

Best Practices – MWS/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
2. Make sure each register is not in the manager mode
3. Once registers are clear, close each register by turning the register key to CLOSED
4. Open MWS and Download/Downline the date and time to your registers
5. **If errors appear go to step 6**, if no errors you are finished and can close MWS

If one or both registers are still not communicating, a Register Rest maybe required
(Be careful to follow these instructions, incorrect steps may cause a loss of programming)

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 MWS and Download/Downline the date and time to the registers
15. **If errors appear go to step 16**, if no errors you are finished and can close MWS

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

16. Reboot your back office PC (perform a shutdown and power off/on PC)
17. Open MWS and Download/Downline the date and time to the registers
18. **If errors appear go to step 19**, if no errors you are finished and can close MWS
19. If problems persist call Panasonic at 1-888-427-2767, press option 1