

CountLab 2

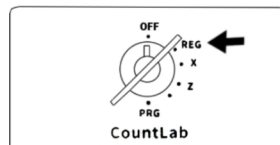
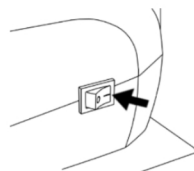
~ Quick Start Guide ~

PLEASE FOLLOW THE INSTRUCTIONS BELOW WHEN FIRST USING YOUR TILL

1. Unbox till & situate on a flat surface near a power-point – do not turn on.
2. Set the box and packaging to one side.
3. Load roll by lifting up printer cover, placing roll in shiny side facing down with some paper over hanging. Close printer lid ensuring roll is set straight.



4. Connect till to power by locating the supplied mains lead into the 3 pronged power connector on the back of the till.
5. The display may briefly light up then go blank – this is correct.
6. Insert till key 'Z' into the mode switch (the OFF position is set as default).
7. Press the rocker switch on the right-hand side once
8. Turn key to the REG mode 0.00 is displayed
The till is now ready to operate.



**HAVING PROBLEMS SETTING UP YOUR TILL?
SEARCH YOUTUBE FOR 'COUNTLAB CL200'
OR SEARCH COUNTLAB.CO.UK FOR 'CL200'**

HOW TO USE YOUR COUNTLAB 2

CountLab 2

All video tutorials available at CountLab.co.uk

THE DEPARTMENT TEXT AND RECEIPT HEADER TEXT ARE FIXED & CANNOT BE EDITED

However, if you want this feature we are able to upgrade your till to a
CountLab 5: see the CountLab parts section on www.ShopStuff.co.uk

HOW TO PROGRAM DATE & TIME: (search for video **CL202**)

Insert the **P** key into the mode lock, turn the key to the **PRG** position

Now enter date in 6-digit format followed by the **#/NS** key:

160424 **#/NS**
(16th April 2024 example)

Now enter the time in 4-digit format:

1430 **X/TIME**
(2:30pm example)

Turn key to **REG** and till is ready to use

PROCESSING A SALE: (search for video **CL231**)

Turn key to **REG** mode

Type in sales amount without pressing the decimal point for £2.99 enter 299

Press a department button (**DP**)

Repeat for each line of the transaction

Press **SUBTOTAL**

Enter the monies received using the numeric buttons then press **CASH**

For card payments simply press **CARD** – no need to enter monies received

HOW TO CLEAR INCORRECTLY ENTERED PRICE: (Search for video **CL243**)

To clear an incorrect price before you press '**DP**' press '**CLEAR**'

HOW TO VOID LAST ITEM ENTERED: (Search for video **CL243**)

Press '**EC**' to remove the last item entered in the sale

HOW TO VOID AN EARLIER ITEM: (search for video **CL243**)

If you need to remove an earlier item from existing sale you will need to 'void' it

Press the '**VOID**' button

Re-enter item price

Press the appropriate **DP** button

Item has now been voided, continue/complete transaction.

HOW TO ISSUE REFUNDS: (search for video **CL233**)

To refund an item after a completed sale:

Press '**RETOUR/-**'

Enter the item price

Press the '**DP**' button

Press the method of refund button (**CASH / CARD**)

HOW TO TURN RECEIPT ON / OFF: (search for video **CL253**)

Press '**Receipt ON/OFF**' button to turn receipt on or off

(When receipt is OFF a dot will display in the 2nd position of the operator display)

To issue a receipt on request press **Receipt ISSUE** at the end of a sale

HOW TO ISSUE A COPY RECEIPT: (search for video **CL253**)

Press '**Receipt ISSUE**' at the end of a sale

END OF DAY SALES REPORT: (search for video **CL262**)

Turn key to Z position

Press '**CASH**'

HOW TO FIX ERROR CODES

CountLab 2

Search on CountLab.co.uk for video 'CL267' or 'CL268'

HOW TO FIX 'LE' ERROR CODES: (search for video **CL267**)

'LE' error codes are all caused by the incorrect button being pressed.

To resolve any 'LE' error press **CLEAR**.

HOW TO FIX 'PE' ERROR CODES: (search for video **CL268**)

'PE' error codes are all caused by no till roll being loaded.

All are easily resolved by pressing **CLEAR** and then loading a new till roll.

ERROR CODE TABLE

CODE	CAUSE	RESOLUTION
LE 02	DECIMAL POINT PRESSED OR DPT PRESSED IN WRONG MODE	PRESS CLEAR TYPE PRICE W/OUT DP PRESS CLEAR KEY TO REG
LE 03	X/TIME PRESSED IN X/Z/PRG	PRESS CLEAR KEY TO OFF KEY TO REG
LE 05	% PRESSED IN ERROR	PRESS CLEAR
LE 11	WRONG PLU NUMBER ENTERED	PRESS CLEAR ENTER CORRECT NO.
LE 13	FC PRESSED IN ERROR	PRESS CLEAR
LE 16	SBTL PRESSED IN ERROR	PRESS CLEAR
LE 23	EC PRESSED IN ERROR	PRESS CLEAR
LE 24	PO PRESSED IN ERROR	PRESS CLEAR
LE 29	PLU PRESSED IN ERROR	PRESS CLEAR
LE 35	CHECK PRESSED IN ERROR	PRESS CLEAR
LE 36	CLERK PRESSED IN ERROR	PRESS CLEAR
LE 39	RA PRESSED IN ERROR	PRESS CLEAR
LE 45	CARD PRESSED IN ERROR	PRESS CLEAR
LE 67	CASH PRESSED IN ERROR	PRESS CLEAR
LE 73	VOID PRESSED IN ERROR	PRESS CLEAR
PE	NO TILL ROLL LOADED	PRESS CLEAR LOAD TILL ROLL
PE2	NO TILL ROLL LOADED	PRESS CLEAR LOAD TILL ROLL
PE3	NO TILL ROLL LOADED	PRESS CLEAR LOAD TILL ROLL

RUN OUT OF TILL ROLLS?

SEARCH 'CL DEALS' ON: www.ShopStuff.co.uk