

UK 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.

ELAVON TECHNICAL SUPPORT: 0345 850 0195 (MENU OPTION 1)

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 Ambico +0207 537 7080. If they ask you to call our internet provider, call British telecom 0800800154

THE PHONE DOES NOT WORK?



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

TILTY DOES NOT WORK?



1. Monday-Friday, 08.00-17.00: Create an IT-Ticket on [Help.diningsix.dk](https://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.

SONOS SPEAKERS



1. Missing network see "NO NETWORK?"
2. Check the power to your Sonos product
3. Make sure you're connected to the right Wi-Fi network
4. If Sonos is wired to your router, check the Ethernet cable
5. Unplug the power to Sonos, wait 20 seconds, plug in again

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