


Confirm with store staff they have followed their guide for initial hardware troubleshooting related to their issue. If unresolved, refer to the corresponding steps to resolve in Seed Manager or your POS. For further assistance, please contact Support@getseed.io with a description of the issue, any screenshot/picture of error or product example, number of TVs impacted, and a store contact.

A. Outdated Inventory, Expired Sales, or Old Media Still Appearing

Log in to Seed Manager and try the following:

Refresh the TV Menus to confirm menus are pulling the latest data:

1. On the left side navigation, click **TV Menu > Live TVs & Pairing**. Select the store location from the dropdown menu at the top left.
2. Use the checkboxes to select the TVs encountering issues.
3. To refresh TV Menus, click the  **Update & Restart App** button. TV menus take 1-2 minutes to refresh.

For expired specials or deals:

1. On the left side navigation, click **Specials** and check if the expired special is on the list. If not listed, refresh TV Menus. If still appearing, contact Support for further assistance

For outdated inventory:


1. On the left side navigation, click **Products**.
2. Use the search bar to see if sold out product is appearing
 - If yes, contact Support for further assistance.
 - If not, refresh the TV Menus.

 If still inaccurate, email Seed Support with a specific example of product(s) or content that are incorrect.

B. “No content currently configured on this screen” error, only store logo on screen

Log in to Seed Manager and try the following:

- Try assigning another channel - If content loads on screen, check if there is a Product Playlist or Media Playlist assigned to the problem Channel
- Check if the Playlist or Channel has visibility to the location it is assigned to.
- Once a Playlist expires, it will no longer be visible in the channel. Confirm if there is still an active schedule, or remove an expired schedule on the Playlist.

 If content is still not loading, email Seed Support for assistance.

See next page for more troubleshooting options

C. New special or new product inventory not appearing on menus

Log in to Seed Manager and try the following:

- Allow 20-30 minutes for Seed to sync inventory changes. Refresh the TV Menus to confirm menus are pulling the latest data – be sure to select the correct location and screens.

For missing Specials:

- On the left side navigation, click **Specials** and confirm the Special is on the list and enabled

For missing product inventory:

- Confirm the Product Playlist does not have “**Hide Sale Text**” checked
- Go to the **Products page** and search for the new inventory. If appearing, confirm the correct Product Set is not filtering to exclude the product.
- Confirm the Product Set and/or Product playlist is attached to an active channel.
- Seed’s default minimum threshold is 5 items. If there are less than 5 items that need to appear on menus, contact Support to lower this requirement.

When to check your POS settings:

- Missing Specials: Confirm the special is appearing in your ecommerce site, and is available online to your POS.
 - Alternatively, confirm the active special dates are set correctly.
- Missing product inventory: Confirm your product is available in the active sale room/inventory room, or there is no minimum inventory threshold required on your ecommerce site.

💬 If POS settings are enabled correctly and TV Menus are still incorrect, email Seed Support with the specific example that is missing.