



Please note that information in this policy is the most current company instruction and guidance. This policy supersedes any previous related policy and is expected to be accurately followed by all employees of Crystal Joys at the time of issuance.

Revised 6.30.2023

Crystal Joys Tech Troubleshooting

If you are unable to resolve your issue using the troubleshooting steps below please submit an [IT Help Desk Request](#)

Laptop

- This is for slow running, can't connect to wifi, and/or open apps on your laptop.
- The first thing to do is restart your computer.
- If that does not fix the issue check to make sure the laptop is up to date.
 - This can be done by going to the Windows button and clicking on the Settings.
 - From there click Windows Update/Windows Update and security.
 - Then click check updates.
 - After updates have been completed, restart the computer.

WIFI

- No internet connection.
 - Unplug the router and the Modem for 1 minute and then plug them in.
 - Restart the computer
 - It can take 3 to 5 minutes for the internet to come back up. If that does not work, contact the internet provider and ask if there is an outage/tech support.
- The managers all have tasks to do regular cycle updates for their internet router and Comcast receiver in order to keep them up to date. Most of the time outages are very short-lived. All staff should have the Shopify app on their phones for this reason so that they can ring up customers. **Also, most phones should be able to be used as hotspots.**

Point of Sale Issues

Step 1: Attempt to use "offline mode" with Shopify

Enable Offline Mode

- From the **Shopify** app, tap: or the down arrow at the top of the **Shopify** Register:

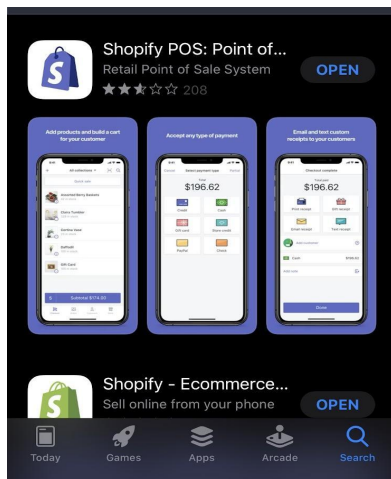
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- Tap Settings > **Offline Mode**.
- Toggle Allow **Offline Mode** to on.
- Review the information and then tap Allow **Offline Mode**.
- To set a limit for card transactions taken **offline**, **enter** an amount next to Per Transaction Limit.

Step 2: Use your cell phone data and the Shopify POS app (the blue app)

Download the Shopify POS app from the app store on your phone.



- Under “Locations” select your store
- write down cash transactions and make change as necessary
- you can now enter credit cards manually to complete transactions

Square Instructions for a backup POS if Shopify is down completely

- If shopify is not working at all, use Square App on your phone or the store iPad.
- The Login is: info@crystaljoys.com Password: longmont620
- From there you select the store you are processing sales through. You would then manually enter the total amount of the sale and then manually enter the credit card information to process.

Ipad/Computer is not charging:

- Switch out cord

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- Switch out cord base
- Use a different outlet

Printer issue

- Follow steps 1 & 2 for the laptop.
- Turn the printer on and off.
- Make sure the printer is plugged into an outlet that has power
- Check to make sure there is no paper jam.
- Make sure the printer is connected to the WIFI
- If the printer is not connecting or waking up. Go to the windows button click settings, select “Bluetooth and devices”, select “printers & scanner”, click on the printer that you are having trouble with, then click Remove, after you have removed the printer, click add printer, and re-add the printer.
- If the printer is connected but not printing. Go to the windows button click settings, select “Bluetooth and devices”, select “printers & scanner”, click on the printer that you are having trouble with, then click open printer Queue, select all jobs and cancel them, and then try to print again.

Shopify

- Restart the iPad.
- If the issue is not resolved please contact Shopify.
- Shopify has a very thorough “Help Center” online and you can search any issue/question about Shopify POS system functions. You can see ALL Shopify information at their help center: **help.shopify.com** Shopify Help: 844-688-4796 help.shopify.com
- You can also access Shopify directly from your computer. If you click on your name in the upper right hand corner there is a dropdown box click “Contact Shopify Plus Support” from here you can open up a chat or call.

Dymo

- Make sure the Dymo label printer is plugged into a power source and is connected to the laptop.
- If the Dymo is not connecting try different USB ports on the Laptop.
- If Shopify is not letting you print. Check to make sure the 30336 preset is selected.
- If the Dymo is printing weird make sure it has the 30336 preset and when on the print page in the options click more options and make sure the label is set to 30336



POS Equipment (Always Make sure everything is plugged into a working power source)

If Card Reader is not working, click “more” at the bottom right of your screen in Shopify to get to the menu.

- Select “Settings,” scroll down and click “Manage Connected Hardware”
- If your card reader is showing, select it to connect back to the POS.

If Card Reader is NOT showing in Shopify

- Go to “Settings” and scroll down to click “Set up Hardware”
- Select “Card Reader”
- Add Chipper 2X BT Reader, or your store’s card reader, if different.
- Follow the steps on the screen.

You can do a manual entry for the card through Shopify POS if the card reader itself isn’t working and you’re trying to check someone out

Receipt Printer

- Check that the receipt printer is not out of paper.
- Go into Shopify and go to settings.
- Click on manage hardware. If the printer is there then remove it from Shopify. If the printer is not there go to step 6.
- This should take you to the iPad Bluetooth settings if it does not then go to step 6. Find the Printer TSP100.
- Click the Printer in Bluetooth settings and then click forget.
- Go back to Shopify settings.
- Click add hardware.
- Click on Printers . Add Bluetooth Printer.
- Add TSP100
- Follow the steps on the screen.
- 1. More> Connectivity> TSP143IIIBI> Forget this Device
- 2. Add More Hardware> Receipt Printer> Star Micronics> Bluetooth>TSP100III>Next Step> View Available Devices
- It takes a while to pop up sometimes, but once it does you just click on it and the printer resets and connects. It should be the only thing that shows on the list of devices.
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Cash Drawer Won't Open

- Make sure if the Key is in the Cash Drawer that is horizontal.
- Make sure the cord is connected firmly to the back of the printer and underneath the Cash Drawer.



- Confirm that the Receipt Printer is not out of paper.
- If steps 1-3 are confirmed make sure the printer is connected. If the printer is not connected, do the steps for the Receipt printer.

Music

- Check Bluetooth on iPad settings to make sure the Receiver is connected
 - Most are “KD... (something)”
- Make sure the receiver is powered on and is on the Bluetooth setting
- Make sure receiver is plugged in to an outlet with power

IT Troubleshooting - Manager Specific

TMAS

Online troubleshooting is available at <https://help.storetraffic.com/>

If the PEARL units on either side of your door are blinking three consecutive red lights, this means your units are not connected to the WiFi. TMAS will also give you an alert on the backend where you generate your reports.

- Download the StoreTraffic APP onto your cell phone.
- Be sure your cell phone is NOT connected to a 5G signal, as these are not compatible with the PEARL devices. Remove 5G options from your cell phone to avoid interruption in the future.
- Click the menu icon correlating with your store on the APP.
- Select Location's Device List
- Select the menu icon next to “main door”
- Select “Change WiFi” and follow the instructions.
- If these steps do not resolve the problem, begin a chat with TMAS for support.

PEARL unit blinking lights explained <https://help.storetraffic.com/pearl/pearl-light-codes>

If the PEARL units on either side of your door are blinking two consecutive red lights, this means your unit's batteries are dying/dead and need to be replaced. Full directions listed [here](#).

- Remove BOTH units from the door, and replace ALL batteries with [AA Energizer Max alkaline](#) (each unit needs 4 batteries so 8 total per pair, you'll also need a phillips head screwdriver)

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- Wait one hour and check your backend website for alerts that the issue has been resolved.
- If you encounter any issues, or these instructions do not resolve the problem, begin a chat with TMAS for support. <https://www.smssoftware.net/tmas/index.jsp> and login with your unique login to access the support chat.

If the PEARL units have a blocked sensor emails, check out the resource document:

<https://help.storetraffic.com/pearl/pearl-sensors-are-blocked>

Utec Locks

- [Replace batteries](#) every 6 months to prevent most issues with the locks (managers have an Asana task as a reminder). Uses [4 AA Alkaline batteries](#).
- If needed, you can remove batteries for 3 minutes to reset the device.

Simplisafe Alarm System

- [What sensors look like](#)
- The red button on the top of the keypad will automatically set off the alarm so be sure not to touch when removing the keypad
- Slide the keypad up to remove from the wall and access the batteries (the bottom half of the back of the unit slides down to access the batteries)
- If keypad doesn't show active, check wifi connection
- The batteries need to be replaced in the keypad every 6-9 months or the system won't connect
 - Battery size for keypad is [AA](#)
- All managers should have the safeword for their location, keep this on hand to call support if something else seems wrong with the system
- If window/wall "glassbreak" sensor isn't working
 - First thing to do is replace battery - size for interior window/wall sensor is [CR123A 3V](#)
 - If replacing the battery doesn't work, the second thing is to remove the sensor from the system and add it back in
 - Press "Menu" button on SimpliSafe keypad
 - Input principal pin (you'll have to contact CJ admin to get this PIN)
 - Scroll to "Devices" and select "Open" on the right hand side
 - Select the device that you are wanting to remove and reinstall

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- Scroll to the bottom and select “Remove”
- Once this device has been removed, return to Devices menu and select “Add device”
- Scroll to “Other Devices” and then select “Add” on the right hand side
- Follow the instructions on the keypad
 - Press button on a device to test and name
 - Once you have pressed the button on the device, you will prompted to name the device
 - **Entry** Front Door
 - **Glass** Back
 - **Glass** Front
 - The bold words are already applied depending on the device being installed, so you will just need to clarify the device location
 - When you are finished installing devices, select “Done” on the right hand side
 - The next screen will say “Done installing?” Click “Next” on the right hand side
 - The next screen will say “Finish Setup in App” Click “Done” on the right hand side
 - The final screen will say “Setup Complete” Click “Done” to be returned to the main screen
- There’s also the entry sensor, located on the door, check the help article [Entry sensor not responding](#)
 - Battery size for entry sensor is [CR2032 3V Lithium Coin Battery](#)
 - Battery size for panic button is also [CR2032 3V Lithium Coin Battery](#)
- Support 1-888-910-1458

Edit staff attribution on completed orders

You can edit the staff attribution for all items in a completed order, with the Allowed permission for [Manage sales attribution for orders](#)

- Steps (in POS app):
 - Go to Order Details of the order you want to edit staff attribution.
 - Tap on **Staff attribution** under staff section.

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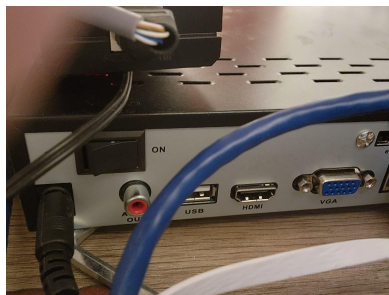
- Tap on a single item or **Attribute all items** to change the respective item staff attribution.
- Select the new staff and then tap **Save**.

Reolink Camera System

- Front - if there's a green light that means there's power, the red blinking light means it's recording
- Back - power switch is on the back of the system, be sure it's turned on
- Cord - check to be sure plugged into the adapter/conductor since that can come loose



Front of ReoLink



Back of Unit



Adapter/Conductor

