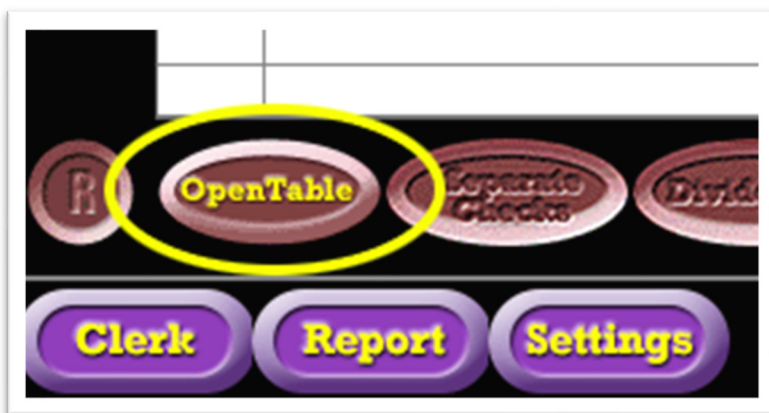Tab Wizard Troubleshooting: Food/Beverage
Frozen Table

Frozen tables typically occur when for example, a table has two separate checks. One of the checks gets paid but the other was left unpaid. Because of this, a clerk will go into the second check later and clear the items because the customer is now gone and there is no money to cover the check.

Later, during the evening or the next day, a Z report was performed of which then puts the open table in a strange state and then creates a frozen table.

The problem with this method is because the items were cleared on check two, the entire table was not officially and completely closed, but rather cleared. This leaves the tab in a frozen state because it is waiting for the user to Accept the order as paid, not cleared. After a Z has been performed, the table can no longer be accessed.

The computer is not actually frozen but rather, Tab Wizard. It can be easily overcome with a physical keyboard but because the clerk does not have a keyboard available, we must fix the issue by the following method:

1. Hold the power button on the computer until the screen goes black and powers off
2. Turn the power back on and wait while the system boots up and Tab Wizard re-initializes.
3. Log back into Tab Wizard. Do not select the troublesome table yet. It's still in a frozen state
4. Instead, Select >**Open Table** (*Ref-A*)
5. Select any available unused open table (*Ref-B*)
6. Locate the same name as the frozen Table, select it then, >**Accept** (*Ref-C*)
7. Select >**Separate Checks** (*Ref-D*)
8. Select >**Split Check** (*Ref-E*)
9. On the right column, select the **yellow notepad** above (*Ref-F*)
10. Locate and select the frozen table (*Ref-G*) (*don't worry, it will not freeze*)
11. **Highlight all items** on the right column to transfer (*Ref-H*)
12. Select the **Left Arrow** button to move all items to the left column, then >**Exit** (*Ref-I*)
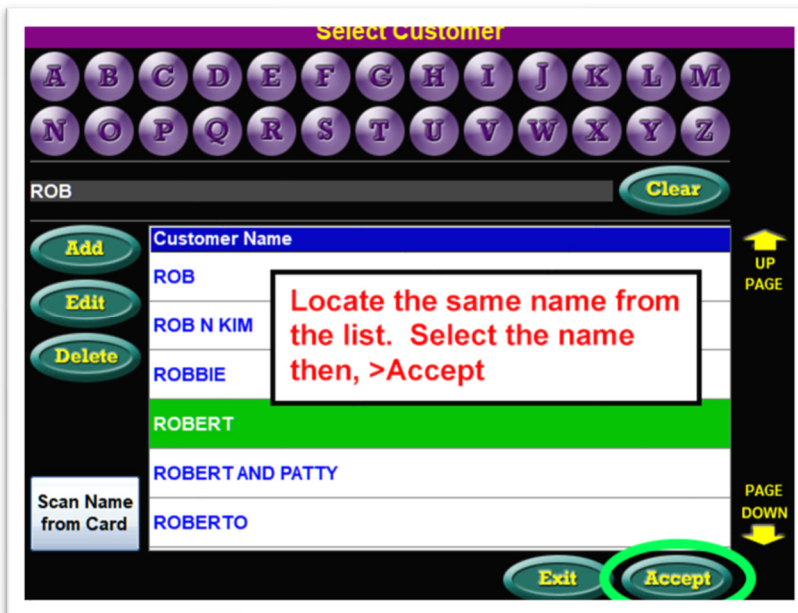13. Select >**Save Order** (*Ref-J*)

Ref-A

Ref-B

Ref-C

Tab Wizard Troubleshooting: Food/Beverage
Frozen Table

Ref-D

Ref-E

Tab Wizard Troubleshooting: Food/Beverage
Frozen Table

Ref-F

Ref-G

Tab Wizard Troubleshooting: Food/Beverage
Frozen Table

Split Check

ROBERT   ROBERT
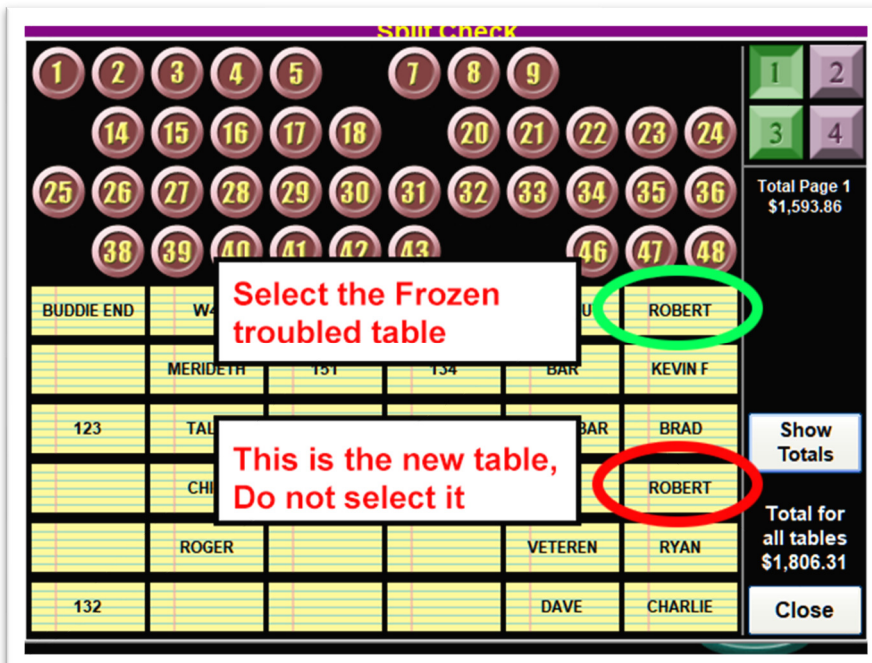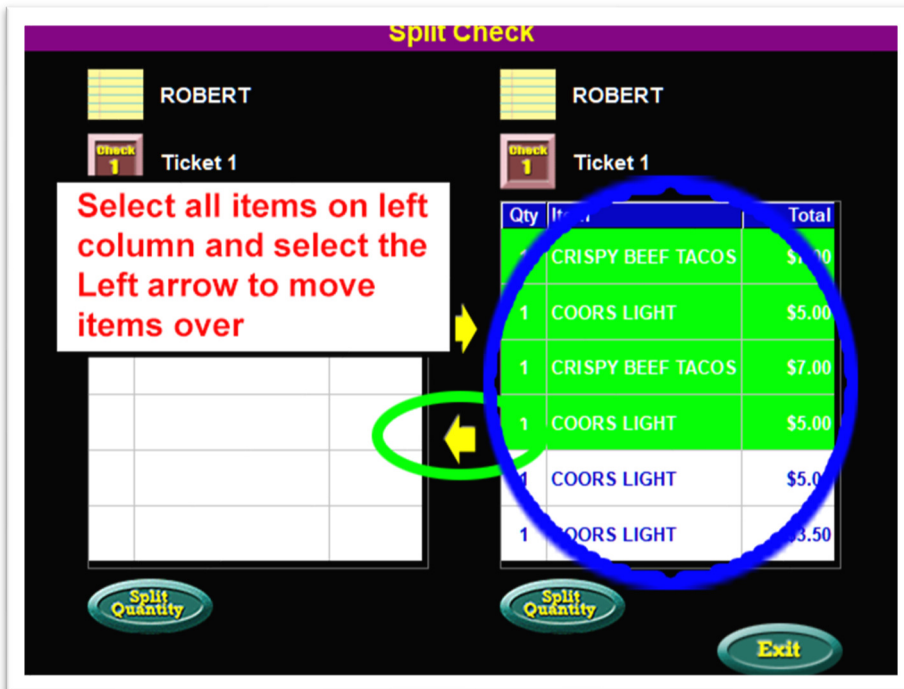
Check 1   Ticket 1   Check 1   Ticket 1

Select all items on left column and select the Left arrow to move items over

Qty	Item	Total
	CRISPY BEEF TACOS	$7.00
1	COORS LIGHT	$5.00
1	CRISPY BEEF TACOS	$7.00
1	COORS LIGHT	$5.00
1	COORS LIGHT	$5.00
1	COORS LIGHT	$3.50

Split Quantity   Split Quantity

Exit

Ref-H

Split Check

ROBERT   ROBERT

Check 1   Ticket 1   Check 1   Ticket 1

Qty	Item	Total		Qty	Item	Total
1	CRISPY BEEF TACOS	$7.00				
1	COORS LIGHT	$5.00				
1	CRISPY BEEF TACOS	$7.00				
1	COORS LIGHT	$5.00				
1	COORS LIGHT	$5.00				
1	COORS LIGHT	$3.50				

Split Quantity

Select >Exit

Exit

Ref-I

Tab Wizard Troubleshooting: Food/Beverage
Frozen Table

Ref-J