

Devices, Hardware & Displays

Configure device behavior, receipt and label printers, customer-facing screens, and supported payment terminals.

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1. Device Experience

Configure settings stored for the individual register device.

How device-specific settings work

Devices & Hardware contains settings that apply to the computer or register being configured, not automatically to every location device.

Common device-specific controls

- Register sounds
- Browser PDF versus hardware-printer receipt presentation
- Printer connection and host information
- Automatic printing and receipt-copy counts
- DYMO availability and label size
- Customer-display connection information

Configure each register

1. Open **Settings > Devices & Hardware** on the intended device.
2. Make the required changes.
3. Save the settings.
4. Test the hardware from that same device.
5. Repeat on other registers when they should use the same configuration.

How to turn register sounds on or off

Register sounds provide audible feedback for supported key presses and events on the current device.

Change sound behavior

1. Open **Settings > Devices & Hardware**.
2. Find **Device Experience**.
3. Enable or disable **Sound**.
4. Save the settings.
5. Test a supported register action.

This preference applies to the current device. Also check the computer's volume, mute setting, and connected speakers if sounds remain inaudible.

2. Receipt Printing

Choose receipt presentation, paper size, printer connection, and automatic copies.

How to choose receipt paper size and presentation

Match the receipt layout to the printer paper used by the current register.

Choose the paper size

1. Open **Settings > Devices & Hardware**.
2. Find **Receipt Printer**.
3. Select **80 mm**, **58 mm**, or **Letter**.
4. Save and print a test receipt.

Browser PDF or hardware printer

On supported web devices, enable the embedded PDF receipt to use the browser's receipt view instead of hardware-printer and automatic-print controls. Disable it when this register should send receipts directly to configured hardware.

How to connect a Star WebPRNT receipt printer

Use Star WebPRNT when a supported Star receipt printer is available over the network.

Connect the printer

1. Connect the printer to the same reachable network as the register.
2. Open **Settings > Devices & Hardware**.
3. Disable embedded PDF receipt mode when it is enabled.
4. Enable **Star WebPRNT**.
5. Enter the printer host name or IP address.
6. Save the settings.
7. Print a controlled test receipt.

If it does not print

- Confirm the printer is powered on and online.
- Verify the host or IP address.
- Confirm the register can reach the printer network.
- Check the selected paper size.

How to auto-print sales receipts and choose copies

Automatic printing sends a receipt to the configured hardware printer after a supported sale completes.

Enable auto-print

1. Open **Settings > Devices & Hardware**.
2. Use hardware-printer mode instead of embedded PDF.
3. Enable **Auto-print sales**.
4. Enter the number of receipt copies, with a minimum of one.
5. Save the settings and complete a test transaction.

Choose multiple copies only when the business needs a customer and store copy. Excess copies waste paper and can expose transaction information.

How to auto-print integration transactions

Supported integrations can print receipts separately from ordinary register sales.

Configure integration printing

1. Open **Settings > Devices & Hardware**.
2. Use hardware-printer mode.
3. Enable **Auto-print integration transactions**.
4. Choose the number of integration receipt copies.
5. Save the settings.
6. Complete a controlled transaction through the integration.

This option affects supported integration transactions only. Configure ordinary sale auto-printing separately.

3. Label Printing

Connect and configure supported DYMO label printers.

How to enable a DYMO label printer and choose label size

Enable DYMO printing on a computer connected to a supported DYMO printer and running the required DYMO software.

Configure DYMO

1. Connect and power on the DYMO printer.
2. Confirm DYMO Connect is installed and can see the printer.
3. Open **Settings > Devices & Hardware**.
4. Enable **DYMO Printer**.
5. Select **Big**, **Small**, or **Mini** to match the installed label roll.
6. Save the settings.
7. Print a test label from the workflow that will use it.

This is a device-specific setting and must be configured on each computer that prints labels.

How to troubleshoot DYMO label printing

If a DYMO label does not print correctly, verify the hardware, software, and label configuration in order.

Troubleshooting checklist

- Confirm the printer is powered on and connected to this computer.
- Open DYMO Connect and verify that it recognizes the printer.
- Confirm DYMO is enabled in Devices & Hardware.
- Match the selected label size to the roll installed in the printer.
- Check label orientation and clear any jam.
- Reload RepairNest POS after reconnecting the printer.
- Try a controlled test label before printing a large batch.

4. Customer-Facing Screen

Connect and customize the display customers see during checkout and idle time.

How to connect a customer-facing screen

Connect a second display so customers can follow supported checkout information without viewing the employee's full register screen.

Connect the screen

1. Open **Settings > Customer-Facing Screen**.
2. Open the remote customer display on the second screen.
3. Enter the display ID or connection code shown by that screen.
4. Choose whether the customer display supports touch.
5. Choose whether detailed checkout information should be hidden.
6. Select **Save Connection**.
7. Start a test sale and confirm that the customer screen updates.

The display connection is stored for the device. Configure each register and customer screen pair separately.

How to show product advertisements or custom images

Choose what the customer-facing screen displays when it is not showing an active transaction.

Show product advertisements

1. Open Customer-Facing Screen settings.
2. Enable **Product Advertisement**.
3. Save the connection and review the idle display.

This option requires the inventory module and enough products with images. If the account has fewer than the required image-ready products, the option may be turned off.

Show custom images

1. Enable **Custom Images**.
2. Add and manage the images that should appear.
3. Save and verify the display.

Product Advertisement and Custom Images are alternative idle modes; enabling one can disable the other.

How to customize the customer-screen idle message

Customize the idle screen so it matches the business and gives customers useful information while the register is waiting.

Customize idle mode

1. Open **Settings > Customer-Facing Screen**.
2. Find the idle-mode settings.
3. Choose a background image or background color.
4. Enter the heading and subtitle.
5. Choose whether to show the business logo.
6. Adjust text color, font size, and font weight.
7. Configure the permanent message and its speed when available.
8. Save and review the result on the actual customer screen.

Keep text brief, readable from the customer's distance, and appropriate for everyone visiting the store.

5. Payment Terminals

Configure supported Dejavoo, PAX, Clover, and Stripe Terminal devices.

How to find and configure your supported payment terminal

RepairNest POS shows the terminal settings that match the payment processor configured for the location.

Open the correct terminal settings

1. Confirm the payment processor assigned to the location.
2. Open **Settings**.
3. Select the terminal page shown for the account: **Dejavoo**, **PAX**, **Clover**, or **Stripe Terminal**.
4. Enter or select the device information requested by that integration.
5. Save the configuration.
6. Run the processor's approved connection or test workflow.

Only the terminal type associated with the active processor normally appears. Offline-processing configurations may not show a terminal setup page.

Never enter payment-terminal credentials or activation codes into a public help request. Contact authorized support when processor enrollment or account changes are required.

How to troubleshoot a payment terminal connection

When a payment terminal is unavailable, check the device and integration before attempting a live customer payment again.

Troubleshooting checklist

- Confirm the terminal is powered on and has network connectivity.
- Verify that the location is configured for the correct processor.
- Open the matching terminal settings and confirm the selected device.
- Check that offline processing is not changing the expected workflow.
- Restart the terminal only according to the processor's instructions.
- Retry with a controlled test instead of repeatedly charging a customer card.

Prevent duplicate charges

If the POS and terminal disagree about a transaction result, review the processor record before retrying. Do not assume a timeout means the payment failed.

Devices, Hardware & Displays overview

Devices, Hardware & Displays explains how each register connects to receipt printers, label printers, customer screens, and supported payment terminals.

What this book covers

- Device-specific settings and register sounds
- 58 mm, 80 mm, and Letter receipt layouts
- Embedded browser receipts and hardware printing
- Star WebPRNT, auto-printing, and receipt-copy counts
- DYMO label printers and label sizes
- Customer-screen connection, advertisements, custom images, and idle messages
- Dejavoo, PAX, Clover, and Stripe Terminal configuration

Before configuring hardware

Make changes from the device that will use the hardware. Confirm network access, install the manufacturer's required software, and test with a controlled receipt, label, display, or payment workflow.