

# Quick Fix Guide

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## Glossary

Galaxy – The Point of Sale (PoS) System

CounterPoint – The Stock Management System

Window – Refers to each of the individual programs open, usually the current one

Computer/Node – Is referring to the overall computer/node, not just the galaxy system

Customer Information Display – The customer facing display

**Some parts of this guide have been edited or removed to protect business specific details.**



# Galaxy Menu

Menu 1	Menu 2
1 SCAN	1 JOURNAL
2 MP MODE	2 CASHOUT
3 RECEIPT	3
4 LOGOFF	4
5	5
6	6
7 DEPOSIT	7
8	8 LEAD
9 MENU 2	9 MENU 3

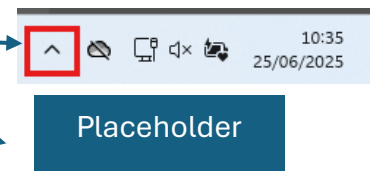
# Card Machine Disconnected

**If the till or card machine disconnects during a card transaction, please contact a supervisor to check if the money was processed.**

This can occur for many reasons, mainly happening with the old card machines. The card machine will display a DISCONNECTED message, and any CREDIT transactions will fail.

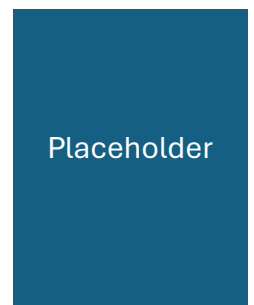
To fix this do the following

- Navigate to the Galaxy Menu
  - Menu 2 (9) – Lead (8) – MainT
- Click EXIT to close Galaxy
- Open the System Tray
  - Click the up arrow via bottom right of the taskbar
- Double click on the CardSoftware icon (if there)
- An CardSoftware Window will open
- Click the Exit button at the bottom of the CardSoftware Window



Everything should now be closed

- Click the GALAXY icon on the desktop
  - This will open a command window and then open GALAXY and CardSoftware
- CardSoftware will open and load and will show either a LOGIN PINPAD or START COMMUNICATION button
  - If the CardSoftware window shows a START COMMUNICATION button select that
- When Galaxy fully loads, login as normal and open PoS Mode
- Do a test transaction (eg Paper Bag) using CREDIT.
  - If the card machines connects then cancel the transaction, everything should be working
  - If the card machine shows a connection or login error ask for further support.



# Receipt Printer Failure

*NOTE: If the printer fails to print a CREDIT transaction customer copy, but prints the itemised receipt correctly, it is not a printer issue but a card machine one.*

If there is an error with the printer, the first thing to check is if the manual feed button is still working.

If the manual feed **is working**, it is likely a connection error with the computer.

- Check the back of the printer (pull it forwards gently and slowly tip up for easier access)
- Ensure all three cables are securely and fully plugged in
  - This can be done by gently pushing the cables further into the printer.
- Try printing a receipt via Galaxy

If the manual feed **is not working**

- Check the power light of the printer, if it is not green follow the below steps
  - Check the power button on the front is turned on
  - Check the back of the printer (pull it forwards gently and slowly tip up for easier access)
  - Ensure the power cable is fully plugged in (blue highlight).
    - This can be done by gently pushing the cables further into the printer.
  - Check the light again, if it is still not on ask for further support.
- Open the printer lid and ensure there are no blockages or jams.
- Turn the printer fully off using the power button on the front, leave for 30 seconds and then turn it on again.



If the printer is still not working after these checks, there may be an more complex underlying issue, please ask for further support.

# Monitor Issues

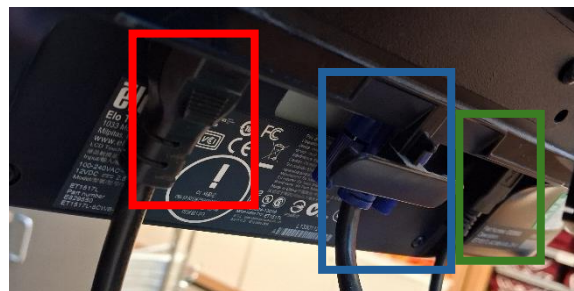
## Blank Screen

If the screen has gone blank the first thing to check is the power button:

- Check under the screen to see if a green light is showing.
- If the light is NOT on, press the first button from the RIGHT of the monitor.

If this does not work it is likely a connection issue.

- Check under the monitor and ensure all three of the cables are securely plugged in.
  - This can be done by gently pushing the cables further into the monitor.
- The screen should return after this, if not try and monitor power again.

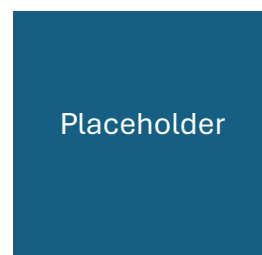


If this does not fix the issue it may be an issue with the connections into the back of the computer, ask for further support.

## Calibration

If you are experiencing issues with the accuracy of the touch screen, it requires a calibration.

- Navigate to the Galaxy Menu
  - Menu 2 (9) – Lead (8) – MainT
- Open the System Tray
  - Click the up arrow via bottom right of the taskbar
- Click on the ELO Icon
- Select Align from the menu.
- This will open the ELO Align Mode.
  - Press firmly on each target. Ensure you are accurate otherwise the alignment may fail.
  - Move your figure around the screen, make sure the cursor is following you accurately. If so press the green tick, otherwise the blue redo icon.



## Frozen Till

The till/computer can freeze for a number of different reasons.

**If the till or card machine freezes during a card transaction, please contact a supervisor to check if the money was processed.**

If you have clicked the **StockSystem button** this can freeze the till.

- To fix this you need to close the RemoteApp window that opens
- Click the X at the top right of the window.
  
- If you dismissed (clicked off the window without closing it)
  - Navigate to the galaxy menu (Menu 2 (9) – Lead (8) – MainT).
  - Select the RemoteApp icon from the taskbar
  - Close it as outlined above.

If Galaxy has **fully frozen** and you cannot click anything then a computer restart is required.

- To restart the computer press and hold the power button of the physical computer below the for 3-5 seconds.



## Card Transactions Stuck

If a customers card repeatedly fails the card machine can get stuck on either Insert and Swipe only, or sometimes Swipe only. If the customer wants to use another card, or try again the card machine will not allow this.

- Press the red X button on the card machine
  - Do NOT cancel the credit transaction using the on screen window, this is significantly slower and can lead to further issues
- Press OK on the Transaction Cancelled Popup on the Screen
- Press CREDIT again via the Galaxy Menu
  - As you normally would for a card transaction
- The card machine should now allow Contactless, Insert and Swipe
  - If it doesn't fully cancel the transaction and rescan the items.

If continues to block certain function (ie Contactless) for a number of transactions ask for further support. The card machine may need reset.

Placeholder