



Support procedures and troubleshooting guide

Please print this guide and keep it handy near to any

Tengo Software equipment

Version 2, 09 June 2020

Introduction

This guide outlines the procedure for reporting any support issue with tengoPOS, or any equipment supplied and maintained by Tengo Software.

It also gives troubleshooting tips for dealing with any issues – please ensure that you look at this guide first before reporting any problem to us. As per the terms and conditions of our SLA found at www.tengosupport.com, support tickets raised that are not genuine faults with our software or hardware are chargeable.

Equipment issues

The vast majority of equipment problems can be resolved in one of two ways; checking cables, connections, interference by third party items (paper jam, item leaning on the keyboard etc), or by restarting the machine. All EPOS tills provided by us run on Microsoft Windows, and like any computer, the system can run in to problems because of software other than Tengo Software programs.

Checking cables and connections

The most common cause of issues by far is a cable not being connected properly, or a piece of equipment simply not being powered on.

The most frequently received support requests are reports of '**Cash Drawer Not Opening**'. It's important to remember that the cash drawer is operated by the receipt printer, regardless of whether you are actually printing receipts or not. Cash drawers are very durable pieces of simple mechanical equipment that rarely fail, it is usually the cable from the cash drawer to the printer has become disconnected (the cable will usually fit in two holes, it's important to put it in the smaller one, usually marked 'drawer'), or the printer is powered off or is itself disconnected from the till. The printer must be powered on for the cash drawer to open.

Most other issues such as 'blank screen', 'no lights on' on any equipment, are almost always cable related too, disconnecting and reconnecting cables, ensuring they are connected properly, and ensuring equipment is connected to

the mains power socket and that the socket itself and any extension leads themselves are turned on, will usually rectify any such issues.

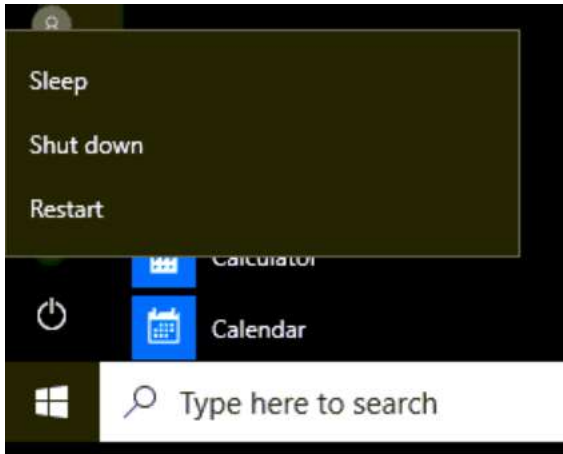
The power button for our tills is shown below, when there is power from the mains, it is orange, and if you press it to turn it on, it will go blue. If there is no light at all, then there is no power to the machine. If you don't have a power button like the one below on your till, then you have old equipment that will be out of warranty, and ideally should [contact us](#) to upgrade your kit.



Other common issues around cables and connections include the scanner 'not scanning' or keyboard not typing, both of these can usually be resolved by unplugging the cable and plugging it in again. If the keyboard is typing numbers when you are expecting letters, then num-lock will be on. To turn this off, press the num lock key (sometimes shown as num lk or similar). Sometimes you have to press the FN key to get the num-lock key to work.

Restarting a till and starting up the software

There is a guide to restarting different versions of Windows in our support centre, details of how to access this can be found later in this document. Essentially, you are looking for the 'start menu', which can be accessed via the start button on screen on the task bar (which either says 'start', or is a windows icon, a window with 4 panes in a square), or by pressing the windows icon key on your keyboard. You are then looking for 'restart', as shown in the example below for Windows 10 machines.



If you are unable to get to the start menu for any reason, you can as a last resort power the PC off by holding the power button in for 10 seconds until the screen goes blank and lights are off, and then give the power button a short press to bring the machine back on.

Once restarted, you may be asked to 'sign in' – there may be a password required, if so, then it will be 'tengo', all in lower case – when you sign in, and you will be taken to the desktop, where you are looking for the following icon.



Double clicking, or double tapping the icon starts the program, however sometimes this is tricky on a touch screen computer – an alternative is to tap once on the icon (a faint box usually then appears around it), and then hit 'ENTER' or press the return key (big key to the right of the letters on your keyboard with a downward to left pointing arrow). The same procedures apply to a machine using tengoCRM, except the icon will say 'tengoCRM'.

When the software starts, you will need to simply press 'connect', and then will be taken to the login screen when you can type your password or scan your login barcode. The box is show below:



When typing in, your password appears as round circles so that no one can see your code – if when typing or scanning, nothing appears, simply tap inside the box, which will focus on it – you will see the cursor (horizontal line shown above in the box) flashing if tengoPOS is ready for you to log in.

Common software issues

Till frozen

The most common issue reported is **'till frozen'** or **'software unresponsive'**. This is usually one of two things – the PC (main part of till with touchscreen) has not been restarted for a long time, so the restarting procedure highlighted above under the equipment issues section should be followed – or the software appears to be frozen because there is a window behind the main window that is waiting for your response – you can check this by pressing down the Alt key on the keyboard, and pressing the tab key to move between windows. This often happens on the price entry box, if you inadvertently click or tap off it before entering the information.

Offline mode

We often receive support requests telling us that the till is saying it is in 'offline mode'. The offline mode warning is merely there to inform you that the till is not able to connect to the internet, you can resolve this with your IT team internally – you do not need to tell us when this happens, the till will carry on as normal and your data will be uploaded when a connection is re-established. Common things to check – your WiFi could be disabled on your till if it has wireless internet built in, and in many cases the cause is that your internet box or router is simply turned off. Where a connection is via cable, it is also worth checking that the cable in question is connected.

'Save Sale' errors

Occasionally if there is an issue with the Windows operating system itself or the database system, the till will warn you that there will have been an error saving a sale in to the database. The software saves these errors and you are completely fine to continue trading, no data will be lost – you should report this to us using the support contact details later in this document, but it is not time sensitive, so for example if you don't have out of hours cover and the

error occurs on a weekend, you could submit a support request during working hours to avoid any charges for requests raised outside of the terms of your contract.

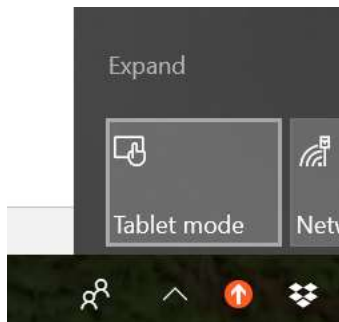
Low disk space warning

Both Windows and our own software may warn you when disk space is running low – these messages are produced long in advance of disk space becoming critical, there is no need to contact us, our engineers will already have been notified by our software if we need to free up space for you.

Tablet Mode

Some clients have inadvertently placed their PCs in to ‘tablet mode’. Usually this happens when someone who is cleaning or moving the equipment has closed and/or rotated the device, and it thinks it is being used as a tablet, or if an operator accidentally activates the mode.

Symptoms of being in tablet mode include not being able to see the desktop (and therefore being unable to click the icon to start the software), and certain screens in the software looking larger than usual or being out of shape.



To de-activate tablet mode, swipe your finger from the very right-hand edge of the screen, and press the tablet mode button as shown above. The button is blue when tablet mode is active, and as above when it is switched off. We have disabled tablet mode as a matter of course on all machines that we are able to connect to for maintenance purposes.

Windows update and other popups

All equipment provided by Tengo Software is maintained by us, and no attempt to install any other software or updates should be attempted. Updates are carried out of hours, so **it is important that you leave your till switched on overnight**. Unfortunately, occasionally Windows and other applications will pop up a message asking for you to perform an action – it is

always advisable to just close / dismiss these messages, and then carry on using the software. Any issues with updates or anti-virus will be dealt by us in due cause, in many cases the installation of updates is deliberately delayed to allow our team to test them with our software and ensure compatibility.

tengoPOS version updates

We will notify you if a new version of the software is being deployed – this happens automatically online, and you will be asked to exit the software, and to then start it up again. Sometimes this takes a while on a slow connection, if you experience any problems or after starting the software up are not on the expected version number, please restart the machine and wait for 5 minutes before trying again or submitting a ticket.

Issues with finger pressing

Some people have raised tickets because when they click a button, they either receive a message saying they are not an administrator, or go to the button editor – if this happens, it means you are holding your finger down rather than just tapping, which is the equivalent of performing a right-click with a mouse. Please only tap the screen, do not keep your finger on it even for a second as this will not work.

Unable to login

See section on logging in above under 'Restarting a till'.

Card machine not working

If a PaymentSense card machine is not working as expected, please re-follow the guide for setting the terminal up on the following link, and if that doesn't resolve your issue, please contact PaymentSense:

<https://www.tengosupport.com/knowledge-base/configuring-a-paymentsense-psconnect-card-machine/>

Tengo Cloud issues

As tengoCloud is an online service, you need to be connecting from a machine with an active internet connection. There are only a handful of issues that

affect tengoCloud – firstly, ensure you are using the right address to login. Each client of ours has a unique identifier on our system, a word with no spaces representing their name – please note this is the organization name, not your individual name. TengoCloud is hosted on a secure server, so the address starts with <https://>, not <http://>, if you use http only you will receive an error about security. The format of your login address is as follows:

<https://YourOrganizationName.tengocloud.co.uk/>

Please also note that there is no **www** in the web address for tengoCloud.

When you type in your username and password, you must actually click or tap on the 'login' button, do not press enter/return on the keyboard as this will not log you in.

Other than that, the only issue that could prevent you from logging in is if you have forgotten the username and/or password or are entering it incorrectly. Ensure you don't have CAPS Lock or NUM Lock activated on the keyboard, as both the username and password are case sensitive. If you need to reset your details, please contact support using the contact information in this document – we don't keep a record of usernames and passwords, there is a £5 admin charge for resetting lost/forgotten user details on both tengoCloud and our other software packages and services.

Contacting support

If, and only if, you have followed any relevant instructions in this document, and you still can't resolve your issue, please contact support in one of two ways. All of our clients are entitled to free office hours support, to be raised by web ticket through our support portal or telephone if that option is not available. Please note that under the terms of our SLA, if a support request is received outside of the terms of your contract, or if a call is received and no actual fault is found with our hardware or software, the request will be chargeable under our standard rates. Service Level Agreement and rates can be found under the info section on our website at www.tengosupport.com.

Please ensure you give the till number whenever you submit a support request to allow us to help you as quickly as possible.

The support portal

You can access the support portal at www.tengosupport.com – here you can search knowledgebase articles, and if these do not help, you can submit a support ticket (a request to us for support). Please note this is the best place to request support and will usually get you the fastest response. **Please do not email individual members of our team for support**, as they may not be available and your resolution will be delayed – submitting a request through our system will bring your issue to the attention of our on call engineers in the shortest amount of time possible.

Phone/email support

All clients receive free web ticket and phone support during office hours (9am-5pm on UK working days). The phone support number is shown below, in case you do not have access to the support portal, along with the address for logging tickets and accessing the help pages. You will not be able to log a ticket outside of these hours.

www.tengosupport.com

0161 660 4002

Thanks for taking the time to read the document,
and for helping us to help you!