

# POS80Gx USB Guide

This printer is compatible with Android and Windows.

## 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

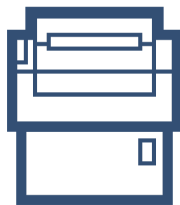
Power supply

IEC cable (kettle lead)

'USB A to USB B' 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**



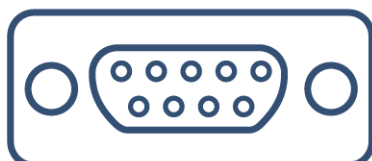
**Back**

## Plugging in the printer

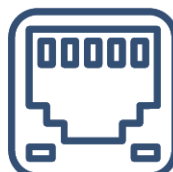
1. Plug the IEC cable (kettle lead) into the power supply and plug into a wall/plug socket
2. Plug the end of the power supply into the back of the POS80Gx printer, in the port on the far right (pictured below)
3. Plug the cash drawer's cable into the black 'cash drawer' port, next to the power port on the back of the POS80Gx printer (the cash drawer will click when fully pushed into place)
4. Plug the 'A to B' USB cable into the USB port, this port is on the far left
5. Plug the other end of the USB cable into any of the USB ports found on the **underside** of the till terminal
6. Turn the printer on at the wall/power socket and then at the front of the printer



USB B



SERIAL



ETHERNET



CASH  
DRAWER



POWER

## Android Till System

### 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** (top left corner)
3. Select **Settings**
4. Select **App Settings**
5. Select **Setup Printer** under 'Receipt Printer'
6. Select **Epos Now (USB)** as the 'Manufacturer' for the printer - a pop up will state "USB Printer" this means the printer has been detected
7. Select **OK**
8. Select **OK** again
9. Select **Test Printer** to check that the printer works correctly (your printer will now print a test page)
10. Select the **back arrow** twice (at the top left) to return to the till front
11. 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
12. Select the **Misc. Product** action button (bottom right) under the transaction panel
13. 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)
14. 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 '**Order Type**' you wish to use within the **Printer Name** drop down (this will correspond to what you have assigned to your categories within the Back Office)
9. Select **Epos Now (USB)** as the Manufacturer for the printer - a pop up will state "USB Printer" this means the printer has been detected
10. 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)
11. 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:

12. Select the printer you added
13. Select **Test** in the pop up that appears
14. Select the **back arrow** twice (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:

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

## Windows Till System

### Adding to Windows Device & Printers

From the Windows Desktop screen, follow the below steps:

1. Right click (you can right click by holding down, release after a few seconds and the right click menu will appear) on 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 on the 'receipt printer' 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. 'Enable' printer pooling (this is found underneath the list of ports)
7. Tick **LPT1** and **USB001 port**
8. Select **apply**

Select the **Device Settings** tab along the top of the pop-up box

9. Using the drop down set the cash drawer to "No cash drawer"

10. Enable or disable the beeper depending on your preference (if you enable the beeper, the printer will beep upon printing)
11. **Apply** the settings, go to the **General** tab and select **Print Test Page**. A test page will print to indicate successful set up, the page can be discarded.

**Note:** If your test page fails to print, return to **step 7** and select a different USB port under the ports tab and test again. Repeat this process until you find the correct USB port.

### 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** (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
9. Select the **Misc. Product** action button (bottom right) under the transaction panel
10. 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)
11. 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 Printing** in the list on the left (2nd from top)
6. Toggle on 'Enable offline order printing'.
7. Select the **Printer** you wish to test
8. Select **Add 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

### **Test a transaction following the steps below:**

12. Select product from the till front (this product will need to be inside a category that is set to print to the printer you are testing)
13. Select **Order/Layaway**
14. Select **'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.