



Restart your devices

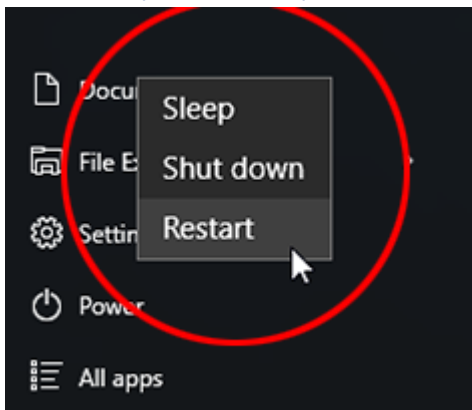
If you have not turned on/restarted your computer for a long time. Please do the following before you open you store.

### 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

### Download/Import Stock & Prices

Pressing the "Download" button will get a copy of the database from the TSG server. The system will then compare the database from the server and the database locally on the computer.

Any missing products will be added in.  
Any incorrect cost prices will be updated.  
Any incorrect subcategories will be updated.  
Any incorrect packet/carton links will be updated.

100%

New Products	<input type="text" value="1"/>	Duplicate Barcodes	<input type="text" value="0"/>
Prices Updated	<input type="text" value="0"/>	Duplicate Reference	<input type="text" value="0"/>
Sub categories Updated	<input type="text" value="0"/>	Not Changed	<input type="text" value="3558"/>
Categories Updated	<input type="text" value="0"/>		

## 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.