

---

Topic: **BASIC COMMUNICATIONS TROUBLESHOOTING**

If there is a problem with communication between the computer and the cash register(s) there are a number of simple procedures that can be done to isolate the fault. These suggestions are to act as a guide, and by no means provide an exhaustive list.

- Check cable connections
  - At the cash register
  - At the computer's COM port
    - If a USB > Serial connector is being used, it might be good to unplug it and plug it back in to the same USB port
- If a multiplexer or network hub is being used, ensure that power light is on at the box itself
  - Also check cable connections at the multiplexer / hub
- Check that the cash registers are in the correct state for communication
  - Is there paper in the receipt and journal feeders?
  - Attempt a 'No Sale' on the cash register - if it works the cash register is ready. If it doesn't, rectify the problem
- Restart the computer
- Test communication by using the "Communications Test" in the Communication menu of SharpLynx Lite
  - Remember to note whether communication fails altogether, or whether it works partially and then fails - this is very important when ascertaining where the actual problem lies!
- If cash register communication still fails, print a Communication Log (found at the bottom of the Communication menu). Set the date range to 'Month to Date', and ensure that the 'Include Detailed Messages' box is ticked. Send a copy to your Lynx Software dealer.