**Troubleshooting Common Issues Guide**

It is not uncommon for a printer to sometimes go on the fritz or have the internet go out, and it’s important that MITs and Shift Leader have a base knowledge of how to handle common issues that come up. Below is a list of some common issues that arise.

It is recommended to go through each these issues with your GM to cover them sufficiently.

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| **Issue** | **What it affects** | **Solution(s)** |
| Label printer jam | * Communication of order details | * Remove jammed debris and reprint labels * “Reset” the printer:   + Power off/on   + Restart the POS it’s connected to (Usually the driver POS) * If problem persists, contact Breakaway   + 817-299-4500 Ext 1 |
| Internet goes out | * Phones (VoIP lines) * Credit Cards and Gift Cards * Online ordering | * Contact internet service provider |
| POS is down | * All orders * Credit Cards and Gift Cards | * Take orders using Emergency Kit   + Resource(s): - “When the Wheels Fall Off” – Toppers U (Library) * Enter hand-written orders into POS when back up * Diagnose issue   + Call Breakaway support and/or contact Toppers IT support   + Switch out Server computer, if necessary |
| Oven breaks down | * All products | * Try to diagnose problem if possible * Call manufacturer   + New ovens come with a warranty – Issue may be covered, but you must call the manufacturer (**not a different repair company**) to honor the warranty * Get fixed ASAP even if other oven is operational |
| Makeline breaks down | * Most products * Efficiency * Food safety | * Try to diagnose problem if possible * Call manufacturer   + New equipment usually comes with a warranty - Issue may be covered, but you must call the manufacturer (**not a different repair company**) to honor the warranty * Get fixed asap. This is a health risk issue because food must be kept out of the temperature danger zone * Short-term solution   + Pack the rail with ice   + Store items that would normally go under the makeline on a cart in the walk-in cooler   + Take food temps every hour to ensure proper temps |