



Operation Educate

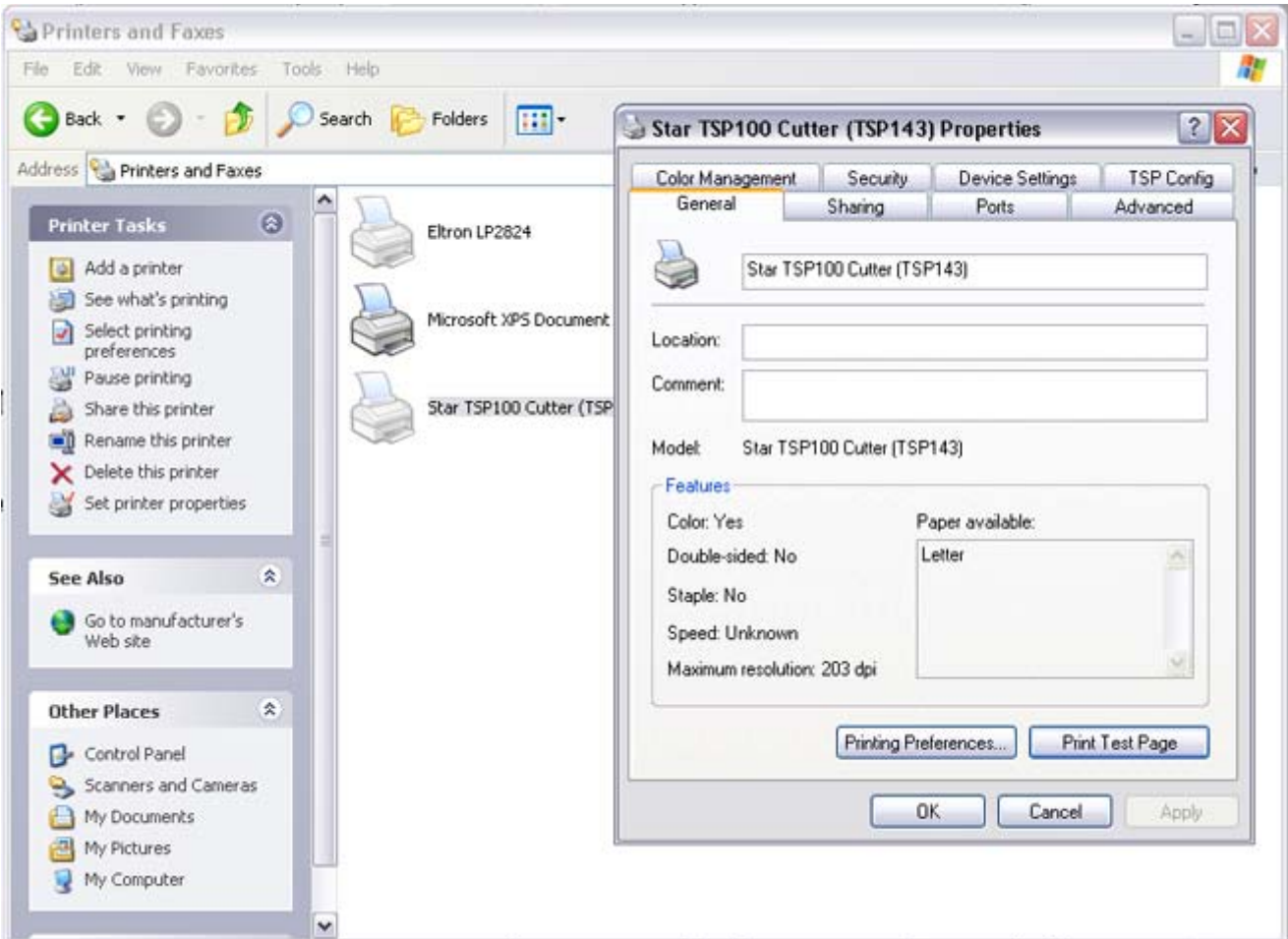
Operation Educate is part of a ongoing effort from Ensign Systems Inc., to help better educate POS•IM users with some of the basic features of POS•IM software.

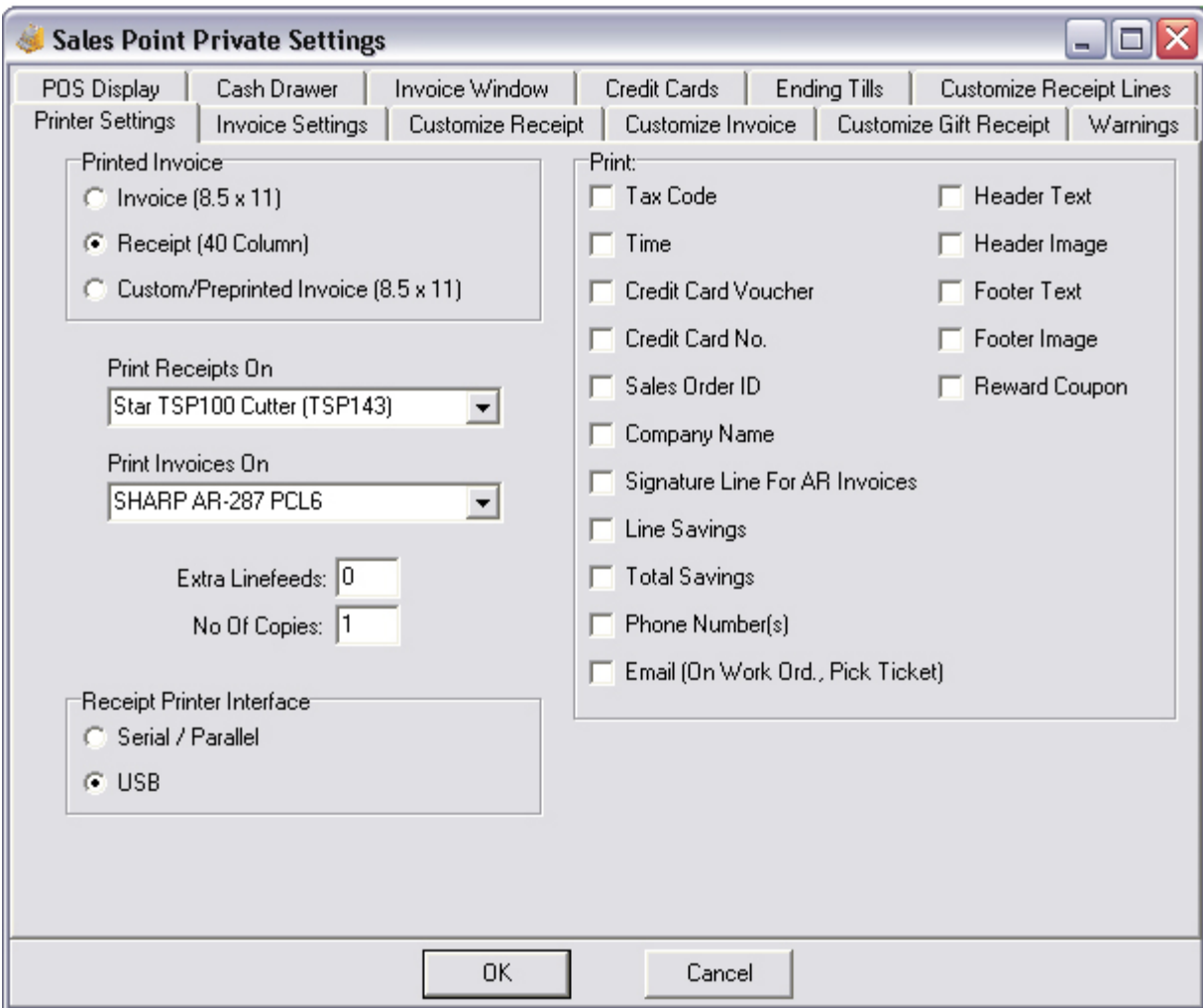
What to do when receipts won't print?

Windows Users

Here are a few things to check. Some of these things may seem obvious, but they are a good place to begin troubleshooting.

1. **The drivers.** POS•IM uses the drivers in Windows to print. You should make sure these are installed and set up properly. You can check this by going to Start>Control Panel>Printers and Faxes. Check to see if your receipt printer shows up here. If it does not show up here it will need to be installed. If it does show up here right-click on it and go to properties. In this window click "Print Test Page". If it prints then you know the drivers are installed and it is most likely the POS•IM settings. If it does not print then you will need to check the connections and/or contact the manufacturer of the printer.
 - a. **Installing the printer.** You will need to download and install the drivers from the manufacturer's website.
 - b. **The POS•IM settings.** In Sales Point go to File>Private User Controls on the printer settings tab make sure it is pointing to your receipt printer and set to print at least one copy. If it still won't print then contact POS•IM Technical Support.
 - c. **The connections.** Make sure the printer is securely plugged into the computer and plugged into a power outlet. If the printer has a blinking or steady red light check that it has paper, if it has paper and still has the light it would be best to contact the manufacturer of the printer.



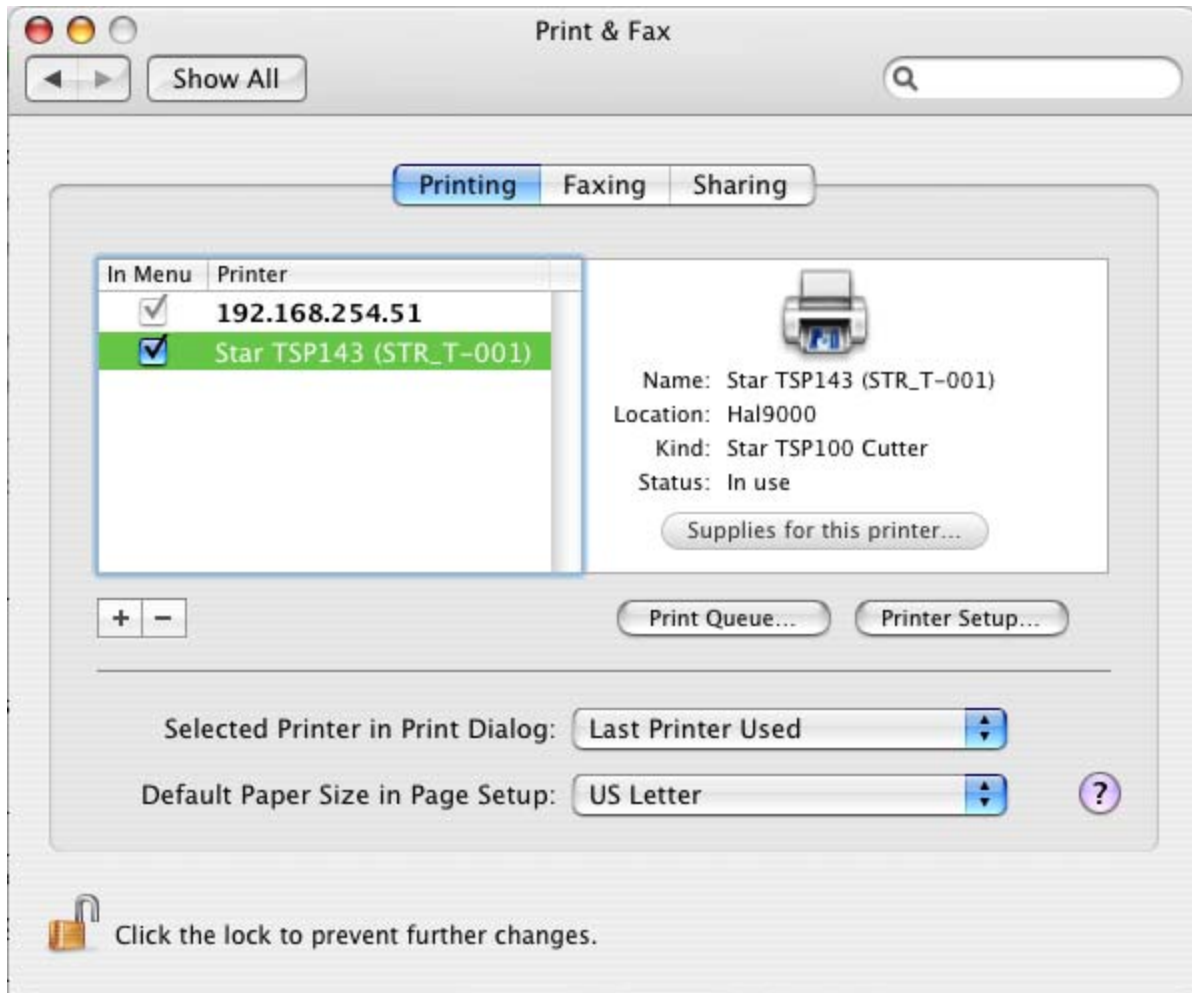


Mac Users

Here are a few things to check. Some of these things may seem obvious, but they are a good place to begin troubleshooting.

1. **The drivers.** POS•IM uses the drivers in Mac to print. You should make sure these are installed and set up properly. You can check this by clicking the Apple in the top left corner of your screen and go to system preferences. Click Print & Fax, and check to see if your receipt printer shows up here. If it does not show up here it will need to be installed. If it does show up here then we will print a test page. To print a test page open TextEdit (go to your applications folder and double click TextEdit). Type whatever you would like in this window and go to File>Print. Choose your star printer and click print. If it prints then you know the drivers are installed and it is most likely the POS•IM settings. If it does not print then you will need to check the connections and/or contact the manufacturer of the printer.
 - a. **Installing the printer.** You will need to download and install the drivers from the manufacturer's website.
 - b. **The POS•IM settings.** In Sales Client go to File>Preferences>Invoice>Printed format. Make sure it is pointing to your printer type and set to print at least one copy. If it still won't print then contact POS•IM Technical Support.
 - c. **The connections.** Make sure the printer is securely plugged into the computer and

plugged into a power outlet. If the printer has a blinking or steady red light check that it has paper, if it has paper and still has the light it would be best to contact the manufacturer of the printer.



Printed Invoice Options

Printed Invoice

- Receipt (40 Column)
- Receipt (60 Column)
- Slip Printer (60 Column)
- 8 1/2" by 11" (plain paper)
- 8 1/2" by 11" (plain paper with logo)
- 8 1/2" by 11" (pre-printed form)
- 8 1/2" by 7" (pre-printed form)
- Custom Print

Print:

- Tax Code
- Time
- Header
- Footer
- Sales Order ID
- Total in words
- Line Savings
- Total Savings
- Credit Card
- Components on invoices
- Company Name
- Auto-Cut
- Barcode Inv ID

Extra Linefeeds:

No of copies:

Barcode Font Name, Size:

Barcode Prefix, Suffix:

Serial Printer Logo Commands:

Cancel

OK