

Restauant Manager POS System FAQ

Overview of the system:

The Sun Dog Cafe's POS system starts with the server, a small silver box that is on a high shelf above the server's terminal in the kitchchen. The server sends and receives information from each of the terminals and printers. Each terminal loads its operating information from the server, then accesses the network to send information to the appropriate device.

Credit cards are processed via card readers, which are attached to terminals and then to the internet,. The internet enters the bar near the service station, feeds a router, then interfaces with the various devices. The routers there must be powered up 24/7, which is why the bartenders turn off only lights and fans, and not routers.

Basic Problems

Before contacting outside assistance.. b Try to understand what exactly is wrong. Is the problem with a device, a terminal, the system or the internet?

Corrective Steps:

- 1) Check the power supply of the device in question. Check to see that power lights are on.
- 2) Check the network cables. Cables do fail, often at where they plug into the devices, so make sure they are seated correctly. The cash drawer and the bar terminal are especially problematic, because they are sometimes jostled during a shift.
- 3) Terminal resets. Sometimes, it is a terminal that needs to be reset. Any staff member can do this. There is a discreet power button along the bottom right side of the screen. Hold it down to power down the unit, count to ten and power it back up. The system should reload to working order.
- 4) Server reset. This can be done from the office, in some cases remotely by Michael Barry or Kevn Raymond and in certain circumstances, by climbing above the server's terminal to the server the small silver box on the shelf above. If you are doing this reset, be sure that no one is using any part of the system first. Unplug the power plug from the server, after ten seconds power back up.

If these corrective steps fail, contact Michael Barry and appropriate sources for help:

Internet Provider

The internet provider for the Sun Dog Cafe network is Broadband VI, Account number is 27462. Local contact is Tory (340) 626-7873

Broadband VI office number is (340) 774-5780. By calling the office, you can learn the status of the network.

IT Provider

Kevin Raymond/Impulse Consultants

Kevin oversees the restaurant manager system and handles most issues from St, Thomas.

340-779-2666 office 340-642-7841 cell

Local Wiring, Network Issues and some IT

Matt works with Kevin, and provides hands on when necessary.

Matt Gyuraki Info@LoveIT.vi 609 780 4826