



CLOUDIFI SUPPORT PRINTING TROUBLESHOOTING CHECKLIST

These are simple things to check that if completed almost always resolves any sudden PRINTING problem!

- 1) CHECK THE PRINTER ITSELF FOR PAPER OUT, CABLES & POWER ON LIGHTS
 - Check that there is a green light on the front of the printer indicating its Powered ON
 - Turn the printer off at the switch on the front, wait 5 seconds, and turn it on again, wait 1 minute for the printer to re-attach to the network and then re-test it using "REFRESH" under the Printer icon.
 - Open the paper door of the printer and ensure you have not run out of paper
 - Check the paper is inserted correctly pull the paper over the cut-off bar, and close the door again.
 - Ensure you have a green light on the printer (the orange error light should NOT be lit).
 - Ensure the blue data cable is plugged firmly into the back of the printer.
 - For customers with a wirelessly connected printer, power the printer off and on, wait 1 minute for the printer to re-attach to the network and then re-test it using "REFRESH" under the Printer icon to see if it appears with a Green tick next to it – this indicates it is seen by Abacus.
 - Re-test printing from the POS App by putting through an order.

- 2) CHECK THE WIFI NETWORK YOUR IPAD IS CONNECTED TO – NEEDS TO BE x_POS
 - Your iPad should be connected to "[sitename]_POS" network (will always have "POS" at the end).
 - Go to the iPad settings icon (grey/black wheel icon on home page).
 - Go to WiFi (2nd item down on the left hand side of the page).
 - Turn OFF WiFi (swipe green switch to the left) – wait 5 seconds – then turn ON WiFi again.
 - Once more - ensure you are connected to the correct network [sitename_POS].
 - For any other networks shown in the list click on the "i" next to the network name and choose "Forget this network" (this stops the iPad randomly connecting to the wrong network).
 - Re-test printing from the POS App.

- 3) CLOSE ABACUS AND RE-OPEN IT, THEN CHECK 'PRINT TASKS' UNDER THE PRINTER ICON
 - On the standard iPad and early iPad Pro large screen, Double click the circle shaped 'Home' button on the front of the iPad until the App moves to the centre of the screen, then swipe the App UP to close it. For the latest iPad Pro large screen without a HOME button, swipe up from the bottom of the screen, press and hold the app then swipe up to close it.
 - Go to the appropriate POS App icon and select it to start the POS App again.
 - In Abacus, click on the Printer icon at the top of the screen then click on "Print Tasks (4)" (ie. 4 print tasks outstanding).
 - Delete any Print Tasks in that queue – this is where print jobs that fail to print accumulate, if there are too many, then printing of subsequent tasks will be affected!
 - Select each print task and press "DELETE" to clear them one by one.
 - Note: if there are many, you may need to Close the Abacus App, re-open it, and then continue to delete them to clear them all.
 - Re-test printing from the POS App.

- 4) RESET THE IPAD
 - Ipad should be **RESET** (not just powered off and on) every couple of months to ensure optimum performance and this should be included in the maintenance regime of all customers.
 - To reset the standard iPad or early iPad Pro large screen, hold down the 'Power' button on the side and the 'Home' button on the front of the iPad at the same time, until the Apple logo appears. For the latest iPad Pro large screen without a 'Home' button, Press the 'Volume up' button for one second, followed by the 'Volume down' button for one second. Press and hold the 'Top button' for at least 5 seconds until the white Apple logo appears.
 - Once the iPad has rebooted check the WiFi connection is connected to the [sitename_POS] network, and then open the Abacus POS App.
 - Check the Printers have a green tick next to them under the Printer icon at the top of the POS screen.
 - Re-test printing from the POS.

- 5) POWER OFF AND ON THE ABACUS WIFI ROUTER
 - If the problem still persists, Power OFF, wait 5 seconds, then Power ON the Abacus WiFi router located under your counter or in the back office wiring cabinet.
 - Once the Router has started up (approx. 2 minutes) then ensure the iPad is connected to the [sitename_POS] WiFi network
 - Re-test printing from the POS.