

## FREQUENTLY ASKED QUESTIONS

### How can I set tax rates?

- 1) Turn your key to Z/PGM position.
- 2) Press **9** on the numeric keys.
- 3) Press the **#/SBTL** key.
- 4) Press Tax rate number on the numeric keys (one of 1,2,3 or 4).
- 5) Press the **@/TIME** key.
- 6) Press in the RATE using the numeric keys and void key.  
(Example 4.25% using the numeric keys for **4** **VOID** **2** **5**.)
- 7) Press the **CASH/NO SALE** key.
- 8) Turn your key to REG position.

### How can I set 2 Taxes to 1 Department?

This feature would be used if you want to combine state and local tax.

**Step 1:** Set Tax rate number 1 and Tax rate number 2.

See **How can I set tax rates?**

**Step 2:** Set Tax rate number 1 and Tax rate number 2 to Department.

- 1) Turn your key to Z/PGM position.
- 2) Press **TAX2/RATE** **1** **2** keys.
- 3) Press the Department Key that you want taxable.  
In case of Department 5-8, press **SHIFT** key and the Department Key.
- 4) Turn your key to REG position.

### How do I turn receipt off / on?

- 1) Turn your key to Z/PGM position.
- 2) Press **2** on the numeric keys.
- 3) Press the **#/SBTL** key.
- 4) To turn the receipt off :  
Press **11000011** on the numeric keys.  
To turn the receipt on :  
Press **01000011** on the numeric keys.
- 5) Press the **#/SBTL** key.
- 6) Turn your key to REG position.

### My cash register is freezing / locking up.

First try a soft reset, which will NOT delete programmed data.

Press the following keys one at a time in the order below:

**CL** **ESC** **ESC**

If a soft reset does not solve your machine lockup issue.

The initialization must be performed.

**NOTE: The initialization will DELETE all past programming and sales data on your cash register.**

- 1) Turn your key to OFF position and unplug the cash register.
- 2) Remove the memory back up battery from cash register.
- 3) Turn your key to REG position and wait one minute.
- 4) Plug in the AC adapter.
- 5) Install the memory back up batteries back into the cash register.

All settings are now reset to factory standards.

For more information, please refer to the instruction manual.  
To view video demonstrations, please visit [www.sharp-register.com](http://www.sharp-register.com)

### Can I set up LOGO/Department text?

No, XE-A107 does not allow the user to add store information to the receipt, logos or name departments using text.

### How do I clear Grand Total?

- 1) Turn your key to Z/PGM position.
- 2) Enter **CHECK** key.  
Other than resetting the grand total, this report is same as the normal Z report.
- 3) Turn your key to REG position.

### How can I change non-taxable?

- 1) Turn your key to Z/PGM position.
- 2) Press **TAX2/RATE** **0** keys.
- 3) Press the Department key for setting to non-taxable.  
In case of Department 5-8, press **SHIFT** key and the Department Key.
- 4) Turn your key to REG position.

### How can I check current sales? (X report)

An X report can be run anytime during the day. To run an X report which will not reset the sales totals follow the below procedure:

- 1) Turn your key to X/Flash position.
- 2) Press the **CASH/NO SALE** key.
- 3) Turn your key to REG position.

### How can I print final daily sales report and clear sales data from cash register for tomorrow? (Z report)

The Z report can be printed daily. This prints the same information as the X report. To run a Z report (with resetting the total), follow the below procedure:

- 1) Turn your key to Z/PGM position.
- 2) Press the **CASH/NO SALE** key.
- 3) Turn your key to REG position.

### I see "P" mark in display

This error displays when cash register is still in programming mode, but the user is attempting to enter a transaction.

- 1) Enter **CASH/NO SALE** key to exit programming mode.
- 2) Turn your key to REG position.

### Where can I purchase ink roller, replacement key and others?

Please visit online store.  
[www.sharp-register.com](http://www.sharp-register.com)

The following MUST be completed before your new cash register will function properly.  
To see video of these steps, visit [www.sharp-register.com](http://www.sharp-register.com)



## HARDWARE SET-UP

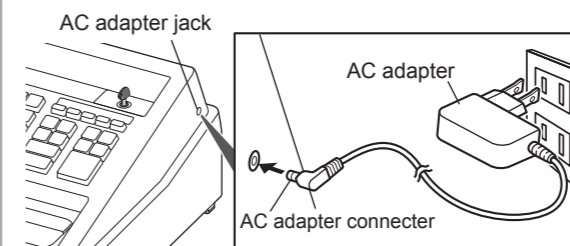
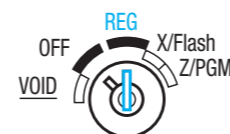
### STEP 1 Initializing the Cash Register

To ensure the cash register operates properly, initialize it using the following procedure:

1. With the power cable unplugged, insert the supplied mode key into the mode switch and turn it to the REG position.
2. Plug the AC adapter connector into the AC adapter jack, then plug the AC adapter plug into the wall outlet.
3. Now the cash register has been initialized. The register display will show "0.00" with "L".

#### IMPORTANT

This operation must be performed without batteries loaded.



#### NOTE

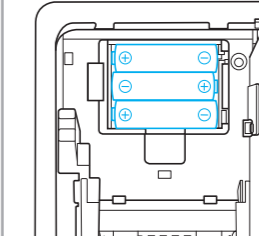
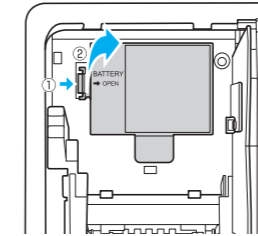
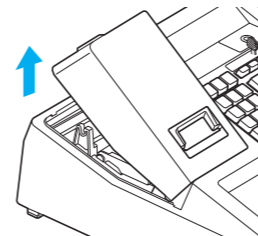
If this does not happen when inserting the AC adapter, then the initialization has not been done successfully. (This will occur when the voltage is high because you operated the cash register before starting initialization.) Wait at least one minute after pulling out the AC adapter and reinsert the AC adapter into the AC outlet only after this waiting time has passed.

### STEP 2 Installing Batteries

Install batteries for back-up of sales data and programmed contents. If you do not, ALL programming and sales data will be lost when power is lost or the register is unplugged.

1. Remove the printer cover.
2. Open the battery cover next to the paper roll cradle.
3. Install three new batteries ("AA" size). (Batteries are not supplied with the cash register.)
4. Confirm the no battery symbol "L" is no longer illuminated. Reinstall the battery cover.

**CAUTION**  
The paper cutter is mounted on the printer cover. Be careful not to cut yourself.



Improper use of batteries may damage the cash register. Please take the following precautions.

- Be sure that the positive (+) and negative (-) poles of each battery are oriented properly.
- Never mix batteries of different types.
- Never mix old batteries and new ones.

Please read the instruction manual for other battery handling precautions.

### STEP 3 Installing a Paper Roll

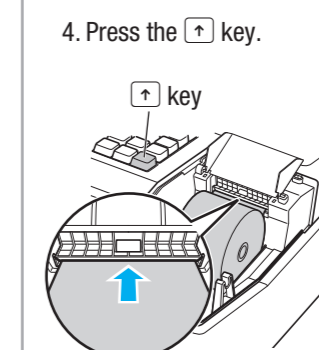
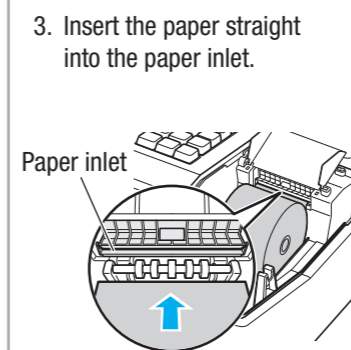
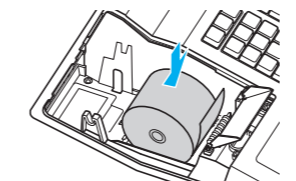


(Paper type is 2-1/4 inches (58mm) plain paper, and max roll diameter is 3.14 inches (80mm).)

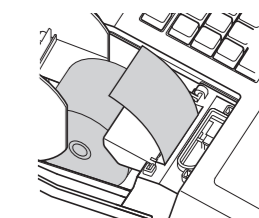
#### NOTE

Before placing a new paper roll in the paper roll cradle, cut off the glued or taped part of the paper and confirm that the cut end of the paper is straight.

1. Open the paper guide.
2. Set a paper roll in the paper roll cradle as per the diagram.

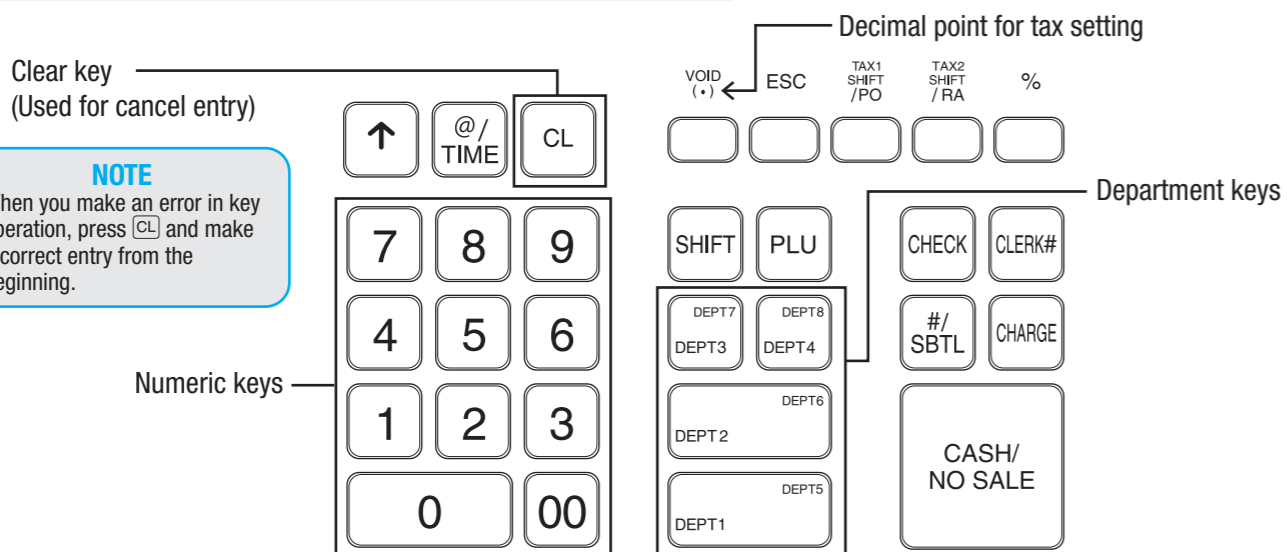


5. The paper then feeds through and appears in the print area.



6. Replace the printer cover.

## KEYBOARD LAYOUT FOR PROGRAMMING



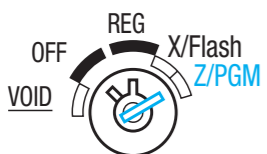
## PROGRAMMING

### LET'S START PROGRAMMING!

At the end of each step, the settings that were selected are printed on a receipt.

### STEP 4 Setting Time and Date

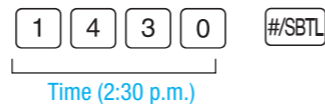
Turn the modes switch to the Z/PGM position.



#### Setting the Time

Enter the time in 4 digits ("hhmm" format) using the 24 hour format. Then, press the **#/SBTL** key.

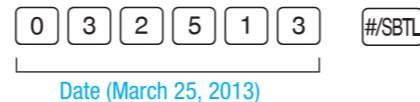
EXAMPLE:



#### Setting the Date

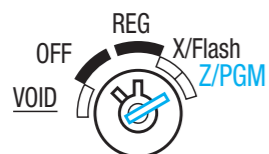
Enter the date in 6 digits using the month-day-year format. Then, press the **#/SBTL** key.

EXAMPLE:

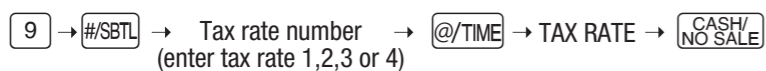


### STEP 5 Setting Tax Rates (%)

Before starting, turn mode switch to Z/PGM position.



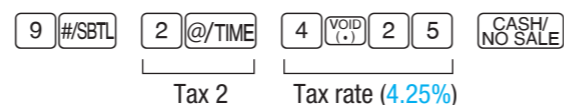
Specify a tax rate (%) for calculation of tax on each taxable subtotal using the following sequence. Up to 4 tax rates can be stored using tax rate number locations 1 through 4.



EXAMPLE 1: Tax rate 7% for Tax 1



EXAMPLE 2: Tax rate 4.25% for Tax 2



#### NOTE

Only when setting a tax rate (%), a decimal point can be entered by pressing the **VOID** key.

For more information, please refer to the instruction manual.  
To view video demonstrations, please visit [www.sharp-register.com](http://www.sharp-register.com)

### STEP 6 Assigning Tax Rate to Departments

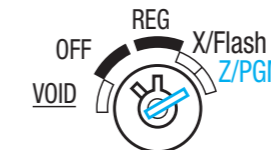
In order for taxes to be applied properly, they must be associated with a specific department. The cash register has default tax/department configuration and **changes may NOT need to be made for MOST users, see default departments (right side above) before proceeding.**

#### Default department/tax assignments

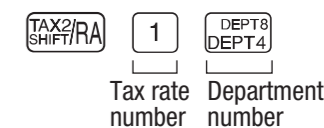
Department 1, 2, 5, 6 use TAX 1  
Department 3, 7 are NON-TAX  
Department 4, 8 are NEGATIVE DEPARTMENT, TAX 1  
(Negative Department is used for refund, see the Instruction manual for more information.)

#### Changing the default assignments

Turn the mode switch to the Z/PGM position, and press the **TAX2/SHIFT/RA** key to change the default assignments.



EXAMPLE 1: Assigning tax rate 1 to department 4.

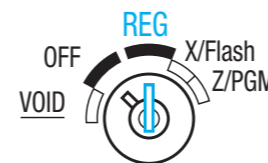


**PROGRAMMING IS COMPLETE!**

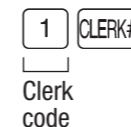
## ENTERING TRANSACTIONS

### STEP 7 Enter a Transaction

Turn the mode switch to the REG position.

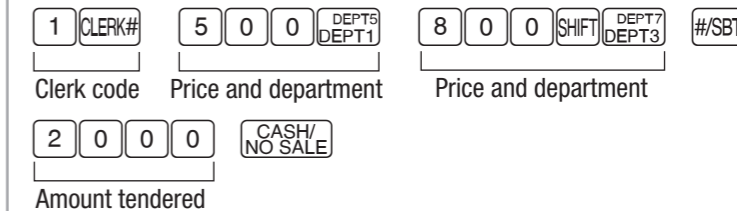


Enter a clerk code and press **CLERK#**. (Once the clerk code is entered, re-entry of the clerk code is not needed until the clerk is changed.)



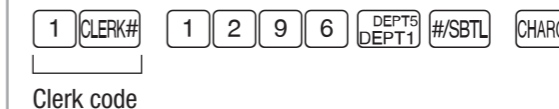
EXAMPLE 1: When a customer pays by cash.

Customer purchases a \$5.00 (Department 1) item and a \$8.00 item (Department 7) and pays with \$20.00 cash.



EXAMPLE 2: When a customer pays by credit card.

Customer purchases one item for \$12.96 and pays with a credit card.



## SALES REPORTS: READING/RESETTING

### STEP 8 Printing a Sales Reports

The cash register allows for 2 types of reports:

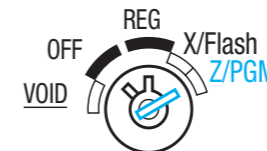
1. X Reports print or display sales data **without clearing memory**. These reports are often used within the business day.

Turn the mode switch to the X/Flash position, and press **CASH/NO SALE** key.



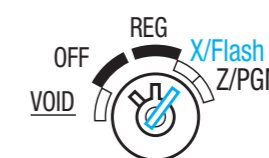
2. Z Reports print sales data and **clear memory**. Z reports are often used at the end of the sales day view sales data and clear the memory for the next sales day.

Turn the mode switch to the Z/PGM position, and press **CASH/NO SALE** key.



#### Flash Reports (displayed but not printed)

Turn the mode switch to the X/Flash position.



Then press one of the following keys for the type of report you wants:

Press department key **DEPT8/DEPT1** for department sales report.

Press **#/SBTL** for sales total report.

Press **CHARGE** for cash-in-drawer report.