

## XEA-301 FAQ's



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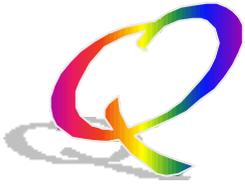
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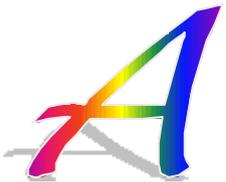
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## Paper Rolls



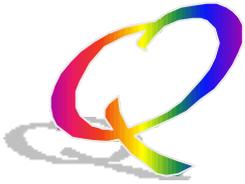
Where can I purchase the paper rolls for the XEA-301. The paper roll size 45mm x 80mm outer diameter this has to be Thermal Paper.



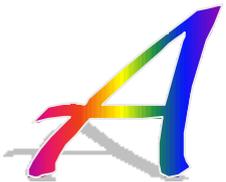
The Paper rolls are available from [WWW.PURPLEPAPER.COM](http://WWW.PURPLEPAPER.COM) or on the following number.

Freephone: 0800 085 5893

## Paper Rolls

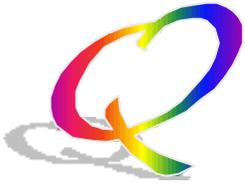


I have fitted the the paper rolls to my XEA-301 but nothing is being printed ?

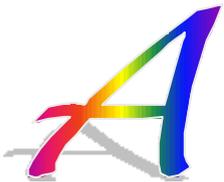


Make sure you are using Thermal paper and also that the Thermal paper is inserted the right way round.

## Keys



I have lost the cash drawer key. Where can I purchase a replacement & what is the part number?



You can purchase a spare cash drawer Lock Key Part Number LKGIM7331BHZZ from.

WillowVale Tel: 0121 766 5414

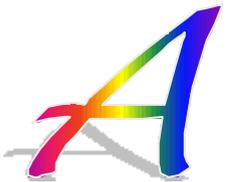
or

Wizard on Tel: 0161 872 5438

## Keys



I have lost the MA and OP mode keys .  
Where can I purchase a replacements &  
what is the part number?



You can purchase a spare MA mode Key  
Part number LKGIM7110BHZZ & The OP  
mode key Part number LKGIM7111BHZZ  
from.

WillowVale Tel: 0121 766 5414

or

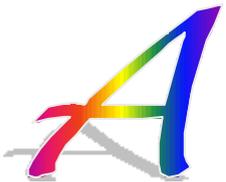
Wizard on Tel: 0161 872 5438

## Wet Covers



I would like a key cover for my XEA-301.  
Where can I purchase one?

The wet cover can be purchased from the  
following company.



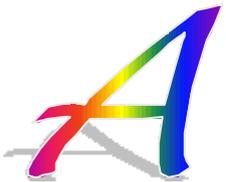
Wet Cover  
Factory 18a  
Snugborough  
Isle Of Man  
IM4 4LG

Tel: 01624 618044

## Serial Port



What is the RS232 serial port used for on the side of the side of the XEA-301?

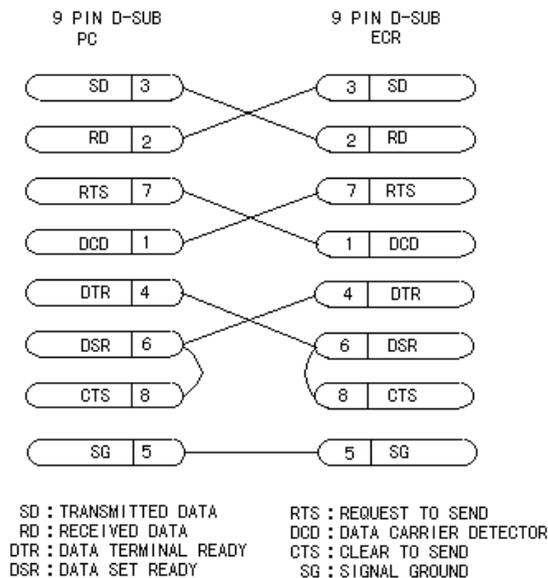


The RS232 serial port is designed for use with the following software “Easy programming tool” and is available free of charge from [www.Sharp.co.uk](http://www.Sharp.co.uk) website

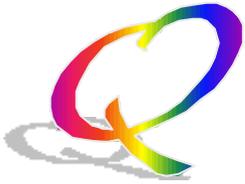
## Serial Port



What is the cable specification to connect my XEA-301 serial to my PC on com1 or com2 only



## Logo



Can I have my company logo printed at the top of my receipts?

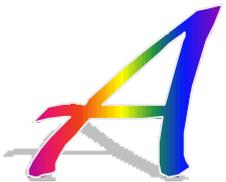


Yes you can use the “Easy programming tool” that is available free of charge from [www.Sharp.co.uk](http://www.Sharp.co.uk) website

## Logo



What is the specification of the graphical logo that I can use?



The logo specification is :

Size: 288 dots(w) x 130 dots(h)

Colour: black & white

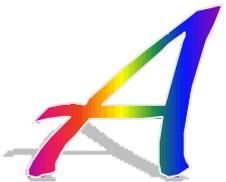
Black rate - Total black rate: 35% or lower

- Local black rate: The black rate of a horizontal dot line is 55% or less

## Initialising the XEA-301



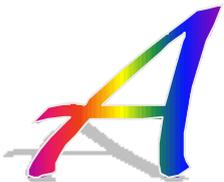
How do I Master reset (Initialise) my XEA-301, I can't remove the batteries as with the previous XEA-201?



The XEA-301 has an internal battery, that cannot be accessed by the end user. The only way to initialise or master reset the XEA-301 is to perform the procedure on the following slide.

## Initialising the XEA-301

1. Make sure the power cord plug is **not** inserted into the AC outlet.



2. Insert the manager (MA) key into the mode switch and turn it to the PGM position.

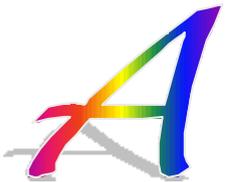
3. While holding down both the Journal key and the CL key, insert the plug into the AC outlet. The buzzer will sound three times and \*\*\* MRS. \*\*\* will be displayed.

4. The cash register has now been initialised. The register display will now show “0.00” with “PGM”.

## Clerks / Operators



How many operators can we have on the XE-A301 ?

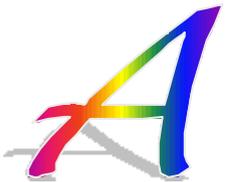


You can have up to 20 Clerk/Operators (by code entry).

## Clerks / Operators



Is there such a feature as Training whereby transaction can be carried out without affecting.

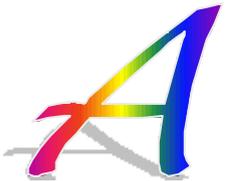


Yes, there is a training mode.

## Printing



Is there a Receipt and journal printer on this machine?

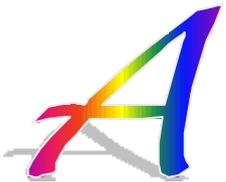


Yes the machine is a 2 station Thermal printer,

## Printing



Is there any way I can get a customer receipt on request.



Yes, there is as after transaction receipt (30 lines)

## Printing

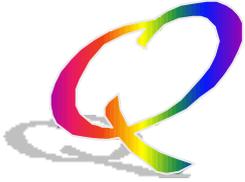


Can we have a print out the store name on the customers receipt?

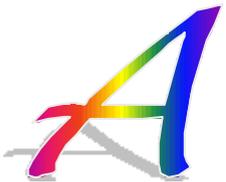


Yes, there is a graphic logo which can be programmed with text.

## Printing



Is there an Electronic Journal feature on the XE-A301?

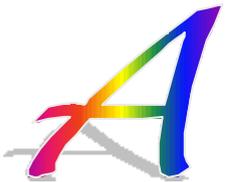


No, but there is a 2 station printer.

## Printing



What paper rolls are used with this machine?

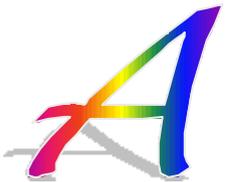


The paper roll size 45mm x 80mm outer diameter this has to be Thermal Paper.

## Departments



How many departments are there on the machine?



There are 99 Departments.

## PLU's

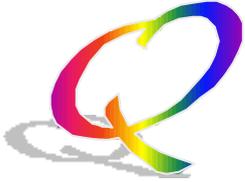


How many PLU codes can we have?

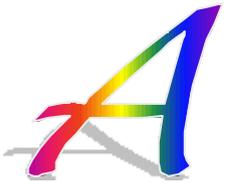


There are 1800 individual items these are referred to as PLU codes.

## PLU's



How many characters of description can each product have. ?

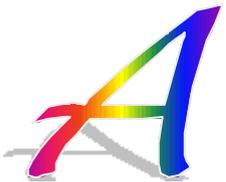


16 characters of text for product description.

## Euro

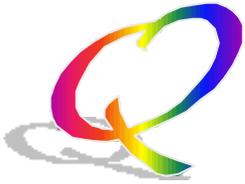


Is the machine Euro compatible.

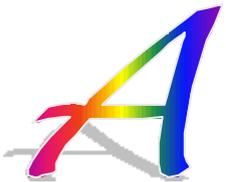


Yes

## Memory



How are the memory contents of the machine retained, when the mains are disconnected.

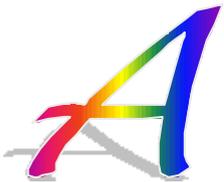


There is an internal rechargeable battery fitted to the machine for this purpose.

## Memory



How are the memory contents of the machine retained, when the mains are disconnected.

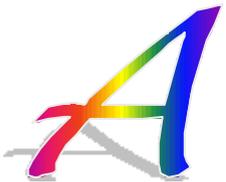


There is an internal rechargeable battery fitted to the machine for this purpose.

## PoS Utility



What do I have to set the Baud rate to within PoS Utility to communicate to the XE-A301

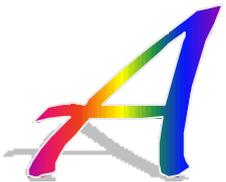


The baud rate on the XE-A301 is fixed at 19200

## Reports



The machine drawer does not open when taking X/Z reports.

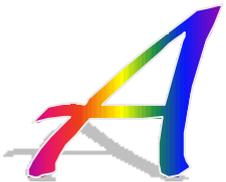


This is normal for the XEA301, The drawer can be opened by pressing the TL/NS key. Please refer to page 59 of your instruction manual.

## Reports



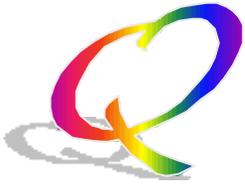
How do I remove zero departments from the Z report on the XEA-202.



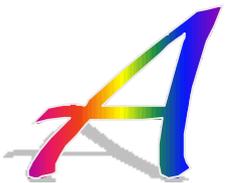
Turn the Key to PGM and press the following keys.

`#/TM/ST 6 x 00000111 #/TM/ST TL/NS`

## VAT / TAX



How do I change the machine from AUTO VAT (where VAT is inclusive) to AUTO TAX (where VAT is added)



Turn the Key to PGM and press the following keys.

#/TM/ST 69 x 00100000 #/TM/ST TL/NS

Please refer to page 49 of your instruction manual.

## VAT / TAX



How do I change the VAT / TAX rate of my machine to 10% ?



Turn the Key to PGM and press the following keys.

Desired VAT / TAX  
rate

#/TM/ST 9 x 1 x 10 #/TM/ST TL/NS

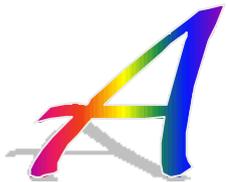
Please refer to page 28 of your instruction manual.

## Discounts



How do I setup my machine to perform a 10% discount using the %1 key.

Turn the Key to PGM and press the following keys.

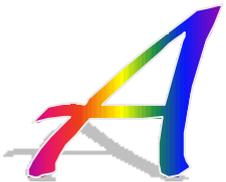


- 1) PGM 10.00 %1 TL/NS
- 2) #/TM/ST 29 x 0 %1 TL/NS
- 3) 1000 x %1 TL/NS

## Display



There is an 'X' on the screen on my XE-A301  
How can I get rid of this.?



This is the Sentinel Mark.

When the amount in the drawer reaches the amount you pre-programmed, The sentinel mark 'X' is displayed to advise you to remove the money to a safe place. To do this you need to perform a Z read/report.

The following program job will set the Sentinel to the maximum amount.

```
#/TM/ST 21 x 99999 #/TM/ST TL/NS
```

## Reports



How do I Reset report counters and totalizers including the GT's



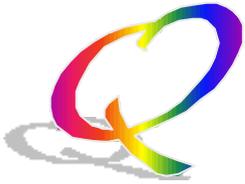
Within PGM position perform the following

### RESETTING OF ALL COUNTER AND TOTALIZER

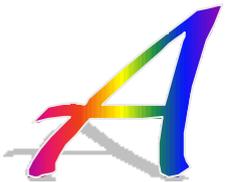


All counter, totalizer's, all GT's, and all Z counters are reset.

## Receipts



Can I reset the consecutive receipt number without having to reset all the counters and GT's etc.



No