

24-HOUR SUPPORT: 800-632-1888



PLEASE NOTE: This Casio electronic cash register must be manually settled by following the **SETTLE TERMINAL** steps provided in this Quick Reference Guide. If the ECR is not settled, transactions will remain in the ECR until settled. If you have any questions, you can reach our 24/7 support department at 800-632-1888.

IMPORTANT: Do not use decimal points while entering cash amounts (i.e. \$15.00 = 1500)

INITIALIZE PAYMENT DEVICE

1. Turn MGR key to X mode.
2. Using the **Numeric Keypad**, enter 4311.
3. Press the **Cash Amount Tendered** key.

SALE - CREDIT CARD

1. Turn key to REG.
2. If quantity of product being sold is one, skip to step #4.
3. If quantity of product being sold is greater than one, enter quantity using the **Numeric Keypad** and then press the **X For/Date Time** key.
4. Press the **Product/Department** key corresponding to all of the products purchased or enter price using the **Numeric Keypad** followed by the appropriate **Product/Department** key.
5. Press **Subtotal** to display amount of sale.
6. Press the **Credit Card Sale** button.
7. Screen will display "Processing Credit", external device will ask to "Insert/Tap/Swipe Your Card/Device".
8. Insert/tap/swipe your card/device.
9. Amount will display as well as asking to confirm or cancel.
10. Device will connect and process card.
11. Drawer will open and receipt will print.

SALE - CREDIT CARD MANUAL ENTRY

1. Turn key to REG.
2. If quantity of product being sold is one, skip to step #4.
3. If quantity of product being sold is greater than one, enter quantity using the **Numeric Keypad** and then press the **X For/Date Time** key.
4. Press the **Product/Department** key corresponding to all of the products purchased or enter price using the **Numeric Keypad** followed by the appropriate **Product/Department** key.
5. Press **Subtotal** to display amount of sale.
6. Press the **Credit Card Sale** button.
7. The screen on the external device will say "Insert/Tap/Swipe Your Card/Device". On the external device, input the credit card number and press **Enter**.

SALE - CREDIT CARD MANUAL ENTRY (continued)

8. The screen on the external device will say "Exp. Date: MMY". Enter expiration date and press **Enter**.
9. Continue to follow the external device prompts and input the CVV2, Address and Zip Code pressing **Enter** after each.
10. Device will connect and process card, then drawer will open and a receipt will print.

CASH IN

When replenishing the cash drawer, use the **Numeric Keypad** to enter the amount of cash being added and then press the **CASH IN** key. A receipt will print confirming the cash amount.

CASH OUT

When paying out or removing cash from drawer, use the **Numeric Keypad** to enter the deduction amount, and then press the **CASH OUT** key. A receipt will print confirming the amount of cash removed.

SALE - DEBIT CARD

1. Turn key to REG.
2. If quantity of product being sold is one, skip to step #4.
3. If quantity of product being sold is greater than one, enter quantity using the **Numeric Keypad** and then press the **X For/Date Time** key.
4. Press the **Product/Department** key corresponding to all of the products purchased or enter price using the **Numeric Keypad** followed by the appropriate **Product/Department** key.
5. Press **Subtotal** to display amount of sale.
6. Press the **Debit Card Sale** key.
7. Hand external device to customer for them to swipe their debit card.
8. After swiping, the customer will be prompted to select a cash back amount or choose "No thanks". The customer will be prompted to enter their PIN and press **Enter**.
9. Device will connect and process card, then drawer will open and a receipt will print.

IMPORTANT: Do not use decimal points while entering cash amounts (i.e. \$15.00 = 1500)

SALE - EBT CASH BENEFITS CARD

1. Turn key to REG.
2. If quantity of product being sold is one, skip to step #4.
3. If quantity of product being sold is greater than one, enter quantity using the **Numeric Keypad** and then press the **X For/Date Time** key.
4. Press the **Product/Department** key corresponding to the product being purchased or enter price using the **Numeric Keypad** followed by the appropriate **Product/Department** key.
5. Press **Subtotal** to display amount of sale.
6. Press the **EBT Cash** key.
7. Hand external device to customer for them to swipe their EBT card.
8. After swiping, the customer will be prompted to select a cash back amount or choose "No thanks". The customer will be prompted to enter their PIN and press **Enter**.
9. Device will connect and process card, then drawer will open and receipt will print.

SALE - EBT FOOD STAMPS CARD

1. Turn key to REG.
2. If quantity of product being sold is one, skip to step #4.
3. If quantity of product being sold is greater than one, enter quantity using the **Numeric Keypad** and then press the **X For/Date Time** key.
4. Press the **Product/Department** key corresponding to the product being purchased or enter price using the **Numeric Keypad** followed by the appropriate **Product/Department** key.
5. Press **Subtotal** to display amount of sale.
6. Press the **EBT FS** key.

SALE - EBT FOOD STAMPS CARD (continued)

7. Hand external device to customer for them to swipe their EBT card.
8. After swiping, the customer will be prompted to enter their PIN and press **Enter**.
9. Device will connect and process card, then drawer will open and receipt will print.

SALE - CASH

1. Turn key to REG.
2. If quantity of product being sold is one, skip to step #4.
3. If quantity of product being sold is greater than one, enter quantity using the **Numeric Keypad** and then press the **X For/Date Time** key.
4. Press the **Product/Department** key corresponding to the product being purchased or enter price using the **Numeric Keypad** followed by the appropriate **Product/Department** key.
5. Press **Subtotal** to display amount of sale.
6. Using the **Numeric Keypad** enter amount of cash received.
7. Press the **Cash Amount Tendered** key to complete sale.

USING THE DISCOUNT KEY

To discount a particular item:

1. Enter the item.
2. Press the **Discount** key to deduct the preset percentage.

To discount the entire transaction:

1. Once all items have been entered, press **Subtotal**.
2. Press the **Discount** key to deduct the preset percentage.

HOSPITALITY APPLICATION FUNCTIONS

TIP ADJUST

1. Using the **Numeric Keypad**, enter amount of tip.
2. Press the **Tip Adjust** key.
3. Display will ask for the Trans. Number. Using the **Numeric Keypad**, enter Trans. Number for the transaction you wish to add a tip. The Trans. Number is found on original transaction receipt.
4. Press the **Enter** key.

SETTLE TERMINAL

1. Turn MGR key to X mode.
2. Using the **Numeric Keypad**, enter 4315.
3. Press the **Cash Amount Tendered** key.

TIP DETAIL REPORT

1. Turn MGR key to X mode.
2. Using the **Numeric Keypad**, enter 4319.
3. Press the **Cash Amount Tendered** key.

SIGN ON SERVER

1. Using the **Numeric Keypad**, enter the Server Number.
2. Press the **Clerk/Server Sign On** key.

SIGN OFF SERVER

1. Press the **Sign Off** Key.

OPEN A TAB OR ADD BALANCE TO EXISTING TAB

1. Using the **Numeric Keypad**, enter tab button.
2. Press the **Open/Close Tab** button.
3. Proceed to enter appropriate sales.
4. Once complete, press the **Update Tab** button.

CLOSE TAB

1. Using the **Numeric Keypad**, enter tab button.
2. Press the **Open/Close Tab** button.
3. The current total of the selected tab will display.
4. Enter the amount of payment received and press the **Cash Amount Tendered** key.
5. The tab is now closed.

REFUND

1. Using Managers key, turn key to RF.
 2. Enter dollar amount using **Numeric Keypad**.
 3. Choose corresponding **Product/Department** key.
 4. Press the **Cash Amount Tendered** key to complete.
- *Only one refund can be performed at a time. In order to refund further items, the manager key must be switched back to REG and back to RF.

REFUND - CREDIT CARD

1. Using Managers key, turn key to RF.
2. Enter dollar amount using **Numeric Keypad**.
3. Choose corresponding **Product/Department** key.
4. Press **Subtotal** to total sale.
5. Press **Credit Card Sale** key.
6. Insert/tap/swipe card or mobile device to issue refund.
7. Refund will process and receipt will print.

*Only one refund can be performed at a time. In order to refund further items, the manager key must be switched back to REG and back to RF.

CORRECT AN ITEM DURING A TRANSACTION

During a transaction, if an item previously submitted needs to be voided, you can do this by pressing the **Item Correct** key and then selecting the **Product/Department** key that corresponds to that item. The receipt will display "- \$\$" with the designated **Product/Department** label.

CANCEL ENTIRE TRANSACTION

If an entire transaction needs to be canceled before **Cash Amount Tendered** is pressed, follow the steps below. If the sale has already been completed, refer to Refund instructions.

1. Press **Subtotal** key.
2. Total amount will display.
3. Press the **ERR CORR/Cancel** key.
4. Display shows "CANCEL OPERATION".
5. Press **Cash Amount Tendered** to confirm cancellation of transaction or press **Clear Entry** to return to the sale.

PROGRAMMING TAX TABLES

1. Using managers key, turn key to PGM.
2. Use the Down Arrow to highlight "Tax Setting".
3. Press **Cash Amount Tendered**.
4. The screen will have the "rate" selection highlighted.
5. Press **Cash Amount Tendered**.
6. Using the Down Arrow, highlight the Tax Table Rate that needs to be changed.
7. Use the numeric keypad to type the new tax rate and press **Cash Amount Tendered**.
8. When programming is complete, press **Subtotal** to return to the previous screen or press **Subtotal** twice to exit to the main PGM screen.
9. When the main PGM screen is displayed, the manager key can be returned to REG mode.

Note: To adjust Rounding or Calculation of a particular Tax Table, follow the same steps above but at step 4 select "Round" or "Cal Type".

CORRECT A TRANSACTION/SALE

If an error is made while entering a transaction, you can void it only immediately after the mistake has been made by pressing the **ERROR CORR / CANCEL** key. Transaction will then be documented on the receipt with "ERROR CORR" along with a negative price amount. Once the sale is voided, you may enter in the correct transaction amount/type.

PROGRAMMING DEPARTMENT KEYS

1. Using managers key, turn key to PGM.
2. The screen will have the "DEPT Setting" selection highlighted.
3. Press **Cash Amount Tendered**.
4. "Input DEPT No." will be displayed.
5. Press **Cash Amount Tendered**.
6. Use the Down Arrow to highlight the department in need of programming and press **Cash Amount Tendered**.
7. The display shows the program input screen. From this screen, input the name and price of the key by highlighting each and using the numeric keypad to enter the appropriate values. Selecting "Taxable Status" by highlighting it and pressing **Cash Amount Tendered** will give you options to change the Tax Table assigned to the department.
8. When programming is complete, press **Subtotal** to return to the previous screen to edit more departments or press **Subtotal** twice to exit to the main PGM screen.
9. When the main PGM screen is displayed, the manager key can be returned to REG mode.

IMPORTANT: Do not use decimal points while entering cash amounts (i.e. \$15.00 = 1500)

REPORTS

X REPORT

Daily sales read report: print report without affecting data stored.

Using Manager's key, turn key to **X**, press **Cash Amount Tendered**, report of daily status will print.

Z REPORT

Print reset report: used to end day and clear sales totals.

Using Manager's key, turn key to **Z**, press **Cash Amount Tendered**, report will print and sales cleared.

TOTAL REPORT

1. Turn MGR key to X mode.
2. Using the **Numeric Keypad**, enter 4318.
3. Press the **Cash Amount Tendered** key.

GIFT CARD FUNCTIONS

ISSUE OR ACTIVATE A GIFT CARD

1. Turn key to REG.
2. Enter amount of gift card on **Numeric Keypad**.
3. Press **Issue Gift Card** button.
4. Tender transaction on register (cash, credit, debit).
NOTE: If customer is paying by card, this will require a swipe of the credit card or debit card; not doing so will result in a timeout error.
5. Screen will display "Swipe Gift" then "Processing Giftcard..." and the external device will prompt "Enter/Swipe Card".
6. Swipe gift card or enter gift card number located on the back of the card on the external device and then press **Enter**.
7. Device will connect and process.
8. Drawer will open and receipt will print.
NOTE: If a card is already active, the transaction will be cancelled and the cash register will automatically begin to process a refund for the original sale.

ADD VALUE TO A GIFT CARD

1. Turn key to REG.
2. Enter amount of value to add to gift card on **Numeric Keypad**.
3. Press **Add Gift Value** button.
4. Tender transaction on register (cash, credit, debit).
NOTE: If customer is paying by card, this will require a swipe of the credit card or debit card; not doing so will result in a timeout error.
5. Screen will display "Swipe Gift" then "Processing Giftcard..." and the external device will prompt "Enter/Swipe Card".
6. Swipe gift card or enter gift card number located on the back of the card on the external device and then press **Enter**.
7. Device will connect and process.
8. Drawer will open and receipt will print.

GIFT CARD SALE

1. Turn key to REG.
2. If quantity of product being sold is one, skip to step 4.
3. If quantity of product being sold is greater than one, enter quantity using the **Numeric Keypad** then press the **X For/Date Time** key.
4. Press the **Product/Department** key corresponding to the product being purchased or enter price using the **Numeric Keypad** followed by the appropriate **Product/Department** key.
5. Press **Subtotal** to display current amount owed.
6. Press **Gift Card Sale** button.
7. Screen will display "Swipe Gift..." then "Processing" and the screen on the external device will display "Enter/Swipe Card".
8. Swipe gift card or enter gift card number located on the back of the card on the external device and then press **Enter**.
9. Device will connect and process card.
10. Drawer will open and receipt will print.

BALANCE INQUIRY

1. Turn key to X-Mode.
2. Enter **4312** and press **Cash Amount Tender**.
3. Screen will display "EDC Type".
4. Press **4** for Gift Card and press **Enter**.
5. The screen will display "Swipe Gift" and the screen on the external device will display "Enter/Swipe Card".
6. Swipe gift card or enter gift card number located on the back of the card on the external device and then press **Enter**.
7. The payment device will process card.
8. The screen will display "Balance: xx.xx" and receipt will print.

INSTALLING RECEIPT/JOURNAL PAPER

IMPORTANT!

Take away the head protection sheet from the printer and close the platen arm

CAUTION! (WHEN HANDLING THERMAL PAPER)

Never touch the printer head and platen

Unpack the thermal paper just before use

Avoid heat/direct sunlight

Avoid dusty and humid places for storage

Do not scratch the paper

Do not keep the printed paper under the following circumstances:

High humidity and temperature, direct sunlight, and contact with glue, thinner or a rubber eraser.

INSTALLING THE RECEIPT PAPER



STEP ONE:
Remove the printer cover.



STEP FOUR:
Put the leading end of the paper over the printer.



STEP TWO:
Open the platen arm.



STEP FIVE:
Close the platen arm slowly until it locks



STEP THREE:
Ensuring the paper is being fed from the bottom of the roll, lower the roll into the space behind the printer.



STEP SIX:
Replace the printer cover. Passing the leading end of the paper through the cutter slot. Tear off the excess paper.

INSTALLING THE JOURNAL PAPER



STEP ONE:
Remove the printer cover.



STEP SIX:
Remove the paper guide of the take-up reel.



STEP TWO:
Open the platen arm.



STEP SEVEN:
Slide the leading end of the paper into the groove on the spindle of the take-up reel and wind it onto the reel two or three times.



STEP THREE:
Ensuring the paper is being fed from the bottom of the roll, lower the roll into the space behind the printer.



STEP EIGHT:
Replace the paper guide of the take-up reel.
Place the take-up reel into place behind the printer, above the roll paper.



STEP FOUR:
Put the leading end of the paper over the paper cutter.



STEP NINE:
Press the "JOURNAL FEED" key to take up any slack in the paper.
During the installation, press the "JOURNAL FEED" key after power on.



STEP FIVE:
Close the platen arm slowly until it locks.

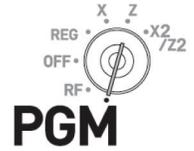


STEP TEN:
Replace the printer cover.

BLUETOOTH SETTINGS

BLUETOOTH SETTING

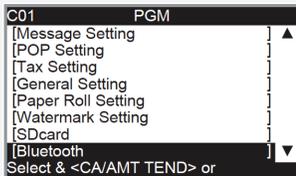
This setting connects the register and a smartphone by means of Bluetooth.



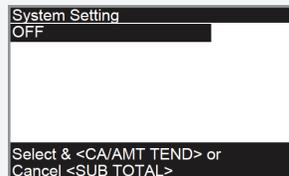
Top menu	Sub menu			What is to be set
[Bluetooth]	System Setting	OFF		To stop sending X or Z data to a smartphone, set “X data → mobile” and “Z data → mobile” of “Function” “NO”. Turns off when not using Bluetooth pairing.
		ON	Pairing with mobile	Pairs with a smartphone.
			Clear paired mobile	Clears pairing settings.
	Functions	X data → mobile	YES	Set YES when sending X data to a smartphone.
			NO	
		Z data → mobile	YES	Set YES when sending Z data to a smartphone. Set YES with Backup if you wish to back up the data in an SD card when data transmission is performed incorrectly.
			YES with Backup	
			NO	

SETTING BLUETOOTH PAIRING

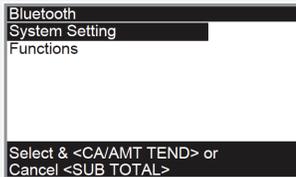
The following procedures pair your cash register with your smartphone by Bluetooth connection.



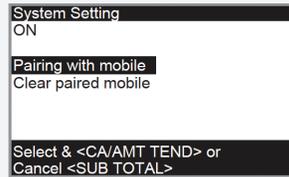
STEP ONE:
Turn the Mode switch to PGM position and select **Bluetooth**.



STEP THREE:
Press **CA/AMT TEND** key. The display shows “System Setting” [OFF]. Press “CA/AMT TEND” key again and select **ON** by Δ key.

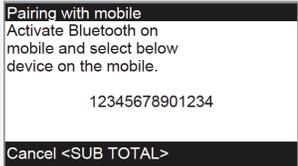


STEP TWO:
Press **CA/AMT TEND** key and select **System Setting**.



STEP FOUR:
Press **CA/AMT TEND** key and select **Pairing with mobile**.

SETTING BLUETOOTH PAIRING (continued)

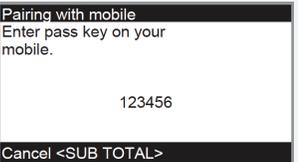


Pairing with mobile
Activate Bluetooth on
mobile and select below
device on the mobile.
12345678901234
Cancel <SUB TOTAL>

STEP FIVE:

Press **CA/AMT TEND** key then activate Bluetooth on your smartphone. On the smartphone, find and select the device code of the cash register shown on the display. In this example, 12345678901234.

Note that the device code differs depending on each cash register. Make sure to select the same code shown on the cash register display.



Pairing with mobile
Enter pass key on your
mobile.
123456
Cancel <SUB TOTAL>

STEP SIX:

After you select the device code on the smartphone, the cash register then shows a pass key on the display. Enter the pass key (in this example, 123456) on the smartphone. Pass key differs depending on each cash register.



STEP SEVEN:

Now your cash register and your smartphone are paired by Bluetooth connection.

You can perform detail settings or data exchange using Bluetooth connection.
Please refer to the website <http://web.casio.com/ecr/app/>



TROUBLESHOOTING

ERROR MESSAGES

Error Code	Message	Meaning	Action
E001	Wrong mode	Mode switch position changed before finalization	Return the mode switch to its original setting and finalize the operation
E003	Wrong operator	The signed on clerk differs from the clerk performing the tracking check registration	Input correct check clerk number
E004	Error INIT/FC	Initialization or unit lock. Clear operation in progress	Complete operation
E008	Please sign on	Registration without entering clerk number	Enter a clerk number
E010	Close the drawer	The drawer is left open longer than the program time	Close the drawer
E011	Close the drawer	Attempt to register while drawer is open	Close the drawer
E016	Change back to REG Mode	Two consecutive transactions attempted in the refund mode	Switch to another mode and then back to the RF mode for the next transaction
E017	Enter CHK/TBL number	Attempt made to register an item without inputting a check number	Input a check number
E018	Enter table number	Attempt made to register an item without inputting a table number	Input a table number
E019	Enter number of customers	Finalize operation attempted without entering the number of customers	Enter the number of customers
E021	NO dept link	No department linked PLU is registered	Correct the program
E026	Enter condiment/preparation PLU	No condiment/preparation PLU is registered	Register condiment/preparation PLU
E029	In the tender operation	Item registration is prohibited while partial tender	Finalize the transaction
E031	Press St key	Finalization of a transaction attempted without confirming the subtotal	Press <Subtotal>
E033	Enter tendered Amount	Finalize operation attempted without entering amount tender	Enter the amount tendered
E035	Enter tendered Amount	Change amount exceeds limit	Input amount tendered again
E036	Remove money from the drawer	Contents of the drawer exceed programmed limit	Perform paid out operation
E037	Digit or amount limitation over	High amount lock out/low digit lock out error	Enter correct amount
E038	Perform money declaration	Read/Reset operation without declaring cash in drawer. This error appears only when this function is activated	Perform money declaration
E040	Issue guest receipt	Attempt to register new transaction without issuing a guest receipt	Issue a guest receipt
E046	REG buffer full	Registration buffer full	Finalize the transaction

ERROR MESSAGES (continued)

Error Code	Message	Meaning	Action
E049	CHECK memory full	Check tracking index memory full	Finalize and close the check number currently used
E050	Detail memory full	Check tracking index memory full	Finalize and close the check number currently used
E051	CHK/TBL No. is not occupied	Attempt made to use <New Check> to open a new check using a number that is already used for an existing check in check tracking memory	Finalize and close the check that is currently under the number that you want to use or use a different check number
E053	CHK/TBL No. is not opening	Attempt to use <Old Check> reopen a new check using a number that is not used for an existing check in check tracking memory	Use the correct check number (if you want to reopen a check that already exists in check tracking memory) or use <New Check> to open a new check
E075	Negative balance cannot be finalized	Attempt to finalize a transaction when balance is less than or equal to zero	Register item(s) until the balance becomes positive amount.
E101	PLU maintenace file full. Press <#2> to exit	Scanning PLU direct maintenance/batch maintenance	Terminate the maintenance
E103	PLU code does not exist input the PLU code	PLU code does not exist in the file	Modify the designated item
E105	PLU file full	Scanning PLU does not exist in the file	Enter proper PLU code
E106	Item exists in the PLU FILE	The designated item already exists in the scanning PLU file	Modify the designated item
E112	Close the journal platen arm	The journal platen arm is open	Close the journal platen arm
E114	Close the receipt platen arm	The receipt platen arm is open	Close the receipt platen arm
E139	Negative balance is not allowed	Attempt to register <-> or <CPN> when the balance becomes negative	Enter proper minus/coupon amount
E146	Arrangement file full	Arrangement file is full	Set the arrangement properly
E200	Insert RAC	RAC is set	Set the arrangement properly
E201	Illegal format	Illegally formatted RAC	Format the RAC
E202	File not found	The designated file is not found in the RAC	Enter proper file name
E205	File already exists	Cannot write, because designated file has already been in the RAC	Check the operation and retry