

# ECR 1500/1550

24-Hour Technical Support: 888-228-9143

**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 4316.
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**
5. Press **Subtotal** to display amount of sale
6. Press the **Credit Card Sale** button
7. Screen will display "Processing", external device will ask to "Swipe Card"
8. Swipe Card
9. Amount will display as well as asking to confirm or cancel
10. Press **1** on external device to confirm, press **2** to cancel
11. Device will connect and process card
12. 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**
5. Press **Subtotal** to display amount of sale
6. Press the **ENTER** key. Screen will display "Account #"
7. Using **Numeric Keypad**, enter credit card number and press **ENTER** when complete
8. Screen will display "Enter EXP (MMYY)". Using **Numeric Keypad**, enter expiration date
9. Screen will display "Please Tender". Press the **Credit Card Sale** key
10. Screen will display "Processing" and credit card terminal will now prompt "**1. Confirm**" or "**2. Cancel**"
11. Press **1** on credit card terminal to confirm, press **2** to cancel
12. Device will connect and process card, the drawer will open and receipt will print

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## SALE - DEBIT/EBT 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**
5. Press **Subtotal** to display amount of sale
6. Press the **Debit/EBT Card Sale** key
7. Screen will display "Processing", external payment terminal will prompt to select card type
  - 1 = Debit
  - 2 = EBT Cash BNFT
  - 3 = EBT Food stamp
8. Choose payment method by pressing the corresponding number
9. Swipe Card
10. Terminal will ask to "Please Enter Your Pin"
11. Give terminal to customer, who will then enter their pin followed by the green **ENTER** key. If **EBT FOODSTAMP** is chosen, proceed to step 13.
12. Terminal will display "cash back." Customer will select corresponding amount or option for "No Thanks"
13. Terminal will ask to "confirm and accept" or "cancel" transaction. If accepted, terminal will process sale and ECR will print both merchant and customer receipts.

## 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 - 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 all of the products purchased or enter price using the **Numeric Keypad**
5. Press **Subtotal** to display current amount owed
6. Using the **Numeric Keypad** enter amount of cash received
7. Press the **Cash Amount Tendered** key to complete sale

## PROGRAMMING THE DISCOUNT KEY

1. Turn managers key to PGM
2. Using **Numeric Keypad**, enter percentage of discount.  
For example 25% = 25
3. Press **Discount** key, then press **Subtotal** key.
4. Turn managers key back to REG

## 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

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## 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 Reference Number. Using the **Numeric Keypad**, enter Reference Number for the transaction you wish to add a tip. Reference Number is found on original transaction receipt.
4. Press the **Enter** 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.

### SETTLE TERMINAL

1. Turn MGR key to X mode.
2. Using the **Numeric Keypad**, enter 4314.
3. Press the **Cash Amount Tendered** key.

### TIP DETAIL REPORT

1. Turn MGR key to X mode.
2. Using the **Numeric Keypad**, enter 4321.
3. Press the **Cash Amount Tendered** key.

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## 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. Choose corresponding **Product/Department** key for refund
3. Press **Subtotal** to total sale
4. Press **Credit Card Sale** key
5. Swipe card to issue refund
6. Press **1** to confirm or **2** to cancel on external device
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.

## 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

## VOID TRANSACTION

1. Turn MGR key to X mode.
2. Using the **Numeric Keypad**, enter 4313.
3. Press the **ENTER** key.
4. Using the **Numeric Keypad**, enter Reference Number of transaction to void.
5. Press the **ENTER** key.

## CORRECTING 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.

## 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 either "CORR" on the 1550 or "QPR" on the 1500 along with a negative price amount. Once the sale is voided, you may enter in the correct transaction amount/type.

## REPORTS

**Note:** The following reports are accessible using the **Cash In** button while in X or Z mode: Department, Hourly, Monthly, Open Tab.

## X REPORT

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

Using Managers 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 Managers key, turn key to **Z**, press **CASH AMOUNT TENDERED**, report will print and sales cleared.

## CURRENT REPORT

1. Turn MGR key to X mode.
2. Using the **Numeric Keypad**, enter 4320.
3. Press the **Cash Amount Tendered** key.

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## LOADING THE TWO MEMORY PROTECTION BATTERIES



PRINTER COVER



PLATEN ARM

**STEP ONE:**

Remove the printer cover and open the platen arm (receipt side).



BATTERY COMPARTMENT COVER

**STEP TWO:**

Remove the battery compartment cover.



**STEP THREE:**

Note the (+) and (-) markings in the battery compartment. Load a set of two new alkaline batteries so that their positive (+) and negative (-) ends are facing as indicated by the markings.



**STEP FOUR:**

Replace the battery compartment cover.



**STEP FIVE:**

Close the platen arm and replace the printer cover.

### IMPORTANT!

These batteries protect information stored in your cash register's memory when there is a power failure or when you unplug your cash register. Be sure to install these batteries before operating your register.

### WARNING!

Never try to recharge the batteries supplied with the unit.

Do not expose batteries to direct heat, allow them to become shorted or try to take them apart.

Keep batteries out of reach of small children. If your child should swallow a battery, consult a physician immediately.

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## 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.

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## INSTALLING RECEIPT/JOURNAL PAPER

### INSTALLING THE JOURNAL PAPER



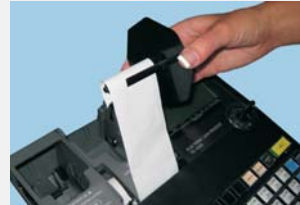
**STEP ONE:**  
Remove the printer cover.



**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.

PROGRAMMING KEYS AND TAX TABLES

**CAUTION:** Any programming may overwrite information previously programmed by United Bank Card. Please consider this before deciding to program any keys or tax tables.

**ASSIGNING A TAX TABLE TO A DEPARTMENT KEY**

1. Using managers key, turn key to PGM
2. Press 1 on **Numeric Keypad**
3. Press the **Subtotal** key
4. Press the **Program Tax** key
5. The display will change and display T/S1, which equals tax table 1 (pressing the **Program Tax** key again will display T/S2 which is tax table 2 and so forth)
6. Choose all appropriate Product/Department keys that correspond to each tax table
7. Continue steps 4 through 6 until all department keys are set with appropriate tax tables
8. Press the **Subtotal** key to lock in all data

**SETTING PRICE FOR PRODUCT/ DEPARTMENT KEYS**

1. Using managers key, turn key to PGM
2. Press 1 on **Numeric Keypad**
3. Press the **Subtotal** key
4. Using the **Numeric Keypad**, enter the dollar amount of the product you wish to program
5. Choose the desired **Product/Department** key
6. Press the **Subtotal** key to lock the price in place

**PROGRAMMING PRODUCTS/ DEPARTMENT KEYS**

1. Using managers key, turn key to PGM
2. Press 2 on **Numeric Keypad**
3. Press the **Subtotal** key
4. Choose the location on the Department Keypad on right
5. Enter the label name using the letters on the keypad to the left
6. Press the **Cash Amount Tendered** key to set the product name
7. Press the **Subtotal** key to lock the name in place
8. Repeat steps 4 through 7 until all product names are entered

**PROGRAMMING TAX TABLES**

1. Using managers key, turn key to PGM
2. Press 3 on **Numeric Keypad**
3. Press the **Subtotal** key
4. Enter in the tax table # using the **Numeric Keypad**
  - a. **0125** = tax rate table 1
  - b. **0225** = tax rate table 2
  - c. **0325** = tax rate table 3
5. Press the **Subtotal** key
6. Enter in tax rate using **Numeric Keypad**
7. Press the **Cash Amount Tendered** key
8. Press 0 on **Numeric Keypad**
9. Press the **Cash Amount Tendered** key
10. Enter 5002 on Numeric Keypad and press the **Cash Amount Tendered** key
11. Press the **Subtotal** key

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## 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 <b>&lt;Subtotal&gt;</b>
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

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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 maintenance 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 existed in the file	Enter proper PLU code
E105	PLU file full	Scanning PLU does not exist in the file	Modify the designated item
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 journal 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