

SETUP GUIDE

Set up a thermal receipt printer

Print counter receipts straight from the Nufo POS — no print dialog, paper cut automatically, cash drawer opened, and a clear message when the printer is off or out of paper. About 5 minutes per counter.

Works with

- **Helett BillQuick Neo** (USB or Bluetooth)
- **RETSOL RTP-81** (USB)
- Any ESC/POS receipt printer, 2-inch (58 mm) or 3-inch (80 mm)

You need

- **Google Chrome** or **Microsoft Edge** (Windows, Mac or Android)
- The printer switched on, with paper loaded
- A USB cable — or the printer paired over Bluetooth
- A Nufo login that can use the POS

The printer is set up **on each counter computer** (it is saved in that browser). Two tills means doing these steps on both. What is printed on the receipt — logo, address, GSTIN — is set once for the whole business in [Settings > Print > Thermal Printer](#).

1 Open the printer setup

Open [Point of Sale](#) from the menu and click [Set up printer](#) at the top right.

Point of Sale
Quick billing counter

☐ Walking

 Set up printer

No counter open. Sales still record — they just are not counted into a shift.

 Open Counter

The button changes to the printer's name once it is set up — click it again any time to change the settings.

2 Choose the printer and how it is connected

Receipt printer for this counter

Saved on this computer. What the receipt shows is set in Settings > Print > Thermal.

Printer

Helett BillQuick Neo

80 mm, USB or Bluetooth. For Bluetooth, pair it in Windows first and choose "Bluetooth / COM port".

Connection

☒ **USB cable**
 Printer plugged into this computer. Chrome or Edge.

☐ **Bluetooth / COM port**
 A Bluetooth printer paired in Windows Settings, or a serial/USB-serial printer.

☐ **Bluetooth (BLE, phones & tablets)**
 Not available in this browser — use Chrome or Edge.

☐ **System printer (print dialog)**
 Uses the Windows driver. Always works, but asks to print each time and cannot cut or open the drawer.

Paper

58 mm

80 mm

Copies

1

☐ Print the receipt automatically after each bill
Off: print from the bill with the Print receipt button.

☒ Cut the paper

☐ Open the cash drawer
Drawer plugged into the printer.

☒ Company logo

☐ Bill-number barcode
Scan it to find the bill for a return.

☐ Payment QR when money is due
Your UPI QR from Settings > Company.

No printer chosen yet.

The setup window. Choosing a printer model fills in its usual settings; everything stays editable.

- Under **Printer**, pick **Helett BillQuick Neo**, **RETSOL RTP-81**, or **Other ESC/POS printer** (80 mm or 58 mm).
- Under **Connection**, pick how it is plugged in:

Connection	Use it when	Cut & drawer
USB cable	The printer is plugged into this computer with its USB cable. Best choice for a fixed counter.	Yes
Bluetooth / COM port	A Bluetooth printer used from a Windows computer (pair it first — step 3), or a serial / USB-serial printer.	Yes
Bluetooth (BLE, phones & tablets)	Billing from an Android tablet or phone in Chrome, with a printer that pairs over Bluetooth Low Energy.	Yes
System printer (print dialog)	The printer's Windows driver is installed and the direct options will not connect. Always works.	No — and it asks to print each time

3 Connect the printer

USB cable

1. Plug the printer in and switch it on.
2. Click **Choose printer** . The browser shows a list of USB devices — pick the printer and click **Connect** .
3. The window says "*Connected to ...*". Next time the counter remembers it — no need to choose again.

Windows message "Windows' printer driver is using this USB printer"? The printer's own driver is holding the USB port. Either choose **System printer**, or (for direct printing with cut and drawer) switch that printer's USB driver to *WinUSB* once with the free *Zadig* tool. Ask us and we will do it with you on a call.

Bluetooth from a Windows computer

1. On Windows open **Settings > Bluetooth & devices > Add device > Bluetooth** , pick the printer (e.g. "BillQuick" / "Printer001"). If it asks for a PIN, try **0000** or **1234** (the printer's manual has it).
2. In Nufo choose **Bluetooth / COM port** , click **Choose printer** , and pick the port named "*Standard Serial over Bluetooth link*" (or the printer's name).
3. Leave **Speed** at **9600** unless the printer's manual says otherwise.

Bluetooth from an Android tablet or phone

1. Open Nufo in **Chrome**, choose **Bluetooth (BLE, phones & tablets)** , click **Choose printer** and pick the printer.
2. After the page is reloaded, choose it once more — browsers do not remember Bluetooth printers between visits.

4 Paper and receipt options

Setting	What it does
Paper 58 mm / 80 mm	Match the roll: 3-inch rolls are 80 mm (Helett BillQuick Neo, RETSOL RTP-81), 2-inch rolls are 58 mm.
Copies	How many receipts each bill prints (1–5).
Print automatically after each bill	On: the receipt prints the moment a bill is saved. Off: print it with the Print receipt button.
Cut the paper	The printer's cutter cuts after each receipt.
Open the cash drawer	For a cash drawer plugged into the printer's drawer (RJ11) port.
Company logo	Prints the logo from Settings > Company at the top.
Bill-number barcode	A barcode of the bill number — scan it later to find the bill for a return.
Payment QR when money is due	Prints your UPI QR (from Settings > Company) when the customer still owes on the bill.

Click **Save**.

5 Test print and preview

 Test print

 Preview

Save

- **Test print** prints a check page: a full line of digits (it must fit the paper width exactly), bold text, a barcode, a QR code, then a cut.
- **Preview** shows the receipt line by line on screen — after a sale it shows that bill.

Print preview (80 mm)

TEST PRINT
Sharma Trading Co.
16-10-2026 06:28 PM

Paper: 80 mm, 48 characters a line
123456789012345678901234567890123456789012345678
Bold text
LeftRight

All good when: every line of the test page is readable, the digit line is not cut off or wrapped, the barcode and QR both print, and the paper is cut. If the digit line wraps, the **Paper** width is wrong.

6 Everyday use

- **Billing:** with auto-print on, finish the bill as usual — the receipt prints and the drawer opens.
- **Print receipt / Reprint:** after a bill, the green bar has **Print receipt** . A second print is marked **DUPLICATE COPY** on the receipt. Printing never creates another bill.
- **Older bills:** open the bill from **Sales Invoices** and click **Print receipt** .
- **If a receipt does not print** a red bar says why, with **Retry** and **Use print dialog** . The bill itself is already saved.

7 Troubleshooting

Message or problem	What to do
"The printer is out of paper"	Load a new roll (shiny side towards the print head), close the lid, press Retry .
"The receipt printer is not connected"	Check the cable / that the printer is on, then Set up printer > Choose printer .
"Windows' printer driver is using this USB printer"	Use System printer , or switch the USB driver to WinUSB (see step 3). We can help.
"Could not open the printer's port"	Another program (e.g. the old billing software) is using the printer. Close it and retry.
Bluetooth printer not in the list	Pair it in Windows first (step 3). Keep it within a few metres. Printers that use classic Bluetooth need Bluetooth / COM port , not BLE.
Text comes out as "????"	Hindi and other non-English item names cannot print in the printer's own font. Use System printer for those bills (the till warns you).
Lines wrap or are cut off	Set Paper to the roll's real width (58 or 80 mm).
Strange symbols, nothing readable	For Bluetooth / COM port, set Speed to the printer's baud rate (9600, 19200 or 115200).
Connection choices greyed out	Use Google Chrome or Microsoft Edge. Safari and Firefox cannot talk to printers directly — choose System printer there.

What the receipt shows

Company name and logo, address, phone, GSTIN, **Tax Invoice**, bill number, date and time, cashier, customer, every item with quantity, rate, discount and GST, CGST/SGST or IGST, the total, payment method, balance due, amount in words, and your note. Turn parts on or off in

Settings > Print > Thermal Printer .