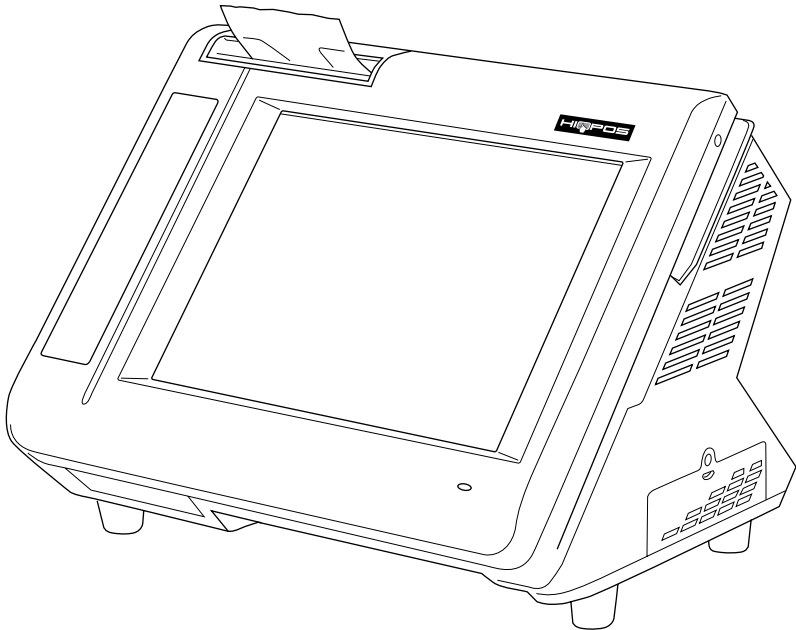


# HIPOPOS



## User Manual

Before you connect, start or configure your new point of sale terminal,  
please read carefully this User Manual

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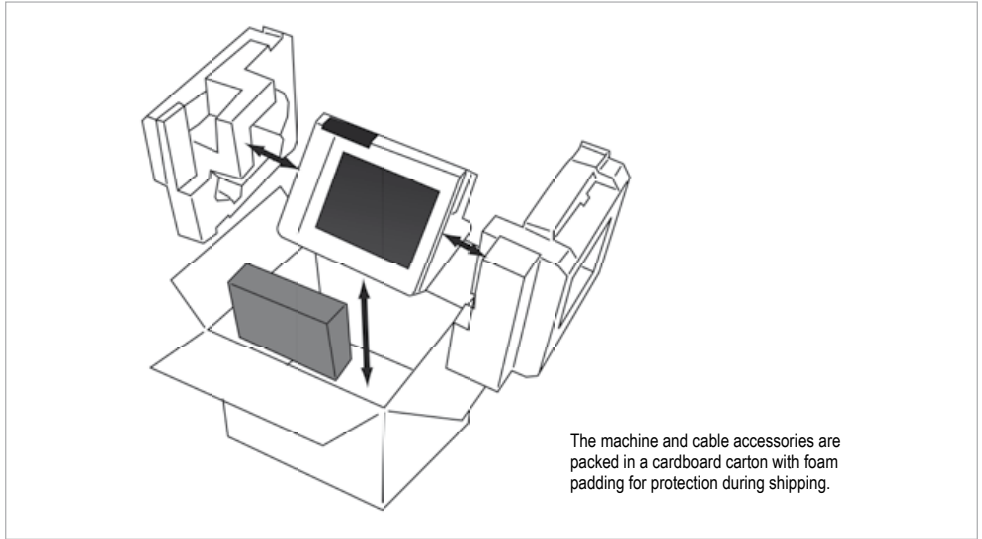
## Revision history

Version 1.02. September 2008

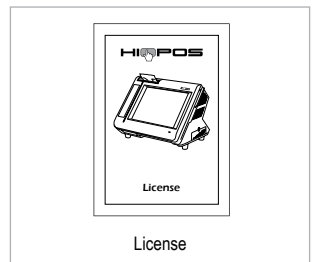
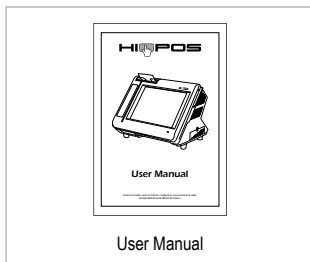
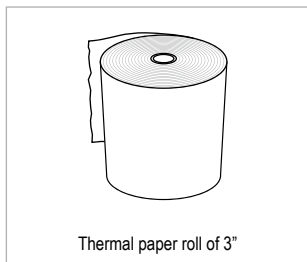
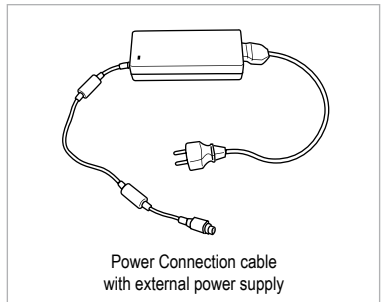
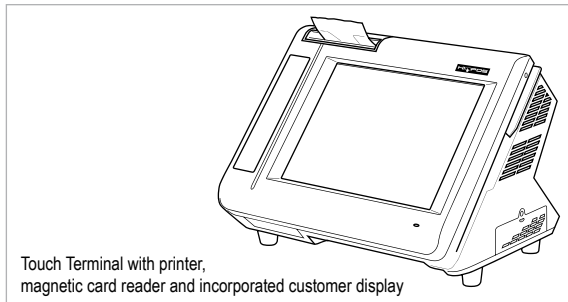
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# HioPOS Unpack

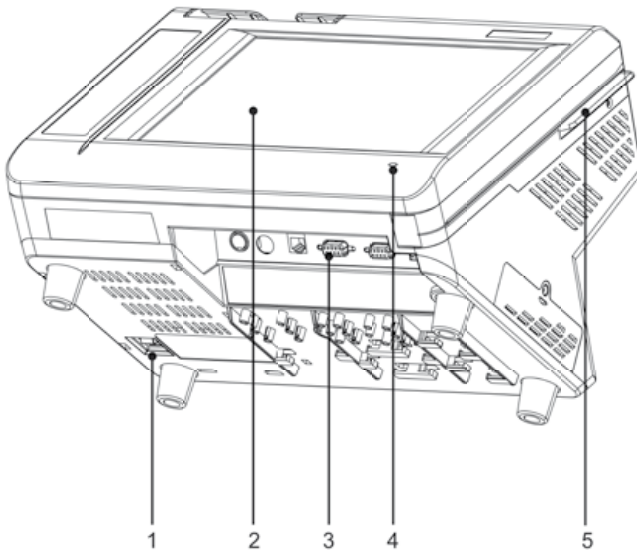


## Box Content



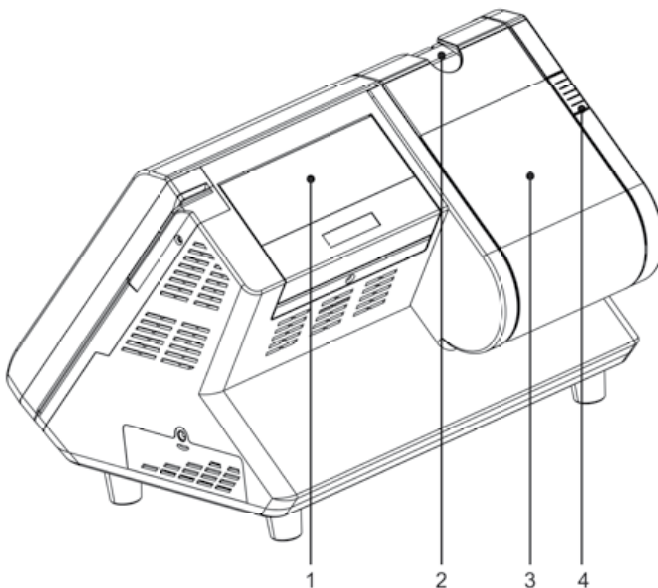
# Components identification

## Front-right view



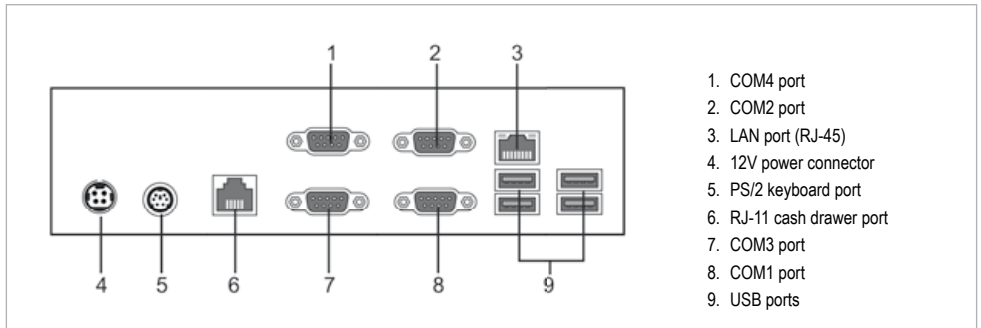
1. Power Button
2. 10.4-inch TFT LCD; 5-wire Resistive touch
3. I/O Panel
4. LED Power Indicator
5. Triple-track MSR

## Rear view

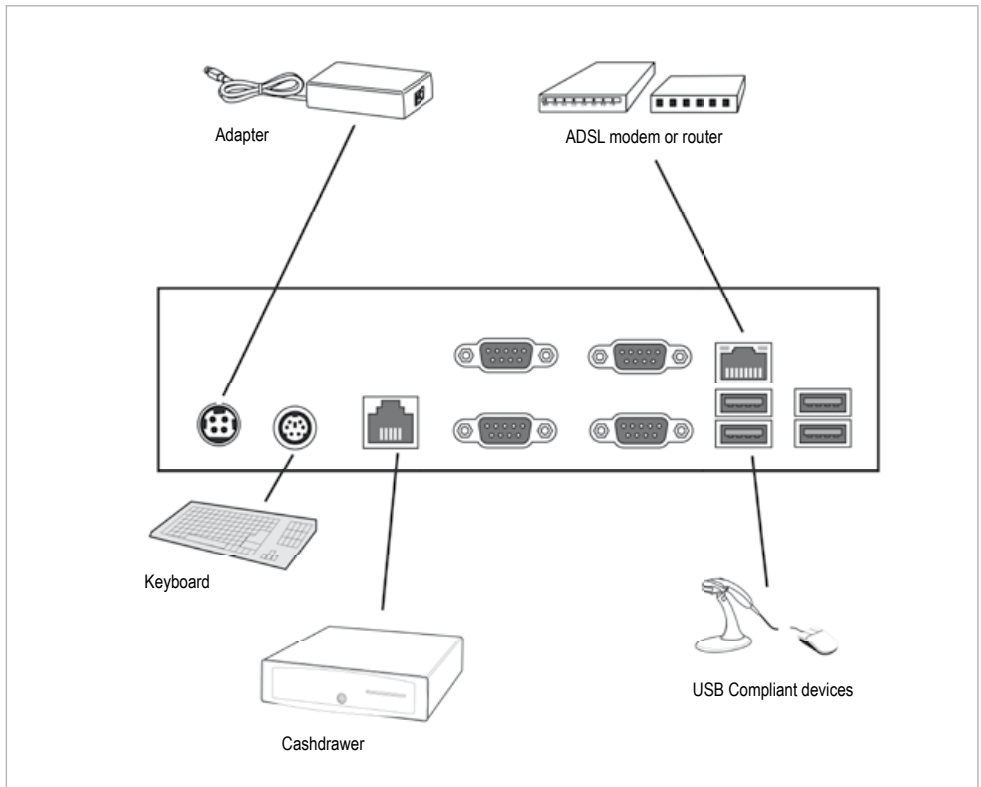


1. 2x20 VFD customer display
2. Printer paper exit
3. 3" thermal receipt printer
4. Printer button

# I/O connectors

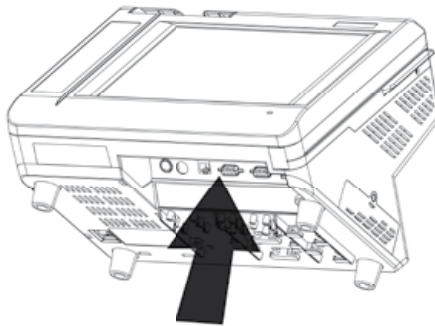


## Connecting Peripherals devices

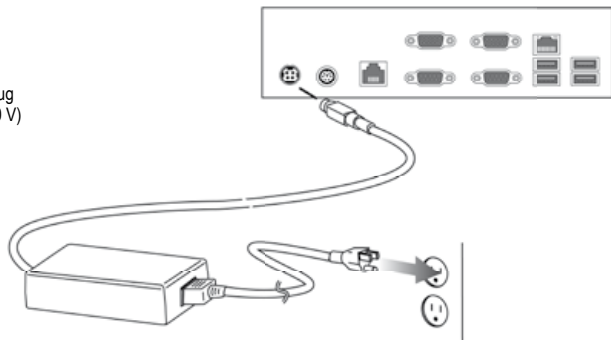


# Powering the machine on and off

1. Locate the I/O panel that is at the bottom of the machine

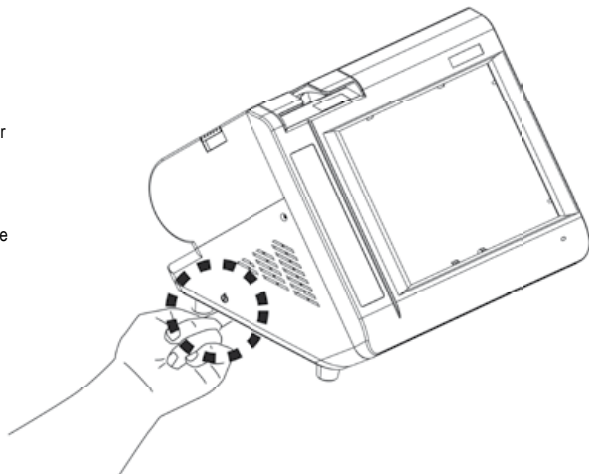


2. Connect the adapter to the power cable, and then insert the power plug into an electrical outlet (AC100-240 V)

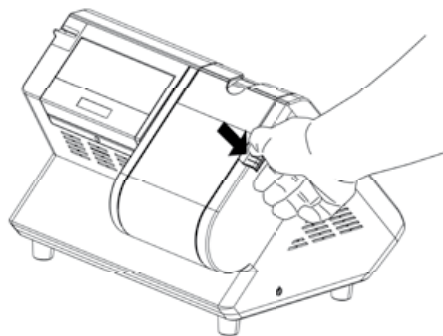


3. Press the power button, it's at the bottom left of the machine. The power LED turns on

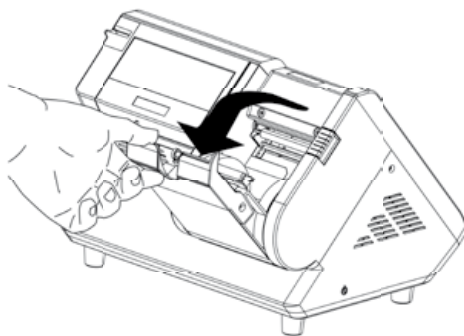
4. To turn off the machine, shut down the operating system. The main power turns off automatically



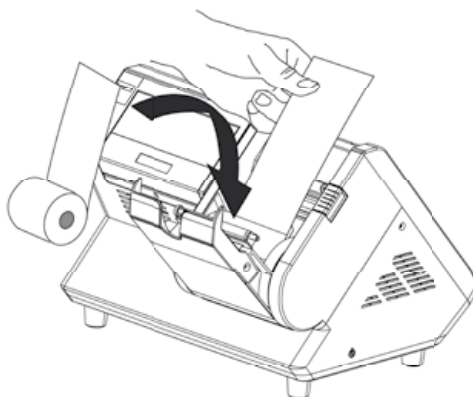
# Installing the thermal paper roll



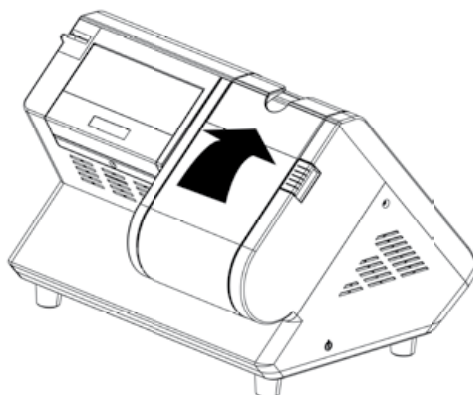
1. Press the release and open the printer cover



2. Insert the thermal paper roll as shown on the picture



3. Pull a portion of the paper over the printer output part



4. Close the cover and press it down until you feel a click



# HioPOS Configuration

## 1. Select your type of business

HioPOS offers you different type of business which helps you to automatically personalize your new Point of Sale. Choose the one that better adapts to your business.

## 2. Data Base Creation

In this screen you can start a new installation or restore a previous backup.

Press **“Start new installation”** to start from the beginning.

## 3. Area selection and date and time settings.

HioPOS is customized for your country. If your country has different taxes by areas, you should select your area.

Fix the correct date and hour settings.

## 4. Taxes Selection

HioPOS has automatically created the taxes. If you want to change them, please use this screen. Once you have finished press **“Continue”**.

Once you are working if you need to change this configuration, you can do it through **“Configuration”** in the **“Taxes”** section.

## 5. General working selection

In this screen you have to select if your sale prices include taxes or not.

You should also select if there is a different tax for the **“Take Away”** sales (take away sales or items sales which are not consumed at the establishment). This question will only appear if your business is an Hospitality business.

Once that you are working, if you want to modify this configuration, you can do it through **“Configuration”** in the **“Taxes”** section.

If you want that when you finish a sale, HioPOS automatically proposes you the tip, you should enter here the tip percentage. This question will only appear if your business is an Hospitality business.

If you want to modify this setting later, you can do it through the configuration

## 6. Currency Selection

HioPOS is already customized to work with your currency. If you also accept other currencies you should select them from the ones of the list.

If you want to add another currency later or delete one of the selected ones, you can do it through **“Configuration”**.

If you have selected more than one currency, you should enter the exchange rate respect your currency.

If later you want to change these exchange rates, you can do it through **“Configuration”**.

## 7. Devices Test

HioPOS has already configured the needed devices for its working. From this screen you can test the correct working of these devices. Select a device and press **“Test device”**.

This screen is also available in **“Configuration”**.

## 8. Company Data Introduction

In this screen you should enter the data from your establishment. These data appear in the printed ticket, as you can see in the right part of the screen.

HioPOS puts at your disposal three printout designs to choose. You can test how they will appear printed by pressing **“Print”**.

You can also make your logo appearing in the printed tickets. To load the logo press over **“Select logo”**.

Once you have finished the configuration process you can accede to this screen from the **“Configuration”** section to modify these data.

## 9. Payment means selection

In this screen you have to select the payment means that you accept when finishing a sale.

Once you have finished the configuration process, you can modify the selection by going to the **“Configuration”** section.

## 10. Users Creation

From this screen you can create all the Sellers from your establishment and give them different permissions and passwords.

The **administrator** user is created, by default with all the permissions. It is important to take into account to store the assigned password in a safe place in order to prevent future access problems to the profile.

To modify these values once you have finished with the **HioPOS** configuration process, you can go to the **"Users"** section in the Configuration.

## 11. Prices and Items introduction

From this screen you can enter the sale items organized by families and you can also enter their prices and their taxes. If you have barcode reader and you want to sell faster the items with barcodes you can also enter them from this screen.

You have to create first the family by entering the description or by selecting a family from the gallery that **HioPOS** offers you.

Add to each family its items by entering description, price and tax. The last column is the corresponding to the barcode. Remember that if you want an item with free price, you should leave blank price and **HioPOS** will ask you the price every time you select it for a sale.

You can add more families and items. **HioPOS** will put at your disposal a predefined items gallery in case you want to add them. To accede to it, press on **"Library"**.

To create or delete items and families once you have finished the configuration process, please accede to the section **"Items"** in the configuration.

## 12. Items Display

This screen shows you the families and the items as they will appear in the sale screen. Pressing and dragging, you can change the items and families order as well as changing the family of the items.

**HioPOS** also allows to associate images or colors to families and items.

You can modify them in the section **"Items"** from the configuration once you are using **HioPOS** after the configuration process.

## 13. Finishing the configuration process

You have finished the **HioPOS** configuration process. Remember that you can change any of the values that you have entered by accessing to the **"Configuration"** section.

## 14. Training Mode

Then **HioPOS** will show you two screens that will inform you in detail about the Training Mode working.

# HioPOS Use

## SALE

### 1. SELLERS SCREEN

To start working, select a seller by pressing on the image. If the user is protected with a password, you will have to use the numeric pad to enter it.

To go back to the Sellers screen, from any point of the program press on the seller image which is located in the top right corner from the screen.

### 2. SALE SCREEN

#### 2.1. SALE

Select the items that you want to sell by pressing on them in the area ①. They will be added to the sale and you will be able to see them in the area ②. The items are organized by families. To change the family press on the family to select in the area ③.

Units. If you want to sell more than one unit for the same item, enter the quantity through the numeric pad ④. Select after the item.

Price. If you want to fix the price before selecting it, enter the price and press on the currency symbol in the numeric pad ④. Select after the item.



There are four more areas which are:

#### 2.2. OPTIONS TOP AREA SCREEN

In the top part of the screen ⑤ you will find different options.

Permanently:

- ⑥ **Help.** It will guide you to do any operation.
- ⑦ **Close.** It will bring you to the Sellers screen. If you have an started sale, when you identify yourself it will restore it.
- ⑧ **Seller Image.** Same functionality than the Close button.

If there is a sale:

- ⑨ **Leave on hold:** To assign a number or a name to the current sale and start a new sale. To restore a sale on hold, select it from the area ⑩. To make a better search press on the magnifying glass.
- ⑪ **Subtotal:** It prints a subtotal from the current sale.
- ⑫ **Total:** It brings you to the total screen (see it later) to finish the sale.

If there is not any current sale:

- ⑬ **Configuration:** It gives access to modify the HioPOS configuration parameters, as well as the items, prices and other advanced options configuration.
- ⑭ **Consult:** You can accede to the sales, purchase and cash count history (see later).
- ⑮ **Purchase:** You can accede to all the purchase functionality (see later).
- ⑯ **Pos:** Pressing this option you have access to cash-in and cash-out, to do cash counts and to open the cash drawer.
- ⑰ **Statistics:** It gives access to HioPOS statistics that you can find later detailed.

#### 2.3. SALES ON HOLD AREA

In this area ⑥ are located all the sales on hold, independently to the seller that has put them on hold. To restore a sale on hold you just have to press on it. Press on the magnifying glass to search a sale between all the ones that are on hold.


If you have a current sale which is not on hold and you press on a sale on hold, HioPOS will offer the possibility to add these sales lines to the selected sale on hold.




#### 2.4. TICKET LINES AREA

In this area ⑦, all the selected items are added. By pressing on one or several lines, HioPOS offers you different options depending on the users permissions of the user that has been identified:

- ⑱ **Apply discount:** It allows you to enter a discount percentage for the selected lines.
- ⑲ **Complementary:** It fixes the price to zero for all the selected items.
- ⑳ **Change price:** It allows to fix the unit price for all the selected lines.
- ㉑ **Change units:** HioPOS will request the units and will fix them for all the selected sale lines.
- ㉒ **Delete:** It deletes all the selected lines.
- ㉓ **Credit:** It creates the same selected lines but with negative units.

## 2.5. TIQUET TOTAL AREA


In this area  it shows the total of the sale. When pressing on it, it will appear the following options:

-  **Discount on the total:** It allows to enter a discount percentage on the total of the sale.
-  **Delete sale:** It removes all the sale lines and starts a new sale.
-  **Split:** It allows to split the sale in several sales. You can see a detailed description of this working in the section TOTAL SCREEN.


## 3. TOTAL SCREEN


You can finish the sales from this screen. You can assign a client to the sale, register how the client has paid, if the client gives tip, if the sale has been split, if a percentage or amount discount has been applied.

### 3.1. CLIENT ASSIGNATION

Press on  **Client** and a template to enter the client data will be displayed. When you enter the VAT number, if it has been previously entered, HioPOS will show you the entered data. Press **ok** to assign the client to the sale. All the sales with assigned client should have a different numbering than the sales without client.

### 3.2. SPLIT

Press  **Split** if you want to split the sale in different notes. HioPOS will ask you if you want to split in equal parts or indicating which items are incorporated in each sale. Then you can indicate in how many notes you want to divide the current sale.

Once you have created the notes, you will see them on the screen. Selecting lines you can move the items between the different notes. From this screen you can also finish the selected note by pressing  **Total**.



### 3.3. COLLECTION

Select the payment mean that the client is using to pay the sale. Then enter the amount tendered from the client.


If the amount is equal or bigger than the TOTAL TO PAY, HioPOS will suggest you the change to return to the client. One part of this change can be destined to tip.

If the entered amount is smaller than the TOTAL TO PAY, HioPOS will not allow you to finish the sale unless you specify another payment mean.

### 3.4. DISCOUNT

If you want to make a discount in the amount or percentage, you can press over **% Discount** and enter it through keyboard. To finish select if you want to  **Discount by percentage** or  **Discount by amount**.



## 3.5. COLLECTION IN ANOTHER CURRENCY

To collect in another currency different from the main one, press on  **Currency** and select the currency for the payment type of the client. This option will only be visible if HioPOS is configured with more than one currency. See the configuration section to see how to incorporate a new currency.

## 3.6. ACTIVATE PRINTOUT

You can choose to automatically print when finishing a sale or not. Press on the **Activated Printout** to finish without printing or press on **Deactivated Printout** to go back to the previous situation. Moreover you can check how the image **Finish Sale** changes according if the printout is activated or not.



## 3.7. SALE ENDING


Press on **Finish Sale** to finish the sale. If the printout is activated, it will automatically print the ticket. You can distinguish if it is activated or not through the image  or the image  in the option **Finish Sale**.

## POS MOVEMENTS

### 1. CASH-IN



You can register all the cash-in not related with one sale. It is necessary to do the cash count at the end of the shift.


You can accede through the option  **Pos** in the sale screen. Enter the observations and the tendered amount for each payment mean. For the cash payment mean, pressing  you can enter the detail in bills and coins.

To finish press on  **Save** and it will be automatically printed.



### 2. CASH-OUT


You can register the POS cash-out. It is necessary to do the cash count at the end of the shift.

You can accede through the option  **Pos** in the sales screen. Enter the observations and the tendered amount for each payment mean. For the cash payment mean, pressing  you can enter the detail in bills and coins.


To finish press on  **Save** and it will be automatically printed.

## CASH COUNT

To make a cash count, press the option  **Cash count** in the menu  **Pos** of the sale screen. This menu is only visible if you do not have current sales and the user has permissions to make cash counts.


If you want that HioPOS calculates the possible discrepancies in the cash count, you should enter the current amount in the cash drawer. You can specify the quantity for each payment mean. You can enter the total amounts or enter the detail by pressing .



If you have received Money in more than one currency you can select them from the screen.

Once you have entered the content of the cash drawer, press  **Finish** and the report will appear in the screen and it will also be printed. In this cash count report, you can see the detail of all the sales and operations that have been done.

If you do not want to enter the content of the cash drawer you can also do the cash count but HioPOS will not calculate the possible discrepancies.


## PURCHASE

To accede to this option press  **Purchase** in the sale screen. This option is only visible if you do not have any current sale and the user has permission to do purchases.

This option will allow you to make the list of items to buy. HioPOS suggests you, for each item, to buy the quantity sold since the last time you have bought it. You can change the purchase units by pressing on  **Purchase** and entering the quantity through the numeric keypad. Those items that you select will be added to the list of items to buy. You can change the items family by selecting a new family. Once you have finished with all the items, press on  **Purchase** and the list of items to buy will be printed.




For each item HioPOS will not propose to purchase it until you buy it, at least once.




## CONSULTS


Accede to this option by pressing  **Consult** in the sale screen. This option is only available if you do not have any current sale and the user has permission to do consults.


### 1. SALES

In the Consult menu, select  **Sales**. On the left side you will see the sale list. This list can be filtered by dates or


select if you want to see the  **Sales**,  **Credit Notes** or  **Invoices** (sales associated to a client).


On the right side you can see the detail of the sale selected from the list. This sale can be printed by pressing the button  **Print**, can be returned by pressing  **Credit**, or enter the tip by pressing on  **Tip**.

If the selected sale has been credited, you will see over it mark indicating it. Besides you can consult this credit note by pressing  **Credit**.


In the same way, if you are consulting a credit, you can consult the original sale by pressing  **Go Sale**.


### 2. PURCHASES

In the menu Consult, select  **Purchases**. On the left area you will see the purchase list. The list can be filtered by dates.


On the right area you can see the purchase detail selected from the list. This purchase can be reprinted pressing  **Print**.

### 3. CASH COUNTS

In the Consult menu, select  **Cash count**. On the left area you will see the cash count list. The list can be filtered by dates.


On the right area you can see the cash count detail selected from the list. This cash count can be reprinted pressing  **Print**.


## STATISTIC

You can accede to this option pressing  **Statistics** in the sale screen. This option can only be visible if you do not have any current sale and the user has permission to do statistic. The different statistics are sorted by tabs. The statistics are:

### 1. SALE

In the first tab you can find different statistics.

 **Week**, it indicates the sales of one day (by default the ones of the current day) and it compares them with the average of the sales done during the same day of the week by indicating if the current sales are bigger or smaller

 **Month**, it shows the sales day by day within one month. You can browse within the different months through the arrows.

**Year**, it shows the sales month by month within one year. You can browse within the different years through the arrows.

**History**, it shows you all the sales year by year. You can browse within them through the arrows.

In any of this statistics, the Graphics reflects **Sales Number**, **Sales Amount** or **Sale Average**. Selecting any of them HioPOS will show you the corresponding graphic. You can select if you want to see the statistic with **Taxes inclusive** or without. You can also print the statistic pressing **Preview**.

**Hours**, it shows you the sales distributed by hours and comparing them with the ones of the last 3 same days of the week. To select other day, press **Filters**. You can select the statistic by **Amount** or by **Sale Number**. You can also see them with **Taxes inclusive** or without.



## 2. SALES DETAIL

The statistic of the second tab can be detailed by **Item**, by **Family** or by **User**. You can select the period pressing **Today**, **Week**, **Month**, **Year** or specifying in detail through **Filters**.

The statistic always shows the amount and the units, with the percentage that suppose over the total. You can select if you want to sort by amount or by units. The accumulated will show the accumulated percentages of the amount or the units depending on how you have sorted.

You can select if you want to see them with **Taxes inclusive** or without. You can also print it pressing **Preview**.

## 3. PAYMENT MEANS

You can found it in the third tab. It shows the detail collected by payment mean. You can select the period pressing **Today**, **Week**, **Month**, **Year** or specifying in detail through **Filters**.

Moreover you can consult the detail of the amount collected by any of the sellers pressing **By user**. You can increase the detail level for each line pressing **+**.

You can also print it pressing **Preview**.

## 4. AUDIT

You can consult the **Returns** and the **Discounts**. You can select the period pressing **Today**, **Week**, **Month**, **Year** or specifying in detail through **Filters**.

You can increase the detail level for each line pressing **+**.

You can select if you want to see it with **Taxes inclusive** or without. You can also print it pressing **Preview**.

## 5. COMPARATIVE

Located in the fifth tab, you can compare your sales between two different periods. You can easily specify the periods to compare pressing on them. It will compare the values of the Sales Number, Amount and Sold items. It shows them in a numeric and in a graphic way. You can select to compare absolute values by pressing **Totals** or compare the **Average per day**.

You can select if you want to see it with **Taxes inclusive** or without. You can also print it pressing **Preview**.

## 6. TAXES

In this last tab you can calculate the detail of the taxes applied to the sales. You can select the period pressing **Today**, **Week**, **Month**, **Year** or specifying in detail through **Filters**.

You can also print it pressing **Preview**.

# Backup

You are the only responsible of your data so you have the obligation to keep a correct backup policy of your data. **HioPOS** offers you the tools to do it.

Each time you close **HioPOS**, this will show you when the last backup has been done and will give you the possibility to do it at the same moment by pressing **Make a backup now**.



Then, **HioPOS** will ask you to connect with a USB memory. When you connect the device, **HioPOS** will automatically launch the back up and inform about the result.



For more information about the different functionalities that **Hiopos** can do,  
you can consult the website:

**[www.hiopos.com](http://www.hiopos.com)**