

# Troubleshooting Guide

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## 1. Magnetic Card Reader not working

- a. If the light on the card reader is not illuminated then it is likely a cable is disconnected
  - i. Check cables starting with the cable that is plugged into the side of the tablet (above the power cable) and trace that back to the USB hub and make sure all cables are connected and firmly connected.
- b. If the light on the card reader IS on then it is likely the Drawings Manager is not running or another window is in front of the program OR the magnetic stripe on the card is facing the wrong direction when swiping.
  - i. Start the Drawings Manager by swiping up from the bottom of the tablet and clicking on the DM icon
  - ii. If the Drawings Manager is displayed on the tablet screen then touch on the program to bring it in front of any other windows that may be open and retry swiping a card
  - iii. Ensure the magnetic stripe on the card is facing away from the light on the magnetic card reader when swiping the card

## 2. QR Scanner not working

- a. Is the light on the magnetic card reader lit up? If not then check all the cables; the QR scanner and the magnetic card reader use the same connections to the tablet. The QR reader has its own battery so even if the cable is not connected the QR scanner may still appear to be on.
- b. Make sure the Drawings Manager is running and another window is not in front of the program.

- i. Start the Drawings Manager by swiping up from the bottom of the tablet and clicking on the DM icon
  - ii. If the Drawings Manager is displayed on the tablet screen then touch on the program to bring it in front of any other windows that may be open and retry scanning
- c. If the QR Scanner is using Bluetooth check that it is paired and connected with the tablet.
  - i. Swipe up from the bottom of the tablet and go to “Settings” then “Bluetooth & devices” and check to see if the device “BarCode Scanner HID” is “connected” and that “Bluetooth” is turned on

### 3. How to re-open a drawing that was closed on accident

**Note:** Call for support if you’re not familiar with this procedure. You should only run this procedure immediately after a drawing was accidentally closed and BEFORE any new signups have taken place on the new drawing that was automatically opened when the original drawing was closed.

- a. Login as administrative user (if permissions are enabled and being used)
- b. Go to the Drawings Events page
- c. Identify the NEW drawing that was automatically opened after the previous drawing was closed early.
- d. Verify the new drawing doesn’t have any Entries (should be “0”)
- e. Touch and hold on the drawing and select “Close”
- f. Click on the SAVE icon
- g. Click on “Show Closed Events” at the bottom of the page
- h. Find the Original Drawing that was closed by accident then touch and hold on the drawing and select “Reopen”
- i. Click on the SAVE icon
- j. Go back to the Drawings Event page and highlight the drawing that was re-opened then select Draw
- k. You should see the previous drawing results and it will allow you continue with Draw-Down or Additional Draw.
- l. Finish running the drawing as normal and when completed select Confirm Drawing

### 4. Tablet screen is “blank” but the tablet is powered on and Drawings Manager isn’t displayed

- a. Swipe up from bottom of the tablet; click on DM icon

### 5. Tablet screen is off

- a. Check power cable is plugged in on the side of the tablet and the light on end of connector is on; there should be two cords connected to the tablet, the one with the “long” plug on the end is for power
- b. Press the power button on the edge of the tablet

### 6. Receipt printer not working

- a. Is the power light on the top of the printer lit up and green? If no then try:

- i. toggle the power switch on the side of the printer
  - ii. Check the power cable is securely connected in the back of the printer
  - iii. Check where the power cable connects to an outlet and make sure it is plugged in and the outlet is active.
- b. Is the error light and the paper light flashing red?
  - i. Ensure there is a roll of paper in the printer
  - ii. Make sure the paper is fed past the “teeth” where it comes out of the printer
- c. Power light is on but it’s not printing:
  - i. Make sure the USB cable is securely connected in the back of the printer and where it connects to the HUB
  - ii. Check to see if the magnetic card reader light is lit; if not then the connection between the USB hub and the tablet isn’t working... recheck the connections
  - iii. Try turning the printer off then back on

#### 7. Receipt printer is working but the receipts are blank

- a. Ensure the paper roll installed in the printer has the paper coming out from the bottom of the roll and not over the top of the roll; thermal printing only works on one side of the paper that has a special thermal coating.

#### 8. Raffle Ticket printer not working

- a. Is the power light on the top of the printer lit up and green? If no then try:
  - i. toggle the power switch on the back of the printer
  - ii. Check the power cable is securely connected in the back of the printer
  - iii. Check where the power cable connects to an outlet and make sure it is plugged in and the outlet is active.
- b. Is LED 1 red and LED 2 flashing yellow?
  - i. Ensure there is a roll of paper in the printer
  - ii. Make sure the paper is fed past the “roller” where it comes out of the printer
- c. If the printer has power and is connected by USB to the tablet (instead of using Bluetooth) check all the USB connections are securely connected

#### 9. Drawing(s) not appearing on signup page

- a. Go to the Drawing Events page and check the Ticket Sales Begin and Ticket Sales End dates; the drawing won’t appear on the signup page if the current time doesn’t fall in between the begin and end times
- b. Check that the Drawing Date hasn’t passed; the drawing won’t be displayed if the current date is past the Drawing Date

#### 10. Members card not scanning

- a. Check the troubleshooting procedures for the magnetic card reader or the QR scanner depending on which you are using

- b. Check the bottom left corner of the Drawings Manager window to see if it's reporting an error
- c. Check the card for damage; is the magnetic stripe/QR code easily readable?
- d. Try using a different card, if that works then the first card is bad

#### 11. Drawing Manager program not responding; appears stuck or locked

- a. Check the bottom left corner of the Drawings Manager window; is it reporting an error? If so fix the error then retry

#### 12. Drawing Manager program is "slow"

- a. Check that the internet is turned OFF; if the tablet is connected to the internet a download / update can be running which can cause the tablet to run slow
- b. Ensure no other programs are running on the tablet; swipe up from the bottom and any programs running other than Drawings Manager should be closed (example/ Zoom, etc)