

WAREHOUSE U

BETTER WAREHOUSE, BETTER BUSINESS

STUDY HALL



Today's Presenter

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Today's session will cover:

LightSpeed's Top Support Issues and How to Solve Them:

- Stuck in picking
- Replacing a bad light
- Printers not printing
- iPad not authorized/iPad not connecting to LightSpeed
- Unifi issues
- Avanti orders not pushing

Stuck in Picking

- Not having the correct product category filters can cause the items to not show up on the order if the items aren't mapped. Having the incorrect product categories will also cause the items to not show up when you go to map the products on the iPad.
- Having the correct product categories will also help you make sure that the unmapped products are shown on the iPad and then you can assign them a location at a later time.

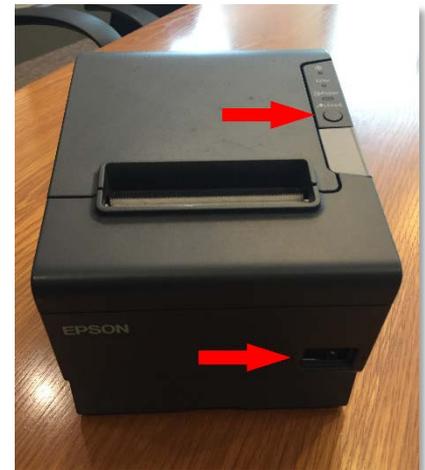
Changing a bad light

When replacing a bad light, you always want to make sure you assign the number of the old light on the new light. If you don't assign it the correct number, the light might show up as "FF". For example, light number 30 in section 2 is not working and needs to be replaced.

1. Attach a new light and wait for it to light up then turn off.
2. Press the left two buttons and as you hold them, push the light button once then let go.
3. Push the light button after changing each digit place – 100, 10, 1.
4. The light should read 030, then push the light until it turns off.
5. From the FastTrack program, make sure to select **Check All Lights** to verify that you get a Green message that states "All Product Lights are OK".

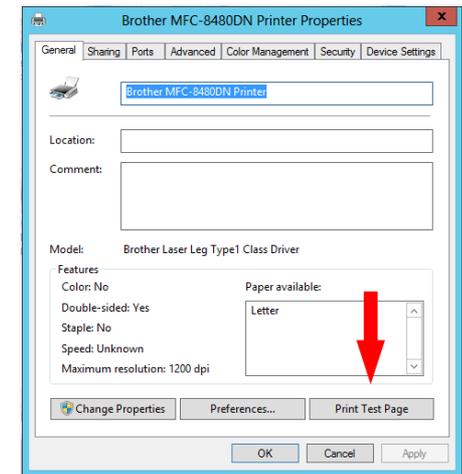
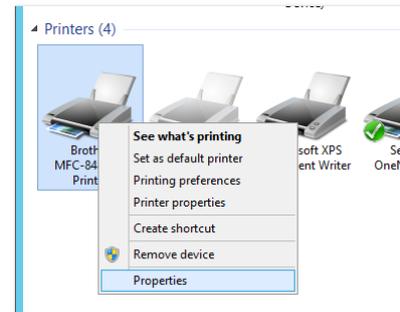
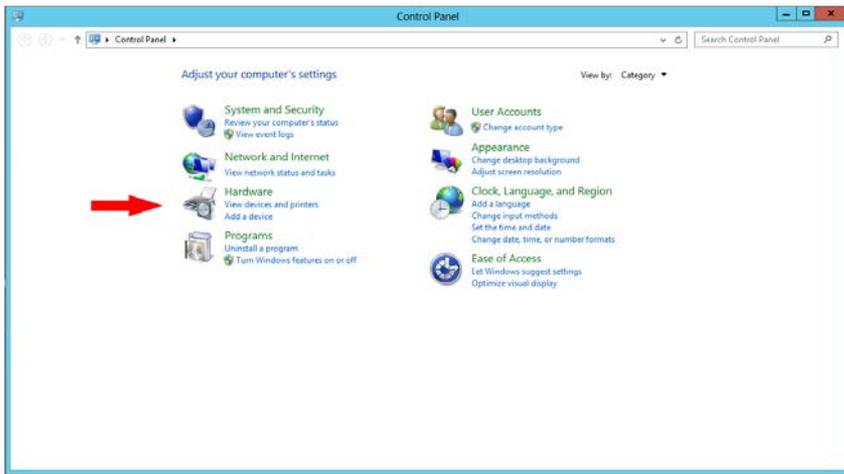
Printers not printing

- One way (and the easiest) to check a printer that is not printing is to restart it. Simply find the power switch at the front of the printer, turn it off and then back on.
- You can also turn the printer off and turn it back on while holding the feed button. What this does is print out a Test Page. If the printer doesn't print a Test Page, you can hit the button on the front right of the printer and see if the paper is getting jammed or not.



Printers not printing

- You can also check the printer via the server.
 1. Go to the Control Panel on the server.
 2. Go to Devices and Printers.
 3. Right-click on the printer.
 4. Go to Printer Properties and at the bottom right, click Print Test Page.



iPad not authorized/iPad not connecting to LightSpeed

If you start the **LSMobile** App on the iPad and it gets stuck on a black screen, that could mean that it's not getting a proper connection to the server. This could be caused by either the iPad not being connected to the correct Wi-Fi network or the IP address in the settings being incorrect.



You can check the Wi-Fi network by going to Settings on the iPad, selecting Wi-Fi and then checking the network.



You can check the IP address by going to Settings on the iPad, scrolling down to LSMobile and checking the URL.

Unifi issues

If your iPad is dropping the Wi-Fi connection or crashing during picking, the main cause could be the Unifi or Hawking access point. This could be due to the pickers going out of range or the Unifi/Hawking becoming faulty.

Avanti orders not pushing

If your Avanti orders aren't pushing, it could be due to the Product or Machine Category Filter. If all of your Filters are correct and the order is still not pushing, it could be due to a Product Code mismatch. You want to make sure the Product Codes across Avanti and your Primary Provider match. If they don't match, you have to link them manually.

Avanti orders not pushing

First, check BOTH the Machine and Product Category Filter:

1. From the LightSpeed Admin Page, go to LightSpeed Settings
2. Select Machine Category Filter
3. Select the correct Zone
4. Make sure that the correct Machine Category is selected
5. Now go back to LightSpeed Settings
6. Select Product Category Filter
7. Select the correct Zone
8. Make sure that the correct Product Category is selected



Select a Zone

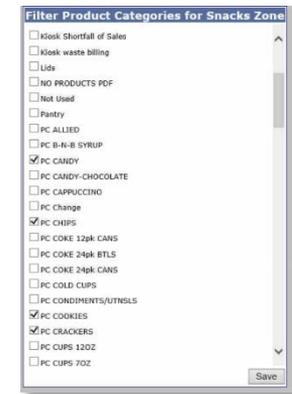
- Snacks
- PreKit Beverage
- Chocolate
- Market Snack iPad
- Market Beverage
- Market Lights

Continue



Category	Active	Suppress Overrides	Sort Order	Edit
Avant! Market	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	Edit
Beverage	<input type="checkbox"/>	<input type="checkbox"/>		Edit
Beverage Fountain	<input type="checkbox"/>	<input type="checkbox"/>		Edit
Beverage Glass Front	<input type="checkbox"/>	<input type="checkbox"/>		Edit
Bulk Order Entry	<input type="checkbox"/>	<input type="checkbox"/>		Edit
Changer	<input type="checkbox"/>	<input type="checkbox"/>		Edit
Cold Food	<input type="checkbox"/>	<input type="checkbox"/>		Edit
Food Cold	<input type="checkbox"/>	<input type="checkbox"/>		Edit
Generic	<input type="checkbox"/>	<input type="checkbox"/>		Edit
GlassFront Combo/Slave	<input type="checkbox"/>	<input type="checkbox"/>		Edit
Hot Beverage - Coffee	<input type="checkbox"/>	<input type="checkbox"/>		Edit
Kiosk	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Edit
LS Order Entry	<input type="checkbox"/>	<input type="checkbox"/>		Edit
Snack	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Edit
Unknown	<input type="checkbox"/>	<input type="checkbox"/>		Edit

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Filter Product Categories for Snacks Zone

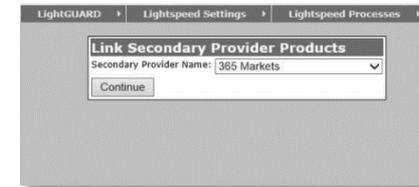
- Kiosk Shortfall of Sales
- Kiosk waste billing
- Lids
- NO PRODUCTS PDF
- Not Used
- Party
- PC ALLIED
- PC B-A-B SYRUP
- PC BUNNY
- PC CANDY
- PC CANDY-CHOCOLATE
- PC CAPPUCCINO
- PC Change
- PC CUPS
- PC COKE 12pk CANS
- PC COKE 24pk BTLs
- PC COKE 24pk CANS
- PC COLD CUPS
- PC CONDIMENTS/UTNSLS
- PC COOKIES
- PC CRACKERS
- PC CUPS 12OZ
- PC CUPS 7OZ

Save

Avanti orders not pushing

If all of your Filters are correct and the order is still not pushing, it could be due to a product code mismatch. You'll want to make sure the product codes across Avanti and your primary provider match.

1. From the LightSpeed Admin Page, go to LightSpeed Settings
2. Select Link Secondary Product
3. Locate the product and link it to the product in your Primary Provider's list.



Provider ID	Product Code	Secondary Provider Product	Primary Provider Product	
7799	022000015532	5 Truth or Dare Ascend	5 Gum Ascend IC (7799)	Edit
6267	072180730671	Cheese Pizza	Red Baron Cheese Pizza (6267)	Edit
7466	041335880794	Fat Free Italian Dressing	Ken's Fat Free Italian (7466)	Edit
7913	089425001401	Lifestyle Lemongrass Basil Chicken	Lifestyle Lemongrass Basil (7913)	Edit
7753	851028600253	Push Peach Soda 20oz	85 Push Peach 20oz (7753)	Edit
1000	1000	1/2lb Double Cheeseburger	Urge Double Cheeseburger (Gall's) (1000)	Edit
0650	0650	1/4 LB CHEESEBURGER	1/4 lb Cheeseburger (Gall's) (0650)	Edit
0821	0821	1/4 lb Cheeseburger	1/4 lb Cheeseburger (MGH) (0821)	Edit
7001	7001	1/4 LB Cheeseburger		Edit
0555	0555	1/4 LB HAMBURGER	1/4 lb Hamburger (Gall's) (0555)	Edit
28197	12oz Starbucks Coffee	12oz Starbucks Coffee		Edit
0106	0106	2 PACK WAFFLE	2-Pack Waffle (Gall's) (0106)	Edit
6591	075243107021	2% Milk Carton	Milk, 2% (Hayfield) (6591)	Edit
7545	04060309	3 Musketeers 2 To Go	3 Musketeers 2 To Go 3.28oz (7545)	Edit
5574	5574	3pc Chicken Tenders w/Honey Mustard	Chicken Tenders 3 pc (Gall's) (5574)	Edit

Records per page: 15 | Show Filter: Records: 1 - 15 of 2041 - Pages: 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20

Provider ID	Product Code	Secondary Provider Product	Primary Provider Product	
7799	022000015532	5 Truth or Dare Ascend	<ul style="list-style-type: none"> 5 Gum Ascend IC (6220) 5 Gum Cobalt (6276) 5 Gum Fibre (7281) 5 Gum Ralts (6273) 5 Hour Energy Extra Strength (5750) 5 Hour Energy Grape (5745) 5 Hour Energy Pomegranate (6679) 5 Hour Energy Straw/Vanillemon (7747) 5 Hour Pink Lemonade (7283) 5 H-E Energy Berry Drink (5536) 	Update Cancel

Questions?

Sign up for the next Study Hall today!

Thursday, September 29, 2016 @ 3pm EDT

lightspeedautomation.com/warehouse-u/study-hall/