AGILYSYS TROUBLESHOOTING PROCEDURES: KITCHEN/RECEIPT PRINTER

1 **PURPOSE** – To ensure a consistent level of quality service as it relates to Auxiliary Services IT Service Desk kitchen and receipt printer support.

2 **STANDARD** – This policy will be frequently used.

3 **SCOPE**- Auxiliary Services: Service Desk Team & Systems Analyst
   3.1 Will be used for all Auxiliary Services Employees
       3.1.1   Hospitality
                   3.1.1.1 Radisson
       3.1.2   Transportation
       3.1.3   Housing
       3.1.4   Administration
                   3.1.4.1 Accounting/Finance, Design, HR and IT
       3.1.5   Bookstore
       3.1.6   LA Coliseum

4 **DEFINTIONS** –

5 **PROCEDURE** –
   5.1 First, check that the power button is in the "on" position; you should see a green light on the top of the printer.
   5.2 Ensure there is paper in the printer, that it is facing in the correct direction, and that the plastic center from the previous receipt roll has been removed.
   5.3 Check that the power cord is securely plugged into the back of the printer. Additionally, the printer power may also have become disconnected from the wall, from the power strip, or from the surge connection device (between the wall and the printer).
   5.4 If you've verified that the power is properly connected and the paper is correctly installed, go to the Function Screen and press the "Re-Init Printer" button
   5.5 For Kitchen Printers, verify that the network cable is plugged into the back of the printer and that it also correctly connected to the network jack on the wall.
   5.6 If the problem persists, print the configuration of printer. This is done with either a ball point pen or paper clip. Insert pen or paper clip, push and hold until the printer starts to print. Printer will print either the current configuration or a

192.168.192.168.

5.7 If the printer isn't working with current configuration, Systems to open a ticket through Auxiliary Services IT with the venue, terminal ID Number, configurations of the printer, and troubleshooting completed. If it prints the 192.x.x.x this means that the printer lost its configuration and will need to re-configure.

6   REFERENCES –

7   TRAINING / EVALUTION – This policy fits best with on-the-job training. As long as the necessary procedures are followed, there should not be any issues.