

# XE A217 Frequently asked questions.

## How do I prepare my XEA217 for set-up?

Take the XEA217 out of its box, remove the packing materials. Place the XEA217 on a flat stable surface, close to a power outlet. Also insure it will not be exposed to direct sunlight, and is away from water (taps, sinks, etc).

## How do I clear the XEA217 to ready it for programming?

It is very important that you “initialise” the XEA217 correctly once you have removed it from the box, and are ready to start programming. If you do not “initialise” the XEA217, it might not work correctly.

1. Insert the plug of the power cord into a power outlet.  
This must be done without the batteries installed. If you have installed batteries; be sure to remove them before you start this procedure.
2. On the screen you will see a list of numbers in square brackets with the names of various languages to the right of them. Press the **1** key to select English as the language of operation.  
The display will show: \*\*\* MRS. \*\*\* for about ten seconds. The buzzer will then sound three times. If the buzzer does not sound three times, please try again.
3. Next the screen will prompt you to enter the date and time. Enter the date as DDMMYY with the numeric key pad. For example you would enter

**1** **1** **0** **6** **1** **1** For 11<sup>th</sup> June 2011.

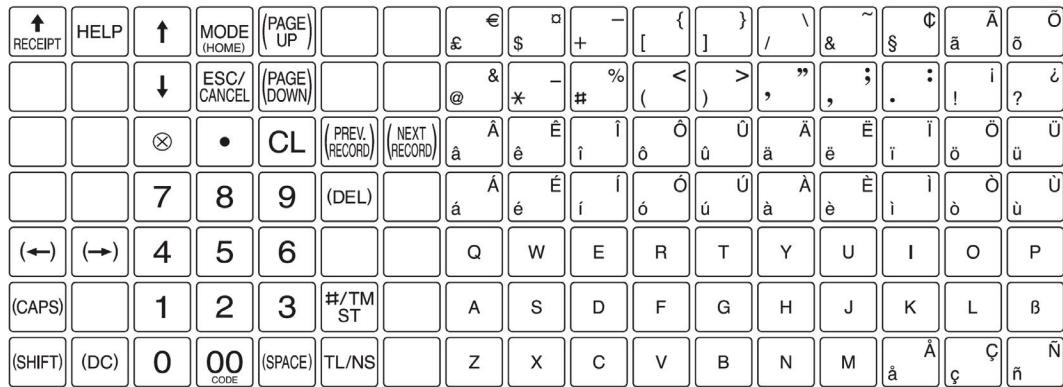
4. Press the **↓** key to move to TIME. Enter the time in the 24 hour format with the numeric key pad. For example you would enter 2:00pm as:

**1** **4** **0** **0**

5. Press the **TL/NS** key to save the time and date.
6. You will now be prompted to enter a tax rate. Use the number key pad to enter: **1** **0** for 10% GST
7. The next prompt is to allow you to set various pass codes for some functions. If you do not wish to set them at this time press the **TL/NS** key to skip this section.
8. Now you are prompted to enter a Manager pass code. If you wish to set a manager pass code use the numeric key pad to do so. Press the **TL/NS** key to confirm the code you have set, or to skip this section if you do not set a code.

8. You can now enter your company's Name and ABN number. Use the programming keyboard overlay to do this. Insert the overlay under the keyboard cover. Use the QWERTY keyboard to enter your logo. Use the **DEL** key to delete the standard logo message and then enter your own.

## ■ Programming keyboard layout



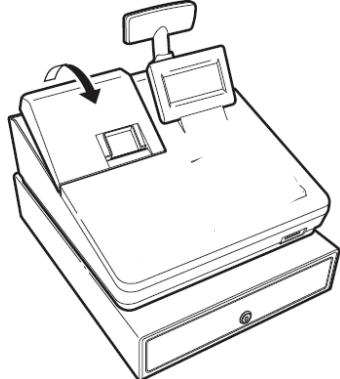
9. Press the **TL/NS** key to save the changes

The cash register has now been “initialised”. If there were any data from a previous programming attempt they would have been cleared. The display should now show: NO BATTERY.

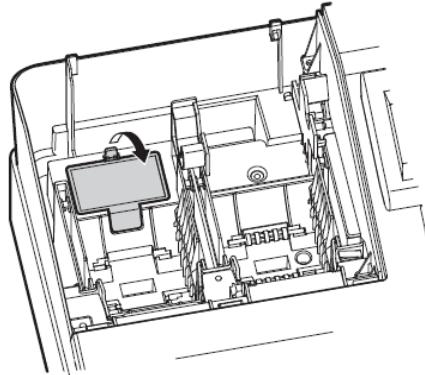
## How to install the batteries, and why should I do so?

The XEA217 uses 2 x AA size batteries to hold its preset, and sales data in memory; when it is switched off. If you do not install 2 x AA size batteries, the XEA217 will be cleared of all preset, and sales data when it is turned off.

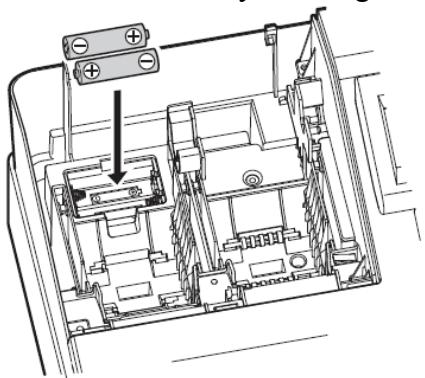
1. Be sure the register is plugged in.
2. Lift the printer cover up and forward, and detach it. Be careful of the paper cutter to avoid cutting yourself.



3. Open the battery compartment cover next to the paper roll cradle.



4. Install 2 alkaline AA size batteries. When the batteries are properly installed the “No Battery” message on the display will disappear.



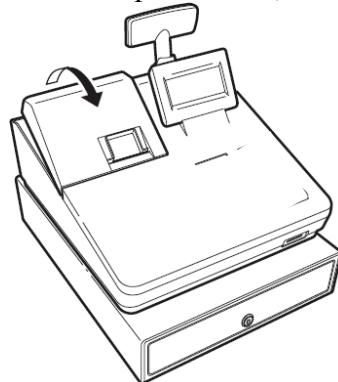
5. Close the battery compartment cover.

Please see the question on how to replace the batteries for details on when and how to replace the batteries. If the unit is not used for some months, you might not get any warning when you turn it on that the batteries have failed. In this instance, the XEA217 will initialise itself.

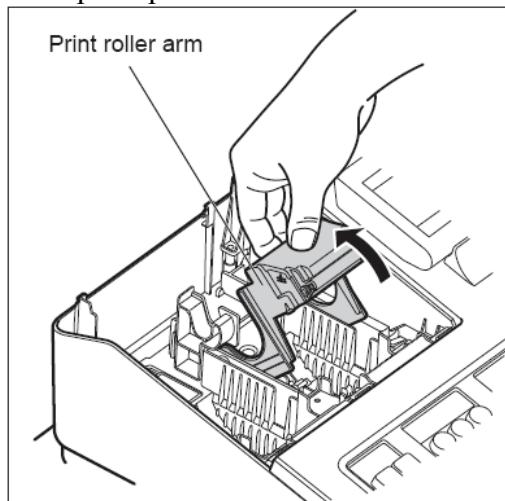
## What sort of paper roll do I use, and how do I install it?

The XEA217 uses a thermally sensitised paper roll which is: 57mm wide. Its maximum diameter should be no more than 80mm.

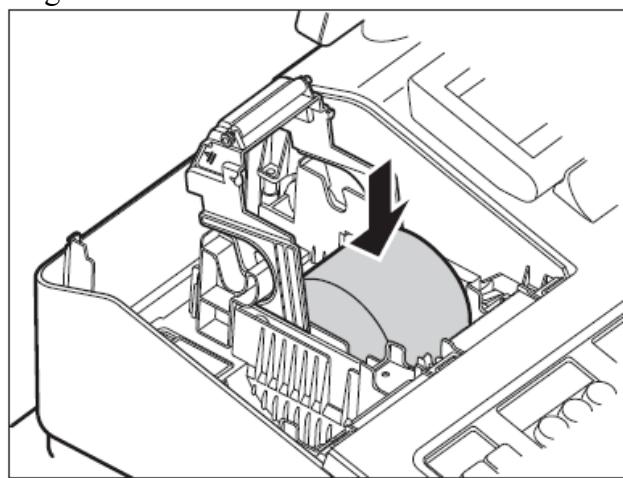
1. Remove the print cover; be careful not to cut yourself on the paper cutter.



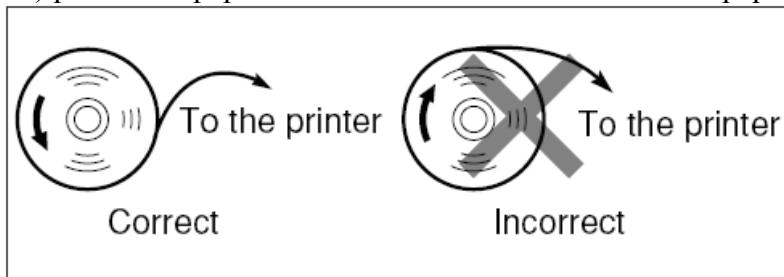
2. Lift up the print roller arm.



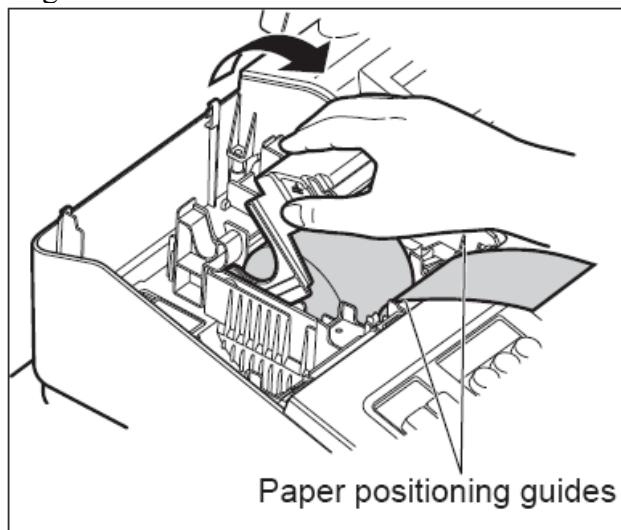
3. Set a thermally sensitive paper roll in the paper roll cradle as shown in the diagram below:



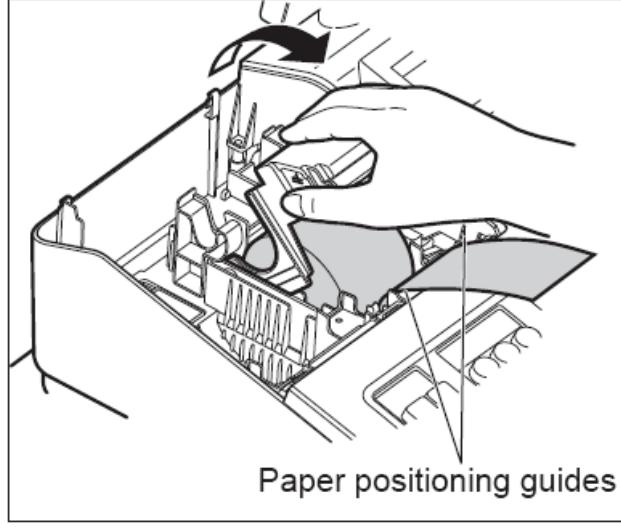
Note: Before placing a new paper roll in the paper roll cradle, cut off the pasted (taped) part of the paper and confirm that the cut end of the paper is straight.



4. Feed the end of the paper along with the paper position guides as shown in the diagram below.



5. While holding down the paper, slowly close the print roller arm.

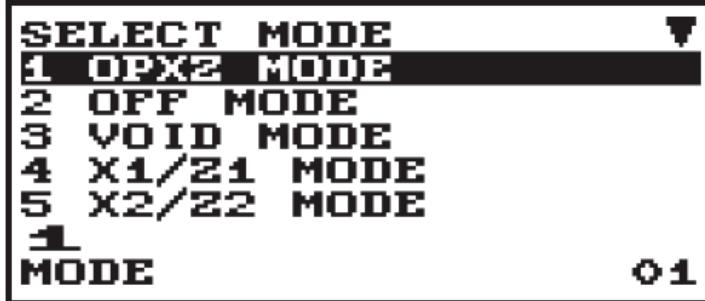


6. Cut off the excess paper using the edge of the inner cover, and replace the external printer cover. Press the **RECEIPT** key to make sure the paper end comes out of the printer cover and clean paper appears.

Note: If the paper end does not come out. Open the printer cover, and pass the paper end between the paper cutter and the paper guide of the printer cover, and replace the cover.

## How do I set the time and date?

1. In the Register (REG) mode; press the **MODE** key

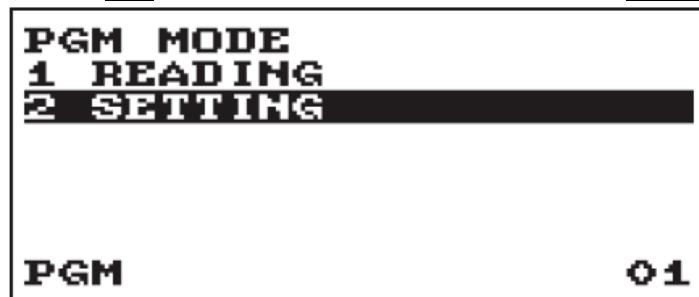


2. You will see the SELECT MODE screen

3. Press the **▼** key to until you see 6 PGM MODE highlighted

4. Press the **TL/NS** key to select the PGM mode

5. Use the **▼** key to highlight 2 SETTING, press **TL/NS**

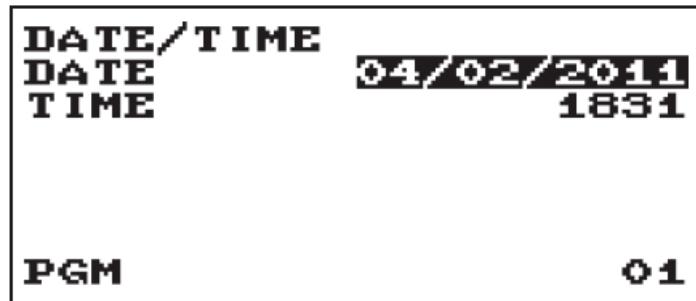


6. the **▼** key to scroll to and highlight 7 DATE/TIME, press **TL/NS**



7. Enter the day (2 digits), month (2 digits), and year (2 digits) in this sequence.
8. Set the time (max. 4 digits) using the 24-hour system. For example, when the time is set to 2:30 AM, enter 0230; and when it is set to 2:30 PM, enter 1430.

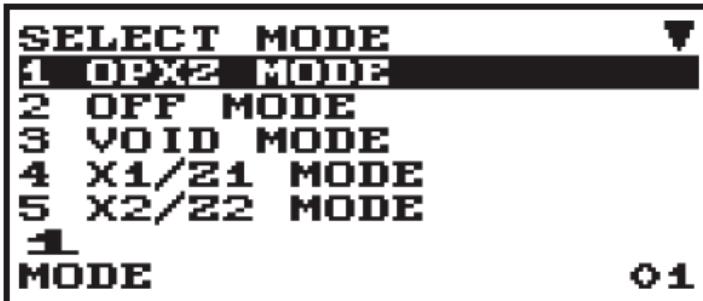
The time will be printed and displayed. Once you set the time, the internal clock will continue to run as long as the batteries are installed and working. It will also update the date (day, month, year) automatically.



9. Press the **TL/NS** key to save the changes
10. Press the **ESC/CANCEL** key to move backwards through the screens to return the REG mode.

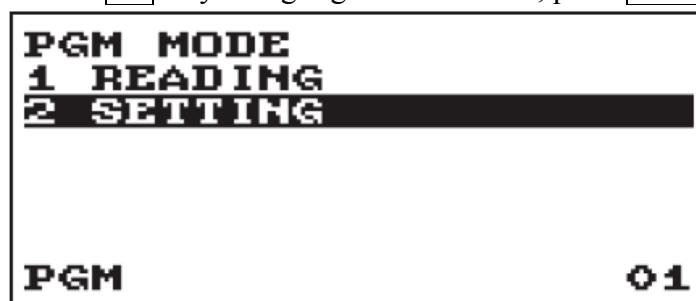
### How do I set a 10% GST rate?

1. In the Register (REG) mode; press the **MODE** key

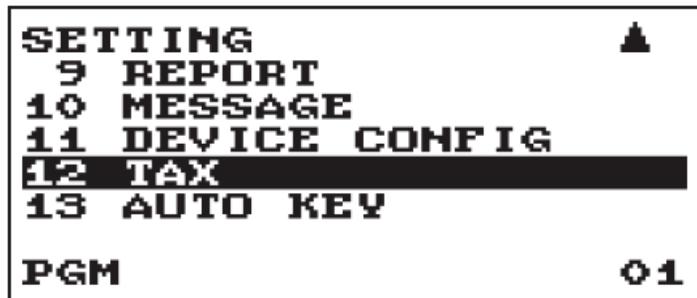


2. You will see the SELECT MODE screen

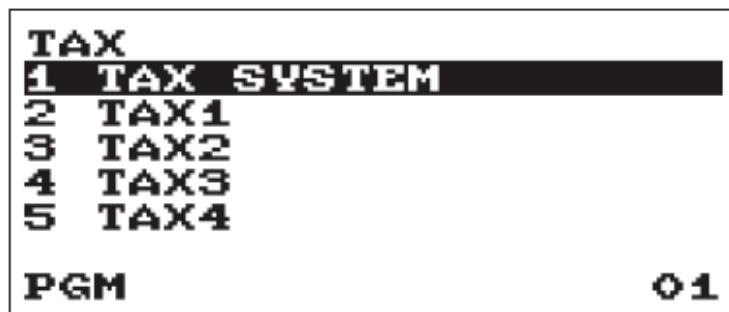
3. Press the **↓** key to until you see 6 PGM MODE highlighted.
4. Press the **TL/NS** key to select the PGM mode
5. Use the **↓** key to highlight 2 SETTING, press **TL/NS**



6. the **▼** key to scroll to and highlight 12 TAX, press **TL/NS**



7. the **▼** key to scroll to and highlight 2 TAX1, press **TL/NS**



8. Enter the 10% GST rate by keying **1** **0**



9. Press the **TL/NS** key to save the changes

10. Press the **ESC/CANCEL** key to move backwards through the screens to return the REG mode.

## How do I set a Department as taxable or not taxable?

1. In the Register (REG) mode; press the **MODE** key

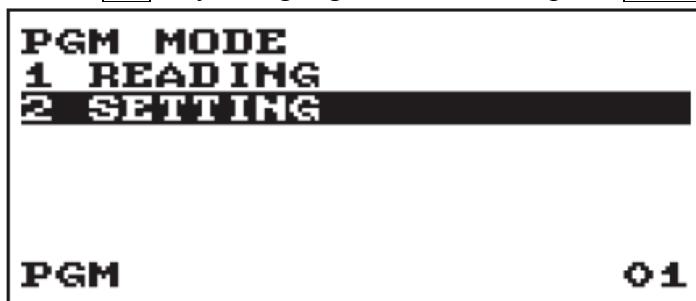


2. You will see the SELECT MODE screen

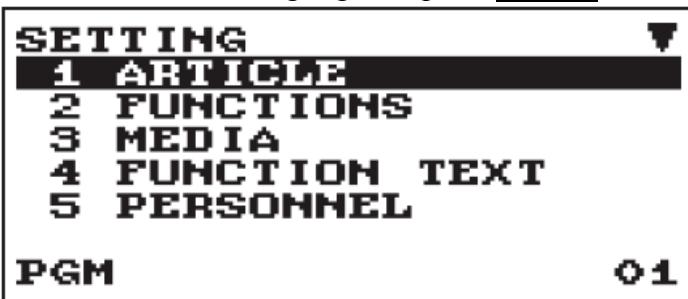
3. Press the **▼** key to until you see 6 PGM MODE highlighted

4. Press the **TL/NS** key to select the PGM mode

5. Use the **▼** key to highlight 2 SETTING, press **TL/NS**



6. 1 ARTICLE will be highlighted, press **TL/NS**



7. 1 DEPARTMENT will be highlighted, press **TL/NS**



8. Use the **↓** key to highlight the required department, press **TL/NS**

DEPARTMENT	
01	DPT. 01
02	DPT. 02
03	DPT. 03
04	DPT. 04
05	DPT. 05

**PGM**      **01**

9. Use the **↓** key to scroll to and highlight TAX1,

Press the **•** key to select YES to make the department taxable.

PRICE	
02	0.00
DPT.	02
TYPE	
TAX1	OPEN
TAX2	YES
TAX3	NO
PGM	NO

**01**

10. Press the **TL/NS** key to save the changes

11. Press the **ESC/CANCEL** key to move backwards through the screens to return the REG mode.

## How do I set the letters GST to print on the receipt?

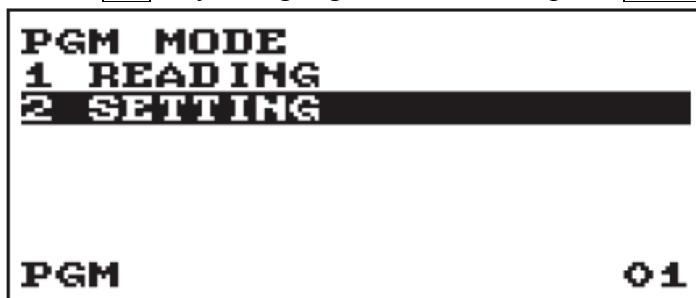
1. In the Register (REG) mode; press the **MODE** key



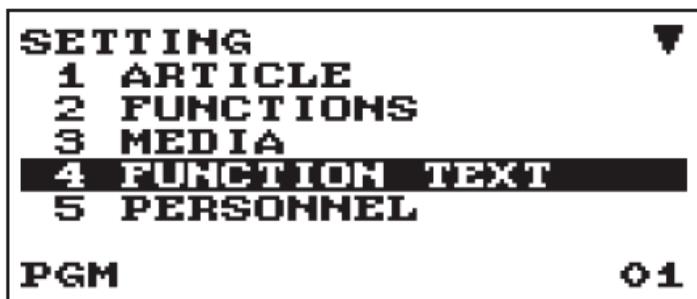
2. You will see the SELECT MODE screen

3. Press the **↓** key to until you see 6 PGM MODE highlighted
4. Press the **TL/NS** key to select the PGM mode

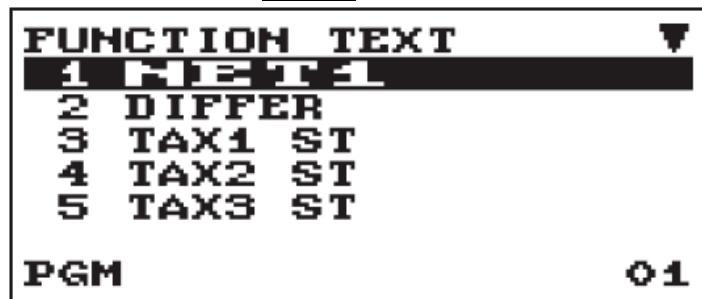
5. Use the **↓** key to highlight 2 SETTING, press **TL/NS**



6. Use the **↓** key to scroll to and highlight 4 FUNCTION TEXT, press **TL/NS**

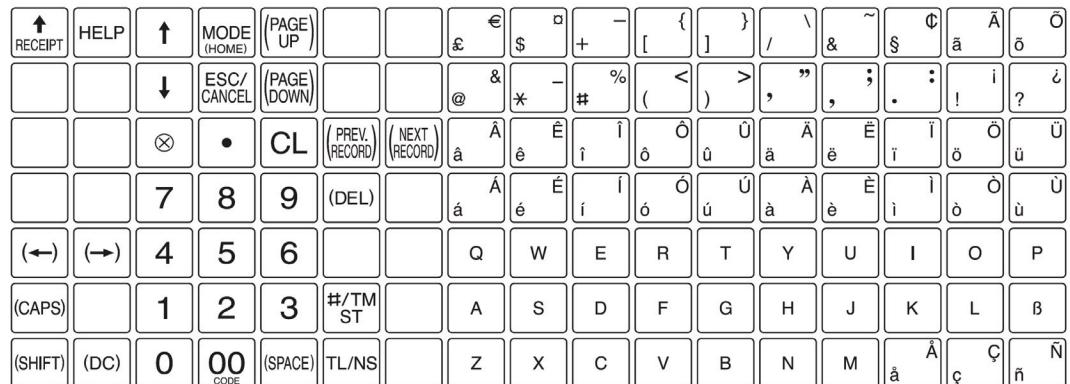


7. Use the **↓** key to scroll to and highlight 7 VAT1 on the displayed list of Function text, press **TL/NS**



8. Insert the programming keyboard overlay under the key sheet cover and use the QWERTY keyboard to enter GST.

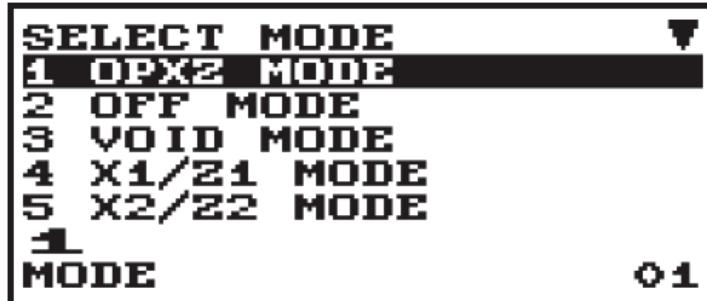
## ■ Programming keyboard layout



9. Press the **TL/NS** key to save the changes
  10. Press the **ESC/CANCEL** key to move backwards through the screens to return the REG mode.

How do I set the \$ symbol to print on receipts?

11. In the Register (REG) mode; press the **MODE** key



12. You will see the SELECT MODE screen

13. Press the  key to until you see 6 PGM MODE highlighted

14. Press the **TL/NS** key to select the PGM mode

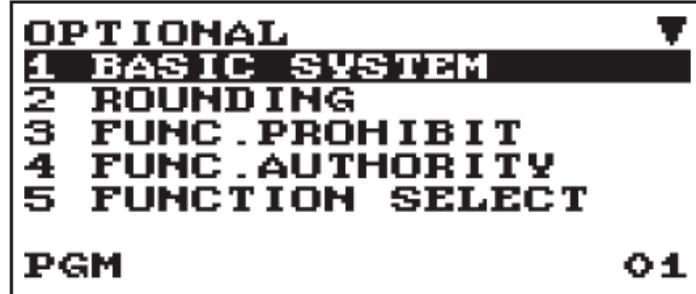
15. Use the  key to highlight 2 SETTING, press **TL/NS**



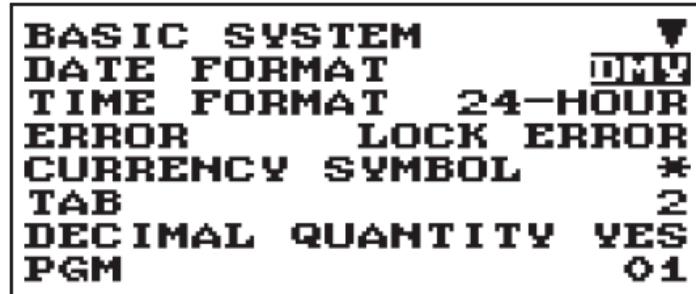
16. Use the  key to scroll to and highlight 8 OPTIONAL, press **TL/NS**



17. 1 BASIC SYSTEM will be highlighted, press **TL/NS**



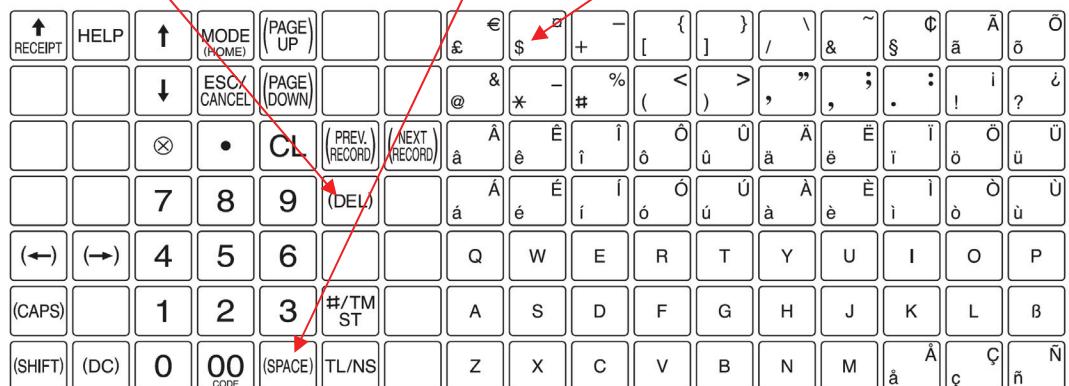
18. Use the **▼** key to scroll to and highlight CURRENCY SYMBOL.



19. Insert the programming keyboard overlay under the key sheet cover and use the **DEL** key to delete the \* symbol

20. Use the QWERTY keyboard to enter 3 spaces and a \$ symbol.

■ Programming keyboard layout

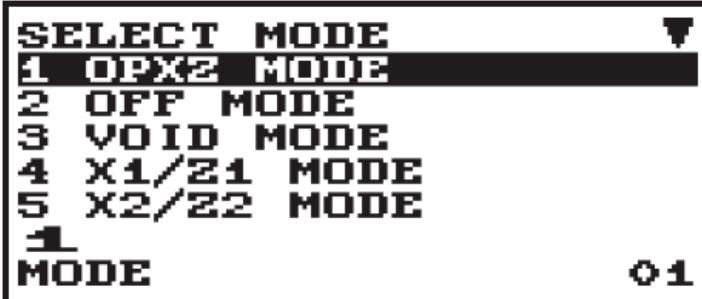


21. Press the **TL/NS** key to save the changes

22. Press the **ESC/CANCEL** key to move backwards through the screens to return the REG mode.

How do make cash sales amounts round to the nearest 5 cents?

1. In the Register (REG) mode; press the **MODE** key



2. You will see the SELECT MODE screen

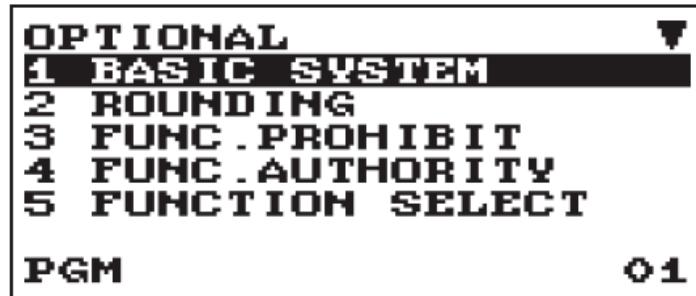
3. Press the **▼** key to until you see 6 PGM MODE highlighted
4. Press the **TL/NS** key to select the PGM mode
5. Use the **▼** key to highlight 2 SETTING, press **TL/NS**



6. Use the **▼** key to scroll to and highlight 8 OPTIONAL, press **TL/NS**



7. 1 BASIC SYSTEM will be highlighted, press the **▼** key to scroll to and highlight 2 ROUNDING press **TL/NS**



8. The rounding setting screen will be displayed
9. press the  key to scroll to ROUND10
10. Enter the digits 82 for: ROUND10.

<b>ROUNDING</b>	
<b>ROUND100</b>	<b>NORMAL</b>
<b>ROUND10</b>	<b>82</b>
<b>ROUND FOR</b>	<b>TOTAL</b>
<b>CH/CR ROUND</b>	<b>NO</b>
<b>ROUND PRINT</b>	<b>YES</b>
<b>DIFFER MEMORY</b>	<b>NO</b>
<b>PGM</b>	<b>01</b>

11. Press the  key to scroll to: ROUND FOR ITEM&TOTAL

Press the  key to change ROUND FOR ITEM&TOTAL to  
ROUND FOR TOTAL

12. Press the  key twice to scroll to: ROUND PRINT NO

13. Press the  key to change ROUND PRINT NO to  
CH/CR ROUND YES

14. Press the  key to save the changes

Press the  key to move backwards through the screens to return the REG mode

## How do I change the power save time?

1. In the Register (REG) mode; press the **[MODE]** key

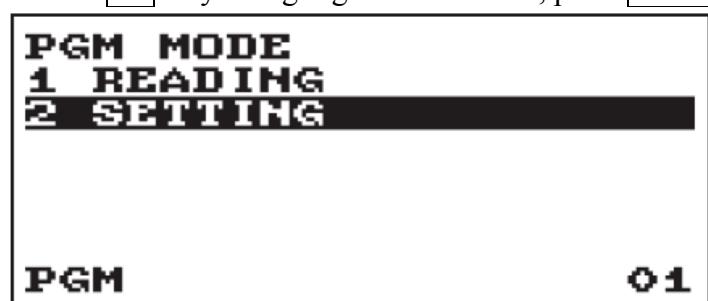


2. You will see the SELECT MODE screen

3. Press the **[▼]** key to until you see 6 PGM MODE highlighted

4. Press the **[TL/NS]** key to select the PGM mode

5. Use the **[▼]** key to highlight 2 SETTING, press **[TL/NS]**



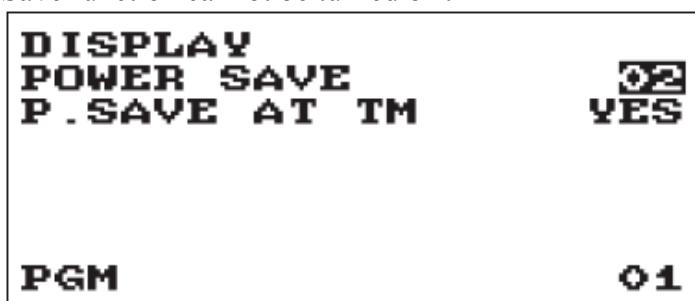
6. Use the **[▼]** key to highlight 11 DEVICE CONFIG, press **[TL/NS]**



7. Use the **▼** key to highlight 2 DISPLAY, press **TL/NS**



8. Enter the POWER SAVE time in minutes 00 equals 100 minutes. The Power Save function cannot be turned off.

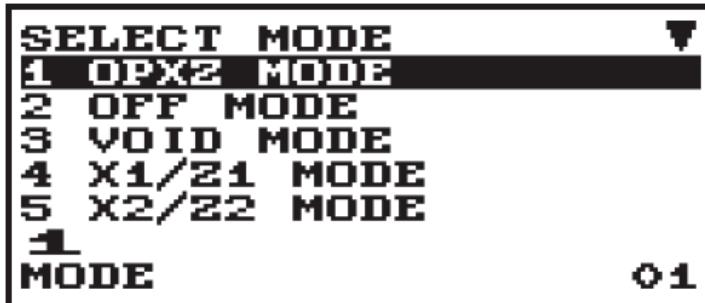


9. Press **TL/NS** to save the changes.

10. Press the **ESC/CANCEL** key to move backwards through the screens to return the REG mode.

## How do I give a department a descriptive name?

11. In the Register (REG) mode; press the **MODE** key

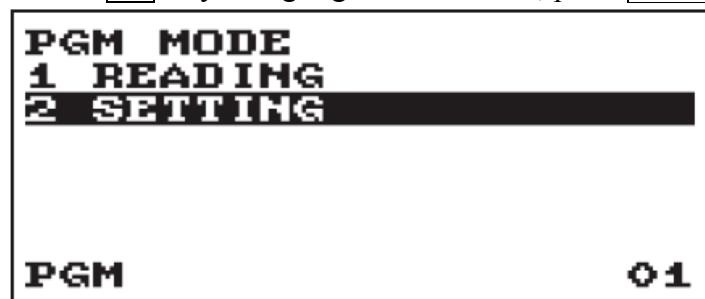


12. You will see the SELECT MODE screen

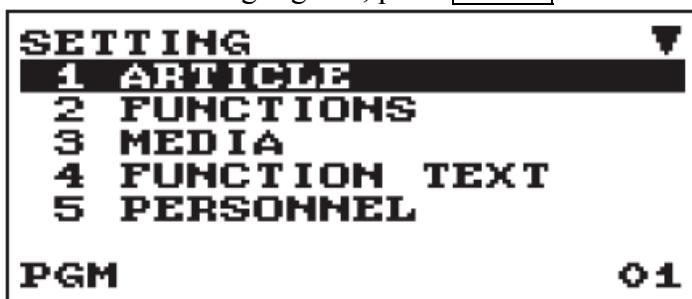
13. Press the **▼** key to until you see 6 PGM MODE highlighted

14. Press the **TL/NS** key to select the PGM mode

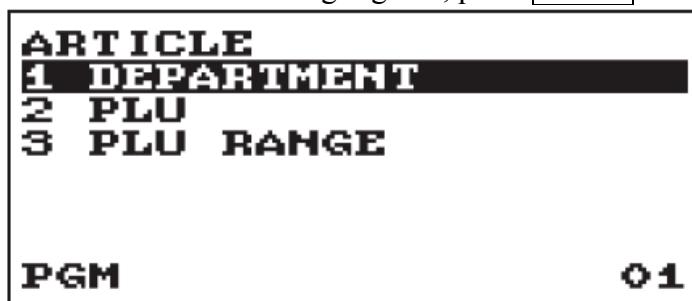
15. Use the **▼** key to highlight 2 SETTING, press **TL/NS**



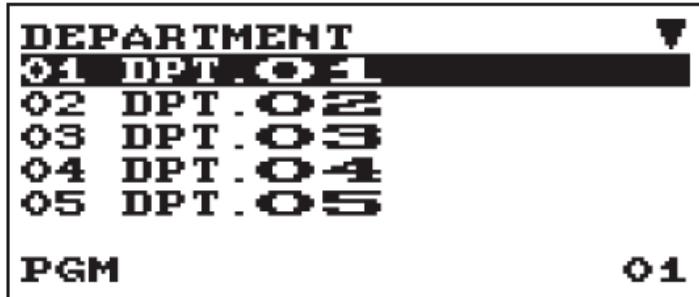
16. 1 ARTICLE will be highlighted, press **TL/NS**



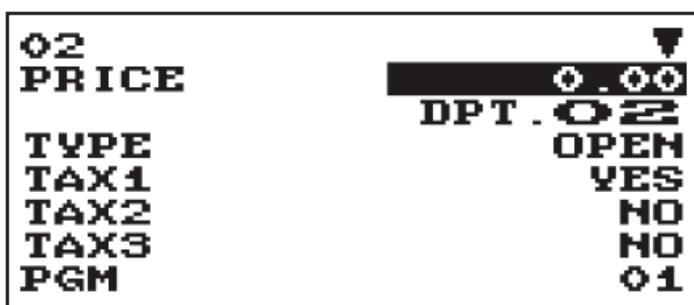
17. 1 DEPARTMENT will be highlighted, press **TL/NS**



18. Use the  key to highlight the required department, press **TL/NS**

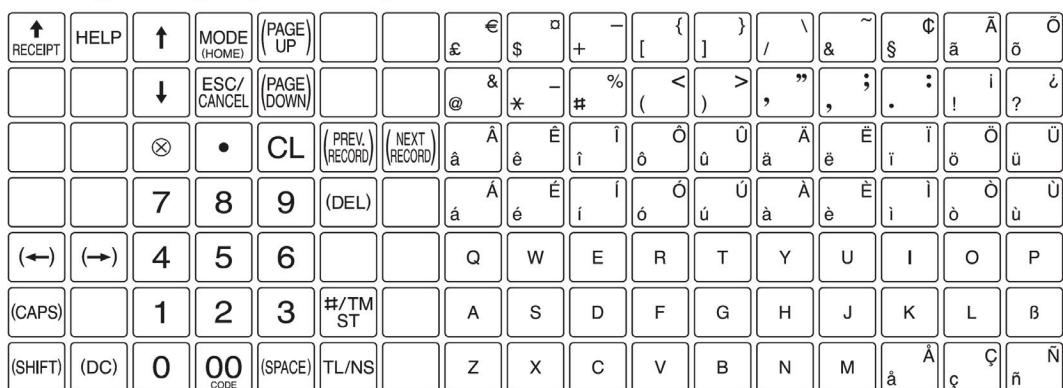


19. Use the  key to scroll to and highlight the department's default description eg: DPT.02,



20. Insert the programming keyboard overlay under the key sheet cover and use the QWERTY keyboard to enter the department's description. You may enter up to 16 characters for the description.

## ■ Programming keyboard layout



21. Press the **TL/NS** key to save the changes

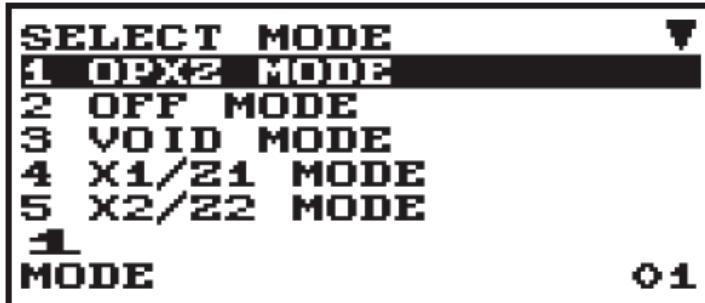
22. Press the **ESC/CANCEL** key to move backwards through the screens to return the REG mode.

## How do I program the PLUs? (Price Look Ups)

The XEA217 is set at Master Reset (Factory Default) to have 2000 PLUs. These PLUs are assigned to 3 keyboard levels. PLUs 1 to 70 are on level one. PLUs 71 to 140 are on level two, and PLUs 141 to 210 are on level three. PLUs are used to "look up", a description and price for often sold items.

Please follow the steps below to program a PLU

1. In the Register (REG) mode; press the **MODE** key

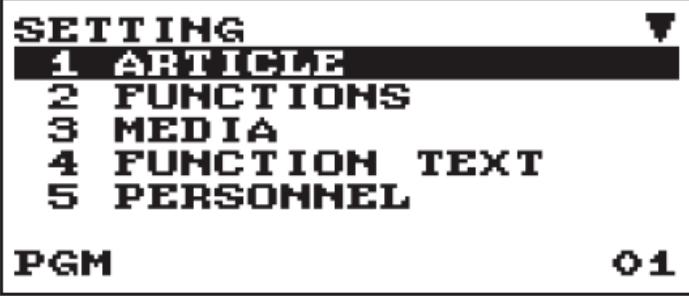


2. You will see the SELECT MODE screen
3. Press the **▼** key to until you see 6 PGM MODE highlighted
4. Press the **TL/NS** key to select the PGM mode

5. Use the **▼** key to highlight 2 SETTING, press **TL/NS**



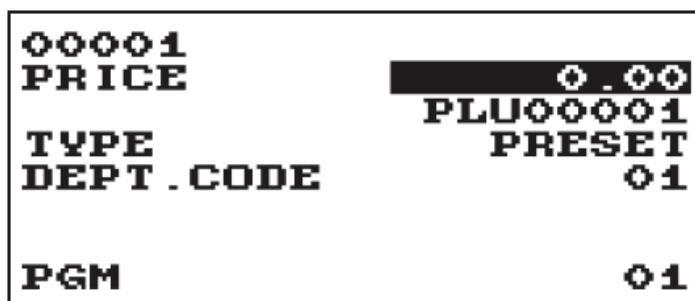
6. 1 ARTICLE will be highlighted, press **TL/NS**



7. Use the  key to highlight 2 PLU, press **TL/NS**

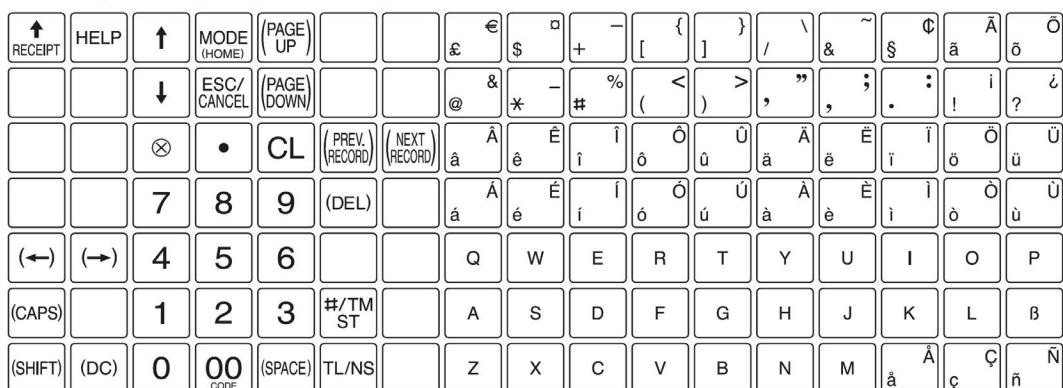


8. Use the  key to highlight the required PLU, press 
  9. Use the  key to scroll to and highlight the PLU's default description eg: PLU00001.



10. Insert the programming keyboard overlay under the key sheet cover and use the QWERTY keyboard to enter the PLU's description. You may enter up to 16 characters for the description.

## ■ Programming keyboard layout

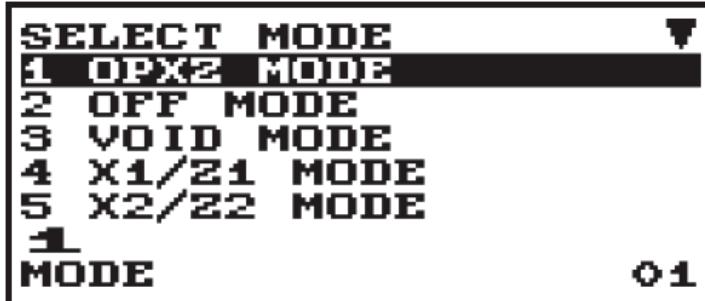


11. Press the **TL/NS** key to save the changes

12. Press the **ESC/CANCEL** key to move backwards through the screens to return the REG mode.

How do I get my business name and ABN to print on the receipt?

1. In the Register (REG) mode; press the **MODE** key

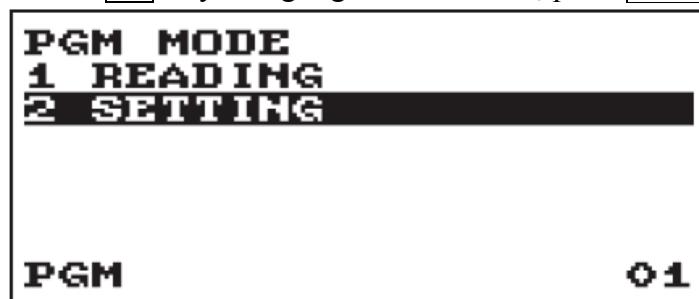


2. You will see the SELECT MODE screen

3. Press the **▼** key to until you see 6 PGM MODE highlighted

4. Press the **TL/NS** key to select the PGM mode

5. Use the **▼** key to highlight 2 SETTING, press **TL/NS**



6. Use the **▼** key to scroll to and highlight 10 MESSAGE, press **TL/NS**

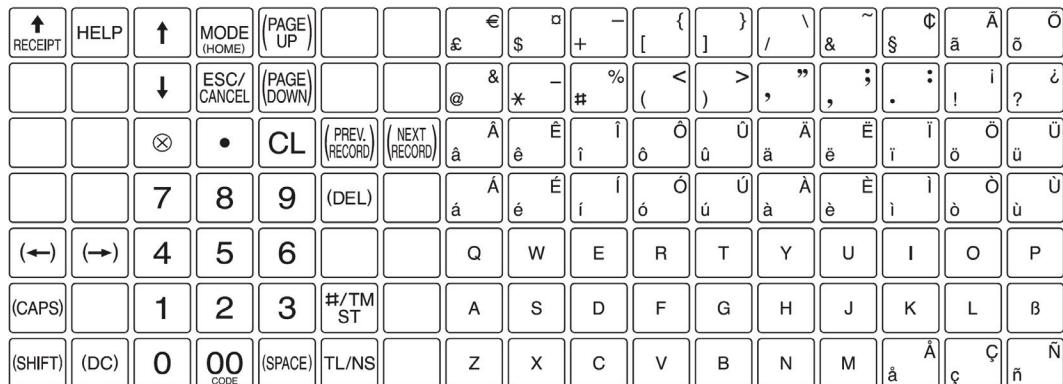


7. 1 RECEIPT LOGO will be highlighted, press **TL/NS**



- Insert the programming keyboard overlay under the key sheet cover and use the QWERTY keyboard to enter your logo.

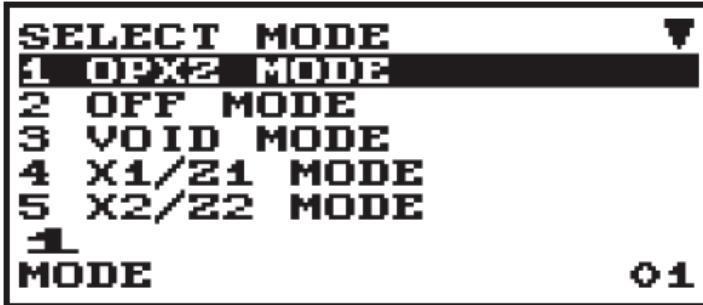
### ■ Programing keyboard layout



- Press the **TL/NS** key to save the changes
- Press the **ESC/CANCEL** key to move backwards through the screens to return the REG mode.

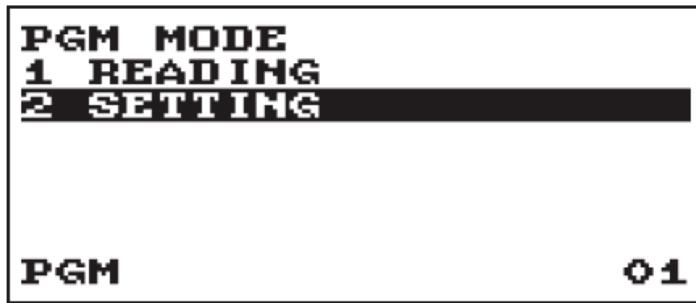
How do I make logo print all its lines at the top of the receipt?

- In the Register (REG) mode; press the **MODE** key



- You will see the SELECT MODE screen

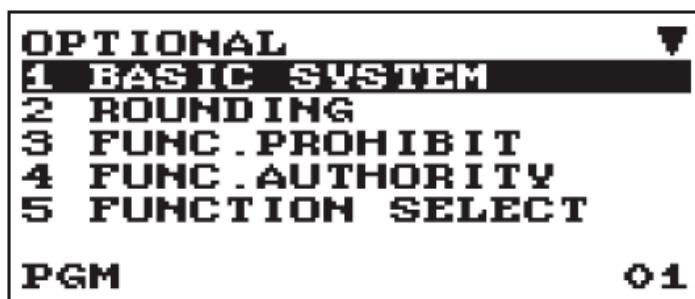
- Press the **↓** key to until you see 6 PGM MODE highlighted
- Press the **TL/NS** key to select the PGM mode
- Use the **↓** key to highlight 2 SETTING, press **TL/NS**



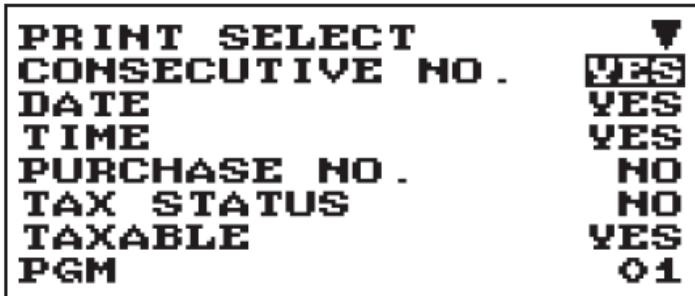
6. Use the **↓** key to scroll to and highlight 8 OPTIONAL, press **TL/NS**



7. Use the **↓** key to scroll to and highlight 6 PRINT SELECT, press **TL/NS**



8. Use the **↓** key to scroll to and highlight LOGO FORM.



9. Press the **●** key until you select PATTERN 4

10. Press the **TL/NS** key to save the changes

11. Press the **ESC/CANCEL** key to move backwards through the screens to return the REG mode.

## How do I stop a receipt printing at the end of each sale?

1. In the Register (REG) mode; press the **FUNC MENU** key
2. Use the **▼** key to scroll to and highlight 3 RECEIPT SW , press **TL/NS**

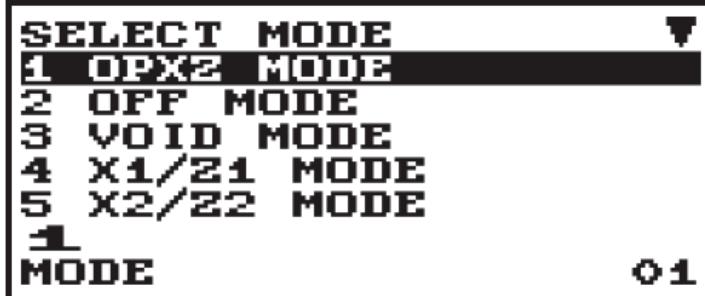


3. Press the **2** key to select OFF

The Function Menu will clear, and the receipt will now not print at the end of each transaction.

How do I make the decimal point key work; so I can sell other than full units. For: example 2.5 meters of something?

1. In the Register (REG) mode; press the **MODE** key



2. You will see the SELECT MODE screen

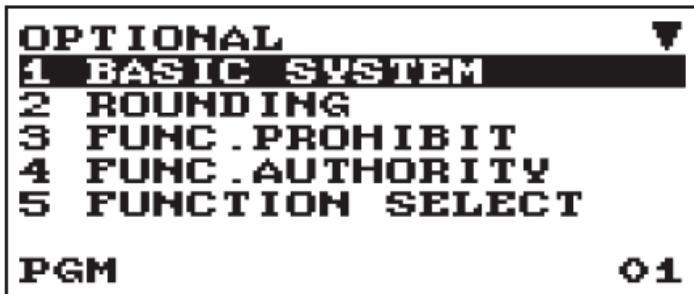
3. Press the **▼** key to until you see 6 PGM MODE highlighted
4. Press the **TL/NS** key to select the PGM mode
5. Use the **▼** key to highlight 2 SETTING, press **TL/NS**



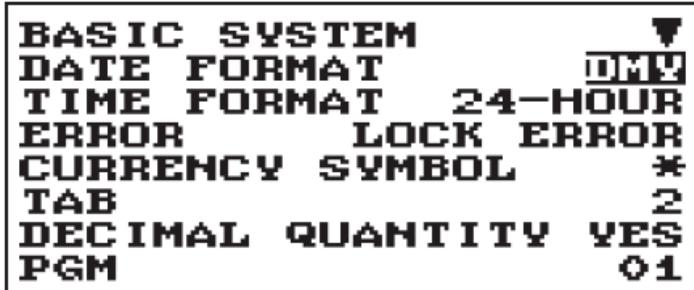
6. Use the **▼** key to scroll to and highlight 9 OPTIONAL, press **TL/NS**



7. 1 BASIC SYSTEM will be highlighted, press **TL/NS**



8. Use the **▼** key to scroll to and highlight DECIMAL QUANTITY.



9. Press the **●** key to change from NO to YES or back again.

10. Press the **TL/NS** key to save the changes

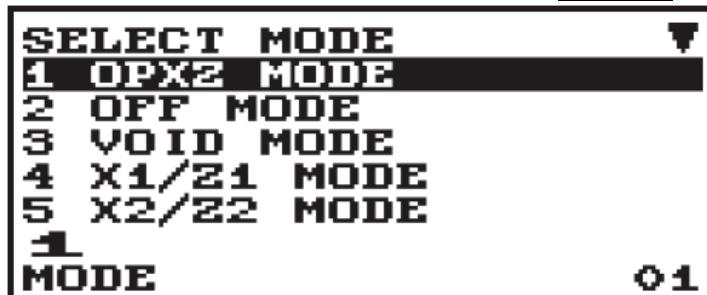
Press the **ESC/CANCEL** key to move backwards through the screens to return the REG mode.

### How do I turn off the Electronic Journal full error message?

The XEA217 has an Electronic Journal. It cannot be turned off. It works on a FIFO (First in First out) basis. When the journal is nearly full the XEA217 will warn you that this is so. This gives you the option to print the journal before it deletes the oldest entries to make space for the newest.

You can turn this warning off. To turn this warning off do the following:

1. In the Register (REG) mode; press the **MODE** key



2. You will see the SELECT MODE screen

3. Press the **▼** key to until you see 6 PGM MODE highlighted

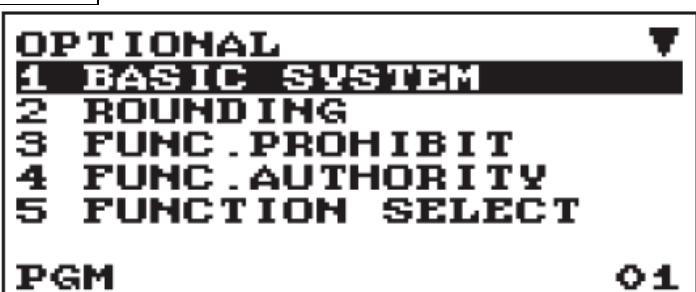
4. Press the **TL/NS** key to select the PGM mode
5. Use the **▼** key to highlight 2 SETTING, press **TL/NS**



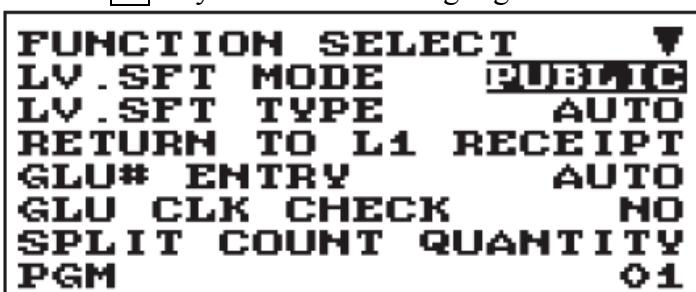
6. Use the **▼** key to scroll to and highlight 9 OPTIONAL, press **TL/NS**



7. Use the **▼** key to scroll to and highlight FUNCTION SELECT, press **TL/NS**



8. Use the **▼** key to scroll to and highlight E.J. FULL.



9. Press the **●** key to change from LOCK to CONTINUE or back again.

10. Press the **TL/NS** key to save the changes.

11. Press the **ESC/CANCEL** key to move backwards through the screens to return the REG mode.

## How shall I know when it is time to replace the batteries?

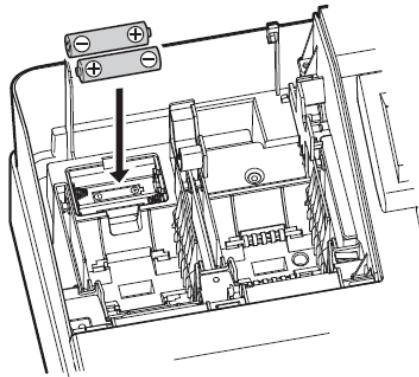
The XEA217 will display a low battery warning message “LOW BATTERY” when the batteries are near to the end of their life. It will display the warning message “NO BATTERY” when the batteries are past the end of their life, or are not installed.

The “LOW BATTERY” warning message is normally displayed near the end of the batteries’ life. You should arrange to the replace the batteries within a couple of days of the “LOW BATTERY” message first appearing to reduce the chance of losing programming and sales data from your XEA217.

If you see “NO BATTERY” displayed it is important that you do not turn the XEA217 off until you have replaced the batteries. If you do turn it off before you have replaced the batteries; you will loose all your programming and sales data.

To replace the batteries, do the following.

1. Make sure the XEA217 is plugged in.
2. Remove the printer cover.
3. Open the battery compartment cover next to the paper roll cradle, and remove the old batteries.



4. Install three (2) new alkaline batteries (AA size), in the battery compartment. Be sure the positive and negative poles of each battery are facing in the correct direction. When they are installed correctly, the low battery or no battery message will disappear.
5. Close the battery compartment cover.
6. Replace the printer cover.

## How do I make a sale?

1. Ensure the XEA217 is in REG mode. Press the **ESC/CANCEL** return to the REG mode if the XEA217 is in another mode.
2. Sign on a clerk. For example to sign on clerk 1 enter:

**1 CLK#**

3. Enter the a price in cents. For example \$15.00 is entered as:

**1 5 0 0**

4. Press the department key you wish to apply the \$15.00 sale to for example department 2:

**2<sup>18</sup>**

5. Press **TL/NS** to finalise the sale to cash

The XEA217 display shows “NOT ASSIGNED” and I cannot make a sale. How to I fix this?

You must sign a clerk on. Please do the following to fix this problem.

1. Press the **CL** button to clear the “NOT ASSIGNED” message.
2. Enter: **1 CLK#** to sign on clerk 1.

## How do I produce sales reports?

There are two type types of reports: X or e(X)amine reports  
Z or (Z)ero reports

X reports read out your sales data, but do not clear it from the XEA217  
Z reports read out your sales data, and clear it from the XEA217

There are two levels of X and Z reports: Daily  
Period

A daily X report allows you to examine your daily figures anytime during the day without clearing them.

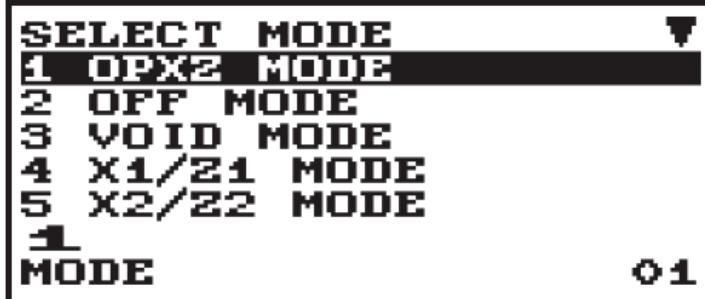
A daily Z report allows you to print out your daily figures at the end of the day, and clear them. This is done to ready the XEA217 for the next day's trading. The daily Z report also adds its data to the Period report memory.

A Period X report allows you to see your sales data for the period up to the time of the last Daily Z report.

A Period Z report allows you to print out your period sales data, and clears it to ready the XEA20 for the next period.

To produce a daily X report, do the following:

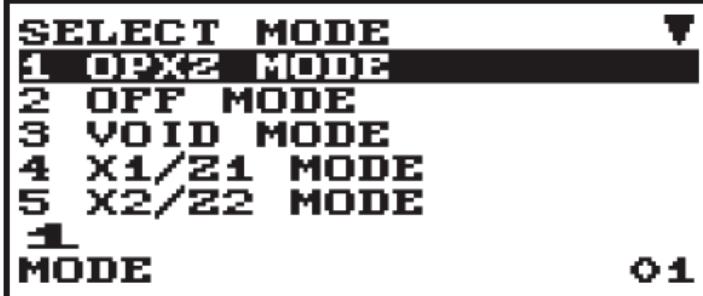
1. In the Register (REG) mode; press the **MODE** key



2. You will see the SELECT MODE screen
3. Press the **▼** key to until you see 4 X1/Z1 MODE highlighted
4. Press the **▼** key to scroll to and highlight 2 READING
5. Press the **TL/NS** key to select the X1 READING mode
6. Press **TL/NS**
  1. Your GENERAL daily X report will print.

To produce a daily Z report, do the following:

1. In the Register (REG) mode; press the **MODE** key



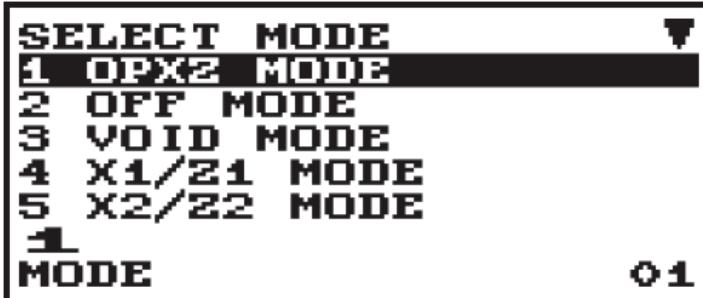
2. You will see the SELECT MODE screen

3. Press the **↓** key to until you see 4 X1/Z1 MODE highlighted
4. Press the **↓** key to scroll to and highlight 3 RESETTING
5. Press the **TL/NS** key to select the Z1 RESETTING mode
6. Press **TL/NS**

Your GENERAL daily Z report will print.

To produce a period X report, do the following:

1. In the Register (REG) mode; press the **MODE** key



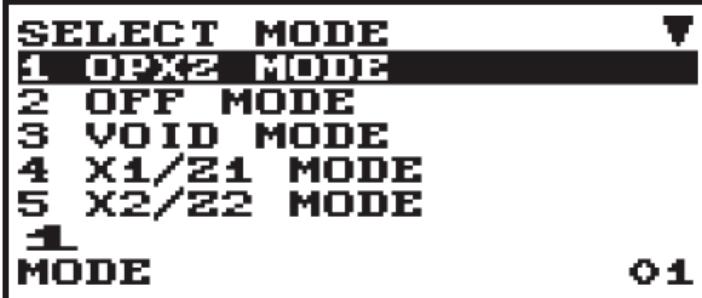
2. You will see the SELECT MODE screen

3. Press the **↓** key to until you see 5 X2/Z2 MODE highlighted
4. Press the **↓** key to scroll to and highlight 1 READING
5. Press the **TL/NS** key to select the X2 READING mode
6. Press **TL/NS**

2. Your GENERAL period X report will print.

To produce a period Z report, do the following:

7. In the Register (REG) mode; press the **[MODE]** key



8. You will see the SELECT MODE screen
9. Press the **[▼]** key to until you see 5 X2/Z2 MODE highlighted
10. Press the **[▼]** key to scroll to and highlight 2 RESETTING
11. Press the **[TL/NS]** key to select the Z2 RESETTING mode
12. Press **[TL/NS]**

Your GENERAL period Z report will print

This list of Frequently Asked Questions is not intended to replace the XEA217 instruction manual. It does not list all the functions and features of the XEA217.

Please refer to the XEA217 instruction manual for more guidance on functions and programming steps not covered in these "Frequently Asked Questions."