Troubleshooting

Quick checks for printers, the cash drawer, card readers, tills, kitchen screens and the internet, before you contact support.

For Everyone · **Takes** 5 minutes

Read it online
360navtech.com/pos/help/troubleshooting

Two rules first

Offline is not a fault. If the till says it's offline, it keeps taking orders and payments, printing and sending to the kitchen. Everything catches up when the internet comes back. Tell your manager and carry on.

A missing ticket doesn't mean a lost order. Failed print jobs wait and retry. Check the kitchen screen, fix the printer, and retry. Don't fire the order again, or the kitchen cooks it twice.

Printers

Nothing is printing. Work down the list:

CHECK	FIX
Is there paper?	Change the roll. Paper feeds from underneath, towards you.
Is the lid fully shut?	Press until it clicks. This is the most common cause.
Is it on? Any lights?	Check the plug and switch.
Red or flashing light?	Usually paper or lid. Clear it and reset.
Is anything else printing?	If nothing prints anywhere, it's the network, not the printer.
Test print from the till settings	If the test works, the item's print routing is wrong, not the printer.

Still nothing? Turn the printer off for ten seconds and on again. If it came back with a different network address, printing fails until it's updated; ask whoever set up your network for a fixed address.

Prints blank: the roll is upside down. **Prints garbled or wrapped:** the paper width setting (32, 48 or 56) doesn't match the printer. **Some items don't print:** those items aren't routed to that printer; fix it in the item's **Kitchen & routing** in the dashboard.

Cash drawer

Won't open. The drawer opens through the receipt printer, so check the printer is on and the drawer cable is pushed in at both ends. In an emergency use the release lever underneath, and tell your manager, because a manual opening leaves no record.

Overnight, leave the drawer open and empty.

Card readers

Won't connect. Check it's on and connected, restart it, and try once more. If it still fails, take cash, or take the card on a separate card machine and record it with **PDQ**.

The customer paid on the reader but the till doesn't show it. Don't charge them again. Record it with **PDQ** using the reference on the card receipt, and tell your manager.

Tills

Frozen. Wait ten seconds, then close and reopen the app. The order is saved and comes back.

Won't sign in. Check the PIN is yours. If you've been made inactive, a manager can turn you back on in **POS Staff**. Never use someone else's PIN: everything would be recorded as theirs.

Menu or prices look wrong. Changes in the dashboard reach the tills within a minute when online. If the till is offline it uses its last copy. Don't work around it at the till; tell your manager.

Kitchen screens

Blank or not updating. Check the screen is awake and on the shop's network, then refresh. Guest Wi-Fi networks often block kitchen screens; use the main network.

An item is crossed out with VOID. It was cancelled at the till. Stop cooking it.

Internet

The till says offline. Carry on serving. Check whether everything is offline or just the till, and whether the router has its usual lights. If you restarted the router, test a print, as printers may have moved address.

Devices can't see each other after a router change. "Client isolation" or "AP isolation" may have been switched on. It stops tills, printers and kitchen screens talking to each other; turn it off for the main network.

Still stuck?

Raise a request with our support team. Tell us your store name, which device, what you were doing, and what the screen said. A photo of the screen helps.