



**XE-A207**

**XE-A23S**

# **Customer Support Tool**

|                      |
|----------------------|
| <b>User's Manual</b> |
|----------------------|

Thank you for downloading this PDF file.

|                                                                                                |
|------------------------------------------------------------------------------------------------|
| <b>Before reading this file, please read <i>Instruction Manual of XE-A207 and XE-A23S</i>.</b> |
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Save or print this file so that you can read when necessary.

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# Introduction

With the *Customer Support Tool* on your personal computer, you can easily make the best use of functions of the electronic cash register by exchanging data between the cash register and your computer. This manual fully explains functions and operations of the *Customer Support Tool*.

## What is the Customer Support Tool?

The *Customer Support Tool* is software to read various setting data from the cash register via an SD memory card and change it on your computer. You can use the following functions of this tool.

- **Setting data**

You can edit and save various settings such as department, PLU or clerk data on your computer.

- **SD memory card**

You can exchange settings with the cash register via an SD memory card.

- **Logo data**

You can set logo data to print on the receipt to the cash register via an SD memory card.

- **Connection with QuickBooks® Pro**

You can import sales data from the cash register and export it via SD memory card to *QuickBooks® Pro* on your computer.

## Note on using Customer Support Tool

- Sharp Corporation bears no responsibility for errors made during use by the customer or a third party, nor for any other malfunctions or damage to this product arising during use, except where indemnity liability is required by law.
- Your right to copy this manual and the *Customer Support Tool* is limited by copyright law. Unauthorized copies, adaptations or compilations of this manual or program may be liable for copyright infringement.
- The *Customer Support Tool* and this manual may be changed without notice.

## Trademarks

- Microsoft, Windows and Windows Vista are trademarks or registered trademarks of Microsoft Corporations in the USA and other countries.
- QuickBooks® and QuickBooks Pro® are registered trademarks and service mark of Intuit Inc. in the United States and Other countries.
- All other brand and product names are trademarks or registered trademarks of their respective holders.

## About this manual

### Notice

Indicates what you have to be careful about or limitations.

**Note** | Indicates important information that helps you make better use of your device.

- Menus, commands, buttons or tabs displayed on the screen are in brackets, [    ].
- Names of functions, checkboxes, radio buttons displayed on the screen are in double quotations, “    ”.
- Software names and manual names are written in *italics*.
- What you see on the screen may be different if you are using an operating system other than Windows 7 or if you have customized the screen settings.
- This manual does not explain basic operation of Microsoft Windows.

## System requirements

To use *Customer Support Tool* you need the environment below.

### • Operating system

Windows XP SP3 (32-bit edition)

Windows Vista SP2 (32-bit edition / 64-bit edition)

Windows 7 (32-bit edition / 64-bit edition)

### • Hardware requirements

- SD memory card interface
- Display resolution: 800 x 600 (SVGA) or higher
- Color: 16-bit High Color or higher

### • Runtime environment

.NET Framework 3.5 or higher

If .NET Framework is not installed on your computer, you will need to install it from the Microsoft website.

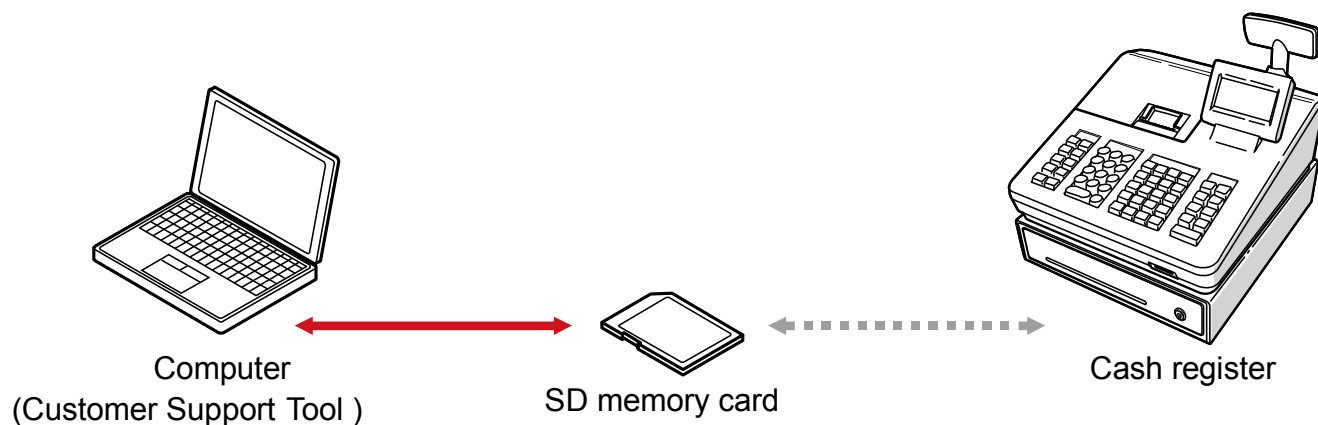
### • QuickBooks®

*Customer Support Tool* can export the sales data of a cash register to *QuickBooks® Pro*, the following versions have been tested by Sharp Corporation

*QuickBooks® Pro 2010* and *QuickBooks® Pro 2011*

## System Configuration

The *Customer Support Tool* operates under the following system configuration. You can exchange data between the cash register and your computer via a commercial SD memory card.



- To use an SD memory card with the cash register, refer to "SD CARD Mode" on page 95 in the *Instruction Manual of XE-A207 and XE-A23S* and "Using SD Memory Card" on page 5 in this manual.

**Note** You can use either an SD memory card or an SDHC memory card with the cash register. In this manual, we call both of them "SD memory card."

# To start Customer Support Tool

## How to install the Customer Support Tool

### • To start Customer Support Tool

1. Download the Customer Support Tool from the web site [www.sharppusa.com/registersoftware](http://www.sharppusa.com/registersoftware).
2. Unzip (extract / decompress) the contents of the .ZIP file to a directory where you will use the program.

**Note** • The *Customer Support Tool* software is provided in a .ZIP format and you may need a separate program to extract (unzip) the file.

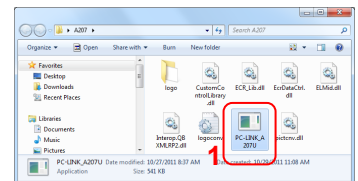
## To Start and Exit the Customer Support Tool

### • To start the Customer Support Tool

1. Double-click “PC-LINK\_A207U(.exe)” in the A207 folder, which has been created after unzip (extract / decompression).

The main window of the *Customer Support Tool* appears.

**Note** • The [DEPT] tab is selected immediately after starting *Customer Support Tool*.



### Notice

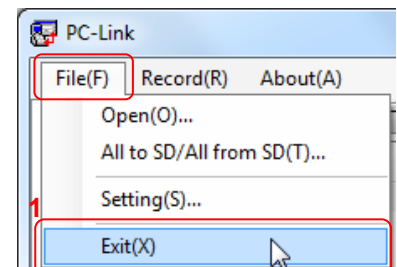
You cannot start the *Customer Support Tool* if it is already running.

### • To exit the Customer Support Tool

1. Click [File], and then [Exit].

Data you have edited is saved in the data folder, and the main window is closed.

You can also finish by clicking [X] at the upper right corner of the main window.



# Using SD Memory Card

You can use either an SD memory card or an SDHC memory card with the cash register. In this manual, we call both of them “SD memory card.”

## Before Using SD Memory Card

### • An SD memory card you can use

To use an SD memory card, your computer has to have an SD memory card slot or a card reader supporting an SD memory card.

- Use a commercial SD memory card up to 32GB.
- Format an SD memory card on your cash register before using it.
- You cannot use a mini or micro SD memory card.

### Notice

- For handling an SD memory card, refer to the manual attached to the SD memory card.
- What you have saved on an SD memory card may be erased or destroyed in an accident or malfunction. Sharp Corporation does not take responsibility for damage to data on the SD card for any reason.
- Do not touch or remove an SD memory card while your computer or cash register is accessing the card. It may cause damage of data.

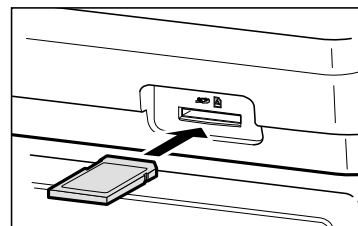


## ● Inserting and Removing an SD Memory Card

The SD card slot is located on the front side of your register.

### Inserting an SD memory card

Insert an SD memory card into the SD card slot with the printed SD logo facing upwards. Push the card in steady with a finger until it clicks and release it slowly.



### Removing the SD memory card

Push the card in gently with a finger and release it. The card will come out.

#### Notice

- This model supports SD cards only. Use of any other types of SD cards such as mini SD, micro SD, etc. with an adapter is not supported.
- When inserting or removing the SD memory card, be sure to release it slowly. Otherwise, the card may pop out and injure your finger.
- Never touch or remove the SD memory card while it is accessed, otherwise the data stored in it may be damaged.
- Formatting the SD memory card erases all the data in it.

**CAUTION:** Never turn the power off, while the SD memory card is accessed.

## ● Formatting an SD Memory Card

When you use an SD memory card with the cash register for the first time, be sure to format it on your cash register before writing programming data to it. Also refer to “SD CARD Mode” on page 93 in the *Instruction Manual of XE-A207 and XE-A23S*.

#### Notice

- Once you format an SD memory card, you do not have to repeat formatting.
- Never format any SD memory card that contains data, otherwise all of the data stored on the card will be erased
- If you use a formatted SD memory card with another cash register, you do not have to repeat formatting.

1. Insert an SD memory card into the SD card slot of the cash register.
2. Select the “7 SD CARD mode” in the mode selection window.
3. Select “4 FORMATTING” in the SD CARD mode, the confirmation window is displayed.
4. To perform the format operation, select OK and press the [CA/AT/NS] key.  
To cancel the operation, select CANCEL and press the [CA/AT/NS] key.

## Reading Data from SD Memory Card

This section explains the procedure for reading data from an SD memory card into your computer.

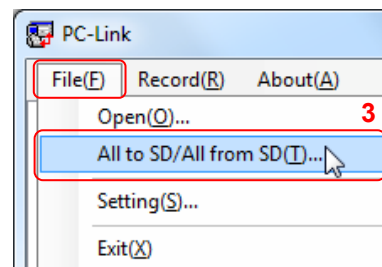
### Notice

**Appearance of the screen is different depending on data to be read. For details, refer to the section of each data.**

1. Prepare an SD memory card on which data imported from the cash register is written.

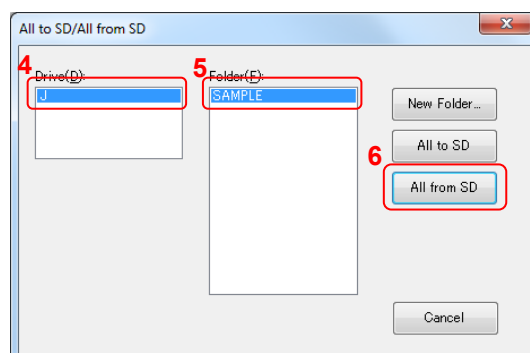
**Note** For details of writing data to an SD memory card with the cash register, refer to “Data saving” on page 94 in the *Instruction Manual of XE-A207 and XE-A23S*.

2. Insert the SD memory card into an SD memory card slot of your computer or a card reader connected to your computer.
3. Click [File], and then [All to SD/All from SD].



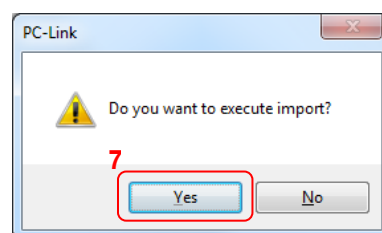
The All to SD/All from SD dialog appears.

4. Select a drive.
5. Select a folder.
6. Click [All from SD].



The confirmation dialog appears.

7. Click [Yes].
- Data on an SD memory card is read into your computer.



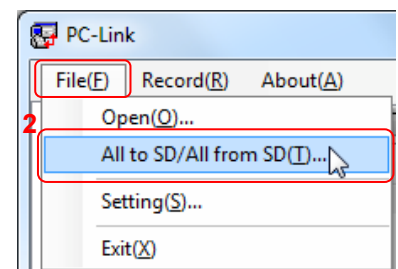
## Writing Data to SD Memory Card

This section explains the procedure for writing data to an SD memory card from your computer.

### Notice

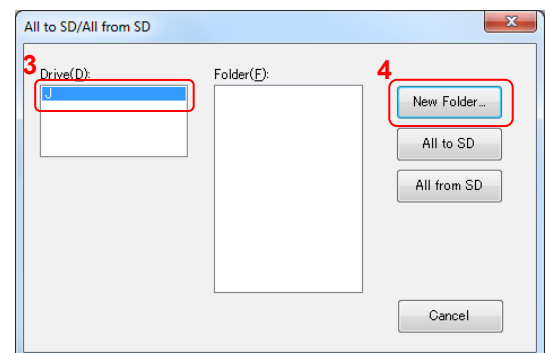
Appearance of the screen is different depending on data to be written. For details, refer to the section of each data.

1. Insert an SD memory card into an SD memory card slot of your computer or a card reader connected to your computer.
2. Click [File], and then [All to SD/All from SD].



The All to SD/All from SD dialog appears.

3. Select a drive.
4. When you use a newly formatted SD memory card or when you want to write data into a new folder, click [New Folder]. When you do not create a new folder, skip to Step 7.

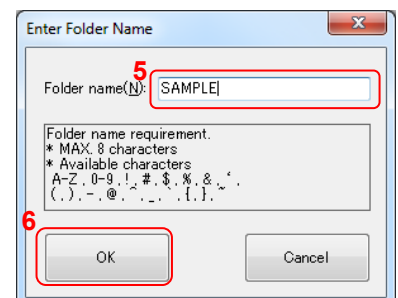


The new folder creation dialog appears.

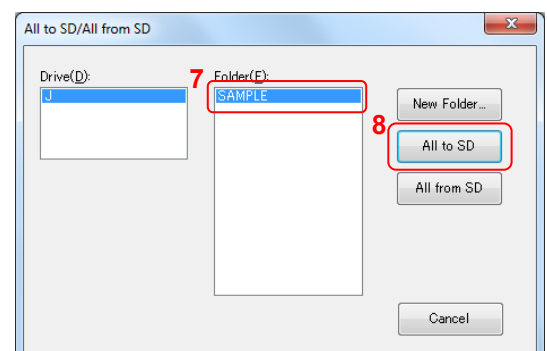
5. Type a folder name in the textbox.
6. Click [OK].

### Notice

Read requirements of a folder name on the screen, and type a name satisfying the requirements.



7. Select a folder.
8. Click [All to SD].

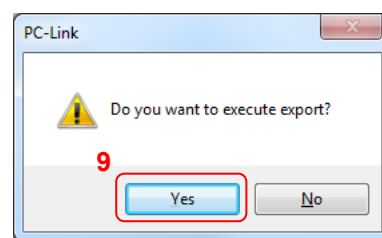


The confirmation dialog appears.

9. Click [Yes].

Data in your computer is written into an SD memory card.

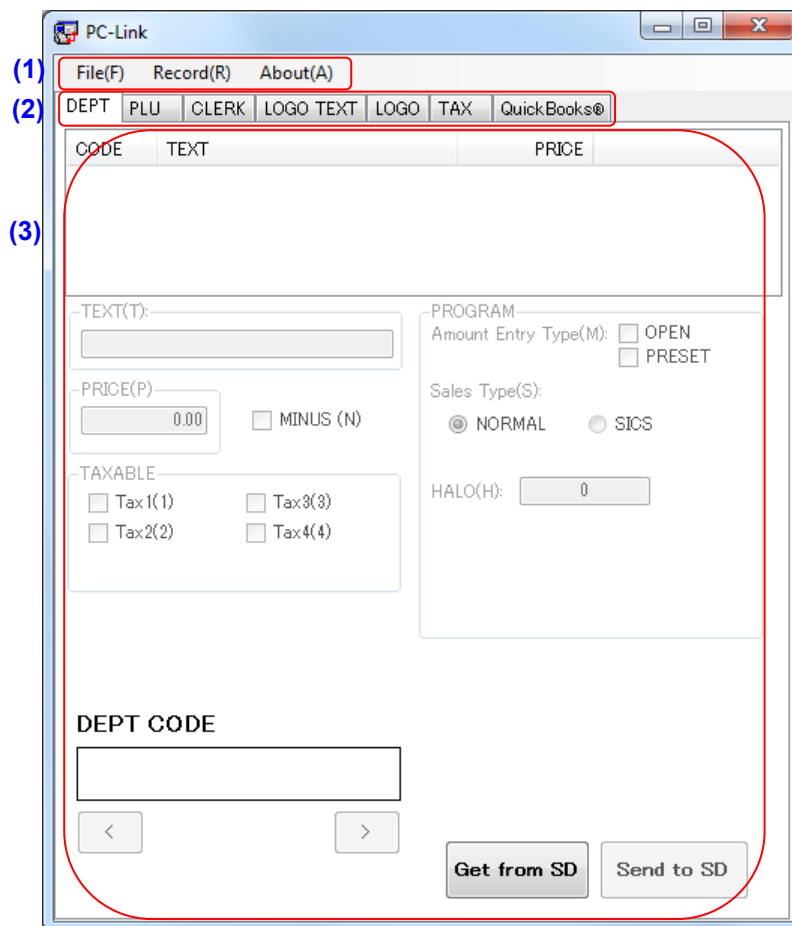
**Note** For details of reading data from an SD memory card into the cash register, refer to “Data loading” on page 95 in the *Instruction Manual of XE-A207 and XE-A23S*.



# Main Window of the Customer Support Tool

This page describes the appearance of the main window and details of each function.

## Appearance and details of the main window



### (1) Menu

You can select one of three menus: [File], [Record] or [About].

| Menu   | Command                   | Description                                                   | Page in this manual |
|--------|---------------------------|---------------------------------------------------------------|---------------------|
| File   | Open                      | Opens the <i>Customer Support Tool</i> data in your computer. | 11                  |
|        | All to SD/<br>All from SD | Write/read cash register data to/from an SD memory card.      | 7, 8                |
|        | Setting                   | Defines a data folder.                                        | 12                  |
|        | Exit                      | Exits the <i>Customer Support Tool</i> .                      | 4                   |
| Record | New                       | Creates new department, PLU or clerk data.                    | 15, 18, 21          |
|        | Delete                    | Deletes one department, PLU or clerk data.                    | 15, 19, 22          |
| About  |                           | Shows version information.                                    | -                   |

### (2) Tab

You can select one of seven tabs: [DEPT], [PLU], [CLERK], [LOGO TEXT], [LOGO], [TAX] or [QuickBooks®].

Click a tab, and the setting screen corresponding to each tab appears.

### (3) Setting screen

The setting screen corresponding to the tab you have clicked appears. For details, refer to the explanation of each setting screen.

## To open data

You can open the *Customer Support Tool* data saved in your computer and edit it.

**Note** The data folder is set by default during installation.

- Windows Vista or Windows 7

C:\Users\(\Username)\Documents\SHARP\_ECR\A207U\SHOP\_NAME1

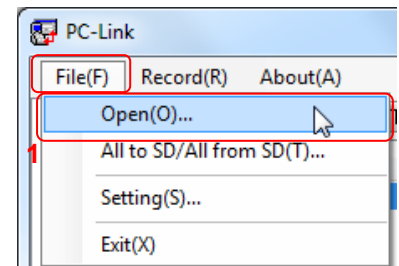
- Windows XP

C:\Documents and Settings\(\Username)\My Documents\SHARP\_ECR\A207U\SHOP\_NAME1

\* The actual Windows account user name is represented by (Username) above.

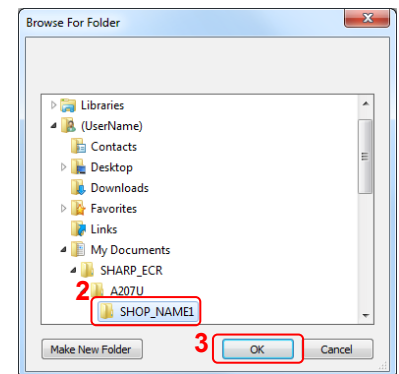
\* You do not need to open the data folder or change the settings when using the default folder.

1. Click [File], and then [Open].



The data folder selection dialog appears.

2. Click a data folder.



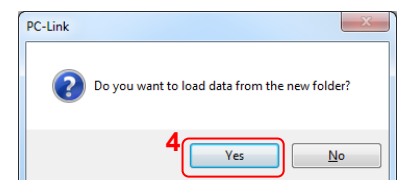
3. Click [OK].

The confirmation dialog appears.

**Note** If you re-select a data folder that is already open, the confirmation dialog does not appear.

4. Click [Yes].

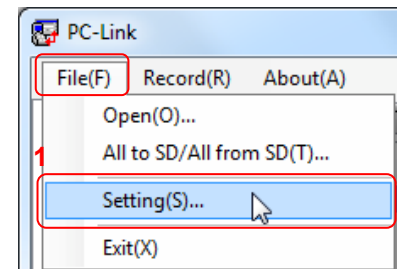
Data saved in the data folder is read into the *Customer Support Tool*.



## Settings of a data folder

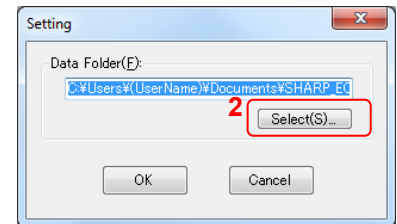
You can decide where to save the *Customer Support Tool* data.

1. Click [File], and then [Setting].



The data folder setting dialog appears.

2. Click [Select].

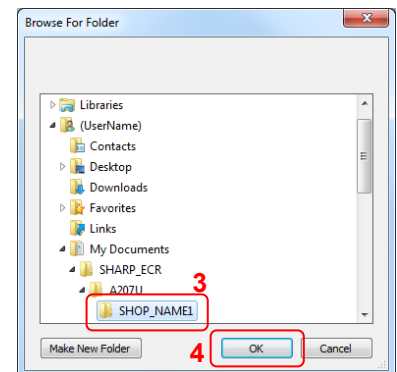


The data folder selection dialog appears.

3. Click a data folder.

**Note** To create a new folder, click [Make New Folder], and type a folder name.

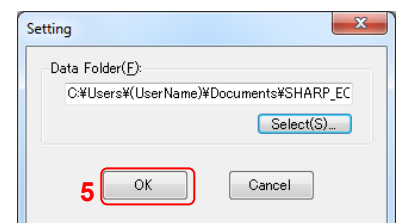
4. Click [OK].



The path to the data folder is displayed in the textbox.

**Note** You can select or create a data folder by defining the path in the textbox.

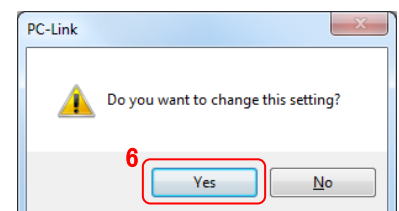
5. Click [OK].



The confirmation dialog appears.

6. Click [Yes].

The data folder is set.



# To Edit and Import/Export Data

This chapter explains the details of each setting screen and importing/exporting data.

## DEPT (Department Screen)

You can manage sales totals by classifying sales items into departments.

Set the department data on the department screen. To open the department screen, click the [DEPT] tab in the main window of *Customer Support Tool*.

### • Appearance and details of the department Screen

The screenshot shows the 'PC-Link' application window with the 'DEPT' tab selected. The window contains a menu bar (File(F), Record(R), About(A)), a tab bar (DEPT, PLU, CLERK, LOGO TEXT, LOGO, TAX, QuickBooks®), and a main content area. The content area is divided into several sections: (1) A table with columns CODE, TEXT, and PRICE, showing a single row with CODE 01, TEXT DEPT.01, and PRICE 0.00. (2) A text input field labeled 'TEXT(T):' containing 'DEPT.01'. (3) A numeric input field labeled 'PRICE(P):' containing '99.99' and a checkbox for 'MINUS (N)'. (4) A 'TAXABLE' section with checkboxes for Tax1(1), Tax2(2), Tax3(3), and Tax4(4). (5) A 'PROGRAM' section with 'Amount Entry Type(M):' (OPEN, PRESET), 'Sales Type(S):' (NORMAL, SICS), and a 'HALO(H):' input field containing '999999.99'. (6) A 'DEPT CODE' section with a large input field containing '01' and navigation buttons '<' and '>'. (7) A 'Get from SD' button. (8) A 'Send to SD' button.

#### (1) List of department data

To see details of a department, click the row of the department.

You can also see the details of the department by changing (6) "DEPT CODE."

Up to 99 departments corresponding to department codes "01" to "99" are displayed.

Upon installation no department data has been created. Read data from the cash register via an SD memory card, or create a new department data (refer to the next section "To create a new department data").

#### Notice

**A two-digit DEPT code is provided when you create the department data. You cannot edit the department code afterwards.**



## (2) TEXT

Type a department name of up to 16 letters in the textbox. The default value is DEPT.XX (XX is a department code).

### Notice

Use letters only that can be displayed or printed by the cash register. For appropriate letters, refer to page 47 in the *Instruction Manual of XE-A207 and XE-A23S*.

## (3) PRICE

Input a unit price in the textbox, which can range from 0 to 999999.99. The default value is zero.

### • MINUS

If you check here, a negative sign is added to the unit price in the list of department data, and the price is calculated as a negative number.

The box is not checked in the default setting.

## (4) TAXABLE

Check "Tax1," "Tax2," "Tax3" or "Tax4."

## (5) PROGRAM

### • Amount Entry Type

Check "OPEN"\* and/or "PRESET"\* to select how to register. The "OPEN" checkbox is selected in the default setting. If you choose both "OPEN" and "PRESET," you can input amount in either way. If you do not choose either of them, you cannot input the department.

### • Sales Type

Select "NORMAL"\* or "SICS"\* (single item cash sales) as a sales type. The default value is "NORMAL."

### • HALO\* (high amount lockout)

Input HALO in the textbox, which can range from 0 to 999999.99. The default value is 999999.99.

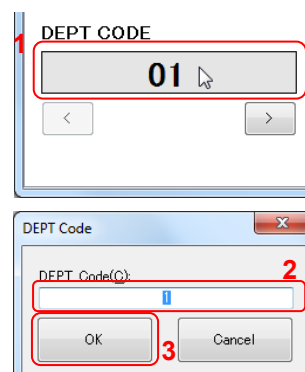
**\*Note** For details of register settings refer to the *Instruction Manual of XE-A207 and XE-A23S*.

## (6) DEPT CODE

The code of a selected department is displayed.

You can see another department data with the following procedure.

1. Click inside of the DEPT CODE textbox.



The department code input dialog appears.

2. Input the code of a department you want to see in the textbox.

Click [OK].

Data with the selected code are shown on the department screen.

You can also change the department code selection with the [<] button or [>] button.

## (7) Get from SD

Click this button to read the department setting data from an SD memory card.

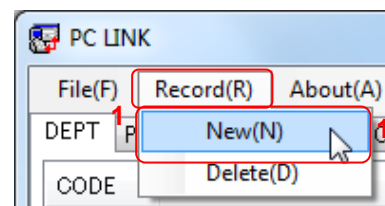
## (8) Send to SD

Click this button to write the department setting data to an SD memory card.

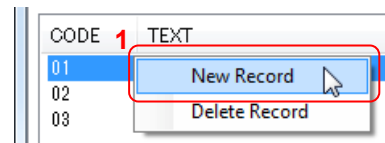
### • To create a new department data

You can create new department data with the following procedure.

1. Click [Record], and then [New].



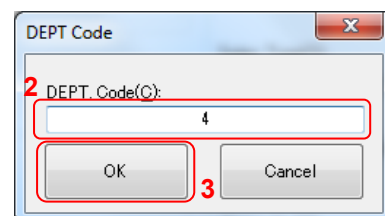
You can also create data by right-clicking on the list of department data and then clicking [New Record].



The department code input dialog appears.

2. Input a department code in the textbox.
3. Click [OK].

New department data is created.



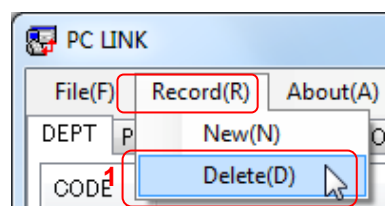
#### Notice

If you input an already existing department code, an error message appears. Click [OK] to close the error message box, and follow the procedure above from Step 2.

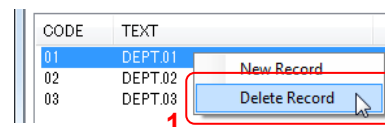
### • To delete department data

You can delete unnecessary department data.

1. Select the department data you want to delete, click [Record], and then [Delete].



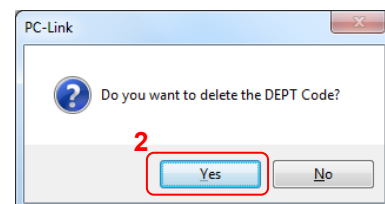
You can also delete data by right-clicking the row of the department data you want to delete in the department data list and clicking [Delete Record].



The confirmation dialog appears.

2. Click [Yes].

The department data is deleted.



#### Notice

If there is already a department code in the cash register, you cannot delete the department code from the cash register with the *Custommer Support Tool*. Delete the department code in the cash register directly.

## PLU (Price Look-Up)

If you set PLU codes, you can classify sales items into smaller groups and can manage the sales in more detail, compared to management by departments. To open the PLU screen, click the [PLU] tab in the main window of the *Customer Support Tool*.

### • Appearance and details of the PLU screen

The screenshot shows the 'PC-Link' application window with the 'PLU' tab selected. The window contains a menu bar (File(F), Record(R), About(A)), a tab bar (DEPT, PLU, CLERK, LOGO TEXT, LOGO, TAX, QuickBooks®), and a main content area. The main content area is divided into several sections:

- (1) A table listing PLU data with columns CODE, TEXT, and PRICE. The first row is highlighted in blue.
- (2) A text input field labeled 'TEXT(T):' containing 'PLU00001'.
- (3) A price input field labeled 'PRICE' with a sub-label 'Price(P):' and a value of '0.00'.
- (4) A 'PROGRAM' section with a 'Dept No.(D):' field set to '01' and an 'Amount Entry Type(M):' section with radio buttons for 'OPEN' and 'PRESET' (selected).
- (5) A 'PLU CODE' section with a large text box containing '00001' and navigation buttons '<' and '>'.
- (6) A 'Get from SD' button.
- (7) A 'Send to SD' button.

#### (1) List of PLU data

To see details of a PLU data, click the row of the PLU. You can also see the details of the PLU data by changing (5) "PLU CODE."

In the default setting, no PLU data has been created. Read data from the cash register via an SD memory card, or create new PLU data (refer to the next section "To create PLU data").

#### Notice

**PLU code is also created when you create PLU data. You cannot edit PLU code. PLU code has five digits.**

#### (2) TEXT

Type a sales item name or a classification name of up to 16 letters in the textbox. The default value is "PLUXXXXX" (XXXXX is five-digit PLU code).

#### Notice

**Use letters only that can be displayed or printed by the cash register. For appropriate letters, refer to page 47 in the *Instruction Manual of XE-A207 and XE-A23S*.**

### (3) PRICE

Input a unit price in the textbox, which can range from 0 to 999999.99. The default value is zero.

### (4) PROGRAM

#### • Dept. No.

Input the code of the department where the PLU data is supposed to be classified. The code can range from 1 to 99. The default value is 1.

#### • Amount Entry Type

You can select a registration method by checking “OPEN”\* and/or “PRESET.”\* The default setting is PRESET. When you check both “OPEN” and “PRESET,” it is set as “OPEN & PRESET.” When you check neither “OPEN” or “PRESET,” it is set as “INHIBIT.”\* This item is active only when you have selected a PLU code.

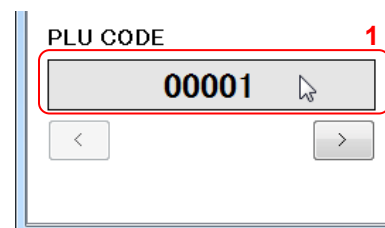
**\*Note** For details of register settings refer to the *Instruction Manual of XE-A207 and XE-A23S*.

### (5) PLU CODE

The selected PLU code is displayed.

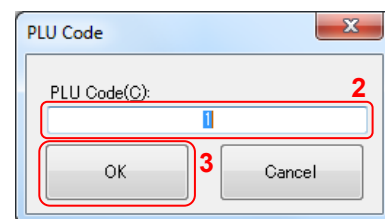
You can see another PLU data by the following procedure.

1. Click inside of the PLU CODE textbox.



The PLU code input dialog box appears.

2. Input a PLU code in the textbox.
3. Click [OK].



Data with the selected code are shown on the PLU screen.

You can also change the PLU code selection with the [<] button or [>] button.

### (6) Get from SD

Click this button to read the PLU data from an SD memory card.

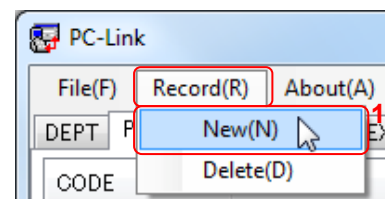
### (7) Send to SD

Click this button to write the PLU data to an SD memory card.

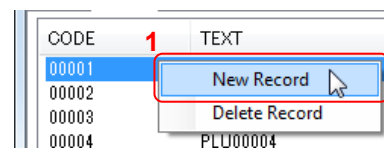
### • To create PLU data

You can create new PLU data with the following procedure.

1. Click [Record], and then [New].



You can also create data by right-clicking on the list of PLU data and then clicking [New Record].

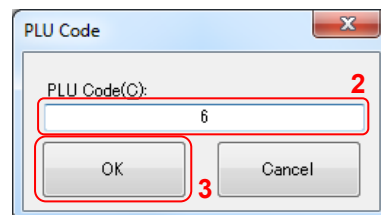


The PLU code input dialog appears.

2. Input a PLU code in the textbox.

3. Click [OK].

New PLU data is created.



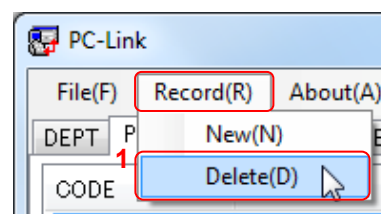
### Notice

If you input an already existing PLU code, an error message appears. Click [OK] to close the error message box, and follow the procedure above from Step 2.

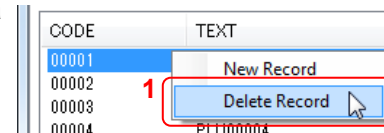
### • To delete PLU data

You can delete unnecessary PLU data.

1. Select the PLU data you want to delete, click [Record] and select [Delete].



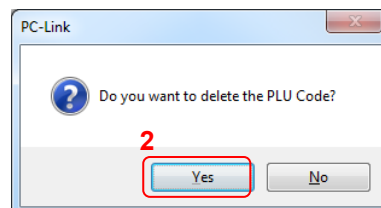
You can also delete data by right-clicking the row of PLU data in the PLU data list and clicking [Delete Record].



The confirmation dialog for deleting a PLU code appears.

2. Click [Yes].

The PLU data is deleted.



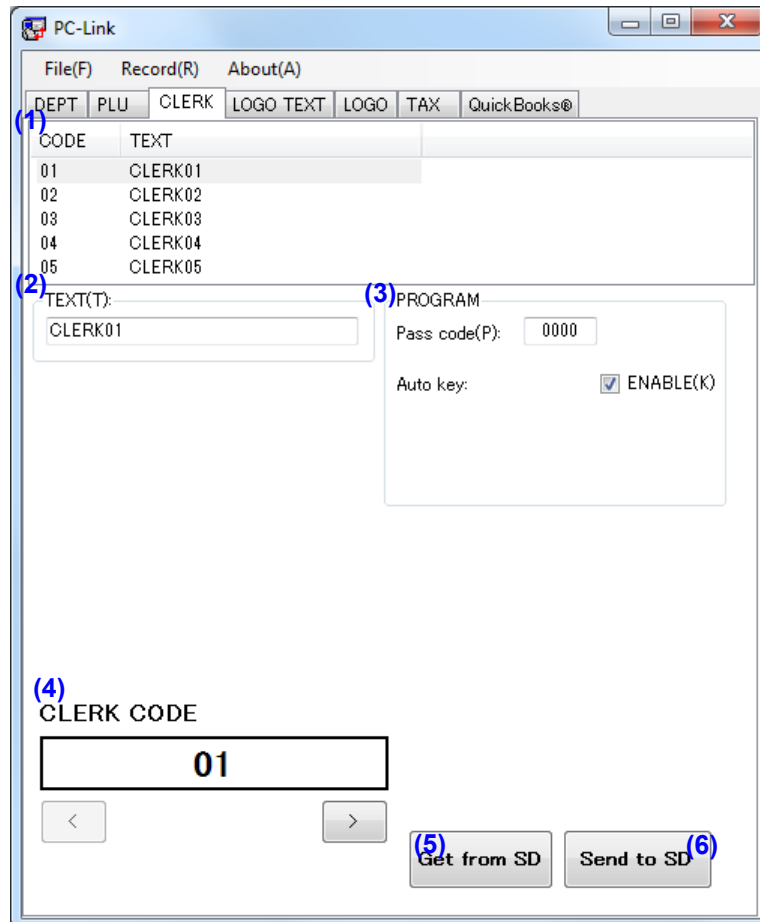
### Notice

If there is already a PLU code in the cash register, you cannot delete the PLU code from the cash register with the *Customer Support Tool*. Delete the PLU code in the cash register directly.

## CLERK

In this manual, an operator of the cash register is called “clerk.” You can set details about operators on the clerk screen. To open the clerk screen, click the [CLERK] tab in the main window of the *Customer Support Tool*.

### • Appearance and details of the clerk screen



#### (1) List of clerk data

To see details of a clerk, click the row of the clerk. You can also see the details of the clerk data by changing (4) “CLERK CODE.”

Up to 25 clerk data corresponding to clerk codes “01” to “25” are displayed.

In the default setting, no clerk data has been created. Read data from the cash register via an SD memory card, or create new clerk data (refer to the next section “To create clerk data”).

#### Notice

**A clerk code is set when Clerk data is created. You cannot edit a clerk code afterward.**

#### (2) TEXT

Type up to 16 letters such as a clerk name in the text box. The default value is “CLERKXX,” and XX indicates two-digit CLERK CODE.

#### Notice

**Use letters only that can be displayed or printed by the cash register. For appropriate letters, refer to page 47 in the *Instruction Manual of XE-A207 and XE-A23S*.**

### (3) PROGRAM

- Pass code.

Input a four-digit number in the textbox as a pass code. The default value is "0000."

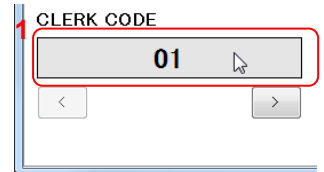
- Auto key.

Before operating auto keys, check "ENABLE." In the default setting, it is checked.

### (4) CLERK CODE

The selected clerk code is displayed. You can see other clerk data with the following procedure.

1. Click the inside of the CLERK CODE textbox.

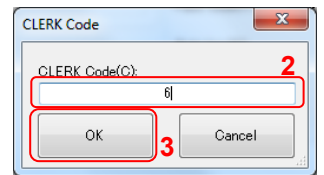


The clerk code input dialog appears.

2. Input a clerk code in the textbox.
3. Click [OK].

Data with the selected code are shown on the clerk screen.

You can also change the clerk code selection with the [<] button or [>] button.



### (5) Get from SD

Click this button to read the clerk setting data from an SD memory card.

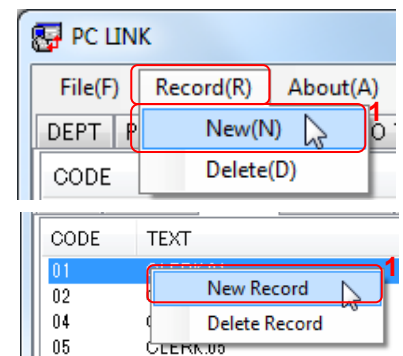
### (6) Send to SD

Click this button to write the clerk setting data to an SD memory card.

### • To create clerk data

You can create new clerk data with the procedure below.

1. Click [Record], and then [New].

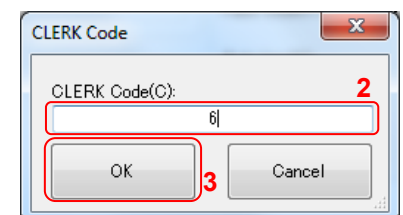


You can also create data by right-clicking on the clerk data list and clicking [New Record].

The CLERK Code input dialog appears.

2. Input a clerk code in the textbox.
3. Click [OK].

New clerk data is created.



### Notice

If you input an already existing clerk code, an error message appears. Click [OK] to close the error message box, and follow the procedure above from Step 2.



## ● To delete clerk data

You can delete unnecessary clerk data in the procedure below.

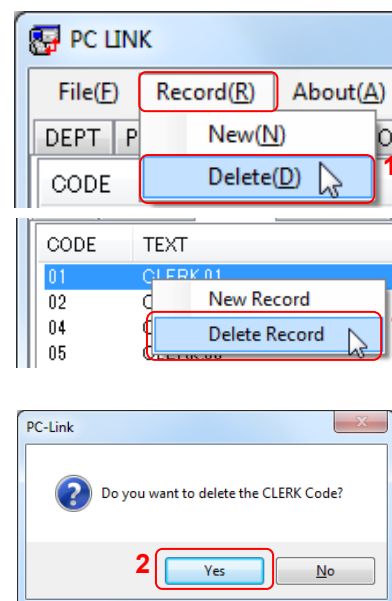
1. Select the clerk data you want to delete, click [Record] and then [Delete].

You can also delete data by right-clicking the data in the clerk data list and clicking [Delete Record].

The confirmation dialog appears.

2. Click [Yes].

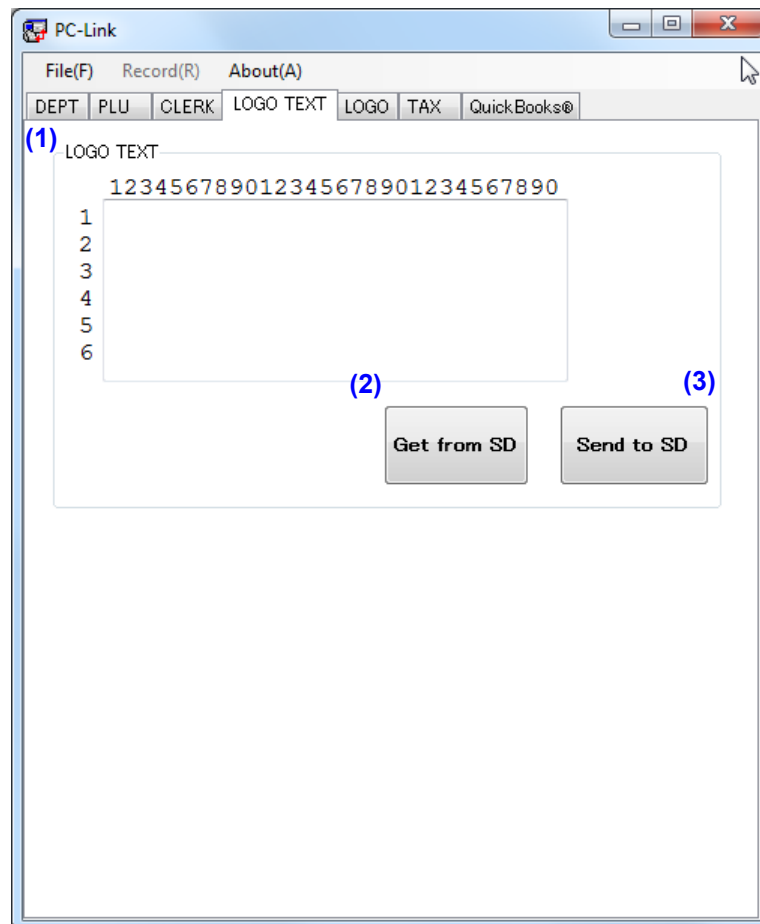
The clerk data is deleted.



## LOGO TEXT

You can set logo text written on your receipt. To open the logo text screen, click the [LOGO TEXT] tab in the main window of the *Customer Support Tool*.

### • Appearance and details of the logo text window



#### (1) LOGO TEXT

Type letters in the textbox. You can input up to six lines of 30 letters. In the default setting, the textbox is empty.

#### Notice

Use letters only that can be displayed or printed by the cash register. For appropriate letters, refer to page 47 in the *Instruction Manual of XE-A207 and XE-A23S*.

#### (2) Get from SD

Click this button to read the logo text data from an SD memory card.

#### (3) Send to SD

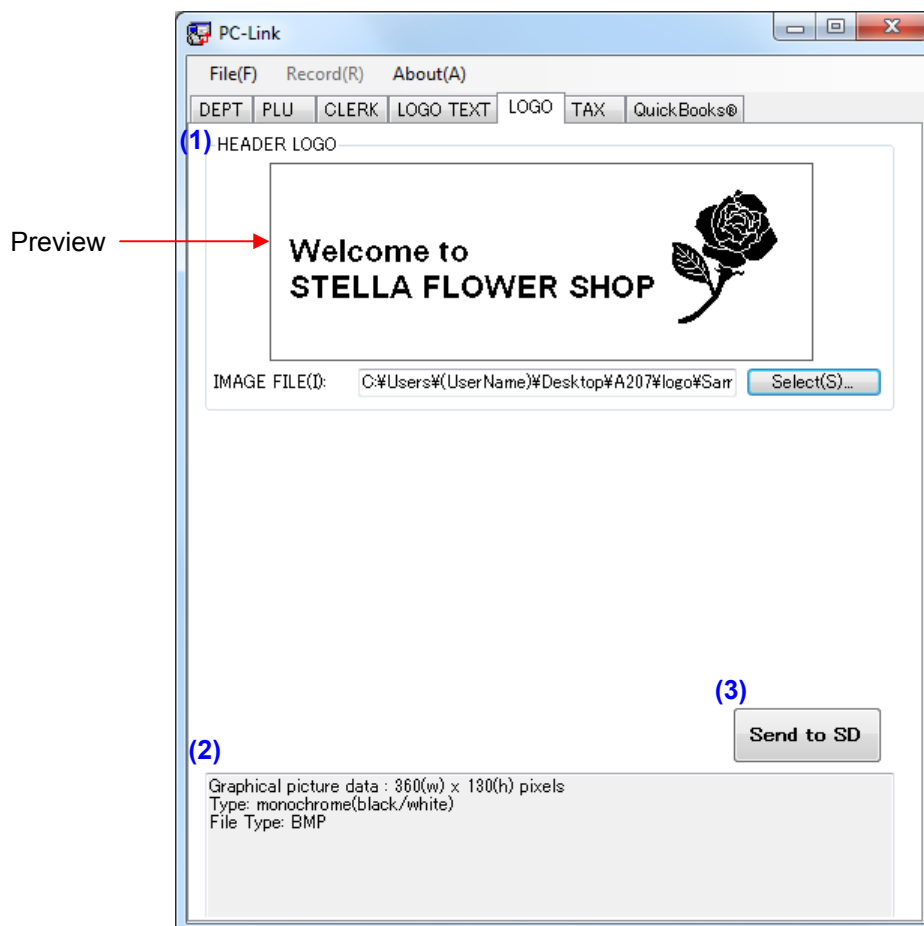
Click this button to write the logo text data to an SD memory card.

## LOGO

You can set header logo data (a graphic logo printed on the receipt) in the cash register. To open the LOGO screen, click [LOGO] in the main window of *Customer Support Tool*.

**Note** | Also refer to “Creating Logo Data” on page 35 in this manual.

### • Appearance and details of the logo screen



#### (1) HEADER LOGO

- Preview

The selected image file is shown in the preview box.

- IMAGE FILE

The path of the selected file is displayed. You can select a file by inputting the path directly or by dragging and dropping the image file into the textbox.

- [Select] button

Click this button to open the file selection dialog. You can select an image file for the logo.

#### Notice

**You can create an image file with *Paint*, a Microsoft Windows component or another program, referring to requirements of the image file for a logo below.**

#### (2) Property

Requirements for an image file you can use are shown.

### (3) Send to SD

Click this button to write the logo data to an SD memory card.

#### \* Requirements of an image file for a logo

When creating a logo, you can only use an image file that satisfies requirements below:

Format : bitmap (\*.bmp)

Color : monochrome

Size : 360 x 130 pixels

Black rate : less than 35%

("Black rate" means proportion of black parts in the whole area.)

If your image file does not satisfy the above requirements, an error message appears. Reduce the black part, shrink the whole size or change the black part into a shaded one.

## TAX

You can set details about taxes in the tax screen. To open the tax screen, click the [TAX] tab in the main window of the *Customer Support Tool*.

There are two methods for setting taxes: the tax rate method and the table tax method. The tax rate method uses a straight percentage rate on sales. The tax-table method requires tax break information from your state or local tax authority (Sharp does not have tax table information since it changes by municipality).

### • Appearance and details of the tax screen

The screenshot shows the PC-Link TAX screen with the following components:

- (1) Tax Data Table:** A table with columns TAX NO., TAX RATE, and LOWER TAX LIMIT. It contains four rows of data.
- (2) RATE(R):** A text input field for the tax rate, currently showing 6.0000.
- (3) TYPE(T):** Radio buttons for tax calculation type: DELETE, % TAX, and TABLE TAX. TABLE TAX is selected.
- (6) CYCLE(C):** A text input field for the cycle, currently showing 1.00.
- (4) Tax Table:** A table with columns Tax and Amount, showing a list of tax rates and their corresponding amounts.
- (5) Table tax adjustment:** A button to adjust the table tax.
- (7) TAX NO.:** A text input field for the tax number, currently showing 1.
- (8) Get from SD:** A button to get tax data from the SD.
- (9) Send to SD:** A button to send tax data to the SD.

The value of the highest row of a table means the tax exemption limit.

#### (1) List of tax data

To see details of a tax, click the row of the tax. You can also see the details of the tax data by changing (7) "TAX NO."

Four tax data corresponding to tax numbers "1" to "4" are displayed.

#### (2) RATE

Input a tax rate in the textbox. The default value is 0.0000, and the unit is %.

You can input up to a three-digit integer and an up to four-digit decimal.

#### (3) TYPE

Select a tax calculation type: "DELETE," "%TAX," or "TABLE TAX." The default value is "DELETE."

#### **(4) TAX & AMOUNT**

You can set taxes with the tax table.

When you select "%TAX" as a tax calculation type, you can input only the value of the highest row of the table (the tax exemption limit).

When you select "TABLE TAX," refer to the next subsection "To set taxes with the tax table."

#### **(5) Table tax adjustment**

After inputting taxes and amounts in the table above, click this button to check whether the table is set appropriately. Duplicate cycle data is removed. An error message appears in cases below:

- TYPE is not "TABLE TAX"
- RATE is "0"
- Figures are not arranged in an ascending order
- The quantity of Amount data values is not sufficient

#### **(6) CYCLE**

The cycle is calculated when you click "Table tax adjustment." You can also input the value manually. The default value is "0.00." Also refer to "Tax Programming" on page 81 in the *Instruction Manual of XE-A207 and XE-A23S*.

#### **(7) TAX NO.**

The selected tax number is displayed. You can also change the tax number selection with the [<] button or [>] button.

#### **(8) Get from SD**

Click this button to read the tax data from an SD memory card.

#### **(9) Send to SD**

Click this button to write the tax data to an SD memory card.

- **To set taxes with the tax table**

1. Input a tax rate.

RATE(R) 6.0000 1

2. Select "TABLE TAX" as a tax calculation type.

TYPE(T)  
☐ DELETE ☐ % TAX ☒ TABLE TAX

3. Input the initial minimum tax in the first cell of the “Tax” column.

4. Input the initial minimum breakpoint (0.01 through 999.99) of the sales amount in the first cell of the "Amount" column.

[illegible]

5. Input the next minimum breakpoint in the second cell of the “Amount” column. The tax one cent higher than the initial minimum tax is displayed in the second cell of the “Tax” column.

| Tax  | Amount |
|------|--------|
| 0.01 | 0.11   |
| 0.02 | 0.23   |
| 0.03 | 0.39   |
| 0.04 | 0.57   |
| 0.05 | 0.73   |
| 0.06 | 0.89   |
| 0.07 | 1.11   |

6. Repeat the above procedure. The "Tax" column is automatically filled when you input the amount. When you enter minimum breakpoints in order, the difference between a minimum breakpoint and the next one is repeated cyclically. You can set up to 73 rows in this table.

7. After inputting about 2 cycles, click "Table tax adjustment."

exemption limit.

7

TAX NO.

< >

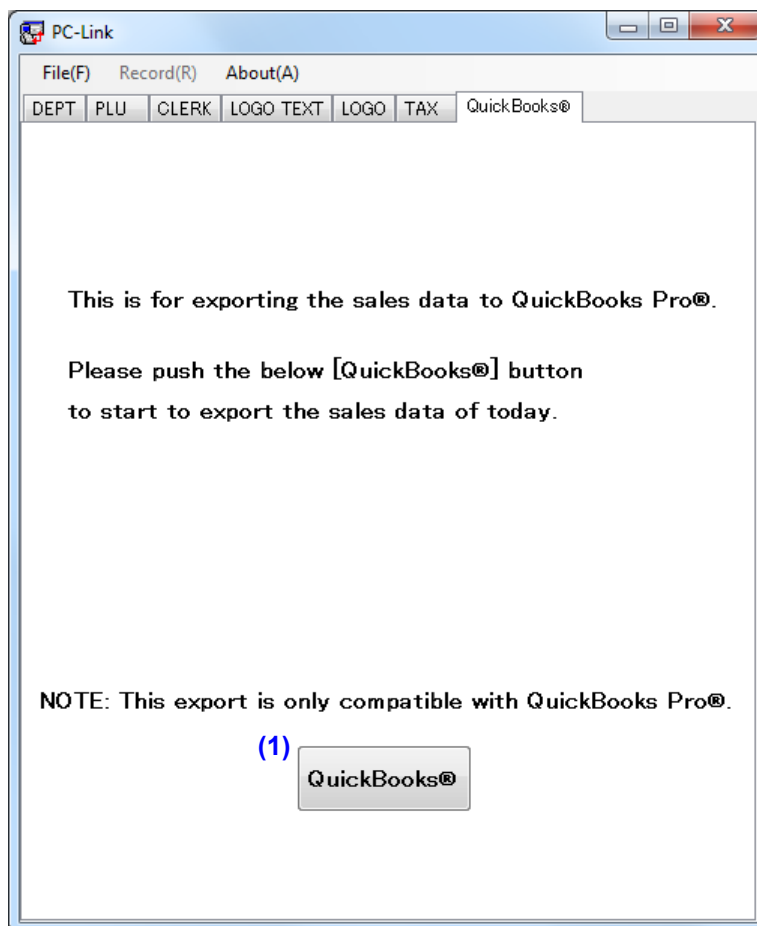
Get from SD Send to SD

Table tax adjustment

## QuickBooks®

You can send sales data from the cash register to *QuickBooks® Pro* via an SD memory card. To open the QuickBooks® screen, click [QuickBooks®] in the main window of *Customer Support Tool*.

- Appearance and details of the QuickBooks® screen



**(1) QuickBooks®**

To send sales data from the cash register to *QuickBooks® Pro*, click [QuickBooks®].

**Note** Before using this function, install *QuickBooks® Pro 2010* or *QuickBooks® Pro 2011* on the computer on which you are using *Customer Support Tool*.



## ● To send sales data from an SD memory card to QuickBooks® Pro

You can send today's sales data via an SD memory card to QuickBooks® Pro.

1. Start QuickBooks® Pro.

2. Insert an SD memory card.

**Note** | Disable write-protection on the SD memory card when you send data to QuickBooks® Pro.

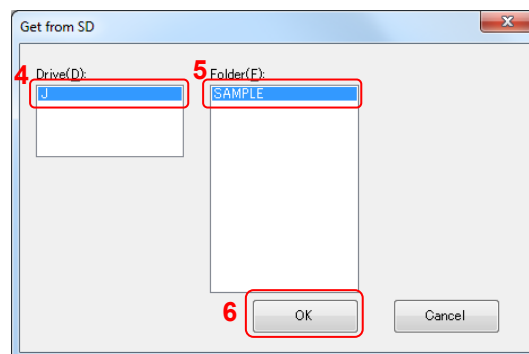
3. Click [QuickBooks®].

The Import dialog appears.

4. Select a drive.

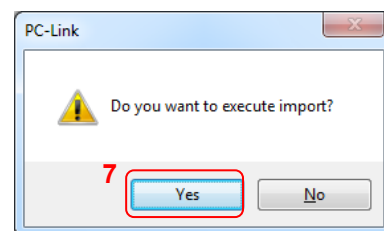
5. Select a folder.

6. Click [OK].



The confirmation dialog appears.

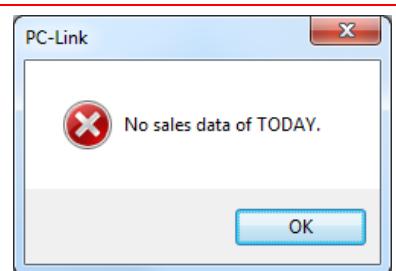
7. Click [Yes].



### Notice

If there is no folder containing today's sales data on the SD memory card, an error message appears.

Click [OK] to close the error message box.



### Note

When you use *Customer Support Tool* for the first time, the "Application with No Certificate" dialog appears.

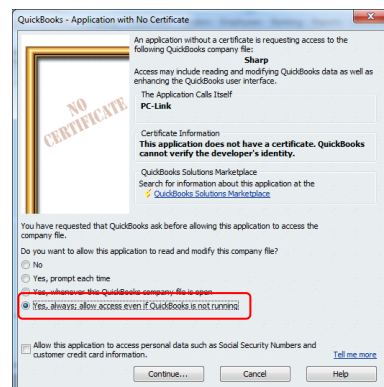
1. Select "Yes, always; allow access even if QuickBooks® Pro is not running" and click [Continue].

The "Confirm to Proceed" dialog appears.

2. Click [Yes].

The "Access Confirmation" dialog appears.

3. Click [Done].



The EXPORT SALES DATA dialog appears.

8. Select a customer name.

When you send sales data to *QuickBooks® Pro* for the first time, no customer name is displayed. When you send sales data at the second time or later, the name you have selected at the previous time is displayed.

9. Select an account name.

When you send sales data to *QuickBooks® Pro* for the first time, no account name is displayed. When you send sales data at the second time or later, the name you have selected at the previous time is displayed.

10. Click [OK].

*Customer Support Tool* starts to send data from the SD memory card to *QuickBooks® Pro*.

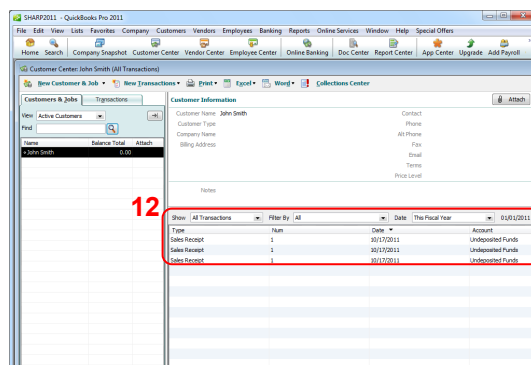
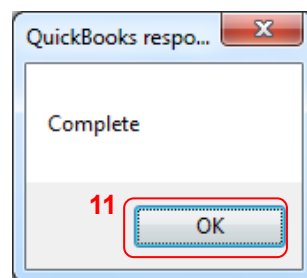
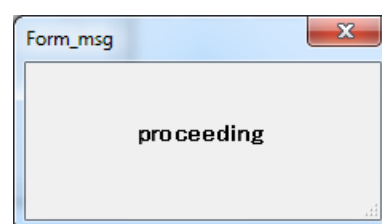
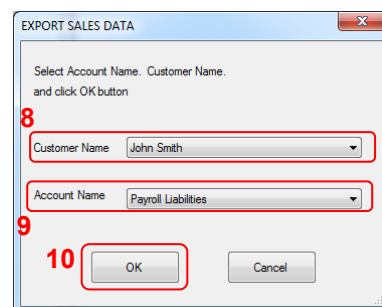
It takes some time for *Customer Support Tool* to finish sending the data.

When it finishes sending data, the Complete dialog appears.

11. Click [OK] to close the dialog.

12. In the *QuickBooks® Pro* window, select [Reports] – [Sales] – [Sales by Customer Detail].

Sales data that has been sent from the SD memory card is shown in the list.



# Sample Operations

This chapter explains two procedures with sample operations: exchanging and editing data and creating logo data. For details of exchanging data between the cash register and an SD memory card, refer to the *Instruction Manual of XE-A207 and XE-A23S*.

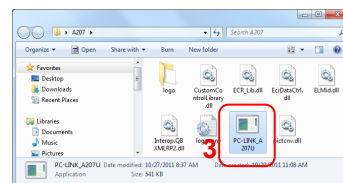
## Exchanging and Editing Data

This sample operation will demonstrate the procedure below, using *Customer Support Tool*:

- (1) Reading department data from an SD memory card
- (2) Changing the department setting
- (3) Writing the department data to the SD memory card

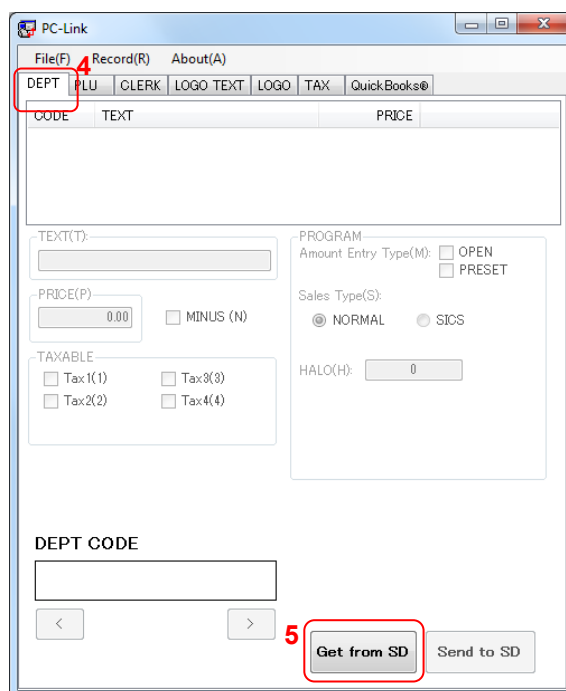
For details of the operation, see each section in this manual.

1. Prepare an SD memory card on which data has been imported from the cash register.
2. Insert the SD memory card into an SD memory card slot of your computer.
3. Double-click “PC-LINK\_A207U(.exe)” in the A207 folder, which has been created after decompression.



The main window of *Customer Support Tool* appears.

4. Click [DEPT].
5. Click [Get from SD].



All department data on the SD memory card are read.

6. Click inside the DEPT CODE box.

The PC-Link software interface displays a table of department codes and prices. The table has columns for CODE, TEXT, and PRICE. The data is as follows:

| CODE | TEXT    | PRICE |
|------|---------|-------|
| 01   | DEPT.01 | 99.99 |
| 02   | DEPT.02 | 0.00  |
| 03   | DEPT.03 | 0.00  |
| 04   | DEPT.04 | 0.00  |
| 05   | DEPT.05 | 0.00  |

Below the table, there are several input fields and checkboxes. The 'DEPT CODE' input box, which contains the value '01', is highlighted with a red rectangle and the number 6. Other fields include 'TEXT(T):', 'PRICE(P):', 'TAXABLE' (with checkboxes for Tax 1(1), Tax 2(2), Tax 3(3), and Tax 4(4)), 'PROGRAM' (with checkboxes for OPEN and PRESET), 'Sales Type(S):' (with radio buttons for NORMAL and SICS), and 'HALO(H):'.

The DEPT CODE input dialog appears.

7. Input "15," for example, in the textbox.

8. Click [OK].

The 'DEPT Code' input dialog box is shown. It has a title bar 'DEPT Code' and a close button. The main area contains a label 'DEPT-Code(S):' followed by a text box containing the value '15'. Below the text box are two buttons: 'OK' and 'Cancel'. The 'OK' button is highlighted with a red rectangle and the number 8.

Department data whose code is 15 is shown.

9. Delete "DEPT.15" in the TEXT textbox and type "Beverage" as an example.

The PC-Link software interface shows the updated table of department codes. The table has columns for CODE, TEXT, and PRICE. The data is as follows:

| CODE | TEXT    | PRICE |
|------|---------|-------|
| 11   | DEPT.11 | 0.00  |
| 12   | DEPT.12 | 0.00  |
| 13   | DEPT.13 | 0.00  |
| 14   | DEPT.14 | 0.00  |
| 15   | DEPT.15 | 0.00  |

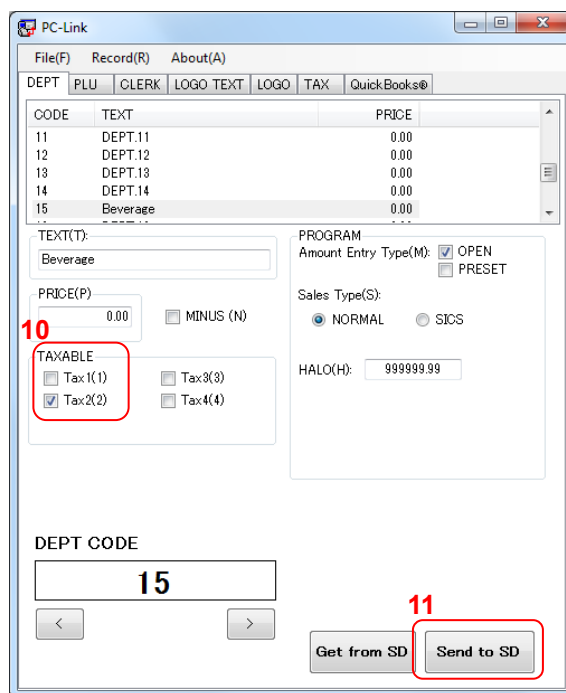
Below the table, there are several input fields and checkboxes. The 'TEXT(T):' input box, which contains the value 'Beverage', is highlighted with a red rectangle and the number 9. Other fields include 'PRICE(P):', 'TAXABLE' (with checkboxes for Tax 1(1), Tax 2(2), Tax 3(3), and Tax 4(4)), 'PROGRAM' (with checkboxes for OPEN and PRESET), 'Sales Type(S):' (with radio buttons for NORMAL and SICS), and 'HALO(H):'.

At the bottom of the interface, there is a 'DEPT CODE' input box containing the value '15'.

10. Uncheck “Tax 1” and check “Tax 2” in the TAXABLE field, for example.

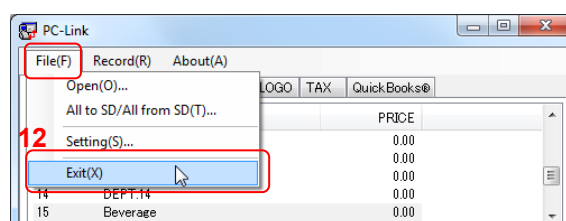
11. Click [Send to SD].

All department data are written to the SD memory card.



12. Click [File], and then [Exit].

Department data you have edited are saved in the data folder, and *Customer Support Tool* finishes.



**Note** About how to send data from the SD memory card to the cash register, refer to “Data loading” on page 95 in the *Instruction Manual of XE-A207 and XE-A23S*.

## Creating Logo Data

This sample operation will demonstrate a procedure below, using the *Customer Support Tool* and *Paint*, a *Microsoft Windows* component:

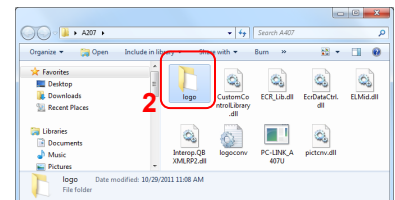
**Note** Other tools than *Paint* may be used for logo file creation. The logo file must meet the requirements defined in the LOGO section of this manual.

- (1) Creating logo data for your header logo
- (2) Writing the logo data to an SD memory card

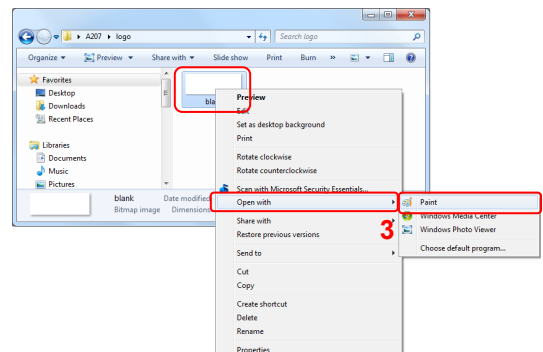
For details of the operation, refer to each section or online help of *Paint*.

**Note** In *Paint of Windows 7*, appearance of screens or functions is different from that of previous versions. You cannot create logo data with the procedure below using *Paint of Windows XP or Windows Vista*. If you are using *Windows XP* or *Windows Vista*, to create logo data please refer to the online help of each version.

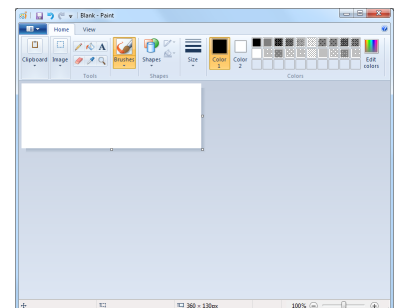
1. Insert an SD memory card into an SD memory card slot of your computer.
2. Open the “logo” folder in the A207 folder, which has been created after decompression.



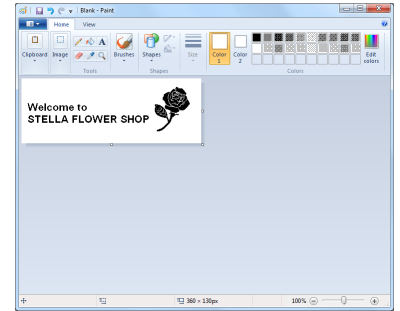
3. Select Blank(.bmp), right-click [Open with], and select “Paint.”



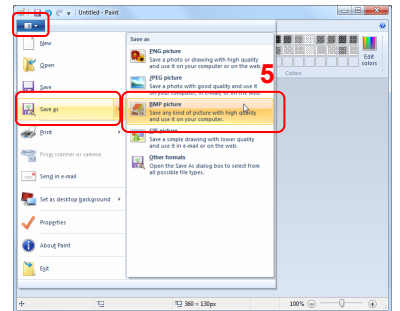
Paint starts, and Blank(.bmp) is open.



4. Based on Blank(.bmp), design your own logo, using various Paint tools.

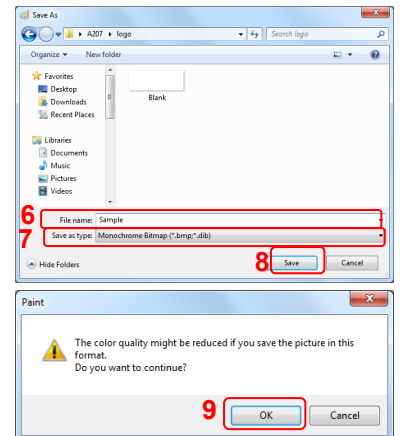


5. Click  at the upper left corner, and then [Save as]-[BMP picture].



The “Save as” dialog appears.

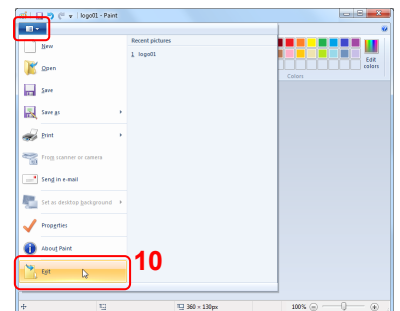
6. Type the name of logo you have created in the textbox,
7. Select “Monochrome Bitmap (\*.bmp; \*.dib)” as “Save as type.”
8. Click [Save].



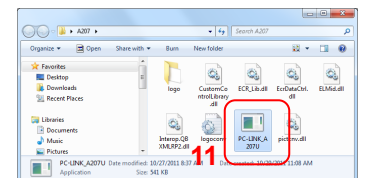
The confirmation dialog appears.

9. Click [OK].
- The logo is saved.

10. Click  at the upper left corner, and then [Exit].  
Paint finishes.

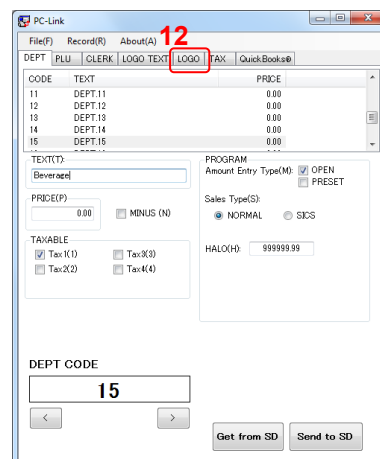


11. Double-click “PC-LINK\_A207U(.exe)” in the A207 folder, which has been created after decompression.

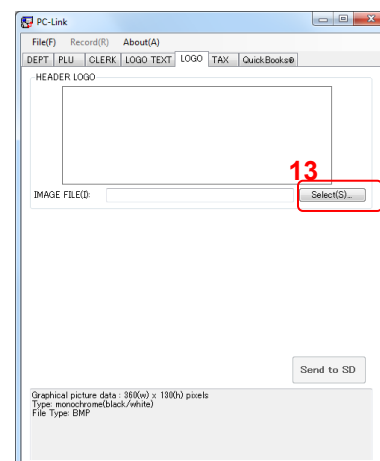


The main window of *Customer Support Tool* appears.

12. Click the [LOGO] tab.



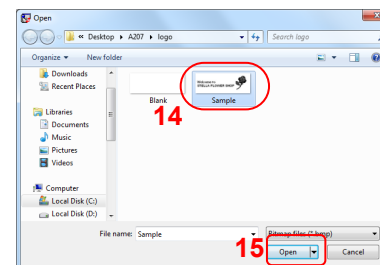
13. Click [Select].



The Open dialog appears.

14. Select the logo you have created.

15. Click [Open].



The logo data is previewed.

16. Click [Send to SD].

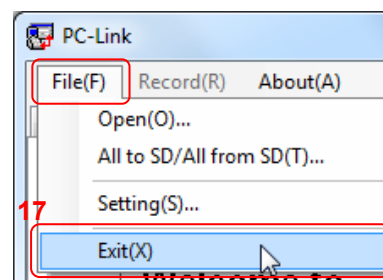
The logo data is written to an SD memory card.





17. Click [File], and then [Exit].

Logo data you have edited is saved in the data folder, and *Customer Support Tool* finishes.



**Note** | About how to send data from the SD memory card to the cash register, refer to “Data loading” on page 95 in the *Instruction Manual of XE-A207 and XE-A23S*.

## Before Calling for Service

### Trouble Shooting

If you have a problem while using *Customer Support Tool*, refer to the table below.

| Trouble                                                                      | Solution                                                                                                                                                                                                                                                                                                                                 |
|------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cannot use an SD memory card                                                 | <ul style="list-style-type: none"> <li>• Insert the SD memory card correctly.</li> <li>• Disable write-protection on the SD memory card.</li> <li>• Format the SD memory card with the cash register.</li> <li>• Before trying to read data from the SD memory card, write data from the cash register to the SD memory card.</li> </ul> |
| Cannot read logo data                                                        | <ul style="list-style-type: none"> <li>• Create a bitmap file satisfying requirements below and select it.<br/>Colors: Black and white (Monochrome)<br/>Width: 360 pixels<br/>Height: 130 pixels</li> </ul>                                                                                                                              |
| Cannot write logo data into an SD memory card                                | <ul style="list-style-type: none"> <li>• If the black rate of the bitmap picture is beyond the limitation, reduce the proportion of black part or adjust position of black part so that black parts do not concentrate in any particular area. (The black rate has to be less than 35% in whole and 30% in part.)</li> </ul>             |
| Cannot type letters in the textbox of Customer Support Tool                  | <ul style="list-style-type: none"> <li>• Some textboxes such as "TEXT" or "PRICE" have limitations about number of letters. Type letters within numbers on the right side of textboxes.</li> </ul>                                                                                                                                       |
| Characters read from the register are not displayed in Customer Support Tool | <ul style="list-style-type: none"> <li>• Although the cash register can handle characters below, <i>Customer Support Tool</i> converts them into spaces.<br/>— T<sub>1</sub> T<sub>2</sub> T<sub>3</sub> T<sub>4</sub> 2 3 4 2<sub>3</sub> 2<sub>4</sub> 3<sub>4</sub></li> </ul>                                                        |
| Cannot create a PLU code                                                     | <ul style="list-style-type: none"> <li>• You cannot create an existing code. Input a code that does not exist.</li> </ul>                                                                                                                                                                                                                |

## Error Message List

If an error message appears, refer to the table below and solve the problem.

**Note**

- If the [OK] button is displayed in the message box, click [OK] to close the message box.
- If the [Yes] or [No] button in the message box, click either of them to close the message box.

| Error Message                                                         | Solution                                                                                                                                                                                                                          |
|-----------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| PC-LINK has already started.                                          | <i>Customer Support Tool</i> has already started. You cannot start <i>Customer Support Tool</i> when it is already operating.                                                                                                     |
| XML file is broken.<br>PC-LINK operates in the initial state.         | <i>Customer Support Tool</i> failed to read a data file normally because it was destroyed or did not exist. Instead of data that was not read, the default data was set.                                                          |
| Already same DEPT code exists.                                        | That code is already used. To create a new code, input a code that does not exist in the list.<br>To select a code, click the row in the list or change the code with the [<] or [>] button in the left lower part of the screen. |
| Already same PLU code exists.                                         | That code is already used. To create a new code, input a code that does not exist in the list.<br>To select a code, click the row in the list or change the code with the [<] or [>] button in the left lower part of the screen. |
| Already same CLERK code exists.                                       | That code is already used. To create a new code, input a code that does not exist in the list.<br>To select a code, click the row in the list or change the code with the [<] or [>] button in the left lower part of the screen. |
| Drive is not specified.                                               | Click the name of the displayed drive, and then [OK].                                                                                                                                                                             |
| Input the folder path.                                                | Input the correct folder name in the data folder.                                                                                                                                                                                 |
| The path doesn't exist.                                               | The path (drive or folder) you have defined does not exist. Input the correct path.                                                                                                                                               |
| The file is not found.<br>The file doesn't exist, or path is illegal. | The file you have defined does not exist. Input the correct filename.                                                                                                                                                             |
| The file is not bitmap file.                                          | The file you have defined is not a bitmap file. Use a bitmap file.                                                                                                                                                                |
| The file is not supported size.                                       | The size of the file you have defined is not appropriate. Use a bitmap file with 360-pixel width and 130-pixel height.                                                                                                            |
| The file format is not supported color.                               | The bitmap file you have defined is full-colored. Use a monochrome bitmap file.                                                                                                                                                   |
| Picture convert DLL is not found.                                     | A program file for bitmap conversion is not found.<br>If you have deleted pictcnv.dll by mistake, you have to download and install it again.                                                                                      |
| Invalid character is used.                                            | You are using characters that cannot be used as a filename.<br>Do not use \ / : * ? " < >  .                                                                                                                                      |

| Error Message                                            | Solution                                                                                                                                                                                                                                           |
|----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Failed in export.                                        | <ul style="list-style-type: none"> <li>• Insert the SD memory card correctly.</li> <li>• Disable write-protection on the SD memory card.</li> <li>• Format an SD memory card with the cash register.</li> </ul>                                    |
| Failed in import.                                        | <ul style="list-style-type: none"> <li>• For details of writing data to an SD memory card with the cash register, refer to page 94 in the <i>Instruction Manual of XE-A207 and XE-A23S</i>.</li> </ul>                                             |
| User folder cannot be added.<br>Folder cannot be made.   | <ul style="list-style-type: none"> <li>• Input the correct path.</li> <li>• Insert the SD memory card correctly.</li> <li>• Disable write-protection on the SD memory card.</li> <li>• Format an SD memory card with the cash register.</li> </ul> |
| No folder has been selected.                             | <p>This message appears when you try to write data to an SD memory card.</p> <p>Click the name of the displayed folder, and then [OK].</p>                                                                                                         |
| The file cannot be preserved.                            | <p>The file cannot be written for some reason. Check whether the data folder you have specified is read-only or full.</p>                                                                                                                          |
| Failed to save the file.<br>Do you want to exit PC-LINK? | <p>The file cannot be written for some reason. Check whether the data folder you have specified is read-only or full.</p>                                                                                                                          |
| Mini value is {x}.                                       | Input the value more than the value displayed.                                                                                                                                                                                                     |
| Max value is {x}.                                        | Input the value less than the value displayed.                                                                                                                                                                                                     |
| Export folder is not specified.                          | Click the name of the displayed folder, and then [OK].                                                                                                                                                                                             |
| Import folder is not specified.                          | Click the name of the displayed folder, and then [OK].                                                                                                                                                                                             |
| The file is duty over.                                   | <p>If the proportion of black parts in the bitmap file is too large, reduce the black parts. If black parts concentrate on a particular area, change the design or select another file.</p>                                                        |

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