



SAM4S
ER-420 / 420MF

CENTRAL CASH REGISTERS MANUAL

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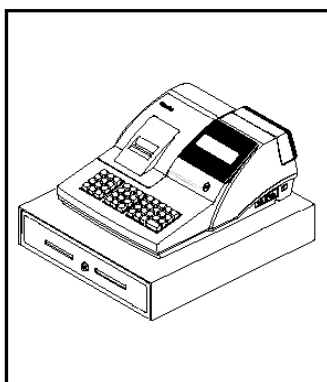
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SAM4S ER-420/420M/420F

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SAM4S ER-420/420M/420F



About the ER-420/420M/420F:

The ER-420 / 420MF is offered in three different versions:

- The ER-420 / 420MF features a raised 48-position keyboard with 12 NLU keys.
- A standard capacity of 1000 PLUs and 20 Groups allows for easy item management.
- Free Software Utility will be provided with the ER-420/420MF Machine

General Specifications:

Item	Description	Remark
Processor	• MITSUBISHI M16C/80 Group M30800SFP (16 Bit)	External ROM Version
Memory	<ul style="list-style-type: none"> • RAM SRAM (K6T1008C2E): 1MBITs or 2MBITs SRAM (K6T4008C2E): 4MBITs × 1EA(Optional) • ROM EPROM: 4MBITs (M27C4001) FLASH ROM: 8MBITs (AM29F800BB) 	
Battery	<ul style="list-style-type: none"> • Type: Ni-MH, 3.6V 70mAh • Charging Time: 24 Hours • Life: 2 Years 	
Data Storage	• 60 Days	When battery is Full charged
Interface Serial (RS-232C)	<ul style="list-style-type: none"> • Flow Control: 1. DTR / DSR: H/W Flow Control 2. XON / XOFF: S/W Flow Control • Baud Rate: 1200 / 2400 / 4800 / 9600 / 19200 Bps • Connector: DB9P Female (I/F PBA) • Voltage Supply: VCC (+5V/200mA) supplies at 9Pin of Connector. 	RS-232C #1 RS-232C #2
Printer	<ul style="list-style-type: none"> • Model: Shin-Heung STM-320 • Printing Speed: 75 mm / Sec (20 Line / Sec) 	Detail Spec refer to Next Page
Display	<ul style="list-style-type: none"> • Operator Display: 16*2 Character LCD • Operator Display: 10 Digits VFD • Customer Display: 10 Digits VFD 	
Key Board	• Raised Key: 48 key	
Power Consumption	• Approx. 25W (Regularity)	
Power Requirement	• AC 120V 60Hz, 230V 50Hz	
Environment Condition	<ul style="list-style-type: none"> • Temperature: °C~ 45°C • Humidity: 30% ~ 80% RH 	
Dimensions (mm)	400(W) x 450(D) x 266(H); with Drawer	Set

Basic Features and Functions:

Standard Hardware:

- 2 Line, 16 character liquid crystal display (LCD).
- Ten-position rear pop up display standard.
- 48 position raised keyboard.
- 2 station Thermal printer with drop-and-print mechanism.
- Sturdy Metal Cash Drawer with removable 4 Bill 8 Coin drawer insert.
- 7-position control lock.
- Standard customer pole display.
- Communications ports: 2 x RS232C.

Optional Hardware:

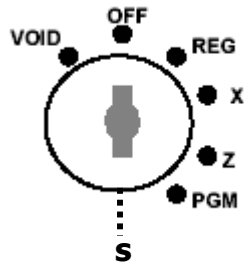
- Load cell scale.
- Kitchen printer.
- Bill printer.
- Journal printer.
- Bar code scanner.
- Coin changer.
- Pole Display.

Software Features:

- Up to 2 price levels for each PLU.
 - Up to 5 PLU modifier keys.
 - 9000 (extendable) price look Ups (PLUs) for open or present item registration. For direct registrations, up to 12 PLU keys are on the keyboard.
 - 18 character programmable descriptors for PLUs and functions.
 - Up to 99 PLU Group totals.
 - Up to 99 clerks with separate report totals.
-

Control Lock/Mode Switch:

The control lock has 7 positions, accessed with 5 keys. Each ECR is shipped with two full sets of keys.



VOID: Use to void (correct) items outside of a sale.

OFF: The Register is inoperable.

REG: Use for normal registrations.

X: Use to read register reports and perform other manager functions.

Z: Use to read registers reports and reset totals to zero.

PGM: Use to program the register

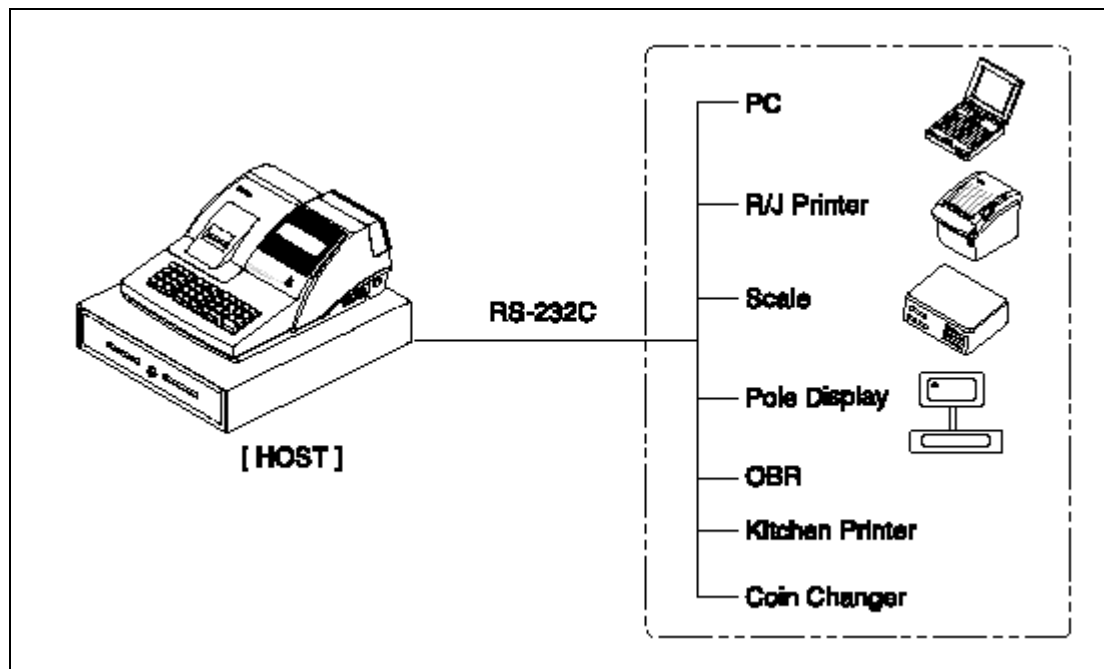
S: The S position is a hidden position reserved for dealer access.

Control Lock/Mode keys:

The ER-420/ 420MF includes two sets of keys that may be used to access the following control lock positions.

Key	Positions Accessible
REG	OFF, REG
VOID	VOID, OFF, REG, X
Z	VOID, OFF, REG, X, Z
P	VOID, OFF, REG, X, Z, P
C	ALL POSITIONS

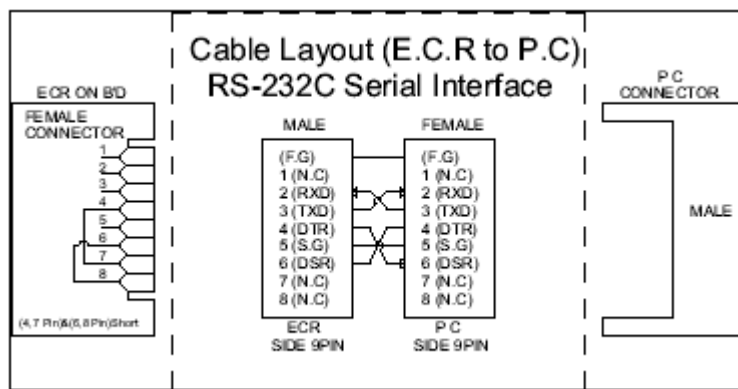
System Configuration:



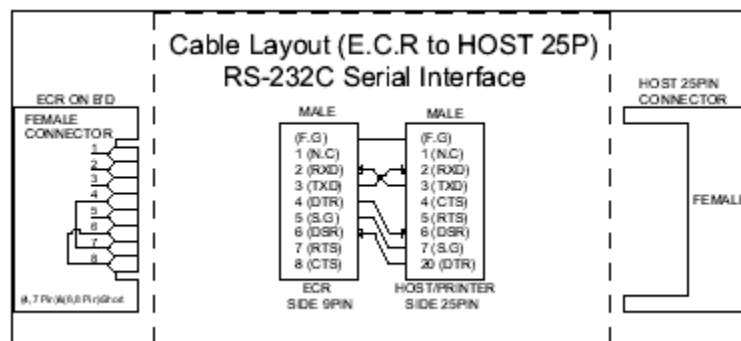
RS-232C Serial Cable Installation:

1. Connect the RS-232C serial cable to the RS-232C serial port on the right side of ECR.
2. Secure the serial cable with screws.
3. Connector the other end of the RS-232C serial Cable to your host computer.

RS-232C Serial Cable Connection:



RS232C Cable Connection (9Pin to 9Pin)

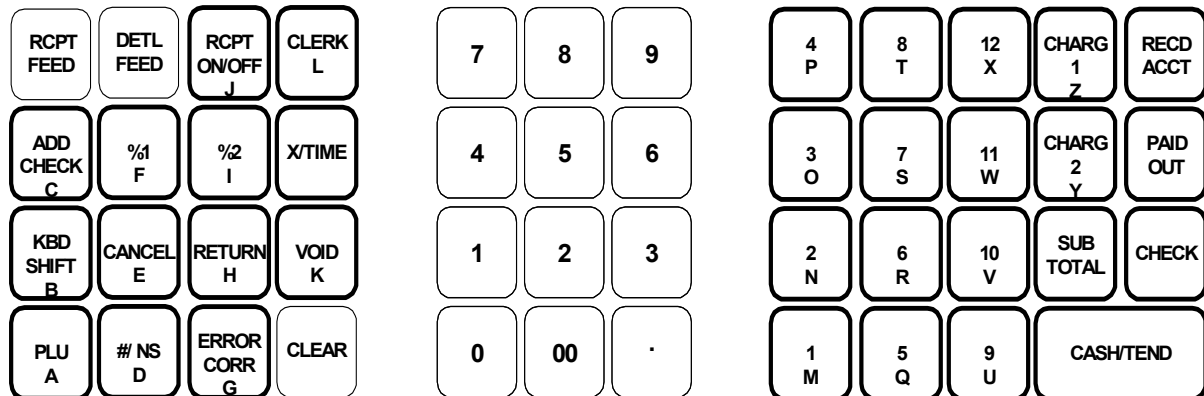


RS232C Cable Connection (9Pin to 25Pin)

Keyboards:

The ER-420/420MF keyboard includes 48 key positions with the default legends and key assignments as shown below. The keyboards legend sheet can be replaced by lifting the protective plastic cover.

Programmable Key locations are shown with a bold border.



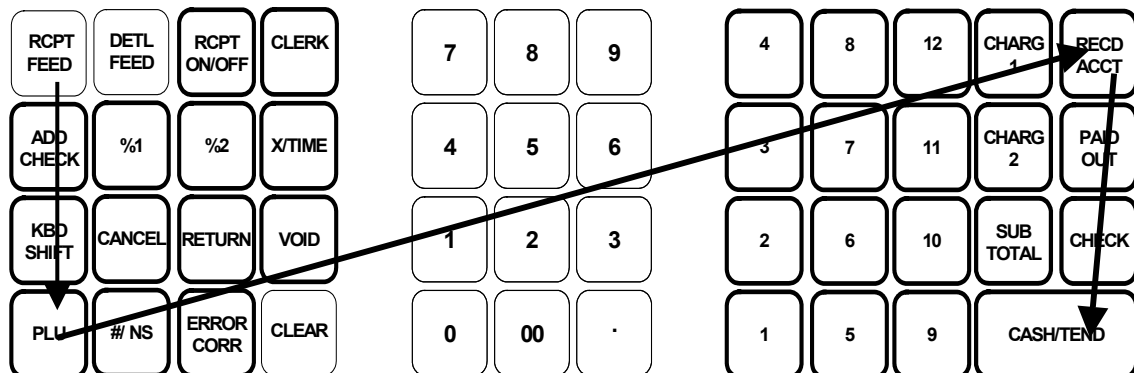
Adding More Memory, Resetting Machine & Clerk Sign-On/Off:

1. Turn off the power switch.
2. Open a machine.
3. Put the memory chip next to EPROM.
4. Close the cover.
5. Reset the machine.

(Procedure)

1. Turn the Mode switch to Service Mode (S) position.
2. Press and hold the **CHECK** key on keyboard and turn on the power switch at the same time.
3. When the buzzer beeps, press '**FEED**', '**#/NS**', '**RECD ACCT**', and '**CASH/TEND**' in sequence.
4. When memory is cleared, the register prints a message "RAM ALL CLEAR OK!"

**First Hold
CHECK &
Turn On
Power
Switch
Then
Follow
The Steps**



6. When memory is cleared, the register prints a message "RAM ALL CLEAR OK!"

```
DATE 01/31/2004 FRI      TIME 16:01
=====
      RAM ALL CLEAR OK!
ER-420M EPROM INFO.
VERSION   : STD 1.0
CHECKSUM : 887C
JANUARY   31   2004
=====
CLERK 00      No.000001   00000
```

7. Turn the Mode switch to Register Mode (REG.) position.
 8. Press 1 then Clerk key. **(To Clerk Sign-On)**
 9. Press 0 then Clerk key. **(To Clerk Sign-Off).**
-

The Initial Clear:

The Initial clear function allows you to exit any register activity and return to a beginning or cleared state. Any transaction that is in progress will be exited and totals for that transaction will not be updated.

To perform an Initial clear:

1. Turn off the power switch.
 2. Turn the Mode switch to Program Mode (PGM or P) position.
 3. Press and hold the SBTl key.
 4. While continuing to hold the SBTl key, turn on the power switch.
 5. The message **"INITIAL CLEAR OK!"** prints when the initial clear is complete.
-

Allocation of Memory:

Note: For Memory Allocation check Page#66 on ER420/420MF Operation and Program Manual.

1. Turn the Mode switch to Service Mode (S) position.
2. Press 60
3. Press Sub-Total
4. Press Cash/Tend key to print out a memory allocation table.
5. The following steps will teach you how to allocate memory for PLU, Clerk, Groups, Price level and Electronic Journal.

(Procedure)

1. Press 60
2. Press Sub-Total.
3. **For PLU** – Press 1
4. Press X/TIME
5. Press 1000 (max. 9000)
6. Press Cash/Tend
7. **For Clerk** – Press 2
8. Press X/TIME
9. Press 15 (max. 99)

10. Press Cash/Tend
 11. **For Groups** - Press 3
 12. Press X/TIME
 13. Press 20 (max. 99)
 14. Press Cash/Tend
 15. **For Price level** - Press 7 (Always allocate memory for Price level)
 16. Press X/TIME
 17. Press 1 (max. 2)
 18. Press Cash/Tend
 19. **For Electronic Journal (EJ)** - Press 9
 20. Press X/TIME
 21. Press 3500 (max. 15000)
 22. Press Cash/Tend
 23. Press Cash/Tend again to save the settings.
-

Receipt On and Off:

To Turn Receipt Off:

1. Turn the Mode switch to Manager Mode (X) position.
2. Press 99
3. Press Sub-Total
4. Press 1
5. Press Cash/Tend

To Turn Receipt On:

1. Turn the Mode switch to Manager Mode (X) position.
 2. Press 99
 3. Press Sub-Total
 4. Press 0
 5. Press Cash/Tend
-

Changing Date & Time:

1. Turn the Mode switch to Program Mode (P or PGM) position.
 2. Press 1300
 3. Press Sub-Total
 4. Enter 13:20 (HH:MM) For Time
 5. Press X/TIME
 6. Enter 15.06.2005 (DD.MM.YYYY) For Date
 7. Press Cash/Tend
-

To Program Machine No.:

1. Turn the Mode switch to Program Mode (P or PGM) position.
 2. Press 1600
 3. Press Sub-Total
 4. Press 1 (1 to 10 any no.)
 5. Press X/TIME
 6. Press Cash/Tend
-

Self Tests:

Turn the Mode switch to Service Mode (S) position.

(a) Test Printer

1. Press '1', '0' and 'SBTL' key on keyboard.
2. Then the printer prints the test pattern. The printing message shows some information such as 'TM value', 'stbIdx (Strobe index)'.
3. After printing, the drawer is opened. Then the printer test is finished.

(b) Test Display

1. Press '1', '1' and 'SBTL' key on keyboard.
2. Then the buzzer will work for 1 sec.
3. After testing the buzzer, some characters are displayed on the rear VFD display

(c) Test Key Board

1. Press '1', '2' and 'SBTL' key on keyboard.
2. Press any key you want on the keyboard.
3. The key code of pressed key will be showed on the VFD.
4. Turn the mode switch to any position to finish this test.

(d) Test Mode Switch

1. Press '1', '3' and 'SBTL' key on keyboard.
2. Turn the mode switch to any position.
3. The corresponding Mode name will be showed on the VFD.

(e) Test RS232C

1. Install the serial loop back test jig. (Short pin 2 and pin 3 of DSUB connector)
2. Press '1', '4' and 'SBTL' key on keyboard.
3. If error occurs, the message (232 NOGOOD) is displayed on VFD and the Buzzer beep. Then Press "Clear" key.

Note: When the port is no connection or the cable is open, the Error occurs.

Allocating Port for PC (PC Communication):

1. Turn the Mode switch to Service Mode (S) position.
2. Press 80 (for Port 1) Press 81 (for Port 2)
3. Press Sub-Total
4. Press Cash/Tend (It will print the receipt and show the comm. port settings)

(Procedure to configure Port 1 for PC)

5. Press clear
6. Press 80
7. Press Sub-Total
8. Press 5 (for Device Function)
9. Press X/TIME
10. Press 1 (Device Function set for PC)
11. Press Cash/Tend
12. Press Cash/Tend again to save setting and print a receipt showing Device Function set for PC.

Note: For RS232C Communication options check Page#70-71 on ER420/420MF Operation and Program Manual.

X or Z Reports:

System reports are divided into two basic categories:

1. **X** reports, which read totals without resetting.
2. **Z** reports, which read totals and reset them to zero.

The ER420/420MF cash register has two levels of memory for reporting purpose, X1/Z1 and X2/Z2. The Z1 position is used to clear the daily, and the Z2 position is for the weekly and/or monthly cash up. Once a particular report has been done in the Z1 or Z2, the information on that report is cleared from the till memory. There is no single report or procedure to clear the whole memory of the till. All the reports have to be done in Z1 and Z2 in order to clear the till completely. (The Grand Total and consecutive Z number cannot be cleared).

Note: For X or Z Reports check table on Page#62 on ER420/420MF Operation and Program Manual.

Daily Reports:

Financial Report:

1. Turn the Mode switch to Manager Mode (X) or Report Mode (Z) position.
2. Press 1 (For Daily Financial Report)
3. Press Sub-Total

Time Report:

1. Turn the Mode switch to Manager Mode (X) or Report Mode (Z) position.
2. Press 2 (For Daily Time Report)
3. Press Sub-Total

All PLU Report:

1. Turn the Mode switch to Manager Mode (X) or Report Mode (Z) position.
2. Press 3 (For All PLU Report)
3. Press Sub-Total

All Clerk Report:

1. Turn the Mode switch to Manager Mode (X) or Report Mode (Z) position.
2. Press 4 (For All Clerk Report)
3. Press Sub-Total

Group Report:

1. Turn the Mode switch to Manager Mode (X) or Report Mode (Z) position.
2. Press 5 (For Group Report)
3. Press Sub-Total

All Stock Report:

1. Turn the Mode switch to Manager Mode (X) or Report Mode (Z) position.
2. Press 6 (For Daily Financial Report)
3. Press Sub-Total

Weekly / Monthly Reports:

Financial Report:

1. Turn the Mode switch to Manager Mode (X) or Report Mode (Z) position.
2. Press 201 (For Daily Financial Report)
3. Press Sub-Total

Time Report:

1. Turn the Mode switch to Manager Mode (X) or Report Mode (Z) position.
2. Press 202 (For Daily Time Report)
3. Press Sub-Total

All PLU Report:

1. Turn the Mode switch to Manager Mode (X) or Report Mode (Z) position.
2. Press 203 (For All PLU Report)
3. Press Sub-Total

All Clerk Report:

1. Turn the Mode switch to Manager Mode (X) or Report Mode (Z) position.
2. Press 204 (For All Clerk Report)
3. Press Sub-Total

Group Report:

1. Turn the Mode switch to Manager Mode (X) or Report Mode (Z) position.
2. Press 205 (For Group Report)
3. Press Sub-Total

Table Reports:

Open Table Report:

1. Turn the Mode switch to Manager Mode (X) position.
2. Press 11
3. Press Sub-Total

Report Table:

1. Turn the Mode switch to Report Mode (Z) position.
 2. Press 11
 3. Press Sub-Total
-

EPROM Information:

1. Turn the Mode switch to Service Mode (S) position.
 2. Press 50
 3. Press Sub-Total
-

Clear Total, Grand Totals and PLU File:

Procedure to Clear Total:

1. Turn the Mode switch to Service Mode (S) position.
2. Press 20
3. Sub-Total

Procedure to Clear Grand Total:

1. Turn the Mode switch to Service Mode (S) position.
2. Press 30
3. Sub-Total

Procedure to Clear PLU File:

1. Turn the Mode switch to Service Mode (S) position.
 2. Press 40
 3. Sub-Total
-

To Allocate Key (Function Key) and Program the Macro:

Key Allocation Programming (Function Key):

In following example, we'll remove **RECD. ACCT.** Key and going to put **Macro1** key on it.

1. Turn the Mode switch to Service Mode (S) position.
2. Press 70
3. Press Sub-Total
4. Press 101 (**Code for Macro1**)
Note: For Function key codes check page#69 on ER420/420MF Operation and Program Manual.
5. Press RECD. ACCT. key (To allocate **REC. ACCT.** key)
6. Press Cash/Tend (Its going to allocate **Macro1** key on **REC. ACCT.** key)

Programming Macro:

In following example, we'll assign task on Macro1 key.

Task: If you press Macro1 key its going to give you Daily Financial and PLU reports.

1. Turn the Mode switch to Program Mode (P or PGM) position.
2. Press 1500
3. Press Sub-Total
4. Press Macro1 Key (which you allocate earlier)
5. Turn the Mode switch to Manager Mode (X) position.
6. Press 1 (For Financial Report)
7. Press Sub-Total
8. Press 3 (For PLU Report)
9. Press Sub-Total

10. Turn the Mode switch to Program Mode (P or PGM) position.
11. Press Macro1 Key (which you allocate earlier)
12. Press Cash/Tend (To Save all the settings on Macro1 key)

Programming Tracking/Tables/Memory Billing:

First we have to allocate key for Service, Table, Tip, check# and Print check.

1. Turn the Mode switch to Service Mode (S) position.
2. Press 70
3. Press Sub-Total
4. Press 129 **(Code for Service)**
Note: For Function key codes check page#69 on ER420/420MF Operation and Program Manual.
5. Press VOID key (To allocate **VOID** key)
6. Press 130 **(Code for Table)**
7. Press RETURN key (To allocate **RETURN** key)
8. Press 138 **(Code for Tip)**
9. Press CANCEL key (To allocate **CANCEL** key)
10. Press 84 **(Code for Check#)**
11. Press CHECK key (To allocate **CHECK** key)
12. Press 122 **(Code for PRINT CHECK)**
13. Press C/CONV. key (To allocate **C/CONV.** key)
14. Press Cash/Tend
 (Its going to allocate **SERVICE** key on **VOID** key, **TABLE** key on **RETURN** key, **TIP** key on **CANCEL** key, **CHECK#** Key on **CHECK** key and **Print Check** key on **C/Conv.** key)

Note: when you allocate a Print check key. You must remember to activate a Print check key to print a slip on which port.

(Procedure)

1. Turn the Mode switch to Program Mode (P or PGM) position.
2. Press 70
3. Press Sub-Total
4. Press 01 (Selecting a port 1)
5. Press Check Print key
6. Press Cash/Tend (Save settings for Check Print)

Procedure to Open Table, Tip and Memory billing:

In following example, we'll see how to open a table and memory billing.

Note: In previous example we allocate some keys for Service, Table, Tips, Check# and Print Check. So must remember which keys are allocated for which keys.

1. Turn the Mode switch to Register Mode (REG.) position.
2. Press 1
3. Press Table key
 (It will open a Table for Table 1 then sell some items for Table 1)
4. Press 10.00
5. Press PLU key 1
6. Press 30.00

7. Press PLU key 2
8. Press 60.00
9. Press PLU key 3
(From 4-9 we sell some items for Table 1)
10. Press 1
11. Press Check# (It will show you previous balance & Sub-Total for Table 1)
12. Press Service key
(It will print a receipt for Table 1)
13. Press clear
14. Press 1
15. Press Check# key (it will show you the Previous balance and Sub-Total)
(Next sell more items and give service for Table 1)
16. Press 10.00
17. Press PLU key 1
18. Press 20.00
19. Press PLU key 2
20. Press Sub-Total (It will show the Sub-Total for Table 1)
21. Press Service key
(Next we'll add R10-00 as a tip)
22. Press 1
23. Press Table key
24. Press Sub-Total
25. Press 10.00
26. Press Tip key (It will add R10.00 Tip)
(Next well see how to print a bill either he will pay you cash/credit)
27. Press Charge key (when he use a credit card and print a receipt for Table 1)
28. Press 1
29. Press Check# key
30. Press Check Print or Cash/Tend key (To pay cash & print a receipt for Table 1)

PLU Programming:

All PLUs, whether they are registered by pressing a PLU key on the keyboard, or by entering the **PLU** key, have the same programming options. These options are set through separate programs. Some of them are discussed below.

- **Program 100** – PLU Status Programming determines whether the PLU is open, present or inactive. Also selected here are tax, food stamp, scale, negative, single item, hash, gallonage, compulsory number entry, compulsory validation, compulsory condiment and print options.
- **Program 150** – PLU Group Assignment, each PLU may report to any three of 20 groups. Group totals appear on reports, so that you can track sales of different types of items. A group printer can also be used to designate items that are to print on an optional Kitchen printer.
- **Program 200** – PLU Price/HALO Programming determines the PLU price if the PLU is present, or the high amount lock out (HALO) if the PLU is open.
- **Program 250** – PLU Stock Amount Programming allows you to add stock to the PLU sales counters for PLUs you have designated as stock keeping PLUs.
- **Program 300** – PLU Description Programming allows you to set a unique, up to 18-character descriptor for each PLU.
- **Program 400** – PLU Delete Programming allows you to delete the PLU.

Note: For more information about PLU Programming check page#77-88 on ER420/420MF Operation and Program Manual.

1. **Program 100 – PLU Status Programming:**

PLU Status Programming for Single PLU:

1. Turn the Mode switch to Program Mode (P or PGM) position.
 2. Press 100
 3. Press Sub-Total
 4. Press **PLU** key on the keyboard
(or)
Enter up to 15-digit number of the PLU and Press **PLU** key,
Example: Press 150 and then press **PLU** key.
 5. Then you have to Refer "PLU Status Chart" to determine the values for **N1** through **N9**.
Note: For PLU Status Chart check page#79-80 on ER420/420MF Operation and Program Manual.
For Example:
N1 - N2 - N3 - N4 - N5 - N6 - N7 - N8 - N9
Press
0 - 0 - 0 - 0 - 1 - 0 - 0 - 0 - 0
 6. Press X/TIME
 7. Press Cash/Tend (To save the PLU Status on Single PLU).
-

PLU Status Programming on a Range of PLUs:

1. Turn the Mode switch to Program Mode (P or PGM) position.
 2. Press 100
 3. Press Sub-Total
 4. Then you have set a range for PLUs
(In the following Procedure we'll set a range of PLU 1 to 150)
Press 1
Press PLU key
Press 150
Press PLU key
 5. Then you have to Refer "PLU Status Chart" to determine the values for **N1** through **N9**.
Note: For PLU Status Chart check page#79-80 on ER420/420MF Operation and Program Manual.
For Example:
N1 - N2 - N3 - N4 - N5 - N6 - N7 - N8 - N9
Press
0 - 0 - 0 - 0 - 1 - 0 - 0 - 0 - 0
 6. Press X/TIME
 7. Press Cash/Tend (To save the PLU Status on a range of PLUs).
-

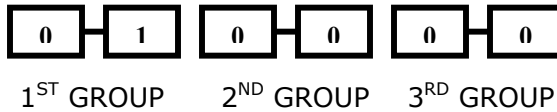
2. **Program 150 – PLU Group Assignment:**

In the following example we'll assign a **Group 1** for **PLU 1**.
For additional option for Group Assignment check page#142-143 on ER420/420MF Operation and Program Manual.

Note: The PLU will report to group "0", if not programmed to groups 1-20.

1. Turn the Mode switch to Program Mode (P or PGM) position.
2. Press 150
3. Press Sub-Total
4. Press 1
5. Press PLU key
6. Enter up to three 2-digit numbers representing the groups where you wish to add the PLUs sales i.e. enter **1 0** for group 10 or enter **0 4** for group four.

For Example: Press



7. Press X/TIME
8. Press Cash/Tend

3. **Program 200 – PLU Price/HALO Programming:**

On following example we'll set R100 on PLU 1

1. Turn the Mode switch to Program Mode (P or PGM) position.
2. Press 200
3. Press Sub-Total
4. Press 1
5. Press PLU key
6. Press 100 (You can Enter Price/Halo of up to 7-digits).
7. Press X/TIME
8. Press Cash/Tend

4. **Program 250 – PLU Stock Amount Programming:**

On following example we'll set a 300 stock for PLU 1

1. Turn the Mode switch to Program Mode (P or PGM) position.
2. Press 250
3. Press Sub-Total
4. Press 1
5. Press PLU key
6. Press 300 (You can add stock amount up to 6-digit)
7. Press X/TIME
8. Press Cash/Tends (Its going to add 300 stock amount for PLU 1)

5. **Program 300 – PLU Description Programming:**

On following example we'll set a Descriptor for PLU 1 as "COKE"

Note: For Descriptor code check page#74 on ER420/420MF Operation and Program Manual.

1. Turn the Mode switch to Program Mode (P or PGM) position.
2. Press 300
3. Press Sub-Total
4. Press 1
5. Press PLU key
6. Press 067 (Descriptor code for "C")

7. Press 079 (Descriptor code for "O")
 8. Press 075 (Descriptor code for "K")
 9. Press 069 (Descriptor code for "E")
(You can use up to 18 three-character codes)
 10. Press X/TIME
 11. Press Cash/Tends (Its going to set Descriptor for PLU 1 as COKE)
-

6. **Program 400 – PLU Delete Programming:**

On following example we'll delete PLU 1.

Note: You always remember you can't delete the PLU if the PLU Totals/Grand Totals is not clear. Check on Page#13 to clear total and Grand Total and once you delete the PLU, you have to add the default PLU back again otherwise that specific PLU wont work. To add PLU check **PLU program 100**.

1. Turn the Mode switch to Program Mode (P or PGM) position.
 2. Press 400
 3. Press Sub-Total
 4. Press 1
 5. Press PLU key
 6. Press X/TIME
 7. Press Cash/Tends (Its going to delete the PLU 1)
-

Program Scan:

Since much time and energy has been invested in the planning and programming of your ER-420/ ER-420MF, it is advisable to print a hard copy of the final program for future reference. This copy should be kept in a safe place.

Note: For Others Program Scan check page#156-157 on ER420/420MF Operation and Program Manual.

Example1:

In the following example well use Program Scan for PLU1 to PLU5

1. Turn the Mode switch to Program Mode (P or PGM) position.
 2. Press 15
 3. Press Sub-Total
 4. Press PLU1
 5. Press PLU5 (Its going to Scan and Print a receipt for PLU1 to PLU5).
-

Example2:

In the following example well use Program Scan for Machine No.

Note: Please check page#156-157 on ER420/420MF Operation and Program Manual for Others Program Scan Chart.

1. Turn the Mode switch to Program Mode (P or PGM) position.
2. Press 15
3. Press Sub-Total
4. Press 16 (Program Code for Machine No.)
5. Press X/TIME
6. Press Cash/Tend(It's going to Scan and Print a receipt showing Machine#).

Voids, Corrections and Merchandise Return:

- **Clear button:**
This button is to clear the numbers entered through the ten pad before any other buttons have been pressed.
- **Error Correction (Void last item):**
This Function corrects the last item entered
 1. Register the item you wish to sell
 2. Press the **ERROR CORR** key
- **Void Previous item:**
This Function allows you to correct an item registered previously in a transaction.
 1. Register the item you wish to sell
 2. Then register a second item
 3. To correct the first item, Press **VOID** key then,
 4. Enter the price of the first item, and then press the PLU key where it was registered originally as,
Price 1.29 => PLU2
- **Cancel:**
The **CANCEL** key allows you to stop any transaction. Anything registered within the transaction before the **CANCEL** key is pressed is automatically corrected.
 1. Register the item you wish to sell
 2. Press the **CANCEL** key
- **Void Position Operations:**
You can use the **VOID** control lock position to correct any complete transaction. To correct any transaction:
 1. Turn the control lock to the **VOID** position.
 2. Enter the transaction you wish to correct exactly as it was entered originally in the **REG** control lock position. You can enter discounts, voids, returns, tax exemptions or any other function.
 3. All totals and counters are corrected as if the original transaction did not take place.
- **Return Merchandise Registrations:**
If you wanted to return or refund an item press **RETURN**, then re-enter any item. You can return merchandise as part of a sale, or you can return merchandise as a separate transaction and return cash to the customer.
 1. Press **RETURN**
 2. Enter the price of the item you wish to return, and then press the PLU key where it was registered originally as,
Price 2.99 => PLU2
 3. Total the sale with **CASH**, **CHECK**, or a **CHARGE** function.

Promo:

The **PROMO** key allows you to account for promotional items, as in "buy two, get one free". Pressing this key will remove an item's cost from the sale, and the promo item will not be added to the PLU sales total, but it is added to the item sales counter. If stock (Inventory) reporting is used, the item will be subtracted from inventory.

1. Register an item. For example press PLU1 programmed with a price of R1.00 for price level 1
PLU 1
2. Press PROMO key. The message "PROMO" displays.
PROMO
3. Press PLU 1 again. You cannot enter an item that has not been already registered in this transaction.
PLU 1

Waste:

The **WASTE** key allows control of inventory by accounting for items that must be removed from the stock due to spoilage, breakage or mistakes. Press the **WASTE** key before entering wasted items, and press the **WASTE** key again to finalize. The **WASTE** key may be under manager control, requiring the control lock to be in the **X** position. The **WASTE** key is not allowed within a sale.

1. Press the WASTE key. The message "WASTE" displays at the top of the screen.
WASTE
2. Enter the item or items that are wasted.
3. Press the WASTE key again to total the wasted items:
WASTE

No Sale Operation:

Open Drawer:

The **#/NOSALE** key will open the cash drawer when you have not already started a transaction.

1. Press **#/NS**
2. The drawer will open and the receipt will be printed.

Non Add Number:

You can also use the **#/NOSALE** key to print any number (up to 9 digits) on the printer paper. You can enter the number any time during the transaction.

1. Register the items you wish to sell.
2. Enter the number you wish to record, for example enter,
1234
3. Press **#/NS** key
4. Press **CHECK** key to totaling the sale.

Received On Account Operations:

You can use one of the received on account function (**RA1-RA3**) to accept cash or checks into the drawer when you are not actually selling merchandise. For example, use received on account to accept payments for previously sold merchandise, or record loans to the cash drawer.

1. Press one of the received on account key (RA1-RA3).
RA1
2. Enter the amount of cash received, press CASH
10.00
CASH
3. Enter the check amount received, and press CHECK
10.00
CHECK
4. Enter the charge amount received, press CHARGE1
10.00
CHARGE1
5. You can continue to itemize receipts, or you can finalize by pressing or selecting the same received on account key.
RA1

Paid Out Operations:

You can use the paid out function (**PO1-PO3**) to track cash or checks paid out or to record loans from the cash drawer.

1. Press one of the paid out key (PO1-PO3).
PO1
2. Enter the amount of cash paid, press CASH
10.00
CASH
3. Enter the check amount paid, and press CHECK
10.00
CHECK
4. Enter the charge amount received, press CHARGE1
10.00
CHARGE1
5. You can continue to itemize paid outs, or you can finalize by pressing or selecting the same paid out key.
PO1

Eat In/Take Out/Drive Thru Sales:

Different types of sales, such as "Eat In", "Take Out" and "Drive Thru" can be categorized by placing separate keys on the keyboard. **EAT IN, TAKE OUT, AND DRIVE THRU** keys function as subtotal keys. You can also force the operator to press one of the keys before tendering. Separate totals will be maintained on the financial report to detail sales counts and amounts for each key.

Logo Description Programming:

Programming the Receipt/Check Endorsement Message

A Preamble message of up to six lines can be printed at the top of each receipt; a postamble message of up to six lines can be printed at the bottom of each receipt; an endorsement message of up to ten lines can be printed when a check is endorsed on an optional slip printer. Each line can consist of up to 24 characters.

Note: Please check a message line chart on page#145 and page#74 for Descriptor code method on ER420/420MF Operation and Program Manual.

In the following example we'll set a 1st line of Preamble as **Central Cash Register (CCR)**.

1. Turn the Mode switch to Program Mode (P or PGM) position.
2. Press 700
3. Press Sub-Total
4. Press 1 (For 1st line of Preamble)
5. Press X/TIME
(Enter up to 24 three-character codes, Check for Descriptor code on Page#74 on ER420/420MF Operation and Program Manual).
6. Press 067 (Descriptor code for "C")
7. Press 069 (Descriptor code for "E")
8. Press 078 (Descriptor code for "N")
9. Press 084 (Descriptor code for "T")
10. Press 082 (Descriptor code for "R")
11. Press 065 (Descriptor code for "A")
12. Press 076 (Descriptor code for "L")
13. Press 032 (Descriptor code for "Space")
14. Press 067 (Descriptor code for "C")
15. Press 065 (Descriptor code for "A")
16. Press 083 (Descriptor code for "S")
17. Press 072 (Descriptor code for "H")
18. Press 032 (Descriptor code for "Space")
19. Press 082 (Descriptor code for "R")
20. Press 069 (Descriptor code for "E")
21. Press 071 (Descriptor code for "G")
22. Press 073 (Descriptor code for "I")
23. Press 083 (Descriptor code for "S")
24. Press 084 (Descriptor code for "T")
25. Press 069 (Descriptor code for "E")
26. Press 082 (Descriptor code for "R")
27. Press 032 (Descriptor code for "Space")
28. Press 040 (Descriptor code for "(")
29. Press 067 (Descriptor code for "C")
30. Press 067 (Descriptor code for "C")
31. Press 082 (Descriptor code for "R")
32. Press 041 (Descriptor code for ")")
33. Press Sub-Total
34. Press Cash/Tend (Its going to save the 1st line Preamble and print a slip).

In the following example well delete a 1st line Preamble.

1. Turn the Mode switch to Program Mode (P or PGM) position.
 2. Press 700
 3. Press Sub-Total
 4. Press 1 (For 1st line of Preamble)
 5. Press X/TIME
 6. Press 091 (Descriptor code for **"Empty Space"**)
 7. Press Sub-Total
 8. Press Cash/Tend (Its going to clear the 1st line Preamble)
-

System Option Programming:

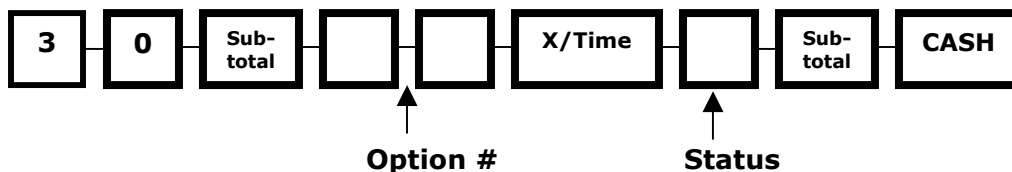
Refer to the "System Option Table" at page#90-92 on ER420/420MF Operation and Program Manual to review the system option. Read each option carefully to determine if you wish to make any changes.

Note: Because after clearing memory all options settings are automatically set to 0, and because your most likely option selections require a status setting of 0, you do not need to program this section unless you wish to change the default status.

In the following example well program a system option. Please check System Option Table at page#90-92 on ER420/420MF Operation and Program Manual

1. Turn the Mode switch to Program Mode (P or PGM) position.
2. Press 30
3. Press Sub-Total
4. Enter system option address
(Check system option address on Page#90-92)
5. Press X/TIME
6. Enter the number representing the status you have selected.
7. Press Sub-Total
8. Repeat from 3 for each system option you wish to change.
9. Press Cash/Tend (Its going to set a system option for certain address)

System Option Flowchart



Print Option Programming:

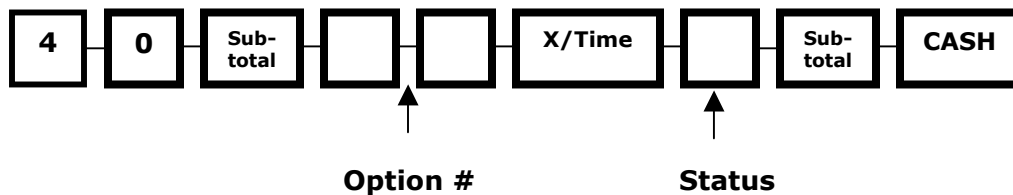
Refer to the "Print Option Table" at page#94-97 on ER420/420MF Operation and Program Manual to review the system option. Read each option carefully to determine if you wish to make any changes.

Note: Because after clearing memory all options settings are automatically set to 0, and because your most likely option selections require a status setting of 0, you do not need to program this section unless you wish to change the default status.

In the following example we'll program a print option. Please check Print Option Table at page#94-97 on ER420/420MF Operation and Program Manual

1. Turn the Mode switch to Program Mode (P or PGM) position.
2. Press 40
3. Press Sub-Total
4. Enter print option address
(Check print option address on Page#94-97)
5. Press X/TIME
6. Enter the number representing the status you have selected.
7. Press Sub-Total
8. Repeat from 3 for each Print option you wish to change.
9. Press Cash/Tend (Its going to set a print option for certain address)

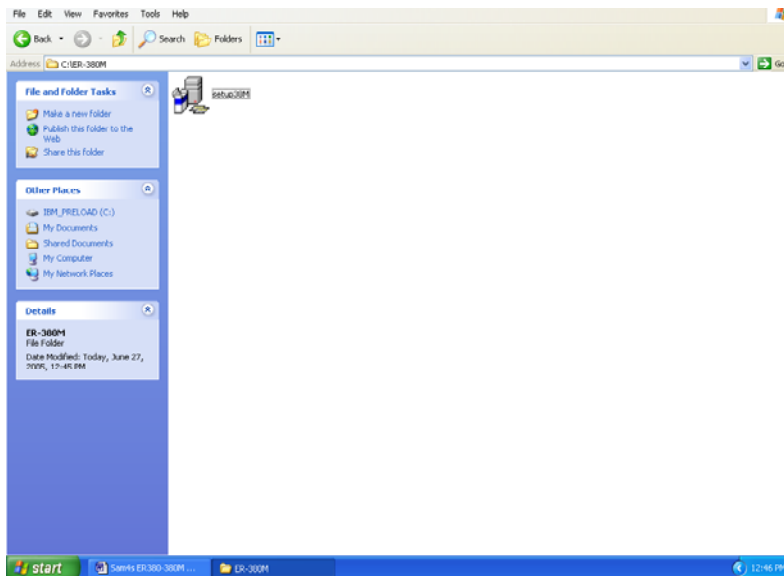
System Option Flowchart



Installation of ER-420/420MF Utility Software:

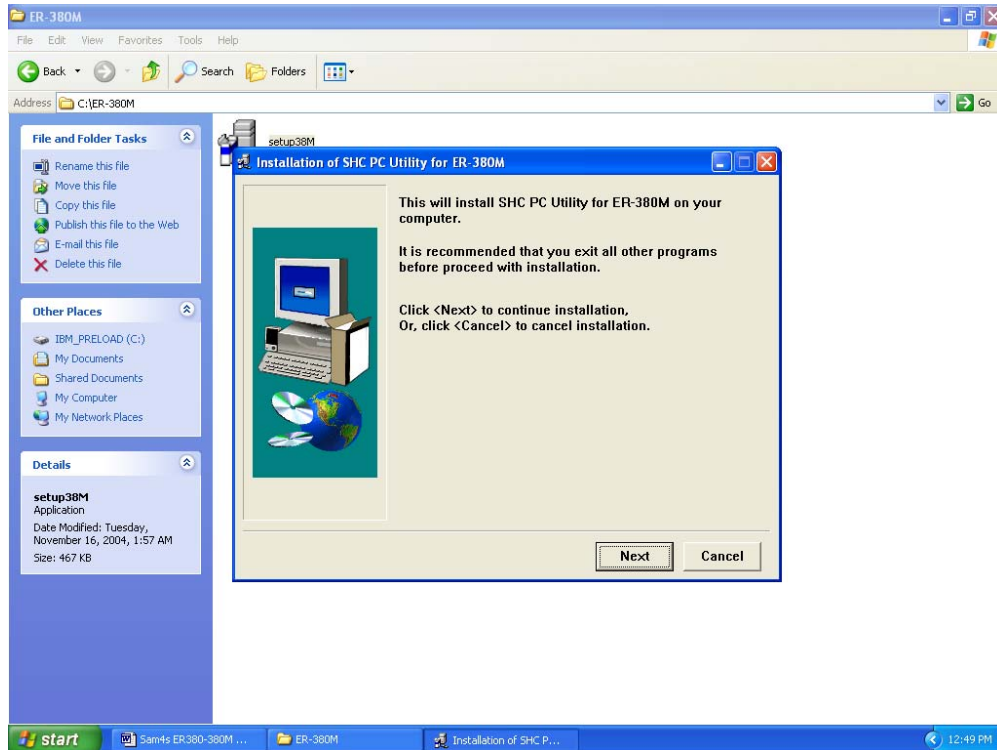
Step1:

Double click the setup420 to run the setup.



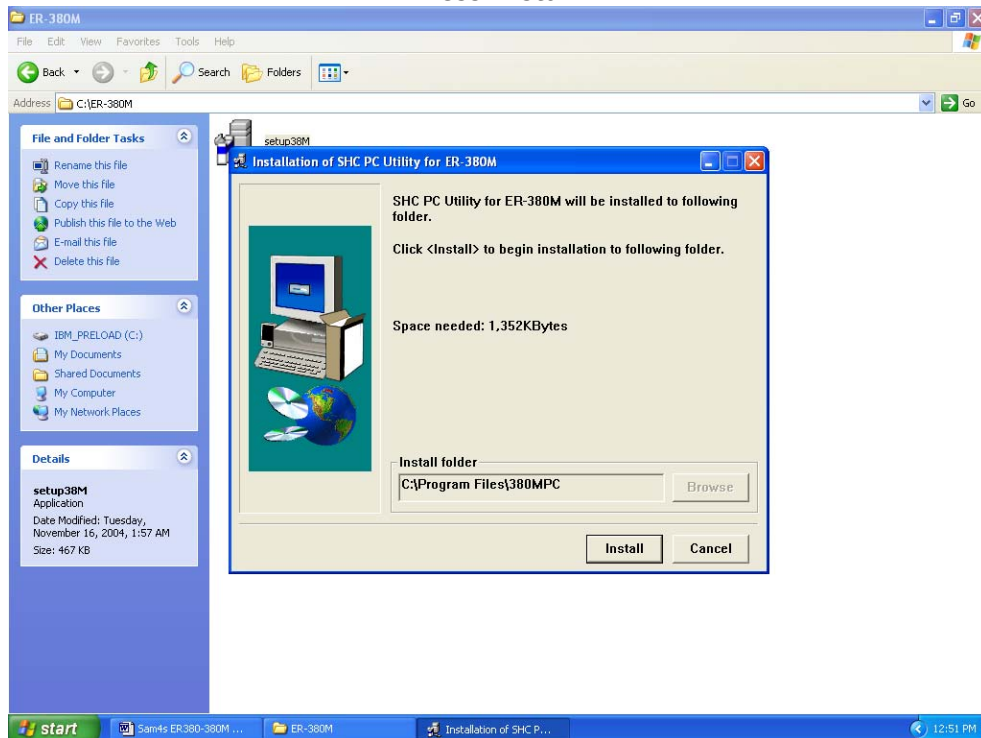
Step2:

Press Next.



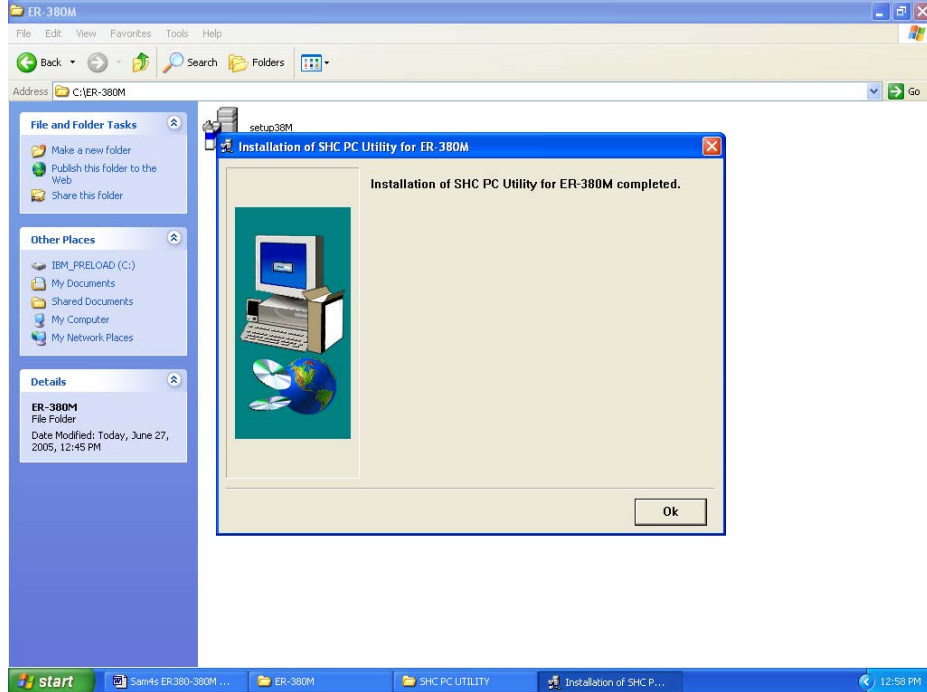
Step3:

Press Install.



Step4:

Press ok to complete the installation.

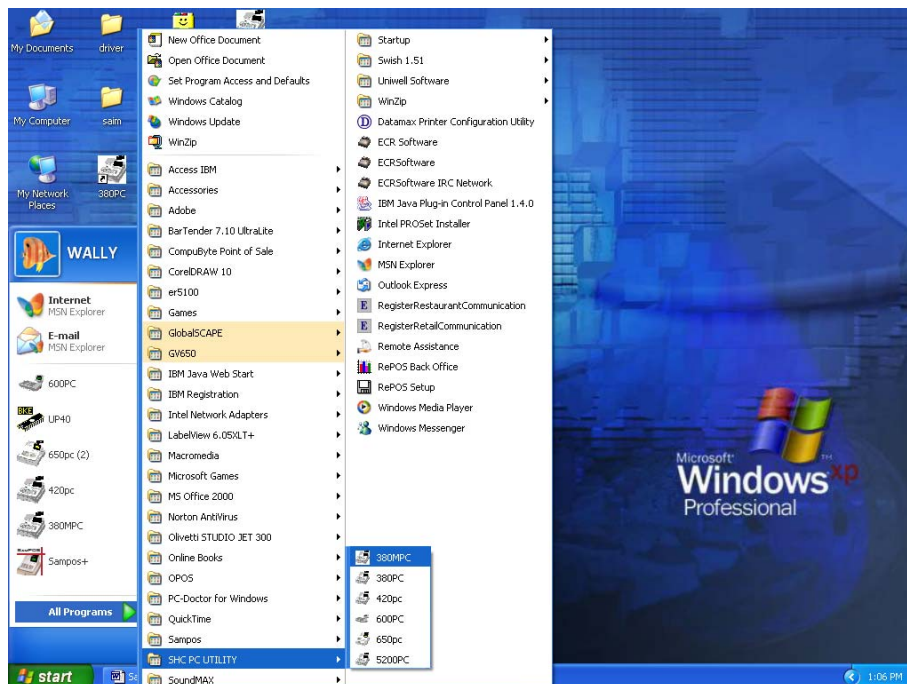


To Run ER-420/420MF Utility Software:

First close all the windows, which is opened.

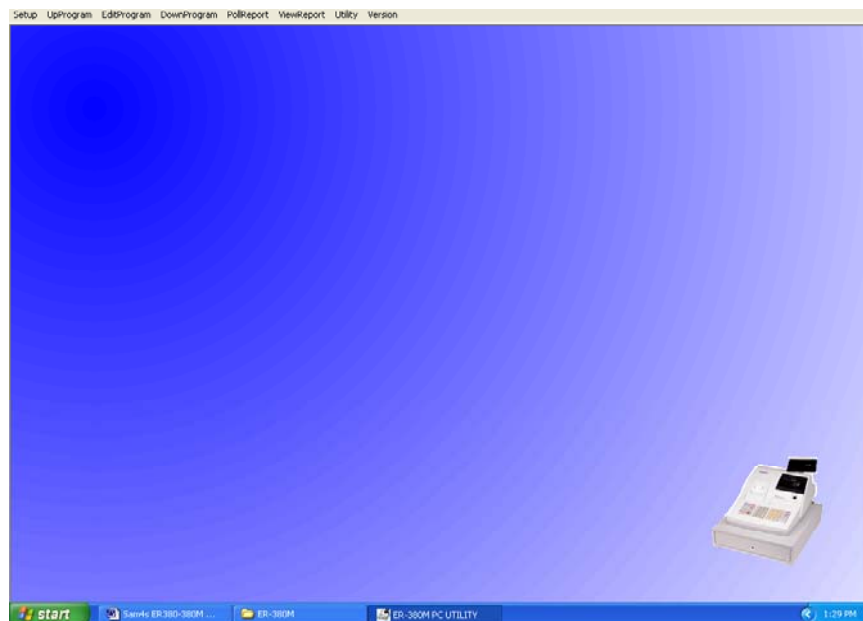
To run ER-420/420MF utility software:

Go to Start → All Programs → SHC PC UTILITY → PRESS 420PC



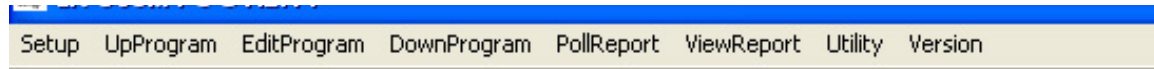
After Installing ER-420/420MF Utility Software:

Once you finish installing the ER-420/420MF Utility run the software, if you are running the software first time its going to ask to "ADD NEW STORE", type your new store name and select a Baud Rate and Port, Port would be COM1 or COM2 it depends on which port you are connecting your ER-420/420MF Machine and select 9600 baud rate and press close button. If the software running 1st time on your PC it's going to ask to set a memory allocation, just press ok.



ER-420/420MF Utility Software Menu:

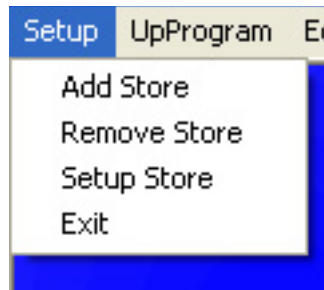
Following are the menu for ER-420/420MF Utility software.



Next we are going to learn some of the menus step by step.

1. Setup Menu:

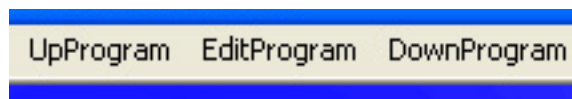
The following image showing 4 options on setup Menu,



When you wanted to Add new store, select Add Store on Setup option and type a name for a store. You can add multiple stores. When you wanted to remove any stores, select Remove Store and select which store you want to delete then press ok. Select Setup Store when you wanted to select any other store. Press Exit to close the software.

2. Difference b/w UpProgram, EditProgram and DownProgram:

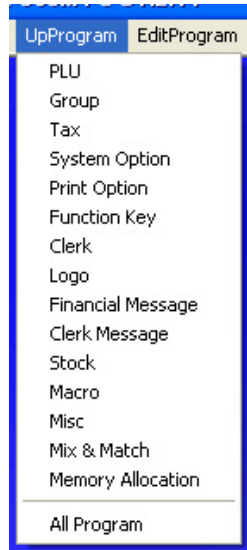
The following image showing three menus UpProgram, EditProgram and DownProgram.



The difference between these options is that when we wanted to upload all the program such as PLU, TAX, Group, System Option etc. etc. from ER-420 ECR Machine and bringing to your PC utility we will use UpProgram menu, EditProgram menu is used when we wanted to Edit/change program such as PLU, Group, TAX etc. etc. on to your PC which was uploaded through UpProgram and DownProgram is used when we wanted to download the program such as PLU, Group, TAX, Print option etc. etc. from your PC to ER-420 ECR Machine.

3. UpProgram Menu:

The following image showing UpProgram Menu,



With UpProgram menu you can upload program such as PLU, Group, Tax etc. etc. from ER-420 ECR machine to the PC. If you wanted to upload the entire program use **"All Program"** and if you wanted to upload only **"PLU"** so select UpProgram => PLU. So its going to upload only PLUs.

4. DownProgram Menu:

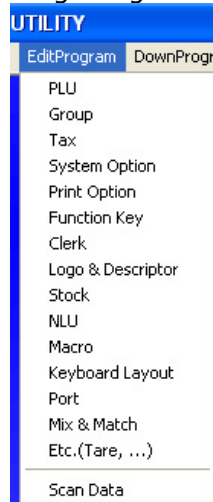
The following image showing DownProgram Menu,



With DownProgram menu you can download program such as PLU, Group, Tax etc. etc. from PC to the ER-420 ECR machine. If you wanted to download the entire program use **"All Program"** and if you wanted to download only **"PLU"** so select DownProgram => PLU. So its going to download only PLUs.

5. EditProgram Menu:

The following image showing EditProgram Menu,



With EditProgram menu you can Edit/Change program such as PLU, Group, Tax etc. etc. from your PC.

- **EditProgram => PLU:**

The following image shows the PLU options,

A screenshot of the 'PROGRAMMING PLU' window. The window has a blue title bar with the text 'PROGRAMMING PLU - Right click to delete an item.' Below the title bar, there is a table with three columns: 'CODE', 'DESCRIPTOR', and 'PRICE1'. The table contains 12 rows of data, with codes 1 through 12 and descriptors PLU1 through PLU12, all with a price of 0.00. To the right of the table, there is a section for 'TOTAL PLU# : 12'. Below this, there are several input fields and checkboxes for configuring the PLU. These include: 'PLU CODE', 'DESCRIPTOR', 'GROUP' (with three sub-inputs), 'PRICE1', 'PRICE2', 'PRESET' (checkbox), 'PRESET OVERRIDE' (checkbox), 'TAXABLE BY' (with four radio buttons), 'FOOD STAMP ELIGIBLE' (checkbox), 'HASH ITEM' (checkbox), 'NON ADD # COMP.' (checkbox), 'INVENTORY ITEM' (checkbox), 'SCALABLE' (checkbox), 'CONDIMENT ITEM' (checkbox), 'PRINT ON RECEIPT' (checkbox), 'PRINT PRICE ON RECEIPT' (checkbox), 'DISABLE PROMO' (checkbox), 'LINK PLU CODE' (input field), 'AUTO TARE' (input field), 'MDX & MATCH #' (input field), 'NEGATIVE ITEM' (checkbox), 'SINGLE ITEM' (checkbox), 'GALLONAGE ITEM' (checkbox), 'DISABLE' (checkbox), 'AUTO SCALE' (checkbox), 'CONDIMENT COMP.' (checkbox), 'PRINT ON CHECK' (checkbox), 'PRINT PRICE ON CHECK' (checkbox), 'COUNTER NOT RESET' (checkbox), and 'PRESET OVERRIDE IN MGR MODE' (checkbox). There are also buttons for 'SAVE & EXIT', 'SAVE & NEW', and 'CANCEL'.

Next well going to learn some of the option for PLU:

PLU CODE: You can put PLU# or you can use barcode scanner to scan and make that PLU as PLU code.

DESCRIPTOR: You can put a name of that item as a descriptor of that certain PLU# or Barcode item.

GROUP: There are three boxes where you can define which group that certain PLU is linked up. You can use three separate groups for each PLUs.

PRICE1: You can put a price for that certain PLU.

PRICE2: You can use price2 when you are using multiple prices for same PLU.

NOTE: ALWAYS REMEMBER USE MEMORY ALLOCATION FOR PRICE LEVEL BEFORE YOU GOING TO USE MULTIPLE PRICE LEVEL.

PRESET: Preset PLUs are programmable PLUs If you select preset option it means that you cant put your price because it's not an open PLU. If you not select this option then that PLU going to be as open PLU.

PRESET OVERRIDE: With this option you can override preset of that PLU.

TAXABLE BY 1-4: You can use this option when you want to use VAT/TAX, but you have to configure the TAX option first.

NEGATIVE ITEM: We use this option when you refunding a money back e.g. Empty bottle etc. when you select this option it means that PLU is going to be a negative.

SINGLE ITEM: When you select this option the register going to automatically totals as cash sale. Use single item PLUs for speedy one-item cash sales. When you select single item PLU the drawer will immediately open, and a separate transaction receipt is printed.

INVENTORY ITEM: When you select this option it's going to make that PLU as a stock item.

DISABLE: Use this option when you wanted to disable certain PLU.

SCALABLE: Use this option when you wanted to scale that certain PLU.

AUTO SCALE: Use this option when you wanted to use Automatic Scale on certain PLU. The machine going to pickup the weight from Scale automatically.

Note: (To use scale you have to allocate Scale button on ER-420/420MF Machine)

PRINT ON RECEIPT/CHECK: Use this option when you want that PLU going to Print on receipt/check.

PRINT PRICE ON RECEIPT/CHECK: Use this option when you want that PLU going to Print Price on receipt/check.

DISABLE PROMO: Use this option when you don't want that PLU as promotional item. PROMO PLUs are those PLU which allows you to account for promotional items, as in "buy two, get one free". Pressing the PROMO key will remove an items cost from the sale, and the promo item will not be added to the PLU sales total, but it is added to the item sales counter. If stock (inventory) reporting is used, the item will be subtracted from inventory.

CONDIMENT ITEM: Use this option when you wanted to make that PLU as a condiment item. Condiment items are those items for ex. Extra cheese, extra chili etc. etc.

COMPULSORY CONDIMENT ITEM: Use this option when you wanted that PLU wont complete its transaction without selecting a condiment item because the condiment item is compulsory to select.

LINK PLU CODE: Use this option when you wanted to link one PLU to another PLU. You just have to put code for that PLU which you wanted to be linked.

MIX & MATCH#: You can link a PLU with Mix & Match (Discount Function) by defining a Mix & Match No., but you have to configure the MIX & MATCH option first.

SAVE & NEW: Click when you wanted to save and create new PLU.

SAVE & EXIT: Click when you wanted to save and exit PLU option.

CANCEL: Click when you don't want to save any setting and exits from PLU option menu.

Following you can see the image showing some selected options for PLU.

PROGRAMMING PLU - Right click to delete an item.

CODE	DESCRIPTOR	PRICE1
1	COKE	5.00
2	PLU2	0.00
3	PLU3	0.00
4	PLU4	0.00
5	PLU5	0.00
6	PLU6	0.00
7	PLU7	0.00
8	PLU8	0.00
9	PLU9	0.00
10	PLU10	0.00
11	PLU11	0.00
12	PLU12	0.00

TOTAL PLU#: 12

PLU CODE: 1

DESCRIPTOR: COKE

GROUP: 1 0 0

PRICE1: 5.00

PRICE2: 0.00

PRESET ☒ PRESET OVERRIDE ☒

TAXABLE BY: 1 2 3 4

FOOD STAMP ELIGIBLE ☐ NEGATIVE ITEM ☐

HASH ITEM ☐ SINGLE ITEM ☐

NON ADD # COMP. ☐ GALLONAGE ITEM ☐

INVENTORY ITEM ☒ DISABLE ☐

SCALABLE ☐ AUTO SCALE ☐

CONDIMENT ITEM ☐ CONDIMENT COMP. ☐

PRINT ON RECEIPT ☒ PRINT ON CHECK ☒

PRINT PRICE ON RECEIPT ☒ PRINT PRICE ON CHECK ☒

DISABLE PROMO ☐ COUNTER NOT RESET ☐

PRESET OVERRIDE IN MGR MODE ☐

LINK PLU CODE: 0

AUTO TARE: 0

MIX & MATCH #: 0

SAVE & EXIT

SAVE & NEW

CANCEL

- **EditProgram => Group:**

The following image shows the Group options,

The screenshot shows a dialog box titled "GROUP" with a blue header. It contains a table with 20 rows, each with a number and the text "GROUP 1" through "GROUP 20". To the right of the table, there are several options for "GROUP 1": a "DESCRIPTOR" field with "GROUP 1" entered, a checked "ADD TO GROUP TOTAL" checkbox, an unchecked "SEND TO KP" checkbox, a "KP PORT" section with unchecked "PORT #1", "PORT 2", and "RECEIPT" checkboxes, and an unchecked "PRINT RED ON KP" checkbox. At the bottom are "SAVE" and "CANCEL" buttons.

In the following example we'll learn how to setup a group1:

DESCRIPTOR: The name of that Group. Press GROUP 1 and put DESCRIPTOR as Cold Drinks.

ADD TO GROUP TOTAL: Select when you wanted that group to be used in-group total.

SEND TO KP: Select when you wanted to use Kitchen Printer (KP).

KP PORT: Select a Port #1 or Port #2, which port you, are using a kitchen printer. If you wanted to print on receipt select Receipt option.

Following you can see the image showing selected options for GROUP.

The screenshot shows the same "GROUP" dialog box, but with different selections. In the table, the first row is "1 COLD DRINKS" and the rest are "GROUP 2" through "GROUP 20". In the options section, the "DESCRIPTOR" field now contains "COLD DRINKS". The "ADD TO GROUP TOTAL" and "SEND TO KP" checkboxes are checked. In the "KP PORT" section, the "PORT #1" checkbox is checked, while "PORT 2" and "RECEIPT" are unchecked. The "PRINT RED ON KP" checkbox remains unchecked. The "SAVE" and "CANCEL" buttons are at the bottom.

The following image shows the Stock options,

[illegible]

PLU CODE: Put PLU code for which PLU you wanted to make a stock inventory.

QUANTITY: Put a stock quantity of the certain PLU.

SAVE: Click when you wanted save stock.

CLEAR ALL: Click when you wanted to clear the stock.

CANCEL: Click when you don't want any settings to be saved and exits from that menu.

Following you can see the image showing selected options for STOCK.

PluStock

CODE	DESCRIPTOR	QUANTITY
1	COKE	30.00

PLU CODE

QUANTITY

- **EditProgram => Logo and Descriptor:**

The following image shows the Logo and Descriptor options,

The screenshot shows the 'LogoDesc' application window. It is divided into four main sections, each with a list of items and a corresponding text entry field:

- PREAMBLE:** A list of 6 empty text boxes for editing the preamble message.
- POSTAMBLE:** A list of 6 empty text boxes for editing the postamble message.
- ENDORSEMENT MSG:** A list of 6 empty text boxes for editing endorsement messages.
- FINANCIAL REP MSG:** A list of 20 items including '+PLU TTL', 'FINANCIAL REP.', '+PLU TTL', 'ADJUST TTL', 'NONTAX', 'TAX1 SALES', 'TAX2 SALES', 'TAX3 SALES', 'TAX4 SALES', 'TAX1', 'TAX2', 'TAX3', 'TAX4', 'XMPT1 SALES', 'XMPT2 SALES', 'XMPT3 SALES', 'XMPT4 SALES', 'EATIN TTL', 'TAKEOUT TTL', 'DRTHRU TTL', '% 1', '% 2', '% 3', '% 4', '% 5', 'NET SALE', and 'CREDIT TAX1'. A dropdown menu is open showing 'FINANCIAL REP.' selected.
- CLERK REP MSG:** A list of 20 items including 'NET SALE', 'CLERK REP.', 'NET SALE', 'NONTAX', 'TAX1 SALES', 'TAX2 SALES', 'TAX3 SALES', 'TAX4 SALES', 'TAX1', 'TAX2', 'TAX3', 'TAX4', 'XMPT1 SALES', 'XMPT2 SALES', 'XMPT3 SALES', 'XMPT4 SALES', 'EATIN TTL', 'TAKEOUT TTL', 'DRTHRU TTL', '% 1', '% 2', '% 3', '% 4', '% 5', 'CREDIT TAX1', 'CREDIT TAX2', 'CREDIT TAX3', and 'CREDIT TAX4'. A dropdown menu is open showing 'CLERK REP.' selected.

At the bottom of the window are 'SAVE' and 'CANCEL' buttons.

PREAMBLE: Preamble is a message, which appears on top of the receipt.

POSTAMBLE: Postamble is a message, which appears on bottom of the receipt.

FINANCIAL REP. MSG: You can edit these messages, which is going to print when you taking an X or Z report of financial reports.

CLERK REP. MSG: You can edit these messages, which is going to print when you taking an X or Z report of clerk reports.

Following you can see the image showing selected options for LOGO & DESCRIPTOR.

LogoDesc

PREAMBLE	ENDORSEMENT MESG	FINANCIAL REP MESG	CLERK REP MESG
3212, Tribunal Garden,		VAT	NET SALE
Gilles St. Fordsburg, JHB		FINANCIAL REP.	CLERK REP.
Cell: 083-9290099		+PLU TTL	NET SALE
		-PLU TTL	NONTAX
		ADJUST TTL	TAX1 SALES
		NONTAX	TAX2 SALES
		TAX1 SALES	TAX3 SALES
		TAX2 SALES	TAX4 SALES
		TAX3 SALES	TAX1
		TAX4 SALES	TAX2
		VAT	TAX3
		TAX2	TAX4
		TAX3	XMP11 SALES
		TAX4	XMP12 SALES
		XMP11 SALES	XMP13 SALES
		XMP12 SALES	XMP14 SALES
		XMP13 SALES	EATIN TTL
		XMP14 SALES	TAKEOUT TTL
		EATIN TTL	DRTHRU TTL
		TAKEOUT TTL	% 1
		DRTHRU TTL	% 2
		% 1	% 3
		% 2	% 4
		% 3	% 5
		% 4	CREDIT TAX1
		% 5	CREDIT TAX2
		NET SALE	CREDIT TAX3
		CREDIT TAX1	CREDIT TAX4

POSTAMBLE

VAT# 024596878

SAVE CANCEL

- **EditProgram => Print Option:**

The following image shows the Print Options,

PRINT OPTION

<input type="checkbox"/> PRINT MEDIA TOTALS ON CLERK REPORT	<input type="checkbox"/> PRINT SUBTOTAL WITHOUT TAX	<input type="checkbox"/> PRINT PREAMBLE ON THE GUEST CHECK
<input checked="" type="checkbox"/> PRINT TAX SYMBOL	TAX AMOUNT IS ITEMIZE	<input type="checkbox"/> PRINT POSTAMBLE ON THE GUEST CHECK
<input checked="" type="checkbox"/> PRINT VD MODE AND RETURN ON RPT.	<input checked="" type="checkbox"/> PRINT TAX AMOUNT	<input checked="" type="checkbox"/> AVG ITEM / CUST <input checked="" type="checkbox"/> AVG \$ / CUST
<input type="checkbox"/> PRINT AUDACTION ON REPORT	<input type="checkbox"/> PRINT TAXABLE TOTAL	<input type="checkbox"/> BUFFER RECEIPT ISSUE WHEN REC IS ON
<input checked="" type="checkbox"/> SKIP ZERO TOTALS ON FINANCIAL RPT.	<input type="checkbox"/> PRINT TAX RATE	<input type="checkbox"/> PRIORITY PRINT BY GROUP ON KP
<input checked="" type="checkbox"/> SKIP ZERO TOTALS ON CLERK REPORT	<input type="checkbox"/> VAT BREAKDOWN	<input type="checkbox"/> PRINT PLU # ON RECEIPT
<input type="checkbox"/> PRINT CLERK REPORT AFTER FINANCIAL RPT	<input type="checkbox"/> PRINT TRAIN MODE TITLE IN TRAINING MODE	<input checked="" type="checkbox"/> PRE-PRN GRAPHIC LOGO ON RECEIPT
<input type="checkbox"/> PRINT SALE ITEM NO.	CURRENCY SYMBOL	<input type="checkbox"/> POST-PRN GRAPHIC LOGO ON RECEIPT
<input type="checkbox"/> PRINT PLU WITH ZERO TOTALS ON RPT.	CONV # 1	<input type="checkbox"/> PRE-PRINTING LOGO IS DEFAULT
<input type="checkbox"/> PRINT SUBTOTAL WHEN PRESSE	CONV # 2	<input type="checkbox"/> PRE-PRN GRAPHIC LOGO ON GUEST CHECK
<input type="checkbox"/> PRINT % OF SALES ON PLU REPORT	CONV # 3	<input type="checkbox"/> POST-PRN GRAPHIC LOGO ON GUEST CHECK
<input checked="" type="checkbox"/> PRINT CONS. NO.	CONV # 4	<input type="checkbox"/> NOT PRINT WHEN POLLING REPORTS
<input checked="" type="checkbox"/> PRINT DATE <input checked="" type="checkbox"/> PRINT TIME	<input type="checkbox"/> PRINT KP ORDER # ON RECEIPT	<input type="checkbox"/> PRINT PLU # ON PLU REPORTS
<input checked="" type="checkbox"/> PRINT MACHINE NO.	<input type="checkbox"/> PRINT PRICE ON KP	GRAND TOTAL IS GROSS
<input checked="" type="checkbox"/> PRINT CLERK NAME	<input type="checkbox"/> SEND TO KP IN VOID MODE	<input type="checkbox"/> SEND ORDER TO KP AT SUBTOTAL
HOME CURRENCY SYMBOL R	<input type="checkbox"/> SEND TO KP IN TRAIN MODE	<input type="checkbox"/> PRINT DATE ON SERV ON HARD CHECK
<input checked="" type="checkbox"/> PRINT Z COUNTER	<input type="checkbox"/> COMBINE LIKE ITEMS ON KP	EDIT PRE FEEDING LINE (0-5) 0
<input checked="" type="checkbox"/> PRINT RECEIPT WHEN SIGN ON/OFF	<input checked="" type="checkbox"/> CONSOLIDATION ON CHECK TRACK	EDIT END FEEDING LINE (0-5) 0
<input type="checkbox"/> PRINT GRAND TOTAL	VOLUME UNIT GAL	
<input type="checkbox"/> ON X REPORT <input type="checkbox"/> ON Z REPORT	<input checked="" type="checkbox"/> PRINT PREAMBLE MESSAGE ON RECEIPT	
<input type="checkbox"/> PRINT GROSS TOTAL	<input checked="" type="checkbox"/> PRINT POSTAMBLE MESSAGE ON RECEIPT	
<input type="checkbox"/> ON X REPORT <input type="checkbox"/> ON Z REPORT		

SAVE CANCEL

For More info about Print option check ER-420 Manual.

- **EditProgram => System Option:**

The following image shows the System Options,

For More info about System option check ER-420 Manual.

- **EditProgram => Scan Data:**

The following image shows Options for Scan Data,

Since much time and energy has been invested in the planning and programming of ER420/420MF, it is advisable to print a hard copy of the final program for future reference. This copy should be kept in safe place. You can use Scan Data to scan a certain Items, which you programmed and then you can save or print them for your future amendments. So you know what settings you did in print option, system option, PLU etc. etc.

In the following image you can the SCAN DATA for Print Option,

The screenshot shows a window titled "PRINT OPTION PGM - PgmData". The window has a menu bar with "File", "Pgm Data", "Page", and "Help". Below the menu bar is a toolbar with icons for opening a file, saving, printing, and navigating. The main area of the window displays a list of settings for the print option, organized into two columns: the setting name and the current value (YES/NO).

	YES/NO
PRINT MEDIA TOTALS ON CLERK REPORT	NO
PRINT TAX SYMBOL	YES
PRINT VD MODE AND RETURN ON REPORT	YES
PRINT AUDACTION ON REPORT	NO
SKIP ZERO TOTALS ON FINANCIAL REPORT	YES
SKIP ZERO TOTALS ON CLERK REPORT	YES
PRINT CLERK REPORT AFTER FINANCIAL REPORT	NO
PRT SALE ITEM NO.	NO
PRINT PLU WITH ZERO TOTALS ON REPORT	NO
PRINT SUBTOTAL WHEN PRESSED	NO
PRINT % OF SALES ON PLU REPORT	NO
PRINT CONS. NO.	YES
PRINT DATE	YES
PRINT TIME	YES
PRINT MACHINE NO.	YES
PRINT CLERK NAME	YES
HOME CURRENCY SYMBOL	R
PRINT Z COUNTER	YES
PRINT RECEIPT WHEN SIGN ON/OFF	YES
PRINT GRAND TOTAL ON X REPORT	NO
ON Z REPORT	NO
PRINT GROSS TOTAL ON X REPORT	NO
ON Z REPORT	NO
PRINT SUBTOTAL WITHOUT TAX	NO
TAX AMOUNT IS	ITEMIZE
PRINT TAX AMOUNT	YES
PRINT TAXABLE TOTAL	NO
PRINT TAX RATE	NO
VAT BREAKDOWN	NO

6. PollReport Menu:

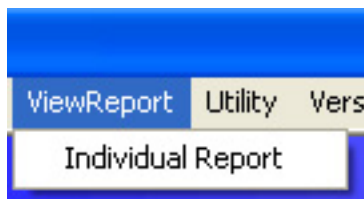
The following image showing options for PollReport Menu,



PollReport is used when you wanted to Pull an X or Z report from ER420 ECR Machine to your PC. If you wanted to pull all report select **"ALL REPORT"** and then you select if you wanted X or Z report and if you wanted to pull only certain report you can select that certain option like if you wanted to pull report for PLU so you can select **"PLU"**. So it's only going to pull report for PLU.

7. ViewReport Menu:

The following image showing option for ViewReport Menu,



View reports are used when you wanted to see the reports, which you pulled when you used PollReport.

In the Following example well check a financial report.

Click Individual Report, once you select it you can see the following image after you click Individual Report option.



Next click Financial Report,

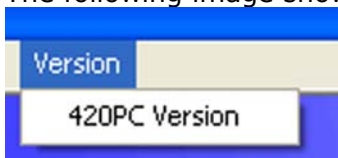


Next select financial report file and press open,

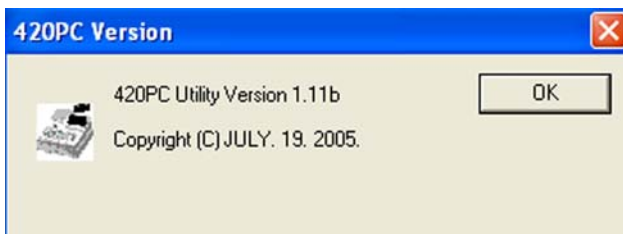
FINANCIAL REPORT - Report		
File Report Page Help		
0_ << >>		
FINANCIAL REPORT X1 06/15/2005 13:55:57		
DESCRIPTION	COUNT	TOTAL
+PLU TTL	11.00	78.00
-PLU TTL	0.00	0.00
ADJST TTL	11.00	78.00
NONTAX	11	78.00
TAX1 SALES	0	0.00
TAX2 SALES	0	0.00
TAX3 SALES	0	0.00
TAX4 SALES	0	0.00
TAX1	0	0.00
TAX2	0	0.00
TAX3	0	0.00
TAX4	0	0.00
XMPT1 SALES	0	0.00
XMPT2 SALES	0	0.00
XMPT3 SALES	0	0.00
XMPT4 SALES	0	0.00
EATIN TTL	0	0.00
TAKEOUT TTL	0	0.00
DRTHRU TTL	0	0.00
%1	0	0.00
%2	0	0.00
%3	0	0.00
%4	0	0.00
%5	0	0.00

8. Version Menu:

The following image showing option for Version Menu,



Click 420PC Version

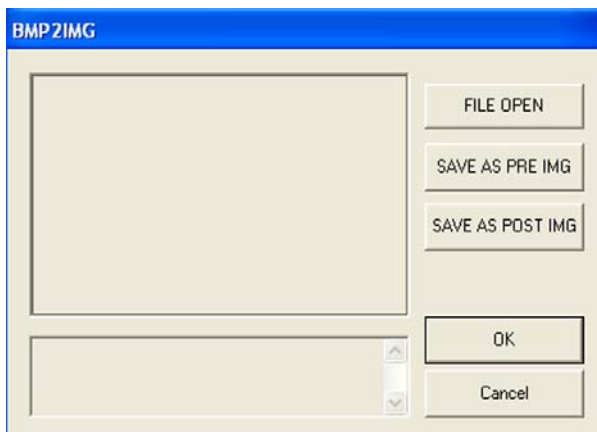


9. Utility Menu:



Convert Logo Image:

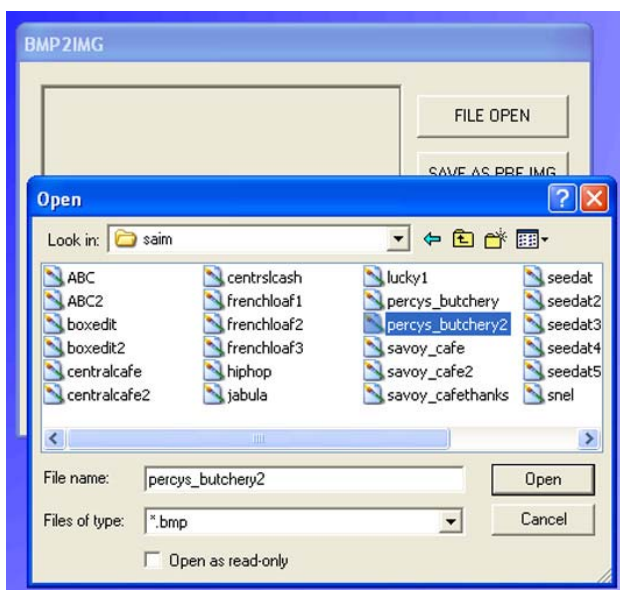
You can use convert logo image option to define a PRE-IMAGE/POST-IMG which going to be printed on a slip.



The above mention image showing the options for convert logo image.
For ER-420/420MF Machine you have to select Bitmap Image (BMP) image and the size going to be 288x192 pixel.

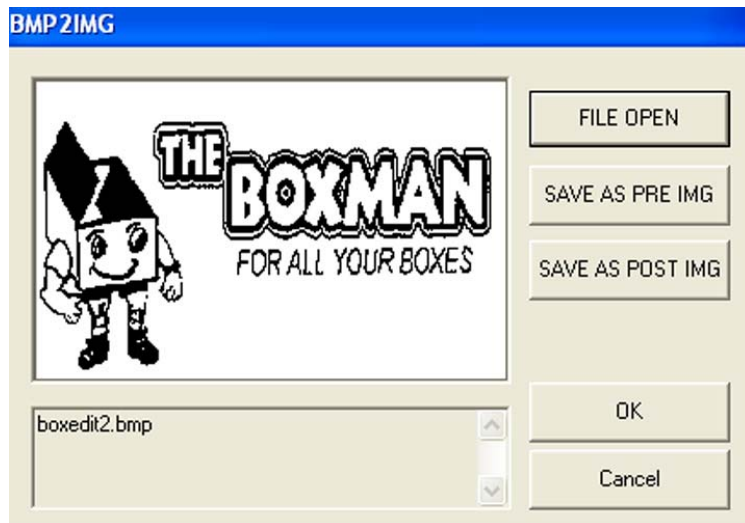
Procedure:

Click on file open button and then select a bitmap image file and click open.



The following images showing the selected Pre-Logo image and then you have to select SAVE AS PRE IMG/POST IMG button and then press OK.

NOTE: The PRE IMG will be shown on top of the slip and POST IMG will be shown bottom of the slip



Next you have to go to Edit Program=> Print Option and De-select PRE-PRINTING LOGO IS DEFAULT and PRE-PRINTING LOGO IS DEFAULT & Select PRE-PRN/POST-PRN GRAPHIC LOGO option and then press save.



After saving you have to download the Print Option and PreAmble/PostAmble Image.



10. The Modem Communications:

To communicate the ER-420/420MF Machine to PC utility via modem you have to connect modem on ER-420/420MF on one of the communication port. Then from a software utility you just have to put the phone no and click close, when you going to use UpProgram it's going to dial the number which you entered and uploaded to the utility via a modem.

Following is the image showing the settings:

PORT

☒ COM1

☐ COM2

BAUDRATE

☒ 9600

☐ 19200

☒ USE MODEM

PHONE NUMBER

CLOSE

Scale Function:

To use scale function you have to connect scale on any one of the serial communication port and then you have to allocate a port to use scale. The following image showing the cable connection for scale.

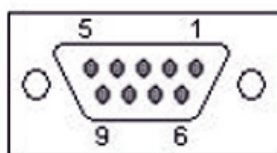
Note: The following image is the cable connection for "Basic RK-10" Scale. All the scale got different type of connection it does vary.

Interface RS-232C

SCALE (RJ45)



PC (DB9)



3 RXD	-----	TXD 3
4 TXD	-----	RXD 2
1 y 2 GND	-----	GND 5

Procedure:

Connect the scale to a serial port 1 and then you have to configure the port 1 to use scale.

Baud rate= 9600

Parity check= none

Data bits= 8

Stop bits=1

Device Function= 2 (For Scale)

Scale type= 0 (For NCI) or 1 (For CAS)

Once you configured a Port then you have to allocate a key for a scale on ER420/420M Machine.

Then on EditProgram=> PLU

You have to select Scalable and Auto Scale option for that certain PLU.

tem.

TOTAL PLU#: 12

PLU CODE: 5

DESCRIPTOR: Banana

GROUP: 1 0 0

PRICE1: 1.50

PRICE2: 0.00

PRESET ☐ PRESET OVERRIDE ☐

TAXABLE BY: 1 ☐ 2 ☐ 3 ☐ 4 ☐

FOOD STAMP ELIGIBLE ☐ NEGATIVE ITEM ☐

HASH ITEM ☐ SINGLE ITEM ☐

NON ADD # COMP. ☐ GALLONAGE ITEM ☐

INVENTORY ITEM ☐ DISABLE ☐

SCALABLE ☒ AUTO SCALE ☒

CONDIMENT ITEM ☐ CONDIMENT COMP. ☐

PRINT ON RECEIPT ☒ PRINT ON CHECK ☒

PRINT PRICE ON RECEIPT ☒ PRINT PRICE ON CHECK ☒

DISABLE PROMO ☐ COUNTER NOT RESET ☐

PRESET OVERRIDE IN MGR MODE ☐

LINK PLU CODE: 0

AUTO TARE: 0

MIX & MATCH #: 0

SAVE & EXIT

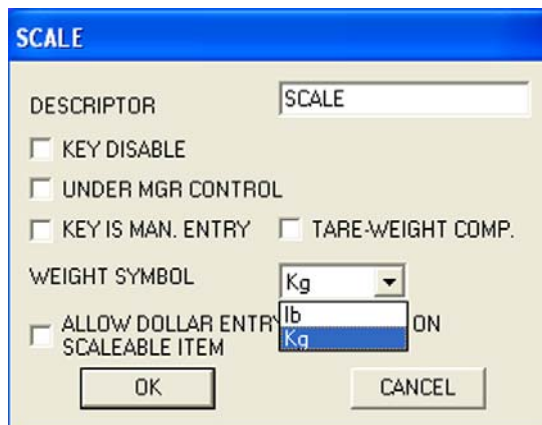
SAVE & NEW

CANCEL

And then save and exit.

On EditProgram=> Function Key => Scale

You can also select weight symbol to use Lbs/KG



The image shows a 'SCALE' configuration window. It has a blue title bar with the word 'SCALE' in white. Below the title bar, there is a 'DESCRIPTOR' field with 'SCALE' entered. There are four checkboxes: 'KEY DISABLE', 'UNDER MGR CONTROL', 'KEY IS MAN. ENTRY', and 'TARE-WEIGHT COMP.'. Below these is a 'WEIGHT SYMBOL' dropdown menu showing 'Kg'. There is also a checkbox for 'ALLOW DOLLAR ENTRY' and a 'SCALEABLE ITEM' checkbox. To the right of the 'SCALEABLE ITEM' checkbox is a small window showing 'lb' and 'Kg' with 'Kg' selected. At the bottom are 'OK' and 'CANCEL' buttons.

Once the configuration is done.

Put your item on a scale and then press scale key and then PLU 5 key on ER420/420MF Machine because in this example we are using PLU 5 for scale.

Price Levels Function:

If you wanted to use multiple prices for single PLU for example if you wanted a retail price and dealer price on single item, you can use multiple price levels on ER420/420MF Machines as its support Max. 2 price levels.

Note: Always remember to allocate memory first to use multiple Price levels.

Procedure:

After allocating memory to use multiple price levels.

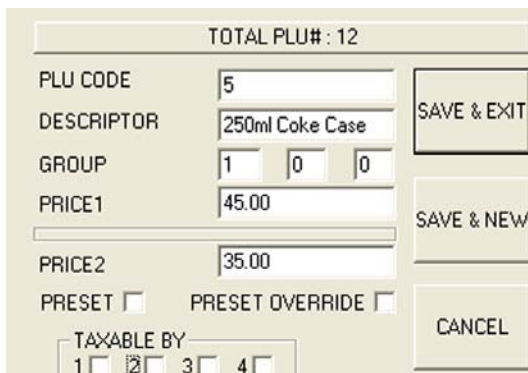
Then you have to assign key for level 1 and level 2 on ER420/420MF Machine.

After assigning a keys for levels,

Go to EditProgram=> PLU,

And put price 1 and price 2 for certain PLU and then click save and exit.

The following image showing Price 1 and Price 2 for PLU 5:



The image shows a 'TOTAL PLU# : 12' window. It has a 'PLU CODE' field with '5' entered. Below it is a 'DESCRIPTOR' field with '250ml Coke Case' entered. There are three 'GROUP' fields with '1', '0', and '0' entered. Below these are 'PRICE1' and 'PRICE2' fields with '45.00' and '35.00' entered respectively. There are checkboxes for 'PRESET' and 'PRESET OVERRIDE'. At the bottom is a 'TAXABLE BY' section with checkboxes for '1', '2', '3', and '4', where '2' is selected. On the right side are 'SAVE & EXIT', 'SAVE & NEW', and 'CANCEL' buttons.

To use Multiple Prices from ER420/420M Machine, you have to press level 1 key and then press PLU 5 key its going to pickup the price 45.00 as price level 1 and if you

press level 2 key and then press PLU 5 key its going to pickup the price 35.00 as price level 2. So in this way you can use multiple prices on single item.

MIX & MATCH (Discount Function):

To use MIX & MATCH Discount Function you have to select Mix & Match option on EditProgram. Retailers often offer discounts when multiple of different items are purchased, for example, the offer: "save R5.00 on any three bottles of wines", can be handled by a mix & match discount. The following image showing Mix & Match Options.

#	DISCOUNT 1
1	DISCOUNT 1
2	DISCOUNT 2
3	DISCOUNT 3
4	DISCOUNT 4
5	DISCOUNT 5
6	DISCOUNT 6
7	DISCOUNT 7
8	DISCOUNT 8
9	DISCOUNT 9
10	DISCOUNT 10

DISCOUNT 1

DISCOUNT 1

TRIP LEVEL 0

PRICE 0.00

OK Cancel

Descriptor: You can select and define a name for a selected discounts.

Trip level: You can select and define a number of items that must be purchased to receive the discounts.

Price: You can select and define an amount of the discount.

Procedure:

To configure discount select Mix & Match option on EditProgram

Click Discount1

Put any Descriptor for Discount 1.

Trip level you can put 3.

Put price 2.00.

#	DESCRIPTOR
1	DISCOUNT 1
2	DISCOUNT 2
3	DISCOUNT 3
4	DISCOUNT 4
5	DISCOUNT 5
6	DISCOUNT 6
7	DISCOUNT 7
8	DISCOUNT 8
9	DISCOUNT 9
10	DISCOUNT 10

DISCOUNT 1	
DESCRIPTOR	DISCOUNT 1
TRIP LEVEL	3
PRICE	2.00

OK

Cancel

After configuring Mix & Match.

Go to EditProgram=> PLU

On PLU 5 put Mix & Match # as 1, so its going to use Mix & Match # 1 which is 2.00 Discount after a purchase of three 250ml Coke case.

PLU CODE	5	SAVE & EXIT
DESCRIPTOR	250ml Coke Case	
GROUP	1 0 0	SAVE & NEW
PRICE1	45.00	
PRICE2	0.00	CANCEL
PRESET <input type="checkbox"/>	PRESET OVERRIDE <input type="checkbox"/>	
TAXABLE BY 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/>		

FOOD STAMP ELIGIBLE <input type="checkbox"/>	NEGATIVE ITEM <input type="checkbox"/>
HASH ITEM <input type="checkbox"/>	SINGLE ITEM <input type="checkbox"/>
NON ADD # COMP. <input type="checkbox"/>	GALLONAGE ITEM <input type="checkbox"/>
INVENTORY ITEM <input type="checkbox"/>	DISABLE <input type="checkbox"/>
SCALABLE <input type="checkbox"/>	AUTO SCALE <input type="checkbox"/>
CONDIMENT ITEM <input type="checkbox"/>	CONDIMENT COMP. <input type="checkbox"/>

<u>PRINT ON RECEIPT</u> <input checked="" type="checkbox"/>	PRINT ON CHECK <input checked="" type="checkbox"/>
PRINT PRICE ON RECEIPT <input checked="" type="checkbox"/>	PRINT PRICE ON CHECK <input checked="" type="checkbox"/>
DISABLE PROMO <input type="checkbox"/>	COUNTER NOT RESET <input type="checkbox"/>
PRESET OVERRIDE IN MGR MODE <input type="checkbox"/>	

LINK PLU CODE	0
AUTO TARE	0
MIX & MATCH #	1

Percent Key Operations:

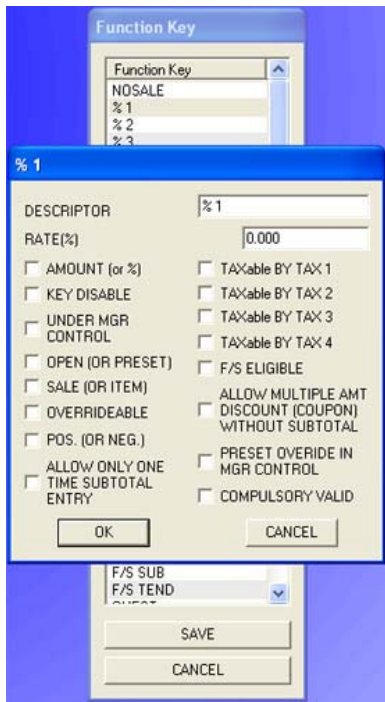
A total of five % functions are available. %1 and %2 are located on the default keyboard. Each function is individually programmable to add or subtract, from an individual item or from sale total, amounts (coupons) or percentages. You can also program the percentage key taxable or non-taxable, so that sales taxes are calculated on the net, or the gross amount of the item or sale. You can also program present prices or percentages.

The operation examples in this section show the percent key in a variety of configurations. The following image is showing a specific function to each percentage key:

To select %1 function key

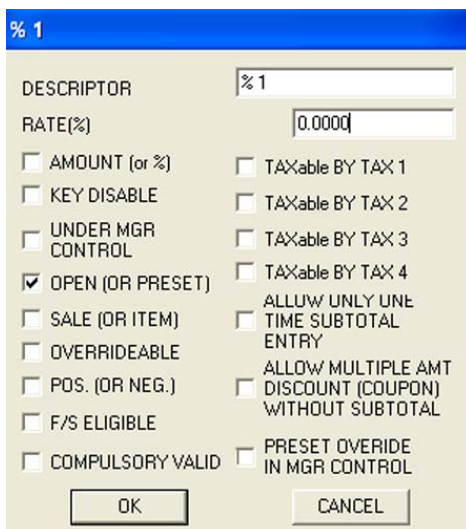
Click EditProgram=> Function keys=> Click %1

As you can see on the following image



Preset Percent Discount on an item:

To perform Preset Percent Discount on an item functions you have to go to EditProgram=> Function Key and click %1 key, select OPEN (OR PRESET) option and then press OK, then click save to exit from the function key menu. The following image showing the example of how to configure the %1 key:



After Configuring the Preset Percent Discount functions:
On ER420/420MF machine:

1. Press PLU1 key to register the item.
2. Press 10
3. Press %1 key
4. The 10% discount is automatically subtracted from registered item.

Note: If you have already configured RATE (%) on %1 function key operation then you won't be able to exceed the limit of the defined Rate, which you set it up. Like for example if you put the RATE (%) = 10.000 then you cant exceed the limit of 10%, on the cash register if you Press 20 the %1 key it will give you an error because you are exceeding a limit which is set for 10% so you can only get discounts under 10%.

Enter a Percent Discount on an item:

You can also operate the percentage function by entering the percentage of the discount or surcharge. You can enter a fractional percentage up to two 3 digits beyond the decimal (i.e. 99.999%) if necessary.

1. Press PLU1 key to register the discounted item.
2. Enter the percentage. If you are entering a fraction of a percent, you must use a decimal key. For example, one third off enter:
33.333
3. Press %1 key
4. The discount is automatically subtracted.

Percent On Sale Total:

The percent can be open or preset amount. In this example an open percentage surcharge of 15% is applied. The following image showing the options that you have to select before using a surcharge on Percent sale total.

% 1

DESCRIPTOR

RATE(%)

<input type="checkbox"/> AMOUNT (or %)	<input type="checkbox"/> TAXable BY TAX 1
<input type="checkbox"/> KEY DISABLE	<input type="checkbox"/> TAXable BY TAX 2
<input type="checkbox"/> UNDER MGR CONTROL	<input type="checkbox"/> TAXable BY TAX 3
<input checked="" type="checkbox"/> OPEN (OR PRESET)	<input type="checkbox"/> TAXable BY TAX 4
<input checked="" type="checkbox"/> SALE (OR ITEM)	<input type="checkbox"/> ALLOW ONLY ONE TIME SUBTOTAL ENTRY
<input type="checkbox"/> OVERRIDEABLE	<input type="checkbox"/> ALLOW MULTIPLE AMT DISCOUNT (COUPON) WITHOUT SUBTOTAL
<input checked="" type="checkbox"/> POS. (OR NEG.)	<input type="checkbox"/> PRESET OVERRIDE IN MGR CONTROL
<input type="checkbox"/> F/S ELIGIBLE	
<input type="checkbox"/> COMPULSORY VALID	

1. Press PLU1, PLU2, PLU3 key to register the items you wish to sell.
2. Press Sub-Total key
3. Enter the percentage, and then press the appropriate discount key. For example, for 15% enter:
Enter 15
Press %1 key
4. The surcharge is automatically added.

Coupon On Sale (Vendor Coupon):

When programmed as "amount", "sale", "open" and "negative", a % key will perform a coupon against a sale (or vendor coupon.) Also, depending upon programming:

- You may be allowed to enter only one coupon in a sale, after the Sub-Total key is pressed.
- You may be allowed to enter multiple coupons, but you must press the Sub-Total key before each coupon entry, or
- You may be allowed to enter multiple coupons, without first press Sub-Total.

The following image is showing the options, which you can enable, from EditProgram=> Function Keys=> Click %1 option.

% 1

DESCRIPTOR: % 1

RATE(%): 0.000

<input type="checkbox"/> AMOUNT (or %)	<input type="checkbox"/> TAXable BY TAX 1
<input type="checkbox"/> KEY DISABLE	<input type="checkbox"/> TAXable BY TAX 2
<input type="checkbox"/> UNDER MGR CONTROL	<input type="checkbox"/> TAXable BY TAX 3
<input type="checkbox"/> OPEN (OR PRESET)	<input type="checkbox"/> TAXable BY TAX 4
<input type="checkbox"/> SALE (OR ITEM)	<input type="checkbox"/> F/S ELIGIBLE
<input type="checkbox"/> OVERRIDEABLE	<input type="checkbox"/> ALLOW MULTIPLE AMT DISCOUNT (COUPON) WITHOUT SUBTOTAL
<input type="checkbox"/> POS. (OR NEG.)	<input type="checkbox"/> PRESET OVERRIDE IN MGR CONTROL
<input type="checkbox"/> ALLOW ONLY ONE TIME SUBTOTAL ENTRY	<input type="checkbox"/> COMPULSORY VALID

OK CANCEL

Example1:

In the following Example we'll see how to configure to enter only one coupon in a sale, after the Sub-Total key is pressed:

The following image is showing the options, which you can enable, from EditProgram=> Function Keys=> Click %1 option.

After configuring the %1 function:

On ER420/420MF machine:

1. Press PLU1, PLU2, PLU3 key to register the items you wish to sell.
2. Press Sub-Total key
3. Enter the amount of the coupon, and then press the appropriate % key. For example, for 10% enter:
Enter 10
Press %1 key
4. The coupon is subtracted.

Example2:

In the following Example we'll see how to configure to enter multiple coupons, without first press Sub-Total:

The following image is showing the options, which you can enable, from EditProgram=> Function Keys=> Click %1 option.

After configuring the %1 function:
On ER420/420MF machine:

1. Press PLU1, PLU2, PLU3 key to register the items you wish to sell.
2. Press Sub-Total key
3. Enter the amount of the coupon, and then press the appropriate % key. For example, for R20-00 discount enter:
Enter 20.00
Press %1 key
4. The coupon is automatically subtracted.

Setup Electronic Journal (EJ) to Print small font:

In the following image showing the options, which you need to configure to use Electronic Journal to print in small font:

To enable to print EJ in small font Click EditProgram=> Print Option as you see on the following image:

Frequently Asked Questions(FAQ):

Q-1:

Why the ER-420/420MF Machine is not communicating with the PC Utility?

ANSWER-1:

Always remember to check which port you are using to communicate with PC Utility. First you check on a ER-420/420MF Machine which port you are using to communicate with PC-Utility check that desired port of the machine is configured for PC communication and check the baud rate also because you will always use the same baud rate if its different you wont be able to communicate so the ER-420/420MF machine and the PC-Utility baud rate always going to be same. You also must check the COM Port of your PC if its using a COM1 or COM2, if you are using a wrong COM Port you wont be able to communicate with the ER-420/420MF Machine.

Q-2:

I have already enabled an Electronic Journal (EJ) from System Option but why it's not working?

ANSWER-2:

Always remember to Allocate Memory first to use Electronic Journal. If you didn't allocated the memory to use Electronic Journal whether you have enabled the option to use EJ its not going to work.

Q-3:

I wanted to use Multiple Prices on a single item/PLU but I cant use the Multiple price levels what's the problem is?

ANSWER-3:

Always remember to Allocate Memory first to use multiple price level. If you didn't allocated the memory for Price level you wont be able to use multiple prices on a single PLU.

Q-4:

On logo & Descriptor option I put Preamble and Postamble messages but why I don't get these messages on a receipt?

ANSWER-4:

If you set a Preamble and Postamble messages through PC-Utility after that you have to download it to ER-420/420MF machine. One more thing you have to check the option that on the Print Option you have selected Print Preamble Message on Receipt and Print Postamble message on Receipt. If you didn't enable these options you wont be able to see any messages on the receipt.

Q-5:

When I put a stock for a certain PLU I get error "Not a PLU Stock" why I am getting this error?

ANSWER-5:

If you wanted to use stock for a certain PLU, you must check the Inventory Item option on EditProgram=> PLU for a certain PLU to use Stock.

Q-6:

Whenever I Poll a Report through PC-Utility its prints the report on an ER420/420MF Machine also because of that I am wasting too much of paper. How I can avoid it so whenever I Poll Report through PC-Utility it won't print a report on a receipt?

ANSWER-6:

There is an option on a Print Option to "Not Print when Polling reports" when you select this option then whenever you Poll Report from a PC-Utility your ER420/420MF Machine wont print a report on a receipt.

Q-7:

When I turn my key to REG Mode, on the Front Display its shows "CLOSED" and because of that I cant operate the machine. How can I resolve this problem?

ANSWER-7:

Usually, when the Clerk is signed off you get a message "CLOSED" on the front display of ER-420/420MF Machine. You need to signed on the clerk first to operate the Machine, so you just press 1 and then press Clerk Key to Signed-On and then after that you can operate your machine.

Q-8:

By mistake besides using an UpProgram=> All Program Option on a PC-Utility I uses DownProgram=> All Program because of that all my PLUs are lost from my ER-420/420MF Machine. So, How I can get my entire PLUs back to my ER-420/420MF Machine?

ANSWER-8:

You can't recover your lost PLUs back once it's lost. So, always remember to use UpProgram first to upload all the information and settings to the PC-Utility from ER-420/420MF machine then you can edit those programs and then after that you can use DownProgram to download your changes back to the ER-420/420MF Machine. So, in this way both your ER-420/420MF Machine and your PC-Utility going to be current and updated.
