

## Ready for Reopen: Oracle MICROS Point-of-Sale Hardware Checklist

After a temporary closure, we recommend that Oracle MICROS point-of-sale customers follow this checklist to ensure your POS hardware is ready to serve guests on opening day.

### Before powering on any device:

- Equipment must be reinstalled in its original physical location
- Check for any physical damage such as broken casings, screens, connectors, and ensure power cables are safe, dry, and free of damage
- Connect the cash drawer(s), local and kitchen printers, and scanner (if fitted) using the original cables



### Charge tablets and handheld terminals:

- Twenty-four hours before initial power-on of any other device, ensure all tablets/handheld terminals are connected to their charger, and that batteries are fully charged. Keep these devices switched off while charging

### Initial power-on:

- Symphony – Identify CAPS machine (Usually WS01), switch on, and then allow time to start up and complete any required updates. Once CAPS machine displays sign-in screen, switch on remaining workstations
- RES3700 / 9700 – Switch on, connect to server, and allow time to start up and complete any required updates. Once RES or 9700 is running on the server, switch on remaining workstations

### Initial power on – tablets, handheld terminals and printers:

- Ensure your Wi-Fi environment is powered on and operational
- Switch on tablets and handhelds and wait for sign-in screen
- Switch on printers, checking that paper and ribbons are installed. Perform test print by holding paper feed button and switching on. Power printer off / on to reset

### After power-on, test:

- Sign into all workstations and handheld devices and run test transaction(s) from each device
- Check that orders go to the correct remote printers and kitchen displays, if used
- Check operation of cash drawer(s), if used

## Clean all terminals – one possible approach is as follows:

- Use 70 percent isopropyl alcohol solution to disinfect and clean surfaces. Prepare the solution using the following instructions:**
  - Obtain 99 percent isopropyl alcohol and distilled water – available over the counter
  - Prepare a spray bottle by rinsing the inside with distilled water to flush out contaminants
  - Mix 7 parts alcohol to 3 parts distilled water
  - Remove power from device, gently spray the surfaces with alcohol mix, and wipe with a nonabrasive cloth or paper towel

## What to do if your Oracle MICROS POS hardware doesn't work:

- Check all cables are securely fixed and in the correct socket location**
- Check all workstations are in the correct physical location(s)**
- Check all tablets and handheld terminals are connected to your Wi-Fi**

If you experience issues restarting your Oracle MICROS POS Hardware or Oracle MICROS point-of-sale, contact [Oracle Support](#).

For additional recommendations on getting ready to reopen, including checklists for your point-of-sale systems, [visit our blog](#).

My Oracle Support reopen checklists (Oracle account login required):

- [RES 3700](#)
- [Symphony](#)

Oracle MICROS hardware consumables and supplies can be purchased [online](#).

**We hope this checklist is helpful in managing your POS hardware. If you need assistance strategizing on how to improve the guest experience while maintaining social distancing, we can help. [Contact us anytime](#).**

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