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1. Introduction



Welcome to the Register Lite Online User Manual where we detail all aspects of how to use the Register Lite EPOS. For additional support, please contact your Solution Provider.

NOTES:

- Due to Branding that may have been applied by your Solution Provider, page and button colours shown in this manual may differ to those on your Portal or Client.

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2. Getting Started

2.1. Installing / Launching Register

If your device does not have Register already installed you can download it directly from our website using [this link](#) or the Devices app store (if applicable). Once the download is complete the device will guide you through the installation process.

Once installed, the Register application can be launched by tapping the below icon from the device home screen.



2.2. Enrolling

Each device within the business will have it's own enrolment code to link the account. All enrolments can be found the Register Portal.

Find your enrolment codes from portal

- Login to the Register Portal using [this link](#)
- Select the 'Devices' tab from the top menu
- Note the Enrolment Code for the device being setup
- Each Enrolment Code is 8 characters long, for example ABCD1234

Enter the enrolment code into the Register Application

ENROL

- On first launch of the Register Application, the settings screen will be shown.
- Otherwise, to access the Register Settings, tap the 3 dot icon from the login screen and select 'Settings'
- Tap the first field for 'Enrolment Code'
- Enter the code using the device keyboard
- Tap Language and select your country
- Tap the ENROL button

2.3. Update Data

The Update Data button is available on the top navigation bar of the login screen. The Update Data

process will communicate with the Register Portal and download any changes that have been made in the merchants account – such as new staff members, product price changes for example. To complete the Update the device must have an active network connection to reach the server.

UPDATE DATA

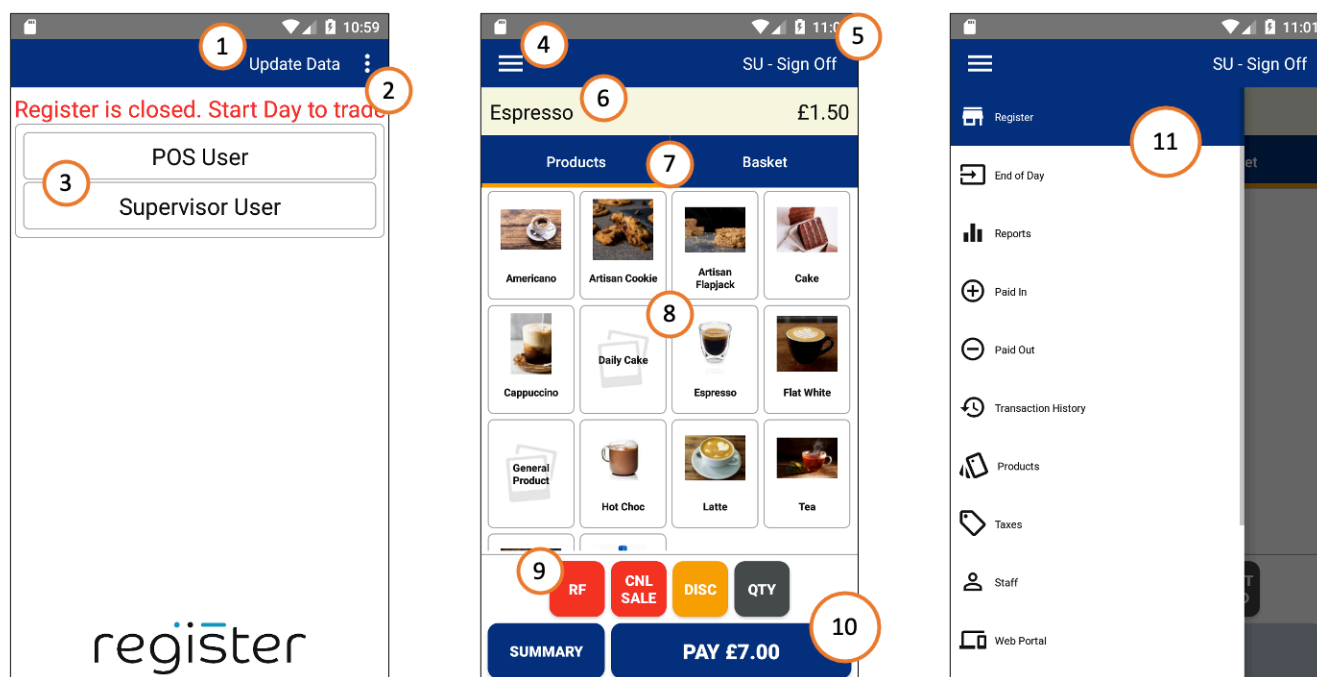
2.4. Staff Member Sign In

To Sign In to the Register Application select a staff member name and enter their 4-digit PIN. Some accounts may come with 2 default users already included named 'Supervisor User' and 'POS User'. Merchants are able to edit these users, or create new ones freely.

Default PIN Numbers:

- Supervisor User : 9876
- POS User : 1234

2.5. Register Layout



1. Update Data button – to ensure the device is using the latest information from the Portal
2. Side Menu – to access the Register settings area, enable training mode and access support information
3. Staff Members – this is the list of staff members within the store that can be used to login
4. Main Menu – this menu is used to access all other areas of the application such as reporting or product management
5. Sign Off – used to exit and return to the login screen
6. Display Window – this shows the last product added to the basket, or gives instructions for the

staff member

7. Product Browser / Basket Tabs- these tabs allow staff to view either the current basket or their products
8. Product Browser – this is a scrollable view that lists out all products in the merchant that can be added to the customer basket
9. Function Buttons – these are used to perform actions to the current transaction such as void an item or give a discount
10. Pay Button – once all items are added, this button will show all tender options available to complete the transaction
11. Main Menu – this is a scrollable menu showing all other areas available to the merchant

2.6. Basic Transaction

Below are the steps to create and tender a basic transaction within the Register Application

- Login using the staff member name and PIN
- Add the required items to the basket – using either Regular or Manual product types
- Tap the PAY button
- Select the appropriate tender type for the customer
- Issue customer receipt or email if required
- Press DONE on the Transaction Summary to return to the basket ready for the next transaction

2.7. Staff Member Sign Off

To Sign Off to the Register Application select the Sign Off button in the top right corner of the screen. The current staff members initials will be shown before the Sign Off text.



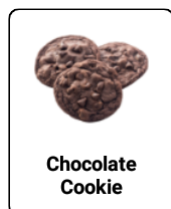
MR – Sign Off

- Tap Sign Off
- Tap YES to confirm, and return to the login screen.

3. Transaction Functions

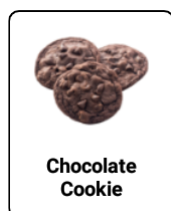
3.1. Add Regular Priced Products

Regular Priced Products have a predefined price assigned to them. They can be added to the basket by tapping the appropriate products in the Browser area, or by scanning a barcode.



3.2. Add Manual Priced Products

Manual Priced Products will prompt for the price to be entered before they are added to the basket. They can be added by tapping the appropriate products in the Browser area, or by scanning a barcode.



Add a Manually Priced Product

- Tap or scan the product
- Enter the price using the keypad
- Press ENTER to add to the basket

3.3. Rename Manual Products in Basket

Manual Priced Products can be renamed from the basket to give them a more appropriate name for that transaction. This is beneficial for the customer receipt and merchant reporting.

RENAME

Renaming a Manual Product

- Tap RENAME for the required product in the basket
- Enter the new name using the keyboard
- Tap SAVE to apply the changes

3.4. Void Product

To remove an item from the current transaction, the Void function is needed. The void button is enabled once a transaction has 1 or more items in the basket, and is found in the Functions area.

A red square button with the text "VOID ITEM" in white, stacked vertically.

Voiding an Item

- Tap the VOID button
- Select the item in the basket or scan the barcode
- Confirm the action

3.5. Cancel Sale

The Cancel Sale function is used to delete the current transaction and remove all items from the basket. The cancel sale button is enabled once a transaction has 1 or more items in the basket, and is found in the Functions area.

A red square button with the text "CNL SALE" in white, stacked vertically.

Cancel a Sale

- Tap the CANCEL SALE button
- Confirm the action

3.6. No Sale

The No Sale function is used to open the cash drawer outside of normal tendering processes. The no sale button is found in the Functions area.

A dark grey square button with the text "NO SALE" in white, stacked vertically.

Perform a No Sale

- Tap the No Sale button
- Confirm the action

3.7. Print Feed

To print out some blank receipt paper for taking notes, tap the print Feed button from the Functions area.

A dark grey rectangular button with the text "PRINT FEED" in white, uppercase letters.

3.8. Refund

Refunds can be performed by either manually selecting the item to be refunded, or by linking to a previous transaction in Register. Both are initiated using the Refund button in the functions area.

A red square button with the text "RF" in white, uppercase letters.

Manual Refund

- Tap the REFUND button
- Select Manual Refund
- Select the item to be refunded – from the browser, barcode scan or product lookup

Linked Refund

- Tap the REFUND button
- Search for the appropriate Transaction
- Select Partial or Full Refund as needed

A Full Refund will put the all items from the previous sale into the basket as a refund.

A Partial Refund allows for the selection of specific items from the previous sale to be refunded.

3.9. Discount

Discounts can be applied to individual basket items or entire transactions, the discount can be enter as a percentage or monetary amount. The discount button is enabled once a transaction has 1 or more items in the basket, and is found in the Functions area.

An orange square button with the text "DISC" in white, uppercase letters.

Applying a Discount

- Tap the DISC Button
- Select the discount type – Percentage of Monetary
- Enter the discount value via the keypad

- Tap Enter to confirm and apply the discount to the transaction

To apply the discount to individual items first tap them in the basket to select them, then tap the DISC button and follow the steps as normal.

3.10. Tip

Tips can be added to the basket at any time as either percentage or monetary amounts. The tip button is found in the Functions area.

An orange square button with the word "TIP" in white capital letters.

Applying a Tip

- Tap the TIP Button
- Select the tip type – Percentage of Monetary
- Enter the tip value via the keypad
- Tap Enter to confirm and apply the tip to the transaction

3.11. Price Override

Price Overrides can be used to adjust an items sale price for this specific transaction. The Price Override button is enabled once a transaction has 1 or more items in the basket, and is found in the Functions area.

An orange square button with the text "PRICE OVRD" in white capital letters.

Applying a Price Override

- Tap the PRICE OVRD Button
- Select the item in the basket
- Enter the new sale price via the keypad
- Tap Enter to confirm and apply the new price

3.12. Product Quantity

The Quantity Adjustment function allows for multiple quantities of a product to be added to the the basket at the same time. The QTY button is found in the Functions Area.

A dark grey square button with the text "QTY" in white capital letters.

Quantity Adjustment

- Tap the QTY button
- Enter the required quantity via the keypad
- Tap the Product from the Browser or scan the barcode
- The product is added to the basket with the appropriate quantity

3.13. Summary

Available on Portrait devices the Summary screen gives a preview of the entire basket along with the transaction tax and total values. The Summary button is shown at the bottom of the screen next to the Pay button.



A blue rounded rectangular button with the word "SUMMARY" in white, uppercase letters.

3.14. Pay / Tender Methods

3.14.1. Cash

Once all items have been added to the basket the transaction is ready to be tendered, press the PAY button to proceed to the Tendering screen. There are 3 different ways to take cash payments within Register.

Exact Cash



A large blue square button with the word "CASH" in white, uppercase letters.

To complete the transaction using exact cash simply press the CASH button. This will close the transaction in Register and print the customer receipt (if configured).

Quick Tender Buttons



A small blue rounded rectangular button with the number "5" in white.



A small blue rounded rectangular button with the number "10" in white.



A small blue rounded rectangular button with the number "20" in white.

The quick tender buttons can be used to quickly add cash to a transaction. Once the total has been reached the transaction will be closed and Register will display any changed owed to the customer. The value of the 3 quick tender buttons can be configured in the Portal.

Manually Enter An Amount

A blue rounded rectangular button with the word "ADJUST" in white, uppercase letters.

Lastly, it is possible to enter a specific tender amount via a keypad which can then be applied to the transaction.

- Tap the ADJUST button from the payment screen
- Enter the tender amount using the keypad
- Tap ENTER
- Tap CASH

3.14.2. Card

Once all items have been added to the basket the transaction is ready to be tendered, press the PAY button to proceed to the Tendering screen. If your Register is setup to use integrated card payment – pressing the CARD button will initiate the customer payment on the linked terminal. Once the integrated payment is complete the response will be returned to Register automatically.

Full Amount

A blue square button with the word "CARD" in white, uppercase letters.

To take the full transaction amount using a customer card, press the CARD button on the payment screen. This will close the transaction in Register and print the customer receipt (if configured).

Manually Enter An Amount

A blue rounded rectangular button with the word "ADJUST" in white, uppercase letters.

Lastly, it is possible to enter a specific tender amount via a keypad which can then be applied to the transaction.

- Tap the ADJUST button from the payment screen
- Enter the tender amount using the keypad
- Tap ENTER
- Tap CARD

Non Integrated Card Payment



If Register is not using a non-integrated card terminal the payment must be taken from a stand alone device. Transactions can be completed in Register by simply pressing CARD and choosing the if stand alone payment was succesful.

- Add Items to basket
- Tap PAY
- Manually take the payment using a card terminal
- Tap CARD
- Tap PAYMENT SUCCESSFUL

3.14.3. Split Tender

Once all items have been added to the basket the transaction is ready to be tendered, press the PAY button to proceed to the Tendering screen. Using the Quick Tender and Adjust buttons it is possible to complete a transaction in Register using a mixture of cash and card tender types. Once the total has been reached the transaction will be closed.

Example Split Tender

When paying for their items, the customer uses 2 bank notes and pays the rest on card:

- Add items to the basket and press PAY
- Tap the Quick Tender 10 button
- This will reduce the transaction total by 10
- Tap the Quick Tender 5 button
- This will reduce the transaction total by 5
- Tap the CARD button to tender the remaining amount by card.

4. Operational Functions

4.1. Tax Management

The Register solution allows merchants to manage their taxes and assign them to specific products, from both the Application and Portal. Each Tax can be given a name, code and value – which can be either a Percentage or Fixed Amount.

In the Register Application

- Open the menu by tapping the menu icon in the top left navigation bar
- Select 'Taxes' (the current signed in staff member must have the correct permission level)
- The screen will display all taxes currently in the account
- Tap EDIT or NEW to perform the action required
- Complete the Tax Details form on screen
- Tap SAVE

On the Register Portal

- Sign in the Register Portal
- Select the Config Menu from the top tool bar, then select Taxes
- Click the New Tax button to create a new tax for the account and complete the web form

In the Table there are a number of action icons to left side of each Tax.

- Edit – Edit details of an existing tax then click save.
- Delete – The tax will be deleted and no longer available to the merchant. This can only take place when the tax is no longer assigned to any products.

4.2. Product Management

The Register solution allows merchants to manage their inventory from both the Application and Portal. Merchants have full inventory control where they can create new products, or edit existing information as needed.

In the Register Application

- Open the menu by tapping the menu icon in the top left navigation bar
- Select 'Products' (the current signed in staff member must have the correct permission level)
- Enter some text into the search bar to display the appropriate products
- Tap EDIT or NEW to perform the action required
- Complete the Product Details form on screen
- Tap SAVE

On the Register Portal

- Sign in the Register Portal
- Select the Stock Menu from the top tool bar, then select Products
- Click the New Product button to add a new product and complete the web form
- The search field can be used to filter results by Name or SKU.

In the Table there are a number of action icons to left side of each product.

- Edit – Edit details of an existing product then click save.
- Duplicate – Will create a copy of an existing product allowing the merchant to make minor changes and click save.
- Disable – The product will be hidden on the device so it cannot be added to transactions. It can be enabled again from the Portal.
- Delete – The product will be deleted and no longer available to the merchant.

4.3. Staff Management

The Register solution allows merchants to manage their Staff Members from both the Application and Portal. Merchants can adjust Staff Member information such as Permissions or PIN Numbers, as well as create new Staff Members.

In the Register Application

- Open the menu by tapping the menu icon in the top left navigation bar
- Select 'Staff' (the current signed in staff member must have the correct permission level)
- Enter some text into the search bar to further filter the results
- Tap EDIT or NEW to perform the action required
- Complete the Product Details form on screen
- Tap SAVE

On the Register Portal

- Sign in the Register Portal
- Select the Config Menu from the top tool bar, then select Staff
- Click the New Staff Member button to add a new staff member and complete the web form

In the Table there are a number of action icons to left side of each staff member.

- Edit – Edit details of an existing staff member then click save.
- Delete – The staff member will be deleted and no longer available to the merchant.

4.4. Cash Management

The Register Application allows merchants to track the amount of cash expected for each device. This is done by entering a cash float when opening the Register at the start of each shift, tracking all cash transactions and any paid in or out actions by staff members. When cashing up the till Register will present the staff member with the expected allowing them to confirm all cash is accounted for.

Start Day

When starting a new shift the staff member will need to open Register by performing a Start Day along with entering a float if required. The start time and float amount are then stored for the cashing up and general reporting purposes.

- Login to the Register using the staff member name and PIN
- Tap the START DAY button
- Key in a cash amount being used for the float
- Tap the START DAY button

Paid In / Paid Out

At any point Staff Members are able to perform a Paid In or Paid Out action in Register, which will increase or decrease the amount of cash expected in the drawer. Just like transactions, all Paid In and Paid Out actions are recorded for tracking and reporting purposes.

- Open the menu by tapping the menu icon in the top left navigation bar
- Select 'Paid In' or 'Paid Out' (the current signed in staff member must have the correct permission level)
- Enter the cash amount using the keypad
- Tap PAID IN or PAID OUT to complete the action
- If configured, the device cash drawer will now open

4.5. End Of Day

At the end of a shift staff members should perform an End Day. This will guide them through the cashing up process where all cash and other tender amounts are entered into the Register. If configured, staff will be able to see any overage or shortage amounts as they enter the tender values. Cash values can be entered by denominations or overall total.

- Open the menu by tapping the menu icon in the top left navigation bar
- Select 'End Day' (the current signed in staff member must have the correct permission level)
- Tap END DAY to confirm
- The Expected Values tab will display each tender type used for the shift and the expected values based on all transaction data
- The Actual Values tab will allow the staff member to key in the values of each tender type

- Once complete, tap END DAY

END DAY

4.6. Reports

The Register solution provides access to reporting data on both the application and web portal. The device provides high level sales and product reports for the past 90 days of transactions. The Web Portal provides additional sales and operation reports for the merchant which can be filtered further filtered by date range, stores or devices.

In the Register Application

- Open the menu by tapping the menu icon in the top left navigation bar
- Select 'Reports' (the current signed in staff member must have the correct permission level)
- The screen will display the 'Till Sales' report for the selected day
- The other tabs will show the Store Sales report and the Product Sales report
- Using the arrows and date selector at the top of the screen, previous sales data can be viewed
- Tap PRINT REPORT on to print out a copy of the report using the customer receipt printer

On the Register Portal

- Sign in the Register Portal
- Select Reports from the top tool bar
- Select the Report required from the drop down menu
- Select the date range for the report to use (daily, weekly, monthly or range)
- Apply any Filters
- Tap the Run Report button

Report and Chart Data

Where applicable the Portal will display both the Report Data and a Chart. Merchants are able to export the Chart data to PDF, and the Report data to XLS for further review and analysis.

4.7. Transaction History

The Register application has a transaction history area allowing merchants to view or look up a previous sale. By default the past 90 days transactions are available on the device, and all previous sales data can be reviewed on the Portal. The Transaction History area allows staff members to reprint receipts for customers or recall a transaction to issue a full or partial refund.

In the Register Application

- Open the menu by tapping the menu icon in the top left navigation bar
- Select 'Transaction History' (the current signed in staff member must have the correct permission level)
- Locate the required transaction by scrolling the selected date, or searching via the LOOKUP button
- Tap VIEW to see the selected transactions details: purchased items, total spend, original staff member
- Tap the required action (reprint receipt or refund)

5. Web Portal / Configuration

5.1. Profiles

5.1.1. Hardware

The hardware section of the Profile, accessed from the Register Portal, allows merchants to configure a number of hardware components that can be used by the Register Application. Register supports a wide variety of hardware options, so it is important to choose the correct one in the profile. Once any changes are made to the profile click save at the bottom of the form, and then perform an Update Data on the application to download the new settings.

Barcode Scanner

Register is able to support a barcode scanner for adding items to the basket and other functions. Select the appropriate barcode scanner from the dropdown to configure one for the solution.

Cash Drawer

If a cash drawer is being used as part of the setup, select the device name from the dropdown which is used to open the drawer.

Hardware Login

Hardware login is used by staff members allowing them a quicker login process to the Register application. This can be done via a barcode scanner or USB device such as a Dallas Key reader. Contact your Solution provider to learn more about these options.

Card Terminal

For merchants using stand alone card terminals select 'None Integrated Terminal' from the dropdown. To setup an integrated payment terminal, select the appropriate server from the dropdown. Based on your selection, some other information may be required to allow Register and the terminal to communicate. Contact your Solution provider if you do not have any of this information.

Primary Receipt Printer

For merchants not using a receipt printer, select 'None' from the dropdown. When printing customer receipts, select the appropriate printer manufacturer from the dropdown. Based on your selection some other fields will display to set the connection method to the printer (if needed), along with the line width and print feed length. The Line width is used to control the number of characters printed on each line of the customer receipt. Contact your Solution provider to learn more about these options.

5.1.2. Receipt Layout

The Receipt section of the Profile, accessed from the Register Portal, allows merchants to set a number of receipt preferences and configure the header and footer text printed on customer receipts. Once any changes are made to the profile click save at the bottom of the form, and then perform an Update Data on the application to download the new settings.

Formatting the Header and Footer Text

Merchants can select the justification and line width by setting specific prefix values before each text line. Each new line on the receipt must be a new line in the profile. The **xx** value below will set the line width for the receipt.

- **C xx** : Will Centre the text on the receipt.
- **L xx** : Will Left Justify the text on the receipt.
- **R xx** : Will Right Justify the text on the receipt.
- **E xx** : Will force the Register to print a blank line.

Example Receipt Footer – Centre Justified using line width of 48

C48:Thank you for shopping with us

C48:Please come again

5.1.3. Email Receipts

The Receipt section of the Profile, accessed from the Register Portal, allows merchants to enable and configure the emailing of Customer Receipts. Setting the 'Email Customer Receipt' field to Yes, will display all fields needed to setup email receipts. Once any changes are made to the profile click save at the bottom of the form, and then perform an Update Data on the application to download the new settings.

SMTP Host & Port

The Host Name and Port of the SMTP provider need to be entered by the merchant. This is based on the provider of your email service, for example, "smtp.gmail.com". To out these details please refer to your email provider.

SMTP Username & Password

The Username and Password fields will be the same as those used to access your emails.

Email From & Email Subject

This is the sender name and email subject that will be seen by the customer when receiving the email. For example the sender could be "My Coffee Shop", and the email subject could be "Your Email Receipt

from My Coffee Shop”.

Email Body

This will be the text that appears in the body of the email, for example ‘Here is your Email Receipt, thank you for your purchase’.

The receipt Image will then be inserted underneath this text.

Merchants are able able to further personalise the Email Subject and the Email Body by using predefined Tokens. These can include information such as the store or staff member name who completed the sale:

[storeName] – The Store name where the transaction took place.

[staffFirstName] – The First Name of the Staff Member who completed the transaction on the Register.

[staffLastName] – The Surname of the Staff Member who completed the transaction on the Register.

5.2. Portal Access

The Register Portal is accessed via any device with a web browser, we recommend the Chrome browser for full support. Each merchant is given a username and password to the Portal, which allows them to login and manage all aspects of their business – such as create & edit products, general configuration and reporting.

Accessing the Portal

- Go to <https://portal.smartvolution.com> in a web browser
- Enter the Username and password
 - Note both items are case sensitive
- Click Submit
 - If logging in for the first time, the user will be prompted to enter a new password

6. Help Resources

6.1. Full Register Manual

The full Register manual can be found at [this link](#) giving details on all features available across all license levels.

6.2. Videos

Register has an extensive library of Tutorials videos available at [this link](#) , covering many features of the application and Portal.

6.3. Support

For any questions or topics you cannot find in the manual, please reach out to your Solution Provider.

7. FAQs

7.1. How to Upgrade

Register is available for purchase at 4 different license levels, each introducing additional functionality for merchants. The data sheet can be viewed below to learn more on the features included with each version. For more information and to upgrade please reach out to your solution provider.

[Register Data Sheet](#)

7.2. Prices in Wrong Currency

Register displays the currency based on the Android Location Settings. If Register is displaying the incorrect currency, you will need to update the selected language from the Register Settings. If the required language is not listed please select Follow Device, then change the device language using the Android settings'.

To do this, follow these simple steps:

1. Logout from Register.
2. Tap the **Home Button** on your device. On some devices you might need to swipe up from the bottom of the screen to access the home button first.
3. Open the **Settings** application, this is usually pictured with a cog
4. Tap the **General** tab
5. Tap **Language & Input**
6. Tap **Language**
7. Select the appropriate **Language** (and country)
8. Tap the **Home Button**
9. Open Register and Login
10. The currency should now be correct



Steps 4 & 5 may differ on some devices. When in Settings, look for **Language** and is sometimes under a Section/Tab called **Personal**.

7.3. Cannot Update Data or Sync Device


If the Register Application is unable to perform an Update Data from the login screen the most likely cause is a drop in the internet connection. This could be a result of the device disconnecting from the local Wi-Fi or a problem with your internet connection.

The first thing to check is the Wi-Fi status. From the device Settings, make sure your Wi-Fi is switched **On** and connected to your Wi-Fi network.

If the tablet is connected to the network, next check the internet connection.

- Tap the **Home Button** , open a web browser such a Chrome and try to navigate to a website.
- If the website loads, tap the **Home Button** and return to the **Register** and try the **Update Data/Sync** again.

If a website does not load and you are connected to the Wi-Fi there is likely an internet fault either with your router or internet service provider. In a lot of cases simply resetting your device and/or router will resolve the issue. Failing that you will need to contact your Solution Provider or Internet Service Provider. Some networks are heavily restricted and access to the Register Server is blocked, this can be resolved by your Solution provider or ISP.

 The Register will operate offline. If there is no internet connection, you can still login and process transactions as all data will be held locally until the next successful sync is completed.

7.4. Cannot Enrol Device

When first setting up a device it will need to be enrolled to the Register Portal using an enrolment code. If the enrolment process returns an error that the code is in use, it can be easily reset from the Register Portal. Once this has taken place the enrolment can be tried again. To reset a code:

- Sign in the Register Portal
- Select the Devices Menu from the top tool bar
- Find the appropriate device & enrolment code
- Click the 'X' action icon for that device
- Click the 'tick' action icon
- Try to re-enroll the device

7.5. Unable to Login to Portal


When trying to access the Web Portal and you may see the below message after tapping Login:

! Invalid username and/or password.

There are three possible reasons for this:

1. Your Login details were correct – Please remember that both the **Username** and **Password** are case sensitive. If you are still unable to login your System Administrator will be able to confirm your username and reset your password if needed.
2. Your Login details have been deactivated by your System Administrator. If permitted, they can activate your account.

- Your Login details have been deleted / removed from the Portal. In this scenario a new user will need to be created by the System Administrator.

 Alternatively contact your solution provider who will also be able to assist with this process.

7.6. Portal Reports are Lower than the Device

When comparing sales report data you may occasionally find that the Portal based reports show lower amounts than the Register Application. The most likely cause for this is that the device is no longer connected to the internet – so any sales made during this time are still saved locally on the device and not uploaded to the server. To get the device back online please see the FAQ – Cannot Update Data or Sync Device.

Once the network connection has been restored on the device, perform an Update Data from the login screen. This will push any locally stored transactions up to the server.

7.7. Change Staff Member Access Levels

Staff Members are assigned a Role, which is used to control their access within the Register Application. Available Roles are POS User, Supervisor or Time Keeping User. The POS User and Supervisor access is configured within the Profile and let's merchants control which features or side menu items can be used. Time Keeping User's are available from the login screen only and used to track Staff Member clock in and clock out times.

Changing a Staff Members Access Level / Role can be done from either the Application or Portal.

In the Register Application

- Open the menu by tapping the menu icon in the top left navigation bar
- Select 'Staff' (the current signed in staff member must have the correct permission level)
- Enter some text into the search bar to further filter the results
- Tap EDIT for the required staff member
- Tap the Role dropdown
- Select the new Role from the list
- Tap SAVE

On the Register Portal

- Sign in the Register Portal
- Select the Config Menu from the top tool bar, then select Staff
- Click the 'Edit' icon for the required staff member

- Click the Role dropdown
- Select the new Role from the list
- Tap SAVE

7.8. Issue Using Gmail for Customer E-Receipts

There is a known issue when using Gmail as your SMTP Host to send Email Receipts. This issue relates directly to a security feature of Gmail and is outside of Register's control.

Error Creating Email

535-5.7.8 Username and Password not accepted. Learn more at [535 5.7.8 https://support.google.com/mail/?p=BadCredentials](https://support.google.com/mail/?p=BadCredentials)
b4sm18385500wro.57 - gsmtip

CANCEL

RETRY

To resolve this issue, follow these steps.

1. If Gmail blocks the attempt to send an email receipt it will automatically send you an email to your inbox.
 - a. Critical security alert
2. Open the email, and click on the "Check Activity" button
3. Click on the "Yes, it was me" button
4. Confirm that you understand the risks.

Your register will now be able to Email Customer Receipts

7.9. Product Not Found when Scanning a Barcode

The message 'Product not found' is displayed in Register when a barcode scanned and a matching product cannot be found. This could be caused by a number of things, the common reasons are listed below.

The barcode label is damaged / unreadable.

If the barcode scanner is unable to read the full barcode (either due to a bad scan or damage to the product), an incorrect barcode value will be used for the search.

This can be tested on the Register Application by performing a Product Lookup from the basket or stock screen. If you type in the full barcode and run a search that brings a result – the product is setup correctly, but the barcode scan was not successful.

The product has not been added to the account.

The scanned product may not exist yet for the merchant, so no matches are found in the system. This can be easily resolved by creating a new product either in the Application or on the Portal.

The product is on the Portal but the barcode is incorrect.

If the product has been added to the account but cannot be found by barcode – check the details for the product. From either the Application or Portal, search for the product by name and Edit the Details. The barcode field may be empty or contain the wrong barcode – update this as needed and save the changes.

The product is on the Portal but not the Application.

The product may have been added since the Register last carried out an Update Data. To get the latest information from the Portal logout of the Register and tap the Update Data button to fetch the latest product information.

7.10. Receipts not Aligning Correctly

The Main Receipt Body is not Aligned

The main receipt alignment is controlled by the Line Width value within the hardware section of the Profile. If set incorrectly, customer receipts can print out too thin leaving blank space, or print too wide causing the text to wrap over 2 lines. To resolve this the Line Width needs to be updated to match the selected printer.

- Sign in the Register Portal
- Select the Config Menu from the top tool bar, then select Profiles
- Select the 'edit' icon to edit the required profile
- Expand the Hardware menu
- Scroll down to the Primary Printer section
- Set the Line Width value as needed
- Click Save
- Perform an Update Data on the Application

The info text for the Line Width field gives some examples of different printer widths, but please check with your solution provider for more details.

The Receipt Header or Footer are not Aligned

If the Receipt Header and/or Footer are not aligned correctly on the customer receipt, these can be

adjusted from the Receipts section of the Profile. Refer to the 'Receipt Layout' section of the manual for more information on this.

7.11. Unable to Print Receipts


If the application is not printing customer receipts the first thing to check is the Hardware section of the Profile. This section controls which Printer has been assigned to the device and, if applicable, the connection type. Some devices use built in printers and when selected Register will automatically use them for the customer receipts. Other devices will use an external printer which will require additional information on the connection – such as via USB or Network.

Check Connection method to External Printer

If an external printer is being used, check that the Receipt Printer Port value is correct in the Profile.

- For printers connected to the device using a USB cable the port value should be 'USB:'.
- For bluetooth printers the port should be set to 'BT:Star'.
 - Also check that the printer is paired with the device from the Android Settings area
- Lastly for network based printers, the port should be set to 'TCP:'.

To find out the IP address of the printer most models can print the config information by powering them on whilst holding the print feed button. Please check with your solution provider for more information on how to do this.

 Where possible, ensure that network printers are assigned static IP addresses.

If any Profile changes are made, be sure to save them then perform an Update Data on the device before testing.

7.12. Cash Drawer Not Opening

If the cash drawer is not opening when completing cash transactions on the application there are a number of items to check.

- Check the cash drawer is not locked
- Check the cash drawer is plugged in to the correct port on the Printer or Device
- Check the Hardware section of the Profile to make sure the cash drawer dropdown is using the correct option for that device
- Make sure the device is not in training mode – as the cash drawer does not open for transactions in training mode