

Error

Food Bev - Frozen Table

Issue: Food & Beverage – Frozen Table

Problem

When selecting a specific Customer Tab under Open Table, the system freezes. Users often resort to hard-resetting the computer, but even after a reboot, the same table remains frozen and unusable.

Cause

The selected table has entered a stuck or frozen state due to an unknown software issue. The condition is persistent and cannot be cleared by rebooting alone.

Critical Warning

DO NOT hard-reset the computer to resolve this issue. Forcefully restarting the system can cause **data loss, corruption**, or even result in **permanent damage** to your customer orders or TabWizard files.

Resolution: Move Items Off the Frozen Table

This process safely transfers all items from the frozen table to a new one, releasing the frozen state without data loss.

Step-by-Step Recovery

1. In TabWizard, select **Open Table**.
 2. **Do not open** the frozen or problematic tab.
 3. Instead, select a **new unused table** from the list.
 4. From the bottom of the screen, choose **Separate Checks**.
 5. Press the **Split Check** button.
 6. On the **right-hand side**, select the **yellow notepad icon** or the **numbered table**.
 7. Locate and select the **frozen table/tab**.
✓ *Don't worry — the system will not freeze at this step.*
 8. In the **lower-right grid**, select each item one by one.
 9. Use the **left arrow** ("←") button to transfer the items to the new table.
 10. Once all items are moved, click **Exit**.
 11. Finally, press **Save Order** to complete the process.
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✓ **Result**

- * The frozen table is now cleared and reset.
 - * Your customer's order has been safely transferred to a new working table.
 - * Service can continue without interruption.
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