



No tickets are displaying on the ChefTab

How to troubleshoot when no tickets from the POS are displaying on the ChefTab.

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Step 1. The important thing to know is that the ChefTab is a listening device. It can be functioning properly and still not receive tickets from the POS.

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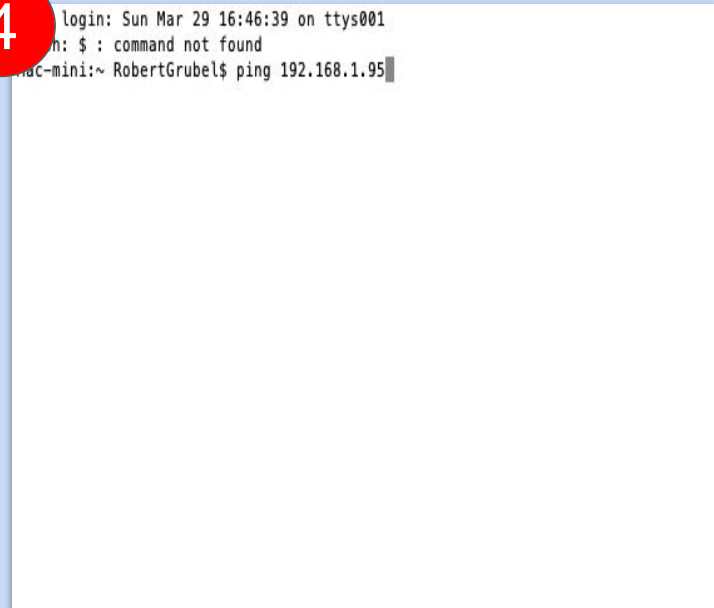
Step 2. The first thing you need to do is verify that the ChefTab is configured properly to communicate on your network. Go to Help / About...

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Step 3. ...and verify that the IP and port listed is correct. By default the ChefTab uses port 9100. If no IP address is listed it has not been configured.

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Step 4. Next, if possible, ping the ChefTab from another computer on same network. Ideally, ping it from the POS station sending tickets from.

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```
login: Sun Mar 29 16:46:39 on ttys001
n: $ : command not found
mac-mini:~ RobertGrubel$ ping 192.168.1.95
PING 192.168.1.95 (192.168.1.95): 56 data bytes
64 bytes from 192.168.1.95: icmp_seq=0 ttl=64 time=0.556 ms
64 bytes from 192.168.1.95: icmp_seq=1 ttl=64 time=0.449 ms
64 bytes from 192.168.1.95: icmp_seq=2 ttl=64 time=0.449 ms
64 bytes from 192.168.1.95: icmp_seq=3 ttl=64 time=0.635 ms
64 bytes from 192.168.1.95: icmp_seq=4 ttl=64 time=0.439 ms
64 bytes from 192.168.1.95: icmp_seq=5 ttl=64 time=157.210 ms
```

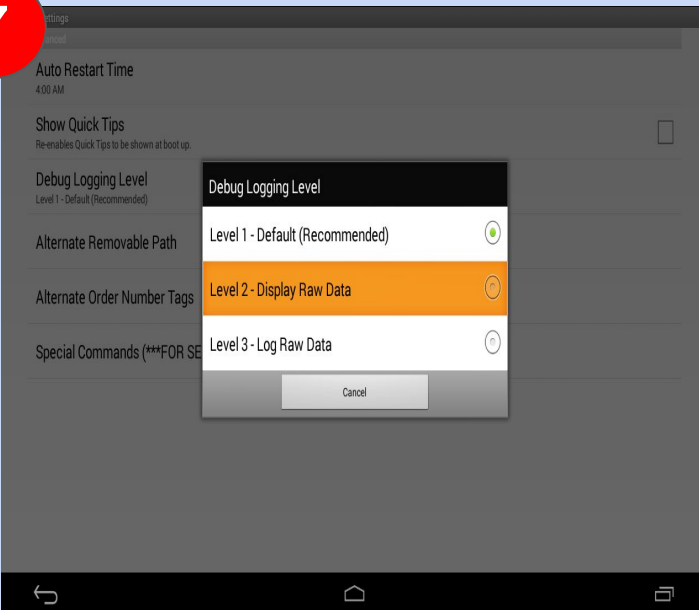
Step 5. If you can ping the ChefTab successfully, power off the ChefTab and ping again. It should FAIL this time, indicating there is no other device using the same IP address. That is good !!!

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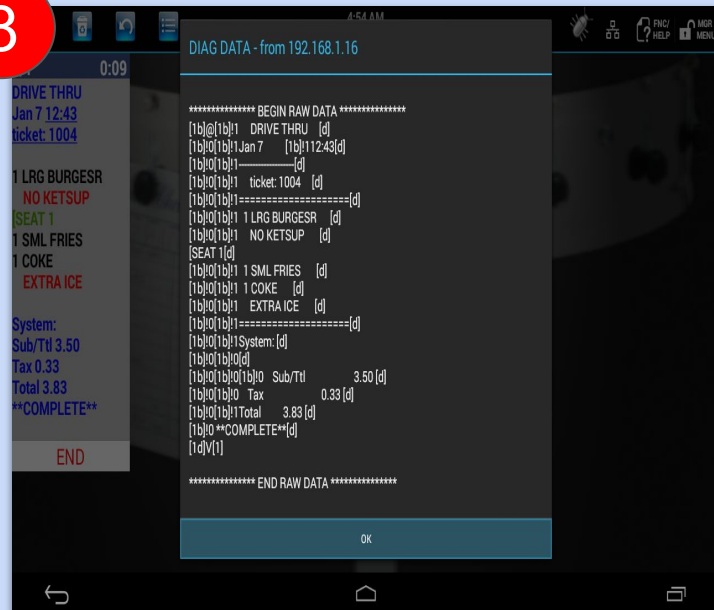
Step 6. If the ping tests worked properly the ChefTab is ready to receive tickets. Therefore, the problem is most likely on the POS end or with your network.

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Step 7. You can do one more thing. Go to ChefTab Settings / Advanced Settings and set Debug Level to 2.

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Step 8. Try to send another ticket from the POS. If the ChefTab receives anything at all, ANYTHING, it will display the raw data in a window.

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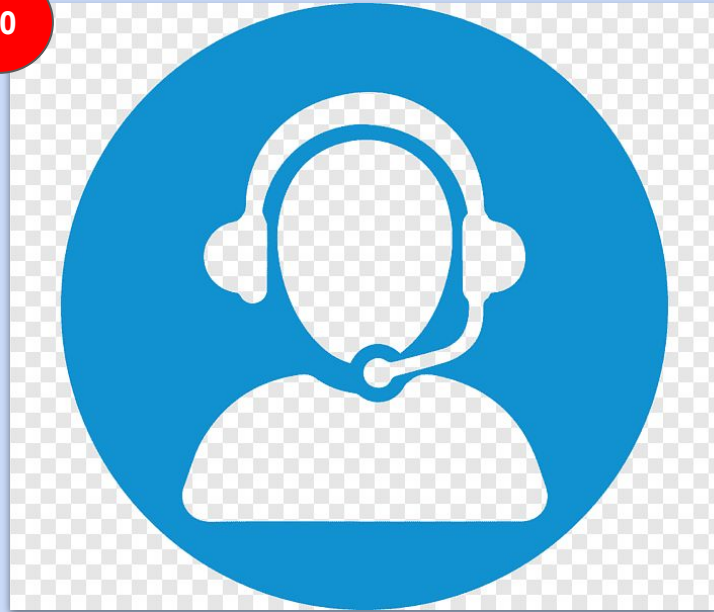
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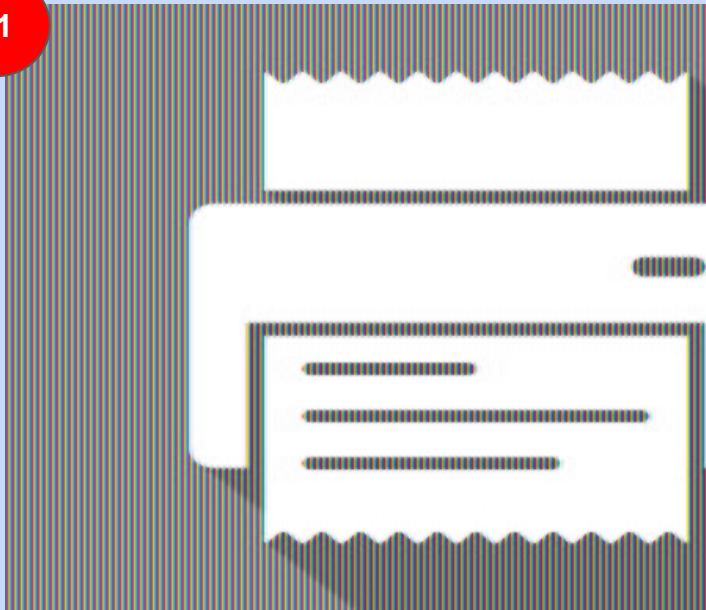
Step 9. If you do not see a window appear with data in it then the ChefTab is not receiving anything from any other device.

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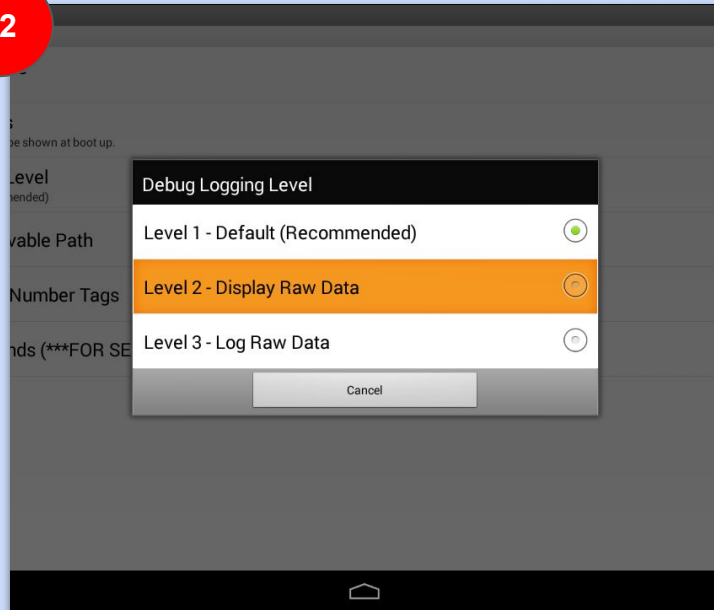
Step 10. At this point you will need to contact your POS provider or network admin to diagnose the problem. It could be a ticket or item routing issue.

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Step 11. When talking to your POS provider please remember that the ChefTab looks to the POS just like a kitchen printer so have them help you set up a kitchen printer.

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Step 12. One last note: Don't forget to go back to ChefTab Settings / Advanced Settings and turn Debug Level back to 1.

Visit www.selectelectronics.com for additional tutorials.