Troubleshooting: Frozen Tab / Computer non-responsive

Problem: *"Computer freezes when a particular tab is selected. I have to reboot computer to fix but it still doesn't fix the problem."*

Reason: The database in which the tab resides has caused a conflict and cannot be accessed.

Solution:

1. Locate the Power button on the computer. Press and hold the power button until the computer shuts off. (warning: The cash drawer(s) may open automatically).

2. Power the unit back on and wait until Tab Wizard has fully loaded.

3. Select "Open Table", then select a new Blank tab.

4. Select a name or create a new name from the list > Accept

5. Select "Separate Checks" button below the grid followed by "Split Checks"

6. Select the Yellow notepad on the Right column and select the defective tab

7. Select each item in the Right column, followed by selecting the arrow Left button

8. Select "Exit", followed by "Save Table"