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.

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