

# nextbite Troubleshooting Guide

## Contacting 24/7 Support

Please have the following information available when submitting an issue:

1. Which service are you having an issue with?  
(Uber Eats, DoorDash, etc.)
2. Is this a problem affecting all ordering platforms?
3. What is the order number?
4. What time did this issue occur?

## Order Issues

### Tablet

Orders not showing up on tablet

### Drivers

Drivers are showing up without an order on the tablet

### Delayed

Orders are appearing on tablet and printing, but delayed

### General Order Questions

Any order issues you may experience during your shift

For Order Issues, contact 24/7 support by **Phone: (213) 352-5180**

## Hardware Issues

### Tablet

Not connecting to WiFi  
Power issues  
Freezing or too slow

### Hardware

Not working as intended

For Hardware Issues, contact 24/7 support by **Phone: (213) 352-5180**

## Consumer Issues

### Temporary Closures:

Utilize the pause services within the tablet

### 86'ing an Item:

Utilize the 86 feature within the tablet  
(86 or Menu tab)

### Driver Instructions:

Email or contact your Account Manager directly

**Phone:** (213) 352-5180 • **Email:** [support@getordermark.com](mailto:support@getordermark.com)