Basic Troubleshooting Guide

Forgot Login Credentials for the Order Receiving App?

- Check the Notes App
- If your credentials are not listed in the Notes app, please reach out to a member of the *gitt it!* team via submitting a ticket:
  - https://www.gittit.com/
  - Or leave a voicemail at: +1 (844) 837-2684

iPad Unavailable Message?

- This message appears when the user has typed the incorrect password too many times
- The *gitt it!* team will have to replace the iPad

Frozen iPad Screen?

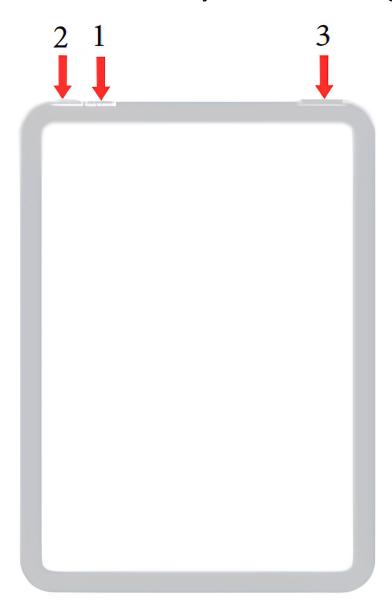If the screen is frozen, there are two methods to fix this issue:

Method 1:

- Put the iPad to sleep and wake it back up
- Put the iPad to sleep by pressing and holding the button located on the top of the iPad until the screen goes black and the Apple symbol shows up
- Default passcode: 654321

Method 2:

- Remove the iPad from the mount.
- 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.
- Default passcode: 654321

- It is advised to restart the iPad daily when the oven is being turned on.

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Receipts Not Printing?

- Ensure the iPad is connected to the correct Wi-Fi network
  - If the iPad is not connected to the Wi-Fi network of the router the printer is connected to, the iPad and printer cannot communicate.
- Is the printer set to "default" in the Order Receiving App's settings?
  - Click the settings button on the bottom right of the screen
  - Navigate to "Auto-print orders"
  - Select Add Printer(s) at the bottom

- o Ensure "Is Default" displays as True
  - ▪ If it does not, select the pencil icon under the actions section, check the Default Printer box, and save changes.
- If receipts are still not printing after following those steps, please submit a ticket at *www.gittit.com/resources* and a member of our team will reach out as soon as possible to assist.

How to Reset Star Micronics Thermal Printers:

- Ensure the Ethernet cable is plugged into the back of the printer
- Turn off the printer and turn it back on
- Open the paper hatch
- Press and hold the Feed button while the hatch is still open
- Hold the Feed button until the Ready light starts blinking blue (light above the 'Z' shaped button)
- Release the Feed button
- Press and hold the Feed button again until the Ready and Error (light above '!') lights begin to flash in sync
- Release the Feed button after both lights blink at the same time
- Close the paper hatch (ensure some paper is fed out before closing)
- The Ready light should be blue
- The printer is now reset and in DHCP mode. It will print a confirmation

This is a reminder that <u>all devices running our online ordering service must remain connected to the designated Wi-Fi network we have provided</u> for your location.

Our system is configured specifically to operate on this network and using any alternative or personal store Wi-Fi can cause technical issues, service disruptions, and order failures. This not only impacts performance but can also affect the customer experience and your store's reliability.

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To ensure uninterrupted service and proper system functionality, it is critical that the designated network is used at all times. Failure to remain on the correct network may result in support delays and continued issues that we will be unable to resolve without proper connectivity.

If you need help identifying or connecting to the correct network, please reach out immediately.

Thank you for your cooperation.