

Figure

Troubleshooting Guide



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support@figure.dev

1 (855) 534-4873

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Functions in Figure App Not Working

- Ensure your Figure app and iPad are on the latest version. If not, download and install the latest version by:
 - On the iPad: **Settings > General > Software Updates > Download and Install**
 - Figure app: **Settings > Terminals & Updates > Check for Updates > Install the update if available**
- Restart the Figure app:
iPads with home button – double tapping the home button
iPads without home button – hold your finger and swipe up
- Shut down your iPad device and turn it back on
- Reactivate the Terminal
 - In the Figure app go to **Settings > Terminals & Updates > Reactivate Terminal**
- If all of the steps above do not fix the issue, delete the Figure app and reinstall it.
- *NOTE: Before you delete the app, have your Apple ID and Figure credentials handy.*

Issues with Accessories

A. Cash Register is Not Opening

- Ensure all cables from your cash drawer are connected securely to the receipt printer.
- Verify that your cash drawer is enabled to open in the Figure app settings
 - In the Figure app go to **Settings > Printers > Click the Settings button next your assigned printer > Click Cash Register -> Save**

B. Kitchen Buzzer is Not Working

- Ensure the connection between the buzzer and kitchen printer are securely plugged in.
- Verify the cash drawer is not locked.
- Verify that your kitchen buzzer is enabled in the Figure app settings
 - In the Figure app go to **Settings > Printers > Click the Settings button next your assigned printer > Click Kitchen Buzzer > Save**

Internet Connection Issues

If you notice the Figure app isn't acting the way you expect, it is possible that your internet connection is offline. Follow the troubleshooting steps below:

- Make sure your internet is online and working.
- Ensure your iPad is connected to the correct WiFi.
- Test your internet connection by opening a webpage using Safari on your iPad.
- If your internet connection is offline, restart your modem/router.
- If all steps above do not resolve the issue, we recommend calling your Internet Service Provider for further assistance.

Printer Offline

If your printer is not working or does not print 'Test' receipts, try the following troubleshooting steps:

Ensure all network cables and power cables are securely plugged in.

- Ensure the printer has paper in it and the paper is replaced correctly.
- Restart the power for the printer.
- Make sure the printer is connected (**Green Check Mark** next to the connected printer) via Figure app settings.
- In the Figure app, go to **Settings > Printers > Printer List > Refresh (Top-left)**
- Make sure the iPad device is connected to the same WiFi network as the printer.
- If the iPad and printer are on the same network and you are still unable to connect to the printer, follow these steps below:
 - In your iPad go to **Settings > Figure (Scroll down) > Enable Local Network**

Card Reader Disconnected

Moby5500 Card Readers

If your card reader has disconnected from your iPad (flashing blue light on right side of the reader), follow these steps to reconnect the card reader.

- Ensure the card reader battery is charged.
- Ensure the card reader is connected with Bluetooth via the Figure app.
- (The card reader must be connected via the Figure app)
- If card reader is not connected via bluetooth, follow steps below:
 1. Press and hold the button on the right side of the card reader (Red & Blue lights will appear and the blue light should be flashing)
 2. On your Figure app, go to **Settings > Payments > Configure Converge Payment Device > Connect to your Card Reader.**
 3. Refresh the card readers to show available devices and connect to your card reader.
 4. (Once the card reader is connected, a solid blue light will show on the right side of the reader)

If all of the steps above do not fix the issue, try the steps below:

1. Restart the Moby5500. (Press and hold the power button for 5 seconds and release)
2. Go into **iPad settings** and **"Forget"** the Moby5500 card reader.
3. Restart the iPad.
4. Go back into the Figure app and connect to the card reader.
 - On your Figure app, go to **Settings > Payments > Configure Converge Payment Device > Connect to your Card Reader.**

Ingenico IPP320, IPP350, Lane 3000, and Lane 5000 Card Readers

If your card reader has disconnected from your iPad, follow these steps to reconnect it.

- Ensure the card reader says "BOLTED" on the screen.
- Ensure all cables are securely plugged into the card reader.
- Restart the card reader by unplugging the power cable and reconnecting it securely