Basic Troubleshooting

Problem: Lost Connection
Reason: No WIFI Connection, Server is down (try to login on the back office if not accessible sever is down)

Problem: Printer is not working
Reasons:
Different IP address from the back office and the printer
Printer is not connected in any network (check at Epson Utility TM)
Terminal is connected to a different printer at the back office
If the printer is connected through Ethernet make sure that the data port connected is powered. if NOT call the IT

Problem: Menu Item not showing on the IPAD
Reasons:
Menu is on a different screen group or does not have any screen group
Database Sync Error (Refer to the POS Manual- Force Sync)
Force Close the app and check again,

Problem: Ticket not printing
RS: Check if the printer is connected to the network
or check if the print group is set up correct on the back office under the menu items

Problem: Ticket printed delayed
RS: The printer was not connected to the network and once it connected it printed the items that was sent.

Problem: DSR is not balanced
RS: Go to Check viewer for the period of report
Check for any variances
Investigate why it has a variance
Make sure to let the client know so they can make the adjustment on their card processors

Problem: DSR not balanced, no variances
RS: Send an email to support@aireus.com might be something on the backend
Problem: Adjusting Tip
RS: Go to admin mode adjust payment item and add tip, make sure change the whole amount too. Notify the client and make sure that they match it to their card processor

Card processor cannot read card
Kill the Aireus app, Unplug the power source for the card processor then try it again. When it works make sure to plug the power source again
It should have blue and green light

Internet is down
When the internet is down you could still use the app through offline

It would still print and do basic stuff as long as it is connected to the wifi

How to setup Printers
Assemble printers (cords and device)
The printer will print its IP Address once it is plugged
Download Epson Net Config
Run the Application
Wait for the printers to show
Find the printer that has to be configured
Double Click> Click Basic under TCP/IP> Manual
Change the necessary settings (IP, Subnet, Default) **(Static IP)**
After transmitting the data go to the back office
Devices>Printers>Change the IP Address>Save
Test

Gift card is not working on swiping
if they are using infinite peripherals that is plugged in to the IPAD it is more likely that it needs a firmware update
they have to download
IPCSupport (infinite peripheral on the app store)
Connect the device (swipe the card to see if it can capture the gift card)
Go to firmware (bottom left) then auto update to the latest version
When update is done, relaunch the app and try to redeem the gift card

REPAIRING A BLUETOOTH ICMP READER

Use the instructions below to pair the ICP Bluetooth Credit Card reader to your iPad.

If the ICMP Reader has been previously paired with your iPad, you'll want to ensure that you unpair the reader before pairing again. If this is a new device, skip steps 2-5

1. On your iPad, go to settings, and then tap Bluetooth. Ensure that Bluetooth is turned on for your device (the button will be green)

2. Tap the blue i to take you to the settings for this bluetooth device

3. Select Forget this device, OK

4. You will now find yourself on the bluetooth screen without that device paired
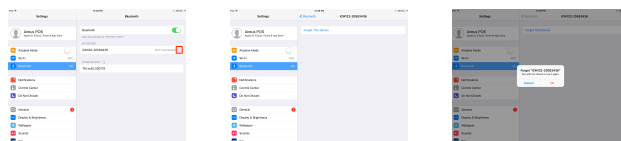
5. On your ICMP reader, tap the F key 4 times to get to the bluetooth pairing required screen.

6. Select IOS using the F1 key on the ICMP reader.

7. Choose your iPad using the F2 and F3 keys to scroll, and the Green button to select.

8. The ICMP reader will now show a name and PIN number. You have one minute to enter this pin on your iPad and select pair.

9. You are now paired! You'll see the device name listed under your bluetooth devices as connected