

Bump-it Kitchen Display Platform — Quick Start & Guide Index

Setup & Integration Documentation

Source: *Bump-it New UI Setup Guide* recording, 28 July 2026 (23 min 51 sec). App version shown: **v5.3.5-b**. Every step and screenshot in this documentation set is taken directly from that walkthrough.

Quick Start — the fast path

Nothing will appear on your bump screen until all five steps are complete.

☐ 1. Create your account

Create an account → fill in the form → choose your point of sale under **Select API** → check the **time zone** → tick **I agree to the terms** → **Register**.

Already have an account? Use **Already have an account ?** or log in from the login screen.

☐ 2. Link your point of sale

Sites → **+ Link New Account** → **Select POS Integration** → follow the steps → **let the sync complete** → **Logout** → back in the app the screen greys out, so press the **Refresh** button in the middle.

Your company name appears as the top banner with each site listed below it.

☐ 3. Set your subscription

Sites → **Settings** on the site row → **Bump Screen Subscription Plan** → **Edit Plan** → **Edit Plan** again on the Gateway → choose how many subscriptions you require → **Save** → **Logout**.

Each subscription = **one bump screen + one pass screen**.

☐ 4. Add your devices — *on each device itself*

On the iPad or Android you will actually use in venue: **Sites** → **Device** → **Add Current Device** → enter a **Device name** for its location → set **Device Type** to **Bump** or **Pass** → tick permissions → **Save**.

⚠ **This cannot be done remotely from a computer.** If you try, you will add your own computer as the device. You *can* set up iPads and Androids away from the venue, as long as it is done on the device itself.

Recommended permissions: Can Bump · Can Hold · Can Combine · Can Undo

☐ 5. Create your filters

Sites → **Settings** → **Filters** → **Add Filter** → name it → set dockets and font sizes on the **Screen** tab → set the **Alerts** → tick your products on the **Products** tab → **Save**.

The Products tab is the most important step. If a product is ordered and does not show on the screen, it is almost always because it is not ticked here.

Then: Sites → Go to bump screen

Recommended settings at a glance

Setting	Recommendation
Dockets on a standard iPad	6 to 8
Dockets on a 20"/22" Android	12 to 16
Coffee alerts	2 min first / 4 min second
Kitchen alerts	8 min first / 15 min second
Device permissions	Can Bump · Can Hold · Can Combine · Can Undo
Registers tab	Leave blank — all POS terminals then send to this filter
Order Types tab	Do not tick anything — all orders then display
Auto-add new products	Only enable where the entire category is selected

The guides

#	Guide	Covers	Recording
1	Account Creation & POS Integration	Create account, Dashboard, Sites, Link New Account, POS sync, subscription plan	00:00 – 02:40
2	Adding & Configuring Devices	Add Current Device, Bump vs Pass, all six device permissions	02:41 – 07:03
3	Creating & Configuring Filters	Screen, Alerts, Display-It, Mobile Orders, Products, Registers, Order Types	07:04 – 13:47
4	Using the Bump Screen	Docket anatomy, bumping, quick action bar, statistics, undo, combine, hold, themes	13:48 – 23:42

Guides 1–3 are for the account owner or manager setting the venue up. **Guide 4** is the one to give your kitchen and floor staff.

Where things live in the app

To do this	Go here
See setup progress	Dashboard
Everything to do with a venue	Sites
Connect a point of sale	Sites → + Link New Account
Re-sync products from the POS	Sites → Sync POS
Add or edit a device	Sites → Device
Subscription and card details	Sites → Settings → Bump Screen Subscription Plan
Create or edit a filter	Sites → Settings → Filters → Add Filter
Open the bump screen	Sites → Go to bump screen
Order history and unbumping	Bump screen → MENU → Order History
Change the theme	Bump screen → DISPLAY THEME (bottom of left sidebar)

Key concepts

The point of sale is the single source of truth. All dockets come from your POS via its API. Dockets cannot be manually created or edited on the bump screen.

Filters decide what you see. A filter is a saved set of rules — which products, which alert times, which order types, which POS terminals — applied to a screen. Most Screen-tab settings have separate **Bump** and **Pass** values.

Each subscription includes one bump screen and one pass screen. So one subscription lets you create one bump screen and one pass screen. Your plan displays as "1 x Bump / Pass", "3 x Bump / Pass" and so on. Set the subscription count *before* adding devices.

Bump vs Pass. Functionally identical. When you bump on a **Bump** screen, the items tick off on the **Pass** screen — the digital version of a paper docket at the pass.

Internet is required. In offline mode, dockets already on screen stay there, but no new orders display until connectivity returns.

Most common support issue

"A product was ordered but it never showed up on the bump screen."

In almost every case the product is **not ticked on the Products tab** of that filter. **Sites → Settings → Filters → edit the filter → Products → tick the product or its category → Save.**

Support

- In-app support tickets
- Email support
- Zoom sessions for setup and training

Bump-it does not offer phone support.

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