VENTURE SOURCING GROUP

HARDWARE SET UP GUIDE

GETTING STARTED WITH COVA

A comprehensive guide to setting up your COVA-approved hardware and software.

VSG COVA™

TABLE OF CONTENTS

3 **Hardware Configuration Diagram**

4 **General Rules of Thumb**

5 **Downloading & Installing the Cova POS App to a Tablet/Terminal**

6 **Receipt Printers**

- Star mC-Print3
- Start TSP143IIILAN

10 **Label Printers**

- Zebra ZD420 & ZD410

12 **Barcode Scanners**

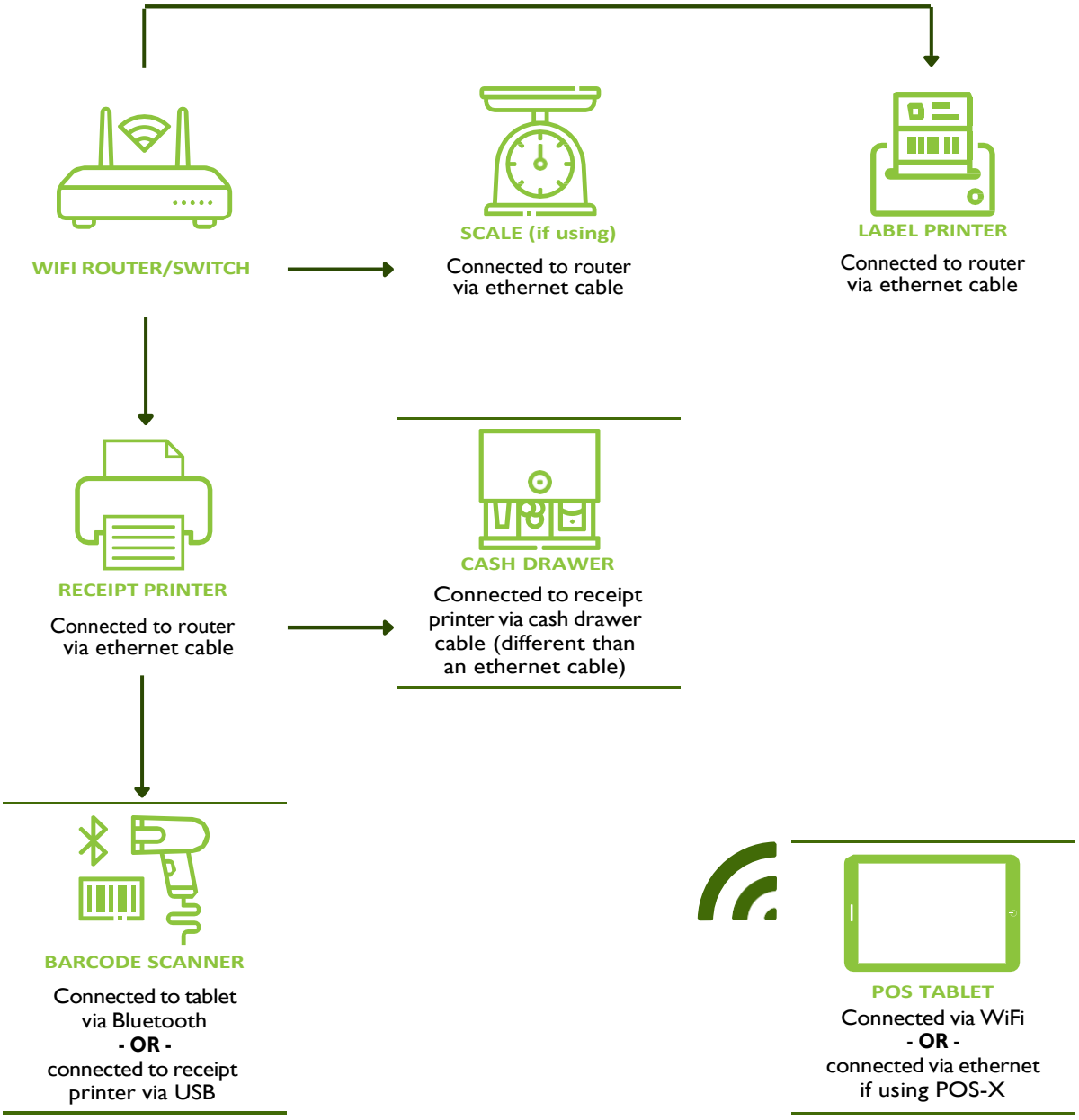
- Zebra DS9208 & DS9308
- Socket Mobile Wireless Scanners (All Models)

14 **Cash Drawers**

15 **Integrated Scales**

17 **ELO Devices**

HARDWARE CONFIGURATION DIAGRAM



GENERAL RULES OF THUMB

- List of hardware supported by Cova (a QR code is also available below): https://www.covasoftware.com/hardware/us/pos
- All receipt and label printers MUST be connected to the store network via ethernet/LAN/Cat5 cable.
  - This is true even if the POS terminal has available USB ports – Cova cannot communicate with printers via USB.
  - Integrated scales (if using) must also be connected via LAN cable.
  - Active data ports/outlets can be used to connect the printers and scales, if the router is in a hard-to-access spot.
- Be sure to use label/receipt paper rolls recommended by the manufacturer or supplier.
- Avoid using "guest" Wi-Fi networks and make sure your network settings allow for new devices to be registered to the network.
- Network speeds must be 10mbps upload & download at an absolute minimum.
- It is not recommended to use any USB ports found on the printers or terminals as power supplies for any other piece of hardware.
- If using wired barcode scanners (i.e. the Zebra DS9308), you MUST use the mC-Print3 receipt printer.
- You will be asked to assign a name to most of the pieces of hardware – there are no requirements for the device names, so assign names that makes it easy for you to identify which device is which.

LIST OF HARDWARE SUPPORTED BY COVA:

https://bit.ly/3xnZVue

DOWNLOADING & INSTALLING COVA APPS

BEFORE YOU BEGIN:

You will need to make sure the device is registered with a Google account before you can install any new applications. If you open the Play Store app, Android will prompt you to enter an account and give you the option to set up a new one.

If you purchased a Custom Cova Pre-Programmed or POSX tablet from Venture Sourcing Group, the Cova app may already be downloaded. Check the app list to see if Cova is already on the device.

STEP BY STEP INSTRUCTIONS:

1. On your tablet, open Google Chrome and type **https://support.covasoftware.com/** in the address bar
    a. You will be prompted to log in -- you can use the same login credentials you use to access the **Cova Hub**
2. Once logged in, click the yellow "Let's Install Cova!" button
3. On the next page, click the "Download" button
4. When prompted, open the file with Google Drive, then Package Installer
    a. If met with a message along the lines of "*For your security this device is not allowed to install apps from unknown sources*", click the "Settings" button on the popup and allow that permission in the Android settings. You should then be able to back out to the previous screen and continue the installation
5. Once the app is downloaded, you can launch it and log in with the same credentials you use to access the **Cova Hub**
    a. When logging in for the first time, the app will ask for an activation code. Selecting "Manually Activate this Terminal" will auto initiate the registration of the device. You will then just need to give the device a name and assign it to a location. If you have any issues with manual activation, you can have the Cova HUB generate a code. To generate that, go to the Cova Hub, navigate to Settings > POS Setup and click the "New POS Device" button. From there you will be asked to give the device a name and assign it to a location. Once you hit Save, a registration code will be generated for the app.
6. Repeat the process for any additional terminals that need to be activated.

RECEIPT PRINTERS

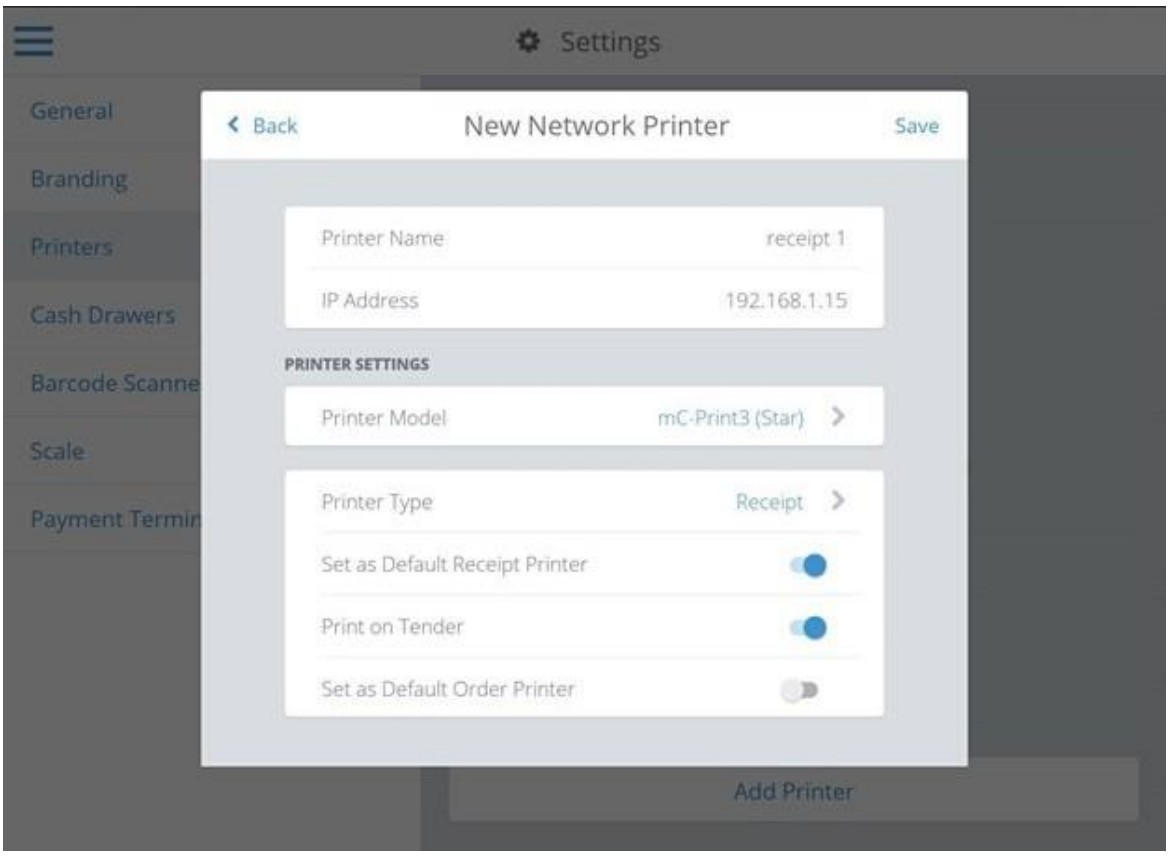
STAR MC-PRINT3

1. Ensure that the printer is plugged in correctly.
   a. The power supply cable and LAN/ethernet cable should both be plugged into the back of the printer.
   b. If using a wired barcode scanner and/or integrated cash drawer, those should both be plugged into the printer as well. See setup instructions for the DS9208/9308 scanners and cash drawers for further instructions.
   c. The USB cable included with the printer will not be used with Cova's setup.
2. Load receipt paper into the printer.
3. Pull the IP address from the printer – this will allow you to distinguish this printer from other printers on the network.
   a. With the printer powered off, hold down the FEED button (next to the power button).
   b. With the FEED button held down, power the printer on (don't hold the power button down as well, just press it firmly once to power it back on).
   c. The printer will begin to print several reports – you can let the FEED button go once it starts printing.
      i. You'll want the report that says "Network Configuration" at the top -- further down on the report, under "Current IP Parameter Status", you'll see the printer's IP address. Hold on to this.
      ii. It may take several seconds for this report to generate if its the first time the printer has been connected to the network



4. Log into the Cova POS all on your terminal/tablet and navigate to *Settings* > *Printers* via the menu in the upper left-hand corner. Click "Add Printer" and when prompted, search for a Network Printer.
5. The system will take a few moments to scan for networked printers. If there are multiple printers on the network, it will display a list of all of them; match the IP address you printed in the steps above with what you see on the list to identify the printer you're working with. Tap on that printer.

6. From the printer settings page, assign the printer a name, ensure that the Printer Model is set to "mC-Print3" and the Printer Type is set to "Receipt". Toggle on the "Set as default Receipt Printer" and "Print on Tender" options.



NOTE: If you're setting up an order printer (which prints saved orders and online orders), toggle on the "Set as Default Order Printer" option. If this printer is being set up in a back room/fulfillment area and will not be used directly at the POS station, do not set it as the default receipt printer.

7. Click *Save*. You should now see it listed under the printer settings as an available printer.
   - To test the printer, tap on it from that list and tap the *Test Printer* button at the bottom of the window. If it prints correctly, you're all done! Tap *Save* again to dismiss the window

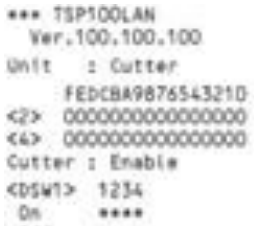
MORE INFO ON THE MC-PRINT3 CAN BE FOUND HERE:

https://bit.ly/3gecEZm

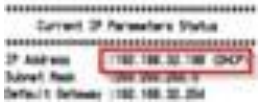
RECEIPT PRINTERS

STAR TSP143IIILAN

1. Ensure that the printer is plugged in correctly.
    a. The power supply cable and LAN/ethernet cable should both be plugged into the back of the printer.
    b. If using an integrated cash drawer, that should both be plugged into the printer as well. See setup instructions cash drawers for further instructions.
    c. The USB cable included with the printer will not be used with Cova's setup.
2. Load receipt paper into the printer.
3. Pull the IP address from the printer – this will allow you to distinguish this printer from other printers on the network.
    a. With the printer powered off, hold down the FEED button on the front of the printer.
    b. With the FEED button held down, power the printer on via the switch on the side.
    c. The printer will begin to print several reports – you can let the FEED button go once it starts printing.
        i. You'll want the report that says "Network Configuration" at the top -- further down on the report, under "Current IP Parameter Status", you'll see the printer's IP address. Hold on to this.
        ii. It may take several seconds for this report to generate if its the first time the printer has been connected to the network







4. Log into the Cova POS all on your terminal/tablet and navigate to *Settings* > *Printers* via the menu in the upper left-hand corner. Click "Add Printer" and when prompted, search for a Network Printer.
5. The system will take a few moments to scan for networked printers. If there are multiple printers on the network, it will display a list of all of them; match the IP address you printed in the steps above with what you see on the list to identify the printer you're working with. Tap on that printer.

6. From the printer settings page, assign the printer a name, ensure that the Printer Model is set to "Star (TSP)" and the Printer Type is set to "Receipt". Toggle on the "Set as default Receipt Printer" and "Print on Tender" options.

   NOTE: If you're setting up an order printer (which prints saved orders and online orders), toggle on the "Set as Default Order Printer" option. If this printer is being set up in a back room/fulfillment area and will not be used directly at the POS station, do not set it as the default receipt printer.

7. Click *Save*. You should now see it listed under the printer settings as an available printer.
   - To test the printer, tap on it from that list and tap the *Test Printer* button at the bottom of the window. If it prints correctly, you're all done! Tap *Save* again to dismiss the window

MORE INFO ON THE TSP143IIILAN CAN BE FOUND HERE:

https://bit.ly/3zjuNxM

LABEL PRINTERS

ZEBRA ZD420 & ZD410

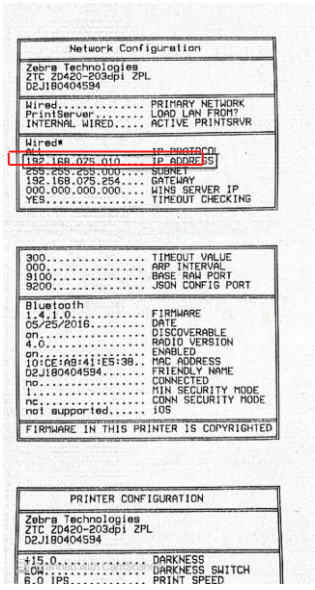
PLEASE NOTE:

While there are differences between the ZD410 & ZD420, the installation process is the same for both printers.

If you have issues with the labels not printing correctly (e.g. the text is getting cut off), be sure the follow the steps starting at step #8.

STEP BY STEP INSTRUCTIONS:

1. Ensure that the printer is plugged in correctly.
   a. The power supply cable and LAN/ethernet cable should both be plugged into the back of the printer.
   b. The USB cable included with the printer will not be used with Cova's setup.
2. Load label rolls into the printer.
3. Pull the IP address from the printer – this will allow you to distinguish this printer from other printers on the network.
   a. With the printer powered on, hold down the FEED and CANCEL buttons on top of the printer for about two seconds.
   b. The printer will begin to print several reports – you can let the buttons go once it starts printing.
      i. You'll want the report that says "Network Configuration" at the top -- further down on the report, you'll see the printer's IP address. Hold on to this.
4. Log into the Cova POS all on your terminal/tablet and navigate to *Settings* > *Printers* via the menu in the upper left-hand corner. Click "Add Printer" and when prompted, search for a Network Printer.
5. The system will take a few moments to scan for networked printers. If there are multiple printers on the network, it will display a list of all of them; match the IP address you printed in the steps above with what you see on the list to identify the printer you're working with. Tap on that printer.



6. From the printer settings page, assign the printer a name, ensure that the Printer Model is set to "Zebra" and the Printer Type is set to "Label". Toggle on the "Set as default Label Printer" and "Print on Tender" options.
7. Click *Save*. You should now see it listed under the printer settings as an available printer.
    - To test the printer, tap on it from that list and tap the *Test Printer* button at the bottom of the window. If it prints correctly, you're all done! Tap *Save* again to dismiss the window

IF THE LABELS AREN'T PRINTING CORRECTLY:

This is a common problem out of the box, however there is a simple fix: ***a Manual Width Adjustment***

1. Press and hold the PAUSE button until all lights on the printer flash orange, and let go once the lights begin to flash
2. Once only the Status light on the far left is lit up in orange, press the FEED button once, and you should see the orange Pause light turn on
3. Press the PAUSE button. The printer will begin the process of printing a small box, pausing, printing a slightly bigger box, pausing, and will continue on with increasingly larger boxes
    - You ONLY need to focus on the left & right margins of the box. Do not worry about the top and bottom margins
    - You'll want to allow the left and right margins to get as close to the edge of the label as possible
4. Once a box is printed with left and right margins at the edge of the label itself, hit the FEED button -- this will set the label width. The lights on the printer should go back to displaying the Status and Network lights in green
5. Try doing a test print from Cova again -- the issue should be resolved!

MORE INFO ON THE ZD420 CAN BE FOUND HERE:

https://bit.ly/3gxjQ30

MORE INFO ON THE ZD410 CAN BE FOUND HERE:

https://bit.ly/3gv9D7b

BARCODE SCANNERS

ZEBRA DS9208 & DS9308 WIRED SCANNERS

PLEASE NOTE:

*The Star mC-Print3 receipt printer is **required** for the wired barcode scanners. You must also install the receipt printer to the Cova app **before** installing the barcode scanner.*

1. Verify the mC-Print3 is running the latest firmware version. See provided guide
2. Ensure that the scanner is plugged into the receipt printer via USB cable
    - It's recommended to use one of the 0.5A USB ports on the receipt printer
3. In the Cova app, navigate to ***Settings > Barcode Scanners*** via the menu on the upper left-hand corner, and click "Add Scanner"
4. Set the Connection Type to "USB via Printer"
5. Set the Device to whichever receipt printer the scanner is connected to (e.g. "Printer 1")
6. Set the Model to "mC-Print3" (this should be the only available option)
7. Assign the scanner a name and tap **Save**

TO TEST THE SCANNER:

Tap on it from the list of available scanners

- You'll see a field titled *Test Scanner*
- From here, you can scan ANY barcode (it doesn't have to be one of your products, it can be a barcode off any item you have on-hand)
- If the barcode/SKU number appears in the *Test Scanner* field, you're good to go!

MORE INFO ON THE DS9208 CAN BE FOUND HERE:

https://bit.ly/3pR7ozc

SOCKET MOBILE SCANNERS (All Models)

PLEASE NOTE:

*The scanner should be **fully charged** before pairing.*

*Simply pairing the Socket scanner via the Android Bluetooth settings will not work with Cova. You must first pair the scanner via the **Socket Mobile Companion App**.*

1. First, launch the Google Play Store and download the Socket Mobile Companion app.
2. Once the app is installed, launch it and follow the steps to pair your scanner with the app.
    a. You can find the model number of your scanner below the scan window on the device. If the model starts with an "S", it's part of the SocketScan series. If it starts with a "D" it's part of the DuraScan series.
3. Once the scanner has been paired through the Companion app, open the Cova POS app and navigate to Settings > Barcode Scanners via the menu on the upper left-hand corner. Tap "Add Scanner"
4. Set the Connection Type to "Bluetooth"
5. The scanner should immediately pop up under the Select a Device field – tap it.
6. Set the Model to "Socket Mobile"
7. Assign the scanner a name and tap Save.

TO TEST THE SCANNER:

Tap on it from the list of available scanners

- You'll see a field titled *Test Scanner*
- From here, you can scan ANY barcode (it doesn't have to be one of your products, it can be a barcode off any item you have on-hand)
- If the barcode/SKU number appears in the *Test Scanner* field, you're good to go!

MORE INFO ON THE SOCKET SCANNERS CAN BE FOUND HERE:

https://bit.ly/35lv1GI

CASH DRAWERS

PLEASE NOTE:

There are several different models of cash drawers that are compatible with Cova, however the installation process is the same for all models.

The receipt printer must be installed to the Cova POS app before you can install the cash drawer

If you're using a non-integrated cash drawer (one that doesn't have a cable connection to the printer), you only need to complete step 3.

1. Ensure that the cash drawer is properly connected to the receipt printer
    a. The cable connecting the cash drawer to the printer is typically one-way, meaning one end is specifically for the drawer and the other is specifically for the printer. Check to see if the ends of the cable are labeled before plugging them in
    b. There is no power supply for the cash drawers, so the cable going from the drawer to the printer is the only connection needed
2. Log into the Cova POS app and navigate to *Settings* > *Cash Drawers* via the menu in the upper left-hand corner
3. Under the *Cash Drawer* field, select the drawer that corresponds to this POS station
    a. If you don't see any drawers listed (or if there aren't enough drawers), you can add additional drawers or rename existing drawers by going to *Operations* > *Cash Management* in the **Cova Hub**
4. Set the Drawer Connection to the receipt printer that the drawer is plugged into
5. Toggle on the "Open Drawer on Sale" option
6. Tap "Test Drawer" -- the drawer should kick open right away
    a. If the drawer doesn't open and you don't hear a click, make sure the drawer is physically unlocked and try again
    b. If the drawer doesn't open and you don't hear a click, try swapping the ends of the cash drawer cable so that the end that's currently plugged into the receipt printer is plugged into the drawer and vice-versa

INTEGRATED SCALES

PLEASE NOTE:

"Integrated" scales are those that connect with Cova over a network and send the weight of the product directly to Cova as it gets weighed out. You can still use non-integrated scales, which require the budtenders to manually enter the weight into Cova as the product gets weight out.

Cova only supports one model of integrated scale – the Ohaus SJX/E – and it MUST have the Ohaus Ethernet Kit to connect with Cova.

There are two physical locks located on the SJX/E – one under the weighplate and one on the bottom of the scale itself. In most instances, you'll want to make sure those are set to the "Unlocked" position, but certain states, such as Missouri, require the locks to remain locked. Therefore there are two methods of setting up the scales – locked and unlocked.

UNLOCKED MODE:

1. The scale should have the power supply and an ethernet/LAN cable plugged in
2. Power on the scale and retrieve the IP address:
    a. Hold the *Tare* button down for a few seconds until you see "M.e.n.u", then let go
    b. Press the *Print* button until you see "E.t.h.n.E.t."
    c. Press *Zero* and you will see "rESEt."
    d. Press *Print* and you will see "IP.Addr."
    e. Press *Zero* once to see the first six digits of the IP address
    f. Press *Print* to scroll the numbers so you can see the remaining digits. You will see the IP address you changed it to. You can press the *Function* to scroll the numbers to the left. Eventually you'll see a hyphen, which marks the end of the IP address.
    g. Press *Tare* twice to exist the settings
3. Make sure the scale is in the proper weigh mode:
    a. Press and hold the *Tare Menu* button until "C.A.L" appears on the scale's screen, then let go of the button
    b. Press the *Print Units* button until you see the "Print", then press the *Zero* button. You will then see the "rESEt" on the scale's screen
    c. Press *Print Units* until you see "A.Print", then press *Zero*. You will see "Off" by default.
    d. Press *Print Units* until you see "Cont", then press *Zero*. you will see "Contnt"
    e. Press the *Tare Menu* to exit the settings
4. In the Cova POS app, navigate to *Settings* > *Scales* via the menu in the upper left-hand corner, and Tap *Add Scale*
5. Assign the scale a name, then enter the IP Address you pulled up in Step 2
6. The scale port should always be set to "9761"
7. Set the Scale Model to "Ohaus Valor 7000" and tap *Save*
8. Test the scale by placing something on the scale, then tap on the scale from the Available Scales list in Cova. Tape *Test Scale* & you should see the item weight appear in the test field

INTEGRATED SCALES

LOCKED MODE:

1. Ensure that the scale is plugged in correctly – the scale should have the power supply and an ethernet/LAN cable plugged in.
2. Power on the scale and retrieve the IP address:
    a. Hold the Tare button down for a few seconds until you see "M.e.n.u", then let go.
    b. Press the Print button until you see "E.t.h.n.E.t."
    c. Press Zero and you will see "rESEt."
    d. Press Print once and you will see "IP.Addr."
    e. Press Zero once to see the first six digits of the IP address.
    f. Press Print to scroll the numbers so you can see the remaining digits. You will see the IP address you changed it to. You can press Function to scroll the numbers to the left. Eventually you will see a hyphen, which marks the end of the IP address.
    g. Press Tare twice to exit the settings.
3. Make sure the scale is in the proper weigh mode:
    a. Press and hold the Tare Menu button until "MEnU" appears on the scale's screen, then let go of the button and "SEtUP" appears on the scale's screen
    b. Press the Print Units button until you see Print, then press the Zero button. You will then see "rESEt" on the scale's screen.
    c. Press Print Units until you see "Contnt", then press Zero. You will see "rESult".
    d. Press Zero. You will see "On" by default.
    e. Press Print Units you will see "OFF", then press Zero. You will see "GroSS".
    f. Press Print Units you will see "nEt", then press Zero. You will see "OFF" by default.
    g. Press Print Units you will see "On", then press Zero. You will see "tArE".
    h. Press the Tare Menu to exit the settings. The scale settings are done.
4. 4. In the Cova POS app, navigate to Settings > Scales via the menu in the upper left-hand corner. Tap Add Scale.
5. Assign the scale a name, then enter the IP Address you pulled in step 2.
6. The scale port should always be set to "9761"
7. Set the Scale Model to "Ohaus Valor 7000" and tap Save.
8. Test the scale by placing something on the scale, then tap on the scale from the Available Scales list in Cova. Tap on the Test Scale button – you should see the weight of the item appear in the test field.

ELO DEVICES

PLEASE NOTE:

ELO devices are all-in-one terminals that include built-in receipt printers, barcode scanners and cash drawers

1. Connect the power cable to an outlet.
2. The device will initially display "EloView". This can be bypassed using the following steps:
    a. Enter EloView Control Panel by pressing Home and Power buttons together on the back of the unit.
    b. When prompted for password, use "1elo" (or your designated password during set up)
    c. From the Home tab, tap 5 times anywhere in the white area until Android Home button appears.
    d. Tap Android Home.
    e. The unit will reboot to the Android Desktop.
3. Download the latest version of Cova and install. Launch Cova.
    a. See the Downloading & Installing the Cova POS App to a Tablet/Terminal section of this guide for further instructions
    b. The following prompt may appear while initially using Cova: "Allow the app Cova to access the USB device?" Please enable "Use by default for this USB device" and select 'OK'
4. Setup the internal printer by navigating to Settings->Printers and selecting 'Add Printer'. Then Select 'ELO Printer'
    a. Name it, set default printer settings if desired, ensure the Printer Model is set to "TSP (Star)", then save.
5. Setup the internal cash drawer by navigating to Settings->Cash Drawers and selecting the ELO printer you set up in the previous step.
6. Setup the internal barcode scanner by navigating to Settings->Barcode Scanner and selecting 'Internal' -> 'ELO Internal' and then giving it a name and selecting Save.
7. The Elo device should now be configured to print receipts, use the cash drawer, and scan barcodes.