

USER GUIDE

ENSYS CONNEX POINT-OF-SALE SYSTEM

SEPTEMBER 2023

re

encorp^{re}
RECYCLE

TABLE OF CONTENTS

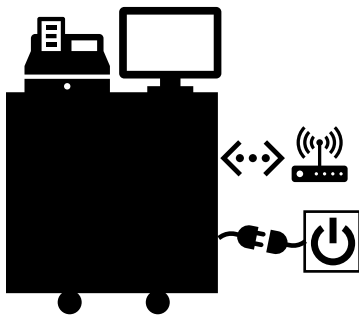
- Overview2
 - Getting started.....2
 - System Features3
- Counting.....4
 - Walk-In5
 - Delete Line Item5
 - Pre-Count Receiving6
 - Pre-Count Processing6
- Cash Register7
 - Unpaid Transactions8
 - Put Transaction on Account9
- Inventory10
 - Open Bags10
 - Closing a Bag/Tub.....11
 - Closed Bags.....12
 - Shipping13
 - Print Shipping Manifest13
 - Shipping History14
- Commercial Accounts15
 - Account Manager.....15
 - Manage Account16
- Reporting17
- Administration18
 - User Manager.....18
 - Permissions.....19
 - Configuration.....19
 - Adding Email Recipients19
- Safe Shutdown Procedure, Maintenance & Troubleshooting.....20
 - Safe Shutdown Procedure20
 - Hardware Maintenance21
 - Troubleshooting.....27

OVERVIEW

This user guide contains instructions to help users set up, use and maintain the EnSys-Connex Point-of-Sale (POS) system. This guide will cover all features. Please note that some features may not apply to all users.

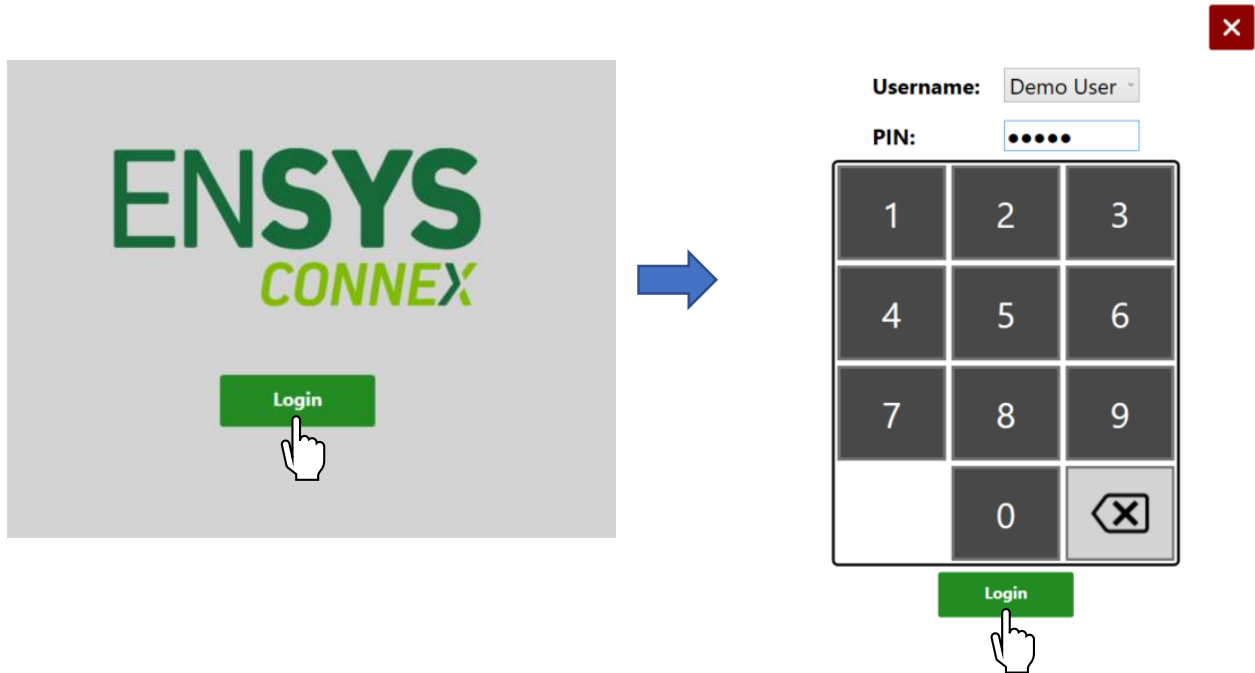
Getting started

Once the EnSys-Connex system is ready to set up, (1) connect the power cord to the wall outlet and then (2) connect the ethernet cord to the network router.



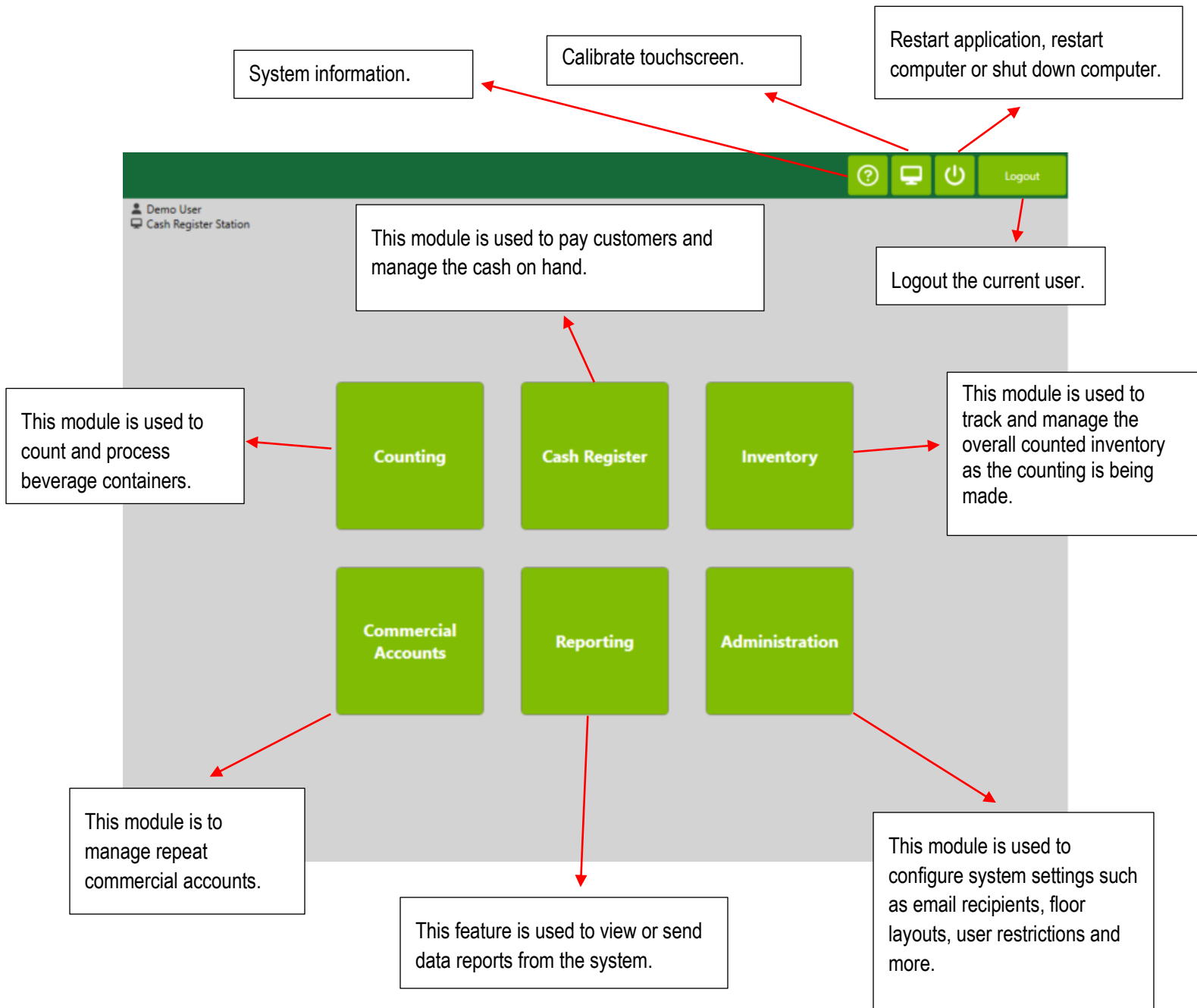
Connect the power cord to the outlet.
Connect the ethernet cord to the network.

Once both connections are made and ensuring that all system hardware is turned on, the system will turn on. The login screen will appear. Press the “Login” button, select the main user, input PIN, and press “Login.”



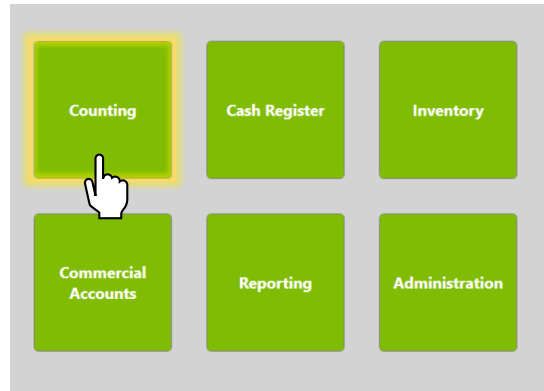
System Features

Overall, this system has six main modules, as seen below.



COUNTING

To count items from a customer, click on the "Counting" button.



The counting screen will appear as described below.

The screenshot shows the counting interface with several callouts:

- Recall an unpaid counting transaction.** Points to the 'Recall' button.
- Type of transaction.** Points to the 'Walk-In', 'Pre-count Receiving', and 'Pre-count Processing' buttons.
- Put a transaction onto an existing account.** Points to the 'Select Account' button.
- Filter through pages.** Points to the 'Non-Alcohol', 'Alcohol', and 'Alcohol \ Other' buttons.
- Complete and submit a transaction.** Points to the 'Submit' button.

The interface includes a 'Main Menu' bar, user information (Demo User, Cash Register Station, Transaction #: 204), a 'Line Item Summary' table, a 'Quantity' input with a '+ 12' button, a numeric keypad, and a grid of item categories (1-8) and filter options.

Walk-In

The first type of transaction is the “Walk-In” type. Let’s say a customer walks in with 100 aluminum cans and 100 PET bottles. Input a quantity of 100 and select “Alum. Cans” as the type of material. This process can be repeated for “PET.” After counting is complete, press “Submit” and hit “Confirm.”

Qty	Description	Price
100	1 - Aluminum Cans	5.00
100	3 - PET / HDPE (Transluc)	5.00

QTY 5¢: 200
QTY 10¢: 0
Total: \$10.00
Non-Refundable: 0

Note: This transaction will affect the cash register balance (float) AND the inventory.

Note: The overall inventory will be automatically updated as line items are being entered.

Note: Some cash stations are set to “Pay Now” where the cash will pay and print receipt right away.

Delete Line Item

If a user inputted a wrong quantity or item type, the user could click on the line item and delete.

Qty	Description	Price
100	1 - Aluminum Cans	
100	3 - PET / HDPE (Transluc)	

QTY 5¢: 200
QTY 10¢: 0
Total: \$10.00
Non-Refundable: 0

Pre-Count Receiving

The “Pre-Count Receiving” tab is used when a customer has already counted their items. The quantity of 5 cents, 10 cents, or a fixed amount is inputted and then added to the overall total. When completed, hit the “Submit” and then “Confirm” buttons.

Logged in as: Demo Manager

Pre-Count

Line Item Summary		
Qty	Description	Price
60	5 cents	3.00
24	10 cents	2.40
1	Fixed Price	5.00

QTY 5¢:

QTY 10¢:

Other Amount:

Total:

Quantity:

Fixed Amount:

Add to Total

Submit

Note: This transaction will only affect the cash register balance (float) and NOT the inventory.

Pre-Count Processing

In “Pre-Count Processing,” you can process items that already have been paid out but not yet counted.

Demo User
Cash Register Station

Pre-count Processing

Line Item Summary		
Qty	Description	Price
60	1 - Alum. Cans	3.00
24	Refillable	2.40
2	22 - Glass Large Green	0.20
52	23 - Plastic Small	2.60

Recall Last

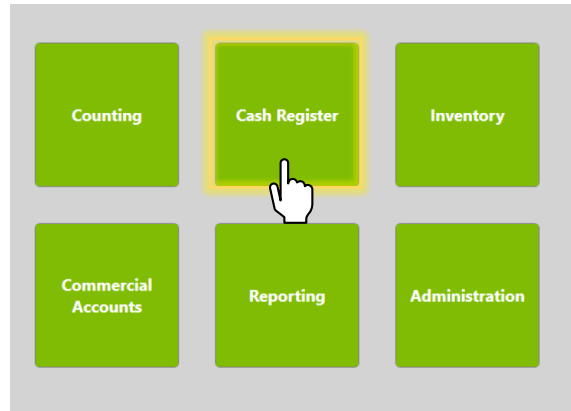
Quantity: +12

Submit

Note: This transaction will only affect the inventory and NOT the cash register balance (float).

CASH REGISTER

If you have multiple counting stations, to cash out a customer, click on the “Cash Register” button.



On the cash register menu, the following features will appear.

The Cash Register interface includes a 'Line Item Summary' table, an 'Unpaid Transactions' button, search fields for Transaction #, Station, Type, and Status, and several action buttons: Cash Adjustment, Cash Balance, Daily Cash Transactions, Lookup Counting Transactions, Print Receipt, Put On Account, and Pay Cash. A 'Non-Refundable' checkbox is also present.

Line Item Summary

Qty	Description	Price

Unpaid Transactions

Transaction #

Station

Type

Status

QTY 5¢:

QTY 10¢:

Other Amount:

Total:

Non-Refundable:

Cash Register

Cash Adjustment | Cash Balance

Daily Cash Transactions | Lookup Counting Transactions

Print Receipt | Put On Account

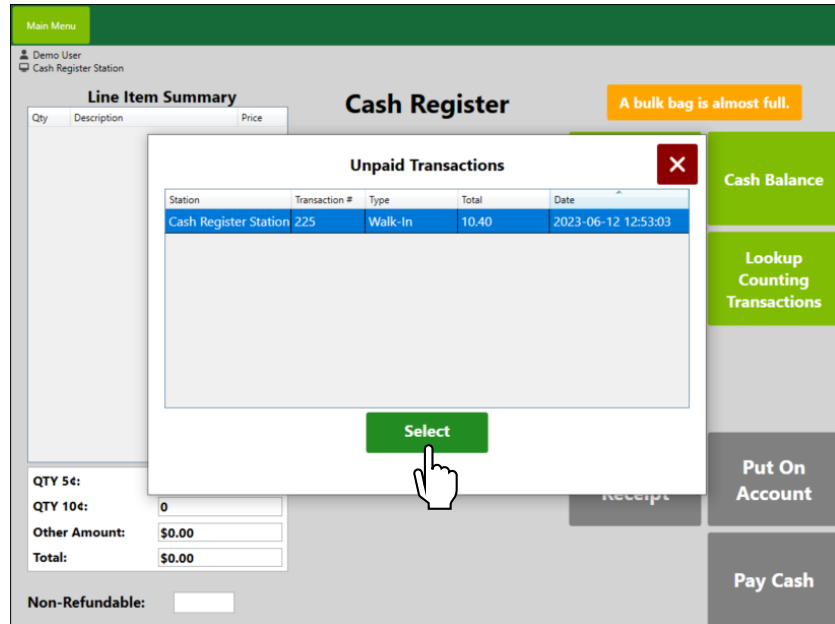
Pay Cash

Callout Boxes:

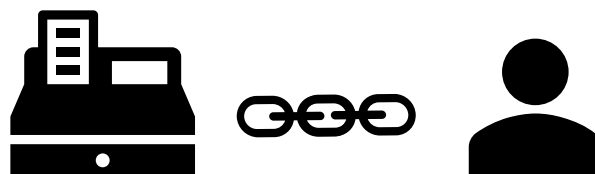
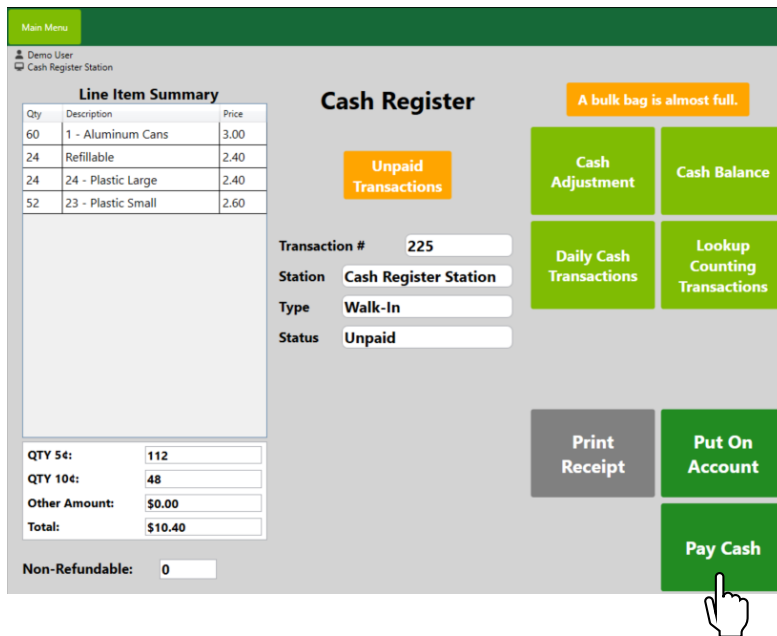
- Top: Add/remove cash in the drawer, this is typically done at the beginning of the day.
- Left: Select an unpaid transaction. If the button is orange, there is an unpaid transaction.
- Right (top): Verify actual cash on hand versus expected cash and perform cash adjustments, typically at the end of the day.
- Right (middle): Look up a paid transaction. Can be used to print any previous transaction.
- Bottom (left): Look at the daily paid transactions.
- Bottom (right): Put a transaction on a pre-defined commercial account.
- Bottom (left): Print receipt of the selected transaction.
- Bottom (right): Pay customer.

Unpaid Transactions

To pay a customer, click “Unpaid Transactions,” select the counting transaction to pay out and then click “Select.”



To finalize the transaction, click “Pay Cash” and “Confirm. The cash drawer will open, and the receipt will be printed as shown below.



Put Transaction on Account

There are two ways to place a transaction on a commercial account (e.g., bottle drives, drop-offs, etc.). This can be done either from the counting screen or the cash register screen.

From the counting screen, click “Select Account” and choose the account to put it on.

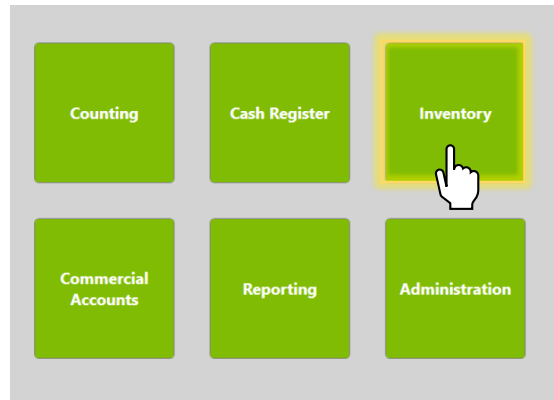
The screenshot shows the 'Counting Screen' interface. At the top, there are tabs for 'Main Menu', 'Walk-In', 'Pre-count Receiving', and 'Pre-count Processing'. The user is logged in as 'Demo User' at the 'Cash Register Station'. The 'Transaction #' field is empty. On the left, there is a 'Line Item Summary' table with columns for Qty, Description, and Price. Below it are input fields for 'QTY 5¢', 'QTY 10¢', and 'Total: \$0.00'. A 'Non-Refundable' field is set to 0. In the center, there is a 'Quantity:' field with a value of 12 and a '+ 12' button. A numeric keypad is visible below the quantity field. On the right, there are several buttons for selecting accounts: '1 - Alum. Cans', '2 - Glass (Clear)', '3 - PET / HDPE', '4 - Glass (Coloured)', '5 - Gable / Tetra', '6 - Other Plastics', '8 - Steel Cans', 'Non-Alcohol', 'Alcohol', and 'Alcohol \ Other'. A 'Submit' button is at the bottom right. A hand cursor is pointing to the 'Select Account' button.

From the cash register screen, click “Unpaid Transactions,” select the counting transaction, click “Put On Account,” and select the appropriate account to place that transaction.

The screenshot shows the 'Cash Register' interface. At the top, there are tabs for 'Main Menu', 'Walk-In', 'Pre-count Receiving', and 'Pre-count Processing'. The user is logged in as 'Demo User' at the 'Cash Register Station'. The 'Transaction #' field is set to 225. The 'Station' is 'Cash Register Station', the 'Type' is 'Walk-In', and the 'Status' is 'Unpaid'. On the left, there is a 'Line Item Summary' table with columns for Qty, Description, and Price. Below it are input fields for 'QTY 5¢', 'QTY 10¢', 'Other Amount', and 'Total: \$10.40'. A 'Non-Refundable' field is set to 0. In the center, there is an 'Unpaid Transactions' button. On the right, there are several buttons: 'Cash Adjustment', 'Cash Balance', 'Daily Cash Transactions', 'Lookup Counting Transactions', 'Print Receipt', 'Put On Account', and 'Pay Cash'. A hand cursor is pointing to the 'Put On Account' button. A notification at the top right says 'A bulk bag is almost full.'

INVENTORY

To view the inventory of processed items, click the “Inventory” button. Counting stations can also have their own view-only inventory module.



Open Bags

This screen monitors the running inventory of any open bags/tubs and their respective quantities.

Location	Material(s)	Units / Threshold
8 - Steel Cans	8 - Steel Cans	650 / 650
TABLE4 - #1 Alum Cans	1 - Aluminum Cans	469 / 1800
3 - Pet / HDPE Trans	3 - PET / HDPE (Translucent)	139 / 910
Alum Alc Sml/Lrg	15 - Aluminum Small, 16 - Aluminum Large	160 / 1800
(Front) #1 Alum Cans (Pop)	1 - Aluminum Cans	122 / 1800
Plastic Alc	23 - Plastic Small, 24 - Plastic Large	52 / 895
4 - Glass Colored	4 - Glass (Coloured)	25 / 860
Glass Sml Green	21 - Glass Small (Green), 22 - Glass Large (Green)	2 / 530
Refillable	Refillable	274 / -

The list will refresh automatically on a set interval. Click to force refresh.

Adjust the quantity of the selected bag/tub.

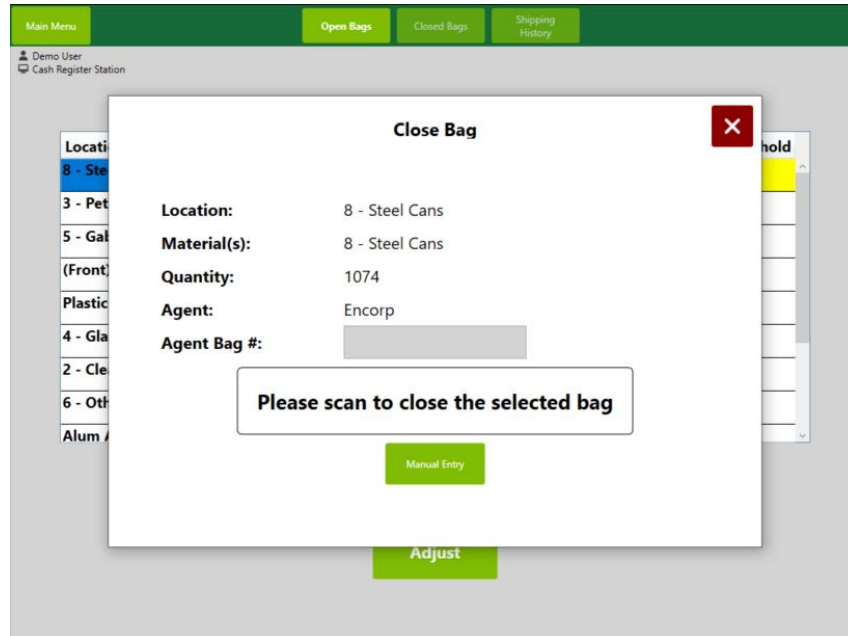
View details of selected bag/tub such as all counting transactions of who or when it was inputted.

Once a bag/tub is near full, select bag/tub and click on close. When the bag/tub is closed, a new bag/tub will automatically be created.

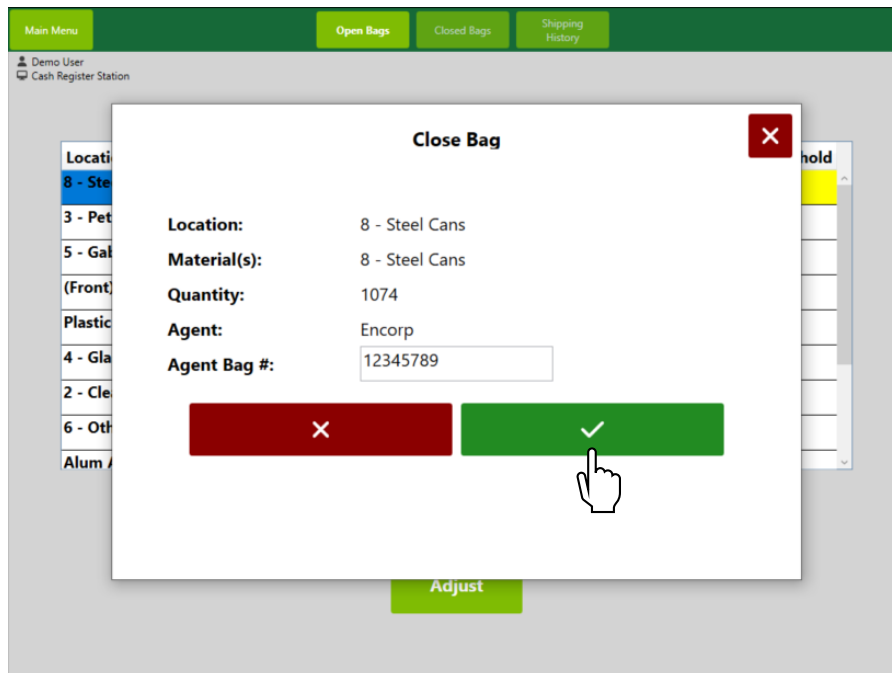
As you can see, “Bag Location 1” is approaching full and is highlighted in yellow to warn the user. This will also happen on the counting screen for the specific item when the bag/tub is nearly full.

Closing a Bag/Tub

To close a bag/tub, select a full or nearly full bag/tub and click “Close.” The yellow tag can be scanned or inputted manually.



The following menu will appear, and the bag/tub is removed and re-initiated to a new bag/tub with zero units. The closed bag(s)/tub(s) are now ready to be shipped, and a shipping label will be printed.



Closed Bags

This screen is to look at any bag(s)/tub(s) that have been closed and are ready to be shipped.

The screenshot shows the 'Closed Bags' interface with the following callout boxes:

- Clear applied filters.** (points to the 'All Materials' button)
- This is to filter bags/tub(s) by agent.** (points to the 'Agent' dropdown menu)
- This is to select all the closed bags/tubs.** (points to the 'Select All' button)
- This box is used to help filter through the sorts.** (points to the material filter list)
- Check here to choose which bags/tubs are going to be shipped.** (points to the 'To Be Shipped' checkboxes in the table)
- This is used to view all the item transactions of a specific bag/tub.** (points to the 'Details' button)
- This is to adjust the unit balance of a specific bag/tub.** (points to the 'Adjust' button)
- This is to recall and reopen a bag/tub that has been mistakenly closed.** (points to the 'Recall' button)
- This is to reprint a shipping label for a specific bag/tub.** (points to the 'Print Label' button)
- This prints a list of all the selected bags/tubs to be shipped.** (points to the 'Print Manifest' button)
- This is to ship the selected bags/tubs. The shipped inventory will re-initialize. If a shipping manifest is desired, make sure to print it before performing this step.** (points to the 'Ship' button)

The interface includes a 'Main Menu' with 'Open Bags', 'Closed Bags', and 'Shipping History'. A 'Demo User' profile is shown. A filter panel on the left lists materials: Aluminum Cans, Glass (clear), PET / HDPE (translucent), Glass (coloured), and Gable Top / Tetra. The main table displays columns for Agent Bag #, Date Closed, Material, Total Units, and To Be Shipped. At the bottom, there are buttons for 'Details', 'Adjust', 'Recall', 'Print Label', 'Print Manifest', and 'Ship', along with 'Units to be shipped' and 'Bags to be shipped' counters.

Agent Bag #	Date Closed	Material	Total Units	To Be Shipped
wdawd	2023-06-08 10:12:20	2 - Glass (clear)	14	<input type="checkbox"/>
14	2023-06-05 15:53:39	3 - PET / HDPE (translucent)	132	<input type="checkbox"/>
111	2023-06-05 15:53:28	1 - Aluminum Cans	1565	<input type="checkbox"/>
4144	2023-06-05 13:21:23	5 - Gable Top / Tetra	48	<input type="checkbox"/>
4645	2023-05-31 16:33:24	3 - PET / HDPE (translucent)	112	<input type="checkbox"/>
test_signalr	2023-05-31 15:12:06	19 - Glass Small (Clear)	201	<input type="checkbox"/>
12345678901234567890	2023-05-31 12:34:17	21 - Glass Small (Green), 22 - Glass Large	2009	<input type="checkbox"/>
1234456789	2023-05-30 10:43:00	25 - Wine Box Small, 26 - Wine Box Large	25	<input type="checkbox"/>
05037899	2023-05-24 15:25:12	5 - Gable Top / Tetra	1072	<input type="checkbox"/>
123	2023-05-18 16:02:19	2 - Glass (clear)	24	<input type="checkbox"/>
9856312351	2023-05-11 16:08:29	5 - Gable Top / Tetra	959	<input type="checkbox"/>

Shipping

To ship bags/tubs, select the appropriate bag(s)/tub(s). Either select the sorts you wish to ship or select the bags/tubs individually by checking their box. When ready to ship, click on “Ship” and confirm.

The screenshot shows the 'Shipping' section of the software. At the top, there are tabs for 'Open Bags', 'Closed Bags', and 'Shipping History'. Below the tabs, there are buttons for 'All Materials', 'Glass', and 'Non-Glass'. A list of materials is shown with checkboxes: 1 - Aluminum Cans, 3 - PET / HDPE (translucent), 5 - Gable Top / Tetra, 6 - Other Plastics / Pouches / HDPE (pi...), and 8 - Steel Cans. Below the list are 'Select All' and 'Deselect All' buttons. To the right, there is a 'Closed Bags' section with an 'Agent' dropdown set to 'Encorp' and a text input for 'Enter or scan Agent Bag #'. Below this are 'Select All' and 'Ship' buttons. A table lists closed bags with columns for Agent Bag #, Date Closed, Material, Total Units, and To Be Shipped. At the bottom, there are buttons for 'Details', 'Adjust', 'Recall', 'Print Label', 'Print Manifest', and 'Ship'. A hand cursor is pointing at the 'Ship' button. A notification at the top right says 'A bulk bag is almost full.' At the bottom right, there are input fields for 'Units to be shipped' (6) and 'Bags to be shipped' (12).

Agent Bag #	Date Closed	Material	Total Units	To Be Shipped
14	2023-06-05 15:53:39	3 - PET / HDPE (translucent)	132	<input checked="" type="checkbox"/>
111	2023-06-05 15:53:28	1 - Aluminum Cans	1565	<input checked="" type="checkbox"/>
4144	2023-06-05 13:21:23	5 - Gable Top / Tetra	48	<input checked="" type="checkbox"/>
4645	2023-05-31 16:33:24	3 - PET / HDPE (translucent)	112	<input checked="" type="checkbox"/>
1234456789	2023-05-30 10:43:00	25 - Wine Box Small, 26 - Wine Box Larg	25	<input checked="" type="checkbox"/>
05037899	2023-05-24 15:25:12	5 - Gable Top / Tetra	1072	<input checked="" type="checkbox"/>
9856312351	2023-05-11 16:08:29	5 - Gable Top / Tetra	959	<input checked="" type="checkbox"/>
..	2023-04-20 09:29:33	1 - Aluminum Cans	1098	<input checked="" type="checkbox"/>
9	2023-04-20 09:05:08	25 - Wine Box Small, 26 - Wine Box Larg	0	<input checked="" type="checkbox"/>
5	2023-04-20 09:04:44	1 - Aluminum Cans	36	<input checked="" type="checkbox"/>
4	2023-04-20 09:04:40	5 - Gable Top / Tetra	25	<input checked="" type="checkbox"/>

Print Shipping Manifest

To print a shipping manifest, click on “Print Manifest.” This will show all the bags/tubs that are being shipped. This can be compared to the slip that the driver will give to you.

The screenshot shows the 'Shipping' section of the software, similar to the previous one. The 'Print Manifest' button is highlighted with a hand cursor. The 'Units to be shipped' field now shows 6071, and the 'Bags to be shipped' field shows 12. The table of closed bags is the same as in the previous screenshot.

Agent Bag #	Date Closed	Material	Total Units	To Be Shipped
14	2023-06-05 15:53:39	3 - PET / HDPE (translucent)	132	<input checked="" type="checkbox"/>
111	2023-06-05 15:53:28	1 - Aluminum Cans	1565	<input checked="" type="checkbox"/>
4144	2023-06-05 13:21:23	5 - Gable Top / Tetra	48	<input checked="" type="checkbox"/>
4645	2023-05-31 16:33:24	3 - PET / HDPE (translucent)	112	<input checked="" type="checkbox"/>
1234456789	2023-05-30 10:43:00	25 - Wine Box Small, 26 - Wine Box Larg	25	<input checked="" type="checkbox"/>
05037899	2023-05-24 15:25:12	5 - Gable Top / Tetra	1072	<input checked="" type="checkbox"/>
9856312351	2023-05-11 16:08:29	5 - Gable Top / Tetra	959	<input checked="" type="checkbox"/>
..	2023-04-20 09:29:33	1 - Aluminum Cans	1098	<input checked="" type="checkbox"/>
9	2023-04-20 09:05:08	25 - Wine Box Small, 26 - Wine Box Larg	0	<input checked="" type="checkbox"/>
5	2023-04-20 09:04:44	1 - Aluminum Cans	36	<input checked="" type="checkbox"/>
4	2023-04-20 09:04:40	5 - Gable Top / Tetra	25	<input checked="" type="checkbox"/>

Shipping History

The “Shipping History” is to view the details of the bags/tub(s) that have been shipped. You can search by agent, material(s) and date range.

Shipping History

Filter

Agent: Material(s):

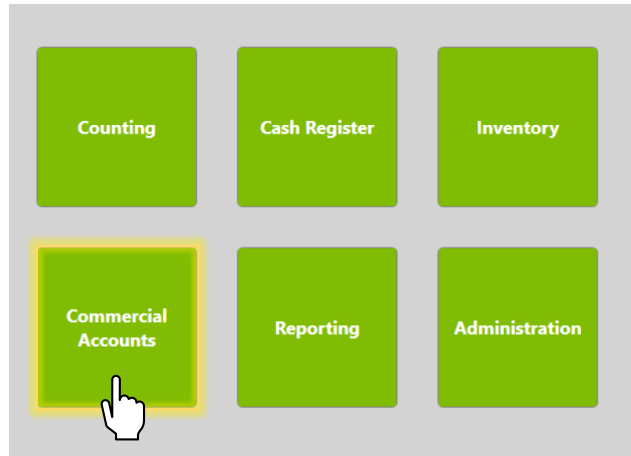
From: To:

Information

Bulk Bag #	Agent	Agent Bag #	Date Shipped	Material(s)	Total Units
60	Encorp	2	2023-06-12 13:41:39	2 - Glass (clear)	123
61	Encorp	6	2023-06-12 13:41:39	4 - Glass (coloured)	13
100	Encorp	123	2023-06-12 13:41:39	2 - Glass (clear)	24
101	Encorp	wdawd	2023-06-12 13:41:39	2 - Glass (clear)	14
80	Encorp	3	2023-05-30 10:46:13	3 - PET / HDPE (translucent)	25
87	Encorp	543	2023-05-30 10:46:13	3 - PET / HDPE (translucent)	999
68	Encorp	123456789	2023-05-17 14:22:28	23 + 24 - Plastic Small/Large	5212
72	Encorp	fdsfds	2023-05-17 14:22:28	8 - Steel Cans	631
24	Encorp	55555	2023-04-13 16:55:25	5 - Gable Top / Tetra	9564
23	Encorp	sdfghjkl'	2023-04-13 16:55:25	15 + 16 - Aluminum Small/Large	1723
21	Encorp	AUTOMATED CLOSE	2023-04-13 16:55:25	21 + 22 - Glass Small/Large (Green)	33
20	Encorp	111	2023-04-13 16:55:25	19 - Glass Small (Clear)	117
9	Encorp	123656985	2023-04-13 16:55:25	21 + 22 - Glass Small/Large (Green)	148
12	Encorp	AUTOMATED CLOSE	2023-04-13 16:55:25	17 + 18 - Glass Small/Large (Brown)	53
11	Encorp	ihghg	2023-04-13 16:55:25	17 + 18 - Glass Small/Large (Brown)	883
25	Encorp	123456789	2023-04-13 16:55:25	23 + 24 - Plastic Small/Large	795
16	Encorp	888	2023-04-13 16:55:25	23 + 24 - Plastic Small/Large	1010
34	Encorp	1548758	2023-04-13 16:55:25	6 - Other Plastics / Pouches / HDPE (pig	1693

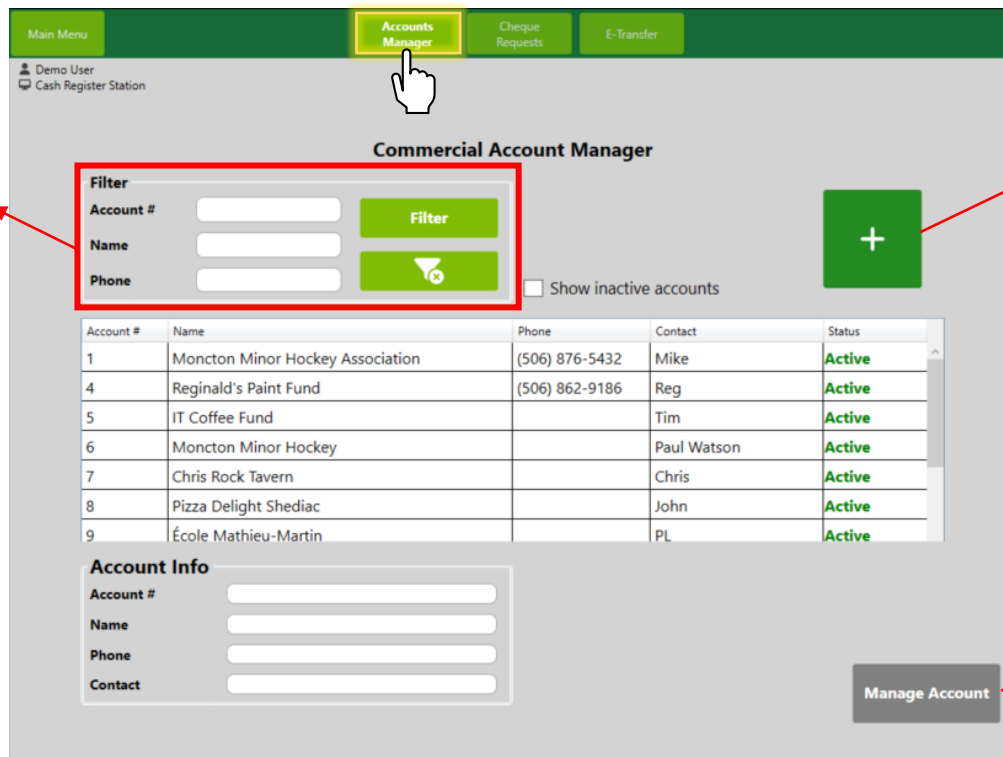
COMMERCIAL ACCOUNTS

When dealing with recurring accounts, click the "Commercial Account" button.



Account Manager

This is where you can add an account, usually an association or an organization that is a repeat customer.



Commercial Account Manager

Filter

Account #

Name

Phone

Show inactive accounts

Account #	Name	Phone	Contact	Status
1	Moncton Minor Hockey Association	(506) 876-5432	Mike	Active
4	Reginald's Paint Fund	(506) 862-9186	Reg	Active
5	IT Coffee Fund		Tim	Active
6	Moncton Minor Hockey		Paul Watson	Active
7	Chris Rock Tavern		Chris	Active
8	Pizza Delight Shediac		John	Active
9	École Mathieu-Martin		PL	Active

Account Info

Account #

Name

Phone

Contact

This is used as a tool to filter and find an existing account.

This is used to add a new commercial account to the system.

This is used to edit a selected account.

Manage Account

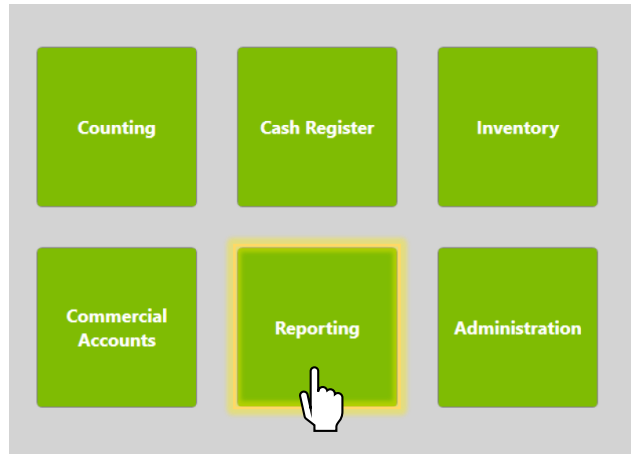
In the “Manage Account” button, you can pay the account, view transactions, make a cash adjustment, or add notes to an existing account.

The screenshot shows a software interface for managing an account. The main window is titled "Moncton Minor Hockey" and has a red close button in the top right corner. Below the title, there are four tabs: "Account Transactions", "Account Adjustment", "Account Details", and "Account Notes". The "Account Transactions" tab is active, displaying a table of transactions. The table has columns for Transaction #, Operation, Type, Amount, Running Balance, and Date. Two transactions are listed: one for 3.05 on 2023-05-24 and another for 7.25 on 2022-11-14. Below the table, there is a green "Email Report" button and a "Balance: \$10.30" field. Underneath, a "Select Payment Method:" section offers three options: "Cash", "Cheque", and "E-Transfer", each with a green button. A "Pay" button is located at the bottom right of the window. The background shows a sidebar with a list of accounts and a top navigation bar with "Accounts", "Cheque", and "E-Transfer" options.

Transaction #	Operation	Type	Amount	Running Balance	Date
58	Credit	Counting Transaction	3.05	10.30	2023-05-24 15:23:14
26	Credit	Counting Transaction	7.25	7.25	2022-11-14 09:56:14

REPORTING

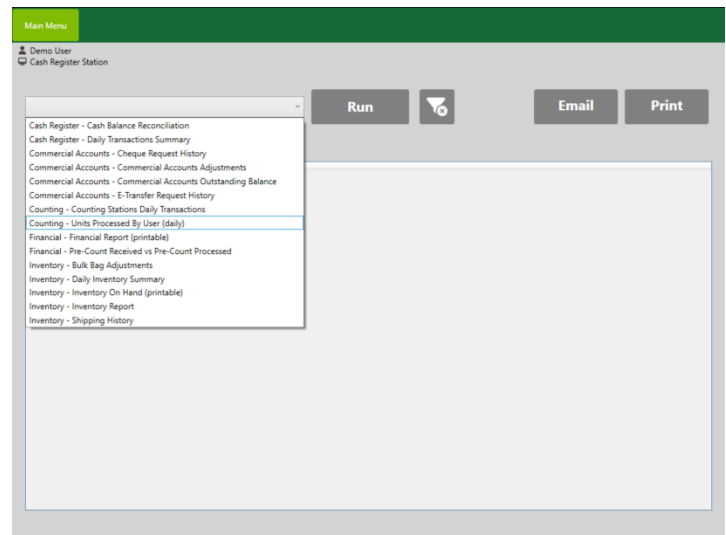
To view or send out reports, click the "Reporting" button.



A user can view or print various types of reports, which are listed below. You can also email a report in an Excel format to an existing email address.

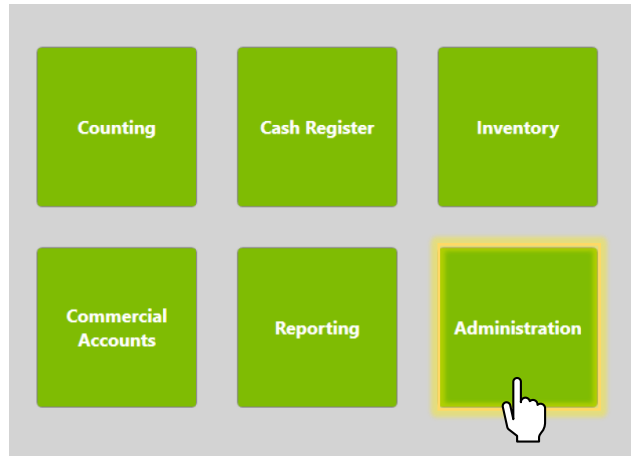
The following reports:

- Cash Register - Cash Balance Reconciliation
- Cash Register - Daily Transactions Summary
- Commercial Accounts - Cheque Request History
- Commercial Accounts - Commercial Accounts Adjustments
- Commercial Accounts - Commercial Accounts Outstanding Balance
- Commercial Accounts - E-Transfer Request History
- Counting - Counting Stations Daily Transactions
- Counting - Units Processed By User (daily)
- Financial - Financial Report (printable)
- Financial - Pre-Count Received vs. Pre-Count Processed
- Inventory - Bulk Bag Adjustments
- Inventory - Daily Inventory Summary
- Inventory - Inventory On Hand (printable)
- Inventory - Inventory Report
- Inventory - Shipping History



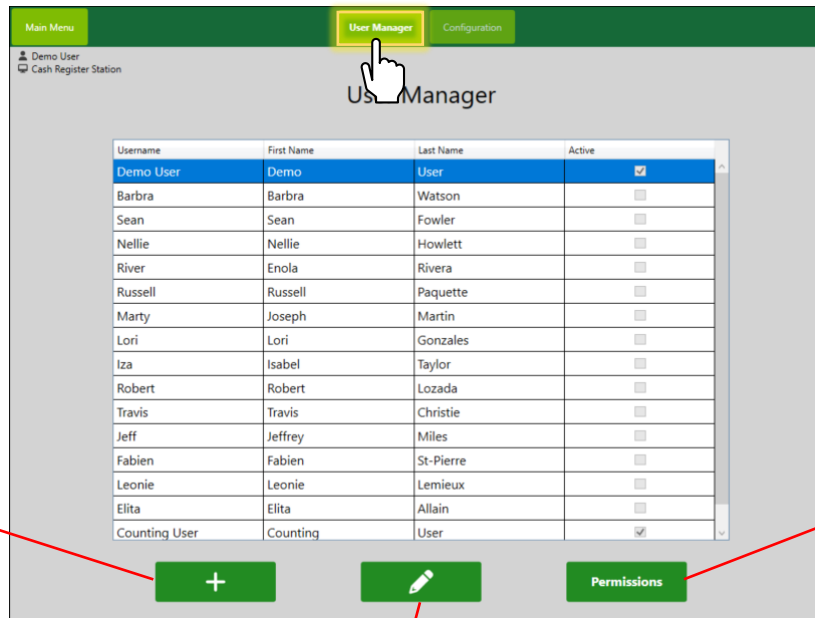
ADMINISTRATION

To adjust the configuration settings, click on the “Administration” button.



User Manager

In this section, an operator creates a new user for the system.



This is where you can add a new user.

This is where you allow or restrict certain features that a user can interact with in the system.

This is where you can modify a pre-existing user's name and password.

Permissions

To view the restrictions on a particular user, click on “Permissions.” To allow or restrict the user, check or uncheck the desired feature, then click “Save” to register these changes.

Configuration

The following menu will appear where users can modify the inventory configurations, general features, and email recipients.

Adding Email Recipients

Email recipients are required to export information and send reports from the system. To add an email recipient, under the “Email Recipients” tab, click on the “+” button. Fill in the name and the email address, then click submit when finished.

The screenshot shows the Configuration page with the following details:

- Header:** Main Menu, User Manager, Configuration (active)
- User Info:** Demo User, Cash Register Station
- Title:** Configuration
- General Tab:**
 - Email Recipients:** A table with 3 rows. A hand cursor points to the '+' icon above the table.

Name
3 encorpatl.ca
4 test4@encorpatl.ca
5 test5@encorpatl.ca
 - Default bag closing option:** Refillable, 5 row pallet
 - Print Receipt:**
 - Receipt footer:** This is the footer.
 - Auto-logout timer minutes:** 31
- Advanced Tab:**
 - Printer (COM PORT):** 21
 - EZEE Sort (COM PORT):** 22
- Footer:** Save

SAFE SHUTDOWN PROCEDURE, MAINTENANCE & TROUBLESHOOTING

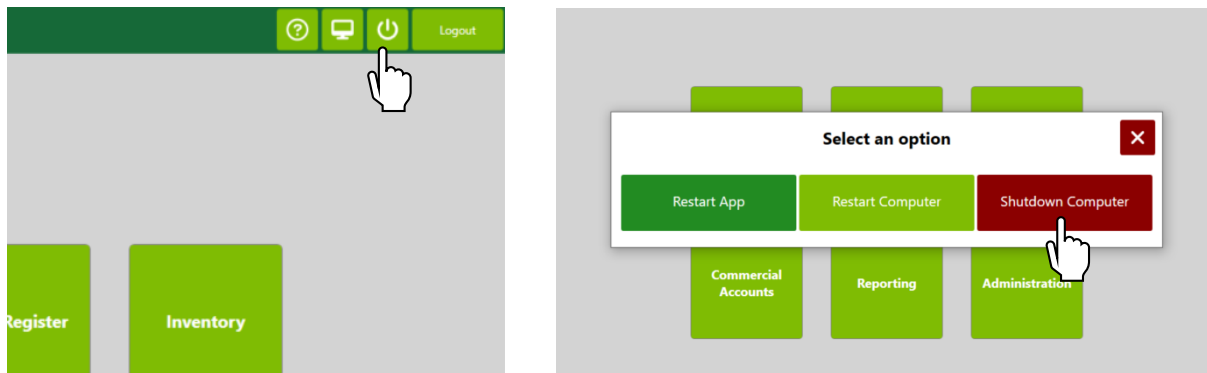
This section covers how to shut down the system during a power outage safely. It also goes over all the hardware maintenance procedures and some troubleshooting issues that could occur.

Safe Shutdown Procedure

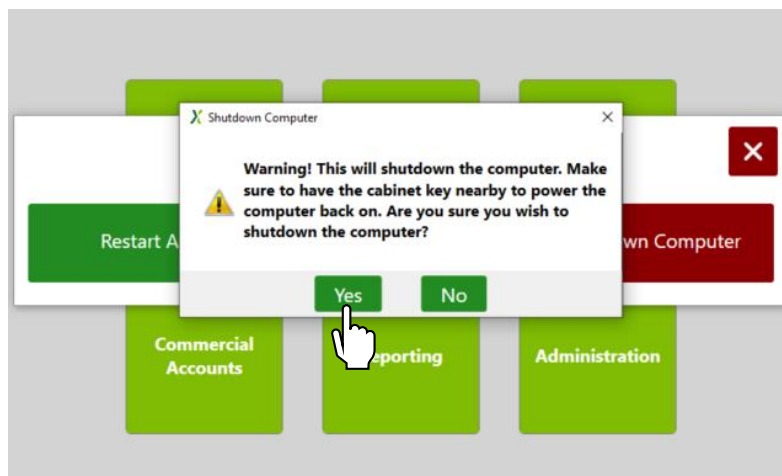
To safely shut down the entire system, follow these instructions to first shut down the computer and, secondly, shut down the power supply.

Shut Down Computer

Press the power icon on the top right of the main menu. Then press “Shutdown Computer.”



Then, press “Yes” to shut down the computer.

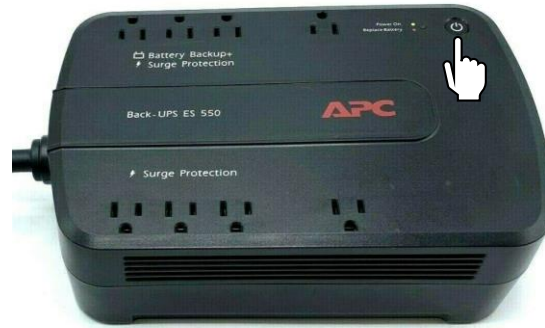


If you have multiple counting stations, you will need to do this to every counting station/computer. You will then need to shut off the power supply at each station.

Shut Down Uninterruptible Power Supply (UPS)

If the power supply is running on battery, it will start beeping two to four times every 30 seconds. To shut down the power supply, press and hold the POWER button for at least 2 seconds. This will also shut down the entire system, including monitors and printers. The two types of battery supply are as follows.

Cash station power supply



Counting station power supply



Turning the Entire System Back On

To turn the entire system back on, press and hold the power button. The power button LED will be green when the power supply is turned on. If you have one or more counting stations, you will need to do this to each station's power supply.

Hardware Maintenance

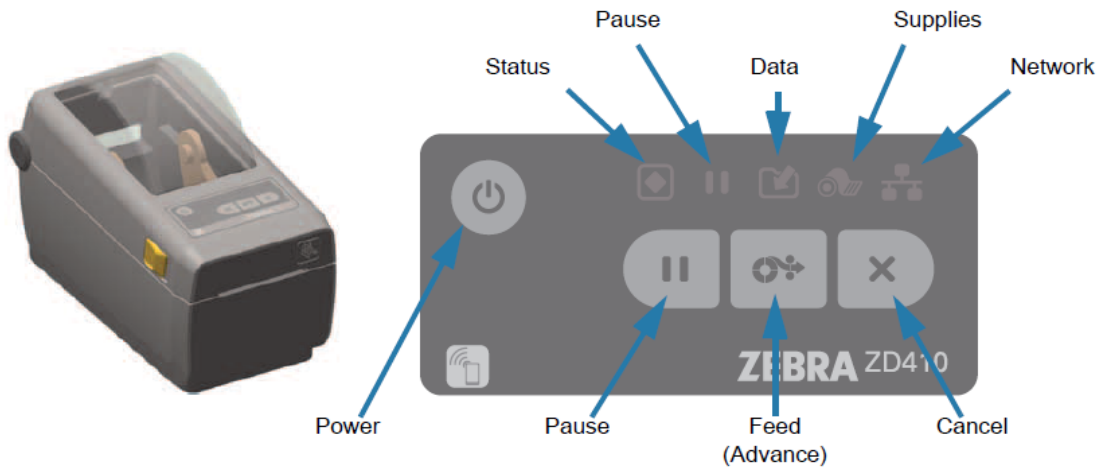
Let's first look at how to maintain the hardware included in the system.

ELO Touchscreen

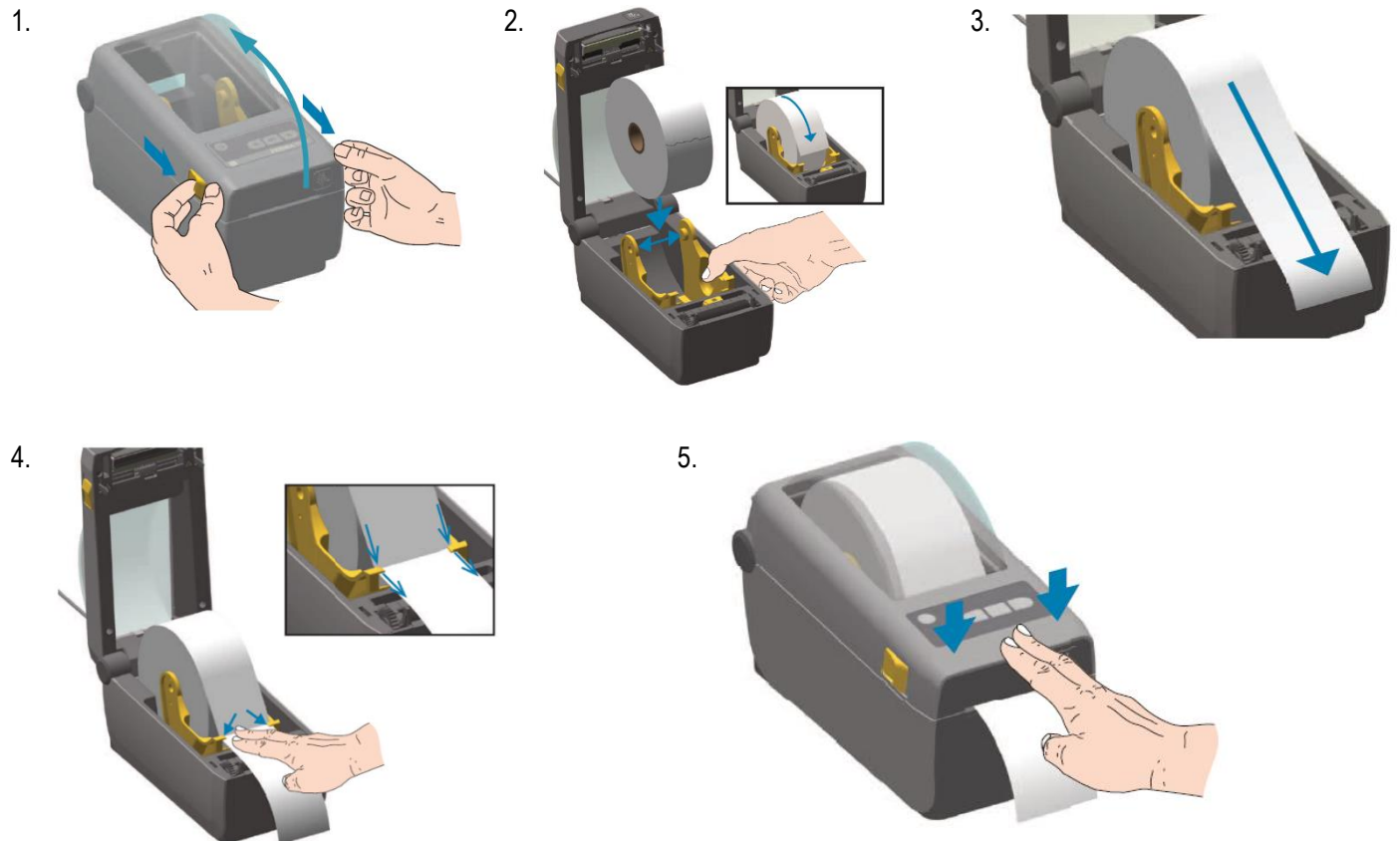
To clean the touchscreen, use a window or glass cleaner applied to a clean cloth or sponge. Never apply the cleaner directly to the touchscreen. Do not use alcohol (methyl, ethyl or isopropyl), thinner, benzene, or other abrasive cleaners.

Shipping Label Printer

The features of the Zebra label printer are shown below.



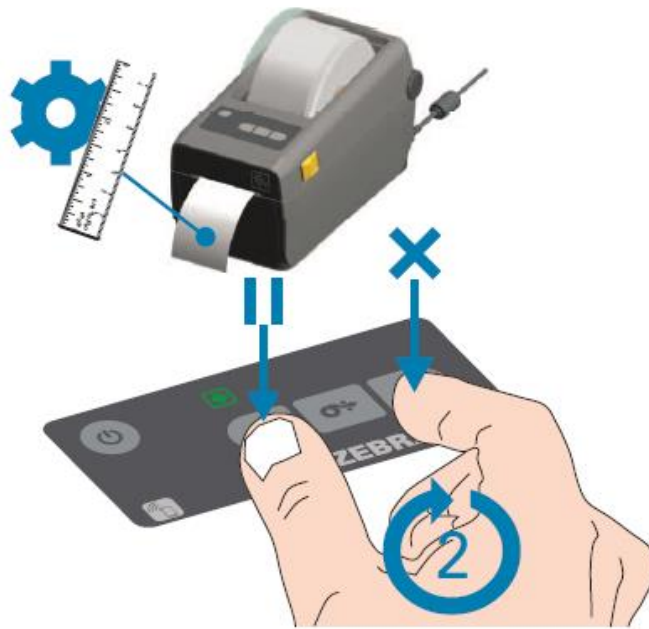
To refill the label printer with a paper roll, follow these steps.



If your barcode printing is not centred or is printing double tags, a “SmartCal” can recalibrate the printer with the following steps.

SmartCal Procedure

1. Make sure the media is loaded properly and the top cover of the printer is closed.
2. Press the POWER button to turn the printer on.
3. Once the printer is in the ready state (Status indicator (◀▶) is solid green), press and hold the PAUSE and CANCEL button for two (2) seconds and release.
4. The printer will measure a few labels and adjust media sensing levels.
5. When the printer stops, the Status indicator (◀▶) will turn solid green.



If all the previous steps do not fix the problem, a factory reset can be performed with the following steps.

Reset Printer Factory Defaults (PAUSE + FEED Self Test)

This resets the printer configuration to the factory default values for the non-network printer settings. Perform a sensor calibration after this procedure. (See [Manual Media Calibration](#).)

To perform a Reset Printer Factory Defaults procedure, complete these steps:

1. Turn OFF the printer.
2. Press and hold PAUSE + FEED while turning ON the printer.
3. Hold PAUSE + FEED until the STATUS indicator (◀▶) is the only indicator lit.

The printer configuration is reset to the factory default values. No labels print at the end of this action.

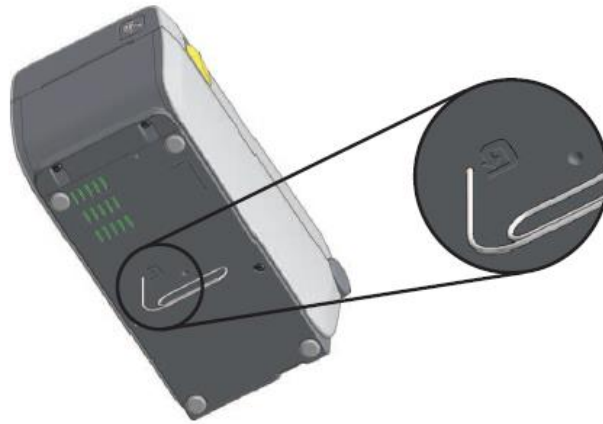
A factory reset can also be performed by pressing the Reset Button.

Reset Button

In addition to the power on configurations described previously, the ZD-Series printer has a dedicated reset button located on the bottom of the printer which can be pressed with a paperclip or similar small object.

Pressing the button has the following results based on the length of the button press:

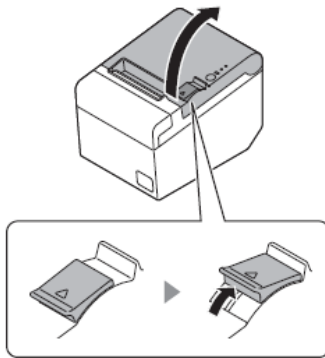
0-1 second	No action
1-5 seconds	Printer reset – Printer performs a factory reset and will automatically print a configuration label (and network label if present)
6-10 seconds	Network reset – Printer drops connection to the network, and a network factory default reset occurs. Upon completion of the reset, a configuration and network configuration label are automatically printed.
More than 10 seconds	Exits the factory defaults function without resetting the printer or making changes



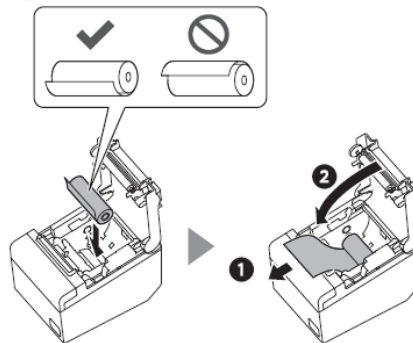
Receipt Printer

For the EPSON cash receipt printer, the printing paper will eventually need to be refilled. The following steps in the images below show how to do so.

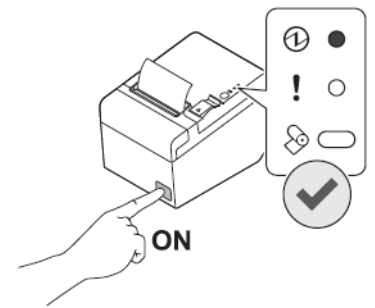
1.




2.



3.



The green power LED will be on during a normal operating state.



Control Panel

- Power LED
- Error LED
- Paper LED
- Feed button

NOTE When installing the printer vertically or hanging the printer on a wall, be sure to attach the included control panel label for vertical installation on the roll paper cover. The control panel label for vertical installation is upside down.

Power LED (green)
Lights when the power supply is on.

Error LED (orange)

- Lights after the power is turned on or after a reset (offline). Automatically goes out after a while to indicate that the printer is ready.
- Lights when printing has stopped (offline) due to paper end.
- Lights when the roll paper cover is open (offline).
- Flashes when an error occurs. (For information about the flashing patterns, see ["Error Status" on page 17.](#))

Paper LED (orange)

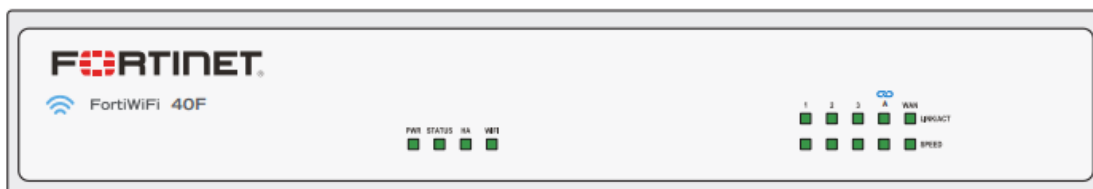
- Lights when the roll paper is out.
- Flashes when Self-test standby state.
- Flashes when macro execution standby state.

Feed button
Pressing this button once feeds the roll paper by one line. Holding this button down feeds the roll paper continuously.

NOTE Enabling/disabling of Feed button can be selected by a command. If the command is set to disable this button, it does not function. For information about ESC/POS commands, see the ESC/POS Quick Reference or the ESC/POS Command Reference.

Firewall

The firewall is the white box that looks like the image below. The “PWR” and “STATUS” lights indicate that the firewall is on. The “WAN” light indicates that the internet is connected, and the “1” indicates that the firewall is connected to the computer.



Computer

The computer looks like the image below. When the computer is on, the following lights will be turned on.



Network Switch

If there are multiple stations, a network switch will be used. The “PWR” light will be green if it is on.



Troubleshooting

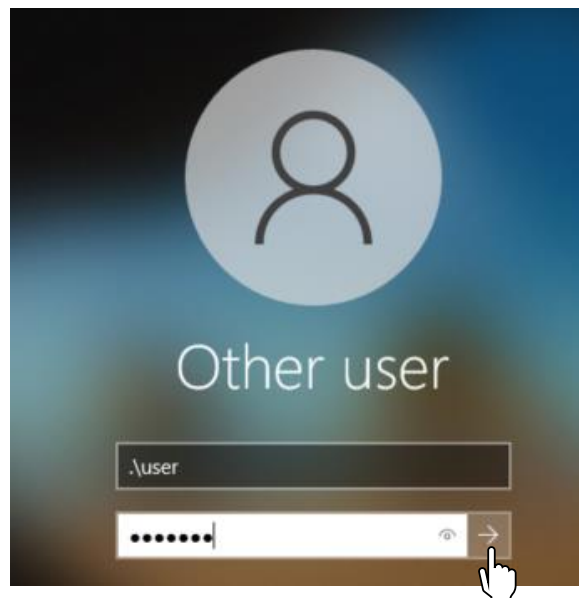
Here are a few common troubleshooting steps depending on the use case.

Windows User Logged Out

If you see the screen below, follow these steps. Typically, this will happen when a power outage occurs, and the system shuts off unexpectedly.



On the screen below, enter “.\user” under User name and “user123” under Password, then click the enter button.



Scanner Not Scanning Tag

If the scanner is not scanning a tag, follow these steps in this specific order.

1. Unplug the scanner cable (it should be connected to a USB hub, and it's a dark grey cable)
2. Click the power button icon on the top-right corner, then hit the "Restart Computer" button (this will take a minute or two)
3. Plug the scanner cable back in (you'll hear the scanner beep)
4. Again, click the power button icon on the top-right corner and hit the "Restart App" button (this will only take a few seconds)