



User Guide

**Software Windows Solution
(Miscellaneous)**

Spectacle Hut

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Solution for the miscellaneous problems for Software Windows

This section would teach you how to solve the miscellaneous problems of the software Windows.

What you should do when you encounter these miscellaneous problem:

1. System hang - When you encounter a system hang, please try to ON or OFF the num lock button and see whether the light can response. If you still can see the response, press CTRL+ALT+DEL and from the task manager, see what process is running. If the process running is POS, please seek advise from the IT support, as you can accidentally damage the database. However, if it is no the POS, try to end task and try again.

ON/OFF the number lock button



Response from signal light from Num Lock key



Press Ctrl + Alt + Delete to open task manager



In some cases, it could be that your keyboard and mouse has stop responding instead of a system hang. Thus, you will have to check the USB Hub first. If both of your mouse and keyboard are plugged into that hub, there is a possibility that the USB Hub has malfunction. Unplug the cable for the keyboard and mouse and directly plug them into the CPU, then try again later.

2. No sound – There is a speaker icon at the right bottom corner of your desktop. Right click on the icon and un-tick mute.

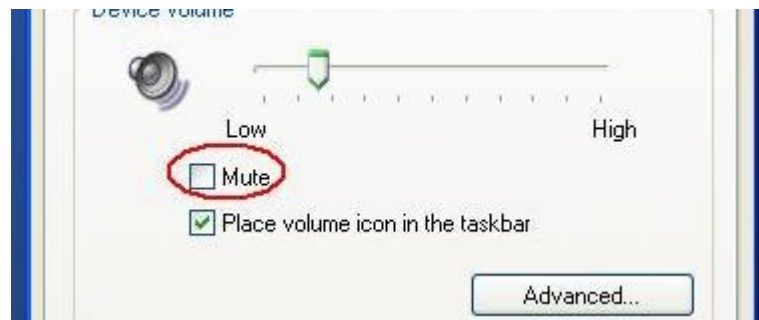
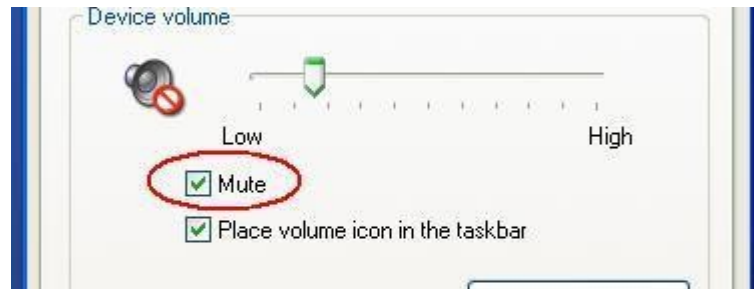
Speaker icon at the right bottom corner



Right click the Speaker Icon and click “Adjust Audio Properties”

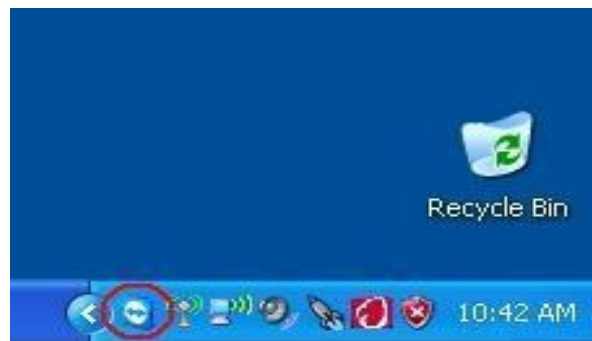


UN-tick mute



3. Headquarters cannot log in your Team Viewer – There is a Team Viewer logo at the right bottom corner of your desktop, next to system time. Choose exit and let headquarters staff try again. If still cannot, restart your computer.

Right click on the Team Viewer icon



Click "Exit TeamViewer"



Open Team Viewer by clicking on the Team Viewer icon

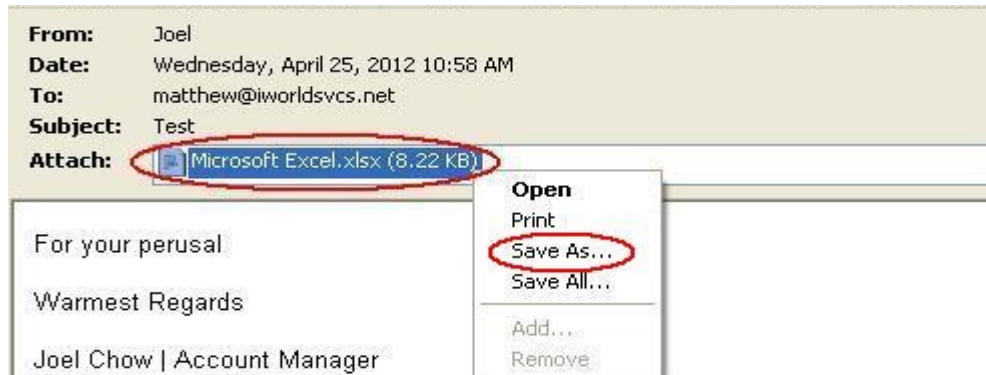


4. Unable to read document files from email – Do not open straight from the email. Right click on the attachment, and choose save as. Save the document file on somewhere which you can retrieve back easily. After saving, go to the location, right click on the document file and choose properties. Click the open with button and change it to open office reader.

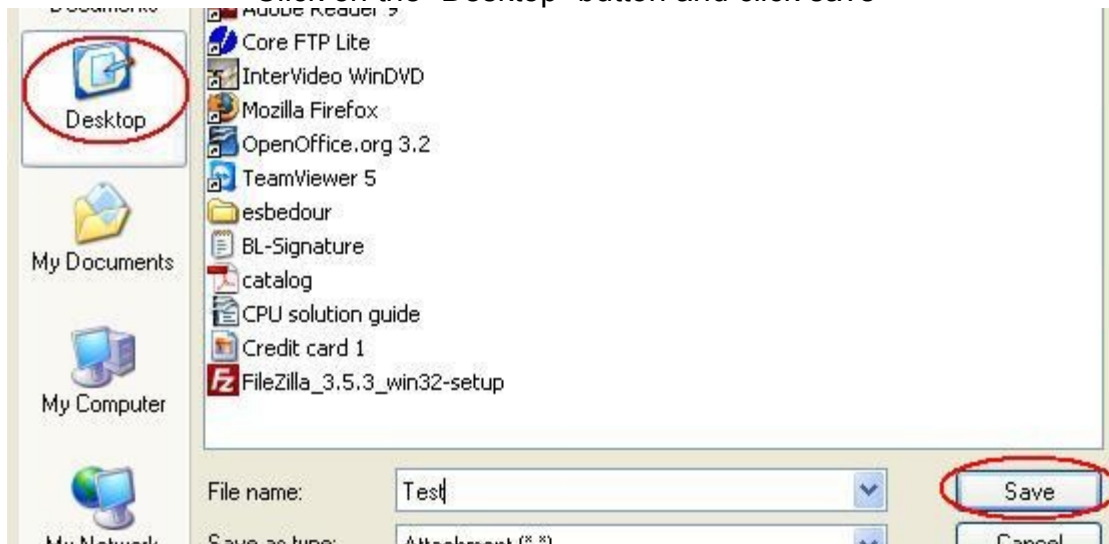
Click to open the email with attachment

Joel	Read: Team Viewer	4/24/2012 4:37 PM
Casin - IWS	Re: solve.com.sg	4/25/2012 9:18 AM
Angie	Read: housekeeping of email	4/25/2012 10:09 ...
jasmine	Read: resetting of cpanel password	4/25/2012 10:17 ...
Joel	Read: resetting of cpanel password	4/25/2012 10:21 ...
Joel	Test	4/25/2012 10:58 ...

Right click on the attachment file and click on "Save As..."



Click on the "Desktop" button and click save



5. Unable to type text – This can happen after somebody Team Viewer your personal computer and log off. Press the Alt key for a few times and try again. The reason behind this is that the person who Team Viewer in used key combination of ALT+TAB to switch windows and the ALT key remain buffered in outlet personal computer's memory.

Press the "Alt" key



6. Unable to print – There are two .bat files in your desktop, which are cute pdf and canon printer. Double click on canon and print again. If it does not work, restart the printer and check in printer and faxes whether you can see the printer and is ready to print. If you still cannot see or the printer logo is offline, right click on the printer, choose use printer online and try again. If it still does not work, call IT support.

7. Unable to scan thumbprint – When you are unable to scan thumbprint, check if there is another utility box form lenovo is open while u scan your thumbprint. That utility actually is the scanner assistant software, trying to capture your scanned thumbprint. However, also at the same time, it interrupts your thumbprint from going into POS. Please close the program and try again. If you want to disable it, call IT support.

8. POS unable to log in – When POS is unable to log in, it can be either database corrupted or database path lost depending on the error message. Write down the error message, call the IT support and provide the error message you received. This helps them to be able to easily address the problem.

9. Display screen is upside down – When your screen is upside down, you can right click on desktop blank space, choose graphic properties and choose rotate 180 degrees clockwise. This often happen after somebody logged in to your computer. If you are unable to control the screen, please call IT support.