Synergy Acc2026 - POS Settings: Receipt Cutting, Logo, Extra Printer Commands and Table Notes

This guide shows how to fine-tune receipt printing in the point of sale settings: paper cutting and logo on the Setting 2 sub-tab, extra commands sent to the receipt printer on the Extra Commands sub-tab, and the layout of the change table note on the Table Format sub-tab.

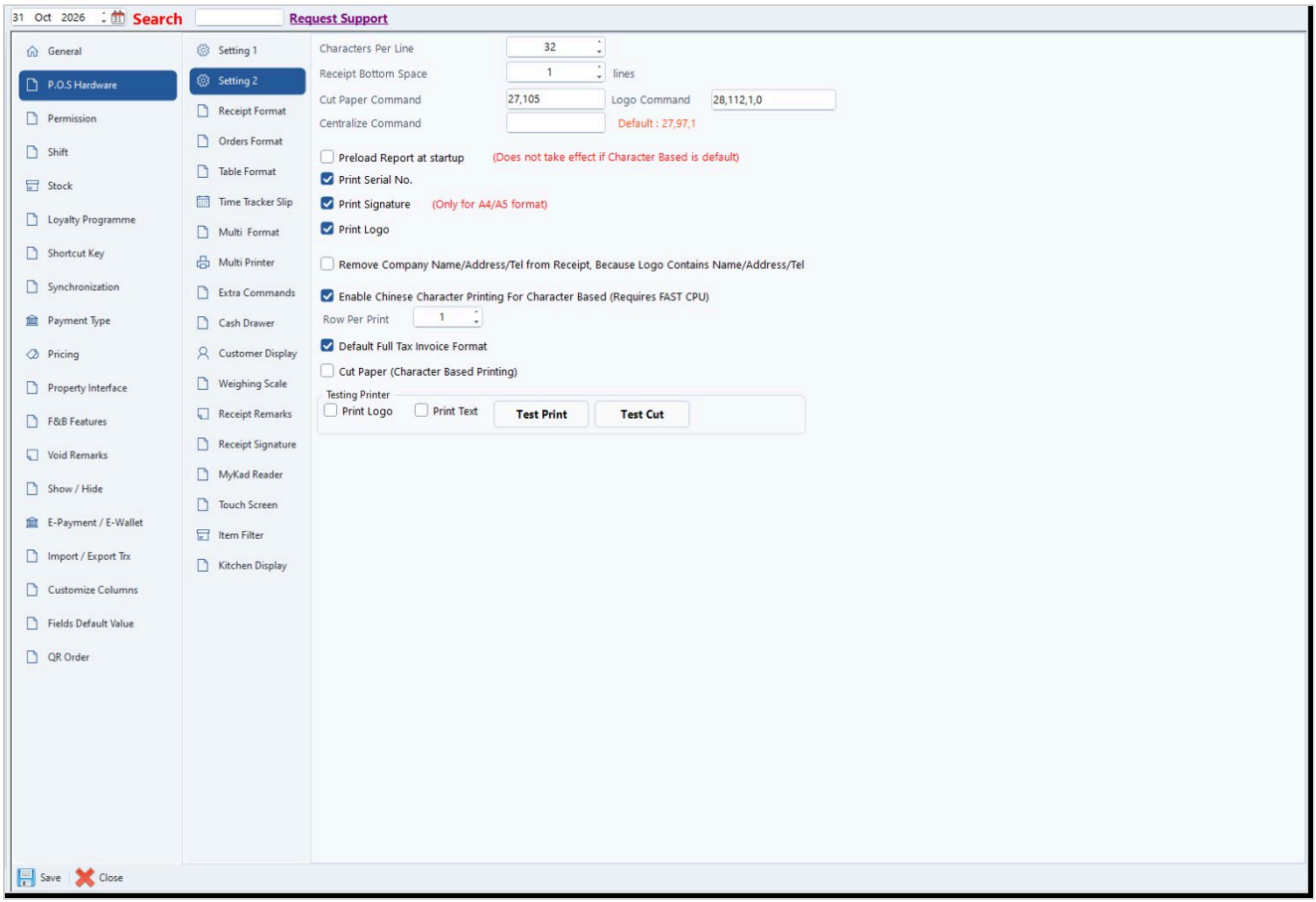
Before you start

- Open the settings from Point of Sale > Point of Sale Setup > Point of Sale Settings, then open the P.O.S Hardware tab.
- Choose a Receipt Printer on the Setting 1 sub-tab first. The Test buttons use that printer, and Test Print does nothing if no receipt printer is chosen.
- The commands a printer accepts depend on its model. Check the printer manual.

Steps

1. Open Setting 2

On the P.O.S Hardware tab, click the Setting 2 sub-tab.



2. Set the receipt bottom space and paper cut

Enter the Receipt Bottom Space in lines. Tick Cut Paper (Character Based Printing) and fill in the Cut Paper Command if the printer should cut after printing.

3. Set the logo and other print options

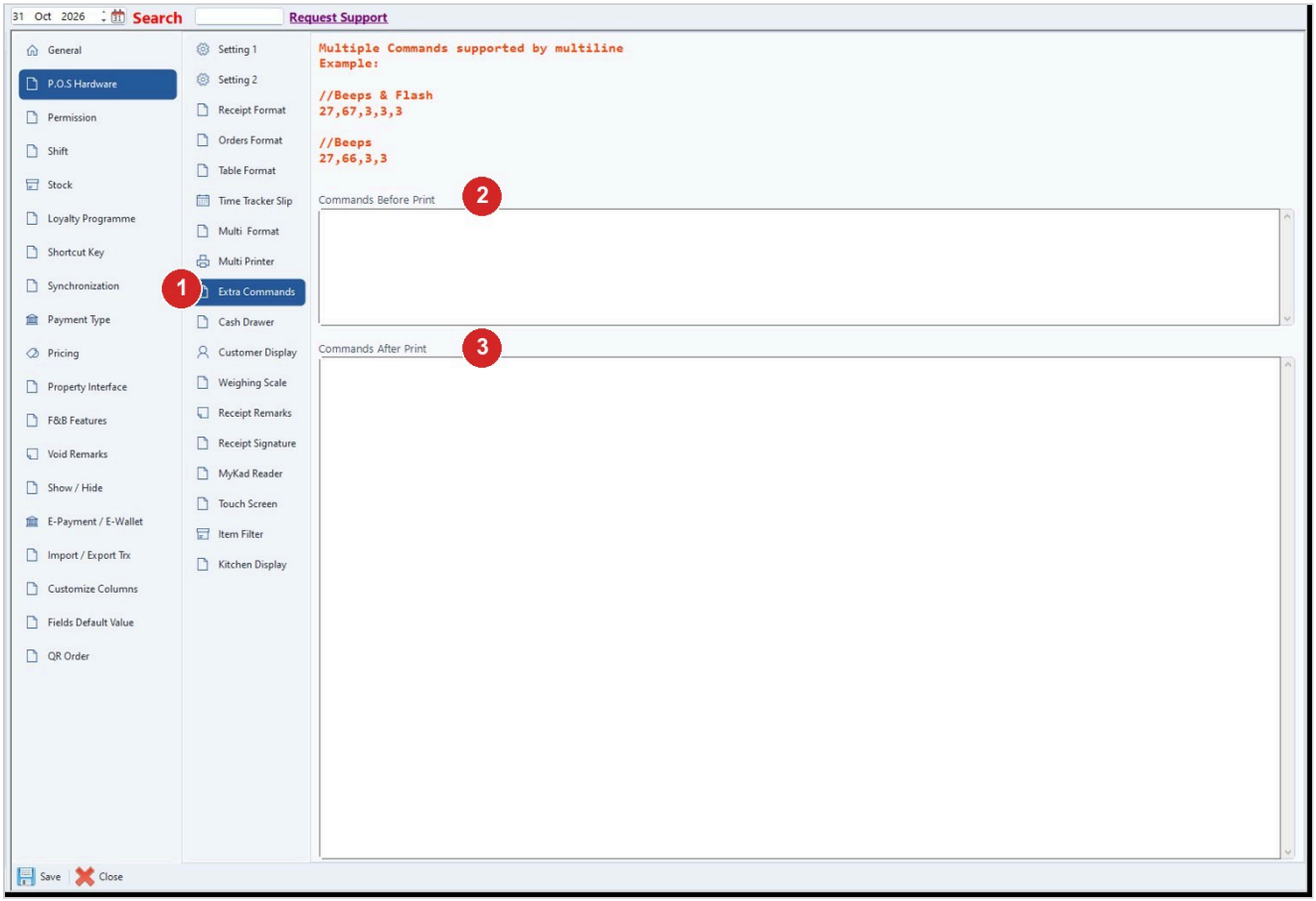
Tick Print Logo and check the Logo Command (default 28,112,1,0) and Centralize Command (default 27,97,1). Tick Remove Company Name/Address/Tel from Receipt, Because Logo Contains Name/Address/Tel if your logo already shows them. Tick Print Serial No., Print Signature (only for A4/A5 format) or Default Full Tax Invoice Format if needed. For character based printing, set Characters Per Line and Row Per Print.

4. Test the printer

In the Testing Printer area tick Print Text and/or Print Logo and click Test Print. Click Test Cut and choose Cut or Bottom Space + Cut. Adjust the values until the result is right, then click Save.

5. Add extra printer commands

Put each command on its own line. A command is a list of numbers separated by commas, and a line starting with // is a comment. The screen's examples are 27,67,3,3,3 (beeps and flash) and 27,66,3,3 (beeps).



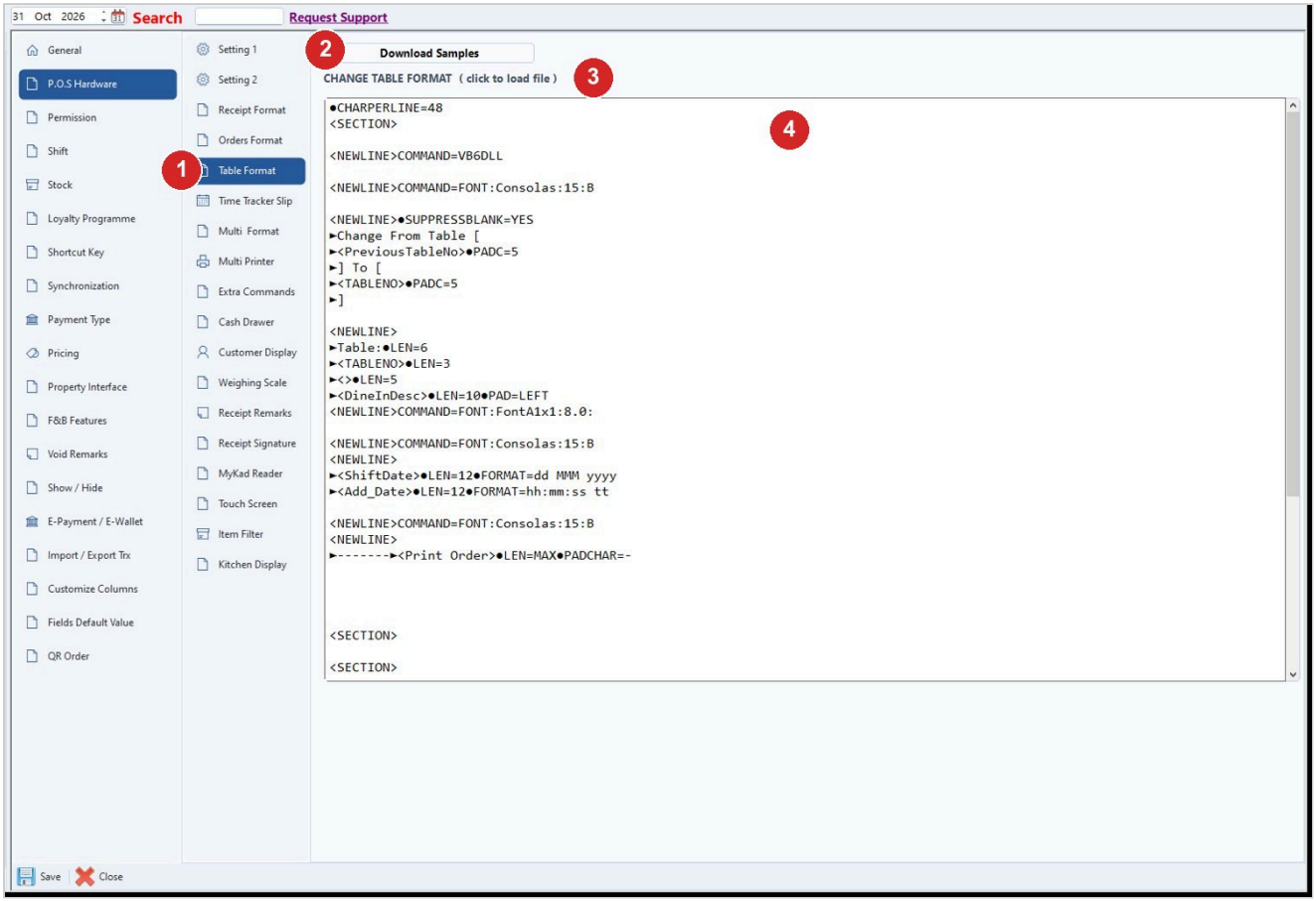
Step	What to do
1	Open the Extra Commands sub-tab.
2	In Commands Before Print type the commands to send before the receipt.
3	In Commands After Print type the commands to send after it.

6. Test the extra commands

Click the ... button at the end of either box to send a test print of the commands in that box to the receipt printer. Then click Save.

7. Set the layout of the change table note

Click Save when you are done.



Step	What to do
1	Open the Table Format sub-tab.
2	If you need a starting point, click Download Samples first.
3	Click CHANGE TABLE FORMAT (click to load file) and choose a sample .txt file.
4	Its text loads into the large box below, where you can adjust it.

Tips

- The paper-cut option and the Cut Paper Command are on the Setting 2 sub-tab. The cash drawer has its own Cash Drawer sub-tab.
- Preload Report at startup on Setting 2 does not take effect if Character Based is the default.
- Enable Chinese Character Printing For Character Based needs a fast CPU, according to the screen.

Common problems

The receipt does not cut or print the logo.

Check the command values on Setting 2 and use the Test Print and Test Cut buttons.

Test Print does nothing.

Choose a Receipt Printer on the Setting 1 sub-tab first.

The message 'No sample files found. Please download first.' appears.

Click Download Samples on the Table Format sub-tab first, then load a file.

The table note layout looks wrong.

Download a sample, load it and adjust it again.

Draft: written from Synergy's support notes (checked by AI against the program), not yet reviewed by Synergy staff.