

Troubleshooting

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When something doesn't work in Spectre POS — a printer won't print, a scan won't go through, the app says it's offline — most fixes live in two places: **Settings** → **Hardware** and the **Logs** screen.

Settings → Hardware

Open the user menu (your avatar, top right) → **Settings** → **Hardware** tab. This is where you pair and check the bridge that talks to your physical hardware (printer, scanner, customer display).

The Hardware card shows:

- **Bridge URL** — the address of the bridge running on your hardware.
- **Cashier name** — used to identify this terminal in logs.
- **Status** — a badge that tells you whether the bridge is connected.
- **Download bridge APK** — downloads the latest version of the bridge app for the Android terminal.

Pair the bridge

1. Tap **Pair**.
2. The terminal displays a 6-digit code.
3. Type that code back in the app and confirm.

Once paired, **Status** turns green.

Barcode scanning

Open the **Barcode Scanning** sub-tab to fine-tune scanner timing, prefix, suffix, and minimum length. The defaults work for most handheld scanners; adjust only if your scanner behaves oddly.

Logs

Open the user menu → **Settings** → there's a **Logs** entry. Use it to see what's happening inside the app — sync attempts, hardware events, errors.

You can:

- **Search** the log entries.
- **Filter** by log level (info, warning, error).
- See **context, timestamp, level, code** for each entry.

When you contact support, copying the last few errors from here gives them the fastest path to a fix.

Offline mode

Spectre POS keeps a local copy of your products, customers, and orders. If your internet drops, you can keep ringing up sales — they're stored locally and sync up automatically when you're back online.

While offline:

- New sales are queued locally and show up in **Orders** after sync.
- The bridge to your hardware (if it's on the same local network) keeps working.
- Card payments through Stripe will not work until you're back online.

Common fixes

- **Receipt won't print.** Check the **Hardware** status — if it's not green, re-pair. If green, check the printer's own power and paper, then try printing from the order detail again.
- **Scanner stopped working.** Open **Hardware** and confirm the bridge is connected. If you use a USB scanner connected directly to the device, check the **Barcode Scanning** sub-tab settings.
- **The app feels stale or wrong.** Open the user menu and tap **Clear All Local Data**, then sign in again. Only do this when nothing else has worked — it deletes everything cached on this device and re-downloads from the server. (Available on the web app.)
- **Sales aren't syncing.** Check that you're online and that the **Logs** screen doesn't show repeated sync errors. If errors persist, contact your store administrator.

When to escalate

If a problem keeps coming back after the steps above, capture:

1. What you were doing.
2. The exact error from **Logs** (search, copy the entry).
3. The Bridge **Status** at the time.

...and send that to your store administrator or Spectre support.

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