

4030 Skyron Drive, Suite F  
Doylestown, PA 18901  
Fax: 215-340-7554

**Tel: 215-340-7550**

Office Hours: Monday thru Friday 9:00 AM to 5:30 PM<sup>1</sup>

After Hours & Holiday Support Also Available<sup>1</sup>



## Troubleshooting Guide

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## Having a Problem? **Before you call...**

1. Have you checked all plugs and connections?
2. Did you reboot the workstation(s)? If not, do it now.
3. How often is the problem occurring? Is it an isolated case or on-going? If on-going, do you notice a pattern?
4. Is the problem occurring at every terminal? With all printers? With all servers? If not, which ones?
5. Is the problem occurring on a single check? On several checks? On all checks?
6. Is the problem an absolute emergency that must be dealt with immediately? (i.e., entire system down)
7. If you call for technical support, please be prepared to spend 5-45 minutes or longer on the phone working with a technician to solve the problem. Please have as much detail available as possible so that we can help you get your system up and running in the shortest amount of time. If the technician is successful in getting your system up and running, there is a charge of \$75 for the first 15 minutes and \$2 per minute over 15 min. Please get authorization from your owner/general manager for this expense before calling.

## Emergency Support

1. If you have an after-hours emergency, call 215-340-7550 and follow the prompts to leave a emergency message. If you leave the message in the emergency mailbox as instructed, the system will page a technician. The technician will return your call. Please be sure to leave your name and the correct phone number and a short summary of the problem in your message.
2. Only emergency service calls are handled after hours and on weekends. Rates are higher for after hour and weekend service calls. Please be sure you are authorized to approve this additional charge before the technician schedules a service call.

## Regular Support and Service/Labor Rates:

- ❖ On site support and service/labor\* fee Monday-Friday 9-5: \$135 per hour + travel time
  - ❖ On site support and service/labor\* fee after hours/weekends: \$202.50 per hour + travel time
  - ❖ Phone support during the week \$75 first 15 minutes \$2 per minute over 15 min. (\$75 minimum)
- (\*replacement parts and materials are billed separately and in addition to service/labor fee)

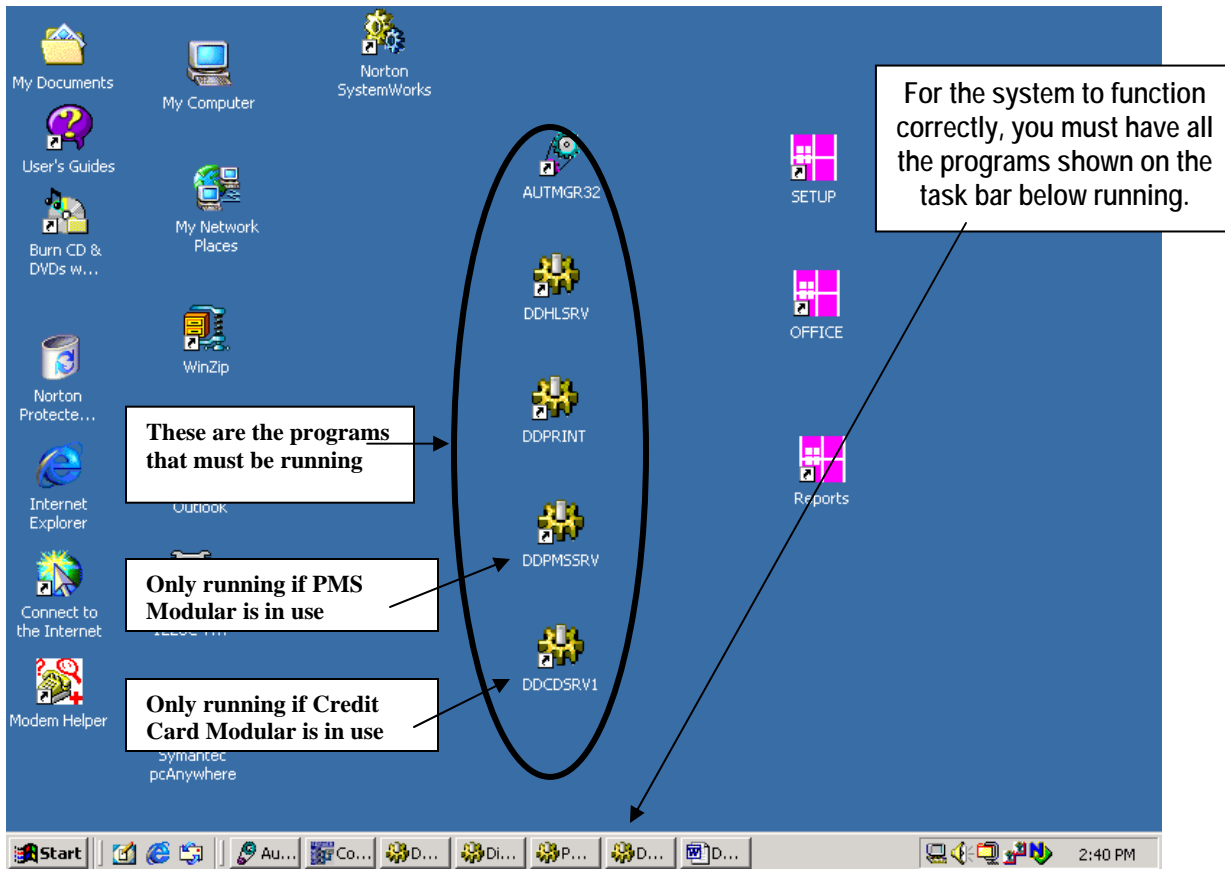
(Note: All rates are subject to change without notice and at the sole discretion of POS Innovation )

## Support & Maintenance Plans Are Available-Ask your sales Representative for Details.

- ❖ Support Plan participants take priority over non-participants.
- ❖ All non-priority calls are returned as they are received within the next business day.

Note: All rates for participants and non-participants are subject to change without notice and are at the sole discretion of POS Innovation.

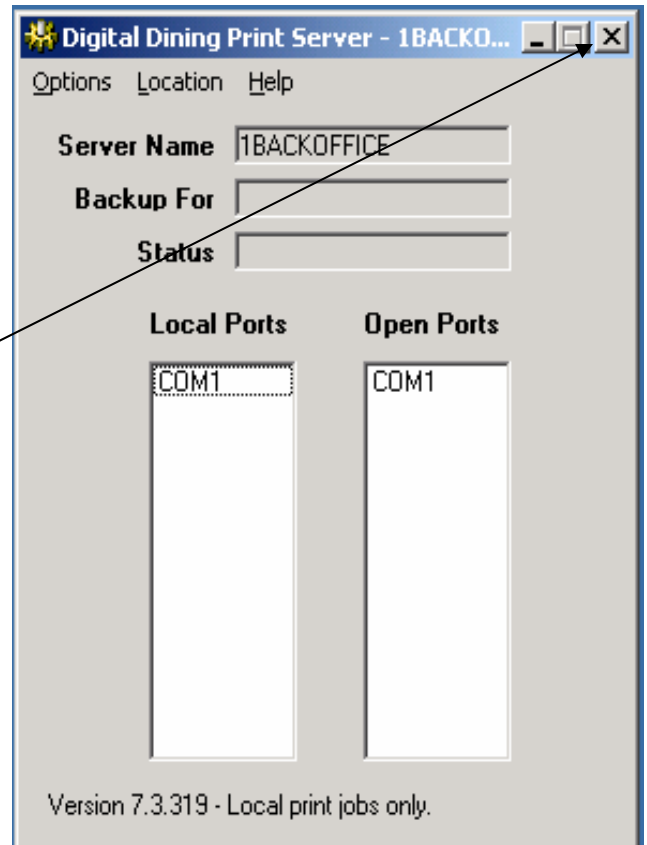
POS Innovation, Inc. reserves the right to refuse support to any customer if payments are tardy for any reason.  
(Note: All rates are subject to change without notice)



### Printer(s) Not Printing

This feature is used to reset the print server. Print servers are located on all pos terminals and on the back office computer.

1. Select Exit Register (Only For Print Server On A POS Terminal)
2. Select Exit OS This will bring the point of sale to the windows desk top (Only For Print Server On A POS Terminal)
3. Locate DDPrint at the bottom of the screen and touch the box on a pos terminal or with the mouse on the back office
4. This will bring up the DD Print Server (at right)
5. Press the X to shut down the print server
  - Click on the YES to close program
6. From the Window Screen Double Click DDPrint.exe This will reload the print server. You will now see the print server loaded at the bottom of the screen with your other DD Icons. Your print server has now been reset



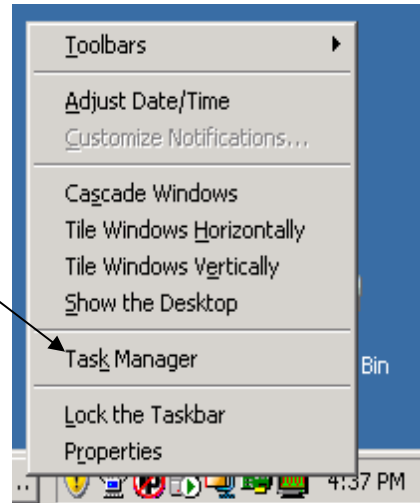
## Credit Card Server Off-Line or Credit Cards Not Verifying

This feature is used to reset the credit card server when it is offline or not processing Credit Cards

1. Locate the clock at the bottom right of the screen (figure 1) and right click with the mouse to bring up the options box.
2. Select Task Manager



Figure 1



3. When the task manager comes up, find and highlight DDCDSRV1 (figure 2 a)
4. Click on End Task. This will shut down the Credit Card Server (figure 2 b)
5. Exit out of the Task Manager

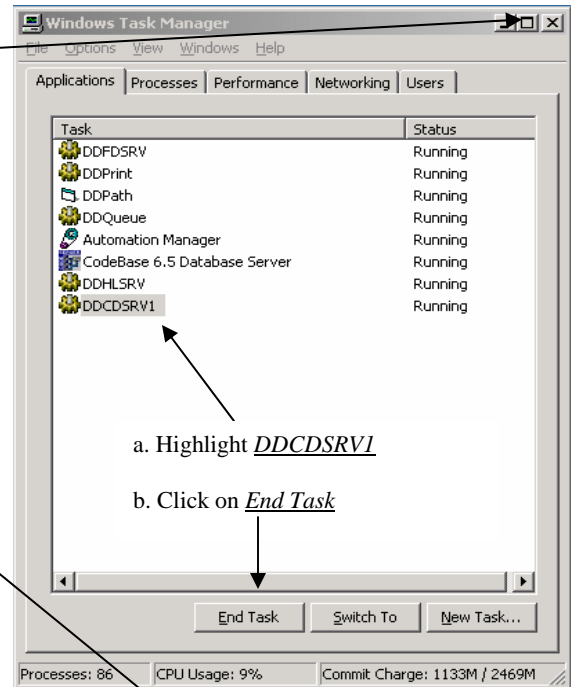
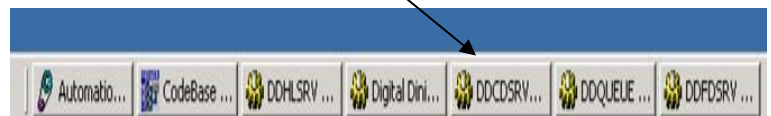
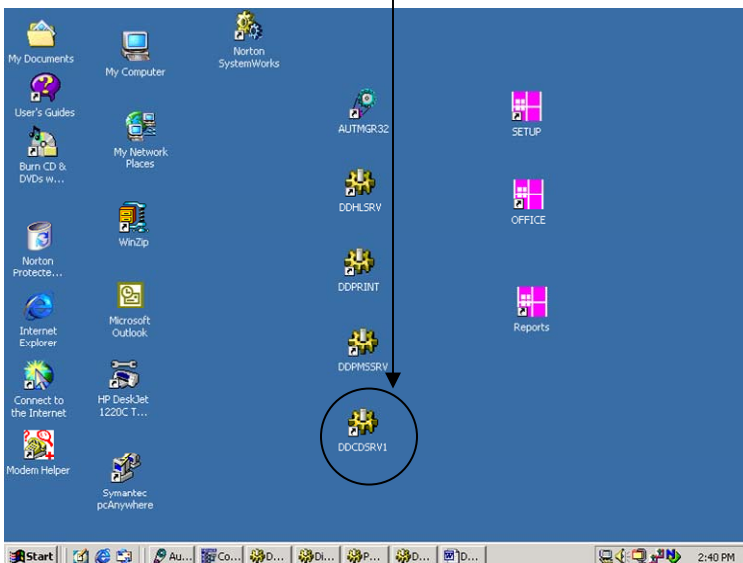


Figure 2

6. Unplug the Data Cap Modem. Wait 30 Seconds (black modem with a red light on the front)  
Then plug back in the credit card modem  
**IP Credit Card Does Not Have This Type Of Modem**
7. Double Click the DDCDSRV1 to restart the credit card server. You will see the DDCDSRV1 load at the bottom of the screen.  
**Be patient it sometimes takes a few minutes**

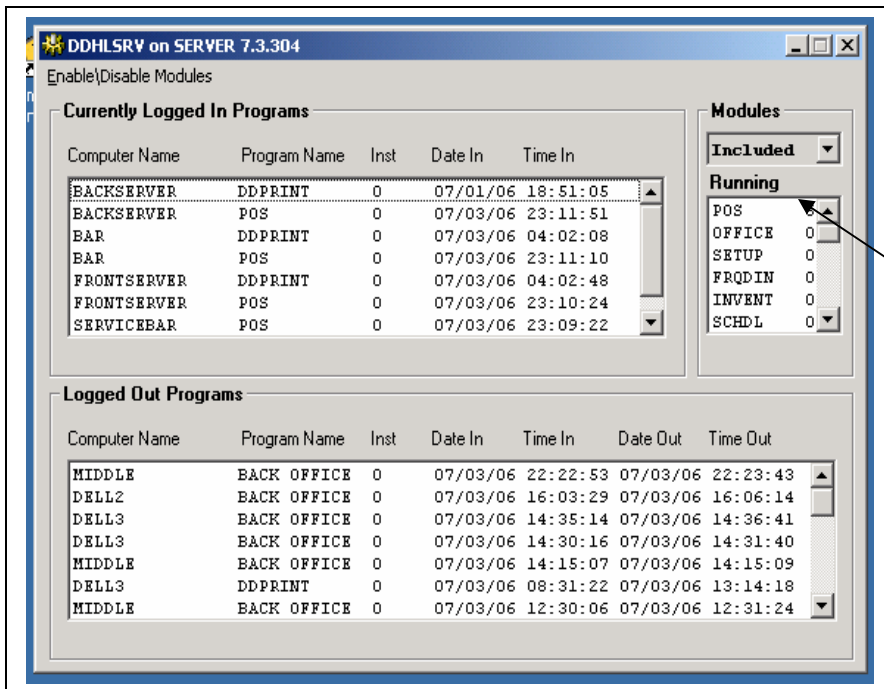


## Unable to log onto the Hardlock Server

Occasionally when a POS station gets rebooted you will get an error message as shown

This error message is caused when the POS software has been loaded onto a station more than once.

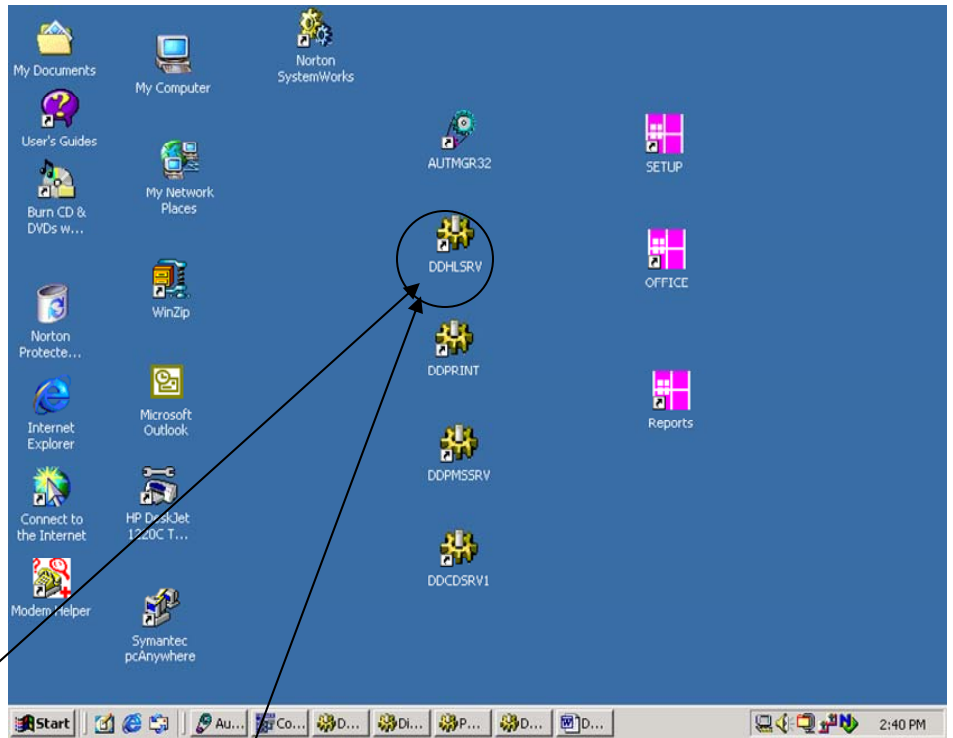
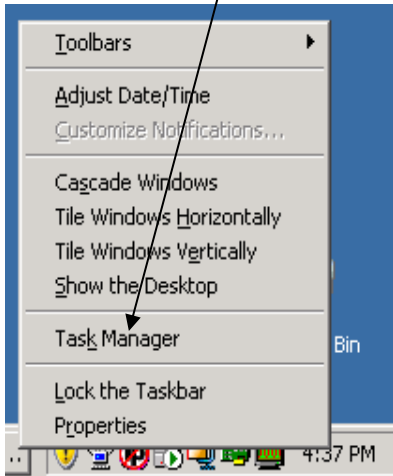
All workstations automatically load their software. If a staff member clicks on the POS Icon, a terminal can load the software twice. Please be patient and allow the software to load by itself.



If you receive the error message "Permission to log-in to the hardlock server was denied", you can check to see if a terminal has loaded the POS software more than once.

If you click on the hardlock server icon at the bottom of the screen, the DDHLSRV will show on your screen. If you look under the "Running" area you will see a number to the right of the POS. This is how many terminals are running the Digital Dining Software. If the number of POS equals the amount of terminals you have, then a terminal has loaded the POS software twice.

To correct a multiple log in, Locate the clock at the bottom right of the screen and right click with the mouse to bring up the options box.  
Select Task Manager



Click on End Task. This will shut down the ddhlsrv

Exit out of the Task Manager

Immediately double click on the DDHLSRV icon.

This will reload the Hardlock Server. You are now able to restart the work station that did not start properly

NOTE: Make sure you know where the DDHLSRV is located on your desktop. If you do not do this quickly, you will shut down all other workstations. If you are in doubt of what to do call tech support for help <sup>1</sup>

### Cash Drawer Not Opening

If your cash drawer is not opening, check the following before you call

- Is there paper in the printer attached to the cash drawer? A cash drawer will not open if the printer at that station has no paper.
- Is the printer turned on? Do you see the green lights or are there red error lights?
- Is the cash drawer cable securely plugged in at both ends?
- Is the printer attached to that station on and operating? Remember a cash drawer will not open if the printer is not working
- Will the cash drawer open with its key? If it won't it means that something is stuck in the drawer. Digital Dining is not responsible for items jammed into the drawer

## **BACKING UP DIGITAL DINING**

### **Backup data:**

It is highly recommended that you backup your system every day. Digital Dining should be backing up to all of your computer stations. The program used is called second copy. Be sure you test the backup to be sure that it is backing up properly. There are many reasons why backups fail. Even automatic backups can fail. Files can become corrupt, accidentally deleted, overwritten, damaged, etc.. If the backoffice server hard drive fails, it is impossible to retrieve the system data. Having a usable backup will save you time and money in getting your system back up and working normally. Reprogramming, reinstalling, and reconfiguring the system again is very costly and time consuming.

Please do timely checks to be sure that the system is being backed up properly. If you are uncertain about how to test the backup, contact us at 215-340-7550.

### **Important**

The restaurant is exclusively responsible for the supervision, management and control of the use of its Digital Dining System including, but not limited to **establishing adequate backup plans and implementing sufficient procedures and checkpoints to satisfy its requirements for restart and recovery of all data and information in the event of a malfunction**; and properly supervising and adequately training employees who operate the system to minimize the likelihood of a malfunction.