crisp

TROUBLESHOOTING GUIDE

CONTENTS

WHAT IS WRONG?

POS SETTINGS

BEFORE TROUBLESHOOTING ANY REGISTER, PRINTER, OR PAYMENT TERMINAL ISSUES CHECK YOUR SETTINGS ON THE POS BY CLICKING THE LEFT SIDE MENU AND SCROLLING DOWN TO "SETTINGS". SETTINGS NEED TO BE SET CORRECTLY IN ORDER TO CONNECT TO SPECIFIC HARDWARE.

DEVICE SETTINGS

Device Type

Connections

Payment Methods

Rules

CFD/SSK

STORE SETTINGS

Online Ordering

Tipping

Station Type

Custom
No presets, configure your own preferences for this device

Walk In Station
Allows all payment types

Linebuster Station
Removes Cash as a payment method. Can not pick up tickets from order overview. Display tips and ask for signature.

KDS/Expo Station
Automatically opens Kitchen screen or expo when logging in (depending on last used screen).

DEVICE SETTINGS

Device Type

Connections

Payment Methods

Rules

CFD/SSK

STORE SETTINGS

Online Ordering

Connections

Register
Select the register cash payments will be assigned to for reporting and cash drops.

`None`

Receipt Printer
Select the printer receipts will print to. To open a cash drawer, select the receipt printer connected to the drawer.

`None`

Payment Device
Select the payment device to be used for credit card payments.

`None`

- **LINKED REGISTER** - LOCATION OF CASH DRAWER YOU WANT CONNECTED, IF NOT USING A CASH DRAWER, TURN TO "NONE".

- **LINKED PRINTER** - THE LOCATION/TYPE THE PRINTER YOU WANT CONNECTED TO THE DEVICE. IF NOT USING A PRINTER, TURN TO "NONE".

- **LINKED PAYMET TERMINAL** - THE LOCATION OF HARDWIRED PAYMENT TERMINAL. IF USING A MOBILE SWIPER, TURN TO "NONE"

- **DEFAULT ROOM** - THE PHYSICAL LOCATION OF WHERE YOU ARE TAKING ORDERS.

- **STATION TYPE -** THE TYPE/FLOW OF THE LOCATION. THE IS MOST COMMONLY DRIVE THRU, WALK IN, OR LINE BUSTER.

MY LABEL PRINTER ISN'T WORKING

ARE YOUR LABELS FADED?

NO → ARE THE LABELS INSERTED CORRECTLY? (SEE FIGURE 1.2)

YES → CLEAN THE STICKY RESIDUE OFF THE SENSOR BAR THOROUGHLY WITH RUBBING ALCOHOL. (SEE FIGURE 1.1)

ARE THE LABELS INSERTED CORRECTLY? (SEE FIGURE 1.2)

NO → INSERT THE LABEL CORRECTLY

YES → ARE THERE ANY LABELS JAMMING THE PRINTER?

ARE THERE ANY LABELS JAMMING THE PRINTER?

YES → REMOVE THEM

NO → ARE THE LABEL SENSORS COVERED UP?(SEE FIGURE 1.3)

ARE THE LABEL SENSORS COVERED UP?(SEE FIGURE 1.3)

YES → CLEAN THEM OFF

NO → ARE THE PRINTER CABLES PROPERLY CONNECTED?

ARE THE PRINTER CABLES PROPERLY CONNECTED?

NO → CONNECT THE CABLES AND MAKE SURE THEY ARE PUSHED ALL THE WAY IN

YES → UNPLUG THE PRINTER FOR 10 SECONDS, PLUG BACK IN.

DID THAT WORK?

YES → **WOOHOO!**

NO → CALIBRATE YOUR PRINTER

CALIBRATE YOUR PRINTER

1. TURN OFF PRINTER
2. OPEN PAPER DOOR
3. HOLD DOWN THE "FEED" BUTTON INSIDE
4. WHILE HOLDING THE FEED BUTTON, TURN ON THE PRINTER UNTIL BOTH ORANGE LIGHTS ILLUMINATE
5. PRESS THE 'FEED' BUTTON SIX TIMES
6. CLOSE DOOR WITH PAPER CORRECTLY IN PLACE

(SEE FIGURE 1.4)

DID THAT WORK?

NO → (FACTORY RESET PRINTER)

YES → **YAY!**

FACTORY RESET PRINTER

1. TURN OFF PRINTER
2. WITH A SMALL SHARP OBJECT (TIP OF PEN OR PIN) PRESS THE BUTTON BELOW AND HOLD. (FOUND UNDERNEATH PRINTER)
3. WHILE HOLDING THE RESET BUTTON, TURN THE PRINTER ON AND CONTINUE HOLDING UNTIL WARNING LABELS PRINT.
4. ONCE WARNING LABEL PRINTS, YOU CAN LET GO OF THE RESET BUTTON. DO NOT TOUCH UNTIL THE PRINTER PRINTS AN IP ADDRESS LABEL.
5. ONCE YOU HAVE THE IP ADDRESS LABEL, CONTACT CRISP TO FINISH THE RESET PROCESS.
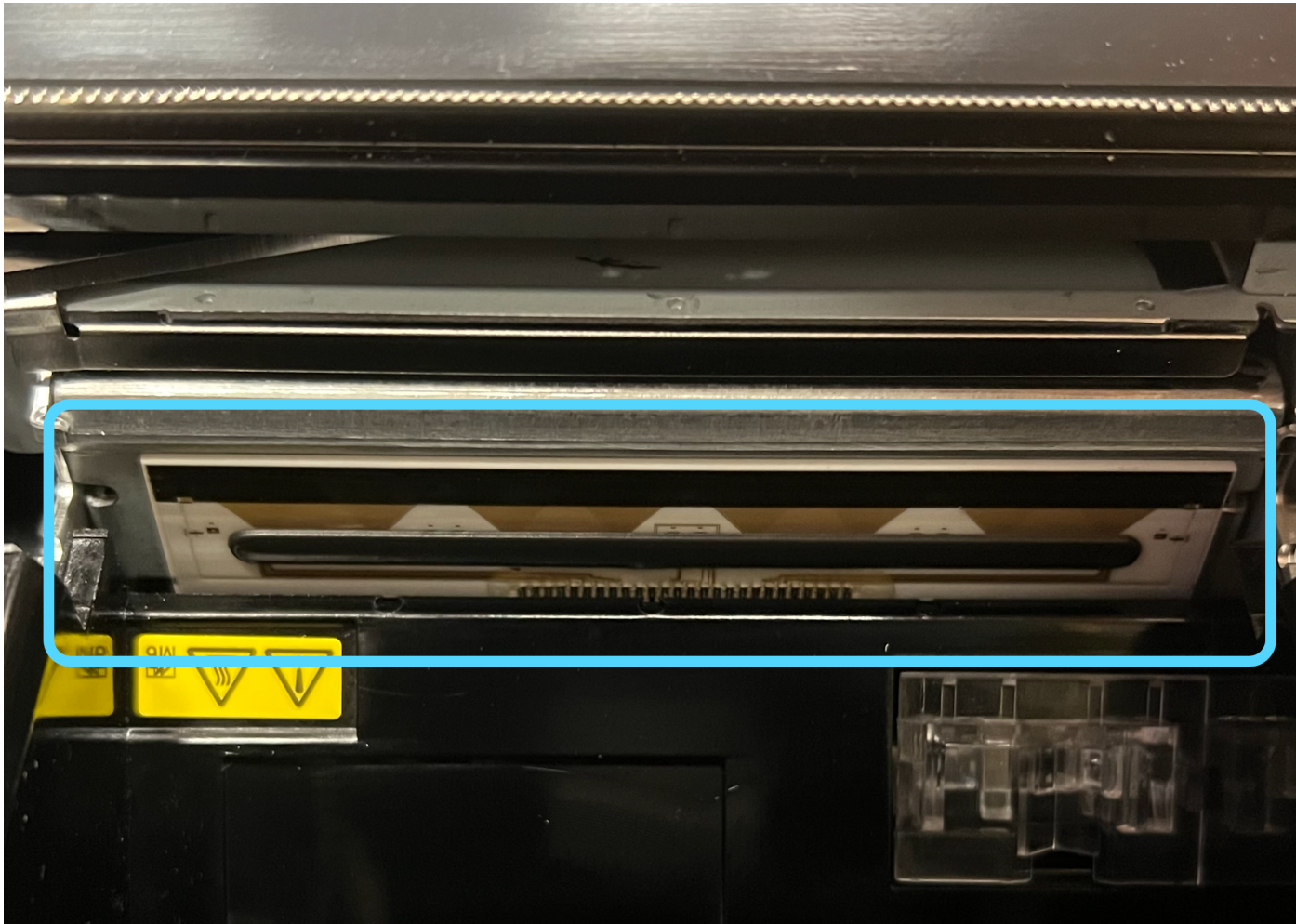
(SEE FIGURE 1.5)

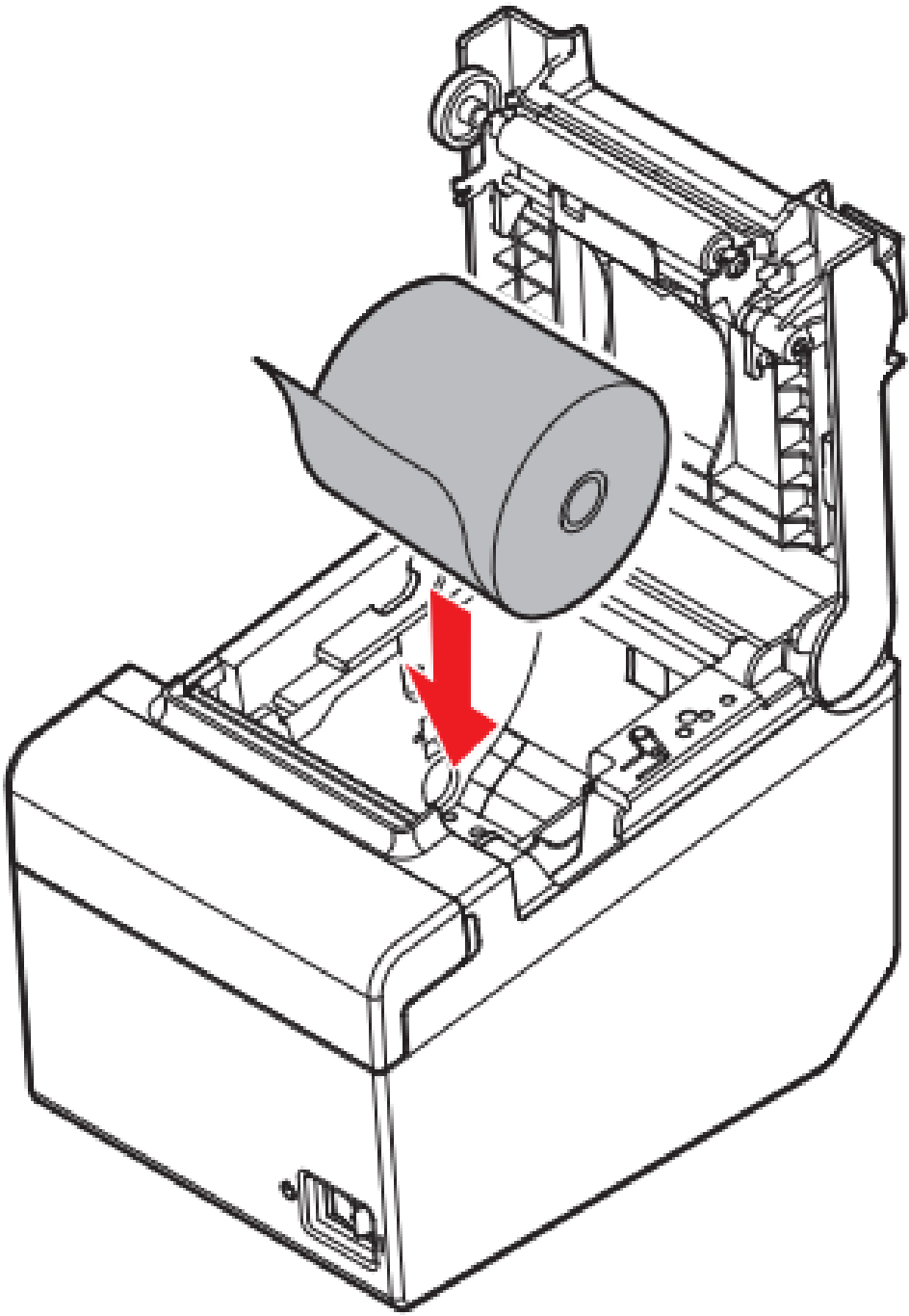**DID THAT WORK?**

YES → **CONGRATS!**

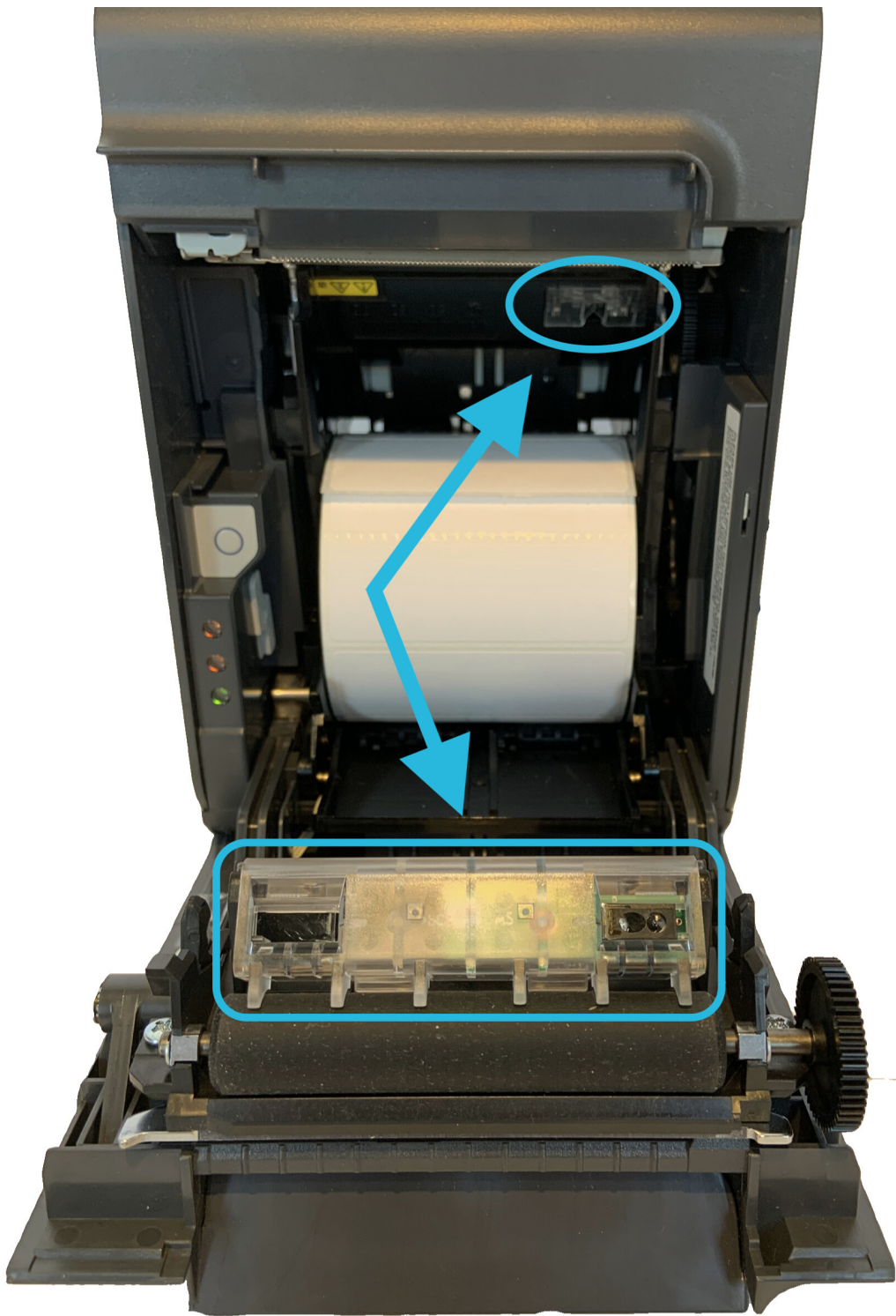NO → PLEASE CONTACT CRISP SUPPORT
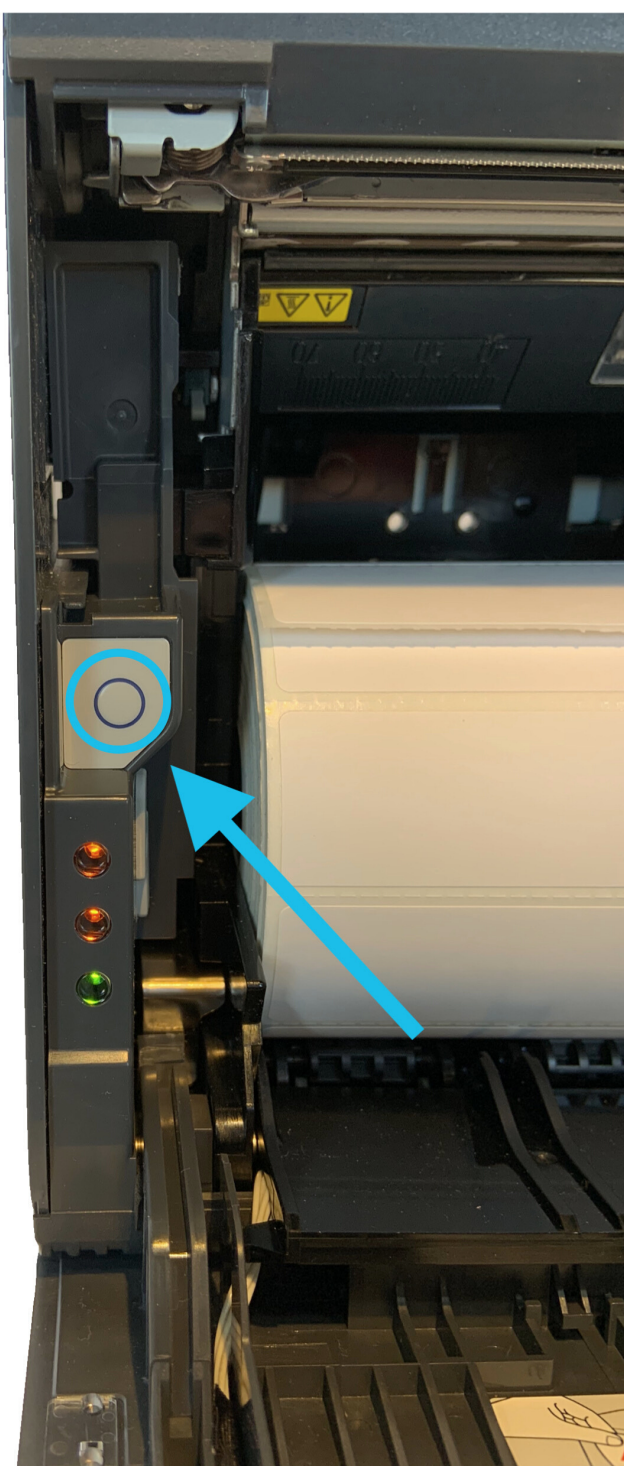
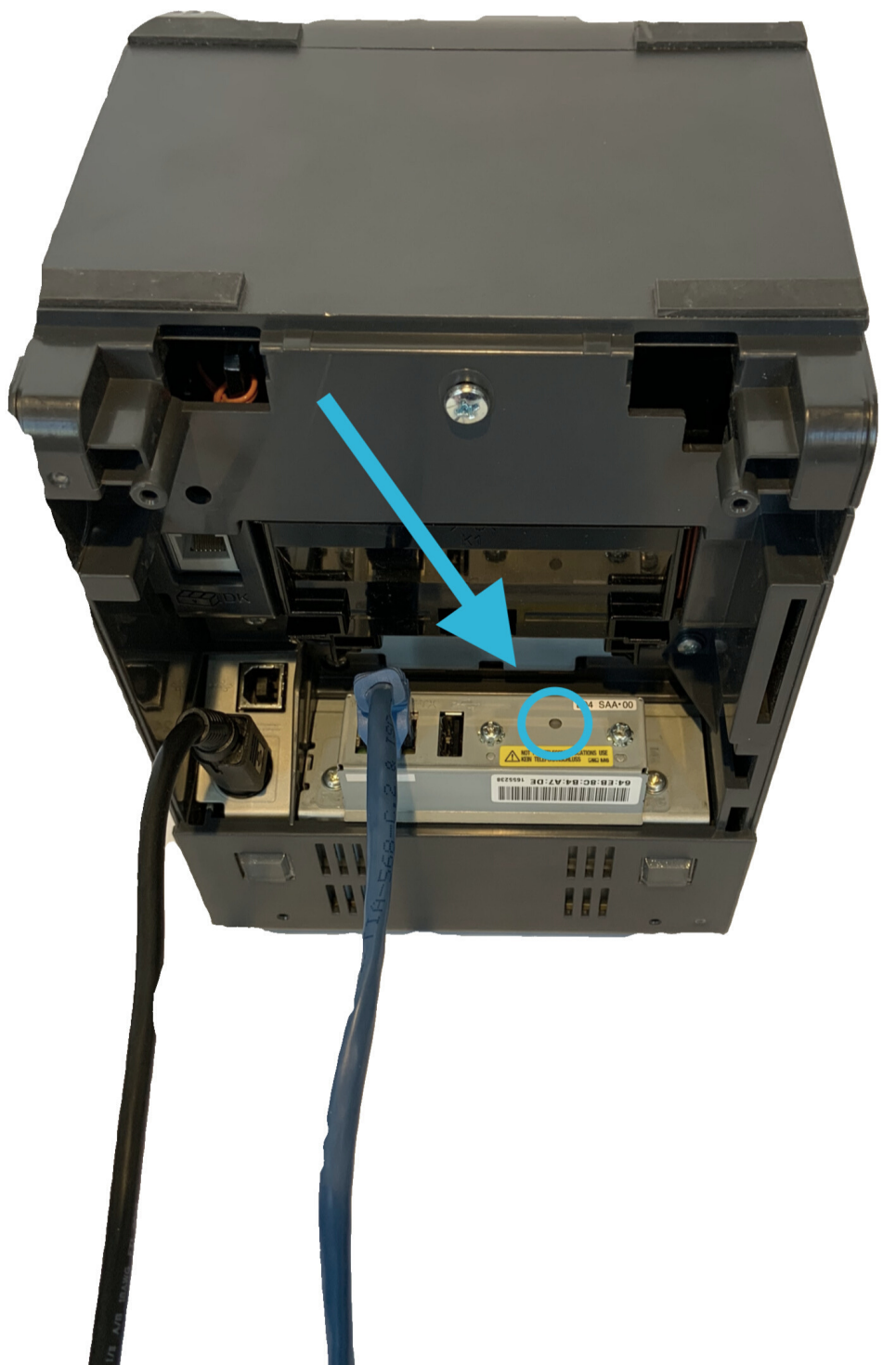# FIGURES 1.1 - 1.5

1.1

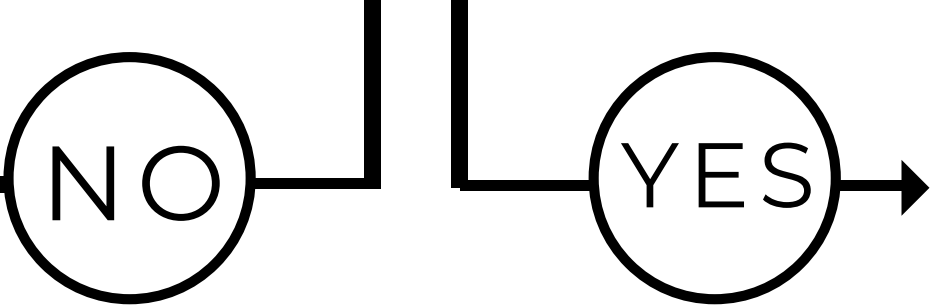**1.2**

1.3

1.4

1.5

MY RECEIPT PRINTER ISN'T WORKING

PUT PAPER IN YOUR PRINTER

DID THAT WORK?

NO

YES → **WOOHOO!**

IS THE PAPER INSERTED CORRECTLY?
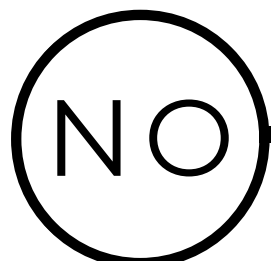
NO → INSERT THE PAPER FROM THE BOTTOM UP (SEE FIGURE 2.1)
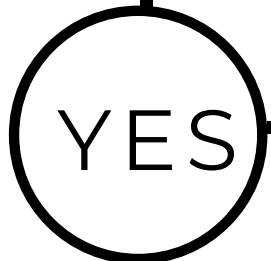
YES → IS THE PAPER JAMMING THE PRINTER?

NO
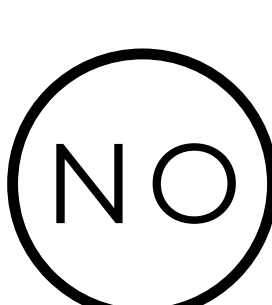
YES → REMOVE PAPER

ARE ALL PRINTER CABLES PROPERLY CONNECTED? (SEE FIGURE 2.2)

YES
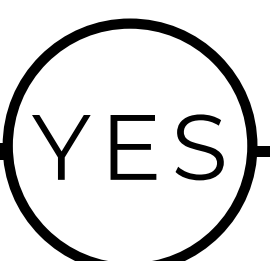
NO → CONNECT THE CABLES AND MAKE SURE THEY ARE PUSHED ALL THE WAY IN

UNPLUG THE PRINTER FOR 10 SECONDS, PLUG BACK IN. → DID THAT WORK?

PLEASE CONTACT CRISP SUPPORT ← NO

YES → **CONGRATS!**

FIGURES 2.1 - 2.2

2.1

2.2

POWER CORD

ETHERNET CORD

CASH DRAWER CABLE
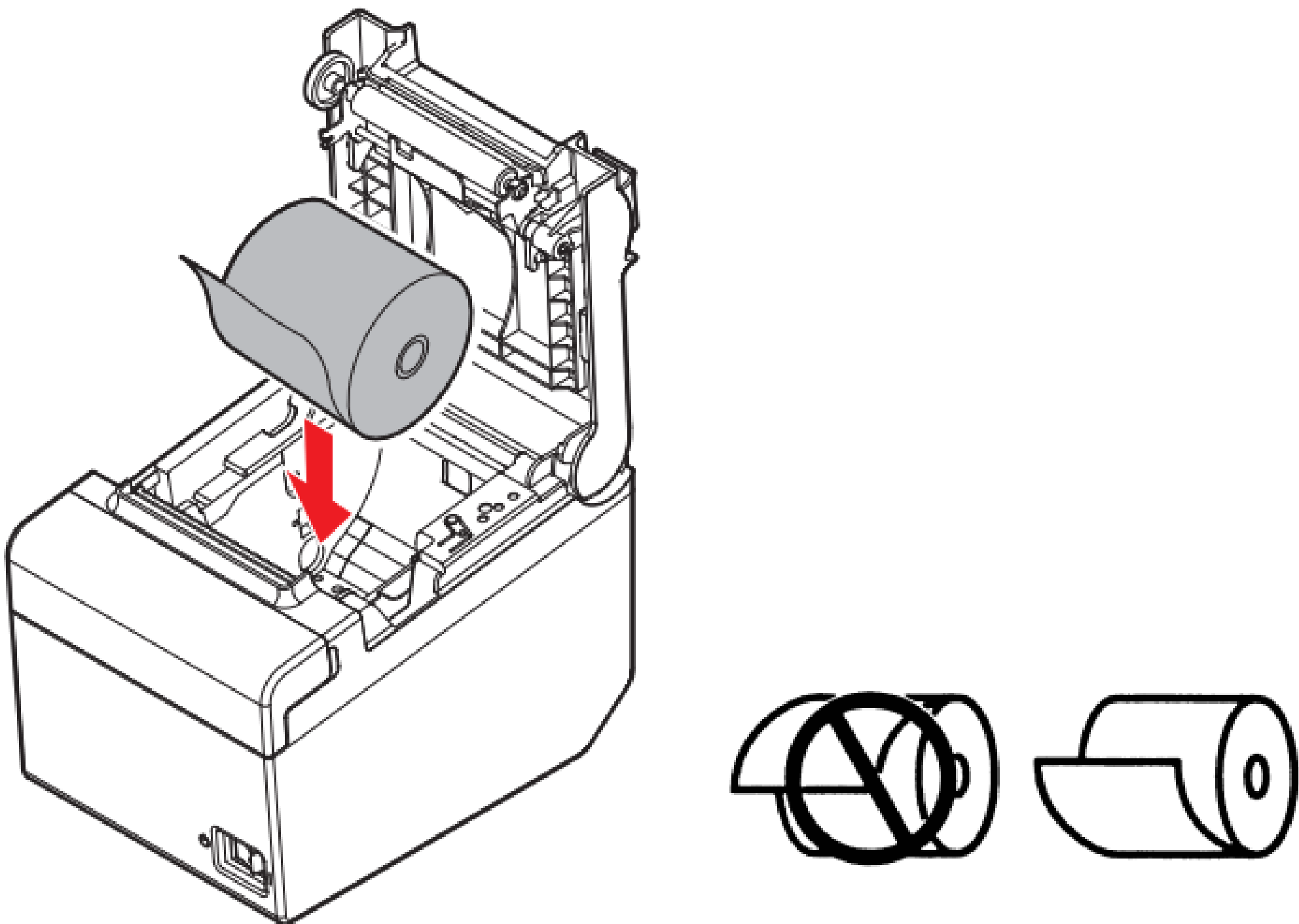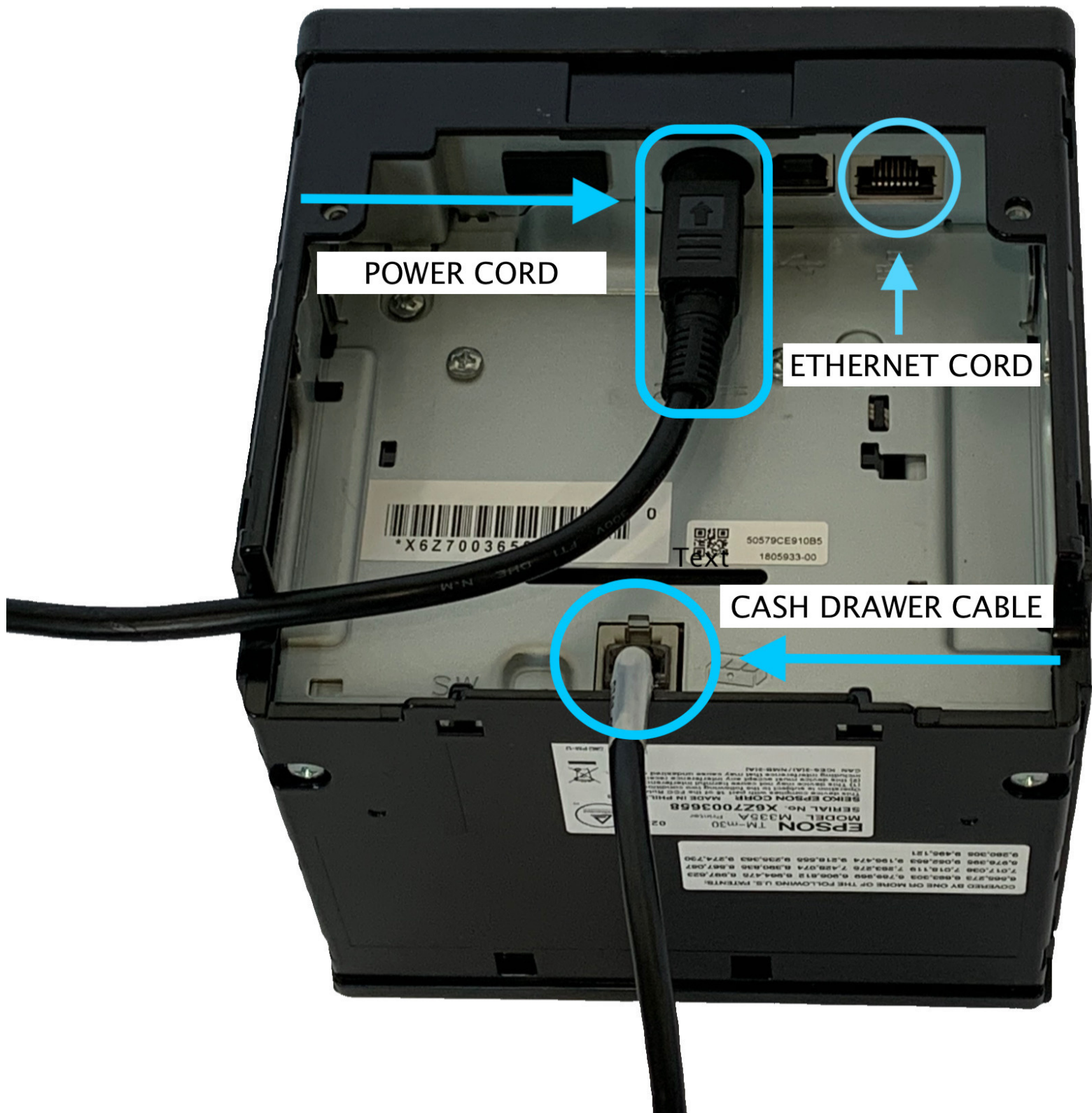
MY CASH DRAWER ISN'T OPENING

IS YOUR RECEIPT
PRINTER WORKING?

NO

YES
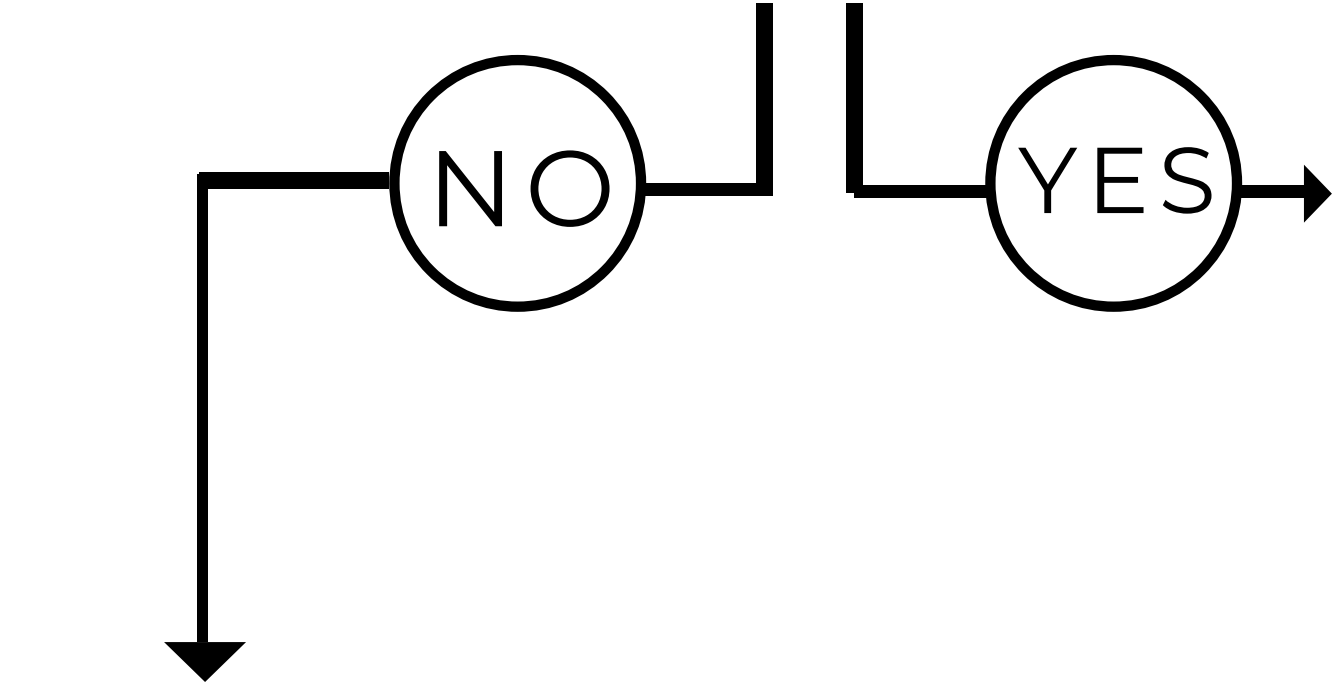
MAKE SURE THE ETHERNET
CORD IS CONNECTED
FROM THE CASH DRAWER
TO THE PRINTER
(SEE FIGURE 3.1)

FOLLOW
STEPS ON
PAGE 5
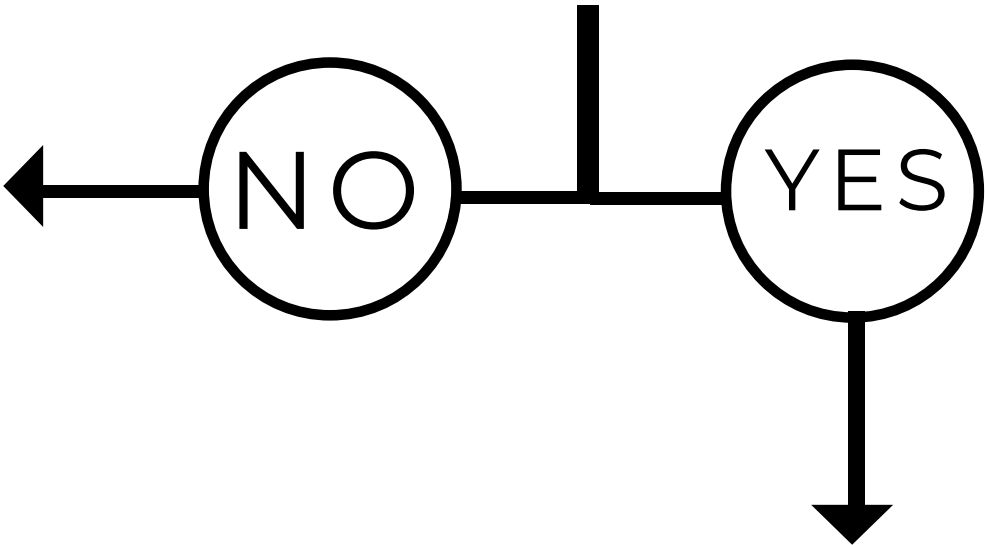
DID THAT WORK?

IS THE CASH
DRAWER
JAMMED?

NO

YES
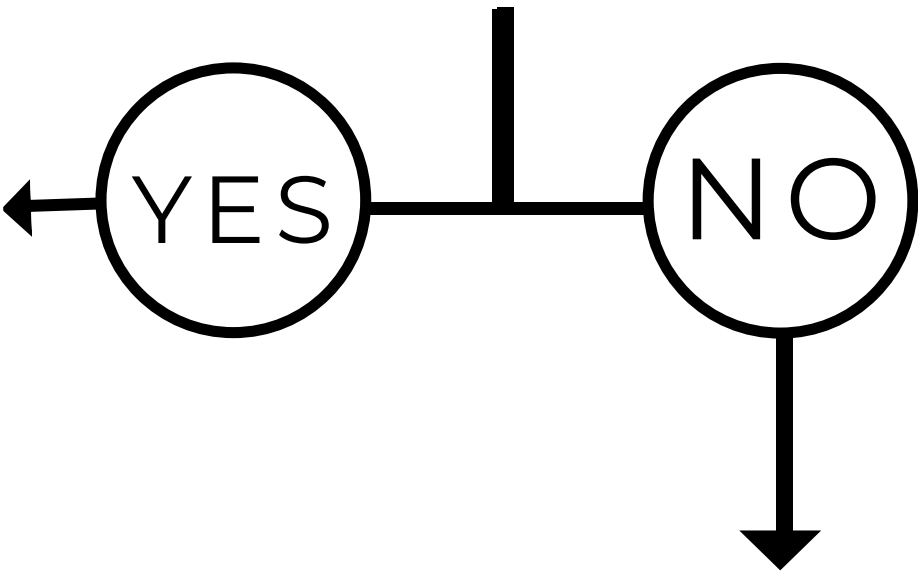
OPEN THE
DRAWER WITH
THE KEY AND
UN-JAM IT

YES

NO

WOOHOO!

UNPLUG THE
PRINTER FOR 10
SECONDS, PLUG
BACK IN

DID THAT WORK?

PLEASE CONTACT
CRISP SUPPORT

NO

YES

CONGRATS!

FIGURE 3.1

3.1

POWER CORD

ETHERNET CORD

CASH DRAWER CABLE

Cash Drawer Cord
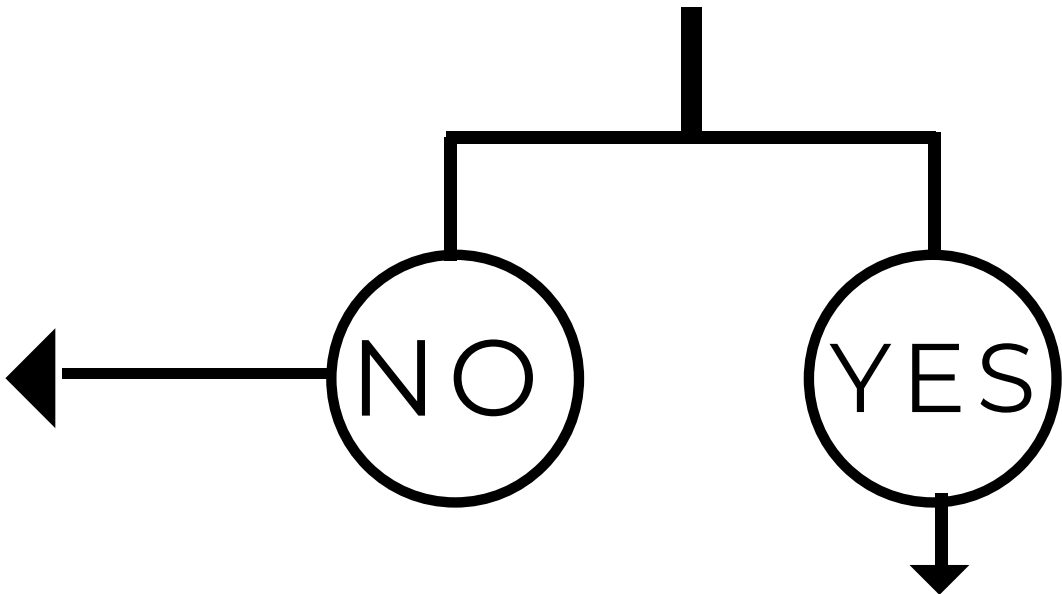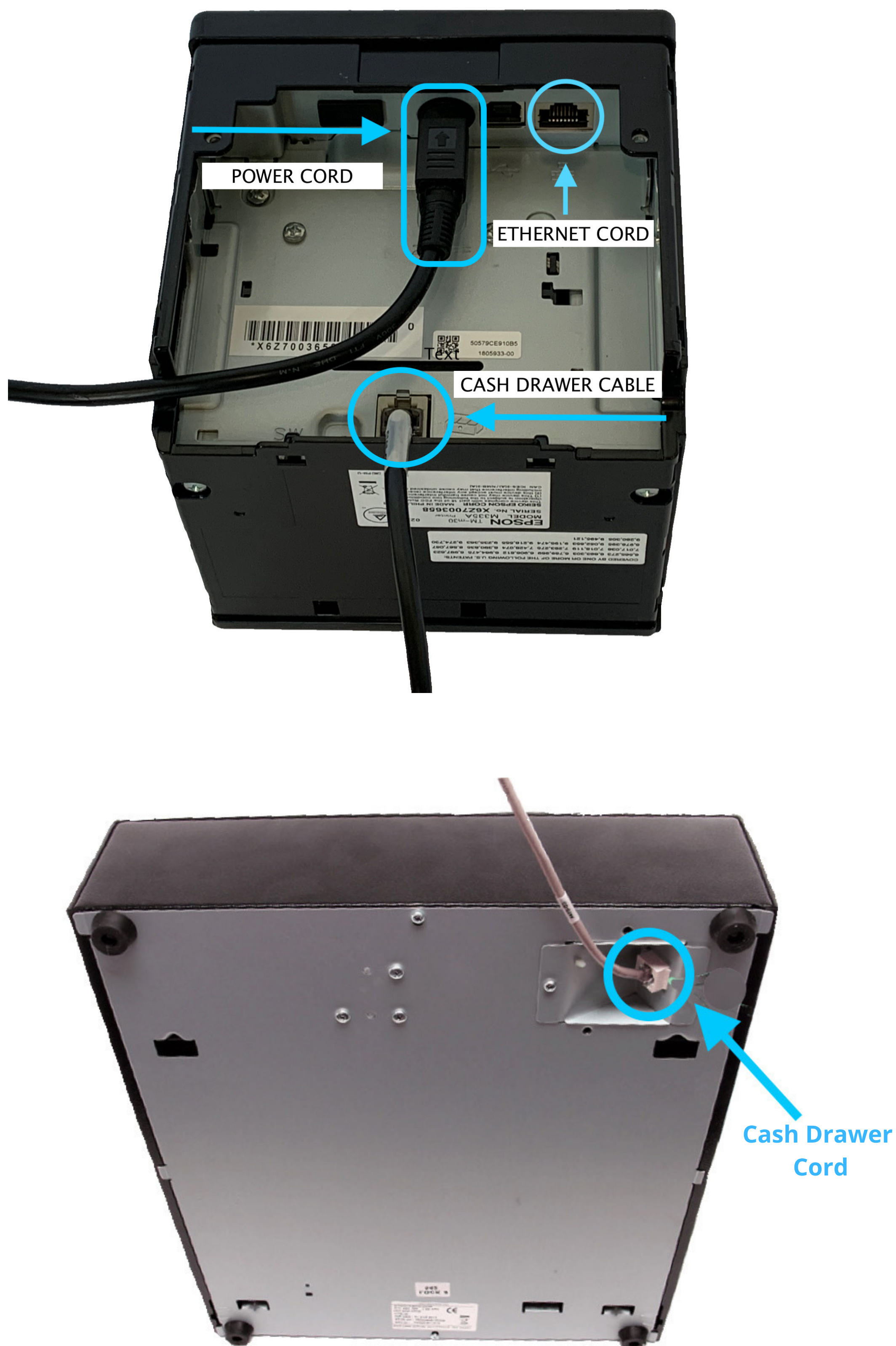
I LOST MY INTERNET CONNECTION

IS THIS SYMBOL SHOWING ON YOUR POS?

NO → GO BACK TO CONTENTS

YES → ON THE DEVICE, OPEN GOOGLE IN YOUR INTERNET BROWSER

DID THE INTERNET WORK?

YES → ARE YOU ON CRISP WIFI?

NO → CALL YOUR INTERNET PROVIDER TO FIX THE ISSUE (COMCAST, CENTURY LINK, GOOGLE FIBER ECT.)

ARE YOU ON CRISP WIFI?

NO → CONNECT TO CRISP WIFI

YES →

PRIVACY SETTINGS

- GO TO THE IPAD'S SETTINGS
- SELECT "PRIVACY" ON THE LEFT-HAND SIDE
- SELECT "LOCAL NETWORK" ON THE RIGHT-HAND SIDE
- MAKE SURE CRISP FAST CASUAL IS **ON**
- RETURN TO PRIVACY
- SELECT "LOCATION SERVICES"
- MAKE SURE LOCATION SERVICES ARE **ON**
- SCROLL DOWN TO CRISP FAST CASUAL AND MAKE SURE "ALLOW LOCATION ACCESS" IS SET TO "WHILE USING"

DID THAT WORK?

NO → MAKE SURE YOUR IPAD IS ON THE MOST UP TO DATE SOFTWARE VERSION

YES → **WOOHOO!**

DID THAT WORK?

NO → CONTACT CRISP SUPPORT

YES → WOOHOO!

I LOST MY CRISP CONNECTION

IS THIS SYMBOL SHOWING ON YOUR POS? — ❌

IS THE SYMBOL ON ONE DEVICE OR ALL OF THEM?

NO

YES

ALL → PLEASE CONTACT CRISP SUPPORT

ONE

GO BACK TO CONTENTS

TURN WIFI OFF AND BACK ON IN THE SETTINGS APP ON YOUR DEVICE

ARE YOU ON CRISP WIFI?

DID THAT WORK?

YES **NO**

YES → **NO**

RESTART YOUR CRISP APP

CONNECT TO CRISP WIFI

YAY!

DID THAT WORK?

RESTART YOUR IPAD/DEVICE

NO ← **YES** → **WOOHOO!**

DID THAT WORK?

YES → **GREAT JOB!**

NO → PLEASE CONTACT CRISP SUPPORT

MY HARDWIRED PAYMENT DEVICE ISN'T WORKING

IS YOUR DEVICE FULLY CONNECTED TO POWER?

(NO) (YES) → DOES THE DEVICE TURN ON?

FULLY CONNECT ALL CORDS

(YES) (NO)

CHECK WIFI

1. HOLD DOWN THE "9" AND THE GREEN BUTTON AT THE SAME TIME. (SEE FIGURE 4.1)

2. TYPE 1080 FOR MENU ACCESS.

3. SELECT "NETWORK" > "WIFI" > MAKE SURE YOU ARE CONNECTED TO CRISP WIFI.

UNPLUG FOR 2 MINUTES THEN PLUG BACK IN

DID THAT WORK?

(YES) (NO)

AWESOME!

DID THAT WORK?

(YES) (NO) → PLEASE CONTACT CRISP SUPPORT

WOOHOO!
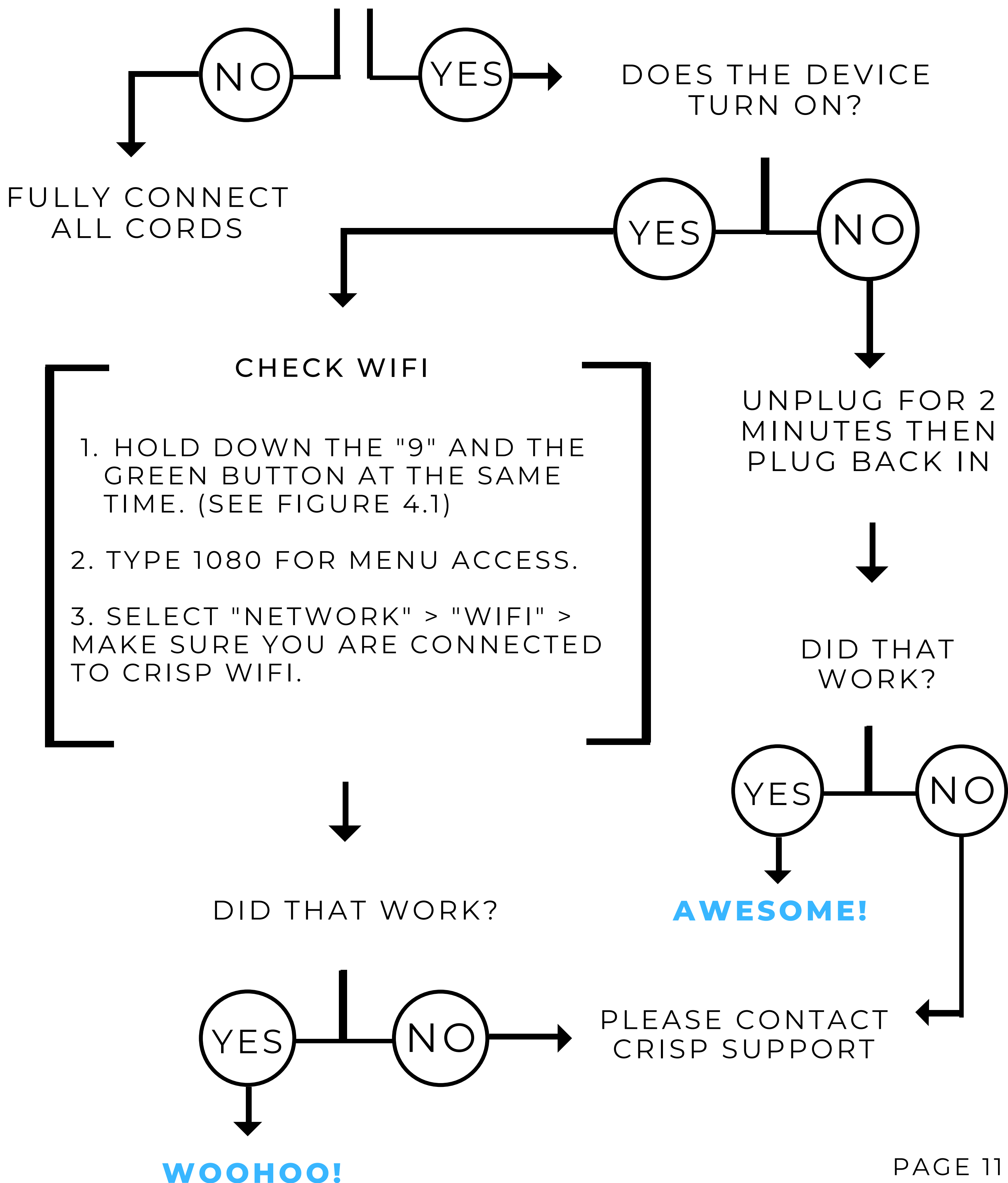
MY MOBILE PAYMENT DEVICE ISN'T WORKING

IS YOUR DEVICE FULLY CHARGED?

NO → CHARGE YOUR DEVICE

YES → DOES THE DEVICE TURN ON?

YES → CHECK WIFI

NO → HOLD SIDE BUTTON UNTIL SCREEN RESTARTS

CHECK WIFI

1. PRESS MENU ICON ON BOTTOM RIGHT CORNER (SEE FIGURE 4.2)

2. TYPE 1080 FOR MENU ACCESS.

3. SELECT "NETWORK" > "WIFI" > MAKE SURE YOU ARE CONNECTED TO CRISP WIFI.

DID THAT WORK?

YES → WOOHOO!

NO → PLEASE CONTACT CRISP SUPPORT

DID THAT WORK?

YES → AWESOME!

NO → PLEASE CONTACT CRISP SUPPORT

FIGURES 4.1 - 4.2

4.1

HOLD DOWN
TOGETHER

4.2

THE POS ON MY IPAD ISN'T WORKING

ARE YOU CONNECTED TO "**CRISP**" WIFI?

NO — **YES** → DO YOU SEE THIS SYMBOL? —

NO → CONNECT TO "CRISP" WIFI

DO YOU SEE THIS SYMBOL?

YES → GO TO PAGE 9

NO → CLOSE THE APP, THEN OPEN BACK UP

DID THAT WORK?

NO — **YES** → **YAY!**
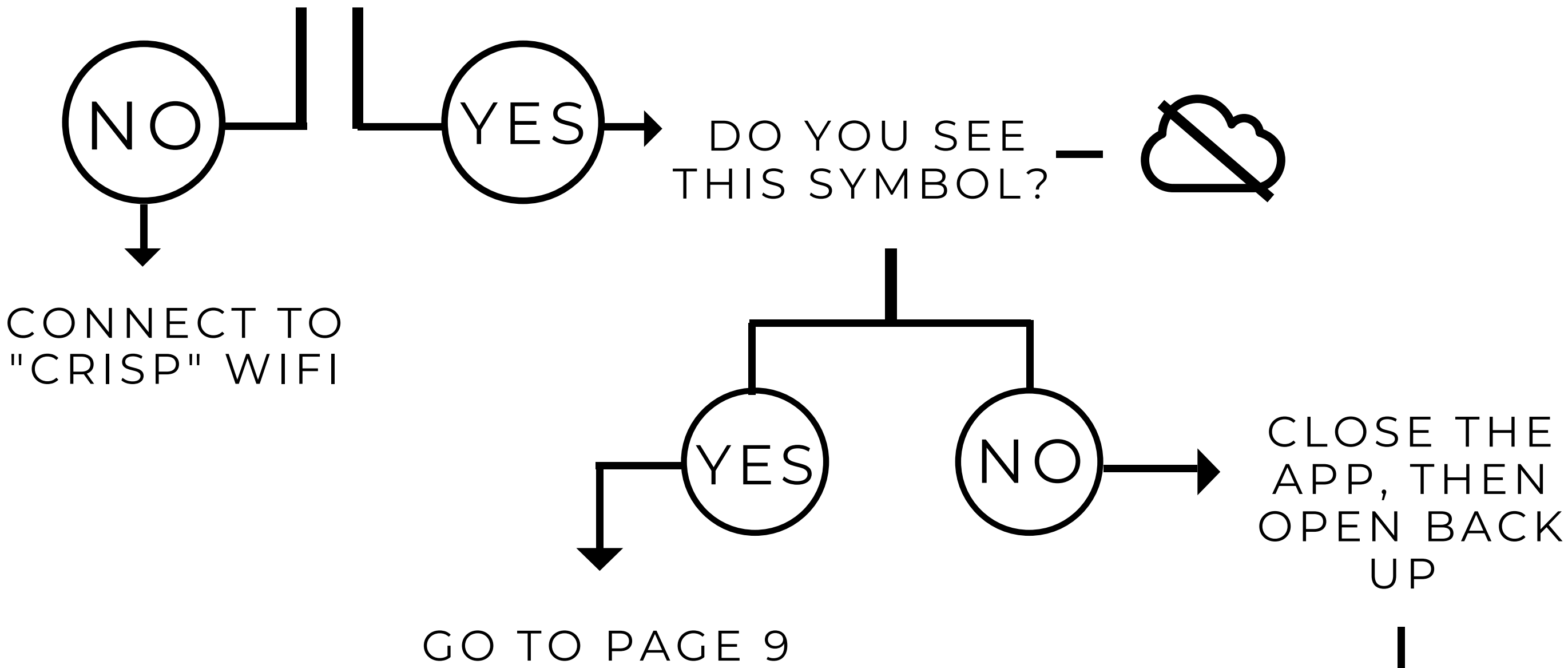
GO TO IPAD SETTINGS, SCROLL DOWN TO "CRISP FAST CASUAL"

CLICK AND ENABLE ALL SETTINGS

DID THAT WORK?

YES → **WOOHOO!**
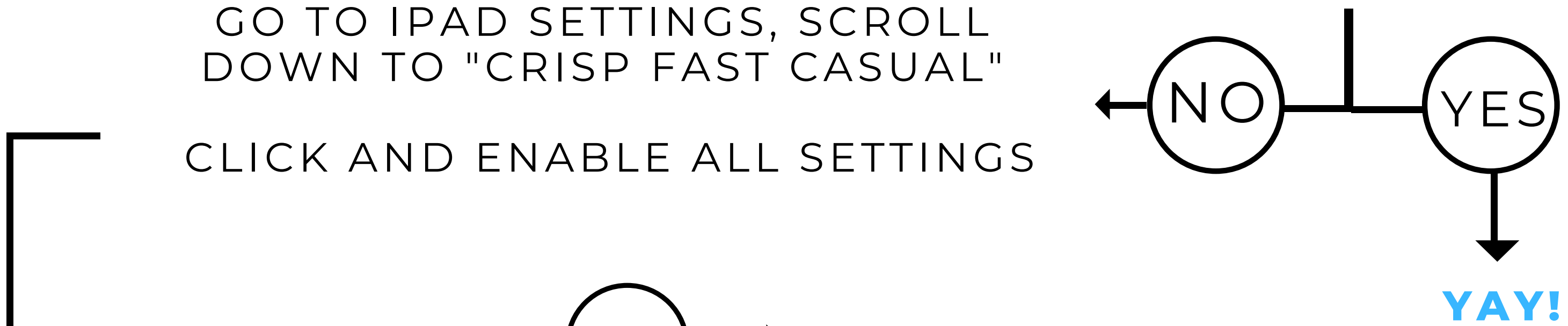
NO → DELETE CRISP APP THEN DOWNLOAD NEWEST VERSION

DID THAT WORK?

NO — **YES** → **GREAT JOB!**

NO → PLEASE CONTACT CRISP SUPPORT

THE POS ON MY TABLET ISN'T WORKING

CLOSE OUT THE APP,
THEN OPEN BACK UP

DID THAT WORK?

NO → DOES THE ETHERNET CABLE CONNECT TO THE SWITCH?
(SEE PAGE 19)

YES → **GREAT JOB!**

NO → CONNECT CORD PROPERLY

YES → REBOOT: UNPLUG FOR 10 SECONDS, PLUG BACK IN

DID THAT WORK?

NO ←   **YES** → **YAY!**

GO TO TABLET SETTINGS, SCROLL DOWN TO "CRISP FAST CASUAL"

CLICK AND ENABLE ALL SETTINGS

DID THAT WORK?

YES → **WOOHOO!**

NO → DELETE CRISP APP THEN DOWNLOAD NEWEST VERSION AT DOWNLOAD.CRISPNOW.COM

DID THAT WORK?

PLEASE CONTACT CRISP SUPPORT ← **NO**   **YES**

CONGRATS!
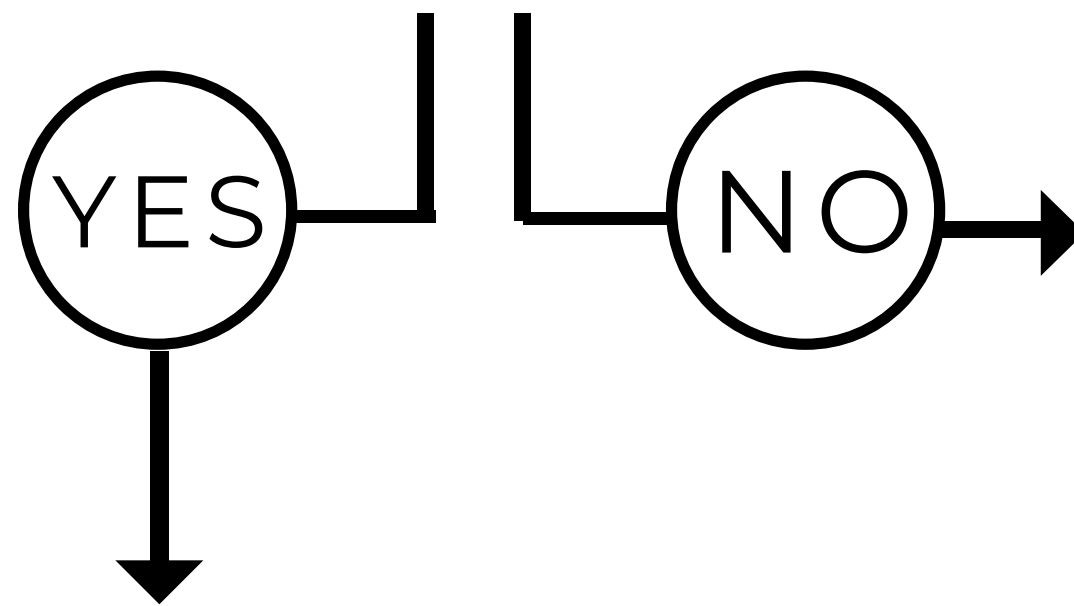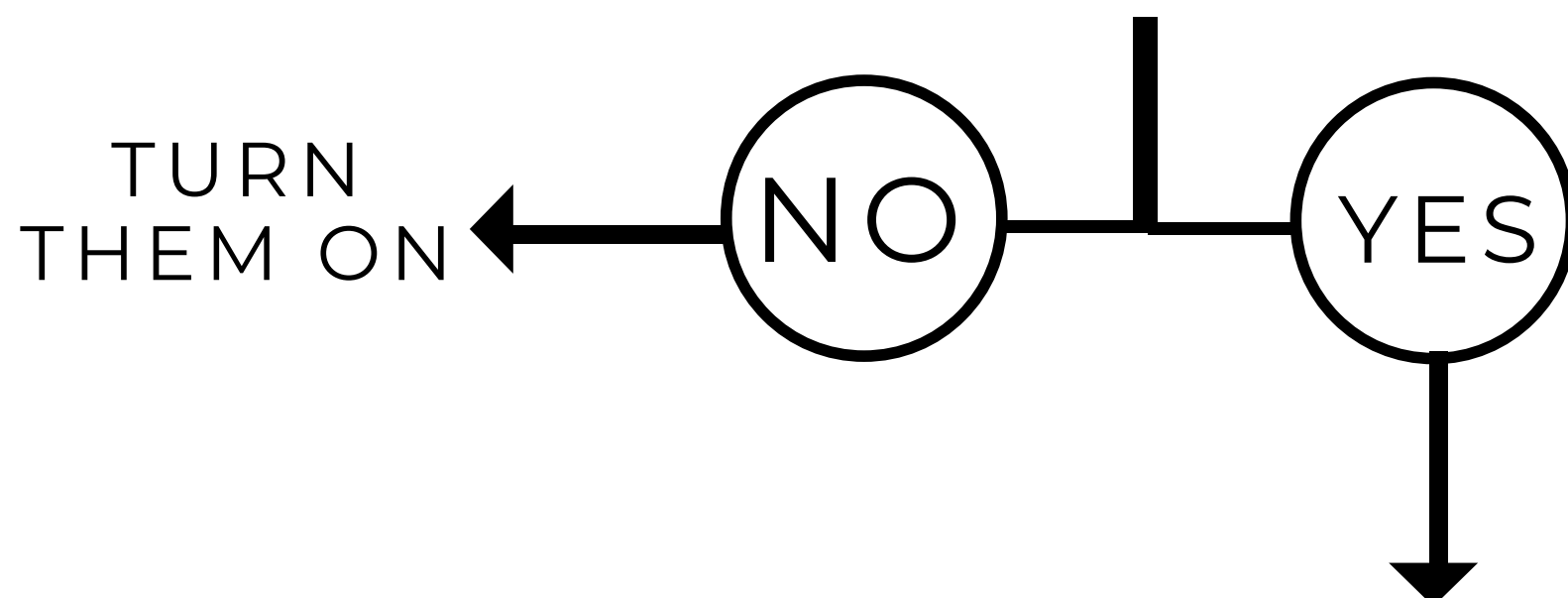
MY HARDWARE WON'T TURN ON

DO NOT UNPLUG ANYTHING UNLESS SPECIFICALLY TOLD TO DO SO BY CRISP SUPPORT!

ARE ALL POWER CORDS PLUGGED IN?

YES

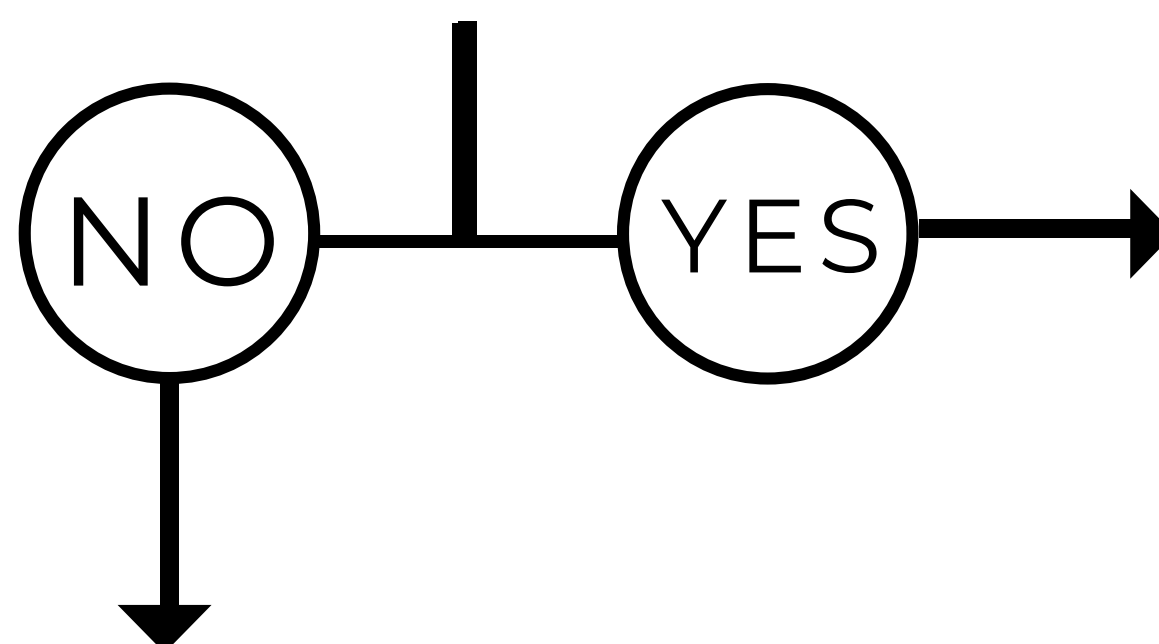NO → MAKE SURE ALL CORDS ARE PROPERLY CONNECTED
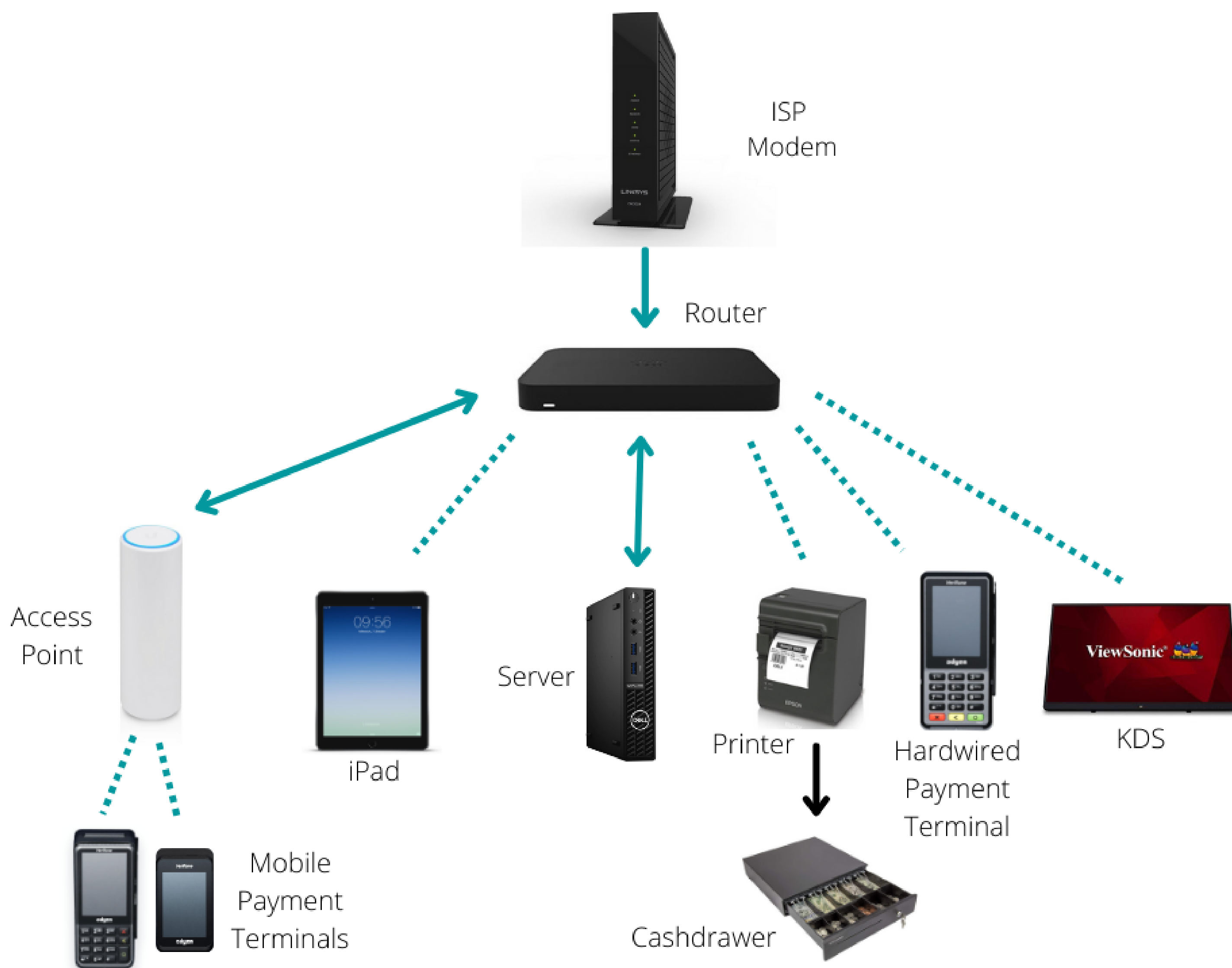
ARE ALL POWER STRIPS TURNED ON?

TURN THEM ON ← NO

YES

ARE ANY BREAKERS TRIPPED?

NO

YES → FLIP THE BREAKER

PLEASE CONTACT CRISP SUPPORT

CRISP HARDWARE

ISP Modem

Router

Access Point

iPad

Server

Printer

Hardwired Payment Terminal

KDS

Mobile Payment Terminals

Cashdrawer

CORDS: Connects hardware.

ETHERNET

HDMI

OTHER

USB Connector for power source.

2×Micro USB for Android phone & table bluetooth headphone, power bank and more.

Mini USB for MP3/4 gopro gigital cameras.

8-Pin Lightning for iPhone 7/7plus/ 6s/6s plus/ 6/6plus/SE/ 5s/5c/5, iPad Pro Air mini & more

USB Type-C
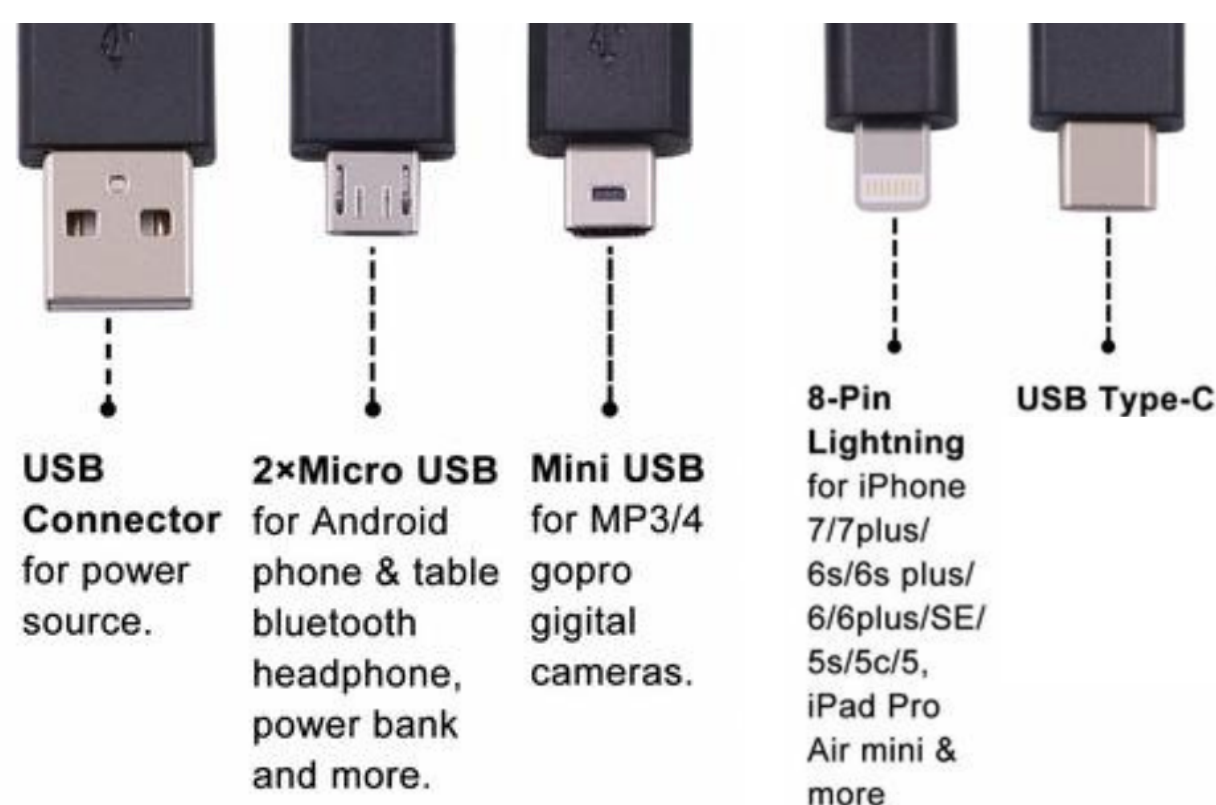
CONTACTING CRISP SUPPORT

CHAT
- Accessed via the Support tab on the Dashboard and POS
- Ideal for most inquiries and troubleshooting efforts
- A Support Specialist will begin assisting you within **5-20** minutes.

EMAIL
- support@crispnow.com
- A Support Specialist will begin assisting you within **one business day.**

EMERGENCY HOTLINE
- (385) 317-4006
- An Emergency Specialist will begin assisting you **immediately**. If the line is busy, your call will be returned ASAP.

WHAT DEFINES AN EMERGENCY?

- You are unable to take orders in-store or online
- Payment devices are currently not working
- Online ordering needs to be shut off and you do not have immediate access to do so
- Price issues causing items to ring up free

NOTE: If you call for a non-emergency issue our staff will direct you to reach out through Chat or Email.