Getting Help Setting Up Point of Sale Peripheral Devices

Setup & POS Hardware · https://retailedge.com/docs/getting-help-setting-up-point-of-sale-peripheral-devices

RetailEdge has been in the business of selling Point of Sale software since 1989. Since that time, we have seen our share of receipt printers, barcode label printers, cash drawers, and barcode scanners come and go. Our US-based technical support staff has a lot of knowledge about a lot of different devices and can assist you in getting these devices installed and working with RetailEdge.

Purchasing Hardware from Us

When you purchase a point of sale peripheral device from us, the cost of installation is built into the price of the item.

Purchasing Hardware from Other Businesses

A lot of businesses that sell POS equipment may sell you less expensive devices that are not compatible with RetailEdge, are configured incorrectly, need installation configurations, etc. Our technical support team are happy to help. However, if you did not purchase the device from us, we do need to charge for this support.

Reinstalling Devices

When you purchase a device from us, the price includes initial device setup and support. However, if you move a device to a new computer, or a different computer, or reconfigure your network, etc., these changes can require additional support. There may be an additional charge to provide this type of device support.

Before Calling Technical Support

Here are some things you can try before calling our technical support:

1. Call the business you purchased the device from and see if they will help.
2. Check with the manufacturer's website to see if they have installation instructions or troubleshooting help.
3. Check with our Knowledge Base or see if there is a troubleshooting or installation video.

We are Here to Help

If you have exhausted all avenues, we are here to help. The more time you spend doing the upfront legwork, the less time we will need to spend.