

## Instructions for Fixing Customer POS Display Monitor

1. Log into Store Operations POS
2. Press CTRL + F6 (Display Properties window should open)
3. On the Transaction Screen tab, click the Window button, put a check mark in Show resizable boarder, click OK on the Windows Properties window.
4. On the Net display tab, make sure the Height is 100%, then click the Window button, put a check mark in Show resizable boarder, click OK on the Windows Properties window.
5. Click OK on the bottom of the Display Properties window.
6. Click on the minimize button next to the X at the top right corner of the POS window.
7. You should now see the Customer window once the POS screen is minimized. Left click the bar on the top of the customer window and hold and drag it to the Customer monitor (usually to the upper right of the POS monitor). Once most of the customer window is on the customer monitor click the maximize button next to the X on the upper right corner of the Customer window. Sometimes the Customer window must be made smaller by clicking on a corner of the Customer window and dragging it smaller before maximizing on the Customer monitor.
8. Once the Customer screen is filling the entire screen of the Customer monitor, go back to the main cashier monitor and click on the Store Operations POS icon on the task bar at the bottom of the screen.
9. Press CTRL + F6 (Display Properties window should open)
10. On the Transaction Screen tab, click the Window button, Remove the check mark in Show resizable boarder, click OK on the Windows Properties window.
11. On the Net display tab, make sure the Height is 100%, then click the Window button, remove the check mark in Show resizable boarder, click OK on the Windows Properties window.
12. Click OK on the bottom of the Display Properties window.

You may be tempted to skip step 9, 10 & 11, but this will cause problems. If the POS screen is minimized and the computer is restarted, the POS screen will not be visible after logging on.