

This is an escalation guide. If step 1 does not work, proceed to step 2, and so on.

YOUR PAYMENT TERMINAL IS NOT WORKING?

1. Turn off the payment terminal and turn it on again.
 - For wired **LANE** terminals, press and hold both the "comma" and "yellow button" simultaneously.
 - For **PAX** or **Sunmi** terminals, press and hold the button on the side and choose "turn off" or "restart."
2. If this does not work, use another terminal for the rest of the evening or call your provider:
 - **OnlinePOS Support:** 70 70 26 36

NO NETWORK?

1. Check if there is light on all internet boxes. If not, plug in all boxes and wait for up to five minutes.
2. Check your internet provider's website for any service status or outage information in your area.
 - If there is an outage, you can only wait until the service resumes.
3. Disconnect power from all internet boxes, reconnect them, and wait for up to five minutes.
4. Call **BECKERGRUPPEN (Mads)** at +45 40 91 95 59. If they refer you to your internet provider, call:
 - **Global Connect:** +45 77 30 31 88
 - **TDC:** 70 70 90 90
 - **Energi Fyn (for locations in Odense):** 70 13 19 00
 - If you have a different provider, Google is your friend.

THE PHONE IS NOT WORKING?

1. Restart the phone.
2. Is it charged?
3. Call **TDC:** 70 70 90 90.
4. Call the manager.

ONLINEPOS IS NOT WORKING?

1. Any day, at any time: Call **OnlinePOS directly** at 70 70 26 36.
2. If they do not answer the phone for some reason, or if the wait time is too long and you cannot wait, contact the manager.

OnlinePOS can handle:

- Printer not working
- System keeps freezing
- System or receipt printer running very slowly
- System outage or failure
- Operational issues (e.g., disappearing tables, table server down, etc.)

OnlinePOS cannot handle:

- Creating buttons/menus
- Editing pricing
- Creating invoices
- Other issues that can wait until the next weekday, where the manager can help.

THE SPEAKERS HAVE POWER BUT ARE NOT PLAYING?

1. Check that both the **AUX cable** and **power cable** are connected to your tablet player.
2. If any cables are missing, insert the missing cables.
3. Check your amplifiers; is there power? If not, check the fuses.
4. Call **BECKERGRUPPEN (Mads)** at +45 40 91 95 59.
5. Call your manager.

THE SPEAKERS ARE NOT PLAYING AND THERE IS NO POWER?

1. Check the fuses and determine if the power is out.
2. Call your manager if you cannot resolve the issue.

Remember to follow the steps in order and contact the relevant support services if the issues are not resolved.

If you cannot find the solution to your problem in this guide, please contact your manager.