

# USER GUIDE

## ENSYS CONNEX POINT-OF-SALE SYSTEM

APRIL 2024



# TABLE OF CONTENTS

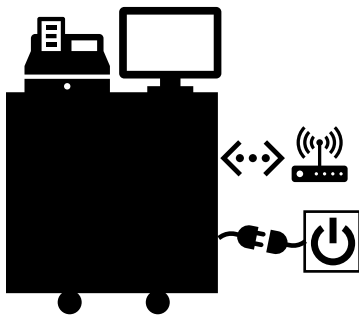
- Overview .....2
- Getting started.....2
- System Features .....3
- Counting.....4
- Walk-In .....5
- Delete Line Item .....5
- Pre-Count Receiving .....6
- Pre-Count Processing .....6
- Cash Register .....7
- Unpaid Transactions .....8
- Put Transaction on Account .....9
- Inventory .....10
- Open Bags .....10
- Closing a Bag/Tub .....11
- Closed Bags .....12
- Shipping .....13
- Print Shipping Manifest .....13
- Shipping History .....14
- Commercial Accounts .....15
- Account Manager .....15
- Manage Account .....16
- Reporting .....17
- Administration .....18
- User Manager.....18
- Permissions.....19
- Configuration.....19
- Adding Email Recipients .....19
- Safe Shutdown Procedure, Maintenance & Troubleshooting.....20
- Safe Shutdown Procedure .....20
- Hardware Maintenance .....21
- 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.

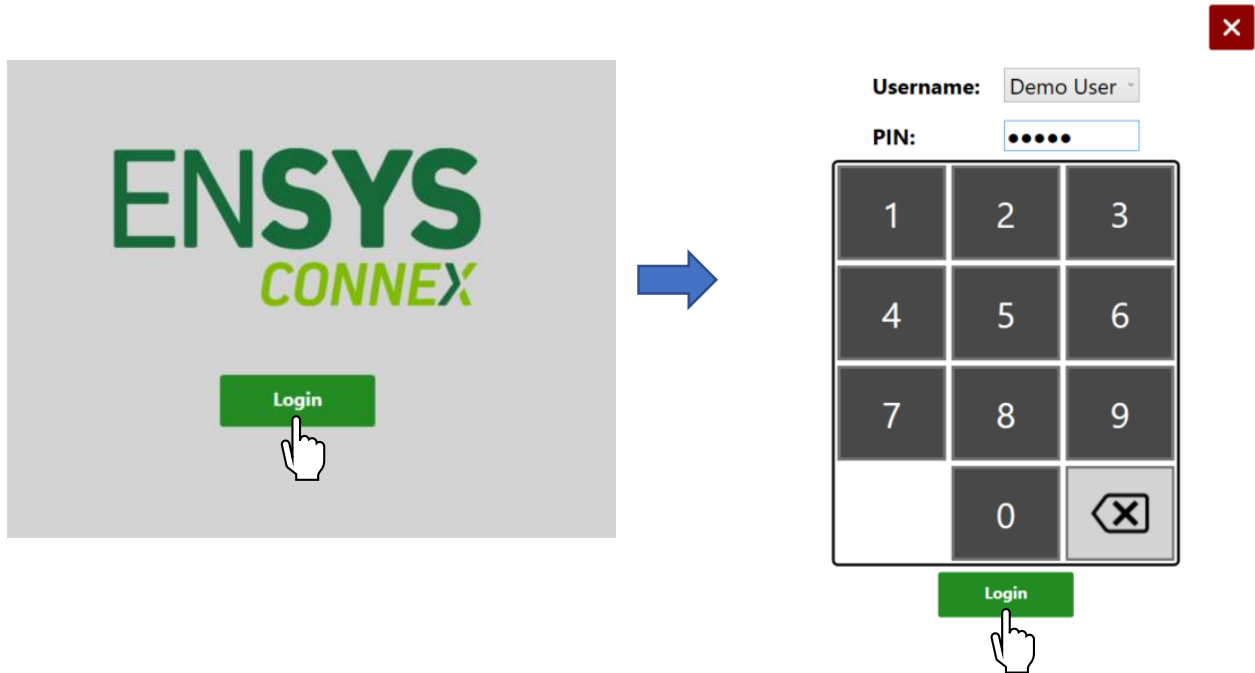
## Getting started

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.



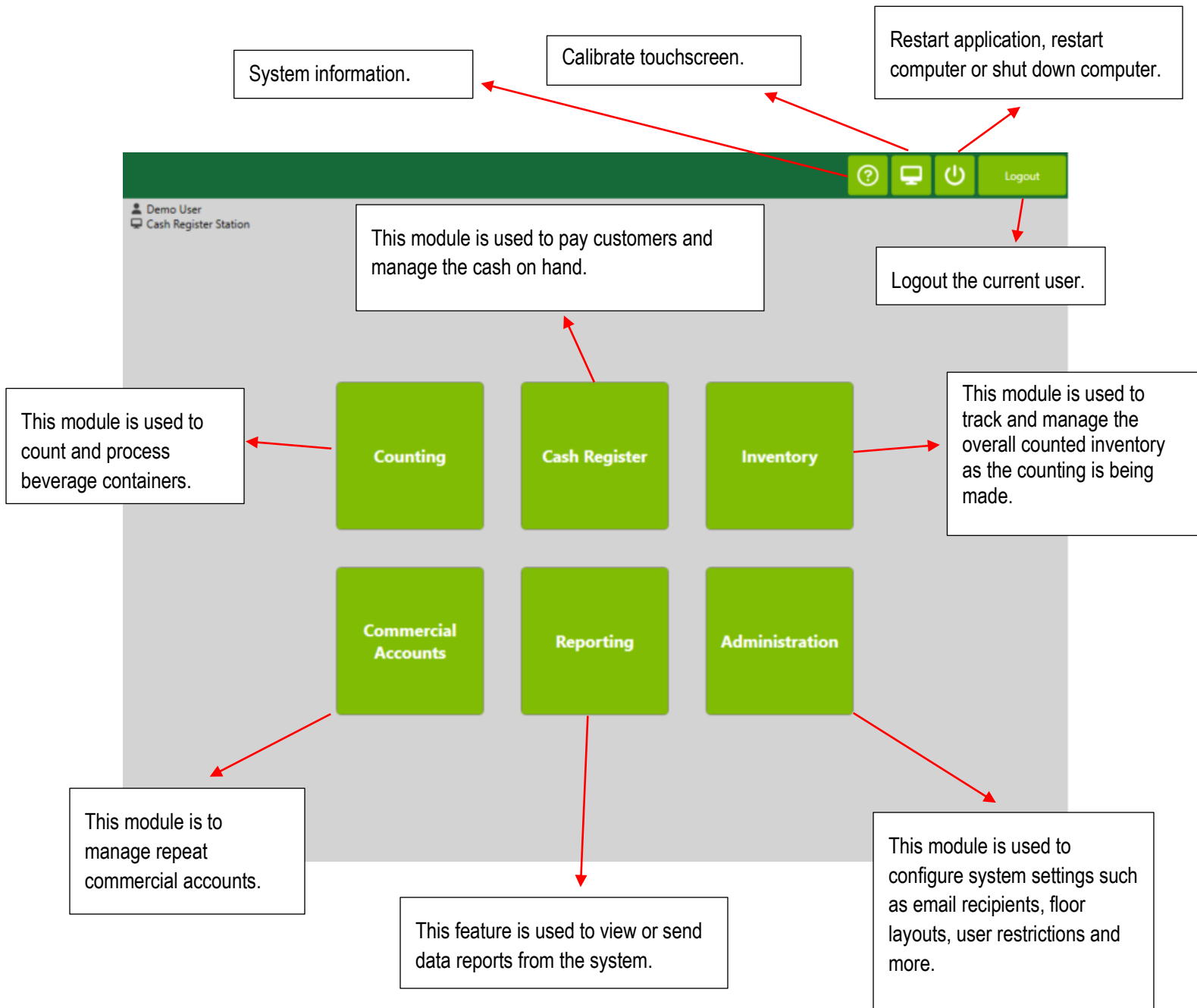
Connect the power cord to the outlet.  
Connect the ethernet cord to the network.

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.”



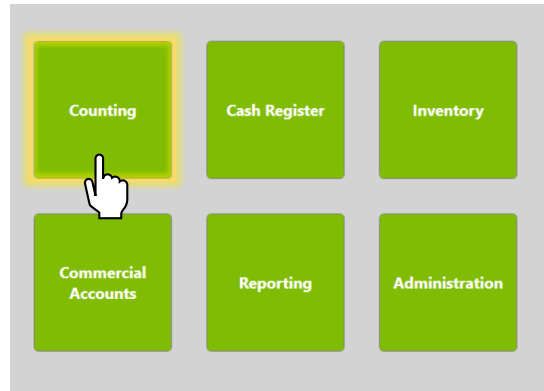
## System Features

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 counting screen interface includes a top navigation bar with 'Main Menu', 'Walk-In', 'Pre-count Receiving', and 'Pre-count Processing'. Below this, the user is identified as 'Demo User' at a 'Cash Register Station'. The screen features a 'Line Item Summary' table, a 'Recall' button, a 'Select Account' button, a 'Quantity' input field with a '+ 12' button, a numeric keypad, a 'Submit' button, and a material selection grid. Callouts provide instructions: '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-Glass', 'Glass', and 'Other' buttons; and 'Complete and submit a transaction.' points to the 'Submit' button.

Qty	Description	Price
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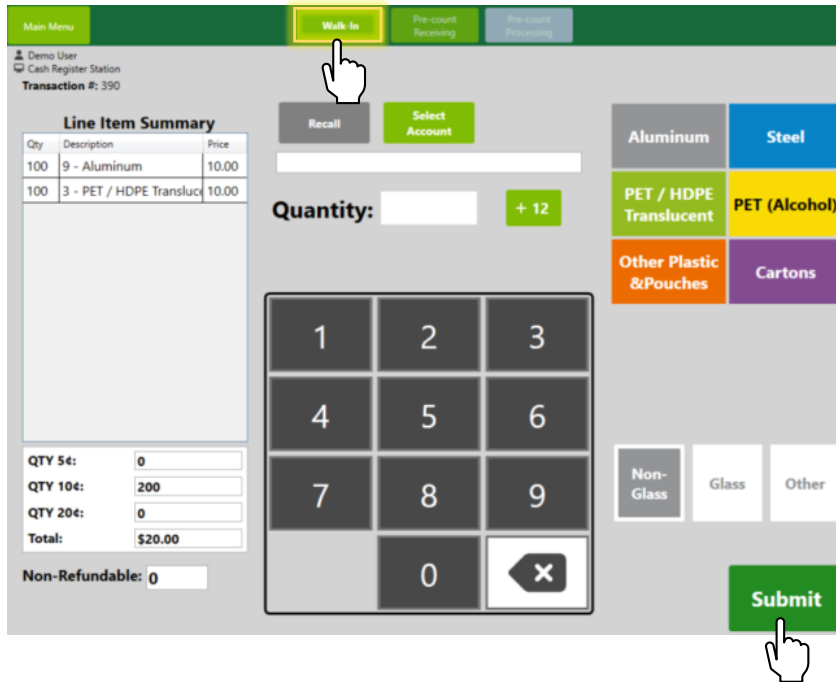
QTY 5¢: 0  
QTY 10¢: 0  
QTY 20¢: 0  
Total: \$0.00  
Non-Refundable: 0

Aluminum	Steel
PET / HDPE Translucent	PET (Alcohol)
Other Plastic & Pouches	Cartons

Non-Glass	Glass	Other
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## 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.”



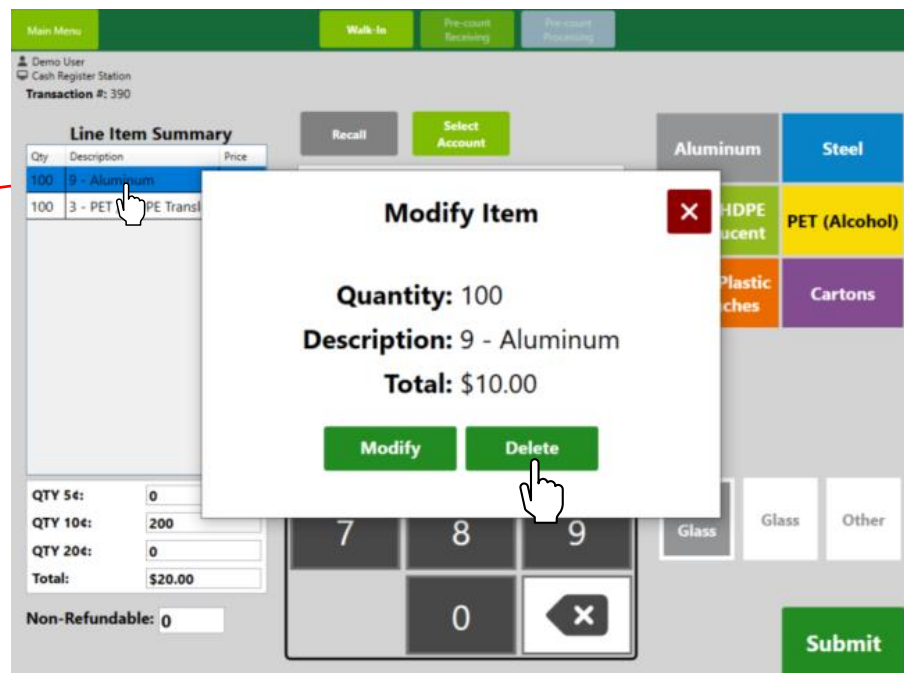
Note: This transaction will affect the cash register balance (float) AND the inventory.

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.



## 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:

5 cents 10 cents

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	Aluminum	6.00
24	Refillable (Beer)	2.40
2	Green Glass Alc > 500m	0.40
52	Other Plastic & Pouches	5.20

QTY 5¢:

QTY 10¢:

QTY 20¢:

Total:

Quantity:  + 12

Aluminum Steel

PET / HDPE Translucent PET (Alcohol)

Other Plastic & Pouches Cartons

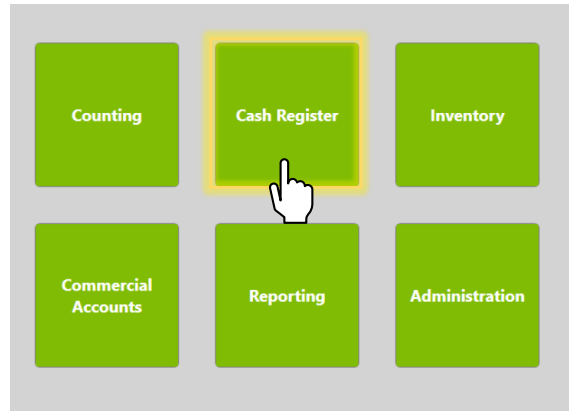
Non-Glass Glass Other

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.

Add/remove cash in the drawer, this is typically done at the beginning of the day.

Verify actual cash on hand versus expected cash and perform cash adjustments, typically at the end of the day.

Look up a paid transaction. Can be used to print any previous transaction.

Put a transaction on a pre-defined commercial account.

Pay customer.

Print receipt of the selected transaction.

Look at the daily paid transactions.

Select an unpaid transaction. If the button is orange, there is an unpaid transaction.

**Line Item Summary**

Qty	Description	Price

QTY 5¢:

QTY 10¢:

Other Amount:

Total:

Non-Refundable:

## Cash Register

Unpaid Transactions

Transaction #

Station

Type

Status

Cash Adjustment

Cash Balance

Daily Cash Transactions

Lookup Counting Transactions

Print Receipt

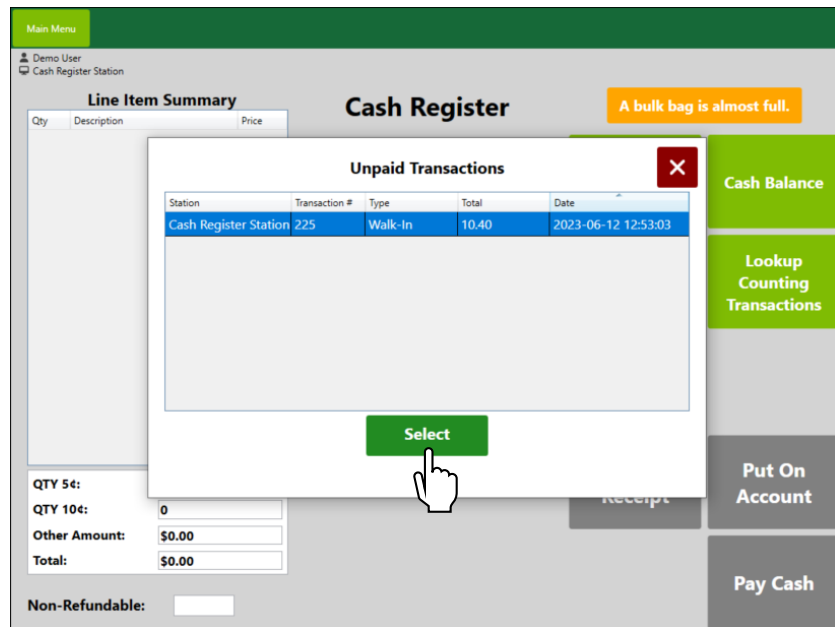
Put On Account

Pay Cash

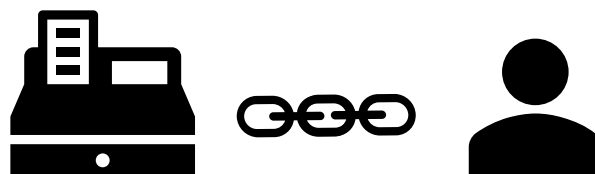
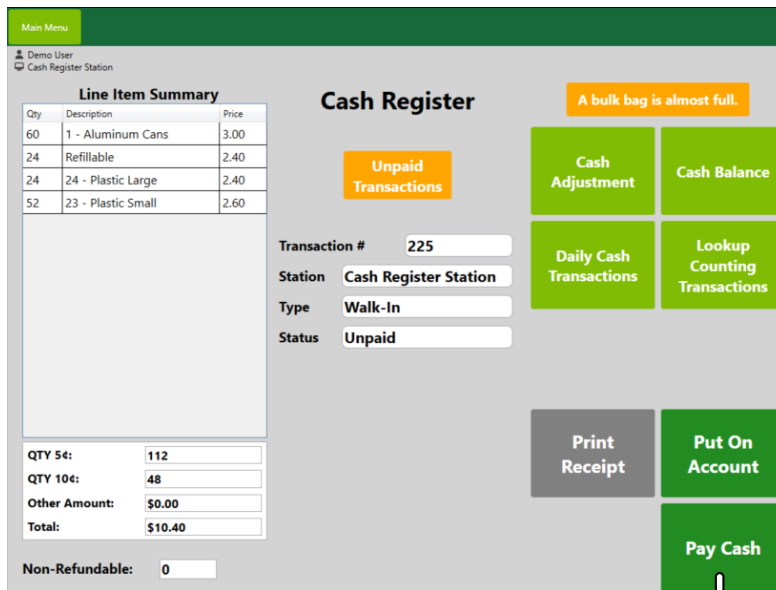


## Unpaid Transactions

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 navigation tabs: 'Main Menu', 'Walk-In', 'Pre-count Receiving', and 'Pre-count Processing'. Below this, the user is identified as 'Demo User' at a 'Cash Register Station' with 'Transaction #: 390'. The main area is divided into several sections:

- Line Item Summary:** A table with columns for Qty, Description, and Price. It is currently empty.
- Quantity:** A text input field followed by a green '+ 12' button. A mouse cursor is pointing at the 'Select Account' button above it.
- Material Selection:** A grid of buttons for different materials: Aluminum, Steel, PET / HDPE Translucent, PET (Alcohol), Other Plastic & Pouches, and Cartons.
- Other Options:** Three buttons labeled 'Non-Glass', 'Glass', and 'Other'.
- Summary:** Fields for 'QTY 54:', 'QTY 104:', 'QTY 204:', and 'Total: \$0.00'. A 'Non-Refundable: 0' field is also present.
- Keypad:** A numeric keypad with digits 0-9 and a backspace button.
- Submit:** A large green 'Submit' button at the bottom right.

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.

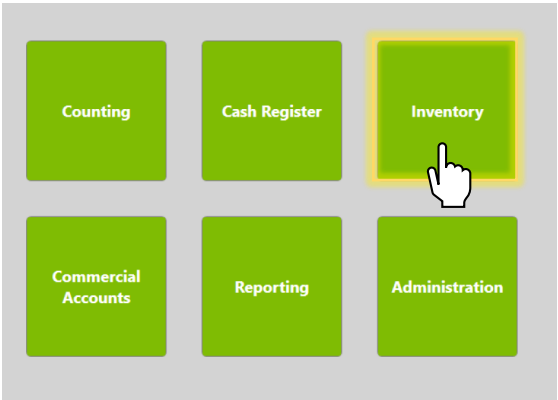
The screenshot shows the 'Cash Register' interface. At the top, there are navigation tabs: 'Main Menu' and 'Cash Register Station'. Below this, the user is identified as 'Demo User' at a 'Cash Register Station' with 'Transaction #: 225'. The main area is divided into several sections:

- Line Item Summary:** A table with columns for Qty, Description, and Price. It contains the following items:
 

Qty	Description	Price
60	1 - Aluminum Cans	3.00
24	Refillable	2.40
24	24 - Plastic Large	2.40
52	23 - Plastic Small	2.60
- Cash Register Summary:** Fields for 'Transaction # 225', 'Station Cash Register Station', 'Type Walk-In', and 'Status Unpaid'. A note says 'A bulk bag is almost full.'.
- Transaction Management:** Buttons for 'Unpaid Transactions', 'Cash Adjustment', 'Cash Balance', 'Daily Cash Transactions', and 'Lookup Counting Transactions'.
- Actions:** Buttons for 'Print Receipt', 'Put On Account' (highlighted with a mouse cursor), and 'Pay Cash'.
- Summary:** Fields for 'QTY 54: 112', 'QTY 104: 48', 'Other Amount: \$0.00', and 'Total: \$10.40'. A 'Non-Refundable: 0' field is also present.

# 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.

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.

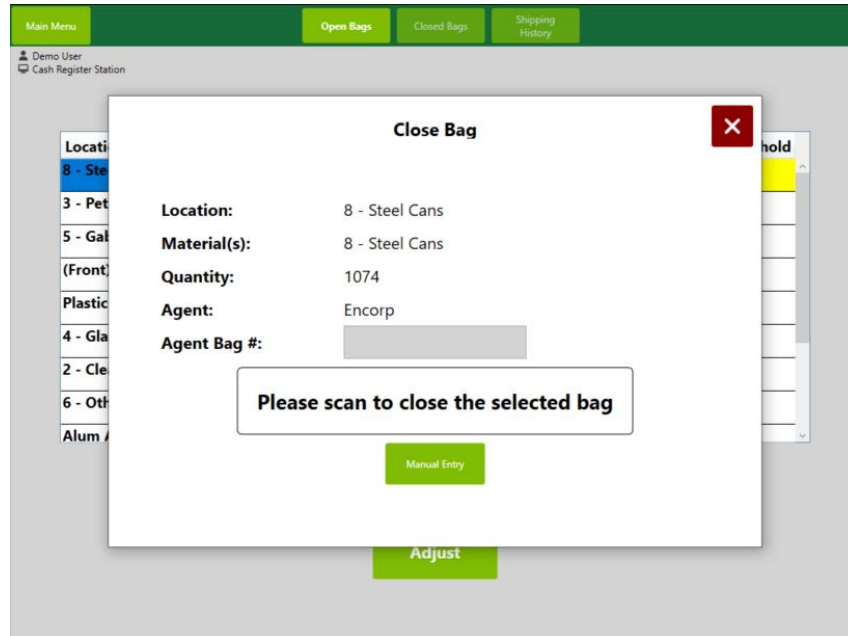
Adjust the quantity of the selected bag/tub.

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

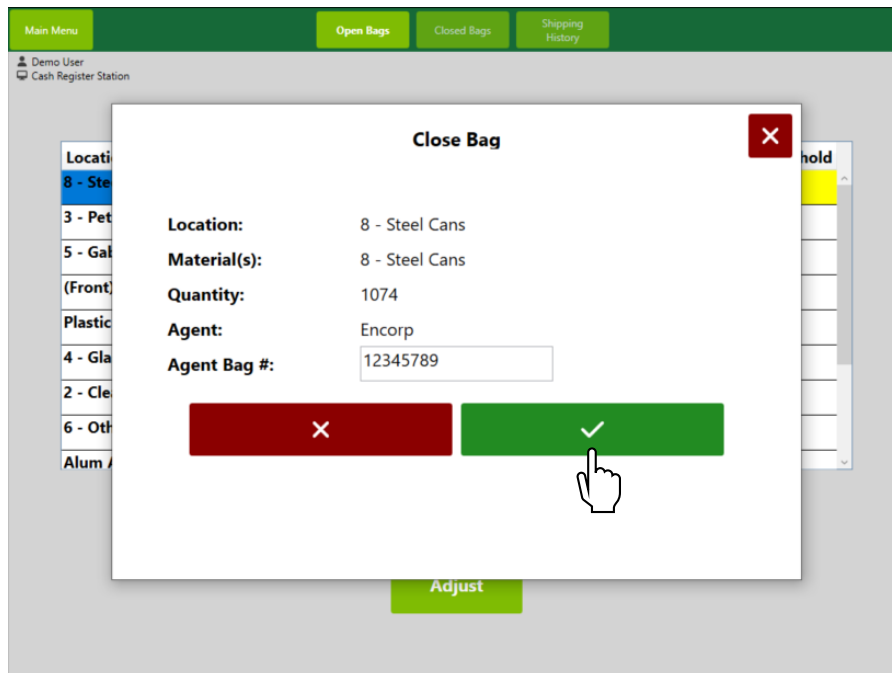
As you can see, “Bag Location 1” is approaching full and is highlighted in yellow to warn the user. This will also happen on the counting screen for the specific item when the bag/tub is nearly full.

## 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' filter box)
- 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 selection 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 navigation bar with 'Open Bags', 'Closed Bags', and 'Shipping History'. A filter box contains 'All Materials', 'Glass', and 'Non-Glass' options, with a list of materials: 1 - Aluminum Cans, 2 - Glass (clear), 3 - PET / HDPE (translucent), 4 - Glass (coloured), and 5 - Gable Top / Tetra. The table below shows the data for closed bags:

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"/>

At the bottom, there are buttons for 'Details', 'Adjust', 'Recall', 'Print Label', 'Print Manifest', and 'Ship'. Below these buttons are input fields for 'Units to be shipped' and 'Bags to be shipped', both currently set to 0.

## 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.

**Closed Bags** A bulk bag is almost full.

Agent: Encorp  
Enter or scan Agent Bag #

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"/>

Units to be shipped: 6  
Bags to be shipped: 12

## 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.

**Closed Bags** A bulk bag is almost full.

Agent: Encorp  
Enter or scan Agent Bag #

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"/>

Units to be shipped: 6071  
Bags to be shipped: 12

## 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):

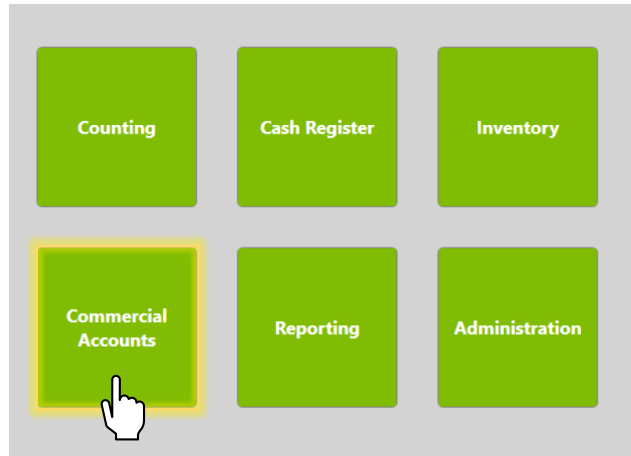
From:  To:

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

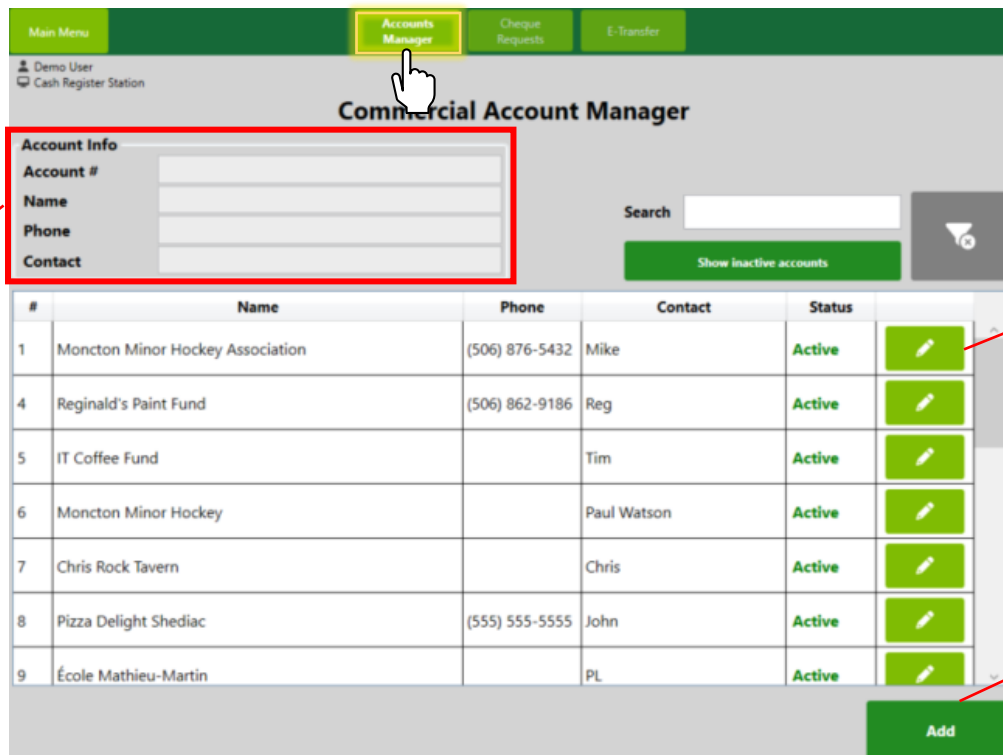
# COMMERCIAL ACCOUNTS

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.



**Account Info**

Account #  
Name  
Phone  
Contact

Search

Show inactive accounts

#	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	(555) 555-5555	John	Active	
9	École Mathieu-Martin		PL	Active	

Add

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

This is used to edit a selected account.

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



## Manage Account

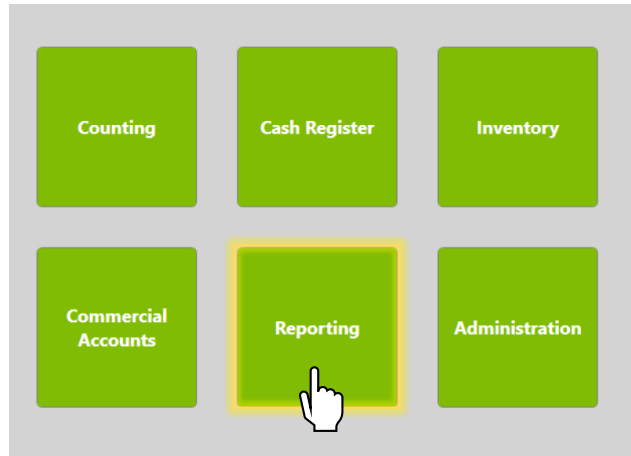
In the “Manage Account” button, you can pay the account, view transactions, make a cash adjustment, or add notes to an existing account.

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 bar, 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 2023-05-24 and another for 2022-11-14. Below the table, there is a green "Email Report" button. To the right of the button, the current balance is shown as "\$10.30" in a text input field. Below this, there is a section titled "Select Payment Method:" with three buttons: "Cash", "Cheque", and "E-Transfer". At the bottom right of the window, there is a green "Pay" button. The background shows a sidebar with a list of accounts, where account 6 is selected.

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

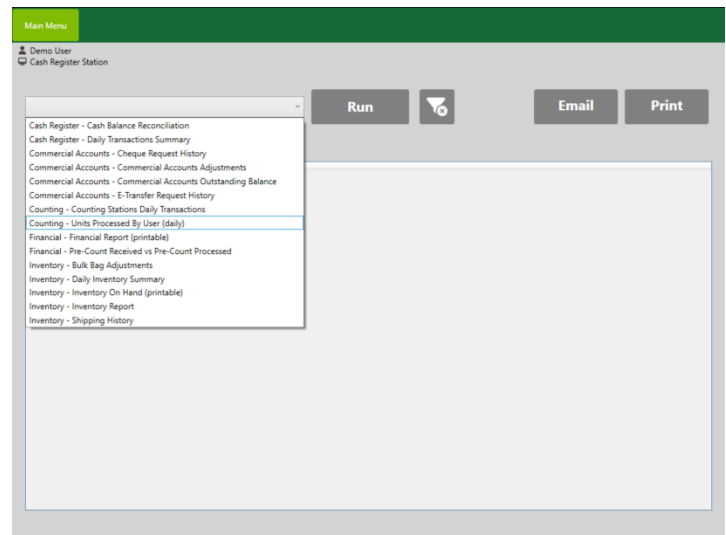
To view or send out reports, click the “Reporting” button.



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.

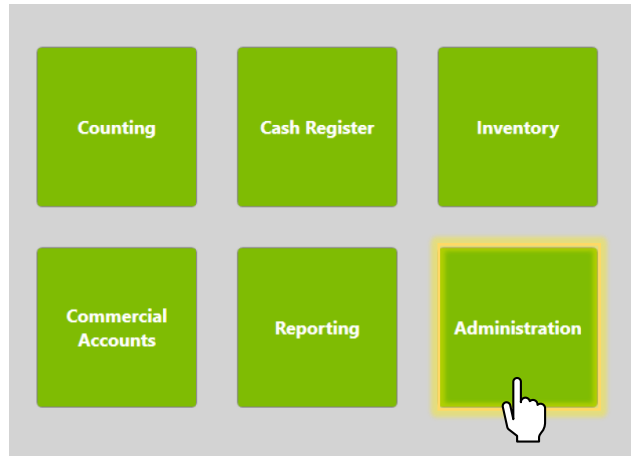
## The following reports:

- 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



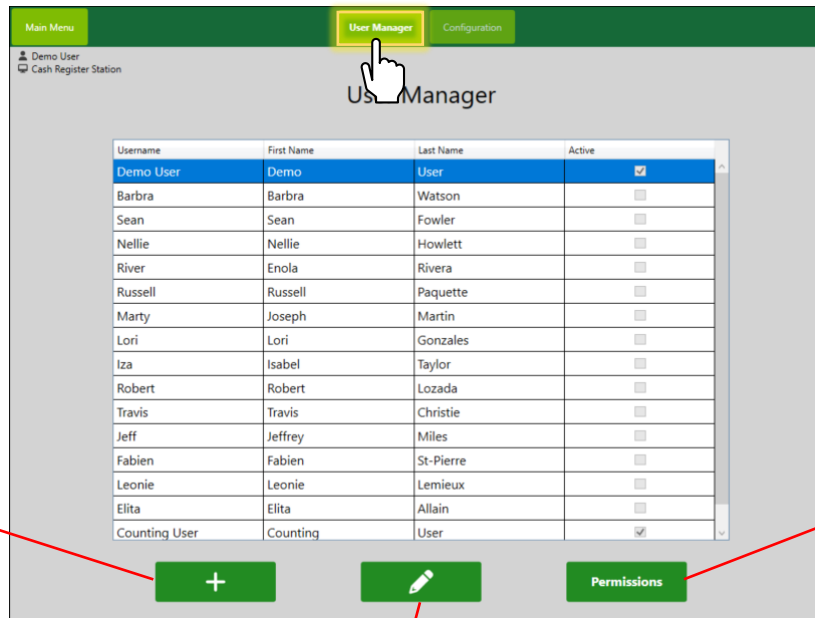
# ADMINISTRATION

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

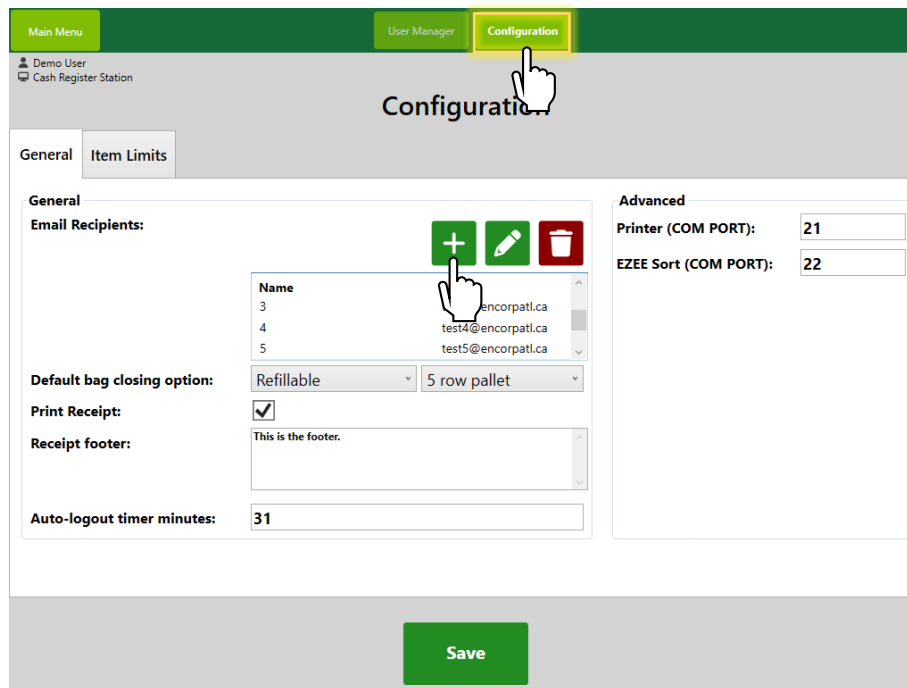
To view the restrictions on a particular user, click on “Permissions.” To allow or restrict the user, check or uncheck the desired feature, then click “Save” to register these changes.

## 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 'Configuration' menu item highlighted. The 'General' tab is selected, and the 'Email Recipients' section is active. A hand cursor is pointing to the '+' button to add a new recipient. The table below shows existing recipients:

Name	Email
3	encorpatl.ca
4	test4@encorpatl.ca
5	test5@encorpatl.ca

Other configuration options include:

- Default bag closing option: Refillable (dropdown), 5 row pallet (dropdown)
- Print Receipt:
- Receipt footer: This is the footer. (text area)
- Auto-logout timer minutes: 31 (input field)
- Advanced: Printer (COM PORT): 21 (input field), EZEE Sort (COM PORT): 22 (input field)

A 'Save' button is located at the bottom of the page.

# SAFE SHUTDOWN PROCEDURE, MAINTENANCE & TROUBLESHOOTING

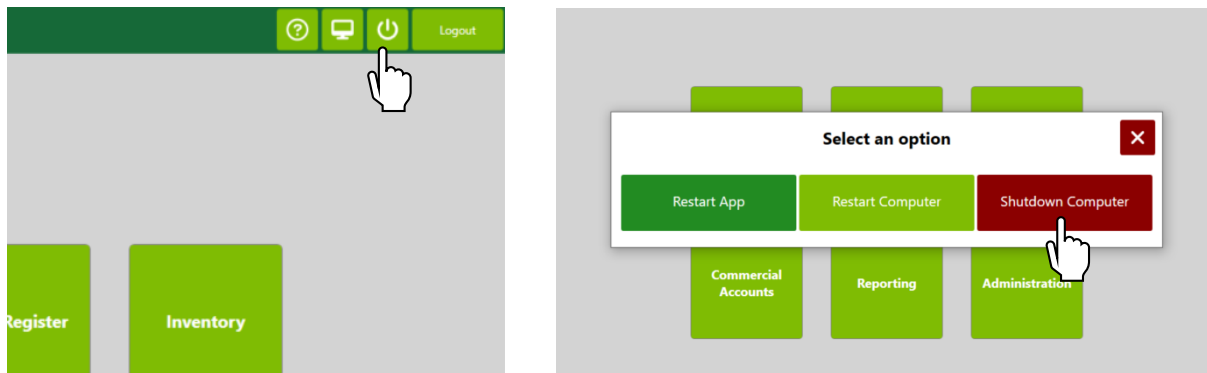
This section covers how to shut down the system during a power outage safely. It also goes over all the hardware maintenance procedures and some troubleshooting issues that could occur.

## Safe Shutdown Procedure

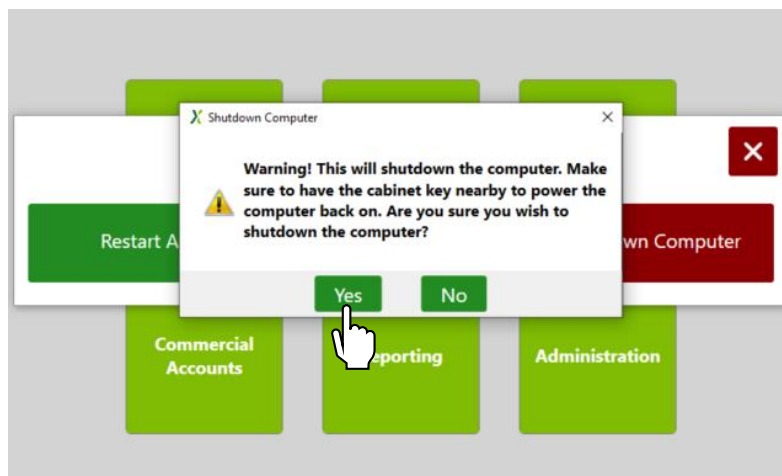
To safely shut down the entire system, follow these instructions to first shut down the computer and, secondly, shut down the power supply.

### 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.

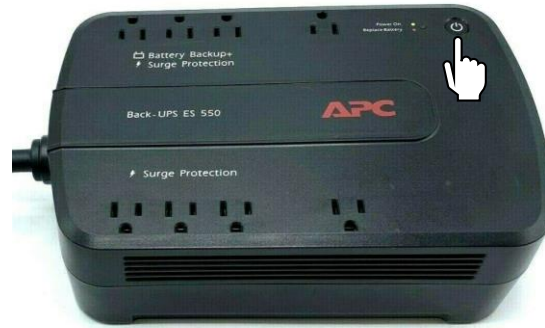


If you have multiple counting stations, you will need to do this to every counting station/computer. You will then need to shut off the power supply at each station.

## 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

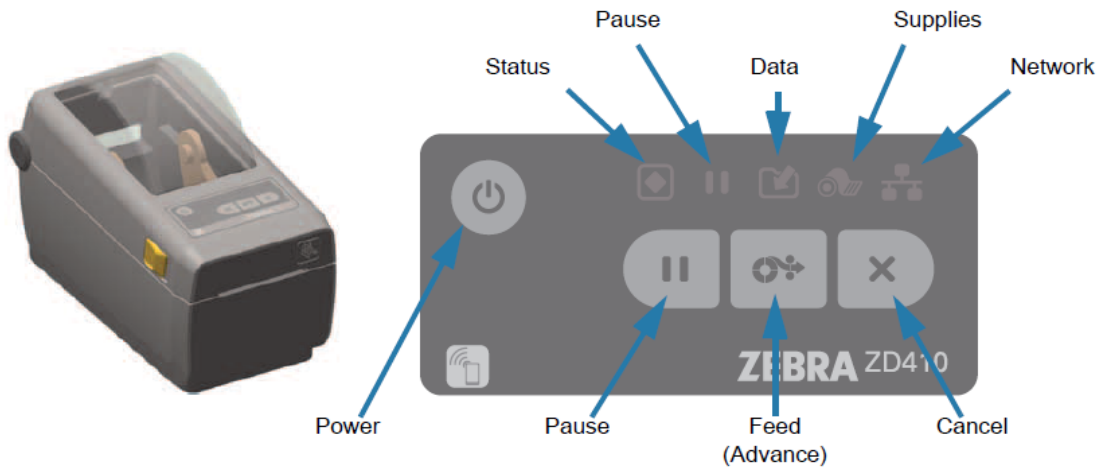
Let's first look at how to maintain the hardware included in the system.

### ELO Touchscreen

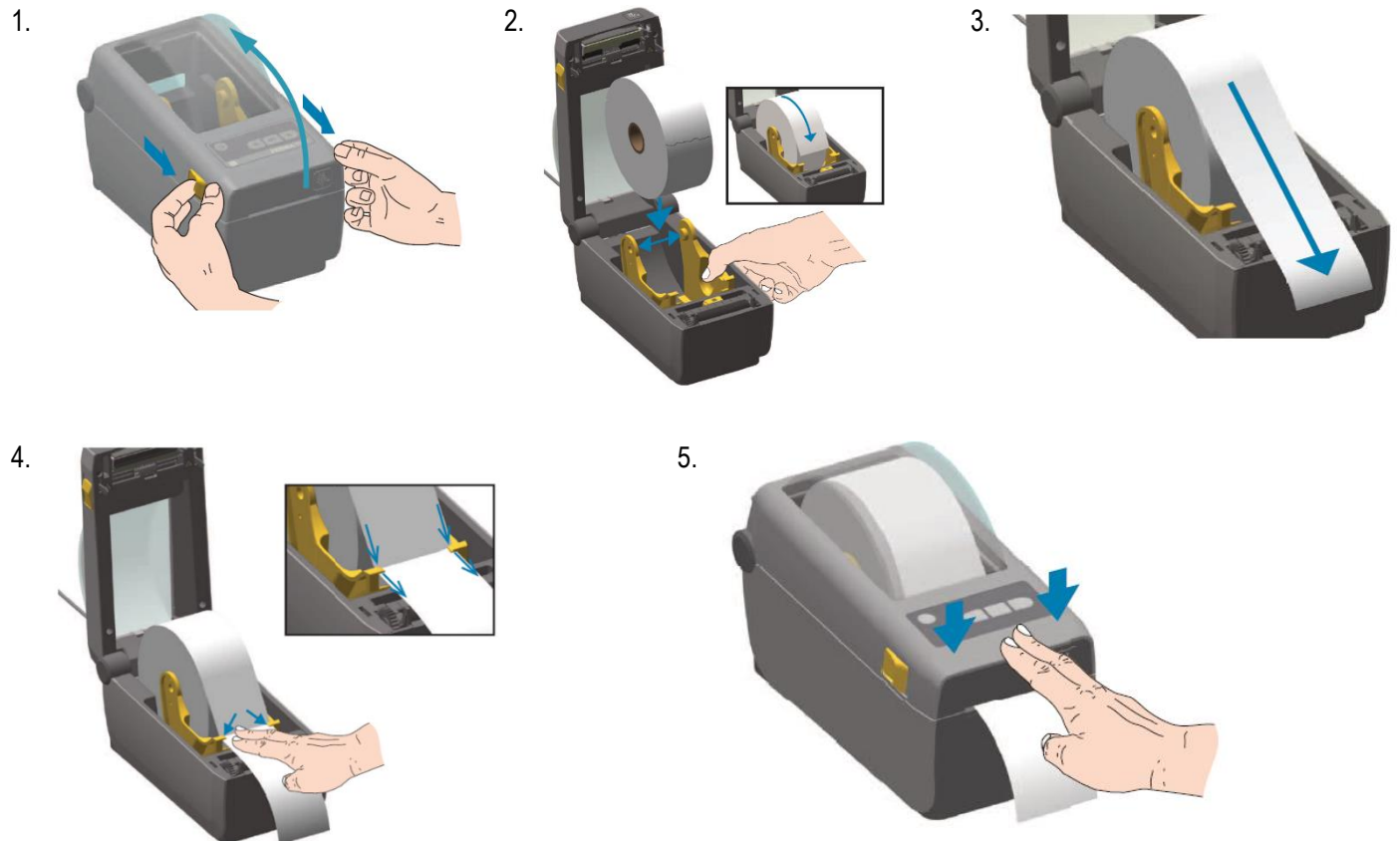
To clean the touchscreen, use a window or glass cleaner applied to a clean cloth or sponge. Never apply the cleaner directly to the touchscreen. Do not use alcohol (methyl, ethyl or isopropyl), thinner, benzene, or other abrasive cleaners.

## Shipping Label Printer

The features of the Zebra label printer are shown below.



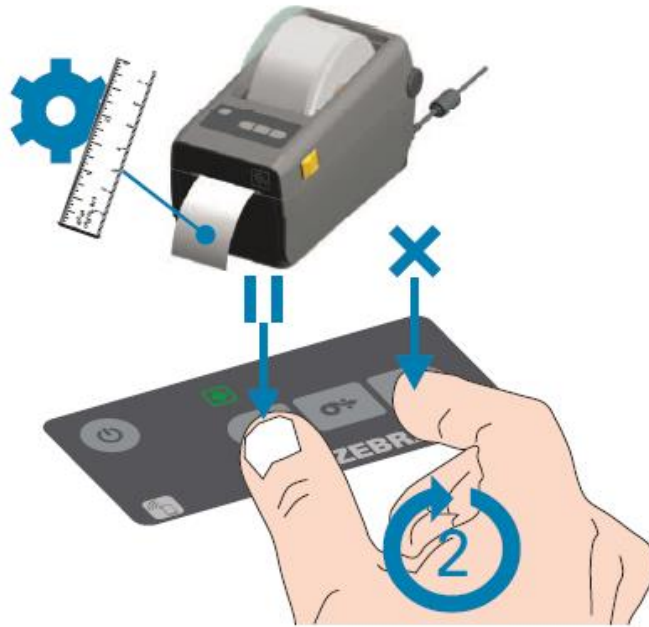
To refill the label printer with a paper roll, follow these steps.



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.



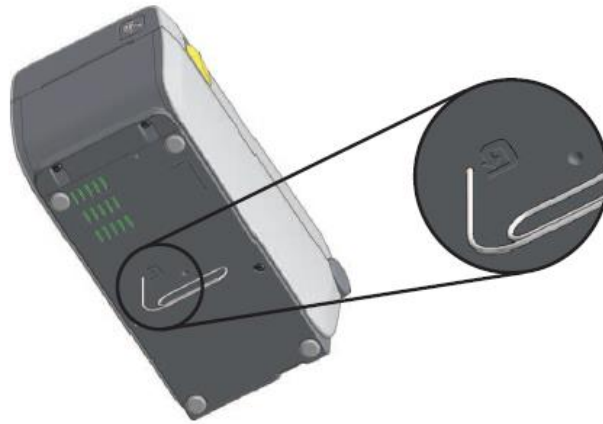
A factory reset can also be performed by pressing the Reset Button.

### 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.

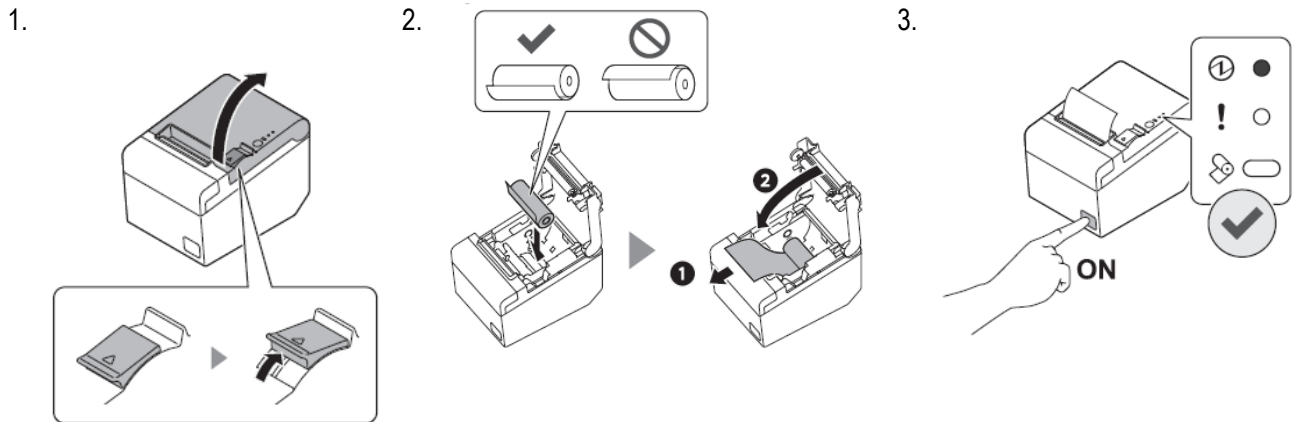
Pressing the button has the following results based on the length of the button press:

0-1 second	No action
1-5 seconds	<b>Printer reset</b> – Printer performs a factory reset and will automatically print a configuration label (and network label if present)
6-10 seconds	<b>Network reset</b> – 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	<b>Exits the factory defaults function</b> without resetting the printer or making changes



### Receipt Printer

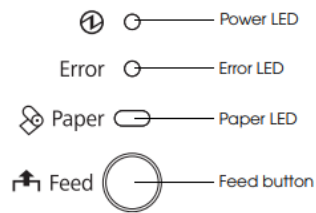
For the EPSON cash receipt printer, the printing paper will eventually need to be refilled. The following steps in the images below show how to do so.



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



### Control Panel



**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.

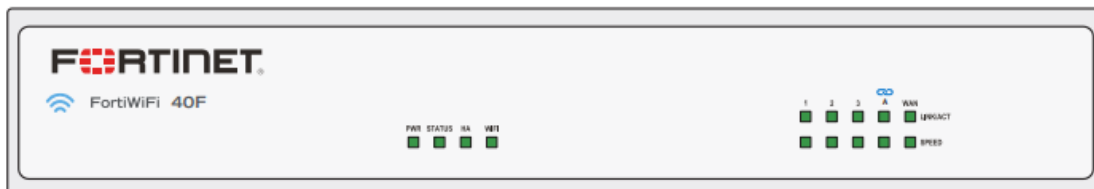
#### Feed button

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

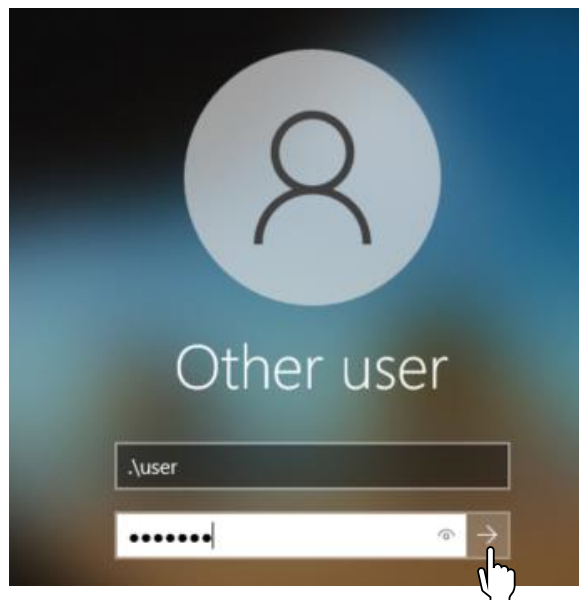
Here are a few common troubleshooting steps depending on the use case.

### 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)