

HARDWARE ERRORS ON SPACEbiz

Should for any reason the following errors occur with the SPACEbiz Point of Sale software, the following steps can be taken to correct this.

Printers:

Should a slip printer suddenly stop printing bills and / or orders it is recommended that the following steps be followed prior to contacting the SPACEbiz support centre.

1. Check if there is power on the printer?
2. Is the printer cable properly connected to the back of the printer and the computer?
3. Does the printer have paper?
4. Does the printer print a self test page?

To test this, switch the printer off at the on/off switch, hold down the "feed" button and switch the printer on again. The printer should now print a test page.

5. Does the printer print a windows test page?

To test this, click on the START menu > select PRINTERS & FAXES.

In the new window that opens, RIGHT CLICK on the specific printers icon and > select PROPERTIES.

In the new window that opens click the > PRINT TEST PAGE icon and the printer should print out a windows test page similar to the self test

6. Is LPD running?

This can be checked by clicking on the START MENU (found on the bottom left hand side of the computers desktop screen) > select ALL PROGRAMS > select START UP > and double click on the LPD program.

The LPD icon (INSERT ICON) will appear on the task bar at the bottom right hand side of the screen next to the time display if the program was off.

If LPD is running an icon will appear in the middle of the screen that says "LPD already running"

7. Is the POS Server running?

This service runs on the back office server computer. If the POS

Server is running the minimized window will be located in the taskbar at the bottom of the desktop screen.

If the window is not present, double click on the “POS Server Don’t Close” icon located on the desktop. The service will then run in the taskbar at the bottom of the desktop screen.

If after checking and activating the following steps, the printer does not start working, restart the computer the printer is connected to.

If after the restart the printer still does not start then log a call to the SPACEbiz support centre.

Cash Drawers:

If the cash drawer fails to open when completing a transaction or after pressing the “Open Cash Drawer” button, go through the following steps prior to contacting the SPACEbiz support centre.

1. Is the cable from the cash drawer connected to the telephone port on the back of the printer?
2. Is there power on the printer?
3. Does the printer have paper?
4. Is SPACEbiz Peripherals running?

This should be running in a minimized window on the taskbar on the bottom half of the desktop screen.

Should the window not be present, the program can be started by selecting the START menu > select ALL PROGRAMS > select START UP and double click on the SPACEbiz Peripherals program.

It should now be running in the bottom of the taskbar.

Should the cash drawer not open after restarting the SPACEbiz peripherals, restart the computer to which the cash drawer is connected.

Following this, if the cash drawer still does not open, a called should be logged to the SPACEbiz support centre.

Network Timeout Error:

If at any time one of the POS terminals show a black screen that says "Error Time out" it means that the terminal has lost connectivity with the back office server computer. In order to correct this, take the following steps;

1. Is the network cable attached to the back of the Point of Sale terminal?
2. Does the terminal show the networks connection icon at the bottom right hand side of the screen (INSERT ICON)?
3. When the mouse pointer is placed above the network connection icon, does the pop up window say "local area connection connected" or "a network cable is unplugged"?
4. If the notification says network cable connected, try open SPACEbiz Point of sale again. It should be working now.
5. If not, check that the cable is plugged into the network hub which is situated in the office, there should be a green light burning on the network hub wherever there is a network cable plugged in.
6. If all the lights are burning, unplug the power from the network hub, restart the back office server computer and test the connection again.
7. If after this the station still shows the "Network timeout error" then log a call to the SPACEbiz support centre.

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