ISP, ISP Printer, POS printers, Handhelds and Crew Room PC

Performance Maintenance Check	
Frequency	Monthly
Model	ISP, ISP Printer, POS printers, Handhelds and Crew Room PC
Estimated Time to Complete	45 Minutes

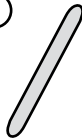| Health & Safety Hazards	Food Safety
Electrical 240 volt	Wash and dry hands after performing this task Ensure nuts, bolts & screws are tight Inspect equipment. Do not use if damaged

### Equipment

1 Probe Wipes
2 Stir Stick

Check the ISP Printer (N.B. physical printer may vary, these checks relate to all ISP printers and the pictures refer to the HP13xx range in particular)

1
Printer is in working order and connections are secure, no visual damage. If covers are dirty clean with Probe Wipes. If printer is not working call iTSC to diagnose problem. Replace cables and printer via www.odemastore.co.uk. Check site as cables and printers are changing.
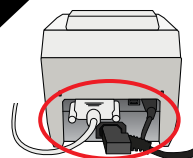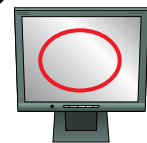
2
Check cable for signs of damage. Replace cable. Check website as cables are changing www.odemastore.co.uk

3
Screen is clean, working and undamaged. Clean screen with Probe wipes if required. Replace screen if damaged or not working ISP002 – ISP Flat Screen.

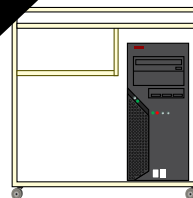**Perform visual checks and clean where appropriate the ISP equipment**

4
Check keyboard is clean, keys do not stick an /stick. Replace if required ISP001 - Keyboard.
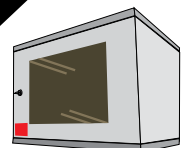
5
Check mouse is working, clean and roller ball (where fitted) moves freely. Clean roller ball with Probe wipe. Replace mouse if required ISP003 – Computer mouse.

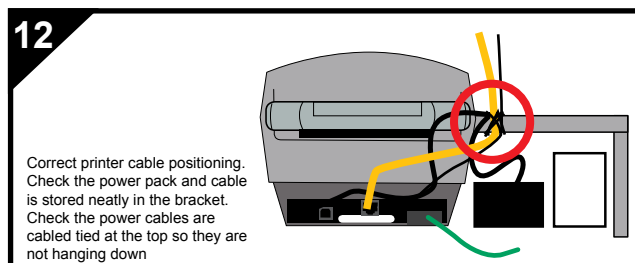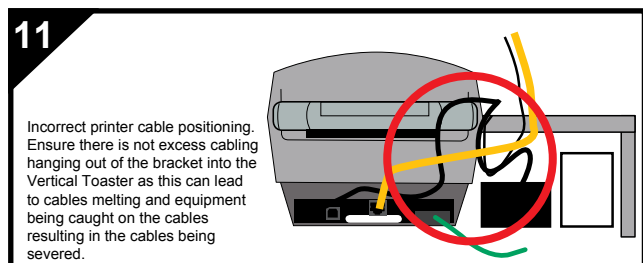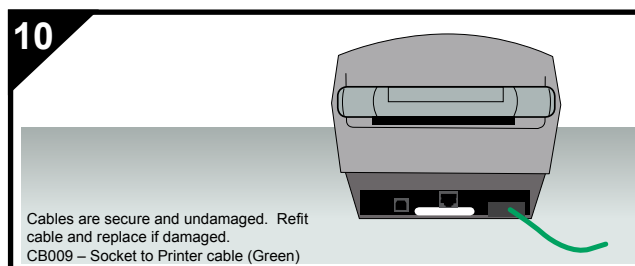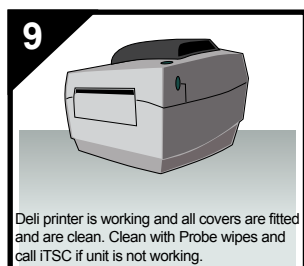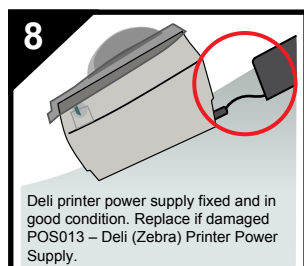**6**
Ensure ISP cabinet is clear of clutter. Remove all not IT related material.
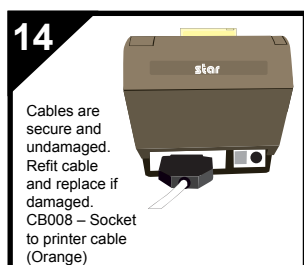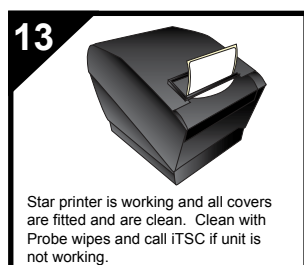
7
Ensure the infrastructure cabinet is locked and clear of clutter. Please keep the key available for engineer visits. Do not store anything in this cabinet.
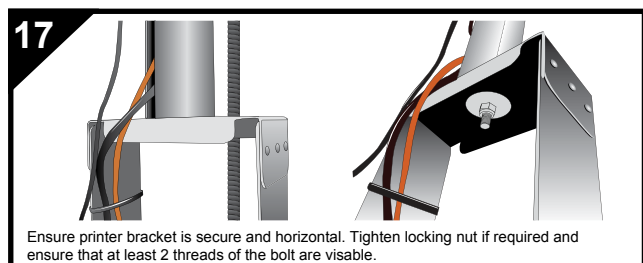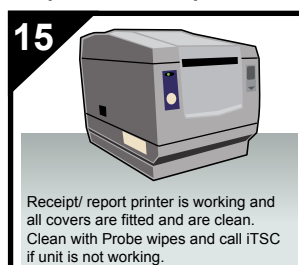
Perform checks on each printer on Front Counter, Kitchen, Drive-Thru / Walk-Up / Walk-Thru

Grill Label Printer (Kitchen)

8
Deli printer power supply fixed and in good condition. Replace if damaged POS013 – Deli (Zebra) Printer Power Supply.

9
Deli printer is working and all covers are fitted and are clean. Clean with Probe wipes and call iTSC if unit is not working.

10
Cables are secure and undamaged. Refit cable and replace if damaged. CB009 – Socket to Printer cable (Green)

11
Incorrect printer cable positioning. Ensure there is not excess cabling hanging out of the bracket into the Vertical Toaster as this can lead to cables melting and equipment being caught on the cables resulting in the cables being severed.

12
Correct printer cable positioning. Check the power pack and cable is stored neatly in the bracket. Check the power cables are cabled tied at the top so they are not hanging down

Star Label Printer

13
Star printer is working and all covers are fitted and are clean. Clean with Probe wipes and call iTSC if unit is not working.

14
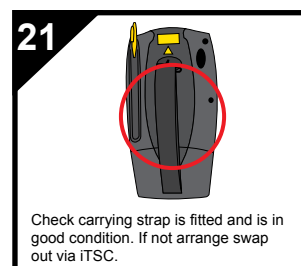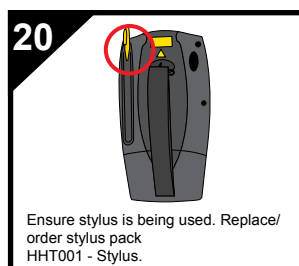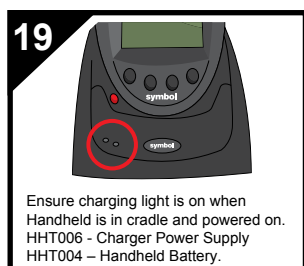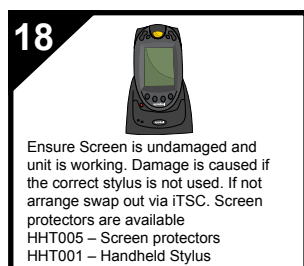Cables are secure and undamaged. Refit cable and replace if damaged. CB008 – Socket to printer cable (Orange)

Report, Receipt, and BOP Printers

15
Receipt/ report printer is working and all covers are fitted and are clean. Clean with Probe wipes and call iTSC if unit is not working.

16
Refit cable and replace if damaged CB010 – Socket to Printer cable (Black). CB008 – Socket to Printer cable (Orange).

17
Ensure printer bracket is secure and horizontal. Tighten locking nut if required and ensure that at least 2 threads of the bolt are visable.
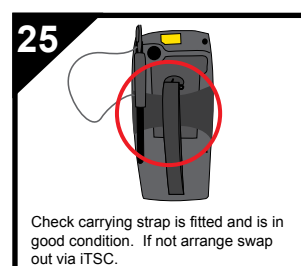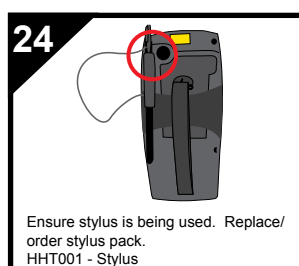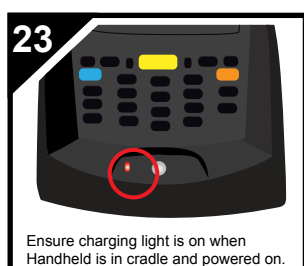
Perform physical check on each Handheld and charger unit

Symbol 2846 HHOT

18
Ensure Screen is undamaged and unit is working. Damage is caused if the correct stylus is not used. If not arrange swap out via iTSC. Screen protectors are available HHT005 – Screen protectors HHT001 – Handheld Stylus

19
Ensure charging light is on when Handheld is in cradle and powered on. HHT006 - Charger Power Supply HHT004 – Handheld Battery.

20
Ensure stylus is being used. Replace/ order stylus pack HHT001 - Stylus.

21
Check carrying strap is fitted and is in good condition. If not arrange swap out via iTSC.

Symbol 2846 HHOT units will only be supported until the end of September 2010

Motorola MC70 HHOT

22
Ensure screen is undamaged and unit is working. Damage is caused if the correct stylus is not used. If not arrange swap out via iTSC. Screen protectors are available. HHT005 – Screen protectors HHT001 – Handheld Stylus

23
Ensure charging light is on when Handheld is in cradle and powered on.

24
Ensure stylus is being used. Replace/ order stylus pack. HHT001 - Stylus

25
Check carrying strap is fitted and is in good condition. If not arrange swap out via iTSC.

Perform physical checks and clean where appropriate on the Crew Room PC equipment

Floor Mounted Crew Room PC

26a
Ensure that the Crew Room PC is secure on the stand. Call the iTSC if the Crew Room PC is loose or not secure. If required clean the CRPC with a probe wipe.

26b
Ensure the cables to the CRPC are secure and tidy. Check the cables for physical damage. Contact the iTSC if any damage is found to the cables.

26c
Check that the keyboard and mouse are clean and present. Clean with a probe wipe if required.

Wall Mounted Crew Room PC

27a
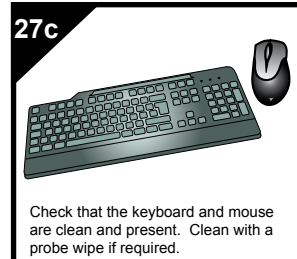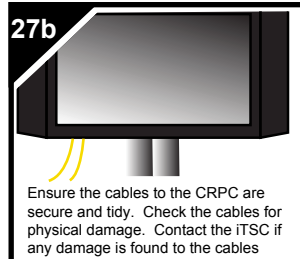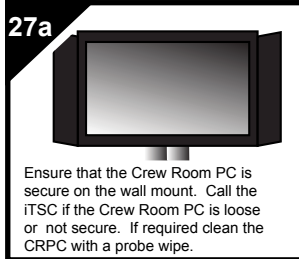Ensure that the Crew Room PC is secure on the wall mount. Call the iTSC if the Crew Room PC is loose or not secure. If required clean the CRPC with a probe wipe.

27b
Ensure the cables to the CRPC are secure and tidy. Check the cables for physical damage. Contact the iTSC if any damage is found to the cables

27c
Check that the keyboard and mouse are clean and present. Clean with a probe wipe if required.

Crew Room PC Laptop

28a
Ensure that all cables are secure and undamaged. Contact the iTSC if damage is found on either cable.

28b
Ensure that the lockable drawer is secure and undamaged. Please ensure that key is available at all times in case of engineer visits.

28c
Ensure that the laptop is clean and all keys are present. Clean the laptop with a probe wipe. To clean in between the keys wrap a probe wipe around a stir stick.`