Basic Troubleshooting for End Users

Raptor System Preventative Troubleshooting Tips

Reboot the computer daily

It is good practice to reboot your PC on a regular basis to process any updates and refresh background processes.

Clean the printer at least every 3 months

Overtime the adhesive from the labels can build up affecting badge quality and increasing the likelihood of a printer jam. Please reference the **Printer Maintenance – Cleaning** document in the **Support** section of your Raptor account for instructions on how to clean the printer.

Give the Raptor hardware a few minutes to come online after your computer is rebooted

Once your computer has rebooted the Raptor hardware, the hardware service tends to be the last program to become available for use. It may take up to 3 minutes upon boot, depending on several variables including how many other programs are set to launch on startup, your PC's specs, etc. Now is your chance to grab a cup of coffee.

Printing Issues?

If you are having issues printing, please perform the following troubleshooting steps:

1. Ensure that your internet connection is active.
2. Verify that the Raptor Badge Roll is inserted correctly.

> **Note:** The badges should be feeding from underneath the roll into the printer (hole on left).

3. Check that there is a blue light on the front side of the printer.

> **Note:** If there is not a blue light, check the power cable connections for the printer.

4. Press the silver button, located under the blue light, twice. Does a full badge emerge from the printer?

> **Note:** If a badge doesn't appear, unplug the power cable to the printer. Wait for the blue light to turn off before plugging the power cable back into the printer.

5. If you've completed **Steps 1 - 4** and continue to experience printing issues, please contact the Raptor Support Team by clicking **Request Help** in the **Navigation Menu** of your Raptor account or send an email to support@raptortech.com.

Scanning Issues?

If you are having issues scanning, you'll need to restart the **Raptor Hardware Service** if the following errors display:

- Hardware Service Error: Error trying to scan...
- Error – Scanner not available
- Error – No document in tray
- No scanner detected

> **Note:** Before restarting the Raptor Hardware Service, please ensure the scanner is powered on and plugged directly in to the Windows based machine without the use of any hubs or extensions.

To restart the **Raptor Hardware Service**, please perform the following steps:

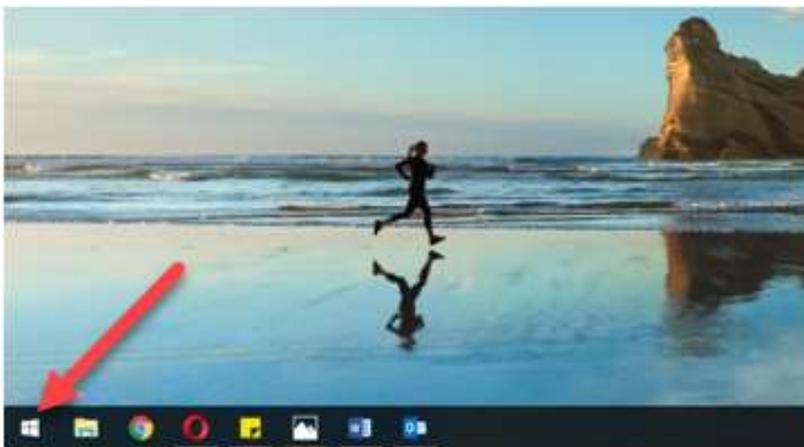1. Right-click the Raptor icon in the system tray and select **Restart Hardware Service**.

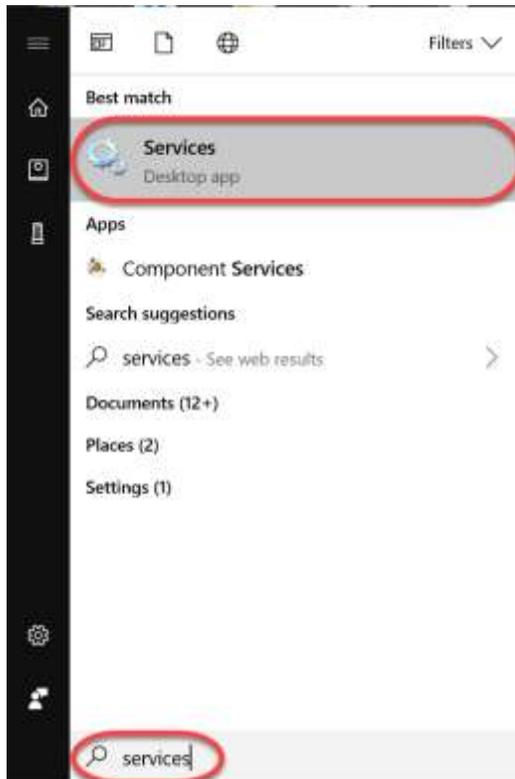2. Wait 30 seconds before using the Raptor scanner again.

> **Note:** The **Raptor Hardware Service Stating** message displays.

To restart the **Raptor Hardware Service** via the **Services Desktop App**, please perform the following steps:

1. Ensure that your internet connection is active.
2. Click the **Windows Start** button.

3. Type **Services** and select **Services Desktop app**.

> **Note:** The **Services desktop app** window displays.

4. Select any of the services under **Name** to highlight it.
5. Press the letter **R** on your keyboard to navigate to the services starting with **R**.
6. Right-click **Raptor Hardware Service**.
7. Select **Restart** and wait 30 seconds before using the Raptor scanner again.
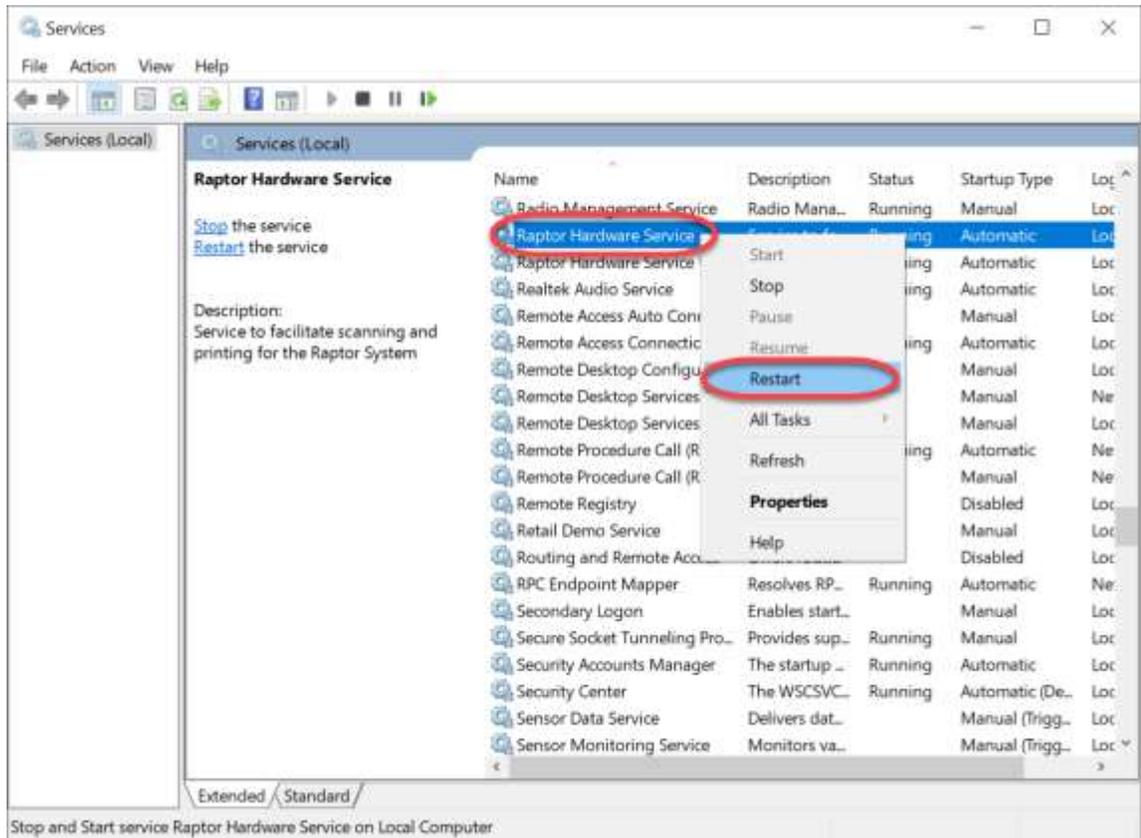
8. If you've completed **Steps 1 - 7** to restart the **Raptor Hardware Service** and the scanner is still having issues, please contact the Raptor Support Team by clicking **Request Help** in the **Navigation Menu** of your Raptor account or send an email to support@raptortech.com.