



CASHIER TROUBLESHOOTING GUIDE

Vouchers Are Not Printing

- Is the CASHIER window open?
- **Is Quick Cashier/AUTO PRINT box active? Can you see it?**
- Is the Printer turned on?
- **Is the Thermal Printer selected in Cashier (Tools/Set Cashier Printer)**
- Has the Customer pressed COLLECT?
- **Has the payment already been processed?**
- Can you print a Test Ticket?
- **Have you pressed Refresh (F5)?**
- Have you restarted Wildcat?
- Call WILDCAT SUPPORT
DO NOT restart computer unless instructed by Wildcat Support

Manual Vouchers

1. Stop AUTO PRINT.
2. Press **F9** or click on **MANUAL**.
3. Complete the fields with correct information.
4. Choose appropriate attendant from drop down list.
5. Enter a comment as to why the manual voucher is to be created.
6. Click **FINISH** or press **ENTER**.
7. Voucher will print. Press **ENTER** twice to REDEEM.
8. Process voucher as normal.
9. Click AUTO PRINT.

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Wildcat Support 1800 700 116
Machine Faults 1800 021 814

Autoprint

To **STOP** Auto Print, click STOP in the Auto Printing Box.
To **RESTART** AUTOPRINT, click the AUTO PRINT icon at the top of the Cashier screen.

Hopper Empty/Refill

1. If hopper is empty and a voucher prints, refill the hopper with \$160, record the refill on the machine and complete the voucher as per normal procedures.
2. If hopper is empty but **no voucher has been printed**, record hopper on machine, refill machine with \$160 and create a manual voucher (see manual voucher instructions).
3. If a **voucher has been printed** but the hopper is not empty, **STOP AUTOPRINT** and **CANCEL** the voucher as per **CANCEL VOUCHER** instructions.

Opening CASHIER

Click on the CASHIER icon (green moneybag) or press F9

Always check voucher details.

If a voucher prints from CASHIER but IS NOT NEEDED,
Cancel the voucher immediately.

Re-Printing Vouchers

1. Stop AUTO PRINT.
2. Click FIND (torch icon).
3. Enter the voucher number.
4. Click FIND.
5. Voucher details will show in small window.
6. Click REPRINT (F4).
7. Voucher will re-print. Close box by clicking X in top right.
8. Click AUTO PRINT.

Cancelling a Voucher

1. Stop Auto Print.
2. Click on FIND (torch icon).
3. Enter the voucher number.
4. Click on FIND.
5. Voucher details will show in small window.
6. Click **CANCEL** or press **F11**
7. Click **FINISH** or press **ENTER**.
8. At the prompt screen, if the voucher is to be *definitely* cancelled, click **OK** or press **ENTER**.
9. The voucher is now *Cancelled*. Click the X to close the box.
10. Click AUTO PRINT.