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ezeetab C) 15" PRO Systems with 3.5" printer

ezeetab POS System User Manual

Model: C) 15" PRO Systems with 3.5" printer

INTRODUCTION

This manual provides comprehensive instructions for the setup, operation, and maintenance of your ezeetab 15" PRO Point-of-Sale (POS) System. This integrated system is designed for various business environments, including restaurants, bars, pizza shops, and takeout services, offering a reliable and efficient solution for transaction processing and business management.

The system includes a 15" multi-touch screen POS display with an integrated controller, a 3.5" thermal receipt printer with an auto-cutter, and a steel cash drawer. It operates on an embedded Linux operating system with pre-installed POS software, ensuring stability and ease of use without the need for external software installation.



Figure 1: Overview of the ezeetab 15" PRO POS System components.

SYSTEM COMPONENTS

Your ezeetab POS system package includes the following main components:

- **15" Touch Screen POS Display & Controller:** The central unit for all operations.



Figure 2: The 15" Touch Screen POS Display.

- **3.5" Thermal Receipt Printer with Auto-Cutter:** For printing customer receipts.



Figure 3: The 3.5" Thermal Receipt Printer.

- **4 Bill / 5 Coin Steel Cash Drawer with Lock (13" wide):** Secure storage for cash transactions.



Figure 4: The Steel Cash Drawer.

- **POS Controller Unit:** The compact computing unit that powers the display and runs the POS software.



Figure 5: The POS Controller Unit.

SETUP INSTRUCTIONS

Follow these steps to set up your ezeetab POS system:

1. **Unpacking:** Carefully remove all components from their packaging. Ensure all listed components are present.
2. **Placement:** Position the 15" POS display on a stable, flat surface. Ensure adequate ventilation around the POS controller unit.
3. **Connect Peripherals:**
 - Connect the thermal receipt printer to the designated port on the POS controller (typically USB or Ethernet, refer to port labels).
 - Connect the cash drawer to the printer's cash drawer port (RJ11/RJ12). The cash drawer will open automatically upon successful transaction completion.
 - Connect the power adapter to the POS controller unit and then to a power outlet.
4. **Network Connection:** Connect the POS system to your local network via an Ethernet cable for internet access and remote assistance.
5. **Initial Power On:** Press the power button on the POS controller unit. The system will boot up and load the embedded POS software.
6. **Remote Assistance & Configuration:**

Ezeetab provides remote assistance for initial setup and configuration. This service includes:

 - Setting up item buttons and menu items.
 - Configuring receipt names and cashier accounts.
 - Loading your specific menu if applicable.

Contact ezeetab support to schedule your remote assistance session. This service is included for the first month.

OPERATING INSTRUCTIONS

The ezeetab POS system is designed for intuitive operation. The pre-installed software provides a user-friendly interface.

Basic Transaction Flow:

1. **Login:** Access the system using your assigned cashier credentials.
2. **Order Entry:**
 - Tap on the item buttons displayed on the touch screen to add products to the order.
 - Adjust quantities or add modifiers as needed.
3. **Payment Processing:**
 - Once the order is complete, select the "PAY" option.
 - Choose the payment method (e.g., Cash, Card). The system supports integration with external credit card terminals (not included).
 - For cash payments, the system will calculate change due. The cash drawer will automatically open upon completion of the transaction.
4. **Receipt Printing:** A receipt will automatically print from the thermal printer after a successful transaction. You can also use the "PRINT BILL" or "KTP RE-PRINT" (Kitchen Ticket Print) options as needed.
5. **End of Day Procedures:** Follow the software's prompts for closing out shifts and generating end-of-day reports.

Printer Operation:

- **Loading Paper:** Open the printer cover, insert a new roll of 3.5" thermal paper, ensuring the paper feeds correctly. Close the cover.
- **Auto-Cutter:** The printer is equipped with an auto-cutter for clean receipt separation.

Cash Drawer Operation:

- The cash drawer is electronically controlled and will open automatically after a cash transaction is completed or when manually triggered by the POS software.
- A physical key is provided for manual opening in case of power failure or system malfunction.

MAINTENANCE

Regular maintenance ensures the longevity and optimal performance of your ezeetab POS system.

- **Cleaning the Touch Screen:** Use a soft, lint-free cloth and a non-abrasive screen cleaner. Do not spray cleaner directly onto the screen.
- **Printer Maintenance:**
 - Regularly clean the thermal print head with an alcohol swab to prevent print quality issues.
 - Ensure the paper path is free of dust and paper debris.
- **General Cleaning:** Keep the system components free of dust and spills. Use a dry cloth for external surfaces.
- **Software Updates:** While the system runs on an embedded Linux OS, periodic software updates may be provided by ezeetab to enhance functionality or address issues. Follow instructions from support for any updates.
- **Power Management:** Always shut down the system properly through the software interface before disconnecting power. Avoid abrupt power cuts.

TROUBLESHOOTING

This section addresses common issues you might encounter with your ezeetab POS system.

Problem	Possible Cause	Solution
System does not power on.	Power cable disconnected; power outlet issue.	Check all power connections. Ensure the power outlet is functional.
Printer not printing.	No paper; paper jammed; printer cable disconnected; printer off.	Load new paper. Clear any paper jams. Check printer power and cable connections.
Cash drawer not opening.	Not connected to printer; printer not powered on; software issue.	Ensure cash drawer is securely connected to the printer. Verify printer is on. Restart POS software. Use manual key if necessary.
Touch screen unresponsive.	Software freeze; calibration issue.	Restart the POS system. If issue persists, contact support for calibration guidance.
Slow system performance.	Excessive data; background processes.	Ensure regular end-of-day procedures are followed. Contact support if performance does not improve.

For issues not covered here, or if solutions do not resolve the problem, please contact ezeetab technical support.

SPECIFICATIONS

Key technical specifications for the ezeetab 15" PRO POS System:

- **Model:** C) 15" PRO Systems with 3.5" printer
- **Display:** 15" Multi-touch Screen POS Display
- **Operating System:** Embedded Linux (Virus/Bug/Crashing Immune)
- **Software:** Pre-installed POS software in permanent FLASH Memory (not replaceable)
- **Printer:** 3.5" Thermal Receipt Printer with Auto-Cutter
- **Cash Drawer:** 4 Bill / 5 Coin Steel Cash Drawer, 13" wide, with lock
- **Product Dimensions:** Approximately 16 x 16 x 16 inches
- **Item Weight:** Approximately 40 pounds
- **Manufacturer:** ezeetab
- **Country of Origin:** USA

WARRANTY AND SUPPORT

Ezeetab is committed to providing excellent customer service and support for your POS system.

- **Remote Assistance:** One month of remote assistance is included with your purchase. This service covers initial setup, menu loading, and basic configuration.
- **Technical Support:** A dedicated technical support helpline is available. Support is provided by a US-based office via telephone and email.
- **No Contracts or Compulsory Fees:** This system operates without mandatory ongoing contracts or subscription fees for its core functionality.
- **Contact Support:** For technical assistance, training, or any inquiries, please refer to the contact information provided with your product documentation or visit the official ezeetab website.