HME CLOUD® Offline Devices Basic Troubleshooting Quick Reference Guide

ZOOM® 3.0 (and above) Offline with Control Unit 50 (CU50)

If ZOOM is offline, CU50 needs to be reset. Disconnect power cable from CU50 (see image below). Wait 60 seconds and reconnect power cable. Wait for system to reboot (3 - 5 mins). If ZOOM is still offline, contact Technical Support.

View/Edit Details	Burgerland	14110	1234 Burger Lane	Burgerville, CA	ZOOM	2.31.7	● Offline

Power Cable

ZOOM 2.0 (and above) Offline and CLOUD Interface Bridge (CIB) Offline:

If both ZOOM and CIB are offline, you likely have a network related issue. Contact Technical Support.

View/Edit Details	Burgerland	14110	1234 Burger Lane	Burgerville, CA	ZOOM	2.31.7	● Offline
View/Edit Details	Burgerland	14110	1234 Burger Lane	Burgerville, CA	CIB	2.12.3	● Offline

ZOOM 2.0 (and above) Online and CIB Offline:

If ZOOM is online and CIB is offline, CIB needs to be reset (CIB is mounted behind Leaderboard - see left image below). Disconnect power and network/ethernet cable (see right image below). Wait 60 seconds and reconnect power cable. Once loaded, a network error will appear on Leaderboard screen. Reconnect network/ethernet cable. If CIB is still offline, contact Technical Support.

View/Edit Details	Burgerland	14110	1234 Burger Lane	Burgerville, CA	ZOOM	2.31.7	● Online
View/Edit Details	Burgerland	14110	1234 Burger Lane	Burgerville, CA	CIB	2.12.3	● Offline

Power Cable

Ethernet/ Network Cable

For Technical Support, call 800.848.4468 (options 1-2-3) or email support@hme.com
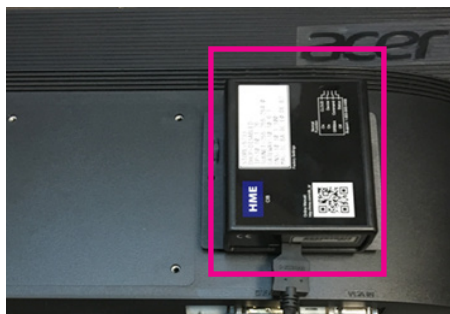
## ZOOM 2.0 (and above) Offline and CIB Online:

If ZOOM is offline and CIB is online, verify time on ZOOM dashboard in the store is correct. If time is off by more than 3 - 5 minutes, this will cause ZOOM to go offline.

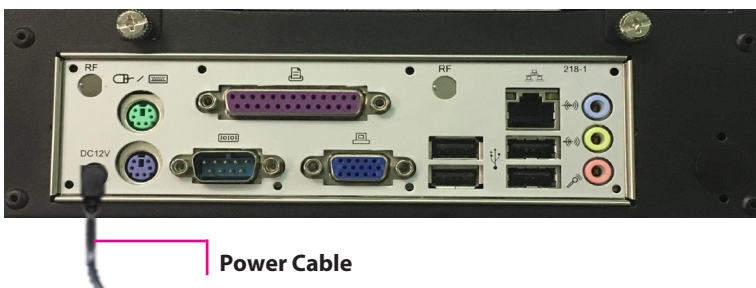| View/Edit Details	Burgerland	14110	1234 Burger Lane	Burgerville, CA	ZOOM	2.31.7	● Offline
View/Edit Details	Burgerland	14110	1234 Burger Lane	Burgerville, CA	CIB	2.12.3	● Online

To correct time, click on cogwheel in upper left corner of ZOOM dashboard.
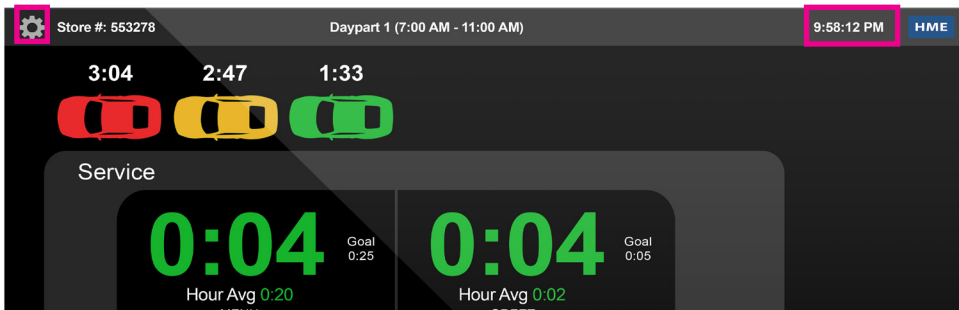
Go to **Settings**>**Store Settings (**from **Settings** dropbox)>**Accounting**. Click **Edit** to correct time. Verify if time is correct on HMECLOUD®.
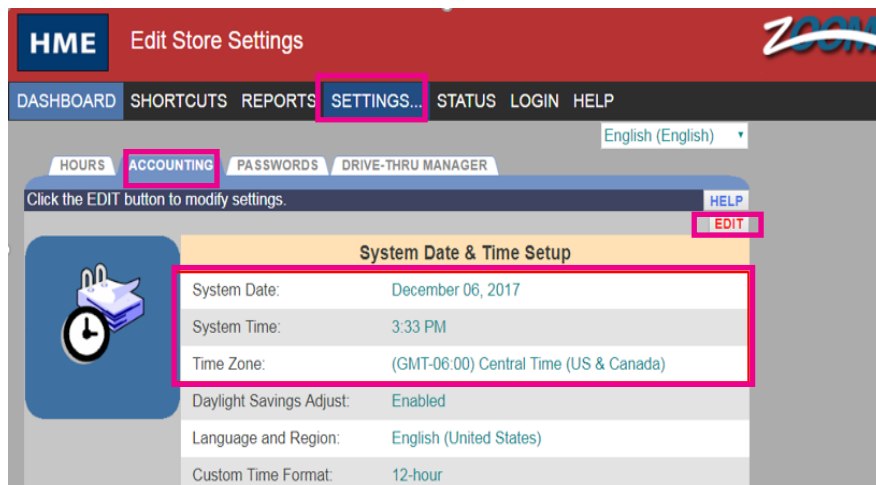
If time is correct, Control Unit (CU) needs to be reset (CU located behind ZOOM dashboard monitor). Disconnect power cable (see CU image below). Wait 60 seconds and reconnect power cable. The system will take 5 - 8 minutes to fully reboot and an additional 10 - 15 minutes to re-establish a CLOUD connection. If ZOOM is still offline, contact Techncial Support.

Power Cable

For Technical Support, call 800.848.4468 (options 1-2-3) or email support@hme.com