SAM4s GIANT-100 Printer & 16-inch Cash Drawer Bundle

SAM4s GIANT-100 Thermal POS Printer & 16-inch Cash Drawer Bundle User Manual

Model: GIANT-100 Printer, 16-inch Cash Drawer
Brand: SAM4s

INTRODUCTION

This manual provides comprehensive instructions for the setup, operation, maintenance, and troubleshooting of your SAM4s GIANT-100 Thermal POS Printer and 16-inch Cash Drawer bundle. This integrated solution is designed to streamline point-of-sale operations with reliable performance and efficient transaction processing.

Figure 1: Overview of the SAM4s GIANT-100 Printer and 16-inch Cash Drawer Bundle.

SETUP

1. Unpacking and Contents Verification

Carefully remove all components from the packaging. Verify that all items listed below are present:

- SAM4s GIANT-100 Thermal Receipt Printer
- 16-inch Black Cash Drawer
- Printer Power Adapter
- USB Cable
- Serial Cable (DB9)
- Ethernet Cable (RJ45)
- Cash Drawer RJ11 Cable
- Cash Drawer Keys (2)
- Printer Splash Cover

2. Printer Setup

Follow these steps to set up your SAM4s GIANT-100 printer:

1. **Connect Cables:** Connect the appropriate interface cable (USB, Serial, or Ethernet) from the printer to your Point-of-Sale (POS) system or computer. Connect the power adapter to the printer and then to a power outlet.

Figure 2: Printer rear view with connectivity ports.

2. **Load Thermal Paper:** Open the printer cover. Insert a new thermal paper roll into the compartment, ensuring the paper feeds from the bottom of the roll and extends out of the top slot. Close the cover firmly until it clicks.

Figure 3: Printer paper loading mechanism.

3. **Install Splash Cover:** Place the clear splash cover over the top of the printer to protect it from spills and debris.

3. Cash Drawer Setup

Prepare your cash drawer for use:

1. **Connect RJ11 Cable:** Connect one end of the RJ11 cable to the cash drawer's port and the other end to the dedicated cash drawer port on the SAM4s GIANT-100 printer. This connection allows the printer to trigger the cash drawer open.

2. **Place Coin/Bill Tray:** Insert the removable 5-bill and 5-coin tray into the cash drawer. Organize your currency as desired.

Figure 4: Cash drawer with organized compartments.

3. **Key Operation:** Test the cash drawer lock with the provided keys. Ensure the drawer locks and unlocks smoothly.

OPERATING INSTRUCTIONS

1. Printer Operation

Basic operation of the thermal printer:

- **Power On/Off:** Press the 'POWER' button located on the front of the printer to turn it on or off. The power indicator light will illuminate when the printer is on.

Figure 5: Printer front panel with control buttons.

- **Printing Receipts:** Once connected to your POS system and drivers are installed, the printer will automatically print receipts upon command from your software.
- **Feed Button:** Press the 'FEED' button to advance the paper manually. This is useful for testing or adjusting paper alignment.
- **Indicator Lights:**

    - **POWER:** Indicates the printer is on.
    - **ERROR:** Illuminates or blinks to indicate a printer error (e.g., paper out, cover open, print head overheating). Refer to the troubleshooting section for details.

2. Cash Drawer Operation

Methods for opening the cash drawer:

- **Electrical Open:** The primary method. The cash drawer will open automatically when triggered by the POS printer after a transaction is completed or a specific command is sent from the POS software.
- **Key Open:** Insert the key into the lock and turn it to the open position. This is typically used for manual access or at

the start/end of a business day.

- **Emergency Manual Open:** In case of power failure or system malfunction, an emergency release lever (usually located on the underside of the drawer) can be used to open the drawer manually. Consult the cash drawer's specific diagram for its location.

Figure 6: Cash drawer opening methods.

MAINTENANCE

1. Printer Maintenance

Regular maintenance ensures optimal performance and longevity:

- **Cleaning the Print Head:** Use a lint-free cloth or a specialized thermal printer cleaning pen with isopropyl alcohol. Gently wipe the print head surface to remove paper dust or residue. Perform this monthly or as needed.
- **Cleaning the Platen Roller:** Rotate the platen roller and wipe it with a damp cloth (water or isopropyl alcohol) to remove any paper dust or adhesive residue.
- **Paper Roll Replacement:** Replace the paper roll when the red line appears on the paper, indicating it is near its end. Always use high-quality thermal paper to prevent damage to the print head.

2. Cash Drawer Maintenance

Keep your cash drawer in good working order:

- **Cleaning Exterior:** Wipe the exterior surfaces with a soft, damp cloth. Avoid abrasive cleaners.
- **Checking Drawer Slides:** Periodically check the drawer slides for smooth operation. If the drawer sticks, ensure no debris is obstructing the slides. Do not lubricate with oil, as it can attract dust.

TROUBLESHOOTING

Common issues and their solutions:

Problem	Possible Cause	Solution
Printer not printing	No power; Paper out; Cover open; Incorrect drivers; Cable disconnected	Check power connection; Load paper; Close cover firmly; Install/update drivers; Reconnect cables
Error light illuminated/blinking	Paper out; Print head overheating; Cover open	Load paper; Allow printer to cool down; Close cover firmly
Cash drawer not opening	RJ11 cable disconnected; Printer not powered on; Software command issue; Drawer jammed	Reconnect RJ11 cable; Power on printer; Check POS software settings; Clear any obstructions; Use key or emergency release
Poor print quality	Dirty print head; Low quality paper; Worn platen roller	Clean print head; Use recommended thermal paper; Contact support for roller replacement

SPECIFICATIONS

SAM4s GIANT-100 Thermal POS Printer

- **Printing Technology:** Thermal
- **Printer Output:** Monochrome
- **Maximum Print Speed:** 250mm per second
- **Connectivity:** USB, Serial (RS-232), Ethernet (RJ45)
- **Included:** Splash Cover

SAM4s 16-inch Black Cash Drawer

- **Dimensions (W x L x H):** 15.75 x 16.54 x 4.41 inches
- **Construction:** Steel with a Black Matte Finish, Stainless Steel Drawer Front
- **Compartments:** 5-Bill and 5-Coin Tray (removable)
- **Connectivity:** RJ11 (connects to POS printer)
- **Security:** Key lock with 2 keys included

Heavy Duty

RJ-11 Cable

2 Keys

Extra Coin Divider

Steel Construction with a Black Matte Finish

Stainless Steel Drawer Front

SAM4S

4.41"

15.75"

16.54"

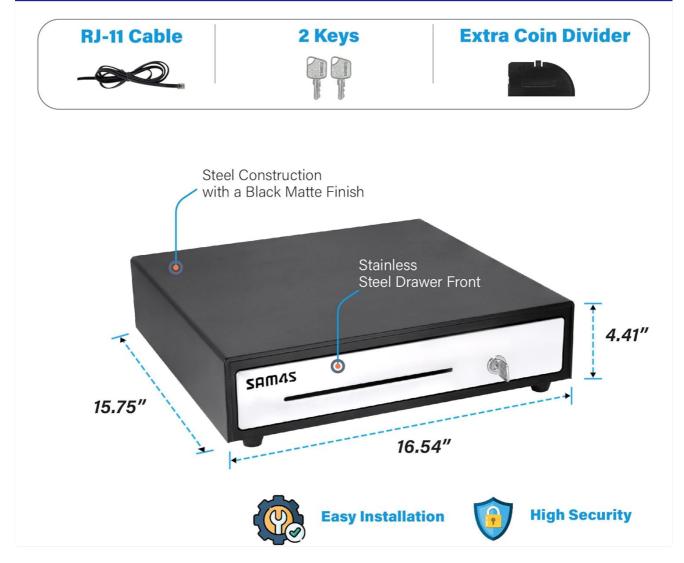**Easy Installation**

High Security

Figure 7: Cash drawer dimensions and features.

WARRANTY INFORMATION

This SAM4s product bundle is covered by a standard manufacturer's warranty. For specific warranty terms, duration, and claim procedures, please refer to the warranty card included with your product or visit the official SAM4s website. Keep your purchase receipt as proof of purchase for warranty claims.

CUSTOMER SUPPORT

For technical assistance, troubleshooting beyond this manual, or warranty inquiries, please contact SAM4s customer support. Contact information can typically be found on the manufacturer's website or on the product packaging. When contacting support, please have your product model number (GIANT-100) and purchase details ready.
Additional accessories such as till covers or replacement key/lock mechanisms may be available for purchase separately. Refer to the manufacturer's website for compatible accessories.

Figure 8: Optional accessories.