

# SAM4s ER-390M PC Utility Quick Start Programming Guide

Use this quick start programming guide if you will be programming your register using the PC Utility software. There are a few areas that need planning before you begin to program the register. These areas are:

1. Keyboard layout.

There are 60 item keys that can be programmed (keys 1-60).

2. Item Descriptions.

Item descriptions can be up to 12 characters in length.

3. Item price settings. An item can either be open, or preset.

Open:

An open item does not have a specific dollar amount assigned to it. The price of an open item is entered manually. A good example of an open item would be a daily lunch special that has frequent price changes.

Preset:

A preset item is assigned to a specific dollar amount which can either be taxable or non-taxable.

4. Item groups.

A group is where an item(s) reports its totals to. Some group examples are beverages, appetizers, and desserts.

5. Preamble and postamble messages.

Preamble:

The preamble is printed on the top of the receipt and usually includes the name of the store. There are six, sixteen character preamble lines.

Postamble:

The postamble is printed after the transaction totals, i.e. "Thank You."

There are six, sixteen character postamble lines.

\* When you are programming the register, use the **C** key. During business hours use the **REG** key for security purposes. The **REG** key does not have access to the programming areas of the register. The key type is located on the head of the keys.

Use the keyboard below to help layout the item locations. You can use any key that is not crossed out. This keysheet can be cut out and placed over the register's keyboard while programming. You will still use the X/TIME, SBTL, and CASH keys for programming even though they are crossed out. When you have finished writing the items on the keyboard, proceed to the next page.

										<del>PAPER FEED</del>	<del>#/NS</del>	<del>REC'D ACCT</del>	<del>PAID OUT</del>	<del>CLERK #</del>
1	7	13	19	25	31	37	43	49	55	<del>ERROR CORR</del>	<del>CLEAR</del>	<del>PLU</del>	<del>X/TIME</del>	<del>TAX 1 SHIFT</del>
!	@	#	\$	%	^	&	*	(	)	<del>CANCEL</del>	<del>7</del>	<del>8</del>	<del>9</del>	<del>CHARGE</del>
2	8	14	20	26	32	38	44	50	56	<del>%1</del>	<del>4</del>	<del>5</del>	<del>6</del>	<del>CHECK</del>
Q	W	E	R	T	Y	U	I	O	P	<del>%2</del>	<del>1</del>	<del>2</del>	<del>3</del>	<del>SBTL</del>
3	9	15	21	27	33	39	45	51	57	<del>%3</del>	<del>0</del>	<del>00</del>	<del>.</del>	<del>CASH</del>
A	S	D	F	G	H	J	K	L	;					
4	10	16	22	28	34	40	46	52	58					
Z	X	C	V	B	N	M	,	.	/					
5	11	17	23	29	35	41	47	53	59					
+	-	<	>	?	=	CAPS	DOUBLE	SPACE	BACK SPACE					
6	12	18	24	30	36	42	48	54	60					

Use this page to help layout all of the programming information. \*Only 42 out of 60 items are listed. Make copies of this page if you are using more than 42 items.

PLU #	Tax Options (No, or rate #)	Groups	Preset Price	Group #	Group Description	
1		___' ___' ___		1	_____	
2		___' ___' ___		2	_____	
3		___' ___' ___		3	_____	
4		___' ___' ___		4	_____	
5		___' ___' ___		5	_____	
6		___' ___' ___		6	_____	
7		___' ___' ___		7	_____	
8		___' ___' ___		8	_____	
9		___' ___' ___		9	_____	
10		___' ___' ___		10	_____	
11		___' ___' ___		11	_____	
12		___' ___' ___		12	_____	
13		___' ___' ___		13	_____	
14		___' ___' ___		14	_____	
15		___' ___' ___		15	_____	
16		___' ___' ___		16	_____	
17		___' ___' ___		17	_____	
18		___' ___' ___		18	_____	
19		___' ___' ___		19	_____	
20		___' ___' ___		20	_____	
21		___' ___' ___				
22		___' ___' ___			Preamble & Postamble	
23		___' ___' ___		Line Type	Line #	Line Description
24		___' ___' ___		Pre	1	_____
25		___' ___' ___		Pre	2	_____
26		___' ___' ___		Pre	3	_____
27		___' ___' ___		Pre	4	_____
28		___' ___' ___		Pre	5	_____
29		___' ___' ___		Pre	6	_____
30		___' ___' ___		Post	7	_____
31		___' ___' ___		Post	8	_____
32		___' ___' ___		Post	9	_____
33		___' ___' ___		Post	10	_____
34		___' ___' ___		Post	11	_____
35		___' ___' ___		Post	12	_____
36		___' ___' ___				
37		___' ___' ___				
38		___' ___' ___				Tax %
39		___' ___' ___				1) ____ . _____
40		___' ___' ___				2) ____ . _____
41		___' ___' ___				3) ____ . _____
42		___' ___' ___				4) ____ . _____

## Install the SHC PC Utility Software

1. Insert the SHC PC Utility Software CD into your computer.
2. Run the file “Setup390pc.exe” that is located on the CD.
3. Follow the installation instructions.

## Load Paper into Printer

Load the roll of paper into the printer. The paper must unroll from the side closest to you. You **must** load the roll of paper before continuing.



## Clear Memory

1. Turn the **C** key to the **S** position, located at 6 o'clock.
2. Turn power switch off.
3. Press and hold the CHECK key.
4. Turn register power on while holding down the CHECK key. After the register makes a beep noise, release the CHECK key. The register will display “RAM ALL CLEAR”.
5. Press the upper left key (PLU 1), then press the lower left key (PLU 6), then the upper right key (CLERK #), and finally press the lower right key (CASH). There will then be a short delay.
6. After the printer prints “RAM ALL CLEAR OK !”, turn the key to the **REG** position.
7. Enter 1.
8. Press the CLERK # key, the printer will print “CLERK LOG IN”.

## Date and Time

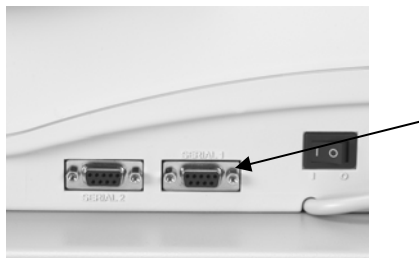
1. Turn the key to the **PGM** position.
2. Enter 1300.
3. Press the SBTL key, the register will display “TIME DATE PGM”
4. Enter the time using the 24 hr. format i.e. 1600 = 4:00pm.

5. Press the X/TIME key. (The time prints, but will not be visible unless you advance the paper.)
6. Enter the date using the DD/MM/YY format.
7. Press the X/TIME key. (The date prints, but will not be visible unless you advance the paper.)
8. Press the CASH key, the printer will then print the date and time you have just programmed. Double check your work.

## Connect Register to PC with Cable

Put the male end of the cable into the serial 1 port on the register.

The serial 1 port is located on the right hand side of the register. It is the port closest to the power cord. Now connect the female end of the cable to the appropriate port on your PC.



## Set RS-232C Port for PC Communication

1. At the register, turn the key to the **S** position.
2. Enter 80, then press the SBTL key, the register will then display “232 PORT #1 PGM”
3. Enter 5, then press the X/TIME key, the register will then display “DEVICE FUNCTION”
4. Enter 1, then press the CASH key, the printer will then print something but you will not be able to see it.
5. Press the CASH key, the printer will then print out a list of settings. Make sure option 5 (Device Function) says PC. If it is not set to PC, repeat all steps for this section.
6. Turn the key to the **REG** position.

## Open SHC PC Utility

1. Click the “start” button on your PC, and then go to “all programs”
2. Find “SHC PC Utility” and then click on “390pc”. This will start the software used to program your register.

## Create a Store Location

1. When prompted to enter a store name, do so without using any spaces, and then click “OK”.
2. After you have created a new store, the store settings window will appear. Make sure the port matches the port you are using on the PC, and the baud rate is 9600.
3. Click CLOSE. This will bring you to the main PC Utility screen.

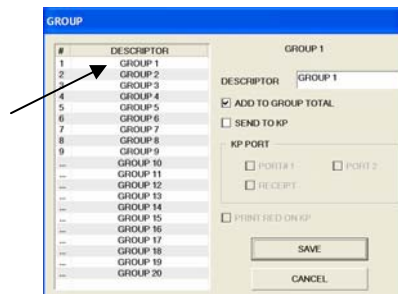
## Upload Blank Program

You **must** upload the empty program currently on your register before you will be allowed to edit it.

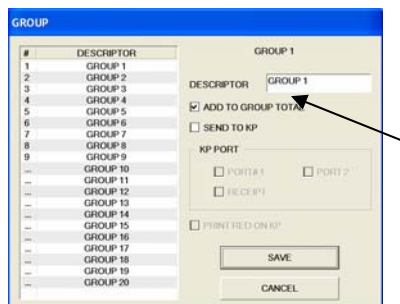
1. In the PC Utility program, click on “UpProgram”, then “All Program”. The computer screen will display the status of the files being uploaded. The printer will then print each file that has been uploaded. When the uploading has finished, a new window will pop up on the computer that says “completed”. Click the “OK” button in the completed window.

## Item Groups

1. In the PC Utility program, click on “Edit Program”, then “Group”.
2. On the left side of the group window click on “GROUP 1” in the descriptor column.



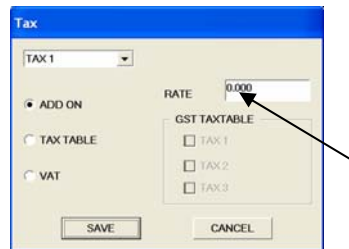
3. Click on the descriptor field that is located on the right hand side of the group window and type in the description for group 1, do not click SAVE after you have typed in the description. Repeat from step 2 for the remaining groups. You do not need to use all of the groups. All items have a default setting of reporting to group 1.



4. Click the “SAVE” button when you are finished programming all of the group descriptions.

## Tax Rates

1. In the PC utility program click on “Edit Program”, then click on “Tax”.
2. Enter the tax percentage rate into the rate field with three digits after the decimal.i.e. 6.500%. Do not click “SAVE” after you have entered the rate.

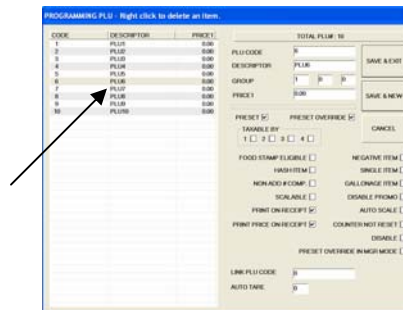


3. If you are only using one tax rate, skip ahead to step 4. If you are using more than one tax rate, use the pull down menu located in the upper left hand corner to select a different tax rate. Then enter that tax rate into the rate field.
4. When you are done programming all of the taxes, click on the “SAVE” button.

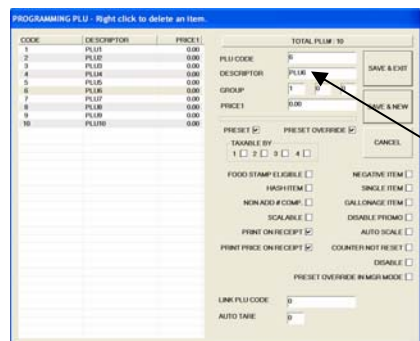
## Item (PLU) Programming

Items (PLUs) will be programmed to specific keys on the keyboard. Item (PLU) 1 is in the upper left hand corner of the keyboard, and item (PLU) 60 is in the lower right part of the keyboard next to the %3 key. \*Some computers are missing a “DAO” file. If you are prompted with a “Missing DAO file” window, you need to install the DAO file onto your computer. The DAO file is located on the CCR. website ([www.centralcash.co.za](http://www.centralcash.co.za)), and on the dealer kit CD.

1. In the PC Utility program, click on “Edit Program”, then “PLU”.
2. The PLU (item) number in the descriptor column on the left hand side of the window corresponds with the key number and location on the register’s keyboard. For example, PLU (item) 6 is located in the lower left corner of the register’s keyboard. Click on the desired PLU (item) location to be programmed from the list on the left hand side of the screen.



3. After you have selected the item (PLU) location you would like to program, click on the descriptor field located on the right hand side of the screen. Enter the description of the item (PLU) up to 12 characters in length.





- Next, you need to tell the item (PLU) what group it should report its totals to. An item (PLU) can report to a maximum of 3 groups. Click on the left box in the group section and enter the group number. If an item is going to report to a second group, enter that group number into the middle box, and if it is to report to a third group, enter the third group number in the box furthest to the right. All items have a default setting of reporting to group 1.

PROGRAMMING PLU - Right click to delete an item.

CODE	DESCRIPTION	PRICE1
1	PLU1	0.00
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

TOTAL PLU: 10

PLU CODE: 0  
 DESCRIPTION: PLU1  
 GROUP: 1 0 0  
 PRICE1: 0.00

PRESET ☒ PRESET OVERRIDE ☒

TAKABLE BY: 1 ☐ 2 ☐ 3 ☐ 4 ☐

FOOD STAMP ELIGIBLE ☐ NEGATIVE ITEM ☐  
 HASH ITEM ☐ SINGLE ITEM ☐  
 NON-ADD #COMP ☐ GALLONAGE ITEM ☐  
 SCALABLE ☐ DISABLE PROMO ☐  
 PRINT ON RECEIPT ☒ AUTO SCALE ☐  
 PRINT PRICE ON RECEIPT ☒ COUNTER NOT RESET ☐  
 DISABLE ☐  
 PRESET OVERRIDE IN MGR MODE ☐

LINK PLU CODE: 0  
 AUTO TARE: 0

SAVE & EXIT  
 SAVE & NEW  
 CANCEL

- Item price settings need to be taken care of next. If your item is going to be **preset**, enter its price into the “PRICE1” field. Leave the preset box checked, and uncheck the preset override box. If you want your item to be **open**, leave the “PRICE1” field at 0.00, and uncheck both the preset and preset override box.

PROGRAMMING PLU - Right click to delete an item.

CODE	DESCRIPTION	PRICE1
1	PLU1	0.00
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

TOTAL PLU: 10

PLU CODE: 0  
 DESCRIPTION: PLU1  
 GROUP: 1 0 0  
 PRICE1: 0.00

PRESET ☒ PRESET OVERRIDE ☐

TAKABLE BY: 1 ☐ 2 ☐ 3 ☐ 4 ☐

FOOD STAMP ELIGIBLE ☐ NEGATIVE ITEM ☐  
 HASH ITEM ☐ SINGLE ITEM ☐  
 NON-ADD #COMP ☐ GALLONAGE ITEM ☐  
 SCALABLE ☐ DISABLE PROMO ☐  
 PRINT ON RECEIPT ☒ AUTO SCALE ☐  
 PRINT PRICE ON RECEIPT ☒ COUNTER NOT RESET ☐  
 DISABLE ☐  
 PRESET OVERRIDE IN MGR MODE ☐

LINK PLU CODE: 0  
 AUTO TARE: 0

SAVE & EXIT  
 SAVE & NEW  
 CANCEL

6. Now assign a tax rate to the item. Click on the “TAXABLE BY” box that corresponds with the tax rate(s) you previously programmed. For example, if you would like an item to use the tax1 rate, click on the “1” box so a check mark appears. Or, for example, if you would like an item to use the tax2 rate, click on the “2” box. Items default to non-taxable.

7. Do not worry about the other options on this screen at this time. Repeat the instructions from **Item (PLU) Programming** step 2 for the rest of the items. Do not worry about saving each item when you have finished programming it at this point.
8. Once you have programmed all of the items, you will need to disable the ones that are not being used in the range of PLU (item) 1-60. This will help prevent mistakes from happening during a transaction.
9. To disable a PLU, first select the PLU from the descriptor column on the left hand side of the screen.
10. Click on the disable box located in the lower right corner of the window so a check mark appears in the box.
11. When you have programmed all of the items and disabled the ones not being used, click “SAVE & EXIT”.

## Preamble and Postamble (Receipt Messages)

The preamble and postamble both have 6 lines with 16 characters per line. You need to manually center each line by spacing in before you enter the first letter. When counting the total number of characters being used per line, remember to include the space between words. Use the 2 step formula below to figure out how many initial spaces need to be entered before the first letter.

Step 1)  $16 - (\# \text{ of characters being used}) = X$

Step 2)  $X \div 2 = \# \text{ of initial spaces needed}$

Example:

**SNACK NOW**

Step 1)  $16 - 9 = 7$

Step 2)  $7 \div 2 = 3.5$ , round up = 4 initial spaces

1. In the PC Utility program, click on “Edit Program”, then “Logo&Descriptor”.
2. Click on the line that you would like to program in the Logo&Descriptor window.
3. Type the initial spaces then the message text. If you wish to use bold characters enter a tilde before each character including the initial spaces. The tilde key is usually located in the upper left corner of the keyboard and in most cases requires you to hold down the Shift key while pressing the tilde key. Make sure your description looks similar to the example below.

The screenshot shows a window titled "LogoDesc" with a blue header. Inside, there are two columns: "PREAMBLE" on the left and "POSTAMBLE" on the right. Each column has six text input lines. In the first line of the PREAMBLE column, the text "~~~~~S~N~A~C~K~N~O~" is entered. In the first line of the POSTAMBLE column, the text "~~~~~T~H~A~N~K~Y~O~U" is entered. At the bottom of the window, there are two buttons: "SAVE" on the left and "CANCEL" on the right.

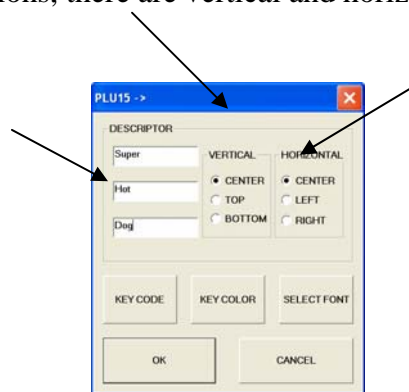
\* Part of the Preamble is cut off in this picture.

4. After you have entered all of the pre and postamble lines, click the “SAVE” button located at the bottom of the “LogoDesc” window.

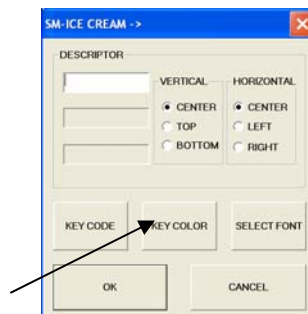
## Keyboard Layout

You can create and print a keysheet for your ER-390M using this program. You can set the justification, size, font, color, and description of the keys (there are 3 description lines), along with key background colors. Check to make sure that none of the key descriptions are being cut off. If the description does not fit onto the key you will have to change its size, or use more description lines. Also, you will not be able to see any changes until after you click “OK” on the main key options window.

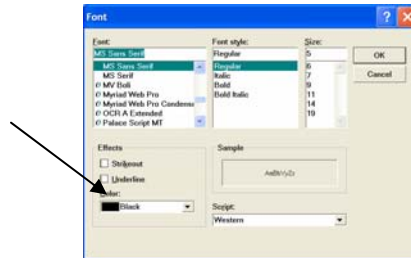
1. In the PC Utility program, click on “Edit Program”, then click on “Keyboard Layout”. This will bring you to the keyboard layout screen.
2. First, click on the key you would like to program, this will bring up a new window. There are 3 description fields (10 characters per field) that you can use, enter the item description into the field(s). To the right of the descriptor fields are the justification options, there are vertical and horizontal options, click on the desired settings.



3. The next steps are optional, but will add some life to the keyboard. The “Key Color” button will change the background color of the key. You will not see the changes until after you click “OK” on the main key option window.



4. The “Select Font” button will allow you to change the font and color of the letters. To change the color of the letters, click on the pull down menu, located in the lower left hand corner. You will not see any changes until after you have clicked on “OK” in the main key option window.

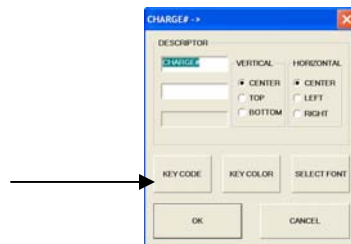


5. When you are finished click “OK”, then “OK” again at the main key options window, this will bring you back to the main keyboard layout screen. To exit the keyboard layout screen, click on the “x” button located in the upper right hand corner. A window will then pop up that says that the file has changed and it will ask you if you would like to save the changes, select “YES”.

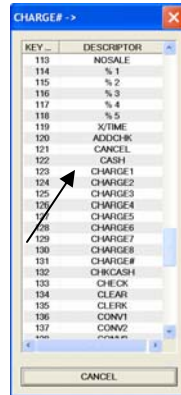
## MCR

If you are not using integrated credit with your register, skip ahead to the “download program to register” section. If you are using integrated credit, you will need to set up the MCR (Magnetic Card Reader).

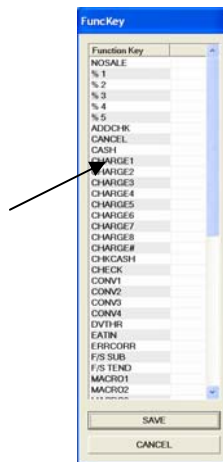
1. Click on “Edit Program”, then click on “Keyboard Layout”.
2. Once the keyboard layout screen appears, click on the charge key located on the right hand side of the keyboard.
3. Once the Charge # window appears, click on the “key code” button located in the lower left hand corner. This will open a new window.



4. Scroll down to key 123, and click on “CHARGE1”.

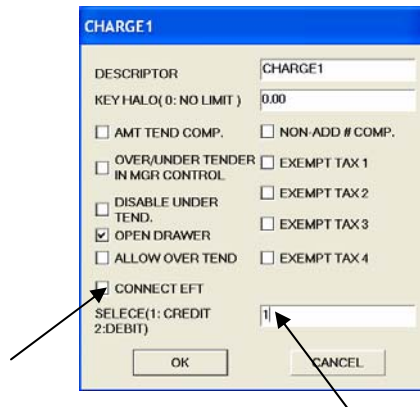


5. After you click on “CHARGE1” the window will disappear and you will be back at the main key options window, click on “OK”. Now exit out of the keyboard layout Screen by clicking on the “X” located in the upper right corner. Then click “YES” when it asks you if you would like to save the changes.
6. Click on “Edit Program”, then click on “Function Key”, then click on “CHARGE1”.

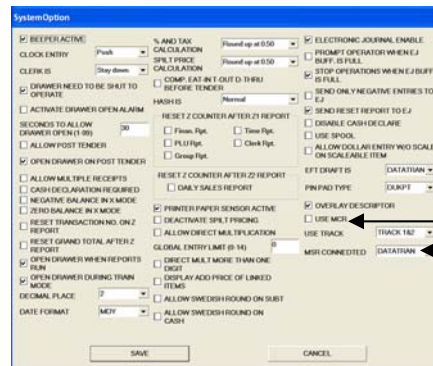


7. In the CHARGE1 window, click on the “CONNECT EFT” box so a check mark appears. See picture in step 8.

8. Erase the 0 in the field located in the bottom right corner and then enter 1.

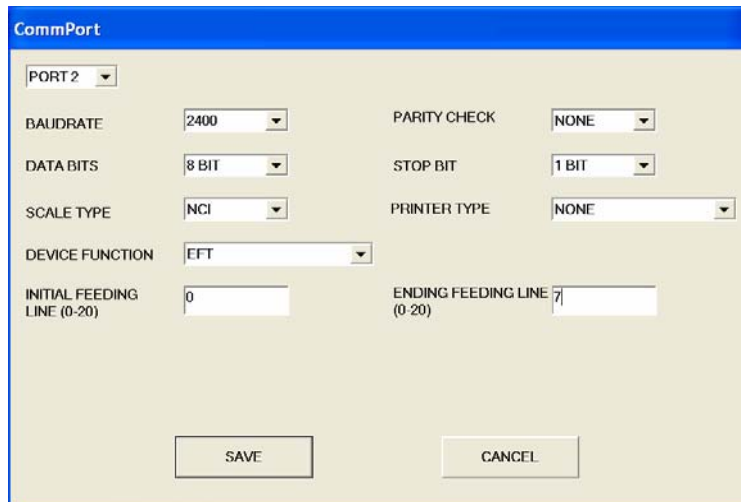


9. Click “OK”.
10. Click “SAVE” on the function key menu. This will bring you back to the main PC Utility screen.
11. Click on “Edit Program”, then click on “System Options”.
12. Once the window has opened, click on the “Use MCR” box so a check mark appears. See picture in step 14.
13. Click on the “MCR CONNECTED” drop down box. Select the location of the MCR. This is where the credit card will be swiped. The MCR will most likely be located on the DataTran or the register. Leave all of the other options default.
14. Click “SAVE”. This will bring you to the main PC Utility screen.



15. Click on “Edit Program”, then click on “Port”
16. Click on the drop down menu located in the upper left corner, select Port 2. A window will then pop up and say “Please Enter an Integer Between 0 and 20”. Click “OK”.

17. Use the drop down boxes and select the settings you see below.

A screenshot of a 'CommPort' configuration window. The window has a blue title bar and a light beige background. It contains several settings, each with a label and a dropdown menu or text input field. The settings are: 'PORT 2' (dropdown), 'BAUDRATE' (2400), 'PARITY CHECK' (NONE), 'DATA BITS' (8 BIT), 'STOP BIT' (1 BIT), 'SCALE TYPE' (NCI), 'PRINTER TYPE' (NONE), 'DEVICE FUNCTION' (EFT), 'INITIAL FEEDING LINE (0-20)' (0), and 'ENDING FEEDING LINE (0-20)' (7). At the bottom, there are two buttons: 'SAVE' and 'CANCEL'.

18. Click “SAVE”

19. Connect the DataTran to Serial port 2 on the register. See picture in “Connect Register to PC with Cable section” on page 4.

## Download Program to Register

1. Make sure the key is in the “REG” position, and press the “CLEAR” key.
2. Now check to see if clerk 1 is signed on. If clerk 1 is still signed on, the register will Display “register mode”. If clerk 1 is not signed on, the register will display “register mode closed”. If you need to sign on clerk 1, enter 1, then press the “CLERK #” key.
3. In the PC Utility program click on “DownProgram”, then click on “All Program”. This will begin the downloading process. The printer will print the status of each file being downloaded.
4. It will take only a few mintues for the whole program to download. After the downloading has finished a window will pop up that says “COMPLETED”, click the “OK” button in that window. The register will display “PC ONLINE MODE MISC DOWNLOAD”.
5. Press the CLEAR key, the printer will then print the download status.
6. Exit out of the PC UTILITY program. At the register, turn the key to the OFF position and remove it for security purposes. Also, disconnect the cable between the computer and the register.



## **Download to Multiple Registers.**

1. Clear all of the register's memory. See "Clear Memory" section on page 3.
2. Program all of the registers with the current date and time. See "Date and Time" section on page 3.
3. Program all of the register's ports. See "Set RS-232C Port for PC communication" section on page 4.
4. At each register, sign on a clerk. To sign on a clerk, turn the **C** key to the **REG** position. Enter 1, then press the Clerk # key.
5. Connect the cable to your PC and to the serial 1 port on the first register.
6. Open the SHC PC Utility program. Select the store you want to download in the drop down menu, then click the "CLOSE" button.
7. In the SHC PC Utility program, click on "DownProgram", then "All Program".
8. When the downloading has finished, a window will pop up on your PC that says "COMPLETED", click the "OK" button.
9. Unplug the cable from the register, and plug it back into the serial 1 port on the next register that needs to be programmed.
10. In the SHC PC Utility program, click on "DownProgram", then "All Program".
11. Repeat steps 9 through 10 for the remaining registers.