

## Display errors in transaction data

Display errors may include garbage text, drop caps, and malfunction in printing.

- 1. If the printer used by your POS system/cash register is not supported by Epson, select **General** in the POS Module field.
- 2. Make sure your POS system/cash register and GV-System are using the same language in their respective operation systems.

If none of the above solution solves your problem, send us the following information. We will analyze your case and offer you a possible solution.

- The txt file created by HyperTerminal. For more information about HyperTerminal, see the documentation: The Printing Mode of POS System/Cash Register.
- One copy of the transaction receipt, as below.

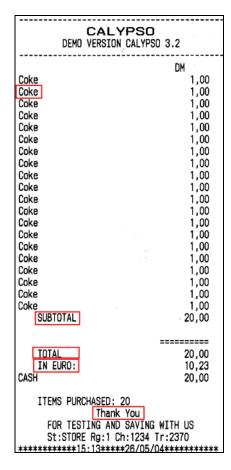


Figure 1 The copy of receipt

GeoVision Inc. 1 Revision Date: 2015/8/21



A desired file name that will be used as POS Module name.

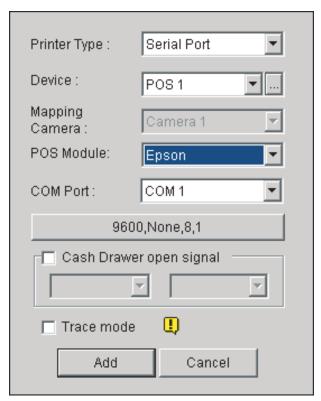


Figure 2 POS Module setup at the COM setting dialog box

- The POS system/cash register type and model.
- The printer type and model.

GeoVision Inc. 2 Revision Date: 2015/8/21