Sharp UP-3300 operating Manual

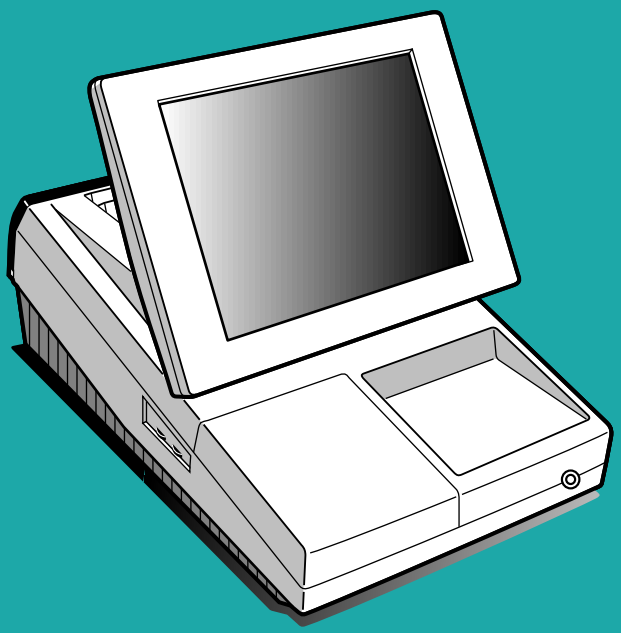
SHARP®

POS TERMINAL

MODEL

UP-3300

INSTRUCTION MANUAL



CAUTION:

The drawer unit should be securely fitted to the supporting platform to avoid instability when the drawers are open.

CAUTION:

The socket-outlet shall be installed near the equipment and shall be easily accessible.

VORSICHT:

Die Netzsteckdose muß nahe dem Gerät angebracht und leicht zugänglich sein.

ATTENTION:

La prise de courant murale devra être installée à proximité de l'équipement et devra être facilement accessible.

AVISO:

El tomacorriente debe estar instalado cerca del equipo y debe quedar bien accesible.

VARNING:

Det matande vägguttaget skall placeras nära apparaten och vara lätt åtkomligt.

CAUTION:

For a complete electrical disconnection pull out the mains plug.

VORSICHT:

Zur vollständigen elektrischen Trennung vom Netz den Netzstecker ziehen.

ATTENTION:

Pour obtenir une mise hors-circuit totale, débrancher la prise de courant secteur.

AVISO:

Para una desconexión eléctrica completa, desenchufar el enchufe de tomacorriente.

VARNING:

För att helt koppla från strömmen, dra ut stickproppen.

This equipment complies with the requirements of Directives 89/336/EEC and 73/23/EEC as amended by 93/68/EEC.

Dieses Gerät entspricht den Anforderungen der EG-Richtlinien 89/336/EWG und 73/23/EWG mit Änderung 93/68/EWG.

Ce matériel répond aux exigences contenues dans les directives 89/336/CEE et 73/23/CEE modifiées par la directive 93/68/CEE.

Dit apparaat voldoet aan de eisen van de richtlijnen 89/336/EEG en 73/23/EEG, gewijzigd door 93/68/EEG.

Dette udstyr overholder kravene i direktiv nr. 89/336/EEC og 73/23/EEC med tillæg nr. 93/68/EEC.

Quest' apparecchio è conforme ai requisiti delle direttive 89/336/EEC e 73/23/EEC, come emendata dalla direttiva 93/68/EEC.

Η εγκατάσταση αυτή ανταποκρίνεται στις απαιτήσεις των οδηγιών της Ευρωπαϊκής Ενωσης 89/336/ΕΟΚ και 73/23/ΕΟΚ, όπως οι κανονισμοί αυτοί συμπληρώθηκαν από την οδηγία 93/68/ΕΟΚ.

Este equipamento obedece às exigências das directivas 89/336/CEE e 73/23/CEE, na sua versão corrigida pela directiva 93/68/CEE.

Este aparato satisface las exigencias de las Directivas 89/336/CEE y 73/23/CEE, modificadas por medio de la 93/68/CEE.

Denna utrustning uppfyller kraven enligt riktlinjerna 89/336/EEC och 73/23/EEC så som komplette ras av 93/68/EEC.

Dette produktet oppfyller betingelsene i direktivene 89/336/EEC og 73/23/EEC i endringen 93/68/EEC.

Tämä laite täyttää direktiivien 89/336/EEC ja 73/23/EEC vaatimukset, joita on muutettu direktiivillä 93/68/EEC.

Warning

This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

Warnung

Dies ist eine Einrichtung der Klasse A. Diese Einrichtung kann im Wohnbereich Funkstörungen verursachen; in diesem Fall kann vom Betreiber verlangt werden, angemessene Maßnahmen durchzuführen und dafür aufzukommen.

Avertissement

Ceci est un produit de Classe A. Dans un environnement domestique ce produit risque de provoquer une interférence radio, auquel cas l'utilisateur sera obligé d'observer les mesures adéquates.

Advertencia

Este es un producto de la clase A. En un ambiente doméstico es posible que este producto cause radiointerferencia. En este caso se solicita al usuario que tome medidas adecuadas.

FOR CUSTOMERS IN U.K.

IMPORTANT

The wires in this mains lead are coloured in accordance with the following code:

GREEN-AND-YELLOW:	**Earth**
BLUE:	**Neutral**
BROWN:	**Live**

As the colours of the wires in the mains lead of this apparatus may not correspond with the coloured markings identifying the terminals in your plug proceed as follows.

The wire which is coloured **GREEN-AND-YELLOW** must be connected to the terminal in the plug which is marked by the letter **E** or by the safety earth symbol ⏚ or coloured green or green-and-yellow.

The wire which is coloured **BLUE** must be connected to the terminal which is marked with the letter **N** or coloured black.

The wire which is coloured **BROWN** must be connected to the terminal which is marked with the letter **L** or coloured red.

Ensure that your equipment is connected correctly – if you are in any doubt, consult a qualified electrician.

"WARNING: THIS APPARATUS MUST BE EARTHED."

Environment Protection

The device is supported by a battery. To dispose the battery safely to protect the environment, please note the following points:

- Take the used battery to your local waste depot, dealer or customer service centre for recycling.
- Do not throw the used battery into fire, into water or into the household waste!

Umweltschutz

Das Gerät wird durch eine Batterie gestützt. Um die Batterie sicher und umweltschonend zu entsorgen, beachten Sie bitte folgende Punkte:

- Bringen Sie die leere Batterie zu Ihrer örtlichen Mülldeponie, zum Händler oder zum Kundenservice-Zentrum zur Entsorgung.
- Werfen Sie die leere Batterie niemals ins Feuer, ins Wasser oder in den Hausmüll.

Protection de l'environnement

L'appareil est supporté sur pile. Afin de protéger l'environnement, nous vous recommendons de traiter la pile usagée la façon suivante:

- Apporter la pile usagée à votre centre de traitement des ordures ménagères le plus proche ou, à votre revendeur ou, au service après-vente, pour recyclement.
- Ne jamais jeter la pile usagée dans une source de chaleur, dans l'eau ou dans les vide-ordures.

Miijöskydd

Denna produkt nöddrivs av batteri.

Vid batteribyte skall följande iakttagas:

- Det förbrukade batteriet skall inlämnas till er lokala handlare eller till kommunal miljöstation för återinssamling.
- Kasta ej batteriet i vattnet eller i hushållssoporna. Batteriet får ej heller utsätttas för öppen eld.

INTRODUCTION

Thank you very much for your purchase of the SHARP POS Terminal Model UP-3300. Please read this Manual carefully before operating your machine in order to gain full understanding of functions and features. Please keep this manual for future reference. It will help you if you encounter any operational problems.

IMPORTANT

- **Install your POS terminal in a location that is not subject to direct radiation, unusual temperature changes, high humidity or exposure to water sources.**
  Installation in such locations could cause damage to the cabinet and the electrical components.
- **The POS terminal should not be operated by an individual with wet hands.**
  The water could seep into the interior of the POS terminal and cause component failure.
- **Do not apply excessive pressure to the display.**
  Do not use a sharp-pointed object on the display.
  The LCD display will be damaged easily.
- **When cleaning your POS terminal, use a dry, soft cloth. Never use solvents, such as benzine and/or thinner.**
  The use of such chemicals will lead to discoloration or deterioration of the cabinet.
- **The POS terminal plugs into any standard wall outlet (official (nominal) voltage).**
  Other electrical devices on the same electrical circuit could cause the POS terminal to malfunction.
- **If the POS terminal malfunctions, call your authorized SHARP dealer for service - do not try to repair the POS terminal yourself.**

PRECAUTION

This POS terminal has a built-in memory protection circuit which is operated by a rechargeable battery pack. It should be known that all batteries will, in time, dissipate their charge even if not used. Therefore to insure an adequate initial charge in the protection circuit and to prevent any possible loss of memory upon installation, it is recommended that each unit be allowed to be recharged for a period of 24 to 48 hours prior to use by the customer.
In order to charge the battery pack, the machine must be plugged in and its power switch must be set to the “ON” position. This recharging precaution can prevent unnecessary initial service calls.

CONTENTS

INTRODUCTION 1
IMPORTANT 1
PRECAUTION 1

1. Part Names and Functions 7
External View 7
Front view 7
Rear view 7
Display 8
Operator display (touch panel) 8
Screen save mode 9
Clerk keys 10

2. Before Operating the POS Terminal 11
Display Adjustment 11
Connecting the Printer and Installing the Paper Rolls 11

3. Selecting an Operating Mode 12
Operating Modes 12
Mode Selection 13
Selecting a mode 13
Returning to the mode selection window 13

4. Receipts 14
Type of Receipts 14
Addition receipt type 14
Addition without payment receipt type 14
Single/double receipt type 15
Single/double + addition receipt type 15
Addition + single receipt type 16
Double addition receipt type 16
Double (addition + single) receipt type 16
Sorted Receipt Function 17

5. Prior to Entries 20
Preparations for Entries 20
Error Warning 20
Sample Receipt 20

6. Entries 21
Function Key Description 21
Touch-panel keyboard 21
Function keys list 29
How to Use the Touch Panel 32
Cursor control by touching option(s) or item(s) in the window 32
Clerk Assignment 34
Item Selection from the Menu Window 34
Starting Cash Memory Entry 35
Item Entries 36
Single item entries 36
Repeat entries 38
Multiplication entries 38
Split-pricing entries 39
Single item cash sale (SICS)/single item finalize (SIF) entries 40
Scale entries 41
Non-turnover sales 43
Special Entries for PLUs 44
Promotion (normal selling) function 44
Promotion (set selling) function 45

Link PLU entries 46
Combo meal entries 46
With/without entries 47
PLU level shift (for direct PLUs) 48
PLU price level shift 50
Condiment entries 51
Happy hour 53
Department shift 53
Pint entries 54
Display of Subtotals 55
Subtotal 55
Difference subtotal (Differ ST) 55
Finalization of Transaction 56
Cash or check tendering 56
Mixed tendering (check + cash) 57
Cash or check sale that does not need any tender entry 57
Credit sale 58
Mixed-tender sale (cash or check tendering + credit tendering) 58
Computation of VAT (Value Added Tax)/Tax 59
VAT/tax system 59
Vat shift entries 60
Guest Check (GLU/PBLU) 61
GLU/PBLU system 61
Drive-through function 64
Deposit entries 68
Transferring guest checks out or in (Transfer-in/out) 69
Bill printing 70
Intermediate GLU reading (only for GLU system) 71
Bill totalizing/bill transfer 71
Bill separating 73
Transaction migration 75
Auxiliary Entries 76
Percent calculations (premium or discount) 7
Discount entries 77
Refund entries 78
Return entries 78
Printing of non-add code numbers 9
Printing of free text 79
Entertainment bill 80
Payment Treatment 81
Tip-in entries 81
Currency exchange 82
Received-on-account entries 83
Paid-out entries 84
No-sale (exchange) 85
Transferring cash 85
Cashing a check 86
Service charge 87
VIP sales 87
WASTE mode 88
Employee Function 89
Clerk/manager sign-on 89
Employee's working time recording .....
TRAINING Mode 91
Supervisor Clerk 92
Overlapped Clerk Entry 93

7. Correction 94
Correction of the Last Entry (Direct Void) 94
Correction of the Next-to-Last or Earlier Entries (Indirect Void) 95
Subtotal Void 96
Correction of Incorrect Entries Not Handled by the Direct, Indirect or Subtotal Void Function 96

8. Special Printing Function 97
Copy Receipt Printing 97
Guest Check Copy 98
Validation Printing Function 98

9. Manager Mode 99
Entering the Manager Mode 99
Override Entries 99
Tip Paid Entries 100
Bill recording/Bill void 100

10. Correction after Finalizing a Transaction 101

11. Reading (X) and Resetting (Z) of Sales Totals 102
How to take a X1/Z1 or X2/Z2 report 102
Daily Sales Totals 105
General report 105
Department report 108
Individual group total report on departments 108
Full group total report on departments 108
PLU report by designated range 9 10
Combo sales report 110
PLU report by associated department 111
Individual group report on PLUs 112
Full group total report on PLUs 112
PLU stock report 112
PLU cost report 113
PLU top 20 report 114
PLU zero sales report (full) 115
PLU zero sales report (by dept.) 115
PLU minimum stock report 115
PLU group total report by hour 116
Total in drawer report 116
Transaction report 116
Commission sales report 117
Tax report 117
Chief report 117
Full clerk report 118
Individual clerk report 119
Clerk report (Drink dispenser misoperation) 121
Drink dispenser error reading report 1 12
Drink dispenser resetting report 121
Employee active status report 122
Hourly report 122
Drive-through service time report 122
Labor cost % report 123
Ingredient stock report 123
GLU/PBLU report 123
GLU/PBLU report by clerk 124
Drive-through report 124
Drive-through report by clerk 125
Balance report 125
Bill report 125
X1/Z1 stacked reports 125
Periodic Consolidation 126
General information 126
Employee report 127
Over time report 127
Employee time adjustment report 128
Daily net report 128
X2/Z2 stacked report 128
Compulsory Cash/Check Declaration 129

12. How to Use the Programming Keyboard 1
Programming Keyboard Layout 131
How to Program Alphanumeric Characters 132 1
Using character keys on the keyboard 1
Entering character codes 133

13. Programming 134
Basic Instructions 134
Programming example 134
Article Programming 136
Department 137
PLU 139
PLU range 142
PLU stock 143
Ingredient 144
Ingredient stock 145
PLU menu key 146
Combo meal 147
Link PLU table 148
Condiment table 149
Promotion table (normal selling) 151
Promotion table (set selling) 152
Recipe table 153
Scale table 154
Department shift 155
Happy hour 155
Direct Key Programming 156
Direct PLU/dept. key 157
Functional Programming 158
Discount key ([(–)1] thru [(–)9]) .....
Percent key ([%1] thru [%9]) .....
Commission 160
Service charge 161
Tip 161
Deposit 162
RA 162
PO 163
Media Key Programming 164
Cash key 165
Check key ([CHK] through [CHK4]) .....
Credit key ([CR1] through [CR8]) .....
Hotel transfer key 168
Cash in drawer 169
Check change 169
Check cashing 170
Currency Programming 171
Currency exchange key ([EXCHANGE1] through [EXCHANGE9]) 171
Foreign drawer 171
Text Programming 172
Function text 173
Department group text 176
PLU group text 176
PLU hourly group text 177
Personnel Programming 178
Clerk 179
Manager 181
Employee 182
Job location table 183
Terminal Programming 184
Date/Time Setting 185
Date/time 185
Optional Feature Selection 186
Function prohibition 187

Function selection ····· 188
Printing selection ····· 190
Report Programming ····· 193
Zero skip ····· 194
General report format ····· 195
Hourly report ····· 195
Stacked report ····· 196
Message Programming ····· 199
Receipt logo ····· 200
Free text ····· 200
Validation printing text ····· 201
Slip text ····· 201
Slip footer ····· 201
Entertainment bill message ····· 202
Payee name ····· 202
Funktion Key Programming ····· 203
Device Configuration Programming ····· 204
Journal printer ····· 205
Receipt printer ····· 205
Slip printer ····· 206
Report printer ····· 207
Remote printer (KP#1 through KP#9) ····· 207
Scale/Drink dispenser/On-line ····· 208
Drive-through Code Programming ····· 209
Drive-through code ····· 209
Tax Programming ····· 210
IR Data Send Programming ····· 211
IR data send ····· 211
IR Data Receive Programming ····· 212
IR data receive ····· 212
Drink Dispenser Programming ····· 213
Drink dispenser preset ····· 214
Drink dispenser operator ····· 215
Downloading ····· 215
On-line Configuration Programming ····· 216
Price Mode Programming ····· 217
Automatic Sequencing Key Programming ····· 8 ····· 21
Reading of Stored Programs ····· 219
Program reading sequence ····· 219
Sample printouts ····· 221

14. Drink Dispenser ····· 235
Drink dispenser misoperation and misoperation file ····· 236
Causes of drink dispenser misoperation ····· 236
Description of misoperation ····· 237
Misoperation file reading ····· 237
Correction of drink dispenser articles in a drink dispenser misoperation file ····· 238

15. Electronic Journal/Data Clear ····· 239

16. EURO Migration Function ····· 240

17. Operator Maintenance ····· 241
Replacing the Backup Battery Pack ····· 241
In Case of Power Failure ····· 243
Before Calling for Service ····· 243

18. Options ····· 244
List of Options ····· 244

19. Specifications ····· 245

This is a “Table of Contents preview” for quality assurance

The full manual can be purchased from our store:
https://the-checkout-tech.com/manuals/sharp/UP-3300 operating manual.html

And our free Online Keysheet maker:
https://the-checkout-tech.com/Cash-Register-Keysheet-Creator/

HTTPS://THE-CHECKOUT-TECH.COM