

# POS80Gx Ethernet Guide

This printer is compatible with Android, Windows and IOS.

## Do I have an Android or Windows till system?

A **Windows** till system will have the clock in the bottom right corner of the desktop, as well as the Windows icon in the bottom left corner. An **Android** till system will have the clock in the top right corner of the screen, as well as three app icons - POS, Network Details, Rescue.

## Setting up the printer

### What's in the box?

In the box find the following items:

POS80Gx printer

Power supply

IEC cable (kettle lead)

Ethernet cable

Manual

CD (as your hardware does not contain a CD drive, this can be discarded and won't form part of the setup process)



**Front**



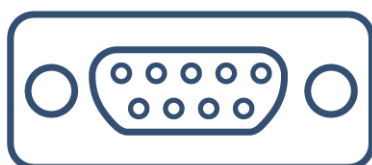
**Back**

## Plugging in the printer

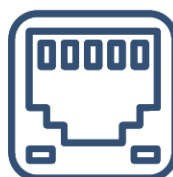
1. Plug the IEC cable (kettle lead) into the power supply and plug into a wall/plug socket
2. Plug the end of the power supply into the back of the POS80Gx printer, in the port on the far right (pictured below)
3. Plug the cash drawer's cable into the black 'cash drawer' port, next to the power port on the back of the POS80Gx printer (the cash drawer will click when fully pushed into place)
4. Plug the ethernet cable into the ethernet port, this is the middle port
5. Plug the other end of the ethernet cable into your router
6. Turn the printer on at the wall/power socket and then at the front of the printer



USB



SERIAL



ETHERNET



CASH  
DRAWER



POWER

## Configuring the printers IP Address

### Finding the printer's IP Address

Your printer makes finding the IP Address nice and easy, follow the steps below to identify what the printer's IP Address is:

1. Switch off the printer (using the on/off button on the front of the printer)
2. Whilst the printer is off press and hold down the **'Feed'** button
3. While doing this turn the printer back on
4. As soon as you see the red light blink (on top of the printer) release the 'Feed' button
5. The printer will now print a Self Test Page followed by a small print out with the printer IP Address on it

If the IP Address comes out as 192.168.1.123, this is the printer telling you it isn't able to connect to your router. You will need to check the connections of the ethernet cable at both ends or restart your router.

**Note:** Typically, your IP address will begin with 192.168, however, this can differ depending on the type of network setup you have.

## Android till system

### Setting the IP Address to Static

The Android terminals are not equipped with a web-browser. In order to set the IP Address to Static, we will need to use another device that is on the same network.

(i.e a laptop/Pc or mobile phone, as long as there is a web-browser)

1. Open **Google Chrome** on your device
2. Enter the IP Address (that you found earlier) into the URL bar along the top (including the dots, i.e "192.168.1.100")
3. Press **Enter / Go** a 'Web Configuration' page for the Printer will load
4. Select **Configure Interface** on the left hand side of the screen
5. Select **Fixed IP Address**
6. Select **Save**
7. A confirmation window will open, click **OK**
8. Select **Reboot** on the left hand side of the screen, again click **OK** when the confirmation window opens - After approximately 15 seconds a message will appear on the screen confirming that the printer has reset
9. Once this message appears, turn the printer off and on again

Your printer's IP Address is now set to static and you are ready to move onto the next stage

### Epos Now till app - Receipt printing

Login to the till app and then follow the steps below starting from the till front:

1. Login to the till front
2. Select the **3 lines** i(top left corner)
3. Select **Settings**
4. Select **App Settings**
5. Select **Setup Printer** under 'Receipt Printer'
6. Select **Epos Now** as the 'Manufacturer' for the printer

7. Enter the **IP Address** into IP Address field (including the dots, i.e "192.168.1.100") - leave the 'Port' as 9100
8. Select **OK**
9. Select **OK** again
10. Select **Test Printer** to check that the printer works correctly (your printer will now print a test page)
11. Select the **back arrow** twice (at the top left) to return to the till front
12. Select the **No Sale** (bottom right) option located under the transaction panel to test that the cash drawer fires (select a reason if prompted i.e. incorrect change), the cash drawer will fire; you can now close the cash drawer
13. Select the **Misc. Product** action button (bottom right) under the transaction panel
14. Select the + sign (top left), enter a product name i.e. test and enter 0.01p; the product will appear in the transaction panel (on the right)
15. Select **pay** and select **cash** as the tender

A test receipt will print and your cash drawer will fire; this completes your set up for receipt printing.

### Order printing - Back Office steps

Before adding your printer as an order printer, you will need to ensure your categories in your Back Office are set to print to the correct order printer i.e. kitchen, bar front. **For example:** You may have a category named Food and you would like all products inside this food category to print to the kitchen printer. This food category will need to be set to print to the kitchen.

1. Head to your Back Office (Select the 3 lines in the top left corner > Admin > Back Office)
2. Select **Categories**
3. Select **Edit** on the category you would like to set to print
4. Scroll to the left until you see the **Order Printer / Display** tab, select the printer you would like the products inside this category to print to (using the drop down menu) i.e. kitchen, bar, front
5. Once chosen, scroll to the right and select **Update**
6. **Repeat** this process until all categories are set to the correct printer

### Epos Now till app - Order printing

To test the printer we need to make sure that the printer is added into your Order Types within the Epos till app settings.

1. Login to the till front
2. Select the **3 lines** (top left corner)
3. Select **Settings**
4. Select **App Settings**
5. Select **Offline Order Printer Settings** under 'Offline Order Printer'
6. Toggle on the order printing function with the toggle at the top right (this will turn green when activated)
7. Select the + symbol next to the toggle

8. Select the **'Printer Name'** you wish to use within the **Printer Name** drop down. I.e bar/kitchen/front depending on what you added during your back office set up.
9. Select **Epos Now** as the Manufacturer for the printer
10. Enter the **IP Address** into IP Address field (including the dots, I.e "192.168.1.100") - leave the 'Port' as 9100
11. Adjust the number of copies and enable or disable the beeper depending on your preference (if you enable the beeper, the printer will beep upon printing). Select 'Use enhanced receipts'
12. Select **Add Printer**

You will now see the printer listed in the 'Order Printers' page. To test the printer is setup correctly follow the next steps:

13. Select the printer you added
14. Select **Test** in the pop up that appears
15. Select the **back arrow** three times (top left) to return to the till front

You can now test this printer by processing an order or paying the transaction off. Use products from categories with the relevant Order Type setup. Following the steps below:

16. Select product from the till front (this will be added into the transaction panel (on the right hand side)
17. Select **Order/Layaway**
18. Select **Order Anyway** the order will now print to your selected printer

## Windows till system

### Setting the IP Address to Static

From the Windows Desktop screen, follow the below steps:

1. Select the **Windows icon** at the bottom left corner of the screen
2. Select **Google Chrome**
3. Enter the IP Address (that you found earlier) into the URL bar along the top (including the dots, I.e "192.168.1.100")
4. Press **Enter / Go** a 'Web Configuration' page for the Printer will load
5. Select **Configure Interface** on the left hand side of the screen
6. Select **Fixed IP Address**
7. Select **Save**
8. A confirmation window will open, click **OK**
9. Select **Reboot** on the left hand side of the screen, again click **OK** when the confirmation window opens - After approximately 15 seconds a message will appear on the screen confirming that the printer has reset
10. Once this message appears, turn the printer off and on again

Your printer's IP Address is now set to static and you are ready to move onto the next stage

### Adding to Windows Device & Printers

From the Windows Desktop screen, follow the below steps:

1. Select the **Windows Icon** at the bottom left corner of the screen
2. Find and select **Control Panel**
3. Go to **Devices & Printers**

4. Right click (by pressing and holding down) on the printer you wish to use and select **Printer Properties**
5. In the resulting pop-up box check over the following sections:

Select the **Ports** tab along the top of the pop-up box

6. Select **Add Port**
7. A pop up will appear, select **Standard TCP/IP Port**
8. Select **New Port...**
9. Another pop up will appear, select **Next** to continue
10. Enter the **IP Address** into 'Printer Name or IP Address' field (including the dots, i.e "192.168.1.100")
11. Select **Next** - Windows will then attempt to detect the printer, this may take a few minutes
12. In the resulting pop up, select **Next**
13. Select **Finish**
14. Select **Close**
15. Select **Apply**

Select the **General** tab and perform a **Windows Test Print**. A test page will print to indicate successful set up, the page can be discarded.

### **Epos Now till app - Receipt Printing**

To test the printer and cash drawer, we need to make sure that the correct printer is selected within the Epos Now till app settings. Login to the till app and then follow the steps below starting from the Staff Login page:

1. Login to the till front
2. Select the **3 lines** (top left corner)
3. Select **Settings**
4. Select **App Settings**
5. Using the drop down box under the **Default Receipt Printer** section select the printer you previously added
6. Select **Save**
7. Select the **back arrow** (top left) to return to the till front
8. Select the **No Sale** option located under the Transaction Panel to test that the cash drawer fires
9. Using the '**Misc. Product**' action button found at the bottom right. Perform a 1p Misc Product Sale, use the **Cash** Tender Type on the payment screen when processing the transaction to test that the printer prints your receipts correctly

### **Order printing - Back Office steps**

Before adding your printer as an order printer, you will need to ensure your categories in your Back Office are set to print to the correct order printer i.e. kitchen, bar front. **For example:** You may have a category named Food and you would like all products inside this food category to print to the kitchen printer. This food category will need to be set to print to the kitchen.

1. Head to your Back Office (Select the 3 lines in the top left corner > Admin > Back Office)

2. Select **Categories**
3. Select **Edit** on the category you would like to set to print
4. Scroll to the left until you see the **Order Printer / Display** tab, select the printer you would like the products inside this category to print to (using the drop down menu) i.e. kitchen, bar, front
5. Once chosen, scroll to the right and select **Update**
6. **Repeat** this process until all categories are set to the correct printer

### **Epos Now till app - Order printing**

To test the printer we need to make sure that the printer is added into your Order Types within the Epos till app settings.

1. Login to the till front
2. Select the **3 lines** (top left corner)
3. Select **Settings**
4. Select **App Settings**
5. Select **Offline Order Printing** in the list on the left (2nd from top)
6. Select the **Order Type** you wish to use for example bar/kitchen/front, depending on what you added during your back office setup
7. Select **Add printer**
8. Use the drop down box under this section to select your printer
9. Adjust the font and number of copies depending on your preference
10. Select **Save**
11. Select the **back arrow** (top left) to return to the till front

You can now test this printer by processing an order, or paying the transaction off. Use products from categories with the relevant Order Type setup. Following the steps below:

12. Select product from the till front (this will be added into the transaction panel (on the right hand side)
13. Select **Order/Layaway**
14. Select **Order Anyway** - The order will now print to your selected printer

## **iOS & iPadOS Till System**

### **Setting the IP Address to Static**

In order to set the IP Address to Static use the following steps:

1. Open **Google Chrome** on your device (or your preferred browser)
2. Enter the IP Address (that you found earlier) into the URL bar along the top (including the dots, i.e "192.168.1.100")
3. Press **Enter / Go** a 'Web Configuration' page for the Printer will load
4. Select **Configure Interface** on the left hand side of the screen
5. Select **Fixed IP Address**
6. Select **Save**
7. A confirmation window will open, click **OK**
8. Select **Reboot** on the left hand side of the screen, again click **OK** when the confirmation window opens - After approximately 15 seconds a message will appear on the screen confirming that the printer has reset

9. Once this message appears, turn the printer off and on again  
Your printer's IP Address is now set to static and you are ready to move onto the next stage

### **Epos Now till app - Receipt & order printing**

Login to the till app and then follow the steps below starting from the till front:

1. Login to the till front
2. Select the **3 lines** (top left corner)
3. Select **Settings**
4. Select **App Settings**
5. Select **Add a Printer**
6. Select **Epos Now printer**
7. Enter the **IP Address** into IP Address field (including the dots, i.e "192.168.1.100") - leave the 'Port' as 9100
8. Press **Print a Test Page** to test
9. Press **Next**
10. Toggle on either **Printer Receipts** or **Print Orders** (depending on what you want your printer to print)
11. When toggling on 'Print Orders', you will then see more drop down lists appear. Use the Order Location drop down to assign your 'Order Type' (this will correspond to what you have assigned to your categories within the Back Office)
12. Press **Done**
13. Press **Done** again

### **Epos Now till app - Testing order printing**

You can now test this printer by processing an order, or paying the transaction off. Use products from categories with the relevant Order Type setup. Following the steps below:

1. Select product from the till front (this will be added into the transaction panel (on the right hand side))
2. Select **Order/Layaway**
3. Select either **Order Anyway** - the order will now print to your selected printer

## **FAQ's**

### ***Why is my printer printing blank receipts?***

Check that you are using the correct paper (thermal paper) if you are unsure run your fingernail over the top of the paper and see if it leaves a black mark. If it does, this means you are using the correct paper, try turning it over to make sure that it is in the correct way (shiny side up).

### ***Why is my printer beeping constantly?***

Typically this issue is caused by the printer running out of paper. It can also be caused by the printer's lid not being closed correctly, check to make sure there is no paper causing a blockage.