

WHAT TO CHECK BEFORE CALLING FOR TECH SUPPORT

We would like to make sure all our clients have as little down time as possible when experiencing a problem with their POS System. By following this simple checklist, many common computer issues can be quickly resolved without the need to wait for a technician.

If, after performing these steps, you are still experiencing a problem, please call 843-497-7773 to schedule a service call.

REMEMBER: The Infinity Maintenance Program requires that you use this list before calling or you be charged for non-covered calls such as user errors, unplugged cables etc.

Printer Problems:

1. **No Power Light.**
 - a. Check power cable going into printer.
 - b. Check power cable going into surge protector.
 - c. Check power on surge protector. Make sure you can plug a known working device (a lamp, etc) into the same receptacle & that it works there.
2. **Power on but will not print.**
 - a. Check cable from printer to computer.
 - b. Power cycle printer: Off- wait 5 seconds, then On.
 - c. Self test printer: Power off. Press & Hold Paper Feed, then Power on while holding down paper feed. You should see a 'Self Test' sheet print.
 - d. Paper Jam
Remove the paper roll. Tear off paper. Press paper feed while you attempt to pull remaining paper through.
 - e. Use a thin credit card type plastic to push paper through.
3. **Paper come through printer, but no text on paper:** Check ribbon, or on thermal printers be sure you have thermal paper. Also, thermal paper is only active on **ONE SIDE!** Be sure it is inserted correctly for the active side!

POS Station Problems:

- a. 1st: Turn power off. Wait 5 Seconds. Turn On. Wait for reboot cycle to complete.
 1. If computer screen is showing Windows, but POS program does not load, check all cables going into the back of the POS Computer, especially the 'Network' cable (this will usually be beige or other colored cable with a connector that looks almost exactly like a telephone connector plug).
 2. If there is NO video picture at all, check the power switch on the Screen itself. Check power cables on the screen and PC.

WHEN TO REBOOT / WHAT TO REBOOT

As a general rule, if you have multiple stations and only one station is giving you a problem, you do not need to reboot the entire system. You should only reboot the station that is having a problem.

If EVERY station on the network is down, reboot the whole system. **REMEMBER: It IS OK to REBOOT the SYSTEM.** Do not wait for a technician if your whole system is down. More often than not a simple reboot can clear up system-wide problems. ***You can be up and running in Minutes instead of an hour or more!!!***

HOW TO REBOOT THE SYSTEM. To reboot a single station, turn the power off to the PC/Processor AND Screen. Wait 5 seconds. Power on. To reboot the whole system, turn off all stations. Reboot SERVER. Wait for the desktop to appear. Then turn on all remaining stations in any order. If this does not restore your system, please call.

NON EMERGENCY CALLS: The following list includes some of, but is not limited to, the most common calls that are placed to Infinity which are NOT covered under the Infinity Maintenance Program and as such you will be billed for these types of calls:

Non Emergency Issues are those issues which are NOT related to a serious interruption in operation and the ability to serve customers.

Examples of Non Emergency Issues

- Questions about how to run or interpret a report.
- Programming changes including MENU items, prices, modifiers, etc.
- Employees- adding, removing, changing employee settings.
- Credit Card issues caused by loss of internet service
- Out of Paper or Ribbons
- For multi-station sites, if a single station is down, but you are still able to operate other stations.