



SALON TRACKER

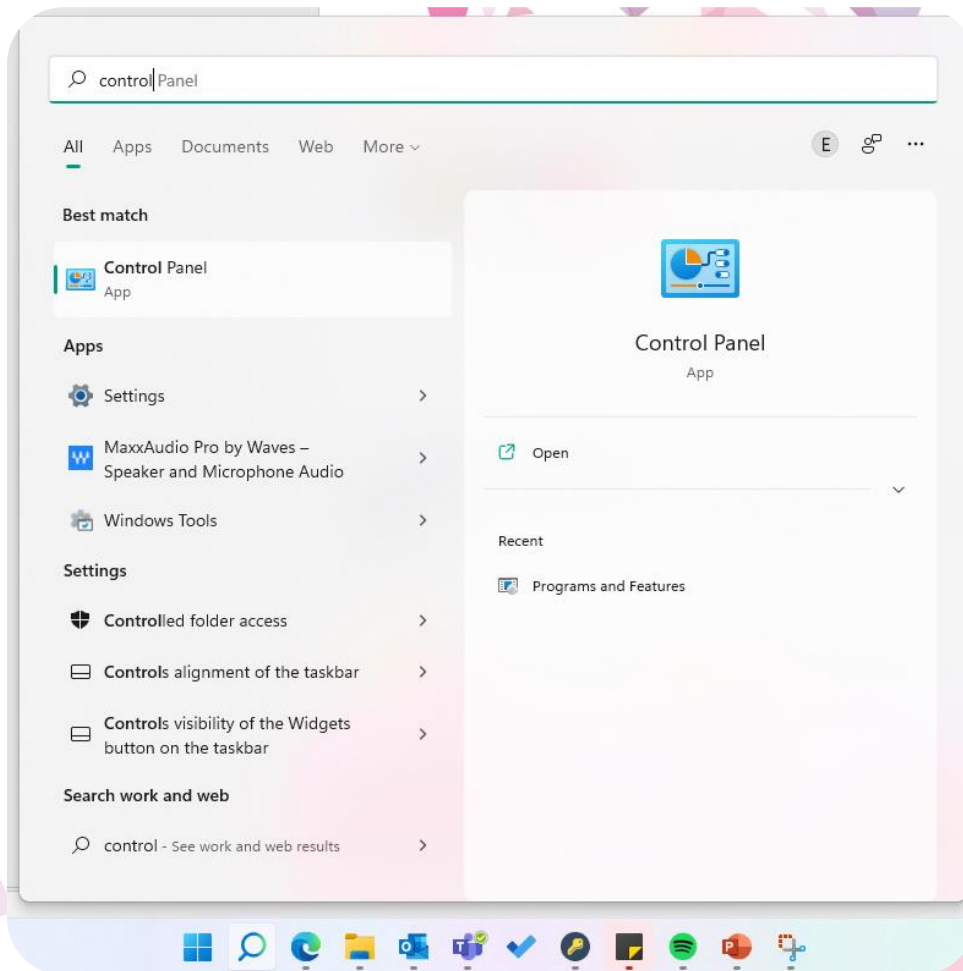
management software

MY RECEIPT PRINTER ISN'T WORKING

MY RECEIPT PRINTER ISN'T WORKING- STAR RECEIPT PRINTER



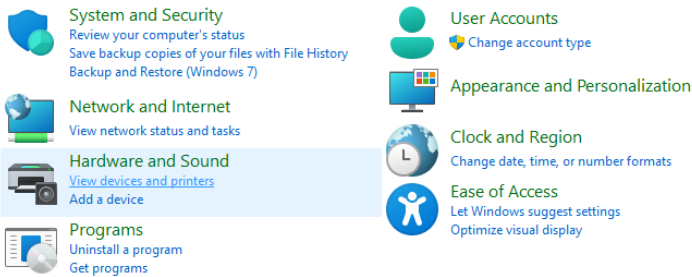
1. Minimise Salon Tracker in the top right hand corner by pressing the downwards arrow.



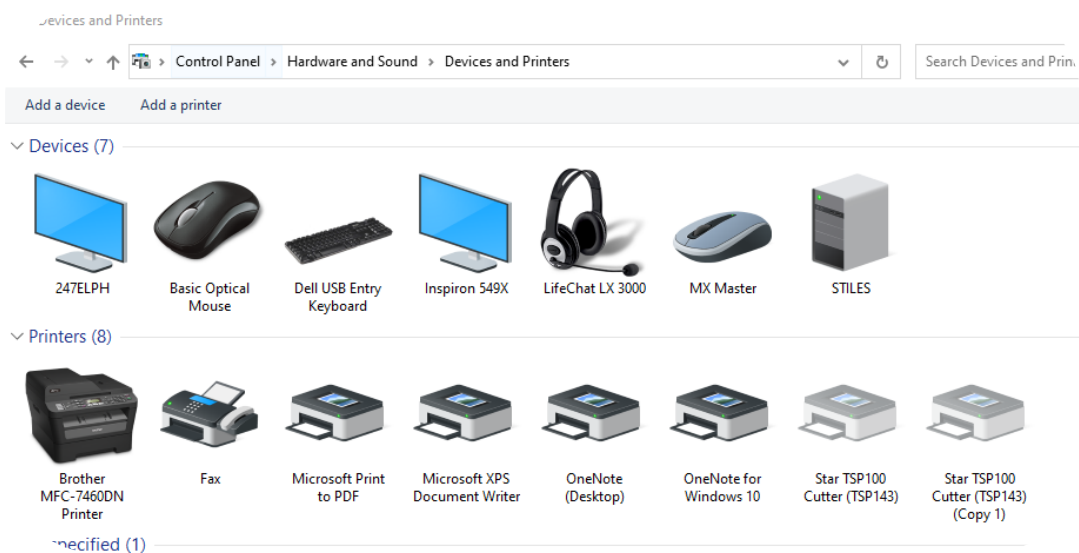
2. Go to Control Panel – (You should be able to search for this by clicking the windows key in the bottom left and simply typing 'control panel')

Adjust your computer's settings

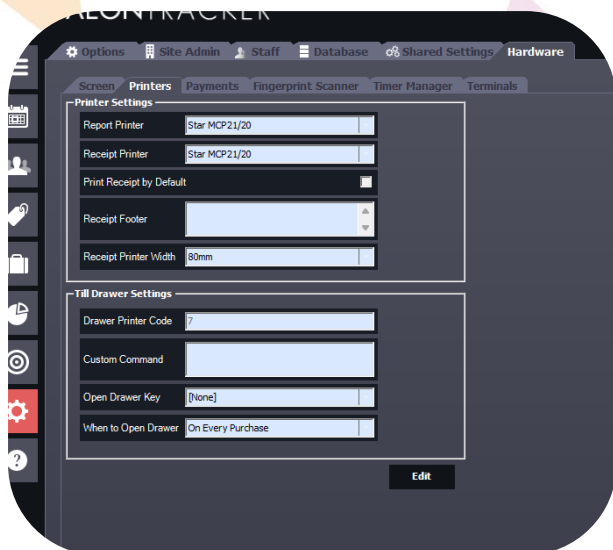
View by: **Category** ▾



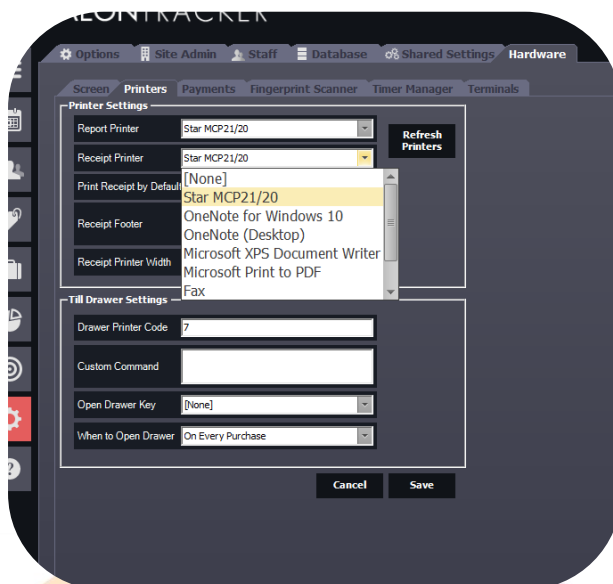
3. Select 'View devices and printers' under the 'Hardware and Sound' section



4. Have a look to see if the receipt printer is active and if it has made a copy – If a copy has been made, check which copy is active/idle



5. On Salon Tracker, go to **Admin**, then select **Hardware** and then **Printers**



6. Select **Edit** and then select the correct Printer (& copy) for both the **Receipt Printer** and **Report Printer**, and press **Save** – You may need to click **Refresh Printers**



7. Go to **Reports** and try printing out **Cashing Up (Receipt)** – if this works, it should be all be connected correctly.



MY RECEIPT PRINTER ISN'T WORKING - STAR RECEIPT PRINTER – ALTERNATIVE ISSUES/THINGS TO CHECK

- The printer is turned on
- There is paper in the printer
- The paper is not jammed

Please call our support line 0113 350 8232 and we will be able to resolve the issue for you.

Our working hours (Mon-Fri 9am-5pm)