

Domino's[®]

Tech Troubleshooting Guide

MBR Management

This guide contains confidential information and is intended only for current employees of MBR Management Corp and should not be shared with anyone outside of the organization.

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Please report all issues to MBR Store Support, scan to submit a ticket Please include as many details as possible.



If the store cannot take orders or has an issue with labels not printing, please call the office @ 636-947-4433 x 2513 or Text 636-206-2118 after office hours.

Be sure to do troubleshoot any issues before contacting support to save time.

Most issues can be resolved on your own.

You must have approval from your supervisor, store support, or an existing ticket number to contact GlobalCare.

GlobalCare is not responsible for or able to work on store Telephone systems, back office computers/ iPads, monitors not working, store maintenance issues, or issues with safes, they can only help with Pulse related issues.

This is a list of useful troubleshooting tips to consider before contacting MBR Store Support. Be sure to check it is powered on before any troubleshooting, sometimes things come unplugged or accidentally turned off. If you can't get it to power on, confirm the breaker isn't tripped.



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1) The login for Pulse

Username: \localstore

Password: PULSE

If it says the account is locked the wrong password was entered too many times, wait 10 minutes make sure caps lock is on and type in PULSE as the password.

2) Unplug Cables and Plug Them Back In

Many issues that a store runs into are loose or disconnected cables. Unless you're experiencing an issue with a host machine (**DO NOT UNPLUG THE HOST MACHINE'S CABLES**), try unplugging and plugging the cables back in. This step also shuts off the device and turns it back on again, which takes care of that troubleshooting step as well.

- Devices Where Applicable: Printers, phones, thin clients, monitors, card readers, kiosks.
- Unplug Cables in This Order:
 1. Unplug the power cable.
 2. Unplug the rest of the cables, on both ends if possible.
 3. Reconnect all the cables except the power cable.
 4. Plug the power cable back in and test the device.

3) Swap the Hardware

After checking the cables, if the issue persists, consider swapping the hardware with another similar device.

Devices Where Applicable:

1. Network Devices:
 - a. Unplug the network cable at both ends.
 - b. Swap the cable with another from a working device. If this corrects the issue, replace original network cable. If this doesn't work, try plugging the cable into a different network port. 1. If this corrects the issue, the original port is no longer working.



2. Issues with Thin Clients:

- a. Unplug the cables from the thin client.
- b. Swap the thin client with another of the same model.
- c. If the issues follow the client, the issue is related to the client itself.
- d. If the issues stay at the location after the swap, the issue is related to the hardware/cables still there, or the issue is not hardware related.

4) Restart the Services

If the issue is not hardware related, some services can be restarted to potentially resolve issues with specific programs.

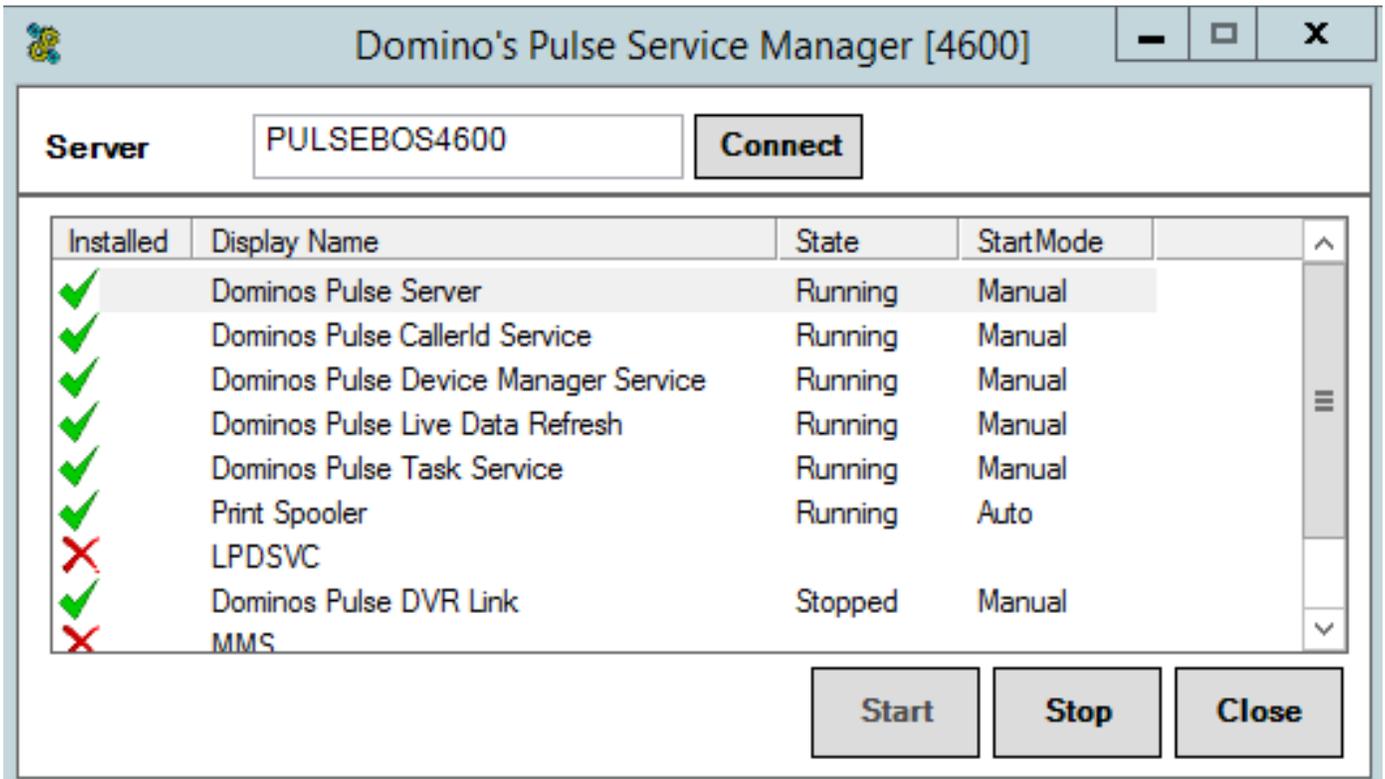
Services That Can be Restarted:

1. **Domino's Pulse Server:** for issues with New Makeline, New Dispatch, Carryout Display Program, and Master Settings
2. **Domino's Pulse Caller ID Service:** could resolve issues with Caller ID
3. **Domino's Pulse Device Manager Service:** when receipts aren't printing
4. **Domino's Pulse Live Data Refresh:** could resolve issues with Real-Time data in PWR

How to Restart the Services:

1. Under the utilities button in the Pulse Toolbar, select the **Service Manager**.
2. Log in using your Pulse credentials. If you don't have access, see your management for assistance. a. Access can be given in Back Office to team members or security classes.
3. Select the service you wish to restart, press stop, press start.
4. Close and reopen the module (if applicable).





5) Self-Test the Device

Issues regarding receipt printers. Many of these issues could be resolved by performing what's called a self-test on the device before calling in. A self-test is designed to test the printer's physical functionality, and it should work with nothing but power going to the device.

Follow these steps to do a self-test on receipt and label printers:

1. Shut off the power to the device.
2. Hold down the feed button.
3. Without letting go of the feed button, turn the power to the device back on.
4. Continue to hold the feed button until the device prints a configuration page.
5. Once complete, shut off the device and turn it back on again to clear the self-test mode.

If the printer prints the self-test successfully, it's physically functional and working correctly. The issue likely resides in the software, configuration or network availability of the device. If the printer fails to print the self-test but it has power, the device is likely damaged and will need to be replaced.



6) Flex Client Issues

The Diagnose screen will give you info you need along with the option to calibrate the touchscreen. To view the diagnose screen click the blue tab in the center top of the screen. Click diagnose. Most issues with flex clients can be resolved with a reboot. You can perform a reboot 2 ways.

Click blue tab in center, on the top of the screen, click restart device.

The other option is to unplug the power from the wall outlet. If a flex client is not making noise Try restarting the client and pressing CTRL ALT S to see if the client is muted by clicking on the clock to view sound settings. F8 is Mute and F10 is Unmute for Flex clients. If a Chrome client has accessibility options enabled. Press Ctrl shift Z to disable. Some keyboards have a MUTE key that might need to be pressed to unmute flex clients.

Some new flex clients will not power on unless you unplug them from the wall and not just the computer, if pressing the power button doesn't work, try unplugging the cord from the wall outlet.

7) No Signal on a monitor

Many issues that a store runs into are monitors not displaying.

Confirm the monitor has power and is turned on.

Confirm the TV is set to the correct input. See what input the cable is plugged into and set to the correct input.

Try unplugging and plugging the cables back in. Trace both ends of the video cable and confirm they are plugged in, many times it is just a loose connection. *All Flex clients must be restarted if a monitor was turned off.*

8) Credit card reader not working.

Many times, a credit card reader can be reconnected to PULSE with a simple reboot. To reboot the device Press **Clear** and **–** buttons at the same time on the key pad until it reboots





Once the reader is scrolling through pictures, exit Order Entry on that workstation, click on utilities> IIS Restart, and then restart order entry. If you receive an error, it still cannot connect to the card reader please submit a ticket.

9) Items not clearing from the makeline

Click the mouse anywhere on the makeline screen and try to arrow up or down to confirm keyboard is working again. If makeline is still not responding, try opening classic makeline.

10) Internet Connection Issues

Test Connectivity

Please complete the tests below to ensure that all components are functioning properly. If there are issues at any step, please call store support.

Run a test credit card transaction.

To run a test transaction:

To test a credit card in the Pulse System, you will create a test order. To do this, you will start an order as normal.

In the card number field enter 5454545454545454. In the expiration field enter any future date EX: 10/24. In the name field enter test. For the CVV enter 123, and the billing zip code enter 12345.

- Once this is complete select process payment (near the middle of the screen), then select yes. The desired result is **“Not approved”** (as this is a test card). If you get a connection error confirm the Meraki is connected correctly.

Primary MX64 Failure Unplug the power cord from the Primary MX64. This will force a failover to the Secondary MX64. The status light should remain white

1. Ensure all stations and applications are online and responsive (GPS dispatch, Makeline, Order entry, DSS).

2. Check payment device functionality. ** Test CC payment.



Restoration from Primary MX64 Failure Plug in the power cord to the Primary MX64. This will restore the Primary MX64 to service.

1. Ensure all stations and applications are online and responsive (GPS dispatch, Makeline, Order entry, DSS).

2. Check payment device functionality. ** Test CC payment.

ISP Failure Unplug the ethernet cable between the ISP modem and the ISP switch. This will force a failover to the cellular back up.

1. Ensure all stations and applications are online and responsive (GPS dispatch, Makeline, Order entry, DSS).

2. Check payment device functionality. ** Test CC payment.

Restoration from ISP Failure Plug in the ethernet cable between the ISP modem and the ISP switch. This will restore ISP access.

1. Ensure all stations and applications are online and responsive (GPS dispatch, Makeline, Order entry, DSS).

2. Check payment device functionality. ** Test CC payment if possible.

TESTING IS COMPLET

Primary Meraki MX 64 Connections:

Port 1 is reserved for PULSE and connected to the PULSE switch Port 24

Port 2 is empty.

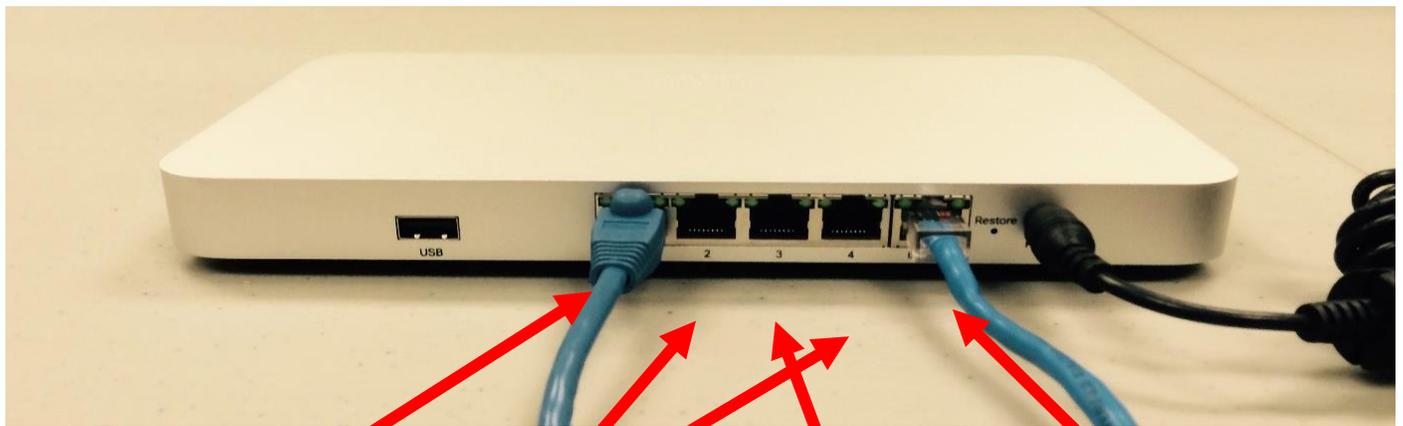
Port 3 is reserved for Flex Clients and connected to the Flex Client Switch port 24

Port 4 is empty.

Internet port
directly to the

should be connected
internet modem.

Primary Meraki MX 64 Connections



To PULSE	Empty	To Flex Clients	To Internet
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Secondary Meraki MX 64 Connections:

Port 1 is reserved for PULSE and connected to the PULSE switch Port 23

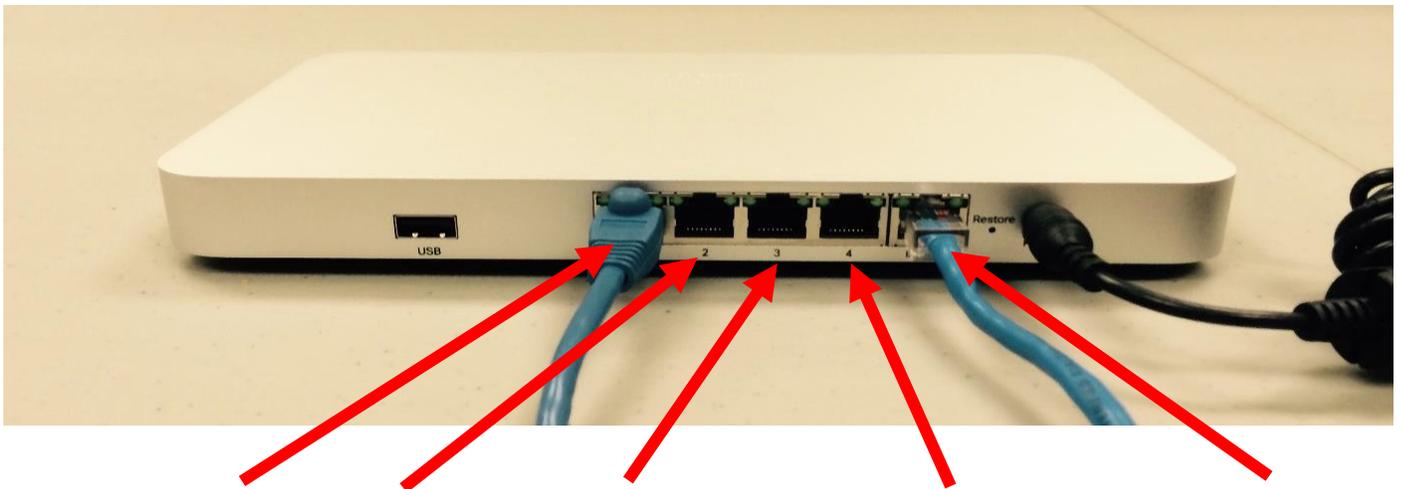
Port 2 is empty.

Port 3 is reserved for Flex Clients and connected to the Flex Client Switch port 23

Port 4 is reserved for Cellular Failover from the Unified Office System.

Internet port should be connected directly to the internet modem.

Secondary Meraki MX 64 Connections



To PULSE, Empty, Flex Clients, Backup Internet, To Internet
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The light on the front of the Meraki should be white, if it is any other color you are having an internet connectivity issue. Once you confirm all cables are plugged in and the Meraki has power and your internet modem is powered on and working then you should contact GLS (Global Linking Solutions) VPN Support (Router Problems) Phone: 1-866-558-1920



If your store has issues running end of day please submit a ticket as soon as it happens, usually it is a credit card settlement error that can be resolved the next day.

11) Unified Office Phone Systems

Prior to contacting Technical Support, please check the following

Symptom	Possible Cause	Corrective Action
Phone display is dark; no power to SINGLE Phone	Unplugged or faulty cabling	Turn over phone and verify Ethernet cable is fully inserted into LAN port and stays attached when lightly tugged. If no power, contact Support.
Phone display is dark; no power to ALL Phones	Equipment power outage or faulty LAN switch	Store Supervisor should verify rack-mounted "D-Link" LAN switch has power.
Phone display shows incoming call but no ringing is heard	Ringer on Mute or faulty phone	Verify phone volume level is set to highest level using the keypad controls. If ringer sounds, adjust to normal level. If no ringer sound, contact Support.
You hear caller, but caller cannot hear you (hangs up)	One-way audio or faulty microphone	Check phone ear-piece and coiled cord by swapping with known good phone. If working, contact Support for warranty replacement.
Caller hears you, but you cannot hear caller	One-way audio or faulty speaker	Check phone ear-piece and coiled cord by swapping with known good phone. If working, contact Support for warranty replacement.
Occasional static heard while moving telephone handset or handset cord	Faulty cord or cable	Check coiled cord as above. If static persists, contact Support.



24-Hour Support Hotline (603) 427-9500

12) Store Email Login Issues

If you are encountering issues with the store email or need to reset your password please contact Avatara Support at 1-888-943-5605



13) GPS Troubleshooting

Driver App Issue	Resolution
<p><i>A Delivery Expert who is not new is unable to log in to the App</i></p>	<ul style="list-style-type: none"> • Confirm delivery expert (DE) is logging into correct store • Make sure DE is logged into your store's Pulse system. If DE is logged in, try logging out and logging back in and then trying to log into the App • Ensure that the device is connected to the internet, preferably through the in-store Wi-Fi network • If DE recently changed their password for your store's Pulse system, please allow 45 minutes before attempting to log in to the App again. Note: logging in with incorrect credentials 3 or more times will lock the App account. • If problems persist, attempt to uninstall and reinstall the App through the in-store Wi-Fi network
<p><i>A new Delivery Expert can't log in to the App</i></p>	<ul style="list-style-type: none"> • New users entered into your store's Pulse system must wait 48 – 72 hours before logging in to the App • If 72 hours have passed without change, please reach out to GlobalCare



<p><i>Unable to download or locate the App in the app store</i></p> <p><i>Unable to download or locate the App in the app store</i></p>	<ul style="list-style-type: none"> • iPhone Users: Confirm the “country/region” is set to US iTunes & App Store -> Click on apple ID -> View Apple ID -> Country Region. Choose the US. • Android Users: Confirm the “country/region” is set to US Tap Menu -> Account -> Country and Profiles. Choose the US. If the device is running on a version lower than Android 6.0, the App will not appear on the Google Play Store
<p><i>The App is not receiving dispatched orders</i></p>	<ul style="list-style-type: none"> • Pull down on the orders screen to refresh the screen • Ensure that notifications are allowed on the device being used • Connect to the in-store Wi-Fi network to ensure the device can receive the dispatched orders when there are network connection issues
<p><i>An item is missing from the order details of the App</i></p>	<ul style="list-style-type: none"> • If the order details are missing an item or show a message stating that the description is missing, refer to your store’s Pulse system to find the item as it is unsupported through the App.
<p><i>The navigation button in the App is disabled</i></p>	<ul style="list-style-type: none"> • The App settings elected by your store may limit certain navigation functions; or,



<p><i>The navigation button in the App is disabled</i></p>	<p>alternatively, the App may have been unable to geocode the current address.</p> <ul style="list-style-type: none"> • If the address is a campus/military base, use OSIM to pin the address using Campus Locator. • If the address is a home address, pin the address using your store’s Pulse system
<p><i>The call store button is disabled in the App</i></p>	<ul style="list-style-type: none"> • Calling the store is only enabled if the Delivery Expert has an active order from the store
<p><i>The Complete Delivery button is not visible in the App</i></p>	<ul style="list-style-type: none"> • Drag the drawer up to expose manual “Complete Delivery” button
<p><i>The App is freezing or crashing</i></p>	<ul style="list-style-type: none"> • Ensure the App is updated to its most recent version using the in-store Wi-Fi network. Please check the Google Play Store (Android) or App Store (iPhone), for details on the most recent version • Try force quitting and restarting the App • Try restarting the device • If you have multiple applications running in background and your device could be consuming too much memory. Try closing other apps. • If problems persist, attempt to uninstall and reinstall the Driver App using the in-store Wi-Fi network



<p><i>What devices are compatible with the driver App?</i></p> <p><i>What devices are compatible with the driver App?</i></p>	<ul style="list-style-type: none"> • Search “Domino’s Delivery Experience” or type in “Domino’s” • iOS is available in the App Store. The App is supported on software versions 11.4 and up. Apple account needs to have country/region set to US for the App to be listed in the App Store. • Android is available in the Google Play Store. The App is supported on software versions 6.0 and up.
<p><i>If an order is cancelled, does it show in the App and give an alert while the driver is on the run?</i></p>	<ul style="list-style-type: none"> • Not currently.
<p><i>If the driver goes “invisible,” is their location invisible to the customer and the store?</i></p>	<ul style="list-style-type: none"> • The driver’s location will only be invisible to the customer; the store will always be able to see the driver’s location on a delivery.
<p><i>If the store dispatches a driver on a double, does the App map the route?</i></p>	<ul style="list-style-type: none"> • Yes, the App will provide suggested routing based upon the settings selected by the franchisee and the order in which the store has dispatched the orders in its Pulse system. The driver must determine the actual route taken based upon current road and traffic conditions and weather.



<p><i>Does the App have a “go back to store” button that is programmed with the store address?</i></p>	<ul style="list-style-type: none"> • Once the driver hits “complete delivery,” the App will provide suggested routing back to the store based upon the settings selected by the franchisee. The driver must determine the actual route taken based upon current road, traffic, and weather conditions.

Known Issues

Communication error on Gift Cards

Please follow these exact steps.

- Pulse Toolbar
- Utilities
- Service Manager
- Stop Device Manager services
- Close the order entry screens in the store
- Restart Device Services in service manager
- Click ISS reset under Utilities
- Reopen Order Entry

It may take a few mins after reopening order entry to start working. After resetting this it is still not processing please submit a ticket.

Wifi is not Connecting

If your store is having issues with the WiFi, you will need to reset the Wifi. You just need to find the power adapter (see Picture) to the wifi and unplug both ethernet cables for 10 seconds and reconnect them. The power supply should say Cisco on it. After resetting this your wifi is still not working please submit a ticket.



User Account is locked out

Currently there is no explanation why this happens

- Once the account is locked there is a 30 minute timer started. Each time you try to logon will reset the timer for another 30 minutes.
- To unlock the account before 30 minutes you will have to contact GlobalCare <https://chat.globalcare.dominos.com/>
- If this has happened at your store before there should be an open ticket until this is resolved. You can check PWR> GlobalCare for ticket numbers.
- If they ask for a password please text 636-206-2118 with your store number and what the issue is to get a ticket opened with GlobalCare or contact your District Manager.

Flex Audio Settings

Does the audio on your Flex Client seem to randomly mute? This might be due to an inadvertent keystroke on the virtual or physical keyboard connected to your Flex Device. You must use a keyboard to fix this, a bump bar will not work.

Keyboard Shortcuts, If you are using a regular Windows Keyboard, you can: Press and hold Windows Key + F8 to mute.

Press and hold Windows Key +F10 to unmute. If the device was not at full volume level when it was muted, when unmuting it

the device will go back to the previous volume level. You can continue to tap F10 while holding Windows Key to reach maximum volume level.

If you are using the Chrome Keyboard you can: Press and hold Search Key + Volume off Key (F8) to mute. Press and hold Search Key + Volume on Key (F10) to unmute. If the device was not at full volume level when it was muted, when unmuting it the device will go back to the previous volume level.

You can continue to tap F10 while holding Windows Key to reach maximum volume level.



Testing Audio

1. First Ensure that the device is actually muted

If the device is running Pulse, you can test sound by testing Internet alerts from Master Settings. For @Retail Apps, Reboot the chrome box. Break out of the Launcher App. Press and hold Control-Alt-S during a reboot to access sound settings. Click in the bottom right corner on the clock and check the sound settings. You can correct settings here if necessary

Extras: CTRL + ALT + Z to turn off text to speech accessibility options. You can use Ctrl + Shift + F3 to rotate the display in Chrome OS. This is especially helpful when trying to access the audio options menu on a portrait display

Credit card reader connection error

How to Resolve the Connection Issue

- Close out of Order Entry on all computers.
- After the first step is completed, click on the Pulse Utilities menu and select Back Office.
- Select IIS Reset (see below)
- Once you click IIS Reset, wait 60 seconds, then launch order entry again, and attempt sending to terminal.

If the store cannot take orders, please call the office @ 636-947-4433 x 2513 or Text 636-206-2118



If anyone accesses the network cabinet, you must notify Store Support using the online form located on www.mbrdominos.com/IT or scan the QR code using your phone and open the link. **DO NOT Share any sensitive data on this form.**

Please report anyone that arrives to perform work. Please provide their name, company, date, and time of visit and what they are providing service on. This should include anyone doing maintenance on equipment, utility companies, property management, etc.

Report all unexpected visitors, suspicious items or someone tampering with equipment immediately. Anyone that is requesting access behind the counter and is not expected must be verified BEFORE being allowed behind the counter. You should get the person's information and contact your supervisor for further instructions. If your supervisor is not available call Store support at 636-947-4433 x2513. Any suspicious items (USB drives, strange cables, things attached to the cc readers) should be removed and stored in a safe place, stop using the affected equipment, unplug it from the network and power and report immediately. If anyone is seen tampering with computers or network equipment, they must be stopped immediately and reported to store support.

If you need camera footage please submit a request using this form, be sure to include what camera angle you need.

If PULSE gives any errors when settling credit cards please report immediately using this form.

If a customer reports they suspect a fraudulent charge on their card and they used the cc reader in store. Immediately stop using the cc readers, unplug them from the power and network. Then submit the information to this form.

If you suspect that cc information may have been captured on the call recording because the customer started giving information before you were on the payment screen, please report the date time and phone number to store support using the online form immediately so the call can be destroyed.

Contact Store Support at 636-947-4433 x 2513 or text 636-206-2118



Scan code to open website.

