

# USER GUIDE

## ENSYS CONNEX POINT-OF-SALE SYSTEM

JANUARY 2025



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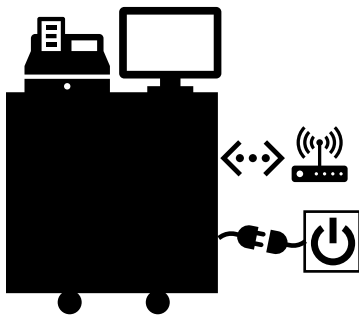
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# OVERVIEW

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.

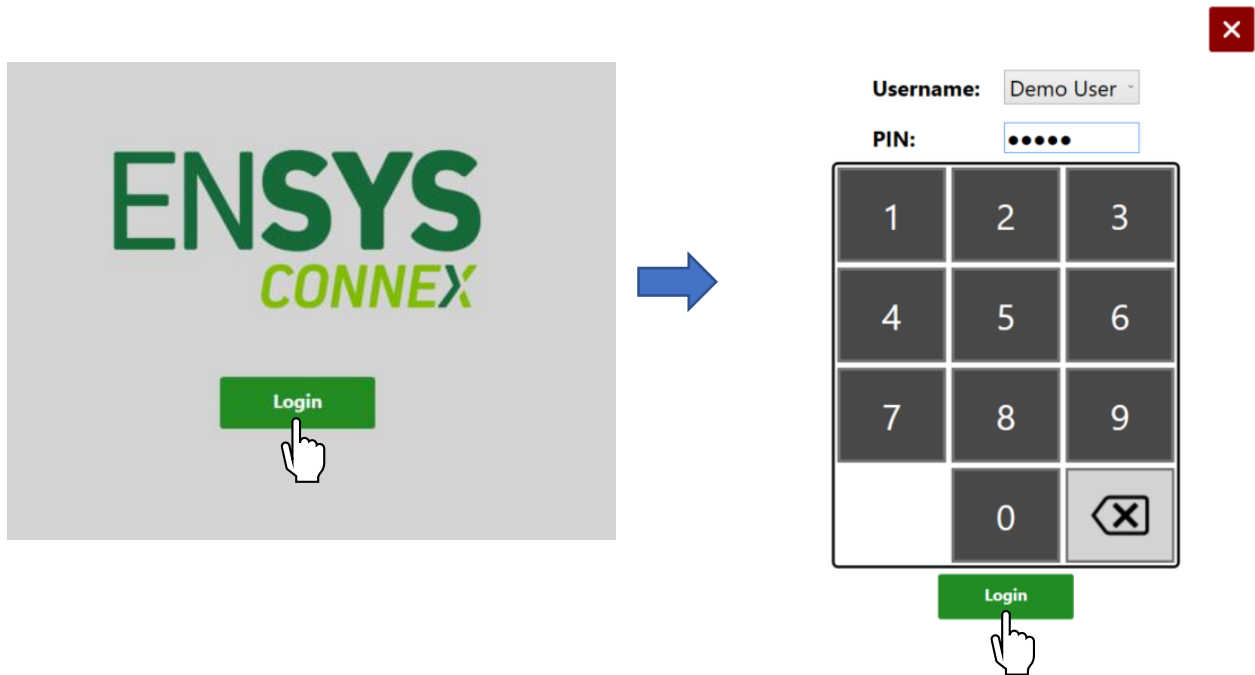
## Getting started

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.



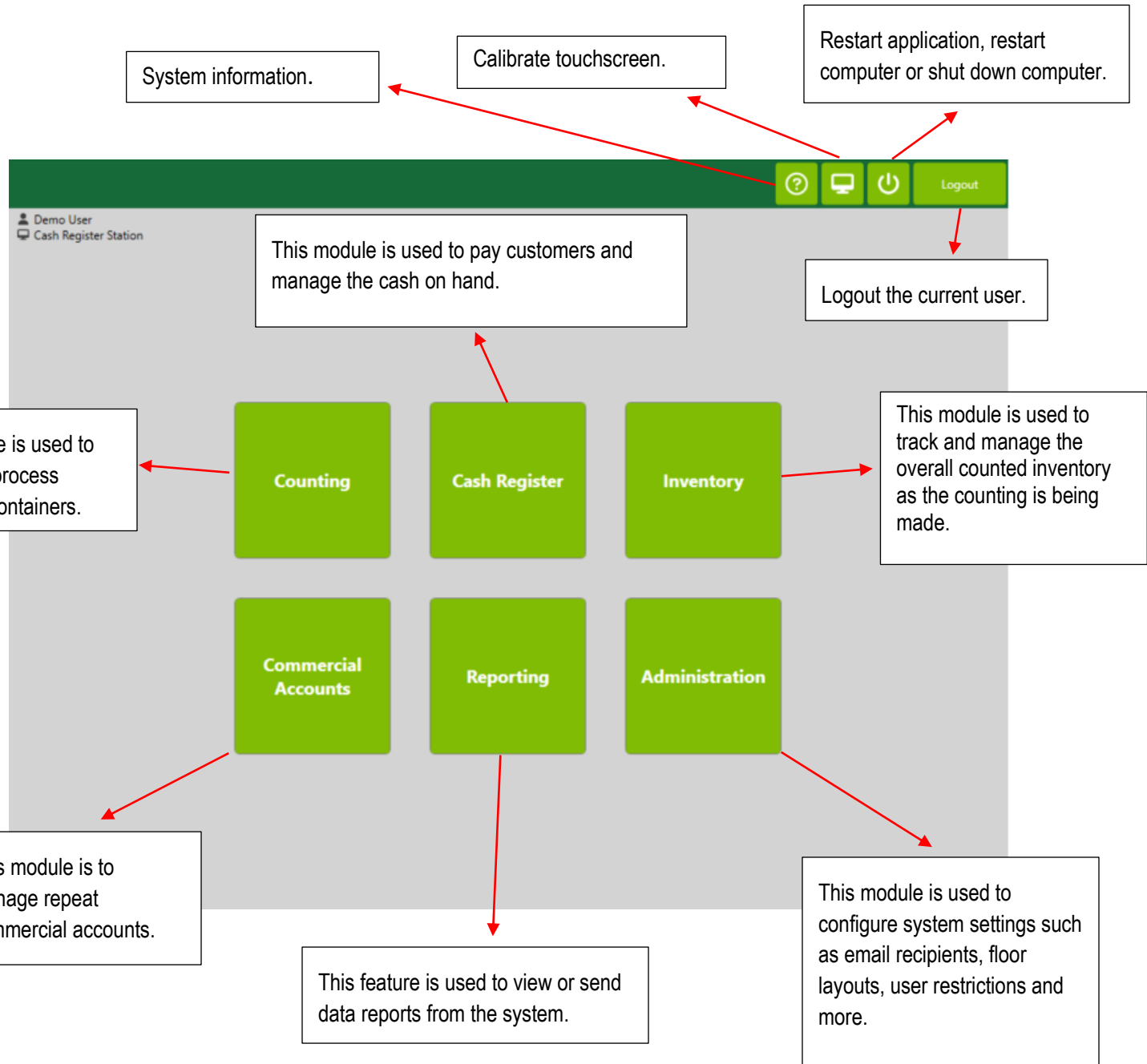
Connect the power cord to the outlet.  
Connect the ethernet cord to the network.

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.”



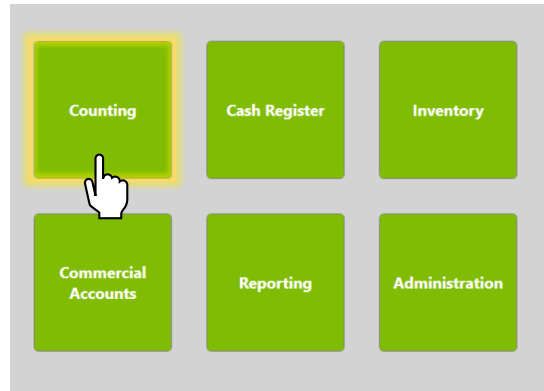
# System Features

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 in the top bar.
- Put a transaction onto an existing account.** Points to the 'Select Account' button.
- Filter through pages.** Points to the 'Non-Glass', 'Glass', and 'Other' filter buttons.
- Complete and submit a transaction.** Points to the 'Submit' button.

The interface includes a 'Line Item Summary' table, a 'Quantity' field with a '+ 12' button, a numeric keypad, and a 'Total' field showing '\$0.00'.

## 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	Aluminum	10.00
100	3 - PET / HDPE Transluc	10.00

QTY 10¢: 200  
QTY 20¢: 0  
Total: \$20.00  
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	9 - Aluminum	
100	3 - PET / HDPE Transluc	

QTY 5¢: 0  
QTY 10¢: 200  
QTY 20¢: 0  
Total: \$20.00  
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 input and then added to the overall total. When completed, hit the “Submit” and then “Confirm” buttons.

**Line Item Summary**

Qty	Description	Price
120	10 cents	12.00
10	20 cents	2.00

**QTY 10¢:** 120  
**QTY 20¢:** 10  
**Other Amount:** \$0.00  
**Total:** \$14.00

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.

**Line Item Summary**

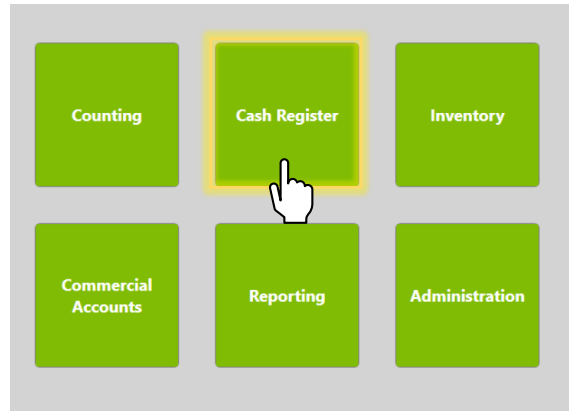
Qty	Description	Price
60	Aluminum	6.00
24	Refillable (Beer)	2.40
2	Green Glass Alc > 500ml	0.40
52	Other Plastic & Pouches	5.20

**QTY 10¢:** 136  
**QTY 20¢:** 2  
**Total:** \$14.00

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.

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

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

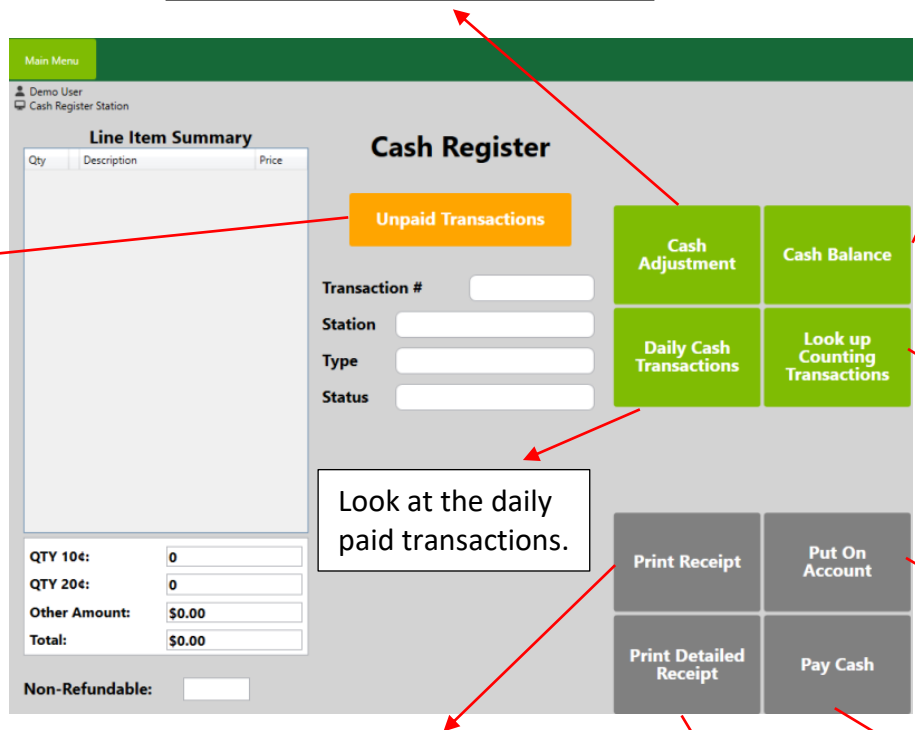
Look at the daily paid transactions.

Put a transaction on a pre-defined commercial account.

Print receipt of the selected transaction.

Print the receipt as entered by the user.

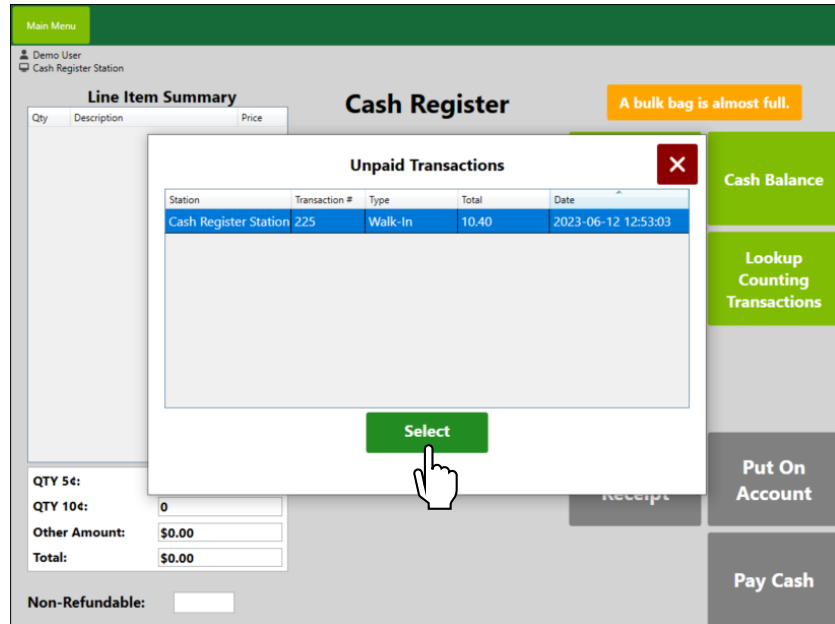
Pay customer.



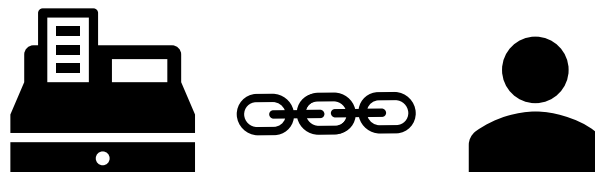
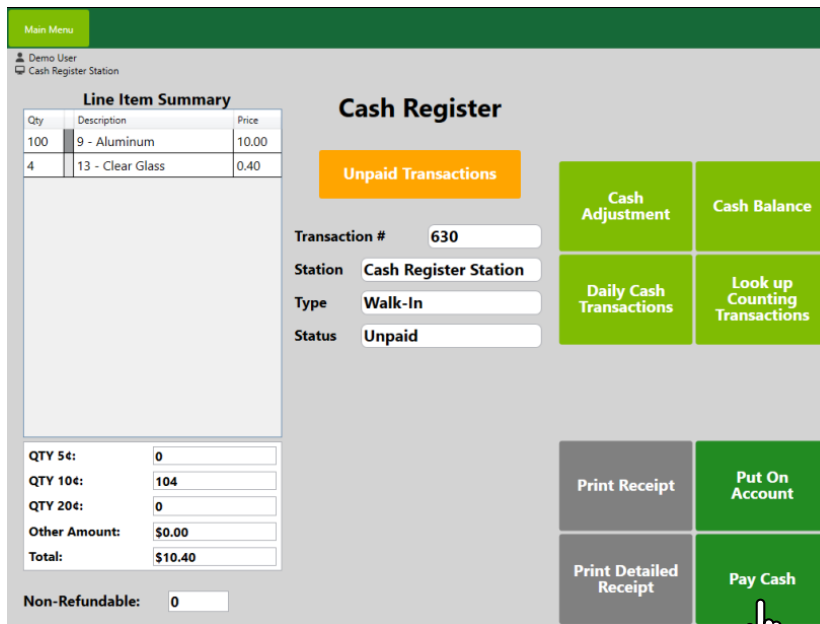


## Unpaid Transactions

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.

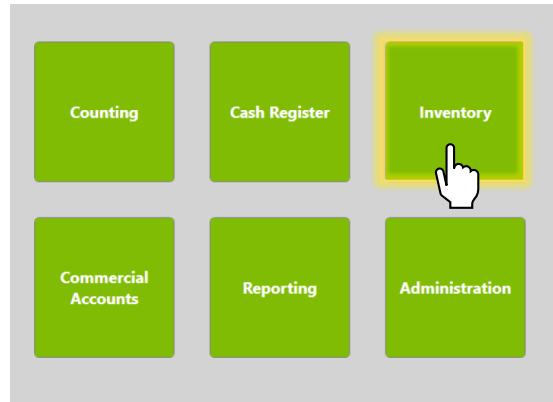
The screenshot shows the 'Counting' screen of a cash register. At the top, there are navigation tabs: 'Main Menu', 'Walk-In', 'Pre-count Receiving', and 'Pre-count Processing'. The user is logged in as 'Demo User' at the 'Cash Register Station' with 'Transaction #: 390'. On the left, there is a 'Line Item Summary' table with columns for Qty, Description, and Price. Below it are input fields for 'QTY 5¢', 'QTY 10¢', and 'QTY 20¢', all set to 0, and a 'Total' of \$0.00. A 'Non-Refundable' field is also set to 0. In the center, there is a 'Quantity:' field with a '+ 12' button next to it. A numeric keypad is visible below the quantity field. On the right, there are several account selection buttons: 'Aluminum', 'Steel', 'PET / HDPE Translucent', 'PET (Alcohol)', 'Other Plastic & Pouches', 'Cartons', 'Non-Glass', 'Glass', and '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' screen. At the top, there are navigation tabs: 'Main Menu', 'Walk-In', 'Pre-count Receiving', and 'Pre-count Processing'. The user is logged in as 'Demo User' at the 'Cash Register Station'. 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 'QTY 20¢', with values 0, 104, and 0 respectively, and an 'Other Amount' of \$0.00. The 'Total' is \$10.40. A 'Non-Refundable' field is set to 0. In the center, there is a 'Cash Register' section with an 'Unpaid Transactions' button. Below it are input fields for 'Transaction #' (631), 'Station' (Cash Register Station), 'Type' (Walk-In), and 'Status' (Unpaid). On the right, there are several buttons: 'Cash Adjustment', 'Cash Balance', 'Daily Cash Transactions', 'Look up Counting Transactions', 'Print Receipt', 'Put On Account', 'Print Detailed Receipt', and 'Pay Cash'. A hand cursor is pointing to the 'Put On Account' button.

# 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
Cartons	28 - Cartons	1010 / 1000
Other Plastics	11 - All Other Plastics / Pouches	1780 / 2000
PET / HDPE trans.	3 - PET / HDPE Translucent (Non-Alc)	510 / 910
PET (Alcohol)	10 - PET (Alc)	370 / 900
Steel	8 - Steel	133 / 650
Brown Glass	14 - Brown Glass, 18 - Brown Glass (Alc > 500ml)	70 / 1020
Aluminum (Table 1)	9 - Aluminum	100 / 1800
Green Glass	12 - Green Glass, 22 - Green Glass (Alc > 500ml)	20 / 650
Clear Glass	13 - Clear Glass, 20 - Clear Glass (Alc > 500ml)	20 / 1000
Refillable Beer Bottles	27 - Refillable Glass (Beer)	0 / -

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, “Cartons” and “Other Plastics” 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.

**Close Bag**

Location: Cartons

Material(s): 28 - Cartons

Quantity: 1010

Agent: Encorp

Agent Bag #:

Please scan to close the selected bag

Manual Entry

Location	Threshold
Cartons	1000
Other Plastic	2000
PET / HDPE	110
PET (Alcohol)	100
Steel	150
Brown Glass	120
Aluminum	800
Green Glass	10
Clear Glass	100
Refillable E	

Details Adjust Close

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.

**Close Bag**

Location: Cartons

Material(s): 28 - Cartons

Quantity: 1010

Agent: Encorp

Agent Bag #: 123456789

X ✓

Details Adjust Close

## Closed Bags

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

Clear applied filters.

This is to filter bags/tub(s) by agent.

This is to select all the closed bags/tubs.

This box is used to help filter through the sorts.

This is used to view all the item transactions of a specific bag/tub.

This is to adjust the unit balance of a specific bag/tub.

This is to recall and reopen a bag/tub that has been mistakenly closed.

This is to reprint a shipping label for a specific bag/tub.

This prints a list of all the selected bags/tubs to be shipped.

After scanning the barcode on the receipt given by the driver, any scanning errors will be displayed here.

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.

The screenshot shows the 'Closed Bags' interface. At the top, there are tabs for 'Open Bags', 'Closed Bags', and 'Shipping History'. Below the tabs, there are filter buttons for 'All Materials', 'Glass', 'Non-Glass', and 'Refillable'. A list of materials is shown with checkboxes: '1 - Aluminum Cans', '2 - Glass (Clear)', '3 - PET / HDPE Translucent (Non-Alc)', '5 - Gable Top / Tetra', and '6 - Other Plastics / Pouches / HDPE (Pigmented)'. There are 'Select All' and 'Deselect All' buttons. An 'Agent' dropdown menu is set to 'Encorp'. A 'Bulk Bag: Sync OK' button is present. A table lists bags with columns: 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', 'Scan Errors', and 'Ship'. Summary statistics at the bottom show 'Total bags 18', 'Bags remaining in depot 18', 'Units to be shipped 0', and 'Bags to be shipped 0'.

Agent Bag #	Date Closed	Material	Total Units	To Be Shipped
231	2024-12-13 14:57:20	9 - Aluminum	0	<input type="checkbox"/>
123	2024-12-13 14:56:40	9 - Aluminum	1102	<input type="checkbox"/>
12323123	2022-05-04 08:40:47	15 - Aluminum Small, 16 - Aluminum Large	714	<input type="checkbox"/>
1234	2022-05-04 08:40:40	15 - Aluminum Small, 16 - Aluminum Large	1	<input type="checkbox"/>
12345678	2022-03-07 11:58:16	8 - Steel Cans	2	<input type="checkbox"/>
1234567	2022-03-07 11:57:55	8 - Steel Cans	2	<input type="checkbox"/>
123456789	2022-03-07 11:55:53	8 - Steel Cans	6	<input type="checkbox"/>
231567	2022-03-07 11:50:58	8 - Steel Cans	2	<input type="checkbox"/>
21345678	2022-03-07 11:50:19	8 - Steel Cans	2	<input type="checkbox"/>
12345678	2022-03-07 11:49:05	8 - Steel Cans	115	<input type="checkbox"/>
654568	2021-11-26 08:36:00	17 - Glass Small (Brown), 18 - Glass Large (Brown)	5	<input type="checkbox"/>

## Shipping

To ship bags/tubs, scan the slip that was provided by the driver, the appropriate bag(s)/tub(s) will automatically be scanned. When you are ready to ship, click “Ship” and confirm.

The screenshot shows the shipping interface with a table of bags and a 'Ship' button being clicked. The table has the following data:

Agent Bag #	Date Closed	Material	Total Units	To Be Shipped
12345	2024-10-07 10:50:01	3 - PET / HDPE Translucent (Non-Alc)	97969	<input checked="" type="checkbox"/>
12345	2024-09-06 10:19:54	9 - Aluminum	75	<input checked="" type="checkbox"/>
12345	2024-08-28 13:48:40	3 - PET / HDPE Translucent (Non-Alc)	75	<input checked="" type="checkbox"/>
12345+	2024-08-28 10:30:38	13 - Clear Glass, 20 - Clear Glass (Alc > 500ml)	163	<input type="checkbox"/>
04700679	2024-08-22 14:55:12	9 - Aluminum	100	<input type="checkbox"/>
04700679	2024-08-22 14:54:12	28 - Cartons	999	<input type="checkbox"/>
12345	2024-08-21 11:14:44	3 - PET / HDPE Translucent (Non-Alc)	418	<input checked="" type="checkbox"/>
12345	2024-08-21 10:44:21	28 - Cartons	87	<input checked="" type="checkbox"/>
12345	2024-08-21 10:30:01	11 - All Other Plastics / Pouches	319	<input checked="" type="checkbox"/>
777	2024-08-02 15:00:22	12 - Green Glass, 22 - Green Glass (Alc > 500ml)	2	<input type="checkbox"/>
777	2024-08-02 14:59:57	3 - PET / HDPE Translucent (Non-Alc)	185	<input type="checkbox"/>

At the bottom of the interface, the 'Ship' button is highlighted with a mouse cursor. The status bar shows: Total bags 13, Bags remaining in depot 7, Units to be shipped (input field), and Bags to be shipped (input field).

## 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 interface with the 'Print Manifest' button highlighted by a mouse cursor. The table of bags is identical to the previous screenshot. The status bar at the bottom shows: Total bags 13, Bags remaining in depot 7, Units to be shipped 98943, and Bags to be shipped 6.

# 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**

Search

Agent:  Material(s):  Agent Bag #:

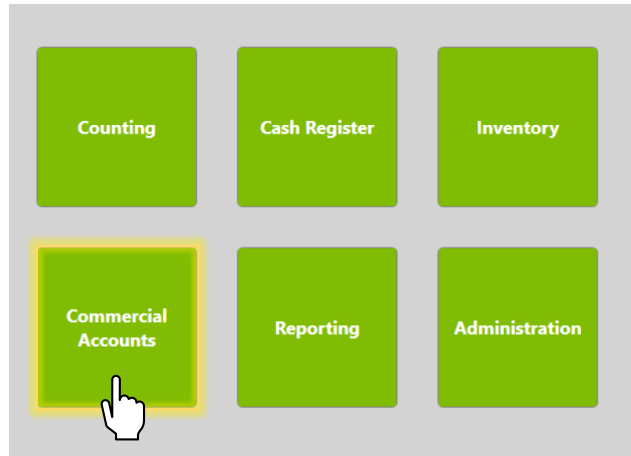
From:  To:

**Search**

Date Shipped	Agent	Agent Bag #	Material(s)	Total Units	Details
2024-10-15 15:53:20	Encorp	12345678	11 - All other plastics / Pouches	466	Details
2024-06-26 11:31:43	Encorp	123456789	3 - PET / HDPE (Translucent)	1010	Details
2024-06-26 11:31:43	Encorp	789456123	3 - PET / HDPE (Translucent)	827	Details
2024-06-26 11:31:43	Encorp	test	3 - PET / HDPE (Translucent)	3024	Details
2024-06-26 11:31:43	Encorp	2022-12-20	3 - PET / HDPE (Translucent)	0	Details
2024-06-26 11:31:43	Encorp	76876	3 - PET / HDPE (Translucent)	2234	Details
2024-06-26 11:31:43	Encorp	2023-06-30	3 - PET / HDPE (Translucent)	110	Details
2024-06-26 11:31:43	Encorp	2023-11-21	3 - PET / HDPE (Translucent)	784	Details
2024-06-26 11:31:43	Encorp	11111111	3 - PET / HDPE (Translucent)	1057	Details
2024-06-24 13:43:33	Encorp	111111	8 - Steel	187	Details
2024-06-24 13:38:48	Encorp	000000000000	11 - All other plastics / Pouches	190	Details
2024-04-30 15:43:15	Encorp	Alume	1 - Aluminum Cans	2445	Details
2024-04-30 15:43:00	Encorp	gggggg	8 - Steel Cans	10	Details
2024-04-30 15:06:46	Encorp	dsadsada	8 - Steel Cans	1013	Details
2024-04-30 14:54:09	Encorp	rg	8 - Steel Cans	999	Details

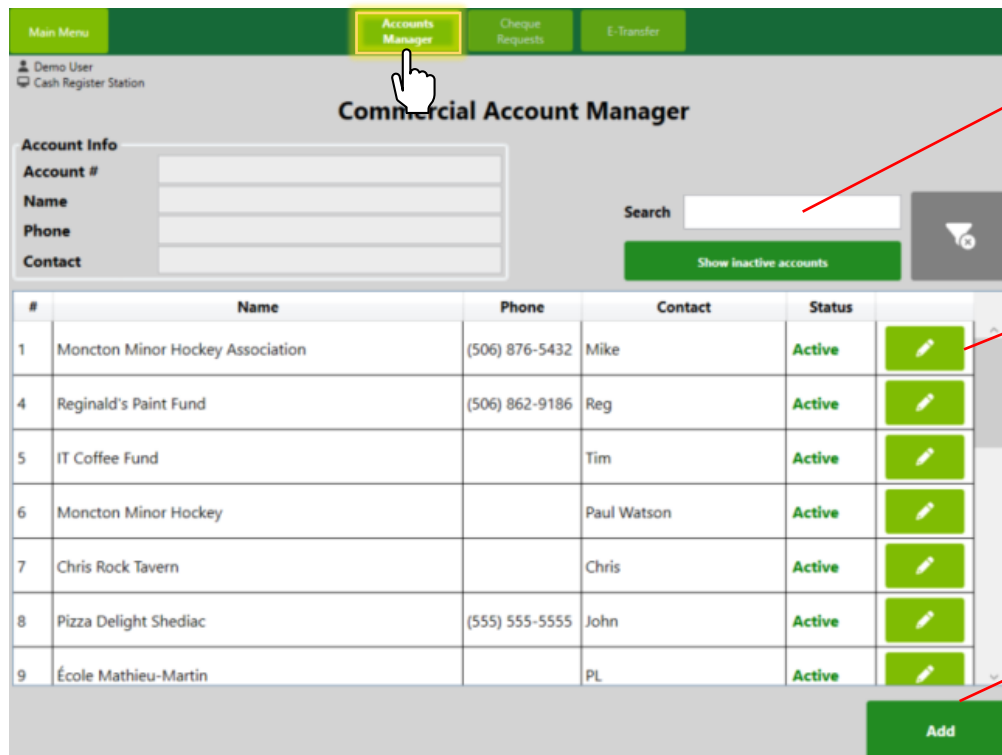
# COMMERCIAL ACCOUNTS

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**

Account Info

Account #

Name

Phone

Contact

Search

Show inactive accounts

#	Name	Phone	Contact	Status	
1	Moncton Minor Hockey Association	(506) 876-5432	Mike	Active	<input type="button" value="Edit"/>
4	Reginald's Paint Fund	(506) 862-9186	Reg	Active	<input type="button" value="Edit"/>
5	IT Coffee Fund		Tim	Active	<input type="button" value="Edit"/>
6	Moncton Minor Hockey		Paul Watson	Active	<input type="button" value="Edit"/>
7	Chris Rock Tavern		Chris	Active	<input type="button" value="Edit"/>
8	Pizza Delight Shediac	(555) 555-5555	John	Active	<input type="button" value="Edit"/>
9	École Mathieu-Martin		PL	Active	<input type="button" value="Edit"/>

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.

### Moncton Minor Hockey Association

Account Transactions | Account Adjustment | Account Details | Account Notes

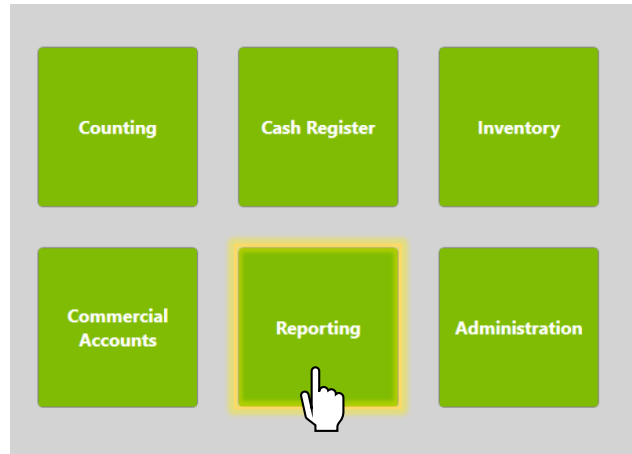
Transaction #	Operation	Type	Amount	Running Balance	Date	
164	Credit	Counting Transaction	0.20	0.20	2024-08-20 11:41:35	
157	Debit	Cash	-10.50	0.00	2024-08-07 10:06:42	
156	Credit	Counting Transaction	5.50	10.50	2024-08-07 10:06:21	
155	Credit	Counting Transaction	5.00	5.00	2024-08-07 10:06:00	
154	Debit	Cash	-21.70	0.00	2024-08-02 15:36:44	
153	Credit	Counting Transaction	5.50	21.70	2024-08-02 15:34:09	
152	Credit	Counting Transaction	5.00	16.20	2024-08-02 15:29:59	

**Balance:** \$0.20

**Select Payment Method:**

# REPORTING

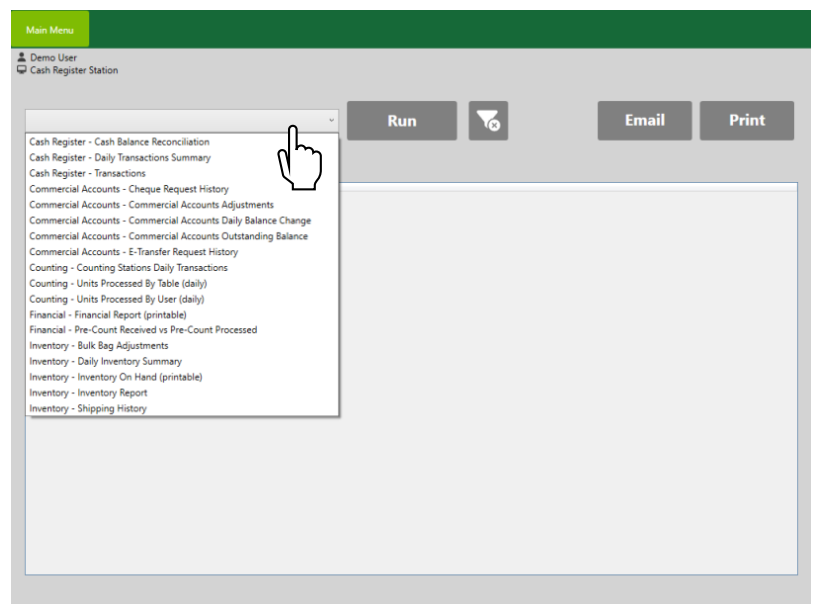
To view or send out reports, click the “Reporting” button.



A user can view or print various types of reports, which are listed below. Once a report is chosen, press “Run” and an email report can be sent in an Excel format to an existing email address.

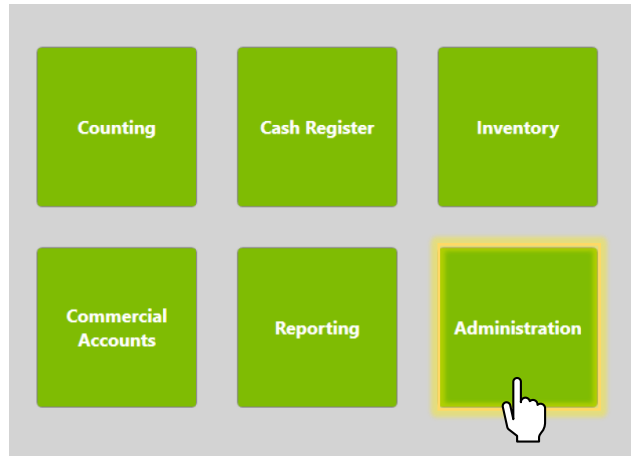
## The following reports:

- 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 Table (daily)
- 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



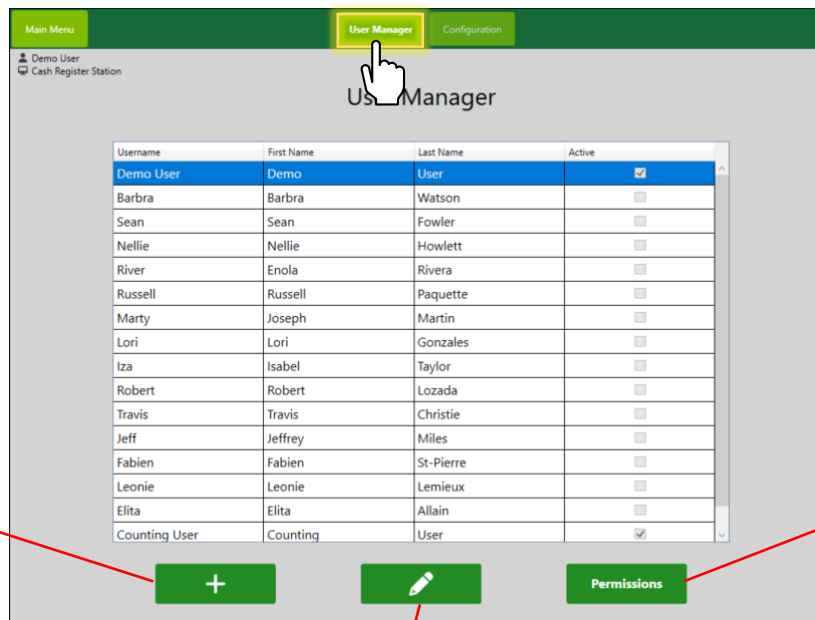
# ADMINISTRATION

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



## User Manager

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



Username	First Name	Last Name	Active
Demo User	Demo	User	<input checked="" type="checkbox"/>
Barbra	Barbra	Watson	<input type="checkbox"/>
Sean	Sean	Fowler	<input type="checkbox"/>
Nellie	Nellie	Howlett	<input type="checkbox"/>
River	Enola	Rivera	<input type="checkbox"/>
Russell	Russell	Paquette	<input type="checkbox"/>
Marty	Joseph	Martin	<input type="checkbox"/>
Lori	Lori	Gonzales	<input type="checkbox"/>
Iza	Isabel	Taylor	<input type="checkbox"/>
Robert	Robert	Lozada	<input type="checkbox"/>
Travis	Travis	Christie	<input type="checkbox"/>
Jeff	Jeffrey	Miles	<input type="checkbox"/>
Fabien	Fabien	St-Pierre	<input type="checkbox"/>
Leonie	Leonie	Lemieux	<input type="checkbox"/>
Elita	Elita	Allain	<input type="checkbox"/>
Counting User	Counting	User	<input checked="" type="checkbox"/>

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 elements:

- Navigation:** 'Main Menu', 'User Manager', and 'Configuration' (highlighted).
- User Info:** Demo User, Cash Register.
- Section:** Configuration.
- Tabs:** General, Item Limits.
- General Section:**
  - Email Recipients:** A table with columns 'Name' and 'Email'. One entry: Patrick, patrick.surette@encorpati.ca. A green '+' button is highlighted with a hand cursor.
  - Default bag closing option:** 27 - Refillable Glass (Beer), 5 row pallet.
  - Print Receipt:** Prompt.
  - Receipt footer:** This is the footer of a receipt.
  - Auto-logout timer minutes:** 15.
- Buttons:** A green 'Save' button at the bottom.

# SAFE SHUTDOWN PROCEDURE, MAINTENANCE & TROUBLESHOOTING

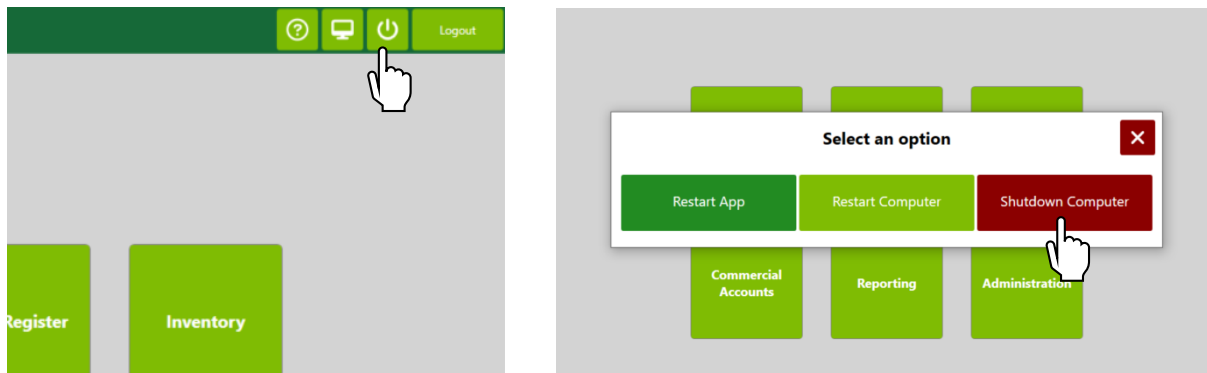
This section covers how to shut down the system during a power outage safely. It also goes over all the hardware maintenance procedures and some troubleshooting issues that could occur.

## 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.

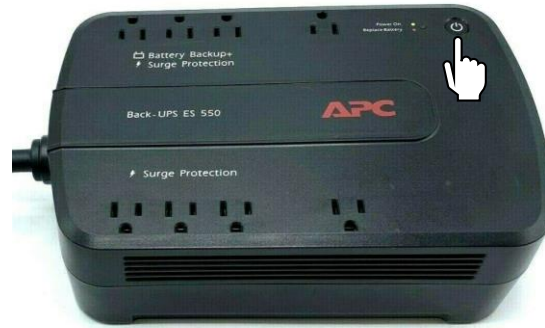


If you have multiple counting stations, you will need to do this to every counting station/computer. You will then need to shut off the power supply at each station.

## 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

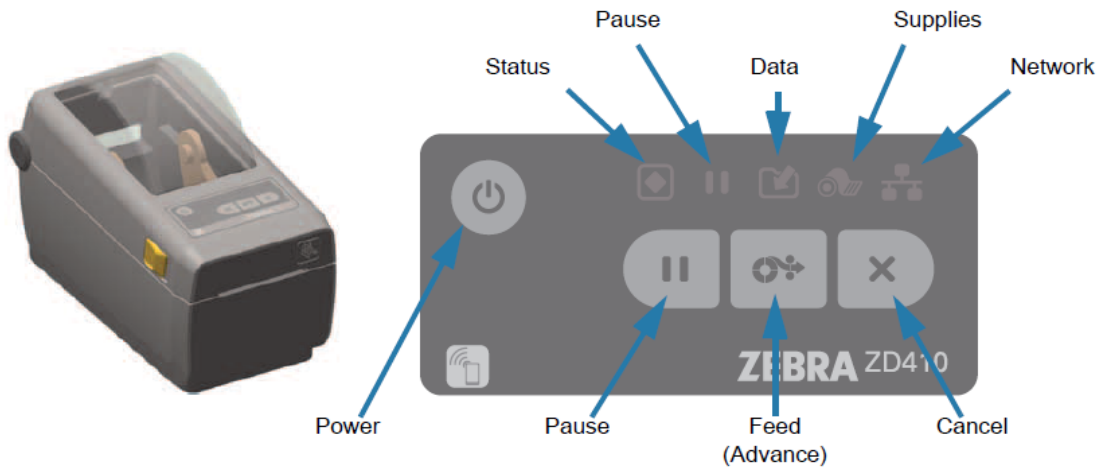
Let's first look at how to maintain the hardware included in the system.

### ELO Touchscreen

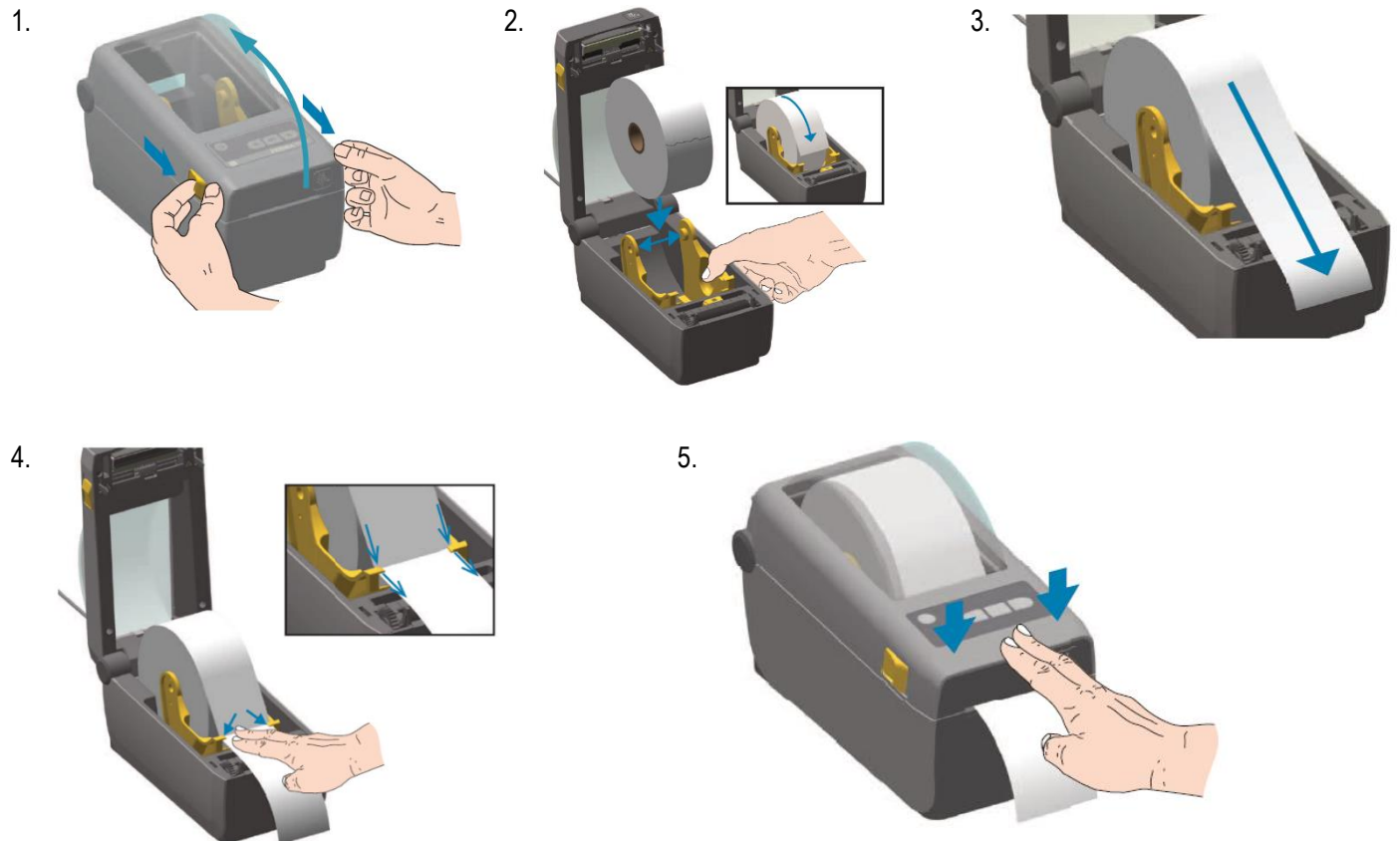
To clean the touchscreen, use a window or glass cleaner applied to a clean cloth or sponge. Never apply the cleaner directly to the touchscreen. Do not use alcohol (methyl, ethyl or isopropyl), thinner, benzene, or other abrasive cleaners.

## Shipping Label Printer

The features of the Zebra label printer are shown below.



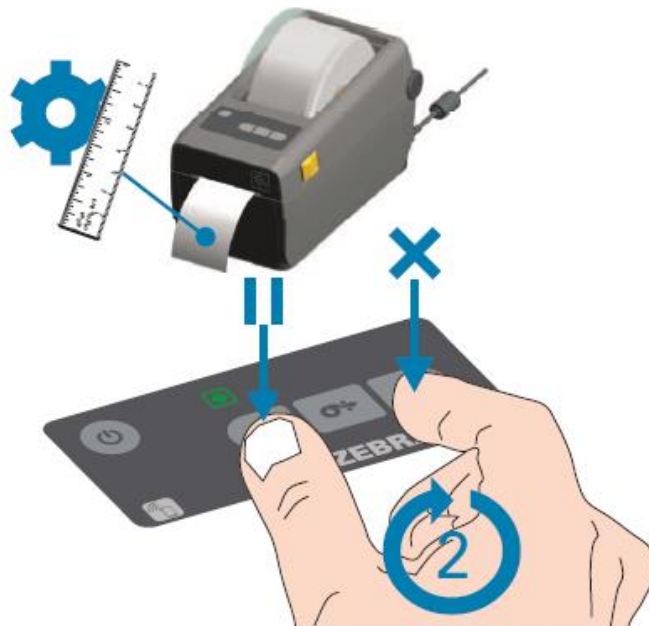
To refill the label printer with a paper roll, follow these steps.



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.



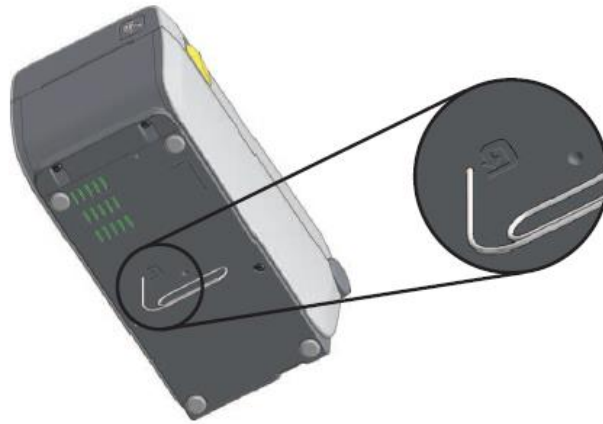
A factory reset can also be performed by pressing the Reset Button.

### 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.

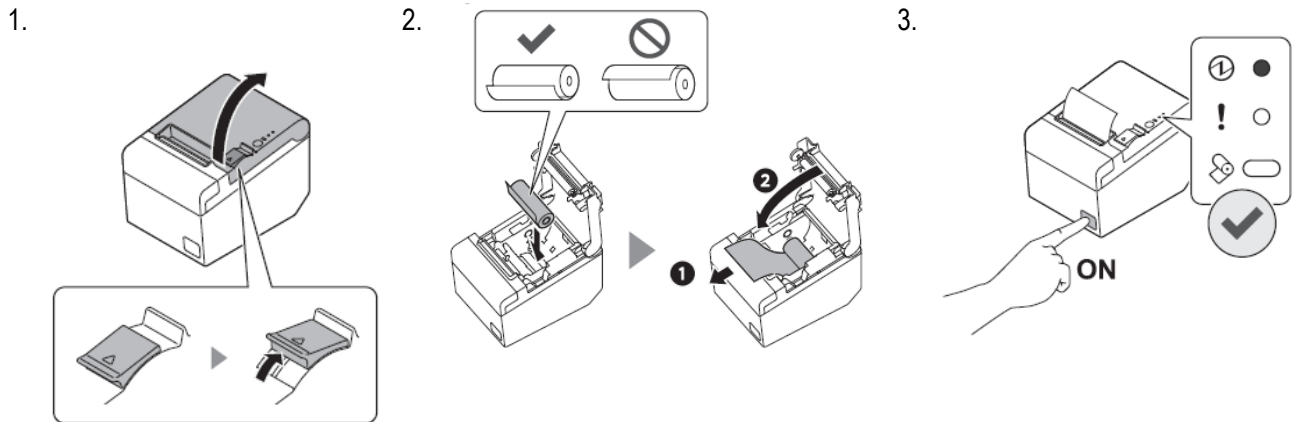
Pressing the button has the following results based on the length of the button press:

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

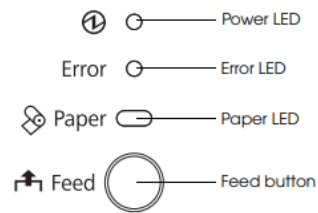
For the EPSON cash receipt printer, the printing paper will eventually need to be refilled. The following steps in the images below show how to do so.



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.

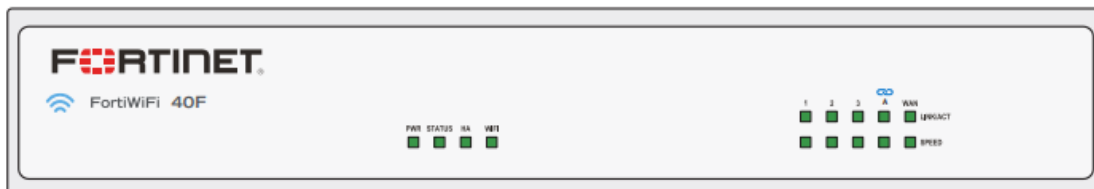
#### Feed button

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

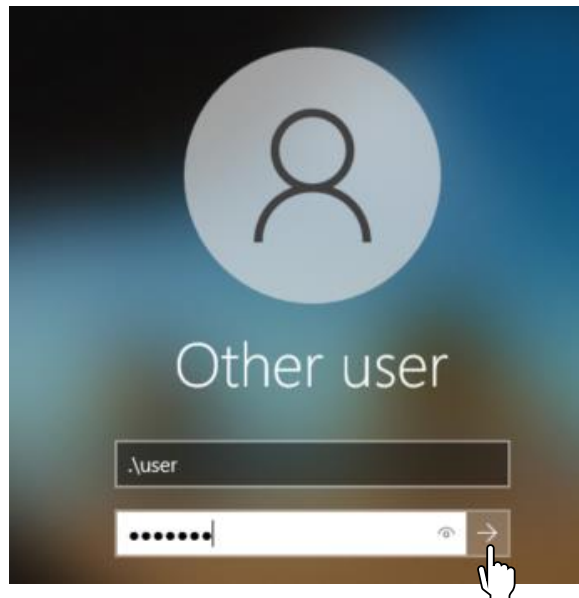
Here are a few common troubleshooting steps depending on the use case.

### 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)