

CountLab 7,8,9 Software Installation & Use.

The following manual will give you information on how to set up install and use the programming software for the Countlab 7,8,9 models.

There are free video demonstrations on each section below on Countlab.co.uk website, simply search the code on the website shown after each section title

Installing the software

Firstly, install the software on to a Windows 10 PC this can be done from the shopstuff website type "Countlab Software" into the search box or navigate to it through Cash Registers – Till Spare Parts – Countlab

<https://www.shopstuff.co.uk/acatalog/Downloads/CountLab-PC-Programming-Software.exe>

Installing the connecting cable.

Once you have installed the software you will need to install your cable, plug one end into the USB-B port at the rear of the cash register, the other goes to your PC in a USB-A port.

Setting your PC to match the till

Open the software

Click on System Setting – Communication Settings, then click Use Usb and Save.

Click on System Setting – Setup Usb Driver then click INSTALL

Close the software and reset your PC

Once all above has been done the till is ready to be programmed.

Troubleshooting / FAQ /Error messages.

What else can I do with the software?

This is a free utility software and is designed to allow you to quickly customised your till to your organisation's requirements, any other features not in this manual are currently unsupported in the UK

What does the "PC Message" shown on the software do?

This is used to change descriptions in the software and shouldn't be changed.

What does Line of(12345) write falsed mean?

This means the software hasn't communicated with the till correctly.

Check the till metal key is in PGM position.

Ensure Use Usb is selected and Setup Usb Driver has been installed

Ensure you selected ECR800 till on starting the software.

Ensure you have the cables connected correctly.

There are lots of other Icons shown in the programming utility, what do they do?

These are for future use and are currently unsupported in the UK

The till beeps when sending information to the till from the PC

This is quite normal and is an audible sound to let you know the data is being sent.