Synergy Acc2026 POS - Receipt Printer and Shop Name

This guide shows how to choose the receipt printer, set what the POS does when it prints, and set the shop name and terms printed on the receipt, on the Setting 1 tab of the Point of Sale settings.

Before you start

- The printer must already be installed in Windows on this PC, otherwise it will not appear in the list.
- Know your shop name and the terms and conditions text you want printed.

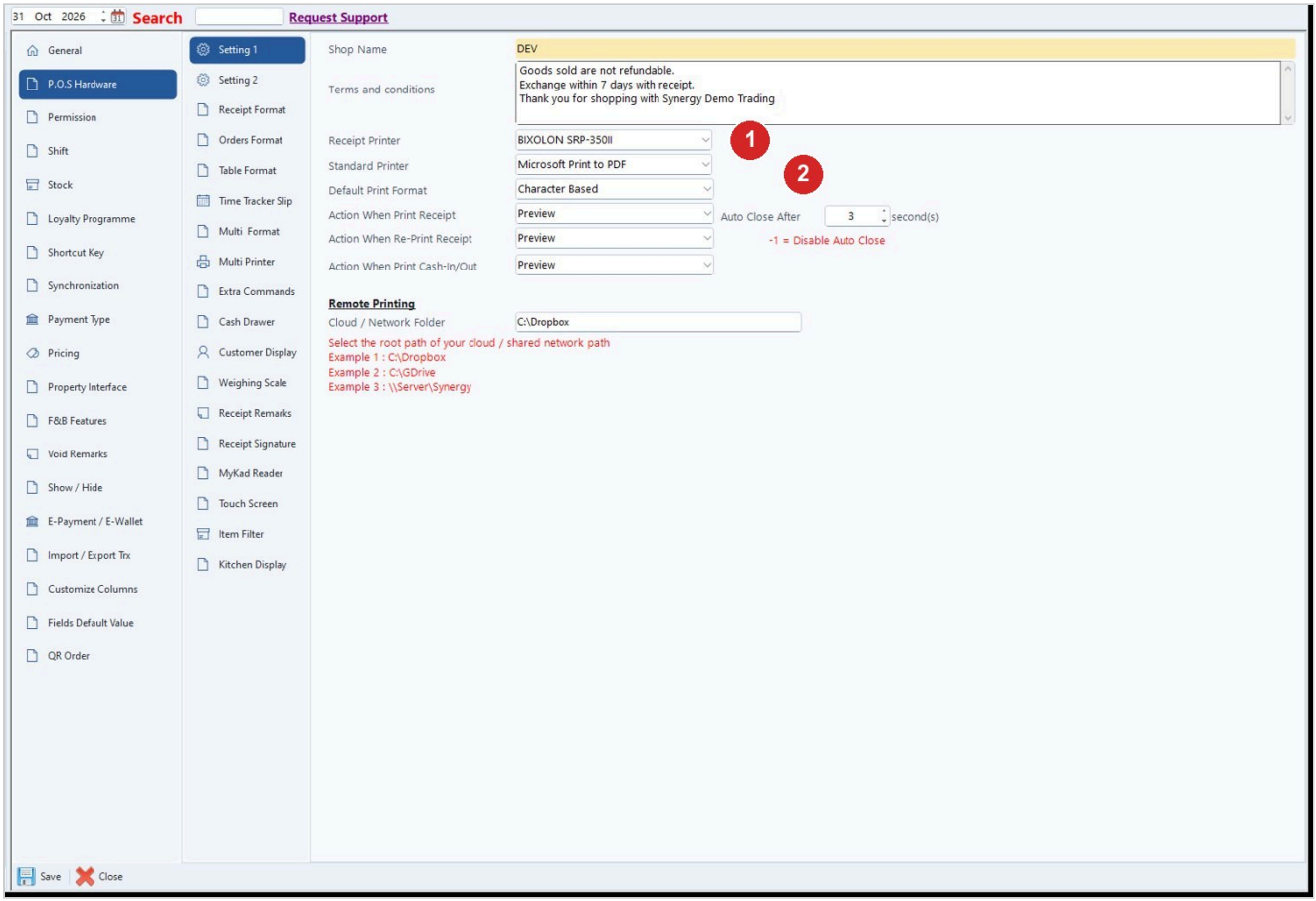
Steps

1. Open the Point of Sale settings

From the menu, go to Point of Sale > Point of Sale Setup > Point of Sale Settings. Open the P.O.S Hardware tab, then the Setting 1 tab.

2. Choose the printers

Choose the printers.



Step	What to do
1	Choose the Receipt Printer.
2	Choose the Standard Printer.

3. Choose the print format

Choose the Default Print Format.

4. Type the shop name and terms

Type the Shop Name and the Terms and conditions to print on the receipt. If your licence already carries a shop name, Shop Name is locked and shows the licensed name.

5. Set the print actions

Set Action When Print Receipt, Action When Re-Print Receipt and Action When Print Cash-In/Out. Each can be Preview or Direct Print. Auto Close After ... second(s) closes the preview by itself; -1 means Disable Auto Close.

6. Set remote printing if you need it

If you print remotely, set Remote Printing and choose the Cloud / Network Folder. Select the root path of your cloud or shared network path, for example C:\Dropbox, C:\GDrive or \\Server\Synergy.

7. Update the footer image if the button is shown

If the Update Footer Image button is shown, click it and choose a picture file. You see Image Updated. and the picture is stored straight away, without waiting for Save. Do this on the main/server PC.

8. Save

Save the settings, then print a receipt to check the result.

Tips

- If you meet the small Printer Settings screen, it has Receipt Printer, Standard Printer, OK and CANCEL. Pick the printers and click OK; Settings saved appears. The choice is kept separately for each computer, so set it on every POS PC.
- The Update Footer Image button appears only when the footer image option is switched on for your system.

Common problems

The receipt prints without the shop name

Check the Shop Name on the Setting 1 tab.

The wanted printer is not in the list

Install the printer in Windows on this PC first, then reopen the screen.

Another counter prints to the wrong printer

The printer choice is per computer. Check the settings on that PC.

Update Footer Image says Only Main/Server can update.

Do it on the main/server computer, not on a network client PC.

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

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