







## BarkeepOnline – Troubleshooting – Data Syncing

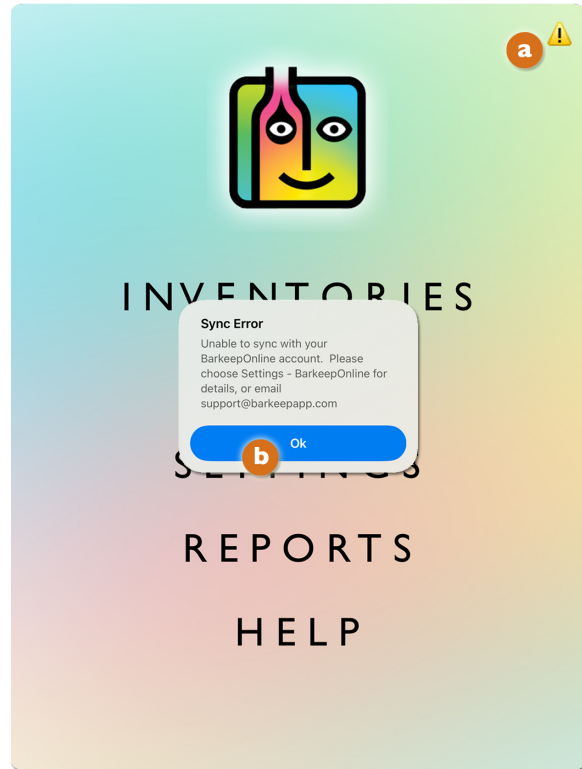
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If you are a BarkeepOnline user and find that your data is no longer syncing between your account on the Barkeep Server and your iOS Device(s), this document will help resolve the issue. In most cases this happens when your BarkeepOnline account has expired, there is a connection issue or a change was made to your settings in Barkeep.

### Sync Error Warning

When using BarkeepApp you might see the warning  icon  at the top of the screen. This indicates that your registered, iOS Device is not syncing correctly. By pressing  the icon  a pop-up warning will appear explaining there is a Sync Error.

**Note:** This warning will only occur if the iOS Device has been registered with a BarkeepOnline account.



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## Troubleshooting

This document will help you answer the following questions:

- Is your BarkeepOnline Account active?
- I have a monthly subscription – why did my account expire?
- How do I verify that my iOS Device is Registered?
- My BarkeepOnline account is active but my iOS Device(s) is not syncing.
- Are you using the correct password?
- Is this a new iOS Device? Is it registered?
- My BarkeepOnline account is active but my iOS Device(s) is no longer registered
- Can I simply just re-Register my iOS Device?

## Is your BarkeepOnline Account active?

If your BarkeepOnline account has expired you will be able to continue using BarkeepApp, but keep in mind:

- ✓ Your data will not sync and backup to our server.
- ✓ If you have more than one registered **iOS** Device you will not be able to share data between Devices and/or see the changes made on other Devices.
- ✓ You will not be able to have multiple users work together on a single Inventory.

To reactivate your account:

1. Sign in to BarkeepOnline. Verify that your account has expired. **a**
2. Select to renew with a monthly or annual payment. **b**
3. Select the Renew/Activate Account button and follow the prompts. **c**

The screenshot displays the 'Account Renewal' interface. On the left is a sidebar with navigation options: Home, Inventories, Items, Banquets, Sales, Orders, Reports, Settings, Help, and Sign Off. The main content area includes the Barkeep logo, business name 'Market Street Bar', username 'marketbar', and an expiration date of '2018-07-02'. Below this, 'Subscription Options' are shown with two radio buttons: 'BarkeepOnline Recurring Annual Renewal: \$300.00/yr' (selected) and 'BarkeepOnline Recurring Monthly Renewal: \$30.00/month'. Under 'Terms of Service', there are two checked checkboxes: 'I Accept Barkeep's Terms of Service' and 'I would like to receive occasional emails from Barkeep'. A 'Renew Account' button is located at the bottom of the form.

4. After your account is reactivated, any registered **iOS** Device will sync automatically as long as they are turned on and have an Internet connection using either Wi-Fi or your phone's carrier network.

## I have a monthly subscription – why did my account expire?

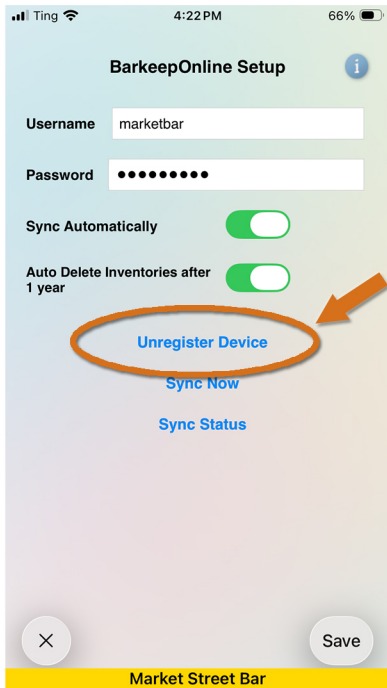
This can happen if the credit card you use with your PayPal account has expired or if your monthly payment profile in PayPal is cancelled or suspended.

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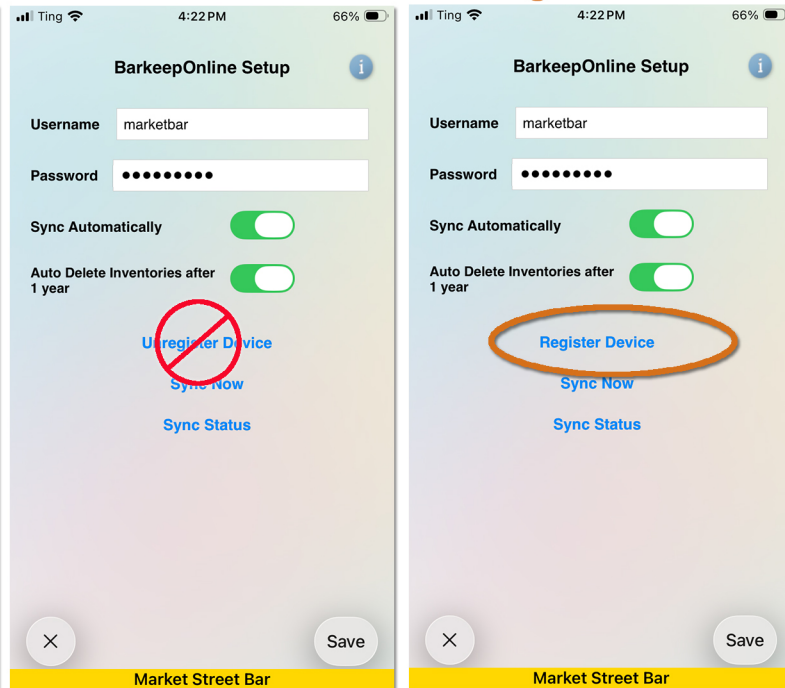
## How do I verify that my iOS Device is Registered?

- ✓ Begin by Select "Settings" from the Main Screen. Next select **BarkeepOnline**.
- ✓ Verify that your BarkeepOnline Setup screen says **Unregister Device** as shown below. This indicates that your Device is registered.
- ✓ Do not press **Unregister Device**.
- ✓ When an **iOS** Device is not registered with BarkeepOnline, the screen will say **Register Device**. **Important:** Review the final page of this document before you attempt to register your **iOS** Device.

### This iPhone is Registered with BarkeepOnline





### Not Registered

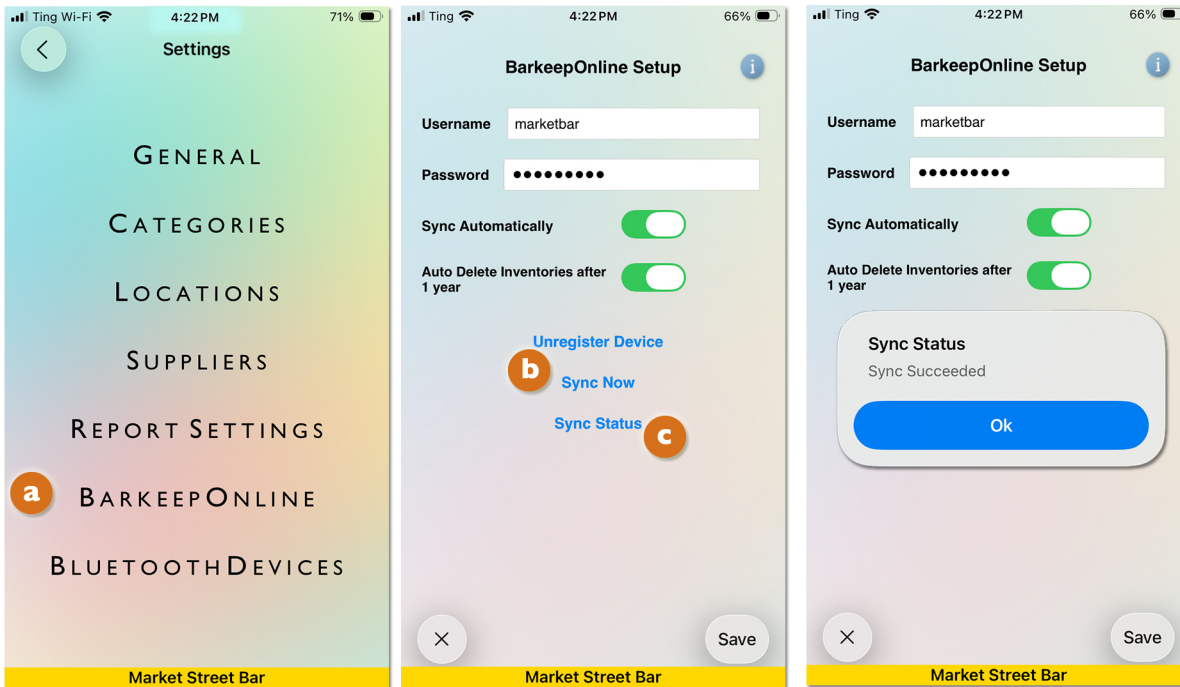


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## My BarkeepOnline account is active, but my iOS Device(s) is not syncing.

Select "Settings" from the Main Screen. Next select **BarkeepOnline**. **a**

- ✓ Your **iOS Device** only syncs when it is turned on.
- ✓ Verify that your **iOS Device** has an Internet connection using either Wi-Fi  or your **iPhone's** carrier network.
- ✓ Verify that your **iOS Device** is set to sync automatically.  
This is the default setting and should remain switched on. 
- ✓ Verify that you are registered (**see previous page**).  
When the BarkeepOnline Setup screen says **Unregister Device** you are registered.
- ✓ You can also manually sync a Device by pressing **Sync Now** **b** to sync a registered Device.
- ✓ You can verify your data was synced successfully by pressing **Sync Status**. **c**



## Are you using the correct password?

If the password for your BarkeepOnline account has changed, you will need to update the password in every **iOS Device** registered to the BarkeepOnline account.

**Important:** You only need to update the password.

You will not need to change any other settings you will not need to re-register the Device.

### Is this a new iOS Device? Is it registered?

If this is a new **iOS Device** that you have never used with this BarkeepOnline account. You will need to register it as an additional Device before you begin to use it.

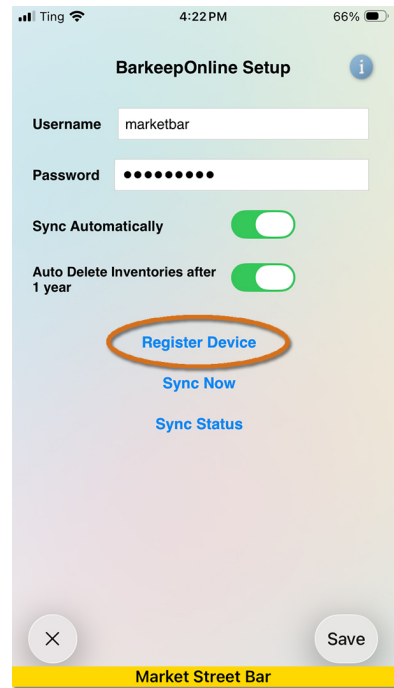
See the **BarkeepOnline User Guide** for instructions.

**Important:** If this Device has been used before and has been unregistered, please see **next page** and read the instructions carefully.

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## My BarkeepOnline account is active, but my iOS Device(s) is no longer registered

- ✓ Have you used this **iOS Device** before but now it is unregistered?
- ✓ Under normal circumstances you should never unregister your Device. If you choose to **Unregister Device**, you will see a warning screen. Select **Cancel**.
- ✓ If the BarkeepOnline Setup screen says **Register Device**. This indicates that your Device is no longer registered with your BarkeepOnline account.



## Can I simply just re-Register my iOS Device?

No! Well, maybe, but please — read this first:

1. Begin by reviewing the steps to register an additional Device in the **BarkeepOnline User Guide**.
2. Remember, when you re-register a Device it is crucial to select **Copy Data From Server**.
3. The re-registered, additional Device will then receive all of the same data that is in your BarkeepOnline account.
4. But, the existing data on the Device will be deleted/replaced with the server data. So, if you have made changes, added Inventories, etc. with the Device after it was unregistered, that data will be lost.

## What happens if I choose to Copy Data to Server?

You should never do this when re-registering a Device! If you registered an additional Device and selected to **Copy Data to Server** all of the data in your BarkeepOnline account will be deleted and lost.

## What can I do if I have some new data on my unregistered Device that I would like to copy to my account?

Please contact Barkeep Support at [support@barkeepapp.com](mailto:support@barkeepapp.com)

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## Can I use the same iOS Device for more than one BarkeepOnline account?

Only with a BarkeepPro subscription are you are able to switch Venues with your iOS Device.

Using BarkeepPro is the preferred method. We do not recommend switching between regular BarkeepOnline accounts with a single iOS Device. If you attempted to unregister and then re-register a Device each time you switched, it would increase the chance for mistakes and the possibility of accidentally deleting data.

For details, see the **BarkeepPro User Guide**.

If you have any questions, please contact Barkeep Support at [support@barkeepapp.com](mailto:support@barkeepapp.com)