Internet order arriving doesn't make a sound

When internet orders arrive the system can make an intermittent sound to alert the staff there is an order there.

If the sound isn't being made there are a few things to check.

First make sure the beep.wav file is in the winci folder. If this isn't there you can get a copy in the intouch folder of the shared drive.

If the sound still isn't being played the speakers may be muted.

At the bottom right near the time on the Windows taskbar there should be a little speaker icon and this has a cross it is muted.

image-1689449376181.png
Image not found or type unknown

To unmute it click on it and click on the speaker to unmute.

image-1689450278695.png
Image not found or type unknown

Sometimes windows sets it to mute automatically when it starts up. To get around this there are a couple of files in the fileserver in the intouch folder in a folder called unmute. Copy the nircmd file to the Windows folder and the unmute batch file to the integer folder and make a shortcut to the batch file in start-up and this should make windows unmute on start-up.

Revision #3
Created Sat, Jul 15, 2023 7:23 PM by Simon
Updated Sat, Jul 15, 2023 8:06 PM by Simon