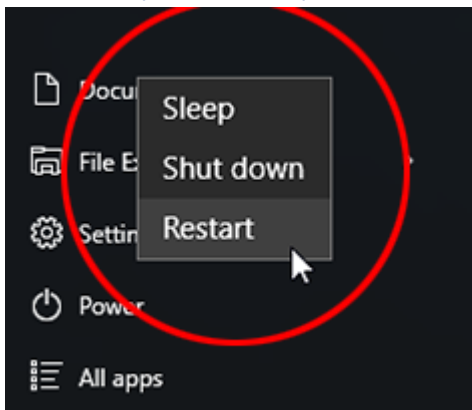Restart your devices

If you have not turned on/restarted your computer for a long time. Please do the following before you open you store.

1. Restart your modem

Turn off your modem and turn it back on after 5 minutes.

2. Restart your computer

3. Restart your TSG POS

4. Make sure the POS is synchronizing

Sync complete. Uploaded 0 sales records. 0 promo added. 0 promos recalled.

If you are not sure what to do. Please check the following link.

https://tobaccosg.com/it-tips/pos/about-data-synchronizing/

5. Check your promotions

Check your promotions and make sure they are all enabled.

If you are not sure what to do. Please check the following link.

https://tobaccosg.com/it-tips/pos/how-to-check-promotions/

6. Update new stock and new prices

7. Restart you docket printer.

8. Make sure your scanner is working

If you are not sure what to do. Please check the following link.

https://tobaccosg.com/it-tips/hardware/scanner-is-not-working-what-to-do/

9. Restart other devices, such as A4 printer.