

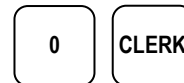
# Getting Started with the Sam4s ER-285 and ER-900

## General Operations

### Opening the Register

If the display on the register reads “CLOSED”, you will need to open the register by assigning a clerk to it. To do this...

1. Turn the key to the <Reg> position
2. Press 1
3. Press the CLERK key
4. The register is now open and available to ring in sales.
5. To close the register, press 0 and then CLERK



### Ring in Sales

#### Using preset items on the keyboard

1. For items with a preset price, simply press the button for that item on the keyboard or scan the barcode.
2. To ring multiples of an item, i.e., 5 Bottled Waters
  - a. enter the quantity of the item
  - b. press X/TIME
  - c. press the item key or scan the item



#### Using open priced items on the keyboard

3. For items without a preset price, enter the price for the item **WITHOUT USING THE DECIMAL POINT**, then press the button or scan the barcode for that item.
4. To ring multiples of an item, i.e., 5 Bottled Waters
  - a. enter the quantity of the item
  - b. press X/TIME
  - c. press the item key or scan the item



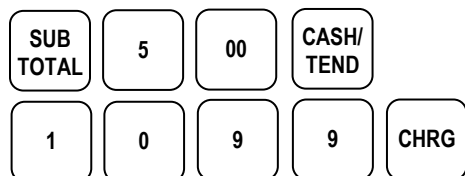
### Finishing the Sale

1. Press the **SUBTOTAL** key to display the current total. Tell customer total owed (i.e, \$15.99).
2. Enter the amount received from customer (i.e. \$20 bill), and press **CASH/TEND** or **CHARGE**. On **CHARGE** sales, the screen will display “Slide Card” after the **CHARGE** button is pressed. Slide card face up.
3. Amount of change to give back to customer will be displayed on screen.



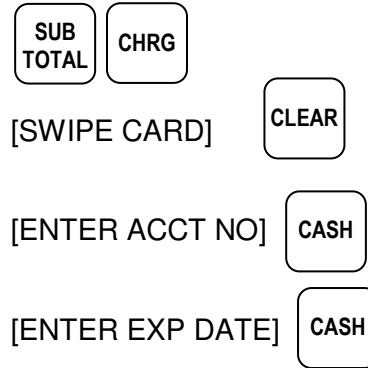
### Split Tender

1. If the customer would like to pay using cash and putting the remaining balance on a credit card. Ring in the amount of the cash and press **CASH**, and then the remaining amount and press **CHARGE**.



### Manual Credit Card Entry

1. Ring in the sale
1. Press SUBTOTAL and then CHARGE
2. If the card cannot be read when the message [SWIPE CARD] appears, press CLEAR
3. Enter the 16 digit account number on the card when you see the message [ENTER TX ID] and press CASH
4. When [ENTER EXP DATE] appears, enter the date on the card as MMY and press CASH
5. Print receipt for signature and place in drawer.



### Declined Credit Card

1. If you get a [CARD DECLINED] message, Press clear and ask the customer for another card or cash



### Error Correction

#### Clear

The CLEAR button is used to remove any numerical keystrokes made in error or to clear any error messages and stop the corresponding beeping. CLEAR **does not** change or remove any items within the sale.



#### Cancel

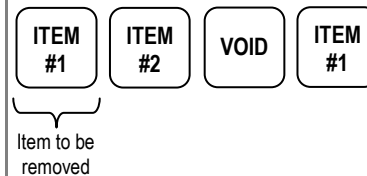
If you have rung up multiple items and there is something wrong or customer does not have money you can press **CANCEL SALE** button to void the entire sale and start again if necessary.



#### Void

The void button is used within a sale to remove one previously entered item at a time. Void can be used either before or after subtotal has been pressed, but must be done **prior to sale finalization**.

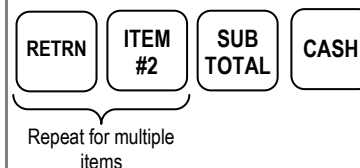
1. After ringing in an item that needs to be removed from the sale, press the void button.
2. **Press** the item button **or scan** the item you wish to remove. You will see the item show up on the display with a minus (-) next to the price indicating it has been removed from the sale.



### Return (For same-day credit card returns, see Transaction Void under Manager Operations.)

The return button is used to remove an item from a sale **after it has been finalized**. Use original receipt to verify items.

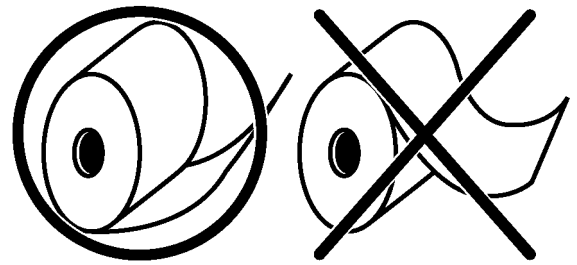
1. Make sure you are not in the middle of a sale
2. Press RETURN button
3. Press item button/scan item to be returned.
4. Finalize the return by pressing the CASH button.



# Manager Operations

## Reloading Paper

Keep paper in the printer at all times. If the register stops functioning and the message “\*\*WARNING\*\* **RECPT PAPER END**) is displayed, replace with a new roll of paper making sure **paper feeds from the underside of the roll**. Register will begin printing right where it left off with no data lost. Change it when it gets low. Never pull the paper through the printer without lifting the blue release lever first.



## Transaction void

To correct over-rings or handle returns/voids charged to a credit card on the same day it was charged, follow these steps.

1. Turn the mode lock switch to the <VOID> position
2. Ring in the sale you wish to void exactly like it was rung up the first time. Use the receipt as a reference. You will see each item displayed with a negative price.
3. Complete the void with the same tender option as the original with either CASH or CHARGE
4. If the void was done on a credit card sale, you will see the message [ENTER TX ID] on the display. Enter the number next to APP on the original receipt and press CASH
5. Turn the mode lock switch back to the <REG> position.

Key to VOID Position



if charge, continue below

[SWIPE CARD]


[ENTER TX ID] use Transaction ID number from receipt





## Reports

There are three report buttons on the keyboard; PRINT REPORT, SEND REPORT

1. The PRINT REPORT button is used to print an X Report at any time to examine current totals without resetting them.
2. To close sales for the day, first press PRINT REPORT to print the total. When you are ready to Zero out the totals to begin fresh the next day, turn the key to the Z position and press SEND REPORT. This will send reports to the online portal and clear totals.
3. You can verify the data has been cleared by pressing the PRINT REPORT button again. If the data comes out with something other than a zero amount, contact American Metro for assistance.

Leave key in REG position 

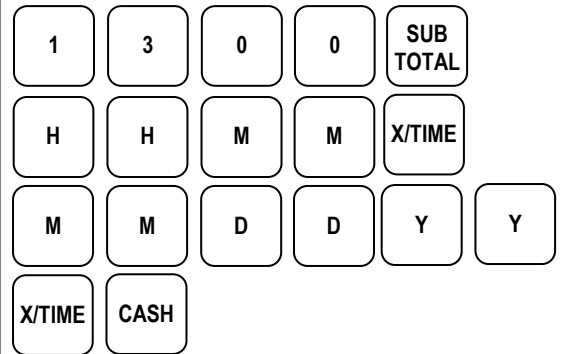
Turn key to Z position 

Turn key to REG position 

# Common Programming Functions

## Changing the Date/Time

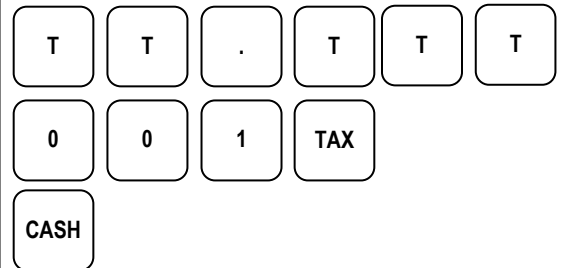
1. Turn the key to the PGM position
2. Press 1300 then press subtotal
3. Enter the time in Military Standard Time (based on 24 hours) as a four digit number (i.e. 3:30 pm = 1530); press the X/TIME button
4. Enter the date in MM (month) DD (day) YY (year) format.
5. Then press X/TIME.
6. Press CASH to finalize the program



## Changing the Tax Rate

To change the tax rate of your register follow these steps

1. Turn the key to the PGM position
2. Enter the percent tax rate including the decimal out to three places. Example, for 6.75%, press 06.750.
3. Assign the type of tax by pressing 001.
4. Press the TAX button on the keyboard.
5. Press the CASH button on the keyboard.



## Adding or editing items

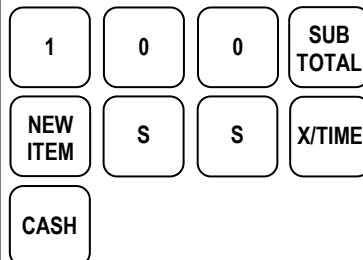
There are 3 programs to adding a new item. All 3 parts need to be done for each **new** item. Editing existing items – you can do just the program needed.

### I. Assign a status to the item

1. turn the key to the P position
2. enter 100, then press SUBTOTAL
3. scan the item or press the button on the keyboard
4. enter the Status (S) code from the options below

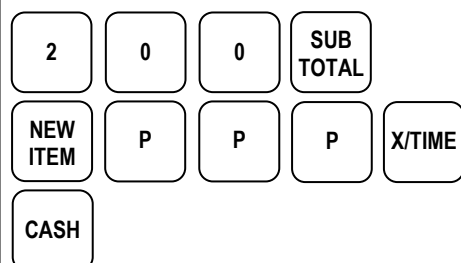
	For	ER-285	ER-900
a. open nontaxable	=	10	1 00 00 00 00
b. preset nontaxable	=	20	2 00 00 00 00
c. open taxable	=	50	5 00 00 00 00
d. preset taxable	=	60	6 00 00 00 00

5. press the X/TIME button, repeat steps 3 through 5 for additional items
6. press CASH to finalize program sequence.



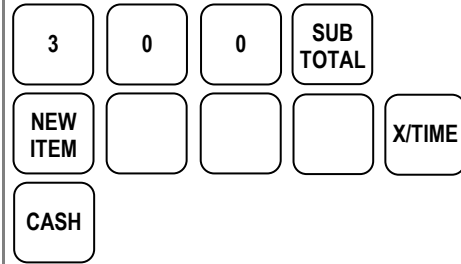
### II. Assign a price to the item

1. turn the key to the P position
2. enter 200, then press SUBTOTAL
3. scan the item or press the button on the keyboard
4. enter the Price (P) but do NOT use the decimal point
5. press the X/TIME button
6. press CASH



### III. Assign a description to the item

1. turn the key to the P position
2. enter 300, then press SUBTOTAL
3. scan the item or press the button on the keyboard
4. place the alpha overlay (found under the keyboard) on the keyboard and enter up to 18 characters
5. press the X/TIME button
6. press CASH

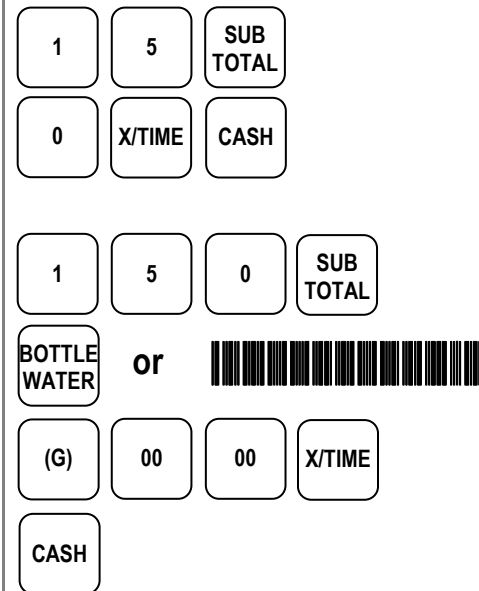


### Assigning Item Groups

You can track sales on item categories by assigning groups. Items assigned to groups will be added to the group total on the end of day reports.

If you do not know the group numbers and descriptions set up in your register, begin at step 1. If you know the group numbers, you can skip to step 5

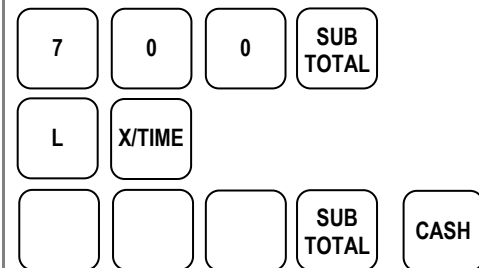
1. Turn the key to the PGM position
2. Enter 15 Subtotal
3. Press 0 X/TIME
4. Press CASH. This will print a list of all groups in the register. You will reference these group numbers below.
5. With the key in PGM, Enter 150 Subtotal
6. Press an item button or scan the barcode
7. Enter the group number (G) you want to assign to the item as indicated on the group list.
8. Press 00 00 X/TIME
9. Repeat steps 6-8 for additional items
10. Press CASH to finalize the program



### Receipt Header Change

To add/change the description in the receipt header

11. turn the key to the P position
12. enter 700, then press SUBTOTAL
13. enter the line number (L) you wish to change (1-6) and then press X/TIME
14. use the alpha overlay to enter the description (up to 32 characters) and press SUBTOTAL
15. press CASH to finalize



## For Additional Questions

See Links to our YouTube training video series for step by step instructions on setting up the register, general operations and basic programming

### Single Register Setup



<http://youtu.be/LndqbxYlu2g>

### Multi-register Setup



[http://youtu.be/k4MhgA58\\_2o](http://youtu.be/k4MhgA58_2o)

### General Operations



<http://youtu.be/RGqBX1VDAYc>

### Basic Programming



<http://youtu.be/RGqBX1VDAYc>

### Running Reports



<http://youtu.be/2kmRtONKG10>

## Scanner Programming

If your barcode scanner stops reading barcodes, use the Scan Sheet on the following page to recall the default settings. You will have either the Symbol LS2208 or Symbol LS4208. When you identify your scanner, scan each barcode in order from top to bottom in the appropriate column.

## Symbol LS2208



SET DEFAULTS



SCAN OPTIONS



STANDARD RS-232

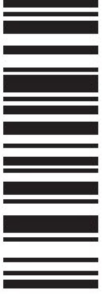


<DATA><SUFFIX>



ENTER

## Symbol LS4208



SET DEFAULTS



SCAN OPTIONS



STANDARD RS-232



<DATA><SUFFIX>



ENTER