

# **Basic Missed Order - Troubleshooting Guide**

## **Default iPad Passcode:**

654321

## **Forgot Login Credentials for Restaurant App?**

- Check the provided DCE guide.
- Check the Notes app.
- If you are unable to find the DCE guide or login information is not listed in the Notes app, please reach out to a member of the DCE team via submitting a ticket:

[www.pizzawholesaleoflexington.com/dce\\_contact](http://www.pizzawholesaleoflexington.com/dce_contact)

- Or leave a voicemail at: +1 (800) 533-7132

## **iPad Unavailable Message?**

- This message appears when the user has typed the incorrect password too many times.
- The DCE team will have to replace the iPad.

## **Frozen iPad Screen?**

If the screen is frozen, there are two methods to fix this issue:

### **Method 1:**

1. Put the iPad to sleep and wake it back up.
2. Put the iPad to sleep by pressing and holding the button located on the bottom of the mount, inside the circle cutout.
3. If the cutout hasn't been removed, the iPad will have to be removed from the mount.
4. Default passcode: 654321

### Method 2:

1. Remove the iPad from the mount by unscrewing the 8 screws on the back flat plastic side of the mount.
  2. Once all screws are removed, separate the two flat pieces of the mount that hold the tablet and remove the iPad.
  3. Press the volume up button (1), volume down button (2), then press and hold the sleep button (3) until you see the Apple logo appear.
  4. Default passcode: 654321
- It is advised to restart the iPad daily when the oven is being turned on.



### Failed to Open Port Message When Printing a Receipt?

1. Exit the Restaurant app.

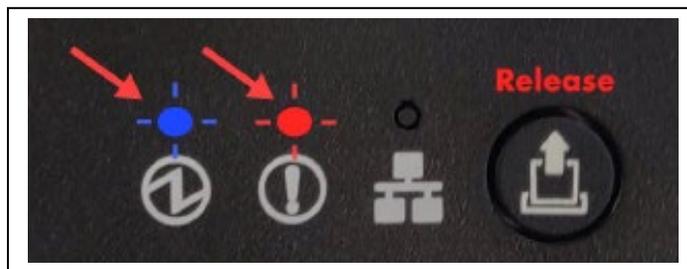
2. Open the Settings app (gear icon).
3. Ensure you are connected to the correct Wi-Fi network (typically store name with 'HBP' in the name).
  - The network should have a blue checkmark next to its name indicating connection.
4. Open the Restaurant app, print a test order, and ensure it prints correctly.

### **How to Reset Old Printers (TSP100IIILAN)**

1. Confirm the power cord and Ethernet cable are plugged into the back of the printer.
2. Ensure the printer is turned OFF.
3. Turn the printer upside down.
4. Use a Phillips screwdriver to unscrew the small panel.
5. Remove the panel. Dipswitches labeled 1 through 4 will be in the “ON” position.
6. Push DIP SWITCH #4 to the “OFF” position.
7. Turn the printer upright. Do not screw the panel back in yet!
8. Turn the printer ON and wait 10-12 seconds.
  - The printer will make a clicking sound within those seconds.
9. After the clicking sound, turn the printer OFF and flip it upside down.
10. Push DIP SWITCH #4 back to the “ON” position.
11. Ensure Dipswitches 1 through 4 are all set to “ON.”
12. Perform a self-test order to confirm the printer is working.
13. Screw the panel back on after a successful test.

### How to Reset New Printers (TSP100LAN)

1. Ensure the Ethernet cable is plugged into the back of the printer.
2. Turn off the printer and turn it back on.
3. Open the paper hatch.
4. Press and hold the Feed button while the hatch is still open.
5. Hold the Feed button until the Ready light starts blinking blue (light above the 'Z' shaped button).
6. Release the Feed button.
7. Press and hold the Feed button again until the Ready and Error (light above '!') lights begin to flash in sync.



8. Release the Feed button after both lights blink at the same time.
9. Close the paper hatch (ensure some paper is fed out before closing).
10. The Ready light should be blue.
11. The printer is now reset and in DHCP mode. It will print a confirmation.
  - **After resetting, remove the printer (if still saved) and add it back into the order-taking app.**