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Service
0424 331 143
0436 315 271

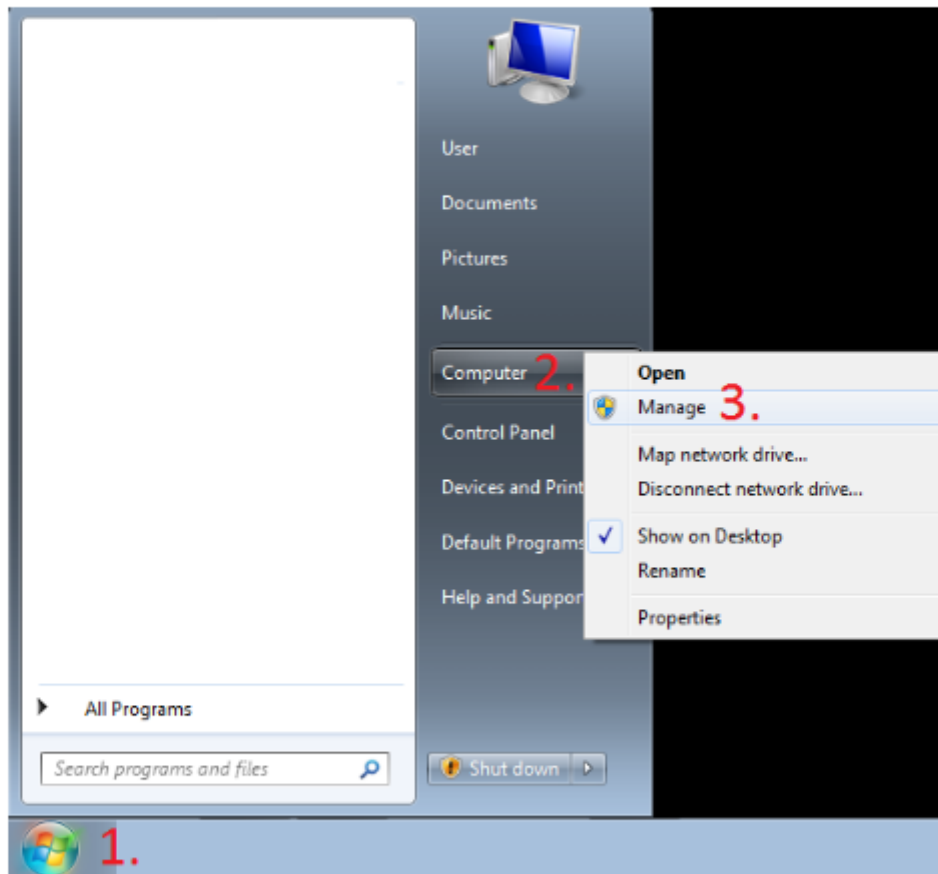
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Accounts
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KWTrueTouch - Restarting the Message Queuing Service Twice

This document outlines the process to restart the message queuing service twice. This process may need to be performed when the KeyWatcher hardware cannot communicate with the KW TrueTouch server.



1. Select the "Start Button".
2. Right Click on "Computer".
3. Select "Manage". (This will open "Computer Management".)



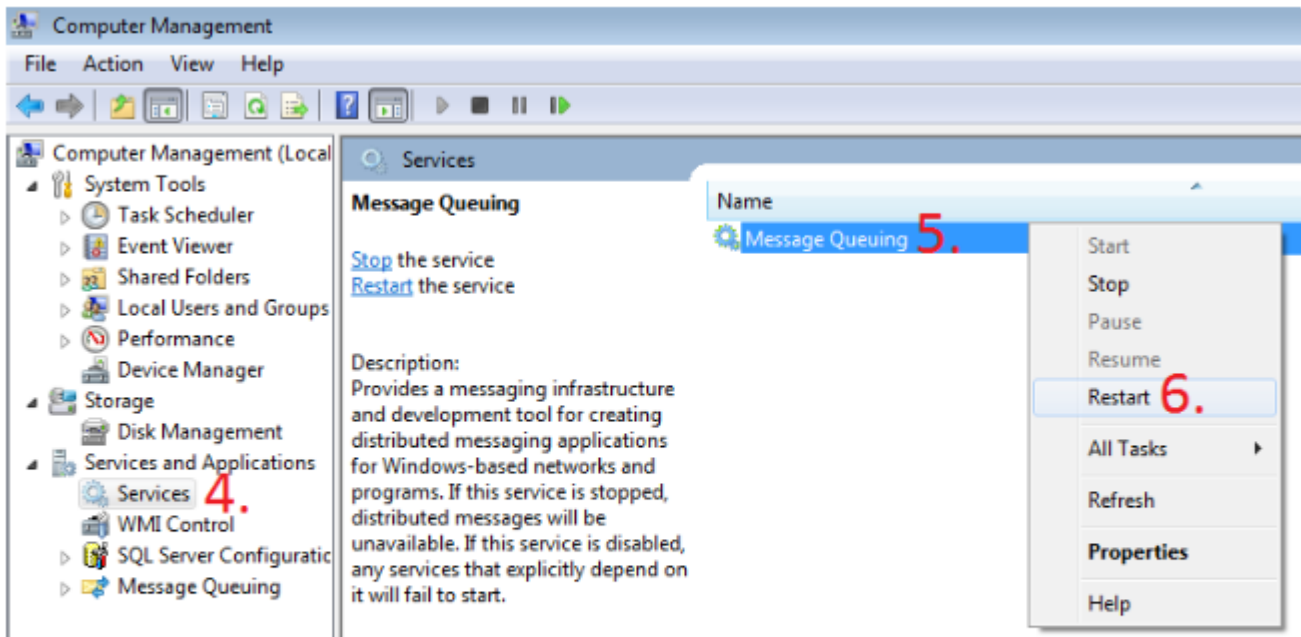
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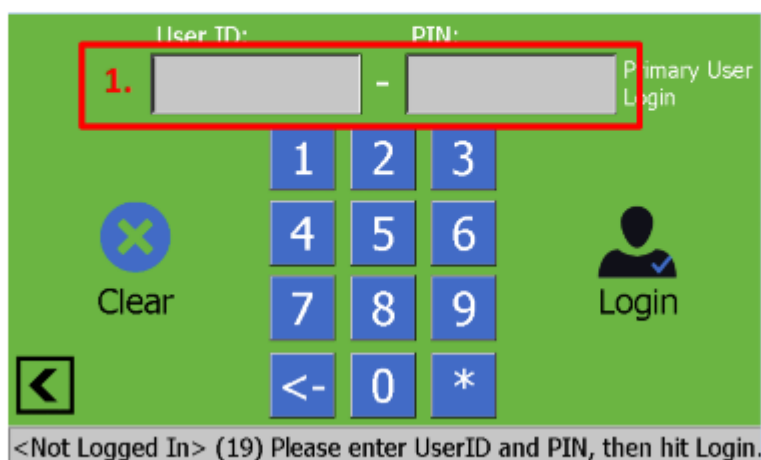
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4. Select "Services".
5. Right click on "Message Queuing".
6. Select "Restart".
7. Once the Message Queuing service has started repeat steps 5 – 6.
8. Restart the KeyWatcher hardware.

KWTrueTouch - Restarting the KeyWatcher Touch

Once the Message Queuing service has been restarted, if the KeyWatcher doesn't establish a connection with the TrueTouch server within 15 minutes, the KeyWatcher will need to be restarted.



1. Log in to the KeyWatcher with a Level 1 User Account (KW Administrator).



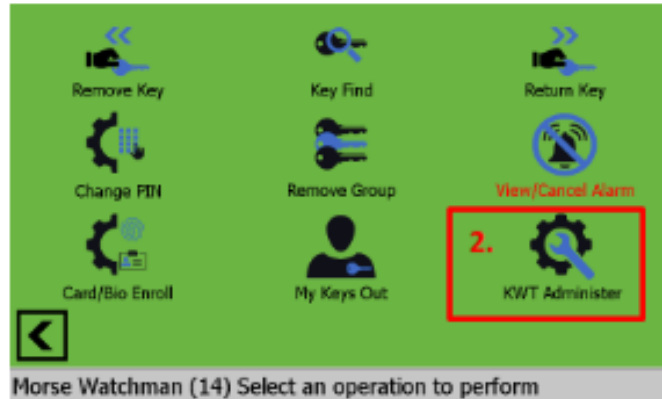
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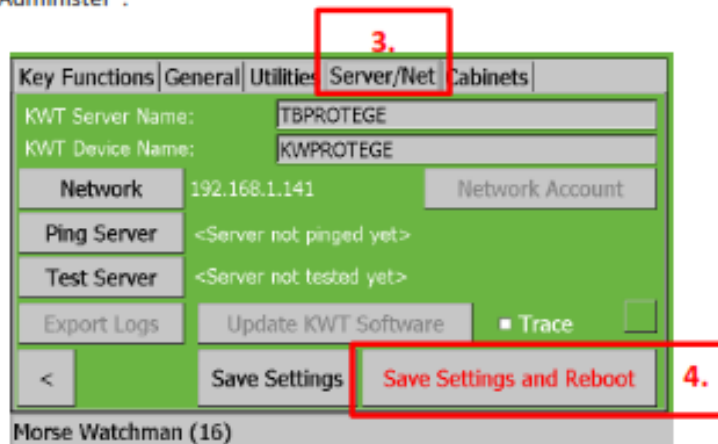
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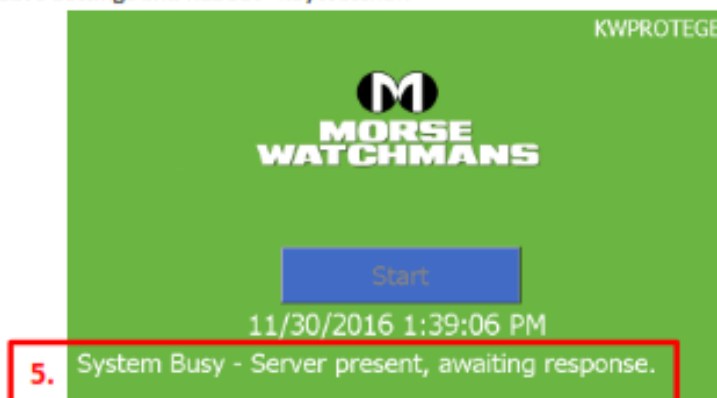


2. Select "KWT Administer".



3. Select the "Server/Net" tab.

4. Select "Save Settings and Reboot" KeyWatcher.



5. The KeyWatcher will reboot and attempt to connect to the server. If a connection is established "Server Present" will be displayed on the touchscreen and the KeyWatcher will run through its "Sync" process. If the KeyWatcher isn't able to establish a connection with the server "Unable to connect to server" will be displayed on the touchscreen and you'll need to contact us for further troubleshooting.