Favorite Products Troubleshooting

The Favorites icon is missing

Open Settings → Favorite, enable Toolbar Icon, and select Update. Refresh the register if necessary.

A product does not add to the cart

Confirm the underlying product is active, available to the location, and eligible for the normal register workflow. Search for it normally to identify a stock or product issue.

A miscellaneous tile cannot be added

Confirm it has a name and a selling price greater than zero.

The window closes too soon

Turn Auto Close Favorite Dialog off when several favorites must be selected in one visit.

The grid is difficult to use

Remove low-use tiles, regroup items, and apply a simple, consistent color system.

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