Click to prove you're human

Troubleshooting When the register does not operate at all Perform the following check whenever the cash register enter an error condition as soon as you switch it on. The results of this check are required by service personnel, so be sure to perform this check before you contact a CASIO representative for servicing. Start YES NO Is register plugged in? Plug in the power cord. Is power on? Set the mode switch to any position other than OFF. Do figures appear on the display? Do keys function? Does paper feed? Is the electrical outlet active? Contact CASIO service representative. Is the mode position correct? Is paper loaded correctly? Is the platen arm closed correctly? Contact CASIO service representative. Use other outlet. Set to correct position. Load paper. Set platen arm correctly. If you make a mistake in operation, the cash register may lock up to avoid damage to programs and preset data. Should it happens, you can use the following procedure to clear the lock up without losing any data. 1 Power off the register. 2 Insert the PGM key (U.K.) or the OW key (other area) in the mode switch. 3 Press down f, and turn the mode switch to PGM mode. 4 The display shows ten Fs, then release f. 5 Press s. The display shows ten Fs and issue a receipt. Important! • If the register does not show ten Fs, never press s and call service representative. Casio has ceased production of existing models of its cash register and POS products. We would like to thank our customers for their support and for the use of our products. First time set up or factory reset 1. Unplug the machine and take out the batteries (or make sure none are inserted) 2. Key mode must be turned to the OFF position 3. Install the paper roll (making sure you hear a click when putting down the arm). You DO NOT have to put the plastic through the middle of the paper rolls, the spool is only used to gather the paper if you are keeping the journal. 4. Plug in the machine and wait for the printer to print on the paper (if the machine shows E10 on the display, the paper hasn't been inserted correctly) 5. Press 0 (for English language) then CA/AMT TEND (the large cash button) 6. Enter the date in the format ddmmyy 7. Enter the time using a 24hr clock 8. Turn the key to REG 9. Insert 2 x AA batteries (not supplied), if L appears on the screen the batteries have not been inserted correctly. 10. When entering a sum of money in to the till, DO NOT use a decimal point, £1.99 is entered as 199 then the department button. Receipt Printing Mode How to set the machine to print standard customer receipts How to set the machine to print journal mode The machine is printing a EURO symbol PGM mode > 3 > SUB TOTAL > 2422 > SUBTOTAL > 0 > CASH amount tendered The cash drawer doesn't open more than a few inches Inside the cash drawer is blue semi clear plastic clamp (which is used to hold down notes / receipts) which sometimes becomes lodged in the top of the cash drawer in transit – therefore stopping the drawer from opening correctly. To resolve this – you can sometimes get a ruler in drawer and release it. Or failing that you will need to open the cash drawer as far as you can and pull on it until it releases it self. Error Codes Code How to Resolve 0 If you have a flashing zero on the screen – this is to select language. Please see above for first time setup L L letter appears on the left side of the display. This means low battery – either replace batteries or insert 2 x AA E01 Mode switch position changed before finalization. CURE: Return the mode switch to its original setting and finalize the operation. E10 Till roll error. Please insert a till roll Installing till Rolls You DO NOT put the plastic spool through the middle of the paper rolls, the spool is only used to gather up the paper if you are keeping the journal. You lift the arm up drop the paper in pull the end of the paper forward and then close the arm back down on top. Decimal point If you are typing in an amount DO NOT use the decimal point £1.99 is entered as 199, then use dept button.