USER MANUAL

IOK
INTERNET OF KITCHEN

PRÁTICA

IOK PLATFORM MANUAL

Summary

1. INTRODUCTION

The IOK Platform (Internet of Kitchen) was developed with the goal of optimizing, standardizing and centralizing the management of Prática ovens. Through it, users can access detailed equipment information, create and implement standardized recipes, perform software updates with improvements and fixes and use recipes developed and tested by Prática's chefs. Additionally, the platform allows the unification of all employees using the equipment into a single account, providing greater operational control and helping clients make strategic decisions.

The platform can be accessed from any device, whether a computer, tablet, or smartphone, with design adaptations that optimize the user experience according to the type of device.

The following sections will present the platform's functionalities, along with detailed instructions for their efficient use.

2. LOGIN

The first step to using the IOK platform is the creation of the company account. Unlike the previous version of the platform, the organization's administrator is now responsible for creating the official company account. After that, he will be able to add users linked to this account, such as employees and partners.

Each user will access the platform with their own email and password, but all will be connected to a single shared account. This allows the data of all collaborators to be viewed in an integrated manner, and to ensure security and access control, the administrator can configure specific permissions for each user, defining the level of access and available features for each profile.
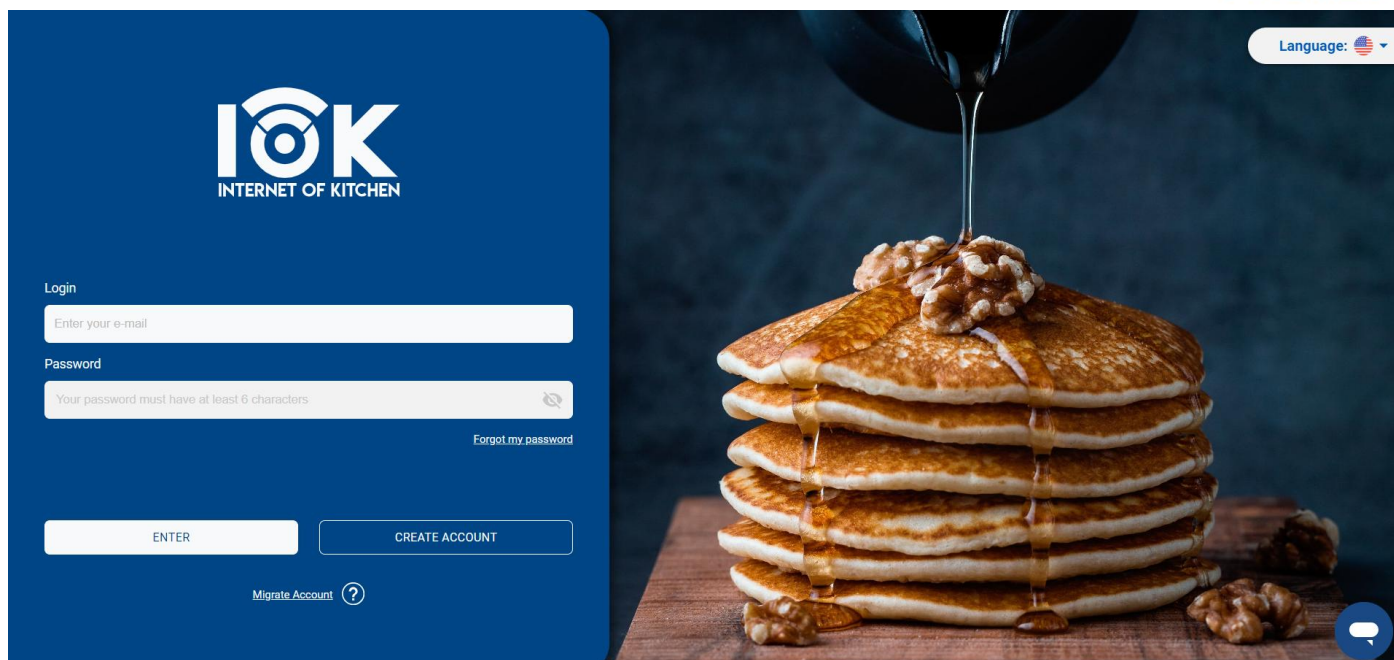
Figure 1 - Login

2.1   Login

After creating and activating the account, the user can access the platform by entering their email and password. Once logged in, an exclusive access token is generated for each user, allowing continuous access to the platform without the need for a new login as long as it remains valid. Upon expiration, a new login will be required, but while the token is active, access will be automatic and uninterrupted.

2.2   Recover password

If the user forgets or loses their password, they can easily recover it by clicking the "Forgot my password" option. Then, simply enter the email registered on the platform. The user will receive an email containing a link to reset the password, allowing them to create a new password quickly and securely.

2.3   Create account

If no employee of the company has an account on the previous version of the platform, the administrator must create one. To do this, simply click on "Create Account" and select the type of organization that matches the reality:

- Company: for those who own a company or are a franchisee of a larger chain.

- Chain: for those who own a chain of companies.

After selecting the company type, the administrator must fill in the required information and complete the registration process. An activation email will be sent, and the account will be activated as soon as the administrator confirms it via email.

2.4   Migrate account

If one or more employees already have accounts in the previous version of the IOK platform, it will be necessary to use the "Migrate Account" feature, which transfers the data from the old platform to the new one. In this process, only one user needs to initiate the migration by clicking on "Migrate account" and entering the email registered in the old version. A confirmation email will be sent to verify the existence of the account. After confirmation, the user should choose to migrate the company account by entering the required information. A second email will be sent to activate the company account on the new platform.

With the company account created and activated, the administrator should log in to obtain the account ID, which will be used by other users in the migration process.

Other users who need to migrate their accounts must also click on 'Migrate Account,' enter their registered email, then provide the existing company ID and fill in the requested information. After that, the account administrator will receive an email notification to approve these users and transfer their data. Once approved, users will receive an email to activate their accounts and will then be able to log in and access the platform normally.

3. HOME

Upon first access, the user will be greeted by a welcome modal and a tutorial that provides an introduction to the platform's main features. The first screen displayed will be the Home, which offers an overview of all other areas. On this screen, the user will find information such as the number of linked equipment, available menus, registered recipes and registered users. Additionally, there is a table listing all registered equipment, along with a map indicating their locations.

In the table, the user can quickly check the status of the equipment, identifying whether they are Online or Offline, as well as whether they are updated with the latest software version released by the company, all indicated by easily interpretable icons. When clicking on an equipment row, the user will be directed to its details and telemetry page (if available).
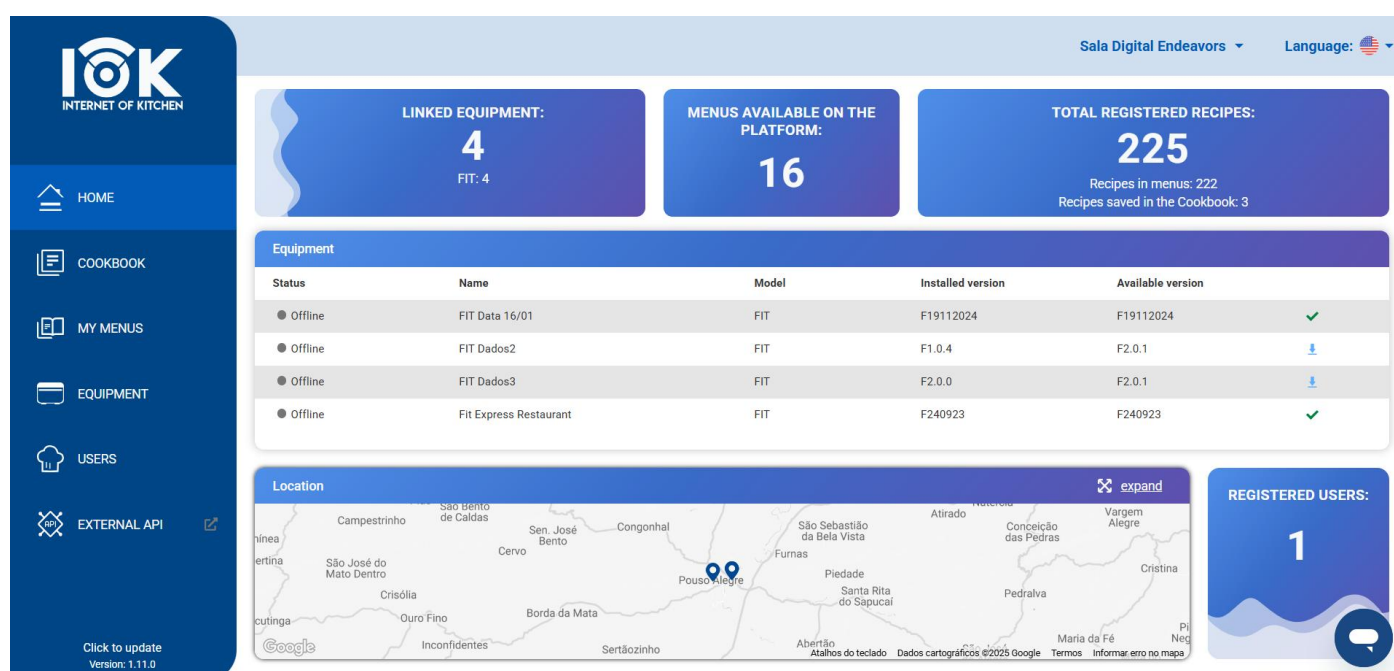

Figure 2 - Home

3.1 Edit account

The top settings bar is available on all screens of the platform, offering quick access to important information and options. When clicking on the user's name, the first information displayed will be the company name and the company ID. Just below, there is the option to Edit Account.

By selecting "Edit Account," a modal will open, allowing the user to update their personal information, such as name, phone number, email and password. Additionally, for companies that use their own platforms, there is the option to request a developer token. This feature is particularly useful for

technology professionals who wish to integrate or adapt the IOK platform endpoints into their own solutions.

3.2   Settings

In the Settings option, the user can customize their experience on the platform. Available options include choosing between dark or light themes, setting the weight unit to grams or ounces (oz) and selecting the temperature unit between Celsius (°C) or Fahrenheit (°F).

3.3   Tutorials

The platform tutorials are presented in text format and automatically disappear after being completed. However, the user has the option to "Review Tutorials," where, upon clicking, all tutorials will be made available again to be redone. Users can access and review these tutorials as many times as they wish, ensuring they can revisit the information whenever necessary.

Important Note: tutorials do not work on devices with screens smaller than 900 pixels, meaning it is not possible to view any tutorial on a mobile phone.

3.4   Language

Next to the user's name, there is a Language option, where the user can choose from the 9 languages available on the platform, according to their preference. The languages offered are: Portuguese, English, Spanish, French, German, Polish, Greek, Russian and Mandarin.

3.5   Version

In the side navigation bar, there is the "Click to Update" option, which allows you to clear data saved in the browser, such as cookies and cache. This feature can be useful for troubleshooting technical issues on the platform, allowing for a quick reset of locally stored data.

4. COOKBOOK

The Cookbook is a space dedicated to individual recipes, without groupings, which can serve both as inspiration and as a useful reference for finding the ideal preparation parameters for different types of food in various types of ovens.
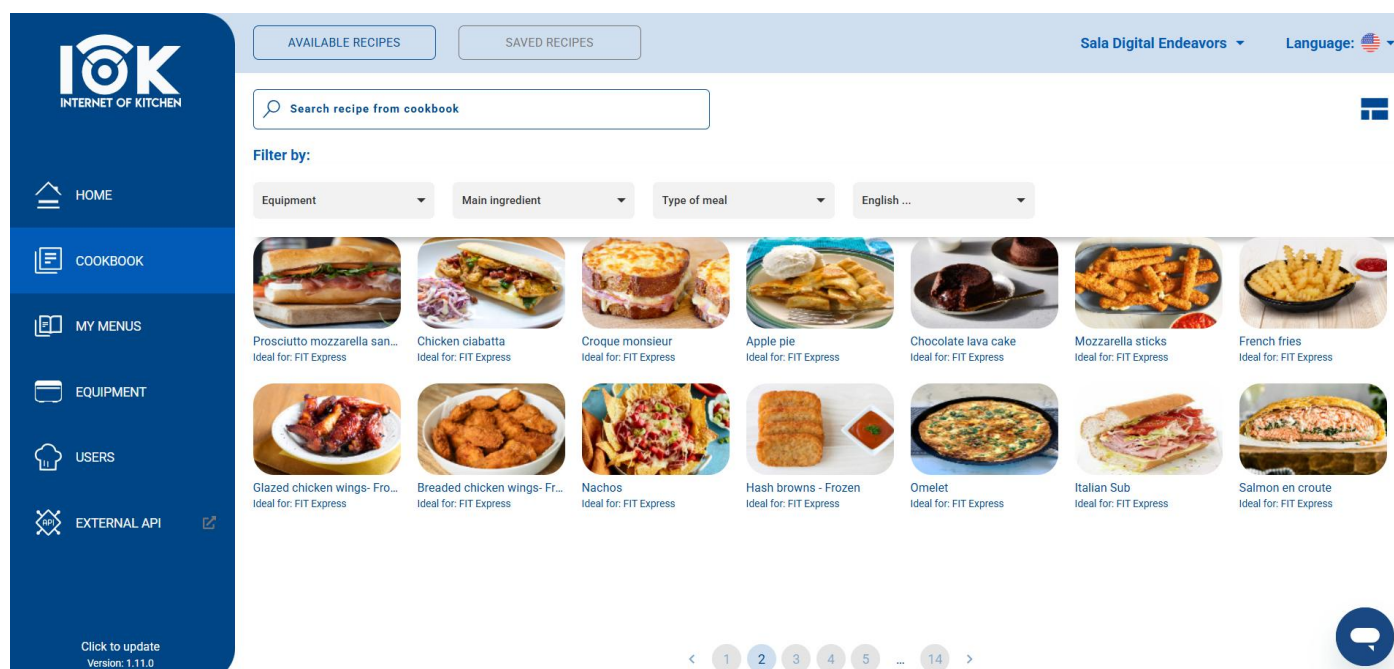

Figure 3 - Cookbook

4.1 Available recipes

In the Available Recipes tab, the user will find recipes developed and tested by Prática's chefs. These professionals conduct extensive testing, adjusting various parameters for each type of food until they find the ideal settings for each oven model. Currently, the Cookbook offers more than 400 recipes, covering a wide range of equipment models, dish types and languages. Each recipe includes detailed operational instructions, a list of ingredients, and information such as weight, origin, entry temperature and preheating.

The user can search for specific recipes using the search bar or apply filters by equipment model, main ingredient, dish type and language, ensuring effective results. Once a recipe of interest is found, the user can save it to their personal Cookbook in the Saved Recipes tab or add it directly to an existing menu, facilitating its deployment to the equipment for immediate use.

4.2 Saved recipes

The Saved Recipes tab functions as a personal Cookbook, where the user can create and store individual recipes without the need to link them to menus or groups. Each user can customize this area according to their needs, whether to organize recipes under testing, separate validated recipes or save frequently used ones. The organization possibilities are varied.

The same filters from the Available Recipes tab are also available here, allowing for easy search and recipe management. Additionally, it is possible to quickly send these recipes to previously created menus and groups.

5. MY MENUS

The My Menus tab gathers all the recipe collections created by users registered to the company's account. In this section, the user can create, import and export menus directly to equipment connected via the internet, making it easier to manage and distribute recipes.

Figure 4 - Menus

5.1   All

In the All tab, the menus of all users registered to the account are displayed. It is possible to locate a specific menu using the search bar by entering the menu name or the name of the responsible user. Additionally, there is the option to filter alphabetically by either the menu name or the user's name using the filter icon in the table. At the end of each menu row, the user can export it to the equipment, export its information in Excel and PDF formats, edit its settings or move it to the trash.

5.1.1 Create menu

To create new menus, you need to click on the Create Menu button and fill in the requested information. Each menu must contain a name, language, and compatibility information. Depending on the selected model, additional mandatory settings may appear. Currently, the

platform supports the creation of menus for connected Speed Ovens, as well as for combi ovens and baking ovens with USB input.

5.1.2 Import menu

Another way to add a menu to the platform is through importation. To do this, simply click on "Import Menu" and enter a name that makes it easy to identify the menu on the platform. Next, you need to select the equipment model and version, which are essential steps to ensure that the file is in a compatible format.

If you have any questions about the model or version of the equipment, you can click the link available in the title of the modal to access a detailed explanation. After that, you need to select the menu file, which should be saved on your computer or a USB drive. When hovering over the text "Select file to send," a message will appear explaining the expected format and file name according to the selected model.

Typically, the menu file is exported from the equipment to a USB drive and later imported into the platform, serving as a backup copy of the menu already configured in the oven. This process allows information to be updated and synchronized between the equipment and the platform in a practical and efficient way.

5.1.3 Export menu

The Export Menu feature is crucial to ensure that the equipment is updated with the created menu. For Speed Ovens and TSi models, it is possible to send menus via both Wi-Fi and USB drive. Other models, however, use only the USB drive for this task.

When selecting the Export Menu via Wi-Fi option, a list of all connected and compatible equipment, as well as equipment groups configured in the account, will be displayed. The user can choose to send the menu to one or more pieces of equipment, or to one or more groups of equipment. In this case, all equipment in the group, as long as they are compatible with the menu, will receive the update.

When sending the menu via Wi-Fi, someone must accept the download directly on the equipment's screen. The platform displays a notification on the oven, and the responsible person can either accept or decline the menu. Alternatively, there is the Forced Update option, which

ensures that the menu is automatically downloaded the next time the equipment is turned on, without the need for operator confirmation.

For equipment that does not have connectivity or in locations where the internet is unavailable, the menu can be saved to a USB drive and manually imported into the oven.

5.1.4 Export data

The next option, at the end of each menu row, is Export Data. By clicking on this option, Excel and PDF files are automatically downloaded, containing all the menu information such as name, groups, recipes and steps. The PDF file resembles a screenshot of the recipe screen, with the group names displayed on the side. These documents are useful for facilitating the viewing of recipe parameters in environments without internet access or a computer.

5.1.5 Groups

When clicking on a menu for TSi and Speed Ovens, the group screen will open, where the recipes for these models are organized and divided. On this screen, several actions can be performed: exporting the menu to the equipment, editing the menu, creating new groups, editing existing groups, reordering them as necessary, copy them to other menus and delete them.

To create a group, it is necessary to provide a name, an image, and, in the case of Speed Ovens with two preheating options activated, choose between preheating 1 or 2.

The group reordering function uses a drag-and-drop system, allowing the sequence to be adjusted according to the needs of each menu. A number below the edit icon (represented by a pencil) indicates the position of the group on the equipment, facilitating visual organization on the device.

5.1.6 Recipes

In the Speed Ovens and TSi that have groups, when accessing a group, the recipes will be displayed. On this page, it is possible to create new recipes, save recipes from the Cookbook, reorder, copy, move, and delete recipes, as well as edit or delete the group. There is also the option to search for recipes using the search bar and filter by main ingredient.

For models that do not use groups, such as C-MAX and baking equipment, when clicking on the menu, the recipes are presented directly in a list. In this view, it is possible to expand the screen to access options such as reorder, export, move, and delete recipes, in addition to the button to create new recipes, available in both screen formats.

To create a recipe, it is mandatory to enter the name and image (if available). All other data are optional.

When clicking on a recipe, whether in the list or with an image, all its information and steps are displayed. Among the available details are the name, weight, origin, entry temperature, ingredients, operational instructions, and the specific steps for each equipment model.

Below the steps, there is a condensed summary and a button to download a .png image of this summary. Additionally, it is possible to save the recipe in the user's personal Cookbook and export the recipe data in PDF format, similar to a screenshot with all detailed information.

5.2 My menus

The My Menus tab offers the same functionalities as the All tab, but only displays the menus created by the currently logged-in user. This makes it easier to locate specific menus, providing a more personalized and efficient experience.

5.3 Trash

The Trash tab stores all the menus that have been deleted from the other tabs. Menus remain in the trash for a period of 30 days from the date of deletion. After this period, they will be permanently removed. In the Trash, you can choose to permanently delete or restore the menus to the All and My Menus tabs, using the options available at the end of each item's row.

6. EQUIPMENT

The Equipment page displays all the equipment connected to the company's account. Administrator users have full access and can view all the equipment, while other types of users can only see the equipment associated with the groups to which they have access permissions (these permissions are granted by the administrator in the Users tab).

Additionally, this page is also where equipment groups and locations are created and edited.

Figure 5 - Equipment

6.1 Equipment

In this tab, there is a table listing all equipment connected to the account. Some equipment data is displayed directly in the table for easier visualization, such as status (online/offline), equipment name, the user who registered it, model, serial number, software version, equipment group, location, peak preparation time for recipes, cleaning alerts, software status, and menu status. For the last two, the options are:

- Pending: the update was sent but needs to be accepted on the equipment.
- Accepted: the update was successfully accepted and installed on the equipment.
- Rejected: the update was rejected by the user on the equipment, and no installation was performed.

At the end of each row, the user finds options to edit the equipment, update its software version, request technical support, or unlink it from the platform. Additionally, there is a map icon that displays the location of each equipment, provided this information was previously registered. When opening the Edit Equipment modal, in addition to modifying the oven's name, group, and location, it is also possible to enable remote access to the equipment for Prática Brasil or an authorized distributor anywhere in the world. By activating this option, technicians and chefs from Prática or the distributor will be able to send menus and software updates directly to the equipment via the internet, without requiring any manual intervention from the client.

At the bottom of the page, the latest software versions available on the platform are listed, organized by equipment model with connectivity.

6.1.1 Add equipment

To add equipment to the platform, simply click on Add Equipment, enter the PIN displayed on the equipment's screen, assign a name to the equipment and select a group it will belong to (with the option to create a new group during registration). Optionally, it is possible to associate the equipment with a location, provided it has been previously registered in the Location tab. If necessary, any of this information can be edited at any time.

Once the equipment is linked to the platform, it will automatically appear in the equipment list and will be available to receive software updates, menu uploads, and data reading.

6.1.2 Update equipment

By clicking the Update Equipment button, the user must choose between sending the update over the internet or saving the update file to a USB drive.

If opting for an internet update, the available equipment models for the update will be displayed. The user must select the models for which they want to send the update, and all connected equipment of that model on the platform will receive the new software version.

If choosing to save the file to a USB drive, the user must select the file corresponding to the equipment model. The downloaded file should be transferred to the USB drive and later imported into the equipment. It is important to remember that the file should not be unzipped.

6.1.3 Request Technical support

At the end of each equipment row, there is the Support option, which allows the user to request technical support for the selected equipment by reporting an issue that occurred. After the user describes the problem and submits the request, an email is automatically sent to the Technical Support department, which will initiate the support process.

6.1.4 View usage data

By clicking on the row of a compatible piece of equipment, a detailed screen will be displayed, containing various information sent from the oven to the platform. This screen is designed to assist in decision-making, peak time analysis, problem prevention, and relevant data export.

At the top of the screen, the user can view general information about the equipment, including its location on the map, as well as buttons to request technical support, update the equipment, and export data (generating an Excel spreadsheet with the oven data).

Screen sections:
1. Menu Information:
    o Displays a table with the list of executed recipes.
    o A chart shows the top 3 most executed recipes.
    o There is a section dedicated to peak times, with data on the time of highest usage during the day and week, as well as a chart with the daily history of recipe executions.
2. Cleaning Information:
    o Presents data on all cleanings performed on the equipment.
    o Displays the total time without cleaning and the number of incomplete cleanings.
3. Event History:
    o Includes a table with all events recorded by the equipment, such as: turned on, turned off, connected or disconnected from the platform, door opened or closed, cleaning canceled, menu received or rejected by the platform, air filter or catalytic filter cleaning (completed or rejected).
    o There are also fields showing hours of operation, number of executed recipes, and the number of door openings.
    o Magnetron lifespan, considering the accumulated usage hours starting from version F1.1.0.

6.2   Groups

The Equipment Groups tab displays all the groups created within the account. To add a new group, simply click on Register Group and enter the desired name. Equipment can be linked to groups according to the company's needs. Similarly, users must receive permissions to view and access the groups to which their equipment belongs. In this way, each group is created, linked to equipment, and associated with the users who use that equipment.

At the end of each row, there are options to edit the group name or delete it.

6.3   Location

The Location tab allows the user to optionally create specific locations for their spaces or stores. To add a new location, simply click on Add Location and fill in the required information. After registration, the location will be displayed in the list and on the map, facilitating visualization.

Equipment can be linked to a location at the time of registration or later by editing its information.

At the end of each row, there are options to edit or delete the location.

7. USERS

The last section of the platform is Users, designed to facilitate the control and organization of multiple users operating under the same account. The platform offers various standard user types, each with specific permissions, but also allows the creation of new customized profiles. "Administrator" users have full access to the Users tab and all its functionalities. Other user profiles may or may not have access to this tab, depending on the defined permissions. There is no limit to the number of administrators users in the account.

In the table listing all users, clicking on a row allows you to view detailed information about the selected user. At the end of each row, there is a button with options to edit or delete the user. The name, email, and phone number are fields that only the user themselves can edit, while the administrator can modify the user type and the equipment groups to which the user has access. If a user is deleted, they will lose access to the IOK platform.
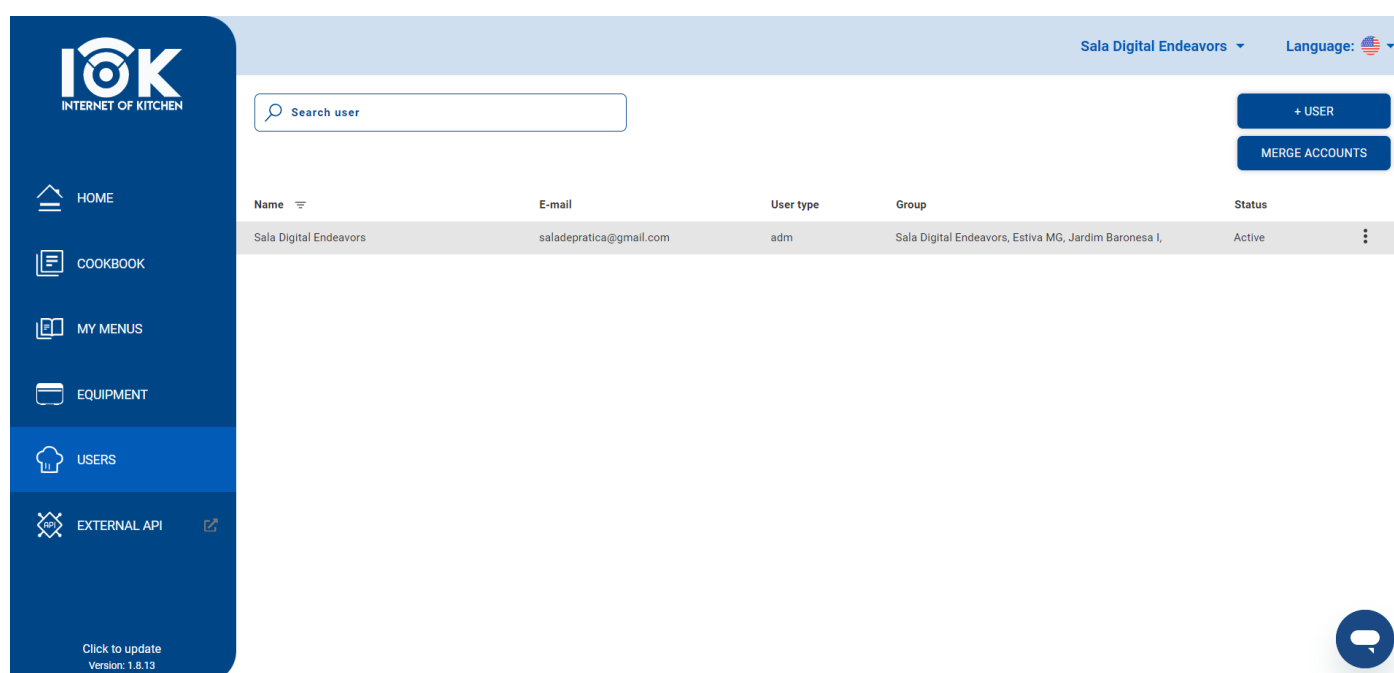

Figure 6 - Users

7.1   Add new user

To add a new user to the company account, simply click on +User and select the option Add New User. Then, it will be necessary to fill in all the required information: name, email, phone number, user type, and equipment group.

In the user type list, both standard profiles and those created by the account administrator will be available. In the equipment group list, all

groups configured in the account will appear, and the administrator must define which groups the new user will have access to. The user will only be able to view the connected equipment belonging to the groups assigned to them.

After entering and confirming all the information, the new user will receive an email to accept the invitation, activate their account, and create their access password.

7.2   Create user type

To create a new user type with customized permissions, click on +User and select the option Create New User Type. The process is simple: just assign a name to the new user type (such as "Manager", "Cook" or "Chef") and define the specific access permissions for that profile. This way, all users assigned to this type will have access only to the pages and functionalities of the platform selected by the account administrators, ensuring appropriate and segmented access control.

7.3   Merge accounts

As previously mentioned, the account on the platform is joint, representing the organization as a whole, not individual users. To address situations where two or more people from the same company create separate accounts, the Merge Accounts feature was implemented.

To consolidate the accounts, the administrator of the official account needs to click on Merge Accounts and provide the ID of the company account to be deactivated. All data, such as menus, recipes, equipment and users from the deactivated account, will be transferred to the company's primary account. This way, the organization keeps all data centralized in a single official account.