

PAR IT GENERAL INFORMATION

Today's Goal:

We will cover **troubleshooting methods for: registers,
credit card readers, KDS, Bump Bars and Printers**



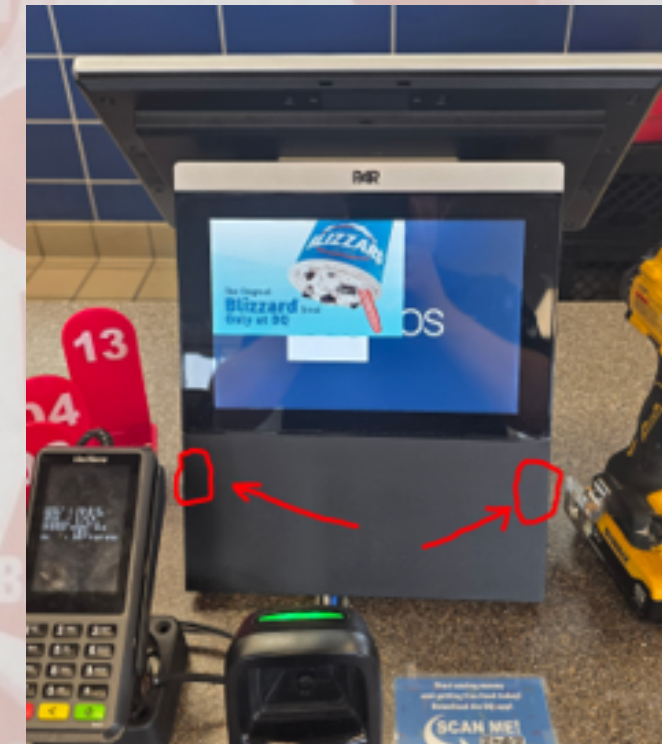
Smith Dairy Queens, LTD.

Registers Troubleshooting

1. Register isn't functioning Properly or something isn't function correct Reboot the device.

2. Press the Power Button Which is on the right side of the printer with button that is light on.

3. If that doesn't work then drop the cover on the outside and unplug and replug the power cable. Seen with the Red Circle.



Credit Card Reader Troubleshooting

1. Credit Card Reader isn't functioning Properly or something isn't function correct Reboot the device.
2. Restart button by pressing 1,5,9 at the same time go to control panel, then power panel, then restart. If it doesn't work then unplug and replug the power cable. This is underneath the table with POE adapter named verifone with small power cable in the middle.



KDS Troubleshooting

- 1.KDS isn't functioning Properly or something isn't function correct Reboot the device.
- 2.Press the Power Button if it doesn't work then unplug and replug the power cable.
- 3.Red Circle on the right is the KDS Computer Power. Left one is the power for the monitor



Bump Bar Troubleshooting

- 1.KDS isn't functioning Properly or something isn't function correct Reboot the device.
- 2.Press the Power Button if it doesn't work then unplug and replug the power cable.
- 3.Red Circle on the right is the KDS Computer Power. Left one is the power for the monitor



Printer Troubleshooting

- 1.KDS isn't functioning Properly or something isn't function correct Reboot the device.
- 2.Press the Power Button if it doesn't work then unplug and replug the power cable.
- 3.Red Circle on the right is the KDS Computer Power. Left one is the power for the monitor



More Complicated Issues

Create a ticket on Zammad or email it.help@smithdq.com , If it's very urgent then call PAR help desk.

PAR contact info: 800-382-6200

