PROTECTIONPRO™
BY MADICO

Troubleshooting Sheet for Common Issues

ISSUE: Mis-Cut

Please perform the following fixes when you see a miss cut. You can also perform these steps every couple of nights at closing time as a good practice to re-calibrate your machine:

Hardware / Software Check

1. Power down the machine
2. Disconnect the data cable from the machine and the operating device as well as the power cable from the machine.
3. <u>Push the carriage cut head all the way to the left.</u> (key step)
4. Power the machine back on
5. Close out the ProtectionPro app and open it again.
6. Be sure the app is up-to-date and that you have the latest android update running.
7. Reconnect all cables back into the machine and phone / tablet.
8. Try the cut again.

Blade Check

1. Check to make sure that the blade is all the way pushed down into the blade slot and tightened down.
2. Make sure the blade is dialed in between the numbers - 2.5 and 3.

ISSUE: QR Code Won't Scan

At times it is possible for the app not to register a QR code. To overcome this we have built in a fail safe called a "cut token".

- If a QR doesn't scan, simply wait 8-10 seconds until the small cloud at the bottom left hand corner of the scanning screen appears.
- It will ask you if you would like to use a token. Select "yes" and continue. You will receive a message that states how many tokens you have left.

- When you need more cut tokens, simple request them through the app and we will fill them for you on our end.
- In some cases with new devices, you'll need to cover up the UPC code with your finger before you try and scan the QR code. New devices can pick up the UPC code before it scans the QR code.

ISSUE: "This Blank Is not Valid" Prompt

- Make sure that the size of the film you're about to cut matches the size suggested by the app;
- Check that all the apps you have installed in the device are up to date (like FB, Gmail etc even if you don't use them);
- Run android updates if available;
- Make sure you're under a strong and reliable internet connection and when you scan there's proper lighting.
- Could you send us a couple of pictures of the codes that return the mentioned error message?
- While we investigate the issue, you can still cut the film using a bypass token.
- If you need more, let us know your store ID (in the app > settings > device info) and we'll add more.

ISSUE: "Printer Not Connected" Prompt

When connectivity issues between device and printer manifest, you have to check the following:

- <u>Most important step</u>: Ensure all cables are tightly connected from machine to device.
- The device you're using must have <u>all</u> the apps installed up-to-date;
- Also check for Android updates;
- Change the USB cable and the OTG / USBC adaptor;
- Restart the phone.

ISSUE: PPID - Where Can I Find It?

In order to give you the correct PPID, please let us know the name and address of your business / chain and the name of the distributor / agent that sold you the ProtectionPro.