

POS International, Inc. Support Bulletin:  
Instructions for Printing to a USB printer or a network printer from Power POS or Retail Power manager using Windows 2000, NT, or XP

1. Install the printer according to the manufacturers directions for a USB connection
2. Confirm that the printer is working correctly from Windows by printing a test page.
  - a. To print a test page, go to printers and faxes
  - b. Right click the Printer, left click on properties
  - c. On the "General Tab" click the "print a test page" button.
3. Share the Printer (you may have to run the network setup wizard to turn on printer sharing)
4. Make a note of the **printer share name**
5. Select "System" in "control panel" and make note of the **Full Computer Name**
6. If a network printer then go to the SOURCE Computer (the computer you want to print FROM)
  - a. Add the network printer through the add printer wizard, making sure to select "NETWORK", on the SOURCE Computer
  - b. Confirm that the printer is working correctly from Windows by printing a test page.
  - c. Continue with step 7 on the SOURCE Computer
7. go to "Start", "Run", type **CMD**, click **OK**
8. On the command screen (black) type:

```
net use lpt1: \\Computername\printer share name /persistent:yes
```

(note: you may capture lpt1: or lpt2: or lpt3:)

9. The software should return "The command completed successfully". Type **exit** to close.
10. In the Power Software, go to *System Setup, Maintain Multiuser* (sometimes called "Select Printer") and if the printer uses Ink, input **DJ600C** into the "default printer control file", if the printer uses toner input **HP2**. <F10> and answer "Y" to save the changes. Exit the program, then restart the program and test printing on a short report.

Notes: In #2 if the test page fails, contact the printer manufacturer

In #4 substitute lpt2: or lpt3: for lpt1 as needed

In #5 if the command fails:

1. check the spelling, and capitalization
2. change the printer share name to 8 chrs or less without spaces
3. change the full computer name to 8 chrs or less without spaces
4. run the network setup wizard and make sure the printer sharing is enabled

Generally MOST USB printers will work with the program when set up this way but most Multi-function printers, fax, copy machines will NOT work.

Legend of Terms and phrases used in Support Bulletins:

- Click = the instruction to click ALWAYS indicates using the Left mouse button unless specifically stated to Right click.
- Computer Name = found by Right clicking **My Computer** > click **Properties** > click **Computer Name** tab > find the **Full Computer Name**.
- Printer Share Name = found by opening the **Printers window** > Right click the **printer** > click **Properties** > click **Sharing** tab > find the **Share Name**.
- Program Menu = each program is put into the **Start menu**, under **All Programs** during the installation. This may be changed during the install. Typical menus for POS International software are: Power POS, Retail Power POS, Salon Power POS, Cell Power POS, and Retail Power for Education. If the Program Menu is empty, the items can be found in the Installation Folder.
- Installation Folder = this is the location where the software is installed. Like the Program Menu, this may be changed during the install. To find this, Right click on the **software icon** on the desktop > click **Properties** > find **Start In**. To open the Install Folder, open **My Computer** > open the **Drive** > open the **FolderName**.
  - Power POS, Retail Power\* Manager Start In example: [P:\FolderName](#) (where P: = the Drive).
  - Retail Power\* POS Start In example: [C:\FolderName](#) (where C: = the Drive).
- Printers window = the Printers window can be accessed several different ways, all of which begin by clicking on the **Start menu**, then:
  - Click **Printers & Faxes**
  - Click **Control Panel** > **Printers & Faxes**
  - Click **Control Panel** > **Printers & Other Hardware** > **View Installed Printers or Fax Printers**
- Printer Port = this is the port on the computer where the printer plugs into. The port name will depend on the type of connection on the hardware device.
  - **Parallel** (LPT1:, LPT2:, etc.) = the cable will connect to a 25-F port on the computer.
  - **Serial** (COM1:, COM2:, etc.) = the cable will connect to a 9-M port on the computer.
  - **USB** (USB001, etc.) = the cable will connect to a USB port on the computer.
  - **Remote** = of the computer where printer is connected.
- Common Function Keys in Power POS / Retail Power\* Manager:
  - **F2:** Lists records located in a file.
  - **F4:** Deletes the record that is open
  - **F10:** Saves the record that is open.
- Within the Support Bulletin, words or phrases in **BOLD** are to be clicked on or typed in. Words or phrases in *ITALICS* are menu options within the Power POS / Manager software.

\*The phrase Retail Power may refer to any of the following programs: Retail Power, Salon Power, Cell Power, & Retail Power for Education.

If you need further assistance, please call POS Technical Support. Also keep in mind that you must have a valid support contract in order to receive technical support.