TROUBLESHOOTING GUIDE - FIRST STEPS TO TAKE

REVIEW THESE TROUBLESHOOTING GUIDES TO HELP YOU QUICKLY GET YOUR SYSTEM BACK UP AND RUNNING IF AN ISSUE WERE TO ARISE. WE ADVISE THAT YOU FOLLOW THE STEPS OUTLINED BELOW BEFORE CONTACTING REVEL SUPPORT. THIS WILL HELP SAVE YOU TIME AND EFFORT. IF YOU DO NEED TO CONTACT SUPPORT, YOU'LL HAVE ALREADY COMPLETED THE INITIAL RECOVERY STEPS AND OUR AGENT WILL BE ABLE TO GUIDE YOU THROUGH MORE ADVANCED TROUBLESHOOTING IF NEEDED.

IF THE ISSUE STILL PERSISTS AFTER COMPLETING THE TROUBLESHOOTING STEPS OUTLINED BELOW, PLEASE CONTACT REVEL'S SUPPORT TEAM VIA EMAIL AT SUPPORT@REVELSYSTEMS.COM OR BY PHONE AT **+1 (415) 744-1433** EXT **2.**

POS APP	
ISSUE	**TROUBLESHOOTING STEPS**

POS app becomes unresponsive or freezes	1. Reboot the station
	iPads with a Home button:
	   a. Press the home and power buttons together until the iPad turns off. Then hold the power button to turn it back on.
	iPads without a Home button:
	   b. Press and release the volume up key, Press and release the volume down key, Press and hold the Power button until the iPad turns off. Then hold the power button to turn it back on.
	2. Send the POS database to Support for tracking o issue
	   a. Enter a "911912" PIN code on the POS that this happened to, and
	   b. Email support@revelsystems.com, specifying what actions you were performing on the POS when the issue occurred, and to verify that the POS database was sent.
	
	If the issue persists:
	3. Disconnect the connector/cable that connects directly to the iPad
	4. Reboot the station by following the instructions above from 1 & 2
	5. Reconnect the adapter

POS SYNC	
ISSUE	**TROUBLESHOOTING STEPS**
"Please set main to communicate with server" warning message shown across the bottom of the POS screen	1. Confirm the Main station is operational 2. Confirm this iPad has the **data/power cable** connected, and that it is firmly seated. 3. Confirm the **Ethernet adapter dongle** is assembled, and that the iPad charger is connected to the socket. **If the issue persists:** 4. Disconnect the **data/power cable** from the iPad. 5. Wait 10 seconds before reconnecting the cable. 6. **Refresh** the main POS and any affected child stations. *If this message is shown on **all child stations**, start by troubleshooting the **main station first**, as* **you'll want the main station to be functional prior to the other stations**
"Station ID does not match backend settings" Message on the POS screen.	1. Select **'Update'** on the prompt that is displayed 2. Select **'Refresh'** at the upper right part of the PIN screen on all POS stations

BRIX HOLDINGS

Revel SYSTEMS

CHARGING MESSAGES	
ISSUE	**TROUBLESHOOTING STEPS**
Accessory requires too much power.	1. Disconnect the **data/power cable** from the iPad 2. Wait 10 seconds before reconnecting the cable. **If the issue persists:** 3. Navigate to the iPad **Settings app** 4. Select **Display & Brightness** 5. Reduce the brightness level to **50%** to check if battery level starts to increase
iPad is not charging or the ethernet option is missing - with all adapters properly connected	1. Unplug the cable from the power brick 2. Unplug the power brick from the outlet 3. Wait 10 seconds for any internal capacitors to release charge 4. Plug the power brick back into the outlet 5. Plug the cable back into the power brick

NETWORK CONNECTIVITY – MOBILE ORDER TAKERS (WI-FI)	
ISSUE	**TROUBLESHOOTING STEPS**
"Printer and card swipe will not work unless you connect to the correct Revel Wireless Network" warning message shown across the bottom of the POS screen	1. Navigate to the iPad **Settings app** 2. Select the ⓘ icon on Wi-Fi that is currently connected 3. If not the Revel network, then select **forget this network** 4. **Connect to the Revel** network 5. **Refresh** the main POS and any affected child stations.
"The POS station is no longer connected to the network. Please reconnect the iPad POS to the wired and/or wi-fi network."	1. Navigate to the iPad **Settings app** 2. Select **Wi-Fi** 3. Select the **Revel network** 4. Go back to the POS app and **Refresh**
"Could not contact server to update configuration."	1. Confirm the iPad is connected to the Revel network. 2. Close and reopen the POS app

HARDWARE

PRINTERS AND CASH DRAWERS	
ISSUE	**TROUBLESHOOTING STEPS**
Printer stops printing	1. Make sure the printer has **paper** 2. Make sure the **Green power LED** is lit - if not, check **power connections** to ensure they are properly connected. 3. Power the printer **off** and wait 10 seconds before powering the printer back on. If a **Red error LED is blinking**, notate the blinking pattern and contact Revel Support at support@revelsystems.com

Order printed on the wrong printer	1. Confirm the correct printer is powered
	on and can feed paper.
	2. Check to see if the "Auto Redirect" function is enabled for the printer:
	   a. On the station that the product was sent from, navigate to POS Settings
	   b. Select Printers
	   c. Find the desired printer in the list of printer
	   d. Confirm if the "Auto Redirect" function is enabled or not
	
	If the "Auto-Redirect" function is enabled for the correct printer, then the system is working as intended.

Some products not sent to the Kitchen Printer	1. Confirm the routing of the Product with Corporate or Revel Support
Cash Drawer won't open	1. Ensure the Cash Drawer is not locked by a key 2. Reseat the cable that connects between the printer and the cash drawer 3. Ensure that there is paper in the printer

KDS	
ISSUE	**TROUBLESHOOTING STEPS**
KDS app stays on the 'Begin Demo' screen	1. Ensure that the POS and the KDS screens' cables are properly seated in the 2. Open a **new order** on the POS and send it to the Kitchen. 3. Check if the KDS app displays it.
Order appears on the wrong KDS screen	Check the KDS to make sure that the Dining type (eat-in, to-go, online order) is not filtered in the KDS menu

TILLS – PHYSICAL & VIRTUAL	
ISSUE	**TROUBLESHOOTING STEPS**
Order processed on the wrong till	1. Refund the order 2. Take the payment on the **correct till** 3. Transfer ownership of the check to the correct person

Expected and Total cash do not match when closing till	1. Check if there were any cash payments collected **before** the till was set or **after** it was closed
	
	2. Check to see if a server used the fountain POS1 and kept the money instead of placing it in the till - confirm by checking payment summary report
	
	If there were any cash payments collected before the till was set or after it was closed:
	
	    a. Refund any the cash payments made before the till was set and take payment on the correct till
	OR
	    b. On the **management console**, make an **offline till adjustment**.