

THE DRINK EXCHANGE

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User Guide

Set up POS, build live market events, run TV and mobile screens, manage branding, and close each event cleanly.

Version 1.0 - July 2026

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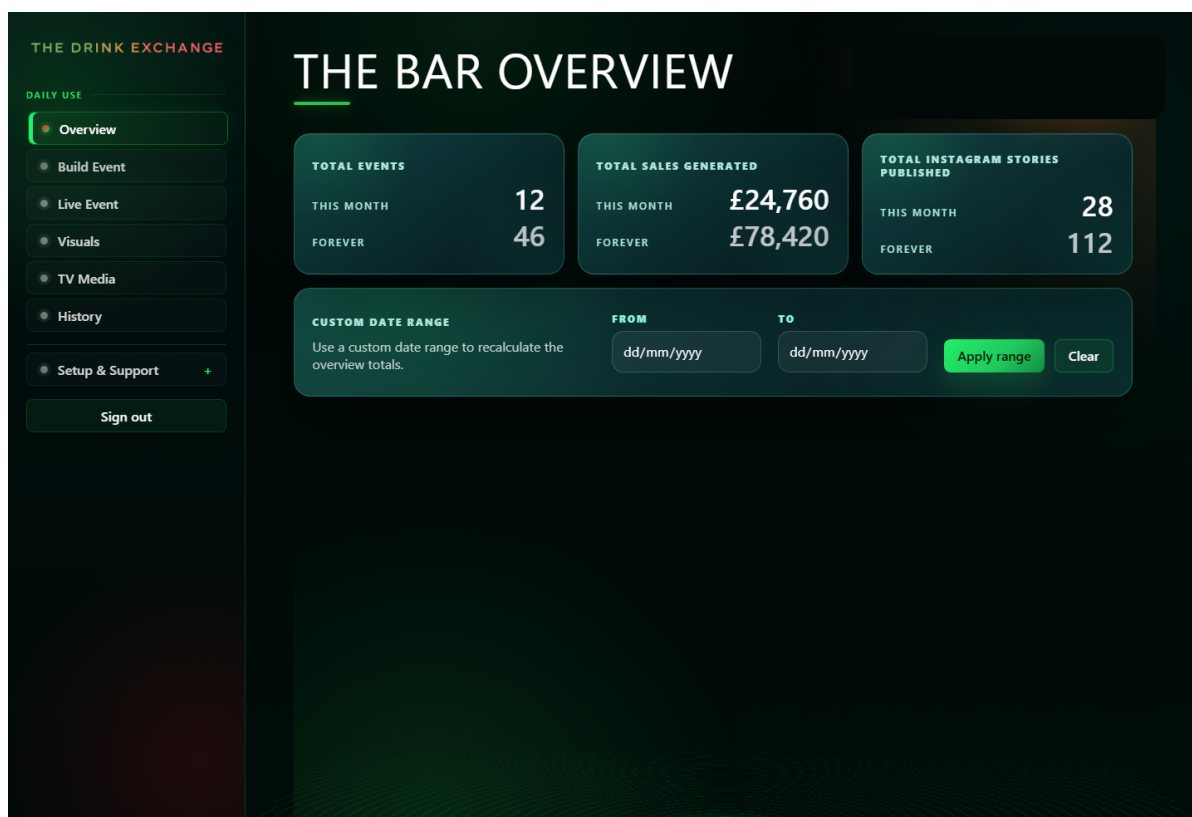
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How to use this guide

This guide is written for a venue operator preparing and running a live TDE market. It assumes the venue already has an account and a compatible POS connection, or that TDE support is assisting the initial POS setup.

Safety note: for your first live market, run a small test event first. Check that prices update on the till, display correctly on the TV/mobile screens, and restore when the event closes.

Dashboard at a glance



The dashboard is the control room for events, POS, TV visuals, QR settings, history, and support.

1. Getting Started

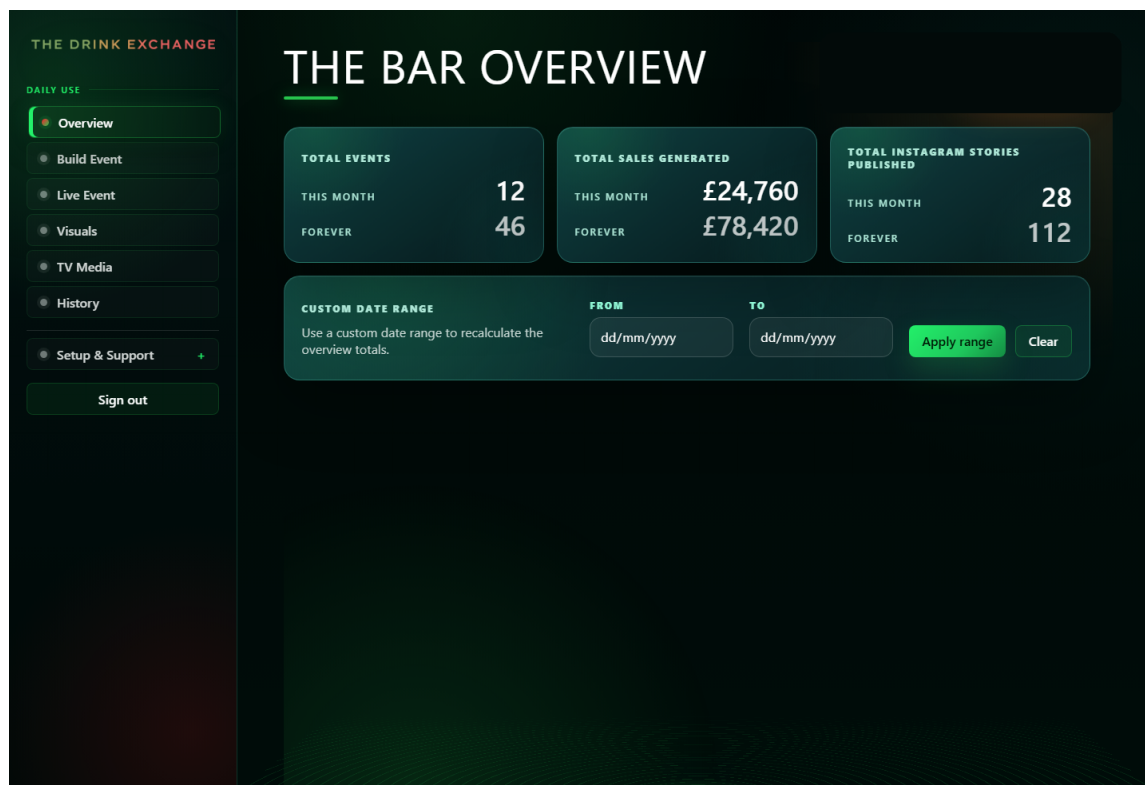
Open the TDE back office using the credentials supplied during onboarding.

TV/Mobile Screens	https://www.thedrinkexchange.co.uk/VEUENAME is the live customer-facing TV and mobile route for your venue.
Dashboard	Use the venue dashboard to prepare events, connect POS, manage visuals, and monitor state.
Recommended browser	Use a current Chrome or Edge browser on the manager PC. For local bridge POS providers, open the dashboard on the same PC as the bridge helper.

Before your first event, confirm the venue name, location, account email, POS provider, TV route, and support contact are correct. A mismatch in venue identity can make a dashboard and public board disagree, so treat the venue slug as fixed once it has been issued.

2. Dashboard Overview

The Overview page gives you the fastest read on the venue setup and current event state.



Use the overview as your pre-event control panel.

- Check the licence and account state before preparing a live event.
- Confirm the selected POS provider and product count are correct.
- Open the public venue screen on the TV device and scan the mobile QR code from a phone.
- If something does not look right, pause and check it before opening the market.

Tip: if your venue uses a local bridge or terminal agent, keep that PC awake and online for the whole event.

3. POS Setup

POS setup connects your menu to TDE. The normal flow is choose your provider, save the details, test the connection, sync products, and only then run a controlled event.

THE DRINK EXCHANGE

DAILY USE

- Overview
- Build Event
- Live Event
- Visuals
- TV Media
- History
- Setup & Support +
- Sign out

POS SETUP

Connect the venue POS and sync products.

POS

CONNECT POS

PROVIDER

Select POS provider

CONNECTION STATUS

not_connected

POS details locked

Tick unlock to edit saved POS details.

UNLOCK POS DETAILS

DEMO SETUP

POS connection locked

Demo mode uses sample products and prices.

Save Configuration Test Connection Sync Products Disconnect POS

SYNC PREVIEW

16 demo products shown in Build Event

CONNECTION REVIEW

0 synced products

POS STATUS

Demo mode uses sample products. Live POS credentials are never shown in the public demo.

PROVIDER	Not selected
STATUS	not_connected
POS TERMINALS	Not read
PRODUCT SOURCE	Choose a POS provider
PRODUCT SYNC	Not synced yet
SALES READ	Not run

Use POS setup to connect your menu and bring products into TDE.

- Select the POS provider agreed during onboarding.
- Save the connection details supplied for your venue.
- Use Test Connection to confirm TDE can speak to your POS.
- Use Sync Products to bring your latest menu into the event builder.
- If a test fails, stop there and contact support before starting a market.

4. Pricing Rules

Pricing rules define the operating range for market-style price movement. We suggest running your first events with the default settings, then making small changes once your team is comfortable with the flow.

The screenshot shows the 'PRICING RULES' configuration page in the THE DRINK EXCHANGE system. On the left is a sidebar with navigation links: Overview, Build Event, Live Event, Visuals, TV Media, History, Setup & Support, and a Sign out button. The main content area is titled 'PRICING RULES' and includes a subtitle: 'Control how drink prices rise, drop and react to demand during live markets. Choose your currency.' Below this, there's a 'CURRENCY' dropdown menu set to 'GBP - British Pound'. The interface is divided into two main sections: 'PRICE RISE' and 'PRICE DROP'. The 'PRICE RISE' section contains a table with 10 rows, each representing a unit increase in price. The 'PRICE DROP' section contains two settings: 'PRICE CHANGE INTERVAL' set to 5 minutes and 'DROP AMOUNT' set to 10 pence. At the bottom, there are buttons for 'Save Pricing Rules' and 'Demo pricing only. Rules are read only.'

PRICE RISE		
1 unit	30	PENCE
2 units	40	PENCE
3 units	50	PENCE
4 units	60	PENCE
5 units	70	PENCE
6 units	80	PENCE
7 units	90	PENCE
8 units	100	PENCE
9 units	110	PENCE
10 units	120	PENCE

PRICE DROP	
PRICE CHANGE INTERVAL	5 MINUTES
DROP AMOUNT	10 PENCE

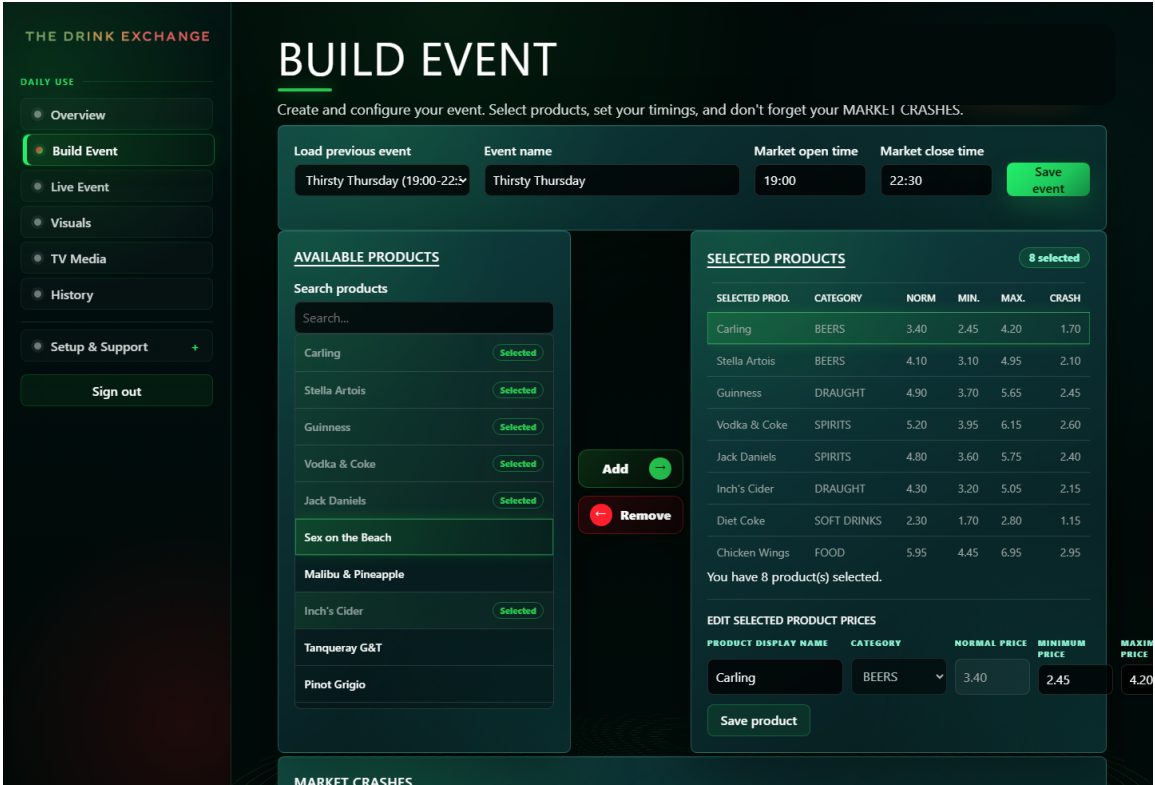
Pricing rules should be saved before building or loading a live event.

- Set the venue currency before checking product prices.
- Save pricing rules after making any changes.

Start simple. The default pricing setup is designed to get the market running without giving the team too many moving parts on night one.

5. Build A Live Event

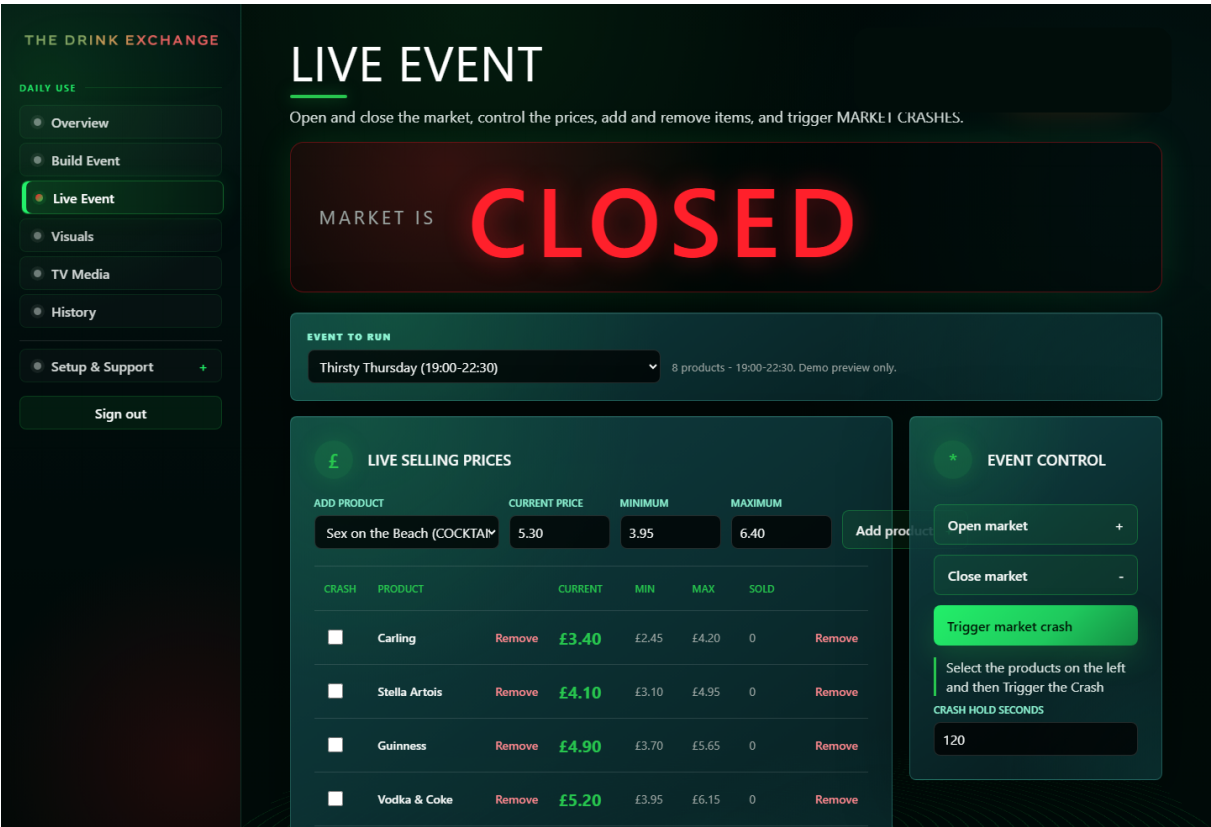
Use the Build Event and Live Event areas to choose products, set opening and closing times, schedule crashes, and publish the event to the venue screen.



Build the event before service gets busy. Do not leave product selection until the final minutes.

Product selection	Pick products that staff can recognise quickly. Keep the first event smaller if the team is learning the workflow.
Opening time	Open immediately only when the POS and TV are already checked. Otherwise schedule the opening and watch the countdown.
Scheduled crashes	Add crash times and verify that the next scheduled crash appears on the dashboard before the event starts.
Close time	Set a planned close time for the event.

Important: save your changes after editing products, times, or crashes. If you move away from the page before saving, your latest changes may not be used for the live event.



The live event monitor should match the TV and mobile boards. If they disagree, stop and investigate before accepting customer orders at live prices.

6. Running The Market

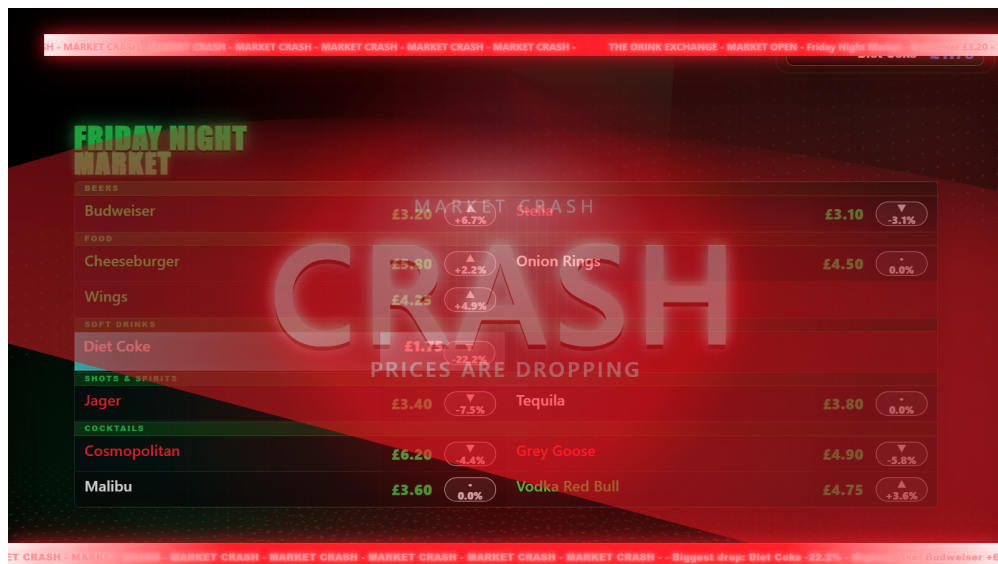
Use the Live Event area to load the event you want to run, open the market, add a little theatre when needed, and close everything cleanly at the end.



The TV board should show the same market state as the dashboard and mobile board.

Load a saved event	Choose your saved event from the dropdown, check the products and timings, then load it before opening the market.
Open and close	Use the market open and close controls once, then be patient while TDE updates the screens and POS. Avoid repeated clicks while an update is processing.
Extra market crash	Trigger an extra crash from the live controls when you want another burst of activity. Choose the crash duration carefully so staff and customers have enough time to react.
Live product changes	You can add products to the live event or remove products during the event. Save or confirm the change, then give the screens a moment to refresh.

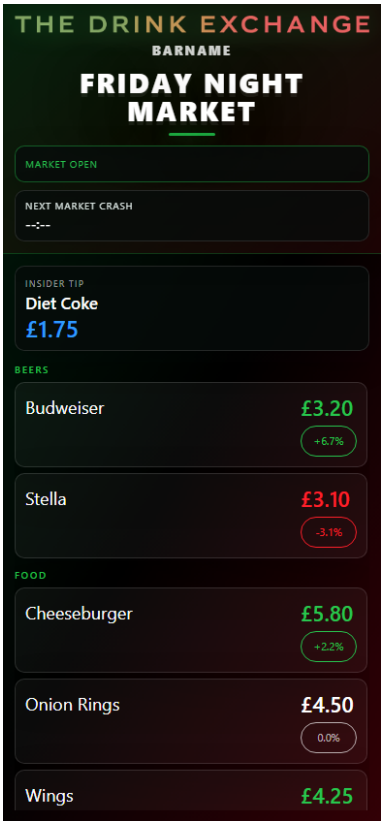
- At open, confirm the market is visible on the TV/mobile screens before announcing it to customers.
- During a crash, watch the countdown, the TV animation, and the dashboard POS confirmation.
- At close, wait for TDE to finish restoring the event before starting another one.
- If close restore fails, keep staff informed and use the POS provider's normal price checks before continuing service.



Crash countdowns are customer-facing, but the operator should still treat the POS confirmation as the source of truth.

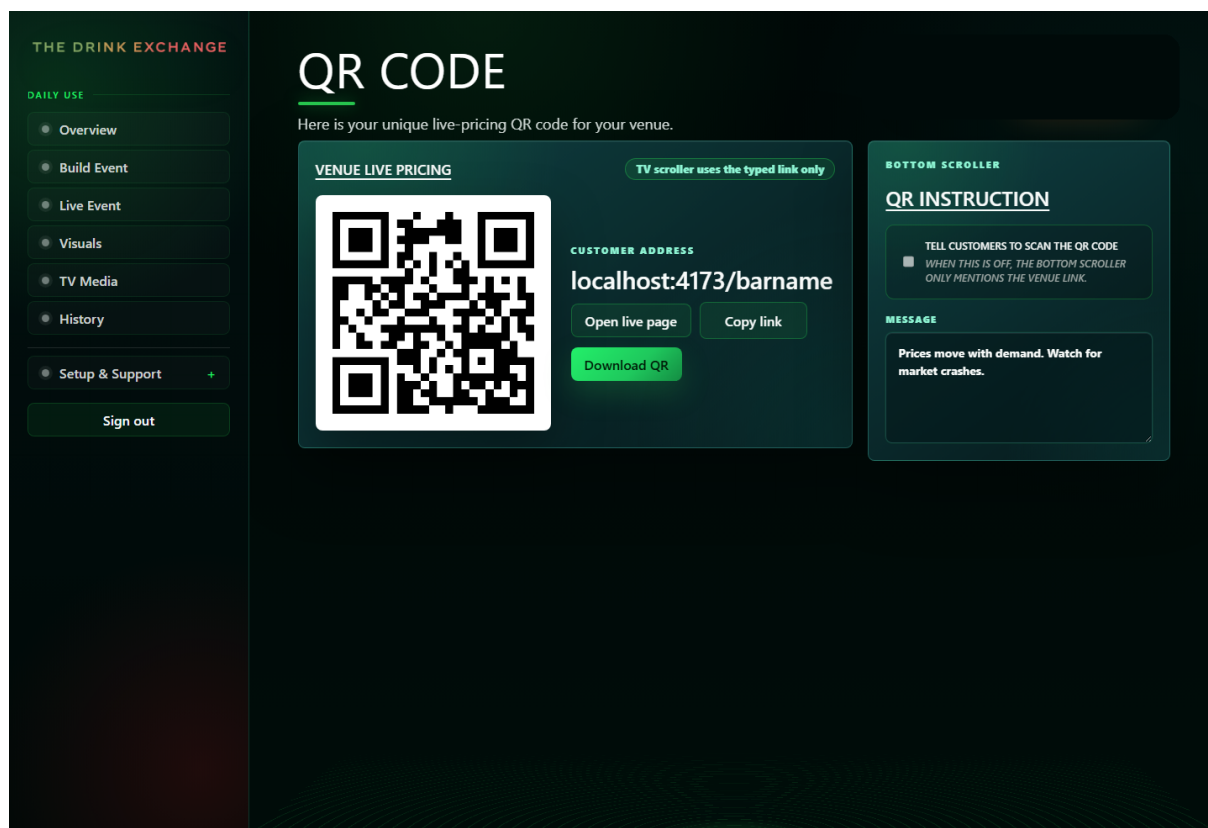
7. TV, Mobile, QR, And Media

The public screen is the customer experience. Test it from the same routes customers will use: the TV route on the display device and <https://www.thedrinkexchange.co.uk/VEUENAME> on a phone.



The mobile board lets customers follow live prices from their phone.

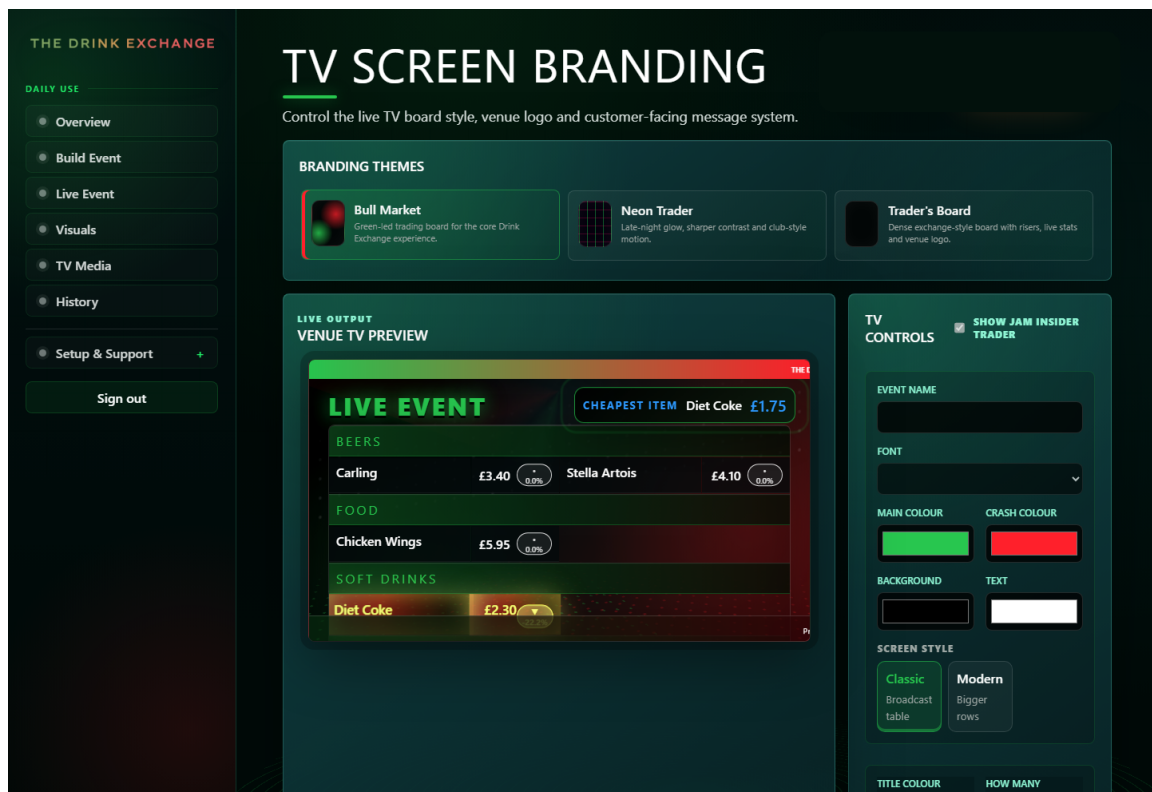
TV visuals	Choose the display style, board layout, and motion level that suits the venue screens.
QR code	Set the QR instruction copy and test the scan before putting printed or on-screen QR material in front of customers.
Media	Upload venue-approved images or short videos for the TV screen. Remove outdated assets before the next event.
Branding	Use high contrast colours and a readable logo. Check the board from the normal customer viewing distance.



The QR panel controls the customer prompt and mobile entry point. Always test it with a phone on normal mobile data as well as venue Wi-Fi.

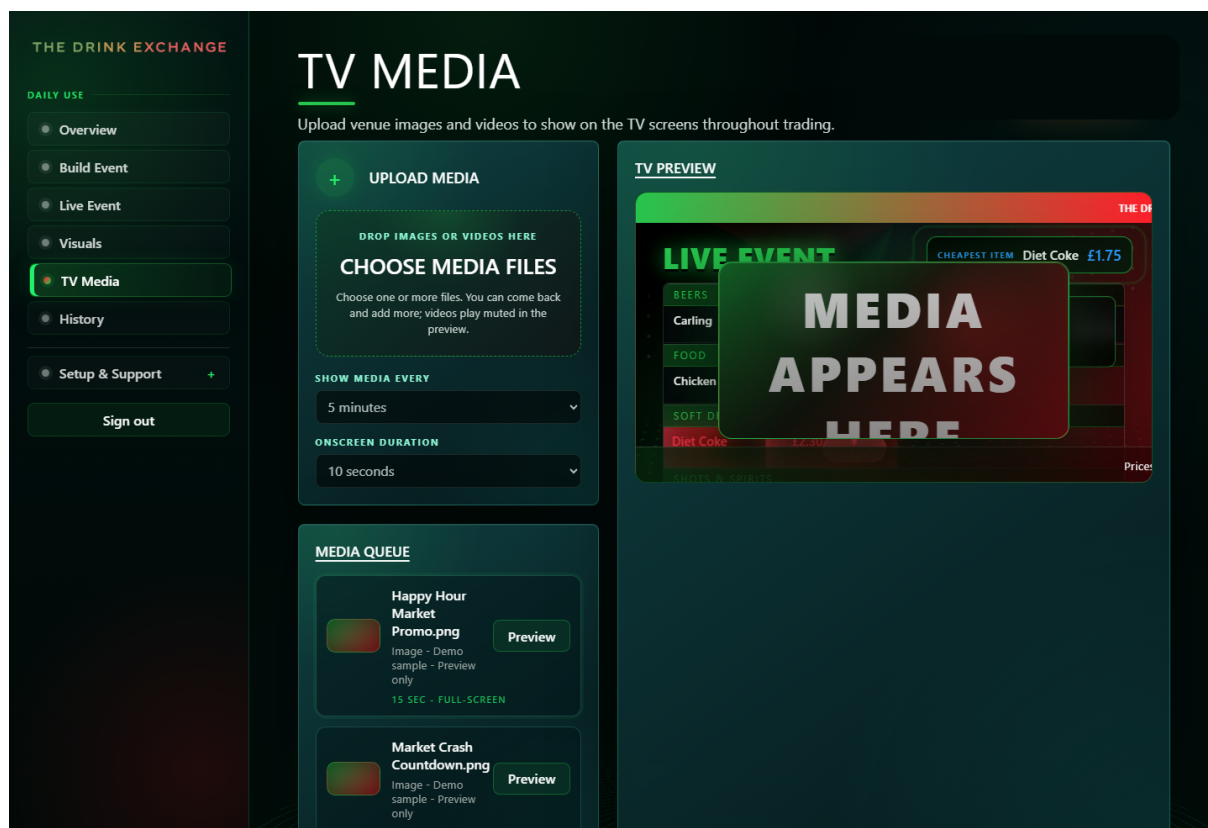
8. Branding And Venue Presentation

Branding controls let you make the board feel native to the room while keeping TDE market signals clear. Prioritise legibility over decoration: product names, prices, and movement indicators must be readable at speed.



Use the TV branding panel to tune the venue look without hiding live price information.

- Yes, venues can upload a logo. Use a clean logo file with enough clear space around it.
- Avoid colour combinations that reduce price contrast.
- Preview in venue mode before the first event.
- Check TV visuals, mobile board, and printed QR material together.



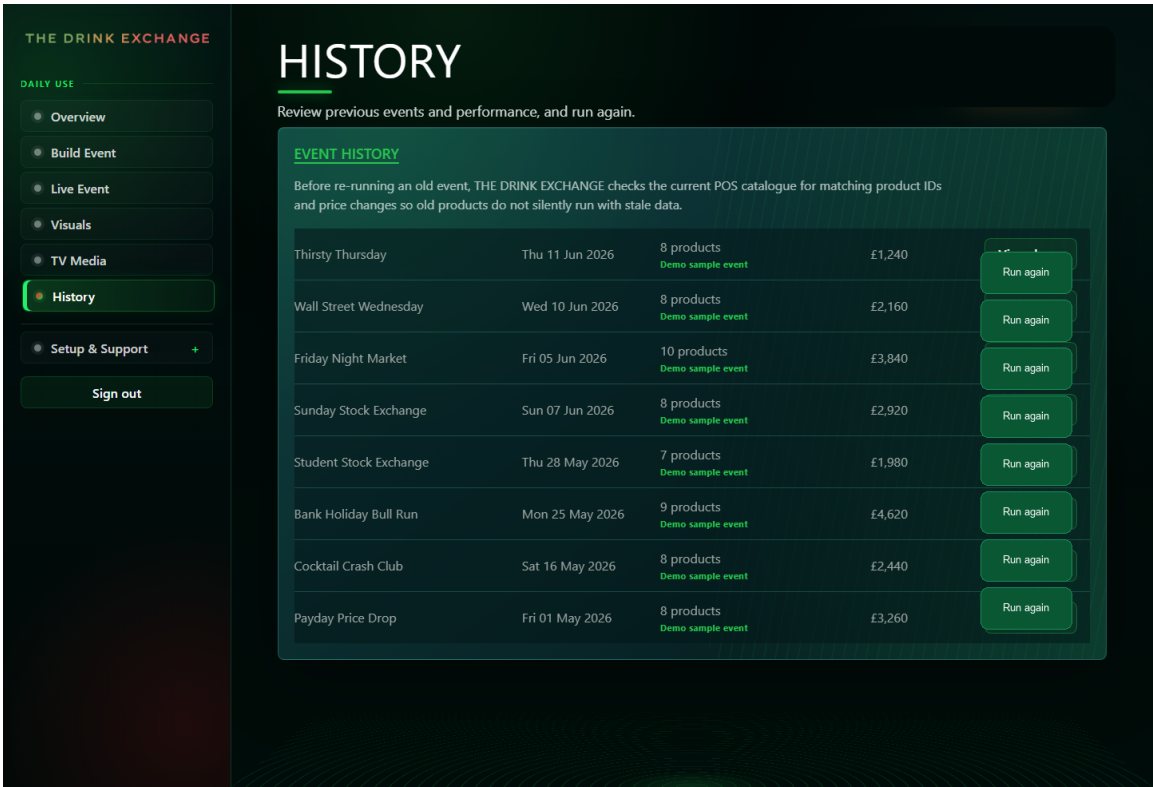
Media assets should support the board, not compete with the live prices.

TV Media

- Use landscape assets where possible. A 16:9 image or video works best on most venue TVs.
- Preferred image formats: JPG or PNG. Preferred video format: MP4.
- Keep files short and lightweight so they load quickly on the venue screen.
- Use the frequency setting to control how often media appears between price-board views.
- After changing media or frequency, preview the TV screen and check it from normal viewing distance.

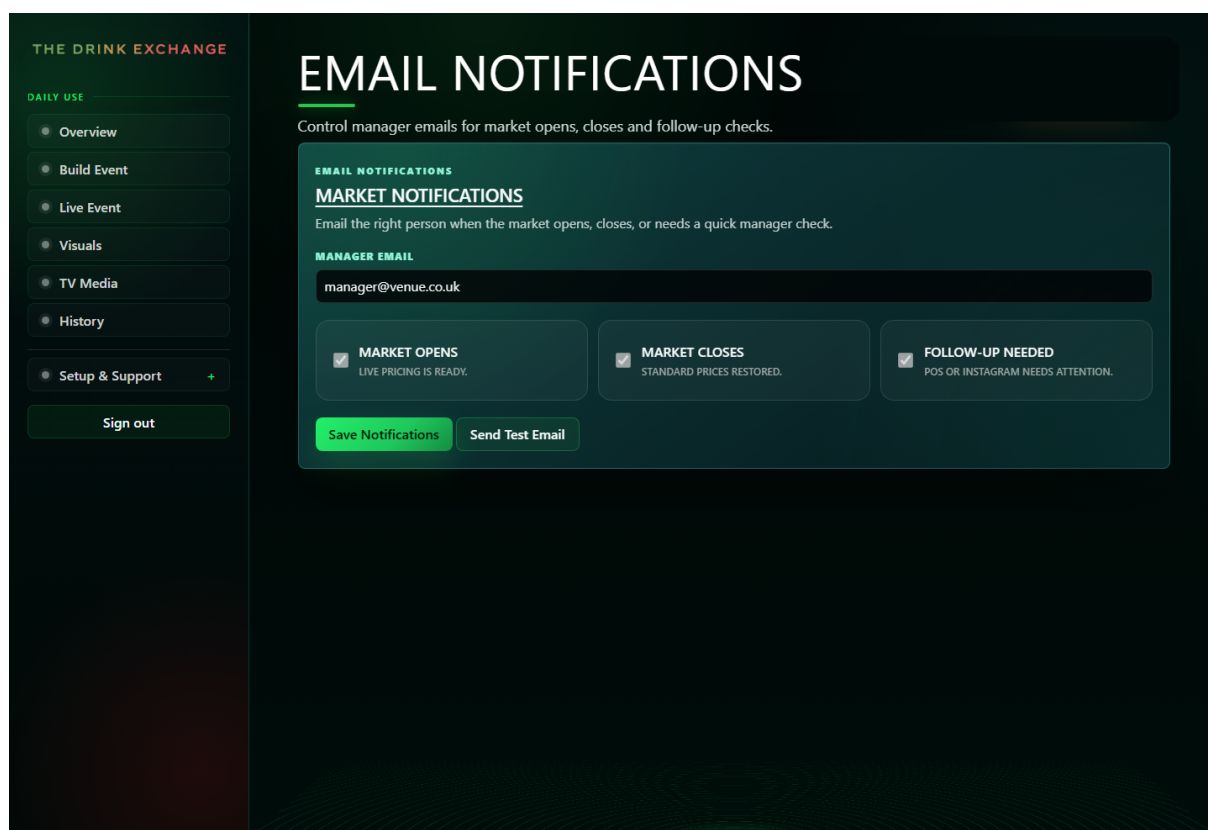
9. History, Email, Licensing, And Support

After each event, use history and reporting to confirm what happened. You can also re-run events from History, which is useful for regular nights that use the same product set and timings.



History helps managers compare events, investigate questions, and reload previous event setups.

History	Review previous events, loaded products, crash timing, and saved event details. Use a previous event as a starting point when you want to run it again.
Email notifications	Use email summaries for manager follow-up and handover notes.
Licensing	Keep the licence active before scheduled public events. Manual licences are managed by TDE support.
Support	Use the support panel when POS checks fail, product counts look wrong, or TV/mobile state does not match the dashboard.



Email summaries are useful for post-event review, but POS confirmation during the event remains the operational control.

10. Operating Checklists

Use these checklists around every live market. They are intentionally short so a duty manager can run them under service pressure.

Pre-event

- Sign into the correct venue account.
- Confirm the venue dashboard, TV board, and mobile board use the same venue.
- Test POS connection and sync products.
- Check normal prices and pricing limits.
- Run a small controlled price write if setup changed.
- Test the QR code with a phone.

During event

- Confirm opening writes prices to POS.
- Keep the bridge or agent PC awake.
- Watch dashboard POS activity during crashes.
- Do not edit core POS settings while live.
- Stop the market if TV/mobile prices and POS prices disagree.

Close

- Close the market from the dashboard.
- Wait for POS restore confirmation.
- Check a sample product at the till.
- Review history and summary notes.
- Record any incident before the next event is built.

11. Troubleshooting

Most event issues fall into four groups: browser/account mismatch, POS connection failure, product or price mismatch, and public screen state mismatch. Work from the dashboard outward.

Cannot connect POS	Check credentials, provider selection, local bridge/agent status, Windows firewall, and whether the dashboard is open on the correct PC for local providers.
Product list is wrong	Sync products again. For local providers, confirm the bridge can read the live POS database and that the correct location or terminal is selected.
Prices do not update	Stop before going public. Run a price write test, review POS activity, and confirm provider-specific requirements such as ICRTouch Price Level 1.
TV and dashboard disagree	Refresh both screens, confirm they use the same venue slug, and do not continue until dashboard, TV, and mobile show the same market state.
Close restore fails	Keep staff informed, check the POS manually, contact support, and avoid starting another event until restore has been confirmed.

Support escalation details to include

- Venue name and venue slug.
- POS provider and terminal or location being used.
- Time the issue started and whether the event was open, crashing, or closing.
- Screenshot of dashboard POS activity and TV/mobile board.
- Whether prices changed at the till and whether restore completed.