

# **IN STORE POS TROUBLESHOOTING GUIDE**

**If Your Store Has Issues With Credit Cards, Internet, Registers Or Kitchen Video Please Check And Read Very Carefully The Section That You Having Trouble With On This Guide Before Calling IT. To Reestablish Connections ALL Modems/Switches/Routers NEED to Be turned off for 20 slow seconds and tested after 2 minutes.**

- **A: Back Office PC (CPU).**
  1. DSL Cable Connects To X0 On Sonicwall.
  2. POS Cable Connects To Wall Jack Or Switch That Is Routed To Terminals.
  3. Monitor, Mouse, Keyboard, Fax Line, Printer, Power Var, Speakers.
- **B: Internet Modem (DSL).**
  1. Connects To X1 On Sonicwall.
  2. Receives DSL Line From Wall Jack.
- **C: Sonicwall (Firewall Modem)**
  1. X0 = To CPU.
  2. X1 = To Internet Modem.
  3. X2 = To Credit Card 1.
  4. X3 = To Credit Card 2.
  5. X4 = To Camera DVR.
- **D: Switch/Router (POS Connection)/Frontline/Instore**
  1. Receives Network From CPU.
  2. Routes Network To Terminals.
  3. Routes Network To Epic (KDS), Switch/Router.
- **E: Register/Terminal.**
  1. Receives and Routes Data From CPU And KDS.
  2. Printer, Power Var, Cash Drawer.
- **F: Credit Card Terminal.**
  1. Receives And Routes Data To Sonicwall.
  2. Use Phone Line If Internet Down.
- **G: Epic Video Controller (KDS).**
  1. Displays Orders From Terminals.
  2. Monitor, Bump Bar.
- **H: Camera DVR**
  1. Connects To x4 On Sonicwall.
  2. Receives Data From Cameras.

**(NOTE: Make sure to NOT leave any of the cables mentioned above unplugged or switched around, Thank You).**

# TROUBLESHOOTING FOR FD100ti Credit Card Machine

## 1. If Credit Cards won't go thru. . .

a. Check to see if internet works.

b. If internet works then do the following:

- Reset Credit Card terminal by unplugging the black power cord and plugging back in.

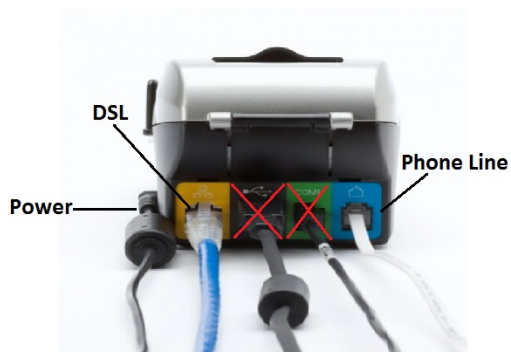
c. If that doesn't work then do the following:

- Reset the modem and the fire wall in the back office by unplugging the black power cord and plugging it back in.
- Wait 5 min then check back office computer and verify internet connection has returned, if yes restart CC terminals without the black power cable for 30 sec.

2. If CC still do not work , remove the DSL and Power cable for 30 sec and only return the "POWER" cable to run process thru phone line until internet is restored.

3. Call Dispatch to get fixed. This is a priority 1 issue, so make sure it gets fixed **QUICKLY!** If not please escalate issue to RVP, Brent, Carl, Jason.

Below are the pictures of the Firewall and Modem that you will be resetting.



This is where the phone line will plug into.



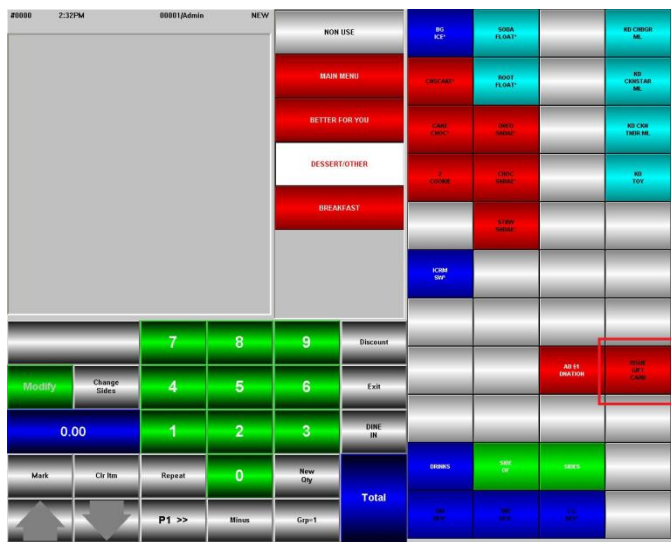
This is the Firewall



This is the Modem

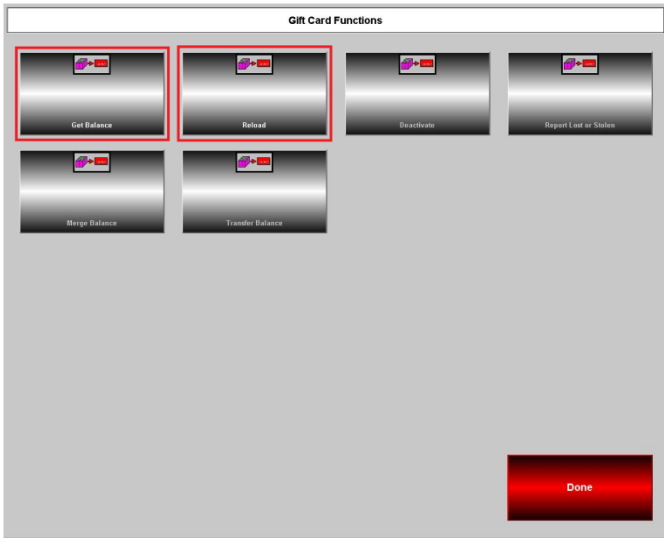
# How to Process Gift Cards on POS

To **ISSUE** a Gift Card click the “Issue Gift Card” button next to the \$ Donation button in the DESSERT/OTHER Sub Menu, enter new GC number and dollar amount to be issued.

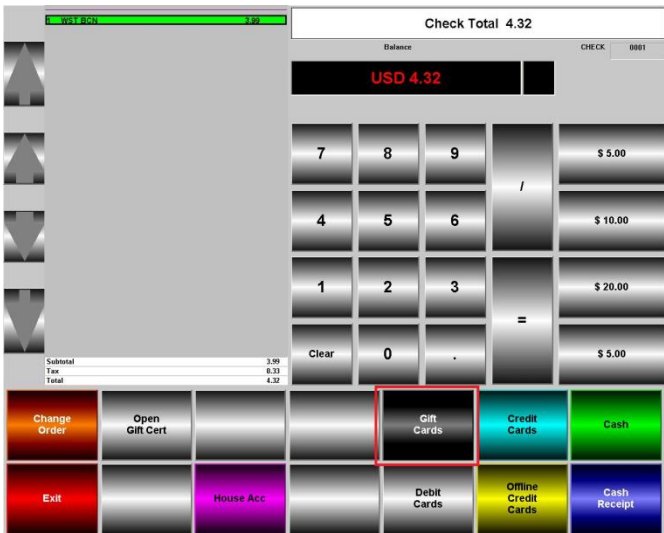


To **BALANCE & RELOAD** click on the “Gift Car Functions” in the gadget bar and you will see the options to balance or reload pre issued GC.





To **REDEEM Gift Card** click on Gift Card option in the “Pay Screen” and swipe card or GC number to redeem.



# **TOP 10 Store Fixes**

## **1. Internet down/Credit Cards slow:**

- See POS troubleshooting guide & follow steps to fix, if internet does not return after all steps followed correctly call IT Support for help: 1-866-241-9882

## **2. LANA Settings Error ON Back Office PC:**

- Remove X0 cable from SonicWall and click "OK" on LANA Settings error, wait until system reboots and log in. Once error has cleared, return X0 cable and restart registers.

## **3. Main Phone Line down:**

- Make sure phone is correctly plugged into the right phone jack & cable in good repair.
- If phone line does not have dial tone & you get a busy tone when calling in, call IT Support and report issue to dispatch service asap.

## **4. QSR KDS Video Monitors not showing orders:**

- Make sure "Epic" controller has green power light not blinking.
- Check/follow data cable to switch/hub & make sure no loose cables and all in good repair.
- Check video & bump bar cables are tight on both ends, remove power 30 sec from Epic.

## **5. Drive Thru Loop stuck/on or off:**

- Make sure no cars in DT lane, then remove power from headset base station "Panasonic/3M" 30 sec, then remove power from loop detector "Green/Black" box 30 sec and reset box after.

## **6. No Network Path found on Registers:**

- Shut down registers and check LAN cable is connected firmly, then follow cable to wall jack/switch/hub and make sure no cables loose/unplugged and equipment has power.
- Same steps apply to back office PC which must be powered on & logged in as "PRIMARY" not "TERMINAL".

## **7. Close Cash Drawer Error on Registers:**

- Check "CD1" port under register not loose/unplugged and follow cable inside cash drawer to secure that end also.
- Make sure cable is in good repair, not broken or ripped.

## **8. Printers not working:**

- Check "Com1/2" serial cable is connected under register and printer.
- Make sure printer has paper and remove power 30 sec to reset.

## **9. Auto Recall not enabled on DT Cash:**

- If DT cash does not receive orders automatically go to "Manager Functions" select "Auto Recall" then disable all registers and only enable DT cash.

## **10. Touch Screen not calibrated:**

- If touch screen is not responding directly on buttons restart register and wait until "Regid" screen to appear to click down on red "Touch to Change" button, enter GM user and pass, then click calibrate, select "2pt" and repeat steps 4-6 times or until you feel touch is exact.