key not loaded or wrong password	Re-select the .p12 / .key and re-enter the password in Settings → NTAK
Items stuck pending for hours	NTAK unreachable, or the certificate is rejected at the TLS layer	Check internet; verify the cert and Base URL; the watchdog turns amber → red as it ages
"A tárgynap legalább 3 nappal korábbi kell legyen"	A closed-day (Z007D) request used too recent a date	Use a date at least 3 days in the past
Future-date / time errors	The PC clock is far off	Sync the terminal clock (NTP); the POS auto-adjusts within tolerance but large skews still fail
Validation test fails	Wrong Base URL, test cert, version, or category data	Confirm sandbox URL + test cert + registered version; fix product categories

More general guidance and the full error list: **Troubleshooting** → **NTAK**.

8 Integrations

Configuring printers & KDS, the hotel PMS, inventory, daily-close e-mail, and the cloud backup/sync — the systems Hydra POS talks to.

NTAK (Hungarian tax reporting) is an integration too, but it's big enough to have its own guide: **NTAK Compliance**.

8.1 Cloud backup & licensing (Hydra Admin)

What it does. Verifies your license, stores periodic **backups** of the POS state off-site, and (while a manager is watching) feeds the live dashboard.

Configure — Settings → *Kapcsolatok* → *Hydra Admin & Licenz*: `adminUrl`, `licenseKey`, `hotelId`, `hotelName`, and **Auto-backup** interval (Off / 1 / 2 / 4 / 8 / 24 h; default **4 h**).

How it works - The POS **checks in** on start-up and periodically to verify the license. - It **backs up** (slip history, closed days, counters) on the chosen interval and at each day close, by POSTing a snapshot to `.../api/hotels/backup`. - If the cloud is unreachable, the POS keeps trading on a **7-day grace period**; after that it shows a license wall.

Where to watch it — **System Info** shows the Admin URL, connection status, last check-in, and the backup state (last success/failure, trigger, interval). You can also trigger a **manual backup** from there.


Backups can lag by up to the interval. Voided (stornó) slips, in particular, ride the next backup — see Daily Operations → Payments.

8.2 Printing & KDS

Hydra POS prints to three kinds of destination:

- **System printers** — any printer installed on the terminal's OS.
- **Network printers (ESC/POS)** — thermal printers reachable by IP on port **9100**.
- **KDS stations** — kitchen screens/printers, fed by product category.

Receipt (slip) printing

- **Local printer** — Settings → *Nyomtatás & KDS* → *Helyi nyomtató* sets the system printer this terminal uses (`local-PrinterName`).
- **Width & font** — Settings → *Bizonylat & Fizetés*: `slipWidth` (58/76/80 mm) and `slipFontSize` .
- **Printer profiles** — assign **product categories** to specific printers, so (for example) drinks print at the bar and food in the kitchen. Each profile has a name, a system printer **or** an IP:port, the categories it serves, and a default flag.
- **Preview/test** — *Bizonylat & Fizetés* →  *Slip előnézet* renders a sample slip on screen; its **Nyomtat** button sends a test print.

KDS stations

Settings → *KDS állomások*. Each station has: - a **name** (e.g. *Meleg konyha, Desszert*), - a **category filter** (which products route to it), - an **active** toggle, and - an optional **printer**.

A station only prints on the machine it's assigned to (matched by the terminal's **machine name** / terminal number), so the right tickets appear in the right place in a multi-terminal kitchen. A **sound** alerts the kitchen to new tickets (Settings → *KDS hangjelzés: on/off + volume*).

How a print is delivered

On Electron (the desktop app) receipts are sent to the OS print pipeline silently; in a browser preview they fall back to the browser's print dialog via a hidden frame. Network ticket/receipt printing speaks raw **ESC/POS** over TCP (init, code-page for Hungarian characters, alignment, bold/double-size, cut, and cash-drawer kick), with a 5-second timeout.

If printing fails

A toast appears, and **System Info** keeps the **last 10 print failures** (kind, printer, error). Common causes: wrong IP, printer offline, or the network blocking port 9100 — see **Troubleshooting** → **Printing**.

8.3 PMS (Property Management System)

What it does. Lets you charge a sale to a **guest's room folio** or a **service account**, and accepts **reversal callbacks** when the PMS voids a charge.

Configure — Settings → *Kapcsolatok* → *Hydra PMS kapcsolat*: `pmsEnabled`, `pmsHost`, `pmsPort` (default **3000**), `pmsApiKey`, and `posInboundApiKey` — the key the PMS must present when it calls back to void a charge. Generate it with `openssl rand -hex 16`.

Charging to a room 1. At payment, choose **Szoba**. 2. Enter the **room number** → the guest is looked up in the PMS and validated. 3. Pick the items to charge → the charge posts to the folio, identified by the POS **receipt number** (the key used for any later reversal). 4. A detailed VAT receipt prints, plus a kitchen summary.

Service accounts work the same way without a guest lookup (**Szerviz**).

Reversals (PMS → POS). When a charge is reversed in the PMS, the PMS calls the POS bridge (inbound, port **3001**) with the receipt number; the POS marks that payment **voided** ("PMS sztornó"), reverses inventory if enabled, and updates the day's stornó list. These callbacks require the `posInboundApiKey`.

Price codes (Árkód). Settings → *PMS Árkódok* maps VAT rates to the PMS GL account codes (consumption + service-charge codes), so charges land on the right ledger accounts.

Room/service charges **cannot** be voided from the POS — reverse them in the PMS, which then calls back. If the PMS is unreachable at charge time, you'll get an error and should retry once it's back.

8.4 Multi-terminal sync

Covered step-by-step in **Connecting the apps** → **Multi-terminal sync**.

In brief: one terminal is the **server**, the rest are **clients**, all sharing a **Group ID** and **sync secret** over WebSocket port **3003**. Orders, tables and the KDS queue mirror in real time. Each terminal keeps a unique **terminal number** (**01** , **02** , ...) so receipt numbers don't collide, and only one terminal performs the day close for the group.

8.5 E-mail (daily-close report)

What it does. E-mails the day-close **Z-report** (an HTML summary plus a PDF attachment) to the owner/accountant when the day closes.

Configure — Settings → *Email report*: enable it, pick a **provider** preset (Gmail / Outlook / Yahoo / custom — fills host/port/SSL), enter the **SMTP host/port/SSL**, the **login** and an **app password**, a **from name**, and the **recipients** (separated by **;** or **,**). Toggle **Automata küldés napzáráskor** to send automatically, or send manually.

The e-mail contains: gross revenue, order count, covers, average check, tips; payment-method breakdown; waiters by revenue; top 10 items; and a VAT summary. A matching **PDF** is attached.

Test — *Teszt email küldése* validates the SMTP settings without building a full report; *Mai napi riport küldése most* sends today's report on demand.

For Gmail/Outlook/Yahoo you must use a **2-factor app password**, not your normal account password. Port **587** = STARTTLS (SSL off); port **465** = SSL on. The password is stored **encrypted** on this machine and is not synced.

8.6 Inventory

What it does. Decrements stock when items sell and reverses it on a void, via an external inventory service.

Configure — Settings → *Kapcsolatok* → *Leltár szinkronizáció*: `inventoryEnabled` , `inventoryApiUrl` , optional `inventoryApiKey` , and `inventoryLowStockAlert` .

How it works - On sale, the relevant items are **decremented** at the inventory service. - On a **void/stornó** (including a PMS reversal), a **storno** call reverses the stock for those items. - A daily package is sent at day close; if the inventory server is unreachable the package is **queued** and retried. A **low-stock** warning can surface on the KDS and in the **Low-stock panel**.

If the inventory queue backs up, you'll be warned in good time (well before any data could be lost) — see **Troubleshooting** → **Inventory**.

8.7 Accounting (Hydra ACT)

What it does. Optionally forwards each **day-close** to an accounting service.

Configure — Settings → *Kapcsolatok* → *Hydra ACT*: set `actUrl` . Leave empty to disable. When set, the POS sends the closing data automatically at day close.

8.8 Ports summary

Port	Between	Service
3005	Tablet ↔ terminal	Waiter app + ordering API
3003	Terminal ↔ terminal	Multi-terminal sync (WebSocket)
3001	PMS → terminal	Inbound void-charge callbacks
3000 (default)	Terminal → PMS	Room/service charge posting
3002 (example)	Terminal → inventory	Stock decrement / storno
9100	Terminal → printer	ESC/POS network printing
443	Terminal → cloud	Hydra Admin (HTTPS) & NTAK (HTTPS + mTLS)

Keep the tablets and tills on the **same LAN**, and make sure ports **3005** and **3003** aren't blocked between devices.

9 Troubleshooting

What the error messages mean, and what to check — step by step — when something goes wrong.

9.1 Start here

Before diving into a specific message, these resolve a large share of issues:

- 1. Read the toast.** Hydra POS explains most problems in a short message at the bottom of the screen — the wording usually points straight at the cause.
- 2. Open System Info** (tap the **Hydra POS** logo). It shows, at a glance, whether each service (Admin, PMS, NTAK, printers, sync, network) is healthy, plus the last print failures and backup state.
- 3. Check the obvious:** is a **business day open**? is the device **online**? is the **right table** selected?
- 4. Refresh / restart.** A page refresh clears transient UI issues; a full restart re-establishes printer, PMS and sync connections.

The two tools you'll use most — covered in full at the end of this page: **System Info** (live status) and the **Bug report** (a one-click snapshot you can send to support).

How to read the tables below: **Message** is what you see (Hungarian, as shown); **Means** is the cause; **Check** is what to do, in order.

9.2 Startup & Licensing

Message	Means	Check
Admin szerver nem érhető el – grace period: még N nap	The cloud license check failed; you're on the 7-day grace period	1. Confirm the device is online . 2. System Info → Admin szerver status. 3. Settings → <i>Kapcsolatok</i> → verify Admin URL and license key .
Az Admin szerver nem elérhető és a 7 napos türelmi idő lejárt.	Offline for 7+ days; trading is blocked	1. Restore internet. 2. Restart the POS to re-check the license. 3. If it persists, contact support with your <code>hotel_id</code> .
Licenz hiba: ... / invalid license	Wrong/expired key or <code>hotel_id</code> mismatch	1. Settings → <i>Kapcsolatok</i> : re-enter hotelId and licenseKey exactly. 2. Contact support if the key should be valid.
Licenz hamarosan lejár: N nap	License renews soon	Arrange renewal before the date.
<code>bad_license</code> (on check-in)	The <code>hotel_id</code> is bound to a different license key on the server	Verify <code>hotelId</code> + <code>licenseKey</code> match what support issued; a changed key needs re-binding by support.

Step-by-step: "Admin szerver nem érhető el" 1. Open a browser on the same machine and load any website — is the internet up? 2. System Info → is the **Admin URL** present and does it look right? 3. Settings → *Kapcsolatok* → *Hydra Admin*: re-enter the **Admin URL** (no trailing spaces) and **license key**, save. 4. Restart the POS. The grace-period banner clears once a check-in succeeds.

9.3 Orders & tables

Message	Means	Check
Nincs nyitott munkanap!	No business day is open	Zárás → Nap nyitása to open the day.
Válasszon asztalt a floor planon!	You tried to add an item with no table open	Tap a table first.
A kosár üres	Sending/paying an order with no items	Add at least one item.
<termék> – elfogyott (86)	The product (or size) is marked sold out	Use another item, or restore it on the 86 board.
Ez a tétel már ki van fizetve / terhelve	The item belongs to a completed payment	It can't be edited/voided directly; void the payment instead (History).
Konyhára küldve, már nem módosítható	The item was already sent to the kitchen	Withdraw it from the KDS first, then edit.
A célasztalon már van rendelés – válassz másikat	Transfer target already has an order	Choose an empty table, or merge intentionally.
A rendelés időközben eltűnt	Another terminal closed/paid this order	Re-check the table; start a new order if needed.
Pincér zárás megtörtént – új rendelés nem indítható!	The shift was already closed	A manager must re-open the shift, or close/open the day.

9.4 Payments

Message	Means	Check
Nincs nyitott munkanap!	No day open	Open the day before taking payment.
Dátumeltérés! POS: ... \ PMS: ...	The POS business day ≠ the PMS day (room/service charge)	1. Check the terminal clock /timezone. 2. Align with the PMS day, or close the POS day to match.
PMS sztorató: <receipt> – szoba terhelés törölve a kasszából	The PMS reversed a room charge (informational)	None — the charge is voided here automatically; reconcile in the PMS.
PMS még nem elérhető / PMS API nem elérhető	The PMS can't be reached at charge time	1. System Info → PMS status. 2. Verify pm-sHost / pmsPort . 3. Confirm the PMS service is running, then retry.
N PMS terhelés vár elküldésre	Room/service charges are queued (PMS offline)	Restore the PMS connection; the queue drains automatically.

Room/service charges can't be voided on the POS. Reverse them in the PMS; it calls back to clear the charge here.

9.5 Printing

Message	Means	Check
• Nincs nyomtató IP megadva	An ESC/POS print had no printer IP	Settings → <i>Nyomtatás & KDS</i> / printer profile: set the printer IP .
• Időtúllépés (5s) – <ip>:<port>	The network printer didn't answer in 5 s	1. Ping the IP from another device. 2. Check the printer is on and on the same LAN . 3. Verify the IP/port (default 9100).
Nyomtatás sikertelen: ECONNREFUSED / EHOSTUNREACH	Connection refused / host unreachable	1. Wrong IP or printer off. 2. Check cabling/Wi-Fi and that port 9100 isn't blocked.
Újranyomtatás sikertelen: ...	A reprint from history failed	Confirm the printer is online; check System Info → recent print failures.
Nothing prints, no error	The report opened a blocked pop-up (older browser preview)	On the desktop app this is handled automatically; ensure the local printer name is set.

Step-by-step: a network (ESC/POS) printer won't print 1. System Info → **recent print failures** — note the IP and error. 2. From another device on the same network, **ping** the printer's IP. 3. Confirm the printer is powered on, has paper, and shows no error light. 4. Settings → printer profile: re-enter **IP:port** (port is usually 9100). 5. Print a **test** (Settings → *Bizonylat & Fizetés* → *Slip előnézet* → *Nyomtat*). 6. If still failing, check the network/firewall isn't blocking port 9100.

9.6 NTAK (tax reporting)

The NTAK **status dot** in the top bar summarises everything; **tap it** for per-item detail. See also **NTAK Compliance**.

Message / state	Means	Check
Green dot	Healthy	None.
• Amber dot	Queue growing, or items pending 30 min-4 h, or a few failures	Check internet; watch the dot.
• Red dot	Big backlog, item stuck 4 h+, repeated failures, or a "poison" item (5+ tries)	Tap the dot and act (below).
Sikertelen on an item	NTAK rejected it	Tap the dot → read the item's error ; fix the product's category/VAT, then re-send.
Privát kulcs nem található / Cert nem olvasható	Certificate/key missing or wrong password	Settings → NTAK: re-select the .p12 / .key and re-enter the password .
A tárgynap legalább 3 nappal korábbi kell legyen	A closed-day request used too recent a date	Use a date ≥ 3 days ago.
Future-date / time errors	The PC clock is far off	Sync the clock (NTP). The POS auto-adjusts within tolerance, but large skews still fail.

Step-by-step: red NTAK dot with failed items 1. Tap the dot to open the status panel. 2. For each **sikertelen** item, read the **error** and the **last attempt** time. 3. If it mentions a category/VAT/field, open **Termékek**, fix that product's **NTAK cat-**

egory and VAT rate. 4. Use the panel's **re-review** / **re-send** to retry; fixed items move to **sikeres**. 5. If items are **pending** (not failed) for hours, check internet and the certificate — they'll send when the connection/cert is healthy.

9.7 Sync & terminals

Message	Means	Check
JOIN rejected – invalid syncSecret	A terminal joined with the wrong sync secret	Make the Sync titok identical on every terminal in the group.
Disconnected, reconnecting in 5s...	A client lost the sync server	1. Is the server till running? 2. Verify the Szerver IP . 3. Same Wi-Fi/LAN; port 3003 open.
Ütköző terminál szám (conflict modal)	Two tills share the same terminal number	Give each till a unique number (01 , 02 , ...).
2 jegyű szám szükséges (01-99)	Invalid terminal number	Enter a 2-digit number 01-99.
Csak Electron módban menthető	Sync config can only be saved in the desktop app	Save sync settings in the installed app, not a browser.

Step-by-step: a client won't sync 1. On the **server** till: System Info → confirm sync role is **Szerver** and note its LAN **IP**. 2. On the **client**: Settings → *Terminál szinkron* → mode **Kliens**, **Szerver IP** = server's IP, same **Group ID** and **sync secret**, unique terminal number. Save & restart. 3. Confirm both are on the same network and port **3003** isn't blocked.

9.8 Manager app

Message	Means	Check
Érvénytelen kód vagy azonosító	Wrong venue id or access code when adding a location	Re-copy both from POS System Info → Manager app access ; the access code (not the pairing code).
Nem elérhető / A rendelések most nem tölthetők be.	The POS is offline or hasn't reported recently	1. Is the POS running and online ? 2. Wait up to ~90 s for the next heartbeat. 3. Confirm the POS's Admin connection in System Info.
Az eszköz nem támogatja az értesítéseket	The browser can't do push	Use Chrome/Firefox; on iPhone, install the app to the home screen first.
A szerver nem támogatja az értesítéseket	Push isn't configured on the Admin server	Contact support to enable push.

Stats appear within ~1 minute of opening the app (the POS only streams while someone is watching). A "*frissítve N perce*" badge shows the snapshot's age.

9.9 Waiter app

Message	Means	Check
△ Érvénytelen kód vagy helyszín	Wrong venue id or pairing code	Re-copy from POS System Info → Waiter app pairing ; the pairing code (not the access code).

Message	Means	Check
Nem érhető el a szerver	The launcher can't reach the cloud to pair	Check the tablet's internet for the initial pairing (ordering itself is local).
Nincs regisztrált terminál	No terminals in the directory	Ensure a POS is running and has checked in (System Info → Admin status); then refresh the hub.
Nincs kapcsolat a POS-szal (banner)	Lost the LAN link to the terminal	1. Same Wi-Fi as the POS? 2. POS running? 3. Port 3005 reachable. The app reconnects automatically.
Hibás PIN	Wrong waiter PIN	Re-enter; check the PIN in Settings → <i>Pincérek</i> .
(locked out after repeated PINs)	5 failed PINs in 60 s	Wait 60 seconds, then retry.
<asztal> Foglalt	The table is open on another device	Coordinate; use another table or merge.
Kötelező: <csoport>	A required modifier/field is missing	Open the item and select the required option.

Step-by-step: waiter tablet "Nincs kapcsolat a POS-szal" 1. Confirm the tablet is on the **same Wi-Fi** as the POS (not a guest network). 2. Confirm the POS terminal is **running**. 3. On the hub, **refresh** and re-select the terminal (its LAN address may have changed). 4. If the terminal's IP changed, the launcher's directory updates on the next check-in; refresh again.

9.10 Day close

Message	Means	Check
Nincs nyitott munkanap	Nothing to close	Open a day first.
Zárd le a nyitott asztalokat először (N nyitott)	Open orders remain	Settle/clear all open tables, then close.
A napi zárást már elvégezték ezen a munkameneten – frissítsd az oldalt!	The day was already closed this session	Refresh the page.
Az offline napi zárás nem lehetséges – szükséges a szerver kapcsolat	A client tried to close while the server is reachable	Let the server close, or wait until the server is offline 60 s+ if it's truly down.

The **stornó list** on the close shows each voided payment **once**, by its real method. If a figure looks doubled, refresh — and report it; it shouldn't happen.

9.11 Inventory & stock

Message	Means	Check
KDS: Kritikus készlet – <termék> (N marad)	A product hit its low-stock threshold	Reorder; update stock.
Leltár szerver nem elérhető – napi csomag sorba helyezve	The inventory server is offline	Verify <code>inventoryApiUrl</code> ; the package retries automatically.
Leltár sor megtelőben (>80%)	The inventory queue is filling up	Restore the inventory server soon so the queue can drain.

Message	Means	Check
Napi leltár szinkron sikeres	Success (informational)	None.

9.12 Backups

Message	Means	Check
Backup hiba: ...	A backup (local or cloud) failed	System Info → backup state; check disk space and the Admin connection.
△ Még nem volt sikeres backup	No backup has ever succeeded	Fix the Admin connection; trigger a manual backup from System Info.
Auto-backup kikapcsolva	Auto-backup is off	Re-enable it in Settings → <i>Kapcsolatok</i> if you want scheduled backups.

9.13 Settings & staff

Message	Means	Check
A PIN 4-6 számjegy kell legyen!	PIN wrong length	Use 4-6 digits.
A két PIN nem egyezik!	Confirmation didn't match	Re-enter carefully.
Ez a PIN már foglalt: <név>	Another staff member uses that PIN	Choose a different PIN.
Érvénytelen dátumformátum. YYYY-MM-DD kell	Bad date format	Use YYYY-MM-DD (e.g. 2026-04-16).
Szálloda neve és azonosítója kötelező!	Required fields empty	Fill in hotel name and id.


9.14 Diagnostic tools

System Info (Rendszerinfó)

Open it from the **Hydra POS** logo. It shows: - **Identity** — hotel/outlet/terminal, logged-in waiter, license status. - **Connections** — Admin, PMS, NTAK, sync, and online/offline at a glance. - **Counts** — products, open/closed orders, slip history, NTAK & inventory queue sizes. - **Backups** — last success/failure, trigger, interval. (Includes a **manual backup** action.) - **Print failures** — the last 10, with printer and error. - **Pairing** — the **manager access code** and **waiter pairing code** (with copy buttons).

This is the first place to look for almost any "is X connected?" question.

Bug report (Hibajelentés)

The  button captures a **system snapshot** plus the recent console log. Add a short description of what happened, then **copy it to the clipboard** or **send it to support** directly. Always include a bug report when contacting support — it saves a lot of back-and-forth.

NTAK status panel

The top-bar **status dot**; tap it for per-item NTAK state, ages, attempts, errors and recommended actions. See NTAK Compliance.

Sync status

Settings → *Terminál szinkron* shows the sync role, connection state, terminal count and last sync time.

9.15 When to contact support

Have this ready (most of it is one tap away in **System Info** / **Bug report**):

- your **hotel_id** and outlet name;
 - the **exact message** (or a photo of the screen);
 - what you were doing when it happened;
 - a **Bug report** (copied or sent);
 - whether it affects **one terminal or all**, and whether it's **constant or intermittent**.
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