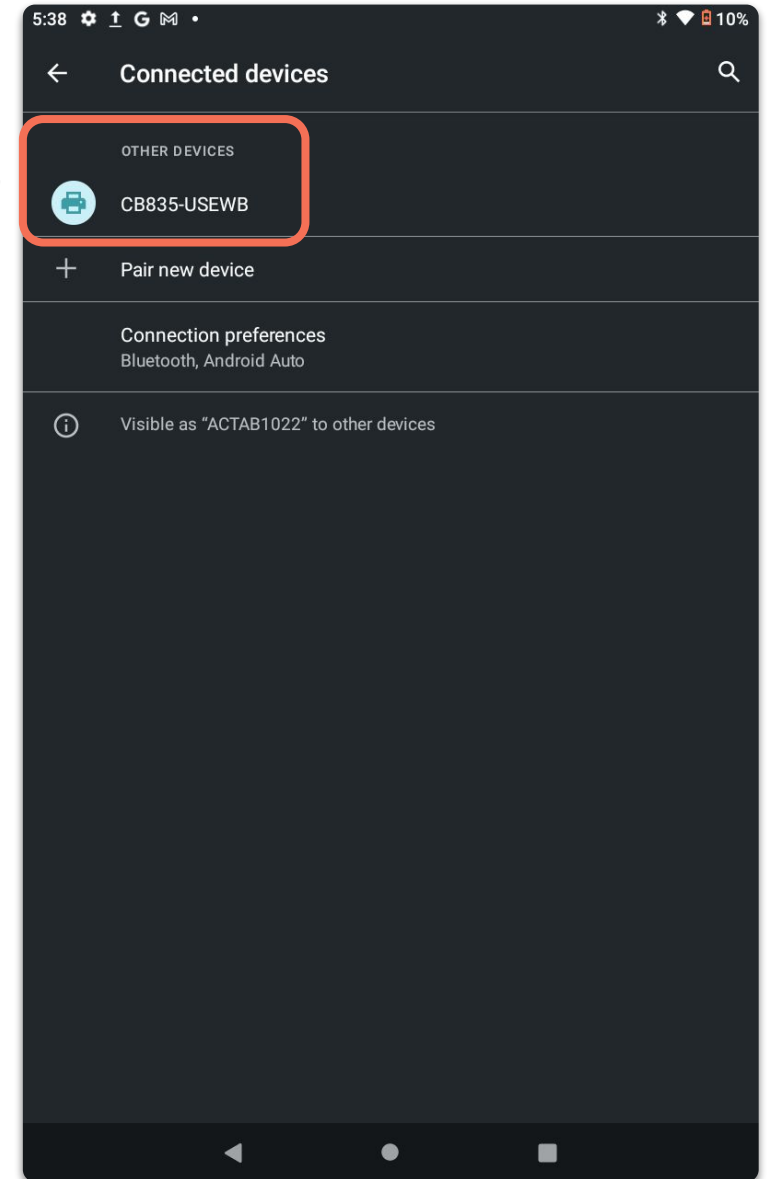


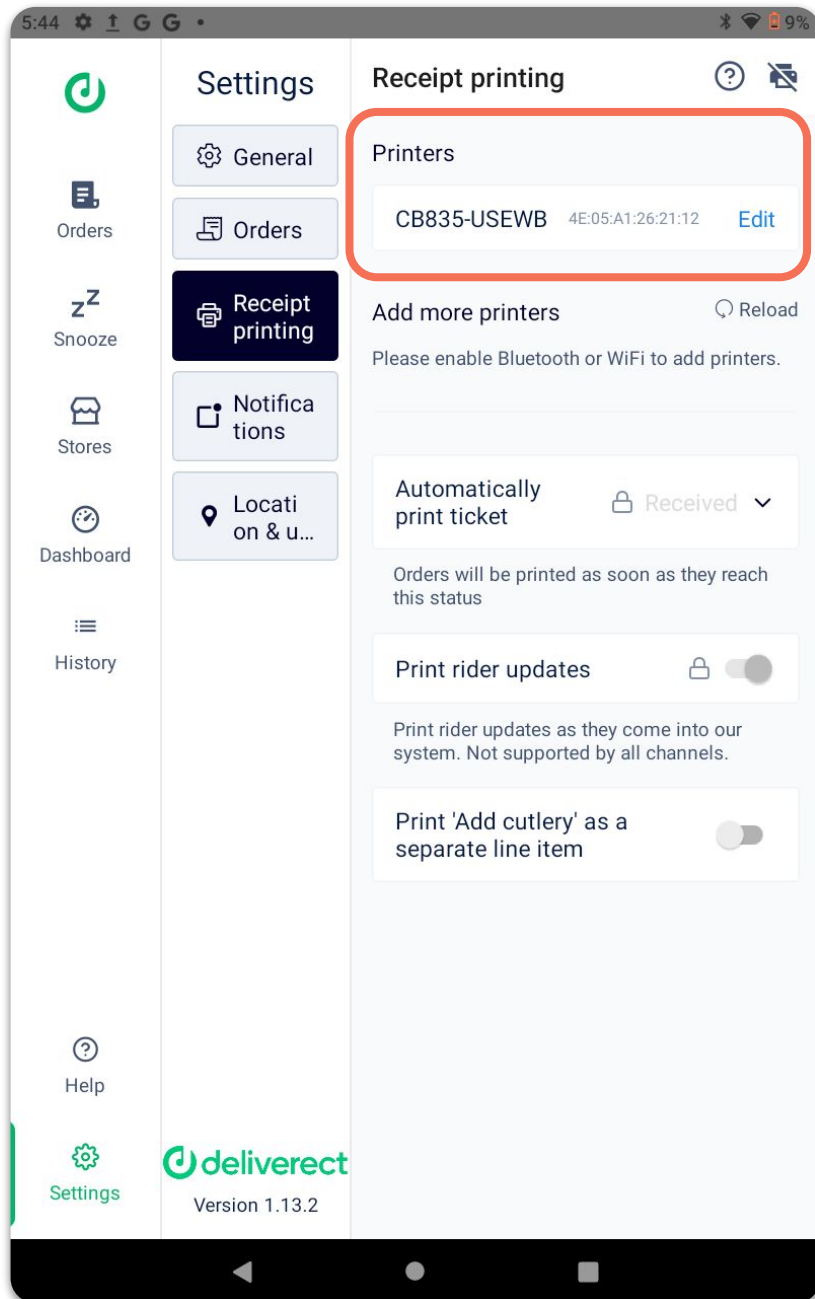
RE-CONNECTING THE BLUETOOTH PRINTER

First, ask the site if they connected the printer to the Just Eat tablets or get them to check the Just Eat tablet and see if the printer is connected. If yes then this is what is causing the issue. Ask the site to disconnect the printer from the Just Eat tablets and to switch off the Bluetooth (only on the Just Eat tablets). **Once the printer is disconnected from the Just Eat tablets then follow the guide below.**

Connecting the printer to the tablet

1. Go into tablet **Settings > Connected Devices**
2. If a printer is already connected it will appear at the top as 'currently connected'
3. If not, click on **"Pair new device"**. This will now search for available devices. Connect the printer by clicking on the printer name (model number) in available devices. The tablet may ask for a PIN, this is '0000' (four zeros). Once the printer is connected to the tablet you will need to connect it to Deliverect...





Connecting the printer to Deliverect

In the Deliverect app click on '**More**' at the bottom right. Then '**Settings**', then '**Receipt Printing**'. If a printer is connected in Deliverect it will appear under printers. See picture.

If not, click on '**Reload**' next to '**Add more printers**'. This will now search for available devices.

Connect the printer by clicking on the printer name (model number) in available devices.

Once your printer has been added, tap on '**Edit**', then '**Print test ticket**'. This will confirm if your printer is now connected.

PRINTER TROUBLESHOOTING

1. Tablet won't connect to Printer via Bluetooth:

Unplug and restart all tech, including the router. Restart in the order Router > Tablet > Printer

2. Receipts not printing:

First, test that the printer is working by switching it off, holding down the feed button, then switching the printer back on. Now release the feed button. This should print a test receipt. If a ticket is printed, then move on to steps one and two above to reconnect the printer.

- Check that the Deliverect app is up to date in the play/app store.
- Check that the Deliverect app is active and open on the '**Orders**' screen.
- Check that the Bluetooth printer is within reasonable range of the tablet at the time of testing.
- Power down and restart both the tablet and the bluetooth printer.

3. Printer doesn't want to connect to Deliverect:

'Forget' the printer in both the tablet and Deliverect settings then follow steps one and two above to reconnect.

4. Receipt won't print and a print error appears in red on the Deliverect app:

Check that the printer is not connected to any other devices. **Please do not connect the printer to the Just Eat tablet.**

