

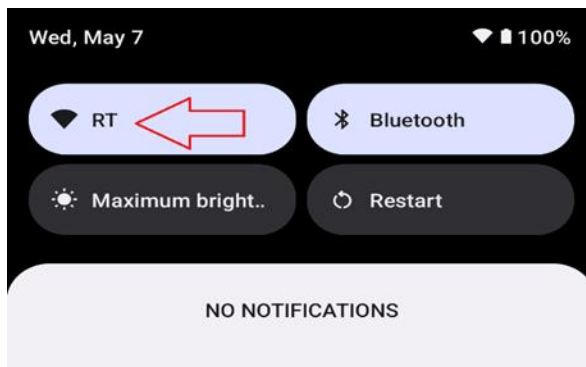
## Pre-Shift Device Inspection Checklist

Each server and bartender is responsible for conducting a pre-shift device check to ensure their device is fully functional before starting their shift. Employees & Managers should attempt to resolve any device issues using the steps below before requesting a device swap. Devices should only be switched if the card reader is not functioning and the device is verified to be online without indicator symbols, or if all troubleshooting steps have been attempted and the device remains offline or out of sync.

**Note:** Never switch devices without first attempting to troubleshoot and resolve the issue.

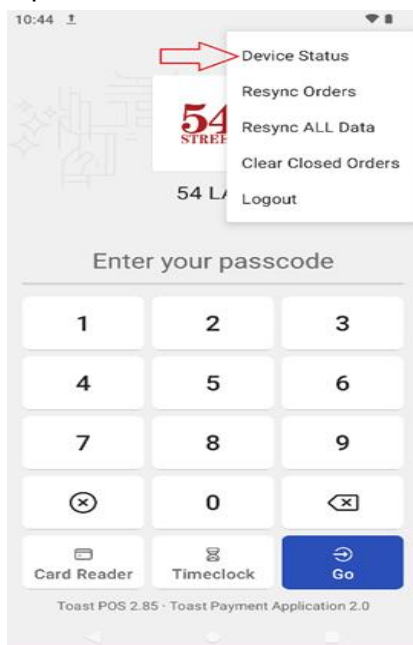
### 1. Wi-Fi Connection Verification

- Ensure the Go 2 device is connected to the “RT” Wi-Fi network.
- Swipe down from the top of the touchscreen to access Wi-Fi settings and confirm the correct network is selected.

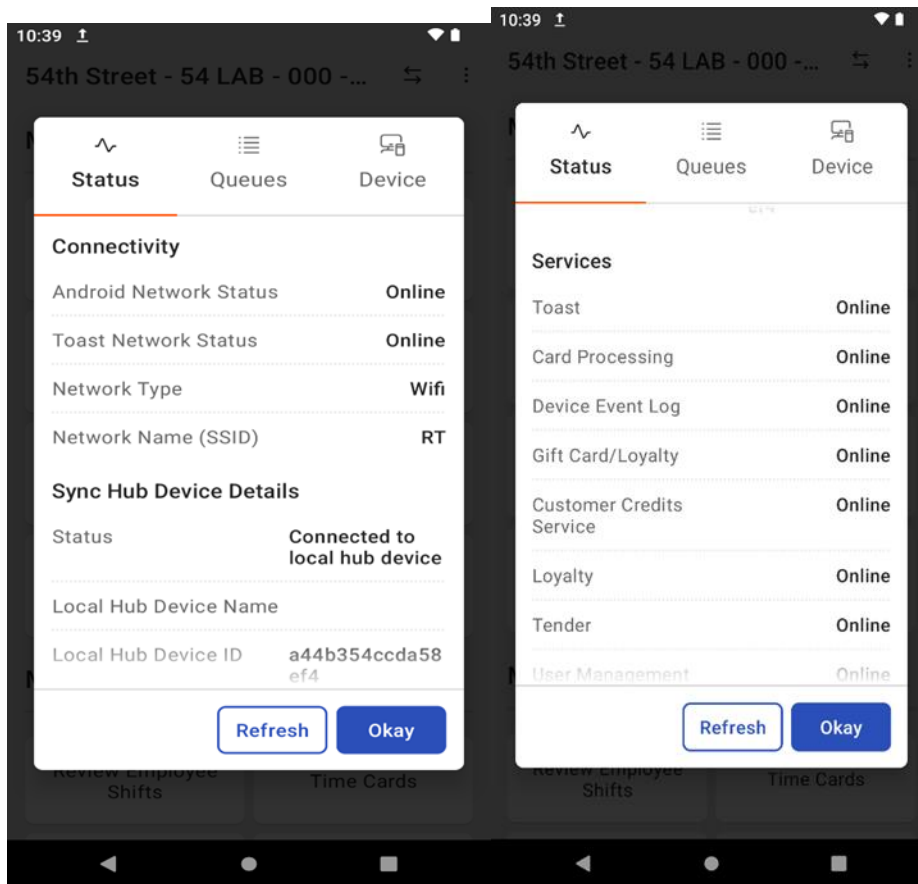


### 2. Device Status Check

- Confirm the device status is online.
- Open the three-dot menu from the login page to view the status page.

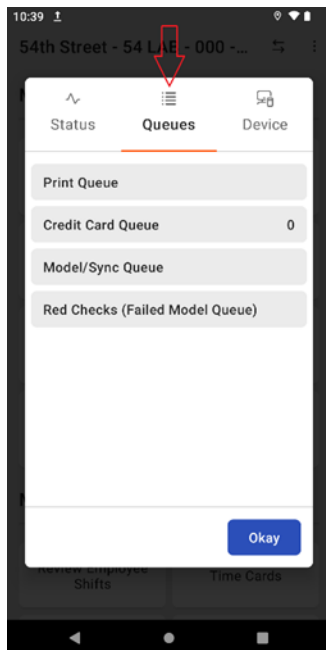


- Scroll to the bottom to verify that both connectivity and services are online.







### 3. Queue Error Check

- Ensure the device has no active queue errors.



#### 4. Status Indicator Check

- Verify that no status indicator lights are illuminated just above the touchscreen.

Status Indicator Symbol	Description
	Wi-Fi signal  <b>Solid blue:</b> Wi-Fi signal low, move to a stronger location. <b>Solid red:</b> Wi-Fi is off or disconnected.
	Device sync status  <b>Blinking red:</b> Device contains an order that has not synced with the server. <b>Blinking blue:</b> Device is not syncing with other devices in your restaurant. Make sure your device is on the secure Toast Wi-Fi, then force quit and relaunch the Toast app. On the passcode screen, select the 3 dots in the top right corner and select <i>Resync Orders</i> .
	Battery when Toast Go® 2 is unplugged (not charging)  <b>Solid red:</b> 10% battery life <b>Blinking red:</b> 5% battery life
	Battery when Toast Go® 2 is plugged in (charging)  <b>Solid red:</b> Battery is 0 - 84% charged. <b>Solid green:</b> Battery is 85 - 100% charged

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### Troubleshooting and Resolutions

- **Wi-Fi Issues**

- Toggle the Wi-Fi off and then back on if the device fails to connect to the "RT" network.
- Contact the 54 Helpdesk if further assistance is required.

- **Device Status Offline**

- Resolve most offline services by force closing the Toast POS application, reopening it, and signing back in.

- **Queue Errors**

- Queue errors typically require a call to the 54 Helpdesk.

- **Blinking Question Marks**

- Refer to the recommendations in the chart provided or contact the 54 Helpdesk for additional support.

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### Support Contacts

- 54 Helpdesk: Support54@krm-inc.com | (816) 912-0540
- Toast Support: (617) 682-0225 or use Toast Now chat (Toast support is for hardware issues only)