



Slurp!®

SLURP RETAIL TECH SDN. BHD.

SLURP! MERCHANT MANUAL TROUBLESHOOTING

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DEFINITIONS, CONVENTIONS, ACRONYMS AND ABBREVIATIONS

Terms	Descriptions
MS	Merchant Success
MS PIC	Merchant Success Person Incharge
POS	Point Of Sales
LAN	Local Area Network
WAN	Wide Area Network
URL	Uniform Resource Locator
iOS	iPhone Apple Operating System
KDS	Kitchen Display System
CDS	Customer Display System
WA	WhatsApp
App	Application
FID	Franchise Identification
ISP	Internet Service Provider
QR	Quick Response
TnG	Touch N Go
LED	Light Emitting Diode
SST	Sales & Service Tax
IP	Internet Protocol Address
APK	Android Package File (To install android App)
HUB	Networking and computing terms, and how it connects multiple devices or computers
DNS	Domain Name System
MB	Mega Byte

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1. Printer

1.1. Printer Disconnected

If your printer suddenly shows a "Disconnected" status, perform the following troubleshooting steps first:

1.1.1. **Step 1: Check All Connection On Printer**

- a) Make sure the printer is turned on, the LAN cable is connected (orange & green LED on the LAN port is lit).
- b) Make sure the **power cable** and adapter are securely connected (green adapter LED).

1.1.2. **Step 2: Check Printer Status**

- a) **Check the printer status in Central (Disconnected).**
- b) Perform a **Test Print** to get the printer's **IP Address**.

1.1.3. **Step 3: Check Network Connection**

- a) Make sure the **Slurp! router** is **powered on**.
- b) Make sure the iPad's WiFi connection is to **Getslurp WiFi** (getslurp.com).

1.1.4. **Step 4: Periksa Latency & IP Address**

- a) **Tap the Disconnected** printer icon in **Central**.
- b) If **No Latency**: check the **IP Address** in **Central** and ensure it is the same as the printer's **IP Address** on the **Test Print** receipt:
 - i) Same IP Address → continue with step (c).
 - ii) Not the same → perform the **Remove & Add Printer** step.
- c) If **Latency is high (>2 digits)** → **Restart the Router**.

1.1.5. **Step 5: Turn Off and Restart Printer**

- a) If the **printer is still Disconnected**, Turn **Off** and Turn **On** the **Printer** again.

1.1.6. **Step 6: Additional Hardware Check**

- a) **Change the LAN cable or power adapter, or switch port** if it is still **Disconnected**.
- b) If there is another printer, try to **swap the printer** to confirm printer damage.

1.1.7. **Step 7: Next Steps**

- a) If all the above steps fail, bring the original printer to the supplier for **service/warranty** or replace it with a new printer if the warranty has expired.

1.2. Test Print

1.2.1. **Step 1: Check Connection on Printer**

- a) Ensure the power cable and adapter are connected securely. The adapter's LED will be green, indicating a successful connection.

1.2.2. **Step 2: Prepare the Printer**

- a) Ensure the printer is **OFF**.

1.2.3. **Step 3: Perform the Test Print**

- a) Press and hold the **Feed** button (or the **Paper** button).
- b) While holding the **Feed** button, switch on the printer.

- c) Release the **Feed** button after the **first beep** sound.
- d) The printer will automatically print a **self-test** receipt to display the setting details.

1.2.4. Step 4: Check the IP Address

- a) Ensure the printer's **IP Address** is the same as shown in Central Settings.
- b) If different → follow the **Remove & Add Printer** step.

1.2.5. Step 5: Check WiFi Connection

- a) Ensure the printer is connected to **Getslurp WiFi** (getslurp.com).

1.3. Remove and Add Printer

1.3.1. Step 1: Check Connection on Printer

- a) Make sure the printer is turned on, the LAN cable is connected (orange & green LEDs lit), and the 'power cable' and adapter are correctly connected (adapter LED green).

1.3.2. Step 2: Check Network Connection

- a) Ensure the iPad's WiFi connection is to **Getslurp WiFi** (getslurp.com).

1.3.3. Step 3: Check the Printer Status

- a) Open **Central**, check the printer status (**Disconnected**) and do a **Test Print** to get the printer's **IP Address**.

1.3.4. Step 4: Remove Printer

- a) Open **Settings** in **Central** (bottom left).
- b) Press the **Padlock** icon and enter the admin password.
- c) Select the printer with **Disconnected** status, then press the **Dustbin** icon to delete the printer.

1.3.5. Step 5: Add Printer

- a) Tap the '+' (**Add Printer**) icon.
- b) Select **Manual Printer** or select the **IP Address** displayed as in the test print.
- c) Enter the **Printer Name**, **Printer IP**, and set the printer mode (Cashier / Kitchen / Hybrid / Station):
 - i) Cashier Mode: Bill
 - ii) Kitchen Mode: For Kitchen Docket
 - iii) Hybrid Mode: For 2 functions, Cashier and Kitchen
 - iv) Station Mode: For Waiter App printer
- d) Click **Add Printer**.

1.3.6. Step 6: Connection Confirmation

- a) After 5 minutes, perform **Refresh Apps** in **Central** and confirm the printer status changes to **Connected**.

1.4. Restart Printer

1.4.1. Step 1: Check Connection on Printer

- a) **Ensure the power cable** and adapter are connected securely. The **LED** light on the adapter is green, indicating a successful connection.

1.4.2. Step 2: Check Network Connection

- a) **Ensure the printer is turned on and the LAN cable is connected.** The **LED** indicator on the **LAN** port will light up orange and green.

1.4.3. Step 3: Switch OFF and Restart the Printer

- a) Press the **OFF** button until the **POWER LED** (blue) light turns off.
- b) Press **ON** again until the **POWER LED** lights up blue and the printer starts printing.

1.5. Add ‘tagging’ On ‘itemize printing’

1.5.1. Step 1: Check Central Settings

- a) Open **Central** and tap **Settings** (bottom right).
- b) Select the **printer** that needs tagging added.
- c) Check the list of tagging in **Itemize Printing**:
 - i) If tagging is **PRESENT**, but cannot be printed, perform step 1.3 **Remove & Add Printer**.
 - ii) If the menu item is **NOT PRESENT**, proceed to Step 2.

1.5.2. Step 2: Check Settings on Cloud

- a) Make sure you have access to the **Cloud** (cloud.getslurp.com):
 - i) If there is no access → transfer the case to the agent.
- b) Go to **Items > Products** and check the menu item **tagging**:
 - i) If it has been **tagged** → perform **Update Setting** in **Central**.
 - ii) Wait 5 minutes, then **Refresh Apps**.
 - iii) If it has not been tagged, perform **tagging**, press **Save**, then **Update Setting** and **Refresh Apps**.

1.6. Routine Maintenance Cleaning

1.6.1. Step 1: OFF Printer and Remove from Plug

- a) **Ensure the printer is OFF** and unplugged.

1.6.2. Step 2: Clean the Dust

- a) **Use compressed air** (can get it from MrDIY or any hardware store) or a soft brush to remove dust inside the printer.

1.6.3. Step 3: Clean the Head & Roller

- a) **Spray contact cleaner or isopropyl alcohol (IPA)** onto the **heated print head** and **rubber platen roller**.
- b) Allow to dry completely before reusing.

1.6.4. Step 4: Avoid Strong Chemicals

- a) Do not spray directly onto components.
- b) The use of strong chemicals may damage the printer.

1.7. Printer Prints Unclearly / Blurry / Blank

1.7.1. Step 1: Restart Printer

- a) Perform **Restart Printer**.

1.7.2. Step 2: Perform Test Print

- a) Perform a **Test Print** to check the print quality.

1.7.3. Step 3: Advanced Steps (Hardware)

- a) If the problem persists after cleaning, proceed to the **hardware** step procedure or send it to the supplier/service.

1.8. Printer Prints Receipts Slowly / Prints Strange Font

1.8.1. Step 1: Restart Printer

- a) Perform **Restart Printer**.

1.8.2. Step 2: Perform Test Print

- a) Perform a **Test Print** to check the speed and quality of the printing.

1.8.3. Step 3: Routine Maintenance Cleaning (if the problem still occurs)

- a) Turn off the printer and disconnect the power.
- b) Clean the dust with **compressed air** or a soft brush.
- c) Clean the **heated print head** and **rubber platen roller** with **contact cleaner** or **isopropyl alcohol (IPA)**.
- d) Let it dry completely before reusing.
- e) Avoid harsh chemicals or spraying directly onto the components.

1.8.4. Step 4: Switch to Text Mode (if problem persists)

- a) Go to **Central** → **Receipt** → **Format** → **Text**
- b) Set **Text** to **Default / Text**

1.8.5. Step 5: Advanced Steps (Hardware)

- a) If the problem persists after cleaning, proceed to the **hardware** step procedure or send it to the supplier/service.

1.9. Printer Prints Receipt Unnecessarily or Prints Non-stop

1.9.1. Step 1: Switch OFF the Printer

- a) Ensure the printer is **OFF** and unplugged from the power source.

1.9.2. Step 2: Refresh Apps

- a) Refresh or Close Apps on the relevant Central.

1.9.3. Step 3: Restart the Printer

- a) Press **ON** on the printer and make sure it is ready to use.

1.10. Turn On Master Copy

1.10.1. Step 1: Cashier Master Copy

- a) Open **Central** → **Receipt** → **Order Sheet** → **Enable Master Copy**.
- b) Then **Refresh App** on Central.

1.10.2. Step 2: Kitchen Master Copy

- a) Open **Central** → **Settings** → **Unlock Padlock** (enter admin password).
- b) Select the relevant **Printer**.

- c) Enable **Master Copy**.
- d) Perform an **App Refresh** on Central.

1.11. Docket not printed on Kitchen Printer

1.11.1. Step 1: Check All Printer Connection

- a) Ensure the printer is turned on, the **LAN** cable is connected (orange & green LED of the LAN port is lit).
- b) Ensure the **power cable** and adapter are connected securely (green adapter LED).

1.11.2. Step 2: Check Printer Setting Printer in Central

- a) Open the Central application.
- b) Check the printer status on Central:
 - i) If the printer status is displayed as **Connected**, perform **Step 1.11.4 (Step 4)**

1.11.3. Step 3: Check Network Connection

- a) Ensure the **Slurp! router** is turned on.
- b) Ensure the WiFi connection is connected to **Getslurp WiFi** (getslurp.com).

1.11.4. Step 4: Check 'tagging' On 'itemized printing'

- a) If Step 1 through Step 3 are unsuccessful, perform **Action 1.5.** to check and confirm the **itemized printing** settings.

1.12. Receipt Not Printed on the Printer Even Though the Status in Central Status is Connected

1.12.1. Step 1: Check All Connection on Printer

- a) Ensure the printer is turned on.
- b) Ensure the **LAN cable** is connected correctly and the LED lights on the LAN port are **orange and green**.
- c) Ensure the **power cable and adapter** are securely connected and the **adapter LED light is green**.

1.12.2. Step 2: Check Printer Settings in Central

- a) Open the Central application.
- b) Tap the **Receipt** menu on the bottom menu bar.
- c) On the right side of the screen:
 - A) Select **Disable** from the **Autoprint** menu:
 - i) Try printing the receipt.
 - ii) If it still fails, proceed to the next step.
 - B) Select **Restaurant** on the **Receipt Info** menu:
 - i) Try printing the receipt.
 - ii) If it still fails, proceed to the next step.
- d) Perform a function check on **SKAB on Cloud** as referenced in **Step 1.13: How to Check SKAB on Cloud**.

1.13. How to check the SKAB on Cloud

1.13.1. *Step 1: Activate the SKAB*

- a) Access to cloud.getslurp.com
- b) On the left side of the screen:
 - i) Select **General**.
 - ii) Select **Settings**.
 - iii) Select **Default**.
 - iv) **Scroll** down and go to the **Operation** section.
 - v) Click **Enable Send to Kitchen After Billing (SKAB)**.
 - vi) Click **Save**.

1.13.2. *Step 2: Perform Central Update*

- a) Open the Central application.
- b) Tap on the outlet name in the top left.
- c) Tap **Update Settings**.
- d) Check the latest date under the Update Settings section to ensure the *Settings* have been updated.

1.14. Combine or Separate Order

1.14.1. *Step 1: Set to All Printer*

- a) If **Combine Order** is required for all printers, follow these steps:
 - i) Central > Receipt > Order Sheet > Combine Order Sheet
- b) If **Separate Order** is required for all printers, follow these steps:
 - i) Central > Receipt > Order Sheet > Turn Off Combine Order Sheet

1.14.2. *Step 2: Set to only Specific Printer*

- a) If **Combine Order** is required for some printers, perform the following steps:
 - i) Central > Receipt > Order Sheet > Combine Order Sheet.
- b) If **Separate Order** is required for some printers, perform the following steps:
 - i) Central > Setting > Unlock Padlock > Turn Off Combine Order Sheet

2. Router

2.1. Router Light Not Lighting Up

2.1.1. *Step 1: Check Power Connection*

- a) Ensure the electric switch is turned on and observe until the light illuminates.
- b) Ensure the switch on the router is turned on and observe until the light illuminates.

2.1.2. *Step 2: Further Action*

- a) **If the router still does not turn on, please contact or bring it to the supplier for further assistance.**

2.2. Router indicator is red and the internet is disconnected

2.2.1. *Step 1: Check Power Connection*

- a) **Check the plug switch:**

- i) Ensure the electric plug switch is turned on.
 - ii) Wait until the indicator light comes on.

- b) **Check the power supply of the router:**

- i) Make sure the router is powered on.
 - ii) Observe until the router indicator light turns on.

- c) **Test internet connection:**

- i) Ensure the router is connected to the ISP's WiFi.
 - ii) Try accessing applications like YouTube.

- d) **If failed to access YouTube:**

- i) Check the LAN cable connection from:
 - i) Router ISP (LAN port) **or**
 - ii) Wall port **or**
 - iii) Network switch to Tenda router (WAN port).

- e) **If still unable to access YouTube:**

- i) If the cable is from the Wall port or network switch, try plugging the ISP LAN cable directly into the Tenda router.
 - ii) If it still fails, please contact the ISP for further assistance.

2.3. WiFi Name Does Not Appear

2.3.1. *Action to take*

- a) Ensure the getSlurp.com WiFi signal is displayed in the WiFi Setting on the iPad.
- b) If the getSlurp.com WiFi does not appear in the list of WiFi on the iPad screen, check the WiFi LED light on the router.
- c) If the LED light is not on, press the power button on the back of the router.
- d) The WiFi signal will appear after a few moments and can be detected on the iPad.

- e) Sekiranya WiFi masih tidak muncul, terus ke langkah **Reset Router**.

2.4. Reset Router

2.4.1. *Action to take*

- a) Press and hold the reset (RST) button on the back of the router until the LEDs light up and turn off simultaneously.
- b) The WiFi LED will light up.
- c) On the iPad, the WiFi signal will display **TENDA_XXXXX**, which indicates that the router has been successfully reset.

2.5. Setup Tenda Router on iPad

2.5.1. *Step 1: Check WiFi displays default name, TENDAXXXX*

- a) Ensure the iPad is connected to the **Default Tenda**
- b) Ensure the IP address for Tenda is 192.168.0.1

2.5.2. *Step 2: Setup the Tenda Router*

- a) After 2.5.1 - Step 1 (a), you will automatically enter the website tendawifi.com. (Screen for setting up Wifi Name and Wifi Password).
- b) If this page fails to appear, please use the steps below:
 - i) Open Safari
 - ii) Access tendawifi.com
 - iii) Search IP Address 192.168.0.1
- c) Log in to the website. The password is usually **admin**.
 - i) If login fails, try using one of the following passwords: **admin6061e / adminfid / admin3215 / slurp3215**
 - ii) If still unsuccessful, use the password located under the router provided
- d) Set the WiFi name as getslurp.com-OutletName.
- e) Set the password as **slurp3215** and click "**Save**".
- f) The router will reboot and please wait until the process is complete.

2.5.3. *Step 3: Router Name Connection on iPad*

- a) Usually the WiFi will disconnect automatically, and you need to reconnect to the getslurp.com WiFi using the latest password.

2.5.4. *Step 4: Setup Router IP Address (LAN IP Address)*

- a) Reopen Safari to access the router's website (tendawifi.com) and the "Welcome to use Tenda router" page will automatically appear: Enter password **slurp3215**
- b) Click on **System Settings** or **Administration**.
- c) Change **LAN IP Address** to **192.168.2.1**.
- d) Click "**OK**" to save the LAN IP Address.
- e) The router will reboot automatically.
- f) If the Router IP Address changes, proceed to step 2.6 **Router IP Address changes**.

2.6. Router IP Address changed

2.6.1. *Action to take*

- a) **Ensure the iPad is connected to WiFi [getslurp.com]**
- b) **Ensure the Tenda's IP address is 192.168.2.1 by checking WiFi Info on the iPad.**
- c) **The IP Address is shown in the Router section on the iPad.**
 - i) If the router changes, copy the IP address to Safari and access the router's website using the latest IP address.
 - ii) Follow the Setup Router IP Address steps (b) to (e), if necessary.

2.7. What router brand is suitable for the Slurp system

2.7.1. *Contact Merchant Success Executive for the latest information. (talk to agent)*

3. Cash Drawer

3.1. Cash Drawer Key Missing

3.1.1. *Action to be taken*

- a) For security reasons, we do not possess a master key. Please contact a locksmith for further assistance.

3.2. Cash Drawer Does Not Kick

3.2.1. *Step 1: Check Cash Drawer*

- a) Make sure the Cash Drawer is not locked.

3.2.2. *Step 2: Check Cable Connection*

- a) Make sure the Cash Drawer cable is connected to the Cashier printer.

3.2.3. *Step 3: Check Printer Status in Central*

- a) **If the Printer status is Disconnected** on Central, perform Action 1.1 **Printer Disconnected**.
- b) If the Printer status is **Connected** on Central, ensure there are no items stuck or lodged inside the Cash Drawer.

3.2.4. *Step 4: Further Actions*

- a) If the Cash Drawer still cannot be opened, please contact or bring it to the supplier for further assistance.

4. CDS (Customer Display Screen)

4.1. Price Display Does Not Appear on the CDS Screen (iOS)

4.1.1. *Step 1: Check CDS Connection*

- a) Ensure the CDS iPad and Central iPad are connected to the same WiFi (getslurp.com - Outlet Name)
- b) Ensure the Central iPad is always on the Dashboard screen.
- c) If the CDS iPad still does not display the price, follow these steps:
 - i) Refresh Apps on both iPads (Central and CDS).
 - ii) Open both apps (Central and CDS).

4.1.2. *Step 2: Authenticate CDS Apps*

- a) On the CDS Homepage (**Welcome to Outletname**), tap the Slurp icon on the top left of the screen.
- b) In the top right corner of the screen, there are three buttons. Select and tap the **Authenticate** button.
- c) Enter any staff **PIN** number.
- d) Tap **Done**.

4.1.3. *Step 3: Deactivate License on Central*

- a) Open the Central application and select **Restaurant** on the menu bar at the bottom of the dashboard screen.
- b) Select **System** at the top of the screen menu.
- c) Refer to the **License Available** section.
- d) Click **Hash Code** in the **License Available** section and press **Dismiss**.
- e) Press **Deactivate**.
- f) Repeat steps (d) and (e) until **License Available** is empty.
- g) Perform **Refresh apps** on both iPads.

4.2. Price Display Not Showing on CDS Screen (Android)

4.2.1. *Step 1: Check CDS Connection*

- a) Ensure the CDS iPad and Central iPad are connected to the same WiFi (getslurp.com- Outlet Name)
- b) Ensure the Central iPad always remains on the Dashboard screen.
- c) If the CDS iPad still does not display the price, follow these steps:
 - i) Refresh Apps on both iPads (Central and CDS).
 - ii) Open both apps (Central and CDS).

4.2.2. *Step 2: Authenticate CDS Apps*

- a) **On the CDS Homepage (Welcome to Outletname)**, press the Slurp icon on the top left of the screen.
- b) On the top right of the screen, there are two buttons. Select and press the **Authenticate** button.
- c) Enter any staff **PIN** number.
- d) Press **Done**.

4.2.3. Step 3: Deactivate License on Central

- a) Open the Central application and select Restaurant on the menu bar at the bottom of the dashboard screen.
- b) Select System at the top of the screen menu.
- c) Refer to the License Available section.
- d) Click Hash Code in the License Available section and press Dismiss.
- e) Press Deactivate.
- f) Repeat steps (d) and (e) until License Available is empty.
- g) Perform Refresh apps on both iPads.

4.2.4. Step 4: Purge Data

- a) Open the main screen on the Android tablet.
- b) Press and hold the CDS app.
- c) Tap App Info.
- d) Tap Storage & Cache.
- e) Tap Clear Data/Clear Storage.
- f) Reopen the Central and CDS apps.
- g) Select the iPad located in the bottom left corner in CDS.
- h) Enter any staff PIN number.

4.2.5. Step 5: Reinstall CDS Apps

- a) Uninstall the CDS application on the Android device.
 - i) Press and hold the CDS application.
 - ii) Press Remove.
 - iii) Press Confirm to verify.
- b) Reinstall the CDS application on the Android device.
 - i) Search for the CDS APK file on the device.
 - ii) Tap on the APK file.
 - iii) Tap Install to install the application.
 - iv) Ensure the CDS iPad and the Central iPad are connected to the same WiFi (getslurp.com - Outlet Name).
 - v) Reopen the Central and CDS applications.
 - vi) Select the iPad located in the bottom left corner in CDS.
 - vii) Enter any staff PIN number.

4.3. Price of each item does not appear on the CDS screen

4.3.1. Action to be taken

- a) Open the CDS iPad and proceed to Setting > Display & Brightness
- b) Select Dark Mode to Light Mode

5. Waiter Apps

5.1. Waiter Apps not connected to Central (Android)

5.1.1. *Step 1: Check Device Connection*

- a) Ensure the Central iPad and Waiter Apps iPad are connected to the getslurp.com WiFi
- b) Ensure the Central iPad always stays on the Dashboard screen.
- c) Ensure **Local Network is Activated on the iPad (Slurp Central Application)** (*For all applications in the Slurp Ecosystem*):
- d) Steps to check **Local Network**:
 - i) Open **Settings** on the iPad.
 - ii) Select **Apps**.
 - iii) Find and select the **Slurp Central / Slurp Waiter / Slurp CDS** application.
 - iv) Activate (**Enable**) the **Local Network** option.

5.1.2. *Step 2: Configure Waiter Apps in Android*

- a) Tap the **3 dots** at the top right of the screen on the **Slurp Waiter** application on Android.
- b) Tap **Settings**.
- c) Tap **System Status**.
- d) Tap **Connect to Another Central**.
- e) Enter the employee's **PIN** number.
- f) The Waiter application will display the table number.
- g) If the Waiter application connection to Central still fails, proceed to step 3: deactivating the license.

5.1.3. *Step 3: Deactivating Waiter Apps License in Central*

- a) Open the **Slurp Central** application.
- b) Click on the **Restaurant** Section at the bottom of the screen.
- c) Click **System** at the top of the screen.
- d) Click the **unique number** under **Waiter Apps License**.
- e) Click **Dismiss**.
- f) Click **Deactivate**.
- g) Repeat steps (d) to (e) until the unique number is blank.
- h) Perform **Refresh App**.
- i) Repeat the same steps to troubleshoot the Waiter App.
- j) If all the above steps are unsuccessful, **restart** the Central iPad and the Waiter Apps.
- k) If it still fails, **uninstall** the waiter app and **reinstall** the Waiter Apps.

5.2. Waiter Apps not connected to Central (iOS)

5.2.1. *Step 1: Check Device Connection*

- a) Ensure the Central iPad and Waiter App iPad are connected to the getslurp.com WiFi
- b) Ensure the Central iPad is always on the Dashboard screen.
- c) Ensure **Local Network is Activated on the iPad (Slurp Central Application)** (*For all applications in the Slurp Ecosystem*):
- d) Steps to check **Local Network**:
 - i) Open **Settings** on the iPad.

- ii) Select **Apps**.
- iii) Find and select the **Slurp Central / Slurp Waiter / Slurp CDS** application.
- iv) Activate (**Enable**) the **Local Network** option.

5.2.2. Step 2: Configure Waiter Apps in iPad

- a) Perform an App Refresh on the Waiter App.
- b) Close and reopen the **Slurp Waiter** application.
- c) Select the **Central iPad** detected on the bottom left of the screen.
(*This step can be ignored if the iPad automatically detects the Central iPad.*)
- d) Enter the employee **PIN**.
- e) The **Waiter iOS** application will display the same table numbers as on the **Central iPad**.
- f) If the Waiter application connection to Central still fails, proceed to step 3: deactivating the license.

5.2.3. Step 3: Deactivating Waiter Apps License in Central

- a) Open the Slurp Central application.
- b) Click on the **Restaurant** Section at the bottom of the screen.
- c) Click **System** at the top of the screen.
- d) Click the **unique number** below **Waiter Apps License**.
- e) Click **Dismiss**.
- f) Click **Deactivate**.
- g) Repeat steps (d) to (e) until the unique number is empty.
- h) Perform **Refresh App**.
- i) Repeat the same steps to **troubleshoot Waiter App**.
- j) If all the steps above are unsuccessful, **restart** the Central iPad and the Waiter Apps.
- k) If it still fails, **uninstall** the waiter app and **reinstall** the Waiter Apps.

5.3. Waiter Apps Time Out

5.3.1. Step 1: Check Device Connection

- a) Ensure the Central iPad and Waiter App iPad are connected to the WiFi [*getslurp.com*](http://getslurp.com)
- b) Ensure the Central iPad is always on the Dashboard screen.
- c) Ensure the coverage distance is within the **coverage range (2000 sq ft)**.
- d) If the distance exceeds the coverage limit, it is recommended to **upgrade the router** either by:
 - i) Add an additional router, or
 - ii) Use a router with higher specifications.

5.3.2. Step 2: Prevent Time Out

- a) Go to the **Dashboard**.
- b) Press and hold on the middle part of the **Waiter App** icon.
- c) Turn Off the **Auto Logout** function.

5.4. Menu In Central & Waiter Apps Does Not Match

5.4.1. *Step 1: Check Device Connection*

- a) Make sure the Central iPad and Waiter App iPad are connected to the getslurp.com WiFi.
- b) Make sure the Central iPad is always on the Dashboard screen.

5.4.2. *Step 2: Check the Outlet Name Tab on the Waiter Apps*

- a) Go to the store name tab in the Waiter Apps (top left of the screen).
- b) Perform **Refresh Apps**.

5.4.3. *Step 3: Menu Synchronization*

- a) If it is still not the same as in Central:
 - i) Check the menu whether there is a **tag** that has been assigned to each item.
 - ii) If there isn't one, **assign a tag** to that menu item.

5.5. Prices shown on Waiter Apps do not include Service Charge

5.5.1. *Action to be taken*

- a) The price displayed on the **Waiter Apps** does not include service charge.
- b) To see the **actual amount (Grand Total)** including **tax and service charge**, please **submit the order** first.

5.6. Menu image in Central does not appear on Waiter Apps

5.6.1. *Step 1: Check Device Connection*

- a) Ensure the Central iPad and Waiter App iPad are connected to the getslurp.com WiFi network.
- b) Ensure the Central iPad is always on the Dashboard screen.
- c) Ensure Waiter Apps version 2.5.4
- d) Click **Connect to Another Central** and wait until the image is **uploaded**.

6. Reports

6.1. Download reports

6.1.1. **Step 1: Access to Cloud**

- a) Access cloud.getslurp.com using the email address and password created by the Outlet Manager.

6.1.2. **Step 2: Access to Report**

- a) From the **Main Dashboard**, go to **Reports** and select the required report type under the **Reports** section.

6.1.3. **Step 3: Select Outlet**

- a) In the selected subsection, press **All Outlets** (drop-down) on the top right of the screen to select the required Outlet (if there is more than 1 Outlet or you want to select all Outlets).

6.1.4. **Step 4: Choose Date**

- a) Press the **Date** button on the top right of the screen to select the required date, week, or month.

6.1.5. **Step 5: Choose Shift**

- a) If there is a shift ongoing on the selected date, press the **shift icon** and choose the required shift.

6.1.6. **Step 6: Export Report**

- a) Press the **Export** button and select the required format (**CSV, XLSX, PDF**) to download.

6.2. Download staff attendance report

6.2.1. **Step 1: Access to Cloud**

- a) Access cloud.getslurp.com using the email address and password created by the Outlet Manager.

6.2.2. **Step 2: Access to Report**

- a) From the **Main Dashboard**, go to **Reports** and select **Staff Attendance** under the **Reports** section.
- b) Follow the instructions in Step 6.1 → 6.1.3 till 6.1.6 - step (3) to (6) as specified.

6.3. Download Cashflow report

6.3.1. **Step 1: Access to Cloud**

- a) Access cloud.getslurp.com using the email address and password created by the Outlet Manager.

6.3.2. **Step 2: Access to Report**

- a) From the **Main Dashboard**, go to **Reports** and select **Cash Flow** under the **Reports** section.
- b) Follow the instructions in Step 6.1 → 6.1.3 till 6.1.6 - step (3) to (6) as specified.

6.4. Identify Top Selling Product

6.4.1. *Step 1: Access to Cloud*

- a) Access cloud.getslurp.com using the email address and password created by the Outlet Manager.

6.4.2. *Step 2: Access to Report*

- a) From the **Main Dashboard**, go to **Reports** and select **Product** under the **Reports** section.
- b) Follow the instructions in Step 6.1 step (3), (4), and (6) as specified.

6.5. Identify Product Sales by Staff

6.5.1. *Step 1: Access to Cloud*

- a) Access cloud.getslurp.com using the email address and password created by the Outlet Manager.

6.5.2. *Step 2: Access to Report*

- a) From the **Main Dashboard**, go to **Reports** and select **Product** under the **Reports** section.
- b) Scroll to the bottom of the screen to the **Product Sales by Staff** section.
- c) Follow the instructions in Step 6.1 → 6.1.3 till 6.1.6 - step (3) to (6) as specified.

6.6. Download staff attendance report

6.6.1. *Step 1: Access to Cloud*

- a) Access cloud.getslurp.com using the email address and password that has been created by the Outlet Manager.

6.6.2. *Step 2: Access to Report*

- a) From the **Main Dashboard**, go to **Reports** and select **Drawer Session** under the **Reports** section.
- b) Follow the instructions in Step 6.1 → 6.1.3 till 6.1.6 - step (3) to (6) as specified.