

NO 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.
2. If this does not work, use another terminal for the rest of the evening, or call your respective provider for technical support.

VERIFONE TECHNICAL SUPPORT: 35 15 11 15

NETS TECHNICAL SUPPORT: +47 915 08989

Payment terminals on Basso Bergen & Vinkassen have to call Tilly.



NO NETWORK?

1. Check if there is light in all internet boxes. If not, power up all boxes and wait five minutes.
2. Go to your internet providers web page. Go to "service information" and check for internet outages in your area. (If so, all you can do is wait)
3. Disconnect power from all internet boxes, reconnect and wait up to five minutes.
4. Call Fisker IT +45 44 14 00 64. If they ask you to call our internet provider, call Global Connect on +47 38 99 02 99

THE PHONE DOES NOT WORK?



1. Write customer service via Google Chat. They can help you further.

TILLY DOES NOT WORK?



1. Monday-Friday, 08.00-17.00: Create an IT-Ticket on Help.diningsix.dk.
For urgent matters write or call Morten E.

From 17:00-21:00 and in the weekend: Call Tilly directly: +45 81 10 01 31.

Overview of topics Tilly will handle - and NOT handle - call only with "green questions".

GO

Printer does not work
Tilly constantly freezes
Tilly or receipt printer works very slowly
System outage

NO GO

Create buttons/menus
Edit pricing
Create invoices
The till does not balance
Create waiter numbers
Other things, that can wait until next following week day.

SPEAKERS HAVE LIGHT BUT NO SOUND



1. Check that there is internet cable, AUX cable and power cable in your Tunebutler player. If not, insert the missing cable.
2. Disconnect power from your Tunebutler device, wait 20 seconds and reconnect power. Wait 30 seconds.
3. Call Tunebutler +45 89 80 20 09



THE SPEAKERS ARE NOT PLAYING, AND THERE IS NO LIGHT?

1. Call Lumen Audio +45 71 99 91 81

If you are not able to find the answer to your problem in this guide, call your manager.