

Basic Troubleshooting

- Rejected Order
 - Busy with a large order, out of a topping or item, equipment issues
- Missed Order
 - Ensure volume is all the way up, app is open, and iPad is accessible
 - If screen is frozen (common), put the iPad to sleep and wake it back up
 - Put iPad to sleep by pressing the button located under the mount, inside/behind the cutout
 - If the cutout hasn't been removed, the iPad will have to be removed from the mount
 - Default passcode is 654321
 - Advise to restart iPad daily when oven is being turned on
- Order not Placed (usually a connectivity issue)
 - If the internet is down, wait until it comes back up.
 - Do not change wifi networks or printer will stop working
 - Many VCPs will make a facebook post announcing internet being down
 - Ensure all devices are plugged in and powered on and functioning
 - iPad with green light, Printer with solid blue/green light, Router with solid blue lights
 - Restarting iPad, power cycling (turn off for 10 seconds and turn back on) printer, power cycling (unplug router for 10 seconds and plug back in) router will resolve most issues
 - Forgot Passcode (can't login to iPad after restart)
 - Default passcode is 654321 and located in DCE guide
 - iPad Unavailable (wrong passcode attempted so many consecutive times, and so often, that Apple thinks the iPad is stolen)
 - Reach out to DCE Team.
 - They can download and login to the app on a different smart device as a temporary measure to continue to receive/print orders while we resolve this issue

