Guest-Facing Display Troubleshooting Guide

Guest-facing display mode is not working.

Navigate to Display Setup in Toast's back-end and select Customer Facing Display. Confirm that the feature is enabled in your restaurant and that Enable CFD is checked. Then, check that both the HDMI and USB cables are connected to the Elo terminal using the tips below.

- If the HDMI cable is connected, you will see an image and/or content on the screen, just like if you connect your computer to a tv or projector.
- If the USB cable is connected, you will be able to touch and control the content on the screen.

The guest-facing display is mirroring the primary display on my terminal.

The guest-facing display should show the items as you ring them in. If there is no picture or it mirrors the screen on your terminal, check that the cables are correctly and securely plugged in. Try the following steps if that doesn't work.

- Close and re-open the Toast app
- Reboot your ELO terminal by turning off and on using the power cable

My guest-facing display won't turn on!

Make sure the power cable is plugged in to the device. It's possible you forgot to take that step when you first set up your guest-facing display.

My guest-facing display is mirroring the screen on my terminal. If I'm using the guest-facing display, I can touch the buttons on the screen.
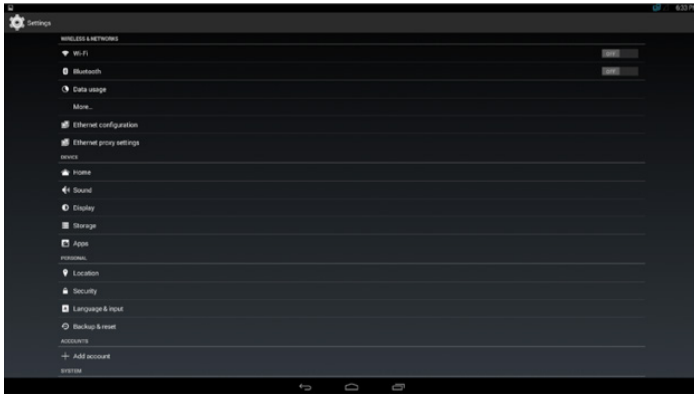
1. Quit and relaunch the Toast app.
2. Check the ELO firmware version. Start by navigating to the Application page on the terminal.
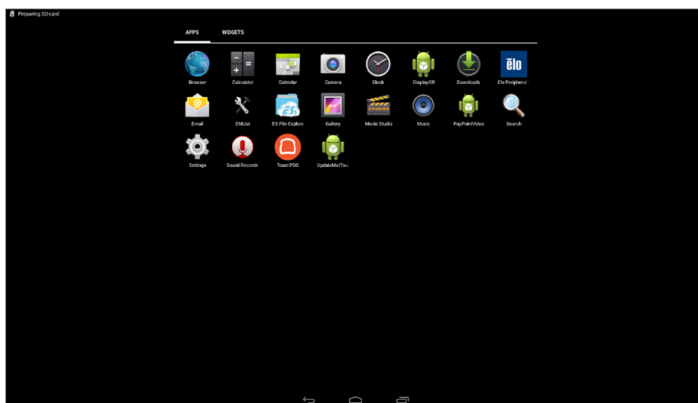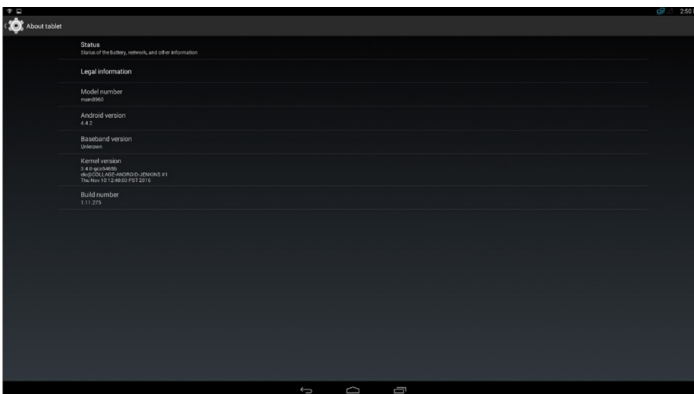

3. Select the *Settings* icon.

Troubleshooting instructions continue on the next page.

4. Scroll to the *System* section and select *About.*

5. Find your Firmware version number labeled as "*Build Number*" on this page.

6. Make sure this number matches the current ELO Firmware version number. For an ELO V1, check that the Build Number says 1.19 or higher. For an ELO V2, the Build Number should be 3.25 or higher.

If your Firmware version number does not match the current number, contact Toast Support.

I can't use my card reader when the guest-facing display screen is plugged in.

Something isn't working quite right with the ordering of your USB devices in the Android platform. Use these steps to resolve that issue.

1. Unplug your card reader.
2. Unplug the USB cable to your guest-facing display device. The USB cable is green! You will still be able to see the content on the second screen, just not control touch on the second screen.
3. Plug in your card reader and run a test transaction.
4. Plug in the green USB cable for the guest-facing display.

Your card reader and guest-facing display should both be functional now!

If you continue to have any issues with your new guest-facing display device, contact Toast Support.