Best Practices – SMP/5500
EOD / Registers Not Communicating

Top 5 Help Desk Calls

The Top 5 calls listed here are usually related. Registers not communicating and locked up registers can cause the EOD or SOD to not run. Read below for ways that you can make your store End of Day ready.

1. EOD / SOD did not run
2. EOD / SOD failed
3. Registers are not communicating
4. Register locked up
5. PC offline on register

Follow the below steps before leaving each evening.

Be End of Day Ready

Ensure communication between both registers and the back office PC

1. Check each register for pending orders and clear
   a. Log on as a cashier
   b. Press the "Cash" key
   c. Drawer should pop, close the drawer
   d. Perform on all registers
2. Make sure each register is not in the manager mode
3. Both registers should be at the Login Screen
4. Open SMP and do a do a Network Device Query
   a. Open System Manager
   b. Double-Click Network Device Status
   c. Click on Query (both registers will be selected)
   d. One or both registers will indicate "online" status
5. **If errors appear go to step 6**, if no errors you are finished and can close SMP

If one or both registers are still not communicating, a Register Reset may be required
(Be careful to follow these instructions, incorrect steps may cause a loss of program within the register)

6. Turn the key labeled PRG counter clockwise (left) to **P3 mode**
   a. The bottom right corner of the register screen will display P3
   b. If the register is locked up the register screen may not change and display P3
   c. When in P3 mode, do not touch any keys on the keyboard. Doing so will re-program key locations
7. Turn the power off on the register (Power button is on the bottom right side near the back)
8. While the register is off, hold down CLOCK IN
9. Continue to hold down CLOCK IN and power register on
10. Release CLOCK IN when
    a. Two beeps sound
    b. INI (Initial mode) appears in the bottom right corner of register screen
11. Press 1
12. Press CREDIT
13. Turn key back to REG mode
14. Open SMP and do another Network Device Query
15. **If errors appear go to step 16**, if no errors you are finished and can close SMP

If one or both registers are still not communicating, try to reboot the PC

16. Reboot your back office PC (perform a shutdown and power off/on PC)
17. Open SMP and do another Network Device Query
18. **If errors appear go to step 19**, if no errors you are finished and can close SMP
19. If problems persist call the Kahala Brands POS Helpdesk at 1-877-811-3811