

## Quick Start Guide

### **How to Set up Open Bravo with standard till equipment**

The standard equipment you require to run Open Bravo is:

#### **1. A customer display**



#### **2. A receipt printer**



### 3. A cash drawer



These three pieces of equipment are connected to your computer (PC or laptop) in this order: **Computer -> Customer Display -> Receipt Printer -> Cash drawer**

If you don't have a customer display the order is: **Computer -> Receipt Printer -> Cash drawer**

There are two ways for this equipment to be connected to your computer:

1. Direct connection from the receipt printer/customer display into the PC.
2. Connection via a USB-to-serial port adaptor.

This is an example of a USB-to-serial port connector:



The USB end goes into your computer; the other end will connect to the customer display (or receipt printer if you don't have a customer display).

Below is a picture of the connector from the customer display. This will either be connected directly to your computer or it may be connected to your PC via a USB-to-serial adaptor like the one shown above.



Here is a picture of the customer display being connected to the USB-to-serial port connector:



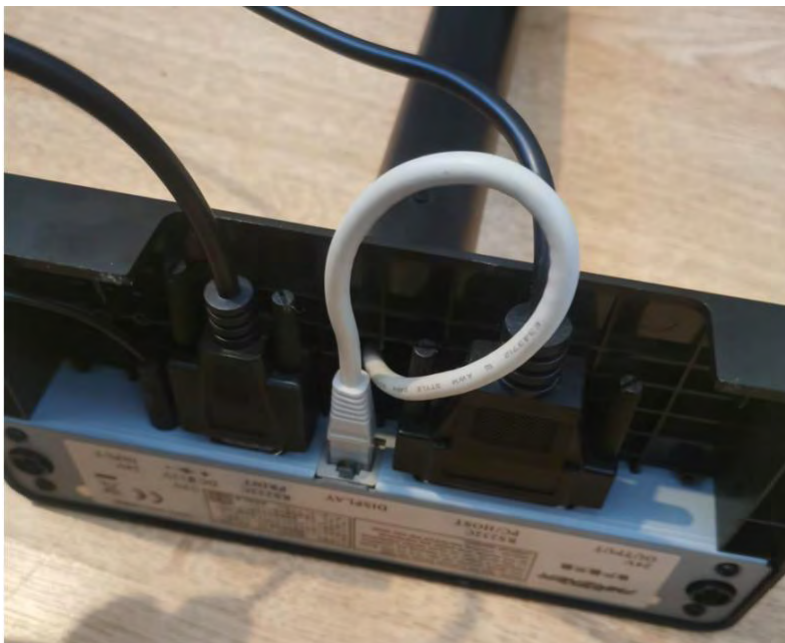
## Troubleshooting Guide

Make sure your PC is connected to the customer display and that the customer display has power.



The large connector on the right (above) is the one that connects to the computer, either directly or via a USB-to-serial port adaptor (shown earlier).

The small round hole on the left is the power socket. The empty connector next to it is where the receipt printer connects to the customer display. Here is a picture of everything plugged into the customer display correctly:



Below is a picture of the back of the receipt printer. I am holding the power for the printer next to the socket it plugs into. The other connected lead here is the cable that goes to the customer display (or computer if you don't have a customer display). The empty socket next to the power socket is where the cash drawer plugs in.



Here is a picture of everything plugged in correctly to the receipt printer. From left to right: Power lead. Cash drawer connector. Connector that goes to the customer display.



## Dip Switches



The Dip Switches on the receipt printer (above) should be set as follows:

Row 1 (DIP SW1) – all down except 5 and 7, which should be in the up position.

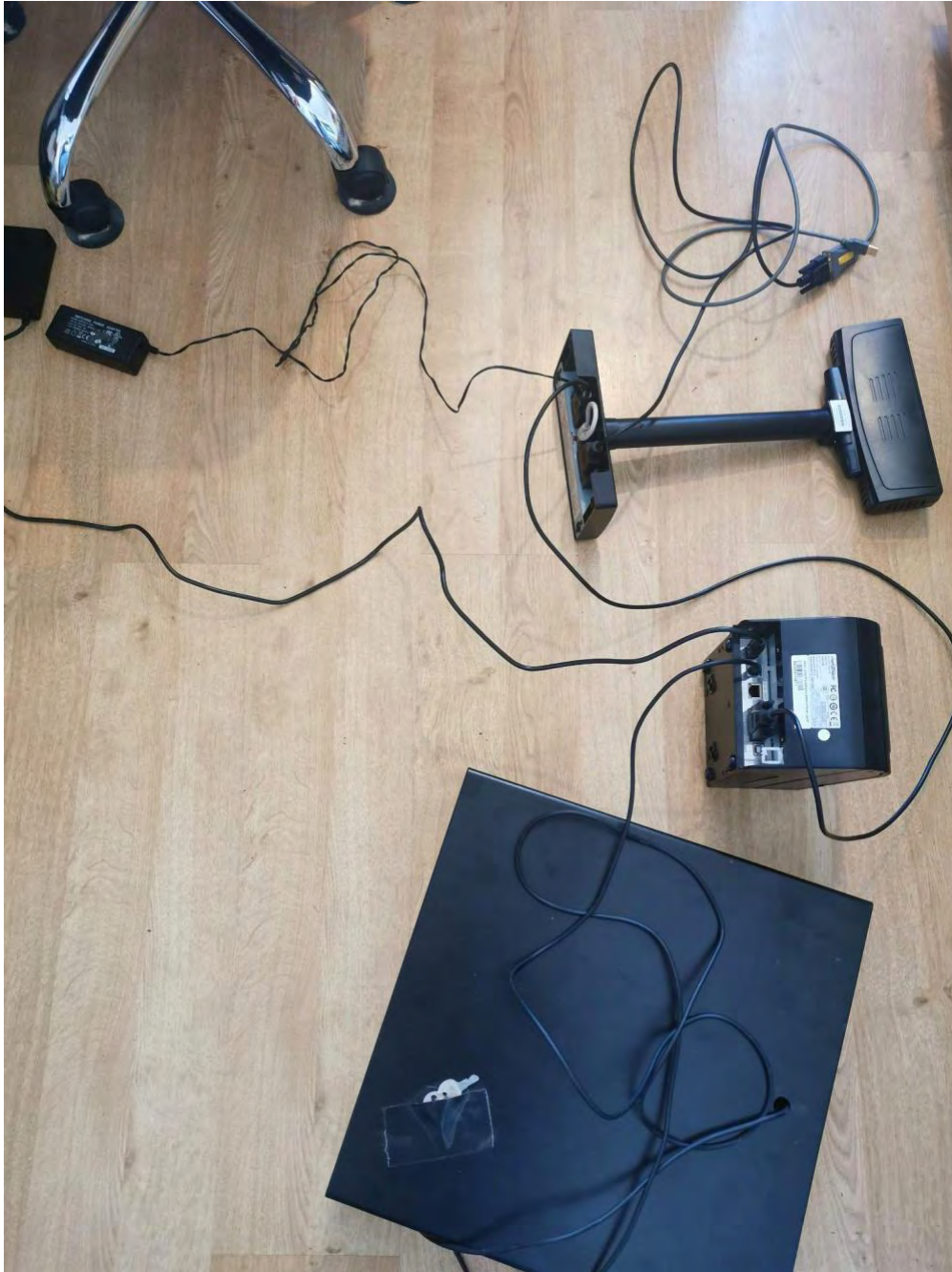
Row 2 (DIP SW2)– switch 8 up but leave the remainder down (this is the default position).

The only lead coming out of the cash drawer looks like this (below). It plugs into the receipt printer in the socket marked 'CASHDRW'.



### Connected till equipment

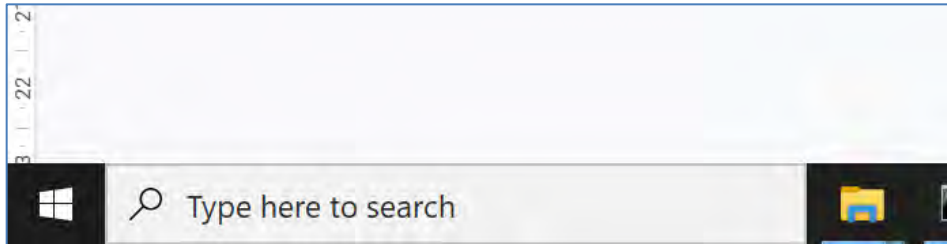
At the bottom of the screen is the **cash drawer**. This is connected to the **receipt printer**. The receipt printer is connected to the **customer display** – you can see the lead coming out of the receipt printer and into the customer display. You can also see the lead coming from the customer display being connected to the grey USB-to-serial port connector. This grey lead is what plugs into the computer. If you don't have a customer display the receipt printer will be plugged into the computer instead.



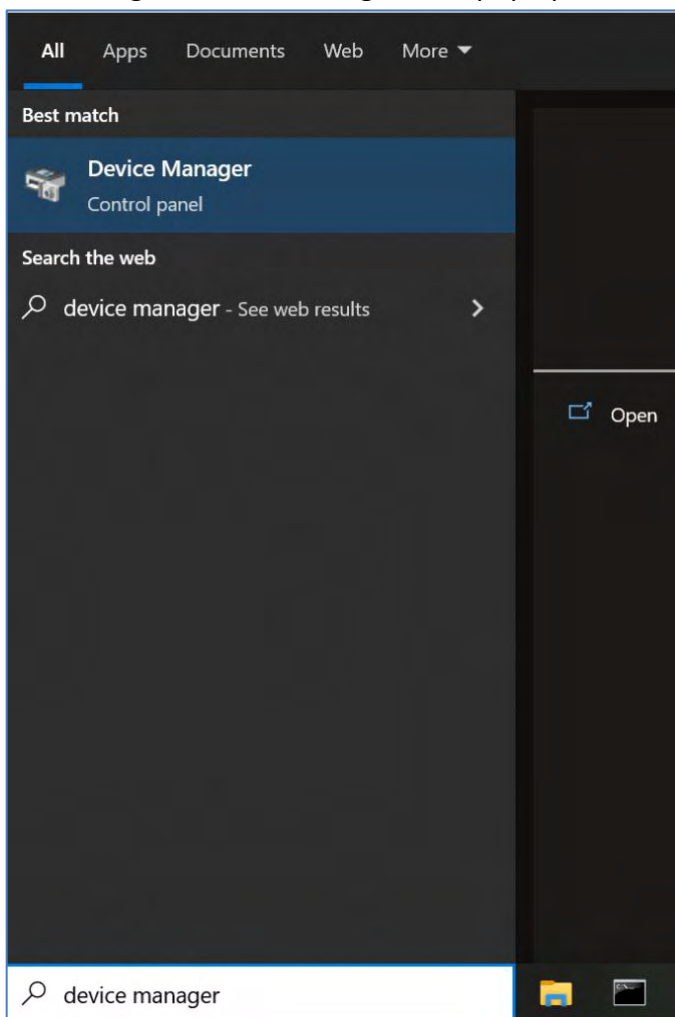
You can also see the two power leads coming from the customer display and receipt printer. These must be connected and powered for the equipment to work properly.

## Computer Configuration

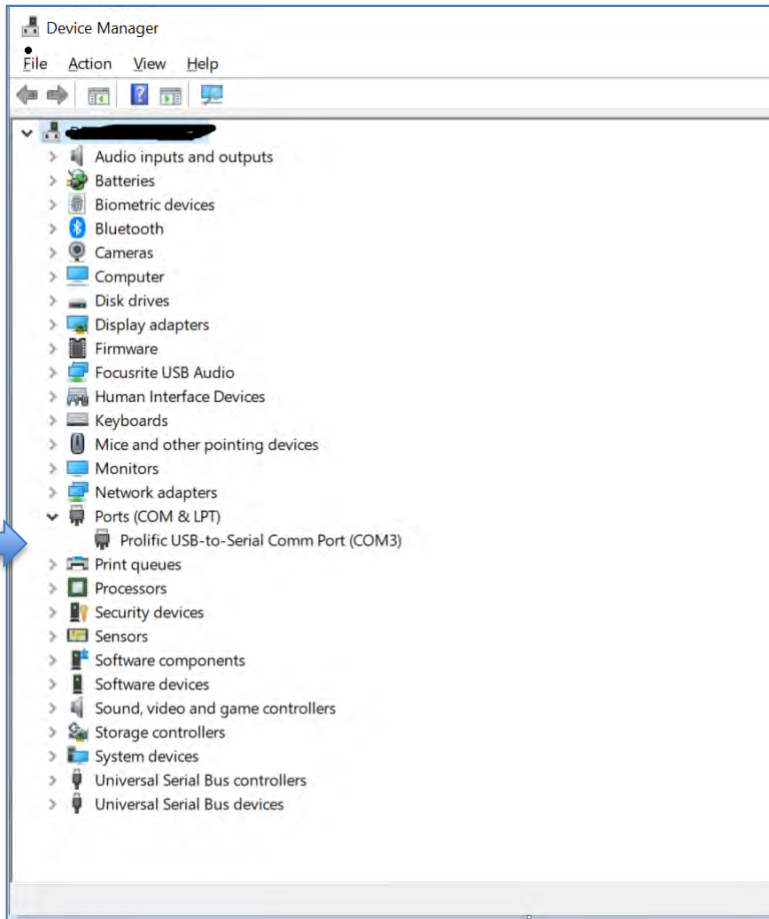
Find the search input (Windows 10) and type 'Device manager'. If you're on a different version of Windows, you'll need to find device manager a different way – if you're not sure how to do this, do a search on the internet.



Something like the following should pop up:



Click the 'Device Manager' link. Something like the following should load a few seconds later:



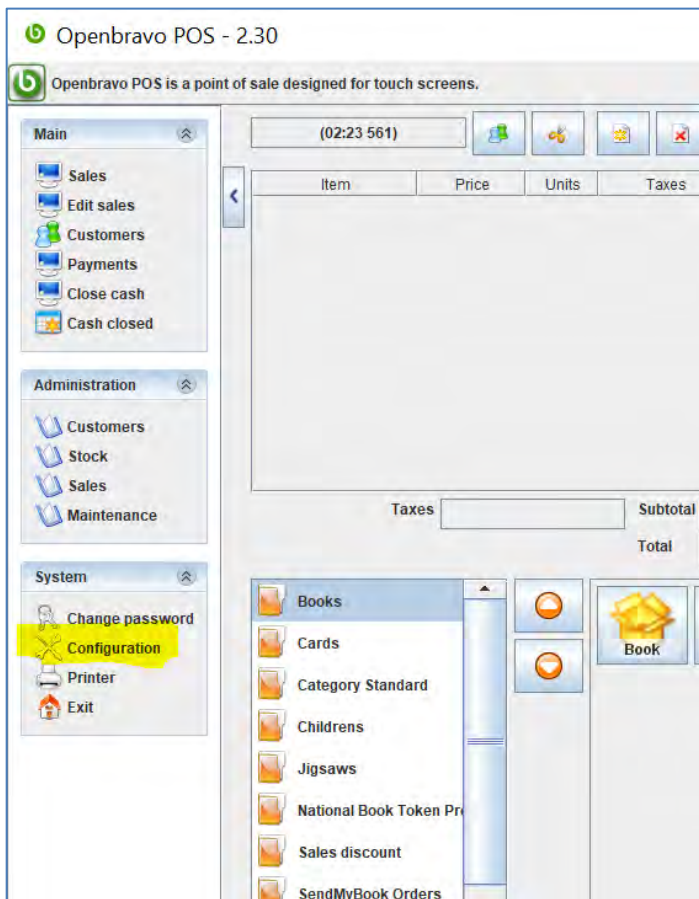
Find 'Ports (COM & LPT)' down the left-hand side and click on the little arrow to expand the ports branch as in the picture above. You should see some ports listed.

If you have a USB-to-serial port connector you should see something like the picture above – the important bit to note is the part in brackets (COM3 in this case). It will probably say something like 'USB-to-serial'.

If you DON'T have a USB-to-serial port connector you should see something that just says COM1 or COM2 or similar.

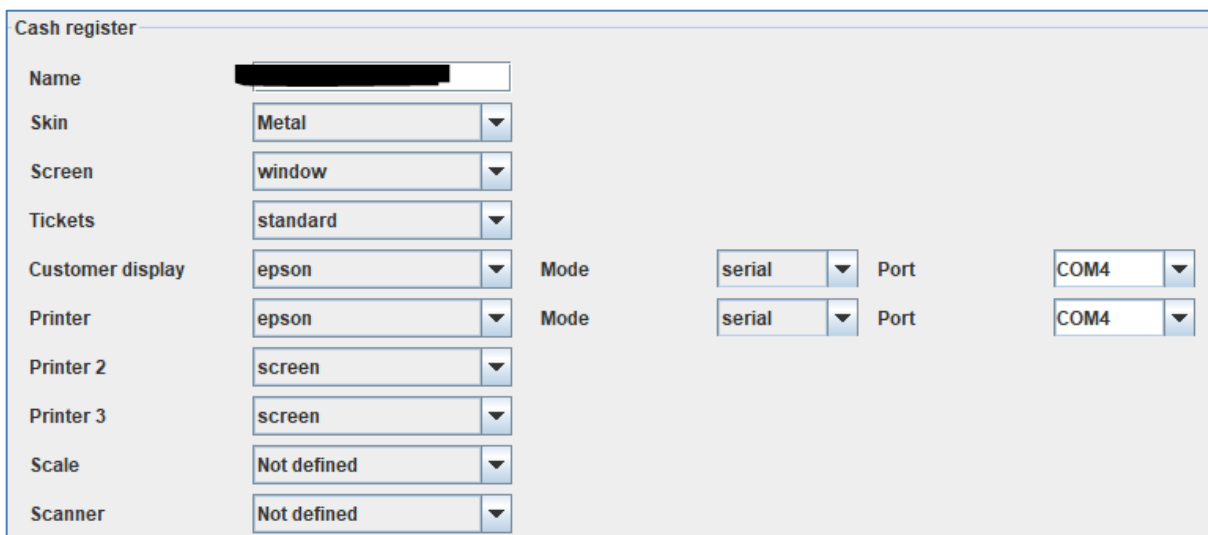
These different COM ports are the way the till equipment is connected. Note down all the COM ports listed here and then load Open Bravo and go into 'Configuration'.

Click 'Configuration' shown here highlighted under 'System':



Find this bit of the configuration screen below. Make sure the customer display and receipt printer say 'epson' and that the mode is 'serial'.

Then try changing the 'COM' port dropdowns to match one of the options you noted down from the Device Manager screen. Make sure both are the same. Restart Open Bravo and test again. If you try all the COM ports and nothing works then email Batch using [mail@batch.co.uk](mailto:mail@batch.co.uk) and we'll take a look.



## **Problems with your printer? Check your settings!**

- Check which port the cable is plugged into, because the Ethernet port and the Serial port look very similar. We have had it in the past where the ethernet cable has been mistakenly put into the serial port.
- Make sure the paper in the printer is thermal and that it has been put in the right way.

Kit supplier:

<https://barcodesforbusiness.co.uk/product-category/batchline/>

<https://www.batch.co.uk/web/batchline/batchline-pos>