



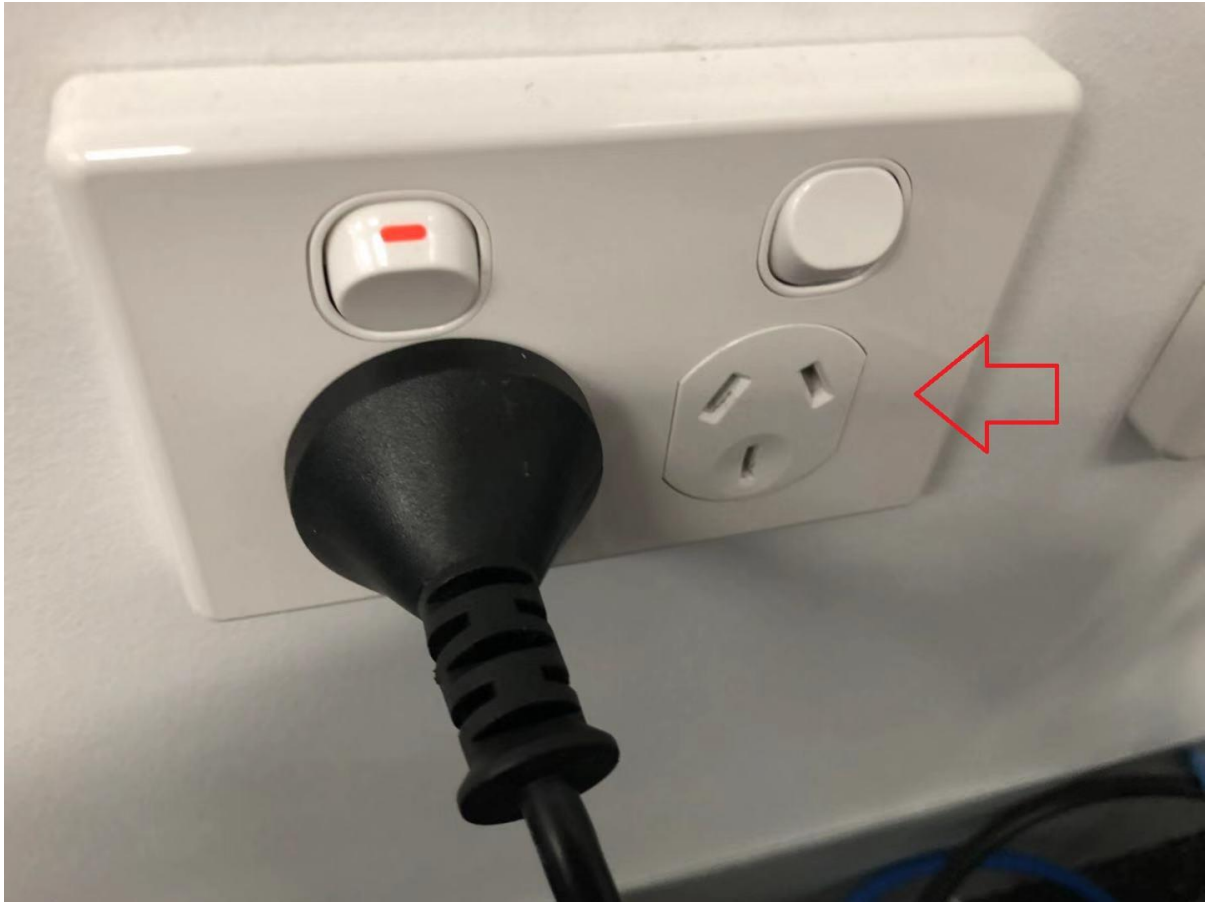
Computer not turning on, what to do?



Scenario 1 Test and replace power cable

Step 1 Use a different power point

Always use a different power point to make sure it is not a power issue of wire. Try plug in something else into the same power point to make sure the power point is working



Step 2 Unplug power cable from the POS system.
Take the cover out if needed.



The power cable should look like this.




Take the power cable out from the AC adapter and **leave it for 5 minutes.**



Connect them and plug into the power point again. **Turn on the POS.**

Step 3 Test a new power cable

Replace a cable from local computer store or eBay, replace the original power cable **and try turning the POS on again.**




IEC C5 Clover Leaf Style Appliance Power Cable Black 0.5M
from 4Cabling


4Cabling IEC C5 Clover Leaf Style Power Cord Black 0.5M IEC-C5 Appliance Power Cord 0.5m. A 3-core general duty power cord as used on some compact Switch Mode Power Supplies (...

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\$4.95
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4Cabling
97% positive (823)

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Step 4 Remove device from the POS

Remove all the device from the POS , including UPS , USB devices.

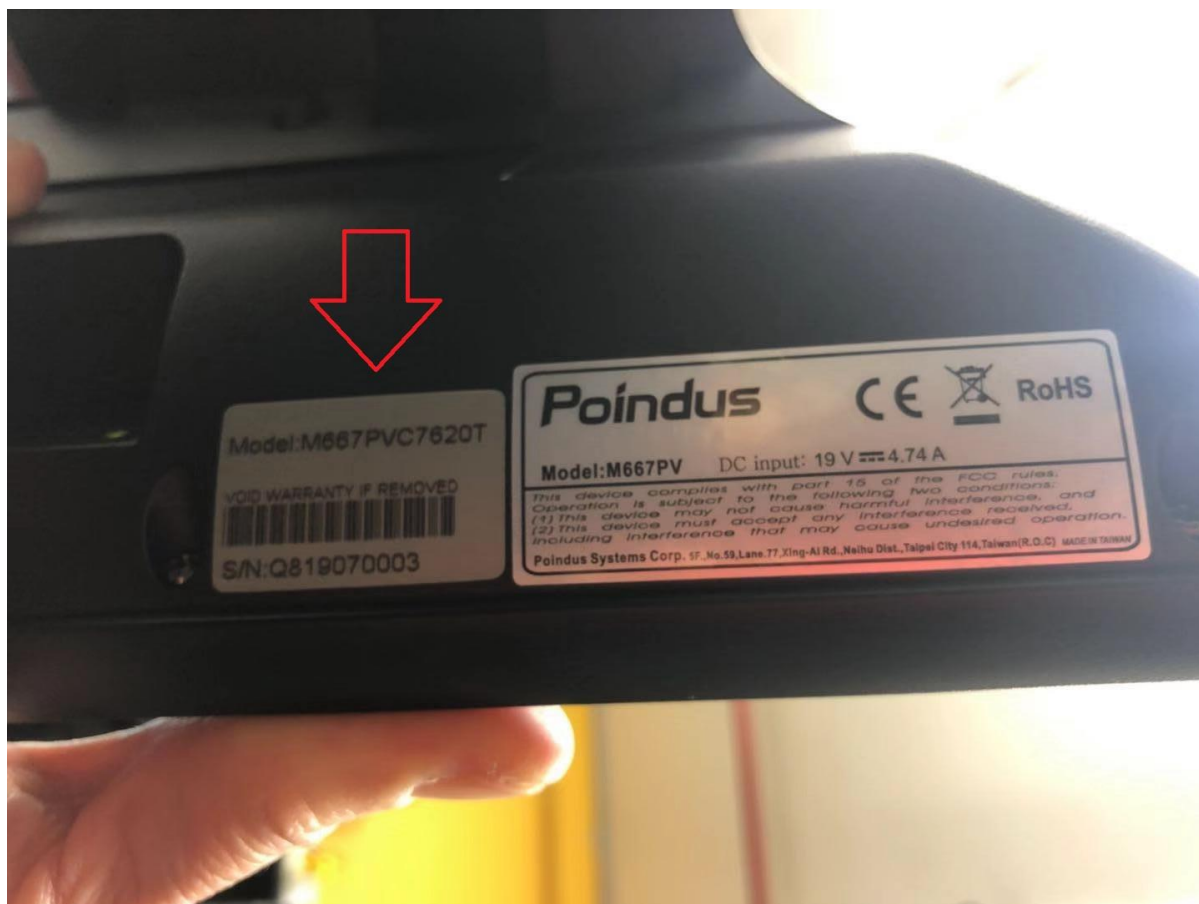
Scenario 2 Temporary POS / warranty

If solution from scenario 1 does not work, do the following steps.

Step 1 Take pictures of the POS and call IT

Take a picture of the serial number of the POS and AC adaptor, send both pictures to IT@tsgfranchise.com.au

We will need the serial number to confirm the POS is still under warranty.



Model:M667PVC7620T

VOID WARRANTY IF REMOVED



S/N:Q819070003

Poindus

CE



RoHS

Model:M667PV DC input: 19V \approx 4.74 A

This device complies with part 15 of the FCC rules.
Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and
(2) This device must accept any interference received,
including interference that may cause undesired operation.

Poindus Systems Corp., 5F, No. 59, Lane 77, Xing-Ai Rd., Neihu Dist., Taipei City 114, Taiwan (R.O.C.) MADE IN TAIWAN

Replacement AC Adapter

MODEL: PTC-90W-ST-C-090-19000474CT

INPUT : 100-240V~2.0A 50/60Hz

OUTPUT : 19V --- 4.74A

WARNING:



(1) this device may not cause harmful interference.

(2) this device must accept any interference received, including interference that may cause undesired operation.



MADE IN CHINA

Step 2 Get an alternative computer (laptop or desktop).

Get a spare computer and call IT, we will get an online POS ready for you for the time been.



A login form for the TSG Training System. It features the TSG logo at the top, followed by the text "TSG TRAINING SYSTEM". Below this are two input fields: "Username" and "Password". At the bottom is a black button with the word "Login" in white text.

Scenario 3 Windows updates

Nothing we can do at this stage, wait for the updates being installed. Do not turn off your POS, it might create issue with the POS later. (To avoid this situation, restart your computer every day.)



Scenario 3 Blue screen

A problem has been detected and Windows has been shut down to prevent damage to your computer.

If this is the first time you've seen this Stop error screen, restart your computer. If this screen appears again, follow these steps:

Check to be sure you have adequate disk space. If a driver is identified in the Stop message, disable the driver or check with the manufacturer for driver updates. Try changing video adapters.

Check with your hardware vendor for any BIOS updates. Disable BIOS memory options such as caching or shadowing. If you need to use Safe Mode to remove or disable components, restart your computer, press F8 to select Advanced Startup options, and then select Safe Mode.

Technical information:

*** STOP: 0x0000007E (0xFFFFFFFFC0000047, 0xFFFFF80002EB5B48)

Step 1 Shut down POS.

Force to shut down the computer by keep pressing the power button until the POS is totally power off.

Step 2 Restart the POS and call IT

Press the power button to turn on the computer. Whether the situation remains, you should call IT ASAP.