



CLOUDIFI SUPPORT TROUBLESHOOTING CHECKLIST

Some simple troubleshooting tips are below that may resolve the most common problems we see with Printers not printing, KDS displays not showing orders, or miscellaneous App response or Integrated EFTPOS problems.

99% of problems are related to customers connecting their iPads to a WiFi network OTHER than the POS WiFi Network or a printer is not powered on or has run out of Paper.

Important : iPads should be RESET every couple of months by holding down the HOME (front of screen) and POWER (side) buttons at the same time until you see the white Apple logo in the middle of the screen.

This is more than a simple Power off and on and will resolve many issues that seemingly are without cause.

Our No. 1 reason that customers call us for support is when their POS doesn't print production dockets or receipts, or their Kitchen Screen Display doesn't display orders or print bump off dockets.

Some simple things to check that if completed resolve 99% of issues:

- 1) Check the Printer itself.
 - Check that there is a green light on the front of the printer indicating its Powered ON.
 - 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.
 - Turn the printer off at the switch on the front, wait 5 seconds, and turn it on 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 or wireless adapter off and on.
 - Re-test printing from the POS App.
- 2) Check the WiFi Network your iPad is connected to.
 - Your iPad should be connected to "[sitename]_POS" or "[sitename] POS" network.
 - 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 the POS App and re-open it, then check the "Print Tasks" under the Printer icon.
 - 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
 - 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".
 - 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!
- 4) Ensure you are running the latest Version of the POS Software.
 - With Kounta and Vend, go to the Apple 'App Store' on the iPad and download the latest app update.
 - With Abacus, within the POS App from the drop down menu go to Settings>System and click on the 'Update App' button.
 - Re-test printing from the POS App.
- 5) Reset the iPad.
 - If the problem still persists, do a HARD reset of the iPad by holding down the 'Power' button on the side and the 'Home' button on the front of the iPad at the same time, until it reboots.
 - Once the iPad has rebooted check the WiFi connection, and then open the POS App.
 - Re-test printing from the POS.

If you are still having problems, please call our Support number below.

Customers with a current Cloudifi Hardware/Software Support Agreement

Emergency Telephone - **1800 853 512, Option 3** – please leave a message with your name, site and phone number if we cannot answer immediately and we will call you back promptly.

*Please note : we cannot guarantee a response to text messages to our staff's personal mobile phones so this shouldn't be used as a way to request emergency support.