



inepro®

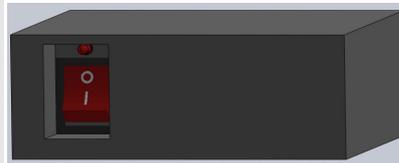
PosPRO Troubleshooting

Use these instructions to resolve issues yourself.



Till won't start or is completely out of order.

- 1
 - a) Reboot the till completely.
 - b) If this doesn't have any effect, proceed to step 2.
- 2
 - a. Execute a power reset:
 - b. Search for the power box (this is a black box of 12.5 x 13.5 x 5 cm). There is protector flap which has a switch and a LED behind it, if this LED is red, this means the power box has shut down because it has over-heated or that the power cable isn't connected correctly.
 - c. If the LED is green, go to step 2f, if the LED is red continue to the next step.
 - d. Power cable is not connected
 - > Check if the power cable is connected, if so continue to step e.
 - > Otherwise connect the power cable and check if the till will start normally.
 - e. The thermic protection of the power box is active.
 - > Shut the power off for 10 seconds, and then shut it back on.
 - > As an alternative the plug can be disconnected from the wall outlet for 10 minutes. The power will be restored automatically after 20 min. (provided there is enough ventilation).
 - f. Something is wrong that cannot be resolved by non-certified staff, please contact Support.



Reboot- Shut-down and maintenance screen questions

Inepro voert onderhoudwerkzaamheden uit. Sluit de machine niet af en/of log niet in.
 Als het apparaat opnieuw start, kunt u het apparaat weer gebruiken.
 Neem als u vragen heeft contact op met de Inepro helpdesk. 025-2744044

This screen is shown when the till is booting, or if Inepro is busy with maintenance.

Normally the till's will always be on and will not shut down or start up.

- 1
 - a) If this screen is visible, please wait for at least 5 min.
 - b) Is the screen still visible?
 - c) Yes: Then the till is probably taken over by an Inepro employee. Please ask your location manager if a maintenance session has been planned or contact Support.
 - d) No: Then the till is busy starting up or shutting down (and maybe restoring errors or downloading Windows Updates).



License messages

- 'Check your license',
 - 'Your license will expire in 14 (or less then 14) days'
 - 'No valid license key found'
- 1
- a) Please write down the exact error message of the till, and optionally take a picture.
 - b) Write down which till on the location it concerns.
 - c) Please contact Support immediately and provide the data written down.