Help

- Warnings and messages
- Frequently asked questions

Warnings and messages

These are the messages the PDA can show and what to do in each case.

When logging in

Start the server first: PizzaGest is not running on the restaurant's computer. Start it and tap **Try again**.

Error accessing the database: the PDA cannot connect to PizzaGest. Check that the restaurant's computer is on and that the device is connected to the restaurant's Wi-Fi.

The database version is too old: PizzaGest has to be updated to use this version of the PDA.

The employee does not exist and **The employee has not clocked in**: see Logging in.

When opening a table



Table locked by another device: another waiter has that order open on their device. You can look at the order, but the right thing to do is tap **Exit without changes** and wait for your coworker to tap **Finish order**.

If the table stays locked and nobody is using it, someone left it without tapping **Finish order**. That waiter just needs to go back into the table on their device and tap **Finish order**.

The table is already closed: the table was paid or closed from PizzaGest while you had it on screen. Tap **Choose another table**.

When taking the order

Still to choose: the product has a group of ingredients where picking one option is required, such as the dough.

Ingredients max.: the product already has the maximum number of ingredients its category allows.

When sending the order or asking for the bill

Send the order?: some products that were already in the kitchen are marked for removal. Check the list and confirm.

The order cannot be sent: every product is marked for removal. The whole order has to be canceled from PizzaGest.

PizzaGest did not answer and **The bill could not be calculated**: see Asking for the bill.

Frequently asked questions

Can waiters use their own phone?

Yes. The PDA runs in the browser of any phone or tablet. There is nothing to install: connect it to the restaurant's Wi-Fi and scan the access QR code.

Does it work outside the restaurant or on mobile data?

No. The device has to be connected to the restaurant's Wi-Fi, because the PDA talks to the computer where PizzaGest runs.

I added a product by mistake. How do I remove it?

Tap **Order** and then the **trash can** on that line. See Reviewing the order.

Can I change a product that is already in the kitchen?

You can remove it by marking it for removal and add a new one. See Changing an order already sent.

How do I know how much a table has spent?

Go into the table and tap **Order**: the **Total** is shown below the lines. Offers are applied when you ask for the bill.

The guest has an allergy. Where do I see the allergens?

On the product's ingredients screen, below its name. The icons update as you remove or add ingredients.

What happens if two waiters go into the same table?

The second one sees the **table locked** warning. This prevents two people from changing the same order at once. See Warnings and messages.

I changed the language. Does the kitchen ticket change?

No. The language only affects what the waiter sees on screen. The ticket prints as usual.

A category or a product does not appear on the PDA

Products, their photos, ingredients and cooking notes are set up in PizzaGest. If one is missing, check there that it is active for dine-in sales.