Synergy Acc2026 - Printer, Switch or Other Hardware Stopped Working

Use this guide when a kitchen or receipt printer, network switch, monitor or WiFi adapter stops working and you are not sure if it is a software problem.

Before you start

- Know the printer model
- Know if a blackout or lightning happened before it stopped

Steps

1. Print a self-test page

Do a printer self-test. If the test page prints, the printer itself works.

2. Check the LAN port lights

Check the link lights on the printer's LAN port.

3. Plug the printer in directly

Plug the printer directly into the router (or into the PC by cable) and test again.

4. Compare with the switch

If it prints directly but not through the extension switch, the switch or router is faulty (for example after a blackout or lightning). Replace it, or ask your network vendor to configure it.

5. Check the power cord and adapter

If the power cord or adapter is broken, buy a replacement adapter online by the model printed on it.

6. Check the WiFi

A WiFi printer must be connected to the current WiFi. The supplied USB WiFi adapter supports 2.4GHz only. For 5GHz you need a new adapter that supports 5G.

Tips

- Common causes are a faulty switch or router after a power surge, a broken power cord or adapter, ageing or out-of-warranty devices, and a printer still set to an old WiFi.
- For hardware bought elsewhere or out of warranty, admin can send a quotation for a new one.

Common problems

A roller or monitor is faulty

This is a hardware fault. Contact Synergy support for a simple diagnosis and a quotation. Have the printer model ready.

Still not printing after cable swapping

Contact Synergy support with the printer model, and say what the self-test and LAN lights showed.

Draft: written from Synergy's support notes (checked by AI against the program), not yet reviewed by Synergy staff.